

Local Voices

Quarter 3: October - December 2023

Local Voices reports are a collation of public experiences of health and social care. These stories build a picture of how services work well or can be improved for communities across Bristol, North Somerset and South Gloucestershire, and this is especially important for those people with the poorest experiences and outcomes. Our expertise is in using inclusive engagement methods to provide feedback which is otherwise missing from data sets.

We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take feedback at face value and share it anonymously. If the public consent for it, we can share contact details for case studies and to support service coproduction or codesign.

All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. These reports can also be viewed in PowerBI Pro, please email miriam@healthwatchbnssg.co.uk if you would like to access them in this way.



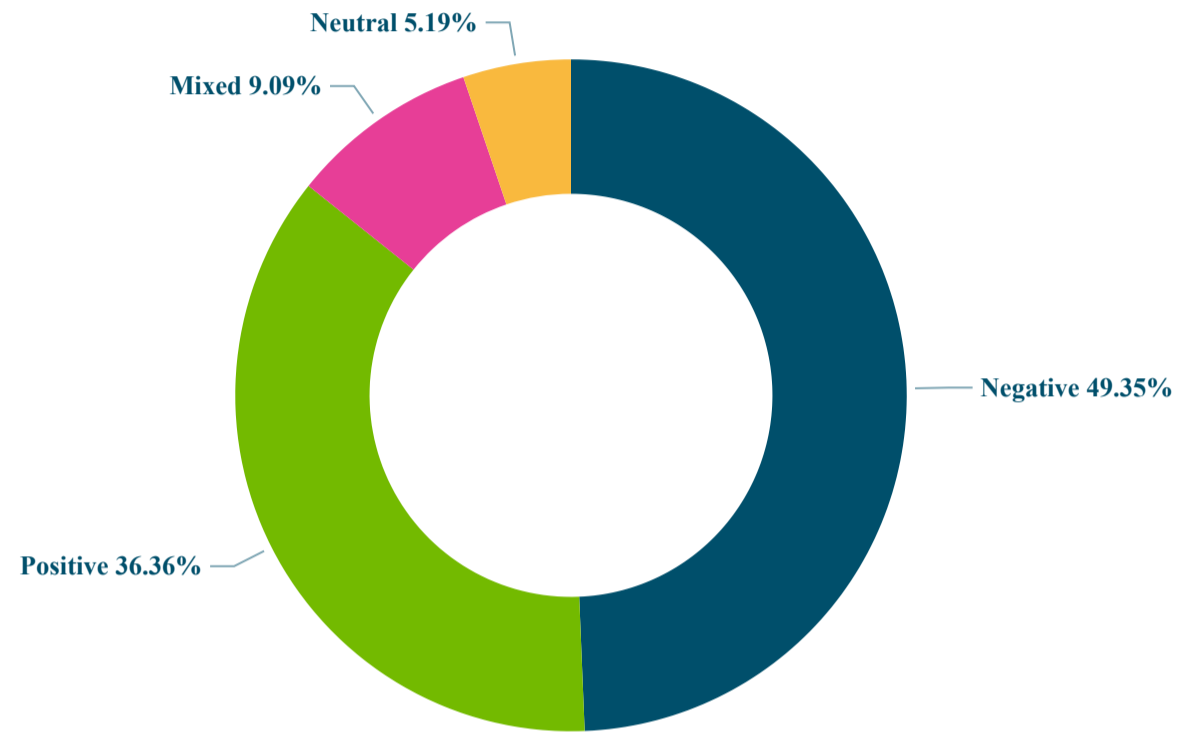


Total number of feedback contacts

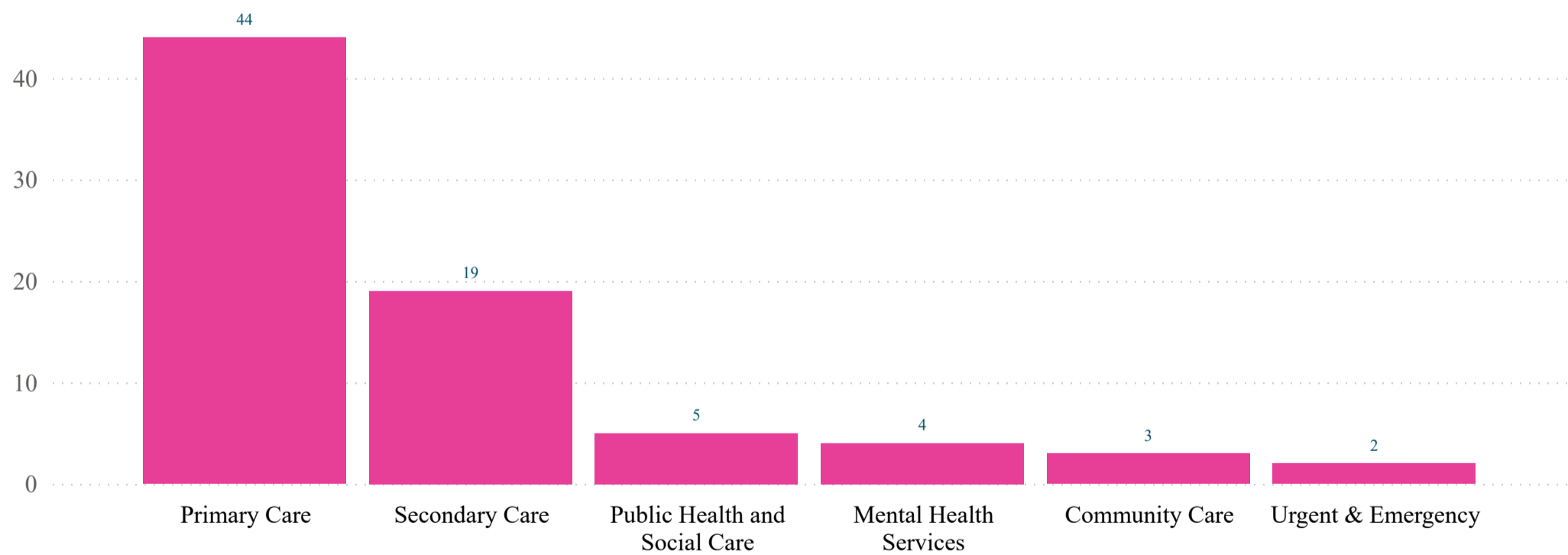
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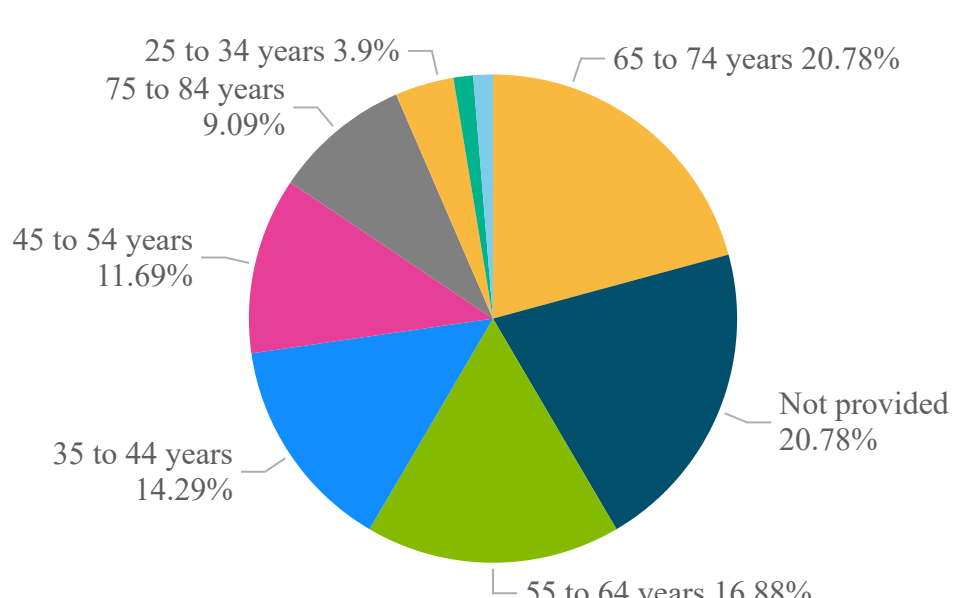
Overall Sentiment of Feedback contacts



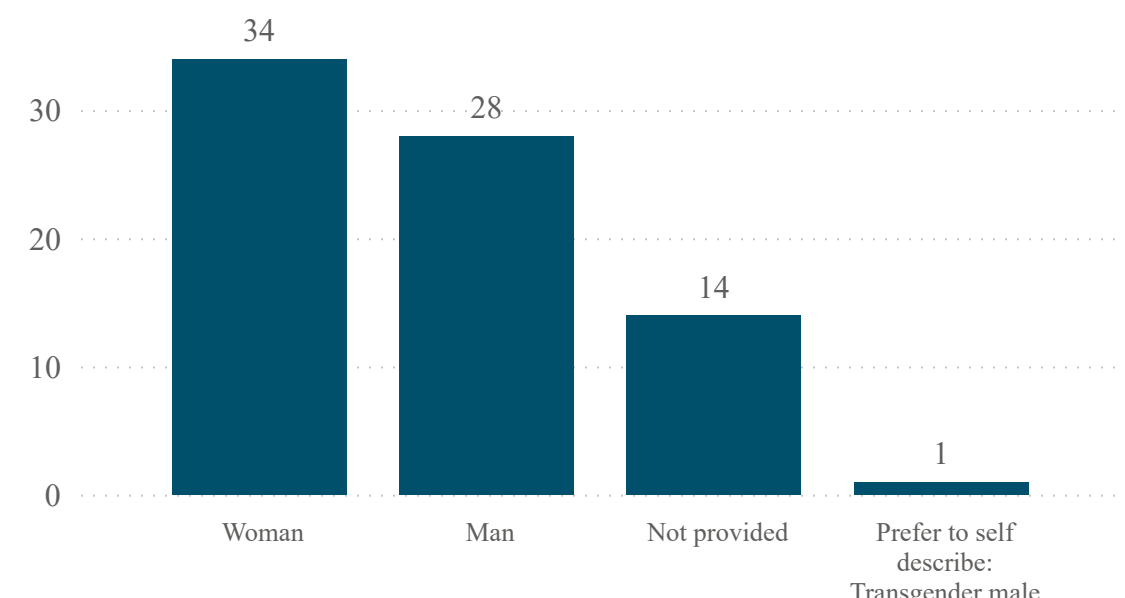
Feedback contact by sector



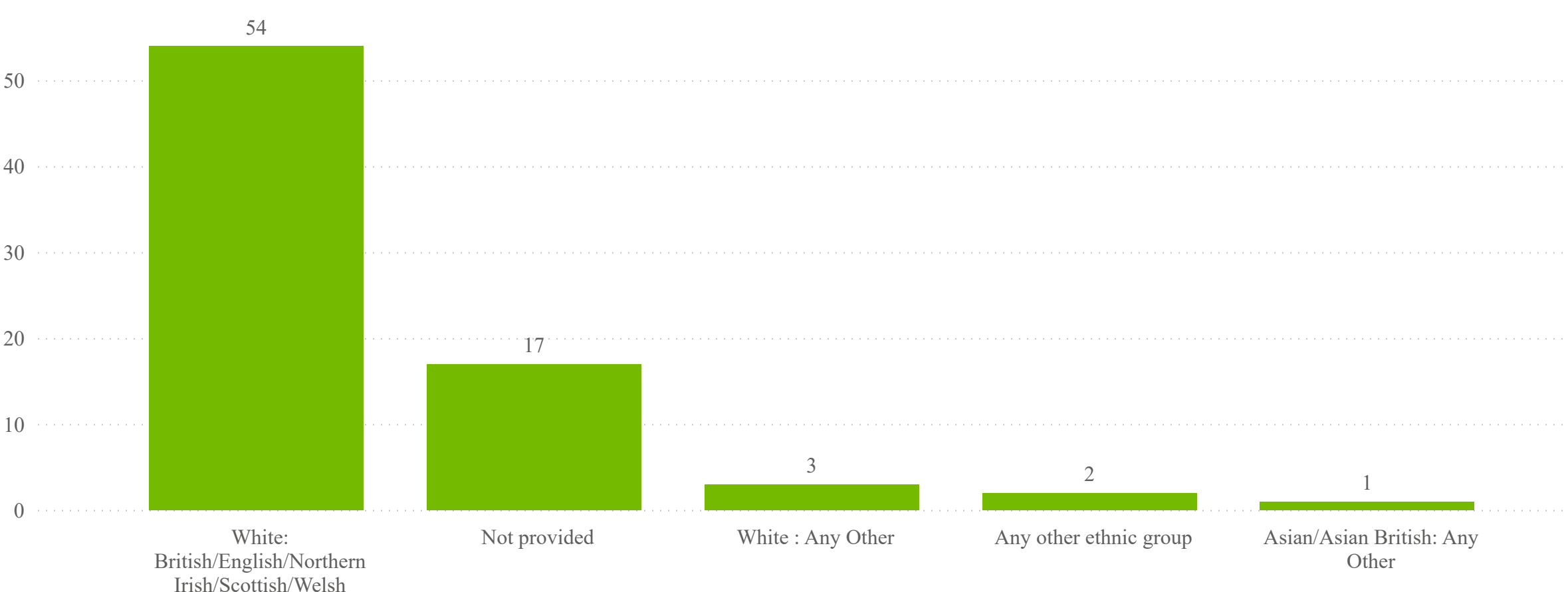
Age Band



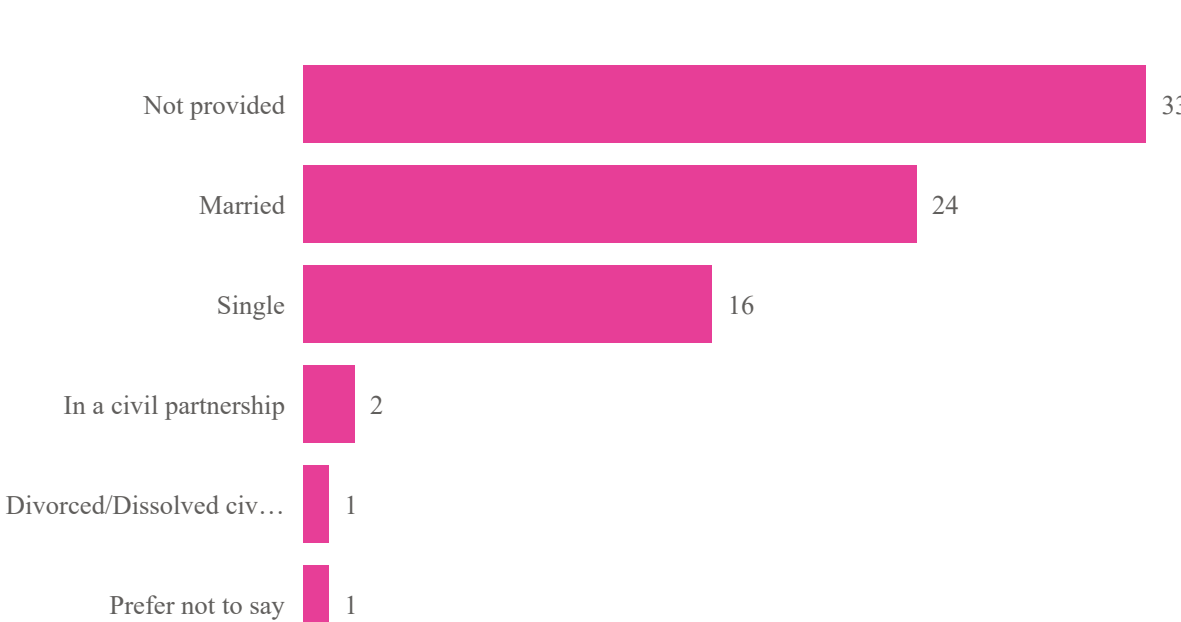
Gender



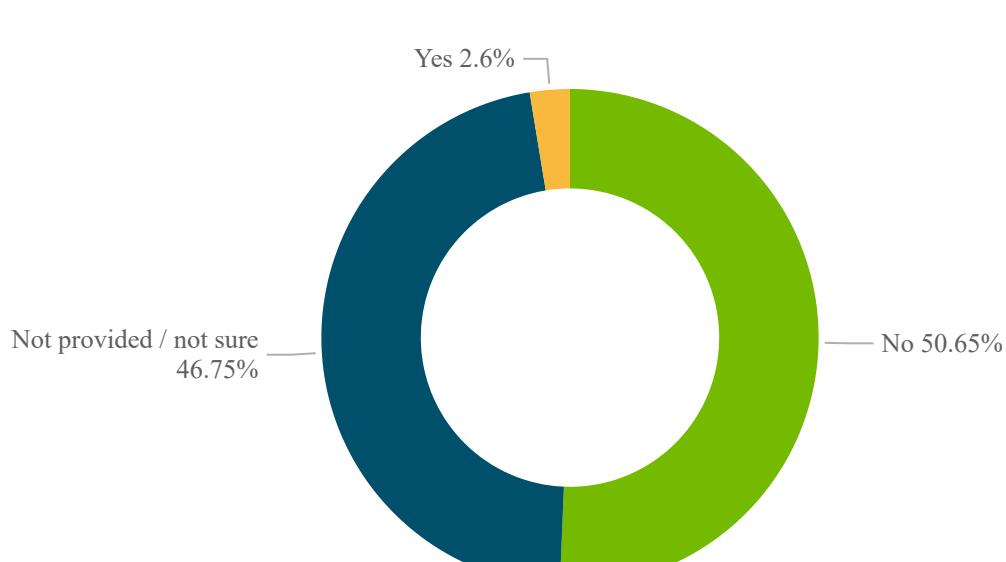
Ethnicity



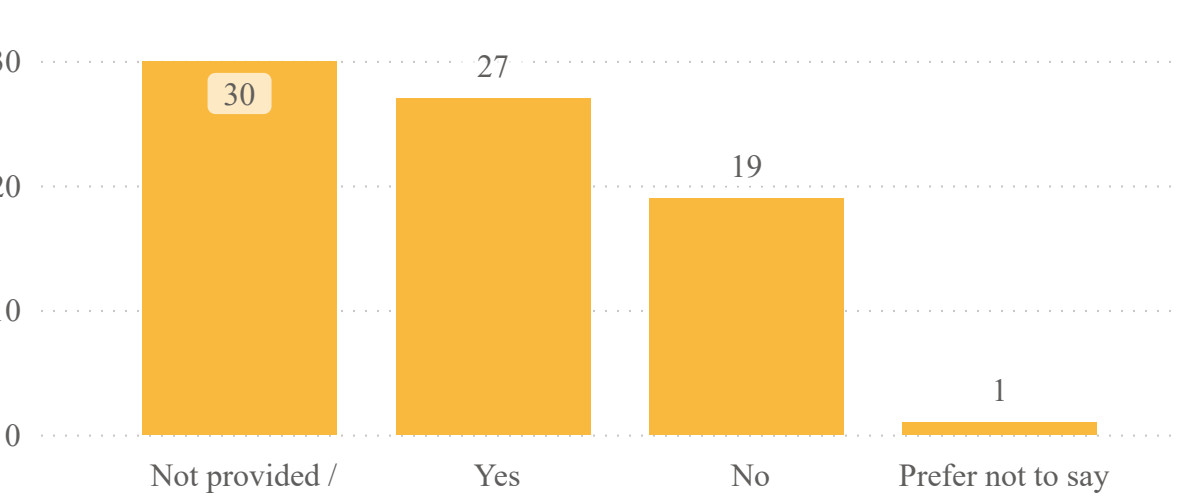
Civil Status



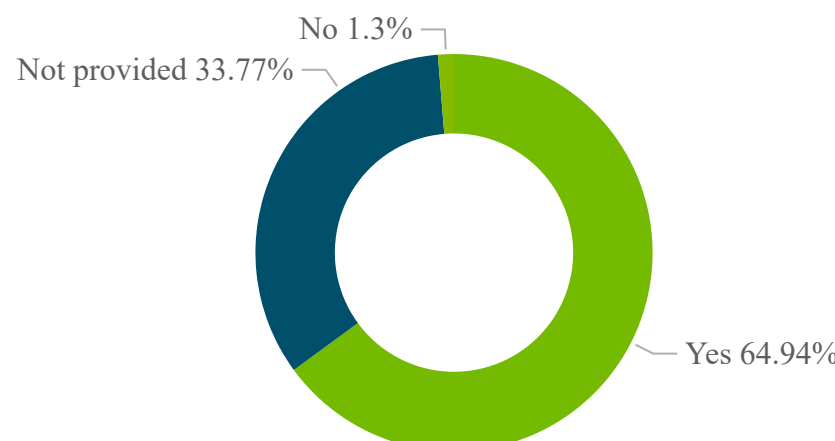
Identifies as being a carer



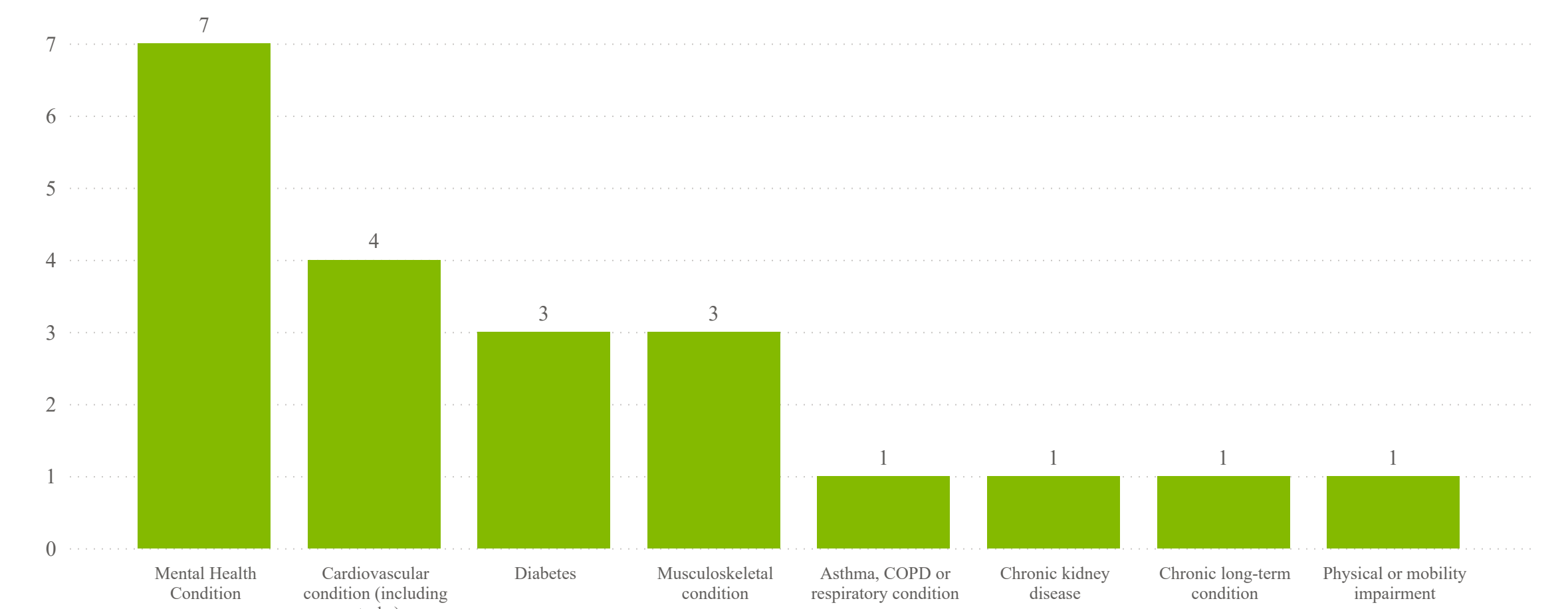
Identifies as having a long term health condition / being disabled / having a disability



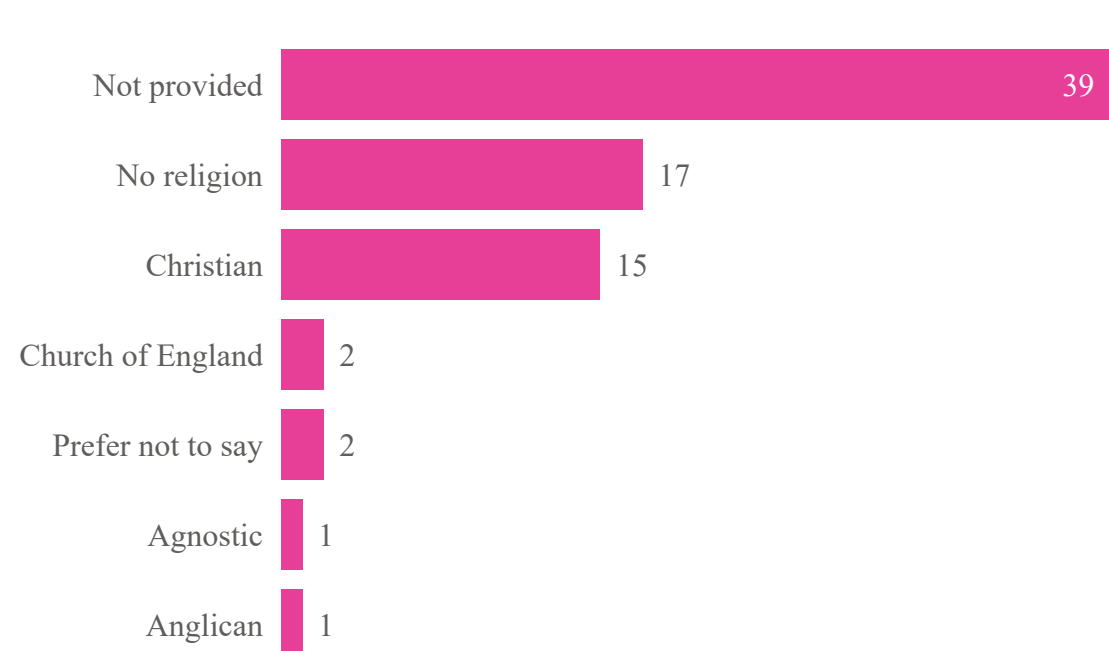
Identifies with the gender assigned at birth



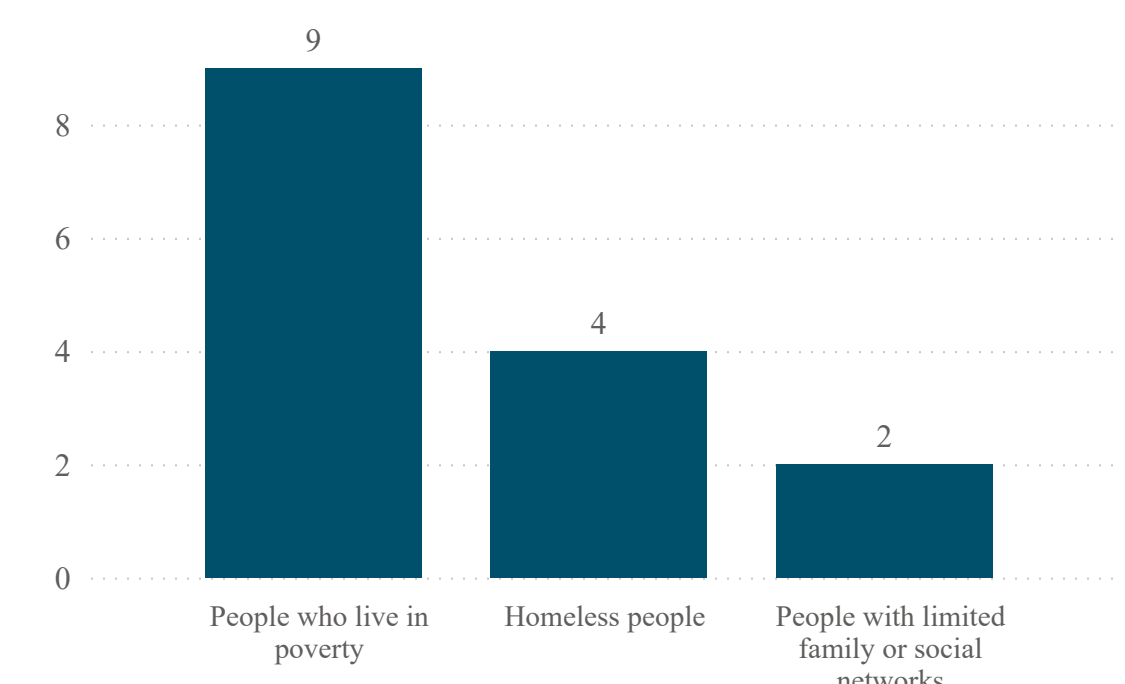
Long-term health condition / disability



Religion/Belief



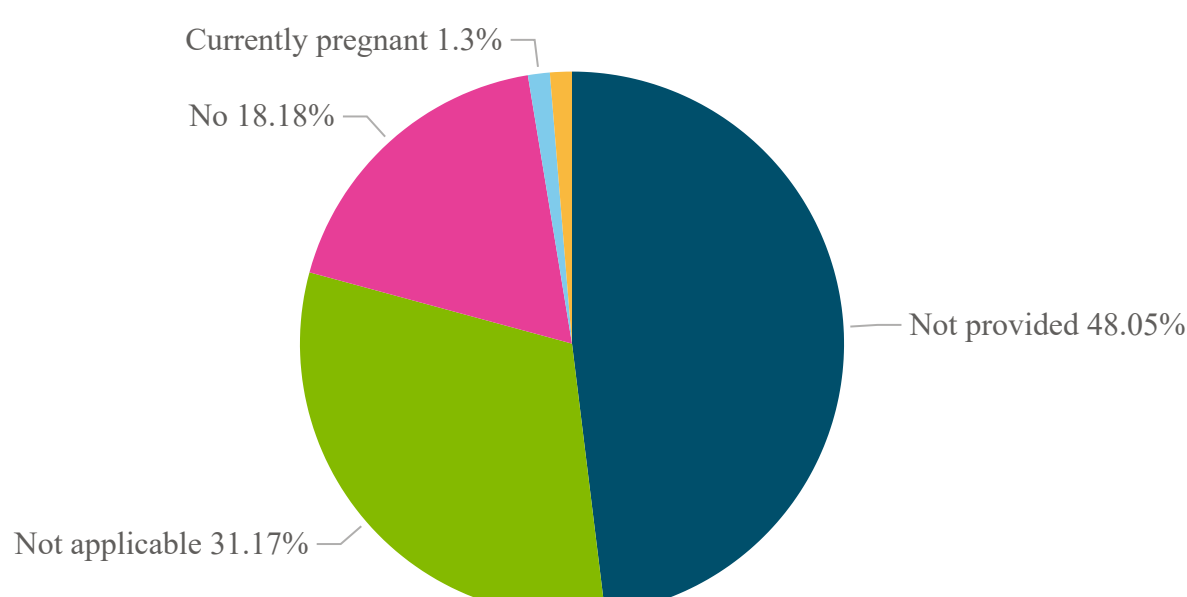
Health Inclusion Group Category



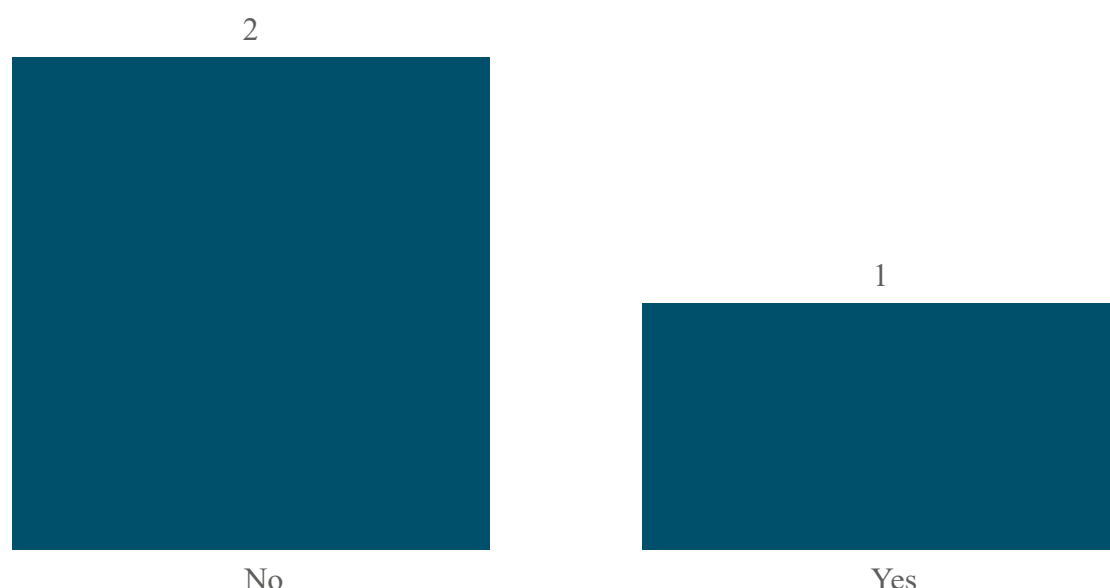
Sexual Orientation



Pregnancy/Maternity



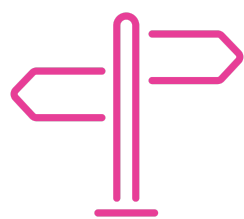
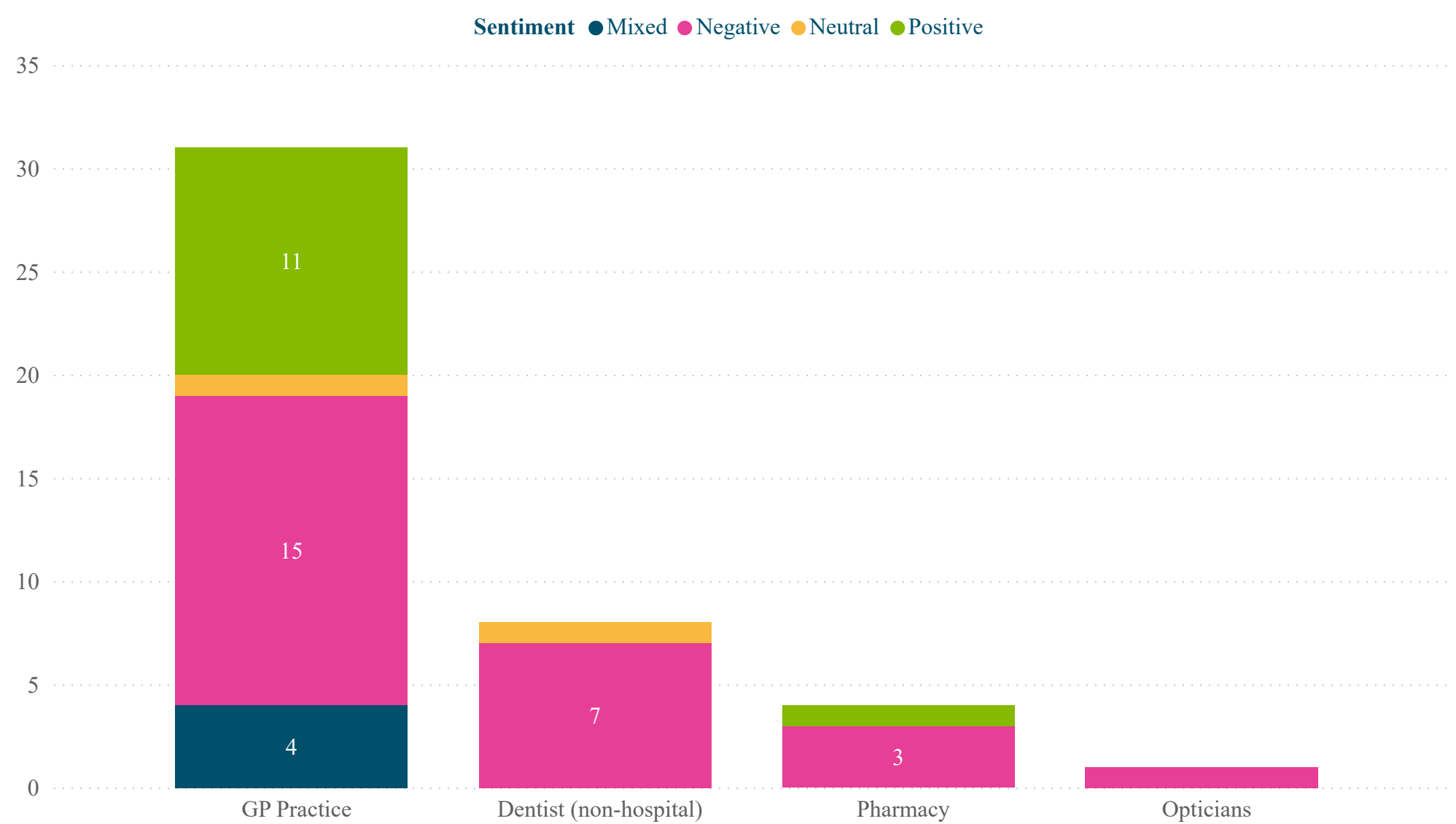
Able to access health or social care services online if they want to?



Primary Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by Service Type with sentiment



Signposting for Primary Care Feedback

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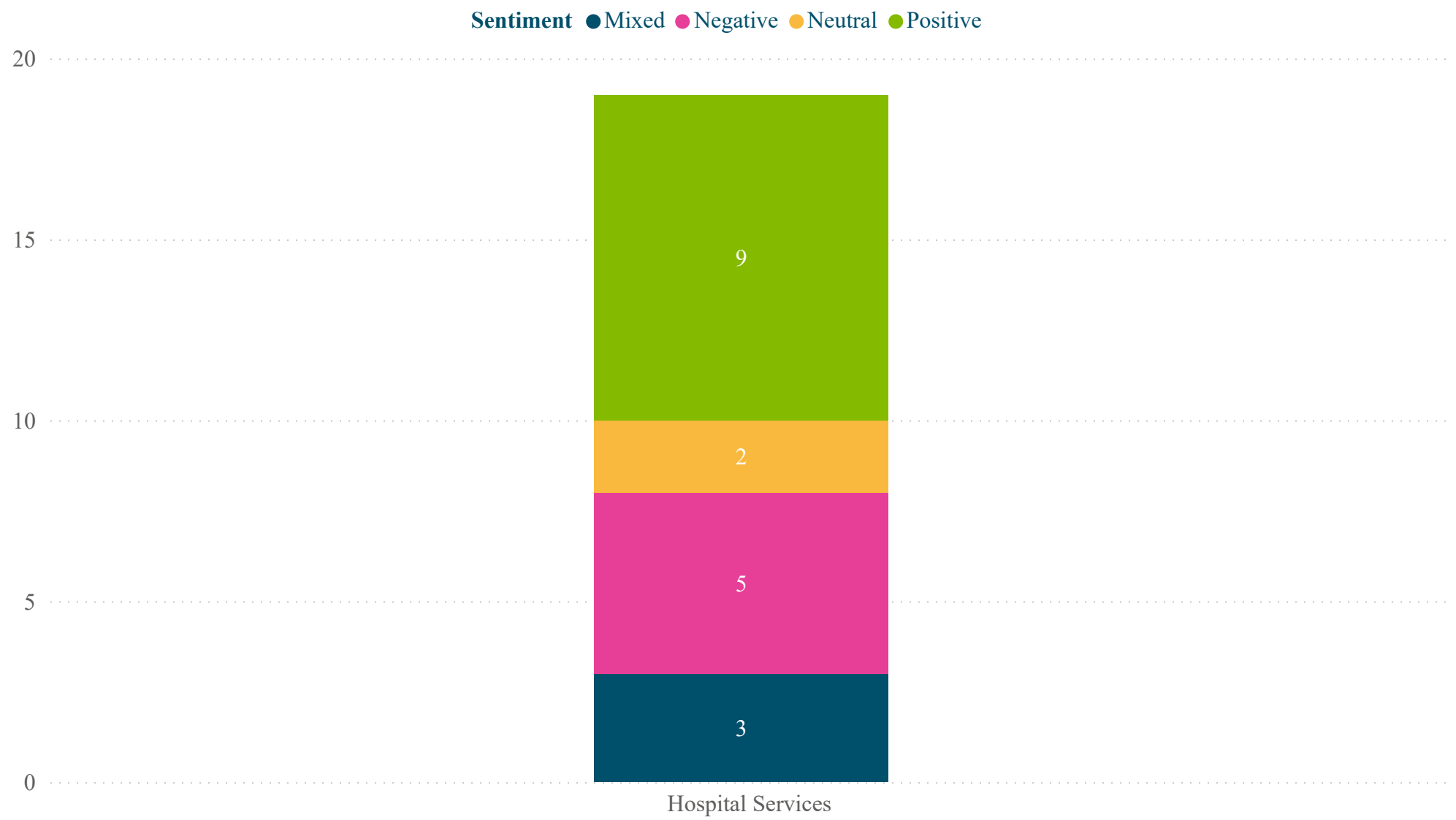
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
Access to Services	1	24	1	8		34
Access to NHS Dentist		1				1
Appointment Availability		6				6
Appointment Cancellation		2		4		6
Booking Appointments		2				2
Communication between professionals	1	3	1	2		7
Convenience/Distance to Travel		1				1
Cost of treatment		2				2
Provision of services		2		1		3
Remote appointments and digital services		2				2
Telephone system				1		1
Written information, guidance and publicity		1				1
Continuity of Care, integration of health and social care, health promotion and wellbeing		4	1			5
Follow on treatment and continuity of care			1			1
Integration of services and communication between professionals		1				1
Medicines Management		1				1
Prescription/Repeat Prescriptions		2				2
Discharge		1				1
Medication		1				1
Experience of Care		6		10		16
Appointment Availability				1		1
Communication between professionals		1				1
Communication between staff and patients		2		4		6
Prescription/Repeat Prescriptions		1				1
Staff - Caring, kindness, respect and dignity		1		5		6
Staff - Quality & Effectiveness		1				1
Treatment and Care	1	4		3	1	9
Diagnosis or Assessment availability		1				1
Management of Service		1				1
Quality of	1	1		3	1	6
Speed of		1				1
Total	2	39	2	21	1	65

Secondary Care Feedback

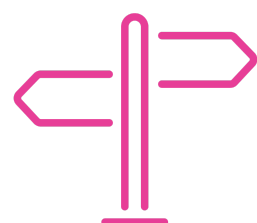
Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed

Feedback contacts by Service Type with sentiment



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Neutral	Positive	Total
All Services	1			2	3
Consultant	1				1
Dermatology		1		1	2
Hospice Services		1			1
Hospital Inpatient		1		3	4
Hospital Outpatient	1			1	2
Mental Health Services (other services)		1			1
Not Specified		1	2	1	4
Oncology				1	1
Total	3	5	2	9	19



Signposting for Secondary Care Feedback

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services		3	1	3	7
Access to NHS Dentist			1		1
Appointment Availability		1		1	2
Convenience/Distance to Travel				1	1
Provision of services		2		1	3
Corporate		1			1
Food & Hydration		1			1
Discharge		1			1
Safety of		1			1
Experience of Care		2		8	10
Communication between staff and patients				3	3
Consent, choice, user involvement and being listened to			2		2
Staff - Caring, kindness, respect and dignity				5	5
Treatment and Care	2	4		4	10
Coordination of Services	1				1
Diagnosis or Assessment quality of		1			1
Effectiveness of	1				1
Explanation of		1			1
Quality of		2		4	6
Total	2	11	1	15	29

Urgent & Emergency Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.



Feedback contacts by Service Type with sentiment



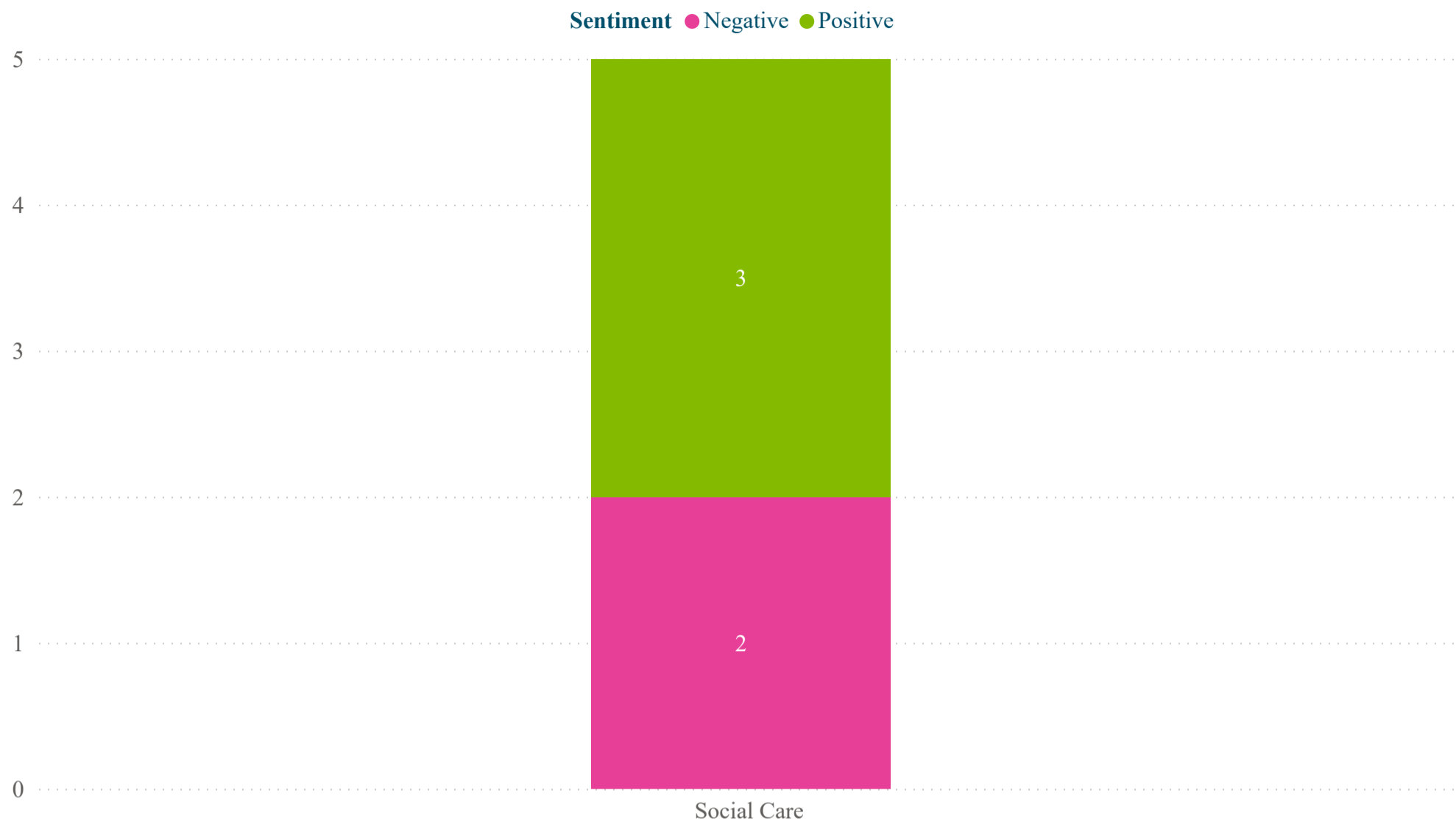
Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Positive	Total
<input type="checkbox"/> Treatment and Care	2	2
Quality of	2	2
Total	2	2

Public Health and Social Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by Service Type with sentiment



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Positive	Total
Adult Social Care	1		1
All Services	1		1
Not Specified		1	1
Other		2	2
Total	2	3	5

Themes and Sub-Themes with Sentiment for Public Health and Social Care Feedback

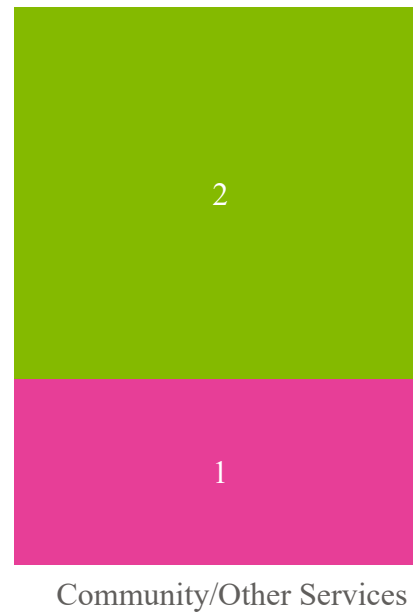
Main Theme	Negative	Positive	Total
Access to Services	2	1	3
Provision of services	2	1	3
Continuity of Care, integration of health and social care, health promotion and wellbeing		1	1
Lifestyle and Wellbeing - help with		1	1
Experience of Care		1	1
Staff - Caring, kindness, respect and dignity		1	1
Treatment and Care		1	1
Quality of		1	1
Total	2	4	6

Community Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by Service Type with sentiment

Sentiment ● Negative ● Positive



Community Care Feedback Sentiment by Service Level

Service Level	Negative	Positive	Total
District nurse and community nursing	1		1
Not Specified		1	1
Other		1	1
Total	1	2	3

Themes and Sub-Themes with Sentiment for Community and Care Feedback

Main Theme	Negative	Positive	Total
▲ Access to Services	1		1
Service Delivery/Opening Times	1		1
▲ Experience of Care	1	1	2
Staff - Quality & Effectiveness	1	1	2
▲ Treatment and Care	1	1	2
Quality of	1	1	2
Total	3	2	5

Mental Health Services Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by Service Type with sentiment



Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
Mental Health Services (other services)	4	4
Total	4	4

Themes and Sub-Themes with Sentiment for Mental Health Services Feedback

Main Theme	Negative	Total
Access to Services	1	1
Appointment Availability	1	1
Experience of Care	4	4
Communication between staff and patients	1	1
Confidentiality/Privacy	1	1
Consent, choice, user involvement and being listened to	1	1
Staff - Quality & Effectiveness	1	1
Total	5	5

General All NHS Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.



Feedback contacts by Service Type with sentiment - no feedback this quarter

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
Access to Services	1	31	2	12		46
		1				1
Access to NHS Dentist		6	1			7
Appointment Availability		4		5		9
Appointment Cancellation		2				2
Booking Appointments	1	3	1	2		7
Communication between professionals		1				1
Convenience/Distance to Travel		2		1		3
Cost of treatment		2				2
Provision of services		6		3		9
Remote appointments and digital services		2				2
Service Delivery/Opening Times		1				1
Telephone system				1		1
Written information, guidance and publicity		1				1
Continuity of Care, integration of health and social care, health promotion and wellbeing		4	1	1		6
Follow on treatment and continuity of care			1			1
Integration of services and communication between professionals		1				1
Lifestyle and Wellbeing - help with				1		1
Medicines Management		1				1
Prescription/Repeat Prescriptions		2				2
Corporate		1				1
Food & Hydration		1				1
Discharge		2				2
Medication		1				1
Safety of		1				1
Experience of Care		13		20		33
Appointment Availability				1		1
Communication between professionals		1				1
Communication between staff and patients		3		7		10
Confidentiality/Privacy		1				1
Consent, choice, user involvement and being listened to		3				3
Prescription/Repeat Prescriptions		1				1
Staff - Caring, kindness, respect and dignity		1		11		12
Staff - Quality & Effectiveness		3		1		4
Treatment and Care	3	9		11	1	24
Coordination of Services	1					1
Diagnosis or Assessment availability		1				1
Diagnosis or Assessment quality of		1				1
Effectiveness of	1					1
Explanation of		1				1
Management of Service		1				1
Quality of	1	4		11	1	17
Speed of		1				1
Total	4	60	3	44	1	112

Primary Care Feedback Comments by Provider A-M

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1160	Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Staff - Quality & Effectiveness; Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that the GP did not prepare a fit note for them. They felt that no care was given to them. There are no visuals on the walls of the practice to give patients information .	168 Medical Group
1154	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the GP service overall is good, for example, good online system, easily to make appointments, good treatment and care by GPs.	168 Medical Group
1292	Access to Services, Appointment Availability; Access to Services, Provision of services	Positive	This individual gave feedback that they are very happy with the service they receive. The practice always responds to requests and appointments are given when appropriate so they can always access the help and support they need.	168 Medical Group
1180	Treatment and Care, Quality of	Negative	This individual gave feedback that they found the reception staff to be intrusive. They needed to explain their requirements to the receptionist who liaised with the GP to get the prescribed cream. This person thought this was unsatisfactory and they did not feel heard.	168 Medical Group
1126	Access to Services, Booking Appointments	Neutral	This individual gave feedback that they had COPD symptoms and needed a home visit but had no phone to access the GP service.	168 Medical Group
1296	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that after their previous dentist left they have been unable to access dental care as they have been unable to find an NHS dentist to take them on and they cannot afford private dental care.	ALL NHS DENTAL
1195	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that it is difficult to find a dentist. They have self referred to the dental school.	ALL NHS DENTAL
1035	Access to Services, Cost of treatment; Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are really struggling with having to pay for their daughters dental appointments. They feel that this should not be the case, as they should have access to an NHS dentist. The cost is horrific and they are trying to keep up with her dental appointments, but are realising that they cannot afford to keep paying for it, even though they are both working.	ALL NHS DENTAL
1293	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they don't have a dentist and haven't seen a dentist in a long time. They worry about how they will obtain dental care if they have problems in the future.	ALL NHS DENTAL
1267	Access to Services, Cost of treatment	Negative	This individual gave feedback that their spouse and they both have varifocals which are very expensive. They both needed a new pair last year that were nearly £300 a pair. The individual is concerned because they can't afford this cost.	ALL OPTICIANS SERVICES
1231	Experience of Care, Communication between professionals; Discharge, Medication	Negative	This individual gave feedback that she took her son to A&E, was prescribed medication for him by a GP and they sent it electronically to the pharmacy. She then queued for 30 mins and was told that they don't currently have any stock of that medication. They said they would send it to her local Boots. Her local Boots has not received the prescription, and no one (including herself) has been able to get in touch with BRI Boots despite contacting them persistently.	Boots, Bristol Royal Infirmary, Bristol
1031	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that his GP has been very supportive regarding his mental health, but he feels maybe it is too much for a ten minute appointment slot and he would like information regarding specialist mental health support. He is involved with a court case following an assault and has spent considerable time recovering from a blow to the head and a brain bleed. The legal system will not believe he has mental health problems that support his plea and he says the GP has been a great help, and he has received good support from the surgery.	Bridge View Medical
1031	Treatment and Care, Quality of	Mixed	This individual gave feedback that his GP has been very supportive regarding his mental health, but he feels maybe it is too much for a ten minute appointment slot and he would like information regarding specialist mental health support. He is involved with a court case following an assault and has spent considerable time recovering from a blow to the head and a brain bleed. The legal system will not believe he has mental health problems that support his plea and he says the GP has been a great help, and he has received good support from the surgery.	Bridge View Medical
1193	Access to Services, Communication between professionals	Negative	This individual gave feedback that she has been trying to get 2 inhalers for her son who is going travelling. The reception staff are not accepting the circumstances and are not passing on the message. Also she is unable to get a well woman on the day appointment.	Cedars Surgery
1102	Access to Services, Appointment Availability; Access to Services, Appointment Cancellation	Negative	This individual gave feedback that they had a broken tooth and waited 2 months for an appointment. This appointment was cancelled and they then waited over a month for the rescheduled appointment. After the repair, they returned for a check up 3 months later. At that time they were told they needed a gold filling replaced and waited 6 weeks for an appointment to fix it. This appointment was rescheduled so that the individual has so far waited 10 weeks for the repair.	Clevedon Dental Clinic
1158	Experience of Care, Communication between staff and patients; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Mixed	This individual gave feedback that staff at the surgery are helpful. The person thought more asthma nurses would be better.	Graham Road Surgery
1157	Access to Services, Booking Appointments; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Mixed	This individual gave feedback that the online App for medical appointments is good but the request for getting the repeated prescriptions online is difficult to do. T	Graham Road Surgery
1159	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that the staff talk down to him, which makes him feel bad about himself.	Graham Road Surgery
1030	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their experience has been positive. Help given when needed. This person says they message in the morning and always gets a response. Kind and thoughtful staff at all levels. Easy to access the practice.	Graham Road Surgery
1032	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Telephone system	Positive	This individual gave feedback that they can always get through to the practice who respond promptly to enquiries. Staff at all levels are kind and helpful. There is easy access to the practice.	Graham Road Surgery
1148	Access to Services, Booking Appointments	Negative	This individual gave feedback that when they tried to make an appointment with the GP in person as their phone was broken but this was refused. The reception staff insisted the had to use an app to book an appointment. He felt low and unheard.	Graham Road Surgery
1194	Experience of Care, Appointment Availability	Positive	This individual gave feedback that it is easy to get an appointment. GPs are good. They are happy with the service and on-line system is good.	Harbourside Family Practice
1103	Access to Services, Appointment Cancellation	Negative	This individual gave feedback that all of their dental appointments since Covid have been cancelled, and that they have not seen a dentist since 2019. Their appointment was last cancelled in July and at this time the dental clinic has not scheduled them for another appointment.	Houston - Weston super Mare
1138	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that following treatment at the dental hospital mid 2022, she went back to her dentist in Spring 2023 but was told she was no longer on their books as an NHS patient. After breaking a tooth she tried to get the dentist to refer her to the dental hospital as had been suggested by NHS111 but they refused. She had to pay for private treatment that cost her £500.	Houston - Weston super Mare
1219	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been unable to get an appointment at their dentist for emergency treatment. The next appointment isn't until January 2024, and they are in tremendous pain. They cannot find another NHS dentist that takes new patients.	Houston - Weston super Mare
1077	Access to Services,	Negative	This individual gave feedback that this pharmacy is closed on Saturday and is not open after 6pm which creates difficulties with access to pharmacy services. The nearest alternative pharmacy is a mile away which is difficult for the individual to access.	Lloydspharmacy, 37 Whitecross Road, Weston-Super-Mare
1199	Access to Services, Remote appointments and digital services; Continuity of Care, integration of health and social care, health promotion and wellbeing , Prescription/Repeat Prescriptions	Negative	This individual gave feedback that the online request system never works. The pharmacy never have their medication in stock.	Lloydspharmacy, Portishead,
1172	Access to Services, Appointment Availability	Negative	This individual gave feedback she cannot always get an appointment and that it really depends on what the problem as to whether you get an appointment or not. She stated that GPs at the practice do always phone back but she feels like they have no time to see you.	Locking Castle Medical Centre
1190	Experience of Care, Communication between staff and patients; Continuity of Care, integration of health and social care, health promotion and wellbeing , Medicines Management	Negative	This individual gave feedback that they have not had a medication review for 12 years. They say that if you phone the surgery, the reception staff rush you. They are rude and obstructive with appointment details and want to know about your medical issues.	Locking Castle Medical Centre
1128	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that their young daughter experienced viral induced wheezing, but the GP would not see them. The person believed that her child's situation meant that they should have been seen immediately. They were eventually sent to the Children's Hospital.	Mendip Vale Medical Practice
1129	Treatment and Care, Speed of	Negative	This individual gave feedback that they experienced poor care and treatment. They were refused antibiotics by the GP. They eventually had to go to Southmead Hospital with pneumonia.	Mendip Vale Medical Practice
1173	Access to Services, Convenience/Distance to Travel; Access to Services, Provision of services; Continuity of Care, integration of health and social care, health promotion and wellbeing, Integration of services and communication between professionals	Negative	This individual gave feedback that they had been to see GP about their mental health and was disappointed to have to go to a group session in a practice that was not local. The GP referred them to CAMHS but as this person would have been 18 in a month this would not work so they were referred back to the GP. The medication they were prescribed had some side affects. Feels that there is a gap in service provision for young adults who cannot access CAMHS post 18. This person is now considering private counselling.	Mendip Vale Medical Practice
1185	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that this practice offered brilliant services. The diabetic nurse was reassuring in dealing with this person's needle phobia, enabled this person to have blood tests done.	Milton Surgery

Primary Care Feedback Comments by Provider N-Z

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1196	Access to Services, Booking Appointments	Positive	This individual gave feedback that the online system is really good. They are really impressed that they always get an appointment - this massively improved with the online system.	Portishead Medical Group
1111	Access to Services, Provision of services	Negative	This individual gave feedback that they have not had diabetes blood test reviews for a while or seen the asthma nurse.	Portishead Medical Group
1200	Access to Services, Booking Appointments; Treatment and Care, Quality of	Mixed	This individual gave feedback that they were not always able to access the online system to make an appointment when they needed it but when they obtained a GP appointment the GPs are all really good.	Portishead Medical Group
1202	Access to Services, Convenience/Distance to Travel; Access to Services, Booking Appointments	Negative	This individual gave feedback that they are not able to obtain an appointment to have their flu jab so have to make arrangements to attend the surgery at Langford which is difficult for patients who do not drive. This individual also filled in an online form to request an appointment and it took 7 to 9 days to obtain a response.	St Georges Surgery
1162	Experience of Care, Prescription/Repeat Prescriptions; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that there is no online or phone repeat prescription service. The person finds it a struggle to go to the GP in person.	The Cedars Surgery
1184	Experience of Care, Communication between staff and patients; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that the nurse at this practice providing information and advice on HRT and menopause and was very good, helpful and caring. Appropriate time given in the consultation, good resources.	Tudor Lodge Surgery
1191	Access to Services, Appointment Availability	Positive	This individual gave feedback that they can always get an appointment online or by the reception staff. all GP staff friendly and caring.	Tudor Lodge Surgery
1178	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that this is a good practice. No problems getting an appointment over the phone and GPs always call back. Practice nurses are really good and always make future appointments when follow up needed.	Tudor Lodge Surgery
1201	Access to Services, Booking Appointments; Treatment and Care, Quality of	Mixed	This individual gave feedback that they do not get appointments by telephone but will get an appointment if they attend in person. The GPs are good.	Tyntesfield Medical Group

Secondary Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1155	Treatment and Care, Coordination of Services	Mixed	This individual gave feedback that the person found staff always pleasant but they were too busy. The person observed lack of coordination among staff, delays etc.	Bristol Heart Institution
1227	Treatment and Care, Quality of	Positive	This individual gave feedback that she needed to have a 2nd operation on her aortic valve, and this went really well. Treatment and care was all very good.	Bristol Royal Infirmary,BRI Bristol
1161	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that staff are caring, kind and professional. The person had an impressive experience.	Bristol Royal Infirmary,BRI Bristol
1164	Experience of Care, Consent, choice, user involvement and being listened to; Access to Services, Provision of services	Negative	This individual gave feedback that the hospital always refers to AWP rather than having in-house hospital doctors who specialise i.e. psychiatrist.	Bristol Royal Infirmary,BRI Bristol
1120	Treatment and Care, Diagnosis or Assessment quality of; Treatment and Care, Explanation of	Negative	This individual gave feedback that he was referred to dermatology because he had a small lesion on the tip of his nose. He was not given the choice to see a qualified clinician. Instead he had a teledermatology and AI assessment, the results of which were inconclusive. He then had a telephone appointment, following which images of some dry skin on his left cheek were collected. Again the tests on these were inconclusive. He then thought he was going to have a second small biopsy for further investigation. Instead of superficial skin samples being taken, he underwent an invasive procedures for skin cancer which has left him with significant facial scarring. He was very distressed because he wasn't expecting this treatment and he still doesn't know if he has skin cancer or that the operation was necessary.	South Bristol NHS Community Hospital, Hengrove Promenade,Bristol
1268	Treatment and Care, Quality of	Positive	This individual gave feedback that his wife had just undergone her 14th operation for an ongoing problem. They are very satisfied with the care she had received for her condition and have no complaints.	Southmead Hospital, Bristol,
1166	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Provision of services	Positive	This individual gave feedback that she had surgery on her hand for a melanoma. When she needed to be seen by the consultant again she was phoned by secretary and got an appointment for a weeks time. She was very pleased with this.	Southmead Hospital, Bristol,
1165	Experience of Care, Consent, choice, user involvement and being listened to; Access to Services, Provision of services	Negative	This individual gave feedback that the hospital always refers to AWP rather than having in-house hospital doctors who specialise i.e. psychiatrist.	Southmead Hospital, Bristol,
1198	Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of; Corporate, Food & Hydration	Mixed	This individual gave feedback that their treatment was fantastic, although the environment is noisy and the food is poor. The nursing staff are great and follow up appointments are good.	Southmead Hospital, Bristol,
1204	Treatment and Care, Quality of	Positive	This individual gave feedback that they underwent surgery for a hernia following a wait of 2.5 months and the outcome was good.	Southmead Hospital, Bristol,
1192	Experience of Care, Communication between staff and patients; Access to Services, Appointment Availability	Positive	This individual gave feedback that husband has melanoma and has frequent appointments at the hospital. The staff are fantastic and there is a good appointment system. The hospital is wheelchair friendly.	Weston General Hospital, Weston-super-mare
1253	Treatment and Care, Effectiveness of; Treatment and Care, Quality of	Mixed	This individual gave feedback that the person they cared for received very poor care prior to, during and on discharge for treatment for bowel cancer. The individual was dealt with efficiently at A&E and the seriousness of their condition identified quickly. There was a lack of communication between departments. The computerised systems didn't work properly so the carer had to hand over the individual's own copies of information on their cancerous condition as their records could not be found; this happened on admission for surgery. The individual was being prescribed medication to help manage their pain as well as other medication for 8 weeks prior to admission. On admission to the hospital the lack of communication with the GP meant the hospital only prescribed paracetamol for pain for 48 hours until a relative discovered this after observing the change in the individual's condition due to pain. The individual was left tethered by compression leg tubes over the end of their bed after surgery, which was only discovered 2 days later by the physiotherapist. On discharge following Stoma surgery the individual was given a prescription written in a form not legal for pharmacists to dispense; this happened twice involving journeying 25 mile trips back to the hospital. The 3rd prescription still didn't have the full information required but the pharmacist dispensed the medication given the serious condition of the patient.	Weston General Hospital, Weston-super-mare
1294	Treatment and Care, Quality of ; Discharge, Safety of	Negative	This individual gave feedback that their adult grandson is a wheelchair user with scoliosis. He underwent successful routine hernia surgery and spent the night in ICU before being transferred to a ward for 3 days. During his admission he struggled to sleep due to his scoliosis and his breathing problems worsened so that he was given oxygen. On discharge at 1 pm he and his family were told he would not need oxygen at home. He arrive home via ambulance at 6pm. 90 minutes later the grandson's partner called 999 due to concerns with his breathing. He was taken to the BRI via ambulance and diagnosed with an infection. Despite excellent care, the grandson passed away in hospital. He was diagnosed with hospital acquired pneumonia which the family believe was contracted at Weston General Hospital and which the hospital should have picked up and treated before he was discharged. They believe their grandson's death could have been prevented.	Weston General Hospital, Weston-super-mare
1182	Access to Services, Convenience/Distance to Travel; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that there is good parking at this hospital, staff are helpful and friendly.	Weston General Hospital, Weston-super-mare
1127	Access to Services, Access to NHS Dentist	Neutral	This individual gave feedback that they are new to Weston and cannot find a dentist.	Weston General Hospital, Weston-super-mare
1187	Access to Services, Appointment Availability	Negative	This individual gave feedback that they didn't know that they couldn't book an appointment at a sexual health clinic without going through a phone assessment first. Their son had already taken a day's leave for a walk in appointment.	Weston General Hospital, Weston-super-mare
1124	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they had a hip operation. The person appreciated the good attitude in staff, for example, the caring and kindness of staff, keeping patients well informed, preparing cups of tea and coffee.	Weston General Hospital, Weston-super-mare
1183	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that this hospital is excellent. Staff are hardworking and respectful, and there is no evident discrimination.	Weston General Hospital, Weston-super-mare
1186	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that this is a really good hospital. It's a small site but gives a good service and open to change. Really helpful staff and good facilities.	Weston General Hospital, Weston-super-mare

Urgent & Emergency Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1130	Treatment and Care, Quality of	Positive	This individual gave feedback that they received good treatment and care on the foot injury. The staff are kind, friendly, professional , patient and well informed.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1125	Treatment and Care, Quality of	Positive	This individual gave feedback they received good care with friendly staff who maintained professionalism despite of lots of patients they had to take care of.	Clevedon Minor Injury Unit (North Somerset Community Hospital)

Public Health and Social Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1177	Access to Services, Provision of services	Negative	This individual gave feedback that they are currently homeless. Has contacted social services who say they cannot help until individual has lived here for 2 years. This person is worried and concerned.	North Somerset Council
1291	Access to Services, Provision of services	Negative	This individual gave feedback that they were unhappy to have been refused a Community or At Home Care Act reassessment. They have struggled to access the help and support they needed.	North Somerset Council
1149	Treatment and Care, Quality of	Positive	This individual gave feedback that after a poor experience trying to access GP services he started attending Somewhere to Go. It has proved a very positive experience helping him when he was feeling desperate. There is a real community feel.	Somewhere to Go
1215	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Provision of services	Positive	This individual gave feedback that going here is very good for their routine. The meal is cheap and is good food. The staff and volunteers are very helpful. There is a good atmosphere and there is a nurse available every day.	Somewhere to Go
1179	Continuity of Care, integration of health and social care, health promotion and wellbeing, Lifestyle and Wellbeing - help with	Positive	This individual gave feedback that this is a really good place for social contact, warmth, food, shower, information. A great community, staff are helpful and kind.	Somewhere to Go

Community Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1156	Treatment and Care, Quality of	Positive	This individual gave feedback that facilities and food in community health are generally good. Staff are helpful and kind.	Not specified
1216	Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that the nurses are very helpful and sometimes arrange a GP appointment for this person when they can't get one as they don't have a phone.	Sirona Community Nurses
1254	Experience of Care, Staff - Quality & Effectiveness; Access to Services, Service Delivery/Opening Times; Treatment and Care, Quality of	Negative	This individual gave feedback that they were the carer for someone suffering from bowel cancer who underwent stoma surgery in early 2023. They remained under the care of district nurses and community care until their death a few months later. During this time there were numerous incidents of the wrong medication being given. On one occasion calcium reducing phosphates were mistakenly administered twice within a short time, having serious consequences. The palliative senior nurse realised the seriousness of the error and insisted the individual, their wife and the carer were informed. The district nurses said 'stomas not our remit' even when the individual was suffering with prolapses; they also said they did not have the time to provide care for prolapses. The 5 stoma nurses involved in the individual's care only worked Monday to Friday, not Bank Holidays meaning there were times when no nursing support was available. The individual died of sepsis which had not been picked up by the community nurses.	Sirona Community Nurses

Mental Health Services Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1263	Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that they felt distressed and suicidal following a call to the Intensive Support Team which ended after 20 minutes due to time limitation.	Avon and Wiltshire Mental Health Partnership (AWP)
1163	Experience of Care, Consent, choice, user involvement and being listened to	Negative	This individual gave feedback that they had no choice of doctor.	Avon and Wiltshire Mental Health Partnership (AWP)
1049	Experience of Care, Confidentiality/Privacy	Negative	This individual was seeking information as to the impact made by feedback given by them previously about their experience of AWP and earlier complaint that they divulged confidential information to a 3rd party without their consent that left them in a vulnerable situation and affected their mental health, the impact of which they reported as still ongoing. They were told how information is shared with the service providers so that they can make changes/improvements to their services. They advised they do not want anything to do with AWP not even to make a complaint.	Avon and Wiltshire Mental Health Partnership (AWP)
1356	Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback about her daughters experiences with NHS Mental Health support. In 2015 it became obvious to the family that the daughter had an eating disorder and needed professional support. CAMHS (North Somerset) were able to help and referred her to specialist therapy support , however the ED psychologist position was vacant and the daughter was seen instead by a succession of MH support workers which worsened her condition due to lack of trust and consistency. Eventually she was able to see a psychiatrist face to face but this stopped after one session as Covid hit and support was changed to online , she was prescribed anti depressants and from then on all her treatment was around depression and medication and no further support for the ED was arranged. Although the family feel they benefitted from the CAMHS family support , her daughter did not make improvements and it was suggested that she maybe on the autistic spectrum and should be assessed . Due to her age (16yrs) they referred her to Adult Autism as well in case she was unable to be seen before she was 18. When she was 20 she was at last assessed and told she did not have autism- following this she tried to take own life that night. She is unable to work or socialise and finds noise and people difficult to handle needing routines and predictable habits. She is now seeing a private ED/Autism specialist costing £50 a session and is making positive steps . Her mother says the NHS were too slow to act, didn't have the correct staff to assist and the assessment was too late and the conclusion is questionable .	Not specified



General NHS Services Feedback Comments

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
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Provider Responses about the Previous Quarter's Report

Healthwatch Bristol North Somerset & South Glos, Unit 21 Union Gallery, middle level, The Galleries, Bristol, BS1 3XD
Registered charity 1158487 and company limited by guarantee.