

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.

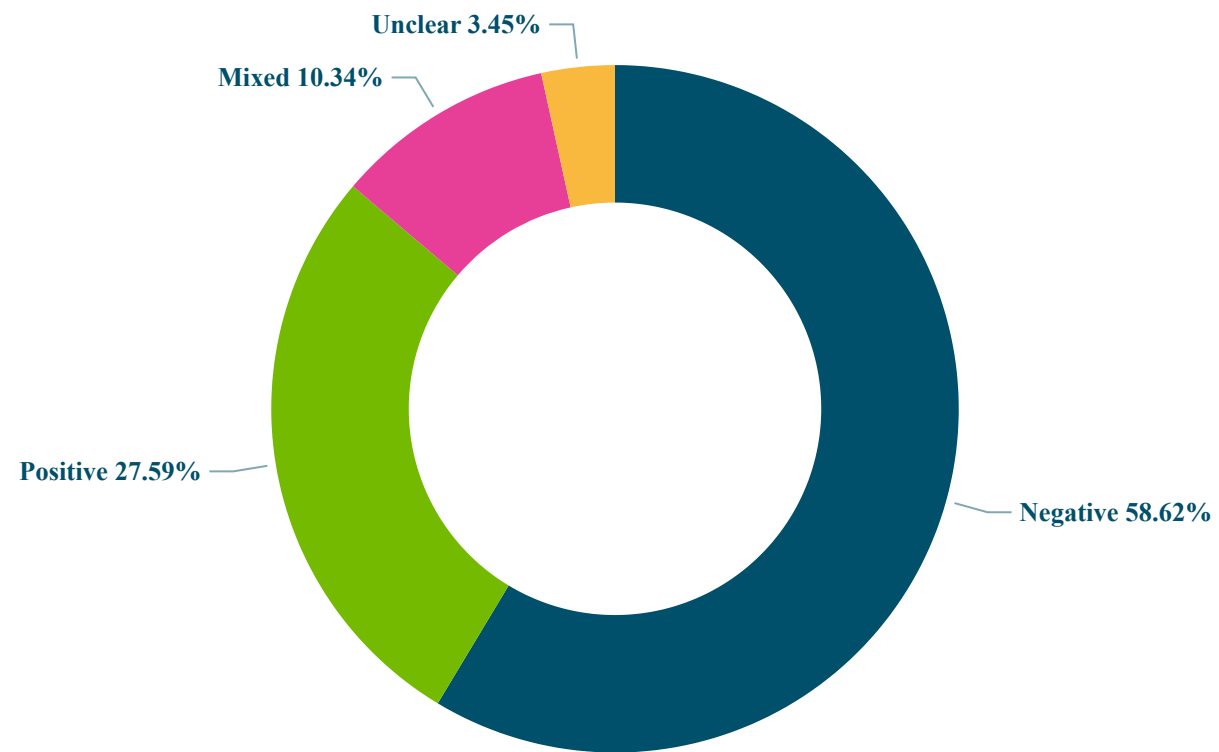
We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take 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.

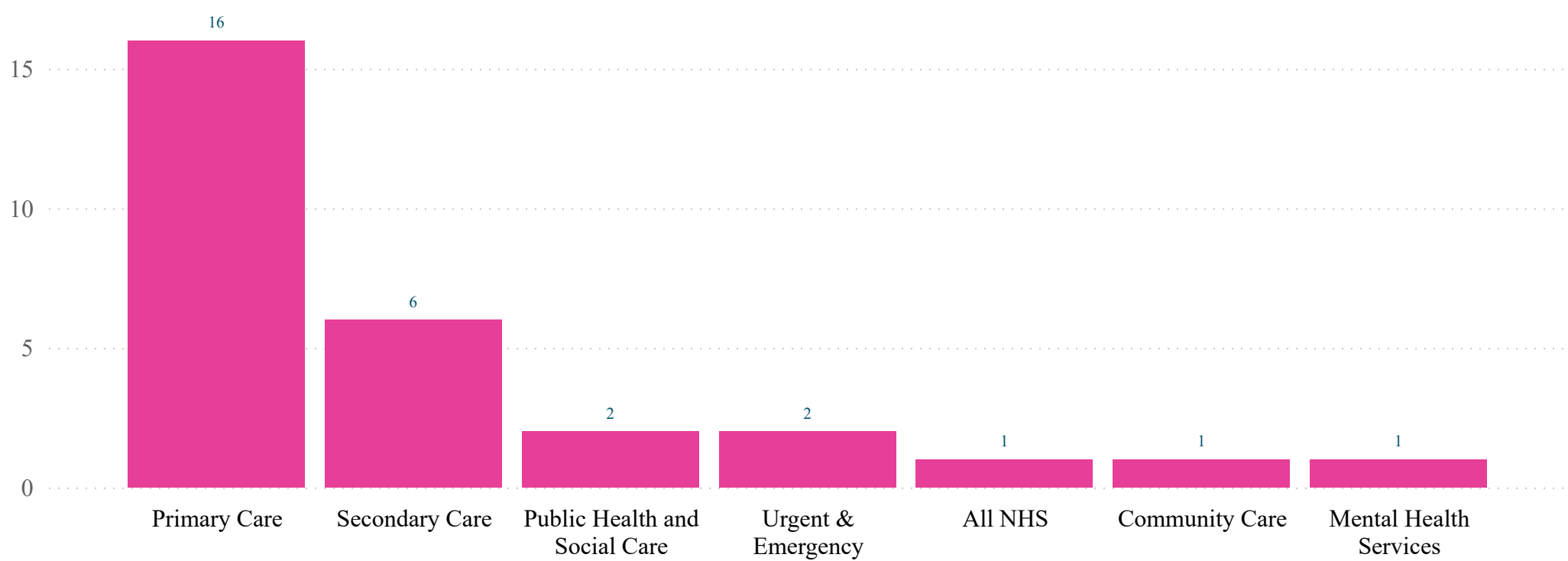




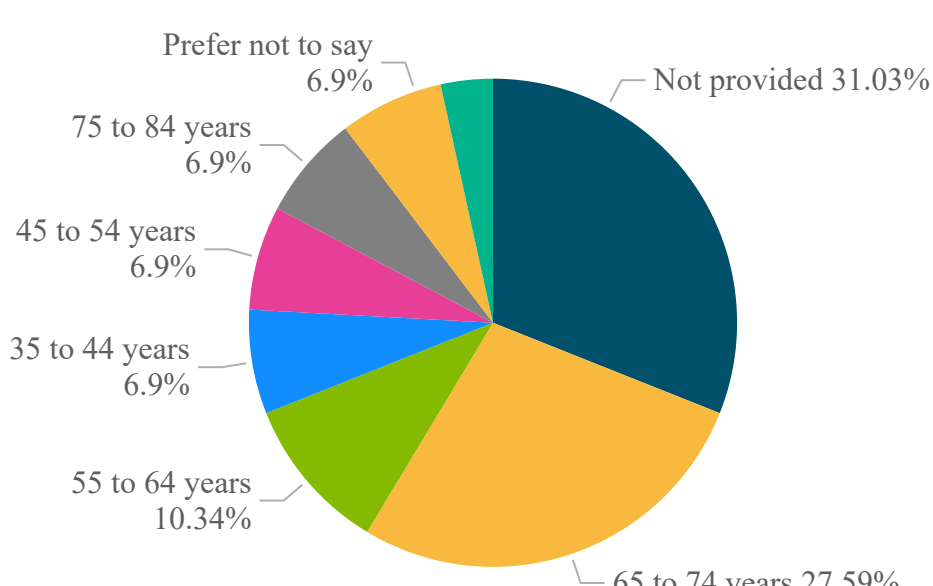
Overall Sentiment of Feedback contacts



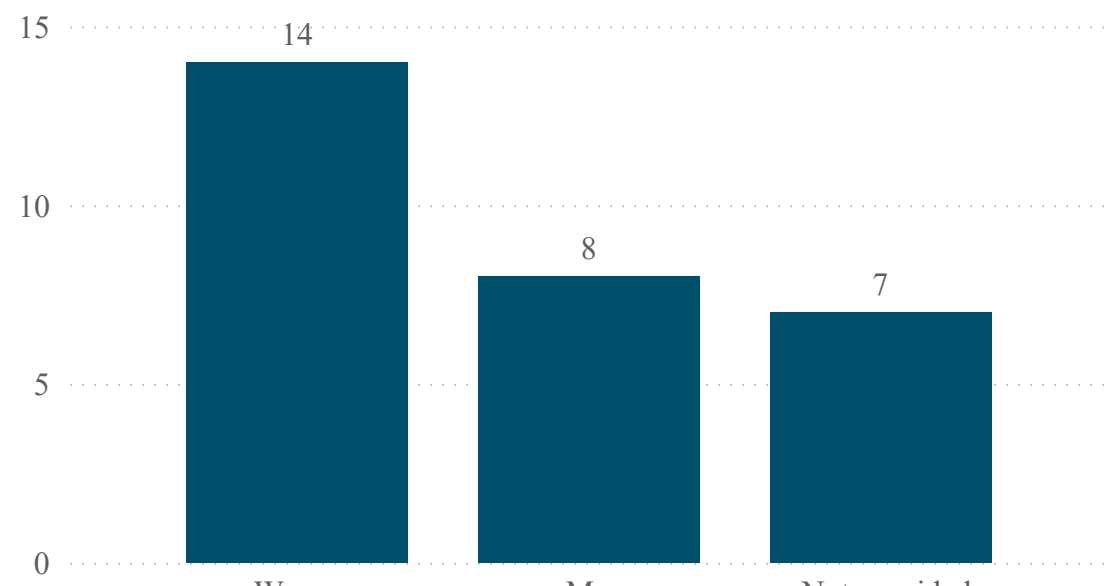
Feedback contact by sector



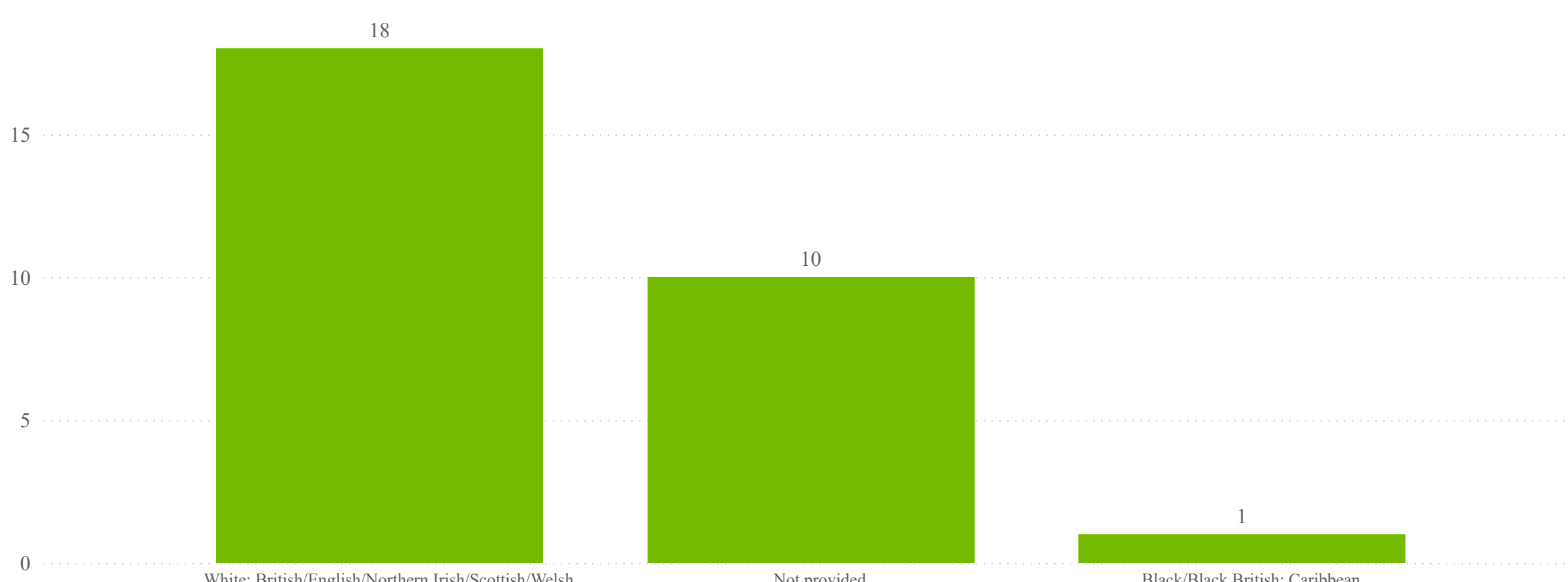
Age Band



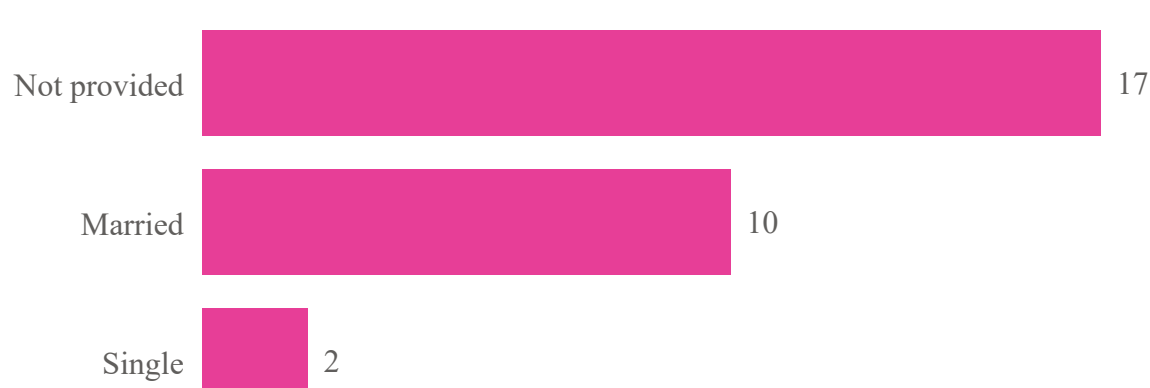
Gender



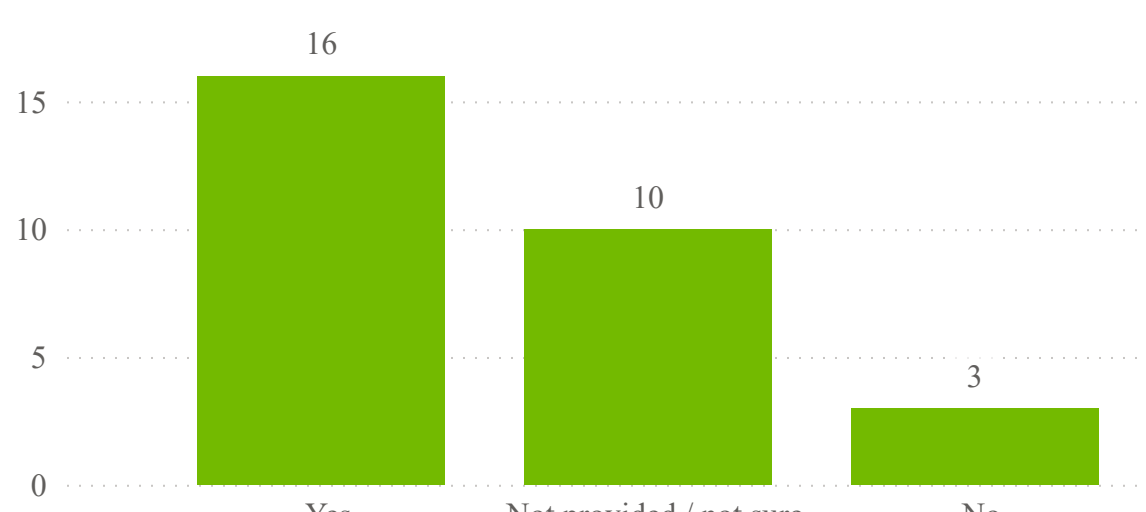
Ethnicity



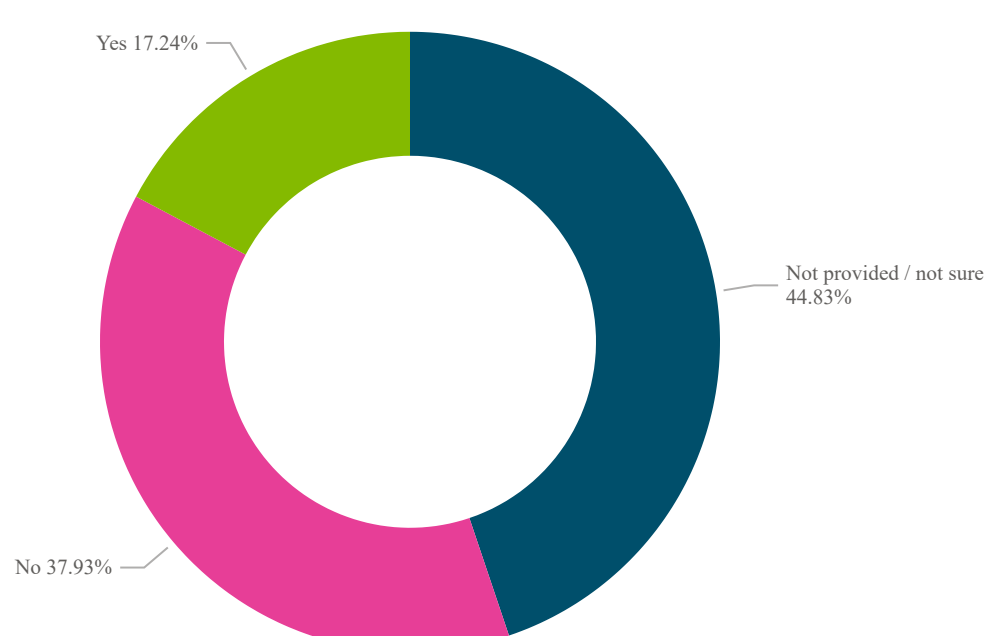
Civil Status



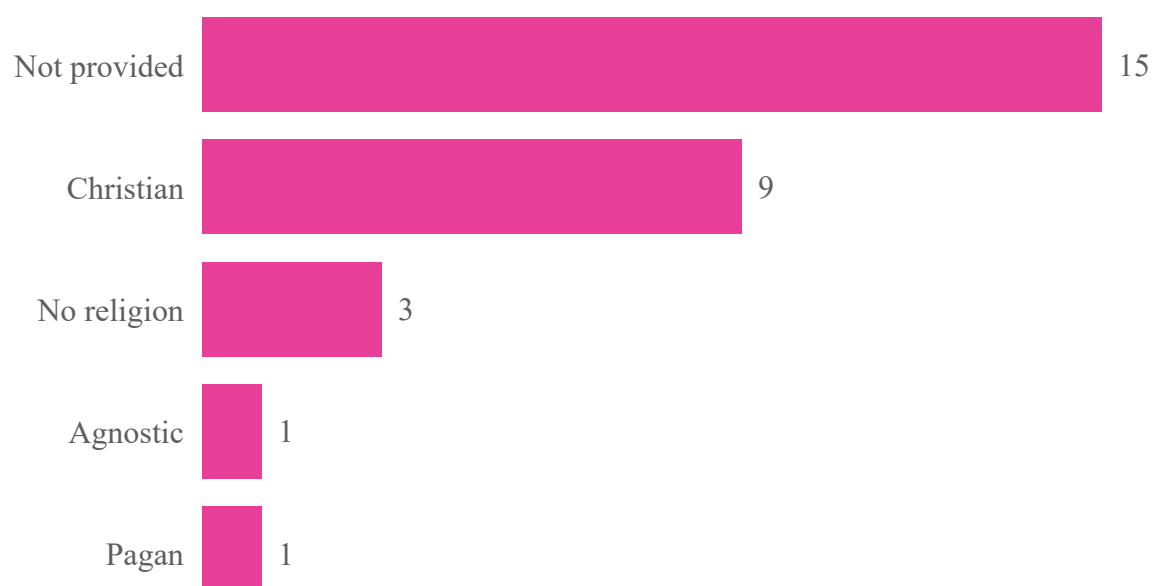
Identifies as having a long term health condition / being disabled / having a disability



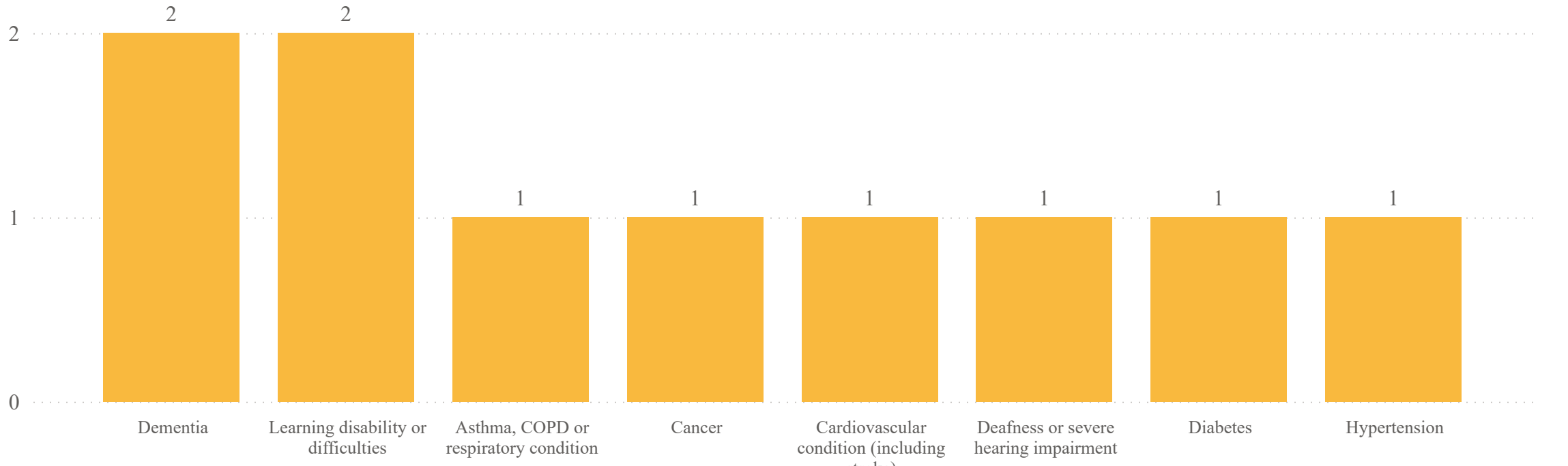
Identifies as being a carer



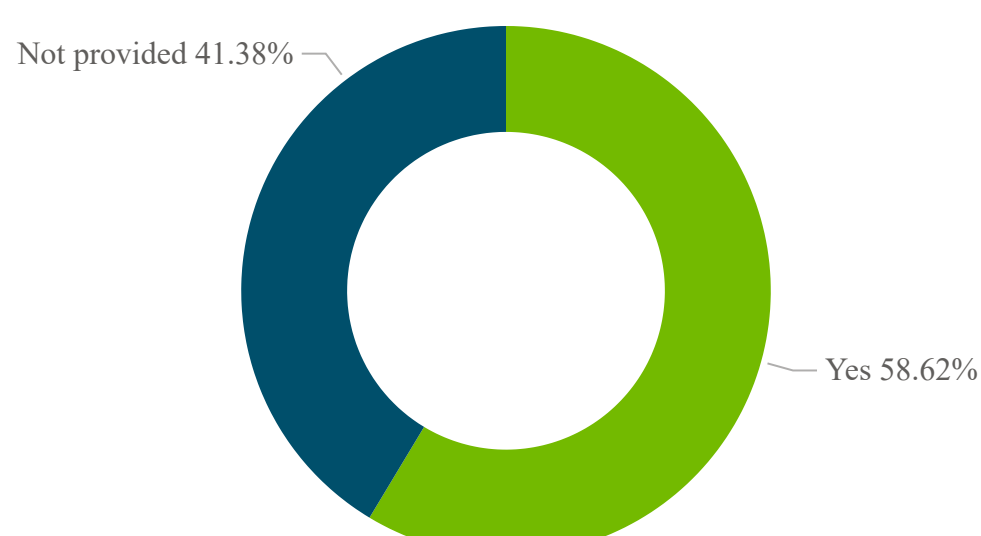
Religion/Belief



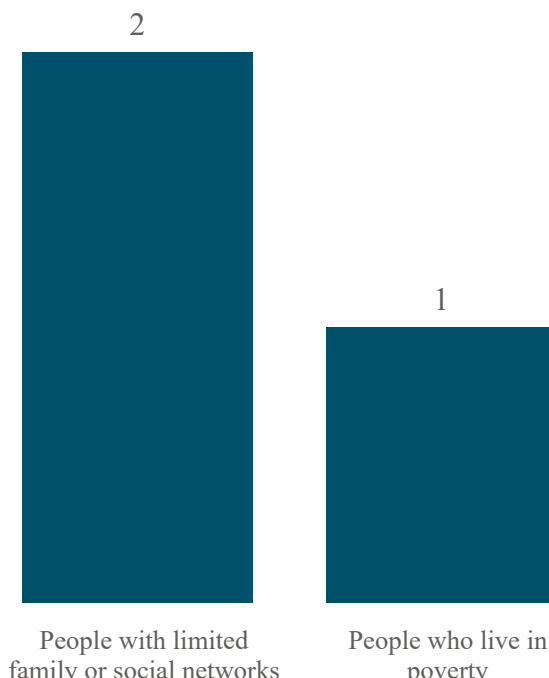
Long-term condition / disability



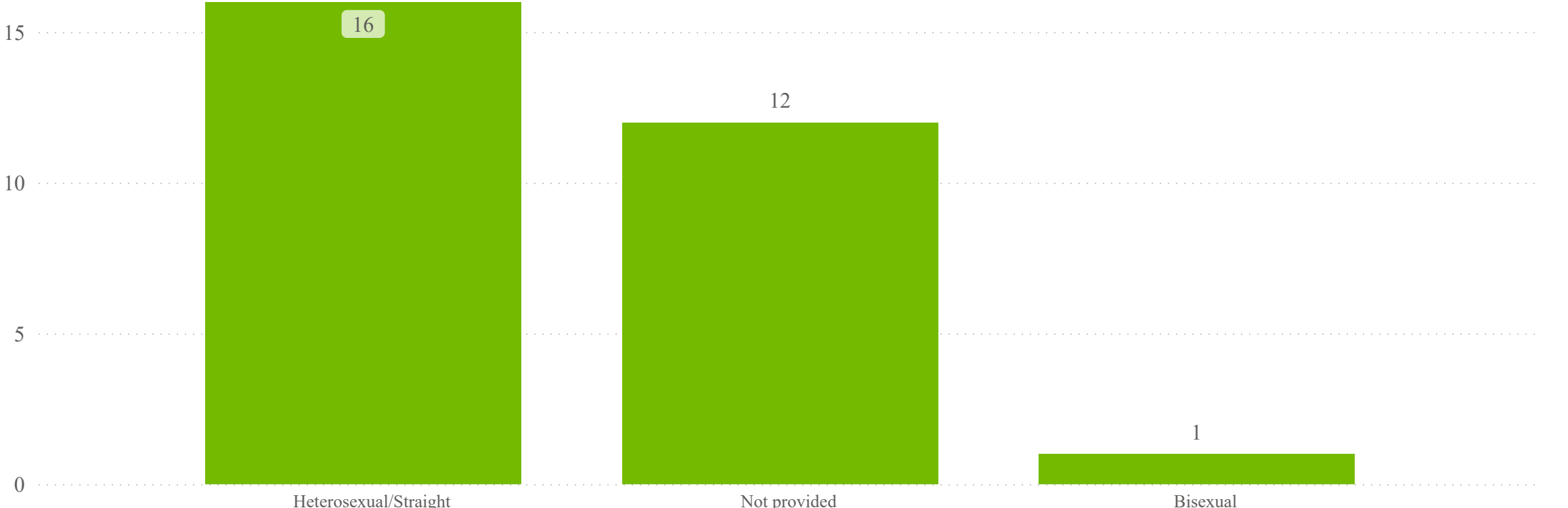
Identifies with the gender assigned at birth



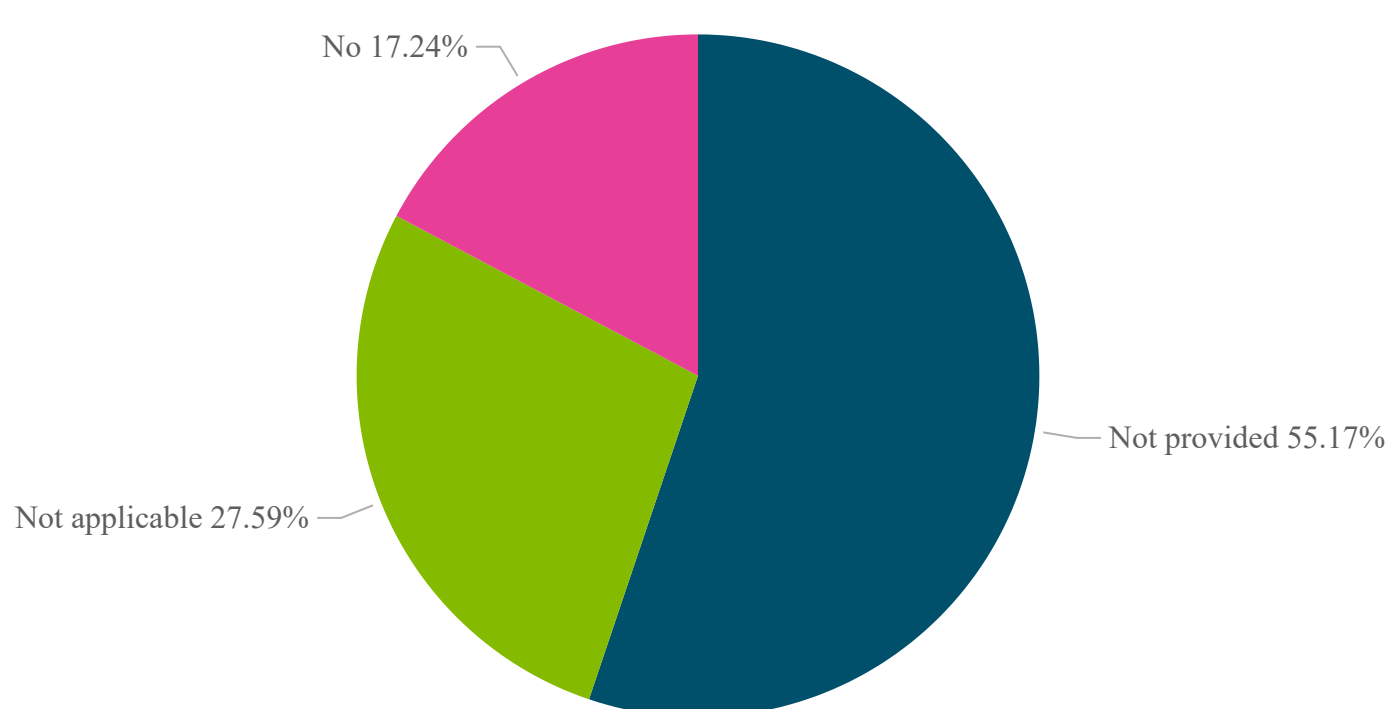
Health Inclusion Group Category



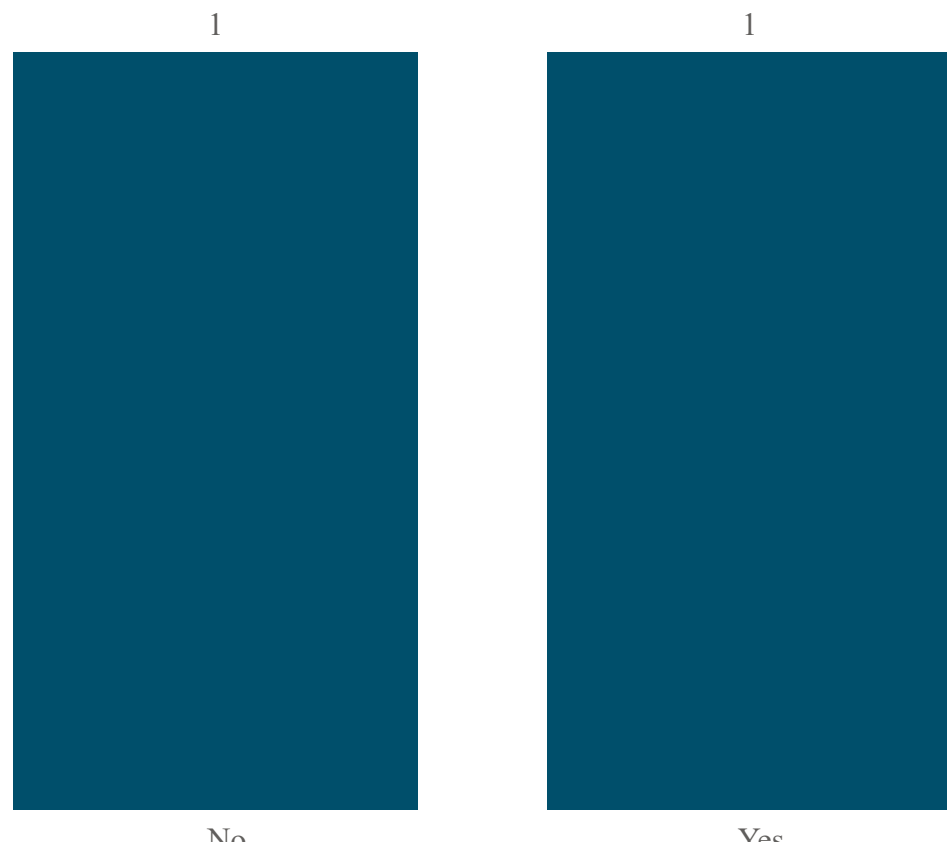
Sexual Orientation



Pregnancy/Maternity



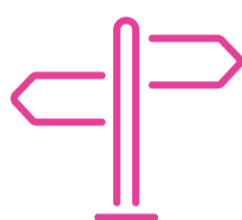
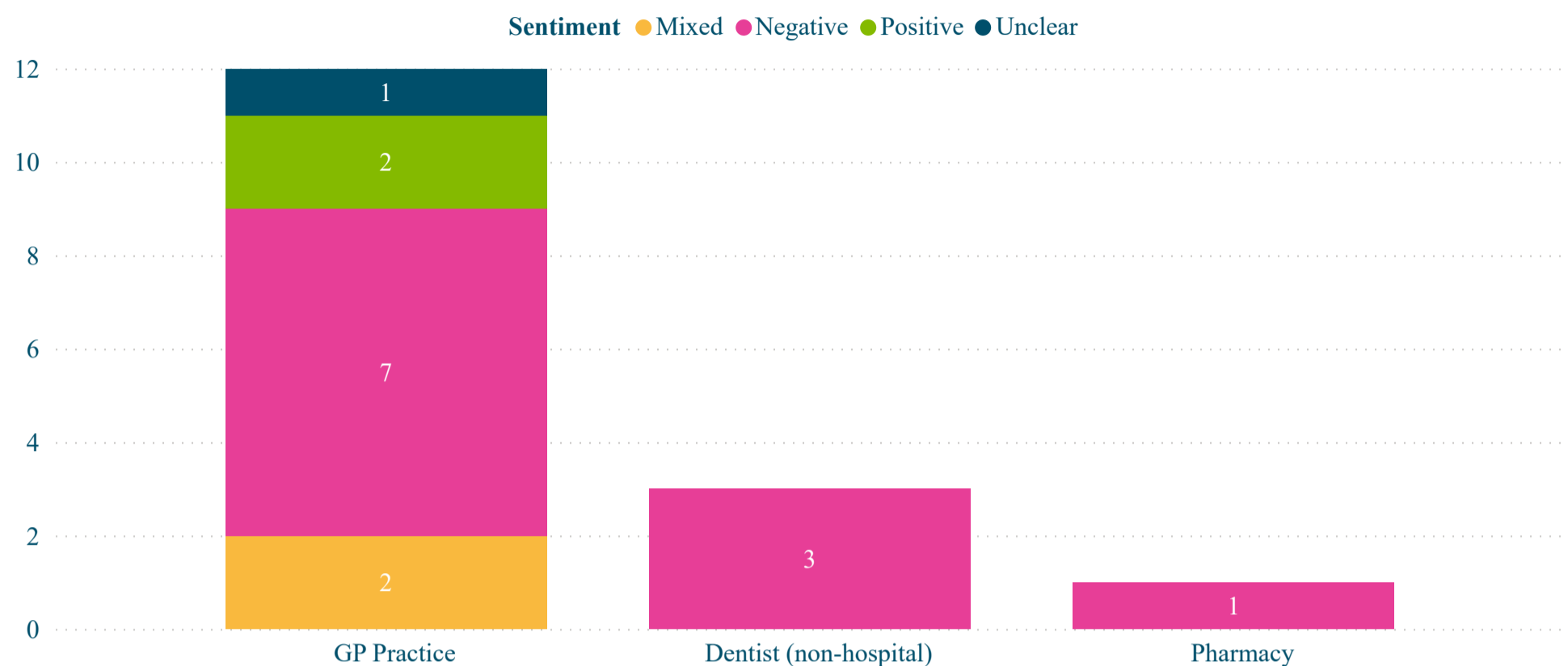
Able to access health or social care services online if they want to?



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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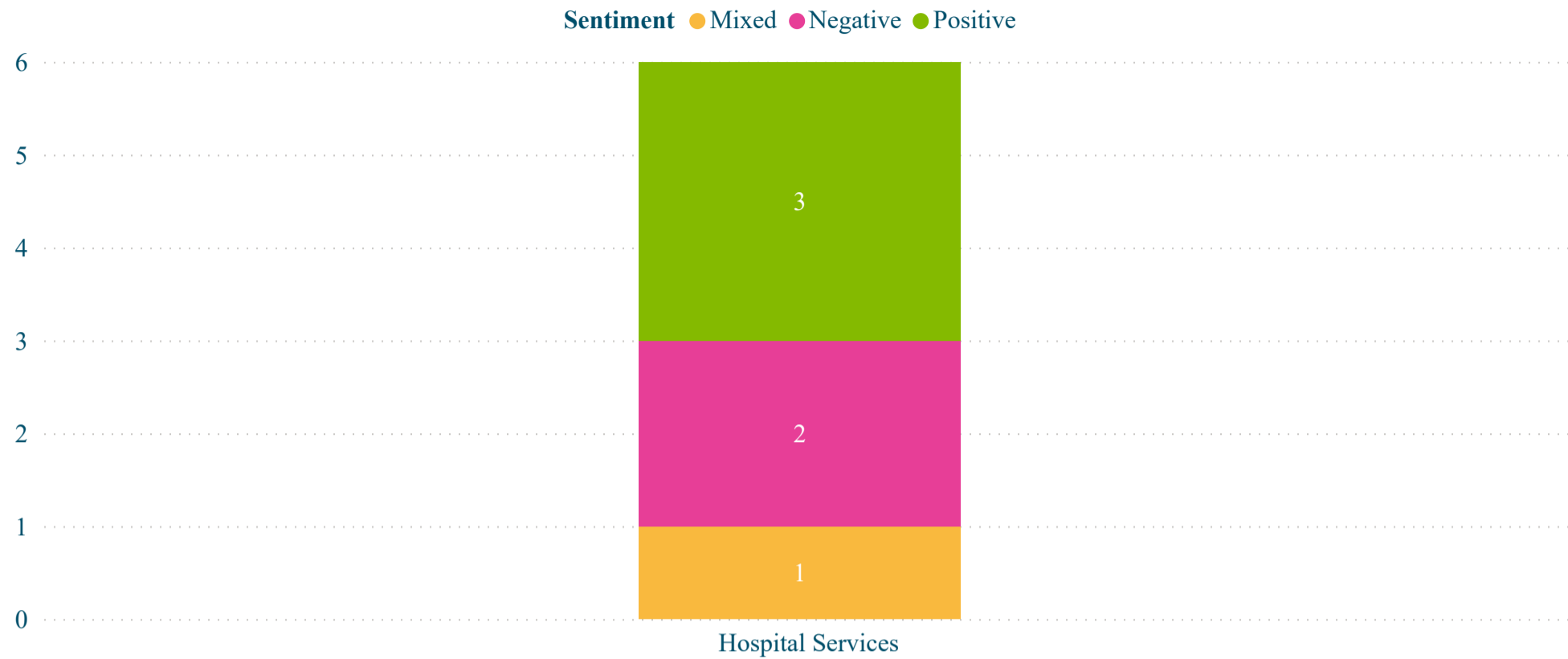
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Positive	Total
Access to Services		11		11
Access to NHS Dentist		3		3
Accessibility and reasonable adjustments		1		1
Appointment Availability		3		3
Remote appointments and digital services		2		2
See my own GP		2		2
Experience of Care	1	2	2	5
Communication between staff and patients	1	2	1	4
Staff - Caring, kindness, respect and dignity			1	1
Treatment and Care		4	1	5
Diagnosis or Assessment availability		1		1
Diagnosis or Assessment quality of		1		1
Effectiveness of		2	1	3
Total	1	17	3	21

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	Positive	Total
Diagnostic/Screening Service		1		1
Hospital Inpatient	1		1	2
Hospital Services (not stated)		1	1	2
PALs			1	1
Total	1	2	3	6

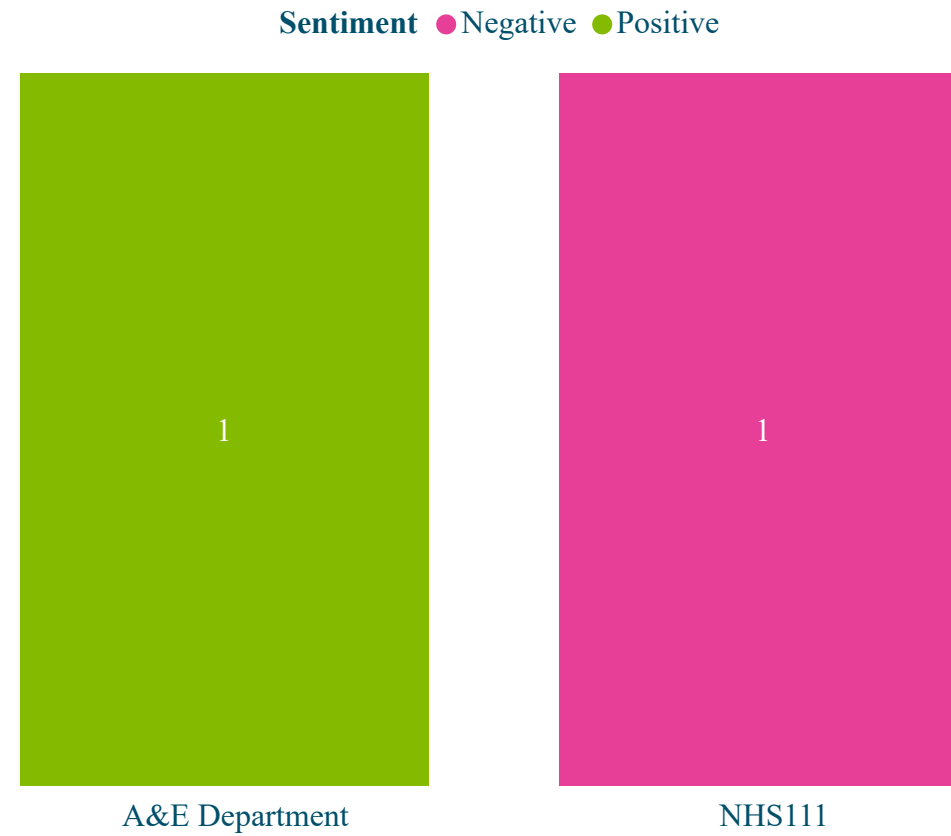
Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Negative	Positive	Total
Access to Services	2		2
Convenience/Distance to Travel	1		1
Referrals - availability	1		1
Experience of Care	2	3	5
Communication between staff and patients	2	1	3
Staff - Caring, kindness, respect and dignity		2	2
Treatment and Care		2	2
Coordination of Services		1	1
Quality of		1	1
Total	4	5	9

Urgent & Emergency Feedback

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Feedback contacts by service type with sentiment

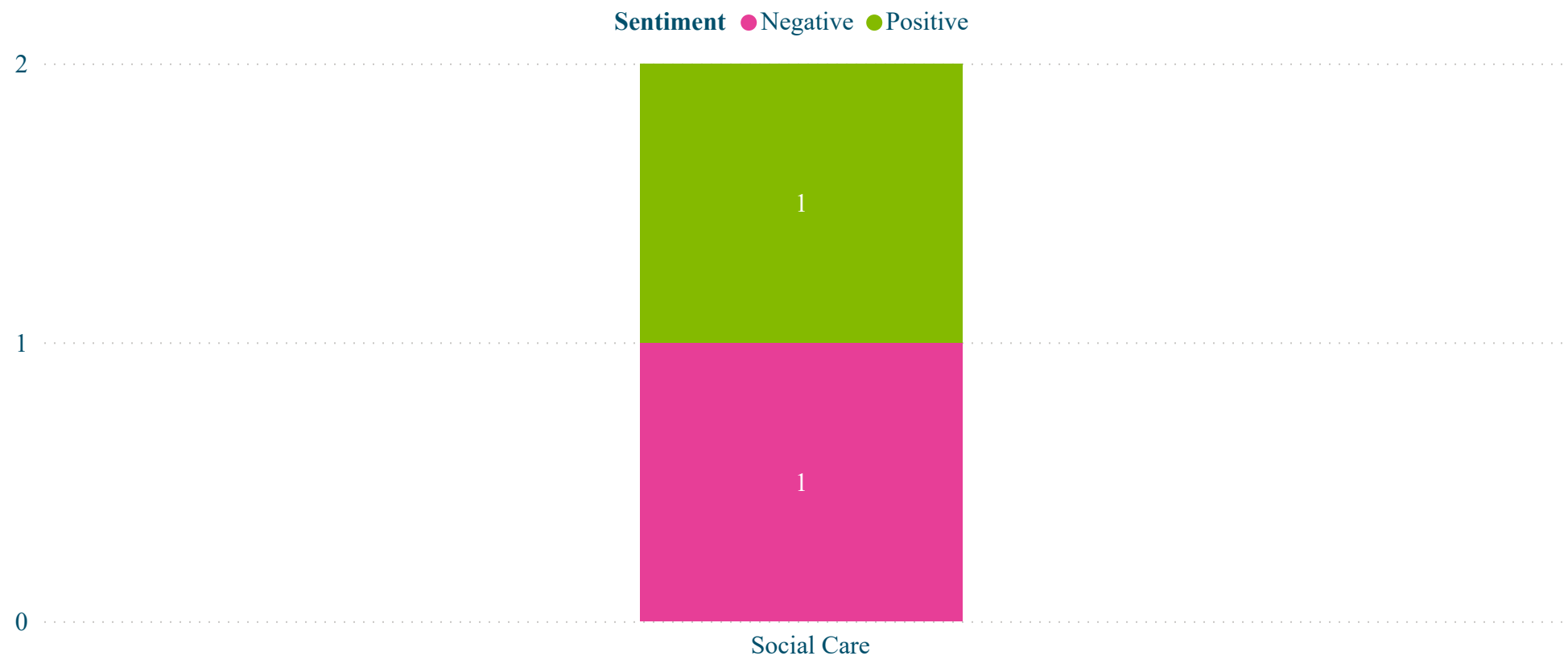


Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	1		1
Waiting times, punctuality and queuing on arrival	1		1
<input type="checkbox"/> Experience of Care	1		1
Communication between staff and patients	1		1
<input type="checkbox"/> Treatment and Care		1	1
Quality of		1	1
Total	2	1	3

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
Dementia Care	1		1
GP Practice		1	1
Total	1	1	2

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

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	1		1
Referrals - timeliness	1		1
<input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing	1		1
Support for Carers	1		1
<input type="checkbox"/> Experience of Care		1	1
Staff - Caring, kindness, respect and dignity		1	1
Total	2	1	3

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 ● Positive



Community/Other Services

Community Care Feedback Sentiment by Service Level

Service Level	Positive	Total
District nurse and community nursing	1	1
Total	1	1

Themes and Sub-Themes with Sentiment for Community Care Feedback

Main Theme	Positive	Total
▲ Experience of Care	1	1
Communication between staff and patients	1	1
▣ Treatment and Care	1	1
Quality of	1	1
Total	2	2

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

Sentiment ● Negative



Mental Health Services

Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
All Services	1	1
Total	1	1

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

Main Theme	Negative	Total
▲ Experience of Care	1	1
Staff - Quality & Effectiveness	1	1
▢ Treatment and Care	2	2
Effectiveness of	1	1
Quality of	1	1
Total	3	3

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

Sentiment ● Negative



All NHS

General All NHS Feedback Sentiment by Service Level

Service Level	Negative	Total
All Services	1	1
Total	1	1

Themes and Sub-Themes with Sentiment for General All NHS Feedback

Main Theme	Negative	Total
▲		
<input type="checkbox"/> Access to Services	1	1
Access to NHS Dentist	1	1
<input type="checkbox"/> Corporate	1	1
Funding of services	1	1
<input type="checkbox"/> Quality Assurance	1	1
General	1	1
Total	3	3

All Themes and Sub-themes with Feedback Sentiment



Main Theme ▲	Mixed	Negative	Positive	Total
<input type="checkbox"/> Access to Services		16		16
Access to NHS Dentist		4		4
Accessibility and reasonable adjustments		1		1
Appointment Availability		3		3
Convenience/Distance to Travel		1		1
Referrals - availability		1		1
Referrals - timeliness		1		1
Remote appointments and digital services		2		2
See my own GP		2		2
Waiting times, punctuality and queuing on arrival		1		1
<input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing		1		1
Support for Carers		1		1
<input type="checkbox"/> Corporate		1		1
Funding of services		1		1
<input type="checkbox"/> Experience of Care	1	6	7	14
Communication between staff and patients	1	5	3	9
Staff - Caring, kindness, respect and dignity			4	4
Staff - Quality & Effectiveness		1		1
<input type="checkbox"/> Quality Assurance		1		1
General		1		1
<input type="checkbox"/> Treatment and Care		6	5	11
Coordination of Services			1	1
Diagnosis or Assessment availability		1		1
Diagnosis or Assessment quality of		1		1
Effectiveness of		3	1	4
Quality of		1	3	4
Total	1	31	12	44

Primary 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
1334	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that there is no access to NHS dentist in this area. The local ones were all taken over by one company and now only have private expensive appointments.	ALL NHS DENTAL
1237	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to get an NHS dentist. They have written to their MP who advised them to look at 'Find a Dentist' website, and said that there should be more dentists being trained up nationally. Individual said he had started looking for another dentist in South Glos, North Bristol and Keynsham, but had still been unable to find one.	ALL NHS DENTAL
1279	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had been unable to access dental care for a tooth infection/abscess. There are no NHS dentists in the Kingswood area of Bristol and they cannot afford private dental care as they are a single parent with an autistic toddler recently receiving support from Social Services.	ALL NHS DENTAL
1132	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that her husband was diagnosed with dementia last year. The GPs have been great. The Dementia Awareness service is really good. They gave her advice and put her in touch with different organisations The Dementia Awareness service phoned for an annual review.	Beechwood Medical Practice
1131	Access to Services, Appointment Availability	Negative	This individual gave feedback that she found it really difficult to get an appointment with her GP Surgery, even when she phones up at 8am there aren't any appointments left. Her mum has dementia, and when she phones up for her mum to get an appointment at another practice it is really easy and she can get one straight away. She thinks that is how it should be.	Beechwood Medical Practice
1034	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they at a menopause appointment the nurse was taking her blood pressure and did not look at past medical history where they would have seen that her blood pressure is always high, and instead started lecturing her on her lifestyle. In a separate incident she was diagnosed with diabetes and received a phone call from the diabetic nurse. Again she felt that she was being lectured and did not feel educated. She was looking for support but got signposted to Diabetes UK which she thinks you have to pay for. Her GP gave her details of an education day but this was not local and was two bus rides away.	Cadbury Heath Healthcare
1314	Experience of Care, Communication between staff and patients; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that she said that it is frustrating that you have to input the same information several times into the online form before you can submit it.	Downend Health Group
1316	Treatment and Care, Effectiveness of; Access to Services, See my own GP; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that she was worried when she was offered a video physio appointment instead of an appointment with her GP. Previously when she had hurt her neck the GP spotted a mole, which was then removed. She is concerned that if people are unable to get a GP appointment a range of health issues could be missed. She had been unaware of the mole or the need for its removal before the appointment.	Downend Health Group
1300	Access to Services, See my own GP	Negative	This individual gave feedback that their GP is now using e-consult. The individual had a health issue so completed the e-consult process which advised them to call NHS111 which they did. NHS111 referred them to the NHS111 GP but when they spoke with them they were referred back to their own GP service.	Downend Health Group
1315	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they are great at helping her husband with his diabetes.	Downend Health Group
1078	Access to Services, Appointment Availability	Negative	The individual gave feedback that following a phone consultation, their mother was given an in-person appointment at the GP surgery. After checking-in, she asked the receptionist how long the wait would be and was told she didn't have an appointment in the surgery but had another phone appointment. The mother went home to get her phone to show the receptionist that she has a message saying it's was an appointment at the surgery. When she got back, she was told she had missed her appointment and would now need another phone appointment. The receptionist was very rude and said she hadn't told her to go and get her phone. This person has high blood pressure and was seeing the doctor after having an allergic reaction to her medication. Due to the allergic reaction, she hadn't been taking her medicine for a week. Also she was due to go on holiday a day after her new phone appointment and was now worried about being able to get her new medicine before her holiday.	Kingswood Health Centre
1121	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that their GP is refusing to do any investigations including a blood test in relation to pain arising from possible diverticulitis or colitis following attendance in A&E. No help is being provided for the pain.	Kingswood Health Centre
1099	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that their GP is refusing to do any investigations including a blood test, following a visit to A&E and possible diverticulitis or colitis which is causing pain.	Kingswood Health Centre
1100	Access to Services, Appointment Availability	Negative	This individual gave feedback that it is incredibly difficult to get an appointment, They say that they feel like they are annoying the practise when they call, so they no longer call and there are times when they need help and advice, When the GP does call they back they are lovely, but they find the receptionist deciding what's important and what's not is poor, especially waiting 3-4 weeks to speak about blood test results and biopsy results.	Pilning Surgery (Montpelier Health)
1100	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that it is incredibly difficult to get an appointment, They say that they feel like they are annoying the practise when they call, so they no longer call and there are times when they need help and advice, When the GP does call they back they are lovely, but they find the receptionist deciding what's important and what's not is poor, especially waiting 3-4 weeks to speak about blood test results and biopsy results.	Pilning Surgery (Montpelier Health)

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
1226	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that he has had excellent care each time he's had an operation. The nurses are brilliant. The staff always look after him before and after the operations. The first one he had, he was very scared, and the nurse sat with him, reassured him and held his hand. She said she'd bring him a cup of tea after it was over and she did. These little gestures make all the difference as well as the overall care for the big things like the operations.	Southmead Hospital, Bristol,
1310	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that her husband is on the waiting list for prostate issues and they haven't had any information about the progress of his care.	Southmead Hospital, Bristol,
1207	Access to Services, Referrals - availability; Access to Services, Convenience/Distance to Travel	Negative	This individual gave feedback that her husband was advised he needed a CT scan. The consultant advised that if they could travel to Newport, South Wales the waiting list was minimal. The individual found it sad that her husband had to travel to get a scan promptly rather than have this locally.	Southmead Hospital, Bristol,
1312	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that her husband was on a waiting list but she couldn't get hold of anyone at to ask about the progress of his care. PALS called her back within 2 days to let her know that Urology would contact her within 5 days, she is very happy with the response.	Southmead Hospital, Bristol,
1225	Experience of Care, Communication between staff and patients; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual gave feedback that his wife was in the hospital for over a month. When it came to her discharge an occupational therapist met with him to go over the discharge process. She was very rude to him, about the way he was answering the questions on the questionnaire she was completing. She didn't make it clear how he was to answer the questions – was it his wife's circumstances at home, or his, or both of them? He felt that there was no sympathy or understanding of the strain he was under and more generally, the toll his caring for his wife was having on him. She didn't properly introduce herself to him – he had to guess that she was the occupational therapist. The rest of the staff on the ward have been very supportive, kind and understanding.	Southmead Hospital, Bristol,
1036	Treatment and Care, Quality of ; Treatment and Care, Coordination of Services	Positive	This individual gave feedback that she had a good service when she had surgery for carpal tunnel syndrome, which worked well.	Spire Bristol Hospital, The Glen, Bristol

Urgent & Emergency Feedback Comments by Provider

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ID	Theme	Sentiment	Feedback	Service Provider
1313	Experience of Care, Communication between staff and patients; Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that she rang NHS111 at 10pm but was called back at 5am, When her husband was unwell he attended A&E at Southmead because of this, because he didn't want to have to wait.	NHS 111
1270	Treatment and Care, Quality of	Positive	This individual gave feedback that they had ongoing issues due to a chest infection which deteriorated. They called NHS111 and were advised to go to A&E. A friend took them to A&E and, after a wait of a few hours, they were seen and prescribed antibiotics. The infection cleared up within a few weeks. The individual cannot fault the service received.	Southmead Hospital A&E

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
81132	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that her husband was diagnosed with dementia last year. The care and support they receive is very good.	Memory Café, Fishponds
1217	Access to Services, Referrals - timeliness; Continuity of Care, integration of health and social care, health promotion and wellbeing, Support for Carers	Negative	This individual gave feedback that they approached the centre for an assessment to help them access services when their parent was diagnosed with Alzheimer's. They were told it would be a 6 weeks wait for the assessment due to their workload. The individual has now waited 6 months and is disappointed and frustrated. They are stressed because they need the assessment to access the support needed to care for their parent. They work full time and find it difficult to find activities that they can take their father to that are in the evening after work. Many of the groups and activities are scheduled during the daytime, so if they want to take him to an event they need to take time off work/annual leave. The individual finds this experience stressful and frustrating because they want their father to be more active and engaged.	The Carers Centre

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
1311	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Positive	This individual gave feedback that her husband has prostate issues and the district nurses were amazing.	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
1259	Treatment and Care, Effectiveness of; Treatment and Care, Quality of ; Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that their granddaughter has been trying to access support for mental health issues from CAMHS for the past 2 years following a referral by her GP. During this time she has visited A&E 4 times for mental health issues, only to be referred back to her GP who has only referred her back to CAMHS. An appointment with CAMHS focused on the mental health issues being suffered by the granddaughter's younger sister. CAMHS said they were unable to offer her granddaughter support due to a lack of resources so the parents have paid for private treatment. The individual felt that CAMHS purely undertook a box-ticking exercise. The granddaughter has used Pathways which is described as 'brilliant' but there is concern that access to this will be withdrawn soon due to her granddaughter's age. The younger sister also seems to be having a similar experience with insufficient support for mental health issues.	CAMHS Service , South Glos

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
1037	Access_to_Services, Access to NHS Dentist; Quality Assurance, General; Corporate, Funding of services	Negative	This individual gave feedback that they work for the NHS and feel that because the routine work is subcontracted out to private companies the NHS staff are left with the complex, intense work. This causes them to burn out and look for jobs in the private sector which are better resourced and have better shifts. They feel that staff in the NHS need more support and more staff to cope with the stressful workloads.	ALL NHS

⚡ This individual gave feedback that it is incredibly difficult to get a face to face appointment here, both for themselves and for their baby. The push doctor service is a useful option sometimes, however isn't always appropriate and often seems to be used as an extra stage to delay offering a face to face appointment. This individual has had other medical professionals recommending that they need a face to face appointment for both themselves and their baby, and have still had to 'jump through the hoop' of taking a push doctor appointment. The doctor on this service commented how this wasn't appropriate as they needed to be seen face to face. It also seemed their time was wasted as they couldn't advise at all as the individual needed to be examined. During their pregnancy, this person had some very upsetting experiences at this surgery. The receptionist was incredibly rude to them both face to face and on the phone, and they started having to take their husband with them for support. Needing to go to the practice became anxiety inducing. Additionally when they raised with a GP that they were struggling with their mental health and unhelpful thoughts they'd been having about their pregnancy, they were not offered any support. All the other GPs that they have seen at the practice have been good. This person says that they are a person who is able to, sometimes with the support of others, advocate for themselves, but that they really fear for those patients who are not able to. They have witnessed an elderly patient being treated incredibly poorly by one of the receptionists.

Emersons Green Medical
Centre

I am sorry this individual had such a bad experience. We aim to offer every pregnant woman an antenatal appointment after 28 weeks gestation which is a good opportunity to carry out an assessment, offer appropriate support and build a relationship with the family.

We are currently dependent on Midwifery services informing us of all those women they have booked. We are aware that we don't receive all the notifications so some visits are missed. We are working on a system whereby midwifery services send us weekly lists of all women who are 25 weeks pregnant which will mean no women who are eligible for a visit are missed. There have been some issues getting this up and running with NBT but we continue to work with them on a resolution.

Without any details we won't be able to investigate this particular situation but I have copied in Matt our Public Health Nursing lead in South Glos and Penny our professional lead so they are aware and in case they can add anything.

Thanks for making us aware of this situation and please continue to share any feedback or information that may support us to improve our service offer.