

healthwatch Bristol

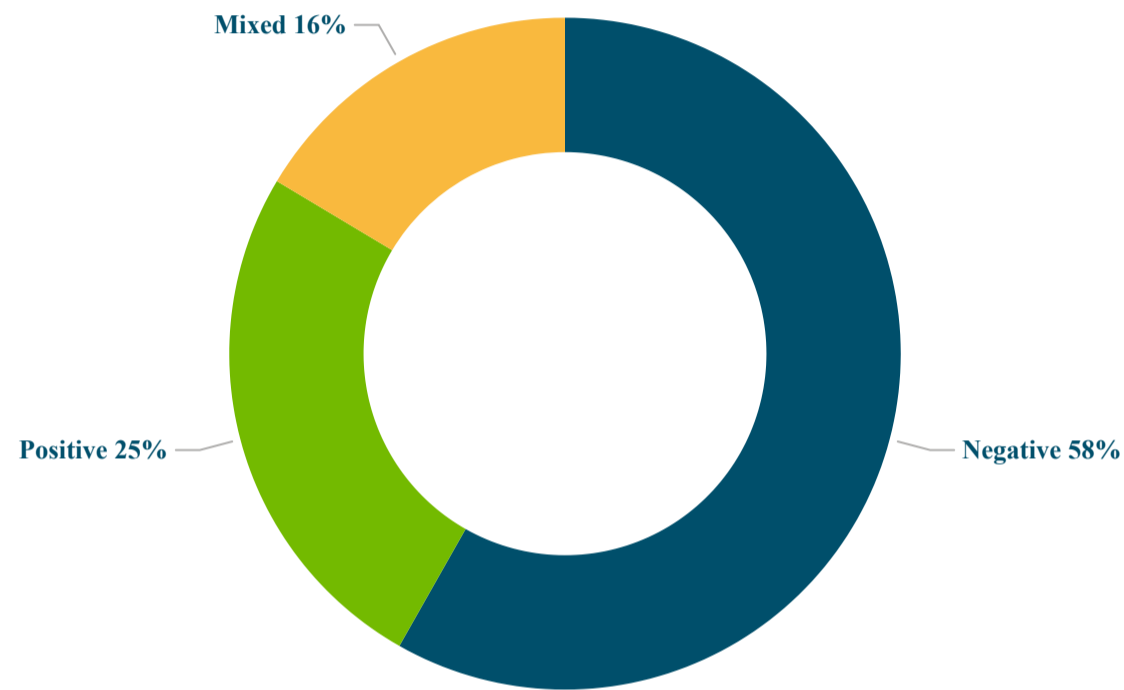
Quarter 3 2024/2025 Feedback October - December 2024



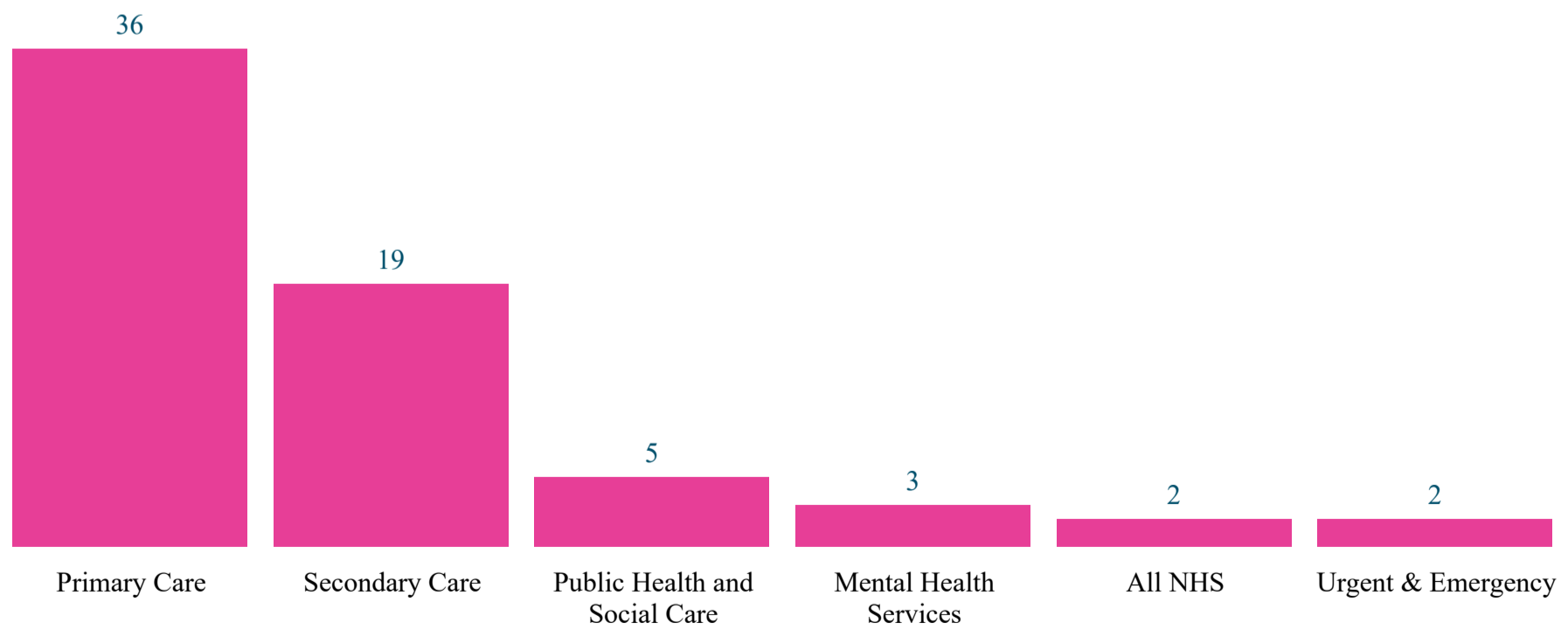
Headline Figures



Overall Sentiment of Feedback contacts

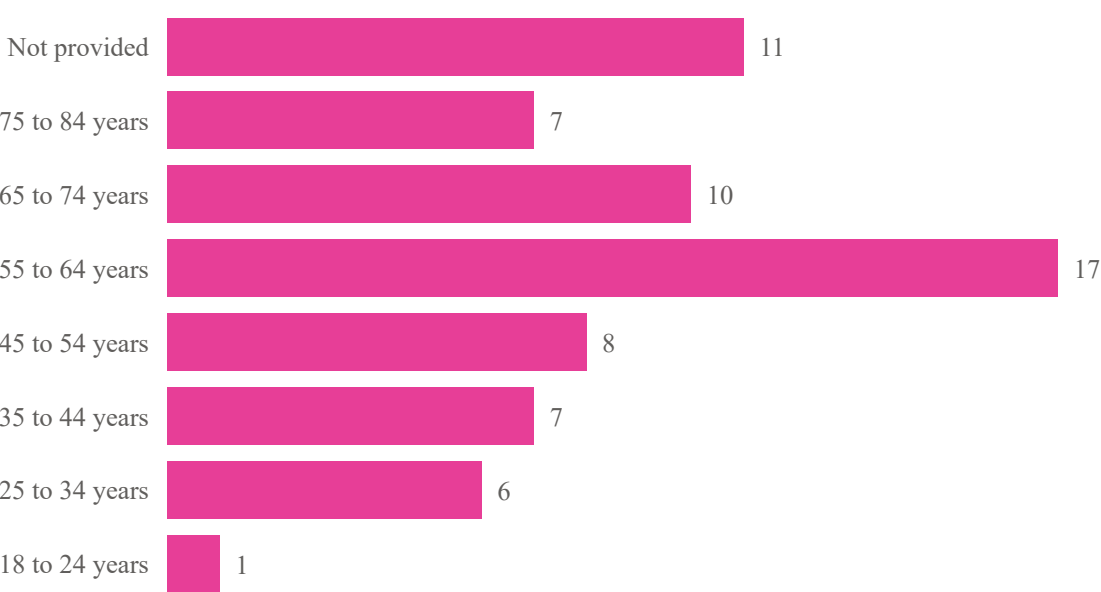


Feedback contact by sector

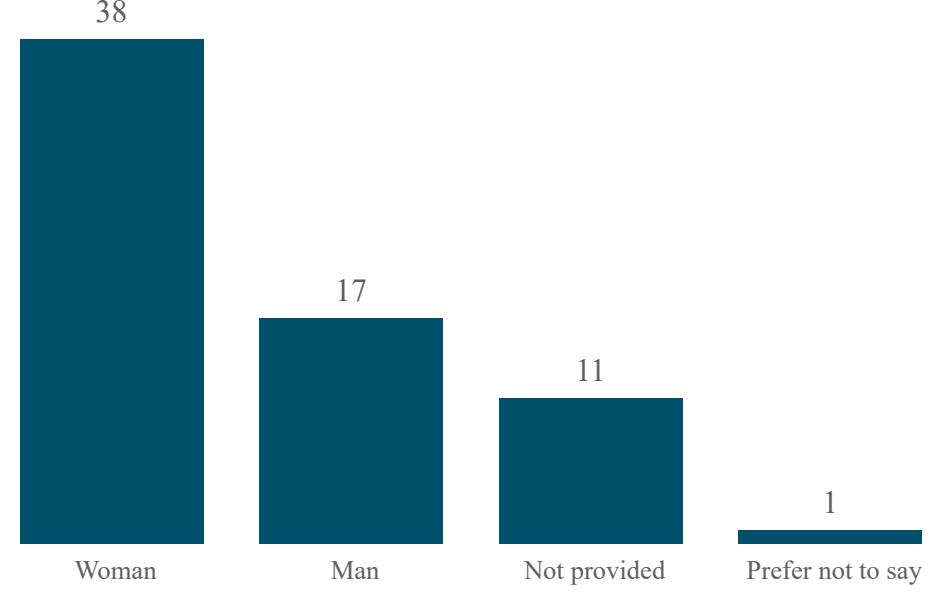


Demographics

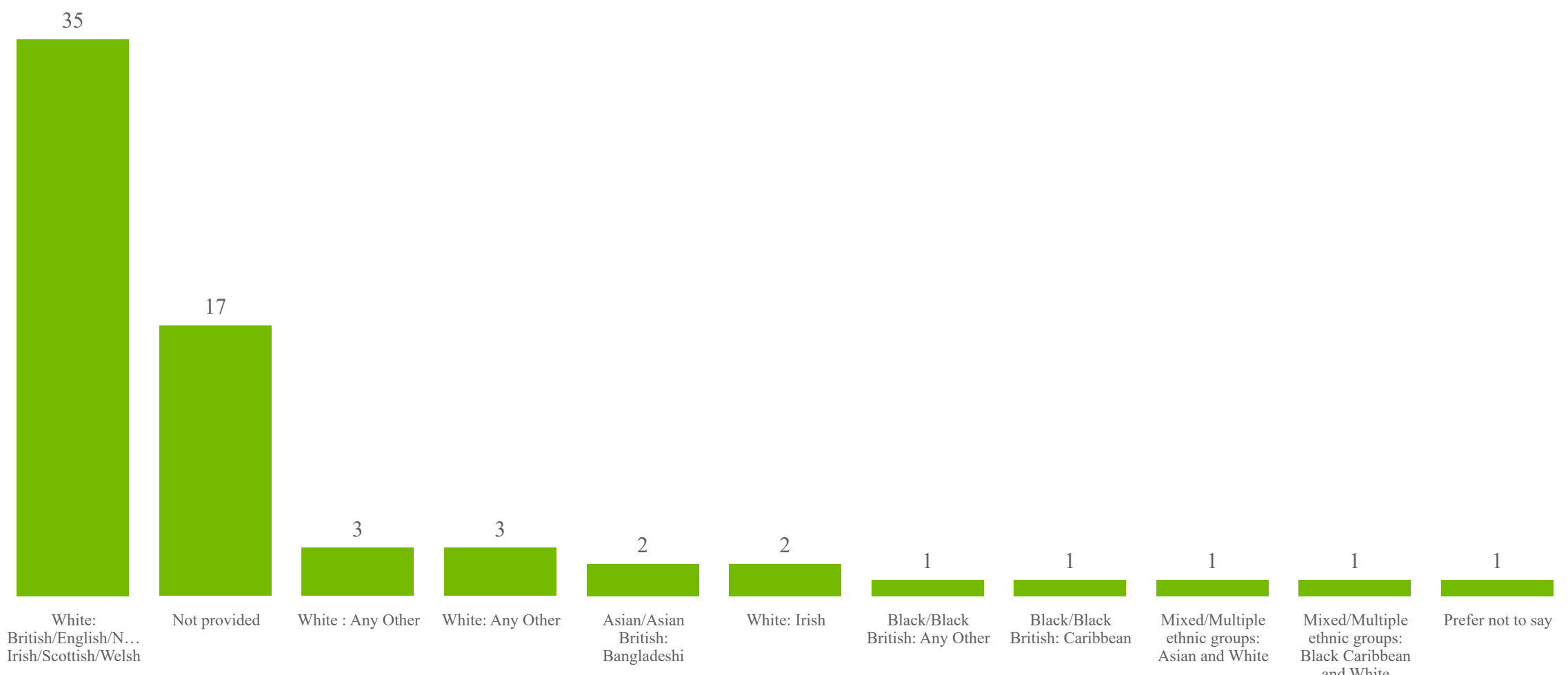
Age Band



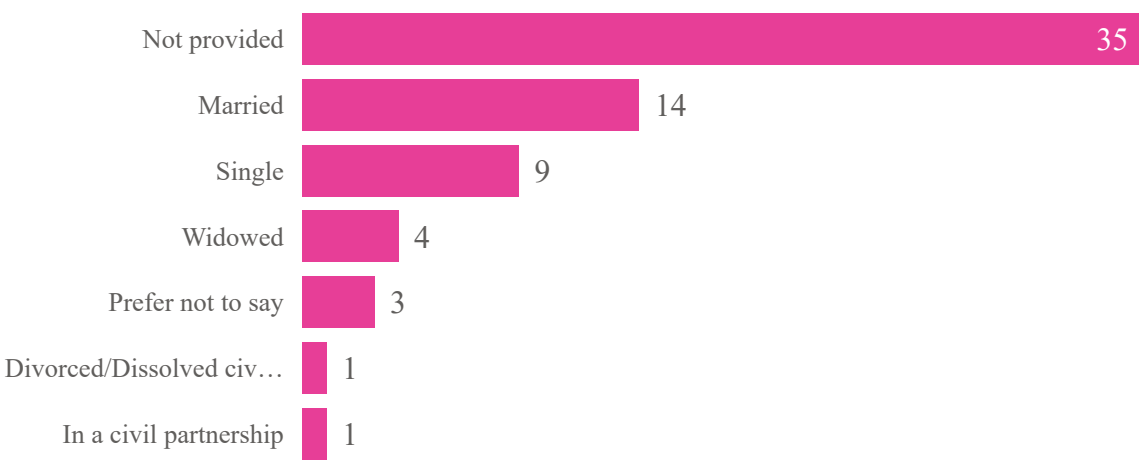
Gender



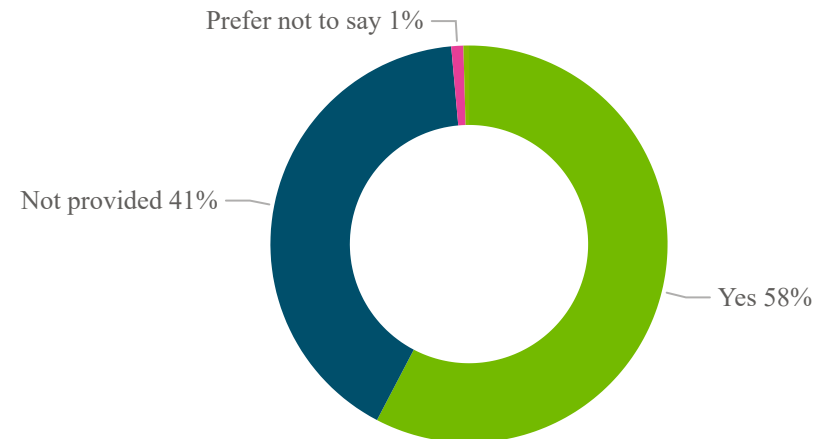
Ethnicity



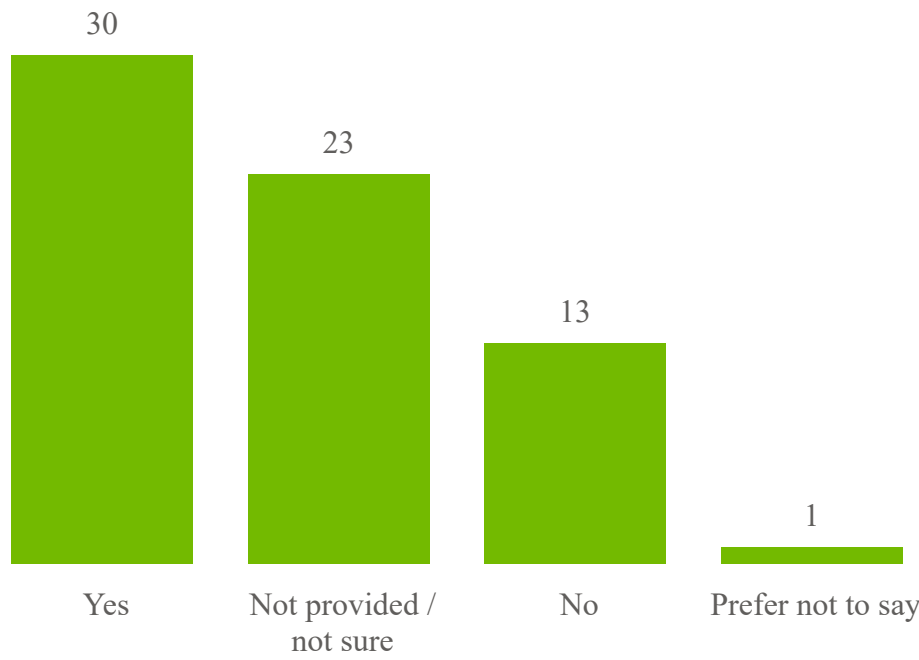
Civil Status



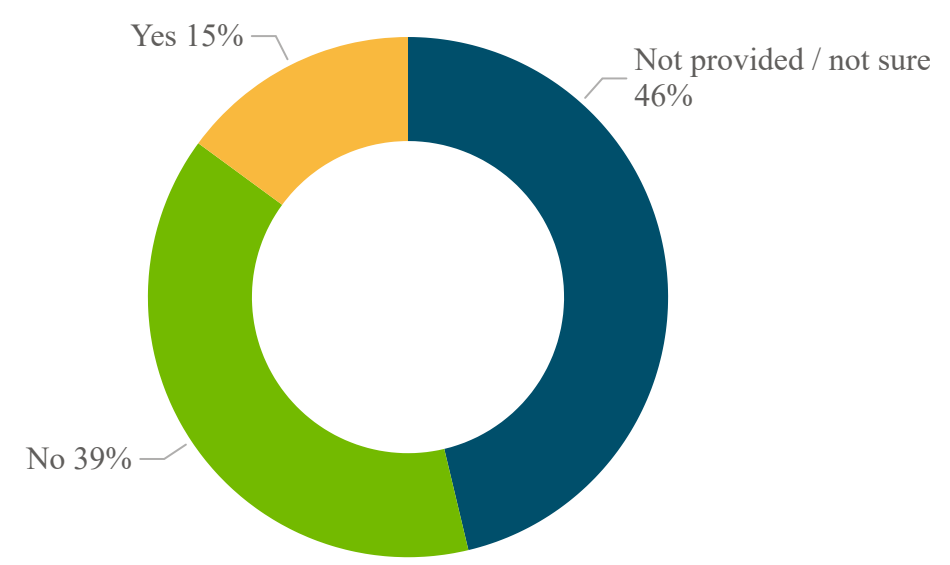
Identifies with the gender assigned at birth



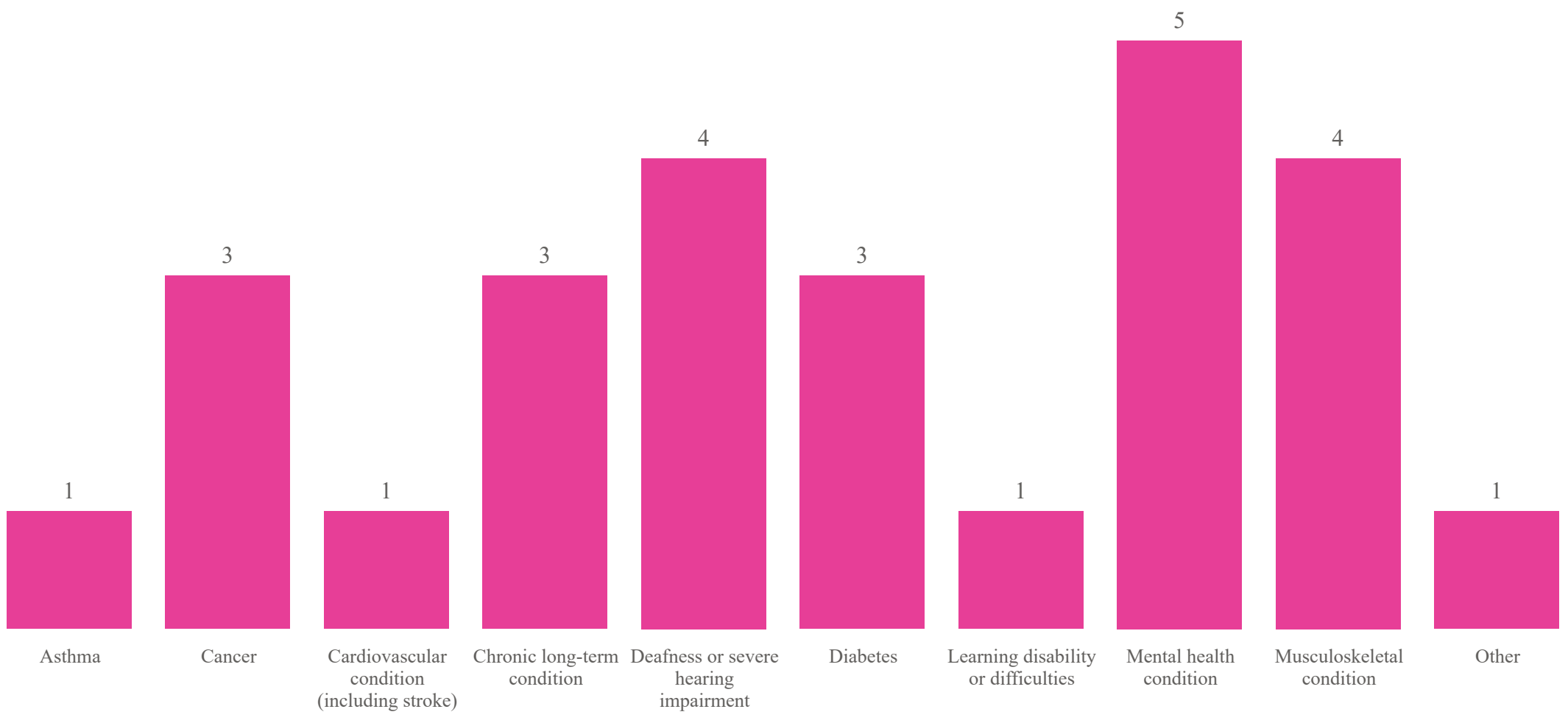
Identifies as having a long term health condition / disability / being disabled



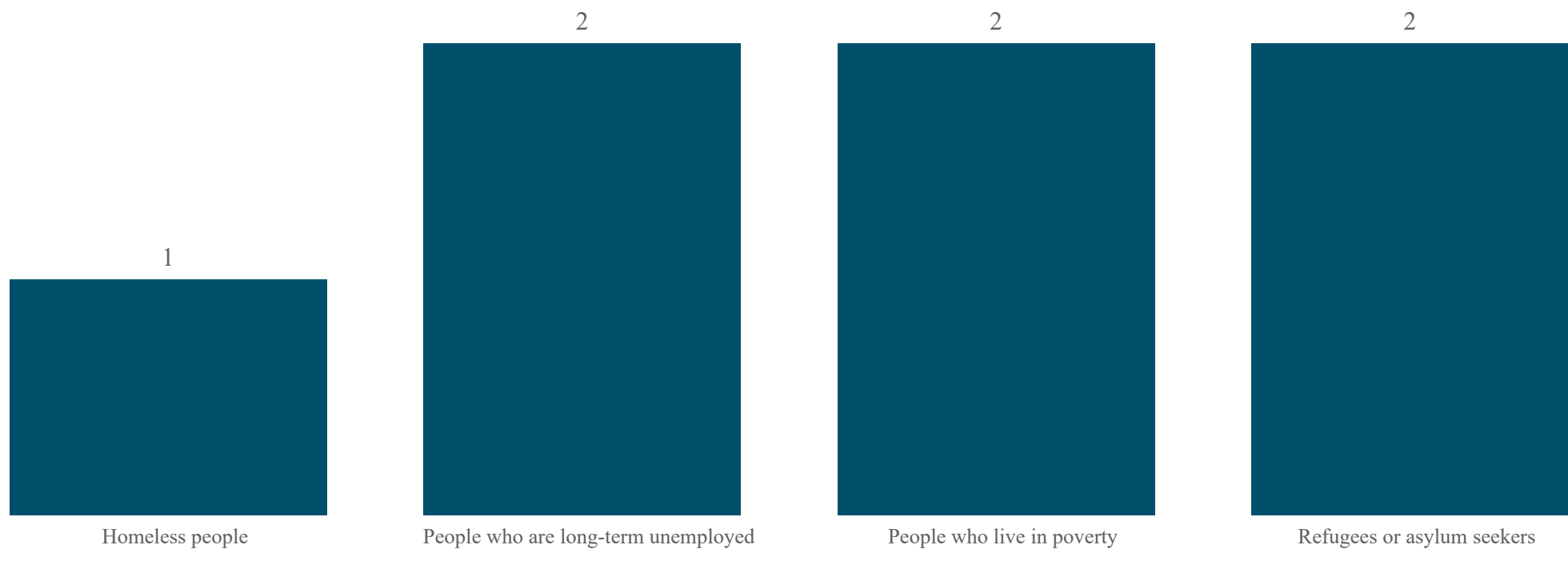
Identifies as being a carer



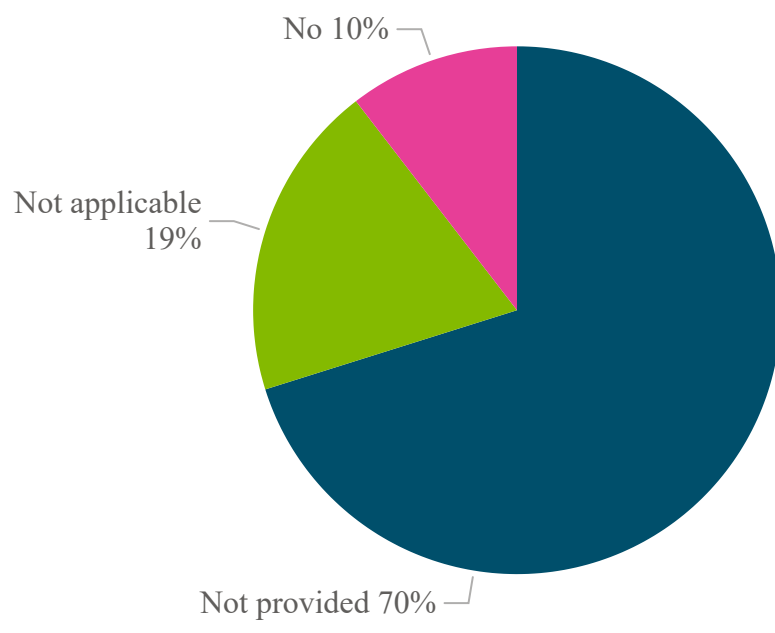
Long-term health condition / disability



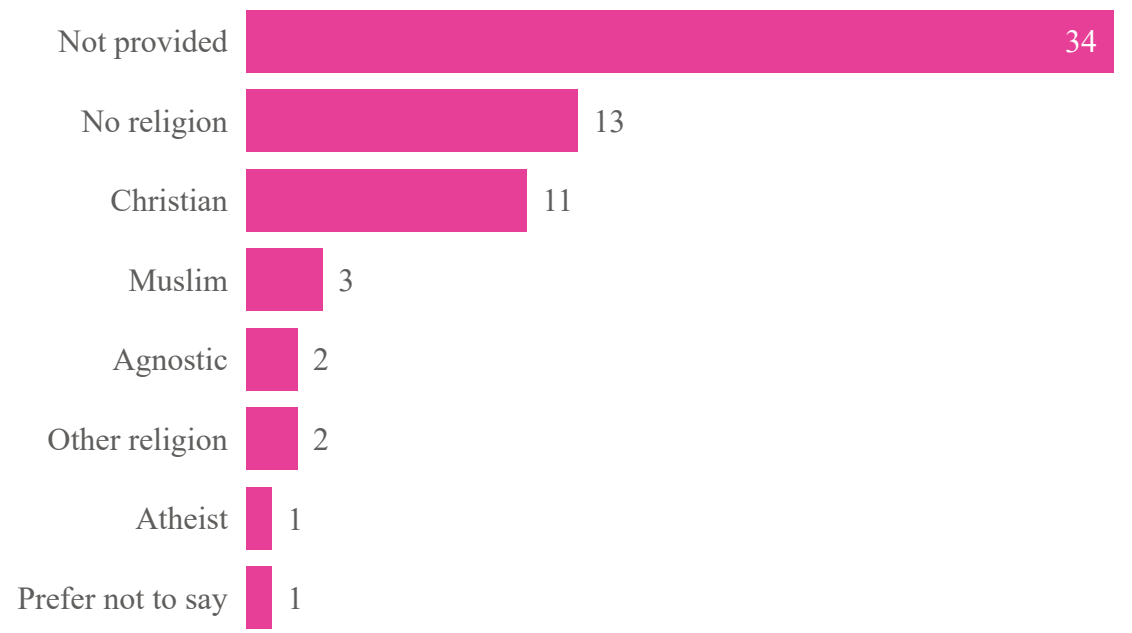
Health Inclusion Group Category



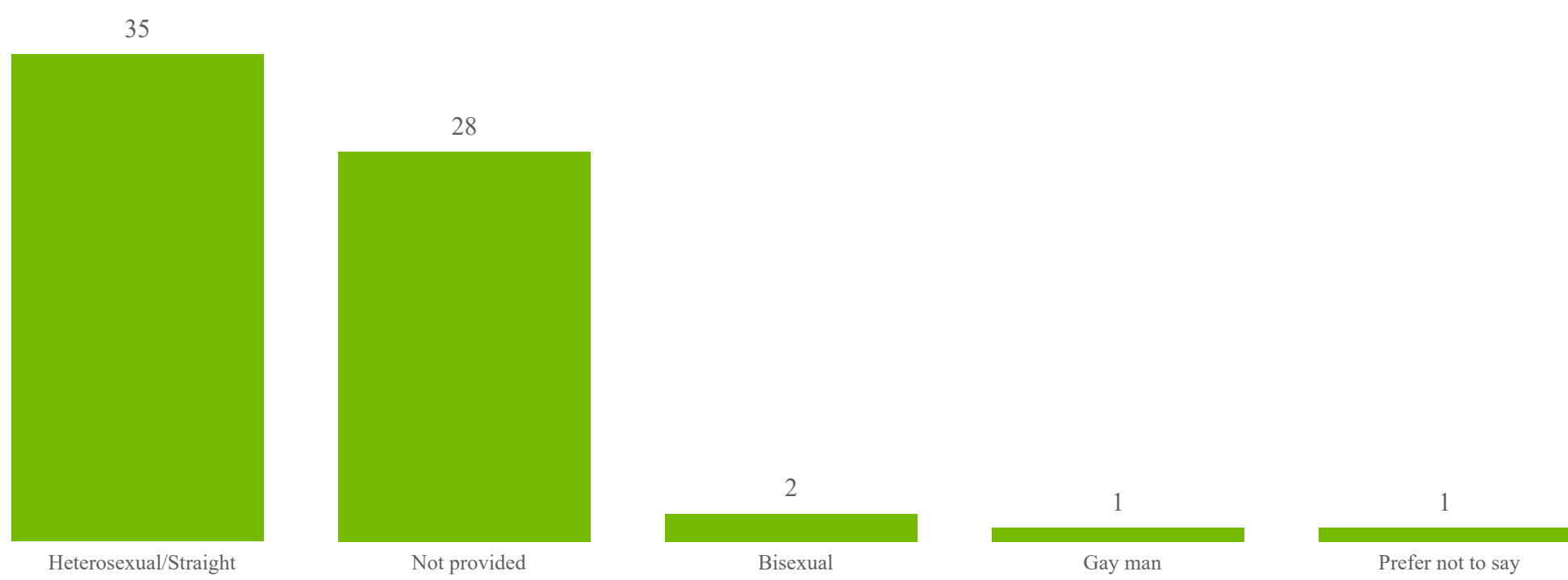
Pregnancy/Maternity



Religion/Belief



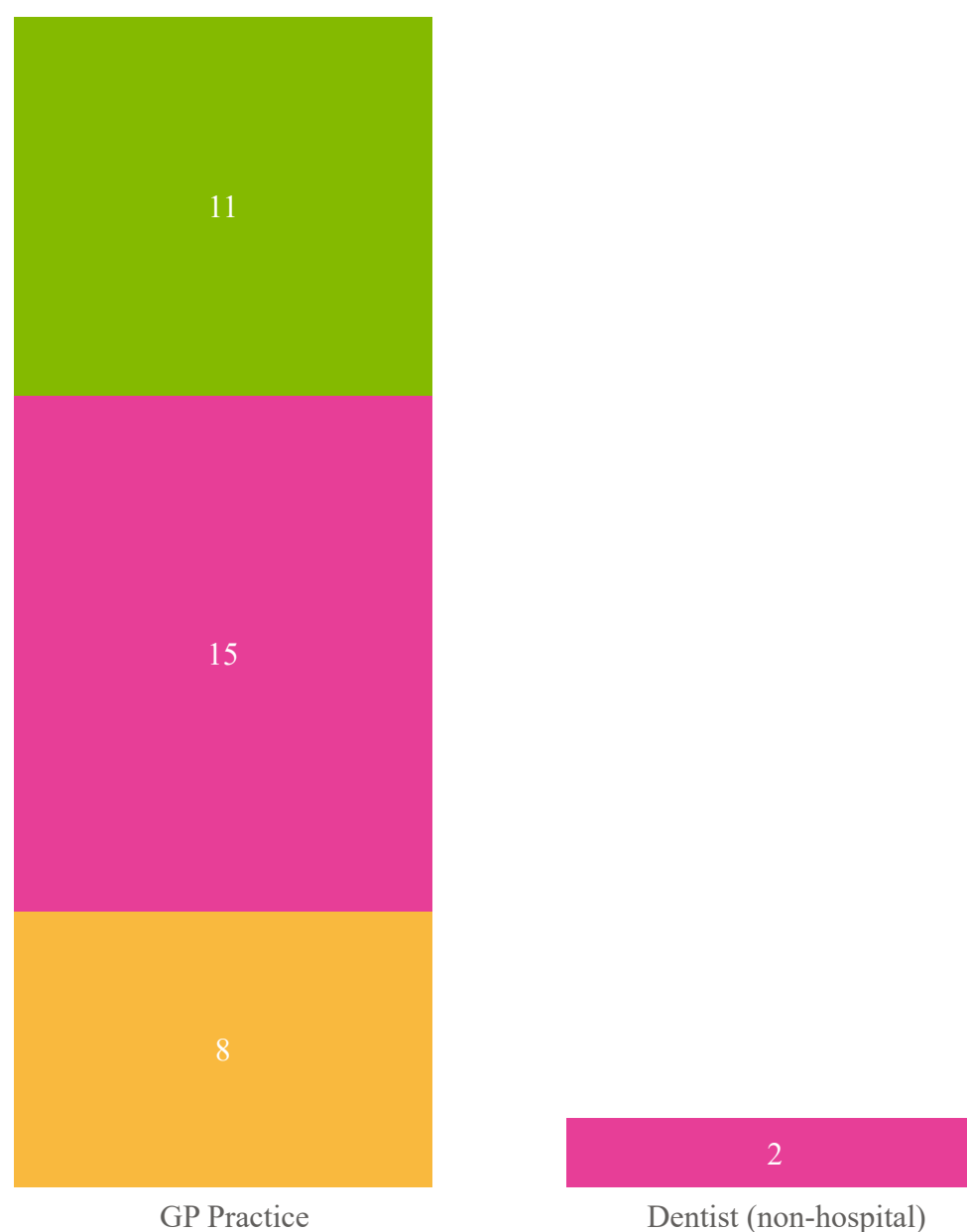
Sexual Orientation



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

Number of feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative ● Positive



Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Positive	Total
Access to Services	1	30	8	39
Access to NHS Dentist		1		1
Admission Procedure		4	1	5
Appointment Availability		4	3	7
Appointment Cancellation		1		1
Booking Appointments		2	1	3
Referrals - availability		1		1
Referrals - timeliness		5	1	6
Remote appointments and digital services	1	7	1	9
See my own GP		2		2
Telephone system		2	1	3
Written information, guidance and publicity		1		1
Continuity of Care, integration of health and social care, health promotion and wellbeing		3	1	4
Follow on treatment and continuity of care		1		1
Medicines Management		1		1
Prescription/Repeat Prescriptions		1	1	2
Experience of Care		4	5	9
Communication between staff and patients		3	2	5
Equality & Inclusion		1		1
Staff - Caring, kindness, respect and dignity			2	2
Staff - Quality & Effectiveness			1	1
Quality Assurance		2		2
Complaints Management		1		1
General		1		1
Treatment and Care	2	4	4	10
Effectiveness of	1		1	2
Medical Records		1		1
Quality of	1	3	2	6
Speed of			1	1
Total	3	43	18	64

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

Number of feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative ● Positive



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
Audiology		1		1
Cardiology		1		1
Discharge		2		2
Hospital Inpatient		2		2
Hospital Outpatient		1	2	3
Maternity care		1		1
Not Specified		1		1
Obstetrics & Gynaecology		1		1
Oncology	1		2	3
Orthopaedics and fracture clinic	1		1	2
Respiratory medicine (lung services)		1		1
Sexual Health		1		1
Total	2	12	5	19

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

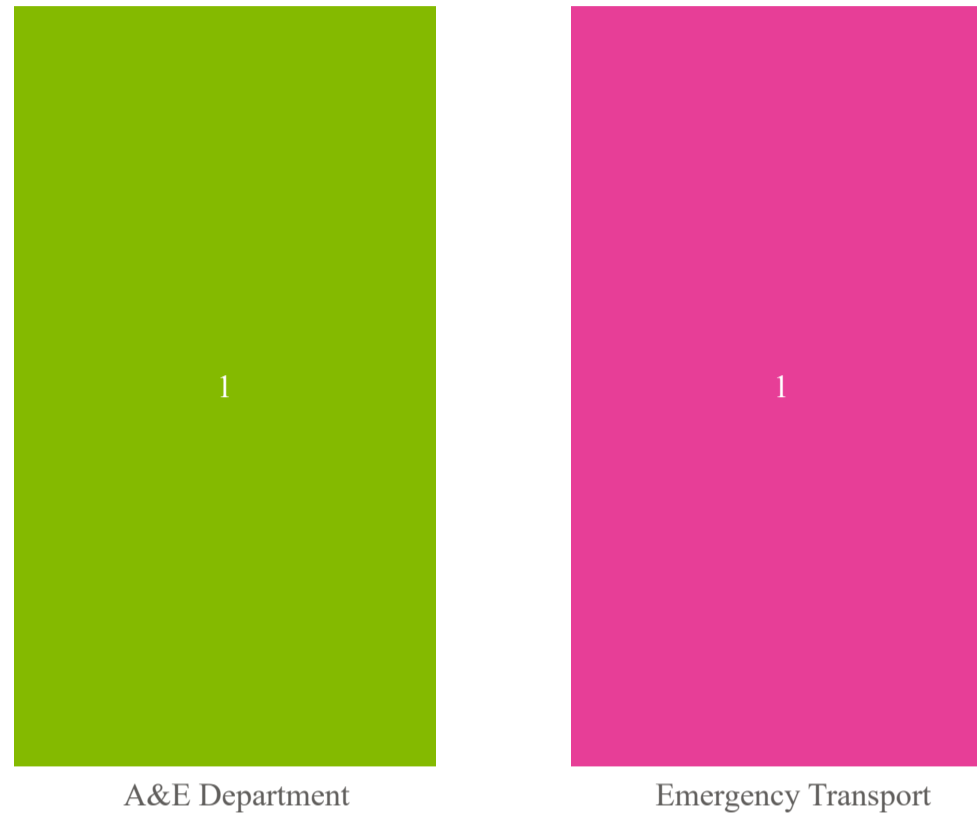
Main Theme	Mixed	Negative	Positive	Total
Access to Services		6	2	8
Admission Procedure		2	1	3
Appointment Availability		3	1	4
Provision of services		1		1
Continuity of Care, integration of health and social care, health promotion and wellbeing		1		1
Follow on treatment and continuity of care		1		1
Corporate		2	1	3
Car Parking Access		1		1
Car Parking Charges		1	1	2
Discharge		5		5
Co-ordination of Service		1		1
Preparation		1		1
Safety of		2		2
Timeliness		1		1
Experience of Care	1	6	3	10
Communication between staff and patients	1	5		6
Staff - Caring, kindness, respect and dignity		1	3	4
Treatment and Care		4	5	9
Explanation of			1	1
Quality of		3	3	6
Safety of		1		1
Speed of			1	1
Total	1	24	11	36

Urgent & Emergency Feedback

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

Number of feedback contacts by service type with sentiment

Sentiment ● Negative ● Positive



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

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services		1	1
Admission Procedure		1	1
<input type="checkbox"/> Treatment and Care	1		1
Speed of	1		1
Total	1	1	2

Public Health and Social Care Feedback

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

Number of feedback contacts by service type with sentiment

Sentiment ● Negative



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Adult Social Care	5	5
Total	5	5

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

Main Theme	Negative	Total
▲ Access to Services	5	5
Provision of services	5	5
▣ Continuity of Care, integration of health and social care, health promotion and wellbeing	1	1
Follow on treatment and continuity of care	1	1
▣ Experience of Care	1	1
Confidentiality/Privacy	1	1
▣ Treatment and Care	1	1
Quality of	1	1
Total	8	8

Community Care Feedback

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

Number of feedback contacts by service type with sentiment

Community Care Feedback Sentiment by Service Level

Service Level	Total
Total	

Themes and Sub-Themes with Sentiment for Community Care Feedback

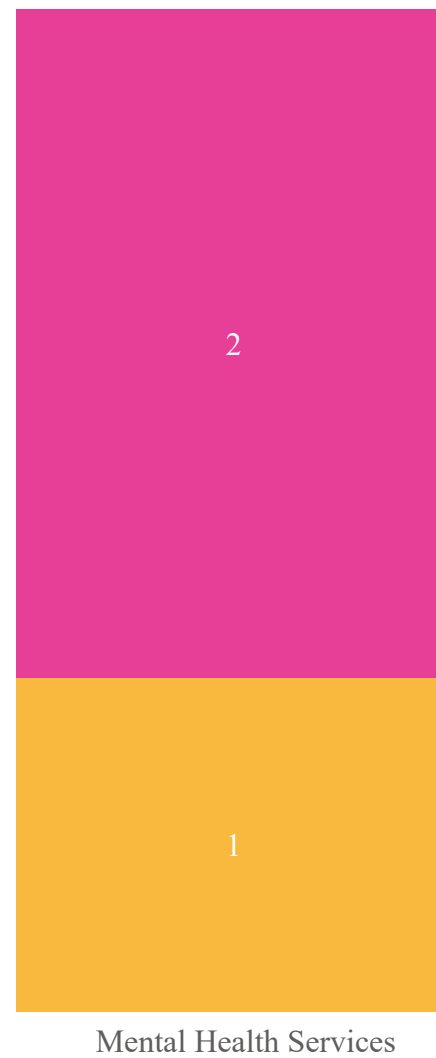
Main Theme	Total
▲ Total	

Mental Health Services Feedback

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

Number of feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative



Mental Health Services

Mental Health Services Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Total
Mental Health Services (other services)	1	2	3
Total	1	2	3

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

Main Theme	Negative	Neutral	Positive	Total
Access to Services	3			3
Admission Procedure	1			1
Appointment Availability	1			1
Provision of services	1			1
Treatment and Care		1	1	2
Explanation of		1		1
Quality of			1	1
Total	3	1	1	5

General All NHS Feedback

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

Number of feedback contacts by service type with sentiment

Sentiment ● Negative



General All NHS Feedback Sentiment by Service Level

Service Level	Negative	Total
Adult Social Care	1	1
All Services	1	1
Total	2	2

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

Main Theme	Negative	Total
<input checked="" type="checkbox"/> Access to Services	1	1
Provision of services	1	1
<input checked="" type="checkbox"/> Experience of Care	1	1
Consent, choice, user involvement and being listened to	1	1
Total	2	2

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	1	45		11	57
Access to NHS Dentist		1			1
Admission Procedure		7		3	10
Appointment Availability		8		4	12
Appointment Cancellation		1			1
Booking Appointments		2		1	3
Provision of services		8			8
Referrals - availability		1			1
Referrals - timeliness		5		1	6
Remote appointments and digital services	1	7		1	9
See my own GP		2			2
Telephone system		2		1	3
Written information, guidance and publicity		1			1
Continuity of Care, integration of health and social care, health promotion and wellbeing		5		1	6
Follow on treatment and continuity of care		3			3
Medicines Management		1			1
Prescription/Repeat Prescriptions		1		1	2
Corporate		2		1	3
Car Parking Access		1			1
Car Parking Charges		1		1	2
Discharge		5			5
Co-ordination of Service		1			1
Preparation		1			1
Safety of		2			2
Timeliness		1			1
Experience of Care	1	12		8	21
Communication between staff and patients	1	8		2	11
Confidentiality/Privacy		1			1
Consent, choice, user involvement and being listened to		1			1
Equality & Inclusion		1			1
Staff - Caring, kindness, respect and dignity		1		5	6
Staff - Quality & Effectiveness				1	1
Quality Assurance		2			2
Complaints Management		1			1
General		1			1
Treatment and Care	2	10	1	10	23
Effectiveness of	1			1	2
Explanation of			1	1	2
Medical Records		1			1
Quality of	1	7		6	14
Safety of		1			1
Speed of		1		2	3
Total	4	81	1	31	117

Primary Care Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
2639	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been unable to get a NHS dentist appointment for over 7 years, They are in constant pain and their mental health has been severely affected. They've had a few fillings done at private clinics when they have been able to afford them but they need root canals and a partial denture, which they just cannot afford at private prices.	ALL NHS DENTAL
2713	Access to Services, Remote appointments and digital services; Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that they had to go through the online Klinik form but were unable to do it. They ended up ringing the surgery who filled it in for them.	Bedminster Family Practice
2635	Access to Services, Appointment Availability	Positive	This individual gave feedback that they were able to get an appointment for their Covid and flu vaccinations on the same day that they asked for an appointment. Very prompt service.	Beechwood Medical Practice
2641	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 were given an antidepressant which gave them ongoing sexual dysfunction and genital numbness. They say that this turned their life upside-down and has deeply changed their relationship. This person believes that in other countries, like the European medical association and Canada have recognised this condition but they personally had no such support from their GP. They feel that they were completely dismissed and told their symptoms were all in their head.	Beechwood Medical Practice
2716	Treatment and Care, Quality of ; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Positive	This individual gave feedback that they had been experiencing repeated headaches. They approached their GP who gave them medication for the headaches, following this the individual didn't feel well and developed a cough. The GP also gave the individual medication for raised blood pressure. The individual felt much better after seeing GP and getting the medication. They had a good experience with their GP and their health has improved now.	Birchwood Medical Practice
2702	Access to Services, Referrals - timeliness; Access to Services, Appointment Availability	Negative	The individual had found it very difficult to get an appointment when their anti-depressant medication prescription had run out. They also gave feedback that they were waiting for a physiotherapy appointment and the surgery lost their referral to orthopaedics (they were supposed to be on a 6-12 month waiting list).	Charlotte Keel Medical Practice
2677	Access to Services, Written information, guidance and publicity; Access to Services, Telephone system; Access to Services, See my own GP	Negative	This individual gave feedback that they are generally happy with the surgery. However they'd requested a letter from their GP about needing to change their housing to support their case and they'd not heard back yet. They felt that their housing was impacting negatively on their health, as they have asthma, diabetes and heart disease. They said it was sometimes difficult to get a GP appointment on the phone, and they'd had to phone up the surgery for several days in order to get an appointment. They felt it was difficult to keep telling different GPs about their health issues and didn't feel comfortable having to talk with several different GPs about this.	Charlotte Keel Medical Practice
2700	Treatment and Care, Quality of	Negative	This individual gave feedback that they hadn't been offered pain relief prior to a coil fitting which was very painful and because of this the individual decided to change surgeries.	Charlotte Keel Medical Practice
2720	Access to Services, Appointment Availability; Access to Services, Remote appointments and digital services	Negative	This individual had problems with an ear infection and visited the surgery reception; they had already informed the GP of their health issue via the surgery's E-consult service, and were disappointed not to receive a message back within a day. They hadn't wanted to phone the surgery as they felt that their English wasn't good and you need to phone at 8.30 am when they were already at work. The ear infection had affected the individual's hearing so the experience was not good because it was difficult to make an appointment. After seeing the GP and taking the prescribed medication they felt much better.	Charlotte Keel Medical Practice
2691	Access to Services, Referrals - timeliness; Treatment and Care, Quality of ; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that they had received brilliant nursing care and had a good GP who they felt looked after them well. They'd had a phone appointment followed by a face-to-face appointment. The GP had made a referral to the hospital quickly.	Close Farm Surgery
2605	Access to Services, Booking Appointments	Positive	This individual gave feedback that they went in to book their flu jab; the receptionist was really helpful and booked this person's flu jab for them. They were really helpful and friendly and made the process simple.	Concord Medical Centre
2721	Access to Services, Referrals - timeliness; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care; Treatment and Care, Medical Records; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	The individual changed surgeries to this practice as they'd struggled to get an appointment at their previous surgery. They are waiting for a referral to the Hope Service at Southmead hospital for mental health trauma support. The transfer from one GP to another wasn't good and the new GP didn't received the individual's medical history information. The individual was awaiting anti-depression and diabetes medication which was overdue. The individual felt unwell due to the delays in receiving their medication and felt physically weak.	East Trees Health Centre
2675	Access to Services, Admission Procedure; Access to Services, Referrals - availability	Negative	This individual gave feedback that they tried to make an appointment with their GP for a shingles vaccination and were told that they weren't eligible as they were aged over 80 years. They felt that the information given to them by the GP receptionist wasn't clear about this and on the website it said 'anyone over 60 years' was eligible for the vaccination. On another occasion the individual contacted their GP as they felt that they were having memory lapses and wanted a memory test. Following the memory test the individual had wanted to be referred to a memory clinic and to have a brain scan (as their husband had been referred to this in London previously). The GP didn't refer the individual to a memory clinic and said that their memory test didn't warrant it.	East Trees Health Centre
2636	Access to Services, Booking Appointments; Access to Services, Telephone system	Negative	This individual gave feedback that the only email address on the practice website is for Healthwatch, which is not very useful when trying to make an appointment. They tried calling the practice to make an appointment and left a voicemail, but were still waiting for a call back a week later. When this person tried calling again, and again left a voicemail, they were sent a text telling them to call the practice and select option 2. They had already tried this option but could not get through. They feel that the system does not work.	Fireclay Health
2603	Access to Services, Booking Appointments; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that the surgery used to allow booking appointments online through Patient Access but now patients can only send a request through Patches or on the phone. This individual finds that appointments are rarely available when they call and they think that the Patches system doesn't work very well because it doesn't always result in a suitable outcome. This individual does not understand why they stopped using Patient Access, which they personally found to be a very good system.	Fireclay Health
2633	Access to Services, Remote appointments and digital services; Treatment and Care, Speed of	Positive	This individual gave feedback that they received a message from the practice to book their flu and covid boosters. They used the NHS app to book the appointment. It was easily booked and at the appointment they were seen on time and the appointment took less than 10 minutes.	Fishponds Family Practice
2621	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they went for a blood test and were offered their flu and Covid jabs whilst they were there. This was very helpful as they were due to have them on a different date at the surgery but now have no need to go back.	Greenway Community Centre
2644	Access to Services, Appointment Availability	Positive	This individual gave feedback that they phoned the surgery in the morning and received a call back from the clinical pharmacist 29 minutes later, and were seen in person 2 hours after that.	Horfield Health Centre
2670	Treatment and Care, Effectiveness of; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual gave feedback that they have a great and very kind GP in some respects, but that they personally do not receive any support for their mental health issues.	Montpelier Health Centre
2718	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of ; Access to Services, Referrals - timeliness	Negative	This individual stated that she had been misdiagnosed for over 20 years with anxiety and depression. She researched her symptoms and is convinced that she has ADHD and needs medication and support for that and not anti-depressants. She saw her GP who refused help or a diagnosis and who said that she could be referred for a diagnosis but the waiting list for this is two years. Unable to wait she looked into private diagnosis and then asked the surgery if once diagnosis and treatment were in place would the GP surgery be willing to take a Shared Care approach to sustain her medication and treatment needs. She was told this would be the case and thus went ahead with private assistance. However when she returned to the GP with the request for Shared Care, the GP informed her that the rules had changed and this would not happen, she objected saying that she had been told this would be ok. The surgery now deny this was ever agreed. She is £3000 in debt for private care and diagnosis and following the lack of support, attempted to take her own life. After release from the hospital for this overdose the GP simply cancelled her anti-depressants - no follow up call was made and no care offered. The individual feels exhausted and lied to, let down by the people she trusted and then gaslighted for trying to demand her rights. She wishes to draw attention to the number of clinical errors made and the dismissive and unsupportive attitude of the GP at the surgery.	Montpelier Health Centre
2705	Access to Services, Remote appointments and digital services	Negative	The individual gave feedback that their daughter has to book appointments for them and request prescriptions as everything is online and the individual doesn't have a computer or access to a smartphone.	Not specified
2638	Experience of Care, Equality & Inclusion; Quality Assurance, Complaints Management	Negative	This individual gave feedback that they complained to their GP surgery about the way a situation with this individual and their autistic daughter had been handled. The response to this complaint from the surgery did not resolve anything. The CQC got involved but were told incorrectly that the complaint was closed and the surgery was taking measures to train staff on the back of the complaint. Despite this, the individual feels that nothing has been resolved and they've not had an apology. This individual wants to escalate the complaint but feels that there are so many emails, and getting the timeline right is causing them so much work. They've been told it can take 9 months to get the complaint looked into by the ombudsman and their worry is the care their autistic daughter will now receive from the surgery.	Not specified
2606	Access to Services, Referrals - timeliness; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they specifically asked the GP at the beginning of 2024 for their ADHD referral to be sent to a right-to-choose provider. This individual says that they clearly explained that their symptoms were having a detrimental impact on their quality of life and that they needed medication urgently. This individual then asked for months to be told where the surgery had sent their referral, and finally recently they were told that it had been sent to AWP (NHS route - 5 year wait list). This individual feels that had the GP done as asked, they would be getting their assessment in 4 months rather than 4 years. This individual says that it is vital that they access medication as soon as possible, as in the past two years they've found it impossible to maintain employment due to their symptoms and find it incredibly difficult to function day to day.	Not specified
2709	Access to Services, Telephone system; Access to Services, Appointment Availability	Positive	The individual was happy with the service and had been triaged after phoning. They didn't have to wait on the phone to speak to a receptionist as the surgery offered a call back service the same day.	Pembroke Road Surgery
2679	Access to Services, Admission Procedure	Positive	This individual gave feedback that they are happy with the surgery and had been triaged after phoning the surgery and the surgery had phoned them back the same day.	Pembroke Road Surgery
2619	Treatment and Care, Quality of; Access to Services, Appointment Availability	Mixed	This individual gave feedback that there is a long delay to get a GP appointment and this individual feels that there is a general lack of resources. They report that when they do see someone, the service is always good, but there are not enough staff to deal with everyone.	Pioneer Medical Group
2649	Quality Assurance, General	Negative	This individual gave feedback that they requested the completion of a medical insurance form for their daughter following an accident and the subsequent cancellation of a holiday. They chased for completion of the form several times and were told it was not a priority. The form was completed 2 months after the initial request was made. The inability to move forward with the insurance claim whilst waiting for the form to be completed by the surgery caused considerable stress to the whole family, and they were threatened with the closure of the claim by the insurer.	Priory Surgery
2706	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they have had difficulty making an appointment with the surgery as it needs to be made online and it can also be difficult booking a face-to-face appointment.	Ridingleaze Health Hub
2645	Access to Services, Remote appointments and digital services; Access to Services, Admission Procedure	Negative	This individual gave feedback that they find it very difficult to get to see a GP. Usually they are given an appointment with a nurse instead, who then says that they need to see a GP. They last time, when they had finally seen the GP this individual was then told that they needed to fill in the online form again so that they could get an appointment with the physio. They find the system very tedious.	Southmead and Henbury Family Practice
2671	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they are very grateful to the reception team for all their help in getting this individuals NHS app to work, after issues meant that it would work for 24 hours and then fail. They are very grateful for the patience and support that was shown.	Stockwood Medical Centre
2703	Access to Services, Remote appointments and digital services; Access to Services, Appointment Availability	Mixed	The individual felt that there were far too few GPs for the amount of patients registered at the surgery and it was very difficult to get an appointment, which they find frustrating. Although recently the surgery has improved their online services (EConsult) and access is better. However, the individual felt that the take up of digital technology at the surgery was fine for those that could access it but that those for others, for example, older people or those with Dementia, it was a struggle to access GP appointments.	The Family Practice Western College
2640	Access to Services, Admission Procedure; Access to Services, Appointment Cancellation	Negative	This individual gave feedback that they booked their next routine appointment 6 months ago after their last appointment. About a week before the appointment was due they phoned the practice to try and change it and were told that they couldn't change it, and if they cancelled or missed the appointment the surgery would cancel their NHS place and that they wouldn't have a dentist. At the time of making the appointment they felt pressurised to book the next appointment, even though it wasn't for 6 months.	Twindent Dental Care
2642	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they have had upsetting experiences in the last few months with this practice. They say that they are appalled at the use of text messages from the GP after waiting all day for them to call. They feel that the text messages are rude, condescending and unprofessional and they feel that they don't know where to turn to now with health concerns.	Wells Road Surgery
2701	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that due to a bad experience at another practice the individual moved to Wellspring surgery in Barton Hill and had a coil refitted, and then had a bad reaction to it causing bleeding and upset. However, the GP and nurse were really helpful with this and advised the individual to go on a contraceptive implant. They were very non-judgemental throughout the process, and let the individual's boyfriend attend the appointment for support.	Wellspring Surgery
2604	Treatment and Care, Quality of	Negative	This individual gave feedback that they have spent almost a year in agony with little help from the GPs who this individual feels didn't seem interested in solving the issue, despite it making this individual feel suicidal. The GPs gave them multiple prescriptions, many of which this individual feels made the problem worse.	Westbury on Trym Primary Care Centre
2656	Access to Services, Admission Procedure; Access to Services, Referrals - timeliness; Access to Services, See my own GP	Negative	This individual began suffering with back pain nearly ten years ago but it was treated as a minor problem even though it occurred frequently and began to cause her to stoop . She has repeatedly had problems with contacting the medical centre and feels they pass cases between GP's without a proper history and make assumptions that then prejudice the next examination. She is now unable to stand straight and has trouble walking, her mental health has deteriorated and it was only this year that she was sent for an Xray and then physio and was found to have severe curvature – she feels upset and angry that this was not diagnosed sooner.	Whiteladies Medical Group

Secondary Care Feedback Comments by Provider

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

ID	Theme	Sentiment	Feedback	Service Provider
2618	Treatment and Care, Quality of ;Treatment and Care, Safety of;Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that when their mother was an inpatient at both the BRI and Southmead they experienced very poor care. They report that there didn't appear to be anyone who was willing to take responsibility for their mother's care, even the head consultant. They took up the issue of patient notes not being written up at the time of events, and were told that because staff were so busy, notes only got written up at the end of the day. This individual feels that this made it very easy for incidents to be missed out of the notes. On several occasions this individual found their mother in uncomfortable or danger positions, with no staff members taking any notice. When this individual queried one event, she reports that she was told that the staff didn't need to answer her questions. A consultant recommended pain medication for this individual's mother, but this was not administered, so her mother was in terrible pain but this was not taken seriously. Overall this individual believes that the level of care given to her mother at both hospitals was appalling.	BRI / Southmead Hospital
2607	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they found the attitude of the staff to be terrible. This individual was kept waiting for a long time for basic care and information and were left by one staff member in mid-conversation about their relative's care.	Bristol Childrens Hospital
2674	Discharge, Safety of; Discharge, Preparation; Discharge, Timeliness	Negative	This individual gave feedback that their brother who lives alone in an upstairs flat, is in his 60's, is type 1 diabetic, is malnourished, and has alcohol and mental health issues, was admitted with a broken hip. Despite assurances that he was pathway 2 and would be going to rehab before being sent home, his siblings were then told that his bed was needed so he was being discharged. They were then told that he would be transferred to the Eye Hospital from where he would be discharged 3 days later. His family intervened because they felt this was not right. They found the discharge team to be patronising, condescending and coercive. The family was told that if they didn't hand over the keys to their brother's flat, then the team would have to use other means to get into the flat. To the knowledge of the family members, no assessments were carried out to see if their brother was able to carry out everyday tasks unaided. When their brother was taken home by ambulance he was carried upstairs, but no key safe for support workers to get in was installed, and no occupational therapy assessment was carried out. The Sirona care worker was very helpful and bought living aids so he could get around the flat and to the toilet and put a care plan of 5 visits a day in place, however there was still no key safe by so his keys were taken back to their office for handover. This left him stranded in a flat where no-one but the carer could get in. The brother called his sister at 7am very distressed because he needed to empty his bowels in the night and couldn't get to the bathroom from his bed and messed himself. The family feel that the effect all this is having on his mental health is shocking and the loss of dignity and feeling of uselessness is not helping his depression improve. Thirty minutes after the phone call to his sister the carer arrived and found the brother on the floor. He had fallen and an ambulance had to be called. The result of this is not yet known. This individual holds the discharge team responsible for any further injury that their brother has now suffered.	Bristol Royal Infirmary,BRI Bristol
2714	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Mixed	This individual gave feedback that they were in the Oesophago-gastric Surgery Unit and everything went as well as expected. Overall they were very satisfied with the treatment and with the care taken by the hospital staff. The ward staff were excellent and the surgeons etc were second to none; very special people. The only thing they didn't like, which upset them enormously, was the way in which their cancer diagnosis was delivered. They found that person in question was not at all professional in delivering the diagnosis - he asked the individual what they thought the answer to their diagnosis was, as if it was a sort of quiz, then after delivering the diagnosis, which left this person sitting on the edge of the bed stunned, he walked off down the corridor in sight of this person and proceeding to joke with some nurses as if nothing had happened. He also failed to notify the nurse who was on front desk of the diagnosis and when this person could leave the hospital. Apart from this, this individual found their treatment and care was exceptionally good and they couldn't ask for more and are very grateful to everybody concerned.	Bristol Royal Infirmary,BRI Bristol
2676	Treatment and Care, Quality of ; Treatment and Care, Explanation of; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they were diagnosed with breast cancer 2 months ago. They were referred here and were very satisfied with the care they received which they felt was excellent and that the staff were kind. Prior to that they had seen a GP on the same day as they'd found a lump on their breast, and went to the Breast Care Centre a few weeks later. They said that the centre were supporting them every step of the way since cancer diagnosis and they had been given a named Macmillan nurse. The individual is a widow and the Macmillan nurse has given them information about all the support that is available.	Southmead Breast Care Centre
2712	Discharge, Co-ordination of Service; Discharge, Safety of	Negative	This individual gave feedback that their friend who is very disabled and blind was discharged to go home alone, with no heating, no food and no support.	Southmead Hospital, Bristol,
2651	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that their husband has had 2 operations here, and was given inaccurate information. This person's son who has autism now doesn't trust medics and will not seek medical help.	Southmead Hospital, Bristol,
2690	Access to Services, Admission Procedure; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that their mother had attended the plastic trauma surgery dept to remove cancerous cells a few months ago. They felt that their mother had a smooth check in and that staff had been helpful.	Southmead Hospital, Bristol,
2693	Access to Services, Appointment Availability; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Negative	This individual gave feedback that their wife had experienced a long waiting time between medical tests and the diagnosis. There had been no results received immediately after a CT scan and the individual didn't have contact from the medical staff following this for a long time. Their wife was in pain and their symptoms were getting worse, for example their coughing increased. Both this individual and their wife faced a lot of uncertainties during this time and grew frustrated. This individual said that they thought respiratory patient pathway and checkups should go together as they were frustrated with the amount of time they had to wait between them. They therefore felt that the co-ordination between different medical departments in Southmead wasn't very good.	Southmead Hospital, Bristol,
2688	Treatment and Care, Speed of	Positive	This individual gave feedback that they are happy with the care received as they had not had to wait long in the fracture clinic to see someone.	Southmead Hospital, Bristol,
2622	Corporate, Car Parking Charges	Negative	This individual gave feedback that they found that the car parking charges were very high, when they were only there for 30 minutes.	Southmead Hospital, Bristol,
2687	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had been referred to the plastic surgery dept and they had had a good experience and that the staff were very kind. They were waiting for a plastic surgery consultant appointment after having had a biopsy.	Southmead Hospital, Bristol,
2684	Treatment and Care, Quality of ; Access to Services, Appointment Availability; Corporate, Car Parking Access	Mixed	This individual gave feedback that they were happy with the care their grandchild had received after being in a motorbike accident. They said that they only problem with the hospital was the difficulty parking. They felt the staff had been very polite and helpful overall. Their grandchild had not had to wait long for an appointment; they had come in initially as an emergency case and then had been given 4 weekly appointments.	Southmead Hospital, Bristol,
2683	Access to Services, Appointment Availability	Negative	This individual gave feedback that they were referred by their GP to Gynaecology with suspected Endometriosis when in severe pain. It took months for the individual to get an initial appointment and following this they had to wait another 4 months for a follow up appointment. In August 2024, the gynaecologist suggested that the individual had surgery. The individual is still waiting for the surgery appointment in December 2024. The individual is unhappy about having to wait over 12 months for any surgical intervention and had been prescribed Tramadol by their GP due the amount of pain they are in. This has caused stress and the individual has been unable to work because of the pain and poor health as a result.	Southmead Hospital, Bristol,
2623	Access to Services, Admission Procedure	Negative	This individual gave feedback that when they attended the Same Day Care Unit (SDCU) they found that there was a very long waiting between diagnostic appointments. They arrived at the hospital for a 11:15 appointment and didn't leave until 17:55. They said that they kept being told that whoever was ready for them but then had to sit and wait until a patient or two before them was seen.	Southmead Hospital, Bristol,
2678	Access to Services, Provision of services; Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they had a poor experience here. They were unhappy that you cannot get an NHS hearing test in Bristol without having your ears cleared beforehand, which few GP surgeries offer now. The individual went privately to get their ear cleared which had cost them £70.00. The nurse at the appointment had recommended that the individual should have ear microsuction every 6 months, but this is no longer available on the NHS. The individual had to wait 4 months to get the audiology appointment and the individual was unhappy with the manner of the audiology nurse.	St Michael's Hospital, Bristol
2617	Treatment and Care, Quality of ;Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that when they tried to voice their concerns about care they were not listened to by staff.	St Michael's Hospital, Bristol
2637	Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of ; Access to Services, Admission Procedure	Negative	This individual gave feedback that a referral to the centre in 2019 was lost and so they were unable to start psychotherapy until the beginning of 2024. They found that the psychotherapist was rude and confrontational, causing this individual to feel vulnerable and intimidated. They felt that the therapist would focus on issues that didn't relate to the medical subject that this person was there to discuss. This individual also found the reception team to be rude and unhelpful, not letting this person know when their next appointment would be. This person says that the therapist told them that they could rearrange their sessions if their mood was too low to attend, but instead their cancelled appointments were treated as no-shows, which meant that of the 6 appointments they should have had, they were only able to actually have 3.	Unity Sexual Health
2723	Corporate, Car Parking Charges	Positive	This individual gave feedback that when the individual had to have surgery for breast cancer the car parking was given for free.	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 have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
2634	Treatment and Care, Speed of	Negative	This individual gave feedback that they called an ambulance for a member of the public who was unconscious and they had to wait 20 minutes for the ambulance to arrive, which this individual thinks is too long.	South West Ambulance Service (SWAST)
2685	Access to Services, Admission Procedure	Positive	This individual gave feedback that they were happy with the A&E service as they didn't have to wait for long and saw a doctor within an hour.	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 officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
2653	Access to Services, Provision of services	Negative	This individual gave feedback that the biggest improvement they would like to see would be to not have to wait 2 years for a Carers Assessment and for those Carers Assessments to actually be beneficial. They feel that not enough time is provided to really work through the challenges someone is facing and also not enough helpful information is provided. They would like the system to empower the carer to look after their own lives.	Bristol City Council
2654	Access to Services, Provision of services	Negative	This individual gave feedback that their husband has received excellent care from their GP and some input, although sadly lacking, from AWP over the past couple of years. They feel that if it wasn't for this person's ongoing care and support, their husband would have attempted to take his life by now. As their husband's carer, they have only just been sent a list of resources that could help them as a carer, and many of these are expensive. This individual feels largely ignored by the system.	Bristol City Council
2652	Access to Services, Provision of services	Negative	This individual gave feedback that they look after their husband who has long-term depression and some physical conditions. This person is struggling to find specialist help for themselves, whilst trying to look after their husband. They feel that life can be lonely and tough, even though they had a network of good friends. Dealing with the relentless negativity from their husband as well as the possibility of self-harm or even suicide is very difficult without professional help.	Bristol City Council
2717	Access to Services, Provision of services; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care; Treatment and Care, Quality of ; Experience of Care, Confidentiality/Privacy	Negative	This individual has been caring for her mother who has dementia. Her mother lives in Bristol but had been temporarily living with her in Bath while the housing and care situation is sorted out in Bristol. Her mother's dementia has worsened very quickly and she is accusing her daughter of stealing and kidnap and has called the police and fled from the house. The Bristol based social worker is of little help and is liaising with the callers estranged brother whom the mother had specifically asked not to be involved in her care. The daughter has since moved her mother to respite care so not to damage their relationship further as mother seems to be slipping very quickly into fear and paranoia. The daughter feels that the social services expectation is that she can manage with her mother, but this is not the case and she feels afraid and exhausted. They are even talking about closing the case as she has family care. The house in Bristol is uninhabitable without some help and her mother is increasingly unpredictable and the daughter feels she has nowhere to turn.	Bristol City Council
2625	Access to Services, Provision of services	Negative	This individual gave feedback that they have struggled to access help and support whilst trying to cope with their mother who has dementia. Their mother has been staying with them, but this individual would like to get her back to living in her own home, which is currently empty. They have struggled to get help from social services with this, despite her mother having a social worker, and are finding it difficult to get help from any other services either.	Not specified

Community Care Feedback Comments by Provider

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



ID Theme

Sentiment Feedback

Service Provider



Mental Health Services Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
2681	Access to Services, Admission Procedure; Access to Services, Provision of services	Negative	This individual gave feedback that despite psychiatrists at AWP on multiple occasions recommending psychotherapy to support this individual's mental health, when this individual has sought the recommended treatments, they have been turned down for access to the Complex Psychological Intervention Service and discharged back to the care of their GP. This individual reports that this ongoing resistance has had a profound impact on him, both mentally and physically. He says that he is living with significant mental health challenges, which are further compounded by his background as an Irish Traveller—a community that has long faced systemic discrimination and neglect, particularly within healthcare systems. He feels that his experiences with trauma, discrimination, and marginalization have shaped his need for specialized therapeutic support, yet the lack of provision from AWP has only deepened his sense of isolation and mistrust. In addition, he struggles with physical health problems that make managing his mental health even more difficult. He feels that the repeated denial of appropriate psychological care, which has been explicitly recommended by AWP professionals, feels like a betrayal. This lack of follow-through has exacerbated his mental health difficulties, leaving him feeling as though he is being set up to fail by a system that should be providing care and support.	Avon and Wiltshire Mental Health Partnership (AWP)
2626	Treatment and Care, Quality of; Treatment and Care, Explanation of	Mixed	This individual gave feedback that whilst at Fromeside they were given their Covid and flu jabs and that the whole process was very efficient, as was the nurse who carried it out. The individual would have liked to have been told which Covid vaccination they were being given however, rather than just reading the information over the nurses shoulder.	Blackberry Hill Hospital, Bristol
2620	Access to Services, Appointment Availability	Negative	This individual gave feedback that they had a long delay in getting an appointment, and had to wait 15 months for therapy, despite being suicidal.	Vitaminds / IAPT

General NHS Services Feedback Comments

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



ID	Theme	Sentiment	Feedback	Service Provider
2647	Access to Services, Provision of services	Negative	This individual cares for her son who has a rare form of autism and struggles with his general health as an extension of this . She feels very little support is given around holistic or functional care and that time and money is spent simply looking at medication and diagnosis without considering the person. Autism responds well to nutritional and vitamin interventions but she feels NHS dieticians are only concerned with a very basic and narrow view of the preventative benefits. She has battled for decades to get services to widen their perspective but feels ignored and undervalued even though she has direct lived experience.	ALL NHS
2646	Experience of Care, Consent, choice, user involvement and being listened to	Negative	This individual feels that the ICB does not allow room for service user input . He has had several occasions where he has asked for a chance to feedback on lived experience concerns to them and has found that there is no facility for this . He feels the interest in patient experience is a tick box exercise and that people are denied any real meaningful input into how the system is operated.	BNSSG ICB