

healthwatch

North Somerset

Quarter 3 2024/2025 Feedback
October - December 2024



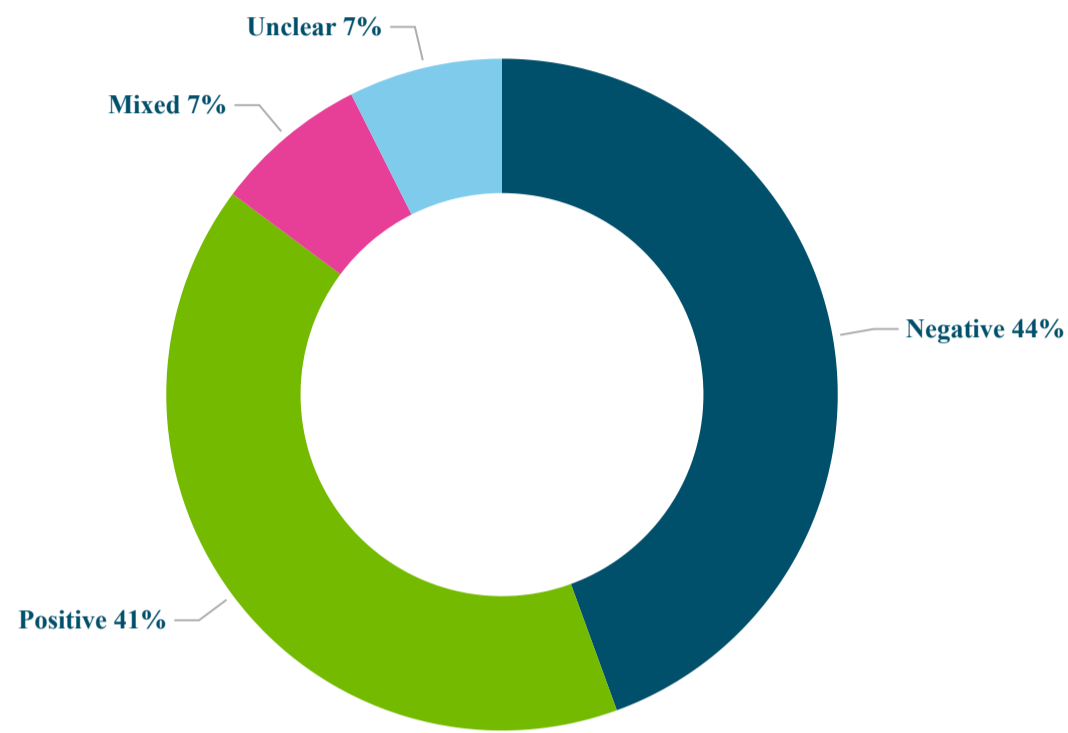


Total number of feedback contacts

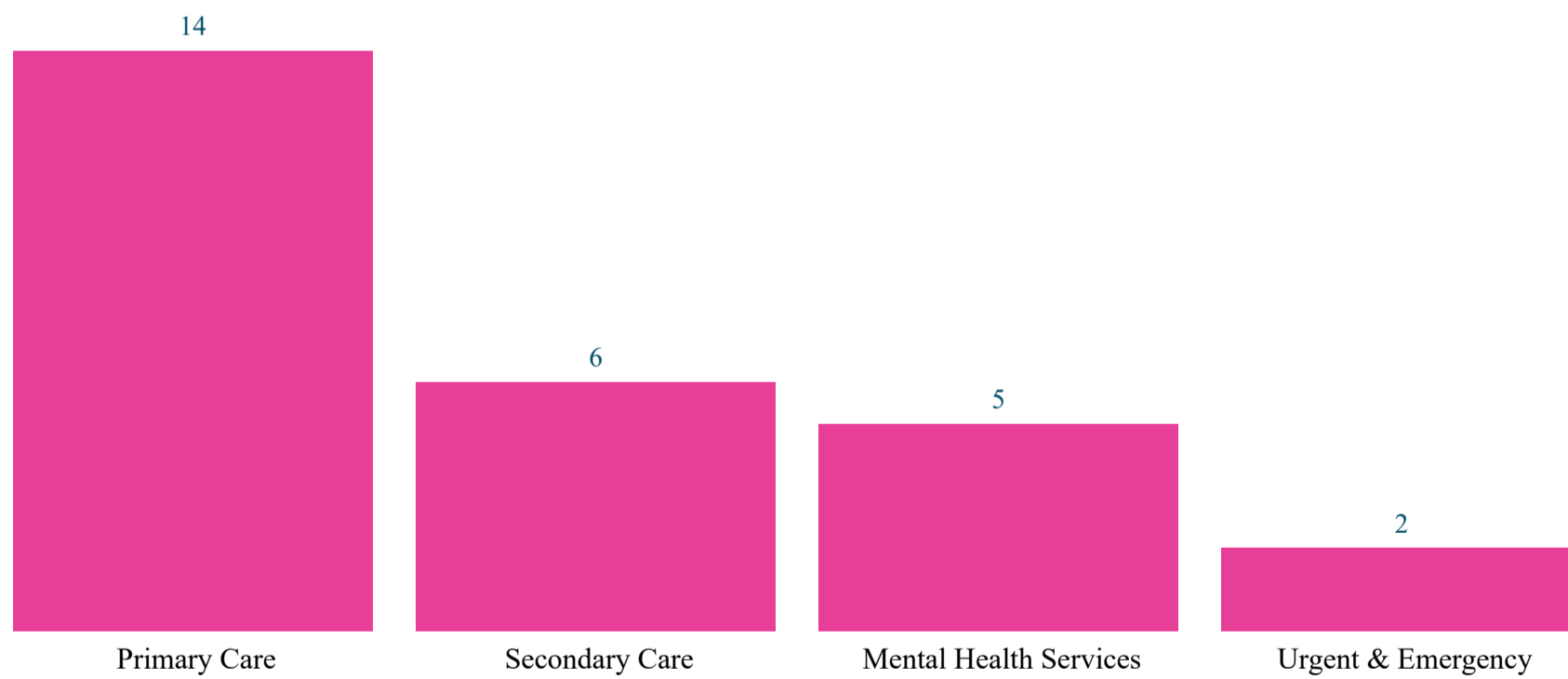
27



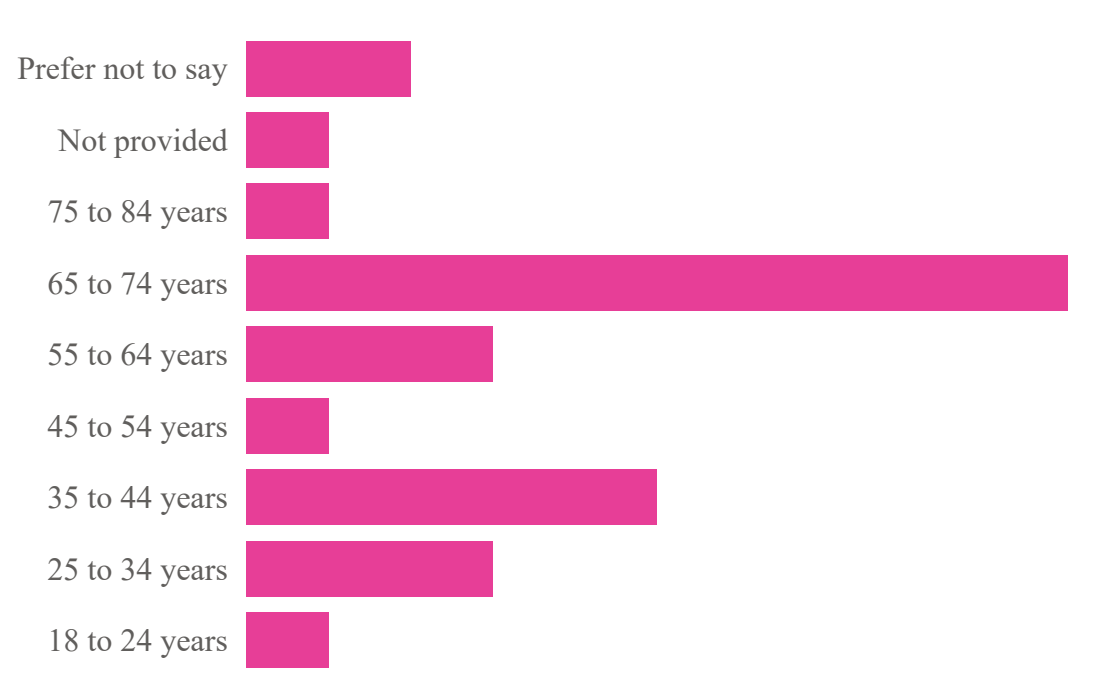
Overall Sentiment of Feedback contacts



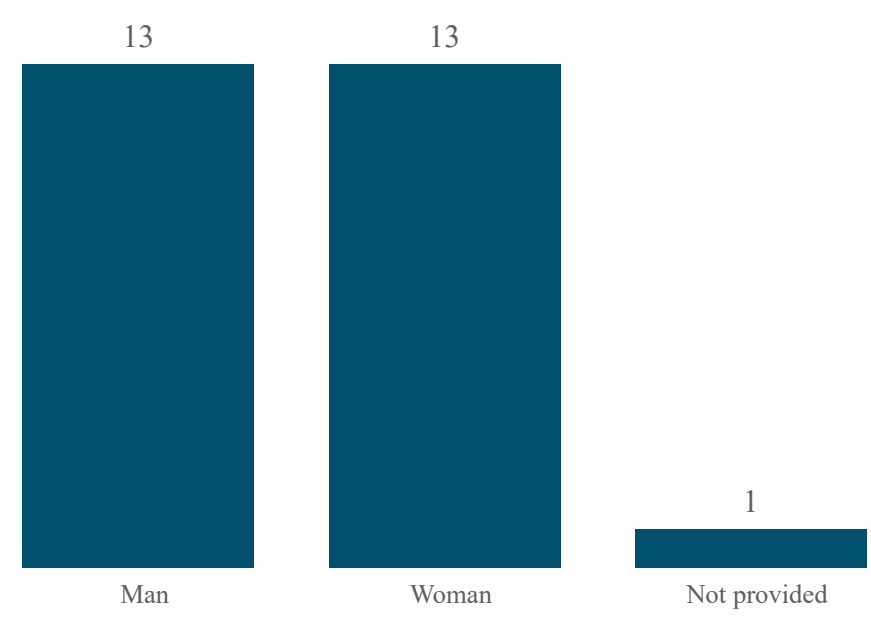
Feedback contact by sector



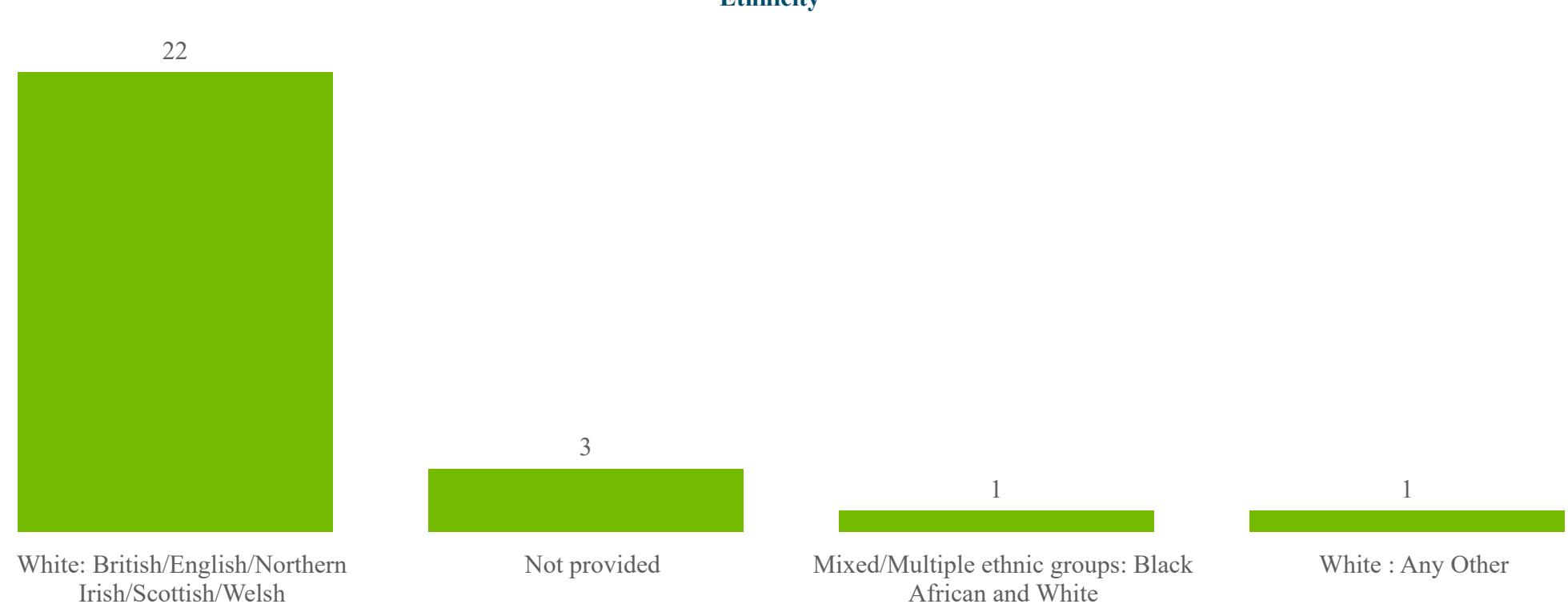
Age Band



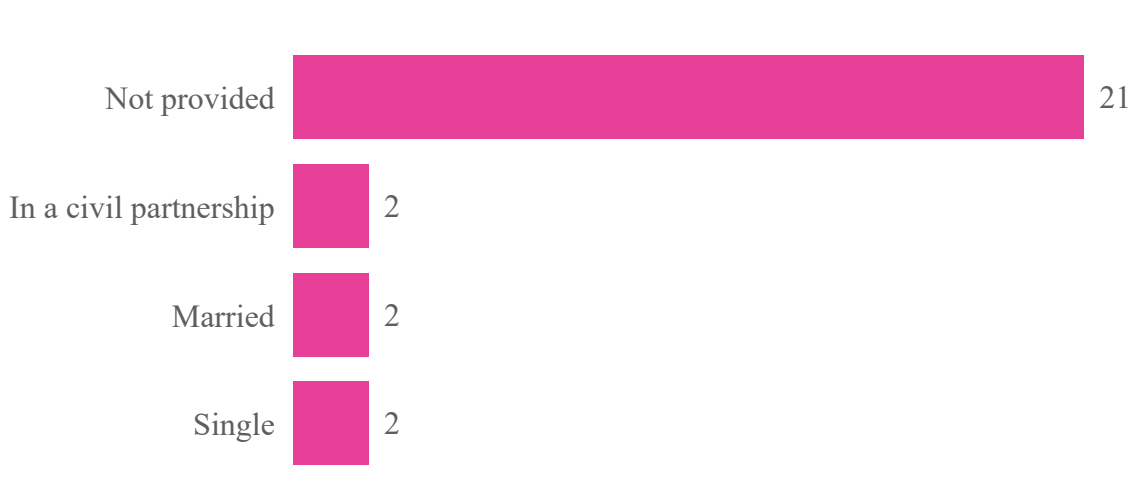
Gender



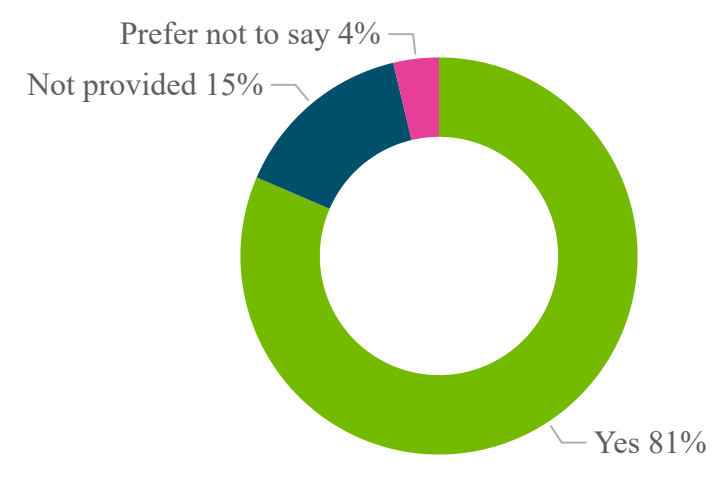
Ethnicity



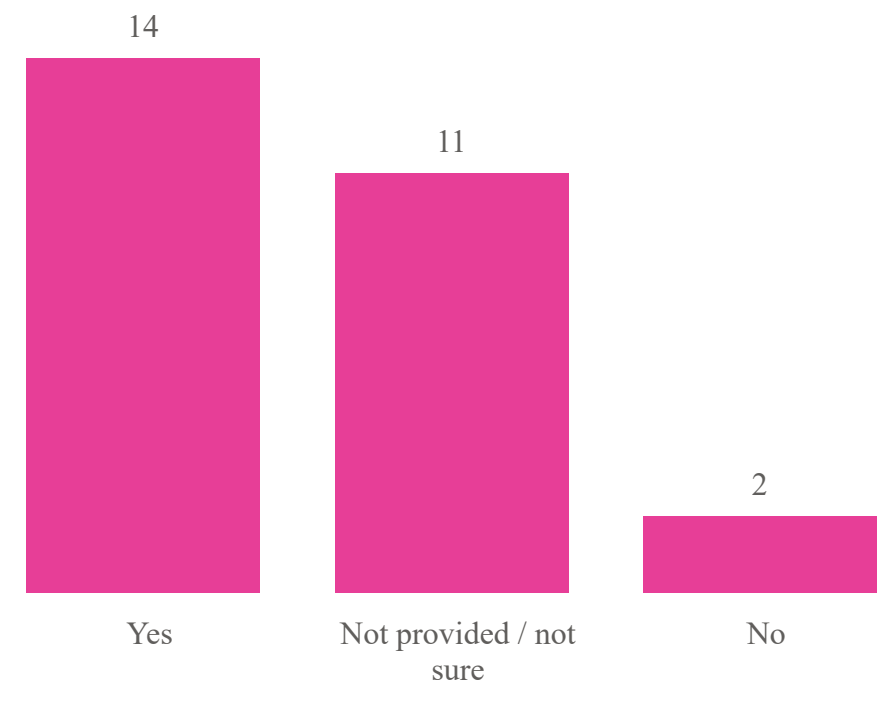
Civil Status



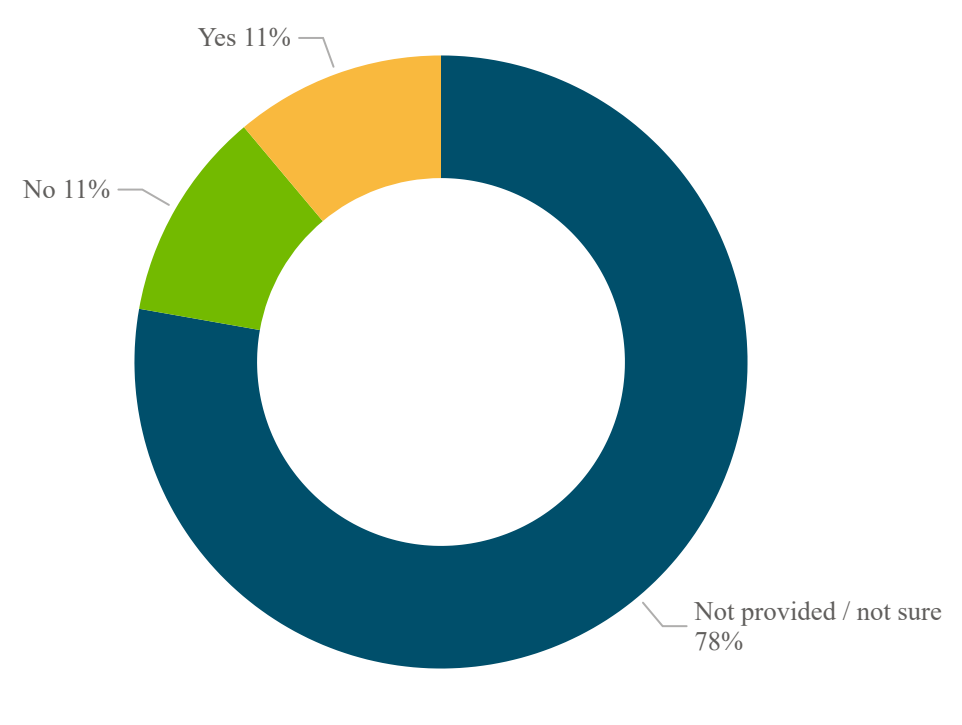
Identifies with the gender assigned at birth



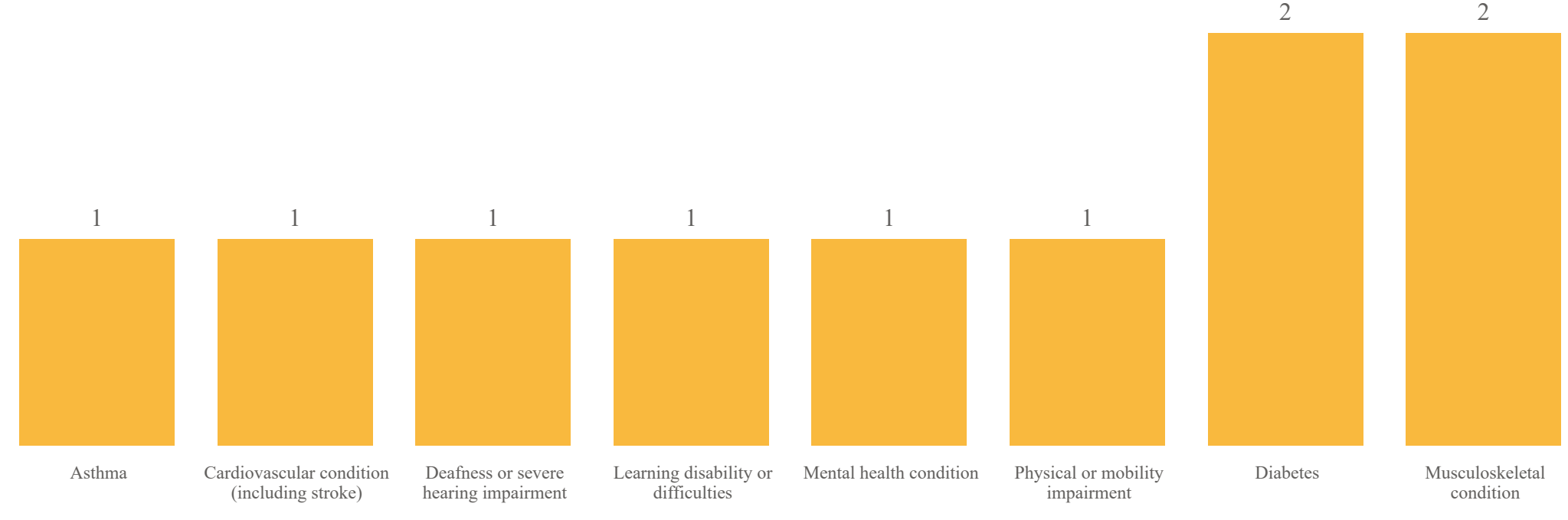
Identifies as having a long term health condition, a disability or being disabled



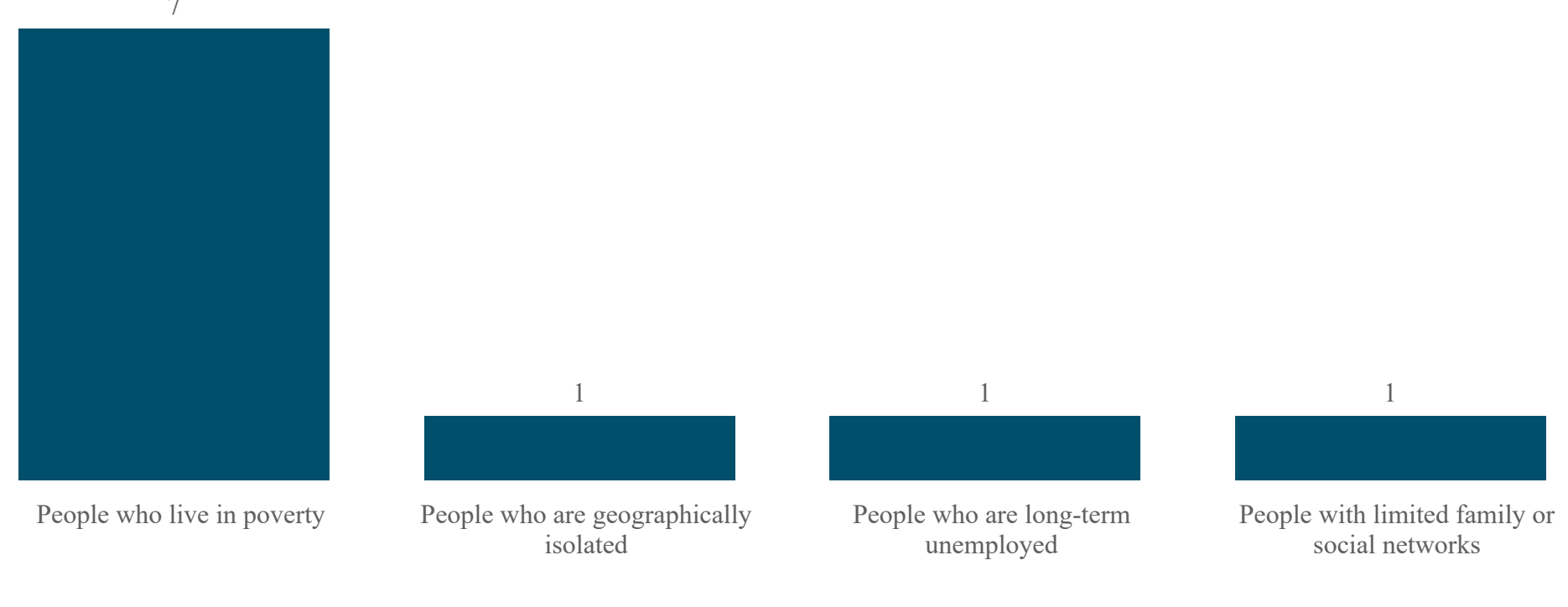
Identifies as being a carer



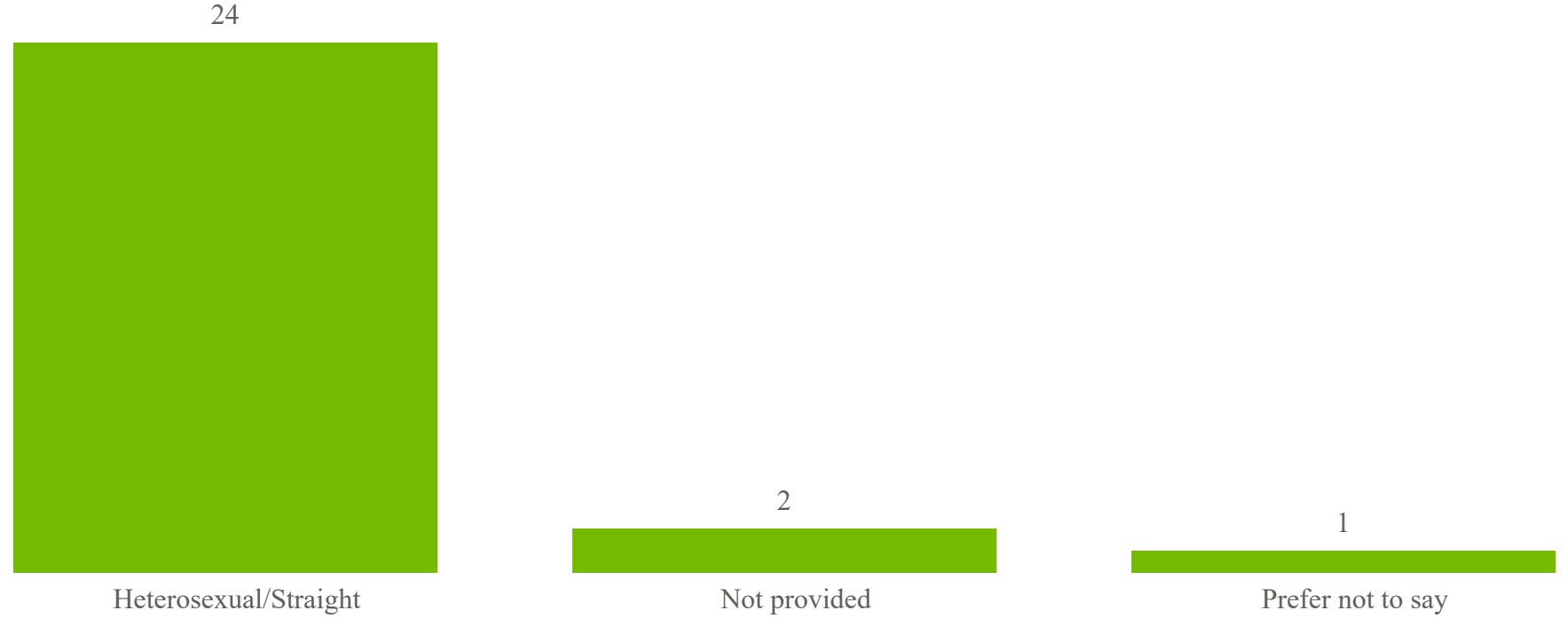
Long-term health condition / disability



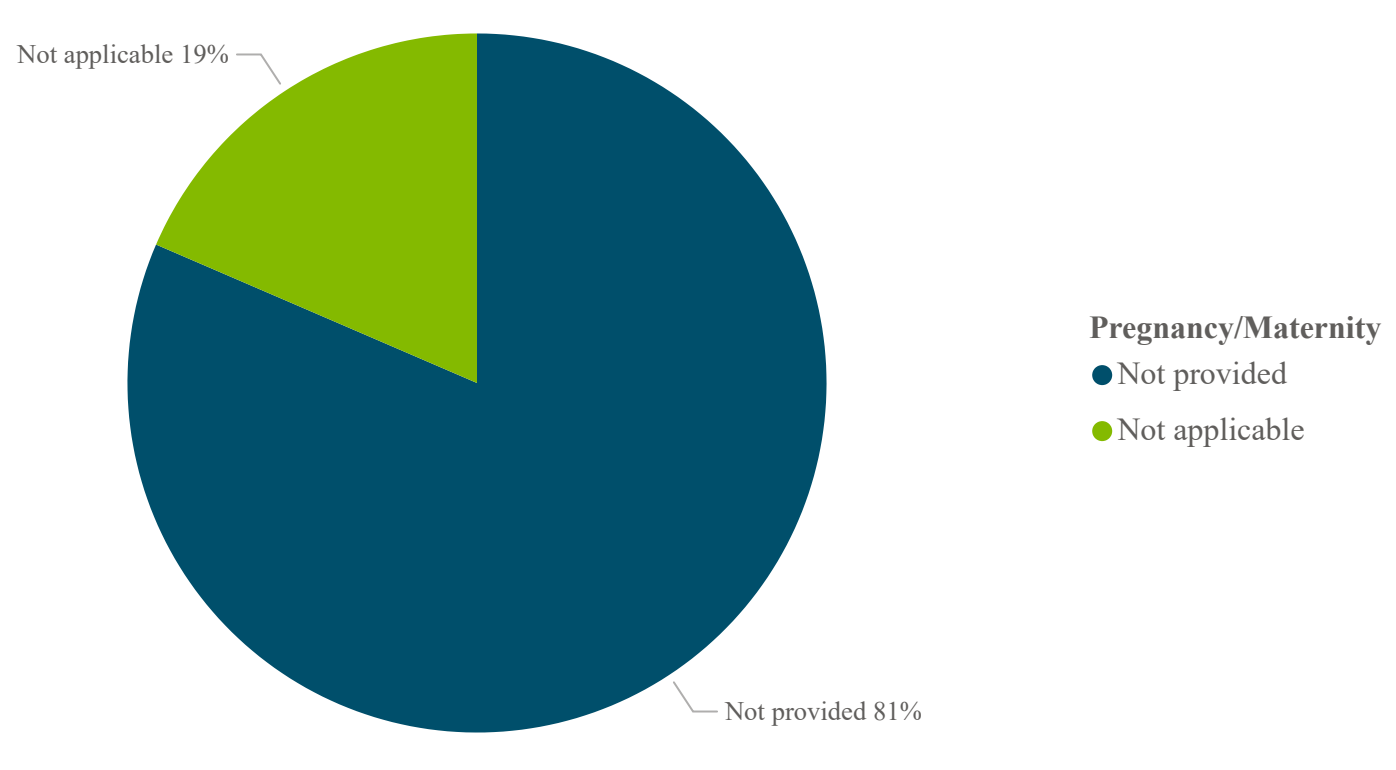
Health Inclusion Group Category



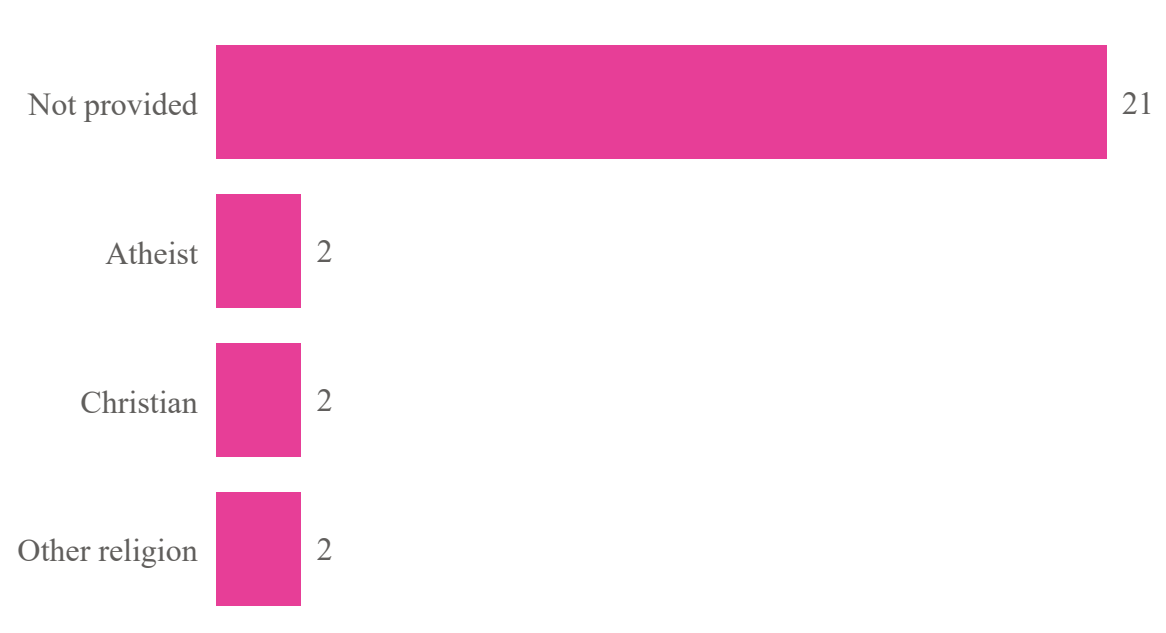
Sexual Orientation



Pregnancy/Maternity



Religion/Belief

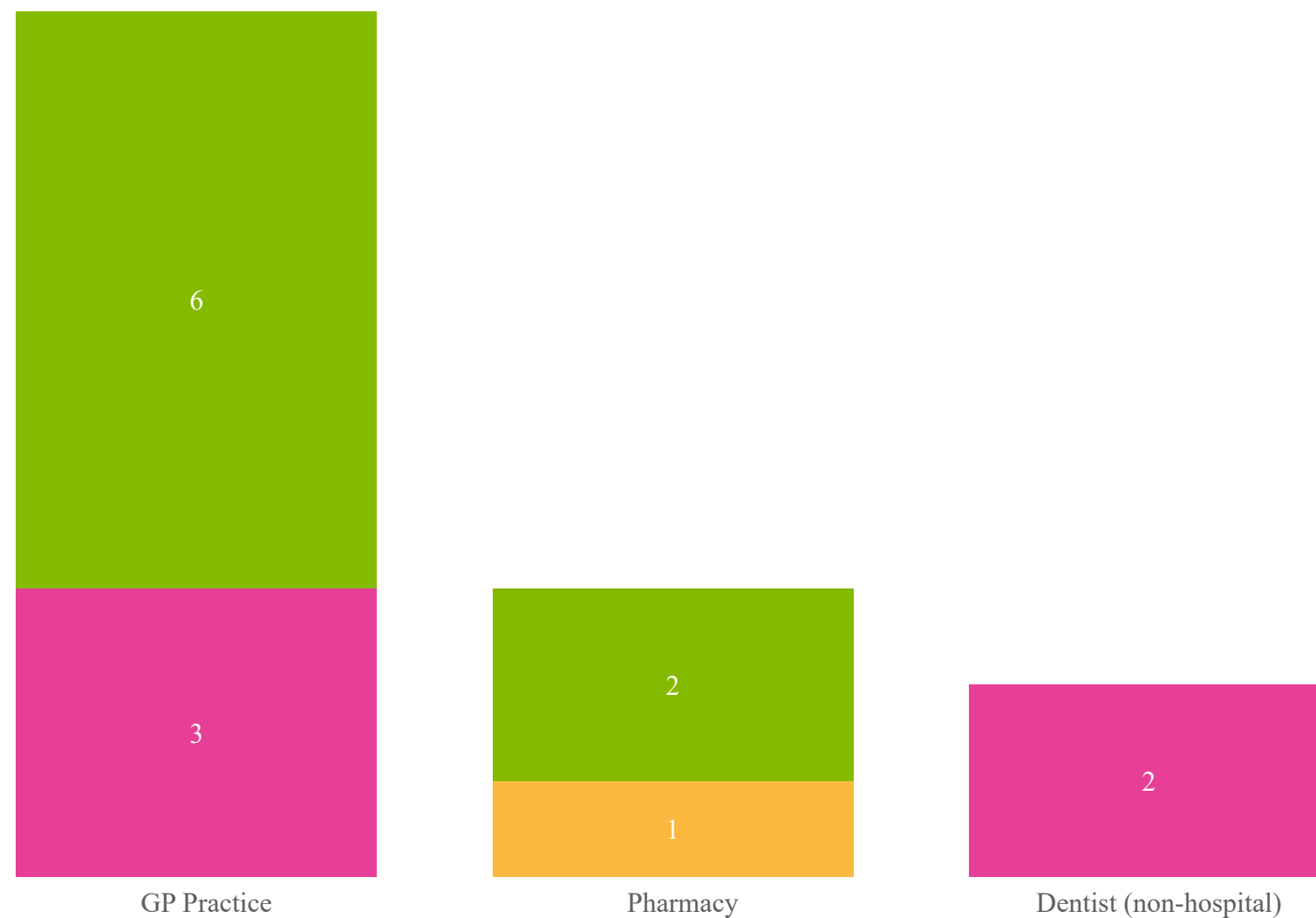


Primary Care Feedback

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

Sentiment ● Mixed ● Negative ● Positive



Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Negative	Positive	Total
Access to Services	3	4	7
Access to NHS Dentist	2		2
Appointment Availability	1	1	2
Booking Appointments		1	1
Remote appointments and digital services		1	1
Waiting times, punctuality and queuing on arrival		1	1
Experience of Care	1	2	3
Communication between staff and patients		1	1
Staff - Caring, kindness, respect and dignity		1	1
Staff - Quality & Effectiveness	1		1
Treatment and Care	3	4	7
Effectiveness of		1	1
Quality of	2	3	5
Safety of	1		1
Total	7	10	17

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

Sentiment ● Negative ● Positive ● Unclear



Secondary Care Feedback Sentiment by Service Level

Service Level	Negative	Positive	Unclear	Total
Dermatology		1		1
Diabetic Care		1		1
Diagnostic/Screening Service			1	1
Hospital Outpatient	2			2
Orthopaedics and fracture clinic		1		1
Total	2	3	1	6

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Negative	Positive	Unclear	Total
Access to Services		3		3
Appointment Availability		2		2
Convenience/Distance to Travel		1		1
Experience of Care	1	1	1	3
Communication between staff and patients	1			1
Staff - Caring, kindness, respect and dignity		1		1
Staffing Levels			1	1
Quality Assurance	1			1
Complaints Management	1			1
Treatment and Care	1	2		3
Diagnosis or Assessment quality of	1			1
Quality of		2		2
Total	3	6	1	10

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

Sentiment ● Negative



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

Main Theme	Negative	Total
<input type="checkbox"/> Access to Services	1	1
Appointment Availability	1	1
<input type="checkbox"/> Treatment and Care	2	2
Diagnosis or Assessment quality of	1	1
Quality of	1	1
Total	3	3

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	Total
Total	

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

Main Theme	Total
Total	

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

Community Care Feedback Sentiment by Service Level

Service Level	Total
Total	

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

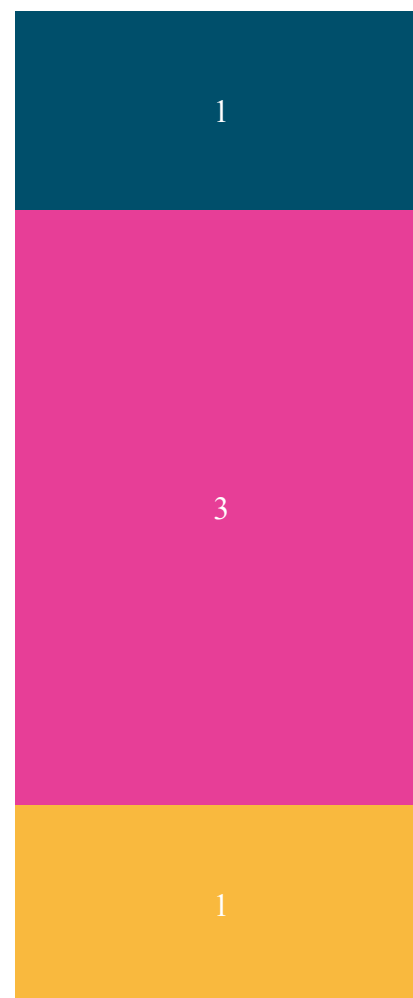
Main Theme	Total
Total	

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 ● Mixed ● Negative ● Unclear



Mental Health Services

Mental Health Services Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Unclear	Total
Mental Health Services (other services)	1	3	1	5
Total	1	3	1	5

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

Main Theme	Mixed	Negative	Unclear	Total
Access to Services		3		3
Admission Procedure		1		1
Service Delivery/Opening Times		1		1
Telephone system		1		1
Experience of Care	1			1
Communication between staff and patients	1			1
Treatment and Care		3	1	4
Diagnosis or Assessment quality of		1	1	2
Quality of		2		2
Total	1	6	1	8

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

General All NHS Feedback Sentiment by Service Level

Service Level	Total
Total	

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

Main Theme	Total
▲ Total	

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Positive	Unclear	Total
Access to Services		7	7		14
Access to NHS Dentist		2			2
Admission Procedure		1			1
Appointment Availability		2	3		5
Booking Appointments			1		1
Convenience/Distance to Travel			1		1
Remote appointments and digital services			1		1
Service Delivery/Opening Times		1			1
Telephone system		1			1
Waiting times, punctuality and queuing on arrival			1		1
Experience of Care	1	2	3	1	7
Communication between staff and patients	1	1	1		3
Staff - Caring, kindness, respect and dignity			2		2
Staff - Quality & Effectiveness		1			1
Staffing Levels				1	1
Quality Assurance		1			1
Complaints Management		1			1
Treatment and Care		9	6	1	16
Diagnosis or Assessment quality of		3		1	4
Effectiveness of			1		1
Quality of		5	5		10
Safety of		1			1
Total	1	19	16	2	38

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
2658	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their NHS dentist is now only taking private patients. They have phoned every dentist in the area and none are taking new NHS patients. They have also looked further afield and still no luck.	ALL NHS DENTAL
2710	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had called every dentist within a 20 mile radius of their home and none are taking on NHS patients.	ALL NHS DENTAL
2627	Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that on previous occasions they didn't feel anything when they were being given their vaccinations but this time the process was extremely painful. They don't know what the practitioner was doing differently.	Clevedon Medical Centre
2659	Access to Services, Booking Appointments; Access to Services, Waiting times, punctuality and queuing on arrival	Positive	This individual gave feedback that they got a text offering flu & Covid vaccines. It was easy & quick to book a suitable appointment (within 2 weeks) at the surgery. At the appointment they were in & out within 5 minutes. Excellent.	Clevedon Medical Centre
2611	Treatment and Care, Safety of; Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that the pharmacist was lovely when this individual attended with an ear infection, and gave them plenty of time to ask questions. However this person was concerned about the pharmacist not wearing any gloves and this person did not see the pharmacist wash their hands either. The pharmacist touched various loose ear caps with their bare hands which this individual thought was very unhygienic. This made this individual feel anxious.	Graham Road Pharmacy, Weston-Super-Mare,
2616	Access to Services, Appointment Availability; Treatment and Care, Quality of	Negative	This individual gave feedback that the surgery referred their 8 year old son to the pharmacy, following a request this individual put through on AskMyGP, including photos. They attended the pharmacy where the pharmacist confirmed suspected thrush but also stated that the only over the counter medication that could be purchased was currently out of stock everywhere so they were to go back to the GP and request a medication called Nystatin. This individual put through an AskMyGp request stating what the pharmacist had said and the medication that they had said he needed. This individual received a message back on AskMyGP saying that she would receive a phone call in 2 days time. This person does not think that it is reasonable to expect a child who is suffering with pain with his mouth, affecting his eating and drinking to have to go 5 days in total without any medication. This individual reports that this is the second time that her son has had to suffer due to the actions of the surgery. The first time was earlier this year when he had tonsillitis and his mother was told they would have to wait for him to be seen. After phoning reception and being very persistent, she was able to get an appointment that evening. Her son was checked over and she was told if he had been left for another night without antibiotics, he would have ended up in hospital due to the severity of his condition.	Graham Road Surgery
2663	Access to Services, Appointment Availability	Positive	This individual gave feedback that they completed an e-consult because their optician had advised them to see their GP about headaches and dizziness. They got an appointment quickly and the GP referred them for a CT scan and told them to make an appointment for blood tests. When they made an appointment to get their blood samples taken they asked at reception for an appointment with a nurse. The receptionist turned to a nurse and said, could you do one now? and they went in immediately. Fantastic service.	Mendip Vale Medical Practice
2711	Treatment and Care, Quality of	Negative	This individual gave feedback that they felt that they had received little mental health support from the practice.	Mendip Vale Medical Practice
2650	Treatment and Care, Quality of	Positive	This individual gave feedback that they think the practice offers a good all-round service.	Mendip Vale Medical Practice
2613	Treatment and Care, Quality of	Positive	This individual gave feedback that they think the surgery offers a good all-round service.	Mendip Vale Medical Practice
2628	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they booked online to have their flu and Covid vaccination. The service was brilliant - efficient and timely.	Not specified
2657	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that they'd had an operation under general anaesthetic. The operation went well and she went home the same day. However 2 days later sickness and severe nausea kicked in. The health centre has an online triage system which works very well. 1 hour after completing the online form she received a text from the GP to say that a prescription had been sent to the pharmacy. This individual's husband went and picked it up and the medication worked.	Portishead Medical Group
2673	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they think that the practice is brilliant, and everyone is very helpful and understanding.	Tyntesfield Medical Group
2660	Treatment and Care, Quality of	Positive	This individual gave feedback that they were only offered a choice of 2 timeslots for flu / covid vaccines by their GP surgery and neither were convenient. They therefore booked an appointment online at the pharmacy where it was well organised.	Yatton Pharmacy

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
2669	Experience of Care, Staffing Levels	Unclear	This individual gave feedback that when they attended for a scan on a Sunday they had to wait 20 minutes for their appointment. There seemed to be too many staff on reception for the number of patients, and when they crossed to the scan portacabin there also seemed to be too many staff.	InHealth Community Diagnostic Centre
2694	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that their relative had developed a swollen knee a few months ago and then had a pre-surgery assessment and consultation, followed by an Xray and was referred to trauma and orthopaedics. They'd experienced what they felt was a reasonable waiting time. They thought that the staff had been supportive and helpful all of the time during appointments. They felt that staff responded promptly to the needs of the patient. The individual was now awaiting a knee replacement.	Southmead Hospital, Bristol,
2689	Access to Services, Appointment Availability; Treatment and Care, Quality of	Positive	This individual gave feedback that they were satisfied with the care they received and that they'd not waited very long to get an appointment.	Southmead Hospital, Bristol,
2682	Experience of Care, Communication between staff and patients; Quality Assurance, Complaints Management	Negative	This individual gave feedback that a lipid specialist called this person a liar in their appointment and shook their fist in this persons face. This individual says that they reported it but as far as they know nothing was ever done.	Weston General Hospital, Weston-super-mare
2631	Access to Services, Convenience/Distance to Travel; Treatment and Care, Quality of	Positive	This individual gave feedback that they had their annual retina check. They were very happy that it was carried out locally, as it was very convenient. They said that it all went well on the day and they received the results within a week which was excellent. They say that it was very good care, and can't be faulted.	Weston General Hospital, Weston-super-mare
2614	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they were told by their GP at the end of 2023 that they were diabetic and were sent to the hospital, who told them that they were not diabetic. In July 2024 this person found out that they definitely are diabetic. They feel that they could have been receiving support and help with this for 7 months, rather than being given an incorrect diagnosis by the hospital.	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
2630	Treatment and Care, Quality of ;Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they have COPD and heart failure, and attended A&E with breathing difficulties and fluid build up. Their doctor in London sent all their information through to the BRI and asked for them to be put on IV antibiotics, however after waiting for 5 hours, this individual says that they were given water tablets and told to go home. This individual says that they then got very ill and were admitted to hospital in London with double pneumonia and fluid overload. This person feel that the service they received at the BRI endangered their life.	Bristol Royal Infirmary A&E
2672	Access to Services, Appointment Availability	Negative	This individual gave feedback that for 2 weeks they've been trying to get help for one of their young client in considerable dental pain. They've contacted NHS111 multiple times and each time have had to wait up to 2 1/2 hours for a call back. When they have received a call back they have been advised to take their client to A&E but have previously been turned away from A&E with an explanation that A&E don't deal with dental health issues. The NHS111 advises calling at 8am for an emergency appointment, but each time they've done this by the time they get through all the emergency appointments have already gone. This individual says that this experience has been deeply frustrating, not only for them as a professional but especially for their client, who continues to suffer due to these systemic barriers, and is in significant and ongoing pain.	NHS 111

Public Health and Social Care Feedback Comments by Provider

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ID	Theme	Sentiment	Feedback	Service Provider
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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
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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
2629	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they are not happy with the diagnosis given on a home visit by staff from Coast Resource Centre. They are also not happy that the diagnosis means that they are unable to get their driving licence back.	Avon and Wiltshire Mental Health Partnership (AWP)
2610	Access to Services, Admission Procedure;Access to Services, Service Delivery/Opening Times;Access to Services, Telephone system	Negative	This individual gave feedback that they feel they have received poor service. Their calls are not returned, and the out of hours service is often unhelpful. They have had issues accessing help from the Coast Resource Centre, W-s-M.	Avon and Wiltshire Mental Health Partnership (AWP)
2612	Treatment and Care, Quality of	Negative	This individual gave feedback that they have received a lack of suitable support from the Long Fox Unit. This individual feels that the staff do not understand this persons symptoms properly and because of this, they have not been able to give appropriate advice, which has resulted in their situation not having improved.	Avon and Wiltshire Mental Health Partnership (AWP)
2662	Treatment and Care, Diagnosis or Assessment quality of	Unclear	This individual gave feedback that they keep trying to tell staff that they are being helpful to this person, but that the staff don't seem to understand this. This individual also feel that they don't get correct diagnoses and that they receive a lack of support because they live with their parents.	Avon and Wiltshire Mental Health Partnership (AWP)
2615	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Mixed	This individual gave feedback that they received incorrect information at their appointment at Windmill House, Clevedon, which left this person in danger. This individual reports that they were told to lie to emergency services in order to get help. This individual also reports that after this person raised an official complaint, the staff member who had supplied this information subsequently apologised. The individual gave feedback that this same staff member is usually great and very helpful.	Avon and Wiltshire Mental Health Partnership (AWP)

General NHS Services Feedback Comments

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ID	Theme	Sentiment	Feedback	Service Provider
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