

healthwatch

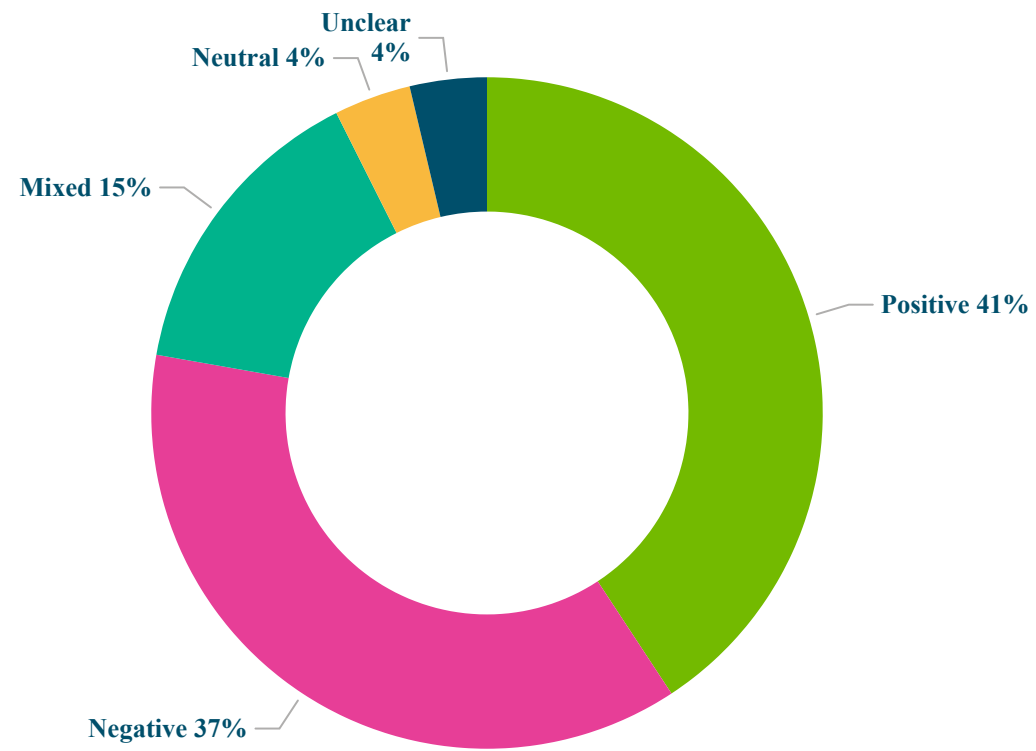
South Gloucestershire

Quarter 3 2024/2025 Feedback
October - December 2024

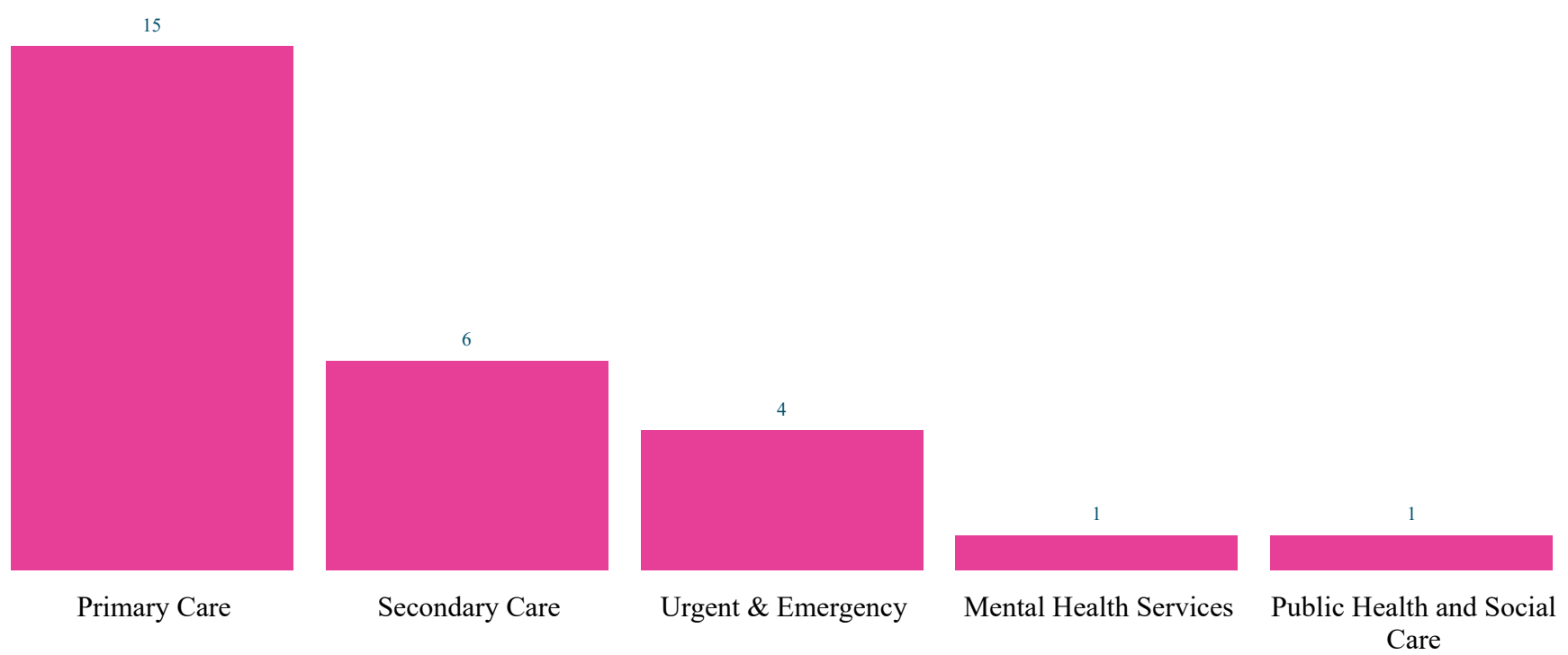




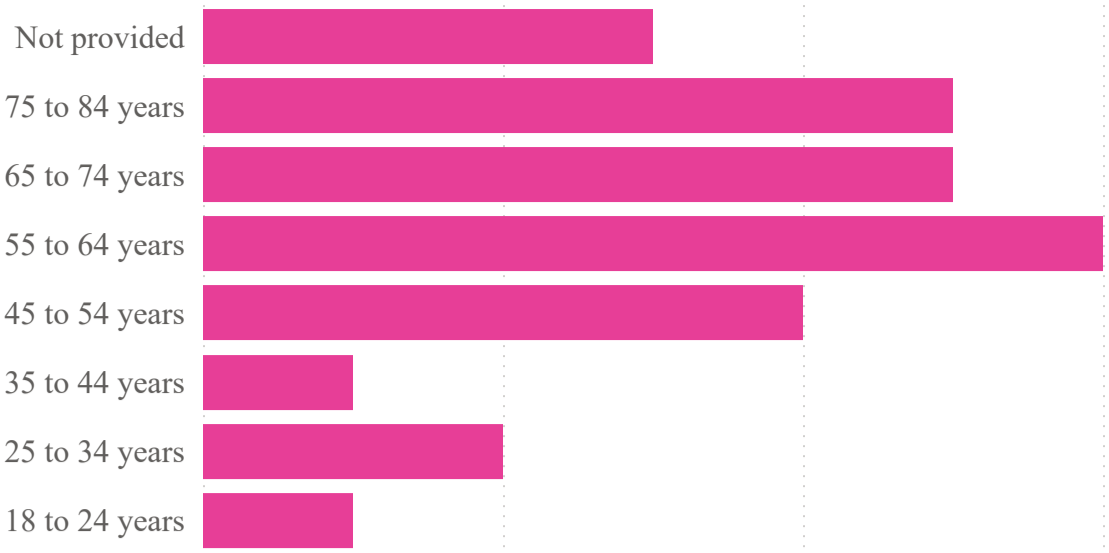
Overall Sentiment of Feedback contacts



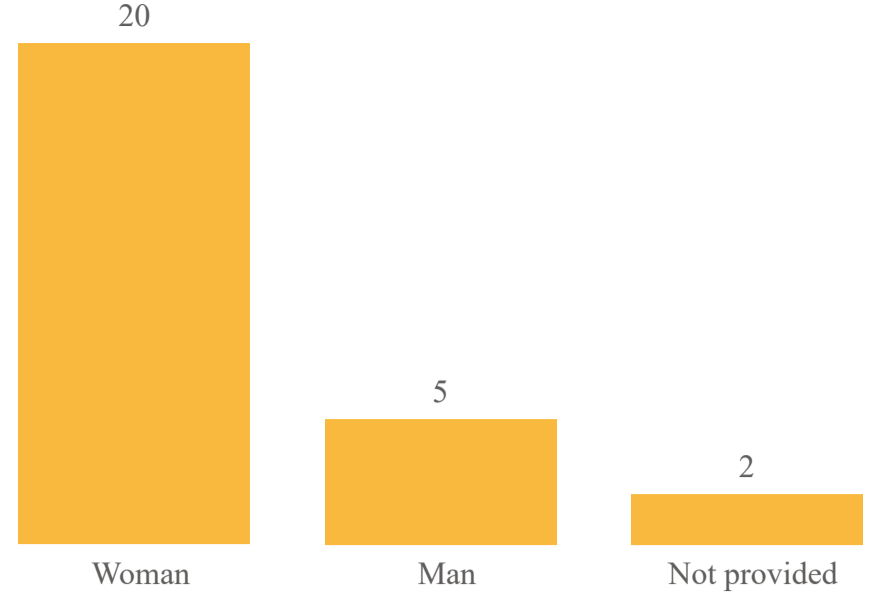
Feedback contact by sector



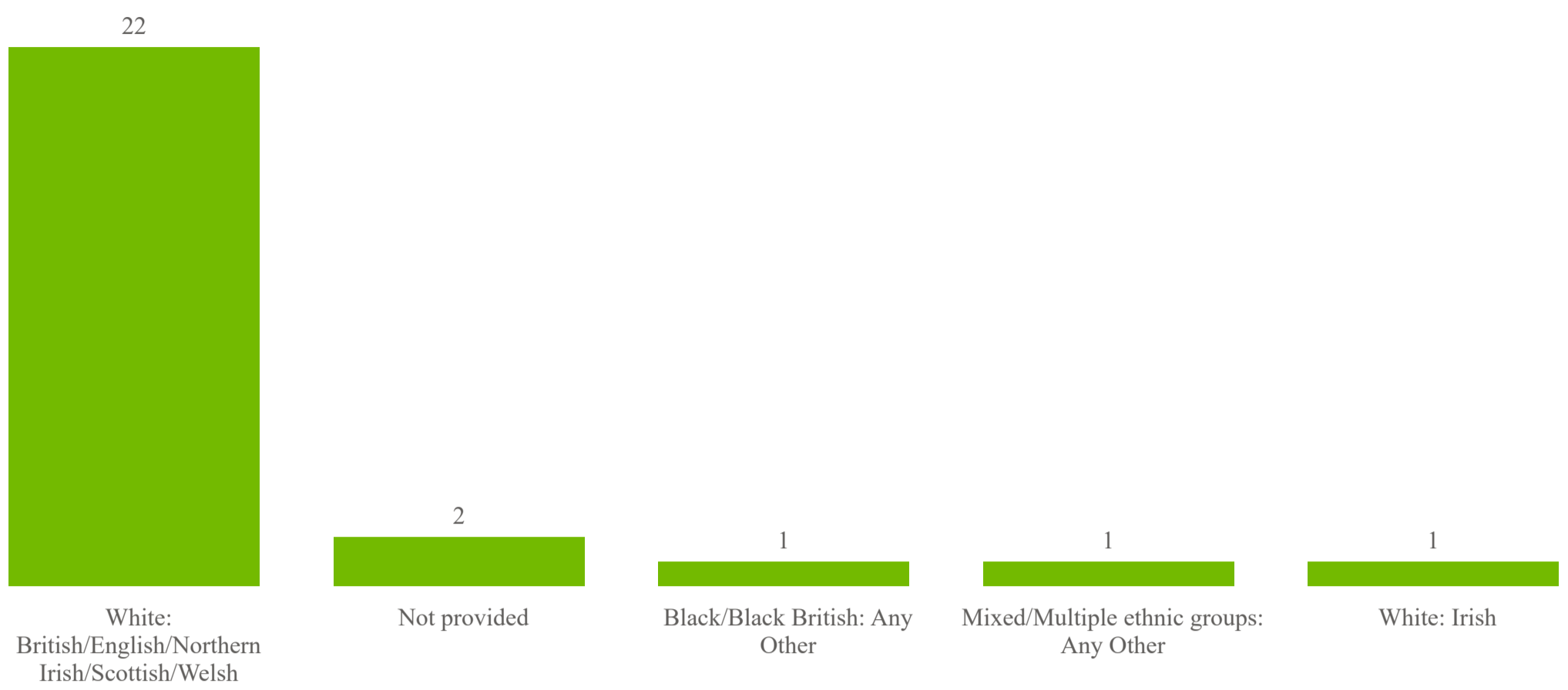
Age Band



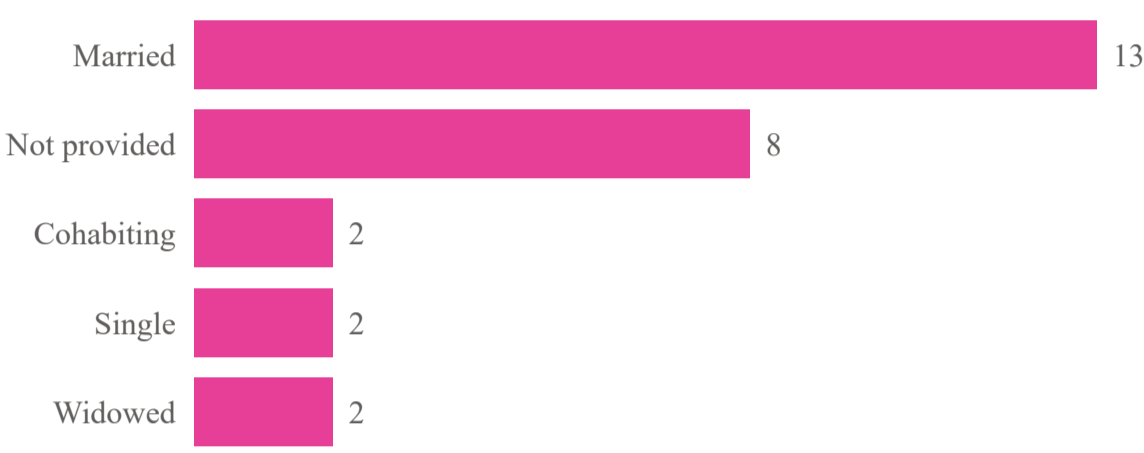
Gender



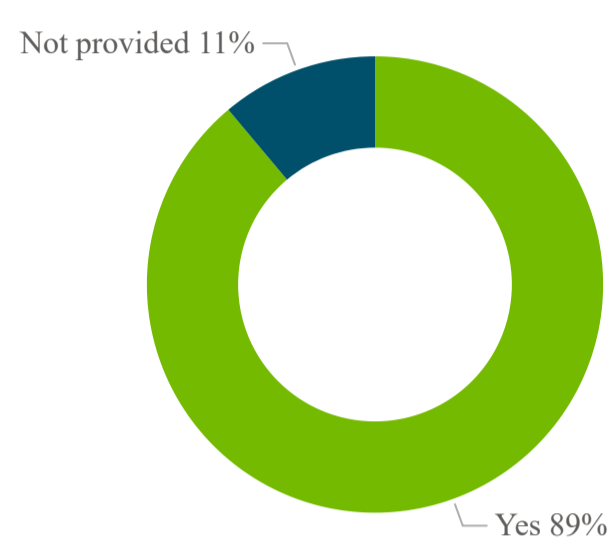
Ethnicity



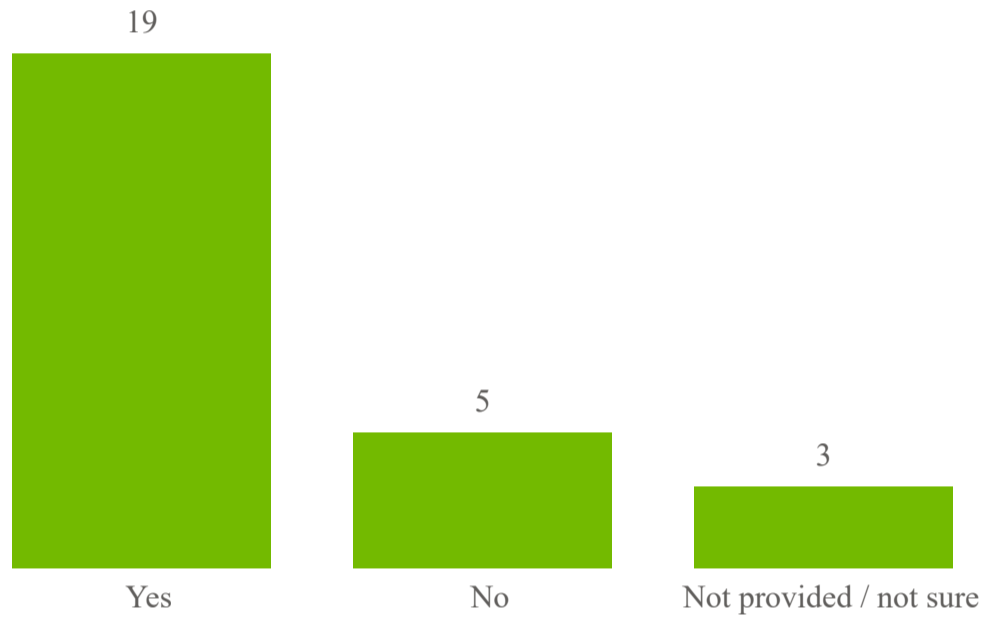
Civil Status



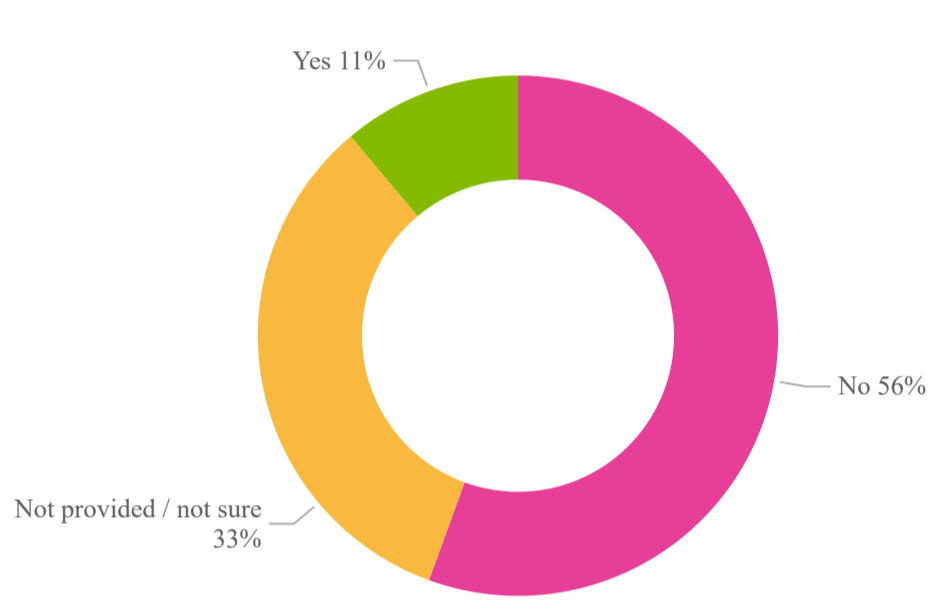
Identifies with the gender assigned at birth



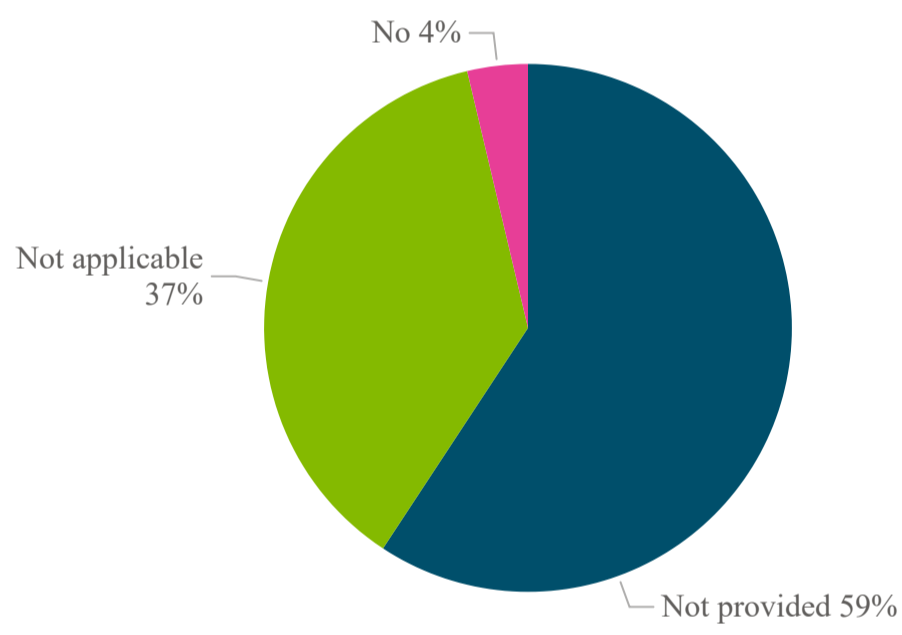
Identifies as having a long term health condition, having a disability or being disabled



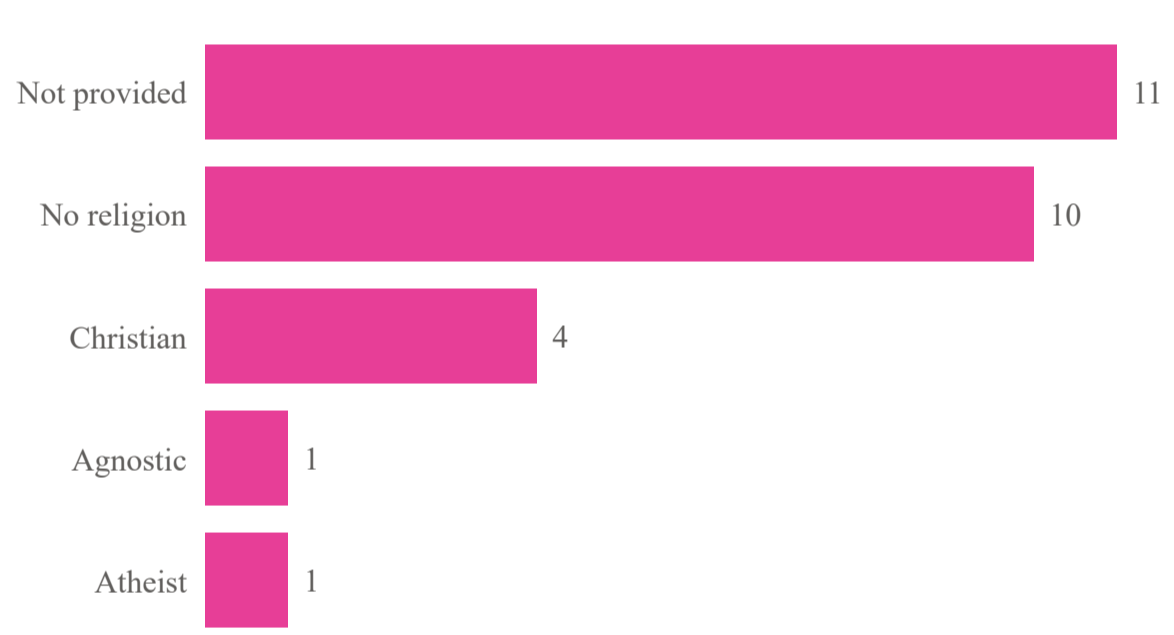
Identifies as being a carer



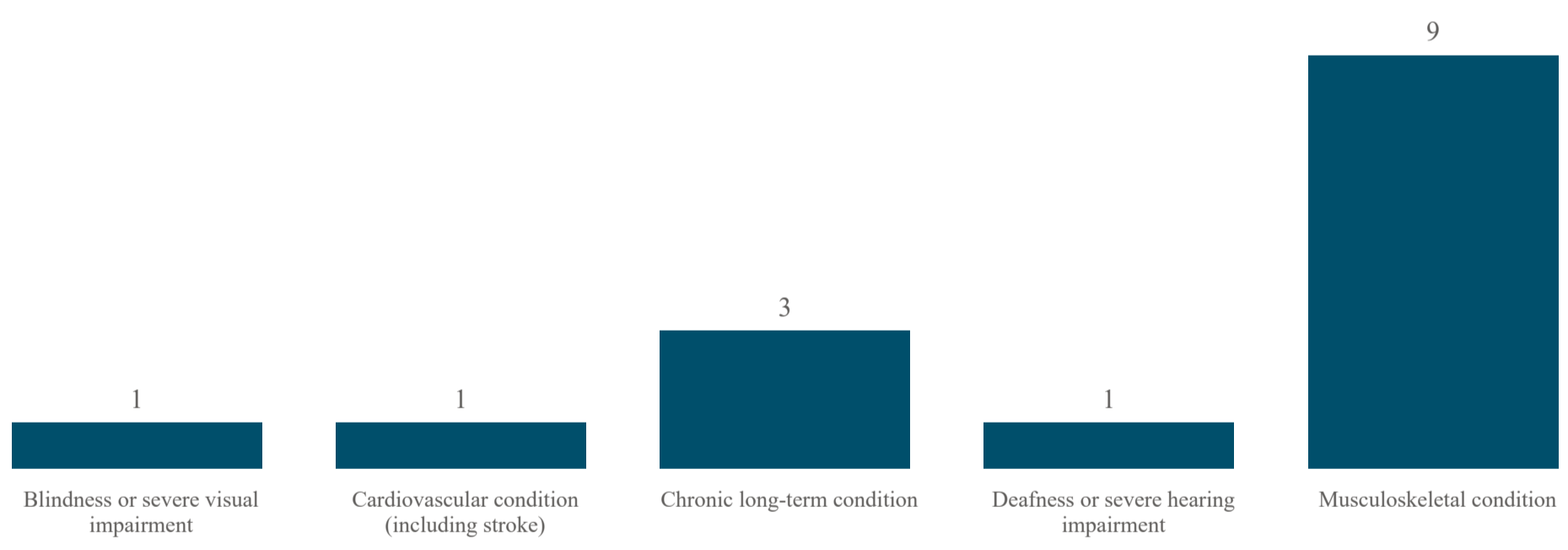
Pregnancy/Maternity



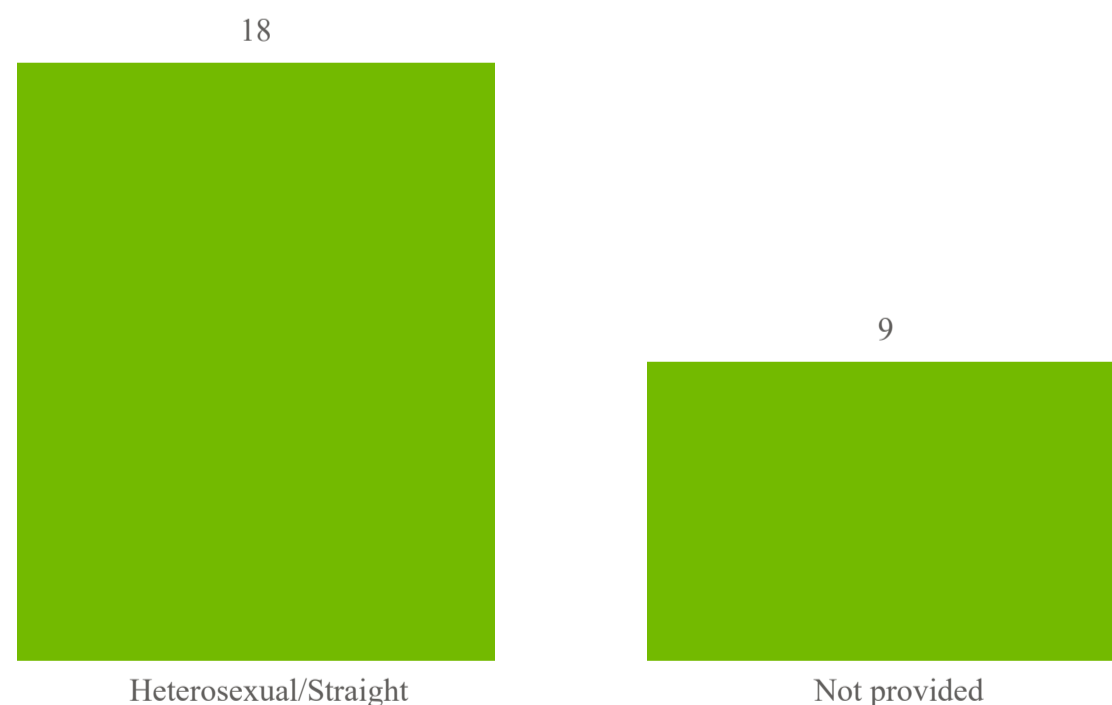
Religion/Belief



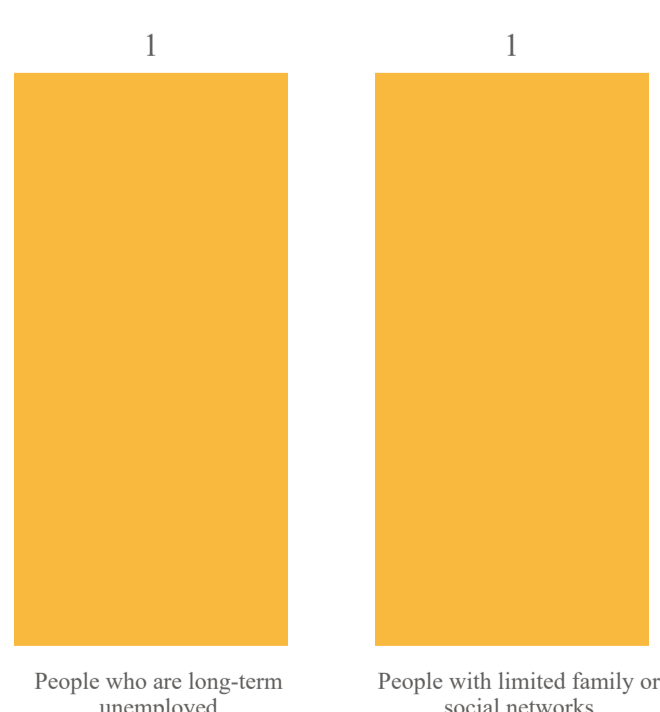
Long-term health condition / disability



Sexual Orientation



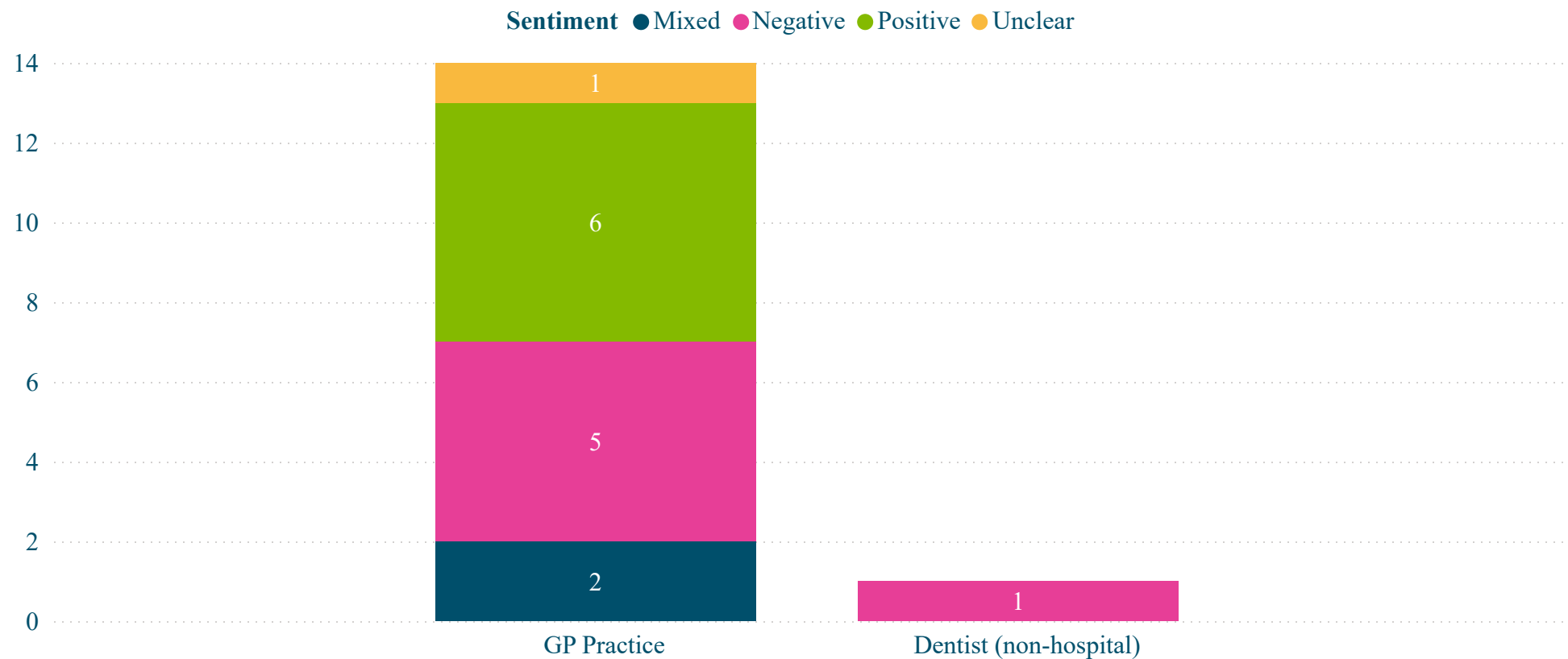
Health Inclusion Group Category



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



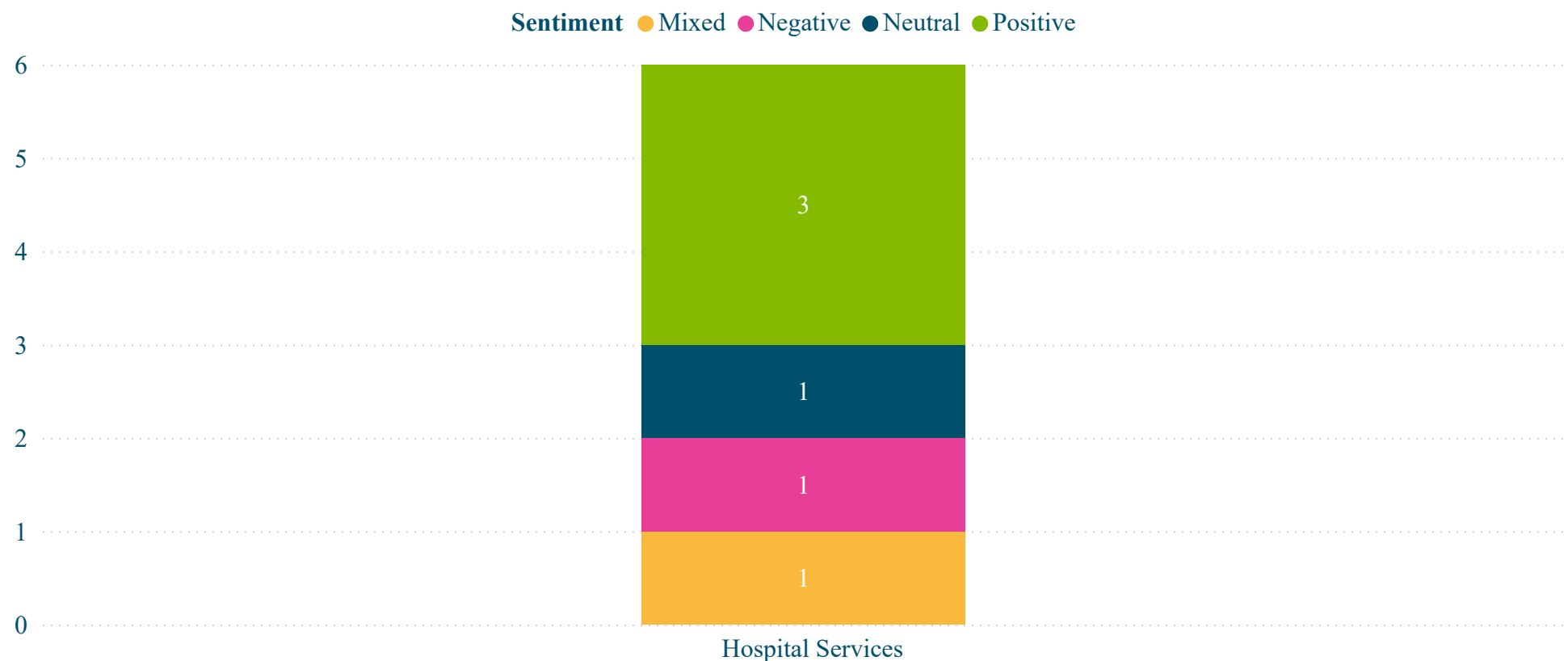
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Positive	Unclear	Total
Access to Services	2	4	7	1	14
Accessibility and reasonable adjustments	1	1	1		3
Admission Procedure			1		1
Appointment Availability		3	1		4
Booking Appointments	1		1		2
Referrals - timeliness			1		1
Remote appointments and digital services			2	1	3
Continuity of Care, integration of health and social care, health promotion and wellbeing		1	1		2
Follow on treatment and continuity of care			1		1
Prescription/Repeat Prescriptions		1			1
Experience of Care			1		1
Staff - Caring, kindness, respect and dignity			1		1
Quality Assurance		1			1
General		1			1
Treatment and Care		1	2		3
Quality of		1	1		2
Speed of			1		1
Total	2	7	11	1	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	Neutral	Positive	Total
Hospital Outpatient		1			1
Oncology				1	1
Orthopaedics and fracture clinic	1				1
Palliative end of life care				1	1
Physiotherapy				1	1
Rheumatology			1		1
Total	1	1	1	3	6

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

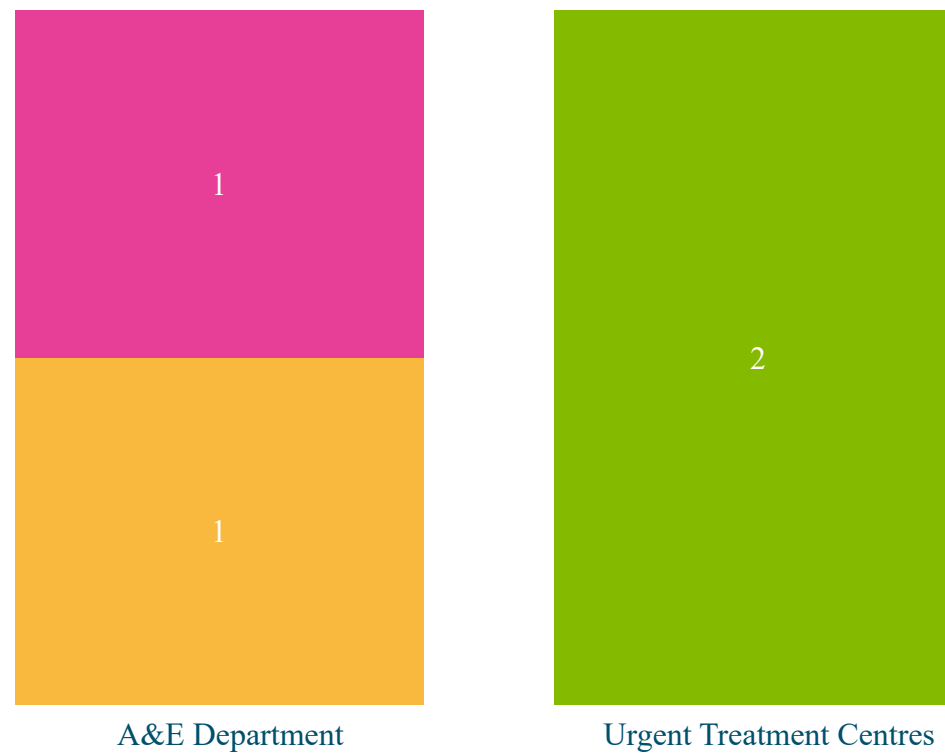
Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	2		2
Appointment Availability	1		1
Provision of services	1		1
<input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing		1	1
Follow on treatment and continuity of care		1	1
<input type="checkbox"/> Experience of Care		2	2
Communication between staff and patients		1	1
Staff - Quality & Effectiveness		1	1
<input type="checkbox"/> Treatment and Care		4	4
Quality of		4	4
Total	2	7	9

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 ● Mixed ● 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	2
Referrals - timeliness		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	2	2	4
Medical Records	1		1
Quality of	1	1	2
Speed of		1	1
Total	3	4	7

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

Sentiment ● Negative



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Adult Social Care	1	1
Total	1	1

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

Main Theme	Negative	Total
▲ Treatment and Care	1	1
Quality of	1	1
Total	1	1

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

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 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

1



Mental Health Services

Mental Health Services Feedback Sentiment by Service Level

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

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

Main Theme	Negative	Total
▲ <input type="checkbox"/> Access to Services	1	1
Provision of services	1	1
<input type="checkbox"/> Discharge	1	1
Co-ordination of Service	1	1
<input type="checkbox"/> Treatment and Care	1	1
Effectiveness 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

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	2	8	8	1	19
Accessibility and reasonable adjustments	1	1	1		3
Admission Procedure			1		1
Appointment Availability		4	1		5
Booking Appointments	1		1		2
Provision of services		2			2
Referrals - timeliness			2		2
Remote appointments and digital services			2	1	3
Waiting times, punctuality and queuing on arrival		1			1
Continuity of Care, integration of health and social care, health promotion and wellbeing		1	2		3
Follow on treatment and continuity of care			2		2
Prescription/Repeat Prescriptions		1			1
Discharge		1			1
Co-ordination of Service		1			1
Experience of Care			4		4
Communication between staff and patients			2		2
Staff - Caring, kindness, respect and dignity			1		1
Staff - Quality & Effectiveness			1		1
Quality Assurance		1			1
General		1			1
Treatment and Care		5	8		13
Effectiveness of		1			1
Medical Records		1			1
Quality of		3	6		9
Speed of			2		2
Total	2	16	22	1	41

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
2661	Quality Assurance, General	Negative	This individual gave feedback that they are concerned for patients as they feel that GPs taking collective action will impact on appointments and services. Whilst they understand the reasons for the action they are concerned about the impact on vulnerable people who may not be able to access help and care elsewhere (for example, elderly people who may not have transport or access to the internet).	ALL GP PRACTICES
2719	Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Speed of	Positive	This individual gave feedback that recently the surgery found some issues in one of this individual's blood tests and the surgery has been very helpful. Although they were not able to have the blood test weekly as their own GPs wanted (more like bi-weekly), the GPs were very proactive, and called this person the moment the blood tests came as they were actively monitoring the situation. This individual is happy that the GPs have seen them with urgency when needed and have been very empathetic.	Bradley Stoke Surgery
2632	Treatment and Care, Quality of ; Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they are frustrated with the lack of thought given at the vaccine clinics to individuals like themselves who are severely immunosuppressed. They are still rigorously avoiding Covid and are very unhappy at the lack of masking and distancing, even though they say that these guidelines still remain in place for them in government guidance. They feel that getting a vaccine should be a safe process and not a risky situation to put themselves in.	Bradley Stoke Surgery
2655	Access to Services, Appointment Availability	Negative	This individual gave feedback that they ask for a face to face appointment but never get given one.	Concord Medical Centre
2643	Access to Services, Appointment Availability	Negative	This individual gave feedback that they were in extreme pain and needed to see a GP, but were told that they could only have an appointment for 2 weeks time.	Concord Medical Centre
2608	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they were left without their medication which they have to take everyday. They put in a repeat prescription request and 9 days later when they went into the surgery to chase it up, they were told that it still hadn't been signed off. This isn't a one-off occurrence for this individual.	Coniston Medical Practice (Mendip Vale)
2665	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that they are happy with the surgery and E-Consult seems to work well.	Courtside Surgery
2708	Access to Services, Accessibility and reasonable adjustments	Mixed	The individual was concerned about accessing the surgery for herself and her husband as they are housebound. The GP has attended at their home occasionally for appointments.	Downend Health Group
2704	Access to Services, Admission Procedure; Access to Services, Referrals - timeliness	Positive	The individual had received good care from the surgery and they could easily access an appointment by phone or online. The GP had referred the individual to the pain clinic at Cosham hospital.	Leap Valley Surgery
2715	Access to Services, Booking Appointments; Access to Services, Remote appointments and digital services	Mixed	This individual gave feedback that before going private the individual had issues getting a GP appointment. Now the individual can make their private appointments online.	Not specified
2648	Access to Services, Appointment Availability	Negative	This individual gave feedback that they had a severe toothache. They rang the dentist at 8.30am which is what you are told to do. They rang 32 times and no answer. On the 33rd time the practice answered and said the one emergency appointment had already gone. This was on a Wednesday. They told this individual to ring again on the following Monday at 8.30am or if it got too bad at the weekend to ring 111. This individual feels that the practice didn't care that this person was in pain. This is the second time this has happened to them this year. This individual is a NHS patient and they cannot afford to go private.	Not specified
2707	Access to Services, Remote appointments and digital services	Unclear	The individual said that they now have to go online to book a GP appointment. The individual has to see the GP regularly as they have a long term condition.	Old School Surgery
2692	Access to Services, Booking Appointments; Access to Services, Accessibility and reasonable adjustments; Treatment and Care, Quality of	Positive	This individual gave feedback that they had received good care from the GP, and they felt that the surgery staff were good and it was easy to book an appointment. The surgery staff use a hearing device to talk to the individual; the individual therefore felt that the service was accessible.	Streamside Surgery
2699	Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Positive	This individual gave feedback that there was good coordination of care for their mother prior to her admission into Southmead for palliative end of life care.	West Walk Surgery
2664	Access to Services, Appointment Availability	Positive	This individual gave feedback that they always get a call back pretty quickly when they request an appointment and then usually get an appointment date within 2 weeks.	West Walk Surgery

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
2609	Access to Services, Provision of services	Negative	This individual gave feedback that they are not happy with the level of service. They are an electric wheelchair user and have had a number of chairs supplied to them over the last 20 years, but now the unit is refusing to supply this individual with a chair that meets their clinical needs because they say it's not in their guidelines	Bristol Centre For Enablement
2695	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Positive	This individual gave feedback that their husband was treated for cancer and they said that the service was outstanding in terms of communication between the staff, patient and family. Queries were answered promptly and this individual said 'it ran like clockwork' and they felt that their husband had been lucky with their consultant.	Bristol Royal Infirmary,BRI Bristol
2697	Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that they saw the Rheumatology consultant who was very good.	Cossham Hospital, Bristol,
2698	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	Positive	This individual gave feedback that their mother had died 5 months ago, she'd been ill with multiple long term conditions for a long time and been in and out of hospital. The individual felt that their mother had been looked after well in terms of palliative and end-of-life care at Southmead hospital and the staff communicated well with the family. The individual felt that the palliative care nurses were really good. They had organised for the individual's mother to die at home. She was in the acute frailty ward.	Southmead Hospital, Bristol,
2666	Access to Services, Appointment Availability; Treatment and Care, Quality of	Mixed	This individual gave feedback that they had to wait longer than expected for a follow-up appointment with the orthopaedic service. They assumed it would be 6 weeks but it was 16 weeks. They were happy with the appointment itself.	Southmead Hospital, Bristol,
2696	Treatment and Care, Quality of	Positive	This individual gave feedback that they have had physio and occupational health appointments, and all of them have been good experiences.	Southmead Hospital, Bristol,

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
2722	Treatment and Care, Medical Records; Treatment and Care, Quality of	Negative	This individual gave feedback that they felt that there was no understanding of complex needs, physical disability, mental health or childhood trauma. They say that the department produced untrue documents about this individual.	Southmead Hospital A&E
2667	Access to Services, Waiting times, punctuality and queuing on arrival; Treatment and Care, Quality of	Mixed	This individual gave feedback that they had to wait 8 hours overnight to be seen. The waiting room was very cold and the toilets were in a dreadful state. They were happy with the treatment they received once they saw the doctor.	Southmead Hospital A&E
2668	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their triage was quick. The service is friendly and it's clear what the next steps to treatment are. Very happy with the service.	Yate Minor Injury Unit (Yate West Gate Centre)
2686	Access to Services, Referrals - timeliness; Treatment and Care, Speed of	Positive	This individual gave feedback that they were happy with service, as they were seen and processed within 4 hours and then referred to Southmead fracture clinic.	Yate Minor Injury Unit (Yate West Gate Centre)

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
2624	Treatment and Care, Quality of	Negative	This individual gave feedback that they feel that the care provided here, where their father lives, falls very short of being adequate. This individual reports that the home has recently installed baby gates on the residents doors. They have asked staff why their father is never out of bed and have been told that his legs are locked so he can't sit in a chair. This individual feels that this is a direct consequence of the staff never exercising him to prevent this happening. This individual feels that their father has not been well looked after by the home.	Fairview Court Care Home, Bristol

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
2680	Access to Services, Provision of services; Treatment and Care, Effectiveness of; Discharge, Co-ordination of Service	Negative	This individual gave feedback that they feel that the service has failed to provide adequate provision for their wife's acute mental illness (Emotionally Unstable Personality Disorder - EUPD with serious and sustained self harm). She has been admitted to hospital at least 20 times in 2024 alone for consuming potentially lethal volumes of a toxic substance. The therapies team continued with a treatment plan (for a year) they knew was ineffectual without variation in provision. The hospital teams did not use available powers when informed by this person's wife that she was planning to consume lethal volumes of the same toxic substance within 24 hours of discharge. When challenged they stated that the mental capacity was the only relevant legislation and that they would never section her as long as she had capacity. There is no discharge planning after stays in hospital, she is sent into the community and may not be seen by the community teams for more than a week after discharge.	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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