

# healthwatch Bristol

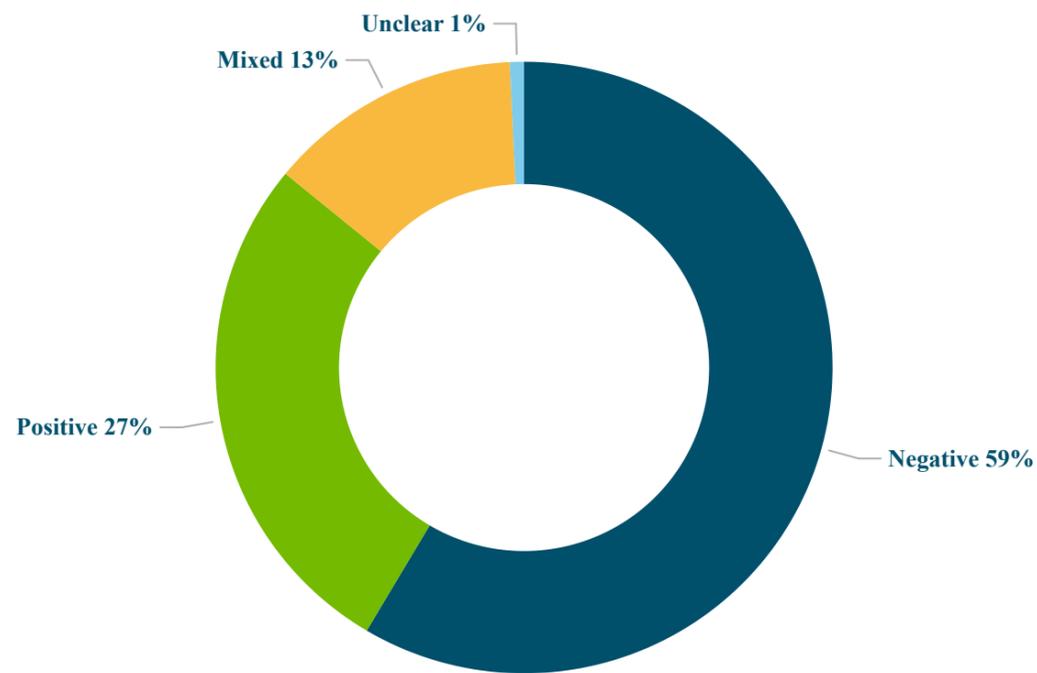
## Quarter 4 2024/2025 Feedback January - March 2025



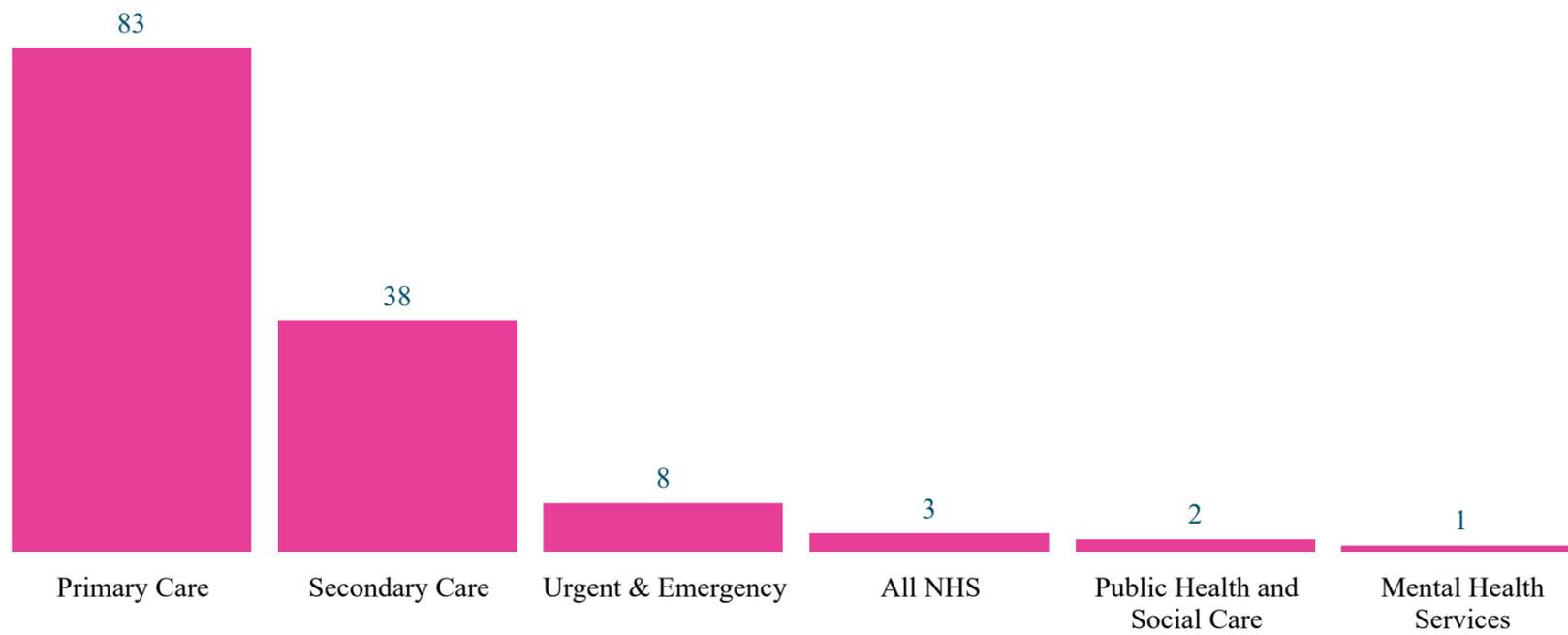
# Headline Figures



## Overall Sentiment of Feedback contacts



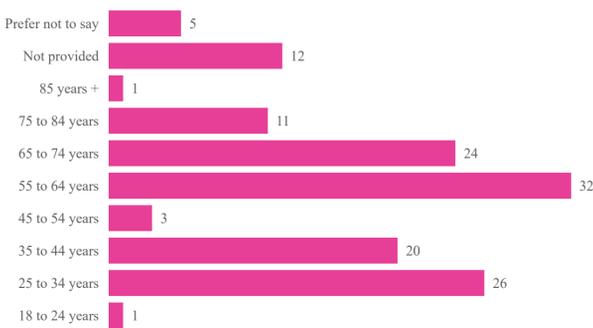
## Feedback contact by sector



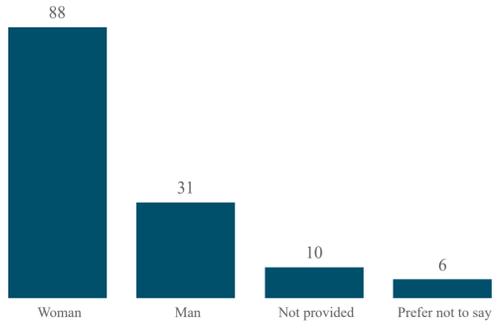
# Demographics



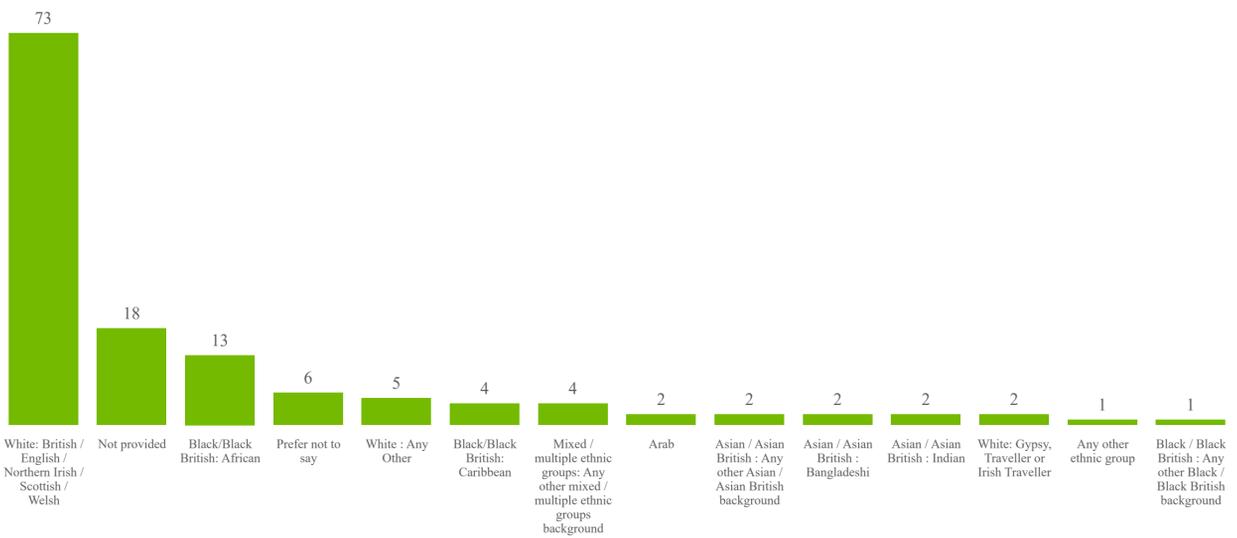
## Age Band



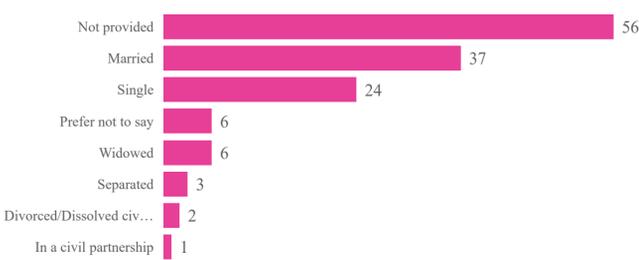
## Gender



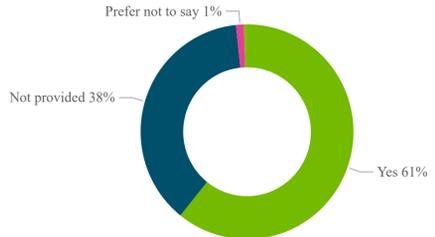
## Ethnicity



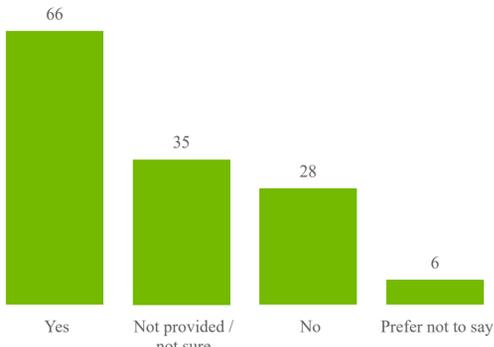
## Civil Status



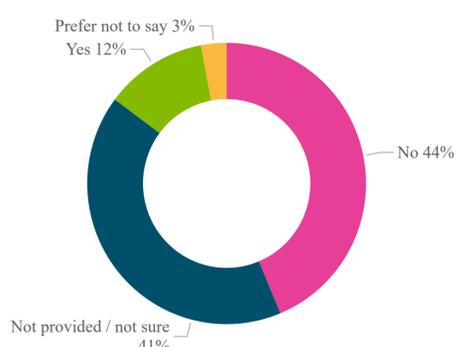
## Identifies with the gender assigned at birth



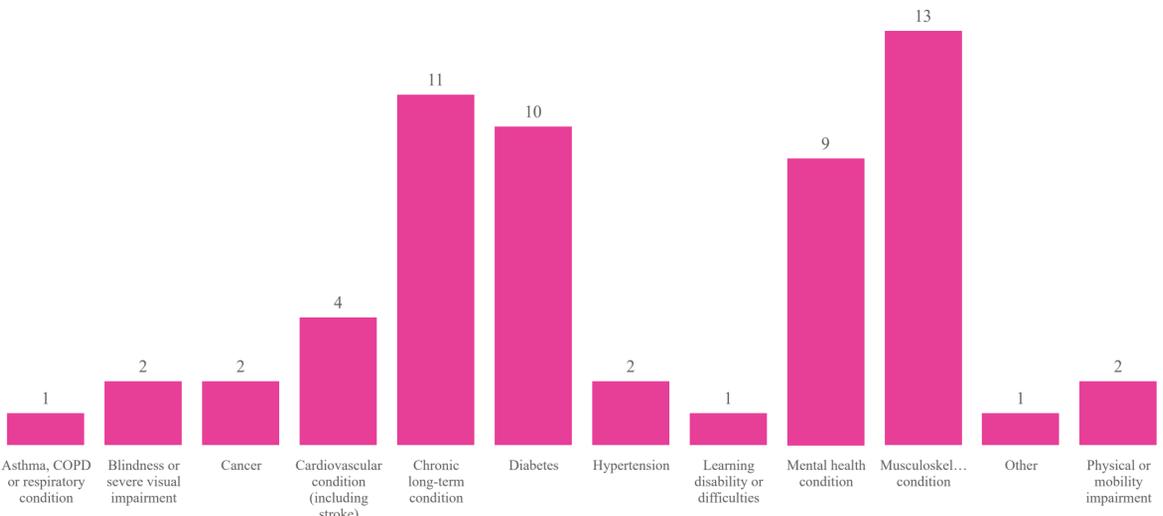
## Identifies as having a long term health condition / disability / being disabled



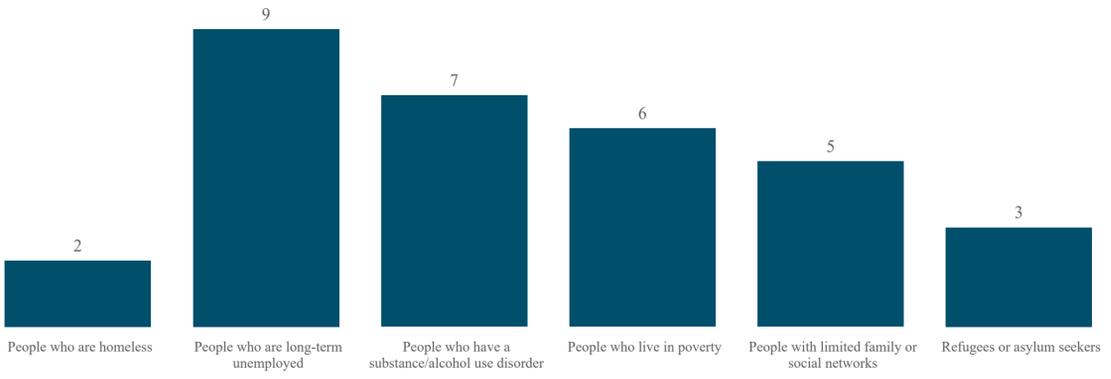
## Identifies as being a carer



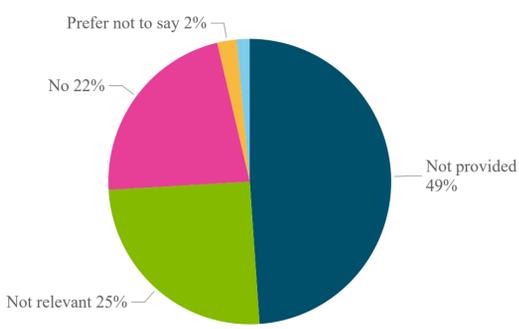
## Long-term health condition / disability



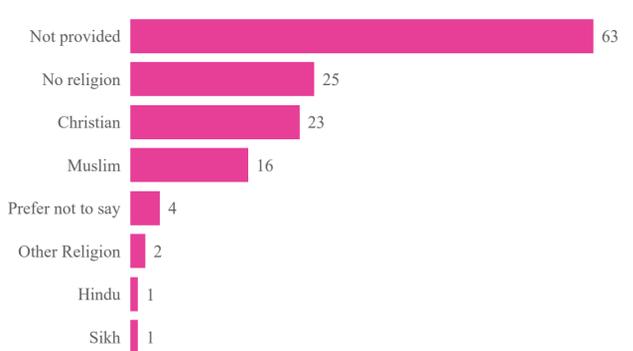
## Health Inclusion Group Category



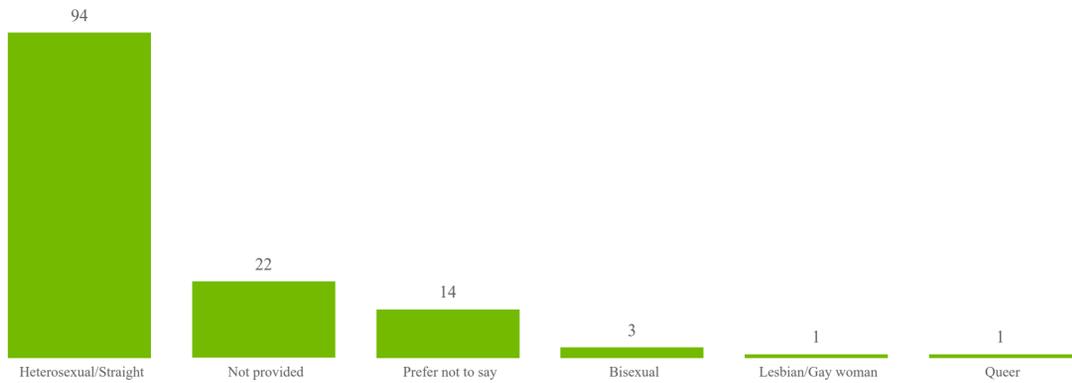
## Pregnancy/Maternity



## Religion/Belief



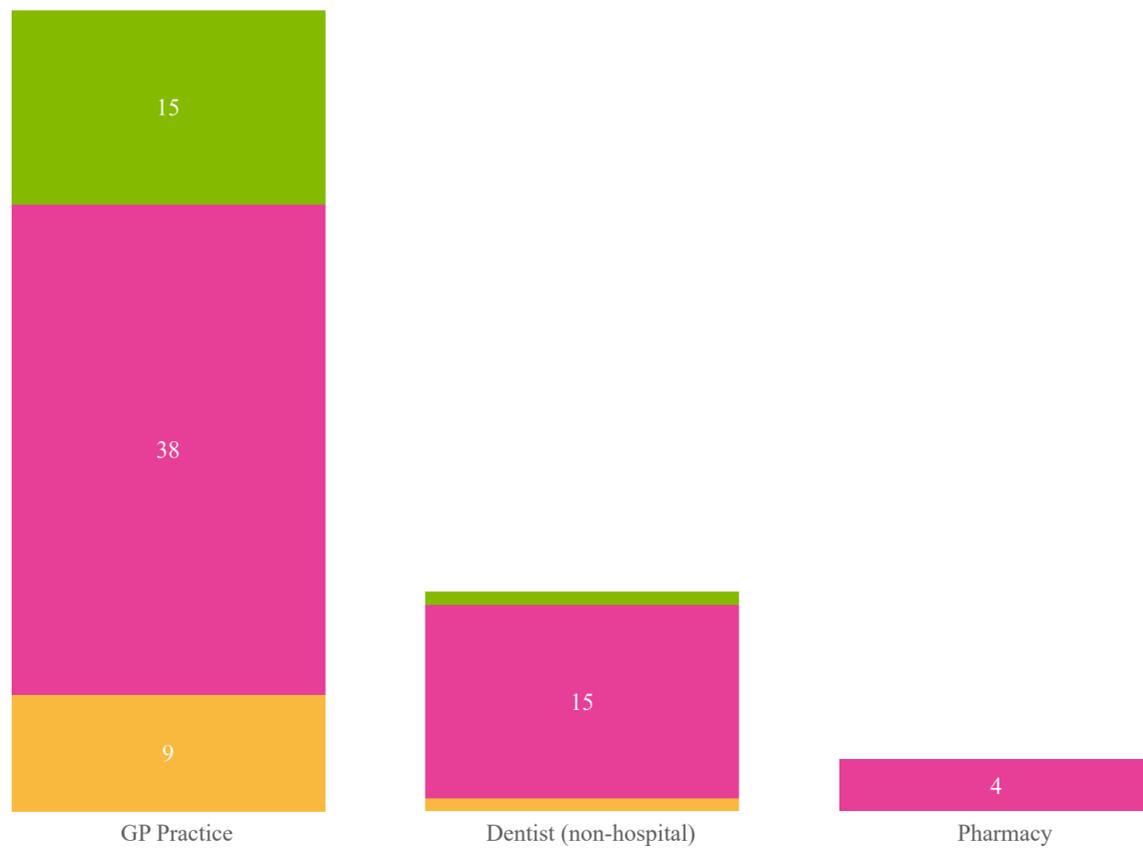
## Sexual Orientation



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



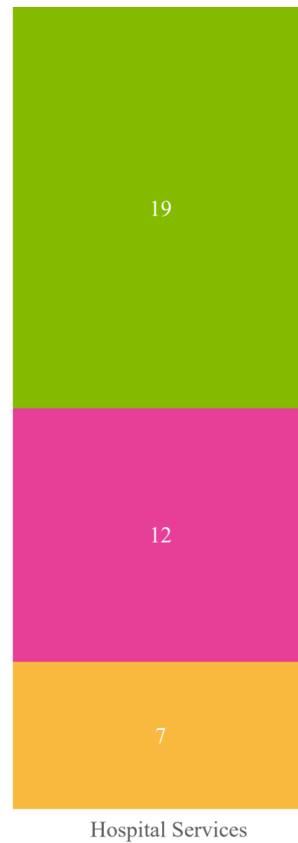
## Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Total
<b>Access to Services</b>	<b>1</b>	<b>70</b>	<b>2</b>	<b>16</b>	<b>89</b>
Access to NHS Dentist		13	1		14
Accessibility and reasonable adjustments	1	8			9
Admission Procedure		3		1	4
Appointment Availability		15		5	20
Booking Appointments		6		3	9
Cancellation (appointment/procedure)		1			1
Cost of treatment		1			1
Provision of services		4			4
Referrals - availability		2		3	5
Referrals - timeliness		1		2	3
Remote appointments and digital services		8	1	2	11
Telephone system		5			5
Waiting times- punctuality and queuing on arrival		1			1
Written information, guidance and publicity		2			2
<b>Continuity of Care, integration of health and social care, health promotion and wellbeing</b>	<b>1</b>	<b>10</b>		<b>3</b>	<b>14</b>
Holistic Support				1	1
Integration of services and communication between professionals		1			1
Lifestyle and Wellbeing - help with		1			1
Medicines Management	1	8		1	10
Support for Carers				1	1
<b>Corporate</b>		<b>1</b>			<b>1</b>
Buildings & Infrastructure		1			1
<b>Experience of Care</b>	<b>2</b>	<b>25</b>		<b>11</b>	<b>38</b>
Communication between staff and patients	2	13		5	20
Diagnosis or Assessment quality of		7		1	8
Staff - Caring, kindness, respect and dignity		4		5	9
Staff - Training & Development		1			1
<b>Quality Assurance</b>		<b>1</b>			<b>1</b>
Safety, Safeguarding, Abuse		1			1
<b>Treatment and Care</b>		<b>10</b>		<b>13</b>	<b>23</b>
Diagnosis or Assessment quality of		2		1	3
Effectiveness of		2			2
Explanation of		1			1
Medical Records		1			1
Quality of		4		12	16
<b>Total</b>	<b>4</b>	<b>117</b>	<b>2</b>	<b>43</b>	<b>166</b>

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
		1		1
Accident & Emergency			1	1
Diagnostic/Screening Service			2	2
Emergency department (including A&E)	3	1	4	8
Gastroenterology		1		1
General outpatients and hospital-based consults			1	1
Hospice Services		2		2
Hospital Inpatient	3	2	1	6
Hospital Outpatient			1	1
Hospital services – not stated			1	1
Inpatient care/General inpatients		1		1
Maternity care		1		1
Neurology, neurosurgery and stroke care		1		1
Obstetrics & Gynaecology		1	1	2
Oncology	1		2	3
Ophthalmology			1	1
Orthopaedics and fracture clinic			1	1
Physiotherapy			1	1
Screening services and testing			1	1
Urology		1	1	2
<b>Total</b>	<b>7</b>	<b>12</b>	<b>19</b>	<b>38</b>

## Themes and Sub-Themes with Sentiment for Secondary Care Feedback

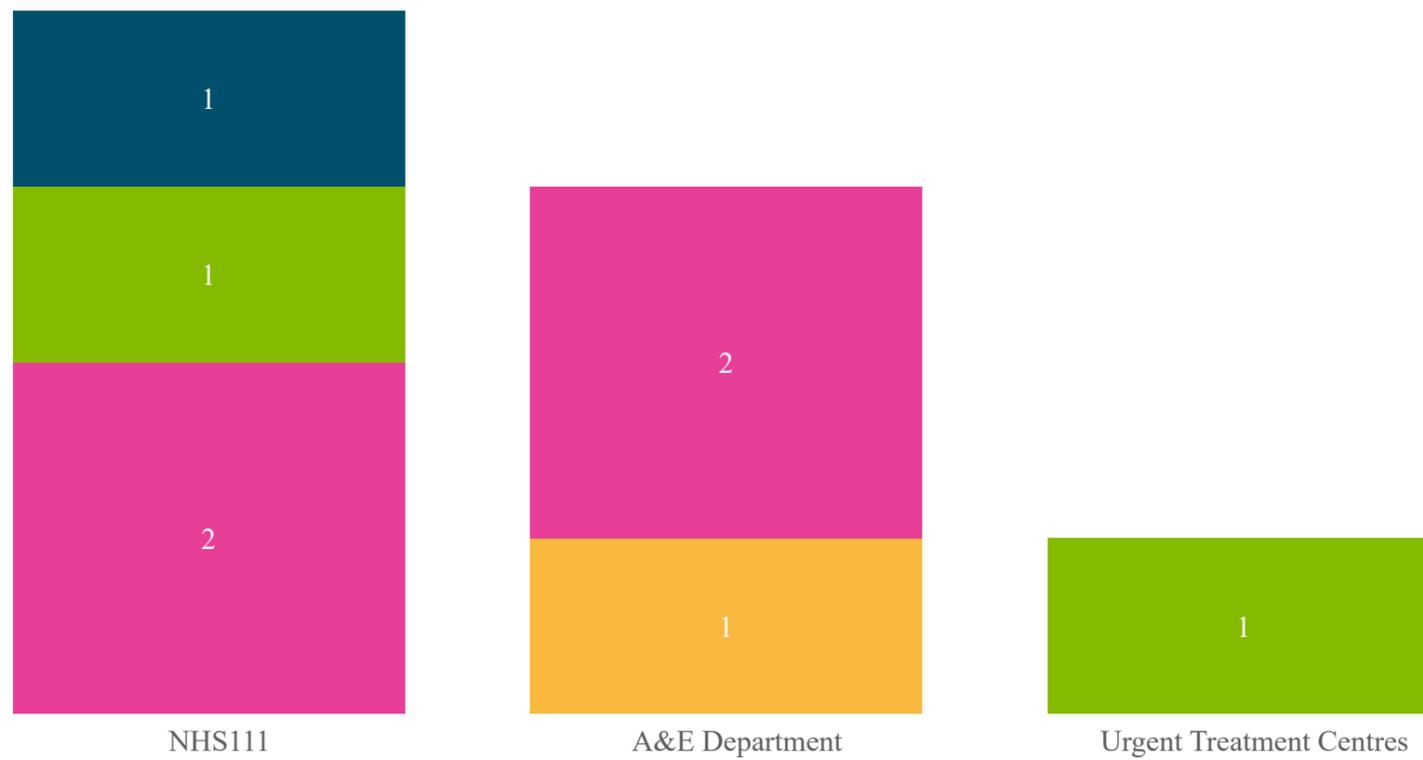
Main Theme	Mixed	Negative	Neutral	Positive	Total
<b>Access to Services</b>		9	1	13	23
Accessibility and reasonable adjustments		1		1	2
Admission Procedure		1		1	2
Appointment Availability		3	1	2	6
Booking Appointments				1	1
Cancellation (appointment/procedure)		1			1
Health Inequality		1			1
Referrals - availability				1	1
Referrals - timeliness				1	1
Waiting times- punctuality and queuing on arrival		1		5	6
Written information, guidance and publicity		1		1	2
<b>Continuity of Care, integration of health and social care, health promotion and wellbeing</b>		5		1	6
Follow on treatment and continuity of care		4			4
Health Promotion		1			1
Medicines Management				1	1
<b>Corporate</b>		1			1
Equipment		1			1
<b>Discharge</b>		1		1	2
Discharge		1		1	2
<b>Experience of Care</b>	1	7		8	16
Communication between staff and patients		4		5	9
Death of a Service User	1				1
Diagnosis or Assessment quality of		2			2
Staff - Caring, kindness, respect and dignity				3	3
Staffing Levels		1			1
<b>Treatment and Care</b>		7		19	26
Effectiveness of		2		2	4
Medical Records		2			2
Quality of		2		17	19
Safety of		1			1
<b>Total</b>	<b>1</b>	<b>30</b>	<b>1</b>	<b>42</b>	<b>74</b>

# 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 ● Mixed ● Negative ● Positive ● Unclear



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

Main Theme	Negative	Positive	Unclear	Total
<input type="checkbox"/> <b>Access to Services</b>	<b>5</b>			<b>5</b>
Admission Procedure	3			3
Waiting times- punctuality and queuing on arrival	2			2
<input type="checkbox"/> <b>Experience of Care</b>		<b>3</b>	<b>1</b>	<b>4</b>
Communication between staff and patients		2	1	3
Staff - Caring, kindness, respect and dignity		1		1
<input type="checkbox"/> <b>Treatment and Care</b>		<b>2</b>		<b>2</b>
Effectiveness of		1		1
Quality of		1		1
<b>Total</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>11</b>

# 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, including care packages and social workers	1	1
Community Mental Health Team (CMHT) and specialist mental health services	1	1
<b>Total</b>	<b>2</b>	<b>2</b>

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

Main Theme	Negative	Total
<b>Access to Services</b>	<b>2</b>	<b>2</b>
Accessibility and reasonable adjustments	1	1
Waiting times- punctuality and queuing on arrival	1	1
<b>Experience of Care</b>	<b>1</b>	<b>1</b>
Communication between staff and patients	1	1
<b>Treatment and Care</b>	<b>1</b>	<b>1</b>
Quality of	1	1
<b>Total</b>	<b>4</b>	<b>4</b>

# 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

**No feedback this quarter**

### Community Care Feedback Sentiment by Service Level

Service Level	Total
<b>Total</b>	

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

Main Theme	Total
▲ <b>Total</b>	

# 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 ● Negative



## Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
Mental health services	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

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

Main Theme	Negative	Total
▲ Access to Services	1	1
Referrals - availability	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

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
	1	1
All Services	2	2
<b>Total</b>	<b>3</b>	<b>3</b>

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

Main Theme	Negative	Total
▲		
<input type="checkbox"/> <b>Access to Services</b>	<b>4</b>	<b>4</b>
Access to NHS Dentist	1	1
Accessibility and reasonable adjustments	1	1
Appointment Availability	1	1
Remote appointments and digital services	1	1
<input type="checkbox"/> <b>Treatment and Care</b>	<b>1</b>	<b>1</b>
Quality of	1	1
<b>Total</b>	<b>5</b>	<b>5</b>

# All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
<b>Access to Services</b>	<b>1</b>	<b>91</b>	<b>3</b>	<b>29</b>		<b>124</b>
Access to NHS Dentist		14	1			15
Accessibility and reasonable adjustments	1	11		1		13
Admission Procedure		7		2		9
Appointment Availability		19	1	7		27
Booking Appointments		6		4		10
Cancellation (appointment/procedure)		2				2
Cost of treatment		1				1
Health Inequality		1				1
Provision of services		4				4
Referrals - availability		3		4		7
Referrals - timeliness		1		3		4
Remote appointments and digital services		9	1	2		12
Telephone system		5				5
Waiting times- punctuality and queuing on arrival		5		5		10
Written information, guidance and publicity		3		1		4
<b>Continuity of Care, integration of health and social care, health promotion and wellbeing</b>	<b>1</b>	<b>15</b>		<b>4</b>		<b>20</b>
Follow on treatment and continuity of care		4				4
Health Promotion		1				1
Holistic Support				1		1
Integration of services and communication between professionals		1				1
Lifestyle and Wellbeing - help with		1				1
Medicines Management	1	8		2		11
Support for Carers				1		1
<b>Corporate</b>		<b>2</b>				<b>2</b>
Buildings & Infrastructure		1				1
Equipment		1				1
<b>Discharge</b>		<b>1</b>		<b>1</b>		<b>2</b>
Discharge		1		1		2
<b>Experience of Care</b>	<b>3</b>	<b>33</b>		<b>22</b>	<b>1</b>	<b>59</b>
Communication between staff and patients	2	18		12	1	33
Death of a Service User	1					1
Diagnosis or Assessment quality of		9		1		10
Staff - Caring, kindness, respect and dignity		4		9		13
Staff - Training & Development		1				1
Staffing Levels		1				1
<b>Quality Assurance</b>		<b>1</b>				<b>1</b>
Safety, Safeguarding, Abuse		1				1
<b>Treatment and Care</b>		<b>19</b>		<b>34</b>		<b>53</b>
Diagnosis or Assessment quality of		2		1		3
Effectiveness of		4		3		7
Explanation of		1				1
Medical Records		3				3
Quality of		8		30		38
Safety of		1				1
<b>Total</b>	<b>5</b>	<b>162</b>	<b>3</b>	<b>90</b>	<b>1</b>	<b>261</b>

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
2749	Access to Services, Telephone system; Access to Services, Appointment Availability	Negative	This individual gave feedback that the only way to get a non-urgent appointment is to call at 8am and then it might be possible to get an appointment in 2 weeks time. As a single parent of a young child, calling at 8am is practically impossible for this individual due to the school run. This is particularly the case when facing a 30-min waiting to get through as the lines are so busy (They were number 37 when tried to call this morning). The surgery have now got a call back service, which saves being on hold, but this morning the call back was at 8.40, which is the worst time for school runs, and they still didn't have any appointments and this individual has to call again the next day. This individual is particularly concerned as their appointment is a follow up to a previous appointment, so even for follow ups you go back through the same system.	Air Balloon Surgery
2796	Access to Services, Telephone system; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they have difficulties with accessing GP appointments. The individual has issues with getting through to the surgery on the phone; there are lots of options to those from on the recorded message, but they feel that sometimes none of them represent why they are calling. Sometimes they have been cut off when they have been waiting to speak with a receptionist. The individual mentioned that they prefer to just go into the surgery to speak about their concerns or to make an appointment as this seems to be much quicker than the phone. The individual said they mostly treat any health concerns at home first before going to the GP as they feel that the GP's don't have time to listen to them or to talk properly about what is concerning them, this makes the individual feel frustrated that the GP's don't care about them or their health.	Air Balloon Surgery
2954	Experience of Care, Diagnosis or Assessment quality of; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	The individual has been experiencing issues with their wellbeing for sometime, aches and pains and depression and anxiety. They feel that their health worries have been dismissed by GPs due to their mental wellbeing and that their aches and pains are not taken seriously. They would like to have scans but have been told to wait for something good to come out of the individual feels that their mental wellbeing is impacted due to the length of time it has taken to get the GP to listen to their health worries.	Air Balloon Surgery, Kenn Road, St George, Bristol
3053	Access to Services, Access to NHS Dentist	Negative	Poor accessibility to NHS dentist	ALL NHS DENTAL
2794	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had had issues with accessing dental care for themselves and for their children. They have been deregistered by their dentist. Their child had to attend an emergency dental appointment in 2024 which they accessed through 111, they had been hit by a ball in the face and broke a tooth. Their child received treatment (tooth capped) and the individual felt that their child had received a good service at the time at the dental hospital, they have since had difficulty finding an NHS dentist to register with. The individual feels frustrated that they are not able to access a dentist and they are being pushed to pay private fees to be able to access dental care. The individual feels that the government needs to do more to improve access to dental care and prevention of dental issues, rather than only being able to access a dental service when you are already having a dental issue.	ALL NHS DENTAL
3028	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that last year their NHS dentist turned private forcing her to pay private fees as she does not drive and has struggled to find an NHS dentist in the surrounding area as she has been told that they are all full. She cannot afford to pay private fees and has not been to the dentist since early last year. She has had a filling fall out which she knows this needs replacing, however she just cannot afford it.	ALL NHS DENTAL
2827	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their daughter has been looking unsuccessfully for an NHS dentist for 2 years.	ALL NHS DENTAL
2880	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to register with an NHS dentist	ALL NHS DENTAL
2779	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been trying for 2 years to find an NHS dentist, but even those that say are their website that they are accepting NHS patients then say that they aren't, when this individual contacts them. They have contacted all the dentists in Bristol and Gloucestershire and have found nothing.	ALL NHS DENTAL
2835	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have really bad teeth pain and their gums are receding. This is really affecting their quality of life and well-being. They have called so many dentists in Bristol and they have no NHS appointments. This individual can't afford private health care. They were told by their psychologist to contact their GP but they said they can't help. This individual believes the treatment they need would be so expensive private and they can't afford that. They also said that they can't afford to be in this amount of pain either. They feel stuck.	ALL NHS DENTAL
2795	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they moved to Bristol 6 weeks ago from Sheffield. They have an ongoing chronic condition that requires regular dental monitoring and checks. Since moving to Bristol, they have been unable to find an NHS dentist to register with. They have looked outside of the Bristol area, but have had no luck finding a dentist, so they have to travel back to Sheffield to access care. The individual has to pay for treatment as they are not entitled to free dental care, so not being able to find an NHS dentist in Bristol has made their dental treatment over the costly. The individual feels concerned about their future dental health and feels let down by the NHS dental services.	ALL NHS DENTAL
2990	Access to Services, Access to NHS Dentist	Negative	This individual has been struggling with his dental health for the past three years. He has been trying to join a NHS dentist for the past three years and has had no luck. When trying to get a dentist appointment he has been told that the closest possible NHS dental service would be in Weston super Mare, or alternatively he was told that there is a three week wait to be put on the official waiting list. He feels angry and upset that he has been told to go somewhere that he does not have access to due to his job which means he has to travel. This person is in a lot of pain as he only has three teeth left and has an abscess that is causing him a lot of pain.	ALL NHS DENTAL
2857	Access to Services, Access to NHS Dentist; Access to Services, Cost of treatment	Negative	This individual has had issues with accessing dental care. Their dental practice closed down and they have had issues being able to register with another NHS dentist. The individual ended up having to go to a private practice to access treatment. The individual feels they have been impacted by the financial aspects of having to do that and found it frustrating trying to find a dentist.	ALL NHS DENTAL
2859	Access to Services, Access to NHS Dentist	Negative	This individual is trying to access NHS dental care and is particularly advised to see an orthodontist. She is pregnant and has an exemption form and is aware that dental care is a necessary important issue in pregnancy. She cannot find any NHS dentist locally and is despairing of ever being able to register, she cannot afford private treatment	ALL NHS DENTAL
2792	Access to Services, Provision of services	Negative	This individual gave feedback that they have ongoing health issues and have experienced difficulties with getting medication. The pharmacy that was in their area has been closed and they have to go quite a way to get their medication. They have to walk as there is no direct bus service and have often experienced times when they have gone to collect their medication and it is not available which means having to make another trip. At times when they are unwell it makes it very difficult for them to access the medication they need. This individual has spoken to their local MP at local community events about the lack of a local pharmacy and feels nothing has changed. These issues made the individual feel that their voice was being unheard. The experience has left the individual very frustrated with services and feeling like giving up on things improving.	ALL PHARMACY SERVICES
3049	Experience of care, Appointment with patients; treatment explanation; verbal advice; Access to Services, Provision of services	Negative	This individual gave feedback that after an ongoing issue where another practice refusing to register both themselves and their children, they have been trying to arrange for a home visit for their 14 year old child with this practice. The GP practice is able to use the practice address as a point of contact. The practice have refused to do this, effectively locking them out of the healthcare system indefinitely on the basis of how they live. They have found this issue is all the more frustrating as both they and their wife work for the NHS.	Almondsbury Surgery, Sundays Hill, Almondsbury, Bristol
2897	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they found it difficult to access care.	Armada Practice
2728	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that she attended the surgery because her right hand was in pain and she could not bend her finger. The GP advised that she keep it moving and see how it felt in a few weeks. As it was no better she called them but was told it might be arthritis and to keep it moving. The pain worsened so a couple of months later she returned to the GP who sent her to a general hand X-ray. At the clinic she asked them to look particularly at that finger from all angles but was told they could only do as GP had requested. She was told nothing showed up. Six months later she contacted the GP again before she left the UK for work because she felt her finger was very painful and made travel difficult as she could not write or carry bags etc. She was told again to just keep an eye on it. Once abroad she visited A&E and was X-rayed and saw a doctor who confirmed the finger was broken and said it looked like it had been so for a while. She now needs rehabilitation and physio so has contacted the GP again for this but so far her numerous calls have been ignored.	Bedminster Family Practice
2746	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they have multiple complex conditions and after registering with this practice, they recently have been trying to arrange for a home visit but have been having difficulty doing so because they don't have access to a phone. This individual feels that they are being discriminated against because they are unable to call the practice, who seem to not be willing to make reasonable adjustments to overcome this. This individual is in severe pain, and this situation is adding to their mental distress.	Beechwood Medical Practice
2910	Experience of Care, Communication between staff and patients; Access to Services, Timeliness; Treatment and Care, Quality of	Negative	The individual has several health conditions that they have been ongoing for nearly 10 years and they feel that although they have many health issues and attend the surgery regularly, that the GP does not listen to their concerns regarding their health worries and it can often feel like their concerns are being dismissed. The individual feels that due to this their health issues can escalate and then they have to be admitted to hospital and then have to pay private fees. The individual has to keep following up with the GP to get referrals made that the BRI have suggested, and they feel they are going round in circles between the GP and BRI and not getting any clear answers about what is supposed to be happening. The individual feels that they can call their surgery and get appointments, but are often sent links to do things online that they then can't manage. The individual feels that this had impacted on their general wellbeing as well as their pharmacy. No collecting what is going on causes them a lot of anxiety.	Birchwood Medical Practice
2992	Continuity of Care, integration of health and social care, health promotion and wellbeing, Integration of services and communication between professionals; Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management; Access to Services, Waiting times - punctuality and queuing on arrival	Negative	This individual has a pacemaker and needs daily tablets for this. When going to the pharmacy to collect the prescription he was told that they didn't have his prescription. After contacting his GP to doublecheck for the prescription, the pharmacy found it on the desk. This took several hours of waiting around. This made him feel worried and scared as he relies on his medication and he is now worried that this may happen again.	Boots, 59 Broadmead, Bristol
2982	Experience of care, Communication with patients; treatment explanation; verbal advice; Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management	Negative	The individual was on a daily pickup prescription for a diazepam reduction. They said that the pharmacist misread the prescription and insisted that it was supervised consumption. The individual explained that it was not supervised consumption, the pharmacist continued to insist that it was, and that the person would have to take the daily supply in front of them or not have it at all. The individual then had to consume their daily supply in front of the pharmacist who was withdrawn. This all took place in a public queue. This made the person feel embarrassed due to being in public view. This made them distrust the pharmacy. The individual was also very worried and scared due to not wanting to go into withdrawal.	Boots, Broadmead, Bristol
2739	Access to Services, Provision of services	Negative	This individual gave feedback that they care for a family member who is bed-bound and they waited for over a year before a doctor was sent to the family's home.	Bridge View Medical
2919	Access to Services, Referrals - availability; Access to Services, Diagnosis or Assessment quality of; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that they have twice been referred to the social prescribing team, the last time at the end of 2023 on the basis of their living arrangements for a home visit for their 14 year old child with this practice. They said that they have had with the team has been 3 phone calls. This individual also gave feedback that they have had chronic symptoms for the last 17 months which have affected their quality of life, have left them housebound and has affected their self esteem. They say that the practice has refused to give this individual the results of test in writing, and has not done anything to reassure them about their condition. A specialist has written to the practice requesting more tests be carried out, but as yet this has not been actioned. This individual feels that the practice has not treated them with dignity or respect.	Bridge View Medical
2973	Experience of care, Appointment with patients; treatment explanation; verbal advice	Negative	This individual had a really bad bout of Sciatica last year. The pain meant that she could not walk properly. Due to this she was 5 minutes late to her appointment. The individual said that the receptionist was really unhelpful and said that she had to repeat the process of getting an appointment again. At the time the patient didn't know anyone in Bristol who could drive her and didn't have any family around to help.	Bridge View Medical
2813	Access to Services, Booking Appointments; Access to Services, Referrals - availability	Positive	The individual was happy with the surgery. It hadn't been difficult to book an appointment with a GP. They had been referred to a gym and for physiotherapy by their GP in order to try and lose weight before they were due to have surgery.	Broadmead Medical Centre
2752	Access to Services, Remote appointments and digital services; Corporate, Buildings & Infrastructure	Mixed	This individual gave feedback that their phone appointment with the GP was positive. They felt listened to and all their concerns were attended to thoroughly. Their only concern is that the reception area in the health centre feels a bit unwelcoming and not very person-centred.	Charlotte Keel Medical Practice
2995	Access to Services, Appointment Availability; Access to Services, Booking appointments; Treatment and Care, Quality of	Positive	The individual feels that they have received a good service from their GP practice, they are able to get appointments and the GP listens and responds. The individual is happy with the service.	Charlotte Keel Medical Practice, Seymour Road, Easton, Bristol
2993	Access to Services, Appointment Availability; Experience of care, Communication with patients; treatment explanation; verbal advice; Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Remote appointments and digital services	Mixed	The individual is happy with the service from the GP practice. They are able to get appointments and the GP listens and responds. They have had some frustration trying to access the NHS app.	Charlotte Keel Medical Practice, Seymour Road, Easton, Bristol
2948	Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management; Experience of care, Communication with patients; treatment explanation; verbal advice; Experience of Care, Diagnosis or Assessment quality of	Mixed	This individual gave feedback that 2 of the her children have diabetes and she is able to stay on top of this - the individual said that this works well and on the couple of occasions when there has been an issue they have been able to call the GP and get it sorted quite quickly. The individual also gave feedback about their own issues with their healthcare; long term pain that the individual feels the GP is not investigating. The GP keeps giving them stronger painkillers rather than looking for the cause of the pain. The individual feels that the GP is not taking an interest in their health concerns and are being dismissed. The individual feels that this has impacted on their wellbeing and has made them anxious about their health.	Charlotte Keel Medical Practice, Seymour Road, Easton, Bristol
2925	Access to Services, Booking Appointments	Negative	This individual gave feedback that they are finding it impossible to get an appointment with this practice, they have been trying for the last month. So far they received one text message telling them to go to a pharmacist and on 2 other occasions they have been forced to give their symptoms to the receptionist but have than not received either a call from the GP or an appointment date.	Charlotte Keel Medical Practice, Seymour Road, Easton, Bristol
3009	Access to Services, Appointment Availability; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they think a 3 week wait for a phone consultation is much to long to wait.	Charlotte Keel Medical Practice, Seymour Road, Easton, Bristol
2791	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they were deregistered by their NHS dentist after not attending for 6 months. They had toothache and rang 111 and were given an emergency dental appointment at the Health Centre, where they had to have their tooth removed. The individual felt that they were told they could have a filling but that the best course of action was to remove the tooth, but they felt that they were not given a real choice about whether they would have preferred to have the filling or have the tooth removed. They have since had difficulty finding an NHS dentist to register with and feel self-conscious about the gap where the tooth had been that they have had to have removed.	Charlotte Keele Health Centre
2912	Access to Services, Referrals - timeliness	Positive	This individual gave feedback that they have had a recent diagnosis of Diabetes. They were fast tracked by the GP and they are finding it a bit confusing. They are having to take lots of medications for different health issues and feel they are getting in a muddle knowing what they are taking and when and this has resulted in them not ordering their correct medications in a timely way so they have run out of medication, or if they have ordered something too early it just is not issued and they don't know this until they go to collect it. The individual mentioned that they struggle to do things online as no one has shown them what they need to be doing. The individual stated that they feel a nuisance for having to keep asking for information so that they can clearly understand what is going on. The individual is worried about the outcome of recent and ongoing tests. They have been given lots of leaflets that make things more confusing. They said that they would have liked to receive some links to information they could watch in other languages about the procedures that they are to have so they could be better prepared about what was going to happen.	East Trees Health Centre
2912	Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management; Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that they have had a recent diagnosis of Diabetes. They were fast tracked by the GP and they are finding it all a bit confusing. They are having to take lots of medications for different health issues and feel they are getting in a muddle knowing what they are taking and when and this has resulted in them not ordering their correct medications in a timely way so they have run out of medication, or if they have ordered something too early it just is not issued and they don't know this until they go to collect it. The individual mentioned that they struggle to do things online as no one has shown them what they need to be doing. The individual stated that they feel a nuisance for having to keep asking for information so that they can clearly understand what is going on. The individual is worried about the outcome of recent and ongoing tests. They have been given lots of leaflets that make things more confusing. They said that they would have liked to receive some links to information they could watch in other languages about the procedures that they are to have so they could be better prepared about what was going to happen.	East Trees Health Centre
2855	Treatment and Care, Medical Records	Negative	This individual gave feedback that they find that neither the Patient Access app or the NHS app allow them their complete medical records, they are very short-term and incomplete. The individual says that they have had to check and update them themselves.	Falldon Way Medical Centre
2840	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they have issues communicating with the practice. The practice uses a combination of SMS and email, but individuals are not able to reply to either.	Falldon Way Medical Centre
2757	Access to Services, Appointment Availability; Treatment and Care, Quality of	Mixed	The individual said that it was very difficult to book an appointment at the surgery for their husband. They said it took 1-2 months to get an appointment. Once they saw a doctor, they were happy with the service. However previously when the individual had flu the surgery told them not to attend an appointment until their flu was more serious. The individual said that they then ended up in A&E and spent one night in hospital.	Fireclay Health
2871	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that last year they started their weight loss journey and they say that their GP has been very supportive and helpful and this helped them apply to an exercise referral scheme. This individual has said they felt very supported and that this made them feel more confident within themselves. They are healthier and much more active since joining the gym.	Fireclay Health
2793	Experience of Care, Communication between staff and patients; Treatment and Care, Diagnosis or Assessment quality of	Positive	This individual gave feedback that she has had a very good experience with the surgery. Last year she experienced a bad spell of weight loss and during this time she felt that her GP went above and beyond to help find the cause of her illness. This made the patient feel very safe and looked after; she also said how grateful she was of the service provided. Her illness was treated and sorted out within a few months of seeing the GP.	Fireclay Health
3022	Access to Services, Appointment Availability; Access to Services, Telephone system	Negative	This individual gave feedback that they find it impossible to get to see their GP or to have an emergency callback.	Fireclay Health Centre
2998	Access to Services, Appointment Availability; Access to Services, Booking appointments; Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management; Treatment and Care, Quality of	Positive	The individual attends and gets prescriptions from the surgery and was happy with the service there. He said it was relatively easy to book an appointment, and he could usually get an appointment within a week. He was happy with the GP he had seen who had treated him for back pain via medication and physiotherapy at the surgery. "I'm feeling much better after having medication and physiotherapy". It was a good experience.	Gloucester Road Medical Centre, 1a Church Road, Horfield, Bristol
2988	Experience of Care, Diagnosis or Assessment quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management	Negative	This individual gave feedback that they chose to stop taking their steroids and suffered terrible withdrawal symptoms including burnt skin which oozed and flaked excessively, swollen lymph nodes, swollen eyes, hair loss, nerve pain, thrombocytopenia, photo-aggravation - all of which made daily tasks impossible and disrupted their sleep. Each day was a struggle to manage basic physical needs. Their pain, exhaustion and inability to use their hands forced them to stop away from work for over a year, causing a substantial financial strain on their family. Additionally, family members took on a larger burden of caregiving and household responsibilities, particularly caring for individuals young children. The individual could not touch their car, so could not work, could not cook, could not garden, change nappies or do bath time with their children. This individual believes that, had the surgery been more aware of the signs of Topical Steroid Withdrawal (TSW) and the risks associated with long-term steroid use, an earlier recognition of their condition could have been possible. By missing these signs, they prolonged this individuals suffering and missed the chance to intervene with a more supportive and informed approach, leaving them to struggle through the most severe stages of withdrawal without any guidance or relief.	Gloucester Road Medical Centre, 1a Church Road, Horfield, Bristol
2828	Access to Services, Booking Appointments	Negative	This individual gave feedback that they were unable to get an appointment	Grange Road Surgery
2854	Treatment and Care, Quality of; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the service is fantastic. The staff are helpful. They get prompt treatment and are prioritised.	Hanham Health
2735	Access to Services, Accessibility and reasonable adjustments; Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that they received a letter from the practice manager at the surgery. The individual felt that they had been put in a category of being a nuisance patient and the practice thought that they were making too many calls to the surgery and taking up too many appointments. They said that the GP suggested that the individual could have a weekly call from the GP to discuss their multiple health issues. This call was booked on a day of the week that this individual cannot attend, so couldn't take the call, because they have other issues that need to be covered by the GP. The individual was cross about this. This issue made the individual feel that their voice was being unheard and that they were being shut down. They were concerned that everything related to booking a GP appointment now has to be conducted online which the individual wasn't able to do. This had made the individual feel stressed about accessing the GP.	Hartwood Healthcare
2999	Access to Services, Referrals - availability	Positive	The individual attended the surgery with their child, who was ill, for a check-up. The GP referred the child to hospital where they received treatment.	Lawrence Hill Health Centre, Hassell Drive, Easton, Bristol
2950	Access to Services, Accessibility and reasonable adjustments; Experience of Care, Diagnosis or Assessment quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Lifestyle and Wellbeing - help with; Access to Services, Written information, guidance and publicity	Negative	The individual has had fibromyalgia for some time, it took a while to get this diagnosis as they had varying symptoms that they were going to the GP about. They have also recently had a diagnosis of Diabetes and are struggling to manage this whilst the information that they have been given about changing their diet and why they need pre-existing health care. The individual feels that the information they have been given doesn't help them manage their or any other GP. They feel that it is an issue that their language is not English and they struggle with leaflets, they would like to talk with someone about how they can manage their diet.	Lawrence Hill Health Centre, Hassell Drive, Easton, Bristol
2850	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that their dental treatment went well, but it would have been better had they had a BSL interpreter with them.	Lodge Causeway Dental Centre
2850	Treatment and Care, Quality of	Positive	This individual gave feedback that their dental treatment went well, but it would have been better had they had a BSL interpreter with them.	Lodge Causeway Dental Centre
2940	Access to Services, Accessibility and reasonable adjustments; Access to Services, Appointment Availability; Access to Services, Booking appointments; Treatment and Care, Quality of	Mixed	Poor accessibility to making GP appointments, but experience of care at the surgery good.	Lodgeside Surgery
2797	Access to Services, Accessibility and reasonable adjustments; Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they have chronic health conditions and are on long-term sickness from GP. As they are restricted by the GP to 1 topic per appointment and the individual feels that the 10 minute appointment is not enough time to discuss their health concerns and that they have to make several appointments to be able to talk about other conditions or symptoms. The individual has been told by the GP that they have to choose the priority they want to talk about and another appointment if they have other issues that need to be covered by the GP. The individual feels that if they have chronic conditions or multiple conditions there should be extended appointment times. The individual feels frustrated and anxious about going to the GP and worried about their mental health, and they feel that they do not express themselves well in appointments due to their ADHD and language barriers.	Montpelier Health Centre
2994	Access to Services, Appointment Availability; Access to Services, Booking appointments; Remote appointments and digital services	Negative	The individual has had issues with getting an appointment, they are confused by the online system and fail to call the surgery, but often by the time they get through the call waiting system, appointments are not available for that day and they are asked to call back to get an appointment. They had to call in 4 mornings in a row a month ago to get an appointment. They are confused by the online system so don't use it and feel they are left waiting for days to get an appointment. The individual feels that their health and wellbeing has not been the best for some time and that not being able to access appointments means that they could be better prepared about what was going to happen.	Montpelier Health Centre, Bath Buildings, Bristol
2955	Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that the only contact they've had with their GP surgery regarding their health (excepting vaccinations) is a text message requesting blood pressure readings. Having submitted them they've had no response. They've never been called for blood tests or any other kind of check to ensure that they are healthy.	Nightingale Valley Practice
2826	Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Staff - Training & Development	Negative	This individual gave feedback that they feel that the reception staff could have more customer service training. They feel that the staff are not welcoming, and especially when patients are not feeling well, some empathy and compassion would be welcomed.	Nightingale Valley Practice
3047	Experience of care, Communication with patients; treatment explanation; verbal advice; Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Diagnosis or Assessment quality of	Mixed	This individual gave feedback that they have a good GP service although some of the GPs are better than others. Their last appointment was by phone and they were discussing this individuals HRT. This individual is in their 60s, however still very well on HRT. The GP did not really have a great understanding of the matter and was trying to get them to stop taking it. This individual was quite upset and had experienced a better service from another GP. They feel that it is an issue that there would have been better being dealt with in-person. They feel the service, although well meaning, is rushed and that they don't get the attention needed, especially for such an important issue.	Pembroke Road Surgery, 111 Pembroke Road, Clifton, Bristol
3027	Access to Services, Appointment Availability; Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Negative	This individual gave feedback that they had problems with the surgery, including long waiting times, finding it hard to get an appointment - sometimes taking up to 3 weeks to see a GP, and also experiencing rude reception staff. This experience has made them feel angry and upset, the individual said that when seeing a doctor after waiting weeks for an appointment they were then told that they can only choose one issue to talk about rather than all issues that are going on. They find this very frustrating. The individual says that that she no longer attends the GP surgery unless it's her last option as she would rather stay at home and self medicate and wait for the illness to pass.	Pioneer Medical Group Ridgeway
2965	Access to Services, Appointment Availability; Experience of care, Communication with patients; treatment explanation; verbal advice; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they rarely if ever get a GP appointment and much of the practitioners workload now seems to be handled over the telephone rather than face to face. They say that they received absolutely no support from them when this individual's father was being treated for leukaemia and the surgery's interaction with him was limited to some texts, but only after he had been hospitalised for the second time. Apart from that their father has only have checked ins with the pharmacy team during medication reviews.	Priory Surgery
2820	Access to Services, Referrals - availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that their son is still waiting for an ADHD assessment approx. 5 years after being referred. A recent phone call to triage for severe anxiety was insensitive and challenging for him.	Sea Mills Surgery
2926	Access to Services, Appointment Availability	Negative	The individual felt that the waiting time to see a GP is too long; 2.5 weeks. They say that they don't always need a face-to-face appointment, and were told by the surgery receptionist to go to the I.C.O. online system to book an appointment. The person said that they were a full-time carer for their daughter who has declining mental health issues.	Shirehampton Health Centre, Shirehampton Health Centre, Pembroke Road, Shirehampton, Bristol
2933	Access to Services, Access to NHS Dentist; Treatment and Care, Quality of	Mixed	The individual said that the accessibility to dental service is neither good or bad. The experience of dental care is good.	Smile Kingswood Bristol
2970	Experience of Care, Diagnosis or Assessment quality of; Treatment and Care, Quality of	Positive	This individual said that she has had a very good experience with the surgery. Last year she experienced a bad spell of weight loss and during this time her GP went above and beyond to help find the cause of her illness. This made the individual feel very safe and looked after, she also said how grateful she was for the service provided.	St George Health Centre, Belvedere Road, St George, Bristol
2951	Access to Services, Appointment Availability; Experience of Care, Communication with patients; treatment explanation; verbal advice; Access to Services, Referrals - availability	Positive	The individual feels that their GP has been really good. They have been able to access appointments when they have needed them and the GP has been prompt with referrals happening quite quickly, they feel they have been given enough information about referrals and procedures and what they've had to receive.	Stockwood Medical Centre, Holloway Road, Stockwood, Bristol
2952	Treatment and Care, Staff - Caring, kindness, respect and dignity	Positive	The individual feels that their GP was very supportive and that they have received good care. They found that they first had their stroke they were lots of appointments to attend to get their mobility back which they initially did quite a lot of but were easily managed.	Stockwood Medical Centre, Holloway Road, Stockwood, Bristol
2953	Access to Services, Appointment Availability; Continuity of Care, integration of health and social care, health promotion and wellbeing, Holistic Support; Treatment and Care, Quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Support for Carers	Positive	The individual is a carer to his wife who has dementia and he feels that he and his wife have had good experiences with their GP. He is able to get them both appointments when they need them and the surgery have been supportive around his wife's care. He has received information from the surgery that was helpful about groups which he and his wife can attend, which helps him to feel better supported as a carer.	Stockwood Medical Centre, Holloway Road, Stockwood, Bristol
2923	Experience of care, Communication with patients; treatment explanation; verbal advice; Access to Services, Provision of services	Negative	This individual gave feedback about ongoing issue where the practice are refusing to register both themselves and their wife on the basis of their living arrangements. They have lived for the last 5 yrs on a plot of land in mobile dwellings and cannot use this as an address for correspondence of any kind. Instead, they use a family members address in another area for all mail correspondence. The surgery is insisting that they must have an address in order to register. This is in direct conflict with NHS policy that clearly states either a fixed address or even proof of identity are mandatory conditions of being able to access primary health care services. They have been advised that in instances where a person's living situation means they cannot give an address, the GP must use their best endeavours to find an address for them. The practice manager eventually called to inform this individual that the partners had discussed the situation and 'didn't like the idea' of using the practice address to facilitate their registration. Following this the couple then tried to register with another practice.	Strombside Surgery - Thornbury Health Centre, Thornbury Health Centre, Eastland Road, Thornbury, Bristol
2975	Experience of Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they are struggling to get help with various health issues and they find that these issues are dismissed by GPs who conclude, without examining them, that their symptoms do not need treatment.	University of Bristol Student Health
3033	Experience of care, Communication with patients; treatment explanation; verbal advice; Experience of Care, Diagnosis or Assessment quality of	Negative	The individual felt that people shouldn't receive medical test results by text and should receive them by phone from the surgery, as this had been anxiety provoking for them. They felt that the text should just say "Contact your GP about your test results". They said "receiving test results by text or a context is very anxiety making. This now makes me nervous about going for medical tests because of how the results are shared. Receiving this by text during my working day makes me worry".	Wells Road Surgery, 233 Wells Road, Knowle, Bristol
2947	Access to Services, Appointment Availability; Access to Services, Remote appointments and digital services; Access to Services, Telephone system	Negative	The individual has had issues with accessing appointments for herself and children. Available appointments are often gone by the time they get through the waiting system at 8am and they are told to call back the next day for available appointments that day. The individual said that they did not like or understand the online booking system and prefers to call in instead. The individual feels frustrated with not being able to get an appointment for 3 days and having to phone in everyday to try to get an appointment. They had to call in 4 mornings in a row a month ago to get an appointment for her son who was unwell. They feel that the GPs do not care about their health and the stress of trying to access appointments. On occasion, they have not been able to get appointments and their children have been unwell and they have taken them the A&E instead.	Wellspring Surgery
2969	Experience of care, Communication with patients; treatment explanation; verbal advice	Positive	The individual has only had positive experiences of the surgery, from the reception team to their appointments with GPs and nurses and has come away feeling listened to. The patient had a smear test and said the nurse talked her through the process and made her feel calm. The individual also mentioned another example of when she has had chest pains and the nurse was very thorough and organised blood tests and follow ups. The doctor explained the blood test results and made her feel at ease. This has made her feel more positive to return to the surgery for future appointments.	Wellspring Surgery
2980	Access to Services, Booking appointments; Access to Services, Remote appointments and digital services; Access to Services, Telephone system	Negative	The individual wanted to express their frustrations with not being able to get appointments at the surgery. When they call to get an appointment either for themselves or their children it takes ages to get through and appointments are gone and they are told to call back the next day. The individual felt frustrated with this system, they are confused by the online system so doesn't use it and they prefer to be able to speak with someone.	Wellspring Surgery
2745	Access to Services, Admission Procedure; Treatment and Care, Quality of	Mixed	This individual gave feedback that it's hard to get an appointment at the surgery but that they generally feel they receive the care that they need. They received their Covid and flu vaccines very quickly.	Wellspring Surgery
2846	Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management	Negative	This individual gave feedback that although they are severely allergic to penicillin, the GP prescribed them with penicillin. Thankfully this individual realised this and was able to correct it.	Westbury on Trym Primary Care Centre

# 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
2962	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	Mixed	The individual came into A&E with their daughter who was experienced throat pain and sickness. They were happy with the care their child received however they were unhappy about the time required to wait for a ultrasound scan (up to a week following their A&E visit) and during this time they were worried about their child's health.	Bristol Childrens Hospital
3060	Treatment and Care, Quality of; Access to Services, Waiting times- punctuality and queuing on arrival	Mixed	The individual went to see the GP with their child, who was ill and who was then referred to hospital. They had to wait 1.5 hours to be seen and their child was given an X ray and antibiotics. They weren't happy about how long they had to wait for their child to be seen but they were happy that the treatment worked and their child got better.	Bristol Childrens Hospital
2767	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that their 3 year old daughter was admitted for 3 nights for monitoring. This individual feels that all she really needed was a scan would have been better managed as an outpatient.	Bristol Childrens Hospital
2958	Treatment and Care, Quality of; Access to Services, Waiting times- punctuality and queuing on arrival	Positive	The individual had come to the hospital early that morning to have their eyes checked at the emergency department. They didn't have to wait long, they said that the care there has always been "5 star". They felt that the doctors and the nursing team are brilliant.	Bristol Eye Hospital
2759	Treatment and Care, Quality of	Positive	The individual said that it was an excellent service. They felt that they'd been thoroughly examined and the whole process had taken 4 hours which they were fine with. They have to go regularly every 3-4 months to manage their eye condition. The individual felt looked after and respected.	Bristol Eye Hospital
2888	Access to Services, Admission Procedure; Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they had a blurry eye and were referred to the emergency department. This individual was very impressed with the whole experience. They were triaged straightaway. They then had approx. 6 tests and scans and then went on to see a consultant, who put them at ease. This individual said that he thought he was going to be there all day waiting, however he was in and out within the morning. He was very happy with the experience.	Bristol Eye Hospital
2961	Experience of care, Communication with patients; treatment explanation; verbal advice; Access to Services, Waiting times- punctuality and queuing on arrival	Positive	The individual came into the X ray department and didn't have to wait long to have an Xray. The staff were helpful and explained things to them which made them feel good.	Bristol Royal Infirmary,BRI Bristol
2963	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Positive	The individual felt that the physiotherapy that they'd received for back pain was very good and they were given physio exercises to do. They found that the staff were helpful and explained things to them clearly.	Bristol Royal Infirmary,BRI Bristol
2960	Treatment and Care, Quality of; Access to Services, Waiting times- punctuality and queuing on arrival	Positive	The individual felt that the service had been good and they didn't have to wait too long, just under 3 hours. They had become unwell with chest pain and had had X rays and a blood test.	Bristol Royal Infirmary,BRI Bristol
2798	Treatment and Care, Effectiveness of	Positive	The individual has been to the hospital on several times in the last couple of weeks to have various tests and scans. They feel that they have had a smooth and efficient service and that things have gone as well as could be expected. This has made them feel reassured and less stressed due to the efficiency with which their health needs have been dealt with.	Bristol Royal Infirmary,BRI Bristol
3055	Access to Services, Accessibility and reasonable adjustments; Access to Services, Appointment Availability; Access to Services, Booking appointments; Access to Services, Waiting times- punctuality and queuing on arrival	Positive	The individual said that they experienced good service at the hospital without a long wait. They found rebooking appointments easy too.	Bristol Royal Infirmary,BRI Bristol
2943	Access to Services, Appointment Availability; Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management; Treatment and Care, Quality of; Access to Services, Waiting times- punctuality and queuing on arrival	Positive	The individual said that they received a good service for a suspected minor fracture. They didn't have to wait too long to be seen at any point in the process.	Bristol Royal Infirmary,BRI Bristol
2879	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that the doctors and nurses were brilliant and went above and beyond to care for them following an operation after being diagnosed with lung cancer. They made sure that this person was ok to leave, as they live by themselves.	Bristol Royal Infirmary,BRI Bristol
2740	Experience of Care, Death of a Service User	Mixed	This individual gave feedback that their father passed away recently at the hospital and they had a long wait for a room, but he was well cared for during this time. When the family couldn't be with him, staff kept the family informed. The individual said that they received information from the bereavement team which seemed incorrect or not updated about what to do after a death (like processes and reporting to the authorities).	Bristol Royal Infirmary,BRI Bristol
2967	Access to Services, Appointment Availability; Experience of Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that their GP referred them urgently to Gynaecology in early Dec 2024 and despite multiple correspondences and their GP highlighting the urgency of this referral, including scan results, as yet they have heard nothing. This follows the discovery that this individual was severely anaemic and required 2 iron transfusions. Their iron stores continue to drop since the infusions, despite taking daily iron tablets. Gynaecology has been identified as the root cause of this, hence the need for the urgent appointment. Their low iron levels meant that this individual had to stop taking their medication for rheumatoid arthritis. Due to this they have needed two steroid jabs since Sept 2024 to keep on top of arthritis flares. If the wider problem was being addressed they believe that this probably wouldn't occur. Not taking the right arthritis medication now will likely have an impact on their future health needs. This individual is a parent of 3 children, 2 of which are ADHD and autistic and require specialist care and schooling. This individual is finding it very difficult to care for their family at this time and it is having a great impact on their mental health.	Bristol Royal Infirmary,BRI Bristol
2725	Access to Services, Accessibility and reasonable adjustments; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that their Mum was diagnosed with pneumonia and admitted to a ward where they insisted on treating her as if she had dementia, when in fact she was deaf. This individual says that staff just didn't seem to understand. This individual provided their mum with a notebook so she could communicate with the staff but it didn't seem that the staff were interested. This person thought the care was not good.	Bristol Royal Infirmary,BRI Bristol
2755	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their wife is receiving treatment at Bristol Oncology Centre as an outpatient. They felt that the care received had been very good and that the staff were very good, and couldn't have done anything better. Their wife had been happy with her care and is waiting for a follow up appointment next month.	Bristol Royal Infirmary,BRI Bristol
2744	Treatment and Care, Quality of	Positive	This individual gave feedback that they attend the hospital for ongoing treatment for long Covid. They feel that the care is good and that the staff are professional.	Bristol Royal Infirmary,BRI Bristol
2756	Treatment and Care, Quality of; Corporate, Equipment	Mixed	This individual gave feedback that they had been an inpatient overnight due to stomach pains. The individual felt that the experience was good overall although felt there could've been more privacy on the ward; one of the curtains around the bed was broken so it couldn't be pulled right round the bed.	Bristol Royal Infirmary,BRI Bristol
2776	Experience of Care, Communication between staff and patients; Access to Services, Appointment Availability	Mixed	This individual gave feedback that they have been receiving treatment for cancer for the last year. The individual has found the staff very supportive and they have given them all the information that they needed to know about treatment. The individual felt that they have been receiving a good service and that everything has been dealt with in a timely way. There only qualm is that they have had issues with the times of some of the appointments that have been issued and lack of alternative appointments being available.	Bristol Royal Infirmary,BRI Bristol
2783	Access to Services, Referrals - availability	Positive	The individual was referred to the hospital by their GP for an X ray to confirm whether they had arthritis. The X ray appointment came through within a week.	Cossham Hospital, Bristol,
3056	Discharge, Discharge; Treatment and Care, Quality of; Access to Services, Written information, guidance and publicity	Positive	This individual gave feedback that their stay in the hospital for a hip operation went well and they were sent home with appropriate aids and information about physio exercises.	Emersons Green Hospital (Practice Plus Group)
2852	Treatment and Care, Effectiveness of; Treatment and Care, Quality of	Negative	This individual gave feedback that they are confused because the consultant tells them their condition is not progressive, but the symptoms are getting worse and the charity website for this condition say that it is a progressive condition. This person also says that they had to plead for a follow-up appointment as they have seen that it is advisable to get checked annually, although the hospital wanted to discharge them. This individual is trying to move in the hope that they find a medical team that has experience with the variable nature of the condition they have. They feel that they currently have to fight for medical attention, and they find this exhausting.	Not specified
2971	Experience of care, Communication with patients; treatment explanation; verbal advice; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow-on treatment and continuity of care	Negative	This individual had a stroke last year. At first all contact made was very good and all tests were done within a week however afterwards he felt that there was no support or contact after he had been told he'd had a stroke. This left him feeling worried about his health and quite scared as to what was going on. When he phoned the hospital for more information they told him that they did not have an answer and would get somebody to call him back. This happened on more than one occasion. The only reason he found out what was happening with his results is because he asked his GP, he never received a call back from the hospital. Now a year on since he had his diagnosis has he received the results with the answers he was looking for. The lack of communication made him feel scared and unsure on what was happening.	Not specified
2981	Experience of Care, Diagnosis or Assessment quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow-on treatment and continuity of care; Access to Services, Admission Procedure	Negative	The individual fell off of a bike and injured their leg. While on the way to the hospital the ambulance team advised that they thought she had torn her MCL ligament in the back of her leg and that she would have to wait for an Xray as they would not be able to do this at A&E. Knowing this the individual then went on to wait in the emergency department for 8 hours to be told the same by the nurses. The individual was then sent home to wait for further instructions. This made the patient feel angry as they felt there was no communication between the ambulance team and A&E. They felt that an 8 hour wait to be given the same advice as they had already been given could of been avoided if there was better communication between teams.	Southmead Hospital, Bristol,
2931	Treatment and Care, Quality of	Positive	The individual said that the care was amazing.	Southmead Hospital, Bristol,
3045	Treatment and Care, Quality of	Positive	The person had, had a bad headache and a dizzy spell and had fallen down. Their GP surgery referred them to A&E. The person was happy with the care they received and felt that staff responded promptly to their needs.	Southmead Hospital, Bristol,
3035	Experience of care, Communication with patients; treatment explanation; verbal advice; Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that each appointment letter came with a map and directions sheet. They say that every change of appointment date, and they were not infrequent, came with another set. The amount of waste involved must be considerable. They also gave feedback that their surgeon had a secretary who was incompensable on the phone and unable to grasp that this individual couldn't take messages when driving or walking the dog. They feel that all in all the administration made a difficult, painful time worse.	Southmead Hospital, Bristol,
2861	Treatment and Care, Quality of ; Treatment and Care, Medical Records; Treatment and Care, Safety of	Negative	This individual gave feedback that nothing went well. No one informed them about what was going on and when they were finally informed there was conflicting information. This individual's midwives were concerned that this person was high risk from the beginning but the hospital wouldn't see them (They only discovered this afterwards). This individual was not placed under consultant-led care and when a consultant did finally take charge they (the consultant) were ignored by colleagues. GDM (gestational diabetes mellitus) was found too late due to medics ignoring the medication this individual was on. This person says that they were not properly informed about the emergency c-section they had. A midwife laughed at this persons determination to see their son in NICU (neonatal intensive care unit). The person also says that other medical events occurred during their time at the hospital as both an inpatient and outpatient. They have been left with birth trauma and PTSD symptoms. They say that they were never given a debrief from the hospital who were not truthful to this persons health visitor and obstructed answers. They say that their medical notes were falsely recorded and only amendments added after this individual made the hospital aware of the law.	Southmead Hospital, Bristol,
2896	Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that she has a bladder problem caused by a ketamine addiction. She has been waiting months for an appointment with the urology department however has had no reply. Due to not being contacted or being given any pain relief she has had to self medicate with ketamine that will be causing her further damage. This individual lives on a traveller site and she feels hopeless and let down by the system and is scared as to what will happen if they do not contact her soon. She said that she no longer wants to take ketamine but feels she has no other choice due to the pain she is in.	Southmead Hospital, Bristol,
2949	Discharge, Discharge; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow-on treatment and continuity of care; Experience of Care, Staffing Levels; Treatment and Care, Quality of	Mixed	This individual gave feedback that the care they received was, on the whole, fabulous. Where care was best was on the surgical ward and in A&E. Care was not good on the admissions ward due to lack of staff and the chaos of dealing with ever-changing patients. Care post discharge was also poor. This individual feels that the NHS is wonderful in a crisis, not great at care for chronic conditions.	Southmead Hospital, Bristol,
2853	Access to Services, Referrals - timeliness; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had a hip operation. The operation went well and they are healing nicely. They had quick referrals from the GP and did not have to wait too long to get the operation as their hip was in bad condition. They had a 2 day stay in hospital and mentioned that staff were very lovely and helpful. The individual will need further surgery once they are healed from this one. The individual is happy with the service they are receiving though they did mention that the lack of mobility and being able to get out has had an impact on their wellbeing as they were previously a very active person.	Southmead Hospital, Bristol,
2853	Continuity of Care, integration of health and social care, health promotion and wellbeing, Health Promotion	Negative	This individual gave feedback that they had a hip operation. The operation went well and they are healing nicely. They had quick referrals from the GP and did not have to wait too long to get the operation as their hip was in bad condition. They had a 2 day stay in hospital and mentioned that staff were very lovely and helpful. The individual will need further surgery once they are healed from this one. The individual is happy with the service they are receiving though they did mention that the lack of mobility and being able to get out has had an impact on their wellbeing as they were previously a very active person.	Southmead Hospital, Bristol,
3029	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Positive	This individual gave feedback that they regularly attend the hospital for appointments and are more than happy with the service and care they have provided. This individual says that she had been treated well by all of the nurses and doctors that she has met and wanted to highlight how polite and helpful the staff at the hospital had been.	Southmead Hospital, Bristol,
2799	Treatment and Care, Medical Records	Negative	This individual gave feedback that they requested all their medical records, including operating notes from when they had a mesh inserted. All the notes arrived apart from the operating notes which this individual has been told cannot be found.	Southmead Hospital, Bristol,
2902	Treatment and Care, Quality of	Positive	This individual gave feedback that they were in hospital for 10 days and everyone involved from beginning to end were brilliant in ensuring that this individual had the best possible care available. Especially the catering staff who excelled in providing the food to the wards. This individual has nothing negative to say about any of the service.	Southmead Hospital, Bristol,
2758	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	The individual said that it was a good service and that the staff made them feel calm during the medical procedure.	St Michael's Hospital, Bristol
2989	Access to Services, Appointment Availability; Access to Services, Cancellation (appointment/procedure)	Negative	This individual gave feedback that the first time she attended for her hernia operation she was then told that there wasn't enough time and that she would have to return another day. On the second occasion she was told that her hernia may be life threatening and that the doctor booked in was not qualified enough to operate on that day and that she would have to wait until somebody was available. She is now waiting but has been told she has been taken off the top of the operation list. The patient has three children at home and also suffers with Crohn's. This individual feels let down by the NHS and does not know where to go from here. She is in excruciating pain but has no choice but to carry on as she has three children under the age of 10 at home to look after.	St Michael's Hospital, Bristol
2800	Access to Services, Health Inequality	Negative	This individual gave feedback that they feel that the Trust says it will provide single sex provision, but then states that transgender people will be accommodated according to their presentation. This would have the result of making a single sex facility mixed sex. This person believes that The Equality Impact Assessment is inadequate and does not respect the safety, privacy and dignity of women.	UHBW

# 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
2911	Access to Services, Admission Procedure	Negative	This individual gave feedback that they sometimes have to resort to attending A&E when they are unable to get an appointment with their GP as they have multiple health conditions that they are managing. They sometime have to wait 5 hours to be seen. The individual feel that they are treated well by staff at the BRI and they have been quite good at supporting with the issue that they present with.	Bristol Royal Infirmary A&E
2911	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they sometimes have to resort to attending A&E when they are unable to get an appointment with their GP as they have multiple health conditions that they are managing. They sometime have to wait 5 hours to be seen. The individual feel that they are treated well by staff at the BRI and they have been quite good at supporting with the issue that they present with.	Bristol Royal Infirmary A&E
2726	Access to Services, Admission Procedure	Negative	This individual gave feedback that they phoned NHS111 because their Mum fell down. They were told to wait for a call back. They waited 24hrs but didn't hear back. They rang NHS111 back countless times and were told to wait. In the end this person called 999 and their mum was taken to hospital in an ambulance where she was diagnosed with pneumonia.	NHS 111
2901	Access to Services, Admission Procedure	Negative	This individual gave feedback that when they've rung the crisis mental health team for support, their information has been taken down and then they haven't got a call back for hours; first time it was about 7 hours and the second time about 4 hours. They have called because they are going through a crisis and they were desperate; both this individual and their husband were crying when they phoned, and waiting that length of time is not helpful at all. They don't think they will use the service again.	NHS 111
3057	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Positive	This individual gave feedback that NHS 111 was wonderful and helped get their Dad seen and treated quickly on both occasions when his condition became serious enough to warrant hospital treatment. They can only thank them for their patience whilst the family were trying not to go into a hysterical panic.	NHS111
3003	Experience of care, Communication with patients; treatment explanation; verbal advice	Unclear	This individual gave feedback that they'd contacted NHS111 after several suicide attempts in the last 2 years and been advised to contact the 999 service. The individual had been referred to the Hope Service, AWP, the Trauma Foundation and Second Step. They'd been in contact with their GP and were on anti-depressant medication. They said that they had housing issues and were unhappy with the supported housing they were currently in due to the number of people living there with drug/alcohol problems. They were having a lot of difficulties trying to get a job.	NHS111
2895	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that he had been arrested for being drunk and disorderly but at the time had an injury so was taken to A&E by the police. He has said that he had to wait in A&E for stitches for more than 12 hours and was seen in the late afternoon the next day which made him feel angry.	Southmead Hospital A&E
2894	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that he received an injury while at work. He went to A&E after his shift finished. He said that the he waited for 6 + hours in the evening but had to leave before being seen as the wait time was too long ad he could not afford to miss a day off work. His injury is now quite infected as he has not had time to go to the hospital. He feels angry and upset and he is in constant pain especially while working as clothes are rubbing on an open wound. This is making him feel stressed and depressed as he needs medical attention however he cannot afford to take time from work.	Southmead Hospital A&E
2762	Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they attended the MIU after contacting their GP surgery and the receptionist recommending going there. They had also previously attended a few weeks before too. The individual was very happy with the MIU and felt that the staff listen to patients and were helpful. They didn't have to wait long to be seen.	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 officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
2934	Access to Services, Accessibility and reasonable adjustments; Access to Services, Waiting times-punctuality and queuing on arrival	Negative	The individual felt that the waiting list for Autism and ADHD diagnosis was too long and that support services for these and mental health need improving. Poor accessibility to the help and support this individual needed.	Bristol City Council
2944	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Negative	This individual gave feedback that social care do not understand them and they are not given a consistent social worker, even though they are physically disabled. They feel that no money or effort is put into their care.	Bristol City Council

# 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

No feedback this quarter

# 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
3065	Access to Services, Referrals - availability	Negative	This individual gave feedback that trying to find out how to do a self-referral is very difficult.	Not specified

# 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
3059	Access to Services, Remote appointments and digital services	Negative	This individual has had some issues with trying to download the NHS App to their phone, which has been frustrating	ALL NHS
2750	Access to Services, Accessibility and reasonable adjustments; Treatment and Care, Quality of	Negative	This individual gave feedback that they feel that they have not had any positive interactions with the NHS, and have developed PTSD as a result on being housebound due to agoraphobia with no access to services. They feel that because of the lack of help, their symptoms are now much worse than they needed to be, had they received the support they needed. Their interactions with social care highlight how short staffed the system is and how overworked staff are, which this individual believes is partly the reason why they do not show any empathy towards this person. Because of their agoraphobia, this individual does not feel able to attend hospital appointments for tests and treatments for their other illnesses, but feels that the hospitals are not willing to recognise this.	ALL NHS
2851	Access to Services, Access to NHS Dentist; Access to Services, Appointment Availability	Negative	This individual gave feedback that they think that there are no NHS dentists; there are long waits for mental health support; and that care homes are now owned by massive corporations.	ALL NHS

# Provider Feedback to Q3 report

'We thank those people who have taken the time to give their feedback about AWP mental health services. We are concerned to read the comment about access to Psychological Therapies and would be really grateful if that person could get in touch with us directly. AWP PALS team will be able to help with this enquiry. You can email us: [awp.pals@nhs.net](mailto:awp.pals@nhs.net) or call us by phone on [01225 362900](tel:01225362900) or freephone [0800 073 1778](tel:08000731778).'