

Quarter 4 2024/2025 Feedback January - March 2025



Headline Figures



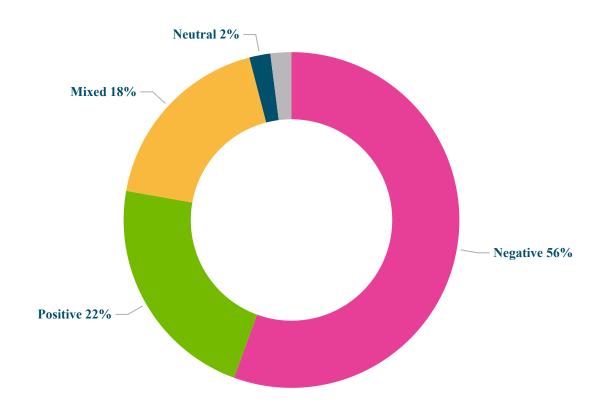
Total number of feedback contacts

99

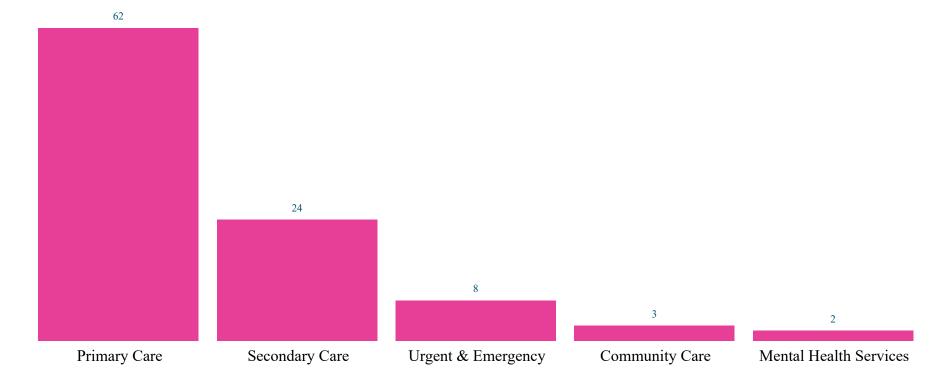




Overall Sentiment of Feedback contacts



Feedback contact by sector



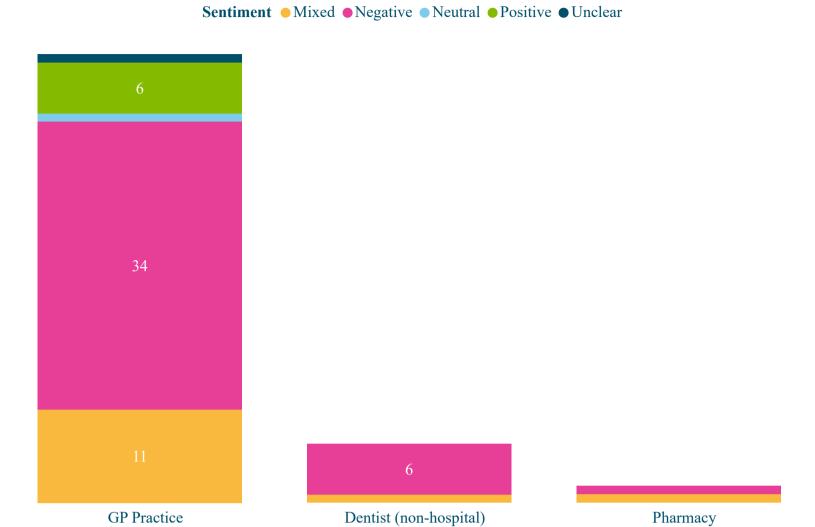
Demographics healthwetch Page 2 South Gloucestershire **Age Band** Gender 67 Not provided 85 years + 75 to 84 years 65 to 74 years 55 to 64 years 26 45 to 54 years 35 to 44 years 5 25 to 34 years Woman Not provided Man Prefer not to say 0 10 20 **Ethnicity** 77 10 5 2 2 White: Any Other Black/Black British: White: British / English / Asian / Asian British: Asian / Asian British: Not provided Northern Irish / Scottish / African Any other Asian / Asian Indian Welsh British background Identifies with the gender assigned at birth **Civil Status** Not provided 10% -47 Not provided Married 30 11 Widowed Single Cohabiting Divorced/Dissolv... ─ Yes 88% Prefer not to say Identifies as having a long term health condition, having a disability or being disabled Identifies as being a carer 53 Prefer not to say 1% — Yes 18% -No 42% 27 19 Not provided / not sure Not provided / not sure Yes No **Pregnancy/Maternity** Religion/Belief Prefer not to say 1% — Not provided No 17% No religion 27 18 Christian Not provided 48%Hindu Other Religion Buddhist Not relevant 33% — Buddist Long-term health condition / disability 10 5 3 3 3 2 2 2 Other Physical or mobility impairment Cardiovascular condition (includi... Diabetes Hypertension Hypertension Mental health condition Mesculoskeletal condition Mesculoskeletal condition Mesculoskeletal condition **Sexual Orientation** 76 17 2 2 2 Heterosexual/Straight Not provided Bisexual Prefer not to say Asexual **Health Inclusion Group Category** 4 4 2 Refugees or asylum seekers People with limited family or social networks People who are long-term unemployed People who have a substance/alcohol use People who live in poverty disorder

Primary Care Feedback

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



Feedback contacts by service type with sentiment



Themes and Sub-Themes with Sentiment for Primary Care Feedback

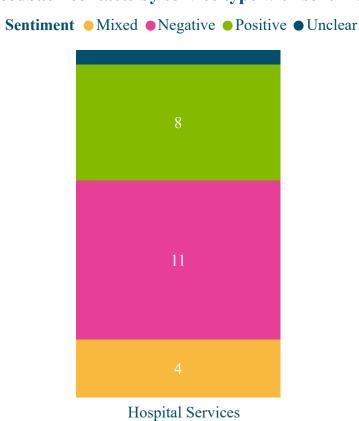
Main Theme	Mixed	Negative	Neutral	Positive	Total
☐ Access to Services	4	58	1	9	72
Access to NHS Dentist	1	4			5
Accessibility and reasonable adjustments		3			3
Appointment Availability		14		1	15
Booking Appointments	3	11	1	3	18
Cost of treatment		1			1
Provision of services		2			2
Referrals - availability		1			1
Referrals - timeliness		2		2	4
Remote appointments and digital services		9		2	11
See my own GP		1			1
Telephone system		8		1	9
Waiting times- punctuality and queuing on arrival		2			2
☐ Continuity of Care, integration of health and social care, health promotion and wellbeing		8		1	9
Follow on treatment and continuity of care		1			1
Holistic Support		1			1
Integration of services and communication between professionals		1			1
Medicines Management		2		1	3
Prescription/Repeat Prescriptions		2			2
Support for Carers		1			1
☐ Corporate		2			2
Buildings & Infrastructure		1			1
Service organisation, delivery, change and closure		1			1
□ Experience of Care	3	18		4	25
Communication between professionals		1			1
Communication between staff and patients	3	9		3	15
Diagnosis or Assessment quality of		2			2
Staff - Caring, kindness, respect and dignity		3		1	4
Staffing Levels		3			3
☐ Treatment and Care		7		7	14
Diagnosis or Assessment availability				1	1
Effectiveness of		1			1
Privacy and confidentiality		1			1
Quality of		5		6	11
Total	7	93	1	21	122

Secondary Care Feedback

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



Feedback contacts by service type with sentiment



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Unclear	Total
Cardiology			1		1
Dermatology			1		1
Diagnostic centre/hub			1		1
Diagnostic/Screening Service	1	1	1		3
Ear, nose and throat, audiology and maxillofacial services		1			1
Emergency department (including A&E)		2		1	3
Hospice Services	1				1
Hospital Inpatient	1	1			2
Hospital Outpatient		1	1		2
Long Covid Clinics or treatment		1			1
Maternity care	1				1
Orthopaedics and fracture clinic		1	1		2
Physiotherapy		3			3
Respiratory medicine (lung services)			2		2
Total	4	11	8	1	24

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

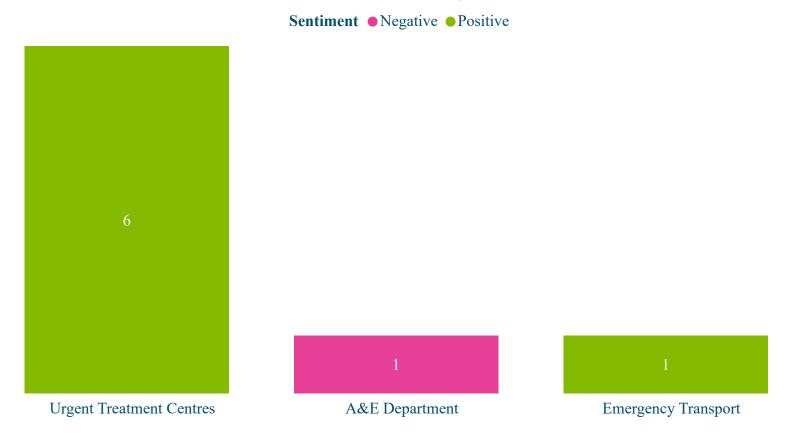
Main Theme	Mixed	Negative	Positive	Unclear	Total
☐ Access to Services		10	2	1	13
Accessibility and reasonable adjustments		2	1		3
Appointment Availability		3			3
Booking Appointments		1			1
Referrals - availability		1			1
Referrals - timeliness			1		1
Transport availability		1			1
Waiting times- punctuality and queuing on arrival		2		1	3
☐ Continuity of Care, integration of health and social care, health promotion and wellbeing		2			2
Follow on treatment and continuity of care		1			1
Integration of services and communication between professionals		1			1
□ Corporate		2			2
Car Parking Access		2			2
□ Experience of Care		4	2		6
Communication between staff and patients		2	1		3
Staff - Caring, kindness, respect and dignity		2	1		3
☐ Treatment and Care	2	4	9		15
Diagnosis or Assessment availability		1			1
Effectiveness of			1		1
Explanation of		1			1
Quality of	2	2	8		12
Total	2	22	13	1	38

Urgent & Emergency Feedback

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



Feedback contacts by service type with sentiment



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

Main Theme	Negative	Positive	Total
☐ Access to Services	2		2
Waiting times- punctuality and queuing on arrival	2		2
□ Experience of Care		3	3
Communication between staff and patients		1	1
Staff - Caring, kindness, respect and dignity		2	2
☐ Treatment and Care		6	6
Effectiveness of		2	2
Quality of		4	4
Total	2	9	11

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



Feedback contacts by service type with sentiment

No feedback this quarter

Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Total
Total	

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

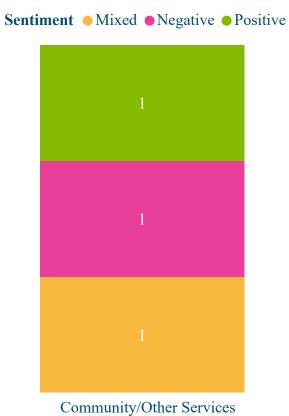
Main Theme	Total
Total	

Community Care Feedback

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Feedback contacts by service type with sentiment



Themes and Sub-Themes with Sentiment for Community Care Feedback

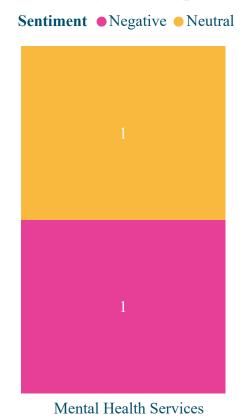
Main Theme	Negative	Positive	Total
☐ Access to Services	1		1
Appointment Availability	1		1
☐ Continuity of Care, integration of health and social care, health promotion and wellbeing	2	1	3
Home Support Equipment	1		1
Support for Carers	1	1	2
□ Experience of Care	1	1	2
Staff - Caring, kindness, respect and dignity		1	1
Staffing Levels	1		1
☐ Treatment and Care	1	1	2
Quality of	1	1	2
Total	5	3	8

Mental Health Services Feedback

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



Feedback contacts by service type with sentiment



Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Neutral	Total
Mental Health Crisis Service	1		1
Mental health services		1	1
Total	1	1	2

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

Main Theme	Negative	Positive	Total
☐ Access to Services	1	1	2
Provision of services	1		1
Referrals - availability		1	1
□ Experience of Care	1		1
Communication between staff and patients	1		1
☐ Treatment and Care	1		1
Quality of	1		1
Total	3	1	4

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



Feedback contacts by service type with sentiment

No feedback this quarter

General All NHS Feedback Sentiment by Service Level

Service Level	Total
Total	

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

Main Theme	Total
Total	

All Themes and Sub-themes with Feedback Sentiment





Main Theme Mixe	ked	Negative	Neutral	Positive	Unclear	Total
☐ Access to Services	4	72	1	12	1	90
Access to NHS Dentist	1	4				5
Accessibility and reasonable adjustments		5		1		6
Appointment Availability		18		1		19
Booking Appointments	3	12	1	3		19
Cost of treatment		1				1
Provision of services		3				3
Referrals - availability		2		1		3
Referrals - timeliness		2		3		5
Remote appointments and digital services		9		2		11
See my own GP		1				1
Telephone system		8		1		9
Transport availability		1				1
Waiting times- punctuality and queuing on arrival		6			1	7
☐ Continuity of Care, integration of health and social care, health promotion and		12		2		14
wellbeing				_		
Follow on treatment and continuity of care		2				2
Holistic Support		1				1
Home Support Equipment		1				1
Integration of services and communication between professionals		2				2
Medicines Management		2		1		3
Prescription/Repeat Prescriptions		2				2
Support for Carers		2		1		3
☐ Corporate		4				4
Buildings & Infrastructure		1				1
Car Parking Access		2				2
Service organisation, delivery, change and closure		1				1
□ Experience of Care	3	24		10		37
Communication between professionals		1				1
Communication between staff and patients	3	12		5		20
Diagnosis or Assessment quality of		2				2
Staff - Caring, kindness, respect and dignity		5		5		10
Staffing Levels		4				4
☐ Treatment and Care	2	13		23		38
Diagnosis or Assessment availability		1		1		2
Effectiveness of		1		3		4
Explanation of		1				1
Privacy and confidentiality		1				1
Quality of	2	9		19		30
Total	9	125	1	47	1	183

Primary Care Feedback Comments by Provider Page 11 Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed. healthwetch South Gloucestershire Service Provider Theme Sentiment Feedback 2932 Access to Services, Access to The individual was in a lot of dental pain and grew very stressed. The individual had had a dental abscess and ALL NHS DENTAL Negative **NHS** Dentist thought that they could get NHS dental care as they had recently had a baby. They hadn't been registered at a local dentist so couldn't access any NHS dental care, so they were told to contact NHS 111 and were sent to A&E. They were offered codeine as pain relief but were unable to take it as the individual was in recovery. The individual ended up having to get registered in their parents' NHS dentist in Oxfordshire to get treatment for their dental abscess. 3062 Access to Services, Access to Negative This individual gave feedback that they are unable to find an NHS dentist. ALL NHS DENTAL **NHS Dentist** Negative This individual gave feedback that they have been trying to find an NHS dentist for 7 years. ALL NHS DENTAL 3020 Access to Services, Access to **NHS** Dentist Negative This individual gave feedback that they're unable to find an NHS dentist ALL NHS DENTAL 3063 Access to Services, Access to **NHS Dentist** 2763 Access to Services, Referrals - Positive This individual gave feedback that they were referred for a cardiology assessment by their GP. They were very Almondsbury Surgery timeliness; happy with their GP and said that it was relatively easy to book an appointment. (Hanham Health) Access to Services, Booking **Appointments** This individual gave feedback that they are bedbound and have no access to home visits. They also said that 2724 Access to Services, Telephone Negative Cadbury Heath system; they found it very difficult to get through on the phone. On the last occasion when they were able to get to the Healthcare surgery, the smell and lights in the appointment room exacerbated their symptoms. Access to Services, Accessibility and reasonable adjustments; Corporate, Buildings & Infrastructure The individual said that they have been waiting for a scan regarding their pacemaker since November 2024. Cadbury Heath 2996 Access to Services, Negative Appointment Availability The individual feels anxious about the long wait and this gets worse the longer they have to wait. They are a Healthcare, Parkwall carer and worry about being unwell themselves when having to care for their spouse. Road, Bristol This individual gave feedback that she has had nothing but positive experiences with the surgery. She and her 3011 Continuity of Care, integration Negative Cadbury Heath Healthcare, Parkwall of health and social care, husband are treated very well by all staff, and they attend regularly due to her husband's dementia. She was health promotion and very happy when the surgery helped her find a care co-ordinator who she has found to be brilliant help for her Road, Bristol and her family. wellbeing, Integration of services and communication between professionals; Treatment and Care, Quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Support for Carers 3017 Access to Services. This individual gave feedback that they have an excellent GP. However they need a wider variety of hours Cadbury Heath Mixed Healthcare, Parkwall Appointment Availability; when the surgery is open for them to attend outside of work. They say that they believe if they were open Treatment and Care, Quality of Saturday and Sunday and they were more accessible there would be less going to Emergency departments. Road, Bristol The individual had to pay numerous visits to the practice because they were only allowed to share one Close Farm Surgery, 47 2939 Access to Services, Negative Accessibility and reasonable problem per visit. The individual had to repeat the same issues again and again. The individual experienced Victoria Road, Warmley, adjustments; Access to long queues on the phone while making GP appointments. Bristol Services, Appointment Availability; Access to Services, Booking appointments; Treatment and Care, Quality of; Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Telephone system 2938 Experience of Care, Staff -The individual said that patient's emotional needs were neglected when the individual suffering from COVID Close Farm Surgery, 47 for a long time. The horrible symptoms lasted a long time. The individual was given medication without Caring, kindness, respect and Victoria Road, Warmley, emotional support. Some medical staff just told the individual it was the symptoms of anxiety and depression, dignity **Bristol** not the illness. Concord Medical Centre 2913 Access to Services, See my Negative This individual gave feedback that getting appointments to see a GP has been really difficult. They are often own GP; Treatment and Care, referred to the pharmacist for assessment which they feel is inappropriate and requires lots of extra sorting out and taking up of the pharmacists time to then refer them back to GP. This individual struggles to get the social Effectiveness of; Access to Services, Referrals care support needed for themself and their family. They are passed between services without actually getting any support and it can take multiple referral to get a response from the disability team. They feel that there is timeliness; Continuity of Care, integration of health and social no holistic approach. care, health promotion and wellbeing, Holistic Support 2742 Access to Services, Telephone Mixed This individual gave feedback that they had knee pain but phoning to try and get a GP appointment is very Concord Medical Centre difficult as they have to wait a long time on the phone. On another occasion the individual got a referral from system; Access to Services, Referrals - timeliness the GP for the Talking Therapies service and felt that this was prompt and helpful for anxiety management. This individual gave feedback that they were requested by the surgery to book a telephone appointment for Concord Medical Centre 2893 Access to Services, Waiting Negative their annual medication review with a clinical pharmacist. The new system is Anima (replaces AskmyGP). times, punctuality and queuing on arrival; Access to Services, Although Anima could offer several alternative days, the appointments, regardless of day, were all at specific times of between 8 a.m. and 8.10 a.m. or 1 p.m. and 1.10 p.m. This individual says that 8 am is much too early Remote appointments and digital services for someone in poor health who is pretty poorly before morning meds cut in. 1 pm is lunchtime so they settled on 1.09 pm - this was the exact appointment time. On the day, they waited and waited for the phone to ring scared to get on with anything or even nip in the loo in case the phone rang and they missed it. They were eventually called at 4.10pm - more than three hours after the time they'd actually booked and had confirmed. There was no apology or even recognition from the pharmacist that they were over 3 hours late. When this individual revisited the Anima system, they found all reference to the original 1.09 appointment had disappeared, and it just said "p.m." They believe that was all the pharmacist saw as well, so from their perspective, they were not late! It seems that although the system forced this individual to make an appointment between 8 and 8.10 or 1 and 1.10, in reality, this was only registered as a preference for morning or afternoon, but this wasn't made clear, leaving this individual to wait anxiously for over 3 hours for their "1.09" appointment. They think that if you're asked to make an appointment, you should get the appointment you booked. Just because it's "only" a phone appointment doesn't mean the patient's time is worth nothing and it's OK to leave them waiting and wondering for over three hours. The individual has found it difficult to book a GP appointment at the surgery by phoning and via the online 2815 Access to Services, Booking Conygre Surgery system. They had a bad headache and ended up phoning 999 and went in to hospital to have blood tests. Appointments 2790 Access to Services, Booking This individual gave feedback that they feel that the booking process is "very unfair." They explained that you Courtside Surgery Negative Appointments; must use the online booking process and if you cannot use the online process, it is very difficult to book in to get an appointment. They said that if you cannot arrive between 8-10am or 2-6pm then you cannot see a Access to Services, Telephone receptionist as they are the working hours ad nobody is on the desk between 10-2. The individual said that on system multiple occasions they have tried to call several times throughout the day but nobody answers the phone. This individual also expressed how "embarrassing" it feels to have to explain their medical problems/issues to the person on reception whilst standing in a queue with other patients. This had made the individual feel let down by the NHS and left out due to not being able to access online resources. 2914 Continuity of Care, integration Negative This individual gave feedback that they have been passed from pillar to post after having been referred to take Courtside Surgery Varenicline on 3 occasions to give up smoking by a specialist and by a physio. Now the GP's non-smoking of health and social care, health promotion and clinic says they don't have anyone to prescribe these tablets and will have to train someone and to contact wellbeing, Prescription/Repeat them in 3 months. This individual says that the instructions are on the box and it's frustrating to not be able to Prescriptions; Experience of get a prescription. Care, Communication between professionals This individual feels that the booking process for appointments is 'very unfair'. The surgery say you must use 2991 Access to Services, Booking Courtside Surgery, Negative appointments; Treatment and the online booking process online and if you cannot use the online process it is very difficult to get an Kennedy Way, Yate, Care, Privacy and appointment. This individual also said that if you cannot arrive between 8 - 10 and 2 - 6 you cannot see a **Bristol** confidentiality; Access to receptionist as these are their working hours and nobody is on the desk between 10 - 2pm. She says that she Services, Remote has tried to call several times during the day, but they do not pick up. The individual also expressed how appointments and digital 'embarrassing' it is to have to explain their medical problems to the person on reception whilst standing in a services queue with other patients. This has made the individual feel let down by the NHS and left out due to not being able to access online resources. 3046 Access to Services, Booking This individual gave feedback that they aren't able to use the surgery's computer system to book an Courtside Surgery, Mixed appointment with a GP, however they are able to ring through to the reception to make an appointment. They Kennedy Way, Yate, appointments; Access to Services, Remote also can't access appointment bookings through the NHS App. They regularly book appointments with the **Bristol** appointments and digital practice nurse at the surgery for their asthma management, medication and UTI medication. services; Access to Services, Telephone system 2768 Access to Services, Booking This individual gave feedback that it has been really difficult to book a GP appointment and you can only Downend Health Group Negative book one via the NHS App. The individual had been sent a text link by their surgery for an appointment Appointments however the time slot given didn't work for them as they work in a school and it was during their working day. This left them feeling frustrated. 3023 Experience of care, Mixed This individual gave feedback that the GP was really nice and listened, but they didn't think that the person Downend Health Group Communication with patients; who then contacted them for a check up was very helpful, and just told them to "take it one day at a time". treatment explanation; verbal advice; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow-on treatment and continuity of care 2956 Access to Services, This individual gave feedback that the GPs are always fully booked so they can't get an appointment. They Downend Health Group Negative Appointment Availability; find that sometimes even on EConsult they are unable to contact a GP. They feel that the mental health team Treatment and Care, Quality can't really offer them an adequate service either. of; Access to Services, Remote appointments and digital services; Experience of Care, Staffing Levels 3019 Access to Services, Downend Health Group Negative This individual gave feedback that they are unable to get an appointment Appointment Availability 3018 Access to Services, Negative This individual gave feedback that they are unable to get an appointment. Downend Health Group Appointment Availability This individual completed an e-consult form in October 2024 due to a cough that she had had for a while that **Emersons Green Medical** 2972 Experience of care, Negative Communication with patients; she felt concerned about. She was sent for a chest x-ray. After the x-ray the surgery made no effort to contact Centre, St. Lukes Close, her with the results. It got to February 2025 and she had still not had any contact from the surgery. She treatment explanation; verbal Emersons Green, Bristol advice; Experience of Care, decided to make another e-consult form and had to wait 3 weeks for an appointment. At this appointment she Diagnosis or Assessment was told that she may have asthma and that she should use an inhaler. She is now waiting for her 2 week quality of review. 3040 Access to Services, This individual gave feedback that they need blood tests every 6 months, but it has been over a year since they **Emersons Green Medical** had one. They have been trying to contact the practice for almost 4 weeks. They say that the telephone is Centre, St. Lukes Close, Appointment Availability; Emersons Green, Bristol Access to Services, Booking always engaged; EConsult states it has no availability and to try again tomorrow (although some days it's not appointments; Access to functioning at all); Patient Access just states the practice has no appointments available, and the surgery itself Services, Remote has been closed for at least 4 months and if they could get an appointment they would have to attend another appointments and digital practice some distance away. They have tried emailing and have received a reply that appointment requests services; Corporate, Service will not be dealt with. The whole service needs improving. organisation, delivery, change and closure: Access to Services, Telephone system 2983 Access to Services, This individual gave feedback that they say that the GP practice has been shut since September 2024, **Emersons Green Medical** Appointment Availability allegedly due to boiler issues. They have personally contacted their MP (no reply) as have many others, they Centre, St. Lukes Close, say. They have yet to see a doctor for any medical issue. Fortunately they have seen and been prescribed by a Emersons Green, Bristol very competent nurse. They were contacted by text last month that they needed a follow up check up and would be contacted when a routine appointment would be available but have yet to hear anything further. They are genuinely concerned about getting old and failing health as the situation is getting worse and there are plans to build thousands of new build houses in the area with no planned GP provision. Negative This individual gave feedback that she has concerns around trying to book a doctors appointment at the Fireclay Health 2870 Access to Services, Remote appointments and digital surgery. She said that she felt the reception staff were very rude to her while she was trying to get help services; Access to Services, booking an appointment to see a GP - they told her that she has to book online even though she had explained Booking Appointments; that she was unable to access the internet due to not knowing how to use it. After a long discussion the Experience of Care, receptionist booked the patient in on the system. She says that this made her feel inadequate and embarrassed Communication between staff due to not knowing how to use the e-consult system and it has made the her reluctant to book in with the GP. and patients 2809 Access to Services, Access to The individual said that they had managed to keep registered at the dental surgery they'd been with for 20 Frampton Dental Practice Mixed **NHS** Dentist years as an NHS patient even though their dentist moved to Almondsbury. They said that in Winterbourne all dental surgeries that used to offer NHS care now only offer private appointments. The individual added that all their children and grandchildren go to private dental appointments. 2816 Access to Services, Booking The individual has knee pain and is trying to book a GP appointment. They need their daughter to do this as Frome Valley Medical Neutral they don't speak much English. They are finding this frustrating. Centre Appointments The individual said that once you get through to get an appointment, the GP service is fine. However it was 2808 Access to Services, Booking Frome Valley Medical Mixed very difficult to book an appointment and EConsult is also difficult to get through to book a GP appointment. Appointments; Treatment and Centre Booking a blood test online via the surgery website works well as does accessing pharmacists based at the Care, Quality of surgery via the website. They said calling by phone takes a long time to get through. They said that treatment they'd received from the practice nurse had been good. This individual gave feedback that once they can get through to the surgery it's usually a good experience and Frome Valley Medical 2860 Experience of Care, Negative Communication between staff staff are helpful and sympathetic. However they also say that agreed phone calls don't always happen, replies from the specialist have been delayed or not received and information this individual has supplied hasn't been and patients shared. They say that advice from staff has been contradictory and medication changes have now been reversed. 2860 Experience of Care, Staff -Positive This individual gave feedback that once they can get through to the surgery it's usually a good experience and Frome Valley Medical staff are helpful and sympathetic. However they also say that agreed phone calls don't always happen, replies Caring, kindness, respect and Centre dignity from the specialist have been delayed or not received and information this individual has supplied hasn't been shared. They say that advice from staff has been contradictory and medication changes have now been reversed. 2781 Access to Services, Remote Hanham Health Mixed The individual felt that the surgery offers a good service on the whole and it was easier to book an appointments and digital appointment since the online system was introduced via the 'Anima' booking system on the surgery website. services; Experience of Care, This individual also thought that an advantage of this system is that they no longer need to speak to the Communication between staff surgery receptionist who they felt had been quite rude at times. and patients 3000 Continuity of Care, integration Negative The individual has had issues with requesting medication for their wife who takes multiple medications. The Hanham Surgery, 33 of health and social care, pharmacy does not always having them available. Whittucks Road, Hanham, health promotion and **Bristol** wellbeing, Medicines Management 3031 Access to Services, This individual had a long wait to get an appointment and to see a GP face to face. They had to wait 2 weeks Hanham Surgery, 33 Negative Whittucks Road, Hanham, Appointment Availability; for an appointment. They also feel that it is frustrating seeing a different GP every appointment. They said that **Bristol** Experience of care, "it worries me about having to wait to see a doctor because of my age (75). I'd be happy to se a nurse Communication with patients; practitioner or a pharmacist for vaccinations". treatment explanation; verbal advice 2916 Continuity of Care, integration Negative This individual gave feedback that they think 7-10 days to get a repeat prescription is too long. Jhoots Pharmacy, Filton, of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions This individual gave feedback that they were told by their GP that they'd be referred to Bristol Eye Hospital Kennedy Way Surgery 2769 Access to Services, Referrals - Negative timeliness but the referral didn't progress and they had to wait a long time. 2937 Treatment and Care, Quality of Positive The individual said that the experience of care at the GP Practice is excellent. Kennedy Way Surgery, Kennedy Way, Yate, **Bristol** 2812 Access to Services, Remote The individual felt that it wasn't always straightforward trying to make a GP appointment; they used the NHS Kingswood Health Centre App for this. They felt that the surgery's website wasn't very good either. Calling by phone was problematic appointments and digital they said as you had to wait a long time. They said that the pharmacy attached to the practice wasn't very services; Access to Services, Telephone helpful and the staff were unfriendly. system; Experience of Care, Communication between staff and patients Positive 3001 Experience of care, The individual went to their GP and was happy with the consultation. "Happy to have a GP check up about my Kingswood Health Communication with patients; Diabetes". Centre, Alma Road, treatment explanation; verbal Kingswood, Bristol advice; Treatment and Care, Quality of 3005 Access to Services, Remote This individual gave feedback that they are struggling, since they had an operation 3 months ago for breast Kingswood Health cancer. She struggles to use the internet and is unable to use the e-consult process to book an appointment. She Centre, Alma Road, appointments and digital also struggles with her English over the phone as her hearing is not great and English is not her first language. Kingswood, Bristol services She has not been contacted by the hospital or GP for a check up and has been having issues with pain in her sides. She is worried as she thinks she may have a slight infection and is having trouble getting an appointment. She eventually went into the surgery so that she could speak with a receptionist face to face. The receptionist was very helpful and booked her in for a next day appointment to see a nurse. It was a struggle it was to make her way to the GP surgery and she found it exhausting. She is a full-time career to her partner who suffers from dementia. 3005 Experience of care, This individual gave feedback that they are struggling, since they had an operation 3 months ago for breast Kingswood Health Mixed cancer. She struggles to use the internet and is unable to use the e-consult process to book an appointment. She Centre, Alma Road, Communication with patients; treatment explanation; verbal also struggles with her English over the phone as her hearing is not great and English is not her first language. Kingswood, Bristol She has not been contacted by the hospital or GP for a check up and has been having issues with pain in her advice; Access to Services, Appointment Availability sides. She is worried as she thinks she may have a slight infection and is having trouble getting an appointment. She eventually went into the surgery so that she could speak with a receptionist face to face. The receptionist was very helpful and booked her in for a next day appointment to see a nurse. It was a struggle it was to make her way to the GP surgery and she found it exhausting. She is a full-time career to her partner who suffers from dementia. 2780 Access to Services, Telephone This individual gave feedback that they were finding it hard to book GP appointments and had long waits on Leap Valley Surgery Negative the phone trying to get through, which they are finding frustrating. system; Access to Services, Booking Appointments This individual gave feedback that they were finding it hard to book GP appointments and had long waits to 2772 Access to Services, Booking Leap Valley Surgery, Negative Appointments; get through to the surgery which they were finding frustrating. Downend, Bristol Access to Services, Telephone system Not specified 3064 Experience of Care, Staffing Negative This individual gave feedback that staff knowledge around thyroid care and the menopause is lacking. Levels 2883 Access to Services, This individual gave feedback that their son has been waiting over 12 months to have his teeth removed under Not specified Appointment Availability general anaesthetic and is on antibiotics on and off with no appointment for treatment yet. Not specified 2976 Access to Services, Cost of Negative This individual gave feedback that they have received a letter from their GP stating that because they say the treatment; Continuity of Care, practice is not trained or commissioned to provide treatment or the monitoring required for patients with gender dysphoria, that they will no longer be able to issue this individual with prescriptions for gender integration of health and social care, health promotion and medications or do any blood tests or monitoring. The practice have told this individual that they will need to wellbeing, Medicines get their prescriptions privately from a gender clinic. This individual has calculated that this decision will cost them over £2000 a year and they feel that this seems rather discriminatory and also seems to go completely Management; Access to Services, Provision of services against the NHS constitution. This individual says that they can kind of understand why they might be unwilling to prescribe the medication, but they're unsure how that translates to refusing to perform blood tests every 6 months. 2782 Experience of Care, Positive The individual had a cervical smear with a practice nurse. They felt that the procedure was explained well, Old School Surgery Communication between staff however the individual felt physically uncomfortable and asked the nurse to finish and asked to reschedule the and patients smear test for another time. Orchard Medical Centre 2997 Access to Services, Negative The individual is in a lot of pain and has been waiting 2 years for a knee replacement operation. Tt has Appointment Availability increasingly been affecting her mobility and ability to care for her spouse who has dementia. The individual feels that there should be more consideration for people that are caring for others and that if their health is compromised that it will have a knock-on effect on the person they are caring for. The individual feels that it has impacted their wellbeing as they are in a lot of pain which affects them being able to sleep which affects their mental wellbeing. The individual said that the receptionist was not friendly or helpful. This individual contacted the surgery to Orchard Medical Centre 2760 Experience of Care, Mixed Communication between staff try and get support for treating their ADHD and was seeking a diagnosis. They said that they had spent 4 years and patients; Treatment and trying to get this diagnosis and had been to see quite a few GPs that hadn't been helpful regarding this. They said that they'd finally found a GP at this practice who'd been helpful in taking this forward and it had caused Care, Diagnosis or Assessment stress for them before they found a GP who was willing to help. availability Negative 3006 Experience of care, This individual gave feedback about her granddaughters' ADHD assessment, which granddaughter waited 3 Orchard Medical Centre Communication with patients; years for. Now her granddaughter has her diagnosis they want to put her on the waiting list for autism and the treatment explanation; verbal GP has told them this is roughly an 8 year wait. advice; Experience of Care, When going for her check-up the GP had asked the granddaughter how she had been coping with her new Diagnosis or Assessment medication to which she replied, 'my moods are better, but my head is not'. The granddaughter suffers badly from intrusive thoughts and has been struggling a lot more since taking her prescribed ADHD medication. quality of This individual says that the GP completely disregarded what her granddaughter said and told her that she was wrong and that she must be feeling better by now. This individual was appalled by the way her granddaughter has been treated and by how the system works to reach a diagnosis. She is angry and upset about what her family has been through and is still going through and it has caused the granddaughter to feel that her intrusive thoughts have worsened. This individual gave feedback that she has been struggling with vertigo for over 12 years and has found it very Orchard Medical Centre 3008 Access to Services, Negative hard to find any support. She has seen many GPs but has only recently in the past few months received a date Appointment Availability; for an MRI scan that she hopes may answer a few questions. She received a letter from the hospital explaining Experience of care, that she needs to go for a check-up appointment at her HP two weeks before the date of her MRI scan. She Communication with patients; treatment explanation; verbal then contacted the reception team at the surgery to book in this appointment, but they told her that the surgery does not make those type of appointments and to make contact with the hospital. The individual questioned advice; Access to Services, this, and the reception team suggested she go private. The individual found this very rude as she was only Provision of services doing what was instructed in her letter from the hospital; she is yet to get an appointment. Negative Orchard Medical Centre 2849 Access to Services, This individual gave feedback that their husband is in their 70's and has a bad back and can barely walk a Accessibility and reasonable couple of paces so is unable to get to the surgery. This individual has phoned the practice and asked for a home visit, but has been told that as he is not housebound (although this individual says that technically he is adjustments at the moment) they will not do a home visit. This individual gave feedback that they are lodging a complaint about what they call the unacceptable and Oxleas NHS Foundation 2821 Treatment and Care, Quality of Negative degrading treatment of their son (who is in the prison) and the persistent neglect of their son's urgent dental Trust at HMP Leyhill treatment. Their son has been in constant pain for over 12 months following a temporary filling. This individual feels that a temporary filling should only be in place for a few weeks or months, and their son has now had one for over a year, and it is causing him pain. They feel that this is completely unacceptable and constitutes a failure in the duty of care the prison have to him. This individual have feedback that they love having a local GP surgery. What they don't love is the health Pilning Surgery, 2985 Access to Services, Negative Northwick Road, Pilning, navigators deciding whether their issue is urgent or not based on a e-consult. Most of the time they only get a Appointment Availability; Access to Services, Remote phone appointment in 2 weeks time. When they speak to the GP they are great and thorough, but they do find **Bristol** the whole appointment process very stressful. They have COPD so they think that those appointments need to appointments and digital be sooner not in 2 weeks. They have been on a waiting list for some mental health support for 8 months now. services; Experience of Care, St Mary Street Surgery, 3026 Access to Services, Booking Positive The individual was very happy with the surgery, it was easy to book an appointment and an emergency Appointments appointment. They'd been a patient there for 25 years. The Surgery, St Mary Street, Thornbury, Bristol 3016 Experience of care, This individual gave feedback that they waited for over 3 years for help with complex PTSD only to find out Negative St Mary Street Surgery, The Surgery, St Mary Communication with patients; two months ago that they were not actually on the waiting list, so now they've had to start all over again. Street, Thornbury, Bristol treatment explanation; verbal advice; Access to Services, Referrals - availability 2882 Treatment and Care, Quality of Negative This individual gave feedback that they feel that the practice has too many patients to be able to give quality Stoke Gifford Medical care. They think that the service would benefit from advice/signposting to keep-fit information and local Centre groups that can help. 2928 Access to Services, Booking Mixed The individual had been to the GP a few times recently as they have Asthma and Osteophytes. They had seen The Orchard Medical appointments; Continuity of 4 GPs at the practice, and had been given steroids which worked for their asthma. The individual felt happy Centre, Kingswood Care, integration of health and with their GP consultations but was frustrated about trying to get through to make an appointment. social care, health promotion and wellbeing, Medicines Management; Treatment and Care, Quality of 3002 Access to Services, The individual reported, "Very stressful experience. Several receptionists are rude and uncaring. Almost The Three Shires Medical Negative Practice - Wick, Wick Appointment Availability; impossible to see a GP since 2020. Have been waiting over 2 years for treatment." They said accessing the Access to Services, Booking help and support they need is very poor. Surgery, 111 High Street, appointments; Experience of Wick, Bristol Care, Staff - Caring, kindness, respect and dignity 2842 Access to Services, Booking This individual gave feedback that the GPs are all good. They find it difficult to make an appointment because West Walk Surgery Mixed everything is online, however they've found that if needed, they can usually get to see a GP on the same day, Appointments although this means having to be available to drop everything else immediately to get there. This individual says that they miss being able to book future appointments for more minor ailments. 2842 Treatment and Care, Quality of Positive This individual gave feedback that the GPs are all good. They find it difficult to make an appointment because West Walk Surgery everything is online, however they've found that if needed, they can usually get to see a GP on the same day, although this means having to be available to drop everything else immediately to get there. This individual says that they miss being able to book future appointments for more minor ailments. West Walk Surgery, Yate 3025 Access to Services, Booking Positive The individual was very happy with the surgery and said that they rated them 10/10. They made an Appointments; Access to appointment to see a GP via the surgery's online system and got an appointment booked straightaway which West Gate Centre, 21 made them happy. West Walk, Yate, Bristol Services, Remote appointments and digital services Negative 2889 Access to Services, Waiting This individual gave feedback that he has experienced long wait times at the pharmacy, however the staff have Yate Family Pharmacy always been very polite. times, punctuality and queuing on arrival 2889 Experience of Care, This individual gave feedback that he has experienced long wait times at the pharmacy, however the staff have Yate Family Pharmacy Positive Communication between staff always been very polite. and patients

Secondary Care Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
2817	Treatment and Care, Quality of; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	The individual had surgery a year ago, their recovery after surgery was excellent they said however when they had a scan, they felt that the nurse didn't look after them well.	Bristol Royal Infirmary,BRI Bristol
2741	Treatment and Care, Quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Mixed	This individual gave feedback that their brother's baby experienced feeding difficulties, and care was always good whilst the baby was in hospital however they felt that external help was lacking when the family returned home. The baby ended up back in hospital and the family didn't feel that they were making progress with the feeding difficulties and felt that no answers were offered by the hospital staff about this.	Bristol Royal Infirmary,BRI Bristol
3007	Access to Services, Accessibility and reasonable adjustments; Experience of care, Communication with patients; treatment explanation; verbal advice	Positive	This individual gave feedback that they received excellent care when they went for an ultrasound scan. They said that one of the consultants went out of their way to read and explain all documents that this individual had to sign. This was very helpful as she has dyslexia and finds it very hard to read.	Bristol Royal Infirmary,BRI Bristol
2785	Treatment and Care, Quality of	Positive	This individual gave feedback that they attended the hospital after a referral from their GP. They were happy with their appointment.	Cossham Hospital, Bristol,
2773	Treatment and Care, Effectiveness of; Access to Services, Referrals - timeliness	Positive	This individual gave feedback that they went for a scan and had a good experience. They promptly got a referral to Yate MIU for an Xray.	Cossham Hospital, Bristol,
3024	Access to Services, Referrals - availability	Negative	The individual went to their GP to get an audiology appointment, and the GP didn't have access to an audiology referral that they needed. The individual felt that this was poor communication between the audiology service and the GP surgery. They said that there used to be an audiology service locally in Yate but it's no longer there. The audiology service is now in Thornbury which the person said has poor bus service links and therefore much harder to get to the appointment. It had also taken 9 months to get the referral which they weren't happy about add the whole process has made them feel very frustrated.	Not specified
3066	Access to Services, Waiting times- punctuality and queuing on arrival	Unclear	In December 2024 the individual's wife fell in their house and was taken to A&E by ambulance. Once at A&E the individual's wife waited 3 hours to be seen by staff.	Southmead Hospital, Bristol,
2930	Treatment and Care, Quality of; Access to Services, Waiting times- punctuality and queuing on arrival	Negative	The individual had gone to A&E as they felt unwell and was there between 5pm and 3am. They observed people on hospital trolleys in corridors waiting to be admitted to wards. Following their admission the individual had been told that they had had a stroke. They felt really badly treated as they had to wait for 3-4 hours to been seen by any staff and no medical tests were done during that time.	Southmead Hospital, Bristol,
3052	Access to Services, Accessibility and reasonable adjustments; Access to Services, Appointment Availability; Access to Services, Booking appointments; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	The individual said that their emotional needs were neglected when the individual suffering from COVID for a long time. The horrible symptoms lasted a long time. The individual was given medication without emotional support. Some medical staff just told the individual it was the symptoms of anxiety and depression, not the illness.	Southmead Hospital, Bristol,
2786	Treatment and Care, Quality of; Corporate, Car Parking Access; Access to Services, Waiting times, punctuality and queuing on arrival	Mixed	The individual went for a DEXA (bone scan) appointment at Southmead. They were happy with their appointment apart from having to wait a while for a nurse to take a blood sample, and it was difficult to park at the hospital.	Southmead Hospital, Bristol,
3036	Treatment and Care, Quality of	Positive	The individual's wife experienced good treatment and care at the Respiratory clinic. She had lung disease and shortness of breath walking downstairs.	Southmead Hospital, Bristol,
3044	Treatment and Care, Quality of	Positive	The person had a good experience of care.	Southmead Hospital, Bristol,
2987	Access to Services, Appointment Availability; Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that nothing went well. They were on the waiting list for 15 months and there was no communication at all.	Southmead Hospital, Bristol,
2731	Access to Services, Transport availability	Negative	This individual gave feedback that the hospital no longer uses the volunteer car service for special ambulances. This means that this individual's neighbour who is blind and has MS now has to be ready to leave 2 hours before her appointment time. She also then has to wait up to 2 hours after her appointment to be taken home. This individual has complained to the hospital but nothing has been done.	Southmead Hospital, Bristol,
2836	Continuity of Care, integration of health and social care, health promotion and wellbeing, Integration of services and communication between professionals	Negative	This individual gave feedback that their mother was admitted to the hospital. The hospital had no access to their mother's medical records or previous test results. Eventually they had to open the NHS app on their mother's phone and the consultant took pictures on his phone to see what had already been done, and what she had been prescribed.	Southmead Hospital, Bristol,
2984	Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that there is a lack of communication and they are not given any updates.	Southmead Hospital, Bristol,
2764	Treatment and Care, Quality of	Positive	This individual gave feedback that they attended the cardiology dept and were happy with the service and said that they couldn't ask for better; they'd had to go for a scan.	Southmead Hospital, Bristol,
2810	Treatment and Care, Quality of; Corporate, Car Parking Access	Mixed	This individual gave feedback that they had received excellent care at the hospital. They didn't want to give details of which department this was. They felt that the consultant and medical care was good. They felt that parking at the hospital was problematic.	Southmead Hospital, Bristol,
2915	Treatment and Care, Explanation of	Negative	This individual gave feedback that they have osteoarthritis in both knees. They were obese and went on a diet and with the help of the dieticians lost nearly 6 stone. But according to the surgeon, this was not enough. They say that this has condemned them to a life of constant pain and lack of mobility for over 6 years.	Southmead Hospital, Bristol,
2774	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that they struggled for years to get the correct diagnosis or treatment for their bladder and bowel issues and their chronic fatigue syndrome. They found that the hospital did not have the diagnostic tools to be able to identify their issues.	Southmead Hospital, Bristol,
3043	Access to Services, Appointment Availability	Negative	This individual gave feedback that they're still waiting for a physio appointment 9 months after they were referred.	Southmead Hospital, Bristol,
3034	Treatment and Care, Quality of	Positive	This individual was referred from Yate MIU as they'd dislocated their thumb. Southmead plastered their thumb/hand. They felt that the care has been good - quick and efficient.	Southmead Hospital, Bristol,
3032	Treatment and Care, Quality of; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individuals' husband has been for regularly appointments as he has Bowen's disease. He has been happy with the care he's received. He has to come to appointments every fortnight. This individual said "the illness isn't very nice and it's very worrying. The nursing and medical staff are very good and give us good information. My husband has had a couple of minor operations that have gone very well and he's got better".	Southmead Hospital, Bristol,
2986	Access to Services, Accessibility and reasonable adjustments; Treatment and Care, Quality of	Negative	This person was very unhappy with the care they received after a suspected stroke. They are Autistic and have ADHD, and felt staff were insensitive to their needs. They were also dissatisfied that there was no gluten free food available to be offered to patients, as they are gluten intolerant.	Southmead Hospital, Bristol,

Urgent & Emergency Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
2929	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Positive	The individual attended because of a shoulder injury - it was put in a sling for 3 weeks. The individual felt that the care was very good, They felt that they were listened to and were happy with the service.	Bristol Urgent Treatment Centre (South Bristol NHS Community Hospital
3037	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Waiting timespunctuality and queuing on arrival	Mixed	In December 2024 the individual's wife fell in their house and waited 4 hours for an ambulance to arrive. They felt that the paramedic system is poor however, they felt that the staff were good.	South Western Ambulance Service (SWAST)
2887	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that he had to wait 6 hours to be seen even though he had been referred for a head injury.	Southmead Hospital A&E
2770	Treatment and Care, Effectiveness of; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	The individual felt that the service was quick and the staff were pleasant and overall it had been a positive experience.	Yate Minor Injury Unit (Yate West Gate Centre)
2884	Treatment and Care, Quality of	Positive	This individual gave feedback that he has no issues with the MIU. The staff are always very polite and he never has any issues with getting an appointment. They are always very quick and prompt with any issues that arise.	Yate Minor Injury Unit (Yate West Gate Centre)
2885	Treatment and Care, Quality of	Positive	This individual gave feedback that she has received nothing but amazing service and that the doctors have been very polite. She also said that she has never struggled to get an appointment.	Yate Minor Injury Unit (Yate West Gate Centre)
2886	Treatment and Care, Quality of	Positive	This individual gave feedback that that when he suffered a head injury he attended the MIU where he was seen to and told to go to A&E due to it being a head injury. The individual explained how they bandaged him up and explained what he need to do next. He said they were nothing but 'excellent'.	Yate Minor Injury Unit (Yate West Gate Centre)
2761	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they visited with their partner who had glass in their foot. The individual said that their partner was happy with the care received and felt that it was a good service. You can access the reception staff quickly when needed.	Yate Minor Injury Unit (Yate West Gate Centre)

Public Health and Social Care Feedback Comments by Provider

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



ID Theme Sentiment Feedback Service Provider

No feedback this quarter

Community Care Feedback Comments by Provider

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health and social care, health

Carers

promotion and wellbeing, Support for



ID	Theme	Sentiment	Feedback	Service Provider
3061	Continuity of Care, integration of health and social care, health promotion and wellbeing, Home Support Equipment; Experience of Care, Staffing Levels; Continuity of Care, integration of health and social care, health promotion and wellbeing, Support for Carers; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	The individual gave feedback that in the last 2 years they have had 50 different carers come to their house to help with getting his wife up in the morning. She has dementia and the continuous turnover of carers is even more confusing for her as they never know who is going to attend or when. They are often waiting until after 11am for someone to help get her out of bed, which means they cannot attend appointments in the morning and this also affects his wife's mood. Generally the carers that attend are lovely, they are just limited with the time they can give people. The individual feels that services do not take people's needs into consideration and they often feel like a number and not an individual. They feel that there is little that they can do - they are aware that there are shortages of carers and they try to make do with what they have. As a carer the individual feels that not enough support and consideration is given to those caring for others and the impact on caring for others can have on their life. It harder to care for someone when you have health issues as well.	Not specified
3010	Access to Services, Appointment Availability; Treatment and Care, Quality of	Negative	This individual gave feedback that in the past couple of years her daughter has been suffering with her mental health, She had been diagnosed twice with cancer. once when she was younger with a form of leukaemia and after her uni degree she was diagnosed with lymphoma. This affected her mental health leading to a diagnosis of bipolar. After the diagnosis she did not receive any support around this for 6 months during which time her mother said that she declined rapidly, resulting in her parents paying for private support workers to help their daughter. This individual is very frustrated and angry that their daughter is not being provided with the support she needs.	South Gloucestershire Council
3048	Treatment and Care, Quality of; Continuity of Care, integration of	Positive	This individual gave feedback that social services have helped the individual through the process of moving her husband in to a residential care home. "I cannot fault how social services have conducted	South Gloucestershire Council

in a care home, he is happier and healthier".

the process of getting my husband into a care home. We had a trainee social worker who was very good

with us and we got our first choice of care home. My husband and I are much happier with him living

Mental Health Services Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
3039	Treatment and Care, Quality of; Access to Services, Provision of services; Access to Services, Referrals - availability	Mixed	This individual gave feedback that at first, getting sent to a trauma specialist unit by their GP was great. They got diagnosed with CPTSD and could then get specific support. They could access EMDR therapy and trauma focused therapy and begin recovering. Facing trauma reality was almost unbearable, so continual support was essential. But they say that access to support was cut off intermittently which was devastating and would have caused probable suicide if this individual didn't find support from their church at that time. They were told they needed 3 stages of EMDR treatment to recover; past trauma, present trauma, and future daily, but they were only ever given 2 of those. The third was refused with no follow up. This individual says that they have only got through this with private help and self help.	Avon and Wiltshire Mental Health Partnership (AWP)
2964	Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that they experienced a lack of communication. No support was provided for post diagnosis of autism and adhd. They were told to go elsewhere by clinical staff, and have since raised a formal complaint.	Avon and Wiltshire Mental Health Partnership (AWP)

General NHS Services Feedback Comments

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ID Theme Sentiment Feedback Service Provider

No feedback this quarter

Provider comments on 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 or call us by phone on 01225-362900 or freephone 0800-073-1778.