



healthwatch
South Gloucestershire

FEEDBACK FEED FORWARD

QUARTERLY REPORT: QUARTER 2, YEAR 3

Healthwatch South Gloucestershire gives children, young people and adults across South Gloucestershire a powerful voice locally and nationally and works to help people get the best out of their local health and social care services through influencing the delivery and design of them. This report gives services the opportunity to respond, telling us what actions they have taken as a result of comments.

FEEDBACK FEED FORWARD

QUARTERLY REPORT: QUARTER 2, YEAR 3

You Said.....

Healthwatch will.....

All the feedback detailed in this report has been inputted to Healthwatch South Gloucestershire's database of feedback. Responses we have received from the service providers have also been included. Healthwatch will be sharing this report with Healthwatch partners including South Gloucestershire CCG, South Gloucestershire City Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch South Gloucestershire Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch South Gloucestershire website (www.healthwatchsouthglos.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work by Healthwatch South Gloucestershire
Healthwatch welcomes and encourages members of the public to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch South Gloucestershire has heard 49 comments about health and social care since July 2015.

This report considers the types of comments and the services they relate to, and the themes emerging from the comments heard between July 2015 and the end of September 2015.

RESULTS

Healthwatch South Gloucestershire has heard 49 comments about health and social care between July and September 2015.

Three general themes were found across services. GPs and pharmacies were praised for their efficient service. Some services and information were

not accessible for those with additional needs.

Healthwatch South Gloucestershire has heard 49 comments about health and social care since July 2015.

This report considers the types of comments and the services they relate to, and the themes emerging from the comments heard between July 2015 and the end of September 2015 (3 months).

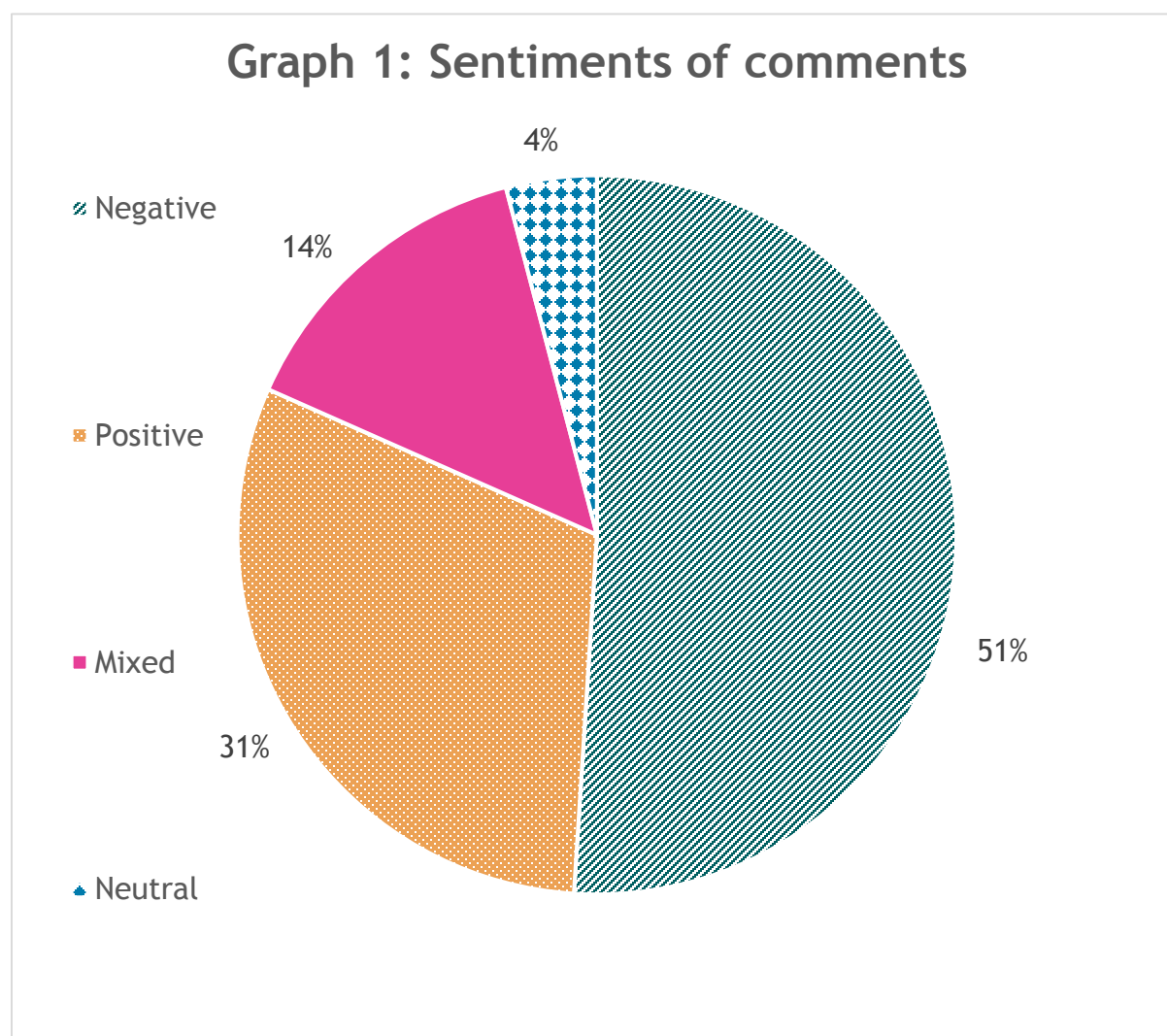
Section 1: You Said - General themes

Analysis included *all* comments and services, including those comments that did not identify the service by name, during quarter 2. From these 49 comments three general themes were identified. The table shows the general themes, the number of comments that related to the theme and the named services associated with each.

Named services within General Themes (other comments without named services have been included)	Number of Comments	General Theme
(Hanham Surgery, Boots Pharmacy, Fishponds, Kennedy Way Surgery, Lloyds Pharmacy Chipping Sodbury)	9	Commentators were happy with swift efficient services with good information provided at GPs and pharmacies
(Southmead Hospital)	16	Commentators feel services (particularly hospitals and GPs) do not provide information in easily accessible ways for those with additional needs . People often need additional support to access services.
(Southmead Hospital, Yate MIU, LIFT psychology)	14	Commentators feel services (particularly hospitals and primary care services) are not easily accessible for those with additional needs . People often need additional support to access services.

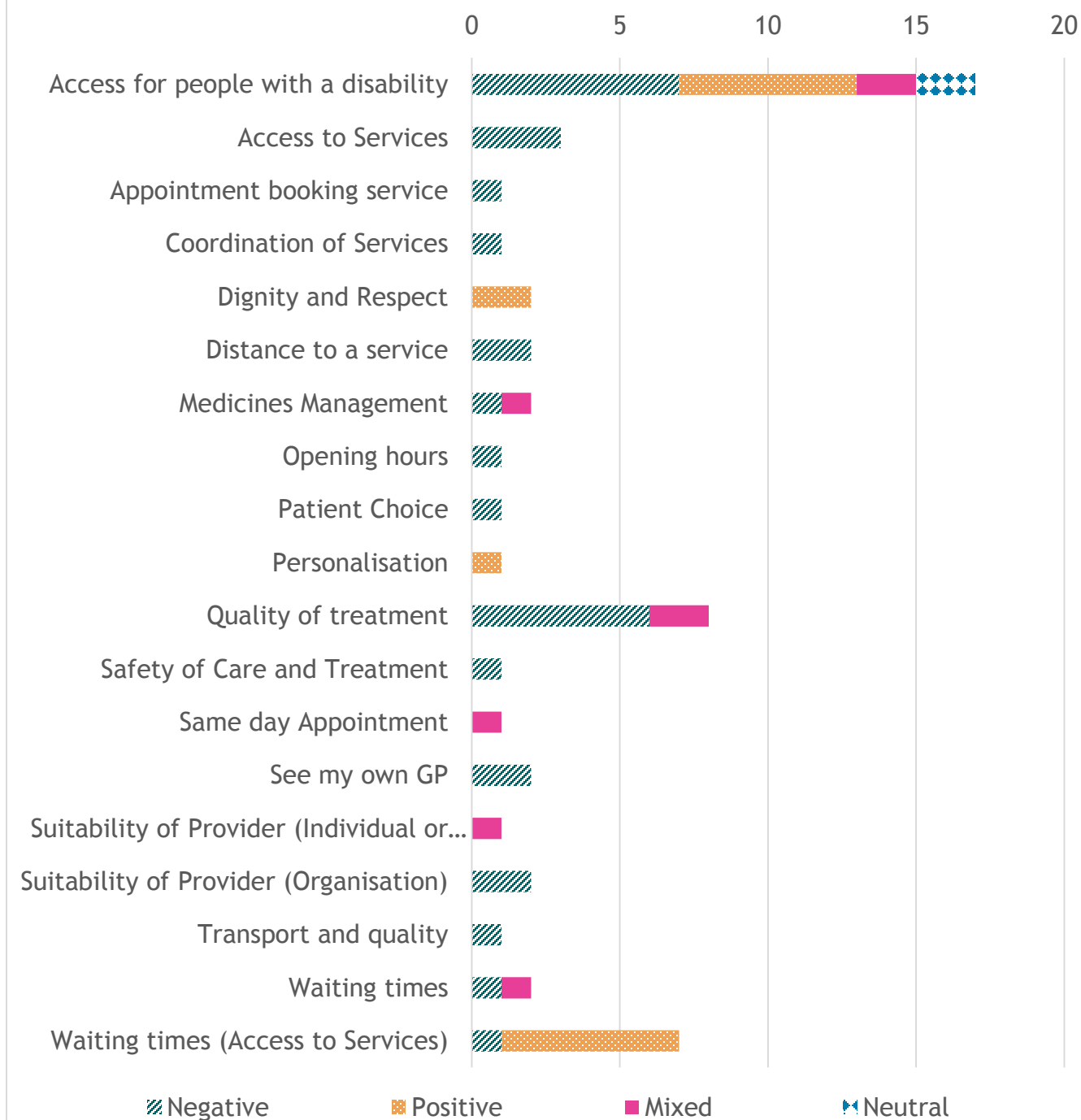
Table 1: General themes

Graph 1 shows the sentiment of all comments. 51% were negative, but a further 31% were positive, with the rest mixed or neutral.



Graph 2 (overleaf) shows comments by the general subject covered in the comment. The largest subject was “Access for people with a disability” (Total comments 17: Negative 7, Positive 6, Mixed 2, Neutral 2), followed by “Quality of treatment” (Total comments 8: Negative 6, Mixed 2) and “Waiting times (access to services)” (Total comments 7: Negative 1, Positive 6).

Graph 2: Comments by subject



Section 2: You Said - feedback specific to service providers

The comments were then analysed by the service providers. 35 of the 49 comments had identifiable services and service providers. North Bristol Trust was the only service provider with more than 2 comments. From these comments we were able to see 3 clear themes in services provided by North Bristol Trust. All other comments came from a mixture of providers across primary, secondary and community services so it was not possible to identify further themes per service provider. The service provider will be asked to respond to their themes and their responses will be included in the next report.

Service Provider (Service)	Number of comments	Service Provider Specific Theme
North Bristol Trust	15	
(Yate MIU, Southmead Hospital, Cossham Hospital)	7	Commentator feels these services provide a good quality service .
(Southmead Hospital, Yate MIU)	5	Commentators said they had experienced long waits in Southmead Hospital and Yate MIU, particularly at A&E and for X-rays.
(Southmead Hospital)	3	Access to Southmead Hospital is difficult for commentators both with parking and public transport issues .

Table 2: Key theme(s) for specific service provider(s)

Section 3: We Did - Responses to last quarter's themes

Last quarter there were 3 general themes. Healthwatch work that resulted from this information has been included in Table 3 (overleaf). Service providers were asked to tell us what they have done in response to the general themes and service provider specific themes reported in our last quarterly report. Those who responded to general themes have had their response included in Table 3 (overleaf).

General Theme	Responder	Response
Access to services through transport issues Commentators talk about difficulty in getting to services, especially hospitals.	Healthwatch	We have feedback to North Bristol Trust Patient Experience Group.
	North Bristol NHS Trust (NBT)	We are aware that parking and then transfer facilities have on occasion proved difficult for some patients and visitors. Public transport links to Southmead have been improved over the last few years, and the Trust is pleased that access to most facilities will be much improved when the Phase 2 development is completed in spring 2016.
Staff attitudes affecting views of services Commentators valued staff who were friendly, helpful and considerate.	Healthwatch	We have planned a visit to North Bristol Trust Southmead Hospital on 3/4/5 November.
	North Bristol NHS Trust (NBT)	The Trust is pleased to learn that many of the people who responded felt staff are friendly, helpful and considerate. We recognise that there is always room for improvement and continue to take action to ensure staff deliver a professional and caring approach in all situations.
Making timely appointments in primary care Commentators expressed frustration at not being able to make appointments easily.	Healthwatch	We will be discussing this with NHS England at quarterly meetings. The next meeting date has not yet been set.

Table 3: Responses to General Themes by Healthwatch and service provider(s)

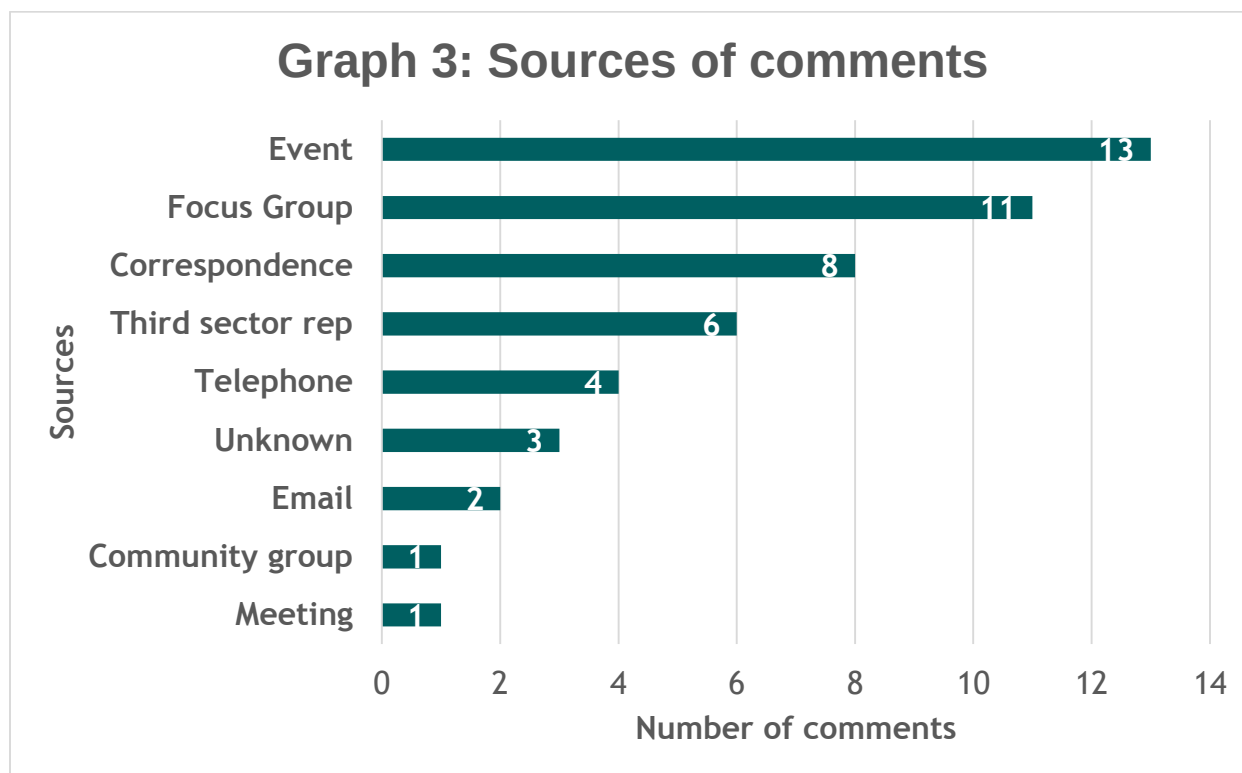
Service providers were asked to respond to themes specific to their service that were found from comments from the last quarter. They were asked that their response include how each theme will influence future working by service providers. Each theme and the corresponding service provider response have been included in Table 4 (overleaf).

Service Provider Specific Theme	Service Provider	Response
Difficult for commentators to get appointments	Christchurch Family Medical Centre	No response
Commentators report unsatisfactory service due to poor staff attitudes or facilities (Southmead Hospital, North Bristol Trust general, North Bristol Trust (maternity services), North Bristol Trust (Bristol enablement centre))	North Bristol NHS Trust (NBT)	Staff should always appear helpful, caring and empathetic, but they are human and are subject to emotions we all experience. As mentioned above the iCARE training has been introduced to order to help staff recognise where a positive attitude can help and to allow them to put themselves in the patients shoes.
Access to Southmead Hospital is an issue for commentators	North Bristol NHS Trust (NBT)	Please see the comments above. The past 2 years has been difficult for patients and staff as effectively 2 hospitals were amalgamated on one site before the existing buildings could be demolished thus creating the space for the parking facilities which were always planned.
Commentators talked about experiencing difficulties accessing care for those they look after	South Gloucestershire Council	No response

Table 4: Service Provider Specific Themes and responses from service provider(s)

Section 4: We Did - Healthwatch activities

The comments that contributed to the themes were received through a number of mediums. Healthwatch staff undertaken engagement activities which are highlighted in the large number of comments received via events and focus groups in Graph 3.



The focus of Quarter 1 was Mental Health. An open meeting in July discussed this and the intelligence gathered over the quarter. A report written on this can be found on our website: <http://healthwatchsouthglos.co.uk/wp-content/uploads/2015/01/HW-Open-Meeting-report-16-7-2015.docx>

Healthwatch South Gloucestershire Enter and View authorised representatives undertook an Enter and View visit Willow Cottage Nursing Home during May 2015 and to Oaktree Care Home in July 2015. Relevant reports can be found on the website:

<http://healthwatchsouthglos.co.uk/about-us/enter-and-view/>

South Gloucestershire Council Public Health is funding Healthwatch South Gloucestershire to carry out a one year project on mental wellbeing. We are running an online survey and focus groups to find out what has helped people improve their mental wellbeing, and also what additional help they would like to achieve this.

<http://healthwatchsouthglos.co.uk/news/mental-well-being-in-south-gloucestershire/>

Healthwatch South Gloucestershire, Bristol, B&NES, and Somerset are working in partnership with the Diversity Trust to produce a LGBT+ Health and Wellbeing Strategy which can be shared with the Health and Wellbeing Board. The Diversity Trust will develop a training programme for healthcare providers on improving access to health services for Trans patients.

Healthwatch South Gloucestershire produce an e-bulletin every month outlining any relevant information, which can be found on the website: <http://healthwatchsouthglos.co.uk/about-us/e-bulletins/>

Section 5: What else is going on

Strategic Intelligence

Healthwatch South Gloucestershire work closely with voluntary sector services networks including Mental Health, Children and Young People, Older People and Health and Wellbeing Networks. From information gathered by Healthwatch representatives, Healthwatch and The Care Forum staff at meetings/conferences it is clear that some work is already under way around the general themes in this quarter.

Commentators feel services (particularly hospitals and GPs) do not provide information in easily accessible ways for those with additional needs. People often need additional support to access services.

At the Improving Patient Experience Forum (IPEF) in May Healthwatch heard about Introduction to Communications Strategy from South Gloucestershire CCG which should consider how to present information to a variety of service users.

Commentators feel services (particularly hospitals and primary care services) are not easily accessible for those with additional needs. People often need additional support to access services.

At the Improving Patient Experience Forum (IPEF) and at the Yate Town Centre Strategy Group in June discussions focussed on accessibility of hospital and primary care services. Both groups talked about issues services users had with Yate Minor Injuries Unit. The South Gloucestershire CCG has been investigating people's views on minor injuries services within primary care, including a survey from 10 August to 11 September 2015. More information can be found here;

<https://www.southgloucestershireccg.nhs.uk/get-involved/minor-injuries-services-pilot/>

Section 6: What will be done

Healthwatch staff will share this report and its findings with services, service providers and commissioners. Healthwatch representatives will share the information at meetings and groups.

The Healthwatch South Gloucestershire 'Plan on a page' outlines our plans for 2015/16:

<http://healthwatchsouthglos.co.uk/wp-content/uploads/2014/06/South-Glos.pdf>

The next Healthwatch South Gloucestershire open meeting is on 16 November at Turnberries Community Centre, Thornbury 10am until 12 noon. The focus of this meeting is 'Equality':

<http://healthwatchsouthglos.co.uk/event/healthwatch-open-meeting-2/>

Ongoing work for Healthwatch South Gloucestershire is around two main projects: mental wellbeing; and LGBT+, as outlined in Section 4. Further events and consultation information can be found on our website: <http://healthwatchsouthglos.co.uk/news/>

Tell Us Your Story...

Healthwatch South Gloucestershire wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text South Glos followed by your message to 07860 021 603



Email us at info@healthwatchsouthglos.co.uk



Call us: 0117 2690400



Write to us at: Healthwatch South Gloucestershire,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: www.healthwatchsouthglos.co.uk