

Q3 Quarterly Activity Report October-December 2017



Highlights of Q3

New Team Members



Vanessa Scott Marketing Communications in November

Our reports published this quarter



'Wellbeing: Early Years (above)

'Bristol Children's Hospital (right)



World Mental Health Day

We supported Bristol's Freedom of Mind Festival at various events across the city with information stalls



Q3 Outcomes Highlight

We increased our relationship building with both the statutory stakeholders and voluntary sector organisations.

"During Q3 we engaged with 31 different organisations across Health, Clinical Commissioning Groups, Voluntary Sector organisations such as Barnardos, Off The Record and BAME organisations." Sarah Ambe HW Bristol Manager

Our full Q3 Outcomes Report is now available on our website.

How we have helped the public in Q3

41



During Q3 our Healthwatch staff have helped 41 people with feedback questionnaires both on emotional wellbeing and general feedback .

68

Independent Health Complaints Advocacy supported individuals during Q3, of which 40 were new referrals.

'Other Sources'

including voluntary organisations/friends and family was the highest source of new referrals followed by self-referral and then Healthwatch Bristol and Bristol Hubs.

The highest number of complaints (for new referrals) in Q3 were:

- **Premature/unsafe hospital discharge**
- **Quality of treatment including diagnostics**
- **Deaf provision for patients and accessible information.**

"It is nice to be listened to. Having been passed around I am finally able to make a complaint and know where to go now."

60

Healthwatch had 60 emotional wellbeing questionnaires for Bristol this quarter.

Follow up actions taken from our engagement work included:

- **Referral to Advocacy**
- **Signposting to:**
 - The Carers' Centre
 - Bristol Older People's Forum
 - Well Aware
 - SEAP NHS Complaints
 - Social Prescribing
- **Referral to internal Healthwatch staff**

How we have helped the public in Q3

Case study | Independent Complaints Health Advocacy Bristol

“Many thanks for sticking with me during all of this I couldn't have done this without you”

“I want you to know, I am profoundly grateful for the time that you have worked with me, in more ways than I know how to verbalise. The things that stand out the most to me are the way you stopped me going into a meltdown the time I first met you (i didn't know before that that it was even possible for someone who doesn't know me to do that); and you writing to me, that when I feel listened to, my communication becomes much clearer (which I already knew, but had never been acknowledged by anyone before, so it touched me very deeply that you did acknowledge it). There is so much more that you have given me, and I don't know words for those things. I wish that I did, because to me it's important to give clear feedback to people who have helped me - but I rarely know the words to do so in any

way that is meaningful to them (or even me at times), and I am not going to beat myself up over that. I want you to know that despite the many challenges, it has been a pleasure working with you, and that hasn't happened for me with a lot of people.”

Anon feedback Bristol

How we have helped the public in Q3

Case study | Volunteering Event University of West of England

"My friends, colleagues from my study course help to relieve my study related stresses and concerns!"

University student

"GP at University helped with advice for my anxiety and stress after meeting, this was acknowledge by University and I was able to have additional time for my exams due to my anxiety."

University student

Supported by Healthwatch Bristol university students shared their experience's responses highlighting the important of peer groups and various other types of health and social care services which students found helped aid their health and wellbeing needs, further affirming which services could be improved.

Case study | Bristol Social Services and Advocacy

A parent carer was referred by the Carers' Centre having received support around their own wellbeing. However, we were able to support the family to receive some Mental Health advocacy due to their son's emotional wellbeing. We were able to signpost to crisis team at Bristol Mental Health, involved the Well Aware service and also gave information and advice to look at making a complaint around access to a social

worker. The family reported that the social worker had been signed off and had left, and despite numerous telephone calls, the family were left without any social worker or emergency contact. The family with their son's consent was able to get new direction on how to receive support, by making a complaint around how they had been treated. The family have now got a new social worker and crisis team working with the patient.

How we have gathered views of the public in Q3



We visited 67 **engagement events and meetings** and heard from 41 people as well as staff about various topics related to mental health, and general patient services.

We received 41 feedback feed forward reports. We received 60 emotional wellbeing questionnaires.

Our engagement worker, Kervon pictured here at Easton Community Centre doing a Health Improvement Day with the BAME community.



We took emotional wellbeing leaflets produced by our partners at CASS to support anyone needing assistance getting help with their mental health and where to find further support.

We worked in partnership with Healthwatch South Glos on producing an Accessible Information Standard leaflet, informing the public of their right to having access to their information in a variety of formats.



We produced the emotional wellbeing survey in both print format and via online Survey Monkey. Through our Facebook and Twitter pages, we published our wellbeing survey and this was even retweeted by the Mayor of Bristol, Marvin Rees! We have the online survey open into 2018 to increase the amount of people who can respond to wellbeing services across Bristol. To participate in our wellbeing survey:

<http://bit.ly/2FLIEIB>

“Thank you for letting us know about what other services are out there for our 30 year old son with Mental Health needs. As a parent of an adult child, it’s hard to know how we can support him. ”

'What we've heard' (in the 3 months up to December 2017)



The most frequently mentioned services are:

- Hospital Discharge
- GP Waiting Time
- Mental Health Service waiting

The most frequently mentioned topics are:

- GP services
- Mental Health
- Hospital Discharge

101

individual experiences were reported to us

37% positive
44% negative

The services with the highest proportion of positive experiences*

- Bristol Neurological Ward NBT
- Bristol Children's Hospital - fantastic!
- GP Appointments improved

The services with the highest proportion of negative experiences*

- Bristol Children's Hospital
- GP availability and waiting time
- North Bristol Trust Parking

* of services mentioned at least once a month

"Commentator stated that "their experience at the Children's Hospital has been fantastic, the nurses were very engaging which made their daughter's experience a positive one"

