



healthwatch
Bristol

SENSORY HEAVEN

ENGAGEMENT AND FEEDBACK SESSION

Healthwatch Bristol collaborated with Sensory Heaven to conduct an engagement session/workshop for individuals with varying abilities. Healthwatch Bristol consulted with six individuals by listening and documenting their experiences of health and social care services.

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SENSORY HEAVEN

THE ORGANISATION

Sensory Heaven is a therapy centre based in Bristol that offers a holistic and therapeutic service for individuals. The aim of the service is to provide a stimulating environment that primarily focuses on the promotion of a healthy lifestyle through the health and wellbeing agenda.

Sensory Heaven supports individuals with:

- Dementia
- Mental health
- Learning disabilities
- Physical disabilities
- Children and adults with sensory needs
- New mums with postnatal illness
- Baby groups where parents can get involved

However anyone else who wants to improve their health and wellbeing can also access the service.

For more information about Sensory Heaven and the services they provide, please visit their web site at: <http://www.sensory-heaven.co.uk/>

THE ENGAGEMENT

Healthwatch Bristol engaged with six individuals with mild to moderate learning difficulties for a feedback and workshop session at Sensory Heaven.

The aims of the Healthwatch workshop were:

- To enable the attendees to have a better understanding and awareness of Healthwatch;
- To explore ways in which individuals can share their experience of health and social care;

Promoting Health and wellbeing in the community

Animal Therapy



Sign and Singing



Music/Singing Therapy



Holistic Therapy



Expressive Art



- To promote volunteering opportunities with Healthwatch;
- Gather feedback from people on their experience with health and social care services.

RESOURCES

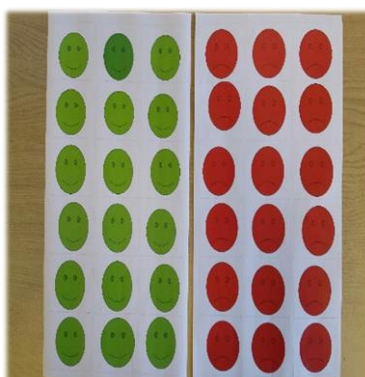
Due to the needs of the client group that Healthwatch consulted with, it was important to consider each individual's learning styles and needs. As highlighted earlier, the group were made up of individuals with varied abilities which included individuals with learning disabilities, sensory impairments and physical disabilities.

Therefore the resources used with the group needed to be adapted and tailored to meet each individual learning need in order for them to participate in the workshops and to be able to share their experiences of health and social care services in Bristol.

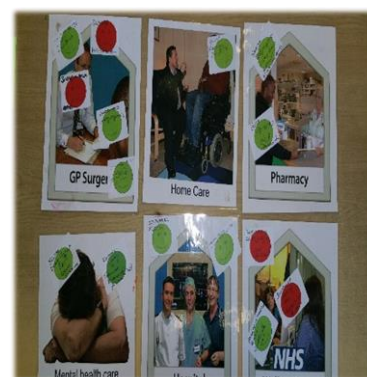
Figure 1: Resources used in the data collection process



Pens and Post It Notes



Smiley Faces



Pictures of Services



Picture with feedback





YOU SAID...

COMMENTS RECEIVED

GPs Surgery

The general themes analysed from the group discussions in relation to GPs services were access to services and staff attitudes.






No of Comments	Service Type	Comment Received
2	Brislington Health Centre	 The commentator informed Healthwatch that the receptionist at their surgery is rude and unhelpful.
1	Kingwood Health Centre	 Commentator stated that they are very happy with the services offered at their practice.
1	Filton Medical Practice	 Commentator informed Healthwatch that they are happy with the treatment at the doctors.
1	Malago Bedminster Health Centre	 Commentator highlighted the easy of obtaining an appointment at their GP Surgery.

Dentists

The general themes analysed from the group discussions in relation to dental surgeries and services were access to services, facilities and surroundings in relation to disability access.





No of Comments	Service Type	Comment Received
1	Coronation Road NHS Dentist	 Commentator stated that their dentist surgery is very accessible for people with physical disabilities.
1	Phoenix Dentist Kingwood	 Commentator informed Healthwatch of the good services they receive from their dental surgery.

1	Oasis Dentist Bishopston		Commentator highlighted that they have poor mobility and is not able to access the dentist surgery due to stairs.
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Pharmacies

The key theme analysed from the comments received from the group about their experiences accessing pharmacies were access to services in relation to service delivery. Staff attitudes in relation to staffing was also highlighted






No of Comments	Service Type	Comment Received
1	Boots Pharmacy Bedminster	 The commentator informed Healthwatch that they are happy with the delivery service provided by Boots.
1	Boots Pharmacy Henlease	 Commentator highlighted good services they receive from the staff at their pharmacy in Henlease. The commentator further stated that the staff are very friendly and helpful.

Walk In Centre

The key themes analysed from the comments received from the group about their experiences accessing a walk in centre were in relation to quality of treatment and care, staffing and staff attitudes.





No of Comments	Service Type	Comment Received
1	Broadmead Walking Centre	 The commentator highlighted that the nursing care they received at the walking centre was very good.
1	Kingswood Walking Centre	 Commentator informed Healthwatch of the poor service they received at the centre.
1	Broadmead Walking Centre	 Commentator informed Healthwatch that they found the receptionist very rude.

1	Hengrove Walking Centre		Commentator informed Healthwatch that they found the treatment good and the environment friendly.
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Hospitals

The general themes analysed from the group discussions, in relation to individuals experience of accessing hospital services were concerning the quality of care in relation to treatment and staff attitudes.





No of Comments	Service Type	Comment Received
1	Bristol Royal Infirmary	 Commentator highlighted good services they receive from the nursing staff at the BRI.
1	Southmead Hospital	 Commentator informed Healthwatch of their positive experience, receiving treatment at Southmead Hospital.

Accident and Emergency (A&E)

The themes analysed from the comments received from commentators regarding their experiences of accessing health care services at A&E, highlighted access to services in relation to waiting times and treatment and care.




No of Comments	Service Type	Comment Received
1	Bristol Royal Infirmary	 Commentator highlighted good service and treatment they receive from the team at BRI, Accident and Emergency Department. The commentator also stated that they were seen very quickly.
1	Bristol Royal Infirmary	 The commentator informed Healthwatch Bristol of their dissatisfaction with the service they received at the BRI, Accident and Emergency department. The commentator further stated that they had to wait over three hours before being seen by triage.

Mental Health and Counselling Services

The general theme analysed from the comment concerning mental health services, was about access to services in relation to waiting times and treatment and care.




No of Comments	Service Type	Comment Received
1	Knowle West Health Park	 <p>Commentator commented about their experiences accessing psychological therapy provided by Knowle West Health Park. Commentator stated that their experience was positive</p>

Drug and Alcohol Services

The general themes analysed from the comment received, related to access to services and treatment and care in relation to quality.





No of Comments	Service Type	Comment Received
1	Bristol Drug Project	 <p>Commentator stated that they are very pleased with the good services they receive when accessing talk therapy (CBT)</p>

Sexual Health Services (SHS)

The key themes analysed from the comments received, in relation to SHS were about access to information and access to care and treatment.





No of Comments	Service Type	Comment Received
1	Sexual Health Services	 <p>Commentator stated that they were not aware of what family planning was or what services are offered.</p>

1	Brook Centre		Commentator stated that they are happy with the services offered at the Brook Sexual Health Centre in Broadmead.
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111 and 999 emergency services

The key themes analysed from the comments received, in relation to the 111 and 999 emergency services were; communication, staffing, access to services in relation waiting times and quality of care and treatment.




No of Comments	Service Type	Comment Received
1	South Western Ambulance Service	 The commentator stated that they are pleased with the ambulance service which was very quick to arrive and the paramedics was very sensitive to communication needs due to Learning Disabilities diagnosis.
1	South Western Ambulance Service	 Commentator highlighted their good experience of accessing the ambulance services. They further described the service as quick, in relation to response time and efficient.

Social Work

The key themes analysed from the comments received, in relation to social work services were; staff attitudes, respect and dignity in relation to equality and inclusion.





No of Comments	Service Type	Comment Received
1	Bristol Community Learning Disabilities Team	 Commentator informed Healthwatch of the good relationship she has with her social worker and that she feels listen to and included in decisions.

Physiotherapy

The key themes analysed from the comments received from the group about their experiences accessing physiotherapy services were concerning waiting times in relation referrals and access to services.




No of Comments	Service Type	Comment Received
1	Southmead Hospital	 <p>The commentator informed Healthwatch that they were able to obtain a fast referral to the physiotherapy service which was very good</p>
1	South Bristol Community Learning Disability Team (CLDT)	 <p>Commentator commented on the smooth referral process and the intense six weeks physiotherapy service they receive, which they felt was of a high standard</p>

Home Care

The general themes analysed from the comments received from the group about their experiences of accessing home care were concerning the quality of care in relation to treatment and care and home care support



No of Comments	Service Type	Comment Received
1	Bristol Freeways Trust	 <p>The commentator informed Healthwatch that they are happy with the care services provided by Freeways staff.</p>

Chiropody- Foot Care

The key theme analysed from the comments received from the group about their experiences accessing Chiropody services were concerning access to services in relation to suitability of provider.





No of Comments	Service Type	Comment Received
2	Private Service Provider	 The commentator informed Healthwatch that they are happy with the service provided by their chiropodist which is very cheap and reliable.
1	Kristina Holistic Health	 Commentator highlighted the good services they receive from their chiropodist who is disabled friendly and is easy to access.

Short Breaks

The key themes analysed from the comments received from the group about their experiences accessing short break services were concerning access to information and services:



No of Comments	Service Type	Comment Received
1	Freeways Trust Bristol	 The commentators informed Healthwatch that they are kept up to date and informed about short break opportunity.
1	3 Tree Bristol	 The commentator informed Healthwatch that they are happy with the respite services provided by Tree Threes.

You Said - Data Analysis

A total of 33 comments were collected from the engagement session, generally the feedback received was positive, the comments were then analysed according to themes.

The major themes analysed from the comments were:

- **Access to Information;** commentators felt that there is a need for better awareness of services and service provisions that an organisation provides. Commentators also felt that this information should be provided in an accessible format that meets individual service users / patients needs.
- **Access to Services;** the general theme analysed for access to services, in relation to sub themes, highlighted waiting times as a major issue for most commentators, who have accessed health and social care services. Commentators found that the waiting times were too long. However fifty percent of those commenting also felt that the services in relation to patient care were of a good quality. Further to this, commentators also indicated that some services were not meeting their access needs in relation to that availability of infrastructures such as elevators, ramps and escalators.
- **Quality of Care and Treatments;** the general consensus of the comments received were in relation to the quality of the care and treatment receive and was generally positive. Commentators highlighted that some services were able to meet their needs holistically.
- **Staff Attitudes;** a small percentage of commentators highlighted staff attitudes as an issue when accessing health and social care services. This is mostly common among reception staff at most G.P practices.
- **Access to Facilities;** commentators felt that accessing most health and social care services is good. However, commentators who have a disability found accessing some health and social care services difficult due to a lack of infrastructure, such as lifts and ramps, particularly for individuals with mobility issues and who use wheel chairs.
- **Referrals;** a large percentage of commentators highlighted their satisfaction particularly in relation to the time period it took for them to get referred to a specialist health and social care service for treatment.

Healthwatch will....

All the feedback provided by the group has been inputted to Healthwatch Bristol's Feedback Feed Forward database and will be included in the Healthwatch Bristol Quarterly Report. Healthwatch will be sharing this report with Healthwatch partners including Bristol Clinical Commissioning Group, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Bristol and Sensory Heaven

Healthwatch welcomes and encourages users of Sensory Heaven to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

Tell Us Your Story...

Healthwatch Bristol 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 bris followed by your message to 07860 021 603



Email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



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

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