



## Healthwatch Bristol Engagements Summary: Quarter Two (Q: 2) THEME: Long Term Conditions (July 2017 – September 2017)

### ENGAGEMENTS

July through to September Healthwatch Bristol's Engagement Officer worker conducted a series of planned and unplanned engagements with seldom heard community groups, patients and individuals in Bristol.

The Engagements were specifically planned in relation to and based on the Healthwatch Bristol Quarter 2 theme "**Long Term Conditions**"

Healthwatch Bristol Used a series of resources to capture the views and experiences of the people they engaged with in relation to health and social care services, ranging from primary care, secondary care and local authorities social care services.

**Healthwatch Bristol Engagements staff attended the following events and conducted targeted engagements in relation to the theme Long Term Conditions:**

**Bristol Eye Hospital Technology Day, 4<sup>th</sup> July, 2017:** Healthwatch Bristol attended the Bristol Eye Hospital Technology day in collaboration with [Deafblind UK](#). The day was in aid of patients who had a visual and hearing impairments to develop new skills and discover how to set zoom magnification, voice over screen reader and specialist apps for low vision users.

**Bristol Pride: 8<sup>th</sup> July, 2017:** Healthwatch Bristol collaborated with the Diversity Trust to celebrate "Diversity" at Bristol's Pride Celebrations. Pride is a positive stance against discrimination and violence toward lesbian, gay, bisexual, and transgender (LGBT+) people. Healthwatch Bristol promoted the Trans Health Online Survey which was a joint project between the Diversity Trust and Local Healthwatch areas including: Bristol, Bath & North East Somerset, North Somerset, South Gloucestershire, Swindon and Wiltshire. Click on the link to access the survey: <http://bit.ly/2f4Oipa>

**Riverside Adolescent Unit, 1<sup>st</sup> August, 2017:** Healthwatch Bristol visited the Unit and spoke with service users who are currently inpatients at the unit. Riverside Adolescent Unit, provides in-patient and day services for young people with severe mental health issues.

**Celebrating Age Festival, 23<sup>rd</sup> September, 2017:** Healthwatch Bristol in partnership with B&NES and South Gloucestershire engaged with the attendees of the Festival. The event was put on by Age UK Bristol, with a purpose of improving the lives of older people in Bristol, regardless of culture or colour, through commissioning a range of services to reduce social isolation.

**Bedminster Carers Support Group, 19<sup>th</sup> September, 2017:** The Carers Support Centre runs a series of support groups for carers across Bristol and South Glos. Healthwatch Bristol attend the Bedminster Group and spoke with the members, documenting their feedback. These groups offers a safe and confidential space to meet other carers and share how you feel about being a carer.

**Hartcliffe Dementia Wellbeing Service, 28<sup>th</sup> July, 2017 / St Werburgh Dementia Wellbeing Service, 4<sup>th</sup> September, 2017.** Healthwatch Bristol was invited to the Dementia Wellbeing Services in South and Central Bristol, to speak with the services users and carers who attended the Service User Involvement Groups, hearing about their experience of accessing services in Bristol.

"There is a lack of awareness of how dementia is diagnosed or the Dementia Pathways is not known by some patients and carers"

"Following dementia diagnosis, the support provided by the Dementia Wellbeing Service was amazing."

"Carers Assessments are not being processed on time and is taking longer than the stipulated time frame"



"Accessing a Social Worker via Care Direct to get a care package review, has proven to be a nightmare"

(Care Direct)

"There is no continuity of service at Lawrence Hill Surgery as most of the GPs there work part time. Patients have to explain themselves over and over because they are given appointment with a different GP each time."

(Lawrence Hill Medical Centre)

# STRATEGIC ENGAGEMENT

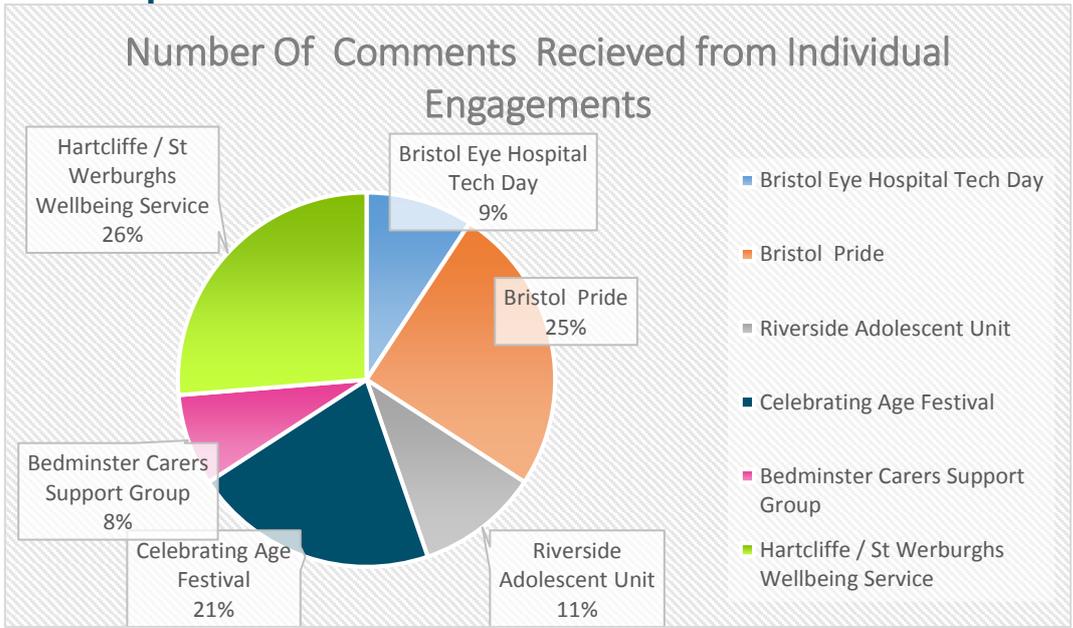
## Knightstone Housing +55 Project (St Agnes), 11<sup>th</sup> September, 2017

The Knightstone Housing over 55 project is a co-production between Bristol Aging Better and the over 55 residents of St Pauls and St Agnes. The aim of the project is to reduce social isolation and to ensure people are aware of support networks that are available to them. Healthwatch Bristol was able to attend their community event and spoke to local residents who attended.

“Most staff are helpful and professional. However, time keeping and communication are erratic at times.”  
(Guinness Care and Support Agency)

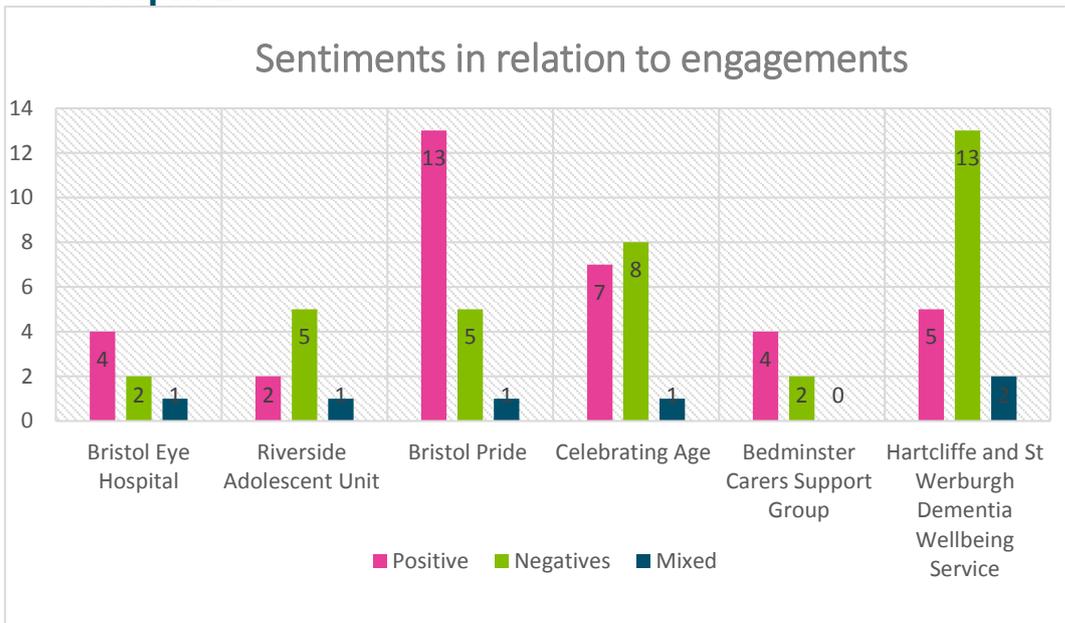
# DATA PRESENTATION

Graph 1



“Yearly Glaucoma appointment, the consultants are very polite and friendly, they explain treatment plan very clearly, which gives a sense of peace of mind.”  
(Bristol Eye Hospital)

Graph. 2

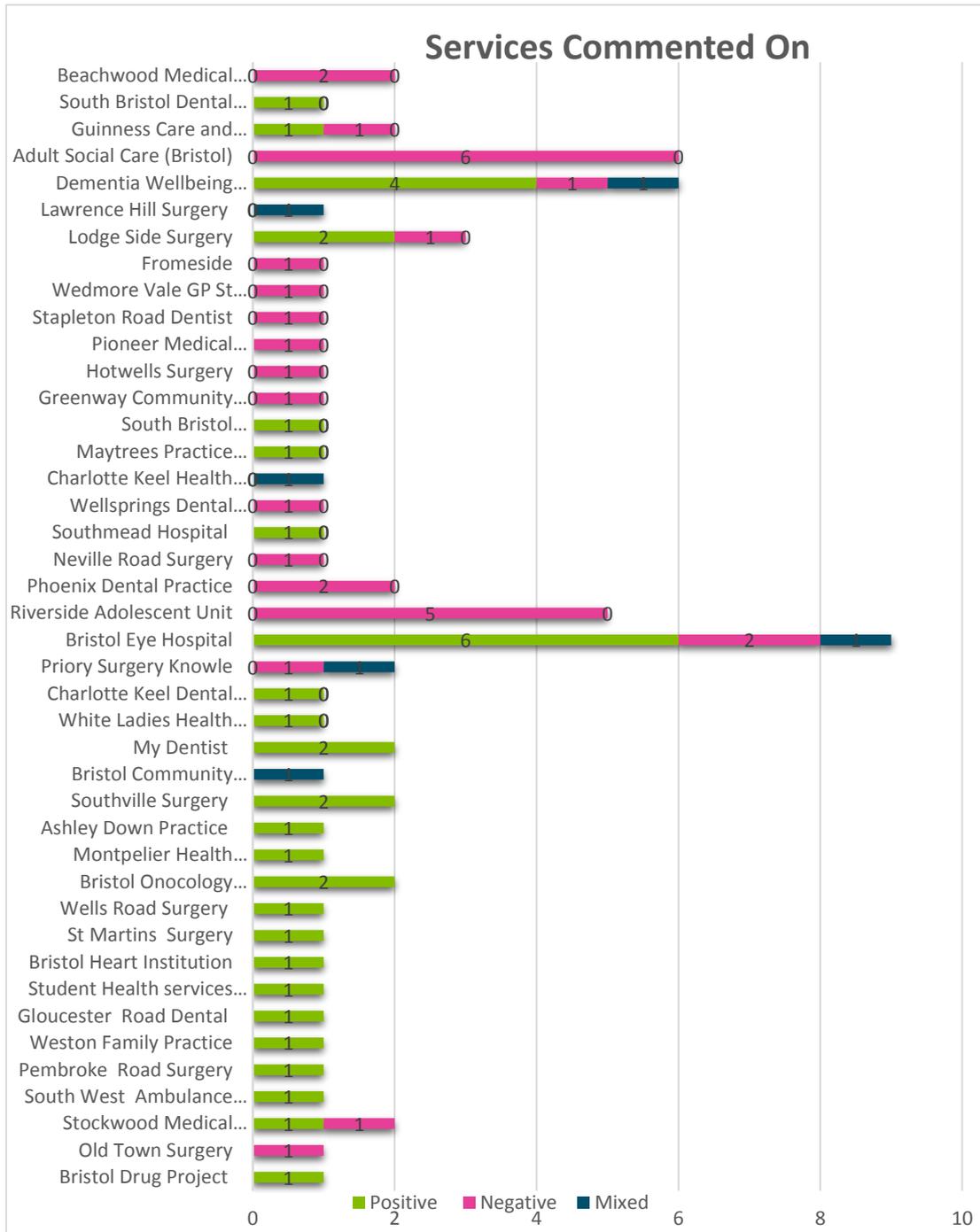


“Recently visited Southmead Hospital for Spinal Nerve Treatment, there was a short wait before being seen and the staff was fantastic. However, parking was still an issue”  
(Southmead Hospital)

“Able to get appointment with GP. Feels very privileged to access NHS funded treatment for sexual reassignment Surgery with amazing support from GP.”  
(White Ladies, Health Centre)

“Bristol Oncology, good referral take up via GP, the consultant was really helpful was able to be seen quickly and treatment was effectively”  
(Bristol Royal Infirmary)

**Graph.3**



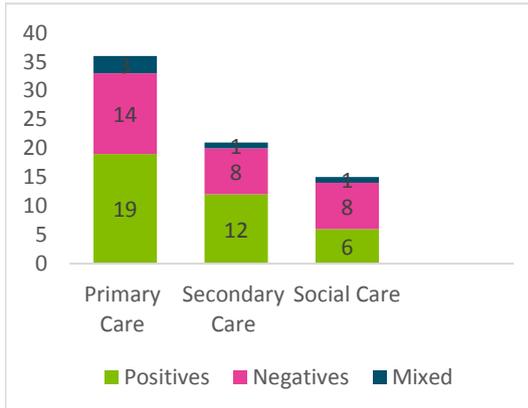
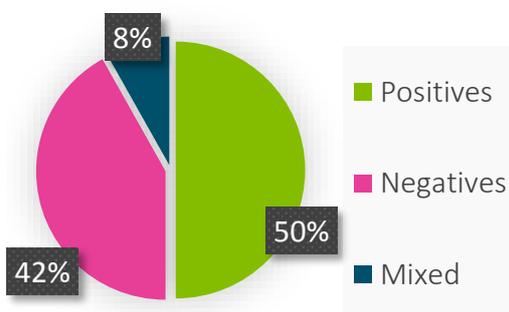
**Sentiments of Comments**

**Overview of Service Classifications**

Number of comments Received: 72

Services Classification

**Sentiments**



“NHS England are trying to instigate a new eight night rule, whereby every in patient may only have 8 overnight leave throughout their entire admission, which is not acceptable and does not take their health and wellbeing into consideration.”

(Riverside Adolescent Unit)



“Repeat Prescription Service. Is not fit for purpose. Patients will receive a text message informing them that their script is ready to be picked up but in reality is never ready on time.”

(Boots Pharmacy)



## Data Analysis:

A total of 74 comments were collated from the six engagements attended by Healthwatch Bristol development officer.

The general consensus of the data analysed were positive as highlighted in Graph 4 (sentiments of comments) However, the majority of the comments analysed were in relation to primary care with social care reflecting the least number of comments analysed.

### The main themes Identified from the comments were:

**Access to Services /Administration.** Commentators highlighted where access to services are generally good in Bristol.

However, there are still major issues in relation to accessing appointments, waiting times and specialist services in relation to services around dementia and gender reassignment services.

Commentators also indicated a need for better pharmacy services, with regards to dispensing of medications and repeat prescriptions.

No continuity of service in relation to not having the same GP assigned to a patient registered at a particular practice.

**Diagnosis/Assessment:** Commentators highlighted good experiences with diagnostic services in relation to dementia and having a good awareness of the dementia pathway.

However, issues such as a lack of diagnosis and misdiagnosis are being highlighted by patients who access GP practices around Bristol is becoming a common trend.

**Treatment and Care:** in relation to patients' experience and treatment explanation, the majority of commentators felt that their general experience has been positive, in relation to the way they were treated.

Some commentators felt that better treatment explanations are needed when consulting with patients with a diagnosis of dementia, as it is felt that while doctors are aware of their diagnosis, no consideration is taken when providing information about their treatment as they are more likely to forget what was told to them after leaving the practice.

### Recommendations

We are discussing with service providers around longer term solutions.

- Feedback over dignity & respect for those that are in recovery.
- This report will be circulated to Clinical Commissioning Groups, Public Health and the Joint Strategic Needs Assessment.
- The theme of Primary Care is a strong indicator around these feedback mechanisms, and this is something that is also being addressed through the Sustainable Transformation Partnerships, within the NHS Five Year Forward planning.
- These discussions will be taken forward at the strategic meetings that we attend and reported to our commissioners.
- Reports will be sent to the service providers quoted within this report.

Agency staff are very expensive and the one that comes to the unit are non-engaging or approachable, most don't even introduce themselves particularly at nights.

(Riverside Adolescent Unit)



The Blue Badge application processes are too difficult for people with dementia to complete. It is very terminology heavy and complicated.

No Diagnosis, only been given pain killers, No investigation, experiencing lots of pain. Diagnostic overshadowing, doctors view is that I am getting old and it's just a symptom of old age. There is a fear that when a diagnosis comes it may be too late, for an effective treatment plan.

(Pioneer Medical Centre)