

Local Voices

Quarter 1: April - June 2023

Local Voices reports are a collation of public experiences of health and social care. These stories build a picture of how services work well or can be improved for communities across Bristol, North Somerset and South Gloucestershire, and this is especially important for those people with the poorest experiences and outcomes. Our expertise is in using inclusive engagement methods to provide feedback which is otherwise missing from data sets.

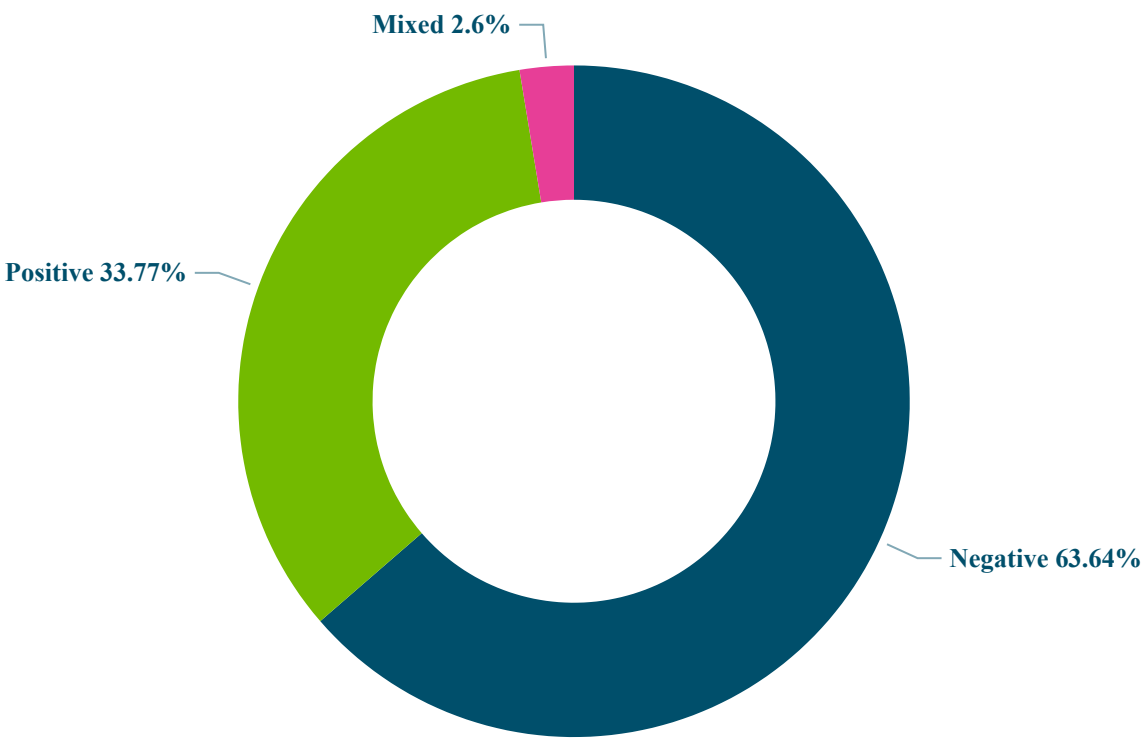
We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take feedback at face value and share it anonymously. If the public consent for it, we can share contact details for case studies and to support service coproduction or codesign.

All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. From July 2023, these reports can be provided in PowerBI Pro.

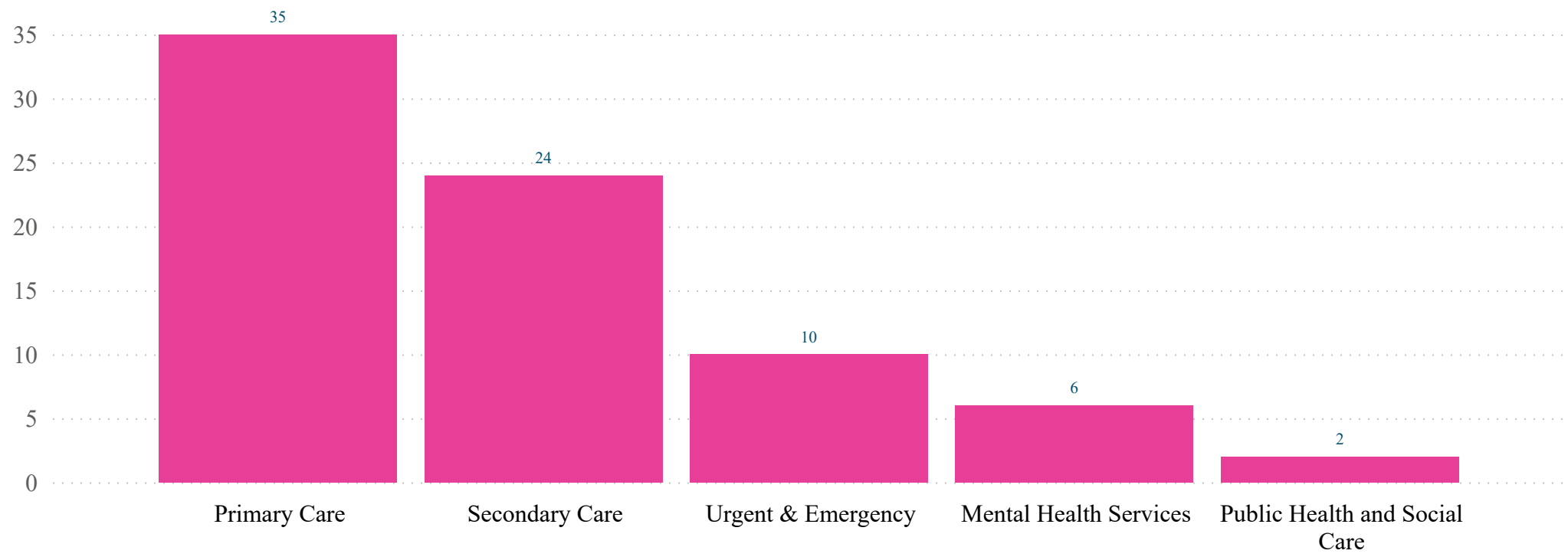


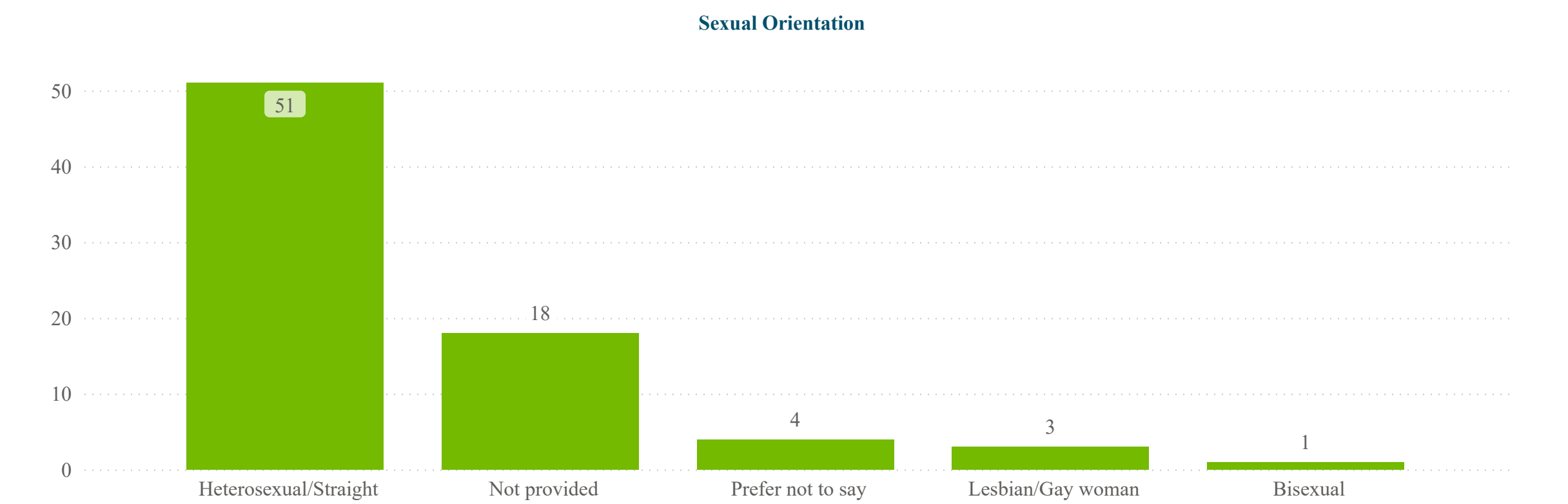
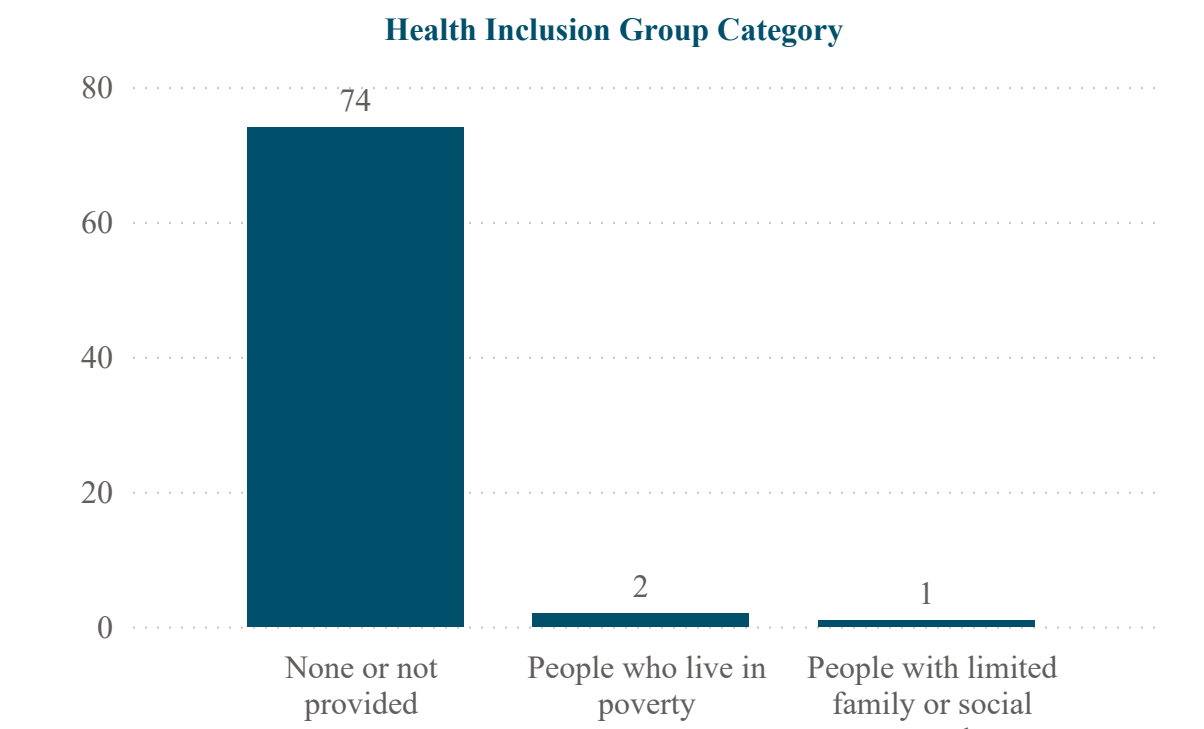
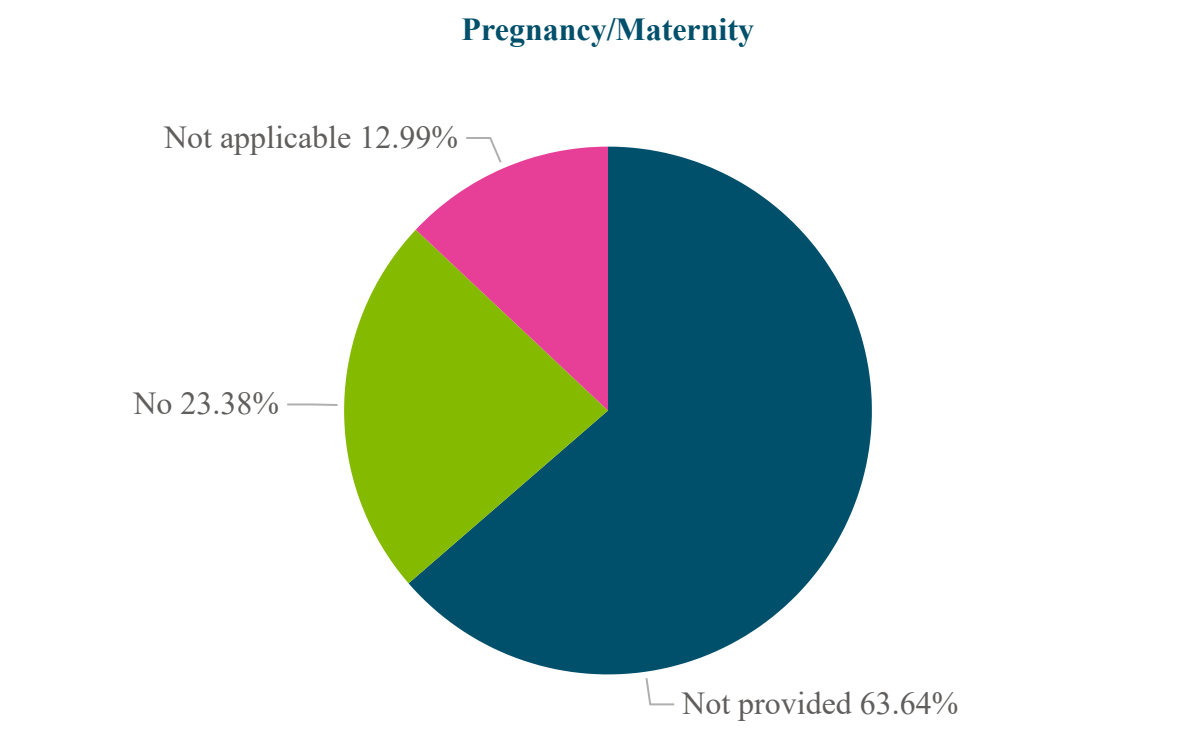
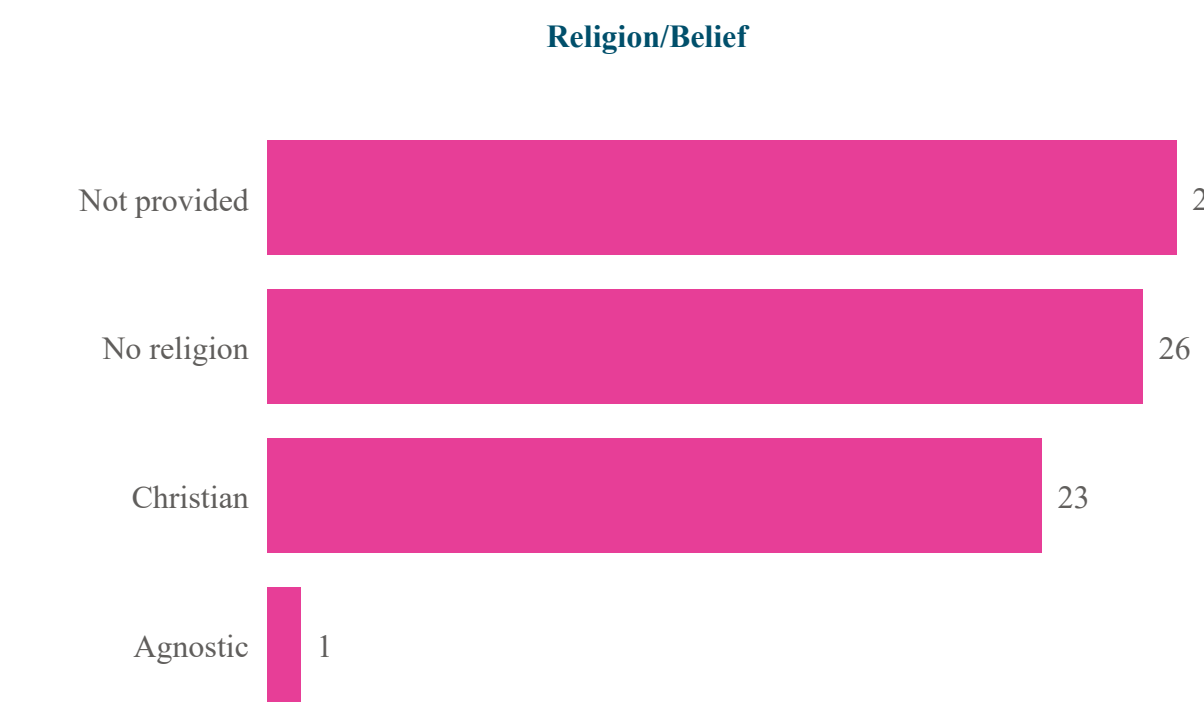
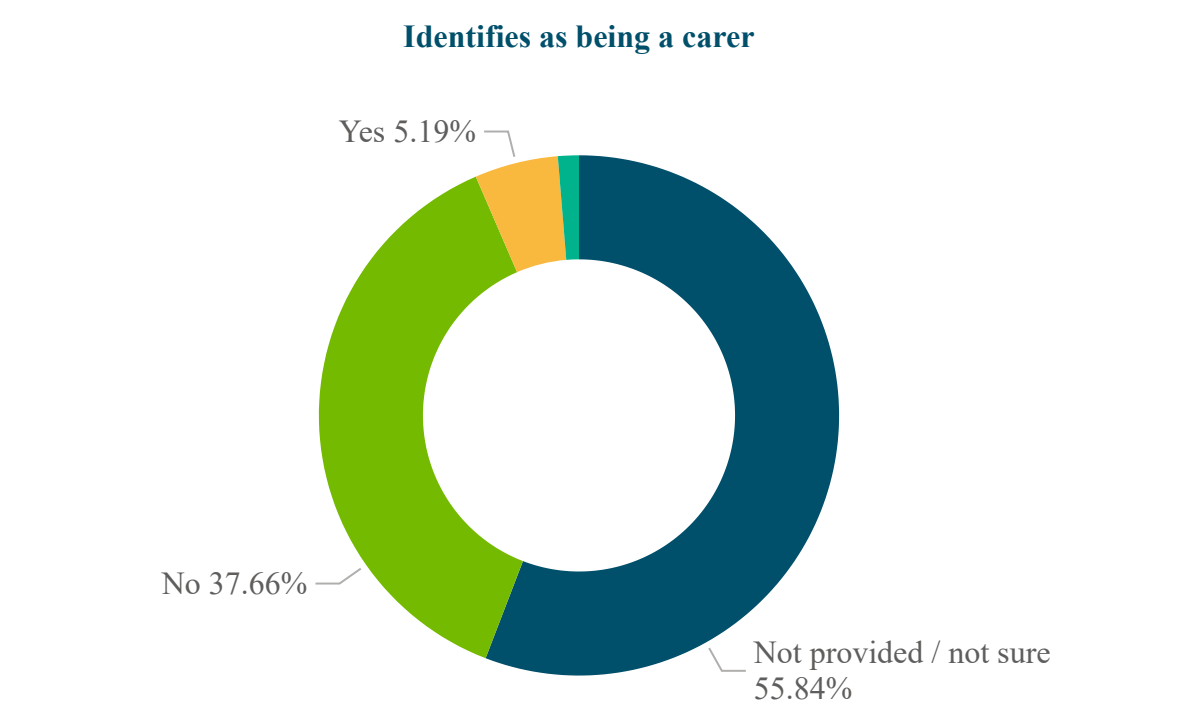
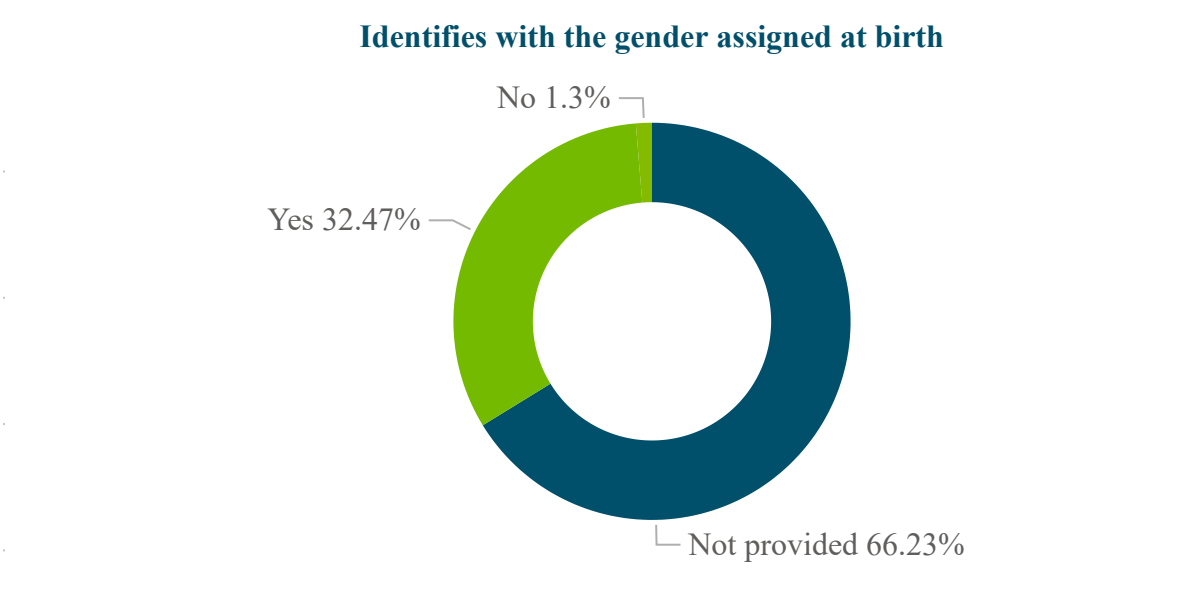
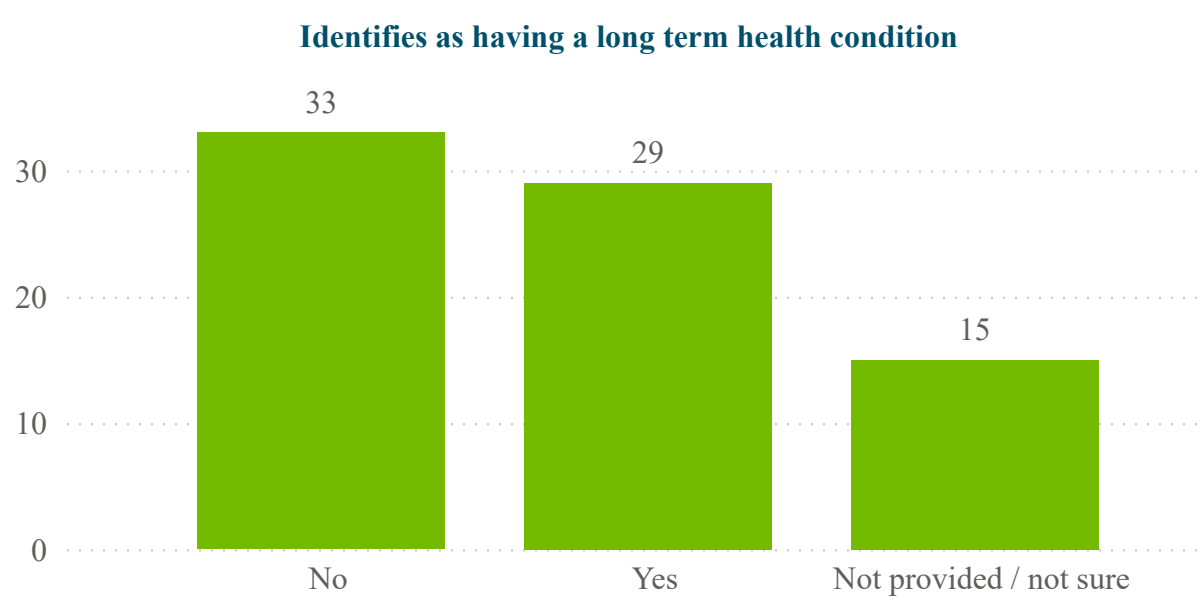
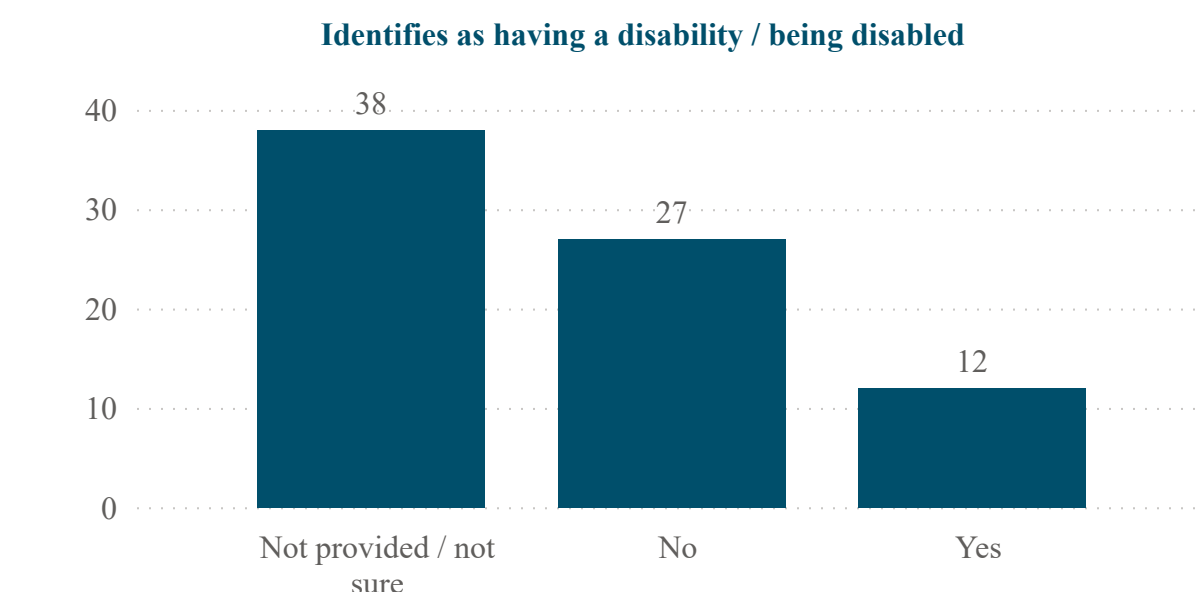
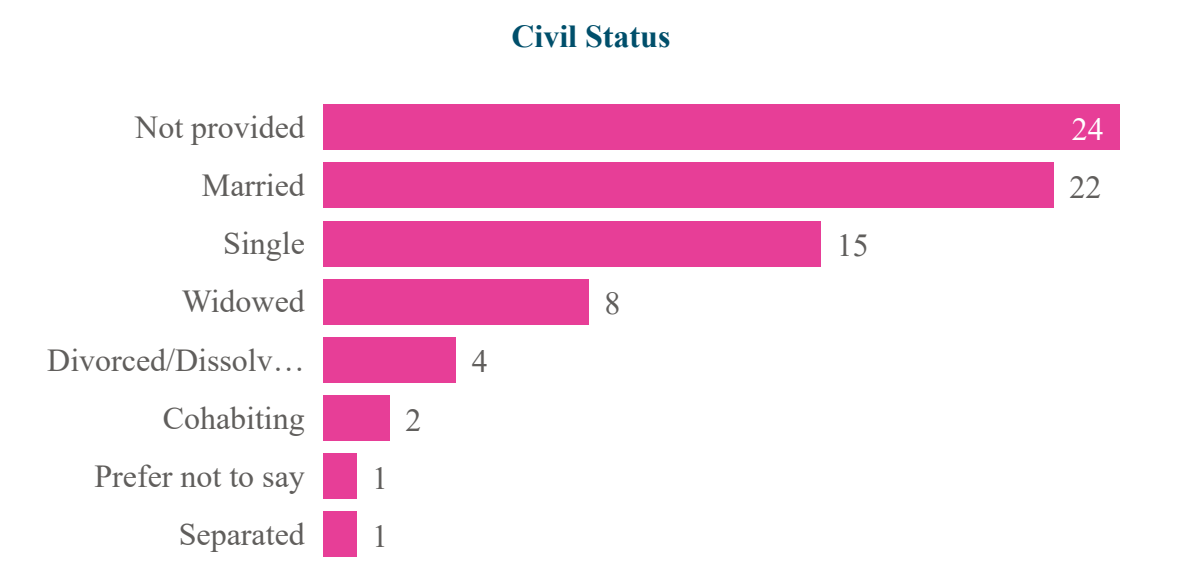
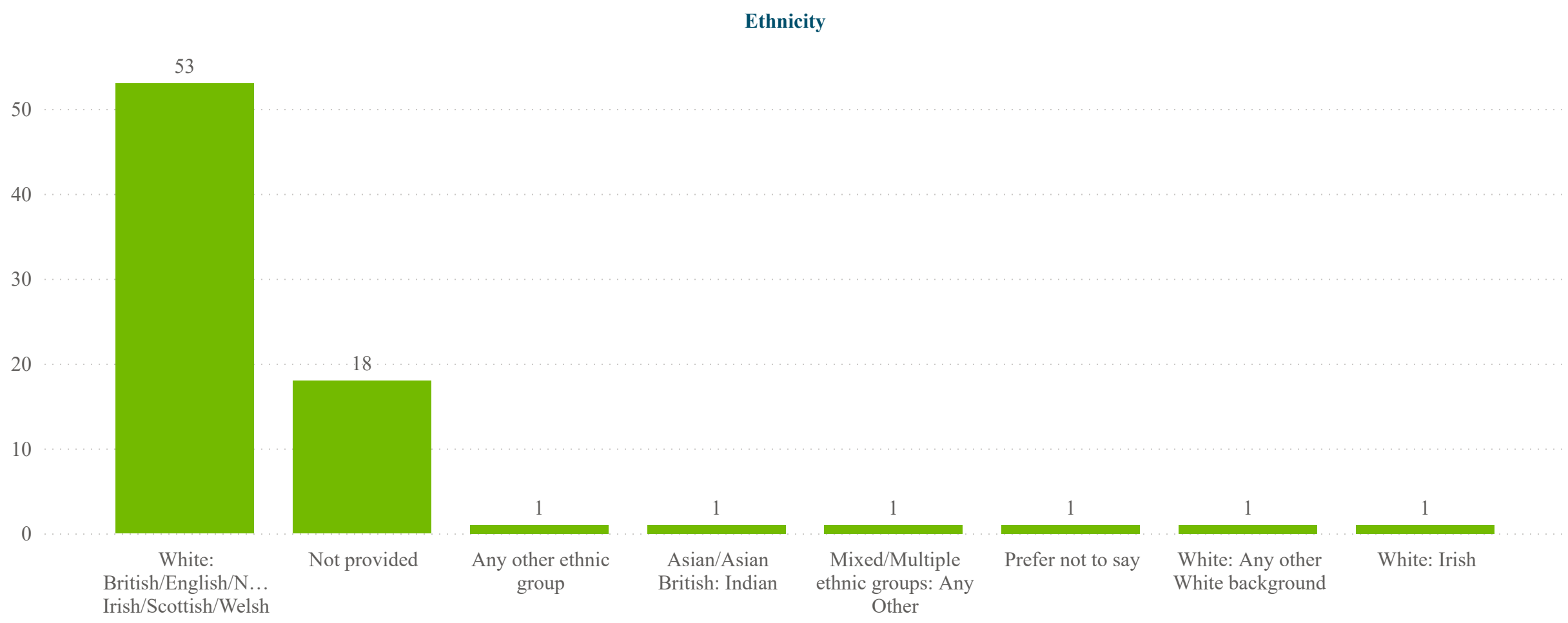
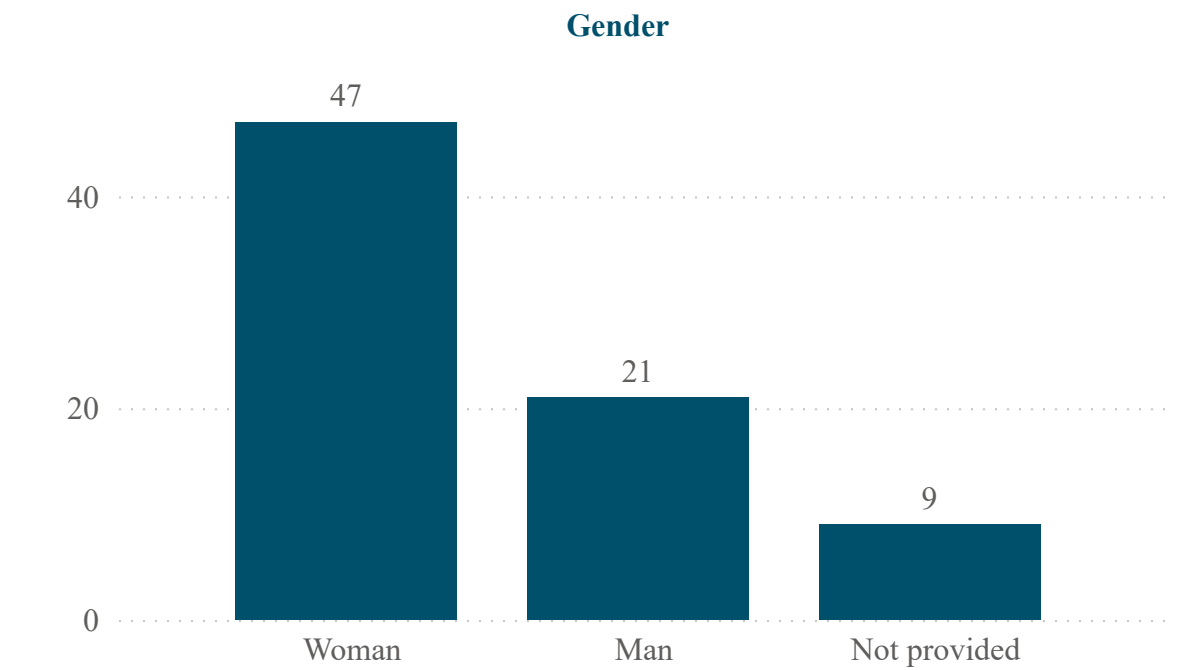
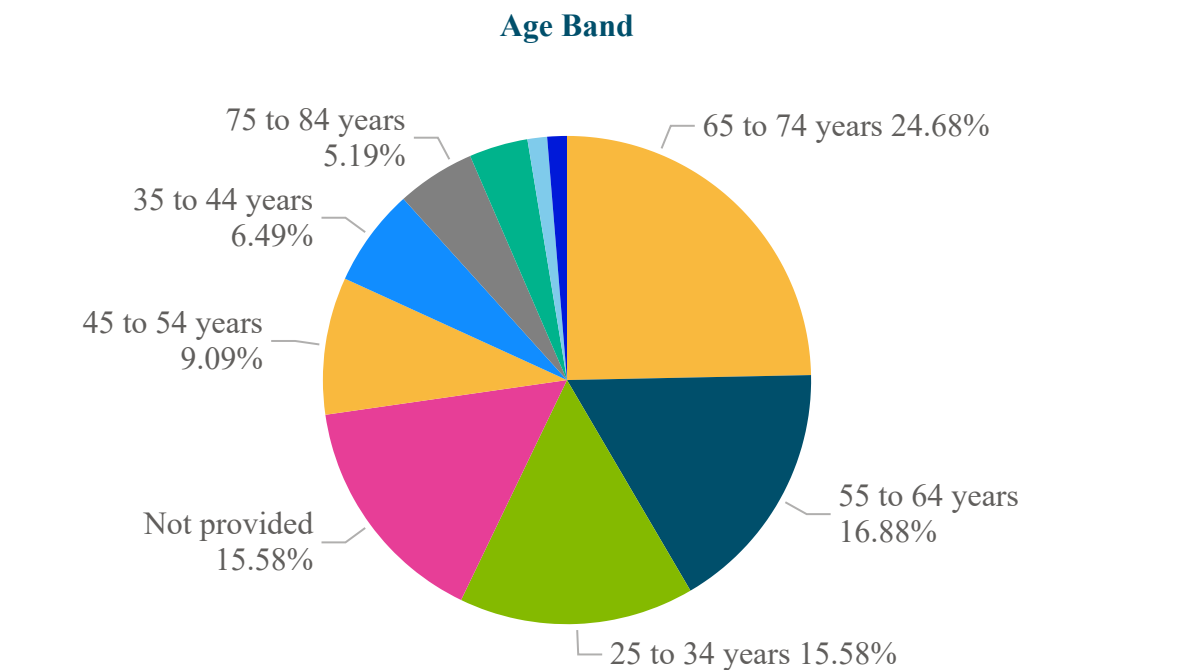


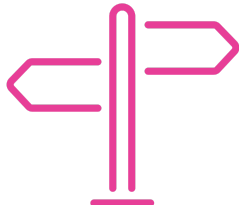
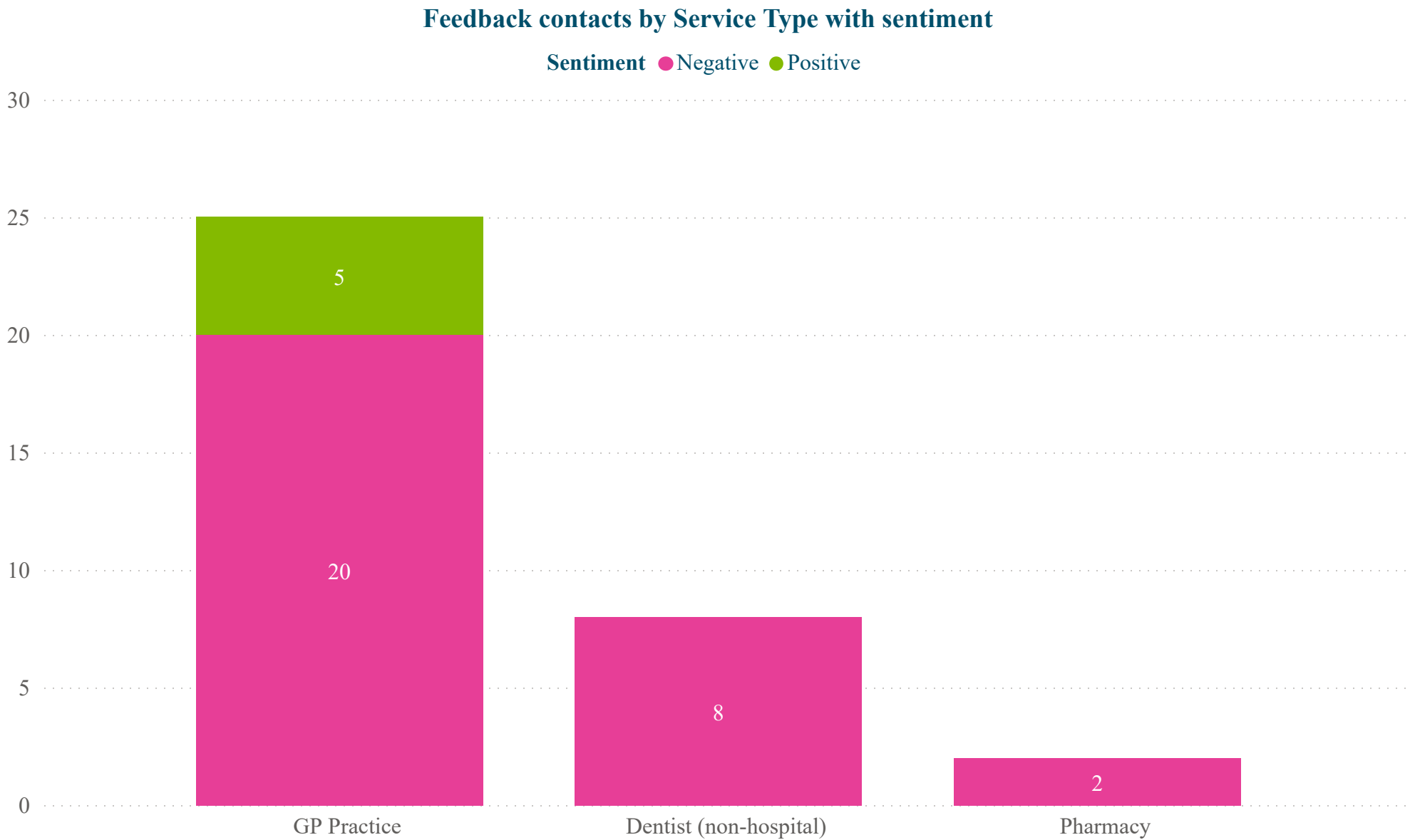
Overall Sentiment of Feedback contacts



Feedback contact by sector





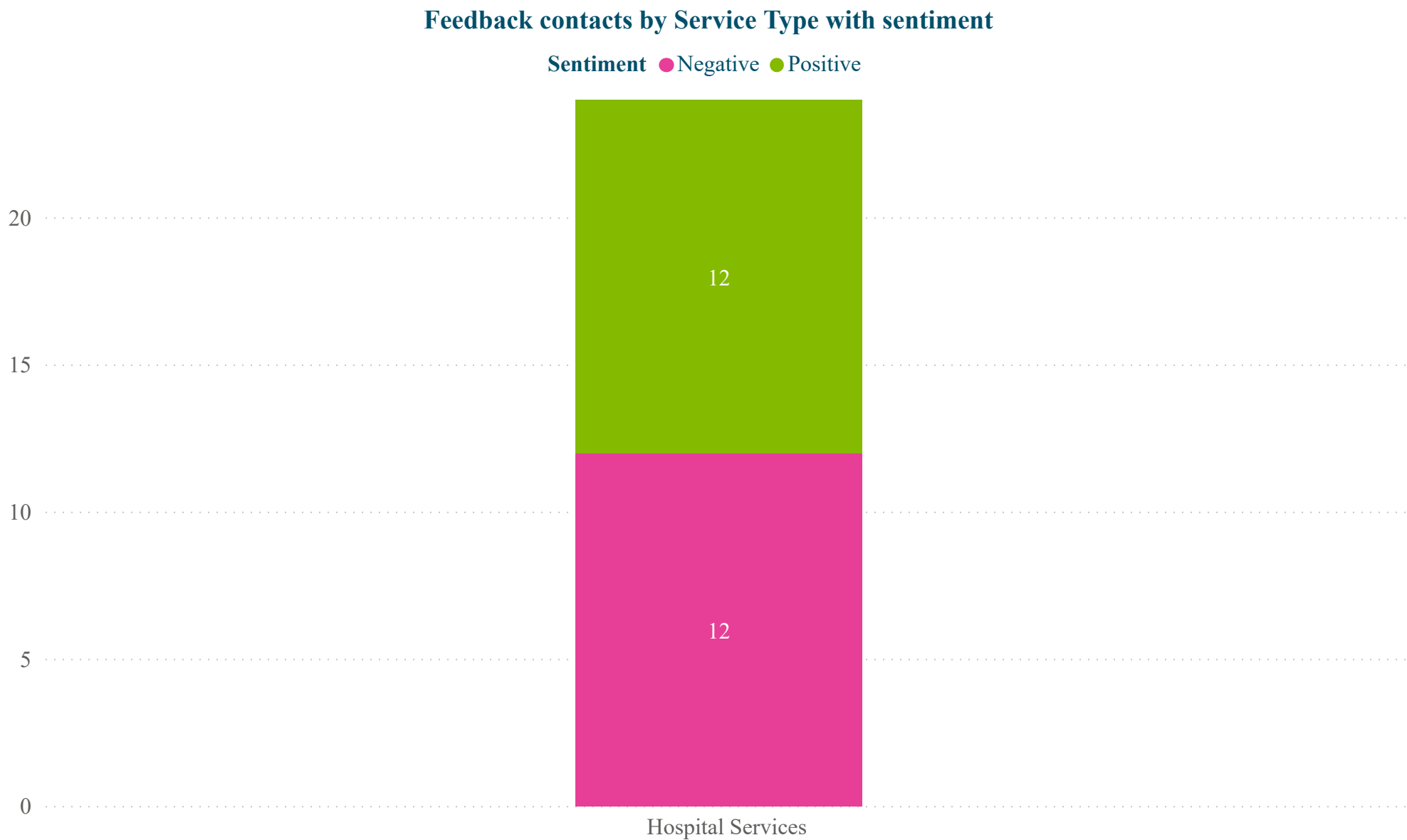


Signposting for Primary Care Feedback

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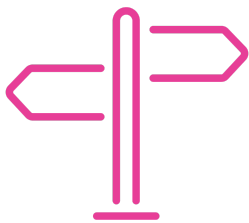
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Positive	Total
▲				
☐ Access to Services		12	2	14
		1		1
Access to NHS Dentist		7		7
Remote appointments and digital services		1	1	2
See my own GP		1	1	2
Service Delivery/Opening Times		1		1
Telephone		1		1
☐ Administration		14	3	17
Appointment Availability		4	1	5
Booking Appointments		3	1	4
Quality of appointment			1	1
Telephone		7		7
☐ Communication		5		5
Lack of		5		5
☐ Making a Complaint		1		1
Complaints Management		1		1
☐ Medication, prescriptions and dispensing	1	3		4
information and access	1			1
Pharmacy Services		1		1
Prescription/Repeat Prescriptions		2		2
☐ Staff		3	3	6
Capacity		1		1
Caring, kindness, respect and dignity		1	2	3
Communication between staff and patients		1	1	2
☐ Treatment & Care		1	1	2
Quality		1	1	2
Total	1	39	9	49



Secondary Care Feedback Sentiment by Service Level

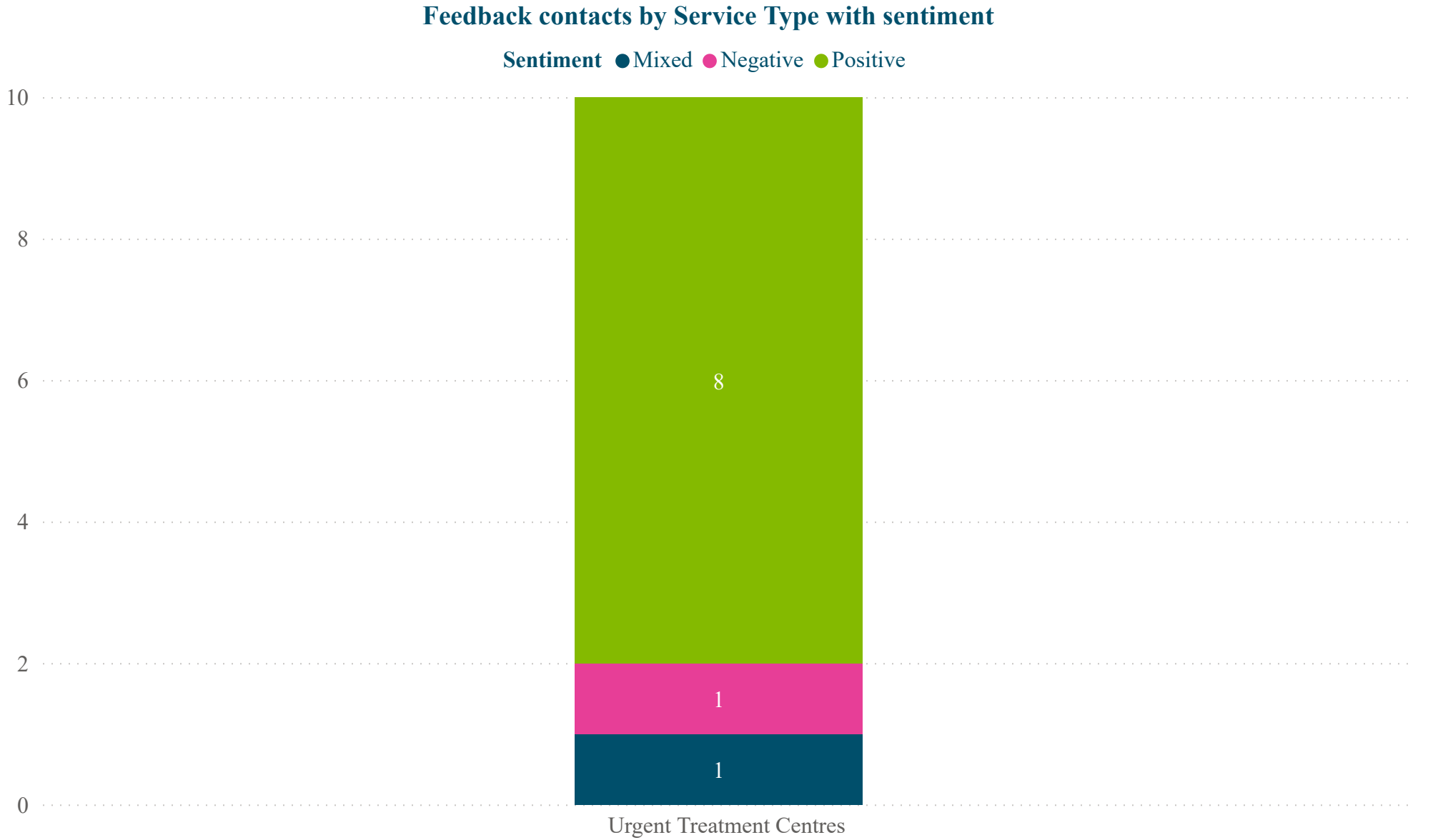
Service Level	Negative	Positive	Total
Dermatology	1	2	3
Diagnostic/Screening Service	1	2	3
Gastroenterology		1	1
Hospital Inpatient	1	1	2
Hospital Outpatient	3	1	4
Hospital Services (not stated)		1	1
Neurology and stroke care	1		1
Not Specified	1		1
Oncology	1	2	3
Orthopaedics and fracture clinic	2	2	4
Other	1		1
Total	12	12	24



Signposting for Secondary Care Feedback

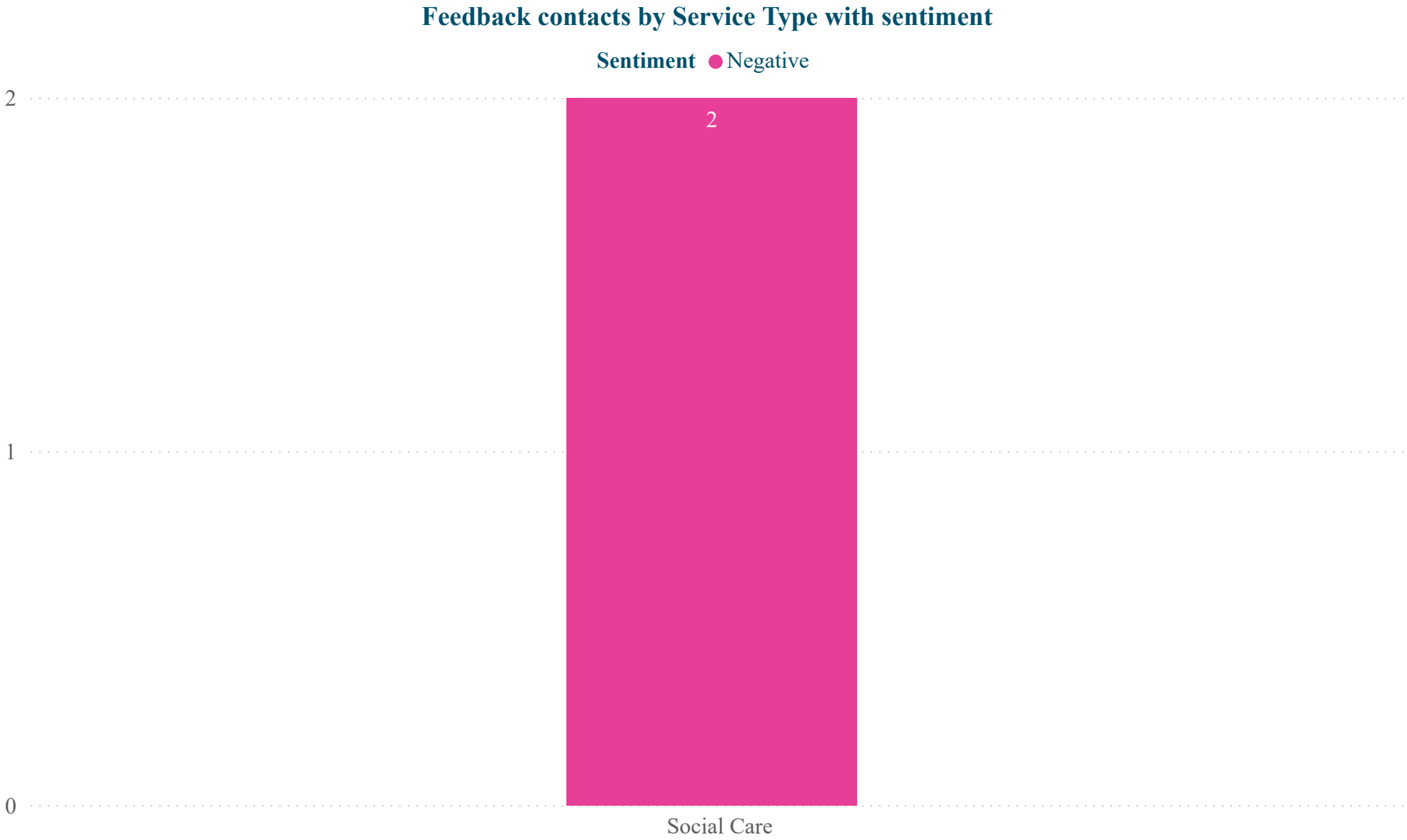
Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Negative	Positive	Total
▲			
▣ Administration	5	6	11
Appointment Availability	1	1	2
Appointment Cancellation	1	1	2
Booking Appointments		1	1
Waiting times for an appointment to be available	2	3	5
Waiting times, punctuality and queuing on arrival	1		1
▣ Communication	1		1
Written information, guidance and publicity	1		1
▣ Continuity and Integration of Care	1		1
Integration of services and communication between professionals	1		1
▣ Diagnosis/Assessment	2	1	3
		1	1
Quality of	1		1
Tests/Results	1		1
▣ Facilities & Surroundings	1		1
Car Parking Access	1		1
▣ Referrals	1		1
Timeliness	1		1
▣ Staff		8	8
Caring, kindness, respect and dignity		8	8
▣ Transport	1		1
Availability	1		1
▣ Treatment & Care	2	4	6
Experience	2	3	5
Quality		1	1
Total	14	19	33



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

Main Theme	Negative	Positive	Total
<div><div></div> Access to Services</div>		1	1
Accessibility and reasonable adjustments		1	1
<div><div></div> Administration</div>		5	5
Waiting times for an appointment to be available		3	3
Waiting times, punctuality and queuing on arrival		2	2
<div><div></div> Dignity & Respect</div>	1		1
Confidentiality/Privacy	1		1
<div><div></div> Facilities & Surroundings</div>		1	1
Cleanliness (Environment)		1	1
<div><div></div> Staff</div>	1	8	9
Caring, kindness, respect and dignity	1	6	7
General		2	2
<div><div></div> Treatment & Care</div>	1	5	6
Effectiveness		1	1
Experience	1	3	4
General		1	1
Total	3	20	23



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Adult Social Care	1	1
Neurology and stroke care	1	1
Total	2	2

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

Main Theme	Negative	Neutral	Total
▲			
☐ Administration		1	1
Medical Records		1	1
☐ Care Home Management	2		2
General	1		1
Staffing Levels	1		1
Total	2	1	3



No feedback this quarter

Feedback contacts by Service Type with sentiment



Mental Health Services Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
Mental Health Crisis Service			1	1
Mental Health Services (other services)	1	4		5
Total	1	4	1	6

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

Main Theme	Negative	Positive	Total
Administration	1	1	2
Appointment Availability		1	1
Medical Records	1		1
Communication	1		1
General	1		1
Continuity and Integration of Care	1		1
Integration of services and communication between professionals	1		1
Diagnosis/Assessment	1		1
Availability of	1		1
Dignity & Respect	1		1
Confidentiality/Privacy	1		1
Home Support		1	1
Caring, kindness, respect and dignity		1	1
Medication, prescriptions and dispensing	1		1
Prescription/Repeat Prescriptions	1		1
Staff		2	2
Caring, kindness, respect and dignity		2	2
Treatment & Care		1	1
Experience		1	1
Total	6	5	11



No feedback this quarter

Feedback contacts by Service Type with sentiment

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
▲					
☐ Access to Services		12		3	15
		1			1
Access to NHS Dentist		7			7
Accessibility and reasonable adjustments				1	1
Remote appointments and digital services		1		1	2
See my own GP		1		1	2
Service Delivery/Opening Times		1			1
Telephone		1			1
☐ Administration		20	1	15	36
Appointment Availability		5		3	8
Appointment Cancellation		1		1	2
Booking Appointments		3		2	5
Medical Records		1	1		2
Quality of appointment				1	1
Telephone		7			7
Waiting times for an appointment to be available		2		6	8
Waiting times, punctuality and queuing on arrival		1		2	3
☐ Care Home Management		2			2
General		1			1
Staffing Levels		1			1
☐ Communication		7			7
General		1			1
Lack of		5			5
Written information, guidance and publicity		1			1
☐ Continuity and Integration of Care		2			2
Integration of services and communication between professionals		2			2
☐ Diagnosis/Assessment		3		1	4
				1	1
Availability of		1			1
Quality of		1			1
Tests/Results		1			1
☐ Dignity & Respect		2			2
Confidentiality/Privacy		2			2
☐ Facilities & Surroundings		1		1	2
Car Parking Access		1			1
Cleanliness (Environment)				1	1
☐ Home Support				1	1
Caring, kindness, respect and dignity				1	1
☐ Making a Complaint		1			1
Complaints Management		1			1
☐ Medication, prescriptions and dispensing	1	4			5
information and access	1				1
Pharmacy Services		1			1
Prescription/Repeat Prescriptions		3			3
☐ Referrals		1			1
Timeliness		1			1
☐ Staff		4		21	25
Capacity		1			1
Caring, kindness, respect and dignity		2		18	20
Communication between staff and patients		1		1	2
General				2	2
☐ Transport		1			1
Availability		1			1
☐ Treatment & Care		4		11	15
Effectiveness				1	1
Experience		3		7	10
General				1	1
Quality		1		2	3
Total	1	64	1	53	119



ID	Theme	Sentiment	Feedback	Service Provider
276	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback regarding her son with acute toothache and a suspected abscess. He has a history of abscesses. The family can't afford private dental care. This person has contacted 111 who suggested A&E.	ALL NHS DENTAL
398	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that it is impossible to find a dentist that is taking on NHS patients	ALL NHS DENTAL
193	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they host a Ukrainian 3 generation family and am finding it impossible to find an NHS dentist for them. She is particularly concerned about the child's dental which Spring affect the rest of her life if left with no dentist; she had a filing in Poland and suffers intermittent toothache in the tooth ever since.	ALL NHS DENTAL
296	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they lost their dentist whilst in hospital and now can't get one. They have once had to ring 111 and be given emergency dental treatment however it was just a sticking plaster and the dentist said what should be done he couldn't do on an emergency appointment so their initial issue has returned.	ALL NHS DENTAL
298	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they went to make a dentist appointment as they had tooth ache but were told that their dentist had gone private. They tried ringing other dentist in Weston super Mare for NHS patients but there were none. They contacted 111 who got them a appointment in Bristol 20 miles away .	ALL NHS DENTAL
165	Access to Services,	Negative	This individual needs some dental treatment but currently has no dentist and cannot find a dentist to register with.	ALL NHS DENTAL
397	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they started HRT in Spring this year. Utrogestan 100 mg was unavailable in Spring and Spring. She contacted the manufacturer (Besins Healthcare UK Ltd) in Spring to ask about the supply problems. They advised that they were expecting new supplies to arrive in the UK in the following 2 weeks. They stated that it was due to unprecedented demand (the same reason they gave earlier in the year). They advised that they have been increasing capacity and were now receiving higher volumes. They also advised that they were continuing to work towards increasing supplies but that there Spring be some gaps between now and the end of the year. They have new plans for a substantial increase in production by the end of this year.	ALL PHARMACY SERVICES
250	Administration, Booking Appointments; Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that the surgery seems very slow in responding to patient needs . It is difficult to get an appointment as waiting times on the telephone are very lengthy and often if you have seen a GP then the prescription process is very slow and you need to wait for a very long time for them to send the request to the pharmacy. This can be quite worrying if you are relying on medication.	Cedars Surgery
381	Administration, Appointment Availability	Positive	This individual gave feedback that the service is excellent and she can always get an appointment.	Clevedon Medical Centre
493	Access to Services, Remote appointments and digital services; Administration, Appointment Availability	Negative	This individual gave feedback that the Ask my GP system doesn't work. The service opens for patients at 8 am and this person has difficulties which means that they struggle to be alert and able at that time in the morning, however by 8.15 the online service is already closed. They find it frustrating that an online system closes as surely it should be in use 24 hours a day seven days a week with set response times.	Graham Road Surgery
372	Making a Complaint, Complaints Management; Staff, Communication between staff and patients; Staff, Capacity	Negative	This individual gave feedback that the surgery had a part-time manager for the service, but does not respond to complaints.	Graham Road Surgery
313	Administration, Telephone	Negative	This individual gave feedback that it is impossible to get through to on the phone. You are on hold for lengthy periods of time and the phone just goes dead, and the process has to be repeated. This causes frustration and upset.	Harbourside Family Practice
370	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that he has been happy with the practice who fitted a denture in 2008, and another in 2016. Then he couldn't go because of COVID and phoned for an appointment for a new set of dentures but was told they are no longer taking NHS patients. Tried NHS helpline who couldn't help. It is distressing because he can't eat properly and has to use increasing amounts of Fixodent and polygrip, sometimes 3-4 times a day. These items are expensive and ineffective now. This person has long term health issues so eating healthily is important.	Houston - Weston super Mare
226	Administration, Booking Appointments; Staff, Attitudes	Mixed	This individual gave feedback that they tried to book a non-urgent appointment by telephone but this is not possible. They rang the practice because they had checked the NHS website about a recurring health problem and the advice was clear, that they should see their GP. They couldn't complete an E-consult form because the electricity was off that day, so they rang the practice to book an appointment. They were told that they could only book same day appointments by telephone and that day's appointments were all booked. The receptionist completed an E-consult form for me. They gave feedback that it would be far better to allow non-urgent appointments to be booked by telephone.	Langford Surgery (Mendip Vale)
362	Access to Services, Lack of access; Dignity & Respect, General; Communication, Lack of	Negative	This individual gave feedback that they have on going sinus issues which began in summer last year. Many attempts to call GP but is unable to get through. Asked reception to get GP to call back but GP didn't.	Locking Castle Medical Centre
319	Staff, Attitudes	Negative	This individual gave feedback that when she contacts the surgery, she feels reception ask personal questions when she is trying to get a GP appointment. She does not want to be triaged by reception staff and finds them rude and unhelpful.	Locking Castle Medical Centre
225	Communication, Lack of; Access to Services, Lack of access	Negative	This individual gave feedback that they have been living with Myeloma for 7 years and these last 2/3 years have had no support from my GP or the hospital. They say that they can rarely get to see either the consultant or GP to talk about any concerns they have.	Mendip Vale Medical Practice
380	Administration, Appointment Availability	Negative	This individual gave feedback that they have moved GP practice due to poor service at this practice, she could never get an appointment there.	Mendip Vale Medical Practice
177	Access to Services, See my own GP; Dignity & Respect, General; Medication, prescriptions and dispensing, information and access; Treatment & Care, Quality	Mixed	This individual gave feedback that they received a discharge letter from Southmead but the surgery did not make contact with her. She tried to make an appointment and was told there were none available now or in the next month. They also gave feedback that the service provided is disjointed and that you keep seeing different people and must keep re-explaining the issue. The individual was advised to use E Consult which they tried 3 times but it did not work for their needs. She was given a repeat prescription for Enoxaparin injections but struggled to find a pharmacy that had them in stock and eventually contacted the pharmacy at Southmead who were able to provide the medication, and also provided information that she wanted about administering her injections but had been unable to get from anyone else.	Mendip Vale Medical Practice
491	Medication, prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that they moved into Weston in 2016 and registered with a GP but somehow the pharmacy still has their previous address. They have filled out forms to update it and they still have the wrong address yet they deliver prescriptions to this persons home. They say that it is concerning how they are dealing with personal information.	Milton Pharmacy, ,
251	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they were registered as an NHS patient with the dental practice but since her dentist there has returned to work in Romania the practice have said they have no available NHS provision and that the individual must either pay privately or look for an alternative NHS dentist.	Mydentist - Beaconsfield Road - Weston Super Mare
387	Administration, Appointment Availability; Access to Services, Service Delivery/Opening Times	Negative	This individual gave feedback that it is has been impossible to get a GP appointment over the last year especially as a they are a full-time teacher who cannot time off from work easily. They need to able to book appointments in advance.	Portishead Medical Group
320	Administration, Telephone	Negative	This individual gave feedback that there are long telephone queues to get an appointment, with 20 people Infront in queue. They have no internet access.	Portishead Medical Group
322	Administration, Telephone	Negative	This individual gave feedback that there are long waiting time on the phone. She was 32nd in the queue then the phone cut off when she got to 15th place. She didn't want to call back again, as she felt like there was no point. She has no internet access.	Portishead Medical Group
314	Access to Services, Telephone	Negative	This individual gave feedback that they are unable to get through on the phone to make a GP appointment and they don't have online access. They have to go to the practice to make an appointment which is not always easy to do.	Portishead Medical Group
324	Administration, Telephone	Negative	This individual gave feedback that they are unable to get through on the phone. They state that it is a dreadful service for patients who don't have access to the internet. They say that they find it really upsetting and stressful. Children are not getting the care they need if parents are spending an hour on the phone.	Portishead Medical Group
325	Administration, Telephone	Negative	This individual gave feedback that they are unable to get through to the surgery on the phone. They find it easier to turn up outside the practice at 7:30am to try and get an appointment when the practice opens at 8am. They have no online access.	Portishead Medical Group
384	Administration, Telephone	Negative	This individual gave feedback that they have a very poor telephone appointment service.	Portishead Medical Group
326	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they received really excellent service from the surgery when their wife was dying. They couldn't speak more highly of the GPs, nurses and reception staff.	Portishead Medical Group
351	Administration, Booking Appointments; Administration, Telephone	Negative	This individual gave feedback that they were on hold for 40 minutes. Began phoning at 08:01 in the morning and just couldn't get through.	Portishead Medical Group
455	Treatment & Care, Omission	Negative	This individual gave feedback that the practice had previously reminded her when she needed to come in for routine tests needed because of her multiple/chronic health conditions. This no longer happens and as this person has memory problems it is difficult and she does feel that the standard of care is the same.	Severn View Family Practice
301	Administration, Quality of appointment	Positive	The individual had a physiotherapy appointment at the surgery and she appreciated the well designed waiting room with arrangements made for mobility issues. The appointment was timely and the clinician was understanding.	Tower House Medical Centre, Nailsea, Bristol
441	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that he uses the NHS app to make appointments and to access his blood test results that are presented in an easy-to-understand format - he likes the way this encourages him to take a pro-active position in his own health care.	Tyntesfield Medical Group
440	Staff, Communication between staff and patients; Access to Services, See my own GP; Administration, Booking Appointments	Positive	This individual gave feedback that that the GP surgery is always excellent and that the staff are well trained and helpful. He is able to see the same GP each time and feels he is well known and details are remembered. It is possible to get an appointment quite quickly with no waiting on the phone and has been this way since before Covid. He mostly has telephone appointments and finds this convenient. If his blood tests show the need then the surgery call him and arrange an appointment and he is able to speak to the GP about the results.	Tyntesfield Medical Group
209	Treatment & Care, Quality	Negative	This person feels that there are difficulties getting appointments, you can only ring on the day. They also gave feedback that you have to chase to get test results and that wrong prescriptions have been given to them, in one instance they say that this was potentially life threatening. This individual says that on one occasion the doctor had trouble taking blood and on another that the doctor complained of a trapped nerve in their back that was affecting their driving, this individual felt that this was inappropriate.	Tyntesfield Medical Group



ID	Theme	Sentiment	Feedback	Service Provider
489	Facilities & Surroundings, Car Parking Access; Transport, Availability	Negative	This individual gave feedback that they would like a park and ride service at Weston Hospital. They say that the green credentials would improve as it would save patients and families driving around the very small car park and the village of Uphill looking for spaces. They also noted that the buses that go to the hospital cover very small route areas.	BNSSG ICB
388	Treatment & Care, Experience; Administration, Appointment Waiting Times	Positive	This individual gave feedback that they could not fault the speed in which their young daughter was seen by a consultant for a possible cancer diagnosis. The whole process was very supportive.	Bristol Childrens Hospital
442	Continuity and Integration of Care, Integration of services and communication between professionals	Negative	This individual gave feedback that he received care from a consultant at Southmead for several years but is now with the oncology department at the BRI - whilst both hospitals have given excellent care the individual has concerns about their systems seemingly unable to communicate effectively and results and notes can often take a long while to synchronise.	Bristol Royal Infirmary,BRI Bristol
230	Administration, Appointment Cancellation; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that their appointment for an endoscopy was originally postponed due to Dr's strikes, but the unit were very flexible rearranging the appointment. Very efficient unit, the staff were really caring. Great service	Bristol Royal Infirmary,BRI Bristol
315	Referrals, Timeliness	Negative	This individual gave feedback that they have been waiting for a biopsy at the dermatology department. They have being waiting for 8 weeks and have still not heard anything even though they were referred under a 2-week rule by their GP. They have contacted dermatology themselves numerous times but still no appointment has been offered. Their GP has now done a new referral. This individual is concerned as this could be skin cancer.	Bristol Royal Infirmary,BRI Bristol
355	Administration, Booking Appointments; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that when they received a diagnosis of skin cancer, staff were helpful, professional, good appointment system in the dermatology department, good follow up, they always felt heard.	Bristol Royal Infirmary,BRI Bristol
492	Administration, Appointment Cancellation	Negative	This individual gave feedback that a long awaited appointment for their husband was cancelled the day before. This meant altering E-zec transport and home care assistants.	Southmead Hospital, Bristol,
411	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that the staff on the ward went above and beyond to help them maintain personal hygiene, showing respect at all times and being sensitive to all their needs.	Southmead Hospital, Bristol,
358	Administration, Appointment Waiting Times	Negative	This individual gave feedback that there is a long waiting list for a hernia repair. This happened in summer 2022 and they are still on the waiting list.	Southmead Hospital, Bristol,
356	Treatment & Care, Quality; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had a CT scan with contrast for bowel and bladder issues. Experience was faultless. Staff had fantastic communication.	Southmead Hospital, Bristol,
321	Administration, Appointment Waiting Times; Staff, Attitudes	Positive	This individual gave feedback that they had an endoscopy procedure, and the staff were excellent and a follow up appointment was made. There was no waiting time and it was a really professional and efficient service.	Southmead Hospital, Bristol,
186	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had very good experience at Southmead and they said that all the staff were helpful, kind, and friendly.	Southmead Hospital, Bristol,
253	Diagnosis/Assessment,	Positive	This individual gave feedback that when they was referred to the hospital by their GP for a suspected basal cell carcinoma on their face they expected a long wait for a hospital appointment (as had been the case previously in 2015). They were pleased that the referral took under the 2 week cancer wait rule - they had a consultation 15 days later and an appointment for a biopsy procedure less than 3 weeks after that. Given all the publicity about the backlog in hospitals they are very happy with the speed at which this has occurred.	Southmead Hospital, Bristol,
323	Administration, Appointment Waiting Times; Staff, Attitudes	Positive	This individual gave feedback that they had a knee replacement in Winter at Spire Hospital but as an NHS patient. The staff were really lovely, the care was excellent, it was a clean hospital, and there was no long waiting time for surgery.	Spire Bristol Hospital, The Glen,Bristol
494	Treatment & Care, Experience	Positive	This individual gave feedback that they were great to their mum all through her treatment - despite strikes there were no delays or cancellations of her radiotherapy.	UHBW
377	Treatment & Care, Experience	Positive	This individual gave feedback that other than long waiting time of medical follow up appointments, the experience of hip replacement operation at the Hospital is positive.	Weston General Hospital, Weston-super-mare
382	Diagnosis/Assessment, Tests/Results; Administration, Appointment Waiting Times	Negative	This individual gave feedback that their daughter was recently diagnosed with ADHD, and needed an MRI scan of the brain which was carried out in Spring. The results of MRI have been lost between the hospital and GP Practice. They are now having to wait for another scan date. They feel that is poor service from the hospital.	Weston General Hospital, Weston-super-mare
357	Diagnosis/Assessment, Mis	Negative	This individual gave feedback that they attended the hospital as her husband had a wrist injury. He was diagnosed with a dislocated thumb but the wrong plaster cast was applied to his wrist as they missed a fracture on the Xray. Subsequently this has lead to further health care issues to his hand.	Weston General Hospital, Weston-super-mare
376	Administration, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that they had a long waiting time for medical follow-up appointment after hip replacement operation	Weston General Hospital, Weston-super-mare
318	Staff, Caring, kindness, respect and dignity; Administration, Appointment Availability	Positive	This individual gave feedback that they have a history of breast cancer and uses the breast care services. They say that the service there is exceptional, they can always get an appointment and the consultant is caring and kind.	Weston General Hospital, Weston-super-mare
183	Administration, Appointment Availability	Negative	This individual gave feedback that they have been waiting for an appointment with Endocrinology regarding a diagnosis of Secondary Addison's Disease for 4 months. They have given feedback that they have been experiencing worsening symptoms in those 4 months and have been desperately sick, which has significantly impacted their quality of life and daily activities. They say that the delay in receiving timely medical care has caused them immense distress and discomfort. They have followed up the clinic multiple times, but they have not been provided with a satisfactory explanation for the delay. They have now received a phone call from the booking team offering me a telephone appointment in 6 weeks time, however they say that waiting 5 months for a telephone consultation is unacceptable.	Weston General Hospital, Weston-super-mare
141	Access to Services, Information and Advice	Negative	This individual had problems with the loss of feeling in their hand. The GP referred him to a surgeon at the hospital who said it was not bad enough yet to do anything. The individual feels that their time was wasted, and they had to pay for petrol etc. They have not had a follow up call.	Weston General Hospital, Weston-super-mare



ID	Theme	Sentiment	Feedback	Service Provider
352	Treatment & Care, Effectiveness; Staff, Caring, kindness, respect and dignity; Administration, Waiting times, punctuality and queuing on arrival	Positive	This individual gave feedback that he needed a burn to be checked, he found the service there was good, no long wait time, staff were really helpful and friendly. Felt the burn was treated effectively and follow up was arranged.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
383	Administration, Waiting times, punctuality and queuing on arrival; Facilities & Surroundings, Cleanliness (Environment); Staff, Attitudes	Positive	This individual gave feedback that on a busy day they were seen within 15 minutes. The staff there were friendly, extremely helpful, and kind. They had a short wait for Xray, which was again very satisfactory and they found the unit clean and tidy.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
378	Access to Services, Accessibility and reasonable adjustments; Staff, Attitudes; Treatment & Care, Experience	Positive	This individual gave feedback that the quality of service is excellent in terms of staff manner and accessibility of service.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
354	Staff, General; Treatment & Care, General	Positive	This individual gave feedback that the staff were really friendly, helpful and professional. They needed to have stitches and department were happy to see them again as some of the stitches did not hold the wound.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
353	Treatment & Care, Experience; Staff, General; Access to Services, Waiting Times	Positive	This individual gave feedback that they attended the centre after a crush injury to their hand, which was swollen and painful. The care was a high standard, treated quickly and staff, were friendly.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
360	Treatment & Care, Experience	Positive	This individual gave feedback that they broke their leg and had no wait time. The staff were really good, caring, clean and tidy wards, excellent care throughout patient stay. Operation was a success with good follow up care.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
389	Staff, Attitudes; Administration, Appointment Waiting Times	Positive	This individual gave feedback that they did not have to wait a long time even in a busy period and the staff were really friendly.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
386	Administration, Appointment Waiting Times; Staff, Attitudes	Positive	This individual gave feedback that they had a really good experience at the unit. They did not have to wait a long time and all the staff were very professional.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
311	Dignity & Respect, Confidentiality/Privacy; Staff, Attitudes	Mixed	This individual had an x-ray. The procedure itself was quick and very efficient and that the practitioner was welcoming and explained carefully what was going to happen. However, the waiting room was quite full and when she went to the desk to give details it is not very private. As she was about to leave the desk she was asked quite loudly if she was wearing a bra which she felt was something that could have been left until the assistant took her to the changing room where she was advised about her T shirt and gown etc.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
244	Staff, Attitudes; Treatment & Care, Experience	Negative	This individual gave feedback that she'd had a very poor experience using this out of hours service to which she was referred by NHS 111. She has a complex medical history and is susceptible to getting infections. The doctor didn't introduce themselves and was wearing an apron and gloves so this individual felt that it could have been anyone. This individual says that the doctor didn't give the caller their name and demanded to know why she was at SevernSide. The doctor wouldn't listen to the caller when she tried to explain her medical history because it was relevant to how her symptoms could be interpreted. She feels that it's only through her own persistence that meant she got the treatment she needed eventually.	Sevenside Integrated Urgent Care - Unspecified Location

Public Health and Social Care Feedback Comments by Provider



ID	Theme	Sentiment	Feedback	Service Provider
185	Care Home Management, Staffing Levels; Care Home Management, General	Negative	This individual gave feedback that there are not enough staff, and that there is no good knowledge of terminal care. They say that the environment is poor without enough stimulation and that residents are not encouraged to leave the home.	St Michael's - Care Home with Nursing Physical Disabilities, Cheddar Road, Axbridge

Community Care Feedback Comments by Provider



ID	Theme	Sentiment	Feedback	Service Provider
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Mental Health Services Feedback Comments by Provider

Mental Health Services Feedback and Comments



ID	Theme	Sentiment	Feedback	Service Provider
297	Dignity & Respect, Confidentiality/Privacy	Negative	This individual gave feedback that there was a breach of confidentiality and incorrect information in letters and that they didn't always feel listened to and feel that some professionals were very biased at times. They have been very effected by some of these experiences. They thought about putting in a formal complaint about specific incidences but were in a low place so they say that they just didn't have the strength and now regret that they didn't.	Avon and Wiltshire Mental Health Partnership (AWP)
316	Communication, General	Negative	This individual gave feedback that they had been banned from a patient forum group for being too vocal. The group was an improving services workshop. This left her feeling demoralised as she was only trying to help.	Avon and Wiltshire Mental Health Partnership (AWP)
379	Administration, Appointment Availability; Staff, Caring, kindness, respect and dignity; Treatment & Care, Experience	Positive	This individual gave feedback that they have bipolar disorder type 2. They had a recent crisis period and had only just moved North Somerset. They were impressed by the swift actions and professionalism of the mental health crisis team and secondary care teams. They were referred on to appropriate place after the crisis. They found that a swift resolution was found for immediate and on-going mental health concerns. and felt considered and listened to.	Avon and Wiltshire Mental Health Partnership (AWP)
184	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions; Administration, Medical Records; Continuity and Integration of Care, Integration of services and communication between professionals	Negative	This individual gave feedback that they are struggling to get a smooth repeat prescription between CAMHS and GP since the prescribing has moved to the GP. Either letters updating medication aren't sent to the GP or the GP practice don't enter the details on the systems quick enough to get the right repeat prescriptions. They fed back that this means a lot of running around between the GP Practice and the pharmacy and often back to CAMHS for an emergency prescription due to running out of time. This individual also gave feedback that they were over prescribed medication because the dose hadn't been updated when it went down. This could have been dangerous for their child but also meant that they had to return and waste the medication provided.	CAMHS Service , North Somerset
317	Diagnosis/Assessment, Lack of	Negative	This individual gave feedback that she has been unable to get a diagnosis for bipolar disorder, which is affecting her day-to-day life. She being waiting for an appointment for the Rosa Burden clinic, mental health service. She is currently not on any medication and feels as if she should be. She feels abandoned and left alone to cope, despite trying to chase the appointment multiple times. She is told there is a long waiting list.	Southmead Hospital, Bristol,
512	Staff, Caring, kindness, respect and dignity; Home Support, Care Delivery	Positive	This individual gave feedback that they have carers come in 4 times a week under Section 117. They say that they are wonderful but it's always a worry that the care package will be cut. They no longer have a Care coordinator as they're deemed to be in recovery but things can go downhill quickly.	The Coast Resource Centre, Weston Super Mare



ID	Theme	Sentiment	Feedback	Service Provider
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