

Local Voices

Quarter 4: January - March 2024

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.

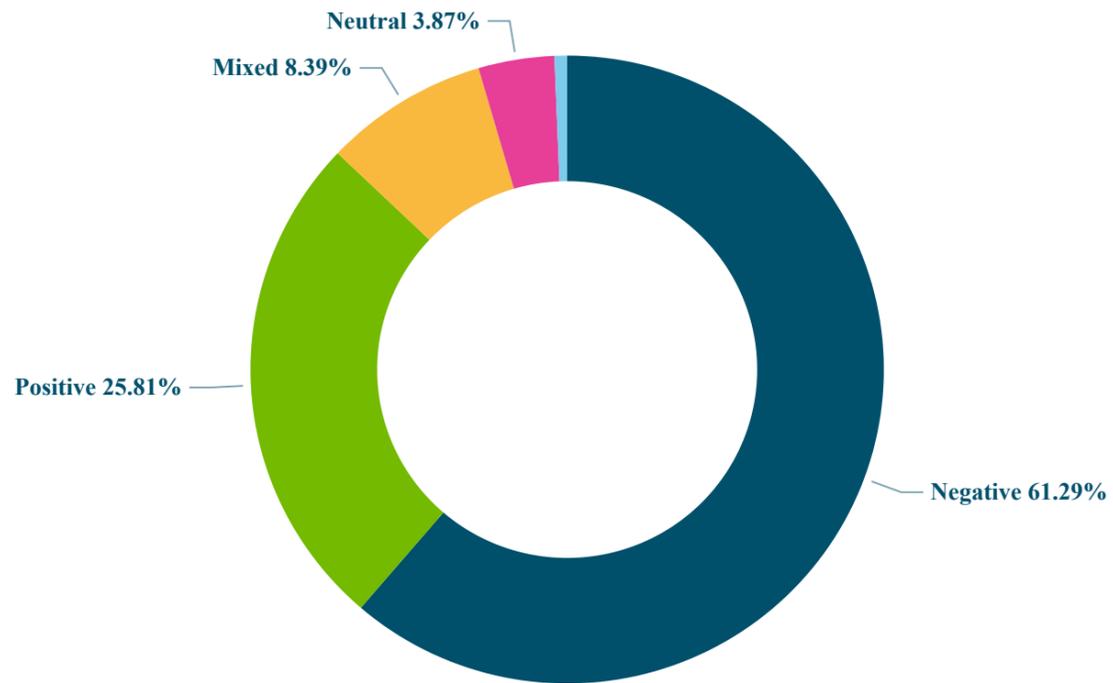
All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. These reports can also be viewed in PowerBI Pro, please email miriam@healthwatchbnssg.co.uk if you would like to access them in this way.



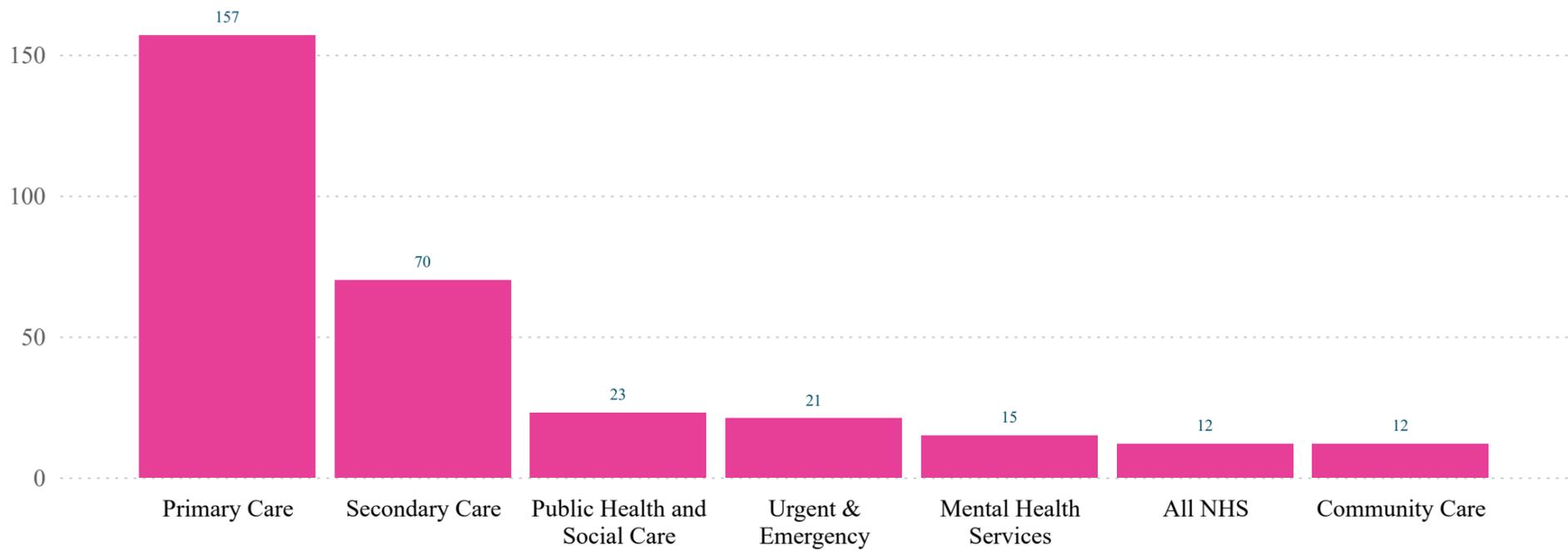
Headline Figures



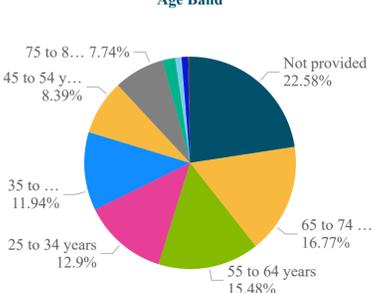
Overall Sentiment of Feedback contacts



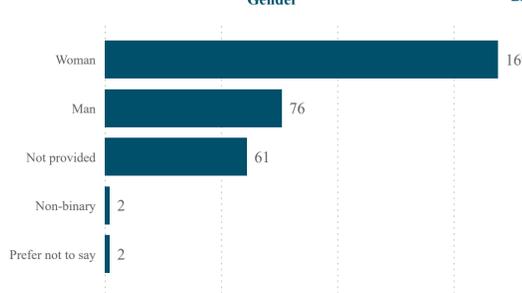
Feedback contact by sector



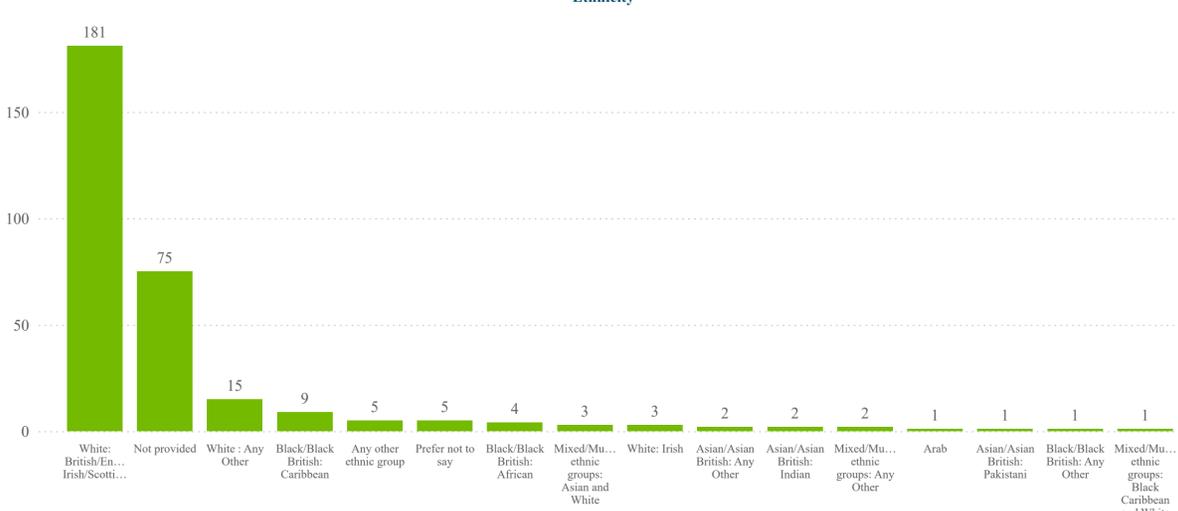
Age Band



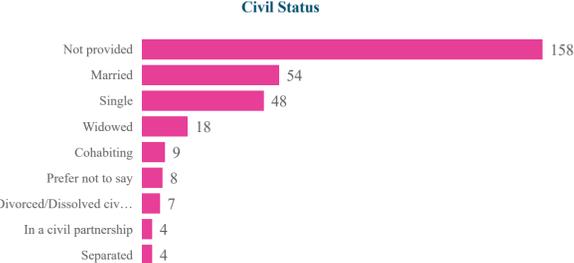
Gender



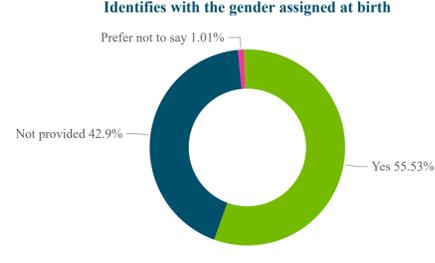
Ethnicity



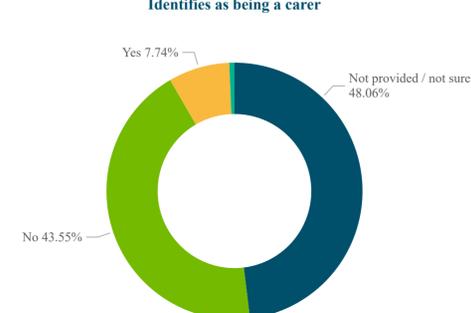
Civil Status



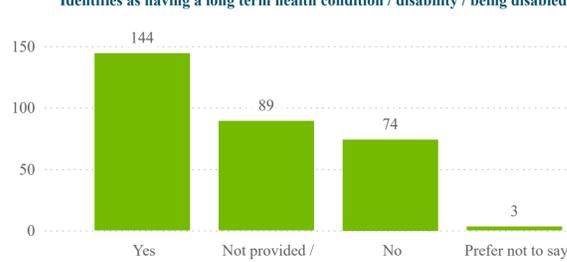
Identifies with the gender assigned at birth



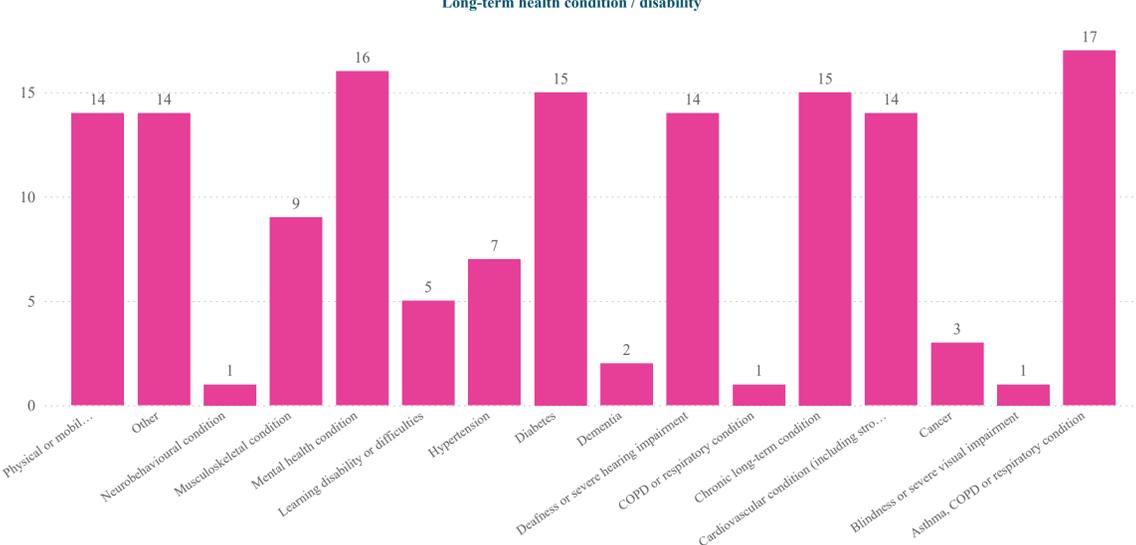
Identifies as being a carer



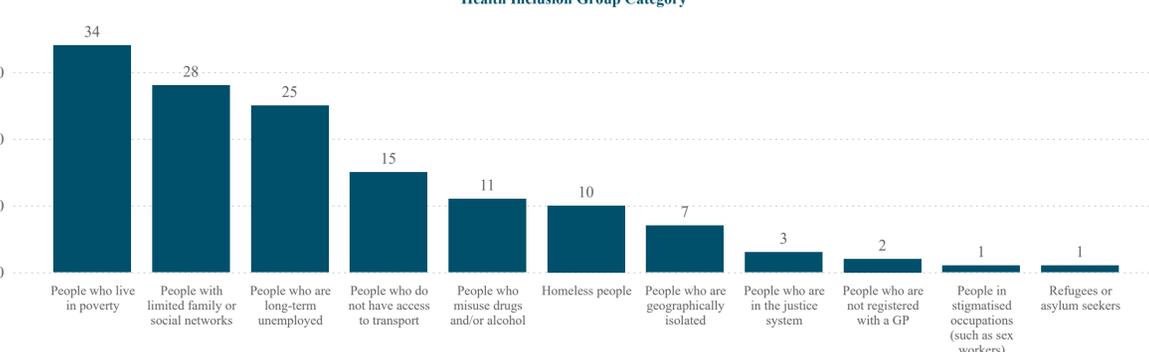
Identifies as having a long term health condition / disability / being disabled



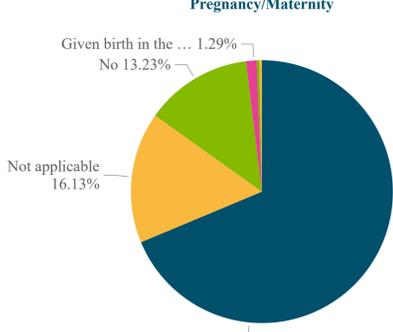
Long-term health condition / disability



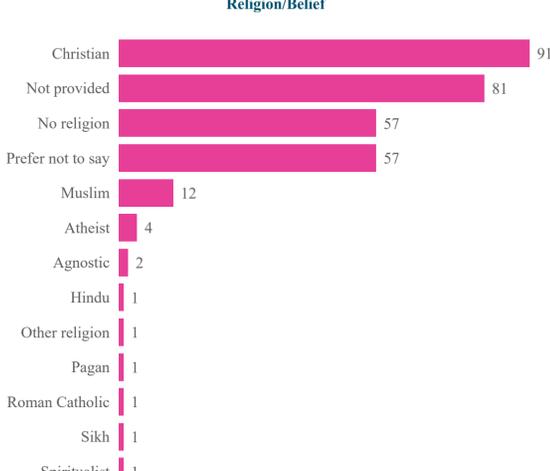
Health Inclusion Group Category



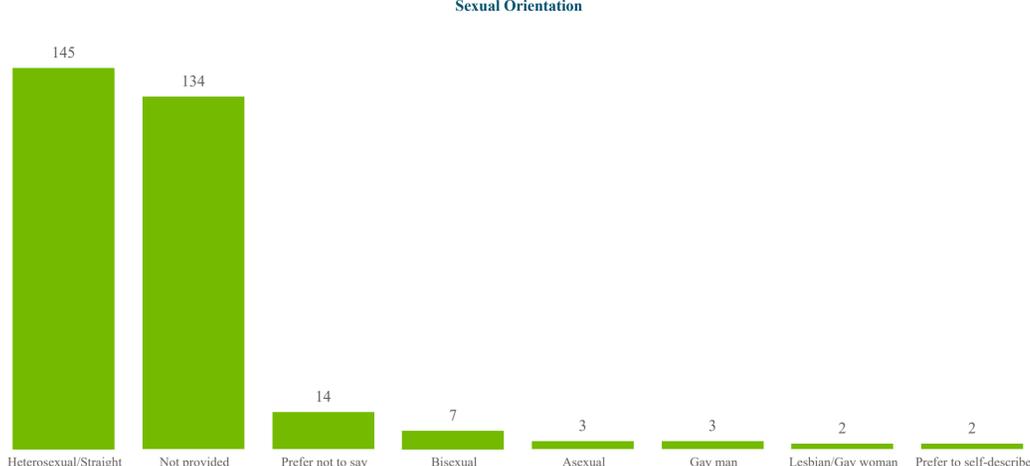
Pregnancy/Maternity



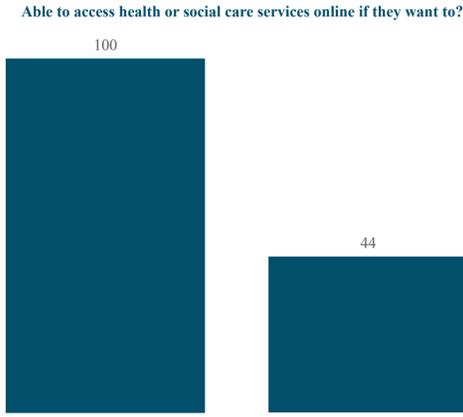
Religion/Belief



Sexual Orientation



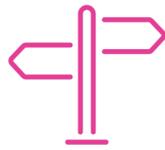
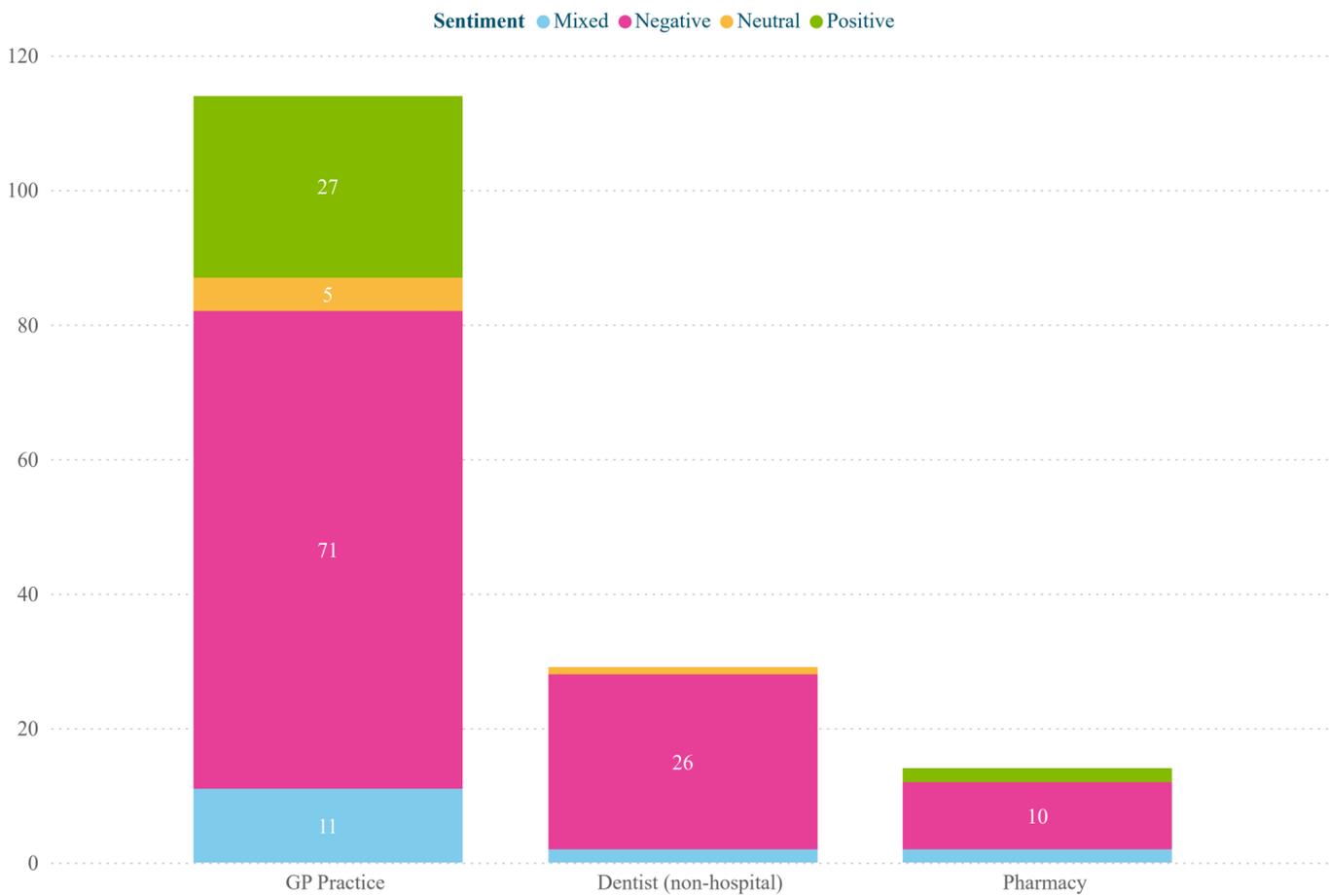
Able to access health or social care services online if they want to?



Primary Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment



Signposting for Primary Care Feedback

17

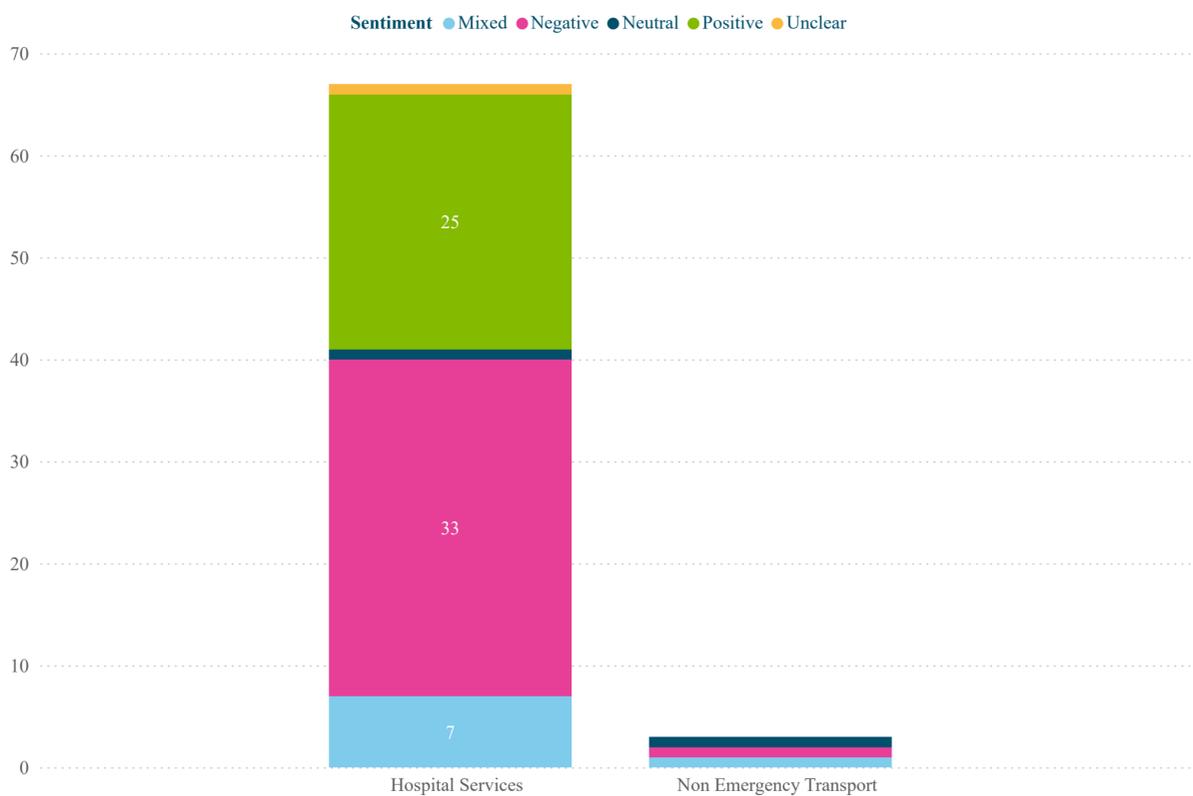
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	9	91	8	22	130
Access to NHS Dentist	2	22			24
Accessibility and reasonable adjustments	4	8		1	13
Admission Procedure		4	1		5
Appointment Availability	2	18		9	29
Booking Appointments		6		1	7
Convenience/Distance to Travel		3	1		4
Provision of services	1	2	1	5	9
Referrals - availability		1			1
Referrals - timeliness		1		2	3
Remote appointments and digital services		7		1	8
See my own GP		2	1		3
Service Delivery/Opening Times		4			4
Suitability of Provider				1	1
Telephone system		9		1	10
Transport availability			3		3
Waiting times, punctuality and queuing on arrival				1	1
Website Information		1			1
Written information, guidance and publicity		3	1		4
Continuity of Care, integration of health and social care, health promotion and wellbeing		10		1	11
Follow on treatment and continuity of care				1	1
Medicines Management		3			3
Prescription/Repeat Prescriptions		7			7
Experience of Care	1	29		10	40
Communication between professionals		3			3
Communication between staff and patients	1	14		6	21
Confidentiality/Privacy		2			2
Interpreter Services		1			1
Staff - Capacity		2			2
Staff - Caring, kindness, respect and dignity		7		2	9
Staff - Quality & Effectiveness				2	2
Treatment and Care		17		10	27
Diagnosis or Assessment availability		2			2
Diagnosis or Assessment quality of		4			4
Effectiveness of		2			2
Medical Records		2			2
Quality of		4		10	14
Safety of		1			1
Speed of		2			2
Total	10	147	8	43	208

Secondary Care Feedback

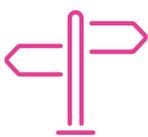
Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Neutral	Positive	Unclear	Total
All Services		1	1	2		4
Ambulances and Paramedics		1				1
Audiology		2		1		3
Cardiology	1	3				4
Dentist		2				2
Dermatology			1			1
Diagnostic/Screening Service				1		1
Eating Disorder Services				1		1
GP Practice	1			1		2
Hospital Inpatient		5		3		8
Hospital Outpatient	1	3		2		6
Hospital Services (not stated)	1	1		1		3
Maternity care		2		1		3
Neurology and stroke care		1				1
Not Specified	2	2		4		8
Oncology		2		1		3
Ophthalmology		2		2		4
Orthopaedics and fracture clinic	1	1		1		3
Other	1	2		3		6
Paediatrics		2				2
Patient Transport		1				1
Physiotherapy				1		1
Speech and Language therapy		1				1
Unknown					1	1
Total	8	34	2	25	1	70



Signposting for Secondary Care Feedback

2

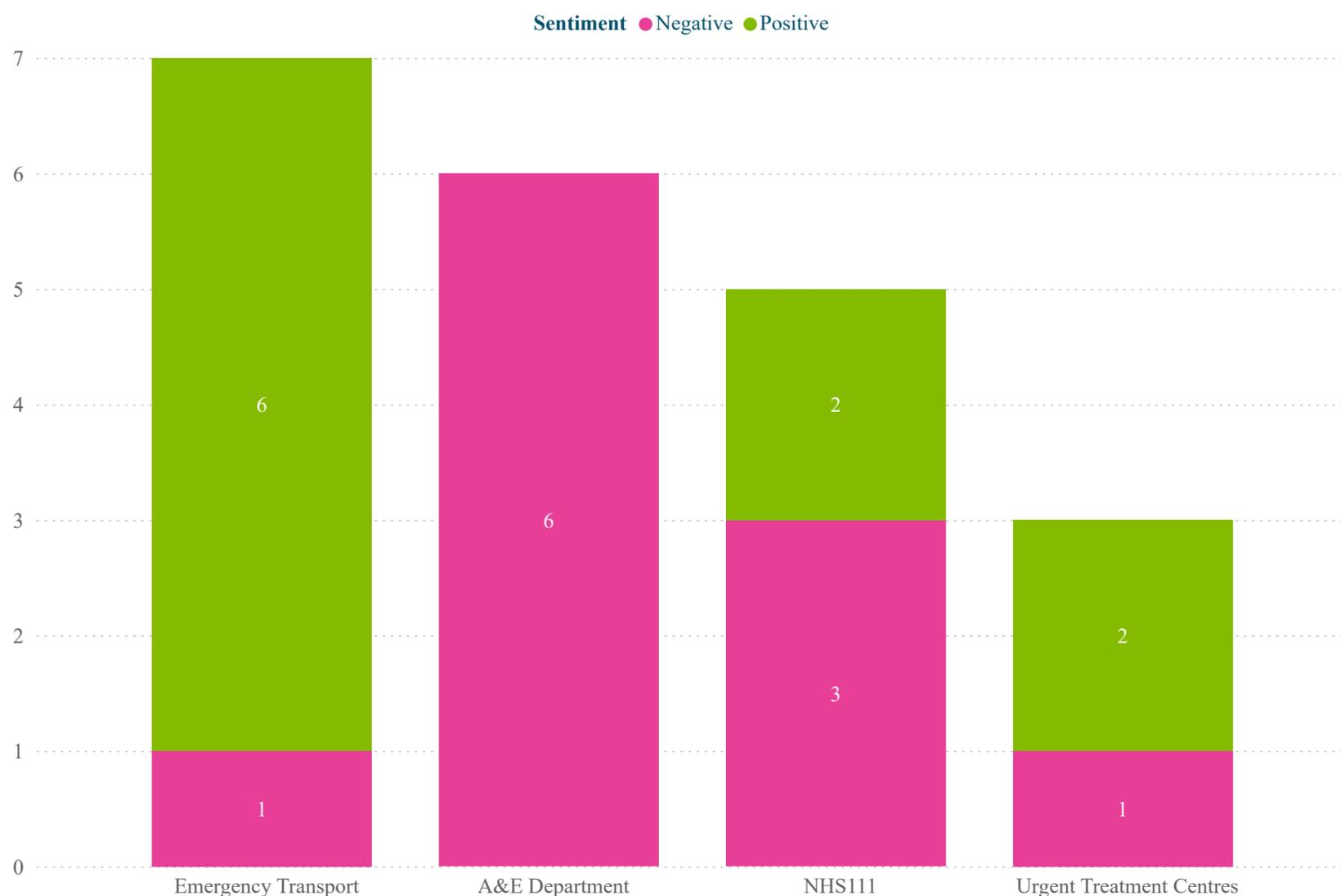
Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	1	14	1	8	24
Accessibility and reasonable adjustments		2		1	3
Admission Procedure		1		1	2
Appointment Availability		2		1	3
Convenience/Distance to Travel				1	1
Health Inequality		1			1
Provision of services				1	1
Referrals - availability		1			1
Referrals - timeliness		2		1	3
Telephone system		1			1
Transport availability	1	2	1		4
Waiting times, punctuality and queuing on arrival		1		2	3
Written information, guidance and publicity		1			1
Continuity of Care, integration of health and social care, health promotion and wellbeing		2		1	3
Follow on treatment and continuity of care		2		1	3
Corporate		2			2
Car Parking Access		1			1
Equipment		1			1
Discharge		1			1
Timeliness		1			1
Experience of Care	2	14	1	12	29
Communication between professionals		1		1	2
Communication between staff and patients		9	1	5	15
Interpreter Services		2			2
Staff - Caring, kindness, respect and dignity	1	2		4	7
Staff - Quality & Effectiveness	1			2	3
Treatment and Care	2	17		13	32
Coordination of Services	1	3			4
Diagnosis or Assessment availability		2			2
Diagnosis or Assessment quality of		1		1	2
Effectiveness of		1		1	2
Explanation of		1			1
Management of Service		1			1
Quality of	1	6		10	17
Quality of service				1	1
Safety of		1			1
Speed of		1			1
Total	5	50	2	34	91

Urgent & Emergency Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment



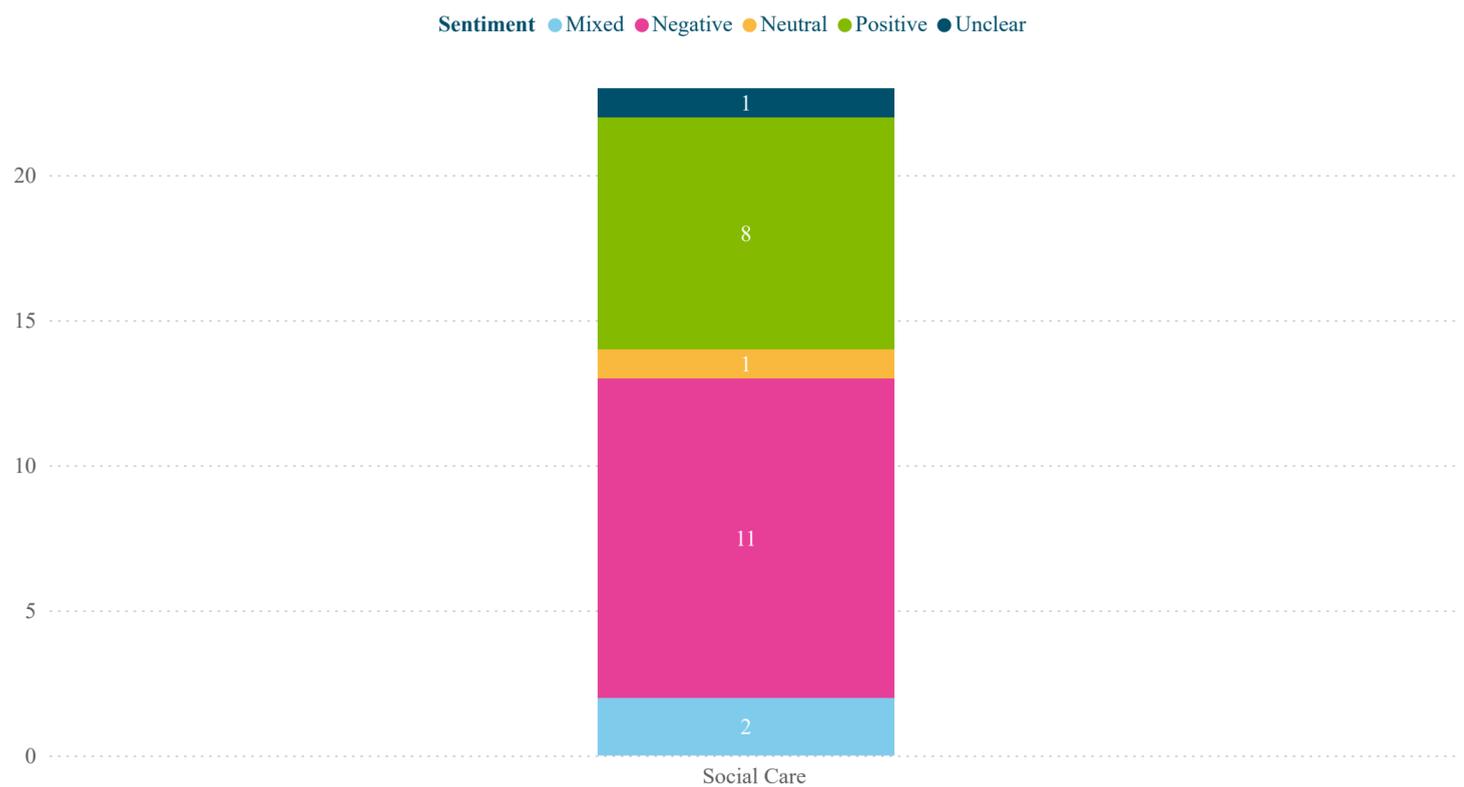
Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Total
<input type="checkbox"/> Access to Services		8	1	1	10
Access to NHS Dentist		1			1
Accessibility and reasonable adjustments				1	1
Appointment Availability			1		1
Convenience/Distance to Travel		1			1
Provision of services		2			2
Transport cost		1			1
Waiting times, punctuality and queuing on arrival		3			3
<input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing		1			1
Integration of services and communication between professionals		1			1
<input type="checkbox"/> Experience of Care		3		3	6
Communication between staff and patients		1		1	2
Staff - Caring, kindness, respect and dignity		2		2	4
<input type="checkbox"/> Treatment and Care	2	5		7	14
Diagnosis or Assessment quality of		1		1	2
Quality of	2	2		2	6
Speed of		2		4	6
Total	2	17	1	11	31

Public Health and Social Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Neutral	Positive	Unclear	Total
Adult Social Care		4		2	1	7
Care Home		1				1
Day Care Centre			1	2		3
GP Practice	1					1
Mental Health Services (other services)				1		1
Other		1		1		2
Paediatrics		2				2
Public Health				1		1
Rehabilitation/enablement		1				1
Sexual Health		1				1
Speech and Language therapy		1				1
Unknown				1		1
Vaccine Clinics	1					1
Total	2	11	1	8	1	23

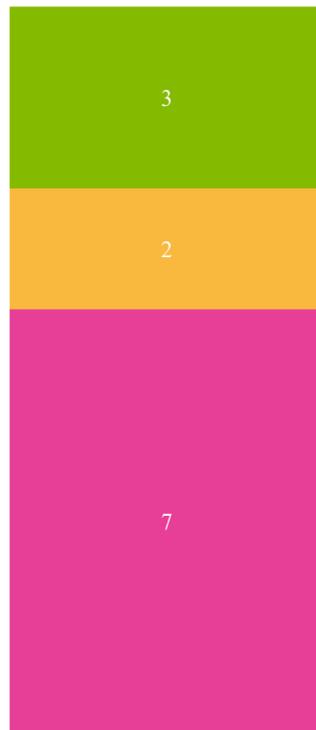
Themes and Sub-Themes with Sentiment for Public Health and Social Care Feedback

Main Theme	Mixed	Negative	Positive	Total
Access to Services	1	10	4	15
Admission Procedure		2	1	3
Appointment Availability		1		1
Booking Appointments		1		1
Convenience/Distance to Travel	1			1
Provision of services		2	1	3
Referrals - availability		2		2
Referrals - timeliness		1		1
Waiting times, punctuality and queuing on arrival			2	2
Written information, guidance and publicity		1		1
Continuity of Care, integration of health and social care, health promotion and wellbeing			3	3
Lifestyle and Wellbeing - help with			1	1
Prescription/Repeat Prescriptions			2	2
Corporate		1		1
Equipment		1		1
Experience of Care		3	4	7
Communication between staff and patients		1	3	4
Staff - Quality & Effectiveness		2	1	3
Treatment and Care		3	2	5
Management of Service		1		1
Quality of		1	2	3
Speed of		1		1
Total	1	17	13	31

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment

Sentiment ● Negative ● Neutral ● Positive



Community/Other Services

Community Care Feedback Sentiment by Service Level

Service Level	Negative	Neutral	Positive	Total
Accident & Emergency		1		1
Adult Social Care	1		1	2
CAMHS	1			1
Chiropody / Podiatry	1			1
Home Care and Domiciliary Care	3	1		4
Maternity care	1			1
Other			1	1
Physiotherapy			1	1
Total	7	2	3	12

Themes and Sub-Themes with Sentiment for Community Care Feedback

Main Theme	Negative	Neutral	Positive	Total
Access to Services	5		3	8
Convenience/Distance to Travel	1			1
Cost of treatment	1			1
Provision of services	2		3	5
Transport availability	1			1
Discharge	1			1
Co-ordination of Service	1			1
Experience of Care	4		2	6
Communication between staff and patients	4			4
Staff - Caring, kindness, respect and dignity			2	2
Quality Assurance	1			1
General	1			1
Treatment and Care	4	1	2	7
Coordination of Services		1		1
Effectiveness of	1			1
Management of Service	1			1
Quality of	2		2	4
Total	15	1	7	23

Mental Health Services Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment

Sentiment ● Negative ● Neutral ● Positive



Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Neutral	Positive	Total
All Services	1			1
Eating Disorder Services	1			1
Mental Health Crisis Service	1	1		2
Mental Health Services (other services)	8		3	11
Total	11	1	3	15

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

Main Theme	Negative	Positive	Total
Access to Services	5		5
Admission Procedure	1		1
Appointment Availability	1		1
Provision of services	1		1
Referrals - availability	1		1
Written information, guidance and publicity	1		1
Corporate	1		1
Equipment	1		1
Discharge	3		3
Safety of	1		1
Timeliness	2		2
Experience of Care	5	1	6
Communication between staff and patients	3		3
Consent, choice, user involvement and being listened to	1		1
Staff - Caring, kindness, respect and dignity	1	1	2
Treatment and Care	3	2	5
Effectiveness of	1		1
Quality of	2	2	4
Total	17	3	20

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative ● Positive



All NHS

General All NHS Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
All Services	1	6		7
Day Care Centre			1	1
GP Practice		1		1
Hospital Outpatient		1		1
Mental Health Services (other services)			1	1
Social Prescribing		1		1
Total	1	9	2	12

Themes and Sub-Themes with Sentiment for General All NHS Feedback

Main Theme	Negative	Positive	Total
Access to Services	4		4
Accessibility and reasonable adjustments	2		2
Health Inequality	1		1
Remote appointments and digital services	1		1
Experience of Care	4	1	5
Communication between staff and patients	2	1	3
Equality & Inclusion	2		2
Quality Assurance	1		1
Health and Safety	1		1
Treatment and Care	1	1	2
Management of Service	1		1
Quality of		1	1
Total	10	2	12

All Themes and Sub-themes with Feedback Sentiment



Main Theme ▲	Mixed	Negative	Neutral	Positive	Total
<input type="checkbox"/> Access to Services	11	137	10	38	196
Access to NHS Dentist	2	23			25
Accessibility and reasonable adjustments	4	12		3	19
Admission Procedure		8	1	2	11
Appointment Availability	2	22	1	10	35
Booking Appointments		7		1	8
Convenience/Distance to Travel	1	5	1	1	8
Cost of treatment		1			1
Health Inequality		2			2
Provision of services	1	9	1	10	21
Referrals - availability		5			5
Referrals - timeliness		4		3	7
Remote appointments and digital services		8		1	9
See my own GP		2	1		3
Service Delivery/Opening Times		4			4
Suitability of Provider				1	1
Telephone system		10		1	11
Transport availability	1	3	4		8
Transport cost		1			1
Waiting times, punctuality and queuing on arrival		4		5	9
Website Information		1			1
Written information, guidance and publicity		6	1		7
<input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing		13		5	18
Follow on treatment and continuity of care		2		2	4
Integration of services and communication between professionals		1			1
Lifestyle and Wellbeing - help with				1	1
Medicines Management		3			3
Prescription/Repeat Prescriptions		7		2	9
<input type="checkbox"/> Corporate		4			4
Car Parking Access		1			1
Equipment		3			3
<input type="checkbox"/> Discharge		5			5
Co-ordination of Service		1			1
Safety of		1			1
Timeliness		3			3
<input type="checkbox"/> Experience of Care	3	62	1	33	99
Communication between professionals		4		1	5
Communication between staff and patients	1	34	1	16	52
Confidentiality/Privacy		2			2
Consent, choice, user involvement and being listened to		1			1
Equality & Inclusion		2			2
Interpreter Services		3			3
Staff - Capacity		2			2
Staff - Caring, kindness, respect and dignity	1	12		11	24
Staff - Quality & Effectiveness	1	2		5	8
<input type="checkbox"/> Quality Assurance		2			2
General		1			1
Health and Safety		1			1
<input type="checkbox"/> Treatment and Care	4	50	1	37	92
Coordination of Services	1	3	1		5
Diagnosis or Assessment availability		4			4
Diagnosis or Assessment quality of		6		2	8
Effectiveness of		5		1	6
Explanation of		1			1
Management of Service		4			4
Medical Records		2			2
Quality of	3	17		29	49
Quality of service				1	1
Safety of		2			2
Speed of		6		4	10
Total	18	273	12	113	416

Primary Care Feedback Comments by Provider A-G



Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1850	Access to Services, Appointment Availability; Access to Services, Telephone system	Negative	This individual gave feedback that she was concerned about her son and tried to get an appointment for him to see the GP in person. She was a very long time on the phone trying to get through, and then they only offered a telephone appointment 2 weeks later.	Air Balloon Surgery
1862	Treatment and Care, Medical Records	Negative	This individual gave feedback that since registering with their GP 2 years ago they have struggled to get their medical records transferred. The person had been left to chase the surgery themselves to get and get their records. The person felt unsupported and couldn't understand why the GP was making the process so difficult. Finally after 4 months it transpired that they had been registered with the GP surgery as a temporary patient. This was not explained to the person and was inaccurate. This led to a referral letter being sent to their previous address. The situation, was so bad that the person had to leave Bristol because they couldn't get the help they needed.	Air Balloon Surgery
1627	Treatment and Care, Quality of	Negative	This individual gave feedback that the experience of care was poor and it was difficult to access the help that they needed.	Air Balloon Surgery
1836	Treatment and Care, Quality of	Positive	This individual gave feedback that they have an amazing women's health team. They are very supportive and reassuring.	Air Balloon Surgery
1990	Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that they were looking for a blood pressure machine after being contacted by the GP for a reading. She feels that if they are going to ask for this then they should direct you where to obtain this information and places you can drop in or book a reading.	ALL GP PRACTICES
1783	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that he had a bad tooth which caused a lot of pain when chewing. He tried phoning NHS111 but waited 2 hours and then gave up. Had tried private dentists but no luck.	ALL NHS DENTAL
1463	Access to Services, Convenience/Distance to Travel	Negative	This individual gave feedback that he has been looking for an NHS dentist in Bristol for 2 years. He used the NHS tool to find the nearest dental service but the result is 38 miles away from his home.	ALL NHS DENTAL
1414	Access to Services, Written information, guidance and publicity	Neutral	This individual gave feedback that her sister was not able to access dental services for herself and her children.	ALL NHS DENTAL
1697	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that his infected teeth have caused infection in his hip and he now has reduced mobility. He is unable to get an NHS dentist.	ALL NHS DENTAL
1358	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that his son lives in Brislington and has not been able to see an NHS dentist for 5 years.	ALL NHS DENTAL
1467	Access to Services, Admission Procedure	Neutral	This individual gave feedback that prison dental care is very basic and not good enough, the individual then looked for NHS dentist in Bristol.	ALL NHS DENTAL
1406	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she can't get an NHS dentist in Bristol, WSM or Bath.	ALL NHS DENTAL
1840	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she has been trying to find an NHS dentist for 2 years and has had no luck. She cannot even get on a waiting list. She cannot afford private treatment.	ALL NHS DENTAL
1867	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she is struggling to find an NHS dentist and is in mild pain constantly, she thinks she needs an extraction and also her dentures no longer fit and she finds it hard to eat. She has been trying to find a Bristol dentist for two years and nowhere has vacancies.	ALL NHS DENTAL
1541	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their friend experienced pain from a tooth and a swelling in her cheek. She has not been able to register with a dentist as none are taking NHS patients in Bristol. The Dental Hospital in Bristol will only accept patients with referrals so yesterday she was advised to ring 111 for an emergency referral. After a long consultation with the 111 advisor, she was given a phone number and told to ring for an appointment at 8am today. Yesterday evening, being in considerable pain, she went to A&E at BRI but after 6 hours was told to go home again. She rang the number provided by 111 at 8am this morning but all Dental Hospital appointments had already been allocated. Still suffering considerable pain she went to A&E at Southmead Hospital, but again was sent home because they couldn't treat her. She doesn't know what else she can do.	ALL NHS DENTAL
1838	Access to Services, Access to NHS Dentist	Mixed	This individual gave feedback that their son had a great experience with a dentist and braces and now has lovely straight teeth. This individual themselves had to wait 4 years for a referral to the dental hospital for gum disease because they were removed from the dentist's NHS list.	ALL NHS DENTAL
1855	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are embarrassed that they aren't able to look after their teeth and their gums are all bad because they can't find an NHS dentist	ALL NHS DENTAL
1528	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are looking for an NHS dentist for all their family but especially for their son who is thirteen and has a broken tooth which is turning black. The individual struggles with his English and felt maybe this was making things more difficult when he called dental surgeries asking to be seen. He has been looking in the Bristol area for over twelve months for himself, his wife and three children.	ALL NHS DENTAL
1875	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are not able to see an NHS dentist and have tried all local dentists.	ALL NHS DENTAL
1373	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they can't seem to find an NHS dentist anywhere and they can't afford the private rates. They're not sure what to do anymore as it's been 8 years since they last saw a dentist.	ALL NHS DENTAL
1417	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they couldn't register their children at the same dental practice that they attend. The practice said that their quota was full.	ALL NHS DENTAL
1364	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had been searching for a NHS dentists for over a year and now need treatment urgently. She had thought access would be easier.	ALL NHS DENTAL
1585	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been trying to find an NHS dentist for nearly a year. They have had two previous dentists who say they are now only taking private patients and remove them from the practice. They are desperate for a check up having lost two fillings since the end of last year.	ALL NHS DENTAL
1374	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have no dentist as there are no local NHS dentists.	ALL NHS DENTAL
1712	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they run a Romanian Roma drop in from St. Pauls Childrens Centre. This is well attended and has up to 70 people on the register of attendance. Almost every week, people come in and ask for help to locate a dentist as they are in acute pain. They are unsure how to access support and they do not speak English so find negotiating the NHS111 system impossible. On several occasions, particularly when its for their children this person has contacted NHS111 on their behalf. Unfortunately, it has taken up to 6 hours to get through to anyone. The parents must be present as they need to speak with the operator. As you can imagine, this is difficult for the centre and family. The individual says she has made calls independently and been assured by the operator that someone will call them back with an interpreter. This call has been made and parents have been told that it's too late in the day to book an appointment and have been advised to call back in the morning. So basically, still no access to any service and back they come into the Centre for the process to start again. This is an on-going concern; children are missing school and in severe pain (adults too). This is a very apparent major public health crisis and increases health inequalities. The centre has also tried to register people with a dentist but no success.	ALL NHS DENTAL
1539	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they tried to get an NHS dentist. She was in pain and had bleeding gums. She tried NHS 111 they said they couldn't refer her and she would have to phone 999 but she didn't need an ambulance. Eventually she was referred to the dental hospital	ALL NHS DENTAL
1676	Access to Services, Access to NHS Dentist	Mixed	This individual gave feedback that they were deregistered from a dentist and it is now impossible to find anything. He had tried 20 practices.	ALL NHS DENTAL
1529	Access to Services, Access to NHS Dentist	Negative	This individual is concerned about not receiving dental care and having been removed from the register. Having been a patient at Stapleton Road Dental surgery, Easton for 16 years he developed sleep apnoea and missed some appointments, he was informed that he had been removed from the patient list so spoke to the manager personally and explained the situation. He was asked to get a GP sick note to support this and then would be reinstated. The GP suggested that he ask the dental surgery to request this directly and therefore not incur costs himself as he was homeless and without funds - the dental practice said not only would they not do this, but they would also not reinstate him on the list. He has since been for treatment at the dental school, but this has completed, and he is looking for an NHS dentist again.	ALL NHS DENTAL
1647	Access to Services, Access to NHS Dentist	Negative	This individual wanted to complain about the state of NHS dentistry and said it is really unfair to those who cannot afford to pay and is affecting peoples lives and mental health including his own. It frightens him to feel that no-one cares.	ALL NHS DENTAL
1693	Access to Services, Provision of services	Mixed	This individual gave feedback that it is easier to go to the pharmacy than use online service.	ALL PHARMACY SERVICES
1866	Access to Services, Provision of services; Access to Services, Referrals - timeliness	Positive	This individual gave feedback that the surgery arranged medication and referral to a Consultant at Southmead Hospital quickly.	Armada Practice
1690	Treatment and Care, Diagnosis or Assessment quality of; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that GP appointments are for only one issue at a time. When there are multiple diagnoses they need to consider the whole person and all the diagnoses.	Armada Practice
1786	Access to Services, Appointment Availability	Positive	This individual gave feedback that he had experienced a pain in his side and went to see the GP at 8am. He got an appointment immediately and was sent for a colonoscopy within a few weeks. The individual was really pleased about how quickly he was seen.	Armada Practice
1674	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that the practice never answers the telephone. She sometimes needs to contact the practice about her medication. Her son has a speech delay and has had a referral by the GP but there is no support available.	Armada Practice
1857	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they are not deaf aware at the surgery. The patient's names don't come up on the TV screens anymore when it is your appointment, she has asked them to fetch her as otherwise she won't hear them calling her name as she's deaf. They just shout her name. The seating is organised with your back to the surgery, which makes it harder to know when it is your appointment. She gets so stressed that she might miss her appointment that her blood pressure is really high so it is inaccurate when the doctor takes it at the start of an appointment. She lip reads when she sees the GP, this is marked on her notes but she often has to remind them and it's made more difficult by seeing different GPs. Booking appointments is difficult. Her neighbour helps her and has helped her with the NHS app on her phone, but she feels there is a lack of privacy and independence having to rely on others to help her with this. She had a negative experience with the receptionist who told her its not their problem that she's deaf and to just book the appointment on the phone. She feels the communication is one way, the surgery can contact her on the app but she isn't able to respond. They also don't use text relay when they phone so she's not able to talk to them. She had a suspected heart attack a few years ago and went to see her GP. She was told to make her own way to the hospital. Since she was having a suspected heart attack, she couldn't drive so she tried to get the bus, and was told to call an ambulance in case it got worse. She thinks the reason they didn't call an ambulance in the first place is because she is deaf and has a hearing dog, and the dog wouldn't be allowed in the ambulance. She feels it was unfair that she had to try and get the bus to hospital (which turned out to be a discontinued service) when she was having a suspected heart attack.	Armada Practice
1688	Access to Services, Telephone system; Access to Services, Website Information	Negative	This individual gave feedback that to make a GP appointment she went into the surgery to be told to phone at 8am the next day. She tried to get onto the online system but had to upload a photo and it wasn't accepted.	Armada Practice
1621	Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that their experience of care has been good.	Bedminster Family Practice
1554	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that every time they have needed to collect a prescription or ask for advice, they feel lucky and supported to be local to this pharmacy. The staff are all patient, understanding and welcoming which is much appreciated.	Bhagal Dispensing Chemist, Easton,
1588	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Negative	This individual gave feedback that they used to get a call to say that their repeat medication was ready for collection but now there is a recorded message to say they haven't the staff to do this. They find this irritating because they have trouble walking and have to make a second trip if the medication isn't ready, or if there is an issue with them.	Billing Pharmacy, Kingswood,
1870	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that he finds that often they do not have the medication he needs and they say they cannot source supplies. He used to have his insulin and all other medication delivered at the beginning of every month in one package but says now that it just turns up randomly in batches and cannot be relied on and this frightens him as he will have to be admitted to hospital if he cannot have it. He also says it's difficult to contact them or the GP about it as everything is online and he has no idea how to do this. Up to 400 new homes are being constructed locally and he fears this will make problems at the pharmacy even worse.	Boots, Brislington,
1635	Treatment and Care, Quality of	Positive	This group gave feedback that the doctors and the receptionists are brilliant.	Bradgate Surgery
1930	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that using the NHS App they explained all their symptoms and listed all the medication they were using to try to help. They were given an appointment with an urgent care practitioner, but couldn't attend because they were too poorly, and no one could help them to get there. This person was then informed via the NHS App that they were being referred to the pharmacy without their consent, and didn't know they could do this. The pharmacist called, but couldn't do anything until someone had listened to their chest, and advised them to call an ambulance. This person felt an ambulance was really not necessary but didn't know what else to do.	Bradgate Surgery
1891	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the GP listened and helped them choose what would help with their mental health. This person found them to be empowering and supportive and it was great to get this.	Bridge View Medical
1681	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they have twice contacted the surgery. She knew she's had a chest infection and the surgery told her to go to Boots. Boots did not respond and told her to go back to the GP's pharmacy. The in-house pharmacy was offered Tramadol as an alternative which does not work, and the individual is in constant pain and discomfort. They were also offered a referral to the pain clinic who suggested meditation and talking therapies but there don't work. They feel that the NHS as a whole does not work for them.	Bridge View Medical
1756	Experience of Care, Communication between professionals; Experience of Care, Confidentiality/Privacy	Negative	This individual gave feedback that they were in the waiting room and were concerned that the receptionists were talking to each other and swearing. One of them read out to the other what a patient had written to them, she even said the patients name. This person now knows all what was wrong with that patient as she was reading it out. Is this not a breach of patient confidentiality?	Bridge View Medical
1408	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they suffered from fibromyalgia. They have previously had a private prescription for medical cannabis, but can no longer afford this. The GP says that there is not enough medical evidence to prescribe medical cannabis for fibromyalgia on the NHS. The individual is currently a student and unable to afford the private prescription. They were offered Tramadol as an alternative which does not work, and the individual is in constant pain and discomfort. They were also offered a referral to the pain clinic who suggested meditation and talking therapies but there don't work. They feel that the NHS as a whole does not work for them.	Broadmead Medical
1928	Access to Services, Admission Procedure	Negative	This individual gave feedback that the practice sent them two texts a few days apart, asking for them to measure their blood pressure and send them the result by text. This individual works full time and so they went into this surgery in Broadmead because it's nearby to their work. The blood pressure machine was clearly not in use regularly as it had no paper in it. There was no one in the waiting area, they asked for some paper to be put in the machine. When the receptionist found out they were not a registered patient with them, they told them that they weren't allowed to use the machine. This individual thinks that if the NHS want the public to monitor their own blood pressure and be proactive they should make the process as easy as possible.	Broadmead Medical Centre
1584	Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that they went to use the blood pressure machine at the practice. They asked a staff member to check the reading as they were feeling dizzy and unwell. The staff member was not empathetic towards the individual, saying that it was not a walk-in service. They were rude and abrupt. This person came away feeling upset and frustrated.	Broadmead Medical Centre
1642	Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that the GP did not show care and understand the individual's health condition and limited mobility - they have been asked to collect medication every day.	Charlotte Keel Medical Practice
1781	Access to Services, Appointment Availability	Mixed	This individual gave feedback that they had had to wait a long time to get an appointment to see the doctor. But the staff were nice.	Charlotte Keel Medical Practice
1419	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Service Delivery/Opening Times	Negative	This individual gave feedback that it is difficult to get their medication here. Usually, they have to wait 3 working days after the doctor sends their prescription.	Cobens Chemist, Pill,
1707	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that she was given only telephone consultations and doctors were unable to give her 3 cancer in lymph nodes which is inoperable.	Concord Medical Centre
1608	Experience of Care, Communication between professionals	Negative	This individual gave feedback that they contacted their GP to arrange a referral for an EEG and MRI for their son. They also sent blood tests taken privately that showed he had chronic Lyme Disease as well as Pediatric Acute-onset Neuropsychiatric Disorders Associated with Streptococcus (PANS). The GP was not prepared to send the referral and dismissed their concerns for Lyme Disease and PANS. Their CAMHS psychiatrist spoke with the same doctor and could not understand their reluctance to refer.	Concord Medical Centre
1407	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that her husband had been treated for an ulcer which healed but after a few weeks would break out again. At a check-up that nurse took a photo of his foot and showed it to the duty doctor who said that he would refer him to the Vascular Clinic at Southmead and also make an appointment for the nurse to look at his foot on 5 days later. At the following appointment with the nurse the doctor checked that her husband had been referred to the vascular clinic, and then said that he would make it an urgent referral and to let them know if they hadn't heard back the following day. No antibiotics were offered although by this time his foot had turned maroon and higher up his leg was lighter red in colouring. When they hadn't heard from Southmead the following day, this person rang the surgery and then followed this up by going in person. She was told that the duty doctor would follow it up. In the meantime she took her husband to A&E but was told to wait at home as he had already been urgently referred. Her husband had to have his leg amputated at the knee. She is unhappy with the hospital care and the lack of communication between the hospital and the patient or relative.	Concord Medical Centre, Little Stoke, Bristol
1533	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they would like to praise the pharmacy for their patience and efficiency with handling this person and their many medications. They're brilliant.	Conston Pharmacy, Patchway
1527	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they contacted the surgery for a cortisone injection for osteoarthritis. They were given a phone appointment with the nurse which they didn't think was very useful.	Congyre Medical Centre
1755	Treatment and Care, Quality of	Negative	This individual gave feedback that they had norovirus and accompanied diarrhoea and vomiting and the receptionist triaged them and then wanted them to go to the surgery.	Congyre Medical Centre
1673	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that the GPs are very kind with lots of patience and empathy. They find the reception staff to be very rude which makes it hard. Their son had tummy ache due to anxiety and they were told to sort it out with the school. The GP helped and said she should visit the surgery.	Crest Family Practice
1701	Access to Services, Booking Appointments; Access to Services, Telephone system	Positive	This individual gave feedback that they are given a same day appointment whenever they telephone and it doesn't take long for them to get through on the phone.	Crest Family Practice
1757	Access to Services, Appointment Availability; Access to Services, Telephone system	Negative	This individual gave feedback that she has been diagnosed as pre-diabetic and has been consistently following a healthy diet and lifestyle since this. She would now like a further test to see if the condition is improving. However, she has tried calling the surgery and stated that waiting on the telephone can take well over an hour and then appointments are difficult to secure. She is suffering from IBS and urinary incontinence and has not seen the GP for this in some time as she finds the whole appointment system stressful which exacerbates her condition. Her diet is limited, her social life feels smaller than before and she would really just like to see a GP and talk about how she can resolve these issues.	Downdend Health Group
1455	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they find the online system very difficult to use and they are not sure if they can still contact the practice by phone. They feel that the move online discriminates against the elderly, anyone who isn't computer literate and those people who feel too unwell to be able to concentrate on completing the online form which is not easy. They feel it is a very dangerous practice to move all services online, and think there will be many people who are genuinely unwell who are unable to access the care they need.	Downdend Health Group
1379	Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that GP service is variable and staff are very stressed.	East Trees Health
1643	Experience of Care, Staff - Capacity	Negative	This individual gave feedback that the pharmacist prepared their medication promptly. However some of time slots with the dispensing worker were not available. He found it difficult to set up appointments with pharmacist after the GP had advised him this was what he should do.	Easton Day Night Chemist, 192 Stapleton Road,
1972	Access to Services, Admission Procedure	Negative	This individual gave feedback that she has attempted suicide several time. The last time the paramedics said they wouldn't take her to hospital but advised her to go to her GP the following working day and ask for a mental health assessment. She did this and saw a GP to ask for the mental health assessment but they said no. She uses the NHS App, so all her medical history is there for the GPs to see but they still refused the assessment.	Falldon Way Medical Centre
1968	Experience of Care, Communication between staff and patients; Treatment and Care, Safety of	Mixed	This individual gave feedback that it is an absolutely fantastic team, however whenever they go for blood tests, standardized procedures are not followed such as cleaning the site and using gloves.	Fireclay Health
1612	Access to Services, Accessibility and reasonable adjustments	Mixed	This individual gave feedback that it's useful to be able to use the online system to order repeat prescription, and to be able to send information to back up appointments i.e. blood pressure readings, photos of a skin condition. They also say that it's good to be able to check their immunisation record. They do find it hard to book appointments through the online system though.	Fireclay Health
1468	Access to Services, Appointment Availability; Access to Services, Booking Appointments; Access to Services, Telephone system	Negative	This individual gave feedback that she has several health concerns. She has no numerous occasions to get an appointment but is either unable to get through or told she will need to wait 5 weeks. She fears that GPs are no longer interested in seeing patients at all.	Fireclay Health
1447	Access to Services, Telephone system	Negative	This individual gave feedback that they experience frustration in getting a GP to call them back. They understand that the GP cannot give an exact time, but this means they may miss the call because they are juggling work and a baby. If the call is missed they must phone reception, which is a poor option because there is often a long queue.	Fireclay Health
1987	Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management; Access to Services, Telephone system; Access to Services, Referrals - timeliness; Treatment and Care, Medical Records	Negative	This individual gave feedback that she feels the surgery have a lack of empathy and care. The medication that she requires for COPD was been sent via prescription to the local pharmacy and the pharmacist say they cannot issue it without a prescription. The GP and the pharmacy cannot agree whose responsibility this is and so the matter is unresolved and she has no medication. She says that calling at precisely 8am means you are still in a long queue and by the time you get through there are no appointments. There was an occasion when she was sent by the GP to a private podiatrist who after examination recommended a course of treatment but needed consent from the GP as this was an ongoing medical issue. The GP simply said to say yes to the email request but did not respond. When the individual enquired about this (as she was in pain and requires the treatment) the receptionist was quite impolite and told her she needed to appreciate how busy the GP was. She would like to leave her practice and register elsewhere but has concerns as she has been led to believe that detrimental things have been recorded on her notes.	Fishponds Family Practice
1805	Access to Services, Appointment Availability	Positive	This individual gave feedback that they changed from Montpelier Health Centre recently because they could never get an appointment. They moved here and so far getting an appointment has been fine.	Gloucester Road Medical Centre
1613	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they find the service very poor.	Gloucester Road Medical Centre
1881	Access to Services, Booking Appointments; Access to Services, Telephone system	Negative	This individual gave feedback that their tried to phone to make an appointment to see his GP, but it took too long for him to be able to hold on. He feels that their communication is poor and he's unhappy with the service because it isn't good for older, more vulnerable people.	Grange Road Surgery
1502	Access to Services, Provision of services	Positive	This individual gave feedback that she has been well-served by her GP. She can go in to the practice and has no problems accessing healthcare.	Grange Road Surgery
1500	Access to Services, Transport availability; Access to services	Mixed	This individual gave feedback that she has no transport to get to the surgery, but the doctors are good at doing home visits. She phones if she needs a GP. She is also called in for 'MOT'. District nurses dress leg ulcers at home but they are very short-staffed so don't always manage twice a week as they should.	Grange Road Surgery
1367	Treatment and Care, Quality of; Access to Services, Referrals - timeliness	Positive	This individual gave feedback that the GP surgery is brilliant and referrals are good and quick.	Grange Road Surgery
1536	Access to Services, Appointment Availability	Negative	This individual gave feedback that the pharmacist told them to visit their GP but they didn't want to. Eventually they called NHS111 and went to A&E who told them to go and see their GP. They managed to get an appointment as their husband and daughter were so pushy.	Greenway Community Centre
1925	Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of	Positive	This individual gave feedback that their GP practice is absolutely amazing. Everything is too much trouble, every single member of staff is empathic, professional, knowledgeable and responsive. Every time they visit, the service is consistently high standard. The GPs give them time if they have difficult issues to discuss and they never feel rushed. This practice is the epitome of excellent care against a background of government underfunding for decades. This person genuinely think they should be used as an example and blueprint of good practice for other practices to follow.	Greenway Community Centre

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
1496	Access to Services, Booking Appointments; Access to Services, Telephone system; Access to Services, Service Delivery/Opening Times; Access to Services, Convenience/Distance to Travel	Negative	This individual gave feedback that he tries to avoid using the health service, because of previous bad experiences. When they tried to phone at 8.00 am for an appointment they were 16 in queue and then all the appointments had gone by time he got to top of queue. He was offered an appointment 4 weeks later for a potentially serious condition but his waitlist commitments mean that he can't take an appointment in the middle of the day as he would be letting down people who depend on him. So he turned it down. He needs an operation for a testicular problem but won't bother because he feels there are too many hoops.	Hartcliffe Health Centre
1679	Access to Services, Appointment Availability	Negative	This individual gave feedback that it is difficult to get an appointment, there wasn't one available for two weeks despite a very red and irritated eye. The GPs are good. Their daughter broke her leg and needed more pain killers but could not get an appointment for two week and she couldn't go to school because she didn't want to send her without pain medication.	Hartwood Healthcare
1672	Access to Services, Appointment Availability	Negative	This individual gave feedback that it is difficult to get an appointment.	Hartwood Healthcare
1678	Access to Services, Appointment Availability	Mixed	This individual gave feedback that it is easier for kids to get an appointment promptly. They feel like you have to be proactive or the GP may not pick up on things. It feels like you have to go in with a diagnosis.	Hartwood Healthcare
1727	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that it was difficult to get an appointment at the practice. If she needs care she will phone or call 111 or go to walk-in centre instead.	Hartwood Healthcare
1675	Access to Services, Accessibility and reasonable adjustments	Mixed	This individual gave feedback that reception tell them to go to chemist instead of getting an appointment. Their situation has to get worse before they will give you an appointment. The GPs are good and they do feel listened to.	Hartwood Healthcare
1725	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that she found it difficult to get an appointment.	Hartwood Healthcare
1567	Access to Services, Provision of services	Negative	This individual gave feedback that she had been with this practice for 27 years. Recently she was moved into temporary accommodation on the advice of the GP. She then made an appointment to get repeat medication by phone but the GP asked her to come in to the practice first. She explained that she was now too far away from the practice to travel. Next day she received a call from reception telling her she was no longer welcome at this practice as she didn't live in the required catchment area. She tried to complain to the Practice Manager who she says wasn't interested in her point of view. She says her mental health has spiralled downwards since then and she is struggling.	Hartwood Healthcare
1715	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that she has a long term heart condition, so she goes in every 6 months to get blood tests. When she last went in, the nurse told her in passing that she has chronic kidney disease. She was subsequently told she has had this condition for 5 years. She feels frustrated and annoyed that she hadn't been told sooner as it is her body. She had also been experiencing unexplained symptoms, which then made sense after she got told about her kidney condition. The doctor told her not to worry about it and there's no treatment they can give her except monitoring it.	Hartwood Healthcare
1684	Access to Services, Accessibility and reasonable adjustments	Mixed	This individual gave feedback that the practice is really good. Confident how they look after children and really family based. Can be difficult to get an appointment.	Hartwood Healthcare
1682	Access to Services, Accessibility and reasonable adjustments	Mixed	This individual gave feedback that they always find the online service helpful but unfortunately if the practice is closed the service is also offline. There is a 2 week wait for an appointment and for an infection that is too long to wait.	Hartwood Healthcare
1724	Access to Services, Provision of services	Positive	This individual gave feedback that you have to be first in queue to get appointment at the practice. She was given an appointment quickly with a mental health nurse when she was depressed following the birth of her child.	Hartwood Healthcare
1383	Access to Services, Accessibility and reasonable adjustments; Access to Services, Appointment Availability	Negative	This individual gave feedback that it hard to get an appointment. The receptionists don't take into account his learning disability and use language that he finds hard to understand. When he calls they ask if he has tried the chemist or other options instead of offering him an appointment. They didn't check on him after he was in hospital.	Hillview Family Practice
1384	Access to Services, Appointment Availability; Treatment and Care, Quality of	Mixed	This individual gave feedback that it is very difficult to get an appointment but care is generally good when you receive it.	Hillview Family Practice
1733	Access to Services, Appointment Availability	Positive	This individual gave feedback that it easy to get an appointment at the practice for themselves and their 3 young children.	Hillview Family Practice
1498	Access to Services, Provision of services	Neutral	This individual gave feedback that she doesn't use the GP much but she does have an annual respiratory review. She thinks the community bus is brilliant.	Hillview Family Practice
1728	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that she finds it difficult to get appointments and that the receptionists do not always listen. She knows when she needs intervention for her asthma but has been fobbed off and ended up having to be admitted to hospital. Easier to get appointment for children than adults.	Hillview Family Practice
1670	Access to Services, Appointment Availability	Positive	This individual gave feedback that they can get appointments when needed and feels like she gets good care.	Hillview Family Practice
1368	Experience of Care, Communication between staff and patients; Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they have had to jump through hoops with tests for Dementia that required a panel of people. They then decide if you have Dementia. They found this to be a remote decision and the panel do not know them as an individual. They did not explain what they were doing. This person would like to know if they can challenge the decision.	Hillview Family Practice
1878	Treatment and Care, Quality of	Positive	This individual gave feedback that they phoned their GP surgery after a mental health crisis and received a return call from a psychiatrist within two hours. They reported it was very good in terms of how easy it was to access the help and support they needed, and described their experience of care as good.	Horfield Health Centre
1450	Access to Services, Service Delivery/Opening Times; Treatment and Care, Speed of	Negative	This individual gave feedback that this provider rarely answers the phone. There have been instances when they have been told their prescription will be ready at a certain time but then has not been there when they have arrived to collect it. This individual struggles with anxiety which makes it difficult for them to spend time waiting in the store. They said the provider has also been closed during opening hours. They feel the provider needs more staff with the additional housing being built in the area.	Jhoots Pharmacy, Lockleaze,
1415	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that she was not able to make an appointment for her 3-years old child, who suffered from gastric/stomach issues, she could not make it via either phone and online.	Lawrence Hill Health Centre
1382	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that the service here is ok, other than unhelpful reception staff and this puts them off accessing healthcare.	Lawrence Hill Health Centre
1812	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they have problems with eating too much and they want to get some support but find it hard to make an appointment. When trying to make an appointment they say they'll get back to him but they are not fully called. His phone line is very busy. They have referred him to another service to help with his issue, but the phone number they've given him doesn't work.	Lawrence Hill Health Centre
1731	Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Positive	This individual gave feedback that her son is small for his age and non-specialists didn't understand so it made it harder to get appropriate advice. Now he's ok getting appointments at GP practice.	Lennard Surgery
1910	Access to Services, Booking Appointments	Negative	This individual gave feedback that the online appointment system E-Consult is not easy to use. If you answer one question slightly wrong it tells you to call an ambulance or it starts your application again. This individual is able to get private treatment but they don't find phone line is much more efficient.	Mendip Vale Medical Practice
1853	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they are unhappy that the surgery has just introduced E-Consult for non-urgent appointments. They feel that this excludes people who are not tech-savvy. The process is long and complicated and if you have to ask the receptionist to do it for you it takes even longer.	Mendip Vale Medical Practice
1720	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that she finds it harder to telephone appointments and prefers face to face but recognises that it takes longer to get these appointments. Her practice is merging with Crest Family Practice but they are not fully merged yet. Her husband is with Crest Family Practice and they have different ways of booking appointments, he also seems to get his prescription quicker which is confusing.	Merrywood Practice
1370	Access to Services, Accessibility and reasonable adjustments	Positive	This individual gave feedback that he had no problems with his GP here.	Montpelier Health Centre
1630	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that he thought they health centre would be more understanding as they have a big immigrant population at this surgery, but he is disappointed by the surgery. He feels they are more frustrated than helpful.	Montpelier Health Centre
1782	Access to Services, Appointment Availability	Negative	This individual gave feedback that it is impossible to get through on the phone so she walks to the surgery when she needs to make an appointment. She finds it frightening to be older and not able to access health care easily as she has a lot of health needs.	Montpelier Health Centre
1841	Access to Services, Booking Appointments	Negative	This individual gave feedback that that their friend has tried calling the surgery to get an appointment as she is afraid and is in pain. She called for 45 minutes and the phone was eventually answered but all the appointments were taken. This happened 3 times until she eventually got an afternoon appointment. When she attended for the appointment she was told that she did not have an appointment listed and they sent her away in pain without any further support.	Montpelier Health Centre
1380	Access to Services, Convenience/Distance to Travel	Neutral	This individual gave feedback that they are registered here but prefer to use the drop in at the Compass Centre.	Montpelier Health Centre
1378	Access to Services, Provision of services	Positive	This individual gave feedback that they only registered with the surgery a month ago. They were given a full health check.	Montpelier Health Centre
1784	Access to Services, Appointment Availability	Negative	This individual gave feedback that they wanted a health check - bloods, blood pressure, diabetes etc. He tried the phone number but there were too many options and a long wait to see the GP so he gave up.	Montpelier Health Centre
1860	Access to Services, Admission Procedure; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they were refused a GP's appointment for over a year despite having lung cancer symptoms. The receptionist said that they needed to be coughing up blood to be seen. They went to A&E after being unable to get a GP's appointment and were told that their symptoms were caused by the menopause. They had to pay to see a private GP twice who had to write to their GP because they couldn't afford an MRI scan privately. The MRI showed it was not cancer. They were referred to an NHS specialist who said their coughing and breathing issues were just down to being overweight. They were not fat until they got these problems. Since then they have been coughing up blood but just get fobbed off with antibiotics.	Montpelier Health Centre
1914	Access to Services, Convenience/Distance to Travel	Negative	This individual has been concerned to see a longer queue that the other local pharmacy at Staple Hill is due for closure. She is worried that this will cause sign patients and slower service and increase the workload for staff who are already working beyond capacity at times.	Morrison's, Fishponds
1844	Access to Services, Appointment Availability	Negative	This individual gave feedback that there were no appointments available for 7 weeks. She urgently needed a repeat prescription for some specialist toothpaste, as her tooth fell out so she called at the dentist but the receptionist told her that she could not get a repeat prescription.	Mydentist - Filton Road - Horfield
1357	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that it is impossible to get an appointment with an NHS Dentist. The only NHS dentist at the practice has left and they are unable to find a replacement. This individual is able to get private treatment but they don't understand why there are different levels of private care.	Mydentist - High Street - Kingswood
1366	Treatment and Care, Quality of	Negative	This individual gave feedback that he has been forced to seek dental treatment privately here as his local practice closed (BUPA St Pauls). He needed a tooth extraction. The tooth was removed but some of the root remained in the gum so this person was referred to the Practice Plus Hospital at Emerson's Green for the root to be taken out. This person feels that he should not have been charged by the practice as the extraction was not done properly.	Mydentist - Old Market - Bristol
1929	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that on their website it says they are accepting new NHS patients but when this individual was sitting in the queue to be seen privately the receptionist said to one patient that they don't do it. This person checked the NHS website again and it said that yes they do accept NHS patients and they called them and they said they don't but they have one or two appointments available for people per week on the NHS.	Mydentist - Old Market - Bristol
1448	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their children used to have an NHS dentist at this practice, but they left a year ago and their children have not had an NHS dentist since. They call the practice for updates and are told to call back in 6 months but nothing has changed. The individual does not work due to her mental health and is worried about not being able to afford private care.	Mydentist Advanced Oral Health Centre, Wells Road, Bristol
1996	Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that the NHS states free blood pressure checks are available. This is not the case here, payment and an appointment are needed.	North View Pharmacy Ltd.,
1628	Treatment and Care, Quality of	Positive	This individual gave feedback that their experience of care was good.	Old School Surgery
1920	Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they can always get an appointment. The GPs are supportive.	Old School Surgery
1752	Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that they have recently been made homeless and due to disability issues is seeking accommodation with specific adaptations. She was offered an unsuitable and inappropriate property and advised to reject it by her housing officer. She was additionally advised to source a medical support letter from her GP highlighting her specific medical needs for suitable accommodation, such as adapted bathroom, handrails etc. As she is unable to manage without these and is due to be made homeless from her temporary provision, she stressed to the surgery that this was a matter of extreme urgency. She reports there was very little care or empathy from the surgery and they refused to write the letter saying they were not involved in housing issues. She then says that she begged the surgery emphasising that this was a medical letter not a housing suitability comment and she just wanted the facts in a letter. They relented but were quite unsympathetic and then said it would cost £40 and take up to six weeks. She feels this is an unnecessary and cruel delay.	Old School Surgery
1556	Access to Services, Appointment Availability	Negative	This individual gave feedback that when they were unwell they tried to get a GP appointment online and also tried an eConsult appointment, and didn't hear anything back from their GP. They found it difficult to then walk to Hengrove for an appointment. Staff advised them to go to A&E.	Pembroke Road Surgery
1634	Access to Services, Appointment Availability; Access to Services, Service Delivery/Opening Times	Negative	This group of individuals gave feedback that they were confused about what services are being offered. There used to be a notice on the door with some of this info but now they are unsure about the services being offered. For example, they are not sure if there is a doctor or nurse in the practice on Tuesdays. Ringing at 8am to get an appointment system failed because there is only 1 receptionist. One person said if they can't get an appointment here, they have to go to the GP in Bratford, which is difficult for them because they have mobility and accessibility issues and need to take a bus. Another person couldn't speak to a doctor for 2 weeks and is worried that the practice will be over-subscribed as the population of Avonmouth is increasing and there is a new housing estate being built.	Pioneer Medical Group
1874	Experience of Care, Interpreter services; Experience of Care, Confidentiality/Privacy	Negative	This individual gave feedback that he is deaf and needs an interpreter, but there is often not an interpreter provided, which is frustrating. He can email the surgery to make an appointment, or his parents can phone on his behalf, which is easier and more direct. If there is no interpreter for his appointment, his mum has to interpret. This makes him feel passive in the interactions, and it would be awkward if he needed to discuss something very private with the GP. Also, an interpreter is fluent while his mum isn't, so he believes the communication would be better with the interpreter. He also feels they need a screen with the patient's name on it in the waiting room because the doctor calls his name verbally and he is not aware because he is deaf. He often sees different GPs, and some are surprised he is deaf, which he believes should be on his records.	Pioneer Medical Group
1825	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they sent a complaint to the GP 2 weeks ago and hasn't heard back yet. It isn't the first complaint he has sent, and he feels it won't be the last. He is deaf and his complaints are about access. He feels stuck as to what to do since they haven't got back to him. In Covid, he posted the GP directly which worked really well for him, he could bring up his issues and explain what he needed. But post-Covid they don't check their emails. He has a repeat prescription and they are now saying he has to go into the surgery. Previously they would issue his prescription when they communicated over email so he doesn't understand why this is a problem now as he is deaf. When he goes into the practice there is one person who is able to communicate with him and he has a good relationship with one of the nurses. It is difficult when everyone is wearing masks as he isn't able to read their lips, and he has to ask them to turn off; he finds it hard being treated differently. When he arrives for his appointment, he takes a ticket and waits for his number to flash on the screen. He has to be vigilant and it feels like constant stress. It is difficult to book an interpreter for his GP appointment, he has to remind the practice to do this. He turns up to an appointment not knowing if an interpreter is booked which heightens his anxiety. He feels it is really important to know whether there will be an interpreter in advance. He wants to know what the practice has planned around these accessibility issues and the reasons for not providing an interpreter.	Pioneer Medical Group
1709	Access to Services, Remote appointments and digital services; Treatment and Care, Quality of	Mixed	All good with the surgery. They prefer not to use the online GP system and are concerned about their friends and family who don't have internet.	Priory Surgery
1371	Access to Services, Appointment Availability; Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management	Negative	This individual gave feedback that he could not get appointment and he has been waiting two years for a medication review. He cannot get through to request healthcare so gives up trying.	Priory Surgery
1721	Experience of Care, Communication between staff and patients; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that he injects himself with medication for his metabolism. They have discontinued the type of pen he gets prescribed, but his doctor hadn't told him. When he went to the chemist they said he would have to go back to the hospital, she received to complain from the practice confirming the new prescription. She started taking the new meds but then started to feel strange. She didn't know if the symptoms of her Narcolepsy with Catalepsy were getting worse. When she checked again, her blood pressure medication was 1 of the 5 listed medications that should not be taken with the new medication the GP said she could take. She became extremely upset because no one from the practice checked her medical records or invited her in for a face to face appointment. Eventually, she received a text from the GP saying he knew nothing about her illness and sent her a link to charity in the USA for her to contact. On this website she discovered that the illness was progressive and she might end up in a wheelchair. She was disgusted and so upset to receive such news by text. She is recently widowed, so this diagnosis and the treatment from the GP practice she has received has been even harder to take in.	Priory Surgery
1702	Access to Services, Suitability of Provider	Positive	This individual gave feedback that she saw a nurse and had a positive experience with them. On another occasion she rang the surgery and the receptionist told her to go to chemist and the issue was sorted out. She said it was quicker than trying to see a GP.	Priory Surgery
1651	Treatment and Care, Quality of	Positive	This individual gave feedback that the service is very good. His GP is familiar with his family and when he has tried to book an appointment the receptionist has explained that there are very few appointments available and about waiting but the GP has stepped in and ensured he is seen. He has received brilliant mental health support from the GP over the last two years, additionally his wife had received a diagnosis of IBS and the GP has been very supportive and informative.	Priory Surgery
1692	Treatment and Care, Speed of; Experience of Care, Communication between staff and patients; Access to Services, See my own GP; Experience of Care, Staff - Capacity	Negative	This individual gave feedback that they tried phoning but no one answers or all the appointments have gone.	Priory Surgery
1521	Access to Services, Admission Procedure	Negative	This individual gave feedback that the surgery is now using eConsult to book services and they think that it is not fit for purpose. The system tells you that you'll get a prompt reply but nothing happens. They went to the pharmacy instead and the pharmacist advised them to see their GP. They had phone the surgery to follow up their Econsult request for an appointment and the receptionist didn't know anything about it. Fortunately they were then offered a face to face appointment.	Sea Mills Surgery
1915	Access to Services, Referrals - Continuity of Care, Communication between staff and patients	Negative	This individual gave feedback that they filled in an E-Consult for an appointment, but the surgery refused to do a face to face appointment. Over the 4 months wait list but they were then able to see a GP the same week. So overall they had a very satisfying experience with the services.	Sea Mills Surgery
1969	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that she has been diagnosed with a very rare neurological condition and given medication by the hospital. The individual has a number of conditions including Narcolepsy with Catalepsy Syndrome and high blood pressure and the symptoms can include low mood, depression and nightmares/hallucinations. After the appointment with the hospital, she received to complain from the practice confirming the new prescription. She started taking the new meds but then started to feel strange. She didn't know if the symptoms of her Narcolepsy with Catalepsy were getting worse. When she checked again, her blood pressure medication was 1 of the 5 listed medications that should not be taken with the new medication the GP said she could take. She became extremely upset because no one from the practice checked her medical records or invited her in for a face to face appointment. Eventually, she received a text from the GP saying he knew nothing about her illness and sent her a link to charity in the USA for her to contact. On this website she discovered that the illness was progressive and she might end up in a wheelchair. She was disgusted and so upset to receive such news by text. She is recently widowed, so this diagnosis and the treatment from the GP practice she has received has been even harder to take in.	Shirehampton Group Practice
1926	Access to Services, Remote appointments and digital services; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that they find the process for trying to see a doctor very poor. The e-consult form is convoluted, with many unnecessary questions. He had to go to the surgery to speak to a real person to get a physio appointment. He couldn't get through to reception because there was no answer and every option took him back to e-consult. Eventually, the physio reassured him that he didn't have arthritis but the doctor he eventually saw did not address this issue and this individual found them to be cold and abrupt.	Shirehampton Group Practice
1535	Access to Services, Appointment Availability	Negative	This individual gave feedback that they tried to get an appointment and waited for 2 hours on the telephone. Eventually they went to the surgery in person. All they could get was a phone consultation but they missed the call so the next day they had to start all over again and couldn't face it.	St Georges Surgery
1765	Access to Services, Appointment Availability	Positive	This individual gave feedback that they wanted to book an appointment with the GP but they were short staffed so they were put on a 4 month wait list but they were then able to see a GP the same week. So overall they had a very satisfying experience with the services.	Stoke Gifford Medical Centre
1827	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they don't have screens displaying your name when it is your appointment. Someone comes through and calls her name; she is deaf so she has to watch the door and listen very closely which is stressful. Sometimes she gets it wrong and thinks they have said her name when they haven't and sometimes she misses her appointment as there's not enough time to absorb what's going on. The GPs are not deaf aware. Her disability is registered on the system but the GPs talk quickly and do not look at her while they're talking; she needs them to look at her so she can lip read. She has to ask them to slow down. She keeps seeing a different GP for each appointment which is hard, as she has to get to know their way of communicating which takes time, so it's annoying to see different doctors. To book an appointment she rings the practice, using text relay. This is hard as she often doesn't know which number to press on the recorded message and has to do a trial and error method to get to the receptionist. The recorded message is so fast that text relay can't keep up. Receptionists aren't trained in text relay so their interactions are not always consistent. The GP sometimes does surprise phone appointments, which she finds really frustrating as she is deaf and won't be able to talk to them on the phone. Sometimes the GP books an interpreter which is really good. But if there is no interpreter, she uses the voice to text app on her phone.	The Family Practice
1833	Access to Services, Telephone system; Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they find it difficult to be heard, or even if they are speaking to this puts them off calling at all. When clinicians wear masks she has no idea what is being said, but that when they did, the provider was very satisfying experience with the services.	The Family Practice
1717	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that her prescription has been messed up before and the pharmacist didn't tell her some of her medication was missing. Now that they have changed the system she has to do it herself.	Well Pharmacy, Hartcliffe,
1677	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that it is so slow up to 48 hours to get a prescription. Sometimes they can't get the medicine.	Well, Hartcliffe,
1896	Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management	Negative	This individual gave feedback that they have been taking medication for asthma for a long time. When he had his asthma review he said that it was being controlled and nothing needed to change. From his point of view, they suggested he change his inhaler. He was reluctant because he's part of clinical trial. He then heard from the pharmacy and the organisation that contacted him, that he can change the medication. He is concerned that the medication might be being changed for commercial reasons. He feels that his views have not been taken into account.	Wells Road Surgery
1803	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they were taken off the system due to them being out of area. They were given 30 days notice to leave the surgery. This person feel discriminated against due to their background not being British. When they say notice they can't keep up. Receptionists aren't trained in text relay so their interactions are not always consistent. The GP then they submitted a complaint to the Practice Manager they felt it wasn't taken seriously.	Wellspring Surgery
1553	Experience of Care, Communication between staff and patients; Access to Services, Waiting times, punctuality and queuing on arrival	Positive	This individual gave feedback that they recently went for a blood test and medication review and it was the first time they felt supported by a nurse on the topic of smoking. Instead of lecturing on the negative health consequences from smoking, she instead shared the resources and support that are available for when they're ready to quit, and did not make them feel guilty or hand. The wait time for their appointment when arriving at the reception was short, and the staff were always on hand if they had questions.	Wellspring Surgery
1360	Access to Services, Booking Appointments; Treatment and Care, Quality of	Mixed	This individual gave feedback that they were on a 30-40 minutes wait when trying to get an appointment by phone. They tried the online system and were successful, but it took them for a long time and they had to find someone to help them because they could not complete the process as they were unwell. They also said they contacted the surgery because they were unable to access the NHS App. The surgery tried to help but the links they sent didn't work so access was never obtained. The individual reported to 2 weeks to finally see a doctor, but that when they did, the provider was brilliant.	West Walk Surgery
1453	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they find it very difficult to get prescriptions fulfilled now the GP surgery will no longer issue paper scripts. They work away during the week, the pharmacy attached to the GPs is very poor and not open at the weekend. It would be much easier for them to be issued a paper script so they can get it fulfilled within the week from wherever they are working. However because they insist on sending electronic prescriptions to a named pharmacy this person can't do this. Also it's happened several times that the prescription isn't sent, leading to them having to contact the GP and wait for it to be reissued. That happened recently meaning they had to wait in total for 3 weeks for the error to be rectified, the prescription to be sent, and for them to be able to collect it. It's absolutely infuriating.	Westbury on Trym Primary Care Centre

Secondary Care Feedback Comments by Provider Page 1

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
1834	Access to Services, Referrals - timeliness; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they were seen by ENT and referred to Speech and Language service but have heard nothing from them, with no explanation of how long they will need to wait before being seen. They have not been given any contact information. She has now been waiting 2 months. She was waiting for the ENT appointment for 6 months so that's a total of 8 months wait with no idea of how much longer it will be.	BNSSG ICB (Speech and Language Service)
1788	Continuity of Care, integration of health and social care, health promotion and wellbeing; Follow on treatment and continuity of care; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they attended Paediatric Neurology mid 2023 to investigate immune related psychiatric symptoms for their daughter. To date they have received no letter, no blood results, no follow up. This is despite chasing directly, via the Designated Clinical Officer and via PALS. Their daughter has had a year of severe symptoms including tics, OCD, restricted food intake, enuresis, sensory issues, fear of leaving the house and cognitive function difficulties which have been devastating for the entire family and they have received no help whatsoever from the NHS. They borrowed money in order to go private a couple of months ago and her symptoms are now 75% improved but they all have residual trauma and financial difficulties.	Bristol Childrens Hospital (Neurology)
1418	Access to Services, Telephone system	Negative	This individual gave feedback that the individual cannot get through to the hospital.	Bristol Dental Hospital
1856	Treatment and Care, Quality of	Negative	This individual gave feedback that they received terrible treatment at the hospital and want to make a formal complaint.	Bristol Dental Hospital
1683	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they did not have to make an appointment and went straight through in less than 30 mins. Staff treated them and they got eye drops straight away. Could not fault them.	Bristol Eye Hospital
1808	Access to Services, Admission Procedure	Negative	This individual gave feedback that they have a cataract in one eye. They have been waiting for surgery for 2 years. They now have an appointment in 2 weeks time, nobody told them how long the wait would be, even though they kept chasing it up. They rang them up last week and got confirmation of the surgery but have not yet received a letter about it. They are unhappy about the lack of communication from the hospital.	Bristol Eye Hospital
1829	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they sent her a letter saying she would have a phone appointment. She had to contact them and say she needs a face-to-face appointment as she's deaf. She feels frustrated as this should be visible on her records, and she has to keep reminding them. She knows about the Accessible Information Standard, so she doesn't understand why they don't see on her records that she's deaf before contacting her and arranging appointments.	Bristol Eye Hospital
1695	Access to Services, Convenience/Distance to Travel	Positive	This individual gave feedback that he is pleased he can get to the service at the Galleries on his disability scooter.	Bristol Eye Hospital - The Galleries Eye Assessment Centre
1432	Treatment and Care, Quality of	Negative	This individual gave feedback that they attended to have a pacemaker changed. They said they would be using local anaesthetic, she was anxious about this after witnessing other people in pain, and because previously she had been given sedation for this procedure. They gave her a local and commenced the procedure. She stated firmly that she was not sedated, and they said it was unnecessary. She began to shout because of the pain which was intense and could feel the procedure. They had a discussion and then the clinicians administered a cannula drug which made it only slightly less painful and was not the level of sedation she had at her previous appointment. After the incident she spoke to a staff member about her experience and that of the others and asked why they were not giving sedation freely, she was told it ensured people could go home the same day.	Bristol Heart Institute
1614	Experience of Care, Staff - Quality & Effectiveness	Mixed	This individual gave feedback that they received wonderful care when they had major heart surgery however, the aftercare was non-existent. This individual was also discharged with a related condition which resulted in re-admission to another hospital 3 days later.	Bristol Heart Institute
1706	Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that their daughter was diagnosed with functional neurological disorder. She was discharged the same day with no help other than a link to a very unsuitable website which led to an unmonitored group blaming Covid jabs for the condition.	Bristol Royal Hospital for Children
1416	Access to Services, Referrals - availability	Negative	The individual gave feedback that she had experience of being rejected by the hospital twice after referrals, but recently her GP made a referral for the individual's child and the hospital accepted it.	Bristol Royal Infirmary, BRI Bristol
1846	Access to Services, Health inequality; Treatment and Care, Coordination of Services; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that at the hospital she asked for a female interpreter as she is deaf but got a male interpreter, which she was not happy about. She uses the NHS app but the app does not tell you about upcoming appointments and cancellations. She wanted to get to the hospital so she booked a taxi, she didn't know that the ambulance had already been booked for her; the hospital called her repeatedly but she didn't hear.	Bristol Royal Infirmary, BRI Bristol
81786	Treatment and Care, Quality of service	Positive	This individual gave feedback that he was operated on after being diagnosed with polyps and cancer and part of his intestine was removed as a precaution. The only negative part had been waiting all day for the appointment but the individual was really pleased about how good his treatment had been, how quickly he was seen and operated on.	Bristol Royal Infirmary, BRI Bristol
1452	Treatment and Care, Speed of	Negative	This individual gave feedback that he had an MRI scan last year. After four months he was still awaiting results and received an email saying results were delayed due to Covid, etc. He was still waiting after five months for results.	Bristol Royal Infirmary, BRI Bristol
1893	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that his adult son has epilepsy, is non-verbal and has sensory and continence issues. His son has behavioural issues and this person is concerned his health needs are not being met. His son recently needed to go to hospital to have an operation for a perforated bowel. This person had filled in an autism passport for his son but the hospital had no knowledge of it when he presented it, which resulted in adjustments not being made for his son. Due to his son's needs not being met, this person found it incredibly difficult to keep his son relaxed and his hospital treatment has left his son with even poorer mental health.	Bristol Royal Infirmary, BRI Bristol
1912	Treatment and Care, Explanation of	Negative	This individual gave feedback that in 2020 it was deemed too risky for him to have surgery to remove the blockage in an artery. However, the individual feels that the quality of his life is greatly reduced by his diagnosis, he is not allowed to work as a driver and he cannot move to the country of his wife's origin, thus he has recently asked the consultant (and a second consultant at Southmead) to take the risk as he feels it should be his decision. Both have said it is not in his best interests and refused to perform surgery, although he could have it at The Spire if he could afford the £33k fee. He feels as it is his body and he would sign the normal consent form, that ultimately the decision to take a risk should be his.	Bristol Royal Infirmary, BRI Bristol
1816	Treatment and Care, Quality of ; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that she had a stroke and was very well taken care of. She was in the hospital for 4 weeks and the doctors were good and listened to her. She felt that they wanted to help sort everything before being sent home. She felt like they gave her attention. They also sorted her care package. She also had speech therapy which she was signed off for, but her case left open as she had slurred speech. She felt the BRI organised everything she needed.	Bristol Royal Infirmary, BRI Bristol
1716	Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that she has a long term heart condition and is on her 3rd pacemaker. She felt like her consultant didn't really care about treating her. The pacemaker works well though and it means she doesn't need to go into hospital often. Her heart condition affects her mental health. She has always suffered from panic attacks but feels these might have gotten more severe since she got diagnosed with her heart condition. She feels uncertain about the future due to her condition, and this makes her feel anxious. The doctor gave her a number for mental health support but she never rang them.	Bristol Royal Infirmary, BRI Bristol
1431	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that she was traumatised by witnessing two incidents in the ward during other patients' procedures. Other patients were obviously disturbed as well and this was discussed among the patients afterwards with several people becoming quite upset. She said that two patients had asked for sedation for a procedure but were only given local anaesthetic. Once the procedure began one patient cried out in pain and pleaded with the clinician to stop and after continuing for a few minutes they stopped and said they would try again in two days with sedation, the second patient having observed this, was frightened and so asked for sedation immediately but was told they would try first with just a local. They screamed during the procedure frightening other patients and was in a great deal of anxiety, they stopped and said they would return with sedation.	Bristol Royal Infirmary, BRI Bristol
1718	Treatment and Care, Quality of	Positive	This individual gave feedback that she went in as an emergency as she fractured her hip. She was in for 10 days and the care was excellent. They also did lots of different tests to try and work out what had happened which she appreciated. They've also changed her medicine and she's now on less tablets.	Bristol Royal Infirmary, BRI Bristol
1413	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that the consultant did not promptly respond to the needs of the service user on their hearing aid arrangement. Additionally, the staff at the clinic did not respond properly to the patient.	Bristol Royal Infirmary, BRI Bristol
1704	Treatment and Care, Quality of ; Access to Services, Waiting times, punctuality and queuing on arrival	Mixed	This individual gave feedback that their breathing test went well at the hospital. The wait at the hospital pharmacy was over one hour.	Bristol Royal Infirmary, BRI Bristol
1557	Access to Services, Appointment Availability	Negative	This individual gave feedback that their son has asthma which is triggered by viruses. The son has been in A&E over 40 times in the past 18 months and a 3-month medical follow up by a consultant has not happened. The long waiting time for vital resources means that their son has suffered and missed lots of school. This individual is worried about the over-subscription to, and under staffing of, asthma and allergy clinics.	Bristol Royal Infirmary, BRI Bristol
1615	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that they had a long-term heart condition. They are on medication to help clear the arteries but there has been confusion around what medication that should be taken and who is prescribing it. They were told by staff that they are on the wrong medication and were contacted to say they were changing the medication without any test. This individual was offered telephone appointment and also spoke to 5 different people at the BRI pain clinic, all giving him different information. One person asked if the pills were working and they found it a frustrating question, which they didn't know how to answer. This individual has been offered an in-person appointment by one of the doctors and is now waiting for this and his prescription but hasn't had any medication for the last 3 days. They are worried and stressed about this and feel very tired without medication. This individual also feels there is poor communication from the BRI.	Bristol Royal Infirmary, BRI Bristol
1534	Treatment and Care, Effectiveness of; Experience of Care, Staff - Quality & Effectiveness	Mixed	This individual gave feedback that they had a mixed experience after surgery on their knee. Surgery went well but after 3 days they had an infection and had to stay in hospital for 4 weeks. A further operation took 6 weeks to get back to normal. The nurse who requested their PICC (peripherally inserted central catheter) line to be changed was amazing.	Bristol Royal Infirmary, BRI Bristol
1381	Access to Services, Admission Procedure	Positive	This individual gave feedback that they move frequently so they are not registered with a GP so if they need healthcare they go here.	Bristol Royal Infirmary, BRI Bristol
1395	Treatment and Care, Quality of	Mixed	This individual gave feedback that when they were an inpatient they were treated well but had a hard time sleeping because there was someone checking in on them at night and alarms bleeping.	Bristol Royal Infirmary, BRI Bristol
1519	Treatment and Care, Quality of	Positive	This individual gave feedback that they were referred by their GP to have an investigation. They got a letter offering the choice of 3 hospitals for appointment to complete online. This one had the shortest wait of 19 weeks. They got seen well before 19 weeks and had an excellent service all round, and from all staff.	Emersons Green Hospital (Practice Plus Group)
1410	Access to Services, Waiting times, punctuality and queuing on arrival; Treatment and Care, Quality of	Positive	This individual gave feedback that they needed a hernia operation and were told it would be a 6 week wait. They were happy that the wait did turn out to be 6 weeks, not longer, and were satisfied with the experience of the operation. They said the theatre was cold but the table was warm.	Emersons Green NHS Treatment Centre
1546	Access to Services, Transport availability	Negative	This individual gave feedback that they frequently have a long waiting time for transport to arrive.	E-zec Medical Transport - Bristol,
1544	Access to Services, Transport availability	Mixed	This individual gave feedback that they got them and their wheelchair to an appointment at Southmead in good time, but they had to wait for 5 hours to be collected for the return home.	E-zec Medical Transport - Bristol,
1617	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that they think patients should be able to receive test results as soon as they are available and should be offered the opportunity to get them over the phone rather than waiting for a face to face appointment to become available, as they think that this will reduce the level of stress while waiting to hear the results.	North Bristol NHS Trust

Secondary Care Feedback Comments by Provider Page 2

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
1501	Access to Services, Transport availability	Neutral	This individual gave feedback that she has treatment for cancer under her eye at the dermatology department and that hospital transport is OK.	Not specified
1845	Treatment and Care, Management of Service; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that their brother-in-law were admitted and was here for about one month. She (sister in law) had been visiting him once a week. Last week the brother in law was moved to a private room which didn't had a TV so he was just sitting there doing nothing. So she arranged for the TV to be replaced so that he could have some distraction. He didn't get much physio and got frustrated because he used to be very active. When he had to use the toilet, he rang for help but no one came and he had an accident. The stroke has affected his right eye but he was told that nothing can be done until he goes home. This individual wonders why the hospital cannot arrange for the organisation to come in the hospital and arrange for an eye check up and hearing test as he will be spending some more time here and is unable to read.	South Bristol NHS Community Hospital, Hengrove Promenade, Bristol
1811	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their mother aged 99 had a stroke at the end of 2023. She is already blind and her daughter has been caring for her for past 10 years. Her mother first went to Southmead then came here and is still there. She can't hear, she can't feel the service, except that the food is not fantastic. Her mother has refused all help, is blind and she cannot walk, she has lost her balance and only 1 hand works. She can't mother and wants to die.	South Bristol NHS Community Hospital, Hengrove Promenade, Bristol
1900	Treatment and Care, Coordination of Services	Mixed	This individual gave feedback that after receiving a screening recall letter with the scary statistic of 4 in 100 are recalled for further tests... the team was professional, caring and impressively efficient. The Breast Care Nurses were very reassuring in explaining the facts, tests and planned next steps; the Radiographers and Doctors were clear and sensitive in their communication although the findings meant that there was uncertainty about diagnosis and risk. When a biopsy was required they were able to give an appointment the following day. The results were given by a nurse by phone with a consultant appointment the following week after confirmation that an operation was needed. The call and consultation were handled in a reassuring way although this person subsequently felt she should have asked more questions to better understand the risks and basis for the decision to operate. The pre-op appointment was a bit intense/ chaotic as the questionnaire completed days before wasn't available to the nurse and she then had the nurse and Health Care Assistant both asking loads of questions at the same time. She was appreciative that when the surgeon was unwell on the day of the operation, the team were able to reassign duties so another surgeon so they didn't have to cancel/ postpone the operation. The Breast Care Nurses were very kind and helpful when this person contacted them after the operation, although because of the diagnosis I didn't have an assigned contact.	Southmead Hospital, Bristol,
1610	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that Bristol Pain Management Service rang today, prior to a series of 8 online group support sessions. They were so supportive, reassuring and helpful, telling this person what to expect and checking on their symptoms. They felt heard, supported and that's largely not an experience anybody with Long Covid gets, especially those, like this person, who are over 3 years into it.	Southmead Hospital, Bristol,
1540	Access to Services, Referrals - timeliness; Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that having had an ultrasound at the BRI for kidney pain, her GP surgery (Montpelier) has referred her to Urology at Southmead but she hasn't heard anything from them. She had to go to A&E because of the pain and later passed a small kidney stone. She's in a lot of pain and trying to work so she can move house, she just wants to be taken seriously and to be helped to get well. She has had to sell her home because after 3 years of continued cystitis, and having to leave four jobs, she can't reliably make ends meet. She doesn't know when she'll hear anything from the urology department.	Southmead Hospital, Bristol,
1537	Treatment and Care, Diagnosis or Assessment quality of	Positive	This individual gave feedback that he only had to wait 10 days for a colonoscopy. The procedure went well. He felt well informed about the procedure. Given leaflet explained everything. Felt well supported and given a phone number to call if he needed to. Very satisfied.	Southmead Hospital, Bristol,
1837	Access to Services, Appointment Availability	Positive	This individual gave feedback that it was really amazing to be seen so quickly and to have an operation scheduled for very soon afterwards.	Southmead Hospital, Bristol,
1872	Experience of Care, Interpreter Services	Negative	This individual gave feedback that no interpreter is provided, which is really frustrating as this individual is deaf.	Southmead Hospital, Bristol,
1873	Experience of Care, Interpreter Services	Negative	This individual gave feedback that often there is no interpreter provided and he is deaf so needs an interpreter for appointments.	Southmead Hospital, Bristol,
1685	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that she got on really well with the weight management service. The staff were friendly and helpful. They really helped put her ease as she has anxiety but with their help she felt able to attend.	Southmead Hospital, Bristol,
1687	Access to Services, Provision of services; Access to Services, Referrals - timeliness; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that she had a timely appointment with the Consultant and Parkinson's Nurse (who is available and supportive).	Southmead Hospital, Bristol,
1626	Experience of Care, Communication between staff and patients; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that she is concerned about the lack of follow up care after attending the Breast Care Centre, and believes that staff should have asked about her mental wellbeing in addition to physical wellbeing. She recently completed a survey from the provider and it felt like a tick-the-box exercise with no space for personal comments or questions about how she is coping mentally. She did attend a support group while she was receiving cancer treatment but felt this was useless because they were being showed how to check their breasts instead of offered support during their cancer. After her radiotherapy she was taking a tablet which caused pain in her knee so bad that she couldn't walk. The surgeon said it was arthritis, but the oncologist confirmed it was actually triggered by the tablet she had been taking for the radiotherapy. Four months later she had a knee replacement.	Southmead Hospital, Bristol,
1866	Treatment and Care, Quality of	Positive	This individual gave feedback that she was diagnosed with a malignant melanoma last year and underwent successful treatment. At the beginning of 2024 she noticed changes in a mole and rang the Skin Cancer nurses. Within four days she was seen in person at the unit - this may have been a cancellation or a free slot but she felt it was really good care. She saw a nurse and was then given a second opinion by the consultant and reassured that this was not a cancerous concern. She thinks it is great that she has been given a direct contact number and wanted to praise both the efficiency and kindness of all involved.	Southmead Hospital, Bristol,
1703	Corporate, Equipment	Negative	This individual gave feedback that the hospital won't collect their walking frame and gutter frame now they no longer need it.	Southmead Hospital, Bristol,
1542	Access to Services, Waiting times, punctuality and queuing on arrival; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the service was well timed and staff were friendly.	Southmead Hospital, Bristol,
1629	Treatment and Care, Quality of	Positive	This individual gave feedback that their experience was good.	Southmead Hospital, Bristol,
1376	Treatment and Care, Quality of	Negative	This individual gave feedback that their wife's experience was horrific. She was having chemo for her third diagnosis of cancer and she was treated abysmally. Within 5 days of admission she had bed sores on her buttocks and heels. She had stopped eating and was so weak she could hardly stand. Then they stopped chemo with no explanation. In the end this person was left with no alternative but to take her home to spend her last days with dignity. All after being told the cancer was minor and not too worry.	Southmead Hospital, Bristol,
1858	Access to Services, Accessibility and reasonable adjustments	Positive	This individual gave feedback that they are deaf and have a hearing guide dog. They know to call her dog's name when it is her appointment, so he gets up and this means she doesn't miss her appointment. It is good now, but was worse before she had her dog. She feels there is always someone here who can help, and a woman once escorted her to the clinic which was nice.	Southmead Hospital, Bristol,
1868	Treatment and Care, Diagnosis or Assessment quality of; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they came here for a scan at the end of 2023 for a suspected blocked bowel. She was sent from the scan to gynaecology immediately, where she was told they had found a 23cm tumour on the scan and that it was cancerous. They began talking about chemotherapy and operations and were definite that it was cancer and that the hospital would begin to arrange for St Michaels to do some fact finding about the likely spread of the condition by doing a biopsy and MRI. She was sent home, the nurse rang the next day to confirm they were going ahead with the referral. She waited longer than the week they had stated for the referral as it was Christmas and New Year. She feels that the language that was used and the way she was spoken to was appalling, she has no knowledge of whether clinically they were 100% sure of cancer but feels no-one should be informed like this or kept waiting with no support while the MRI and biopsy were then cancelled with no explanation. The tumour was not cancerous and she reports she and her family had spent weeks in hell worrying about it.	Southmead Hospital, Bristol,
1538	Corporate, Car Parking Access; Access to Services, Transport availability; Treatment and Care, Quality of	Mixed	This individual gave feedback that they drove there early but there was no parking so they had to go home and get a taxi. hospital excellent from other perspective. No direct bus from where they live.	Southmead Hospital, Bristol,
1409	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they had received text messages from NHS Booking, but they didn't say for what appointment. There was a phone number on the text so the individual's partner rang the number but they wanted to speak to the individual. This was not possible because the individual is deaf. They still do not know what the appointment is about. The individual needs to be sent an email or a letter about an appointment, not a text or a phone call. They wonder if it is possible to remove the phone number from the record at the hospital and just include their address and email.	Southmead Hospital, Bristol,
1377	Treatment and Care, Quality of	Negative	This individual gave feedback that they have a knee problem treated here, which then had to be redone at Weston Hospital.	Southmead Hospital, Bristol,
1823	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that they were admitted for surgery. Staff knew this person was diabetic but not type 1, and that their latex allergy causes blisters but not breathing problems. They were told they would be first on the list; they were listed as 2nd but this changed due to their latex allergy. They feel that there wasn't enough communication after the operation about how it went. Being in a single room was good and the anaesthetists were good, and very supportive. This person was asked to pack their own suitcase when they were discharged, despite being advised not to lift anything heavier than a kettle.	Southmead Hospital, Bristol,
1767	Treatment and Care, Quality of	Positive	This individual gave feedback that they were in the Acute Stroke Ward after having a stroke. They thought the ward was really great, they are dedicated to strokes and caring for patients, he was taken care of really well.	Southmead Hospital, Bristol,
1768	Continuity of Care, integration of health and social care, health promotion and wellbeing. Follow on treatment and continuity of care	Positive	This individual gave feedback that they were in the Acute Stroke Ward and the staff provided good pathways for other treatment (e.g. physio) and patients are told about Bristol After Stroke and signposted there.	Southmead Hospital, Bristol,
1769	Treatment and Care, Quality of	Positive	This individual gave feedback that they were in the Acute Stroke Ward and things have really improved here.	Southmead Hospital, Bristol,
1375	Continuity of Care, integration of health and social care, health promotion and wellbeing. Follow on treatment and continuity of care; Discharge, Timeliness ; Treatment and Care, Quality of	Negative	This individual gave feedback that they were seriously injured by an NHS procedure and wrongly given a psychosomatic diagnosis. When they received evidence from a private neurologist and radiologist the hospital still refused to treat this person and discharged them. They say that they have received no care, are too ill to work, in unbearable pain and are contemplating suicide. They are reliant on a friend to help, he is abusive on a regular basis but this person cannot leave as they have no other help. They are living on food vouchers and heavily in debt as all their money goes on private medical care.	Southmead Hospital, Bristol,
1549	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they were well looked after when they had a broken right arm. The individual could confirmed they cannot fault the service and would give it a full ten out of ten.	Southmead Hospital, Bristol,
1775	Experience of Care, Communication between staff and patients; Treatment and Care, Safety of	Mixed	This individual gave feedback that when he was in hospital following a stroke, the staff didn't always explain why they were doing procedures and tests, so he found this a bit unsettling. He feels better communication is needed between staff and patients, however it was good that staff spoke to him first, as the patient, and then his brother. He also thought there was a lack of organisation - when they were doing a test involving radiation, they didn't put this notice on the door and one of the staff was pregnant.	Southmead Hospital, Bristol,
1671	Access to Services, Appointment Availability	Negative	This individual gave feedback that last year they got a referral from their GP to the gynaecological dept here. It was supposed to take 2 weeks but took 5 weeks. They filed a complaint which was resolved.	St Michael's Hospital, Bristol
1859	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that she goes here for check-ups and the staff are really lovely.	St Michael's Hospital, Bristol
1726	Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual gave feedback that she had a nice experience for the birth of her child.	St Michael's Hospital, Bristol
1732	Experience of Care, Communication between professionals	Positive	This individual gave feedback that the service here is amazing.	St Michael's Hospital, Bristol
1869	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they visited St Michaels after a cancer diagnosis at Southmead for treatment for a tumour. The staff here were very supportive and talked her through the options. She was also told that they were not sure it was cancer and that this is never certain until there have been scans and tests and that she should not sure it was told it was, they said there was a suspicion it was cancer but as yet this wasn't confirmed. She was given two operational choices, to have the tumour removed or to have more invasive surgery including fibroids, appendix and womb. She picked the second option as she thought it was cancer and she was scared of it spreading. She felt well supported throughout by the team. The tumour was not cancerous and the patient feels the way she was spoken to was great and praised the staff there.	St Michael's Hospital, Bristol
1734	Experience of Care, Communication between professionals	Negative	This individual gave feedback that when the were in here they had pre-eclampsia and not everyone was very considerate, one person was rude.	St Michael's Hospital, Bristol
1828	Experience of Care, Communication between staff and patients	Positive	This individual is deaf, and when she woke up from an operation there was an interpreter waiting by her bedside which was really good and helpful as she was a bit confused after the operation; this took the stress away.	St Michael's Hospital, Bristol

Urgent & Emergency Feedback Comments by Provider



Multiple pieces of feedback for a single provider can indicate that our engagement officer have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1865	Treatment and Care, Quality of	Negative	This individual gave feedback that he has concerns that his mental health needs are not being addressed properly. Since the end of 2023 he has been taken here on numerous occasions having attempted to take his own life, on each occasion he has received emergency physical care but has not been offered mental health support. He feels abandoned by the system because of his homeless status.	Bristol Royal Infirmary A&E
1753	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that she waited over 8 hours in pain before being seen and has now been told she needs surgery. She feels an emergency department should be treating people as emergencies and not leave them sitting for 8 hours without medication, treatment or support.	Bristol Royal Infirmary A&E
1589	Experience of Care, Communication between staff and patients; Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that they went to A&E at 9pm on a Friday. It was very busy and after 20 mins they were given pain relief and then waited 3 hrs for an Xray then fell asleep for 7.5 hours. They felt that it took too long for the Xray and they felt forgotten about. They were very unhappy with the poor communication.	Bristol Royal Infirmary A&E
1819	Treatment and Care, Quality of; Access to Services, Provision of services; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual gave feedback that when she had her stroke but she had to wait in the ambulance outside the BRI for hours, as there were no spaces available. She was cold, wet and uncomfortable and said this was not a nice experience.	Bristol Royal Infirmary A&E
1879	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that a paramedic went above and beyond to get her child the help they needed. They said they had lost all hope in the services until this paramedic called. This individual said the paramedic was absolutely fantastic and deserves to be awarded for what they did for her and her family. She is greatly appreciative and her faith has been restored that some people do care.	NHS 111
1365	Continuity of Care, integration of health and social care, health promotion and wellbeing, Integration of services and communication between professionals	Negative	This individual gave feedback that she thought that both eardrums had perforated. Contacted her GP practice (undisclosed) and was told to ring NHS111 or visit the pharmacist. She called NHS111 who referred her back to her GP, who once again told her to see the pharmacist who in turn referred her back to her GP. She rang NHS111 again who said they would give her a call back which they did at 1.30am and 2.45am. This person found this appalling. Because she didn't answer the phone they referred her back to the GP. She is now completely deaf and feels that she has nowhere to turn to and no one to help her.	NHS 111
1558	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that their wife was in severe pain. They phoned NHS111 and nobody answered. They then tried 999 who told them to retry NHS111. His wife was sent to hospital after 6 hours of being in pain.	NHS 111
1449	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual gave feedback that they have spoken with a few different practitioners recently due to a tooth ache. Although there were not any emergency dental appointments available immediately they were given one in a timely manner. They have felt that each practitioner they have spoken with has been warm and friendly and have felt well supported. The call back times have also been prompt. They are very pleased with the support they have received through the service.	NHS 111
1909	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they were appalled by the 111 service to help with their dental problem. They could not use their own dentist as he was away due to a family emergency and this person was advised to ring 111 instead. They rang 111 and selected the dental option. They could not get through and after being in the queue for 2 hours they had to give up. Eventually after several failed attempts to get through, they managed to speak to someone. Following the assessment they were told they need to have another assessment by a dental person and they would call back. They did get the call and were assessed and then was told there are no appointments. They were in agony and their facial swelling was getting larger, but no help was available. They were advised to ring the next day. The next day the same ridiculous system was repeated and eventually getting through to be told no appointments again and to ring back the next day. This person went to their GP in desperation who confirmed they had an infection but they couldn't prescribe antibiotics for dental issues. Day 3 they were back to ringing 111 at exactly 8am. They sat in the queue for an hour and then at last a human and they did get an appointment for that day. They suggest that if there are no appointments left for the day then put a message on at the start of the recorded message and advise to call at 8am the next day.	NHS 111
1694	Access to Services, Transport cost; Access to Services, Convenience/Distance to Travel	Negative	This individual gave feedback that he has a problem with his hearing aid but can't get to St. Michaels so has left it. The hospital bus is from Temple Meads only. They have stopped the clinic at South Bristol Hospital. He can't afford a taxi.	South Bristol Urgent Care Centre
1568	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the staff were very patient, understanding and helpful. They were very pleased with the care received.	South Bristol Urgent Care Centre
1770	Treatment and Care, Speed of; Treatment and Care, Diagnosis or Assessment quality of	Positive	This individual gave feedback that the ambulance arrived quickly when they had their stroke. They confirmed the individual was experiencing a stroke and got them to hospital.	South West Ambulance Service (SWAST)
1818	Access to Services, Provision of services; Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of	Mixed	This individual gave feedback that the ambulance came and got her quickly when she had her stroke.	South West Ambulance Service (SWAST)
1719	Treatment and Care, Speed of	Positive	This individual gave feedback that the ambulance came very quickly when she fractured her hip.	South West Ambulance Service (SWAST)
1772	Treatment and Care, Quality of	Positive	This individual gave feedback that the ambulance team were brilliant when they had their stroke.	South West Ambulance Service (SWAST)
1895	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they felt unwell and called NHS111 who called for an ambulance for her. She struggled to get to the door but managed to let them in. After checking her over and doing their observations, they said there was not need for her to go to hospital. They gave her aspirin and said she's to phone 999 if she felt worse. When she went on the NHS App, she found notes of the call out which indicated that they thought she was putting on the symptoms. She vigorously denies this.	South West Ambulance Service (SWAST)
1771	Treatment and Care, Speed of	Positive	This individual gave feedback that they were taken to hospital after having a stroke. They said there were 3 staff in the ambulance and 1 on the motorbike so they could get them to hospital quicker – the individual thought this was a good service. There was a trainee in the ambulance but that was fine.	South West Ambulance Service (SWAST)
1774	Treatment and Care, Speed of	Positive	This individual gave feedback that when he had a stroke the ambulance arrived quickly, and he was taken care of.	South West Ambulance Service (SWAST)
1555	Treatment and Care, Quality of ; Treatment and Care, Speed of	Negative	This individual gave feedback that the service provided very poor care and there was a very long waiting time for a doctor.	Southmead Hospital A&E
1842	Treatment and Care, Speed of	Negative	This individual gave feedback that they were taken by ambulance with suspected gall stones. She was left in a chair in A&E all night with very little interaction with staff. After an ultrasound she was sent home as they didn't find anything.	Southmead Hospital A&E
1806	Access to Services, Accessibility and reasonable adjustments	Positive	This individual gave feedback that they phoned in advance and they told them just to attend the unit	Yate Minor Injury Unit

Public Health and Social Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
1411	Treatment and Care, Management of Service	Negative	This individual gave feedback that they do not understand why convalescent homes don't exist any more. They think workers in care homes are over-burdened and that dedicated convalescent homes are needed.	ALL CARE HOMES
1822	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they wouldn't have anything without this service. It's good talking to people who understand.	Bristol After Stroke Support Group
1791	Treatment and Care, Quality of	Positive	This individual gave feedback that the Occupational Therapists were good. They taught them things like how to cook again and by doing what the OT instructed them to do they could get sent home sooner.	Bristol After Stroke Support Group (Occupational Therapists)
1622	Access to Services, Convenience/Distance to Travel	Mixed	This individual gave feedback that his carers organised by Bristol City Council go round 3 times a week. They are getting better at caring for him, but he feels he has to tell them what needs doing and they are not always proactive. He feels they only clean about 80% when he feels it should be 100%.	Bristol City Council
1971	Access to Services, Admission Procedure	Negative	This individual gave feedback that after being discharged by AWP she tried to get herself a social worker by contacting Bristol City Council. They told her she didn't need one. She has autism and ADHD and has been assessed and has a son with special educational need. She has attempted suicide several times.	Bristol City Council
1880	Access to Services, Provision of services	Negative	This individual gave feedback that he lives in supported housing. He is unhappy with the way he was treated by his landlord. He was evicted from a care home and ended up in supported accommodation. He feels let down by Bristol City Council's Adult Social Care team.	Bristol City Council
1633	Continuity of Care, integration of health and social care, health promotion and wellbeing, Lifestyle and Wellbeing - help with	Positive	This individual gave feedback that they help him with his housing benefit which is good.	Bristol City Council
1618	Access to Services, Admission Procedure	Negative	This individual gave feedback that she was concerned about her uncle. He lives alone and has had falls and is completely deaf. She has asked social services to assess him for care needs and feels he should have residential support or 24 hour carers. However he does not want this, and feels he is capable and has mental capacity. Last week an ambulance came to the house after he accidentally set off his alarm pendant, but he was asleep in bed and did not hear them. The individual is frustrated and anxious that there is nothing she can do as she has approached social services who say that without his consent they cannot intervene.	Bristol Council
1586	Access to Services, Referrals - availability	Negative	This individual gave feedback that they think it is impossible to get a referral for a child with autism or ADHD without the child being in crisis. There is no early intervention. They believe the criteria is outdated and not all children are the same and may present differently in an unfamiliar environment.	Bristol Council
1777	Treatment and Care, Quality of	Positive	This individual gave feedback that they provided a good service after they were discharged from hospital following a stroke.	Brunelcare
1559	Access to Services, Provision of services	Negative	This individual gave feedback that a relative's 5-year old child, who has selective mutism, was receiving private care and treatment as their case was rejected by the NHS Speech and Language Service.	Community Children's Health Partnership
1644	Experience of Care, Communication between staff and patients; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Positive	This individual gave feedback that staff are very polite at reception and prepared coffee and biscuits for them. The doctor and nurse were willing to listen, and prepared medication on the same day. The staff prepared emergency contacts for future use.	Compass Centre
1372	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Positive	This individual gave feedback that he has no GP and goes to the Compass Centre who give him a prescription.	Compass Centre
1369	Access to Services, Waiting times, punctuality and queuing on arrival; Access to Services, Provision of services	Positive	This individual gave feedback that the centre is good and they can see a doctor or nurse within 5/10 minutes of arriving . They can also have blood tests here.	Compass Centre
1359	Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that they feel very lucky to have received very good care and service. They were referred there by their doctor and have had one face-to-face appointment and three telephone appointments with a psychiatrist.	Greenway Community Centre
2005	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that the person from the agency jumped to conclusions about their physical and mental health without getting to know them. The council were then informed and this individual giving feedback was sectioned.	Helping Hands Care Agency
1645	Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that there is a poor level of cleanliness even though staff and cleaners do their best.	Logos House (The Salvation Army)
1405	Treatment and Care, Quality of ; Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that she asked for help to get her pension but the person wrote the wrong amount of money in one of her accounts as she wasn't listening to her properly, and this individual feels that they had pre-conceived ideas about her. She still isn't receiving her pension and is worried about going into debt.	North Bristol Advice Centre
1668	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they enjoy working for Silva Care. They have plenty of staff, money is poor but it is a very person centred organisation and feels like one caring family.	Silva Care
1789	Access to Services, Referrals - timeliness; Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that their daughter was referred to Community Paediatrics 3 years ago. Their 1st appointment was 6 months ago - it took 4 months for the letter to be put in the post to their daughter's school. They are now facing a 2-3 year wait for an Autism assessment.	South Gloucestershire Council
1552	Access to Services, Admission Procedure; Access to Services, Waiting times, punctuality and queuing on arrival; Corporate, Equipment	Mixed	This individual gave feedback that they went for their Covid vaccination - it was great to have this nearby. The signage was good with staff telling people what to do and checking who they were etc. on arrival. They were seen promptly. However no info card or sheet was given, no masks worn by health professionals, and individuals were expected to stand up, even during the injection. It was not busy and there was enough space for chairs, but it seemed like a conveyor belt system. This person asked for a chair and was begrudgingly given one - but most patients were over 65 or with health issues, so chairs and masks should have been essential.	St Werburgh's Community Centre
1764	Access to Services, Appointment Availability; Treatment and Care, Speed of; Access to Services, Booking Appointments	Negative	This individual gave feedback that they had a full sexual health test which came back as asymptomatic but they were categorised as being in a higher risk category so they needed to do another test. They opted for a kit from a vending machine. They collected it and sent the samples back through Royal Mail but because of slow post services the blood samples got spoiled. They ordered a second test via the portal which arrived in a week but there was no confirmation that the blood samples have been delivered so they were confused if the blood samples got delivered or not. So they opted for an in person appointment, for which they had to wait 40 minutes on phone. They were told that its a three weeks wait but then the appointment was cancelled by Unity on the day. So now they have rebooked but they cannot do a HIV test since their first attempt was in October.	Unity Sexual Health

Community Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1795	Experience of Care, Communication between staff and patients; Treatment and Care, Effectiveness of; Treatment and Care, Quality of	Negative	This individual gave feedback that care should focus on independence, and not having to always rely on others after a stroke.	Sirona Community Services
1730	Access to Services, Provision of services	Negative	This individual gave feedback that it was very difficult to get a visit from the health visitor in Easton after she had given birth.	Sirona Community Services
1794	Experience of Care, Communication between staff and patients; Access to Services, Provision of services	Negative	This individual gave feedback that services often rely on family as the support network when someone has had a stroke, and not everyone has someone to help you and you might get lost in the system.	Sirona Community Services
1499	Access to Services, Provision of services	Positive	This individual gave feedback that she broke her arm and her pelvis last year in a bad fall. Following discharge from hospital she had daily community care for a month	Sirona Community Services
1820	Access to Services, Provision of services; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that she had physio organised by Sirona which was very good.	Sirona Community Services
1776	Access to Services, Provision of services	Positive	This individual gave feedback that speech and movement therapy workers came to the home which was good, after he was discharged from hospital following a stroke.	Sirona Community Services
1817	Access to Services, Cost of treatment	Negative	This individual gave feedback that the care package she had provided carers for 6 weeks. They came 2 times a day and mostly helped with personal care. However, she felt that 6 weeks wasn't long enough and it was expensive to pay for carers herself after the 6 weeks.	Sirona Community Services
1814	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients; Quality Assurance, General	Negative	This individual gave feedback that they don't think that the paediatricians follow the NICE guidelines or the GMC good practice guidelines. This person has found that they do not know the wording of the DSM 5 (Diagnostic and Statistical Manual of Mental Disorders Fifth Edition) and have had to be educated by parents of children on this. They feel that they have been ignored and refuse to comment on valid evidence which is then not included in clinic letters which leads to the prevention of access to support. This person feels that they discourage parents from seeking a diagnosis due to the long waiting lists. This person has had a lack of response to emails and phone calls and has had difficulty when asking them to amend factual errors, which has led to a lack of diagnosis. The ICB do not care and have not apologised for any of the serious issues they have caused this persons child. They do not answer this persons complaints in full, selectively responding to parts of the complaint.	Sirona Community Services
1793	Experience of Care, Communication between staff and patients; Treatment and Care, Management of Service; Discharge, Co-ordination of Service	Negative	This individual gave feedback that they never knew when carers were coming and the care package needs more tailoring to each individual after a stroke.	Sirona Community Services
1810	Treatment and Care, Coordination of Services	Neutral	This individual gave feedback that they started working for the NHS about 10 years ago. The service they work for is now run by Sirona and it's very different processes and all computerised. Sirona is OK to work for but they seem to be top heavy with management . They seem to have meetings all the time. Lots of people seem to be involved in decision making which makes it slow. But there is consistency in decision making and the same rules apply to everyone.	Sirona Community Services
1696	Access to Services, Convenience/Distance to Travel; Access to Services, Transport availability	Negative	This individual gave feedback that he can't get to his appointment and transport isn't provided for podiatry services.	Sirona Community Services - Podiatry Service
1648	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that he had visited the Podiatry Clinic at Patchway. He wanted to report that the service was excellent. He was treated very quickly and given advice and support by caring and patient staff.	Sirona Community Services - Podiatry Service

Mental Health Services Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
1710	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that he completed his 28 day section and was then transferred as an "informal" patient to Oakwood Ward (Southmead Hospital based at this time) He asked about home leave but felt ignored by the staff and given mixed messages. One staff member said he could go when he wanted as an informal patient and another said he could not go in the first days as they needed to get to know him in order to calculate his risk first - he wanted to talk to someone about this and would have accepted the response but felt unheard and feels this is because the model at Oakwood is less nurse-led and has many more Health Care Assistants which feels less supportive around patient needs. He had many questions in his first days there but was not encouraged to voice them and on arrival was shown his room and then simply left alone. This didn't feel very supportive on arrival in a new ward.	Avon and Wiltshire Mental Health Partnership (AWP)
1851	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Negative	This individual gave feedback that her GP referred her to AWP. She had a 10 minute call with an AWP Care Coordinator and then a 10 minute visit. She was quite unwell and didn't get any help to manage. She was given lots of promises but no action.	Avon and Wiltshire Mental Health Partnership (AWP)
1653	Corporate, Equipment	Negative	This individual gave feedback that on one occasion when at an inpatient facility he entered the clinic room (this is a separate room where medication is given) the door was shut behind him(which is against usual protocol). An agency staff member then asked him how he felt about homosexuality considering he was a practising Christian. He feels that it was highly inappropriate and it made him very uncomfortable. He has been advised by permanent AWP staff to make a complaint and will be doing so via PALS. This individual is also concerned about the care of personal belongings at AWP inpatient facilities. He states that during his experience in two wards and his transport between the two his laptop was damaged, and he is having to claim for a £750 repair from his own insurance. He added that the device was fine when he entered AWP care but the screen was cracked when he left 6 weeks later - it was in the care of the facility the entire time.	Avon and Wiltshire Mental Health Partnership (AWP)
1970	Discharge, Timeliness	Negative	This individual gave feedback that she was discharged from AWP after being under their care for 6-7 years without a real explanation. It was related to how long she's been with them and not that she was better. She wants help for herself, and she has a 19-year-old son with additional educational needs. She has autism and ADHD and has been assessed as such but still can't seem to get the help she needs. She has attempted suicide several times, most recently 6 weeks ago , when she was hospitalised and then she tried again a week ago. She feels there is nobody that wants to help her.	Avon and Wiltshire Mental Health Partnership (AWP)
1711	Discharge, Safety of; Discharge, Timeliness ; Experience of Care, Consent, choice, user involvement and being listened to	Negative	This individual gave feedback that their brother's complex mental health needs were not properly taken into consideration when he was discharged, and the discharge process what rushed and unsafe and they feel that this led to his overdose and subsequent sectioning under Section 3. He was discharged back to his flat, which is a known trigger for his mental health crises. Alternatives for supported living accommodation or alternative arrangements were not explored properly. They feel that the family were excluded from his care planning meetings and were not able to raise their concerns with the process.	Avon and Wiltshire Mental Health Partnership (AWP)
1616	Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that they are regularly mistreated by a someone who works for the Intensive Support Team and that staff are rude and unhelpful.	Avon and Wiltshire Mental Health Partnership (AWP)
1892	Treatment and Care, Quality of	Positive	This individual gave feedback that they can't fault the service by the Early Intervention in Psychosis team. They've had nearly 3 years of brilliant support. They've had a very good care coordinator who's been on the ball the whole time.	Avon and Wiltshire Mental Health Partnership (AWP) Early Intervention in Psychosis team
1652	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that he was sectioned for 28 days under the Mental Health Act. He reports that the staff made him feel he was genuinely cared about and he felt loved and supported. Members of staff treated everyone the same, with care and kindness. He said they supported him throughout his recovery. There were predominantly nursing staff on the ward due to the level of risk and he felt able to talk to any of them at anytime.	Callington Road Hospital, Bristol
1522	Access to Services, Provision of services; Access to Services, Referrals - availability; Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that their 11 year old son was referred by his school SENCO and the school nurse to CAMHS due to severe school anxiety, low mood and suicidal ideation. They waited 8 months to be triaged at an initial assessment. Their son was hugely anxious about the appointment, but they got him there and spoke on his behalf for the first half an hour until he felt comfortable to answer for himself. He was incredibly brave to open up about his feelings, only to receive a call the following day to inform them that they did not feel they could help him at this time. Their son now feels massively let down and chances are, he won't open up like that again. The letter that followed gave nothing more than links to websites and paid-for services, which as a parent carer, unable to work due to their son's mental health and emotionally based school avoidance (EBSA), they cannot afford.	CAMHS Service , Bristol
1830	Access to Services, Appointment Availability	Negative	This individual gave feedback that they recently reached out to their GP for mental health support and the GP has been, and continues to be, very supportive. The mental health practitioner at the surgery was able to provide support until they were able to secure counselling. They attempted to get this person referred to secondary services but they got knocked back. This person is extremely frustrated that they are not able to obtain support for their mental health through the NHS; a service that we all pay into.	Grange Road Surgery
1921	Treatment and Care, Quality of	Positive	This individual gave feedback that they felt looked after and safe whilst here.	Longfox Unit, Weston Super Mare
1454	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that patients already feel powerless and they don't try to empower them at all. Staff talk over patients at care plan meetings, don't keep the patient informed about changes, personal space not respected, don't value patients views and feelings, unsafe environment, abuse from night agency staff. This individuals daughter did not improve because the staff and environment did not foster a feeling of safety. She lost more weight and they are battling for home leave where she feels safer and is able to eat. They want to complain about many things but right now it's too much to deal with. This person tried speaking to individuals, making complaints etc but nothing improved. She feels that they cause their own problems by disempowering patients who then feel worse and react.	Riverside Adolescent Unit
1877	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they were very low and asked for help from their GP, who referred them to this provider. They were only offered CBT, which doesn't work for them. They said they were told further help was unable to be provided and that they would have to go private. They felt that the service was not helpful and wondered how can a one size fits all approach work for mental health? They are frustrated and are still struggling with no medical help.	Vitamins / IAPT

General NHS Services Feedback Comments

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
1792	Experience of Care, Communication between staff and patients	Negative	This group gave feedback that they felt that more awareness of different stroke symptoms is needed as every stroke is different. For example, some of their symptoms didn't match the ones they had been told about. Some individuals felt that services don't see the person holistically when they are being treated for a stroke. They feel there is need to acknowledge the emotional effects of a stroke and they don't think there are currently enough resources for this. There are psychological effects of a stroke, and they would have liked someone to check-in with them about their mental health. They wondered why they weren't feeling better when they were told they were ready to be discharged; they had to learn to adapt to a new way of doing things after their stroke. Better communication is needed between GP and hospitals when being discharged after a stroke. Family members need more communication about what is happening to their loved one when they have had a stroke.	ALL NHS
1631	Experience of Care, Equality & Inclusion	Negative	This individual gave feedback that he feels the health service stereotypes people and says their problems are due to drug problems.	ALL NHS
1437	Access to Services, Health Inequality	Negative	This individual gave feedback that if you complain or take action against the NHS then you get penalised when you need further treatment and that this is really scary. They have personally experienced this as they are now struggling to get the healthcare they need and she feels this is due to a complaint she made against the NHS historically. She said she can access health services online using technology but not very well due to her health conditions.	ALL NHS
1412	Experience of Care, Equality & Inclusion	Negative	This individual gave feedback that the NHS is not responsive to those without hearing or speech. They are both deaf and without speech. They said the NHS advertises phone numbers but does not encourage texts and they wonder why this is.	ALL NHS
1705	Treatment and Care, Quality of	Positive	This individual gave feedback that the NHS is wonderful and they had a pleasant experience with mental health services.	ALL NHS
1831	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the pack that arrived for routine bowel screening was excellent. The information inside was clear and easy to follow. There was a delay in returning the package due to Christmas postal deliveries and the service followed this up by letter which allowed this person to contact them to ensure the package had reached them. The result was sent to them very quickly. All things considered they found the process easy and well organised.	ALL NHS
1754	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they work as a social prescriber in Bristol. She wanted to highlight the need for more digital support for younger people with health needs. She stated that much of the training and information around digital access is aimed at older people and classes and groups seem solely to provide for that group. She said many younger people struggle to afford access and to understand how apps and online services work and are often embarrassed to ask for help and cannot attend groups designed for older people.	ALL NHS
1813	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they work for a team supporting refugees and they find that non English speakers are very poorly supported. They find that often the staff are not very welcoming and interpreters are not available even if you've booked them. It feels as if extra barriers are put in place to deter refugees and that this is getting worse.	ALL NHS
1989	Quality Assurance, Health and Safety	Negative	This individual wanted to comment on the lack of mental health support for NHS staff. He feels that patients suffer from the attitude of staff who attend work stressed by long hours, problems at home and bickering with other staff members. He stated that he has seen first hand how badly this impacts upon the treatment and care of patients and sets up a chain reaction of bad feeling, confrontational culture and detrimental outcomes.	ALL NHS
1587	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that it is annoying that you need to remember a password to access the app each time. They have been frustrated on a few occasions by a new text message flashing on their phone saying that the GPs are short staffed so please don't contact them. They said sometimes these notifications come via the app and as a text message at other times. They find a text message easier to read.	NHS App
1722	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that he has had chronic back pain for the last 20 years. He has never had it checked out as he was too large for the scanning machine.	Not specified
1680	Treatment and Care, Management of Service	Negative	This individual gave feedback that they are uncomfortable that individuals can work for the NHS then do a bank shift and get paid more than they do through the NHS.	Not specified

Healthwatch Bristol Patient, Family & Carer Feedback

Quarter 3: October, November, December 2023

North Bristol NHS Trust is pleased to receive the feedback from Healthwatch Bristol and to have the opportunity to respond.

The Patient Experience Team receives and reviews the comments from Healthwatch. Where appropriate feedback is shared with the relevant Divisional Directors of Nursing or Divisional Patient Experience Leads to investigate further and provide a response.

This report, the comments received, and the Trust's responses are then discussed at our Patient & Carer Experience Group (P&CEG) which is attended by representatives from each of the Trust's divisions. This ensures that feedback is received by Senior Managers within the relevant division so they can disseminate the feedback to their teams who may be referenced in the comments. Members of Healthwatch also participate in this meeting.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
1042	Negative	Discharge, Continuity of Care, Integration of health care, health promotion and wellbeing, Medicines Management, Continuity of Care, Integration of health care, health promotion and wellbeing, Integration of health and communication between professionals, Continuity of Care, Integration of health and social care, health promotion and wellbeing, Home Support Equipment	This individual gave feedback on behalf of their deceased father. He was admitted to Southmead Hospital and whilst there the consultant therapist assessed him as being a severe risk for falling and that not safe taking his medication. He could not cook. He was discharged with an inadequate care plan in place. No arrangements were made to ensure he took his medication, some of which were in plastic. No arrangements to manage the falls risk could not be implemented for 3 to 4 weeks post discharge. No arrangements had been made for MOW. This individual had to press the hospital to prescribe the correct medication after initially (and incorrectly) saying this was the responsibility of the GP. As a family member was available to help with him taking his medication, the hospital ended up having to send taxis to get the meds to him. He also needed regular bloods monitoring following his discharge which didn't happen. 2 weeks post discharge, her father had a fall at home. 8 hrs later was admitted to Weston General where he died 48 hrs later from pneumonia. The individual holds Southmead Hospital responsible for the deceased's premature discharge and untimely death in awful circumstances.	Southmead Hospital, Bristol	Thank you to this individual for their feedback. We are extremely sorry to hear of their father's experience and that our sincere condolences to the individual. We would welcome the opportunity to investigate and respond. Should the individual wish to have their concerns formally investigated the Complaints Team would be happy to assist, and can be contacted at complaints@nbt.nhs.uk or 0117 414 4567
1269	Mixed	Access to Services, Waiting times, punctuality and queuing on arrival, Treatment and Care, Quality of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that their records were slow to arrive from their previous GP when they registered with a GP in Bristol. The consultant believes led to an ongoing issue not being managed properly. This led to her collapsing whilst playing tennis as a result of a stroke. She was rushed to A&E where she had to wait for 8 hours in the ambulance before being admitted to a stroke ward where she stayed for 3 days. The individual says all the ongoing health issues she has suffered significant ongoing health issues following the stroke including ongoing fatigue and poor concentration. She has had to change jobs and reduce their hours and now has to take additional medication.	Southmead Hospital, Bristol	Thank you to this patient for their feedback. We are sorry to hear their father was a delay for the patient to be admitted, but pleased to hear all the staff were brilliant.
81282	Positive	Treatment and Care, Quality of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that after being referred to hospital was annoyed that the consultant at the hospital was annoyed that the tests had been done, as it turned out they didn't have COPD but were diagnosed with asthma. They had a very good experience at the hospital.	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide their feedback. We are pleased to hear they had a very good experience at the hospital.
1068	Mixed	Experience of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that he was a stroke survivor and was a natural signifier. Staff were generally supportive and the care good except for one nurse who denied him medication and treated him badly. He decided against making an official complaint. Transfers to a general ward found it hard to acclimatise to having nurses caring for up to eight patients rather than the 1:1 in ITU.	Southmead Hospital, Bristol	Thank you to this patient for their feedback. We are sorry to hear of the patient's concerns regarding a staff member. If the patient would like to raise the matter and speak to an ITU manager they can contact our PALS Team for support. PALS@nbt.nhs.uk 0117 414 4569
1322	Positive	Access to Services, Referrals, availability; Experience of Care, Communication between staff and patients	This individual gave feedback that he was referred for an X-ray regarding Sciatica. He phoned the hospital on Wednesday and had the X-ray on Friday and got the results back on Friday, so he was very happy with this service.	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide their positive feedback.
1134	Negative	Experience of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that she is not happy with the treatment she has received. She has been experiencing the same symptoms for 13 years and it is only this year that she has received the correct diagnosis of Crohn's Disease, but before that she was told that she had rheumatoid arthritis. Because of this misdiagnosis she was not getting the proper treatment and care from the consultant. This has had terrible consequences for her. She has lost her job, and cannot go about her daily life with ease. She has had to miss important family events and the symptoms are totally debilitating. She sometimes has to go to the toilet 20 times a day	Southmead Hospital, Bristol	We are very sorry to hear of this patient's experience and how difficult things have been for them. Should the individual wish to have their concerns formally investigated the Complaints Team would be happy to assist, complaints@nbt.nhs.uk 0117 414 4567
1229	Negative	Experience of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that she was admitted to hospital with chest pains and fast heart rate. She was given morphine. Whilst in hospital she had tests which all came back normal. They wanted to discharge her the next day. A doctor told her that she would not be given CPR if something happened to her and he had completed do not resuscitate (DNR) form and signed it. The individual is in the decision, which she hasn't. She's put in a complaint to PALS about this issue. They haven't taken the DNR off her medical record. She's also complained to the General Medical Council.	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide their feedback. We are very sorry to hear of their concerns, but pleased that they have contacted the PALS team to assist them further. Our End of Life team regularly undertake Respect audits and are closely looking at feedback about the completion of DNRs. This feedback will be helpful for this
1150	Negative	Experience of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that she was diagnosed with a tumour and needed surgery to remove it from her kidney. The consultant that told her of the diagnosis and need for surgery but communicated this poorly and misled her that she would not wake up from surgery due to her weight. She was referred to Metastatic Cancer Support who provided the support she needed.	Southmead Hospital, Bristol	We are very sorry to hear of this patient's experience and the way they were communicated with. Should the patient wish, our Patient Advice and Liaison Service would be happy to discuss their concerns further and advise how they can be escalated. Patient Advice and Liaison Service (PALS@nbt.nhs.uk 0117 414 4569)
1284	Positive	Treatment and Care, Diagnosis or Assessment availability; Treatment and Care, Coordination of Services	This individual gave feedback that the care was good. They were fast tracked via their GP and the specialist nurse visited them from GP surgery and provided a good explanation from the doctor in A&E about what was wrong.	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide positive feedback regarding the A&E doctor.
1260	Negative	Experience of Care, Staff - Quality & Effectiveness; Experience of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that the person they were providing feedback for received very poor care as a patient at the hospital. There was no respect given, limited support provided and no one wanted to take any responsibility.	Southmead Hospital, Bristol	We are extremely sorry to hear of this patient's experience. If the patient would like to contact our Patient Advice and Liaison Service, we would welcome the opportunity to investigate. Patient Advice and Liaison Service (PALS@nbt.nhs.uk 0117 414 4569)
1142	Positive	Treatment and Care, Quality of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that their friend was made comfortable and received advice in relation to end of life care and appropriate medication.	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide their positive feedback. We are pleased to hear their friend was made comfortable, given advice and appropriate medication.
1352	Positive	Experience of Care, Communication between professionals; Access to Services, Booking Appointments	This individual gave feedback that there is excellent communication about appointments, it's a bit of a trek from where this individual lives to the hospital for an appointment at a clinic closer to home, but they prefer to travel for the continuity of specialist care. Always seen by cheerful staff, on time and treated with courtesy.	Southmead Hospital, Bristol	Thank you to this individual for their lovely feedback. We are very pleased to hear of their positive communication is good and an appointment was able to be offered at a closer clinic to their home. Also, great to hear the positive feedback about the clinic staff.
1250	Negative	Access to Services, Appointment Availability; Access to Services, Remote appointments and digital services	This individual gave feedback that they have been waiting a year for a skin cancer appointment.	Southmead Hospital, Bristol	We are very sorry to learn of this individual's experience. If the individual contacts our Patient Advice and Liaison Service they would be happy to look into this. PALS@nbt.nhs.uk 0117 414 4569
1265	Mixed	Experience of Care, Quality of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that they had a fall after drinking. They were taken to the GP by some neighbours and told they had to wait for an ambulance to take them to hospital or the police would be called. They were admitted to a ward and the patient next to them was sweating badly. They asked the doctors what was happening to the individual and was told that the patient was dying and wouldn't be loud for much longer. This other patient died while next to them in the ward which was a bit uncomfortable for them. They were in hospital for 10 days and were otherwise happy with the care received.	Southmead Hospital, Bristol	Thank you to this individual for providing their feedback. We are sorry to hear of such a difficult experience and any distress this may have caused.
1235	Negative	Treatment and Care, Diagnosis or Assessment quality of	This individual gave feedback that they had a learning difficulty and doctors had advised that she use a service where she could have someone attend a doctors appointment with her in advance of the appointment she was sent a paper form to fill out with information to help the doctor best understand how to communicate with her. She asked the person attending the appointment with her to help her fill out the form but they were unable to do so. She said it was frustrating that in order to get help she was sent a form which she needed more help to fill out. She also said that it would be helpful to know in advance what questions a doctor might ask as she has trouble processing and answering questions right away.	Southmead Hospital, Bristol	Thank you to this patient for their feedback, we are very sorry to hear of her experience. If the patient would like to contact our Patient Advice and Liaison Service we would welcome the opportunity to discuss this further to ensure the patient is supported for any future appointments. PALS@nbt.nhs.uk 0117 414 4569
1145	Negative	Access to Services, Waiting times, punctuality and queuing on arrival, Treatment and Care, Quality of Care, Staff - Caring, kindness, respect and dignity	This individual gave feedback that they had attended A&E having been referred by their GP for urological issues. Despite the GP referring them to the hospital on Wednesday and the Same Day Emergency Care Department being referred to Urology the total wait was 7 hours. The staff were not helpful in directing them to the correct section of the hospital and the individual found the hospital's signposting poor and difficult to understand and the use of unfamiliar abbreviations. The consultant undertook an examination of the testicles that was clumsy and painful and failed to address all his concerns. The individual had to attend again a few days later when he was seen by a different consultant who also undertook a painful examination.	Southmead Hospital, Bristol	We are sorry to hear of this patient's experience. Our Patient Advice and Liaison Service would be happy to arrange an appointment with us to be investigated if the individual would like to contact PALS. PALS@nbt.nhs.uk 0117 414 4569
1222	Negative	Access to Services, Referrals - timeliness	This individual gave feedback that they had not been feeling well for a few weeks and had pain in their chest, back, and under their arms. They had been in the past but this feels worse. They attended their GP and were given antibiotics, but they had not helped so the medication was changed. As they have become more worried the GP has made a referral to the hospital for a CT Scan. They were told the wait would be awhile and that they have not even started allocating them an appointment yet when they called. They are so concerned about the wait that they have investigated the E000 scan at The	Southmead Hospital, Bristol	Thank you to this individual for their feedback, if they would like to contact the Patient Advice and Liaison Service they would be happy to assist the individual to see if they are able to obtain an update from the radiology department. PALS@nbt.nhs.uk 0117 414 4569
1135	Negative	Continuity of Care, Integration of health and social care, health promotion and wellbeing, Integration of services and communication between professionals	Spire privately and are considering that instead. This individual gave feedback that they have complex needs and regularly attends both the BRI and Southmead hospitals. She and her husband have experienced a lack of communication between the two hospitals. They don't seem to be aware of her medical history and it's very distressing for them both to have to over it again and again because each hospital says they are different NHS Trusts. She was scheduled to have an operation at Southmead for kidney stones. They had to get there at 7am, she was herself the day before and when she got there, she was told the operation was cancelled	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide their feedback, we are sorry to hear of their experience. The BRI and Southmead are different hospital Trusts, and medical notes are therefore separate, but can be shared between Trusts if there is a clinical need. We are also very sorry to hear that this individual's operation was cancelled on the day it was due, when they arrived at the hospital. If the individual would like to discuss this further please contact our Patient Advice and Liaison Service for support. PALS@nbt.nhs.uk 0117 414 4569
1348	Mixed	Treatment and Care, Speed of	This individual gave feedback that they moved to Bristol 3 years ago and still need to find a GP and Dental. They use the drop-in centres at the hospital for healthcare, which is a great service but slow.	Southmead Hospital, Bristol	Thank you to this individual for taking the time to provide their feedback, we are pleased to hear that they are able to use drop-in services at the hospital whilst they try and find a GP. We are sorry to hear the drop-in services are slow due to the volume of patients.
1174	Negative	Experience of Care, Staff - Capacity, Treatment and Care, Effectiveness of	This individual gave feedback that they were in hospital for surgery and when the nurse came to take blood the person says that they smell of alcohol and their hands were shaky. Surgery was unsuccessful and still has symptoms of neuropathy.	Southmead Hospital, Bristol	We are very sorry to hear about this patient's experience and that their surgery was unsuccessful. Should the individual wish to contact our PALS Team, we can investigate their concerns. Patient Advice and Liaison Service (PALS@nbt.nhs.uk 0117 414 4569)
1272	Mixed	Access to Services, Waiting times, punctuality and queuing on arrival, Treatment and Care, Quality of Care, Staff - Caring, kindness, respect and dignity, Experience of Care, Staff - Quality & Effectiveness	This individual gave feedback that their Mum is 97 and needed to go to A&E one evening. They had to wait 3 hours in the ambulance. There were 10 ambulances waiting outside the hospital and no beds. The staff were fantastic despite being rushed off their feet and the care given was good.	Southmead Hospital, Bristol	Thank you to this individual for their feedback. We are sorry to hear that A&E was very busy and their mother had to wait in an ambulance. We are pleased to hear the staff were fantastic and the care given was good.
1220	Negative	Treatment and Care, Speed of	This individual gave feedback that they called NHS 111 and were directed immediately to A&E for care. When they arrived the nurses saw them and detoured them to a room where they needed to see a doctor for which the wait was quite long. She spent a total of 10 hours in the department.	Southmead Hospital, Bristol	Thank you to this individual for their feedback we are very sorry to hear they had a long wait in A&E.
1189	Negative	Experience of Care, Appointment Availability	This individual gave feedback that they had a terrible 9 hour wait overnight in a hard chair in a waiting room.	Southmead Hospital, Bristol	We are sorry to hear of this patient's experience. If the patient would like us to discuss their experience further they can contact our PALS Team. Patient Advice and Liaison Service (PALS@nbt.nhs.uk 0117 414 4569)