

healthwatch

in Bristol, North Somerset & South Gloucestershire



Speaking up for better care

Healthwatch Bristol, North Somerset and South
Gloucestershire annual report 2025/26

Contents

A message from our CEO	3
About us	4
Our year in numbers	5
A year of making a difference	6
Working together for change	7
Making a difference in the community	8
Listening to your experiences	9
Hearing from all communities	12
Information and signposting	14
Showcasing volunteer impact	16
Finance and future priorities	19
Statutory statements	20

A message from our chair

This year we have:

- Engaged refugees, asylum seekers, prisoners, neurodivergent young people and communities experiencing health inequalities.
- Analysed experiences of mental health services, trauma-informed care, neurodiversity, healthcare access and rural deprivation.
- Shared evidence and recommendations with providers to improve communication, access, inclusion and patient experience.
- Amplified lived experiences to improve trauma-informed practice, mental health support and access to care.
- Brought community insight directly to BNSSG system partners, helping shape local healthcare priorities and improvements.
- Worked across BNSSG to strengthen public voice, share intelligence and influence system-wide decisions.



CEO, TCF
Kevin Peltonen-
Messenger



This year has been marked by uncertainty following proposals to close Local Healthwatch services and remove independent patient voice from health and care. Despite this, we have continued to champion the experiences of people across Bristol, North Somerset and South Gloucestershire.

Thanks to the dedication of our staff, volunteers and the wider Healthwatch network, we have amplified the voices of marginalised communities, influenced service improvements, strengthened public involvement, and ensured local experiences remain central to health and care decision-making

About us

Healthwatch Bristol, North Somerset and South Gloucestershire are your local health and social care champions.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

In 2025/2026 we supported more than 36,000 people to have their say and get information about their care. We employed 5 staff and, our work was supported by 30 volunteers.



Reaching out:

1094 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

10,147 people came to us for clear advice and information on topics such as mental health support and finding an NHS dentist.



Championing your voice:

We published 4 reports about the improvements people would like to see in areas like GP services, care for neurodiverse people and substance abuse in young people.

Our most popular report was '[I don't buy apples anymore](#),' highlighting people's struggles in accessing NHS dental care and the consequences of a lack of NHS dentists on their health and wellbeing.



Statutory funding:

We're funded by Bristol City Council (including on behalf of North Somerset Council and South Gloucestershire Council). In 2025/26 we received **£229,069.00**.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Bristol, North Somerset and South Gloucestershire. Here are a few highlights.

Spring

Worked on the end-of-life care in collaboration with Southwest Palliative and End-of-Life Care Collaborative, Sirona End-of-Life Care South Glos and Carers Support.

Patients across BRI, Southmead, and Yate MIU drove positive change, successfully securing improved hospital waiting environments, clearer signage, and better communication from front-desk staff.

Summer

In Bristol We asked people about their experiences of mental health services through an online survey and 1:1 interviews. We also held a focus group for professionals.

Healthwatch North Somerset surveyed residents using Weston General Hospital's A&E and Clevedon MIU, producing a focused summary report on access and patient experience quality.

Autumn

Healthwatch Bristol, North Somerset and South Gloucestershire spoke to HMP Leyhill prisoners using mental health services, receiving to establish what is working well and what could be strengthened. .

Healthwatch surveyed 31 Black South Gloucestershire residents aged 18–25, including four carers, to capture their lived experiences of neurodiversity via targeted focus groups.

Winter

Addressing feedback, Healthwatch carried out a project on how rurality and poor transport create significant, preventable healthcare access barriers in South Gloucestershire, focusing on overlooked pockets of deprivation.

The "Building Bridges" blog highlights the significant challenges refugee and asylum-seeking women face when navigating NHS hospital care, emphasising the urgent need for improved access.

Working together for change

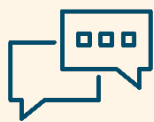
We've worked with neighbouring Healthwatch to ensure people's experiences of care in Bristol, North Somerset and South Gloucestershire (BNSSG) are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at BNSSG level.

This year, we've worked with Healthwatch across BNSSG to achieve the following:



A collaborative network of local Healthwatch:

Several initiatives were carried out across Bristol, North Somerset and South Gloucestershire in 2025/26. This included: - increasing understanding of health inequalities for marginalised communities – exploring stigma and access within secondary care, women's health, economic deprivation in rural areas and mental health – listening to the experiences of incarcerated men.



A big conversation:

Healthwatch BNSSG works alongside the NHS and Integrated Care Board (ICB) as an independent patient champion. By attending strategic workshops and health conferences, we bring public insights directly to decision-makers. We have conducted targeted surveys on behalf of health partners to gather community feedback. Additionally, Healthwatch BNSSG work with patient experiences within healthcare settings, translating grass-roots data into actionable improvements to help the ICB shape better local services.



Building strong relationships to achieve more:

Healthwatch BNSSG collaborated with diverse partners and local organisations to strengthen mental health services. By sharing direct feedback from our community engagement, we highlighted critical service gaps. Together, we co-designed clearer information pathways and improved signposting. This collaborative approach ensures public voices directly shape local systems, making mental health support more accessible, joined-up, and responsive to documented community needs.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Bristol, North Somerset and South Gloucestershire this year:



Creating empathy by bringing experiences to life

We amplified the voices of local patients to shape compassionate healthcare. Through targeted Enter and View visits to regional GP surgeries, our team gathered first-hand accounts of how individuals navigate medical environments after experiencing trauma.

By presenting these personal stories directly to healthcare decision-makers, we illustrated the profound impact of staff communication on patient well-being. This evidence helped managers understand the practical gaps in current care, resulting in clear recommendations to embed mandatory **trauma-informed training** across all frontline clinic staff.



Getting services to involve the public

By involving local people, services help improve care for everyone.

We bridged the gap between providers and the public by creating an accessible booklet explaining changes in GP surgeries and pharmacy operations. This initiative directly improved communication by guiding residents through NHS App usage, digital access routes, and registration rights. By detailing the roles of various healthcare professionals, the resource empowers the community to access the right care quicker..



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

We are driving steady, long-term improvement in local mental health provision through persistent collaboration. We are continuously working alongside service providers and key stakeholders to develop targeted workshops that bridge existing systemic gaps. While systemic change is slow and lacks overnight breakthroughs, our ongoing advocacy ensures patient voices remain at the centre of service design. This gradual, determined effort is steadily building a more cohesive and responsive support network across the region.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Trauma-Informed Practice in GP Settings: The Patient Experience

Last year, we surveyed 3,000 patients and conducted Enter and View visits at two GP surgeries, finding high consistency in experiences.

This report highlights patient insights to help decision-makers embed trauma-informed practices across local GP settings..

What did we do

We conducted Enter and View visits at Clevedon Medical Centre and 168 Medical Group in April 2026. Alongside this, we decided to carry out an online survey which captured over 3,100 patient experiences regarding healthcare interactions, waiting environments, and treatment choices to inform trauma-informed practices.

Key things we heard:



90%

Over 90% of respondents said that they felt listened to and were made to feel comfortable by healthcare professionals.

75%

Over 70% of respondents felt they had sufficient information or clarity on next steps following their appointment.

Our work showed how a complicated bureaucratic process and poor communication across services can leave communities without access to basic healthcare.

What difference did this make?

This project prompted positive provider action. Healthwatch recommendations were welcomed to strengthen existing trauma-informed care, increase staff and patient awareness, and formalise the surgeries' empathetic, patient-centred culture.

Youth Insights: Hearing from Black Neurodivergent Young People

We engaged stakeholders and held focus groups with neurodivergent young people aged 18–25 in South Gloucestershire.

This project captured vital, intersectional insights into their specific support needs, helping services better understand and shape culturally inclusive healthcare for neurodivergent youth.

Key things we heard:

Raising awareness about living with neurodivergence to reduce stigma matters.

Increasing the availability of peer support groups and mental health support is vital.



“I appreciate it when people talk about neurodiversity and how it affects individuals. It makes me feel I’m not alone”.

Young people told us that by co-designing educational resources with neurodivergent youth, reviewing local strategies to align with these findings, and actively involving Black neurodivergent youth will help ensure culturally sensitive, accessible support services.

What difference did this make?

The project empowered neurodivergent young Black people in South Gloucestershire by capturing their lived experiences. It provided critical insights into service barriers, cultural gaps, and independence goals. The findings directly shape local co-production recommendations, enabling healthcare and council providers to co-design more accessible, culturally sensitive support pathways.

Hearing from all communities

We're here for all residents of Bristol, North Somerset and South Gloucestershire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Attending a diverse range of community events/festivals on weekends.
- Building relationships with VCSE and grassroots organisations in local areas.
- Sharing feedback reports with a large list of stakeholders and publishing any actions taken by them on our socials/Website to highlight impact to the public.



Progress Behind Open Gates: Mental Health Outcomes at HMP Leyhill

We spoke to people regarding mental health support within open prison conditions.

Participants highlighted **isolation** and a **lack of trust** in the prison's mental health services. Additionally, cultural gaps left them feeling **alienated**, with a distinct lack of tailored, empathetic care necessary for navigating the unique pressures of open prison conditions

What difference did this make?

This research project legally compels healthcare providers and prison authorities to publicly address critical mental health gaps. By directly gathering the overlooked experiences of individuals living in open conditions, it creates a transparent platform for reform.

Maternity Behind the Barriers: Hospital Experiences of Asylum-Seeking Mothers

Asylum and refugee mothers' shared barriers and successes they experienced in maternity care

We heard about the hospital and maternity care experiences for refugee and asylum-seeking women in Bristol through community outreach. Despite significant engagement barriers, we partnered with Refugee Women of Bristol to gather firsthand patient feedback and consult frontline healthcare professionals.

What difference did this make?

Our outreach successfully pierced the isolation facing Bristol's refugee community by building a vital partnership with **Refugee Women of Bristol**. By physically entering community spaces, we overcame severe trust and language barriers that standard hospital advertising missed. This grassroots connection successfully captured a crucial, first-hand maternity success story. This fieldwork transformed abstract demographic data into an actionable call for systemic healthcare reform across Bristol's hospitals.

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 10,107 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



From Housebound to Connected: A Sight Support Success Story

At the BRI, Healthwatch signposted a housebound, partially sighted 83-year-old woman to Sight Support, relieving her isolation by connecting her to a local group.

An 83-year-old woman, isolated after losing sight in one eye, found a vital lifeline through a signposting shift at the BRI. By connecting her with local Sight Support West of England coffee mornings, a profound shift occurred, transforming her isolation into excitement for social connection.



“I felt so isolated after losing my sight. Healthwatch gave me my life back by connecting me to a local group; now I finally feel happy and hopeful again”

Signposting restores essential home care and prevents hospital admission

We supported an isolated resident reinstate their cut home care package, safely preserving their independence and preventing a hospital readmission.

An isolated resident faced sudden, dangerous cuts to their home care package. By accessing our signposting channels, they successfully challenged the decision. This critical intervention allowed the individual to safely retain their independence at home with consistent, dignified daily care, ultimately preventing a high-risk hospital readmission.



“I was left without basic meals or washing. Your information empowered my family to challenge the decision, and my full care setup was fully restored within days.”

Showcasing volunteer impact

Our fantastic volunteers have given 1,830 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

An experienced volunteer independently led North Somerset's first-ever pharmacy Enter and View visit. Managing the entire process with minimal support, they coordinated with the service, briefed the team, and developed the observation tools. Post-visit, they analysed the data and wrote the final report. We are incredibly grateful for this volunteer's exceptional commitment, leadership, and professionalism in delivering a highly successful and unique project

A volunteer developed an in-depth mental health resource directory, mapping Bristol's statutory and voluntary support. They catalogued service specialisms, referral paths, and contact details, then used this database to identify critical gaps in local provision. Combined with one-to-one interviews, this work revealed the urgent need for a dual-purpose online directory. We deeply appreciate this volunteer's research, diligence, and dedication to improving community mental health access.

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchbristol.co.uk



www.healthwatchnorthsomerset.co.uk



www.healthwatchesouthglos.co.uk



0330 055 3251

Finance and future priorities

We receive funding from Bristol City Council, (including on behalf of North Somerset Council and South Gloucestershire Council) under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Contractual income	£229,069.00	Expenditure on pay	£180,013.00
Additional income	£1,200	Non-pay expenditure	£31,002.00
		Office and management fee	£16,097.00
Total income	£230,269.00	Total Expenditure	£227,112.00

Additional income is broken down into:

- £1,200 received or hosting VLN meetings

Integrated Care System (ICS) funding:

Healthwatch across BNSSG received no funding from our Integrated Care System (ICS)

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top priorities for the next year are:

Bristol

1. Navigating Dementia: An Analysis of Support Services and Accessibility in the Bristol Region
2. Barriers to accessing secondary care for women on low incomes

North Somerset

1. Navigating the Specialist Landscape by newly settled communities and migrants
2. Impact of Rurality on Sexual Health Access for LGBTQI+

South Gloucestershire

1. GRT community and health access barriers
2. Accessibility and Adaptations for Tenants with Disabilities

We are placing a stronger emphasis on how critical issues affect people's health and social care experiences, making sure that those hit hardest by inequality are fully heard. By proactively connecting with marginalised and underrepresented communities, we aim to ensure their feedback drives meaningful improvements in local services. Furthermore, we are boosting our efforts to collect insights from individuals using social care, allowing their real-life experiences to directly shape how care is designed, delivered, and adapted.

Statutory statements – Bristol

Healthwatch Bristol is hosted by The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

Healthwatch Bristol uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Local Advisory Groups (LAG) consists of members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our LAG ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the LAG met 4 times and made decisions on matters such as Enter and Views and priorities for projects as well as support and guidance. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and shared with our mailing list whilst also being shared with the Integrated Care Board, Health and Wellbeing Board and the Health Oversight Scrutiny Committee.

Statutory statements – Bristol

Responses to recommendations

We had 3 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us. For example, in our local authority area, we share information with the Health and Wellbeing Board and Integrated Care Board. We also share information with relevant commissioners and service providers to ensure recommendations are visible and acted upon. A new system of following up on recommendations has been introduced in 2025/2026 to ensure we are able to routinely measure the impact of future work. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Bristol is represented on the Bristol Council Health and Wellbeing Board by varied Healthwatch Bristol staff and Kevin Peltonen-Messenger.

During 2025/26, our representative has effectively carried out this role by regularly attending meetings and workshops.

Staff also attended relevant HOSC, ICB, Inequality Committees throughout the year.

Statutory statements – Bristol

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Primary care communication www.healthwatchbristol.co.uk/advice-and-information/2024-05-23/changes-your-gp-surgery-update	Revised and re-published 2024 patient booklet which support communication between services and community.
Hospital care management www.healthwatchbristol.co.uk/blog/2026-05-08/building-bridges-understanding-hospital-care-refugee-and-asylum-seeking-women	Published a blog on HW website detailing the sensitivities on engaging seldom heard demographics.
Mental health www.healthwatchbristol.co.uk/blog/2026-05-11/exploring-gaps-mental-health-provision-bristol	Established new relationships and collaboration with mental health providers, ongoing.

Statutory statements – North Somerset

Healthwatch North Somerset is hosted by The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

Healthwatch North Somerset uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Local Advisory Groups (LAG) consists of members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our LAG ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the LAG met 4 times and made decisions on matters such as Enter and Views and priorities for projects as well as support and guidance. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and shared with our mailing list whilst also being shared with the Integrated Care Board, Health and Wellbeing Board and the Health Oversight Scrutiny Committee.

Statutory statements – North Somerset

Responses to recommendations

We had 3 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us. For example, in our local authority area, we share information with the Health and Wellbeing Board and Integrated Care Board. We also share information with relevant commissioners and service providers to ensure recommendations are visible and acted upon. A new system of following up on recommendations has been introduced in 2024/25 to ensure we are able to routinely measure the impact of future work. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch North Somerset is represented on the North Somerset Council Health and Wellbeing Board and the ICB Board by varied Healthwatch North Somerset staff and Kevin Peltonen-Messenger.

During 2024/25 our representative has effectively carried out this role by regularly attending the meetings and workshops. Staff also attended relevant HOSC, ICB and Inequality Committees meetings throughout the year.

Statutory statements – North Somerset

Enter and View

Location	Reason for visit	What you did as a result
<p>Jhoots Pharmacy, North Somerset</p> <p>www.healthwatchnorthsomerset.co.uk/report/2025-06-06/enter-and-view-jhoots-pharmacy-portishead</p>	To understand what is working well and identify areas where additional support may be needed	Wrote a report with recommendations – the service acknowledged receipt of the recommendations.
<p>168 Medical Group</p> <p>www.healthwatchnorthsomerset.co.uk/report/2026-05-05/enter-and-view-168-medical-group</p>	To understand how trauma-informed the GP practice was	Wrote a report with recommendations – the service has made all the changes recommended and the practices are more trauma informed.
<p>Clevedon Medical Centre</p> <p>www.healthwatchnorthsomerset.co.uk/report/2026-05-05/enter-and-view-clevedon-medical-centre</p>		

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
<p>Primary care communication and empathy</p> <p>www.healthwatchnorthsomerset.co.uk/report/2026-06-03/report-experiences-trauma-informed-practice-within-gp-settings</p>	Developed a survey which received 3000 responses from two GP surgeries which explored trauma informed practice and patients' experiences.
Minor Injury Units	Provided information leaflet and resources based off conversations had with public on two MIUs in NS.
<p>GP changes to supplementary services</p> <p>www.healthwatchesouthglos.co.uk/advance-and-information/2024-05-23/changes-your-gp-surgery-update</p>	Included within the revised and re-published 2024 patient booklet which supports communication between services and community.

Statutory statements – South Gloucestershire

Healthwatch South Gloucestershire is hosted by The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

Healthwatch South Gloucestershire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Local Advisory Groups (LAG) consists of members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our LAG ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the LAG met 4 times and made decisions on matters such as Enter and Views and priorities for projects as well as support and guidance. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and shared with our mailing list whilst also being shared with the Integrated Care Board, Health and Wellbeing Board and the Health Oversight Scrutiny Committee.

Statutory statements – South Gloucestershire

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us. For example, in our local authority area, we share information with the Health and Wellbeing Board and Integrated Care Board. We also share information with relevant commissioners and service providers to ensure recommendations are visible and acted upon. A new system of following up on recommendations has been introduced in 2024/25 to ensure we are able to routinely measure the impact of future work. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch South Gloucestershire is represented on the Health and Wellbeing Board by varied South Gloucestershire Healthwatch staff and Kevin Peltonen-Messenger.

During 2025/26, our representative has effectively carried out this role by attending meetings and workshops.

Staff also attended relevant HOSC, ICB, Inequality Committees throughout the year.

Statutory statements – South Gloucestershire

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Primary care satisfaction www.healthwatchsouthglos.co.uk/blog/2026-02-18/understanding-what-drives-patient-satisfaction-primary-care	Carried out desktop research – findings and learning was published on SG website as a blog for wider dissemination.
Neurodivergent support needs for young people www.healthwatchsouthglos.co.uk/report/2026-03-18/report-experiences-support-neurodivergent-young-black-people	Presented findings at SG Council led workshops and meetings to discuss how to implement findings and support stakeholders.
Economic Deprivation www.healthwatchsouthglos.co.uk/report/2026-06-02/report-economic-deprivation-and-access-healthcare	Shared survey results with local services and Councils to further understand barriers to medical access in rural areas.



healthwatch

in Bristol, North Somerset & South Gloucestershire

**Healthwatch Bristol, North Somerset
and South Gloucestershire**
The Vassall Centre
Bristol
BS16 2QQ



www.healthwatchbristol.co.uk
www.healthwatchnorthsomerset.co.uk
www.healthwatchesouthglos.co.uk



0330 055 3251



contact@healthwatchbristol.co.uk
contact@healthwatchnorthsomerset.co.uk
contact@healthwatchesouthglos.co.uk



[/bristolhealthwatch](#) /[HealthwatchNorthSomerset](#)
[/HWSouthGlos](#)



[@HWBristol](#) | [HealthwatchNS](#) | [HWSouthGlos](#)



[@healthwatchbnssg](#)



[@healthwatch-bristol-north-somerset-south-gloucestershire](#)