



**healthwatch**  
Bristol

## Bedminster Pharmacy Engagement Summary

Healthwatch Bristol engaged with staff and customers at Bedminster. Healthwatch Bristol listened and documented their feedback about their experiences of accessing primary care services.

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## Bedminster Pharmacy Engagement Summary

### 14<sup>th</sup> June 2017



Healthwatch Bristol would like to say special congratulations to the staff team at Bedminster Pharmacy for winning the acclaimed prize of Best Pharmacy Team of the year, at the Chemist and Druggist Awards event which took place at the Celtic Manner in Wales on the 12<sup>th</sup> of July 2017. However, a month prior to the staff team winning the auspicious award. Healthwatch

Bristol had the privilege to meet with the staff team on their engagement visit to the pharmacy, which took place on the 14<sup>th</sup> of June 2017.

On the day of the engagement visit, Healthwatch Bristol spoke to over 30 customers, which was a mixture of NHS registered patients and private customers who had visited the Pharmacy on the day. The pharmacy provides an invaluable service to the community. Healthwatch was also able to observe staff serving customers in a very professional manner, utilising exceptional customer service skills.



The staff at Bedminster Pharmacy provides a service that goes above and beyond their call of duty, with an aim to deliver the highest level of quality of care to their patients. Some of the services that individuals can access from the pharmacy are treatments for hay fever, insect bites and head lice, which are funded via the NHS Medicines, Minor Ailment Services. Patients can also access smoking cessation treatments and support for alcohol consumption interventions which also includes free Slimming World and Weight Watchers referrals.

For more information about Bedminster Pharmacy and the services they provide. Please visit;

**Website:** <http://www.bedminsterpharmacy.co.uk>

**Telephone:** 0117 9853388

**Twitter:** [@bedminsterpharm](https://twitter.com/bedminsterpharm)



## The Engagement

Healthwatch Bristol's quarterly Theme for April, May and June 2017 were Primary Care, Health and Wellbeing. Healthwatch Bristol was keen to find out people's experiences of accessing Primary Care Services in Bristol particularly, pharmacies. Healthwatch Bristol was also interested in finding out about any barriers that patients might face with when accessing primary care service so that service providers can be aware of those issues.

## Data Collection



Healthwatch Bristol Development Officer; Kervon Grant, Volunteer Support Officer; Steffie Denton and Volunteer Francesca, set up an information and engagement stand at the Bedminster Pharmacy on Wednesday 14 June 2017.

Healthwatch spoke with over 30 local residents about HealthWatch's role in involving the public in improving the quality of NHS and Social Care Services in Bristol. Healthwatch received 18 completed questionnaires about access to primary care services in relation to our quarterly theme.

### The three main question asked in the questionnaires were:

1. Have you or your child recently used a GP, Pharmacy, Dentist, Minor Injuries Unit or Walk in Service?
  - 1.1. *Please tell us the name of the health service visit?*
2. If so were you happy or unhappy with the service provided?
  - 2.1. *What was good about the care you received?*
  - 2.2. *How could it have been improved?*
3. Have you experienced barriers to accessing Primary Care? (e.g. lack of accessible information, translators?)
  - 3.1. *Do You feel your voice is heard*

Healthwatch Bristol heard some very positive comments about GPs in the area including Malago Surgery, Eastville Family Medical Practice and Lennard Surgery. We also heard positive things about Bedminster Pharmacy, with one person telling Healthwatch Bristol that the staff are “very informative” and “always give me time to talk through options”. All the feedback provided will be highlighted below and analysed for key themes. The findings will also be referenced and included in the Healthwatch Bristol Quarterly Report which will be available on the Healthwatch Bristol website.

## Healthwatch Bristol

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community - children, young people and adults and needs people to tell it what’s going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Bristol is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it.

Healthwatch Bristol is provided by The Care Forum.

W: [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

W: [www.thecareforum.org](http://www.thecareforum.org)

# You Said...

Comments received:37

## Primary Care



## GP. Practice

### St Johns Lane Medical Practice

- The commentator stated that on a couple of occasions they made appointments with their Gp practice, their appointments were confirmed but on the day of the appointment, they were told that their appointment slot was given to another patient.
- Commentator informed Healthwatch that they are only given 10 minutes for Gp consultations, which feels rushed. 😞
- Commentator highlighted that they had to wait for approximately over a month before they were given an appointment to see a GP. Even thou a request a specific GP. 😞
- Commentators stated that they were on the phone for almost half an hour waiting to secure an appointment to see their GP. 😞
- The commentator stated that there is a need for both an 8:30 am and a 1:15 pm appointment slot available to patients at their Gp practice as this will create more capacity for appointments. 😞

### Malago GP Practice

- The commentator stated that she is happy with the service received from her Gp practice. She further highlighted that she relies on the husband to translate for her when accessing the Gp practice but is also aware that the practice does have a translator available. 😊

- The commentator stated that there are a lot of delays at their practice but the Doctors and Nurses are still able to deal with patient's treatment and care effectively.
- Waiting times for appointments during appointments are always the case at this practice. However, this specific problem is also happening in other surgeries. 😞
- The commentator stated that they are not happy to answer questions, such as “what is wrong with you” when asked by the reception staff at the practice over the phone. 😞
- The commentator stated that they are happy with the quality of the treatment received when accessing their GP practice. 😊
- A commentator expressed their satisfaction with, the good service they receive from their GP at the practice. The commentator further highlighted that the GP seemed interested in what they had to say. 😊
- The care and treatment elements of the practice are great. However, appointments are a problem, there is always a very long waiting time prior to getting an appointment and actually seeing the GP. 😞
- The commentator stated that the surgery provides a brilliant service, they are very pleased that they can just turn up or phone the practice and get an appointment. The commentator further stated that they are able to see the GP that they want to see and are given lots of time during the appointment. 😊
- The commentator stated that they are happy with the quality of the treatment and care they receive at their practice, as they are a frequent user of the services there. However, the time limit imposed by the

practice when seeing a GP is not working because some people require more than a 5 to 10-minute consultation with their GP. 😞

- The commentator stated that the services at their GP Practice are good and they are very happy with the quality. However, they are currently a resident at a St Monica's care home but does not have a resident GP. 😞

## St Lennard Surgery -Bedminster Down

- The commentator stated that there is currently not a Pharmacy located at the practice. Therefore, general practitioners are issuing electronic prescriptions to patients which take up to an additional 3 days before it can be collected. 😞
- The commentator stated that the availability of appointments at the practice is poor, as patients have to wait approximately 3 weeks before they are given an appointment to see a GP or alternatively they can turn up at 8 am on the morning at the surgery and wait to get an appointment. The commentator further highlighted that after waiting for 4 hours some patient still doesn't get to see a Gp, as all the appointments are taken via their surgery's online booking system. 😞
- Commentator explained that they have a diagnosis of mental health conditions and finds it very easy to communicate with their Gp, who is very understanding especially when they miss appointments. 😊
- The Commentator highlighted that on occasions some doctors do listen to his mental health needs but some don't. The commentator further explained that on one occasion the GP allocated him with almost an hour of their time and he felt that his needs were taken seriously after the consultation, opposed to the feeling of wasting their precious time. The commentator followed on by saying that after their consultation with their GP, he was informed that he should not worry about the length of time spent with him. 😞

- The commentator stated that they had to call the practice over 114 times on before they are able to get someone on the phone to arrange an appointment. 😞

## Wells Road GP Practice

- The commentator stated that they are happy with the quality of the treatment and care they received from their GP at the Wells Road practice. The commentator further highlighted that appointments are very easy to access and the staff are very professional. 😊
- Commentator informed Healthwatch that the practice provides a call out service for patients who are not able to access the surgery. 😊

## St Peters Hospice

- The commentator stated that they are happy with the care and treatment that they receive from the nurses at St Peters Hospice. 😊

## District Nurses

- Commentator spoke about their positive experience of receiving good quality care from the district nurses, who visit them at their home. 😊

## Wedmore Practice-St Johns Lane

- Waiting times is an issue, especially when being placed on hold and having to wait for 15 mins to book an appointment over the phone to see a GP. 😞

## Gaywood House Surgery

- The commentator stated that there are not enough primary care services in Bristol particularly GP Surgeries, which causes people to go to accident and emergency for issues that can be seen by a GP. The commentator further stated that they recently been discharged from Southmead hospital and was not able to get an appointment to see their GP at the Gaywood House Practice for several days. The commentator highlighted that by the time they got an appointment at a walk in clinic and

ambulance was called resulting in them having to spend 3 days in a bed in an office make shift room at Southmead Hospital. 😞

- Nurses at the practice are very helpful. However, it is very difficult to get an appointment when needed, had to wait a week before seeing GP. 😞
- The commentator stated that they would like to have more time with their GP as they require a lot more time to understand what their GP is explaining to them about their treatments. 😞
- The commentator stated that their GP practice meets their needs in relation to their visual impairment needs by providing them with the option of having information in various accessible formats, such as; large prints font size, braille and the use different coloured paper.

## Pharmacies

### Bedminster Pharmacy

- The commentator stated that he visits the pharmacy every day to get his medication and the service that he receives from the staff is exceptional on each visit. The staff are very helpful and professional.
- The commentator stated that the pharmacy provides a great service to customers. 😊
- Very informative, staff are helpful and gives opportunity where options can be talked through. 😊

### Lloyds Pharmacy

- Commentated informed Healthwatch that Lloyds pharmacy provides a very reliable and excellent delivery service. 😊

## Dental Practice

### Hartcliffe Dentist

- The commentator stated that their husband accesses the services at the Hartcliffe Dental practice and his experience has been very positive and is happy with the service received. 😊

## Secondary Care Services

1 Negative



1 Mixed



0 Positive

### Bristol Royal Infirmary (BRI)

- The commentator stated that she was a recent patient at the BRI Hospital and upon discharge was given a script to collect her medication from Lloyds Pharmacy. The Commentator highlighted that the Lloyds pharmacy has very strange opening times and in most cases, the pharmacy is shut resulting in patients having to walk a long distance to the Boots pharmacy to get their medication. 😞
- Commentator informed Healthwatch about their experience as an inpatient at the BRI Hospital. The commentator highlighted that the treatment and care received was great. However, the food provided with was not very good. 😞

## Social Care Services

0 Negative



0 Mixed



1 Positive

### Bristol Drug Project

- The commentator stated that they are currently a recovering addict and finds the support they receive from the project very helpful, particularly the group support sessions. 😊

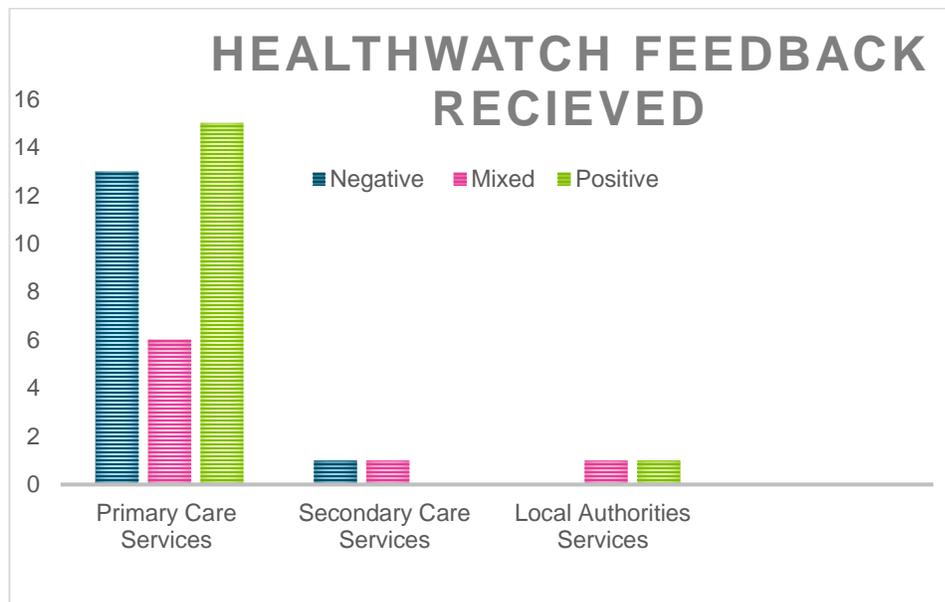
# Key Themes / Recommendations

## Data Analysis

Commentators commented on thirteen services in Bristol which were a combination of Primary Care, Secondary Care and Local Social Care Services.

The general consensus of the comments and feedback received about the services were positive. Of the 37 comments received 44% were positive 38% negative and 18% were of mixed views.

However primary care services reflected 91.9% of the comments received were from Primary Care Services highlighted in the graph below.



In relation to access to services, there was a mixed consensus amongst commentators, in relation to services meeting their needs, particularly in relation to waiting times to be seen by GPs and service delivery/opening times of GP practices.

However, some commentators felt that some GP practices were meeting their accessibility needs as information was provided to them in an accessible format.

Treatment and care, treatment explanation and the quality of treatment received by the patient were reflected positively throughout this engagement summary.

However, commentators felt that more time is needed for explanations between medical practitioners and patients during consultations but also consistency amongst GPs and GP Surgeries in relation to the length of time that is allocated to patients, who presents at the practice with a mental health condition.

Dignity and Respect; commentators highlighted their disapproval of the disrespectful nature of reception staff asking for information about their medical condition which may be deemed as confidential or private when booking appointments.

Administration; booking appointments and appointment availability, were highlighted as major issues by the majority of the commentators who feedback about their experiences of accessing primary care services in Bristol.

## Services included in this report:

Bristol Royal Infirmary(BRI), Malago GP Practice, St Lennard Surgery - Bedminster Down, Bristol Royal Infirmary(BRI), Bristol Drug Project, Bedminster Pharmacy, Hartcliffe Dentist, Wells Road GP Practice, Lloyds Pharmacy, St Peters Hospice, District Nurses, Wedmore Practice-St Johns Lane, Gaywood House Surgery.

## Healthwatch will...

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly Feedback Feed Forward reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website ([www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

## Looking forward...

Plans for future work between Healthwatch Bristol, and Bedminster Pharmacy.

Healthwatch welcomes and encourages patients, staff and customers who access or promotes the services of Bedminster Pharmacy to continue, to contribute their feedback to us using the communication methods included at the end of this report.

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

## Tell Us Your Story...

Healthwatch Bristol wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



Email us at [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)



Call us: 0117 2690400



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

Or visit our website to see more at [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)