



healthwatch Bristol

ALZHEIMER'S SOCIETY: MEMORY CAFE

BRISLINGTON

Healthwatch Bristol engaged with the Alzheimer's society memory café members, to hear their experiences of accessing health and social care services.

ALZHEIMER'S SOCIETY: MEMORY CAFE BRISLINGTON

Healthwatch Bristol engaged with the following memory cafes in Bristol:

- Brislington

A total of 10 people were engaged, which included both individuals who had a diagnosis of dementia and their carers

The Dementia Cafe provides information about living with dementia and other services available locally in an informal and comfortable environment. A Dementia Cafe is also a place to relax, socialise and meet other people with dementia their carers, family members and friends

The Engagement

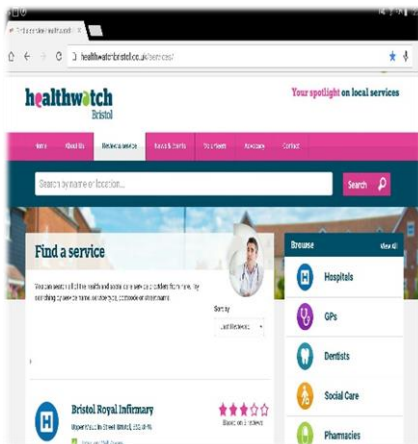
The theme for Healthwatch Bristol quarter four focused on information and access to health and social care services. Healthwatch did a presentation about Healthwatch and the work they are currently doing in Bristol. A major aim of Healthwatch Bristol is to raise awareness of opportunities for patients and the public to be engaged and provide feedback on their experience.

Therefore as part of the engagement process, Healthwatch engaged with the Alzheimer's Society and facilitated discussions about the lived experiences of participants in relation to accessing health and social care services.

Healthwatch also provided the group with information about how they can provide feedback, access advocacy service and signposting to relevant information and services such as the Well Aware database provided by the care forum in Bristol.

BRISLINGTON MEMORY CAFÉ

Data Collections and Resources



Healthwatch Bristol Web Page



Healthwatch Bristol Resources



Healthwatch Bristol Tell Us Your Story Leaflet

You Said...

Comments received

Primary Care:



The general themes analysed from the group discussions in relation to primary care services were access to services in relation to administration and appointments availability, waiting times and treatment and care. Explanations of treatment and the quality of treatment, were also issues raised. Staffing in relation to staff attitudes were also themes analysed.

Brooklease Surgery- Brislington

Commentator stated that they are happy with the services provided by their GP. The commentator further highlighted that they are able to get an appointment when needed also the quality of treatment received was good.

Brooklease Surgery- Brislington

Commentator informed Healthwatch Bristol, that they were asked to attend the Brooklea surgery for a health check. The commentator stated that professional that attended to her seemed to be more interested in what else was going on in the treatment room and delaying her care and chatting to others oppose to focusing on her appointment. The commentator stated that they had to take time off from work to attend the appointment. Following on. The practitioner informed her that she would be informed of the result within a week. However, it took a month before her results came back and were able to access them

Brooklease Surgery- Brislington

Commentator stated that they are very happy with the services that they are able to access at their Brooklea surgery. The commentators also stated that they are always able to get an appointment.

Gaywood House Surgery- Bedminster

Commentator stated that they are happy with the services offered at their GP practice. The commentator further stated that they are able to get an appointment within a week. However the digital system used to book in does not meet the needs of dementia patients

Malago Surgery East Street Bedminster

Commentator stated that there is not enough doctors at their surgery in Bedminster. If they book an appointment they are not guaranteed to see the same doctor. There is a lot of temporary staff at the surgery.

Birchwood Medical Practice Brislington

Commentator commented on the attitudes of the professionals at the Birchwood medical practice. The Commentator stated that they found the staff to be very helpful at the Practice.

Hengrove Walk in Clinic

Commentator stated that the staff at the practice was able to deal with their frustrations effectively. The commentator further stated that they found the receptionist attitude very good and that they were not robotic but very personable.

Scrivens Opticians & Hearing Care

The commentator stated that their experience at their opticians has been negative. The commentator felt that even though they explained to the opticians that their partner had dementia. The optician still insisted in asking question to their partner about their eyesight and the product they wanted which was very confusing for them. The cost of their products are also very expensive

Southville Surgery

The commentator stated that they are not able to get an appointment at their surgery. The commentator stated that they have been waiting almost a month to get an appointment.

Lloyds Pharmacy- Brislington

Commentator stated that they were refused, when attempting to buy Ibuprofen and Tyrozets at their local pharmacy. The commentator further stated that the reason for the pharmacist refusal in selling her the medication was that she was not sure of what other medications that she was on.

Fishponds Dentist: Straights Parade

Very good service.

Fishponds – GP Practice

The commentator stated that the GP and nurses are very responsive to patients care.

Secondary Care: Hospitals



Commentator informed Healthwatch Bristol of their experience of accessing health care at the Bristol Royal Infirmary. The commentator stated that the referral process was very good and a response was received quickly. The consultant at the appointment was very good and they explained the treatment plan.

Social Care: Home Care



The general themes analysed from the data collected in relation to social care services were access to service with regards to the suitability of provider and quality of care and treatment.

Saffron Gardens, Brunel Care (Social Care)

The Commentator informed Healthwatch Bristol that they are currently a resident at Brunel's Saffron Gardens Sheltered Housing accommodation in Easton Bristol, where they receive domiciliary care package. The Commentator also stated that they are very much happy with the services that are provided by the staff at Saffron Gardens, the environment is secure and they feels very safe. The commentator further highlighted that their neighbours are friendly and the personal care received are off a high standard.

Bristol Adult Social Service- People Directive

The Commentator stated that the they have recently been through the carers assessment process which they found very good and was facilitated through the Dementia Navigators'

Brislington Alzheimers Memory café

Comment received from a commentator who is a volunteer at the Brislington Memory Café. The commentator stated that the memory café in Brislington is a friendly and organised group that meets every month. There is always an organised talk or presentation and the volunteers do their best to help the service users enjoy their visit to the café.

Healthwatch will.....

All the feedback provided by the group has been inputted to Healthwatch Bristol's Feedback Feed Forward database and will be included in the Healthwatch Bristol Quarterly Report.

Healthwatch will be sharing this report with Healthwatch partners including Bristol Clinical Commissioning Group, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (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 the Alzheimer's society Memory Cafes.

Healthwatch welcomes and encourages users of Sensory Heaven 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



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