



Healthwatch Bristol Engagements were specifically planned in relation to and based on the Healthwatch Bristol Quarter 2 theme “**Long Term Conditions**”

Healthwatch Bristol used a series of resources to capture the views and experiences of the people they engaged with in relation to health and social care services, ranging from primary care, secondary care and local authorities social care services.

Healthwatch Bristol Engagements staff attended the following events in September 2017 and conducted targeted engagements in relation to the theme Long Term Conditions:

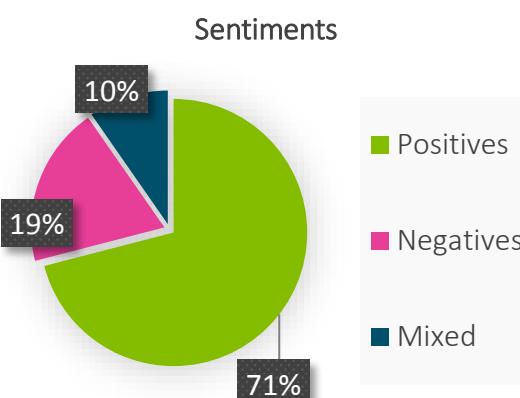
Knowle West Festival 9th September, 2017: Healthwatch Bristol attended Knowle West Festival Bristol which was organised by a group of local organisations, Knowle West Together with local residents to improve their area and celebrate different ages, cultures and talents in their community. This was a great opportunity for HWB to integrate with families and work in the south of Bristol to raise HW profile and promote the upcoming health and wellbeing event about long term health conditions and the importance of cancer screening. HW gathered lots of feedback from children young people and families about their people experiences of using health and social care services.

Family Fund day 12th September, 2017: Healthwatch worked in collaboration with Family Fund, a charity for disabled children on their information day in Bristol. It provided an opportunity for people to learn more about support services, grants and information available to them and their disabled child or young person to come along and receive support in completing their Family Fund applications.

Malcom X Open day Age festival celebration 25th September, 2017: HWB worked collaboratively with Bristol aging better/Dhek Bhal to increase awareness of services in Bristol. Healthwatch Bristol provided an information/stall raising HWB profile and spoke to service users about their experiences of using health and social care services. There was opportunity for people to have a 1:1chat with HW to give their comments in private.

Health watch Bristol and health and wellbeing event 27th September, 2017: Healthwatch Bristol worked with Public Health, a Cancer Research UK, Macmillan Cancer Avon Breast Screening and a survivor of Prostate cancer awareness: to help raise awareness of the various cancers which affect men and women. As highlighted in the Joint Strategic Needs Assessment (JSNA)and wellbeing board, evidence shows that South Bristol communities have poor health outcomes due to a lack of accessing health and social care services and lack of understanding of the importance of screening programmes and health promotion. As a result of this, Healthwatch Bristol invited the public to their health and wellbeing event in aid of raising awareness of the different types of Cancers particularly prostate cancer in men and cervical cancer in women which coincided with HWB focus of Long Term Conditions. For Full report please click on Link: <http://bit.ly/2zbmXdW>

Sentiments of 32 Comments



What do we do with your comments?

Healthwatch Bristol hears the experiences of health and social care service users through planned public engagement events, and from individuals contacting the team directly.

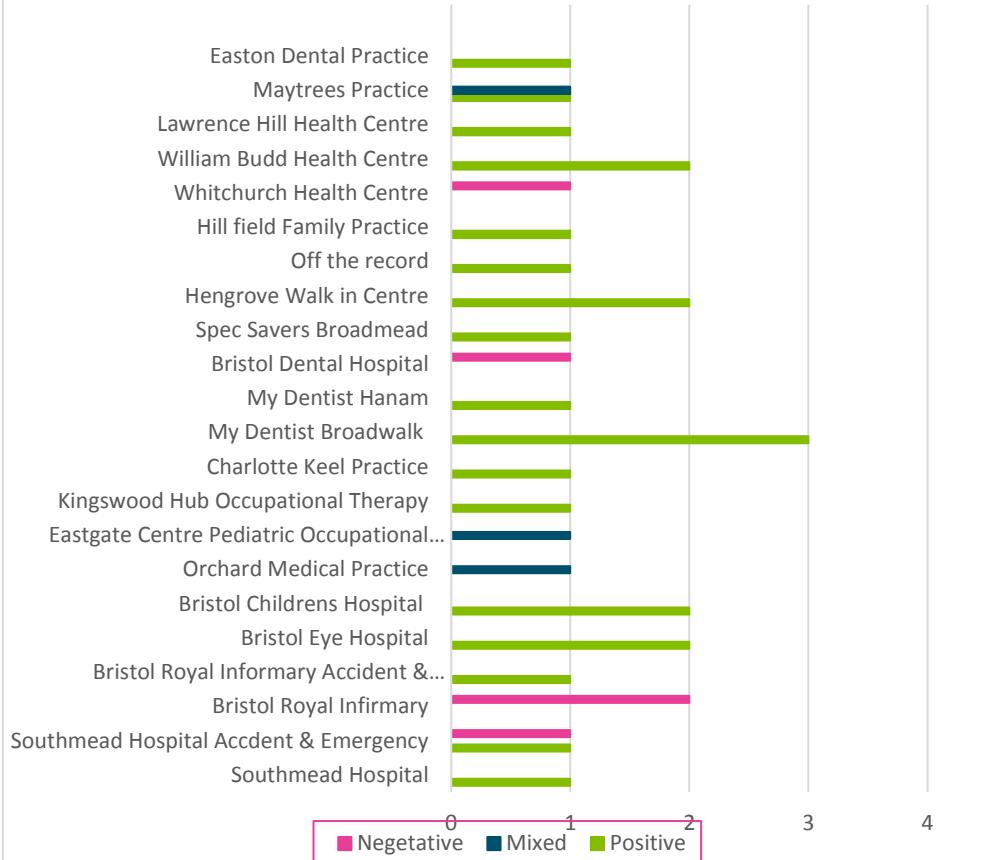
Healthwatch Bristol staff record these experiences and where relevant, signpost people to Patient Advice and Liaison Services (PALS), advise them on making a complaint, refer them to advocacy services, or in more urgent cases, report to Clinical Commissioning Groups' Quality Surveillance Groups (healthcare-related issues), or to safeguarding services (social care-related issues).



Comments /Feedback

I attend the BRI and had to wait for ages. The staff weren't very friendly with me because I have mental health issues. I feel it is a case of discrimination.

Primary /Secondary Care feedback Comments



Data Analysis:

A total of 32 comments were collated from the three engagement sessions regarding Primary care and secondary care. The general consensus of the data analysed were positive. The main themes Identified from the comments were:

Access to Services Administration: Provider suitability, waiting times for referrals and appointments were highlighted as a major issues by patients. The lack of specialised services were also identified as a significant problem due to patient needs not being met.

Diagnosis/Assessment: Patients highlighted general issues around diagnoses and their frustration with the poor service received when attempting to obtain diagnostic and test results from their GPs.

Treatment and Care: A large per cent of the comments received reflected positive sentiments, which was generally around the quality of care they received. The majority of these groups highlighted their satisfaction with the way in which they were treated in relation to the experience and having their treatment explained in a way that could have understood, specifically with younger children. There was a few commentators who felt unhappy with the treatment and care they received and felt that there was room for improvement.

Dignity and Respect/ Staff and Staff attitude: A small percentage of the comments received reflect a lack of dignity and respect / compassion by health care professionals for not listening to patient's needs and feeling that their voice was not heard.

Recommendations

We are discussing with service providers around longer term solutions. Feedback Received will be added to our quarterly reports and shared with service providers and all services providers stated.

I had a great experience when attending UWE health centre the Doctor helped recommend treatment for my eczema.

"I Had a tooth removed at Bristol Dental Hospital and experienced extreme pain even with the pain relief not a good experience!"

"The dentist explained details of treatment and future care plan. Generally a good experience."

My Dentist Broad Walk

"I feel off my bike and grazed by face and went to Bristol Children's Hospital, they did some test on me and I was treated well." Age 9



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