



**healthwatch**  
Bristol

## ISLAMIC FAYRE

**7 AUGUST 2016**  
The Islamic fayre is held annually on Eastville Park in Bristol, by Bristol Muslim Cultural Society. The event attracts a wide range of people and communities locally and from further afield. The Care Forum had a stand at the event to promote its different projects, including Healthwatch. 38 experiences were collected with even more people being given information.

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# ISLAMIC FAYRE

**7 AUGUST 2016**

## THE DATA

Healthwatch collected

### The Event

The Islamic Fayre is held in Eastville Park in Bristol annually, by Bristol Muslim Cultural Society. The event attracts a wide range of local people and communities, as well as those further afield. The event has a wide mix of stalls for service providers, retail, refreshments and entertainment.

This year The Care Forum had a stall promoting its projects and offered a family ticket to Noah's Ark Zoo as a prize for completing a 'Tell Us Your Story' leaflet. 38 leaflets were completed while a much larger number of people were spoken to and given information about Healthwatch.

For more information about Bristol Muslim Cultural Society please visit <http://www.bmcs.org.uk/>

### You Said.....

The public were asked open questions about their experiences of health and social care services.

All the comments received have been summarised in a table and then the full comments are grouped by service type and detailed below:

Service	Positive comments	Focus	Negative comments	Focus	Mixed or neutral	Total
Hospital services	6	Quality of care from staff	3	Lack of communication	2	11
GP services	6	Quality of treatment and care and staff.	5	Waiting times for appointments	3	14
Dental services	4	Quality of treatment	0	-	2	6
Other	1		6	Access to services	0	7
<b>Total</b>	<b>17</b>		<b>14</b>		<b>7</b>	<b>38</b>

## Primary care

### GP Practices

#### 14 comments received



- Commentator stated their unhappiness at not being able to stay with their GP at Lawrence Hill Health Centre, who they had been with for almost 27 year when they moved house out of the catchment area.
- Commentator talked about an appointment they had with their GP at Bradley Stoke Surgery which needed a follow up. Unfortunately the GP was not available for an appointment so they had a telephone appointment. The commentator is from Jordan so had not done this before and they found the experience very strange. They were concerned that being over the phone they did not communicate everything they needed and wondered how the GP was able to diagnose them without actually seeing them and running any tests.

#### Waiting times and getting appointments

- Commentator talked about having to sometimes wait a long time in the waiting room for their appointments at their GP at Lawrence Hill Health Centre, but they can usually get them the same day or same week if they ring before 9am. They added that the nurses and Doctors are nice and the touch screen is good.

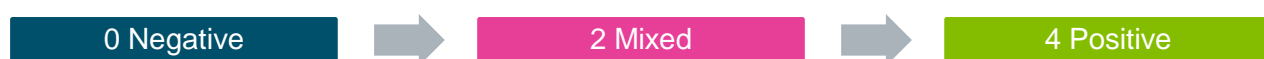
- Commentator talked about their GP at Beechwood Medical Practice, they said it was ok getting an appointment ringing in the morning for same day and 80-90% of the time they can see the same doctor. They also said the staff are helpful and kind.
- Commentator talked about the difficulties in getting appointments at their GP at Bradley Stoke Surgery and often having to wait for one to two weeks, which they did not feel was very good.
- Commentator visited their GP at Maytrees Medical Practice and had to wait for 45 minutes for their appointment.
- Commentator stated how they are not able to get appointments with their GP at Eastville Medical Centre
- Commentator stated that their GP at Westbury Health Clinic was good, but often very difficult to get an appointment as they are so busy.
- Commentator used to be registered with Eastville Medical Centre and would wait over an hour for an appointment, they did not always find them helpful and had to push to get referrals. They have since switched to Maytrees Medical Practice and these are much better.

### Quality of care and staff

- Commentator talked about the staff in their GP at Lawrence Hill Health Centre, such as the receptionists, GP's and nurses always being very helpful, especially after having a child in 2013.
- Commentator talked about the staff at Maytrees Medical Practice always being very friendly and helpful.
- Commentator spoke about their GP at Maytrees Medical Practice being very helpful when they needed advice on a particular issue, they were ready to give the information.
- Commentator talked about their GP at Gloucester Road Medical Practice being helpful, the receptionists are good and not rude and the doctors were acceptable.
- Commentator talked about their GP at Whitchurch Health Centre and that she is very popular and very kind, but because of this it can take two to three weeks to get an appointment.

## Dental services

### 6 comments received



- Commentator talked about their dentist at Oasis Dental Care Bristol, St Pauls and how they were very informative. They talked through the commentators gum disease at length and was recommended to go to a hygienist which cost £45.

- Commentator and their partner talked about their dentist at Oldbury Court Dental Centre, Smile Pad and how they had had five different dentists in the last few years, as their practice gets in the newly qualified who then move on. They said this was not an issue in itself, but it has meant they have had some good ones and some not so good. One experience resulted in the wife having to change dentist as the communication and experience was so bad it left her feeling traumatised.
- Commentator is nine years old and said they liked going to their dentist at Eastgate because they keep their teeth clean and healthy
- Commentator is 11 years old and they said they like to go to their dentist to see if their teeth are healthy, but they did not like it when they had to have a filling.
- Commentator talked about their dentist, Oasis Dentist and how they get checked every three months and that the dentist gives good advice.
- Commentator stated their dentist at Lodge Causeway Dentist was mainly friendly when needed services

## Hospital services

### 11 comments received



#### Bristol Royal Hospital for Children, University Hospital Bristol Trust (UHBT)

- Commentator talked about their child having to go to the Children's Hospital due to a head injury and it being a good experience. Staff were very patient, calm and kind.

#### Southmead Hospital, North Bristol Trust

- Commentator gave birth in Southmead maternity birthing unit and said it was a wonderful experience, they were well looked after, but the food was poor.
- Commentator talked about having to have regular appointments at Southmead Hospital for an ongoing condition. They described the Doctors and Nurses as excellent, but the waiting times are long and they have had appointments cancelled.
- Commentator used Southmead Hospital
- Commentator talked about their experience as an outpatient in the Renal department. They did not have to wait long to be seen and the quality of care was excellent, professional, clear and thorough.
- Commentator spoke about an experience at Southmead hospital. They were admitted with a mini stroke which caused them to have a back injury. This meant they needed a disk removed but the surgeon removed the wrong one. They were sat in recovery for



five months and the nurse went on a tea break and did not tell their family. They needed another operation and ended up being in hospital for four months.

- Commentator talked about appointment times being an issue as they were unable to get a hospital closer to their work which meant they had to take more time off.
- Commentator talked about needing respiratory care from Southmead Hospital. Appointments and follow ups were months apart or cancelled and needed more support in between.

### Accident & Emergency, Southmead Hospital, NBT

- Commentator used emergency care at Southmead and had a positive experience.

### Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)

- Commentator talked about the great people and wonderful staff working on Oakwood Ward at Southmead Hospital and how they helped them to arrange supported housing.

### South West Ambulance Service Trust (SWAST)

- Commentator talked about their child having to be taken in an ambulance due to a head injury and it being a good experience. Staff were very patient, calm and kind.

## Other community and social services

### 7 comments received



### Child & Adolescent Mental Health Services (CAMHS)

- Commentator stated that they are not happy with the support they receive from CAMHS in relation to the care their son received. The commentator further highlighted that their son had tried to commit suicide but they were told there was nothing CAMHS could do and was signed off.

### School nurse, Children's community health partnership

- Commentator talked about how they were referred to see the school nurse, but they had to wait for a very long time for the appointment to even come through and then as it was not an appropriate time they had to wait again.

### Hospital Discharge - Coordination of services

- Commentator talked about their brother who had been staying in Southmead Hospital for the last 12 weeks. During that time he was made homeless, and the problem was that the staff at the hospital and social service staff did not talk to each other so he ended up being discharged with no where to go and is now staying in a Travellodge until they can sort something out for him.

### **PLUS supports people with mental health /disabilities.**

- Commentator was being supported by PLUS to help them get back into work. However, they felt bullied to work longer hours than they felt able to.

### **Bristol Community Health**

- Commentator talked about Bristol Community Health being unable to provide a full health check when requested by the patient.

### **Spec Savers**

- Commentator stated that every six months they go to Specsavers for a free eye test, which is good.

### **Petherton Adult ADHD clinic, Community Mental Health Team (CMHT)**

- Commentator talked about how they felt there was a serious lack of communication and mediation availability

## **Friends and Family Test**

When asked how likely are you to recommend this organisation to friends and family and other 'rate your service' questions, the results were as follows:

**Extremely likely      5**

**Likely      12**

**Neither likely or unlikely      3**

**Unlikely      3**

**Don't know      1**

	Cleanliness	Staff attitudes	Waiting times	Treatment explanation	Quality of care	Quality of food
1. Poor	1	1	7	0	1	2
2. Moderately poor	0	2	1	1	0	0
3. OK	3	5	4	1	5	1
4. Good	4	2	4	6	2	1
5. Very good	11	9	3	8	8	1
Not answered	5	5	5	8	8	19

While these results have not been analysed by service it does show that in general people are happy with the health and social care service they receive.

## Equality data

Age band	17 and under - 5	25 to 49 - 12	50-64 - 5	
Disability	Mental health condition - 5	Learning Disability/Difficulty - 2	Long-standing illness - 2	Physical - 2
Ethnic Origin	British - 10	Black and minority ethnic - 6	White European - 2	
Religion Belief	Muslim - 9	Christian - 9	Other - 1	
Sex	Female - 21	Male - 8		
Sexual Orientation	Bisexual - 1	Gay - 1	Other - 1	Heterosexual - 19

## Key themes

### Services included in this report:

- ❖ Whitchurch Health Centre
- ❖ Westbury Health Clinic



- ❖ Maytrees Medical Practice
- ❖ Eastville Medical Centre
- ❖ Beechwood Medical Practice
- ❖ Lawrence Hill Health Centre
- ❖ Bradley Stoke Surgery
- ❖ Gloucester Road Medical Practice
- ❖ Oasis Dental Care Bristol, St Pauls
- ❖ Oldbury Court Dental Centre, Smile Pad
- ❖ Lodge Causeway Dentist
- ❖ Bristol Royal Hospital for Children, University Hospital Bristol Trust (UHBT)
- ❖ Southmead Hospital, North Bristol Trust
- ❖ Accident & Emergency, Southmead Hospital, NBT
- ❖ Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)
- ❖ South West Ambulance Service Trust (SWAST)
- ❖ Child & Adolescent Mental Health Services (CAMHS)
- ❖ School nurse, Children's community health partnership
- ❖ Bristol Community Health
- ❖ PLUS
- ❖ Spec Savers
- ❖ Petherton Adult ADHD clinic, Community Mental Health Team (CMHT)

### Key themes:

- ❖ Quality of care and the behaviour and communication from staff were highlighted as key aspects of a positive experience.
- ❖ Waiting times and difficulties accessing appointments were key concerns and issues for people.
- ❖ There can be cultural differences in peoples expectations and what they are used to, such as telephone consultations.

### Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly 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....

Healthwatch welcomes and encourages people 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 want 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)

