

Q3 Quarterly Activity Report October-December 2018





We were delighted that the Friends of Caswell Thompson (FOCT) and Errol Campbell were winners of Volunteer of the Year at the Bristol and Bath Healthcare Awards 2018. Pictured here with Dr Phil Hammond is Errol Thompson, one of the committee members of FOCT. We were also delighted that Errol Campbell was a keynote speaker at the Healthier Together public event for the NHS local clinical commissioning area in November 2018.

Highlights of Q3

Our reports published this quarter



Q3 Outcomes Highlight

“Healthwatch Bristol attended the Healthwatch England Conference in October 2018. Our work with the BAME community on prostate cancer prevention and awareness raising with Errol Campbell and the Friends of Caswell Thompson was “runner up” in the #ItStartsWithYou category.

Another of our volunteers, Dr Knut Schroeder was “Highly Commended” for his work creating digital apps for the #NHS70 category. This was for the excellent distrACT app created to help young people and prevention of suicide and self-harm. Knut is pictured left with Sir Robert Francis QC, Chair of Healthwatch England.

How we have helped the public in Q3

318

‘Other Sources’

Including voluntary organisations/friends and family were the highest sources of new referrals followed by self-referral and then Healthwatch Bristol and Bristol Hubs.

107

The highest number of complaints (for new referrals) in Q3 were:

- Southmead Hospital
- Charlotte Keel Medical Centre
- Falloeden Way Medical Centre

“Today the most important part of the event was being listened to. I will be attending my screening from now on.”
BAME Breast Health Participant



In Q3 our Healthwatch staff have helped 318 with feedback questionnaires on general feedback.

CPA Advocacy supported 34 individuals during Q3, of which 12 were new referrals.

Healthwatch had 107 GP Surveys questionnaires for Bristol this quarter.

Follow up actions taken from our engagement work included:

- More information to other BAME community groups around BAME Breast Health and Screening.
- Work with GP Surgeries on the feedback from Quarter 3
- Using the feedback in 2018/9 to shape the Healthwatch Bristol conference in March 2019 with current live topics.

Case study | CPA Advocacy Services - The Care Forum

Client was unhappy when their care package was reduced. This reduction left them unable to complete daily personal care tasks, household tasks and shopping which they previously had support with.

The client made a complaint to the council about this. There was a long delay in the council replying to this complaint and in the meantime, the client's mental health difficulties had increased.

As a result, the client got in touch with The Care Forum and accessed the Complaints Procedure Advocacy (CPA) service.

The advocate chased up the complaint on behalf of the client and they eventually received a response. The client was not completely satisfied with this response and felt that it did not fully address all the complaint points. The client wrote a letter, with advocate's support, to ask for the complaint to be reviewed by a senior manager. The manager visited the client in their home with the advocate present. The client had the opportunity to talk through all their complaint points and their current situation and care needs. The client also had a follow up call with the manager to discuss some additional issues to be included in the complaint, which were remembered later.

Outcome:

The manager is now investigating the client's complaint. The client said they now feel listened to and that their complaint has been fully heard.

How we have helped the public in Q3

Case study: MacMillan Partnership with Healthwatch Bristol on Cancer Prevention

Healthwatch has collaborated and signposted with the Macmillan Prevention and Re-enablement team, informing the BAME groups that we have worked with. We have given support and guidance on how they could help work closely with these groups/ organisations, ensuring that all communities are aware of the signs and symptoms of cancers and understanding the importance of screening tests.

As a result of this collaborative work Healthwatch Bristol and Macmillan have raised awareness, ensuring that language support is provided so everyone regardless of language or culture barriers are made aware of cancer and recognising the signs and symptoms. We have in worked in collaboration, organising and running several BAME Cancer awareness events.

Our main BAME prevention event took place on 6th November working with women on the importance of breast health, screening and prevention at St Paul's Learning Centre.

The Cancer Wellbeing workshops aim to:

- Share the importance of physical activity, healthy lifestyles; support during treatment and a recovery.
- Inform participants where they can find both activities and support services locally.
- Overall cancer awareness.

Case study | The Care Forum - Bristol Advocacy

Client contacted advocacy services through Healthwatch. The client has health problems, physical communication difficulties, English as a second language, and prefers to speak in person. The client was distressed and upset and felt unable to make a complaint without support.

The advocate provided empathy and emotional support and supported the client by allowing them to tell their story and then used the notes taken to help them to compile a complaint letter.

The client had been a carer for their adult daughter who is now in the care of social services, and the complaint related to the circumstances around how this came about.

How we have gathered views of the public in Q3



The team attended 67 **engagement events and meetings** and heard from 425 people as well as staff about various topics related to GP services, community health and hospital services.

We received 318 feedback feed forward reports. We received 120 GP Surveys as well as individual online feedback. This survey is open until 31st March and can be taken here: <https://bit.ly/2CNkFm8>



Some highlights of the quarter were the BAME Breast Health prevention event, held on 6 November at St Paul's Learning Centre. This was held in partnership with North Bristol NHS Trust Breast Team, MacMillan Cancer, Cancer Research UK, Breast Cancer Now, as well as local BAME wellbeing services. We were able to deliver a factual event, talking about genetics, breast cancer risks, how to self-check and "Know Your Lemons" presented by the team of North Bristol NHS Trust.



We have produced 5 reports which can be read by clicking here: <https://bit.ly/2LsTy1d>

These have updates on Emotional Health and Wellbeing, work with the University of Bristol, and partnership working with Off The Record and The Harbour, which was part of our Emotional Health and Wellbeing Survey.

We have presented 3 Radio Shows on BCFM and started Wellbeing talks on Ujima FM.

Feedback received from patient at GP clinic: "My GP has been so amazing with me, I was recently diagnosed with dementia, she explained everything, has just been there for me and taken time to help me know what to expect, and for my family and carers around me." Wells Road Clinic

‘What we’ve heard’ (in the 3 months up to December 2018)



The most frequently mentioned services are:

- North Bristol NHS Trust
- UH Bristol
- Avon and Wilts Partnership - Oakwood and Mason Wards

The most frequently mentioned topics are:

- Prescription and service **
- Mental Health Access to Services
- GP Services / appointment waiting times

318

Individual experiences were reported to us

20% positive

64% negative

(16% Neutral or mixed)

The services with the highest proportion of positive experiences*

- University of Bristol NHS Trust (BRI)
- North Bristol NHS Trust
- Bristol Community Hospital

The services with the highest proportion of negative experiences*

- Charlotte Keel Medical Practise
- Southmead Hospital
- Boots Pharmacy, Fishponds Primary Care Centre, Beechwood Road**

* of services mentioned at least once/month

“I just wanted to take this opportunity to thank you both again for allowing me to speak in front of the students. It has given me a new found confidence and passion to become more involved in campaigning for carers' rights. “Carer at University of Bristol 3D Event