

## Q4 Quarterly Activity Report January - March 2018



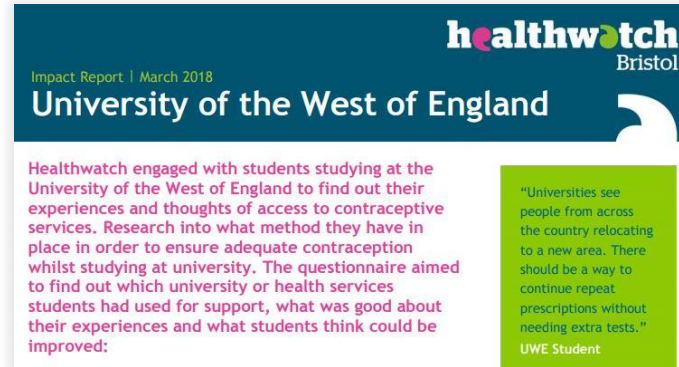
# Highlights of Q4

## New Team Members



Dan Hull Volunteer Support Officer joins Bristol Team

## Our reports published this quarter



'UWE Sexual Health

'Carer's Rights & Wellbeing (right)



## Autism Awareness

We supported Bristol's Milestones Trust supporting wellbeing at a Celebrating Autism Event.



## Q4 Outcomes Highlight

We organised a conference for over 90 local people to learn about our work over the past year and looking forward to our following year.

“During Q4 we engaged with 48 different organisations across Health, Clinical Commissioning Groups, and Voluntary Sector organisations such as Bangladeshi Women’s Group, New Fosseway School, AWP Mental Health Trust to name just three.” Sarah Ambe HW Bristol Manager

# How we have helped the public in Q4

# 239



During Q4 our Healthwatch staff have helped 239 people with feedback questionnaires both on emotional wellbeing and 40 general feedback.

# 28

Independent Health Complaints Advocacy supported individuals during Q4, of which 8 were new referrals.

## ‘Other Sources’

including voluntary organisations/friends and family was the highest source of new referrals followed by self-referral and then Healthwatch Bristol and Bristol Hubs.

The highest number of complaints (for new referrals) in Q4 were:

- **Premature/unsafe discharge**
- **Quality of treatment / diagnostics**
- **Staff attitudes**

“Having received several counselling sessions, and attending the evening group for carers and family, I now have a better understanding of addiction and mental health”  
**Service: Bristol Roads**

# 199

Healthwatch had 199 emotional wellbeing questionnaires for Bristol this quarter.

Follow up actions taken from our engagement work included:

- **Referral to Advocacy**
- **Referral to Child and Adolescent Mental Health Service (CAMHS)**
- **Referral to LIFT Psychological Therapies**
- **Handing out of CASS Emotional Wellbeing Leaflets**

# How we have helped the public in Q4

## Case study | Independent Complaints Health Advocacy Bristol

*“By the end of our initial meeting the family were very much moving to considering and discussing their options from a resolution-based mindset rather everything being very fraught, aggressive and upsetting. They expressed at the end of our meeting how reassured they all felt by my support and that it had been a very positive meeting. We brought our meeting to a close agreeing that the family would consider and discuss the options available to them and then contact me to inform me of their wishes. We would then make the plan for taking the case forward. After considering their options, the family did decide to go ahead with a local resolution meeting with the Trust. As requested by them, I liaised with the Trust on their behalf to organise the meeting and I also attended with them. It was one of the most open and transparent local resolution meetings I have ever attended.”*

# How we have helped the public in Q4

## Case studies |

“Really appreciated change to bigger “open” meetings more productive with lots of organisations working together and more learning from individual presentations that I can take back to work in my organisation.”

Healthwatch Conference Delegate

.....

“Early Help is a great service and helped support me with both mine and my children’s needs!”

Commentator Early Years Setting

.....

The care I received and the support provided to my wife by our GP was truly exceptional. He went above and beyond what he needed to do. He promptly identified the issue, was knowledgeable about the processes for treatment and led and managed the care, all whilst being under pressure and dealing with numerous other patients. It is the combination of both the medical and human care, by going out of their way to accommodate my fears and providing support for my wife, which makes the care provided by my doctor outstanding.”

Commentator : Nightingale Valley Practise Bristol

## Case study | The Care Forum - Bristol Advocacy

I have received help from Advocacy they are very good, and they are still helping me. They give me clear information which helps me understand.

“So far I’ve had positive changes, two letters and an apology, plus, my carers have been coming on time. Early days, but I hope the situation continues”.

## Case study | South West Ambulance Service

. I have nausea and had to travel several times in an ambulance for my cancer treatment. The staff were attentive to my needs providing equipment and asking if I needed the temperature turned down and even suggested where to sit to help me. Staff made the necessary changes to suit my needs! Great provision and service.

# How we have gathered views of the public in Q4



We visited 48 **engagement events and meetings** and heard from 196 people as well as staff about various topics related to mental health, and general patient services.

We received 37 feedback feed forward reports. We received 159 emotional wellbeing questionnaires.



We took emotional wellbeing leaflets to an event called Blue Monday which was held on 15 January 2018. It is a national day where people have traditionally called it the saddest day of the year. HWB caught up with members of the public and sought their emotional wellbeing views at The Galleries in Bristol. We had a wellbeing day for Avon and District Chinese Women's Group where



we gathered feedback from the Chinese Community.

At our conference we spoke about the local Prostate Cancer Awareness raising we have also been working on.

Our Wellbeing Survey is open all year and you can still add your views here:

<http://bit.ly/2FLIEIB>

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Feedback Received from Healthwatch's Conference on 6/3/2018: "Well done Healthwatch, a great team effort!" Public Health Professional

"Thank you for a wonderful conference. What is evident is the trust and respect you enjoy across the community" UBHT Professional

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



The most frequently mentioned services are:

- GP Waiting Time
- Mental Health Service waiting
- Hospital Waiting Lists

The most frequently mentioned topics are:

- GP services
- Mental Health Services (due to Wellbeing Questionnaire)
- Wait from GP to specialist referrals

37

Individual experiences were reported to us

**29% positive**  
**68% negative**

The services with the highest proportion of positive experiences\*

- Primary Care GP Practise
- North Bristol NHS Trust (Southmead)
- Bristol Royal Infirmary

The services with the highest proportion of negative experiences\*

- North Bristol NHS Trust
- Primary Care GP Practises
- Bristol Royal Infirmary

\* of services mentioned at least once a month

“I am hard of hearing & difficulty in hearing when I go to Bristol Eye Hospital. The reception has a lot of background noise. I find it scary and disconcerting because I think I won’t hear my name being called. The only way to get around this is to take someone to the appointments but this is not always possible. There is clear signage there but nothing for hearing impairment.”