



healthwatch
Bristol



BLUE MONDAY FAIR

“LET THE SUN SHINE IN”

Healthwatch Bristol attended the Bristol Blue Monday Fair Event at The Bristol Galleries Shopping Centre. The Blue Monday Fair is a job and information sharing event hosted by over 40 local organisations. Healthwatch Bristol engaged with the attendees at the event and listen to their concerns about health and social care service.

“LET THE SUN SHINE IN”

Introduction

The Blue Monday Event is an annual event for the community put together by local businesses and social welfare communities, who have collaborated to offer free advice, support and information, including signposting to relevant services and service providers who were not present at the fair.

The name Blue Monday was conceived as a result of the after effects and excitement of Christmas, it is deemed as the most depressing day of the year by experts.

Due to the fact that as January approaches and the daunting taunt of the credit card bills becomes a stark reality.

The Blue Monday Event was well received by the local community and the Lord Mayor Jeff Lovell who was also in attendance.

There were also stimulating and engaging activities such as smoothie making, mandala painting, collage building, free massage and acupuncture sessions, live traditional folk music performed by Hawes and Catlow. The day did not only provide an opportunity for people to gain information but also enhanced attendees health and wellbeing.

Healthwatch Bristol and Well Aware hosted an information stall at the event and participated in a live radio interview, hosted by Ujima radio and spoke to over 60 people.

For more information about the annual Blue Monday Fair, please visit: <http://bit.ly/2jsVCL5>

QUOTE OF THE DATE

“Can’t get a same day appointment at Charlotte Keel, have to wait 2-3 weeks, not there when you need them, more GPs needed!”



Healthwatch Bristol Feedback

Number of Comments: 25

Primary Care Services

11 Comments received



Monks Park GP Practice

- Commentator stated that they are currently registered at Monks Park Surgery and that her GP at the surgery is very good, loving and caring. The commentator further stated that she will recommend her GP to any one because she has been very helpful with all of her medical Problems.

St Martins Surgery

- Commentator informed Healthwatch that they received a letter from their practice informing them that their practice was being closed and that they were to find an alternative surgery. The commentator felt that they should have received prior consultation.

Montpellier Health Centre

- Commentator informed Healthwatch that they are not happy with the quality of care they receive from their GP at Montpellier, because the doctor do not listen to what they are telling them or what they want done
- “Diabetic Nurse – can see her anytime, she’s very nice!”

Broadmead Health Centre

- Commentator stayed that are very happy with the quality of care received at the practice and feels listened to. The commentator also highlighted the ease of getting an appointment and the continuity of service as they are able to see the same doctor on each visit.
- Commentator stated that the service at Broadmead medical centre is very good they are able to get an appointment when needed.

Dental Service

- Commentator stated that dental services are very expensive

Eastville Medical Practice

- Commentator stated that they are not able to get an appointment when needed and have to wait 6 weeks before given an appointment. The commentator also stated that English is not their first language and struggles to understand what their doctor says to them, no offer of a translator was given.

The Priory Surgery – Bristol

- “Brilliant, Dr Wilmhurst. Listened to me, genuinely wanted to find out how I felt and no pressure to hurry with the appointment.”

Charlotte Keel Health Centre

- “Can’t get a same day appointment at Charlotte Keel, have to wait 2-3 weeks, not there when you need them, more GPs needed!”

Grange Road Surgery

- “Brilliant and easy to get an appointment in a few days, sent me to St Michael’s referral all sorted in two weeks.”

Secondary Care Services

11 Comments received



Emergency Service –Ambulance

- Commentator stated that the emergency service was very efficient and the ambulance and paramedics responded within 10 mins after they were called following a fall which resulted in them sustaining a broken toe.

Callington Road Hospital

- Commentator stated that she is currently employed as a nurse at Callington road hospital and feels that the care patients receives at Callington Road is exceptional. However, sometimes [patient care can be compromise by the amount of administrative duties that nurses have to undertake.

Bristol Royal Infirmary (BRI)

- Commentator informed Healthwatch that they are not happy with the quality of care they received at the BRI hospital following an emergency. The commentator further stated that they found the service unreliable due to the fact that they had to wait 4 to 5 hours before being seen.
- Commentator commented on the efficiency of the referral process and the time it took for their referral to be acknowledged which was very positive.
- “Admitted into a BRI Day ward for stress and severe fatigue, by chance a Dr walked past ward a noticed patient looked ill and diagnosed her there with Adrenal Gland Tumour. Transitioning across departments smooth and the staff attitudes were fantastic!”
- “I took my 4 year old son to the BRI with breathing problems, no one helped my son waited 3 hours in the waiting area, then another 3 hours after he was seen to be given medication in private room. Worst experience I’ve had.”

Southmead Hospital- North Bristol NHS Trust

- Commentator commented on the quality of the care they received from the nurses and consultants at the Southmead Hospital Breast Care Centre. The commentator further highlighted that the care was exceptional.
- Commentator rated the quality of care received at Southmead Hospitals as very good. The commentator further stated that he experienced no long waiting times and the practitioners explained their treatment plan very well. The commentator also highlighted that the staff was very friendly and the facilities were clean.
- Commentator commented on their experience at Southmead Hospital. The Commentator stated that over the years they have had numerous visits to the hospital to have MRI scans because they were diagnosed with a brain tumour and need to have scans done twice a year. The commentator stated that the service received over the years has been very good.
- Commentator commented on the quality of the service received at southmead. The commentator stated that quality of the care received was good and was seen very quickly

- “Nice, clean and new! Staff welcoming and very helpful. Lots of help and treat me very good. Letters are sent with reminders of appointments.

Social Care Services

1 Comments received



Bristol Local Authorities -Social Services

- Commentator stated that the service received from their social worker is fantastic their referral to WECIL was great as they were able to take control of the care they received by being able to write their own support plan. They were also given independence and choice by writing their own job advert for a personal assistant and that they were provided with a lot of support.

Other Services

2 Comments received



General Feedback

- “I have a 15 year old with autism and it is very hard for him to with longer periods for appointments, I wish they could see him sooner”.
- “Social Care needs more money!”

Key themes

Commentators identified access to service as a major theme in this report in relation to appointments availability and waiting times. Treatment and care was also highlighted in relation to the quality of treatment patients received when accessing health and social care services. 44 percent of the qualitative data received had negative conations in relation to patient’s experience.

Services included in this report

Monks Park GP Practice, St Martins Surgery, Montpellier Health Centre, Broadmead Health Centre, Dental Service, Eastville Medical Practice, the Priory Surgery – Bristol, Charlotte Keel

Health Centre, Grange Road Surgery, Emergency Service –Ambulance, Callington Road Hospital, Bristol Royal Infirmary (BRI), Bristol Local Authorities -Social Services, Southmead Hospital- North Bristol NHS Trust

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) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Bristol and the Blue Monday Fair

Healthwatch welcomes and encourages members of the community 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,
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Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: www.healthwatchbristol.co.uk