



healthwatch Bristol

Junction 3 Community Health Fair Event

Healthwatch Bristol collaborated with Junction 3 Library Health Awareness Fair event in Bristol. Healthwatch Bristol attended the event, engaged with the participants of the event and listened to their views and experiences of accessing Health and Social Care Services in Bristol.

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Engagement Summary.docx

Junction 3 Mental Health Awareness week

Bristol Learning City in collaboration with Junction 3 Library hosted a Health Fair on Wednesday 10 May from 2-4pm in aid of promoting and creating awareness of mental health conditions in relation to Mental Health Awareness Week. Healthwatch Bristol was invited to participate.

They encouraged members of the public to come in and find out more about Health based groups/charities and other well-being focussed organisations in Bristol to come along and promote the work they do. The event provided an opportunity to outreach, to sit and talk to people about individual services locally in the community, and promoted services with the prospect to network with other organisations. The fair was publicised throughout the local area and wider Bristol, both in print and via social media.

For more information about Junction 3 Library and the services it provides please contact:
Shulah Palmer-Jones, Junction 3 Library Supervisor
Telephone 0117 9223001
email BRLISJ@bristol.gov.uk.



HEALTHWATCH BRISTOL

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community - children, young people and adults and needs people to tell it what's going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Bristol is



independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Bristol is provided by The Care Forum.

W: www.healthwatchbristol.co.uk

W: www.thecareforum.org

The engagement

The engagement

Healthwatch Bristol's quarterly topic for April, May and June 2017 is Primary Care, health and wellbeing. Healthwatch Bristol is keen to find out people's experiences of accessing Primary Care (such as GPs, pharmacies, dentists, minor injury units/ accident and Emergency walk in centres), including any barriers they might face, so they can make service providers aware of any issues.

Gathering feedback

HWB devised a questionnaire to help capture people experiences of health and social care concentrating on Primary Care. All the feedback provided will be analysed and included in the Healthwatch Bristol Quarterly Report which will be available on the Healthwatch Bristol website.

Individual feedback

16 comments were collated about Primary Care services

Question 1) Have you or your child recently used your GP, pharmacy, dentist, minor injuries unit/ walk in centre?

Question 2) If so were you happy/unhappy with the service provided?

Primary Care

GP's

South Gloucester Medical Centre: Commentator said that he has recently used his GP with regards to medical attention he required. Commentator informed Healthwatch that the staff and waiting times he found were generally quite good and that he was happy with the service provisions/care he had received.

Lawrence Hill surgery mid wife: Commentator called her mid wife (MW) when she experienced bleeding and informed her that she had requested an earlier scan from BRI Accident and Emergency service, to check the well being of her unborn child. The MW contacted the Hospital on behalf of her patient but was informed that there was no appointments available and that the next one available was the next day. Commentator said that her MW was very supportive and listened to her needs and concerns and felt that she provided a good service.

Lawrence Hill surgery: Commentator contacted the surgery when she was 12 weeks pregnant and was bleeding having spoken to a GP she was advice to seek medical support from Accident and emergency.

Air balloon Surgery: Commentator stated that she had mixed views of using this primary care service and said that the reception and staff were polite and helpful, however she had to wait 42 minutes before she was able to speak to someone and was told the next available appointment was two days' time. Commentator stated that she was experiencing abdomen pain but was not signposted to any other service.

Charlotte Keel Medical Centre:

Commentator informed HWB that she is able to get appointment's on the same day or next day however her husbands has to wait a week for appointment's. She said that she was happy with the service at the GP.

Commentator felt that there was a discontinuity with having different doctor's as when seeing another GP he was unaware of her prior health problems of having asthma.

Commentator said that she was generally happy with her GP surgery for herself. Recently she had been referred to physiotherapist for her shoulder

pain but had to wait three months for treatment, due to lack of availability. However she said that now that she has received the treatment it was good and effective and has helped ease her shoulder pain.

She did say that she had seen her GP several times as she was worried about her son health and growth. Only after several visits, was her son referred to a dietitian. The dietitian had prescribed supplement for her son but her GP refused to sign for these. She had to revert to having another GP sign for them.

Dentist

Lloyd's pharmacy/Charlotte Keel and Boots citywide: Commentator said that she was happy with their services provided and found it very helpful.

Another commentator said, “the pharmacy provided a good service”.

Claire Street Dental Centre: Commentator stated that the dentist provided an efficient service and that appointments ran on time.

Ashley Down dentist: He said that he had been to see his dentist for treatment for a filling and had a good experience.

Secondary Care

Accident and Emergency services

Bristol Royal Infirmary (BRI) Accident and emergency

Commentator said that he had been earlier this year to the BRI Hospital. He attended when he had injured himself and had to receive treatment. He stated the care and treatment received was very good.

Commentator said she visited the Accident and Emergency for herself and said that it was a fantastic service.

Commentator informed HWB that she is 55 years of age recently attended the hospital as the result of sustaining a fall which resulted in her shoulder being

broken. She further stated that she was treated very swiftly. The commentator originally thought she had suffered a head injury. Her accident was dealt with quickly and efficiency. She said it was a good through provision.

Commentator visited the BRI A and E when she 12 weeks pregnant and was advised by her GP to attend the hospital. She came late that evening and said that the GP checked her blood pressure and felt her tummy. She asked if she was able to have a ultra-scan as she was worried about the welfare of her baby, she was informed that she would be able to have a scan the next day and that they would contact her when an appointment would be available. The next day she was contacted by the hospital to say that there was no appointments available for scans until the next day. She was disappointed and upset about this and felt as she having difficulties that her voice and her concerns should have been heard and that she should have had the necessary tests she needed to ensure that her baby was well.

Question 3) Have you experienced barriers to accessing Primary Care? (e.g. lack of accessible information, translators),

Question 4) Do you feel your voice is heard?

Primary Care

GP's

- **Commentator** felt that he had not experienced any barriers when accessing primary care and felt that his voice had been heard and said, "I feel the primary care services I have received have been very good and I feel that they have listened to my needs."
- **Air balloon Surgery:** Commentator stated she did not feel that she was listened to as there was no clear diagnosis, when she did see her GP about her abdomen pain and would possibly need to go back to the GP again. She said, "focusing on the patient's diagnoses is more patient led oppose to doctor led."

Charlotte Keel Medical Centre:

- Commentator said that she has no problems accessing her GP but her husband usually has to wait a week or more for appointments. However she said that when they do see the GP explains matters in a simple format which they feel is explain well and that their voices are heard.
- Commentator feels that there is no continuity of GP knowing about her prior conditions and feel that they should do further investigations/test to make more details diagnosis of her condition.
- Commentator feels that her voice was not heard when she went to see her GP about her concern of her son health and growth. She had attended a number of times before being heard and was then referred to a dietitian. He was later diagnosed with stunted growth and she felt disappointed in the service as if it was recognise earlier they would have been able to treat his condition earlier. She feels upset because of the delayed diagnosis is has had an affect her sons growth and height which could have been rectified or improved with earlier treatment.

Accident and Emergency services

- **Bristol Royal Infirmary Accident and Emergency:** Commentator feels that she has come across barriers from this service as she asked if she could have a scan to check that her unborn baby was well when she was experiencing bleeding during her pregnancy. She feels that her voice was not heard and she had to wait two days before further test were available to her. She felt that this additional time waiting for test had cause her additional stress and discomfort.
- **Bristol Royal Infirmary Accident and Emergency:** Commentator attended this service when he required instant medical attention and said

that the service was good and he felt he was listened to and that his needs were well met.

You Said...

Comments received

Primary Care



Secondary Care



Key themes

Primary care

- ❖ The majority of comments collated from service users were happy with the quality of care was highlighted and the behaviour and communication from staff were stated as key aspects of a positive experience.
- ❖ Waiting times and difficulties accessing appointments were key concerns and issues for people.
- ❖ A minority said that they felt that their voices had not be heard when they were concerned about an health issue for themselves and their child.
- ❖ Positive feedback regarding pharmacies and their provisions.

Secondary care

- ❖ Secondary care: feedback from accident and emergency services about the quality of treatment in hospital settings, was positive. Comments highlighted the importance of health staff explaining diagnoses, treatment and waiting times in a clear and compassionate manner.

Recommendations

- ❖ Being listened to and taken seriously in the health settings. There were several accounts of experiences where some members felt they had not been heard by their GP's/Accident and emergency staff.

Services included in this report: South Gloucester Medical Centre, Lawrence Hill surgery, Air balloon surgery, Charlotte Keel Medical Centre, Lloyd's pharmacy, Claire Street Dental Centre, Ashley Down dentist, and Bristol Royal Infirmary (BRI) Accident and emergency.

Healthwatch will....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly Feedback Feed Forward 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 WECIL Disability Group. Healthwatch welcomes and encourages members of the disability group 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,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

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