

healthwatch

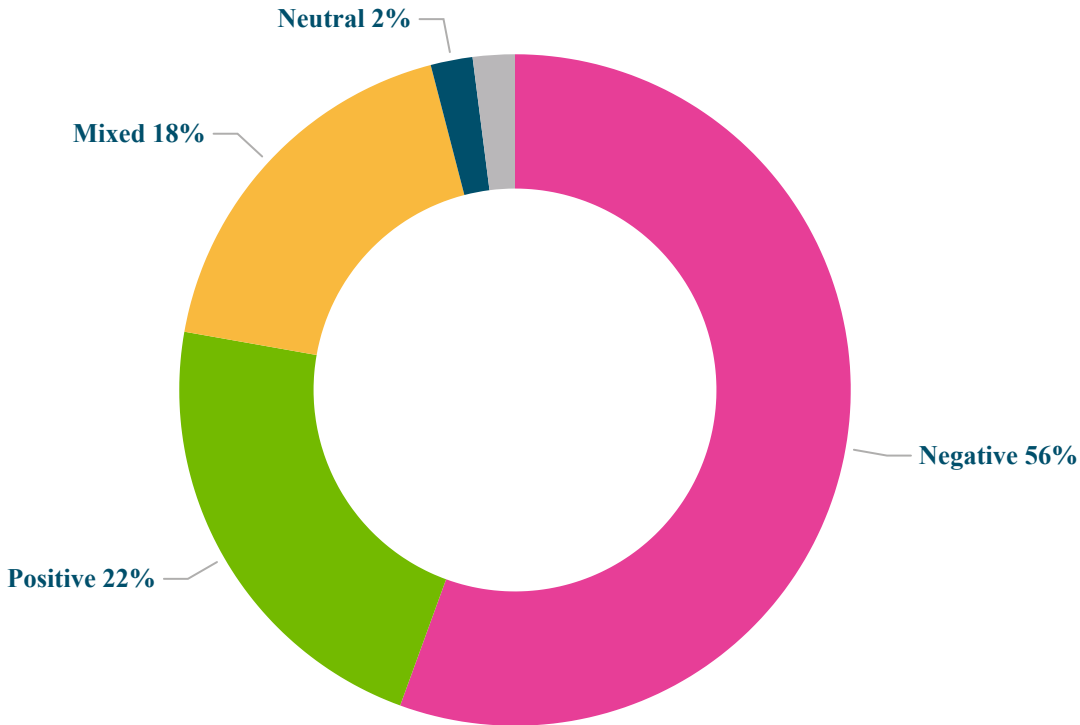
South Gloucestershire

Quarter 4 2024/2025 Feedback
January - March 2025

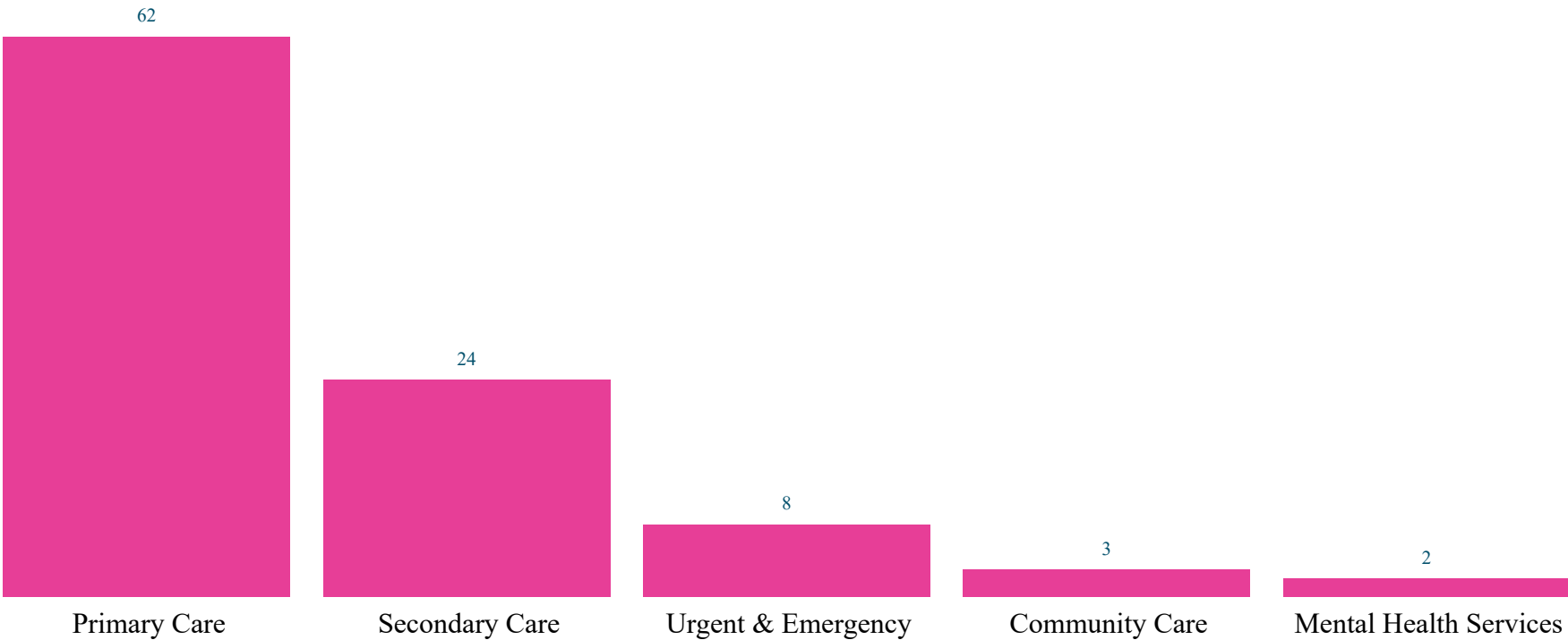




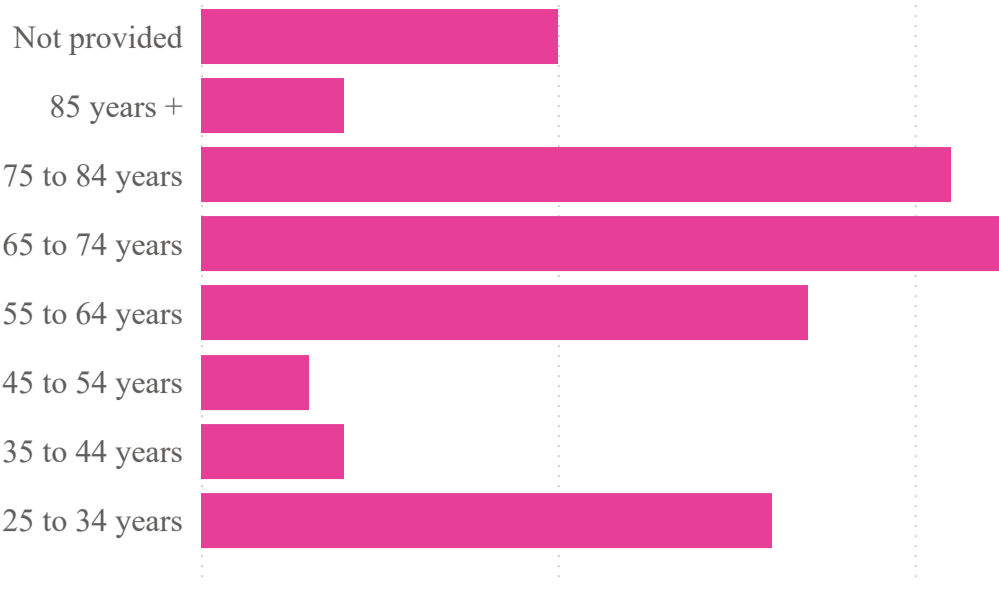
Overall Sentiment of Feedback contacts



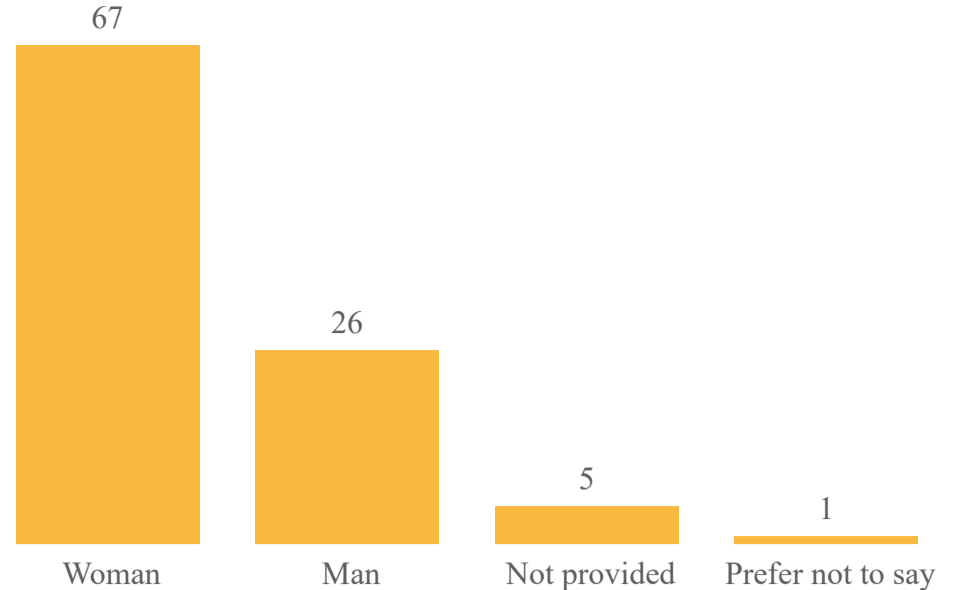
Feedback contact by sector



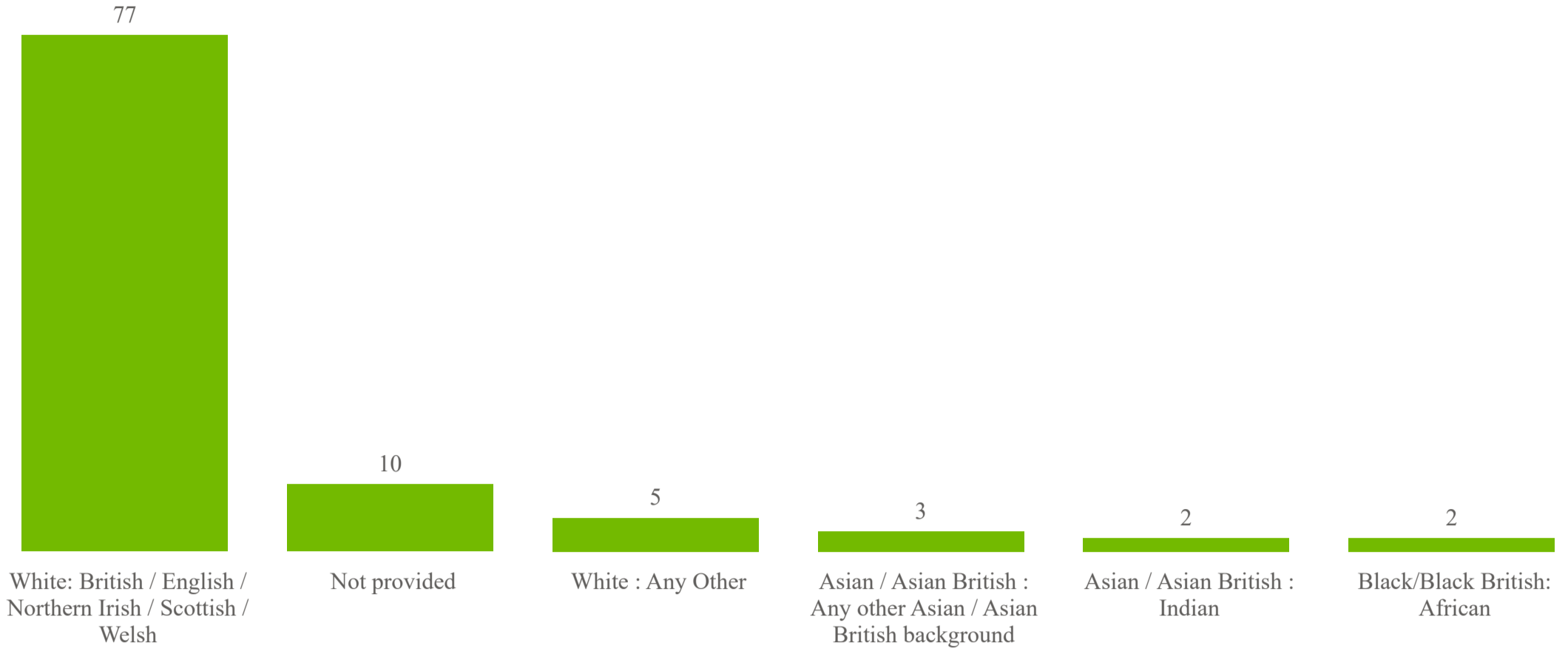
Age Band



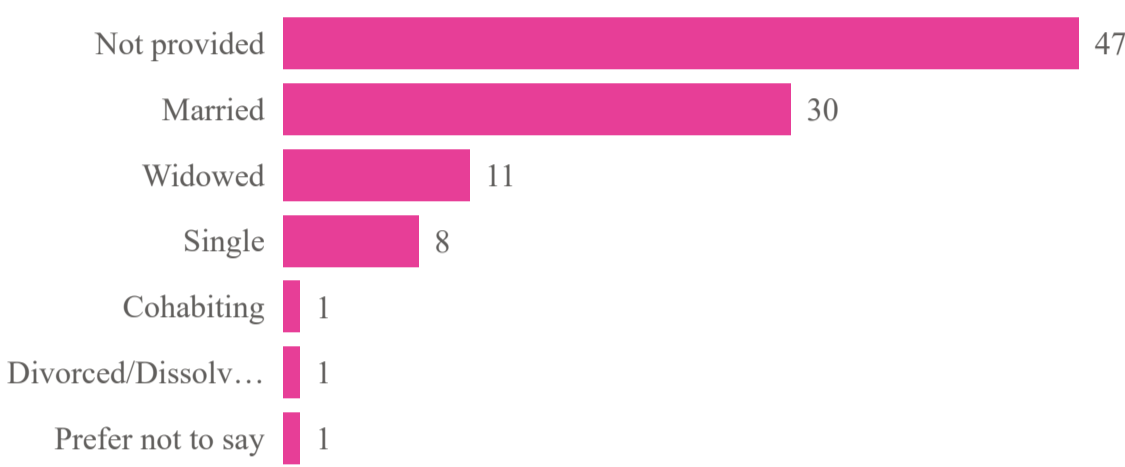
Gender



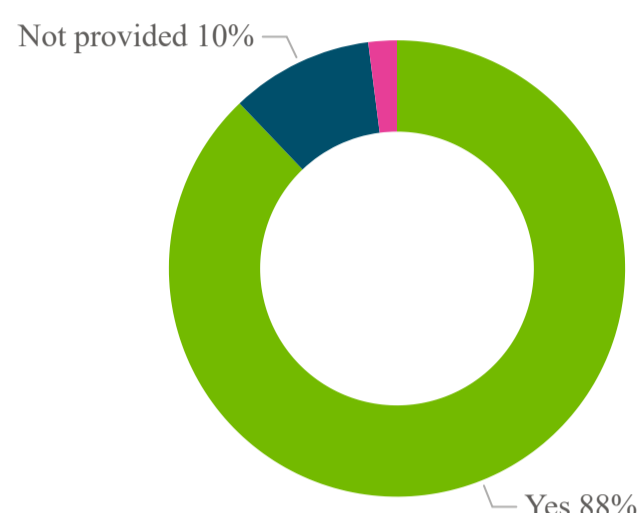
Ethnicity



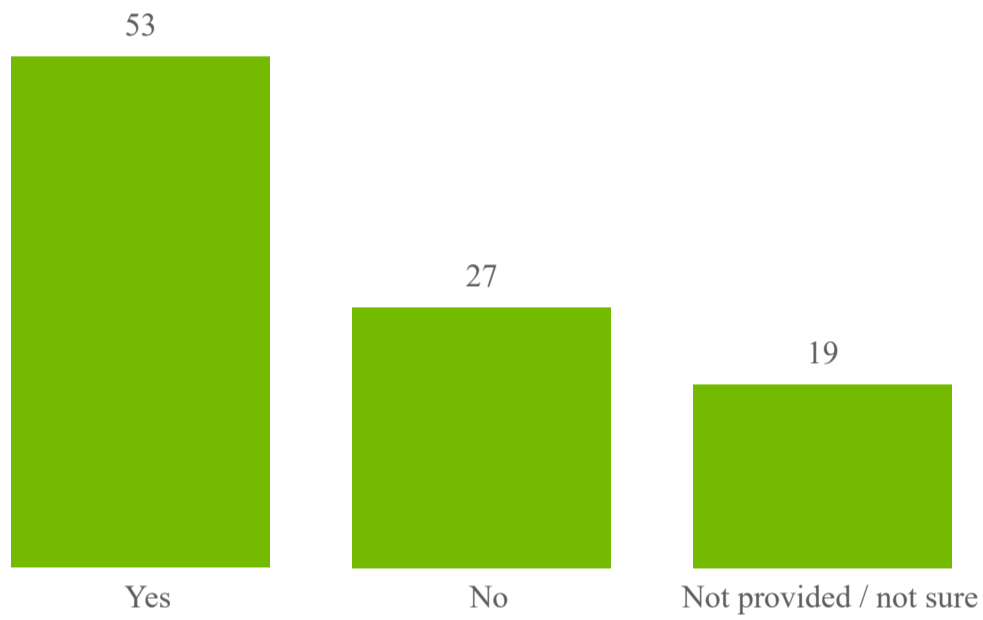
Civil Status



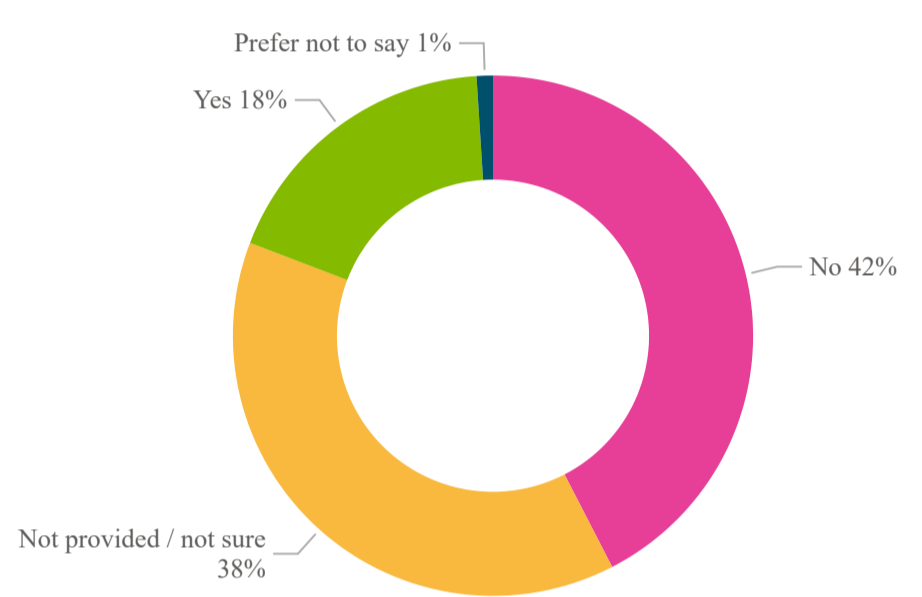
Identifies with the gender assigned at birth



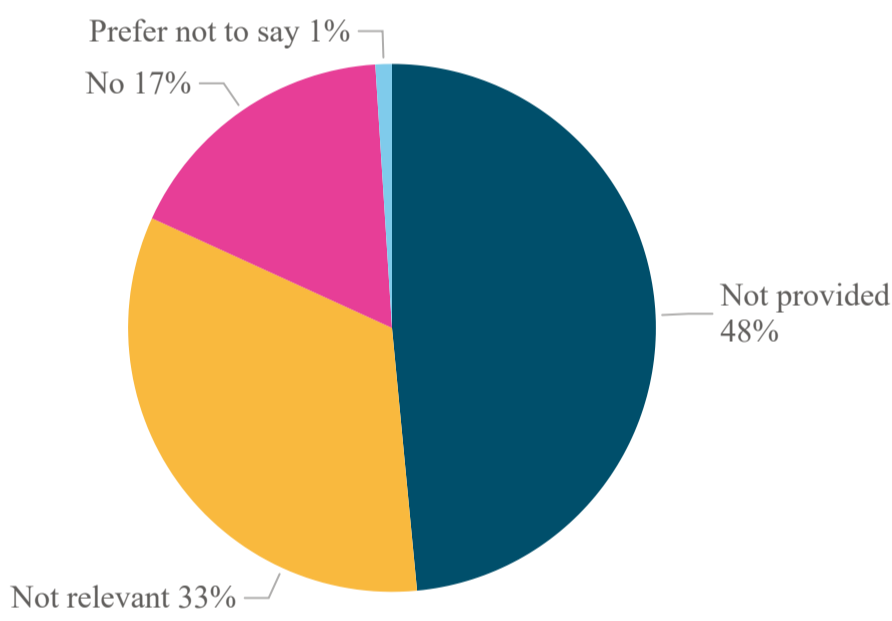
Identifies as having a long term health condition, having a disability or being disabled



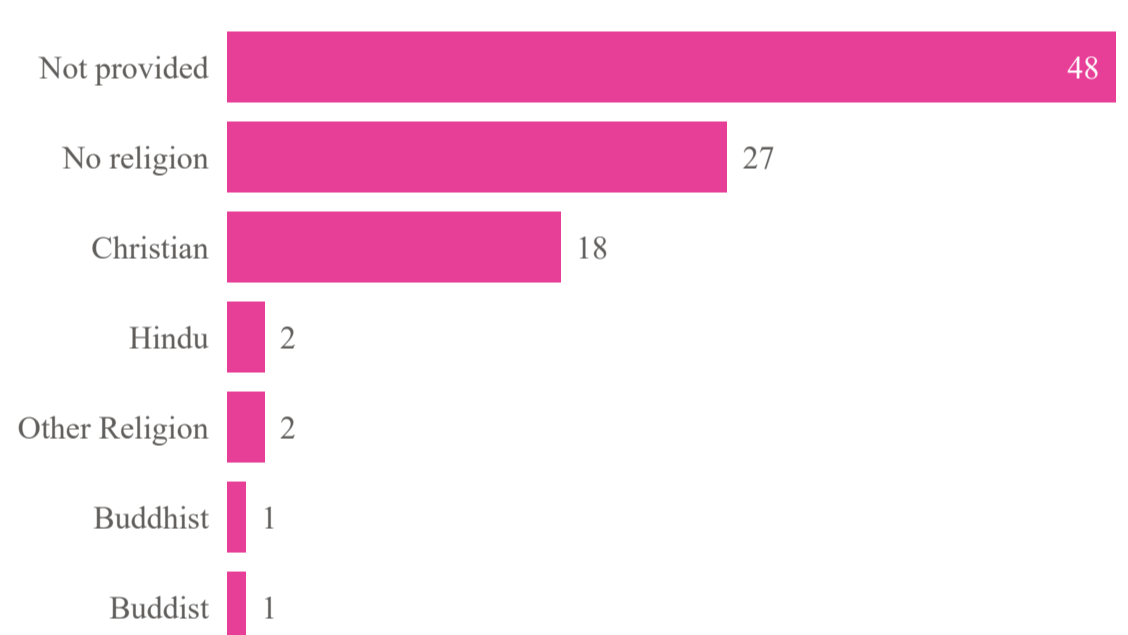
Identifies as being a carer



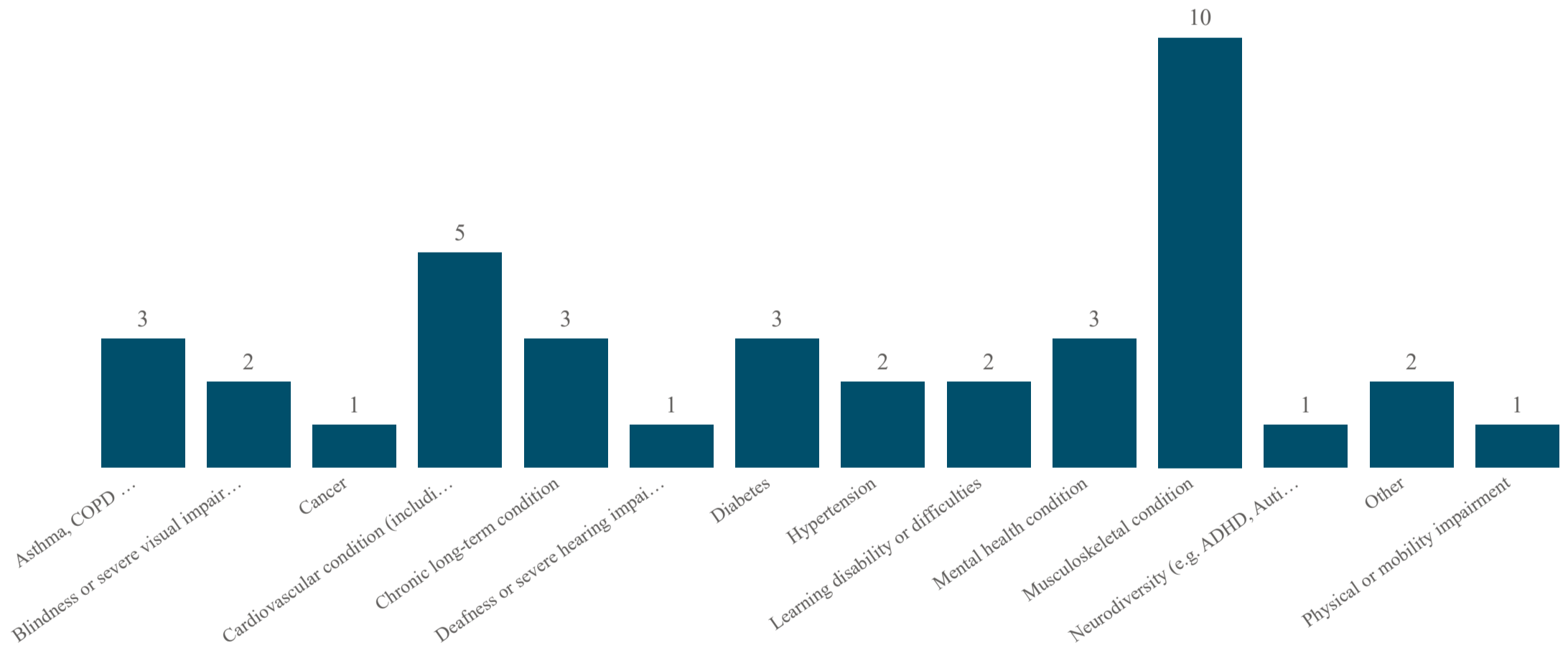
Pregnancy/Maternity



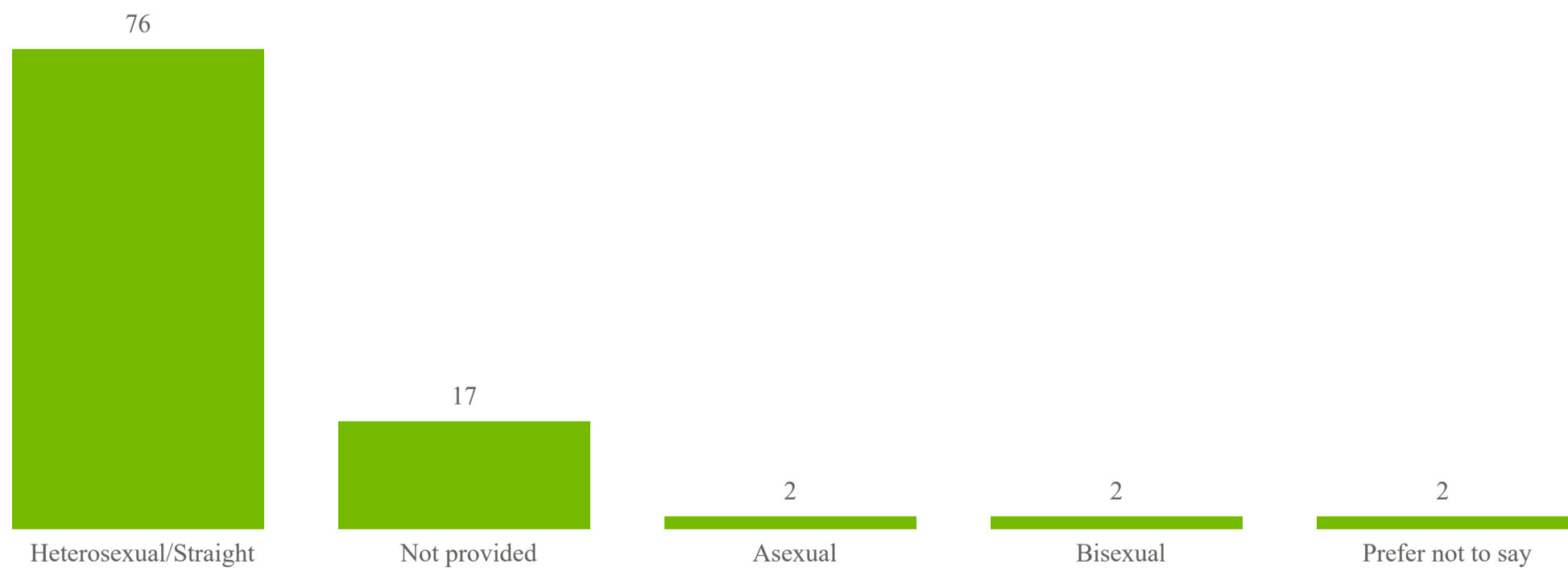
Religion/Belief



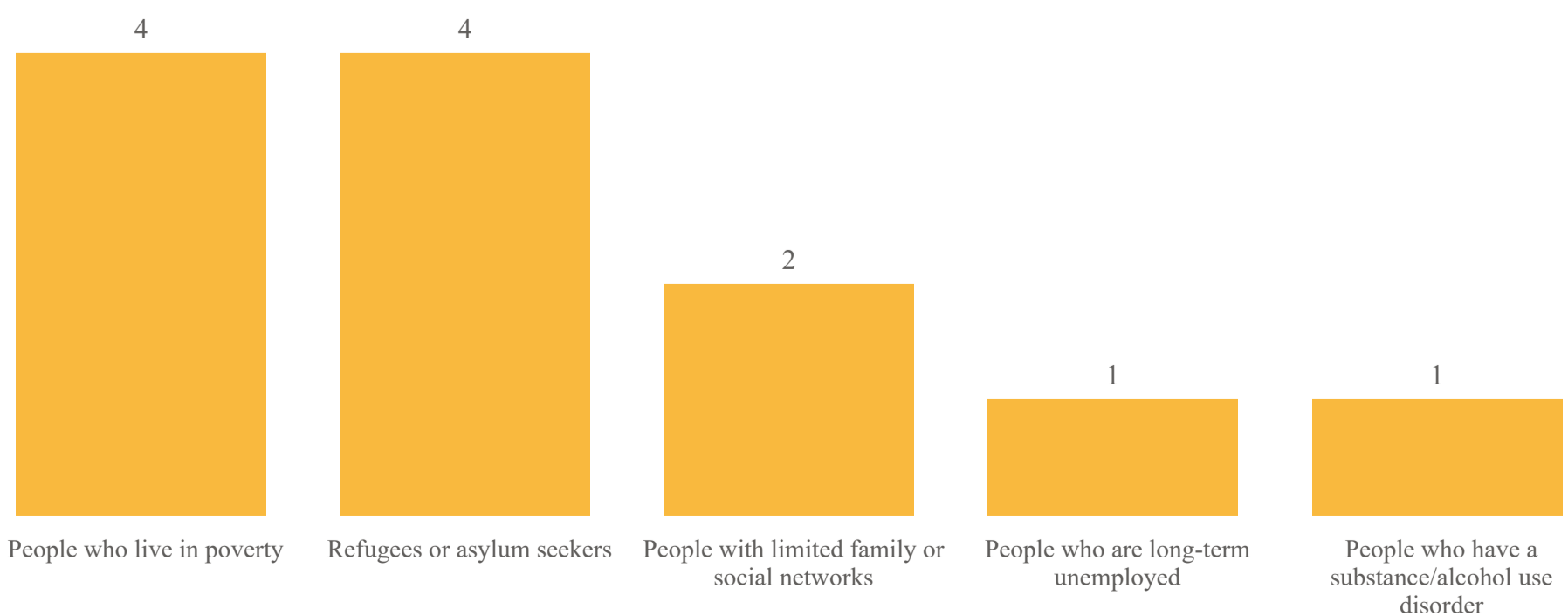
Long-term health condition / disability



Sexual Orientation



Health Inclusion Group Category

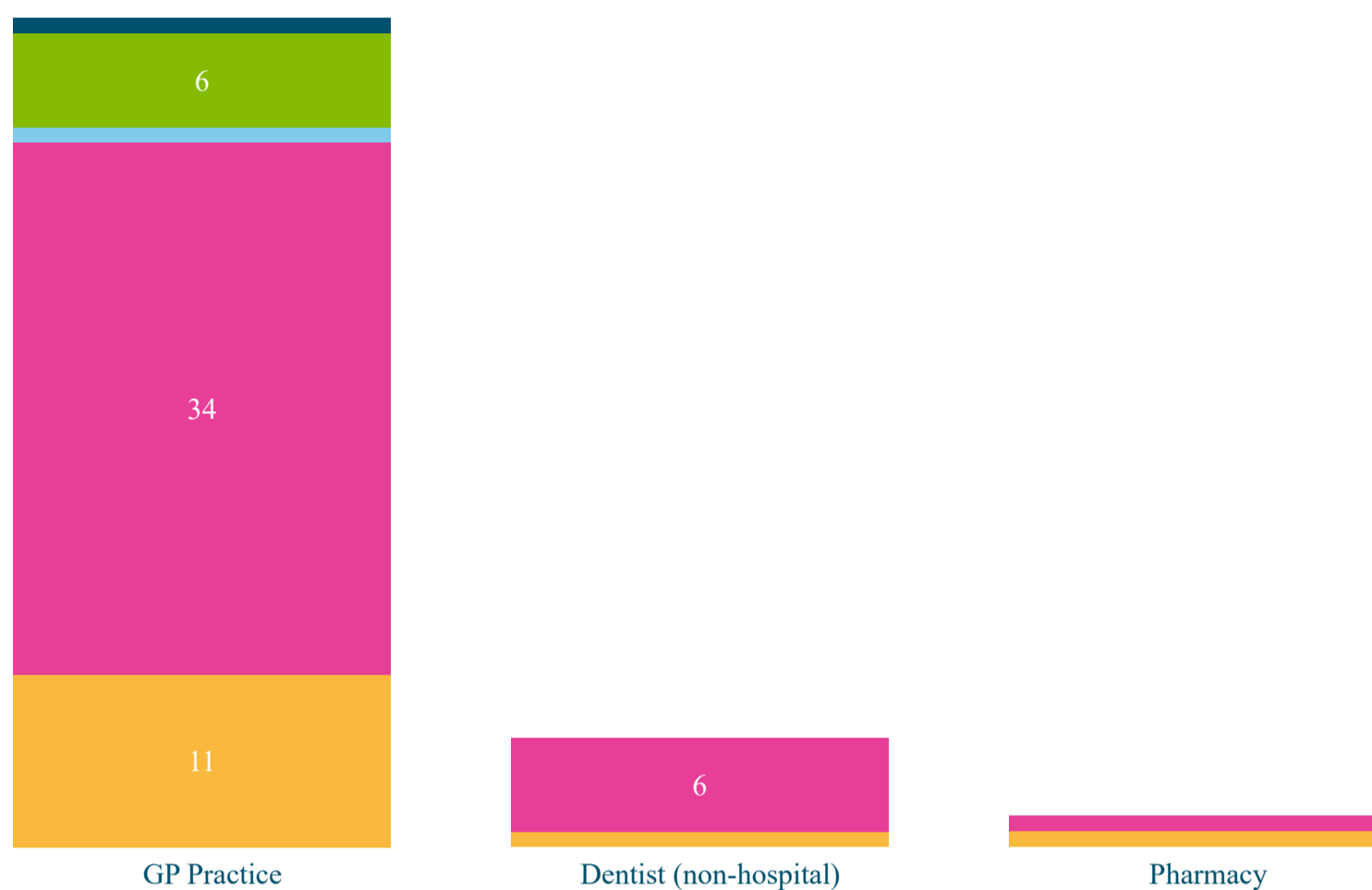


Primary Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative ● Neutral ● Positive ● Unclear



Themes and Sub-Themes with Sentiment for Primary Care Feedback

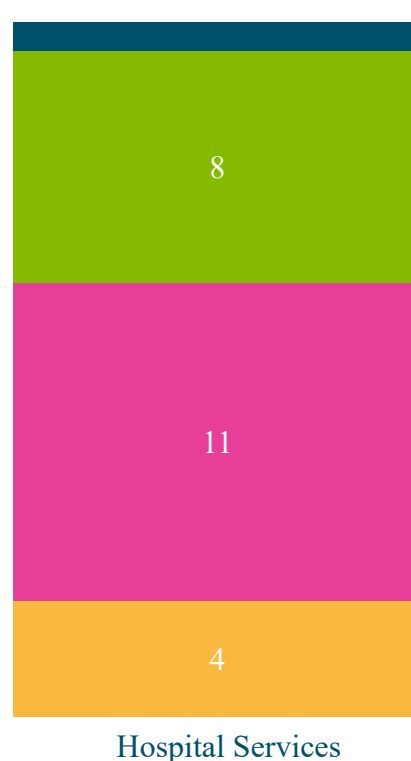
Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	4	58	1	9	72
Access to NHS Dentist	1	4			5
Accessibility and reasonable adjustments		3			3
Appointment Availability		14		1	15
Booking Appointments	3	11	1	3	18
Cost of treatment		1			1
Provision of services		2			2
Referrals - availability		1			1
Referrals - timeliness		2		2	4
Remote appointments and digital services		9		2	11
See my own GP		1			1
Telephone system		8		1	9
Waiting times- punctuality and queuing on arrival		2			2
Continuity of Care, integration of health and social care, health promotion and wellbeing		8		1	9
Follow on treatment and continuity of care		1			1
Holistic Support		1			1
Integration of services and communication between professionals		1			1
Medicines Management		2		1	3
Prescription/Repeat Prescriptions		2			2
Support for Carers		1			1
Corporate		2			2
Buildings & Infrastructure		1			1
Service organisation, delivery, change and closure		1			1
Experience of Care	3	18		4	25
Communication between professionals		1			1
Communication between staff and patients	3	9		3	15
Diagnosis or Assessment quality of		2			2
Staff - Caring, kindness, respect and dignity		3		1	4
Staffing Levels		3			3
Treatment and Care		7		7	14
Diagnosis or Assessment availability				1	1
Effectiveness of		1			1
Privacy and confidentiality		1			1
Quality of		5		6	11
Total	7	93	1	21	122

Secondary Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative ● Positive ● Unclear



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Unclear	Total
Cardiology			1		1
Dermatology			1		1
Diagnostic centre/hub			1		1
Diagnostic/Screening Service	1	1	1		3
Ear, nose and throat, audiology and maxillofacial services		1			1
Emergency department (including A&E)		2		1	3
Hospice Services	1				1
Hospital Inpatient	1	1			2
Hospital Outpatient		1	1		2
Long Covid Clinics or treatment		1			1
Maternity care	1				1
Orthopaedics and fracture clinic		1	1		2
Physiotherapy		3			3
Respiratory medicine (lung services)			2		2
Total	4	11	8	1	24

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

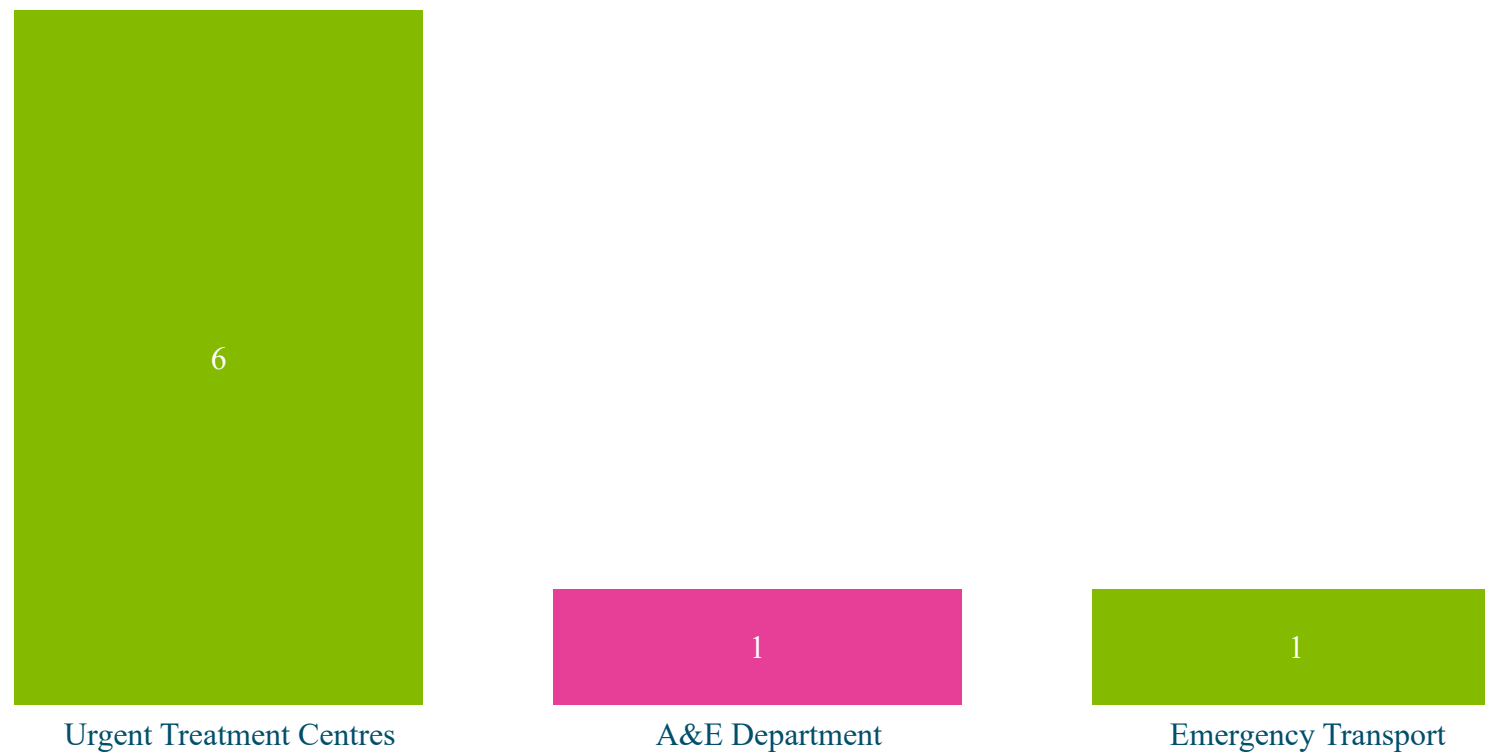
Main Theme	Mixed	Negative	Positive	Unclear	Total
Access to Services		10	2	1	13
Accessibility and reasonable adjustments		2	1		3
Appointment Availability		3			3
Booking Appointments		1			1
Referrals - availability		1			1
Referrals - timeliness			1		1
Transport availability		1			1
Waiting times- punctuality and queuing on arrival		2		1	3
Continuity of Care, integration of health and social care, health promotion and wellbeing		2			2
Follow on treatment and continuity of care		1			1
Integration of services and communication between professionals		1			1
Corporate		2			2
Car Parking Access		2			2
Experience of Care		4	2		6
Communication between staff and patients		2	1		3
Staff - Caring, kindness, respect and dignity		2	1		3
Treatment and Care	2	4	9		15
Diagnosis or Assessment availability		1			1
Effectiveness of			1		1
Explanation of		1			1
Quality of	2	2	8		12
Total	2	22	13	1	38

Urgent & Emergency Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

Sentiment ● Negative ● Positive



Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	2	0	2
Waiting times- punctuality and queuing on arrival	2	0	2
<input type="checkbox"/> Experience of Care	0	3	3
Communication between staff and patients	0	1	1
Staff - Caring, kindness, respect and dignity	0	2	2
<input type="checkbox"/> Treatment and Care	0	6	6
Effectiveness of	0	2	2
Quality of	0	4	4
Total	2	9	11

Public Health and Social Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

No feedback this quarter

Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Total
Total	

Themes and Sub-Themes with Sentiment for Public Health and Social Care Feedback

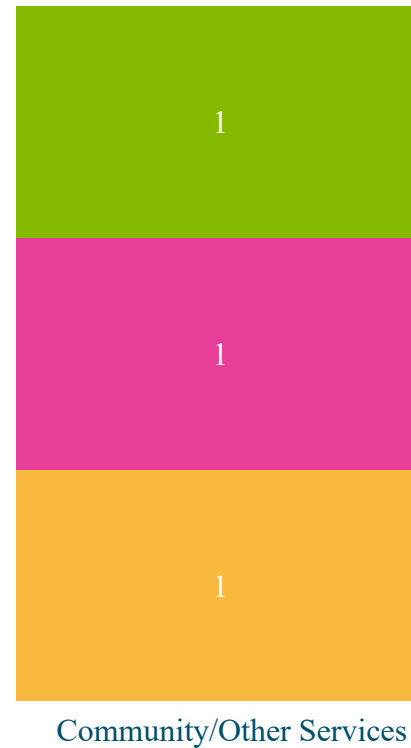
Main Theme	Total
▲ Total	

Community Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

Sentiment ● Mixed ● Negative ● Positive



Themes and Sub-Themes with Sentiment for Community Care Feedback

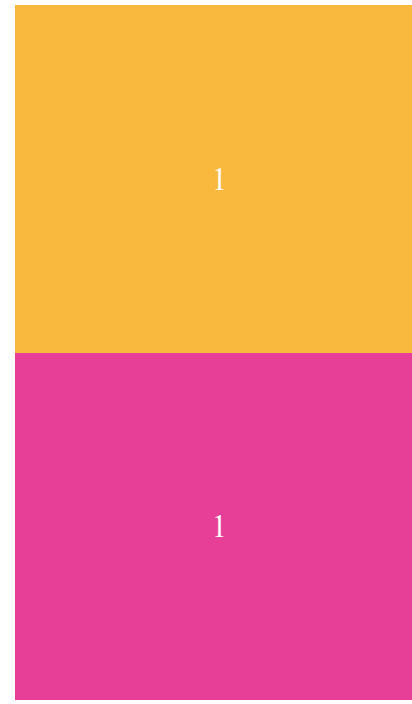
Main Theme	Negative	Positive	Total
▲			
☐ Access to Services	1		1
Appointment Availability	1		1
☐ Continuity of Care, integration of health and social care, health promotion and wellbeing	2	1	3
Home Support Equipment	1		1
Support for Carers	1	1	2
☐ Experience of Care	1	1	2
Staff - Caring, kindness, respect and dignity		1	1
Staffing Levels	1		1
☐ Treatment and Care	1	1	2
Quality of	1	1	2
Total	5	3	8

Mental Health Services Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

Sentiment ● Negative ● Neutral



Mental Health Services

Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Neutral	Total
Mental Health Crisis Service	1		1
Mental health services		1	1
Total	1	1	2

Themes and Sub-Themes with Sentiment for Mental Health Services Feedback

Main Theme	Negative	Positive	Total
Access to Services	1	1	2
Provision of services	1		1
Referrals - availability		1	1
Experience of Care	1		1
Communication between staff and patients	1		1
Treatment and Care	1		1
Quality of	1		1
Total	3	1	4

General All NHS Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

Feedback contacts by service type with sentiment

No feedback this quarter

General All NHS Feedback Sentiment by Service Level

Service Level	Total
Total	

Themes and Sub-Themes with Sentiment for General All NHS Feedback

Main Theme	Total
▲ Total	



Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
Access to Services	4	72	1	12	1	90
Access to NHS Dentist	1	4				5
Accessibility and reasonable adjustments		5		1		6
Appointment Availability		18		1		19
Booking Appointments	3	12	1	3		19
Cost of treatment		1				1
Provision of services		3				3
Referrals - availability		2		1		3
Referrals - timeliness		2		3		5
Remote appointments and digital services		9		2		11
See my own GP		1				1
Telephone system		8		1		9
Transport availability		1				1
Waiting times- punctuality and queuing on arrival		6			1	7
Continuity of Care, integration of health and social care, health promotion and wellbeing		12		2		14
Follow on treatment and continuity of care		2				2
Holistic Support		1				1
Home Support Equipment		1				1
Integration of services and communication between professionals		2				2
Medicines Management		2		1		3
Prescription/Repeat Prescriptions		2				2
Support for Carers		2		1		3
Corporate		4				4
Buildings & Infrastructure		1				1
Car Parking Access		2				2
Service organisation, delivery, change and closure		1				1
Experience of Care	3	24		10		37
Communication between professionals		1				1
Communication between staff and patients	3	12		5		20
Diagnosis or Assessment quality of		2				2
Staff - Caring, kindness, respect and dignity		5		5		10
Staffing Levels		4				4
Treatment and Care	2	13		23		38
Diagnosis or Assessment availability		1		1		2
Effectiveness of		1		3		4
Explanation of		1				1
Privacy and confidentiality		1				1
Quality of	2	9		19		30
Total	9	125	1	47	1	183

Secondary Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
2817	Treatment and Care, Quality of; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	The individual had surgery a year ago, their recovery after surgery was excellent they said however when they had a scan, they felt that the nurse didn't look after them well.	Bristol Royal Infirmary,BRI Bristol
2741	Treatment and Care, Quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Mixed	This individual gave feedback that their brother's baby experienced feeding difficulties, and care was always good whilst the baby was in hospital however they felt that external help was lacking when the family returned home. The baby ended up back in hospital and the family didn't feel that they were making progress with the feeding difficulties and felt that no answers were offered by the hospital staff about this.	Bristol Royal Infirmary,BRI Bristol
3007	Access to Services, Accessibility and reasonable adjustments; Experience of care, Communication with patients; treatment explanation; verbal advice	Positive	This individual gave feedback that they received excellent care when they went for an ultrasound scan. They said that one of the consultants went out of their way to read and explain all documents that this individual had to sign. This was very helpful as she has dyslexia and finds it very hard to read.	Bristol Royal Infirmary,BRI Bristol
2785	Treatment and Care, Quality of	Positive	This individual gave feedback that they attended the hospital after a referral from their GP. They were happy with their appointment.	Cossham Hospital, Bristol,
2773	Treatment and Care, Effectiveness of; Access to Services, Referrals - timeliness	Positive	This individual gave feedback that they went for a scan and had a good experience. They promptly got a referral to Yate MIU for an Xray.	Cossham Hospital, Bristol,
3024	Access to Services, Referrals - availability	Negative	The individual went to their GP to get an audiology appointment, and the GP didn't have access to an audiology referral that they needed. The individual felt that this was poor communication between the audiology service and the GP surgery. They said that there used to be an audiology service locally in Yate but it's no longer there. The audiology service is now in Thornbury which the person said has poor bus service links and therefore much harder to get to the appointment. It had also taken 9 months to get the referral which they weren't happy about add the whole process has made them feel very frustrated.	Not specified
3066	Access to Services, Waiting times-punctuality and queuing on arrival	Unclear	In December 2024 the individual's wife fell in their house and was taken to A&E by ambulance. Once at A&E the individual's wife waited 3 hours to be seen by staff.	Southmead Hospital, Bristol,
2930	Treatment and Care, Quality of; Access to Services, Waiting times-punctuality and queuing on arrival	Negative	The individual had gone to A&E as they felt unwell and was there between 5pm and 3am. They observed people on hospital trolleys in corridors waiting to be admitted to wards. Following their admission the individual had been told that they had had a stroke. They felt really badly treated as they had to wait for 3-4 hours to be seen by any staff and no medical tests were done during that time.	Southmead Hospital, Bristol,
3052	Access to Services, Accessibility and reasonable adjustments; Access to Services, Appointment Availability; Access to Services, Booking appointments; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	The individual said that their emotional needs were neglected when the individual suffering from COVID for a long time. The horrible symptoms lasted a long time. The individual was given medication without emotional support. Some medical staff just told the individual it was the symptoms of anxiety and depression, not the illness.	Southmead Hospital, Bristol,
2786	Treatment and Care, Quality of; Corporate, Car Parking Access; Access to Services, Waiting times, punctuality and queuing on arrival	Mixed	The individual went for a DEXA (bone scan) appointment at Southmead. They were happy with their appointment apart from having to wait a while for a nurse to take a blood sample, and it was difficult to park at the hospital.	Southmead Hospital, Bristol,
3036	Treatment and Care, Quality of	Positive	The individual's wife experienced good treatment and care at the Respiratory clinic. She had lung disease and shortness of breath walking downstairs.	Southmead Hospital, Bristol,
3044	Treatment and Care, Quality of	Positive	The person had a good experience of care.	Southmead Hospital, Bristol,
2987	Access to Services, Appointment Availability; Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that nothing went well. They were on the waiting list for 15 months and there was no communication at all.	Southmead Hospital, Bristol,
2731	Access to Services, Transport availability	Negative	This individual gave feedback that the hospital no longer uses the volunteer car service for special ambulances. This means that this individual's neighbour who is blind and has MS now has to be ready to leave 2 hours before her appointment time. She also then has to wait up to 2 hours after her appointment to be taken home. This individual has complained to the hospital but nothing has been done.	Southmead Hospital, Bristol,
2836	Continuity of Care, integration of health and social care, health promotion and wellbeing, Integration of services and communication between professionals	Negative	This individual gave feedback that their mother was admitted to the hospital. The hospital had no access to their mother's medical records or previous test results. Eventually they had to open the NHS app on their mother's phone and the consultant took pictures on his phone to see what had already been done, and what she had been prescribed.	Southmead Hospital, Bristol,
2984	Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that there is a lack of communication and they are not given any updates.	Southmead Hospital, Bristol,
2764	Treatment and Care, Quality of	Positive	This individual gave feedback that they attended the cardiology dept and were happy with the service and said that they couldn't ask for better; they'd had to go for a scan.	Southmead Hospital, Bristol,
2810	Treatment and Care, Quality of; Corporate, Car Parking Access	Mixed	This individual gave feedback that they had received excellent care at the hospital. They didn't want to give details of which department this was. They felt that the consultant and medical care was good. They felt that parking at the hospital was problematic.	Southmead Hospital, Bristol,
2915	Treatment and Care, Explanation of	Negative	This individual gave feedback that they have osteoarthritis in both knees. They were obese and went on a diet and with the help of the dieticians lost nearly 6 stone. But according to the surgeon, this was not enough. They say that this has condemned them to a life of constant pain and lack of mobility for over 6 years.	Southmead Hospital, Bristol,
2774	Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that they struggled for years to get the correct diagnosis or treatment for their bladder and bowel issues and their chronic fatigue syndrome. They found that the hospital did not have the diagnostic tools to be able to identify their issues.	Southmead Hospital, Bristol,
3043	Access to Services, Appointment Availability	Negative	This individual gave feedback that they're still waiting for a physio appointment 9 months after they were referred.	Southmead Hospital, Bristol,
3034	Treatment and Care, Quality of	Positive	This individual was referred from Yate MIU as they'd dislocated their thumb. Southmead plastered their thumb/hand. They felt that the care has been good - quick and efficient.	Southmead Hospital, Bristol,
3032	Treatment and Care, Quality of; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individuals' husband has been for regularly appointments as he has Bowen's disease. He has been happy with the care he's received. He has to come to appointments every fortnight. This individual said "the illness isn't very nice and it's very worrying. The nursing and medical staff are very good and give us good information. My husband has had a couple of minor operations that have gone very well and he's got better".	Southmead Hospital, Bristol,
2986	Access to Services, Accessibility and reasonable adjustments; Treatment and Care, Quality of	Negative	This person was very unhappy with the care they received after a suspected stroke. They are Autistic and have ADHD, and felt staff were insensitive to their needs. They were also dissatisfied that there was no gluten free food available to be offered to patients, as they are gluten intolerant.	Southmead Hospital, Bristol,

Urgent & Emergency Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
2929	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Positive	The individual attended because of a shoulder injury - it was put in a sling for 3 weeks. The individual felt that the care was very good, They felt that they were listened to and were happy with the service.	Bristol Urgent Treatment Centre (South Bristol NHS Community Hospital
3037	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Waiting times-punctuality and queuing on arrival	Mixed	In December 2024 the individual's wife fell in their house and waited 4 hours for an ambulance to arrive. They felt that the paramedic system is poor however, they felt that the staff were good.	South Western Ambulance Service (SWAST)
2887	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that he had to wait 6 hours to be seen even though he had been referred for a head injury.	Southmead Hospital A&E
2770	Treatment and Care, Effectiveness of; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	The individual felt that the service was quick and the staff were pleasant and overall it had been a positive experience.	Yate Minor Injury Unit (Yate West Gate Centre)
2884	Treatment and Care, Quality of	Positive	This individual gave feedback that he has no issues with the MIU. The staff are always very polite and he never has any issues with getting an appointment. They are always very quick and prompt with any issues that arise.	Yate Minor Injury Unit (Yate West Gate Centre)
2885	Treatment and Care, Quality of	Positive	This individual gave feedback that she has received nothing but amazing service and that the doctors have been very polite. She also said that she has never struggled to get an appointment.	Yate Minor Injury Unit (Yate West Gate Centre)
2886	Treatment and Care, Quality of	Positive	This individual gave feedback that that when he suffered a head injury he attended the MIU where he was seen to and told to go to A&E due to it being a head injury. The individual explained how they bandaged him up and explained what he need to do next. He said they were nothing but 'excellent'.	Yate Minor Injury Unit (Yate West Gate Centre)
2761	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they visited with their partner who had glass in their foot. The individual said that their partner was happy with the care received and felt that it was a good service. You can access the reception staff quickly when needed.	Yate Minor Injury Unit (Yate West Gate Centre)

Public Health and Social Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
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No feedback this quarter

Community Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
3061	Continuity of Care, integration of health and social care, health promotion and wellbeing, Home Support Equipment; Experience of Care, Staffing Levels; Continuity of Care, integration of health and social care, health promotion and wellbeing, Support for Carers; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	The individual gave feedback that in the last 2 years they have had 50 different carers come to their house to help with getting his wife up in the morning. She has dementia and the continuous turnover of carers is even more confusing for her as they never know who is going to attend or when. They are often waiting until after 11am for someone to help get her out of bed, which means they cannot attend appointments in the morning and this also affects his wife's mood. Generally the carers that attend are lovely, they are just limited with the time they can give people. The individual feels that services do not take people's needs into consideration and they often feel like a number and not an individual. They feel that there is little that they can do - they are aware that there are shortages of carers and they try to make do with what they have. As a carer the individual feels that not enough support and consideration is given to those caring for others and the impact on caring for others can have on their life. It harder to care for someone when you have health issues as well.	Not specified
3010	Access to Services, Appointment Availability; Treatment and Care, Quality of	Negative	This individual gave feedback that in the past couple of years her daughter has been suffering with her mental health, She had been diagnosed twice with cancer. once when she was younger with a form of leukaemia and after her uni degree she was diagnosed with lymphoma. This affected her mental health leading to a diagnosis of bipolar. After the diagnosis she did not receive any support around this for 6 months during which time her mother said that she declined rapidly, resulting in her parents paying for private support workers to help their daughter. This individual is very frustrated and angry that their daughter is not being provided with the support she needs.	South Gloucestershire Council
3048	Treatment and Care, Quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Support for Carers	Positive	This individual gave feedback that social services have helped the individual through the process of moving her husband in to a residential care home. "I cannot fault how social services have conducted the process of getting my husband into a care home. We had a trainee social worker who was very good with us and we got our first choice of care home. My husband and I are much happier with him living in a care home, he is happier and healthier".	South Gloucestershire Council

Mental Health Services Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
3039	Treatment and Care, Quality of; Access to Services, Provision of services; Access to Services, Referrals - availability	Mixed	This individual gave feedback that at first, getting sent to a trauma specialist unit by their GP was great. They got diagnosed with CPTSD and could then get specific support. They could access EMDR therapy and trauma focused therapy and begin recovering. Facing trauma reality was almost unbearable, so continual support was essential. But they say that access to support was cut off intermittently which was devastating and would have caused probable suicide if this individual didn't find support from their church at that time. They were told they needed 3 stages of EMDR treatment to recover; past trauma, present trauma, and future daily, but they were only ever given 2 of those. The third was refused with no follow up. This individual says that they have only got through this with private help and self help.	Avon and Wiltshire Mental Health Partnership (AWP)
2964	Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that they experienced a lack of communication. No support was provided for post diagnosis of autism and adhd. They were told to go elsewhere by clinical staff, and have since raised a formal complaint.	Avon and Wiltshire Mental Health Partnership (AWP)

General NHS Services Feedback Comments

Multiple pieces of feedback for a single provider can indicate that our engagement officer has been working with the provider this quarter and not that their service has suddenly changed.



ID Theme Sentiment Feedback Service Provider ▲

No feedback this quarter

Provider comments on Q3 report

'We thank those people who have taken the time to give their feedback about AWP mental health services. We are concerned to read the comment about access to Psychological Therapies and would be really grateful if that person could get in touch with us directly. AWP PALS team will be able to help with this enquiry. You can email us: awp.pals@nhs.net or call us by phone on [01225 362900](tel:01225362900) or freephone [0800 073 1778](tel:08000731778).'