

healthwatch

North Somerset

Quarter 4 2024/2025 Feedback
January to March 2025



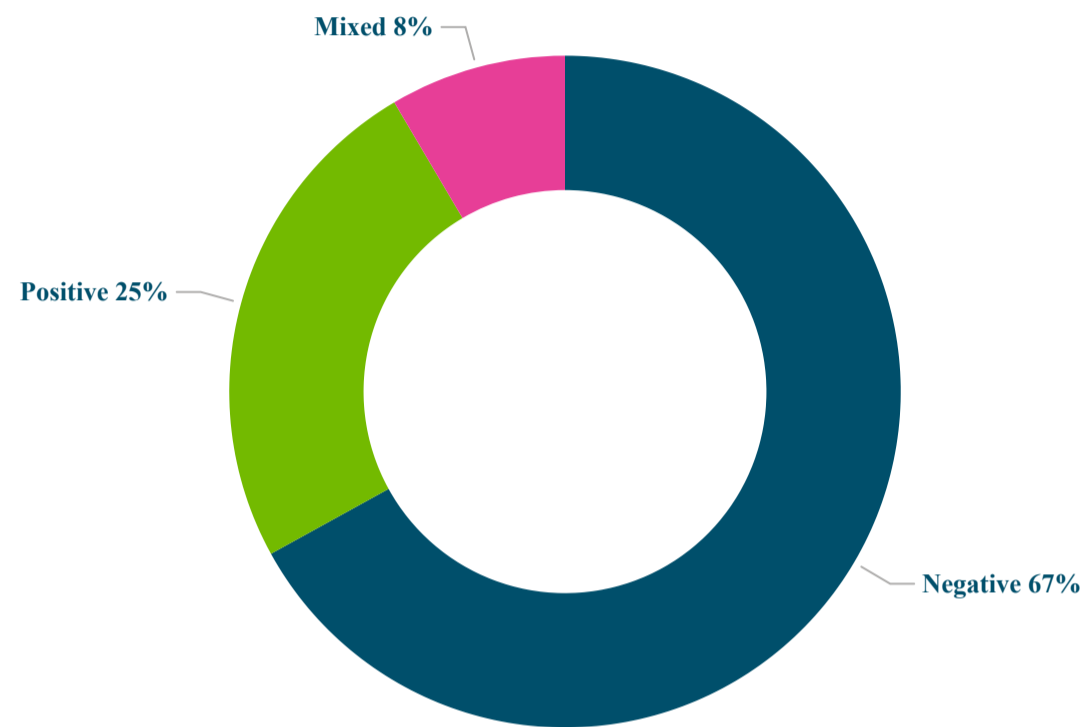


Total number of feedback contacts

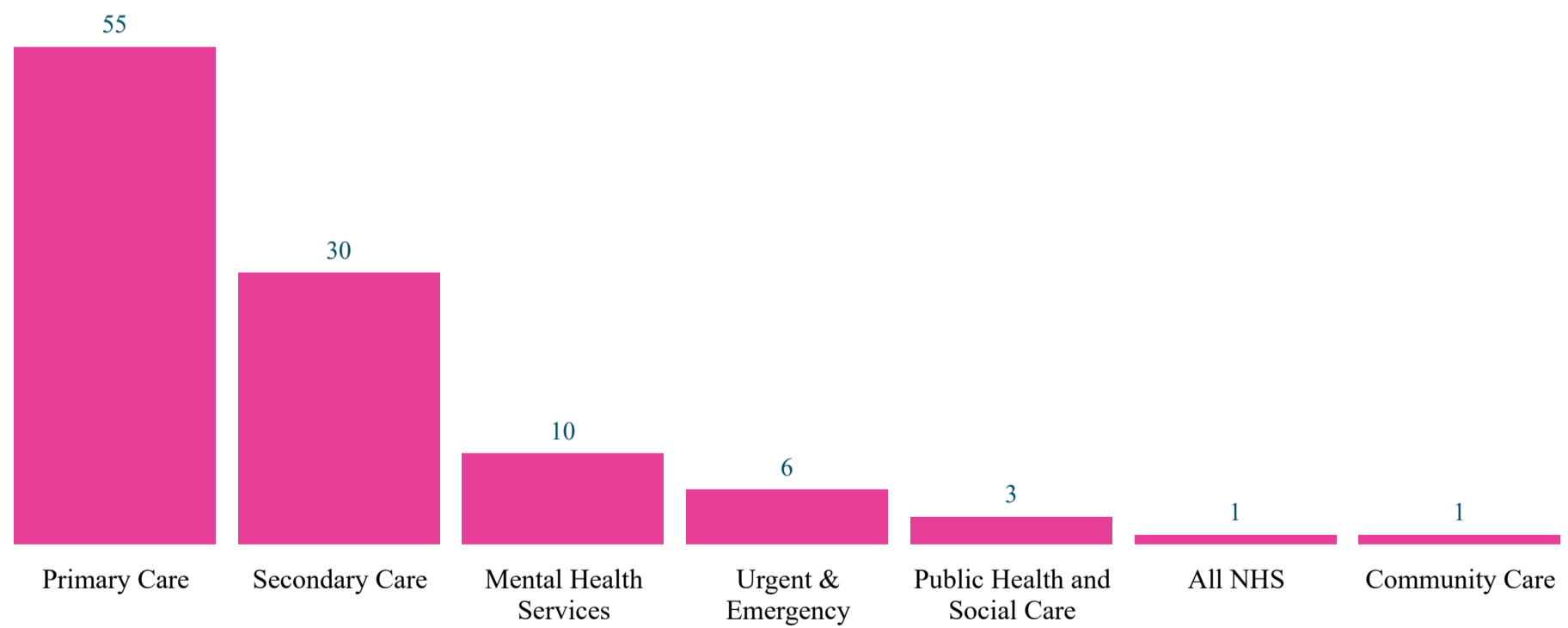
106



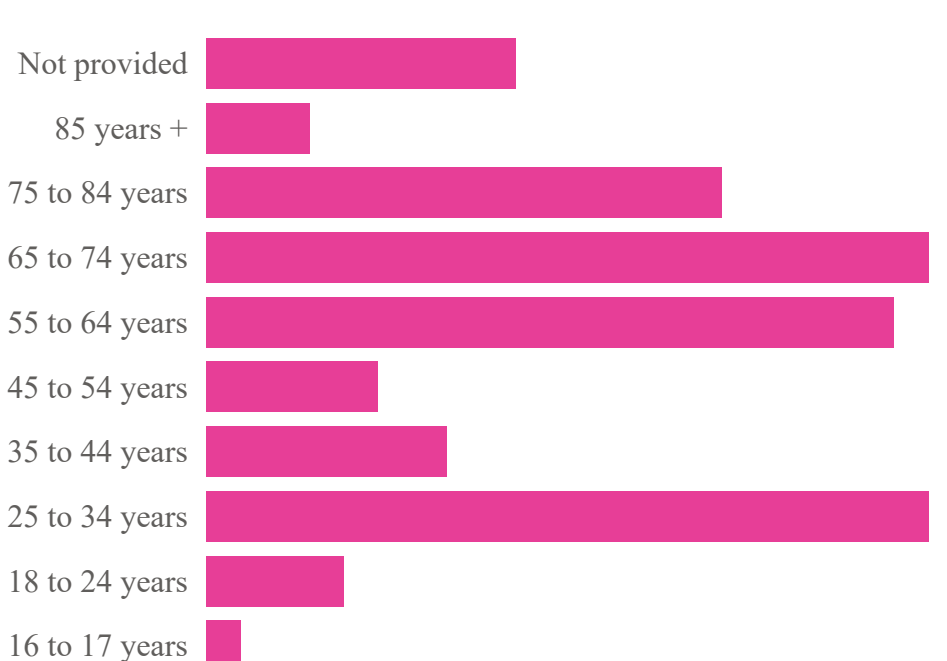
Overall Sentiment of Feedback contacts



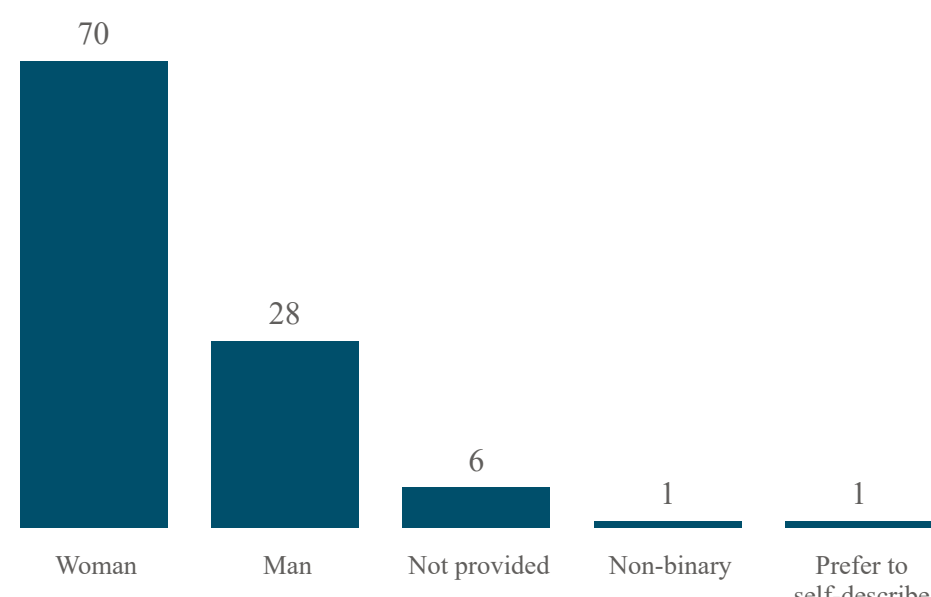
Feedback contact by sector



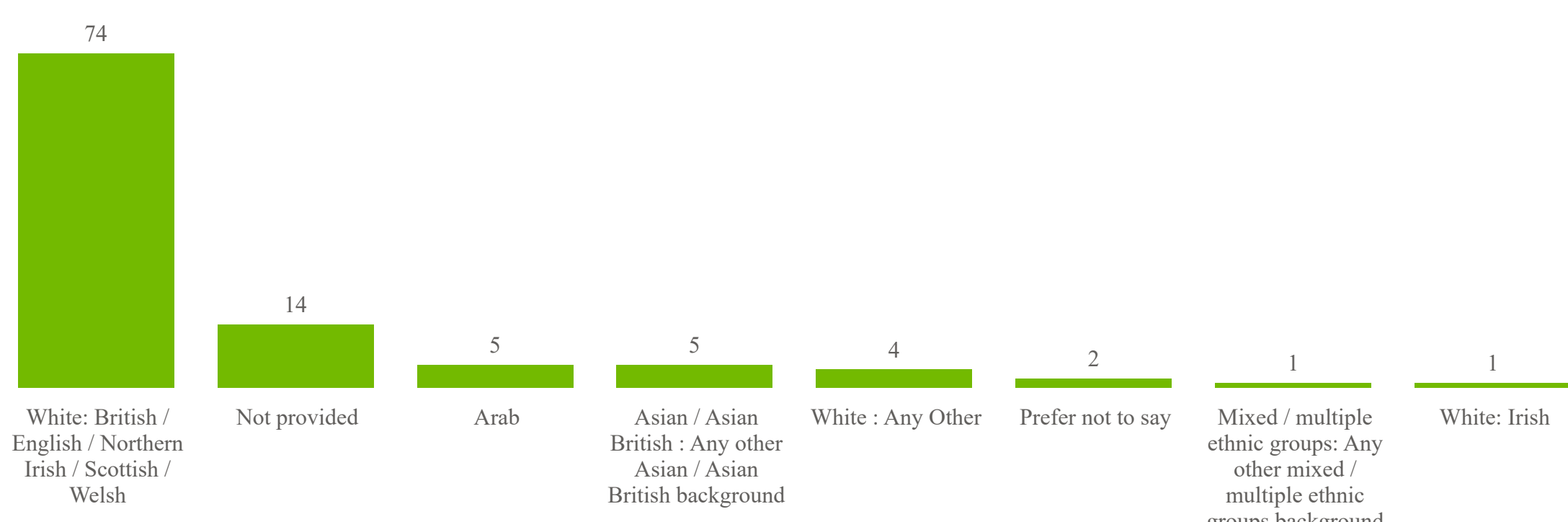
Age Band



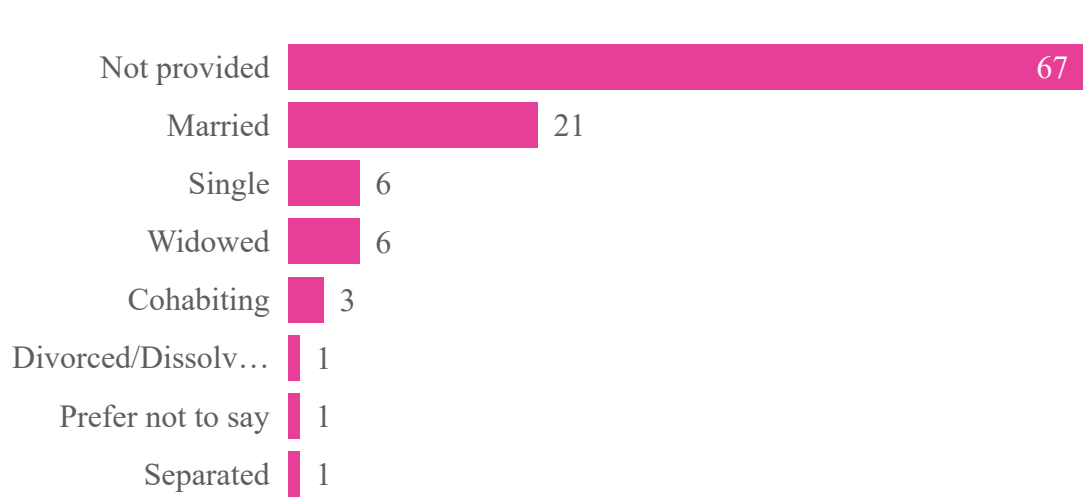
Gender



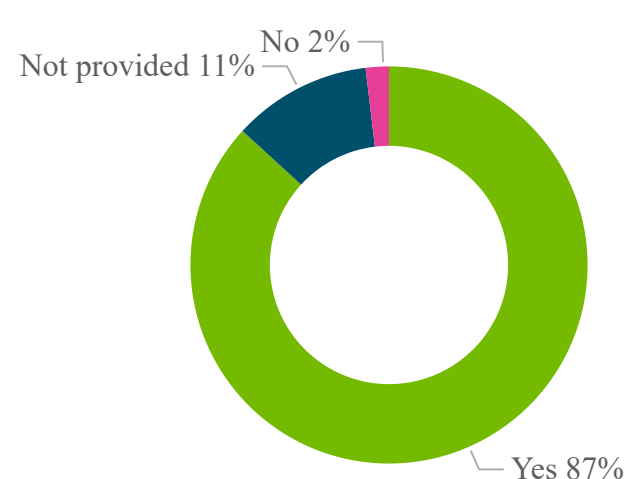
Ethnicity



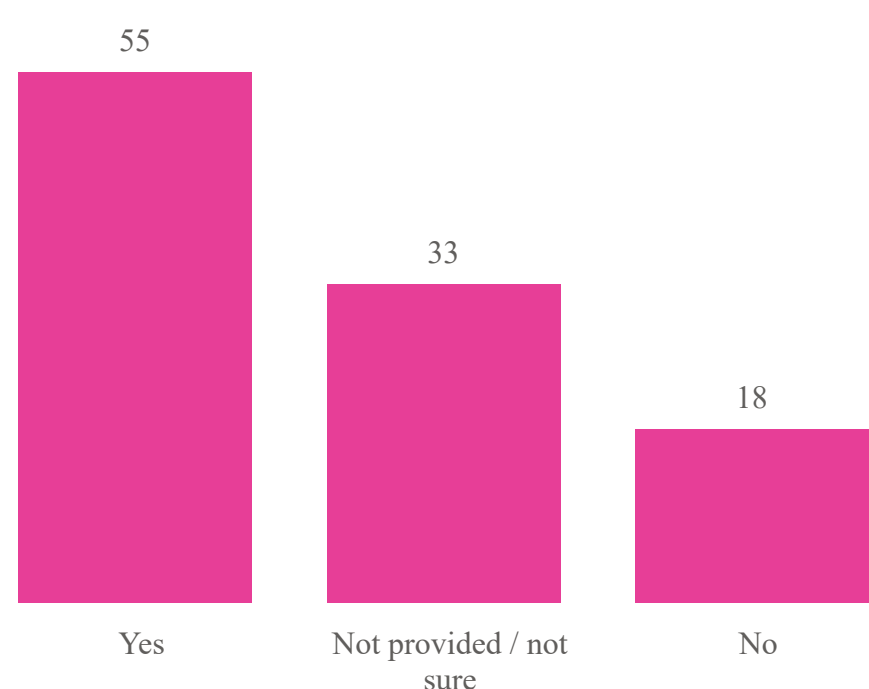
Civil Status



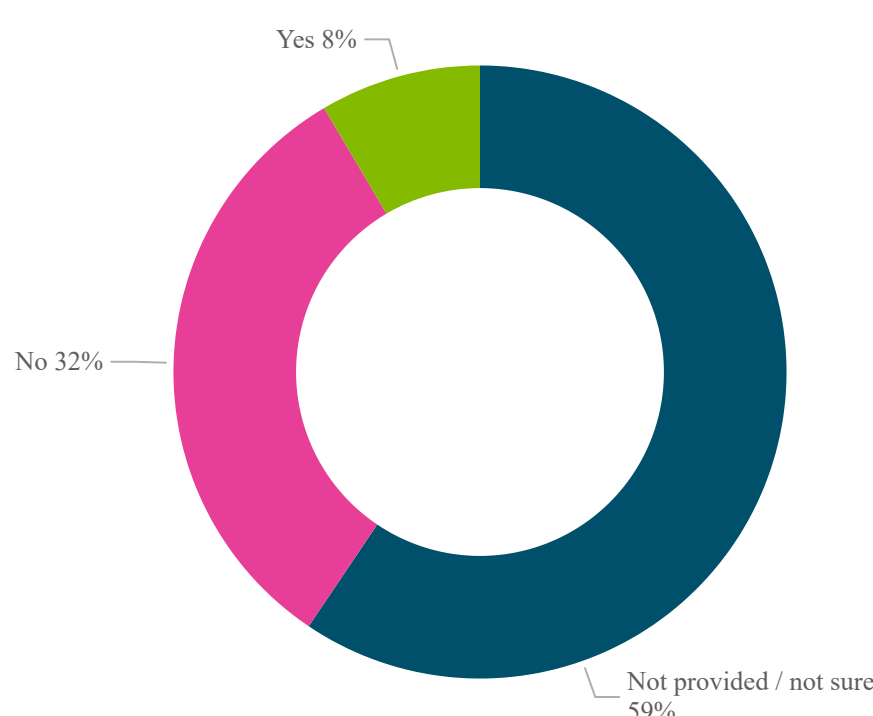
Identifies with the gender assigned at birth



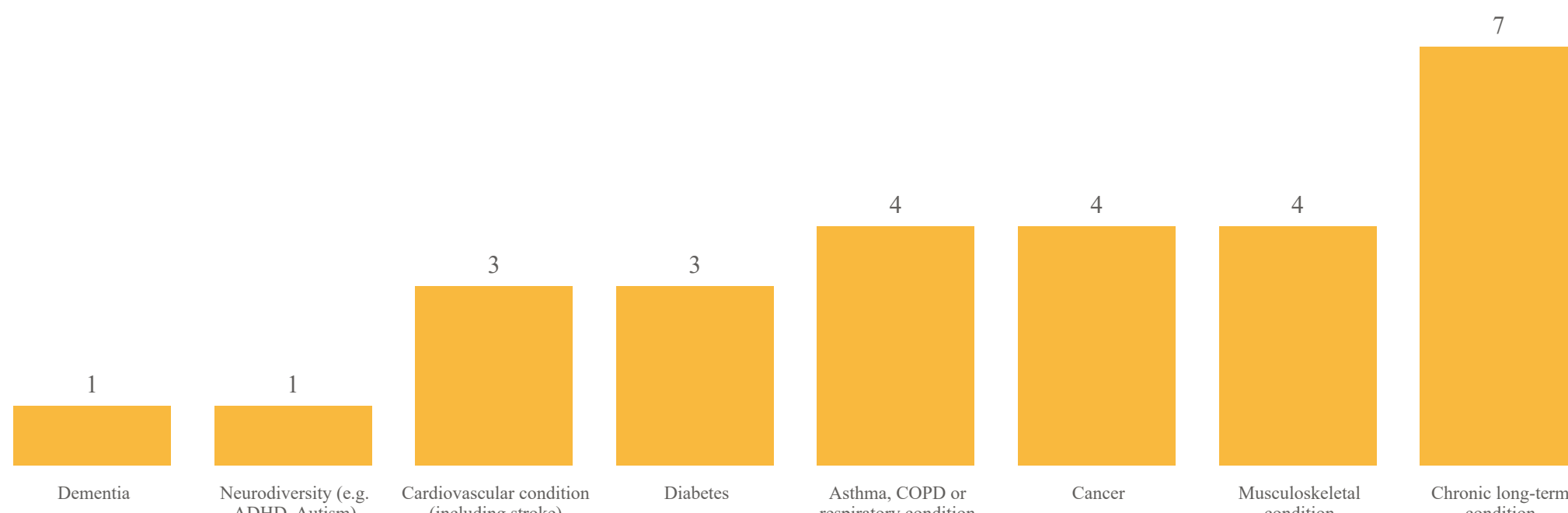
Identifies as having a long term health condition, a disability or being disabled



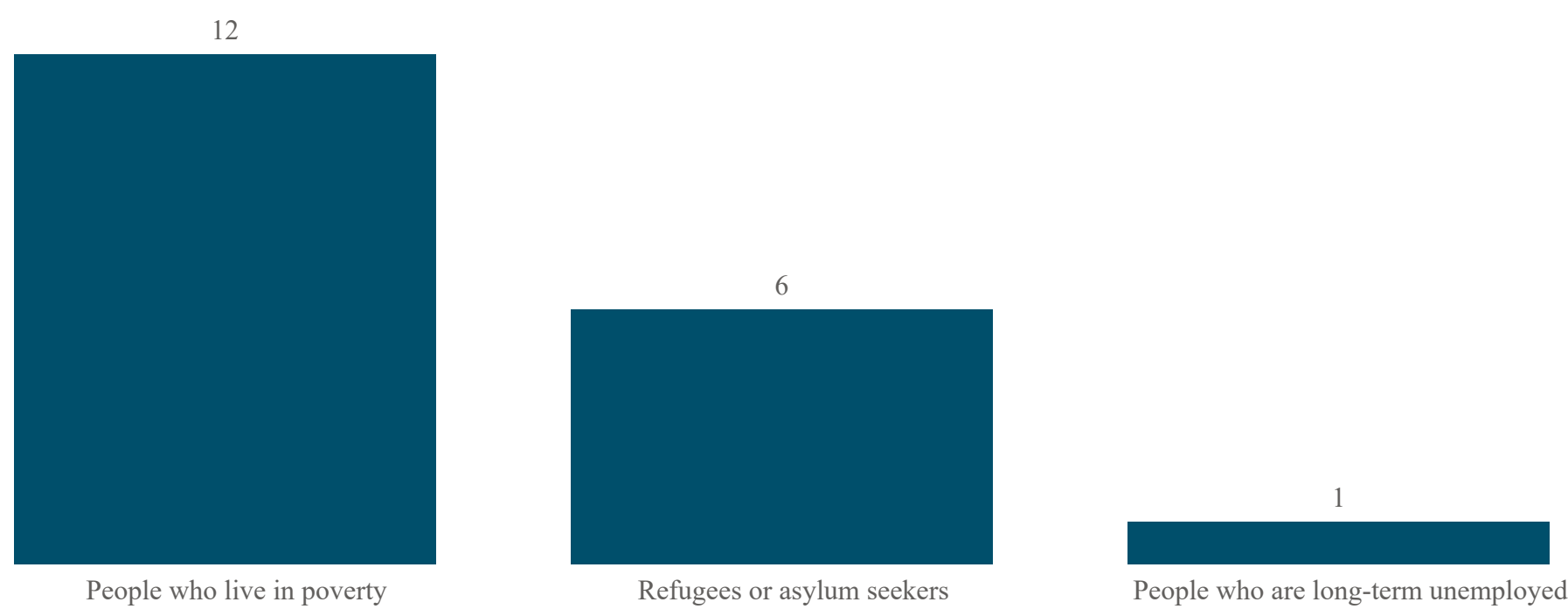
Identifies as being a carer



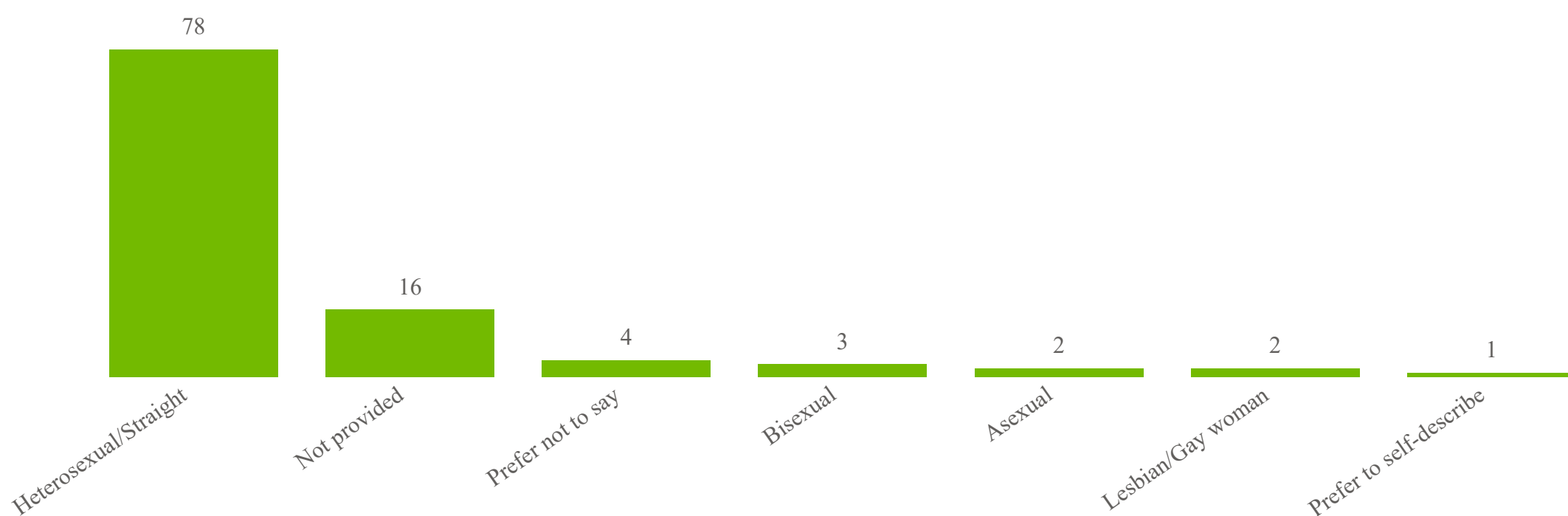
Long-term health condition / disability



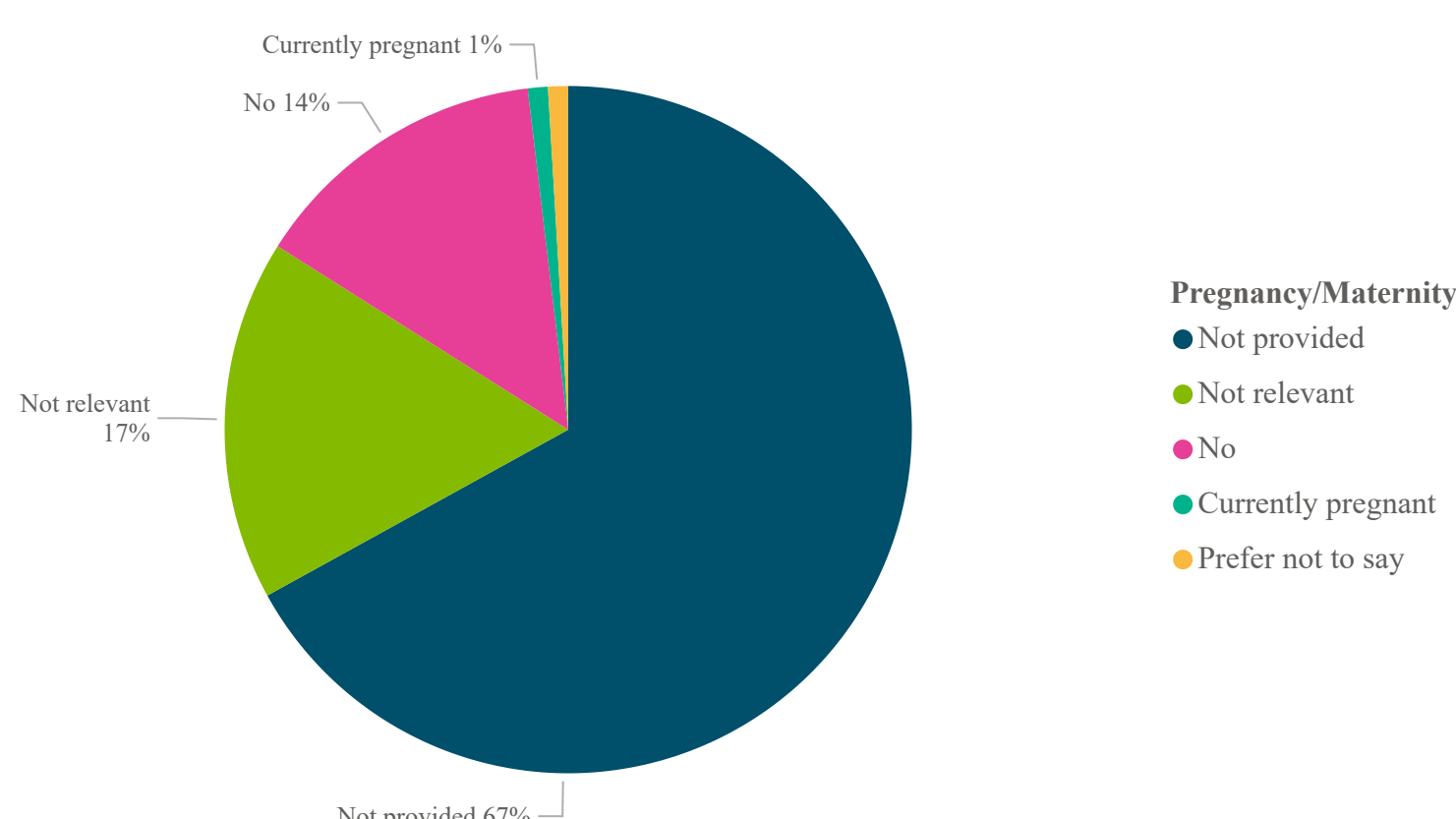
Health Inclusion Group Category



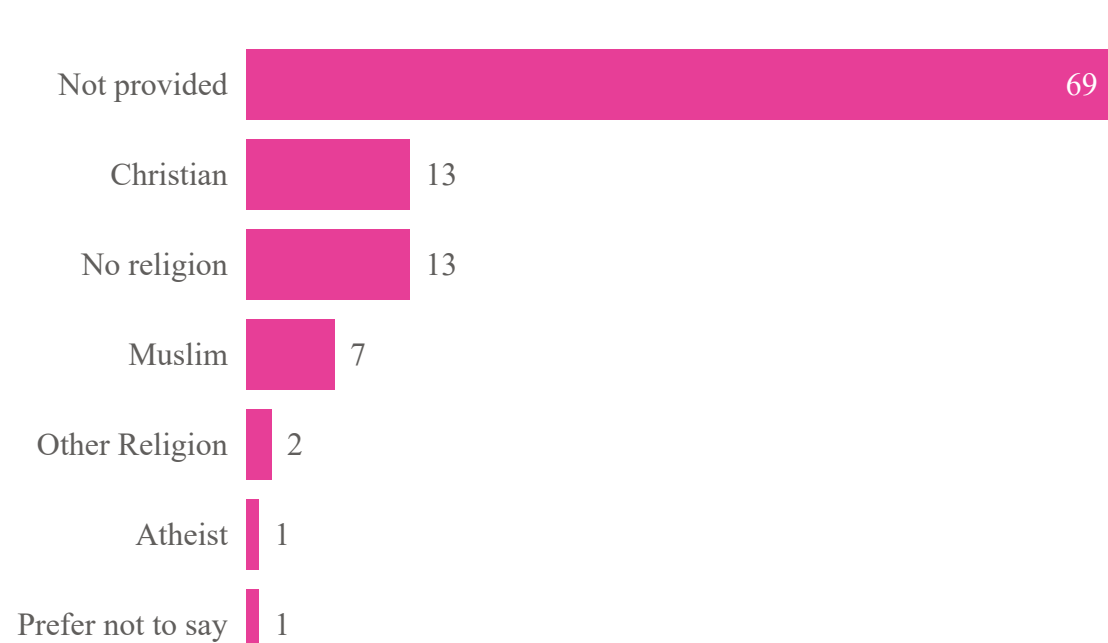
Sexual Orientation



Pregnancy/Maternity



Religion/Belief

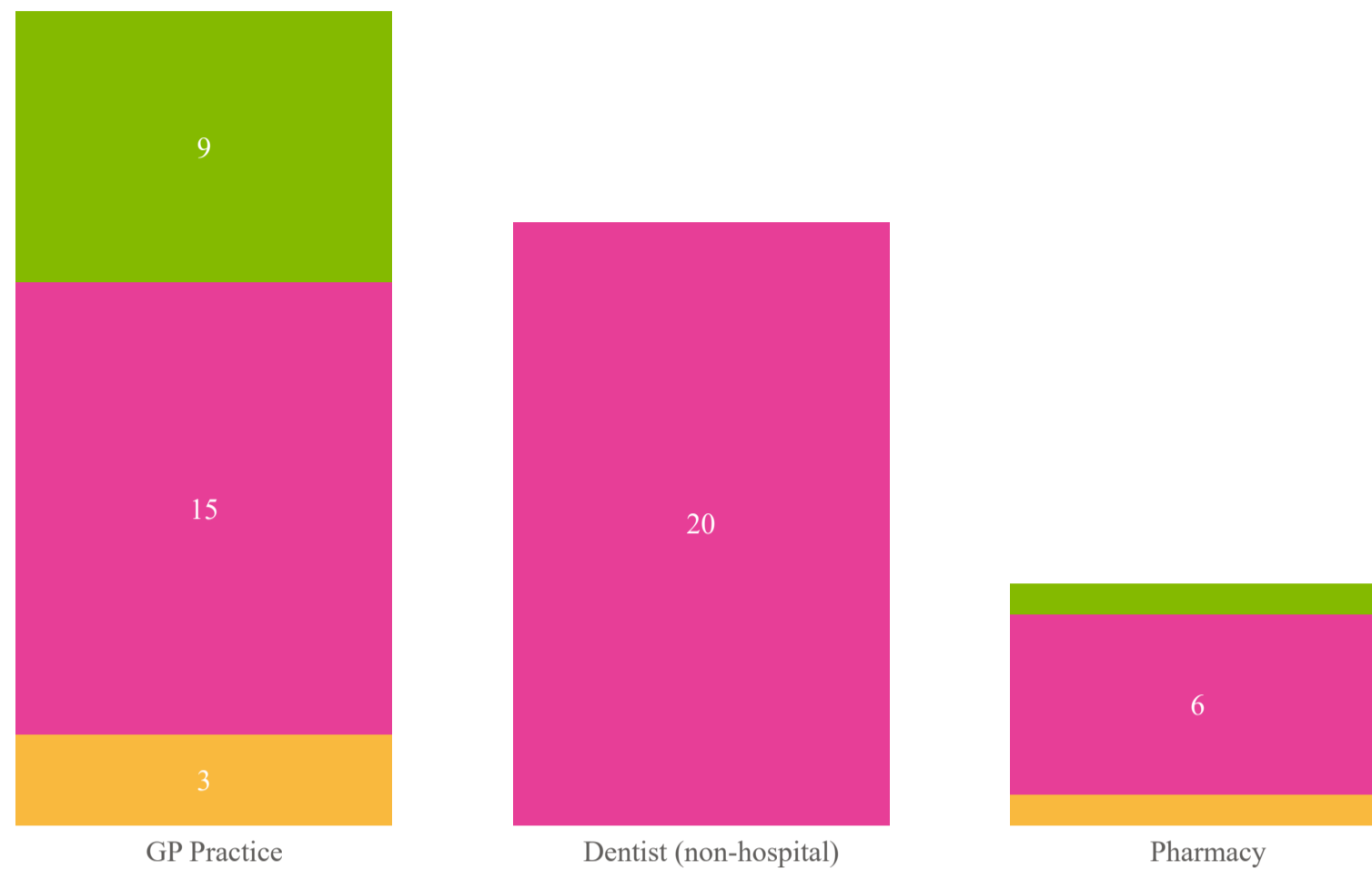


Primary Care Feedback

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 ● Positive



Themes and Sub-Themes with Sentiment for Primary Care Feedback

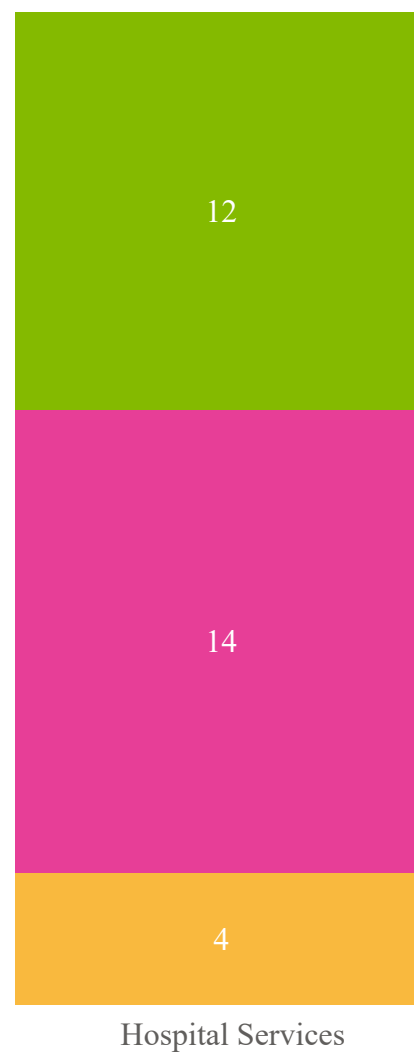
Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services		39	1	8	48
Access to NHS Dentist		17			17
Accessibility and reasonable adjustments		1			1
Admission Procedure		3			3
Appointment Availability			1	3	4
Booking Appointments		2		2	4
Cost of treatment		5			5
Provision of services		4			4
Referrals - availability		1			1
Referrals - timeliness				1	1
Remote appointments and digital services		3		2	5
Telephone system		2			2
Waiting times, punctuality and queuing on arrival		1			1
Continuity of Care, integration of health and social care, health promotion and wellbeing	1	3		1	5
Follow on treatment and continuity of care		1			1
Medicines Management		1			1
Prescription/Repeat Prescriptions	1	1		1	3
Corporate		2			2
Building, Décor and Facilities		1			1
Public consultation and engagement		1			1
Discharge		1			1
Medication		1			1
Experience of Care		7		7	14
Communication between staff and patients		4		6	10
Confidentiality/Privacy		1			1
Diagnosis or Assessment quality of		1			1
Staff - Caring, kindness, respect and dignity				1	1
Staffing Levels		1			1
Treatment and Care		8		7	15
Diagnosis or Assessment quality of		1			1
Effectiveness of		2		1	3
Medical Records		1			1
Quality of		3		6	9
Speed of		1			1
Total	1	60	1	23	85

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



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
Audiology			1	1
Dentist			1	1
Ear, nose and throat, audiology and maxillofacial services		1		1
Emergency department (including A&E)			1	1
Hospital Inpatient	1	5		6
Hospital Outpatient	1	4	4	9
Hospital services – not stated			1	1
Inpatient care/General inpatients	1		1	2
Obstetrics & Gynaecology		1		1
Oncology			2	2
Orthopaedics and fracture clinic		1		1
Palliative end of life care	1			1
PALS		1		1
Rehabilitation/enablement			1	1
Urology		1		1
Total	4	14	12	30

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

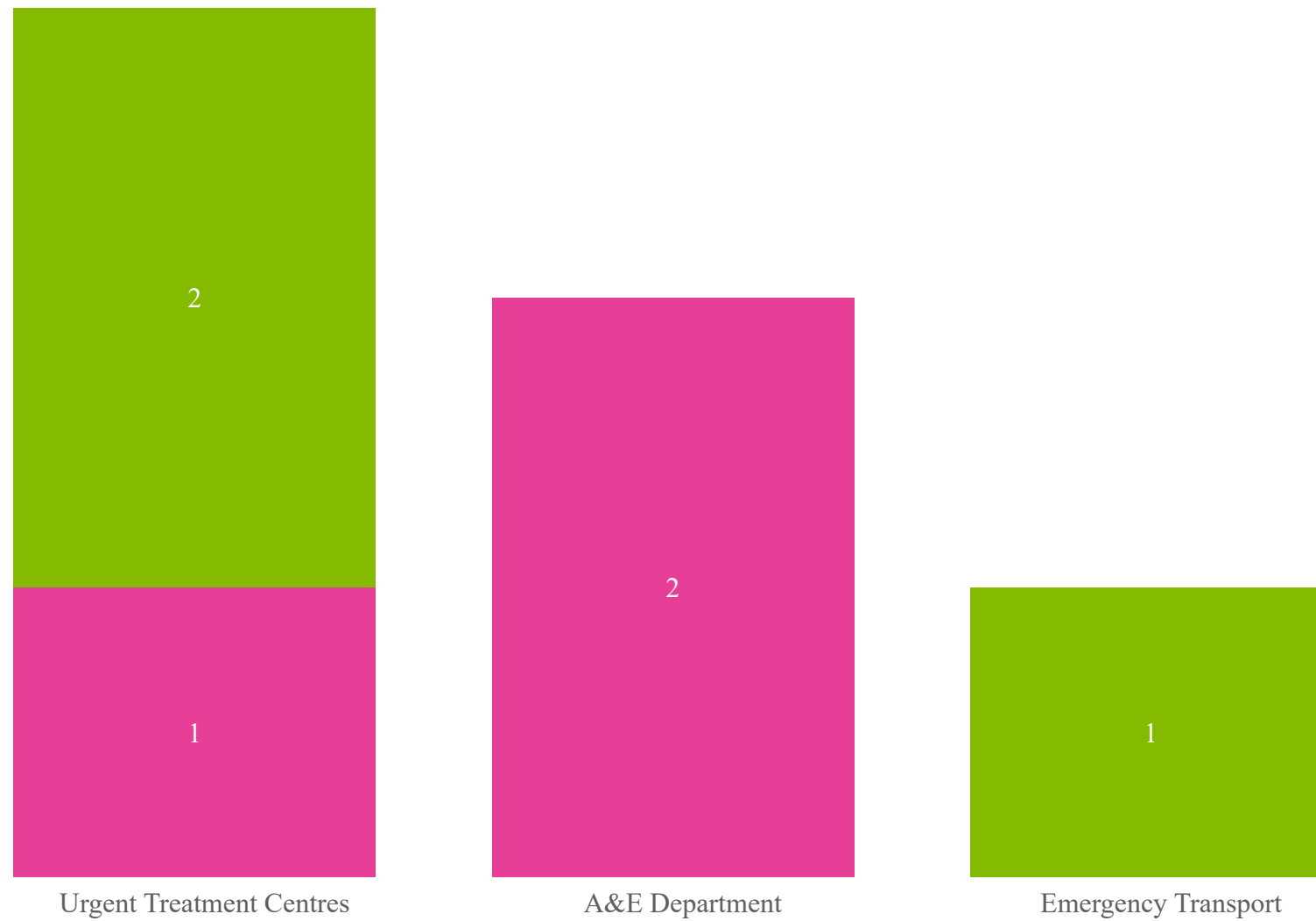
Main Theme	Mixed	Negative	Neutral	Positive	Total
▲					
☐ Access to Services		7		1	8
Accessibility and reasonable adjustments		1		1	2
Appointment Availability		3			3
Booking Appointments		1			1
Transport availability		1			1
Waiting times, punctuality and queuing on arrival		1			1
☐ Experience of Care	2	4	1	4	11
Communication between staff and patients	1	3	1	2	7
Staff - Capacity		1			1
Staff - Caring, kindness, respect and dignity	1			2	3
☐ Quality Assurance		1			1
Complaints procedure		1			1
☐ Treatment and Care	2	8		12	22
Effectiveness of		1			1
Explanation of		1			1
Management of Service	1				1
Medical Records		1			1
Quality of	1	4		12	17
Speed of		1			1
Total	4	20	1	17	42

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



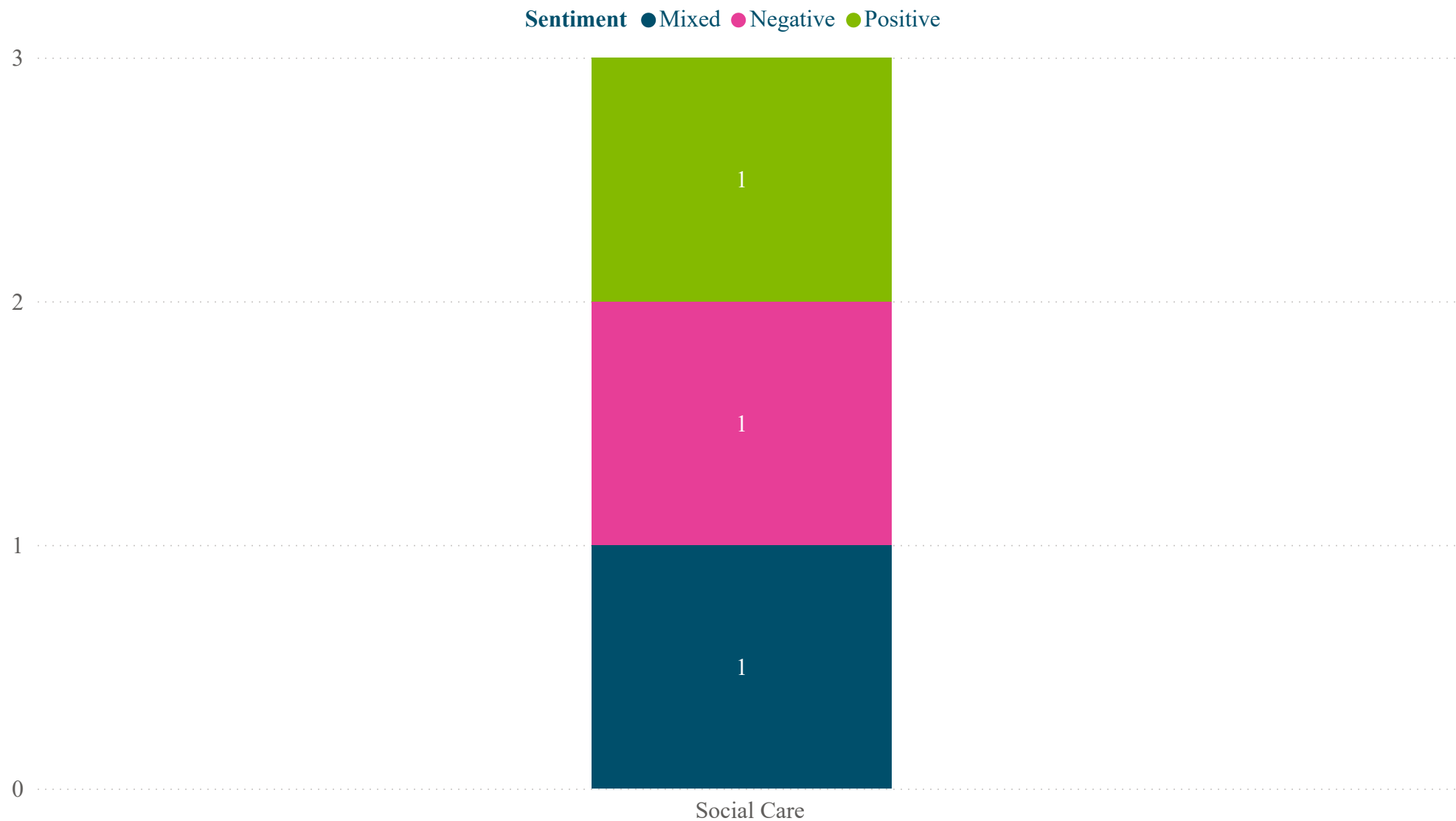
Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	3		3
Accessibility and reasonable adjustments	1		1
Provision of services	1		1
Waiting times, punctuality and queuing on arrival	1		1
<input type="checkbox"/> Experience of Care	1	1	2
Communication between staff and patients	1	1	2
<input type="checkbox"/> Treatment and Care		3	3
Effectiveness of		1	1
Quality of		2	2
Total	4	4	8

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



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
Adult Social Care		1		1
Adult social care, including care packages and social workers			1	1
Childrens Social Care Services	1			1
Total	1	1	1	3

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

Main Theme	Mixed	Negative	Positive	Total
▲ <input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing			1	1
Follow on treatment and continuity of care			1	1
<input type="checkbox"/> Experience of Care	1		1	2
Communication between staff and patients	1		1	2
<input type="checkbox"/> Treatment and Care		1	1	2
Quality of		1	1	2
Total	1	1	3	5

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 ● Negative



Community Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Home Care and Domiciliary Care	1	1
Total	1	1

Themes and Sub-Themes with Sentiment for Community and Care Feedback

Main Theme	Negative	Total
▲ Treatment and Care	1	1
Effectiveness of	1	1
Total	1	1

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



Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
Diagnostic/Screening Service	1	1
Mental Health Crisis Service	2	2
Mental health services	1	1
Mental Health Services (other services)	6	6
Total	10	10

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

Main Theme	Negative	Total
Access to Services	5	5
Appointment Availability	4	4
Service Delivery/Opening Times	1	1
Continuity of Care, integration of health and social care, health promotion and wellbeing	1	1
Follow on treatment and continuity of care	1	1
Experience of Care	1	1
Communication between staff and patients	1	1
Treatment and Care	6	6
Diagnosis or Assessment quality of	2	2
Medical Records	1	1
Quality of	2	2
Safety of	1	1
Total	13	13

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

Sentiment ● Negative



General All NHS Feedback Sentiment by Service Level

Service Level	Negative	Total
All Services	1	1
Total	1	1

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

Main Theme	Negative	Total
▲ <input type="checkbox"/> Access to Services	1	1
Appointment Availability	1	1
Total	1	1

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services		55	1	9	65
Access to NHS Dentist		17			17
Accessibility and reasonable adjustments		3		1	4
Admission Procedure		3			3
Appointment Availability		8	1	3	12
Booking Appointments		3		2	5
Cost of treatment		5			5
Provision of services		5			5
Referrals - availability		1			1
Referrals - timeliness				1	1
Remote appointments and digital services		3		2	5
Service Delivery/Opening Times		1			1
Telephone system		2			2
Transport availability		1			1
Waiting times, punctuality and queuing on arrival		3			3
Continuity of Care, integration of health and social care, health promotion and wellbeing	1	4		2	7
Follow on treatment and continuity of care		2		1	3
Medicines Management		1			1
Prescription/Repeat Prescriptions	1	1		1	3
Corporate		2			2
Building, Décor and Facilities		1			1
Public consultation and engagement		1			1
Discharge		1			1
Medication		1			1
Experience of Care	3	13	1	13	30
Communication between staff and patients	2	9	1	10	22
Confidentiality/Privacy		1			1
Diagnosis or Assessment quality of		1			1
Staff - Capacity		1			1
Staff - Caring, kindness, respect and dignity	1			3	4
Staffing Levels		1			1
Quality Assurance		1			1
Complaints procedure		1			1
Treatment and Care	2	24		23	49
Diagnosis or Assessment quality of		3			3
Effectiveness of		4		2	6
Explanation of		1			1
Management of Service	1				1
Medical Records		3			3
Quality of	1	10		21	32
Safety of		1			1
Speed of		2			2
Total	6	100	2	47	155

Primary 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
2977	Access to Services, Appointment Availability; Treatment and Care, Quality of	Mixed	This individual takes their children to this surgery and says that they usually have to wait 1-2 weeks for an appointment for their children. They said that they would choose to go to A&E rather than the surgery if their children were very unwell. The individual feels that the practice doesn't understand what patients need and want.	168 Medical Group
2807	Access to Services, Access to NHS Dentist	Negative	The individual was deregistered from their previous NHS dentist as it became privatised. They've not been able to get another NHS dentist for themselves or their children.	ALL NHS DENTAL
2787	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that there are no NHS dentists in their area accepting new patients. This individual says that at 81 years old and on a pension they cannot afford to go private. They have been to see their GP twice because of issues with their teeth, and have been told its their age and have been given a weeks worth of pain killers.	ALL NHS DENTAL
2765	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are currently on maternity leave and have a maternity exemption certificate but haven't been able to find a dental practice that will accept them as a NHS patient.	ALL NHS DENTAL
2844	Access to Services, Cost of treatment	Negative	This individual gave feedback that they are finding that the cost of private dental care is extortionate.	ALL NHS DENTAL
2875	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are not able to access an NHS dentist. They were deregistered due to long period of not attending following Covid lockdowns and have not been able to find another NHS dentist. They feel frustrated that they are not able to find another dentist but feel that so far this has not impacted on their wellbeing.	ALL NHS DENTAL
2909	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to access an NHS dentist in Weston super Mare since their previous dentist went completely private.	ALL NHS DENTAL
2868	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to access an NHS dentist in Weston super Mare.	ALL NHS DENTAL
2833	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to find an NHS dentist and they need lots of work doing to their teeth.	ALL NHS DENTAL
2834	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to find an NHS dentist.	ALL NHS DENTAL
2777	Access to Services, Access to NHS Dentist; Access to Services, Cost of treatment	Negative	This individual gave feedback that they have not been able to access an NHS dentist for themselves or their 7 year old daughter. They had an NHS dentist previously and were taken of the list for not attending regularly. Since this happened, they have been unable to register anywhere else. After a while the individual stopped looking for a dentist as it was very frustrating to keep being turned away and they lost hope of finding anywhere. The individual has since had to go private as their daughter needed treatment and they have been having issues with the cost of treatments as it is very expensive. They work in the NHS and don't earn that much, with the cost of living rises it is difficult trying to find money to cover going private, so they are having to make difficult decisions about what procedures they can have/afford.	ALL NHS DENTAL
2736	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they need to have a tooth removed and can't find an NHS dentist at all in Nailsea. They said that they can't afford a private dentist as they are only receiving their pension from Ukraine; they have lived here for 2 years. They are worried about possible imminent dental pain.	ALL NHS DENTAL
2729	Access to Services, Access to NHS Dentist	Negative	This individual states she is frustrated and angry at the lack of dental care offered locally. She says she is unable to find a NHS dentist to help her with her continual pain but can easily find one prepared to provide private care and who are asking for a minimum fee of £150. She feels that this is supposed to be an NHS funded provision. She cannot afford the private costs and feels that dentists should not be able to charge for what is a free service for NHS patients.	ALL NHS DENTAL
2892	Access to Services, Access to NHS Dentist	Negative	This person is pregnant and has teeth that have moved and are uncomfortable. She has a pregnancy exemption form that means she should not pay for care but cannot find an NHS dentist who will accept her even though surely the form exists because it is recognised that pregnant women have specific enhanced needs.	ALL NHS DENTAL
2867	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions; Access to Services, Provision of services	Negative	This individual gave feedback that accessing a pharmacy is difficult in Portishead as they have had 2 pharmacies closed down. There are other pharmacies but they are not that easily accessible for those with mobility or health issues and one of the pharmacies only dispenses prescriptions so they are not able to access over the counter products there. The individual doesn't feel that they have been that impacted by these issues as much as others, as they have support from family who will collect their prescriptions.	ALL PHARMACY SERVICES
2874	Access to Services, Provision of services	Negative	This individual gave feedback that they have had issues accessing their medications due to the accessibility of the pharmacy. Closure of chemists in Portishead has made it harder for them to access medications, they now have to go further which they find harder to do as they do not drive. The individual feels that they are reliant on family members and their availability to collect medications and that some of their independence has been taken away.	ALL PHARMACY SERVICES
2908	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the pharmacy is great, although the staff appear overworked. With the extra services they are now required to do by the NHS, more and more is expected from them. The care advisors and dispensers are a wealth of knowledge and have to put up with some difficult members of the public. The pharmacist and manager are really helpful and professional.	Boots, Monkton Avenue, Oldmixon, Weston-Super-Mare
2801	Treatment and Care, Medical Records	Negative	This individual gave feedback that on one occasion they have been issued with a document by the medical centre with another patient's name of it. They have also received a consultation note regarding another patient's treatment. On another occasion they received a late night phone call from a 111 doctor who asked this individual how they were. This individual had not made a 111 phone call and did not know why the doctor had phoned. This interaction is now showing on this individual's medical notes. This individual has asked the medical centre to remove this from their records but has been told this may be difficult as it was not the medical centre that put the report on the system. This individual received a text message from the medical centre asking them to click on a link to arrange for an Asthma review. The individual did this and heard nothing back. After 4 weeks they checked on their online records and it showed notes claiming that this individual had attended their review and a report was included. This is concerning to this individual as they feel it means that the record either relates to someone else, or someone has completed the report without seeing them first. There is now a note on their consultation notes to say the review was not carried out and that they will contact the individual. They have not heard anything since.	Clevedon Medical Centre
2825	Access to Services, Remote appointments and digital services; Access to Services, Telephone system; Experience of Care, Staffing Levels	Negative	This individual gave feedback that they don't think there is enough staff at the practice to cope with the number of patients. There is always a very long queue to get through on the phone and their elderly neighbour has filled in the online triage form and has been waiting 2 weeks for a reply.	Clevedon Medical Centre
3042	Access to Services, Accessibility and reasonable adjustments; Corporate, Building, Décor and Facilities; Experience of care, Communication with patients; Treatment explanation; verbal advice	Negative	This individual gave feedback that they asked for their daughter to be referred here as she is autistic and has moderate learning difficulties. They have been here twice so far but the environment is actually more triggering for an autistic person and it has made their daughter's anxiety worse. It is an unwelcoming portacabin and they found the staff were no better than their local dentist, and in fact on some occasions they found them to be more brusque, as presumably they are used to having to be quite firm with some patients. All this individual would like is a clinic in a welcoming building where their daughter can have her teeth looked over. Autistic children need gradual exposure and education about these environments, not just being thrust into an environment that is overly surgical just for a visual check up. They say that this is needed for all autistic children struggling across North Somerset. They feel that it is disgraceful that there is nothing when it could be provided more cheaply just with a simpler venue and service. At the very least their could be a special dentist in a local practice identified on some kind of directory for parents of autistic children to find. As a result both this individuals autistic girls are currently without a dentist they can access and they have poor oral hygiene already due to their autism.	Community Dental Clinic, Weston General Hospital
2789	Treatment and Care, Speed of	Negative	This individual gave feedback that they feel that the service here is very slow. It takes about 10 days for a prescription to be made up.	Day Lewis Pharmacy, Nailsea,
2906	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that they waited over 50 minutes for staff to make up a prescription whilst they waited. There were no seats and it was hot and stuffy. They nearly fainted after 50 minutes and then staff brought them a chair. They say that the pharmacy feels very disorganised.	Day Lewis Pharmacy, Nailsea,
2974	Access to Services, Access to NHS Dentist; Access to Services, Cost of treatment	Negative	The individual has not been able to find an NHS dentist over the last year. They called NHS111 to try and find dental treatment for a dental cavity, which was causing pain. They were sent to this practice in Bristol, who wanted to give them a temporary filling for the dental cavity but they didn't think this would really help, so the refused the treatment. The individual enquired how much a longer-term solution/treatment for their cavity would cost but couldn't afford to pay for private treatment of over £200.	Easton Dental Practice, 249 Stapleton Road, Easton, Bristol
3050	Continuity of Care, integration of health and social care, health promotion and wellbeing, Medicines Management	Negative	This individual gave feedback that the pharmacy issued them with insulin that was 5 months out of date.	Graham Road Pharmacy, Graham Road Surgery, 22 Graham Road, Weston-Super-Mare
2904	Access to Services, Telephone system	Negative	This individual gave feedback that they have difficulty getting an appointment and have had to ring NHS111 instead on several occasions.	Graham Road Surgery
2924	Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that the GP failed to address any of their concerns so much so, that this individual submitted a complaint. They have yet to receive any communication from the surgery following this complaint.	Graham Road Surgery, 22 Graham Road, Weston-super-mare
2978	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they are never able to see their GP face to face, only on the phone.	Graham Road Surgery, 22 Graham Road, Weston-super-mare
2822	Treatment and Care, Effectiveness of; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that their experience has been extremely poor. They contracted a rare condition 4 months ago and are still in extreme pain. They say that when they spoke to one of the GPs about the treatment not seeming to be working the GP said that in their opinion this persons body 'just didn't know what it was doing'. Subsequently this individual had to go private to get the care that they needed as this has been seriously disabling and they couldn't continue to wait.	Greenway Community Centre
2811	Treatment and Care, Quality of; Access to Services, Booking Appointments; Access to Services, Remote appointments and digital services	Positive	The individual felt that they'd had excellent care at the surgery and it was relatively easy to book an appointment. They felt that EConsult was easy to use and better than it used to be.	Harbourside Family Practice
2866	Access to Services, Referrals - timeliness; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they are generally in good health for their age, they have had good experiences with their GP and getting swift referrals when they have needed them. They do find the phone system for accessing appointments a challenge, they are not online and have to get help from their granddaughter to do anything online.	Harbourside Family Practice
2866	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they are generally in good health for their age, they have had good experiences with their GP and getting swift referrals when they have needed them. They do find the phone system for accessing appointments a challenge, they are not online and have to get help from their granddaughter to do anything online.	Harbourside Family Practice
2738	Treatment and Care, Quality of	Positive	This individual gave feedback that they were happy with services provided when they had their Covid and flu jabs recently.	Harbourside Family Practice
2864	Access to Services, Admission Procedure	Negative	This individual gave feedback that there is not enough time in an appointment for a useful outcome to be reached.	Heywood Family Practice
2917	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they feel that they have had long-term issues relating to misdiagnoses.	Heywood Family Practice
2838	Access to Services, Access to NHS Dentist; Access to Services, Provision of services	Negative	This individual gave feedback that this practice went private and refused to keep them on as NHS patients. Now they cannot find an NHS dentist for the whole family. They find this particularly frustrating for their son as they feel that children should not be going without dental care.	Honeycomb Dental Clinic
2806	Access to Services, Booking Appointments; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Positive	The individual was happy with the service they received at the surgery. They usually go in person to book an appointment as the surgery is very near by where they live and due to language issues it's difficult to make an appointment on the phone. They also go in person to the surgery to request their repeat prescription.	Horizon Health Centre
2788	Experience of Care, Communication between staff and patients; Access to Services, Referrals - availability	Mixed	This individual gave feedback that their GP here has been amazing. They referred this individual to see a neurologist at a choice of 2 hospitals, BRI or Southmead. There is a 52 week waiting list to be allocated a consultant. The referral was made in September 2024 and this individual should expect to hear something in September 2025. They say that they have worked all their life but are currently only working for 10 hours a week and this wait makes them feel like their life has ground to a halt.	Longton Grove Surgery
2918	Access to Services, Admission Procedure	Negative	This individual gave feedback that they find it very difficult to get an appointment. There's a triage form that has to be completed first, either in-person or online.	Mendip Vale Medical Practice
2922	Access to Services, Booking Appointments	Negative	The person's wife finds it difficult to make appointments at the surgery as she doesn't have internet access and is on hold on the phone for a long time. The person's mother-in-law has regular community nursing home visits currently which her father-in-law tries to manage as he has online access to the surgery.	Mendip Vale Surgery
2766	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their dentist has removed them from their NHS list, they've been told that this is because they have not been to an appointment for so long.	Milton Dental Practice
2876	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Positive	This individual gave feedback that she has had a recent dementia diagnosis so she has had quite a lot of contact with her GP in recent months. She feels that the GPs have been great and have kept her informed and she has had a nurse that has regularly been checking in with her to monitor her health and keep her updated with regards to referrals and appointments which has helped her to feel less anxious.	Not specified
3012	Experience of Care, Communication with patients; treatment explanation; verbal advice; Experience of Care, Diagnosis or Assessment quality of; Treatment and Care, Quality of	Negative	This individual gave feedback that the GP doesn't understand the condition that they have. They have been prescribed medication but have never had a review of this.	Not specified
2818	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they are happy with the GP service, they had stomach problems and the GP has been coming to the hotel where the individual is living and has liaised with the hospital.	Not specified
2865	Access to Services, Provision of services	Negative	This individual gave feedback that they have several health conditions and have found it difficult to manage their prescriptions since 2 pharmacies nearest to them in Portishead have closed. They now have quite a walk to get to the pharmacy and have found that some of their medications are not frequently available when they go to collect, which results in several trips to collect medications. They have issues with their mobility so find this challenging. The individual feels that their health has been impacted as they have had to go several days without taking some of their medications. They feel that the pharmacies that have been closed need to be replaced, they live in supported housing and mentioned that other residents are having similar issues with prescriptions as them.	Not specified
2845	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Mixed	This individual gave feedback that they use a Day Lewis pharmacy which is usually very good with waiting times for prescriptions being around 7 days. Although a few months ago they had issues with staff shortages which meant that waiting times were nearer to 14 days, which this individual thought was too long. They think the ability to be able to collect prescriptions 24/7 is excellent.	Not specified
2877	Access to Services, Admission Procedure; Experience of Care, Confidentiality/Privacy; Treatment and Care, Effectiveness of	Negative	This individual has several health conditions and finds it hard to get appointments at the GP. They struggle with having to give personal information about why they need an appointment to the receptionist, especially when they attend the surgery to book an appointment as they feel it is not a private setting. They feel that even though they have given information about their ailments, their conditions are then often not triaged appropriately, for example, being sent to see a pharmacist who then has to refer them back to the GP. They find it frustrating to be bounced around services and navigating a system that can sometimes taking days to actually get seen by a GP.	Not specified
2927	Access to Services, Access to NHS Dentist; Access to Services, Cost of treatment	Negative	The individual had been an NHS patient at the dental surgery since they were a child. They hadn't had an appointment since the Covid pandemic and was told they had been de-registered. The individual said that they were paying for a dental plan which gave them access to basic dental mobility and they cannot now afford this dental plan so hadn't been to the dentist in 6 months. They had mobility and health issues so couldn't travel into Bristol for dental care.	Oxford Street Dental Centre, 51a Oxford Street, Weston Super Mare
2946	Access to Services, Access to NHS Dentist; Access to Services, Cost of treatment	Negative	This individual gave feedback that they went for a check-up which had been cancelled twice and in the meanwhile the practice had changed to private practice. Having been told what treatment they needed they then found that they were no longer an NHS patient and that the treatment, for two fillings, one of which was a repair to a tooth top, which had been done before, was going to cost over £2000. There was no way they could that much without warning. The dentist and their assistant tried to sell this individual the Care Plan they were offering to cover treatment. They declined, as they didn't think it was value for money.	Oxford Street Dental Centre, 51a Oxford Street, Weston Super Mare
2831	Discharge, Medication; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Negative	This individual gave feedback that the dentist stitched their mouth after a tooth extraction and then sent them home with no aftercare. 2 days later this individual rang the practice back because other people were telling them that they should have aftercare. The practice realised they had forgotten to give this individual a prescription. When they went to the pharmacy to collect the prescription, the pharmacist told them that the pain killers on the prescription were not legally allowed to be prescribed by a dentist.	Smile and Face Dental Practice, Pill
3015	Corporate, Public consultation and engagement	Negative	This individual gave feedback that they attended their first meeting of the PPG. They hold members only meetings on a Monday at 2pm. This individual applied to join but due to working hours would not be able to attend a meeting at 2pm. This individual believes that a PPG group is meant to be reflective of the population of the surgery. They feel it is wrong that their application to join the PPG has been refused as they can't attend the afternoon meeting due to working hours. They think that if they want to attract younger people then they need to review their meeting times.	The Cedars Surgery, 87 New Bristol Road, Worle, Weston Super Mare
2751	Treatment and Care, Quality of; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that every member of staff is empathic, thorough and goes that extra mile to provide care/service. They treat this individual with dignity, are good at listening and professional and make time to explain things in layman's terms. This individual feels very lucky to be with this practice.	Tyntesfield Medical Group
2907	Treatment and Care, Quality of; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the GP was excellent. The dentist has been trying to treat a sinus infection but then referred them back to the GP. The GP took time, listened to the symptoms, prescribed relief and helped this individual understand what else they could do to help themselves. Excellent service and same day appointment.	Tyntesfield Medical Group
2753	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that the reception team can always manage to get this person in for a same day emergency appointment where needed and there is also the facility to book ahead as well to serve both needs. The reception team are really friendly and warm, and the doctors and nurses are professional and kind too. This person feel very lucky to be served by such a brilliant practice.	Tyntesfield Medical Group
2843	Access to Services, Appointment Availability	Positive	This individual gave feedback that they are generally able to make an appointment when they need it, however this does mean telephoning first thing in the appointment to get to the front of the queue, although this has got better since they introduced a new system.	Tyntesfield Medical Group
2890	Access to Services, Appointment Availability; Access to Services, Remote appointments and digital services; Treatment and Care, Quality of	Positive	This individual gave feedback that they cannot praise the surgery highly enough - they are just brilliant. Its always possible to get a GP appointment quickly, it's often possible to see a member of a specialist team if that is appropriate and the nurse team are fantastic. The surgery makes great use of digital communication channels with text messages used to remind about appointments and to send links to help and information (if appropriate), as well as good use of the NHS app options. Both this individual and their husband have had excellent care from the team. When they hear of other people's experience in the same area with other practices they are immensely grateful for this surgery and the brilliant staff there.	Tyntesfield Medical Group
2945	Access to Services, Booking Appointments; Treatment and Care, Quality of	Negative	This individual gave feedback that it is difficult to access appointments and there is not enough time during appointments.	Tyntesfield Medical Group, Tower House Medical Centre, Stockway South, Nailsea, Bristol

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
2805	Treatment and Care, Quality of	Positive	The individual took their 2 children to the hospital for treatment (they were also a patient there themselves). Their children receive a 6 monthly check up at the hospital and they were satisfied with the care they received.	Bristol Dental Hospital
2903	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that it was a brilliant service from check in; friendly staff, quick turnover of patients being seen and the consultant who was so very kind, patient and professional.	Bristol Eye Hospital
2959	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Mixed	The individual was accompanying their adult son who was being discharged from inpatient chemotherapy treatment which they'd received over the past few months. They said that this had been a difficult time for their son, however they'd been pleased with the care received. Their son had been worried about not receiving information about his aftercare until very recently and had now received this and was pleased about that.	Bristol Haematology and Oncology Centre, Bristol
2957	Experience of care, Communication with patients; treatment explanation; verbal advice; Treatment and Care, Quality of	Positive	The individual broke their leg last month in a car accident. They feel that the care they received was very good and they feel that the staff were very attentive and communicated well with them.	Bristol Royal Infirmary,BRI Bristol
2754	Treatment and Care, Quality of	Positive	This individual gave feedback that their wife had been admitted with a nose bleed and they felt that the care and staff had all been very good.	Bristol Royal Infirmary,BRI Bristol
2743	Treatment and Care, Quality of	Positive	This individual gave feedback that they receive ongoing treatment for prostate cancer and feel that their experience of oncology care is very good and on time.	Bristol Royal Infirmary,BRI Bristol
3014	Quality Assurance, Complaints procedure	Negative	This individuals husband was treated successfully for Rheumatoid Arthritis through private care (BUPA) but the BRI took over the after care and investigations into other medical issues . The private consultant prescribed medication but clarified to the patient and in medical notes that should side effects occur the medication should be stopped. When severe side effects did occur this caller says that the BRI clinical team insisted he continue to take the medication and his health deteriorated quickly . As end of life approached Sirona were able to offer the caller support for care at home and made several promises about care and equipment , none of which happened , the callers husband died in 2022 . The caller went through the PALS system in order to state her case and wanted to know what had gone "so terribly wrong" , eventually a meeting was arranged with staff and this individual. She says it is this meeting that left her traumatised and frustrated, a lack of understanding and communication has added to her emotional distress. She subsequently approached the Ombudsman in 2024 with evidence of her husbands treatment and letters which she describes as wholly unprofessional from staff and clinicians during and after her husbands treatment. The Ombudsman has refused to take this forward which she feels is unfair and dismissive. Although she has been advised to accept this decision she would still like to be heard, she doesn't want compensation but just to understand why things unfolded as they did and feels the BRI are still refusing to talk this through and listen. She feels abandoned by their PALS care commitment.	Bristol Royal Infirmary,BRI Bristol
2784	Treatment and Care, Quality of	Positive	The individual was attending the hospital after a referral from their GP. They were satisfied with their appointment.	Cossham Hospital, Bristol,
2936	Treatment and Care, Quality of	Positive	The individual said that the accessibility to Elmham Way rehabilitation service is very good. The experience of care is good.	Elmham Way Rehabilitation, Locking Castle, Weston-super-Mare
2841	Treatment and Care, Explanation of; Treatment and Care, Medical Records	Negative	This individual gave feedback that they were referred to the Musculoskeletal Dept by their GP, however there is no record of this referral on their medical record, and they're not received any follow-up since having an MRI which showed Spinal Stenosis.	Not specified
3030	Treatment and Care, Quality of	Positive	The individual attends the vascular department regularly. He said he has received excellent treatment and care.	Southmead Hospital, Bristol,
2856	Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that after a very long wait at the SDEC (same day emergency care) facility they were transferred to an ambulatory ward at 8pm. They say that the ward was more like a waiting room, and have 50+ people in it waiting to be seen. The receptionist offered this individual a makeshift bed just outside the ward but this individual felt that they couldn't stay in this environment and discharged themselves, to phone for test results the next morning. They were told the next morning that the test results were clear and no further action was needed.	Southmead Hospital, Bristol,
2847	Access to Services, Transport availability	Negative	This individual gave feedback that the outpatients dept is brilliant; they have had numerous appointments in the past few months. The issue this individual has is that they are disabled and don't drive, and rely on someone else to get them to and from the hospital. They have been told that access to hospital transport will only be available to them when they go on dialysis. They could take the bus, but this is a 3 hours journey each way, and is impossible if they have an 8am appointment.	Southmead Hospital, Bristol,
2847	Treatment and Care, Quality of	Positive	This individual gave feedback that the outpatients dept is brilliant; they have had numerous appointments in the past few months. The issue this individual has is that they are disabled and don't drive, and rely on someone else to get them to and from the hospital. They have been told that access to hospital transport will only be available to them when they go on dialysis. They could take the bus, but this is a 3 hours journey each way, and is impossible if they have an 8am appointment.	Southmead Hospital, Bristol,
3038	Access to Services, Appointment Availability; Experience of care, Communication with patients; treatment explanation; verbal advice	Negative	This individual gave feedback that they had an MRI in June 2024 and saw the consultant for a post op appt in July 2024 but they didn't have the results of the scan at this point. They should have had a follow-up in October 2024 but after hearing nothing, they emailed the secretary in early December to chase the MRI result and the appt. They were told they were waiting for the January rota and would be in touch. In Jan 2025 they emailed the secretary again. They were very apologetic and within hours this individual received a telephone appt with the consultant. They think they had been forgotten about. They are now on an urgent surgery list for full hysterectomy, but have no idea how long the wait will be.	Southmead Hospital, Bristol,
2747	Treatment and Care, Quality of	Negative	This individual gave feedback that they were admitted on several occasions due to an undiagnosed condition. On each occasion they were asked to move ward late at night. The first time they agreed and were moved to the discharge ward where they stayed for 3 days as the team treating them seemed to have forgotten that they were still there. The ward was very noisy and they didn't have a bathroom. On their subsequent admissions they refused to move ward when asked. They felt that the consultant didn't believe their symptoms and that there were making them up and would get better by themselves. They managed to get an appointment with a specialist in Germany who diagnosed the issue, and operated on them. They were able to fly home 3 weeks later. Because they were treated abroad they didn't have any access to aftercare and had to teach themselves to walk again. They feel that because they have a rare condition the NHS is just not equipped to deal with them.	Southmead Hospital, Bristol,
2862	Treatment and Care, Quality of	Negative	This individual gave feedback that they were incorrectly advised about their condition. They experiences long waits without seeing a doctor and finally discharged themselves after becoming more ill in hospital that out of it. They were not offered any regular medication.	Southmead Hospital, Bristol,
2823	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they were referred to Endocrinology here but have difficulty with access and communication. When they've been to the same service at a hospital in a different area everything appeared on the app on either the same or next day, which was excellent.	Southmead Hospital, Bristol,
2802	Access to Services, Appointment Availability	Negative	This individual gave feedback that when they attended for an ultrasound following a kidney stone removal by laser, the discharge letter stated that they should have another appointment in 6 weeks to have the remaining kidney stone removed and a stent put in. The 6 weeks time frame would have put the appointment at the end of January 2025. When this individual had not heard anything by the middle of January they called to chase up the appointment date but had difficulties getting through to anyone on the phone. Eventually they got through and then received a letter for a phone appointment in February. They rang to query this and again had great difficulty getting through to anyone. They contacted PALS who told them that the earliest appointment was in March. This individual is at high risk of further infection and damage to their kidney and is very unhappy with this response and is formulating a complaint.	Southmead Hospital, Bristol,
2819	Access to Services, Accessibility and reasonable adjustments	Positive	This individual gave feedback that they attend the West of England hearing implant programme and the service is great. They always ensure that a BSL interpreter is booked for this individual.	St Michael's Hospital, Bristol
2804	Treatment and Care, Quality of	Positive	The individual had a late miscarriage and attended the hospital as a day patient. They were satisfied with the care they received and their husband interpreted for them whilst at the hospital.	Weston General Hospital, Weston-super-mare
2935	Access to Services, Accessibility and reasonable adjustments; Access to Services, Appointment Availability; Access to Services, Booking appointments	Negative	The individual said that the accessibility to the audiology appointment system was poor.	Weston General Hospital, Weston-super-mare
2778	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that for the last 3 years they have been receiving treatment for Prostate Cancer. The treatment has been going well and the individual is currently doing a trial treatment and is feeling well looked after by all the healthcare services that they have encountered. They had flu over the Christmas period and were admitted to hospital due to being so unwell. The individual stated that staff were great, and that they have admiration for the hospital and staff for the care that they had been given. They felt that they were treated as an individual rather than a number.	Weston General Hospital, Weston-super-mare
2869	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that their mother is now hoist-dependent following her discharge. Prior to this she was independent but now needs her daughters support at home. In hospital there was no occupational therapy intervention other than a hoisting assessment. She says that there was a lack of staff continuity, lack of staff, lack of care. As a result this individual's mother is refusing to return to hospital and remains fearful of this.	Weston General Hospital, Weston-super-mare
2733	Treatment and Care, Management of Service; Experience of Care, Staff - Capacity	Mixed	This individual gave feedback that their mother was in hospital for 5 days before she died. She was in a general ward with the curtains pulled round the whole time because there were never any single rooms available. The family had to keep insisting that her pain relief/meds were increased as she groaned in pain when her pads were changed. It seems to the family that the palliative team were only available during working hours on weekdays. The only good thing they found was that the family were able to be there 24hrs a day unchallenged.	Weston General Hospital, Weston-super-mare
2830	Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that they found some of the staff to be caring. It was sometimes challenging to understand staff for whom English was not their first language.	Weston General Hospital, Weston-super-mare
2732	Treatment and Care, Quality of	Negative	This individual gave feedback that they had a 10 hour wait in A&E before a bed on a ward became available.	Weston General Hospital, Weston-super-mare
2881	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they had their left hip replaced 10 years ago and were told then the right one needed doing too. In the meantime they had both shoulders done. Last year just before the left shoulder they were told that they couldn't be on the waiting list for both hip and shoulder, so they were removed from the hip waiting list. Since then they have heard nothing; nobody seems to know anything and they can't find out what is going on and what is to happen to get their increasingly painful left hip sorted out.	Weston General Hospital, Weston-super-mare
2905	Treatment and Care, Speed of	Negative	This individual gave feedback that they had to wait eight weeks for an 'urgent' appointment & only received one because they rang up chasing what was happening. They also had to wait for test results. They were told by staff on the day of the procedure that the results would take 10-14 working days; this individual waited ten weeks. They say that they only received the results after complaining via PALS. A second procedure in the same department & again they were told 10-14 working days. This time they were waiting for three months for the results.	Weston General Hospital, Weston-super-mare
2837	Treatment and Care, Quality of	Negative	This individual gave feedback that they were admitted and given anti-inflammation drugs for 2 days. This individual says that the staff then forgot to give them these drugs for 4 days which meant that this individual's inflammation hit the roof and they were very ill and in extreme pain, which meant they were in hospital for much longer than was necessary.	Weston General Hospital, Weston-super-mare
2921	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This person's mother-in-law was an inpatient and didn't have a good experience as they were on a ward with 6 people, several of them had Alzheimer's and Dementia and were shouting regularly. This person felt that the care provided for their mother-in-law had been good however but not the ward experience.	Weston General Hospital, Weston-super-mare
2921	Treatment and Care, Quality of	Mixed	This person's mother-in-law was an inpatient and didn't have a good experience as they were on a ward with 6 people, several of them had Alzheimer's and Dementia and were shouting regularly. This person felt that the care provided for their mother-in-law had been good however but not the ward experience.	Weston General Hospital, Weston-super-mare

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
3041	Treatment and Care, Quality of	Positive	Excellent service provided, they should be applauded.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
2900	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they think that the centre is an excellent and valuable resource.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
2775	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they visited with their brother for an x-ray. The waiting room was packed. Both this individual and their brother have hidden disabilities which affect their anxiety levels and general understanding of everyday things and when they told the staff this they feel this should have been accommodated by offering them a separate room to sit in. They also felt that the staff were not learning difficulty friendly. They explained things to them using complicated terms that they could not understand and because of this the staff raised their voices and pointed to things on the wall and saying loudly” read the signs on the walls”. This individual feels that all they needed to do was give this person and their brother more time to understand what was being said, and to use simpler language.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
2899	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the service was fantastic. Helpful and calm on the phone, quick to respond - excellent care.	South West Ambulance Service (SWAST)
2832	Access to Services, Provision of services	Negative	This individual gave feedback that they find it worrying that A&E is closed from 10pm to 8am, particularly with the growing population in Weston super Mare.	Weston General Hospital A&E
2898	Experience of Care, Communication between staff and patients; Access to Services, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that they were there for 12 hours before being given a bed in a bay overnight. They felt that there was a lack of communication with patients about what was happening, and regular updates would have been appreciated.	Weston General Hospital A&E

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
2803	Experience of Care, Communication between staff and patients	Mixed	The individual has been allocated a social worker. They are a young asylum seeker who has recently arrived in the UK. They feel that contact with their social worker was 'sometimes good and sometimes not so good'. They often call their social worker and don't get an answer or the social worker doesn't phone them back about their queries about setting up legal appointments to discuss their case and issues around their health (setting up a dental appointment). This can make this individual feel frustrated and anxious.	North Somerset Council
2727	Treatment and Care, Quality of	Negative	This individual gave feedback that they received a lack of support from adult social services, and felt that the way they were treated was not good.	North Somerset Council
2920	Experience of care, Communication with patients; treatment explanation; verbal advice; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow-on treatment and continuity of care; Treatment and Care, Quality of	Positive	This person's father-in-law is temporarily in a care home following a hospital stay, and will be moved in to another nursing home for the longer term, which would be nearer to their home where his wife is still living. The person was happy with the service they received from NS Adult Social Care on behalf of their father-in-law, they were offered a choice of care homes that they could look around for their father-in-law.	North Somerset Council

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
2839	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they feel that homecare now relies too heavily on IT, and that there is a lack of consistency. Sometimes breakfast help doesn't arrive until 11am. This individual feels that carers do their best, but they have no say in how their day is organised for them.	Not specified

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
2979	Treatment and Care, Quality of	Negative	This individual gave feedback that their behaviour was ignored by the nurses at the Mason Unit until it got to the point where they had injured themselves so badly injured they needed to go to A&E.	Avon and Wiltshire Mental Health Partnership (AWP)
2734	Treatment and Care, Diagnosis or Assessment quality of; Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they didn't find that they received very much support. They had a long waiting time for appointments and found that the service seems to regularly rely on locums. They also gave feedback that they were mistreated and misdiagnosed on more than one occasion.	Avon and Wiltshire Mental Health Partnership (AWP)
2730	Access to Services, Service Delivery/Opening Times	Negative	This individual gave feedback that they feel that mental health support should be available 24 hours a day.	Avon and Wiltshire Mental Health Partnership (AWP)
2737	Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they feel that they have consistently received an incorrect diagnosis.	Avon and Wiltshire Mental Health Partnership (AWP)
2878	Treatment and Care, Quality of	Negative	This individual gave feedback that they feel that they have not received a professional service, and that there is a lack of experience amongst staff.	Avon and Wiltshire Mental Health Partnership (AWP)
2891	Access to Services, Appointment Availability	Negative	This individual gave feedback that they have recently been referred to the specialist ADHD service for assessment. Unfortunately the current wait for an NHS assessment is 5 years. Communications are slow and do not give a clear idea of the length of wait. This individual says that they understand that this is due to the service being overwhelmed, and they can get a private referral if they feel that is best. For them this is not a huge issue, but they can imagine that there are people who really need an assessment quickly who just aren't getting the care and support they need.	Avon and Wiltshire Mental Health Partnership (AWP)
2863	Treatment and Care, Medical Records	Negative	This individual gave feedback that when they accessed their medical records they could see that inaccurate information had been inputted by staff here, which has caused issues with current staff misunderstanding previous issues.	Avon and Wiltshire Mental Health Partnership (AWP)
2848	Treatment and Care, Safety of	Negative	This individual gave feedback that they were left on the floor after a fall. They made a verbal complaint, and are also looking into making a formal complaint.	Cygnnet Hospital Kewstoke, Weston Super Mare
3058	Access to Services, Appointment Availability	Negative	This individual gave feedback that they have been on the waiting list for over a year, they believe this is because mental health services are underfunded.	Second Step
2968	Access to Services, Appointment Availability; Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow-on treatment and continuity of care	Negative	The individual had been referred to Talking Therapies by the Haven service whilst they were living in hotel accommodation. They were on a waiting list for the Talking Therapies service for 4 months who then got in touch with them by email and referred the individual to the Silver Cloud service for weekly 45 minute sessions of online mental health support. A case worker followed the individual up after these sessions to see how they went. After completing the 6 online support sessions the individual was told they would be referred for 1:1 face to face mental health support. This was February 2024. The individual still has not received this support or contact with the service provider despite following this up with their GP. The wait of over a year and still not hearing back from them is very frustrating.	Vitamins / IAPT

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
2872	Access to Services, Appointment Availability	Negative	This individual gave feedback that they have had arthritis in their hands for sometime and recently they found out they have it in their knees. They have been waiting for about a year to have surgery for this on one of their hands - they have had surgery on their other hand previously (pre-covid) where they didn't have to wait so long. They feel that their life has been impacted by this as they struggle doing some day-to-day tasks; opening things, doing buttons and cutting foods and generally being in pain daily which impacts on their mood and wellbeing.	ALL NHS

Feedback to Q3 report received from service providers

'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).'