

Q2 Quarterly Activity Report July - September 2018



Highlights of Q2

New Team Member



We welcomed Liv in July as our new Information and Systems Administrator. Liv is logging all feedback into our database system for better reporting and keeping us all in order with a shared Bristol calendar!

Connecting Care

Our team attended a meeting of the NHS Connecting Care in September to learn about what is happening to NHS services and how more and more digital services are coming online.



Our reports published this quarter



Q2 Outcomes Highlight

“We attended the 30th birthday event in July and met with several Bangladeshi women to update them on current Healthwatch projects.”

“We joined forces with Bristol Independent Mental Health in partnership (BIMHN) and two members of staff and visited the Riverside residential mental health unit.” Our report can be read by [following this link](#).

How we have helped the public in Q2

167



In Q2 our Healthwatch staff have helped 167 with feedback questionnaires both on emotional wellbeing and 84 general feedback.

31 CPA Advocacy supported individuals during Q2, of which 15 were new referrals.

'Other Sources'

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

The highest number of complaints (for new referrals) in Q2 were:

- Gluten Free Prescriptions withdrawal
- Mental Health Services criteria for service
- Prescription delivery for mobility issues

"My manager at work has really helped me, supported me with my mental health issues. I have been able to discuss this without being judged and felt listened to. This has made me more loyal to my organisation." Wellbeing Survey Participant

83

Healthwatch had 83 emotional wellbeing questionnaires for Bristol this quarter.

Follow up actions taken from our engagement work included:

- Presented a study findings day to SW Health Professionals at NHS England South West (Taunton) about the findings of our CAMHS Survey
- Had follow up meetings with Friends of Caswell Thompson to discuss ongoing commissioning of BAME Prostate Cancer screening and check ups
- Worked with the public and the Clinical Commissioning Group on the new GP Survey to be launched in Quarter 3 (October 2018)
- Met with North Bristol NHS Trust, MacMillan, Cancer Research UK, Bristol Black Carers to organise a joint Breast Health Awareness Day
- Met with Deaf Health Promotion, Bristol Community Health and SENSE to arrange an event to look at health inequalities for those with sensory loss for early 2019.

Case study | Young Person from WellFest

“As a gay female, I am increasingly fed up of being put in a “heterosexual box” that means I might need contraceptives or assuming that I need female screenings that relate to straight people. I think the health service could try and be a bit more accommodating of people’s sexualities, not having to need birth control or screening tests. I understand that they are only trying to help, but it irks me that I am made to feel weird in a straight person’s world. I would be interested in talking to the medical profession to make this better. “

How we have helped the public in Q2

Case studies |

"Commentator had asked their local GP that their prescriptions be delivered to their home, due to mobility issues with a long term health condition. We referred the patient to SEAP and within a couple of days, the commentator called Healthwatch back to say that their prescriptions were now being delivered, thanks to Healthwatch intervention"

SEAP Advocacy Referral

"I am a parent Carer. SEN SOS, Bristol Autism Support and online Facebook groups have helped me keep my sanity and gain knowledge about my child." Parent Carer Bristol

"I was eating ready meals because I didn't have the energy to cook from scratch and now I am moving into a more steady diet, with feeling better I got more energy, so I am more likely to eat a diet with less salt and more greens. Just being less depressed makes me eat better."

Commentator : Participant from Kickin'2Shape with Healthwatch Community Pot Funding in collaboration with Bristol Active Life Project / Avon and Wiltshire Mental Health Partnership Trust and Second Step.

Case study | The Care Forum - Bristol Advocacy

Client is unhappy with the care that their adult son is receiving at the care home they are living at. The advocate met with client and assisted them to write a letter of complaint to Bristol City Council. The advocate met with them and assisted them to write a letter of complaint to Bristol City Council. The advocate supported client at a meeting with the social worker assigned to investigate their complaint and helped them to compile a

document of additional complaint points that the client decided to add after this meeting. The advocate has supported the client at two professional meetings with their son's social workers and care staff. This gave the client a chance to talk through their concerns and make plans with professionals about how these concerns can be resolved, while their son's placement review takes place."

How we have gathered views of the public in Q2



The team attended 41 **engagement events and meetings** and heard from 167 people as well as staff about various topics related to mental health, and general patient services. We received feedback feed forward reports. We received 83 emotional wellbeing questionnaires as well as individual online feedback.



Some highlights of the Quarter were The Recovery Festival, we met with Bristol Bangladeshi Women's Group, and heard the views of young people within a hospital setting and around their services at Riverside Unit. Our Wellbeing Survey is open until 30 November and you can share your views by [following this link](#).



We have produced 4 reports which can be read by [following this link](#). These have updates on EDS2 Bristol Community Health, Bristol Bangladeshi Women's Group, Riverside Enter and View, Bristol Active Life Project

Feedback Received from: CAMHS User/Parent Carer.

"In the beginning, communications with CAMHS wasn't so good, however, once we were receiving a service, the service was good"

'What we've heard' (in the 3 months up to September 2018)



The most frequently mentioned services are:

- North Bristol NHS Trust
- University of Bristol NHS Trust
- Bristol Community Health

The most frequently mentioned topics are:

- Gluten Free Prescribing
- GP Waiting Times
- Prescriptions

167

Individual experiences were reported to us

45% positive
45% negative

(10% Neutral or mixed)

The services with the highest proportion of positive experiences*

- University of Bristol NHS Trust (BRI)
- North Bristol NHS Trust
- Bristol Children's Hospital

The services with the highest proportion of negative experiences*

- North Bristol NHS Trust
- University of Bristol NHS Trust
- Avon and Wiltshire Mental Health Partnership

* of services mentioned at least once/month

"Went for an appointment at Bristol Eye Hospital, was an hour wait for a vision test. Then half an hour wait to see doctor. Staff attitudes however were very good, particularly the doctor at the end" *Commentator Bristol Eye Hospital*