



**healthwatch**  
South Gloucestershire

# Feedback Feed Forward

Year 5, Quarter 1 (April - June 2017)

Welcome to the Healthwatch South Gloucestershire Feedback Feed Forward report for April - June 2017.

Healthwatch South Gloucestershire gathers feedback from the public about local health and social care services, in order to understand what is working well and what could be improved.

In this report you will find the feedback gathered by Healthwatch South Gloucestershire during quarter one, the key themes that have emerged, and where relevant, any recommendations that Healthwatch has made to try to improve the patient experience. We have also outlined what Healthwatch South Gloucestershire will do with this information.

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## SECTION ONE: WHAT HAVE WE HEARD?

### FEEDBACK RECEIVED THROUGH PLANNED ACTIVITY

Healthwatch South Gloucestershire carried out the following planned public engagement and consultation work during quarter one:

#### HANHAM CARERS GROUP

Healthwatch South Gloucestershire spoke to the nine members of the carers group, outlining our role to represent the patient and public voice, and explaining how we use information to aid improvement and influence service delivery. From this visit, Healthwatch aimed to:

- inform members about Healthwatch South Gloucestershire
- gather feedback about members' experiences of health and social care services
- share opportunities for members to volunteer with Healthwatch South Gloucestershire.

#### Feedback themes

Healthwatch received feedback on a wide range of services, with two key themes emerging:

- 1) Communication and information sharing, specifically:
  - lack of communication between health professionals/ departments within organisations, e.g. Southmead Hospital
  - reliance upon patients to share their personal information, health needs and medical history, rather than health professionals/ service providers having access and awareness of this information already, e.g. when referred to a different department
  - lack of communication to patients and the public about service changes, e.g. new transport provider in South Gloucestershire
- 2) Understanding of mental health within primary care - Healthwatch received comments regarding the level of understanding and support available from primary care staff around mental health, which is a particular concern for carers that are supporting someone living with mental health problems.

### What do we do with your comments?

Healthwatch South Gloucestershire hears the experiences of local people through planned public engagement events, and from individuals contacting the team directly.

Healthwatch South Gloucestershire records these experiences and where relevant, signposts people to Patient Advice and Liaison Services (PALS), advises them on making a complaint, refers them to advocacy services, or in more urgent cases, reports to Clinical Commissioning Groups' Quality Surveillance Groups, or to safeguarding services.



## Outcomes

The key themes and recommendations have been shared with the carers group. We are in the process of contacting providers and commissioners of the services that were specifically mentioned for responses.

Once responses have been received, the full report will be available on the Healthwatch South Gloucestershire website **W:** <http://bit.ly/2eRqtf8>

## Future plans

Healthwatch South Gloucestershire will share this report with South Gloucestershire's Carers Advisory Partnership to see if there is any further action that they would like to take. Healthwatch will also carry out a follow-up visit to Hanham Carers Group next year (2018) to see if members' have experienced any service improvement based on the recommendations that Healthwatch has made.

## AVON AND WILTSHIRE MENTAL HEALTH LEARNING DISABILITIES CELEBRATION EVENT

In June, Mencap ran two events celebrating their work with the learning disabilities community. Healthwatch B&NES, Healthwatch Bristol and Healthwatch South Gloucestershire attended these events to raise awareness of our role and emphasise the importance of sharing experiences of health and social care services. The team had a particular focus on the Accessible Information Standard (AIS) and spoke to attendees about how they receive information from local health and social care services. Healthwatch also took part in two health workshops during the day to learn about Mencap's forthcoming campaign around accessible information.

## Feedback themes

Healthwatch received feedback on a wide range of services, with four key themes emerging:

- 1) **Staff attitudes:** commentators highlighted positive experiences in relation to the attitudes of reception staff at GP practices and hospitals.
- 2) **Dignity and respect:** several commentators highlighted a lack of dignity and respect when accompanied by support workers to medical appointments. Often in these cases, people reported the health professional ignoring their presence and speaking to their support worker instead.
- 3) **Access to services:** appointment availability and appointment booking systems were highlighted as an issue in some GP practices where patients are not able to get an appointment by calling the appointment line. Commentators also expressed their dissatisfaction with the time spent waiting for an appointment.
- 4) **Treatment and care:** commentators reported mixed feedback on receiving treatment and care. Some commentators shared excellent examples of health professionals taking the time to explain medical procedures, for example drawing pictures to help the patient understand what was happening in their body and what treatment they would receive for it. Other commentators shared negative experiences where health

professionals had used jargon and long words, preventing them from understanding what was going on and/or going to happen.

## Outcomes

The key themes and recommendations have been collated into a joint report across the three local Healthwatch. We are in the process of contacting providers and commissioners of the services that were specifically mentioned for responses.

Once responses have been received, the full report will be available on the Healthwatch South Gloucestershire website **W:** <http://bit.ly/2eRqtf8>

## Future plans

Healthwatch South Gloucestershire will take the themes identified through these events forward via Hivewatch (a 12 month project, funded by South Gloucestershire's Learning Difficulties Development Fund (LDDF), being delivered in partnership between Healthwatch and The Hive), and also through its project work on the Accessible Information Standard in order to identify the scale of these concerns, best practice and areas for improvement.

## Expected outcome

Healthwatch is hoping - through the Hivewatch project - to explore the experiences that people with learning disabilities have when accessing health and social care services. This will be undertaken through a programme of enter and view visits, carried out by people with learning disabilities to specific settings, including a GP surgery, a day service and a care home.

## ENTER AND VIEW

This quarter the enter and view team has been distributing an exercise poster, designed by Healthwatch South Gloucestershire, to encourage people in care/ nursing homes to be more physically active.

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### Why exercise?

**Because:**

- Our strength, fitness and mobility can improve
- We can feel more alert and brighter
- Our appetite and digestion improves
- Our balance, posture and coordination improves
- Our risk of falls and fractures are reduced
- Our concentration and memory improves
- Our sense of wellbeing improves

Activity provides moments of laughter and joy, which can enhance a person's wellbeing.

**Happy and healthy**  
Any exercise is good!

Exercise should be part of our care plan

We need meaningful daily activities

Encourage volunteers to come to your care home.

Fresh ideas can provide opportunities for exercise through everyday activities.

Older people can exercise! It can fit into care home daily life

**Activities**

- lay tables
- fold laundry
- arrange flowers
- deliver post and newspapers
- gardening jobs
- walking to the dining room instead of eating in the bedroom
- climbing stairs
- movement through games and music
- dusting and polishing

**How to get started**

A practical guide to healthy ageing  
Age UK South Gloucestershire  
01454 411707  
info@ageuksouthglos.org.uk

Top 10 tips on keeping well and healthy  
www.myhomelife.org.uk

Ideas for activities  
www.southglos.gov.uk  
search 'ageing well'  
www.elderlyactivities.co.uk

Living well toolkit  
www.cot.co.uk/living-well-care-homes

**The importance of having activity within a care setting:**

Helps adults who live with Dementia to develop and achieve realistic outcomes such as sustaining lifelong skills, enjoying social situations and maintaining a level of independence through meaningful occupation.  
Dementia Day Opportunities Manager  
Cambrian Green Day Services

www.healthwatchsouthglos.co.uk  
01454 543 402

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During the last three years, the team has undertaken 27 enter and view visits; from which a number of key themes have emerged. One of these is that opportunities for residents to be as active as possible are not always exploited, although there are some good exceptions to be found. Rather than waiting for structured physical activity to be organised by a care home activities manager, Healthwatch would like to see residents enabled to 'exercise' and keep active through undertaking everyday activities that may have been meaningful to them when they were living in their own homes. The poster provides some examples of simple activities and suggestions of where further information about what to do, and how to do it, can be found.

The poster and an accompanying letter has been hand-delivered to 41 care homes in South Gloucestershire, with a specific focus on those that provide dementia care. The enter and view team hand-delivered the poster so that they could explain the concept to care home managers/ staff and continue to build and maintain positive working relationships with care settings across the district.

### **Future plans**

The enter and view team will undertake revisits to a random sample of care homes next spring to observe any changes that may have been implemented as a result. During these visits we will also seek to gain feedback from residents and care staff about the practicalities of implementing the suggestions and any benefits that people may have felt. Healthwatch will share the feedback from the revisits with these committees in order to highlight best practice within care settings and areas for improvement.

### **INDEPENDENT FEEDBACK**

Healthwatch South Gloucestershire heard 53 accounts of health and social care services from members of the public during quarter one. These were received by telephone, email, post and via the Feedback Centre on the Healthwatch website to share their experiences.

### **Key themes**

Healthwatch identifies a key themes when it received five comments or more about a similar issue or a single provider. The themes are pulled together from all of the feedback heard by Healthwatch South Gloucestershire in quarter one, be that from planned engagement activity as laid out in section one, and the independent feedback that we receive through our channels of contact.

The key themes from quarter one are listed in Table 2 (overleaf), which also details the number of people that reported the issue, and which organisation(s) this information has been shared with by Healthwatch South Gloucestershire staff.

These organisations will be asked to respond to the theme, and their response will be published in the next report. All themes are presented to the Healthwatch South Gloucestershire Advisory Group for consideration for inclusion in the Healthwatch South Gloucestershire work plan. The outcomes of this decision and of any resulting actions to date will be published in the next report.

**Table 2: Key themes from public feedback in quarter one**

Theme	Number of issues heard	Shared with
<p><b>Q1.1)</b> Inequalities in access to primary care services experienced by people from the gypsy and traveller community. Feedback includes:</p> <ul style="list-style-type: none"> <li>• difficulties in accessing or registering with services due to the absence of a fixed address</li> <li>• referrals, e.g. from primary to secondary care, being withdrawn due to the absence of a fixed address</li> <li>• poor attitudes from reception staff within primary care</li> </ul> <p><b>NB</b> - This feedback was received independently.</p>	<p><b>Five</b></p>	<p>This feedback will be shared with the West of England Travellers' Health Steering Group, NHS England and South Gloucestershire Clinical Commissioning Group (CCG)</p>
<p><b>Q1.2)</b> The challenge that specialist health professionals face in raising awareness and championing the rights of people from inequalities groups, particularly the gypsy and traveller community. Healthwatch heard that stronger communication and partnership working between providers would help to support travellers to have [better] access to health services, particularly those people that have mental and/or physical health issues, transient travellers or those living on unauthorised sites.</p> <p><b>NB</b> - This feedback was received independently.</p>	<p><b>Five</b></p>	<p>This feedback will be shared with the West of England Travellers' Health Steering Group, NHS England, South Gloucestershire CCG and South Gloucestershire Council Public Health</p>
<p><b>Q1.3)</b> Gaps in and/or a lack of communication was raised by a number of commentators during this quarter. Commentators expressed frustration at the following:</p> <ul style="list-style-type: none"> <li>• having to repeat their stories because patient information/ files had not been shared within a provider, e.g. when someone had been referred to a consultant</li> <li>• a lack of communication between primary care, secondary care and social services following patient discharge</li> <li>• having to chase to get information, such as diagnostic results</li> <li>• lack of information about changes to services/ service providers, e.g. patient transport</li> </ul> <p><b>NB</b> - This feedback was received through planned engagement and independent reviews.</p>	<p><b>Nine</b></p>	<p>This feedback will be shared with NHS England, South Gloucestershire CCG, North Bristol NHS Trust and South Gloucestershire Council</p>

Theme	Number of issues heard	Shared with
<p><b>Q1.4)</b> Mixed feedback on the ability, confidence and approach that staff within primary and secondary care take when communicating with adults with learning disabilities, particularly when explaining medical conditions, or any treatment/ procedures that need to be carried out.</p> <p>Concerns (five) raised include:</p> <ul style="list-style-type: none"> <li>• staff speaking to carers/ relatives rather than the patient</li> <li>• staff using long words and jargon</li> <li>• patients needing to be accompanied to appointments to assist with understanding</li> </ul> <p>Best practice (five) shared:</p> <ul style="list-style-type: none"> <li>• providers adapting information so that it is available in Easy Read</li> <li>• staff adapting communication methods and taking the time with patients to ensure understanding</li> <li>• positive experiences of treatment/ procedures due to the explanations provided</li> </ul> <p><b>NB</b> - This feedback was gathered through planned engagement, as part of Healthwatch's work on the impact of the Accessible Information Standard.</p>	<p><b>10</b></p>	<p>This feedback will be shared with NHS England, South Gloucestershire CCG and North Bristol NHS Trust</p>

## SECTION TWO: WHAT HAVE WE DONE WITH WHAT WE HEARD?

Table 2: Key themes from year four, quarter four (January - March 2017)

Theme	Shared with	Response received
<p><b>Q4.1)</b> Concerns around communication - people with learning difficulties (LD) feel they need a support worker or a family member to attend appointments with them in case they don't understand the doctor. The Board heard that in secondary care settings, peoples' experience varies, but that in terms of communication, quiet rooms aren't always available when needed, and LD Liaison nurses don't work evening or weekend shifts, making emergency admissions during these times even more challenging for people with LD.</p>	<p>Shared at Learning Difficulties Partnership Board</p> <p>Meeting notes circulated amongst relevant stakeholders</p>	<p>Not applicable (N/A)</p> <p>North Bristol NHS Trust acknowledged the report and the points enclosed related to services that they provide.</p>
<p><b>Q4.2)</b> Annual health checks should be arranged for all people with learning difficulties but it isn't clear if this is happening in reality. Where they are happening, they are not necessarily offered in a LD-friendly format e.g. different checks in different rooms and with different staff, which can be unsettling. The Board also heard that the checks are inconsistent, and felt to be unexpectedly basic, e.g. blood pressure not taken, notes not made</p>	<p>Shared at Learning Difficulties Partnership Board</p> <p>An action was agreed at the meeting that South Gloucestershire CCG will monitor numbers going for health checks and encourage GPs to do more.</p> <p>Healthwatch South Gloucestershire will monitor progress on this.</p>	<p>N/A</p>

Theme	Shared with	Response received
<b>Q4.3)</b> Understanding of LD-related issues was felt to be limited overall.	Shared at Learning Difficulties Partnership Board  Meeting notes circulated amongst relevant stakeholders	N/A  North Bristol NHS Trust responded to acknowledge the report and the points enclosed related to services that they provide.
<b>Q4.4)</b> Accessibility issues for people with physical disabilities to dental service settings reached by steps.	Oasis Dental Care	None received
<b>Q4.5)</b> A need for improved communication from dental staff, so that patients are fully aware of the procedures that will take place during their appointment.	Mydentist (IDH Group Ltd.)	None received
<b>Q4.6)</b> Lack of consistency from GP surgeries in sharing information about the minor injuries services provided at the surgery.	South Gloucestershire Clinical Commissioning Group (CCG)	South Glos CCG response: Thank you for undertaking the visit to Southmead Emergency Department in March and completing a report of your findings. It is very interesting to hear from this cohort of patients who have chosen not to use the minor injuries service.
<b>Q4.7)</b> Non-medical 'triage' from frontline staff leading to people not able to access minor injuries services from their GP.	South Gloucestershire CCG	
<b>Q4.8)</b> Lack of information about GP-based minor injury services across South Gloucestershire.	South Gloucestershire CCG	
<b>Q4.9)</b> Lack of service provision at Yate MIU (no x-ray, stitch removal), and overcrowding leads to patients being referred to Southmead Hospital and other settings for treatment.	South Gloucestershire CCG	From the feedback received there are clear themes around information provision related to the service, both in the community and at the GP practices itself.  As a CCG we will contact all GP practices to ensure that: 1) information related to the Minor Injuries Service is available on Practice

		<p>websites e.g. detail of the service offered, same-day service and definition of a minor injury</p> <p>2) details of the service are added to monthly/ quarterly newsletters,</p> <p>3) reception staff, as well as practice managers and clinicians, have a full understanding of the service.</p> <p>North Bristol NHS Trust also responded to acknowledge the report and the points enclosed related to services that they provide.</p>
<p><b>Q4.10)</b> People are having negative experiences of accessing GP services. They report long waits for appointments, long waits on the telephone to make appointments, and long waits at the surgery when attending an appointment.</p>	<p>South Gloucestershire CCG and NHS England</p>	<p>None received</p>

## OTHER WORK UNDERTAKEN DURING THIS QUARTER

### Quality Accounts

During quarter one, Healthwatch South Gloucestershire undertook its role to receive, review and respond to the NHS Quality Accounts. These reports, which are published annually, capture the work that NHS providers are carrying out to improve the quality of care and treatment that they provide.

Under the Health and Social Care Act 2012, Healthwatch has a role to provide an independent response to these reports as a 'critical friend', highlighting links to any feedback that they have received regarding NHS services, commending/ sharing best practice and identifying areas that require improvement.

Healthwatch South Gloucestershire responded to five Quality Accounts during this period, including:

- North Bristol NHS Trust
- University Hospitals Bristol NHS Foundation Trust
- Avon and Wiltshire Mental Health Partnership NHS Trust
- Care UK
- South West Ambulance Service NHS Foundation Trust

Alongside producing the responses, Healthwatch also asked a number of questions of providers to understand the work that was being undertaken, and the impact that it is expected to have on patient safety and quality of care. Healthwatch will arrange to meet with providers throughout the year to seek updates on the work that is being carried out and track their progress.

It is hoped that a closer working relationship with NHS providers around the Quality Accounts will enable Healthwatch to have a stronger understanding of the improvements that are being made locally, and the impact that patients can expect to see in the services that they receive.

### Tracking improvements in patient discharge

At the Carers Advisory Partnership (CAP) meeting in June, Healthwatch heard concerns from carers regarding patient discharge at Southmead Hospital. This was a key theme in the 2014 joint report that the Healthwatch projects in Bristol, Bath and North East Somerset, South Gloucestershire and Somerset produced for Healthwatch England's national inquiry into patients' experiences of hospital discharge.

Healthwatch has shared the findings from the 2014 joint report with the CAP group to see if the themes captured in this report reflect the experiences that people are having. We are going to discuss this at the next CAP meeting in September to ascertain whether things have progressed, and if not, to decide how we want to proceed. Any follow-up work will be carried out in partnership with the CAP, North Bristol NHS Trust (which has a carers involvement group), and Bristol and South Gloucestershire Carers' Support Centre, which supports carers' liaison advisors within the Trust.

## SECTION 3: WHAT'S NEXT?

Further to the feedback themes that have emerged during this quarter, and the subsequent follow-up for responses that will take place, Healthwatch will also:

- make contact with key partners and stakeholders groups to discuss the experiences shared in more detail, including the West of England Traveller Health Steering Group, South Gloucestershire Learning Difficulties Partnership Board, Improving Patient Experience Forum, and the Bristol, North Somerset and South Gloucestershire Quality Surveillance Group
- where possible, Healthwatch will continue to explore these themes with the public through its planned engagement work, for example as part of the work we are doing to assess the impact of the Accessible Information Standard, through representation at involvement groups, such as the Carers Advisory Partnership, and other project work such as Hivewatch and enter and view .

Quarter two (July - September 2017) is going to be busy period for community engagement and promotion of the Healthwatch project, with a number of summer events, fairs and festivals taking place across the district. Healthwatch will be attending as many as it can in order to tell people about our work, gather feedback about local services and promote the volunteer opportunities that we have available.

Healthwatch South Gloucestershire will continue to work with colleagues in Bristol and North Somerset to understand the work being done as part of the Sustainability and Transformation Partnership, and how the public and voluntary sector partners can get involved in this to help shape and influence the future of health and social care services.

## SECTION 4: HOW ARE WE DOING?

During the next few months, Healthwatch South Gloucestershire will develop and share a survey for key stakeholders across the NHS, local authority, voluntary sector and the public in order to understand people's experiences of working with us.

This is an important activity to carry out so that we can ensure that we are providing a high quality service. We hope to understand what people feel we are doing well, where we are helping to make changes and influence service provision, and where things could be improved. We will share links to the survey when it is ready.

## About us

Healthwatch is an independent, statutory service which has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Each local authority has its own Healthwatch service. Although all Healthwatch hold the core value of championing the voices of patients and members of the public in health and social care, there are variations in how each local Healthwatch delivers the aim. For more information, please contact your local Healthwatch.

Healthwatch welcomes and encourages members of the public to continue to contribute their feedback to us using the communication methods listed below.

Healthwatch also supports members of community groups to become Volunteer champions so that they can represent the experiences and needs of their community. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below or visit our volunteering webpage W: <http://healthwatchesouthglos.co.uk/volunteers>

## Tell Us Your Story

Healthwatch South Gloucestershire wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us: text SG followed by your message to 07860 021 603



Email us at [info@healthwatchesouthglos.co.uk](mailto:info@healthwatchesouthglos.co.uk)



Call us: 01454 543 402



Write to us at: Healthwatch South Gloucestershire,  
The Care Forum, The Vassall Centre, Gill Avenue, Fishponds,  
Bristol, BS16 2QQ

Or visit our website to see more at: [www.healthwatchesouthglos.co.uk](http://www.healthwatchesouthglos.co.uk)