

Yate Pop-up Shop

On Thursday 20 June Healthwatch South Gloucestershire, in partnership with Sirona care & health, ran a pop-up shop in Yate Shopping Centre

The aims of the pop-up shop were to:

- Hear from residents about their experiences of using local health and social care services
- Raise awareness of Healthwatch and the importance of sharing experiences in order to influence service delivery and quality
- Provide information and signposting to residents to help them stay healthy and well.



It was actually a Healthwatch volunteer who suggested that we might have an opportunity to run a pop-up shop in Yate. We contacted Yate Shopping Centre's management team and they agreed immediately. Sirona care & health, the provider of community healthcare services in South Gloucestershire, including Yate Minor injuries Unit, were keen to work with us to provide free blood pressure checks and run an interactive stall around healthy eating and to gether patient feedback about their services.

The pop-up shop was also supported by Cintre, a support service for adults with autistic spectrum disorders, learning disabilities and mental health issues, and Yate Active Lifestyle Centre, who were promoting their Dementia support service.

"I was really glad to hear that Yate Minor Injuries Unit has extended times, they were great for me when I had an X-ray scan."

Local resident

"My cancer test results are taking a long time to come back from Southmead Hospital, aside from that they provide an amazing service to patients"

Local resident

"Transport services to get to appointment are not overly reliable and worry me when travelling to appointments."

Local resident

Activity report: June 2019

Yate Pop-up Shop



Healthwatch South Gloucestershire's fantastic volunteer Helen, speaking to people about their views on local services.



Healthwatch South Gloucestershire, plus colleagues from Sirona care & health, Yate Active Lifestyle Centre Yate and Cintre.

You said...

Healthwatch has some interactive ways through which we engage with the public. We thought it would be fun to use our feedback 'washing line' at the pop-up shop; asking people to write positive and negative feedback about health and social care services on cardboard cut-out pants (for experiences that were, well...a bit pants) and socks (for experiences that made people feel warm and fluffy). Here is what we people told us:

Positive feedback (Socks)

"Getting an appointment at my local GP Practice with a nice GP/Nurse for free."

"My Doctor at Hanham Health is lovely"

"Happy with doctors surgery at Kennedy Way Yate"

"I was really glad to hear that Yate Minor Injuries Unit has extended times, they were great for me when I had X rays."

"Poor communication after blood test, I was told I needed another to test if I had diabetes. After this blood test I got no feedback or results and when I phoned they said I was fine."

"My Doctor is very good she has stayed late to see my son when he was unwell."

"My Doctor at Courtside Surgery is brilliant!"

"My cancer test results are taking a long time to come back from Southmead Hospital, aside from that they provide an amazing service to patients."



Healthwatch's Pat and Helen with our 'feedback washing line'

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Negative feedback (Pants)

"Poor communication between my consultants."

"Very poor care at Southmead Accident and Emergency Department"

"I can never get through to my GPs when I call for an appointment"

"Waiting times to be referred from GP to hospital is too long."

"Having to go to GP practice to fill in repeat prescription form."

"Having to pay for prescriptions over the counter e.g. hay fever medications which were previously free on prescription."

Healthwatch South Gloucestershire also asked people three questions about local services:

1) Have you, or your relatives, experienced any long term health issues?

18 people said yes, while nine said they had not.

2) Have you used the Yate Minor Injuries Unit?

15 people said yes, and 12 said no.

3) Are you happy with the local health and social care services you use?

19 said they were happy with the services they use, and eight said they were not.

Healthwatch will....

All the feedback Healthwatch South Gloucestershire gathers is analysed and shared with commissioners and provider organisations, including Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group, South Gloucestershire Council, the Care Quality Commission, NHS England and Healthwatch England, in order to highlight what is working well and where things need to be improved.

If you have any feedback about health and social care services in South Gloucestershire, please get in touch with us.

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Text: 'sg' followed by your story to 07860 021 603

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Write to us:

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