



healthwatch

Bath and North East
Somerset

Healthwatch B&NES report to the Health and
Wellbeing Select Committee - November 2015

INTRODUCTION

This report will demonstrate the progress made by Healthwatch B&NES to promote the needs and views of local people.

Input from the B&NES Health and Wellbeing Network is included alongside the Healthwatch update, to demonstrate how the views of providers, patients and the public are being woven together by local Healthwatch to create meaningful improvements in how health and social care services work into the future.

Healthwatch is the statutory, independent champion for patients, carers and the public. The Health and Wellbeing Network hosts provider organisations, in both the statutory and community/voluntary sectors, to debate current issues and recommend actions for progress. The update provided below corresponds to the three themes from the B&NES Health and Wellbeing Strategy 2015 – 2019.

Summary of the Healthwatch B&NES year 3, quarter 2 report:

During the period July – September 2015, Healthwatch B&NES heard 81 comments about health and social care services, covering around 35 different service providers.

44 comments were received through Healthwatch information stands at community and healthcare settings, 20 comments were received through staff attending public events and 8 via the online Feedback Centre on the Healthwatch B&NES website.

Of these comments, 45 were related to services provided by the Royal United Hospitals Bath NHS Foundation Trust (RUH). The high number is primarily due to a public session that Healthwatch B&NES held at the end of July for people to find out more about the site's 'Fit for the Future' redevelopment plans. Healthwatch was grateful to have Steve Boxall, Head of Capital Projects at the RUH present to tell us more about the plans and answer people's questions. In addition commentary has been received through the rolling programme of engagement that Healthwatch B&NES is carrying out with the RUH, in partnership with Healthwatch Wiltshire.

HEALTHWATCH

B&NES:

- 81 comments were received from July – September 2015 (Year 3, quarter 2)
- Comments sentiment: 43% of comments were positive, 45% were negative, 7% mixed and 5% neutral
- The most positively reported type of comment was quality of treatment (23 comments), followed by nurses, midwives and health visitors, and doctors (14 comments each)
- The most negatively reported type of comment was regarding patient transport and access for people with a disability (7 comments each)

Of the 45 comments, 19 were related to the excellent quality of care people had received at the RUH, and the fact that people feel it is often better than other hospital facilities. Eight comments highlighted where parking is an issue, particularly for those people with mobility issues or disabilities, and five comments were related to waiting times at departments and appointments.

Four other service providers received multiple comments, including B&NES Council, Arriva Transport Solutions Limited, Sirona Care & Health CIC (Paulton Minor Injuries Unit) and IDH Limited (Bath Oldfield Dental Centre). All comments regarding IDH Limited were received through the Feedback Centre at www.healthwatchbathnes.co.uk (see snapshot below).

Bath Oldfield Dental Centre was visited by the Healthwatch B&NES Enter and View volunteers in August 2015.

During the visit positive feedback was received about the ease of appointment booking, including same day appointments. One patient highlighted a negative experience in the past, however treatment is better now.

Three recommendations were made by the Enter and View team, including: making information available to patients about the price of treatments (NHS and private patients) and how to make a complaint. To view the full report W: <http://bit.ly/1SKApoe>

The screenshot shows a 'Feedback' section with a 'Leave feedback' button. It displays '3 responses from the local community' and a 'Sort by' dropdown menu set to 'Date'. Three reviews are listed, each with a 3-star rating (out of 5) and a 'Report Feedback' link.

Rating	Reviewer	Date	Feedback Title	Feedback Text
3 stars	Anonymous	24th July 2015	Cancelled appointment twice, then forgotten	Do not go here! I had two appointments cancelled (one... more
3 stars	Anonymous	17th July 2015	They push too many appointments in, rushed.	Kept trying to make an appointment for when the dentist... more
3 stars	Anonymous	15th July 2015	Very poor service, negligent dentist.	Went because of cavity. Dentist was rude and rushed initial... more

During the period July – September, Healthwatch B&NES also carried out an Enter and View visit to Rosewell Country Home. The report can be viewed W; <http://bit.ly/1MYy98v>

Three general themes have been pulled from the 81 comments Healthwatch B&NES received during this period. They are:

- 1) Commentators appreciate service staff showing **kindness, care and respect and taking time to explain and inform** services users. This was seen as part of an **excellent, quality service**.
- 2) **Waiting times for appointments and referrals** has been a negative experience for some commentators. This was especially so when the waiting time was not explained, or patients were not given alternatives.
- 3) **Public transport options** to hospitals are **not satisfactory** to commentators, **with long waits, poor experiences and routes that are not convenient** for them.

The full report is due to be published shortly and will include a full breakdown of the services and service providers that these comments relate to. The report also includes responses from service providers to the themes that emerged from the previous report April – June 2015. The report will be available at W: www.healthwatchbathnes.co.uk

Further information and contact:

My apologies for not being able to present this report to you in person on 25 November. If you have any questions, or would like any further information about the contents of this report, please don't hesitate to get in touch.

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