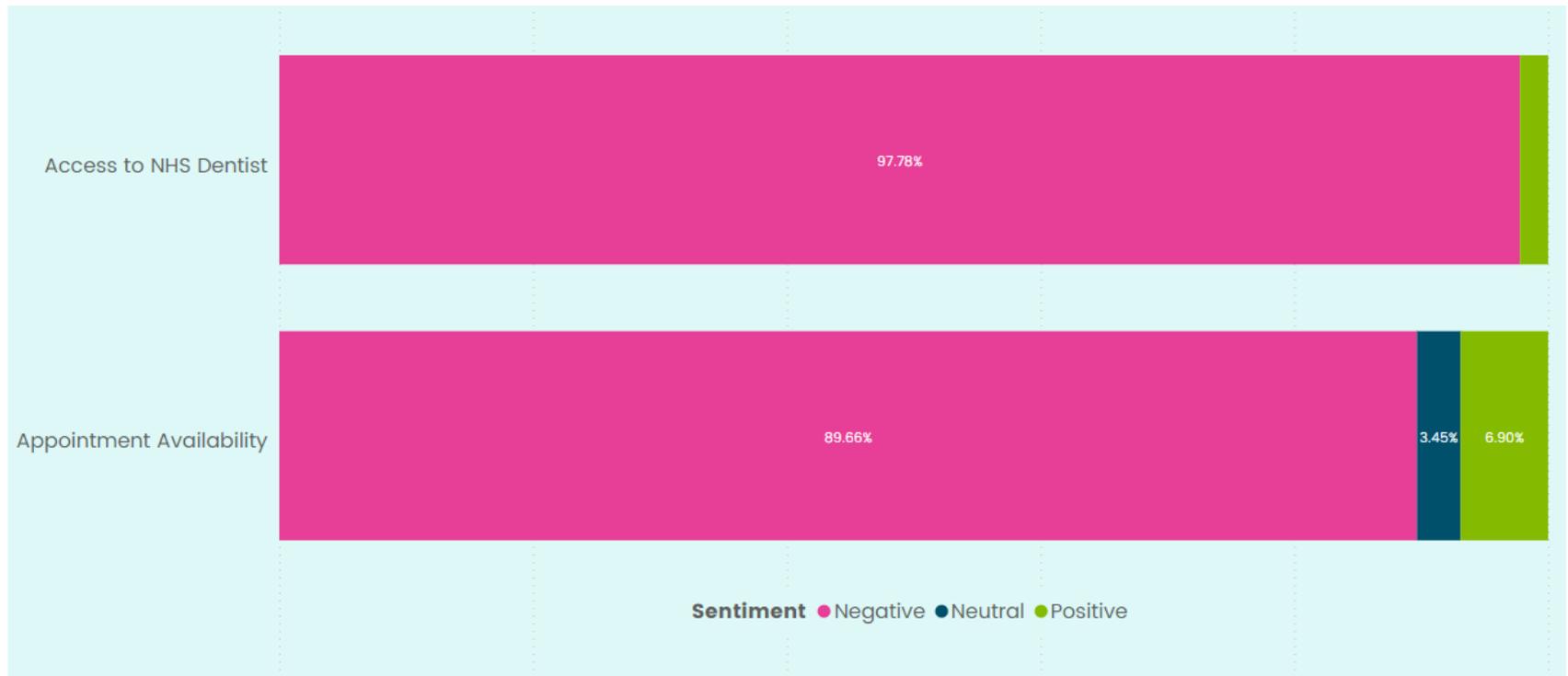




# Healthwatch Bristol HOSC Q2 2023 Data

**healthwatch**

# Primary Care 2 most frequent feedback themes Q2 2023



## Access to NHS Dentist feedback example:

This individual gave feedback that her dental service status has been changed from active to inactive without her knowledge. The person does not live in an area with community transport to be able to look for NHS dental service and cannot afford private care.

Practice Name not given

18 – 24 years old

Female

Single

Bisexual

White: Irish

Substance/alcohol use disorder

## Appointment Availability feedback example:

This individual gave feedback that is difficult to get an appointment [at their GP Practice]. You need to start calling at 8am and expect to be on the phone for an hour and then often do not get through. You then have to call again the next day and go through the whole process again. If you are a working person then this is not always possible.

Bedminster Family Practice

Female

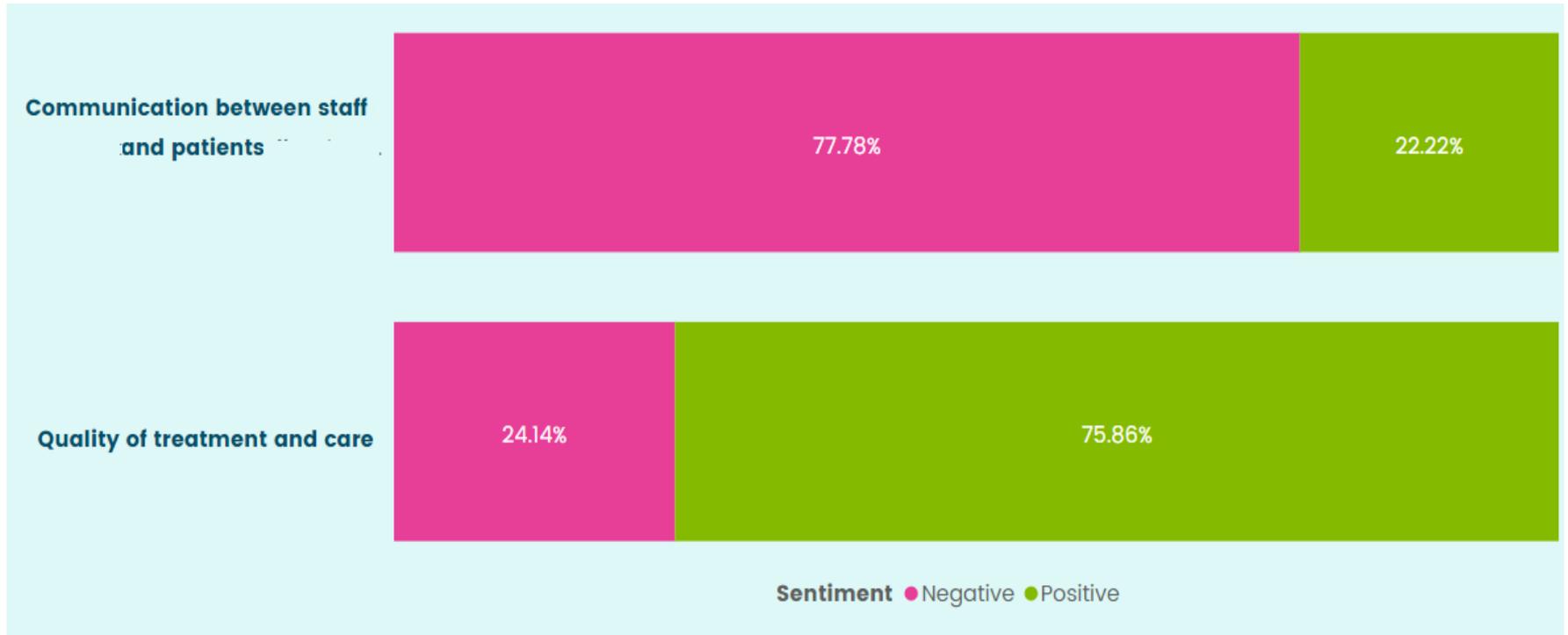
Married

Asian/Asian British: Pakistani

Muslim

A carer

# Secondary Care 2 most frequent feedback themes Q2 2023



## Communication between staff and patients feedback example:

This individual gave feedback that they feel that their health is suffering because of how they have been treated by E-zec.

E-zec refused to take him twice to appointments and cancelled him on 3 or 4 occasions. On one occasion the crew could not put him on a bus as there was already an individual with a wheelchair on the bus so they had not planned the route correctly.

E-zec Medical Transport

55 – 64 years old

Male

Married

Heterosexual

White: British

Atheist

Long-term health condition

## Quality of treatment and care feedback example:

This individual had visited the hospital and spent the morning there undergoing various tests and saw two consultants who took the time and care to provide a great service, all his questions were answered and he was given exceptional aftercare.

Bristol Eye Hospital

55 – 64 years old

Male

Married

Heterosexual

White: Any other White background

Blindness or severe visual impairment