



Healthwatch Bristol HOSC Q3 Oct- Dec 2023 Data

healthwatch

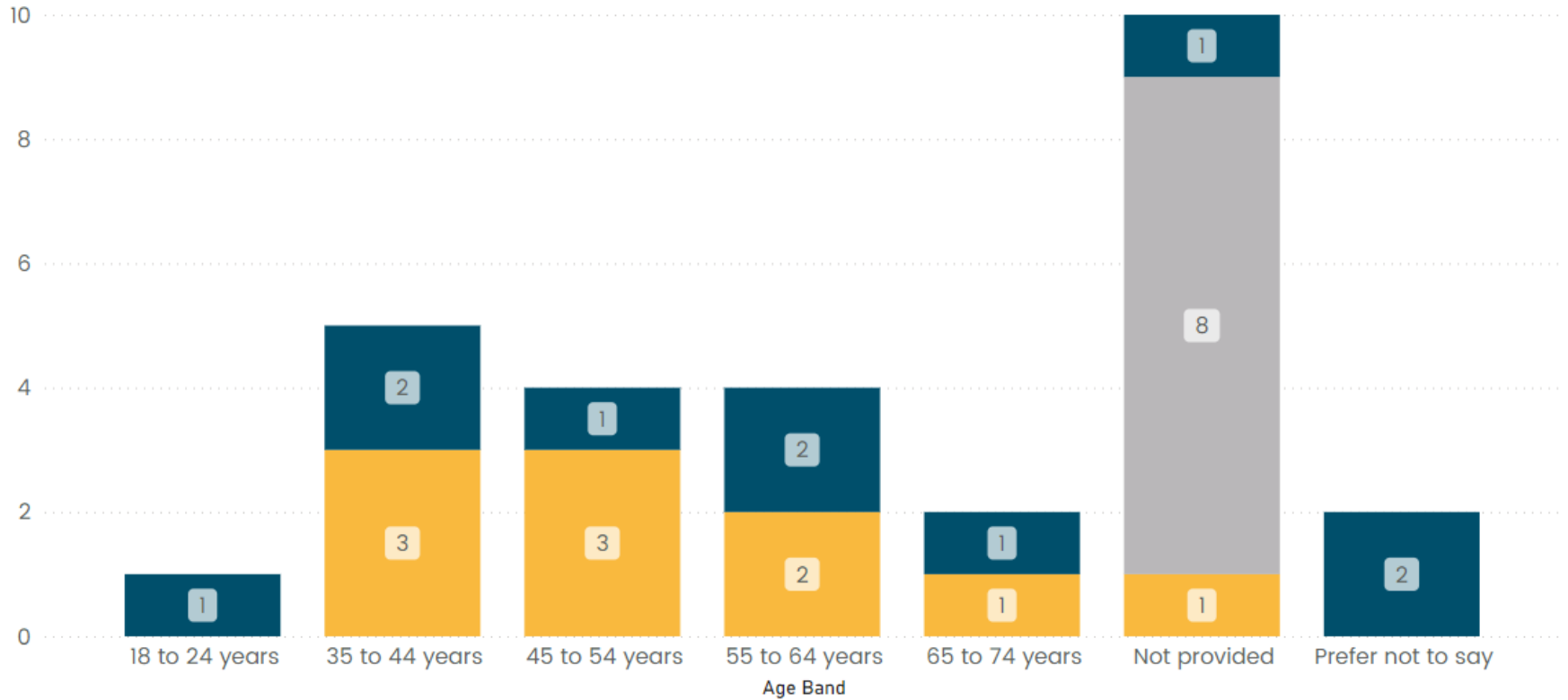


Q3 23/24 - Most frequently occurring themes; showing sentiment of feedback

Feedback Theme	Sentiment of Feedback				TOTAL
	Mixed	Negative	Neutral	Positive	
Quality of treatment and care	3	16	1	27	47
Communication between staff and patients	1	25		9	35
Appointment Availability		23		9	32
Access to NHS Dentist	1	26	1		28
Provision of services		15		3	18
Staff - Caring, kindness, respect and dignity	1	8		7	16

Access to an NHS Dentist Feedback showing Age and Gender

Gender ● Man ● Not provided ● Woman



Q3 23/24 Access to an NHS Dentist Feedback examples

Mydentist, St Lukes House, Emersons Green

This individual gave feedback that both his wife and his son (who has autism) are registered here. Over the last two years the surgery has cancelled a series of appointments and neither has been able to have a check-up. Each time they have received a phone call the week of the appointment and they have been told that due to a lack of NHS availability the appointment will need to be rescheduled. An appointment cancelled in the last few weeks has now been rebooked for nine months' time. The premises have been expanded and they were told they could book a private appointment this week if they wanted rather than wait nine months. They cannot afford to do so.

Male
55-64 years old
Heterosexual / Straight

Married
White British
No religion

Staple Hill Dental Practice

This individual gave feedback that they and their family are registered with this practice as NHS patients but have not been offered a routine check-up for 19 months despite seeking this. They are concerned they will lose access to NHS dental care as they understand that if they do not receive NHS dental care for 2 years they will no longer be regarded as NHS patients. They are unable to afford private dental care and are concerned for their future dental care and that of their family.

Female
55-64 years old

Heterosexual / Straight
Is a carer