

JSNA Health and Wellbeing Profile 2023/24

Public Feedback

Healthwatch Bristol provide a voice for everyone who uses health and social care services and help to bring about change by involving local people in the improvement of NHS and social care.

Healthwatch have the power to visit local services to see how they operate, identify best practice, and look at any areas of care and treatment that need to be improved. Healthwatch collect public feedback, carry out research, and work with other organisations such as Patient Participation Groups (PPGs) to ensure patients receive the best possible care. Patient feedback is anonymised and shared with service providers and commissioners. This ensures people's experiences remain central to the planning, redesigning, and improvement of care.

Decisions around key project work, are assisted by the Healthwatch Prioritisation Panel. The panel is made up of staff, volunteers, and trustees. Members of the panel identify the key issues affecting the local population, including those identified by the Health and Wellbeing Strategy, Social Care Strategy, Healthier Together programme, Bristol Joint Strategic Needs Assessment (JSNA), Health and Wellbeing Alliance, and Healthwatch England.

This knowledge is used to create a workplan. To address their workplan goals, Healthwatch Bristol also utilise vital support from:

- Volunteers - who help –support and identify local priorities. Healthwatch Bristol is currently working towards their Investors in Volunteers accreditation
- Joint working - working in partnership with communities to ensure Healthwatch can represent every area of Bristol
- Engagement - with community, professionals, families, carers, and patients
- Diversity and representation -ensuring those who are least heard can share their views and experiences
- Networking - striving to make key connections that reflect the diversity of the geographical area
- Social value - creating conditions and undertaking outreach that supports positive environmental outcomes and a safe, healthy city for all

Healthwatch Bristol Annual Report 2022/23

Each year, Healthwatch Bristol produces an [annual report](#) to provide an overview of their work and achievements over the previous financial year.

In 2022/2023 projects included:

- Our 'Dignity in Hospital' Care' report recommended professionals have better training to use digital systems to flag patients' communication needs, such as a visual or sensory impairment or language barrier. Both hospitals said they will ensure all patients are told about services for interpreting or BSL and provide better learning opportunities for staff.
- When a patient contacted us to say she'd been uncomfortable waiting for a planned operation because her hospital gown was too small, we raised this with the local Integrated Care Board. Both hospital trusts in our area have now committed to internal communications updates to ensure staff and patients know that there are different sizes

of gowns available, and that staff should tell patients that they can ask for an alternative gown.

- We spoke to 141 patients, family members, carers, and NHS staff about the hospital discharge process from hospital to a care home. More than 75% said they felt delays in admission or discharge had a negative effect on them. Following our recommendations, local hospital trusts and providers of community care have committed to ensuring staff, patients and their loved ones know what discharge pathway a patient is on, and what this means for their care. New communication resources, including new leaflets explaining the discharge pathways and new systems like 'Tablets to Take away' have been designed to speed up the process.

Examples of how Healthwatch has made a difference:

Connecting older adults to online health services:

In 2022-23, Healthwatch supported more than 1000 people and held almost 150 learning sessions to help older adults learn about the NHS app and develop the skills to order prescriptions, view test results, book GP appointments, and access online consultations. Sessions focused on empowering individuals to make small steps towards changing how and when they interact with services. We concentrated on how to find trusted health advice online and connecting to GP online services, primarily through the NHS app. We taught staff in 14 GP practices and seven care homes how to support patients and residents to use online health resources. Community groups provided up to 50 volunteers during the project who continue to support people's digital skills with ongoing sessions in their communities.

Improving maternal mental health support:

Delays accessing mental health support can have a devastating impact on new parents. Healthwatch Bristol reached out to local women about issues around continuity of care, mental health support, and having agency and access to information. As part of a wider piece of work by Healthwatch England, we spoke in-depth to five mothers who had given birth in the last two years and had experienced mental health issues before they gave birth. In addition, we helped distribute Healthwatch England's national survey, asking new mothers and parents about their experiences of mental health before, during, and after birth. Key take aways were that continuity of care was often poor after birth, mothers and birthing people felt they were not always given agency to make decisions about their care and those with existing or newly emerging mental health challenges who needed support did not find staff asked the right questions.

Healthwatch Bristol 'Local Voices' report:

Our quarterly Local Voices report is an anonymised compilation of the feedback that we receive from the public about their experiences of health and social care. We send these to over 300 provider leads and commissioners. This feedback uses a set of national themes, and helps to build a picture of how services are working well across Bristol, and where improvements can be made. This is of particular importance to those in the community who have poor health outcomes and poor service experiences. Amplifying their voices by bringing data to meetings about strategy, service quality, improvement, and patient experience, and to newly founded decision-making parts of the ICB, brings information that creates a patient centered-ness to all service change. We provide a 'live' version of Local Voices on the PowerBI app which is already linked to five insights & intelligence leads across Bristol City Council and more than 60 across BNSSG.

Further data / links / consultations:

- Healthwatch Bristol website <https://www.healthwatchbristol.co.uk/>
- Healthwatch Bristol <https://www.healthwatchbristol.co.uk/news-and-reports> for details of our latest reports and ongoing research

Date updated: September 2023**Next update due:** September 2024**Contact details:** contact@healthwatchbristol.co.uk