

# JSNA Health and Wellbeing Profile 2024/25

## 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.
- 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 2023/24

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

### In 2023/2024 projects included:

- Parents and carers told Healthwatch that it was difficult to find information about mental health support for children aged 5 to 11. To help them see what support is available and the routes into receiving it, [Healthwatch created an infographic](#) outlining the services – including NHS services, community initiatives and charities – that are suitable for children with mild, moderate, and severe difficulties.
- New mothers shared their experiences of maternal mental health issues with Healthwatch Bristol. Many said that they found it difficult to access the right help and faced long waiting lists or delays – some weren't sure where to look or hadn't been offered information. [Healthwatch mapped the organisations that offered mental health](#)

[care](#) during pregnancy and after birth. These include NHS services, charity services and those provided by local communities.

### **Examples of how Healthwatch has made a difference:**

#### **Improving menopause care:**

Our research around women's experiences of the menopause, including feedback from almost 400 people, has contributed to plans to improve menopause care and women's healthcare more widely. A lack of compassion from healthcare professionals, difficulty identifying menopausal symptoms, and confusion around Hormone Replacement Therapy (HRT) and alternative treatment options were among the issues identified by those we heard from.

One of our recommendations was that designated leads are appointed in each Primary Care Network to provide specialist advice and signposting on the menopause. The steering group has committed to working with GP surgeries at the Primary Care Network (PCN) level to improve existing provision through a 'Women's Health PCN' initiative. People will be able to access a clinician with an interest in menopause within the PCN. This may be via PCN-level menopause clinics led by a clinician with an interest that practices can book into, or through an established mechanism for other clinicians to seek advice and guidance within the PCN.

Our research with all women, including minoritised communities was recognised by the Bristol Health and Wellbeing Board as providing evidence for changes that would be made to menopause care using the funding from the National Women's Health programme. Our report was included in Bristol City Councils Women's Health Needs Assessment – the first of its kind in the UK.

#### **Changes at your GP surgery: monitoring how care improvements will benefit patients:**

We react to what people tell us, and we noticed that people often told us they didn't understand if their GP surgery was changing for the better. We wanted people to know about NHS plans to 'tackle the 8am rush' and make it easier and quicker for people to get the help they need from their GP practice and surrounding healthcare community.

We [created a booklet](#) outlining what changes we felt you'd want to know about. We explain the National Delivery Plan for surgeries that recognise the need for better access to appointments and call backs. The booklet includes information about what the Plan means for patients, such as the roles of the various qualified health professionals who are being recruited in surgeries and wider communities surrounding them. We include information about Pharmacy First and your rights when it comes to digital registration for appointments. We also included case studies of good practice in the local area

GPs told us they found the information in the booklet very useful, especially the information about the different staff roles that are currently available or will be offered in the future at GP surgeries. GPs and other healthcare professionals agreed that more information is needed to help everyone understand the changes.

#### **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, patient experience, and to newly founded decision-making parts of the ICB, brings information that creates a patient-centred approach 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 2024**Next update due:** September 2025**Contact details:** [contact@healthwatchbristol.co.uk](mailto:contact@healthwatchbristol.co.uk)