Quarter 3 Oct-Dec 2023 public feedback & insights snapshot

North Somerset Local Voices reports are a collation of public experiences of health and social care. These stories build a picture of how services work well or can be improved for communities arcoss Bristol. North Somerset and South Gloucestershire, and this is especially important for those people with the poorest experiences of health and social care. These stories build a picture of how services work well or can be improved for communities arcoss Bristol. North Somerset and South Gloucestershire, and this is especially important for those people with the poorest experiences and outcomes. Our expertise is in using inclusive engagement methods to provide feedback which is otherwise missing from data sets. We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSS area. Our anim is for the collected insights to help the success issues. We take feedback ta face value and share it anonymously. If the public consent

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for it, we can share contact details for case studies and to support service coproduction or codesign. All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. These reports can also be viewed in PowerBI Pro, please email miriam@healthwatchbnssg.co.uk if you would like to

access them in this way.



77 contacts provided feedback in Q3
36.5 % of the pieces of feedback are positive about services
2.6% identify as a carer
27 have a long-term condition
9 live in poverty
4 are homeless
2 have limited social networks/ family

Primary Care negative comments:

24 said they had limited/ no access to NHS dentist or GP

6 had a poor care experience from a service 4 said interface between services was bad 4 were concerned about quality, diagnosis or their treatments management 1 had problems with medication at discharge For access to Healthwatch BNSSGs PowerBI App for monthly live data from your Local Authority area?

For Local Voices PDFs each quarter; public feedback narratives sorted by service, theme, sub-theme, service-user demographics etc?

Contact:

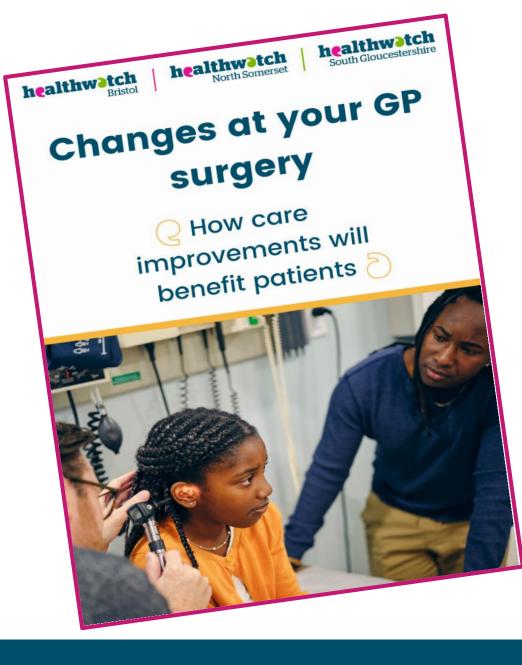
Data and Insights Officer, Healthwatch BNSSG, Miriam Booth

<u>Miriam@healthwatchbnssg.co.uk</u>

Healthwatch Engagement Strategy 2024~2028

Main changes to our outreach in communities (the kind that forms basis of Local Voices)

- Equalities engagement (hard to reach or inclusion groups) will be measured in new ways and given allocated time each week
- 2. Robust stakeholder mapping, establish stakeholder forums for effective engagement work in those communities
- 3. Targeted communications to reach out into communities
- 4. Real time data sharing via our PowerBI dashboard.Expansion of feedback categories/themes to capture wider determinants of health



Sharing the booklet

- BNSSG-wide newsletters (ICBs)
- Local newsletters
- On North Somerset website for downloading
- Healthwatch BNSSG newsletters
- Social media and tagging participants
- Print version in high quality A5 booklets
- Healthwatch BNSSG staff to share digital copies, physical copies, and links to websites
- Mailout to all GP practices and other services e.g. pharmacies
- Presenting at meetings (staff/Board) with messages
- Engagement Hub window display to encourage people to pick up a printed copy in Bristol office base
- Email to contact lists in Feb including city and local councillors



'Changes at your surgery' our workplan project about access to GPs

- Explains what changes patients may see
- Explains the GP Access Recovery programme by NHS England

Contains 28 pages:

- Listing changes which the public & Healthwatch can monitor and scrutinise.
- Staff roles in GP practices; new additional roles and what they do.
- Information about Pharmacy's new services ~ the Pharmacy First Programme.
- Healthwatch BNSSG public survey Autumn 2023 325 responses; what was good about their GP surgery and what could be improved. Baseline for comparison in a year or so?
- Positive initiatives already happening in the local area using real life case studies.
- Digital promises explained ~ March edition 2024 once telephony changes are rolled out.