

## Q4 Quarterly Activity Report January - March 2018



# Highlights of Q4

## The Team



Greetings from the project's staff team who are based at The Care Forum. We are joined behind the scenes by a huge team of volunteers who help to deliver the project in South Gloucestershire.

L to R: Alex Francis, Team Manager; Dan Hull, Development Officer; Pat Foster, Volunteer Support Officer; Vanessa Scott, Communications Officer

## Reports that we have published this quarter



Our Enter and View volunteers have been busy. During this quarter they carried out two visits to Thornbury Hospital (Feb 2018) and 121 Watley's End Road (Feb 2018), the latter being a visit done in partnership with The Hive to understand accessibility of services for people with learning disabilities.

To view all of our Enter and View reports, including the recommendations that we made and the responses we received W: <https://bit.ly/2FZNxtr>

## Q4 Outcomes Highlight

We received the following feedback from Sirona care & health:

“We really appreciated your feedback following your Enter and View visit in February 2018. We were very happy to hear that you were impressed with the standard of care delivered on Henderson Ward and of the enthusiasm and dedication of staff, despite the difficulties posed by the age and dedication of the building.

We appreciate the recommendations you made and have immediately acted to provide shaving mirrors for those individuals who need them...”

The full report can be viewed here W: <https://bit.ly/2FZNxtr>

## Isolation and loneliness conference

Healthwatch was delighted to be able to support South Gloucestershire Disability Equality Network with their conference in March 2018. This was a really successful event. To find out more W: <https://bit.ly/2IFF5BE>



# How we have helped the public in Q4

# 234



During Q4 Healthwatch captured feedback from 234 people about their experiences of using local GP services. We are analysing the results and will share the report in summer 2018.

# 10/5

Healthwatch heard experiences from 10 individuals, five of whom were signposted for further support, including via advocacy and Well Aware.

## Sharing info

During Q4 Healthwatch South Gloucestershire gained 65 new followers across Twitter and Facebook bringing our total of social media followers to 2,255. This is a medium that we have increasingly used over the last six months so it is positive to see that reach that it enables us to have. Through our network of followers we have the ability to reach in the region of 65,600 people.

### Top Tweets for Q4

Celebrating LGBT History Month (Feb 2018)

February is LGBT History Month and to celebrate #LGBT history @DiversityTrust have arranged an event with a fantastic array of speakers. To read more about this and to register your attendance click on the link:  
[ow.ly/ERns30ibJ91](http://ow.ly/ERns30ibJ91)  
@BerkeleyWilde @EdsonBurton @CherylMorgan  
[pic.twitter.com/5acUVcgcJG](http://pic.twitter.com/5acUVcgcJG)



Exploring people's experiences of using services

Are you deaf? Hard of hearing? Are you blind, partially sighted or visually impaired? Are you deaf-blind? Do you have a learning disability? Are you getting info in a way that is easy for you to understand when using health services? Tell us your story ->  
[bit.ly/2AGFGz5](http://bit.ly/2AGFGz5) [pic.twitter.com/95a8jN9Wxe](http://pic.twitter.com/95a8jN9Wxe)



Promoting Healthwatch's poster to encourage exercise in care home settings

Check out this nifty poster created by our brilliant #Healthwatch #SouthGlos team! These were created to encourage residents in care homes to exercise to help them stay happy & healthy @sgloscouncil @SGlosCCG @CareQualityComm [pic.twitter.com/ZWcgMYbZSN](http://pic.twitter.com/ZWcgMYbZSN)



# How we have gathered views of the public in Q4



We visited five **community groups** and **events** to talk to people about local health and social care services, including Oldland Parish Council's OPEN group, Kingswood Library event and Milestone Trust's autism awareness day.

We attended four **meetings** to talk to people about the Accessible Information Standard and their experiences of using local services since the legislation came into effect in August 2016.

---



As part of our **Enter and View** work on the '3Rs' pathways in South Gloucestershire, we spoke to patients and their families following discharge from hospital in order to understand their experiences of community-based rehabilitation, recovery and reablement. The findings from this research are due to be published in summer 2018.



"I regularly attend appointments at my doctors' surgery where I am always seen very quickly by my GP. The information and treatment explanation that is given to me is clear and easy to understand, I cannot fault it"

# 'What we've heard' (1 April 2017 - 31 March 2018)



89

Individual experiences were reported to us via our website, email, telephone, public events and leaflets

**39% positive**  
**48% negative**  
**13% neutral or mixed sentiment**

The most frequently mentioned services are:

- General Practice (62)
- Hospital care (21)
- Social care (Adult) (6)

The most frequently mentioned topics are:

- Staff attitudes
- Communication (lack of/breakdown in)
- Waiting within a service or waiting times

## How did people contact us?

Face to face

28%



Telephone

23.5%



Leaflet

11%



Email/ website

10%



## CONTACT US

Call: 01454 543 402

Email: [info@healthwatchesouthglos.co.uk](mailto:info@healthwatchesouthglos.co.uk)

Text: sg + your story to 07860 021 603

Twitter: @HWSouthGlos

Facebook: Healthwatch South Gloucestershire

Web: [www.healthwatchesouthglos.co.uk](http://www.healthwatchesouthglos.co.uk)

## Q4 Quarterly Activity Report January - March 2018

