

## **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

Healthwatch South Gloucestershire Enter and view report Thornbury Hospital 7 February 2018

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: <a href="https://bit.ly/2FZNxtr">https://bit.ly/2FZNxtr</a>

### 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: <a href="https://bit.ly/2IFF5BE">https://bit.ly/2IFF5BE</a>





## 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**

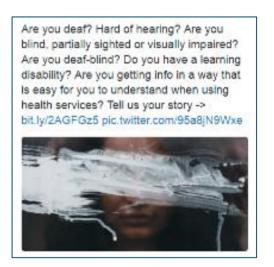
During Q4 Healthwatch South Gloucestershire gained 65 new followers across Twitter and Facebook bringing our total of social media followers to 2,255. This is a medium that we have increasingly used over the last six months so it is positive to see that reach that it enables us to have. Through our network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



Exploring people's experiences of using services



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



## How we have gathered views of the public in Q4



Standard and their experiences of using local services since the legislation came into effect in August 2016.

We attended four **meetings** to talk to people about the Accessible Information



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.



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 | Telephone | Leaflet | Email/ website |
|--------------|-----------|---------|----------------|
| 28%          | 23.5%     | 11%     | 10%            |









#### **CONTACT US**

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Text: sg + your story to 07860 021 603

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