



healthwatch
Bristol

BRISTOL OLDER PEOPLES FORUM

10 NOVEMBER 2016

Healthwatch Bristol was invited to present at Bristol Older People's Forum on 10 November 2016. The topics covered included: which services people use in the run up to winter and why; age, health and wellbeing; and patient participation groups.

BRISTOL OLDER PEOPLES FORUM

10 NOVEMBER 2016

Bristol Older People's Forum (BOPF) exists to promote social inclusion for the public benefit by working with those in the City of Bristol who are socially and economically excluded or disadvantaged on the grounds of their age, relieving their needs* and supporting their participation in society. **including relief of poverty and sickness and the protection of good physical & mental health.*

BOPF's aim is that every older person in the city is an equal, valued, participating member of the community who can influence the decisions which affect their lives.

BOPF state that all older people living in Bristol should:

- be happy with their quality of life
- have the goods and services they require
- be treated equally
- be listened to by decision makers
- not feel isolated
- have the opportunity to participate in the community

For more information, visit their website:

W: <https://bopf.org.uk/>

Healthwatch Bristol's presentation to BOPF

Healthwatch Bristol's focus topic for October, November and December 2016 is **age, health and wellbeing**. As part of this quarter focus, Healthwatch presented at the November BOPF open meeting to gather feedback from BOPF members about their experiences of health and social care services. Healthwatch worked with BOPF members (including BOPF members who are Healthwatch volunteers) to plan the presentation and consultation materials. Healthwatch ensured that there were materials available in large font and that the Healthwatch telephone number and postal address was made available, in addition to the website and email contact details.

Healthwatch volunteer coordinator, Pat Foster, gave a presentation about what Healthwatch Bristol does and how it

AGE, HEALTH AND WELLBEING

During October, November and December, Healthwatch is asking if people think their age has an impact on the health and social care services they are able to access and on their experiences of those services.

Contact

Healthwatch:

T: 0117 269 0400

supports members of the public to have an influence on the delivery and design of health and social care services. Pat Foster then outlined three subjects that Healthwatch Bristol is currently gathering feedback. Everyone was given the following information to read and take away. People were also given paper copies of Healthwatch Bristol's 'age, health and wellbeing' surveys and 'which service and why surveys' along with the details of the Healthwatch Bristol freepost address and were asked to complete the surveys and return them.

What is Healthwatch Bristol?

Healthwatch is the statutory service that children, young people and adults can contact to give feedback on the health and social care services they are using or trying to access. When someone contacts us, we can signpost them to other helpful services and support them to access advocacy support. Healthwatch supports people to influence decisions about the delivery and planning of health and social care services.

Age, health and wellbeing

During October, November and December, Healthwatch Bristol is asking if people think their age has an impact on the health and social care services they are able to access and on their experiences of those services. See our 'age, health and wellbeing' survey.

Which service and why?

In the lead up to winter, the demand on health and social care services increases. Healthwatch wants to know which services you use, your experiences of those services and how you think support could be improved over the winter months. See our 'which service and why?' survey.

Patient Participation Groups (PPG)

BOPF is a co-opted member of Healthwatch Bristol's advisory group. At an advisory group meeting, BOPF raised the issue of PPGs and the variation between how different PPGs work and asked that Healthwatch provides BOPF members with an opportunity to discuss and feedback on this matter.

About PPGs: Each GP Practice has a PPG although they are different in different practices.

If you have any feedback, please use the contact details below to share it with us OR speak to a Healthwatch volunteer or staff member. You may wish to consider:

- your experiences and knowledge of PPGs;
- whether you feel PPGs are the best way for you to influence the delivery of services at your Practice;

- ideas for how you would like to be involved in the delivery of services at your GP Practice.

You Said: questions and comments from BOPF members

Healthwatch led a group discussion and there were plenty of questions and comments from BOPF members:

Q If someone makes a **complaint** can they be anonymous

A Yes if they give us their story, no if they are to be signposted to an advocate to help them make a complaint

Q Can we ask GPs to put up a poster about their **PPG** meeting times

A We can ask but cannot insist because each GP is an individual business

Q My GP has a virtual **PPG** and I don't use the computer does this mean I cannot get involved

A speak to the practice manager to ask about accessibility within the PPG

Q I had **skin cancer** and recently within the 12 week period was offered the choice of which provider to attend, I went to North Bristol NHS Trust as there was a really long waiting list at University Hospital's Bristol Trust and Royal United Hospital in Bath. Can we feed this back as some people would not be able to travel and will have to wait longer than they should.

A Thanks for sharing, glad you got seen with the 12 weeks and Healthwatch will note long waiting lists for cancer treatment at UHB and RUH

Q Charlotte Keel Medical Centre has a **PPG** and I have been banned from attending it, can I talk to someone at Healthwatch about it?

A Healthwatch can look at their CQC report and a Development Officer will contact you

Q I have had very bad experiences of health **receptionists** being rude, I have paid into the NHS for many years, but the staff act as if they are running a private business, they do not listen to what is being said to them and do not make the appropriate appointments.

A GPs are businesses, commissioned to provide general practice services, Healthwatch can feed back that receptionists are rude if you can tell us what GP service you attend. (The gentleman took at Tell Us Your Story leaflet to fill in at home).

Key themes

Services included in this report:

Charlotte Keel Medical Centre; North Bristol NHS Trust; University Hospital's Bristol Trust; Royal United Hospital (Bath).

Key themes:

- People wanted their patient participation group (at GP practices) to be more accessible, for example by advertising meetings via posters in the waiting rooms and providing ways of being involved that were not online.
- One commentator reported that GP receptionists are often rude, do not listen and do not make appropriate appointments.
- One commentator reported that waiting times for skin cancer treatment at University Hospital's Bristol Trust and Royal United Hospital (Bath) are very long. The commentator was able to get treatment at North Bristol NHS Trust within twelve weeks, but only because they are able to travel to the hospital. The commentator was concerned that other people may have to wait longer as they are not able to travel to a hospital further away from where they live.

Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Bristol and BOPF

BOPF is a co-opted member of the Healthwatch Bristol Advisory Group and inputs, via the meetings, to the development of the Healthwatch Bristol work plan. Several BOPF members are also volunteers with Healthwatch Bristol creating a two way sharing of information between Healthwatch and BOPF. Healthwatch also regularly writes articles for the BOPF newsletter.

Healthwatch welcomes and encourages members of BOPF to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

Tell Us Your Story...

Healthwatch Bristol wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



Email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: www.healthwatchbristol.co.uk