



# healthwatch

Bath and North East  
Somerset



**KEYNSHAM NOW YOUTH MEETING**

Wednesday 13 December 2017

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## INTRODUCTION

Healthwatch Bath and North East Somerset (B&NES) was delighted to attend the December meeting of Keynsham Now youth group. We would like to thank the committee and members for welcoming us to the group and taking the time to share their views.

Healthwatch is keen to make sure that all residents in B&NES have an opportunity to share their views and experiences of health and social care services - through our visit we hoped to:

- raise awareness of Healthwatch's role and work
- inform members of the opportunity to share their views and explain what action Healthwatch will take with the feedback that it receives
- capture members' views of the services they have used recently

The group carried out an exercise with Healthwatch called 'the feedback washing line'. Group members were asked to write their thoughts, comments or experiences of local health and social care services on cut-out templates of pants and socks. Pants represent negative experiences and socks represent experiences that have made you feel warm and fluffy. The socks and pants were then pegged onto a washing line.

## What do we do with your comments?

Healthwatch B&NES hears the experiences of local people through planned engagement, e.g. visits to groups, stalls at public events etc, and from individuals who choose to contact the team directly.

Healthwatch B&NES records these experiences and, where necessary helps people to access further advice and support, for example through Patient Advice and Liaison Services (PALS); advocacy organisations; or in more urgent cases, reports to safeguarding services, the Care Quality Commission and Quality Surveillance Groups.



## You Said.....

### Primary care services, e.g. GPs, pharmacies and dentists

- “I went to my GP for an asthma review and they were very friendly and explained the new medication well” (service not named)
- “Very good doctors at Keynsham Health Centre, always happy to help”
- “It is good because Keynsham Health Centre is close and it is easy to get an appointment. The doctors are really nice there. Also my paediatrician is really nice. They don’t rush me when I go to the doctors, they gave me what I need to clear up my eczema”
- “My doctor at Keynsham Health Centre never keeps you in long and tries to get you out as soon as possible”
- “Keynsham Health Centre waiting times are long”
- “Kingswood [High Street] dental practice is excellent”
- “West View Road Surgery [Keynsham] very good, can usually get an appointment fairly quickly”
- “I went to Hawthorns (behind Sherwood Road) so the doctor could check my right leg when it hurt a lot. They gave me some ibuprofen to heal it and it helped a lot”

### Hospital services

- “BRI’s [Bristol Royal Infirmary] Accident and Emergency department very good, high standard of care”
- “RUH [Royal United Hospital, Bath] Parking tried to charge me 150 pounds for illegal parking, fortunately I was able to prove them wrong!”

### Mental health services

- “Psychiatrist facilities in Keynsham are very poor, only one psychiatrist available in Bath and North East Somerset, even privately there is a long waiting list” (service not named)

### B&NES Community Health and Care Services

- “The delay in getting a diagnosis/written statement from St Martin’s Hospital regarding my autistic son aged 4 has really affected us mentally as a family, delayed benefits, he has lost hours at preschool because they insist on 1-2-1 for him which needs special funding. We also cannot move on with anything for him, or get 30 hours free care because we both cannot find work!”
- “It can take a long time to have one appointment with the pediatrician. It took a long time and someone I know had to explain how bad it was for the doctors to find out she

had a thyroid condition. At first they [the doctors] tried to blame it on the weather”  
(service not named)

### Bright Start Children’s Centres

- “Keynsham Children’s Centre have been so helpful in getting my autistic son help, such as presents at Christmas last year when we were all unemployed etc. The free services they offer are an absolute god send! I cannot praise them enough”

### WHAT HAPPENS NEXT?

Healthwatch will share the feedback contained in this report with the services that have been specifically named to let them know what is working well and what could be better.

We will also share this report with the organisations that fund services and the people that manage them, in order to let them know what group members have said. These organisations include Bath and North East Somerset Clinical Commissioning Group, B&NES Council and Virgin Care. Where possible, we hope to receive a response to the points that have been raised and share this with the group.

Healthwatch will also share this report with the Care Quality Commission and Healthwatch England.

The report will also be available online on the Healthwatch B&NES website

W: [www.healthwatchbathnes.co.uk](http://www.healthwatchbathnes.co.uk)

### Every voice counts...

Healthwatch B&NES wants to hear your experiences of health and social care services so that we can share what is working well and where things could be improved

Call: 01225 232 401

Text: Text ‘ba’ + your story to 07860 021 603

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

Facebook: [Healthwatchbanes](https://www.facebook.com/Healthwatchbanes)

Twitter: [@hwatchbathnes](https://twitter.com/hwatchbathnes)

Website: [www.healthwatchbathnes.co.uk](http://www.healthwatchbathnes.co.uk)

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