

JSNA Health and Wellbeing Profile 2026/27

Public Feedback

Healthwatch Bristol provide a voice for everyone who uses health and social care services and help to bring about change by involving local people in the improvement of NHS and social care.

Healthwatch have the power to visit local services to see how they operate, identify best practice, and look at any areas of care and treatment that need to be improved. Healthwatch collect public feedback, carry out research, and work with other organisations such as Patient Participation Groups (PPGs) to ensure patients receive the best possible care. Patient feedback is anonymised and shared with service providers and commissioners. This ensures people's experiences remain central to the planning, redesigning, and improvement of care.

Decisions around key project work are assisted by the Local Advisory Groups (LAGs). The LAGs are made up of representatives of the local population and volunteers. Members of the advisory group identify the key issues affecting the local population, including those identified by the Health and Wellbeing Strategy, Social Care Strategy, Healthier Together programme, Bristol Joint Strategic Needs Assessment (JSNA), Health and Wellbeing Alliance, and Healthwatch England.

This knowledge is used to create a workplan. To address their workplan goals, Healthwatch Bristol also utilise vital support from:

- Volunteers - who help support and identify local priorities.
- Joint working - working in partnership with communities to ensure Healthwatch can represent every area of Bristol
- Engagement - with community, professionals, families, carers, and patients
- Diversity and representation - ensuring those who are least heard can share their views and experiences
- Networking - striving to make key connections that reflect the diversity of the geographical area
- Social value - creating conditions and undertaking outreach that supports positive environmental outcomes and a safe, healthy city for all

Healthwatch Bristol Annual Report 2025/26

Each year, Healthwatch Bristol produces an [annual report](#) to provide an overview of their work and achievements over the previous financial year.

In 2025/2026 projects included:

- Healthwatch Bristol asked people [about their experiences of mental health services](#) through an online survey, one-to-one interviews, and a focus group with professionals. This work provided valuable insight into the challenges people face when accessing support and helped inform discussions with providers about how services can be improved. Through ongoing collaboration with service providers and key stakeholders, Healthwatch continues to advocate for patient voices to remain at the centre of service design, helping to build a more responsive and joined-up mental health support network across the region.

- Healthwatch [spoke to people living in open prison conditions](#) at HMP Leyhill about their experiences of mental health support. Participants highlighted feelings of isolation, a lack of trust in mental health services, and cultural barriers that left them feeling alienated. The project brought these often-overlooked experiences to light and provided a transparent platform for reform, requiring healthcare providers and prison authorities to publicly respond to the findings and address identified gaps in support.
- Working in partnership with Refugee Women of Bristol, Healthwatch explored the maternity care experiences of refugee and asylum-seeking women. Through community outreach, they overcame trust and language barriers that often prevent women from sharing their experiences. The project gathered vital first-hand feedback, highlighting both barriers and positive experiences, and transformed these insights into an actionable case for improving maternity services and reducing inequalities in healthcare access.

Examples of how Healthwatch has made a difference:

Helping people understand changes in GP and pharmacy services

Healthwatch recognised that many people were unsure about changes taking place within GP surgeries and local healthcare services. To bridge this gap, they created [an accessible booklet](#) explaining developments in GP surgeries and pharmacy services, including NHS App usage, digital access routes, registration rights, and the expanding roles of different healthcare professionals. This resource helps local people navigate services more confidently, improves communication between providers and patients, and supports quicker access to the right care

Supporting a housebound resident to reconnect with her community

Through a signposting session at the Bristol Royal Infirmary, Healthwatch supported an 83-year-old woman who had become isolated after losing sight in one eye. They connected her with Sight Support West of England and local social groups. This simple intervention helped transform her situation from loneliness and isolation to renewed social connection, confidence, and optimism. The resident described the support as life-changing, saying it gave her a sense of happiness and hope again.

Building understanding of the barriers faced by refugee and asylum-seeking women

Healthwatch's ['Building Bridge's work](#) highlighted the significant challenges refugee and asylum-seeking women face when navigating NHS hospital care. By working directly within community settings and partnering with trusted local organisations, they were able to gather experiences that might otherwise have gone unheard. These insights are helping to drive conversations about improving accessibility, communication, and support for some of Bristol's most vulnerable communities.

Healthwatch Bristol 'Local Voices' report:

Our quarterly Local Voices report is an anonymised compilation of the feedback that we receive from the public about their experiences of health and social care. We send these to over 300 provider leads and commissioners. This feedback uses a set of national themes and helps to build a picture of how services are working well across Bristol, and where improvements can be made. This is of particular importance to those in the community who have poor health outcomes and poor service experiences. Amplifying their voices by bringing data to meetings about strategy, service quality, improvement, patient experience, and to newly founded decision-making parts of the ICB, brings information that creates a patient-centred approach to all service change. We provide a 'live' version of Local Voices on the PowerBI app.

Further data / links / consultations:

- Healthwatch Bristol website <https://www.healthwatchbristol.co.uk/>
- Healthwatch Bristol <https://www.healthwatchbristol.co.uk/news-and-reports> for details of our latest reports and ongoing research

Date updated: July 2026**Next update due:** July 2027**Contact details:** contact@healthwatchbristol.co.uk