

HEALTHWATCH BROMLEY

healthwatch
Bromley

IMPACT REPORT
FOR APRIL 2018-MARCH 2019





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INTRODUCTION

This report aims to highlight the impact of the service over the period of April 2018 to March 2019. Outlining, key themes, trends, and overall engagement with services.

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the London Borough of Bromley. At a local level, Healthwatch Bromley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Bromley is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future. Every voice counts when it comes to shaping the future of health and social care, and when it comes to improving it for today. Everything that Healthwatch Bromley does brings the voice and influence of local people to the development and delivery of local services.



PATIENT EXPERIENCE DATA COLLECTION PROGRAMME

We operate a comprehensive Patient Experience data collection programme. Led by our Patient Experience Officer, supported by a team of volunteers, who visit health and social care services to talk to and hear from patients, service users, carers and relatives about their experiences of local services.

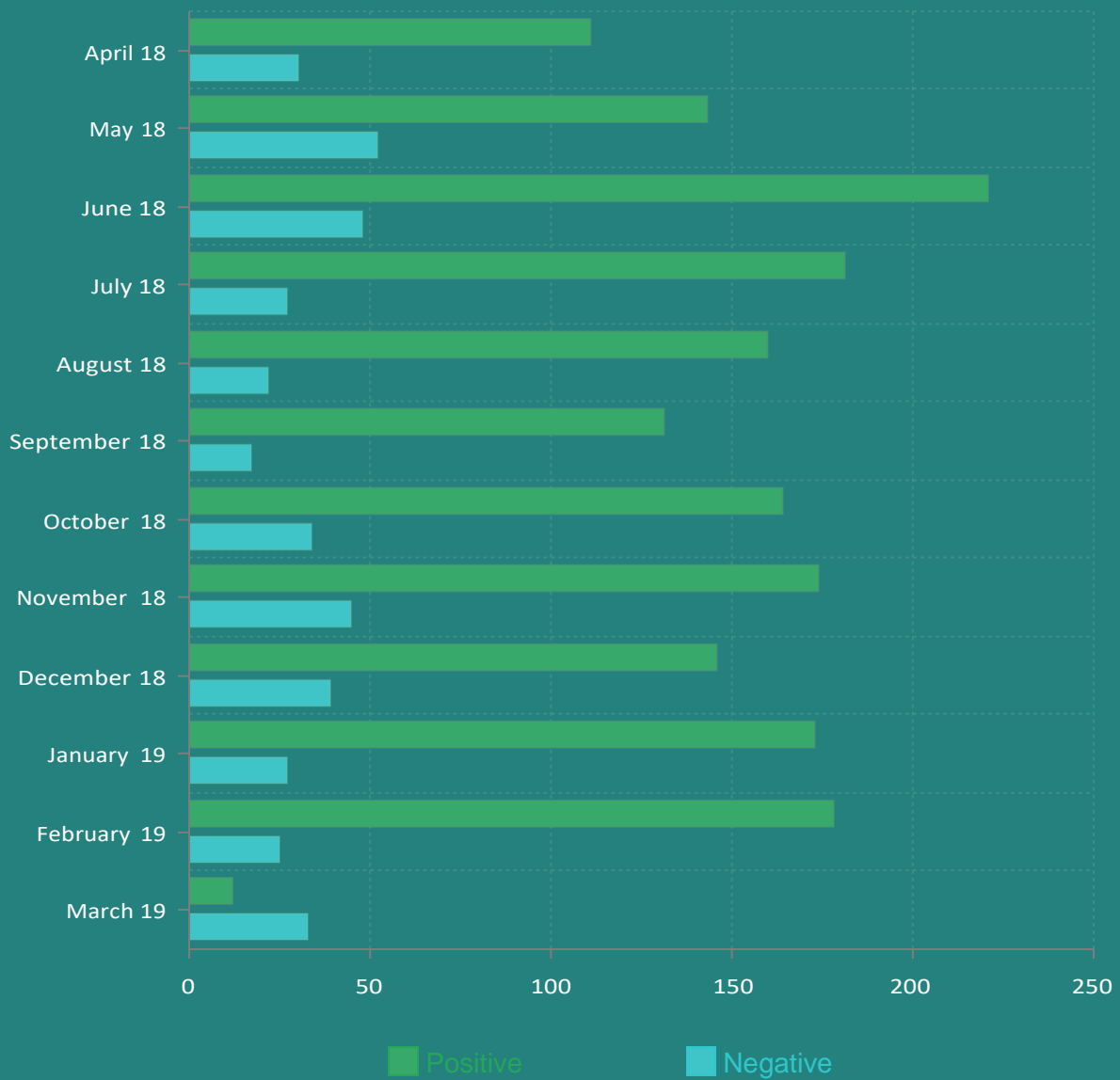
These patient experience comments and reviews on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Bromley website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the Operations Manager. We received over 2,000 reviews this year.



Overall Patient Reviews

APRIL 2018- MARCH 2019

This chart provides a breakdown of positive, negative and total reviews for the financial year based on the overall star rating provided



PATIENT REVIEWS

2193

TOTAL
PATIENT
REVIEWS

1794

POSITIVE
REVIEWS

399

NEGATIVE
REVIEWS



QUALITATIVE FEEDBACK

Our patient experience reviews are gathered in several ways including via emails, local events, meetings, via post, telephone, our website, outreach and national services. Our main sources of comments we receive are from our direct engagement with the public at Engagement Hubs and our Feedback Centre. People generally choose to share their experiences and stories anonymously. We log these comments in our database and regularly monitor it for developing trends. An essential part of influencing decision makers is ensuring that all the patient stories we capture as part of our public engagement are heard by those in charge of health and social care services.



“This surgery is really proactive and I like the walk in appointment system, which I am using today. I think that this surgery goes the extra mile”.



“Really happy with the support given to me by my midwife. I was struggling and she helped me through the whole process including postnatal care”.



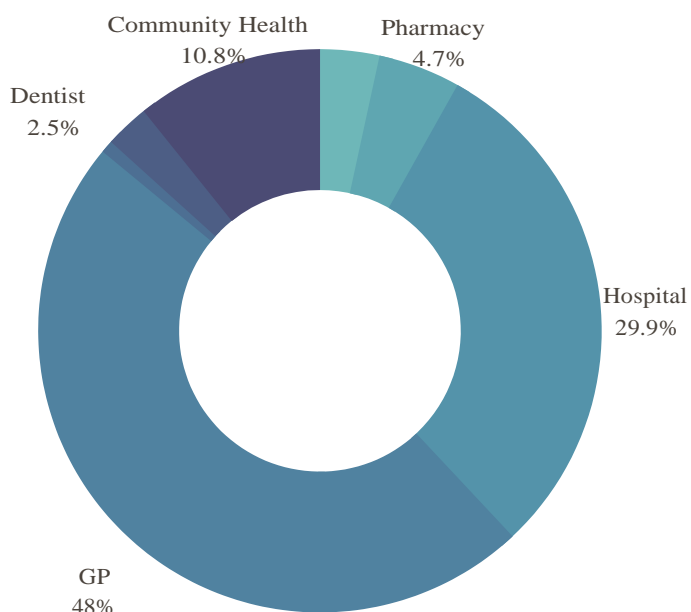
“ Happy with this service as I am a nervous patient. The staff made me feel relaxed and the treatment went smoothly. Very relieved and grateful.”



SERVICE OVERVIEW

HealthWatch Bromley capture patient experience reviews from several services such as Hospital and Community health services.

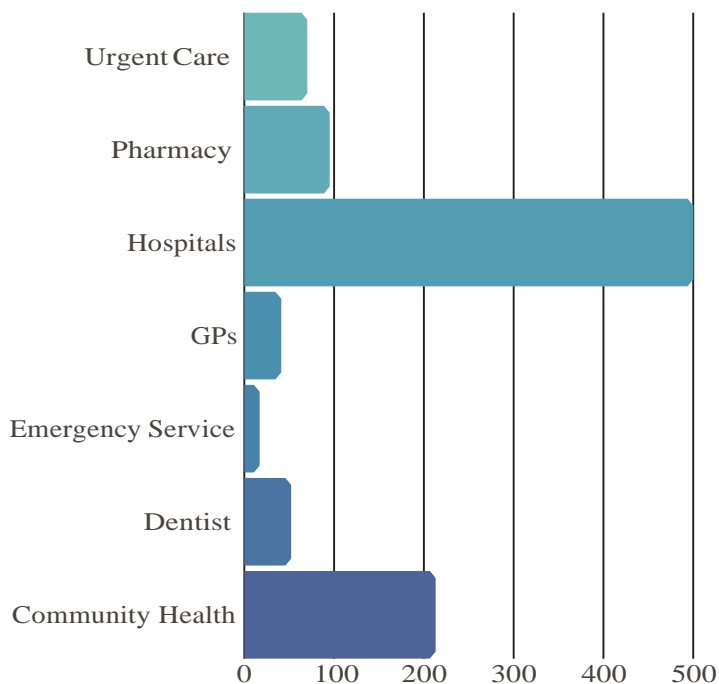
The category with the consistent highest number of reviews recorded is the GP category followed by Hospitals



SERVICE POSITIVE REVIEW

Positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise.

Overall, reviews received this financial year outweigh the negative reviews.



75%

Of reviews received were positive

ENGAGEMENT- ENQUIRIES AND SIGNPOSTING

We have helped the community access the care they need by providing information and signposting service for members of the public who live or have access to health and social care services in the borough.

We support people in making informed decisions and finding the right health and social care service, whether it is provided by the NHS, the Council or by a voluntary or community organisation. If we are unable to answer an information request using our database of local services, we endeavour to find a person or organisation who can bring a resolution.

Healthwatch has dealt with several complex signposting queries this year on a variety of topics including issues around lack of awareness around on how to make complaints about hospital and GP services and information given and signposted to Advocacy services, PAS CCG, GMC and NHS ombudsman.

SERVICE ENQUIRY TYPES IN BROMLEY

- GP
- Hospital Services
- Community Service
- Social Services
- Dental Care
- Mental Health

**111 Total Enquiries
this year**



BROMLEY HEALTHWATCH VOLUNTEERS

Bromley residents have supported us in 2018/2019. Our volunteers have contributed up to 890 hours providing valuable skills and knowledge from a variety of backgrounds, that has supported our work.

At the start of April 2018, we had 14 volunteers and this increased to 32 by November 2018 and has since remained stable.

2018/19



We have five volunteer roles:

Committee Members - 5

The committee members attend meeting and represent Healthwatch at a more senior level utilising their experiences of working within the Health and Social care arena. Their impact is to enhance our skill range and provides an increased knowledge and skill level to our organisation. In addition, they expand our reach within the Bromley Health ; Social Care sector.

Admin Support Workers - 5

Our admin support workers provide us with data entry skills, analysis and support the general administration needs of the business. Their involvement frees up the time of the 1.4 FTE staff members.

Marketing Support - 1

Design Healthwatch branding flyers and information, including promotional posters.

Patient Experience Volunteers - 14

These volunteers do the ground work of engaging with the public to seek their views on Health and Social Care matters. They receive training in public engagement and capture information to assist Healthwatch in obtaining our high level of engagement with the public.

View Volunteers - 6

Special training is given to our volunteers who carry-out external visits to Care Homes, and bespoke projects that we produce throughout the year. Volunteers provide feedback to the member of staff who is the lead and from this information we collate the individual reports which are published.

Community Ambassador - 1

We currently have one Community ambassador who is responsible for reaching out to seldom heard groups and participating in research projects. Part of the work here involved a Faith project.

In addition to the volunteers the two members of staff (1.4 FTE) are supported centrally by other Your Voice in Health & Social Care team.



Healthwatch Bromley aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover. We will continue to focus on increasing patient experience from men and ensuring the age, ethnicity and geographic breakdown of the people we speak to is broadly reflective of the borough's profile. We will also seek innovative ways to gather the views of those who do not regularly visit health and social care services and in particular, work with partners to develop longer term plans for how to capture further feedback on social care services from housebound patients.

