

**PATIENT EXPERIENCE  
REPORT 2019**

**Q2: July - September**

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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.

In delivering these duties in Bromley we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield approximately **2,400** patient experiences per annum, all of which will be presented as they are received and considered as valid community opinion.

This is the fifth Patient Experience Report for Healthwatch Bromley, covering the Q 2 period July-September 2019. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Bromley in April 2018 when the online Digital Feedback Centre was launched together with the Healthwatch Bromley website. In April 2018, a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

Our Patient Experience Officer, supported by a team of volunteers, visits 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 are gathered using a standard form (see appendix i.) which asks for feedback 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 **Service Manager**.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Bromley staff to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Bromley's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

# Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website ([www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre, as well as the physically collected forms.




This report covers the Quarter 2 period, July-September 2019. During this time, we collected **600** reviews. We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and Urgent and Care Emergency services. In addition, we gathered a number of reviews from the PRUH and Orpington Hospitals, Oxleas NHS Trust and Vita (previously know as Crystal Palace Physio Group), Bromley Dementia services, Dental Practices, Saxon Day Centre, Archers Point Residential Home, Bromley Healthcare, Home Instead Senior Care, Age UK, Pharmacies and Children and Family Centres this quarter. Out of the total number of patient experiences received, **469 (78%)** were positive, **Neutral 43 (7%)** and **88 (15%)** were negative experiences of service provision, (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Bromley presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

# Overall Patient Reviews

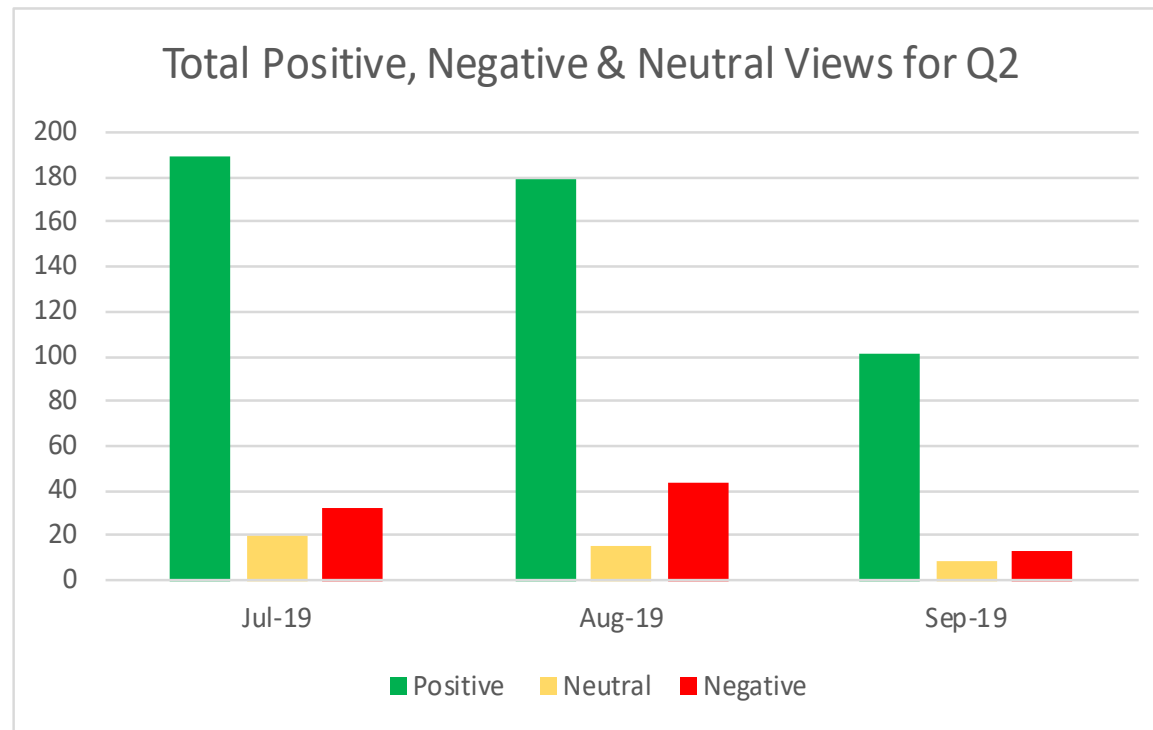
The number of patient reviews received for this quarter is **600**. The table below shows a breakdown of the positive and negative patient reviews (see the appendices for examples of our physical and online feedback questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative response\* 3 indicates a neutral response and a star ratings between 4 and 5 indicate a positive response. This quarter **469** positive responses, **43** Neutral and **88** negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
July	32	20	189
August	43	15	179
September	13	8	101
Total	88	43	469

# Overall Patient Reviews

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

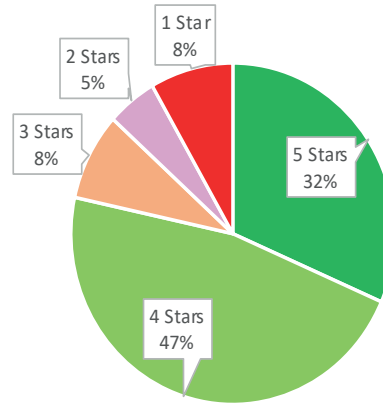


# Overall Patient Reviews: Star Ratings

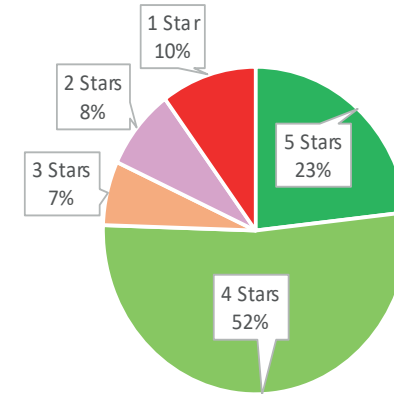
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.

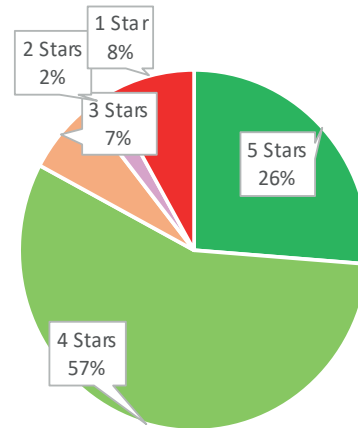
Jul-19



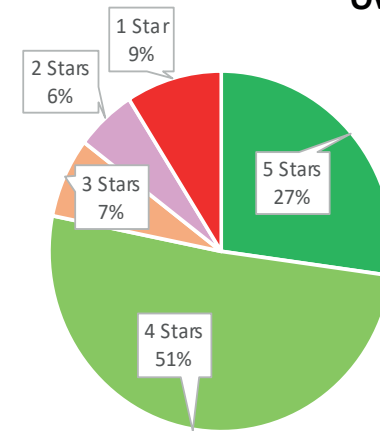
Aug-19



Sep-19



Overall Q2 2019-20



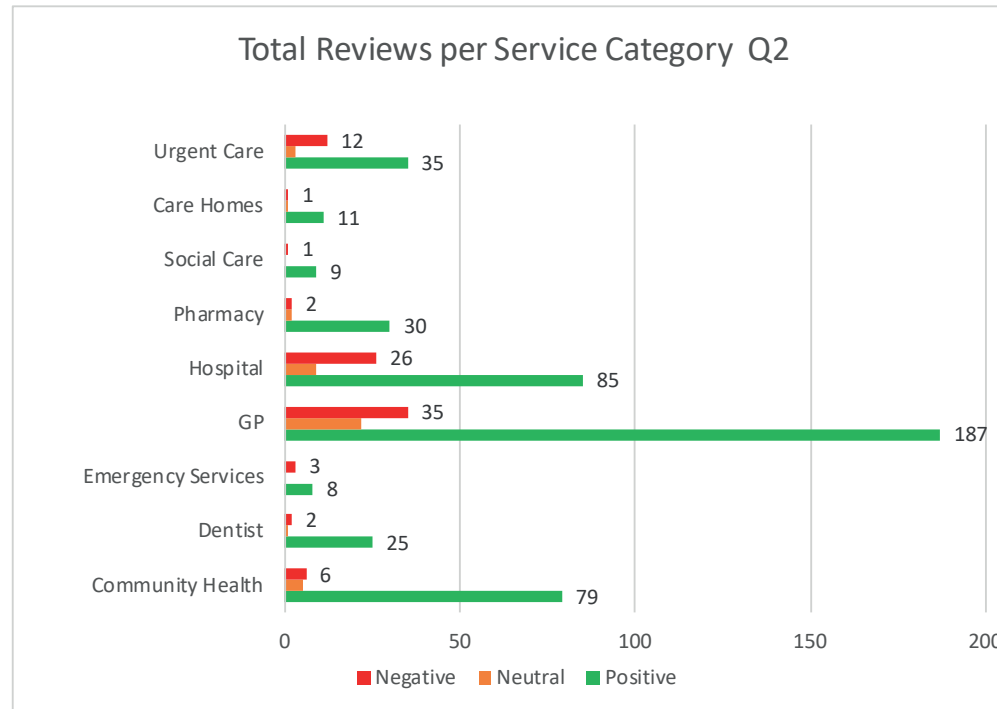
# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (244), followed by Hospitals (120) and Community Health(90). During this quarter we focused on increasing the number of GP practices we visited and Patient Engagement hubs at the Orpington and Princess Royal University Hospitals (PRUH). We visited and received feedback on several different departments during this quarter, including Urgent Care, NHS 111. Dementia services, Day Centres, Oxleas NHS Trust, Bromley HealthCare, Vita (previously know as Crystal Palace Physio Group), Saxon day centre and Children and Family Centres.

As the Patient Experience Programme develops, Healthwatch Bromley (HWB) will look to focus on capturing patient experience reviews from an increasing number of service areas such as Learning Disability services, social care services and others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.

Type of services

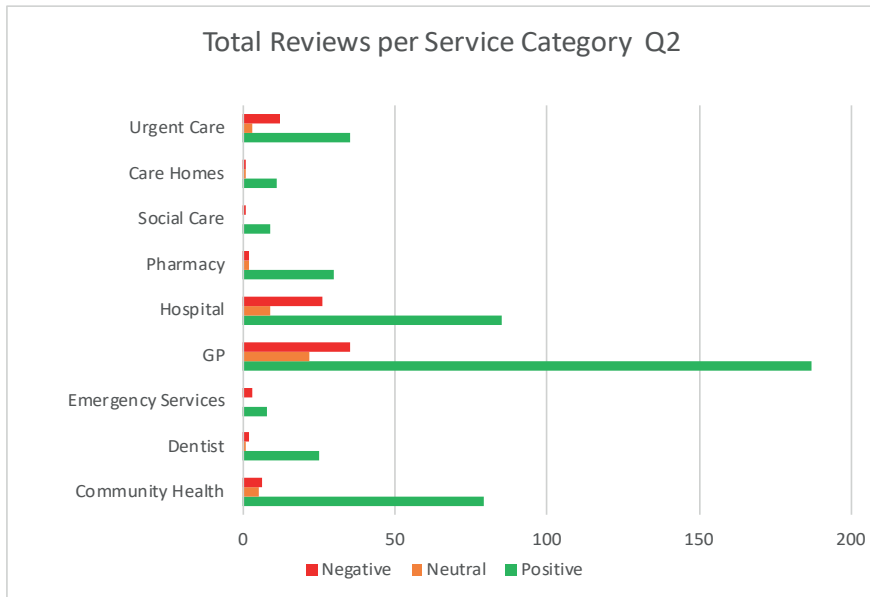


Number of reviews



# Distribution of Positive & Negative Reviews

Type of services



Number of reviews

This bar chart compares the number of negative and positive reviews for each category.

The 'GP' category received the highest number of positive reviews at **83% (187)** followed by the 'Hospital' category which received **71% (85)** and 'Community Health' category **88% (79)** and positive reviews.

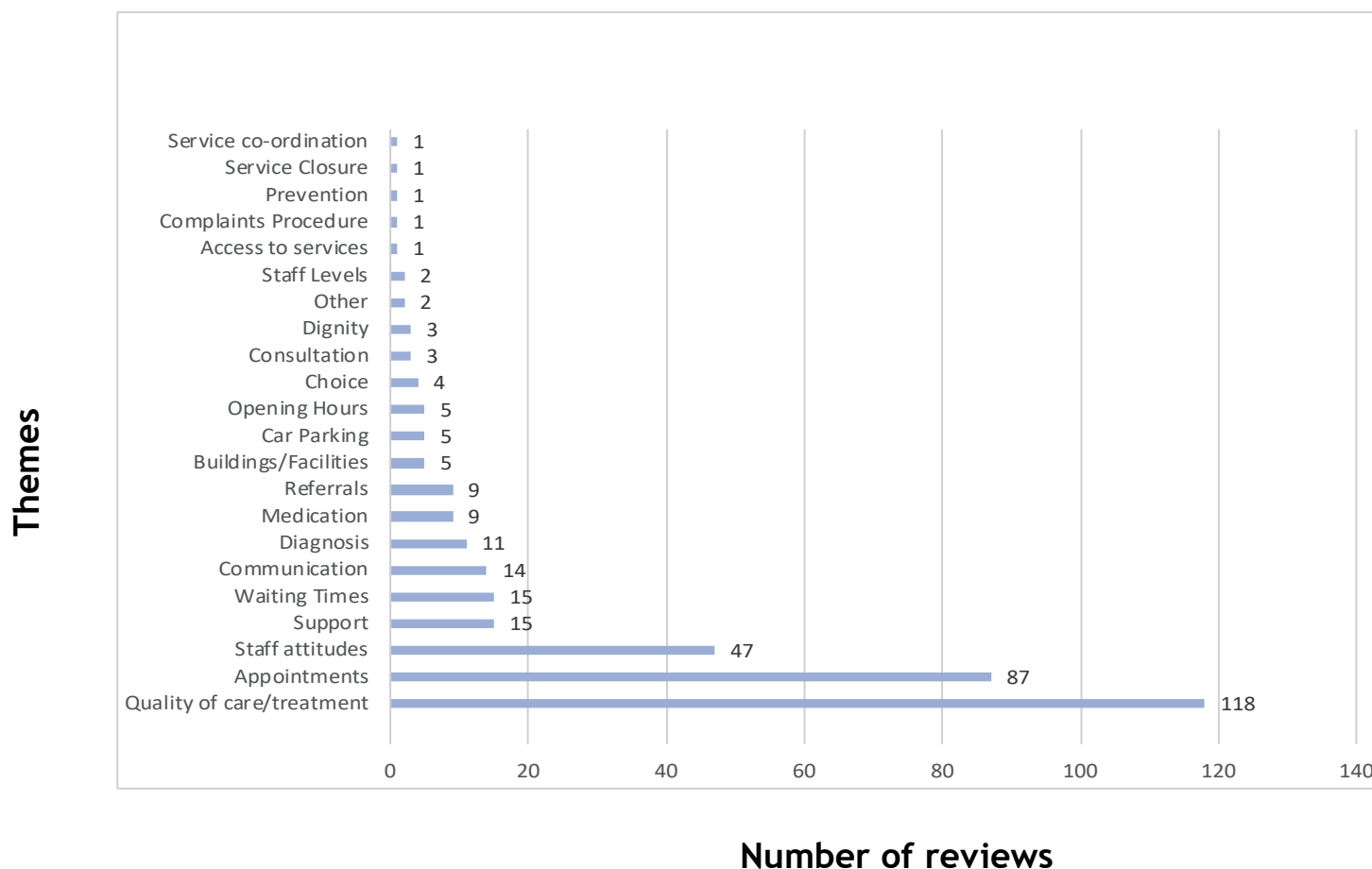
However, the 'GP' and Hospital' categories also received the highest number of negative reviews 'GP' - **14% (35)** and 'Hospital' - **22% (26)**.

This is due to receiving more reviews from these service categories, as we have a larger presence in GP surgeries and the PRUH.

Service	Positive	Neutral	Negative	Total
Community Health	79	5	6	90
Dentist	25	1	2	28
Emergency Services	8	0	3	11
GP	187	22	35	244
Hospital	85	9	26	120
Pharmacy	30	2	2	34
Social Care	9	0	1	10
Care Homes	11	1	1	13
Urgent Care	35	3	12	50
<b>Total Reviews per Service Category</b>	<b>469</b>	<b>43</b>	<b>88</b>	<b>600</b>

# Themes/Trends for GPs

This section shows a breakdown of the main themes for those service areas where we received a significant number of reviews. In Q2 these areas are: **GPs and Hospitals** (primarily the Princess Royal University Hospital and Orpington Hospital). After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix ii. for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total numbers of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral sentiment is given.



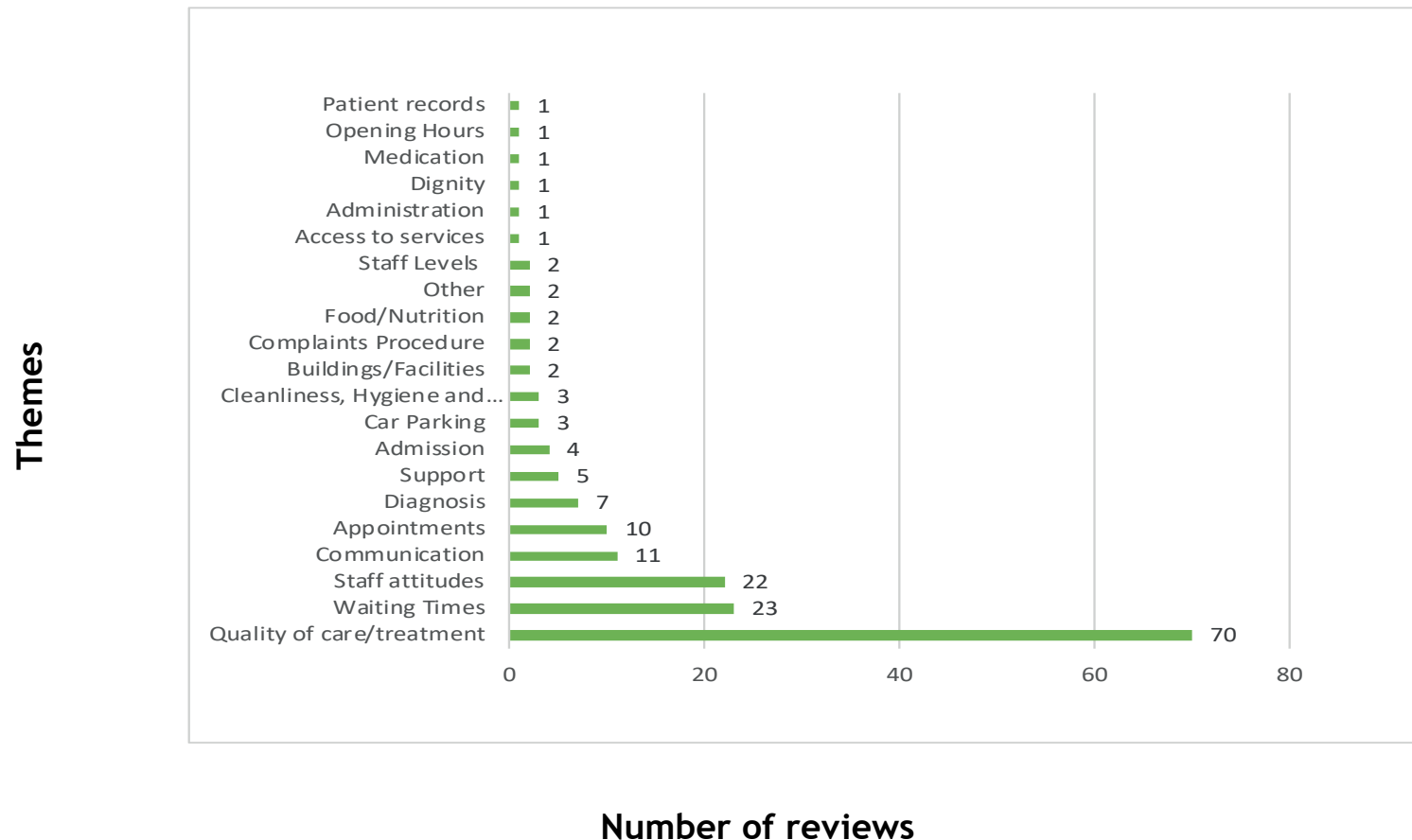
**'Quality of care and treatment'** received 118 responses this quarter, with 87% of feedback being positive.

47 comments were received regarding **'Staff attitude'** with 85% of these being positive.

87 responses were in relation to **'Appointments'**. 44% of this feedback was negative and focused on access to appointments and difficulties in booking appointments at preferred times.

# Themes/Trends for Hospitals

This chart shows that 'Quality of Care and Treatment' at hospital services received the largest number of reviews, standing at **70**, with **79%** of these reviews being rated as **positive**. 'Waiting times' received the second highest number of comments, at **22**, with feedback being **negative** at **65%**. 'Staff attitude' within hospitals was mentioned **22** times by respondents on our Digital Feedback Centre, with **82%** of feedback being **positive**. Communication received 11 comments with **45%** of negative feedback.

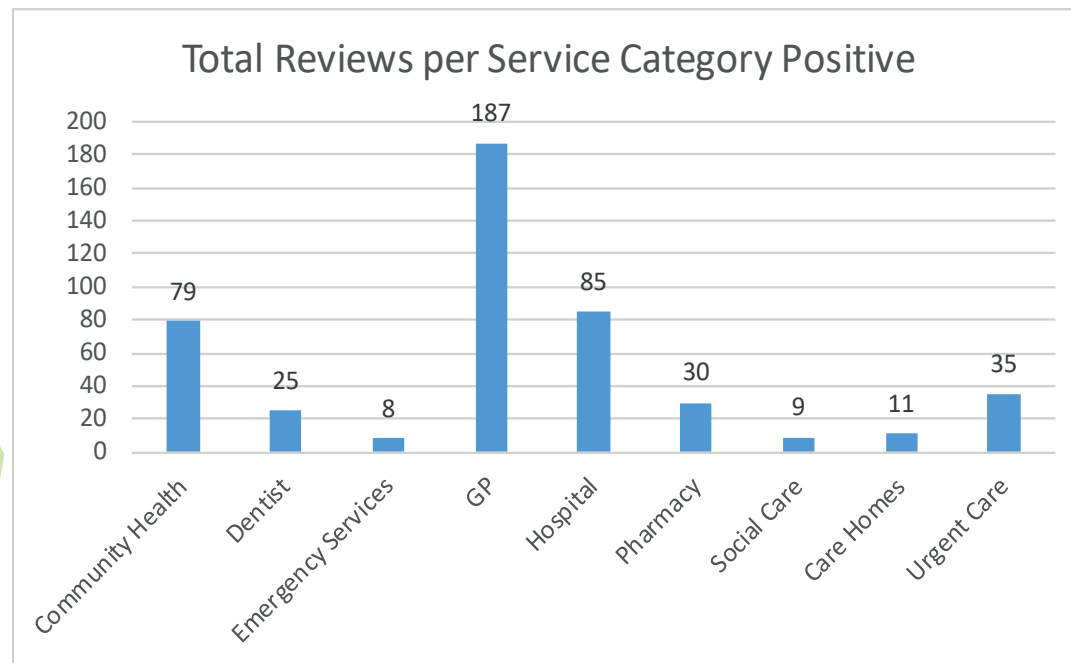


# Positive Reviews: Themes/Trends

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and theme, and includes comments received regarding each service area.

July- August- September

Positive feedback



Type of Service

**Soical Care Services**-Burrows House, Age UK Bromley, Sure Care Bromley, Elmwood, Glebe Court, Lauriston House, Archers Point Residential Home, Angelina Care, Bromley Park Dementia Nursing Home, Foxbridge House, Fairlight & Fallowfield, Home Instead Senior Care - Bromley, Saxon Day Care and Fairlight & Fallowfield Care Home.

**Urgent Care**- Beckenham Beacon, Bromley

**Emergency Services**- NHS 111

**Hospitals**- Princess Royal University Hospital (PRUH) and Orpington Hospital.

**Community Health**- Bromley Healthcare- Kimmeridge Road and Willow Clinic, Oxleas NHS Trust, Children & Family Centre's- Cotmandene, Phoenix and Burnt Ash Bromley, Heart Support Group, Bromley Well, Bromley Healthcare, Vita (previously know as Crystal Palace Physio Group), Memory Service, Bromley Dementia Support Hub, Mytime Active, Cray Hill Pharmacy.

**GP Surgeries**-Addington Road, Anerley, Ballater, Bank House, Bromley Park Surgery, Cator Medical Centre, Charterhouse, Corner Ways, Crown Medical Practice, Dysart, Eden Park, Elm House ,Forge Close, Gillmans Road, Green Street Green, Highland Medical Practice, Knoll and Links Medical Practices, Norheads Lane, Manor Road, Pickhurst, Robin Hood, South View, Southborough Lane, St James, Station Road, Stock Hill, Summercroft, Sundridge, The Bromley Common, Chislehurst, Crescent, Derry Downs, The Family, The Links Medical, Trinity Medical Centre.

## Princess Royal University Hospital and Orpington Hospital

### Treatment and Care

Out of a total of 70 reviews received about the **Quality of Treatment and Care** theme, 79% were positive.

"Just spent a week in a medical ward and everything was fine if you were to go private you would not get better treatment". The food was alright as well."

*General Surgery*

"I had a stroke six months ago and was rushed into hospital for some tests and TLC. The staff were magnificent and I had heard some horrible stories about the care but it was fine. I am recovering well."

*Cardiology*

"Referred here by my doctor at the Knoll practice. Having my eyes checked today which is my normal routine check up. The service here is good and not as busy as Farnborough. Never have to wait too long."

*Oncology*

"Referred here by my doctor at the Knoll practice. Having my eyes checked today which is my normal routine check up. The service here is good and not as busy as Farnborough. Never have to wait too long." *Outpatients*

### Staff

Out of total of 22 reviews received about the **Staff Attitude** theme, 82% were positive.

"Discharge process has been fine and I have got everything I need. Waiting for my medication and transport services to collect me. Nice atmosphere in the discharge lounge probably because the staff are so happy."

*Discharge Lounge*

"The staff at the Gastro department are really good and friendly. The team are in ward Medical 6 and it is kept clean and tidy."

*Gastrointestinal and Liver services*

"The maternity unit at the hospital was very good me. This was my first child and I needed a lot of support which the staff gave me."

*Maternity*



## GP Services

### Treatment and care

Out of total of **118** reviews received about the **Quality of Care and Treatment** theme, **87%** were positive.

"My wife likes it here. She has few medical issues but her recent one was with her liver which is being monitored and treated. She has confidence in the doctors." *St James' Practice*

"I would score this surgery 4.5 out of 5. I do not have problems getting appointments and the doctors are professional and knowledgeable." *Ballater Surgery*

"Recently registered with this practice and the process was easy. Staff have been friendly. On my only visit to the surgery so far the doctor was fine and I was given a good treatment explanation." *The Links Medical Practice*

"Booked a blood test at the surgery last week and was seen within a couple of days and did not have to wait to see the nurse. I would happily use this service again" *Summercroft Surgery*

"I have asthma and see the nurse at the practice when I have an issue or need a check. My continuation and care has been good and I have the confidence that my asthma is being well controlled". *Pickhurst Surgery*

## GP Appointments

Out of total of **87** reviews received about the **Appointments** theme, **52%** were positive.

"I get a same day appointment when I need one. Usually call into the surgery and the staff are pleasant." *Sundridge Medical Practice*

"Very good staff, friendly and helpful. Nine times out of ten I can get an appointment when I need one so I am happy with the service provided." *The Chislehurst Medical Practice*

"This surgery operates a morning "walk-in" consultation system, with minimal waiting times. As a result it is extremely convenient and efficient." *Manor Road Surgery*

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## Staff Attitudes

Out of a total of 47 reviews received about Staff Attitudes theme, 85% were positive.

"Staff on the desk are friendly and always smiling. Usually have a quick chat when I go in for an appointment or to drop in a prescription". *Green Street Green Medical Centre*

"Very good staff and doctors at this surgery. I have been going here for years and can not fault the service." *Knoll Medical Practice*

"Transferred here from another surgery and this is a vast improvement. The staff are helpful and the doctors take time during the consultation" *Woodlands Practice*

"The staff here at the surgery are fabulous. They treat the patients with dignity and I am never concerned about the reception that I get, in fact I look forward to it. The doctors here are kind and when I have seen the nurse she has always been helpful." *Eden Park Surgery*

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## Diagnosis

Out of a total of 11 reviews received about the Diagnosis theme, 82% were positive.

"I received a conflicting diagnosis between the gp and the hospital consultant at the PRUH. Following several tests it turned out that my doctor was right with his assessment. I am now on the right medication." *The Links Medical Practice*

"I have cancer and this was diagnosed at the surgery. They referred me to the PRUH for treatment and I am now under the Chartwell Unit. The quick diagnosis has caught the cancer early and my chances of beating cancer are better than average." *St James' Practice*

"I had an urgent concern and saw the doctor the same day. Gave a diagnosis and explained what I should do next." *Trinity Medical Centre*

"I had a lump come up in my stomach and got an emergency appointment at the surgery. Thought it was cancer but it was a hernia. Prompt diagnosis from GP but had to wait a while to get a hospital appointment." *The Broomwood Road Surgery*

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## Community services

Out of a total of 90 reviews received about the Community health theme, 69% were positive.

"Recently joined some of the younger children support groups and have found these to be very beneficial for my son. The staff here are fantastic." *Burnt Ash Children & Family Centre*

"Good advice and support for my arm injury. I have made three visits so far and I now have more movement because of the exercises. I like the fact that all of my visits have been with the same physiotherapist so I have had continuity which is great." *Vita (previously know as Crystal Palace Physio Group)*

"My husband died about 12 months ago and I have been struggling since he died. My son suggested that I look at the mytime website for some local support. I am now going to the Beckenham Spa once a week and I thoroughly enjoy it. Also made some new friends who I see socially." *Mytime Active*

"My father went to the memory clinic the other week for the first time and I went with him. He was quite anxious and the staff were very kind." *Memory Service*

"Following a stroke I went to the support group which I found to be very helpful. Got some really good advice and met people who had been through what I am now facing. Brilliant" *Bromley Heart Support Group*



## Other services- Pharmacies

Out of a total of 34 reviews received about other services theme, 68% were positive significantly from Pharmacies.

"After failing one of the eye sight tests, the optician re-tested me the following day and then referred me that day to the hospital for further tests. Very helpful when hospital failed to make contact. Gave helpful advice on what to do." *BOOTS The Chemist Chislehurst*

"This pharmacy has delivered medication to my home when I was really unwell." *Day Lewis Pharmacy*

"In the last 6 months I have been unwell and have received hospital treatment, my care has been disjointed but the Pharmacy have been consistently helpful, always. They have made a very difficult time a little easier for our family." *Touchwood Pharmacy Bromley*





## Soical care

Out of a total of 20 reviews received about local soical care servies 70% were positive.

"My father has problems with his mobility and needed support three times during the day. This agency has been a boon for him and he is much better now that he was six months ago. The care that he receives is reliable and the staff are friendly. Highly recommended."

*Home Instead Senior Care - Bromley, Chislehurst & Orpington*

"The staff here are friendly and helpful. My mum has been here for 8 years and she feels safe. My wife and I visit regularly and we are always made welcome by the staff. The quality of care is excellent or she would not still be here."

*Archers Point Residential Home*

"My mother is supported by Surecare who look after her needs and give her the daily dose of medication. It is comforting to know that she is actually getting her medication by a professional. A good and reliable service."

*Sure Care Bromley*

"I am struggling to look after my husband who was recently diagnosed with Vascular dementia by the memory clinic. I don't know any thing about dementia and was given lots of information about local services. Now I have to persuade my husband to go along to an event. Fingers crossed."

*Age UK Bromley*

"My brother has a mental health condition and could not look after himself. He was living at this home last year before he passed away. The empathy and care here was very good and I would recommend it."

*Angelina Care*

"My aunt is living in this care home and the family are pleased with the quality of care and support that she gets since she has been living here. She likes garden views and the grounds within the home. Although she needs help with her mobility she goes out as often as possible. Her main carer has been amazing."

*Fairlight & Fallowfield*

"A few months back my aunt came to Foxbridge for some respite care. She had a nice time and it was like a mini holiday for her. The service from the staff was great and she felt pampered."

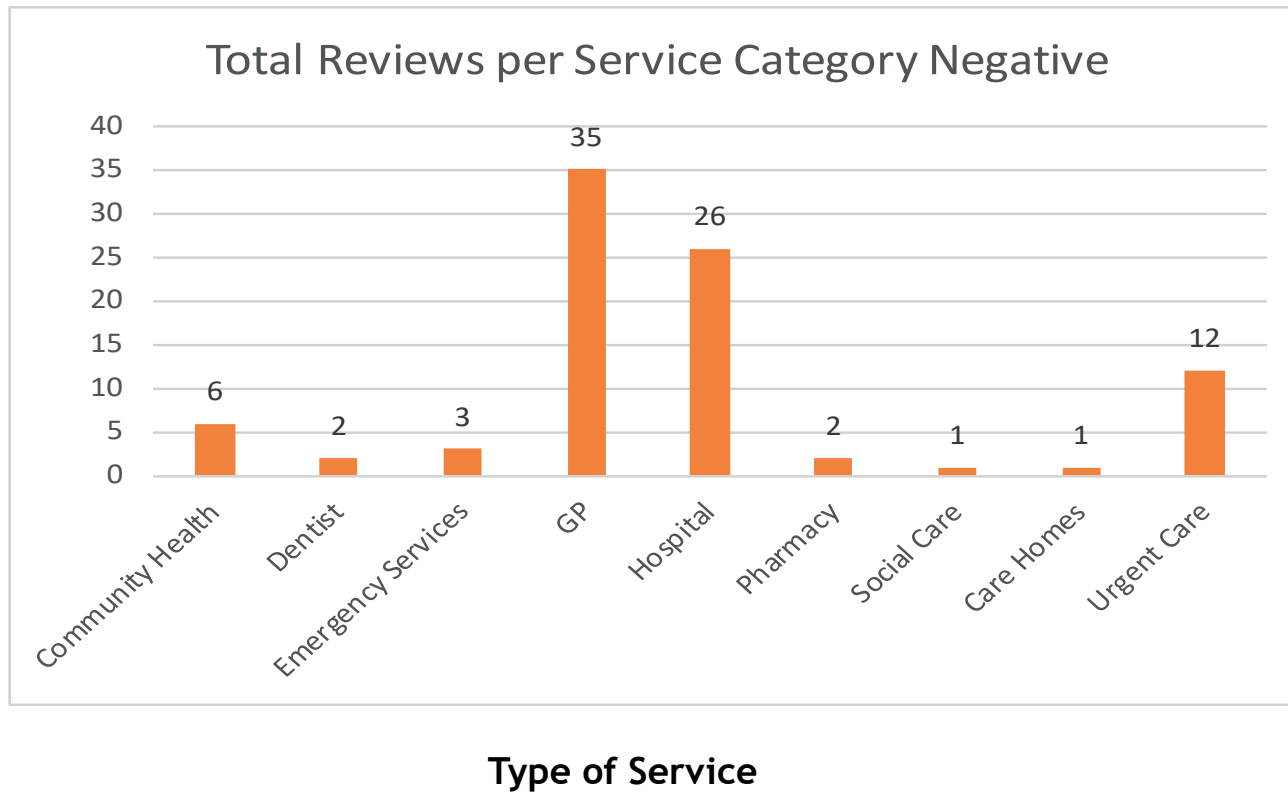
*Foxbridge House*

# Negative Reviews: Themes/Trends

By looking at the negative reviews we received from the people of Bromley every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative reviews by services area and goes on to give some examples of comment received.

July- August - September

Negative Feedback





## Princess Royal University Hospital and Orpington Hospital

### Waiting times

A total of 23 reviews were received about the **waiting times** theme 65% were negative.

"I went to the hospital with a broken arm and the service was very poor. Not only did I have a long wait but when the arm was reset the bone was not aligned properly, the arm still gives me pain sometimes and I will be taking this up with PALS."

*Fracture clinic*

"I don't go to the hospital anymore. The wait times are ridiculous. On my last visit in October 2018 I had to wait 8 hours to be seen. Now if I need urgent care I drive to Herne Bay which is 45 minutes in the car and get seen there. It is quicker even with the return drive of one and a half hours. I have also been known to go to Ashford hospital. It's a joke".

*Accident and emergency services*

"Waiting time very bad and the signage not very clear. Staff good."

*Haematology-(Orpington Hospital)*

"On a recent visit to the hospital for an ultra sound I had to hang around for ages and there were clearly insufficient staff on duty to deal with the number of patients. Need more staff urgently." *Imaging*

"Went to the PRUH with a fractured toe, which they checked out for me but I did not need surgery. The toe has set okay and I am no longer in pain. The only issue was the wait time to be seen."

*Accident and Emergency services*

"The discharge lounge is nice but I did feel that I was rushed out of the ward. I was only told at short notice that I was ready to go home. I got myself ready quickly and that was at 10:00 this morning. It is now 15:00 and I am still here. All of the paperwork has not yet been signed off."

*General Surgery*

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## Appointments

Out of a total of 10 reviews received about the **Appointment** theme, **50%** were negative.

"I had an appointment to remove a cyst and due to a family issue I knew that I would be unable to attend. I spoke to the hospital 8 days before the minor operation was due and said that someone else could use this appointment instead. The day before the operation received a call reminding me of the operation which I had cancelled. I advised that this had been cancelled over a week ago and although the lady was apologetic she said it was too late to get someone else in. What a waste of time and all down to poor communication." *Orpington Hospital*

"There are not enough staff at the OPD in the hospital. This means that you are rarely seen on time and appointments get cancelled. Mine has been cancelled twice." *Outpatients*

"I recently had an ultra sound scan at the hospital. I had to wait a while for the appointment but on the day the service and process was fine." *Imaging*

"I have been waiting for heart surgery now for 18 months and I am due to have the operation next week. The operation has been cancelled twice so I am still a bit nervous about whether or not the operation will go ahead. I have had to put my life on hold which has been difficult and is unfair." *Cardiology*

"Referred by Boots for an emergency appointment after eye test. Boots received confirmation of referral by the West Kent Eye centre the day after referral. As I had not heard anything after 4 months, I contacted the Eye centre but they had no record of the referral and advised me to go back to Boots to get another one." *Ophthalmology*

"I visit the pain clinic twice a year and there is always a delay in getting appointments. Otherwise the service is fairly good." *Pain management*

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## GP services

### Appointments and waiting times

Out of a total of **87** reviews received about **Appointments to services** theme, 44% were negative

"Can never get through on telephone to make appointments. Not enough GPs - usually locums with no experience of patient's background (there was no follow up treatment for my husband's cancer). Receptionists are very rude."  
*Charterhouse Surgery*

"I find it hard to get appointments. Tried the phone but it was constantly engaged. In the end I went to the PRUH emergency department after calling 111."  
*Green Street Green Medical Centre*

"Access to appointments is poor. The waiting time when you get here is poor. Having said that the doctors are good and I get good advice."  
*Ballater Surgery*

"Hard to get appointments these days. They need to increase the staff levels and make more appointments available."  
*Summercroft Surgery*

"I don't bother trying to get an appointment these days. You have to wait 3 weeks and by then the problem has been resolved or I have been forced to make a visit to the emergency Department at the PRUH".  
*The Broomwood Road Surgery*

Out of a total of **15** reviews received about **waiting times to services** theme, 73% were negative

"A good surgery but the waiting times to see the doctor and getting appointments can be lengthy."  
*Forge Close Surgery*

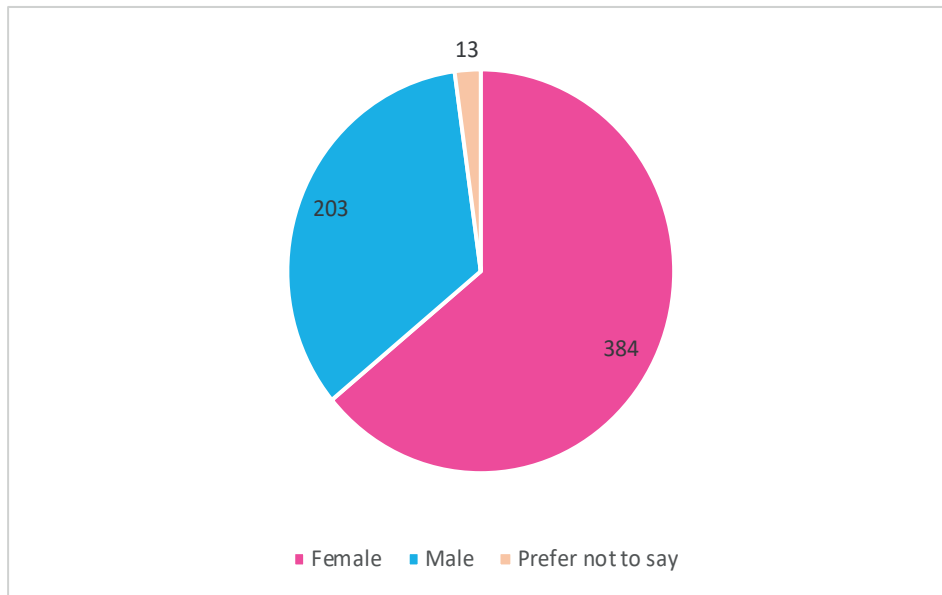
"Waiting time and booking appointments are poor but when you see a doctor it fine. Good advice and support."  
*The Links Medical Practice*

"The service at this practice is good but they need to improve the waiting times. Running about 20 minutes late this morning."  
*St James Practice*

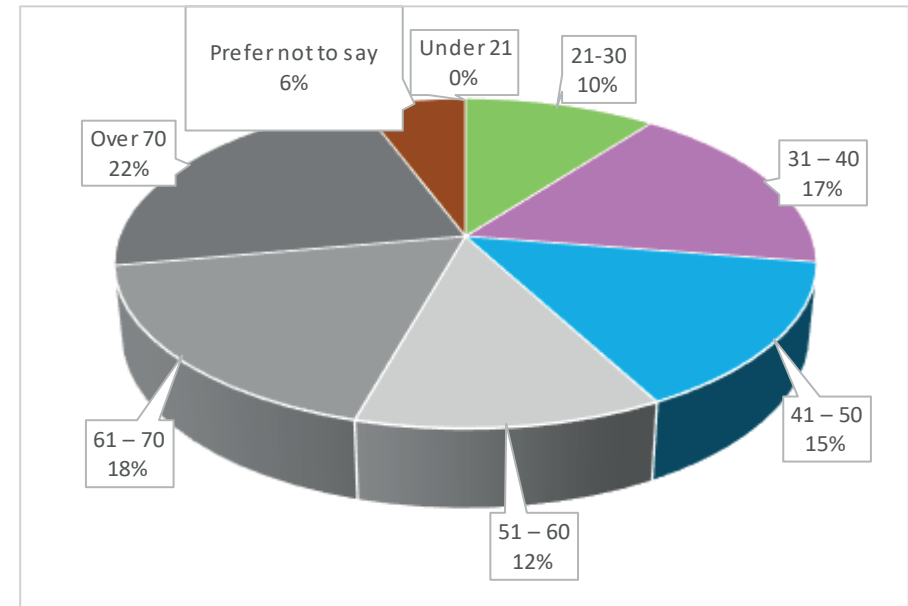
# Demographic information

The pie chart below shows the number of reviews received by gender from July to Sept 2019. The majority of the reviews received this quarter are from females **64% (384)**, followed by men at **34% (203)**. **2%** of respondents (**13**) during this quarter preferred not to state their gender on the survey.

The pie chart below shows the number of reviews received this quarter from different age groups. Apart from people who preferred not to identify their age, **6%**, the majority of the feedback received this quarter was from the over 60s at **52%**, followed by the 31 to 40, **17%**. This quarter we received **10%** of reviews from 21-30 age group.



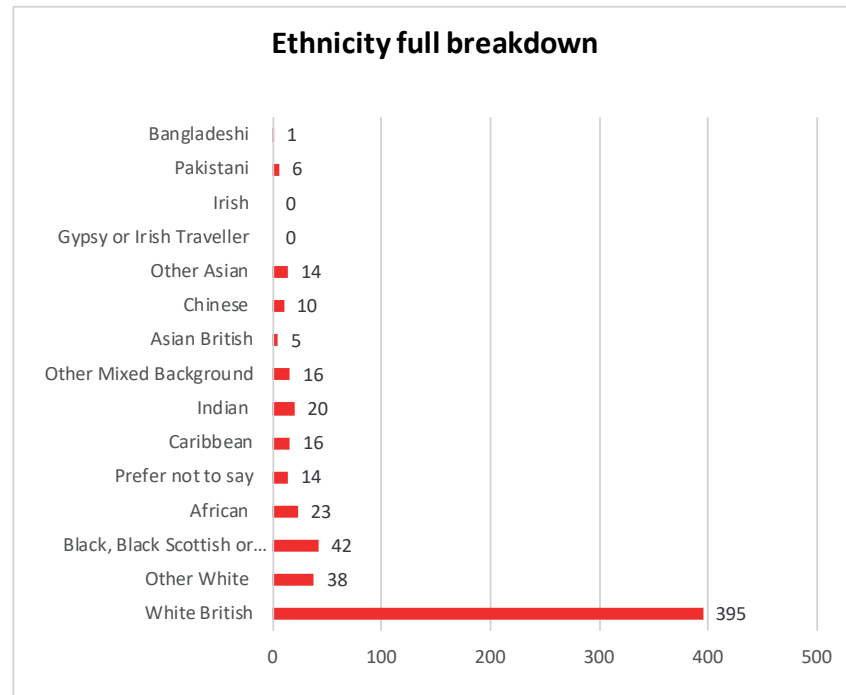
**Gender**



**Age**

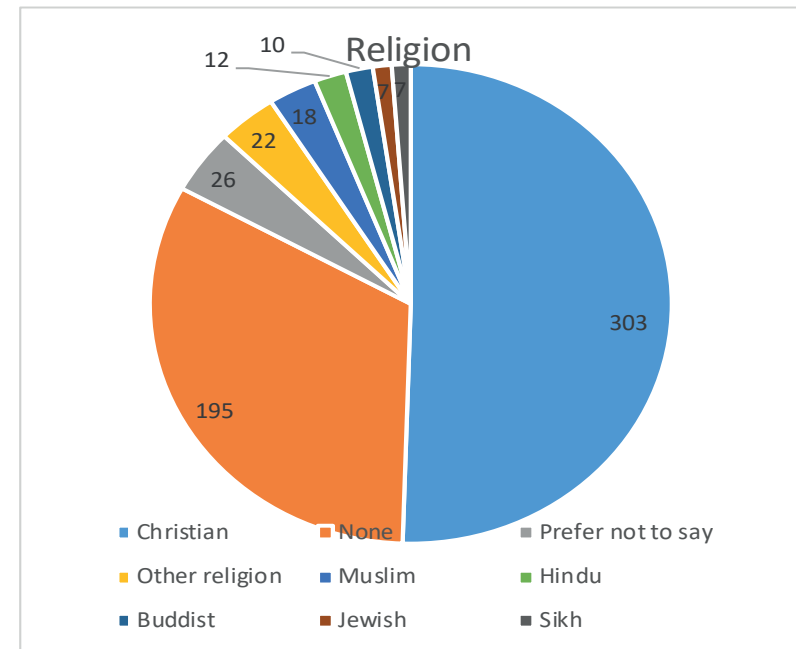
# Demographic information

In terms of ethnicity, excluding the **14 (2%)** respondents who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White British, **66% (395)**; **6% (38)** being Other White; **7% (42)** were from people who identified as Black or Black British; **5% (32)** identified as African; **4% (23)** identified as Caribbean and **3% (16)** was from people who identified as Indian and Asian British **6% (34)**. Our aim is to reach out to all demographics of the borough



**Total Ethnic Background**

The pie chart below shows the number of reviews received by Religion from July to Sept 2019. The majority of the reviews received this quarter are from Christians **51% (303)**, followed by None at **33% (195)**. **4%** of respondents (**26**) during this quarter preferred not to state their Religion and **3% (18)** Buddhist on the survey.



**Religion**

# Conclusion

This quarter, 600 Patient experiences were collected. Going forward we will aim to visit greater number of health and social care services in Bromley as our core volunteer base grows.

There were 469 positive reviews, 88 negative reviews and 43 neutral received this quarter. Overall, the positive patient experiences far outweigh the negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes.

## Positive

Quality of care and treatment and staff attitude received at Hospital services

Quality of care, diagnosis, appointments and staff attitudes

Support and quality of care received at Community, Social Care services and Pharmacies

## Negative

Waiting times and appointments issues received at Hospital services and GP Services

Access for appointments and lengthy waiting times in hospitals and GP services



# Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Bromley will use this report in its meetings with both commissioners and providers, sharing the themes identified from the patient voice in order to inform how services could or should be improved. As additional reports are published, these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The Healthwatch Bromley Patient Experience Report (Q2) will be shared and presented at a number of different levels, and to different audiences, including the:

- Bromley Clinical Commissioning Group (CCG) Quality Assurance Sub-committee
- Bromley CCG Public and Patient Engagement Group
- Bromley Communications and Engagement Network
- Bromley's Health and Wellbeing Board
- Bromley Health Scrutiny Committee
- Kings College NHS Foundation Trust Patient Experience Committee (PEC)

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. Healthwatch Bromley is keen to explore how Healthwatch data can best be integrated into existing patient experience monitoring and reporting mechanisms, ensuring triangulation of patient experience intelligence within existing structures across the borough.

# Actions, impact and next steps

In terms of next steps for our Patient Experience programme, 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.

During Q3 (October - December 2019), we will be focusing on people with a diagnosis of Autism and feedback from seldom heard communities utilising our Communities Volunteers.

## i. Feedback Form

### Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

e.g. Biggin Hill, Chislehurst and Orpington

Which department did you visit?

Department ▼

## Your ratings (select if applicable)

Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care/treatment



Quality of food



Access to appointments



Quality of Service



Communication



In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? \*

No  Yes

Do you want to know more about how to make an official complaint?\*

No  Yes

## About you

Name

Leave feedback anonymously?

Email\* (Your email will be kept private and you will not be sent any marketing material)

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch\*

Yes  No

I confirm I am over the age of 16\*

Yes  No

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

## ii. Taxonomy

Main themes	Sub themes
Access to services	Access for those with a physical disability Access for those with a sensory disability Access for those with learning disabilities Access for those with mental health problems Access to Community Health services Access to Dentistry services Access to GPs Access to Hospital services Access to Mental health services Access to Opticians Access to Pharmacy services Access to Social Care services
Administration	
Admission	
Appointments	Booking Appointments Cancellation Length of appointments Quality of appointments
Buildings/Facilities	
Car Parking	Car Parking Access Car Parking Changes
Cleanliness, Hygiene and Infection Control	
Communication	Health Promotion Internal communication Lack of communication Treatment explanation
Complaints Procedure	
Consent to care and treatment	
Cost of services	
Décor	
Diagnosis	
Dignity	
Discharge	
Equality	Stigma
Food/Nutrition	
Health and safety	
Health inequalities	
Interpreters	Access to interpreters Quality of interpreters
Medication	Prescriptions
Patient choice	
Patient records	
Patient Transport	
Prevention	
Procurement/Commissioning	
Quality of care/treatment	
Referrals	30
Safeguarding	
Service co-ordination	
Service Closure	
Staff Attitudes	
Staff Levels	
Staff Training	
Suitability of provider/staff	
Waiting times	Waiting lists for treatment Waiting times to be seen at appointment