

An aerial photograph of a park in Bromley, London. The park features a large, dark lake in the center, surrounded by lush green trees and a well-maintained golf course. In the background, a residential area with houses and a city skyline are visible under a clear sky.

healthwatch
Bromley

**PATIENT EXPERIENCE
REPORT 2018**

Q3: OCTOBER - DECEMBER

Contents

Introduction & Executive Summary	3
Overall Patient Reviews	5
Total Reviews per Service Category	8
Distribution of Positive & Negative	9
Themes: GPs and Hospitals	10
Positive Reviews: Themes/Trends	12
Negative Reviews: Themes/Trends	18
Demographic Information	23
Conclusion	25
Actions, impact & next steps	26
Appendix	28

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 second Patient Experience Report for Healthwatch Bromley, covering the Q3 period October-December 2018. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Bromley in April 2018. In July 2017, 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 Operations 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), 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 3 period, October-December 2018. During this time, we collected **602** reviews. We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and Emergency, Radiology and Allan Cumming Day Surgery services at Princess Royal University Hospital. In addition, we gathered a number of reviews from Orpington Hospital and Orpington Library, the Dementia Hub (Mission Care) and Dementia Cafe services this quarter.

Out of the total number of patient experiences received, **484 (80%)** were positive and **118 (20%)** 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 **602**. 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).

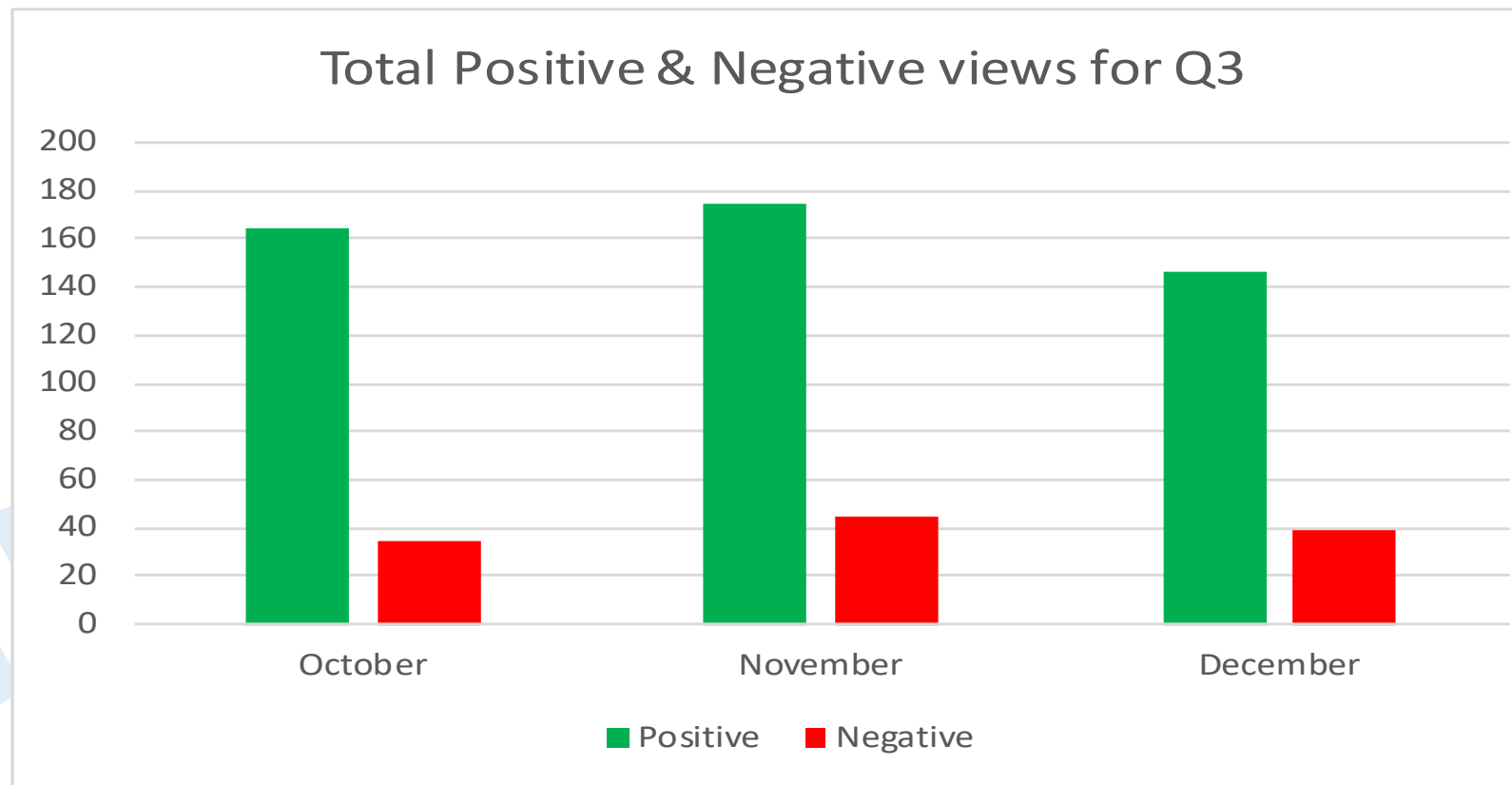
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter **484** positive responses and **118** negative responses have been recorded.

*A star rating of 3 is categorised as a “neutral” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep on review.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
October	34	164
November	45	174
December	39	146
Total	118	484

Overall Patient Reviews

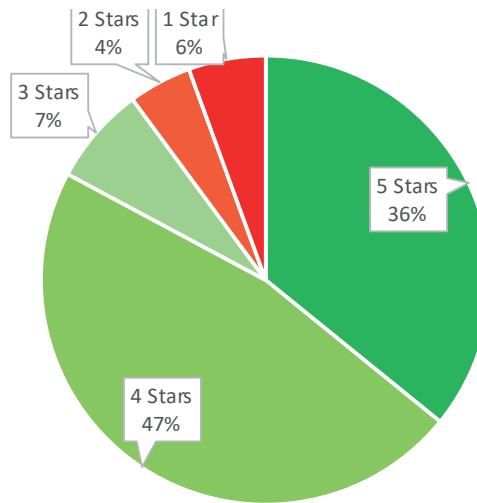
This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



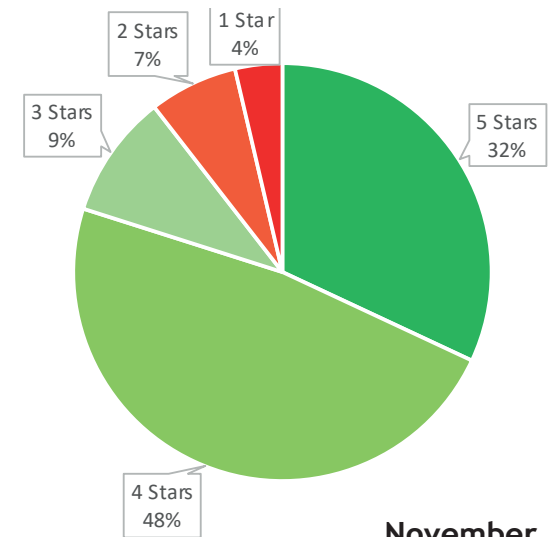
Overall Patient Reviews: Star Ratings

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

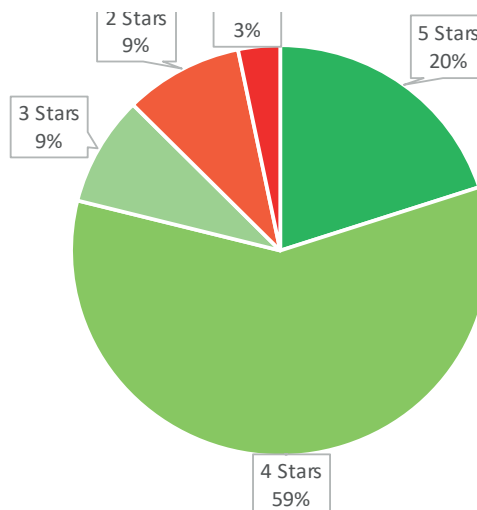
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.



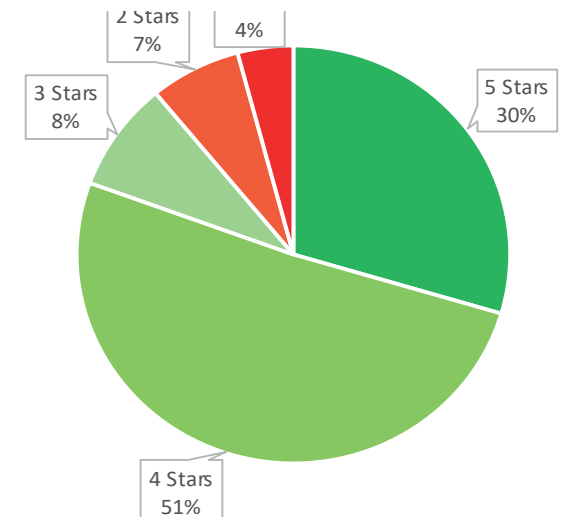
October



November



December



Overall



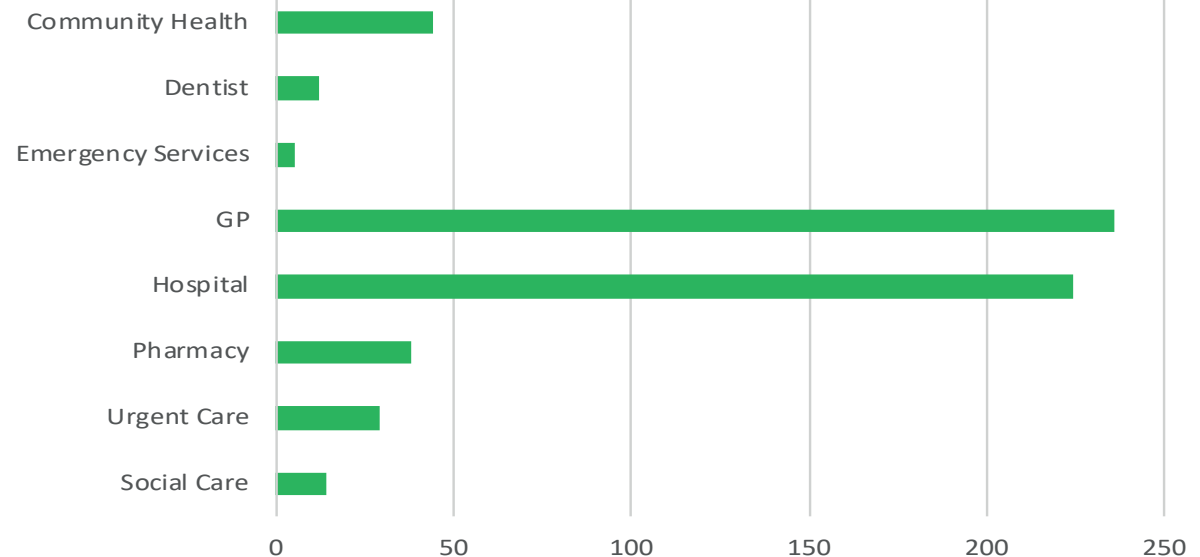
Total Reviews per Service Category

The patient reviews recorded for this quarter cover 7 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (236), followed by Hospitals (224). During this quarter we focused on increasing the number of GP practices we visited and organising hubs to the Princess Royal University Hospital (PRUH). We visited several different departments during this quarter, including Emergency, Radiology and Allan Cumming Day Surgery services and Dementia services

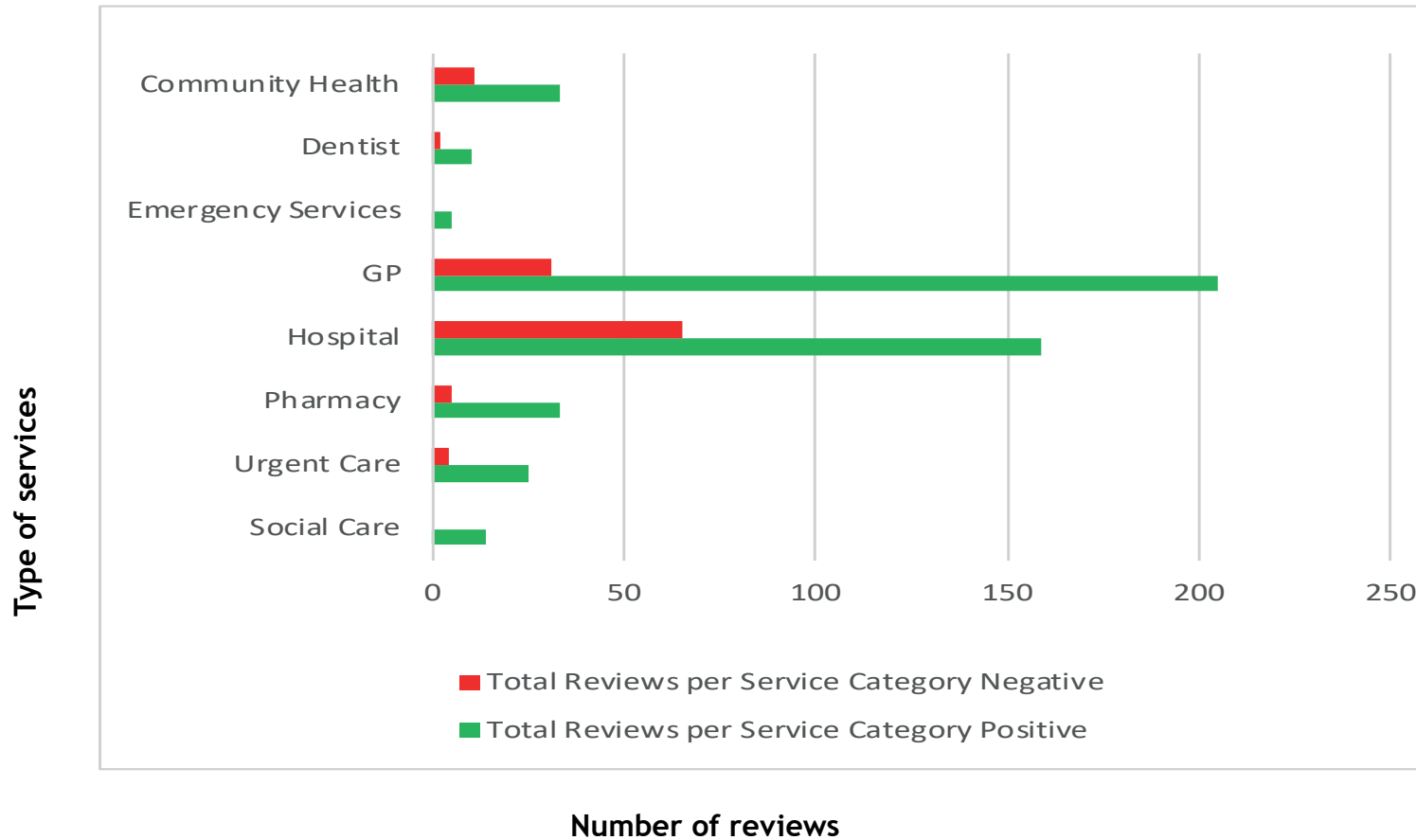
As the Patient Experience Programme develops, Healthwatch Bromley (HWB) will look to focus on capturing patient experience reviews from an increasing number of service areas such as mental health services, social care services and others. However, where services are more applicable to wider sections 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



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

The 'GP' category received the highest number of positive reviews **86% (205)** followed by the 'Hospital' category which received **71% (159)** positive reviews.

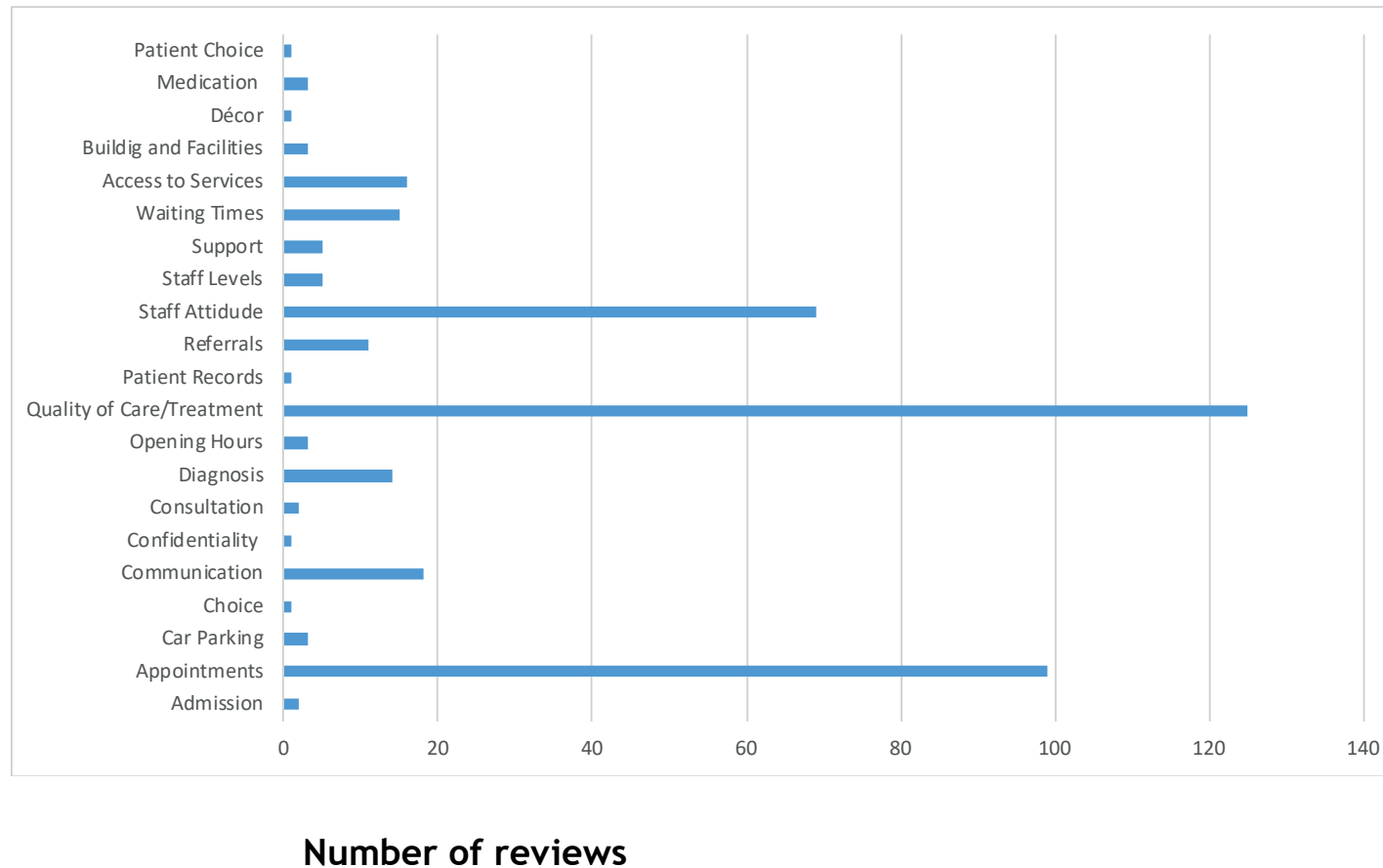
However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews 'Hospital' - **28% (65)** and 'GP' - **13% (31)**.

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

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 Q3 these areas are: **GPs and Hospitals** (primarily the Princess Royal University 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.

Themes



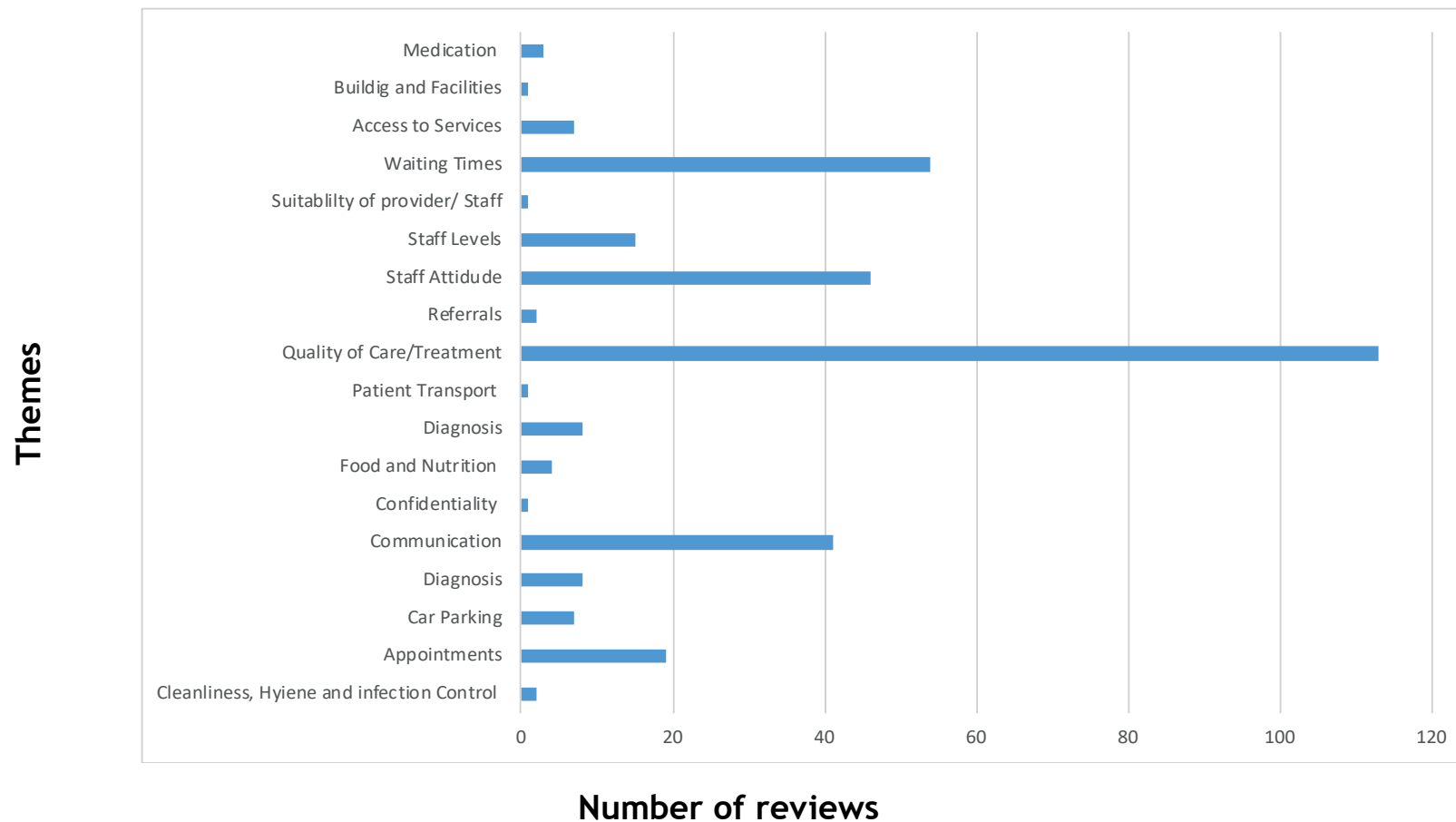
'Quality of care and treatment' recieved **125** responses this quarter, with **95%** of feedback being **positive**.

69 comments were received regarding **'Staff attitude'** with **91%** of these being positive.

99 reponses were in relation to **'Appointments'**. **40%** of this feedback was negative and focused on access to appointments and difficulties in booking appointments at preferred times.

Themes/Trends for Hospitals

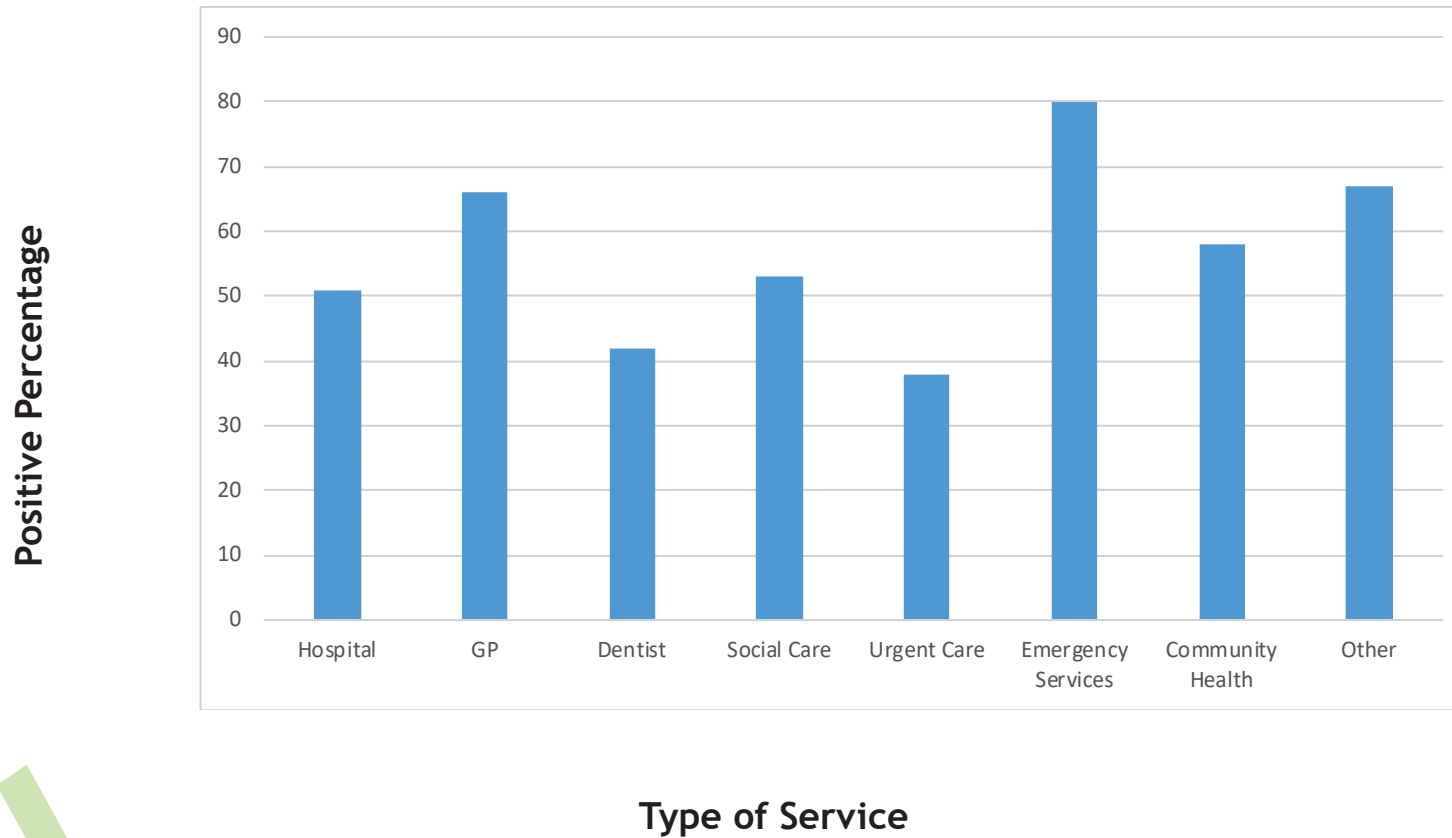
This chart shows that **'Quality of Care and Treatment'** at hospital services received the largest number of reviews, standing at **113**, with **90%** of these reviews being rated as **positive**. **'Waiting times'** received the second highest number of comments, at **54**, with feedback being overwhelmingly **negative** at **69%**. **'Staff attitude'** within hospitals was mentioned **46** times by respondents on our Digital Feedback Centre, with **85%** of feedback being **positive**. **Communication** received **75%** 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.

October-November- December



Princess Royal University Hospital and Orpington Hospital

Treatment and Care

Out of a total of 113 reviews received about the **Quality of Treatment and Care** theme, **90%** were positive.

"Surgeons are really good, very comforting and reassuring during discussions concerning my cancer. Very good would want to be seen by the same people if referred again."

Cancer services

"I had general surgery which went well. I was in hospital for six days but I was well supported by the nursing staff. Discharge was a bit chaotic but I was happy with my quality of care."

General Surgery

"My son was in real distress and I couldn't comfort him, so rushed over to Accident and Emergency. Doctors saw him immediately and sorted out his problem. I can't thank them enough."

A&E

Staff

Out of total of **46** reviews received about the **Staff Attitude** theme, **85%** were positive.

"Excellent nurses and doctors. I was in for a major operation and out of hospital in 2 days. I was so impressed with the hospital and have sent an email about the fantastic staff."

General Surgery

"Here with my mother who is having scans following her cancer referral. The service has been good today but I am here to support her as she is very upset. The staff have been very good in comforting her"

X-ray

"Fantastic staff at the hospital. I have had some ongoing treatment and always found them to be very caring."

Ultrasound

Appointments

Out of total of 19 reviews received about the **Appointments** theme, 74% were positive.

"I have a booked appointment in radiology and was seen on time. A very nice lady looked after me . The communication and treatment was first class"

X-ray

" I got a Saturday appointment and was in and out very quickly. Results came through very promptly as well."

Outpatients

" I had a Cataract operation recently and came to the clinic to get my eyes checked. I was pleased that the appointment came through quite quickly and I didn't have to chase it".

Ophthalmology



GP Services

Treatment and care

Out of total of 125 reviews received about the **Quality of Care and Treatment** theme, 95% were positive.

" A reliable surgery with a patient focused attitude. The surgery is very busy but the staff cope well and I get good support from the doctors."

" The receptionists and doctors are very caring. There are only 2 doctors so you always see someone you know each time. The receptionists are very approachable when you ring or speak to them."

"I went to the GP yesterday for an urgent appointment. I was relieved that I was seen to and that he was able to give me a prescription."

"I really like the doctors here - you get a good, personal, service. Staff are all very helpful including receptionists, nurses and doctors - they are all very good. It can sometimes be difficult to get appointments."

Appointments

Out of a total of **99** reviews received about the **Appointments** theme, **57%** were positive.

"It is easy to get an appointment especially if an emergency. This surgery is a very friendly service. I like the touch screen to log yourself in."

"I like the surgery here. I've never had a problem booking appointments and the doctors are helpful."

"A good surgery. I have come in with my son who was sick during the night and I got an appointment this morning which was good. I am happy with the the service my family gets from the surgery."

"I called the surgery this morning and got this appointment, I only called a couple of hours ago so I am very pleased."

Access to services

Out of a total of **16** reviews received about **Access to services** theme, **69%** were positive.

"The surgery is very busy but I have a long standing condition which the nurse practitioner knows all the details about. I make appointments to see her because of this and I am happy with the way she is looking after my condition."

"I have no particular problems at the surgery. I attend the surgery regularly for diabetes. I have no problems with appointments as these are sent regularly, and also appointments for blood tests are sent out."

"Pretty good, friendly service. Can see own GP if needed but I normally see the nurse for my blood pressure check."

"I have been coming to this surgery for over 12 years and the staff are all very good. I get same day appointments most of the time and would not change."

"My husband needed to see the doctor and waited on the phone for 20 minutes only to be told that they had no appointments. They did redirect him to the hub at the Beacon and he had a good experience." So far so good.

Staff

Out of a total of **69** reviews received about the **Staff** theme, **91%** were positive.

"The Doctors and the receptionists give an excellent service. I always get to see the doctors if emergency. They will always refer you for additional tests if necessary. This is a very friendly surgery and I have been a patient for over 15 years."

"Just seen nurse who was brilliant and she has given me clarity and a clear pathway. I prefer to see the nurse rather than a doctor as she understands my needs"

"The reception staff at this practice are always helpful and the doctors are very good."

"I have just registered today and the receptionist has been very helpful and explained what I have to do."



"B Saw the nurse at the surgery today. She was very helpful and made a clear recommendation to me so that the problem will not occur again."

Community services

Out of a total of 23 reviews received about the **Quality of care** theme, **70%** were positive.

"I was always seen on time and the treatment was fully explained. I have had a very good experience.."
Crystal Palace Physio Group

"I have been using the nail cutting service as I can't bend down anymore. Service is run by Bromley Healthcare and is very good."
Bromley Healthcare

"I have been visiting this service for around two and a half years. Once I left hospital they offered lots of good, hands-on support. I have fortnightly appointments with the health worker and see the doctor months but if I ever need an additional appointment they always give me on. I think the service is brilliant."
Oxleas NHS Trust



Social care

Out of a total of 15 reviews received about local social care services 53% were positive.

"My mum is living at Elmwood Care Home and has been there for about six months. Despite some early teething problems she has settled into a routine and is happy. They also offer a pastoral service which is important to mum as her mobility is not good and she finds it difficult to get to church. The care staff have been excellent."

Elmwood

"I get great support at the Memory Café on Fridays. It keeps me involved and gives me a purpose."

Age UK Bromley

" My husband is deaf and very stubborn. With the help of this service I have been able to get some support for his deafness, which in return has really helped me as well.."

Deaf Plus Bromley

"My mum moved into the care home four months ago and has settled in well. She was lonely and getting depressed in her flat. I'm happy she made the move."

Foxbridge House

" My father uses the Saxon Day Centre to socialise with other like minded people. He enjoys the company and has been known to take part in activities which is most unlike him. Sometimes gets his hair cut there as well.."

Saxon Day Centre

"Following a motor cycle accident, I made contact with Mind to get some information and support. They offer really good support, advice and have interaction meetings which help with the recovery progress."

Bromley Mind - Mindcare

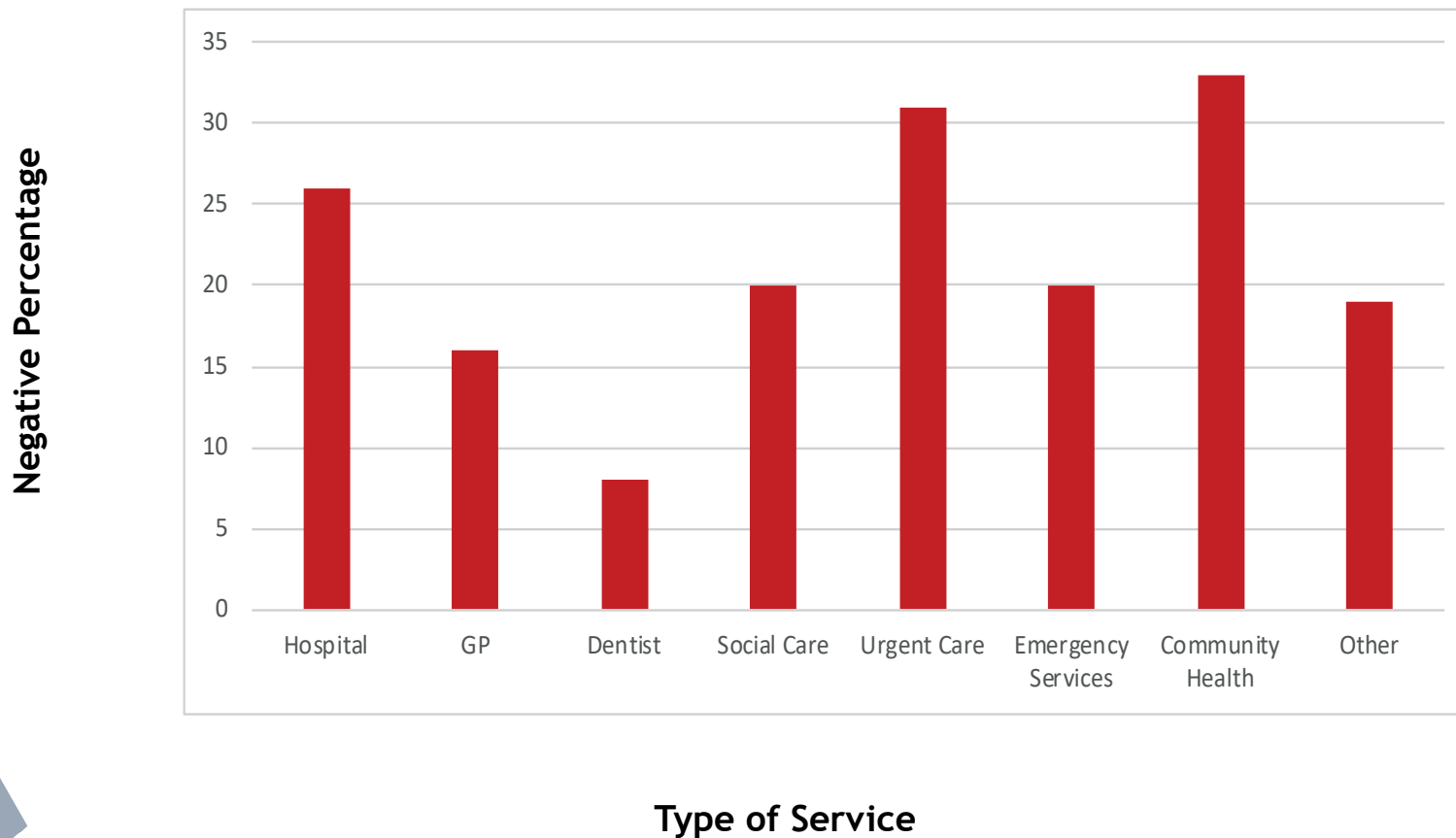
"Everyone working for Caremark in Bromley are incredibly helpful, supportive and kind. The service is great all the staff are well trained and always prepared to go the extra mile, they have always made us feel supported and comfortable honestly, so pleased I wouldn't go anywhere else."

Caremark (Bromley)

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.

October- November- December





Princess Royal University Hospital and Orpington Hospital

Waiting times

A total of 54 reviews were received about the **waiting times** theme 69% were negative.

" We had to wait 6 hours before my baby was examined by a pediatric triage nurse and then even longer to see the doctor."

Urgent GP clinic

"The hospital pharmacy is very busy and they keep you waiting a long time."

" The emergency department.....I was referred here by my GP and told to come immediately. I have been here now for one and a quarter hours, where are all the staff?"

"Regular appointments for blood tests. I used to attend PRUH but now having to attend here. Only problem is waiting time which is often well over an hour.."

" Long wait, some tests not done. Specialist left before my appointment. Other specialist told me "I'd go blind". Staff good but cannot cope with the number of patients."

"My relative has lots of hospital appointments, we usually have to wait three hours and we attend every 4-6 weeks. The waiting time is appalling."

" I go the the hospital every three months for a blood test and on the last two visit the wait has got longer and longer. I don't know what is going on but it ridiculous."

"Big clinic so long wait (2 hours). Referred by Specsavers (excellent). Long wait for hospital transport!"

Communication

Out of a total of 41 reviews received about the **Communication** theme, **73%** were negative.

"It is very hard to get through on the phone. They need a better booking service for appointments over the phone in case I need to change one. You are given a number in the queue which never seems to move. Also, once you are there the parking at the PRUH is terrible."

Outpatients

" I have just been in to see the triage nurse and spoke about my problem with the door wide open for everyone in the waiting room to hear. In addition to this the poor communication in the department did not help.."

Outpatients

"I feel like I have been waiting here for hours but it has only been 45 minutes. The wait is okay but there is a lack of communication from the staff and the TV update system is not fit for purpose. It needs to contain more useful communication.."

Outpatients

" When I arrived for my appointment I gave my name to the receptionist who then forgot to book me in! I sat there for a very long time until I asked what was going on. The staff were very apologetic but it was frustrating."

outpatients

"I have had my confidence shaken by a mistaken diagnosis."

Outpatients

"I did not know that the blood department had closed so wasted time in going there, when I needed to go to Oprington Hospital. I had to ask my wife to take items to Orpington Hospital instead. It wasn't that clean."

Outpatients

" I had problems when I was discharged from the hospital three months ago. My discharge letter was never received and my GP is still waiting for the note about my procedure!!"

Outpatients



GP services

Appointments and waiting times

Out of a total of **99** reviews received about **Access to services** theme, 40% were negative

" Yesterday we tried for over an hour to make an appointment. When you do see the doctors some of them can be rude and don't give you the time you need."

" I tried to make an appointment at the surgery but there weren't any and was told to go to the emergency department. I am not sure that their advice was correct."

" Cant get appointments, they are always running late and often recommend we go to Beckenham Beacon urgent care.."

" I have also been using the online doctor services for advice and support which is not ideal."

" Access to appointments is not good. For same day must call at 8am but cannot get through. When you do get to speak to a receptionist, all the appointments are allocated for that day. Never see your name GP, it is always someone different.."

" Feels rushed whenever I go, there is not enough time to talk if necessary."

"Although the doctors provide a good service, trying to get an appointment is terribly difficult. In addition, the reception staff are sometimes 'to the point' (in other words, quite rude)."

"Waited 2-3 months for appointment. Often have to attend A&E at hospital as it felt urgent and there were no GP appointments available. If I can get an appointment, I have to wait up to an hour to see a GP."

" Be prepared to wait before getting an appointment. I dread being ill and having to make an appointment which is like a mission."

Out of a total of 15 reviews received about **waiting times** theme, 75% were negative

"I have been coming here for years and the service has gone downhill. Getting appointments is difficult (impossible), the wait time in the surgery is poor. Staff and doctors are good."

"I feel there are continuity problems. If I have a test I cannot see the same GP for results without at least a 4 week wait. I feel my usual GP sees more new patients so cannot always see him as other GP's seem to work part-time."

"They don't offer enough services other surgeries have, i.e: blood tests. I feel the building needs refurbishing. I don't have any problem with the doctors as they are now very good and not patronising. Generally, whenever I phoned early for an appointment it's been fine. There was a delay in sending me an email for my MRI scan and overnight stay. I did have problem in the past. I was referred to a counselor where I had a three month wait for stress."

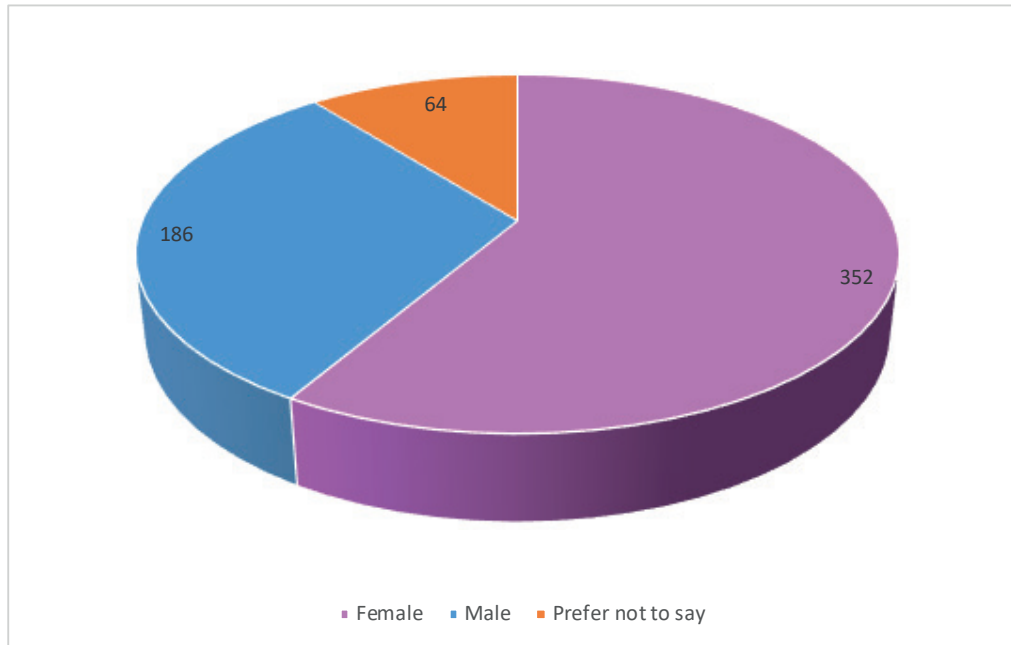
"It is sometimes hard to get through on the phone and waiting times in the surgery is sometimes long. The receptionists can be a bit short on the phone. Occasionally you turn up and the appointment is not in computer but you will eventually get to see a doctor on that day."

"I have been coming here for years and the service has gone downhill. Getting appointments is difficult (impossible), the wait time in the surgery is poor. Staff and doctors are good."

"I had follow up blood tests but the follow up was not carried through. I tried to get through to the surgery but waited 3 hours on the phone on and off. I thought I may have had a mini stroke. I visited the surgery but could not get a blood pressure check and no appointments for 2-3 days with GP. They suggested I go to Beckenham Beacon but I came to A&E at the PRUH."

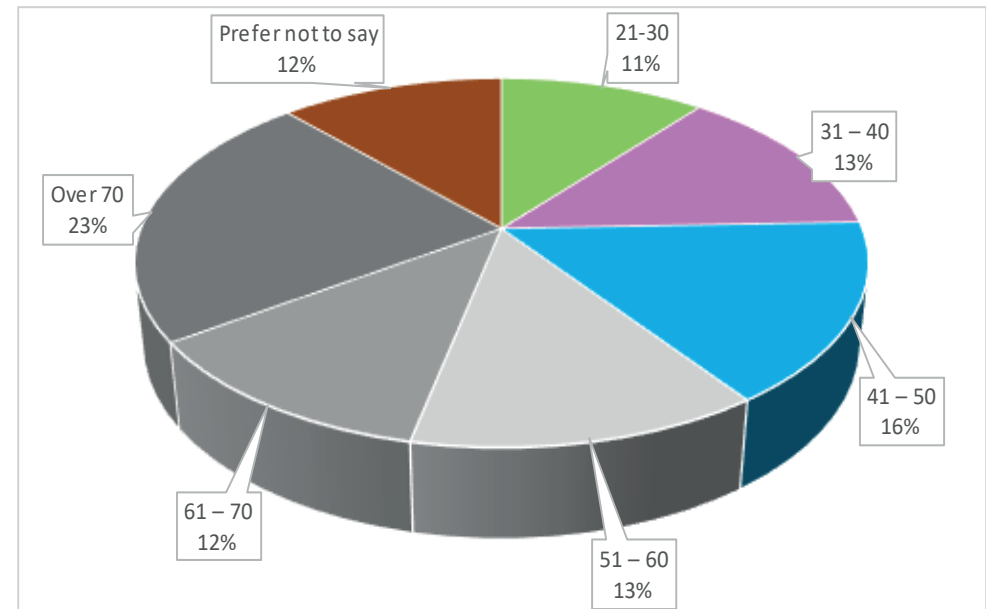
Demographic information

The pie chart below shows the number of reviews received by gender from July to September 2018. The majority of the reviews received this quarter are from females **58% (352)**, followed by men at **30.8% (186)**. **10.6%** of respondents (**64**) during this quarter preferred not to state their gender on the survey.



Gender

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, **12%**, the majority of the feedback received this quarter was from the over 70s at **23%**, followed by the 41 to 50, **16%**. This quarter we did not receive any reviews from the under 21s.

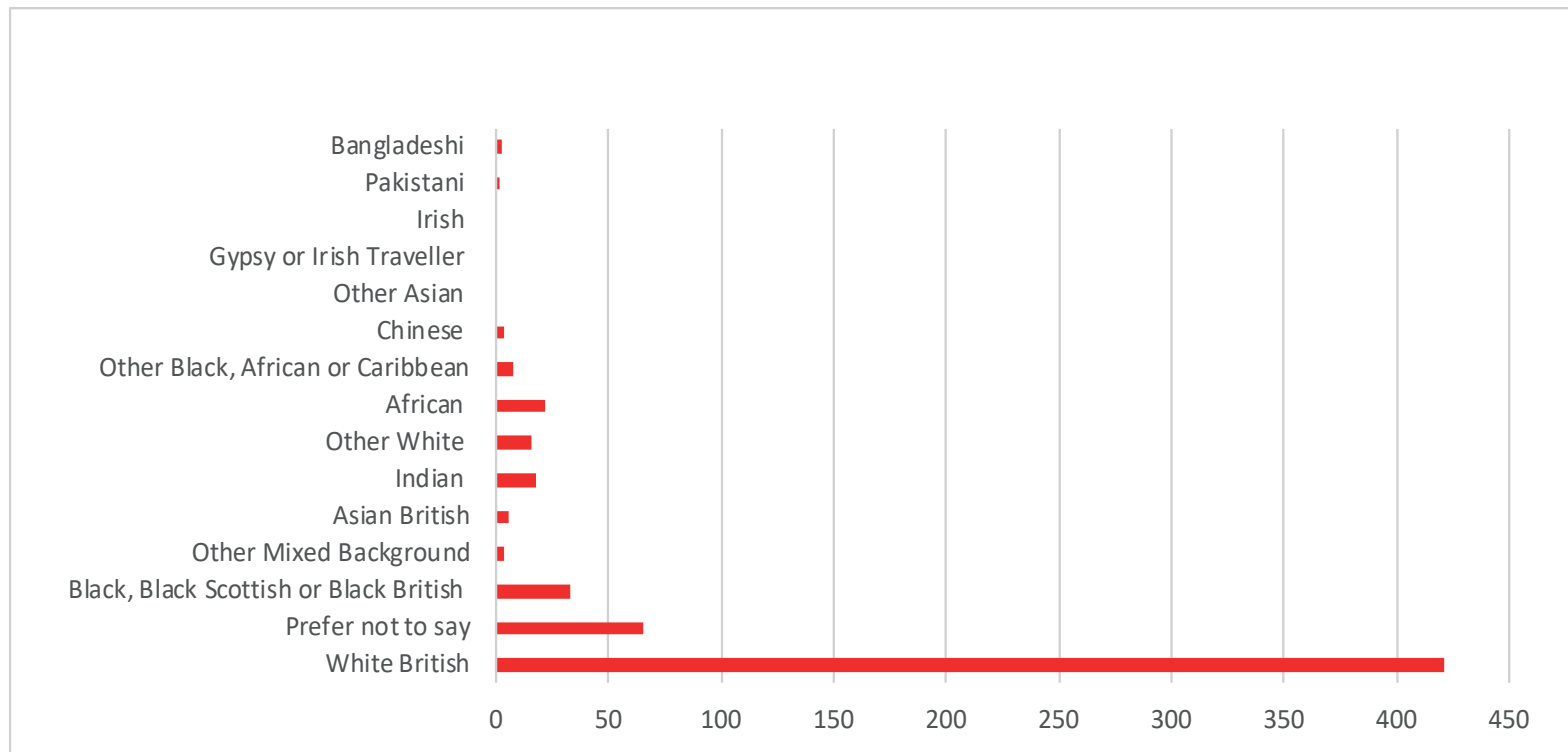


Age

Demographic Information

In terms of ethnicity, excluding the **65 (11%)** respondents who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White British, **70% (421)**; **3% (18)** was from people who identified as Indian; **5% (33)** were from people who identified as Black or Black British; and **4% (22)** identified as African and **3% (16)** being Other White.

Our aim is to reach out to all demographics of the borough moving forward, to gather a representative sample of the population of the London Borough of Bromley.



Ethnicity

Conclusion

This quarter, **602** patient experiences were collected. Going forward we will aim to visit a greater number of health and social care services in Bromley as our core volunteer base grows.

There were **484** positive reviews, **118** negative reviews received this quarter. Overall, positive patient experiences far outweigh 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 treatment and care received at hospital services
- Staff attitude and patient communication at hospital services
- Quality treatment and care at GP, Community and Social Care services

Negative

- Waiting times and access issues for hospitals and GP services
- Access and staff issues for GP services, including waiting times

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 (Q3) 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 Q4 (January- March 2019), we will be focusing on young people and feedback from seldom heard communities utilising our Emerging 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	
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