

Q4 Patient Experience Report

Healthwatch Bromley
January – March 2024



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Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- In-year comparison
- Experiences of Hospital Services
- Experiences of GP Practices
- Experiences of 'Other' Services

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two services about which we receive most feedback. Both sections highlight good practice and areas for improvement.

This report gives a general overview of what Bromley residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Rating Scale Change from October 2023

In response to feedback received during our review of the Patient Experience Programme we have changed our 5-star rating system from 1* = Terrible – 5* = Excellent to 1* = Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale remain the same.

Introduction

Patient Experience Programme

Healthwatch Bromley is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved, allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report to raise awareness of patient experience and suggest how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and community centres.



Encouraging conversations on **social media** and gathering **online reviews**.



Providing promotional materials and surveys in **accessible formats**.



Training volunteers to support engagement across the borough, allowing us to reach a wider range of people and communities.

Healthwatch independence helps people trust our organisation and give honest feedback which they might not always share directly with local services.

Between January – March 2024, we reached out to faith groups, community centres and support groups across Bromley to hear voices of residents who might not otherwise be heard.

The format of HWB Patient Experience Report will be slightly amended from Q1 2024-25 as a result of our annual internal review process.

Q4 Snapshot

This section provides a summary of the experiences we collected during January – March 2024 and a breakdown of positive, negative and neutral reviews per service. We analysed residents’ rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



613 reviews

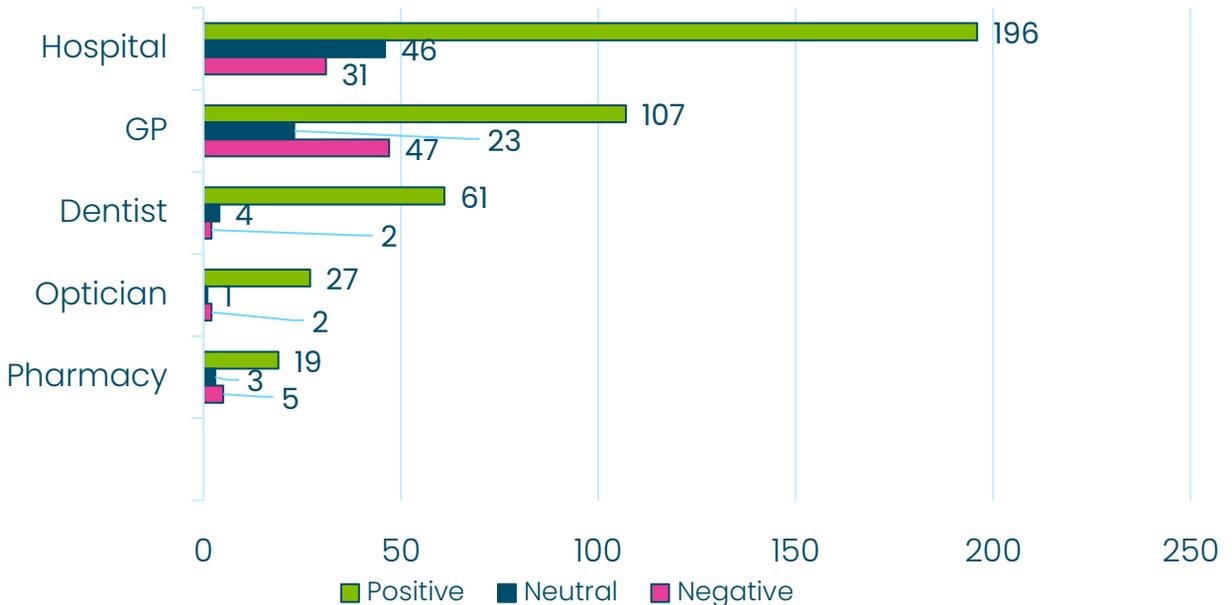
of health and care services were shared with us, helping to raise awareness of issues and improve care.

64 visits

were carried out to different local venues across the borough to reach as many as people as possible.

| Top 5 Service Types | No of Reviews | Percentage of positive reviews |
|---------------------|---------------|--------------------------------|
| Hospital | 273 | 72% |
| GP | 177 | 60% |
| Dentist | 67 | 91% |
| Optician | 30 | 90% |
| Pharmacy | 27 | 70% |

Sentiment of Reviews



In-year Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24.

The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

| Service Type | Q1 (Apr-Jun 23) | Q2 (Jul-Sep 23) | Q3 (Oct-Dec 23) | Q4 (Jan-Mar 24) |
|------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Hospital | 81% (250) | 81% (201) | 77% (221) | 72% (196) |
| GP | 60% (114) | 67% (132) | 68% (141) | 60% (107) |
| Dentist | 91% (61) | 94% (77) | 89% (65) | 91% (61) |
| Community Health | 56% (19) | 71% (35) | 75% (30) | 65% (11) |
| Optician | 74% (25) | 82% (23) | 92% (12) | 90% (27) |
| Pharmacy | 61% (20) | 69% (11) | 58% (7) | 70% (19) |
| Mental Health | 63% (5) | 25% (1) | 33% (2) | 71% (15) |

What does this tell us?

- Hospital services have seen a small decrease (5%) in positive reviews when compared to the previous quarter, which is a similar finding to the last PE report. There is a 9% decrease over the financial year.
- The percentage of positive GP reviews dropped by 8% between Q3 and Q4, but Q4 is identical to Q1.
- We have seen a significant increase in the percentage of positive reviews about mental health services in the last three months, primarily as a result of receiving more feedback about Oxleas Community Mental Health Services.
- Experiences of Dental services (91%) and Opticians (90%) remain mainly positive.
- We received less feedback about community health services during Q4; the percentage of positive reviews decreased by 10%.

Experiences of Hospital Services



What people told us about Hospitals

"The service is very interpersonal; the doctor reacts very well to me because they are compassionate."

"The appointment was cancelled several times. One appointment was cancelled when I got to Orpington Hospital, so the journey was a waste of time."

"You used to wait for ages here, nowhere to sit, but it's so much better and you can choose what appointment you want rather than one they want to give you."

"Waiting times are long, they need more staff. I had to wait six hours and come back the next day."

"The nurses and staff at the Phlebotomy department are really good and you don't have to wait long now."

"Communication between GP and hospital could be improved. No care plan for patient."

"Friendly environment at the hospital. Staff are caring which works well for me."

"More staff are really needed, long waiting hours with no explanations."

Hospital Services

| | |
|----------------|-------------------------------|
| No. of Reviews | 273 (relating to 8 hospitals) |
| Positive | 72% |
| Negative | 11% |
| Neutral | 17% |

Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

Q5) How good do you think the communication is between your hospital and GP practice?

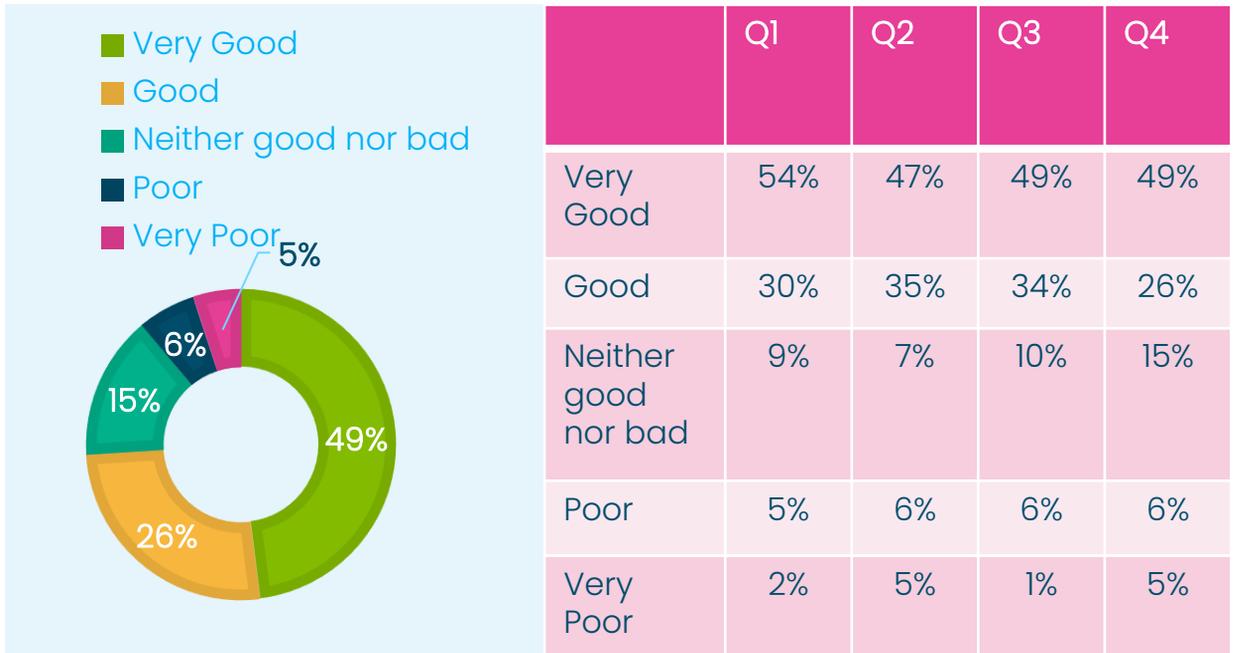
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

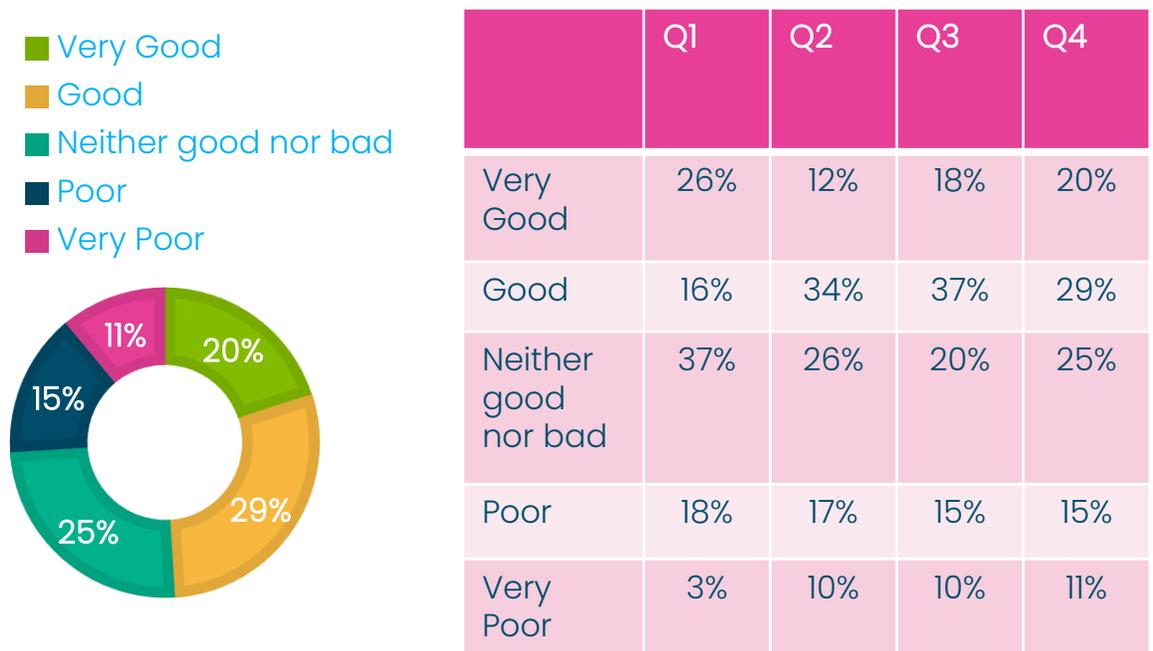


Access and Quality Questions

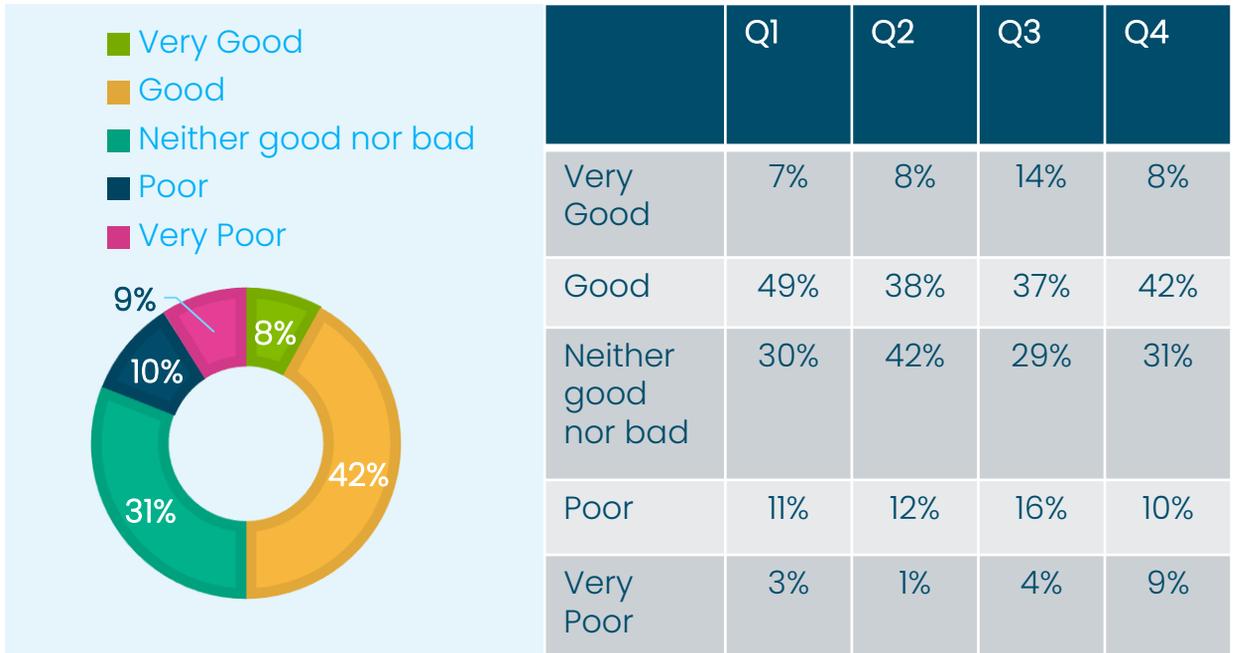
Q1) How did you find getting a referral/appointment at the hospital?



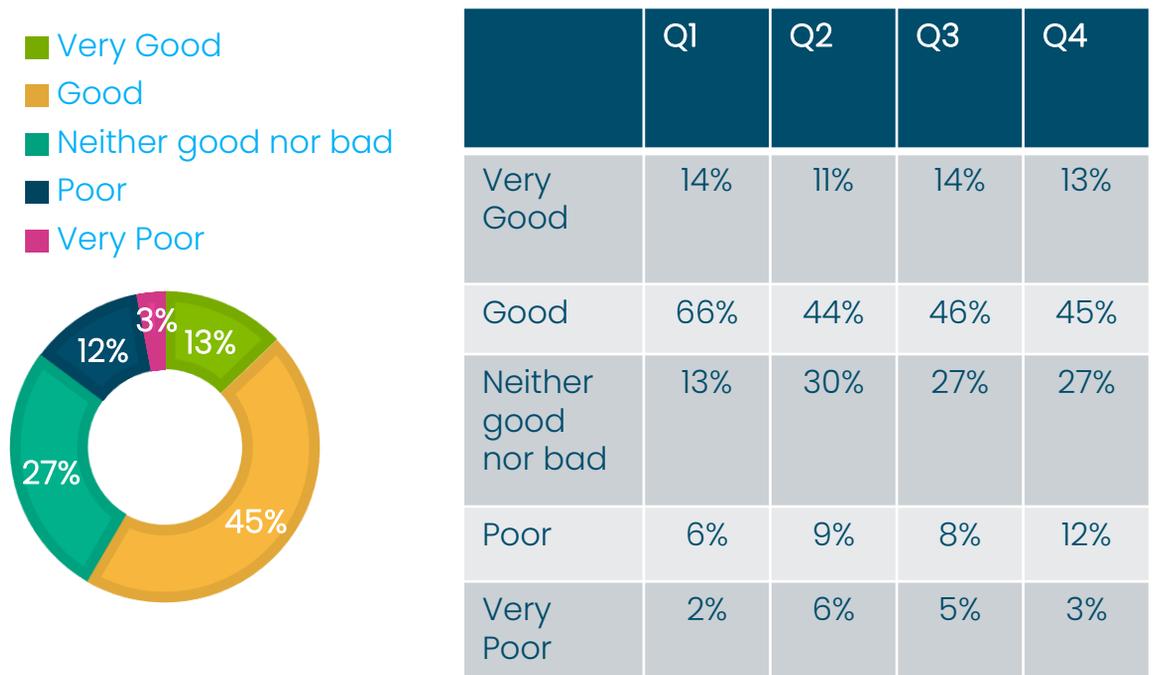
Q2) How do you find getting through to someone on the phone?



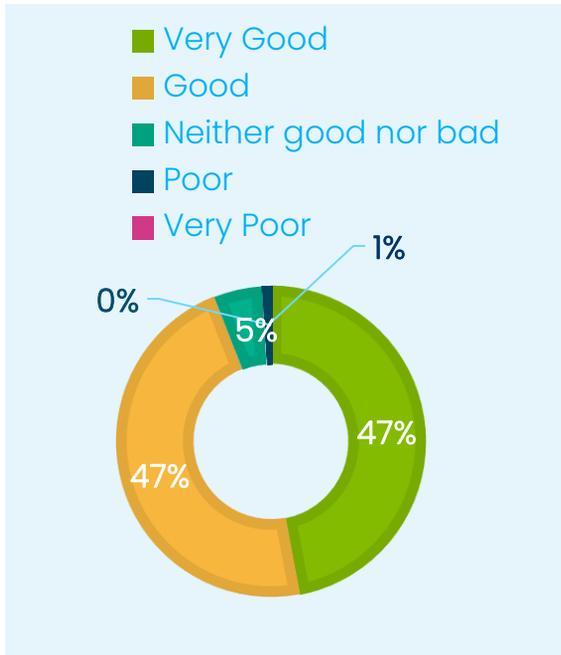
Q3) How do you find the waiting times at the hospital?



Q4) How good do you think the communication is between your hospital and GP practice?

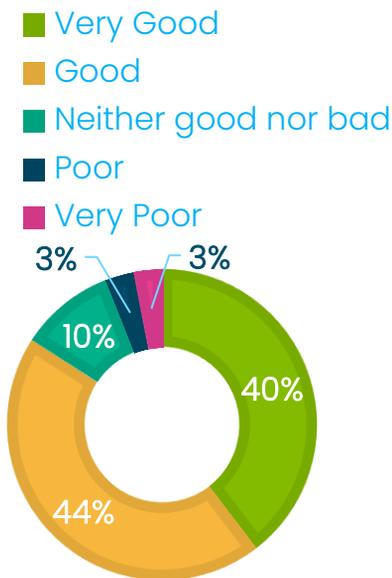


Q5) How do you find the attitudes of staff at the hospital?



| | Q1 | Q2 | Q3 | Q4 |
|----------------------|-----|-----|-----|-----|
| Very Good | 32% | 48% | 46% | 47% |
| Good | 64% | 41% | 45% | 47% |
| Neither good nor bad | 4% | 8% | 8% | 5% |
| Poor | 0% | 1% | 1% | 1% |
| Very Poor | 0% | 2% | 0% | 0% |

Q6) How would you rate the quality of treatment and care received?



| | Q1 | Q2 | Q3 | Q4 |
|----------------------|-----|-----|-----|-----|
| Very Good | 34% | 39% | 44% | 40% |
| Good | 57% | 49% | 42% | 44% |
| Neither good nor bad | 7% | 8% | 9% | 10% |
| Poor | 2% | 3% | 4% | 3% |
| Very Poor | 0% | 2% | 1% | 3% |

Thematic analysis

In addition to the access and quality questions, we ask two free text questions (**What is working well?** and **What could be improved?**), gathering qualitative feedback to help get a more detailed picture of hospital services.

Each response we collect is reviewed and up to five themes and sub-themes applied. The tables below show the top five positive and negative themes mentioned between January – March 2024 based on these free text responses.

The 'top five' positive and negative themes in each section are those mentioned most often by respondents, not necessarily those with the highest numbers of positive and negative assessments. This demonstrates which aspects of health and social care are most important to local residents but does mean that the same theme can appear in both positive and negative lists.

For this report, we have only included three negative issues as all other themes were connected to less than 15 hospital reviews.

| Top five positive Issues | Total count and % of positive reviews | Top three negative Issues | Total count and % of negative reviews |
|---|---------------------------------------|---|---------------------------------------|
| Staff attitudes | 186 (94%) | Waiting times (punctuality and queueing on arrival) | 48 (27%) |
| Quality of treatment | 125 (83%) | Getting through on the telephone | 29 (36%) |
| Waiting times (punctuality and queueing on arrival) | 85 (48%) | Communication between services | 29 (19%) |
| Communication between services | 81 (53%) | | |
| Booking appointments | 76 (72%) | | |

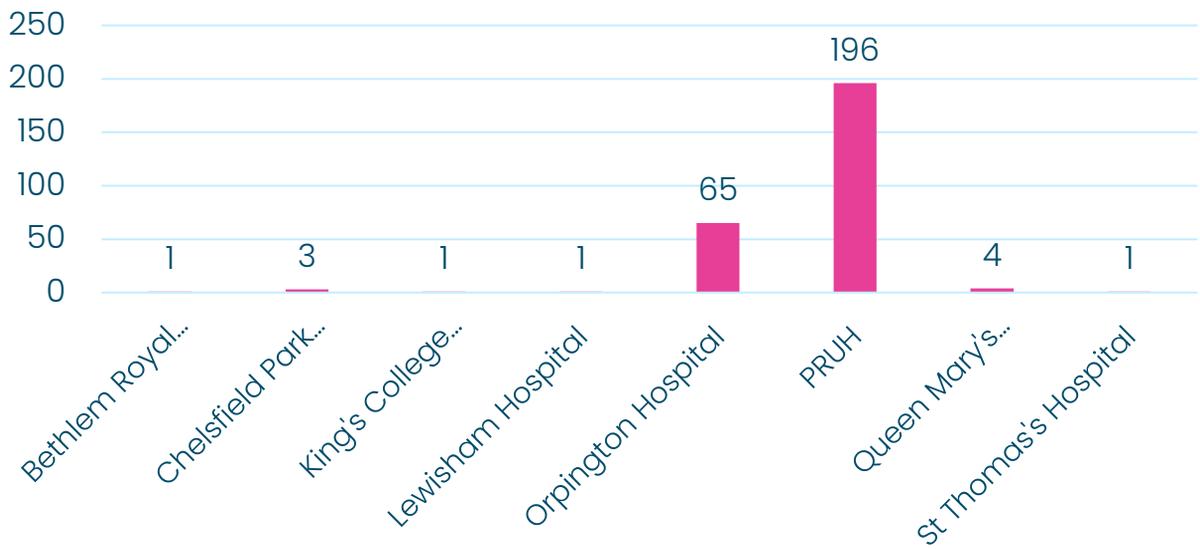
Reviewed Hospitals

Bromley residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard about experiences at the following hospitals:

| Hospital | Provider |
|---|--|
| Princess Royal University Hospital (PRUH) | King's College NHS Foundation Trust |
| Orpington Hospital | |
| Queen Mary's Hospital | |
| King's College Hospital | |
| Bethlem Royal Hospital | South London and Maudsley NHS Foundation Trust |
| St Thomas's Hospital | Guy's and St Thomas's NHS Foundation Trust |
| Chelsfield Park Hospital | Circle Health Group |
| Lewisham Hospital | Lewisham and Greenwich NHS Foundation Trust |

Between January – March, the hospitals which received the most reviews were PRUH and Orpington. Healthwatch Bromley visits both weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagements and online reviews.

Hospital by number of reviews



To understand the variety of experience across the hospitals we have compared the ratings given for access and quality in the previous section. Please note that each question has been rated out of five (1 – Very Poor 5 – Very Good)

Positive ■ Neutral ■ Negative ■

| Hospital | ACCESS (out of 5) | | | QUALITY (out of 5) | | |
|---|--------------------------|---------------------------------|---------------|---|-----------------|--------------------|
| | Referral/ appointment | Getting through on the phone | Waiting times | Communication between GP and Hospital | Staff attitudes | Treatment and care |
| Princess Royal University Hospital | 4.1 | 3.2 | 3.2 | 3.4 | 4.4 | 4.1 |
| Orpington Hospital | 4 | 3.7 | 3.6 | 3.8 | 4.4 | 4.5 |

We have also identified the top three positive and negative themes for these two hospitals.

| Hospital | Overall Rating (out of 5) | Top three positive issues | Top three negative issues |
|--|---------------------------|--|--|
| Princess Royal University Hospital No of reviews: 196 | 3.7 | 1. Staff attitudes | 1. Waiting Times (punctuality and queueing on arrival) |
| | | 2. Quality of treatment | 2. Communication between services |
| | | 3. Waiting times (punctuality and queueing on arrival) | 3. Getting through on the telephone |
| Orpington Hospital No of reviews: 65 | 4.2 | 1. Staff attitudes | 1. Booking appointments |
| | | 2. Quality of treatment | 2. Getting through on the telephone |
| | | 3. Communication between services | 3. Waiting Times (punctuality and queueing on arrival) |

What has worked well?

Below is a list of the key positive aspects of hospitals reported between January and March 2024.



Staff attitudes

94% of people praised the attitudes of staff; this represents a 1% increase compared to Q3. Nearly all patients continue to describe staff as kind, caring and friendly which makes their experience less uncomfortable.

Patients valued these attitudes, especially given the pressures staff often face.



Quality of treatment

83% of patients expressed high levels of satisfaction with the treatment and care they received at hospitals. Although highly positive, this marks a 7% decrease when compared to Q3.

People praised the quality of inpatient, outpatient and emergency care especially when patient focused. They felt well treated by empathetic staff.



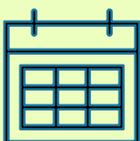
Waiting Times (punctuality and queueing on arrival)

Positive assessments of waiting times remained at 48% this quarter. Patients who were happy with this aspect were seen by a professional within a timeframe they considered suitable. This related to outpatient appointments rather than attendance at the Emergency Department.



Communication between services

53% of patients felt their GP practice and hospital communicated very well, leading to better access to referrals, though several people felt that GP services were not updated by their hospital counterparts. See the 'What could be improved?' section.



Booking appointments

72% of reviews praised access to planned appointments, though this represents a 14% decrease from Q3. Patients mostly found the appointments system to be quick and efficient.

What could be improved?

Below is a list of the key areas for improvement for hospitals suggested by respondents this quarter.

Only 11% of hospital reviews were negative, so the percentages of negative sentiment for themes are low. It remains important to highlight the issues.

Waiting times (punctuality and queuing on arrival)

27% of reviews of waiting times experienced once arriving at the service were negative, an 8% decrease from Q3.



As mentioned in the previous section, patients who endured long waits did so mainly in the Emergency Department.

Some patients shared their frustration about having to wait between 30-60 minutes for their scheduled appointment in Outpatients, which made them feel stressed. Patients always value receiving regular updates/ explanations if there are long waits to be seen by a health professional.



Getting through on the telephone

36% of patients reported a negative experience of getting through on the phone, which is 3% more than Q3.

People told us that they find it difficult to speak to someone to ask for advice or change appointments because phones are not answered.



Communication between services

19% of patients rated this aspect negatively, 3% less than Q3.

As in the last PE report, lack of communication between hospital departments and between the hospital and GP services led to delays with referrals, medication and treatment/care plans.

Emerging or Ongoing Issues

To understand ongoing or emerging issues in the borough we compare the top positive and negative issues identified throughout the year. We have highlighted in dark pink or bright green any issues repeated in three or more quarters.

Positive Issues

| Q1 | Q2 | Q3 | Q4 |
|-------------------------------|---|---|---|
| Staff attitudes | Staff attitudes | Staff Attitudes | Staff Attitudes |
| Quality of treatment | Quality of treatment | Quality of treatment | Quality of treatment |
| Communication with patients | Booking appointments | Waiting Times (punctuality and queueing on arrival) | Waiting Times (punctuality and queueing on arrival) |
| Appointment availability | Waiting times (punctuality and queueing on arrival) | Communication between services | Communication between services |
| Treatment and care experience | Communication with patients | Booking appointments | Booking appointments |

Negative issues

| Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|
| Waiting times (punctuality and queueing on arrival) |
| Communication between services | Communication between services | Communication between services | Getting through on the telephone |
| Facilities and surroundings - car parking | Facilities and surroundings - car parking | Facilities and surroundings - car parking | Communication between services |
| Treatment and care experience | Getting through on the telephone | Communication with patients | Booking appointments |
| Communication with patients | Booking appointments | Getting through on the telephone | Quality of treatment |

Equalities Snapshot

During our engagement we ask residents to share with us, voluntarily, information about themselves such as gender, age and ethnicity. This allows us to judge whether there are differences in experience based on these characteristics.

This section revealed interesting statistics when we analysed overall experience ratings (1 = Very Poor 5 = Very Good) A full demographic breakdown can be found in the appendix.



Gender

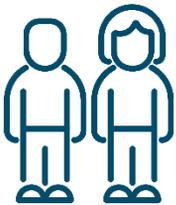
Between January and March, 106 women (69%) and 68 men (83%) shared positive reviews. The data for men is similar to findings in Q3, though the percentage of positive reviews left by women has decreased by 11%.



Age

As in Q3, people aged 65–74 shared the most experiences (53), with the majority being positive (72%).

This was the same for all age groups except for 25–34 year olds, where of the 19 reviews shared, only 47% were positive.



Ethnicity

Of the 234 patients who shared their ethnicity with us, 188 were 'White British'. 74% left positive reviews which represents a 10% decrease compared to Q3.

The second largest group was 'Black British' which accounted for 10 reviews with 60% being positive. The third largest group was 'African'. 8 reviews were given with a positive percentage of 75%.



Disability and Long-Term Conditions (LTC)

38 people who consider themselves disabled shared feedback about hospital services during Q4. Only 58% gave positive which a substantial decrease of 30% compared to Q3.

Interestingly, this was different from the 131 respondents with an LTC., 72% of whom gave a positive review of their hospital visit.

Experiences of GP Practices



What people told us about GP Practices

"The staff attitude is great at my GP practice. they attend to patients positively."

"It's very hard to get appointments, even if you call first thing in the morning, they say there are no appointments."

"Friendly, communicative, helpful and knowledgeable staff."

"They could improve the ease of getting routine appointments for adults, for example smear tests."

"Good online medical request service, no long waits on the telephone, got a next day doctor's appointment after submitting form online."

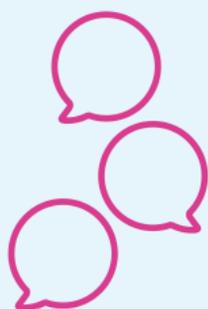
" My GP should improve the ease of using the website and also use online consultations outside of working hours."

"Doctors are very good and caring if you can get an appointment eventually."

"I don't trust the phone consultation, not very accurate to diagnose over the phone."

GP Services

| | |
|----------------|-----------------------------------|
| No. of Reviews | 177 (relating to 40 GP practices) |
| Positive | 60% |
| Negative | 27% |
| Neutral | 13% |



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions to help us better understand experiences of access and quality.

The questions we asked were:

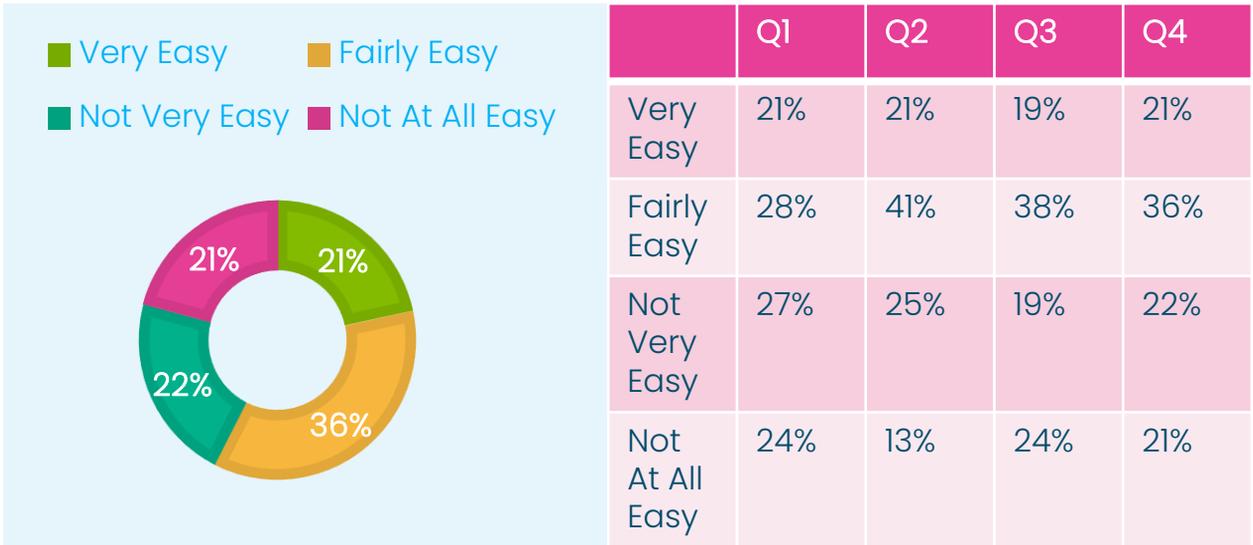
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Questions 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

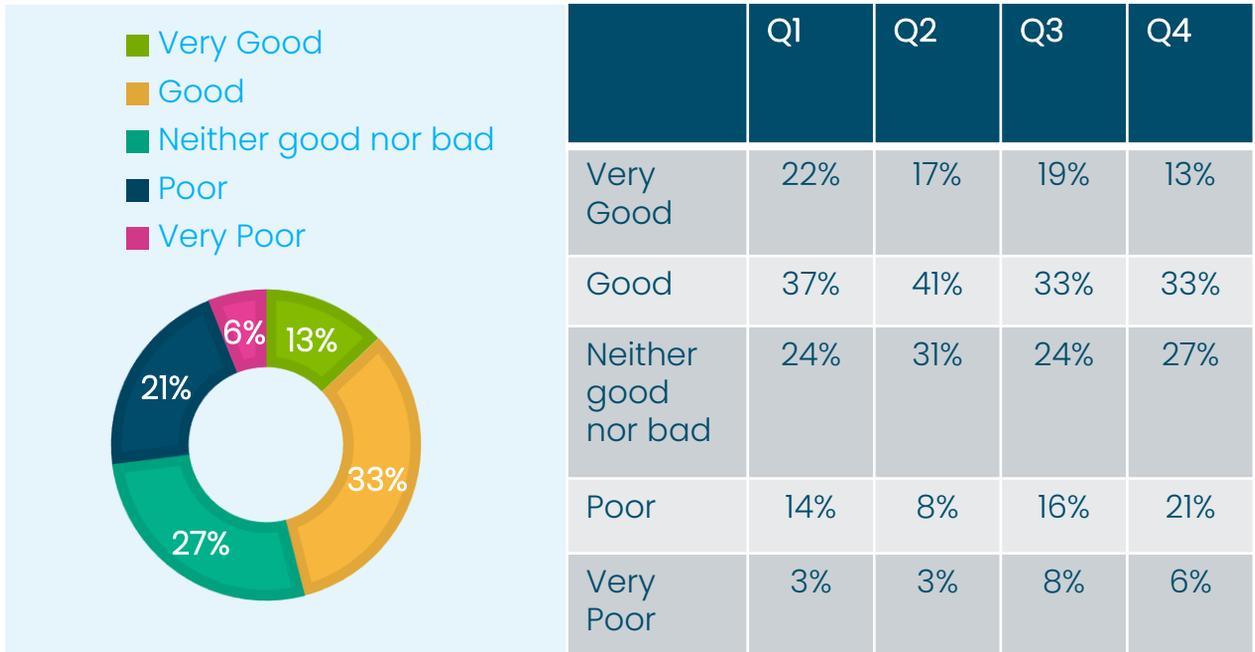
Q1) How do you find getting an appointment?



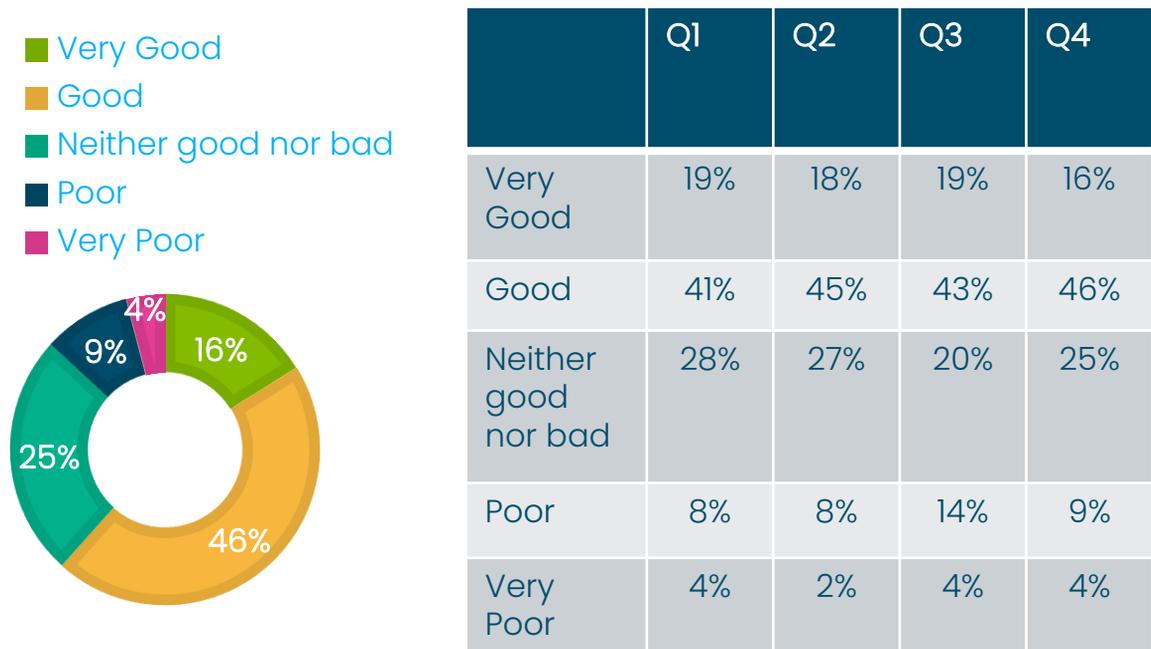
Q2) How do you find getting through to someone at your GP practice on the phone?



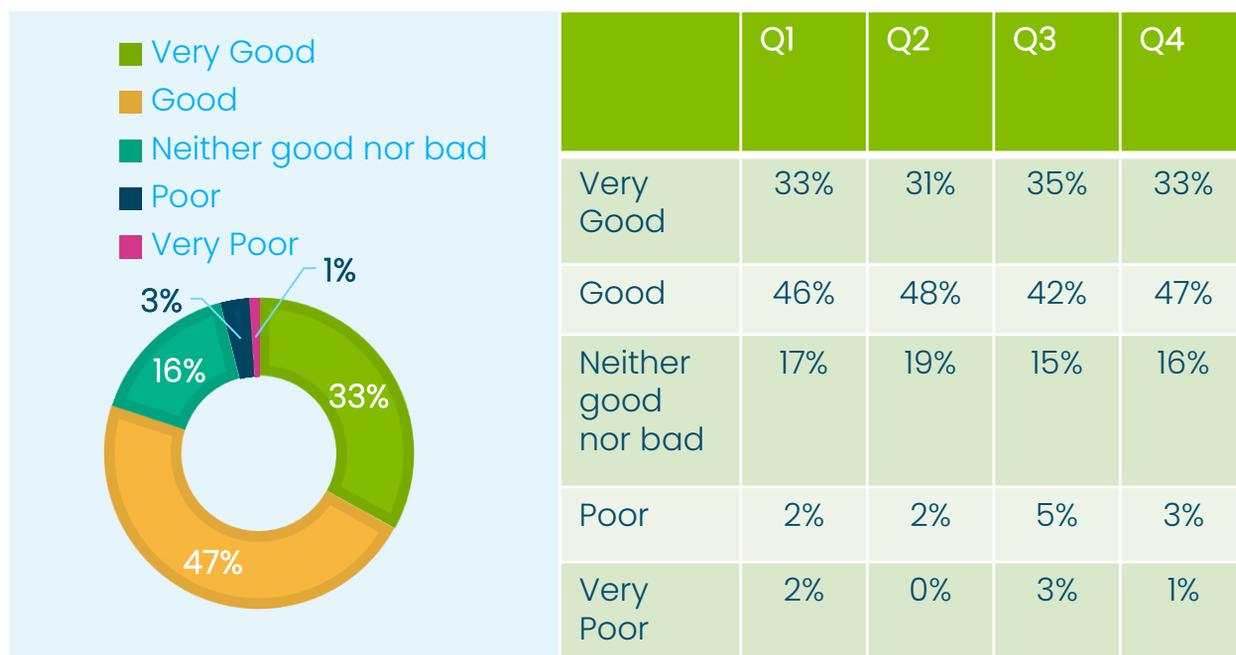
Q3) How do you find the quality of online consultations?



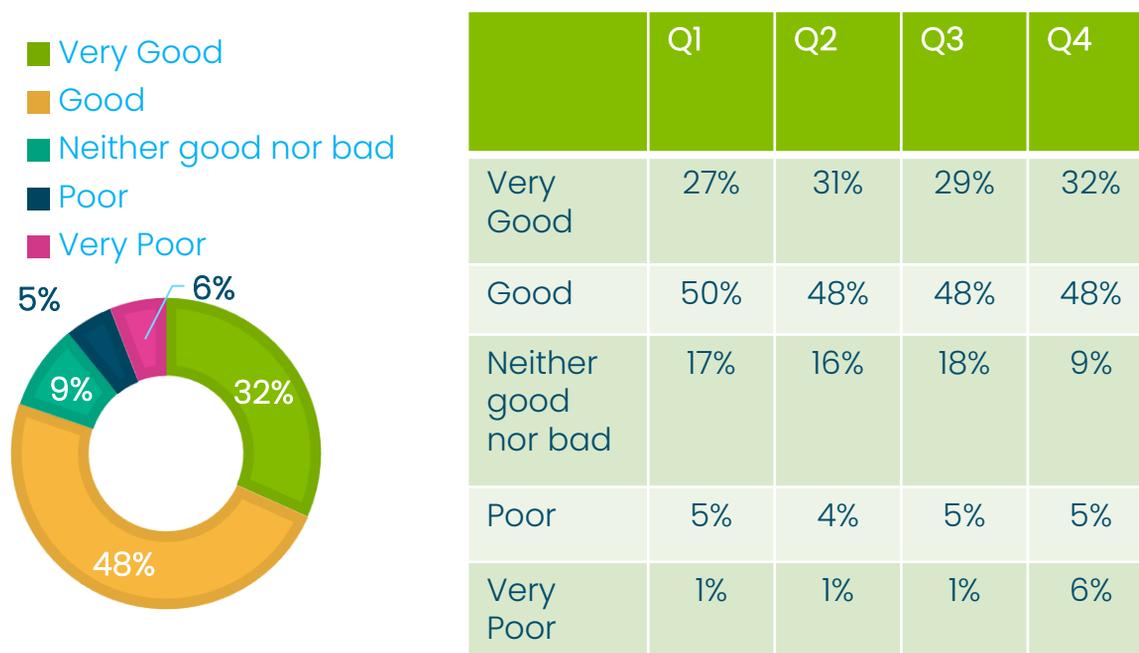
Q4) How do you find the quality of telephone consultations?



Q5) How do you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



Thematic analysis

In addition to the access and quality questions we ask two free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture of GP practices.

Each experience we collect is reviewed and up to five themes and sub-themes applied. The tables below show the top five positive and negative themes identified between January and March 2024 based on the free text responses.

The 'top five' positive and negative themes in each section are those mentioned most often by respondents, not necessarily those with the highest numbers of positive and negative assessments. This demonstrates which aspects of health and social care are most important to local residents but does mean that the same theme can appear in both positive and negative lists.

For this report, we have only included three negative issues, as all other themes were connected to less than 15 GP reviews.

| Top 5 positive Themes | Total count and % of positive reviews | Top 5 negative Themes | Total count and % of negative reviews |
|-----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|
| Staff attitudes | 100 (79%) | Booking appointments | 61 (50%) |
| Quality of treatment | 89 (80%) | Getting through on the telephone | 58 (53%) |
| Booking appointments | 61 (50%) | Management of Service | 20 (74%) |
| Getting through on the telephone | 49 (45%) | | |
| Quality of telephone consultation | 31 (66%) | | |

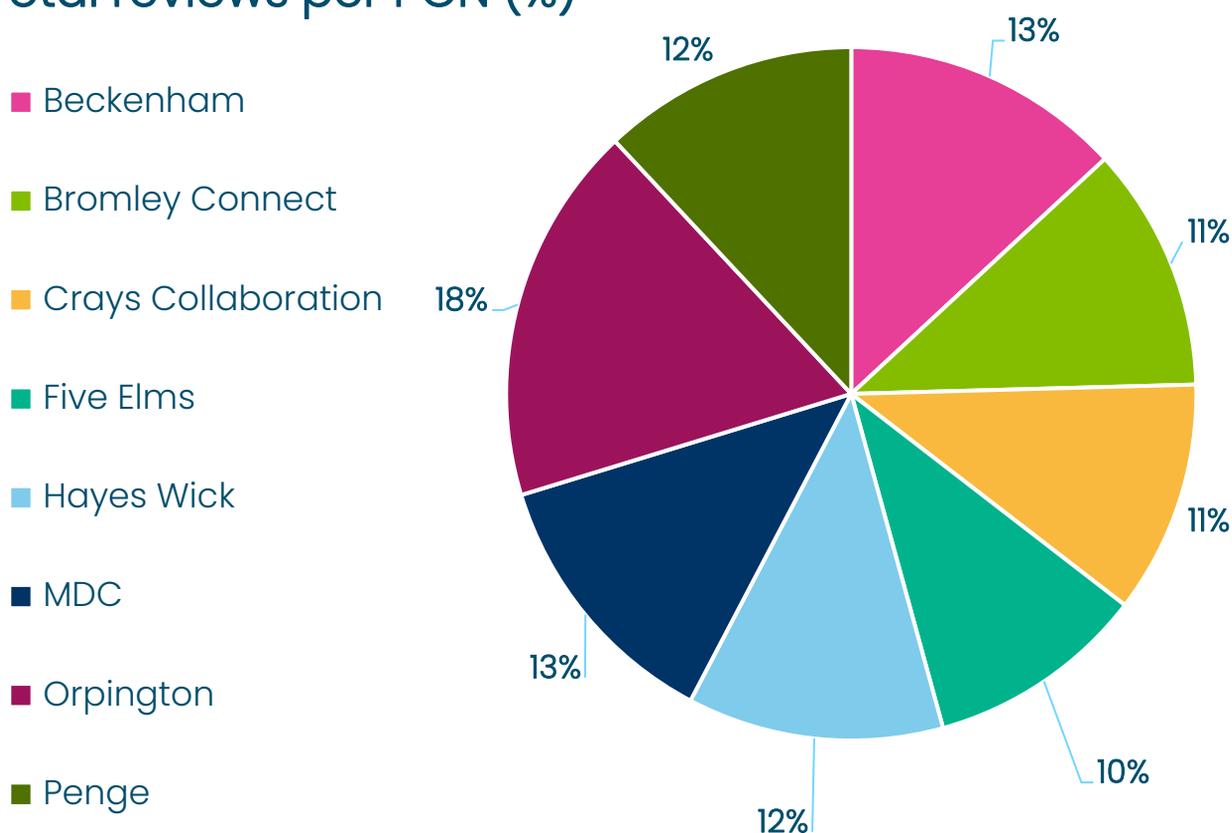
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices in the same local area which work together to support patients. In Bromley there are **eight PCNs** covering the borough. These are:

- Beckenham
- Bromley Connect
- Crays Collaboration
- Five Elms PCN
- Hayes Wick
- MDC - Mottingham, Downham & Chislehurst
- Orpington
- Penge

In Q4, Orpington and Beckenham received the most reviews (Q3 - Beckenham and MDC, Q2 - MDC and Orpington, Q1 - Orpington and Five Elms).

Total reviews per PCN (%)



PCN Access and Quality Questions

To understand the variety of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

Each **average rating** has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment. Patient experience of access is almost uniformly negative and staff attitudes and quality of treatment are positive.

Positive ■ Neutral ■ Negative ■

| Primary Care Network | ACCESS (out of 4) | | QUALITY (out of 5) | | | |
|----------------------|------------------------|------------------------------|----------------------|-------------------------|-----------------|--------------------|
| | Getting an appointment | Getting through on the phone | Online consultations | Telephone consultations | Staff attitudes | Treatment and Care |
| Beckenham | 2.9 | 2.1 | 3.4 | 3.9 | 3.8 | 4 |
| Bromley Connect | 2.4 | 1.9 | 3.2 | 3.3 | 3.7 | 3.8 |
| Crays Collaboration | 2.8 | 2.6 | 3.3 | 3.8 | 4.1 | 4 |
| Five Elms | 1.8 | 2.2 | 2.8 | 3 | 4 | 2.7 |
| Hayes Wick | 2.2 | 2.4 | 3.4 | 3.7 | 4.1 | 4.2 |
| MDC | 2.5 | 2.2 | 2.8 | 3.5 | 4 | 4.3 |
| Orpington | 2.8 | 2.7 | 3.6 | 3.4 | 4.3 | 4.3 |
| Penge | 3.2 | 3.1 | 3.6 | 3.5 | 4.6 | 4.3 |

PCN Themes

We have identified the top three positive and negative themes for each PCN.

| PCN | Overall rating | Top three positive issues | Top three negative issues |
|--|----------------|---------------------------------------|--|
| Beckenham No of reviews: 23 | 3.7 | 1. Quality of treatment | 1. Getting through on the telephone |
| | | 2. Staff attitudes | 2. Booking appointments |
| | | 3. Booking appointments | 3. Management of Service |
| Bromley Connect No of reviews: 20 | 2.9 | 1. Staff attitudes | 1. Getting through on the telephone |
| | | 2. Quality of treatment | 2. Booking appointments |
| | | 3. Booking appointments | 3. Waiting Times (punctuality and queueing on arrival) |
| Crays Collaboration No of reviews: 19 | 3.8 | 1. Staff attitudes | 1. Booking appointments |
| | | 2. Quality of treatment | 2. Getting through on the phone |
| | | 3. Getting through on the telephone | 3. Waiting Times (punctuality and queueing on arrival) |
| Five Elms No of reviews: 18 | 2.7 | 1. Staff attitudes | 1. Booking appointments |
| | | 2. Quality of treatment | 2. Getting through on the phone |
| | | 3. Quality of telephone consultations | 3. Quality of treatment |
| Hayes Wick No of reviews: 21 | 3.7 | 1. Staff attitudes | 1. Booking appointments |
| | | 2. Quality of treatment | 2. Getting through on the phone |
| | | 3. Getting through on the phone | 3. Management of Service |
| MDC No of reviews: 22 | 3.1 | 1. Quality of treatment | 1. Getting through on the phone |
| | | 2. Booking appointments | 2. Booking appointments |
| | | 3. Staff attitudes | 3. Management of Service |
| Orpington No of reviews: 31 | 3.6 | 1. Staff attitudes | 1. Booking appointments |
| | | 2. Quality of treatment | 2. Getting through on the phone |
| | | 3. Getting through on the phone | 3. Waiting Times (punctuality and queueing on arrival) |
| Penge No of reviews: 21 | 3.4 | 1. Staff attitudes | 1. Booking appointments |
| | | 2. Quality of treatment | 2. Getting through on the phone |
| | | 3. Getting through on the phone | 3. Management of Service |

What has worked well?

Below is a list of the more positive aspects of GP practices reported between January and March 2024.



Staff Attitudes

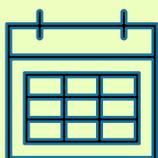
79% of reviews were positive which represents an 8% decrease on Q3. As we have consistently seen over the years, patients value staff who are polite, friendly, caring and understanding.

GP and nurse attitudes are nearly always praised, but views of receptionists are more mixed. This is often a result of patients' frustrations with lack of access to appointments and what they perceive as obstructive staff.



Quality of treatment

80% of reviews were positive, similar to Q3 (82%). Most patients continue to be pleased with the treatment and advice received from health professionals to help resolve their problems quickly and effectively. The most common word to describe doctors and nurses was helpful.



Booking appointments

Experiences of booking appointments at GPs was split down the middle, 50% positive and negative. Patients said they were able to get appointments slightly more easily, often urgent appointments.



Getting through on the phone

45% of reviews were positive which represents a 6% increase from Q3, with shorter waits on the phone and less time in phone queues in Q4.



Quality of telephone consultations

66% of reviews were positive, a 4% increase on Q3. Many patients only value telephone consultations when they don't feel physical examination is necessary to immediately resolve their issues.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January and March 2024.

Booking appointments

As mentioned earlier, 50% of reviews were negative. Booking appointments and appointment availability remain the key issues for patients but there a variety of different reasons for the dissatisfaction.



For most people, it relates to a lack of routine appointments being available within a convenient timeframe. Also, an issue we have heard consistently since the pandemic is that patients feel there should be greater provision of face-to-face appointments.

Preferences varied on how people would like to make appointments, with a few people frustrated their service didn't offer online booking systems as well as phone systems.

Getting through on the telephone

53% of reviews were negative which is a 6% increase compared to Q3. For those who were frustrated with access through the phone they mentioned long phone queues of up to an hour on some occasions.



People would regularly experience long waits on the phone to then be told that they would have to call back the surgery the next day and begin the process again.

Management of Service

27 reviews related to management of service issues. 74% of these were negative. Some experiences involved patients being unhappy with lost prescriptions, blood tests or medical notes.



People also felt their GP service was disorganised due to long standing issues with access to appointments and poor customer service.

Emerging or Ongoing Issues

To understand ongoing or emerging GP issues in the borough we compare the top positive and negative themes throughout the year. We have highlighted in dark pink or bright green any issues repeated in three or more quarters.

Positive Issues

| Q1 | Q2 | Q3 | Q4 |
|--|------------------------------------|----------------------------------|------------------------------------|
| Staff attitudes | Staff attitudes | Staff attitudes | Staff attitudes |
| Quality of treatment | Quality of treatment | Quality of treatment | Quality of treatment |
| Communication with patients | Getting through on the telephone | Getting through on the telephone | Booking appointments |
| Staff attitudes – health professionals | Appointment availability | Appointment availability | Getting through on the telephone |
| Booking appointments | Quality of telephone consultations | Booking appointments | Quality of telephone consultations |

Negative issues

| Q1 | Q2 | Q3 | Q4 |
|----------------------------------|------------------------------------|------------------------------------|----------------------------------|
| Getting through on the telephone | Getting through on the telephone | Getting through on the telephone | Booking appointments |
| Appointment availability | Appointment availability | Appointment availability | Getting through on the telephone |
| Booking appointments | Booking appointments | Booking appointments | Management of Service |
| Communication with patients | Quality of telephone consultations | Quality of telephone consultations | Quality of Treatment |
| Staff attitudes | Quality of treatment | Online consultation (app/form) | Staff Attitudes |

Equalities Snapshot

During our engagement we ask residents to share with us, voluntarily, information about themselves such as gender, age and ethnicity. This allows us to judge whether there are differences in experience based on these characteristics.

This section revealed interesting statistics when we analysed overall experience ratings (1 = Very Poor 5 = Very Good) A full demographic breakdown can be found in the appendix.



Gender

As in Q3, most reviews about GP services came from women (83), with only 27 from men. A large majority of both genders left positive reviews, women (69%), men (70%) which matches findings in Q2 and Q3.



Age

All age groups had a positive experience of GPs.

65-74 year olds (28) shared the most reviews in Q4. 61% of reviews were positive, a decrease of 23% on Q3.

The second largest number of reviews was given by 35-44 year olds; 68% were positive.



Ethnicity

Of the 108 people that shared their ethnicity, 81 were White British. 69% of their reviews were positive, as in Q3.

All other groups gave 5 or fewer reviews of GPs so we are unable to compare this data with the previous quarter.



Disability and Long-Term Conditions (LTC)

14 people who shared their personal information considered themselves to have a disability. Interestingly, only 50% gave positive reviews which is a substantial difference from Q3. (67%)

63% of people with an LTC had a positive experience, a decrease of 4% when compared to Q3.

Experiences of 'Other' services



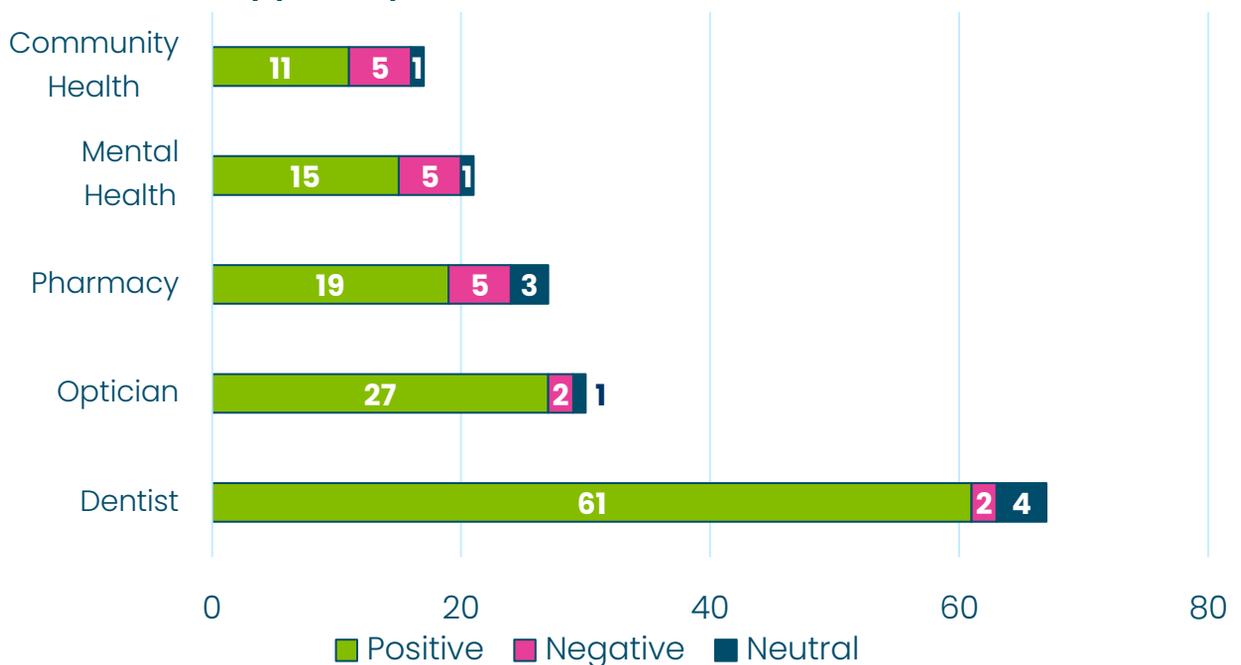
Experiences of 'Other' services

In addition to asking specifically about GPs and hospitals, we ask people to share experiences of any other public health or care service, asking what is working well and what could be improved.

This section provides details of positive, neutral and negative reviews by service. We analysed respondents' rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

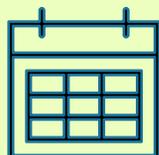
| Service Type | No of Reviews | Percentage of positive reviews |
|------------------|---------------|--------------------------------|
| Dentist | 67 | 91% |
| Optician | 30 | 90% |
| Pharmacy | 27 | 70% |
| Mental Health | 21 | 71% |
| Community Health | 17 | 65% |

Service Type by Sentiment



Below is a list of good practice relating to dental services between January and March 2024. Dental experiences were nearly all positive, so we are unable to suggest areas of improvement.

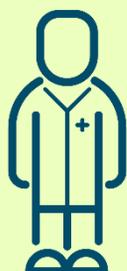
Dentists – What has worked well?



Booking Appointments

Nearly all patients were pleased with how they could access their dental service for an appointment. Most respondents were already registered with a service and only a couple were accessing the service for the first time.

Five patients had needed an emergency or urgent appointment, were able to be seen very quickly and had their issues resolved successfully.

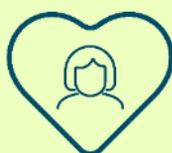


Staff attitudes

A key reason for the 91% positive dental reviews was staff attitudes. Patients found all staff from receptionists to the health professionals to be friendly, caring, patient and reassuring.

11 people specifically mentioned how going to the dentist could make them feel nervous and stressed. After using the services, they explained that staff had managed to make them feel at ease. In some cases, this was achieved by giving the patient extra time to try and make the situation more relaxing.

The experiences had such a positive impact on a couple of patients that that they no longer hated visiting the dentist because of the caring environment.



Quality of Treatment and Care

Dental services continue to provide a high level of treatment for patients, whether checkups or dental procedures. Professionalism and meticulous attention to detail were highlighted in the reviews. Patients felt informed about their treatment and knew what to expect, due to clear explanations.

Below is a list of good practice and potential areas for improvement relating to other types of health and care services about which we received feedback between January and March 2024.

What has worked well?



Opticians – management of service

90% of experiences of opticians were positive. Patients found them to provide valuable advice and support around eye tests and choosing suitable glasses in response to changes to their prescription. They felt that the whole process was co-ordinated and smooth. Staff were considered pleasant, welcoming and helpful.



Pharmacy – medication management

80% of reviews mentioning medication management were positive. Patients considered the prescription process to be quick and simple with medication often being ready to pick up upon arrival. Communication around prescriptions was praised for being clear and transparent.

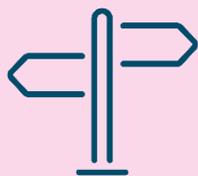


Mental health services – medication management and general support

19 reviews related to adult mental health services provided by Oxleas. Of the 15 positive reviews, four people were happy with the prescription they had received and satisfied with meetings held with professionals.

Three people appreciated support with issues such as housing, employment, sick leave and obtaining a freedom pass.

What could be improved?



Beckenham Beacon Urgent Care Centre/111 – Triage

We only received seven reviews about Beckenham Beacon Urgent Care Centre, but we felt it should be noted that on two occasions patients were provided incorrect information by 111 which meant they turned up to the service unnecessarily.

Patients were told services such as blood tests and stitch removals were possible but when attending the UCC were informed that the service does not provide them.

Appendix



Demographics

| Gender | Percentage % | No of Reviews |
|-------------------------------|--------------|---------------|
| Man (including trans man) | 31% | 121 |
| Woman (including trans woman) | 69% | 272 |
| Non-binary | 0% | 0 |
| Other | 0% | 0 |
| Prefer not to say | 0% | 1 |
| Not provided | | 220 |
| Total | | 613 |

| Age | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Under 18 | 0% | 1 |
| 18-24 | 3% | 13 |
| 25-34 | 9% | 37 |
| 35-44 | 14% | 55 |
| 45-54 | 15% | 58 |
| 55-64 | 16% | 63 |
| 65-74 | 22% | 88 |
| 75-84 | 15% | 57 |
| 85+ | 4% | 17 |
| Prefer not to say | 1% | 3 |
| Not provided | | 221 |
| Total | | 613 |

| Unpaid Carer Status | Percentage % | No of Reviews |
|---------------------|--------------|---------------|
| Yes | 10% | 33 |
| No | 87% | 301 |
| Prefer not to say | 3% | 12 |
| Not provided | | 267 |
| Total | | 613 |

| Ethnicity | Percentage % | No of reviews |
|---|--------------|---------------|
| British / English / Northern Irish / Scottish / Welsh | 78% | 301 |
| Irish | 1% | 2 |
| Gypsy or Irish Traveller | 0% | 0 |
| Roma | 0% | 1 |
| Any other White background | 2% | 8 |
| Asian British | 3% | 10 |
| Bangladeshi | 0% | 0 |
| Chinese | 1% | 4 |
| Indian | 3% | 10 |
| Pakistani | 1% | 4 |
| Any other Asian background/Asian British Background | 2% | 6 |
| Black British | 4% | 17 |
| African | 4% | 15 |
| Caribbean | 0% | 1 |
| Any other Black / Black British background | 0% | 1 |
| Black African and White | 0% | 0 |
| Black Caribbean and White | 1% | 2 |
| Any other Mixed / Multiple ethnic groups background | 0% | 1 |
| Arab | 0% | 0 |
| Any other ethnic group | 1% | 3 |
| Not provided | | 227 |
| Total | | 613 |

Demographics

| Long-term condition | Percentage | No of Reviews |
|---------------------|------------|---------------|
| Yes | 57% | 210 |
| No | 39% | 143 |
| Prefer not to say | 2% | 6 |
| Not known | 3% | 10 |
| Not provided | | 244 |
| Total | | 613 |

| Sexual Orientation | Percentage | No of Reviews |
|----------------------------|------------|---------------|
| Asexual | 1% | 3 |
| Bisexual | 1% | 2 |
| Gay Man | 1% | 3 |
| Heterosexual/ Straight | 92% | 346 |
| Lesbian / Gay woman | 1% | 3 |
| Pansexual | 0% | 0 |
| Prefer not to say | 5% | 17 |
| Prefer to self describe | 0% | 1 |
| Not provided | | 238 |
| Total | | 613 |

| Religion | Percentage | No of Reviews |
|-------------------|------------|---------------|
| Buddhist | 0% | 1 |
| Christian | 45% | 170 |
| Hindu | 3% | 12 |
| Jewish | 0% | 1 |
| Muslim | 3% | 11 |
| Sikh | 0% | 0 |
| Spiritualism | 0% | 1 |
| Other religion | 3% | 10 |
| No religion | 41% | 157 |
| Prefer not to say | 5% | 19 |
| Not provided | | 231 |
| Total | | 613 |

| Pregnancy | Percentage | No of reviews |
|-------------------------------------|------------|---------------|
| Currently pregnant | 3% | 9 |
| Currently breastfeeding | 1% | 2 |
| Given birth in the last 26 weeks | 0% | 0 |
| Prefer not to say | 1% | 3 |
| Not known | 4% | 12 |
| No | 13% | 41 |
| Not relevant | 78% | 244 |
| Not provided | | 302 |
| Total | | 613 |

Demographics

| Employment status | Percentage % | No of Reviews |
|--|--------------|---------------|
| In unpaid voluntary work only | 0% | 1 |
| Not in employment & unable to work | 7% | 24 |
| Not in employment/ not actively seeking work - retired | 44% | 157 |
| Not in employment (seeking work) | 1% | 3 |
| Not in employment (Student) | 2% | 6 |
| On maternity leave | 1% | 2 |
| Paid: 16 or more hours/week | 34% | 123 |
| Paid: Less than 16 hours/week | 6% | 23 |
| Prefer not to say | 5% | 18 |
| Not provided | | 256 |
| Total | | 613 |

| Disability | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 17% | 61 |
| No | 79% | 291 |
| Prefer not to say | 4% | 14 |
| Not known | 1% | 2 |
| Not provided | | 245 |
| Total | | 613 |

| Borough ward | Percentage % | No. of reviews |
|------------------------------|--------------|----------------|
| Beckenham Town & Copers Cope | 8% | 30 |
| Bickley & Sundridge | 4% | 15 |
| Biggin Hill | 2% | 7 |
| Bromley Common & Holwood | 10% | 38 |
| Bromley Town | 16% | 60 |
| Chelsfield | 1% | 3 |
| Chislehurst | 6% | 22 |
| Clock House | 0% | 1 |
| Crystal Palace & Anerley | 1% | 3 |
| Darwin | 0% | 1 |
| Farnborough & Crofton | 2% | 8 |
| Hayes & Coney Hall | 1% | 2 |
| Kelsey & Eden Park | 0% | 1 |
| Mottingham | 1% | 2 |
| Orpington | 22% | 83 |
| Penge & Cator | 1% | 2 |
| Petts Wood & Knoll | 5% | 20 |
| Plaistow | 0% | 1 |
| Shortlands & Park Langley | 0% | 0 |
| St Mary Cray | 4% | 14 |
| St Paul's Cray | 3% | 10 |
| West Wickham | 7% | 26 |
| Out Of Borough | 9% | 34 |
| Not provided | | 230 |
| Total | | 613 |

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