

# Q1 Patient Experience Report

Healthwatch Bromley  
April – June 2024



# Contents

Introduction	3
QI Snapshot	4
Experiences of GP Practices	5
Experiences of Hospital Services	19
Appendix	32

## Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital 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 about 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 about 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 April and June 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.

We continued to develop our PEP by updating our report design following feedback to improve its accessibility and ability to achieve impact.



# Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2024 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents’ ratings of their experiences to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 601 reviews

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

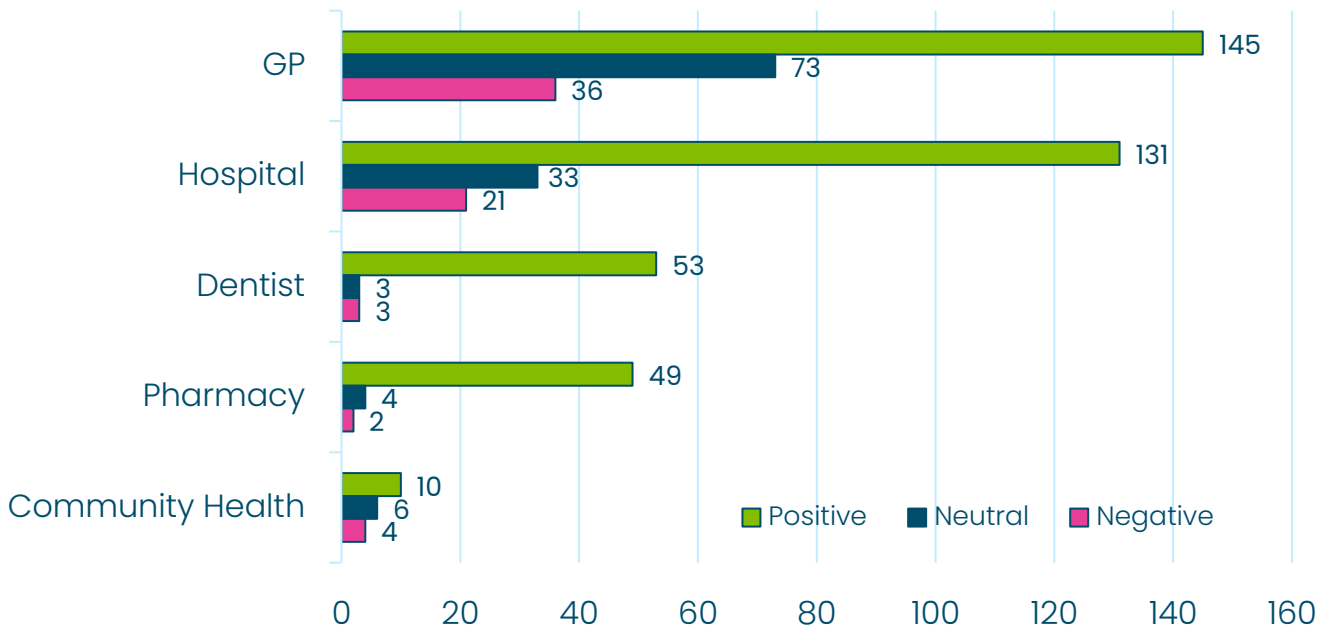
## 76 visits

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

Top five service types	No of reviews	Percentage of positive reviews
GP	254	57
Hospital	185	71
Dentist	59	90
Pharmacy	55	89
Community Health	20	50

A full breakdown of totals for all services can be found in the appendix.

## Sentiment of Reviews



# Experiences of GP Practices



# What people told us about GP Practices

"Once you are able to get an appointment, it works well quick treatment and good advice."

"Rude receptionist not fit for job, can't get an appointment."

"Very understanding, no pressure to get out of the door."

"More difficult to get appointments. Hard to get face to face. Telephone appointments feel rushed."

"They are brilliant, very quick arranging medication. friendly and helpful."

"Really difficult getting an appointment. They now have a triage system, and you can't get past the receptionist on the phone."

"The staff are good; there are new services like physiotherapy."

"Would have been good to have some guidance in how to use Accurx and be informed of the change."

## Summary findings – What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2024



### Staff attitudes

78% of reviews mentioning the attitudes of staff were positive. Overall, GP staff were considered kind, pleasant and supportive. Most patients felt listened to by the health professionals which is a key consideration when rating their perception of staff.

Staff attitudes continues to be one of the key positive aspects raised by patients over the last few years.

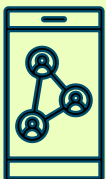


### Quality of treatment

77% of patients we spoke to rate the quality of treatment as either 'Good' or 'Very Good'. Patients valued the attention to detail of doctors and nurses when listening to their concerns.

Staff were found to be responsive to patients' needs and helped resolve their problems. Staff provided a good level of advice and patients were happy with the efficiency of GP services once they could engage with a health professional.

A key issue for those not fully satisfied with their treatment was the inability to see the same doctor at each consultation which they felt impacted on the effectiveness of guidance.



### Online consultations

Experiences of e-consultations were mixed, with 45% of reviews being positive while 46% were neutral. Patients happy with online consultations found them to be more convenient than using the phone to access their GP, though it was felt that the process could be simplified by streamlining the questions.

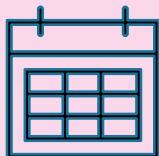
We identified through the demographic information shared that younger patients left more positive feedback about this type of consultation.

## Summary findings – What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2024

### Appointment availability

53% of patients considered it either 'Not very easy' or 'Not at all easy' to get an appointment with their GP practice. Many told us they really valued the service once they were able to access a health professional, but that they had to wait several weeks to obtain a routine appointment. As a result, some people chose to attend A&E or go private.



Some patients wanted face-to-face appointments and/or to see their preferred doctor. These factors often meant they had to wait longer than they considered reasonable.

### Booking appointments

55% of reviews were negative about the ease of booking appointments. Patients shared a variety of different issues with booking appointments which reflects the range of different systems and procedures in Bromley GP practices.

The most common grievance was the inefficiency of the '8:00 am telephone queue'. Patients often had to call back the next day due to lack of appointments.

Some people were dissatisfied with what they considered the intrusive nature of triage and the need to explain themselves to receptionists who would decide whether they needed an appointment.



Others cited issues such as services not offering routine appointments in advance or allowing appointments to be booked online outside practice hours.

A few people mentioned that their practice had started using Accurx and wanted more information about it as they weren't comfortable using online services.



## Summary findings – What could be improved?

### Getting through on the phone

51% of patients considered it either 'Not very easy' or 'Not at all easy' to access their surgery by phone. This mainly related to calls in the morning when people are trying to obtain appointments. Patients continue to experience long queues when calling at 8:00am especially when the GP practice doesn't provide a call back service. Patients' frustrations with the system are often exacerbated by the lack of appointments once they do manage to speak to someone.



Several patients have told us that they visit their practice instead as they find it quicker to get appointments.

### Quality of telephone consultations

Similarly to online consultations, telephone appointments received mixed reviews with 13% of reviews being negative and 38% being neutral. These patients were not fully convinced about the effectiveness of the diagnoses being made over the phone. They felt a disconnect with the doctors and that the appointments were often rushed. Face to face consultations were their preferred method of seeing health professionals.



Some patients also highlighted their annoyance at missing phone calls and having to restart the process from scratch.

# GP Services – full findings

No. of reviews	254
Positive	57%
Negative	14%
Neutral	29%



## 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 we asked were:

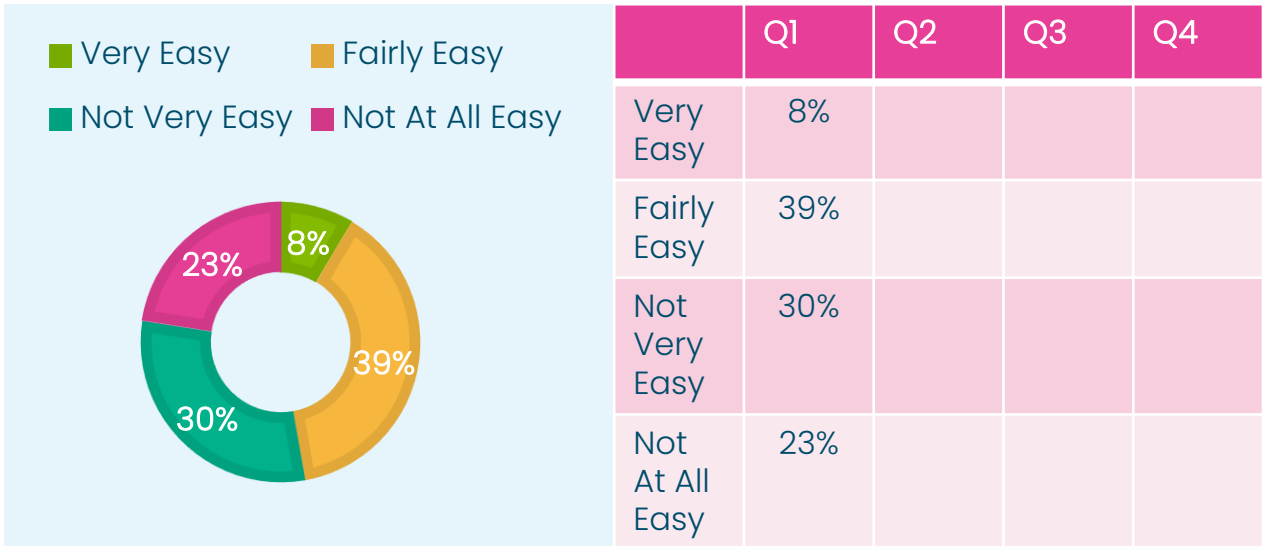
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

Please note that for Question 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.

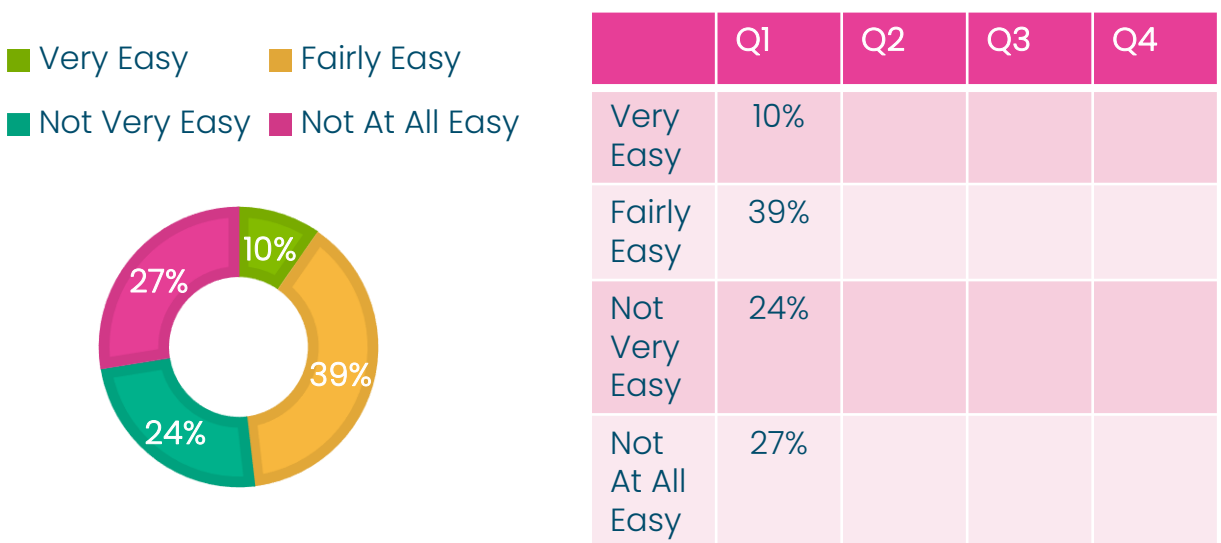
Participants were asked to choose between 1-5\* (Very Poor – Very Good)

# Access and Quality Questions

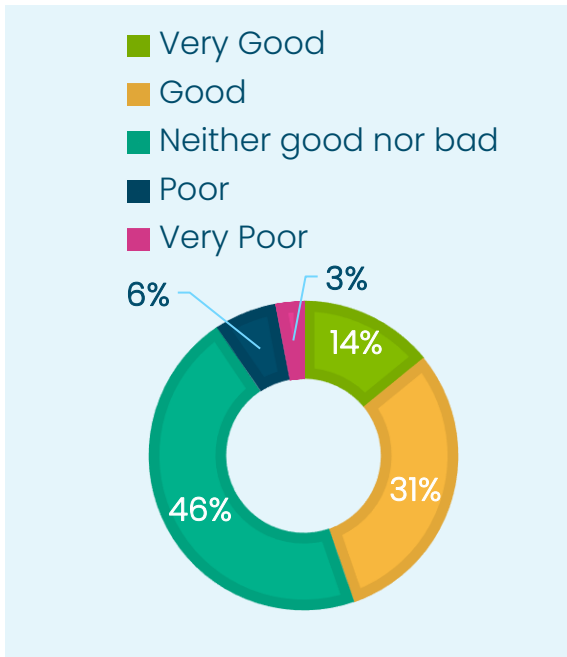
## Q1) How do you find getting an appointment?



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

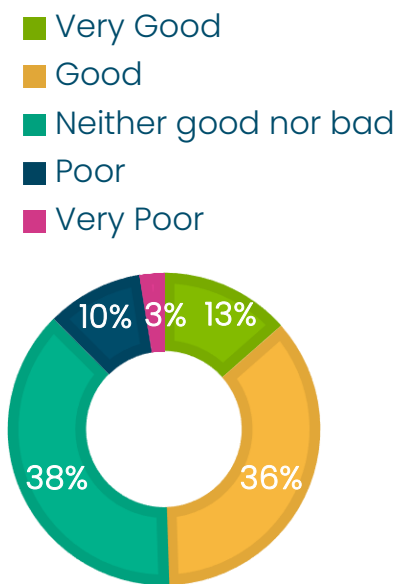


### Q3) How do you find the quality of online consultations?



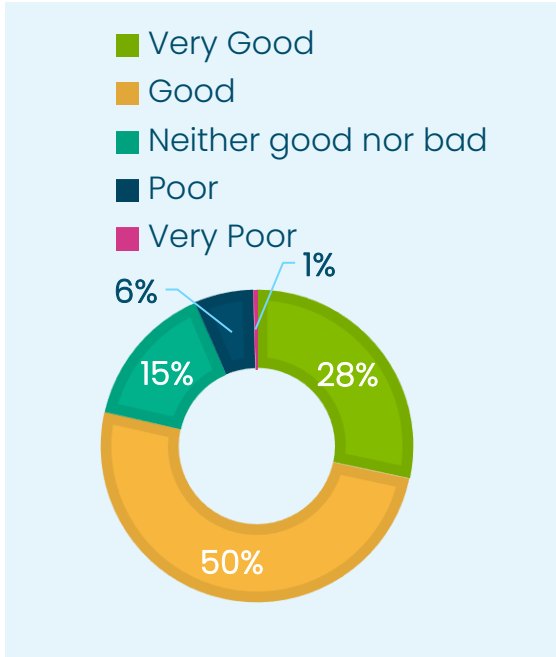
	Q1	Q2	Q3	Q4
Very Good	14%			
Good	31%			
Neither good nor bad	46%			
Poor	6%			
Very Poor	3%			

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



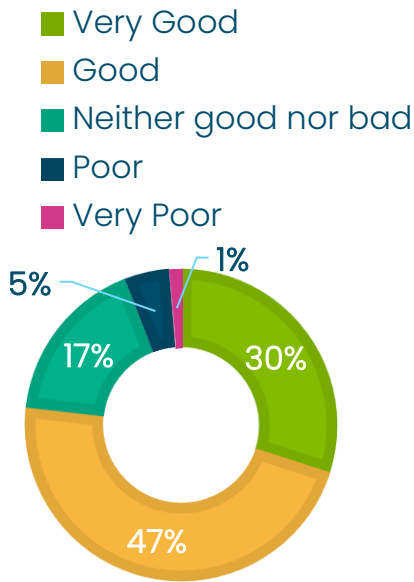
	Q1	Q2	Q3	Q4
Very Good	13%			
Good	36%			
Neither good nor bad	38%			
Poor	10%			
Very Poor	3%			

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



	Q1	Q2	Q3	Q4
Very Good	28%			
Good	50%			
Neither good nor bad	15%			
Poor	6%			
Very Poor	1%			

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



	Q1	Q2	Q3	Q4
Very Good	30%			
Good	47%			
Neither good nor bad	17%			
Poor	5%			
Very Poor	1%			



## Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of GP practices.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The table below shows the top five themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top five themes	Positive	Neutral	Negative	Total
Getting through on the phone	60 (28%)	108 (51%)	44 (21%)	212
Staff attitudes - general	150 (77%)	15 (8%)	30 (15%)	195
Quality of treatment	131 (75%)	16 (9%)	28 (16%)	175
Appointment availability	23 (14%)	94 (55%)	53 (31%)	170
Quality of telephone consultation	58 (46%)	20 (16%)	48 (38%)	126

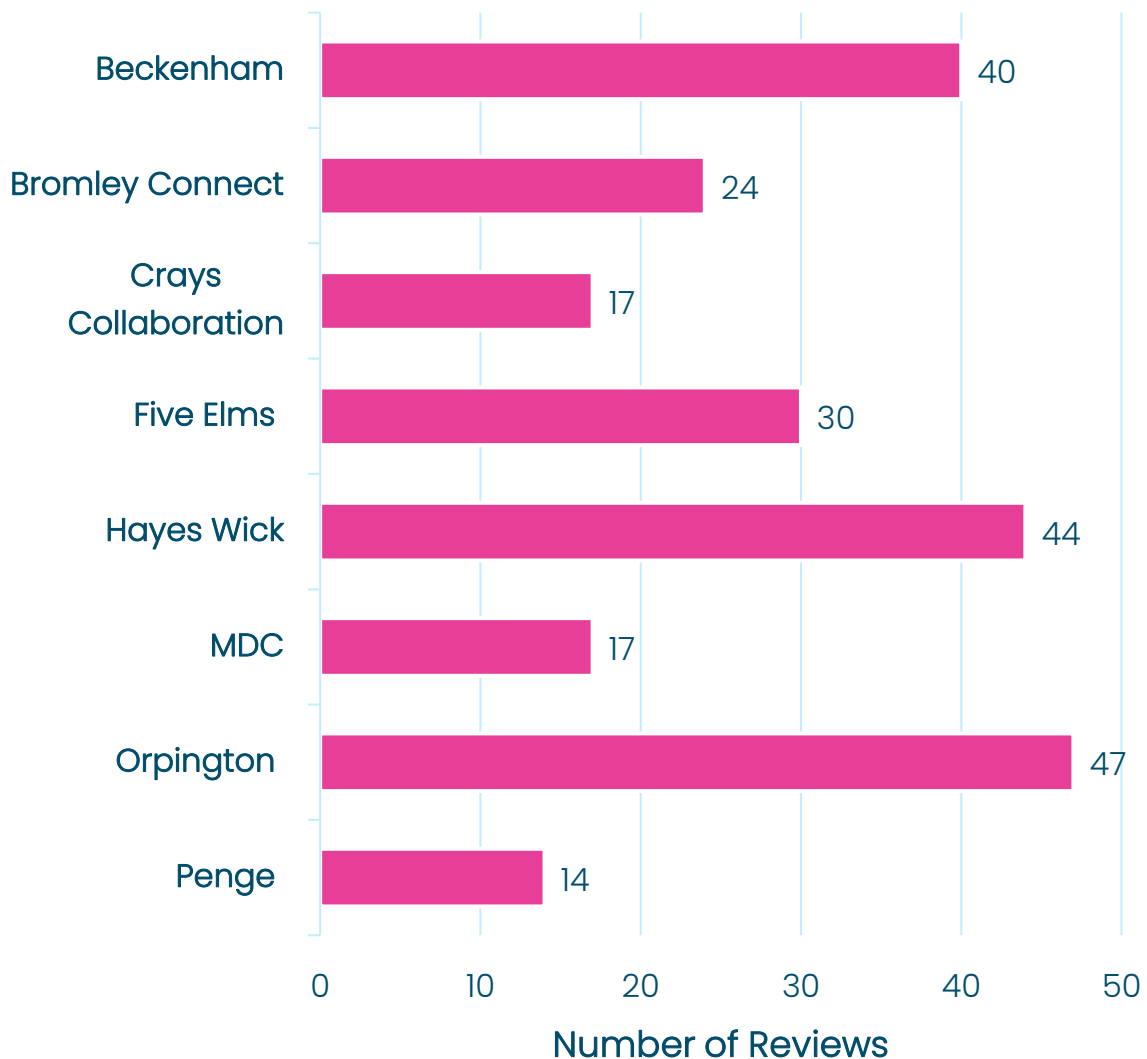
## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices in the same 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
- Hayes Wick
- MDC - Mottingham, Downham & Chislehurst
- Orpington
- Penge

Between April and June, Orpington, Hayes Wick and Beckenham PCNs received the most reviews.

### 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 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.

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of online consultation	Of telephone consultation	Of staff attitudes	Of treatment and care
Beckenham	2.7	2.7	3.6	3.8	4.3	4.1
Bromley Connect	2.3	2.5	3.5	3.5	3.9	3.9
Crays Collaboration	2.1	2.3	3.1	2.8	3.4	3.5
Five Elms	1.9	2.1	3.5	3.3	4.0	4.0
Hayes Wick	2.3	2.1	3.3	3.4	3.9	4.1
MDC- Mottingham, Downham & Chislehurst	2.5	2.2	3.7	4.0	3.9	4.2
Orpington	2.4	2.2	3.5	3.4	4.0	3.7
Penge	2.4	2.3	3.2	3.3	4.4	4.2

## 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: 40	3.7	1. Staff Attitudes	1. Getting through on the telephone
		2. Quality of Treatment	2. Appointment availability
		3. Quality of telephone consultation	3. Booking appointments
Bromley Connect No of reviews: 24	3.6	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Booking appointments
		3. Getting through on the telephone	3. Getting through on the telephone
Crays Collaboration No of reviews: 17	3.4	1. Quality of treatment	1. Appointment availability
		2. Getting through on the telephone	2. Getting through on the phone
		3. Quality of telephone consultation/ Staff attitudes	3. Quality of telephone consultation
Five Elms No of reviews: 30	3.3	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the phone
		3. Online consultation (app/form)	3. Booking appointments
Hayes Wick No of reviews: 44	3.4	1. Staff attitudes	1. Getting through on the phone
		2. Quality of treatment	2. Appointment availability
		3. Booking appointments	3. Booking appointments
MDC No of reviews: 37	3.8	1. Quality of treatment	1. Getting through on the phone
		2. Staff attitudes	2. Appointment availability
		3. Quality of telephone consultation	3. Booking appointments
Orpington No of reviews: 47	3.6	1. Staff attitudes	1. Getting through on the phone
		2. Quality of treatment	2. Appointment availability
		3. Online consultation (app/form)	3. Booking appointments
Penge No of reviews: 14	3.8	1. Quality of treatment	1. Appointment availability
		2. Staff attitudes	2. Getting through on the phone
		3. Getting through on the phone	3. Online consultation (app/form)

## 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

Over the last three months, we received more reviews from women (150) than men (57) which is a common finding. Women had a slightly better experience with 61% leaving a positive experience compared to 56% of men.



### Age

We received a similar amount of feedback from most age ranges between 35 and 84.

The most reviews were left by people aged 45-54 (38) and those aged 75-84 (36). The majority of these were positive with 63% and 61% respectively.



### Ethnicity

Of the 203 patients where we collected ethnicity information, 137 were 'White British'. 61% of these participants provided positive feedback.

The second largest demographic was 'White Other' with 16 responses. Although a small sample, it's interesting to note that only 44% of reviews were positive.



### Disability and Long-Term Condition (LTC)

Of the 25 people who considered themselves to have a disability, 64% left positive feedback.

This was similar to our long-term condition findings where 62% of 85 people gave positive feedback.



# Experiences of Hospital Services



# What people told us about hospitals

"Daughter quickly seen in paediatrics department which was great, but the parking was completely full."

"When given a prescription from the hospital, you have to wait over 2 hours."

"What can I say - not one but all the doctors and nurses and all staff were very, very, very lovely."

"There are not enough midwives. I had to wait three days for delivery room to become available when I was induced. There was no information on how long my wait would be."

"Everything worked very smoothly for me as I was critically ill. The NHS does critical care exceptionally well."

"Explaining same thing over and over to different health professionals."

"Always on time and friendly, helpful staff always happy to help and support me."

"Long delays in receiving initial and follow up appointments. Six months from finding there was an issue until getting appointment."

## Summary findings – What has worked well?

Below is a list of the key positive aspects relating to hospitals reported between April and June 2024



### Quality of Treatment

86% of patients considered the quality of treatment offered by hospitals to either be 'good' or 'very good', the usual level of positivity in our patient experience reports.

People praised the quality of surgical procedures. Most patients were happy with the efficient processes and quality of advice given by health professionals.



### Staff attitudes

92% of patients praised the attitudes of hospital staff. They described staff as being empathetic, professional and reassuring. The caring nature of nurses and midwives was highlighted by several patients. Patients were extremely impressed by the attitudes of all staff considering the busy nature of hospitals and the pressures they are under.



### Booking appointments

70% of patients felt positively about the ease of booking a hospital appointment. We saw a reduction in the number of people waiting over six months to access care. Patients to whom we spoke were impressed at getting seen within a few weeks of referrals by their GP, in a variety of different departments.

## Summary findings - What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2024.



### Waiting times (punctuality and queueing on arrival)

Findings from the access questions and the top themes show that approximately half of patients were unhappy with the length of time they had to wait at the hospital to see a health professional. This reflected several hours waiting to be seen initially in A&E, and long waits in between conversations with doctors.

Some departments were criticised for appointments not starting on time. A few people mentioned long waits to pick up medication from hospital pharmacies.



### Communication between secondary/primary services

46% of patients were negative (30%) or neutral (16%) about how services communicate with each other. Often patients felt that hospital departments were not communicating appropriately with their GPs following consultations. In some instances, this had led to delays with treatment/plans.



### Getting through on the telephone

29% of patients had negative experiences of trying to get through to the hospital on the telephone while 14% were only neutral on the issue.

Patients told us that it was difficult to reach departments through the general switchboard. This was a particular problem for those who wanted to change their appointment or request information.

# Hospital Services – full findings

No. of reviews	185
Positive	71%
Negative	11%
Neutral	18%



## 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 we asked 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 do you think the communication is between your hospital and GP practice?

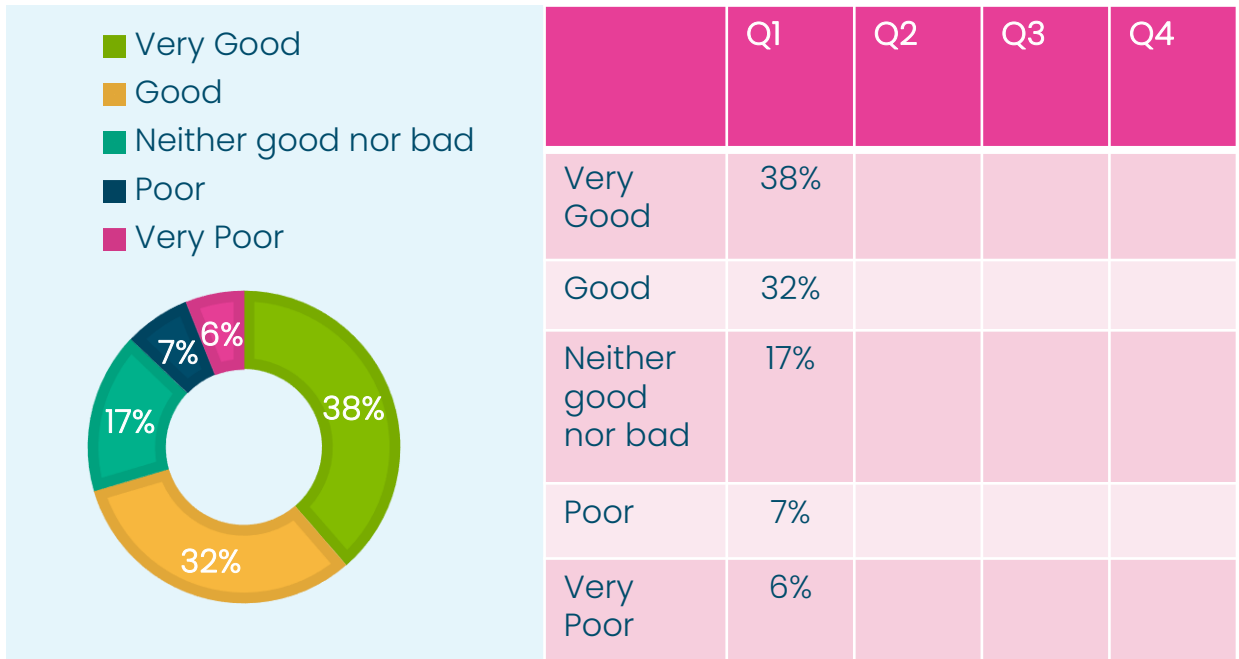
Q6) How would you rate the quality of treatment and care received?

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

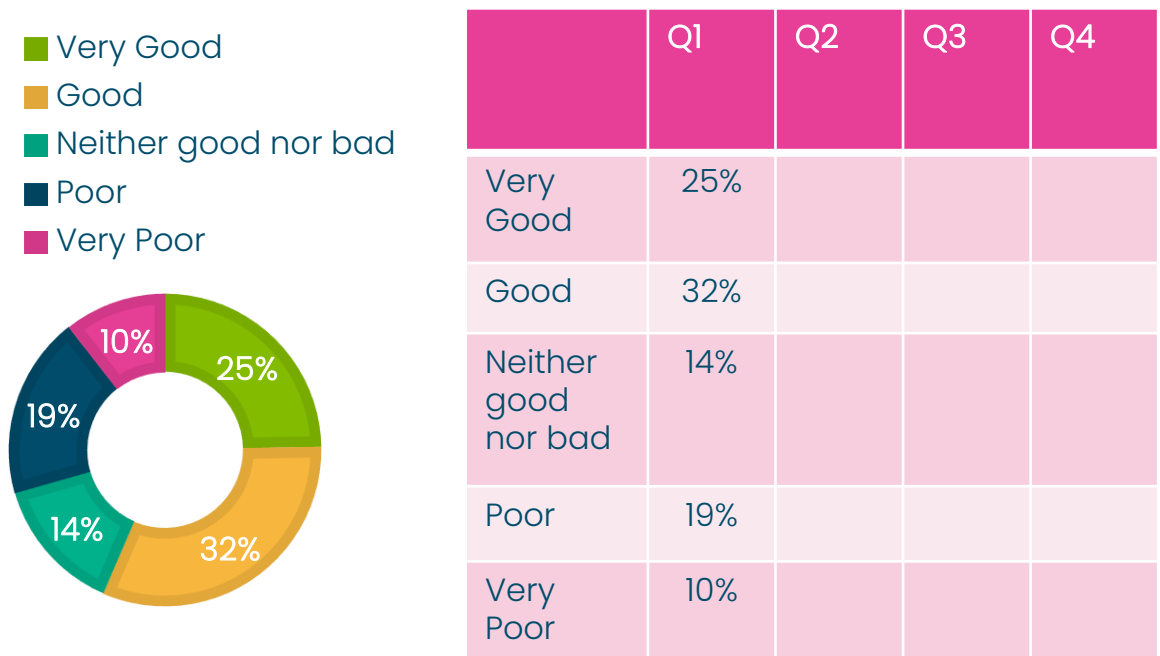


# Access and Quality Questions

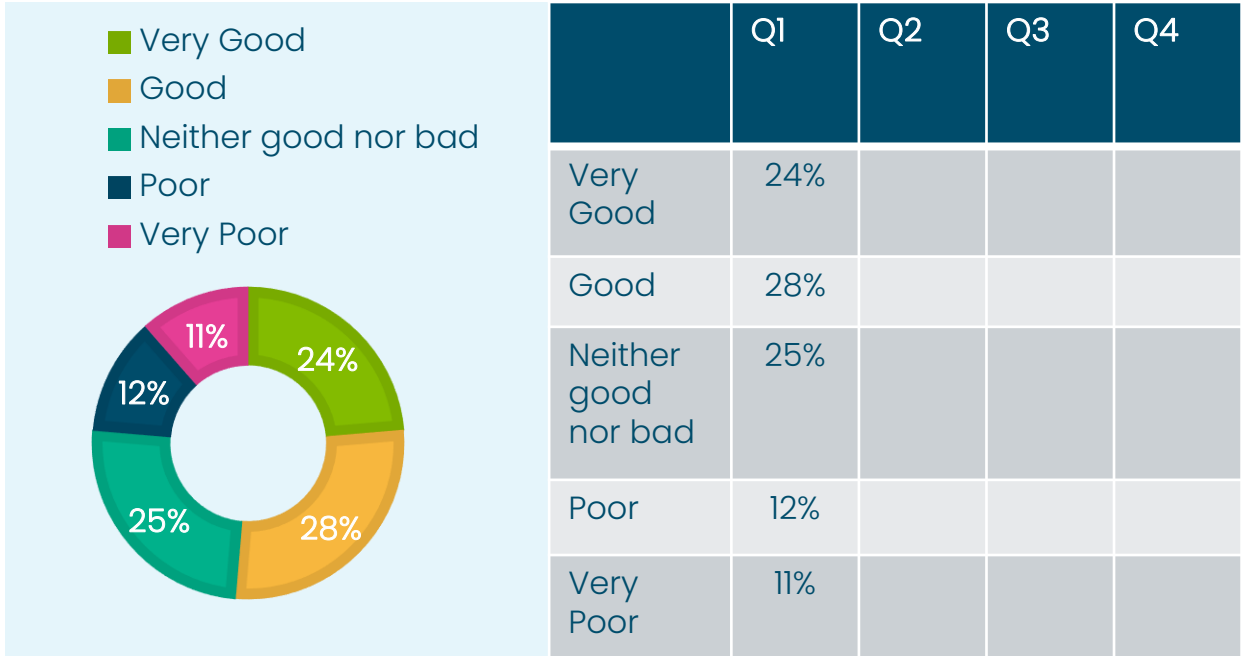
Q1) How did you find getting a referral/appointment at the hospital?



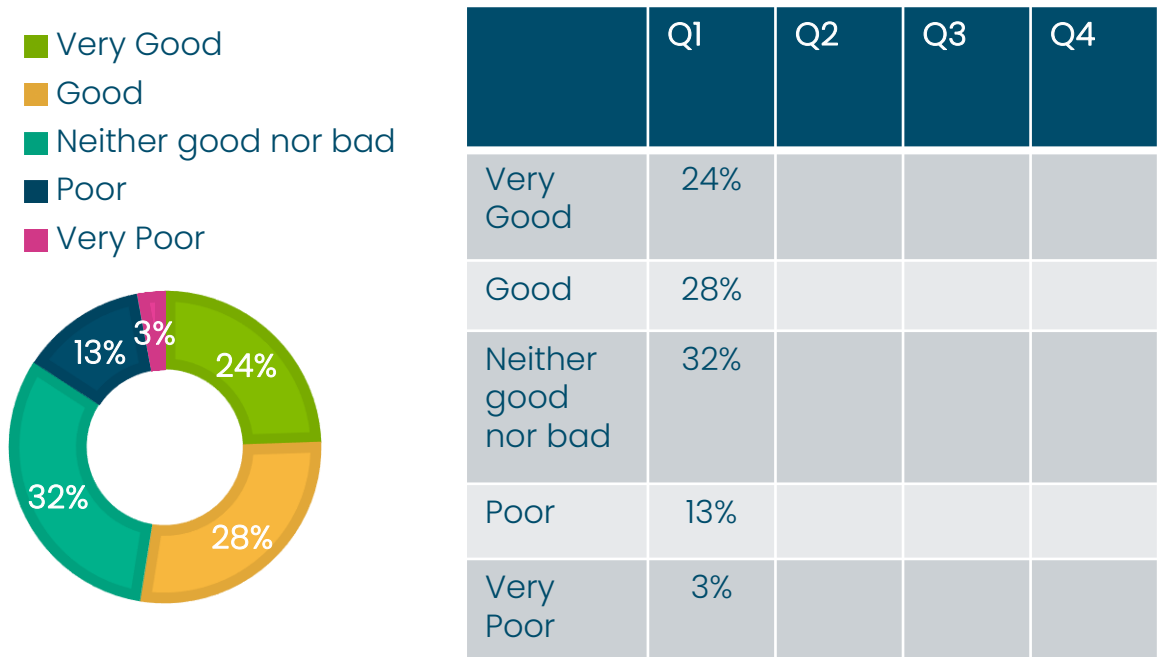
Q2) How do you find getting through to someone on the phone?



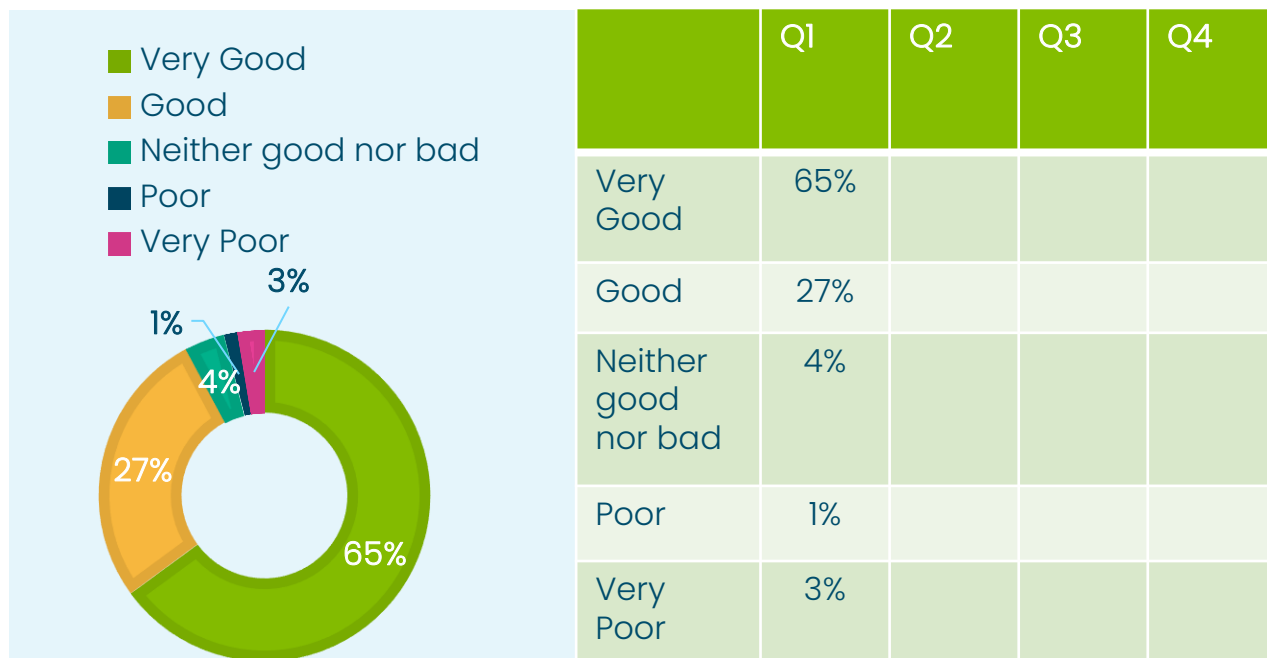
### Q3) How do you find the waiting times at the hospital?



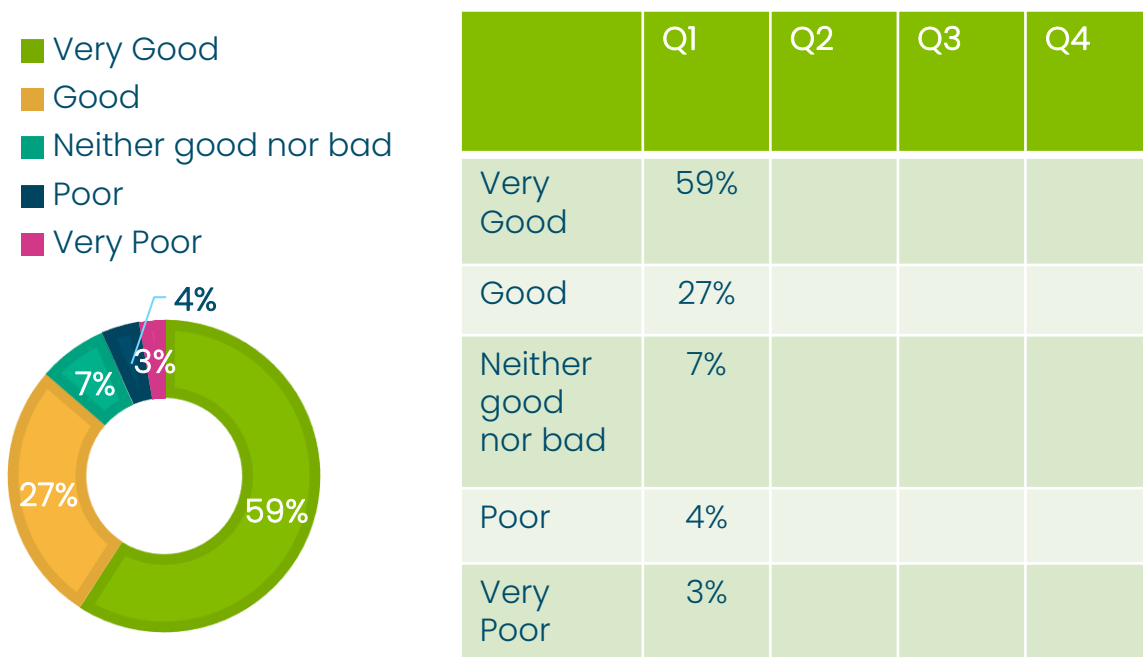
### Q4) How do you think the communication is between your hospital and GP practice?



## 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 highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The tables below show the top five themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 5 Themes	Positive	Neutral	Negative	Total
Waiting time (punctuality)	73 (50%)	41 (28%)	33 (22%)	147
Quality of treatment	122 (87%)	8 (6%)	11 (8%)	141
Communication between services	67 (54%)	38 (16%)	20 (30%)	125
Staff attitudes	105 (89%)	5 (4%)	8 (7%)	118
Booking appointments	60 (71%)	13 (13%)	11 (15%)	84

## Reviewed Hospitals

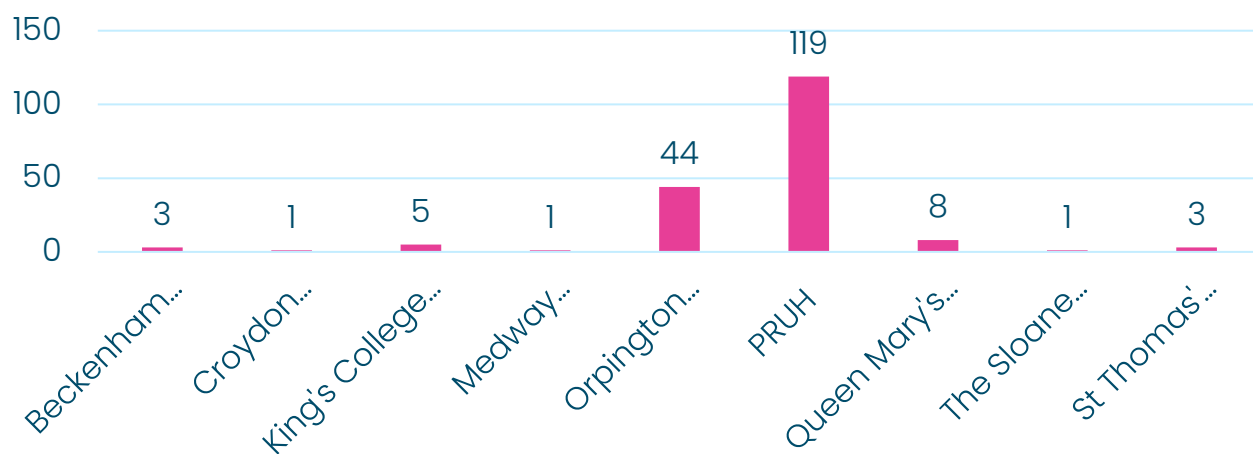
Bromley residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements.

Hospital	Provider
Princess Royal University Hospital (PRUH)	King's College Hospital NHS Foundation Trust
Orpington Hospital	
Queen Mary's Hospital	
King's College Hospital (KCH) Denmark Hill	
Beckenham Beacon	
St Thomas' Hospital	Guy's and St Thomas' NHS Foundation Trust
Sloane Hospital	Circle Health Group
Croydon University Hospital	Croydon Health Services NHS Trust
Medway Maritime Hospital	Medway NHS Foundation Trust

Between April – June, the hospitals which received the most reviews were PRUH and Orpington. A key reason for this is that Healthwatch Bromley carry out weekly engagement at both services.

Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagement 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 covered in the previous section. Please note that each question has been rated out of 5

(1 – Very Poor 5 –Very Good)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communica tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>Princess Royal University Hospital</b> No of reviews: 119	4.0	3.5	3.3	3.6	4.5	4.3
<b>Orpington Hospital</b> No of reviews: 44	3.6	3.2	3.6	3.6	4.6	4.5

We have also identified the top three positive and negative themes for the PRUH and Orpington Hospital (hospitals where we received over 20 reviews)

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Princess Royal University Hospital (PRUH); No of reviews:	3.8	1. Quality of treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff attitudes	2. Getting through on the telephone
		3. Waiting Times (punctuality and queueing on arrival)	3. Communication between services
Orpington Hospital No of reviews:	4.1	1. Quality of treatment	1. Communication between services
		2. Staff attitudes	2. Waiting Times (punctuality and queueing on arrival)
		3. Communication between services	3. Getting through on the telephone

## 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

Twice as many reviews were received from women (103) than men (51). Both genders had a good experience of hospitals with 74% of women and 80% of men leaving positive reviews.



### Age

Over 20 reviews were each received from the following age groups (35-44, 45-54, 55-64, 65-74, 75-84 years) The majority of each age group gave positive reviews.

88% of 45-54 years old praised the quality of service provided by the hospitals.



### Ethnicity

Most reviews (118) were made by 'White British' patients. 87% of them gave positive reviews.

The second largest number of reviews (8) was left by people who considered themselves 'White Other'. 75% of these reviews were positive.



### Disability and Long-Term Conditions (LTC)

74% of the 31 people who considered themselves disabled had positive experiences of hospitals, a similar percentage to the 69 respondents with a LTC (75%).



# Appendix



## Reviews for each service type

Service Type	Positive	Neutral	Negative	Total
Community Health	10	6	4	20
Dental care	53	3	3	59
GP	145	3	36	254
Hospital	131	73	21	185
Mental Health	12	33	3	17
Optician	1	0	1	2
Pharmacy	49	4	2	55
Other	9	0	0	9
<b>Total</b>	<b>410</b>	<b>121</b>	<b>70</b>	<b>601</b>

# Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	28%	139
Woman (including trans woman)		
Non- binary		
Other		
Prefer not to say		
Not provided		
<b>Total</b>		

Age	Percentage %	No of Reviews	
Under 18	2%	8	
18-24			
25-34			
35-44			
45-54			
55-64			
65-74			
75-84			
85+			
Prefer not to say			
Not provided			
<b>Total</b>			<b>601</b>

Ethnicity	Percentage %	No of reviews	
British/ English / Northern Irish / Scottish / Welsh	72%	338	
Irish			
Gypsy or Irish Traveller			
Roma			
Any other White background			
Bangladeshi			
Chinese			
Indian			
Pakistani			
Any other Asian background/Asian			
British Background			
Black British			
African			
Caribbean			
Any other Black / Black British background			
Black African and White			
Black Caribbean and White			
Any other Mixed / Multiple ethnic groups background			
Arab			
Any other ethnic group			
Not provided			
<b>Total</b>			<b>601</b>

Disability	Percentage %	No of Reviews
Yes	17%	76
No		
Prefer not to say		
Not known		
Not provided		
<b>Total</b>	<b>601</b>	

## Demographics

Long-term condition	Percentage %	No of Reviews
Yes	45%	204
No	52%	238
Prefer not to say	2%	7
Not known	2%	9
Not provided		143
<b>Total</b>		<b>601</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	4%	17
Bisexual	1%	4
Gay Man	1%	3
Heterosexual/ Straight	90%	394
Lesbian / Gay woman	0%	2
Pansexual	0%	0
Prefer not to say	4%	19
Prefer to self describe	0%	0
Not provided		162
<b>Total</b>		<b>601</b>

Religion	Percentage %	No of Reviews
Buddhist	0%	0
Christian	54%	246
Hindu	2%	9
Jewish	0%	0
Muslim	2%	8
Sikh	1%	5
Spiritualism	1%	4
Other religion	3%	14
No religion	35%	160
Prefer not to say	2%	7
Not provided		148
<b>Total</b>		<b>601</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	3
Currently breastfeeding	1%	5
Given birth in the last 26 weeks	2%	8
Prefer not to say	1%	3
Not known	2%	7
Not relevant	85%	329
No	9%	33
Not provided		213
<b>Total</b>		<b>601</b>

# Demographics

Employment status	Percentage %	No of Reviews	Area of the borough	Percentage %	No of Reviews
In unpaid voluntary work only	1%	6	Beckenham Town & Copers Cope	13%	62
Not in employment & Unable to work	8%	35	Bickley & Sundridge	3%	14
Not in Employment/ not actively seeking work - retired	39%	162	Biggin Hill	3%	13
Not in Employment (seeking work)	1%	5	Bromley Common & Holwood	9%	41
Not in Employment (Student)	2%	8	Bromley Town	11%	50
Paid: 16 or more hours/week	41%	171	Chelsfield	3%	14
Paid: Less than 16 hours/week	3%	14	Chislehurst	7%	34
Prefer not to say	2%	9	Clock House	1%	3
On maternity leave	2%	8	Crystal Palace & Anerley	1%	4
Not provided		183	Darwin	1%	4
<b>Total</b>		<b>601</b>	Farnborough & Crofton	1%	5
			Hayes & Coney Hall	3%	14
			Kelsey & Eden Park	0%	2
			Mottingham	4%	21
			Orpington	13%	62
			Penge & Cator	2%	8
			Petts Wood & Knoll	2%	9
			Plaiestow	0%	0
			Shortlands & Park Langley	2%	10
			St Mary Cray	2%	11
			St Paul's Cray	2%	11
			West Wickham	7%	33
			Out Of Borough	10%	49
			Not provided		127
			<b>Total</b>		<b>601</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	39
No	87%	312
Prefer not to say	2%	6
Not provided		244
<b>Total</b>		<b>601</b>



# healthwatch Bromley

Healthwatch Bromley  
The Albany  
Douglas Way  
SE8 4AG

<https://www.healthwatchbromley.co.uk>

t: 0203 886 0752

e: [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

 @Healthwatchbromley

 [Facebook.com/Healthwatchbromley](https://www.facebook.com/Healthwatchbromley)

 Healthwatchbromley

 healthwatch-bromley