

Service Users' Views on the Chartwell Unit

**Report of Survey
Winter 2025**



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About Healthwatch

Healthwatch Bromley (HWB) is an independent champion for people who use health and social care services. We aim to put people at the heart of care. We ask what users like about services, and what could be improved and share their views with those with the power to make change happen.

Our sole purpose is to help make care better for people by:

- Providing information and advice to the public about accessing health and social care services and choices in relation to those services.
- Obtaining the views of residents about their need for, and experience of, local health and social care services and making these known to those who commission, scrutinise and provide services.
- Reporting the views and experiences of residents to Healthwatch England (HWE), helping it perform its role as national champion.
- Making recommendations to HWE, to advise the Care Quality Commission (CQC) to carry out special reviews of or investigations into areas of concern.

YVHSC

Your Voice in Health and Social Care (YVHSC) is an independent organisation which gives people a voice to improve and shape services and help them get the best out of health and social care provision. YVHSC holds the contract for Healthwatch Bromley (HWB). HWB staff members and volunteers speak to local people about their experiences of health and social care services. Healthwatch engages and involves members of the public in the commissioning of health and social care services, through extensive community engagement and continuous consultation with local people, health services and the local authority.

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Disclaimer

The information presented within this report describes the views and experiences of service users, families and professionals from whom we heard as part of our Chartwell Unit project.

The findings provide a snapshot of experiences and key insights from these individuals. The report cannot cover the totality of experiences but can be used to guide service improvements and identify further research required.

How to read this report

The report starts with an Introduction, followed by Background, Aims and Methodology.

Key Findings and Recommendations can be found on pages 15 – 16 and 17 respectively.

The Appendices, from page 19, include:

- Demographic charts
- Survey responses
- Survey template

Introduction

Healthwatch Bromley (HWB) exists to help local people get the best out of their health and social care services, amplifying their voices to help improve and shape service now, and for the future.

The Chartwell Unit comprises a 12-bed ward, treatment suite and an outpatient service. The unit is based at the Princess Royal University Hospital (PRUH) in Orpington, Kent. It is responsible for the diagnosis and treatment of a wide range of cancers including colorectal, skin, gynaecological, blood (haemato-oncology), lung, upper gastro-intestinal and urological.

The Chartwell Unit also provides breast cancer screening and treatment, acute oncology, chemotherapy and palliative care and works with specialists at King's Denmark Hill, the Royal Marsden and Guy's and St Thomas' hospitals.

The haematology services at King's College Hospital (KCH), Denmark Hill comprise the outpatients clinic and the day unit which provide specialist diagnostic investigations and treatment for a wide range of blood, bone marrow, and spleen disorders.

The haematology service at KCH, Denmark Hill also includes four haematology in patient ward areas.

King's Macmillan Information and Support Centre is based at KCH, Denmark Hill as a drop-in service for patients with cancer and those affected by the diagnosis of a family member or friend.

Background

In September 2025, following an internal review of inpatient cancer care provided on the Chartwell ward, King's College Hospital NHS Foundation Trust began developing proposals to change their delivery of inpatient cancer care.

These new proposals would mean that blood cancer (haemato-oncology) inpatients currently cared for on the Chartwell ward in Orpington would instead be treated at KCH, Denmark Hill site in Camberwell, a specialist centre for haematological conditions.

The Chartwell Cancer Trust is a charity which works to raise funds for cancer patients in South London, North Kent and East Surrey.

It launched a petition against King's proposals, claiming that relocating the care of haemato-oncology patients away from the PRUH would raise extra travel and cost burdens for patients and their families.

At the London Borough of Bromley (LBB) Health Scrutiny Sub-Committee meeting in September 2025, concerns were raised about the lack of communication about these changes and lack of patient engagement.

A special committee meeting was held in November 2025 specifically to discuss these proposed changes, and they were discussed again as an agenda item at the committee's January 2026 meeting. At the time of writing there is at least one more meeting planned, possibly in April 2026.

Healthwatch Bromley (HWB) has had discussions with all groups and undertook a major engagement exercise with patients, families and professionals. The King's College Hospital NHS Foundation Trust also carried out patient engagement activities across the Chartwell Unit, including outpatients, from October to December 2025.

This HWB report is written from the independent standpoint underpinning all our work. The main focus of the engagement exercise was to examine the experiences of Chartwell patients. For comparison, some data was collected about patient experiences at KCH, Denmark Hill, but only a small volume due to time constraints.

Aims

The project's aims were to:

- Generate a report detailing patients' (service users') experience of accessing the Chartwell Unit at the PRUH, and the views of their families and friends, and health professionals
- Identify areas of good practice
- Provide opportunities for respondents to suggest how the service could and should be improved
- Gather participants' comments on the accessibility of the services
- Make evidence-based recommendations to policymakers and healthcare partners
- Identify any possible knowledge gaps and areas for future research.

Methodology

HWB staff members and volunteers visited the Chartwell Unit in November and December 2025. They completed feedback forms with participants, mainly in the outpatients area while they were waiting to be called into their appointment. Some forms were completed with patients on the inpatient wards.

An online survey with identical questions was emailed to members of the Chartwell Cancer Trust distribution list.

After the initial round of engagements, based on feedback from participants and HWB, the form was edited to include a specific question about appointment type and cancer type (Appendix 6 and 7).

Participants

We received feedback from **235** participants in total which included:

- **164** service users at different stages of treatment
- **68** family and friends and
- **3** health professionals (Appendix 5).

105 feedback forms were completed in person at the Unit.

130 online feedbacks forms were completed using smart survey.

Of the **235** people who completed the feedback forms:

- **222** provided feedback about services at the **Chartwell Unit** and **13** about **KCH, Denmark Hill** (Appendix 7)
- **109** have a **blood cancer (haemato-oncology)**, **43** have **breast cancer** and **11** have **colorectal cancer** (Appendix 6)
- **167** live in **Bromley postcodes** (BR1-BR7) and **22** in **TN14 and TN16** (Appendix 4)
- **164** identified as **female**, **64** as **male** (Appendix 1)
- The majority (**194**), were **White English/ Welsh/ Scottish/ Northern Irish/British** (Appendix 3)
- **133** were over **65 years**, and **90** between the ages of **35** and **64** (Appendix 2).

What's working well

Participants identified the following:



"My daughter's care was extraordinary, she was kept out of pain, closely monitored and all the staff knew the complications she suffered and knew how to ensure these were also treated. I, along with her husband, brothers & sisters were kept informed of her progress & treatment. We were accommodated so her husband could sleep in the same room as her & we could be there for her 24/7 during her last days. Our input was valued and we all felt as though we were part of the team caring for her."

Family member – Chartwell Unit



"That unit is more than just a treatment centre; it's a sharing and caring community at the same time as treating cancer."

Service user – Chartwell Unit



"The Macmillan space (Denmark Hill) is relaxing and quiet."

Service user – KCH, Denmark Hill



"Having my treatment at the PRUH, close to my home, an easy journey, with easy parking options made the appointments less stressful. The location of the department is fairly tucked away from the rest of the hospital and so you don't feel the hustle and bustle of everyday hospital life. I have also been a patient at Denmark Hill which is extremely difficult to get to via public transport and extremely difficult to park if travelling by car. The hospital itself feels quite overwhelming."

Service user – Chartwell Unit

What's working well

Participants identified the following:



"Time was of the absolute essence in my treatment as it was an acute form of blood cancer. If I had had to journey to London instead of 10 minutes from my home then the consequences could have been very different, as within minutes of arrival I was already receiving treatment (Platelets) to stabilise my condition."

Service user – Chartwell Unit



"Our team delivers complex treatments that require specialist oncology knowledge, including chemotherapy, symptom management, palliative care, and management of treatment-related emergencies.

The proposals risk dispersing oncology patients across areas without the same expertise, increasing the risk of delayed interventions, medication errors, and poorer outcomes."

Healthcare professional – Chartwell Unit



Clinic very good responsive, good communication with GP surgery

Service User – KCH, Denmark Hill



"I am self-employed and still work full-time. This means I have to pay another member of staff to cover my shifts if I take time off. Being able to attend the Chartwell Unit, which is only 20 minutes away, means I can attend appointments without taking too much time off work.

Service user – Chartwell Unit



"This unit is amazing like a close-knit family that sort everything, and in close contact on the phone regularly, as well as sorting tablets to collect from pharmacy."

Family member – Chartwell Unit

What could be improved

Participants identified the following:



“Nurses are extremely busy, sometimes it is hard to get their attention. Some nurses can be abrupt. Long waiting time. Emotional and psychological support would be good from the start. You can ask for it, but it won't be immediate.”

Service user – Chartwell Unit



“Communication could improve, clinic cancelled day before treatment. Can't coordinate appointments. I have had one at 9am and the next at 3pm. Lucky to have Macmillan centre (Denmark Hill) to wait in.”

Service user – KCH, Denmark Hill



“Communication between GP and hospital.”

Family member/friend – Chartwell Unit



“Clinics constantly run late. 1 hour today. Not kept up to date on timings, have to visit regularly. Due to long waits, a TV screen would be nice.”

Service user – Chartwell Unit



The waiting times for pharmacy services are often very long,

Service user – Chartwell Unit

What could be improved

Participants identified the following:



“Long wait for appointments, and not enough wheelchairs at the hospital.”

Service user – Chartwell Unit



“Communication between staff and patients could be better. More information about what’s happening.”

Service user – Chartwell Unit



“Digital systems – emails, SMS and apps are very confusing. Waiting time for test results, last biopsy was four weeks ago.”

Service user – Chartwell Unit



“Some nurses are working 13-14 hour days. Should be looked after better/ Should be more to relieve the burden.”

Service user – KCH, Denmark Hill



Maybe fewer electric (car parking spaces) and make more disabled spaces.”

Service user – Chartwell Unit



“Communication about waiting times.”

Service user – Chartwell Unit

Thematic Analysis

We asked participants two questions; 'What is working well?' and 'What could be improved?'. This allowed us to gather qualitative feedback..

Each response was reviewed and themes and sub-themes were then applied. The table below shows the top five themes mentioned by participants based on the free text responses received.

We have broken down each theme by positive, neutral and negative.

Top 5 themes	Positive	Negative	Neutral	Total
Car parking	42 (42%)	55 (56%)	2 (2%)	99
Staff attitudes	78 (97%)	2 (3%)	0 (0%)	80
Quality of treatment	79 (99%)	1 (1%)	0 (0%)	80
Convenience/distance to travel	74 (96%)	2(3%)	1 (1%)	77
Waiting times (punctuality & queueing on arrival)	13 (35%)	24 (65%)	0 (0%)	37

Participants told us that car parking at the hospitals is a challenge. At the PRUH they said it was expensive and more disabled parking should be provided. The option of using Sainsburys car park behind the PRUH was appreciated and is reflected in the positive theme scores. Car parking at KCH, Denmark Hill is impossible without a 'blue badge' - this is a particular concern for patients whose care may transfer there, who need to access the hospital by car.

Participants spoke highly of the staff (**97% positive**), negative responses about staff reflected participants' views that they were busy.

Participants were positive about the quality of treatment they received across the different wards, however **65%** responded negatively about the waiting times for treatment.

The accessibility of the PRUH emerged as a very positive theme (**96%**). Participants reported that it was easy to get to by public transport or car.

Thematic Analysis

We also identified the top two positive and negative themes for each service section with 25 or more reviews; blood (haemato-oncology), breast cancer screening and treatment, outpatients and the treatment suite:

Appointment Type	Top two positive themes	Top two negative themes
Haemato-oncology	Convenience/distance to travel	Car parking
	Quality of treatment	Waiting times (punctuality and queueing on arrival)
Breast cancer	Convenience/distance to travel	Car parking
	Staff attitudes	Tests/results
Outpatients	Convenience/distance to travel	Car parking
	Staff attitudes	Waiting times (punctuality and queueing on arrival)
Treatment suite	Staff attitudes	Car parking
	Convenience/distance to travel	Communication between services

Participants were positive about the convenient location of the Chartwell Unit and travel to it, but some reported that car parking arrangements could be better, and this emerged as a negative theme.

Participants were positive about staff attitudes, but some felt that the communication between services could be better. Waiting times to be seen and waits for test results were other areas identified as requiring improvement.

Key Findings

As noted above, this report presents the key findings and recommendations from our engagement exercise with patients treated at the Chartwell Unit, a smaller number accessing cancer services at KCH, Denmark Hill, and some family, friends and health professionals.

Overall experience

We asked participants to rate their overall experience of the service they received on a scale of 1-5; where 1 = Very Poor and 5 = Very Good; 162 of the 235 participants rated their overall experience as 'very good'; 54 rated it 'good' (See Appendix 8).

What's working well?

A consistent thread emerged from patients' comments regarding the holistic nature of the Chartwell Unit and their feeling that it is 'more than just a treatment centre'.

Many patients reported that that the care and consideration of the staff made the cancer journey for them and their loved ones easier to bear, even when that journey was terminal.

Based on the thematic analysis, overall treatment scores and comments recorded by participants, we found that patients were generally positive about the treatment they received at the unit.

Most patients found it easy to get to the Chartwell Unit by car or public transport.

We received positive feedback from patients about the Macmillan Unit at KCH, Denmark Hill as a place for patients to wait and to access support and information.

Key Findings

What could be improved?

Car parking emerged as an issue for many patients at both sites. At the PRUH, the parking is operated by Euro Car Parks Limited on behalf of King's College Hospital NHS Foundation Trust. The disabled parking spaces are situated at the front of the building. Visitors can park in a disabled bay for a maximum of four hours. There are three additional designated Blue Badge bays close to the Chartwell outpatients' entrance.

On the PRUH website it states: *'Blue Badge holders can park in any standard marked public bay for free when on site as a patient or visitor'*^{*}. This is not widely known - patients told us that there is a lack of parking spaces at the PRUH and that parking is expensive. Many commented also on the lack of disabled parking.

On the King's website it states: *'There is no general parking at King's College Hospital. We recommend using public transport to get here where possible'*^{*}.

Patients reported that getting to KCH, Denmark Hill presented challenges for them both in terms of parking and using public transport. Family members who wanted to visit patients at KCH, Denmark Hill are faced with the same difficulties. Travel and access to the KCH, Denmark Hill site was the overwhelming negative theme and major concern of current Chartwell users.

There is a single train service to Denmark Hill from Bromley South which departs every 20-30 mins throughout the day, but this is not easily accessed from all parts of the borough, London's largest geographically. The walk from Denmark Hill station to the hospital is a significant challenge for people with impaired mobility.

Patients reported that at times they experienced long waits to be seen by a health professional; others reported delays in receiving test results.

Communication between services was an issue for some patients, particularly between the hospital and GPs.

^{*}<https://pruh.kch.nhs.uk/getting-here/princess-royal-university-hospital/>

^{*}<https://www.kch.nhs.uk/patients-and-visitors/getting-to-kings/parking/>

Recommendations

1. The PRUH website and appointment letters to patients should be updated to include the following information on parking options at the PRUH:
 - There is a 4-hour disabled car parking limit
 - Blue Badge holders can park in any standard marked public bay for free when on site as a patient or visitor (currently only on the website)
 - Parking is available at the Sainsburys car park nearby and it is now possible to park there for longer than 2 hours.
2. A review of PRUH parking usage should be carried out (including the 41 allocated spaces for electric cars). This could be achieved by a short survey combined with usage data from Euro Car Parks.
3. Options to make the journey to Denmark Hill easier for patients and visitors should be considered, including:
 - Introduction of a shuttle service between the two sites
 - Giving clear information to patients who may be eligible for financial assistance for travel, including the criteria for offer of refunds.
4. Pharmacy services should be reviewed to identify reasons for delays and possible solutions.
5. In the meantime, staff should acknowledge the likelihood of pharmacy delays and offer medicine collection the following day to avoid long waits.
6. Patient waits to see health professionals should be recorded and reviewed to identify reasons and possible mitigations.
7. If delays to see health professionals, or for test results, are unavoidable, staff should inform patients honestly about this.
8. Reasons for any poor communication between services should be identified and recorded and an action plan made for improvement for patients.

Acknowledgements

Healthwatch Bromley would like to thank everyone who shared their feedback both online and at the PRUH and KCH, Denmark Hill sites.

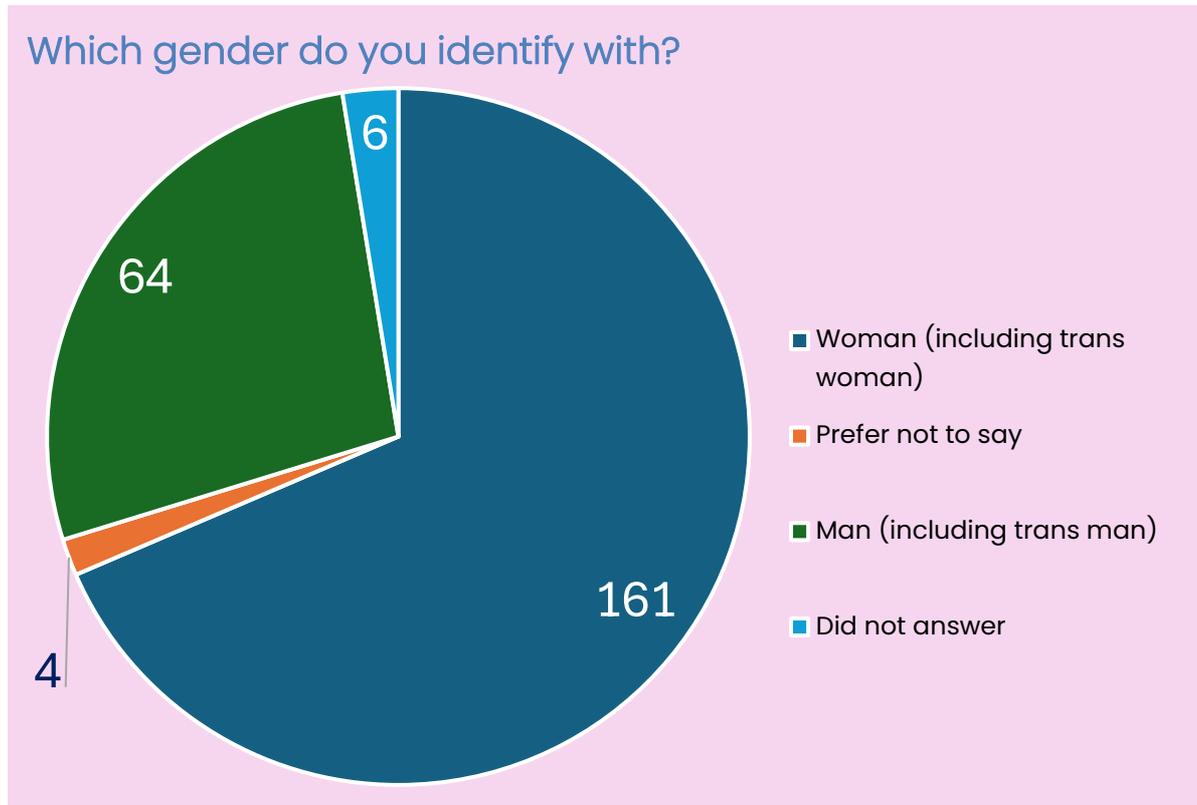
We would also like to thank King's College Hospital NHS Foundation Trust for their cooperation in allowing the data collection to take place, and the Chartwell Cancer Trust for their help in distributing the survey.

We would like to thank the Healthwatch Bromley staff, committee members and our volunteers, interns and work placement students for their time and effort in collecting participant feedback.

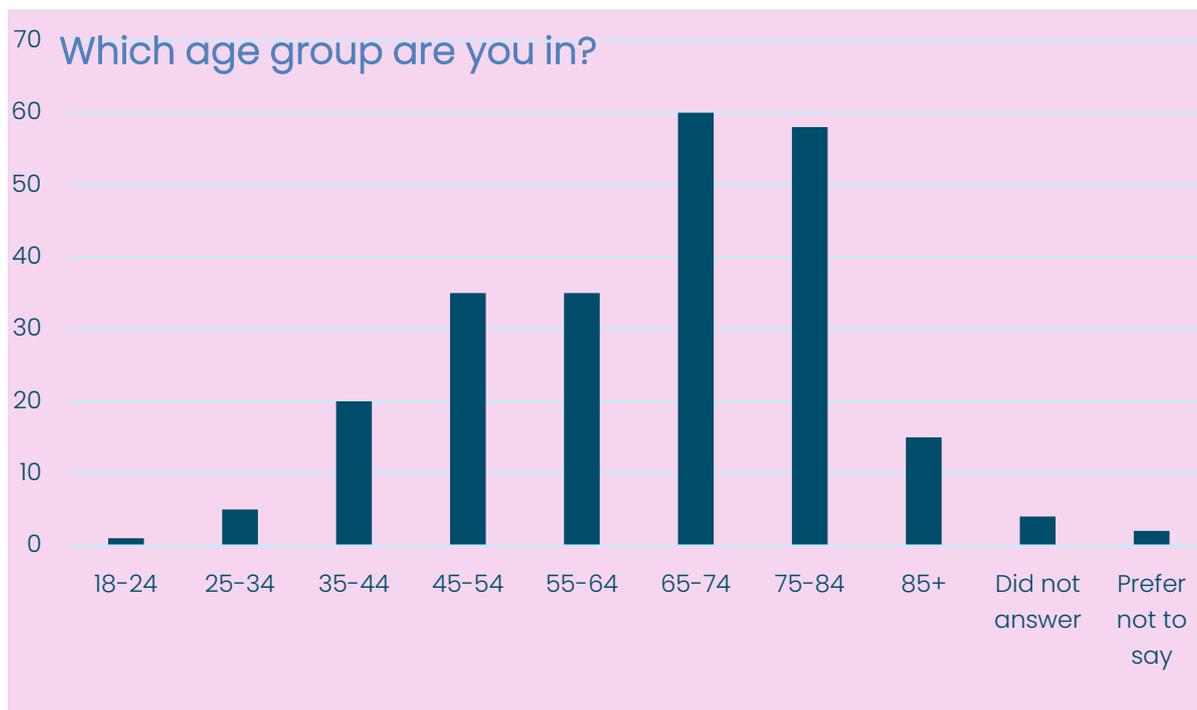
Appendices



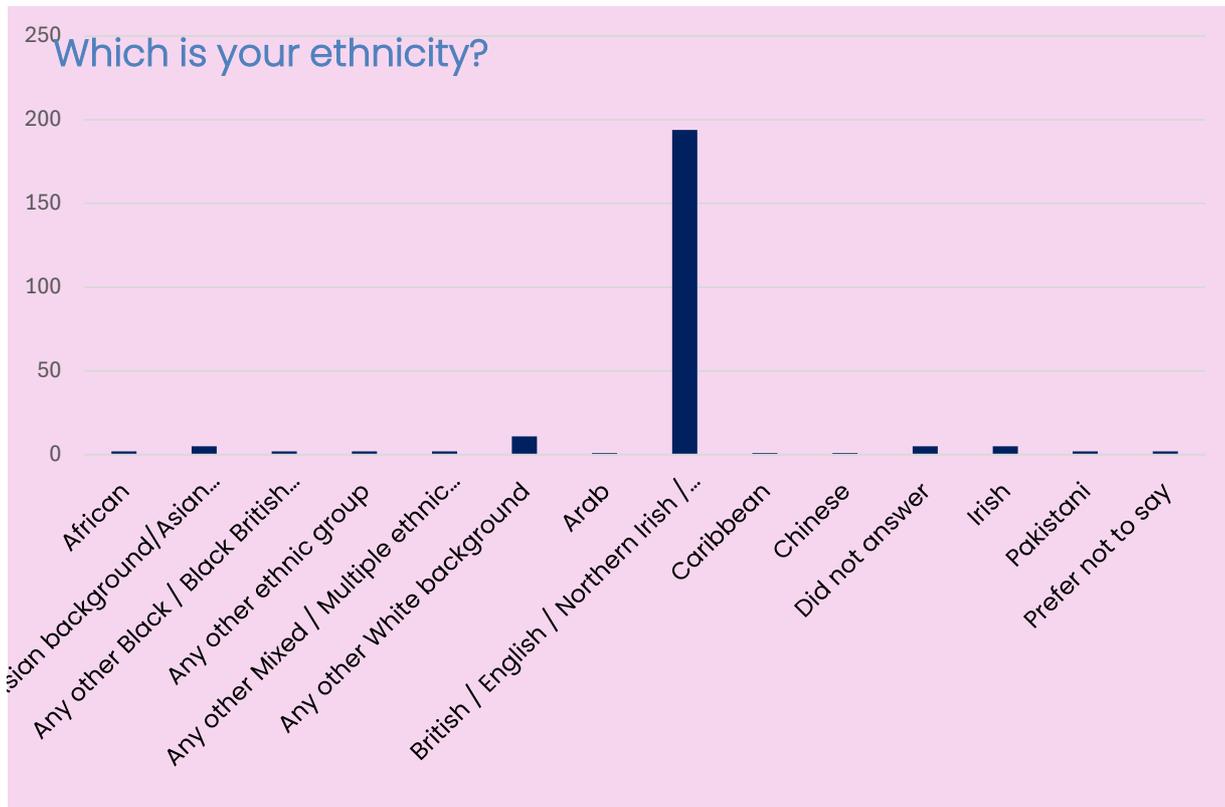
Survey Responses: Appendix 1



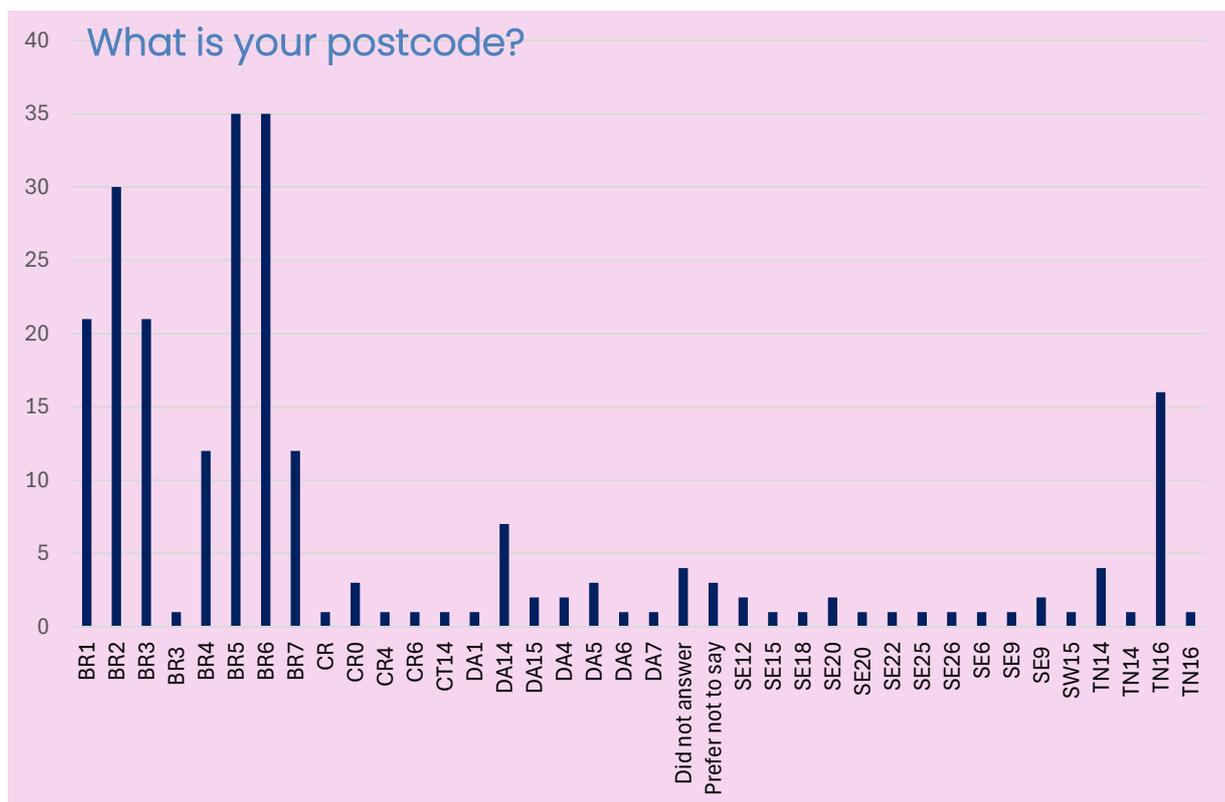
Appendix 2



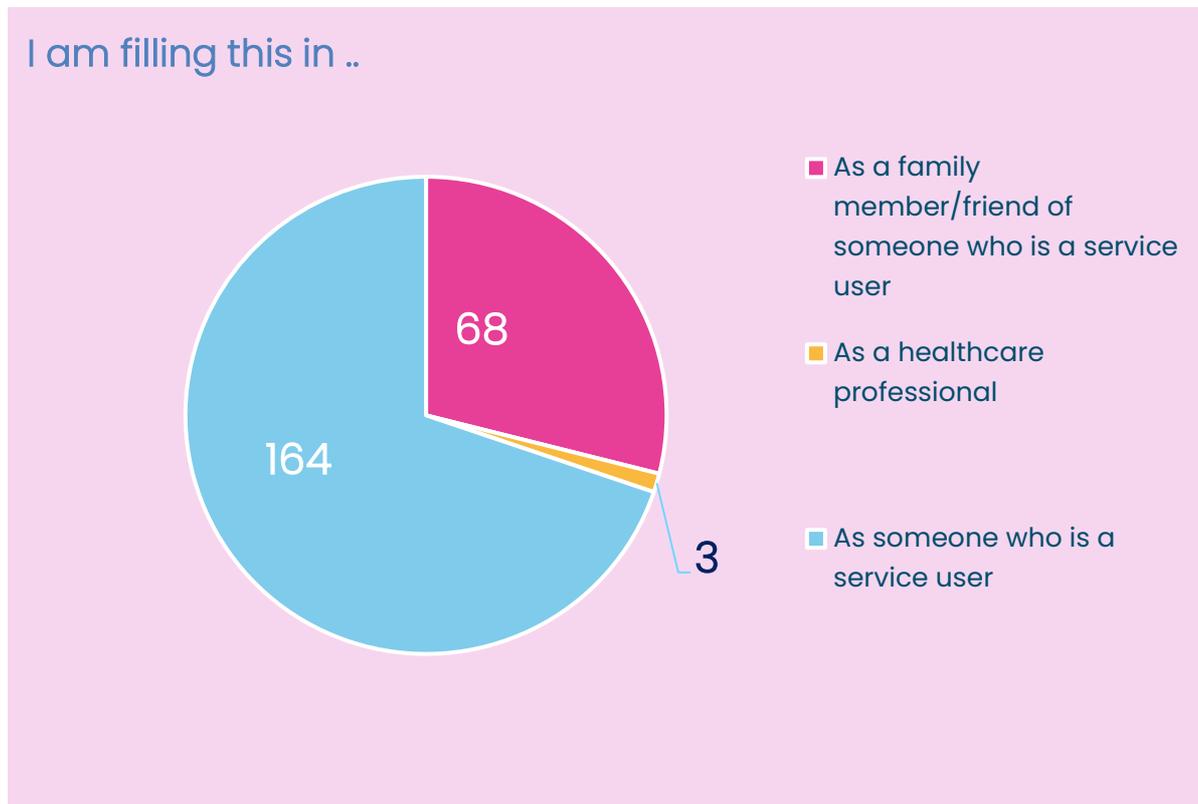
Survey Responses: Appendix 3



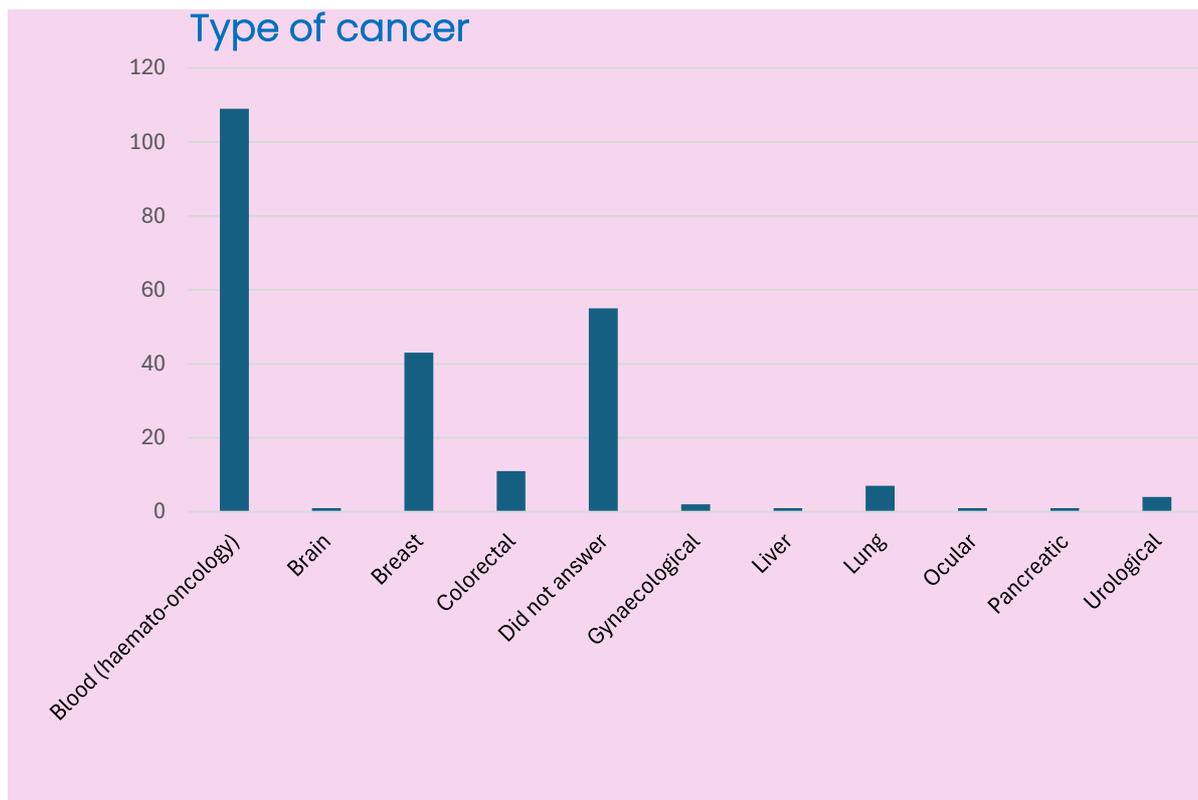
Appendix 4



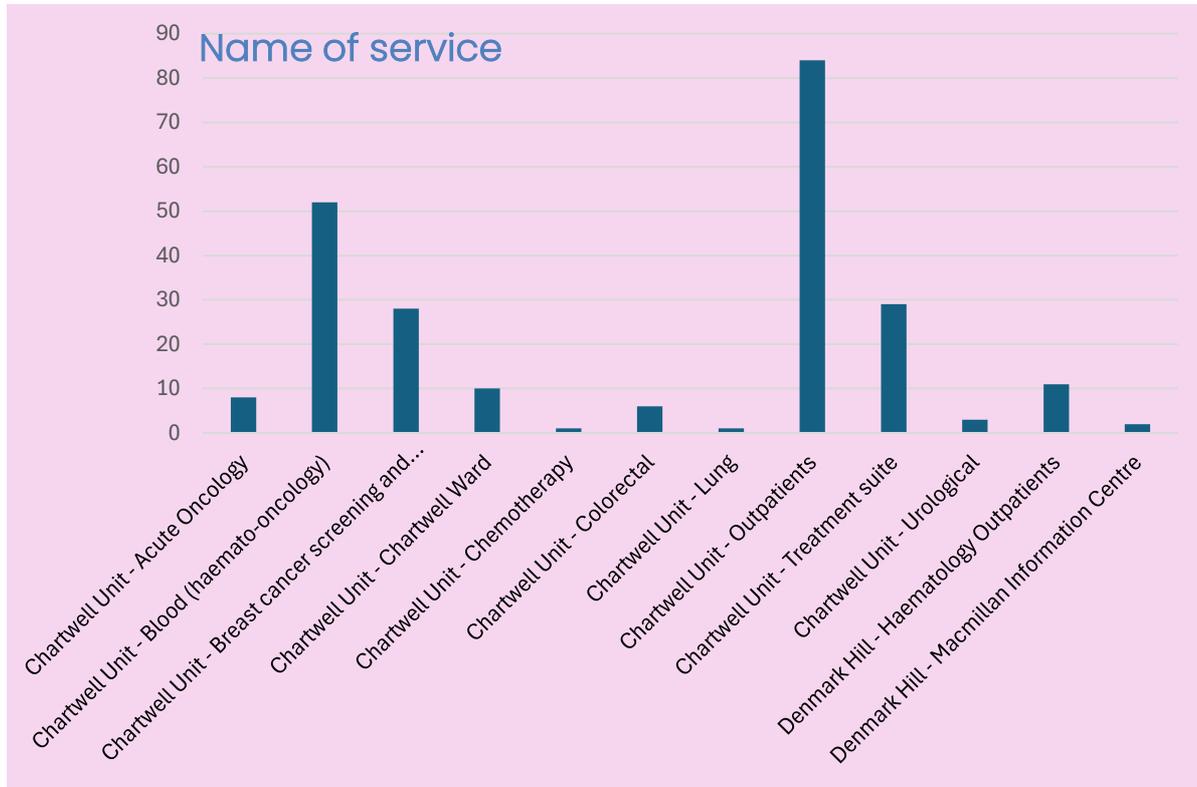
Survey Responses: Appendix 5



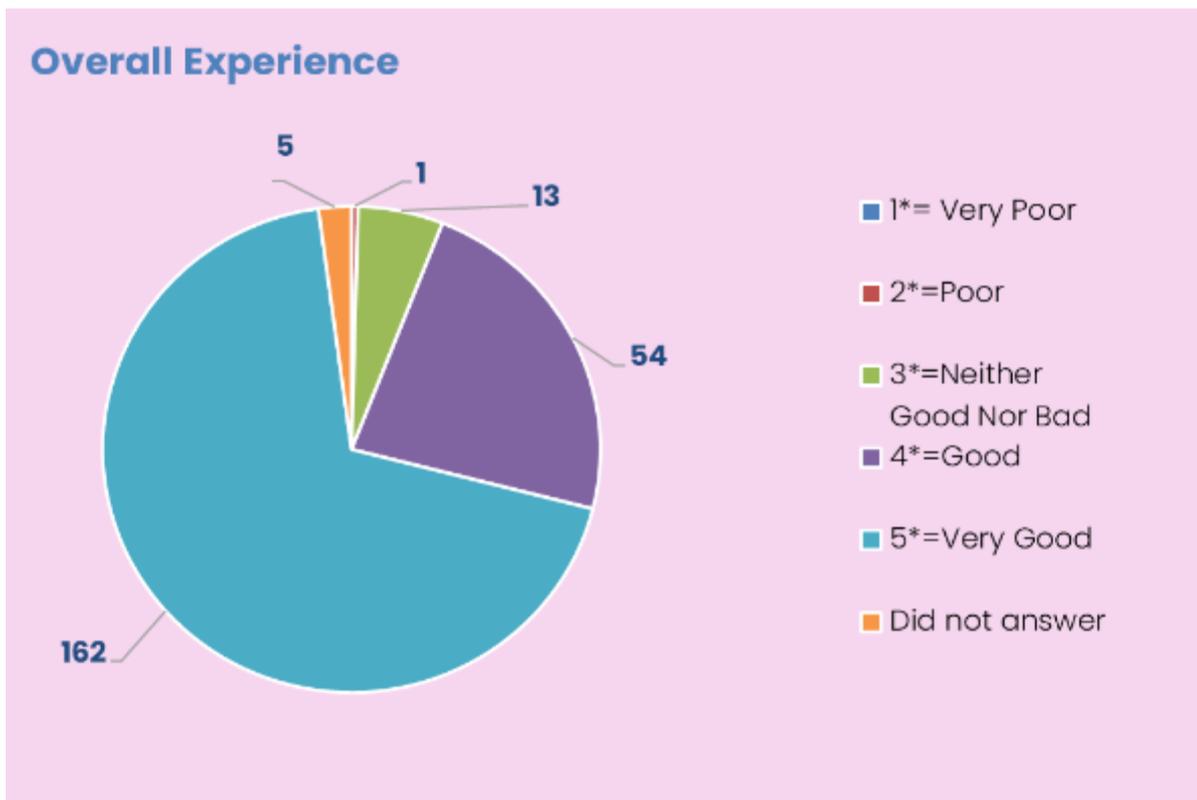
Appendix 6



Survey Responses: Appendix 7



Appendix 8



Survey Template: Appendix 9



Share Your Feedback about Health and Care Services

Healthwatch Bromley gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform commissioners and service providers. Please take five minutes to share your story with us.

To understand how your information will be used please read the 'How we use this information' section at the end of the survey.

Other Services (E.g. Cancer, Mental Health, Pharmacy)

Name of service.....

Please specify - colorectal, skin, gynaecological, blood (haemato-oncology), lung, upper gastro-intestinal, or urological.

.....

1. I am filling this in:

- As someone who is a service user
- As a family member/friend of someone who is a service user
- As a healthcare professional. Please specify role.....

2. Please share the first part of your postcode

- BR1 BR2 BR3 BR4 BR5 BR6
- Other, please write here:
- Prefer not to say

Your experience

3. What is working well?

.....
.....
.....
.....

4. What is not working well? / What could be improved?

.....
.....
.....
.....

5. How do you rate your overall experience? (please tick your answer)

- 5 = Very good 4 = Good 3 = Neither good nor bad 2 = Poor 1 = Very poor

Healthwatch is your local independent health and social care champion. We make sure NHS leaders hear your voice and use your feedback to improve care. Your experiences are important and can help to inform commissioners and service providers.

Healthwatch is to be abolished in 2026 - 27. To what extent do you agree or disagree with these two statements (using a five-point scale from 1 = Strongly agree to 5 = Strongly disagree)

1. There should be an independent, local organisation to collect local people's views and experiences of health and social care services

1 = Strongly agree 2 = Agree 3 = Neutral 4 = Disagree 5 = Strongly disagree

Don't know

2. It is important to have an organisation which represents these views to providers and decision-makers, to improve services

1 = Strongly agree 2 = Agree 3 = Neutral 4 = Disagree 5 = Strongly disagree

Don't know

Tell us a bit about you

It would really help to know a little more about you so that we can better understand how people's experiences of local health and social care services may differ and supports our focus on improving equality, diversity and inclusion. **These questions are completely voluntary.**

What gender do you identify yourself as:(please tick your answers)

Man (including trans man) Woman (including trans woman) Non-binary
 Other..... Prefer not to say

Which age group are you in?

Under 18 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64
 65 to 74 75 to 84 85+ Prefer not to say

What is your ethnicity?

White

English / Welsh / Scottish / Northern Irish / British Gypsy or Irish Traveller
 Irish Roma
 Any other white background.....

Asian / Asian British

Asian British Indian
 Bangladeshi Pakistani
 Chinese
 Any other Asian/Asian British background.....

Black, African, Caribbean, Black British

Black British
 African

- Caribbean
- Any other Black, African, Caribbean background.....

Mixed, Multiple Ethnic Groups

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

Other Ethnic Groups

- Arab
- Any other ethnic group.....

- Prefer not to say

Do you consider yourself to be disabled?

- Yes.....
- No
- Prefer not to say
- Not known

Do you consider yourself to have a long-term condition or health and social care need?

- Yes.....
- No
- Prefer not to say
- Not known

What is your religion?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Spiritualism
- No religion
- Prefer not to say
- Other religion.....

What is your sexual orientation?

- Asexual
- Bisexual
- Gay man
- Heterosexual/straight
- Lesbian
- Pansexual
- Prefer not to say

Are you currently pregnant or have you been pregnant in the last year?

- Currently pregnant
- Prefer not to say
- Currently breastfeeding
- Not known
- Given birth in the last 26 weeks
- Not relevant

What is your employment status?

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking work - retired
- Not in Employment (seeking work)
- Prefer not to say
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- On maternity leave

Are you an unpaid carer?

- Yes
- No
- Prefer not to say

Which area of the borough do you live in?

- Beckenham Town and Copers Cope Ward
- Bickley and Sundridge Ward
- Biggin Hill Ward
- Bromley Common and Holwood Ward
- Bromley Town Ward
- Chelsfield Ward
- Chislehurst Ward
- Clock House Ward
- Crystal Place and Anerley Ward
- Darwin Ward
- Farnborough and Crofton Ward
- Hayes and Coney Hall Ward
- Kelsey and Eden Park Ward
- Mottingham Ward
- Orpington Ward
- Penge and Cator Ward
- Petts Wood and Knoll Ward
- Plaistow Ward
- Shortlands and Park Langley Ward
- St Mary Cray
- St Paul's Cray
- West Wickham



Other.....

Out of Borough

How we use your information

The information you share with us will also be accessed by our national body Healthwatch England and shared with local health and care commissioners and providers. This helps us spot trends both nationally and locally to identify areas for improvement. We may use quotes in our reports, but we will not use any information that will identify you. Our full privacy statement can be found at:

[Privacy Policy - Healthwatch Bromley](#)

Confirmation of consent

I consent to sharing my information with Healthwatch Bromley as part of the Patient Experience Programme.

Thank you for sharing your experience! We recognise that health and care issues can be an extremely personal matter and we are appreciative of you giving us your time.

Do you want any further information from Healthwatch Bromley? If yes, please leave your details

Name..... Phone/Email.....

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Glossary of Terms

CQC	Care Quality Commission
DH	Denmark Hill
HWB	Healthwatch Bromley
HWE	Healthwatch England
KCH	King's College Hospital
LBB	London Borough of Bromley
N/A	Not Applicable
PRUH	Princess Royal University Hospital
YVHSC	Your Voice in Health and Social Care

Distribution and Comment

This report is available to the public and is shared with our statutory and community partners. Accessible formats are available. If you have any comments on this report or wish to share your views and experiences, please contact us.



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

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to quality**