

Q2 Patient Experience Report

Healthwatch Bromley
July–September 2025



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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 of patient experience and suggest how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GP practices, hospitals and libraries



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 July and September 2025, 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.

Layout of the report

This report is broken down into three key sections:

- Quarterly Snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

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.

The GP and hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice and areas of improvement. This is followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdown and an equality analysis page.

How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

Additional deep dives

This report functions as a standardised 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.

Q4 Snapshot

This section provides a summary of the experiences we collected during July–September 2025 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)



596 reviews

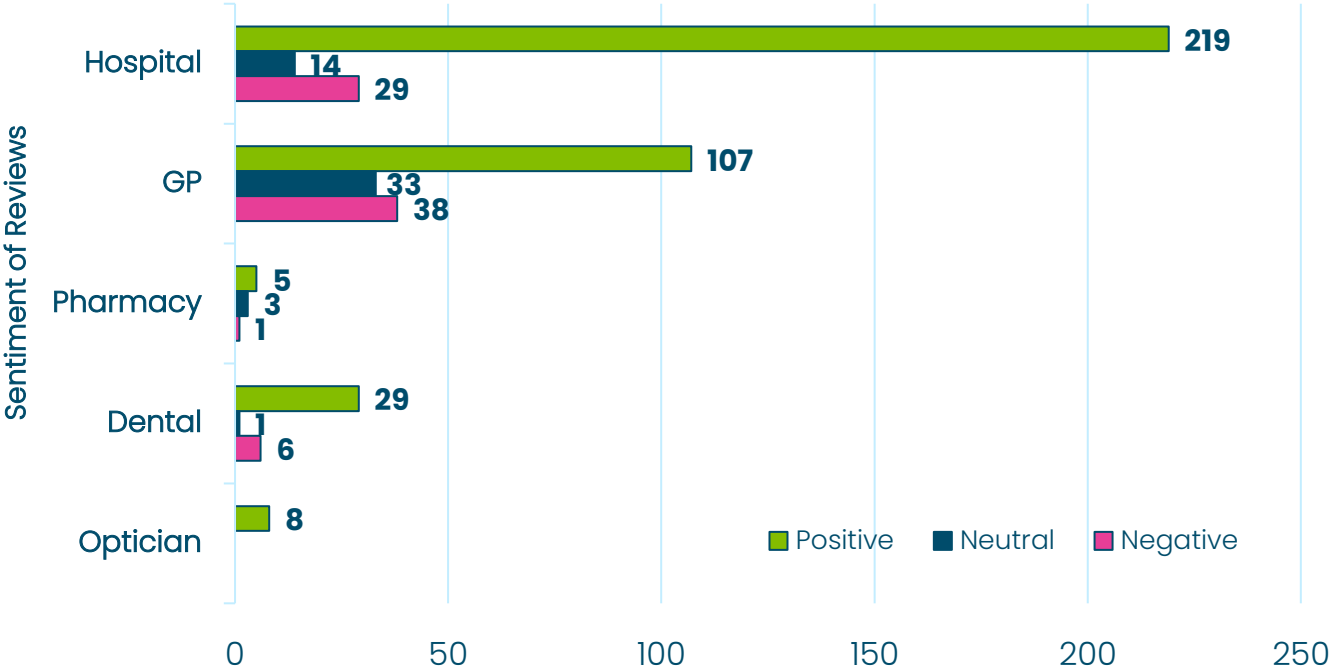
of health and care services were shared with us, helping to raise awareness of issues and improve care.

65 visits

were carried out across the borough including at hospitals, GP practices, health awareness evenings, wellbeing cafés, community fairs, mum and tots' groups. and the One Bromley Health Hub.

Top Five Service Types	No of Reviews	Percentage of positive reviews
Hospital	262	84%
GP	178	60%
Dentist	36	81%
Pharmacy	9	56%
Optician	8	100%

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



Experiences of GP Services



What people told us about GP Services

"Very quick to get appointments, staff are great, no complaints."

"The waiting time and availability of appointments needs to be improved."

"They listen very attentively. They give options or advice depending on the condition. They are punctual."

"It depends on which receptionist you get. Some are very caring and do their best for you. But occasionally you get one who is always annoyed."

"The staff here are really friendly, and I am pleased with the treatment here."

"Very poor service for housebound patients."

"At 8am, I completed an e-consult and uploaded a couple of pictures. At 8:22 AM received a letter in NHS app explaining diagnosis & advised that medication request had been sent to pharmacy."

"GP surgeries seem under-resourced. Need more GPs for people with neuro-diverse conditions for better support."



GP Services Summary Findings

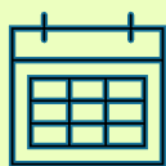
What has worked well?

Below is a list of the key positive aspects highlighted between July and September 2025.



Quality of treatment

There was an increase in the number of patients who were positive about their experience of care; 77% this quarter compared to 68% last quarter (13% negative, 10% neutral). It continues to be the case that patients feel that once they get to see a doctor, they are pleased with the treatment they receive.



Appointment availability

63% of patients are positive about being able to get an appointment (35% negative, 1% neutral) compared to 48% last quarter.

This could be because of changes to booking systems for GP practices across Bromley, also that Primary Care Networks are providing more appointment options to GP practices.



Staff attitudes

75% of patients were positive about GP practice staff, an increase from 66% last quarter (19% negative, 6% neutral). Positive reviews are particularly important currently as 1st October 2025 marked a deadline for practices to adopt new triage practices.

Patients continue to appreciate staff who are polite and patient, on the telephone or the reception desk.

What could be improved?

Below is a list of the key areas for improvement highlighted between September and July 2025.



Access to GP services – using an app or online form

GP practices in Bromley use either eConsult, Accurx or Amina for patients to book appointments online.

53% of patients are negative or neutral about using these online systems, compared with 46% last quarter.

Conversations with patients show that some prefer to phone to get an appointment, others are unfamiliar with online systems and cautious about using them. Many talk about being confused by the number of seemingly irrelevant questions they must answer when completing the form.



Access to GP services – getting through on the telephone

Patients continue to find it difficult to get through on the telephone; 56% are negative or neutral about access compared to 51% last quarter.

One of the objectives of online triage is to free up the phone lines for those who need to call the practice, but this benefit has not been observed, from the patient data we collected.

The image is a cover for a data set. It features a dark teal background with a large white oval in the center. The oval is bordered by a thick pink line. The text 'GP Services' is written in a dark teal serif font, and 'Full data set' is written in a pink sans-serif font below it.

GP Services

Full data set

GP Services

No. of Reviews	178
Positive	60%
Negative	19%
Neutral	21%



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:

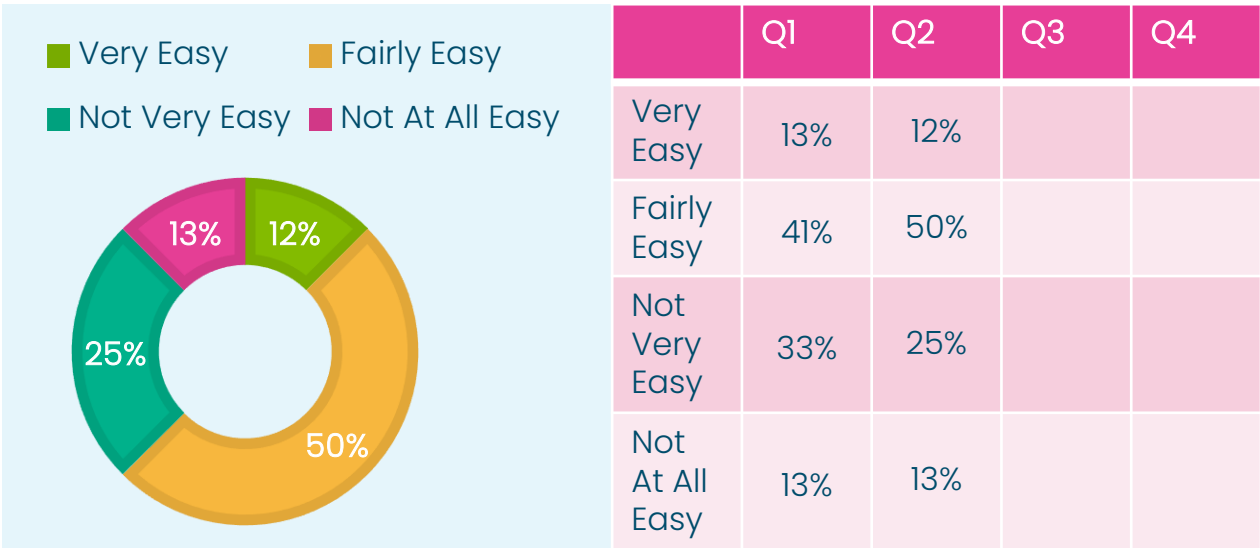
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the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

Please note that for 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.

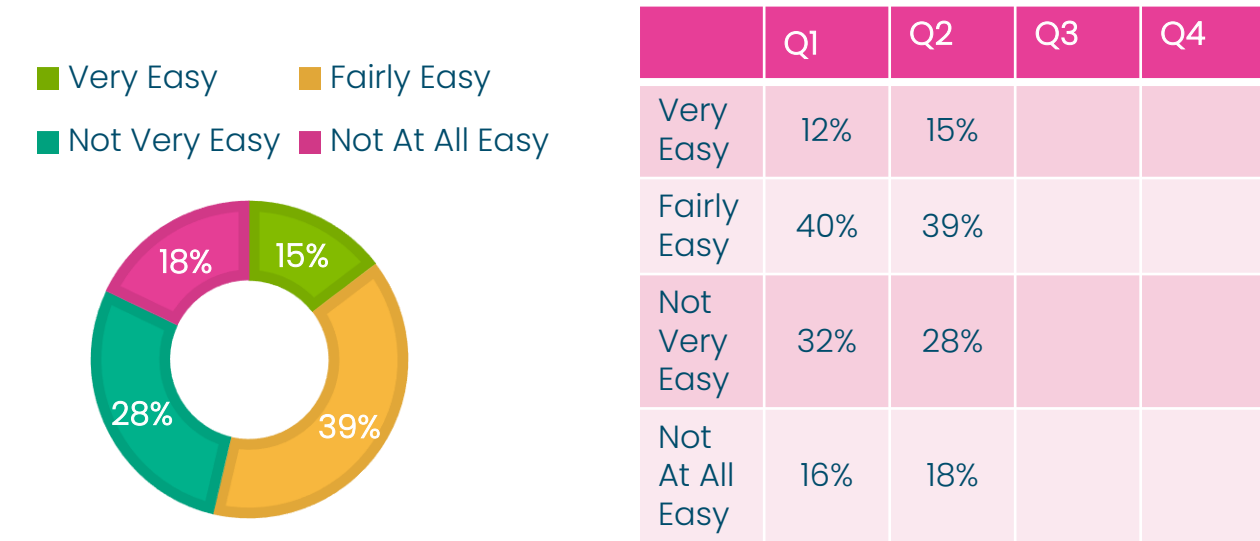
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

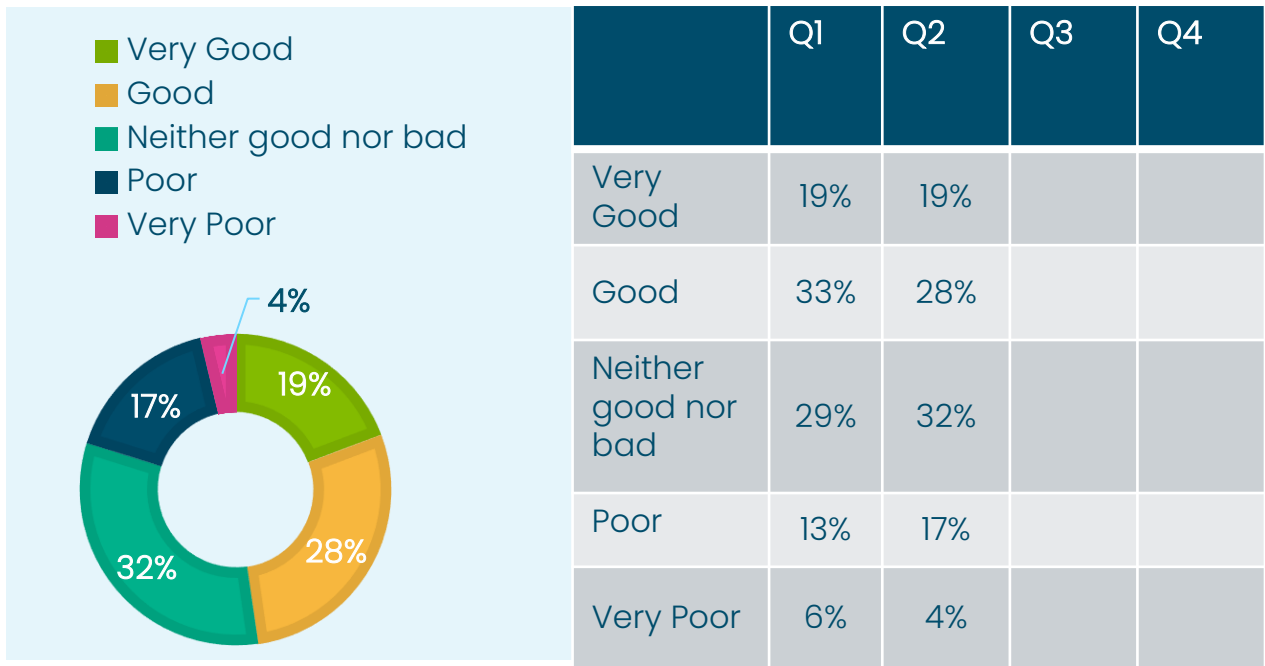
Q1) How do you find getting an appointment?



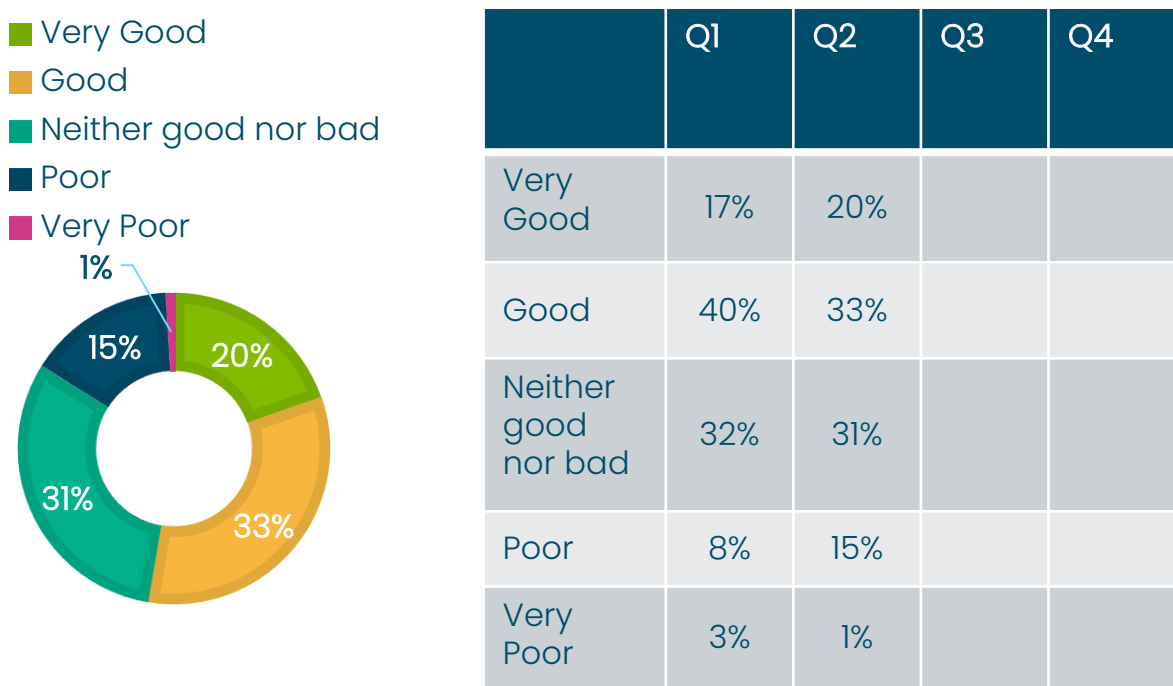
Q2) How do you find getting through to someone at your GP practice on the phone?



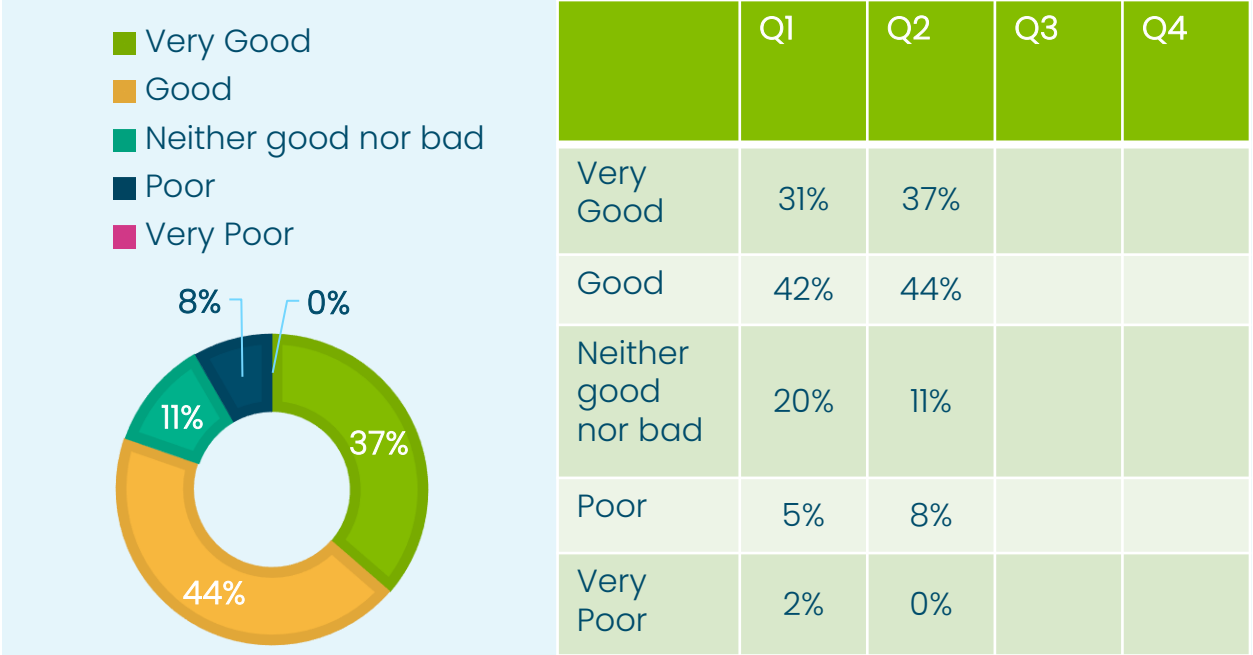
Q3) How do you find the quality of online consultations?



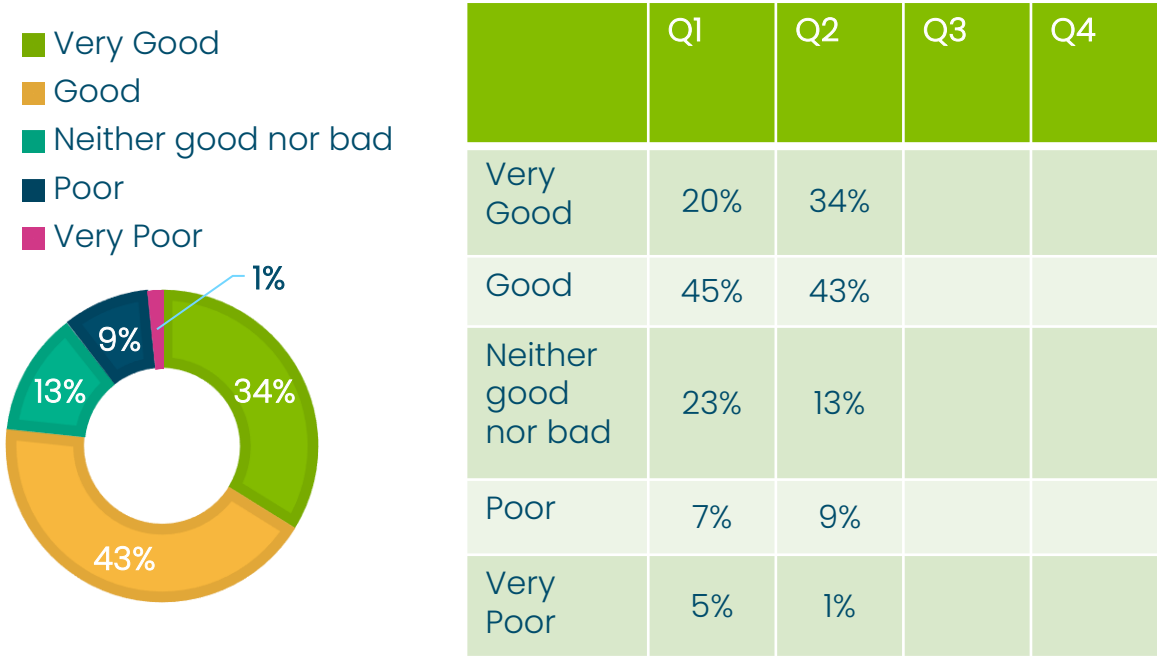
Q4) How do you find the quality of telephone consultations?



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 highlighted on previous pages, we 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 applied. The table below shows the top five themes mentioned by patients between September and July 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.

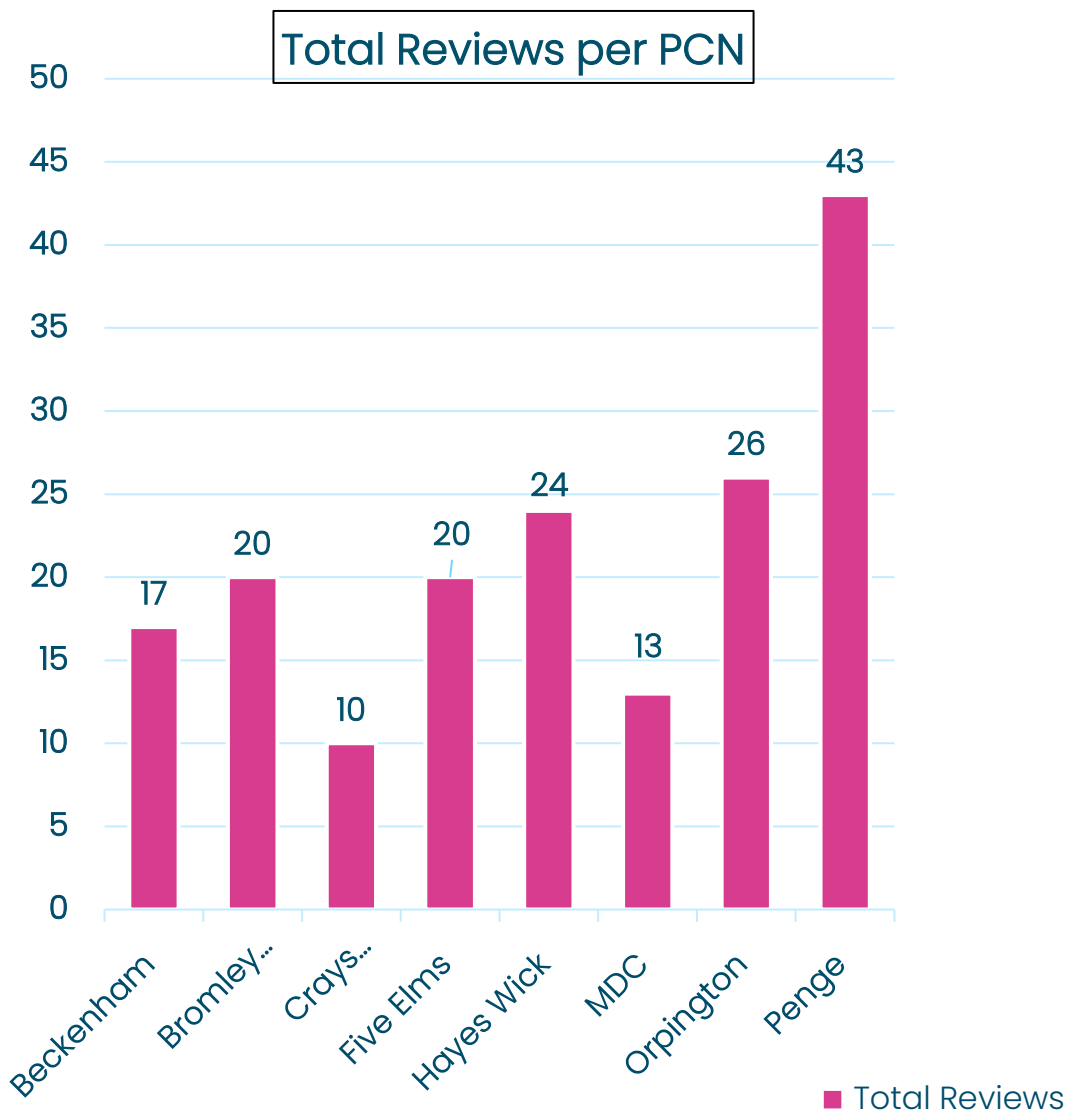
Top five themes	Positive	Negative	Neutral	Total
Staff attitudes	87 (76%)	17 (15%)	10 (9%)	114
Quality of treatment	85 (78%)	11 (10%)	13 (12%)	109
Appointment availability	45 (64%)	25 (35%)	1 (1%)	71
Getting through on the telephone	29 (45%)	22 (34%)	14 (21%)	65
Online consultation (app/form)	14 (47%)	10 (33%)	6 (20%)	30

Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within a geographical area; they work together to support local patients. Within Bromley there are eight PCNs:

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

Between July and September, the PCNs which received the most reviews were Penge and Orpington. (There were five out of borough reviews).



PCN Access and Quality Questions

To understand the range of experience across the borough we have compared the PCNs’ 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.

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	2.9	2.4	3.4	3.8	4.5	4.3
Bromley Connect	2.3	2.6	3.3	3.5	4.1	4.0
Crays Collaboration	2.0	2.0	2.9	2.9	3.8	3.8
Five Elms	2.9	2.5	3.8	4.2	4.5	4.5
Hayes Wick	2.7	2.4	3.1	3.4	4.0	3.8
Mottingham, Downham & Chislehurst (MDC)	2.6	2.4	3.3	3.5	4.0	4.0
Orpington	2.9	3.3	4.2	4.1	4.5	4.5
Penge	2.5	2.5	3.5	3.4	3.7	3.6

PCN Themes

We have also identified the top two positive and negative themes for each PCN from which we have received **15 or more reviews**.

PCN	Overall rating	Top two positive issues	Top two negative issues
Beckenham No of reviews: 17	3.2	Appointment availability	Getting through on the phone
		Staff attitudes	Appointment availability/Online consultation (app/form)
Bromley Connect No of reviews: 20	3.5	Quality of treatment	Online consultation (app/form)
		Staff attitudes	Appointment availability/getting through on the phone
Crays Collaboration No of reviews: 10	3.3	Not applicable	
Five Elms No of reviews: 20	4.3	Staff attitudes	Communication between services/Management of service
		Quality of treatment	Staff attitudes/Waiting times/Booking appointments
Hayes Wick No of reviews: 24	3.5	Appointment availability	Getting through on the telephone
		Staff attitudes	Quality of treatment
MDC No of reviews: 13	3.7	Not applicable	
Orpington No of reviews: 26	3.7	Staff attitudes	Appointment availability
		Quality of treatment	Commissioning and provision/Management of service
Penge No of reviews: 43	3.3	Staff attitudes	Appointment availability
		Quality of treatment	Waiting times

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

Positive Issues

Q1	Q2	Q3	Q4
Quality of treatment	Staff attitudes		
Appointment availability	Quality of treatment		
Getting through on the telephone	Appointment availability		
Staff attitudes	Getting through on the telephone		
Online consultation (app/form)	Treatment and care (experience)		

Negative issues

Q1	Q2	Q3	Q4
Appointment availability	Appointment availability		
Getting through on the phone	Getting through on the phone		
Quality of treatment	Staff attitudes		
Online consultation (app/form)	Management of service		
Staff attitudes	Quality of treatment		

Equalities Snapshot

During our engagements we ask residents to share information, voluntarily, about themselves (e.g. gender, age, and ethnicity). This allows us to understand whether there are differences in people's experience based on their personal characteristics.

This section covers information from patients who provided demographic information. A full demographics breakdown can be found in the appendix.



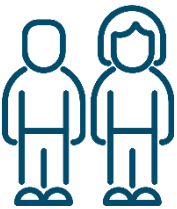
Gender

We received reviews from 26 men and 82 women; 62% and 63% respectively were positive about their GP service.



Age

We received the most reviews from 65–74 and 75–84 year olds (both 24); 63% were positive for both groups (29% negative for the former, 13% for the latter).



Ethnicity

Most reviews were completed by White British patients (86); 69% were positive.



Disability and Long-Term Conditions (LTC)

50% of respondents reporting a disability (26) left positive reviews about services.

61% positive reviews were received from those with an LTC (44).

Experiences of Hospital Services



What people told us about hospitals

"Really happy with the quality of care – easy to be seen, appointment system easy to navigate, kind staff, short waiting times."

"Staff are amazing and the whole experience with them has been wonderful."

"Excellent care for my daughter. The doctors were very good, and the reception staff were very attentive."

"Friendly knowledgeable staff, lots of care when on the ward."

"Terrible pharmacy service. Very long waits. Disorganised."

"Triage system in A&E completely broken. Insufficient qualified doctors and nurses to make triage effective. 6.5 hour wait to be seen."

"Parking is difficult. Not enough disabled parking."

"Appointment records, test results, and other related information are not integrated with the NHS App, which can make things a bit confusing."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects highlighted by patients between July and September 2025.



Appointment availability

88% of patients are positive about the availability of appointments (86% in Q1) – this indicates that for many patients the process of getting a referral for a hospital appointment is working well.



Staff attitudes

95% of patients are positive about the attitudes of staff at the hospitals (89% in Q1).

Patients continue to appreciate staff who are polite and caring.



Quality of treatment

92% of patients are positive about the treatment and care they received at the hospitals – a small increase on 88% in Q1. In this quarter 85% of patients were positive about their experience of treatment and care.

What could be improved?

Below we describe the key areas for improvement highlighted by patients between July and September 2025.



Waiting times (punctuality and queueing on arrival)

32% of patients are negative or neutral about the time they had to wait before being seen by a health professional. (34% last quarter).

Long waits can be stressful for patients particularly if they are reliant on others for transport.



Getting through on the telephone

56% of patients reported negative or neutral experiences of accessing hospitals by telephone, compared to 30% in Q1.

Access by telephone remains a problem as apps like MyChart still require patients to phone to cancel an appointment they are unable to attend, as it is not possible to do this on the app or by email.



Hospital Services

Full data set

Hospital Services

No. of Reviews	262
Positive	219
Negative	29
Neutral	14



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.

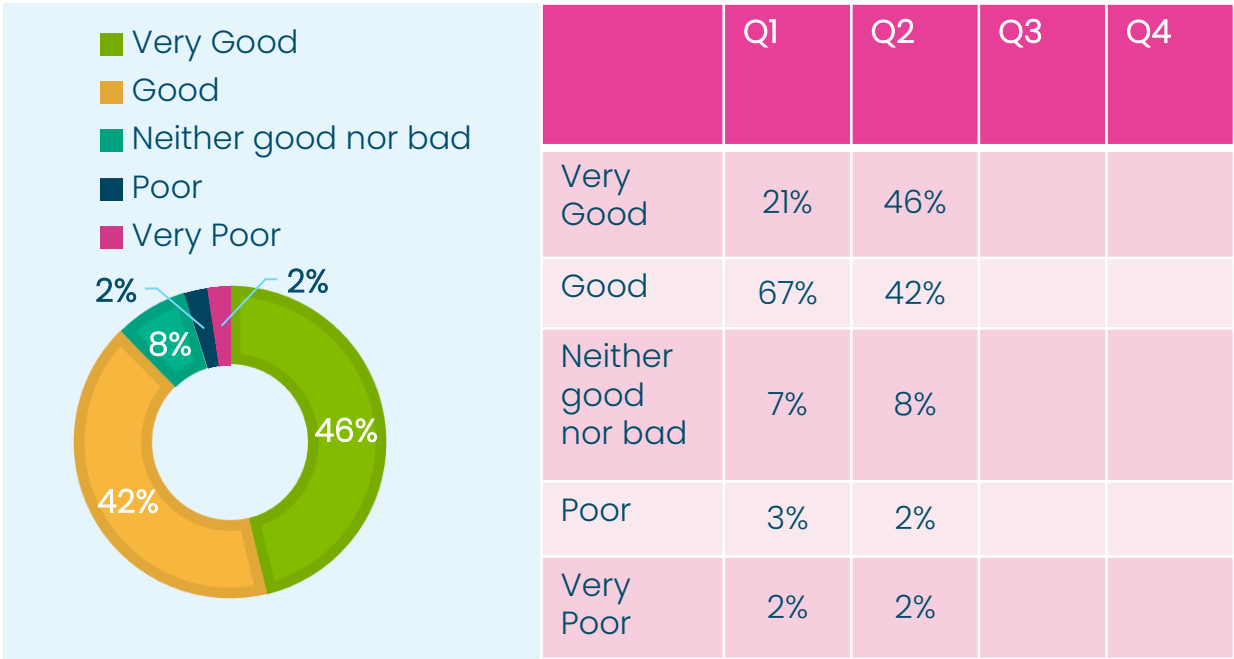
The questions we asked were:

- 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?

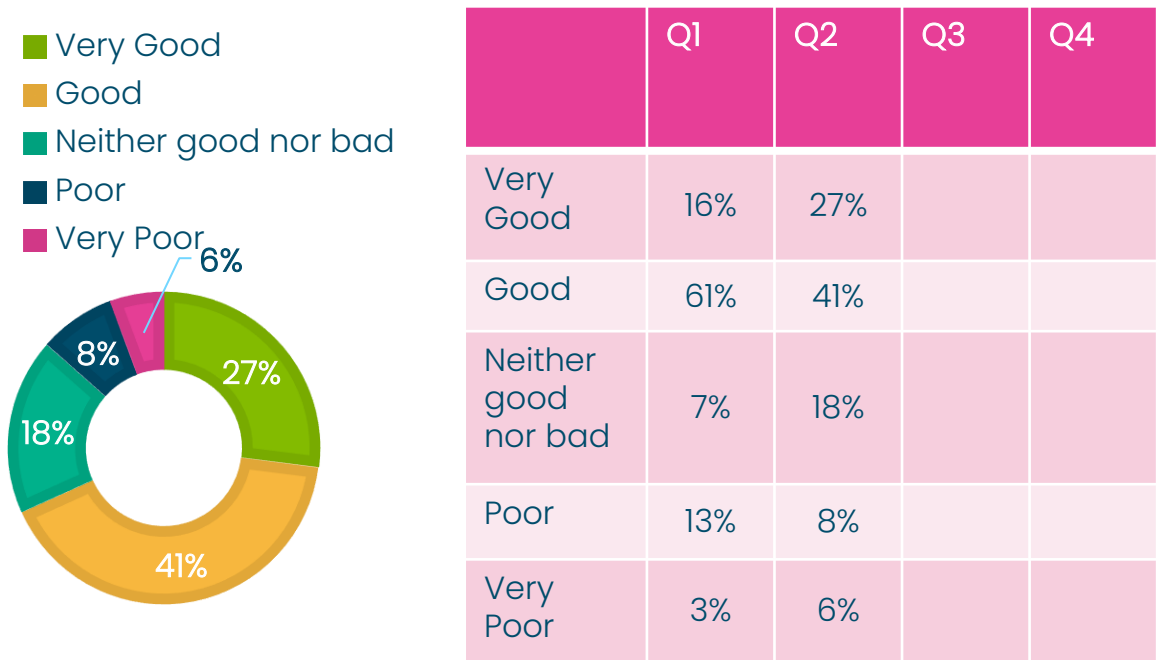
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

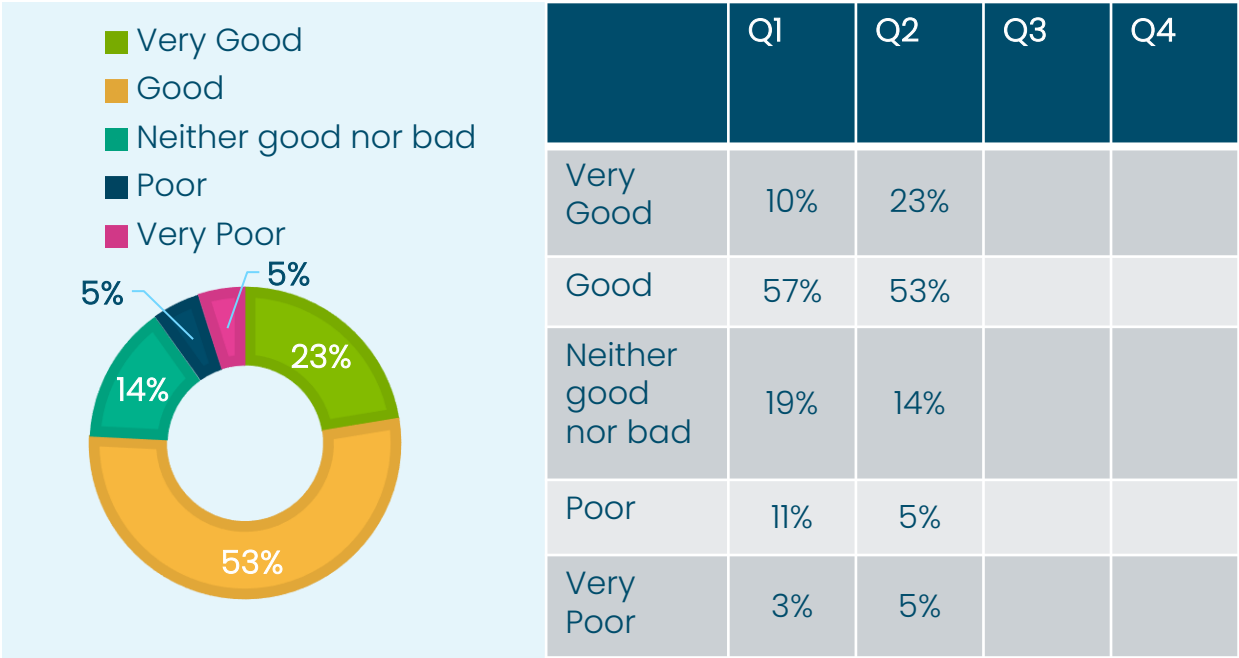
Q1) How did you find getting a referral/appointment at the hospital?



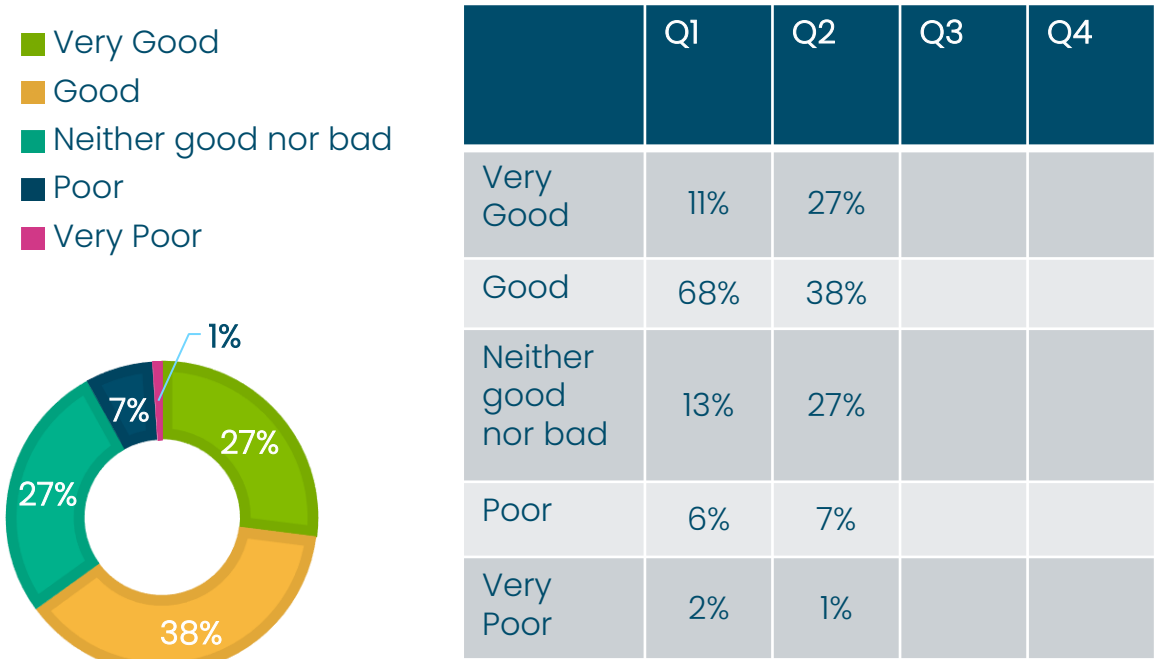
Q2) How do you find getting through to someone on the phone?



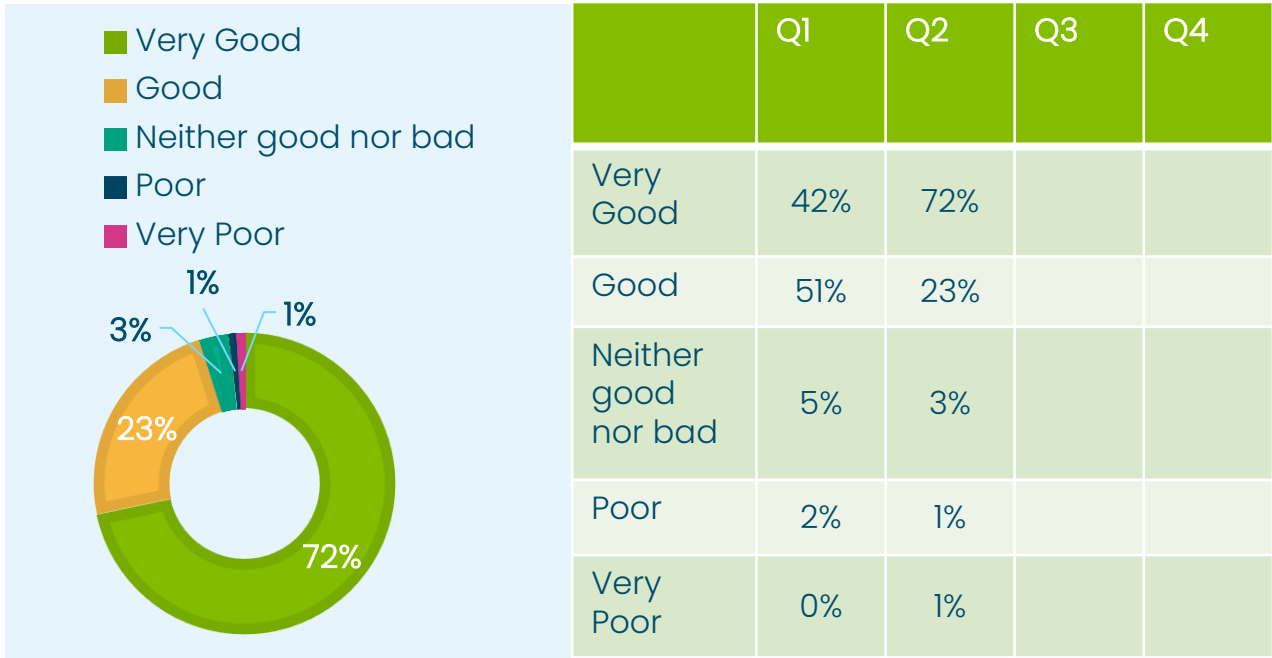
Q3) How do you find the waiting times at the hospital?



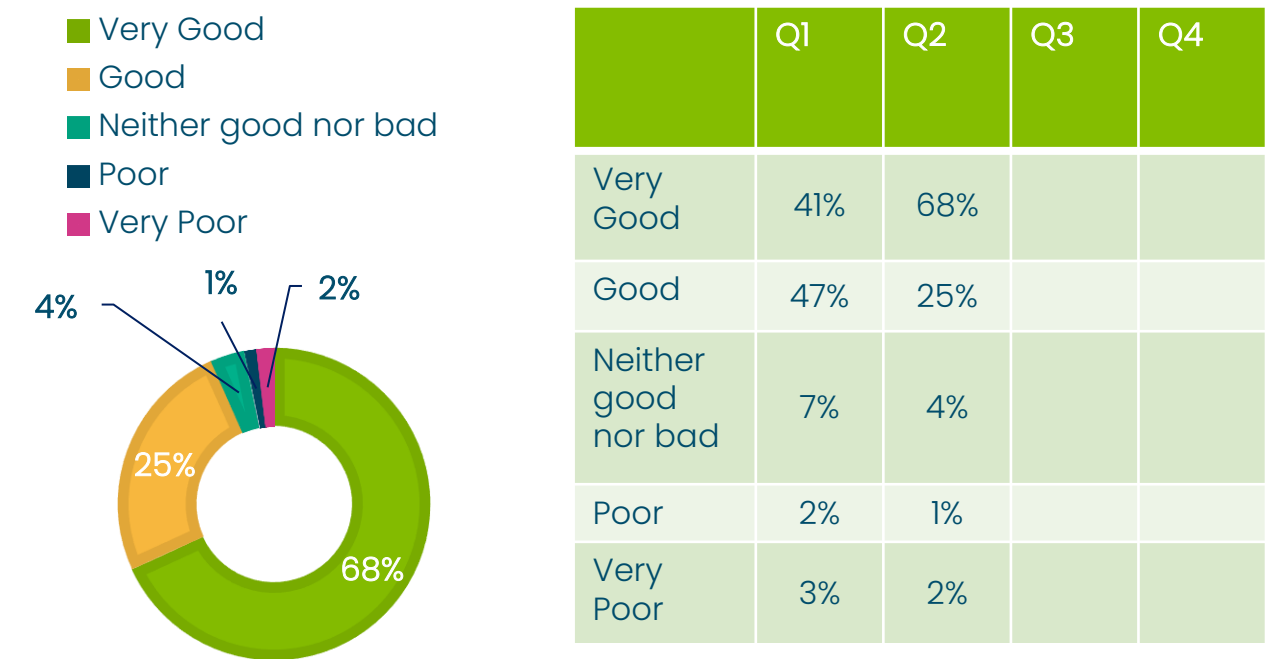
Q4) How do you think the communication is between your hospital and GP practice?



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 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 hospital services.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The table below show the top five themes mentioned by patients between April and June 2025 based on the free text responses. 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 Themes	Positive	Negative	Neutral	Total
Staff attitudes	189 (95%)	8 (4%)	3 (1%)	200
Quality of treatment	170 (92%)	10 (5%)	5 (3%)	185
Waiting times (punctuality)	100 (68%)	34 (23%)	14 (9%)	148
Appointment availability	107 (88%)	8 (7%)	6 (5%)	121
Treatment and care (Experience)	34 (85%)	5 (13%)	1 (2%)	40

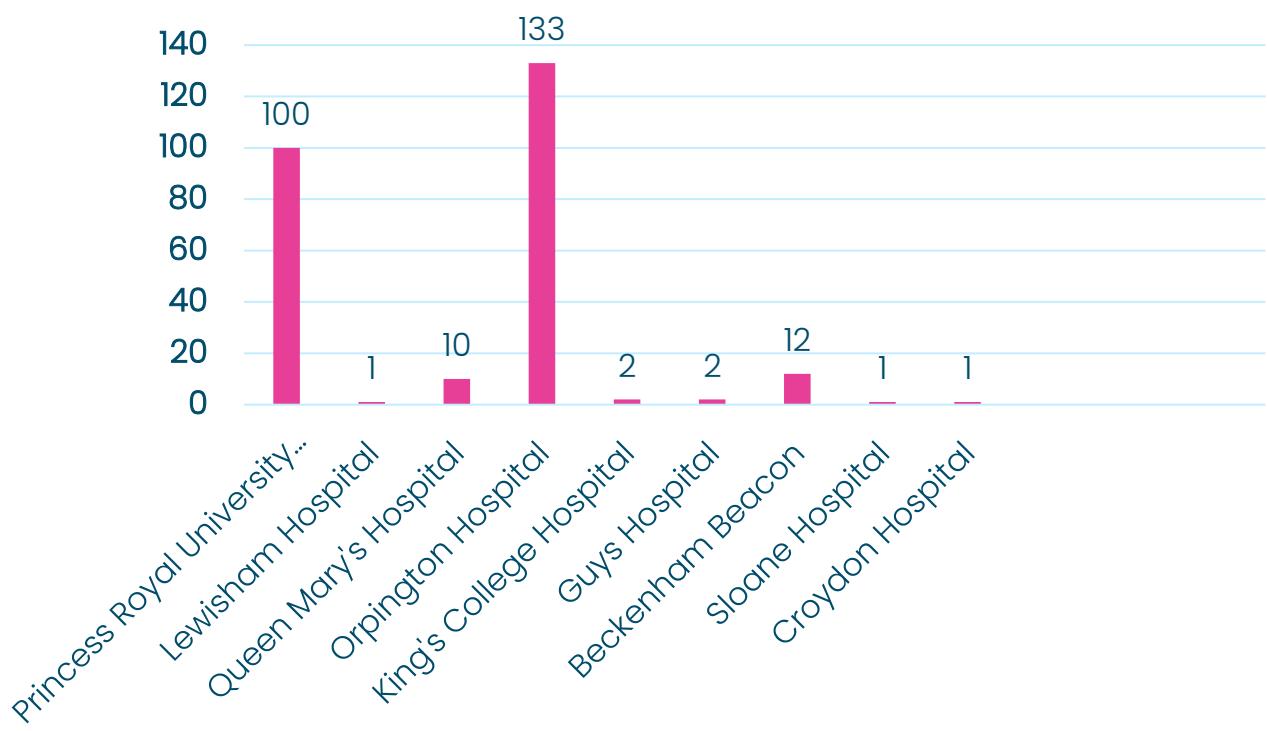
Reviewed Hospitals

Bromley residents access different hospitals depending on factors such as choice, locality and specialist requirements. During the last 3 months we heard about experiences at:

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

Between September and July, the PRUH and Orpington received the most reviews. Healthwatch Bromley visits both weekly. Additional patient experiences were collected through face-to-face engagements and online reviews.

Hospital by number of reviews



To understand the range 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 Communicati on between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Princess Royal University Hospital No of reviews: 100	4.4	4.0	3.7	3.8	4.5	4.4
Orpington Hospital No of reviews: 133	4.3	3.8	3.9	4.2	4.8	4.7

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Princess Royal University Hospital (PRUH)	3.8	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)
		Quality of treatment	Quality of treatment
		Appointment availability	Staff Attitudes
Orpington Hospital	4.5	Staff Attitudes	Car Parking
		Quality of treatment	Waiting Times (punctuality and queueing on arrival)
		Waiting Times (punctuality and queueing on arrival)	Getting through on the telephone

Equalities Snapshot

During our engagements we ask residents to share information, voluntarily, about themselves (e.g. gender, age, and ethnicity). This allows us to understand whether there are differences in experience to people based on their personal characteristics.

This section covers information from patients who provided demographic information. A full demographics breakdown can be found in the appendix.



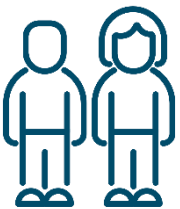
Gender

We received reviews from 64 men and 152 women; 92% and 89% respectively were positive about their hospital experience.



Age

We received the most reviews from 75–84 year olds (44) and 25–34 year olds (41); 89% and 88% respectively were positive.



Ethnicity

Most reviews were completed from White British patients (169); 91% were positive.



Disability and Long-Term Conditions (LTC)

88% of people who reported a disability (43) left positive reviews about services.
89% positive reviews were received from people with an LTC (75).

Appendix



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Photo: Healthwatch Bromley

Number of reviews for each service type

Service Type	Positive	Negative	Neutral	Total
GP	107	33	38	178
Hospital	219	14	29	262
Dentist	29	1	6	36
Pharmacy	5	3	1	9
Optician	8	0	0	8
Mental Health	1	0	2	3
Community Health	0	0	1	1
Digital	62	15	21	98
Other	-	-	-	-
Social Care	0	1	0	1
Overall Total	431	67	98	596

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	28%	115
Woman (including trans woman)	71%	295
Non- binary	0%	0
Other	0%	0
Prefer not to say	1%	5
Not provided		181
Total	100%	596

Long-term condition	Percentage %	No of Reviews
Yes	40%	155
No	58%	226
Prefer not to say	0%	0
Not known	2%	4
Not provided		211
Total	100%	596

Disability	Percentage %	No of Reviews
Yes	21%	80
No	77%	293
Not known	1%	4
Prefer not to say	1%	3
Not provided		216
Total	100%	596

Unpaid Carer	Percentage %	No of Reviews
Yes	12%	38
No	70%	226
Prefer not to say/did not answer	18%	58
Not provided		274
Total	100%	596

Age	Percentage %	No of Reviews
Under 18	1%	5
18-24	1%	6
25-34	15%	60
35-44	16%	67
45-54	8%	35
55-64	13%	53
65-74	16%	67
75-84	21%	86
85+	7%	27
Prefer not to say	1%	5
Not provided		185
Total	100%	596

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	1
Bisexual	2%	7
Gay man	1%	4
Heterosexual / Straight	92%	338
Lesbian / Gay woman	0%	0
Pansexual	0%	0
Prefer not to say	3%	12
Not known	0%	0
Prefer to self describe	1%	2
Not provided		232
Total	100%	596

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	5%	19
Not in employment & Unable to work		
Not in Employment/ not actively seeking work - retired	9%	34
Not in Employment (seeking work)		
Not in Employment (Student)	38%	143
Paid: 16 or more hours/week		
Paid: Less than 16 hours/week	0%	1
On maternity leave		
Prefer not to say	1%	4
Not provided		
Total	100%	596

Religion	Percentage %	No of Reviews
Buddhist	0%	0
Christian		
Hindu	52%	204
Jewish		
Muslim	4%	14
Sikh		
Spiritualist	2%	9
Prefer not to say		
Other religion	1%	5
No religion		
Not provided	0%	0
Total		
	100%	596

Pregnancy	Percentage %	No of Reviews
Currently pregnant	12%	43
Currently breastfeeding		
Given birth in the last 26 weeks	7%	26
Prefer not to say		
Not known	7%	24
Not relevant		
No	1%	3
Not provided		
Total	100%	596

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	80%	312
Irish	0%	0
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	3%	13
Bangladeshi	0%	0
Chinese	1%	5
Indian	2%	6
Pakistani	1%	2
Any other Asian background/Asian British Background	3%	13
African	5%	20
Caribbean	1%	5
Any other Black / Black British background	2%	8
Asian and White	0%	1
Black African and White	0%	0
Black Caribbean and White	0%	0
Any other mixed or multiple ethnicities	0%	0
Arab	1%	2
Any other ethnic group	0%	0
Prefer not to say	0%	0
Not provided		209
Total	100%	596

Area of the borough (Ward)	Percentage %	No of Reviews
Beckenham Town & Copers Cope	9%	37
Bickley & Sundridge	4%	14
Biggin Hill	2%	9
Bromley Common & Holwood	10%	40
Bromley Town	16%	62
Chelsfield	1%	3
Chislehurst	5%	18
Clock House	1%	2
Crystal Palace & Anerley	4%	14
Darwin	0%	0
Farnborough & Crofton	1%	3
Hayes & Coney Hall	7%	29
Kelsey & Eden Park	0%	0
Mottingham	0%	0
Orpington	20%	80
Penge & Cator	3%	11
Petts Wood & Knoll	1%	2
Plaistow	1%	4
Shortlands & Park Langley	0%	1
St Mary Cray	1%	4
St Paul's Cray	1%	4
West Wickham	3%	12
Out Of Borough	11%	42
Not provided		205
Total	100%	596

healthwatch Bromley

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