

# Q3 & Q4 Patient Experience Report

Healthwatch Bromley  
October 2025 – March 2026



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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.

This report captures six months of patient engagement and aims to raise awareness of patient experience and suggest how services could be improved.

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## 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

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Healthwatch independence helps people trust our organisation and give honest feedback which they might not always share directly with local services. Between October 2025 and March 2026, we reached out widely across Bromley via health services, faith groups, community centres and support groups to hear voices of residents who might not otherwise be heard.

The number of patient engagements this period was lower than usual, because we were concurrently producing two major survey reports, one on services at the Chartwell Unit, the other on digital aspects of local health services.

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# Layout of the report

This report is broken down into three key sections:

- Q3 and Q4 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 six 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 the positive and negative feedback we heard from local people. The next section is summary findings, including good practice and areas for 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 in the borough, where we will 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, but are dependent on additional capacity and resource provision.

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# Q3 & Q4 Snapshot

This section provides a summary of the experiences we collected during October 2025 – March 2026 with 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)



## 614 reviews

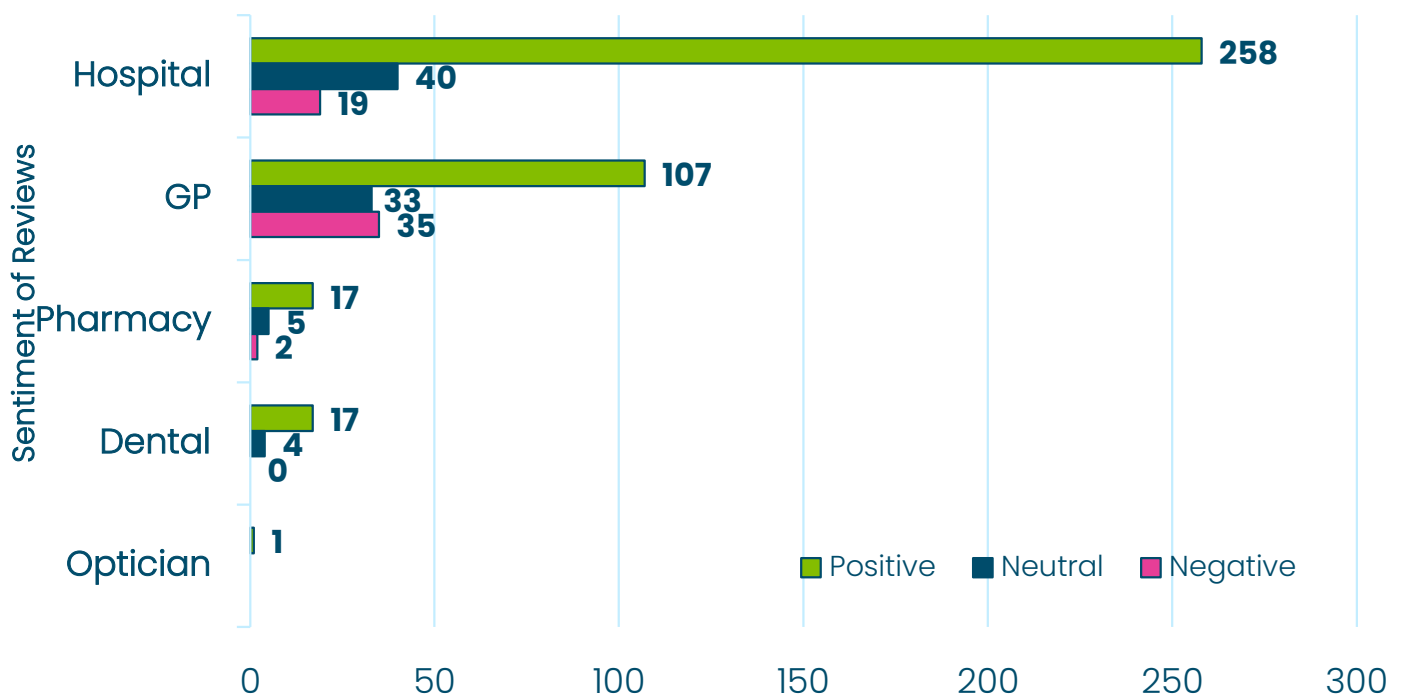
of health and care services were shared with us, helping to raise awareness of local issues and improve care.

## 106 visits

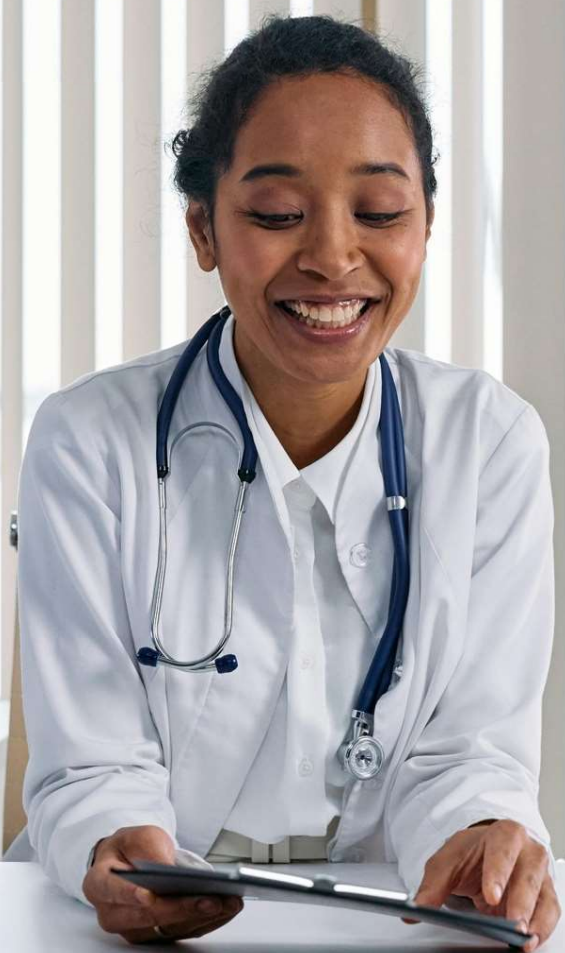
were carried out across the borough including at hospitals, GP practices, a SEND event, wellbeing cafés, a health and well being event, a Together Tuesday Festive Lunch, an International Women's Day event. the One Bromley Health Hub and a Clear Community Web Digital Event.

Top Five Service Types	No of Reviews	Percentage of positive reviews
Hospital	317	81%
GP	175	61%
Dentist	21	81%
Pharmacy	24	71%
Optician	1	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

"I am able to write a GP and get a response."

"Not being able to see a doctor when you need to."

"The online app is quite useful once you are used to doing it."

"Online consultation is poor service, and it is impersonal. No physical contact with the GPs."

"GP receptionist rings day before appointment to check you are attending."

"No face-to-face meetup with the doctor."

"Clean & tidy surgery with pleasant staff who really try to help!"

"Communication problems with getting medications."



# GP Services Summary Findings

# What has worked well?

Below is a list of the key positive aspects relating to GP practices between October 2025 – March 2026

## Staff attitudes



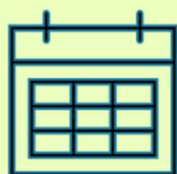
73% of reviews covering staff attitudes were positive. Many residents had found staff to be 'kind' and 'helpful' when listening to their concerns.

## Quality of treatment



Reviews covering quality of treatment were 66% positive. Residents said they were pleased with the care they received.

## Quality of appointment – telephone consultation



60% of residents reported that the use of telephone consultation was a positive experience and believed it is a good addition to their GP practice.

# What could be improved?

Below is a list of the key areas for improvement in GP practices highlighted between October 2025 –March 2026.



## Appointment availability

69% of residents reported having a negative experience in getting an appointment, and difficulty finding out what appointment times are available.



## Getting through on the telephone

65% of residents reported a negative experience in trying to get through on the phone to GP practices..



# GP Services

## Full data set

# GP Services

No. of Reviews	175*
Positive	61%
Negative	20%
Neutral	19%

\* 10 of these reviews are out of borough



## 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:

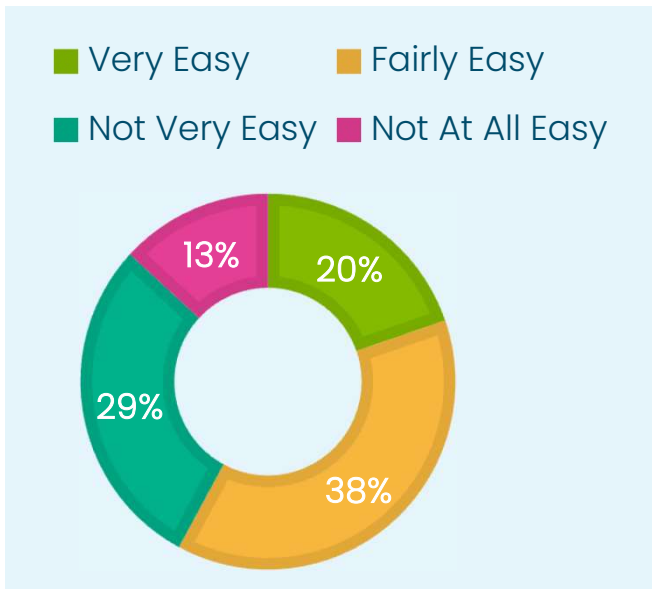
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the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

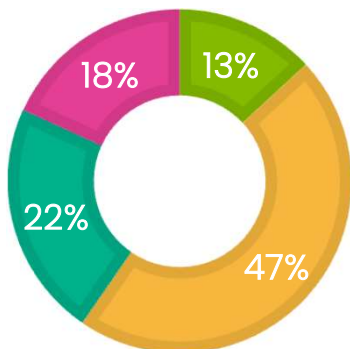


	Q1	Q2	Q3 & Q4
Very Easy	13%	12%	20%
Fairly Easy	41%	50%	38%
Not Very Easy	33%	25%	29%
Not At All Easy	13%	13%	13%

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

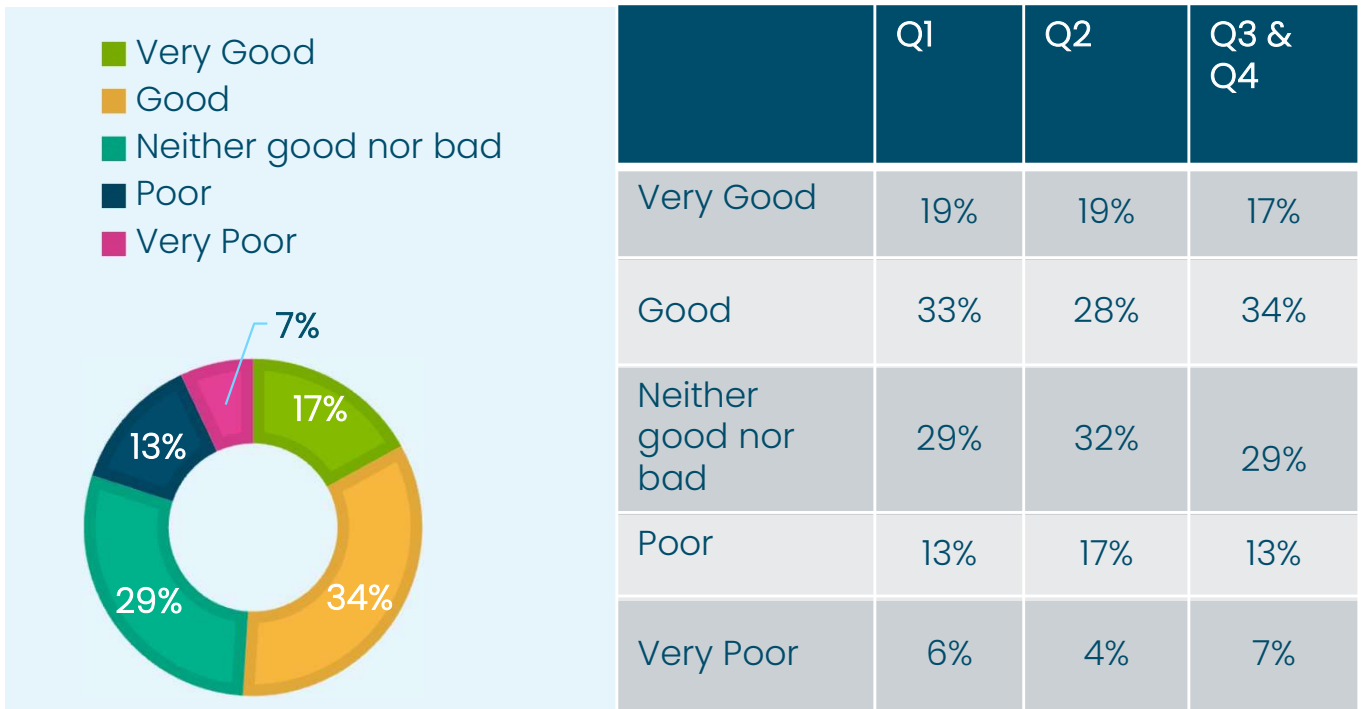
Legend:

- Very Easy (Green)
- Fairly Easy (Orange)
- Not Very Easy (Teal)
- Not At All Easy (Pink)

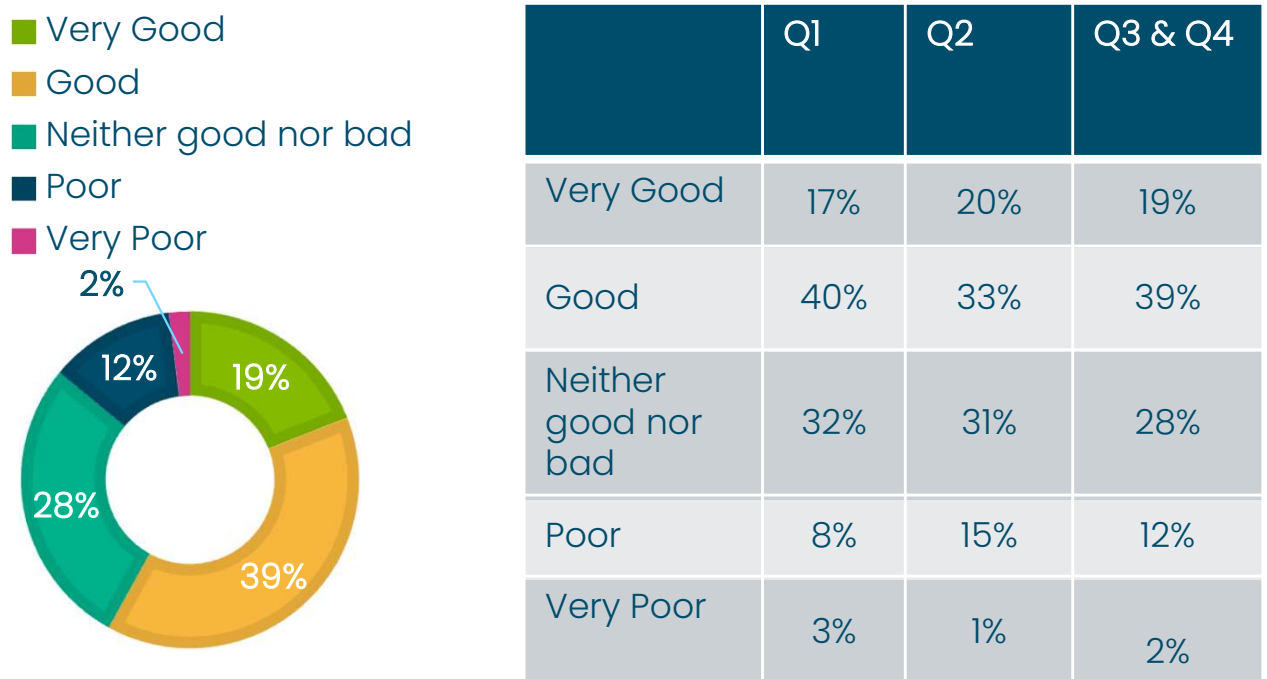


	Q1	Q2	Q3 & Q4
Very Easy	12%	15%	13%
Fairly Easy	40%	39%	47%
Not Very Easy	32%	28%	22%
Not At All Easy	16%	18%	18%

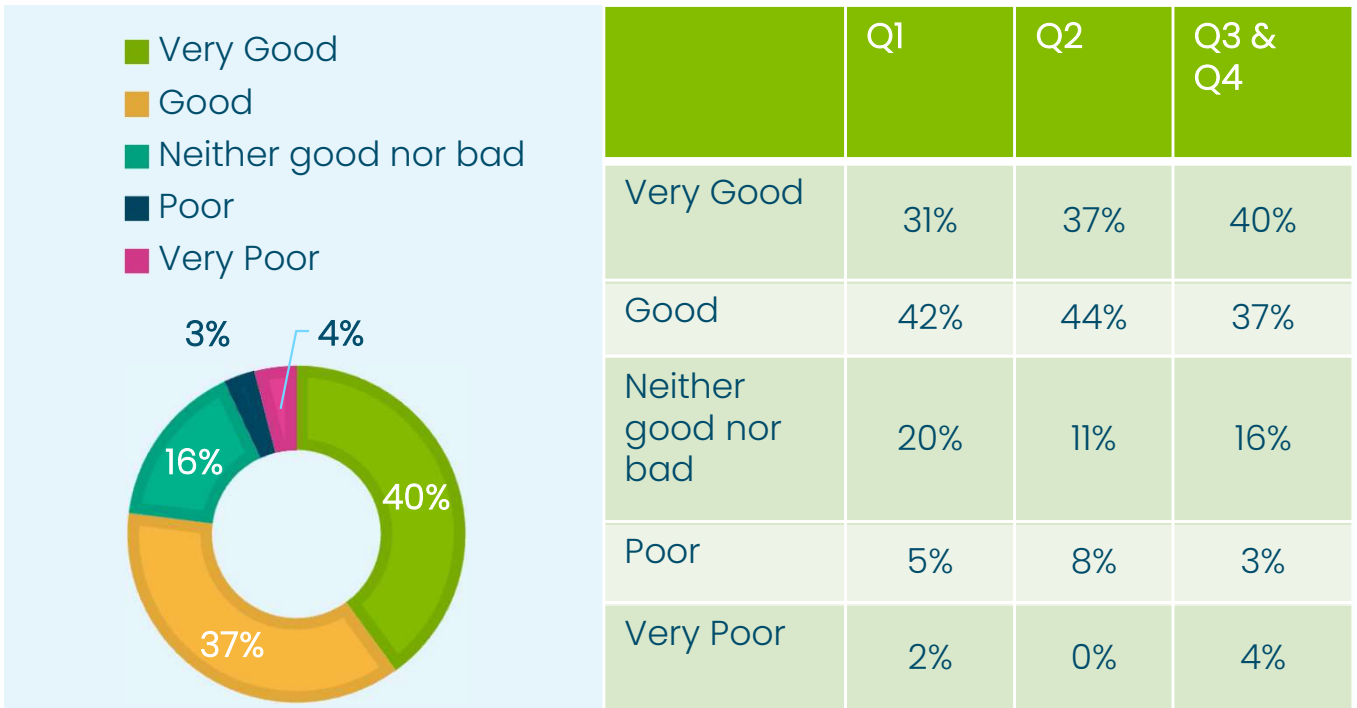
### Q3) How do you find the quality of online consultations?



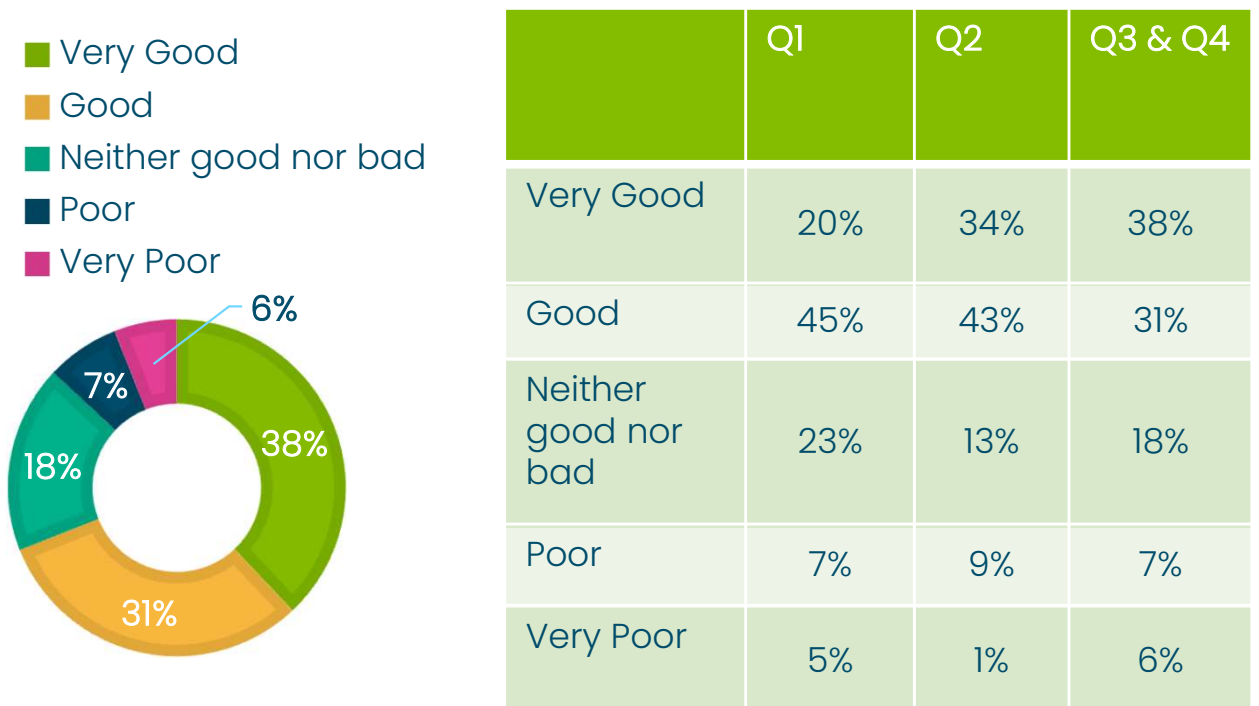
### Q4) How do you find the quality of telephone consultations?



### 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 detailed on previous pages, we asked 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 **October 2025 – March 2026** 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.

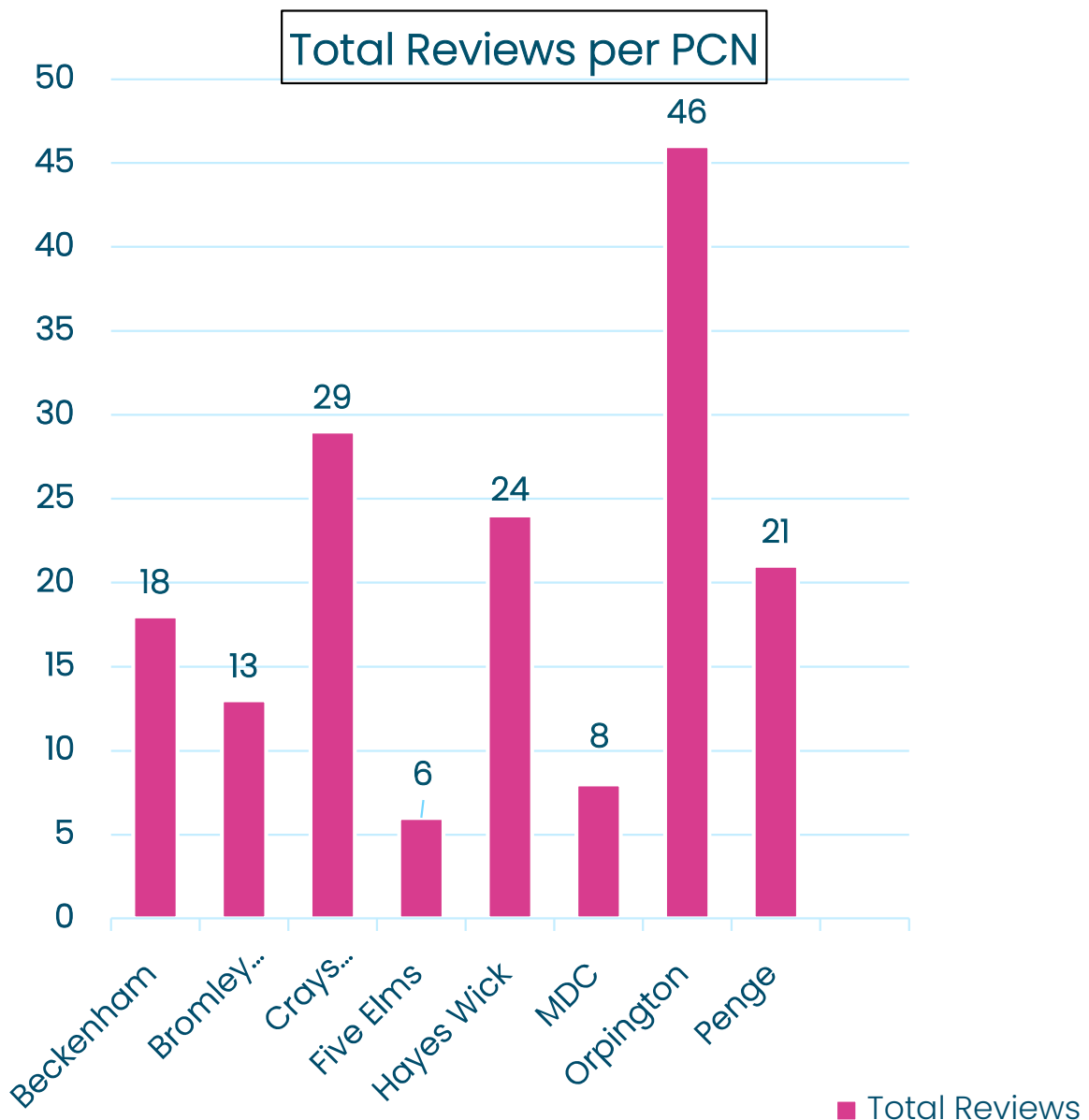
Top five themes	Positive	Negative	Neutral	Total
Staff Attitudes	74 (73%)	13 (13%)	15 (15%)	102
Quality of treatment	66 (66%)	20 (20%)	14 (14%)	100
Appointment availability	16 (29%)	38 (69%)	1 (2%)	55
Online consultation (app/form)	22 (43%)	18 (35%)	11 (22%)	51
Getting through on the telephone	14 (33%)	28 (65%)	1 (2%)	43

## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices in a geographical area which work together to support local patients. In Bromley there are eight PCNs:

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

Between October 2025 – March 2026, the PCN which received the most reviews was Orpington. There were 10 out of borough reviews.



## PCN Access and Quality Questions

To understand the range of experience of GP practices 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) 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
<b>Beckenham</b>	2.9	2.9	2.9	3.4	4.0	4.4
<b>Bromley Connect</b>	2.4	2.9	3.4	4.0	4.4	4.1
<b>Crays Collaboration</b>	2.8	2.9	3.6	3.7	4.1	4.0
<b>Five Elms</b>	1.8	1.8	1.6	2.8	2.6	2.0
<b>Hayes Wick</b>	2.6	2.5	3.1	3.5	4.0	3.6
<b>Mottingham, Downham &amp; Chislehurst (MDC)</b>	2.7	2.2	3.3	3.6	4.1	3.5
<b>Orpington</b>	2.4	2.4	3.4	3.5	4.0	3.8
<b>Penge</b>	3.0	2.5	3.8	3.9	4.4	4.6

## 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: 18	3.7	Quality of treatment	Online consultation (app form)
		Staff attitudes	Communication with patients (e.g. verbal advice)
Bromley Connect No of reviews: 13			
Crays Collaboration No of reviews: 29	3.8	Staff attitudes	Appointment availability
		Quality of treatment	Getting through on the telephone
Five Elms No of reviews: 6			
Hayes Wick No of reviews: 24	3.4	Staff attitudes	Communication with patients (verbal advice...)
		Quality of treatment	Booking appointments
MDC No of reviews: 8			
Orpington No of reviews: 46	3.5	Staff attitudes	Appointment availability
		Quality of treatment	Getting through on the telephone
Penge No of reviews: 21	4.1	Quality of treatment	Getting through on the telephone
		Staff attitudes	Appointment availability

## 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 been repeated in three periods.

### Positive Issues

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

### Negative issues

Q1	Q2	Q3 & Q4
Appointment availability	Appointment availability	Appointment availability
Getting through on the phone	Getting through on the phone	Getting through on the phone
Quality of treatment	Staff attitudes	Quality of treatment
Online consultation (app/form)	Management of service	Online consultation (app/form)
Staff attitudes	Quality of treatment	Communication with patient (treatment explanation, verbal advice)

## 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

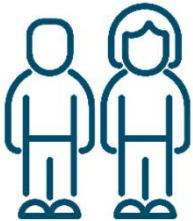
We received reviews from 102 women and 42 men – 64% of men and 59% of women rated their experiences positive.



### Age

We received most of our feedback from people aged 65–84 years.

Experiences amongst the 18–24 age range had a 100% positive rating.



### Ethnicity

62% of White British patients sharing reviews considered that their most recent experience at their GP practice was positive.



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

56% of respondents reporting a long-term condition left positive reviews about services.

47% positive reviews were received from people with a disability.

# Experiences of Hospital Services



# What people told us about hospitals

"The staff have been very clear about treatment plans."

"Car parking for disabled badge holders is limited."

"Doctors/nurses are doing their very best."

"Appointment was cancelled by my hospital and I was not given an appointment very close to the original date."

"Appointment changes come on the app, which is very good."

"Communication through the GP to the hospital is very difficult."

"Lots of access to support services whilst on the ward."

"The weight measuring machine did not work well. Last time the same was wrong and it's not been corrected."



# Hospital Services Summary Findings

# What has worked well?

Below is a list of the key positive aspects highlighted by patients who had experienced a hospital service between October 2025 – March 2026.



## Staff attitudes

84% of patients reported having a positive experience with the staff at the hospital they used.



## Quality of treatment

The quality of treatment was 80% positively reported by patients receiving hospital treatment.



## Waiting times (punctuality and queueing on arrival)

60% of patients reported a positive experience of waiting times when they attended hospital (though 26% were negative, see below).

# What could be improved?

Below we describe the key areas for improvement in hospitals highlighted by patients between October 2025–March 2026.



## Waiting times (punctuality and queueing on arrival)

26% of patients reported having a negative experience of waiting times at the hospital.



## Quality of treatment

13% of patients reported a negative experience in the quality of treatment they received. Many were dissatisfied.

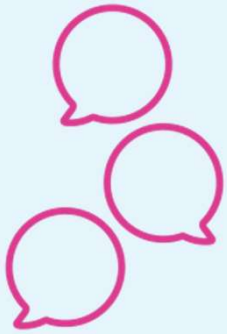


# Hospital Services

Full data set

# Hospital Services

No. of Reviews	317
Positive	81%
Negative	13%
Neutral	6%



## 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 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?

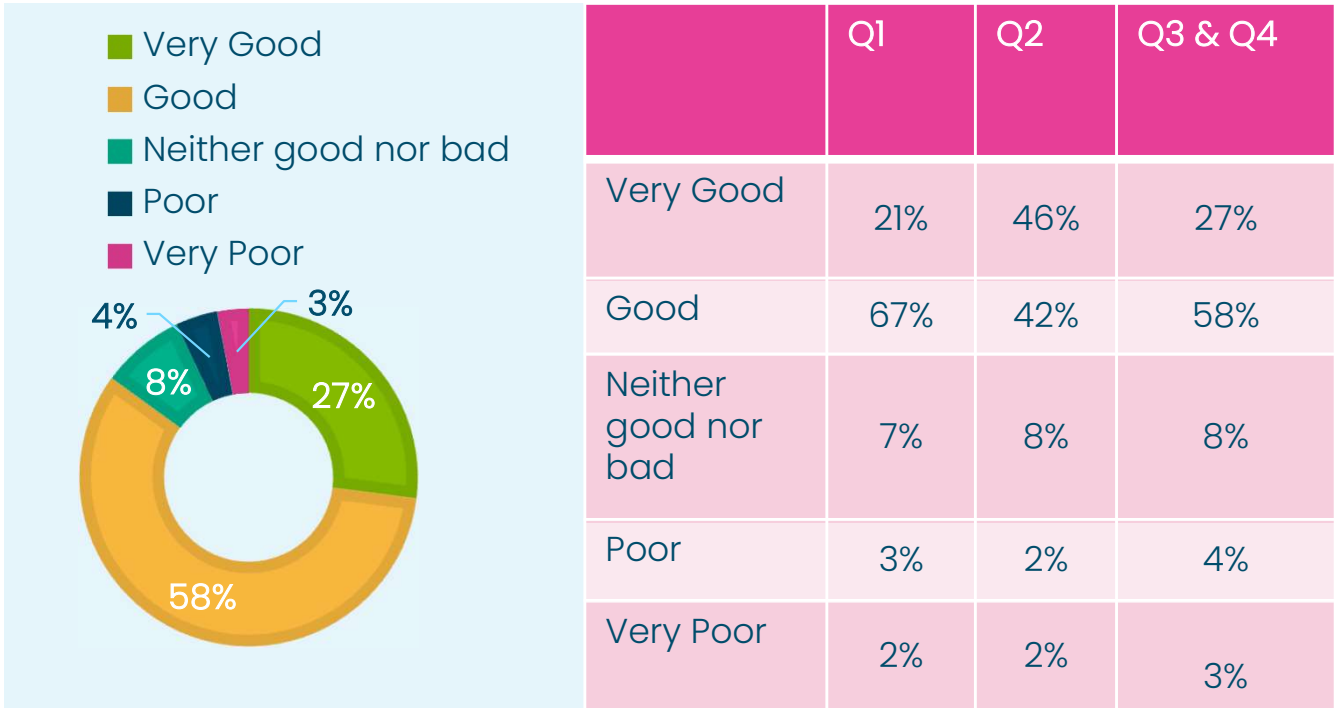
Q5) How do you think the communication is between your hospital and GP practice?

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

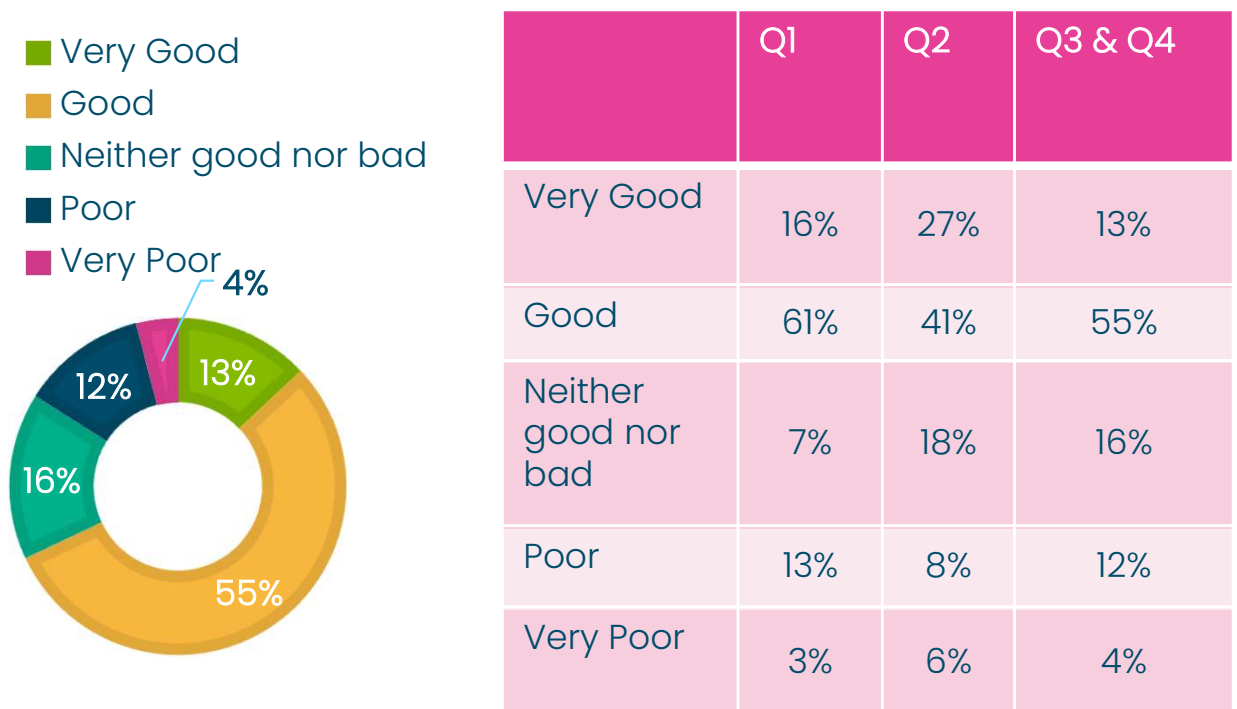
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

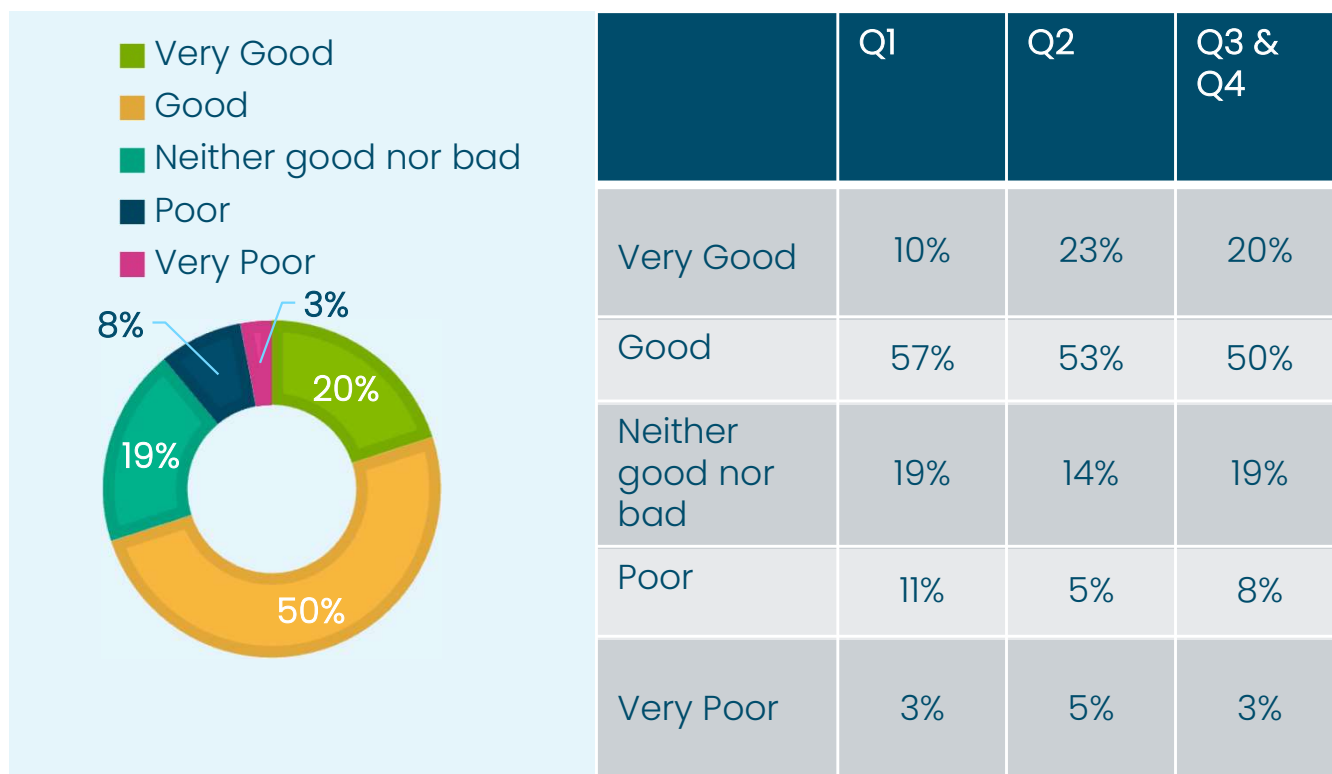
Q1) How did you find getting a referral/appointment at the hospital?



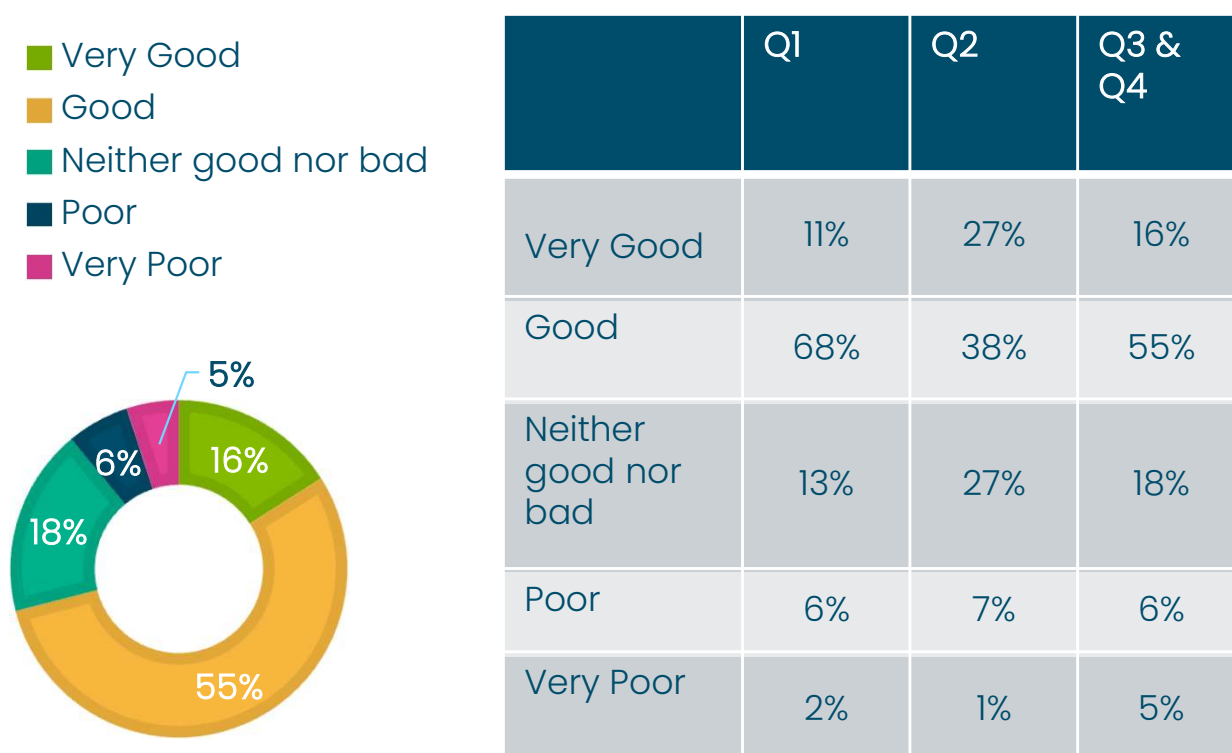
Q2) How do you find getting through to someone on the phone?



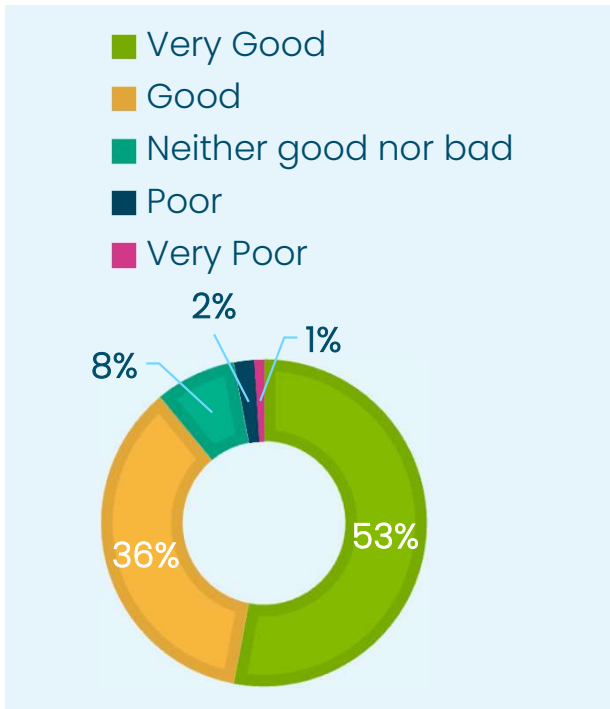
### Q3) How do you find the waiting times at the hospital?



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

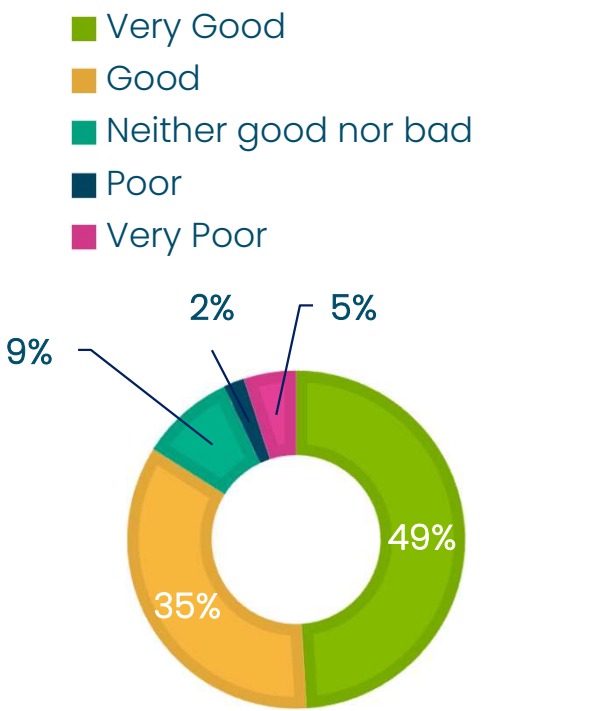


Q5) How do you find the attitudes of staff at the service?



	Q1	Q2	Q3 & Q4
Very Good	42%	72%	53%
Good	51%	23%	36%
Neither good nor bad	5%	3%	8%
Poor	2%	1%	2%
Very Poor	0%	1%	1%

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



	Q1	Q2	Q3 & Q4
Very Good	41%	68%	49%
Good	47%	25%	35%
Neither good nor bad	7%	4%	9%
Poor	2%	1%	2%
Very Poor	3%	2%	5%

## 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 October 2025 –March 2026 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	196 (84%)	21 (9%)	16 (7%)	233
Quality of treatment	151 (80%)	24 (13%)	14 (7%)	189
Waiting times (punctuality and queueing on arrival)	100 (60%)	43 (26%)	24 (14%)	167
Appointment availability	48 (77%)	12 (19%)	2 (3%)	62
Experience	42 (75%)	10 (18%)	4 (7%)	56

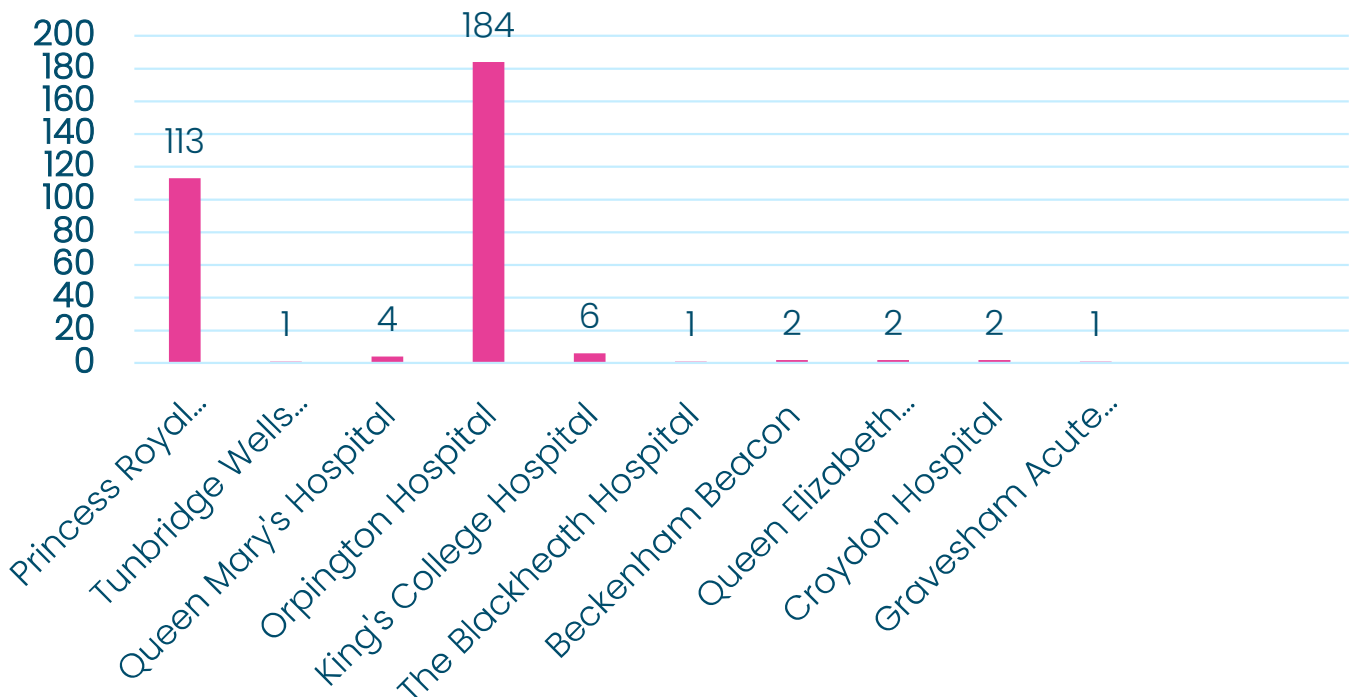
## Reviewed Hospitals

Bromley residents access different hospitals depending on factors such as choice, locality and specialist requirements. During the last six 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 Denmark Hill	
Queen Mary's Hospital	
Beckenham Beacon	
Tunbridge Wells Hospital	Maidstone and Tunbridge Wells NHS Trust
Croydon Hospital	Croydon Health Services NHS Trust
The Blackheath Hospital	Circle Health Group
Gravesham Acute Care Centre	Dartford and Gravesham NHS Trust
Queen Elizabeth Hospital	Lewisham and Greenwich NHS Trust

Between October and March, 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 Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Princess Royal University Hospital No of reviews: 113	3.8	3.5	3.5	3.4	4.2	4.0
Orpington Hospital No of reviews: 184	4.1	3.8	3.9	4.0	4.5	4.4

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)	3.7	Staff attitudes	Waiting times (punctuality and queueing on arrival)
		Quality of treatment	Quality of treatment
		Waiting times (punctuality and queueing on arrival)	Staff attitudes
Orpington Hospital	4.4	Staff attitudes	Waiting times (punctuality and queueing on arrival)
		Quality of treatment	Car Parking
		Waiting times (punctuality and queueing on arrival)	Staff attitudes

## 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

There is a 10% difference between men and women on their positive experiences at hospitals. 90% of men had a positive experience, only 80% of women did.



### Age

We received the most feedback from people aged 75–84.

88% of their experiences were positive



### Ethnicity

84% of positive reports received were from White British patients. These engagements made up 214 of 297 of reports received with demographic information.



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

83% of patients with a disability reported a positive experience at the hospital attended.

Only 16% of patients with an LTC reported their experience as negative.

# Appendix



Photo: Healthwatch Bromley

## Number of reviews for each service type

Service Type	Positive	Negative	Neutral	Total
GP	107	33	35	175
Hospital	258	40	19	317
Dentist	17	4	0	21
Pharmacy	17	5	2	24
Optician	1	0	0	1
Mental Health	0	3	1	4
Community Health	12	2	0	14
Digital	40	2	14	56
Cancer	26	0	5	31
Overall Total	452	91	71	614

# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	28%	164
Woman (including trans woman)	70%	404
Non- binary	0%	1
Other	0%	0
Prefer not to say	2%	9
Not provided	0%	36
<b>Total</b>	<b>100%</b>	<b>614</b>

Age	Percentage %	No of Reviews
Under 18	1%	5
18-24	2%	10
25-34	10%	59
35-44	10%	59
45-54	5%	31
55-64	13%	75
65-74	19%	115
75-84	24%	140
85+	16%	94
Prefer not to say	1%	3
Not provided	0%	23
<b>Total</b>	<b>100%</b>	<b>614</b>

Long-term condition	Percentage %	No of Reviews
Yes	25%	138
No	73%	408
Prefer not to say	1%	4
Not known	1%	8
Not provided	0%	56
<b>Total</b>	<b>100%</b>	<b>614</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	3
Bisexual	1%	4
Gay man	0%	2
Heterosexual / Straight	94%	507
Lesbian / Gay woman	0%	1
Pansexual	1%	4
Prefer not to say	2%	12
Not known	0%	0
Prefer to self describe	1%	4
Not provided	0%	78
<b>Total</b>	<b>100%</b>	<b>614</b>

Disability	Percentage %	No of Reviews
Yes	38%	213
No	61%	344
Not known	0%	1
Prefer not to say	2%	9
Not provided	0%	47
<b>Total</b>	<b>100%</b>	<b>614</b>

## Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	4
Not in employment & Unable to work	4%	23
Not in Employment/ not actively seeking work - retired	58%	315
Not in Employment (seeking work)	2%	12
Not in Employment (Student)	2%	11
Paid: 16 or more hours/week	17%	91
Paid: Less than 16 hours/week	4%	20
On maternity leave	4%	23
Prefer not to say	9%	48
Not provided	0%	67
<b>Total</b>	<b>100%</b>	<b>614</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	7%	33
No	87%	421
Prefer not to say/did not answer	7%	32
Not provided	0%	128
<b>Total</b>	<b>100%</b>	<b>614</b>

Religion	Percentage %	No of Reviews
Buddhist	0%	0
Christian	56%	314
Hindu	1%	7
Jewish	0%	0
Muslim	2%	10
Sikh	0%	1
Spiritualist	1%	4
Prefer not to say	6%	36
Other religion	1%	7
No religion	32%	177
Not provided	0%	58
<b>Total</b>	<b>100%</b>	<b>614</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	0%	1
Currently breastfeeding	4%	21
Given birth in the last 26 weeks	2%	8
Prefer not to say	7%	36
Not known	5%	25
Not relevant	80%	395
No	2%	9
Not provided	0%	119
<b>Total</b>	<b>100%</b>	<b>614</b>

## Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	84%	493
Irish	1%	5
Gypsy or Irish Traveller	0%	0
Roma	0%	1
Any other White background	4%	22
Bangladeshi	0%	2
Chinese	1%	5
Indian	1%	3
Pakistani	0%	1
Any other Asian background/Asian		
British Background	3%	16
African	1%	7
Caribbean	1%	7
Any other Black / Black British background	2%	13
Asian and White	1%	6
Black African and White	0%	1
Black Caribbean and White	0%	0
Any other mixed or multiple ethnicities	0%	1
Arab	0%	2
Any other ethnic group	0%	3
Prefer not to say	1%	0
Not provided	0%	27
<b>Total</b>	<b>100%</b>	<b>614</b>

Area of the borough (Ward)	Percentage %	No of Reviews
Beckenham Town & Copers Cope	8%	44
Bickley & Sundridge	1%	4
Biggin Hill	2%	14
Bromley Common & Holwood	10%	61
Bromley Town	16%	93
Chelsfield	2%	13
Chislehurst	2%	13
Clock House	1%	3
Crystal Palace & Anerley	1%	5
Darwin	0%	1
Farnborough & Crofton	3%	16
Hayes & Coney Hall	3%	20
Kelsey & Eden Park	0%	0
Mottingham	1%	6
Orpington	23%	132
Penge & Cator	4%	25
Petts Wood & Knoll	4%	22
Plaistow	0%	2
Shortlands & Park Langley	0%	2
St Mary Cray	2%	12
St Paul's Cray	2%	14
West Wickham	2%	9
Out Of Borough	12%	70
Not provided	0%	34
<b>Total</b>	<b>100%</b>	<b>614</b>



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