

Q1 Patient Experience Report

Healthwatch Bromley
April – June 2025



healthwatch
Bromley

your
voice
counts

Tell us about
your experience of
health and social
care services,
whether it be praise,
criticism or ideas for
improvement.

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Contents

Introduction	3
Layout of the report	4
Q4 Snapshot	5
Yearly Comparison	6
Experiences of GP Services	7
• GP Services – Summary Findings	9
• GP Services – Full data set	12
Experiences of Hospital Services	23
• Hospital Services – Summary Findings	25
• Hospital Services – Full data set	28
Appendix	38

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 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 April – June 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 April - June 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)



541 reviews

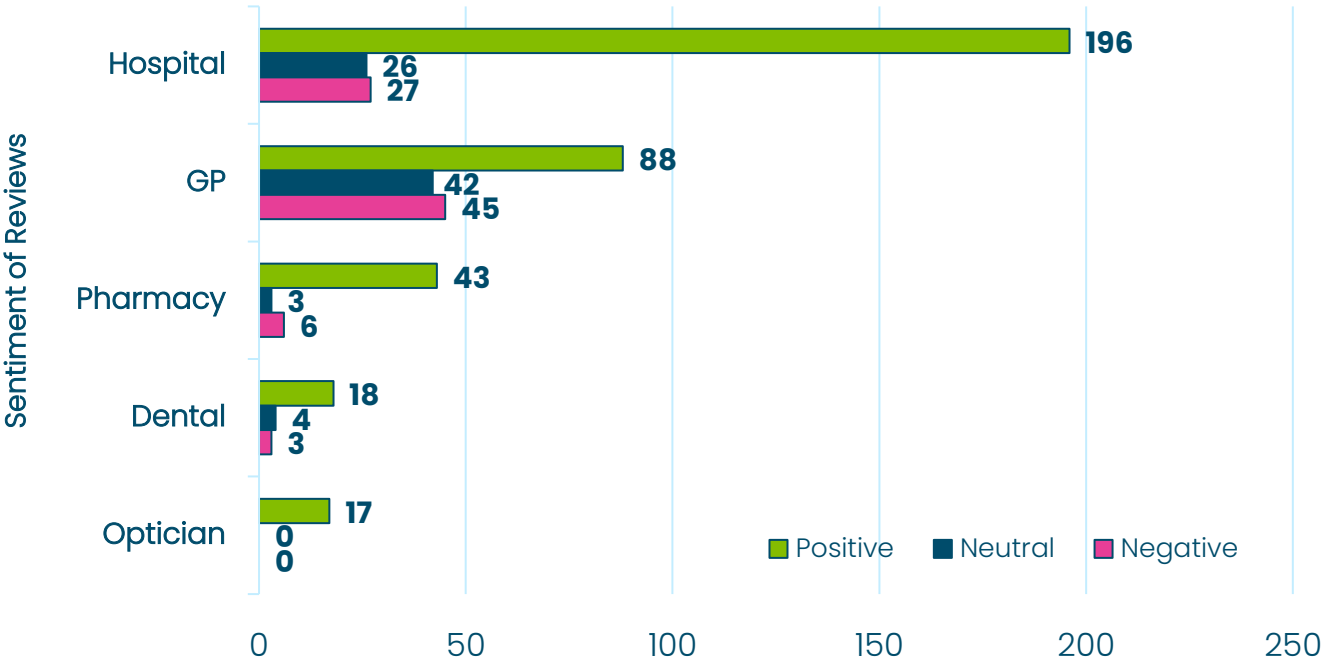
of health and care services were shared with us, helping to raise awareness of issues and improve care.

54 visits

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

Top Five Service Types	No of Reviews	Percentage of positive reviews
Hospital	249	79%
GP	175	50%
Pharmacy	52	83%
Dentist	25	72%
Optician	17	60%

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



Experiences of GP Services



Photo: Pavel Danilyuk

What people told us about GP Services

"Whenever I put in an Anima request, I have had nothing but excellent and quick replies."

"Friendly staff.
Good, kind doctors."

"Brilliant practice.
Doctors are excellent and very empathetic and professional.
Reception and admin staff very helpful."

"The doctors are nice when you get to see them, even though you can tell they are under strain time wise."

"They refuse to book appointments over the phone, even for urgent matters, and instead tell you to go online, which isn't always an option for everyone."

"Telephone appointment system isn't working well."

"You call in hoping to get help, only to be told to 'call again tomorrow.' again and again."

"We're still registered here, but I've given up - we now pay for private GPs if we need to see someone."



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects highlighted between April and June 2025.



Quality of treatment

68% of patients are positive about the quality of treatment they receive, 12% are negative and 20% are neutral. Patients regularly report that once they get to see a doctor they are pleased with the treatment.



Telephone appointments

51% of patients are positive about having a telephone appointment, 13% are negative and 36% are neutral. Conversations with patients indicated that some patients think these appointments are very useful and convenient for some complaints, but others worry about what could be missed in this type of consultation and would prefer to be seen in person.



Staff Attitudes

66% of patients are positive about staff at the practice; 18% are negative and 15% are neutral. Positive reviews for staff may be owing to updated staff training – reception staff are now 'care navigators' and act as a focal point of communication between patients, doctors and other medical staff. Patients appreciate staff who are polite and patient either on the telephone or on the reception desk.

What could be improved?

Below is a list of the key areas for improvement highlighted between April and June 2025.



Access to GP services – appointment availability

Patient feedback remains mixed regarding the ease of booking an appointment at their GP practice. (48% are positive about appointment availability and 52% report a negative experience).

This likely reflects the changes that have been put in place in recent months under the Total Patient Triage model, which requires patients to complete an online form to receive an appointment.

Based on conversations with patients, some are finding the new ways of booking easy to navigate while other are having difficulty adapting to the changes.

There are several likely reasons including how informed patients were about the changes, patients' digital knowledge and confidence and GP practice support for those who are unable or unwilling to go online to book an appointment. There is also variation between practices regarding how the model is being introduced.



Access to GP services – getting through on the telephone

Patients are still finding it difficult to get through on the phone (49% patients are positive and 49% are negative).

This raises two questions;

1. How are those who cannot go online and cannot get through on the phone accessing GP services?
2. Are phone lines being freed up in those practices where more patients are booking appointments online?

The image features a dark teal background with a large, white, curved shape in the center, resembling a stylized 'C' or a protective shield. A thick, vibrant pink line follows the inner curve of this white shape, creating a frame for the text. The text is centered within this frame.

GP Services

Full data set

GP Services

No. of Reviews	175
Positive	88
Negative	45
Neutral	42



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?

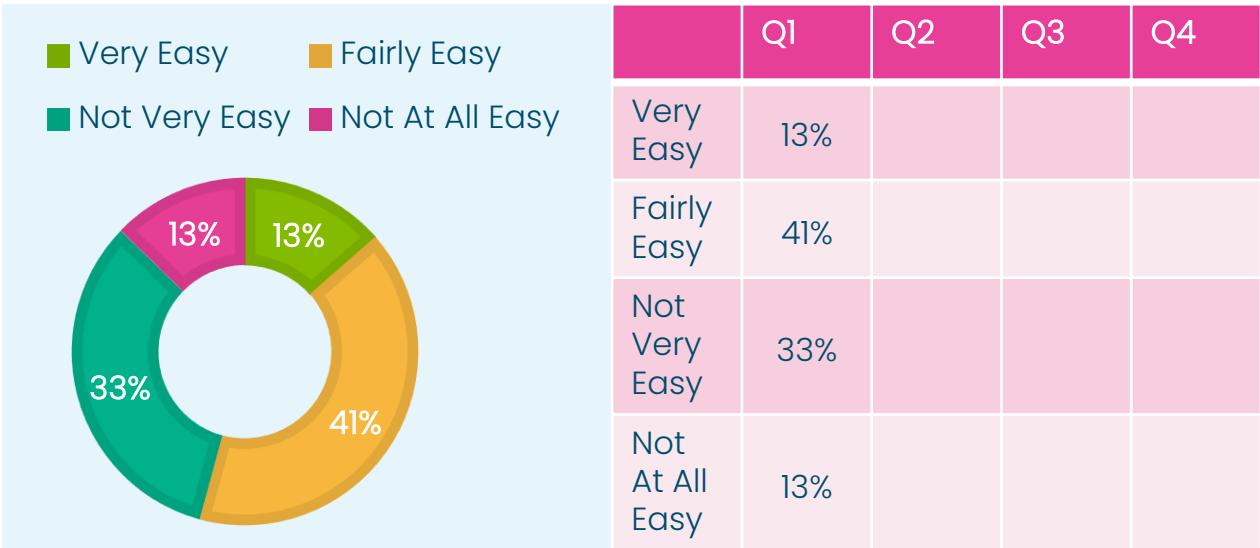
Q6) How would you rate the quality of treatment and care received?

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.

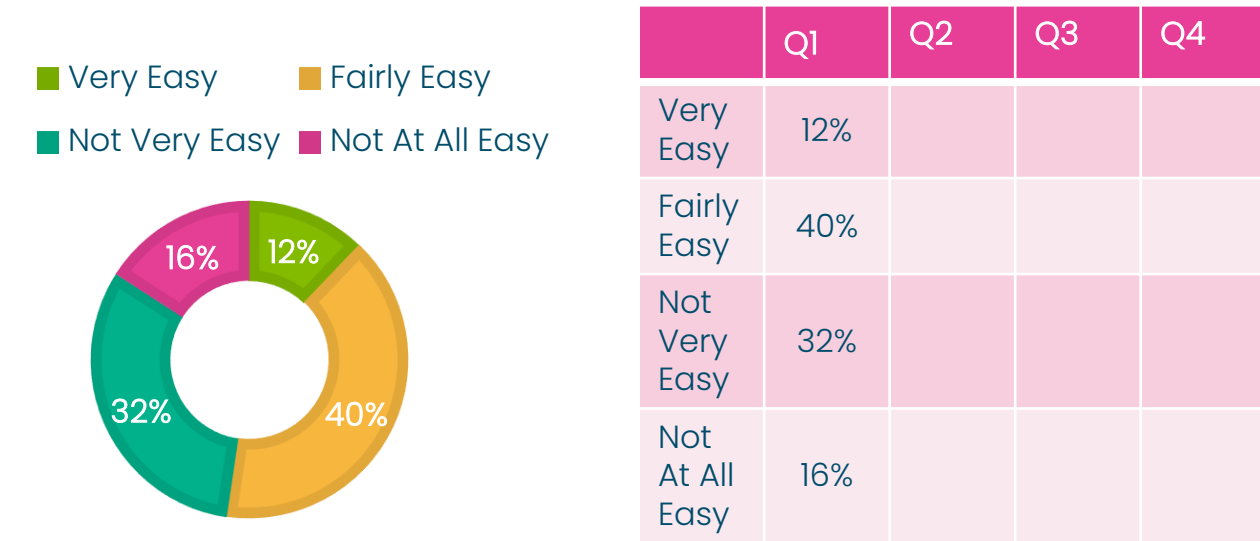
Participants were asked to choose between 1-5* (**Very Poor – Very Good**)

Access and Quality Questions

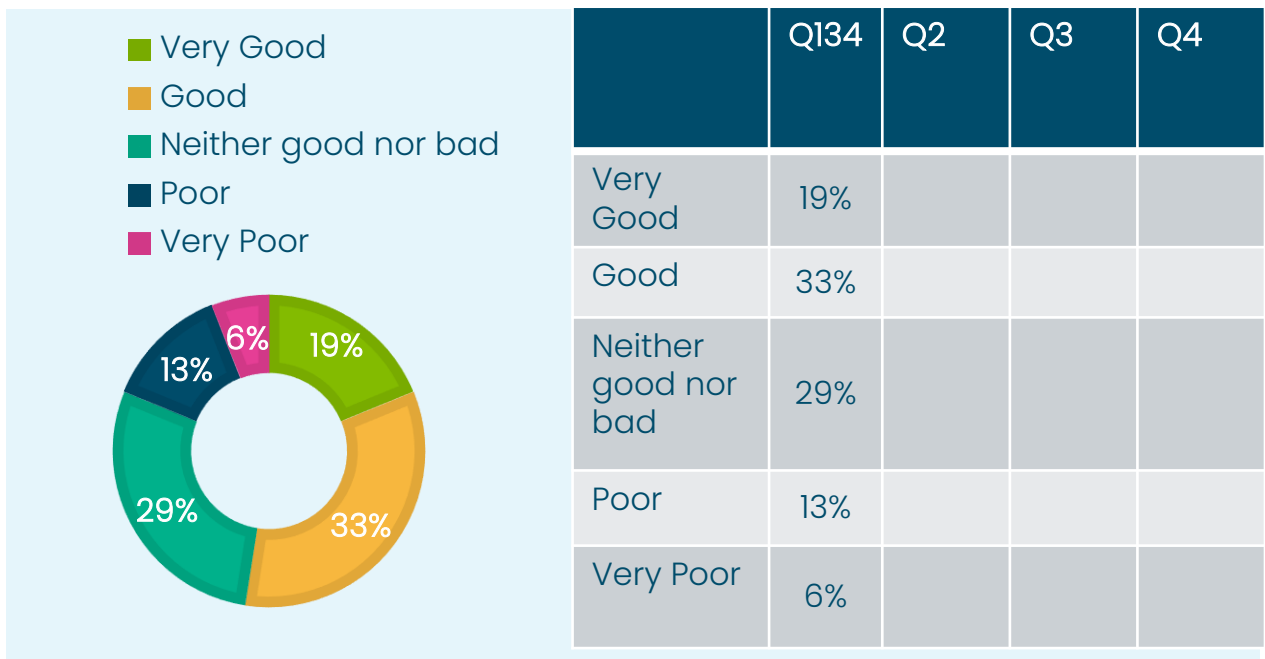
Q1) How do you find getting an appointment?



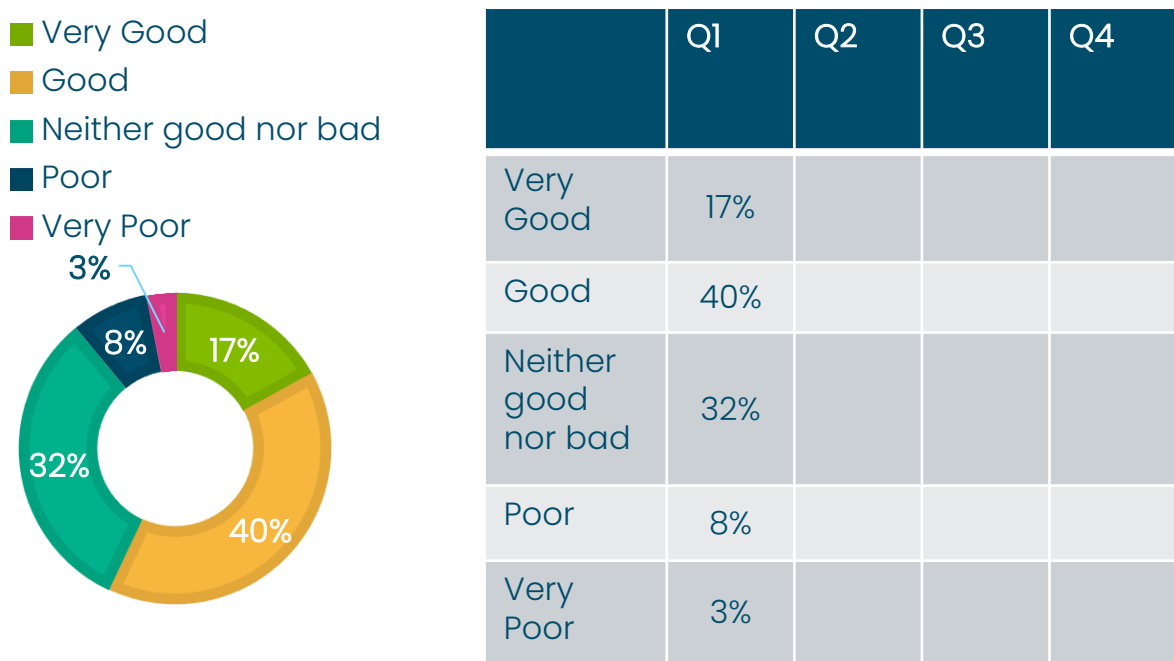
Q2) How do you find getting through to someone at your GP practice on the phone?



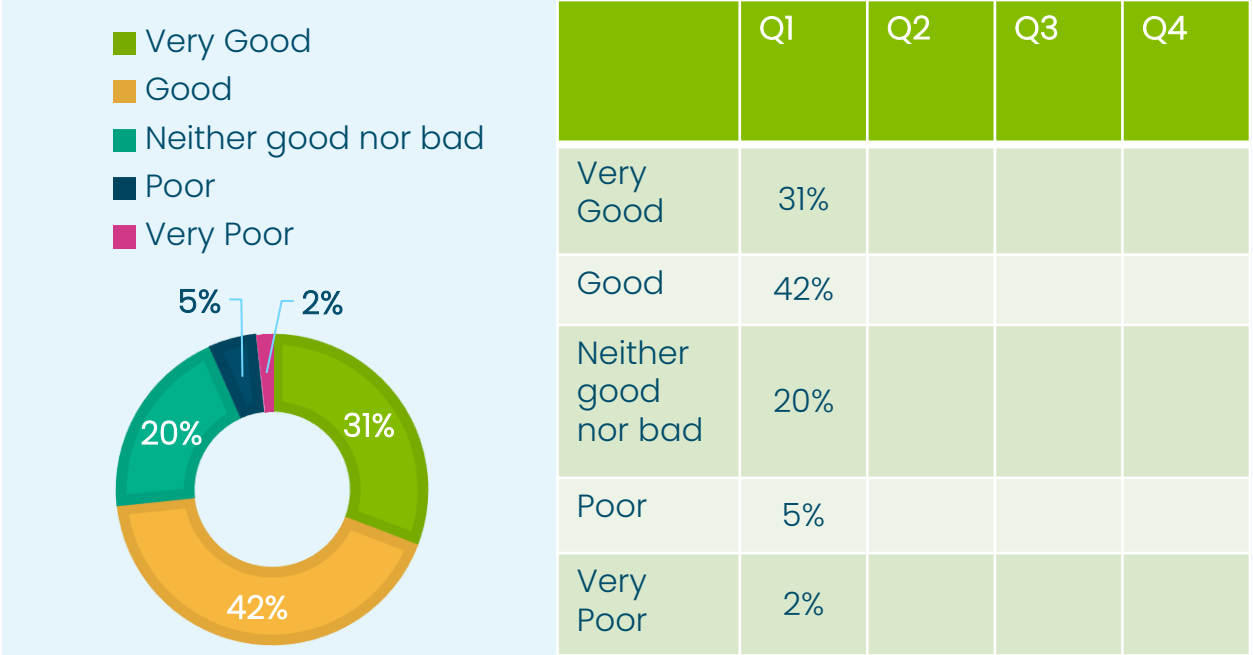
Q3) How do you find the quality of online consultations?



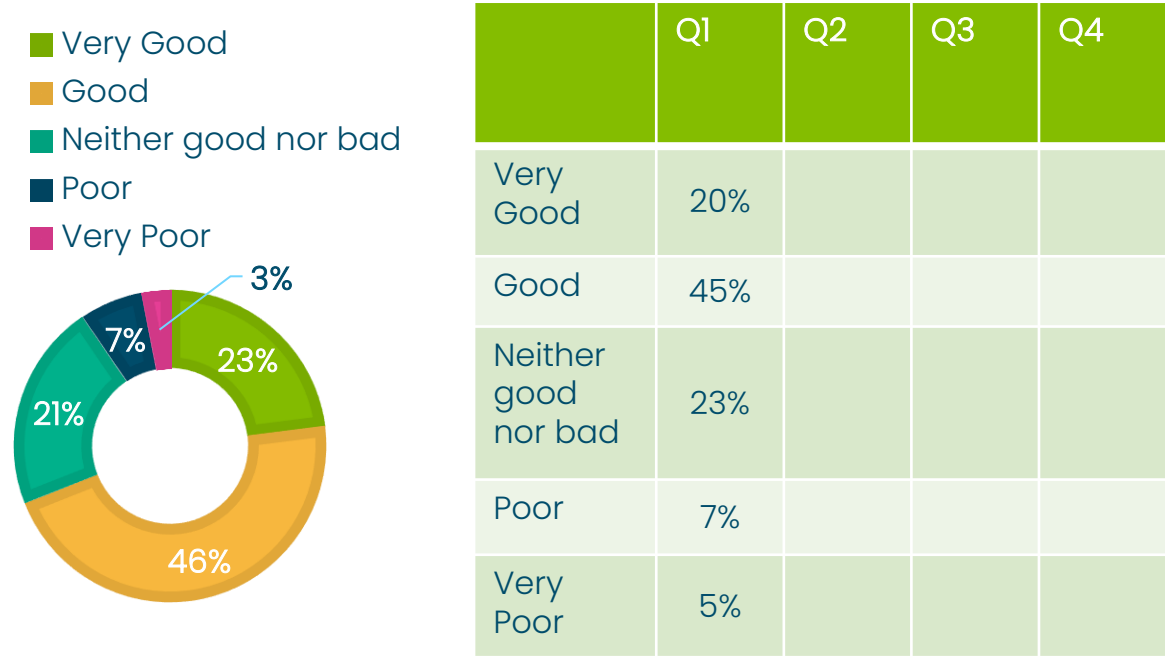
Q4) How do you find the quality of telephone consultations?



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 are applied. The table below shows the top five themes mentioned by patients between April and June 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.

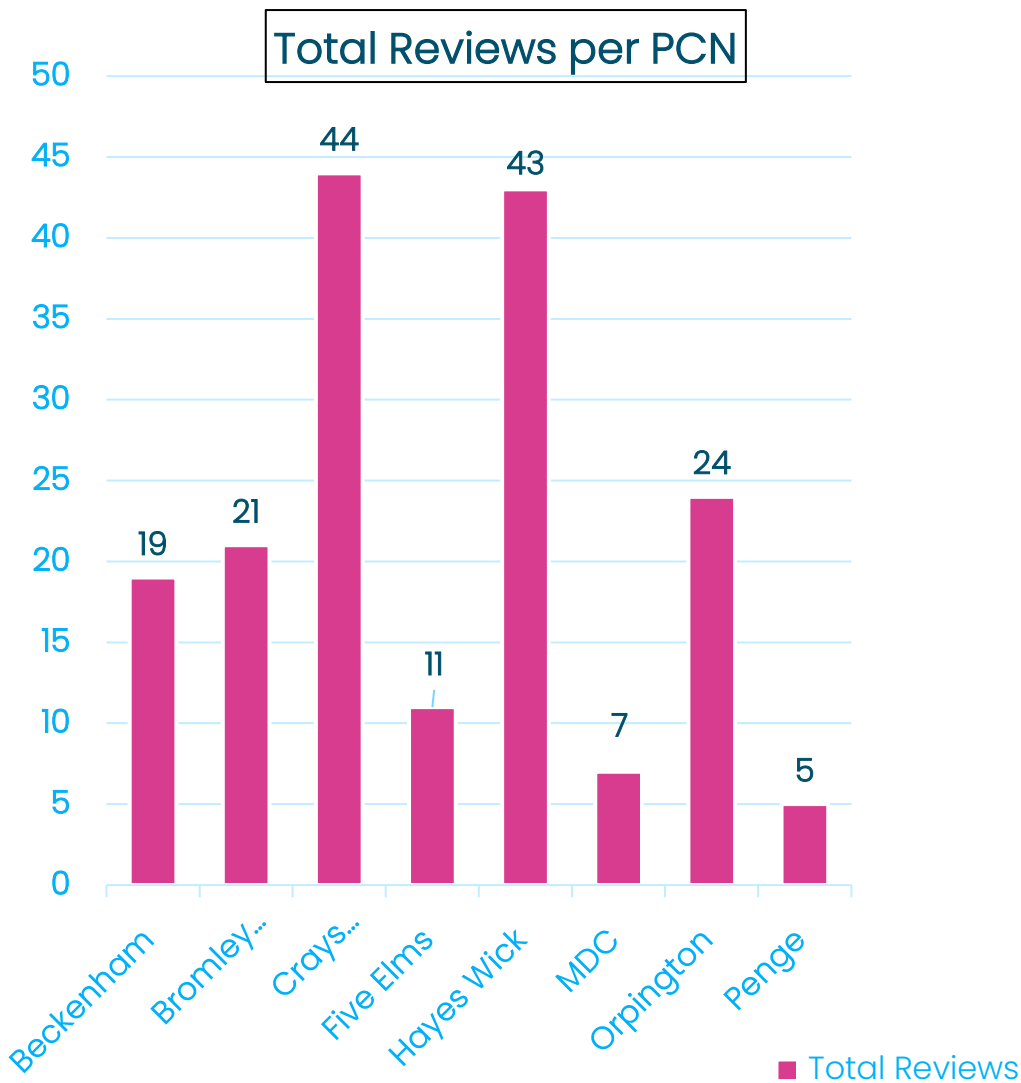
Top five themes	Positive	Negative	Neutral	Total
Quality of treatment	88 (68%)	16 (12%)	26 (20%)	130
Appointment availability	60 (48%)	65 (52%)	1 (1%)	126
Getting through on the telephone	50 (49%)	50 (49%)	2 (2%)	102
Online consultation (app/form)	36 (54%)	15 (23%)	15 (23%)	66
Staff Attitudes	43 (67%)	12 (18%)	10 (15%)	65

Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Bromley there are eight PCNs. These are:

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

Between April and June, the PCNs which received the most reviews were Crays Collaboration, Hayes Wick and Orpington. (There was one out of borough review).



PCN Access and Quality Questions

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

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

Each **average rating** has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

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	2.9	3.8	4.3	4.5	4.5
Bromley Connect	2.2	2.3	3.3	3.1	4.0	3.5
Crays Collaboration	2.5	2.4	3.3	3.6	3.8	3.6
Five Elms	2.3	2.7	3.4	3.3	3.7	2.9
Hayes Wick	2.8	2.5	3.6	3.7	4.1	4.0
Mottingham, Downham & Chislehurst (MDC)	3.0	3.0	3.0	5.0	5.0	3.0
Orpington	2.4	2.3	3.7	3.4	3.8	3.3
Penge	2.3	2.8	2.5	3.0	3.0	3.3

PCN Themes

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

PCN	Overall rating	Top two positive issues	Top two negative issues
Beckenham No of reviews: 19	3.7	Getting through on the telephone	Appointment availability
		Quality of treatment	Getting through on the telephone
Bromley Connect No of reviews: 21	2.7	Quality of treatment	Appointment availability
		Online consultation (app/form)/Staff attitudes	Getting through on the telephone
Crays Collaboration No of reviews: 44	3.5	Quality of treatment	Appointment availability
		Appointment availability	Getting through on the telephone
Five Elms No of reviews: 11	3.2	Not applicable	Not applicable
Hayes Wick No of reviews: 43	3.8	Quality of treatment	Appointment availability
		Appointment availability	Getting through on the telephone
MDC No of reviews: 7	1.6	Not applicable	Not applicable
Orpington No of reviews: 24	2.9	Staff Attitudes	Appointment availability
		Quality of treatment	Getting through on the telephone
Penge No of reviews: 5	3.0	Not applicable	Not applicable

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.



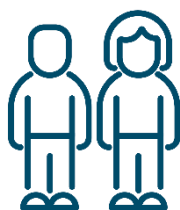
Gender

We received reviews from 14 men and 85 women; 64% and 51% of these respectively were positive about their GP service.



Age

We received the most reviews from 55–64 year olds (24); 55% were positive and 24% were negative



Ethnicity

Most reviews were completed from White British patients (52); 46% of these were positive.



Disability and Long-Term Conditions (LTC)

36% of those who reported a disability (14) left positive reviews about services.
49% positive reviews were received from those with an LTC (39).

Experiences of Hospital Services



Photo : RDNE Stock project

What people told us about hospitals

"Had to go here as had a really painful infection in my mouth – every single person I had an interaction with was absolutely fantastic."

"Can't fault the fantastic staff that work here."

"A very good service, good staff, nurses and doctors."

"Fantastic hospital – staff are very helpful Very clean and tidy."

"Appointment was cancelled and had to wait a long time for a new appointment."

"Gaps in communication with different departments can be improved through staff talking effectively with each other."

"Car parking rates are high; they have gone up recently."

"Everything seems okay except waiting times, too many patients and not enough staff."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects highlighted between April and June 2025.



Appointment availability

86% of patients are positive about the availability of appointments indicating that for many patients the process of getting a referral for a hospital appointment is working well.



Staff attitudes

89% of patients are positive about staff at the hospitals. Patients appreciate staff who are polite and caring.



Quality of treatment and communication between services

88% of patients are positive about the treatment and care they received at the hospitals. Patients are particularly positive about maternity services care.
75% of patients are positive about the flow of communication between services.

What could be improved?

Below is a list of the key areas for improvement highlighted between April and June 2025.



Waiting times (punctuality and queueing on arrival)

Over a third of patients are negative or neutral about the time they had to wait before being seen by a health professional. Long waits can be stressful for patients particularly if they are reliant on others for transport.



Getting through on the telephone

30% of patients reported negative or neutral views about accessing the hospital by telephone.

Appointments can only be cancelled on the MyChart app, they cannot be changed; to do this, patients are required to contact the hospital by phone.



Hospital Services

Full data set

Hospital Services

No. of Reviews	249
Positive	196
Negative	26
Neutral	27



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?

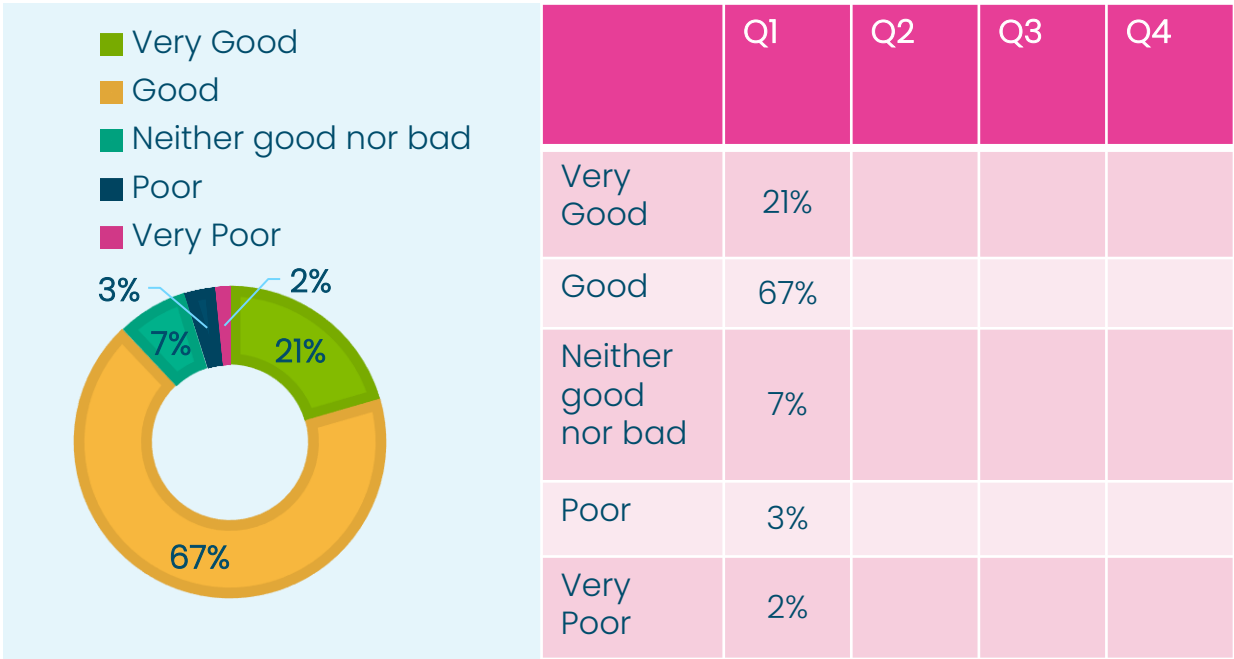
Q5) How do you think the communication is between your hospital and GP practice?

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

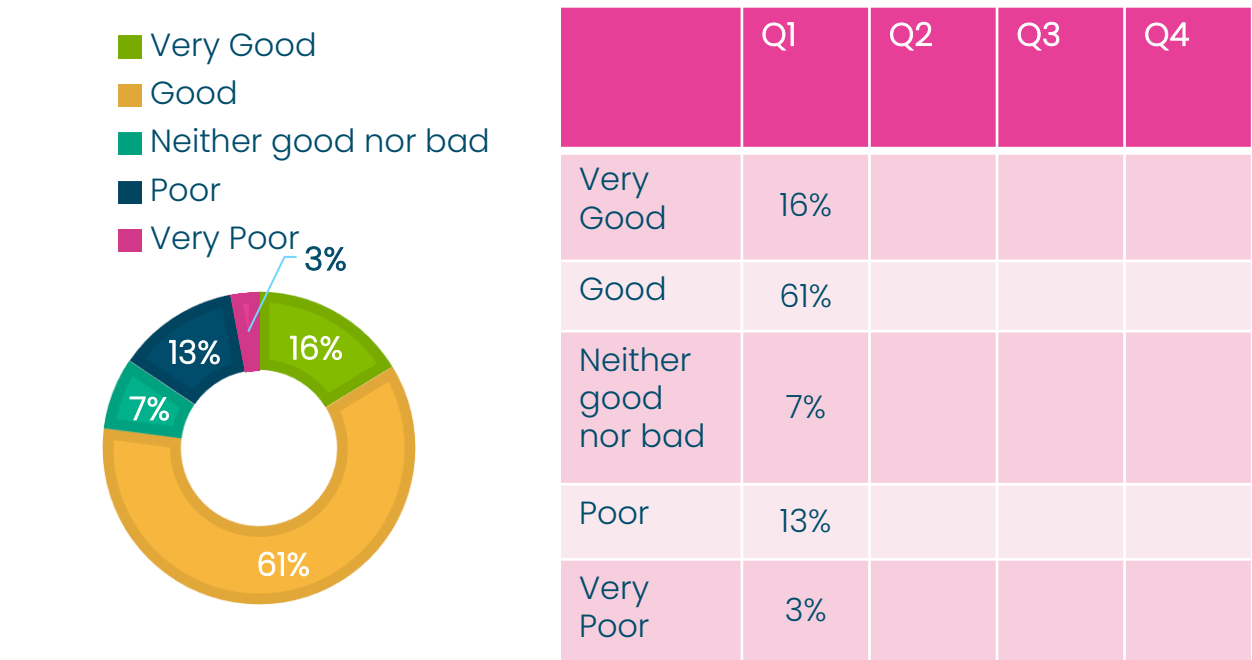
Participants were asked to choose between 1-5*
(Very Poor – Very Good) for all questions.

Access and Quality Questions

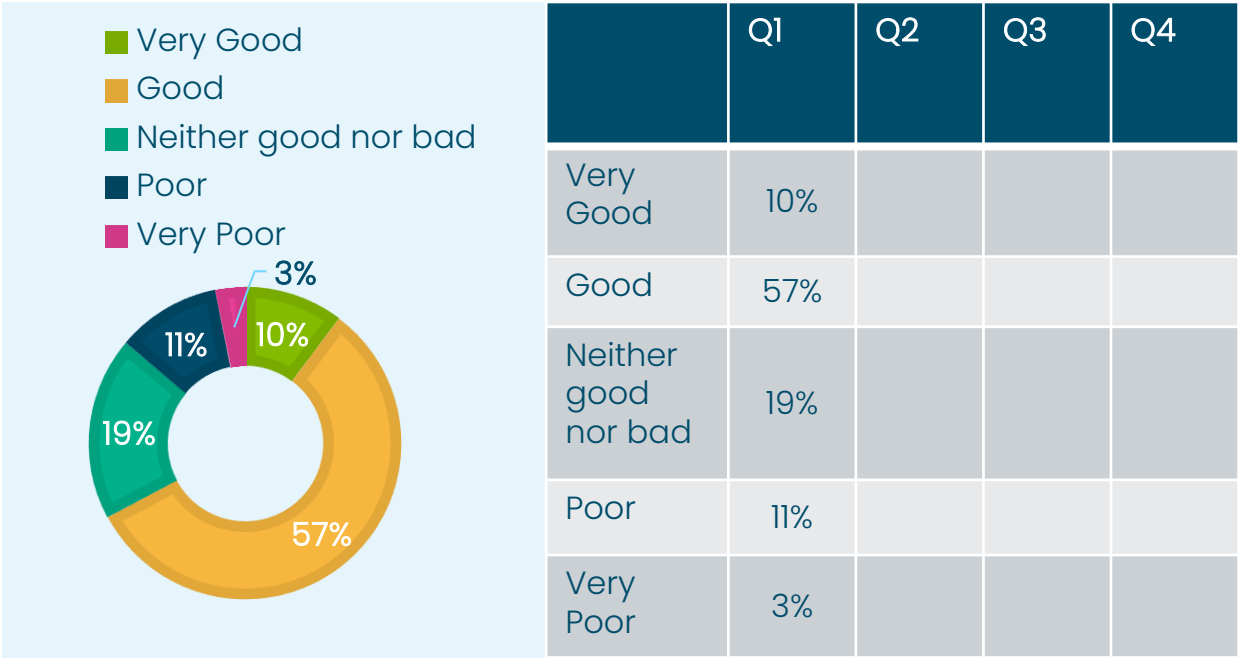
Q1) How did you find getting a referral/appointment at the hospital?



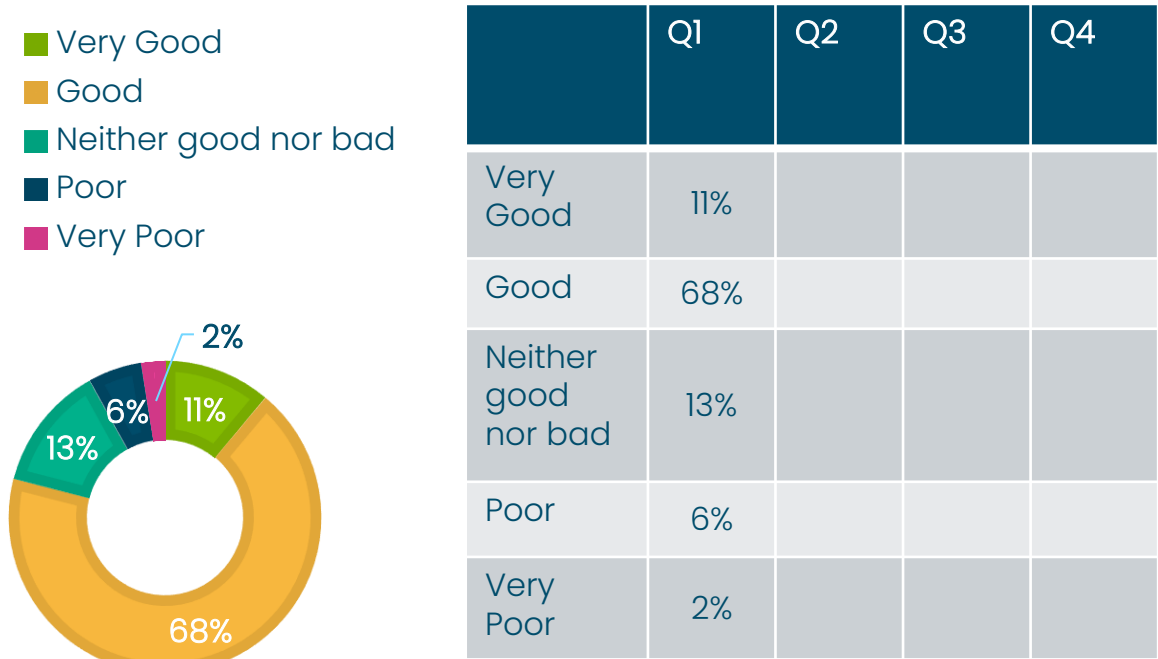
Q2) How do you find getting through to someone on the phone?



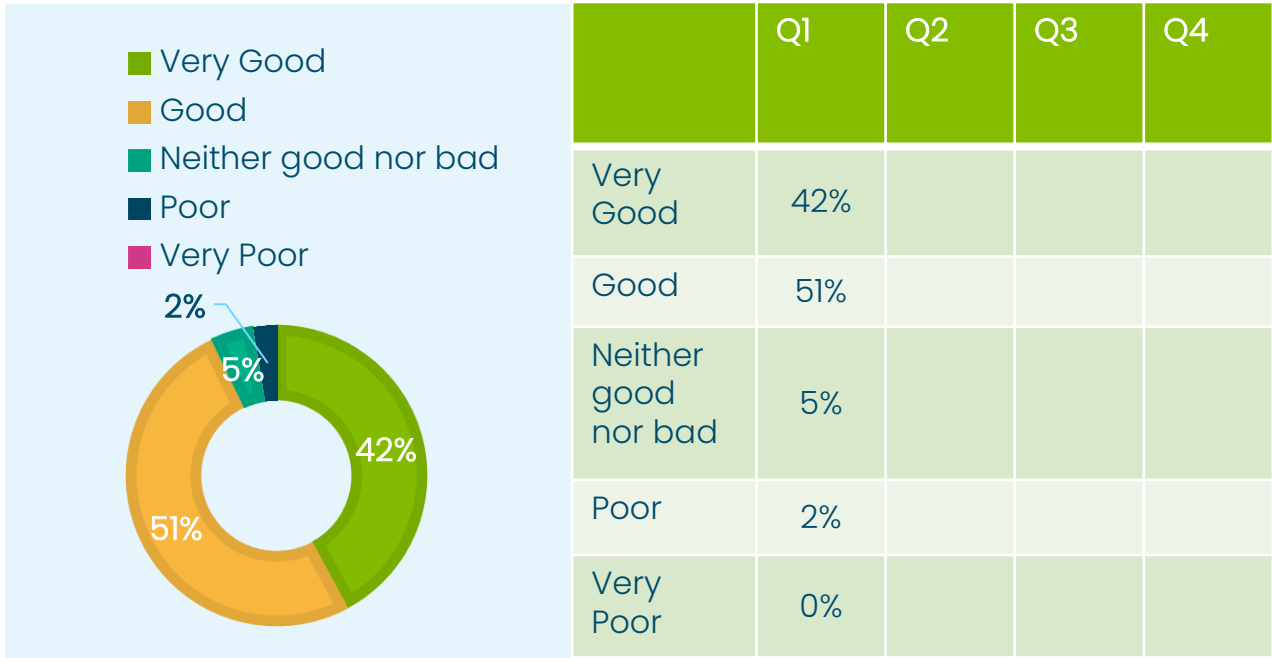
Q3) How do you find the waiting times at the hospital?



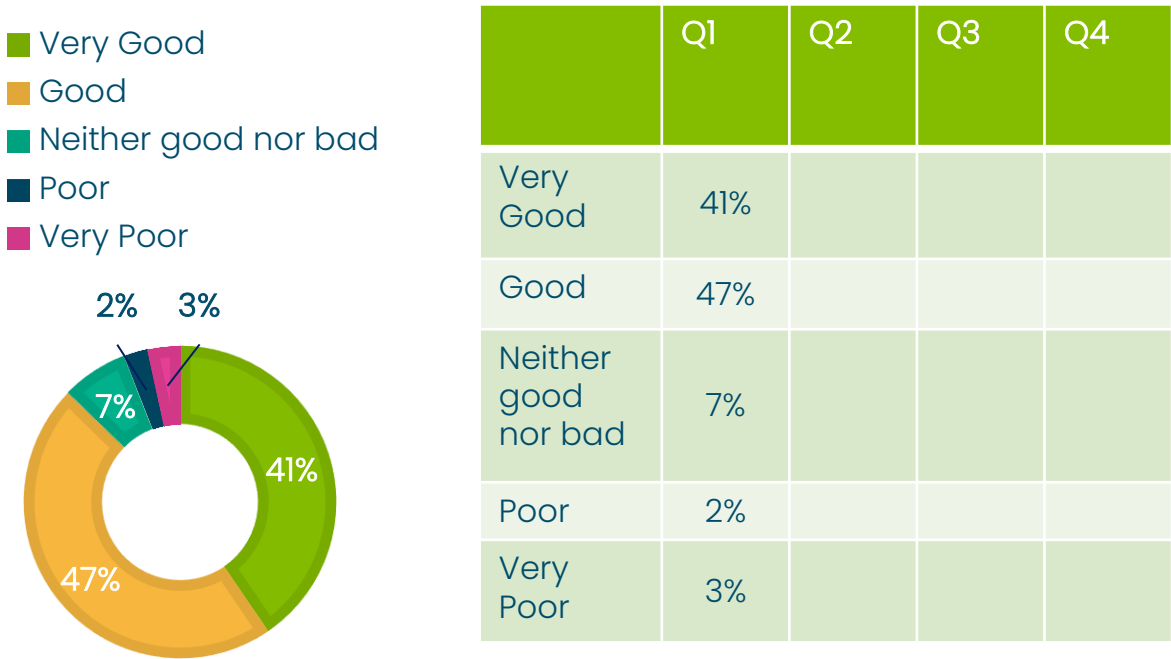
Q4) How do you think the communication is between your hospital and GP practice?



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
Quality of treatment	182 (88%)	17 (8%)	7 (3%)	206
Waiting Times (punctuality)	124 (66%)	33 (17%)	32 (17%)	189
Appointment availability	112 (86%)	10 (8%)	8 (6%)	130
Quality of Staff (administrative)	114 (91%)	7 (6%)	4 (3%)	125
Communication between services	81 (75%)	11 (10%)	16 (15%)	108

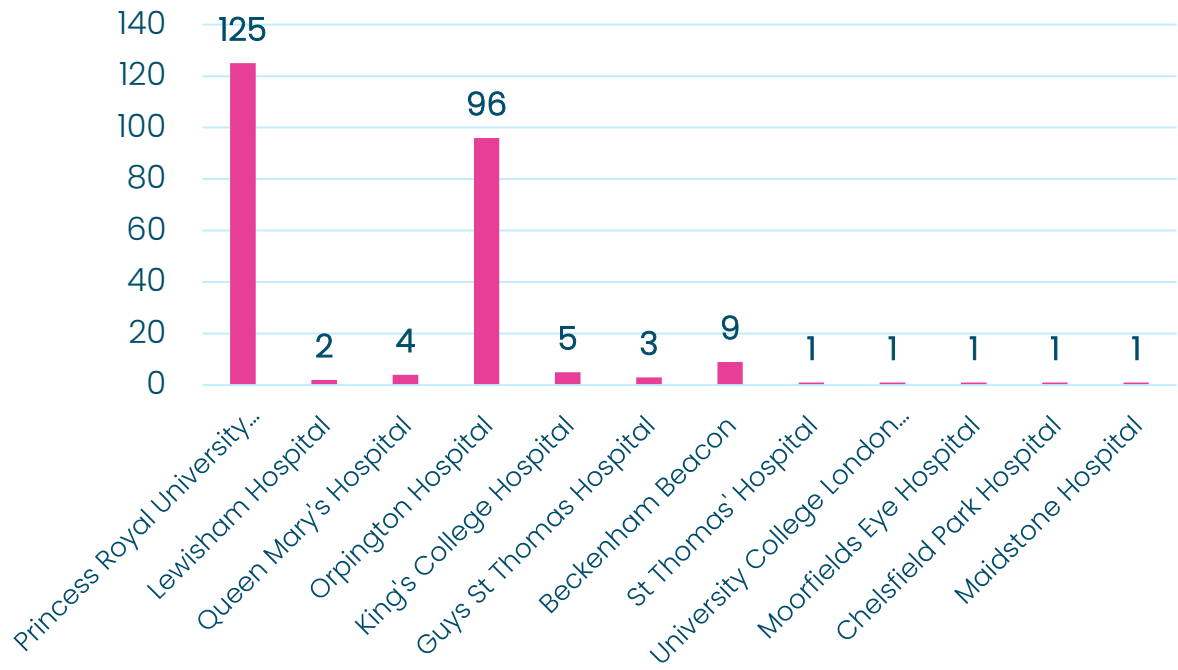
Reviewed Hospitals

Bromley residents access a variety of 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
University College London Hospital	University College London Hospitals NHS Foundation Trust
Moorfields Eye Hospital	Moorfields Eye Hospital NHS Foundation Trust
Chelsfield Park Hospital	Circle Health Group
Maidstone Hospital	Maidstone and Tunbridge Wells NHS Trust
Guy's Hospital	Guy's and St Thomas' NHS Foundation Trust
St Thomas' Hospital	

Between April and June, 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: 125	4.1	3.7	3.7	3.8	4.4	4.3
Orpington Hospital No of reviews: 96	4.0	3.8	3.5	3.8	4.3	4.3

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)	4.0	Quality of treatment	Waiting Times (punctuality)
		Waiting Times (punctuality)	Getting through on the telephone
		Appointment availability	Quality of treatment
Orpington Hospital	4.1	Quality of treatment	Waiting Times (punctuality and queueing on arrival)
		Waiting Times (punctuality)	Getting through on the telephone
		Appointment availability	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 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.



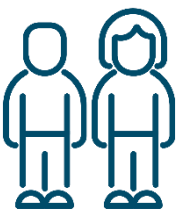
Gender

We received reviews from 32 men and 176 women; 66% and 84% of these respectively were positive about their GP service.



Age

We received the most reviews from 25–34 year olds (46); 89 of these were positive.



Ethnicity

Most reviews were completed from White British patients (141); 81% of these were positive.



Disability and Long-Term Conditions (LTC)

80% of those who reported a disability (30) left positive reviews about services.

70% positive reviews were received from those with an LTC (61).

Appendix



Photo: Healthwatch Bromley

Number of reviews for each service type

Service Type	Positive	Negative	Neutral	Total
GP	88	42	45	175
Hospital	196	26	27	249
Dentist	18	4	3	25
Pharmacy	43	3	6	52
Optician	17	0	0	17
Mental Health	2	2	8	12
Community Health	3	1	1	5
Digital	0	2	1	3
Other	0	2	0	2
Social Care	0	1	0	1
Overall Total	367	79	95	541

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	15%	52
Woman (including trans woman)	82%	291
Non- binary	3%	10
Other		
Prefer not to say		
Not provided		
Total	100%	536

Long-term condition	Percentage %	No of Reviews
Yes	36%	120
No	61%	202
Prefer not to say	2%	6
Not known	1%	4
Not provided	100%	204
Total		536

Disability	Percentage %	No of Reviews
Yes	15%	50
No	81%	262
Not known	2%	7
Prefer not to say	1%	4
Not provided	100%	213
Total		536

Unpaid Carer	Percentage %	No of Reviews
Yes	10%	27
No	86%	242
Prefer not to say	4%	11
Not provided	100%	256
Total		536

Age	Percentage %	No of Reviews
Under 18	4%	1
18-24		15
25-34		63
35-44		61
45-54		34
55-64		46
65-74		50
75-84		64
85+		17
Prefer not to say		4
Not provided	100%	355
Total		536

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	2
Bisexual	2%	5
Gay man	89%	281
Heterosexual / Straight		
Lesbian / Gay woman		
Pansexual		
Prefer not to say	7%	23
Not known	100%	1
Prefer to self describe		220
Not provided		
Total		536

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	2%	5
Not in employment & Unable to work	5%	14
Not in Employment/ not actively seeking work - retired	35%	103
Not in Employment (seeking work)	4%	12
Not in Employment (Student)	3%	8
Paid: 16 or more hours/week	28%	84
Paid: Less than 16 hours/week	3%	8
On maternity leave	17%	51
Prefer not to say	3%	10
Not provided		241
Total	100%	536

Religion	Percentage %	No of Reviews
Buddhist	3%	8
Christian	51%	161
Hindu	2%	7
Jewish		1
Muslim	6%	18
Sikh		1
Spiritualist	1%	3
Prefer not to say	3%	8
Other religion	31%	97
No religion	4%	14
Not provided		218
Total	100%	536

Pregnancy	Percentage %	No of Reviews
Currently pregnant	11%	32
Currently breastfeeding	13%	37
Given birth in the last 26 weeks	5%	16
Prefer not to say	3%	9
Not known	1%	4
Not relevant	63%	186
No	4%	11
Not provided		241
Total	100%	536

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	65%	218
Irish	2%	7
Gypsy or Irish Traveller		1
Roma		
Any other White background	7%	22
Bangladeshi	1%	2
Chinese	2%	6
Indian	1%	4
Pakistani	1%	2
Any other Asian background/Asian British Background	4%	14
African	5%	18
Caribbean	3%	9
Any other Black / Black British background	4%	13
Asian and White	1%	2
Black African and White		1
Black Caribbean and White	1%	2
Any other mixed or multiple ethnicities	1%	4
Arab		
Any other ethnic group	2%	6
Prefer not to say	1%	4
Not provided		201
Total	100%	536

Area of the borough (Ward)	Percentage %	No of Reviews
Beckenham Town & Copers Cope	6%	22
Bickley & Sundridge	2%	8
Biggin Hill	3%	11
Bromley Common & Holwood	18%	62
Bromley Town	6%	20
Chelsfield	1%	4
Chislehurst	2%	6
Clock House		1
Crystal Palace & Anerley Darwin		1
Farnborough & Crofton	3%	9
Hayes & Coney Hall	11%	37
Kelsey & Eden Park		1
Mottingham	1%	4
Orpington	15%	51
Penge & Cator	4%	15
Petts Wood & Knoll	3%	9
Plaistow		
Shortlands & Park Langley	1%	4
St Mary Cray	6%	21
St Paul's Cray	5%	19
West Wickham	5%	17
Out Of Borough	7%	24
Not provided		190
Total	100%	536

healthwatch Bromley

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