

Q4 Patient Experience Report

Healthwatch Bromley
January–March 2023



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Layout of the report

This report is broken down into five key sections:

- **Quarterly snapshot**
- **Experiences of GP Practices**
- **Experiences of Hospital Services**
- **Experiences of Dental Services**
- **Experiences of 'Other' Services**

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what London borough of Bromley residents have told us within the last three months. Additional deep dives relating to the different sections are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our review of the Patient Experience Programme. Therefore, there will be gaps in data for Q1 and Q2 of the 2022/23 financial year.

Introduction

Patient Experience Programme

Healthwatch Bromley is your local health and social care champion. Through our Patient Experience Programme, we hear 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 in order to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, 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

Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

Between January and March, we continued to develop our PEP by :

- Engaging more with the community and visiting more local health and social care services.

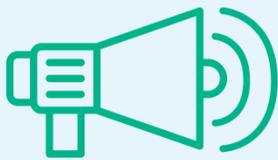
Q4 Snapshot

This section provides a summary of the number of experiences we collected during January to March 2023 as well as a breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Engagement

642 reviews

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

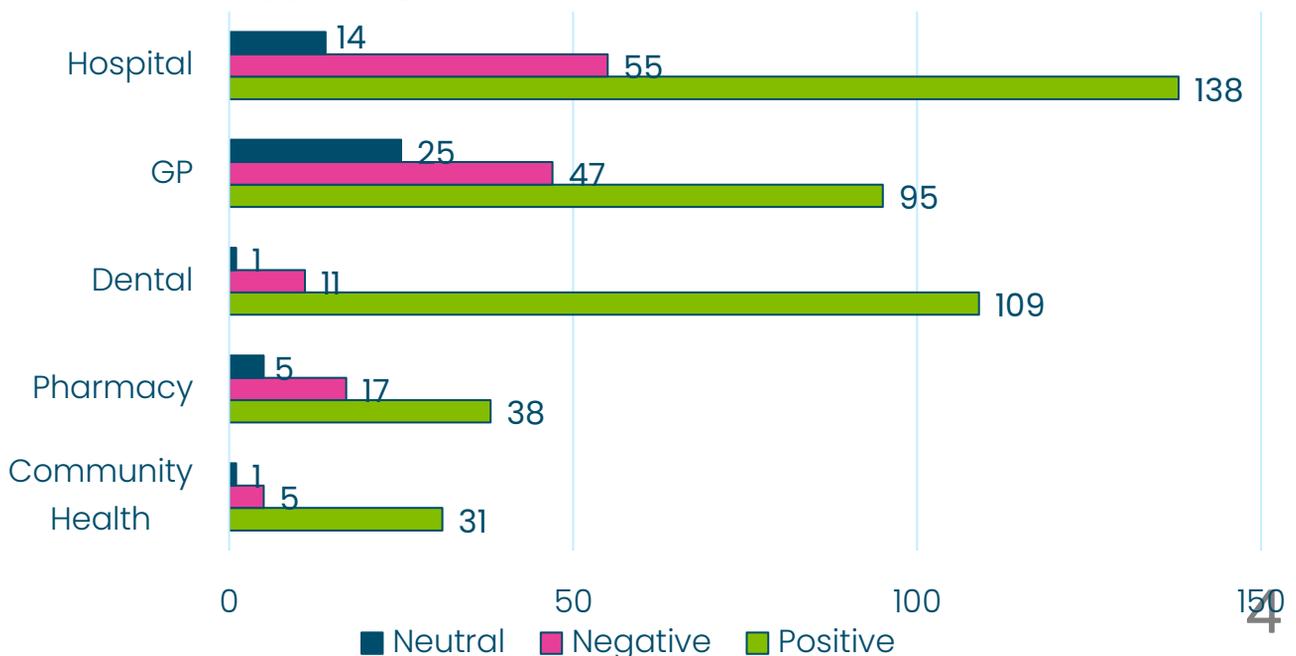


60 face-to-face visits

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

Top 5 Service Types	No of Reviews	Percentage of total reviews
Hospital	207	32%
GP	167	26%
Dental	121	19%
Pharmacy	60	9%
Community Health	37	6%

Service Type by Sentiment



Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights positive (green) and negative (blue) experiences. Neutral experiences have been omitted.

Service Type by sentiment

Top 5 Services	Q4 (Jan-Mar 23)		Q3 (Oct-Dec 22)		Q2 (Jul-Sep 22)		Q1 (Apr-Jun 22)	
Hospital	67%	7%	83%	9%	%	%	%	%
GP	57%	28%	46%	43%	%	%	%	%
Dental	90%	9%	94%	4%	%	%	%	%
Pharmacy	63%	28%	70%	21%	%	%	%	%
Community Health	84%	14%	74%	21%	%	%	%	%

What does this tell us?

- We have seen an increase in the percentage of people sharing positive feedback about GPs over the year
- Negative experiences of hospital services increased when compared to the previous quarter
- Experiences of Dental services continues to be extremely positive
- Positive experiences of pharmacy services have slightly decreased as the year has progressed
- Positive experiences of community health services increased when compared to the previous quarter

Experiences of Hospital Services



What people told us about Hospitals

“They are understanding, supportive and treat me with respect.”

“Very confusing signage took me ages to work out if I needed to take a ticket or not. So many signs with different information on. Website has not been updated.”

“My daughter and her partner received the most fantastic care when she went to the Maternity Unit, every member of staff were caring, kind and extremely professional.”

“A&E is absolutely filthy, waiting room including toilet was full of dirty paper.”

“Despite all bad publicity, for long waiting times, our experience with the children A&E department was great.”

“We have always experienced some issues and long waiting times, every time we would go there seeking for help for our child.”

“Thank you to all the nurses and doctors who today went above and beyond.”

“The reception staff are extremely rude and have absolutely no customer service skills at all.”

Hospital Services

No. of Reviews	207
Positive	67%
Negative	27%
Neutral	7%



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?

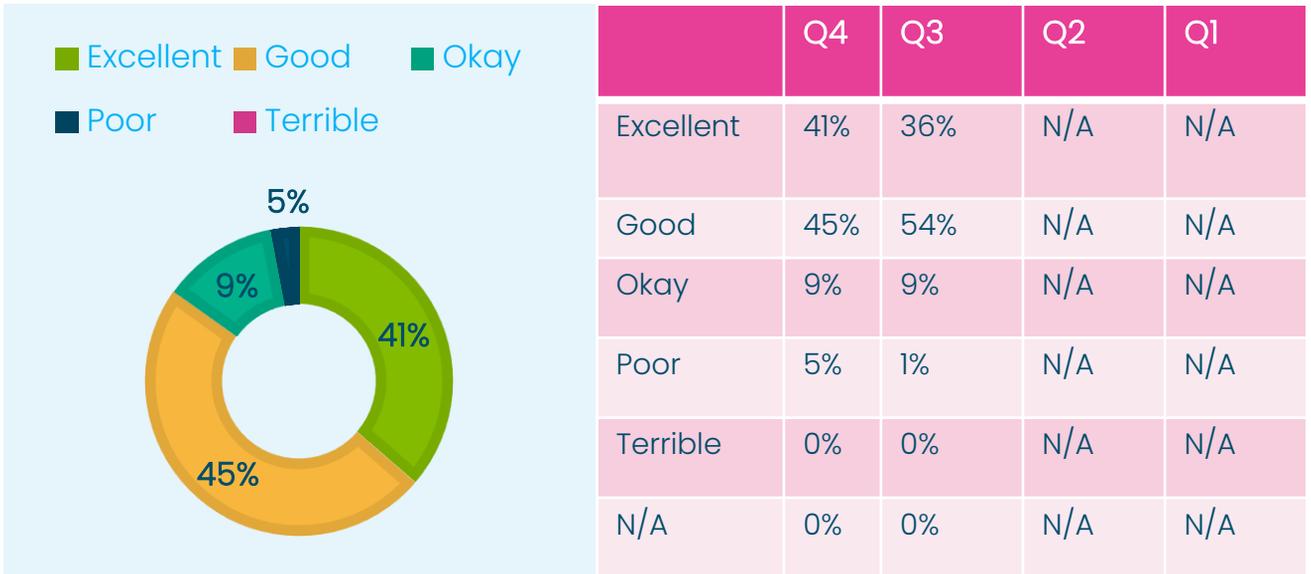
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Terrible – Excellent) for all questions.



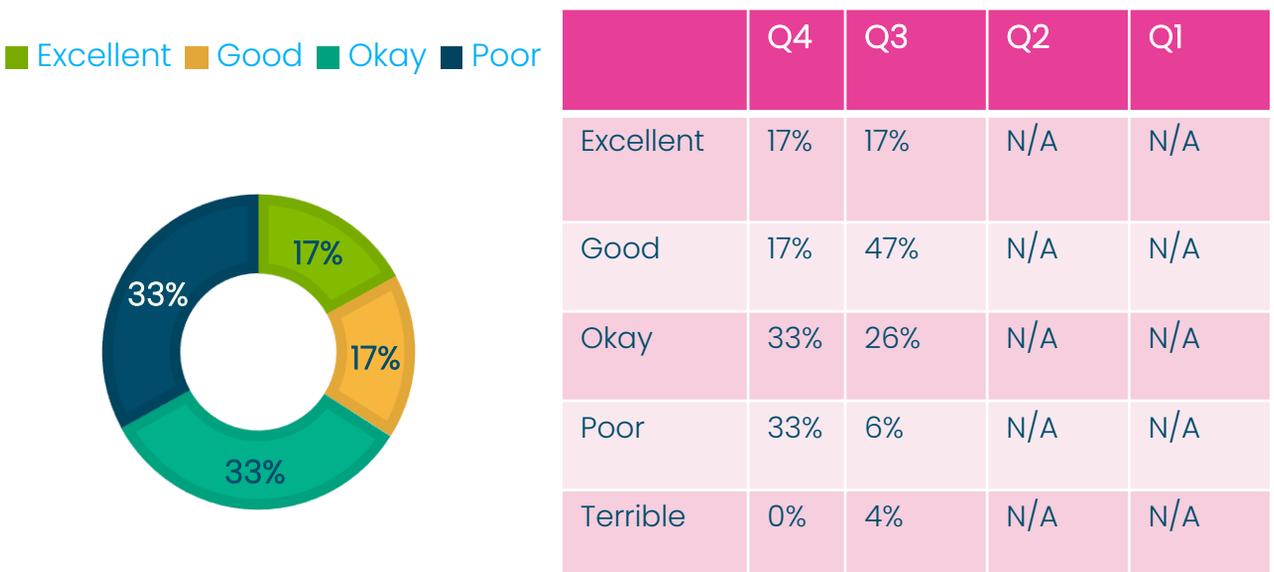
Access and Quality Questions

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



During this quarter, we found that the majority of residents had a positive experience when getting a referral/appointment at the hospital. Whilst the review ratings are similar to the previous Q3, we can see an increase in 'Excellent' reviews, 5%, a 9% drop for 'Good' and 'Poor' reviews have increased by 4%.

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



The majority of patients rated their experience as either 'Okay' or 'Poor' when trying to get through to someone on the phone. The figures have changed quite substantially since the previous quarter. 'Excellent' reviews have remained the same. However, 'Good' reviews have significantly dropped, and 'Poor' reviews have increased by more than 20%..

Access and Quality Questions

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



During January – March, we found that ‘Excellent’ reviews remained the same. ‘Good’ reviews went up by 9%. However, ‘Okay’ reviews decreased this quarter, and ‘Poor’ reviews increased.

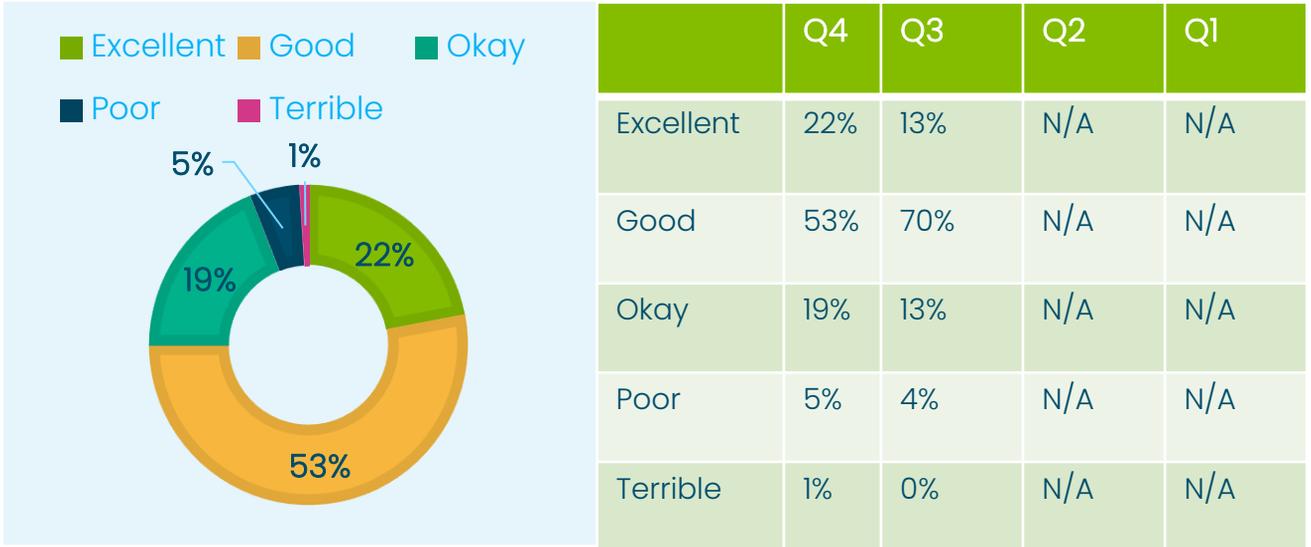
Q4) How do you find the attitudes of staff at the service?



The figures for this quarter are similar to the previous quarter, October – December, with the majority of people rating their experience with staff as either ‘Good’, 58%, or ‘Excellent’, 37%.

Access and Quality Questions

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



The majority of patients rated their experience of communication between their hospital and GP practice as 'Good'. However, this % has dropped 17% since the previous quarter. The 'Okay' and 'Excellent' reviews have increased.

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

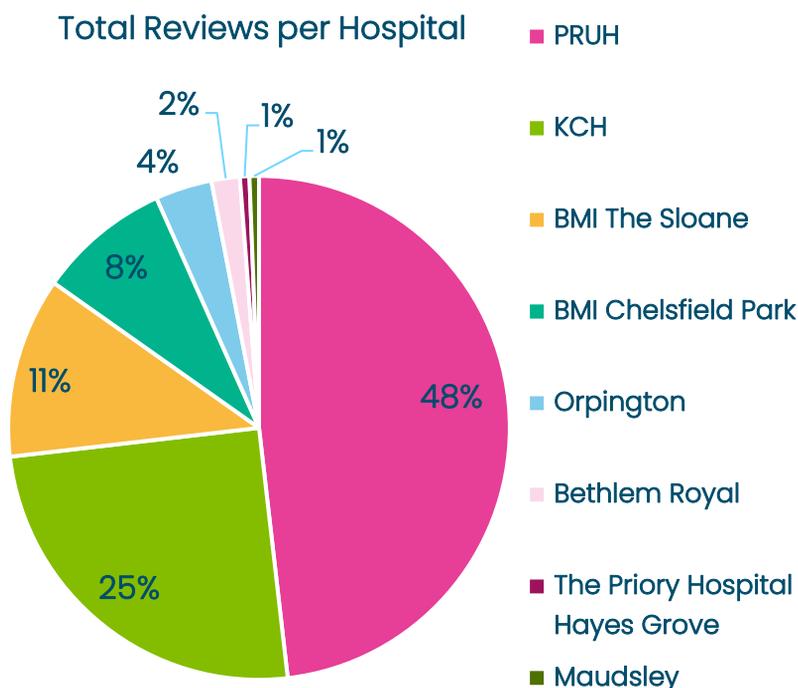


During January-March, the reviews are mostly positive when people rate the quality of treatment and care they received. These figures are very similar to the previous quarter, October – December.

Hospital Trusts

London borough of Bromley residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- Princess Royal University Hospital (PRUH)
- King's College Hospital (KCH)
- BMI The Sloane Hospital
- BMI Chelsfield Park Hospital
- Orpington Hospital
- Bethlem Royal Hospital
- The Priory Hospital Hayes Grove
- Maudsley Hospital



Between January - March, the services which received the most reviews were PRUH and KCH. We collect patient experience through a variety of different methods including face-to-face and online engagement. Reviews relating to King's College Hospital in the last three months were predominately gathered through online sources which meant limited responses to the access and quality questions. As a result, the King's data has not been included in the 'Average Ratings' table below. Please note that each question has been rated out of 5 (1 - Terrible - 5 Excellent)

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
PRUH	4.2	N/A	3.6	3.9	4.3	4.3

Thematic analysis

In addition to the specifically tailored questions, we ask about Hospital services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between January – March 2023.

Top 5 Positive Issues	Total count
Quality of treatment	66
Staff attitudes	55
Communication with patients	46
Experience	44
Quality of staff – health professionals	11

Top 5 Negative Issues	Total count
Waiting times	37
Experience	33
Communication with patients	19
Communication between services	15
Quality of treatment	15

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January – March 2023.



Quality of treatment

Regarding the quality of treatment that people received at the hospital, 80% of the reviews were positive. People were very happy with the level of treatment that they received from hospital staff.



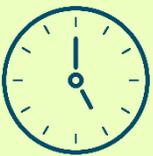
Staff attitudes

The majority of people, 79%, shared positive feedback about staff attitudes. People were happy with the service provided by clinical and non-clinical staff when they accessed a hospital.



Communication with patients

69% of reviews, related to communication with patients, were positive. The feedback that was shared was related to verbal advice and treatment explanations that were provided by hospital staff.



Treatment and care - experience

Regarding the experience of treatment and care, 54% of the reviews left were positive. People, in general had a positive experience when visiting the hospital for treatment and care.



Quality of staff – health professionals

Regarding the quality of staff, the majority of people, 80%, said that health professionals were excellent when they used their local hospital. They were happy with the communication and treatment provided by staff.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January – March 2023.



Waiting times

The majority of feedback, 82%, related to waiting times was negative. Many people were unhappy with the long waiting times for referrals as well as to be seen by a health care professional when visiting a hospital.



Treatment and care – experience

41% of reviews that mentioned people's experience of treatment and care at the hospital were negative. Some residents were unhappy with the care that they received, and they did not enjoy the experience of visiting their local hospital for treatment.



Communication with patients

28% of reviews, related to communication with patients, were negative. Whilst the majority of feedback shared was positive, some service users were unhappy with hospital communication with patients, for example treatment explanation and verbal advice.



Communication between services

15 reviews left feedback related to communication between services and 100% of the reviews were negative. People commented on the lack of communication around referrals.



Quality of treatment

Whilst the majority of patients left positive feedback regarding the quality of treatment they received at hospital, 18% of the experiences that we gathered were negative. Some residents were unhappy with safety of care, treatment explanation and support available whilst they were in hospital.

Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted any issues which have repeated in three financial quarters.

Positive Issues

Q4
Quality of treatment
Staff attitudes
Communication with patients
Experience
Quality of staff – health professionals

Q3
Communication with patients
Quality of staff – health professionals
Staff attitudes
Quality of treatment
Waiting times

Negative issues

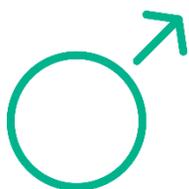
Q4
Waiting times
Experience
Communication with patients
Communication between services
Quality of treatment

Q3
Getting through on the telephone
Communication between services
Car parking
Administration – management of service
Waiting times

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



Gender

The majority of feedback that was shared for Hospital services was provided by women (53). 31 of the respondents identified as a man and only 1 person said they 'Prefer Not To Say'. Overall, the feedback from men (77%) and women (89%) was positive.



Age

84 people shared their age on our feedback form. The majority of patients were 65–74 (21) or 75–84 (17). The lowest number of responses said they were 25 – 34 or 85+ (14 total). Positive feedback was left by the majority. Only 2 negative reviews were left and they from by 35–44 year olds.



Ethnicity

82 people shared their ethnicity. The majority were White British (69), followed by Any other White background (5), Black British (4), Asian British (2) and Any other Mixed/Multiple ethnic groups (2). The majority of feedback shared was positive. Only 2 people left negative feedback and they identified as White British or Any other White background.



Disability

17 respondents said they had a disability and 44 said they had a long-term condition (LTC). The majority of feedback shared was positive about accessing a hospital. 2 people with a disability left negative feedback, whilst 10 left neutral comments. 4 people with a LTC left neutral feedback.

Experiences of GP Practices



What people told us about GP Practices

"They are understanding, supportive and treat me with respect."

"Can I respectfully suggest that the practice manager try to call the surgery, see if you think the service being delivered is up to scratch."

"I just wanted to say thank you for listening to me and being so understanding."

"V difficult to get appointments. Getting prescriptions done is a mission."

"I used this surgery for 4 years and never had a bad experience. Receptionists are efficient and helpful, every doctor I saw was good."

"Long waits to get through to someone, not enough staff, e consultation form is hard to use."

"The repeat prescriptions on the NHS app makes things easier."

"You will hold on for an hour listening to the same recorded message over and over again to try to tell them that the meds you went to your pharmacy to collect were not there and then be cut off."

GP Services

No. of Reviews	167
Positive	57%
Negative	28%
Neutral	15%

Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

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

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS'.

Participants were asked to choose between 1-5* (**Terrible – Excellent**)



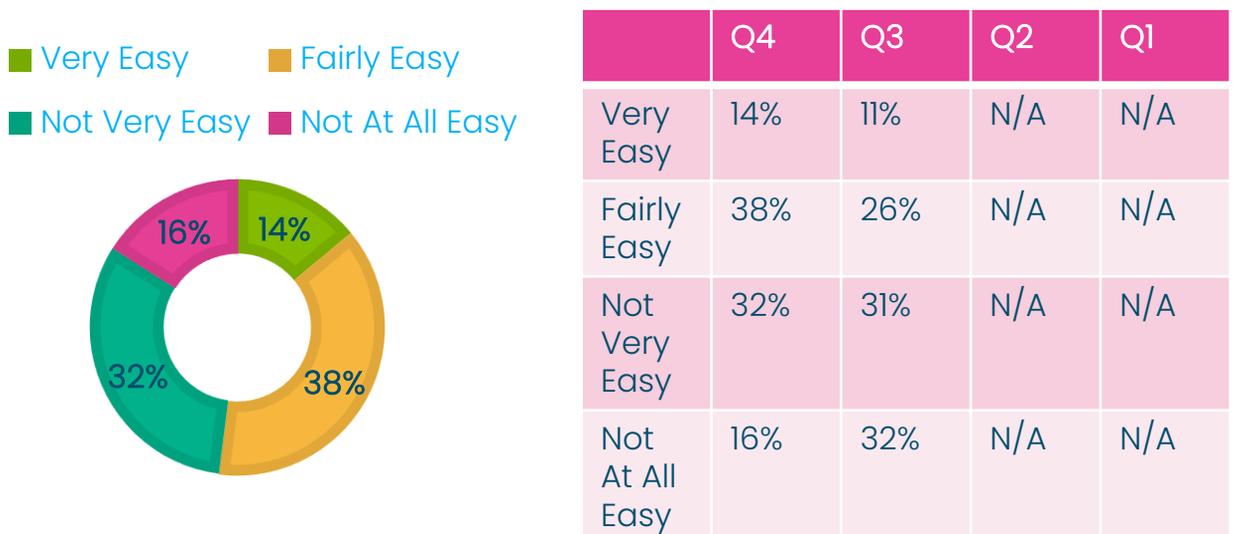
Access and Quality Questions

Q1) How do you find getting an appointment?



During January–March residents told us that they found it either ‘Fairly Easy’ (49%) or ‘Very Easy’ (20%) to get an appointment from their GP Practice’. This is an increase of 15% when compared to October–December 2022.

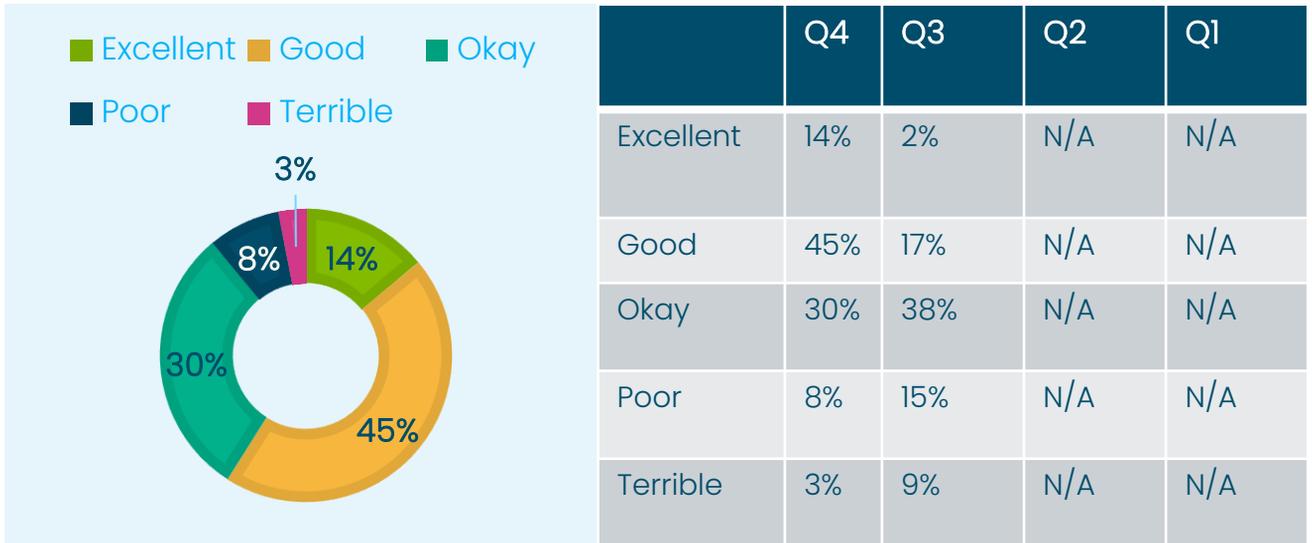
Q2) How do you find getting through to someone at your GP practice on the phone?



The percentage of positive and negative reviews is similar when residents told us how they found getting an appointment for their GP practice. We can also see that the positive reviews have significantly increased when compared to October–December 2022. ‘Not At All Easy’ has halved from 32% to 16%.

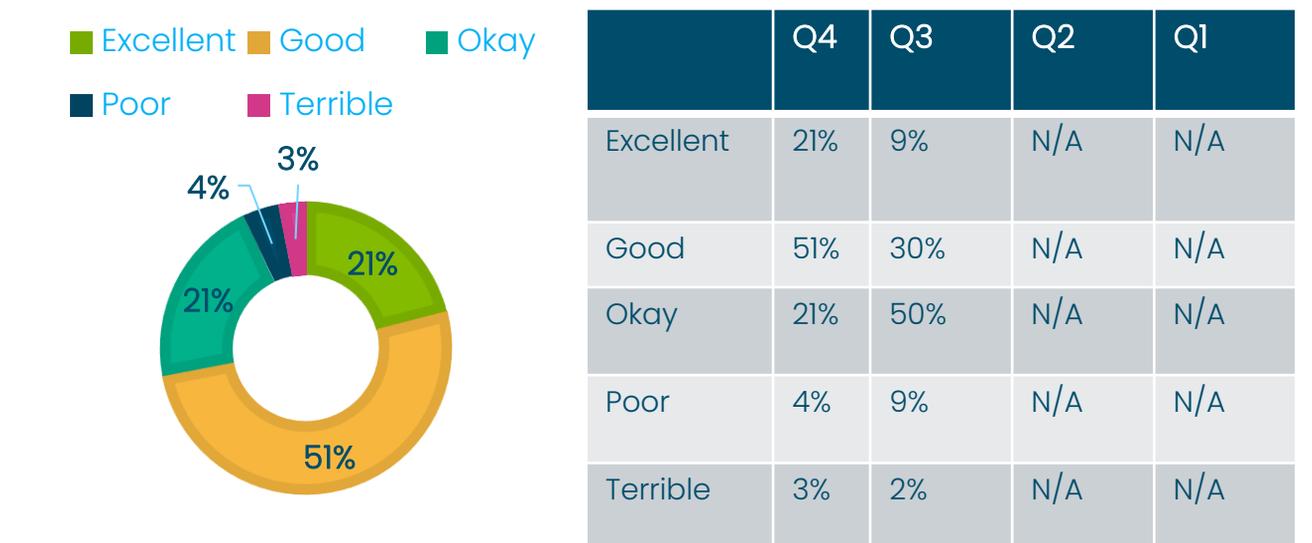
Access and Quality Questions

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



During January - March, we found that positive reviews had increased this quarter when compared with October-December. 'Excellent' is 14% and 'Good' is 45%. The negative responses have significantly decreased.

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



We have seen a significant increase in the amount of 'Excellent' and 'Good' reviews about telephone consultations in the last three months if we compare to the last quarter. The amount of 'Okay' and 'Poor' reviews have dropped by more than 50%. 'Terrible' reviews have stayed about the same.

Access and Quality Questions

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



Most residents we spoke to over the last three months continue to praise the quality of GP staff with 84% either considering them 'Excellent' or 'Good.' We should note that the number of 'poor' and 'terrible' experiences has decreased when compared to the previous quarter.

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



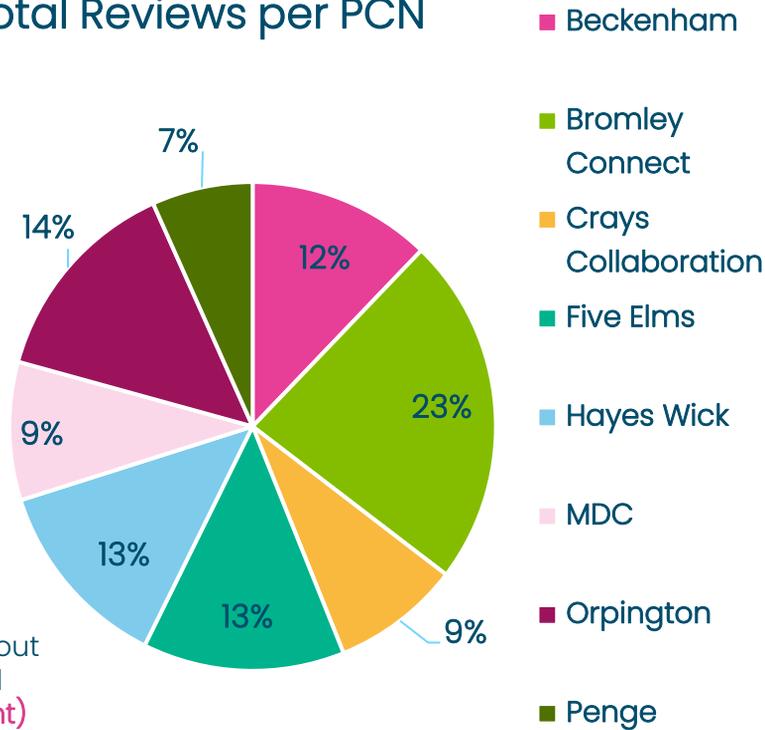
The quality of treatment and care provided by GP practices is primarily considered either 'Excellent' or 'Good' with these ratings making up 85% of all reviews during January-March. Looking at the data from the previous quarter, this opinion was very similar, and 'Poor' has decreased by 4%.

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 **8 PCN'S** covering the borough. These are:

- Beckenham
- Bromley Connect
- Crays Collaboration
- Five Elms
- Hayes Wick
- MDC
- Orpington
- Penge

Total Reviews per PCN



Between January – March the service which received the most reviews was Bromley Connect.

In order to understand the variance of experience across the borough we have compared the PCNs by the ratings given for access and quality covered in the previous section.

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 – Terrible, 5 – Excellent**)

Each **average rating** has been colour coded to indicate positive, negative or neutral sentiment.

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	To an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
Beckenham	2.9	2.5	4.2	4.2	4.5	4.3
Bromley Connect	2.7	2.3	3.8	3.2	4.2	4.3
Crays Collaboration	3.2	3.0	3.6	4.0	3.9	3.8
Five Elms	2.7	2.1	3.7	2.9	4.1	3.9
Hayes Wick	2.7	2.4	3.9	3.9	4.2	4.2
MDC	3.0	2.9	4.3	4.00	4.4	4.4
Orpington	2.3	2.4	3.4	3.1	3.7	3.8
Penge	3.3	3.0	5.0	4.3	4.7	4.5

Thematic analysis

In addition to the specifically tailored questions, we ask about GP practices we also ask two further questions (**What is working well? and What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between January – March 2023.

We have also identified the top 3 positive and negative themes for the 3 PCNS that received the most reviews this quarter. A list of the themes can be found on the Healthwatch Bromley website

Top 5 Positive Themes	Total count
Quality of treatment	48
Communication with patients	28
Treatment and care – experience	22
Staff attitudes	15
Appointment availability	15

Top 5 Negative Themes	Total count
Appointment availability	37
Getting through on the telephone	36
Booking appointments	13
Communication with patients	12
Treatment and care – experience	12

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Themes	Top 3 Negative Themes
Bromley Connect	3.0	1. Quality of treatment	1. Appointment availability
		2. Staff attitudes	2. Getting through on the telephone
		3. Communication with patients	3. Management of service
Orpington	3.1	1. Staff attitudes	1. Appointment availability
		2. Treatment and care - experience	2. Booking appointments
		3. Appointment availability	3. Waiting times
Five Elms	3.3	1. Staff attitudes	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment availability
		3. Quality of appointment - telephone	3. Remote appointments – online consultation

What has worked well?

Below is a list of the key positive aspects relating to GP practices between January – March 2023.



Staff attitudes

15 respondents left positive feedback about staff attitudes, both administrative and clinical. Residents found health professionals were 'kind' and caring when listening to their concerns.



Treatment and care

22 respondents highlighted the positive level of treatment and care that they experienced when accessing their GP practice.



Quality of treatment: face – to – face

48 respondents shared positive feedback regarding the quality of appointments they had received, especially those that were face-to-face.



Access – appointment availability

15 respondents left positive comments related to access and being able to book an appointment easily with their GP practice.



Communication with patients

28 respondents were exceedingly pleased with the care they have received from their GP practices and commented on good communication as well as clear treatment explanation.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January – March 2023.



Access – appointment availability

37 respondents shared negative feedback on the challenges they faced when accessing appointments. Residents felt that some receptionists were not always sympathetic to their situations and found it hard trying to book an appointment



Getting through on the telephone

36 respondents said getting through on the telephone was difficult. People shared their frustrations at being unable to get through to a receptionist when trying to book an appointment



Booking appointments

13 respondents commented that it can be difficult when they try to book an appointment over the telephone or online. Residents found waiting times could be very long, when calling their practice, and it can be challenging booking it on a digital platform.



Communication with patients

This quarter we had 12 negative comments related to communication with patients. Some people felt that they weren't being listened to or that their doctor didn't provide clear information related to a diagnosis or treatment.



Treatment and care

During January – March, 12 respondents left negative feedback that was related to the treatment and care they received when accessing their GP practice.

Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues across the past two quarters, 3 (October – December 2022) and 4 (January – March 2023).

Positive Issues

Q4	Q3
Staff attitudes	Communication with patients
Quality of treatment	Staff attitudes
Communication with patients	Quality of treatment
Treatment and care - experience	Experience
Appointment availability	Quality of staff

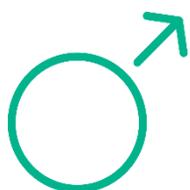
Negative issues

Q4	Q3
Appointment availability	Appointment availability
Getting through on the telephone	Booking appointments
Booking appointments	Getting through on the telephone
Communication with patients	Communication with patients
Treatment and care - experience	Staff attitudes

Equalities snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



Gender

During January - March, the majority of people that completed the demographic section of our feedback form were women (74%), with 26% of responses from men. The majority of feedback from both men and women was positive, with 8% being negative.



Age

91 people shared their age when completing our feedback form. The largest number of reviews came from 35-44 year olds (20) which was followed by 65-74 year olds (17). Most reviews across all ages were positive. The largest number of negative reviews came from 55-64 and 65-74 year olds.



Ethnicity

89 people provided their ethnicity on our feedback forms. The majority of patients that completed the demographic section of our feedback form said that they are White British (51). We also had people that said they were Irish, Asian British, Indian, Chinese, African, and any other white or black background.



Disability

87 people responded to the disability question on our feedback form. Of the respondents, 9 said they had a disability. Of the 89 respondents to our question asking if they had a long-term health condition, 34 people said yes. For both categories, the majority of people said they had a positive experience (72%) accessing their GP practice.

Experiences of Dental Services



Dental Services

No. of Reviews	121
Positive	90%
Negative	9%
Neutral	1%

Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between January – March 2023.

Top 5 Positive Issues	Total reviews
Treatment and care – experience	67
Staff attitudes	46
Quality of treatment	40
Quality of staff – health professionals	38
Treatment	18

Top 5 Negative Issues	Total reviews
Management of service	5
Staff attitudes – health professionals	4
Clarity about service cost	3
Communication with patients	3
Access – booking appointments	3

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between January – March 2023.

What has worked well?



Treatment and care

67 respondents who shared their dental experience left positive feedback and said that they received excellent treatment and care from both non-clinical and clinical staff.



Staff

46 respondents said that staff who had supported their visit were professional and provided excellent customer care when they access the service.

What could be improved?



Management and clarity about service cost

A few respondents (5), left negative feedback regarding the management of the service. Clarity of the change of costs at their dental practice and affordability would have been beneficial to have known more about. They would have valued more communication prior to their appointment.



Staff attitudes

Most of the responses we received were very positive about staff attitudes and the level of professionalism they experienced when visiting their dental practice. However, a few comments(4) were left that related to rudeness and poor customer service skills.

Experiences of 'Other' services



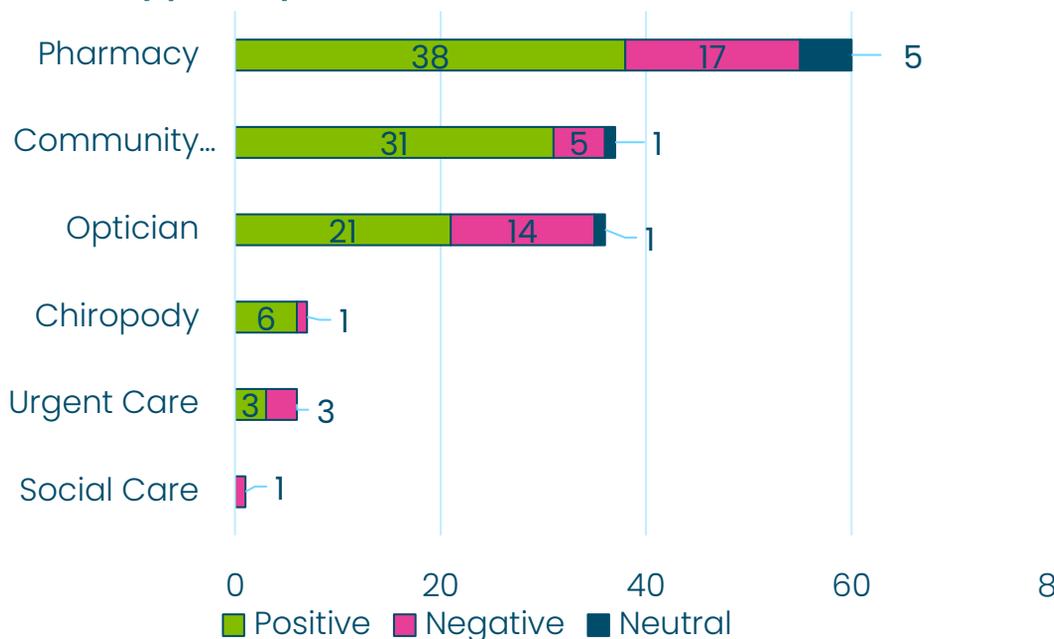
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews
Pharmacy	60
Community Health	37
Optician	36
Chiropody	7
Urgent Care	6
Social Care	1

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' services between January – March 2023.



Pharmacy – staff attitudes

77% of reviews that covered staff attitudes were positive. The majority of people that shared pharmacy feedback said that staff were very helpful and friendly towards them.



Pharmacy – service coordination

65% of reviews were positive regarding service co-ordination. Residents were exceedingly pleased with the delivery of the service and how organised staff were.



Community Health – staff attitudes

91% of reviews that were related to community health services left positive feedback about staff attitudes. Residents were happy with the friendly customer service and the support staff offered in terms of treatment explanation.



Optician – staff attitudes and treatment

62% of reviews for opticians left positive feedback about staff attitudes, and 61% of reviews mentioned how positive their experience had been with the treatment and care they had received when accessing the service.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' services between January – March 2023.



Pharmacy – staffing levels

A small percentage of reviews (5), mentioned a shortage of staffing which meant the pharmacy was unable to run as effectively as it should, meaning there were long waiting times and delays helping people with their needs.



Pharmacy – waiting times

Similar to the comments above, 4 respondents mentioned that there were long waiting times when visiting their local pharmacy. They had to queue to be seen and the service was less punctual than it had previously been,



Community Health – communication and access

A small number of negative reviews (5) were shared regarding communication with patients. Some people were unhappy with the information, or lack of, provided by staff regarding their treatment. There was also a small number of reviews (2) that were negative about long waiting times when accessing a service.



Optician – management of service

The majority of respondents, 60%, left negative reviews related to the management of the service. People were unhappy with the service co-ordination, particularly related to communication with patients about treatment and advice.

Appendix



Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage %	No. of reviews
Man (inc trans man)	27%	60
Woman (inc trans woman)	71%	155
Non-binary		0
Other		0
Prefer not to say	2%	4
Not provided		0
Total		219

Age	Percentage %	No. of reviews
Under 18		
18-24	2%	5
25-34	15%	32
35-44	20%	44
45-54	11%	25
55-64	12%	26
65-74	19%	42
75-84	14%	30
85+	6%	14
Prefer not to say		
Not provided		
Total		218

Disability	Percentage %	No. of reviews
Yes	13%	17
No	87%	185
Prefer not to say		
Not known		
Not provided		
Total		212

Long term condition	Percentage %	No. of reviews
Yes	43%	93
No	56%	121
Prefer not to say	0%	1
Not known		
Not provided		
Total		215

Ethnicity	Percentage %	No. of reviews
British / English / Northern Irish / Scottish / Welsh	78%	167
Any other White background	9%	19
Asian British	1%	3
Chinese	0%	1
Indian	1%	2
Any other Asian background/Asian British Background	2%	4
Black British	2%	5
African	1%	3
Any other Black/British Background	1%	3
Irish	1%	2
Any other Mixed / Multiple ethnic groups background	1%	2
Any other ethnic group	0%	1
Total		213

Religion	Percentage %	No. of reviews
Christian	48%	80
Hindu	1%	1
Jewish	4%	6
Muslim	1%	1
Muslim	2%	4
Spiritualism	1%	1
Spiritualism	1%	1
No religion	45%	75
Prefer not to say	2%	4
Not provided		
Total		168

Unpaid Carer	Percentage %	No. of reviews
Yes	9%	16
No	91%	164
Prefer not to say	0%	0
Not provided		
Total		180

Demographics

Sexual Orientation	Percentage %	No. of reviews
Asexual		
Bisexual		
Gay man	1%	1
Heterosexual / Straight	96%	186
Lesbian / Gay woman	1%	1
Pansexual		
Prefer not to say	3%	5
Not known	1%	1
Not provided		
Total		194

Pregnancy	Percentage %	No. of reviews
Currently pregnant	6%	4
Currently breastfeeding	26%	19
Given birth in the last 26 weeks	3%	2
Prefer not to say	1%	1
Not relevant	64%	46
Total		72

Employment Status	Percentage %	No. of reviews
In unpaid voluntary work only	1%	3
Not in Employment & Unable to Work	5%	11
Not in Employment / not actively seeking work – retired	37%	574
Not in Employment (seeking work)	4%	9
Not in Employment (student)	0%	0%
Paid: 16 or more hours/week	34%	68
Paid: Less than 16 hours/week	5%	10
Prefer not to say	0%	0%
On maternity leave	13%	27
Not provided		
Total		202

Area of the borough	Percentage %	No. of reviews
Beckenham Town & Copers		
Cape Ward	7%	15
Bickley & Sundridge Ward	2%	4
Biggin Hill Ward	5%	11
Bromley Common & Holwood Ward	18%	37
Bromley Town Ward	13%	22
Chelsfield Ward	1%	2
Chislehurst Ward	5%	11
Clock House Ward	3%	6
Crystal Palace & Anerley	1%	3
Farnborough & Crofton Ward	4%	8
Hayes & Coney Hall Ward	5%	10
Mottingham Ward	2%	4
Orpington Ward	21%	43
Penge & Cator Ward	5%	11
Plaistow Ward	0%	1
West Wickham Ward	5%	11
Out of Borough	1%	3
Total		204