

**PATIENT EXPERIENCE  
REPORT 2020**

**Q2: July- September**

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# Introduction and Executive Summary

Healthwatch was created by the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Healthwatch Bromley has a duty to gather and publish the views of patients and service users in the borough. To fulfil this duty in Bromley, a comprehensive Patient Experience data collection programme is operated. Annually this yields approximately **2,400** patient experiences.

This is the sixth Patient Experience Report for Healthwatch Bromley. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Bromley in April 2018 when an online Digital Feedback Centre was launched together with the Healthwatch Bromley website.

Normally, Healthwatch Bromley Patient Experience Officers and volunteers visit health and social care services to gather feedback from patients, service users, carers, and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendices 1 & 2).

During the current COVID-19 pandemic, because of restrictions put in place by the government, collecting feedback on a face to face basis had not been possible. Instead, during this quarter, patient experience feedback has been gathered in two ways. Firstly, a number of Bromley residents have been contacted by telephone in order to seek their views and secondly, online platforms such as [WWW.NHS.UK](http://WWW.NHS.UK) and [WWW.CARE OPINIONS.ORG.UK](http://WWW.CAREOPINIONS.ORG.UK) have been used to gather patient experience comments.

# Introduction and Executive Summary cont.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Bromley's population, we acknowledge that the type of service used varies from person to person and varies at different stages in people's lives. Some people, of course, do not use services at all. All those contacted are asked for their monitoring information but some do not wish to provide this information.

The outreach element of the Healthwatch Bromley Patient Experience Programme is, in normal circumstances, supplemented by community engagement work. However, the Healthwatch website ([www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)) continues to be available for the public to visit and independently provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre and the physically collected forms.




This report covers the Quarter 2 period, July-September 2020. During this time, **576** reviews were collected. Of the total number of patient experiences received, based on the star rating provided by patients (see next page), **466 (81%)** were positive, neutral **26 (5%)** and **84 (14%)** negative **466 (81%)** were positive, neutral **26 (5%)** and **84 (14%)** negative. The information presented within this report reflects the individual patient experience of health and social care services and captures genuine observations and verbatim comments from the community.

Healthwatch Bromley presents this information for consideration and anticipates that it will be used to highlight good practice but also to improve service provision.

# Overall Patient Reviews

The number of patient reviews received this quarter is **576**. The table below shows a breakdown of the positive, neutral and negative patient reviews.

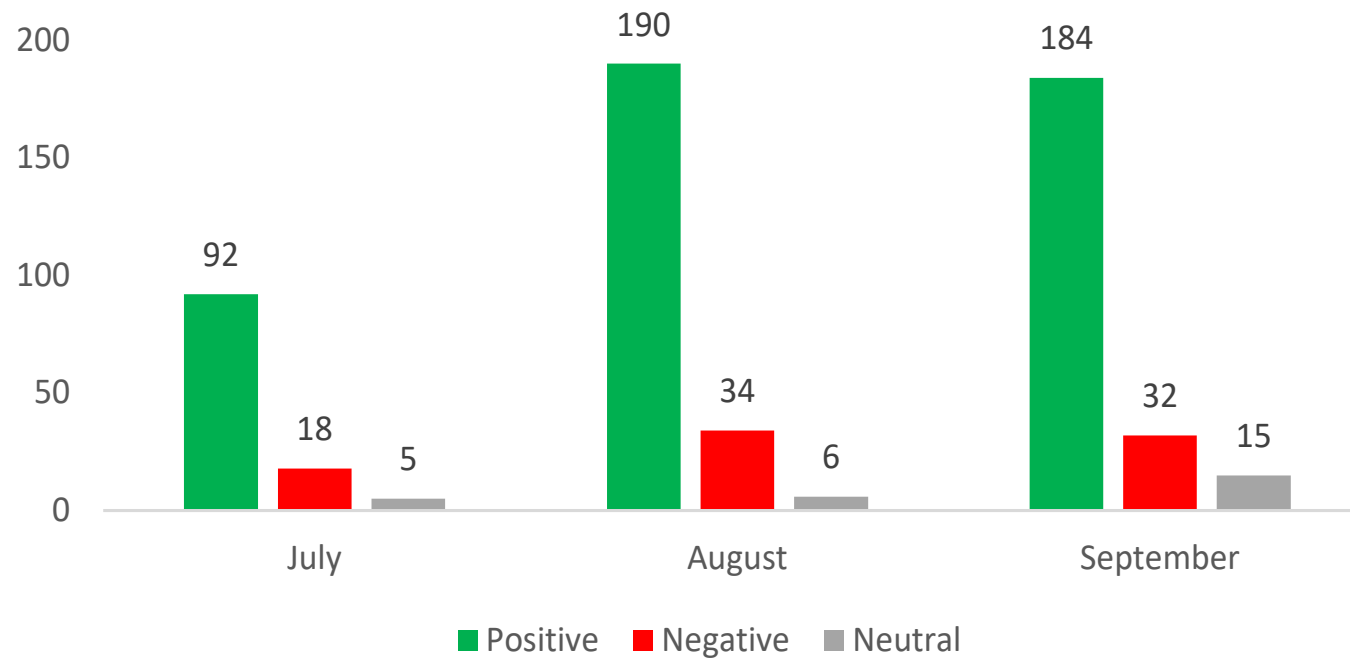
Each patient is asked to give an overall star rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response; 3 indicates neutral; 4 or 5 indicate positive. This quarter **466** positive, **26** neutral and **84** negative responses were recorded (see the appendices for examples of our physical and online feedback questionnaires).

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
July	18	5	92
August	34	6	190
September	32	15	184
Total	84	26	466

# Overall Patient Reviews

This chart provides a breakdown of positive, neutral and negative reviews for each month, based on the overall star ratings provided.

### Total Positive, Negative & Neutral Reviews for Q2



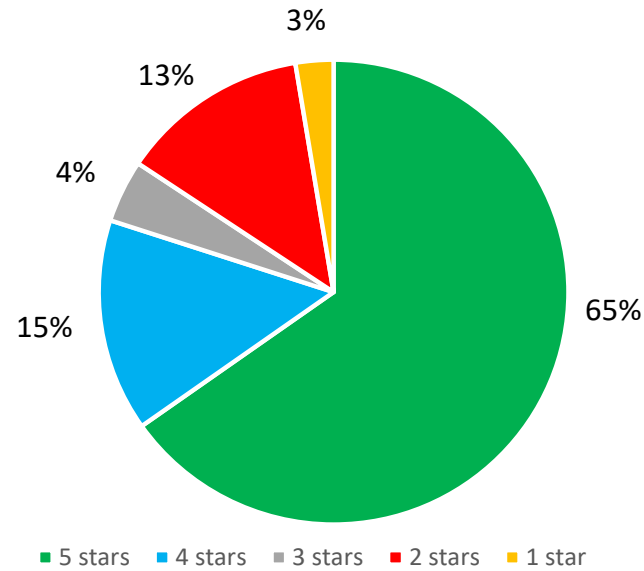
# Overall Patient Reviews: Star Ratings

These pie charts show the breakdown of star ratings for each month and for the whole quarter.

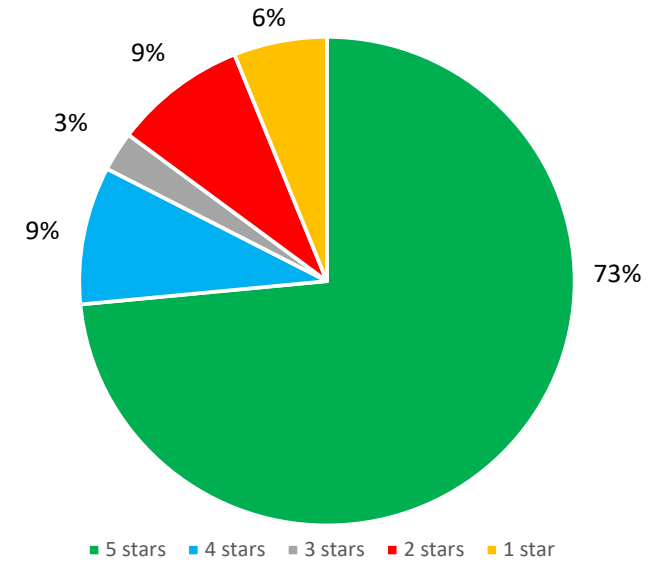
In each month the 5 star rating received the highest proportion of reviews.

The overall star ratings for services show that Bromley residents are overall satisfied

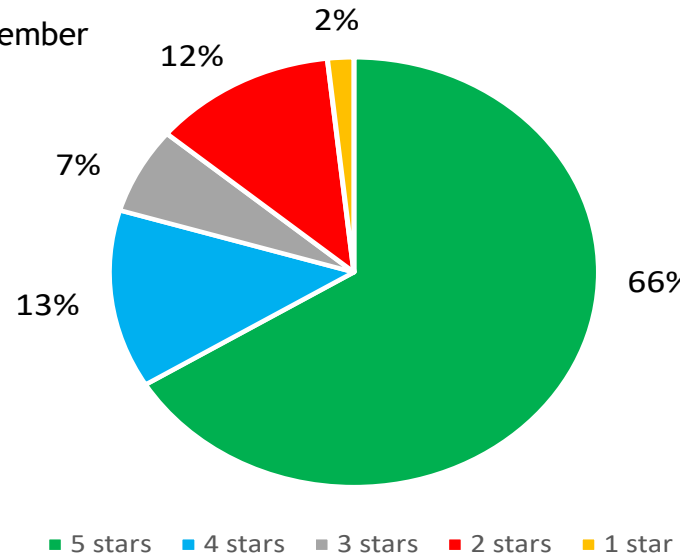
July



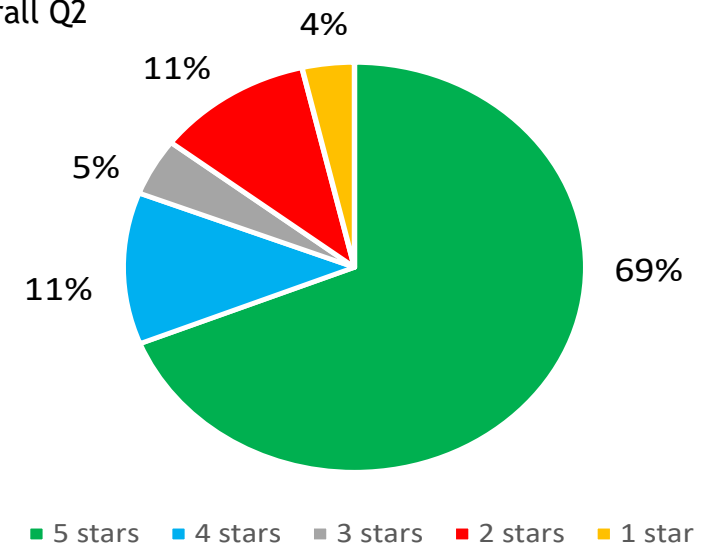
August



September



Overall Q2



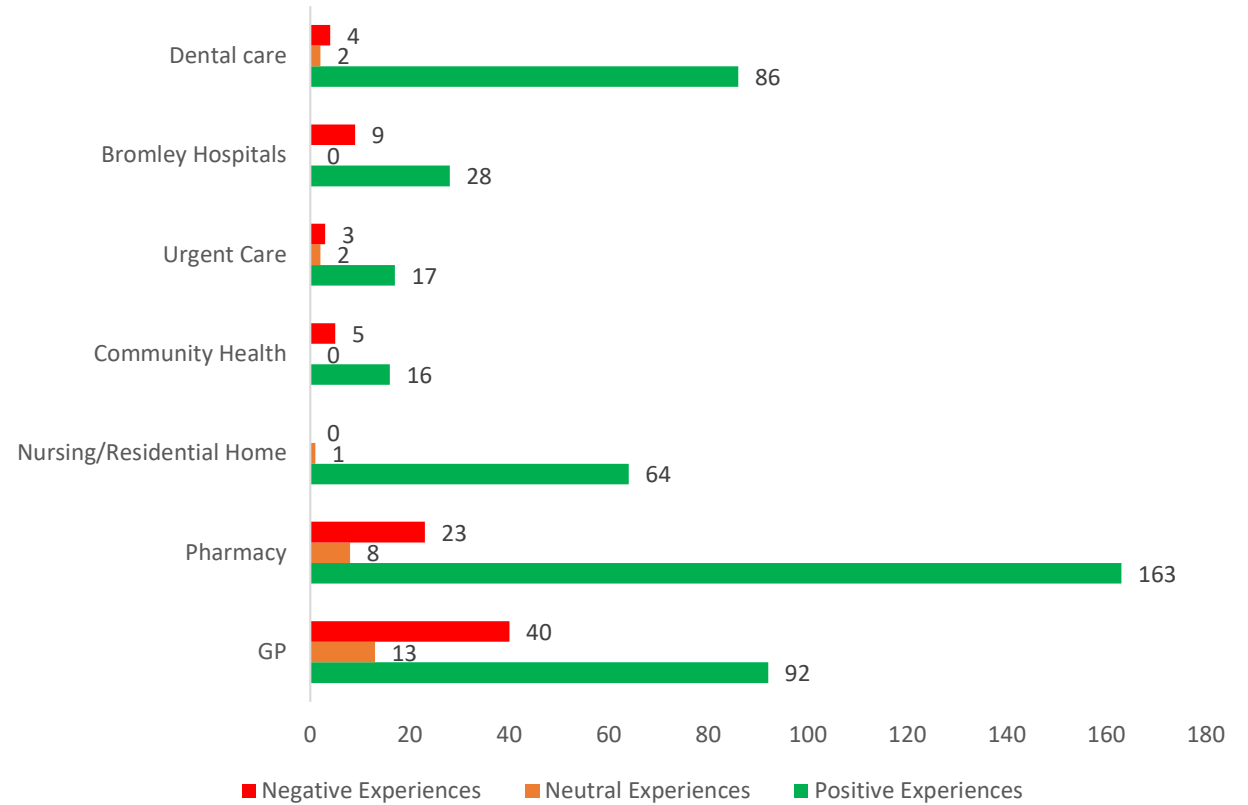
# Reviews for major services

The patient reviews recorded for this quarter cover seven service categories, as seen in this chart.

The category with the highest number of reviews recorded is the **Pharmacy** category (194), followed by the **GP** category (145) and **dental care** category (92).

Service Category

Reviews for major services



Number of reviews



# Distribution of Positive & Negative Reviews

This table compares the number of negative and positive reviews for each service category.

The 'Pharmacies' category received the highest proportion of positive reviews at **35% (163)** followed by 'GPs' which received **20% (92)** and 'Dental care' **18% (86)**.

However, the 'GPs' and 'Pharmacies' categories also received the highest proportion of negative reviews. 'GPs' **47% (40)** and 'Pharmacies' **27% (23)**.

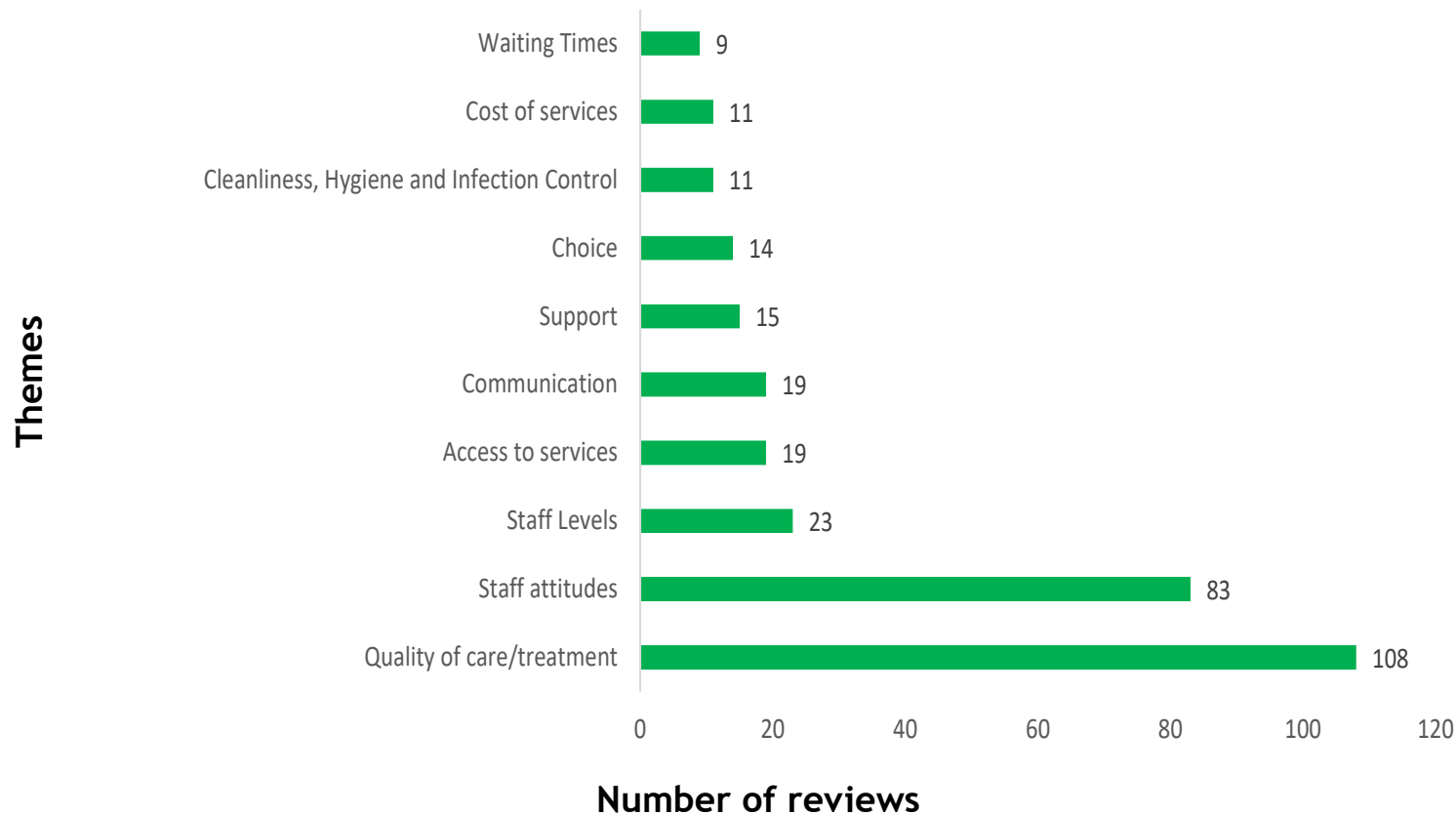
Service	Positive	Neutral	Negative	Total
Community Health	16	0	5	21
Dental care	86	2	4	92
Nursing/Residential care	64	1	0	65
GPs	92	13	40	145
Bromley Hospitals	28	0	9	33
Pharmacies	163	8	23	194
Urgent Care	17	2	3	22
Social Care	0	0	0	0
<b>Total Reviews per Service Category</b>	<b>466</b>	<b>26</b>	<b>84</b>	<b>576</b>

# Themes

This section shows a breakdown of the main themes for service areas where we received a significant number of reviews, **Pharmacies, GPs and Dental care**. After asking patients for an overall star rating of the service we ask them to “Tell us more about your experience”. (See the appendices for examples our physical and online questionnaires).

Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix ii. for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, neutral or negative sentiment is recorded.

# Themes/Trends for Pharmacies



**Quality of care/ treatment; 108 responses, 88% positive.**

**Staff attitudes; 83 responses, 86% positive.**

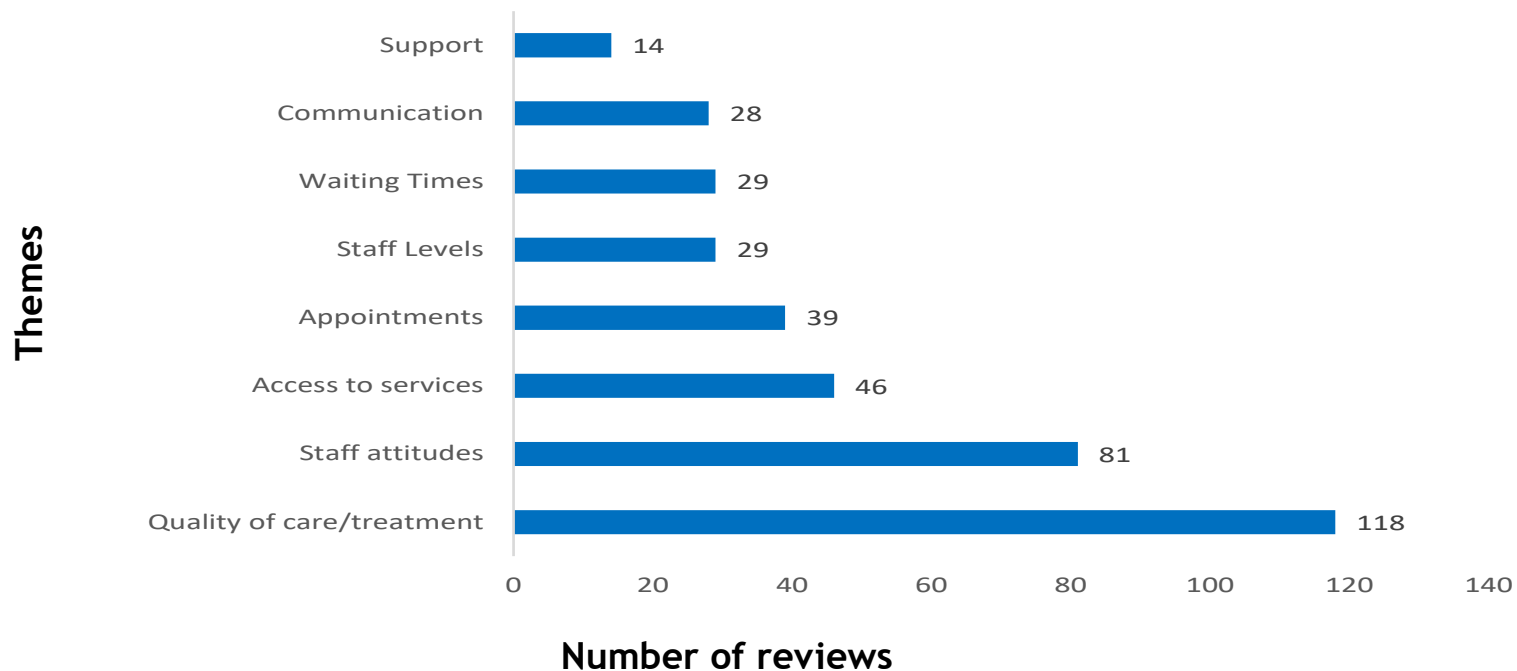
**Staff levels; 23 responses, 87% positive.**

**Waiting times; 9 responses, 44% negative.**

The majority of responders were satisfied with the delivery of their medicines to their home despite the fact that some had to pay extra money for the service.  
Some issues with long waiting times were reported around the delivery of prescriptions.

# Themes/Trends for GPs

For GPs, 'Quality of care/treatment' received **118** reviews, with **77%** positive, 'Staff attitudes' received **81** reviews, with **77%** positive, 'Access to services' received **46** reviews, with **63%** positive, 'Waiting times' received **29** reviews, **62%** negative.



Many GP surgeries have established good online appointment systems that are easy to navigate and through which it is easy to book appointments. Patients reported that for some GPs, getting through by phone was time consuming as lines were constantly busy. Some patients reported that the online forms were too long and hard to complete but that they were only able to book an appointment if the forms were completed.

For many patients, telephone or online consultations were easier and more convenient than having to attend the surgery in person and they would prefer that GP practices continued to offer this service in the future. However, some preferred, and needed, face to face appointments as they did not feel comfortable explaining their issues over the phone or online.

# Themes/Trends for Dental care

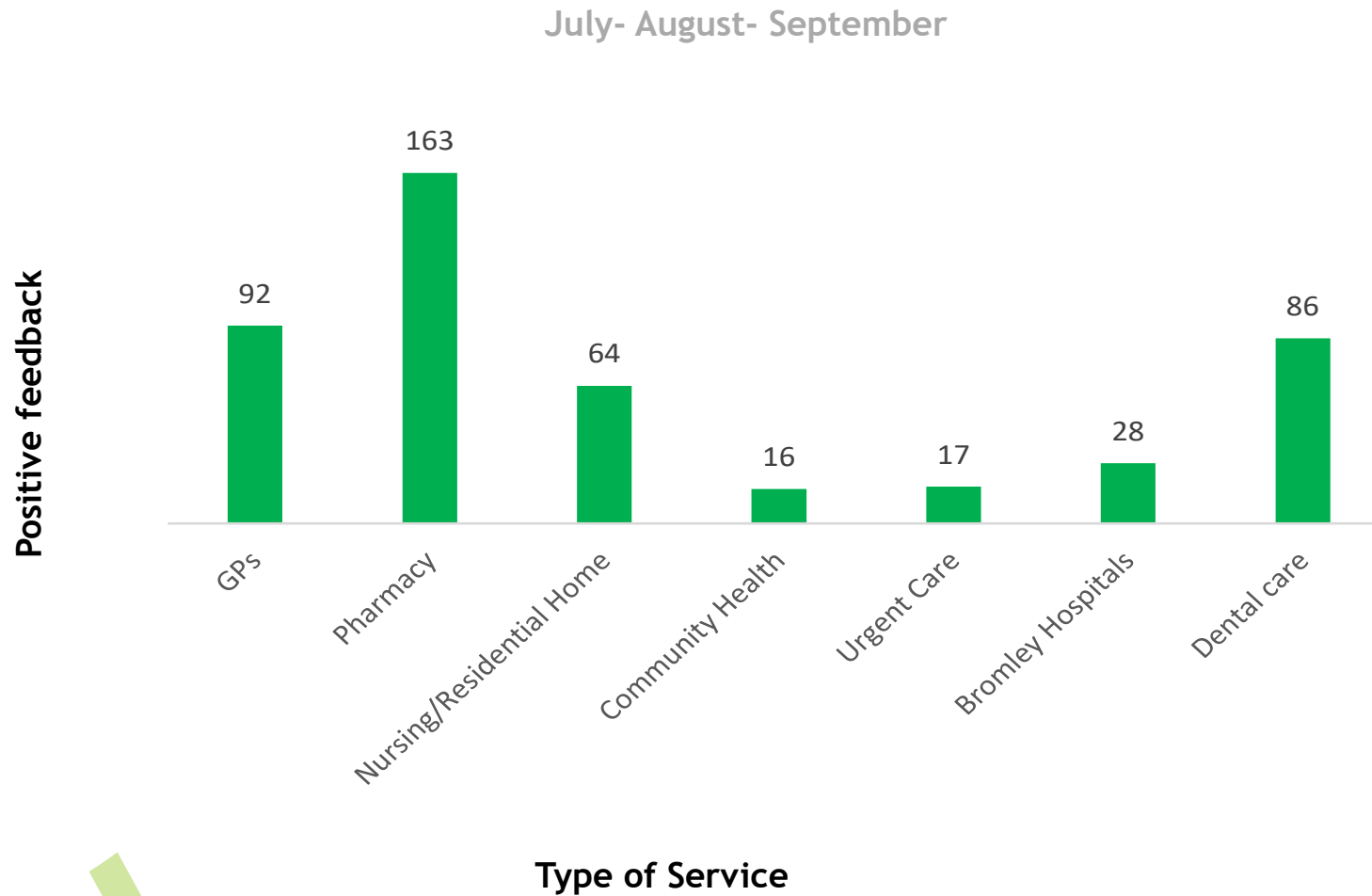
In the review of Dental care, 'Quality of care' received **85** reviews, **98%** of which were positive; 'Staff levels' received **48** reviews, all of which were positive. 'Staff attitudes' received **81** reviews, **95%** of which were positive.



Residents in Bromley were unclear about access to dental care during the Covid-19 restrictions. Many reported that they were not aware of the criteria for emergency appointments. Clear communication is required around treatment and access to general and emergency dental care.

# Positive Reviews: Themes/Trends

Looking at the positive reviews received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and theme, and includes comments received regarding each service area.





## Pharmacies

### Quality of care/treatment

108 reviews received, 88% positive.

" This is my local pharmacy that offers a very good service. They are helpful and professional, even during these difficult times."

" Great service and reasonable prices. I hope that they continue like this."

" Excellent service provided, very polite. You're not waiting long for prescriptions. They go out of their way to help you, offer great advice when needed. Best pharmacy in the area."

" This pharmacy is doing well. I praise them for their efforts to keep us safe during these times."

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### Staff attitudes

83 reviews received, 86% positive.

" Really helpful and very friendly staff."

" It is a nice place to shop from. Plenty of products available and nice staff."

" They have done a great job during the pandemic. I went last week and the process was smooth. The measures taken to protect customers are extraordinary. Thank you"



## GP services

### Quality of care/treatment

118 reviews received, 77% positive.

" They respond quickly to triage emails when contacted that same morning. Quick, efficient advice. The email service is really helpful and saves a lot of time."

" During this COVID-19 season, the service has been the best it has ever been as the doctors call you back via video call/ phone call. But before COVID-19, it was terrible. You could hardly get an appointment."

### Access to services

46 reviews received, 63% positive.

" I like the new way of operating which is to book and have an online consultation. Convenient."

" Easy to book an appointment via the application. Everything is smooth."





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## Dental Care

### Quality of care

85 reviews received, 98% positive.

" Very friendly, extremely well organised and efficient. Great online booking system."

" Professional treatment. Made to feel very relaxed. The practice has been adapted to fully comply with the new COVID-19 regulations. I felt safe and sure that all necessary precautions had been taken to ensure that patients' wellbeing had been put first."

" I had invisalign treatment and couldn't be more happy with the results. Dr Mohsen and the team are excellent and I always recommend this practice to friends!"

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## Staff attitudes

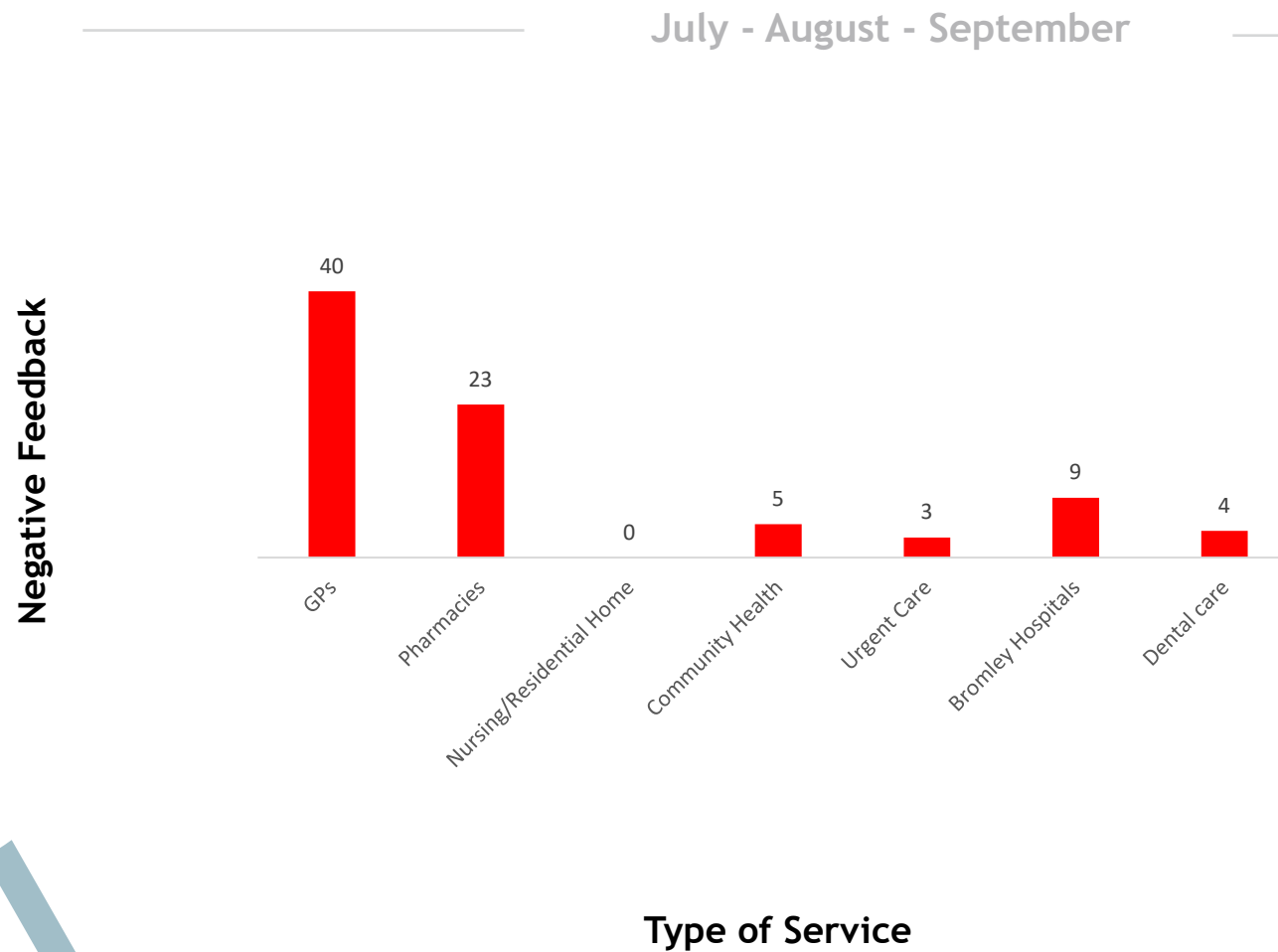
81 reviews received, 95% positive.

" Great practice, professional work and very friendly dentists and staff."

" I have been with this dental practice for almost 40 years! I am now a wheelchair user. The team cannot do enough for me. I've always found the receptionists to be friendly and welcoming. My dentist is brilliant."

# Negative Reviews: Themes/Trends

By looking at the negative reviews received from the people of Bromley every month, we can identify themes and trends, which enable us to recommend where a service needs to improve to provide a more positive experience. This section provides an overview of the negative reviews.





## GP services

### Waiting times

29 reviews received, 62% negative

" Things need to change at this surgery. The practice manager needs to review the COVID-19 procedures urgently. Queues are in the car park. Phone lines are not answered. They need to improve."

" I needed a prescription for my son. Rang at 2 pm. They said that they would send across. Got to 5pm and still nothing."

" They are good but sometimes getting an appointment can be an issue. Phones go busy at 8 AM and when you do get through there are no appointments."



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## Pharmacies

### Waiting times

9 reviews received, 44% negative.

" You have to queue for a long time at the back of the store."

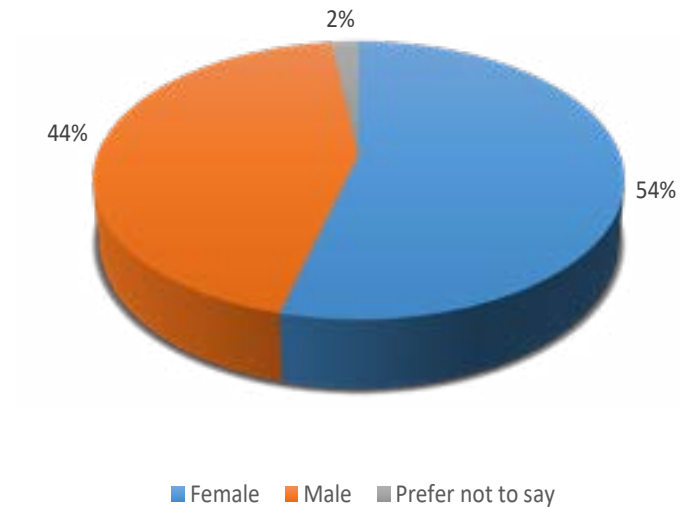
" They are very slow in delivering prescriptions."

" Sometimes I have to wait a bit longer before receiving my medicines."

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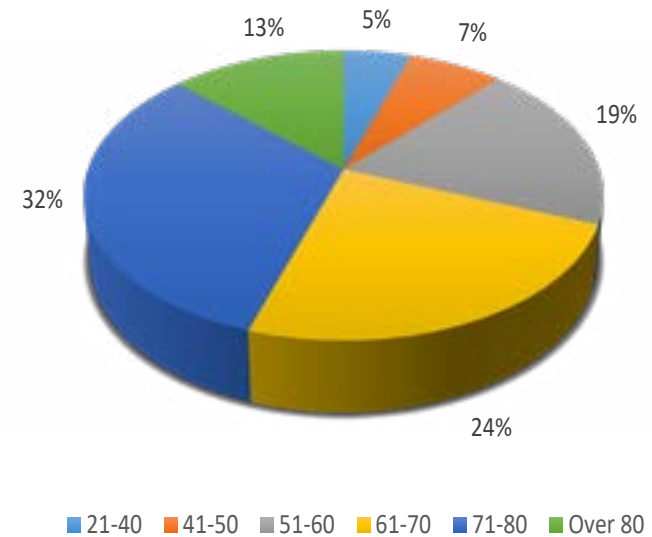
# Demographic information

The pie chart below shows the number of reviews received by gender from July to September 2020. 54% are from women, 44% from men and 2% respondents preferred not to state their gender.



**Gender**

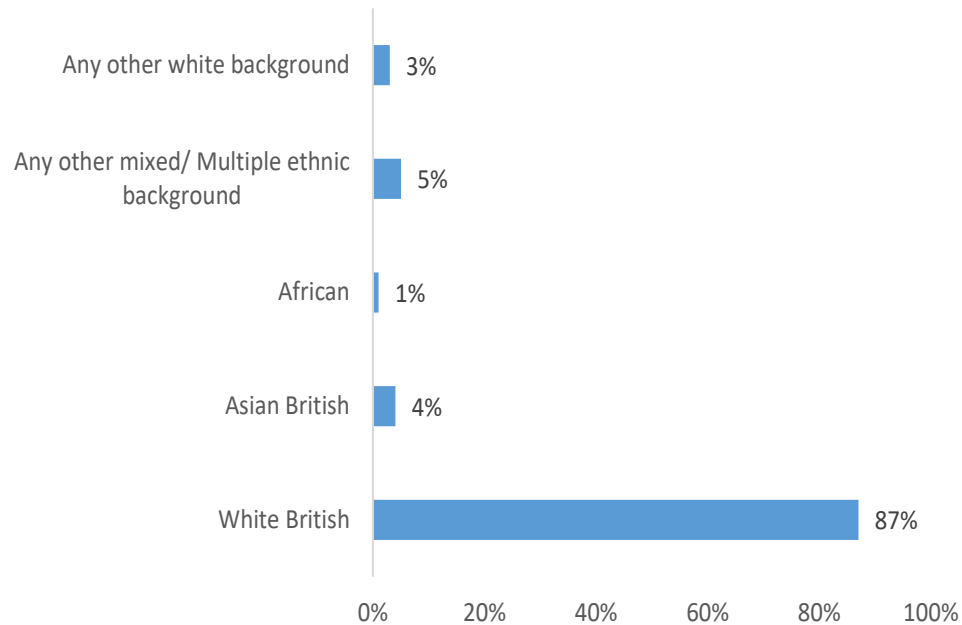
The pie chart below shows the number of reviews received this quarter from different age groups. The largest age group was the over-60s at 69%.



**Age**

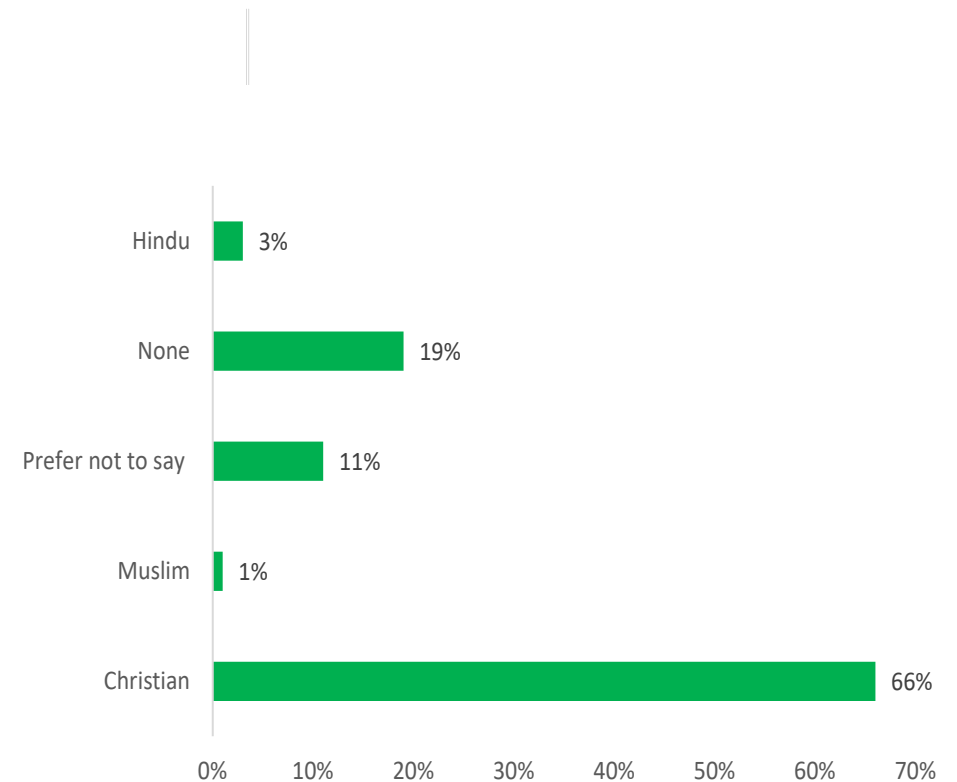
# Demographic information

The majority of feedback (**87%**) was from people who identified as **White British**. Other ethnic groups included **4% Asian British** and **1% Africans**. Numbers are shown in the chart below. We aim to capture feedback from people from all ethnic groups in Bromley.



**Ethnic Background**

Religion - **66%** of respondents stated their religion as **Christian**, **19%** as **None** and **11%** preferred not to say. The chart below shows numbers of respondents by identified religion.



**Religion**

# Conclusion

This quarter, **576** patient experiences were collected. There were **466** positive reviews, **84** negative and **26** neutral, so a very large majority of patient experiences were positive.

## Positive

- \* Flexibility of accessing services for GPs.
- \* Delivery services for pharmacies.
- \* Quality of care for dental services.

## Negative

- \* Lack of clarity about the availability of services in hospitals during the pandemic.
- \* Long waiting times for GPs.
- \* Lack of information around the provision of dental care services.

# Actions, impact and next steps

This report identifies areas of good practice and areas for improvement across different services. Healthwatch Bromley will use this report in its meetings with commissioners and providers, sharing the themes identified from the patient voice to identify how services could be improved. As additional reports are published, identified themes and trends will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The Healthwatch Bromley Patient Experience Report (Q2) will be shared and presented to different groups including:

- Bromley Place Based Board and South East London Governing Body
- South East London CCG Healthwatch Regional Director
- Bromley Communications and Engagement Network
- Bromley's Health and Wellbeing Board
- Bromley Health Scrutiny Committee
- Kings College NHS Foundation Trust Patient Experience Committee (PEC)

We are working closely with the CCG and a variety of partners to identify how this intelligence can influence commissioning and monitoring mechanisms. Healthwatch Bromley is keen to explore how Healthwatch data can best be integrated with other patient experience monitoring and reporting, to improve patient experience of using health services.



# Actions, impact and next steps

Healthwatch Bromley continue to engage patients in innovative ways during the COVID-19 pandemic. We will continue to collect reviews from telephone interviews and develop our social media platforms to raise awareness of our service and seek feedback from local people. We will work with key partners to distribute our feedback form through foodbank parcels; pharmacy prescriptions; volunteer community support programmes. We intend to reach our Patient Experience targets this quarter through telephone interviews with residents to collect patient experience feedback.

## i. Feedback Form

### Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

e.g. Biggin Hill, Chislehurst and Orpington

Which department did you visit?

Department ▼

## Your ratings (select if applicable)

Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care/treatment



Quality of food



Access to appointments



Quality of Service



Communication



In relation to your comments are you a:

When did this happen?

Where did you hear about us?

Would you like information about other local services? \*

No  Yes

Do you want to know more about how to make an official complaint?\*

No  Yes

## About you

Name

Leave feedback anonymously?

Email\* (Your email will be kept private and you will not be sent any marketing material)

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch\*

Yes  No

I confirm I am over the age of 16\*

Yes  No

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

## ii. Taxonomy

Main themes	Sub themes
Access to services	Access for those with a physical disability
	Access for those with a sensory disability
	Access for those with learning disabilities
	Access for those with mental health problems
	Access to Community Health services
	Access to Dentistry services
	Access to GPs
	Access to Hospital services
	Access to Mental health services
	Access to Opticians
	Access to Pharmacy services
	Access to Social Care services
Administration	
Admission	
Appointments	Booking Appointments
	Cancellation
	Length of appointments
	Quality of appointments
Buildings/Facilities	
Car Parking	Car Parking Access
	Car Parking Changes
Cleanliness, Hygiene and Infection Control	
Communication	Health Promotion
	Internal communication
	Lack of communication
	Treatment explanation
Complaints Procedure	
Consent to care and treatment	
Cost of services	
Décor	
Diagnosis	
Dignity	
Discharge	
Equality	Stigma
Food/Nutrition	
Health and safety	
Health inequalities	
Interpreters	Access to interpreters
	Quality of interpreters
Medication	Prescriptions
Patient choice	
Patient records	
Patient Transport	
Prevention	
Procurement/Commissioning	
Quality of care/treatment	
Referrals	29
Safeguarding	
Service co-ordination	
Service Closure	
Staff Attitudes	
Staff Levels	
Staff Training	
Suitability of provider/staff	
Waiting times	Waiting lists for treatment
	Waiting times to be seen at appointment