

**PATIENT EXPERIENCE  
REPORT 2020**

**Q1: April- June**

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# Introduction and Executive Summary

Healthwatch was created by the Health and Social Care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. Healthwatch Bromley has the duty to gather and publish the views of patients and service users in the borough.

In delivering these duties in Bromley we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield approximately **2,400** patient experiences per annum, all of which will be presented as they are received, and considered as valid community opinion.

This is the first quarterly Patient Experience Report for Healthwatch Bromley for the year 2020-2021. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Bromley in April 2018 when the online Digital Feedback Centre was launched together with the Healthwatch Bromley website.

Normally, our patient Experience Officers and volunteers visit health and social care services to talk to and hear from patients, service users, carers, and relatives about their experiences of local services. This was not possible during this quarter due to Coronavirus social distancing measures put in place by the UK government.

During this quarter, patient experience comments and reviews were gathered in two ways. Firstly, we organized weekly zoom community engagement sessions (each Tuesday and Wednesday). The aim of the community Engagement sessions was to offer a platform to listen to local Bromley residents, patients and the wider community. Secondly, we used online platforms such as NHS.UK and care opinion.org.uk 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 different people use different services at different times in their lives, some not at all.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website ([www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre and the physically collected forms.




This report covers the first quarter, April-June 2020. During this time, we collected 300 reviews. The target number of 600 reviews was not met due to the fact that we put on hold our patient experience visits from mid-March due to Coronavirus social distancing measures put in place by the UK government. Out of the total number of patient experiences received, **233 (78%)** were positive, **5 (2%)** neutral and **62 (20%)** negative, based on the star rating provided by patients.

The information presented within this report reflects the individual patient experience of health and social care services, capturing genuine observations and verbatim comments from the community. Healthwatch Bromley presents it to be considered and used to highlight good practice and improve service provision.

# Overall Patient Reviews

The number of patient reviews received this quarter is **300**. The table below shows a breakdown of the positive, neutral and negative patient reviews.

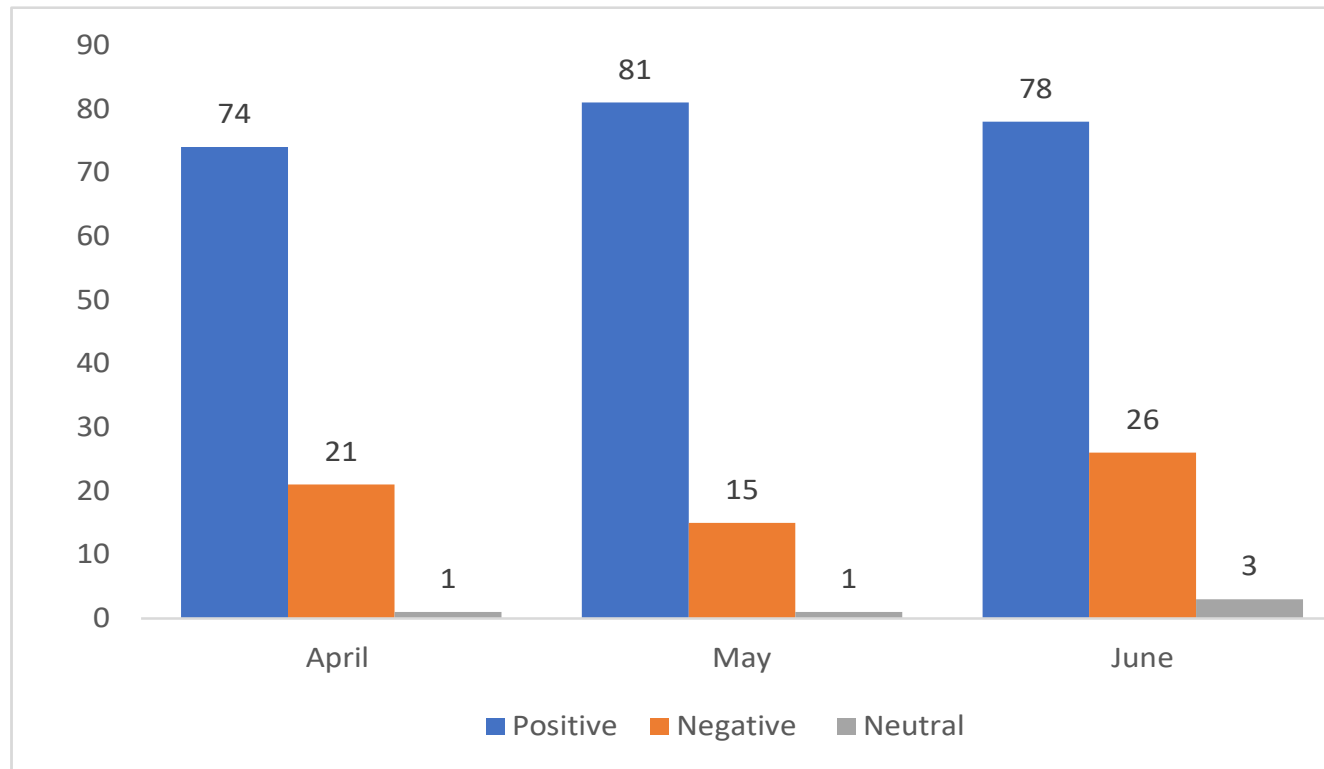
Each patient is asked to give an overall star rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response; 3 indicates neutral; 4 or 5 indicate positive. This quarter **233** positive, **5** neutral and **62** negative responses were recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
April	21	1	74
May	15	1	81
June	26	3	78
Total	62	5	233

# Overall Patient Reviews

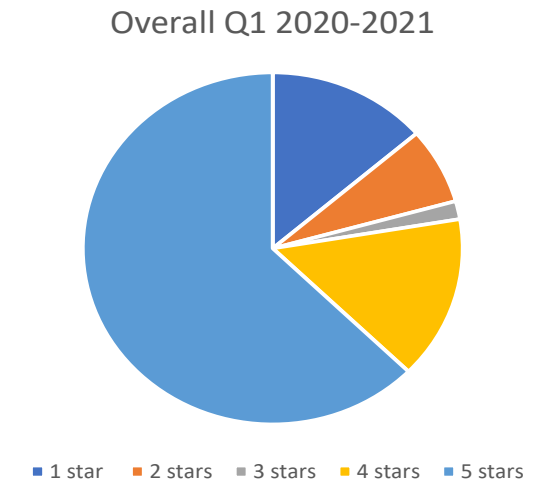
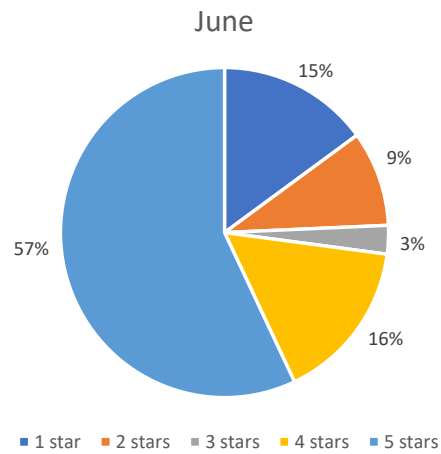
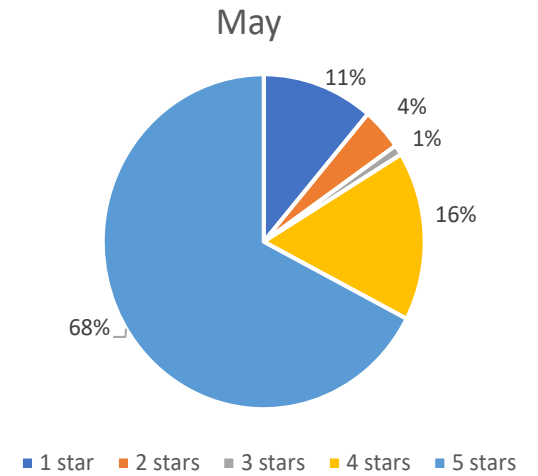
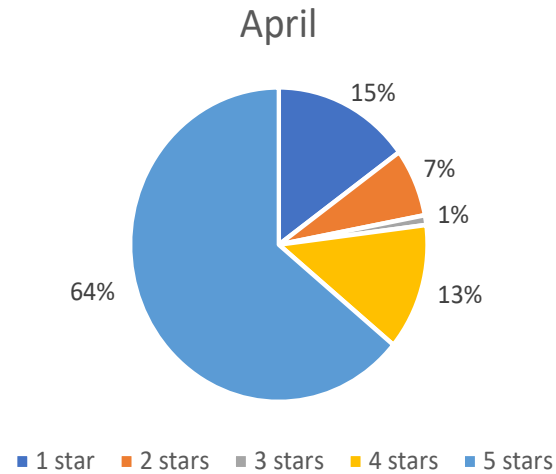
This chart provides a breakdown of positive, neutral and negative reviews for each month, based on the overall star ratings provided.

### Total Positive, Negative & Neutral Reviews for Q1



# Overall Patient Reviews: Star Ratings

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



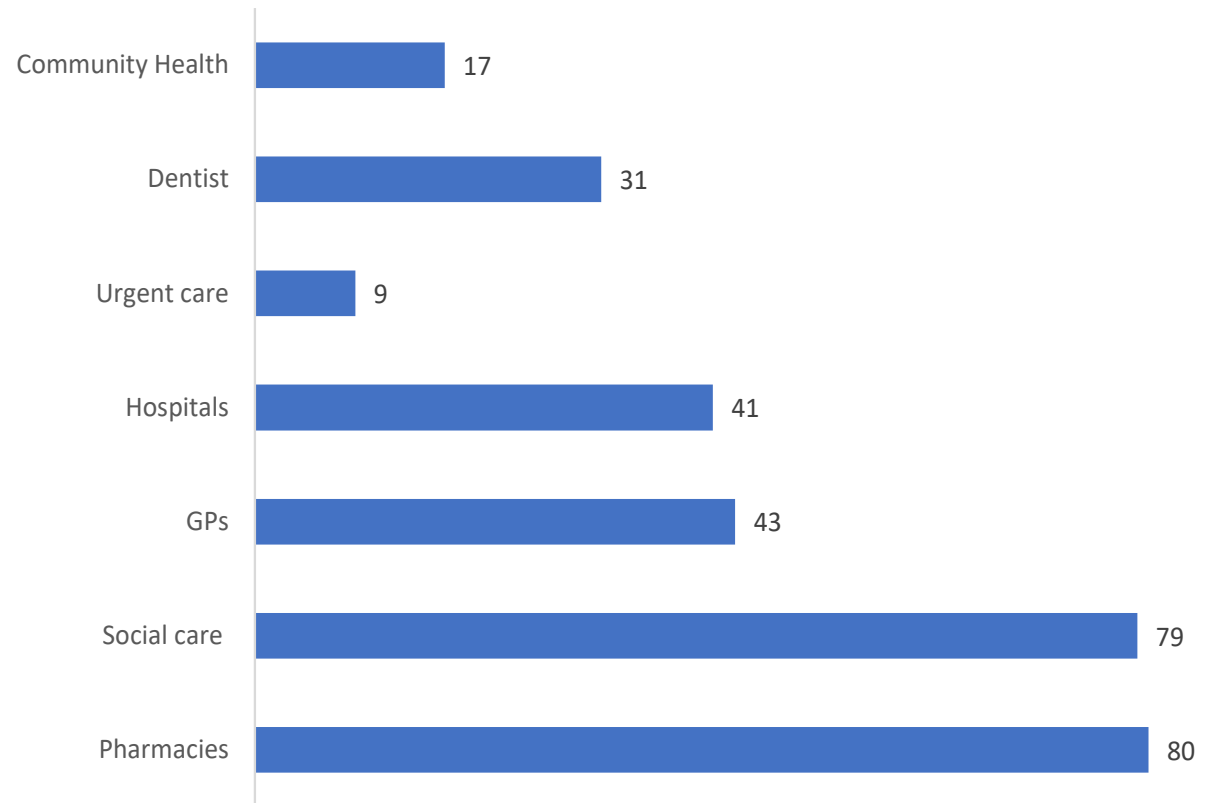
# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 7 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is Pharmacies (**80**), followed by social care (**79**) and GPs (**43**).

For this quarter, we have received a large number of reviews for pharmacies. The reason being is because of the current pandemic, people were using less GP and hospital services.

Type of Services



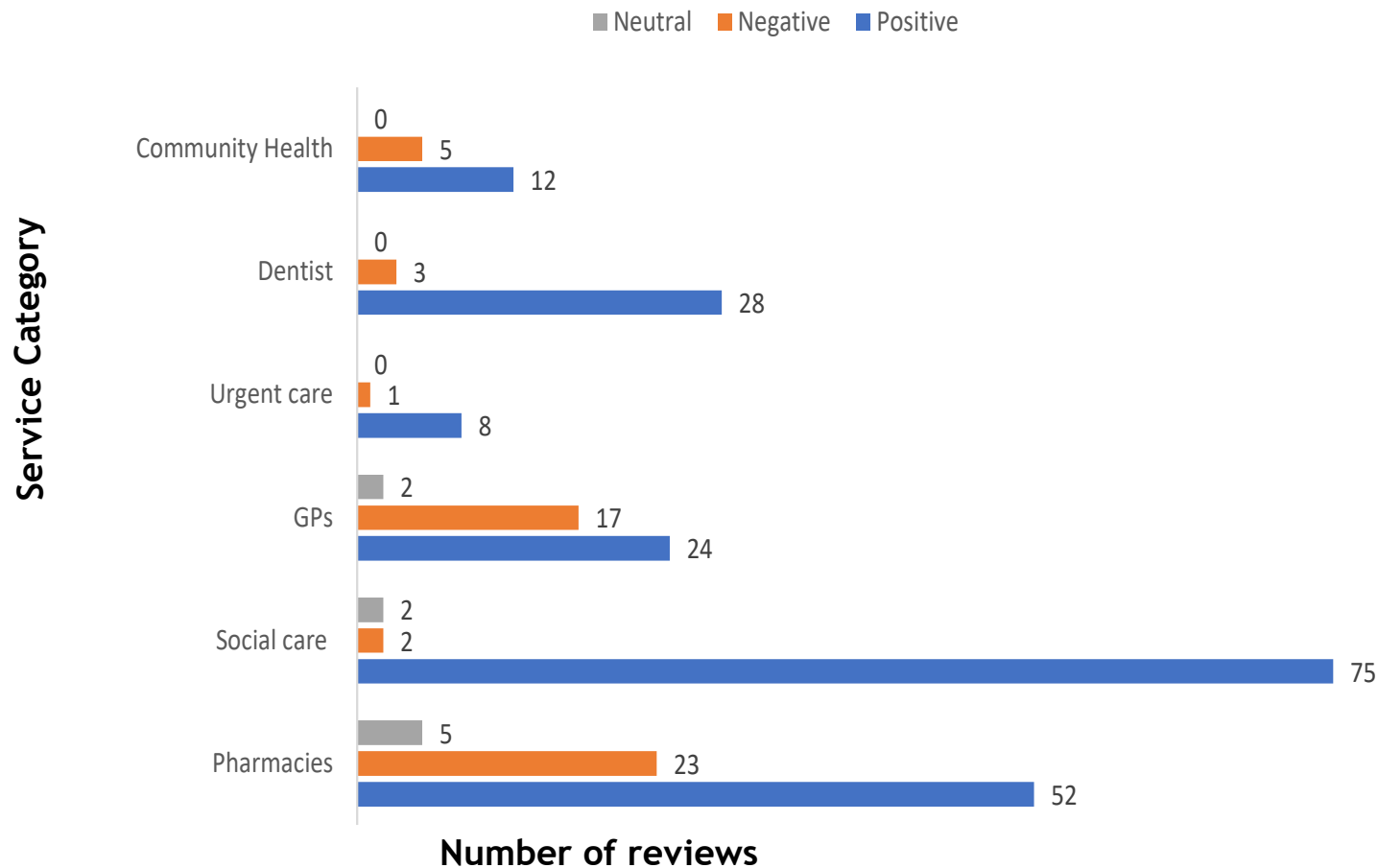
Number of reviews



# Distribution of Positive & Negative Reviews

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

‘Social care’ received the highest proportion of positive reviews at **33% (75)** followed by ‘Pharmacies’ which received **23% (52)**. This is due to the important role played by pharmacies and care homes during COVID-19.

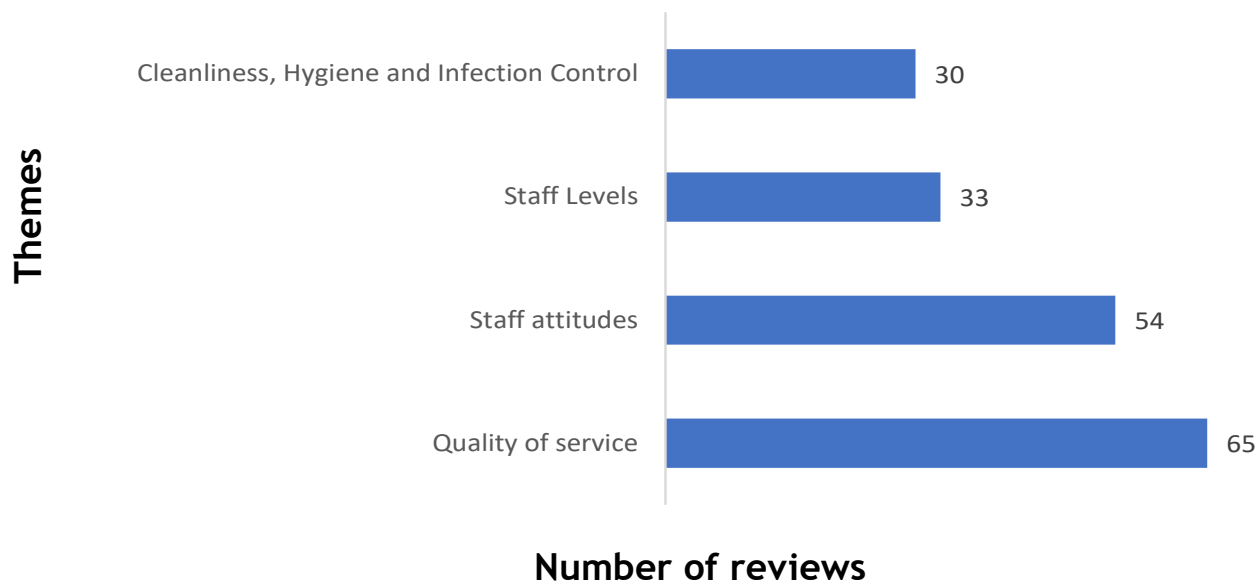


# Themes/Trends for Pharmacies

This section shows a breakdown of the main themes for service areas where we captured a significant number of reviews, Pharmacies, Social care and GPs. Normally, we ask patients for an overall star rating of the service and a description of their overall experience. However, due to the unprecedented circumstances around COVID-19, we gathered reviews in two ways. Firstly, we organised weekly zoom community engagement sessions (each Tuesday and Wednesday). The aim of the community Engagement sessions was to offer a platform to listen to local Bromley residents, patients and the wider community. Secondly, we used online platforms such as NHS.UK and care opinion.org.uk to gather patient experience comments.

Each review 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 for Pharmacies



**Cleanliness, Hygiene and Infection Control; 30 responses, 100% positive.**

**Quality of service; 65 responses, 58% positive.**

**Staff attitudes; 54 responses, 67% positive.**

**Staff levels; 33 responses, 73% positive.**

The majority of responders praised the prevention measures taken by pharmacies to safeguard them during the pandemic. Responders were also satisfied with the delivery option proposed by the majority of pharmacies. However, some responders reported some issues around the lack of coordination between GPs and pharmacies (especially concerning prescriptions).

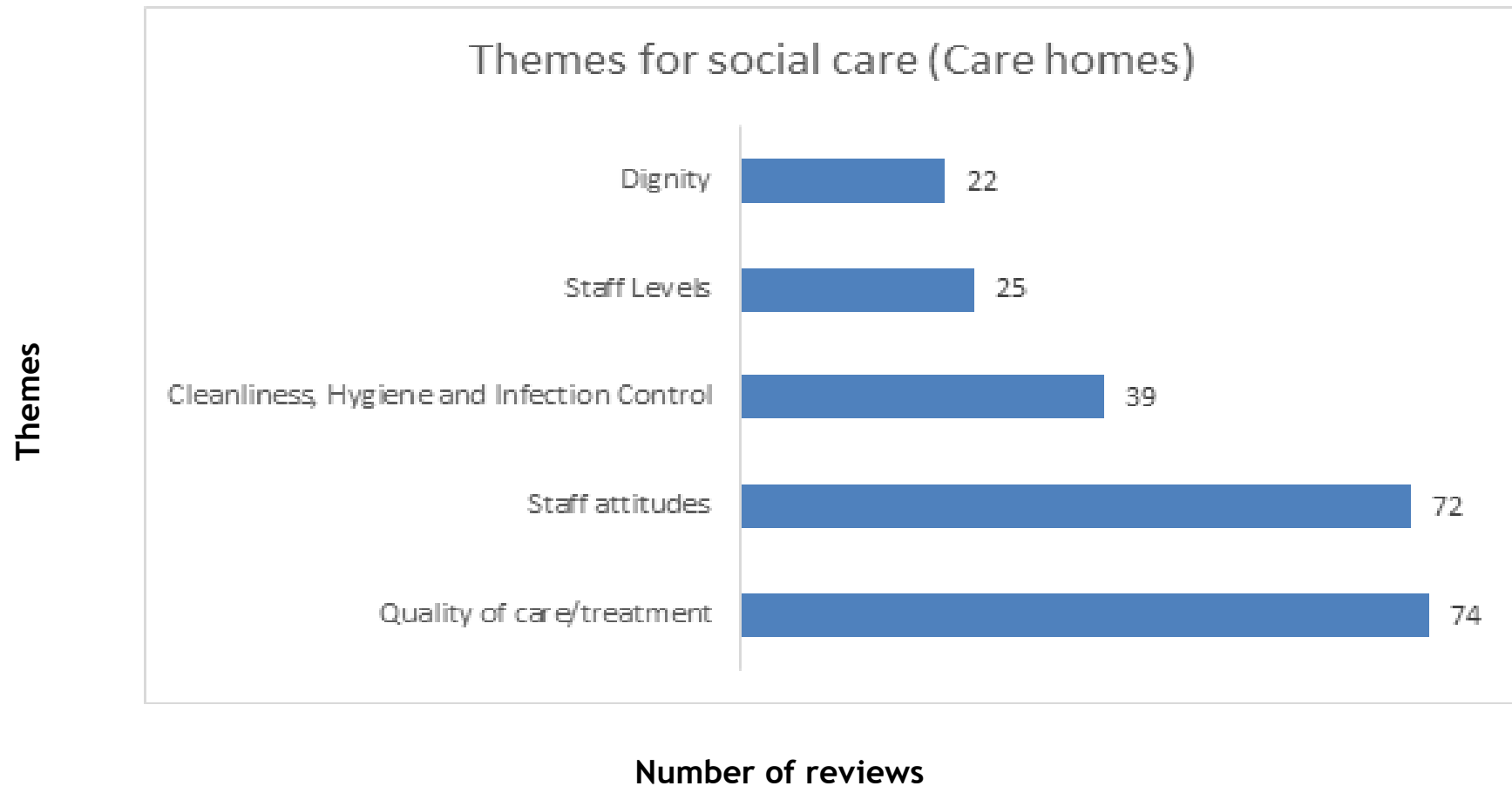
# Themes/Trends for GPs

For GPs, 'Quality of care' received **40** reviews, with **63%** positive, 'Staff attitudes' received **31** reviews, with **58%** positive, 'Access to services' received **20** reviews, with **90%** positive. Overall, access to GP appointments became easier and quicker through GP telephone and E- consultations and overall received positively. But for some residents, remote access did not meet their communication and care needs. E.g. Lack of communication between GPs and hospitals, appointment cancellation, changes in prescription and long waiting time for prescriptions.



# Themes/Trends for Social care

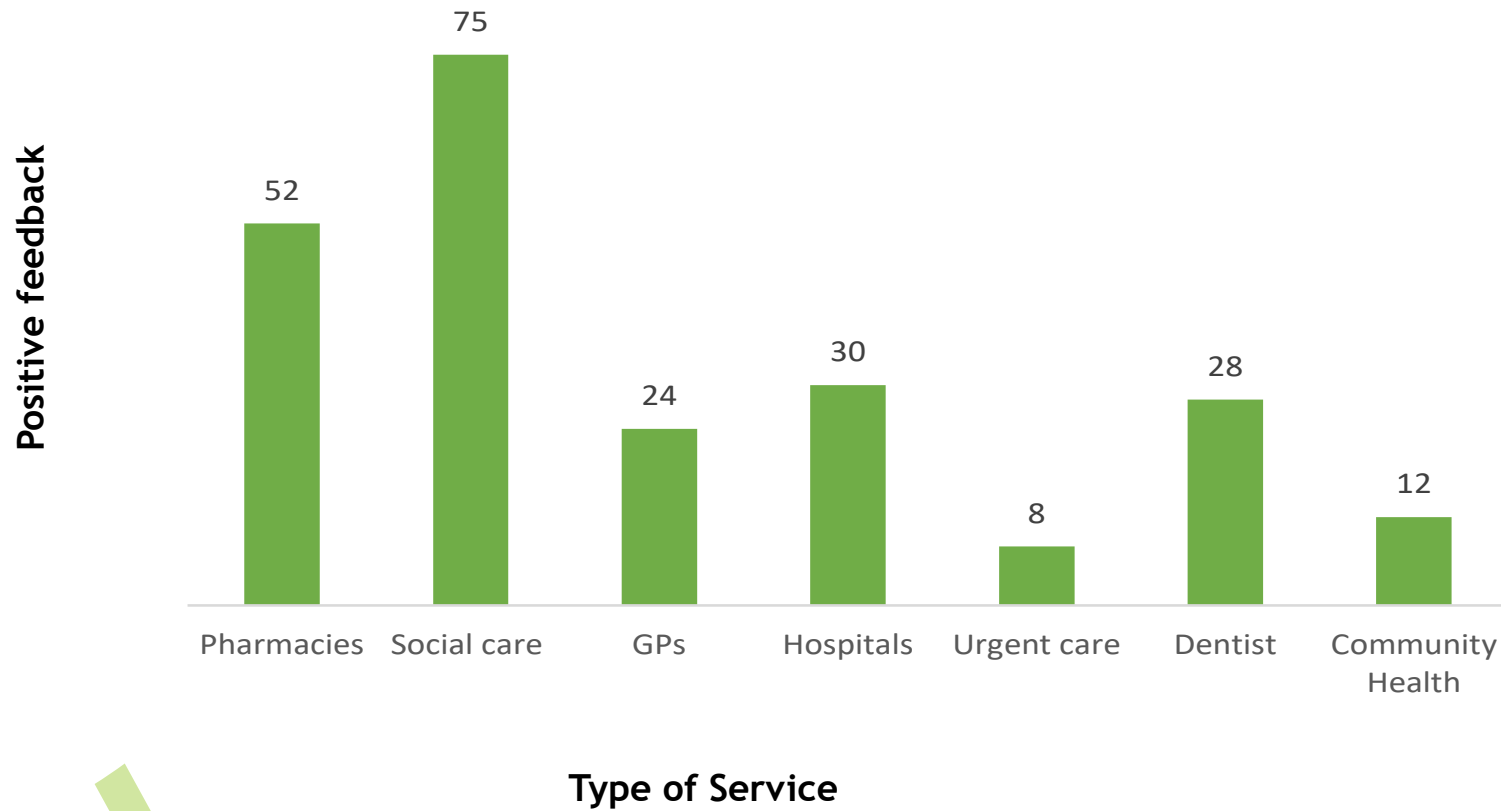
For care homes, 'Quality of care' received **74** reviews, with **95%** positive, 'Staff attitudes' received **72** reviews, with **100%** positive, 'Cleanliness, Hygiene and Infection Control' received **39** reviews, with **90 %** positive. Overall, responders praised the efforts deployed by carers to care for residents during this pandemic.



# 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.

April-May-June





## Pharmacies

### Quality of service

Out of a total of **65** reviews received about the theme Quality of service, **58%** were positive.

" Excellent service from friendly and knowledgeable staff. Always a pleasure to use this pharmacy. They are always willing to give advice and help. My medication is always ready and correct. I would not voluntarily use any other pharmacy.

Excellent place."

*Pharmacy*

" Despite the current emergency situation and being insanely busy my regular medication was delivered on time. The staff are always approachable, helpful and pleasant. Well done and thank you."

*Pharmacy*

" This chemist have been absolutely fabulous over the last few months organising my 85-year-old mum's medication in a Dossett box and delivering to her home. Fantastic customer service - above and beyond. Thank you so much."

*Pharmacy*

### Staff attitudes

Out of a total of **54** reviews received about the theme Quality of service, **67%** were positive.

" I was served by a helpful lady today. I was the customer who ended up causing a small queue while they searched the storage room for a hair trimmer I picked out. She is really friendly, engaging and positive. She was Juggling customers while she sorted me out at the same time. Given the Pandemic we are in, we need more people like this. I did not catch her name sadly but thank you! Great service."

*Pharmacy*

" I urgently needed some tablets which were in the pharmacy. As a disabled person, I could not collect them. A staff member kindly delivered them to me on her way home. Very kind gesture."

*Pharmacy*



## GP Services

### Quality of care

Out of total of **40** reviews received about the **Quality of care theme**, **63%** were positive.

" I am currently 'shielding' and I cannot praise the service I have received from Dysart surgery highly enough."  
*Dysart Surgery*

" I am a clinician myself. I was anxious about a particular health matter and I was consulted by the doctor. I understand the difficulties of managing patient expectations, being pragmatic and empathetic at the same time. The doctor demonstrated all of these qualities and resolved my medical problems in a timely manner. I am very happy with the service received at Southview Surgery during the time of the COVID-19 pandemic."  
*Southview Surgery*

" I would like to thank the practice for helping me and my family. I came to the surgery as a worried mum, I was dealt with sympathetically and my daughter was treated appropriately and efficiently. When I was ill myself, I was very happy by the service provided by the Physician's Assistant who had a lovely manner. One receptionist in particular is always so kind to my kids. It is a great practice."  
*Knoll Medical Centre*

### Access to services

Out of total of **20** reviews received about **Access to services** theme, **90%** were positive.

" Contacted the surgery at 8.40am today by email and after having an email and then a text message, had a message from the pharmacy to say my prescription was ready for collection. Amazing, thank you so much."  
*Knoll Medical Centre*

We have used the surgery 4 times in the last 2 months and have been totally impressed with the doctors, nurses and reception staff we have interacted with. They have in short, been brilliant. My husband has attended twice, after receiving an animal bite, and the nurses were efficient and knowledgeable. Twice we received telephone consultations after submitting photographs. All treatments were extremely quickly dealt with. The receptionists have been welcoming. It makes such a difference in these difficult times when you can have so much confidence in your local GP's surgery."  
*Elm House Surgery*



## Social care

Out of a total of **79** reviews received about local social care services, **75** were positive.

" Mum was discharged for community end of life care under St Christopher's but with daily care support under NHS continuing care from Bridges Healthcare who were wonderful. Sue came to meet us in the hospital and was incredibly kind, considerate and caring at a difficult time. All the carers who came were respectful and truly caring, always addressing Mum directly and being sensitive to her needs and symptoms. Whenever there were staffing difficulties (completely to be expected at the start of the Coronavirus outbreak) a manager would step in and come to provide care. Very grateful to the wonderful team from Bridges."

*Bridges Healthcare Limited*

" During the lockdown, the staff at Homefield have done a great job of keeping my nan's spirits up. Nan sees one of us 5-days a week so we knew she would find lockdown hard but the staff have kept her happy, busy and helped her understand why she can't see her family. The video calls have been a great comfort to us in this hard time, as being able to speak to her and see how she is getting on has made things a little easier. Thank you to everyone at Homefield, you have done a good job."

*Homefield Care Home*

" My parents have been residents for a number of years, and the care and support received during the current Covid pandemic has shown yet again how caring and fantastic the whole team are at Elmstead. It has been very difficult not being able to visit my parents since early March, and I really worried about how they would cope not being able to have visitors or go out. Elmstead has done a great job keeping everyone safe and happy though. They have facilitated contact by arranging video calls, printing off emails, showing pictures and video messages that I have sent in from the family. I can't praise or thank them enough for all they are doing in these unprecedented times, and that goes right across the board including housekeeping, catering, entertainment, carers and management."

*Elmstead Care Home*

" I am happy with the way that the home is being run, especially in light of the coronavirus situation. The efforts made by management and staff to protect the residents have been heartening."

*Glebe Court Home*



# Negative Reviews: Themes/Trends

During this quarter, we noticed that the number of negative reviews is significantly lower than positive reviews. This may be due to the public reluctance to give negative feedback to services that are coping with the pandemic. Also, during the pandemic, the uptake of NHS services was low. Therefore, many people did not face the issues that they used to highlight (such as long waiting times at hospitals).

However, there are some issues captured through our community zoom meetings that need to be highlighted:

- **Digital exclusion**: Clients with mental health issues from BLG Mind highlighted the issue lack of access to digital technology and isolation due to lack of access to android phones, tablets and PC/ laptops and skill sets. Some residents do not have access to the internet and the inability to pay utility bills online leading to anxiety. Specific groups with no online access experiencing difficulties accessing specific goods, services, treatment and support.
- **Access to podiatry and blood tests**: Patients reported a lack of clear information from Primary care services.
- **Digital and online care**: For some residents, remote access did not meet their communication and care needs. E.g. Lack of communication between GP and hospital, appointment cancellation, changes in prescription and long waiting time for prescriptions.
- **Community care**: One elderly wheelchair bound patient continued to pay for occupational therapy rehabilitation service although it was not received during COVID-19.
- **Staff attitudes**: Some patients reported poor customer services concerning some GPs and pharmacies.

Unfortunately, due to COVID-19, we were unable to do a face to face visit to collect the patient experience. Most of our reviews were collected online using different platforms, such as NHS.UK, Care Opinion and a few other websites. As we were not able to conduct an interview with the patients/service users some of the information might be incomplete as we only rely on the information that they have left in their comment.

This quarter, **300** patient experiences were collected, which is less than our quarterly target of **600**. This is due to COVID-19, we were unable to do any outreach. The number of positive reviews (**233**) overcount the number of negative reviews (**62**). Overall, patients were satisfied with the way health and social care workers have stepped to the challenge.

In this report, specific positive and negative themes stand out:

## Positive

Cleanliness, Hygiene and Infection Control in pharmacies.  
Access to services at GP practices.  
Staff attitudes in Social Care services.

## Negative

Digital exclusion: some patients faced difficulties to access online services.  
For GPs, lack of communication with hospitals, appointment cancellation, changes in prescription and long waiting time for prescriptions.

# 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 or should be improved. As additional reports are published, these themes and importantly, any 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 (Q1) will be shared and presented at a number of different levels, and to different audiences, including the:

- Bromley Place Based Board and South East London Governing Body Structure
- South East London CCG Healthwatch Regional Director
- Bromley CCG Public and Patient Engagement Group
- 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 meaningfully feed into existing commissioning and monitoring mechanisms. Healthwatch Bromley is keen to explore how Healthwatch data can best be integrated into existing patient experience monitoring and reporting mechanisms, ensuring triangulation of patient experience intelligence within existing structures across the borough.

# Actions, impact and next steps

In terms of next steps for our Patient Experience programme, Healthwatch Bromley aims to continue to engage in innovative ways during the COVID-19 social distancing measures. We will continue to collect reviews from external online review platforms and develop our social media platforms to raise awareness of our service and seek feedback from local people. In addition, we will be working with key partners to distribute our feedback form through foodbank parcels; pharmacy prescriptions; volunteer community support programmes (for example). We will be aiming to fully reinstate or move substantially closer to our Patient Experience targets this quarter through carrying out 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	24
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