

**PATIENT EXPERIENCE
REPORT 2018
Q1: APRIL - JUNE**

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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. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the London Borough of Bromley.

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 Patient Experience Report for Healthwatch Bromley, covering the Q1 period April-June 2018. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Bromley in April 2018. In July 2017, the online Digital Feedback Centre was launched together with the Healthwatch Bromley website. In April 2018, a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services to talk to and hear 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 appendix i.) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Bromley website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the Operations Manager.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Bromley staff to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

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, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

Introduction and Executive Summary cont.

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

This report covers the Quarter 1 period, April-June 2018. During this time, we collected **605** reviews. We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Princess University Hospital. In addition, we gathered a number of reviews from community health services, pharmacies, 111 service and dental services this quarter.

Out of the total number of patient experiences received, **475 (79%)** were positive and **130 (21%)** were negative experiences of service provision, (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.



The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Bromley presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Overall Patient Reviews

The number of patient reviews received for this quarter is **605**. The table below shows a breakdown of the positive and negative patient reviews (see the appendices for examples of our physical and online feedback questionnaires).

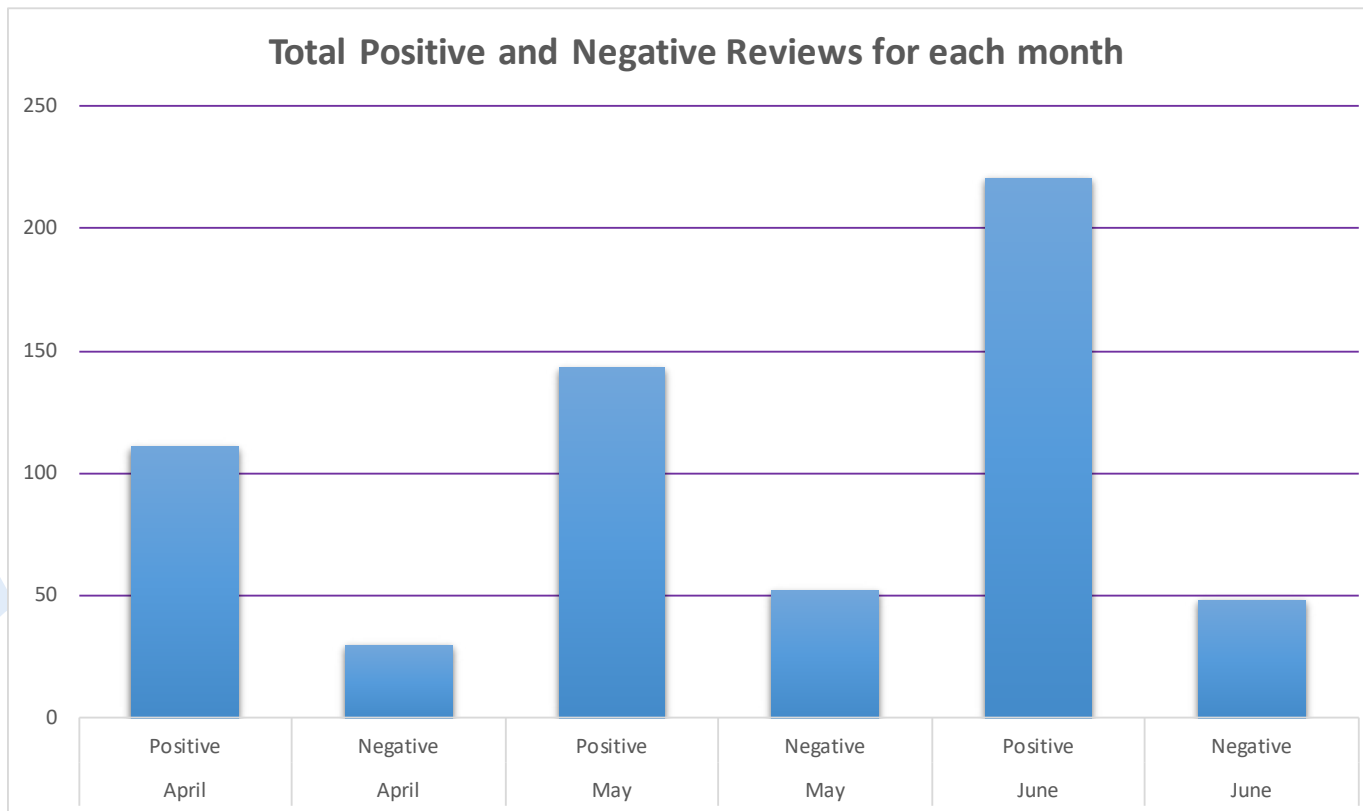
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter **475** positive responses and **130** negative responses have been recorded.

*A star rating of 3 is categorised as a “negative” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep on review.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
April	30	111
May	52	143
June	48	221
Total	130	475

Overall Patient Reviews

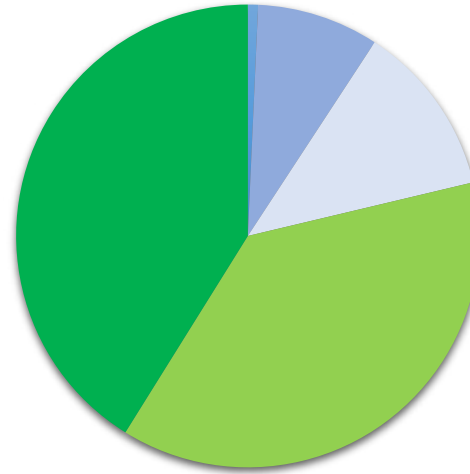
This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



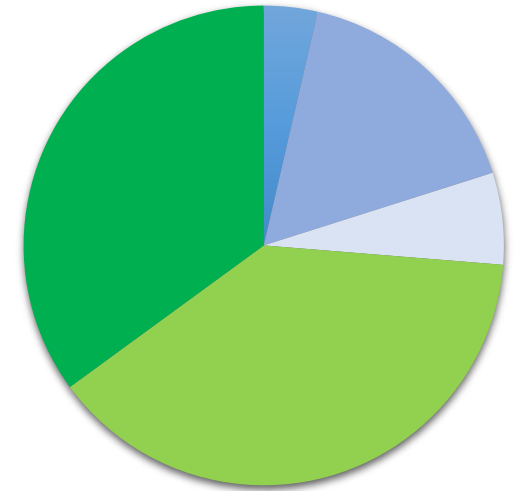
Overall Patient Reviews: Star Ratings

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

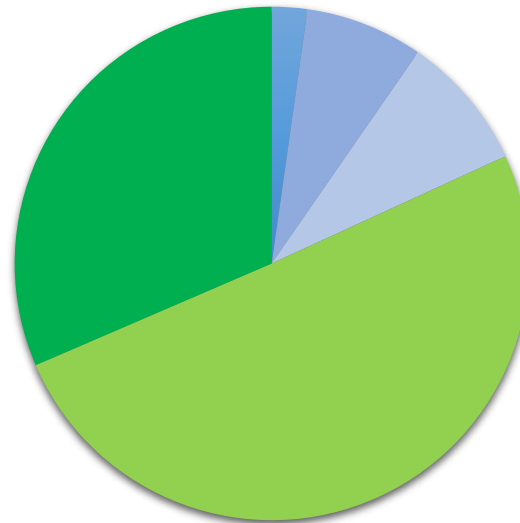
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.



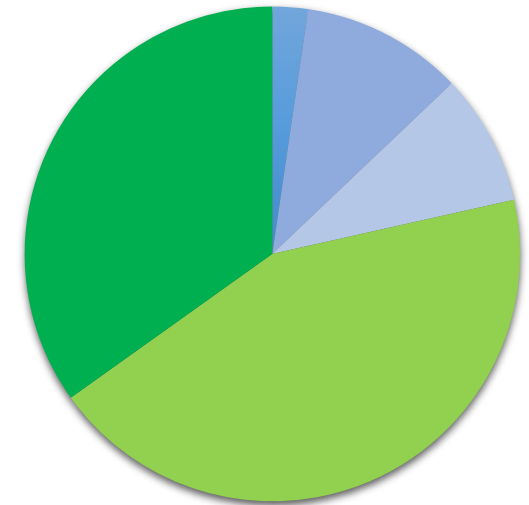
April



May



June
6



Overall

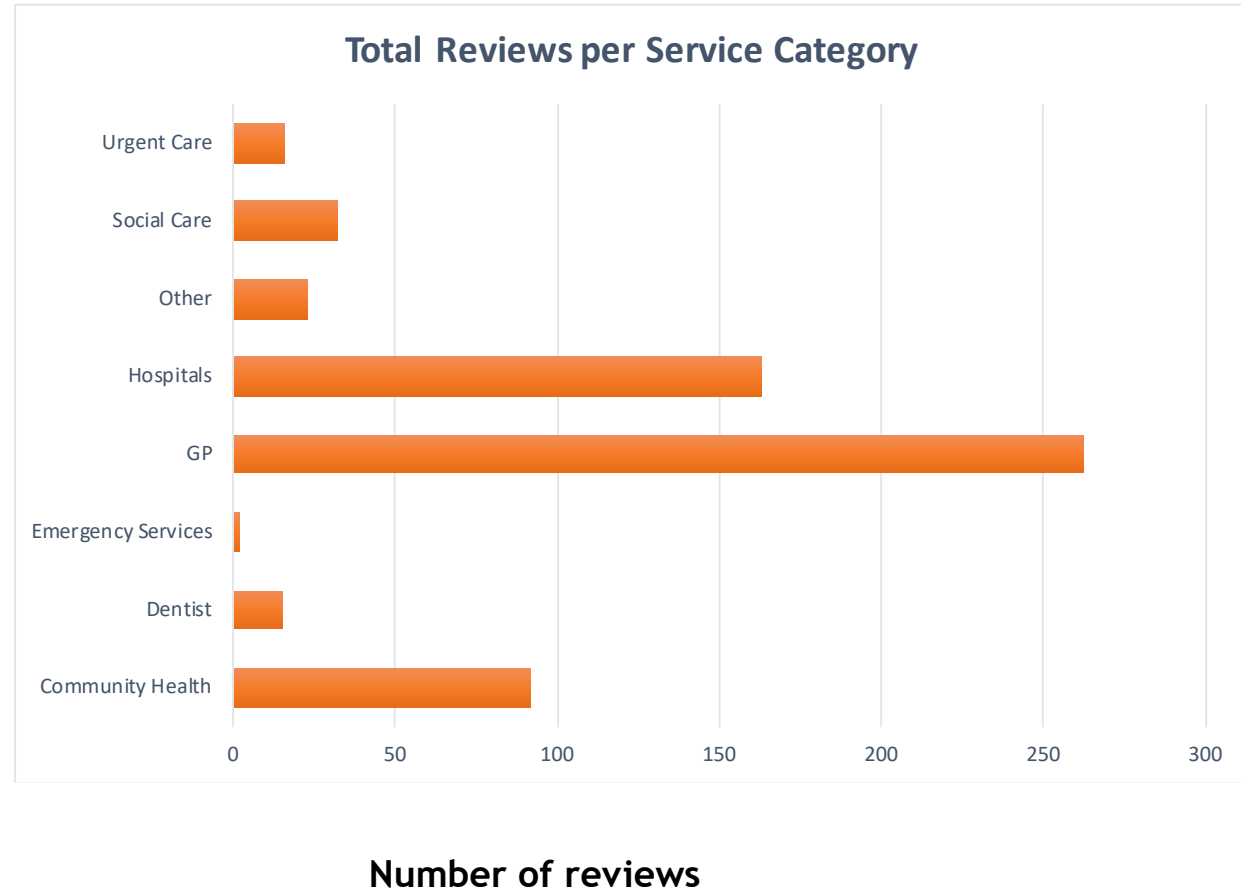
Total Reviews per Service Category

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 the GP category (262), followed by Hospitals (163). During this quarter we focused on increasing the number of GP practices we visited and organising hubs to the Princess Royal University Hospital (PRUH). We also began to visit Children and Family Centres during this period.

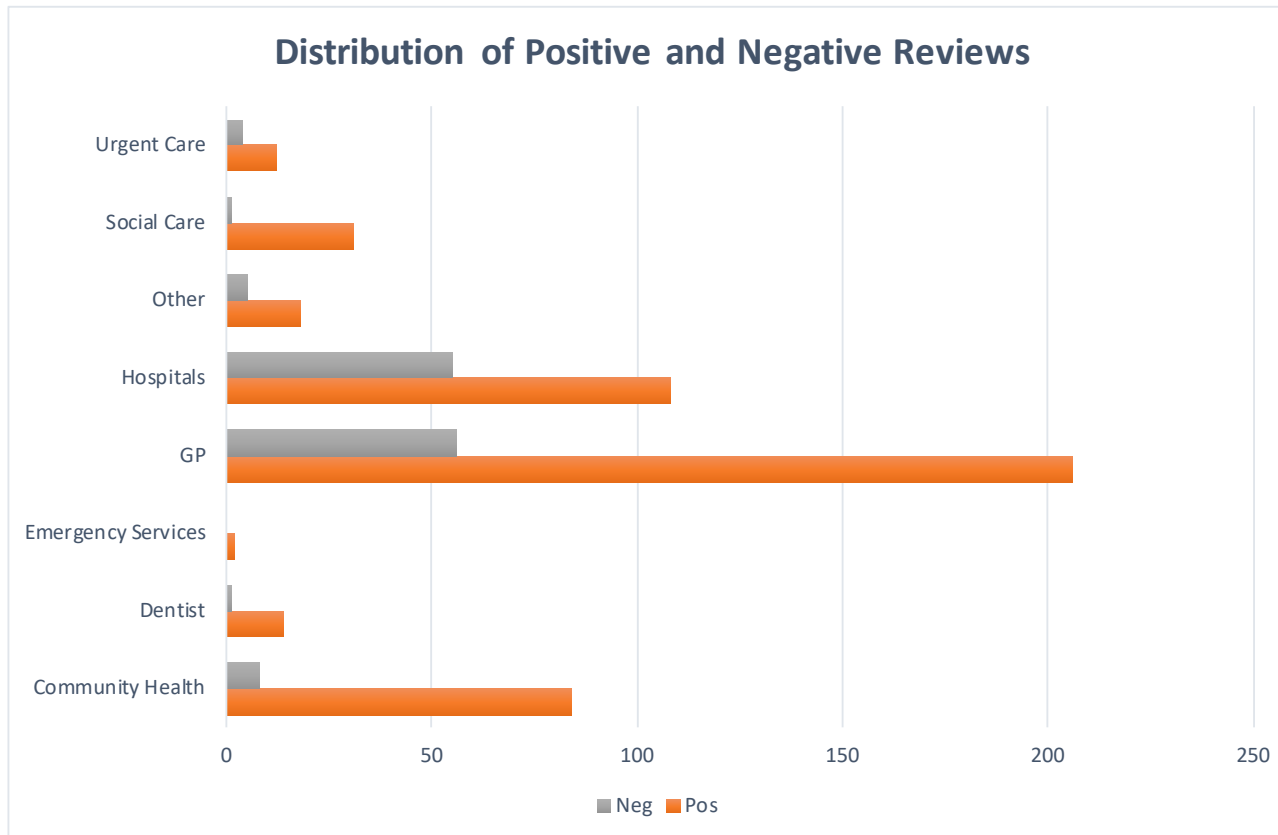
As the Patient Experience Programme develops, Healthwatch Bromley (HWB) will look to focus on capturing patient experience reviews from an increasing number of service areas such as mental health services, social care services and others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.

Type of services



Distribution of Positive & Negative Reviews

Type of services



Number of reviews

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

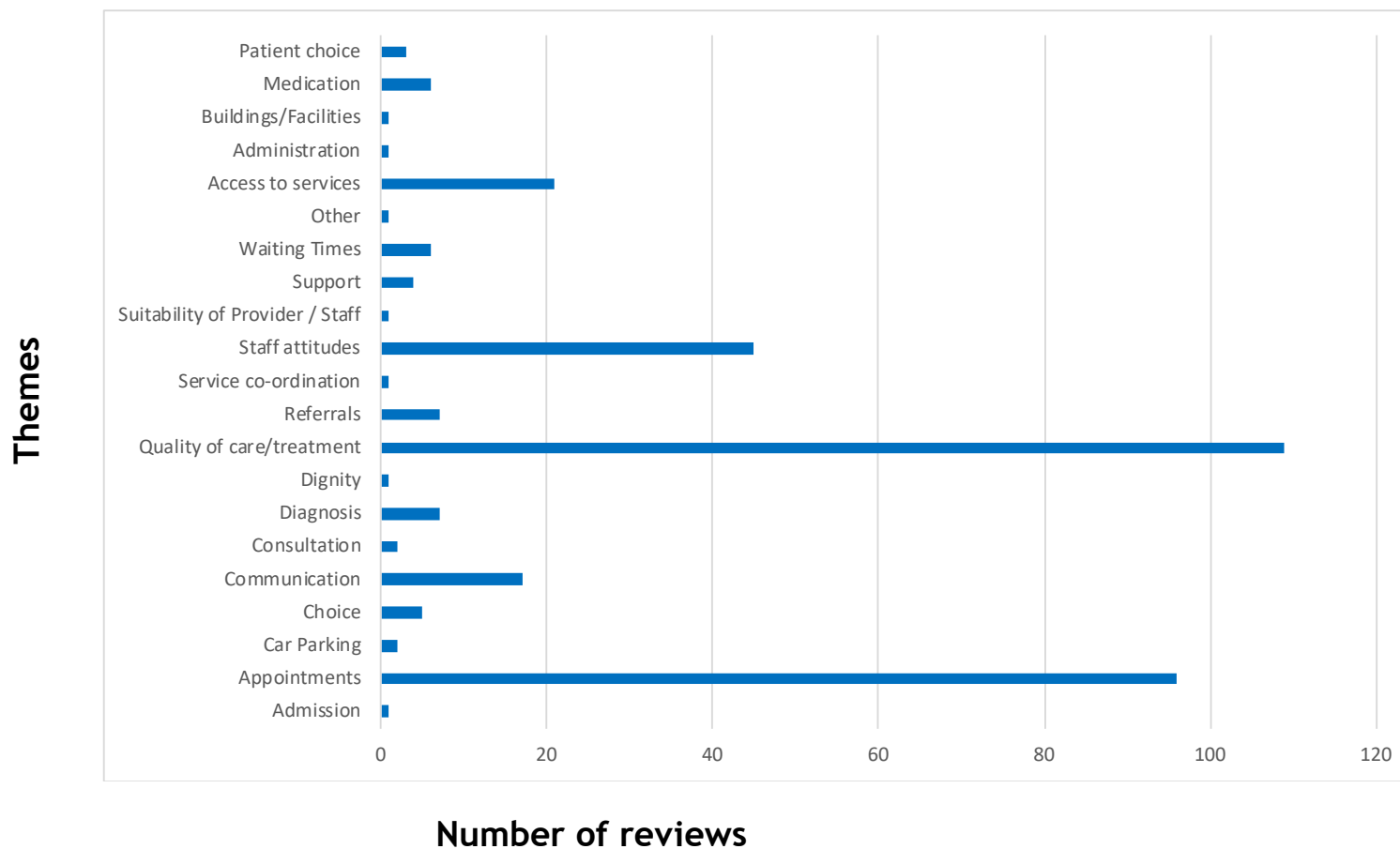
The 'GP' category received the highest number of positive reviews 79% (206) followed by the 'Hospital' category which received 66% (108) positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews 'Hospital' - 34% (55) and 'GP' - 21% (56).

This is due to receiving more reviews from these service categories, as we have a larger presence in GP surgeries and the PRUH.

Themes/Trends for GPs

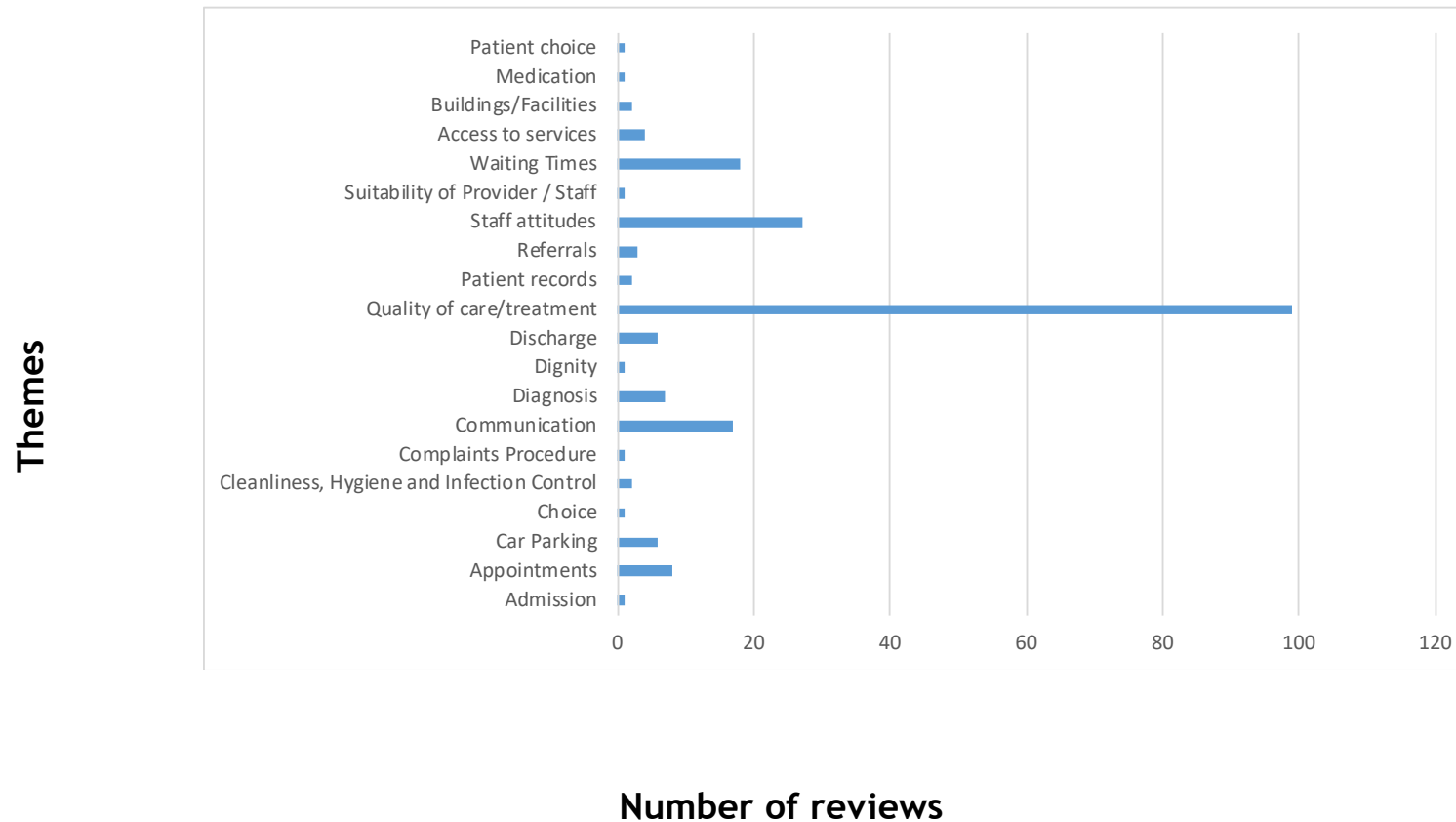
This section shows a breakdown of the main themes for those service areas where we received a significant number of reviews. In Q1 these areas are: **GPs, Hospitals, and Community Health Services**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of 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 numbers of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral sentiment is given.



The chart shows that 'Quality of Care/treatment' is the largest area receiving feedback, followed by 'Appointments'. The Themes and Trends identified suggest that some patients have difficulty getting an appointment from their GP surgery. 'Quality of Care and Treatment' received a high proportion of positive feedback, implying that some patients are happy with the quality of care they receive directly from the GP or staff.

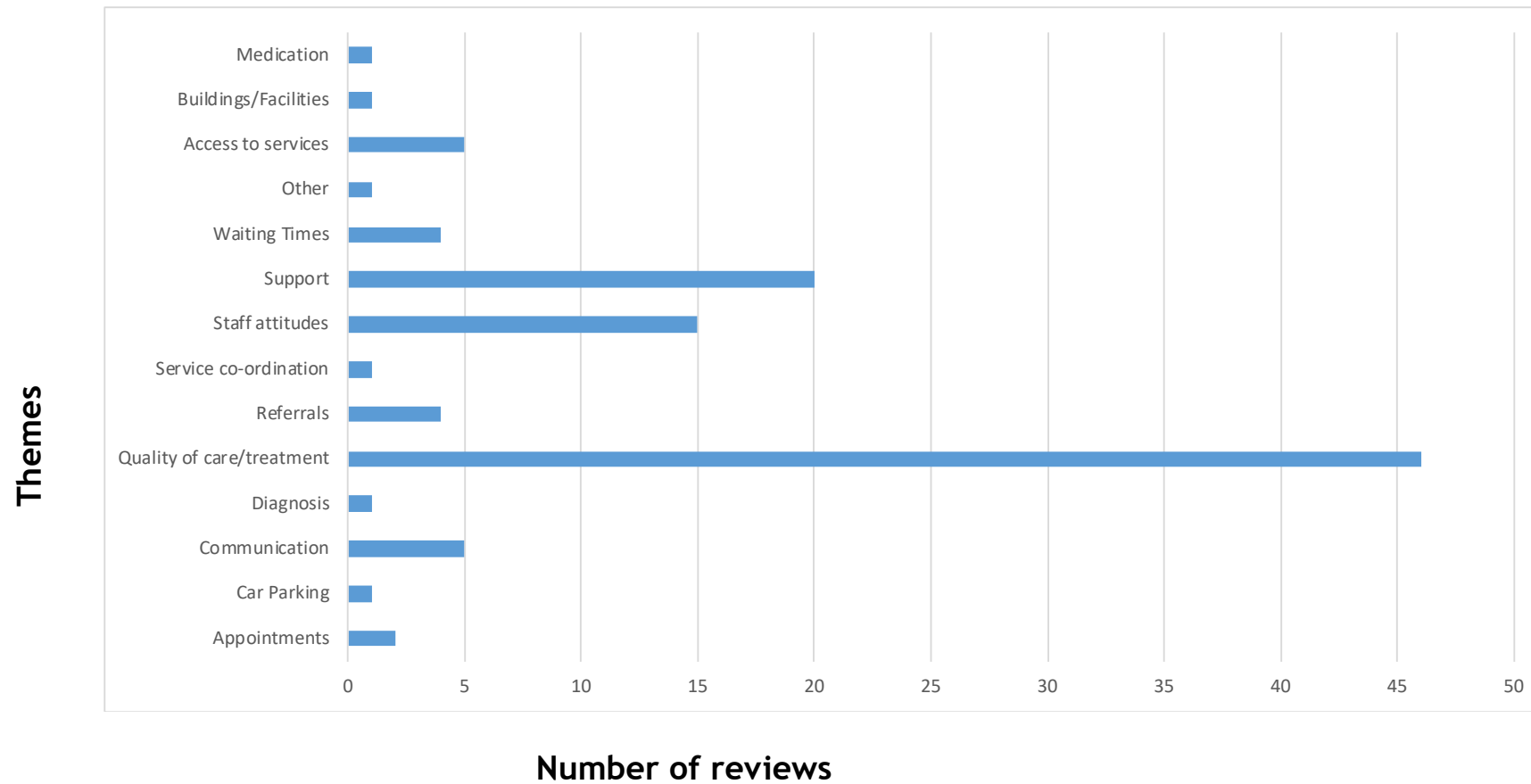
Themes/Trends for Hospitals

This chart shows that 'Quality of Care and Treatment' at hospital services received the largest number of reviews, standing at 99, with 86% of these reviews being rated as positive. 'Staff Attitude' received higher numbers of comments, at 27, with feedback being generally positive at 78%. 'Waiting Times' at hospital were mentioned 17 times by respondents on our Digital Feedback Centre.



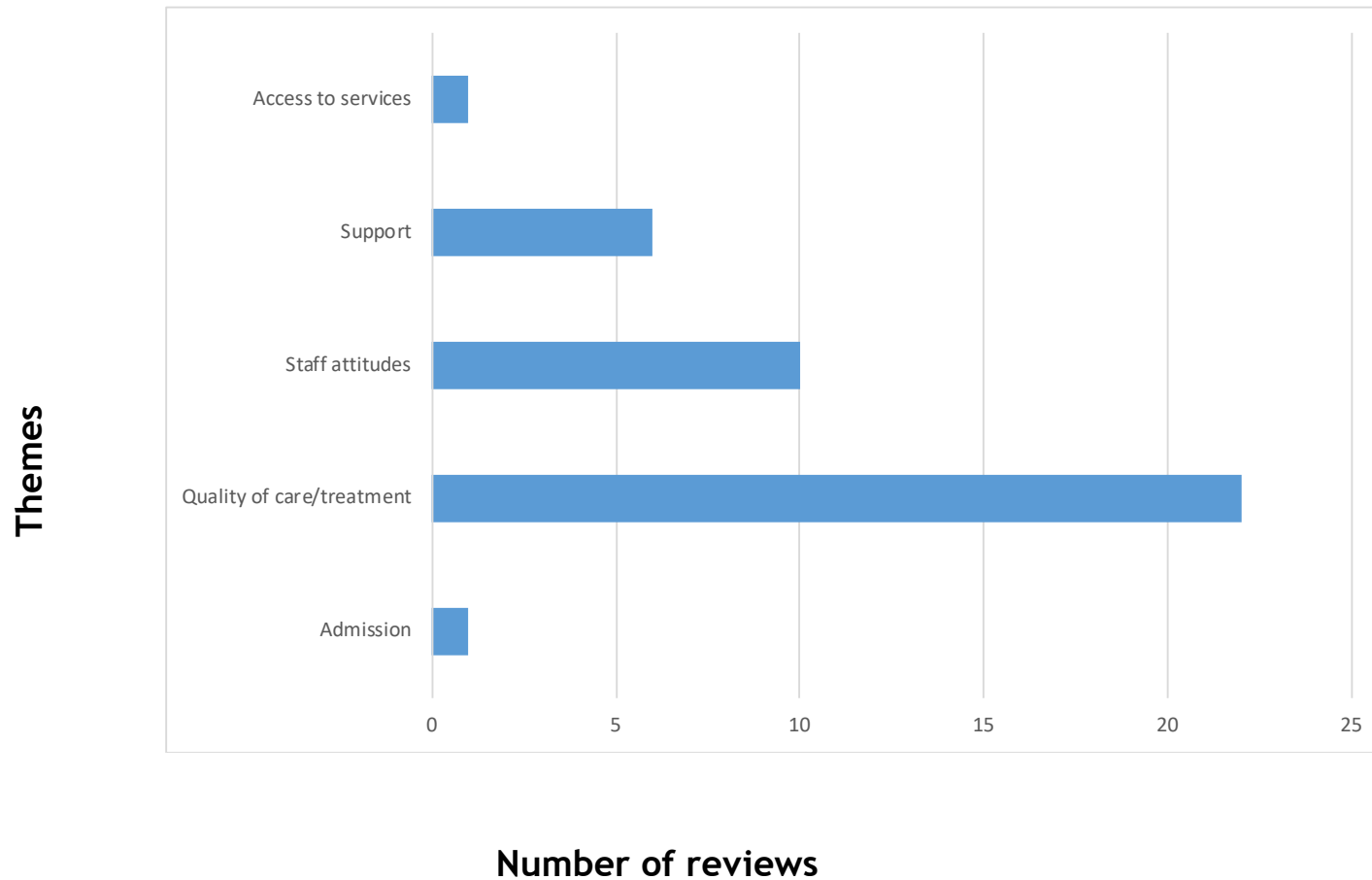
Themes/Trends for Community Services

This chart shows that 'Quality of care and treatment' within community health services received the largest portion of feedback, with 46 responses. 96% of feedback within this category was positive, indicating that the majority of patients were pleased with the treatment explanation and care. 'Support' was also commented on 20 times, with 100% of reviews being positive, followed by 15 comments relating to 'Staff attitude, 93% of which were positive.



Themes/Trends for Social Care

This chart shows that 'Quality of Care and Treatment' received a large portion of feedback, with 22 reviews. 95% of these comments were rated as positive. 'Staff Attitude' received a total of 10 reviews, with 100% being positive.

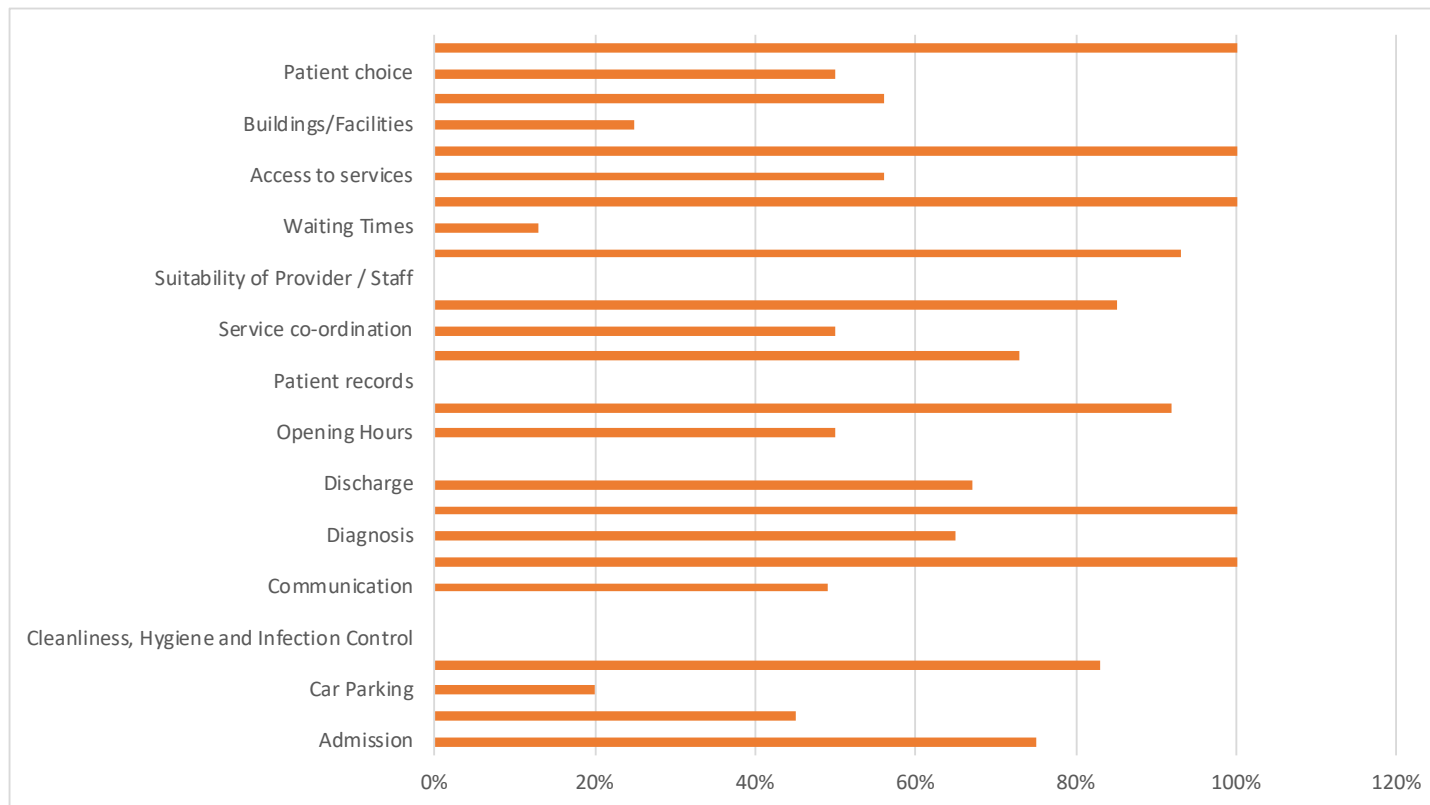


Positive Reviews: Themes/Trends

Looking at the positive reviews we have 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

Type of services



Number of reviews

Princess Royal University Hospital, Kings College Foundation NHS Trust

Treatment and Care

Out of a total of 99 reviews received about the **Quality of Treatment and Care** theme, 86% were positive.

"I required an x-ray of my liver and my GP booked an appointment for me at the hospital. When I arrived I was seen within a few minutes and received a good service. The lady who took the x-ray told me when to expect my results and what I needed to do.

Outpatient

"I came in to the Princess Royal University Hospital following a stroke. The staff managed my condition well and they have given me lots of information and encouragement. While in hospital I did get depressed but once again the ward staff were there to help.

Inpatient

"My wife was recently discharged from the PRUH and the experience was much better than her previous ones. All the paperwork and medication were ready when I arrived to collect her which was great."

Inpatient

Access to services

"It's very good, I went there at night with a flu virus. It was quick compared to my country. Everyone is helpful. The waiting time is expected and you are generally told if there are any delays."

A&E

"The Anticoagulation clinic is good. I bring my mother once a week and the nurses are nice, friendly and helpful. The waiting is not too bad."

Outpatients

"I am here for the blood test, there are many staff and I only waited for 10 minutes. Everything is fine. It's very quick, you don't need to wait long."

Outpatients

Staff

Out of total of 27 reviews received about the **Staff** theme, 78% were positive.

"I don't come often but when I do everything is fine. The staff are nice and polite. Very good, very fast and friendly staff. I am able to come to give my blood whenever is convenient after getting a letter from GP."

Outpatients

"The staff are approachable, friendly and helpful. The waiting time is very good. They are very good, they know what they doing. They are keen to do it and they care."

Outpatients

"Most staff are friendly- there are all kinds of people, but generally friendly. Waiting time varies day to day depending on time, day and emergency."

Outpatients



GP Services

Administration

"My dad is very elderly and the surgery arranges home visits when needed. All of the doctors are very good."

Stock Hill Surgery

"I registered at this practice a week ago. The process was quick and the receptionist was courteous. I have already had an appointment with the GP."

London Lane Clinic

"My GP recently told me that I could book appointments and get repeat prescriptions online. I have used this service a few times now and it works really well."

The Links Medical Practice

Treatment and care

Out of a total of 109 reviews received about the **Treatment and care** theme, 94% were positive.

"The doctors are brilliant as they have time for me and listen to my multiple problems. They have always given me good advice and support"

London Lane Clinic

"I have been at this surgery for 20 years and know the doctors well. They have arranged home visits for me and are very good listeners."

London Lane Clinic

"The doctors at this surgery are brilliant. They listen to you and do not mind how often you attend the surgery. The doctors explain the treatment and diagnosis thoroughly."

Forge Close Surgery

Access to services

Out of a total of 21 reviews received about **Access to services** theme, 62% were positive.

"Appointment on the day could be better as it is a mission to get one. However, I was told about the GP Alliance at Beckenham Beacon and the Crown Medical Centre and have had a couple of appointments at the Crown when I could not see my usual doctor."

Stock Hill Surgery

"The receptionists are good. I am hard of hearing and they look after me when I visit. They let me know when the doctor is ready to see me."

London Lane Clinic

"This is a modern surgery and importantly for me it has the Hearing Loop system which helps with my communication."

Elm House Surgery

Staff

Out of a total of 45 reviews received about the **Staff** theme, 84% were positive.

"My family have been coming here for 15 years. I do not come very often but when I do the doctors are very good."
London Lane Clinic

"The doctors are good at this surgery. I have multiple complex needs and the GP always has time to speak with me. Access into the surgery is good which is important as I am not very mobile."
Pickhurst Surgery

"The service here is good but in particular the Practice Manager is very good at listening to me and resolving any concerns that I might have."
Derry Downs Surgery



Community services

Staff

Out of a total of 15 reviews received about the **Staff** theme, 93% were positive.

"My midwife has been very supportive. I appreciate all she does for me."
Castlecombe Children and Family Centre

"My father is supported by Bromley Healthcare by nurses who call on him daily. A reliable service which is essential to keep my dad out of a care home."
Bromley Healthcare

"The staff are very polite and friendly. No need to make appointments since you can just walk in. I like coming here because the service is quick and of good quality."
Blenheim Children and Family Centre

Access to services

Out of a total of 5 reviews received about the **Access to services** theme, 40% were positive.

"I am caring for a neighbour who has a heart condition. I was looking to get him some more support and spoke with Bromley Well. I was referred to a local support group at the Beckenham Beacon and he has now joined the group."
Bromley Well

"I was feeling anxious due to personal stress and my GP referred me to the Talk together service in Bromley. I found the telephone support very good and it gave me encouragement. I will be going to a group therapy session soon."
Bromley Healthcare

"The family centre is convenient and the staff are very positive. They always give me encouragement. It's also not so busy here and I am able to be seen quickly if I have a lot on."
Blenheim Children and Family Centre

Treatment and care

Out of a total of 46 reviews received about the **Treatment and care** theme, 96% were positive.

"I had a stroke about six months ago and we recommended to join the Stroke Support Club. It took me a while to build up the confidence to go but I am really pleased that I did. They have some excellent speakers and it is good to talk other people who have had a stroke. Excellent service."
Bromley Healthcare

"My dad goes to the Dementia Cafe and finds it very rewarding. He doesn't get out much so he enjoys his morning out."
Bromley Dementia Cafe

"Sleeping advice from the health visitor was very good. My daughter is very active and the calming techniques are very helpful."
Blenheim Children and Family Centre



Pharmacy

Staff

Out of a total of 5 reviews received about the **Staff** theme, 80% were positive.

"The staff are very good and listen well. I need people to have patience with me and be considerate, which they are."

Paydens Pharmacy

"Extremely helpful pharmacy and I always receive good advice. They are also very efficient when dealing with prescriptions and the staff are friendly and professional."

Lloyds Pharmacy, Chislehurst

"I have been using the Pharmacy for years. Good location and the staff are very knowledgeable and helpful."

Chislehurst Pharmacy

Access to services

Out of a total of 4 reviews received about the **Access to services** theme, 75% were positive.

"The pharmacy is open until 7 o'clock on weekdays, which is great for me as I work in London and can't get there any earlier."

Coney Hall Pharmacy

"I get my repeat medication by ordering online and it is authorised by my GP so that I can collect it directly from the pharmacy. I have been doing this for a couple of years and the Pharmacist has never failed me."

Rowlands Pharmacy

"The pharmacy service is very helpful with prescriptions. The waiting time is very good and they always give me advice on the medication that I am purchasing. Also, the staff have previously helped me by recommending a cream which I used and it avoided a trip to the doctors."

Superdrug Store



Dentist

Out of a total of 15 reviews received about local dentistry services 100% were positive.

"I go to this practice every six months and they are very efficient and professional. The dentist is very good with me and my young daughter, who has a fear of going to the dentist."

Lindens Dental Practice

"I cracked a tooth on a Saturday morning and got an appointment immediately. It was first class service."

Highfield Dental Practice

"My dentist is very thorough and when I had a problem a few weeks ago he sorted out the pain immediately. As it was a Friday night he gave me his mobile number to call over the weekend if I had any problems."

Orchard House Dental Practice

"Care and treatment is excellent. Very easy to make appointments and made to feel at ease. The Dentist explains everything in detail."

HB Dental Practice

"Luckily I haven't had any major dental problems recently but I do have regular checks carried out, every six months. The staff and dentists are very caring."

Manor Park Dental Practice

"At last I have found a dentist that is accepting new adult patients entitled to free NHS dental care. I have a problem with a tooth but it was not urgent, just as well as it took me a few days to find a dentist in Petts Wood that could offer me an NHS service. Now registered and happy but a difficult process."

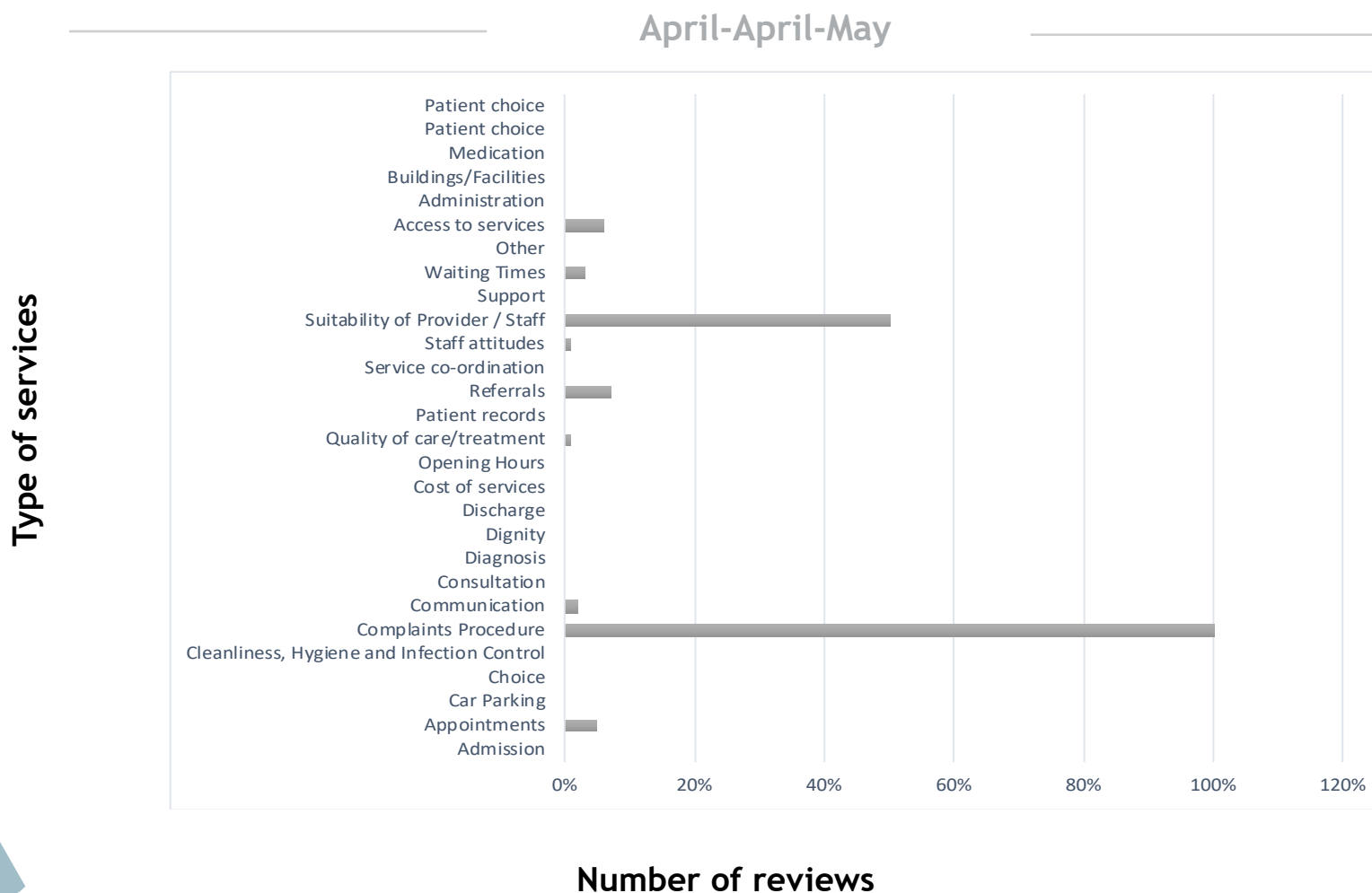
Adams House Dental Practice

"I took my son for his pre-school routine check-up. The clinic was clean with some books in the waiting area for the children. This was good for taking my son's mind off the appointment. The staff were friendly especially with my son."

Highfield Dental Practice

Negative Reviews: Themes/Trends

By looking at the negative reviews we received from the people of Bromley every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative reviews by services area and goes on to give some examples of comment received.





Princess Royal University Hospital, Kings College NHS Foundation Trust

Access to services

A total of 19 reviews were received about the **Access to services**.

"Cardiology was very busy today and appointments were subject to change. I was due to see the consultant this month but the appointment has been moved to January next year. I have to see the vascular cardiologist. I had to come to the hospital twice as the appointment was made with wrong consultant. "

"The parking at the PRUH is very bad. I can never get a parking space."

"The phlebotomy queue at the PRUH is a problem. I have visited at all different times of the day and still have to wait for an hour or more to be seen."

"I spent 8 hours here from early morning but there is nowhere to park. Went to feed the meter in Sainsbury's. My husband is moving about from department to department having tests. Couldn't find him. Lack of communication about what was happening and how long it might take. Husband not offered a drink. On trolley in corridor for 2 hours with no reassurance."

"The car parking at the PRUH is diabolical. I have just spent an hour trying to get parked. I had to drop my wife off (she has dementia) and find somewhere to go. Fortunately, a kind women took her into the hospital for me. I think it is totally unacceptable."

"My father spent time at the PRUH in April for a minor operation. His surgery was cancelled twice before he was actually admitted. The surgery went well after it took place."

Treatment and Care

Out of a total of 99 reviews received about the **Treatment and care** theme, 1% were negative and 13% were neutral.

"The care my husband is receiving is sometimes good and sometimes not so good. I do feel that there is not enough help for my husband to eat his food and he cannot feed himself easily due to his condition. He needs more support whilst on the ward."

Inpatients

"I was expecting my first baby and was in the early stages of delivery for about two days. On both visits to the hospital they sent me home as I was not yet ready to give birth. I was unsure when I needed to go in and after two days had no follow up contact from the hospital. In the end I spoke to a friend and she just took me in to hospital."

Maternity

"Shortage of equipment so lots of waiting for treatment etc. Didn't switch lights off during the night whilst in the cubicle so found it difficult to sleep. The clocks were also not working."

Inpatients

"I had a wound dressed and packed by the hospital and was told to see my GP in 2 weeks. They failed to let me know that the dressing should be changed regularly and I got a bad infection which resulted in a slower healing process and avoidable pain."

Inpatients

Staff

Out of a total of 27 reviews received about the **Staff** theme, 4% were negative and 19% were neutral.

"The maternity unit is over crowded and too small for the number of patients. Staff are under a lot of pressure and it shows."

Maternity

"I was in labour for six days and after I left the cubicle there was no communication from the staff."

Maternity



GP services

Access to services

Out of a total of 21 reviews received about **Access to services** theme, 10% were negative and 29% were neutral.

"Access to get an appointment here is poor. When you call first thing in the morning there is long queue with as many as 35 calls in front of mine. I have no choice as the surgery is local and my mobility is not good."

Stock Hill Surgery

"My sister and I came to her GP appointment today because there has been an all round lack of communication about her care. Mum is not getting any definitive answers to her problems and the family feel that we need to do all the chasing."

Green Street Green

"I had some blood tests here which went okay. I was asked to arrange a phone call for the results. When I made the call I was told that everything was okay but when I asked for more detailed information I was told that I would have to make a further appointment. If I had been told this at the outset I would not have wasted a week."

London Lane Clinic

"Difficult to get an appointment. Ring at 8am and still have to wait. All of the doctors are part-time. You see a different doctor every time. I have a long-term condition and I have to go over the same background every time I visit. However, reception staff are very good."

Summercroft Surgery

"My mother ran out of drugs and her GP sorted out an urgent prescription for her after his morning surgery. Mum is getting forgetful and she doesn't get reminders but I now monitor and order drugs for her. She could do with more support."

Stock Hill Surgery

"Both my husband and I are unable to get an appointment at our GP. It is very frustrating. We are in the process of trying to register at another practice, despite it being much further from our home."

Charterhouse Surgery

"When you get to see a doctor they are very good but getting an appointment is a nightmare. I have to call at 8:00 to get a same day appointment or again at 14.00 if I am unsuccessful. The receptionist takes a call and then a patient who has walked in, on an alternate basis, which is fair."

Green Street Green

"The doctors are always running late. I often have to wait for over 30 minutes after my appointment time. The doctor apologises but never gives a good reason for the delay."

The London Lane Clinic

"It is often difficult to get an appointment at the surgery but on my last visit I was told that there were no appointments and I would have to go to A&E at the PRUH. Not very helpful and difficult with my mobility issues."

Stock Hill Surgery

"Telephone booking service abysmal. You wait ages for the phone to be answered. Doctors leave patients uninformed. Pot luck with doctors now they are all part time."

Station Road Surgery

"The injections for my baby have not gone smoothly. I had to cancel on one occasion as the jabs were not ready, so I had a wasted journey."

Derry Downs Surgery

"Not a good experience personally. A few months ago I was not diagnosed properly, which resulted in the loss of a kidney. I felt this could have been avoided, I should have been referred to the hospital immediately."

Derry Downs Surgery

"The appointment system is dreadful. I have had to wait a considerable time to see a doctor for an injection for a painful condition. The doctors I have seen are excellent and I have nothing but praise for them, but surely in this day and age somebody somewhere can sort out this dire situation."

Cator Medical Centre



Community Services

Access to services

Out of a total of 5 reviews received about **Access to services** theme, 60% were neutral.

"It is not easy for my daughter to use the centre as there is very limited parking. She has to park in the street and it is a long walk to get to the centre carrying her baby."

Blenheim Children and Family Centre

"I recently had to see a Podiatrist for my bunions. I could not get an appointment with Bromley Healthcare for over 5 weeks, so I had to pay and go private."

Bromley Healthcare

"My boy is now 13 months old and I had not received notification of the one year check which is now overdue. I spoke to a lady here and she gave me a number to call to book a direct appointment. I find the support really good at the centre."

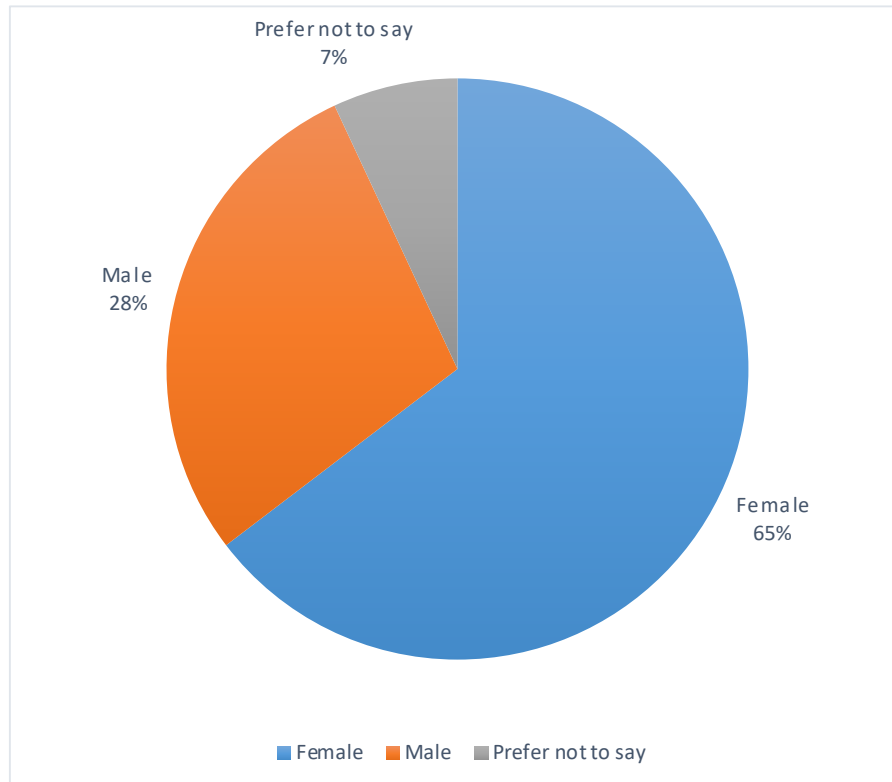
Castlecombe Children and Family Centre

"I am new to the country and I am having difficulty with the language. I need people to speak more slowly. I have not been offered access to any translation services."

Castlecombe Children and Family Centre

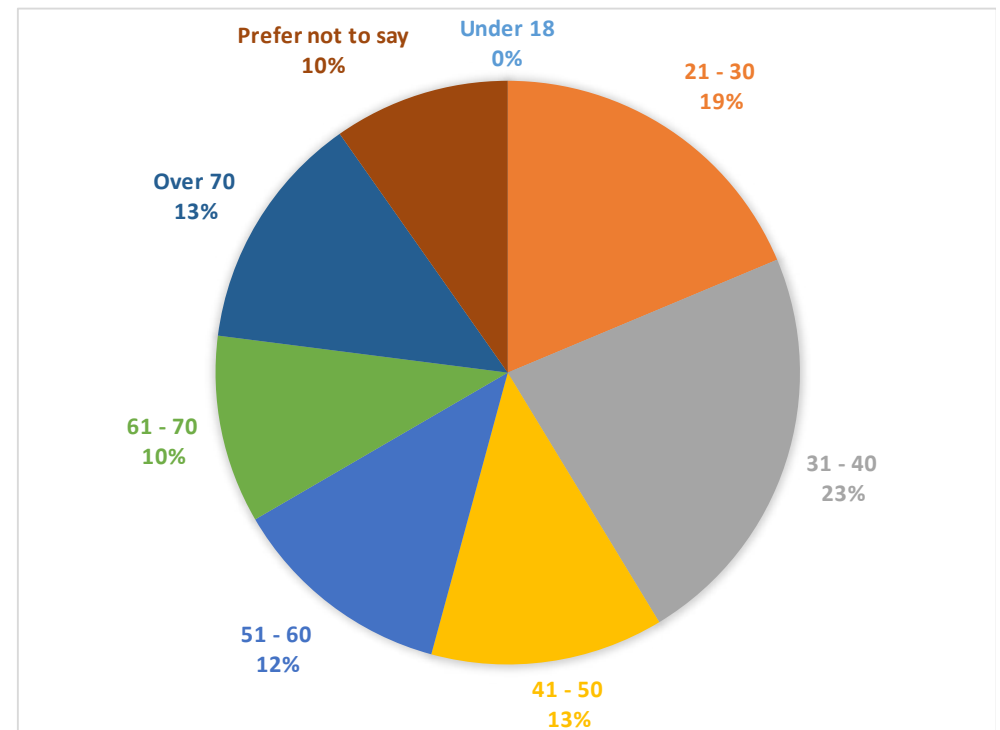
Demographic information

The pie chart below shows the number of reviews received by gender from April to June 2018. The majority of the reviews received this quarter are from females 65% (391), followed by men at 28% (172). 7% of respondents (42) during this quarter preferred not to state their gender on the survey. Our aim for next quarter is to receive more reviews from men.



Gender

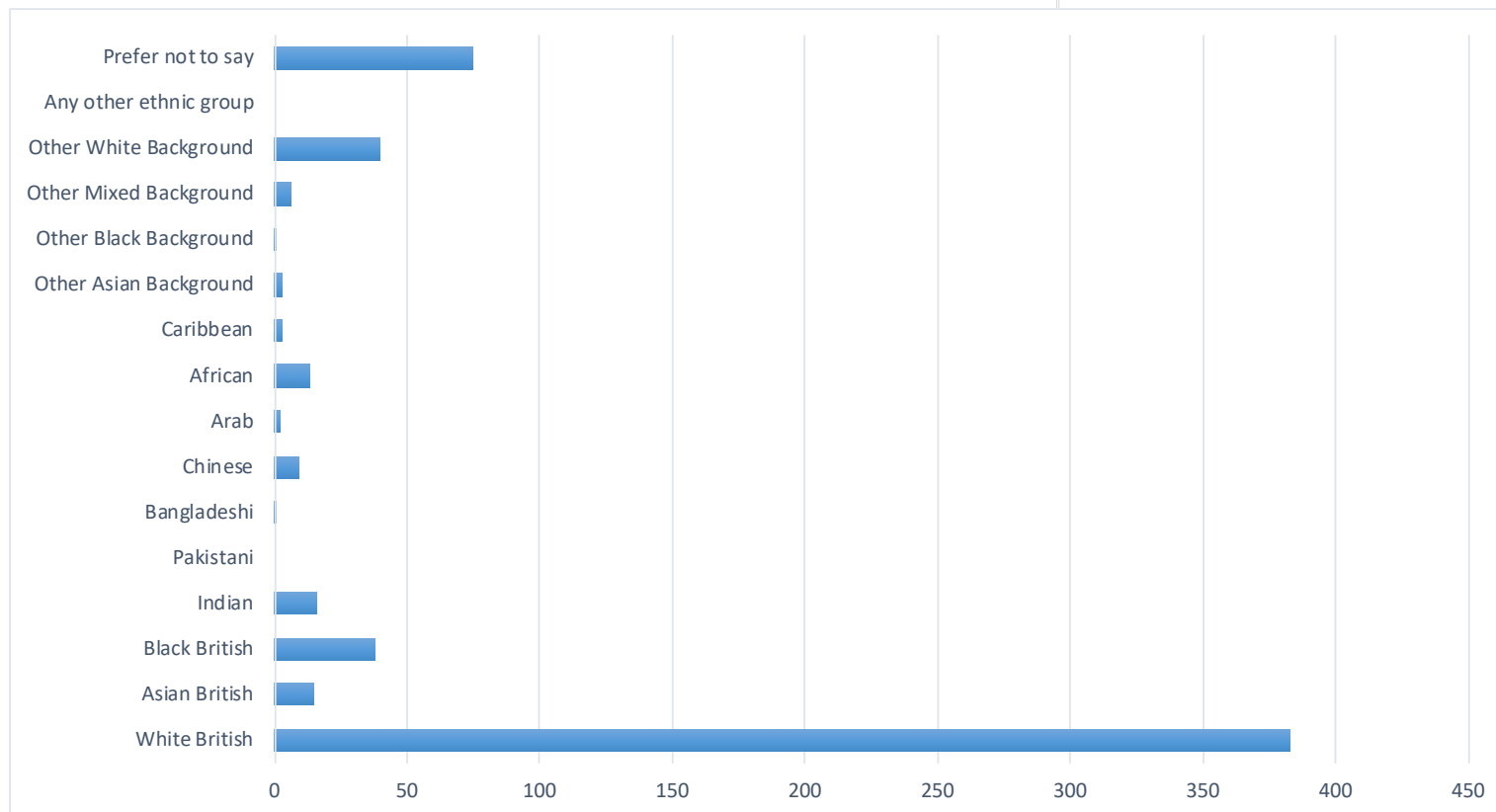
The pie chart below shows the number of reviews received this quarter from different age groups. Apart from people who preferred not to identify their age, 10% (59), the majority of the feedback received this quarter was from the 31 to 40, 23% (137), followed by the 21 to 30, 19% (113) and the over 70s, 13% (80), whereas this quarter we did not receive any reviews from the under 18s.



Age

Demographic Information

In terms of ethnicity, excluding the 12% (75) who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White British, 63% (383); 7% (44) was from people who identified as Asian or Asian British; 9% (55) were from people who identified as Black or Black British; and 7% (40) identified as Other White background. Our aim is to reach out to all demographics of the borough moving forward, to gather a representative sample of the population of the London Borough of Bromley.



Ethnicity

Conclusion

This quarter, **605** patient experiences were collected. Going forward we will aim to visit a greater number of health and social care services in Bromley as our core volunteer base grows.

There were **475** positive reviews and **130** negative reviews received this quarter. Overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Positive

Quality treatment and care received at hospital services

Quality staff and staff attitude at hospital services

Quality treatment and care at GP services

Quality staff attitude at Community Health Services, in particular Children and Family Centres

Quality treatment and staff attitude within Dentistry services

Negative

Access issues for outpatient hospital services, including waiting times whilst at the service and appointment cancellation

Access and registration issues for GP services, including waiting times

Access and opening times for Community Health Services

Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Bromley will use this report in its meetings with both commissioners and providers, sharing the themes identified from the patient voice in order to inform 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 Clinical Commissioning Group (CCG) Quality Assurance Committee
- Bromley CCG Public and Patient Engagement Group
- Bromley CCG Primary Care Commissioning Committee
- Bromley CCG Governing Body
- 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 grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover.

We will continue to focus on increasing patient experience from men and ensuring the age, ethnicity and geographic breakdown of the people we speak to is broadly reflective of the borough's profile. We will also seek innovative ways to gather the views of those who do not regularly visit health and social care services and in particular, work with partners to develop longer term plans for how to capture further feedback on social care services from housebound patients.

During Q2 (July-September 2018), we will be focusing on Community Health Services (e.g. Health Visiting) and feedback from seldom heard communities.

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:

Select one



When did this happen?

Where did you hear about us?

Select one



Would you like information about other local services? *

No Yes

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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 >](#)

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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	
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