

**PATIENT EXPERIENCE
REPORT 2018
Q2: JULY - SEPTEMBER**

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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 second Patient Experience Report for Healthwatch Bromley, covering the Q2 period July-September 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 2 period, July-September 2018. During this time, we collected **603** 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, **472 (79%)** were positive and **66 (11%)** 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 **603**. 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).

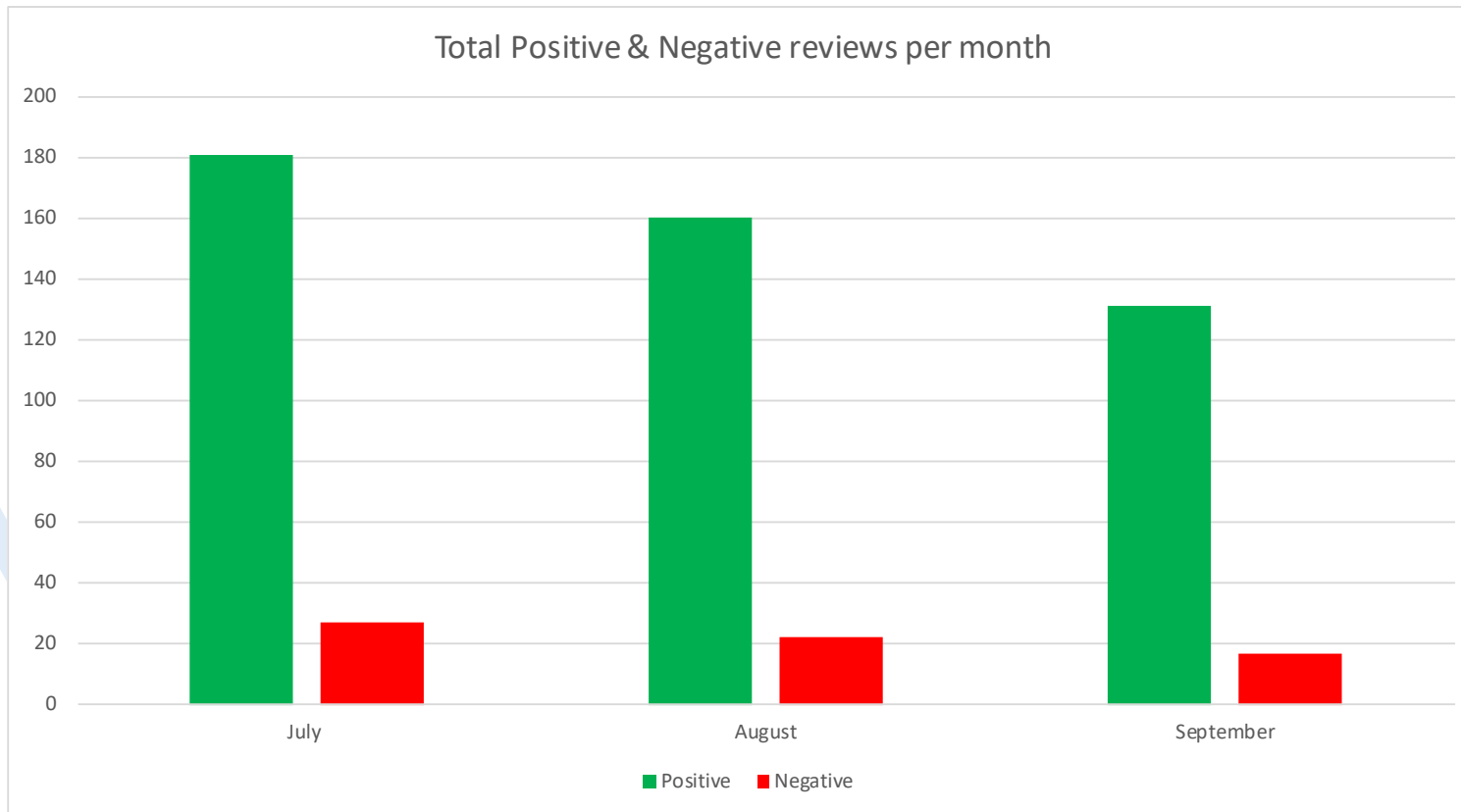
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter **472** positive responses and **66** negative responses have been recorded.

*A star rating of 3 is categorised as a “neutral” 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 - 2 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
July	27	181
August	22	160
September	17	131
Total	66	472

Overall Patient Reviews

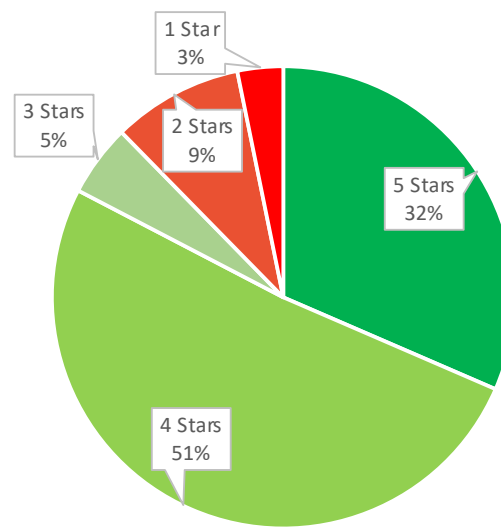
This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



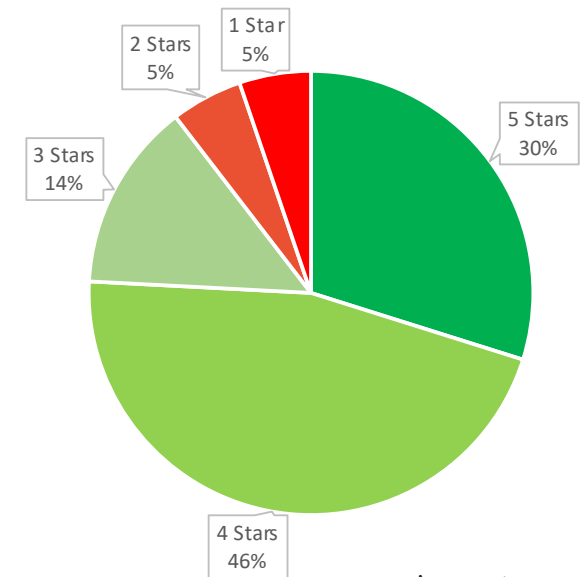
Overall Patient Reviews: Star Ratings

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

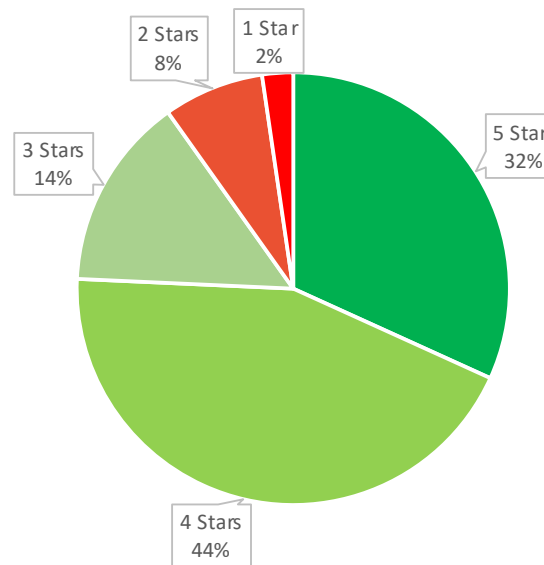
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.



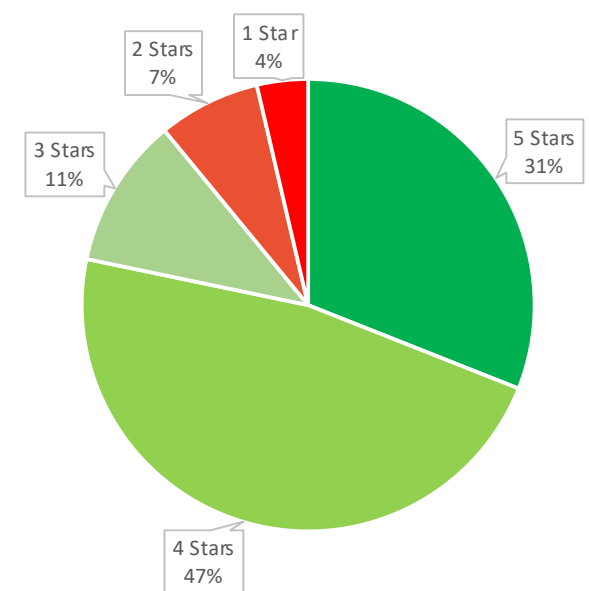
July



August



September



Overall



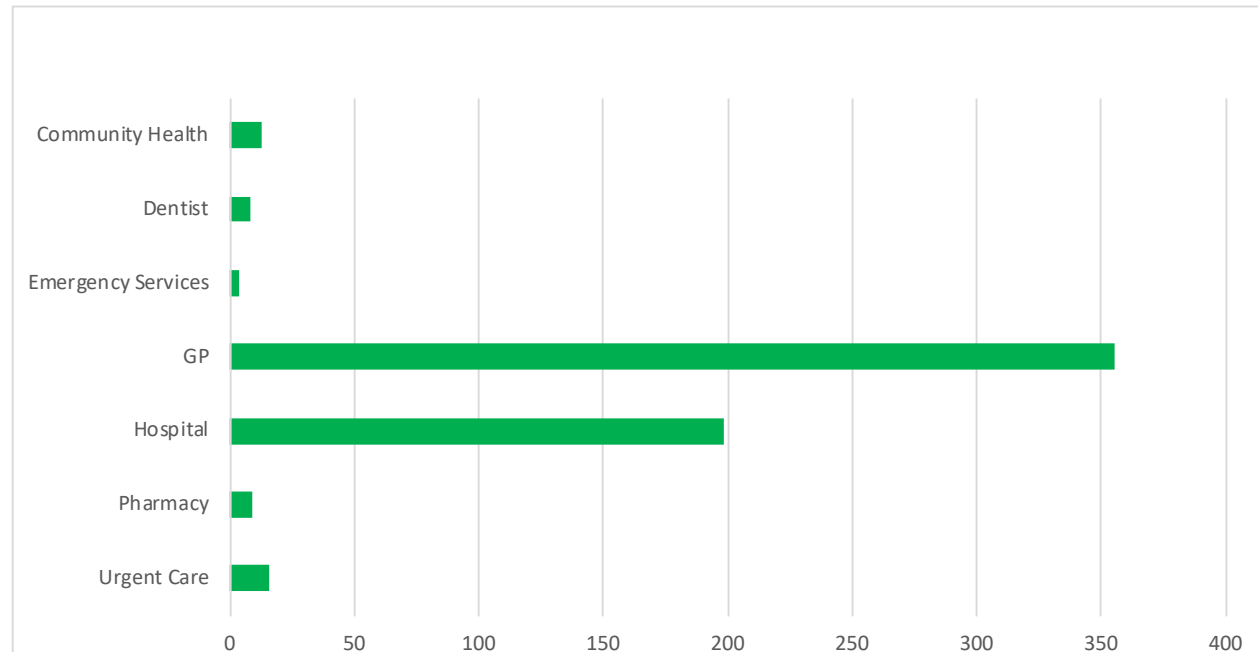
Total Reviews per Service Category

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 (355), followed by Hospitals (198). 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 visited several different departments during this quarter, including Ophthalmology and Outpatients.

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.

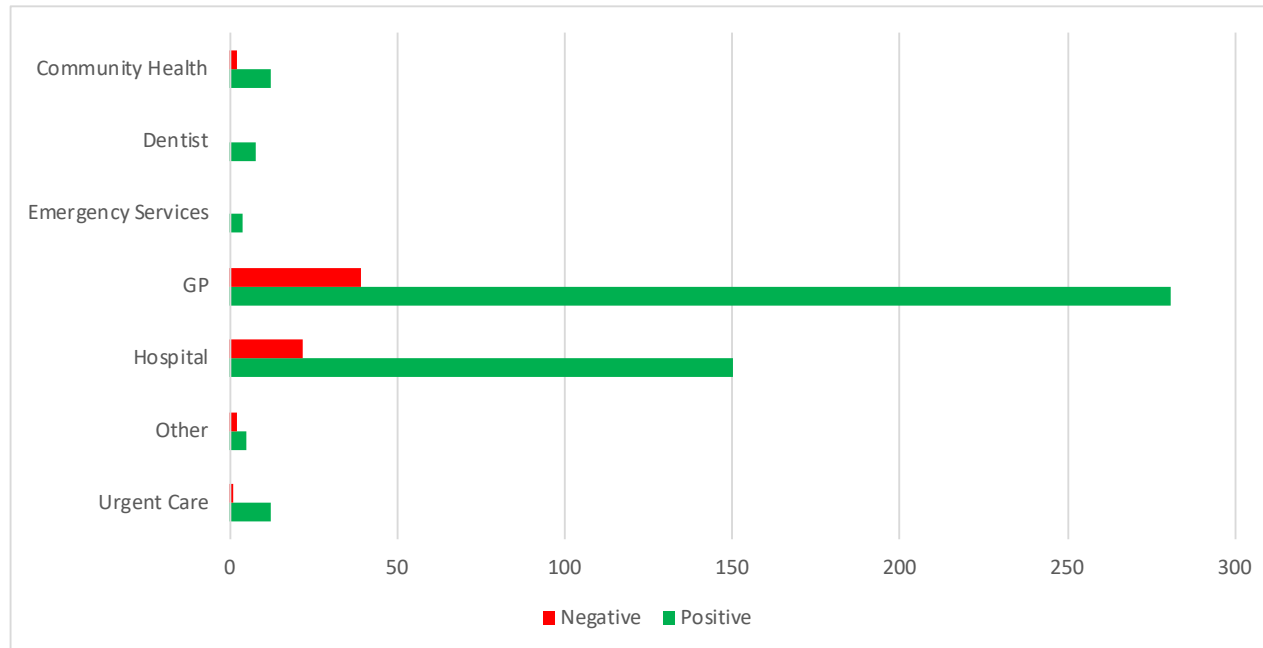
Type of services



Number of reviews

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.

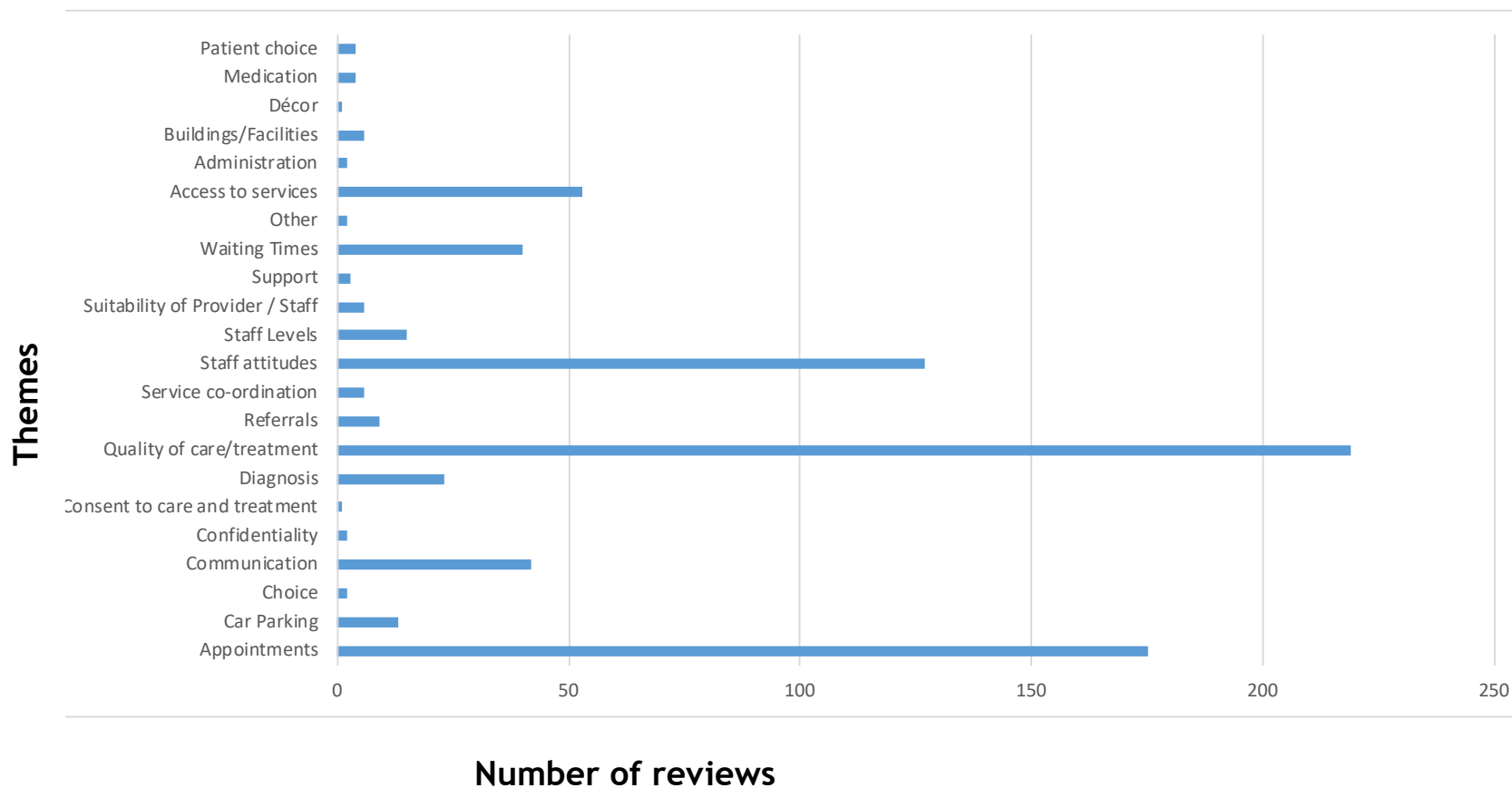
The 'GP' category received the highest number of positive reviews **79% (281)** followed by the 'Hospital' category which received **76% (150)** positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews 'Hospital' - **12% (22)** and 'GP' - **11% (39)**.

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 Q2 these areas are: **GPs and Hospitals** (primarily the Princess Royal University Hospital). 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.



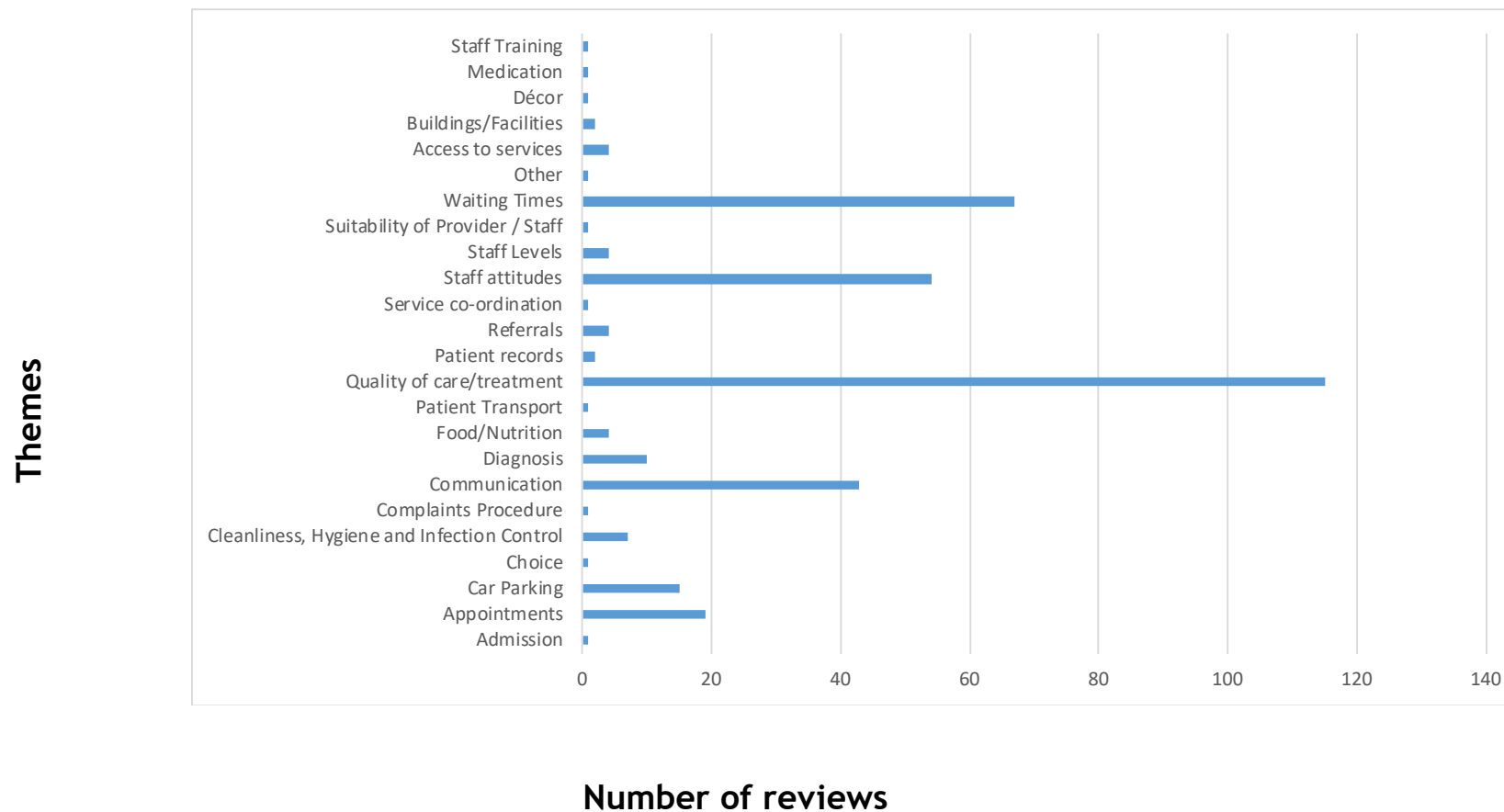
'Quality of care and treatment' received 219 responses this quarter, with 90% of feedback being positive.

127 comments were received regarding 'Staff attitude' with 74% of these being positive.

175 responses were in relation to 'Appointments'. 45% of this feedback was negative and focused on access to appointments and difficulties in booking appointments at preferred times.

Themes/Trends for Hospitals

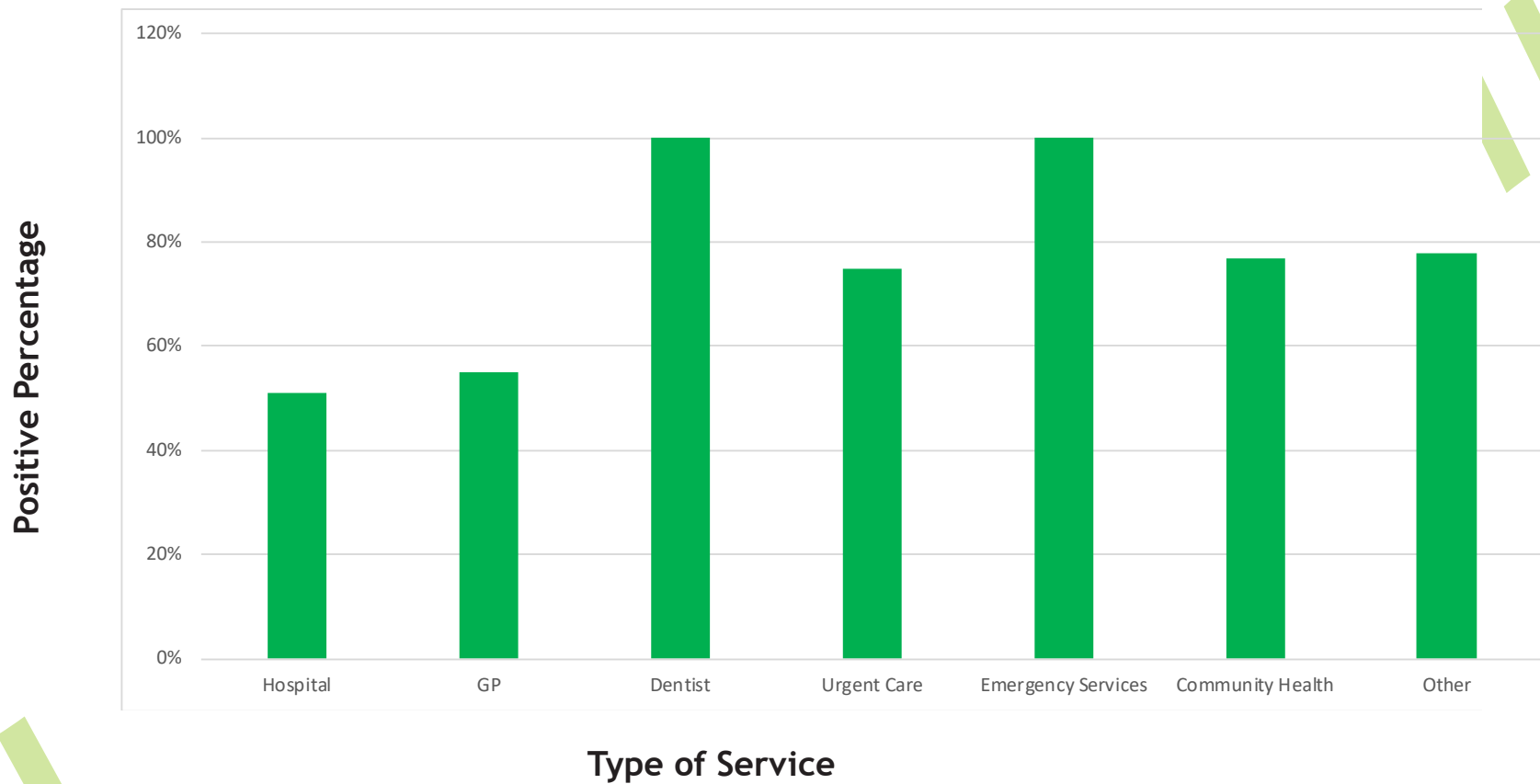
This chart shows that **'Quality of Care and Treatment'** at hospital services received the largest number of reviews, standing at **115**, with **89%** of these reviews being rated as **positive**. **'Waiting times'** received the second highest number of comments, at **67**, with feedback being overwhelmingly **negative** at **75%**. **'Staff attitude'** within hospitals was mentioned **54** times by respondents on our Digital Feedback Centre, with **91%** of feedback 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.

July-August-September



Princess Royal University Hospital, Kings College Foundation NHS Trust

Treatment and Care

Out of a total of 115 reviews received about the **Quality of Treatment and Care** theme, **89%** were positive.

"Recent visit to outpatients was a good experience. I was seen on time and the whole experience was not as arduous as I had anticipated. Well done, you got it right."

Outpatient

"I had knee replacement surgery and the experience was excellent in almost all respects"

Inpatient

"I have been coming here every 4 months for over a year. My experience has been very good. I drive to the hospital, and see a regular physiotherapist for Botox treatment for my MS."

Inpatient

Access to services

"Good access with appointments and doctors are very good in providing a diagnosis and the way forward for my treatment."

A&E

"I was referred by my GP. I received a phone call from King's the next day after I visited my GP explaining I had an appointment in less than a week. This was followed by an email and a letter was also posted."

Outpatients

"On the day of the appointment at PRUH the service was faultless. I didn't have to wait for long. I saw three different specialists. They all explained everything clearly and were very reassuring. I later on received further communication from the services explaining the findings (all good)."

Outpatients

Staff

Out of total of 54 reviews received about the **Staff Attitude** theme, 91% were positive.

"The staff were very attentive and gave me lots of encouragement and support."

Maternity

"The doctors are very helpful and empathetic and I have been here with three different issues but I have always found them to be professional and helpful."

Outpatients

"Excellent consultant. Everything was done well, people were very informative and the care was very good. The nurses are particularly brilliant, informative and kind to patients. They deserve a pat on the back as they are rushed off their feet."

Outpatients



GP Services

Administration

"Registered with the surgery today. It was easy to register and I am hoping it's better than my last surgery where it was impossible to get an appointment."

"It keeps changing and there is a different doctor each time. The waiting time is a nightmare and it is hard to get an appointment."

"Happy with the communication with various GPs and the referrals for hospital appointments are very good."

Treatment and care

Out of a total of **219** reviews received about the **Quality of Care and Treatment** theme, **90%** were positive.

"My recent diagnosis at this practice was explained in a way that I was able to understand, which was very helpful."

"The service has met and actually surpassed my expectations over the time I have been a patient for over ten years."

"I have been to the doctors twice recently and different doctors have made a diagnosis quickly and the treatment /advice was spot on."

"I receive a good caring service from the medical team at Broomwood. I have complex issues but they are managed well by the staff at the surgery. They comforted me a couple of months ago when I was very tearful as I was in pain, they are so kind."

Access to services

Out of a total of **53** reviews received about **Access to services** theme, **51%** were positive.

"I have recently been going to the surgery for my tests rather than the hospital where there are long queues."

"It is always easy to get an appointment and not necessarily with the same GP but I have two who I regularly see. The staff are very helpful. I have been referred for specialist help and have had no problems. Doctors here give you sufficient time and you never feel rushed."

"Whenever I need an appointment I can get one, or if I needed a flu jab or prescription, for example, I get it right away. They messaged me about my appointment. I think it is well run, although I don't come often."

"I have been coming to this surgery for over 12 years and the staff are all very good. I get same day appointments most of the time and would not change."

"My son needed to see a GP whilst home from university. He rang at 11:00 and was very lucky to be given a 11:20 appointment. Someone must have cancelled and he happened to ring at the right time but it was an excellent outcome."

Staff

Out of a total of 127 reviews received about the Staff theme, 74% were positive.

"Dr O'Laughlin is brilliant. Takes time to consider the situation before making a diagnosis and is very personable."

"Good service with the doctor - I am not seeing her today but she is very thorough when I do."

"The staff are pleasant and the doctors are lovely"

"The team here are great. Today I had to get a new form completed and the receptionist was very helpful."

"Dr Maya Lasrado is very proficient when examining me and I feel confident that I have had a proper check over, she pays attention to what you are saying and treats you with dignity."



"Been at this surgery for twenty four years and saw Dr. Baily until he retired a year ago. I mainly see Dr Patel who is very thorough and Dr White is also exceptionally good. I go for regular visits for my health condition."

Community services

Out of a total of 4 reviews received about the Staff theme, 100% were positive.

"I have been to the clinic in Kimmeridge Road, Mottingham and the support that I received was great. Family planning advice is great and the staff are brilliant."

Bromley Healthcare

"I am very pleased with the service provided by the health visitor."

Oxleas Health Visiting Service

"My son is now two months old and my wife uses the services at the Children's and Family Centre. Great opportunity to meet other mums and get some professional support."

Blenheim Children and Family Centre



Dentist

Out of a total of 8 reviews received about local dentistry services 100% were positive.

"I have problems with my teeth and my look is important to me. I needed some teeth replaced and the dentist gave me several options for me to choose, explaining the benefits and potential issue with each option. I was able to make an informed decision and I am happy with the outcome."

Bromley Dental Studio

"Really good service and dentist, and they take NHS patients. I changed once but then moved back to here."

Green Lane Dental Centre

"I am registered here as an NHS patient. I had a wisdom tooth removed and although it was painful, they were very helpful, professional and supportive."

Orchard Green Dental Practice

"I am an NHS patient here and I am always able to get an appointment with about a week's notice. The check is thorough and the dentist explains everything to me if I have any concerns or queries."

Bromley Dental Studio

"The dentist who is owner of the practice is excellent. Treatment is always fully explained and the care is very good. No one likes visiting the dentist but you are put at ease at this practice and always looked after well."

Orchard Green Dental Practice

"NHS treatment available with 2 different dentists. This practice was recommended by my daughter and I have been a patient now for several years. I have an extremely good dentist who puts you at ease and explains any treatment well."

Cray Dental Care

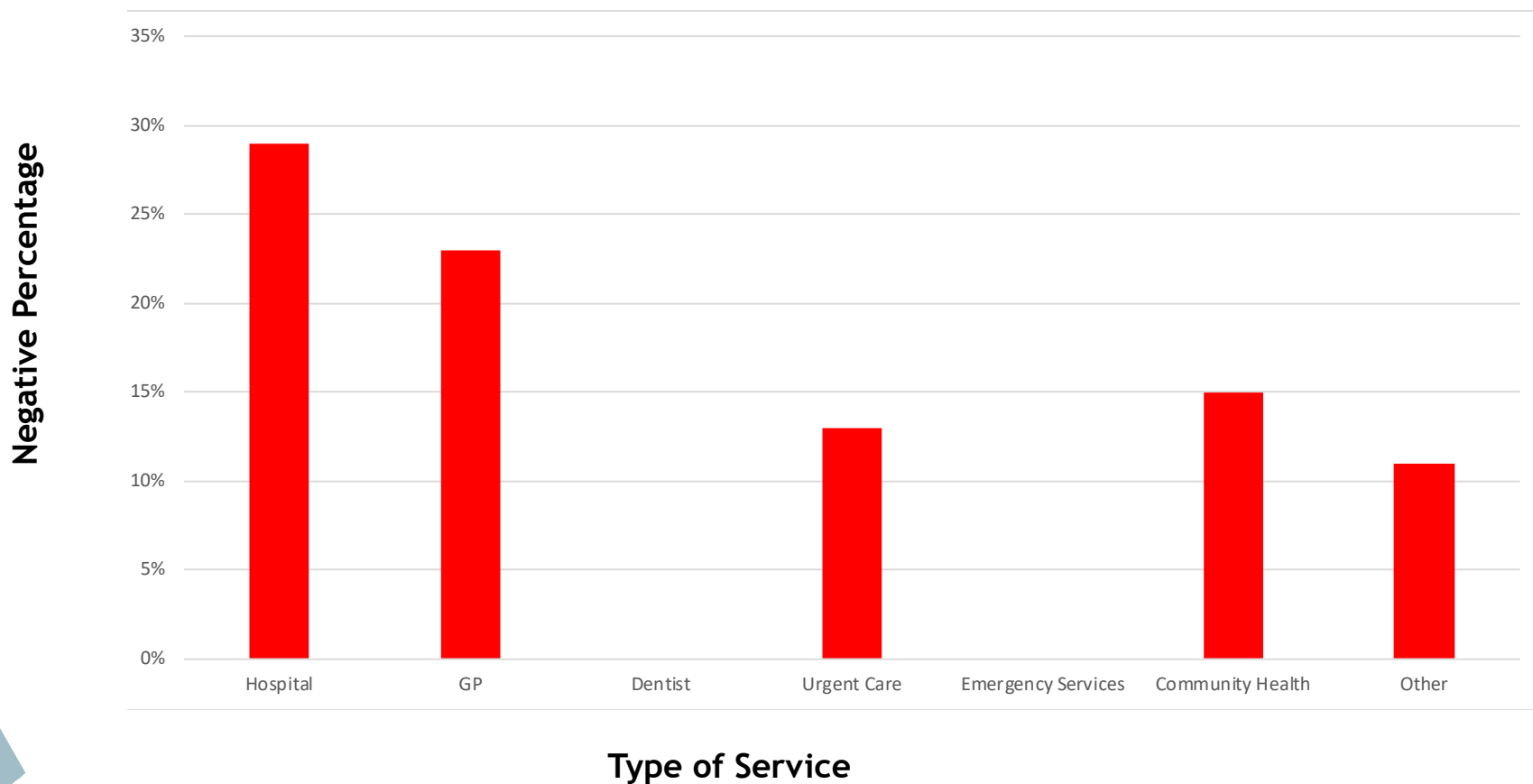
"The treatment is very good on the NHS. Explanation is great and there are no problems with the appointments. I have been a patient for over twenty years."

Coley Kenward and Partners 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.

July-August-September





Princess Royal University Hospital, Kings College NHS Foundation Trust

Appointments and Access

A total of 19 reviews were received about the **Appointments**.

"Over the last few years I have been going to the Princess Royal Hospital on and off for various tests. Even when I have an appointment the waiting time is always long."

"I had a 7 hour wait in A&E at the PRUH and was told to go back to the clinic at 9:30. When I arrived at the clinic I was told that they didn't open until 12:30. The A&E department need to get their records correct with up to date information to avoid patients being given incorrect information."

"The car park is too small for the number of beds and it is a nightmare to park here to see my husband."

The hospital is understaffed with long waiting times, but once you are in the system it is fine."

"I was admitted to A & E and waited 12 hours there. I had to be admitted but there weren't any beds and this was all for a 15 min. procedure. There are hardly any doctors available at the weekend. The staff are fabulous but the system is totally wrong."

"My appointments have been cancelled by the hospital on three occasions, none of which were my fault. The problem is that when an appointment is cancelled you have to wait at least another 8 weeks for the next one. I complained to PALs last week and they have got a new appointment for me in two weeks time."

"I have had appointment moved and cancelled at short notice which is not satisfactory."

"I have been to this department three times over the last 12 months and have always had a long wait. In January it seemed very quiet but I was still waiting for over 2 hours!"

Treatment and Care

Out of a total of 115 reviews received about the Treatment and care theme, 2% were negative and 10% were neutral.

"I have had a few tests carried-out at the PRUH over the past six months and it always takes an age for the results to get to the GP. On the last occasion I had my follow up appointment with the GP and this was a waste of his time as he had not received the results some two weeks after the test. This should be a quicker process."

Outpatients

"I have unfortunately waited 95 minutes in outpatients before being sent to radiology for an x-ray which could have been schedules with the doctor's appointment. I was given conflicting information from the doctor and the reception staff. So confusing, long wait, waste of time."

Outpatients

"This is my 3rd visit to the fracture clinic as I broke my femur mid March. The logistics of walking when injured of being sent from Consultant to radiology and back again not good. Long wait to get someone to push the wheelchair between clinics."

Outpatients

"I have been sent to the wrong clinic on three separate occasions. The wrong information and diagnosis were also included on my appointment form and patient record. Unacceptable."

Inpatients

"I have had my confidence shaken by a mistaken diagnosis."

Outpatients

"Communication could be improved, especially when waiting for results. Further explanation of treatment would be appreciated."

Outpatients

"I spent 8 days in the PRUH recently with pneumonia. The care was okay but I had a couple of issues. At first, I was bed bound and the response to me pulling the alarm for toileting was very slow. Secondly, I saw so many different doctors it was hard to keep track!"

Inpatients



GP services

Access to services

Out of a total of 53 reviews received about Access to services theme.

"I have been at the practice for 13 years and find making an appointment difficult and the waiting times not very good."

"I have trouble walking and there is no disabled parking. It has taken me over twenty minutes to walk from where I could park my car."

"Have spent on numerous occasions up to 40 minutes for phone to be answered even when informed I am next. Sitting in waiting room I have observed receptionists ignore or walk past ringing phones but have the time to gossip to one another."

" Today I had to wait for 35 minutes after my appointment time. This is very annoying because if I was 5 or 120 minutes late they wouldn't see me."

"I have disability issues which makes travelling on public transport difficult. This surgery is good but it is disappointing that they do not have the staff who can do blood tests. Also, they do not have sufficient doctors as on my last visit I had to wait for an hour to be seen. I can't sit for that long so I had to walk up and down to get relief from the pain."

"Currently difficult to get an appointment and when you do the waiting time in the surgery is long because the doctors are usually running late."

"Getting appointments is very difficult and the reception staff are rude."

"I have problems making appointments which is frustrating. I have no urgent medical needs but I do have routine checks occasionally."

"I like this surgery but I must complain about the number of appointments available. There clearly are not enough for the number of patients that are on the books. This needs addressing as a matter of urgency."

"I have had a good experience apart from the waiting times at this surgery, often waiting for over half an hour after my appointment time. It is very difficult to book ahead so I usually request an emergency appointment by calling on the day. The doctors are helpful. I am going to sign up for online booking to see if this works better than phoning."

"It is more difficult now to get an appointment. I can never get through at 8am. The telephone consultation is just as bad."

"There is a 2 week wait for an appointment with my own doctor. The receptionists are helpful in getting an appointment with any doctor."

"I am frustrated with how difficult it is to get an appointment. I cannot get through on the phone. There is not always a friendly response from some of the reception staff."

"We have been with this surgery for 40 years but have been told today that we have to go to our residential home GP. We are both very upset about this as it was not explained to us. Five weeks ago I lost the use of my legs and me and my husband have moved into residential care until things improve. I have arrived today for my monthly appointment but have been told that we are both struck off."

"I needed repeat medication and wasn't told that I needed an appointment for it to be re-prescribed. The manager of the surgery was very rude and didn't explain the situation very well. The receptionists are good but the manager was very unhelpful."

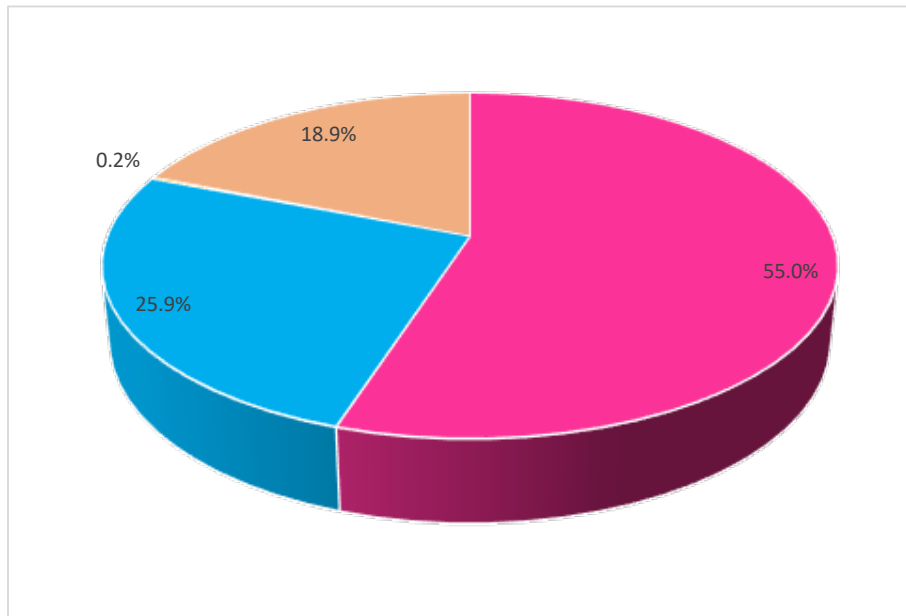
"Even since the recent changes in this practice, the service is still dire. The doctors working at the surgery seem to change all the time, so you never see the same doctor twice and there never seems to be any follow up of patients. It's also a problem getting an appointment. When I've phoned for an appointment, I've been told to book on-line. The attitude of staff towards patients is very mixed. I've been thinking of changing practice."

"There is no quality of care in this practice - it's an inadequate service. The staff are there only for a short time and there is no continuity."

"It is hard to get through to the surgery and when you do all of the appointments are gone. There are only two doctors and I am looking to change."

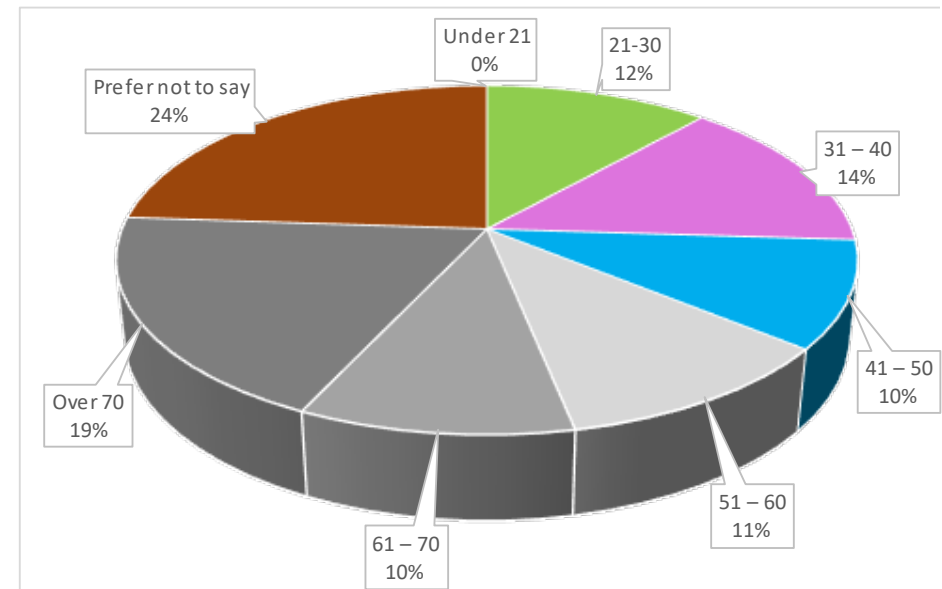
Demographic information

The pie chart below shows the number of reviews received by gender from July to September 2018. The majority of the reviews received this quarter are from females **55% (332)**, followed by men at **25.9% (157)**. **18.9%** of respondents (**114**) during this quarter preferred not to state their gender on the survey.



Gender

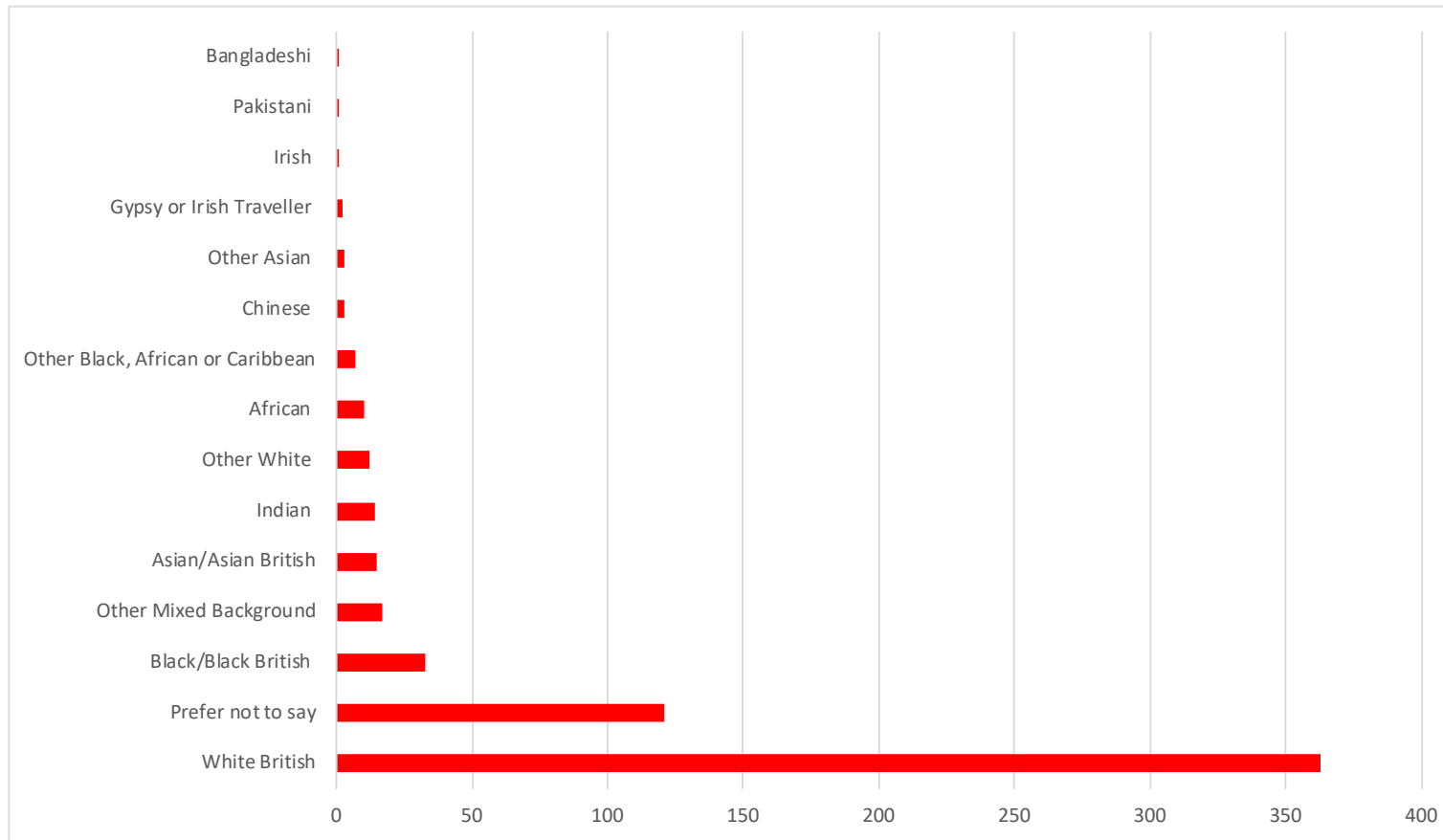
The pie chart below shows the number of reviews received this quarter from different age groups. Apart from people who preferred not to identify their age, **24%**, the majority of the feedback received this quarter was from the over 70s at **19%**, followed by the 31 to 30, **14%**. This quarter we did not receive any reviews from the under 21s.



Age

Demographic Information

In terms of ethnicity, excluding the **121 (20%)** respondents who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White British, **60% (363)**; **6% (38)** was from people who identified as Asian or Asian British; **7% (40)** were from people who identified as Black or Black British; and **3% (17)** identified as being of mixed ethnicity. 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, **603** 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 **472** positive reviews, **66** negative reviews and **65** neutral 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
- Staff attitude and patient communication at hospital services
- Quality treatment and care at GP services
- Good uptake of the GP extended access service (GP Alliance)

Negative

- Waiting times and access issues for hospital services
- Access and registration issues for GP services, including waiting times

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 (Q2) will be shared and presented at a number of different levels, and to different audiences, including the:

- Bromley Clinical Commissioning Group (CCG) Quality Assurance Sub-committee
- 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 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 Q3 (October - December 2018), we will be focusing on young people and feedback from seldom heard communities utilising our Emerging Communities Volunteers.

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

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	
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