

**PATIENT EXPERIENCE  
REPORT 2019**

**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 fifth Patient Experience Report for Healthwatch Bromley, covering the Q1 period April-June 2019. 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](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, as well as the physically collected forms.

This report covers the Quarter 1 period, April-June 2019. During this time, we collected **601** reviews. We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and Urgent and Care Emergency services. In addition, we gathered a number of reviews from Orpington Hospital, Oxleas NHS Trust and Bromley Mind - Mindcare Day care services, Dental Practices, Bertha James, Bromley Healthcare, Age UK, Pharmacies and Children and Family Centres this quarter. Out of the total number of patient experiences received, **454 (76%)** were positive, Neutral 43 (7%) and **104 (17%)** 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 **601**. 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).

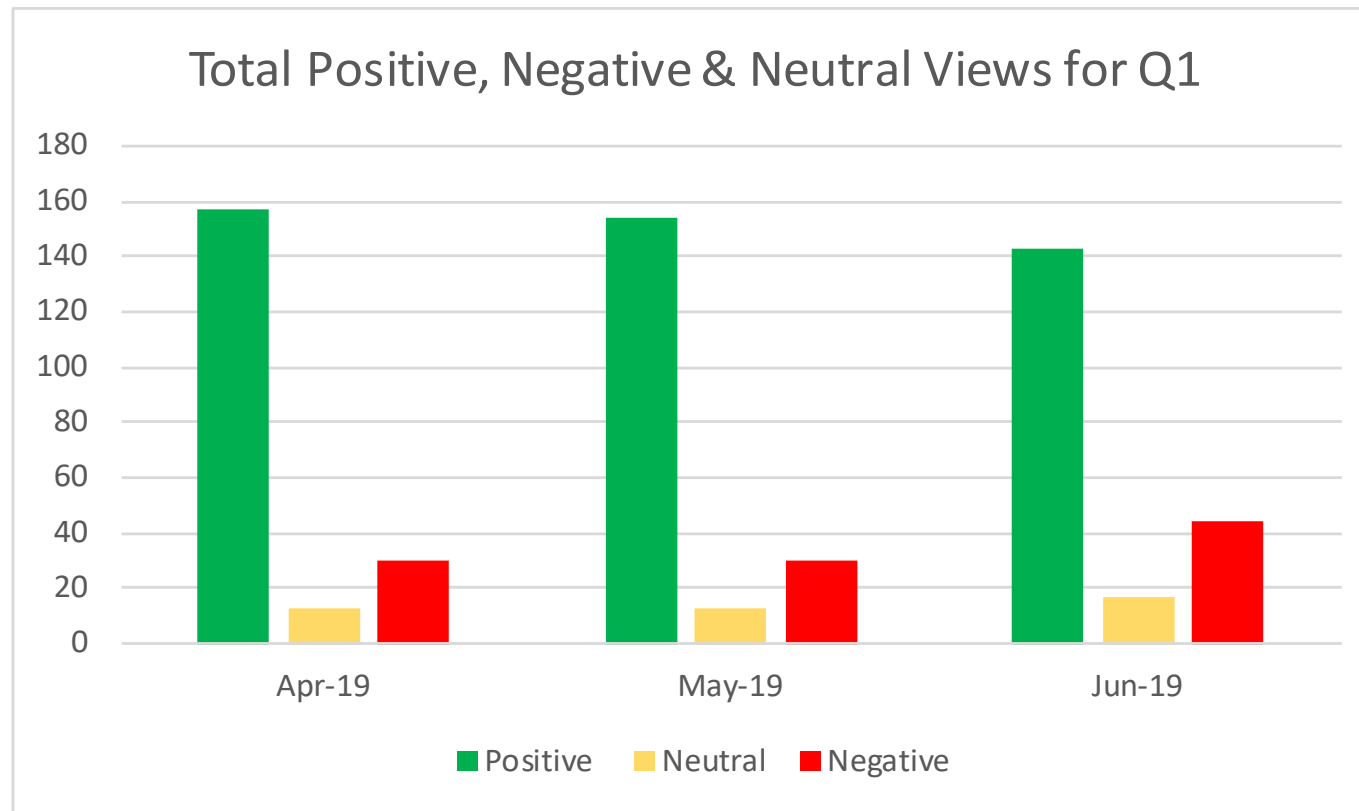
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative response\*, while star ratings between 4 and 5 indicate a positive response. This quarter **454** positive responses, **43** Neutral and **104** negative responses have been 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) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
April	30	13	157
May	30	13	154
June	44	17	143
Total	104	43	454

# Overall Patient Reviews

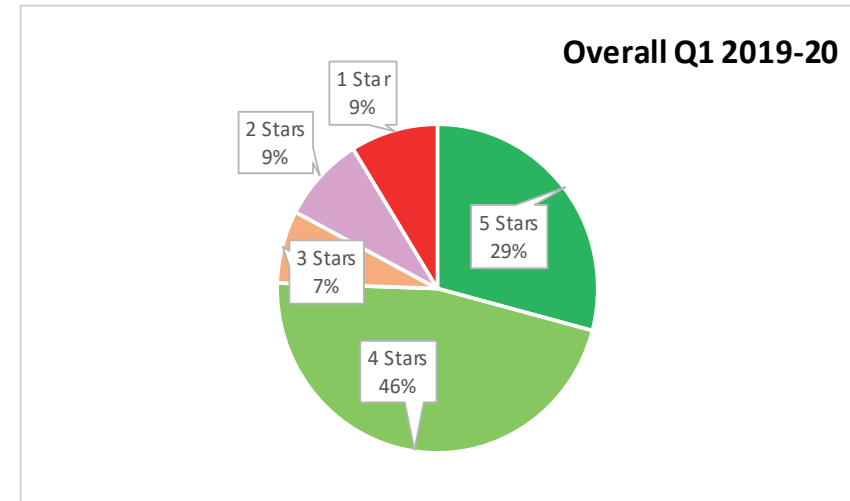
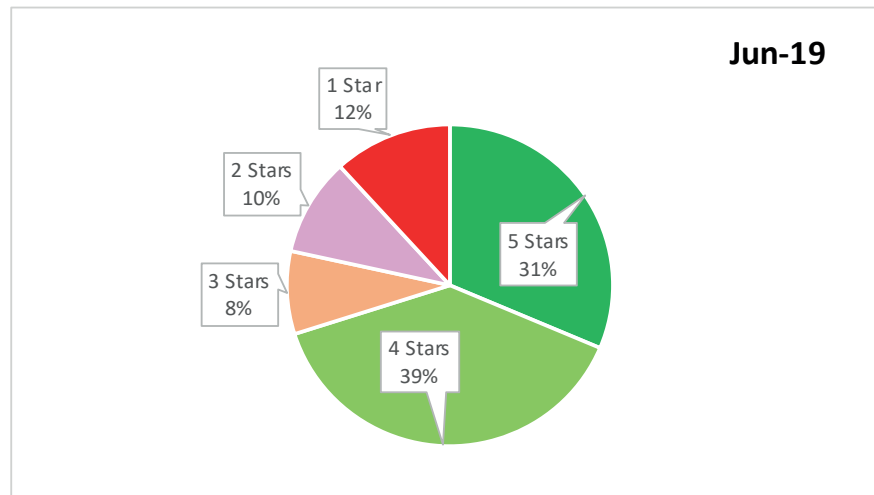
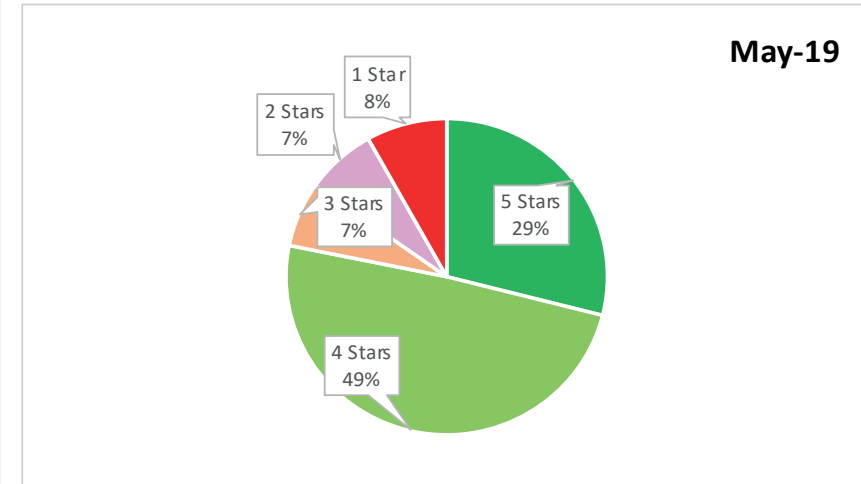
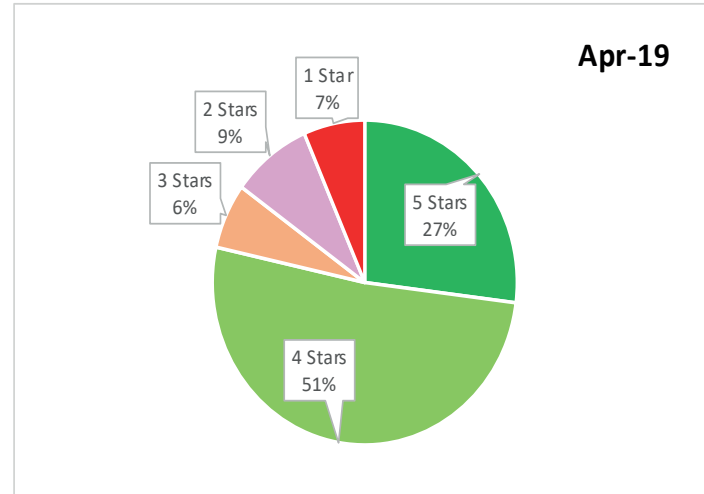
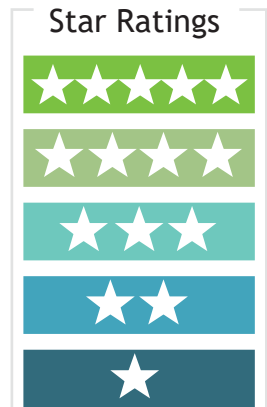
This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



# 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.



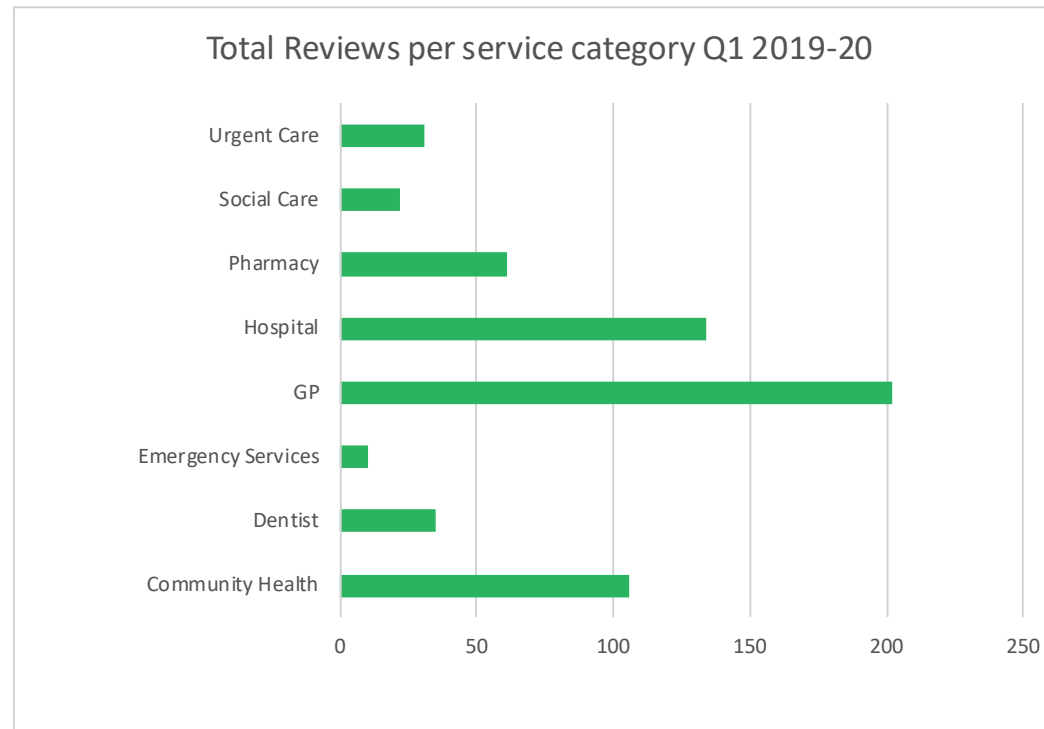
# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 8 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (202), followed by Hospitals (134) and Community Health(106). 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 Urgent Care. Day Centres, Oxleas NHS Trust, Bertha James and Saxon day centre. Children and Family Centres and Age UK.

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 Learning Disability 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.

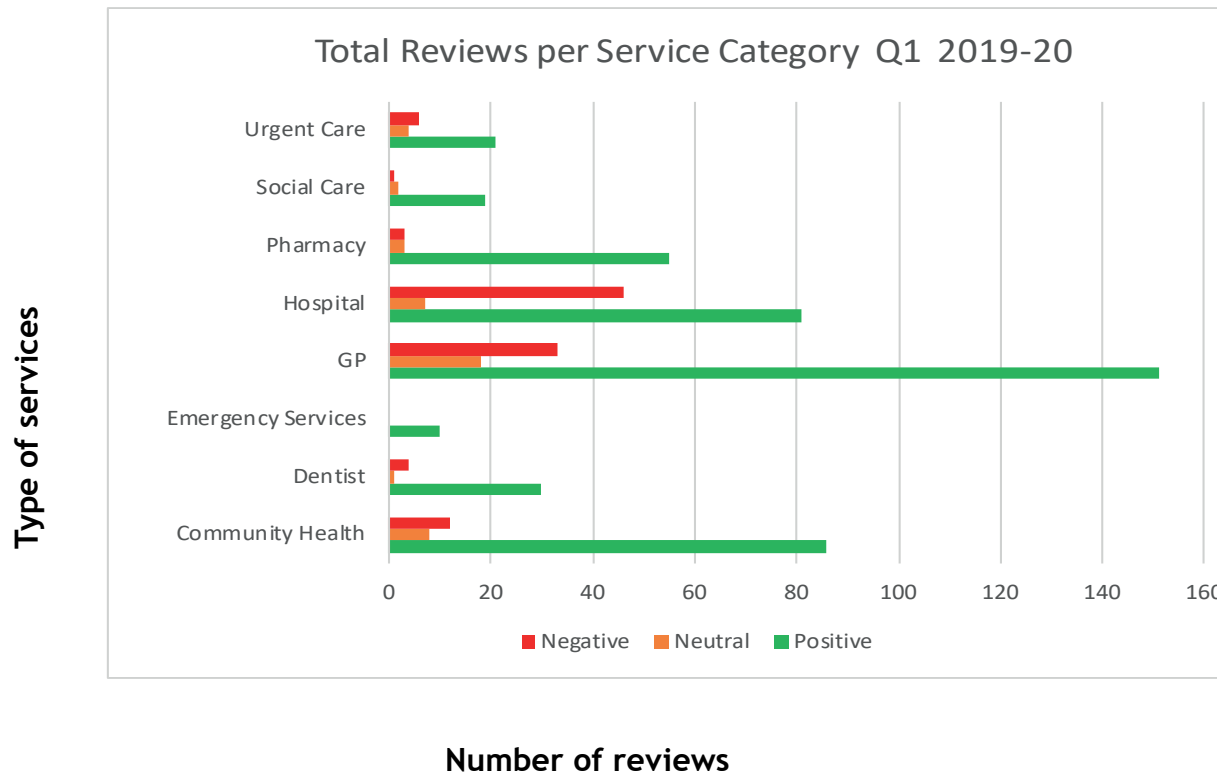
Type of services



Number of reviews



# Distribution of Positive & Negative Reviews



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

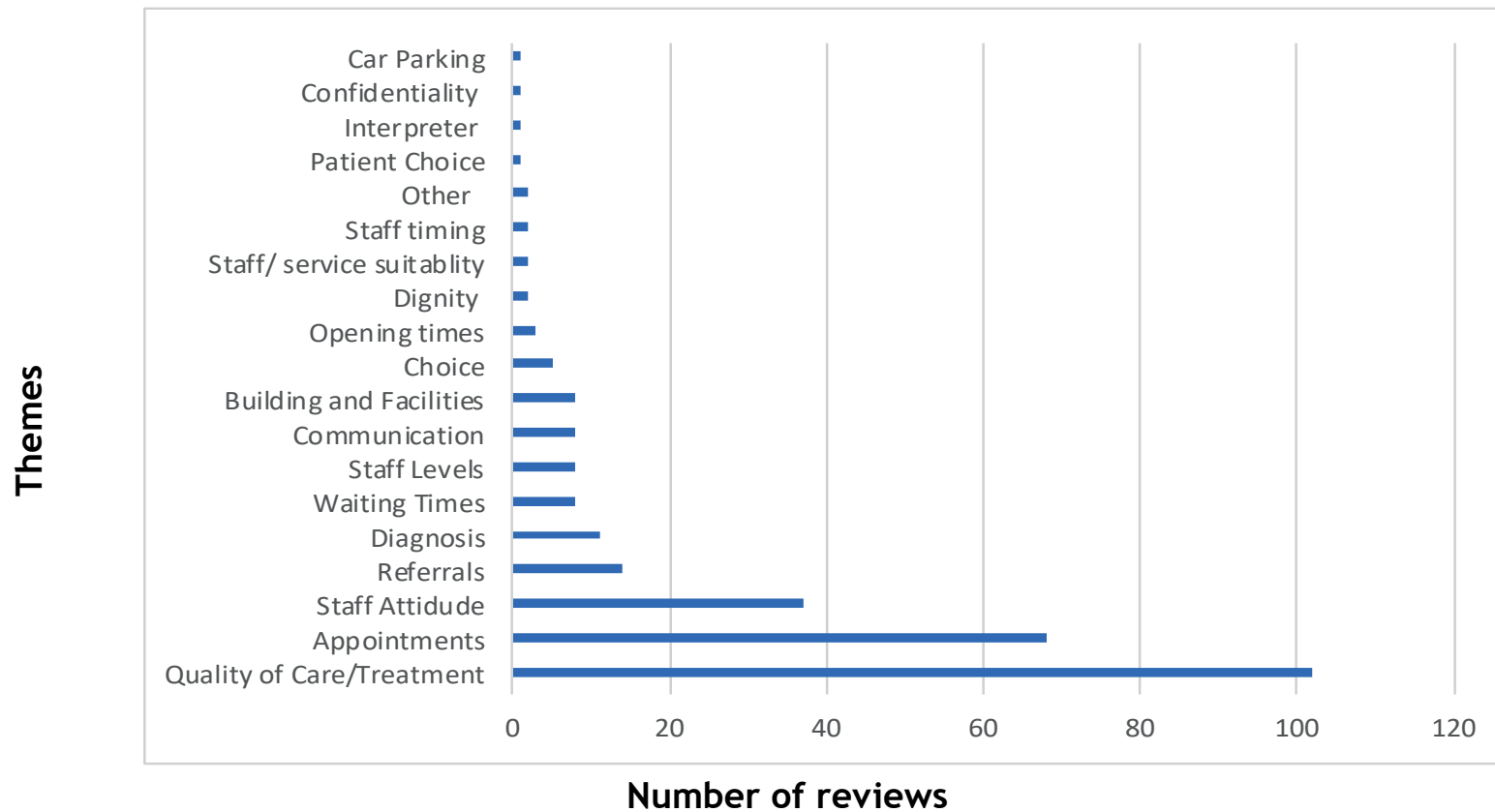
The 'Community Health' category received the highest number of positive reviews at 81% (86) followed by the 'GP' category which received 75% (151) and 'Hospital' category 60% (81) and positive reviews.

However, the 'GP' and Hospital' categories also received the highest number of negative reviews 'GP' - 41% (83) and 'Hospital' - 34% (46).

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 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.



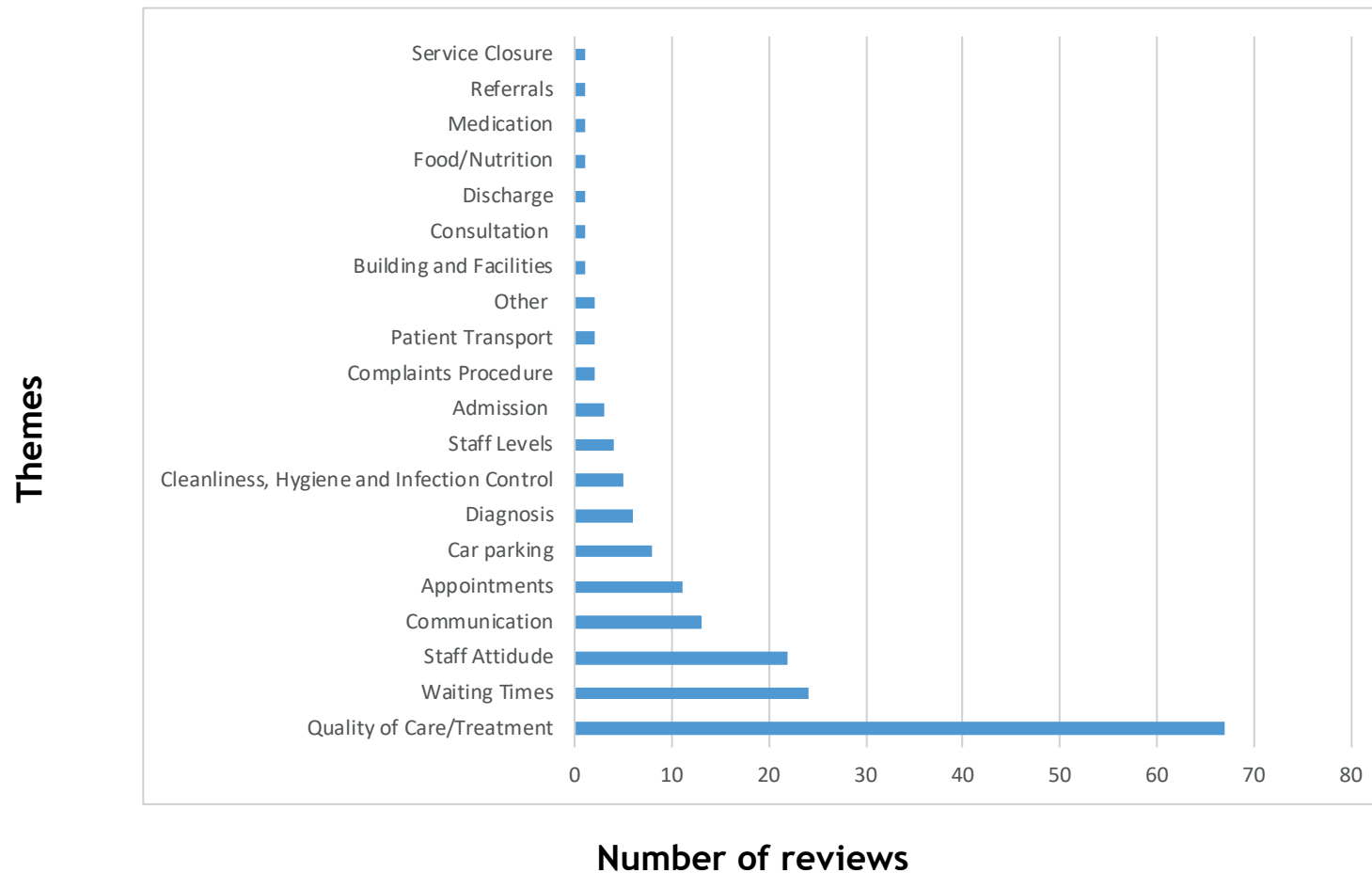
**'Quality of care and treatment'** received **102** responses this quarter, with **86%** of feedback being **positive**.

**37** comments were received regarding **'Staff attitude'** with **78%** of these being positive.

**68** responses were in relation to **'Appointments'**. **49%** 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 **67**, with **91%** of these reviews being rated as **positive**. **'Waiting times'** received the second highest number of comments, at **24**, with feedback being overwhelmingly **negative** at **79%**. **'Staff attitude'** within hospitals was mentioned **22** times by respondents on our Digital Feedback Centre, with **82%** of feedback being **positive**. **Communication** received 13 comments with **85%** of negative feedback.

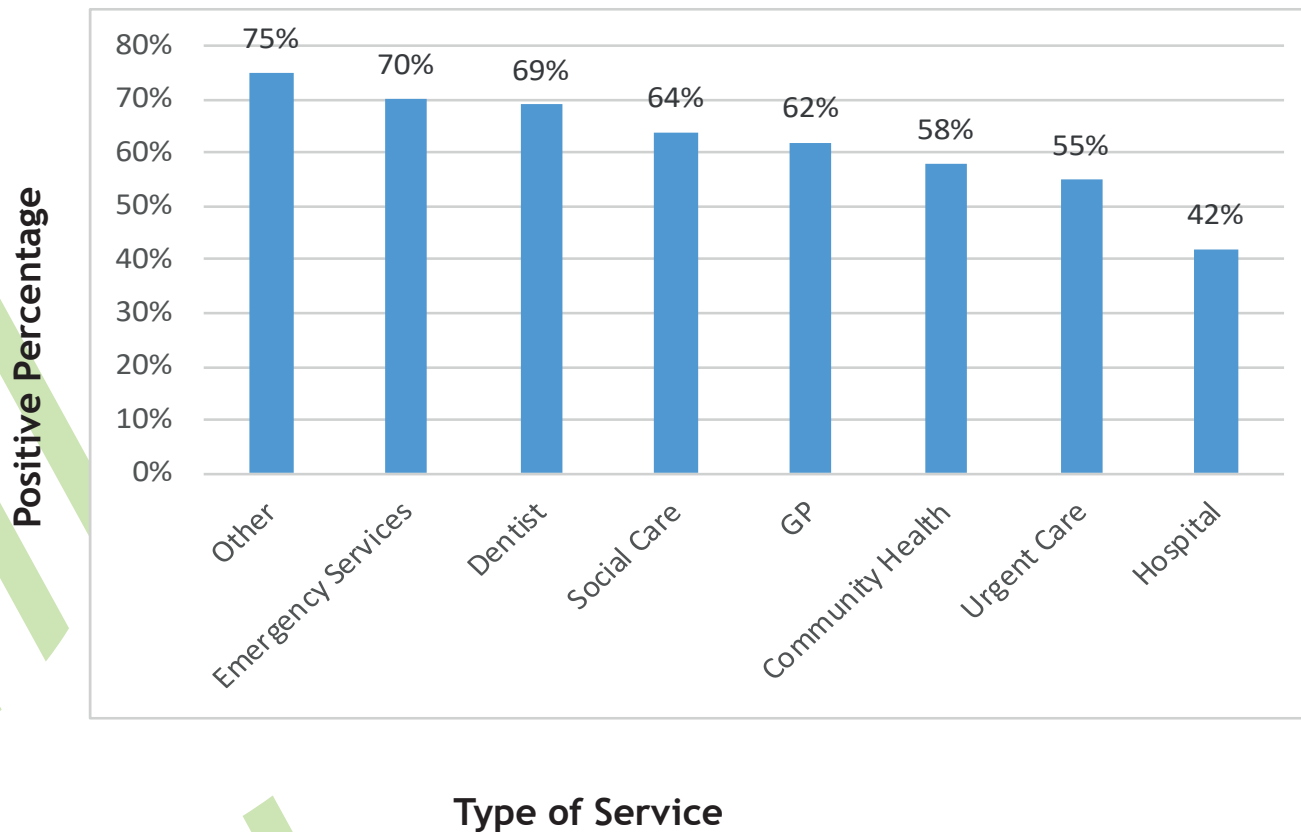




# Positive Reviews: Themes/Trends

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



**Soical Care Services-**Bromley Mind Care, Age UK Bromley, Bencurtis Park, Deaf Plus, Caremark (Bromley), Day to Day Care Limited,, Elmwood, Glebe Court, Lauriston House, Sundridge Court, Greenhill and Bromley Park Dementia Nursing Home. Home Instead Senior Care - Bromley, Saxon Day Care, Springfiled Care Home (physical disability).

**Urgent Care-** Beckenham Beacon, Bromley

**Emergency Services-** NHS 111

**Hospitals-** PRUH, Green Park House, Orpington Hospital, BMI Chelsfield Park Hospital (Private), Chelsfield Hospital (Private) and Green Parks House.

**Community Health-** Biggin Hill, Blenheim, Community Vision, Cotmandene, Phoenix and Burnt Ash Children & Family Centre's. Bromley Heart Support Group, Bromley Well Bromley Healthcare, Bertha James, Crystal Palace Physio Group, Bromley Dementia Support Hub, Mission care Dementia Cafe, Oxleas Health Visitors, Specsavers Orpington.

**GP Surgeries-**Addington Road, Anerley, Ballater, Bank House, Bromley Park Surgery, Cator Medical Centre, Charterhouse, Chelsfield, Corner Ways, Dysart, Elm House, Forge Close, Gillmans Road, Green Street Green, Knoll and Links Medical Practices, London Lane Clinic, Manor Road, Nuffield Health Bromley Fitness and Wellbeing Centre, Oakfield, Park Practice, Poverest, Robin Hood, South View, Southborough Lane, St James, St Mary Cray, Station Road, Stock Hill, Summercroft, Sundridge, The Bromley Common, Chislehurst, Crescent Derry Downs, The Family, Park Group, Tudor Way and Trinity Medical Centre. Whitehouse, Wickham Park, Woodlands Practice.

## Princess Royal University Hospital and Orpington Hospital

### Treatment and Care

Out of a total of 67 reviews received about the **Quality of Treatment and Care** theme, 91% were positive.

"Recent visit to the Emergency Department was great. I saw Dr Atique who sorted out my knee which had a large gash and the bone was showing. I am pregnant and he did not want to give me an anesthetic so treated me while I was conscious. As he works in ED he could not give me a follow up appointment but told me to come to the desk in three weeks time and ask for him. Top class service."

*Accident and emergency services*

"I had an x-ray at the hospital and did not need an appointment. I was expecting a long wait but I was in and out in 20 minutes. What a great service".

*X-ray*

"I My daughter has cancer and is under the PRUH for her care and treatment. The team on the Chartwell unit are amazing and provided my daughter with lots of help, support and information"

*Oncology*

### Staff

Out of total of 22 reviews received about the **Staff Attitude** theme, 82% were positive.

"I have a long term condition and really spent some time in hospital. The treatment is going okay, but I am still under outpatients for checks. The service has been good and staff excellent."

*Outpatients*

"Went to the fracture clinic at Orpington as my daughter had broken her wrist. The service was good and the aftercare support for her was fine. The staff were brilliant."

*Orthopaedics*

"The midwife service offered at thew PRUH is brilliant. I know of three members of staff who have worked longer shifts and under pressure because of the workload. They are appreciated."

*Maternity*



## GP Services

### Treatment and care

Out of total of **102** reviews received about the **Quality of Care and Treatment** theme, **86%** were positive.

"The quality of the service at this practice is very good but it can be difficult to get an appointment - it often takes a long while to get through to the surgery on the phone. However, if one of the children is ill they are usually seen the same day." *Station Road Surgery*

"Registered with this surgery 2 months ago following awful treatment at Charterhouse. So far so good. Able to get appointments and I feel that the receptionists are listening to me" *Bank House Surgery*

"Doctor doesn't rush me and spends enough time discussing my issues. Training for the staff on dealing with people who have learning difficulties would be of real benefit". *The Bromley Common Practice*

"Seeing Dr Nicholls today but all of the doctors here are very good. They listen to what the patient has to say and give sound advice so that you know what is happening/going to happen. *The Family Surgery*

I can't fault this surgery. The staff are good, I can get an appointment when I want one and the doctors are knowledgeable. I have real confidence in this service. *Whitehouse Surgery*

## GP Appointments

Out of total of **68** reviews received about the **Appointments** theme, **50%** were positive.

"No problem booking appointments. If I phone after 2.00 on the previous day I am able to get a next day appointment. I always see the same doctor which is great." *Robin Hood Surgery*

"Taken ill in the night and I was offered an appointment promptly this morning. I receive great care here from the staff, through to the doctors." *Manor Road Surgery*

"I had a problem which I knew would take longer than 10 minutes. I was given a 30 minute appointment and had a thorough examination and explanation." *Bromley Park Surgery*



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## Staff Attitudes (Treatment and Care)

Out of a total of 37 reviews received about Staff Attitudes theme, 78% were positive.

"I went to the surgery 2 weeks ago to get a diabetic check up and vitamin B injection. The service was good and the staff helpful". *Corner Ways Surgery*

"I can't fault this surgery. The staff are good, I can get an appointment when I want one and the doctors are knowledgeable. I have real confidence in this service." *Whitehouse Surgery*

"The staff are lovely. I am able to get appointments and I like the way the doctor clearly explains what is wrong. My wife comes here as well and also like the service provided." *The Family Surgery*

"Very kind, helpful and understanding. They will make home visits in an emergency. Monitor my medication regularly and I feel well looked after." *Woodlands Practice*

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## Referrals

Out of a total of 14 reviews received about the Referrals theme, 93% were positive.

"I had Good support from the doctors at this surgery. When I needed a hospital referral this was done promptly. I." *Trinity Medical Centre*

"Surgery referred me to a doctor at the Beckenham Beacon because they didn't have any appointments. This was a much needed referral and I would use this service again." *Robin Hood Surgery*

"My surgery booked me into this practice for a blood test. I was happy to do this because I didn't want to go to the Beckenham Beacon and wait for ages." *Oakfield Surgery*

"The surgery referred me to the Beckenham Beacon GP hub when they did not have any same day appointments left at the surgery. I got an appointment after normal working hours which was great for me. Pleased to have been referred". *Green Wickham Park Surgery*

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## Community services

Out of a total of **106** reviews received about the **Community health** theme, **58%** were positive.

"I have been to dementia hub events in Beckenham. I can't remember who takes me but I do have a good time when I go. The people there are very helpful and listen to me." *Bromley Dementia Support Hub*

"My son has Cerebral Palsy and sees an occupation therapist at the centre as and when required. What a great team they are, all caring and with a brilliant attitude." *Phoenix Childrens Centre*

"My support worker is helping me and I have now got a place as a student at Bromley College. Want to get work when I have done course. Very helpful lady." *Oxleas NHS Trust*

"Pleased this service has now reopened. A good place for my daughter and I to come. Some of the staff have changed but they are still very friendly". *Mission care Dementia Cafe*

"Following major heart surgery, I joined the local support group which has been terrific for me personally. I have received lots of practical advice from the staff and others in a similar position to me." *Bromley Heart Support Group*



## Other services- Pharmacies

Out of a total of 60 reviews received about other services theme, **75%** were positive significantly from Pharmacies.

"I have my blood tests done at Boots in the High Street. Need regular checks for my Warfarin. The service is good, I get an appointment time and I can park close to the service which is a big plus."  
*BOOTS The Chemist Oprington*

"The surgery get my prescriptions to the chemist next door. My prescriptions are always ready when I call to get them."  
*Stevens Chemist*

"Recently went to this pharmacy and received really good advice which I needed because I could not get an appointment with my doctor. I had a rash and was recommended some cream which worked a treat."  
*Petts Wood Pharmacy*



## Social care

Out of a total of 27 reviews received about local social care services 81% were positive.

"I have a carer who makes me breakfast and supper. Changes my bed and help by emptying my commode. We also spend a little time each day in general conversation."

*Caremark (Bromley)*

"I use the Chiropody service offered by Age UK and go to the Bertha James Centre to get my feet done. Because on my physical disability I can't bend down and do them myself. The lady who does my feet is very efficient."

*Age UK Bromley*

"Dad went to the day centre for the first time this week. He was reluctant to go but he thoroughly enjoyed himself. The staff were brilliant."

*Saxon Day Centre*

"My mother has used the day centre and gets on well with the staff. Would go more often but she does not get on with the other clients which is a problem. The staff have done some one to one engagement which the family appreciate."

*Bromley Mind - Mindcare*

"A family member recently spent some respite time at this care home and thoroughly enjoyed her stay. She was not lonely and had plenty to do which was really good. As a family we would certainly recommend this home and I am sure that my mother-in-law will jump at the chance of a stay in the future."

*Elmwood*

"I am using this service to provide day to day care for my father. The pleasing thing for me is that dad is happy with the support that he is receiving and he gets on well with his carer."

*Day to Day Care Limited*

"I have physical disabilities and have received good support from the staff at Springfield. They treat me well and are easy to speak to. We need more support services for people with disabilities in Bromley."

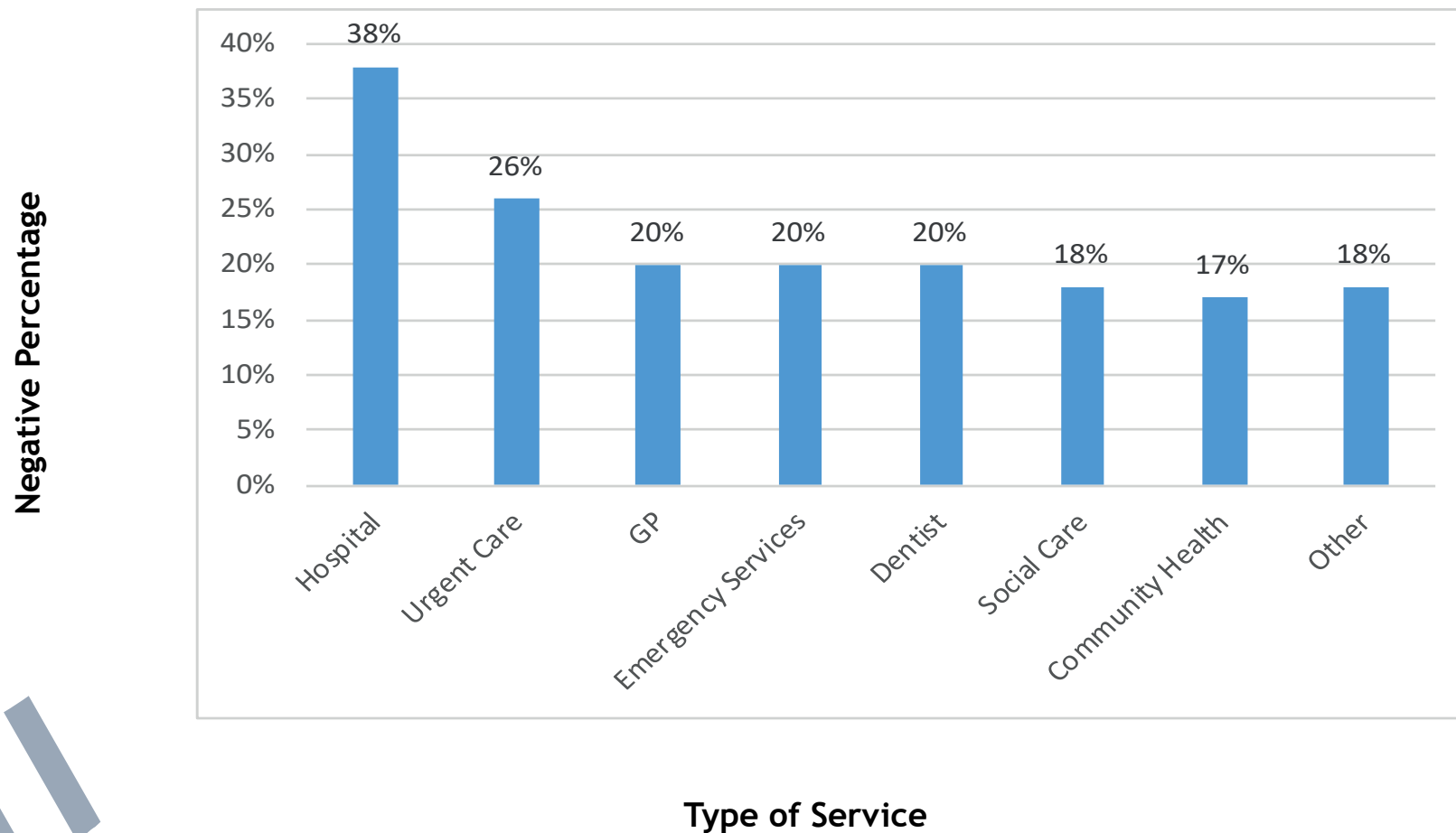
*Springfield - Care Home Physical Disabilities*



# 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.

April- May- June





## Princess Royal University Hospital and Orpington Hospital

### Waiting times

A total of 24 reviews were received about the **waiting times** theme 79% were negative.

"I Ridiculously long wait to collect prescription. I had to wait two hours for my medication from the hospital pharmacy. Clearly they don't have enough staff."

*Pharmacy*

"Was admitted for one night after attending A & E. I had to sleep in my own clothes, the night nurse was angry and showed little interest in my problem. The next morning a nurse asked me why I was in my clothes - I told her that I was not offered a night gown! I was released later that day the follow up appointment was told to attend a certain clinic no specific time, was told I would not wait for long, I was told 15 mins, well common sense knows that wouldn't be right, after 4 HOURS I WAS seen by some arrogant junior doctor who when I asked why the delay 'said if you don't like it then leave - I walked out upset - Also those 4 hours cost me money for the car park, let alone wasted petrol money, which I cannot afford." *Ambulatory*

"Happy with the surgery on my hip. My mobility has almost got back to normal. Unfortunately I had to wait nearly 12 months to get the surgery done" *General Surgery*

"The wait for an appointment in the Eye Centre is too long. Also had appointments moved at short notice or cancelled. Not good enough." *Ophthalmology*

"The I was waiting around in the ambulatory care unit for what seemed like hours. Not sure what was happening or if I had been forgotten. There were lots of people in the department and clearly there were not enough staff. This needs sorting out."

*Ambulatory*

"I have been under the neurology department for several years. They have not been able to discover the cause of my problems and I often have to wait far too long between appointments."

*Neurology*

## Communication

Out of a total of 13 reviews received about the **Communication** theme, **85%** were negative.

"The stroke unit at the PRUH was not good for my dad. There was poor communication between the doctors my dad and the family. There was a problem in arranging when the consultants would visit and there was a language problem. My father could not understand what the staff were telling him."

*Stroke services*

"The communication given to me has been very bad. I was told to go to Orpington hospital when I should have been at the PRUH. This was particularly annoying as I had waited 6 months for the appointment in the first place. Naturally they blamed me but I have a letter stating that the appointment was at Orpington Hospital. There was no reminder and a second letter giving the change of venue was never received!"

*Gastrointestinal and Liver services*

"Father recently had a minor operation at the hospital. He was in hospital for about a week but there was a communication problem between myself, the staff and my father. I had to ask for updates on his progress and the staff were very vague and my father told me things that the doctor had said to him but the staff knew nothing about."

*Haematology*

"The communication system in A&E is terrible. Not only do you have to wait for a long time to be seen by a doctor you also don't know what is going on and how far up the queue you are."

*Accident and emergency services*

## Appointments

Out of a total of 11 reviews received about the **Appointment** theme, **85%** were negative.

"My wife took a call from the hospital today to say that my appointment for the next day had been cancelled, staff shortages. I was told that I would receive a letter with a new appointment date and time. As I had booked time off work I was not happy. You need to sort yourselves out." *Ophthalmology*

"I found it quite a challenge to get an appointment and had to wait too long but, once I was seen, I was very happy with the service.." *Respiratory Medicine*



## GP services

### Appointments and waiting times

Out of a total of 68 reviews received about Access to services theme, 49% were negative

"The quality of service is let down by the poor access to appointments. So it is only average. I am diabetic and have regular checks at the surgery."

*Station Road Surgery*

"The appointment at this surgery in terms of my diagnosis was great but the waiting time to see the doctor was appalling. I had to take time off work and I was not expecting a 40 delay in the appointment time."

*Cator Medical Centre*

"Early morning rate race to get a same day appointment at this surgery. I believe they need more appointments or more doctors." *Wickham Park Surgery*

"Hard to get appointment. Come for my baby but I have been given conflicting advice regarding his skin rash, so I had to get alternative medicine privately."

*The Bromley Common Practice*

"My husband has had a bad chesty cough for 2 weeks and has not been sleeping and is run down and his work is being affected. He called in to make an appointment to see the doctor and firstly the receptionist ignored him for several minutes and then said 'we are fully booked'. There was no sympathy or caring and did not offer him another appointment on another day."

*Charterhouse Surgery*

"I have had to wait 3 weeks for this appointment. I find it hard to get an appointment over the phone."

*Bromley Park Surgery*

"This surgery is too busy. I don't know how many patients they have on the books but it is always full of people when I go to the surgery. Having said that it is really hard to get an appointment."

*Southborough Lane Surgery*



## Urgent Care services-Beckenham Beacon

Out of a total of 12 reviews received about **waiting times** theme, 100% were negative

"Went to the centre last Saturday and the room was packed with people. The wait time was ridiculous so I just went home and suffered but not in silence. Got an emergency appointment with my doctor on the Monday morning."

"I have blood tests at the Beacon. Very slow process and would prefer to have an appointment for a test. I didn't know that I could get this done until Healthwatch told me and will book these at a GP in future"

"The book in nurse was quite rude and dismissive when I was called in to see her. She gave the impression that I was wasting her time and should not have come. I was very upset by this and did complain but got no response."

"I recently used the walk in clinic but in hindsight I could have seen my GP. The quality of care at the Beacon was very good but I had to wait a while to be seen. In future for a similar situation I would book a GP Alliance appointment through my doctor."

" Recently went to the Beacon to have a Cyst removed. The care has been good but I don't think the follow up care is running properly. Waiting time is bad."

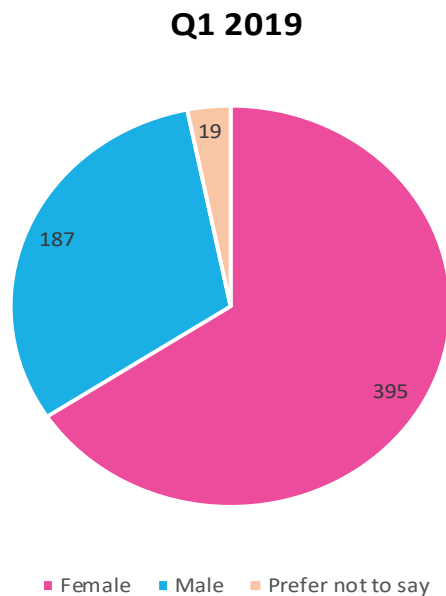
"Go for regular blood tests. Waiting time can be very long. The nurses are good though and I have never had a problem."

" The staff are busy but dismissive and not always helpful. On a good day you can wait one and a half hours but this can go up to 3 hours during busy periods."



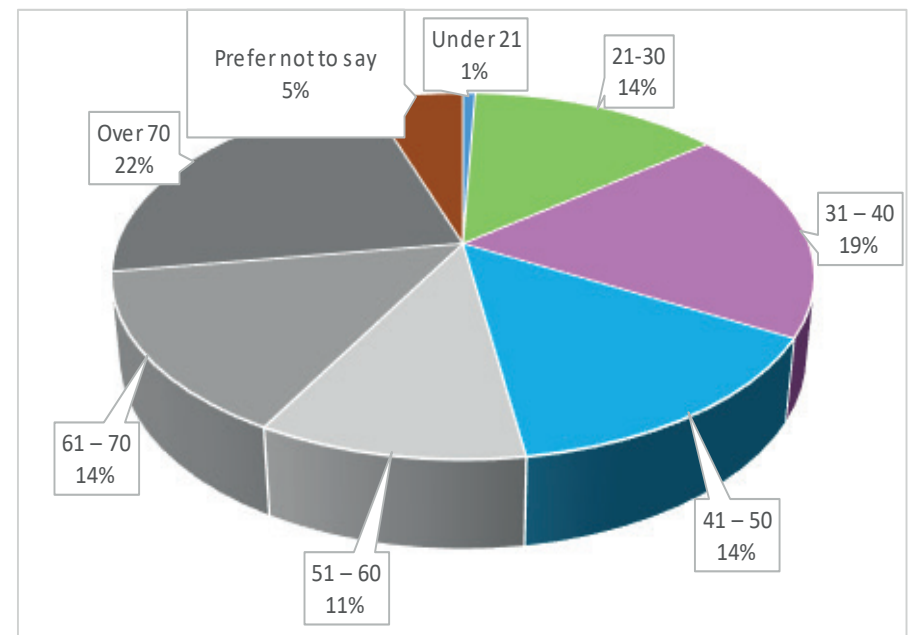
# Demographic information

The pie chart below shows the number of reviews received by gender from April to June 2019. The majority of the reviews received this quarter are from females **66% (395)**, followed by men at **31% (187)**. **3%** of respondents (**19**) during this quarter preferred not to state their gender on the survey.



Gender

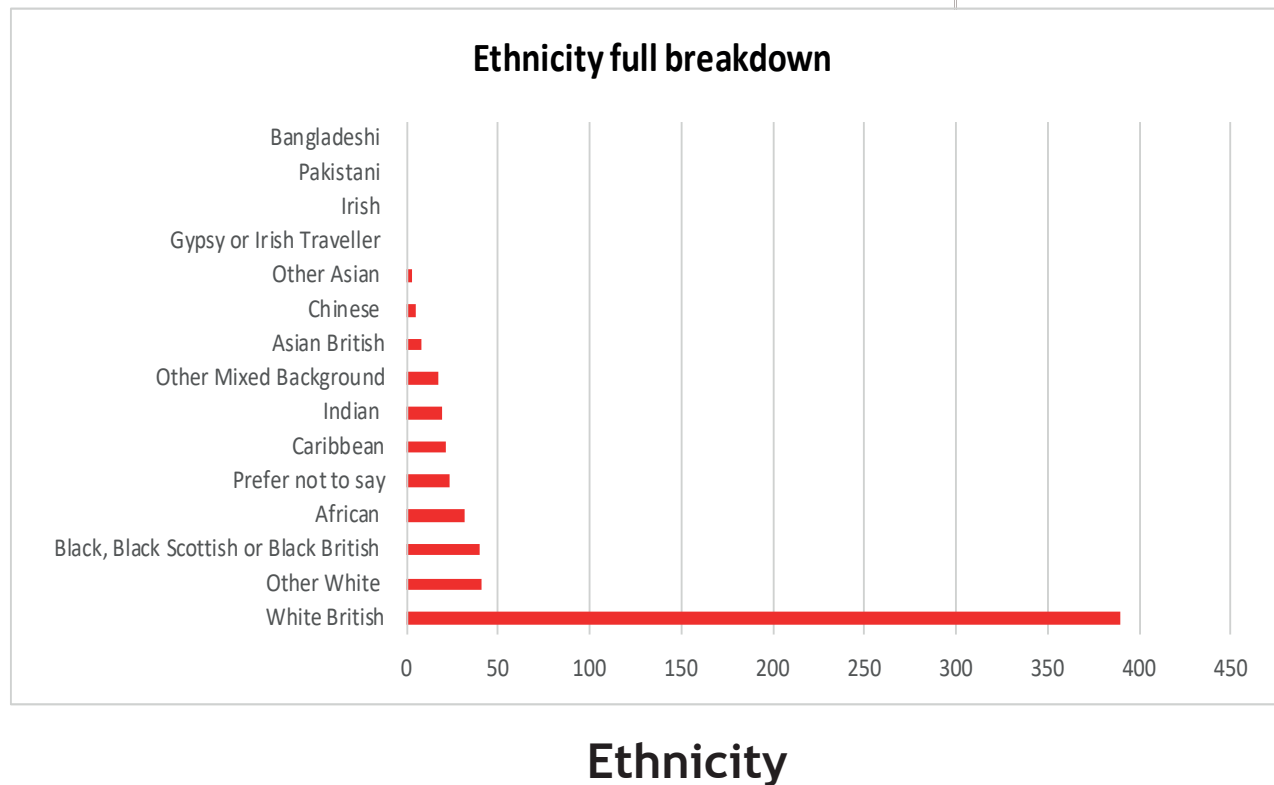
The pie chart below shows the number of reviews received this quarter from different age groups. Apart from people who preferred not to identify their age, **5%**, the majority of the feedback received this quarter was from the over 60s at **36%**, followed by the 31 to 40, **19%**. This quarter we received **1%** of reviews from the under 21s.

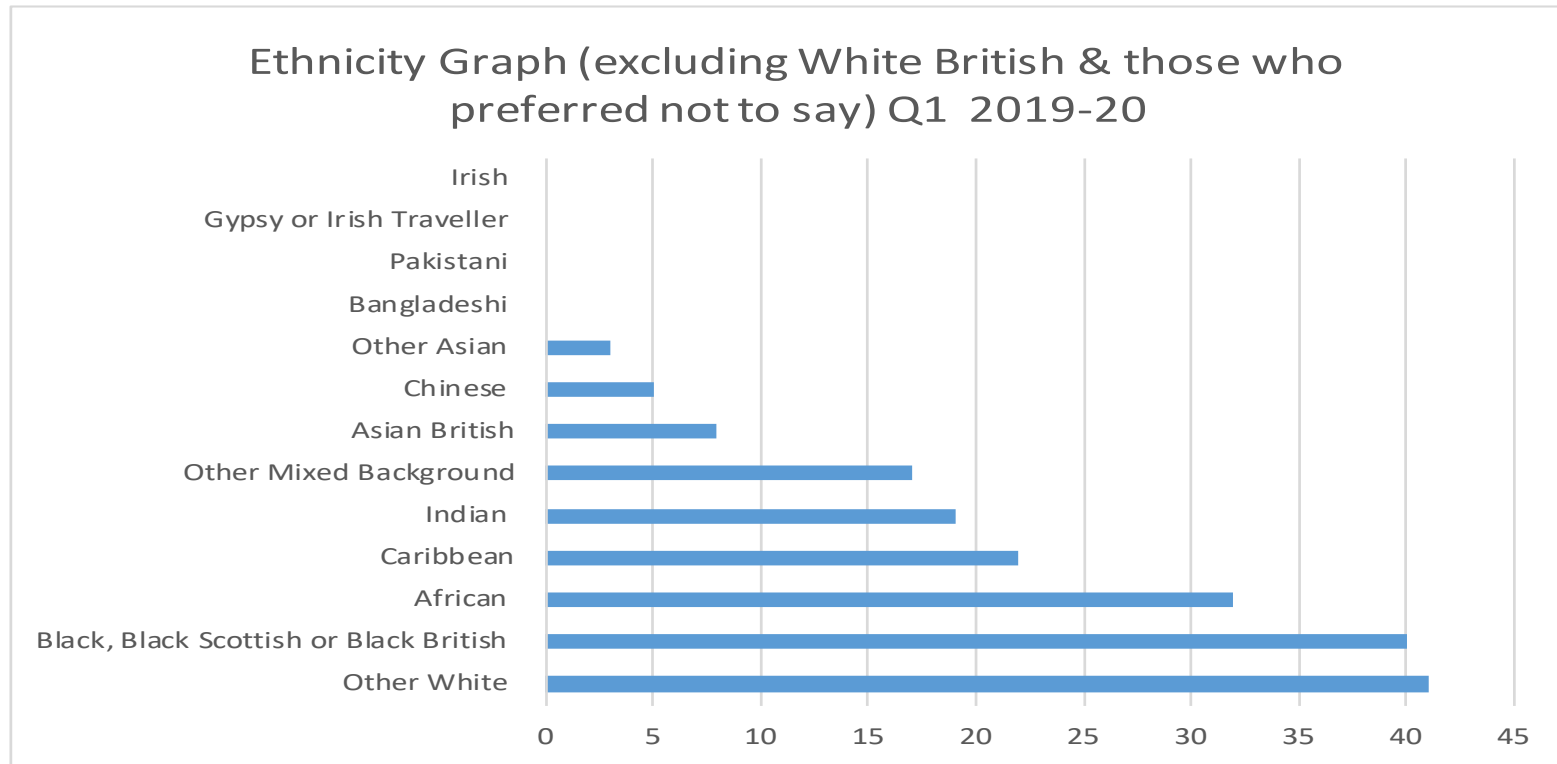


Age

# Demographic Information

In terms of ethnicity, excluding the **24 (4%)** respondents who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White British, **65% (390)**; **8% (41)** being Other White. **3% (18)**; **7% (40)** were from people who identified as Black or Black British; **5% (32)** identified as African; **4% (22)** identified as Caribbean and **5% (27)** was from people who identified as Indian and Asian British. 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.





# 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 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 Q2 (January- March 2019), 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