

**PATIENT EXPERIENCE
REPORT 2019**

Q4: JANUARY - MARCH

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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 fourth Patient Experience Report for Healthwatch Bromley, covering the Q4 period January-March 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), 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 4 period, January-March 2019. 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 Chartwell Unit and Ambulatory services at Princess Royal University Hospital. In addition, we gathered a number of reviews from Orpington Hospital and Day care services, Saxon Centre and Bertha James, Deaf Plus and Children and Family Centres this quarter.

Out of the total number of patient experiences received, **443 (73%)** were positive, **81 (14%)** Neutral and **79 (13%)** 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).

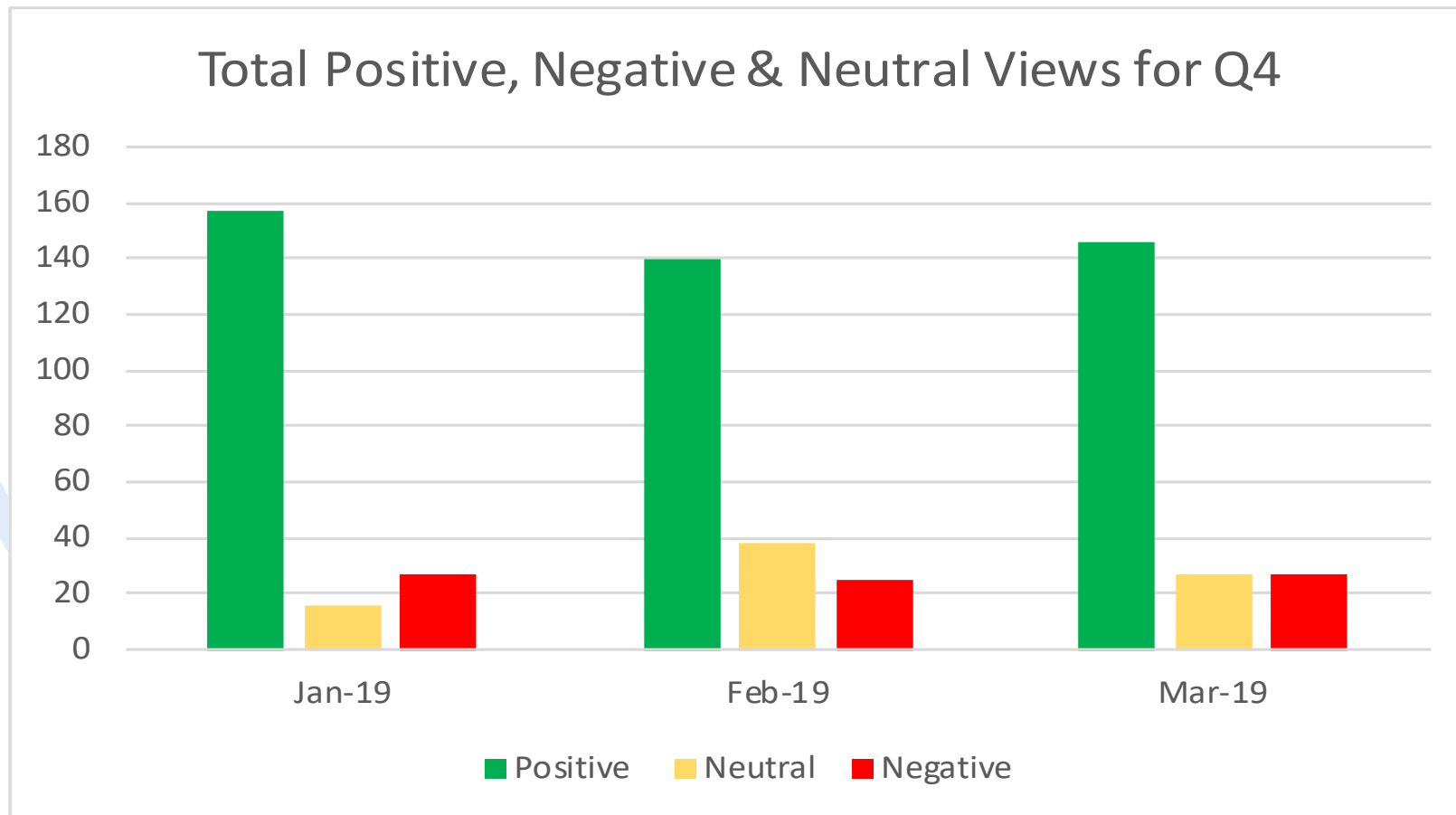
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter **443** positive responses, **81** Neutral and **79** negative responses have been recorded.

*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) 
January	27	16	157
February	25	38	140
March	27	27	146
Total	79	81	443

Overall Patient Reviews

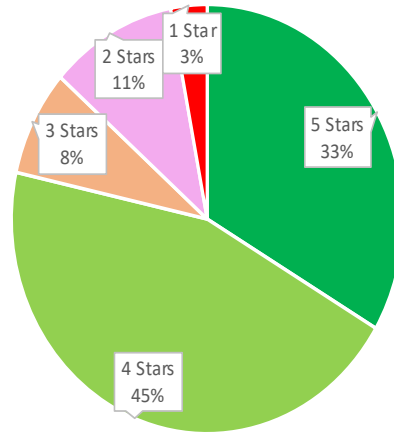
This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



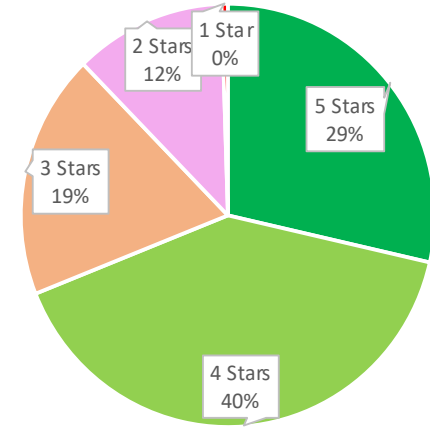
Overall Patient Reviews: Star Ratings

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

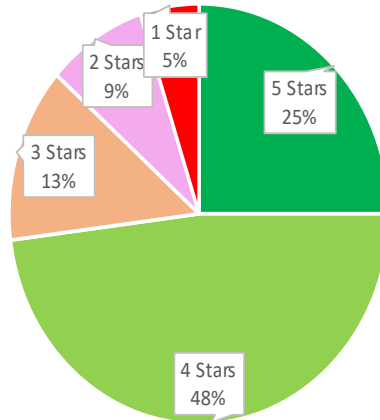
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.



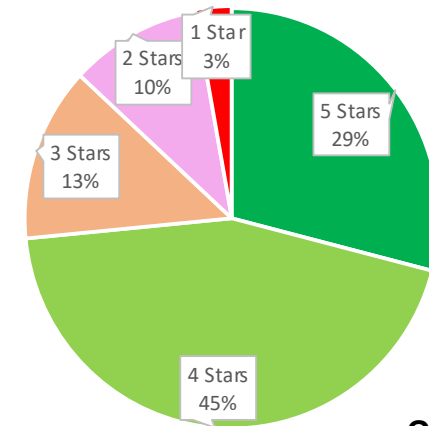
January



February



March



Overall Q4 2018-19



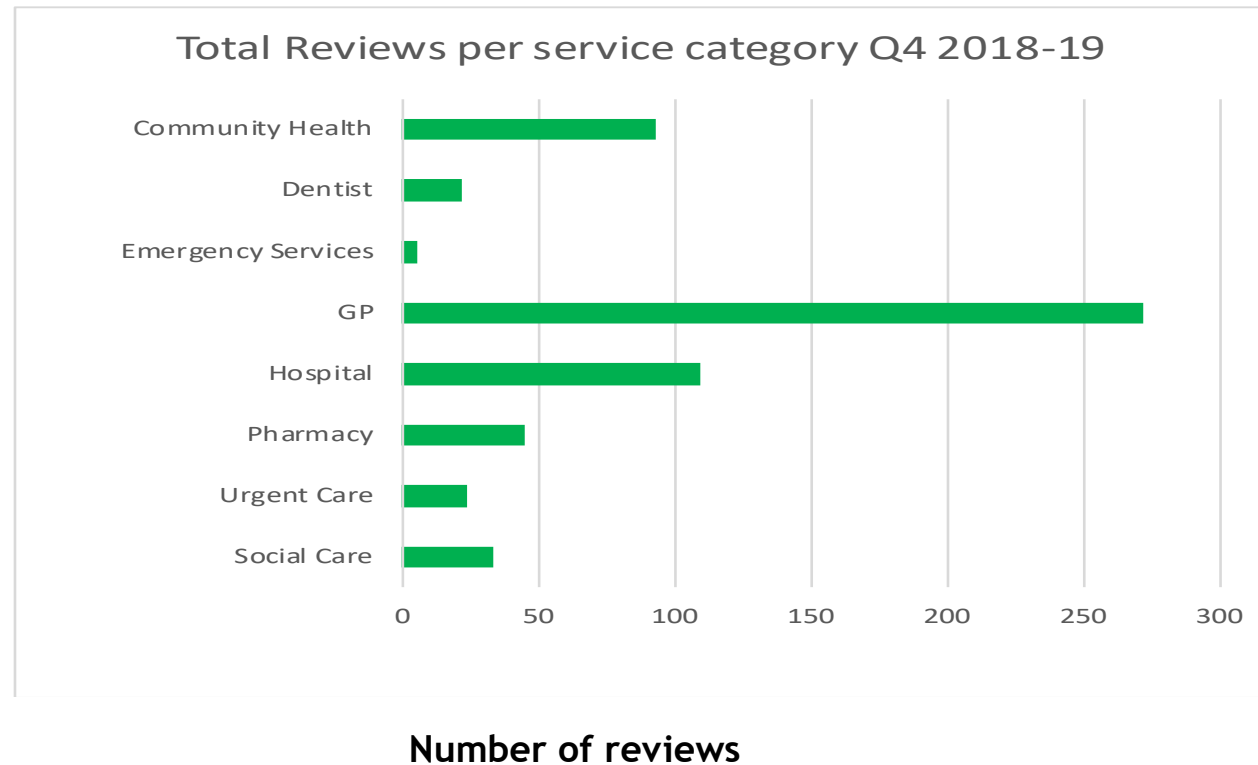
Total Reviews per Service Category

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 (272), followed by Hospitals (109). 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 Ambulatory and Chartwell unit services. Day Centres, Bertha James and Saxon day centre. Children and Family Centres and Deaf Plus.

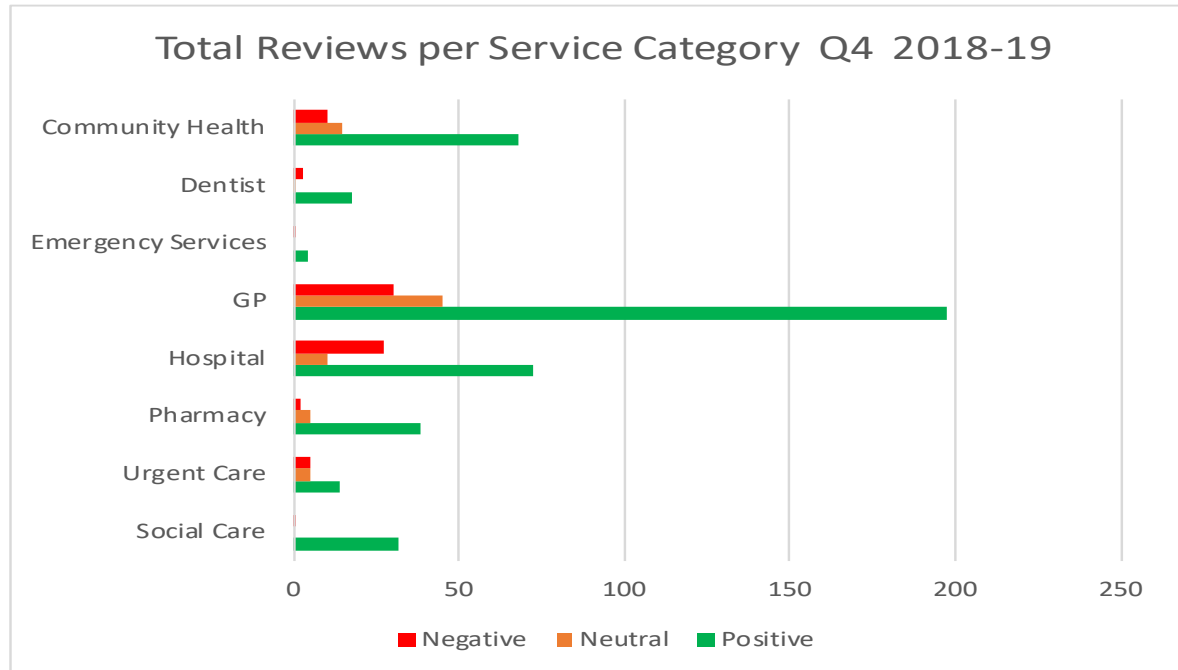
As the Patient Experience Programme develops, Healthwatch Bromley (HWB) will look to focus on capturing patient experience reviews from an increasing number of service areas such as mental health services, social care services and others. However, where services are more applicable to wider sections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

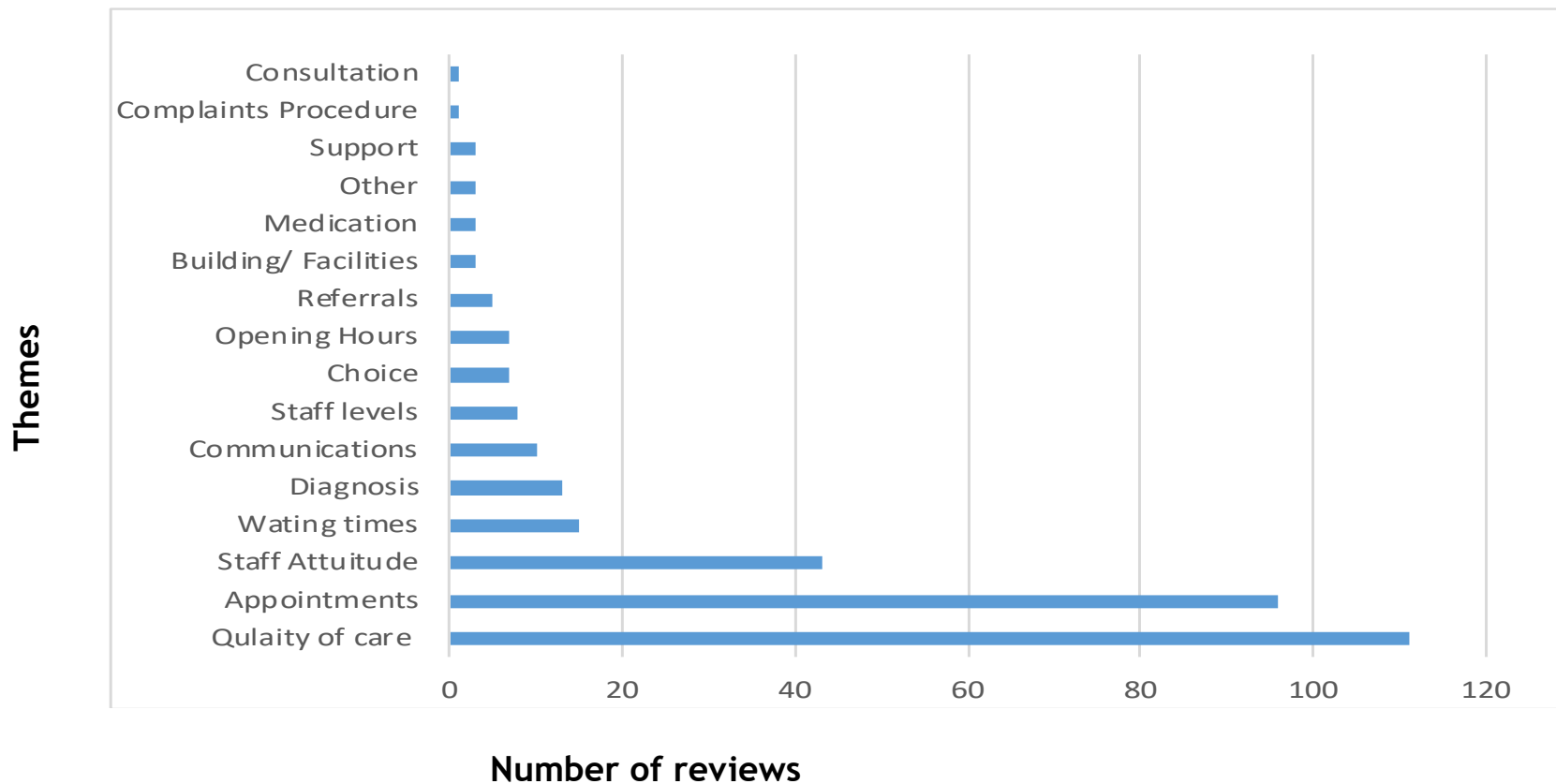
The 'GP' category received the highest number of positive reviews 72% (197) followed by the 'Hospital' category which received 66% (72) and Community Health 73% (68) positive reviews.

However, the 'GP' and Hospital' categories also received the highest number of negative reviews 'GP' - 11% (30) and 'Hospital' - 24% (27).

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 Q4 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.



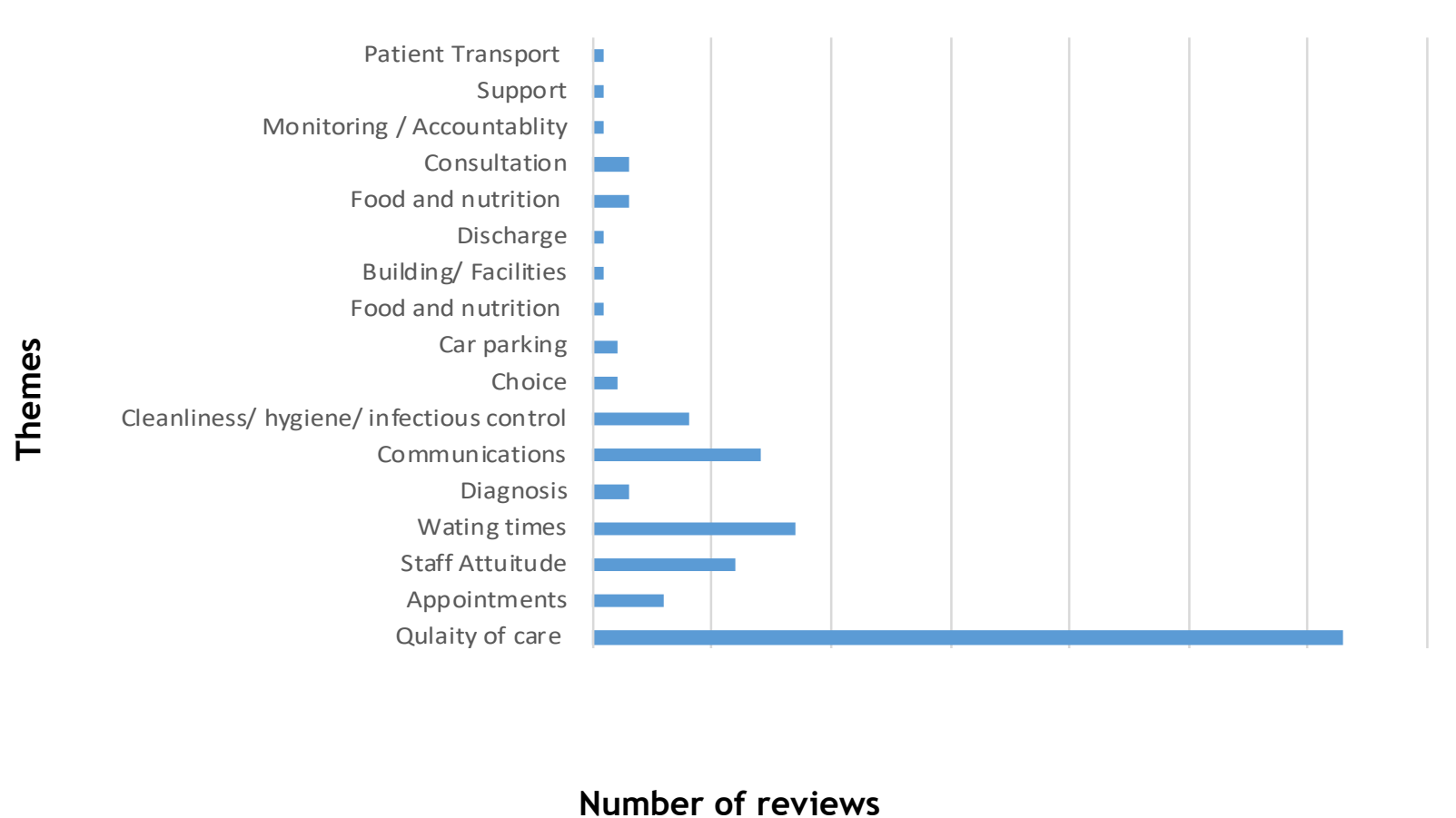
'Quality of care and treatment' received **118** responses this quarter, with **90%** of feedback being **positive**.

42 comments were received regarding **'Staff attitude'** with **81%** of these being positive.

96 responses were in relation to **'Appointments'**. **56%** of this feedback was negative and focused on access to appointments and difficulties in booking appointments at preferred times.

Themes/Trends for Hospitals

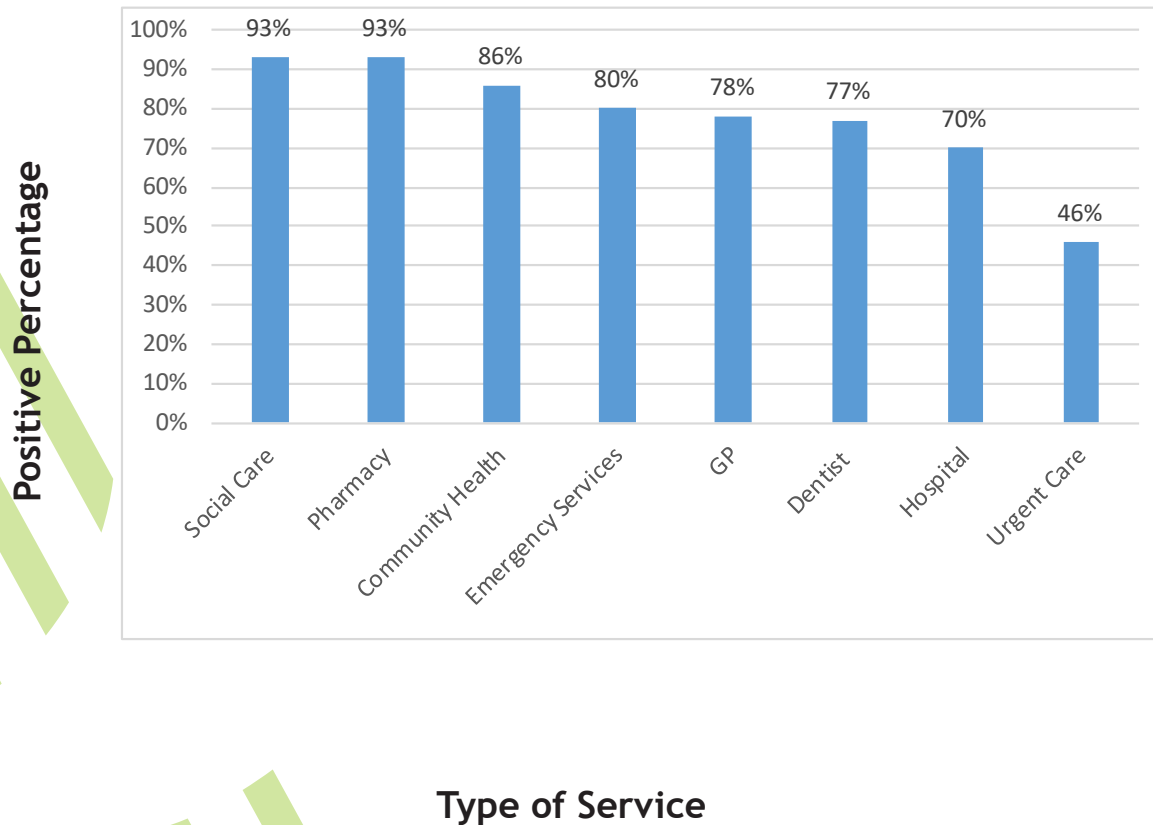
This chart shows that **'Quality of Care and Treatment'** at hospital services received the largest number of reviews, standing at **63**, with **83%** of these reviews being rated as **positive**. **'Waiting times'** received the second highest number of comments, at **18**, with feedback being overwhelmingly **negative** at **72%**. **'Staff attitude'** within hospitals was mentioned **13** times by respondents on our Digital Feedback Centre, with **77%** of feedback being **positive**. **Communication** received 14 comments with **79%** 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.

January-February- March



Soical Care Services-Bromley Mind Care, Bromley Park Dementia Home, Burrow's House, Community Options Domiciliary Care, Deaf Plus, Finch support services, Florence Nursing Home, Green Hill Care Home, Rowena House, Saxon Day Care, Springfiled Care Home (physical disability).

Urgent Care- Beckenham Beacon, Bromley

Emergency Services- London Ambulance Service and NHS 111

Hospitals- PRUH, Green Park House, Orpington Hospital, BMI The Sloane Hospital (Private), Chelsfield Hospital (Private).

Community Health- Biggin Hill, Castlecombe, Community Vision, Cotmandene and Burnt Ash Children & Family Centre's. Bromley Healthcare, Crystal Palace Physio Group, Dementia Exercise & Wellbeing Cafe, Oxleas Health Visitors, Specsavers Orpington.

GP Surgeries-Addington Road, Anerley, Ballater, Bank House, Charterhouse, Chelsfield, Corner Ways, Dysart, Eden Park, Elm House, Forge Close, Gillmans Road, Green Street Green Medical Centre, Highland Medical Practice, Knoll and Links Medical Practices, London Lane Clinic, Manor Road, Norheads Lane, Oakfield, Park Practice, Pickhurst, Robin Hood, South View, Southborough Lane, St James, St Mary Cray, Station Road, Stock Hill, Summercroft, Broomwood Road, Chislehurst, Derry Downs, The Family, Park Group, Tudor Way and Trinity Medical Centre.

Princess Royal University Hospital and Orpington Hospital

Treatment and Care

Out of a total of 63 reviews received about the **Quality of Treatment and Care** theme, 83% were positive.

"This is my 3rd visit and the staff are really helpful. By getting checked in the department I have avoided a stay in hospital."

Ambulatory care

"I bring my son to the department as he has a mental health condition and needs regular monitoring. The staff here are very good with my son and although he can be difficult at times they have a calm manner which is most appreciated".

Ear Nose and Throat

"I recently went to the hospital for a scan and was impressed with the speed in which the results came through to me and my doctor. Through the scan they found out the cause of my problem which is now being treated. I am a great believer in early intervention and this is a good case in point."

Imaging

Staff

Out of total of 13 reviews received about the **Staff Attitude** theme, 77% were positive.

"I use the walk in phlebotomy service at this hospital four times a year. Although the wait is long the nurses are really good. I previously went to a hospital in London but on my last visit I came out like a pin cushion."

Phlebotomy-Orpington Hosptial

" The staff are always meticulous and ready to listen to my worries."

Cardiology

"I was very happy with the care I received, the staff always do what they say they're going to do. My only complaint is that I had to wait 12 months for my procedure."

Day Surgery Unit



GP Services

Treatment and care

Out of total of **118** reviews received about the **Quality of Care and Treatment** theme, **90%** were positive.

"This is the best GP for my kids. The doctors interact well and the practice nurse is really good. It is harder for me to get an appointment but easy for the children." *London Lane Clinic*

"The receptionists and doctors are very caring. There are only 2 doctors so you always see someone you know each time. The receptionists are very approachable when you ring or speak to them." *Pickhurst Surgery*

"Given an appointment within a reasonable time and the customer service here is excellent." *Elm House Surgery*

"I am happy with the service at this practice. It's easy to get appointments". *Manor Rd Surgery*

"The doctors and staff were ever helpful and efficient, we have had invaluable support from the Surgery and we cannot praise them enough.....The Reception staff are without fail so helpful and professional and the GPs are quick to respond with Care and always helpful. We regard this Surgery as an Outstanding example for other GP Surgeries to follow." *Forge Close Surgery*

GP Appointments

Out of total of **96** reviews received about the **Appointments** theme, **41%** were positive.

"I like the bookable appointments on the day. I am aware that these are limited but I have been able to get appointments so far." *London Lane Clinic*

"I like the doctors at this surgery and I always get a clear diagnosis. The appointments are easy to make". *Pickhurst Surgery*

"The walk in surgery is a good service to have and I don't know of any other surgeries that provide it. I am prepared to wait to see the doctor but I like the peace of mind that I get from the doctors advice." *Eden Park Surgery*

Staff Attitudes

Out of a total of 43 reviews received about Staff Attitudes theme, 81% were positive.

"Excellent interaction with all staff which are very friendly and reassuring". *Elm House Surgery*

"Love the doctors here, they are all fired up and very enthusiastic. I have been coming here for 2.5 years and I am happy with my choice of surgery." *Pickhurst Surgery*

"Excellent surgery. Always found the receptionists to be kind, polite and helpful especially given how busy they are. Able to get appointments for the children when I need them." *The Family Surgery*

"The receptionist here is really helpful. Supported me a few weeks ago when I needed help in completing a form. The surgery is also located very convenient for me." *Anerley Surgery*

Diagnosis

Out of a total of 13 reviews received about the Diagnosis theme, 85% were positive.

"I had an irregular heartbeat and raised blood pressure. went to the surgery and they arranged for me to go to the PRUH for an ECG. All very efficient and helpful." *Trinity Medical Centre*

"The doctors are very good and explain the diagnosis well." *Oakfield Surgery*

"I was given a prompt referral to the cancer unit by my doctor. I am feeling quite upset but I am pleased that I got a quick diagnosis." *St Mary Cray Practice*

"I saw my GP who examined the lump that I had on my head. I knew that I hadn't knock it or had any kind of bump. The doctor explained what the condition was and said that it was nothing to worry about but has organised a scan for my peace of mind". *Green Street Green Medical Centre*



Community services

Out of a total of 93 reviews received about the **Community health** theme, **59%** were positive.

"For a few weeks at the end of last year I required home visits when I was ill and couldn't manage at home on my own. The ladies who came were very kind and helpful, looking after me well. They were making two visits a day and on one occasion she was running late but still came at 8.00 pm. Appreciated the support."*Bromley Health Care*

"Really like the services offered by this centre. As well as the usual information and advice, I like to use the SWAP shop as I am on a tight budget and kids grow so quickly. Also it is a great place to meet other mums" .
Cotmandene Childrens Centre

"My husband has dementia and I take him to a few groups to get him out of the house. The dementia & exercise group is good for him and I think he still understands what is going on. It is nice to see he engage and try to do the exercises".
Dementia Excercise & Welbeing Cafe

The appointment went very well. The receptionist was polite & friendly. When I saw the physiotherapist he was very informative & explained everything in detail. It was great to be able to have the ultra sound at my appointment I was very impressed with this service. I have booked in for a follow up appointment in 8 weeks time. *Crystal Palace Physio Group*



Other services- Pharmacies

Out of a total of 45 reviews received about other services theme, **76%** were positive significantly from Pharmacies.

"This pharmacy is open until 7.00pm every day of the week and until 5.30pm on Saturday. When I need urgent medication I know that I get stuff after normal working hours."
Boots The Chemist Hays

"I am very happy with the service provided. They are very efficient and lovely staff."
Paydens Pharmacy

"Very good Pharmacist. If I have a minor complaint I will ask him first before making an appointment with my doctor. He has saved me a few trips to the surgery because of his advice".
Chislehurst Pharmacy



Soical care

Out of a total of 27 reviews received about local soical care servies 81% were positive.

"My nan is currently living in Burrows House, Pange and I visit her once a week. She is unable to live in her own flat and it took some time for her to settle in to her new environment. Gradually she has become more sociable with the other residents and takes part in the activities. This has been a great relief to me and the rest of the family."

Burrows House

"My mother is very religious and she is pleased that faith is an important part of care in this home. Her mobility is poor so the fact that she is able to pray is very comforting for her. Although she is always complaining about the food she is happy at this care home."

Greenhill Nursing Home

"My daughter is 19 months and comes here twice a week for the learn and play sessions, plus the music groups The sessions are well planned structured."

Castlecombe Children & Family Centre

"I have found this to be an excellent service. Domiciliary care support is important to me at the moment."

Community Options Domiciliary Care Branch

"Getting a hot meal is important to me. The food is lovely and I don't have to wash up either. I have many friends who come and we sit together for a natter. The day goes quickly when I come here."

Saxon Day Centre

"The dementia care and support is tailored to meet individual need and this is great for my mum. From my point of view they asked the family about the things we need help with and how best they could support us".

Bromley Mind - Mindcare

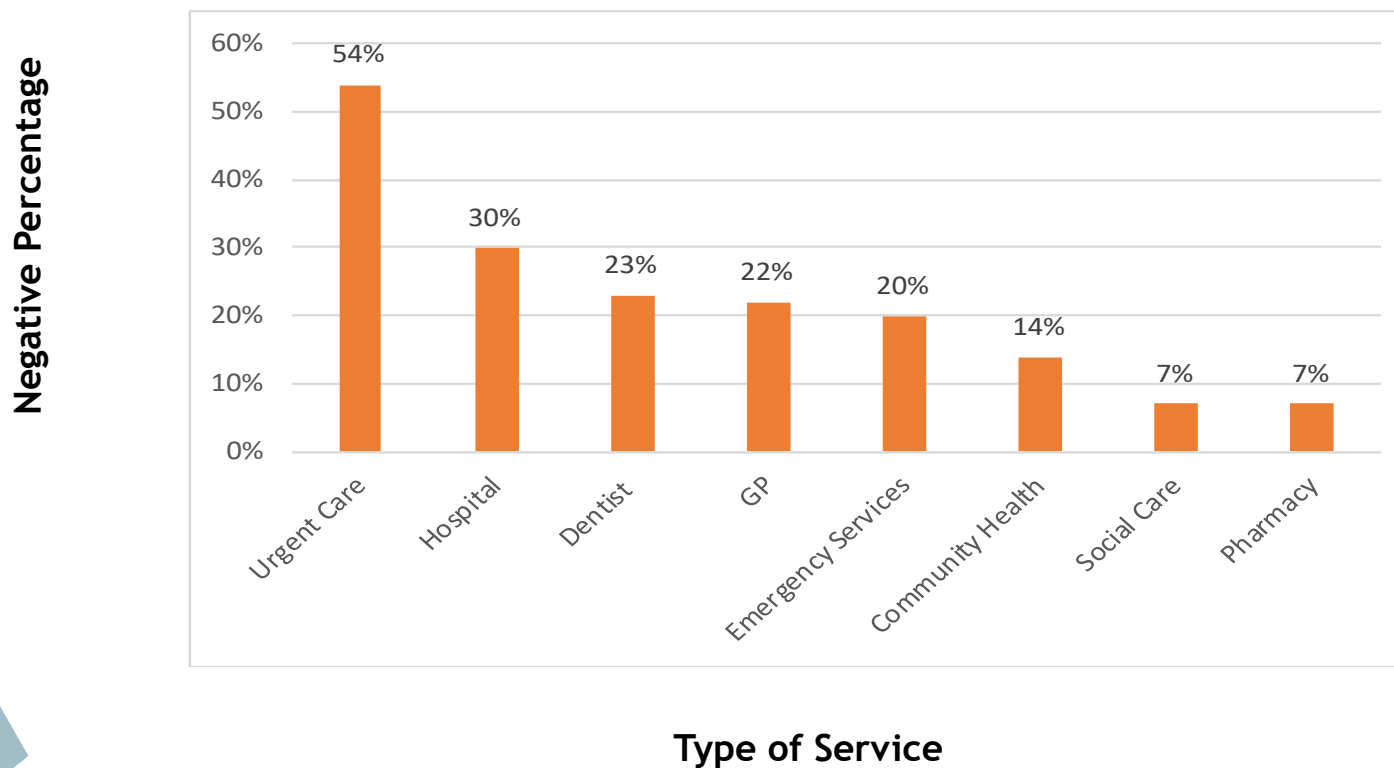
"My son has physical disabilities and is now living at the Physical Disabilities Care Home. He likes his independence and has gained more confidence moving into this living environment. The home manager is really good with disabled clients. This is a secure and safe environment for him."

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.

January- February- March





Princess Royal University Hospital and Orpington Hospital

Waiting times

A total of 18 reviews were received about the **waiting times** theme 72% were negative.

"Sent directly from the general practice to the hospital but had to wait 7 hours to get a bed and then only got one by making a great fuss. Operation had to be put back till the following day although the appendix was very inflamed."

A& E

"A & E for child. Initial assessment was quick but then waited for three hours. Gave up before being seen. Too much demand. Children need a separate service - parents cannot wait for long periods especially if there are other children in the family." *A& E Chislehurst*

"I needed general surgery and had to wait for a year to have the treatment. The surgery went well but in view of the time delay my condition had got a lot worse. What happened to early intervention?" *General Surgery*

"The queues for blood tests are very long. They need to have more facilities in the borough. Not enough choice."

Phlebotomy

"The department is large with lots of patients but on my recent visit the wait times were very long and each person going in before me was a long time so I was over an hour later than my appointment time."

Outpatients

"I was very worried about the service my mother received when she had a TIA. If she'd been on her own I'm not sure she'd have been helped and, as it was, it took many hours to be seen. She was eventually admitted to the Stroke Ward. Overall the communication between staff in A&E was very poor."

A&E Locksbottom

"I have regular 6 monthly eye checks at the clinic and I find the process really cumbersome as there is a lot of waiting around. The appointment normally takes two hours".

Ophthalmology

Communication

Out of a total of 14 reviews received about the **Communication** theme, **79%** were negative.

"On a recent visit to the ENT department I saw the consultant who hadn't bothered to look at the referral letter that had been sent by my GP. The whole appointment was therefore disjointed and the standard of communication was poor."
Ear Nose and Throat

"Difficulty in getting hearing aid attended to and there was a lack of information. The hospital does not deal with his anymore and I was told to go to Specsavers. They just tried to sell me a new one."

"Following a long term illness I was discharged from the hospital and was told that they would arrange transport for me. I had to wait 3 hours before they took me home and I was really hungry, all I was offered was tea or water. Better care needed."

Transport

"I was referred to the PRUH by Queen Mary's Hospital and initially went to A&E but the doctors told me to come here. I sat in the department for 10 minutes and was told to go back to A&E. I don't know what is going on".

Ambulatory care

Appointments

Out of a total of 6 reviews received about the **Appointment** theme, **83%** were negative.

"My doctor referred me to the hospital back in August 2018 and I had to wait four months to be seen December 2018. Although I tried to get an earlier appointment I failed. Prevention is important and my condition will have undoubtedly worsened by this delay."

Dementia

"I was told by the surgeon that he would like to see me again at the PRUH in three months time. When the letters came to me (I was given three appointments) one in May, one in June and one in July. All well over three months from the date of my surgery. It was difficult to get an appointment when I needed it and I had to make several phone calls before it was sorted out and I got an April appointment." *Outpatients*



GP services

Appointments and waiting times

Out of a total of 96 reviews received about Access to services theme, 56% were negative

"I have just transferred my doctors from this surgery as I was finding it increasingly difficult to get an appointment."

Links Medical Practice

"I find it hard to get appointments at this surgery. As I work, the opportunities for me to get here are limited and having the last appointment at six is difficult. I would like the surgery to be open later (till 8.00pm) one day a week."

Pinkhurst Surgery

"Appointments system okay if you have a computer otherwise you can wait up to an hour to get through. No continuity of doctor because of part time hours".

Addington Road Surgery

"Appointments system needs improving. Appointments quick to go whether online or on the phone. It's a real pain to get an appointment. If you come to the surgery to book one there are loads of people at the door at 8am. You sit on the phone for up to an hour only to be told "no appointments."

Addington Road Surgery

"Basically, it's a nightmare getting an appointment at this surgery. On-line should help but it keeps crashing. The service once you get an appointment is OK."

Summercroft Surgery

"This is a very busy surgery. Sometimes the receptionists are a bit short with you but I expect they are busy and under pressure. The doctors are very good, but it is difficult to get an appointment for my children using the online system. I have to book for myself then tell them for my child when I get there as you can't register your child online for appointments."

The Chislehurst Medical Practice

Out of a total of 14 reviews received about **waiting times** theme, 79% were negative

"Could not get an appointment here today and we offered one at the Poverest Medical Centre in Petts Wood. This is no good to me as my mobility is poor and I don't drive. The service is going downhill." *Summercroft Surgery*

"The waiting time is usually not very good and today was terrible. I waited over an hour due to one GP being stuck on the motorway. Access to appointments is not good but can vary. I don't always see the same GP. The staff are very helpful and better than before." *The Derry Downs Surgery*

"It took a long time to see the doctor. I'm thinking of changing GP. I waited for one hour with my child last time. I didn't have an answer when I called the surgery for an appointment so I had to go in. The doctors constantly check their books for a diagnosis. I have no confidence in them." *Park Practice*

"Dr Parsons is a good doctor and it is hard to get an appointment. Booking appointments is always difficult I book 4 weeks in advance. There is also a long waiting time to get through on the phone. The receptionist can sometimes be unhelpful and brusque when dealing with me." *The Chislehurst Medical Practice*

Out of a total of 17 reviews received about **communications and staffing levels** theme, 76% were negative

"Generally the service is ok. Lack of communication by the staff when running late. Appointments are not easy to get. I usually get to see my own GP but this can vary. The waiting time is very bad and it is often over an hour when the surgery is busy." *The Derry Downs Surgery*

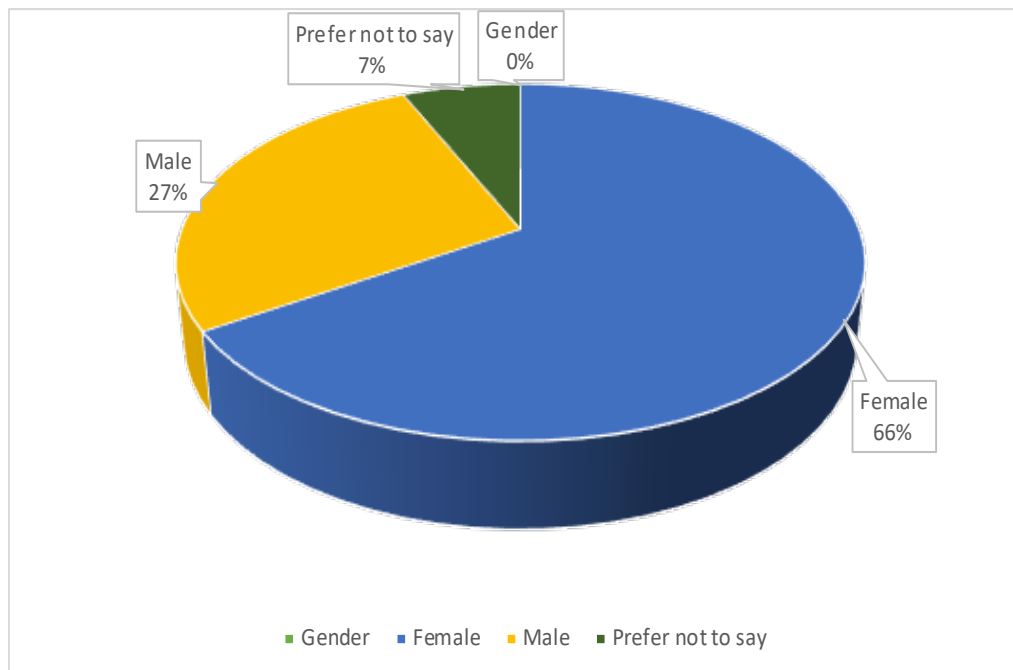
"Not enough doctors and it is difficult to get an appointment. I have to take the time off work and there are no weekend appointments which is a shame. I would like more appointments to be available." *Park Practice*

"Lack of available appointments let this surgery down. The doctors and staff are great but we need more doctors." *Stock Hill Surgery*

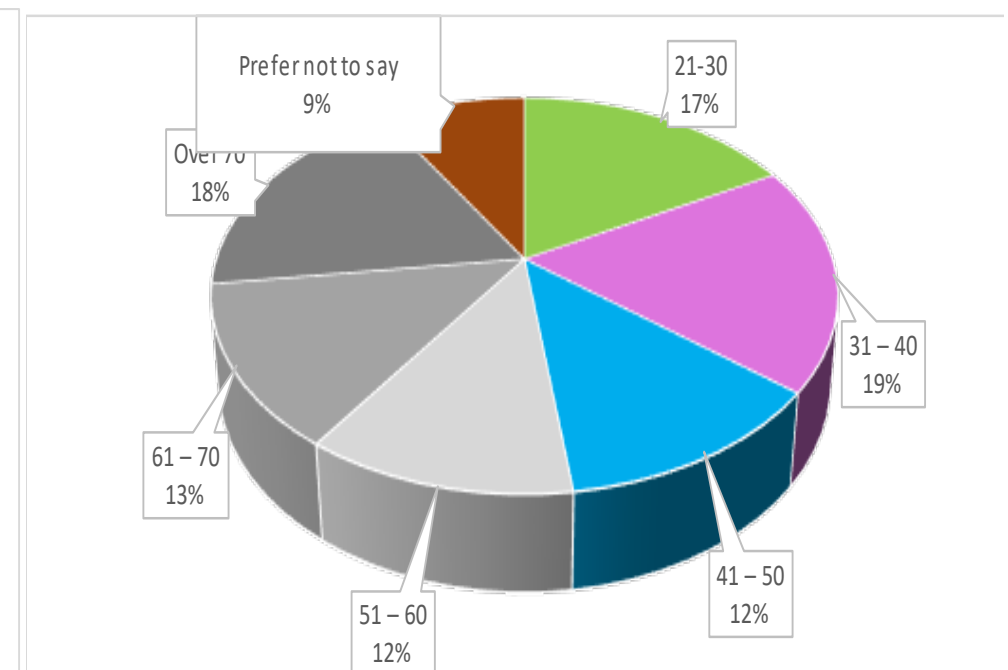
Demographic information

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 **58% (352)**, followed by men at **30.8% (186)**. **10.6% of respondents (64)** during this quarter preferred not to state their gender on the survey.

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, **12%**, the majority of the feedback received this quarter was from the over 70s at **23%**, followed by the 41 to 50, **16%**. This quarter we did not receive any reviews from the under 21s.



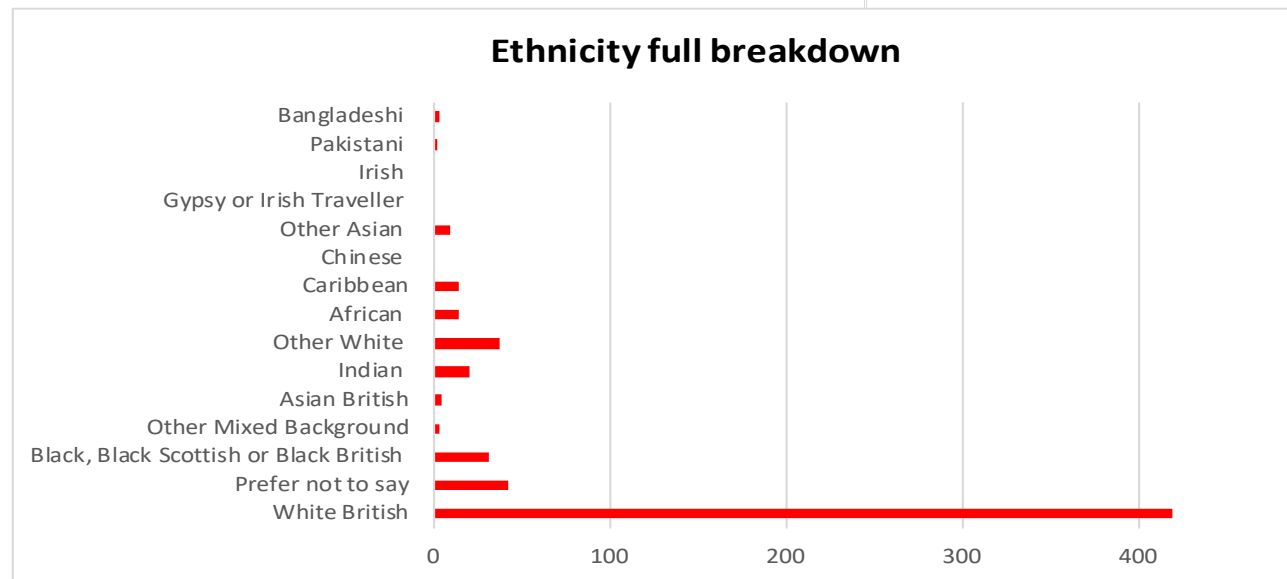
Gender



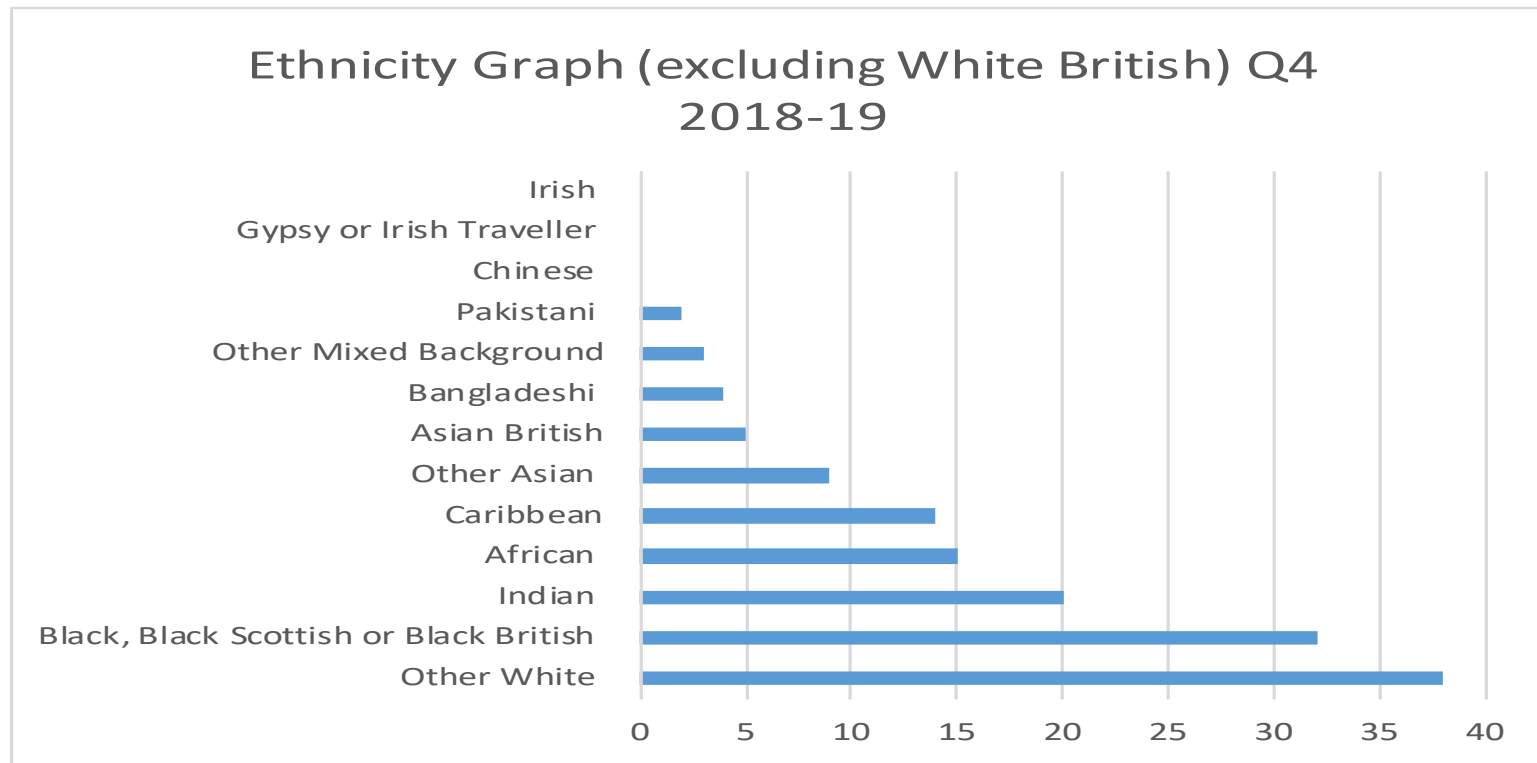
Age

Demographic Information

In terms of ethnicity, excluding the **65 (11%)** respondents who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White British, **70% (421)**; **3% (18)** was from people who identified as Indian; **5% (33)** were from people who identified as Black or Black British; and **4% (22)** identified as African and **3% (16)** being Other White. 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 **484** positive reviews, **118** 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

Staff attitude and patient communication at hospital services

Quality treatment and care at GP, Community and Social Care services and Pharmacies

Negative

Waiting times, communication issues for appointments in hospitals and GP services

Access for appointments and communications issues with staff 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 (Q3) 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 Q4 (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