

# Q2 Patient Experience Report

Healthwatch Bromley  
July – September 2024



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## Rating Scale Change from October 2023

In response to feedback received during our review of the Patient Experience Programme we have changed our 5-star rating system from 1\* = Terrible – 5\* = Excellent to 1\* = Very Poor – 5\* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale remain the same.

# Introduction

## Patient Experience Programme

Healthwatch Bromley is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear about the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report to raise awareness of patient experience and suggest how services could be improved.

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## Methodology



Carrying out engagement at **local community hotspots** such as GP practices, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



**Training volunteers** to support engagement across the borough allowing us to reach a wider range of people and communities

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Healthwatch independence helps people trust our organisation and give honest feedback which they might not always share directly with local services.

Between July and September 2024, we reached out to faith groups, community centres and support groups across Bromley to hear voices of residents who might not otherwise be heard.

We continued to develop our PEP by updating our report design following feedback to improve its accessibility and ability to achieve impact.

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# Layout of the report

This report is broken down into three key sections:

- Quarterly Snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two services about which we receive most feedback. Both sections highlight good practice and areas for improvement.

The GP and hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice and areas of improvement. This is followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

## How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

## Additional Deep Dives

This report functions as a standardised general overview of what Bromley residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

# Q2 Snapshot

This section provides a summary of the experiences we collected during July – September 2024 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents' ratings of their experiences to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 583 reviews

of health and care services were shared with us, helping to raise awareness of issues and improve care.

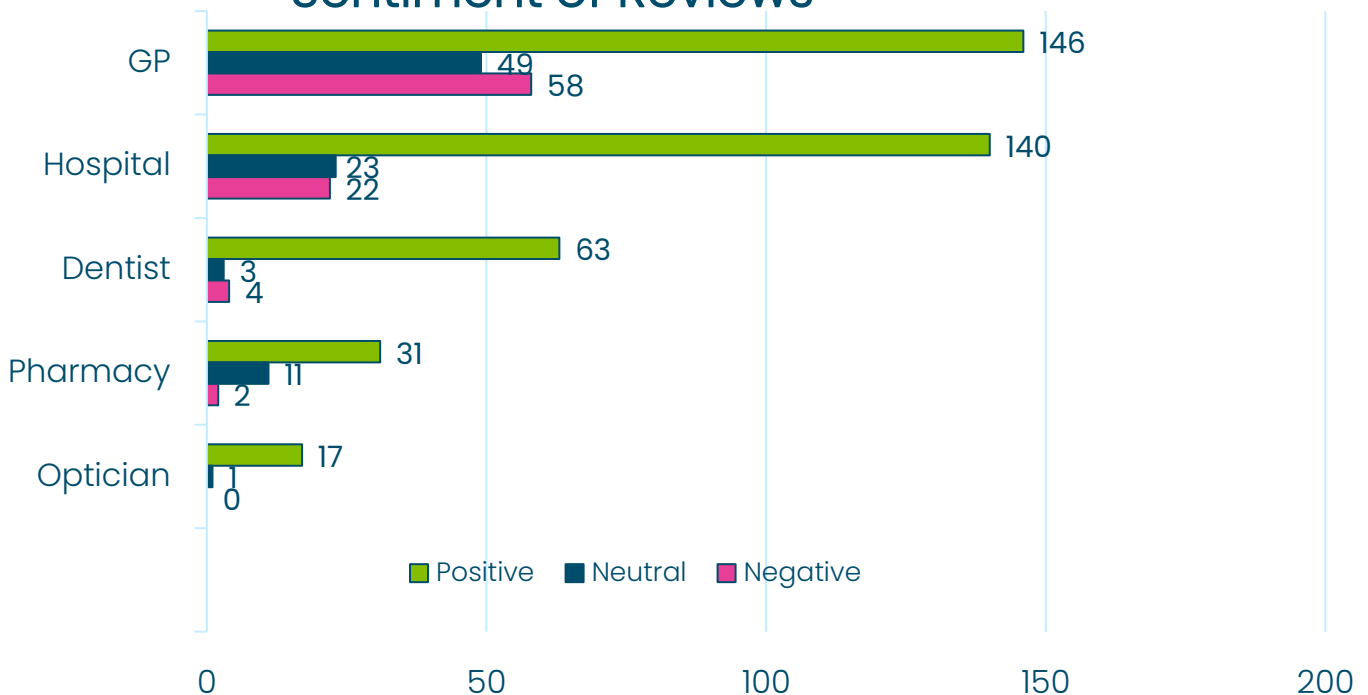
## 60 visits

were carried out at one wellbeing café, two hospitals, nine GP practices, and 27 community centres and events.

Top Five Service Types	No of Reviews	Percentage of positive reviews
GP	253	58%
Hospital	185	76%
Dentist	70	90%
Pharmacy	44	70%
Optician	18	94%

A full breakdown of totals for all services can be found in the appendix.

## Sentiment of Reviews



# Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2024-25.

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct- Dec 24)	Q4 (Jan - Mar 25)
GP	57%	58%		
Hospital	71%	76%		
Dentist	90%	90%		
Pharmacy	89%	70%		
Optician	50%	94%		

### What does this tell us?

- Positive feedback about GP practices has gone up 1% since Q1.
- Hospital services have seen an increase in positive reviews of 5% since the previous quarter.
- Experiences of dental services continues to be extremely positive at 90% for both quarters.
- Positive experiences of pharmacy services have decreased significantly by 19%.

# Experiences of GP Services



# What people told us about GP Services

"Quicker appointments even at the weekend."

"They need more diverse doctors."

"Once you get an appointment, treatment is good."

"The system to cancel the appointment and rebook it does not work well."

"The new online app make the appointments easily accessible for patients."

"Receptionists are rude and unhelpful. Trying to convince them that you need an appointment is too hard."

"Great receptionist and doctors, very quick to refer my daughter."

"Lack of flexibility over appt times; staff have been asked to do too much during triage."





# GP Services

## Summary

## Findings

# What has worked well?

Below is a list of the key positive aspects between July and September 2024.



## Staff attitudes

75% positive reviews were received about health professionals' attitudes. This has been a consistent theme in our quarterly patient experience reports over the past 12 months.



## Face to face versus telephone appointments

67% of patients positively rated seeing a GP in-person - many find telephone appointments difficult. However, 56% reviewed them positively this quarter. Patients reported that remote appointments can work but not for all complaints e.g. when a physical examination is necessary.



## Online consultations

55% of patients shared positive feedback about using online methods to book appointments. This is a significant increase since the previous quarter (45%).



## Quality of treatment

77% of patients rated the quality of treatment positively. This is the same as Q1, which reflects a positive trend.



## Communication with patients

53% of patient reviews were positive about treatment explanation and verbal advice received from healthcare professionals. Patients value the time taken to explain diagnoses and treatment plans.

# What could be improved?

Below is a list of the key areas for improvement between July and September 2024.



## Appointment Availability

57% of patients reported negative (49%) or neutral (8%) ratings about the availability of appointments at their GP surgery. This compared to 53% in Q1. Some said they use urgent care services because of the non-availability of GP appointments



## Getting through on the telephone

61% of reviews were negative (49%) or neutral (12%) about getting through on the telephone. This compared to 51% negative ratings in Q1. Patients continue to share experiences of waiting in long queues when calling at 08:00.



## Booking appointments

56% and 22% of patients rated booking appointments negative and neutral respectively. This feedback highlights the fact that there is a continuing problem with access for patients.



## Communication with patients

Whilst 53% of patients rated communication (treatment explanation, verbal advice) positively, 43% of patients gave negative ratings.

Many changes are currently happening in GP practices to meet pressures and challenges, and it is vital that patients are kept fully informed about these



# GP Services

## Full data set

# GP Services

No. of Reviews	253*
Positive	58%
Negative	23%
Neutral	19%

\*Five reviews were from out-of-borough GP practices.

## Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

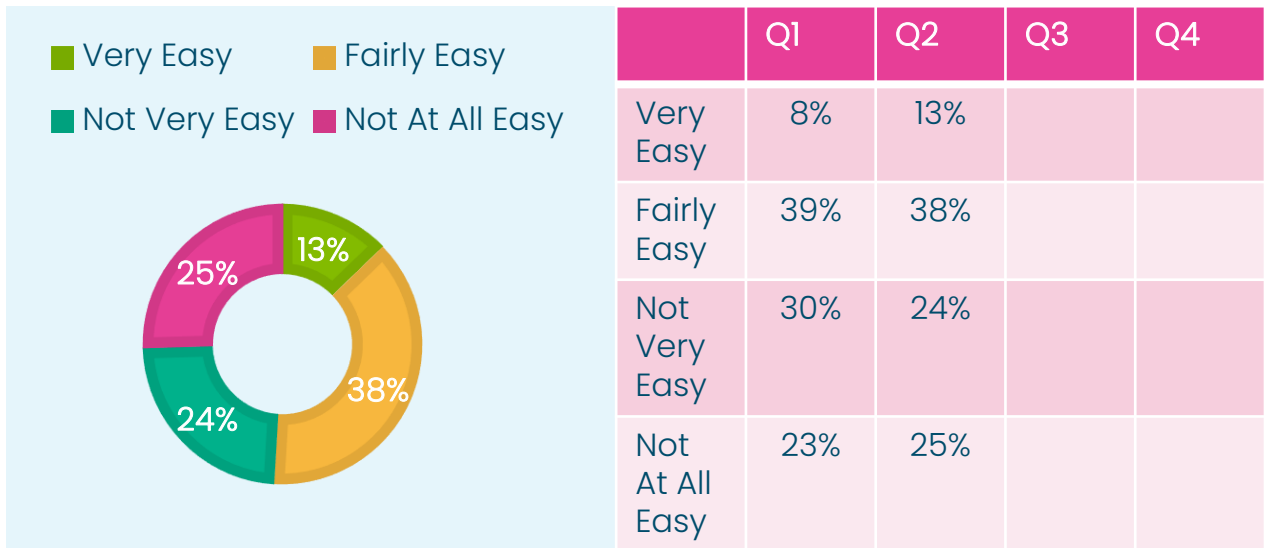
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

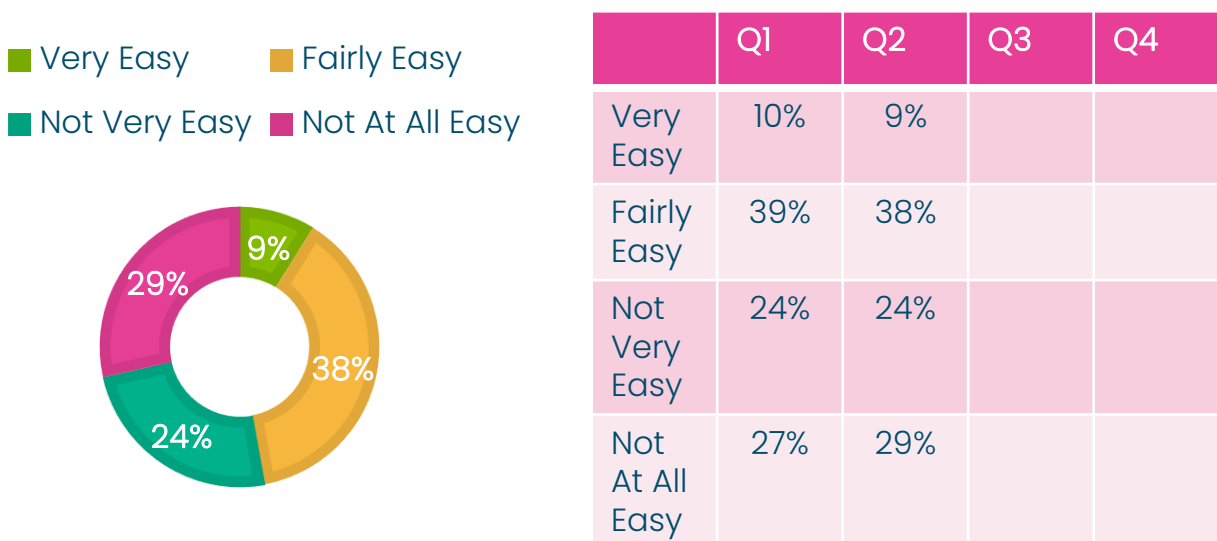
Participants were asked to choose between 1-5\* (Very Poor – Very Good)

# Access and Quality Questions

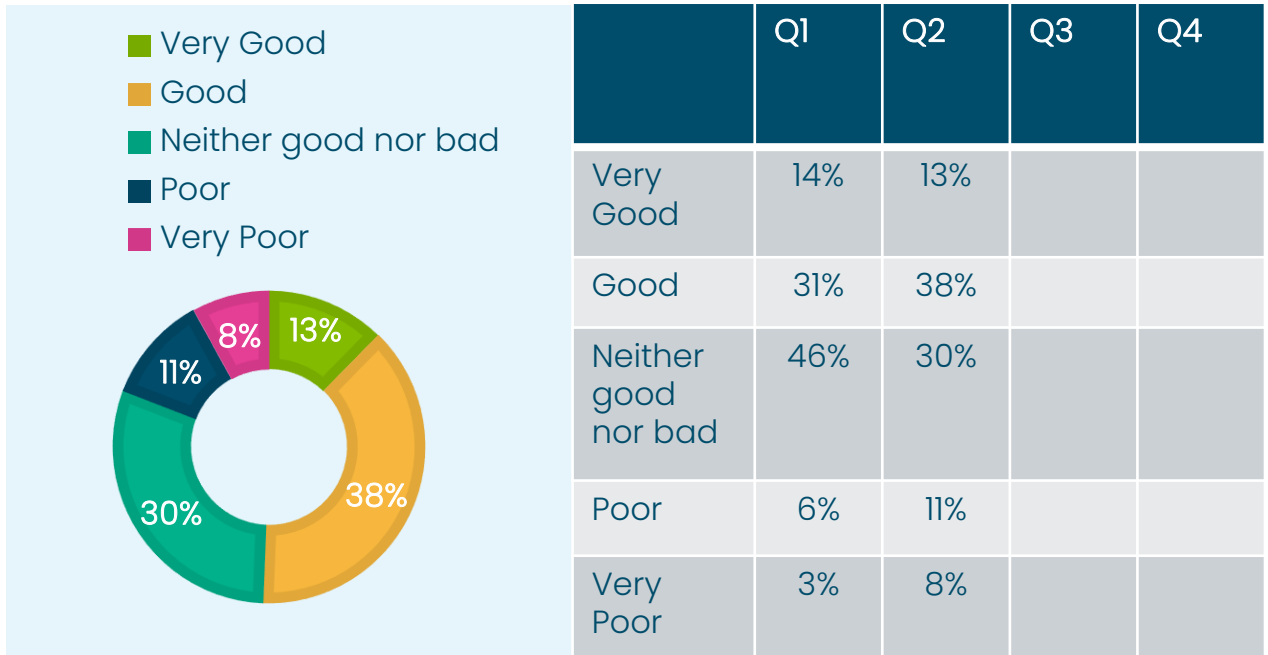
## Q1) How do you find getting an appointment?



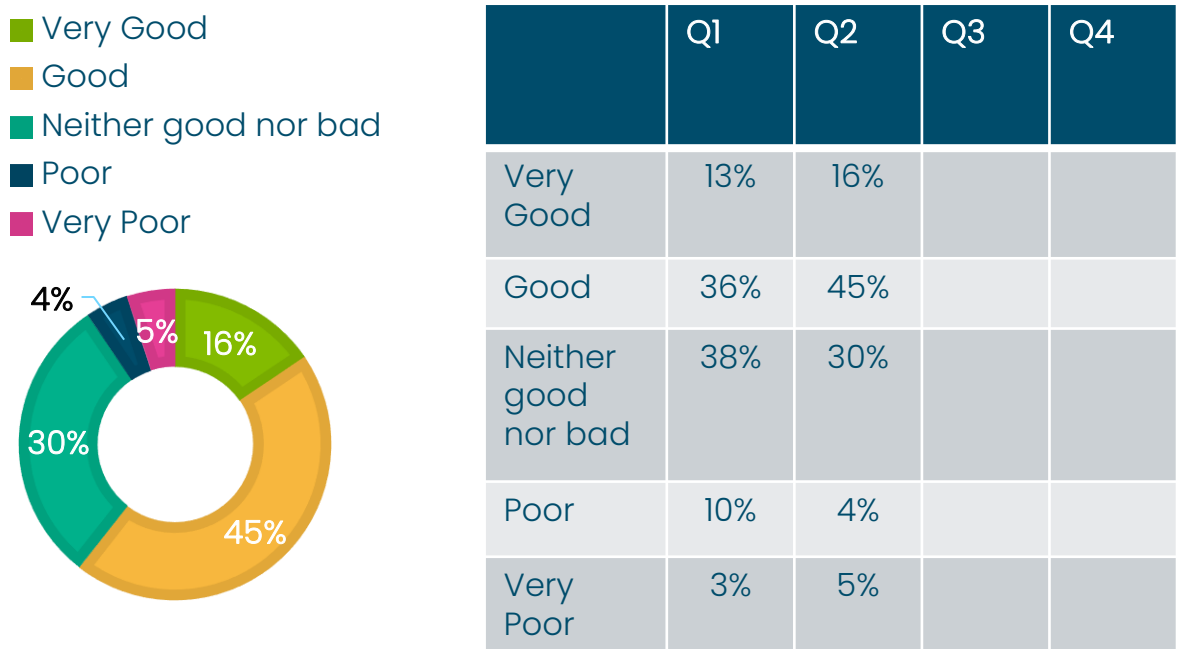
## Q2) How do you find getting through to someone at your GP practice on the phone?



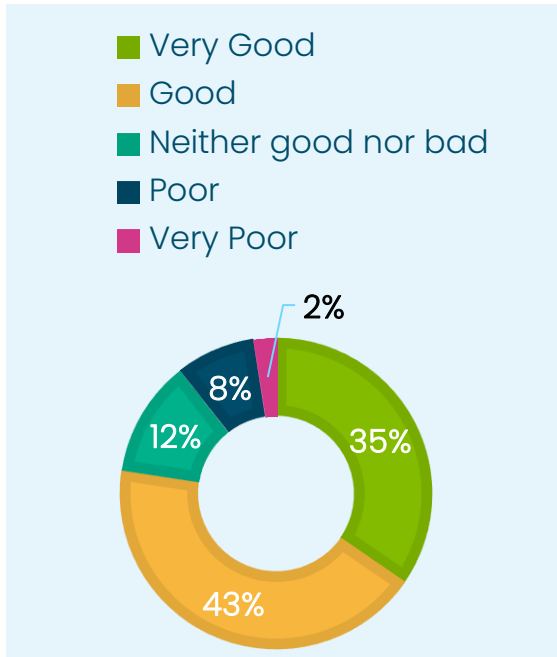
### Q3) How do you find the quality of online consultations?



### Q4) How do you find the quality of telephone consultations?

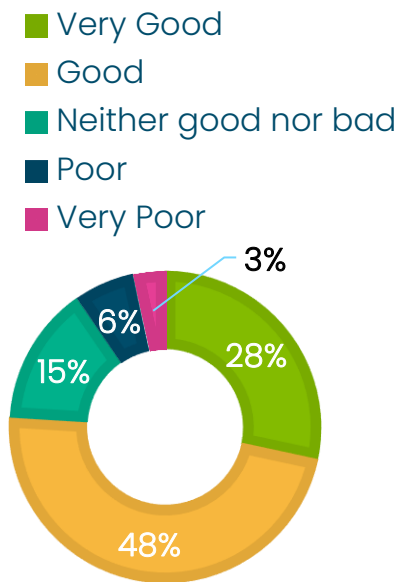


### Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	28%	35%		
Good	50%	43%		
Neither good nor bad	15%	12%		
Poor	6%	8%		
Very Poor	1%	2%		

### Q6) How would you rate the quality of treatment and care received?



	Q1	Q2	Q3	Q4
Very Good	30%	28%		
Good	47%	48%		
Neither good nor bad	17%	15%		
Poor	5%	6%		
Very Poor	1%	3%		



## Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of GP practices.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The table below shows the top five themes mentioned by patients between June and September based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

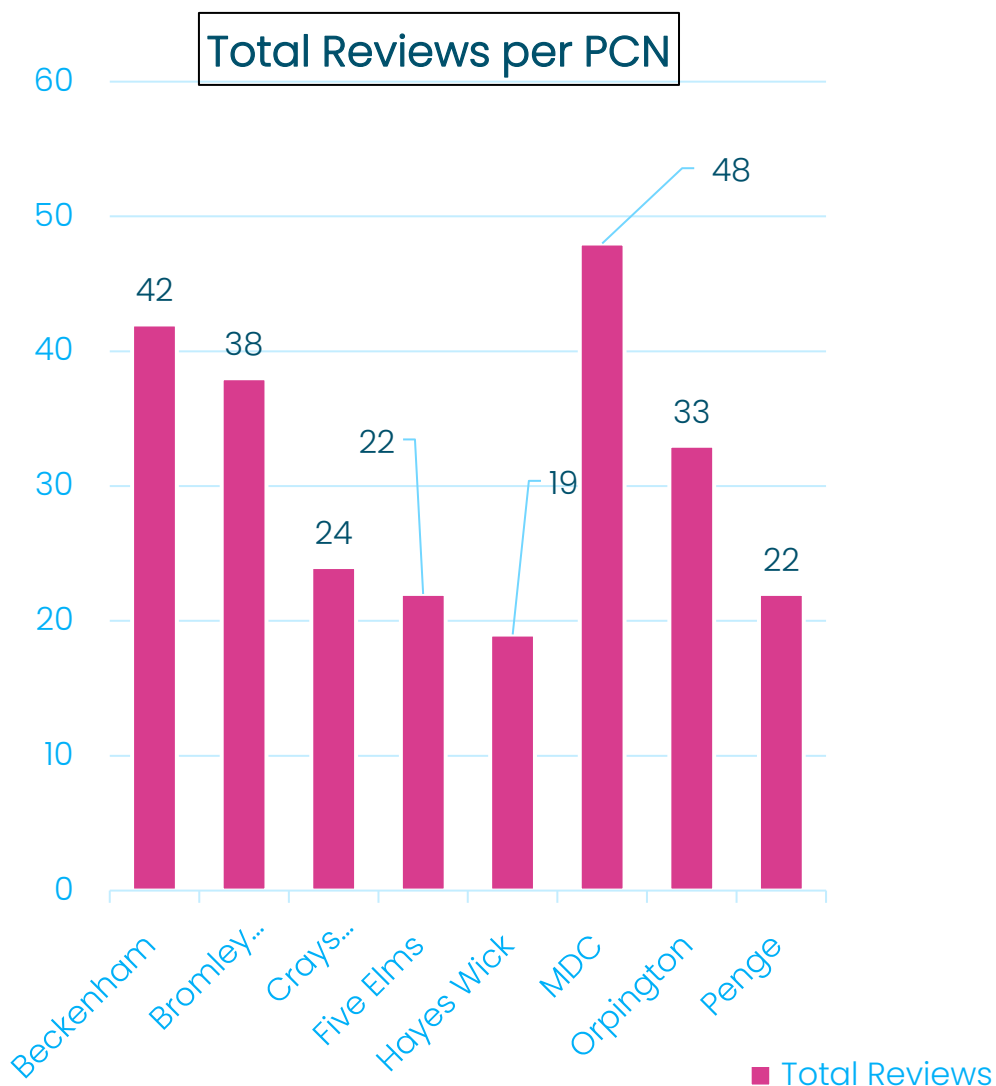
Top five themes	Positive	Neutral	Negative	Total
Access	136 (37%)	188 (51%)	44 (12%)	368
Staff	133 (72%)	37 (19%)	16 (9%)	186
Treatment	125 (76%)	22 (13%)	18 (11%)	165
Remote Appointments	86 (55%)	30 (19%)	40 (26%)	156
Communication	16 (50%)	13 (41%)	3 (9%)	32

## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Bromley there are eight PCNs. These are:

- Beckenham
- Bromley Connect
- Crays Collaboration
- Five Elms
- Hayes Wick
- MDC - Mottingham, Downham & Chislehurst
- Orpington
- Penge

Between July and September, the services which received the most reviews were MDC, Beckenham and Bromley Connect PCNs.



## PCN Access and Quality Questions

To understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of online consultation	Of telephone consultation	Of staff attitudes	Of treatment and care
Beckenham	2.5	2.6	3.3	3.9	4.1	4.2
Bromley Connect	2.6	2.4	3.4	3.6	4.1	3.7
Crays Collaboration	2.2	2.1	3.7	3.5	3.7	3.8
Five Elms	1.8	2.1	3.4	3.3	4.4	4.2
Hayes Wick	1.9	2.1	3.8	3.7	3.6	4.1
MDC (Mottingham, Downham & Chislehurst)	2.3	1.8	3.0	3.4	3.7	3.8
Orpington	2.7	2.9	3.4	3.8	4.1	3.8
Penge	2.7	2.3	3.7	3.9	4.5	4.1

## PCN Themes

We have also identified the top two positive and negative themes for each PCN where we have received 15 or more reviews.

PCN	Overall rating	Top two positive issues	Top two negative issues
Beckenham No of reviews: 42	3.8	1. Staff attitudes	1. Getting through the telephone
		2. Quality of treatment	2. Appointment availability/booking appointments
Bromley Connect No of reviews: 38	3.4	1. Quality of treatment	1. Getting through on the telephone
		2. Staff attitudes	2. Appointment availability
Crays Collaboration No of reviews: 24	3.6	1. Getting through on the telephone	1. Appointment availability
		2. Staff attitudes	2. Getting through on the phone
Five Elms No of reviews: 22	3.4	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
Hayes Wick No of reviews: 19	3.5	1. Quality of treatment	1. Appointment availability
		2. Staff attitudes	2. Getting through on the telephone
MDC No of reviews: 48	3.4	1. Quality of treatment	1. Getting through on the telephone
		2. Staff attitudes	2. Booking appointments
Orpington No of reviews: 33	3.6	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
Penge No of reviews: 22	3.5	1. Staff attitudes	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment availability

## Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes		
Quality of treatment	Quality of treatment		
Getting through on the telephone	Getting through on the telephone		
Quality of appointment – telephone consultation	Appointment availability		
Online consultation (app/form)	Online consultation (app/form)		

### Negative issues

Q1	Q2	Q3	Q4
Getting through on the telephone	Getting through on the telephone		
Appointment availability	Appointment availability		
Booking appointments	Booking appointments		
Quality of appointment – telephone consultation	Online consultation (app/form)		
Quality of treatment	Quality of treatment		

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, and ethnicity. This allows us to understand whether there are differences in experience based on personal characteristics.

A full demographics breakdown can be found in the appendix.



### Gender

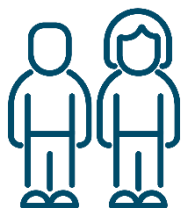
In Q2, we received more reviews from women (68%) than men, which is a common finding. Women's rating of their experiences were similar to men's.



### Age

We received a similar amount of feedback from most age groups between 25 and 74.

Most reviews were left by people aged 35-44 (39) and 45-54 (29). The majority of these were positive with 67% and 59% respectively. 35-44 left a slightly higher number of neutral reviews (31%).



### Ethnicity

Most reviews (112) were made by 'White British' patients. 61% of them gave positive reviews.

The second largest number of reviews (13) was left by people who considered themselves 'White Other'. 62% of these reviews were positive.



### Disability and Long-Term Conditions (LTC)

46% of the 28 people who considered themselves disabled had positive experiences with their GP practice, whilst 32% left neutral feedback.

58% of the 66 respondents with an LTC left positive feedback about their GP experience.

# Experiences of Hospital Services



# What people told us about Hospitals

"Staff made every effort to ensure we were looked after."

"Waiting times extremely long and they are understaffed."

"Staff at the hospital were lovely. My treatment was explained clearly, and they looked after me well."

"It is impossible to get through to the correct department by telephone."

"The maternity staff were amazing during a difficult birth."

"Admissions staff are very good but provision for patients is poor. I have arthritis and sitting in a hard chair for 5 hours was not good."

"Staff are lovely, really caring and attentive."

"Communication between departments could be better."





Hospital  
Services  
Summary  
Findings

# What has worked well?

Below is a list of the key positive aspects between July and September 2024.



## Quality of treatment

87% of patients rated the quality of treatment and care received as positive, nearly identical to the findings in Q1. (86%)

Patients considered staff to be efficient, attentive and clear when providing treatment explanations.

Maternity services were singled out for the level of support and care given to patients when giving birth.

Most patients were also happy with the quality of surgical procedures received.



## Staff attitudes

90% of people considered their experiences of staff attitudes to be positive. This continues to be a regular trend.

Patients were made to feel comfortable by staff who were described as caring, passionate and helpful. They felt respected by administrative staff and health professionals.



## Appointment availability

74% of reviews were positive about access to scheduled appointments.

Most patients praised the ease, speed and simplicity of getting a referral to their local hospital.

# What could be improved?

Below is a list of the key areas for improvement between July and September 2024.

## Waiting times (punctuality and queueing on arrival)

Responses to the access questions show that 41% of patients had neutral or negative experiences of waiting times to see a health professional.



These reviews highlighted long waits of over 4 hours at A&E, and patients' frustrations with planned appointments rarely starting at the scheduled time.

Many patients told us they thought long waiting times were due to staff shortages and increased demand, describing hospitals as 'very busy'.



## Getting through on the telephone

41% of people gave neutral or negative ratings when rating their experience of calling hospitals.

Many found difficulty contacting the correct department via the main switchboard; this caused problems in changing appointments and discussing their care.

## Communication between services

51% of people who rated communication between services were either neutral or negative.



Comments covered communication between hospital departments and with external services.

Patients felt internal communication could be improved as they would often get differing information from staff members and have to seek clarification.

They also said information-sharing with GP practices needs to improve, as primary care professionals are not always told about patients' hospital interactions and treatment.

# Hospital Services

Full data set

# Hospital Services

No. of Reviews	185
Positive	76%
Negative	12%
Neutral	12%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

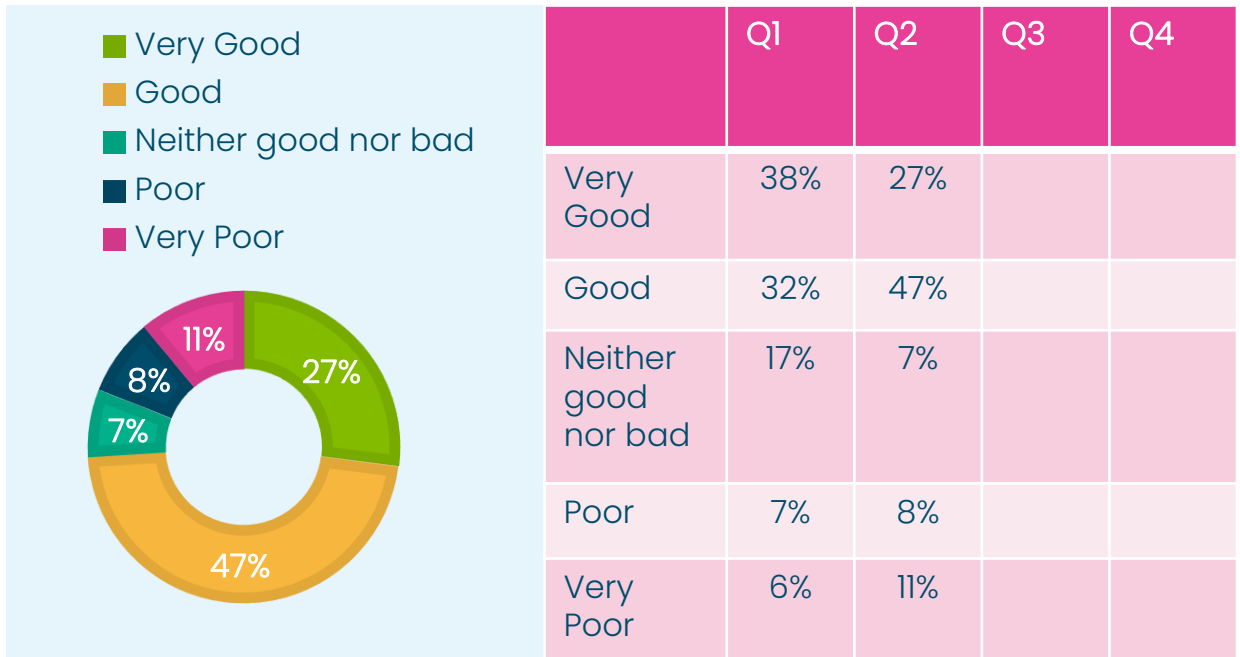
Q5) How do you think the communication is between your hospital and GP practice?

Q6) How would you rate the quality of treatment and care received?

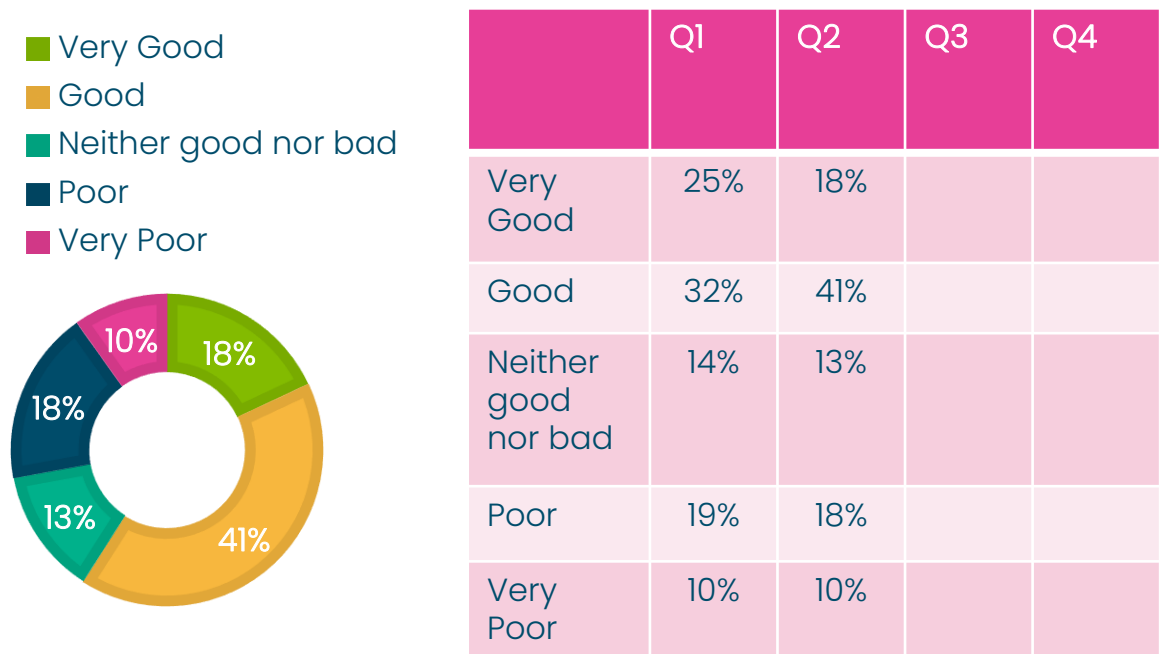
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

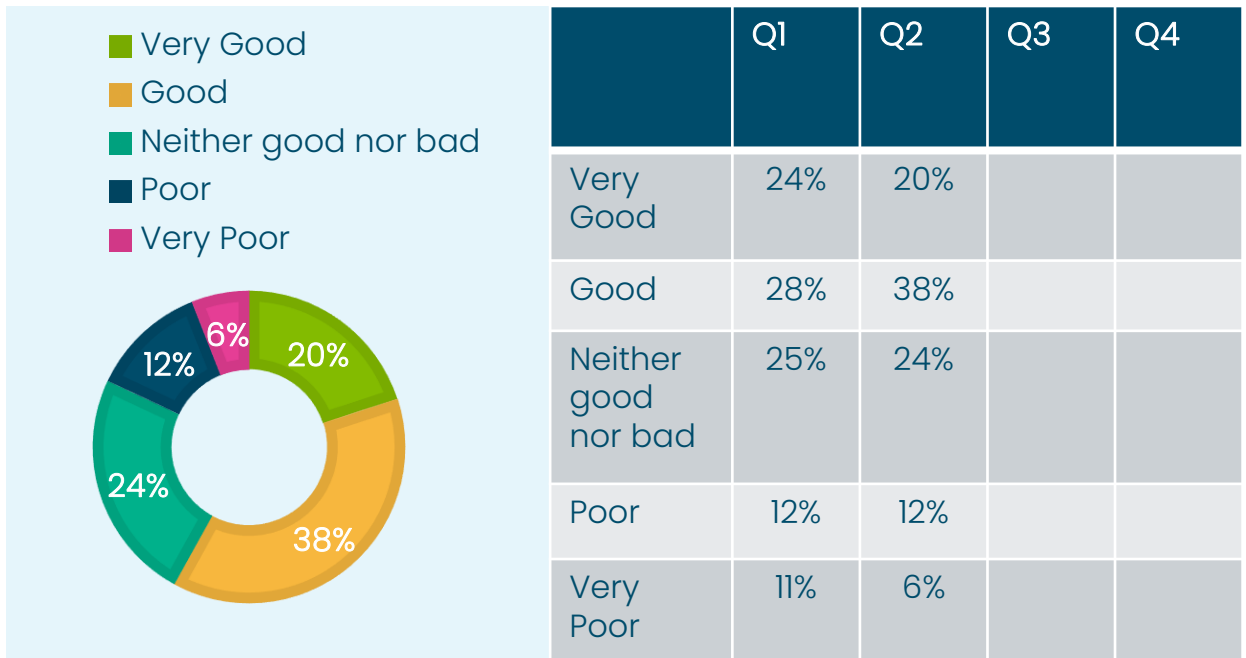
Q1) How did you find getting a referral/appointment at the hospital?



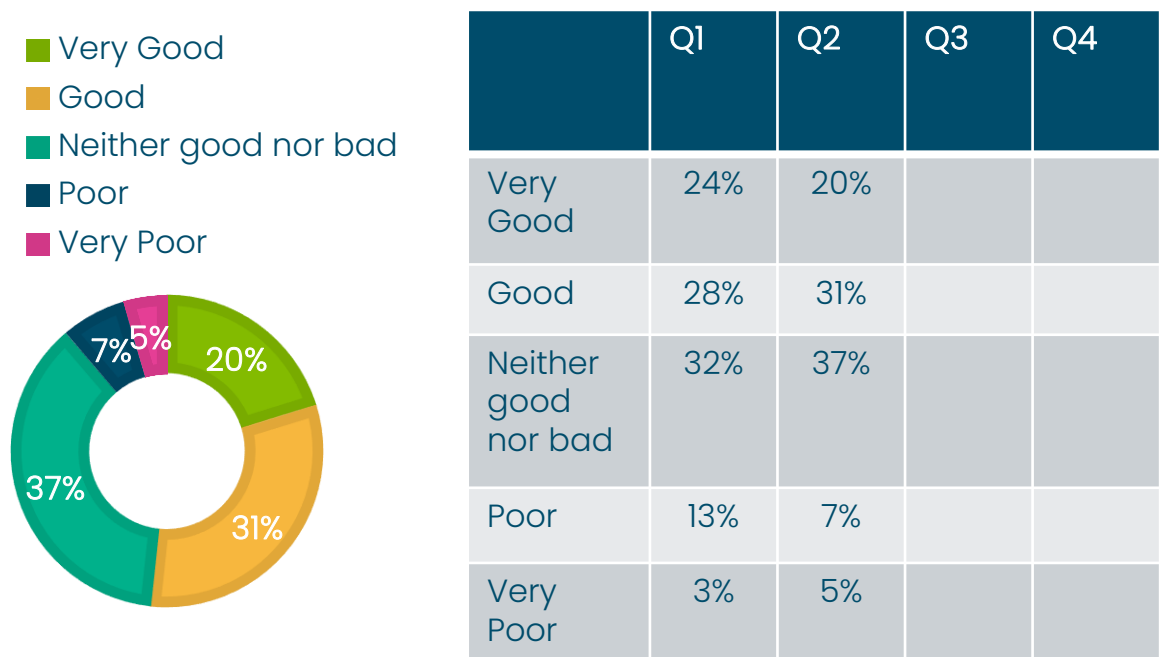
Q2) How do you find getting through to someone on the phone?



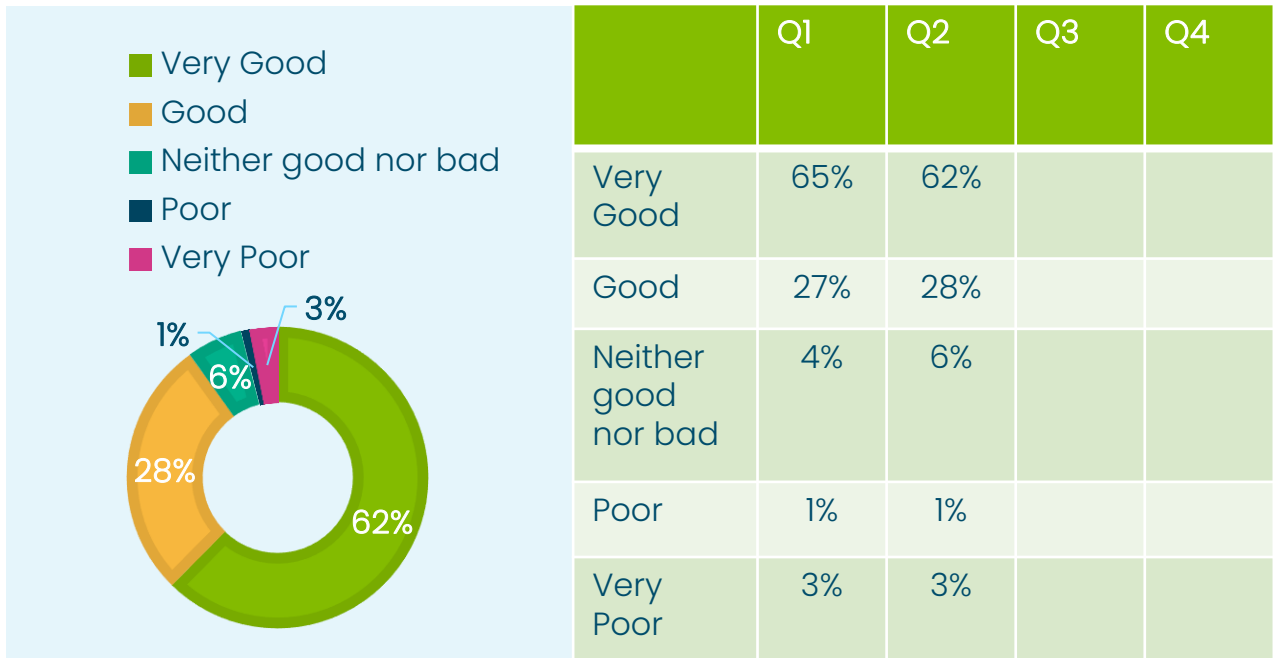
### Q3) How do you find the waiting times at the hospital?



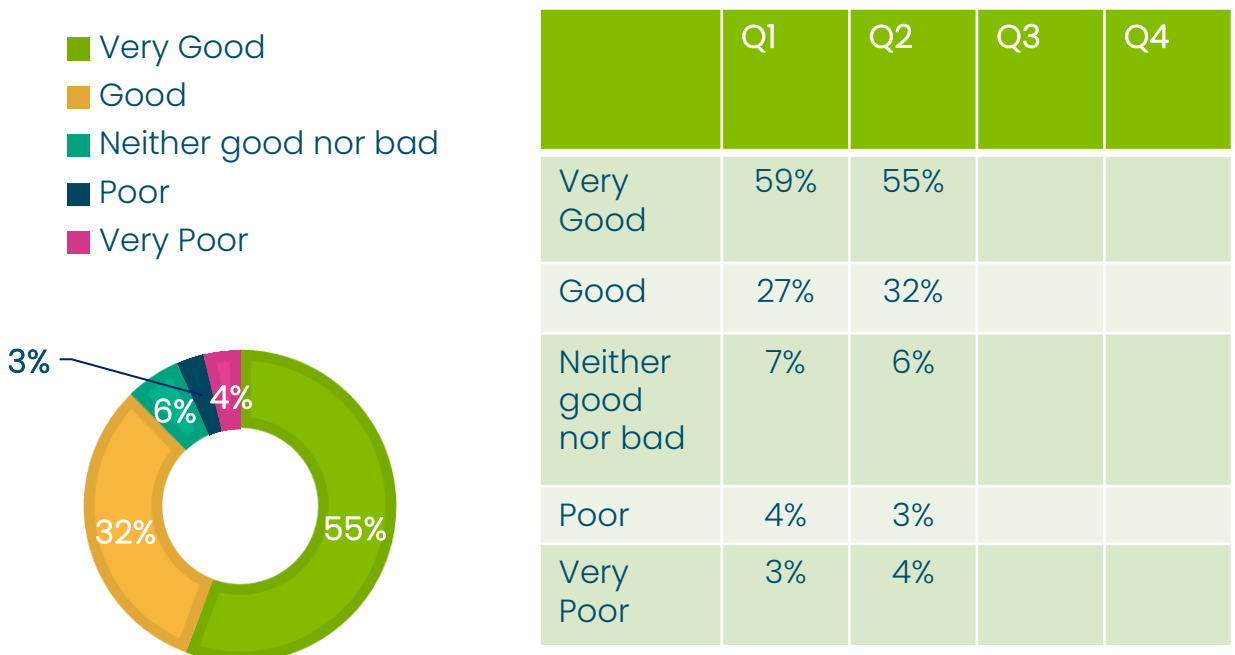
### Q4) How do you think the communication is between your hospital and GP practice?



### Q5) How do you find the attitudes of staff at the service?



### Q6) How would you rate the quality of treatment and care received?





## Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of hospital services.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The tables below show the top five themes mentioned by patients between July and September 2024 based on the free text responses. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top Themes	Positive	Neutral	Negative	Total
Staff attitudes	102 (84%)	8 (6%)	12 (10%)	122
Waiting Times (punctuality and queueing on arrival)	53 (47%)	31 (27%)	29 (26%)	113
Quality of treatment	94 (90%)	4 (4%)	6 (6%)	104
Appointment availability	63 (71%)	12 (13%)	14 (16%)	89
Communication between services	36 (49%)	27 (15%)	11 (36%)	74
Getting through on the telephone	30 (55%)	10 (18%)	15 (27%)	55

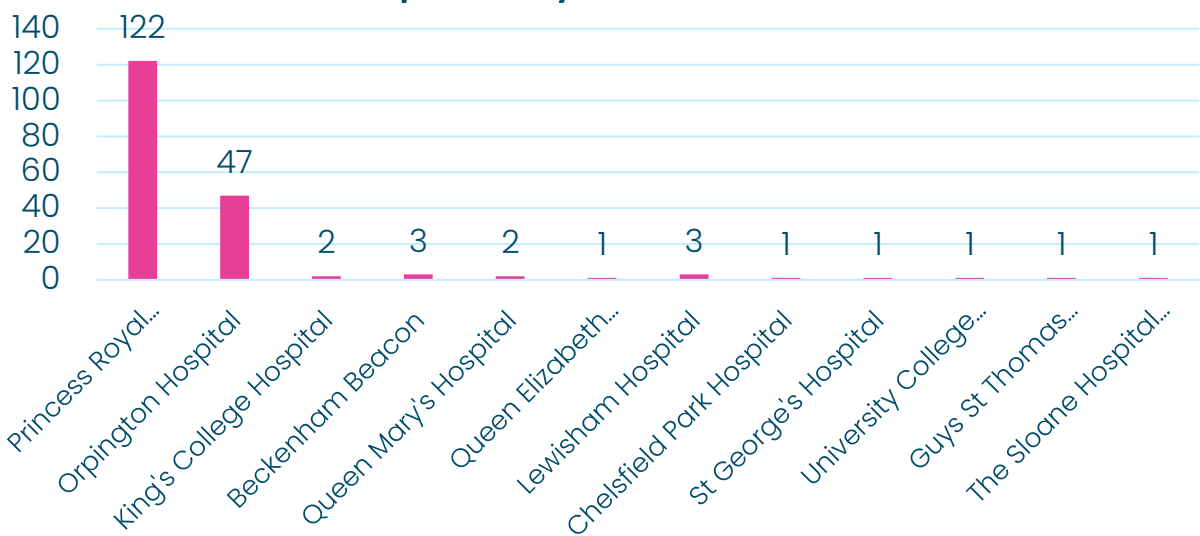
## Reviewed Hospitals

Bromley residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard about experiences at:

Hospital	Provider
Princess Royal University Hospital (PRUH)	King's College Hospital NHS Foundation Trust
Orpington Hospital	
Beckenham Beacon	
King's College Hospital	
Queen Mary's Hospital	
Lewisham Hospital	Lewisham and Greenwich NHS Trust
Queen Elizabeth Hospital	
St George's Hospital	St George's University Hospitals Foundation Trust
Guys and St Thomas' Hospital	Guy's and St Thomas' NHS Foundation Trust
The Sloane Hospital	Circle Health Group
Chelsfield Park Hospital	
University College London Hospital	University College London Hospitals NHS Foundation Trust

Between July - September, the PRUH and Orpington received the most reviews. Healthwatch Bromley visits both weekly. Additional patient experiences were collected through face-to-face engagements and online reviews.

## Hospital by number of reviews



To understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communicati on between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>Princess Royal University Hospital</b> No of reviews: 122	3.9	3.4	3.4	3.6	4.5	4.3
<b>Orpington Hospital</b> No of reviews: 47	4.0	3.5	3.6	3.6	3.6	4.4

We have also identified the top 3 positive and negative themes for each hospital where we have received over 15 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Princess Royal University Hospital (PRUH)	3.9	1. Staff attitudes	1. Waiting time (punctuality)
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Staff attitudes
Orpington Hospital	4.1	1. Quality of treatment	1. Waiting times (punctuality)
		2. Staff attitudes	2. Communication between services
		3. Waiting times (punctuality)	3. Getting through on the telephone

## Emerging or Ongoing Issues

To understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues raised in three or more quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Quality of treatment	Staff attitudes		
Staff attitudes	Quality of treatment		
Waiting times (punctuality)	Appointment availability		
Communication between services	Waiting times (punctuality)		
Booking appointments	Communication between services		

### Negative issues

Q1	Q2	Q3	Q4
Waiting times (punctuality)	Waiting times (punctuality)		
Getting through on the telephone	Getting through on the telephone		
Communication between services	Appointment availability		
Booking appointments	Staff attitudes		
Quality of treatment	Communication between services		

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, and ethnicity. This allows us to understand whether there are differences in experience to people based on their personal characteristics.

A full demographics breakdown can be found in the appendix.



### Gender

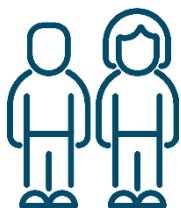
58% of the reviews are from women. Both genders had a good experience of hospitals with 82% of women and 77% of men leaving positive reviews.



### Age

We received a similar amount of feedback from most age groups between 35 and 84.

Most reviews were left by people aged 45-54 (32) and 75-84 (25). The majority of these were positive with 94% and 80% respectively. The most negative reviews were left by people aged 25-34 (19%).



### Ethnicity

Most reviews (113) were made by 'White British' patients. 82% of them gave positive reviews.

Six reviews were left by people of Asian background; five were positive. 83% of these reviews were positive.



### Disability and Long-Term Conditions (LTC)

68% of the 25 people who considered themselves disabled had positive experiences, as did 66 respondents with a LTC (80%).

# Appendix



## No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	146	58	49	253
Hospital	140	22	23	185
Dentist	63	4	3	70
Pharmacy	31	2	11	44
Optician	17	0	1	18
Mental Health	5	0	5	10
Community Health	0	0	2	2
Other	1	0	0	1
Overall Total	403	86	94	583

# Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	36%	128
Woman (including trans woman)	64%	226
Non- binary		
Other		
Prefer not to say		
Not provided		229
<b>Total</b>	<b>100%</b>	<b>583</b>

Long-term condition	Percentage %	No of Reviews
Yes	43%	142
No	56%	185
Prefer not to say	1%	2
Not provided		254
<b>Total</b>	<b>100%</b>	<b>583</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	4%	14
Bisexual	2%	6
Gay Man	1%	4
Heterosexual/ Straight	88%	288
Lesbian / Gay woman	1%	3
Pansexual		
Prefer not to say	4%	14
Not provided		254
<b>Total</b>	<b>100%</b>	<b>583</b>

Age	Percentage %	No of Reviews
Under 18	0%	1
18-24	2%	6
25-34	11%	36
35-44	19%	66
45-54	15%	51
55-64	17%	58
65-74	14%	49
75-84	16%	55
85+	5%	17
Prefer not to say		
Not provided		244
<b>Total</b>	<b>100%</b>	<b>583</b>

Disability	Percentage %	No of Reviews
Yes	16%	53
No	82%	274
Not known	2%	6
Not provided		250
<b>Total</b>	<b>100%</b>	<b>583</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	8%	22
No	92%	259
Prefer not to say		
Not provided		302
<b>Total</b>	<b>100%</b>	<b>583</b>



# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	2
Not in employment & Unable to work	7%	23
Not in Employment/ not actively seeking work - retired	35%	116
Not in Employment (seeking work)	2%	6
Not in Employment (Student)	1%	3
Paid: 16 or more hours/week	44%	144
Paid: Less than 16 hours/week	8%	27
On maternity leave	1%	3
Prefer not to say	2%	6
Not provided		253
<b>Total</b>	<b>100%</b>	<b>583</b>

Religion	Percentage %	No of Reviews
Buddhist	2%	5
Christian	53%	176
Hindu	3%	9
Jewish		
Muslim	2%	6
Sikh		
Spiritualist		
Prefer not to say	2%	6
Other religion	1%	3
No religion	38%	125
Not provided		253
<b>Total</b>	<b>100%</b>	<b>583</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant		
Currently breastfeeding	1%	4
Given birth in the last 26 weeks	1%	3
Not relevant	82%	261
No	13%	41
Not provided		274
<b>Total</b>	<b>100%</b>	<b>583</b>

# Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	75%	252
Irish	2%	8
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	6%	20
Bangladeshi	0%	0
Chinese	1%	2
Indian	1%	3
Pakistani	0%	0
Any other Asian background/Asian British Background	5%	17
African	3%	9
Caribbean	2%	7
Any other Black / Black British background	3%	10
Asian and White	0%	1
Black African and White	1%	2
Black Caribbean and White	0%	0
Any other mixed or multiple ethnicities	1%	3
Arab	0%	0
Any other ethnic group	1%	3
Not provided		246
<b>Total</b>	<b>100%</b>	<b>583</b>

Area of the borough (Ward)	Percentage %	No of Reviews
Beckenham Town & Copers Cope	12%	42
Bickley & Sundridge	3%	9
Biggin Hill	5%	16
Bromley Common & Holwood	5%	17
Bromley Town	10%	35
Chelsfield	1%	4
Chislehurst	8%	27
Clock House	1%	3
Crystal Palace & Anerley	2%	6
Darwin	0%	0
Farnborough & Crofton	1%	2
Hayes & Coney Hall	1%	4
Kelsey & Eden Park	2%	6
Mottingham	9%	31
Orpington	18%	62
Penge & Cator	2%	6
Petts Wood & Knoll	2%	8
Plaistow	1%	2
Shortlands & Park Langley	1%	4
St Mary Cray	1%	3
St Paul's Cray	3%	11
West Wickham	3%	9
Out Of Borough	10%	36
Not provided		
<b>Total</b>	<b>100%</b>	<b>583</b>

# healthwatch Bromley

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