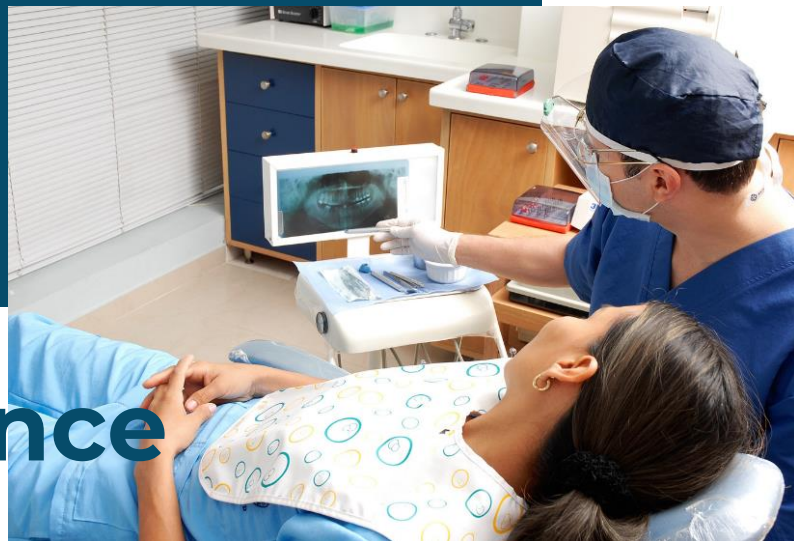


Patient Experience Dentists



July – December 2020

- 01. INTRODUCTION**
Introduction to this report and a background to Healthwatch & Your Voice in Health and Social Care.
 - 02. DATA COLLECTION**
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 - 03. SUMMARY FINDINGS**
Overview and comparison of all the boroughs.
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01

INTRODUCTION

INTRODUCTION

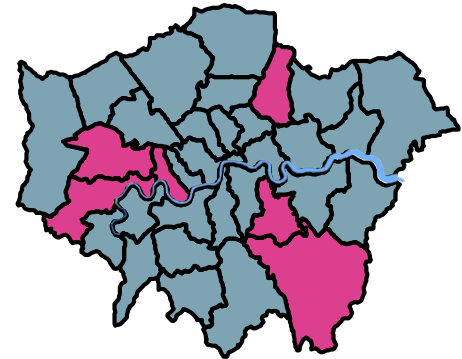
This Patient Experience Report for Healthwatch Bromley covers dentists for the period July - December 2020. The Patient Experience Data Collection Programme comprises of ongoing in-person/telephone data collection and the Digital Feedback Centre which gather patient experiences all of which will be presented as they are received and considered as valid community opinion.

About Healthwatch

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 local boroughs across the country.

About Your Voice in Health and Social Care

Your Voice in Health and Social Care (YVHSC) holds the contracts for the following Healthwatch services: Healthwatch **Bromley**, Healthwatch **Hounslow**, Healthwatch **Ealing**, Healthwatch **Waltham Forest**, Healthwatch **Hammersmith & Fulham** and Healthwatch **Lewisham**.



02

DATA COLLECTION

DATA COLLECTION METHODS DURING COVID-19

FACE TO FACE CONVERSATIONS

Normally, our Patient Experience Officers, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough.

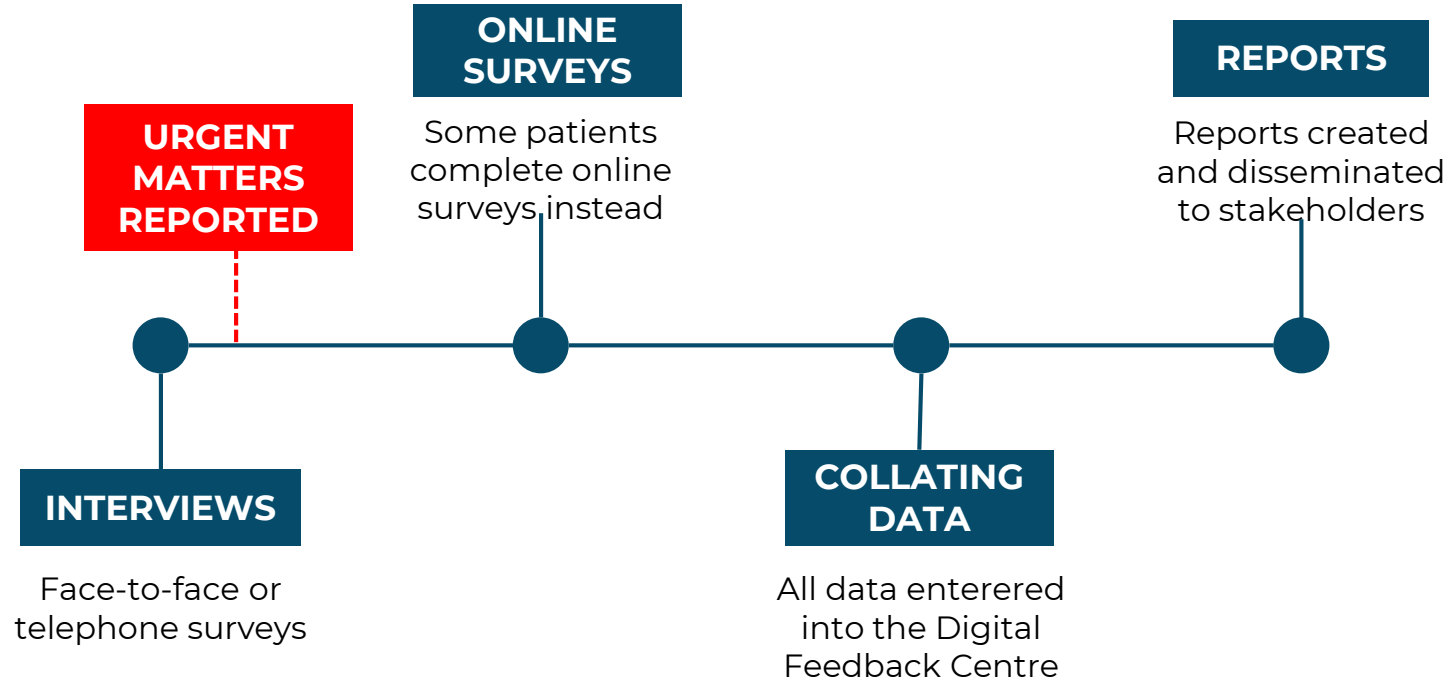


A NEW APPROACH

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our zoom engagement sessions and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home, Google reviews and Care Opinion.

This new approach has benefited residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increasing number of reviews.

DATA COLLECTION TIMELINE



DATA COLLECTION PROCEDURES

PATIENT CONCERNS

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 relevant Healthwatch staff member 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 empathy, patience and sensitivity.

SAMPLING

Whilst we aim to gather patient experience comments and reviews from a representative sample of the local 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. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

OUTREACH

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our [website](#), 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.

DATA COLLECTION PROCEDURES

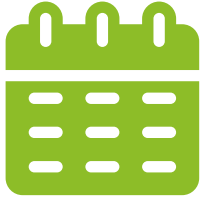
STANDARDIZED FEEDBACK FORM

These patient experience comments and reviews are gathered using a standard form. The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments.

CONSENT & URGENT MATTERS

We approach every patient, capture their experience in their words and seek consent for their feedback to be published on our [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 service manager. However, this was not possible during these two quarters due to COVID-19 social distancing measures put in place by the UK government.

DATA COLLECTION FOR THIS REPORT



PERIOD

This report covers
Q2 & Q3
Jul – Dec 2020



REVIEWS

2,255 reviews were
collected




STAR RATING

The overall mean
star rating was 4.54
(the scale is 1 to 5,
with 5 being most
positive)

EXPLAINING THE DATA

We use the Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

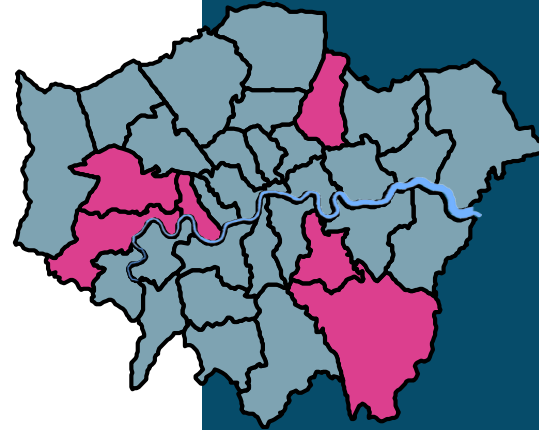
1. It asks for an overall star rating of the service, (between 1-5) 
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5). Unfortunately for this quarter as most of the reviews were collected online this information are not available.

In terms of reporting, the above provides Healthwatch with several data sets.

- Star ratings provide a simple snapshot average, both overall and against specific domain areas. Mean averages are used for comparison purposes.
- The free-text comment box is analysed in two different ways resulting in two different data sets. In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

03

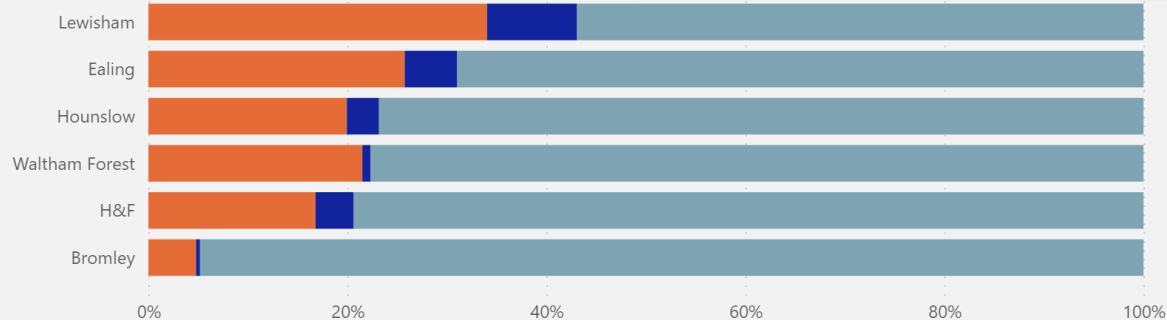
SUMMARY FINDINGS



Overall sentiment when asked about specific themes

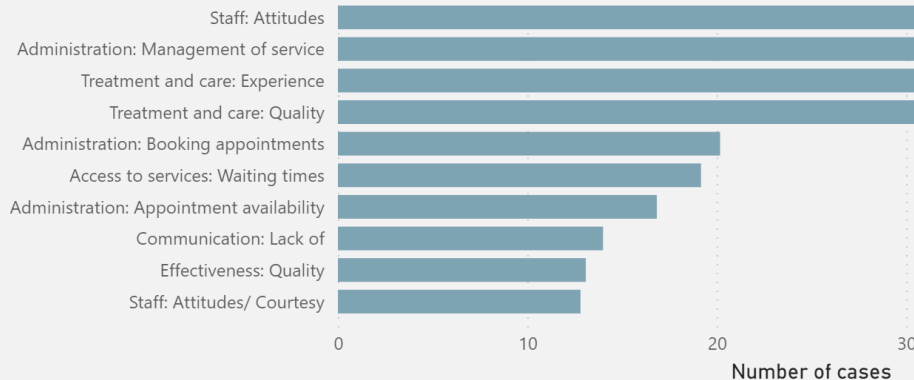
● Negative ● Neutral ● Positive

In surveys, participants tend to give more honest answers when asked to give a rating against specific topics. These scores are translated from star-ratings where 4/5 stars is positive, 3 stars is neutral and 1/2 stars is negative.



Number of cases by Main causes of dissatisfaction

Main causes of dissatisfaction



This table shows the main* causes of dissatisfaction where patients rated the service as negative.

*where total n > 20.

COVID-19 OBSERVATIONS ACROSS THE BOROUGH



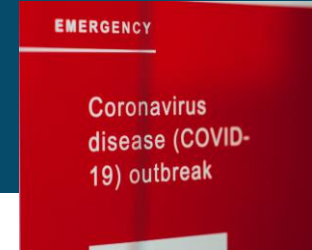
PPE & CLEANLINESS

Not wearing adequate mask and gloves.
Unclean surfaces.



PROFITEERING

Charging unreasonable amounts for disposable PPE equipment.

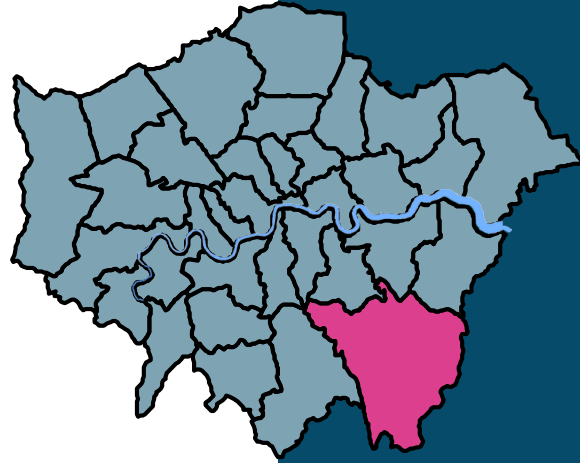


OUTBREAKS

Not raising awareness when there has been an outbreak among staff/customers.

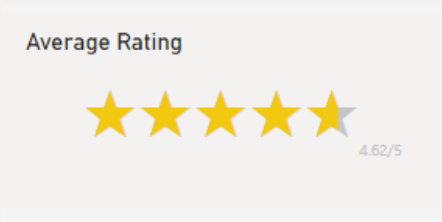
04

BROMLEY

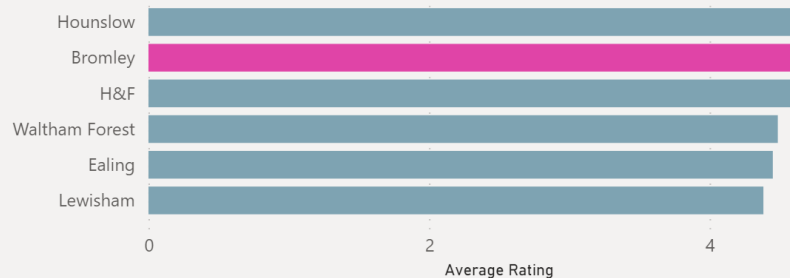


175

Number of Patients Surveyed

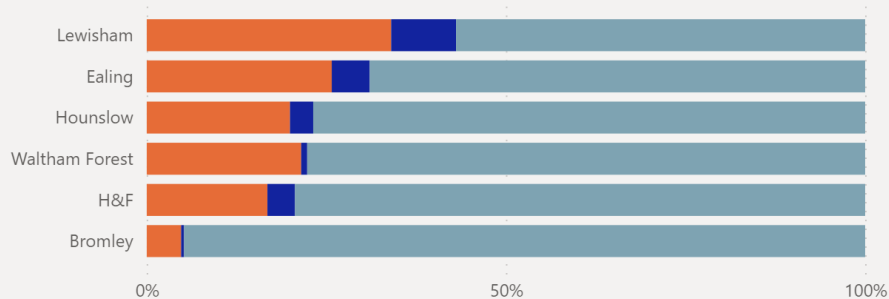


Average Rating by Borough



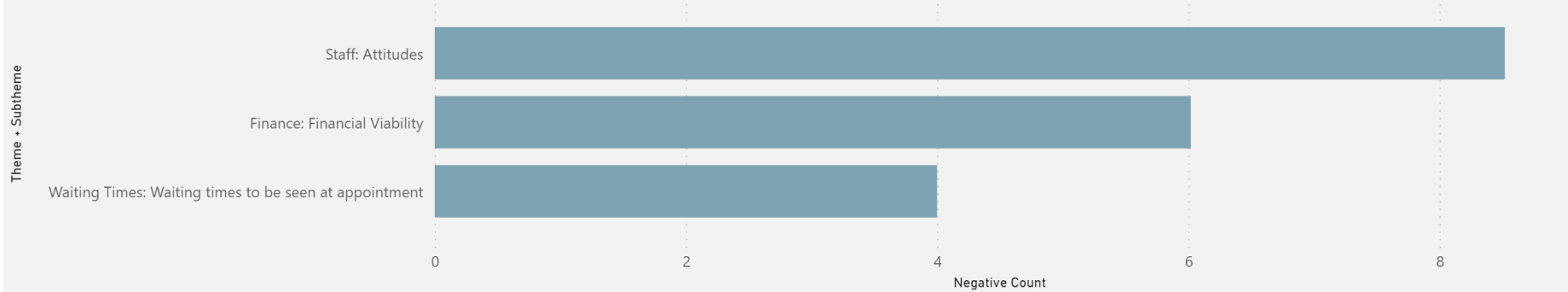
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Bromley dentists performed second best out of the boroughs for this period, with an overall rating of 4.62 out of 5 stars, compared to the borough average of 4.54 stars. Negative comments in the open text reviews were in the minority.

Main Reasons for Dissatisfaction



Complaints in Bromley were in the minority. Notable causes of dissatisfaction include **Staff Attitudes (6%, n. 9)**, **Financial Viability (14%, 6)** and **Waiting Times (100%, 4)**.

This was reflected in some of the reviews where *staff rudeness* and *poor treatment* were commented on. There were also comments referring to *pricing inconsistencies* as a source of annoyance.

Sample of Negative Reviews

Not happy with my experience. I called them up for an emergency appointment just for a check and the lady said it'll be £40 then I called back to make some confirmation and she said £40-£50. When I got there they just checked my teeth and wasted a lot of time and then when it came to paying they changed it to £60 because "I was there for a long time" despite the doctor and staff taking their own time. Not happy with my experience and didn't even get the solution I came for!

Please never see this dentist.

My experience was horrible.

The doctor is one of most emotionally immature patronising people I have ever met. She is extremely rude to her staff and her patients. It is truly embarrassing as a patient watching her staff being treated so horribly. The atmosphere she brings to the place is disgusting she will humiliate and embarrass anyone over the smallest of reasons that is not how a person running a dental practice should be like.

BROMLEY COMPLAINTS

Sample of 1 & 2 star reviews



Very rude receptionist on the phone.”

“It is overpriced and I was kept waiting for 30 minutes when I was on time.”



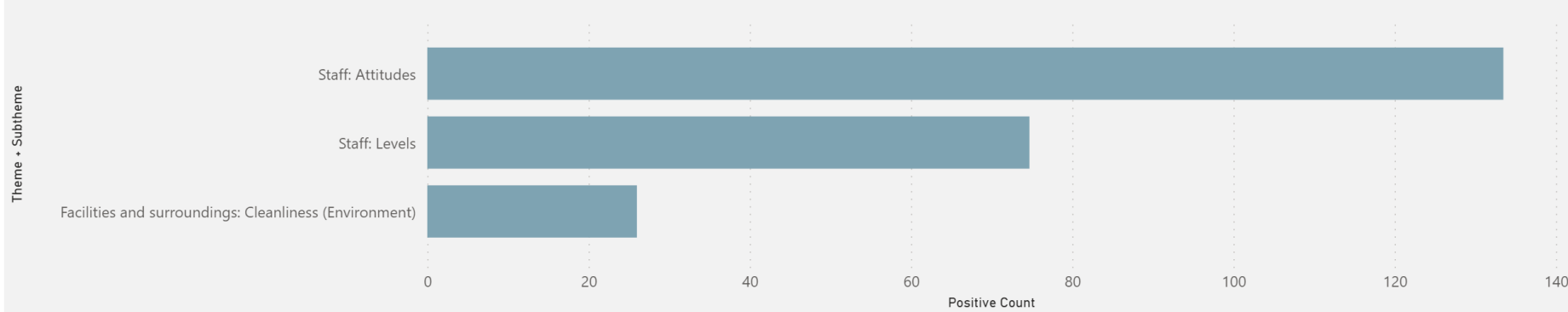
“I'd paid a £50 deposit and the check-up was only £36.”



“The staff refused to refer me to a hospital.”



Main Reasons for Satisfaction



The main causes of satisfaction include **Staff: Attitudes (93%, n. 133)**, **Staff: Levels (97%, n. 75)** and **Cleanliness (100%, n.26)**.

This was reflected in some of the reviews where particularly *good service* and *staff friendliness* were commented on. A number of patients reported being pleased with the Covid precautions in place.

Sample of Positive Reviews

I had a very good experience. The staff were very helpful and friendly.

I had a quick annual 15 minute check-up and hygienist visit which was very professional and friendly service. Though the practice was not the cheapest in the area.

I had a great experience. As it was my first time having any dental work, I was really nervous but he was very reassuring and the process was painless. I had 2 veneers fitted and I am very pleased with how they look. I would be happy to recommend this practice.

I had a good experience here and I recommend it to everyone I know.

I had a fantastic experience for getting a filling. The dentist and team are excellent.

I got an emergency appointment with the dentist. I am satisfied

I find the staff friendly staff. The process of meeting was speedy and easy.

I find my dentist very helpful and gentle. They just get busy all the time.

BROMLEY COMPLIMENTS

Sample of 4 & 5 star reviews



As a nervous patient I have found this the best dentist in the area.”

“My hygienist was so nice and really gentle.”



“Delighted with my new crowns.”



“The dentist is highly trained who provided good advice, explaining in detail the issues.”



5

CONCLUSION & NEXT STEPS

CONCLUSION

Dentists have performed well for Q2 & Q3 2020/21 across the boroughs. **Staff Attitudes, Treatment** and **Professionalism** remain key areas for dentists to maintain high standards.

During the Covid-19 pandemic **patients are more aware of cleanliness and sanitised protective equipment** in dentists and this was commented on frequently.

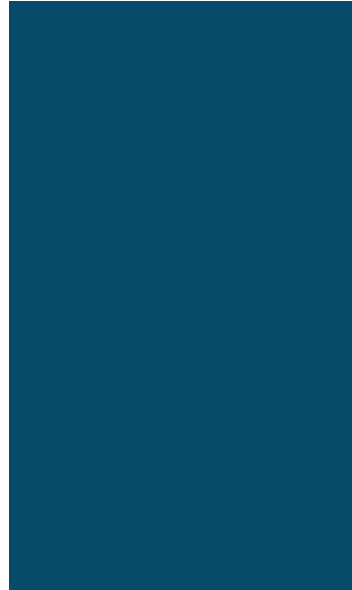
ACTION, IMPACT & NEXT STEPS

Present Findings

to various commissioning, provider and local authority led boards and committees.

Continue to Innovate

to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience.



Partner Meetings

to discuss the issues of concern and identify actions to take these forwards.

Promote our Service

through a range of platforms and services to capture a range of feedback and experiences.

