

Q3 Patient Experience Report

Healthwatch Bromley
October – December 2024



healthwatch
Bromley

your
voice
counts

Tell us about
your experience of
health and social
care services,
whether it be praise,
criticism or ideas for
improvement.

Telephone:
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healthwatch

We want to hear from young people who care for a family member in Bromley (young carers)

Share your feedback: Access to and use of health and social care services

Why is Healthwatch Bromley doing this research?

We want to hear about young carers' experiences of working and using local health and care services. If we identify any barriers or challenges, we will recommend to local health and social care providers how the services could improve to support the very young carers better.

The survey is confidential and completely voluntary. You can skip any questions you are unsure about or don't feel comfortable answering. We will not be able to identify you or the person who refers you from your answers.

Please tell us what you think by completing this survey and returning it to one of our team members. If you prefer to complete the survey over the phone or email, please email us on 03886 0752.

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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.

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

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

Between October and December 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.

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 breakdown 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.

Q3 Snapshot

This section provides a summary of the experiences we collected during October–December 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)



598 reviews

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

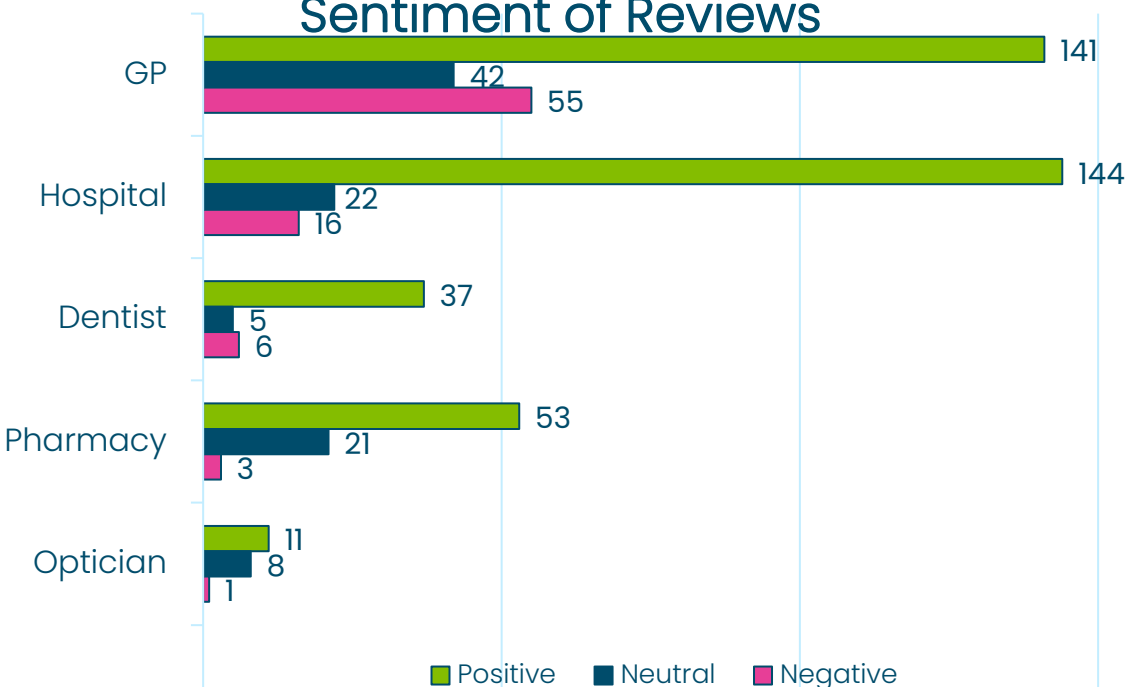
58 visits

were carried out at 2 hospitals, 4 GP practices, 5 wellbeing cafes, 8 community centres, and 18 community events.

Top Five Service Types	No of Reviews	Percentage of positive reviews
GP	238	59%
Hospital	182	79%
Dentist	48	77%
Pharmacy	77	69%
Optician	13	85%

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%	59%	
Hospital	71%	76%	79%	
Dentist	90%	90%	77%	
Pharmacy	89%	70%	69%	
Optician	50%	94%	85%	

What does this tell us?

- Positive feedback about GP practices has increased by 2% since Q1
- Hospital services have seen an 8% increase in positive reviews since Q1
- Positive experiences of dental services have decreased from 90% in previous two quarters to 77%
- Positive experiences of pharmacy services have decreased significantly by 20% from Q1
- Opticians' services show a 9% decrease in positive reviews since Q2.

Experiences of GP Services



What people told us about GP Services

"There are always appointments available. They are great at signposting and identifying things I am not aware of."

"It is not fair to ask elderly people to go online if they do not have a computer or are not computer literate."

"When I get to see the doctor, normally I feel happy with the outcome."

"Make more appointments available. Told to ring back at 8 o'clock in the morning and can't get through"

"Accuryx system is very good as you get a quick response and it's much quicker than e-Consult. I like being able to do things online such as prescriptions."

"Been registered at this surgery for at least five years ...only ever managed to get one face-to-face appointment, it's impossible to get past the gate keepers."

Appointment booking system works well

"Reception staff could be more helpful."



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects highlighted between October and December 2024.



Staff attitudes

80% of respondents rated staff attitudes positively; this has been a continuous theme over the past 15 months.



Telephone appointments

66% of patients were positive about telephone appointments which is an increase on 56% last quarter.



Booking appointments online

63% of patients are positive about using online appointment booking systems; an increase on the previous two quarters (55% and 45% respectively).



Quality of treatment

81% of respondents were positive about the quality of care they received; a small increase on the previous two quarters (both 77%).



Getting through on the telephone

51% of patients found it easy to get through on the telephone. Increased use of online booking may be freeing up phone lines.

What could be improved?

Below is a list of the key areas for improvement highlighted between October and December 2024.



Appointment Availability

Appointment availability; 50% of patients reported difficulty getting an appointment; this compares to 53% and 49% in the previous two quarters and reflects continuing difficulties in accessing GPs.



Communication with patients

50% of patients believe communication with them needs to be improved. This is an increase from last quarter (43%). With the introduction of Total Patient Triage in April communication with patients is more important than ever.



Booking appointments

61% of patients had problems booking appointments, an increase on 56% last quarter.



Management of service

65% of patients rated the management of their GP service negatively – a new and emerging theme which possibly reflects these patients' wider dissatisfaction with current provision.



GP Services

Full data set

GP Services

No. of Reviews	598*
Positive	59%
Negative	23%
Neutral	18%

*1 review was from an out-of-borough GP practice.

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:

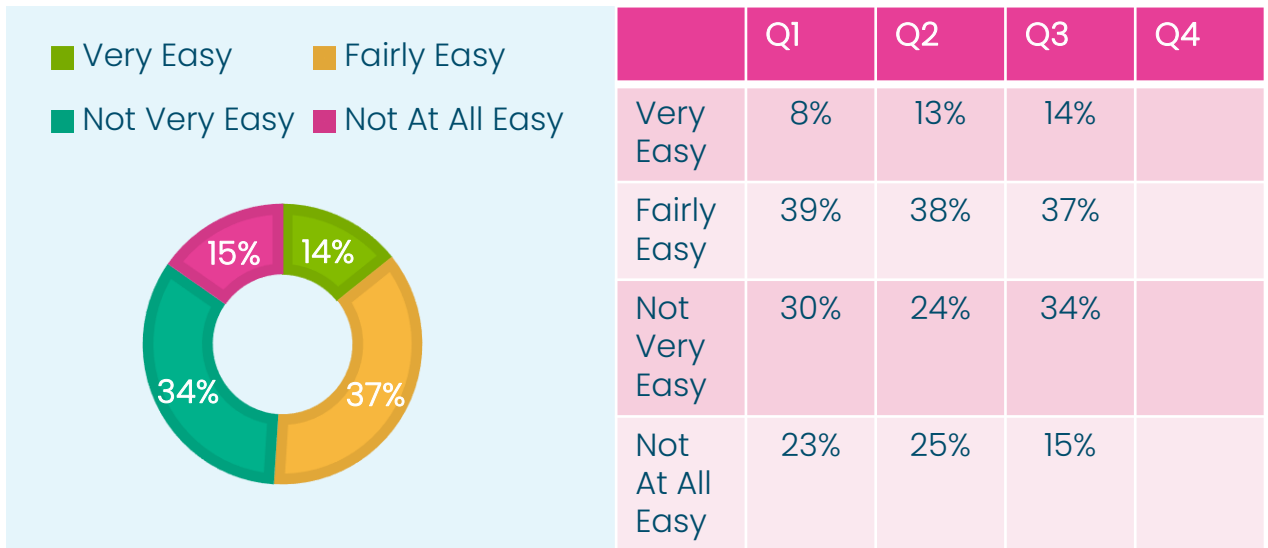
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the 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.

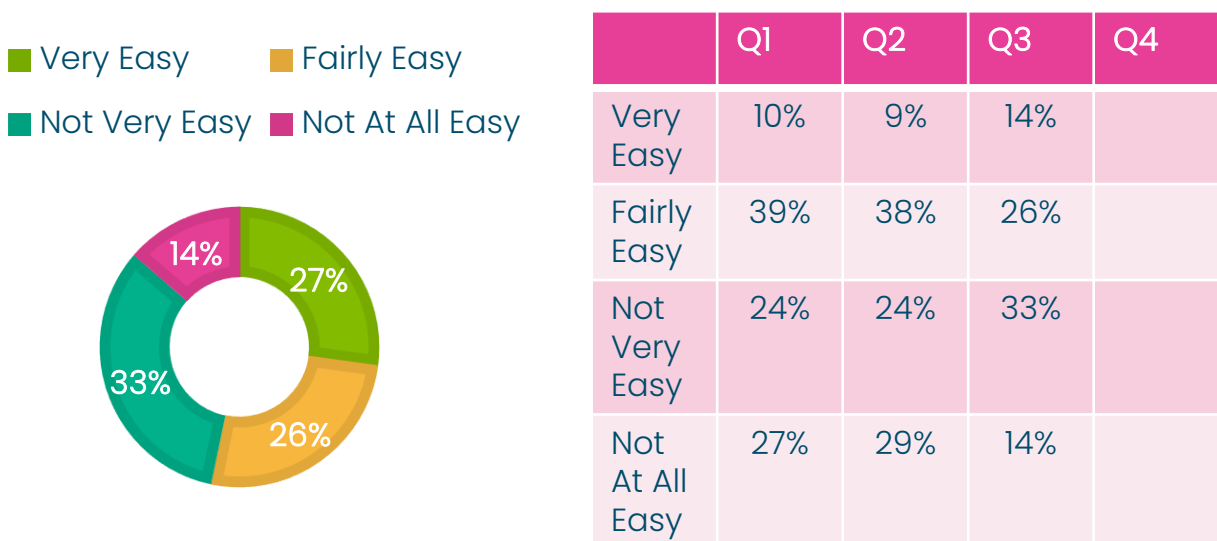
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

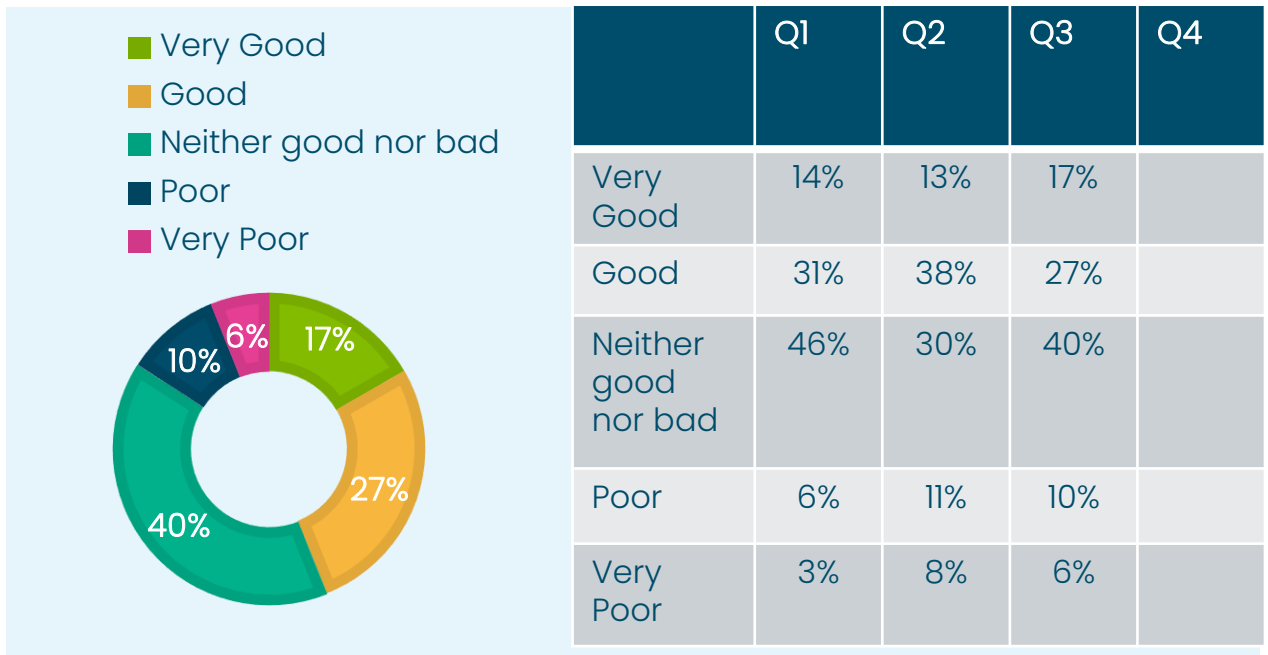
Q1) How do you find getting an appointment?



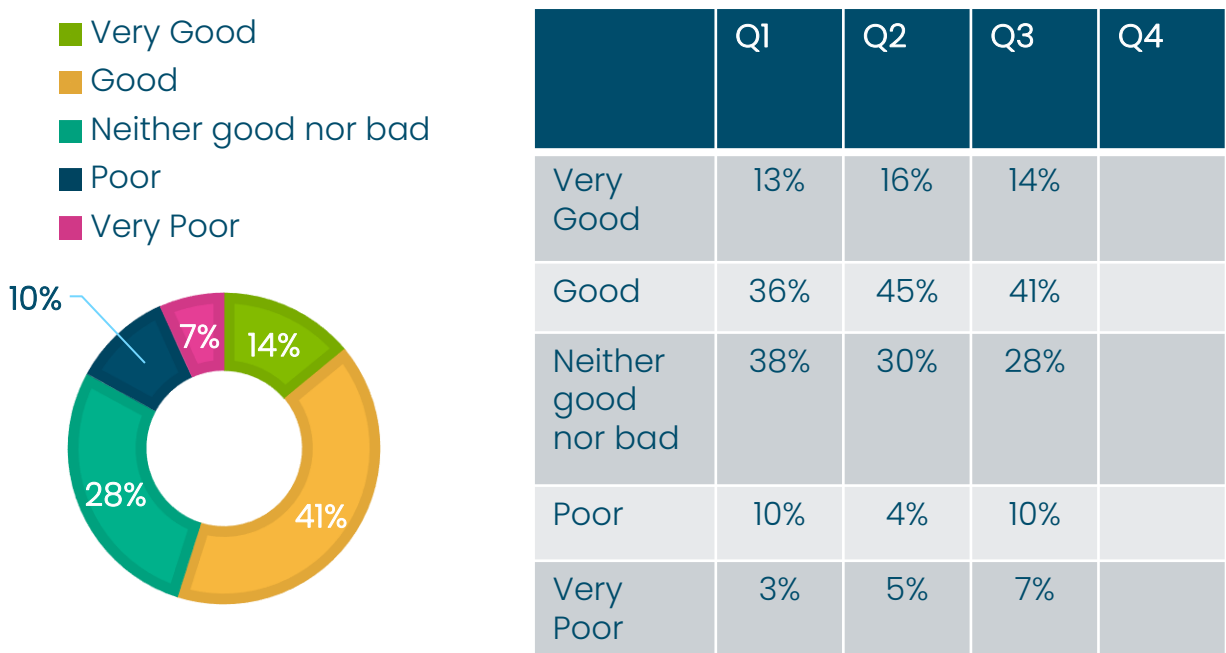
Q2) How do you find getting through to someone at your GP practice on the phone?



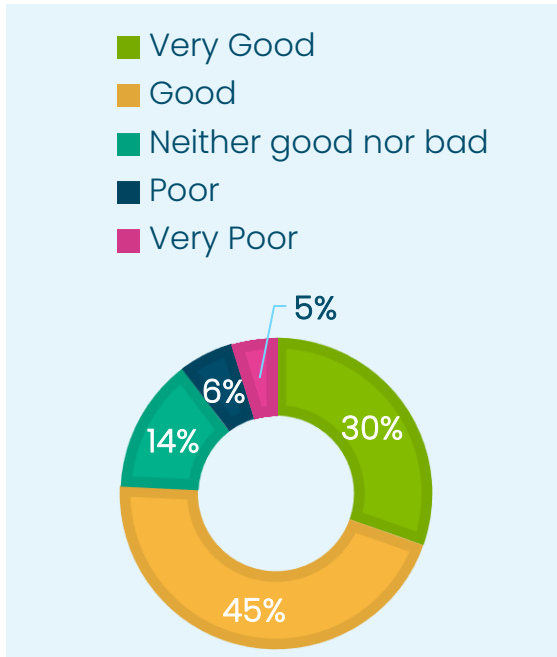
Q3) How do you find the quality of online consultations?



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

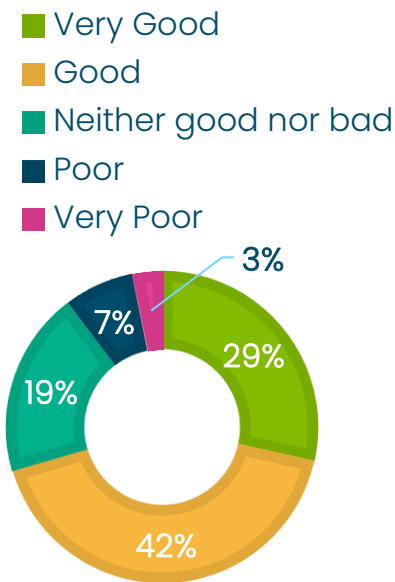


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	28%	35%	30%	
Good	50%	43%	45%	
Neither good nor bad	15%	12%	14%	
Poor	6%	8%	6%	
Very Poor	1%	2%	5%	

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



	Q1	Q2	Q3	Q4
Very Good	30%	28%	29%	
Good	47%	48%	42%	
Neither good nor bad	17%	15%	19%	
Poor	5%	6%	7%	
Very Poor	1%	3%	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 October and December 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.

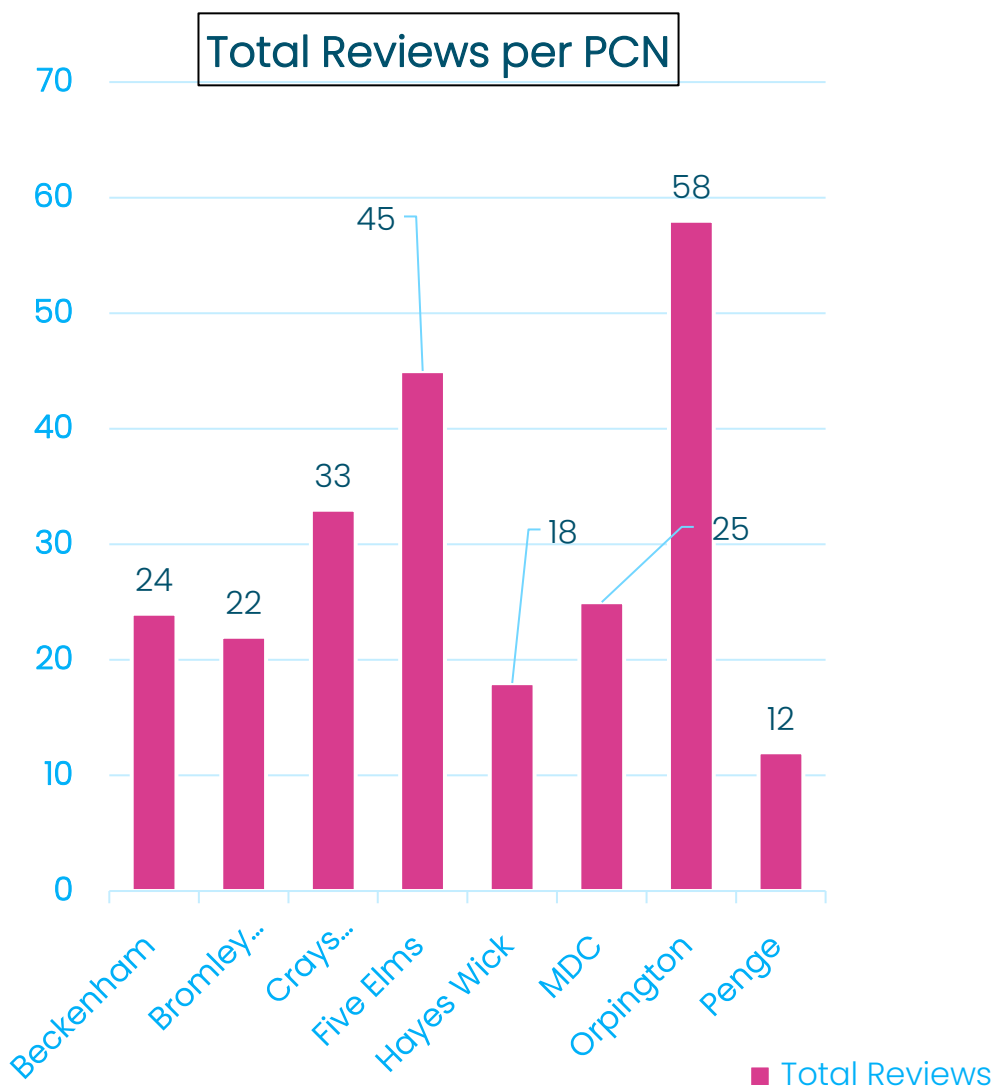
Top five themes	Positive	Neutral	Negative	Total
Access (appointment availability)	68 (47%)	5(3%)	74 (50%)	146
Staff attitudes	105 (80%)	17 (13%)	10 (8%)	132
Getting through on the telephone	61 (51%)	56 (47%)	3 (3%)	120
Quality of treatment	92 (81%)	13 (11%)	9 (8%)	114
Remote appointments	40 (57%)	11 (16%)	19 (27%)	70

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 October and December, the PCNs which received the most reviews were Orpington, Five Elms and Crays Collaboration.



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	2.6	2.1	3.5	3.3	3.8	3.8
Bromley Connect	2.5	2.5	3.2	3.8	3.4	3.6
Crays Collaboration	2.4	2.6	3.2	3.0	3.8	3.8
Five Elms	2.6	2.4	3.6	3.5	4.1	4.0
Hayes Wick	2.3	2.4	3.2	3.3	4.0	3.6
Mottingham, Downham & Chislehurst (MDC)	2.4	1.8	3.1	3.4	3.6	3.9
Orpington	2.5	2.3	3.6	3.6	4.0	3.9
Penge	3.0	2.8	3.7	3.9	4.3	4.2

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: 24	3.4	1. Appointment availability	1. Management of service
		2. Staff attitudes	2. Appointment availability
Bromley Connect No of reviews: 22	3.4	1. Quality of treatment	1. Management of service
		2. Quality of staff	2. Appointment availability
Crays Collaboration No of reviews: 33	3.6	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the phone
Five Elms No of reviews: 45	3.8	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment.	2. Getting through on the telephone
Hayes Wick No of reviews: 18	3.7	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
MDC No of reviews: 25	3.5	1. Quality of treatment	1. Getting through on the phone
		2. Staff attitudes	2. Appointment availability
Orpington No of reviews: 58	3.4	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the phone
Penge No of reviews: 12	3.8	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Quality of staff

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 quarters.

Positive Issues

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

Negative issues

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

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.



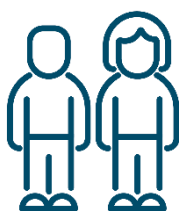
Gender

We received more reviews from women (100) than men (62) but similar percentages of positive reviews (65% and 62% respectively).



Age

We received fewest reviews from patients aged 18-24 (1) and most from those aged 75-84 (47), whose reviews were 70% positive, as were 79% of reviews from 35-44 year olds. Patients aged 55-64 left 55% negative and neutral feedback.



Ethnicity

Most reviews were made by 'White British' patients (115), 70% of these were positive.

12 'White Other' patients provided reviews and 58% of these were positive.



Disability and Long-Term Conditions (LTC)

65% of the 34 people who considered themselves to have a disability, and 66% of the 111 patients who don't consider themselves disabled left positive feedback about their GP practice.

64% of the 80 patients who have a LTC and 67% of the 70 patients who don't have a LTC left positive feedback.

Experiences of Hospital Services



What people told us about hospitals

"Communication is good, services are excellent, staff are very nice and professional."

"Nurses are overworked on ward. Wrong information on MyChart."

"The healthcare nurses, midwives and doctors have been very pleasant and patient."

"Communication between care plan and GP needs to be improved."

"Staff very welcoming. Facilities have improved."

"Getting prescription could take hours."

"Staff have been empathetic and patient. Each step was well explained, and I felt supported throughout the decisions in my care."

Was referred here by my GP...initially told me they would schedule me to see a psychiatrist in 2021, which didn't happen until 2023."



Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects highlighted between October and December 2024.



Quality of treatment

90% of patients rated their quality of treatment positively – this is a small increase on the past two quarters where positive ratings were 87% and 86%, respectively. Patients attending the rheumatology department especially were happy with the service provided.



Staff attitudes

93% of patients were positive about staff attitudes – a small increase on last quarter (90%). Patients appreciated the politeness and friendliness of staff.



Appointment availability

86% of reviews were positive about the availability of appointments – this is an increase on last quarter (74%). Patients appreciated being able to phone the hospital (73% positive) and some reported that they found the myChart app useful.

What could be improved?

Below is a list of the key positive aspects highlighted between October and December 2024.



Waiting times (punctuality and queueing on arrival)

34% of patients were negative or neutral regarding waiting times at the hospital – this is lower than last quarter (41%); many patients reporting this were attending A&E.



Communication with patients (treatment explanation, verbal advice)

40% of patients were negative about the communication they received from the hospital. This relates to several areas including discharge plans and incorrect information on myChart.



Communication between services

41% of patients were unhappy with the communication between services (27% negative and 14% neutral – though lower than last quarter (51%) this is a key element of healthcare. Communication, particularly between GPs and hospitals, is frequently described by patients as problematic.

Hospital Services

Full data set

Hospital Services

No. of Reviews	182
Positive	79%
Negative	9%
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?

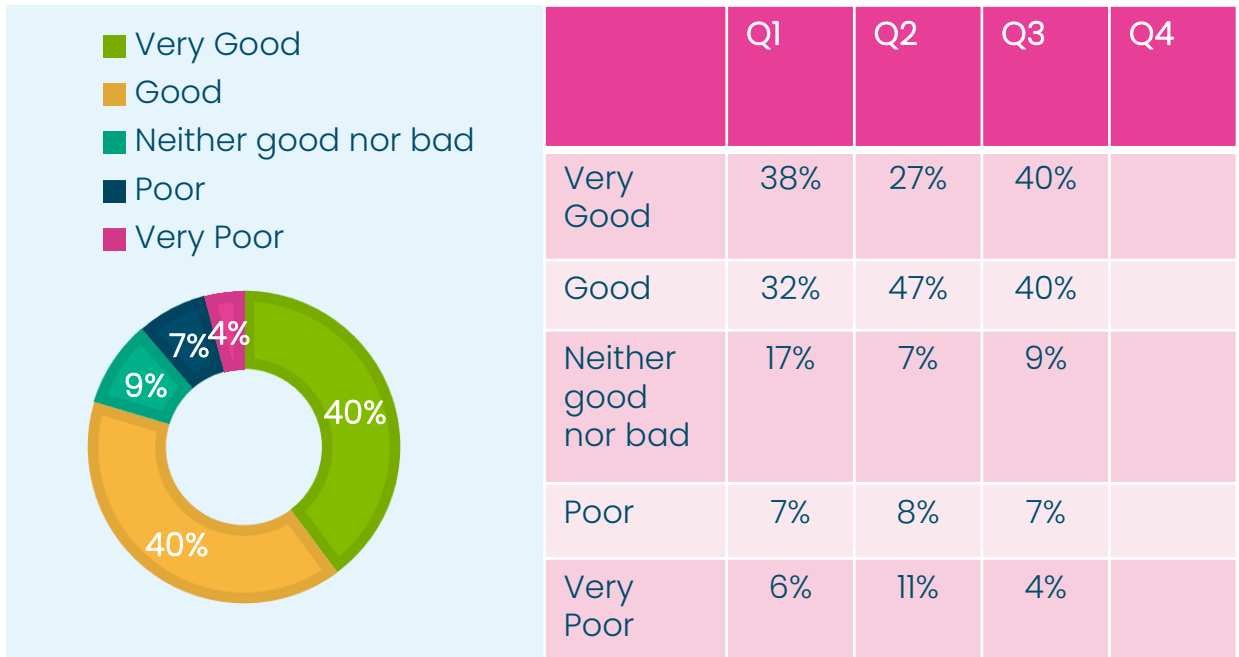
Q5) How do you think the communication is between your hospital and GP practice?

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

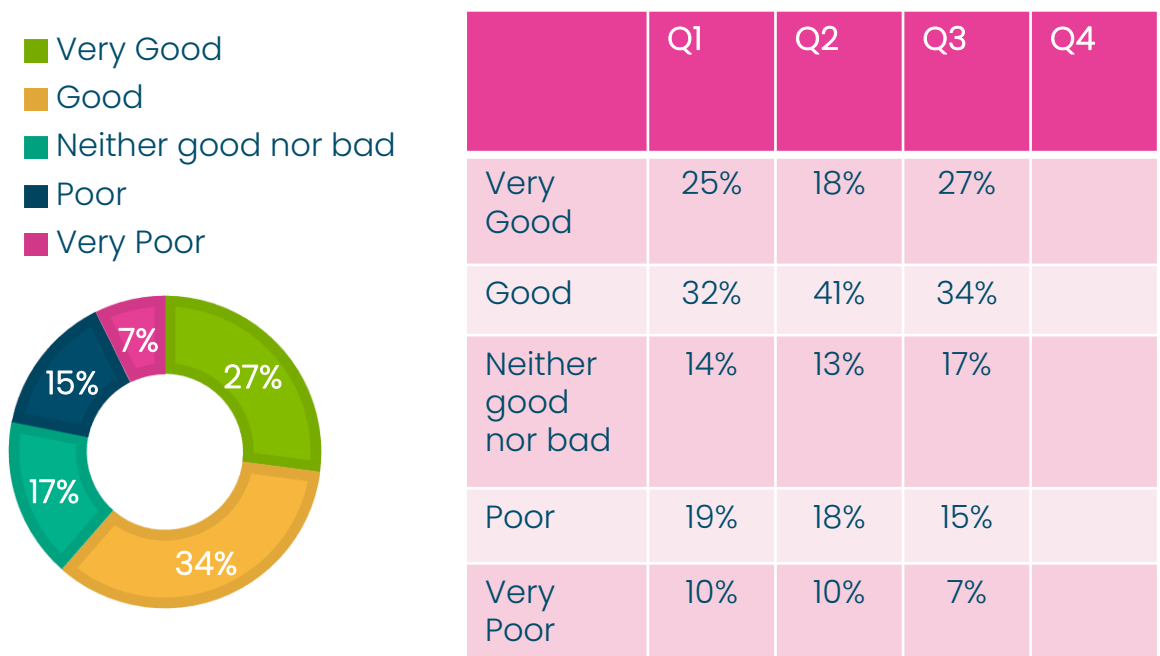
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

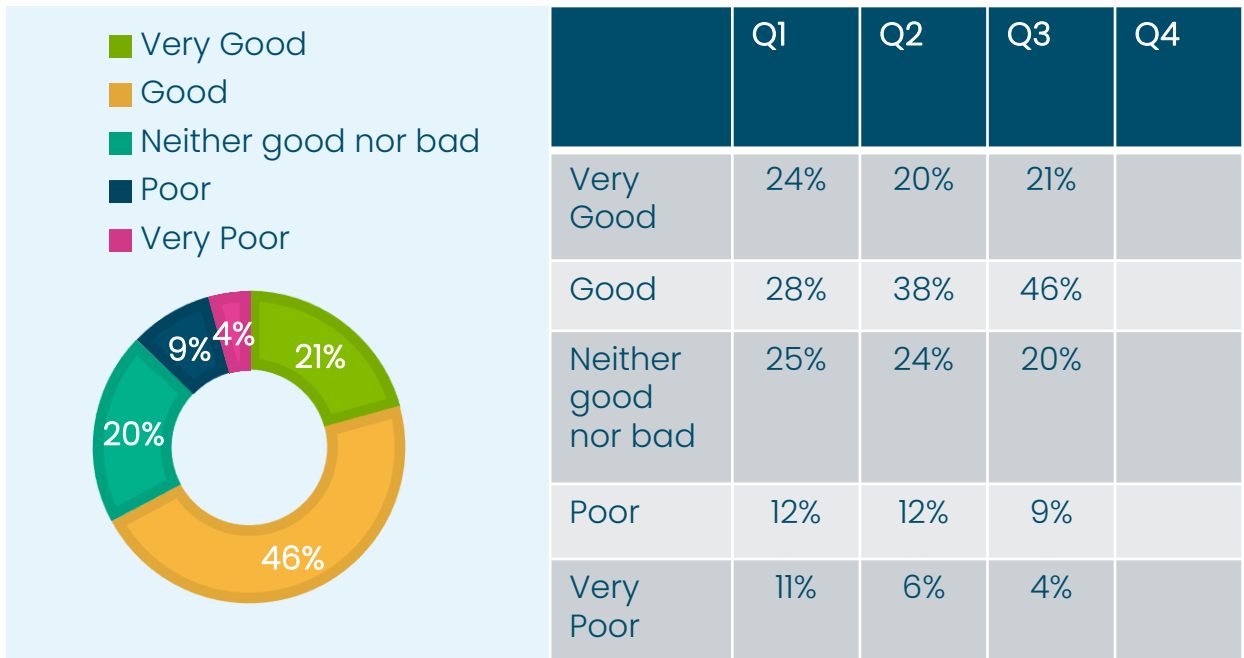
Q1) How did you find getting a referral/appointment at the hospital?



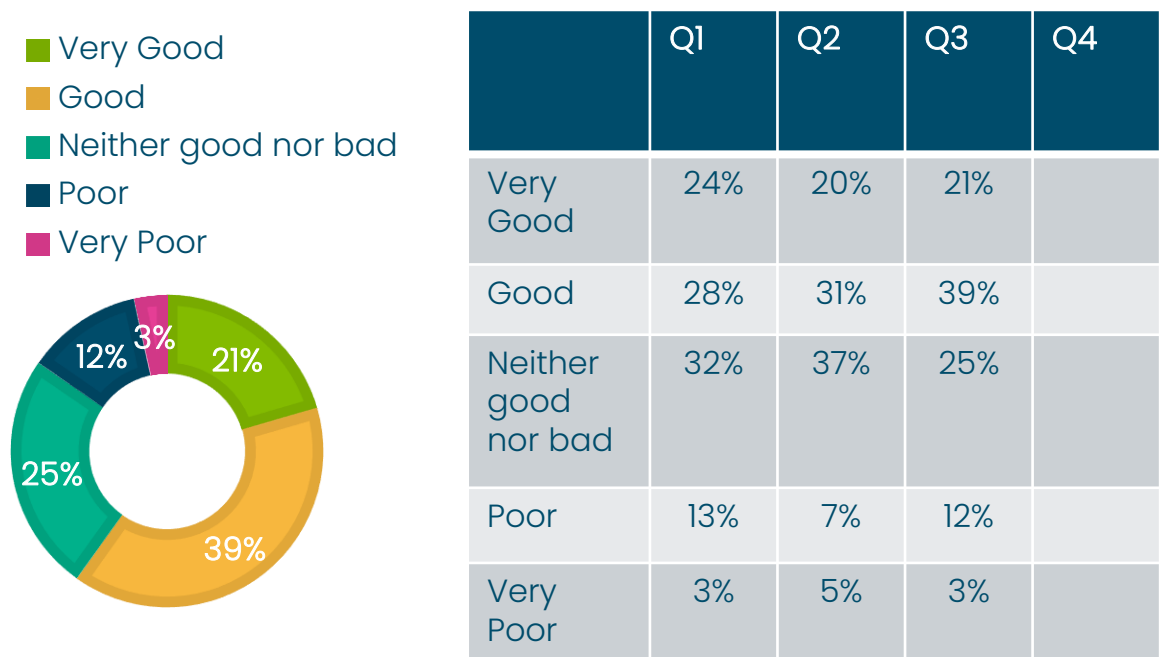
Q2) How do you find getting through to someone on the phone?



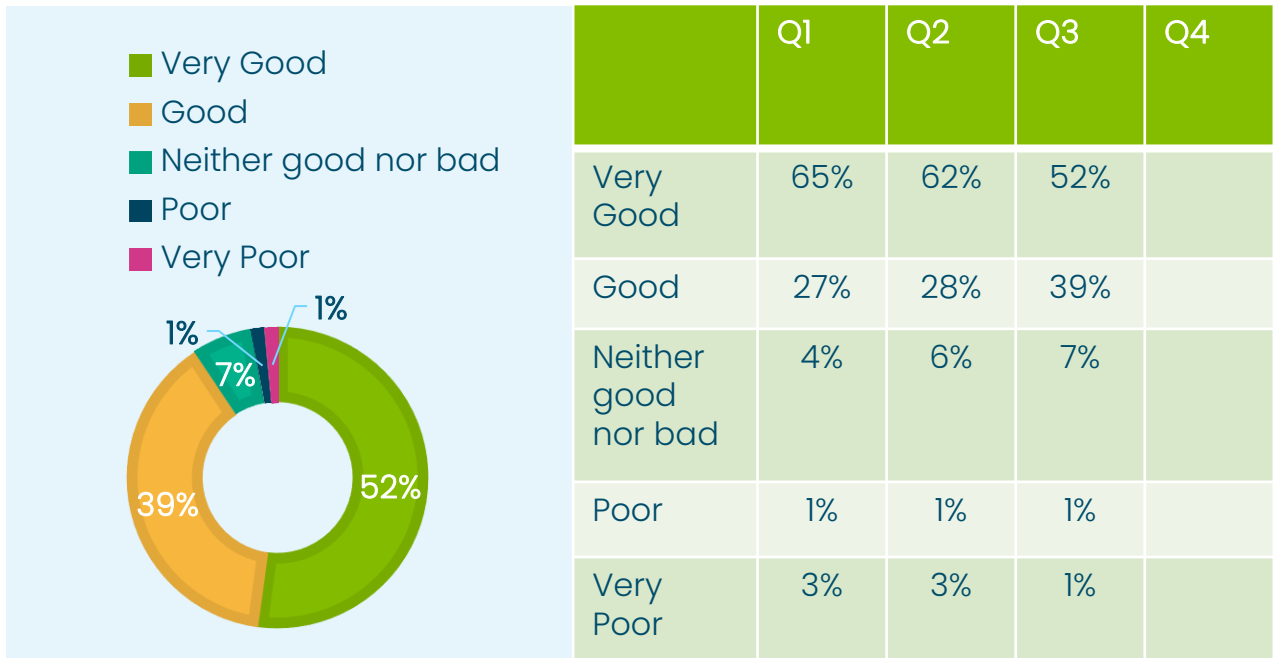
Q3) How do you find the waiting times at the hospital?



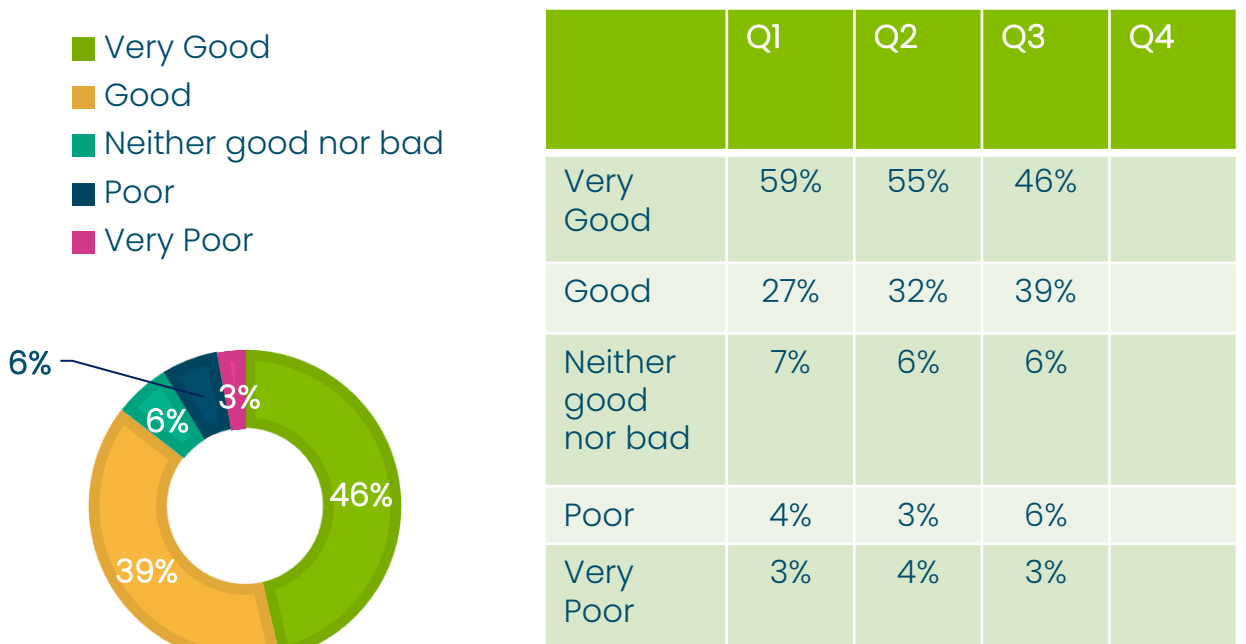
Q4) How do you think the communication is between your hospital and GP practice?



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 table below show the top five themes mentioned by patients between October and December 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
Quality of treatment	89 (90%)	5 (5%)	5 (5%)	99
Waiting times (punctuality and queuing on arrival)	61 (66%)	25 (27%)	6(7%)	92
Staff Attitudes	84 (93%)	2 (2%)	4 (4%)	90
Appointment availability	65 (86%)	11 (14%)	0 (0%)	76
Communication between services	30 (59%)	14 (27%)	7 (14%)	51

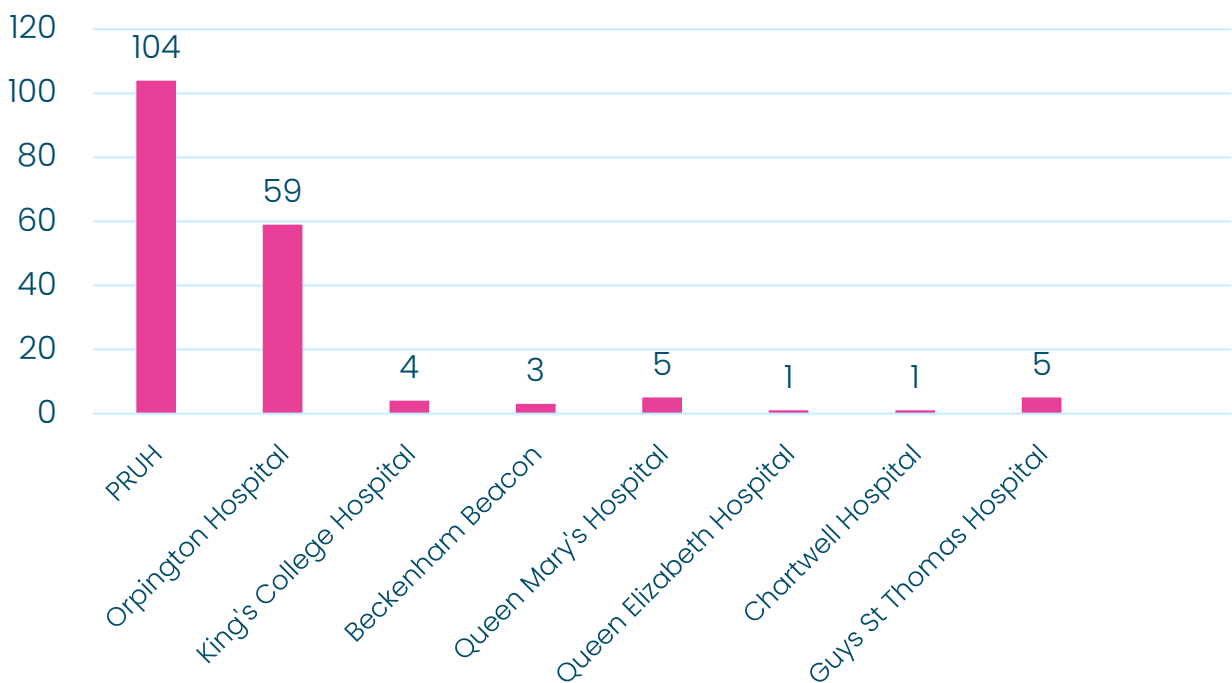
Reviewed Hospitals

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	
Queen Elizabeth Hospital	Lewisham and Greenwich NHS Trust
St George's Hospital	St George's University Hospitals Foundation Trust
Chartwell Hospital	Private hospital

Between October-December, 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 Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Princess Royal University Hospital No of reviews: 104	4.1	3.6	3.7	3.6	4.3	4.3
Orpington Hospital No of reviews:	4.0	3.6	3.7	3.7	4.5	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. Quality of treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff attitudes	2. Communication between services
		3. Appointment availability	3. Management of service
Orpington Hospital	4.2	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. 1. Waiting Times (punctuality and queueing on arrival)
		3. Appointment availability	3. Car parking

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

Negative issues

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

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.



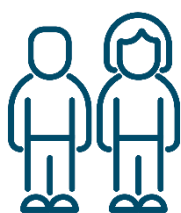
Gender

29 men and 106 women provided demographic information and 76% and 82% of these reviews respectively were positive.



Age

25-34 year olds provided the most reviews (27); 89% were positive. Similarly, there were 26 reviews from 65-74 year olds, which were 85% positive.



Ethnicity

Most reviews made by 'White British' patients (100). 82% were positive.

Of the 5 reviews received from 'Any other Black / Black British background', 80% were positive.



Disability and Long-Term Conditions (LTC)

69% of the 26 people with a disability had positive experiences, as did 75% of the 63 respondents with a LTC.

Appendix



Photo by Anna Schvets

Number of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	141 (59%)	55 (23%)	42 (18%)	238
Hospital	144 (79%)	16 (9%)	22 (12%)	182
Dentist	37 (77%)	6 (13%)	5 (10%)	48
Pharmacy	53 (69%)	3 (4%)	21 (27%)	77
Optician	11 (84%)	1 (8%)	1 (8%)	13
Mental Health	1 (11%)	0 (0%)	8 (89%)	9
Community Health	11 (35%)	3 (10%)	17 (55%)	31
Other	0	0	0	0
Overall Total	398	81	116	598

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	30%	116
Woman (including trans woman)	68%	259
Non- binary		1
Other	1%	2
Prefer not to say	3%	3
Not provided		217
Total	100%	598

Long-term condition	Percentage %	No of Reviews
Yes	53%	184
No	44%	151
Prefer not to say	2%	7
Not known	1%	4
Not provided		252
Total	100%	598

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	5
Bisexual	1%	2
Gay Man	1%	3
Heterosexual/ Straight	88%	304
Lesbian / Gay woman		0
Pansexual		1
Prefer not to say	9%	31
Not provided		252
Total	100%	598

Age	Percentage %	No of Reviews
Under 18		
18-24	13%	2
25-34	12%	45
35-44	10%	42
45-54	14%	33
55-64	20%	50
65-74	25%	70
75-84	4%	87
85+	1%	13
Prefer not to say	1%	3
Not provided		253
Total	100%	598

Disability	Percentage %	No of Reviews
Yes	24%	81
No	70%	236
Not known	5%	16
Prefer not to say	1%	4
Not provided		261
Total	100%	598

Unpaid Carer	Percentage %	No of Reviews
Yes	18%	60
No	75%	251
Prefer not to say	7%	25
Not provided		262
Total	100%	598

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	2%	8
Not in employment & Unable to work	6%	21
Not in Employment/ not actively seeking work - retired	46%	158
Not in Employment (seeking work)	3%	10
Not in Employment (Student)		
Paid: 16 or more hours/week	27%	92
Paid: Less than 16 hours/week	4%	12
On maternity leave	6%	21
Prefer not to say	6%	19
Not provided		257
Total	100%	598

Religion	Percentage %	No of Reviews
Buddhist	1%	4
Christian	48%	164
Hindu	1%	3
Jewish	1%	2
Muslim	4%	12
Sikh		1
Spiritualist	1%	4
Prefer not to say	2%	8
Other religion	35%	120
No religion	7%	23
Not provided		257
Total	100%	598

Pregnancy	Percentage %	No of Reviews
Currently pregnant	4%	12
Currently breastfeeding	3%	10
Given birth in the last 26 weeks	5%	16
Prefer not to say	4%	15
Not relevant	73%	248
No	11%	39
Not provided		258
Total	100%	598

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	57%	263
Irish		
Gypsy or Irish Traveller		
Roma		
Any other White background		
Bangladeshi	5%	18
Chinese		
Indian	1%	2
Pakistani	1%	4
Any other Asian background/Asian British Background	1%	3
African	4%	13
Caribbean	3%	11
Any other Black / Black British background	3%	10
Asian and White	1%	2
Black African and White		
Black Caribbean and White		
Any other mixed or multiple ethnicities	1%	2
Arab		
Any other ethnic group	3%	11
Not provided		257
Total	100%	598

Area of the borough (Ward)	Percentage %	No of Reviews
Beckenham Town & Copers Cope	8%	26
Bickley & Sundridge		
Biggin Hill	9%	30
Bromley Common & Holwood	6%	19
Bromley Town		
Chelsfield	3%	12
Chislehurst	3%	11
Clock House	1%	3
Crystal Palace & Anerley Darwin		
Farnborough & Crofton		1
Hayes & Coney Hall	3%	10
Kelsey & Eden Park	1%	2
Mottingham	6%	21
Orpington		
Penge & Cator	1%	4
Petts Wood & Knoll	5%	16
Plaistow	1%	4
Shortlands & Park Langley	1%	3
St Mary Cray	3%	10
St Paul's Cray	3%	10
West Wickham	5%	16
Out Of Borough	12%	41
Not provided		253
Total	100%	598

healthwatch Bromley

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