



**PATIENT EXPERIENCE  
REPORT 2021/2022  
QUARTER 3  
OCTOBER - DECEMBER**

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# Introduction & Executive Summary

This is the Quarter 3 Patient Experience Report for Healthwatch Bromley, covering the period from October - December 2021. Healthwatch was created by the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. Healthwatch Bromley has a duty to gather and publish the views of patients and service users in the borough. To fulfil this duty, a comprehensive patient experience data collection programme is operated. Annually this yields approximately 2,400 patient experiences.

Normally, our Patient Experience Officer, supported by a team of volunteers, visits health and social care services weekly 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 II p28-29). The form asks patients 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. We approach every patient, capture their experience in their own words and seek consent for their feedback to be published on the Healthwatch Bromley website using our 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.

During lockdown, we also introduced a new model for our Patient Experience Programme, involving the collection of feedback through telephone calls to Bromley residents and collating existing online reviews from relevant platforms, such as NHS, Care Home, Google reviews and Care Opinion. This 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 organisation and subsequent increasing number of reviews.

# Introduction & Executive Summary cont.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Bromley's population, we acknowledge that the type of service used varies from person to person, and people use different services at different stages in their lives. Some people, of course, do not use services at all. All those contacted are asked for monitoring information, but some do not wish to provide this.

Healthwatch Bromley's website continues to be available for the public to visit and independently provide service feedback and comments through our Digital Feedback Centre. Our questions are uniform across the Digital Feedback Centre and the physically collected forms.

This report covers the Quarter 3 period, October - December 2021. During this time, **611** reviews were collected. Of the 611 reviews collected this quarter, 471 (77%) were positive with star rating 4-5, 25 (4%) neutral with star rating 3 and 115 (19%) negative with star rating 1-2. The information presented within this report reflects the individual patient experience of health and social care services. Healthwatch Bromley presents this information for consideration and anticipates that it will be used to highlight good practice and areas for improvement.

Some key parts of the report include reviews for Dental, GP, and Hospital, that highlight residents' high levels of satisfaction with staff attitudes and the quality of care received. We also received a larger number of reviews related to COVID-19 vaccination centres. This was due to our team carrying out visits to several sites across the borough during this quarter. We were able to speak to multiple residents and hear about their experience of having vaccinations.

# Our Data Explained

Healthwatch Bromley use a 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. It asks for a star rating against specific domain areas (between 1-5)

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.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, our informatics system creates a 'sentiment score' by using a sophisticated algorithm to analyse comments and categorise them as positive, negative or neutral. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

# Overall Star Ratings

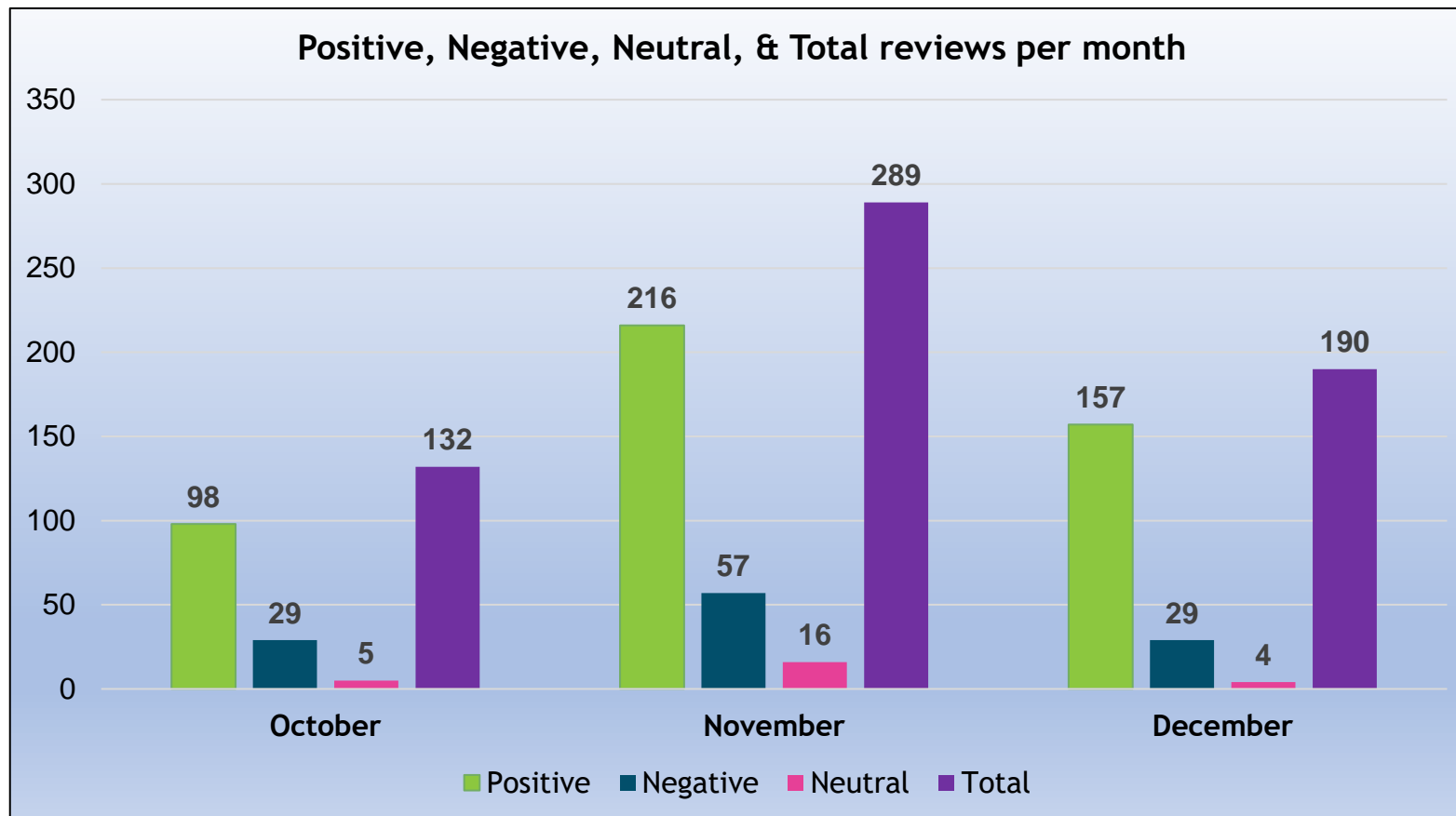
The number of patient reviews received for this quarter was **611**. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices (pg.28-29) for examples of our physical and online questionnaires.

Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. It is important to note that our experience in other boroughs has shown that people are very reluctant to give a negative rating of their care provider. When the 3\* 'neutral' ratings are analysed in more detail we have traditionally found these to outline negative feedback. Therefore, where a significant number of 3\* ratings are found, our experience tells us these areas are worthy of further attention to help identify areas for improvement.

Month	4-5 Star Reviews (Positive) ★ ★ ★ ★ ★	1-2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆
October	98	29	5
November	216	57	16
December	157	29	4
Total	471	115	25

# Overall Star Ratings continued

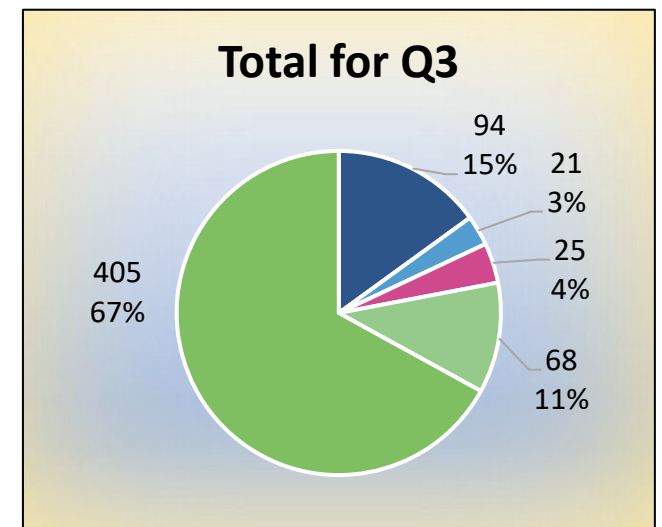
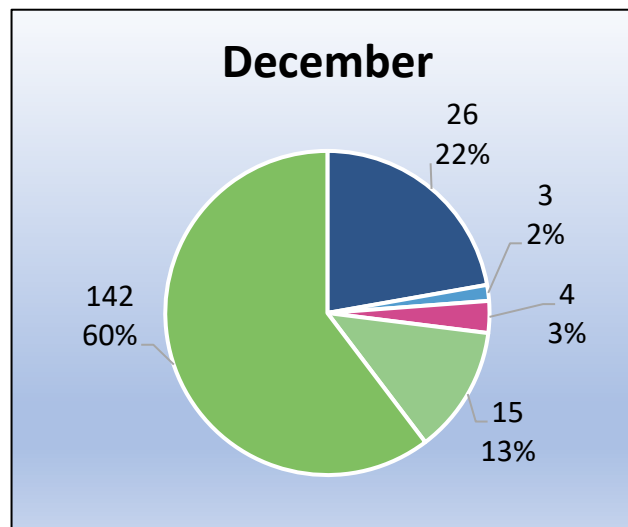
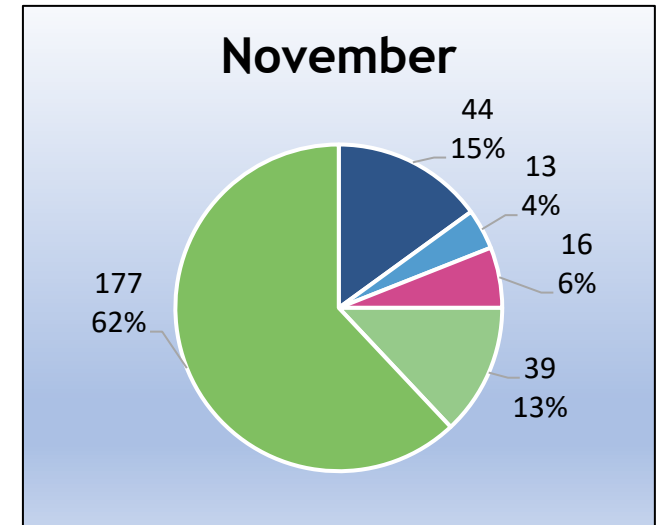
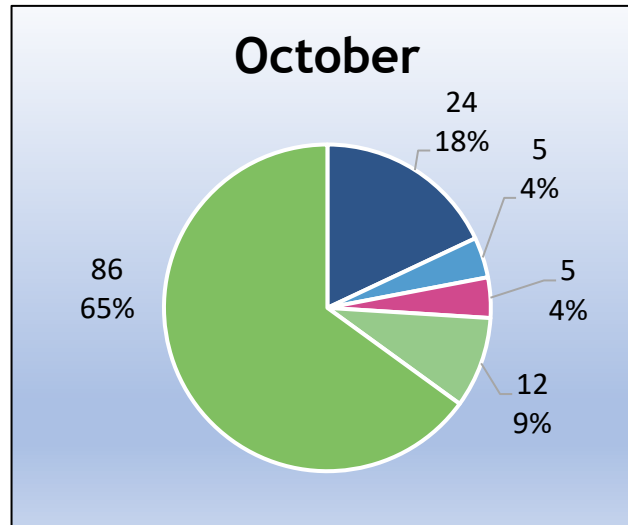
This chart provides a further breakdown of positive, negative, neutral and an overall total number of reviews for each month. We are very pleased we reached our target number of 600 reviews. However, we recognise that in November we collected more reviews in comparison to October and December. This was due to a combination of volunteer capacity as well as transitioning back to face-to-face engagement when lockdown measures had been lifted.



# Overall Star Ratings continued

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

The overall star ratings for services tell us that people are generally satisfied with the quality of services across the borough.



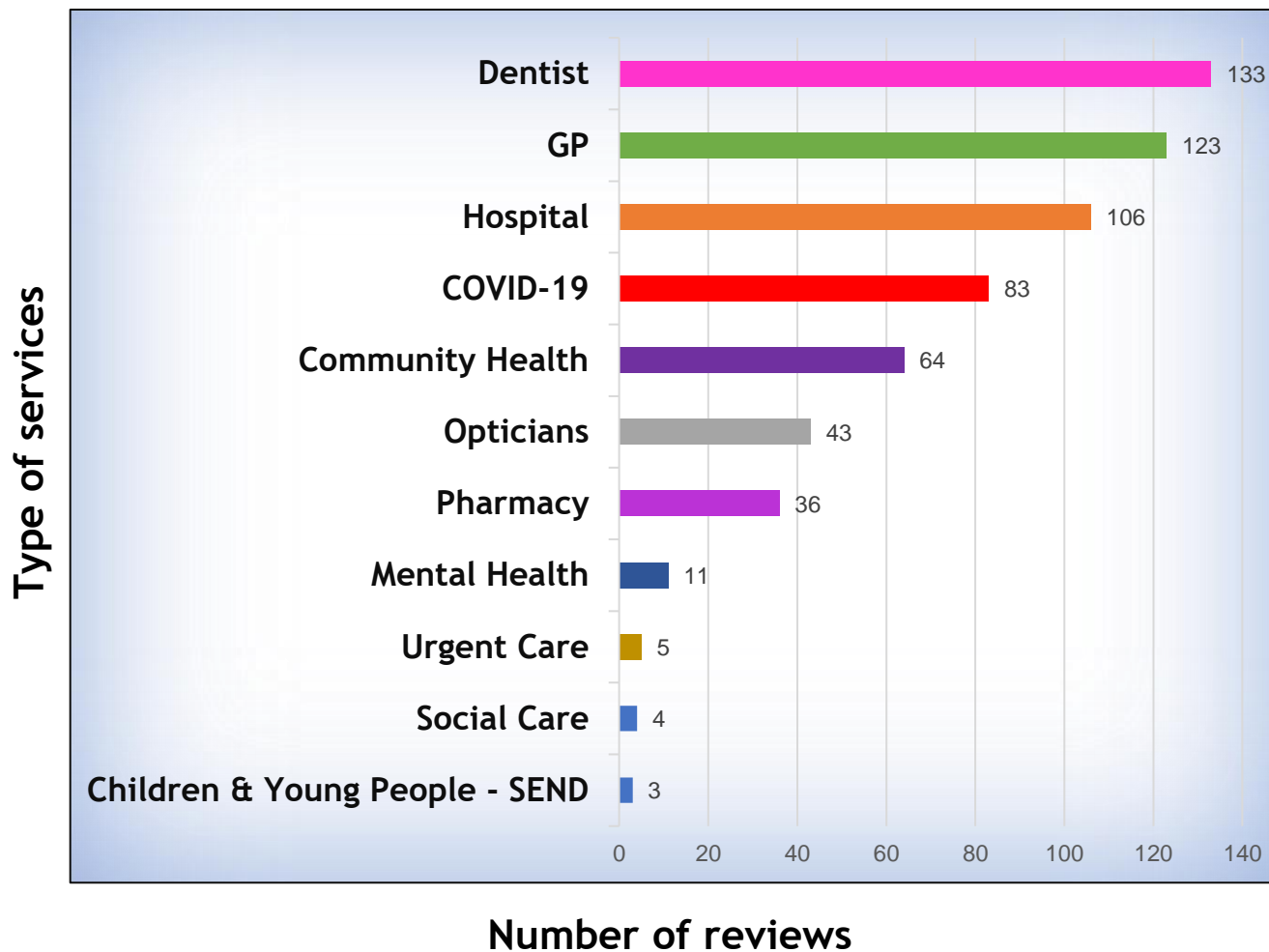


# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 11 service categories, as seen in this chart.

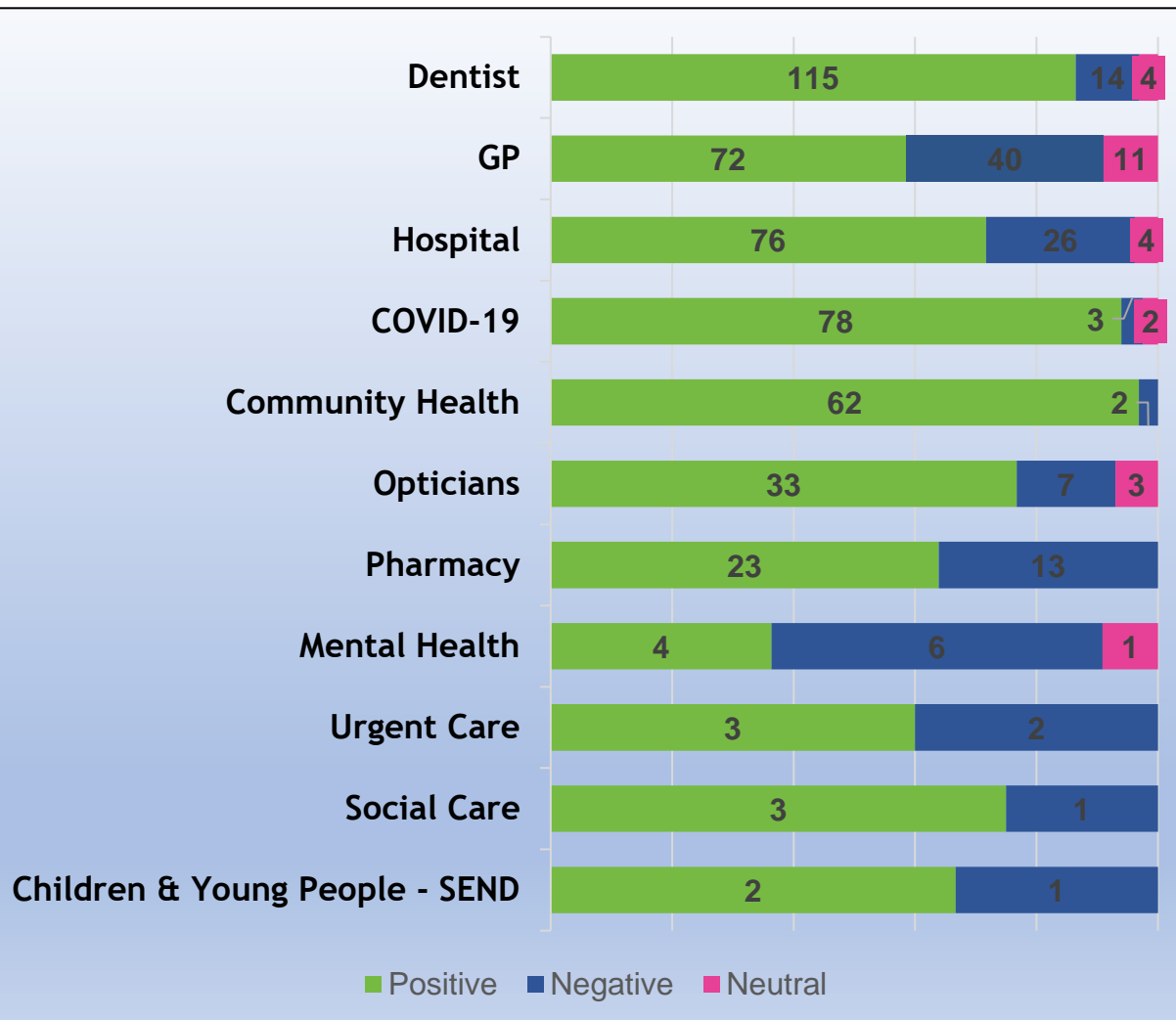
The category with the highest number of reviews recorded is Dentist services (133), followed by GP (123), Hospital (106) and COVID-19 (83).

The service-type with the lowest number of reviews recorded is Children & Young People - SEND (3). More information about SEND service feedback reports can be found on [www.bromleypes.co.uk](http://www.bromleypes.co.uk)



# Distribution of Positive, Negative & Neutral

Type of services



Number of reviews

This chart illustrates the proportion of negative, neutral, and positive reviews within each of the ten service-type categories previously discussed. Reviews are categorised according to their star ratings.

Dentist services received the most reviews this quarter (133). Of these, 11% (14) were negative, 3% (4) were neutral, and 86% (115) were positive.

GP services received the second highest number of reviews this quarter (123). Of these 33% (40) were negative, 9% (11) were neutral, and 58% (72) were positive.

Hospital received the third highest number of reviews this quarter (106). Of these 24% (26) were negative, 4% (4) were neutral, and 72% (76) were positive.

COVID-19 received the fourth highest number of reviews this quarter (83). Of these 4% (3) were negative, 2% (2) were neutral, and 94% (78) were positive.

# Themes and Sub-Themes

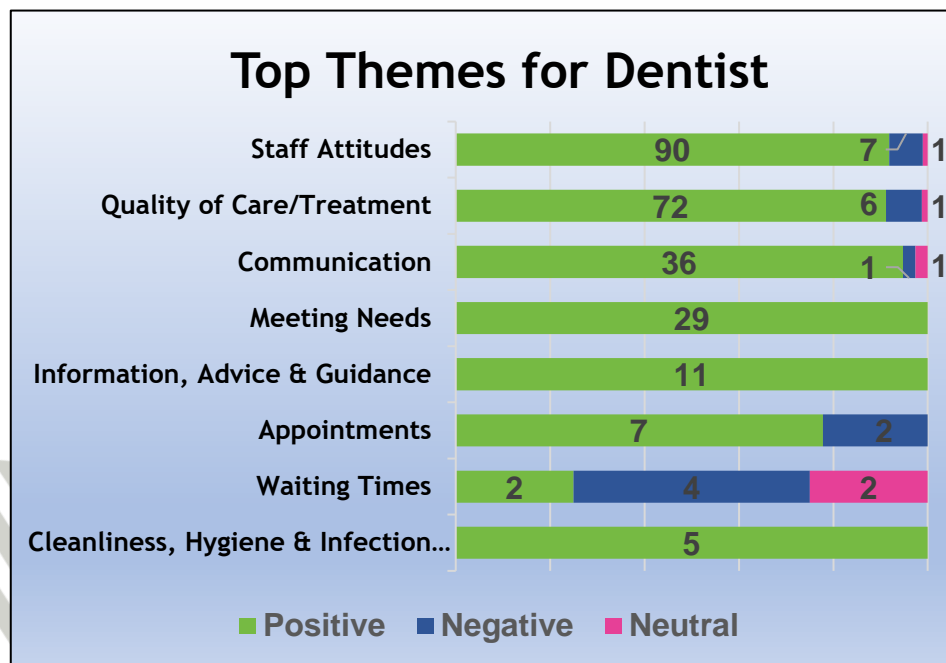
This section shows a breakdown of the main themes and sub-themes for service areas where we received a significant number of reviews. In Q3 these areas were: Dentist, GP, Hospital and COVID-19 . After asking patients for an overall star rating of the service we ask them to "tell us more about your experience".

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 I p30-31 ).For this reason, the total number of theme counts 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 allocated. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide.

# Dentist Themes and Sub-Themes

Dentist services were the most reviewed category for this quarter, with a total of 133 reviews. **Staff Attitudes** was the most applied theme with a total of 98 counts, 92% (90 counts) being positive, 1% (1 count) being neutral, and 7% (7 counts) negative. People commented on the high standards of professionalism from reception staff and good treatment explanation from dentists.

Another positive theme was **Quality of Care/Treatment** with a total of 79 counts; 91% (72 counts) reported positive reviews, 1% (1 count) was neutral, and 8% (6 counts) negative. This represents a patient satisfaction with the care and treatment they are receiving from the staff in Dentist services.



Number of reviews

#### Positive reviews

“Very friendly staff and dentist.”

*Dentist*

“A really well organised friendly dental practice.”

*Dentist*

“Received quick professional service.”

*Dentist*

#### Negative reviews

“The receptionist was unprofessional.”

*Dentist*

“Told to book an appointment, and have to wait 2 weeks.”

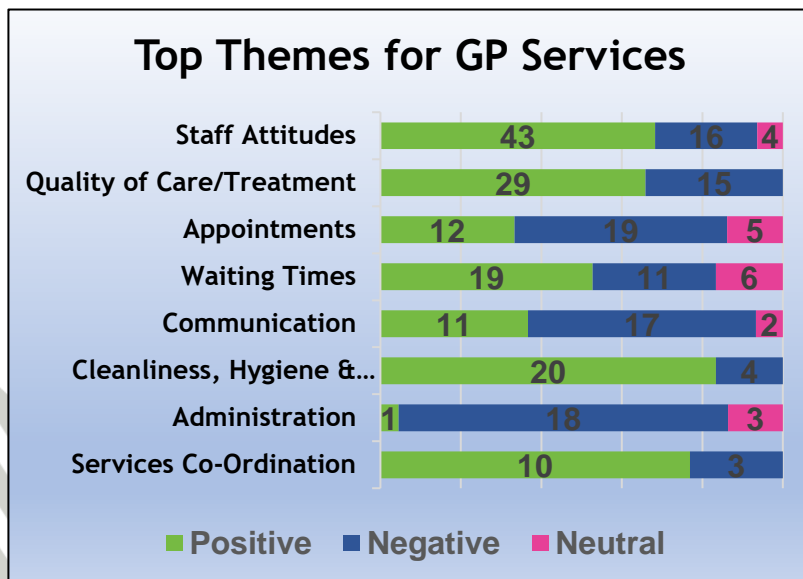
*Dentist*

# GP Themes and Sub-Themes

GP services was the second most reviewed category with a total of 123 reviews. **Staff attitudes** was the most applied theme with a total of 63 counts, 68% (43 counts) being positive, 6% (4) being neutral, and only 25% (16 counts) being negative. The positivity reflected in these figures shows that staff are providing a friendly and efficient service to their patients.

This second most applied theme was **Quality of Care/Treatment**, with a total of 44 counts, 66% (29 counts) and 34% (15 counts) being negative. The majority of positive reviews with this theme represents over all good quality of care and treatment provided by staff in GP services across the borough.

On closer inspection of sub-themes for **Appointments**, Booking Appointments received 32% (10 counts) as positive, 16% (5 counts) as neutral and 52% (16) as negative. The majority of reviews were negative for **Appointments** and this reflects the findings in our previous Q2 report. Most service users commented on issues with getting through on the telephone and this is an area we will continue to address over the coming months.



Number of reviews

## Positive reviews

“Very knowledgeable doctors, kind and compassionate.”

*GP Surgery*

“pleasantly surprised by the efficient responses I have had following several recent e-consultations.”

*GP Surgery*

## Negative reviews

“Getting an appointment is next to impossible.”

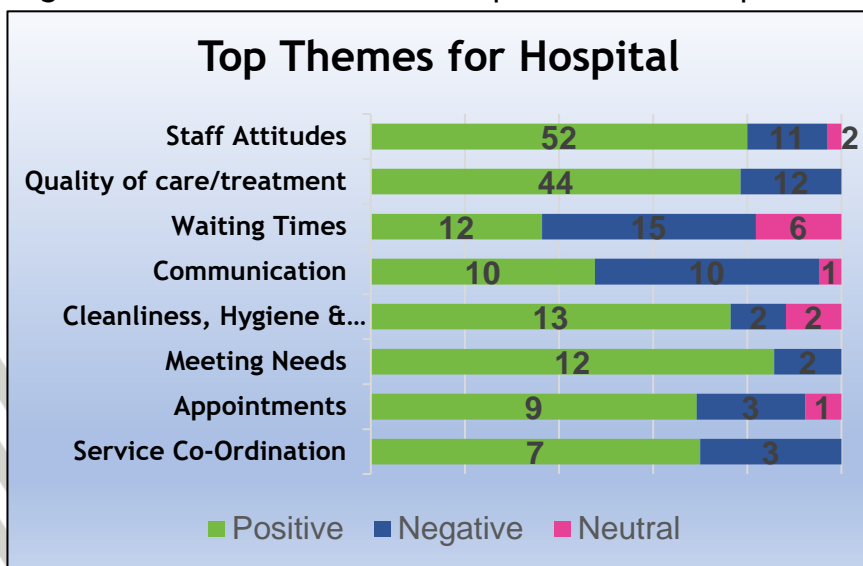
*GP Surgery*

# Hospital Themes and Sub-Themes

Hospital is the third most reviewed category for this quarter, with a total of 106 reviews. **Staff Attitudes** was the most applied theme with a total of 83 counts, 80% (52 counts) being positive, 17% (2 counts) being neutral, and 17% (11 counts) being negative. The majority of service users were satisfied with how hospitals are run within the borough and the treatment they received from staff.

This was closely followed by **Quality of Care/Treatment**, which was the second most applied theme for this category, with a total of 56 counts, 79% (44 counts) being positive and 21% (12 counts) negative. The feedback in this area indicates that the majority of service users are happy with the quality of care and treatment that they have received when visiting hospitals in the London Borough of Bromley.

When comparing feedback to the previous Q2 report, we have received additional reviews addressing **Waiting Times** and there are signs of improvement. We also have an increase in reviews of Communication, with equal measures of positive and negative reviews. This has also improved since the previous quarter where the majority of reviews were negative.



Number of reviews

## Positive reviews

“Efficient and well organised.”

*Hospital*

“Fab hospital and treatment.”

*Hospital*

## Negative reviews

“This doctor tried to get rid of me.”

*Hospital*

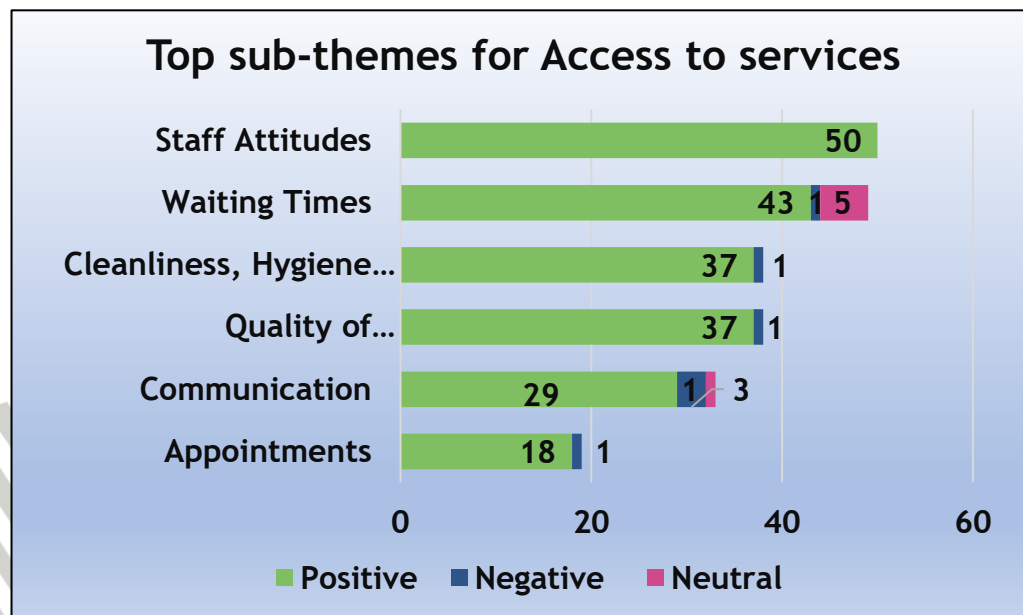
“Very little staff.”

*Hospital*

# COVID-19 Themes and Sub-Themes

COVID-19 is the fourth most reviewed category for this quarter, with a total of 83 reviews. **Staff Attitudes** was the most applied theme with a total of 50 counts and 100% being positive. This was closely followed by **Waiting Times**, which was the second most applied theme for this category, with a total of 49 counts, 88% (43 counts) being positive, 10% (5 counts) being neutral and 2% (1 count) being negative. The feedback in this area reflects positive attitudes from staff in vaccination centres across the borough, with the sentiment that staff are caring and patient with patients using their service. Service users are also satisfied with the waiting times to be seen and receive a vaccination.

As can be seen from the chart below, the centres have also had very positive reviews regarding **Cleanliness, Hygiene & Infection Control**. It had a total of 38 reviews with 97% (37 counts) being positive and 3% (1 count) being negative.



Number of reviews

## Positive reviews

“I would just like to say a massive thank you .”

COVID-19

“Courteous and friendly staff/volunteers.”

COVID-19

“Very organised throughout, no issues.”

COVID-19

## Negative reviews

“A bit of a wait due to the number of people.”

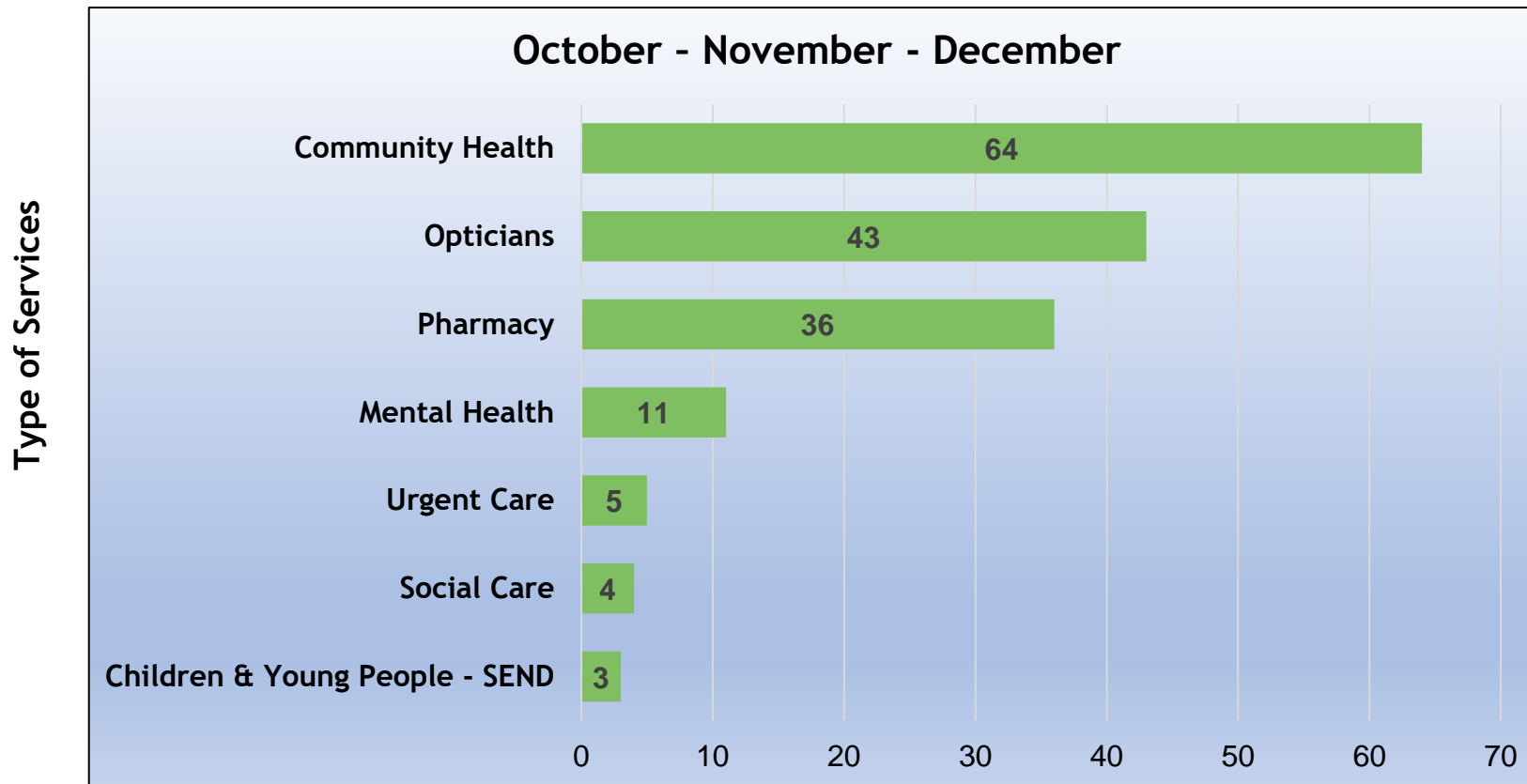
COVID-19

“Some delay compared to previous jabs.”

COVID-19

# Other Positive Reviews

This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comments received. Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. The data suggests that the majority of Bromley residents that have shared their experiences are satisfied with most of the services in Bromley.







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## Community Health

“Excellent, on time, friendly staff.”

*Community Health*

“Staff extremely good.”

*Community Health*

“I am very grateful to all the professional staff that have looked after me..”

*Community Health*

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## Opticians

“Great personal service and a great product.”

*Opticians*

“All the staff were friendly and professional.”

*Opticians*

“Thank you for knowledge, clarity, help and genuine kindness.”

*Opticians*

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## Pharmacy

“Well stocked local pharmacy.”

## Pharmacy

“Pointed out a cheaper alternative to the medicine I was buying which saved me a lot of money.”

## Pharmacy

“They are always meticulous when preparing my prescription.”

## Pharmacy

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## Mental Health

“They have to be flexible and have worked hard to meet our needs.”

## Mental Health

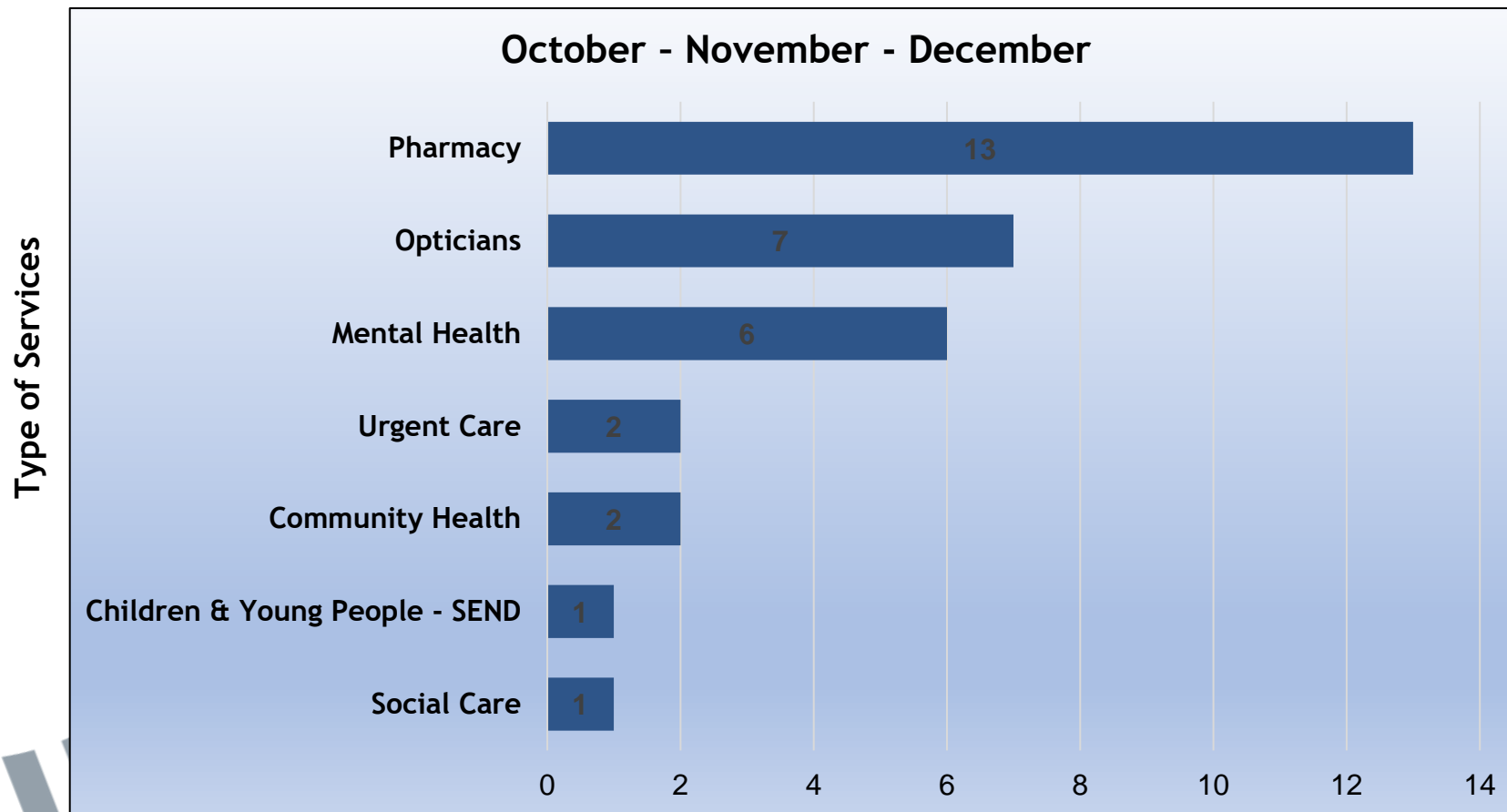
“Great place to make goals to improve yourself.”

## Mental Health

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# Other Negative Reviews

This section provides an overview of the number of negative reviews by service area and goes on to give some example of comments received. By looking at the negative reviews received from local residents of Bromley, we can better understand where a service needs to improve in order to provide a better experience.





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**Opticians**

“Usually has always been good service until i decided to try contact lenses.”

*Opticians*

“Worst place for glasses.”

*Opticians*

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**Pharmacy**

“Booked a flu jab with my wife. Had to wait two weeks for our appointments.”

*Pharmacy*

“Far too few staff.”

*Pharmacy*

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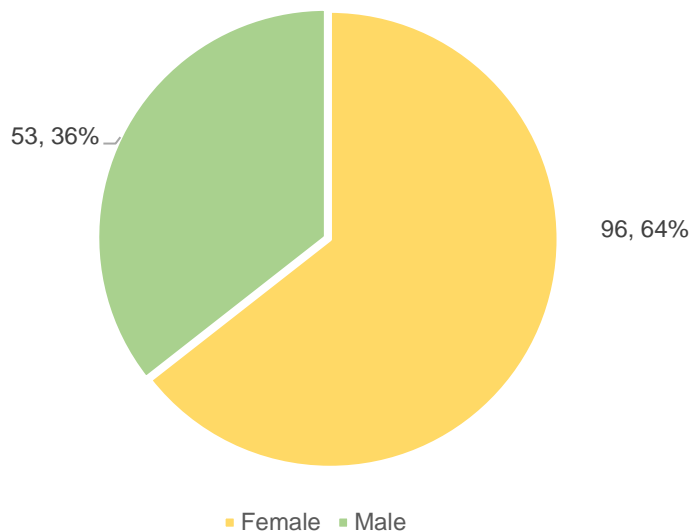
# Demographic Information

This section takes a look at demographic information. Due to the COVID-19 pandemic, Healthwatch Bromley was unable to collect a large amount of demographic information. Our patient experience methodology changed in March 2020 as we couldn't conduct face-to-face engagement with service users. However, we began in-person patient engagement again in August 2021 and have been visiting GP practices and community centres. We will seek to improve the completion of monitoring data going forward for the Q4 Report. Further training and guidance is being provided for our staff and volunteers to better support this.

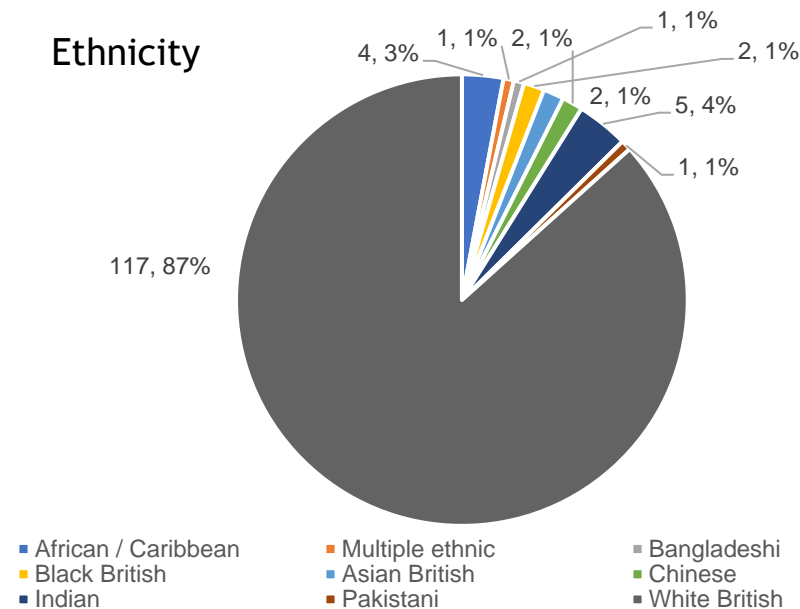
The pie chart below shows the number of reviews received this quarter from gender groups. Excluding the 462 that are left blank, the majority of the reviews received this quarter are from females, with 96 (64%), followed by male with 53 (36%). During our Direct Telephone Engagement work we have noticed that women are more willing to share their experiences.

The pie chart below shows the number of reviews received this quarter from different ethnicity groups. In terms of ethnicity, excluding the 467 who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' with 117 (87%).

Gender



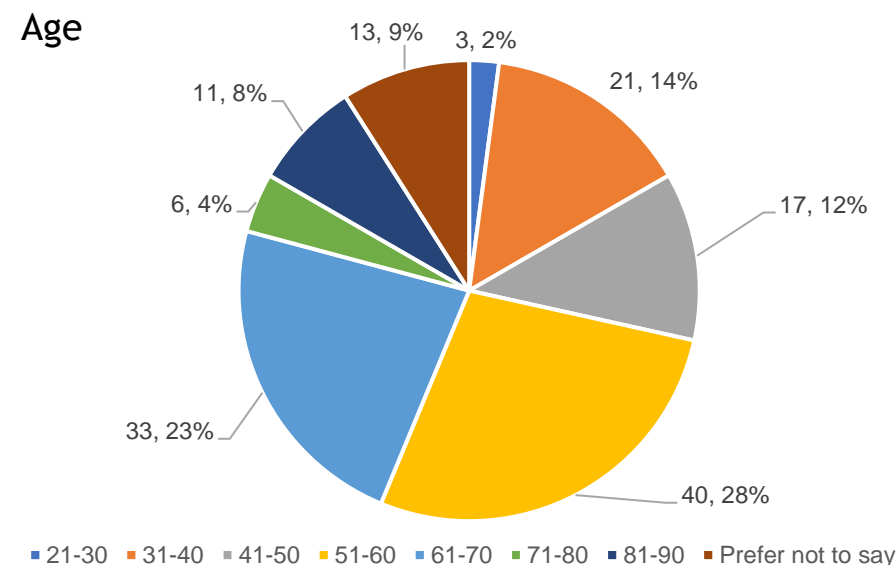
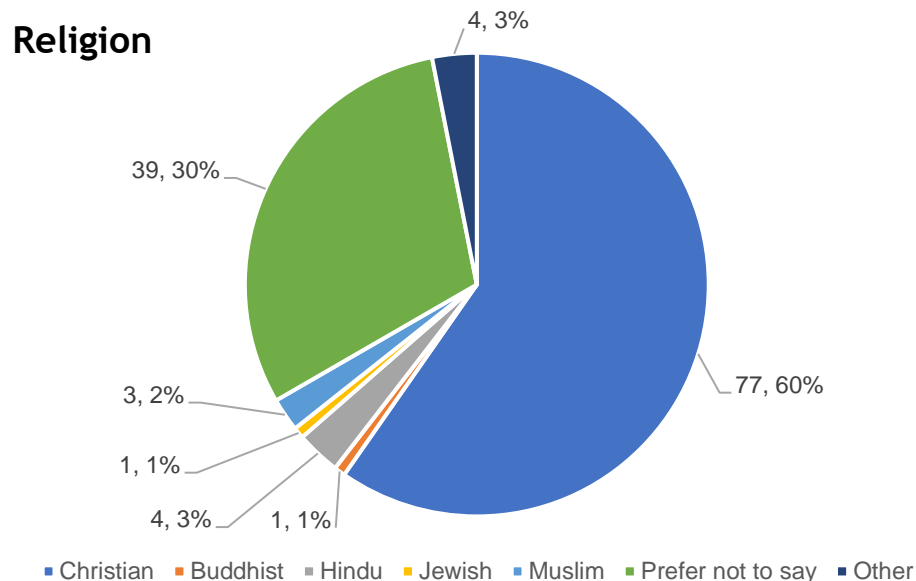
Ethnicity



# Demographic Information

The pie chart below shows the number of reviews received this quarter from different religious groups. Excluding the 482 that are left blank, for the direct engagement reviews, 77 (60%) identified as Christian, 39 (30%) as Prefer not to say, 4 (3%) as Hindu or Other Religion, 3 (2%) as Muslim, and 1 (1%) as Buddhist or Jewish.

The pie chart below shows the number of reviews received this quarter from different age groups. Excluding the 467 that are left blank, most of the feedback received was from the 51-60 age group with 40 (28%), followed by 61-70 with 33 (23%) and then 31-40 with 21 (14%). The in-person patient engagement has enabled us to speak to a wider audience as we are engaging with services users waiting in GP practices, hospitals, vaccination or community health centres.



# Conclusion

For the Q3 report, COVID-19 restrictions had been lifted and we were transitioning back to face-to-face visits between October - December 2021. Healthwatch Bromley have been able to engage with residents and collect patient experience information from across the borough whilst visiting GP practices, Hospital, vaccination and community health centres.

Of the 611 reviews collected this quarter, 471 (77%) were positive with star rating 4-5, 25 (4%) neutral with star rating 3 and 115 (19%) negative with star rating 1-2. Overall, for this quarter, positive patient experiences outweigh negative patient ones. However, if we look beyond this overall picture at specific service areas, findings indicate the following:

## Dental Services

- Overall, service users found dental services to be excellent in the London borough of Bromley. Feedback showed high satisfaction in all areas; including Staff Attitudes, Quality of Care/Treatment, Communication and Meeting Needs.
- 29 positive reviews (100%) were received regarding meeting the needs of patients when they visit a dental practice. With 11 positive reviews (100%) given for the Information, Advice & Guidance that was shared by Dental Services.
- 5 positive reviews (100%) were directly related to Cleanliness, Hygiene and Infection Control within Dental Practices. The pandemic has increased the need for Infection Prevention measures in the general population. Dental services are unique in this context as certain areas, such as oral activity, cannot be changed and still pose a potential infection risk. Despite this, it is promising to see that Bromley Dentists have prioritised patient safety by implementing high levels of infection prevention measures, which is reflected in the positive feedback.
- The collation of negative feedback relating to dental services was low. This indicates a general success in meeting the needs of their service users with a small scope for improvement in staff friendliness and communication.

## GP Services

- In this quarter, a number of service users left positive feedback about their GP service. Feedback revealed a good level of satisfaction in most areas; 58% (72) being positive, 9% (11) being neutral and 33% (4) being negative.
- Based on the collected reviews this quarter for GP services, the majority of service users were satisfied with the attitude of Staff, Quality of Care/Treatment, Communication and Meeting Needs of service users.
- Based on the balance of the negative feedback received (33% ) with the additional 11% neutral ones which often consist of mixture of both positive and negative points, the areas that suggest room for improvement are administration, Booking Appointments and Communication.

# Conclusion

## Hospital Services

- Service users found hospitals in the London borough of Bromley to be excellent overall. 72% of collated feedback was positive and revealed a high satisfaction with Staff Attitudes, Quality of Care/Treatment, Cleanliness, Hygiene & Infection Control, and Meeting Needs of service users.
- There are some concerns regarding long waiting times so there is a scope for improvement within this area. Service users also expressed some negativity regarding communication with staff and this is another area to consider when studying data for the next Quarterly report.

## COVID-19 Services

- Overall, patients were extremely satisfied with the service provided when visiting a COVID-19 vaccination centres. 94% of collated feedback was positive and revealed a high satisfaction in Staff Attitudes, Cleanliness, Hygiene & Infection Control, Quality of Care/Treatment and Communication.

Healthwatch Bromley places great importance on understanding the needs of Bromley communities and ensuring all groups are heard within our organisation. Due to the COVID-19 pandemic, Healthwatch Bromley was unable to collect a large amount of demographic information (pg.20-21). However, we began in-person patient engagement again in August 2021 which meant that we were able to visit GP practices, hospitals, vaccination and community health centres. We always seek to improve the completion of monitoring data for every quarterly report. Further training and guidance is being provided for our staff and volunteers to better support this. We recognise that we need to improve in this area and work towards capturing feedback from more diverse local communities.



# Actions, impact and next steps

Healthwatch Bromley will share the findings contained within this report with various commissioner, provider and local authority led boards and committees. These include:

- Bromley Place Based Board and South East London CCG Governing Body
- South East London CCG Healthwatch Regional Director
- One Bromley Communication & Engagement Sub-Group
- Bromley Health and Wellbeing Board
- Health Scrutiny Sub-Committee
- Kings College NHS Foundation Trust Patient Experience Committee (PEC)

As well as formal meetings, informal meetings take place with partners to discuss issues of concern and identify actions to address them. For example, we hold regular meetings with the Acting Head of Primary Care in Bromley, SEL CCG, to share key information and work together to improve patients' feedback in the London Borough of Bromley. We also use our social media platforms, Twitter, Next Door and Facebook, to raise awareness of our organisation and the work that we do.

Next steps for Healthwatch Bromley Patient Experience programme - we will continue to engage service users in innovative ways, respecting COVID-19 social distancing measures, to obtain patient feedback and experience of health and social care services and collect reviews using different methods and actions such as:

- Working with volunteers to visit health and social care services, as well as local community centres, on a weekly basis to talk to and hear from patients, service users, carers & relatives about their experiences of local services.
- Extracting reviews from external online review platforms e.g. NHS, Care Home, Care Opinion, Google reviews and others
- Promoting our service through health and social care service providers
- Working with key partners such as Bromley Council, SEL CCG, voluntary and community organisations
- Working with volunteers to support the patient experience programme, to achieve our quarterly targets
- Continuing to contact local residents by direct telephone calls

# Appendix I: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Access to Services	Access for People with a Physical Disability	Choice	
Access to Services	Access for People with a Sensory Disability	Communication	Health Promotion
Access to Services	Access to Dentistry	Communication	Internal Communication
Access to Services	Access to GPs	Communication	Lack of Communication
Access to Services	Access to Hospitals	Communication	Treatment Explanation
Access to Services	Access to Optician	Confidentiality	
Access to Services	Access to Pharmacy	Consent to Care and Treatment	
Access to Services	Access to Social Care Services	Consultation	
Access to Services	Access for those with Learning Disabilities	Cost of Services	
Access to Services	Access for those with Mental Health Problems	Decor	
Access to Services	Access to Community Health Services	Diagnosis	
Access to Services	Access to Mental Health Services	Dignity	
Administration		Discharge	
Admission		Equality	Stigma
Appointments	Booking appointments	Engagement	Parent/Guardian Listened to
Appointments	Cancellation	Engagement	Child/Young Person Listened to
Appointments	Length of Appointments	Engagement	Child/Young Person Supported
Building/Facilities		Food/Nutrition	
Car Parking	Car Parking Access	Health and Safety	
Car Parking	Car Parking Changes		

# Appendix I: Themes & Sub-Themes (Cont.)

Theme	Sub-themes	Theme	Sub-themes
Identification of Needs	Needs were Identified	Prevention	
Identification of Needs	Timeliness	Procurement/Commission	
Info, Advice, and Guidance	Access to Information	Quality of Care/Treatment	
Info, Advice, and Guidance	Impact of the Information	Referrals	
Interpreters	Access to Interpreters	Staff Attitudes	
Interpreters	Quality of Interpreters	Safeguarding	
Medication	Prescriptions	Service Closure	
Meeting Needs	Special Education	Service Co-ordination	
Meeting Needs	Health and Wellbeing	Service Monitoring	
Monitoring and Accountability	Satisfaction	Staff Training	
Monitoring and Progress	Support	Transitions	
Monitoring and Progress		Waiting Times	Waiting Times for Treatment
Opening Hours		Waiting Times	Waiting Times to be seen at an Appointment
Other			
Patient Choice	Prescription		
Patient Records			
Patient Transport		Wider Outcomes	Independence Development
Prevention		Wider Outcomes	Ability to Enjoy Social Activities

# Appendix II: Online 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

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liason and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?\*

- No
- Yes

Would you like to speak to Healthwatch directly?\*

- No
- Yes

## About you

Name

Leave feedback anonymously?

Email\* [So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchhealing.org.uk](mailto:info@healthwatchhealing.org.uk)]

I accept the [Terms and conditions](#)

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.

# Appendix II: Paper Feedback Form



**Share Your Experience with Us.**

Healthwatch Bromley are an independent champion for local Bromley residents to give you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help inform the commissioners and service providers to improve services. The information you give today will be confidential and held in a secure database, and you can ask for it to be removed at any time. **You do not have to give your name or email.**

Name of Service: .....

1. How likely are you to recommend this to anyone who needs similar care or treatment?

- 5 = Extremely Likely
- 4 = Likely
- 3 = Neither likely nor unlikely
- 2 = Unlikely
- 1 = Extremely unlikely
- Don't know

2. How do you rate your overall experience?

- 5 = Excellent
- 4 = Good
- 3 = Okay
- 2 = Poor
- 1 = Terrible

3. Tell us more about your experience

.....

.....

.....

.....

4. Your ratings (select and circle if applicable)

- Ease of getting a appointment  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Convenience of appointment  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Cleanliness  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Staff Attitude  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Waiting Time  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Treatment explanation  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Quality of care  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Quality of food  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible
- Generally, how easy is it to get through to someone on the phone?  
 5 = Excellent  4 = Good  3 = Okay  2 = Poor  1 = Terrible

5. Are you a:

- Patient
- Carer
- Relative
- Carer and relative
- Service Provider
- Visitor
- Professional

6. Do you know the name of the ward / department? (if applicable) .....

## About you

Name.....

Email.....

( ) Leave feedback anonymously

# Appendix II: Paper Feedback Form



## Monitoring Information

What gender do you identify yourself as:

- Female
- Male
- Other
- Prefer not to say

Which age group are you in?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 85+
- Prefer not to say

What is your ethnicity?

- White**
  - English
  - Welsh
  - Scottish
  - Northern Irish
  - British
  - Gypsy or the Irish Traveller
  - Any other white background
- Asian/ Asian British**
  - Bangladeshi
  - Chinese
  - Indian
  - Pakistani
- Black, African, Caribbean, Black British**
  - African
  - Caribbean
  - Any other Black, African, Caribbean background
- Mixed, Multiple**
  - White and Asian
  - White and Black African
  - White and Black Caribbean
  - Any other mixed/multiple background

Other Ethnic Group

- Arab
- Any other ethnic group

What is your religion?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion
- Prefer not to say

Which area of the borough do you live in?

Thank you for sharing your experience!

Please Return the survey to us by email to [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

You can also send us your completed survey by post on **FREEPOST YVHSC**.