

“They meet my
standards”

Health & Social Care Use Amongst
Parents Who Use Bromley’s
Children & Family Centres

February 2014

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Introduction

What is Healthwatch Bromley?

Healthwatch Bromley is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

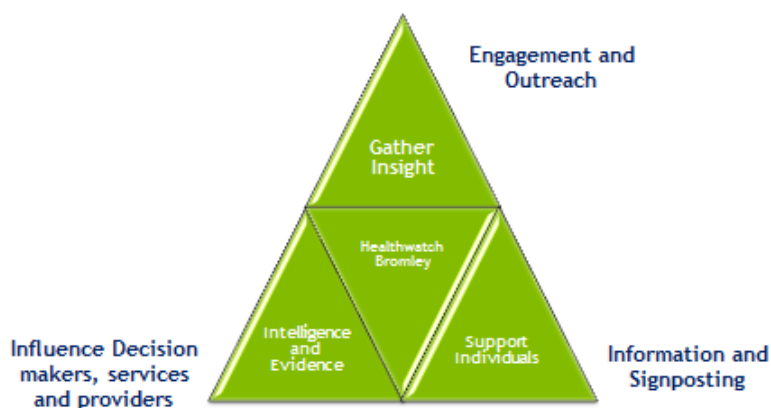
The remit Healthwatch Bromley as an independent health and social care watchdog is to be the voice of local people and ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch Bromley (HWB) gives children, young people and adults in Bromley a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Bromley core functions are:

1. Gathering the views and experiences of service users, carers, and the wider community,
2. Making people's views known,
3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny,
4. Referring providers of concern to Healthwatch England, or the CQC, to investigate,
5. Providing information about which services are available to access and signposting,
6. Collecting views and experiences and communicating them to Healthwatch England,
7. Work with the Health and Wellbeing board in Bromley on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).

The following triangle is a useful way of seeing how the different parts of Healthwatch Bromley form together to make the whole.



What is The Bromley Children Project?

The Bromley Children Project (BCP) is a borough wide service that aims to protect and develop children by offering support for them and their families; particularly those who are struggling and are in need of additional help but don't qualify for the support provided by children's social care.

Vital to this work are the Children and Family Centres (CFCs), which offer a range of services to meet the needs of children under five and support their families. There are six Children and Family Centres in Bromley and the services provided are designed around the needs of the surrounding area.

The CFCs are places where children can make friends and learn as they play. Parents and carers can access professional advice on health and family matters, learn about training and job opportunities or just socialise with other people.

Our Survey

In December 2013, HWB initiated a small scale research programme to engage with parents who attended Bromley's CFCs and learn more about their experiences of using local health and social care services. The survey, written and designed by Healthwatch Bromley, was styled in the form of a postcard (Appendix 1). Each completed postcard offered a brief insight into an individual's view point. This survey will provide Healthwatch Bromley with a snapshot of people's experiences of local services, highlight any areas of concern and identify any support or solutions people would find useful.

Bromley Children's Project on behalf of HWB placed the surveys in each of the six CFCs for twenty days (1st December 2013 - 20th December 2013). Staff at the CFCs encouraged parents to complete the survey postcards. 374 people returned completed surveys across the six CFCs.

Terms and Formatting

The five sections of the survey (see Appendix 1) are referred to, in this report, as [section 1](#), [section 2](#), [section 3](#), [section 4](#), and [section 5](#).

Surveys are classed as 'complete', if [section 1](#) is filled in. Given this criteria, some completed surveys provide us with much more information than others. Where the data being analysed excludes certain surveys due to lack of information or clarity, the sample size is given underlined.

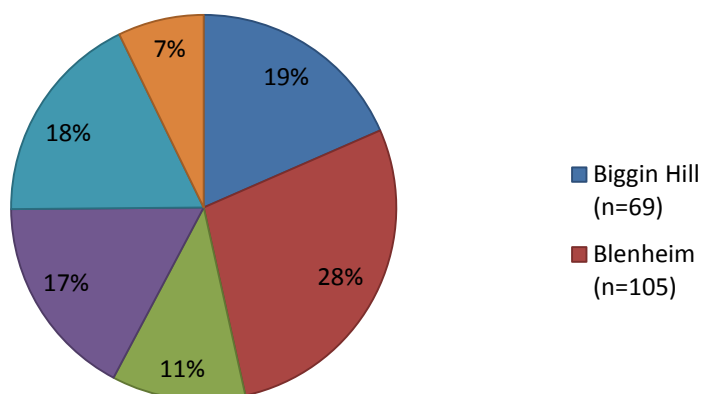
We have used 'n=' after any percentages to show the precise number.

Demographics

Geographic

Fig 1 shows what percentage of the total number of surveys returned came from each CFC.

Figure 1 Location of People who completed the survey



The survey was completed by a diverse range of people from the different communities supported by each CFC. Parents and Carers from the Blenheim CFC completed the highest number of surveys. There was an even spread amongst Biggin Hill, Castlecombe and Community Vision CFCs, whilst Cotmandene returned the lowest number of surveys.

Gender

Of the 188 people who gave their gender in section 5, 98% (n=177) identified as 'Female'.

Age

47% (n=175) of those who completed the survey gave their age in section 5. Table 1 groups these 175 by ten year Age Bands.

Table 1 Age of Respondents

Age Band	Number	Percentage
10 ≤ age < 20	7	4%
20 ≤ age < 30	54	31%
30 ≤ age < 40	82	47%
40 ≤ age < 50	20	11%
50 ≤ age < 60	8	5%
60 +	4	2%

The majority of respondents who provided this information were between the ages of 30 and 40 years. Almost half of the respondents were in this range.

What we found

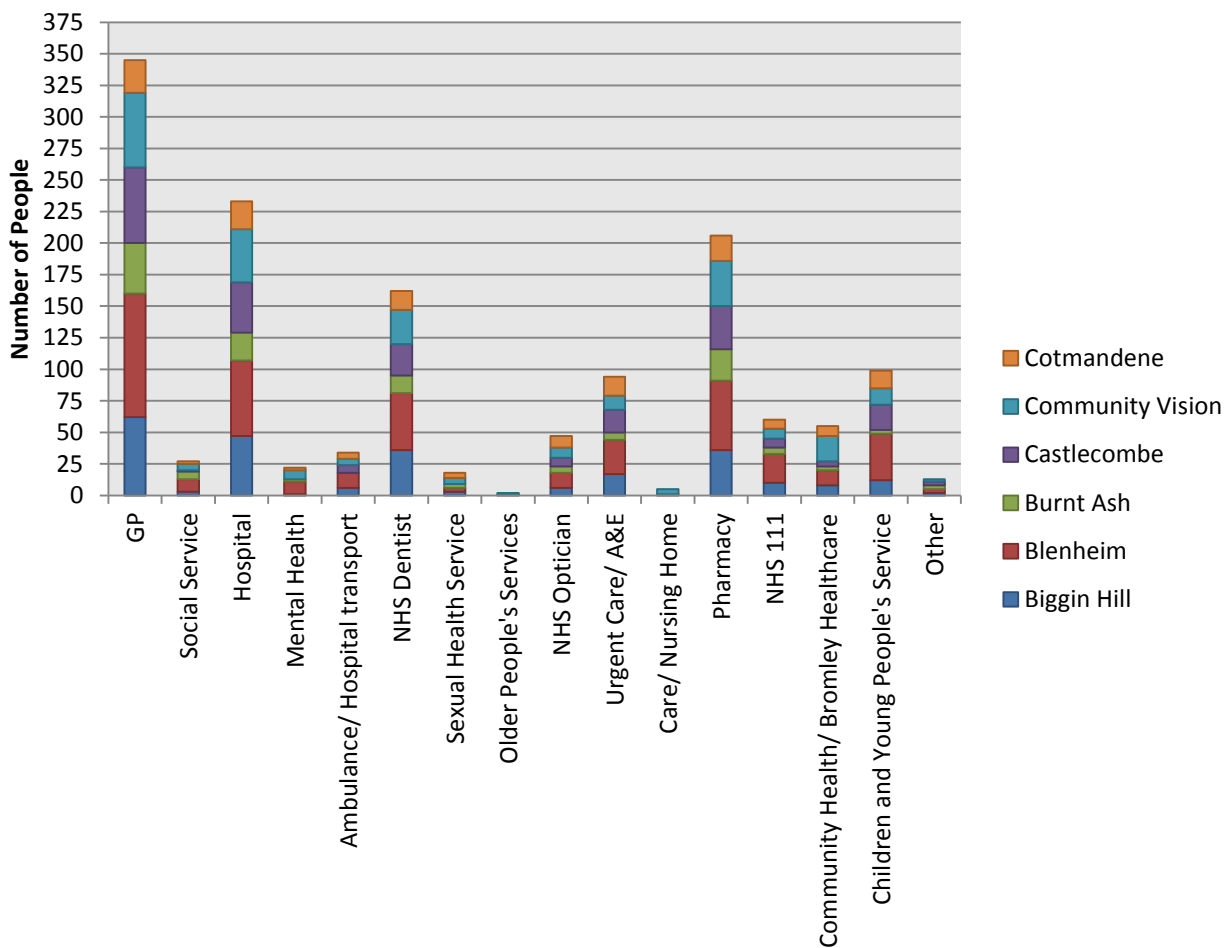
Which services were used?

Overall

Amongst the people we surveyed, GP services were consistently the most cited, 92% (n=345) of people across the six Children’s Centres confirming that they had visited a practice at least once in the last year. Furthermore, of the 62 different services specifically named by those surveyed, half (n=31) were surgeries, clinics or medical centres where GPs practice. Hospitals, pharmacies and NHS dentists were second, third and fourth most cited, used by 62% (n=233), 55% (n=206), and 43% (n=162) of those surveyed, respectively.

It is difficult to say exactly how many people used Children and Young People’s Services (our figure stands at 26%, n=99), as many of those surveyed appear to have been unsure whether their CFC was included in this bracket. We have taken the position that it does, and that, if a CFC is named in section 2 of our survey, this counts as a tally for Children and Young People’s Services, even if the corresponding box in section 1 is un-ticked. See below for a graph outlining the use of all services included in our survey.

Figure 2 Services used by people from the six children's projects in Bromley (collated)



Individual Children’s Projects

The trend in the use of services apparent in Fig. 2 (i.e. GPs, hospitals, pharmacies and NHS dentists as the most used services, in that order) is generally repeated if we look at the figures for each of the CFCs individually (see Appendix 2 for the six graphs). The only notable deviations from this trend appear at the Cotmandene CFC, where an unusually high use of ‘Urgent Care’ services (56%, n=15), and ‘NHS Dentists’ (33%, n=9) was reported. However, Cotmandene was also the Children’s Project which returned the fewest surveys (contributing just 27 to the 374 we received), so perhaps we would have seen these atypical results lessen in a larger sample.

Named services

161 of those surveyed named at least one service they had used within the last year. There is some lack of clarity in identifying the exact number of people who used Children and Young People’s Services: 39 people simply provided the name of the CFC to which they returned their survey. In keeping with our earlier stated position, we discounted these 39, making our sample size for this section 122 (33% of the total surveys received).

Another limit to the analysis of data provided when asked ‘Please tell us the name of the service you have used’ (section 2) is that 7 people provided the type of service they used (e.g. ‘Maternity Unit’, ‘Playgroup’) rather than specifying which institution they visited/were helped by (e.g. ‘Tudor Ways Surgery’, ‘Queen Elizabeth Hospital’). See Appendix 3 for a list of all named services.

Sixty-two (62) different services were named in total, and of these 50% (n=31) were surgeries, clinics or medical centres and 15% (n=9) hospitals. Table 2 lists the ten most used named services.

Table 2 Services most used by Parents

<i>Most Used Services</i>	Number of People	Percentage of section 2 sample	Percentage of survey population
<i>Princess Royal University Hospital</i>	34	28%	9.1%
<i>Stock Hill Surgery</i>	10	8%	2.7%
<i>Beckenham Beacon</i>	8	7%	2.1%
<i>Sundridge Medical Practice</i>	4	3%	1.1%
<i>Gillmans Road Surgery</i>	3	2%	0.8%
<i>Lloyds Pharmacy, Biggin Hill</i>	3	2%	0.8%
<i>Playgroup</i>	3	2%	0.8%
<i>Summencroft Surgery</i>	3	2%	0.8%
<i>Sunningvale Dental Practice</i>	3	2%	0.8%
<i>The Woodlands Practice</i>	3	2%	0.8%

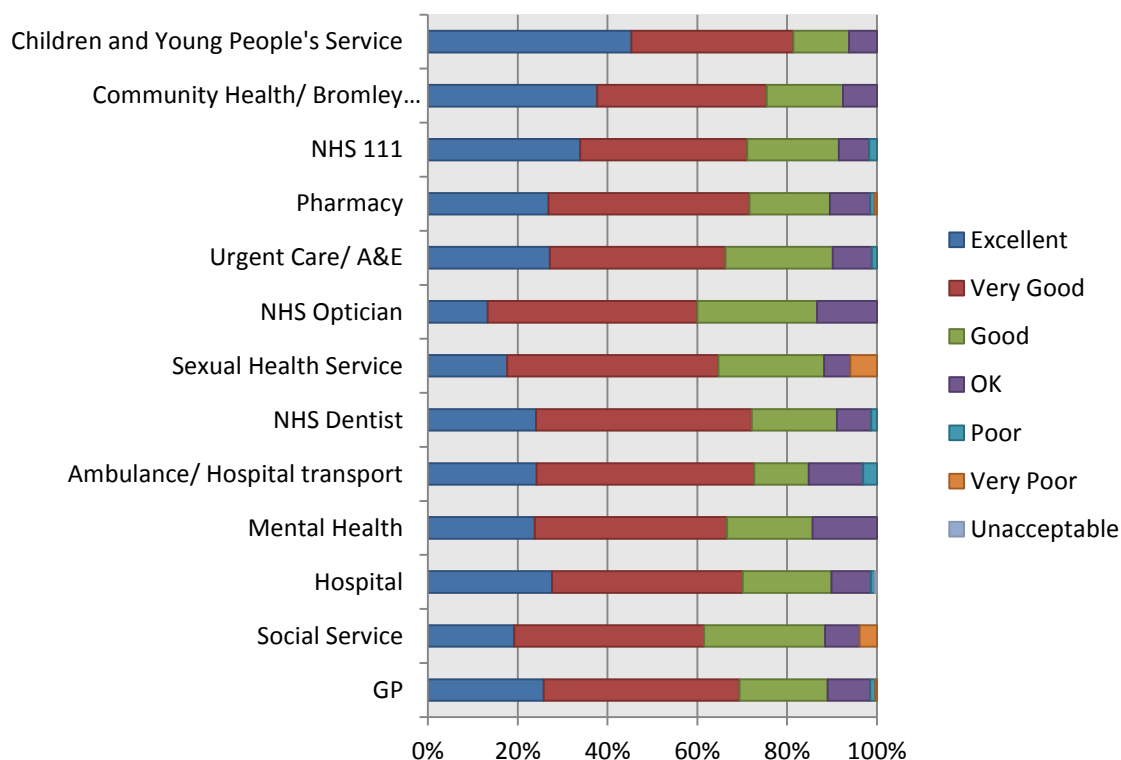
How Bromley services were rated

Satisfaction by Service

The survey did not offer people the opportunity to rate services individually (see Appendix 1 for a sample survey card). As such, where people have reported using more than one service, we have taken their rating to refer to all the services they used. For example, a card reporting use of GP, Hospital and NHS Dentist's services with a tick for 'Very good' would count as one 'Very good' for each service.

Fig. 3 shows a percentage stacked graph of the ratings the participants gave the services that were listed in the survey. When considering the graph, one must take into account that we have excluded the nine cards which did not give any rating at all, making our sample size 365. Although it is not displayed in the graph, 4 people (1.1% of the sample) reported having used Care/Nursing Homes while only 1 person (<0.3% of the sample) reported having used Older People's Services.

Figure 3 Ratings the participants gave the services listed in the survey



Children and Young People's Services received the highest percentage of 'Excellents' in our survey (44%, n=44), 8% more than the second highest, Community Health/Bromley Healthcare (36%, n=20). However, this might have something to do with the fact that our surveys were distributed by and handed back to the CFCs, which (as we have already discussed) many people thought of as Children and Young People's Services.

There is a much more even spread when it comes to 'Very Good' ratings, the result for each service falling somewhere between 35% and 50%. Of particular interest are the 'Very Good' results for the Sexual Health and NHS Opticians services. Both received high percentages for 'Very Good' (44%, n=8 and 45%, n=21 respectively), but scored relatively low for 'Excellent' (17%, n=3 and 13%, n=6), suggesting that while experiences with these services were generally positive, people had enough reservations to

prevent them from reporting the highest level of satisfaction. However, it is worth noting that only 18 people (5% of the sample) said they had used Sexual Health Services.

Figure 3 (above) show that Sexual Health and Social services received more 'Very Poor' ratings than any other service, with General Practices, Social Services, Sexual Health Services, and Pharmacies showing on the graph as 0.3%, 3.7%, 5.6% and 0.5% respectively.

Only 1 person felt that the service at the hospital she visited, the Princess Royal University Hospital, was 'Unacceptable'.

Satisfaction by Children's Project

Fig. 4 shows feedback on the quality of service received from each of the CFCs.

Figure 4 Satisfaction by Children's Project (Collated)

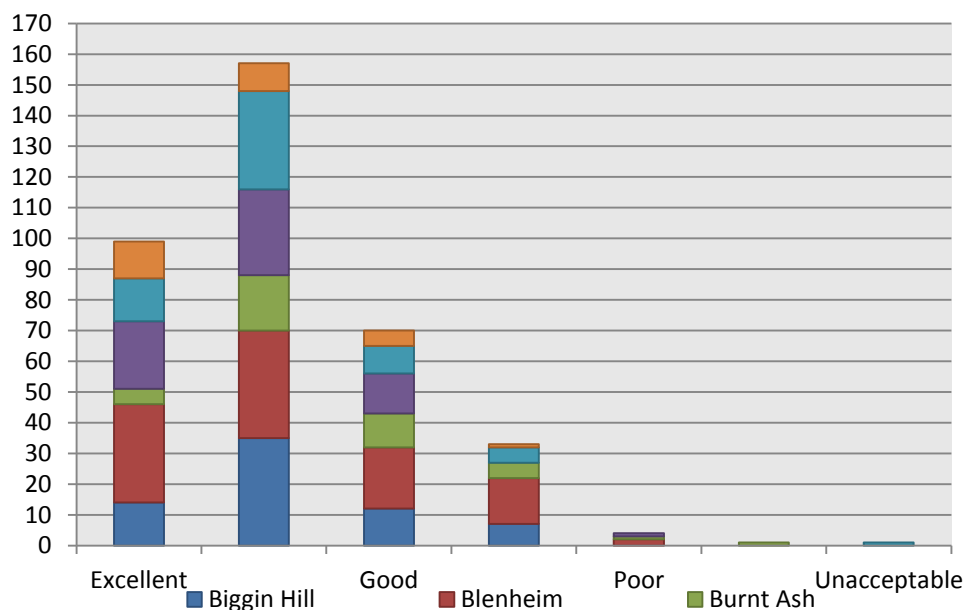


Table 3 shows some of these values as percentages:

Table 3

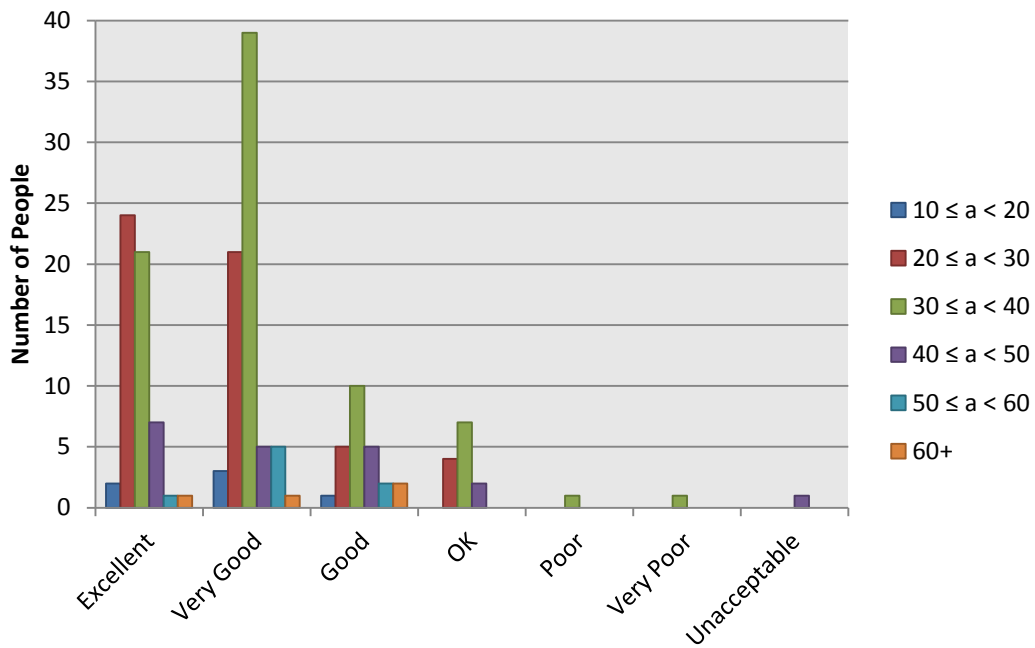
CFC	Percentage of 'Excellent' to 'Very Good'	Percentage of 'Excellent' to 'Good'
<i>Biggin Hill</i>	72	90
<i>Blenheim</i>	64	84
<i>Burnt Ash</i>	56	83
<i>Castlecombe</i>	78	98
<i>Community Vision</i>	75	90
<i>Cotmandene</i>	78	96

Even when we include 'Good' opinions in our percentage, Blenheim and Burnt Ash's satisfaction ratings are clearly lower than those of the other projects. Blenheim CFC it is worth noting that, according to the Office of National Statistics' Neighbourhood Statistics Atlas, is based in an area with high health deprivation and disability. However, Burnt Ash CFC is located an area with lower health deprivation Blenheim or Community Vision, which has the third highest percentage of 'Excellent' to 'Very Good' votes.¹

¹ 'Atlas of the Indices of Deprivation 2010 for England', at the *Office for National Statistics*, <<http://neighbourhood.statistics.gov.uk/HTMLDocs/AtlasOfDeprivation2010/index.html>>, (2011), [accessed 25th Feb 2014]

Fig. 5 below shows feedback on the quality of service plotted by Age Band. For this we have only taken into account the 171 people who gave both a rating in [section 2](#) and their age in [section 5](#).

Figure 5 How People of Different Ages Rated Bromley Services



While respondents from the 30 to 40 Age Band show a trend almost identical to that in Fig. 4, it is interesting that in the 20 to 30 Age Band (the second largest), the ‘Excellent’ votes outnumber the ‘Very Good’. The only Age Band in which anyone felt the service they received was ‘unacceptable’ was the 40 to 50 age band.

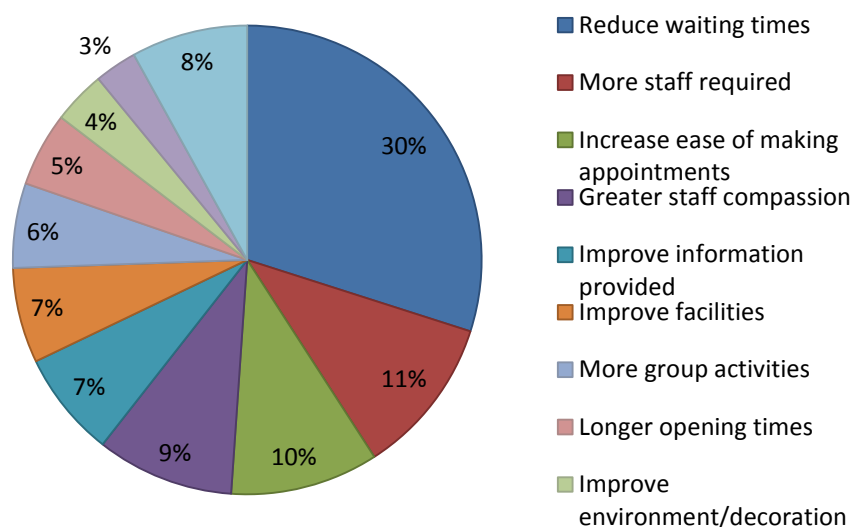
Suggestions for Improvement

We asked people to suggest what changes could make the service(s) they used better. 137 people (37% of the survey population) left comments in [section 4](#)'s suggestion box. The ten most common themes identified are shown in Table 4. Figure 6 shows these as percentages of respondents.

Table 4

Themes	Number of Comments
<i>Reduce waiting times</i>	41
<i>More staff required</i>	15
<i>Increase ease of making appointments</i>	14
<i>Greater staff compassion</i>	13
<i>Improve information provided</i>	10
<i>Improve facilities</i>	9
<i>More group activities</i>	8
<i>Longer opening times</i>	7
<i>Improve environment/decoration</i>	5
<i>Provide online booking/information</i>	4

Figure 6 Percentage of comments referring to 10 most common themes



Waiting times is clearly a major concern for service users. Yet, in addition to the 41 people who specifically complained about waiting times, if we look at some of these other themes - 'More staff required', 'Increase ease of making appointments', 'Longer opening times', 'Provide online booking/information' - we could say that 59% (n=81) of comments relate to accessing services. A significant minority of commenters wanted staff to show them greater compassion. On a positive note, 6% (n=8) of commenters asked not for improvements to, but simply for more group activities, suggesting that they were satisfied, and actually wanted the chance to attend more frequently.

Conclusions

As would be expected of parents with young children, the services most accessed were local GP practices, followed by hospital and pharmacies. However, parents who attended the Cotmandene CFC during this period had had a high level of use of the Urgent Care Service.

Generally the level of satisfaction with the service used by respondents was high. Satisfaction levels by those who had used the Princess Royal University Hospital in the last year were high. This reflects the findings of the recent Care Quality Commission inspection of the hospital carried out in December 2013³.

Access to services is a significant issue and one that respondents cited most as an area for improvement by services. Worryingly, there were a significant number of respondents who cited staff compassion as an area for improvement.

HWB will return to the CFS to gather more insight and patient stories relating to those services that received more 'Very Poor' scores, for example Sexual Health Services. We will also carry out more research to see why parents at the Cotmandene CFC accessed the Urgent Care Centre more frequently.

HWB will be working with commissioners and providers to address areas of concern identified in this report and will use our position as an independent consumer champion for health and social care to exert an effective and responsible influence on services to secure improvements.

³ CQC inspection report can be found at http://www.cqc.org.uk/sites/default/files/media/reports/20140205__cqc_princess_royal_university_hospital_report_final.pdf

Appendices

Appendix 1

Healthwatch Bromley Postcard Survey



Healthwatch Bromley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow.

Your feedback will be anonymised and used to help Healthwatch Bromley influence the delivery and design of local services.

1. What health or social care service have you used within the last year?

- | | |
|---|---|
| <input type="checkbox"/> GP | <input type="checkbox"/> NHS 111 (Out of Hours GP Service) |
| <input type="checkbox"/> Social Service | <input type="checkbox"/> Community Health/ Bromley Healthcare |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Children and Young People's Service |
| <input type="checkbox"/> Mental Health Service | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Ambulance/Hospital Transport | |
| <input type="checkbox"/> NHS Dentist | |
| <input type="checkbox"/> Sexual Health Service | |
| <input type="checkbox"/> Older People's Service | |
| <input type="checkbox"/> NHS Optician | |
| <input type="checkbox"/> Urgent Care/A&E | |
| <input type="checkbox"/> Care/Nursing Home | |
| <input type="checkbox"/> Pharmacy | |

2. Please tell us the name of the service you have used.

3. When I used this service I thought it was:

- | | |
|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Very good | <input type="checkbox"/> Very Poor |
| <input type="checkbox"/> Good | <input type="checkbox"/> Unacceptable |
| <input type="checkbox"/> OK | |

4. What I would suggest to make this service better:

5. Your personal details (this is optional)

Name:

Contact (tel no/email):

Age:

Gender:

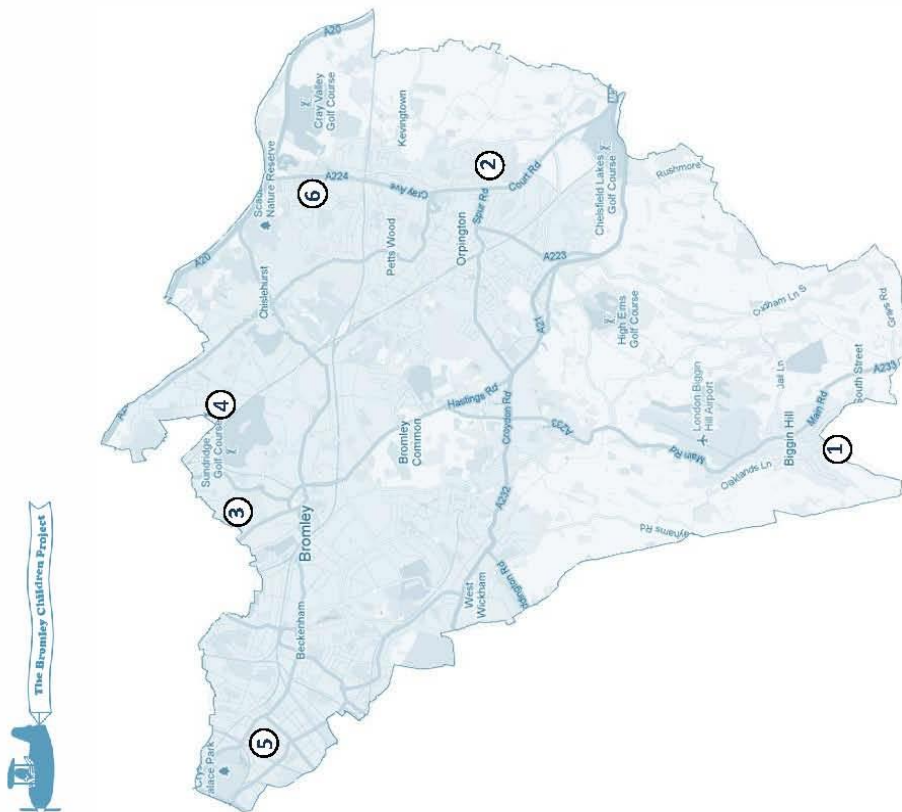
Thank you for taking part in this survey.



Appendix 2

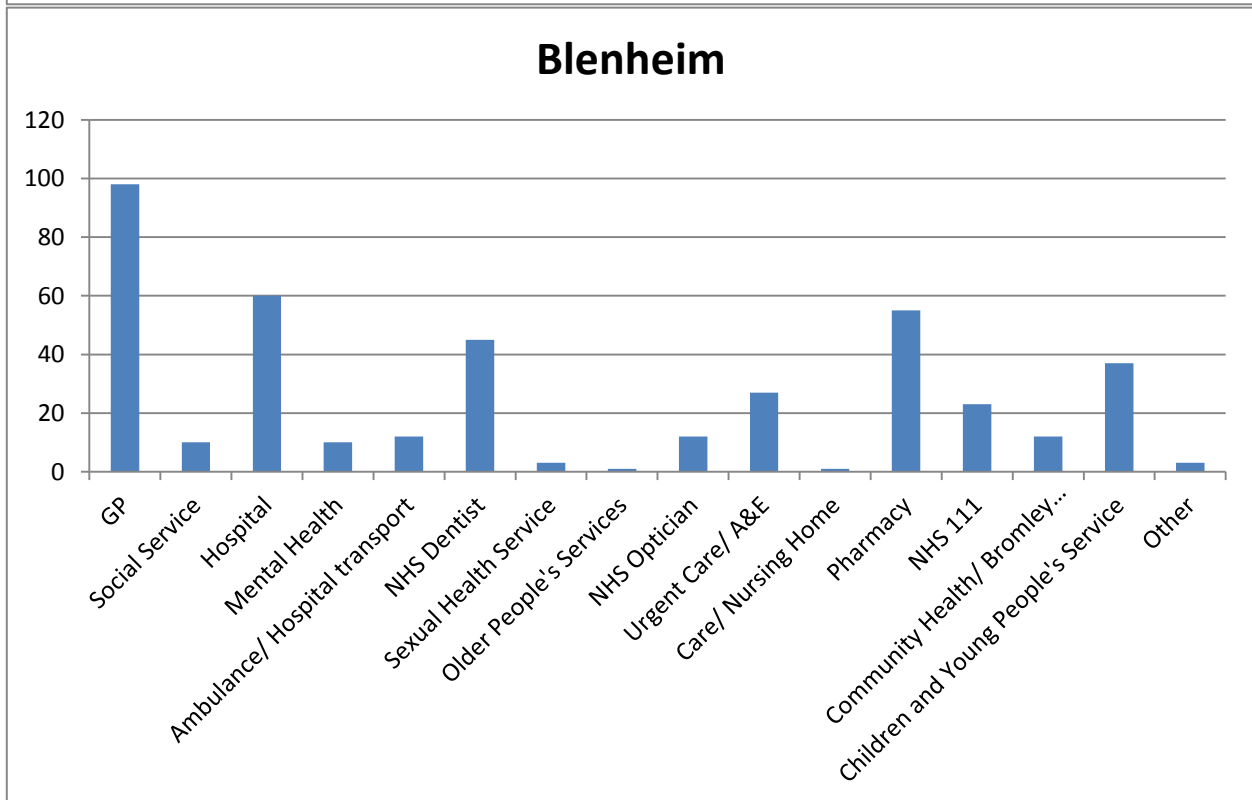
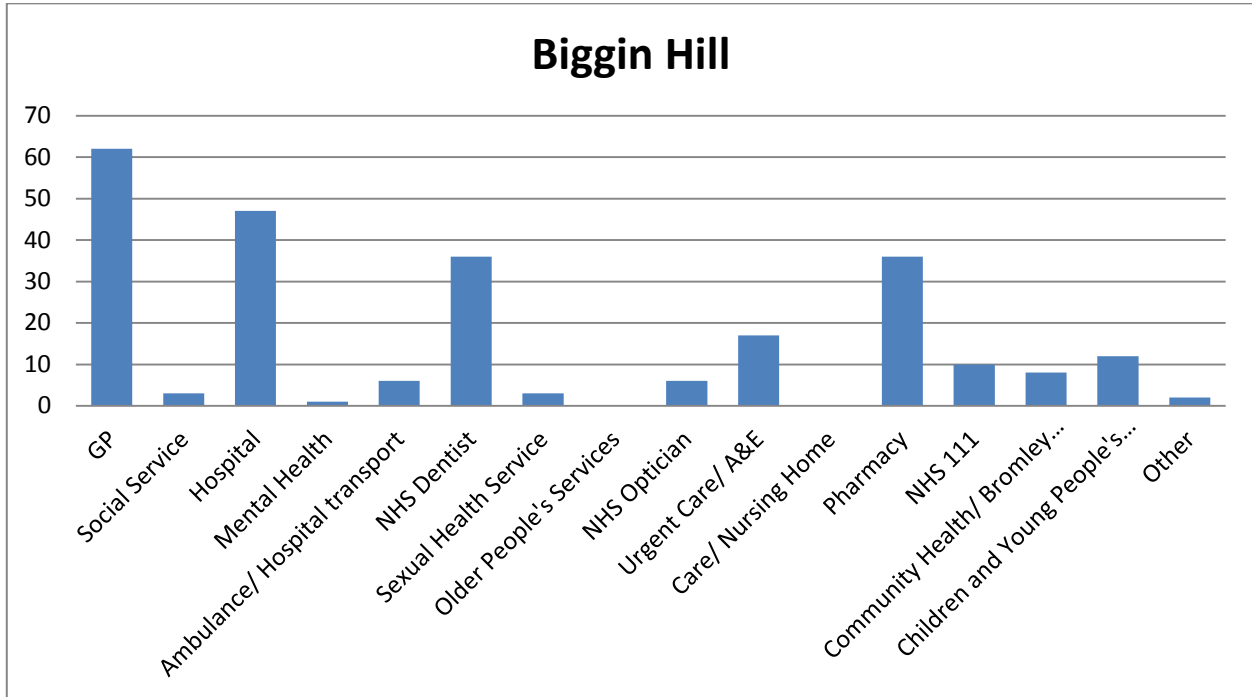
Location of Children and Family Centres

<p>1 Biggin Hill Sunningvale Avenue TN16 3TN 01959 571 694 bigginhillcfc@bromley.gov.uk</p>	<p>2 Blenheim Blenheim Road BR6 9BH 01689 831 193 blenheimcfc@bromley.gov.uk</p>
<p>3 Burnt Ash Rangefield Road BR1 4QX 020 8697 4503 burntashcfc@bromley.gov.uk</p>	<p>4 Castlecombe Castlecombe Road SE9 4AT 020 8851 3487 castlecombecfc@bromley.gov.uk</p>
<p>5 Community Vision Woodbine Grove SE20 8UX 020 8778 2970 communityvisioncfc@bromley.gov.uk</p>	<p>6 Cotmandene Cotmandene Crescent BR5 2RB 020 8300 2548 cotmandenecfc@bromley.gov.uk</p>

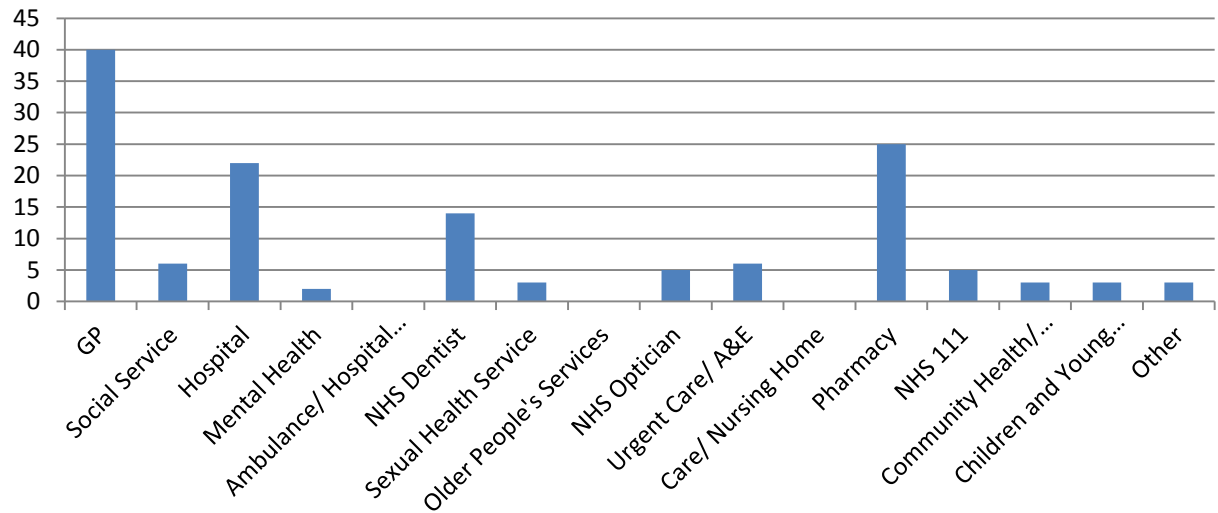


Appendix 3

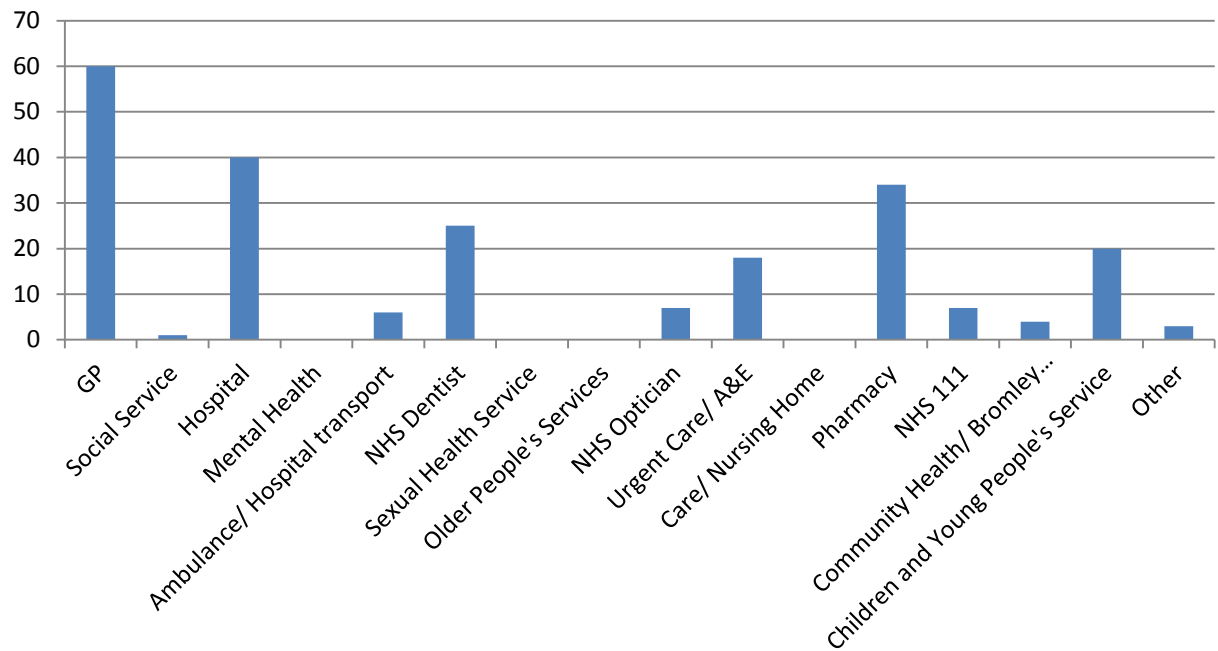
Use of Services reported in each CFC



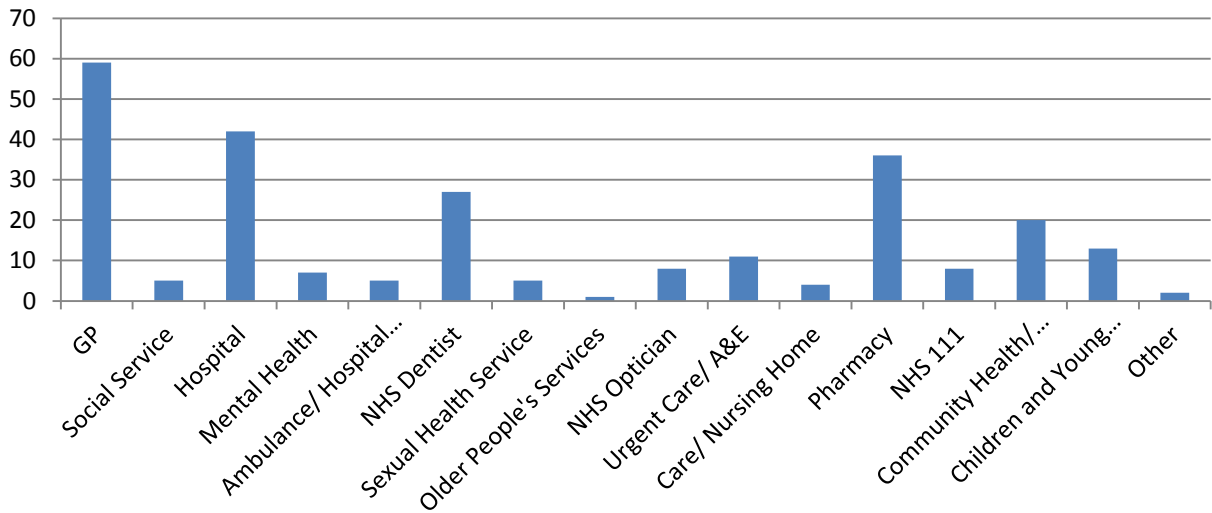
Burnt Ash



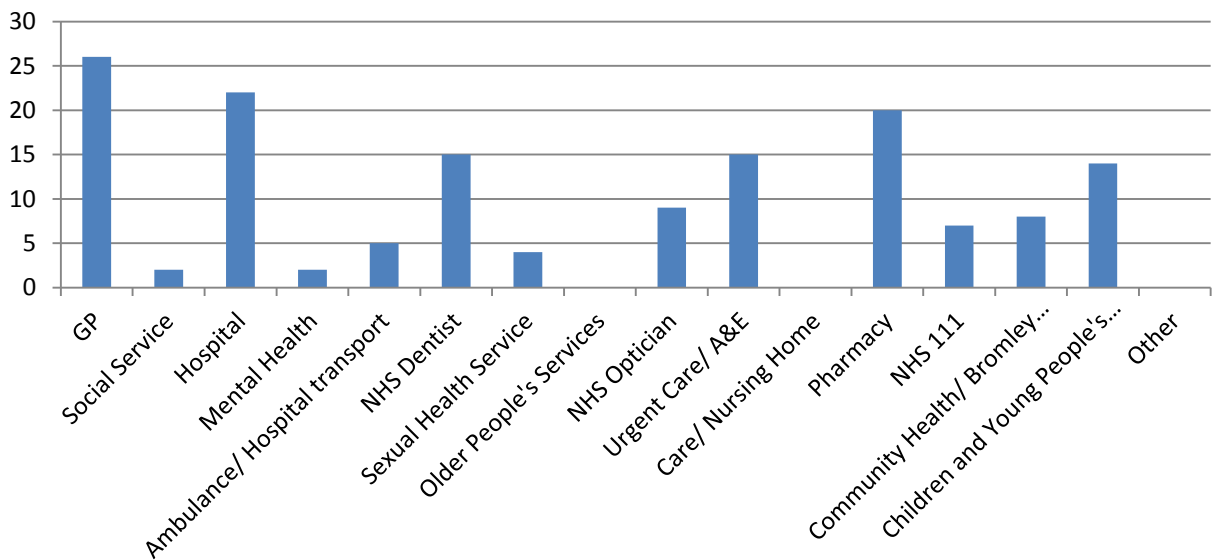
Castlecombe



Community Vision



Cotmandene



Alphabetical list of Services named by survey participants

Name of Service	Number of People Citing the Service		
Addington road Surgery	1	Lloyds Pharmacy, Biggin Hill	3
Anerly Surgery	1	London lane Clinic	1
Antenatal Clinic	1	Maternity Unit	1
Beaconsfield Dental Practice	1	Mottingham Clinic	1
Beckenham Beacon	8	Norheads lane Surgery	2
Bromley Common Surgery	1	Oakfield Health Centre	1
Broomwood road Surgery	1	Orchard Green Dental Practice	1
Cator Medical Centre	1	Orpington Hospital	1
Charterhouse Surgery	2	Phoenix Centre	2
Chelsfield Surgery	1	Pickhurst Surgery	1
Chelsfield Surgery	1	Playgroup	3
Children's Occupational Therapy	1	Poverest Medical Centre	1
Chiselhurst Medical Practice	2	Princess Royal University Hospital	35
Corner Ways Surgery	1	Queen Mary's Hospital	1
Day Lewis Pharmacy	1	Smiles Dental Practice	2
Deerbrook Surgery	1	Southborough lane Surgery	1
Derry Downs Surgery	1	Southview Surgery	1
Dysart Surgery	1	Station road Surgery	2
Ealing Primary Care Trust	1	Stock Hill Surgery	10
Farnborough Hospital	2	Summercroft Surgery	3
Queen Elizabeth Hospital	2	Sundridge Medical Practice	4
Gillmans road Surgery	3	Sunningvale Dental Practice	3
GP Blood Tests	1	The Crescent Surgery	1
Great Ormond street	2	The Hill Surgery	1
Green street Green Medical Centre	1	The Knoll Medical Practice	1
Guy's and St Thomas' NHS Foundation Trust	1	The Links Medical Practice	1
Health Visitor	1	The Park Practice	2
Knoll Rise Surgery	1	The White House Dental Surgery	1
		The Woodlands Practice	3
		Trinity Centre	1
		Tudor Ways Surgery	1
		Weaning Group	1
		Woolwhich Hospital	1