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HEALTH AND WELLBEING BOARD INFORMATION BRIEFING

Meeting to be held on Thursday 8 February 2024

This briefing will only be debated if a member of the Committee requests a discussion be held, in which case please inform the Clerk 24 hours in advance indicating the aspects of the information item you wish to discuss.

1 BETTER CARE FUND AND IMPROVED BETTER CARE FUND PERFORMANCE UPDATE - Q3

To follow

2 HEALTHWATCH BROMLEY PATIENT EXPERIENCE REPORT - Q2 2023-24
(Pages 3 - 44)

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) briefing is also available on the Council website at the following link: <http://cds.bromley.gov.uk/ieListMeetings.aspx?CId=559&Year=0>

Copies of the documents referred to above can be obtained from
<http://cds.bromley.gov.uk/>

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Q2 Patient Experience Report

Healthwatch Bromley
July – September 23



Contents

Introduction	3
Q2 Snapshot	4
Yearly Comparison	5
Experiences of Hospital Services	6
Experiences of GP Practices	20
Experiences of 'Other' Services	35
Appendix	41

Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of Hospital Services
- Experiences of GP Practices
- Experiences of 'Other' Services

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top services about which we receive most feedback. Each of the 'experiences' sections highlights good practice, areas for improvement and recommendations.

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.

Introduction

Patient Experience Programme

Healthwatch Bromley is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear 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 about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, 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

Being independent helps people trust our organisation and give honest feedback which they might not always share with local services.

Between July and September 2023, we continued to develop our PEP by adapting our patient experience report template, following feedback from local partners.

Q2 Snapshot

This section provides a summary of the experiences we collected during July – September 2023 and a breakdown of positive, neutral and negative reviews per service. We analysed residents’ ratings of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



624 reviews

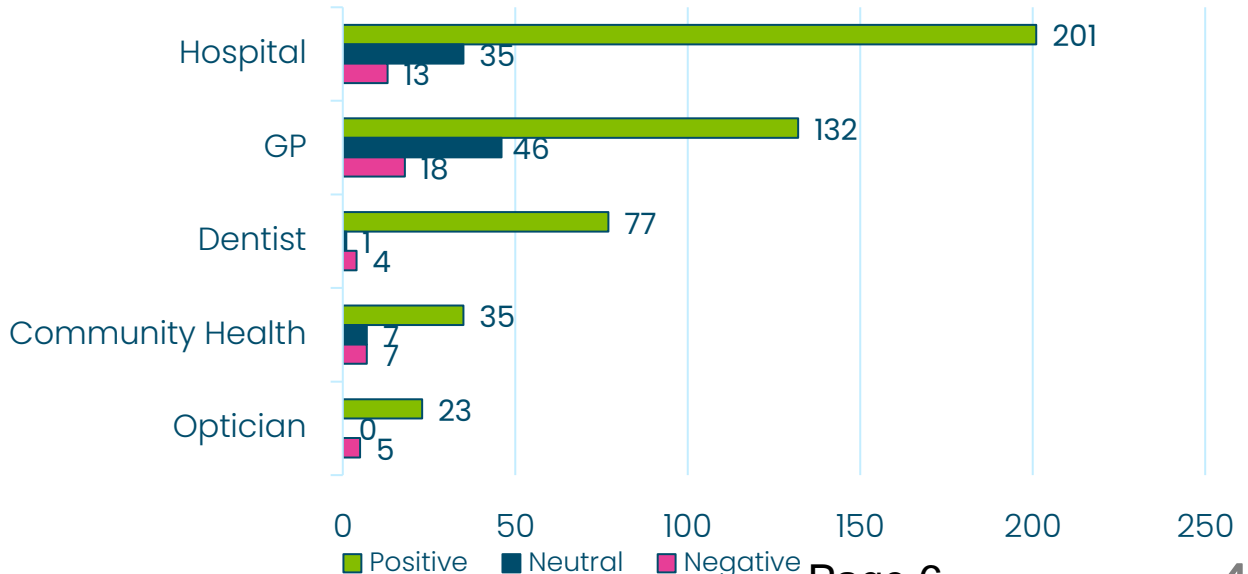
of health and care services were shared with us, helping to raise awareness of issues and improve care.

66 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top five service types	Number of reviews	Percentage of positive reviews
Hospital	249	81%
GP	196	67%
Dentist	82	94%
Community Health	49	71%
Optician	28	82%

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 2023-24 so far. The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
Hospital	81% (250)	81% (201)		
GP	60% (114)	67% (132)		
Dentist	91% (61)	94% (77)		
Community Health	56% (19)	71% (35)		
Optician	74% (25)	82% (23)		

What does this tell us?

- The percentages of positive reviews for hospital services were equally high (81%) in Q1 and Q2.
- GP services received a higher percentage of positive reviews from service users, with an increase of 7%.
- Both Community Health and Optician services saw a significant increase in positive reviews this quarter in comparison to Q1.
- All services have either remained relatively high, or they have seen an increase in positive reviews this quarter.

Experiences of Hospital Services



What people told us about hospitals

"Good Communication, treatment has been smooth, customer service and doctors are good."

"A&E has bad waiting times. Waiting rooms are packed. Parking could be improved and is expensive."

"Everything runs smoothly, and you are kept up to date."

"Communication breakdown between GP and Hospital. Communication and general support was poor."

"Good customer service. Hospital is organised. Doctors are nice.."

"Pharmacy could be improved. Better parking signage. Not good access for people that are in a wheelchair."

"Doctor's have been apologetic, helpful and understanding."

"Had to find own consultant due to a lack of workers."

Hospital Services

No. of Reviews	249 (related to 6 hospitals)
Positive	81%
Negative	5%
Neutral	14%

Questions we asked residents



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

The questions 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 good do you think the communication is between your hospital and GP practice?

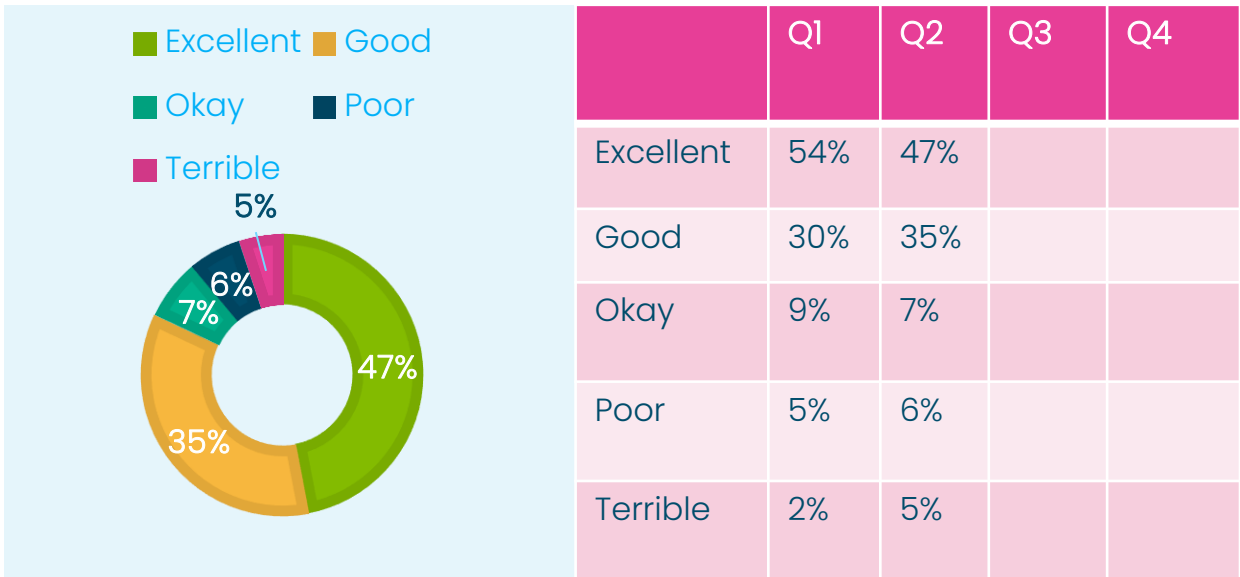
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Terrible – Excellent) for all questions.

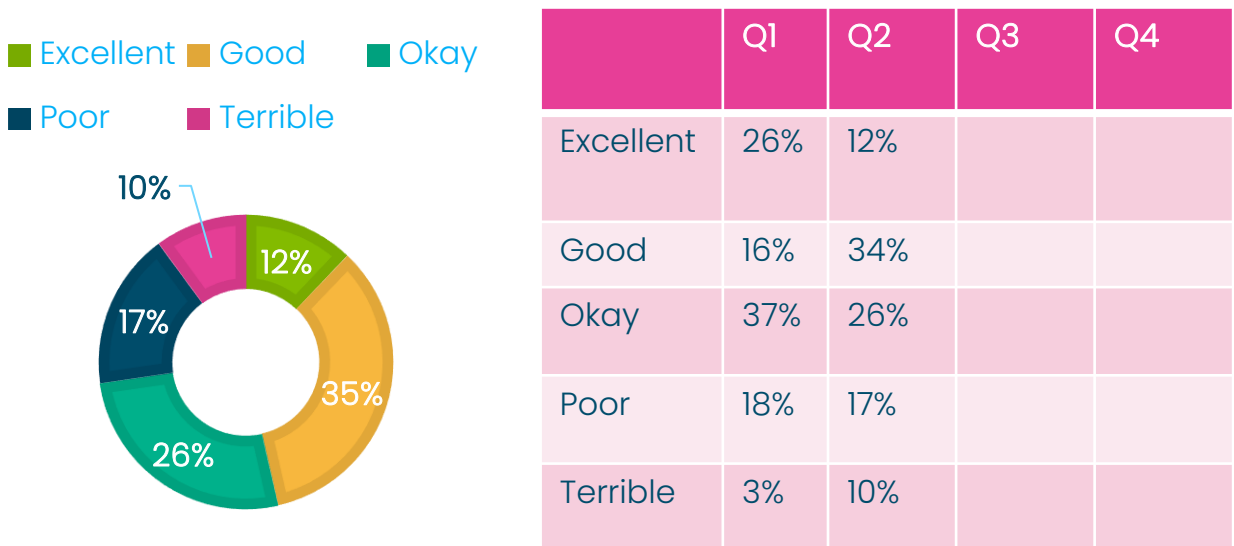


Access and Quality Questions

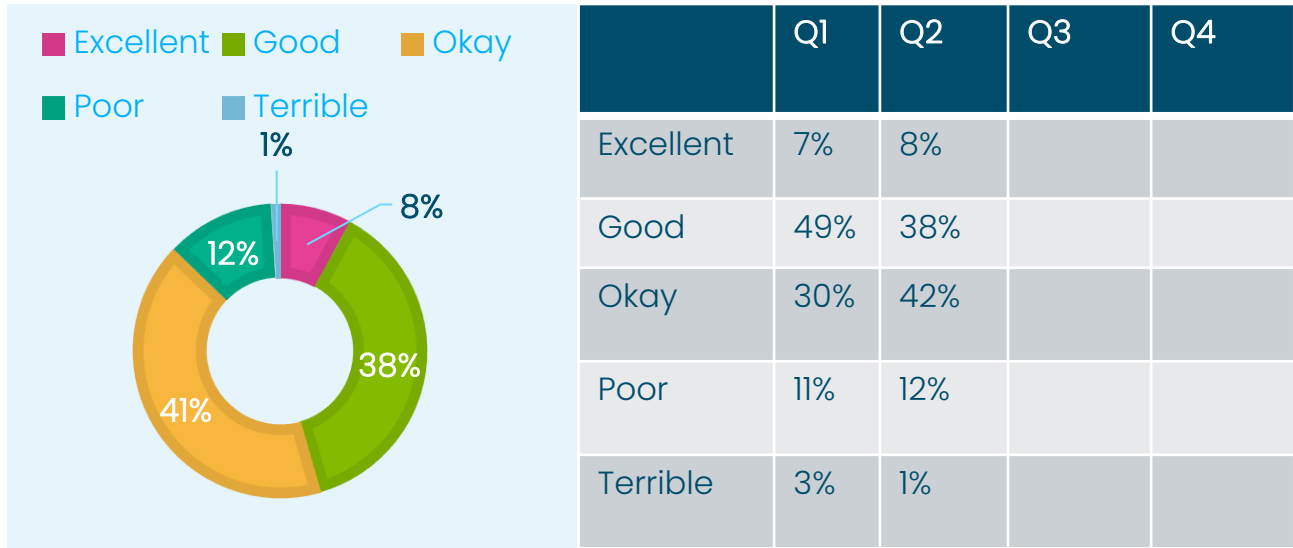
Q1) How did you find getting a referral/appointment at the hospital?



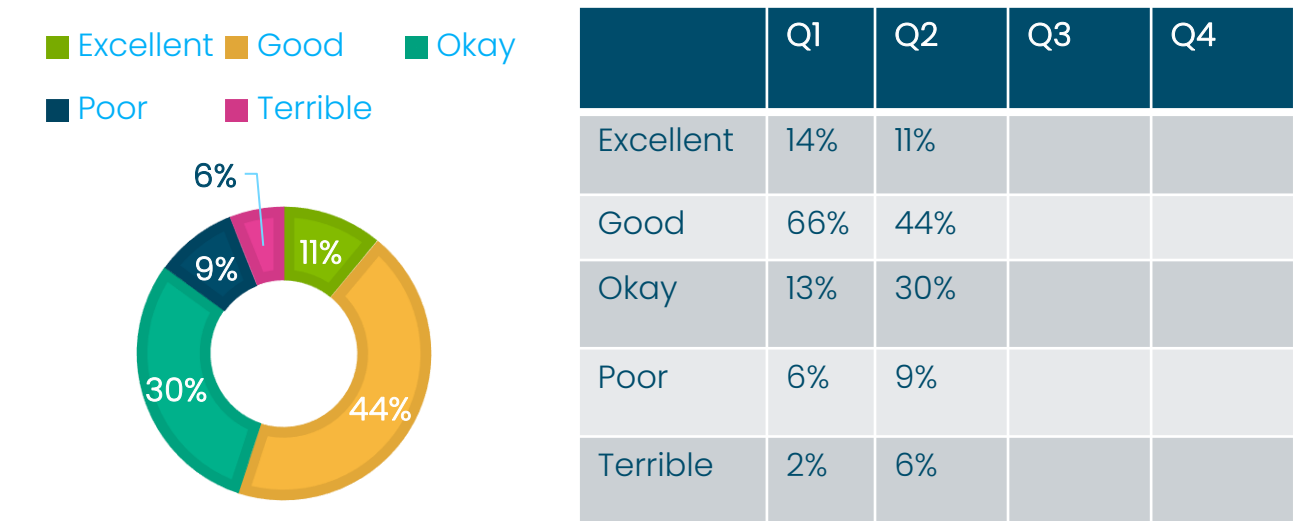
Q2) How do you find getting through to someone on the phone?



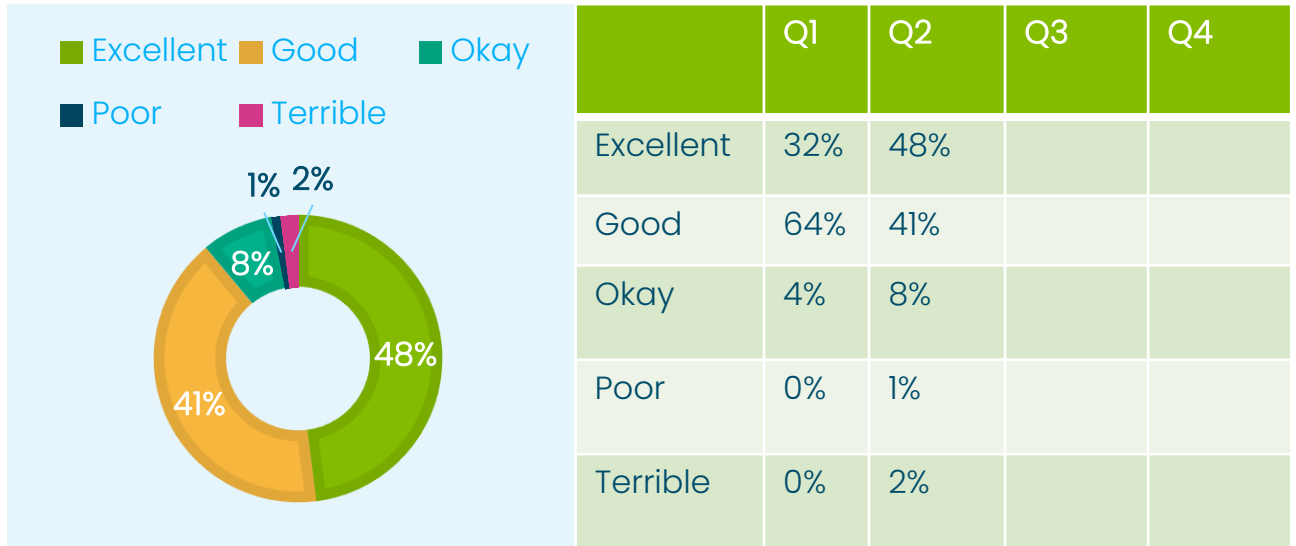
Q3) How do you find the waiting times at the hospital?



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

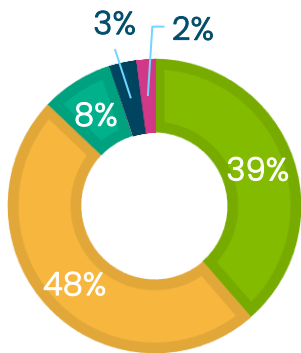


Q5) How do you find the attitudes of staff at the service?



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

■ Excellent ■ Good
■ Okay ■ Poor



	Q1	Q2	Q3	Q4
Excellent	34%	39%		
Good	57%	49%		
Okay	7%	8%		
Poor	2%	3%		
Terrible	0%	2%		

Thematic analysis

In addition to the access and quality questions we ask two free text questions (**What is working well?** and **What could be improved?**) to get a more detailed picture about hospital services.

Each experience we collect is reviewed and up to five themes and sub-themes are applied. The charts below show the top five positive and negative themes* between July and September 2023 based on these free text responses.

Top five positive issues	Percentage of positive reviews and count	Top five negative issues	Percentage of negative reviews and count
Staff attitudes	126 (89%)	Waiting times (punctuality and queueing on arrival)	45 (41%)
Quality of treatment	116 (90%)	Getting through on the telephone	28 (31%)
Access (booking appointments)	83 (86%)	Communication between services	21 (22%)
Waiting times (punctuality and queueing on arrival)	44 (40%)	Access (booking appointments)	11 (11%)
Communication with patients (treatment explanation and verbal advice)	40 (85%)	Facilities and surroundings (car parking)	9 (39%)

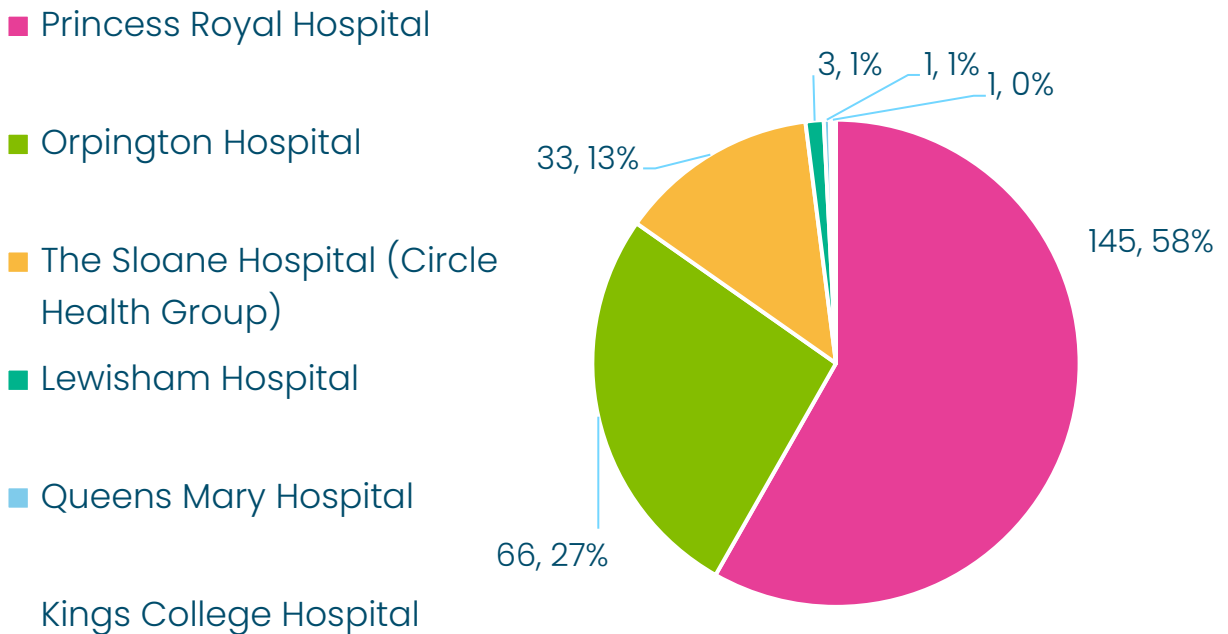
Reviewed Hospitals

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 experiences about the following hospitals:

- Princess Royal University Hospital
- Orpington Hospital
- The Sloane Hospital (Circle Health Group)
- University Hospital Lewisham
- King's College Hospital
- Queen Mary Hospital

Between July and September 2023, Princess Royal University Hospital and Orpington Hospital received most reviews, with higher numbers than in Quarter 1, as each was visited weekly by the Patient Experience Officer, interns and volunteers. Additional patient experiences were collected by the Patient Experience Officer, through face-to-face engagements and online reviews.

Total reviews per hospital



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

Positive ■ Neutral ■ Negative ■

Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	Referral/ appointment	Getting through on the phone	Waiting times	Communication between GP and Hospital	Staff attitudes	Treatment and care
Princess Royal University Hospital	4.2	3.3	3.3	3.4	4.2	4.1
Orpington Hospital	4	3	3.7	3.5	4.6	4.5

We have also identified the top three positive and negative themes for each hospital where we have received over 20 reviews.

HOSPITAL	Overall Rating (out of 5)	Top three positive issues	Top three negative issues
Princess Royal University Hospital No of reviews: 145	3.9	1. Staff attitudes	1. Waiting times (punctuality and queuing on arrival) 2. Communication between services 3. Getting through on the telephone
		2. Quality of treatment	
		3. Booking appointments	
Orpington Hospital No of reviews: 66	4.2	1. Quality of treatment	1. Getting through on the telephone 2. Waiting times (punctuality and queuing on arrival) 3. Appointment availability
		2. Staff attitudes	
		3. Waiting times (punctuality and queuing on arrival)	

What has worked well?

Below is a list of the key positive aspects of hospitals reported between July and September 2023.



Staff attitudes

89% of reviews were positive. Patients found administrative and healthcare staff kind, helpful, and understanding.



Quality of treatment

90% of reviews were positive. Most patients rated the quality of their care excellent or good.



Access (booking appointments)

86% of patient reviews were rated excellent or good.. Patients found the appointments system quick, efficient, and working well.



Waiting times (punctuality and queueing on arrival)

40% of patient reviews were positive. Most patients said they were seen quickly by medical staff.



Communication with patients (treatment explanations and verbal advice)

85% of reviews were positive. Patients felt listened to and were satisfied with explanations and advice given.

What could be improved?

Below is a list of the key areas for improvement for hospitals reported between July and September 2023.



Waiting times (punctuality and queuing on arrival)

41% of reviews relating to waiting times in the hospital to see medical staff were negative. Most patients stated there should be more staff to reduce the time sitting in the waiting area.



Getting through on the telephone

31% of patients reported a negative experience e.g. no one answering the phone or being given incorrect/ inadequate/unhelpful information when trying to contact a department.



Communication between services

22% of patients rated this negatively, both communication between hospital departments and between the hospital and patients' GP practices.



Access (booking appointments)

A small number (11%) of patients reviewed this negatively and felt the appointments system was not fit for purpose.



Facilities and surroundings (car parking)

39% of patients complained about inadequate car parking and said more spaces should be provided.

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 which have repeated in three or more quarters.

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes		
Communication with patients	Quality of treatment		
Quality of treatment	Access (booking appointments)		
Appointment availability	Waiting times (punctuality and queuing on arrival)		
Treatment and care experience	Communication with patients		

Negative issues

Q1	Q2	Q3	Q4
Waiting times	Waiting times (punctuality and queuing on arrival)		
Communication with patients	Getting through on the telephone		
Car Parking	Communication between services		
Treatment and care Experience	Access (booking appointments)		
Communication between services	Car parking		

Equalities Snapshot

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

This section revealed interesting statistics when we analysed overall experience ratings (1= Terrible 5= Excellent) A full demographic breakdown can be found in the appendix.



Gender

Between July and September 2023, positive feedback was received from 76% of men who attended hospital appointments and 78% of women, but many more women (147) shared feedback than men (50).



Age

Most feedback received was from people aged 75–84 (51). 39 reviews were positive, two negative and ten neutral. The second largest group (41) was aged 65–74. 32 reviews were positive, four negative and five neutral.



Ethnicity

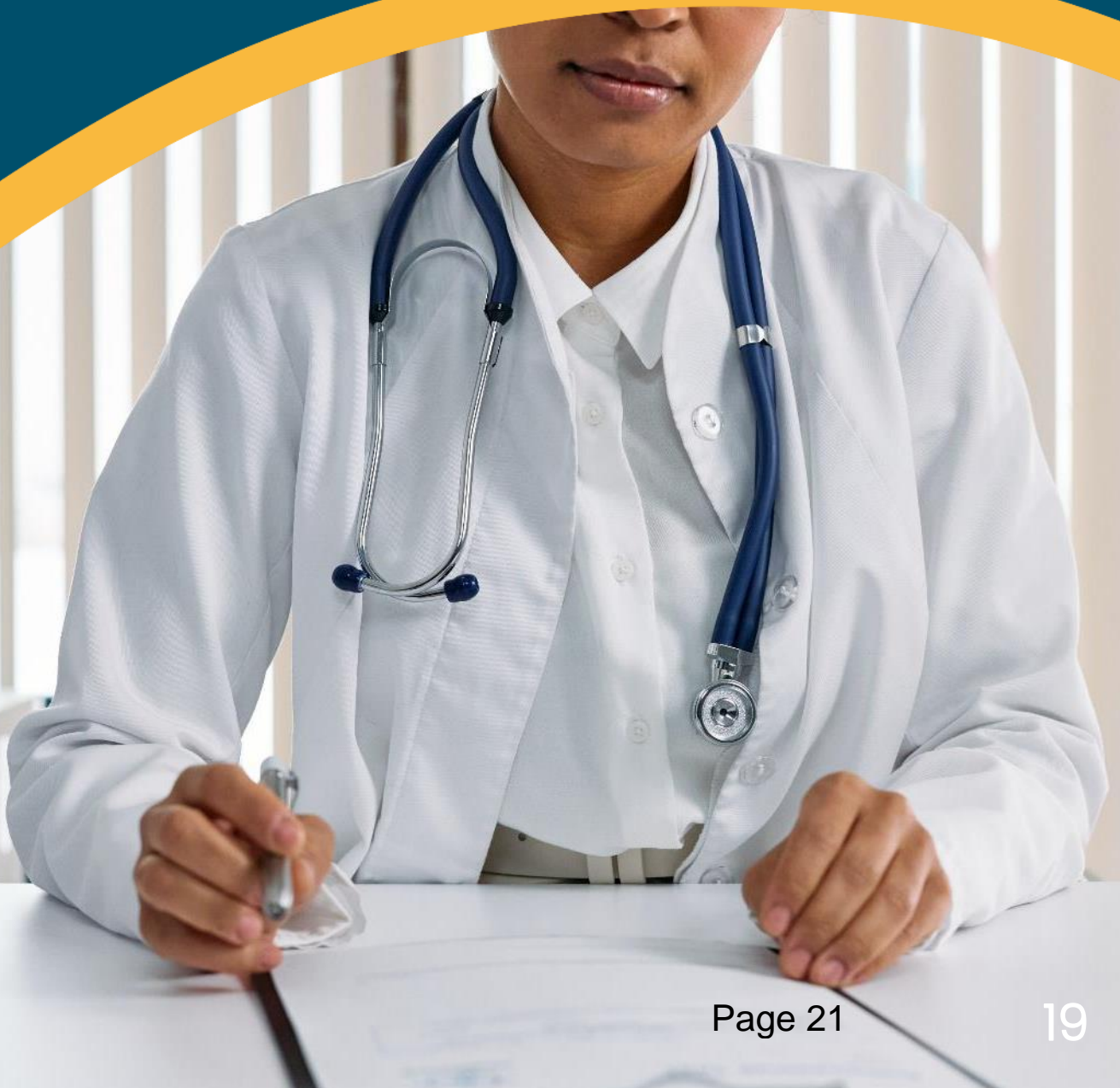
158 reviews were collected from White British people; 126 were positive. 87 of this group rated their hospital experience 4* and 39 5*. The next largest group was Asian British but the total number was only five; four positive, one negative.



Disability and Long-Term Conditions

36 reviews were from people who considered themselves disabled; 29 positive, six neutral, one negative. Of the 93 reviews from people with LTCs, 76 were positive, two negative and 15 neutral.

Experiences of GP Practices



What people told us about GP Practices

"I'm always satisfied with my GP practice. I'm able to get an appointment the same day and all staff are friendly and helpful."

"Online and telephone consultations could be improved. They're not as good as coming in person."

"I liked the move to online bookings and being able to make a query to the doctor without an appointment. It is great and convenient."

"It's not easy getting an appointment. Receptionists are nice, but when I call, they always say they have no available slots. Also, I wish there was more support for mental health."

"My 5-year-old daughter has been seen by our GP on several occasions. They have been outstanding, caring, and professional. Thank you!"

"GPs rotate, so I never see the same doctor twice. I must explain everything each time I have an appointment. I wish there was an option to choose which GP I will be seeing."

"The staff is fantastic. They are supportive of my specific problems and listen to my concerns. Overall, the general treatment is very good."

"I can never get through over the phone. If I do, I get put on hold for over an hour."

GP Services

No. of Reviews	196 (related to 27 GP practices)
Positive	67%
Negative	10%
Neutral	23%



Questions we asked residents

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

The questions were:

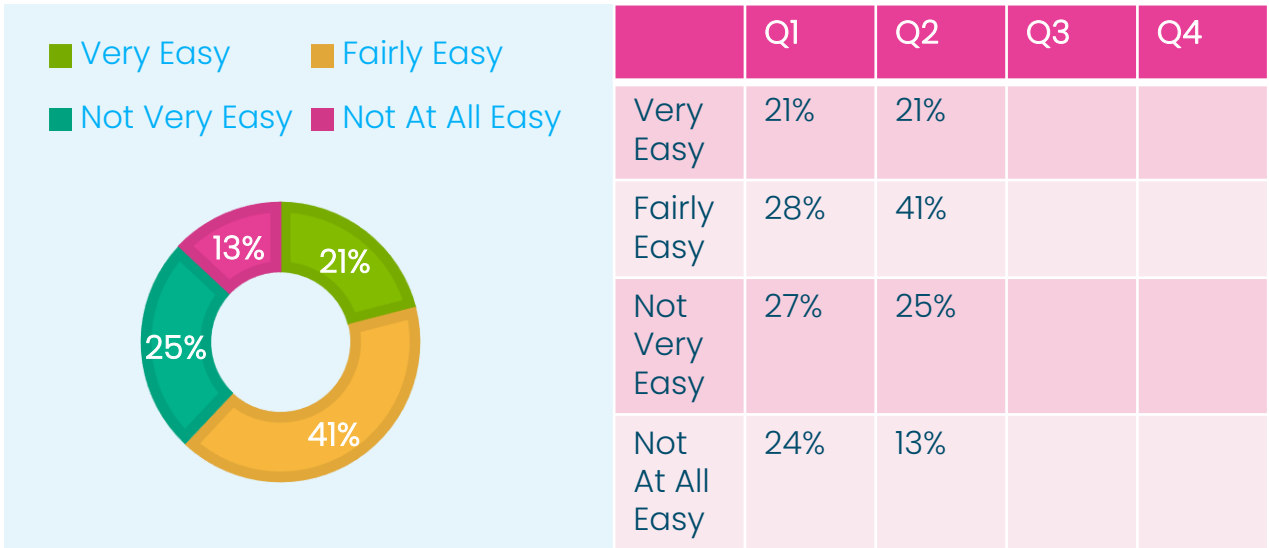
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the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

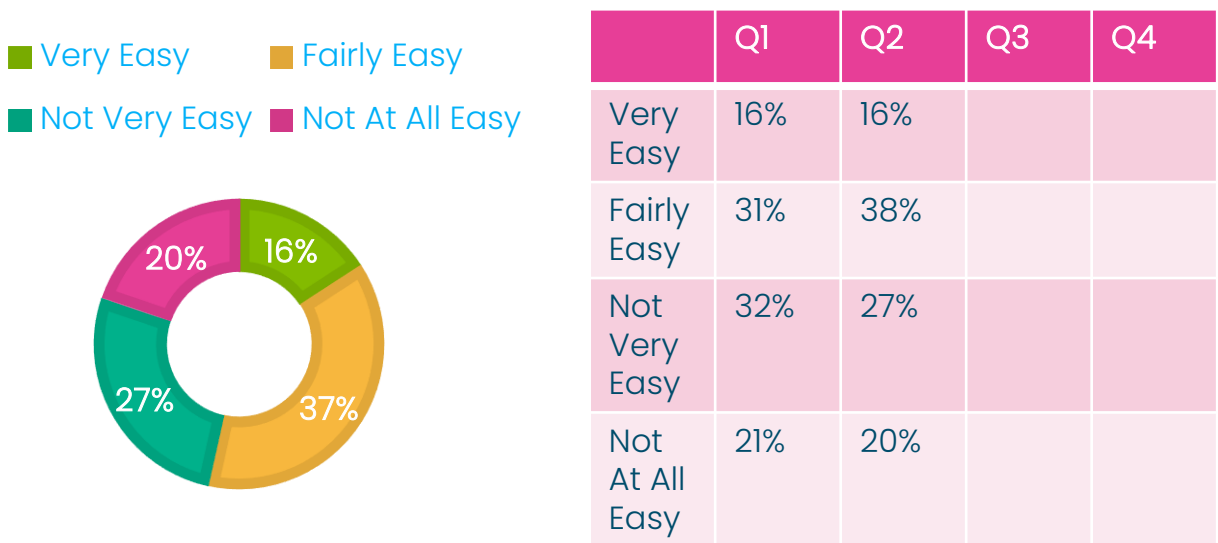
Participants were asked to choose between 1-5* (Terrible – Excellent)

Access and Quality Questions

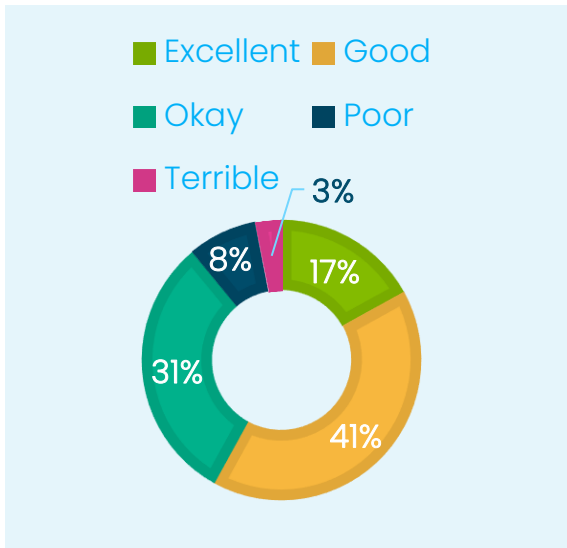
Q1) How do you find getting an appointment?



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

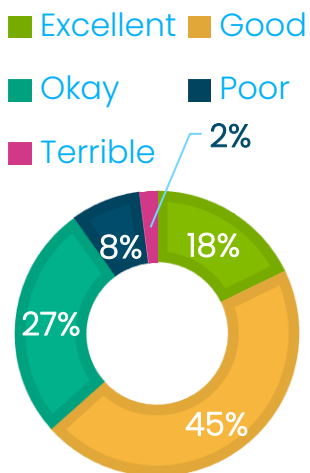


Q3) How do you find the quality of online consultations?



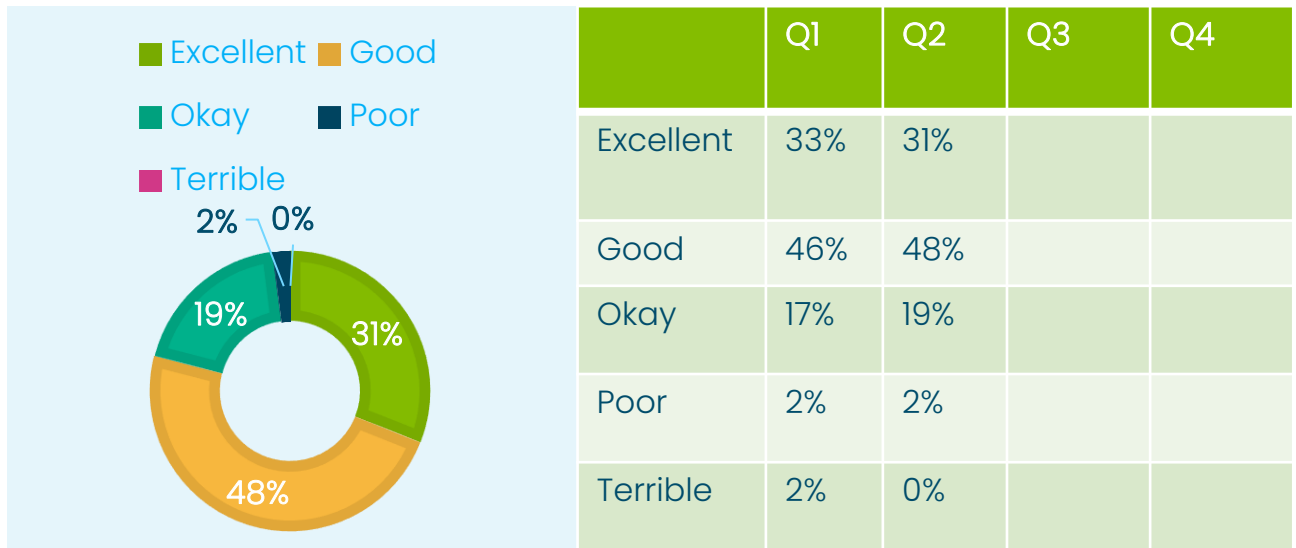
	Q1	Q2	Q3	Q4
Excellent	22%	17%		
Good	37%	41%		
Okay	24%	31%		
Poor	14%	8%		
Terrible	3%	3%		

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



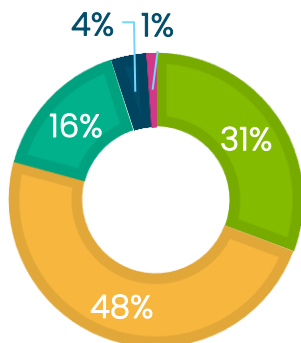
	Q1	Q2	Q3	Q4
Excellent	19%	18%		
Good	41%	45%		
Okay	28%	27%		
Poor	8%	8%		
Terrible	4%	2%		

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



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

■ Excellent
 ■ Good
 ■ Okay
■ Poor
 ■ Terrible



	Q1	Q2	Q3	Q4
Excellent	27%	31%		
Good	50%	48%		
Okay	17%	16%		
Poor	5%	4%		
Terrible	1%	1%		

Thematic analysis

In addition to the access and quality questions we ask two free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture of GP practices.

Each experience we collect is reviewed and up to five themes and sub-themes applied. The tables below show the top five positive and negative themes between July and September 2023 based on the free text responses.

Top five positive themes	Percentage of positive reviews and count	Top five negative themes	Percentage of negative reviews and count
Staff attitudes	117 (82%)	Getting through on the telephone	65 (47%)
Quality of treatment	95 (83%)	Appointment availability	54 (46%)
Getting through on the telephone	62 (45%)	Booking appointments	15 (30%)
Appointment availability	55 (47%)	Quality of appointment – telephone consultation	10 (14%)
Quality of appointment – telephone consultation	41 (59%)	Quality of treatment	10 (9%)

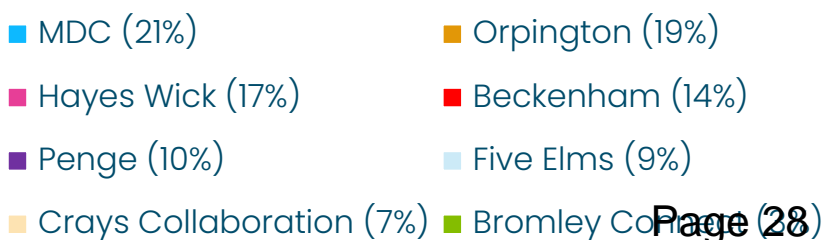
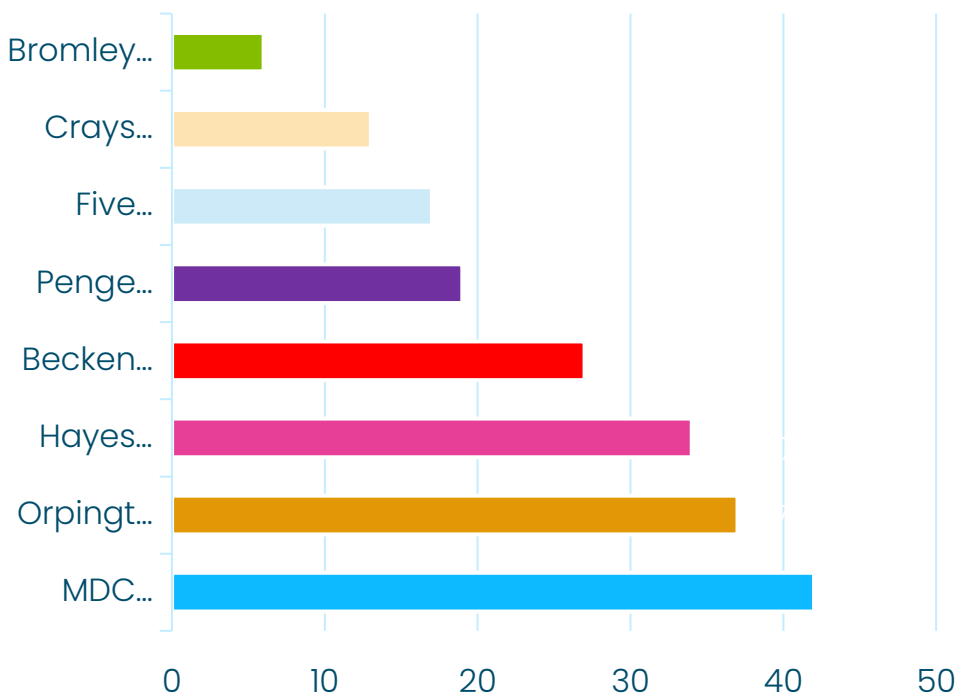
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices in the same local area which work together to support patients. In Bromley there are **eight PCNs** covering the borough:

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

In this quarter, the PCN areas receiving the most reviews were MDC and Orpington; in Quarter 1, Orpington and Five Elms.

Total Reviews per PCN



PCN Access and Quality Questions

In order 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 out of 5 (1 – Terrible, 5 – Excellent)

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

Positive ■ Neutral ■ Negative ■

PCN	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Telephone consultations	Online consultations	Staff attitudes	Treatment and Care
Beckenham	2.2	2.3	3.7	3.8	4.2	4.2
Bromley Connect	3.2	3.2	2.2	4.0	4.6	4.2
Crays Collaboration	2.6	2.6	3.9	3.6	4.2	3.9
Five Elms	2.7	2.4	4.0	4.0	4.1	3.8
Hayes Wick	2.6	2.3	3.5	3.7	4.0	4.2
MDC	2.6	2.2	2.0	3.4	3.8	3.8
Orpington	2.8	2.8	3.3	3.9	4.1	3.8
Penge	3.2	3.1	3.8	3.7	4.4	4.7

PCN Themes

We have identified the top three positive and negative issues for each PCN.

PCN	Overall rating	Top three positive issues	Top three negative issues
Beckenham No of reviews: 27	3.7	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Lack of access
Bromley Connect No of reviews: 6	4.0	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Getting through on the telephone	3. Online consultation (app/form)
Crays Collaboration No of reviews: 13	3.8	1. Staff attitudes	1. Booking appointments
		2. Getting through on the telephone	2. Getting through on the telephone
		3. Quality of treatment	3. Professionalism
Five Elms No of reviews: 17	3.3	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Quality of appointment – telephone consultation	3. Quality of staff – health professionals
Hayes Wick No of reviews: 34	3.9	1. Staff attitudes	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment availability
		3. Getting through on the telephone	3. Staffing levels
MDC No of reviews: 42	3.4	1. Staff attitudes	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment availability
		3. Getting through on the telephone	3. Booking appointments
Orpington No of reviews: 37	3.8	1. Staff attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Quality of treatment
Penge No of reviews: 19	4.2	1. Quality of treatment	1. Booking appointments
		2. Staff attitudes	2. Getting through on the telephone
		3. Getting through on the telephone	3. Appointment availability

What has worked well?

Below is a list of the key positive aspects of GP practices reported between July and September 2023.



Staff Attitudes

82% of reviews were positive. Patients said GPs are professional, friendly, and caring.



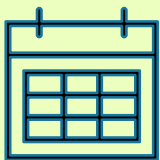
Quality of treatment

83% of reviews were positive. Patients were very pleased with their GPs' support and care; many said GPs listened to concerns and provided excellent treatment plans.



Getting through on the telephone

45% of reviews were positive. Some patients were happy to communicate with GP practices by telephone and commended the convenience of booking appointments this way.



Appointment availability

47% of reviews were positive; some patients approved of the switch to online booking systems and said they could get same day appointments.



Quality of telephone consultations

59% of reviews were positive. Patients found them to be convenient and more quickly available than face-to-face appointments.

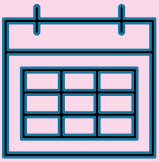
What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July and September 2023.



Getting through on the telephone

47% of reviews were negative.; patients criticised long waiting times, some mentioned being on hold for over an hour.



Appointment availability

46% of reviews were negative. Some patients had to wait weeks to get a face-to-face appointment and were unable to choose which GP they saw.



Access (booking appointments)

30% of reviews were negative. Patients were frustrated with the '8.00am queue', found it impossible to book urgent appointments in advance and said there were insufficient time slots.



Quality of telephone consultations

14% of reviews were negative. Some patients felt their concerns were insufficiently addressed and that GPs were always in a rush.



Quality of treatment

A small percentage (9%) of reviews were negative regarding quality of treatment. Some patients said GPs did not explore all possible treatment options, nor explain diagnoses in an understandable way.

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 which have repeated in three or more quarters.

Positive Issues

Q1	Q2	Q3	Q4
Quality of treatment	Staff attitudes		
Staff attitudes	Quality of treatment		
Communication with patients	Getting through on the telephone		
Staff attitudes	Appointment availability		
Booking appointments	Quality of telephone consultations		

Negative issues

Q1	Q2	Q3	Q4
Getting through on the telephone	Getting through on the telephone		
Appointment availability	Appointment availability		
Booking appointments	Booking appointments		
Communication with patients	Quality of telephone consultations		
Staff attitudes	Quality of treatment		

Equalities Snapshot

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

This section revealed interesting statistics when we analysed overall experience ratings (1= Terrible 5= Excellent) A full demographic breakdown can be found in the appendix.



Gender

During the last three months, women respondents had a better experience with their GPs than men. 70% of women and 63% of men rated their experiences 4* or higher.



Age

We received most feedback from age groups 25–34 and 55–64. 77% of the former had positive experiences, 8% negative. 65% of the latter had positive experiences, 6% negative. Under-18s had the most positive experiences and 65–74.s the most negative.



Ethnicity

The greatest number of reviews were collected from people identified as White British; 68% of them rated their last experience with a GP to be either 'Good' or 'Excellent.' People identified as Caribbean had the most negative experiences, with 14% rating their last encounter as either 'Poor' or 'Terrible.'



Long Term Conditions

39% of respondents who shared their equalities data considered themselves to have a long-term condition. Only 62% reported a positive experience with their GP practice compared with 76% without LTCs.

Experiences of 'Other' services



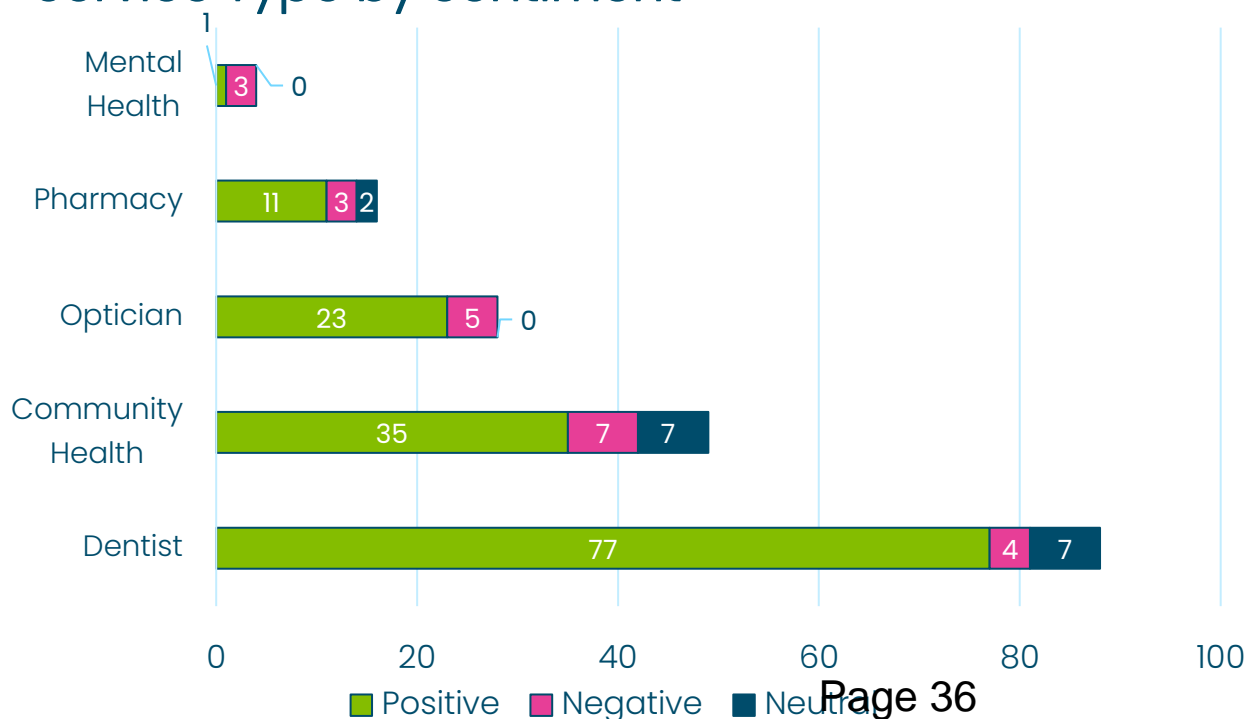
Experiences of 'Other' services

In addition to asking specifically about GPs and hospitals, we ask people to share experiences about any other public health or care service, asking what is working well and what could be improved.

This section provides details of positive, neutral and negative reviews per service. We analysed respondents' rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews	Percentage of positive reviews
Dentist	82	94%
Community Health	49	71%
Optician	28	82%
Pharmacy	16	69%
Mental Health	4	25%

Service Type by Sentiment



We've produced a list of good practice and areas for improvement for dentists from Quarter 2 reports.

Dentists – what has worked well?



Quality of health professionals

73% of service users rated the quality of health professionals positively. Comments included feedback regarding their skills and ability to provide great service.



Treatment and care – experience

45 people left positive feedback about their experience with dental services. Positive comments include remarks about how calm and comfortable the experience was.

Dentists – what could be improved?



Booking Appointments

A small number of people (4) reported difficulty in booking appointments at their dentist. Comments generally reported dissatisfaction with process of booking an appointment.



Treatment and Care – Experience

A minority of service (4) users were disappointed with their experience with their dentist. Comments included negative feedback about trying to book an appointment to see a dentist.

We've produced a list of good practice and areas for improvement for community health from Quarter 2 reports.

Community Health – What has worked well?



Staff attitudes

18 people gave positive reviews related to staff attitudes across multiple services, including community health centres, wellbeing cafes, and children and family centres. Comments included that both health professionals and administrative staff were friendly, attentive and helpful.



Cleanliness and hygiene

7 people left positive feedback about good cleanliness, which contributed to their overall opinion accessing a community health service.

Community Health – What could be improved?



Waiting times

10% of users were dissatisfied with waiting times, claiming that appointments were often delayed, and they would value more communication around estimated waiting times.



Appointment availability

4 people had difficulty in getting an appointment. Comments included service users being unable to book an appointment at all or having to wait months, or even years, to be seen.

We've produced a list of good practice and areas for improvement for opticians from Quarter 2 reports.

Opticians – What has worked well?



Treatment and care

28 people gave positive feedback about their experience of opticians. Comments included satisfaction with customer service and overall service quality.



Quality of staff

18 users left positive reviews about the quality of staff at their local optician. Most remarked on the friendliness, helpfulness and professional competence of staff.

Opticians – What could be improved?



Treatment and care

Five people left negative feedback, including comments about internal communication and their general experience.



Staff professionalism

Two people registered dissatisfaction and experienced some rudeness when communicating with staff at their local optician.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	26%	106
Woman (including trans woman)	74%	307
Non- binary	0%	0
Other	0%	0
Prefer not to say	0%	0
Not provided		211
Total		624

Age	Percentage %	No of Reviews
Under 18	3%	12
18-24	3%	14
25-34	9%	36
35-44	12%	50
45-54	10%	42
55-64	15%	59
65-74	16%	64
75-84	21%	84
85+	9%	38
Prefer not to say	1%	4
Not provided		221
Total		624

Ethnicity	Percentage %	No of reviews
British / English / Northern Irish / Scottish / Welsh	78%	304
Gypsy or Irish Traveller	0%	1
Any other White background	4%	16
Asian British	3%	11
Bangladeshi	0%	1
Chinese	1%	4
Indian	3%	13
Pakistani	1%	3
Any other Asian background/Asian British Background	1%	3
Black British	2%	9
African	1%	4
Caribbean	3%	10
Black African and White	0%	1
Any other ethnic group	1%	3
Black Caribbean and White	1%	2
Any other Mixed / Multiple ethnic groups background	1%	2
Not provided		236
Total		624

Unpaid Carer Status	Percentage %	No of Reviews
Yes	10%	37
No	89%	341
Prefer not to say	1%	4
Not provided		242
Total		624

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	46%	179
No	53%	210
Prefer not to say	0%	1
Not known	1%	3
Not provided		231
Total		624

Religion	Percentage %	No of Reviews
Buddhist	1%	3
Christian	49%	189
Hindu	2%	9
Jewish	0%	0
Muslim	3%	12
Sikh	1%	5
Other religion	1%	3
Agnostic		
No religion	41%	157
Prefer not to say	2%	7
Not provided		239
Total		624

Sexual Orientation	Percentage %	No of Reviews
Asexual		
Bisexual	2%	7
Gay Man	1%	2
Heterosexual/ Straight	92%	369
Lesbian / Gay woman	0%	1
Pansexual	0%	0
Prefer not to say	4%	14
Not known	1%	3
Not provided		228
Total		624

Pregnancy	Percentage %	No of reviews
Currently pregnant	1%	4
Currently breastfeeding	1%	5
Given birth in the last 26 weeks	1%	5
Prefer not to say	0%	1
Not known	1%	4
No	16%	61
Not relevant	79%	309
Not provided		235
Total		389

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	1
Not in employment & unable to work	4%	15
Not in employment/ not actively seeking work - retired	50%	191
Not in employment (seeking work)	2%	9
Not in employment (Student)	4%	15
On maternity leave	3%	12
Paid: 16 or more hours/week	28%	106
Paid: Less than 16 hours/week	6%	23
Prefer not to say	3%	11
Not provided		241
Total		624

Disability	Percentage %	No of Reviews
Yes	21%	81
No	77%	301
Prefer not to say	1%	3
Not known	1%	4
Not provided		235
Total		624

Borough ward	Percentage %	No. of reviews
Beckenham Town & Copers Cope	9%	35
Bickley & Sundridge	4%	15
Biggin Hill	2%	8
Bromley Common & Holwood	9%	33
Bromley Town	9%	36
Chelsfield	3%	11
Chislehurst	7%	26
Clock House	0%	1
Crystal Palace & Anerley	0%	1
Farnborough & Crofton	1%	5
Hayes & Coney Hall	3%	11
Kelsey & Eden Park	0%	1
Mottingham	2%	6
Orpington	25%	94
Penge & Cator	2%	8
Petts Wood & Knoll	3%	10
Shortlands & Park Langley	1%	3
St Mary Cray	2%	8
St Paul's Cray	1%	3
West Wickham	7%	26
Out Of Borough	10%	39
Not provided		244
Total		624

healthwatch

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