



Healthwatch Bromley

Impact report 2016/17

## Who we are

Healthwatch Bromley is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Healthwatch Bromley is delivered by Community Waves, an engagement, involvement and participation charity focusing on health and social care based in Bromley.

During 2016-2017 our priorities, as determined by Bromley residents, were:

- Access to Services
- Children and young people's health and wellbeing
- Mental health

During the year we had direct engagement with 2867 residents and heard the views of 1331 people.

We held services providers to account and gave residents of Bromley a voice.

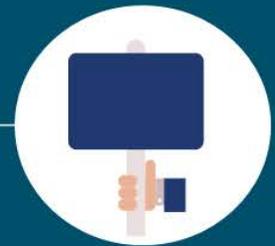
## Our Year At A Glance



We've engaged with **2867** local residents



**545** young people and young carers had their voices heard



We've received over **74** enquiries which required signposting



Our volunteers have contributed over **1150** hours this year, which equates to **165** working days



We've worked with **35** local services in our role as patient champion



Our reports have tackled issues from health inequalities to sexting laws



This year we've increased our reach on Twitter by 26% to 1688 people

Our website was visited 4957 times by over 3500 people

547 residents receive our fortnightly e-Bulletins, which were viewed a combined 7465 times

## What have we done?

### *Access to Services: Health Inequalities - Banking on a Meal*

We carried out a research project focusing on the health needs of those who are at risk economically or identify as vulnerable, as well as any particular challenges they may face in accessing health and social care services. The report highlighted the areas of success in the current services offered and identified areas for improvement in service access for those who are most vulnerable.

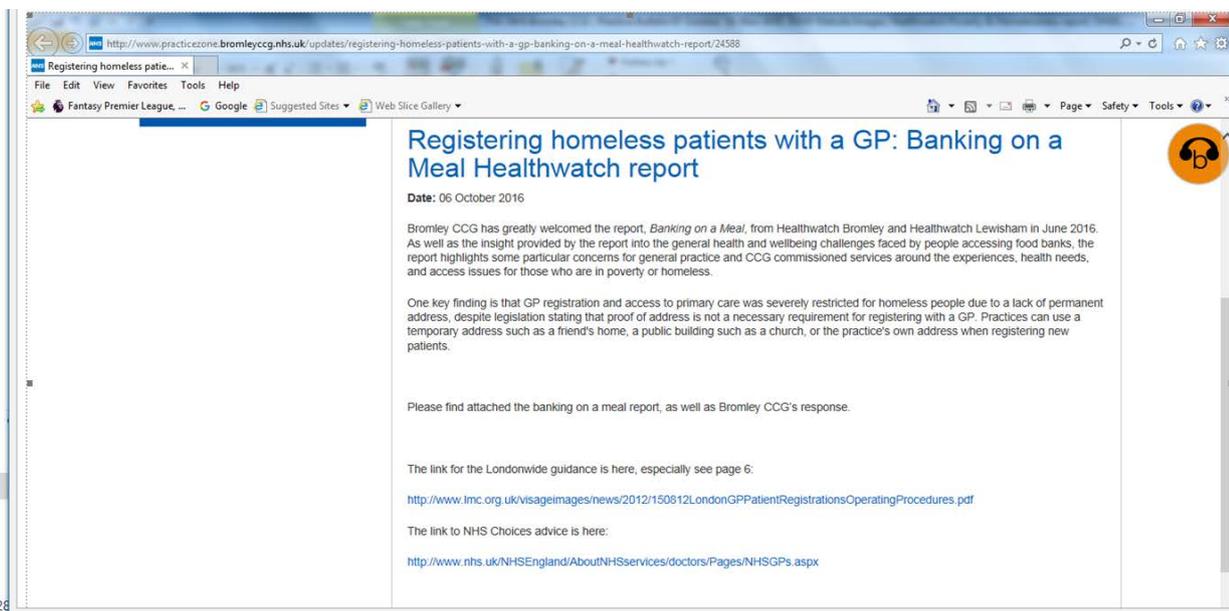
*Banking on a Meal* was a high quality, evidence based report with key local recommendations, and advocated the importance of local work on prevention and early intervention. The comparative nature of the report also offered the opportunity for the sharing of best practice between local authorities and health providers, and encouraged a more joined up method of working. The report was presented to Bromley Health and Wellbeing Board, and informed thinking at the local Clinical Commissioning Group around registration guidance for those without a permanent address, as well as training and support for clinical staff in dealing with patients with complex or additional needs.

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*Impact: Bromley CCG communicated to all Bromley GP practices about their obligations to register homeless patients, how they would do this and what support is available in managing complex patients.*

*This work and the report has also been used to inform wider regional thinking, such as the Our Healthier South East London programme, and has inspired similar initiatives in other local Healthwatch.*

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## BANKING ON A MEAL

Healthwatch's Community Engagement Officer visited 5 food banks across the boroughs of Bromley and Lewisham - they found that:

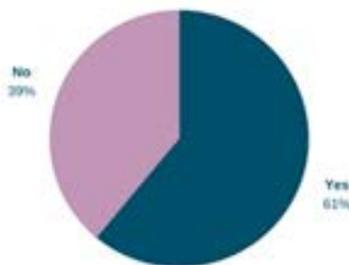
- Zero hour contracts and insecure employment often leaves people without sufficient resources to support themselves and their families, and thus become dependent on local support, such as food banks.
- Lack of communication between services means people are susceptible to falling through the gaps. This was most evident with benefit processing and a delay in payments, often for reasons unknown to the claimant.

It is evident in this case that poor communication between social care and health services, resulted in a local resident being left isolated and without support at his time of need. If local services are allowed to continue to operate disjointedly and in silo, it is likely that there will be an increased chance of growing health inequalities.

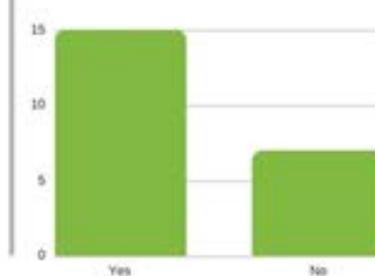
- 57% of those spoken to had suffered some form of sexual, physical or domestic violence prior to becoming homeless.
- 16 people had slept rough.
- 15 participants had not used the homeless healthcare services.

### Homeless Health

#### VISITED A GP



#### VISITED A&E



#### ADMITTED TO HOSPITAL



Of those surveyed, only 39% had been able to access a GP service.

Over half had been admitted to hospital in the last 12 months.

61% had visited A&E recently.

### HEALTH INEQUALITIES IN BROMLEY AND LEWISHAM

"Housing is a fundamental need for good health and wellbeing, and inequalities in a range of health issues can be tracked back to the quality of housing" - The Joint Strategic Needs Assessment for Bromley (2015)

### *Enter and View Visits - Care Homes*

During 2016/17 four Enter and View visits were carried out to care homes in the borough. These were:

- [Ashglade Care Home](#)
- [Burrows House Care Home](#)
- [Foxbridge House Care Home](#)
- [Sundridge Court Care Home](#)

These homes were first visited by Healthwatch Bromley in 2015 and were revisited to understand if there had been any changes in service delivery provision. We offered suggestions and recommendations to help improve the experience of residents.

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*Impact: Following our recommendations, three of the four care homes are sending further communications to the residents regarding their rights to influence and change the support that they receive, with the goal of improving their quality of daily living. Two care homes are increasing and improving their staff training programme, enabling improved care support for residents.*

*Burrows House Care Home has organised community transport allowing residents to have further opportunities to leave the care home for summer trips.*

*Two local care homes are looking to increase the level of activities provided within the care home by increasing volunteer support, enabling a wider range of activities to be available for residents.*

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### *Enter and View Visits - Mental Health*

Healthwatch Bromley conducted an Enter and View visit at Green Parks House, Oxleas NHS Foundation Trust.

We identified that some patients were not able to spend as much time with staff as they felt was necessary and shared this with Oxleas NHS Foundation Trust.

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*Impact: The Trust has reviewed staffing levels on their acute wards, and from July 2016 increased nursing staff levels on days including weekends from four staff to five staff per shift. This change will allow a better staff to patient ratio.*

*"The recommendations made in the report offer helpful areas for the Trust to consider and it is reassuring to hear directly from patients and front line staff".*

*(Naidoo Armoordon, Clinical Unit Manager, Green Parks House)*

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### *Children and Young People's Engagement - Community Health Services*

The experiences of children and young people in relation to health and care services continues to be a key priority for the organisation.

We engaged with **263** children and young people and their parents and carers to gather their direct views and experiences of using the children and young people's community health services.

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*Impact: Bromley CCG reported that Healthwatch Bromley's engagement offered additional insight to inform the procurement for children's community services and that the data "offered a broad range of data broken down across four of the protected characteristics; 'age' 'sex' 'race' and 'gender reassignment' (September 2016).*

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### *Children and Young People's Engagement - Let's Talk about Sex*

We engaged with **395** young people to explore their attitudes and experiences toward sexual health and healthy relationships, the laws around sexual activity and healthy teenage relationships as well as to raise awareness and signpost to the services that are available,

We discovered that many children and young people in the borough are not aware of the laws around sexting and pornography, the potential consequences, and what services are available to them locally.

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*Impact: We provided a list of key recommendations, including the need for specialised sexual health services for under 25's across the borough.*

*Harris Academy Beckenham said that "the report gives us a good insight into what we need to continue to offer as part of our tutorial programme".*

*We are awaiting responses from other key stakeholders and service providers to this report.*

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### *Access to Services - NHS Dental Practices*

Healthwatch Bromley gathered views and experiences from **294** local residents relating to dental services in the borough in order to understand the provision of dental services within Bromley and how residents access them.

Our key findings were:

- practices need to ensure that information regarding treatment costs be readily available before the start of dental procedures, with alternatives options clearly explained.
- the need for complaints information to be more visible in reception areas.
- more positive promotional message are needed to encourage young children to access dentists

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*Impact: Healthwatch is waiting upon responses to our report from key stakeholders and service providers.*

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### *Access to Services - Diabetes Review*

We spoke to **111** people who are service users of the eye clinic service in the borough to ensure that local experiences were fed into the specification for the diabetes service provision.

### *Quality Accounts*

Healthwatch Bromley responds annually to the Quality Accounts of the NHS trusts and providers delivering services across the London Borough of Bromley. These are:

- Kings College Hospital NHS Foundation Trust,
- Oxleas NHS Foundation Trust,
- Bromley Healthcare CIC,
- St. Christopher's Hospice.

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*Impact: Our evidenced based feedback allows us to directly respond to the providers' performance and delivery over the last financial year, and to ensure patient experience and engagement is at the heart of their work.*

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Healthwatch Bromley regularly meets with the NHS Trusts and submits relevant intelligence and insight from our routine engagement.

### *Quarterly Intelligence Reports*

An essential part of influencing decision makers is ensuring that all the views, stories and experiences we capture as part of our public engagement is heard by those in charge of health and social care services. Healthwatch produces a quarterly intelligence report which analyses the patient stories and signposting enquiries we have received.

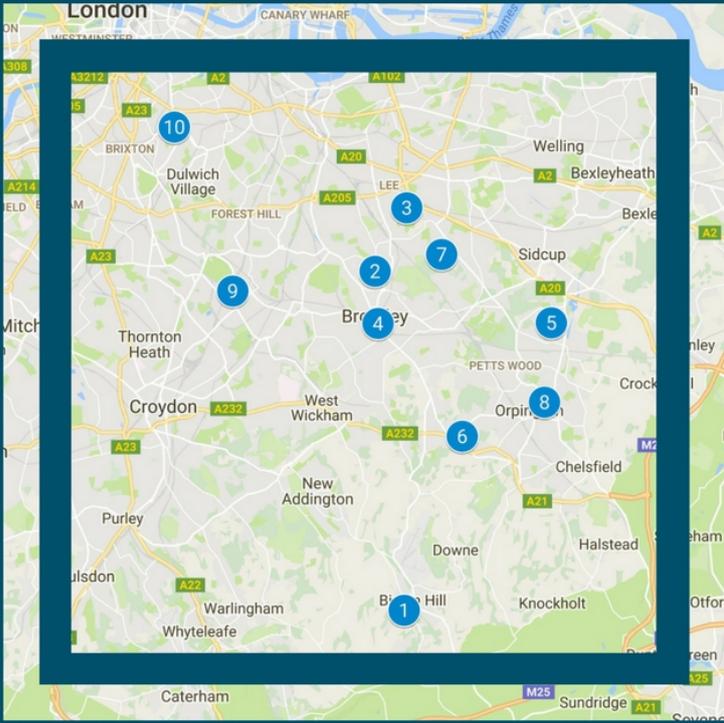
We have an active community presence and work in partnership with voluntary and community organisations to attend local events, meetings and festivals where we can speak to local residents.

Healthwatch works closely with Bromley CCG through their quality assurance processes such as the Clinical Quality Review Groups, to consider patient experience and feedback received and support them to build up a comprehensive picture of patient experience of the services commissioned. The Healthwatch Bromley Q4 Intelligence Report is attached as an appendix to this Impact report.

### Healthwatch Information Hubs

In September 2016, to further extend our reach into our community, we set up a number of Engagement Hubs where we provide signposting, cascade information and listen to peoples stories. Hubs are attended on rotation and are advertised at the venues, through our bulletin and by our voluntary sector partners. At present we have 10 Hubs across the borough.

## Engagement Hubs |



**healthwatch**  
Bromley

1. Biggin Hill Children & Family Centre
2. Burnt Ash Children & Family Centre
3. Castlecombe Children & Family Centre
4. Central Library, Bromley
5. Cotmandene Children & Family Centre
6. Princess Royal University Hospital
7. St. Edwards Church Hall
8. The Walnuts Shopping Centre, Orpington
9. Community Vision Children & Family Centre
10. King's College University Hospital

### Volunteering

Volunteers play a crucial role in enabling Healthwatch Bromley to reach as many people as possible. During the year we have successfully recruited and retained a strong volunteer cohort.

Our Healthwatch Bromley Volunteers have either led or supported us on a number of high impact projects, have provided high level representation, visited services and reached out to communities and neighbours to share our message and allow us to reach more people. They also provide support for our team in a variety of roles including administration, research, data entry and media and communications.

*Impact: During the year Healthwatch Bromley volunteers contributed 1,153 hours which is equivalent to 164 days. In terms of added value this equates to £15,716.00*

### *Partnership and Representation*

Healthwatch Bromley is part of many strategic and operational meetings, groups and networks and provide feedback at multiple level meetings in health and social care.

Partnership Groups and Meetings	
Meeting	Organisation
Health and Wellbeing Board	Bromley Council
Care Services PDS Committee	Bromley Council
Health Scrutiny Sub Committee	Bromley Council
Adult Safeguarding Board	Bromley Council
Joint Strategic Needs Assessment - Working Group	Bromley Council
Joint Strategic Needs Assessment - Steering Group	Bromley Council
Homeless Health Needs Audit	Bromley Council
Community Engagement Subgroup	Bromley Council
Clinical Commissioning Group - Governing Body in public	Bromley CCG
Joint meeting with Bromley CCG and LBB	Bromley CCG
Quality Action Subcommittee	Bromley CCG
End of Life Strategy Group	Bromley CCG
Bromley Urgent Care Working Group	Bromley CCG
Bromley Children and Young People Working Group	Bromley CCG
Equality and Diversity Working Group	Bromley CCG
Joint Bromley Healthcare Meeting	Bromley Healthcare CIC
Primary Care Programme Board	Bromley CCG
Primary Care Commissioning Committee	Bromley CCG
Oxleas Older People's Mental Health Service Reconfiguration	Oxleas
Joint Oxleas and Healthwatch BBG meeting	Oxleas
South London Quality Surveillance Group	NHS England
SEL CCG Stakeholder Reference Group	South London CSU
SEL Area Prescribing Committee	NHS in SEL i.e. Acute Trusts & 6 CCGs
OXLEAS CORG	BBG CCG
OHSEL Equality Group	OHSEL

Bromley Healthcare Patient Experience Group	Bromley Healthcare CIC
Planned Care Reference Group	OHSEL/ SL CSU
South East London Committee in Common	OHSEL/ SL CSU
Bromley Engagement and Communications Network	Multi-agency
Voluntary Sector Strategic Network	Community Links Bromley
Bromley Communication and Engagement Network	Multi-agency
Bromley Dementia Action Alliance	Multi-agency
Healthwatch Leadership Advisory Group	Healthwatch England

Furthermore, Healthwatch is an established member of the Bromley Engagement and Communications Network which is made up of communications and engagement representatives from health and care organisations within Bromley. The Network was initiated by London Borough of Bromley and Bromley CCG and is chaired by the Director of Healthwatch Bromley. The network meets every two months to discuss opportunities to work together on shared priorities. Good practice and approaches to effective engagement are shared. Through the Bromley engagement and communication network, we ensure that the patient's voice is shared across various social media and online channels.

## Further examples of our impact

The nature of Healthwatch involvement with providers and commissioners can mean that the impact of our work is not always immediately evident. Below are examples of earlier pieces of work where the impact is just becoming evident.

### *Access to Pharmacy Services*

During 2015-16 we carried out a deep dive into access to pharmacy services in the London Borough of Bromley.

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*Impact: The findings of which were fed into the development of the National Pharmaceutical Standards, with an emphasis on the importance of religion, personal values and beliefs in patient/clinician interaction.*

*In addition, the finding and recommendations have been incorporated into the written plans for the development of the transformation of pharmacy services across the South East London STP transformation of pharmacy services across SE London*

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### *General Medical Council*

For the last two years, Healthwatch Bromley has delivered training to GPs in the borough in partnership with the General Medical Council. We led sessions with a focus on local patient feedback and the importance of patient focused care.

The training sessions offered a chance for Healthwatch to answer questions around local patient experience and for GPs to become familiar with Healthwatch's signposting service in the borough.

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*The feedback we received from the organiser was: "Great session yesterday. They loved having you there (so did I!). Beforehand none of them knew what Healthwatch did and now I feel they will refer patients to you and understand how you can support them. They are the future GP workforce, so it is brilliant.*

*I was very pleased with the way it went and you should be too. Well done and thank you for giving up your time".*

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### *Pharmacy Postgraduate Education*

In March 2017 we participated in the Professionalism for *Pharmacy Technicians Design Day* to bring a patient/ service user focus to the development of the learning package and assessment.

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*Impact: "The Centre for Pharmacy Postgraduate Education (CPPE) is most grateful for the patient and public perspective provided via Healthwatch. Working together to develop learning material for pharmacy technicians enabled real life situations to be taken into account and genuine experiences of people who access pharmacy services to be included.*

*Scenarios were constructed to help pharmacy technicians explore how they might handle different situations they may face when delivering pharmacy services. By having Healthwatch involvement, the focus shifted to the service user's needs and moved away from a "one size fits all" method of solving problems. Having participants consider how their actions are viewed from a member of the public's perspective resulted in a more patient-centred approach.*

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*Healthwatch's presence highlights the importance of going the extra mile in order to benefit the patient. Hearing about the impact that healthcare professionals' actions have on service-users' outcomes is powerful. Having Healthwatch support in developing learning material for healthcare professionals is hugely beneficial".*

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### *What others say about us*

*"The fact that you give an opportunity for people to express their views is excellent practice. Bless you. Keep it up!"*

*Signposting caller*

*"As the local leaders of the NHS in Bromley, our relationship with Healthwatch is critical to our success..*

*Over the last year, their continued involvement in a number of our programmes of work has been invaluable in helping us reach our patients and especially those communities who are seldom heard. This has included, working with children, young people, families and carers on the development of a more integrated model of community based care that will be delivered through the procurement of our community health services; collecting feedback and experience from patients on service areas such as diabetes and extended primary care services; and encouraging people to join our Patient Advisory Group which enables members to directly influence the development of health services in Bromley. We look forward to continuing our work together over the next year."*

*Angela Bhan, Chief Officer of NHS Bromley CCG*

# Appendix



# Healthwatch Bromley Intelligence Report Q4

## Healthwatch Bromley Signposting Service

Healthwatch Bromley provides an information and signposting service for members of the public who live or access health and social care services in the borough. We respond quickly, efficiently and effectively to any signposting queries we receive. If we are unable to answer an information request using our database of local services, we will endeavour to find a person or organisation who can bring a resolution.

These enquiries encompassed a multitude of different health and social care issues ranging from GP registration requests to advocacy support for someone wanting to make a complaint.

21 people contacted the Healthwatch Bromley signposting service during January to March 2017. This represents an increase of 10.3% when compared to the previous quarter.

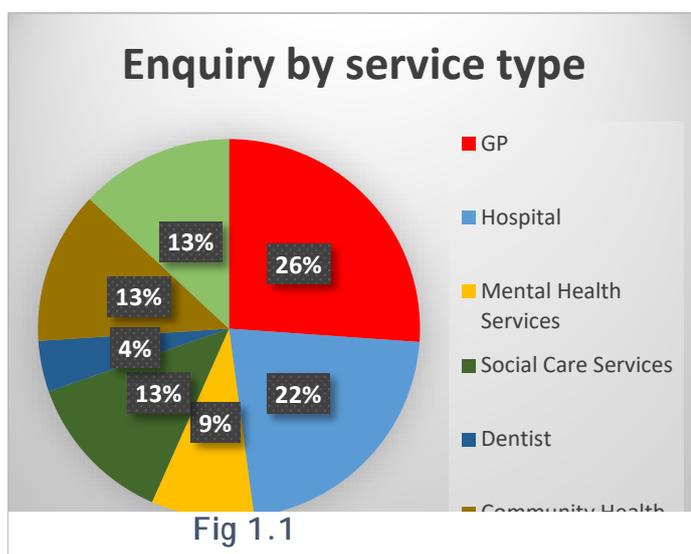
The enquiries covered a variety of topics including:

- CCG referrals
- Nursing home ratings
- Dementia support
- Dentistry charges
- Hospital complaints
- Wellman test eligibility
- Hearing aid costs
- Gym referral for a person diagnosed with ataxia
- NHS health checks
- GP registration
- Community activities

Figure 1.1 shows that the highest number of signposting enquiries (26.1%) related to local GP services. This represents a decrease of over 12% when compared to Q3, which has resulted from the organisation receiving fewer GP registration requests.

Furthermore, we have received a greater number of queries associated with other services, for example, 21.74% of queries involved hospitals and 13% social care services.

The data indicates that as in previous quarters, the nature of signposting enquiries in Q4 differed when compared with



information collected from July- December 2016. This is an expected outcome as the health and social care sector is wide and diverse and therefore it is unlikely for queries to focus on singular issues repeatedly. Healthwatch Bromley's signposting service did not receive any enquiries about private services.

Six people contacted the organisation wanting to make a complaint against a local health or social care service. This equals the number of complaints received in the previous quarter. Three patients were unhappy with the treatment received by themselves/relatives at their hospital. In one of these cases, a woman wished to file a complaint against the Princess Royal University Hospital (PRUH) due to complications when giving birth to her first child. She requested surgery but was informed by the hospital that she needed private treatment. The client cannot afford the procedure and believes that the hospital should provide the surgery because her rupture was caused during labour under their care.

Furthermore, a woman contacted the service wanting to know whether it was too late to make a complaint against the PRUH in relation to her husband's death in 2013 due to acute sepsis. Whilst, another lady was unhappy with the treatment her mother was receiving in the Integrated Care Unit at Orpington Hospital.

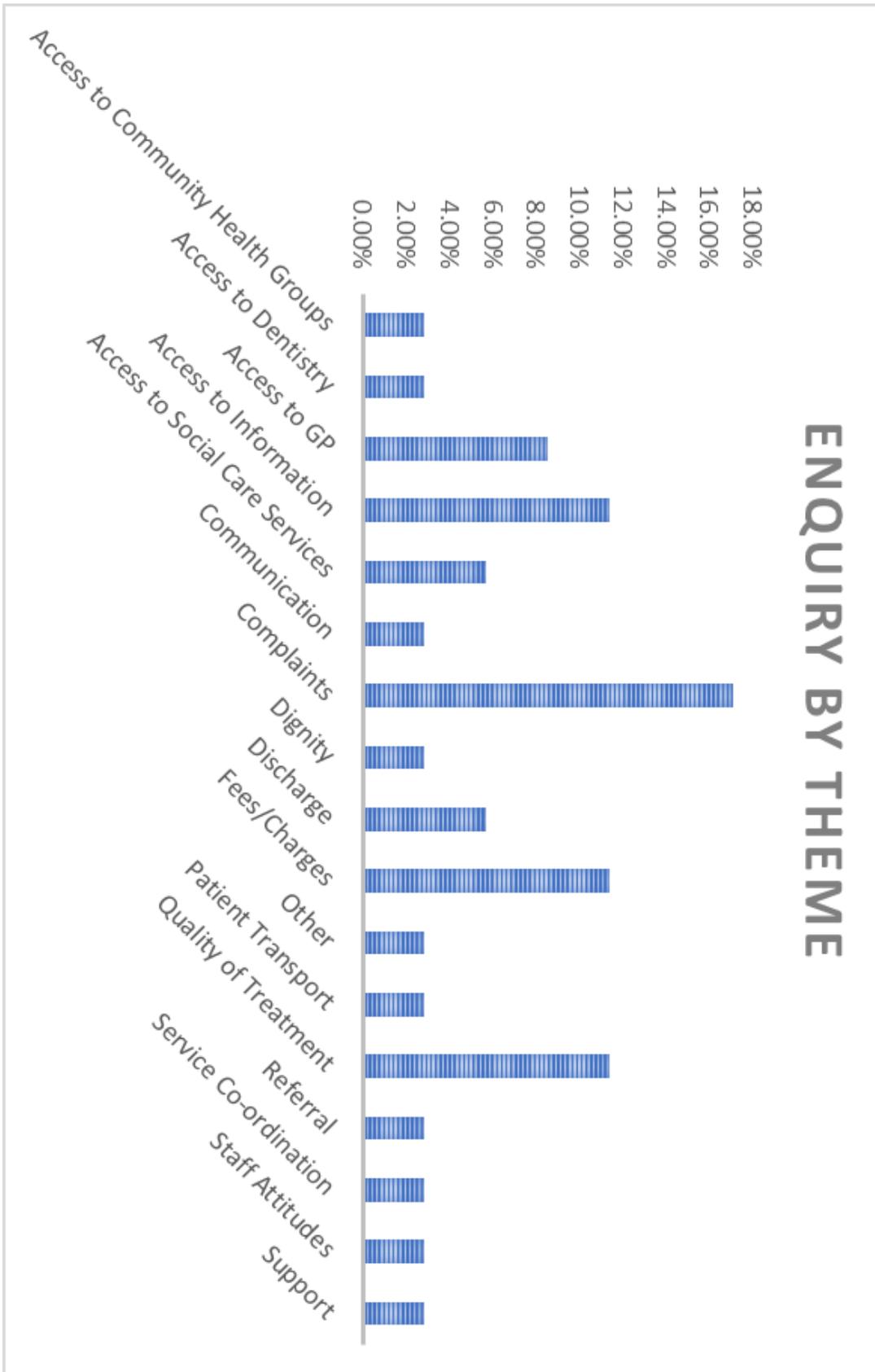
Moreover, a woman visited the Healthwatch office to make a complaint against Oxleas NHS Foundation Trust. She expected to receive an apology and compensation after feeling mistreated by the Trust. One resident was frustrated at the lack of available appointments at his GP practice. Another contacted the service wanted to complain about a GP surgery in a neighbouring borough.

The primary method for residents to contact Healthwatch Bromley's signposting and information service continues to be via the dedicated telephone line, with 61.90% of all enquiries being received through this source. However, this does represent a reduction of 19% compared to Q3, more residents have instead chosen to communicate through email and at Healthwatch hubs.

Our data highlights that a diverse range of Bromley residents access the service. For example, 52.38% of all users communicating with Healthwatch during January to March were male; whilst 9.52% of users considered themselves disabled. The age range of residents that contacted the service most frequently were people aged between 25 and 49. Furthermore, 57.14% of users identified themselves as White British.

Figure 1.2 provides a breakdown of the signposting enquiries by the nature of issue. The most common theme which emerged from the data was "complaints process" which featured in 17.14% of all enquiries. "Quality of treatment" made up 11.42% of the findings. The reason for this was that most complaints highlighted the treatment aspect. Fees/Charges also were a predominant theme during Q4, as residents were concerned with costs related to dentistry charges, hearing aid replacements and social care accommodation costs.

The thematic analysis further supports the notion that the enquiries encompass a variety of topics due to the diverse nature of the health and social sector in the London Borough of Bromley.



## Examples of signposting enquiries received in Q4

(Fig 1.2)

### Enquiry:

Mr A had recently left prison and was looking to register with a local GP practice. Despite filling out relevant forms he was told upon attending a pre-registration visit that he couldn't be registered and was told to visit the Urgent Care Centre at the PRUH.

Mr A contacted the Healthwatch service because he was still unsure why he was not allowed to register with the practice and needed repeat medication to treat his bipolar condition.

### Response:

Healthwatch followed up the query by contacting the Practice Manager of the GP surgery. They clarified that they did not register the client because the gentleman was staying with a relative for approximately two months. The practice manager explained that the typical procedure would be for Mr A to register as a temporary patient at his relative's surgery.

Healthwatch relayed this information to the gentleman and he was successfully able to register with his relative's

### Enquiry:

Mr B contacted us to find out where he could receive an NHS Health Check for 40-74 year olds in the borough.

### Response:

Healthwatch explained that the gentleman should be able to book a health check at his local practice.

Mr B replied that he had already asked his GP who informed him that the surgery did not offer this service.

Healthwatch provided the gentleman with contact details for Bromley CCG who would be able to clarify the situation.

### Enquiry:

Ms C phoned us to find out whether it was too late to make a complaint against the PRUH about her husband's death in 2013 due to acute sepsis. The family never felt satisfied with the report but due to the grief never did anything about it.

### Response:

Healthwatch explained that people can only make a complaint against an NHS service within 12 months of the event or within 12 months of realising they have something to complain about.

We gave MS C the contact details for VoiceAbility, who provide the Independent NHS Complaints Advocacy Service for residents in Bromley.

## Patient Stories

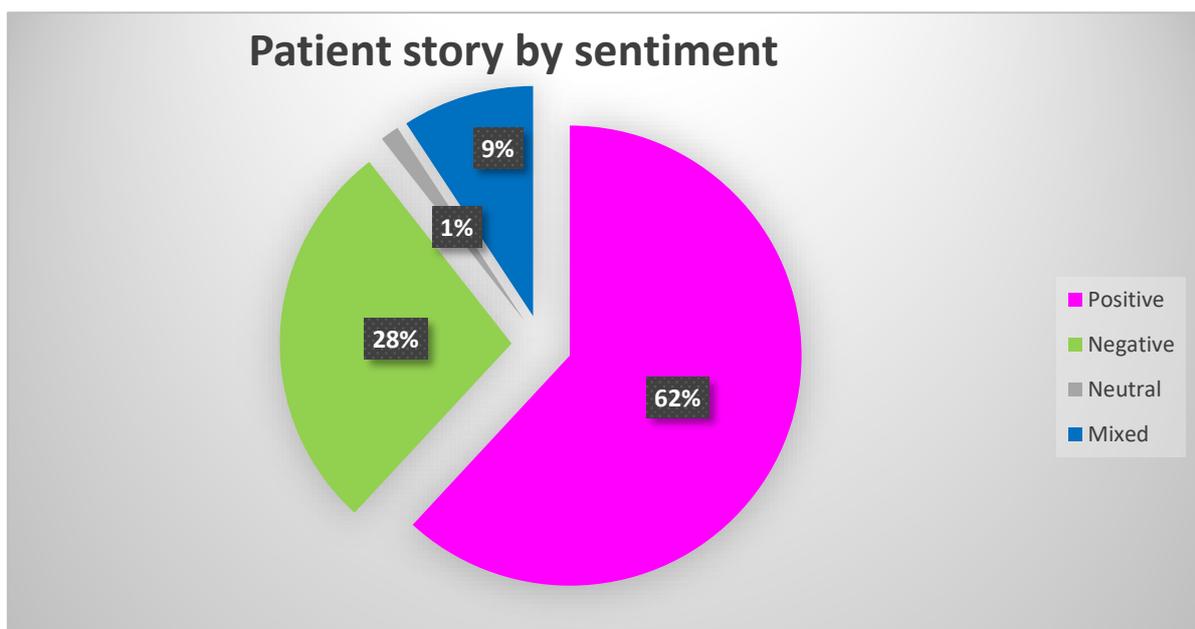
A key function of Healthwatch Bromley is to collect people's views and experiences (positive and negative) of health and social care services in the borough.

During the last three months, we have received over **446** comments related to local services. However, 65.91% of all patient stories were in response to our dentistry project which looked at access to both NHS and private services. In order for our data to not be heavily biased toward dental services, these figures will be omitted from the analysis of the comments. A summary of the project's findings will be included later in this report.

Of the remaining 152 views and experiences, 61.84% were found to be positive. This represents an increase of over 14% when compared to the previous quarter. The significant difference can be attributed to the young people's experiences of local sexual health clinics. For in February 2017, Healthwatch placed questionnaires and comment boxes in two sexual health clinics for a fortnight. Nearly all respondents considered the services to provide an excellent quality of treatment.

However, it must be noted that whilst the majority of users tend to be happy with their overall treatment, they are still experiencing negative aspects during their patient journey.

The chart below provides a breakdown of the comments we have received by sentiment during January- March 2017.



(Fig 2.1)

Healthwatch Bromley gathers experiences through a variety of mediums including emails, local events, meetings, post, phone, our website, outreach and national services. The two main sources of comments we receive are from our direct engagement with the public and through the Patient Opinion website. Since the beginning of 2016, Healthwatch Bromley has set up hubs in local community locations in order to talk to a greater number of people. These include GP practices, hospitals, community centres and during local festivals.



Figure 2.2 shows that during the last quarter, outreach and online communication are both prominent sources for patient stories combining to make 72% of all comments. On the other hand, hub engagement accounted for only 19.86% of experiences, which is a 20-percentage points difference compared to Q3.

A higher number of online responses from our partnership with Patient Opinion and 57 sexual health clinic surveys filled out as part of our 'Let's Talk About Sex' project have attributed to this outcome.

Similarly, to our signposting service, we collected the views and experiences from a range of Bromley residents.

47.47% of service users who provided their demographic details were aged between 18 and 24 years old, whilst 22.2% were 25-49. Figure 2.4 shows that 9.09% of these users considered themselves disabled. Whilst 71.42% of people who shared their stories with Healthwatch were White British, with Black Other (7.14%) being the second highest ethnicity.



Unfortunately, we are unable to show a gender breakdown of respondents due to an irregularity with our database management system.

It also should be noted that approximately 35% of all responders did not provide their demographic details. Although the figure is high, this is an expected result.

For Healthwatch through its engagement has found that a

A significant number of people do not wish to share what they consider private information. In addition, staff members and volunteers have sometimes felt it inappropriate to ask these questions depending on the user's emotional state. Furthermore, the Patient Opinion platform does not ask for users of its site to provide their demographics. Healthwatch Bromley is currently investigating ways of augmenting the information collected.

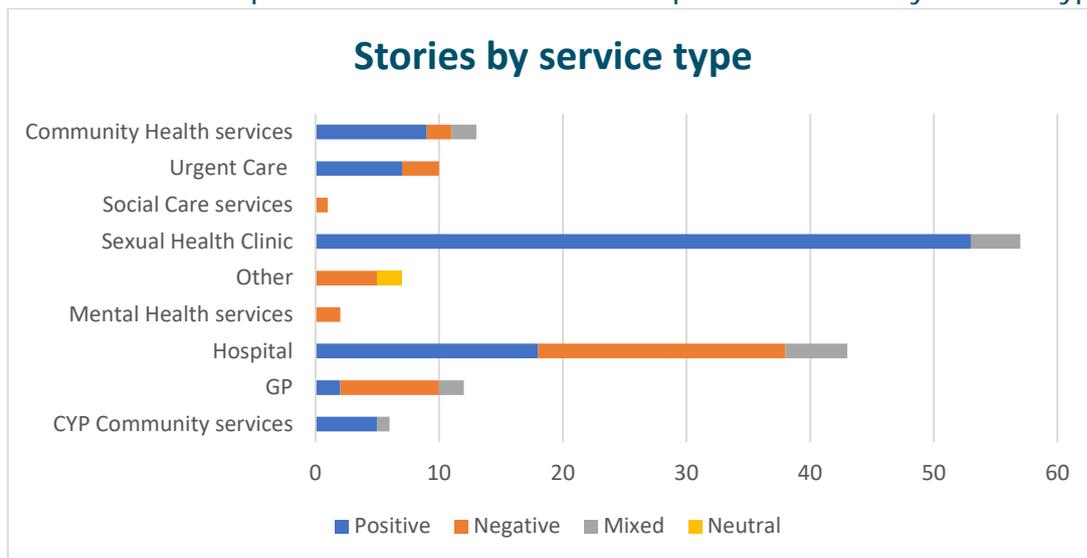


## Analysis of Patient stories

The majority of comments received by Healthwatch Bromley during the last three months concerned people's views of sexual health services and hospital services. For a combined 65.35% of all patient stories related to these two service types.

Figure 2.1 shows that 10.45% of all comments were about community health services and 7.84% covered GP practices. A significant factor for the high proportion of hospital comments (28%) would be our continued hub engagement. Healthwatch carried out two hubs at the Princess Royal University Hospital (PRUH) during the quarter.

The chart below provides a full breakdown of patient stories by service type.



(Fig 2.2)

From the data collated it is apparent that most service types received more positive rather than negative feedback, which is similar to the findings in Q3. For example, 56.25% of comments related to the community health services were positive. Healthwatch found that users were extremely impressed with the attitudes of staff across the different community services provided by Bromley Healthcare. "My mum has arthritis so received physio therapy from Bromley Healthcare. The gentleman that came was very helpful, caring, clear and patient. He gave clear instructions and my mother found the physio therapy helpful."

However, there was a mixed response when residents shared their experiences of local hospitals. 46.51% of opinions were negative, although this is significantly less than the findings from October to December. This indicates that despite people's views of the PRUH improving, it could be seen that it struggles to provide a consistent service for all their users. Patients typically were happy with the quality of treatment/care they received at the PRUH (65.51%), although one person had filed a complaint against the hospital for poor quality of treatment. She had undergone an operation to have a swollen gall bladder removed, however was re-admitted to hospital two months later in extreme pain. The lady was informed that her gall bladder had not been removed and instead had become blocked by gallstones again.

Furthermore, 18.51% of negative experiences of hospitals cited lack of communication as a key problem. Issues ranged from a lack of clarity around when patients would receive test results, to relatives not being informed that their family member had been discharged or transferred to a different ward. Examples of hospital experiences will be shared later in this report.

Feedback about GP services was limited during the quarter. However, people expressed frustration at the difficulty in accessing their surgery.

"I am not happy with my surgery. It is difficult to make an appointment. Whenever I call, they only offer appointments a week away. This is too long to wait, by the time I go my symptoms might have passed and the visit will be unnecessary."

(Ballater Surgery)

Access to primary care services remains a key priority for Healthwatch Bromley. For example, during January- March, the organisation carried out a project around local dentistry services.

Healthwatch found that access to both NHS and Private dental practices is not an issue in the borough for either adults or children. Appointment systems appear to be working well and patients are seen within acceptable timescales.

However, in relation to access, detailed information on NHS banding and charges was provided by their dentists, but 41% felt it was given at the wrong time. Some

respondents were not made aware of the costs of their procedure until after it had been completed.

Similarly, complaints information was found to be available at every dentist across the borough, but only 30% of those surveyed considered themselves to be aware of the process. This is a low percentage and needs to be addressed.

Healthwatch Bromley did not receive any negative feedback from the public regarding access for people with disabilities. Most dental practices are either step free access or have made ramps available for their patients.

It can be concluded from the direct engagement that residents were extremely positive when discussing their dental practices. Over 87% stated that they were either satisfied or very satisfied with the service, only 1.92% were unhappy with their dentist.

The experiences and views Healthwatch Bromley received encompassed several different themes. From analysing the collected data, we found that the most common themes when it came to positive feedback were quality of treatment and staff attitudes. As mentioned in our previous intelligent reports, for many users, these two issues are intertwined and many equate staff attitudes with the quality of service they receive. Furthermore, it is evident that users were happy with the treatment they received from their local services. For quality of treatment/care was mentioned in 33.09% of all positive comments gathered from January to March 2017.

*"I have peace of mind when I visit and see the health visitor at the Children's Clinic. My son has behavioural issues and the nurse always gives me invaluable advice."*

*(Community Vision Children and Family Centre)*

The Urgent Care Centre at Beckenham Beacon was singled out for praise by Bromley residents. The short waiting times impressed service users. *"My appointment at Beckenham went very smoothly, I was in and out without being kept waiting. All the staff were very good, the nurses were lovely but Dr Carol was loveliest. He completely understood my wish to remove the growth on my neck and did so straight away."*

Local people told Healthwatch that they were extremely happy with the treatment explanations they received at sexual health clinics in the borough. We heard these views as part of our Let's Talk About Sex project.

Let's Talk About Sex explored young people's attitudes and experiences toward sexual health and healthy relationships, in the hope that it would raise awareness around the services that are available, the laws around sexual activity and healthy teenage relationships.

As part of the project, Healthwatch left surveys at two sexual health clinics in the borough to get a better understanding of people's experiences of these services. The chosen clinics were Bromley Y's dedicated under 25's service and The Beckenham Beacon.

92.98% of respondents found their experience to be extremely positive, waiting rooms were considered clean and welcoming and it was commented on that this made the patients feel comfortable. Staff attitudes were considered excellent with nurses being described as "informative", "friendly", "trustworthy", "helpful." Although a small number of users were unhappy with the waiting time at the clinics, whilst one young person (aged 14) felt judged when visiting for a pregnancy.

Young people found the two clinics to provide a good quality of treatment, and felt respected by staff who offered clear explanations and guidance.

*"The nurse was very kind and informative when we discussed my contraceptive implant removal"*

*"I was seen very quickly and efficiently by the nurse."*

*"The advice about abortions was very helpful, the nurse explained my options and made me feel comfortable."*

**(Bromley Y sexual health clinic)**

*"The staff were very kind and caring towards my needs and talked me through everything."*

*"I visited the clinic for a coil fitting. Great experience! The fitting was very quick and I was given good moral support. Every step was explained to me."*

**(Beckenham Beacon sexual health clinic)**

The biggest areas of concern for the public were appointments, waiting times and staff attitudes. Lewisham residents continue to have trouble accessing appointments at their practice which are convenient for them. Patients expressed this at three of the four GP practices we visited in the last three months. Users of Hilly Fields Medical Centre found it simple to book appointments.

The biggest area of concern for the public as mentioned earlier in this report was a lack of communication from their health services. A small sample of Bromley residents shared experiences of how poor communication caused them to feel ignored and unsure when they would receive treatment. Other issues residents faced was access to appointments and poor quality of treatment/care.

*"I called my GP surgery on 1st February for an appointment for my Daughter and was told the first available appointment was 15th February. What a terrible, appalling and unacceptable level of care."*

*(Norheads Lane Surgery)*

However, it must be noted that most comments relating to quality of treatment/care were positive, with poor treatment only making up 12.38% of all related experiences.

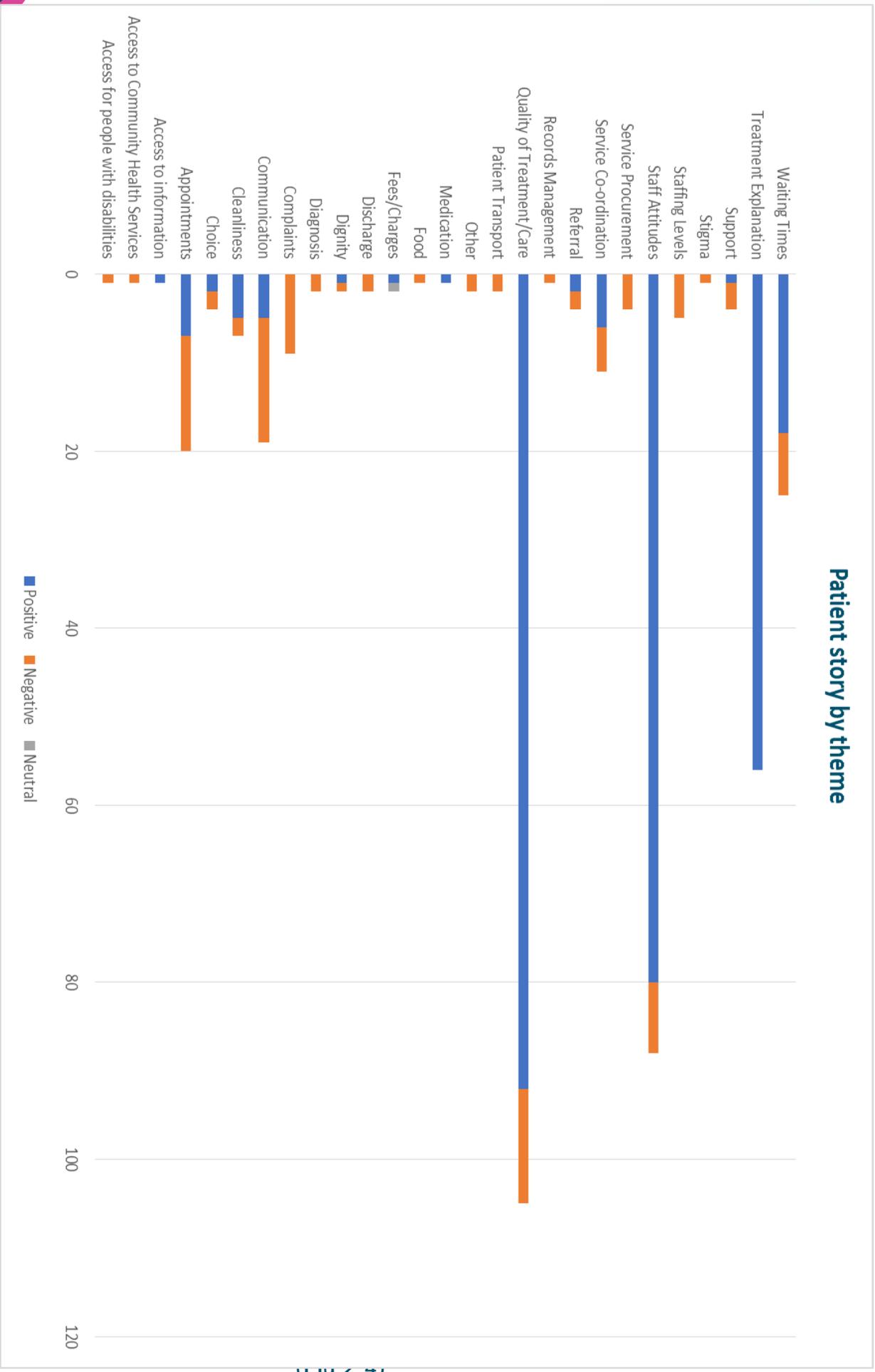
Positive Themes	
<b>Q3</b>	<b>Q4</b>
1. Quality of Treatment	1. Quality of Treatment
2. Staff Attitudes	2. Staff Attitudes
3. Quality of Service	3. Treatment Explanation
Negative Themes	
<b>Q3</b>	<b>Q4</b>
1. Appointments	1. Communication
2. Waiting Times	2. Appointments
3. Communication	3. Quality of Treatment

(Fig 2.3)

Figure 2.4 highlights the key issues experienced by the public during the last two quarters. The negative themes have remained relatively similar. Thus, we surmise that providers should concentrate on these areas. Specifically, ensuring that services focus on enabling strong communication with their users.

The patient stories that we collected in Q4 indicates that most residents continue to have positive experiences of local health services. Especially in relation to dentistry services and young people's views of sexual health clinics. Healthwatch has received less negative public feedback regarding the Princess Royal University Hospital, however we are still finding that users' experiences of the service continue to be mixed.





Patient story by theme

(Fig 2.4)

## Examples of positive patient stories received relating to the PRUH

### Quality of treatment/ care

"I received good care quality at the PRUH. Some midwives were good, others not so competent, but overall, most staff were good and provided high quality care." (Maternity)

"I have an advanced form of cancer. In the last few months my treatment has worked well. I am very happy with care I have received at the Chartwell Unit." (Cancer)

"I always receive good treatment whenever I have to be seen at the PRUH I've had a very good experience at the nephrology, dermatology and phlebotomy services."

"I gave birth at the maternity ward in PRUH last month. I am very happy with the service who helped me have a healthy boy, thank you to the kind and caring midwives. (Maternity)

"I can only say that the staff were absolutely excellent! From the lovely staff taking lunch and dinner orders to the cleaners, nurses, doctors...everyone was marvellous! They made me feel so at home, especially as during the first week there was a noro virus in the hospital and therefore no visitors allowed! I never felt ignored or left out of decisions and in general could not have received better treatment! I am in awe of these lovely people and definitely would not be upset if I had to be admitted again! Thank you Surgical 8...you are truly wonderful!"

"I was so pleased with how well I was looked after by the all the staff in the Day Surgery unit for my laparoscopy. It was the best experience I've had for a long time in hospital. I was extremely well looked after, even though everyone was so busy."

(Gynaecology)

"My daughter had an operation today at the Alan Cumming Day surgery unit. She received excellent care from every member of staff. They were all very professional, caring and efficient. The whole experience was very calm and my nervous daughter sailed through it all thanks to the care she received. I would not hesitate to recommend this unit to anyone having minor surgery."

(General Surgery)

Staff  
Attitudes

"I cannot speak highly enough of the Princess Royal, my daughter was admitted via A&E to Surgical Ward 8 after an emergency operation. I have nothing but admiration and praise for the staff at this hospital. The whole experience from admittance to nursing care after the operation was second to none.

The staff were wonderful, kind and thoughtful and the Consultant and surgical team were the same and treated my daughter with dignity and respect throughout. We are so, lucky to have this hospital close by and would like to thank the staff who were on duty this last weekend and into Monday for their dedication and kindness to us as a family."

(Gynaecology)

"I had a gastroscopy procedure at the planned investigation unit. This was my first gastroscopy, and I was apprehensive, and nervous about this visit. I want to stress that all the staff I saw working in that unit that morning, could not have been more professional in their reassurance, and the care for the preparation, of my forthcoming procedure. I had to wait perhaps 45 minutes before having the OGD, which gave me plenty of time to observe, and to realise that all the nurses in this unit were giving the same professional, and caring attention to all the patients here, and not just for myself. "

(Gastroenterology)

Attended the minor injuries unit on Friday evening because I had limited arm movement following a fall. Through and out in 1 hour having had a thorough examination and assessment from a nurse with a lovely manner. Can't thank her enough!

(Urgent Care Centre)

"I would like to thank the admissions, surgical teams and surgical 8 ward staff for a positive experience last week. I work in the NHS and regularly hear about unrealistic expectations placed on doctors and nurses.

What stood out more than anything was that everyone appeared to enjoy working at the hospital. This ethos encouraged trust that the treatment I would receive was being delivered by caring individuals who wanted me to feel relaxed and get better. Nothing felt rushed and nurses were responsive and compassionate. I also witnessed concern and dedication with another patient from a couple of physios. Well done and sincere thanks to all those at the PRUH."

(Gynaecology)

Examples of Negative Patient Stories received relating to the PRUH

Communication

"1st baby and 5 weeks to go and I can honestly say I dislike the hospital and way I've been treated with a passion! I've been admitted twice with same thing and sent for another scan today and still no-one can tell me what's going on. They say don't stress during pregnancy well hello how about someone telling me what is going on!. Also they put in my notes that on the 3rd time coming to hospital for same thing I was asked whether I wanted to stay in or go home then was told to that in notes I said I was going home, no you gave me the choice!. I'm fuming! So again I've come home not knowing nothing new. Also got told to book an appointment with consultant to now be told there too busy! So send me to someone else. No plans been put in place."

(Maternity)

"After a catalogue of disaster concerning the mismanagement of my mother's care & discharge, I called PALS to air my concerns so that the same thing wouldn't happen to another family. The person I spoke to was rude and condescending. They informed me that since my mother had left the hospital, there's nothing they could do to help me or advise me. They hung up on me! I called back and someone else answered. This person just said "write a complaint letter" This isn't Patient Advice and Liaison! I didn't get any! Incidentally, my mother who suffers from dementia was moved to another hospital and no one bothered to tell us, she'd been there for two days, in confused state, before I found out."

(PALS)

It's very hard to get cardiology and colonoscopy tests result at the PRUH. I keep asking different staff but I never seem to get a straight answer."

(Cardiology/Colonoscopy)

"My hospital and GP, don't seem to talk to each other. I've missed and had a double booked appointment for audiology department. Staff do not seem to be deaf aware."

(Audiology)

Quality of  
treatment

"Had an op at Alan cummings centre, princess royal, and was told that I need the dressing changed daily, booked in with my GP nurse who said that the hospital should have supplied the dressings for me to take...my doctors did not stock them so now I'm risking infection, the doctors wrote me a prescription but the chemist have order them in but looks like my daily dressing change will be 3 to 4 days late, risking infection, I'm now driving round on a Friday night trying to buy dressings to give to my nurse in the morning so she can change my dressings. I called Alan cummings centre at the hospital but they said it's not their problem.

I don't think they should operate on people unless they have a support network for the after care, if I get an infection then it's going to waste a lot of time and money all for the want of a few dressings and plasters. I'm feeling let down and stressed out, thanks for nothing NHS, princess royal, and Alan cummings centre."

(General Surgery)

"My husband was admitted to a ward that would put any place of care at the bottom of any list. The staff were dismissive and showed no sign of caring for a new patient. Did complain to the nurse but their attitude was to try and intimidate me which I will not put up with from anyone. No happy smiling staff same with night staff all looked miserable!! Lack of communication and lack of staff interested in any information you wish to pass on. All this in past 12 hours! Time managers got a grip on this poor care which should not be tolerated."

(Elderly Care)

"My mother is severely depressed since being in the hospital. She is double incontinent and the nurses don't ask her to go to the toilet, but instead put pads on her and because of this, her bottom is raw, and she cries with pain. I don't think the nurses are very compassionate towards older people"

(Elderly Care)

Other

"I have to travel a lot to different hospitals, including the PRUH and Orpington Hospital for my condition. It's very difficult to get transport in such short notice). Why can't appointments al be in one place?"

"Just had a routine check at the PRUH. All okay but I had to wait for one hour as they were running late. Needs to be better!"

"There was a basic problem in that I was on a gynaecology ward after surgery but the rest of the ward were not surgical patients. This meant the ward was quite busy and noisy as the other patients were waiting for beds or under observation for non-gynaecological and non-surgical conditions. The ward was generally clean but I did see a bathroom which wasn't cleaned for 24 hours and the bin with contaminated waste

was overflowing. There was no visible Matron or someone to ensure things were done or to take responsibility.”

(Gynaecology)

### Examples of positive patient stories received during Q4 - Other Services

**Quality of treatment/care**

“Excellent service at the baby clinic at Blenheim Children and Family Centre. I was concerned about my daughter’s hearing. They made a referral and it’s all been sorted out.”

(Blenheim Children and Family Centre)

“I had my implant taken out at the Eldridge drive clinic, I was able to get an appointment to have it out the same day as having my telephone appointment and there was no waiting around when I got there. Very efficient service and staff were very friendly and professional. Will definitely go back if I decide to have an implant put back in. Would highly recommend.”

(Bromley Healthcare / Contraception and reproductive health service)

“Recalled for follow-up after abnormal smear test result. Staff kind and reassuring at each stage including the initial phone call inviting me for appt. During the appointment nurse Debbie found a problem with my IUD and arranged to have it immediately removed and replaced. A biopsy was also taken but not sent as too small. Following the procedure I felt unwell but was looked after really well by the team until my partner could come and collect me. A few days after the appt I started worrying

about the biopsy, so contacted the hospital and they agreed to recheck me in 6 months which has really put my mind at rest. I have also recently received a copy of the clinic letter to my GP with all the details from my appt so I know my Dr is also aware.

**(Orpington Hospital / Gynaecology)**

“Quick and efficient appointment to remove implant. It's good that they have drop in availability.”

**(Beckenham Beacon Urgent Care Centre)**

“Such pleasant staff, never have to wait for too long. But best of all always take my blood first time. Usually takes 10 goes and many nurses and, doctors especially in the private hospitals!”

**(Orpington Hospital)**

**Staff  
Attitudes**

“I had the best medical experience in my life. Dr Timaeus and Amanda from Beckenham Beacon were so lovely and helpful. They had solved every single doubt I had and even more. I would recommend them to anybody without any doubt.”

**(Bromley Healthcare / Contraception and reproductive health service)**

“From the moment I arrived at the hospital to the time I was discharged 3 days later i was treated with the utmost respect. Every single member of staff was so helpful and nothing was too much trouble. Treatment was first class and none of us were ever allowed to suffer any pain or discomfort without someone doing all they could to help. Other hospitals within the group could learn so much from Orpington and all should be run on the same basis. Cannot rate the hospital highly enough.”

**(Orpington Hospital / Trauma and orthopaedics)**

“Since last Summer to mid-January this year I had a Bipolar Depressive Episode. I was reliant on attendant District Nurses to maintain my drugs regime including Insulin injections. I also had Essential Tremors. As matters progressed I was also visited weekly by Carla, an Occupational Therapist.

In the early days my one task for the week was to open three items of unopened mail and deal with the content. Now I am better, I have been Discharged this week and am fully functioning in my job again, attending relevant Meetings and Events. I am so very grateful to all the nurses and Carla, for their patience, care and consideration.

Nothing could have been better."

(Bromley Healthcare / District nursing)

"I had a Podiatry appointment at Beckenham Beacon. I wanted to say a big thank you to Maria who I saw today. She was extremely helpful and professional and had a lovely bedside manner."

(Bromley Healthcare / Podiatry)

"Just got registered at the Blenheim Children and Family Centre. Process was easy. Staff were helpful and polite."

(Blenheim Children and Family Centre)

### Examples of Negative Patient Stories received during Q4 - Other services

#### Communication

"My mother was spoken to by one of your representatives in hospital and given a number which she claimed was 24 hr support. She said she had arranged for someone to come out to my mum and that they could call frequently and that she could call them anytime and they would come to visit.

When someone came today she told my mother that this was not the case there was no 24 hr help and that they wouldn't be calling again. She was told that if she felt ill in the night to call 111. One of these people is giving out wrong information on a massive scale - my mother felt so pleased she would be receiving support and now is feeling disappointed and alone."

(Bromley Healthcare / Medical response team)

"Very frustrated that my father was sent 2 fast track oncology appointments whilst he was in another part of Kings and there was no way to cancel as the phone number provided doesn't take messages. Very frustrated to waste appointments others may desperately need because of bad admin system.

(Beckenham Beacon)

	<p>"I used the self-referral route to see a podiatrist. It took 1 year to eventually get an appointment at Beckenham Beacon to see a podiatrist which is pretty shocking. After seeing the podiatrist (very professional) I was told I would be referred to a foot specialist, a few months passed, still no contact.</p> <p>Phoned them today, I've been discharged due to not replying to their letters, I pointed out I didn't receive any letters but will now have to go through whole process again! Meanwhile I'm unable to walk properly due to the pain in my foot. The whole thing has been shockingly bad. Couldn't recommend this service to anyone based on my experience."</p> <p><b>(Bromley Healthcare / Podiatry)</b></p>
<p><b>Other</b></p>	<p>"Went to the diabetic clinic for annual check-up. Had an eye test but have now been referred to the PRUH. Not convenient for me. They didn't consult me before making decision."</p> <p><b>(Orpington Hospital)</b></p> <p>"The GP doesn't give a chance to explain the reason for coming they give referrals before the patient finish describing what is wrong. The communication doesn't seem to be so good. I am looking to change the surgery."</p> <p><b>(Gillmans Road Surgery)</b></p> <p>"I have tried three times before having no choice but to wait for a blood test at the hospital (I had tried at PRUH also). More needs to be done to cater for those who are working and so need to get on trains to get to Central London e.g. run early morning sessions purely for those that have to get to work.</p> <p>It doesn't help when clinics are also run with only one person taking blood - the staff are trying their best in the circumstances but the Trust really needs to address this."</p> <p><b>(Orpington Hospital)</b></p> <p>"We live in BR4 and last year our nearest Health Visiting Clinic which was within walking distance has been shut down and replaced by another 2 centres, 3.3miles and 3. 7miles away and by public transport it would take us 2 buses to get there.</p> <p>I find it so unsupportive to new moms that don't drive, close down a clinic within a walking distance in BR4 (I must add clinic was always busy! and have 2 clinics within 0. 4miles of each other.</p> <p>For our 8-12month review we were invited visit a clinic and I was absolutely unable to go due to a nap schedule and travelling to a clinic</p>

and spending time there would mean that I would put my child through torture."

**(Bromley Healthcare/ Health Visiting)**

"My sons have been seen at the Enuresis Clinic over several years, the older one now successfully dry at night, the second one, still wet.

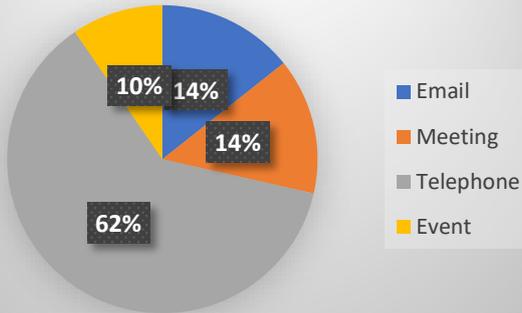
The service has recently been passed over to another team and is under the Bladder and Bowel Clinic. The staff I see are the same and very pleasant but unfortunately the service they are now able to provide is very reduced and not helpful, and I suspect due to management who are not actively aware of the impact of changes they implement on the front line. Appointments are now no longer possible out of school hours, which is not helpful when the child has regular follow-up appointments every 6 weeks, meaning they are regularly having to miss teaching."

**(Bromley Healthcare / Bladder and bowel management (continence))**

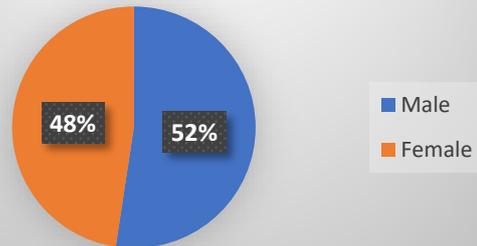
## Appendix

### Demographic information for signposting enquiries

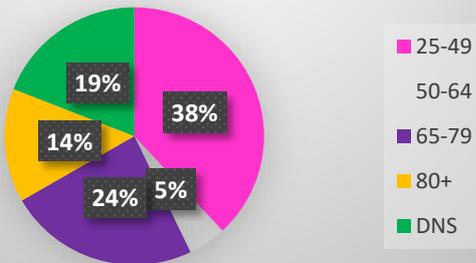
#### Enquiry by Source



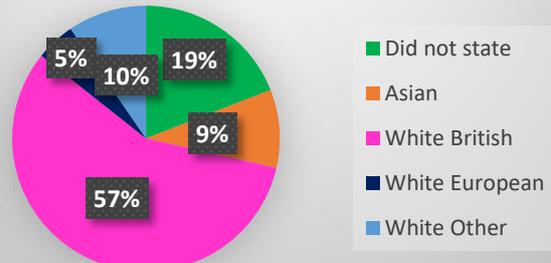
#### Gender breakdown of enquiries



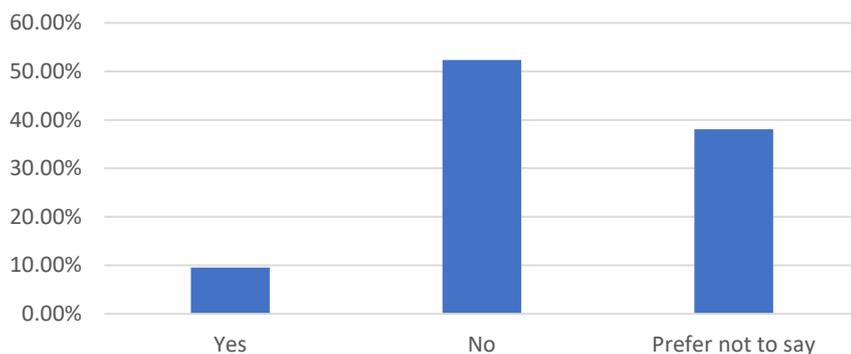
#### Age breakdown of enquiries



#### Ethnicity breakdown of enquiries

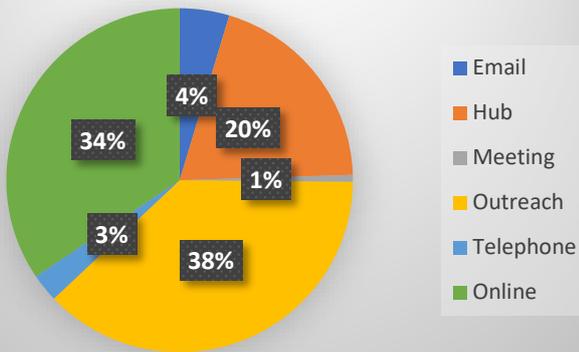


#### Disability breakdown of enquiries

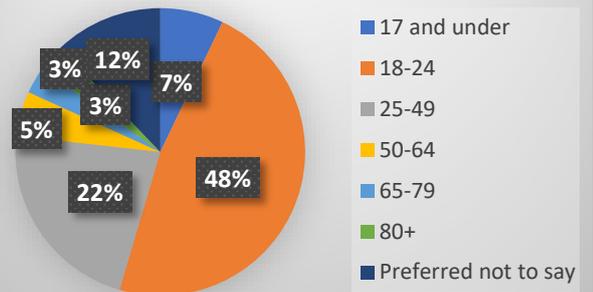


## Demographic breakdown of patient stories

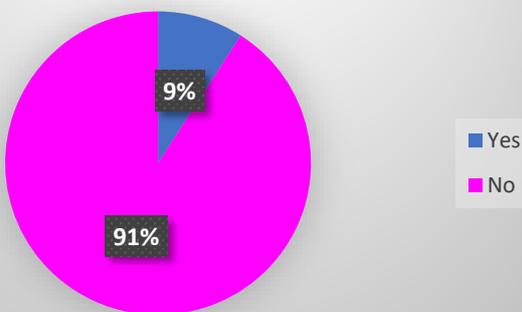
### Patient story by source



### Age breakdown of patient stories



### Disability breakdown of patient stories



### Ethnicity breakdown of patient stories

