

**PATIENT EXPERIENCE
REPORT 2020**

Q3: October - December

Contents

Introduction & Executive Summary	3
Overall Patient Reviews	5
Reviews for Major Services	8
Distribution of Positive & Negative	9
Themes	10
Positive Reviews: Themes/Trends	14
Negative Reviews: Themes/Trends	18
Demographic Information	20
Conclusion	22
Actions, Impact and next steps	23



Introduction and Executive Summary

Healthwatch was created by the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Healthwatch Bromley has a duty to gather and publish the views of patients and service users in the borough. To fulfil this duty in Bromley, a comprehensive Patient Experience data collection programme is operated. Annually this yields approximately **2,400** patient experiences.

This is the seventh Patient Experience Report for Healthwatch Bromley. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Bromley in April 2018 when an online Digital Feedback Centre was launched together with the Healthwatch Bromley website.

Normally, Healthwatch Bromley Patient Experience Officers and volunteers visit health and social care services to gather feedback from patients, service users, carers, and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendices 1 & 2).

During the current COVID-19 pandemic, because of restrictions put in place by the government, collecting feedback on a face to face basis had not been possible. Instead, during this quarter, patient experience feedback has been gathered in two ways. Firstly, a number of Bromley residents have been contacted by telephone in order to seek their views and secondly, online platforms such as www.nhs.uk and www.careopinion.org.uk have been used to gather patient experience comments.

Introduction and Executive Summary cont.

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

The outreach element of the Healthwatch Bromley Patient Experience Programme is, in normal circumstances, supplemented by community engagement work. However, the Healthwatch website (www.healthwatchbromley.co.uk) continues to be available for the public to visit and independently provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre and the physically collected forms.

This report covers the Quarter 3 period, October to December 2020. During this time, **407** reviews were collected. Of the total number of patient experiences received, based on the star rating provided by patients (see next page), **299 (74%)** were positive, **12 (3%)** were neutral and **96 (23%)** were negative. The information presented within this report reflects the individual patient experience of health and social care services and captures genuine observations and verbatim comments from the community.

Healthwatch Bromley presents this information for consideration and anticipates that it will be used to highlight good practice but also to improve service provision.

Overall Patient Reviews

The number of patient reviews received this quarter is **407**. The table below shows a breakdown of the positive, neutral and negative patient reviews.

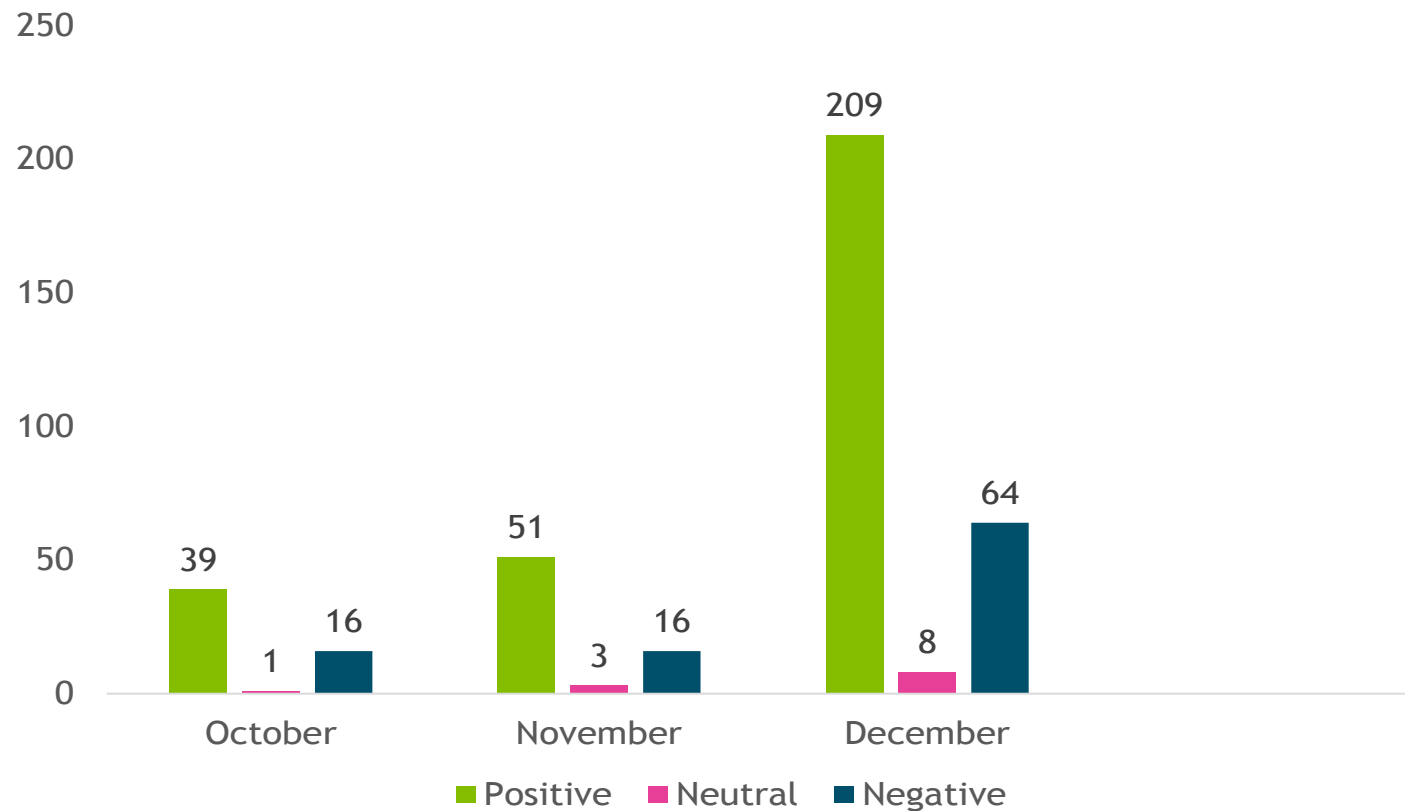
Each patient is asked to give an overall star rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response; 3 indicates neutral; 4 or 5 indicate positive. This quarter **299** positive, **12** neutral and **96** negative responses were recorded (see the appendices for examples of our physical and online feedback questionnaires).

Month	1 - 2 Star Reviews (Negative) ★ ★	3 Star Reviews (Neutral) ★ ★ ★	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
October	16	1	39
November	16	3	51
December	64	8	209
Total	96	12	299

Overall Patient Reviews

This chart provides a breakdown of positive, neutral and negative reviews for each month, based on the overall star ratings provided.

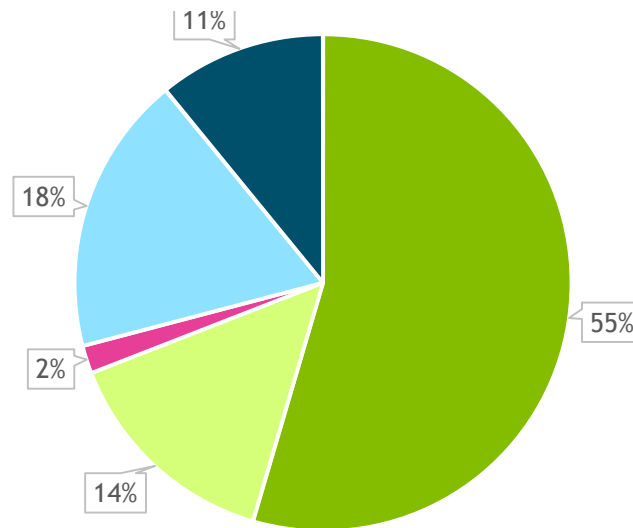
Total Positive, Negative & Neutral Reviews for Q3



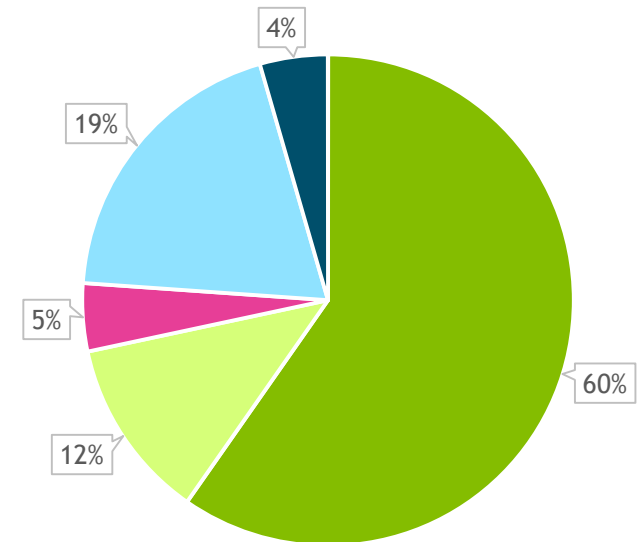
Overall Patient Reviews: Star Ratings

- These pie charts show the breakdown of star ratings for each month and for the whole quarter.
- In each month the 5 star rating received the highest proportion of reviews.
- The star ratings for services show that Bromley residents are generally satisfied with the services.

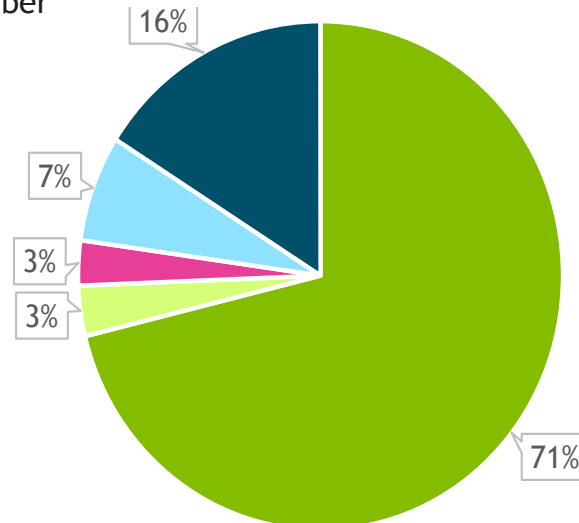
October



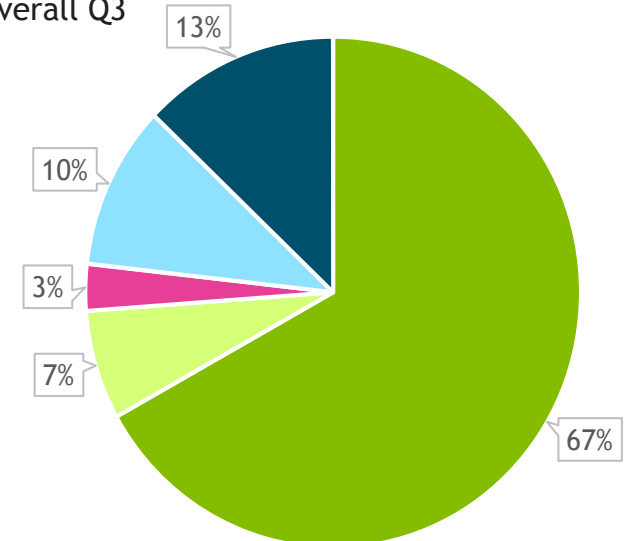
November



December



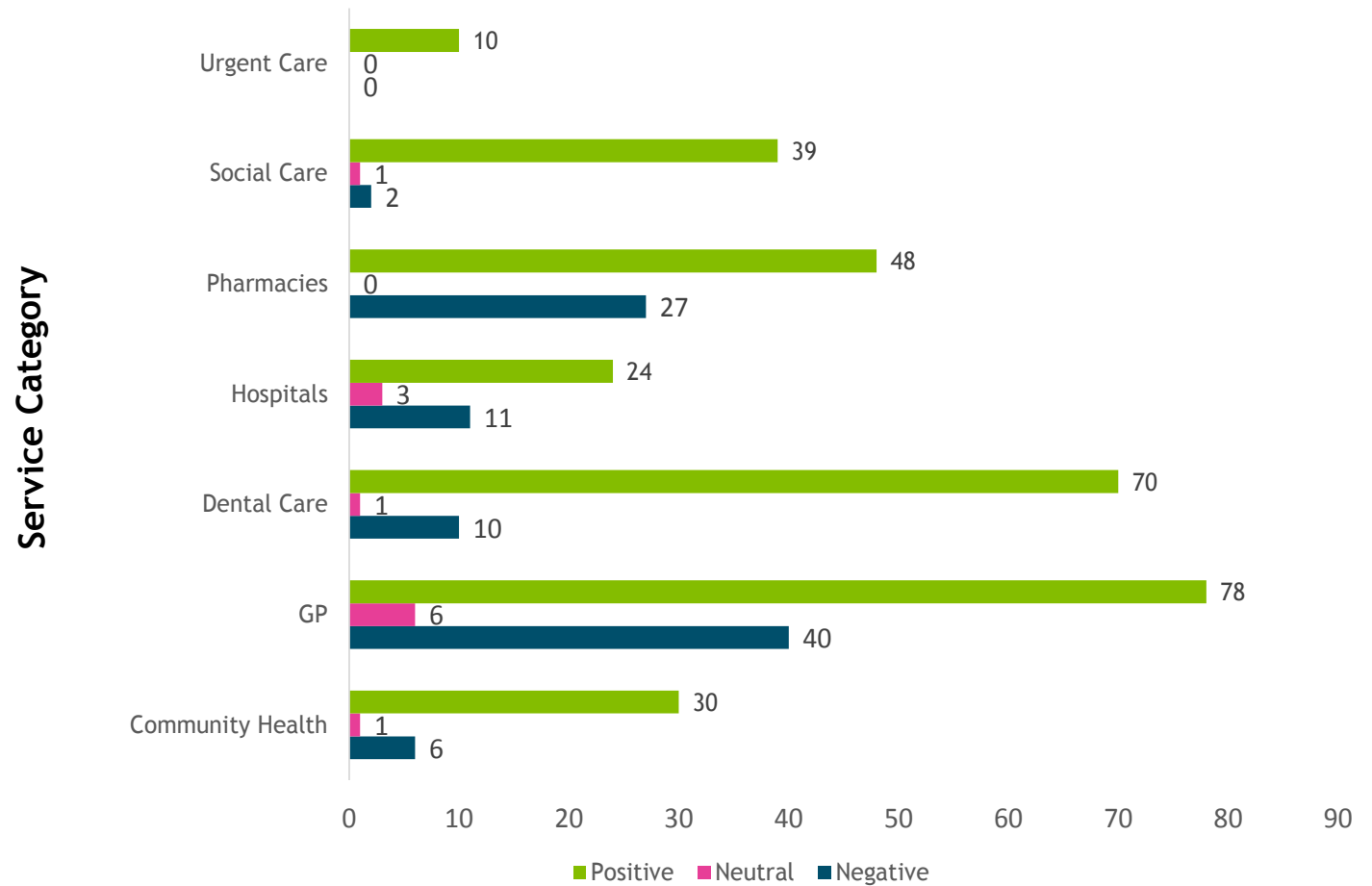
Overall Q3



Reviews for major services

- The patient reviews recorded for this quarter cover seven service categories, as seen in this chart.
- The category with the highest number of reviews recorded is the **GP category (124)**, followed by the **Dental Care category (81)** and **Pharmacies (75)**.

Reviews for major services



Distribution of Positive & Negative Reviews

This table compares the number of negative and positive reviews for each service category.

The 'Urgent Care' received the highest proportion of the positive reviews - 100% (10) followed by 'Social Care' with 93% (39). Another service category that received high proportions of the positive reviews were 'Dental Care' with 86% (70).

The service categories that received high proportions of negative reviews were 'GPs' with 32% (40) and 'Hospitals' with 29% (11).

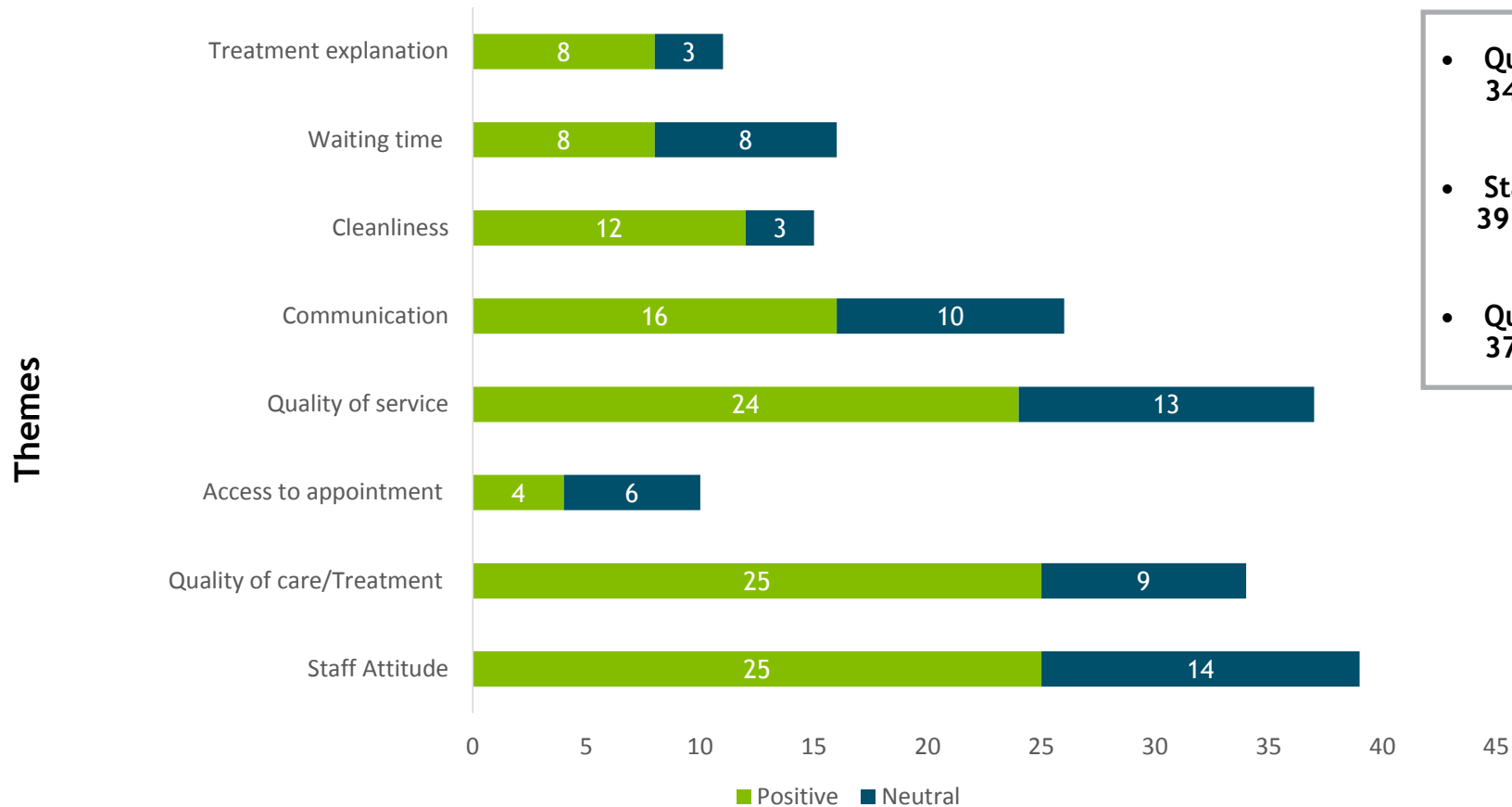
Service	Positive	Neutral	Negative	Total
Community Health	30	1	6	37
Bromley Hospitals	24	3	11	38
Dental Care	70	1	10	81
GP	78	6	40	124
Pharmacy	48	0	27	75
Social Care	39	1	2	42
Urgent Care	10	0	0	10
Total Reviews per Service Category	299	12	96	407

Themes

This section shows a breakdown of the main themes for service areas where we received a significant number of reviews, **Pharmacies, GPs and Dental care**. After asking patients for an overall star rating of the service we ask them to “Tell us more about your experience”. (See the appendices for examples our physical and online questionnaires).

Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix ii. for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, neutral or negative sentiment is recorded.

Themes/Trends for Pharmacies

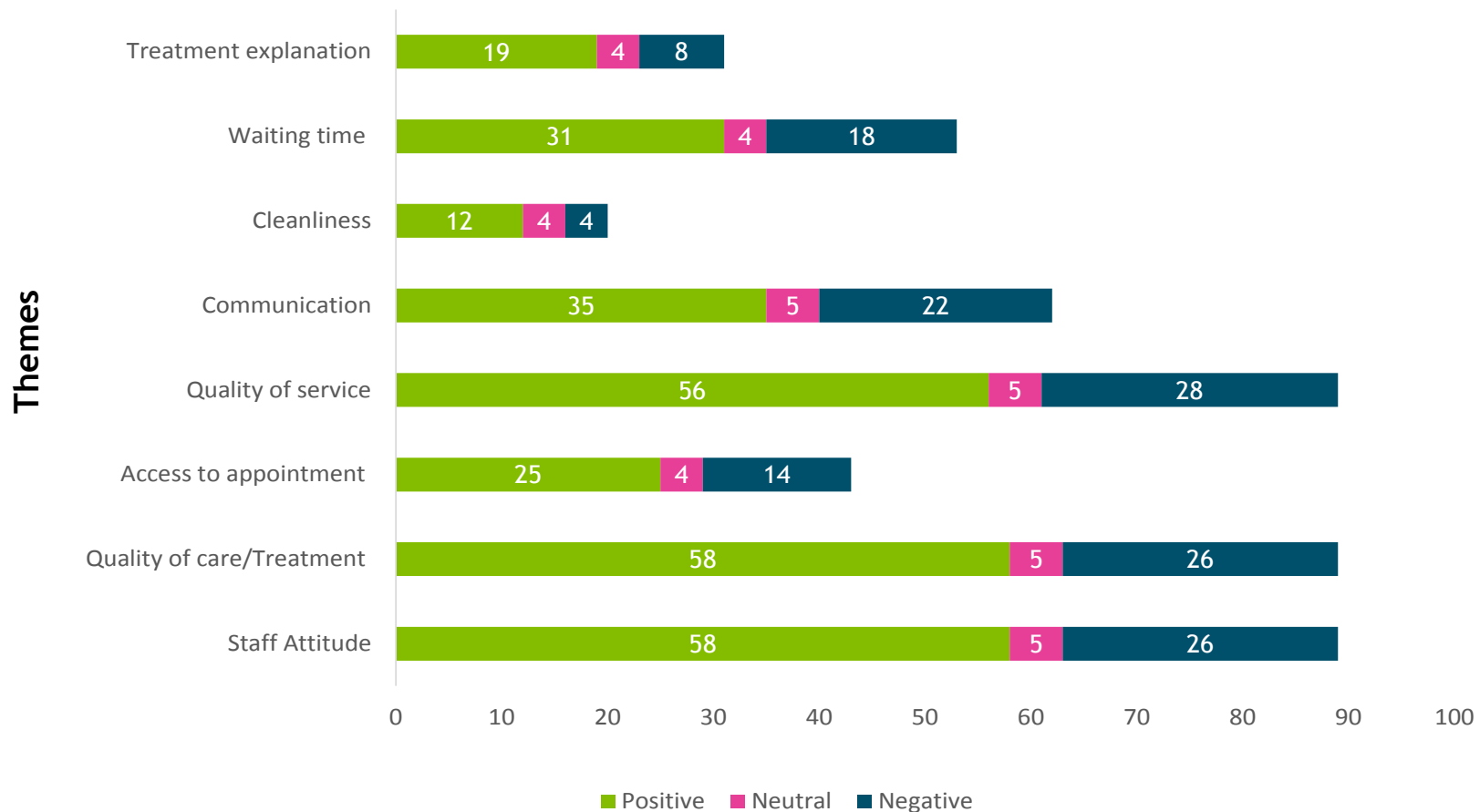


- **Quality of care/treatment**
34 responses, 73% positive
- **Staff attitudes**
39 responses, 64% positive
- **Quality of service**
37 responses, 64% positive

The majority of responders were satisfied with the delivery of their medicines to their home despite the fact that some had to pay extra money for the service. Some issues with long waiting times were reported around the delivery of prescriptions. Some also experienced a positive response around flu jab.

Themes/Trends for GPs

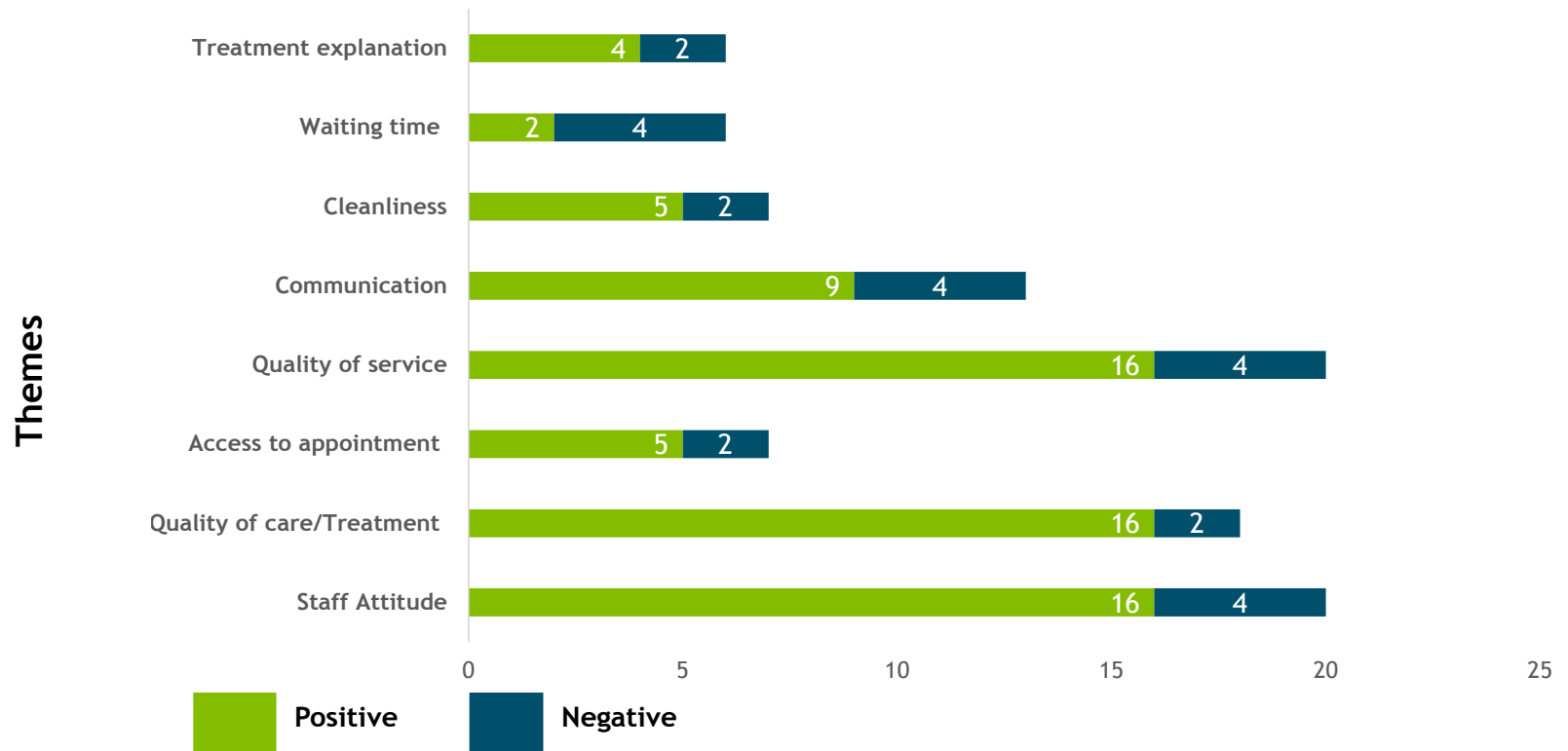
For GPs, 'Quality of care/treatment' received **89** reviews, with **65%** positive, 'Staff attitudes' received **89** reviews, with **65%** positive, 'Quality of services' received **89** reviews, with **62%** positive, 'Communication' received **62** reviews, **56%** positive.



Many GP surgeries have established good online appointment systems that are easy to navigate and through which it is easy to book appointments. Patients reported that for some GPs, getting through by phone was time consuming as lines were constantly busy. Some complained that it was very difficult to make urgent appointments. Compared to the feedback received in the last quarter, many patients now feel confident in using online appointment systems. However, some still preferred, and needed, face to face appointments as they did not feel comfortable explaining their issues over the phone or online.

Themes/Trends for Dental Care

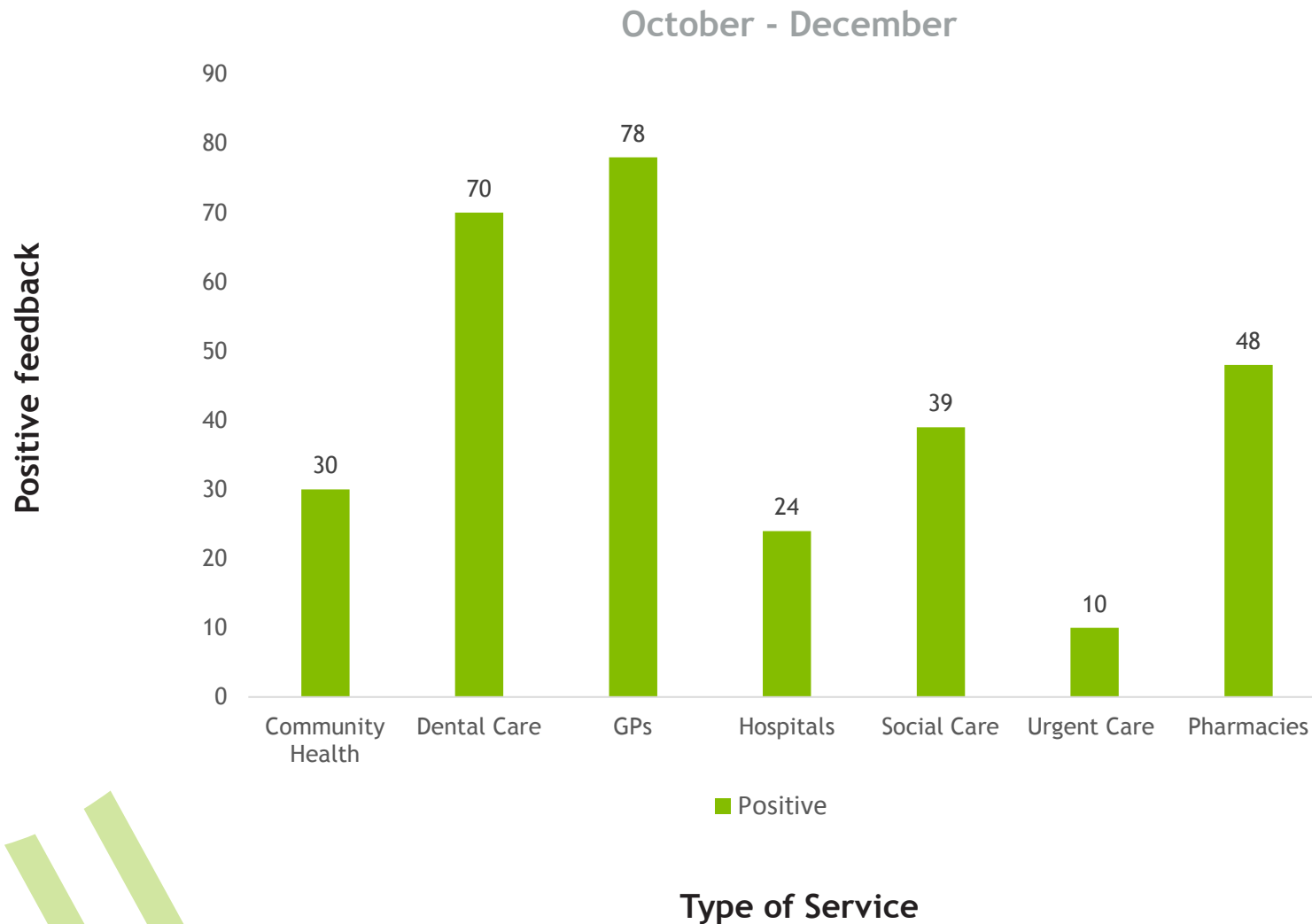
In the review of Dental Care, 'Quality of service' received 20 reviews, 80% of which were positive; 'Staff attitude' received 20 reviews, of which 80% are positive. 'Quality of care' received 18 reviews 88% of which were positive.



We received positive feedback on the dental services in Bromley. Patients were mostly pleased with the cleanliness measures taken by the clinics in view of the Covid pandemic. They were particularly pleased with the attitude of the dentists and support staff.

Positive Reviews: Themes/Trends

Looking at the positive reviews received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and theme, and includes comments received regarding each service area.





Pharmacies

Quality of services- 37 reviews received of which 64% were positive

“I was made to feel very calm and safe when getting my injection for my holiday. Got a great service. Thank you all the team.”

“Very straight forward, friendly and professional service with in a clean and modern environment. Highly recommended this place!”

“Would highly recommend, sorted out multiple travel vaccinations with scheduled appointments to ensure I was fit and safe to travel.”

Pharmacies

Staff attitude- 39 reviews received of which 64% were positive

“Staff are very coronavirus aware, all wearing masks, distance markers, extremely clean premises, very efficient and friendly, helpful staff, well stocked medicines.”

“Absolutely fantastic staff, went there late night on Friday after my son's inhaler had emptied out and no way to contact GP as it was after hours, the pharmacist and staff were extremely helpful and showed concern and advice and before they closed I was helped. Super grateful to them for professional and excellent service.”

“Great local pharmacy, has everything you need and staff are friendly, recommended.”



GPs

Staff attitude - 89 reviews received with 69% positive

“I was unlucky with some technical issues but the staff understood my circumstances and found a way round them so that I could be helped as soon as possible. A big thank you to those that helped me.”

“I have had a few problems through the Pandemic and all staff have been very helpful.”

“I had an appointment with the doctor who is very welcoming and highly qualified.”

GPs

Quality of services - 89 reviews received with 65% positive

“Just had my flu jab, a very efficient and quick system. The surgery had been refurbished and looks so clean and clinical. The whole area was well ventilated and the queuing system so quick I was straight through in less than ten minutes. They were also fantastic with my preschool child a couple of weeks ago for her vaccine. Very impressed.”

“I've been with the surgery for just over a year now. They've helped resolved some outstanding issues created by my previous GP and have been incredibly proactive and helpful. I thoroughly recommend them.”

“I registered with this medical practice today and received exceptionally good care. The reception staff were extremely kind and helpful and went well beyond the call of duty to support my individual needs, even when this involved staying after hours at the surgery on a Friday night! I would like to offer an enormous thank you for such commitment, hard work and dedication!”



Dental Care

Quality of services- 20 reviews received of which 80% were positive

“I am so pleased with the treatment I had today and would definitely coming back for maintenance. The hygienist was very friendly and explained the process and talked me through what she was doing so I knew what was coming next so I felt at ease. I would highly recommend them to anyone! Thank you!”

“I'm very happy with my new teeth and I can't thank the dentist there for completely transforming my smile. My dentist attention to detail and finish is second to none.”

“Great practice. Very friendly and highly professional. Would recommend to anyone.”

Dental Care

Staff Attitude- 20 reviews received of which 80% were positive

“All the staff are friendly and welcoming. The dentists are professional, and experienced. They will explain a procedure. They are reassuring and put you at your ease.”

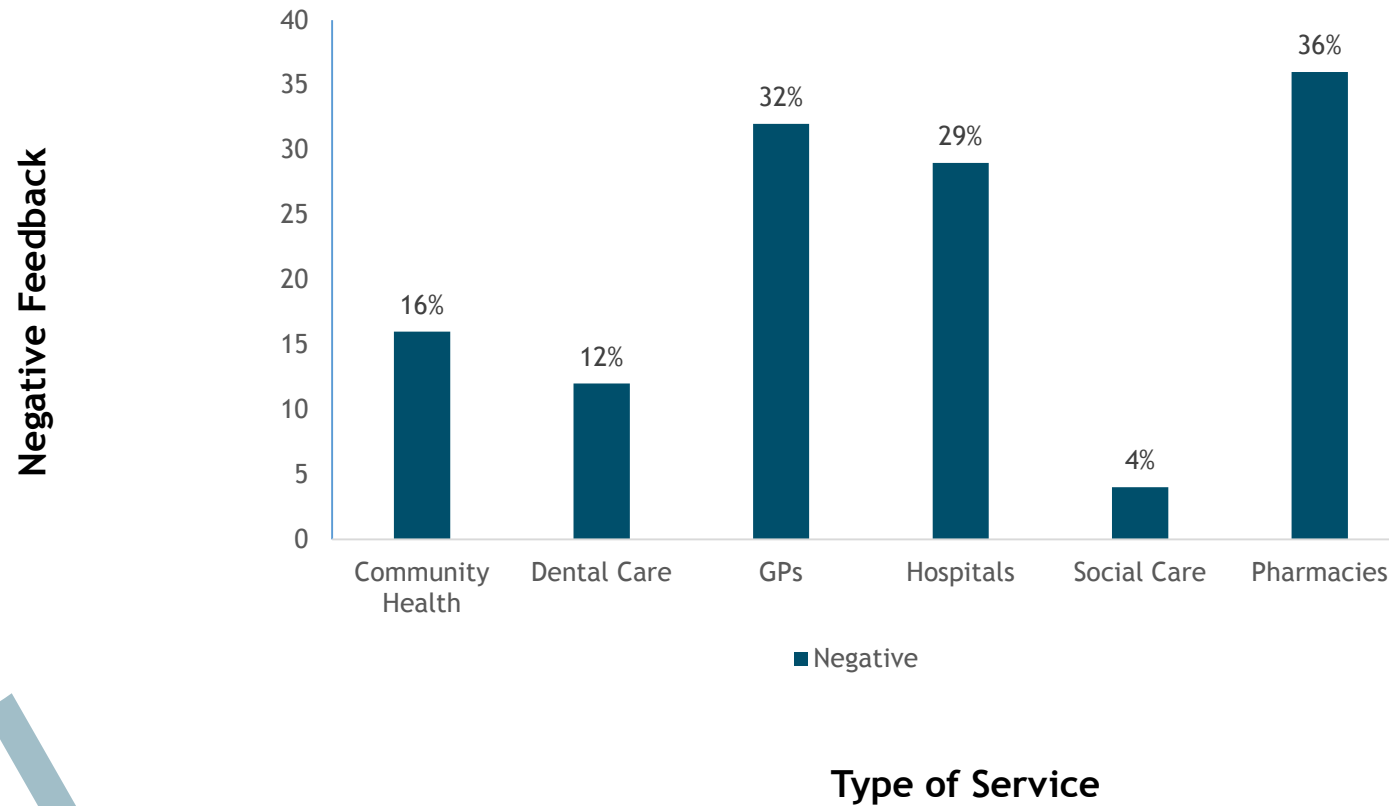
“The team are wonderful, I am satisfied with the treatment.”

“The staff is very welcoming and friendly. It has a clean interior and I felt really safe with their set up to adapt to covid. The dentist was fantastic and I really like his advice.”

Negative Reviews: Themes/Trends

This section provides an overview of the percentage of negative reviews by service area and goes on to give some example of comments received. By looking at the negative reviews received from the people of Bromley every month, we can identify themes and trends, which enable us to recommend where a service needs to improve to provide a more positive experience.

October - December





GPs - Waiting Time
45% reviews received are negative

“I waited over 40 minutes for an appointment once again, have previously complained to the practice manager about long waiting time when I waited an hour and unfortunately nothing has changed even with fewer people currently visiting the surgery.”

“Never get appointments; diagnosis never given, asked to manage using medication available from supermarkets when needed and repeat prescription. Service is a nightmare.”

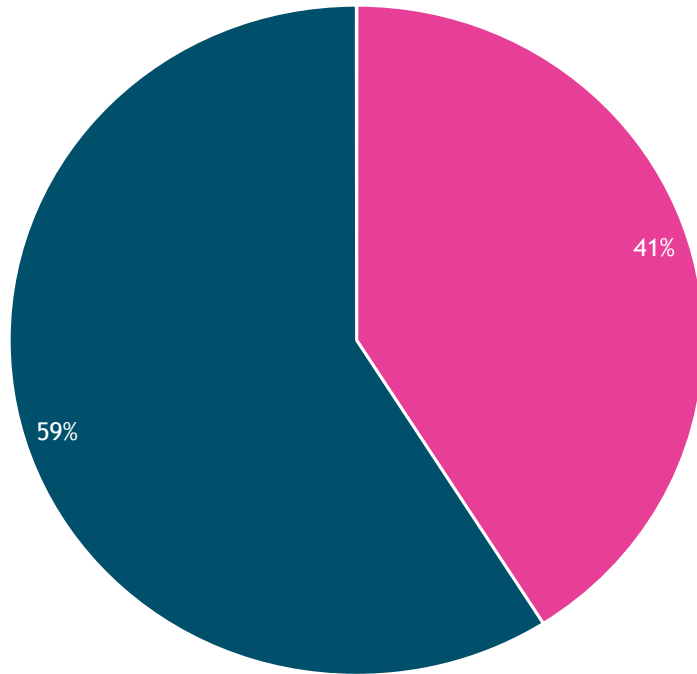
Pharmacies - Waiting Time
29% reviews received are negative

“I am not very happy with the waiting time between ordering and getting the medicines.”

“Slow service and big queues. Pharmacist too busy doing flu jabs to approve prescriptions.”

Demographic information

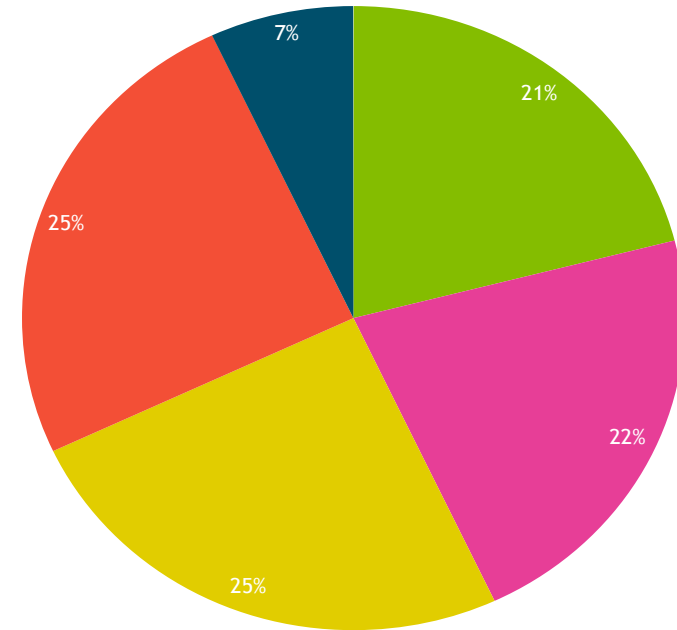
The pie chart below shows the number of reviews received by gender from October to December 2020. 59% are from women, and 41% from men.



■ Male ■ Female

Gender

The pie chart below shows the number of reviews received this quarter from different age groups. The largest age groups were 51-60 and 61-70 years with 25% in each age group.

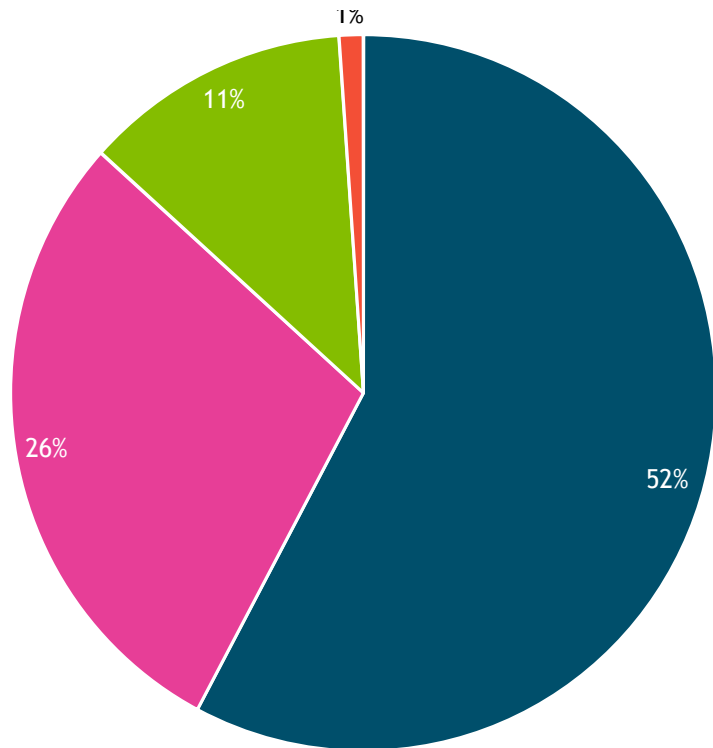


■ 21-40 ■ 41-50 ■ 51-60 ■ 61-70 ■ 71-90

Age

Demographic information

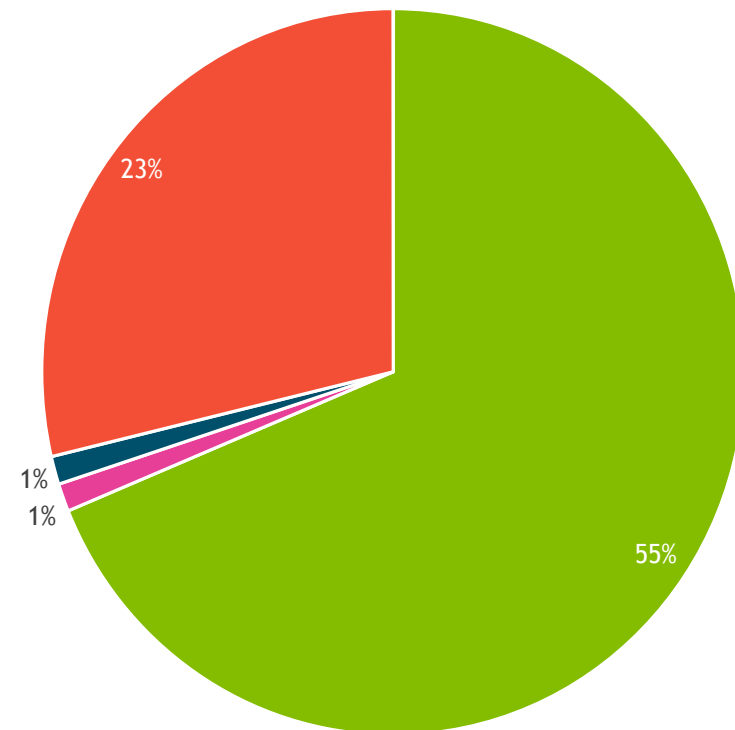
The majority of feedback (52%) was from people who identified as White British. Other ethnic groups included 26% Asian British and 11% Africans. Details are shown in the chart below. We aim to capture feedback from people from all ethnic groups in Bromley.



■ White British ■ British Asian ■ Black British ■ Any other white

Ethnic Background

Religion - 55% of respondents stated their religion as Christian, 23% as None. The chart below shows percentage of respondents by identified religion.



■ Christian ■ Hindu ■ Muslim ■ None

Religion

Conclusion

This quarter, **407** patient experiences were collected. There were **299** positive reviews, **96** negative and **12** neutral, so a very large majority of patient experiences were positive.

Positive

- Flexibility of accessing services for GPs.
- Staff at dental services very helpful.
- Quality of care for dental services.
- Some people have reported positive feedback on accessing online appointment services.

Negative

- Lack of clarity about the availability of services in hospitals during the pandemic.
- Long waiting times for GPs.
- Long waiting time between ordering medicines and receiving them from pharmacies.

Actions, impact and next steps

This report identifies areas of good practice and areas for improvement across different services. Healthwatch Bromley will use this report in its meetings with commissioners and providers, sharing the themes identified from the patient voice to identify how services could be improved. As additional reports are published, identified themes and trends will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The Healthwatch Bromley Patient Experience Report (Q3) will be shared and presented to different groups including:

- Bromley Place Based Board and South East London Governing Body
- South East London CCG Healthwatch Regional Director
- Bromley Communications and Engagement Network
- Bromley's Health and Wellbeing Board
- Bromley Health Scrutiny Committee
- Kings College NHS Foundation Trust Patient Experience Committee (PEC)

We are working closely with the CCG and a variety of partners to identify how this intelligence can influence commissioning and monitoring mechanisms. Healthwatch Bromley is keen to explore how Healthwatch data can best be integrated with other patient experience monitoring and reporting, to improve patient experience of using health services.

Actions, impact and next steps

Healthwatch Bromley continue to engage patients in innovative ways during the COVID-19 pandemic. We will continue to collect reviews from telephone interviews and develop our social media platforms to raise awareness of our service and seek feedback from local people. We will work with key partners to distribute our feedback form through foodbank parcels; pharmacy prescriptions; volunteer community support programmes. We intend to reach our Patient Experience targets this quarter through telephone interviews with residents to collect patient experience feedback.

i. Feedback Form

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

e.g. Biggin Hill, Chislehurst and Orpington

Which department did you visit?

Department

Your ratings (select if applicable)

Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care/treatment



Quality of food



Access to appointments



Quality of Service



Communication



In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? *

No Yes

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

No Yes

About you

Name

Leave feedback anonymously?

Email* (Your email will be kept private and you will not be sent any marketing material)

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

Yes No

I confirm I am over the age of 16*

Yes No

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

ii. Taxonomy

Main themes	Sub themes
Access to services	Access for those with a physical disability
	Access for those with a sensory disability
	Access for those with learning disabilities
	Access for those with mental health problems
	Access to Community Health services
	Access to Dentistry services
	Access to GPs
	Access to Hospital services
	Access to Mental health services
	Access to Opticians
	Access to Pharmacy services
	Access to Social Care services
	Administration
Admission	
Appointments	Booking Appointments
	Cancellation
	Length of appointments
	Quality of appointments
Buildings/Facilities	
Car Parking	Car Parking Access
	Car Parking Changes
Cleanliness, Hygiene and Infection Control	
Communication	Health Promotion
	Internal communication
	Lack of communication
	Treatment explanation
Complaints Procedure	
Consent to care and treatment	
Cost of services	
Décor	
Diagnosis	
Dignity	
Discharge	
Equality	Stigma
Food/Nutrition	
Health and safety	
Health inequalities	
Interpreters	Access to interpreters
	Quality of interpreters
Medication	Prescriptions
Patient choice	
Patient records	
Patient Transport	
Prevention	
Procurement/Commissioning	
Quality of care/treatment	
Referrals	28
Safeguarding	
Service co-ordination	
Service Closure	
Staff Attitudes	
Staff Levels	
Staff Training	
Suitability of provider/staff	
Waiting times	Waiting lists for treatment
	Waiting times to be seen at appointment