

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 4
JANUARY - MARCH**

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Introduction & Executive Summary

Bromley
Q4 | 2020/21

This is the Quarter 4 Patient Experience Report for Healthwatch Bromley, covering the period from January 2021 to March 2021.

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

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

Normally, our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendices). The form asks patients for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feed back comments. We approach every patient, capture their experience in their own words and seek consent for their feedback to be published on the Healthwatch Bromley website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. However, this was not possible during this quarter due to COVID-19 and social distancing measures put in place by the UK government.

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback through telephone calls to Bromley residents and collating existing online reviews from relevant platforms, such as NHS, Care Home, Google reviews and Care Opinion. This new approach has benefitted residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our service and subsequent increasing number of reviews.

Introduction & Executive Summary cont.

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

The outreach element of the Healthwatch Bromley Patient Experience Programme is, in normal circumstances, supplemented by community engagement work which cannot currently be undertaken. However, the Healthwatch website (www.healthwatchbromley.co.uk) continues to be available for the public to visit and independently provide service feedback and comments through our Digital Feedback Centre. Our questions are uniform across the Digital Feedback Centre and the physically collected forms.

This report covers the Quarter 4 period, January to March 2021. During this time, **600** reviews were collected. Of the total number of patient experiences received, based on the star rating provided by patients (see next page), **468** (78%) were positive, **17**(3%) were neutral and **115** (19%) 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 and areas for improvement.

Our Data Explained

Healthwatch Bromley uses a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately a third of the Healthwatch Network across England and captures feedback in a number of ways:

1. It asks for an overall star rating of the service (one to five)
2. It provides a free text box for comment
3. It asks for a star rating against specific domain areas, (one to five). Unfortunately, for this quarter as most of the reviews were collected online, this information is not available.

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

The free-text comment box is analysed in two different ways resulting in two different data sets:

The Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

Overall Star Ratings

The table below shows a breakdown of the positive, negative and neutral patient reviews (see the appendices for examples of our physical and online questionnaires).

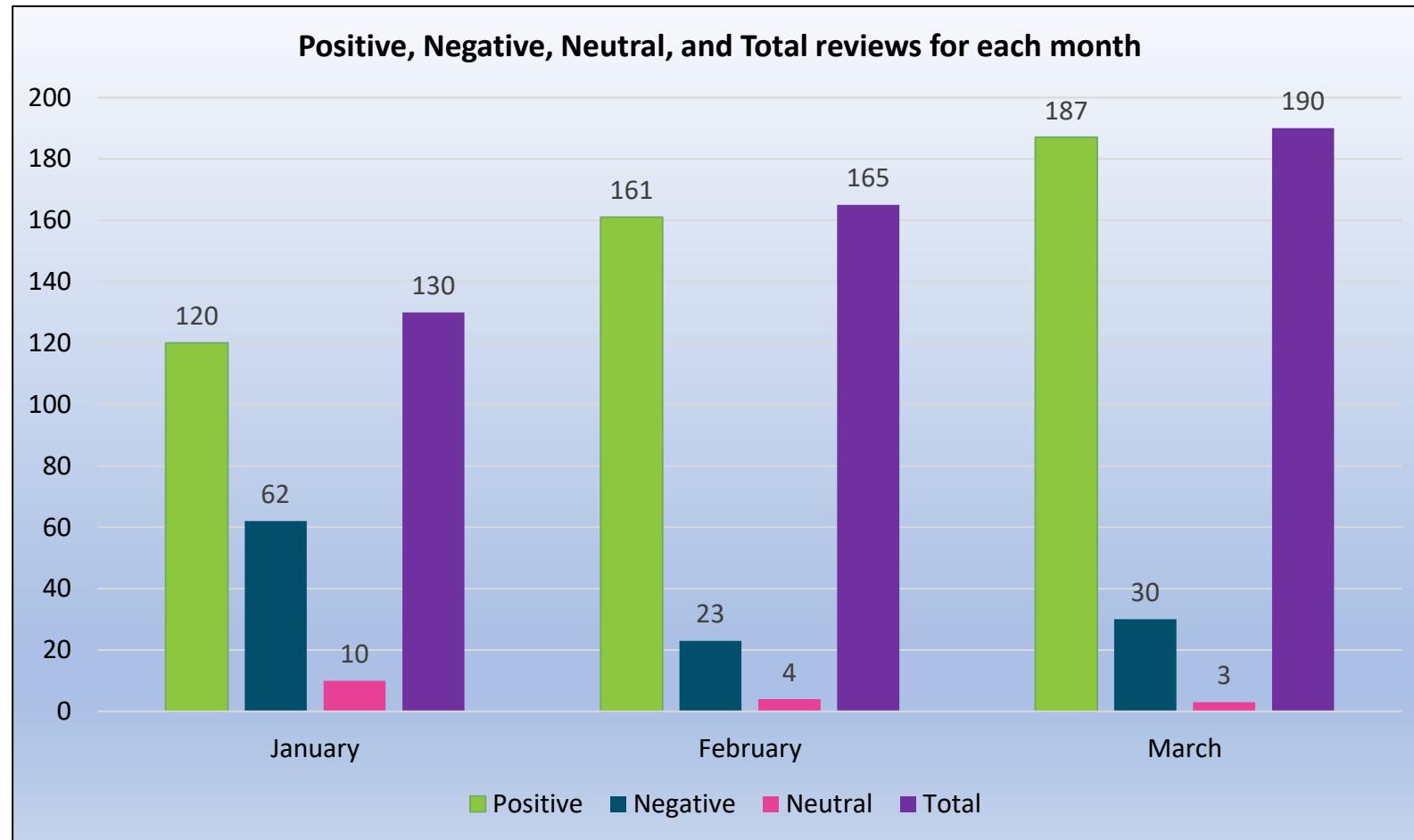
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. It is important to note that our experience in other boroughs has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

This quarter 468 positive responses, 115 negative responses and 17 neutral responses have been recorded.

Month	4-5 Star Reviews (Positive) ★ ★ ★ ★ ★	1-2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆
January	120	62	10
February	161	23	4
March	187	30	3
Total	468	115	17

Overall Star Ratings continued

This chart provides a breakdown of positive, negative, neutral and an overall total number of reviews for each month.

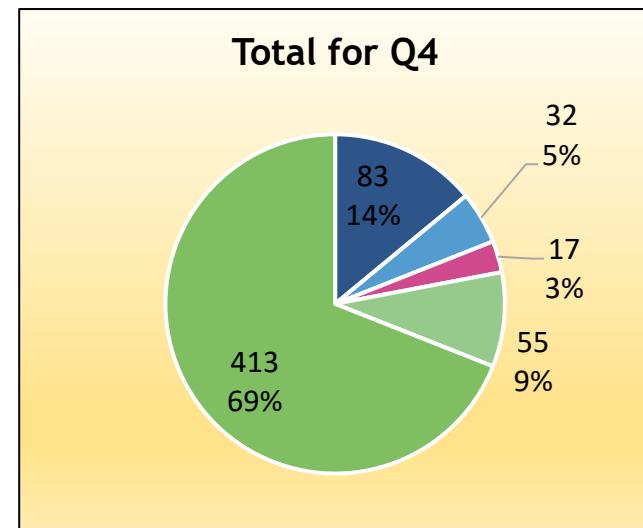
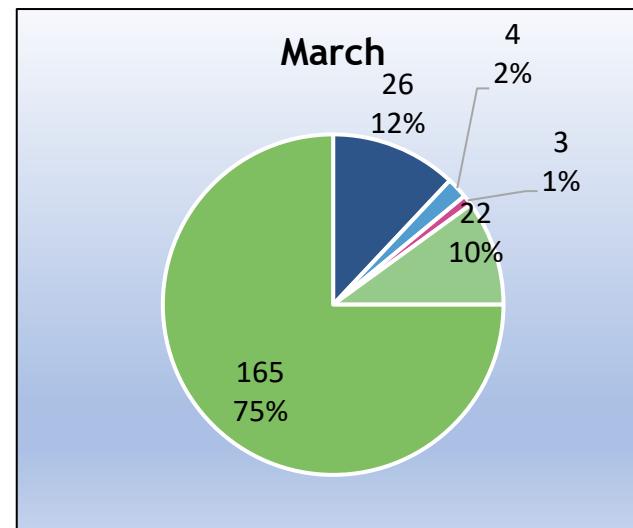
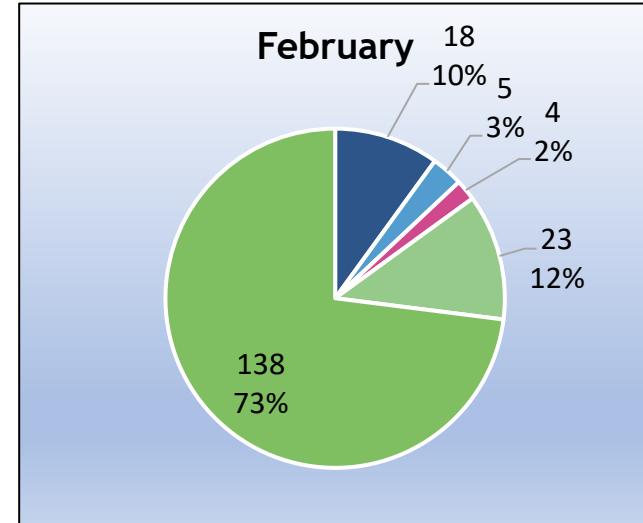
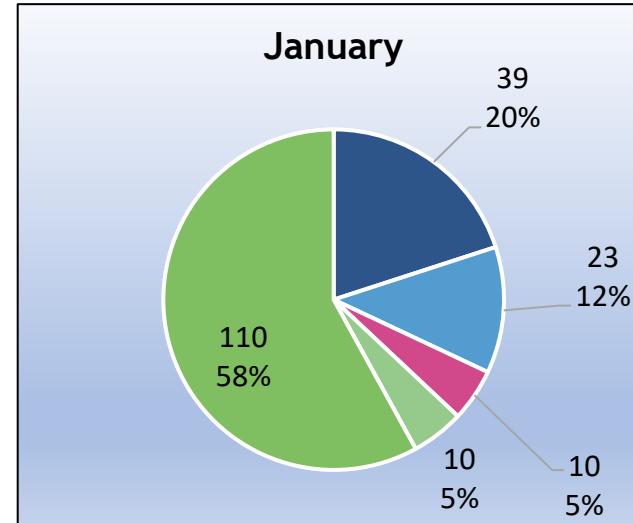


Overall Star Ratings continued

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, followed by the 1 star rating, apart from February which was followed by the 4 star rating.

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

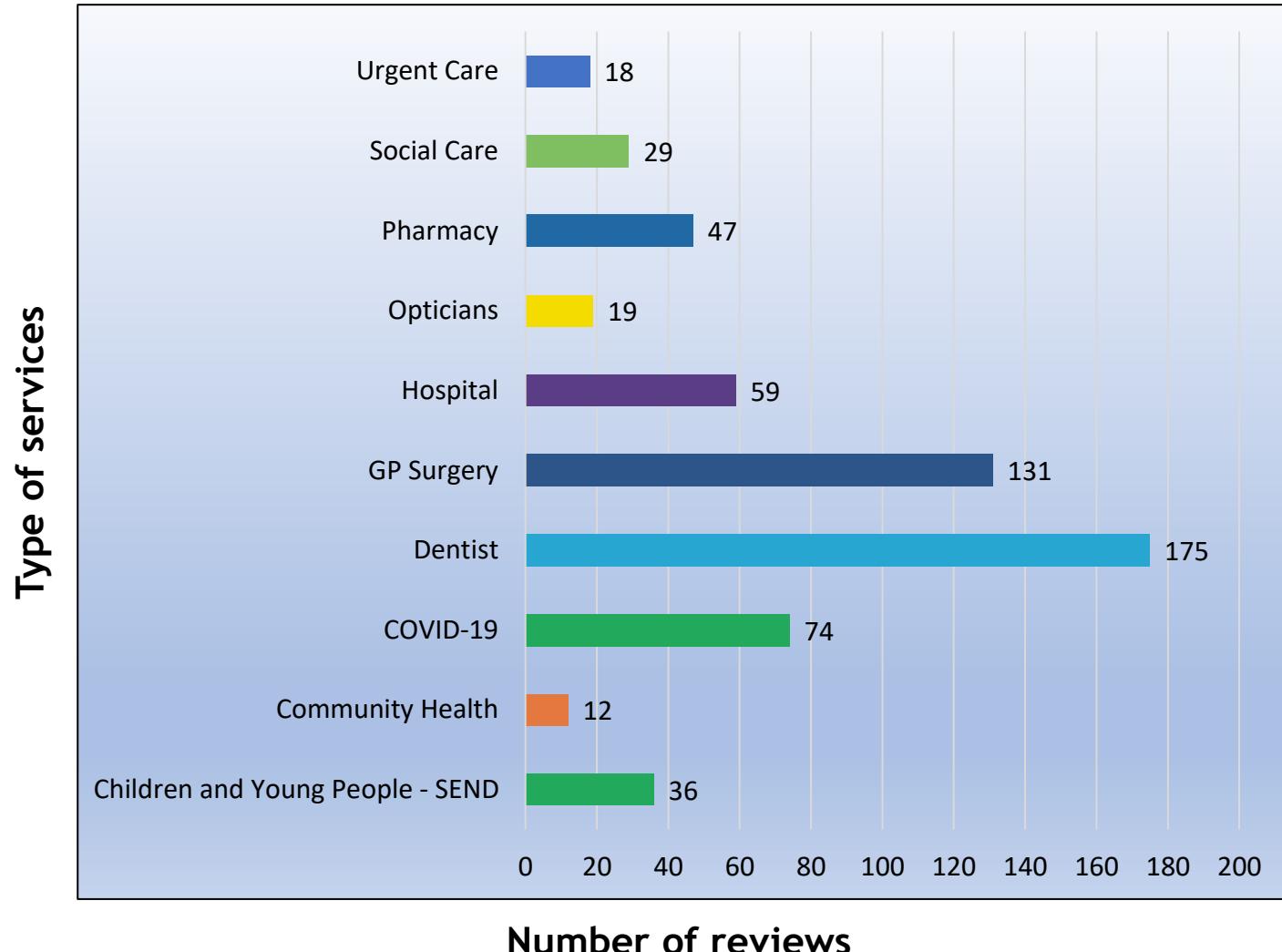


Total Reviews per Service Category

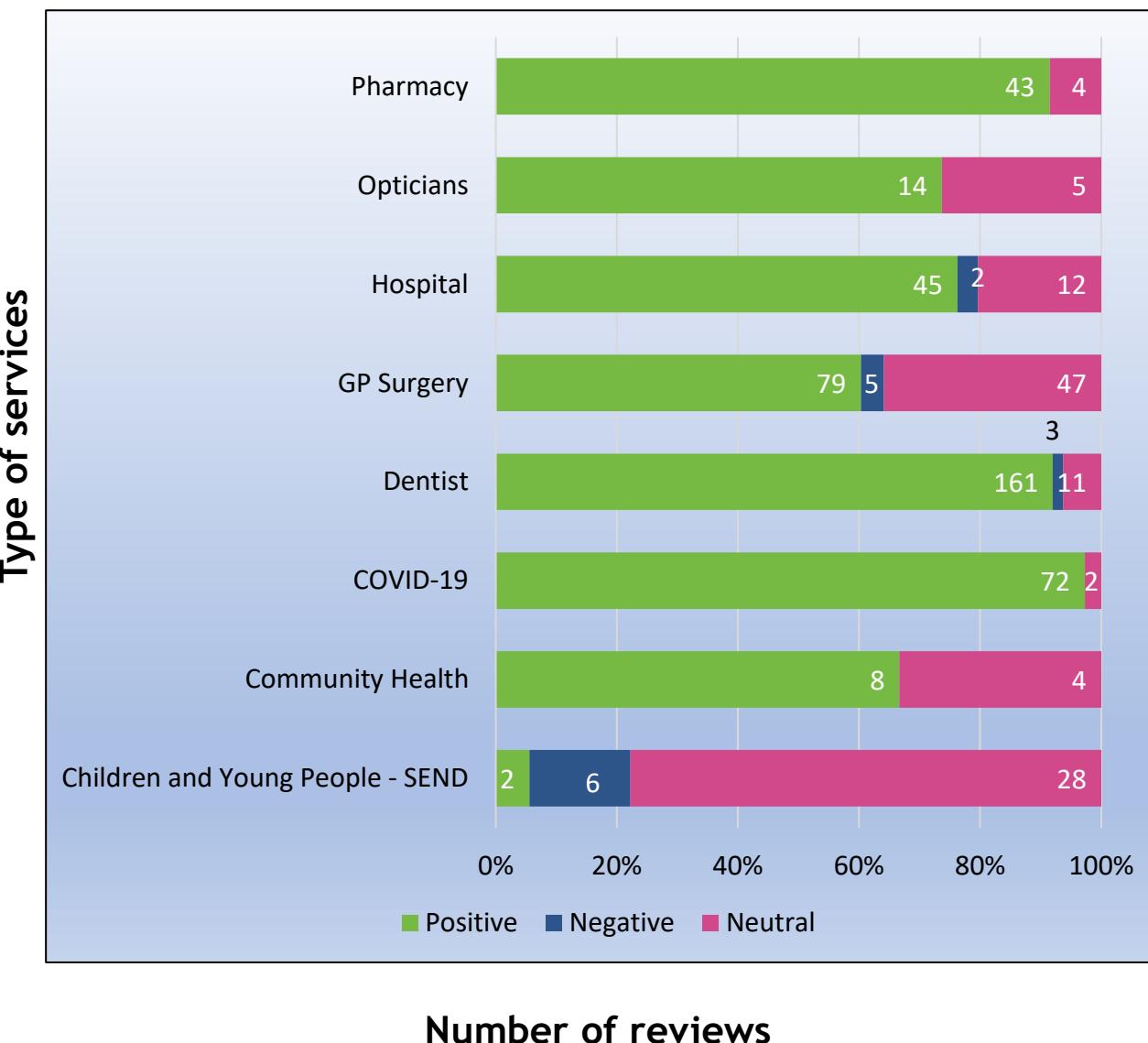
The patient reviews recorded for this quarter cover ten service categories, as seen in this chart.

The category with the highest number of reviews recorded is dentists (175), followed by GPs (131), then Covid-19 vaccination (74).

This quarter, we introduced a new, COVID-19 category to reflect the borough wide effort to carry out the COVID-19 vaccination programme. This will help us to understand people's experiences of the vaccination process.



Distribution of Positive, Negative & Neutral



This bar chart compares the number of positive, negative and neutral reviews for each category. This is based on the overall star rating.

- 29% of the reviews were about people's experiences of dentists
- 22% of the reviews were about people's experiences of GP surgeries
- 12% of the reviews were about people's experiences of Covid-19 vaccination
- 10% of the reviews were about people's experiences of hospitals
- 8% of the reviews were about people's experiences with pharmacies.

Other comments were about Community Health Services, Urgent Care, Opticians and Children and Young People - SEND.

Of these services: feedback relating to COVID-19 vaccination received the highest proportion of positive reviews at 97%, followed by urgent care with 94%, Social care with 93%, Pharmacies with 91% and Hospitals with 76%. The categories that received the lowest proportion of positive reviews are Children and Young People - SEND with only 5% positive reviews. GPs received 36% negative reviews, which suggests there are areas for improvement.

Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for service areas where we received a significant number of reviews. In Q4 these areas were: dentists, GPs, COVID-19 vaccination, hospitals and pharmacies. 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 of our physical and online questionnaires).

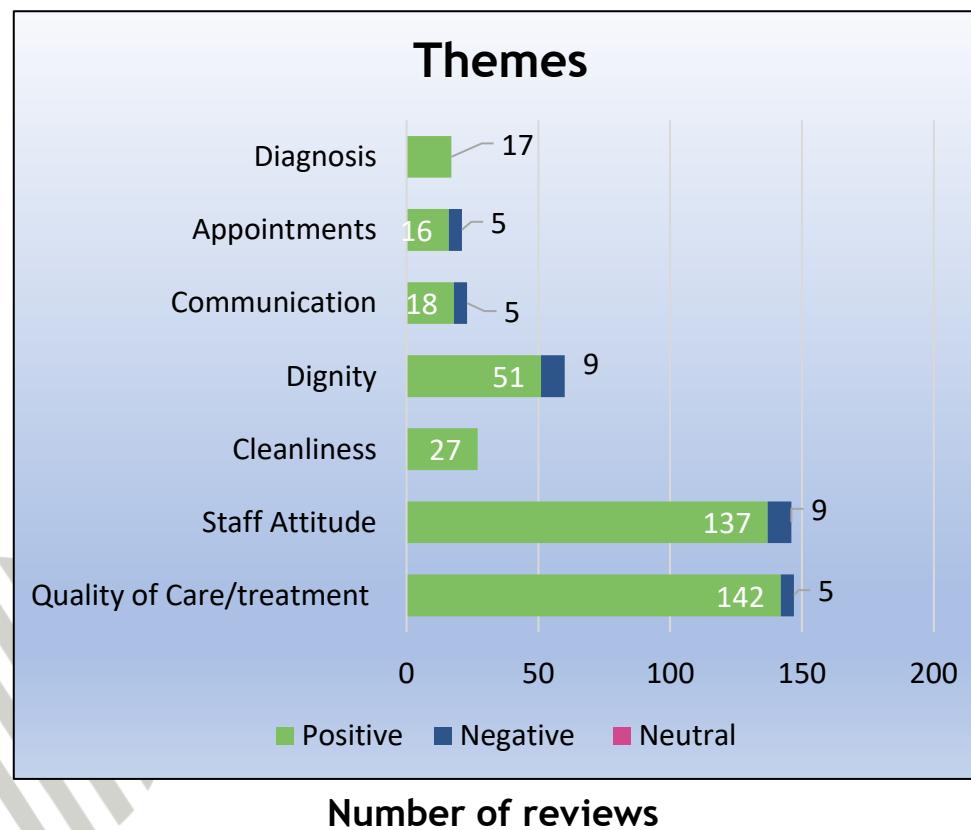
Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p43-45 for a full list).

For this reason, the total number of theme counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is allocated. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide.

Themes/Trends for Dentists

Quality of care and treatment was the most applied theme this quarter for dental services with a total of 147 counts. 97% (142 counts) being positive and 3% (5 counts) negative. This level of positive reviews shows that patients were mainly satisfied with their treatment.

Another positive theme was **staff attitude**, with 94% (137 counts) reported positive reviews, and only 6% (9 counts) negative.



Positive reviews

“My appointment was arranged within 2 days. The dentist was very friendly and reassuring. A follow up appointment with a specialist was arranged again within a couple of days. Very professional but friendly.” *GP surgery*.

“Great and professional service by the staff. I was clearly explained the procedure that immediately put me at ease. Great job!” *Dentist*

Negative reviews

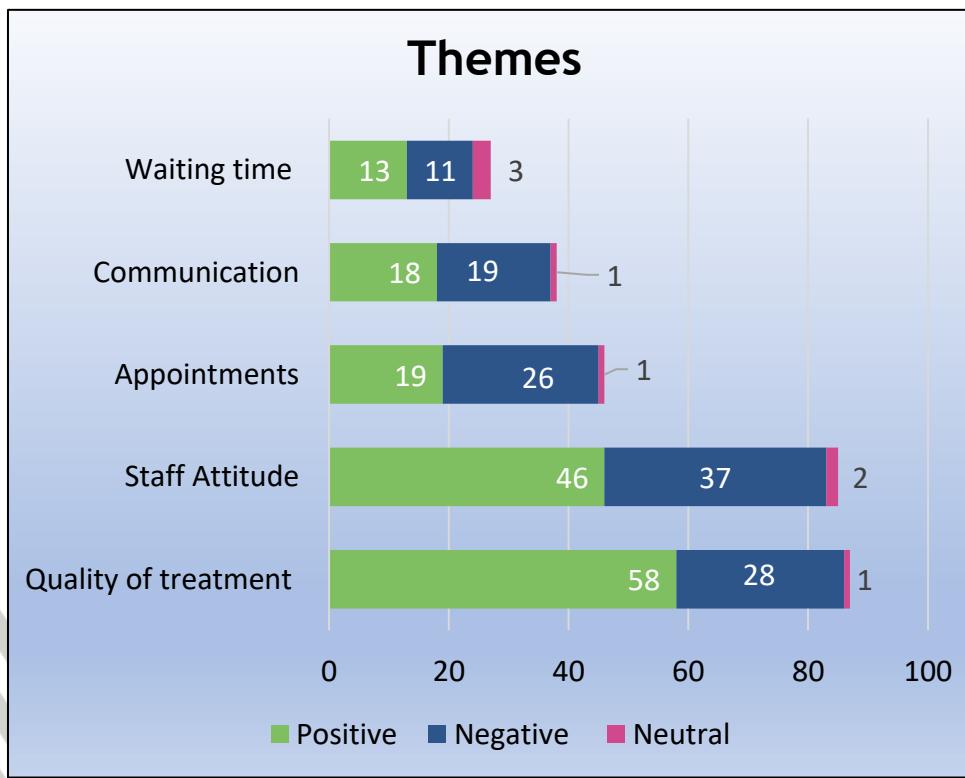
“Not happy with the treatment!” *Dentist*

“Unfortunately its all about money if your going private your good to go but for NHS patients there is no where to go with little information in where to go. I have already paid £280 before it a lot of money. I don't know the ins and outs but it not helping me or other people that need treatment and can't get it because NHS is not accepting.”

Dentist

Themes/Trends for GPs

Quality of treatment was the most applied theme this quarter for GPs with a total of 87 counts, 67% (58 counts) being positive and 32% (28 counts) negative. Though a majority of the aggregated theme reviews (61%) were positive, there is scope for improvement as 39% were negative/neutral. In addition to the Quality of treatment theme, many people (57%) reported difficulties in accessing appointments.



Positive reviews

“Great Drs and the receptionist are so very helpful.”
GP surgery

“Although Covid-19 is causing problems for everyone, the surgery and its staff have been very helpful sorting out consults and sick notes! Thank you.” *GP surgery*

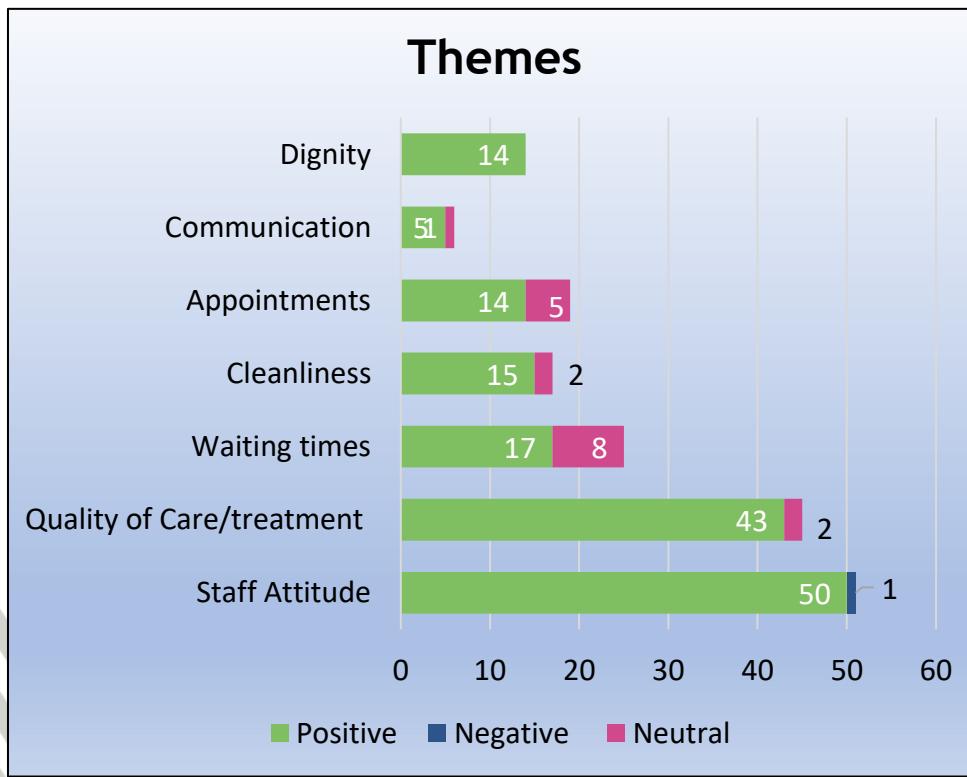
Negative reviews

“Doctors are good BUT it is near impossible to see one and has been this way for years. The sole role of the admin staff is to stop you seeing one.” *GP surgery*

“Receptionists are so rude and disrespectful. Half the doctors use google and don't have a clue what they're doing. Would not recommend.” *GP surgery*

Themes/Trends for COVID-19

COVID-19 vaccination is the new service category we have introduced this quarter. Due to the pandemic, many COVID-19 vaccination sites were set up across the borough. Most themes - access to appointments, quality of services, communications, cleanliness of the venue, treatment explanation, received 100% positive reviews from residents. This very positive overview of COVID-19 vaccination services shows that Bromley residents were extremely satisfied with local vaccination arrangements.



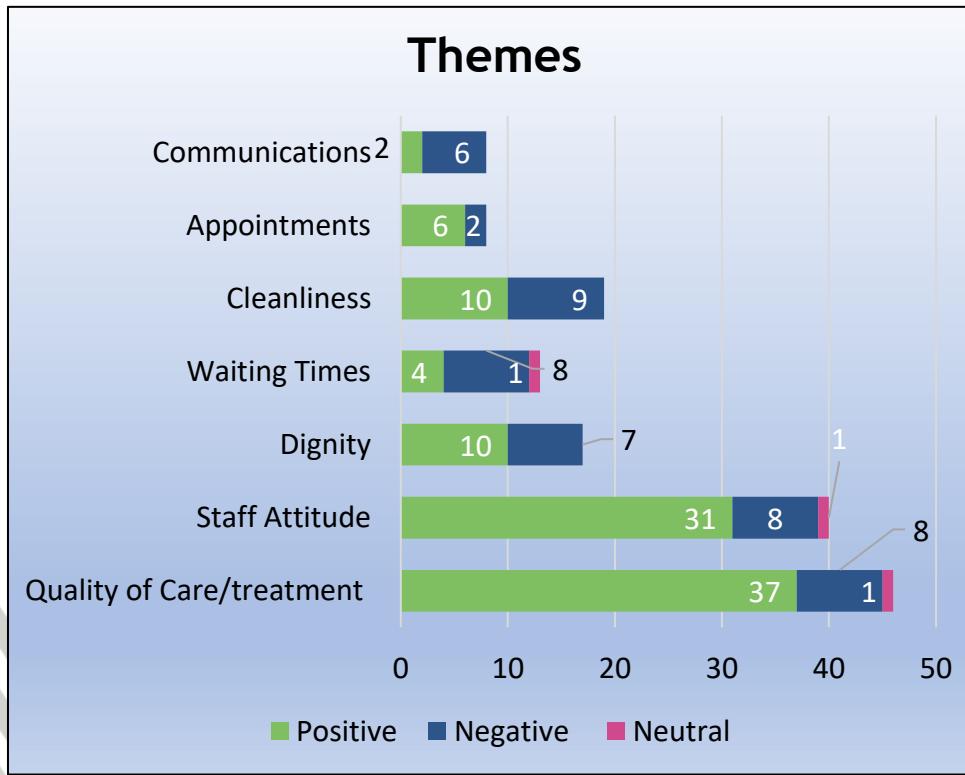
Positive reviews

“This was being used currently for the Covid-19 vaccinations. It was all very professional and efficient.” *Vaccination Centre*

“Everything was excellent and wonderful. Very good with Covid protocols. I got a call followed by letter for my Covid Jab appointment. There was no waiting and the whole thing was over very quickly.” *Vaccination Centre*

Themes/Trends for Hospitals

Quality of care/treatment was the most applied theme this quarter for hospitals with a total of 46 counts, 80% (37 counts) being positive and 17% (8 counts) negative. The mainly positive reviews showed that patients were generally satisfied with the quality of care/treatment received in the hospitals.



Positive reviews

“Treated nicely as an inpatient and an outpatient and thank you for your care.” *Hospital*

“My experience was very good. They were very helpful and professional. I felt I was listened to and helped to make positive changes. I found them easy to talk to and very trusting.” *Hospital*

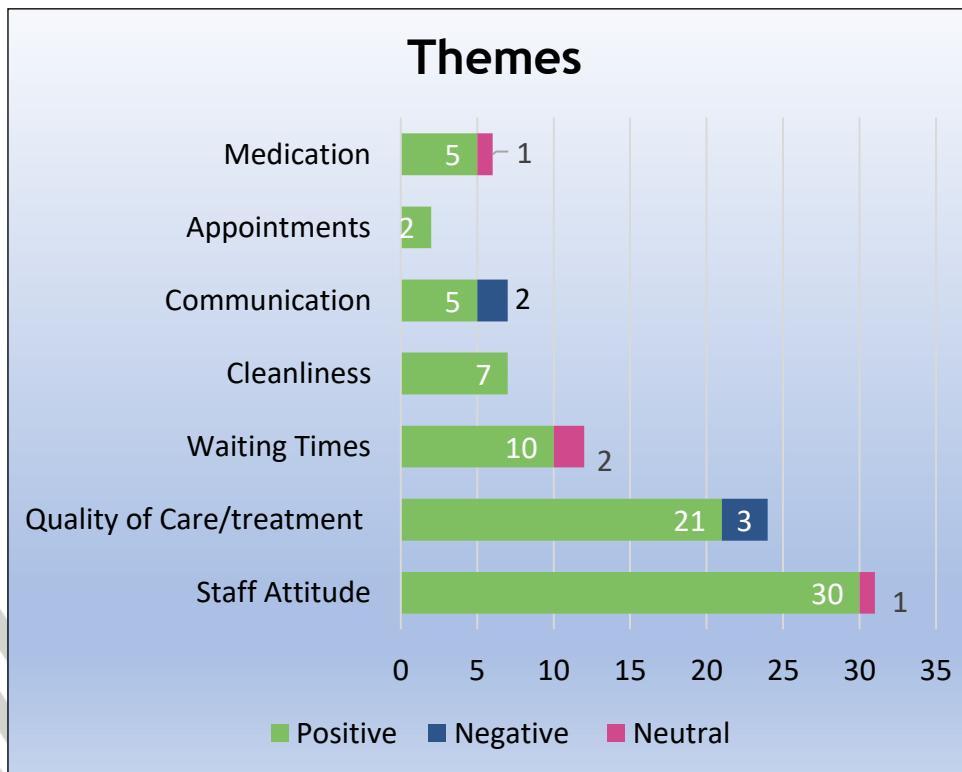
Negative reviews

“Appalling place. I went for a simple procedure which resulted in keyhole surgery.” *Hospital*

“I thought there was a lack of care, and lack of understanding about Co-morbid conditions, staff shortages, staff not given info on diet, medication. I generally just thought they had no care for patients, often not even basic needs (toileting, eating, bathing) are met.” *Hospital*

Themes/Trends for Pharmacies

Staff attitude was the most applied theme this quarter for pharmacies with a total of 31 counts. 97% (30 counts) being positive and 3% (1 count) neutral. The almost entirely positive reviews showed that patients were mainly satisfied with staff attitude and other aspects.



Positive reviews

“Very friendly staff and helpful to customers. Would recommend.” *Pharmacy*

“The pharmacist explains everything if you need to know. Excellent. Almost always have all the medicines ready.” *Pharmacy*

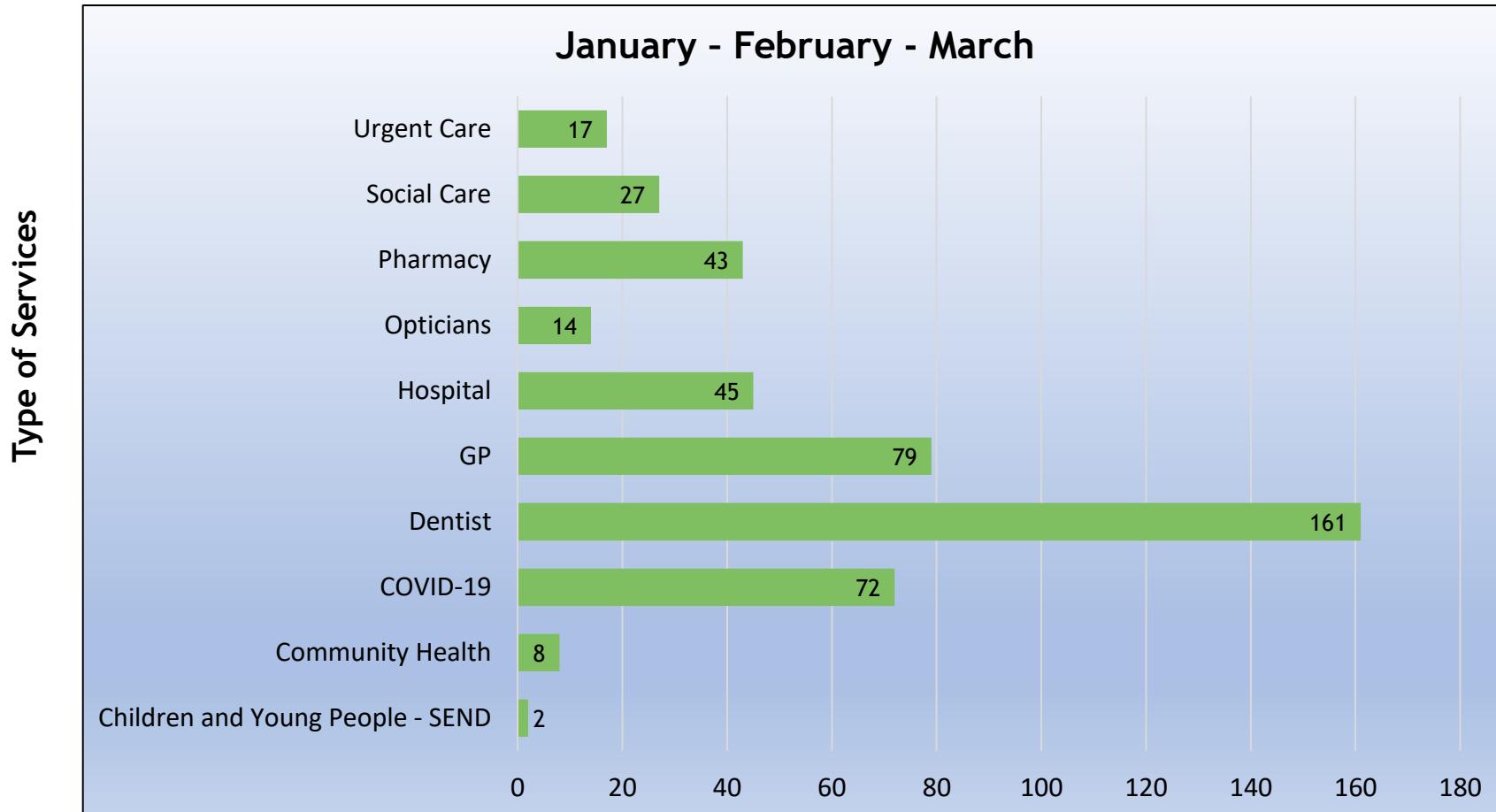
Negative reviews

“No good did not receive Covid-19 test results avoid.” *Pharmacy*

“Very upset with the waiting time at the pharmacy. They never pick up their phone as well.” *Pharmacy*

Other Positive Reviews

Looking at the positive reviews we have received allow 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 goes on to give some examples of comments received. The data suggests that Bromley residents are very satisfied with most of the services in Bromley.





COVID-19

“I thought it was a very organised vaccine centre. I felt safe. A lot of care. Good access whilst it's acting as a vaccine centre.”

Vaccination Centre

“I had my 1st vaccine yesterday at the Orpington, Health & Wellbeing centre many thanks to all the staff and volunteers. A seamless operation vaccinating hundreds of people everyday.”

Vaccination Centre

“I went with my wife to get our first covid jab, it went excellently well. It was done professionally and the queue moved quite quickly. However, I received letters from four different hospitals offering me the vaccine which I felt was a waste of time and resources.”

Vaccination Centre



Urgent Care

“Has some Balance problems. Was referred by the GP surgery on the Balance Clinic list. Physiotherapist came fortnightly, gave exercises to do, after which I attended the physio clinic at Beckenham Beacon. And now has fortnightly telephonic consultation. Excellent and brilliant. Wonderful place.”

Urgent Care Centre



Social Care

“Pleasant staff doing a very good job in very difficult circumstances (Covid-19).”
Care Home

“The respect, care, support and encouragement were given to the residents and family members are second to none! The food is delicious (have sampled many of the homemade cakes, desserts, etc)! Thank you management and staff for all that you do. You are all amazing.”

Care Home

“I cannot speak highly enough of this home. Mum had a really bad time before going to Elmstead but she is so happy there. The staff are amazing nothing is too much trouble. Mum is like a new woman, she is so well cared for.”

Care Home



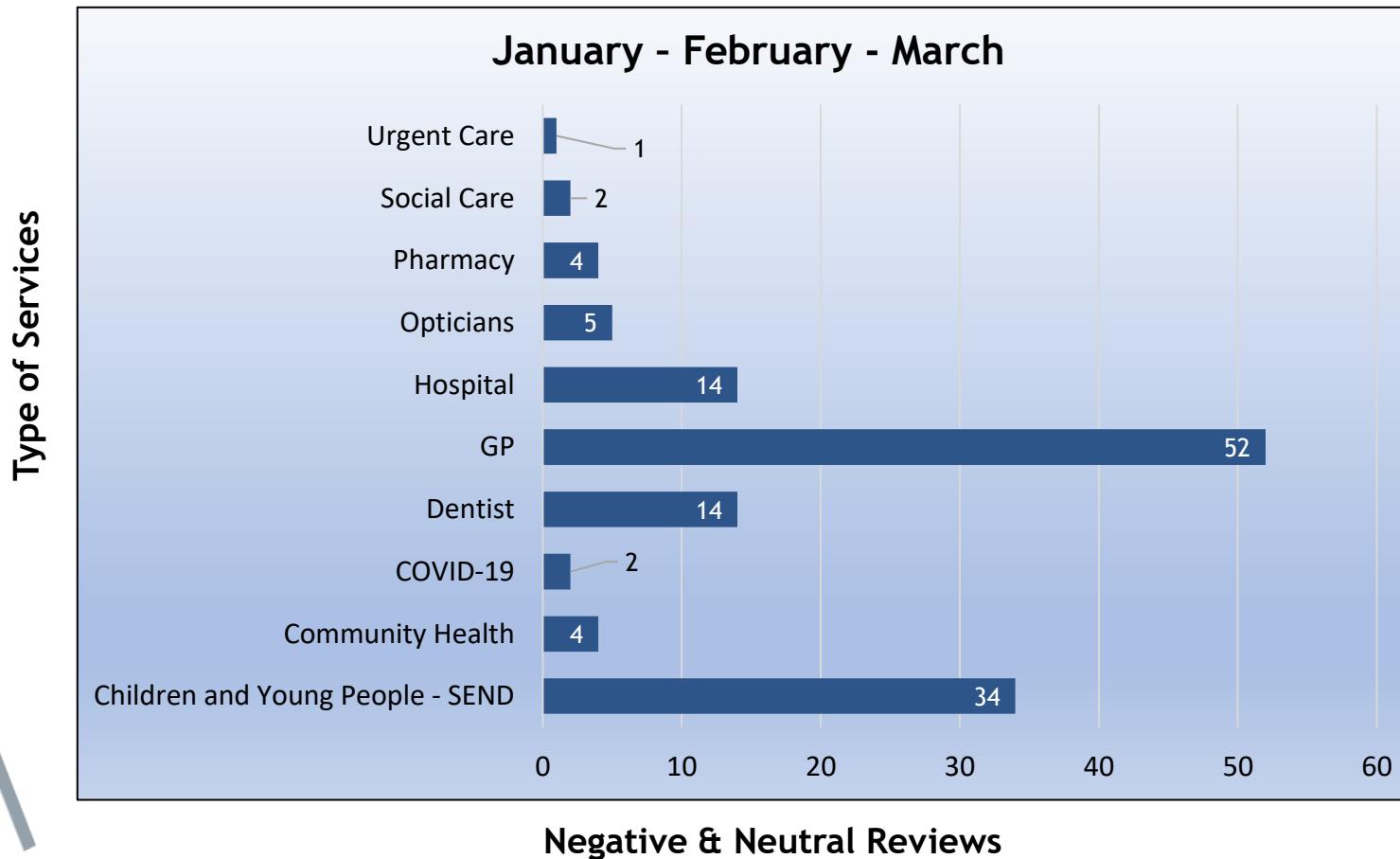
Pharmacy

“I call them up and they keep the medicines ready for repeat prescriptions. The staff at the pharmacy explains things very well and they have all the time. On several occasions spoken to pharmacy staff and asked for advice on creams and they give a good suggestion.”

Pharmacy

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from the patients/service users of Bromley each month, we can better understand where a service needs to improve to provide a positive experience. This section gives an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tell us that these can often highlight where improvements could be made.





Children and Young People - SEND

“Signing - Common theme seems to be untrained Teaching assistants. TA's unable to recognise triggers. Need to be much more emphasis on SLT training TA's and Parents.”

SEND service

“Children being signed off to quickly. Child constantly gets words muddled up, even though he was signed off 12 months ago.”

SEND service

GP Surgery

“Horrible service. I been trying to see a doctor from my GP. They won't see me (COVID). Receptionist is useless and rude. That GP is closed for the public, online they don't call . Twice waiting for the doctor to call .he-she never did. Disgusting service.”

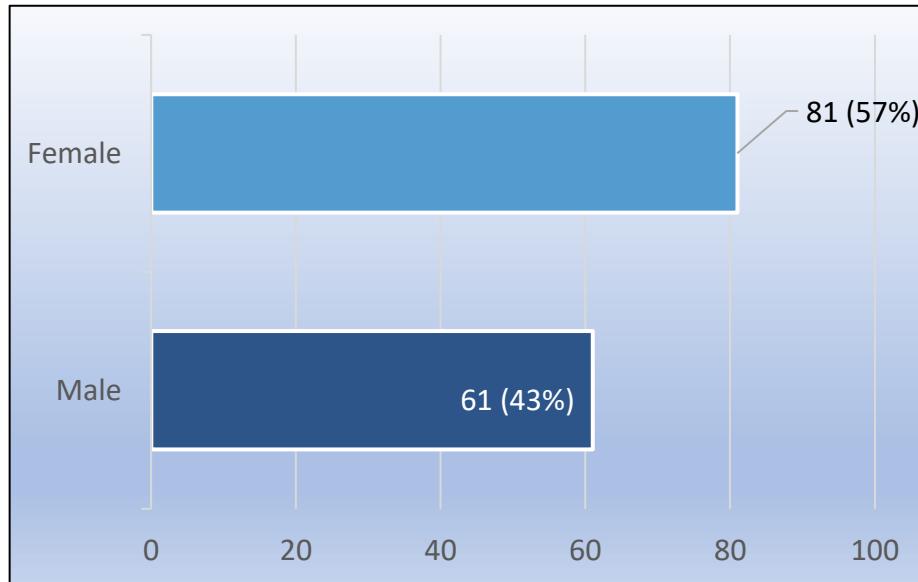
GP surgery

Mental health is not reviewed. I was forced to change to them as I'm disabled and I moved house. They did not care for mental health and the receptionist don't talk nicely to people on the phone. I am disabled and phone quite often as I have a lot of health issues and I am disrespected. Mainly my mental health is not seen as vital. Yes we or in a pandemic I understand that they are busy but even before the pandemic they were very nice and I don't have the best experience from Links.

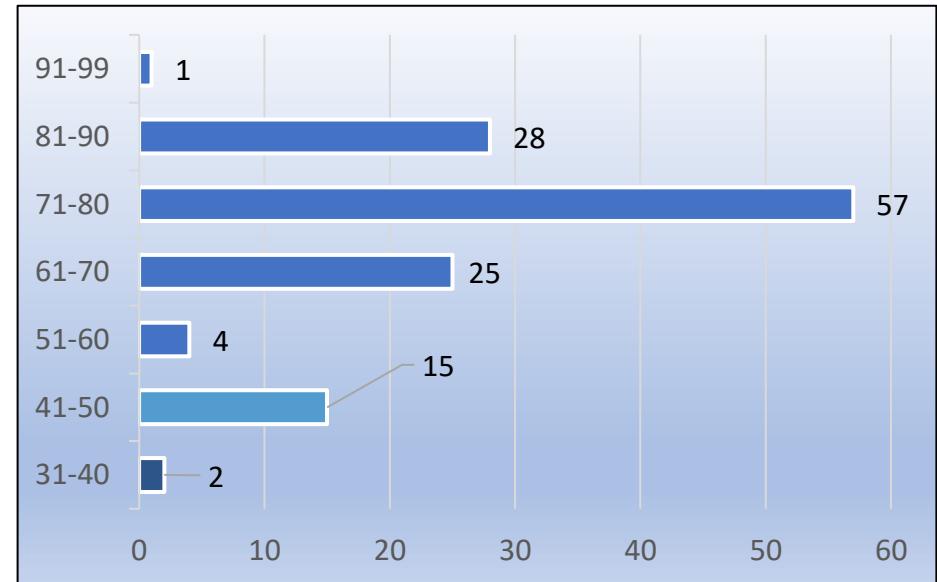
GP surgery

Demographic Information

The chart below shows the number of reviews received by gender from January to March 2021. 57% are from women, and 43% from men.

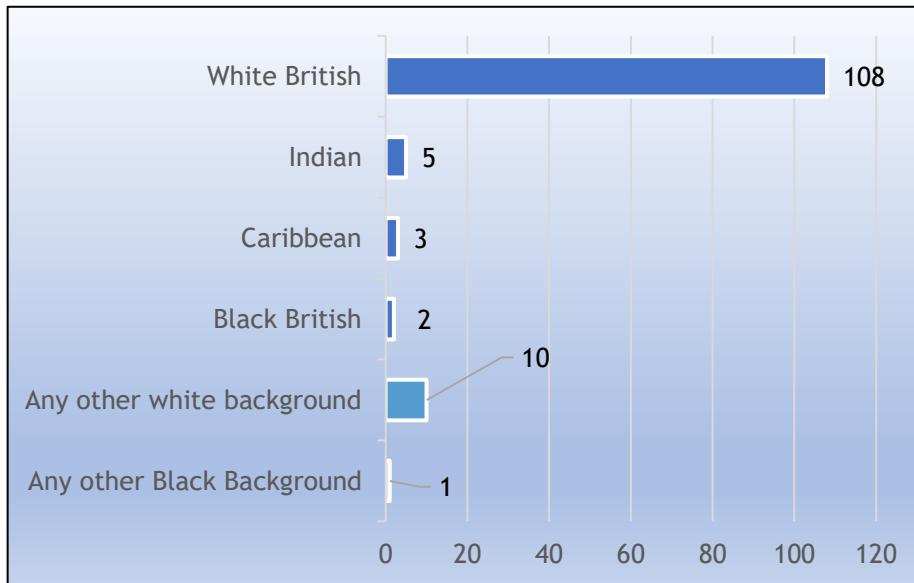


The chart below shows the number of reviews received this quarter from different age groups. The largest age groups were 71-80 (43%) and 81-90 years with 21%.

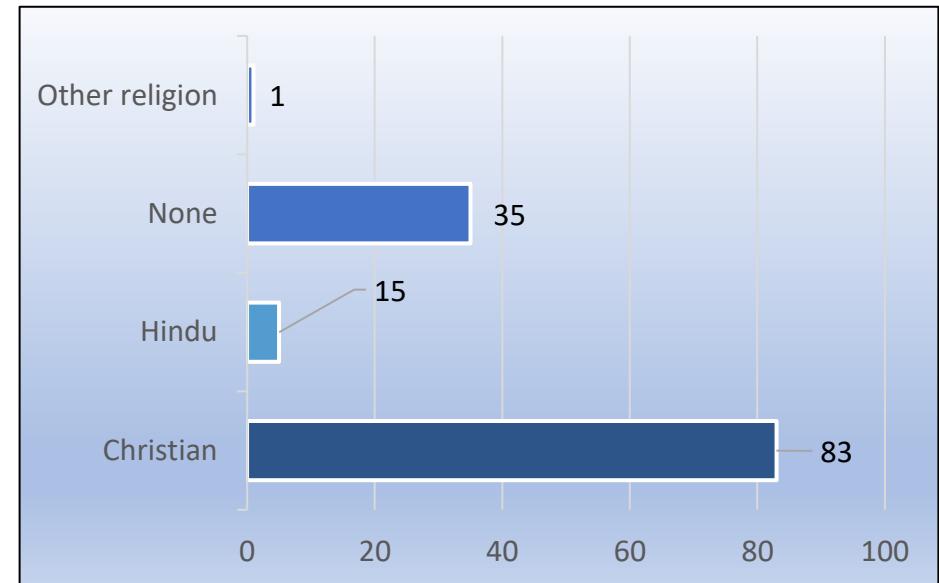


Demographic Information

The majority of feedback (84%) was from people who identified as White British, as shown in the chart below. We recognise that this does not reflect Bromley's demographics and shows a lack of feedback from diverse communities; we will work to improve this in future reports.



Religion - 67% of respondents stated their religion as Christian, while 28% had no religion.



Conclusion

Unfortunately, due to COVID-19, we have been unable to carry out our traditional face to face visits to engage with patients and collect patient experience information from across the borough. Our new model has produced 600 patient experience reviews and enabled us to articulate local patients' voices in response to services delivered in very challenging times.

Healthwatch Bromley places great importance on understanding the needs of Bromley communities and ensuring all groups are heard within our organisation. We recognise that we need to improve in this area and work towards capturing feedback from more diverse local communities.

Of the 600 reviews collected this quarter, 468 (78%) were positive with star rating 4-5, 17 (3%) neutral with star rating 3 and 115 (19%) negative with star rating 1-2. Overall for this quarter, positive patient experiences far outweigh negative patient ones. However, if we look beyond this overall picture at specific service areas, findings indicate the following:

Positive

- Excellent facilities at the COVID-19 vaccination sites, with helpful staff and efficiently handled, quick appointments
- Flexibility of accessing services from GPs
- Treatment well explained and very helpful staff at dental services
- Some positive feedback reported on accessing online appointment services

Negative

- Children and Young People - service users found SEND services not very friendly or effective
- Some patients were unsatisfied with the conduct of GP staff finding them to be "rude and unhelpful"
- Patients experienced long waiting times accessing GP services

Actions, impact and next steps

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

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

As well as these formal meetings, informal meetings take place with partners to discuss issues of concern and identify actions to address them. We use social media platforms such as Twitter, Next Door and Facebook to raise awareness of our service.

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

- Extracting them from external online review platforms e.g. NHS, Care Home, Care Opinion, Google reviews and others
- Promoting our service through health and social care service providers
- Seeking direct feedback from local patients and service users
- Working with key partners such as Bromley Council, SELCCG, voluntary and community organisations
- Distributing our patient experience form and leaflet to food banks and pharmacies
- Working with volunteers to support the programme, to achieve our quarterly targets
- Continuing to contact local residents by direct telephone calls

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 >](#)

Share Your Experience with Us.

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

Name of Service:

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

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

2. How do you rate your overall experience?

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

3. Tell us more about your experience

4. Your ratings (select and circle if applicable)

Ease of getting a appointment 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Convenience of appointment 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

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

Staff Attitude 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Treatment explanation 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of care 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of food 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Generally, how easy is it to get through to someone on the phone?

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

5. Are you a:

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

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

About you

Name.....*

Email.....*

() Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- Female
- Male
- Other
- Prefer not to say

Which age group are you in?

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

What is your ethnicity?

White

- English
- Welsh
- Scottish
- Northern Irish
- British
- Gypsy or the Irish Traveller
- Any other white background

Asian/ Asian British

- Bangladeshi
- Chinese
- Indian
- Pakistani

Black, African, Caribbean, Black British

- African
- Caribbean
- Any other Black, African, Caribbean background

Mixed, Multiple

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed/multiple background

Other Ethnic Group

- Arab
- Any other ethnic group

What is your religion?

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

Which area of the borough do you live in?

.....
Thank you for sharing your experience!

Please Return the survey to us by email to info@healthwatchbromley.co.uk

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