

**PATIENT EXPERIENCE  
REPORT 2021/2022  
QUARTER 1  
APRIL - JUNE**

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# Introduction & Executive Summary

This is the Quarter 1 Patient Experience Report for Healthwatch Bromley, covering the period from April - June 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 appendix II p32-34). 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 feedback 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 using our 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. We hope to return to this form of direct engagement for the Q2 Patient Experience Report.

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 benefited residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our organisation 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 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 1 period, April to June 2021. During this time, **632** reviews were collected. Of the total number of patient experiences received, based on the star rating provided by patients (see next page), **411 (65%)** were positive, **44 (7%)** were neutral and **177 (28%)** were negative. The information presented within this report reflects the individual patient experience of health and social care services. Healthwatch Bromley presents this information for consideration and anticipates that it will be used to highlight good practice and areas for improvement. Some key parts of the report includes various reviews of GP Services which highlight patients' high levels of satisfaction with the attitude of staff, the quality of care and treatment but concerns with the need to improve external and internal communication.

In addition, Dental Services' patients showed high satisfaction in all areas including quality of treatment, communication and cleanliness, with 95% of all reviews being positive. Compliments were given to their ability to keep infection risks low in a service that requires the patient to not wear a mask.

# Our Data Explained

Healthwatch Bromley use 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 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5)

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.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, 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.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

# Overall Star Ratings

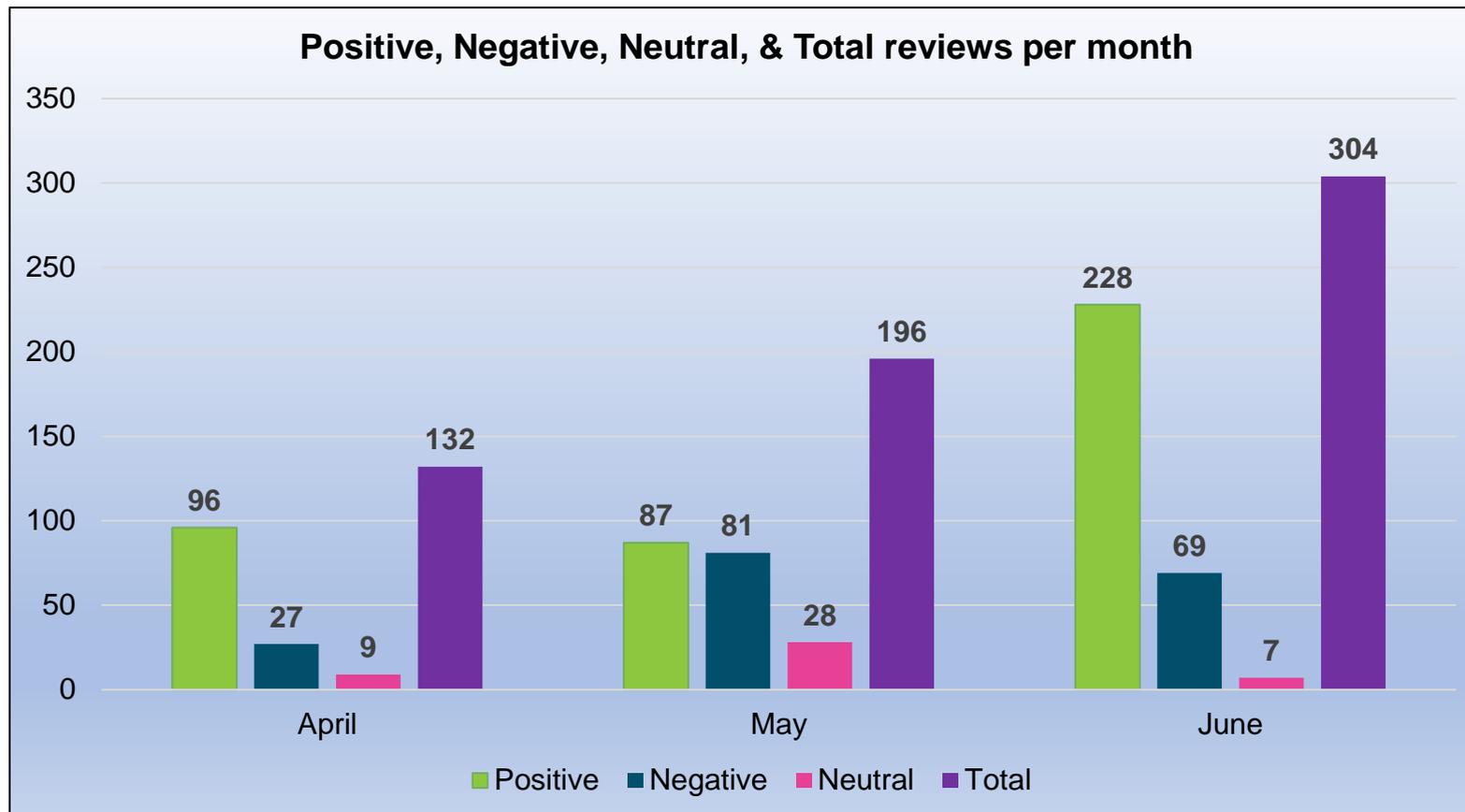
The number of patient reviews received for this quarter was 632. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices for examples of both our physical and online questionnaires.

Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended. 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.

Month	4-5 Star Reviews (Positive) ★ ★ ★ ★ ★	1-2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆
April	96	27	9
May	87	81	28
June	228	69	7
Total	411	177	44

# Overall Star Ratings continued

This chart provides a further breakdown of positive, negative, neutral and an overall total number of reviews for each month. We are very pleased we reached our target number of 600 reviews. However, we recognise that in April and May we collected less reviews in comparison to June. This was due to a combination of volunteer capacity and staff changes during this quarter.

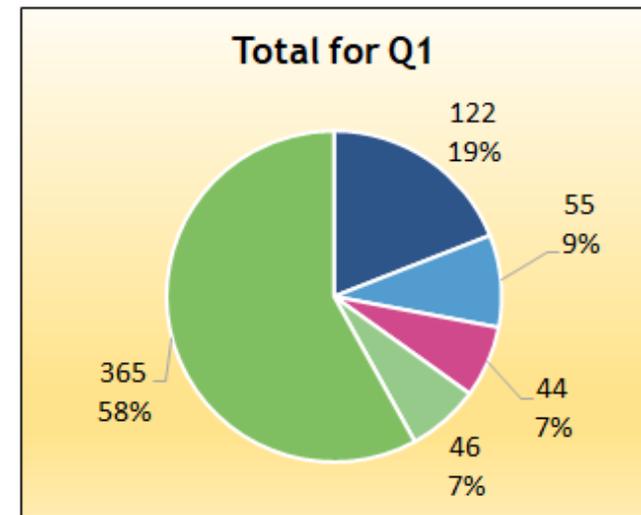
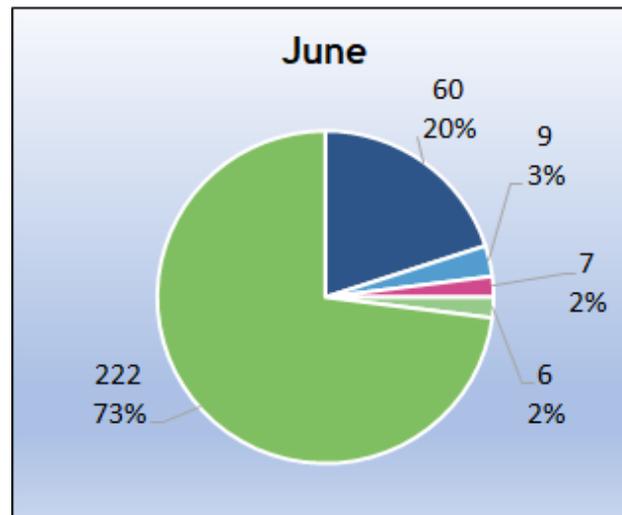
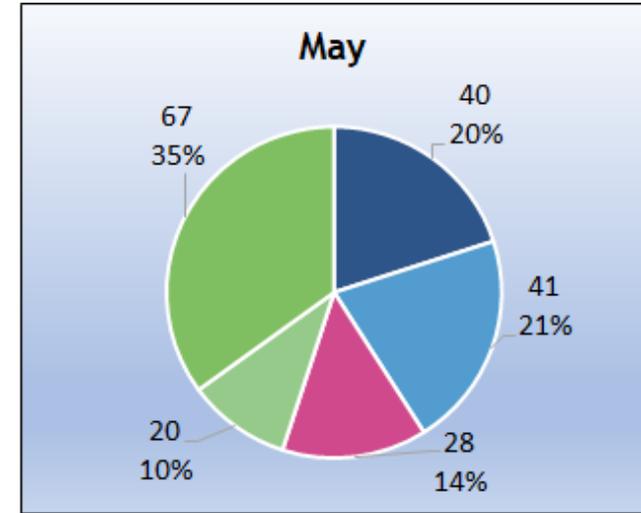
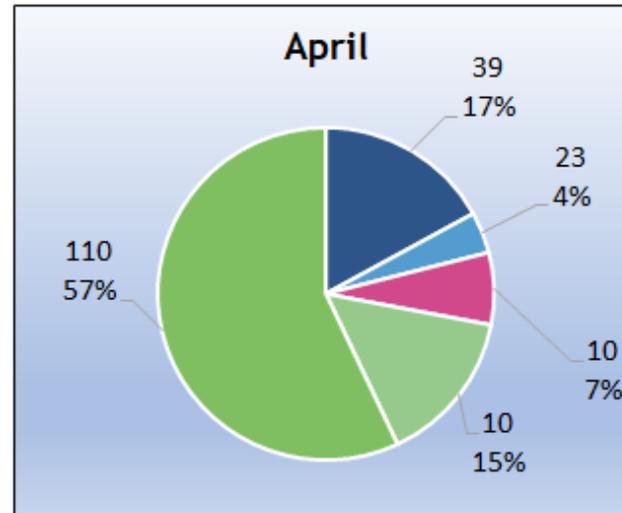


# Overall Star Ratings continued

Bromley  
Q1 | 2021/22

The pie charts show the breakdown of star ratings for each month and for the whole quarter.

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



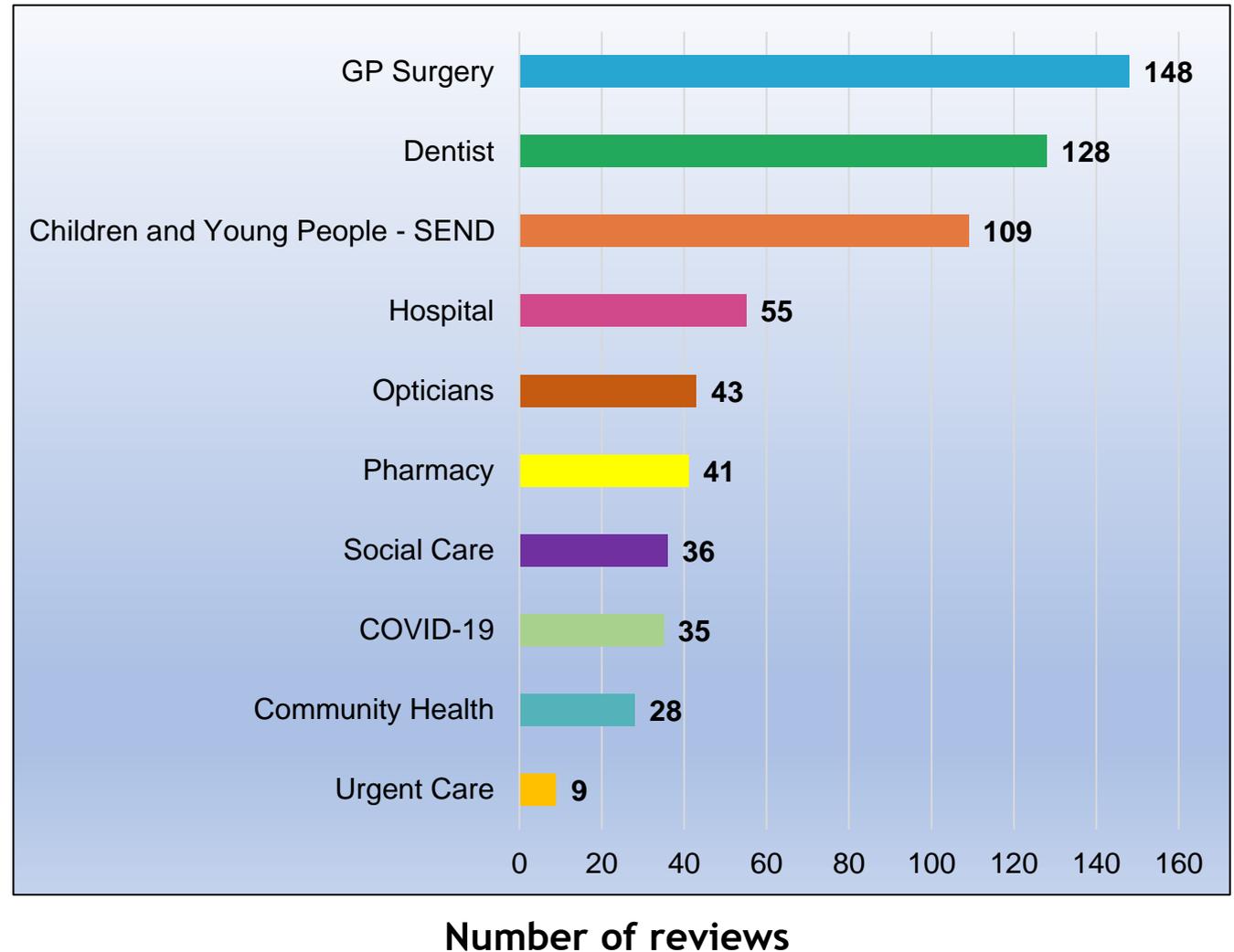
# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 10 service categories, as seen in this chart.

The category with the highest number of reviews recorded is GP surgery (148), followed by Dentist (128), Children & Young People - SEND (109) and Hospital (55).

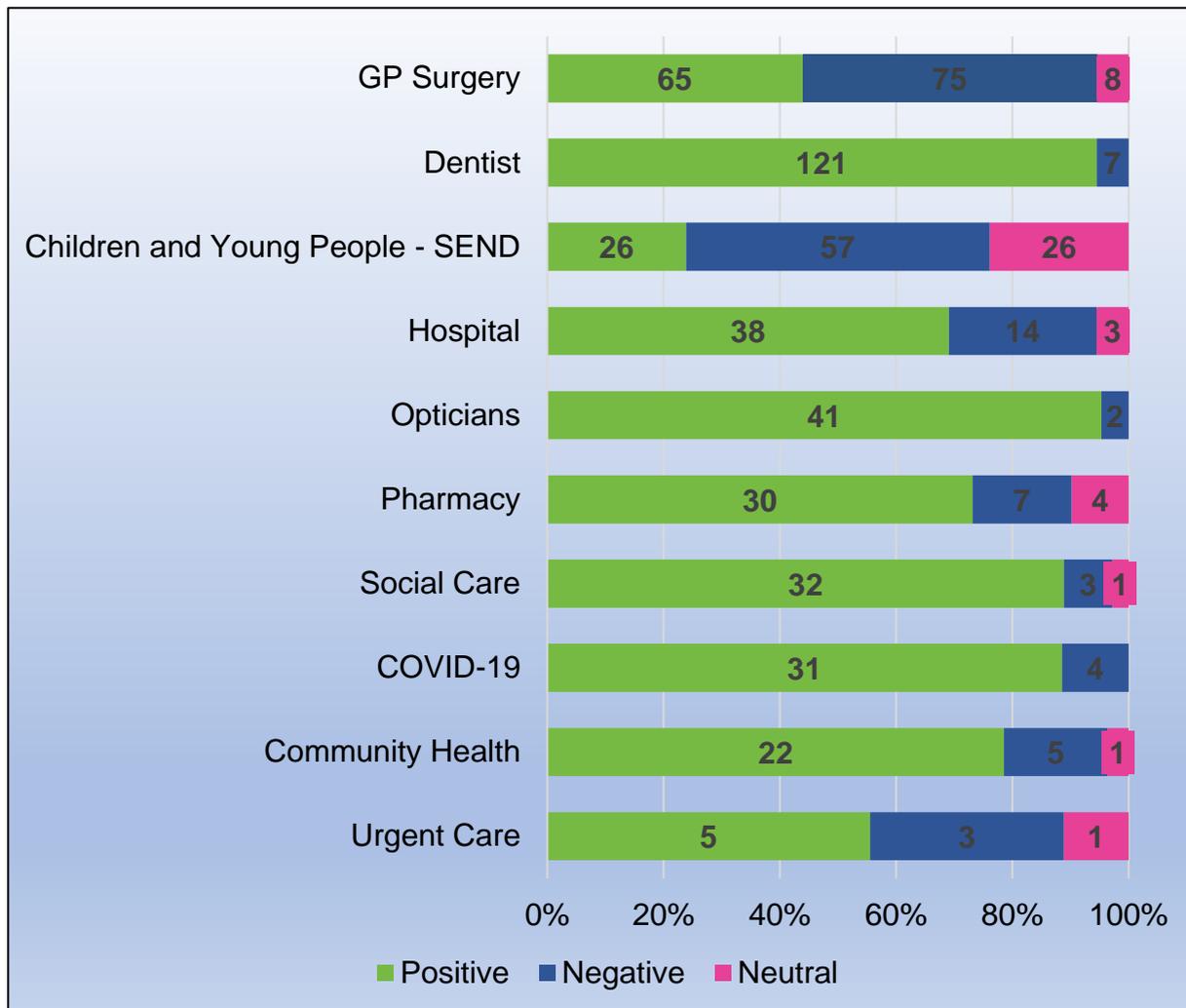
The service-type with the lowest number of reviews recorded is Urgent Care (9).

Type of services



# Distribution of Positive, Negative & Neutral

Type of services



Number of reviews

This chart illustrates the proportion of negative, neutral, and positive reviews within each of the ten service-type categories previously discussed. Reviews are categorised according to their star ratings.

GP services received the most reviews this quarter (148). Of these, 51% (75) were negative, 5% (8) were neutral, and 44% (65) were positive.

Dentist services received the second highest number of reviews this quarter (128). Of these 5% (7) were negative, and 95% (121) were positive.

Children and Young People - SEND received the third highest number of reviews this quarter (109). Of these 52% (57) were negative, 24% (26) were neutral, and 24% (26) were positive.

Hospital received the fourth highest number of reviews this quarter (55). Of these 26% (14) were negative, 5% (3) were neutral and 69% (38) were positive.

# Themes and Sub-Themes

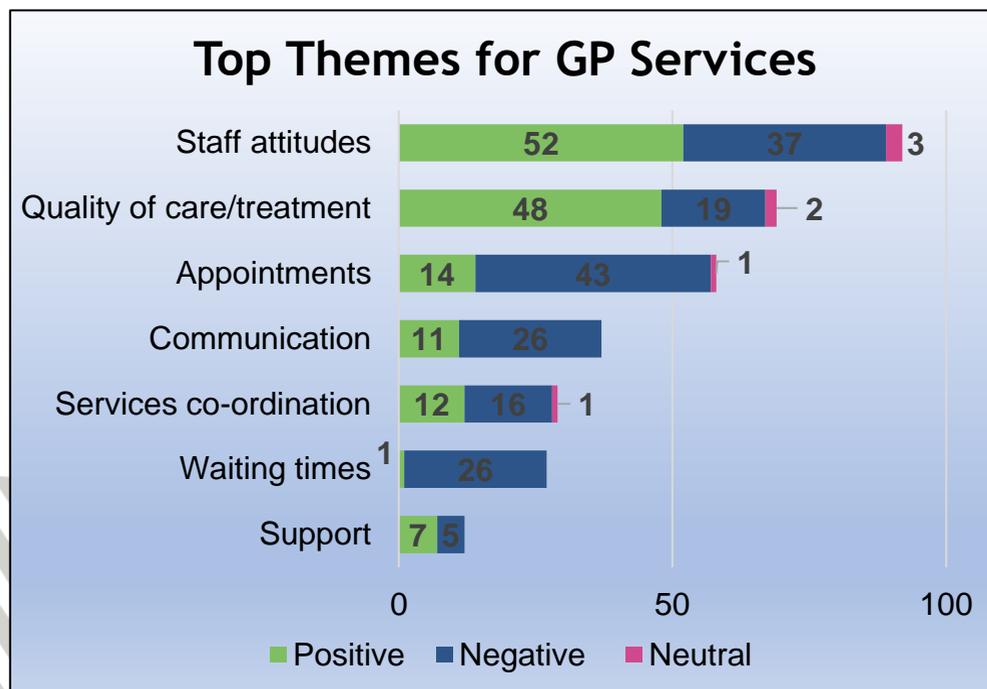
This section shows a breakdown of the main themes and sub-themes for service areas where we received a significant number of reviews. In Q1 these areas were: GP, Dentist, Children & Young People - SEND and Hospital. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience".

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 I p30-31 ). 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.

# GP Themes and Sub-Themes

GP services were the most reviewed category for this quarter, with a total of 148 reviews. **Staff attitudes** was the most applied theme for GP services with a total of 92 counts, 57% (52 counts) being positive and 40% (37 counts) negative. Generally, staff attitudes were experienced positively by patients, with the sentiment that staff were helpful and responded quickly.

Another positive theme was **Quality of care/treatment** with 70% (48 counts) reported positive reviews, and 28% (19 counts) negative. This represents a patient satisfaction with the care and treatment they are receiving at their GP.



Number of reviews

## Positive reviews

“The staff responded very quickly, and both receptionist and doctor were very helpful. All the service was very quick, so I didn't have to wait to be attended.”

## GP surgery

“The surgery is beautifully run and the service and colleagues is outstanding.”

## GP surgery

## Negative reviews

“Never can get an appointment.”

## GP Surgery

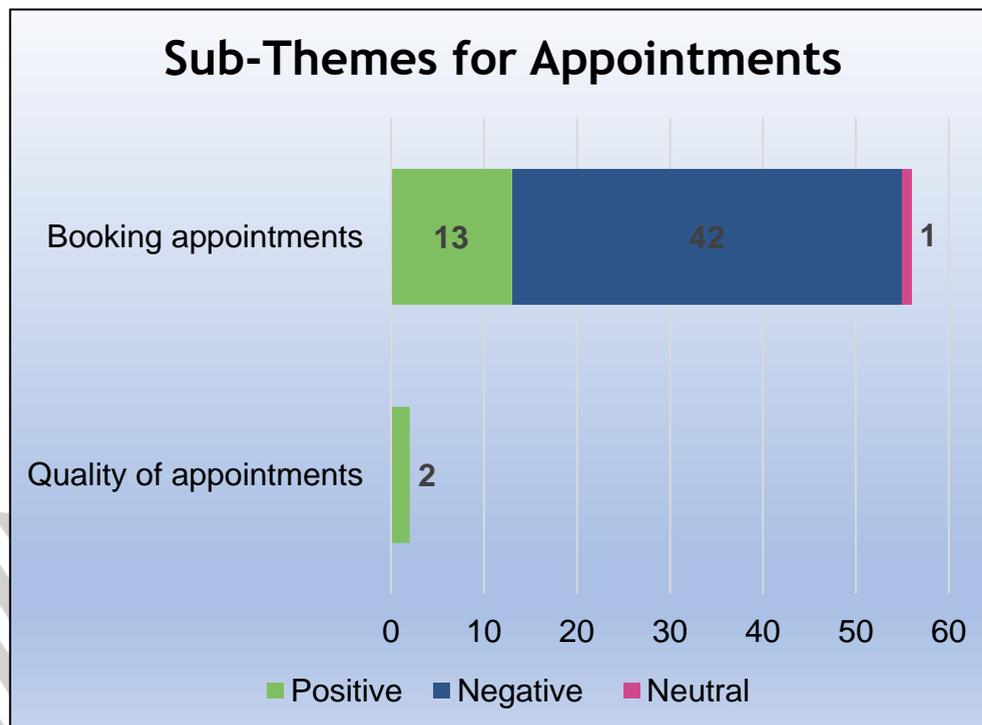
“Poor customer service.”

## GP Surgery

# GP Themes and Sub-Themes

**Appointments** was the third most applied theme for the GP category with a total of 58 counts, 24% (14 counts) being positive and 74% (43 counts) negative.

**Booking appointments** is the sub-theme that received the most counts in this category with a total of 56, 23% (13 counts) being positive and 75% (42 counts) negative. This majority negative reviews represents a difficulty in booking appointments with ease within GP services.



Number of reviews

## Positive reviews

“The people at this surgery are outstanding, always helpful and knowledgeable.”

*GP surgery.*

“I have been with the surgery for about 3 years now and haven't had any problems, even during Covid-19.”

*GP Surgery*

## Negative reviews

“On the [phone] for over 40min this morning no one picked up the phone..”

*GP Surgery*

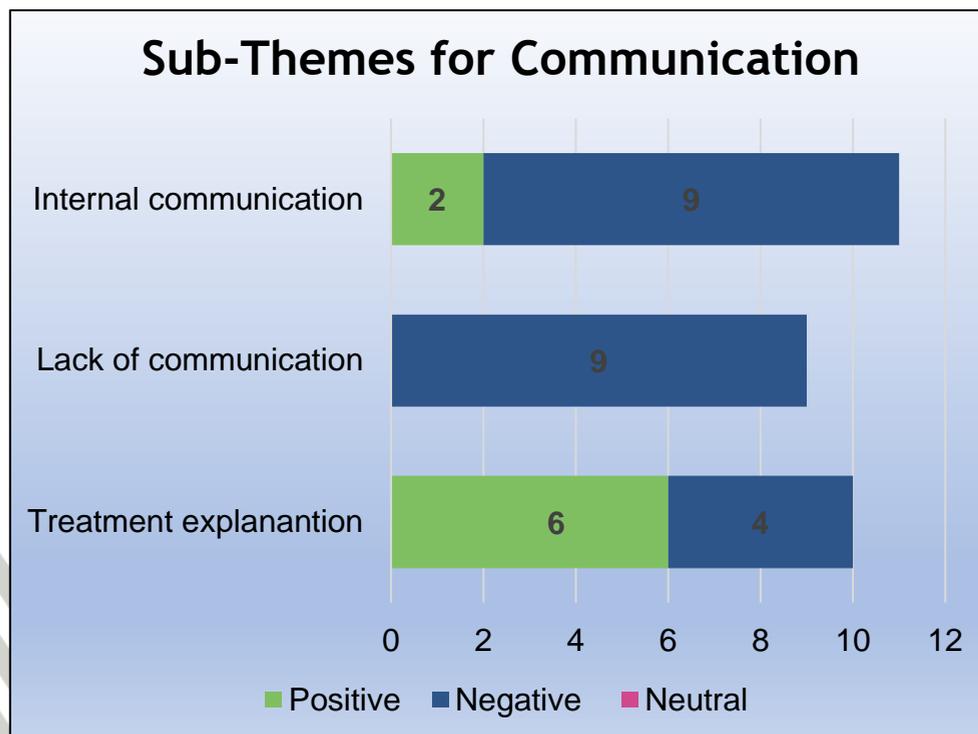
“Almost never there is a doctor except for late afternoon.”

*GP Surgery*

# GP Themes and Sub-Themes

Another notable theme was **Communication** with a total of 37 counts, 30% (11 counts) being positive and 70% (26 counts) negative.

**Communication** is broken down further into three sub-themes: **internal communication**, **lack of communication** and **treatment explanation**. Whilst the chart shows that service users received satisfactory explanations of their treatment, they also expressed a lack of internal communication within GP services.



## Positive reviews

“The GP surgery, in general, is really good, the doctor is really attentive and communicates in a way that is easy to understand.”

*GP surgery.*

“The GP doctors are very responsive and they all know my mother because she is a chronic patient. The doctors are really efficient and send straight away her prescribed medications.”

*GP Surgery*

## Negative reviews

“Calls sit unanswered for half an hour at a time.”

*GP Surgery*

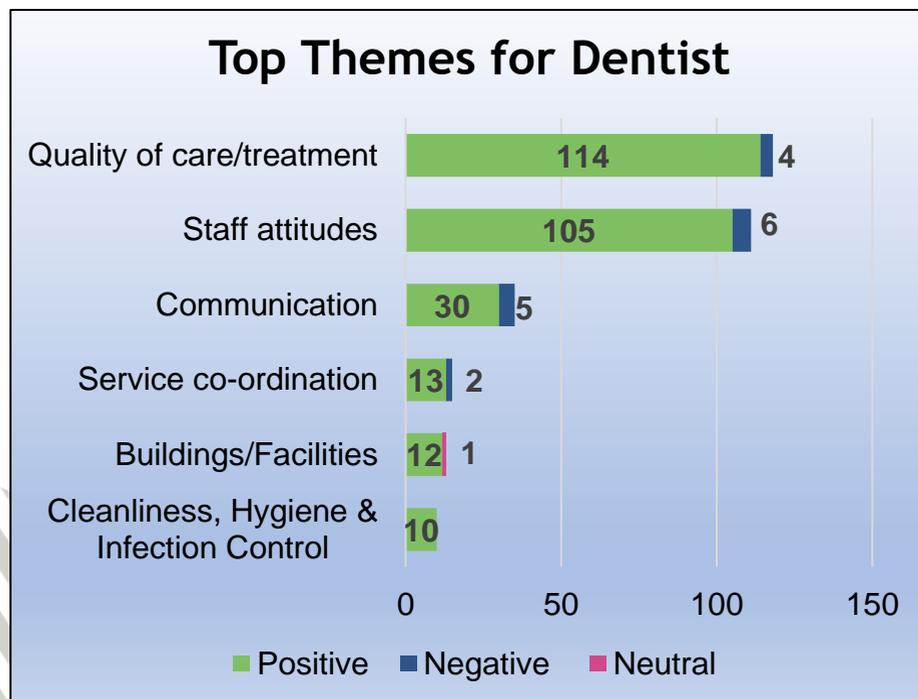
“Rarely is your prescription issued correctly & usually involves lots of chase-ups to get all the items you need.”

*GP Surgery*

# Dentist Themes and Sub-Themes

Dental services were the second most reviewed category for this quarter, with a total of 128 reviews. **Quality of care/treatment** was the most applied theme within this service with a total of 118 counts, 97% (114 counts) being positive and only 3% (4 counts) negative. The significant amount of positive reviews in this theme represents excellent treatment and a high quality of care from dentists.

This was closely followed by **Staff attitudes**, with a total of 111 counts, 95% (105 counts) being positive and 5% (6 counts) negative. The positivity reflected in these figures shows that staff are providing a friendly and efficient service to their patients.



Number of reviews

## Positive reviews

“The surgery itself is beautiful, clean, staff are friendly, and the equipment is very high tech.”

*Dentist*

“Great, friendly staff. Fully explained everything.”

*Dentist*

## Negative reviews

“On a routine check-up, the dentist seriously lacks communication skill. They did not answer any of my questions when asked.”

*Dentist*

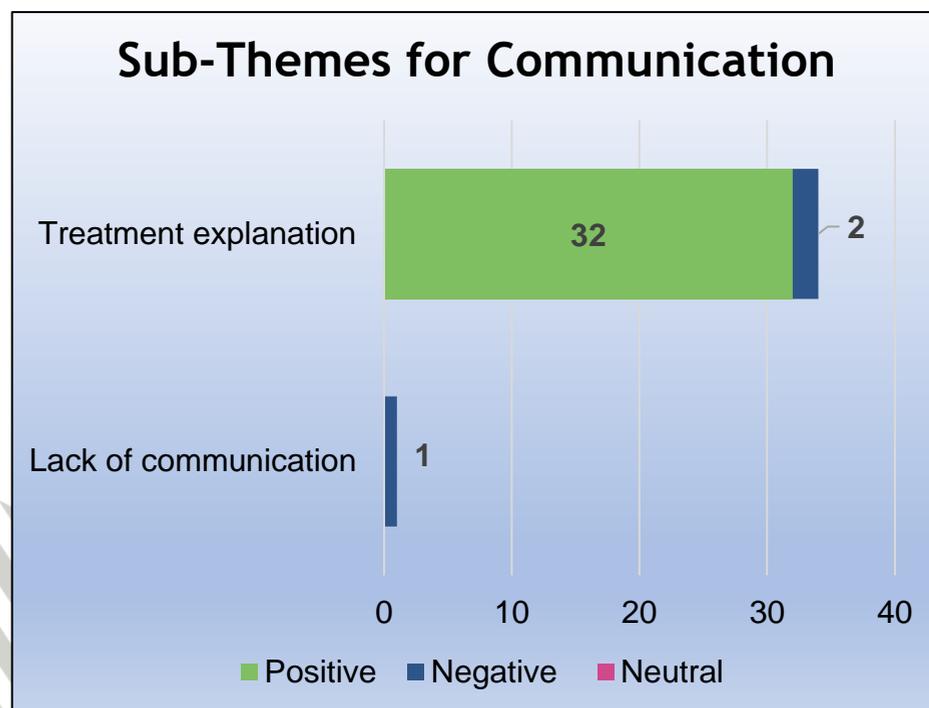
“They were very rude and hurt my mouth during preparation for the x-ray.”

*Dentist*

# Dentist Themes and Sub-Themes

**Communication** was the third most applied theme for Dental services with a total of 35 counts, (30 counts) being positive and (5 counts) negative. **Treatment explanation** is the sub-theme that received the most counts in this category with a total of 34; 94% (32 counts) being positive and only 6% (2 counts) negative.

These figures, revealing a significantly higher amount of positive feedback, indicate adequate treatment explanation throughout dental services. As a result, patients felt safe, comfortable and at ease.



Number of reviews

## Positive reviews

“Every visit is a pleasure. Reception are helpful and friendly and the dental teams are fantastic.”

*Dentist*

“First visit to the dentist in a long while .... as a new patient was made to feel totally safe and very comfortable by all the lovely staff.”

*Dentist*

## Negative reviews

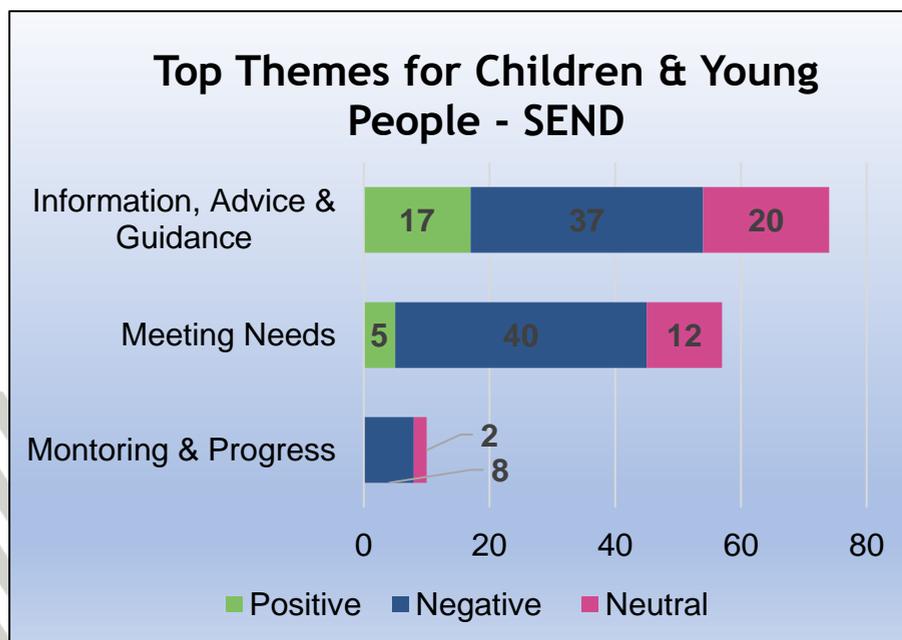
“Had to wait over half an hour for my appointment, and was then charged £75 despite being eligible for free dental care.”

*Dentist*

# Children & Young People - SEND Themes and Sub - Themes

Children & Young People - SEND provides a wide range of feedback and for this quarter we received a large amount of reviews (109). Whilst some of these reviews are not health and social care related, we felt it was important to include this information in our report. Our aim for the next Quarter is to develop this service category and ensure it is more focused on specific themes that correlate with the other service providers we collect feedback on.

**Information, Advice & Guidance** was the most applied theme for 'Children & Young People - SEND' with a total of 74 counts; 23% (17 counts) being positive and 50% (37 counts) negative. **Meeting Needs** was the second most applied theme for this category with a total of 57 counts; 9% (5 counts) being positive and 70% (40 counts) negative. The negative reviews within this theme were significantly higher than the positive, raising the concern that Health and Wellbeing needs are not being met.



Number of reviews

## Positive reviews

“...very good at communication...”

*Children & Young People SEND*

“...my daughter feels confident to get the help she needs.”

*Children & Young People SEND*

## Negative reviews

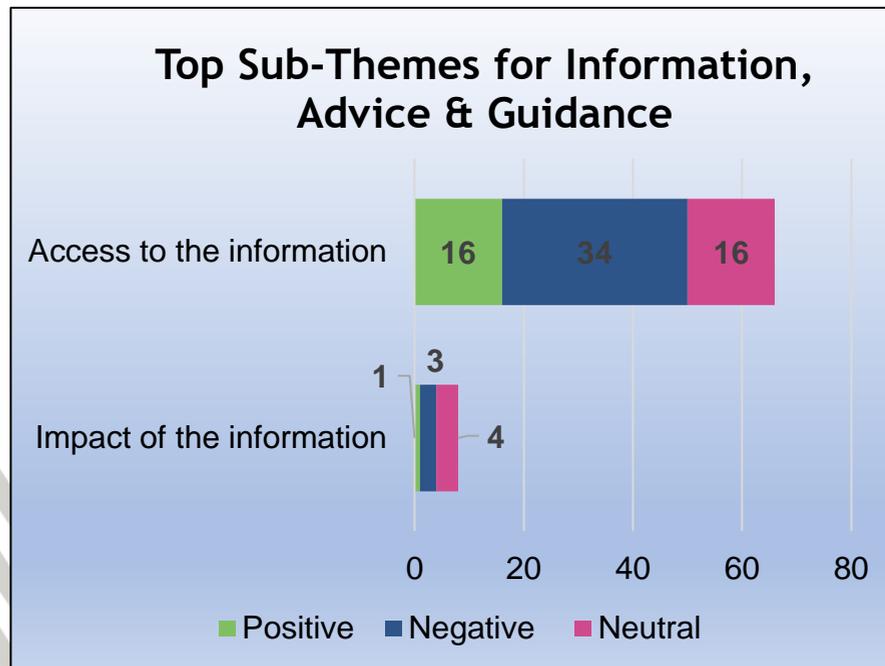
“Need more communication on things that are going on regarding the child whether it is positive or negative issues.”

*Children & Young People SEND*

# Children & Young People - SEND Themes and Sub - Themes

The chart below shows the top 2 sub-themes for the **Information, Advice & Guidance** theme for Children & Young People services for this quarter.

**Access to the information** is the sub-theme that received the most counts in this category with a total of 66; 24% (16 counts) were positive and 52% (34 counts) were negative. This represents a difficulty in service users accessing information within these services.



## Positive reviews

“...always helpful if there is a problem.”

*Children & Young People SEND*

“Thank you BPESS for the presentation - helpful and interesting.”

*Children & Young People SEND*

## Negative reviews

“Confusing and conflicting messages being received.”

*Children & Young People SEND*

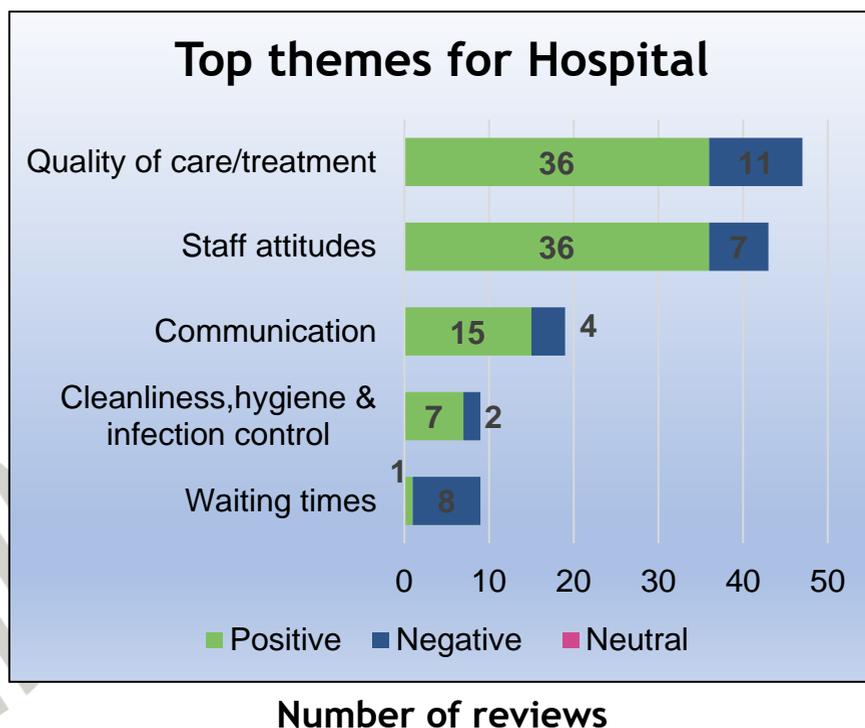
“There have been concerns over how long people should wait for their 2nd COVID Vaccine.”

*Children & Young People SEND*

# Hospital Themes and Sub - Themes

Hospitals were the fourth most reviewed category for this quarter, with a total of 55 reviews. **Quality of care/treatment** was the most applied theme with a total of 47 counts, 77% (36 counts) being positive and 23% (11 counts) negative. Generally, the quality of care and treatment received by patients was experienced positively, indicating that hospitals are successfully meeting the needs of service users in this area.

This was closely followed by **Staff attitudes**, which was the second most applied theme for this category, with a total of 43 counts, 84% (36 counts) being positive and 16% (7 counts) negative. The feedback in this area reflects positive attitudes from staff in hospitals, with the sentiment that staff are caring and patient.



## Positive reviews

“He [physio] is an absolute credit to this department and hospital and deserves recognition.”

*Hospital*

“Lovely hospital, staff are so caring and make you very comfortable.”

*Hospital*

## Negative reviews

“During my stay, there was not any staff member to drop by to check if I was ok.”

*Hospital*

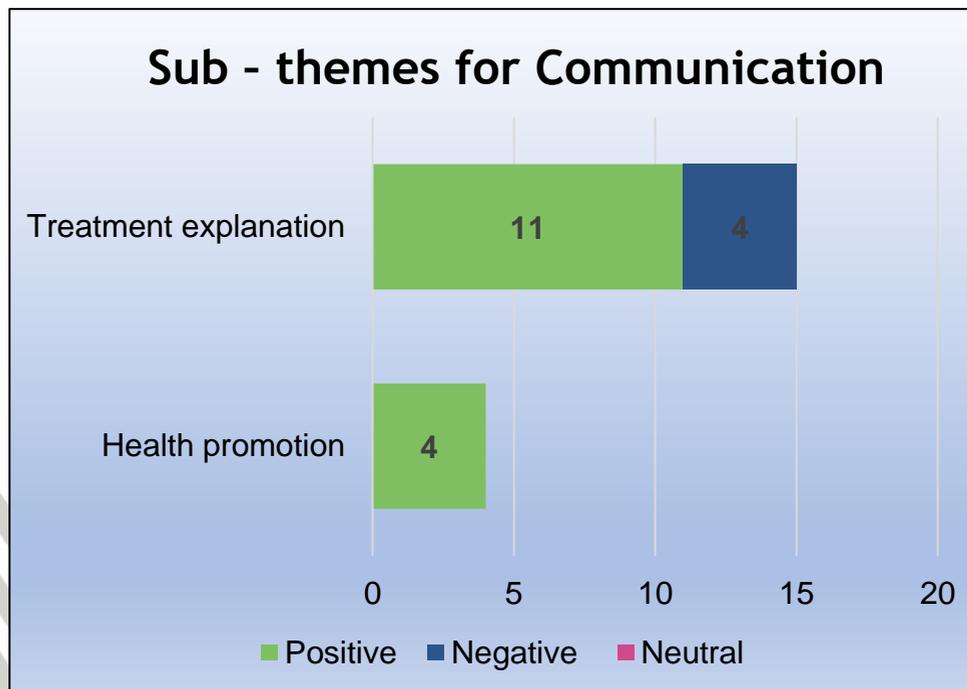
“I was sitting waiting over an hour and a half.”

*Hospital*

# Hospital Themes and Sub - Themes

Communication was the third most applied theme for Hospitals with a total of 19 counts. The chart below shows the top 2 sub-themes for **Communication** in Hospitals for this quarter.

**Treatment explanation** is the sub-theme that received the most counts in this category with a total of 15, 73% (11 counts) being positive and 27% (4 counts) negative. These figures, revealing a higher amount of positive feedback, show that service users are satisfied with the explanations they are receiving about their treatment.



Number of reviews

## Positive reviews

“X has a massive knowledge and understanding of which exercises have to be completed to benefit different muscle groups.”

*Hospital*

## Negative reviews

“Arrived early for my 9am appointment and the surgeon is running 30 mins late. One person says he hasn't arrived and another says he's doing his rounds.”

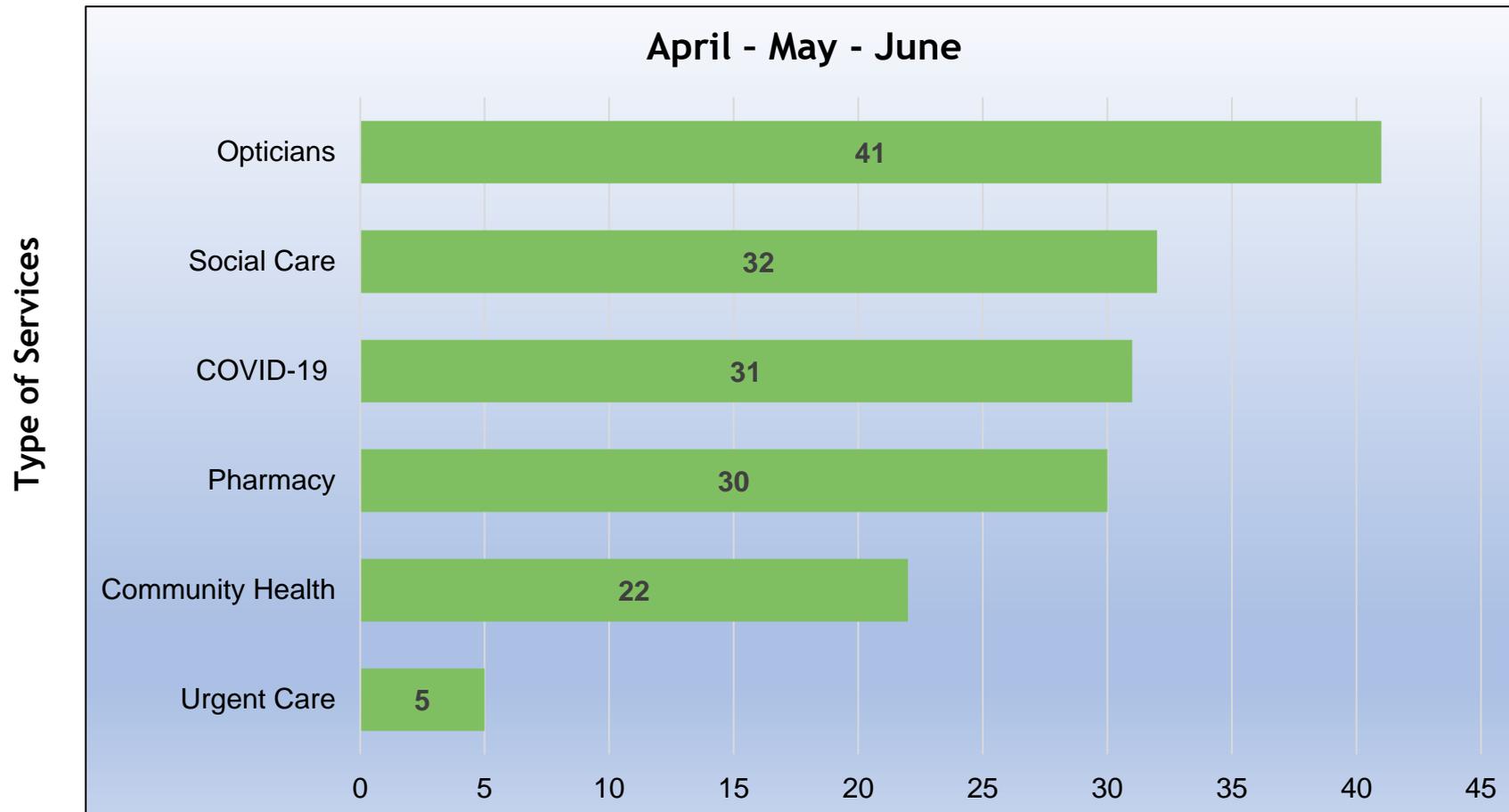
*Hospital*

“I found the service is average and not perfect”

*Hospital*

# Other Positive Reviews

This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comments received. Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. The data suggests that Bromley residents are very satisfied with most of the services in Bromley.





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**Opticians**

“Helpful and patient staff.”

*Opticians*

“X helped me choose new frames and ensured the fit was comfortable when I picked them up.”

*Opticians*

“5 star service here.”

*Opticians*

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**Pharmacy**

“The pharmacist is very good, helpful, very good at giving advice and very informative.”

*Pharmacy*

“Happy and satisfied with their services..”

*Pharmacy*

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## Social Care

“The staff have been overwhelmingly supportive.”

*Care Home*

“Resident always kept clean, tidy, happy.”

*Care Home*

“Lovely friendly staff.”

*Care Home*

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## COVID - 19

“This was managed excellently...the appointment was easy to book online.”

*COVID - 19*

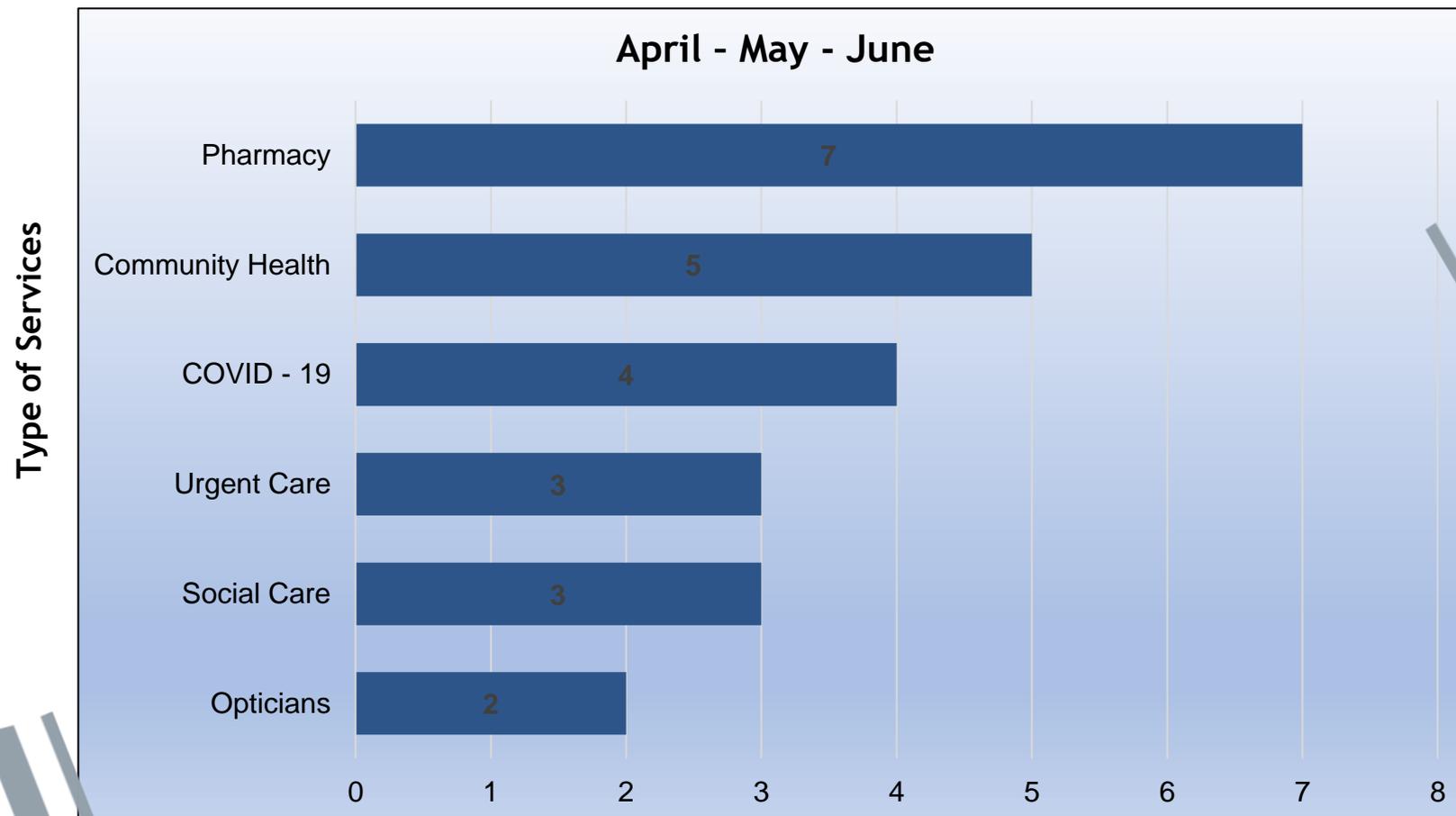
“The staff were very friendly and helpful. Social distancing was well maintained.”

*COVID - 19*

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# Other Negative Reviews

This section provides an overview of the number of negative reviews by service area and goes on to give some example of comments received. By looking at the negative and neutral reviews received from local residents of Bromley, we can better understand where a service needs to improve in order to provide a better experience. We include reviews where we have classified the comment as being of "neutral" sentiment. These experiences generally highlight where improvement can be made.





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## COVID-19

“I had my first vaccine on 8 January and was one of 200 elderly people queuing outside in the cold for two hours. It was terrible.”

*COVID - 19*

“Suitable venue but parking was limited.”

*COVID - 19*

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## Pharmacy

“Surgery not so great, don't have continuity of care, don't get face to face appointments anymore.”

*Pharmacy*

“Amazing staff but opening hours have been severely cut rendering the service useless.”

*Pharmacy*

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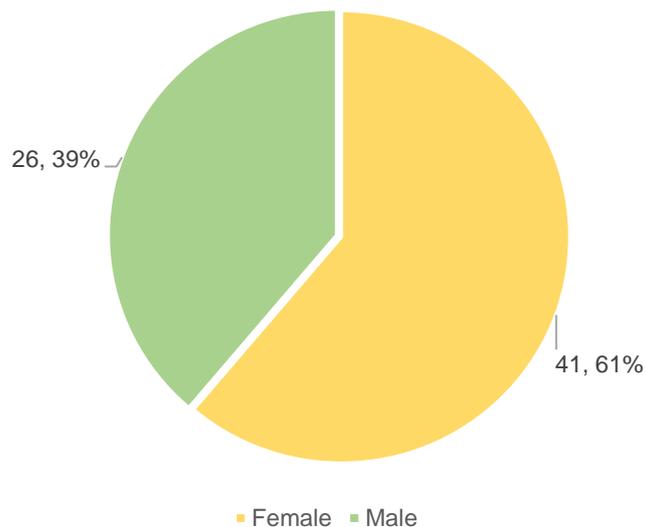
# Demographic Information

This section takes a look at demographic information. Due to the COVID-19 pandemic, Healthwatch Bromley was unable to collect a large number of demographic information. Our patient experience methodology changed in March 2020 as we couldn't conduct face to face engagement with service users. We will seek to improve the completion of monitoring data going forward for the Q2 Report. Further guidance is being provided to volunteers to support this.

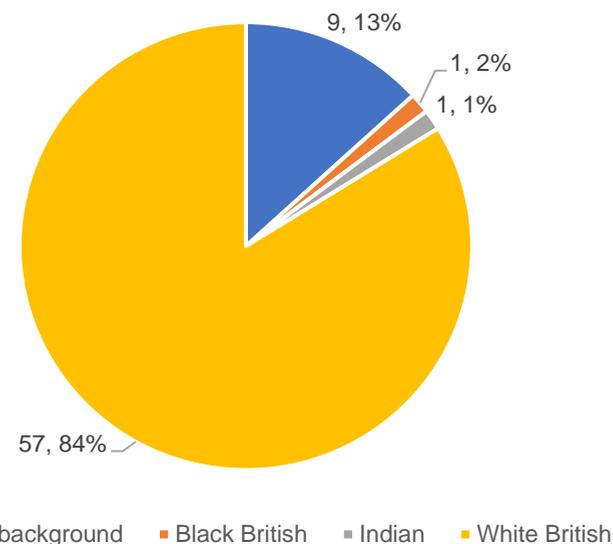
The pie chart below shows the number of reviews received this quarter from gender groups. Excluding the 565 that are left blank, the majority of the reviews received this quarter are from females, with 41 (61%), followed by male with 26 (39%). During our Direct Telephone Engagement work we have noticed that women are more willing to share their experiences.

The pie chart below shows the number of reviews received this quarter from different ethnicity groups. In terms of ethnicity, excluding the 564 who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' with 57 (84%).

Gender

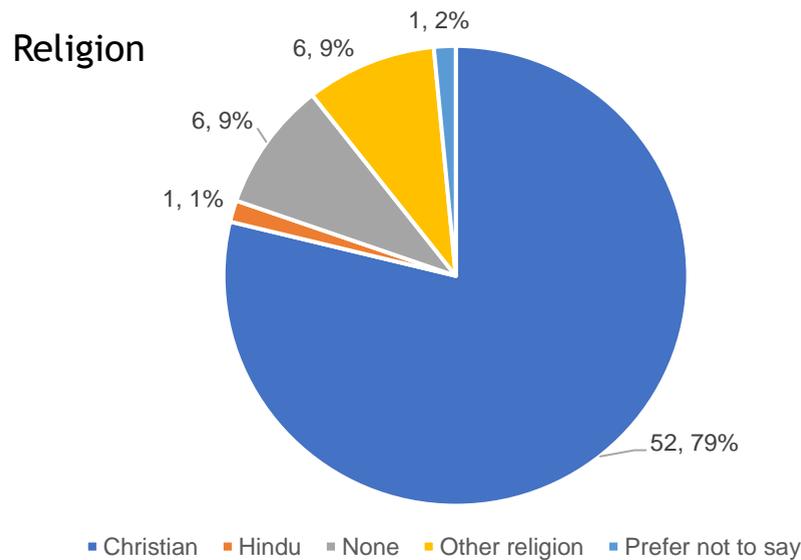


Ethnicity

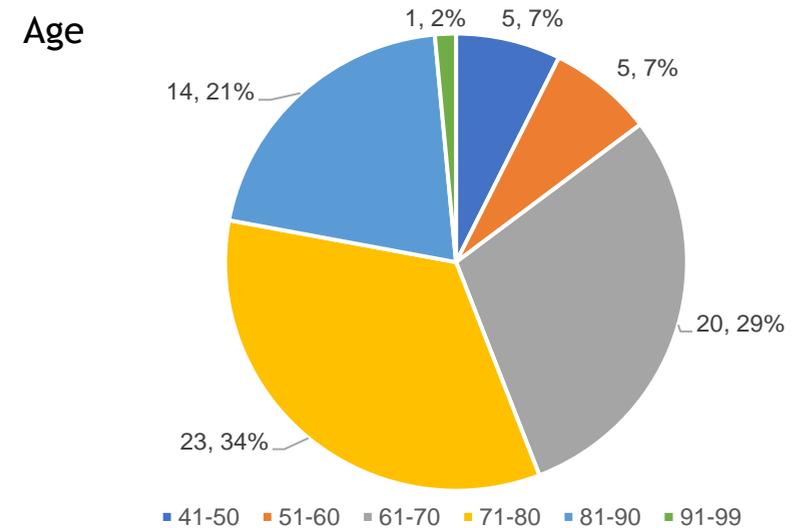


# Demographic Information

The pie chart below shows the number of reviews received this quarter from different religious groups. For the direct engagement reviews, where people were happy to give monitoring information, 52 (79%) identified as being Christian, 6 (9%) as None, 6 (9%) as Other Religion, and 1 (2%) as Hindu and Prefer Not to say.



The pie chart below shows the number of reviews received this quarter from different age groups. For those that did provide this information, most of the feedback received was from 71-80 age group with 23 (34%), followed by 61-70 with 20 (29%). Although there is representation in the lower age groups, given the boroughs profile, further work will be done to increase feedback from these groups in future quarterly reports.



# Conclusion

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 632 patient experience reviews and enabled us to articulate local patients' voices in response to services delivered in very challenging times.

Of the 632 reviews collected this quarter, 411 (65%) were positive with star rating 4-5, 44 (7%) neutral with star rating 3 and 177 (28%) negative with star rating 1-2. Overall for this quarter, positive patient experiences outweigh negative patient ones. However, if we look beyond this overall picture at specific service areas, findings indicate the following:

## GP Services

- In this quarter, there is an increase in negative reviews for GP services. One of the reasons this could be is that we made improvements to our feedback centre to make data analysis more accurate. This could also reflect the challenges the COVID-19 pandemic has had on primary care. We will monitor the distribution of sentiment in the following quarter.
- Based on the collected reviews this quarter for GP services, patients expressed a satisfaction with the attitude of staff. 57% of the comments made relating to staff attitude were positive and revealed that staff were often helpful and respond to queries quickly.
- Feedback concerning the quality of care and treatment within the GP category indicates an excellent service, with 70% of the reviews being positive.
- Communication is a particular area of concern within GPs, revealing a need to improve their communication with patients, both internally and externally.

## Dental Services

- Overall, patients found dental services to be excellent. Feedback revealed a high satisfaction in all areas including quality of treatment, communication and cleanliness, with 95% of all reviews being positive
- 10 positive reviews were directly related to Cleanliness, Hygiene and Infection Control within Dental Practices. The pandemic has increased the need for Infection Prevention measures in the general population. Dental services are unique in this context as certain areas, such as oral activity, cannot be changed and still pose a potential infection risk. Despite this, it is promising to see that Bromley Dentists have prioritised patient safety by implementing high levels of infection prevention measures, which is reflected in the positive feedback.
- The collation of negative feedback relating to dental services was low. This indicates a general success in meeting the needs of their service users with a small scope for improvement in staff friendliness and communication.

# Conclusion

## Hospital Services

- Service users found hospitals in Bromley to be excellent overall. 69% of collated feedback was positive and revealed a high satisfaction in many areas including quality of care, staff attitudes, communication and cleanliness. More specifically, patients praised hospitals for their caring staff and provision of adequate treatment explanations.
- There are some concerns regarding long waiting times within hospitals so there is a scope for improvement within this area to reduce these times by ensuring appointments are running on schedule.

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.

# 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
- One Bromley Communication & Engagement Sub-Group
- 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
- Working with volunteers to support the programme, to achieve our quarterly targets
- Continuing to contact local residents by direct telephone calls
- Working with volunteers to visit health and social care services weekly to talk to and hear from patients, service users, carers & relatives about their experiences of local services.

# Appendix I: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Access to Services	Access for People with a Physical Disability	Choice	
Access to Services	Access for People with a Sensory Disability	Communication	Health Promotion
Access to Services	Access to Dentistry	Communication	Internal Communication
Access to Services	Access to GPs	Communication	Lack of Communication
Access to Services	Access to Hospitals	Communication	Treatment Explanation
Access to Services	Access to Optician	Confidentiality	
Access to Services	Access to Pharmacy	Consent to Care and Treatment	
Access to Services	Access to Social Care Services	Consultation	
Access to Services	Access for those with Learning Disabilities	Cost of Services	
Access to Services	Access for those with Mental Health Problems	Decor	
Access to Services	Access to Community Health Services	Diagnosis	
Access to Services	Access to Mental Health Services	Dignity	
Administration		Discharge	
Admission		Equality	Stigma
Appointments	Booking appointments	Engagement	Parent/Guardian Listened to
Appointments	Cancellation	Engagement	Child/Young Person Listened to
Appointments	Length of Appointments	Engagement	Child/Young Person Supported
Building/Facilities		Food/Nutrition	
Car Parking	Car Parking Access	Health and Safety	
Car Parking	Car Parking Changes		

# Appendix I: Themes & Sub-Themes (Cont.)

Theme	Sub-themes	Theme	Sub-themes
Identification of Needs	Needs were Identified	Prevention	
Identification of Needs	Timeliness	Procurement/Commission	
Info, Advice, and Guidance	Access to Information	Quality of Care/Treatment	
Info, Advice, and Guidance	Impact of the Information	Referrals	
Interpreters	Access to Interpreters	Staff Attitudes	
Interpreters	Quality of Interpreters	Safeguarding	
Medication	Prescriptions	Service Closure	
Meeting Needs	Special Education	Service Co-ordination	
Meeting Needs	Health and Wellbeing	Service Monitoring	
Monitoring and Accountability	Satisfaction	Staff Training	
Monitoring and Progress	Support	Transitions	
Monitoring and Progress		Waiting Times	Waiting Times for Treatment
Opening Hours		Waiting Times	Waiting Times to be seen at an Appointment
Other			
Patient Choice	Prescription		
Patient Records			
Patient Transport		Wider Outcomes	Independence Development
Prevention		Wider Outcomes	Ability to Enjoy Social Activities

# Appendix II: Online 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

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liason and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Select one

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

- No
- Yes

Would you like to speak to Healthwatch directly?\*

- No
- Yes

## About you

Name

Leave feedback anonymously?

Email\* [So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchhealing.org.uk](mailto:info@healthwatchhealing.org.uk)]

I accept the [Terms and conditions](#)

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.

# Appendix II: Paper Feedback Form



**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

# Appendix II: Paper Feedback Form



## 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](mailto:info@healthwatchbromley.co.uk)

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