

**PATIENT EXPERIENCE
REPORT 2021/2022
QUARTER 2
JULY - SEPTEMBER**

Contents

Introduction & Executive Summary	2
Our Data Explained	4
Overall Star Rating	5
Total Reviews per Service Category	8
Distribution of Positive, Neutral & Negative	9
Themes: Dentist, GP, Pharmacy and Hospital services	10
Other Positive Reviews	15
Other Negative Reviews	18
Demographic Information	20
Conclusion	22
Actions, Impact & Next Steps	24
Appendix	27

Introduction & Executive Summary

This is the Quarter 2 Patient Experience Report for Healthwatch Bromley, covering the period from July - September 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 weekly 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.

During lockdown, we also 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 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.

Healthwatch Bromley's 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 2 period, July - September 2021. During this time, **601** reviews were collected. Of the total number of patient experiences received, based on the star rating provided by patients (see next page), **415 (69%)** were positive, **35 (6%)** were neutral and **151 (25%)** 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 include reviews for GP, Dental and Pharmacy Services which highlight service users' high levels of satisfaction with staff attitudes and the quality of care and treatment. However, we have also identified areas for concern; the importance of communication between services and their patients as well as waiting times to be seen at an appointment. In addition, we have collected more reviews around Mental Health services this quarter and the comments were predominantly negative. We recently created a Mental Health Survey, which is available to view on our website and being distributed around local community hubs and organisations, with the aim to collect more reviews and get a better understanding of which areas might need more attention.

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

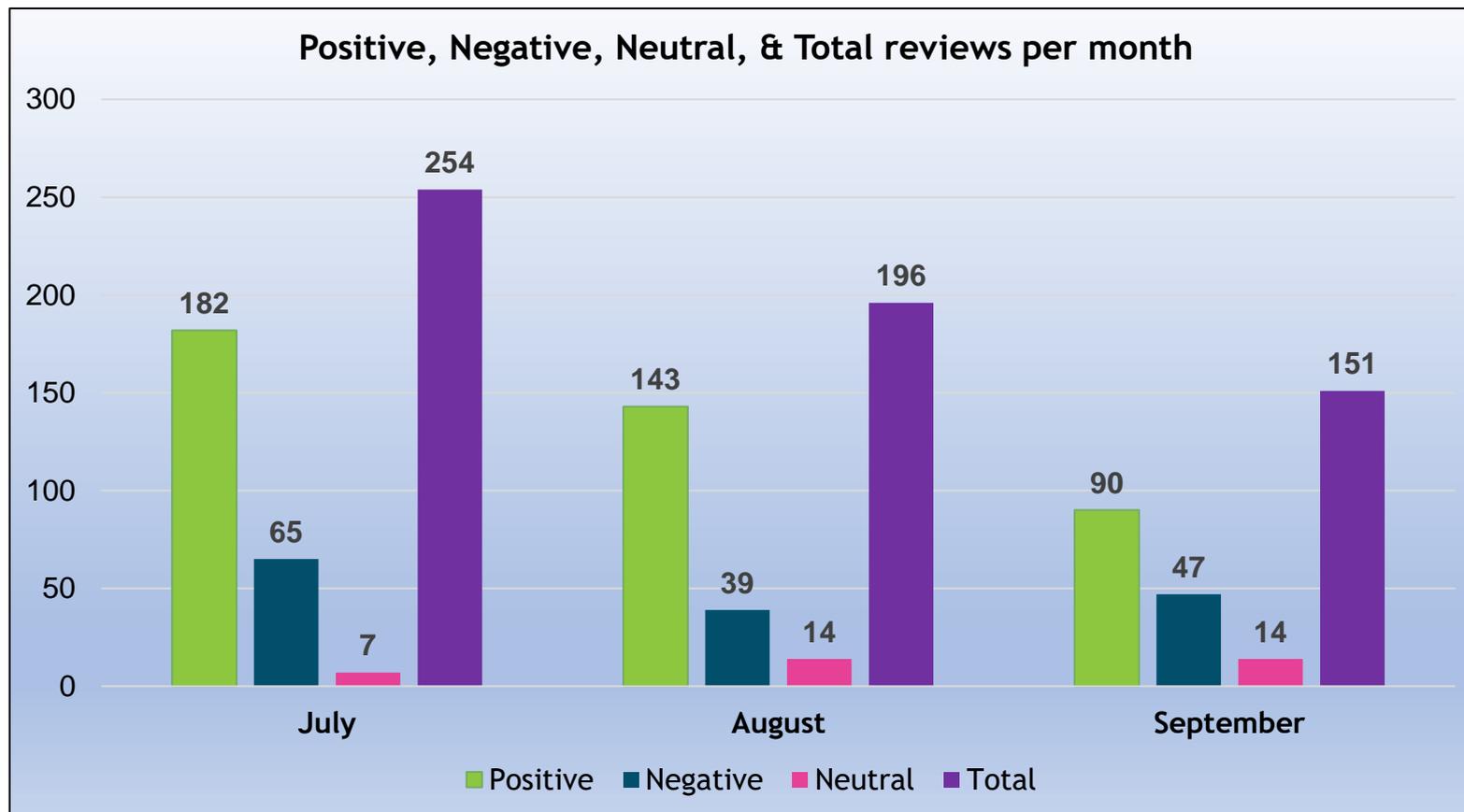
The number of patient reviews received for this quarter was 601. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices for examples of both our physical and online questionnaires.

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) ★ ★ ★ ☆ ☆
July	182	65	7
August	143	39	14
September	90	47	14
Total	415	151	35

Overall Star Ratings continued

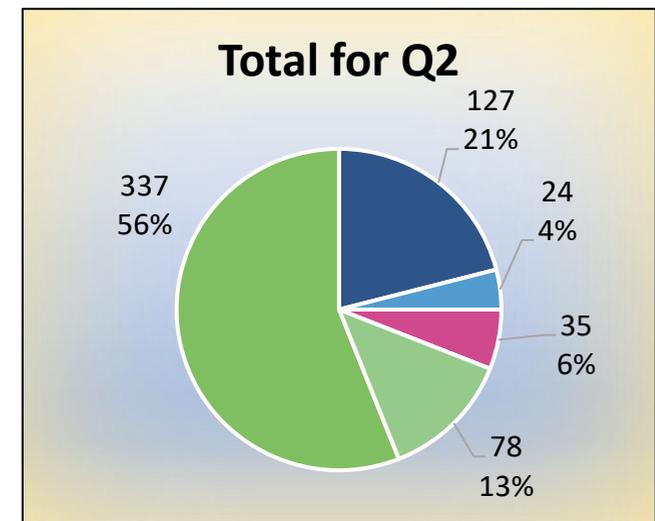
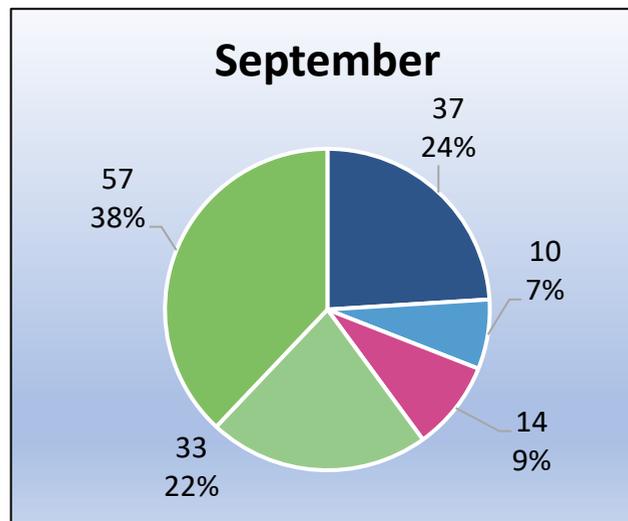
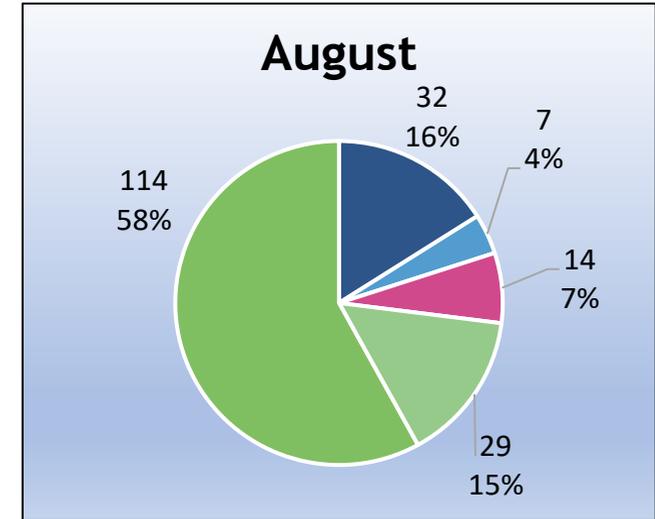
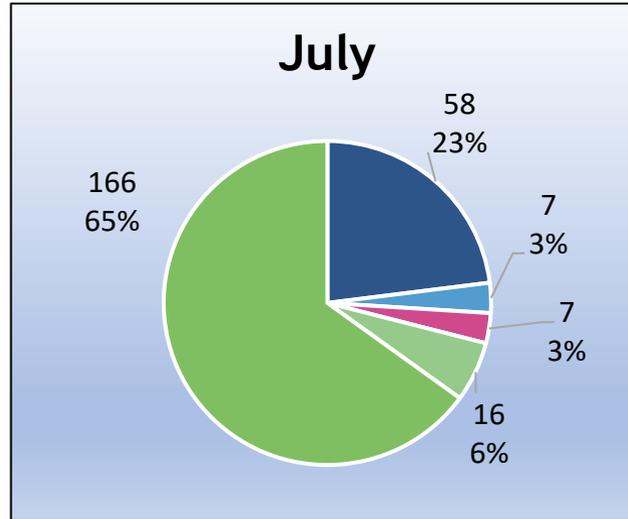
This chart provides a further breakdown of positive, negative, neutral and an overall total number of reviews for each month. We are very pleased we reached our target number of 600 reviews. However, we recognise that in July we collected more reviews in comparison to August and September. This was due to a combination of volunteer capacity as well as transitioning back to face-to-face engagement now that lockdown measures have been lifted.



Overall Star Ratings continued

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.

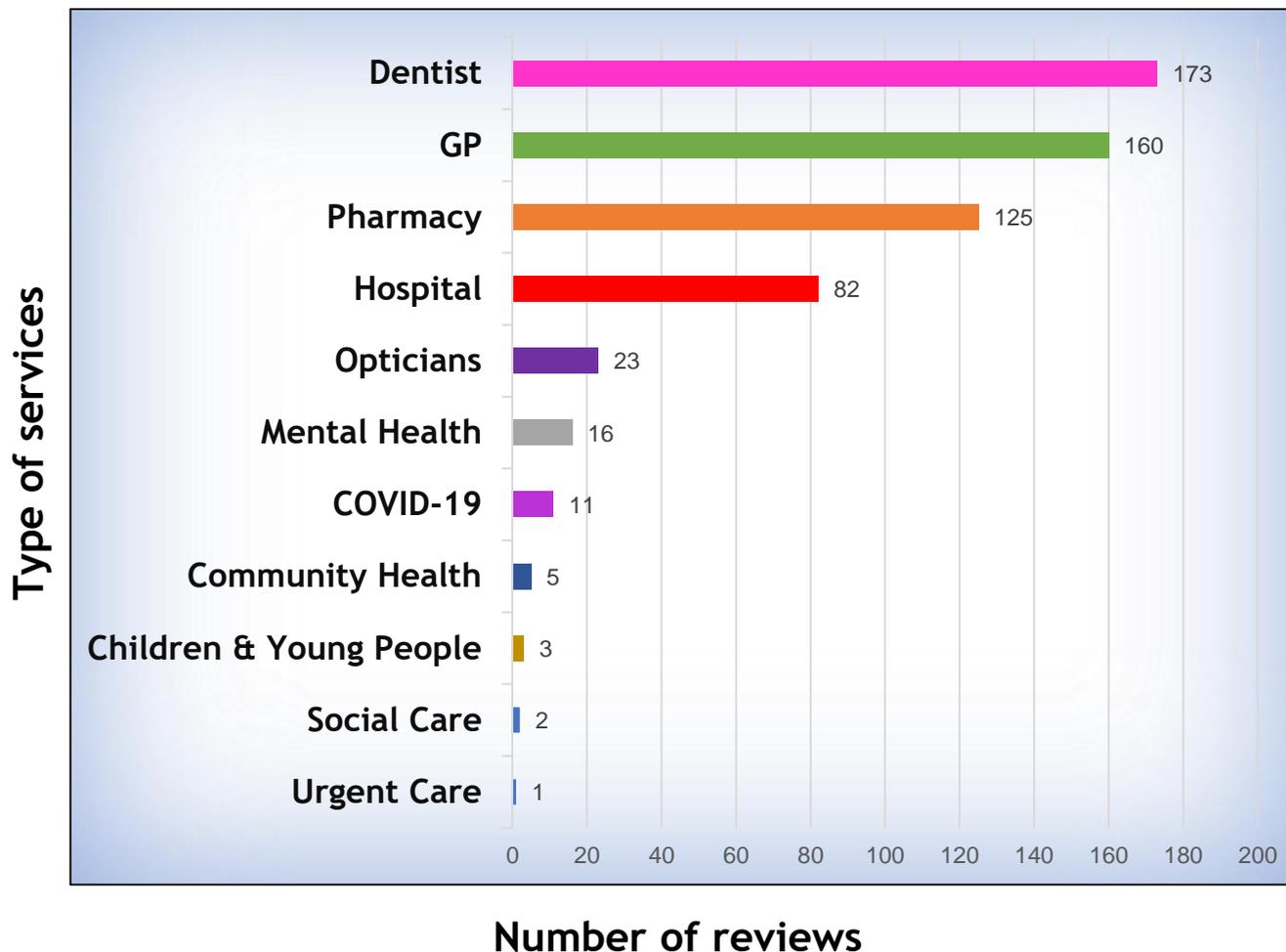


Total Reviews per Service Category

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

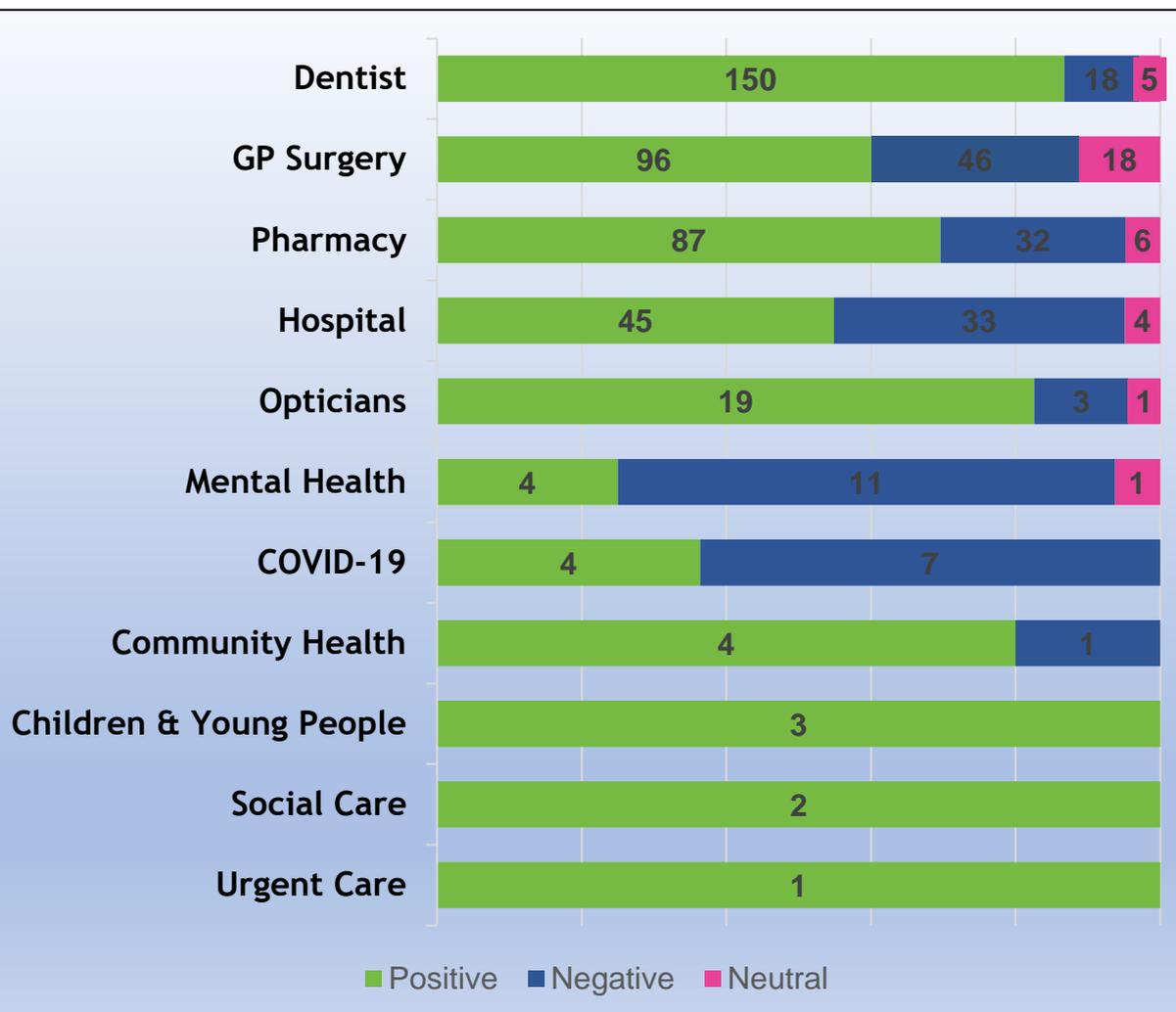
The category with the highest number of reviews recorded is Dentist services (173), followed by GP (160), Pharmacy (125) and Hospital (82).

The service-type with the lowest number of reviews recorded is Urgent Care (1).



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.

Dentist services received the most reviews this quarter (173). Of these, 10% (18) were negative, 3% (5) were neutral, and 87% (150) were positive.

GP services received the second highest number of reviews this quarter (160). Of these 29% (46) were negative, 11% (18) were neutral, and 60% (96) were positive.

Pharmacy received the third highest number of reviews this quarter (125). Of these 25% (32) were negative, 5% (6) were neutral, and 70% (87) were positive.

Hospital received the fourth highest number of reviews this quarter (82). Of these 40% (33) were negative, 5% (4) were neutral, and 55% (45) were positive.

Themes and Sub-Themes

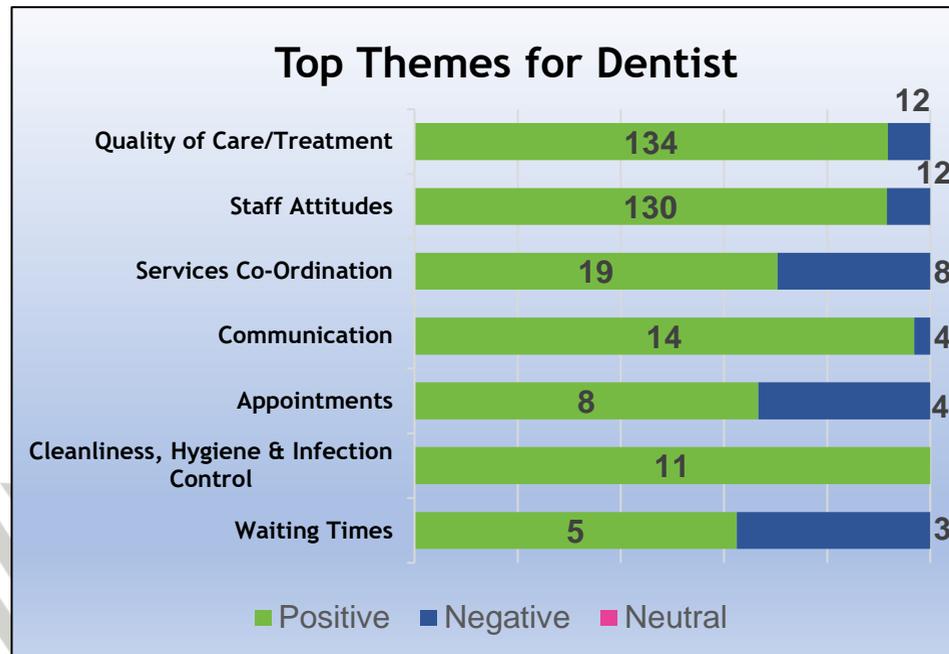
This section shows a breakdown of the main themes and sub-themes for service areas where we received a significant number of reviews. In Q2 these areas were: Dentist, GP, Pharmacy and Hospital. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience".

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.

Dentist Themes and Sub-Themes

Dentist services were the most reviewed category for this quarter, with a total of 173 reviews. **Quality of care/treatment** was the most applied theme with a total of 146 counts, 92% (134 counts) being positive and 8% (12 counts) negative. The majority of service users were very happy with the quality of care and treatment they received.

Another positive theme was **Staff attitudes** with a total of 142 counts; 92% (130 counts) reported positive reviews, and 8% (12 counts) negative. This represents a patient satisfaction with the care and treatment they are receiving from the staff in Dentist services.



Number of reviews

Positive reviews

“Very welcoming.”

Dentist

“The staff here made me feel so at ease.”

Dentist

“Excellent service as always.”

Dentist

Negative reviews

“Not always sure the treatment offered is needed.”

Dentist

“Having people waiting outside when they have an appointment booked in the rain is not acceptable.”

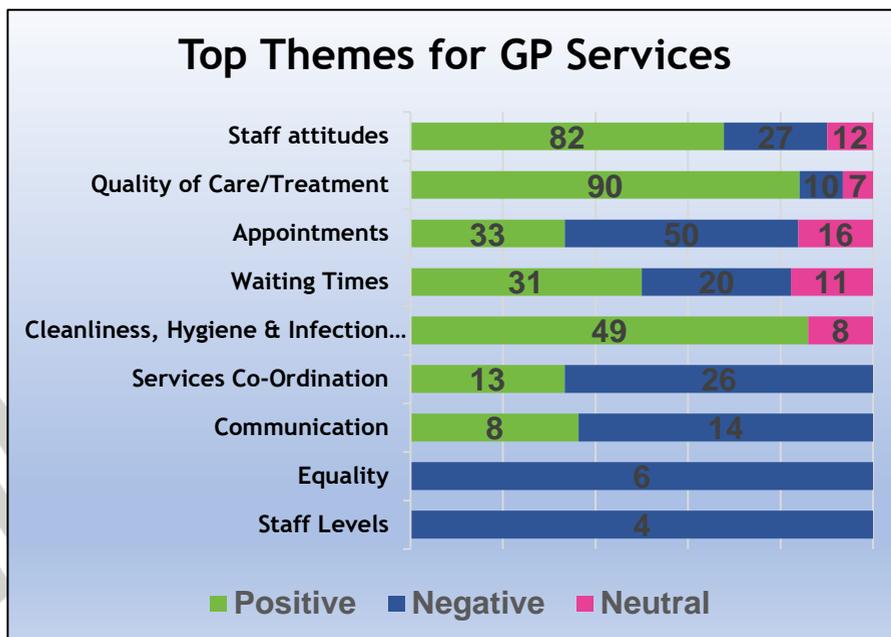
Dentist

GP Themes and Sub-Themes

GP services was the second most reviewed category for this quarter, with a total of 160 reviews. **Staff attitudes** was the most applied theme within this service with a total of 121 counts, 68% (82 counts) being positive, 10% (12) being neutral, and only 22% (27 counts) being negative. The positivity reflected in these figures shows that staff are providing a friendly and efficient service to their patients.

This was closely followed **Quality of Care/Treatment**, with a total of 107 counts, 84% (90 counts) being positive, 7% (7) being neutral, and 9% (10 counts) being negative. The significant number of positive reviews in this theme represents excellent quality of care and treatment provided by staff in GP services.

Appointments received a larger number of negative reviews this quarter. These figures show that the majority of patients struggled to book appointments. Most service users commented on issues with trying to get through on the telephone and this might be an area to address over the coming months and hope for signs of improvement in our Q3 report.



Positive reviews

"Generally, really good experience."

GP Surgery

"Waiting time to see a doctor is good."

GP Surgery

Negative reviews

"Difficult to get an appointment."

GP Surgery

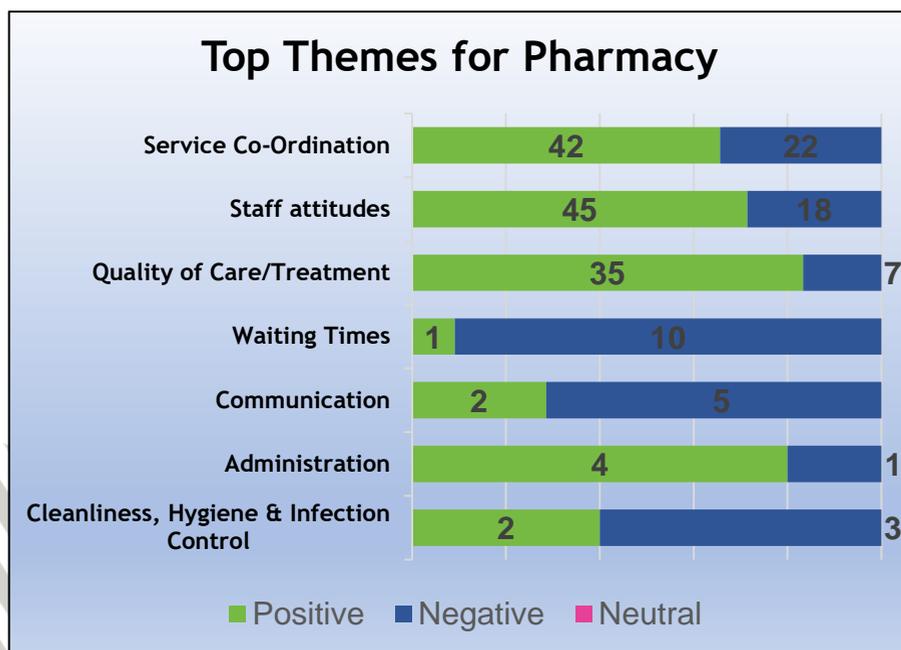
"Since a GP left, the service has gone down hill."

GP Surgery

Pharmacy Themes and Sub-Themes

Pharmacy is the third most reviewed category for this quarter, with a total of 125 reviews. **Service Co-Ordination** was the most applied theme with a total of 64 counts, 65% (42 counts) being positive and 35% (22 counts) negative. The majority of service users were satisfied with how pharmacy are run and the standard of service co-ordination, indicating that most pharmacies 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 63 counts, 71% (45 counts) being positive and 29% (18 counts) negative. The feedback in this area reflects positive attitudes from staff in pharmacies, with the sentiment that staff are caring and patient with their customers.



Number of reviews

Positive reviews

"Always helpful, friendly staff. Good aftercare."

Pharmacy

"The pharmacist and staff were extremely helpful."

Pharmacy

Negative reviews

"Would not recommend this pharmacy."

Pharmacy

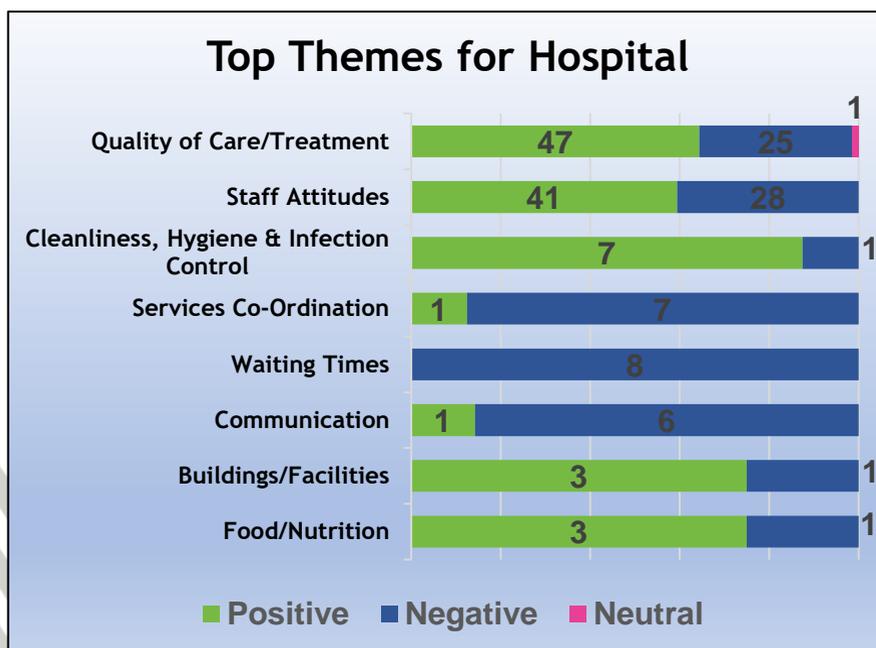
"Unknowledgeable and slow with help."

Pharmacy

Hospital Themes and Sub-Themes

Hospitals is the fourth most reviewed category for this quarter, with a total of 82 reviews. **Quality of care/treatment** was the most applied theme with a total of 73 counts, 64% (47 counts) being positive, 2% (1 count) neutral, and 34% (25 counts) negative. For the majority of service users, the quality of care and treatment received was positive, indicating that hospitals are meeting the needs of most 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 69 counts, 59% (41 counts) being positive and 41% (28 counts) negative. The feedback in this area reflects positive attitudes from staff in hospitals, with the sentiment that staff are caring and patient with patients using their service.



Number of reviews

Positive reviews

“They were excellent. Give them 10 out of 10.”

Hospital

“The service was quick and the hospital staff helpful and efficient.”

Hospital

Negative reviews

“Very difficult to take appointments.”

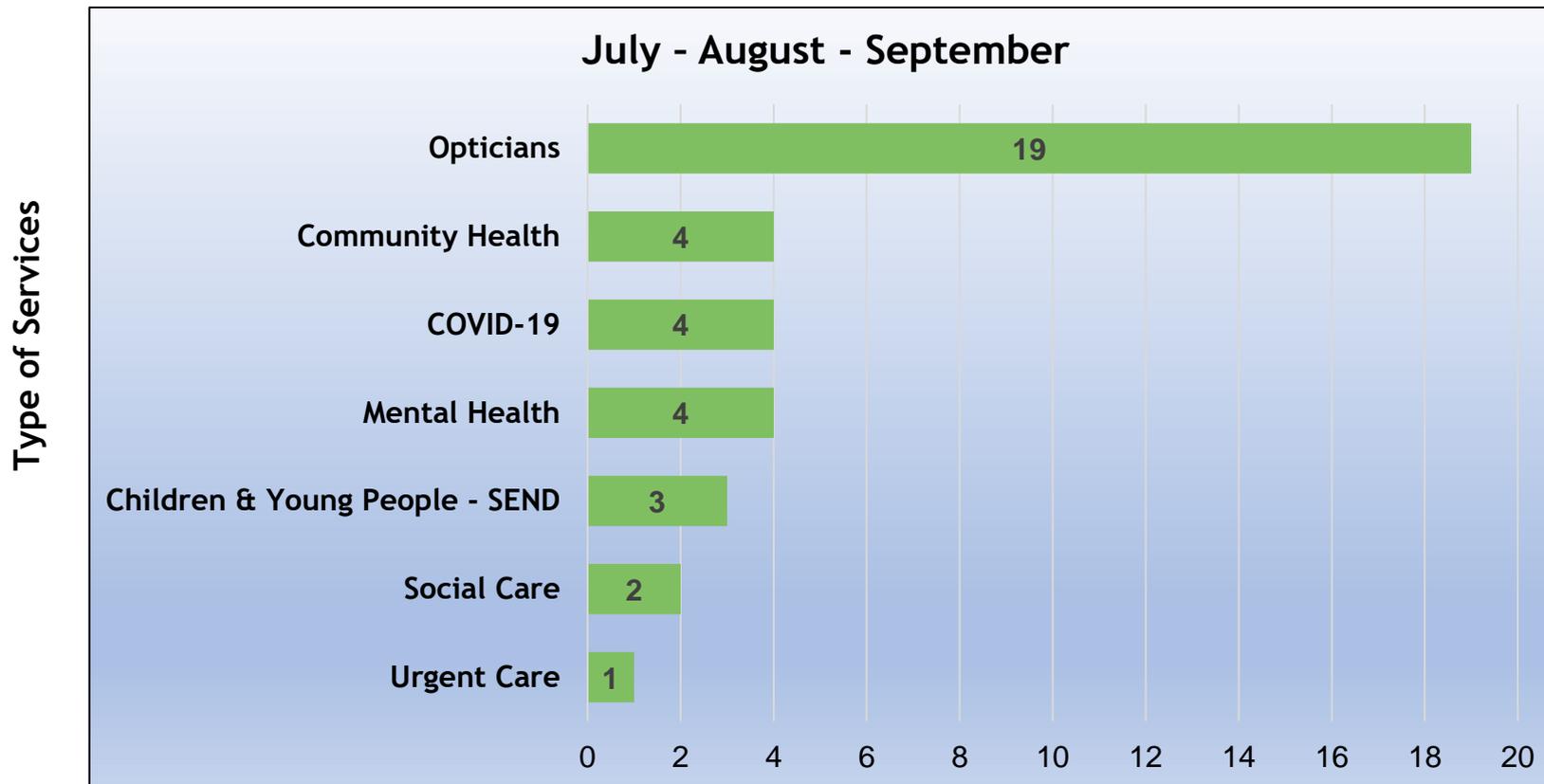
Hospital

“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 the majority of Bromley residents that have shared their experiences are satisfied with most of the services in Bromley.





Opticians

"5-star service here."

Opticians

"They provide excellent service and are incredibly helpful."

Opticians

"The prices are reasonable, and they made my lenses the same day."

Opticians



Community Health

"The staff are always friendly and listen to any concerns."

Community Health

"I have continuously received an outstanding service."

Community Health



Mental Health

"Non judgemental, excellent staff."

Mental Health

"Some call handlers were so empathetic, compassionate, aware, really helpful and deescalated the crisis."

Mental Health



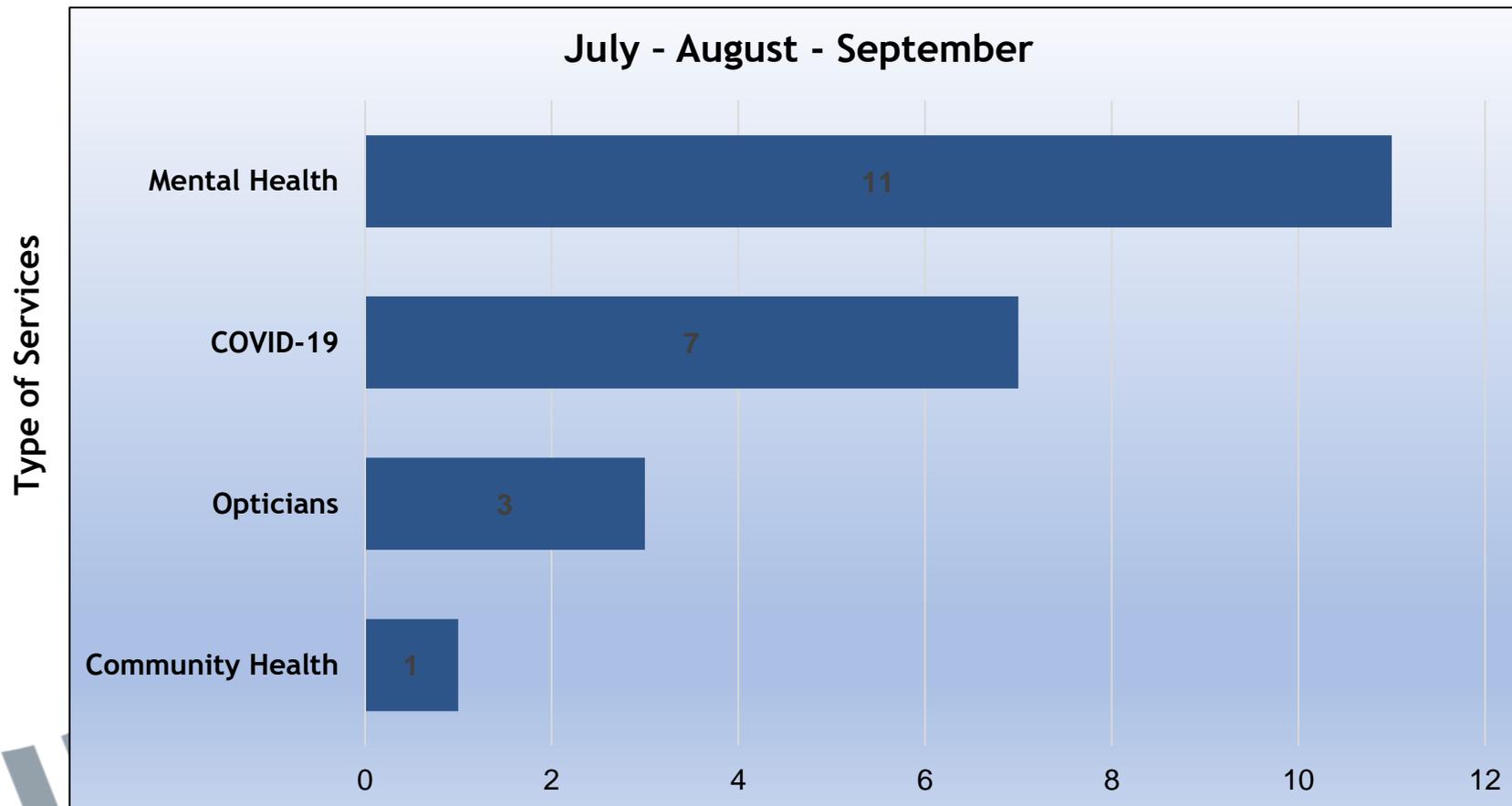
COVID - 19

" I was so impressed at how organised it was."

COVID - 19

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 reviews received from local residents of Bromley, we can better understand where a service needs to improve in order to provide a better experience.





Opticians

“Would not recommend at all.”

Opticians

“Waste of my time.”

Opticians



Mental Health

“The management demands ruin their efforts.”

Mental Health

“Rushed off the phone with wrong diagnosis instead of seeing you.”

Mental Health

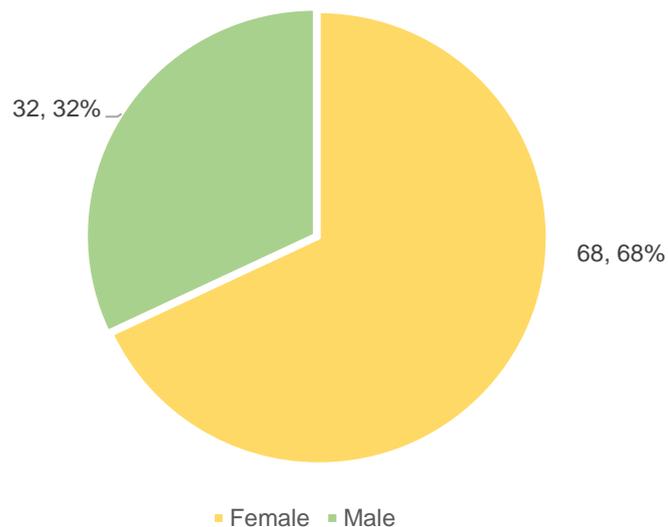
Demographic Information

This section takes a look at demographic information. Due to the COVID-19 pandemic, Healthwatch Bromley was unable to collect a large amount of demographic information. Our patient experience methodology changed in March 2020 as we couldn't conduct face-to-face engagement with service users. However, we began in-person patient engagement again in August 2021 and have been visiting GP practices and community centres. We will seek to improve the completion of monitoring data going forward for the Q3 Report. Further training and guidance is being provided for our staff and volunteers to better support this.

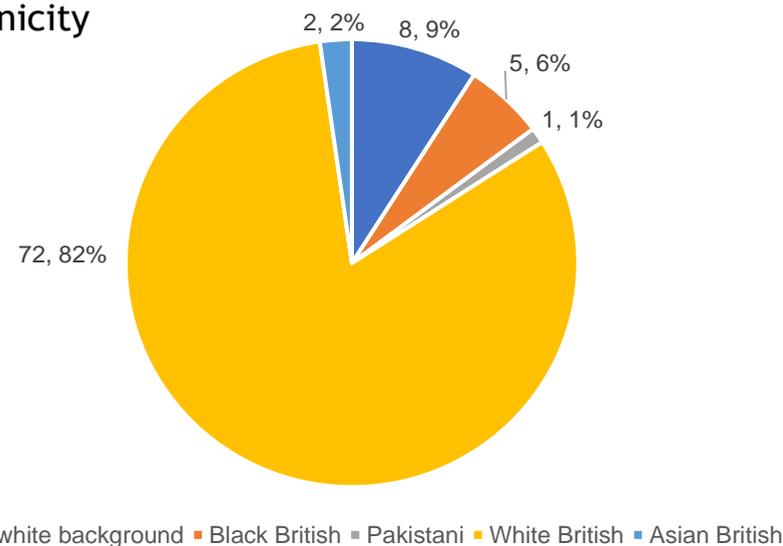
The pie chart below shows the number of reviews received this quarter from gender groups. Excluding the 501 that are left blank, the majority of the reviews received this quarter are from females, with 68 (68%), followed by male with 32 (32%). During our Direct Telephone Engagement work we have noticed 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 512 who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' with 72 (82%).

Gender



Ethnicity

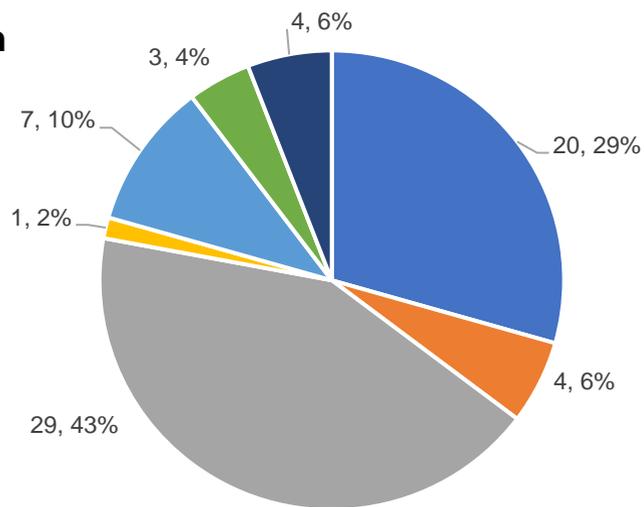


Demographic Information

The pie chart below shows the number of reviews received this quarter from different religious groups. Excluding the 533 that are left blank, for the direct engagement reviews, 29 (43%) identified as None, 20 (29%) as Christian, 7 (10%) as Prefer Not To Say, 4 (6%) as Hindu or Muslim, and 3 (4%) as Buddhist.

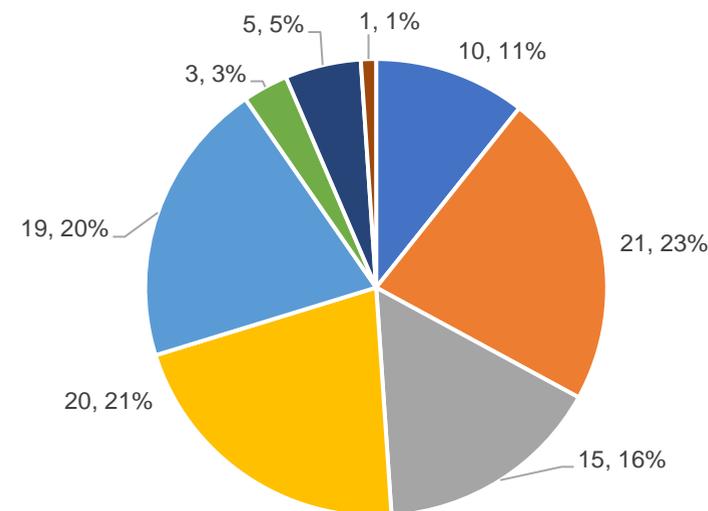
The pie chart below shows the number of reviews received this quarter from different age groups. Excluding the 507 that are left blank, most of the feedback received was from 31-40 age group with 21 (23%), followed by 51-60 with 20 (21%). The in-person patient engagement has enabled us to speak to a wider audience as we are engaging with services users waiting in GP practices or at community centres.

Religion



■ Christian ■ Hindu ■ None ■ Other religion ■ Prefer not to say ■ Buddhist ■ Muslim

Age



■ 21-30 ■ 31-40 ■ 41-50 ■ 51-60 ■ 61-70 ■ 71-80 ■ 81-90 ■ Prefer not to say

Conclusion

Now that COVID-19 restrictions have lifted and we are transitioning back to face-to-face visits, Healthwatch Bromley have been able to engage with patients and collect patient experience information from across the borough whilst visiting GP practices and local community centres.

Of the 601 reviews collected this quarter, 415 (69%) were positive with star rating 4-5, 35 (6%) neutral with star rating 3 and 151 (25%) 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:

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 88% of all reviews being positive and 12% being negative. This is a contrast to feedback we have received from patients contacting our service for help with information and signposting. The information collected through this option suggests that people experience difficulties in finding local dentists that provide NHS treatment.
- 11 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.

GP Services

- In this quarter, the majority of service users left positive feedback about their GP service. Feedback revealed a satisfaction in most areas, with 60% of all reviews being positive, 29% being negative and 11% being neutral.
- Based on the collected reviews this quarter for GP services, the majority of service users were very satisfied with the attitude of staff and the quality of care and treatment received.
- The areas that might need some improvement, which should be considered when studying data for the next Quarterly report, are Appointments, Waiting Times, Service Co-Ordination, Communication, Equality & Staff Levels.

Conclusion

Pharmacy Services

- Service users found Pharmacy in Bromley to be excellent overall. 66% of collated feedback was positive and revealed a high satisfaction in service co-ordination, staff attitude and quality of care/treatment. There are some concerns regarding long waiting times so there is a scope for improvement within this area. Service users also expressed some negativity regarding communication with staff and this is another area to consider when studying data for the next Quarterly report.

Hospital Services

- Overall, patients were mostly satisfied with the service provided when visiting a Hospital. 57% of collated feedback was positive and revealed a high satisfaction in quality of care/treatment and staff attitudes. Cleanliness, Hygiene & Infection Control also received a large percentage (88%) of positive feedback.
- There are some concerns regarding communication, service co-ordination and waiting times to be seen at appointments. There is a scope for improvement within these areas and we will further investigate when producing our Q3 report.

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 formal meetings, informal meetings take place with partners to discuss issues of concern and identify actions to address them. For example, we hold regular meetings with the Acting Head of Primary Care in Bromley, SEL CCG, to share key information and work together to improve patients' feedback in the London Borough of Bromley. We also use our social media platforms, Twitter, Next Door and Facebook, to raise awareness of our organisation and the work that we do.

Next steps for Healthwatch Bromley Patient Experience programme - we will continue to engage service users in innovative ways, respecting 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:

- Working with volunteers to visit health and social care services, as well as local community centres, on a weekly basis to talk to and hear from patients, service users, carers & relatives about their experiences of local services.
- Extracting reviews 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
- Working with key partners such as Bromley Council, SEL CCG, voluntary and community organisations
- Working with volunteers to support the patient experience programme, to achieve our quarterly targets
- Continuing to contact local residents by direct telephone calls

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]

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

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