

**PATIENT EXPERIENCE  
REPORT 2022/2023  
QUARTER 1  
APRIL - JUNE**

# Contents

Introduction & Executive Summary	2
Our Data Explained	3
Overall Star Rating	4
Total Reviews per Service Category	7
Distribution of Positive, Neutral & Negative	8
Themes: Dentist, GP, Hospital	9
Other Positive Reviews	14
Other Negative Reviews	16
Demographic Information	18
Conclusion	20
Actions, Impact & Next Steps	22
Appendix	23

# Introduction & Executive Summary

This is the Quarter 1 Patient Experience Report for Healthwatch Bromley, covering the period from April - June 2022. 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). 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.

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 1 period, April - June. During this time, 600 reviews were collected. Of the 600 reviews collected this quarter, 427 (71%) were positive with star rating 4-5, 27 (5%) neutral with star rating 3 and 146 (24%) negative with star rating 1-2. 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.

# 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. It 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, our informatics system creates a 'sentiment score' by using a sophisticated algorithm to analyse comments and categorise them as positive, negative or neutral. 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 **600**. 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 Appendix for examples of our physical and online questionnaires.

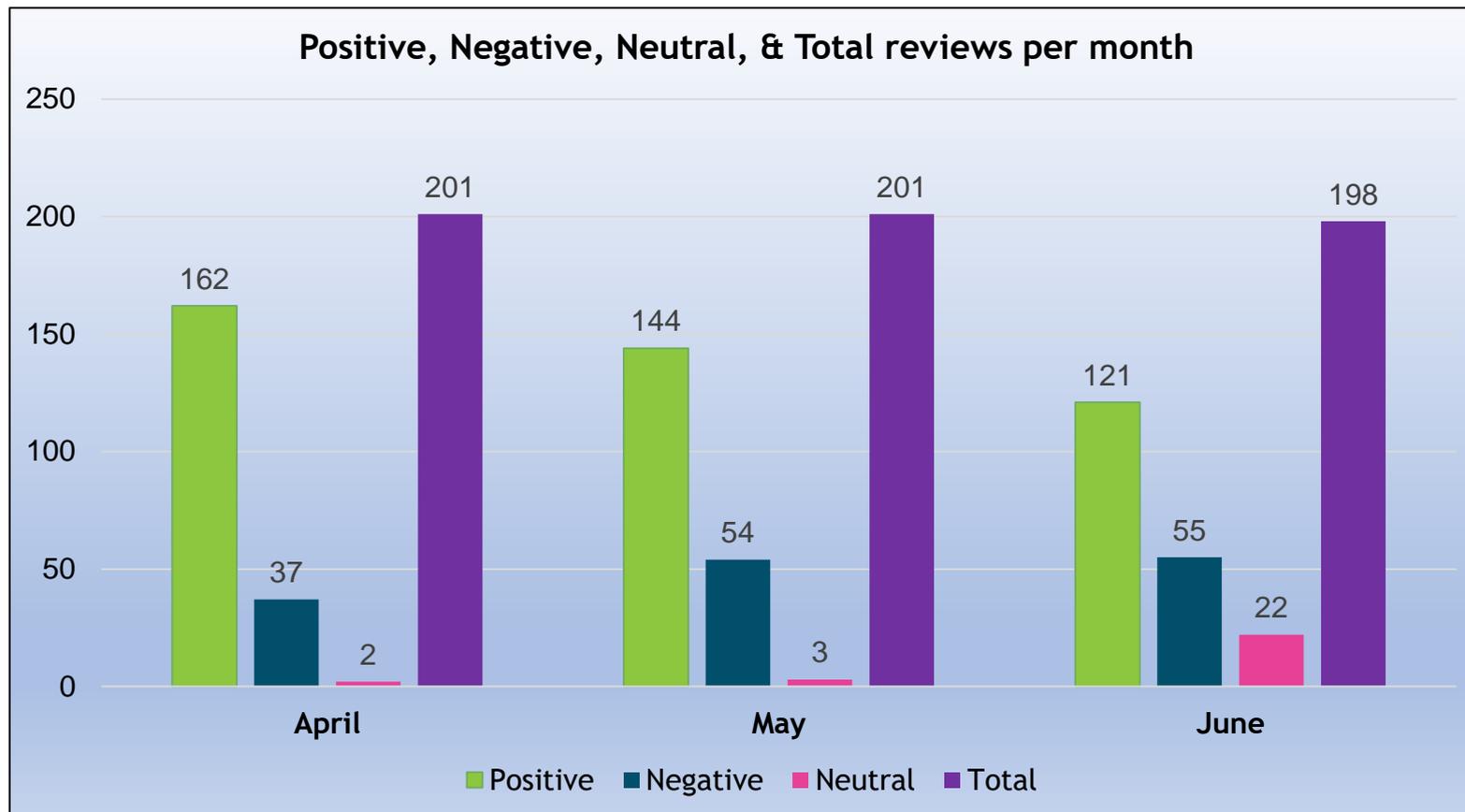
Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. It is important to note that our experience looking at 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	162	37	2
May	144	54	3
June	121	55	22
Total	427	146	27

# Overall Star Ratings continued

Bromley  
Q1 | 2022/23

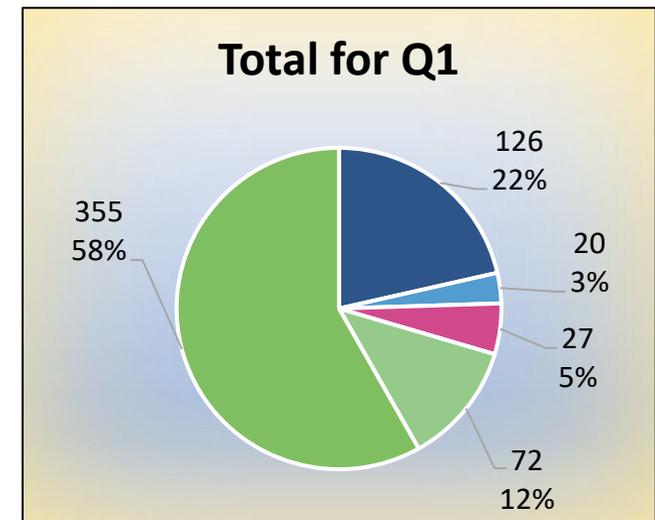
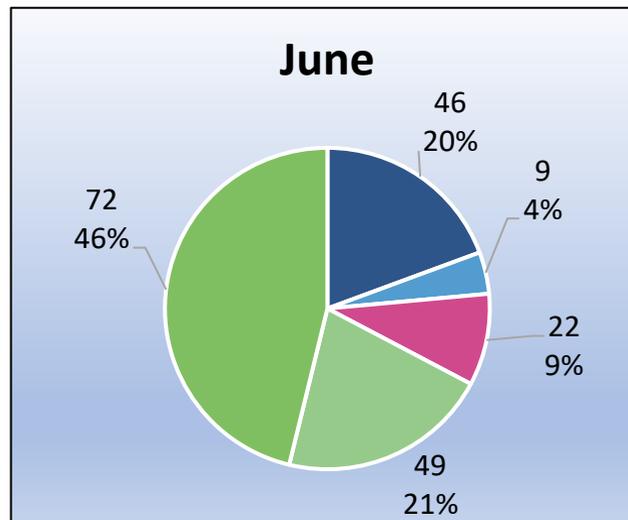
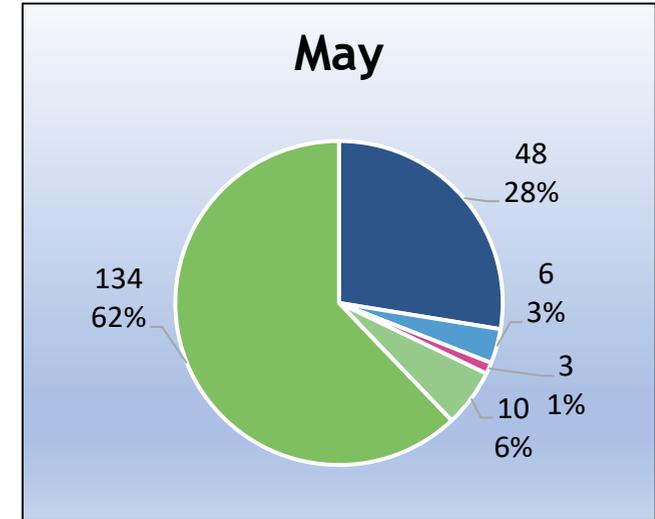
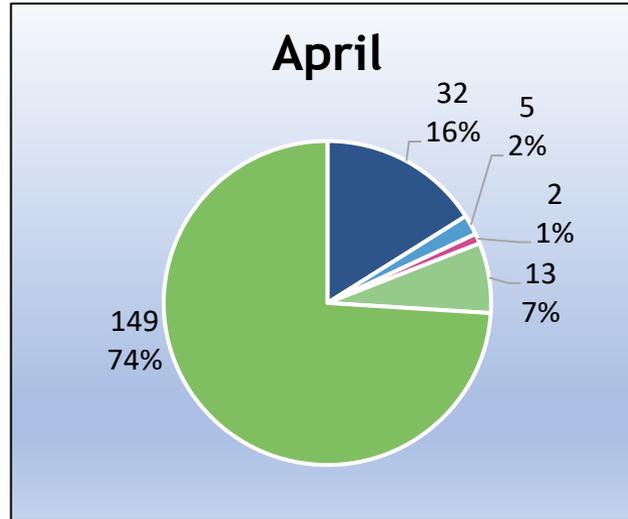
This chart provides a further breakdown of positive, negative, neutral and an overall total number of reviews for each month. We are very pleased that we have reached our target number of 600 reviews.



# 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.

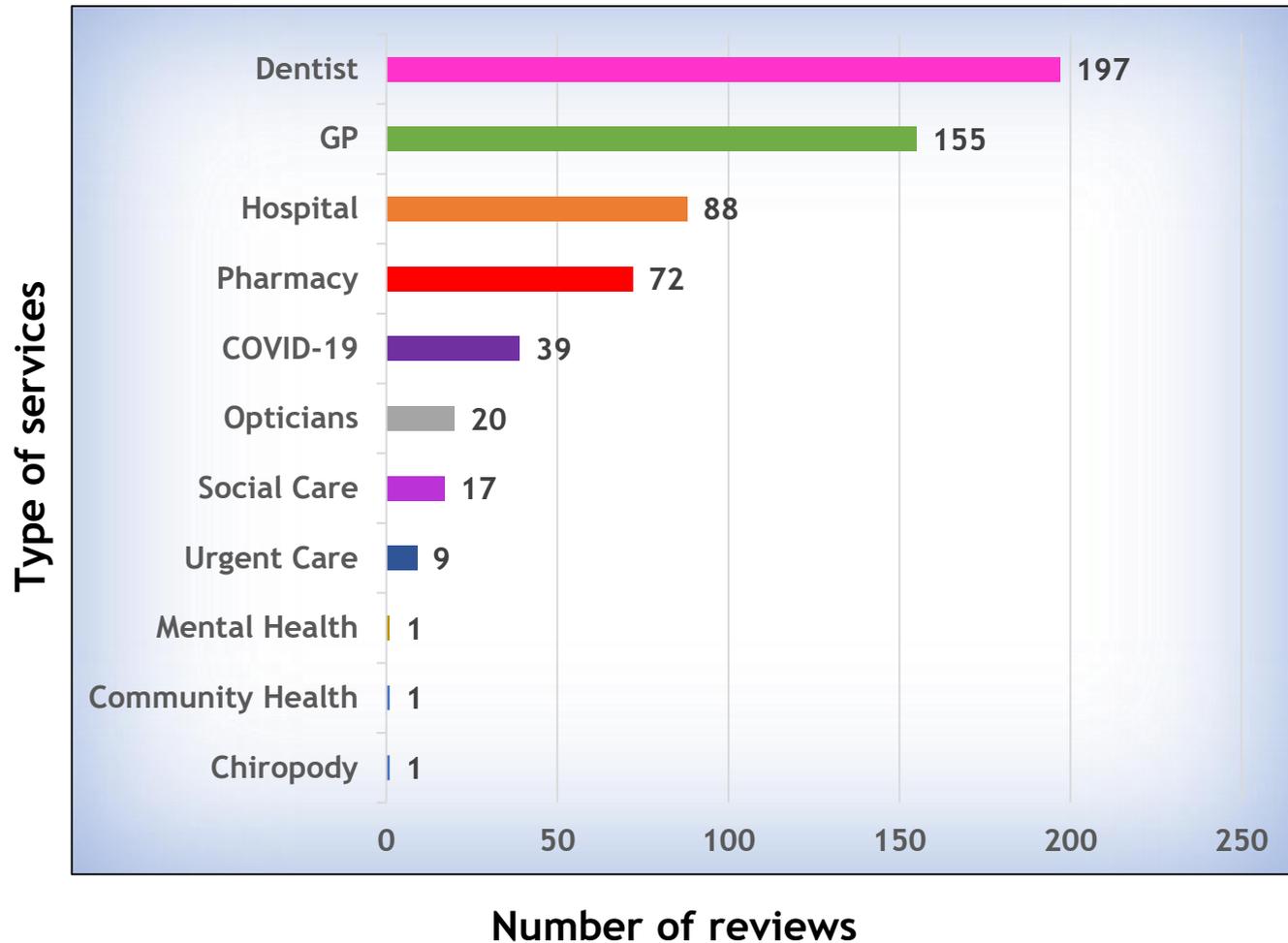


# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 11 service categories, as seen in this chart.

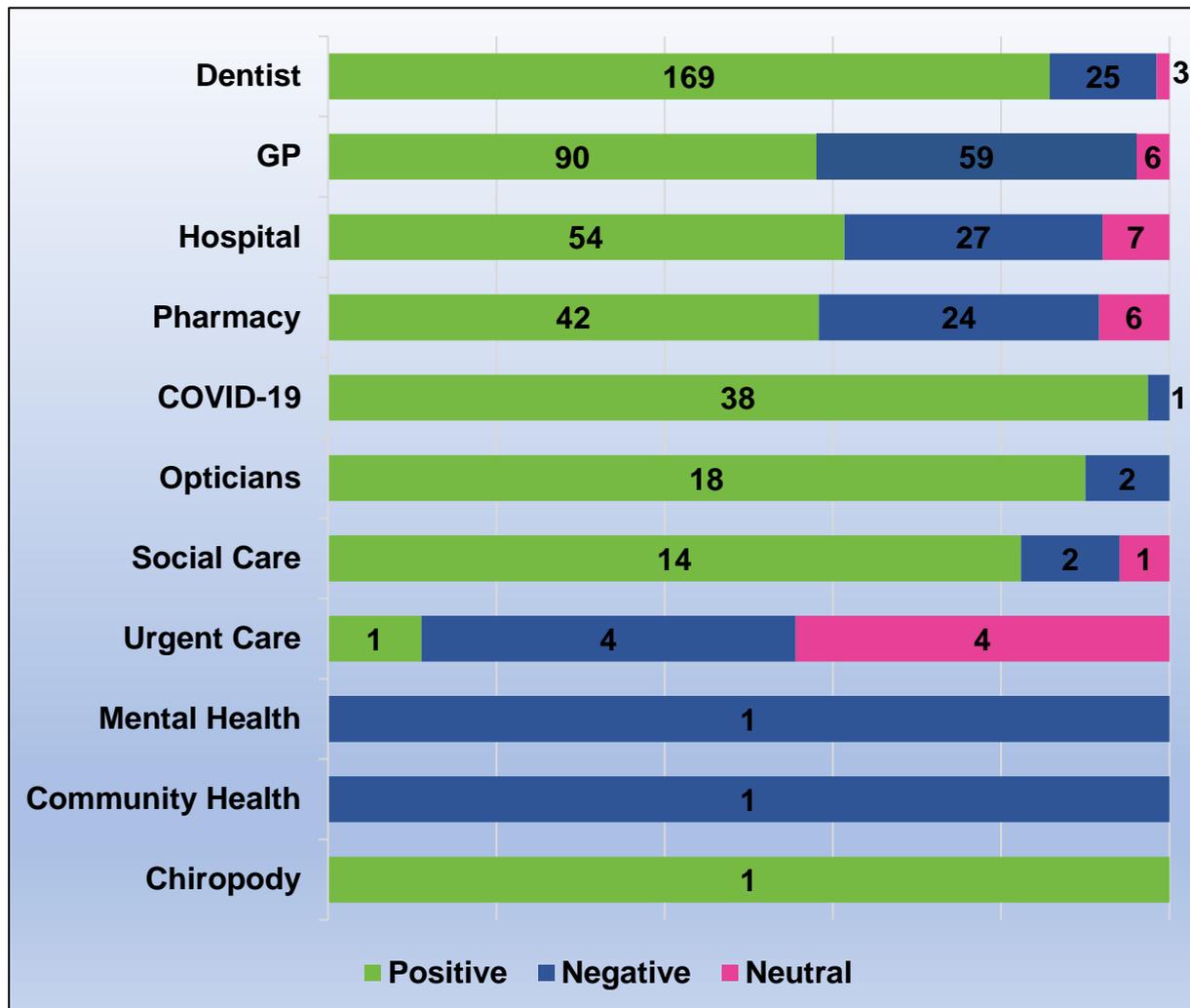
The category with the highest number of reviews recorded is Dentist services (197), followed by GP (155), Hospital (88) and Pharmacy (72).

The service-types with the lowest number of reviews recorded are Chiropody (1), Community Health (1) and Mental Health (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 (197). Of these, 13% (25) were negative, 1% (3) were neutral, and 86% (169) were positive.

GP services received the second highest number of reviews this quarter (155). Of these 38% (59) were negative, 4% (6) were neutral, and 58% (90) were positive.

Hospital received the third highest number of reviews this quarter (88). Of these 31% (27) were negative, 8% (7) were neutral, and 61% (54) were positive.

Pharmacy received the fourth highest number of reviews this quarter (72). Of these 33% (24) were negative, 12% (6) were neutral, and 55% (42) were positive.

# Themes and Sub-Themes

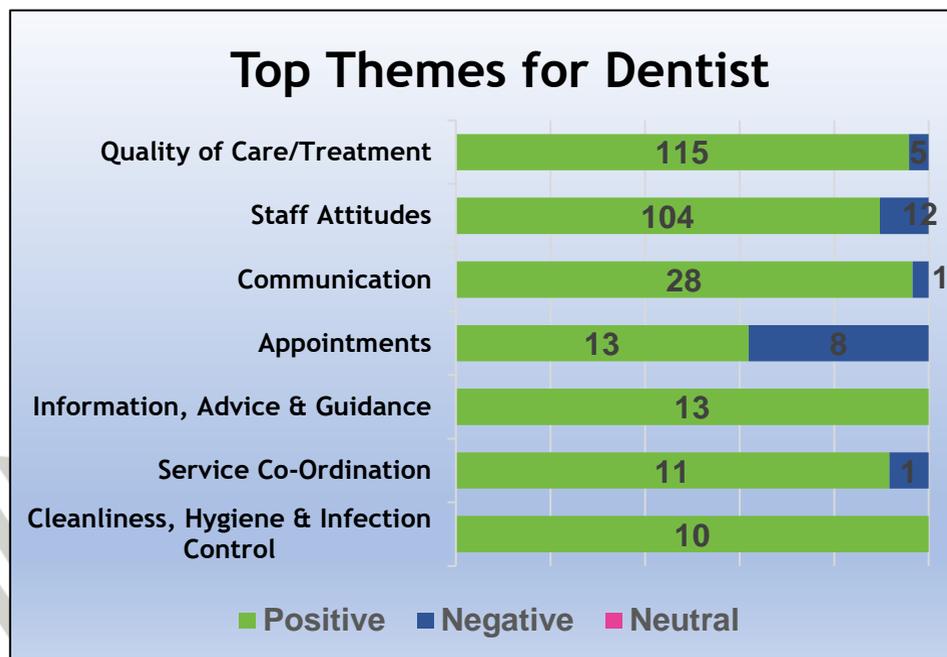
This section shows a breakdown of the main themes and sub-themes for service areas where we received a significant number of reviews. In Q1 these areas were: Dentist, GP, Hospital, and Pharmacy. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience".

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). 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 was the most reviewed service for this quarter, with a total of 197 reviews. **Quality of Care/treatment** was the most applied theme with a total of 120 counts, 96% (115 counts) being positive and 4% (5 counts) being negative. People commented on the high standards of care and treatment received when visiting their dentist.

The second most applied theme was **Staff Attitudes** with a total of 116 counts; 90% (104 counts) reported positive reviews and 10% (12 counts) were negative. This indicates patient satisfaction with the care and treatment they received from staff.



Number of reviews

## Positive reviews

“Excellent dental practice and I always trust my dentist.”  
*Dentist*

“The dentist and dental nurse were both wonderful.”  
*Dentist*

“The practice is exceptionally clean and has a very relaxed, calming atmosphere.”  
*Dentist*

## Negative reviews

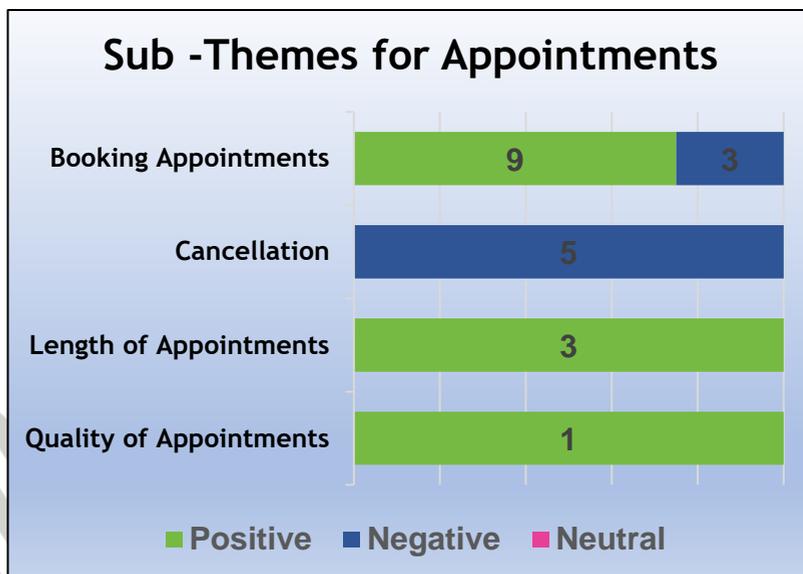
“Need to be more accommodating in the current climate.”  
*Dentist*

# Dentist Themes and Sub-Themes

On closer inspection of sub-themes for **Appointments**, **Booking Appointments** received 75% (9 counts) as positive and 25% (3) as negative. The majority of people were very happy with booking appointments. Those who had issues commented on getting through on the telephone. This is an area we will continue to address over the coming months.

We received positive reviews related to the **Length and Quality of Appointments**. However, several people were unhappy with **Cancellations**.

**Communications** also has two sub-themes. On closer inspection, we can see that **Treatment Explanation** from Dentists received positive responses (100%) and only one service user left negative feedback related to the **Lack of Communication**.



Number of reviews

## Positive reviews

“Very patient and provided a detailed explanation.”  
*Dentist*

“Felt comfortable in their hands.”  
*Dentist*

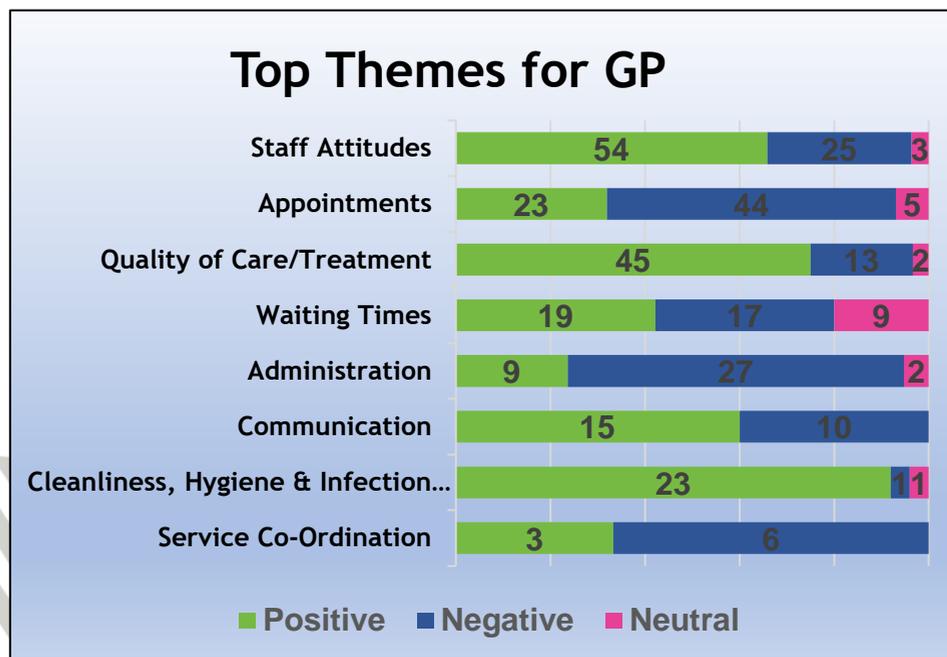
## Negative reviews

“Really poor etiquette.”  
*Dentist*

# GP Themes and Sub-Themes

GP services were the second most reviewed service for this quarter, with a total of 155 reviews. **Staff Attitudes** was the most applied theme with a total of 82 counts, 66% (54 counts) being positive, 4% (3 counts) being neutral, and 30% (25 counts) being negative. People commented on the high standards of professionalism from reception staff, nurses and GPs.

The second most applied theme was **Appointments** with a total of 72 counts; 32% (23 counts) reported positive reviews, 7% (5 counts) reported neutral, and 61% (44 counts) reported negative. This indicates that the majority of patients were unhappy with appointments at their GP practice.



Number of reviews

## Positive reviews

“Doctors are knowledgeable, service is efficient, and it is easy to get an appointment.”

*GP Surgery*

“I really like the new telephone consultation.”

*GP Surgery*

## Negative reviews

“The staff are really nice, but it is difficult to get an appointment.”

*GP Surgery*

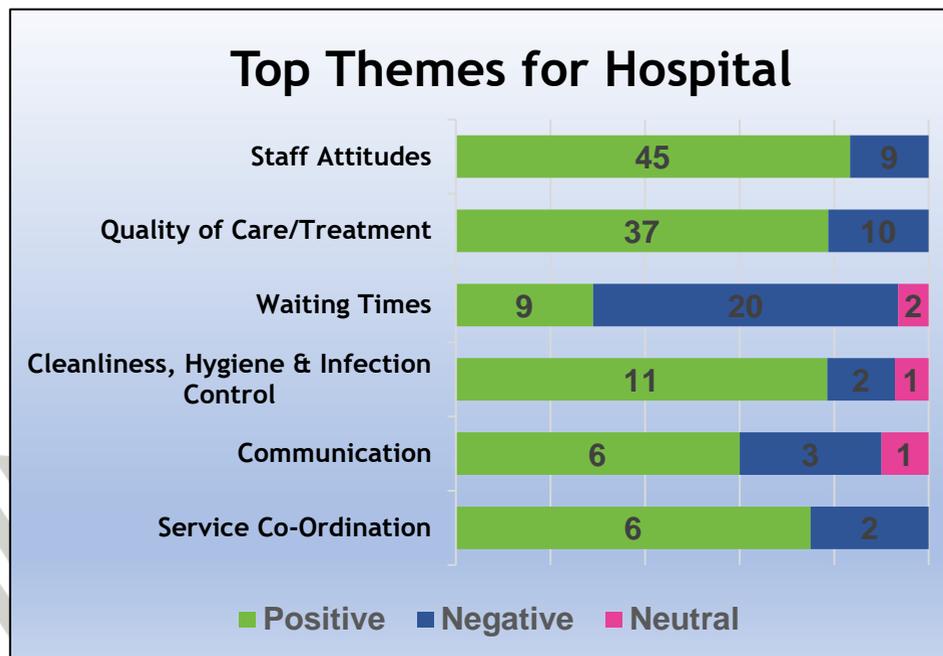
“It’s difficult to get urgent meds ever since Covid.”

*GP Surgery*

# Hospital Themes and Sub-Themes

Hospitals were the third most reviewed service for this quarter, with a total of 88 reviews. **Staff Attitudes** was the most applied theme with a total of 54 counts, 83% (45 counts) being positive and 17% (9 counts) being negative. People commented on the high standards of professionalism from hospital staff.

The second most applied theme was **Quality of Care/Treatment** with a total of 47 counts; 79% (37 counts) reported positive reviews and 21% (10 counts) reported negative. This indicates that the majority of patients were satisfied with the care and treatment they received at a hospital.



Number of reviews

## Positive reviews

“The reception staff and security were very nice and accommodating.”

*Hospital*

“Everyone is professional.”

*Hospital*

## Negative reviews

“Extremely long wait for no end result.”

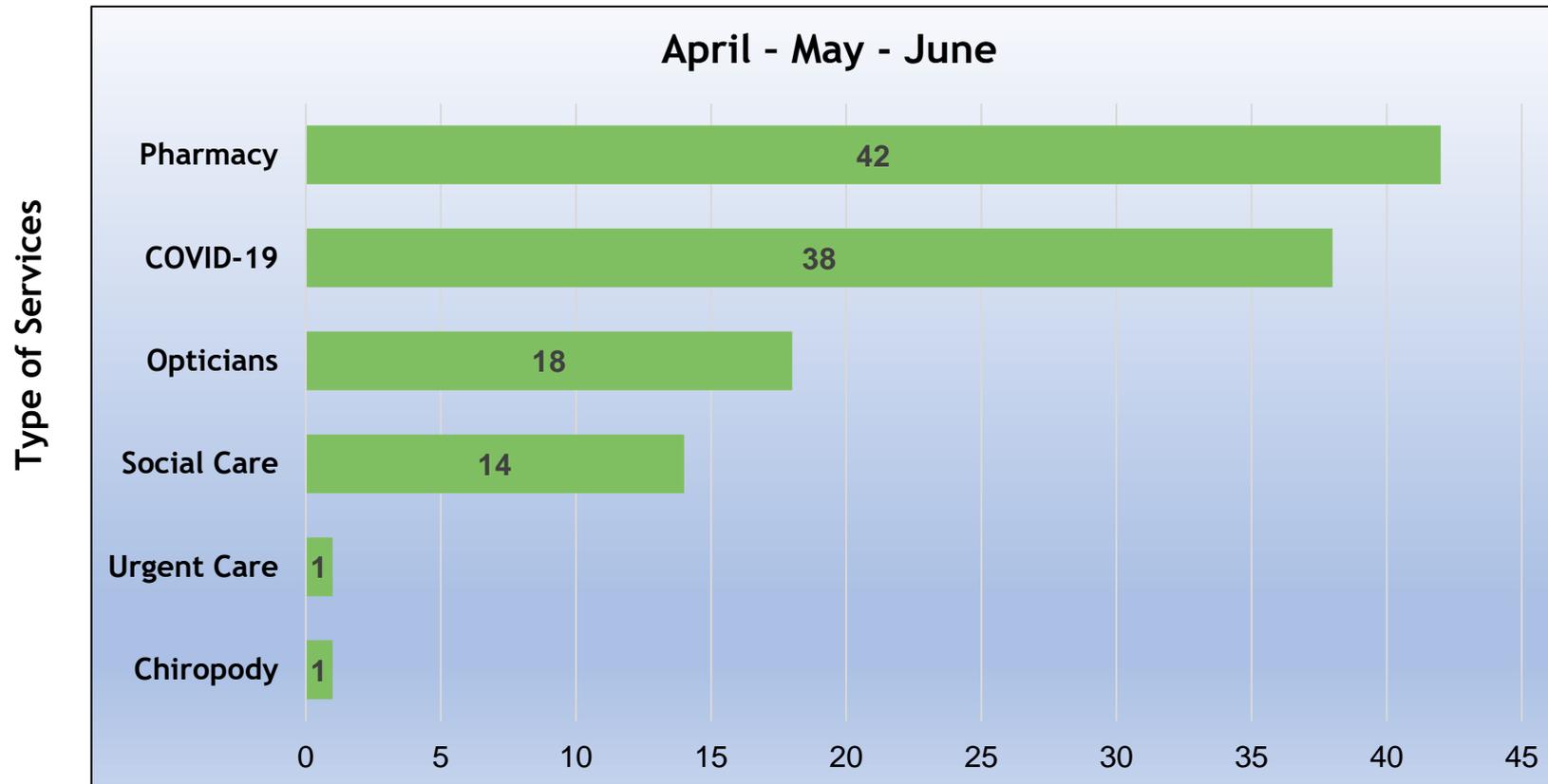
*Hospital*

“It is hard to get an appointment on the phone, long queue.”

*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. The data suggests that the majority of Bromley residents who have shared their experiences are satisfied with most of the services in Bromley.





---

**Pharmacy**

“The staff in here are magic.”

*Pharmacy*

“Care and excellent service.”

*Pharmacy*

“Really helpful organising travel vaccines. Would highly recommend.”

*Pharmacy*

---



---

**COVID-19**

“It was easy to book an appointment.”

*COVID-19*

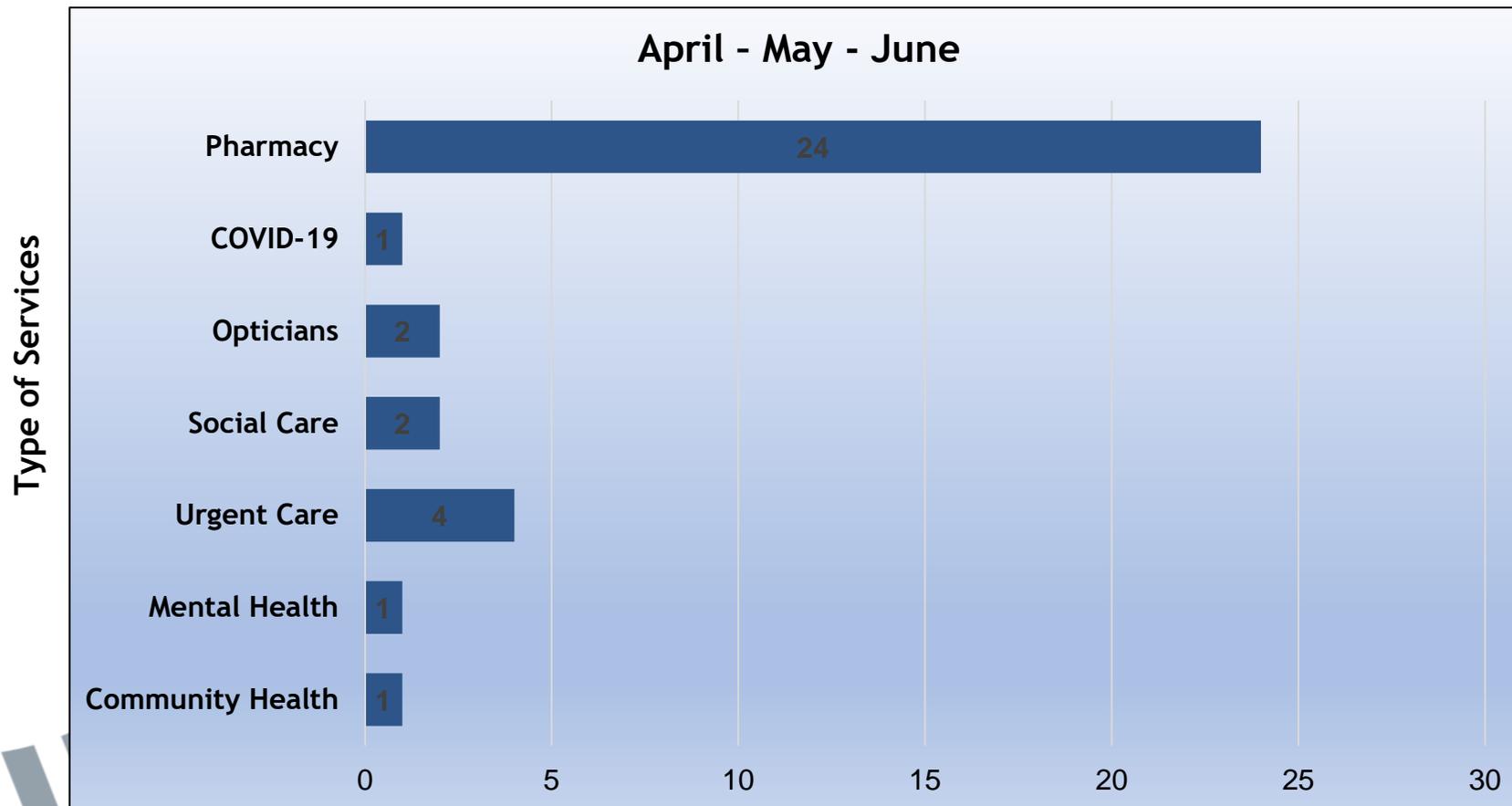
“The staff were friendly.”

*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, we can better understand where a service needs to improve in order to provide a better experience.





---

## Pharmacy

“Nobody at the store was sufficiently trained.”

*Pharmacy*

“Their phone is engaged all day long.”

*Pharmacy*

“Consistently the slowest service of any pharmacy I’ve ever been to.”

*Pharmacy*

---



---

## Urgent Care

“The actual services I received are very good, but the wait times are horrible.”

*Urgent Care*

“Having to telephone or video call is unacceptable.”

*Urgent Care*

---

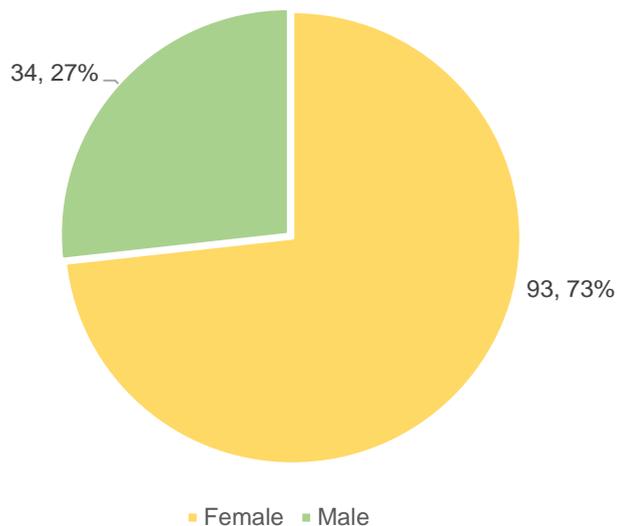
# Demographic Information

This section looks at the demographic information we have gathered this quarter. 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 February 2022 and have been able to visit GP practices, hospitals, vaccination centres and community centres. We always seek to improve the completion of monitoring data. Further training and guidance has been provided for staff and volunteers to better support this.

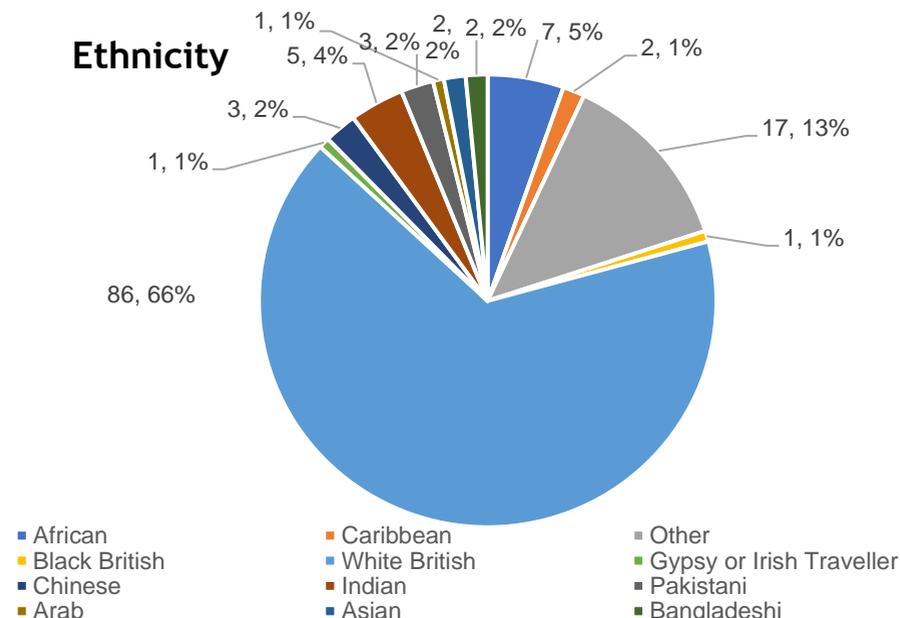
The pie chart below shows the number of reviews received this quarter from gender groups. Excluding the 473 that are left blank, the majority of the reviews received this quarter are from females, with 93 (73%), followed by males with 34 (27%).

The pie chart below shows the number of reviews received this quarter from different ethnicity groups. In terms of ethnicity, excluding the 473 who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' with 86 (66%).

**Gender**



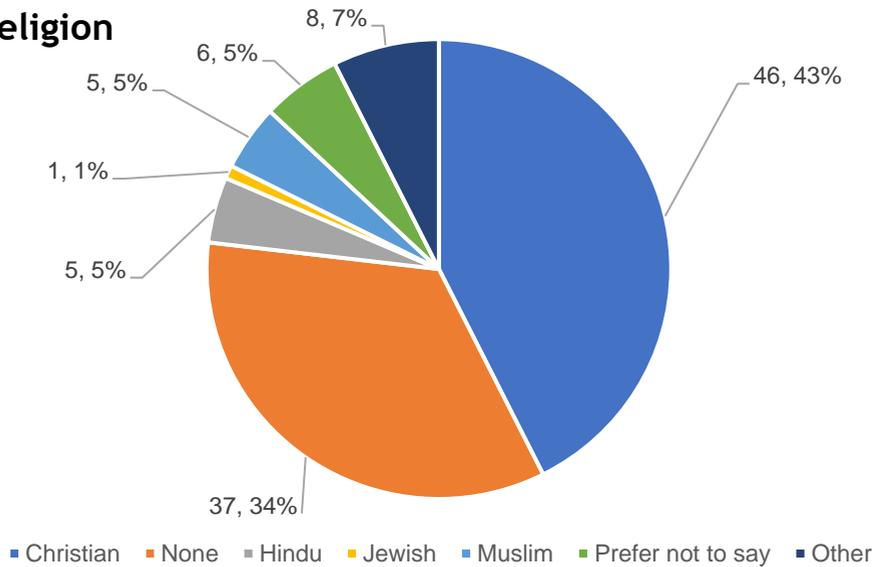
**Ethnicity**



# Demographic Information

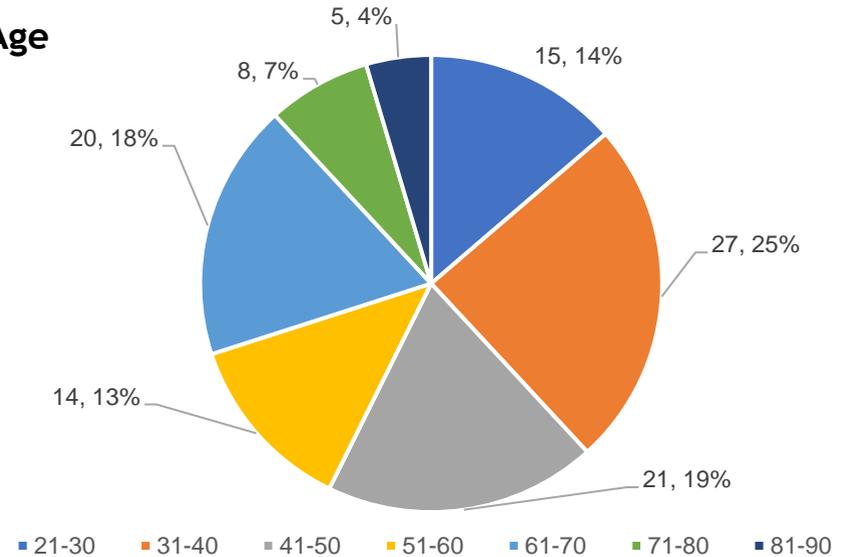
The pie chart below shows the number of reviews received this quarter from different religious groups. Excluding the 492 that are left blank, for the direct engagement reviews, 46 (43%) identified as Christian, 37 (34%) as None, 8 (7%) as Other Religion, 6 (5%) as Prefer Not To Say, 5 (5%) as Muslim or Hindu and 1 (1%) as Jewish.

**Religion**



The pie chart below shows the number of reviews received this quarter from different age groups. Excluding the 490 that are left blank, most of the feedback received was from the 31-40 age group with a total of 27 (25%), followed by 41-50 with 21 (19%). 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, hospitals, vaccination or community centres.

**Age**



For the Q1 report, we successfully carried out face-to-face visits. Healthwatch Bromley engaged with service users and collected patient experience feedback from across the borough during visits to GP practices, hospitals, vaccination and community health centres.

Of the 600 reviews collected this quarter, 427 (71%) were positive with star rating 4-5, 27 (5%) neutral with star rating 3 and 146 (24%) negative with star rating 1-2. Overall, for this quarter, positive patient experiences outweigh negative patient ones.

If we look beyond this overall picture at specific service areas, findings indicate the following:

## Dentist

- The majority of service users found dentists to be excellent. Feedback showed high satisfaction across all themes; **Quality of Care/Treatment, Staff Attitudes, Communication, Appointments, Information, Advice & Guidance, Service Co-Ordination, and Cleanliness, Hygiene & Infection Control**. This reflects our findings in the Q4 report, 2021-2022.
- 10 positive reviews (100%) were directly related to **Cleanliness, Hygiene and Infection Control**. The COVID-19 pandemic 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 negative feedback received was low. This indicates that the majority of dental practices met the needs of their service users with a small scope for improvement in **Appointments and Staff Attitudes**.

## GP Services

- Many service users left positive feedback about their GP service. Feedback revealed a good level of satisfaction; 58% (90) were positive, 4% (6) were neutral, and 38% (59) were negative. The results are very similar to the previous quarter with 56% (121) being positive, 6% (12) being neutral and 38% (83) being negative.
- The majority of service users were satisfied with **Staff Attitudes, Quality of Care/Treatment, and Cleanliness, Hygiene and Infection Control**.
- The areas that suggest room for improvement are **Administration, Appointments, Communication and Waiting Times**.

# Conclusion

## Hospital

- Overall, service users found hospitals to be very good. Hospital received the third highest number of reviews this quarter (88). Of these 61% (54) were positive, 8% (7) were neutral, and 31% (27) were negative. The percentage of positive reviews has marginally increased since the last quarter (59%).
- The feedback reveals a high satisfaction with **Staff Attitudes, Quality of Care/Treatment, and Cleanliness, Hygiene & Infection Control**.
- The main concern identified is long **Waiting Times**, which was also identified in the Q4 report, so there is still room for improvement.

We also received a high number of positive reviews for Pharmacy, COVID-19, and Opticians. This quarter, our team successfully carried out a number of in-person visits to COVID-19 vaccination centres across the borough. We were able to speak to multiple residents and hear about their experience of having vaccinations.

Healthwatch Bromley places great importance on understanding the needs of Bromley communities and ensuring all groups are heard. Due to staff capacity, we were unable to collect a large amount of demographic information (pg.22-23). However, we began in-person patient engagement again in February 2022. This allowed us to speak to service users face-to-face in the borough. We always seek to improve the completion of monitoring data for every quarterly report. We recognise the importance of capturing feedback from 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:

- One Bromley Local Care Partnership Board
- South East London Integrated Care Partnership Board
- 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 to share key information and work together to improve patients' feedback. We also use our social media platforms, Twitter, Instagram, 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 on a weekly basis to talk to and hear from patients, service users, carers, and 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, voluntary and community organisations
- Working with volunteers to support the patient experience programme, to achieve our quarterly targets

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

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