

# Healthwatch Bromley Intelligence Report April - September 2017

## Healthwatch Bromley Signposting Service

Healthwatch Bromley provides an information and signposting service for members of the public who live in or access health and social care services in the borough. We respond quickly, efficiently and effectively to any signposting queries we receive. If we are unable to answer an information request using our database of local services, we will endeavour to find a person or organisation who can bring a resolution.

People are able to access our service in a variety of ways:

- Ringing the office phone line
- Through our contact form found on our website
- By email
- By social media
- By speaking to one of our team at regular Engagement Hubs

These enquiries covered a range of different health and social care issues; from GP registration requests to support options for people with dementia.

A few examples of the information requests received during the last three months include:

- Access to Orthodontic treatment
- Support for Asperger's Syndrome
- Wheelchair hire
- Sickle Cell support
- Access to community diabetes services
- Complaints process information
- Access to respite care
- Vitamin D information
- Domiciliary dental care



*Mandy at Dorset Road Allotments*

Figure 1.1 shows that the highest number of signposting enquiries (20%) related to local dentistry services. This represents an increase of over 16% when compared to Q4 2016. Several people have contacted us wanting to complain about dental services, concerning the poor treatment they have received. For example, a woman contacted us about issues she was having after she had dental treatment. She felt that she was suffering from mercury poisoning caused by a dental filling. Furthermore, another request involved a gentleman wanting clarity around waiting times to access the orthodontist service.

The chart below shows that the queries have been evenly spread across health and social care services. Notably, Healthwatch has received fewer GP registration requests. The wide variety of information requests is an expected outcome, for the health and social care sector is an extensive and diverse landscape, so it understandable for there to be changes in the types of queries from month to month. Healthwatch Bromley’s signposting service did not receive any enquiries about private services.

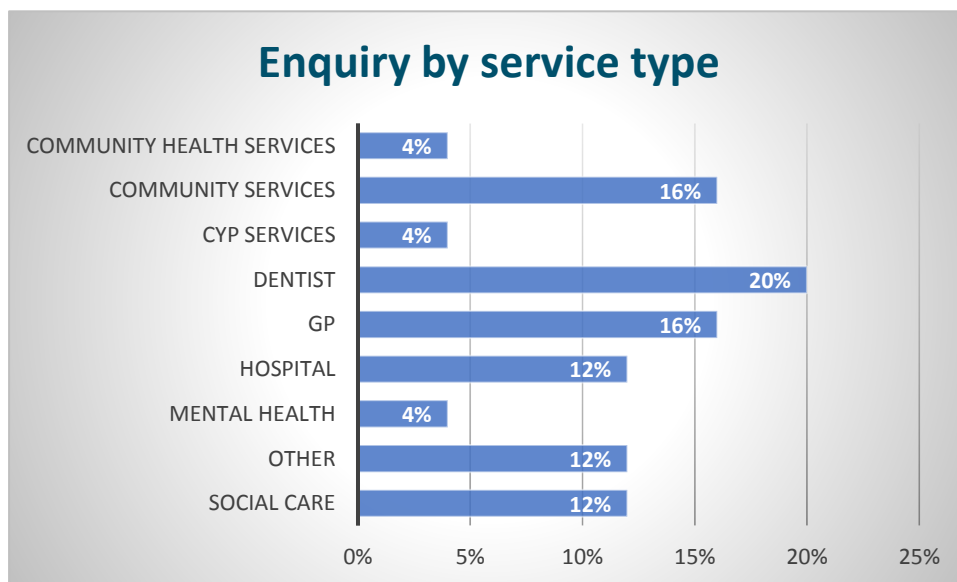


Figure 1.1

During the last six months, Healthwatch saw a rise in the number of people wanting to make a complaint against a local health or social care service. 37.5% of all enquiries related to residents wanting information regarding the complaints process. Similarly, to the overarching theme drawn from our whole dataset, the complaints covered a variety of different services.

A gentleman wanted support in raising his concerns about the provision of a health service within the borough. The complaint related to the Choose + Book referral system that has been adopted by GP surgeries in England. He felt there was distinct lack of consistency, since surgeries within Bromley are not offering this service to their patients. He felt this decision discriminated against residents.

Two people wished to file complaints against local hospitals. One woman was unhappy with the treatment she had received in the Cardiology department at the Princess Royal University Hospital. (PRUH) Whilst another had already written a letter to the Patient Advice and Liason Service at King's College Hospital. But requested further details about response timeframes.

One woman visited the Healthwatch Office wanting to make a complaint about her medical records being lost and her inability to receive them. She also wanted to receive an apology from Oxleas NHS Foundation Trust for the way she was treated by a member of staff at Green Parks House.

Healthwatch signposted all residents who requested support or further information about the complaints process to the relevant advocacy services in the borough.

The primary method for residents to contact Healthwatch Bromley's signposting and information service remains via our dedicated telephone line, with 62.5% of all enquiries being received through this source. During the last six months, we saw an increase in the number of people who made their initial query via email or through our website.

Our data highlights that a wide range of Bromley residents access the service. For example, 62.5% of all users communicating with Healthwatch during April to September were female. The age range of residents that contacted the service most frequently were people aged between 50 and 64. Furthermore, 54% of users identified themselves as White British. Due to unforeseen changes to our database, we are unable to provide disability demographics.

Figure 1.2 provides a breakdown of the signposting enquiries by the nature of issue. The most common theme which emerged from the data as previously mentioned was "complaints process". Other prominent themes included "access to information and "support." This is a result of residents contacting the service wanting support or information around conditions such as sickle cell, Asperger's Syndrome and dementia.

The thematic analysis shows that the Healthwatch Bromley's signposting service during the last six months has predominantly supported residents to access local advocacy services or by providing information around the complaints process.

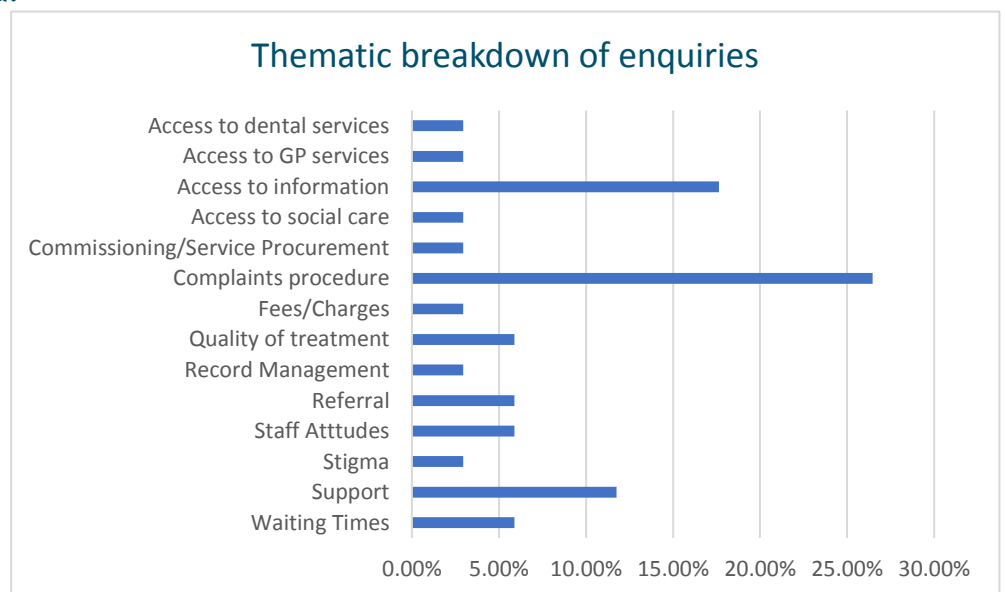


Figure 1.2

## Examples of Signposting Enquiries received during Q2

### Enquiry:

Ms A contacted the Healthwatch Bromley signposting service wanting support as she had recently broken her ankle and was wanting to hire a wheelchair because the location of her house meant she was suffering mobility issues trying to get in and out of her property.

### Response:

We informed Ms A that through the British Red Cross website you can hire a wheelchair for up to 12 weeks, free of charge. Although there are no British Red Cross mobility aids shop based in Bromley, she could fill out an online form and have the wheelchair delivered to her home.

### Enquiry:

Mr B called our information line asking whether it's possible to gain the benefit of receiving vitamin D through a double-glazed window.

Mr B has been diagnosed with very low vitamin D, and would like to find out the best sources and daily requirements.

### Response:

We explained that he was unlikely to absorb vitamin D through a double-glazed window but provided a disclaimer that we are not health professionals. We also informed Mr B that he should contact his GP or local pharmacy for further advice about taking vitamin D supplements.

### Enquiry:

Ms C was referred to our signposting service by Age Concern. She was calling on behalf of her mum, who is bed-bound and had a couple of loose fillings that required treatment. Ms C wanted information about services who provided domiciliary dental care.

### Response:

Healthwatch provided the contact details for Bromley Healthcare's Community Dental Service. The service supports children, adults and elderly people with special care needs or problems that prevent them getting treatment from a high street dentist.

## Patient Stories

A key function of Healthwatch Bromley is to collect people's views and experiences (positive and negative) of health and social care services in the borough.

During the last six months, we have received **338** comments related to local services in Bromley. However, 24% of all patient stories were in response to our discharge project which looked at the experiences of patients using discharge services within the Princess Royal University Hospital. We also carried out target engagement around people's accounts of receiving social care. The following statistics will focus on our data gathered outside these projects, a more detailed analysis of our discharge and social care findings will be included later in this report.

Of the remaining 230 views and experiences, 61.6% were found to be positive, whilst 24% were negative. These statistics are similar to the findings in our previous intelligence report. However, there is no longer a focus on young people's experiences of local sexual health clinics. Instead, we have seen an increase in the amount of positive feedback related to GP practices. Residents have also been forthcoming in their praise of certain departments within hospitals.

It is evident from our data that most people tend to be happy with their overall treatment and care when using local services, however they are still experiencing negative aspects during their patient journey. The chart below provides a breakdown of the comments we have received by sentiment during April - September 2017.

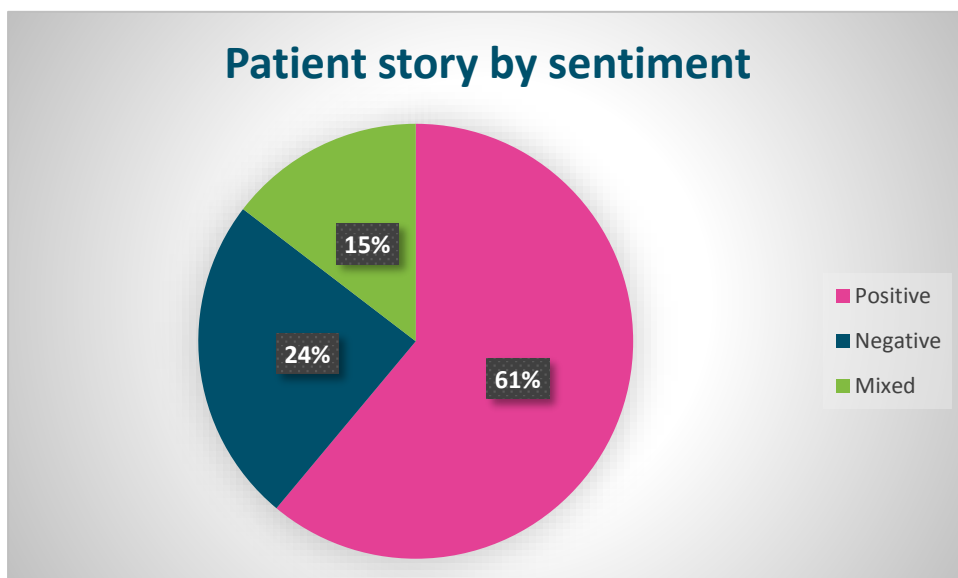


Figure 2.1

Healthwatch Bromley continues to gather experiences through a variety of mediums including emails, local events, meetings, post, phone, social media, our website, outreach and national services. The two main sources of comments we receive have traditionally been from our hub engagement in the borough and through the Patient Opinion website. Since the beginning of 2016, we have set up hubs in local community hotspots in order to talk to a greater number of people. These include GP practices, hospitals, community centres and local festivals.

During the last six months, we carried out 10 engagement hubs where we spoke to **239** residents. Five of the hubs took place at the PRUH, with the remaining five located at Children and Family centres and Bromley Central Library.

Healthwatch Bromley has developed an online Feedback Centre which is accessed through our website and will help residents share their experience of health and social care services. This helps us to generate data that we can understand, benchmark and act on.

The Feedback Centre provides an opportunity for anyone to comment about local services. People can easily and anonymously rate the care that they receive in a simple way. There is also the opportunity to rate local services, using a 5-star system.

You can access the Feedback Centre by visiting [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)

To help residents share a detailed account of their patient story, we encourage them to rate, where applicable, different aspects of their experience. They can give feedback on cleanliness, staff attitudes, waiting time, treatment explanation, quality of care and quality of food. These specific themes were chosen because analysis of our data identified them as the most common issues highlighted by users.



Not including our discharge and social care engagement, online communication has been the most prominent source of stories during the last six months. This is the result of our new Feedback Centre and ongoing partnership with Patient Opinion.

Similarly, to our signposting service, we collected the views and experiences from a range of Bromley residents. We found that women (54%) were more likely to give feedback than men. Whilst 46% of people who provided their demographic details were aged between 25 and 49 years old. Figure 2.4 shows that 46% of people who shared their experiences were White British.

The differences in demographic information when compared to our last report is the result of us no longer carrying out targeted engagement around young people's experiences of local sexual health clinics.

## Analysis of Patient Stories

The majority of comments received by Healthwatch Bromley during the last six months concerned people’s views of hospital services. 49% of all feedback related to these services. Residents also shared with us a higher number of experiences about their GP practices. A significant factor for the high proportion of hospital comments would be our continued hub engagement at the Princess Royal University Hospital (PRUH) during the last six months.

Figure 2.2 shows that 9% of all comments related to urgent care, with residents reviewing the Beckenham Beacon Urgent Care Centre and the national 111 service. People who accessed the Urgent Care Centre considered it to be an exemplary service that provides excellent care.

*“I had cause to use this service on Sunday. I must say the care and service I received was nothing less than first class. I hope never have to use this place again, but if I or my loved ones need urgent case that does not warrant A&E then this is the place to go. People were great.”*

*“I have received care at the Urgent Care centre a few times and every time I have been so pleased with care given. The staff treats you with respect, kindness and cannot do enough to ensure that I got the correct care. Everyone always had a smile on their face and nothing was too much.”*

(Beckenham Beacon, Urgent Care Centre)

The chart below provides a full breakdown of patient stories by service type.

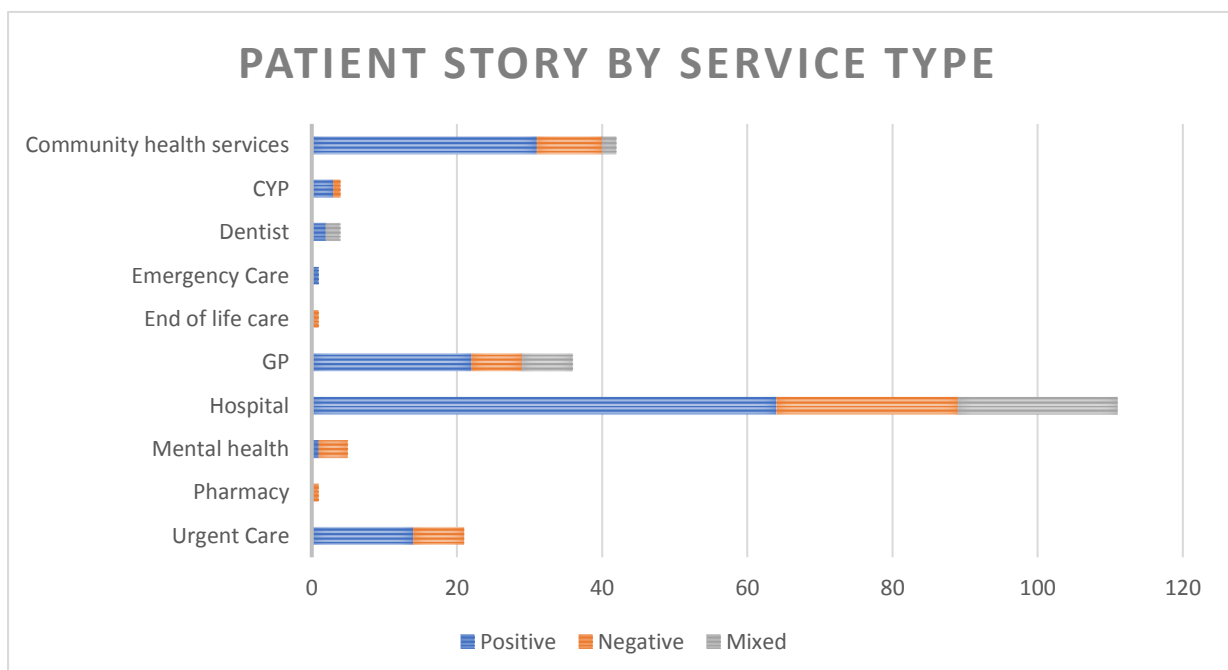


Figure 2.2



From the data collated it is apparent that most service types received more positive rather than negative feedback, which is similar to our findings over the last year. For example, 73% of views about local community health services were positive. Healthwatch found that users were extremely impressed with the attitudes of staff across the different community services provided by Bromley Healthcare. Users singled out the Contraception and reproductive health service at the Beckenham Beacon for praise. Although people explained there could be long waiting times, the quality of the treatment was of a high standard. They praised staff for making them feel comfortable and providing clear treatment explanations which helped to reassure them.

*“I went to the Beckenham Beacon to talk about and remove my contraceptive implant, after waiting an hour and a half it was well worth it, I got seen to by a really pleasant nurse who was extremely helpful, advised me on other contraceptive options, and empathised with my side effects. She then gave me all information and professionally removed my implant with cleanliness and hygiene. “She was lovely and extremely helpful! Thank you so much!”*

Similarly, residents found the Bladder and bowel management team to be helpful and attentive. Patients were pleased with overall co-ordination of the service, finding it easy to book appointments.

*“The advice, care and information I received from all the staff has been exemplary; from making appointments, receptionists and meeting the nursing staff. The nurses have worked with me to resolve the issues I was experiencing and given me the information I needed to make these changes happen.”*

However, one resident contacted us multiple times through our Feedback Centre frustrated with Bromley Healthcare’s podiatry service. The woman had attended an appointment in February 2017, where she was diagnosed with plantar fasciitis. She was recommended insoles that would help the problem. They did not have any insoles in stock so the doctor offered to post them when they next received them. Six months later after numerous phone calls and promises, the woman had still not received the insoles. Healthwatch shared her story with Bromley Healthcare giving them the opportunity to respond. Less than 24 hours later, the insoles had been delivered personally to her doorstep. The woman told Healthwatch that the organisation had made an official apology and made procedural changes around the front line system to ensure such delays would not occur in the future.

Healthwatch in the last six months has seen a significant reduction in patient stories related to difficulties accessing GP services. Most people told us that they could book appointments which were convenient for them. This is an encouraging finding as previously our intelligence reports have identified the lack of available appointments as a key issue across the borough.

*“There is good appointment availability at my GP. I even manage to get appointments at the weekend which is very convenient for my children.”*

(Cator Medical Centre)

Service users were pleased with the level of care and treatment provided by local GP practices. Over 80% of comments which mentioned “quality of treatment” were positive. They felt that their doctor listened to them and gave them the support they needed.

*“The practice has a good rapport with patients and always make you feel that ‘They know who you are’. Flue jabs are given very promptly and last time I tried to book an appointment in person, I was seen immediately.”*

(Sundridge Medical Centre)

*“My GP is very good. He observes, listens, examines and gives advice. He makes referrals for tests when I need them. He is caring and responsive; the nurse is also good.”*

(Chelsfield Surgery)

Healthwatch Bromley maintains a strong working relationship with Healthwatch Lewisham. Through this partnership we were able to identify a national issue which affects residents in both boroughs. We found that patients who, for whatever reason, have had their medical records sent to an NHS storage facility are experiencing long delays in retrieving them - or the medical professionals trying to access them on their behalf. Primary Care Support England (PCSE), the organisation responsible for the transfer of GP records, has reported significant problems in the movement of these records which has given rise to a number of complaints.

The cause of these delays is due to the change of contractor whereby the indexing system previously used has been discovered to be flawed. Retrieval therefore from regional facilities has been problematic. PCSE is in the process of moving all these records to a central store with proper indexing. The task is huge and completion is not expected until March 2018 according to NHS England.

Healthwatch has recently carried out engagement looking into local experiences of receiving social care. We used a mixed methodology including: an online survey, focus groups and structured interviews. We worked with Carers Bromley and Bromley Young Advisors (Bromley Sparks) to capture their opinions around what currently works well and recommendations for improvement of local services.

Structured interviews allowed us to capture the patient journey from start to finish, from the initial assessment to care provision.

Common themes included long waiting periods and lack of coordination between different workers, as well as with health providers. Participants often felt that their needs were not fully captured during assessment and this consequently had a negative impact on the care provided.

A full list of findings and recommendations will be found in our upcoming social care report.

The experiences and views Healthwatch Bromley received during April - September 2017 encompassed several different themes. From analysing the collected data, we found that the most common themes when it came to positive feedback were quality of treatment/care and staff attitudes. As mentioned in previous intelligence reports, for many users, these two issues are intertwined and many equate staff attitudes with the quality of service they are given. Furthermore, it is evident that users were happy with the treatment they received because 89% of all comments related to “quality of treatment” were positive.

*“My father is 86. In the last 6 months, he has been to A&E 3 times, each time the hospital staff could not have been better. His treatment has been wonderful.”*

(Accident and Emergency, PRUH)

*All the doctors at this practice are great. Dr Arora is a very experienced GP and very helpful and knowledgeable. Receptionists are great.*

(Sundridge Medical Centre)

Healthwatch Bromley gathered over **110** comments from service users of local hospitals in the last six months, not including our discharge project. Similarly, to the overarching themes drawn from our whole dataset, the main themes when it came to positive experiences of the hospitals were quality of treatment and staff attitudes. For example, patients were extremely impressed by Orpington Hospital’s specialised orthopaedic care. Several users mentioned how they appreciated the staff treating them like a person rather than a patient.

*“I have just returned home after a total hip replacement at Orpington Hospital and I must commend the orthopaedic unit on the wonderful care I received. From the moment I arrived in admissions to the moment I was discharged I felt treated like an individual and was kept well informed every step of the way. The surgeon and the anaesthetist took time to explain what was happening, which was very reassuring.”*

(Orthopaedics, Orpington Hospital)

Healthwatch has learnt that opinions of the PRUH have continued to improve in recent months. Our findings show that the number of negative comments about the hospital have decreased by over 25% when compared to our previous report. The majority of patients felt they received a good standard of care whilst at the hospital. Residents shared with us positive experiences of A&E. They were pleased with how staff treated them.

*“I visited the hospital this morning with a dislocated shoulder. I received prompt, courteous treatment and I would like to thank everyone, from the receptionist to the consultant for their kindness and understanding.”*

(A&E, PRUH)

However, it must be noted, that there was a significant number of people who still experienced negative aspects when at the hospital. We found that common negative themes were communication and waiting times. People tended to be happy with the care they received but were frustrated with how long they had to wait for their treatment. Furthermore, our findings showed that residents were having vastly different experiences in the hospital. As an example, there were opposing opinions concerning the Maternity department:

*“Comparing the service at PRUH with my current pregnancy to the experience of having my first son at a different hospital, the difference is shocking. This hospital is very busy, doesn't smell or look clean, can be difficult to get through to staff via telephone, parking is awful, staff not particularly friendly or helpful, communication not that good. Wouldn't recommend.”*

(Maternity, PRUH)

*“On Friday 14th April, our daughter was born in the Oasis birthing centre. Our midwife's care for us was amazing. The midwife made our special moment of bringing our beautiful daughter into the world that extra bit special as they were very caring and attentive, what a friendly, pleasant person they are.”*

(Maternity, PRUH)



Healthwatch Bromley carried out a review of the hospital discharge service at the PRUH between February-May 2017. We undertook this project in response to feedback received from members of the public who had used the service. They had told us that communication could have been improved and that patients were not always kept updated with their treatment/progress.



We engaged with **91** patients who had received the service within the last six months. The majority told us that they were happy with the quality of service they received. However, they were dissatisfied with the location of the Discharge Lounge which is situated a long way from the main entrance and public access.

Patients were complementary about the nursing staff with over 77% making specific reference to the front-line staff. People felt that there was a good dialogue between the patients and the nursing staff but communication between the nurses and the consultants/doctors needed to be improved. The nursing team were not always being updated or had access to current records/diagnosis by the doctor/consultant.

*“My consultant prescribed new medication and I asked the nurse what this was for.... She said that she was unaware that I was to be given a new drug”.*

*(Discharge, PRUH)*

Healthwatch asked both patients and carers whether they felt involved in the discharge process. When comparing our findings, we found that carer and patient responses were drastically different. For example, 92% of patients felt that they were involved in the discharge process, however only 59% of carers/family members said that they had been consulted. This was a cause for concern for some families as they were worried about the lack of time to ensure appropriate support was in place.

Overall, we found the discharge team to be very positive, warm and welcoming towards patients. However, internal communication issues were identified and we believe that carers/family members should be more involved in the process. We also believe that a suitable relocation of the Discharge Lounge should be given consideration. A full list of recommendations can be found in our Hospital Discharge report.

## Betty's Story

Betty had planned surgery on her foot and was discharged from the Princess Royal University Hospital after a three day stay. Betty had a few complications including a pre-existing painful hand which made it difficult for her to use crutches. She was keen to get mobile as quickly as possible and didn't want to use a wheelchair. She was given advice on falls prevention and said she would ask a friend to look inside her home for potential trip hazards.

Betty was also given good instruction on how to use her crutches to take the pressure off her painful hand and follow up physiotherapy appointments were organised.

### Two weeks after discharge

Betty told us that she was getting on quite well and was cutting down on her painkilling medication. She had begun physiotherapy which she found quite painful but was making sure to complete the exercises she had been given. Her friend had also visited her home and helped re-arrange furniture so that it was easier for Betty to move around.

### Six weeks after discharge

Betty has now completed her rehabilitation and physiotherapy. She is happy with the support given to her post discharge. She is walking without crutches and doing regular exercise. Betty felt that the support programme and guidance given was good.



Your story has the power to  
make change happen.  
Share your experience of  
local care with us  
#ItStartsWithYou



## Conclusion

Healthwatch's intelligence from the last six months, suggests that the public experience of local health services has changed with more residents sharing positive stories of GP practices and community health services. Our feedback indicates that patients are enjoying better access to GP services. Whilst most of the people we spoke to consider themselves to receive good quality treatment and a high level of care from staff across most health services.

We are pleased to see that there has been a rise in the number of positive stories related to the Princess Royal University Hospital. However, we are still finding an inconsistency in experiences, long waiting times is an issue that needs to be evaluated. We believe that communication with service users should also be regarded as priority. Furthermore, improved internal communication within the discharge lounge will enable patients to have better care.

Healthwatch believes that King's College Hospital NHS Foundation Trust should concentrate on improving these areas of delivery and in ensuring consistency in their services across the borough.



# PATIENT STORY BY THEME

Positive Negative Neutral

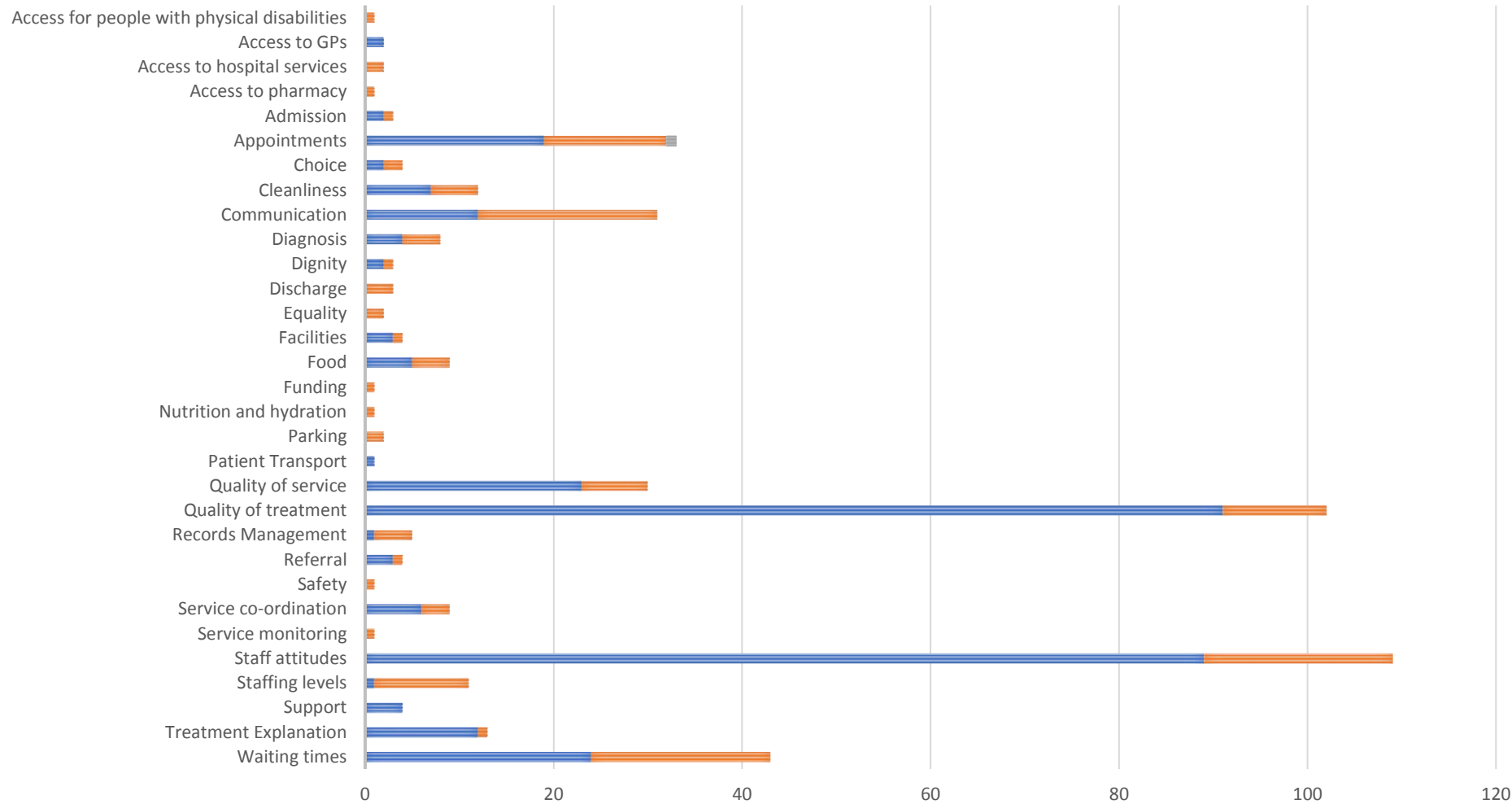


Figure 2.3



## Examples of positive patient stories received relating to PRUH

### Quality of treatment/care

“I have just had a surgical procedure which involved an overnight stay in surgical ward 4. Although it was only a short stay I was impressed with the general set up. The staff, both day and night did everything they could to make sure patients' needs were attended to. They were friendly, just generally very nice. The ward was clean, the food was good, and even the cups of tea were tasty. One of the patients had been there for several weeks and expected to be there for many more and she was more than happy with her care.”

**(Urology)**

“Thank you to all the staff in the A&E looking after me so well. The staff in the department work so hard”

**(A&E)**

“I arrived in A&E on Monday morning with a badly swollen ankle. I was greeted and processed immediately, after a short wait I saw the nurse who was brilliant and caring, they gave me some painkillers, explained I would need an X Ray and that they would do the paperwork after they had seen a couple of patients. At this point I was really impressed, obviously a triage system, I had been assessed and I felt in safe hands. After a short wait, I had my X Ray, again treated with utmost care. Back to A&E a bit of a wait which was to be expected, saw a Nurse Practitioner who was very thorough and then I was discharged.”

**(A&E)**

“I gave birth at the hospital on the 2nd June. The staff were lovely, we were well looked after. Both the Oasis Centre and Labour Ward were excellent. Oasis was very calming, I needed to return to the labour ward and the staff were thorough at explaining everything and reassuring both myself and my husband. I received 5 nights care at the hospital, the support from the maternity ward midwives was excellent.”

**(Maternity)**

“I have had a wonderful experience at the PRUH; I was able to have my operation within a month and came back for a monthly check up. They have very nice staff.”

**(Oncology)**

**Staff  
Attitudes**

“I have been meaning to write this review since giving birth to my first baby boy on 19th May 2017. The head matron completely changed my whole experience at the hospital - they were phenomenal in getting me my epidural that I was so desperate for. I cannot thank them enough as it seemed that before their intervention there was going to be a much longer and painful wait.”

**(Maternity)**

“I would like to register my highest praises to the doctor, ENT specialist, and the lovely nurses who assisted them during my minor procedure last Friday, 9th June. I was extremely nervous and afraid about the procedure. But the kind behaviour and professionalism demonstrated by this wonderful doctor was in my view commendable. I simply have no words to thank this kind and compassionate doctor”

**(Ear, Nose and Throat)**

“Thank you to the cardiology team and the doctor who took the time out to see me on the ward and reassure me everything was okay, they were so understanding and kind”

**(Cardiology)**

“I’ve just been discharged from the PRUH and I can’t thank everybody that helped me enough. I spent time on surgical 3 and PIU where all of the nurses and doctors were cheerful and helpful. Every one of them deserves a pay rise. Thanks for taking care of me so well.”

**(Planned investigation unit/Elective surgery)**

“I spent Monday night/Tuesday early hours in A and E with my Mother-in-Law. Yes, there was rather a long wait between seeing the nurse and the doctor but from phoning for an ambulance after the fall (ambulance took 15 minutes) the care and kindness we received was exemplary. The staff were so busy and still they smiled and were respectful and thoughtful.”

**(A&E)**

## Examples of Negative Patient Stories received relating to PRUH

**Communication** “My younger son, who has Crohn's Disease, was woken at 03:45 with severe pain and diagnosed with a kidney stone 4mm in diameter at the PRUH's A & E. Although the A & E doctor said that patients with kidney stones under 5mm in diameter were sent home, my son was admitted to the PIU by the Urology team and kept overnight, with no prior discussion or knowledge of either. In the morning, he was told that he might be moved to theatre and was therefore not allowed to eat or drink, although fluids are required to pass kidney stones. He was seen very briefly during rounds over 3 hours later and told that he would be discharged: few if any questions were asked, incorrect assumptions were made about the quantity and type of fluids he usually drinks and no advice was given re: possible methods of preventing recurrence.”  
**(A&E/Urology)**

“My husband was recently treated at the hospital which ended up him having to be admitted for 5 days, whilst in the hospital he was put on insulin as his blood sugars were 33 on arrival, his blood sugar readings continued to be high, he was given the hospital food which included a fruit juice drink, we found out ourselves that this causes the sugar levels to rise, we feel that a patient that has just been put on insulin should have a sign on the bed saying so, like when you put nil by mouth, we were not made aware at any time what he should and should not be eating, had I not been able to stay with him for longer than visiting hours we would never have known, it was my findings that made us realise what the problem was, he may have been able to go home earlier had his sugar levels been better”

“I had a laparoscopic operation 3 weeks ago at the PRUH. I had to stay 2 days and 1 night. The operation itself went good and the staff was friendly and helpful. I only have two concerns: 1- I had been on the waiting list for 9 months, which is quite long especially as I was in pain all that time and each month the pain got worse. 2- No one told me anything about the findings of the operation. Just only one person came to me after I was woken up from the anaesthesia, (he did not introduce himself to me) and I was very confused so I did not remember what he said. Until now I do not know what they found exactly!”

**(Gynaecology)**

“There have been frequent changes of doctors which means no continuity for the patient. Also, frequent changes of nursing staff which is upsetting for my father. I have not been able to get an update on my father who is very ill and 86 years of age. Staff do not seem to have his full records and we have not been able to see any senior staff.”

**(Medical Ward 6)**

	<p>“As a family member of someone admitted to the stroke ward, my initial feelings and observations were extremely positive. The Paramedics and Emergency Department were excellent, they were seen quickly by stroke team and found a bed on the stroke ward. However, the care I witnessed of my family member and of other patients was often poor. Hygiene and infection control was of low standard- the food was awful and unappetising. People who needed support with eating and drinking were left with little or no support. There was very poor communication between staff and patients and their families  <b>(Stroke Ward)</b></p>
<p><b>Waiting times</b></p>	<p>“In for a gastric procedure which was all okay. Unfortunately, the doctor concerned was 45 minutes late for the clinic.”  <b>(Gastrointestinal and Liver services)</b></p> <p>“Came in with my wife who has been moved out of A&amp;E as they are too busy. They can't find out what is wrong with her. She has been referred to ENT but they can't see her for 4 months.”  <b>(A&amp;E/ Ear, Nose and Throat)</b></p> <p>“I always have a long wait for appointments, I am never seen on time. More recently, I had an appointment that was cancelled at the last minute. They really need more staff to so they can offer appointments to every person who needs one.”  <b>(Outpatients)</b></p> <p>“Excellent service except for the waiting time. I broke both knees and had to call an ambulance, which took one hour to arrive. Arrived at 1am and was let out at 4pm the next day. Had to wait 17 hours in A&amp;E for X-Rays. Apologies were given as no beds were available; I was put in a makeshift bed.”  <b>(A&amp;E)</b></p> <p>“Like everyone I guess I attended the Surgical Admissions unit recently with much trepidation about the thought of surgery. I was admitted to the surgical ward with relative ease and without fuss or drama. I found the staff to be very friendly and most helpful. I have to say that I did have quite a long stay in the waiting area- (around 5 hours) as I was one of around 7 patients waiting for surgery on the day.”  <b>(General Surgery)</b></p> <p>“Why do we have to wait so long for an eye test in the Eye Clinic. I cancelled and left after waiting a long time.”  <b>(Ophthalmology)</b></p>

## Examples of positive patient stories received about Bromley services

### Quality of treatment/care

“I left Quebec Ward today following a total hip replacement four days ago. Every aspect of my treatment and care was outstanding and I think the other four patients on the bay were similarly complimentary. The whole facility is excellent, combining outstanding surgeons, a caring anaesthetist and hugely professional nursing, therapy and support staff. As it is so specialised one knows from the start that one is in very safe hands as the staff have supported patients through similar procedures many times previously.”

**(Orthopaedics, Orpington Hospital)**

“I was referred to the Bladder Clinic in January 2017 and have just been for my last appointment. The advice, care and information I received from all the staff has been exemplary; from making appointments, receptionists and meeting the nursing staff. The nurses have worked with me to resolve the issues I was experiencing and given me the information I needed to make these changes happen. I've never been rushed, talked down to or felt silly about asking questions and now feel so much more confident. Please don't be tempted to cut back on this much-needed service, it's vital that we continue to fund it and others like it.”

**(Bladder and Bowel management, Bromley Healthcare)**

“I was impressed with the professionalism of the surgeon and all other staff.”

**(General surgery, Orpington Hospital)**

“The staff were very helpful and I was seen by a nurse within 10 minutes of arriving on a Saturday morning. My treatment for an infected boil/cyst was dealt with professionally and in good time. My two repeat visits for dressing the wound were equally efficient and quick.”

**(Beckenham Beacon Urgent Care Centre)**

The doctors at this surgery are brilliant, they listen to you and do not mind how often you attend the surgery. The doctors explain the treatment and diagnosis, very good customer care.

**(Forge Close Surgery)**

**Staff attitudes**

“I have had several appointments with Theresa assessing me for tissue viability. Theresa has managed to get me an appointment with Mr Rashid at King’s College Hospital through her sheer persistence. When I received the appointment letter for the appointment with Mr Rashid I phoned Theresa straight away to let her know as she has spent so much time and effort in chasing up all sorts of people to get the appointment for me. Theresa has gone above and beyond her responsibility to sort this out for me, I get very emotional every time I think of her hard work in calling and calling doctors and their secretaries to get me an appointment.”  
**(Tissue viability nursing, Bromley Healthcare)**

“My ten-month-old daughter and I were seen today by nursery nurse, Navneet for my daughter’s development assessment. I valued the opportunity to openly talk about both the gains she has made and the difficulties we face. Navneet addressed each point in a supportive, caring and non-judgemental way. Thank you very much.”  
**(Bromley Healthcare / Children’s Community Nursing Team)**

“Nurses and Doctors were always friendly there and checked up to make sure I was okay.”  
**(Dermatology, Orpington Hospital)**

“Staff is very helpful and lovely. Good with kids. I always get appointments.”  
**(Park Practice)**

“My husband has locked in syndrome, communication is very difficult. Keith from Bromley Speech and Language came to see Geoff. He put himself completely in the frame for making sure Geoff’s needs were met. He gave us exercises for Geoff’s facial muscles and followed up with a meeting with St Cecilias nursing home’s management to ensure the exercises were carried out.

Geoff has an Eyegaze computer. Keith contacted the technical team to see how this could be utilised in the best way for Geoff. The team came several times and have worked very hard to make this device easier for Geoff to use. Keith gave a talk to management and cares about Geoff’s right to speech by using the Etran board. He helped with a demonstration and followed up with another visit.

Keith has been invaluable to Geoff’s progress and in helping the people who care for Geoff understand that Geoff can communicate given the tools he has. Thank god for people that care.”  
**(Bromley Healthcare / Speech and language therapy for adults)**

The majority of negative comments Healthwatch received were related to the PRUH. Here is a small selection of negative comments relating to other health services in Bromley.

### Examples of negative patient stories received about Bromley services

“I have been waiting for my son's blood test results for over three months. Every time I try and find out what's happening I don't get any call backs. This blood test is not a random one, it is for something serious. I suffer with anxiety and when I once again asked the receptionist what was happening, she accused me of being angry. I called again and another member of staff answered, she then said she was not going to deal with my call as I was rude to her colleague. I said I wanted to make a complaint and she said I wasn't allowed to.”

**(Eden Park surgery)**

“I feel the doctor was not willing to refer me and it took a long time to be seen.”

**(Dysart surgery)**

“The pharmacy provides a good quality of service. However, unless someone accompanies me I cannot access the pharmacy. It may seem ridiculous, but the door is too heavy for someone of my age to open. I am aware that this is not just an issue experienced by myself as i have seen fellow older ladies struggle to open the door. I have addressed my issue with the pharmacy, but they don't seem to have done anything about it!”

**(Beckenham Pharmacy, 70 high street)**

“My 3-year-old was seen by the audiologist today. I warned the audiologist in advance that my daughter had high anxiety levels regarding having a hearing test done (this is the 3rd attempt) and they dismissed it like it was silly. The audiologist proceeded to talk to my daughter in a demeaning manor and didn't try to put her at ease at all. They then told me when my daughter was beside herself crying (with dear) 'this is called a tantrum'. Utterly ridiculous behaviour around children. We had to leave the appointment without having the hearing test done. Bedside manner needs to be evaluated.”

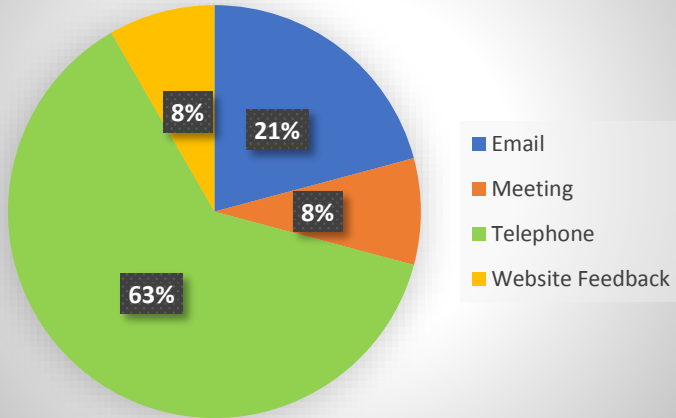
**(Children's audiology, Bromley Healthcare)**

“Every time I go for a blood test I end up walking out as it takes such a long time; I never know how much to put in the ticket machine, surely there must be an easier way.”

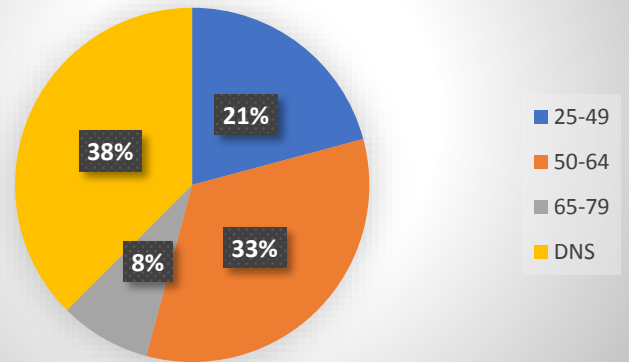
**(Phlebotomy, Beckenham Beacon)**

# Appendix

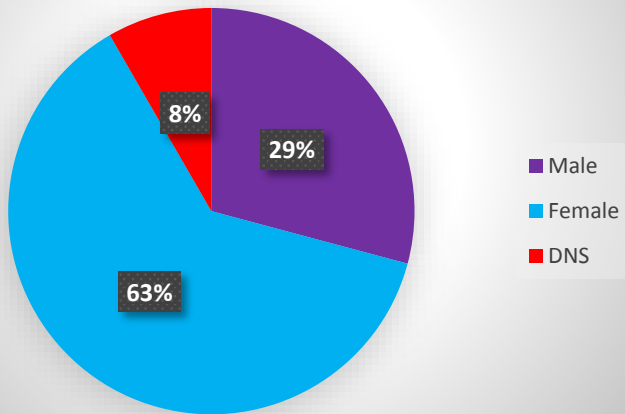
## Enquiries by source



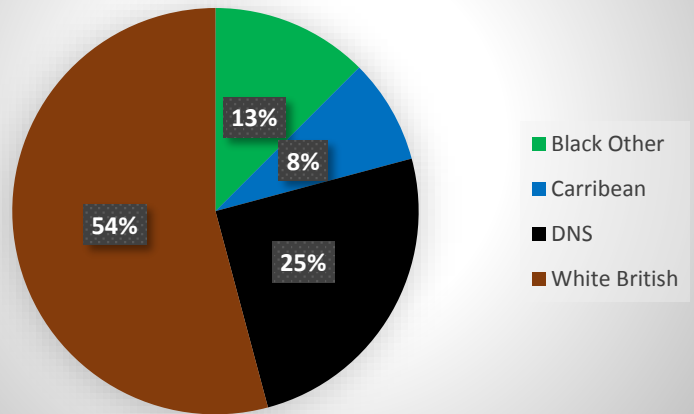
## Age breakdown of signposting enquiries



## Gender breakdown of enquiries

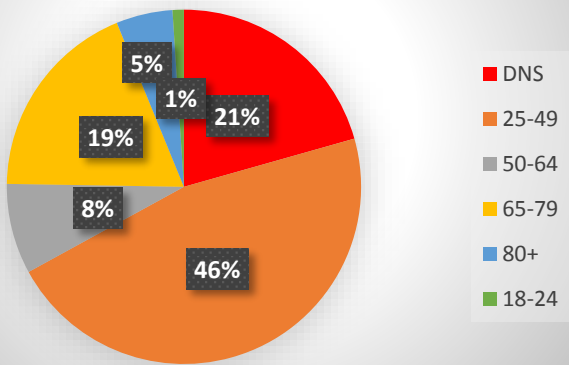


## Ethnicity breakdown of enquiries

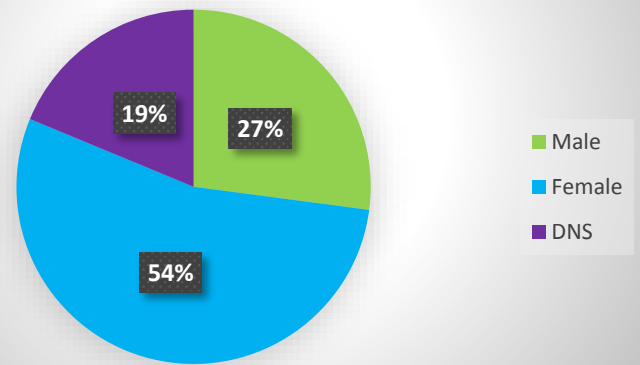




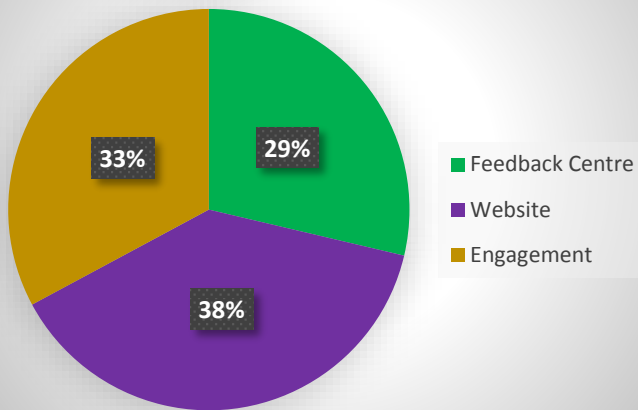
### Age breakdown of patient stories



### Gender breakdown of patient stories



### Patient story by source



### ETHNICITY BREAKDOWN OF PATIENT STORIES

