



**Healthwatch
Bromley**

Annual Report 2019-20

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Message from YVHSC CEO Tim Spilsbury

I am delighted to have the opportunity to introduce the second annual report for Healthwatch Bromley under Your Voice in Health and Social Care to reflect on what has been a hugely successful and ultimately challenging year. A year that has seen Health and Social Care services respond magnificently to extreme circumstances with the onset of COVID-19 and voluntary sector services work together to achieve the best possible outcome to support local efforts.

Healthwatch Bromley have continued their statutory responsibility to obtain the views of people about their needs and experience of local health and social care services, make those views known to those involved in the commissioning and scrutiny of care services, provide reports and make recommendations about how those services could or should be improved and promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.

Healthwatch Bromley received 2,268 patient experiences from which the key recommendations to services were improved communication between services and patients and improved access.

In total Healthwatch Bromley has visited over 100 Health and Social Care services, completing 7 Enter and View visits, publishing 8 reports that includes 33 recommendations.

This year the service has worked closely with the local authority to transition enter and view visits away from traditional hospital and Care home settings to encompass more community based services. This approach is a relatively pioneering initiative that is now being examined and replicated across other boroughs and it is a credit to the service and the Local Authority that this programme has been so successful.



'This year, 28 volunteers have regularly contributed their time, dedicating 1113 hours, contributing to 159 days given.'

This year, 28 volunteers have regularly contributed their time to the delivery of the service alongside 2 internships. This has resulted in 1113 hours being given to the service on a voluntary, unpaid basis, an increase from 890 hours last year. This translates to 159 days given to the service by our volunteers and through the YVHSC intern programme. I would like to take this opportunity to extend my thanks to our amazing volunteers without whom the service would be considerably poorer.

Our Committee members have continued to represent the public at key decision making Boards, contributing to meetings such as Health Scrutiny Sub- committee, Health and Wellbeing Board, Bromley Adult Safeguarding Board, Bromley Clinical Commissioning Group (CCG) Governing Board.

I would like to take this opportunity to extend my gratitude to all of our committee members and to the stakeholders that worked with us to give local residents a voice in shaping and influencing the local health and social care economy.

Finally I would like to thank the staff of Healthwatch Bromley who have worked diligently and conscientiously to deliver a service that continues to exceed expectations.

As we look forward to recovery Healthwatch Bromley will continue to support our partners whilst ensuring the local voice is represented and heard to ensure positive service growth and development across Bromley.

Thank you



Tim Spilsbury
Healthwatch Bromley
CEO

Changes you want to see

Last year we gathered 2,268 comments from people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Reduce waiting times and improve access to making an appointment with your GP surgery and Hospital.



+ Improve communication between services and patients.

About us

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review - sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis QC



South East London New Healthwatch Director



From the 1st April, the six Clinical Commissioning Groups (CCGs) in South East London, who are responsible for planning and buying our healthcare services and making sure that we have good provision of care, all merged to form a new CCG at the regional level. This new joint CCG covering Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark is called South East London CCG (<http://www.selondonccg.nhs.uk>).

Healthwatch Bromley along with the other five Healthwatch in south east London (Bexley, Greenwich, Lambeth, Lewisham and Southwark from day one wanted to make sure that what people are telling us is part of the new planning, monitoring and commissioning of services.

To support us we appointed Folake Segun as Director, South East London Healthwatch. Folake began on 1st April 2020 and is working with HW Bromley to create collective impact and to push the inclusion of local people's views and needs in decision making.

We are going through unprecedented times, with rapid changes rolled out across health and social care. During the lockdown period and over the next few months and years, you may have to use services differently. Your feedback is as important as ever to get things right.

Please do get in touch with us and encourage your friends and family to share their experience too - so that we can make care better for borough residents and everyone in south east London.

Our committee

The Healthwatch Bromley committee is made up of local people who play a vital role in helping to guide our work and projects. They meet on a quarterly basis, providing strategic direction, closely reviewing our patient experience reports and quality checking our work plans, research reports and other materials. The committee represents the organisation at a number of external committees and meetings including: the Health and Wellbeing Board; Bromley CCG Governing Body; Safeguarding Adults Board and Orpington Health and Wellbeing Project Board to name but a few.

Healthwatch Bromley Work Plan Committee

The committee plays an important role in overseeing Healthwatch Bromley's strategic direction, monitoring, and advising the progress of Healthwatch Bromley against its work plan.

We have Committee members who embody a variety of different backgrounds and experiences.

This year our committee membership has changed and we have welcomed members with expertise in healthcare, consumer rights and policy. The committee, utilises their expertise to inform and influence the projects and work we do at a grassroots level.

The Work Plan Committee is currently made up of 4 members and have met 4 times during the year. Two members left the committee this year, of which 1 has continued to volunteer with us. We successfully recruited 2 new members joining in the new financial year.

Our Committee Members are:

Pat Wade, Frances Westerman, Helen Norris and Carol Ellis

We would like to thank all our Committee Members who have given many of their hours to help us achieve our goals. We have valued the knowledge and skills in helping to support the direction of Healthwatch in the London Borough of Bromley.

Messages from our committee members



Carol Ellis

I have been a volunteer with HWB, gathering patient experiences, for nearly three years and in mid-2019 joined the HWB Committee. Having previously worked as a lay inspector for the CQC, I was delighted to be able to join an organisation that exists to support, and give voice to, residents of Bromley on medical and care related issues. It is always encouraging to receive positive feedback but equally important to build on experience and pass on the views of our residents in order to help develop services that fully meets their needs.



Pat Wade

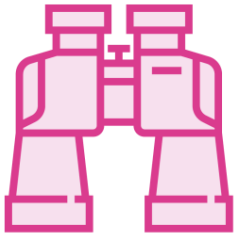
I have been involved in most of the health watchdogs for over last 20 years and am a strong believer in the need for a body of local independent people who are able to contribute constructively to the health provision in the area, to ensure that it is both of a high standard and locally appropriate. My background before retirement is in administration and organisation and I have a particular interest in governance.



Helen Norris

I have been a member of the Healthwatch Bromley Committee since January 2019. I chair my local GP practice Patient Participation Group (PPG) and was for some years a member of the Bromley Patient Advisory Group. As a committee member I aim to bring my professional, life and health service experience to support the work of Bromley Healthwatch. This work is particularly important in SE London (SEL) just now, when all six local Clinical Commissioning Groups (CCGs) have amalgamated to form one SELCCG and local borough influence and accountability may decrease, and when Covid-19 is severely affecting health and care provision. In the coming year I would like to see Bromley Healthwatch working more closely with other patient engagement and consultation vehicles in the borough, e.g. One Bromley Patient Network and PPGs, to ensure that patients' views and experiences influence future health and care provision.





Our vision is simple

Health and care that works for you.
People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchbromley.co.uk

Twitter: @HWBromley

Facebook: @healthwatch.bromley

healthwatch
Bromley



Highlights from

Our Year



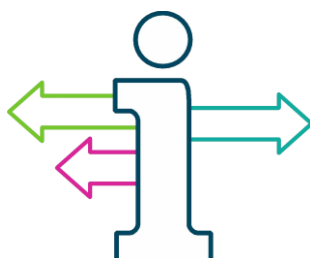
Find out about our resources and the way we have engaged and supported more people in 2019-20. **Our resources:**



2,268 comments on health and social care services shared with us



We had 28 volunteers and 2 internship placements helping to carry out our work this year. In total, they gave up a total of 1113 hours or 159 days!



74 people accessed Healthwatch advice and information through contacting the office.



We visited 100 services, across health and social care including community and voluntary sector groups and events to understand people's experiences of care.



7 Enter & View visits were made to Care Homes and non residential setting across Bromley. 33 recommendations were made for improvements.



We posted and published 8 reports including Quarterly Patient Experience reports and Enter and View Reports. .



How we've made

a difference



Changes made to your community

One of Healthwatch Bromley's key roles is to visit health and social care services and see them in action. The purpose of an Enter and View visit is to observe the nature and quality of a service and collect evidence of what works well and what could be improved to make people's experiences better.

Healthwatch can use this evidence to make recommendations and inform changes both for individual services as well as system-wide.

Impact of Enter & View visits in improving care in Care Homes

This year Healthwatch Bromley carried out 7 Enter & View visits. Three to Care Homes and four to non residential community based services in the borough. The non residential services were Bromley Well, Dementia hub, Bromley Y and Bromley Mencap Parental Drop-In service.

These visits were recommended from Bromley Council contract compliance team. The aim of our care home visits is to evaluate the impact of recommendations made as a result of previous CQC visits rated below "Good". Additionally we may focus on evidence from the council's own internal Quality Assurance visits and reports, and consider any concerns raised by health or other professionals.

Examples of some of the improvements made in response to our recommendations, include:

- + Clearly displayed and updated Food menus and activity boards for the residents
- + Comfortable chairs and garden paving implemented
- + Ensure adequate staffing levels, support and training for volunteers.
- + Improved lighting and changing the decoration of some walls to freshen up.

To see the reports from these visits and all our Enter & View reports, please visit our website.

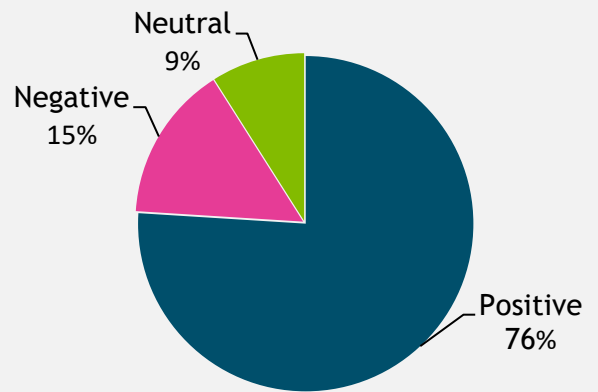
Talking to relatives at Care Home visit



Patient Experience Reports

Healthwatch Bromley visits health and social care services to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Their experiences are collected via local events, meetings, email, post, telephone, our website, outreach and national services. This year, we received 2,268 comments from local Bromley residents.

Overall, Community health, GP and hospital services were positively received as 84% of Community health' reviews, 76% of GP reviews and 67% of hospital's reviews were rated 4 stars or above!



Trends in Patient experience

Negative trends identified

- “Excessive waiting times and communication issues for hospitals
- “Difficulty in booking appointments” at preferred times for GPs.”

Positive trends identified

Quality of care and staff attitudes at hospital services, GP, social care services and pharmacies.



“The staff are welcoming. I have been a patient in this GP surgery for more than 20 years and I am comfortable with my GP and all the staff.”
Poverest Medical Center

“I had a stroke six months ago and was rushed into hospital for some tests and TLC. The staff were magnificent and I had heard some horrible stories about the care but it was fine. I am recovering well.”
Cardiology, Princess Royal University Hospital, Kings College Foundation NHS Trust

Engagement with the Public

Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Bromley.

Big Health Day Event

In April 2019, HWB participated in a Big Health Day Event hosted by Bromley Together. People with learning disabilities shared their experiences of health and social services.

They told us about difficulties experienced when booking for GP appointments over the phone due to communication barriers. Also, they expressed the need for longer GP consultation time.



St Mark Church Event

In May 2019, HWB delivered a presentation to St Mark's Church lunch club Group.

The issues identified were around access to GP appointments and how to make complaints to GP and hospitals. We shared with them the relevant complaints leaflets and signposted them to the specific organisations.





The story of our Autism study

In December 2019, Healthwatch Bromley launched the Autism Care Pathway survey in order to gain feedback from adults with autism, and their families, around the support received from local health and social care services.

Over a 2-month period, we collected 40 responses to the survey, with 12 being completed by people with Autism and 28 by carers/family members.

The feedback highlighted some issues around the Autism Care Pathway in Bromley, particularly around diagnosis, with a significant number of responders highlighting that they waited more than one year to receive a formal diagnosis. One family, whose child was self-harming, took on debt to secure a private diagnosis.

“We felt we had no choice but to take out debt and see someone privately because our child was self-harming and the wait on the NHS was 18 months minimum.”

There were mixed experiences once a formal diagnosis had been received. In some cases, it enabled easier access to services and support. Despite this, some experienced lack of involvement in their care and treatment and experiencing varying levels of stigma, discrimination and neglect across health, social care, and educational settings.

The report is due for publication in July 2020 and can be accessed via our website.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchbromley.co.uk

t: 0203 3886 0752

e: info@healthwatchbromley.co.uk

Autism Care Pathway Key Findings

- The majority of people were diagnosed by NHS services (63%), at some stage in their childhood (before the age of 18).
- Two thirds of people (64%) indicated they had not been assessed for care needs and the vast majority (77%) said they did not receive help.
- Communication was a leading issue - 59% of people (who did not receive support for care needs) did not know whom to contact to receive help.
- Stigma and potential discrimination were demonstrated to occur within schools, and health and social care services. 31% of people cited issues with poor staff attitude.



Key Themes

1. User involvement

Some participants reported facing stigma, and perhaps discriminatory attitude, at schools, colleges, GPs and social care services. People mentioned that they are not being involved in their own treatment and care - for example a GP talking to the parents, or using language the patient does not understand.

2. Parents and Carers

The survey showed that much of the care burden falls on families, and some report that their loved ones are 'entirely dependent' on them. In one case, we heard that parents had to reduce working hours to take on significant care role and additionally impacted the family finances.

3. Communication

The research found that additional care needs are often not supported, and the majority of those requiring help do not know whom to contact, to secure assistance - resulting in deteriorating physical and mental health. Additionally, the need for more autism friendly staff training and practices to across the care pathway of care for this living with autism and their families.

4. Social Opportunity

There is evidence that lack of choice within Bromley limits people's opportunities to integrate, for example, to socialize, find employment, and live fuller lives. We heard that some people travel out of borough to access social groups, while others, having obtained job skills and training locally, unable to find employment near where they live.

Long
Term
Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

180 people shared their views with Healthwatch Bromley

2 focus groups with mental health and learning disabilities groups held and 24 people engaged

127 people completed the NHS Long Term Plan survey

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the ‘Long Term Plan’ in January 2019, setting out its’ key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here’s a summary of our work and what we found. What do people want?

- Better communication between, patient, staff and organisations.
- Residents with learning disabilities and Autism would value accessible information.

“There was no choice in deciding where I was going for my healthcare, I was just told”.

At Healthwatch Lewisham we asked people #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on is:

- Greater access for help and treatment when it is needed and required
- Easier access to information to inform personal healthcare decisions
- For professionals to listen to their concerns

What are we doing about it?

All the feedback has been shared locally and regionally with our key local authority and CCG partners, as well as all those that took part and shared their views. The findings and reports are helping to shape new plans and commissioning.



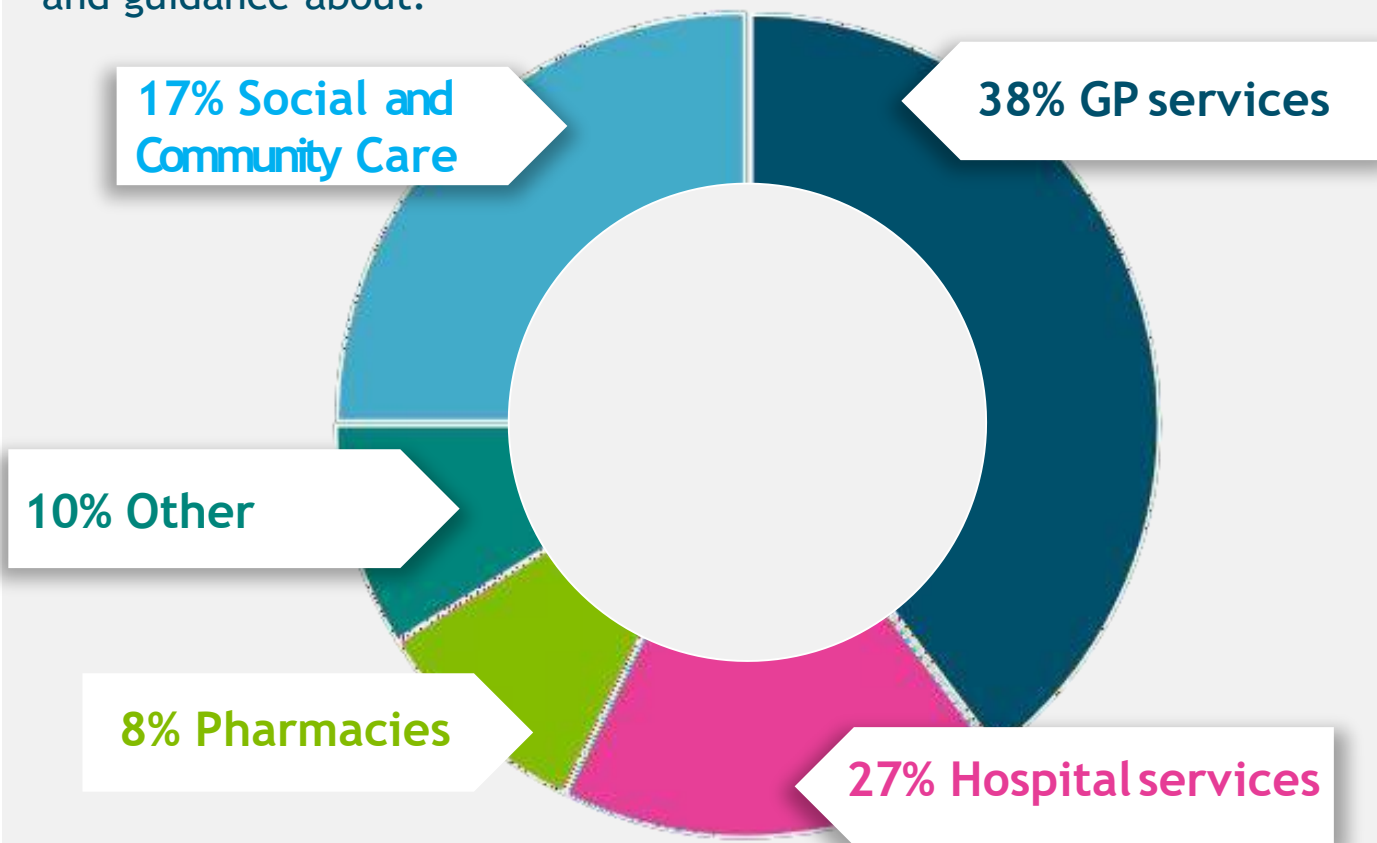
Helping you find the answers



What services do people want to knowabout?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people want information and guidance about:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 74 people access the advice and information they needed through one-to-one guidance and signposting.

You can come to us for advice and information in a number of ways including:

- + Accessing specific advice and information online
- + Using our contact form
- + Talking to us at community events and information stalls
- + Receiving helpful information on services via our social media channels
- + Contacting us over the phone

Case study:



I contacted Healthwatch after my mother passed away in 2018. She was misdiagnosed with a frozen shoulder by the PRUH and referred to several physiotherapy centres for treatment. She was later sent to Kings where she was diagnosed with Motor Neuron Disease. After that, she was placed in a home and passed away soon after. I contacted Healthwatch Bromley to find out how to make a formal complaint. Thanks to their help, I am now in touch with Advocacy for All who are taking my case forward.

Case study:

I was unable to book an out of hours GP appointment with my GP. I was confused about how to proceed. Then, Healthwatch Bromley contacted my GP who referred me to a hub practice and I finally got an appointment. I would like to thank Healthwatch for their quick response.





Listening and giving advice

Providing a friendly ear and making sure that people are supported to make their own decisions about what to do

The health and social care landscape is complex and confusing with lots of different organisations involved. When people have received poor care or just have a feeling that something is not quite right, they often don't know where to turn. When health and ongoing care is at stake, people are often also wary of making formal complaints, and don't have confidence that the system works properly.

This is where Healthwatch Bromley Information & Signposting Service steps in.

We are at the end of the phone to provide a friendly ear and listen to your story. Often people just need to talk things through and this process in itself can be therapeutic and allow people to think clearly about what they want to do next.

The majority of our Information & Signposting calls are of this nature. It's simple; we take the time to listen and make sure that people know their rights and where to go if they want to take things further.

“Thank you for your advice the health visitor service is now in place”
(Hospital Discharge Patient)



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.
w: www.healthwatchbromley.co.uk
t: 0203 3886 0752
e: info@healthwatchbromley.co.uk

Volunteers



How do our volunteers help us?

At Healthwatch Bromley we couldn't make such an impact without the support of our 28 volunteers who are dedicated to improving services in their community.



- + Raise awareness of the work we do in the community
- + Visit services to make sure they are meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

Volunteers ensure the voices of all communities are heard

Thanks to our diverse range of volunteers, fluent in additional languages such as French, Polish, German and Urdu, we have been able to reach and interact with people from all communities in Bromley.

Our volunteers visit health and social care services every day to talk to and hear from patients, service users, carers and relatives about their experiences of local services. During the year our volunteers helped gather 2,268 patient experience comments.

The themes and trends of these voices are highlighted in Quarterly Patient Experience Reports. We use this report to work with our partners - both those that buy services and those that deliver services for the people of Bromley - to share your views and push for change where it is most needed. Throughout the course of this year we saw some strong recurring trends around access and administration issues for both GP and hospital outpatient and A&E services.

'I am part of a team of volunteers fluent in Polish. I have assisted the Healthwatch Bromley team in translation of information and leaflets.'

For more information and to see our reports visit the reports section on our website.

Meet our volunteers

Here is a small group of our fantastic volunteers who demonstrate how volunteering can positively impact the lives of people living in Bromley.



Emma, Enter and View Volunteer

My name is Emma Clarey and I'm a trained nurse who has worked in both health and social care settings. As part of my role as an Enter and View representative volunteer at Healthwatch Bromley, I visit health and social care settings to assist service providers to gain a strong vision of what their client expectations are. We visit services and provide managers with anonymised feedback and findings from our visits. I enjoy working alongside colleagues who are providing care, to assist in maintaining or raising standards to help meet service user's needs.



Gerda, Project Volunteer

I have enjoyed contributing to the public engagement work of HWB. It enabled me to use my experience in public policy development and patient engagement to inform HWB's database of patient experience. I found it interesting seeing different service points across the borough and enjoy talking to a wide range of Bromley residents about their interaction with health and social care providers. Throughout we were supported by HWB staff and other volunteers.



Wiktoria, Project Volunteer

I am an undergraduate student at London Metropolitan University, currently studying Health and Social Care. Volunteering at Healthwatch Bromley was a part of a placement at university. The manager and the team of other volunteers welcomed me amicably and professionally. Being a part of a team and helping others gave me satisfaction and significantly increased my confidence and self-esteem. The experience of volunteering helped me develop a more positive attitude towards work and resulted in improving my mental and physical health.

Volunteer with us



Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: www.healthwatchbromley.co.uk

t: 020 388 60752

e: info@healthwatchbromley.co.uk



‘The views and stories you share with us, are helping to make care better for our local community’



Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2019-2020 we spent £77,902

100% Funding received
from local authority

£78,181
Total
Income



20% Central
costs/Contingency

23% Operational costs

£77,902
Total
expenditure



57% How much we
pay our staff

Our plans for next year



Message from Our Operations Manager

Message from our Operations Manager

Thank you for taking the time to read Healthwatch Bromley Annual Report. This year Healthwatch Bromley said farewell to our long standing staff member Peter Todd who retired in December 2019. We recruited two new part time team members in March 2020, Mohamed Essoussi and Aastha Kamboji. We have continued to sustain amazing support from our dedicated and committed core group of volunteers and committee members. Including two internship placements this year, volunteers have collectively made a significant contribution, with a total of 1113 hours or 159 days given to the service.

This year we gathered over 2,268 comments on health and social care services, visited over 100 different services. We also extended 4 out of the 7 Enter & View visits to non-residential settings. Please refer to website for these reports. We have continued to work with a wide range of Health and social care organisations.

Towards the end of the year, and in response to Covid 19, we have adapted and enhanced our stakeholder engagement, utilising online platforms, social media and weekly virtual community engagement sessions to continue to build on our relationships with our local residents and health and social care organisations.

During 2020-21 our priorities include:

- Developing our engagement program with focuses on social care, mental health, sexual health, sheltered housing and carers and families across Bromley.
- Reaching out to people to find out about their experiences of mental health care.
- Working with commissioning and provider partners to realise improvements based on the recurring themes and trends found in our Quarterly Patient Experience Reports.
- Working in partnership with Bromley council to examine the workforce issues in domiciliary care by gathering feedback from the workforce in this sector.

In a climate of changing and challenging times - with the onset of Covid 19 - for communities and the health and social care sector, we will make sure the voices of the most vulnerable can be heard, and by working together, ensure that opportunities for improvement can be realised.

I would like to say a big thank you to the thousands of you who have shared your experiences with us, and to our team, committee members and our volunteers who have been instrumental in supporting the successful delivery of our work programmes during 2019-20.



Mina Kakaiya
Healthwatch Bromley Operations
Manager

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary and statutory organisations that have contributed to our work
- + Our commissioning partners at Bromley CCG and Bromley Council who have supported us and opened doors for us to have your voices heard at the right places
- + Our provider partners who have given access to their services for our staff and volunteers, enabling us to reach patients and hear their experiences

‘We welcomed your visits to our service as it gave us an opportunity to showcase the positive impact our intergenerational sessions are having with our residents’

*Saira Addison- MindCare Dementia support-
Dementia Services Manager*



Contact us



Healthwatch Bromley

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Your Voice in Health and Social Care are the contract holding organisation for Healthwatch Bromley as of 01/04/2018

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- + info@yvhsc.org.uk
- + Company Number - 08397315
- + Reg Charity Number - 1154672

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

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