

Q3 Patient Experience Report

Healthwatch Bromley
October – December 2022



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Layout of the report

This report is broken down into five key sections:

- **Quarterly snapshot**
- **Experiences of GP Practices**
- **Experiences of Hospital Services**
- **Experiences of Dental Services**
- **Experiences of 'Other' Services**

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Bromley residents have told us within the last three months. Additional deep dives relating to the different sections are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our review of the Patient Experience Programme. Therefore, there will be gaps in data for Q1 and Q2 of the 2022/23 financial year.

Introduction

Patient Experience Programme

Healthwatch Bromley is your local health and social care champion. Through our Patient Experience Programme, we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals, and community centres



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

This quarter, we continued to develop our PEP by :

- Creating a new Patient Experience Form, that includes specific questions relating to GP, hospital and dental services which are the three service types we typically collect most feedback about.

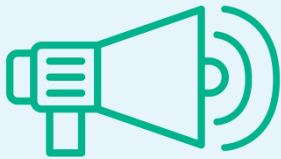
Q3 Snapshot

This section provides a summary of the number of experiences we collected during this quarter as well as a breakdown of positive and negative reviews per service. We analysed residents' rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Engagement

645 reviews

of health and care services were shared with us, helping to raise awareness of issues and improve care.

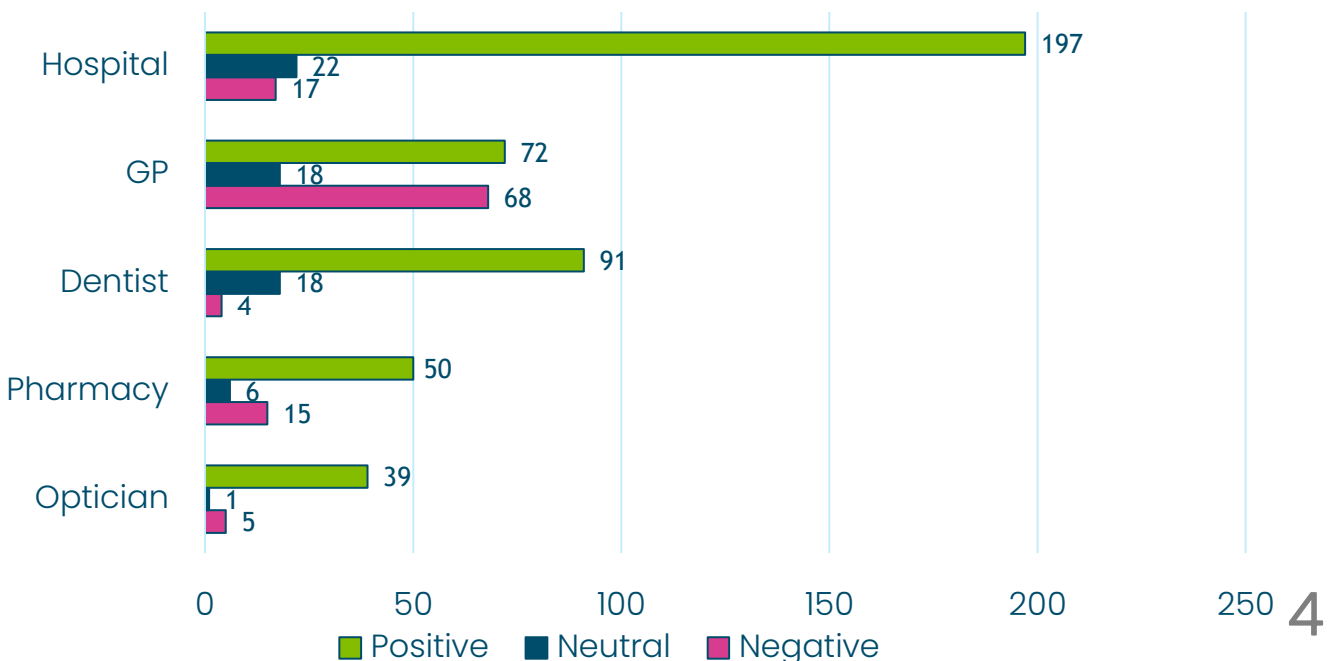


56 visits

were carried out to different local venues across the borough to reach as many as people as possible.

Top 5 Service Types	No. of Reviews	Percentage of total reviews
Hospital	236	37%
GP	158	24%
Dentist	97	15%
Pharmacy	71	11%
Optician	45	7%

Service Type by Sentiment



Experiences of GP Practices



What people told us about GP Practices

"Great staff, really friendly and knowledgeable. I've never had any trouble getting an appointment."

"Doctors are lovely and helpful, but it is hard to see them. Things do not get followed up."

"Always on top of it. Phone me to check up. Easy to get appointment, excellent service."

"Can never get an appointment, staff are very rude."

"This practice is amazing, the receptionists, the doctors and the nurses are so polite, friendly, caring and thorough with every visit."

"What was once a great practice has slowly and steadily lost its capability to treat you as an individual.."

"Each time I've had reason to contact the surgery recently they have been excellent."

"Computer says no receptionists. Really frustrating dealing with this practice."

GP Services

No. of Reviews	158
Positive	46%
Negative	43%
Neutral	11%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

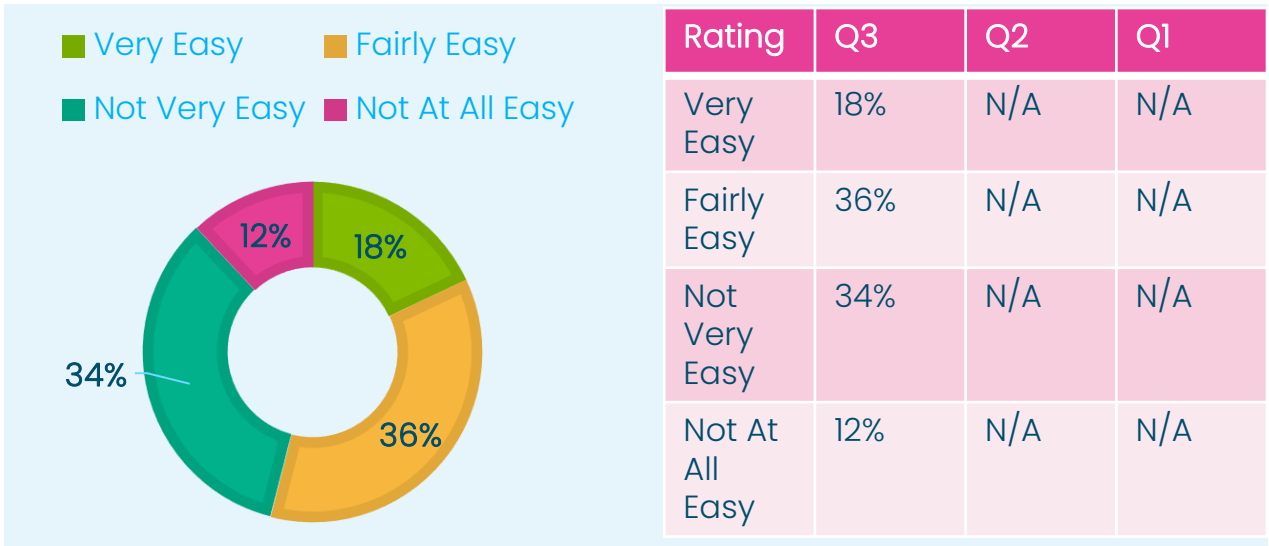
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5* (**Terrible – Excellent**)



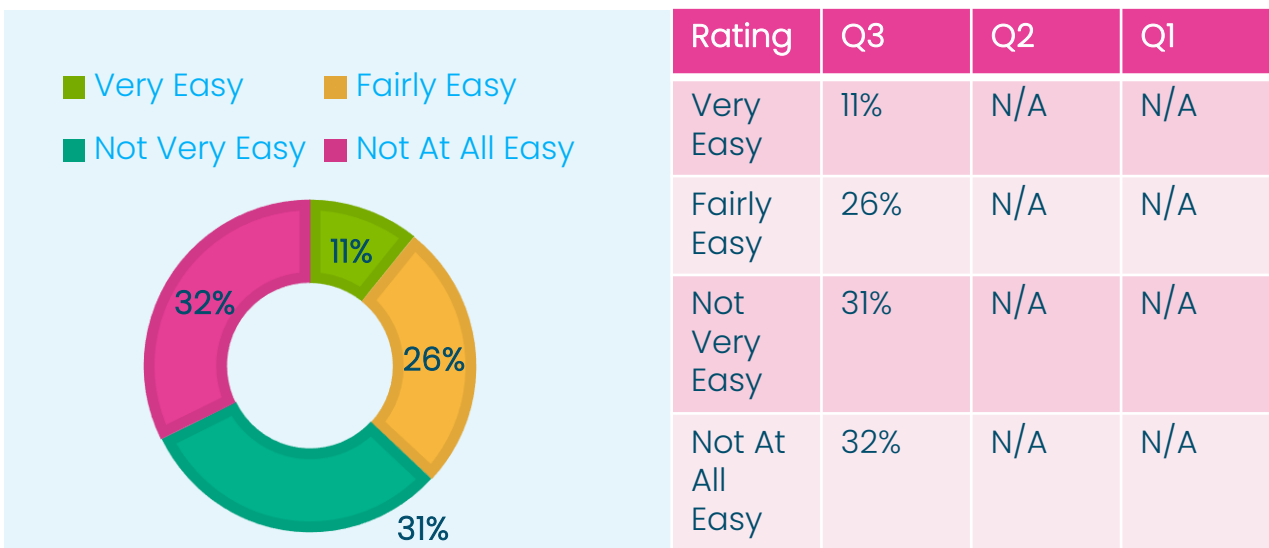
Access and Quality Questions

Q1) How do you find getting an appointment?



During October- December residents told us that they found it either 'Fairly Easy' (36%) or 'Not Very Easy' (34%) to get an appointment from their GP Practice'. Only 18% considered it 'Very Easy'.

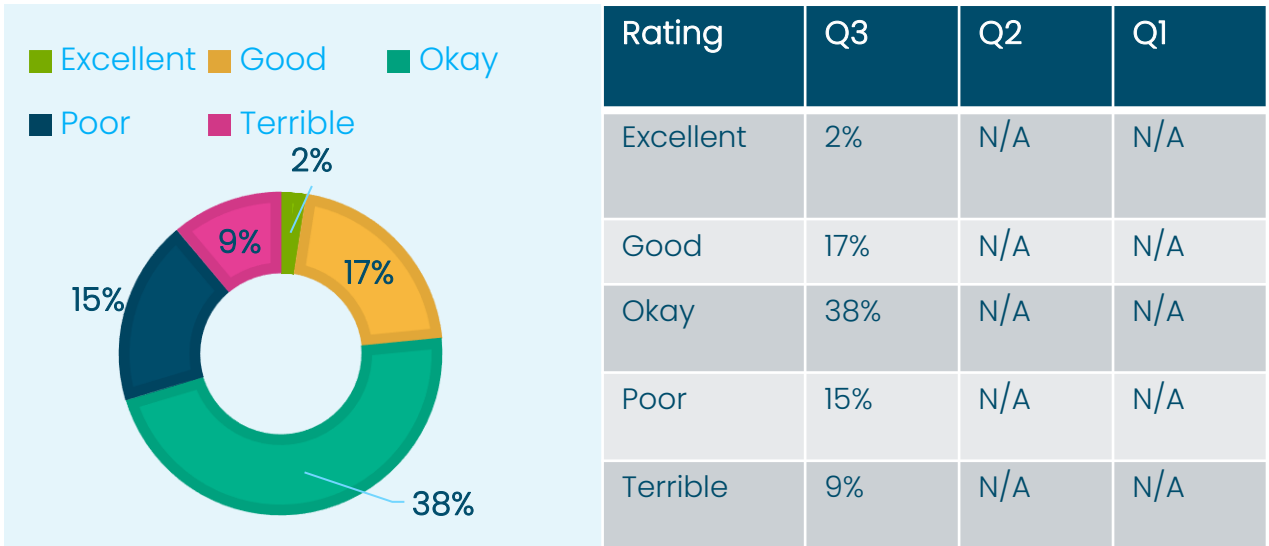
Q2) How do you find getting through to someone at your GP practice on the phone?



Getting through on the telephone was 'Not At All Easy' for 32%, 'Not Very Easy' for 31%, , and only 11% found it 'Very Easy'.

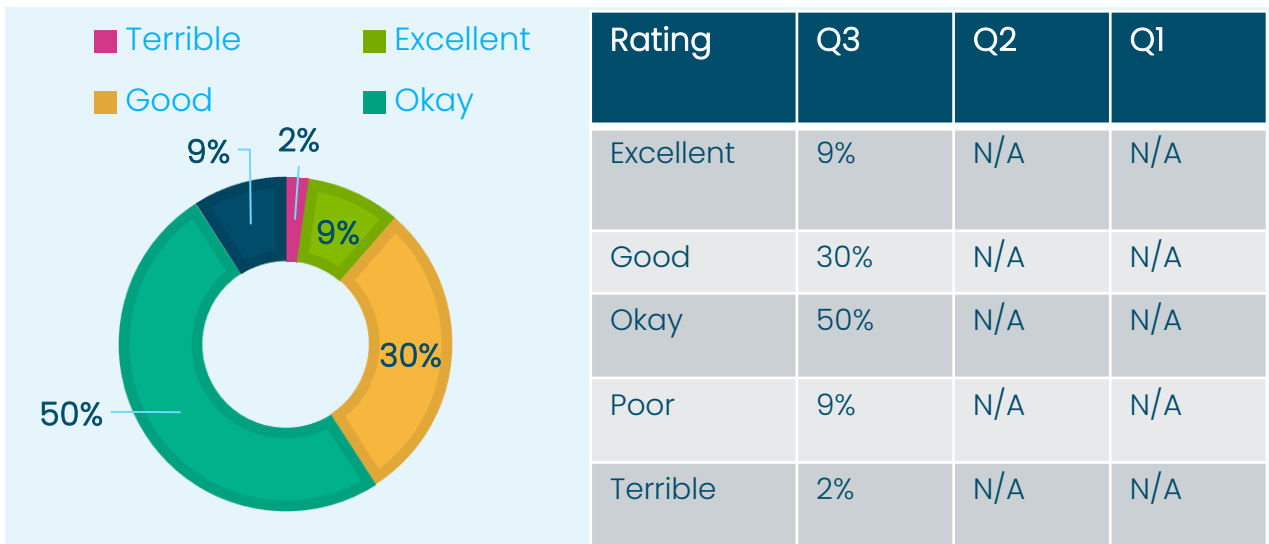
Access and Quality Questions

Q3) How do you find the quality of online consultations?



During October- December, we found that residents were mixed about the quality of online consultations. The majority (38%) said it was 'Okay'.

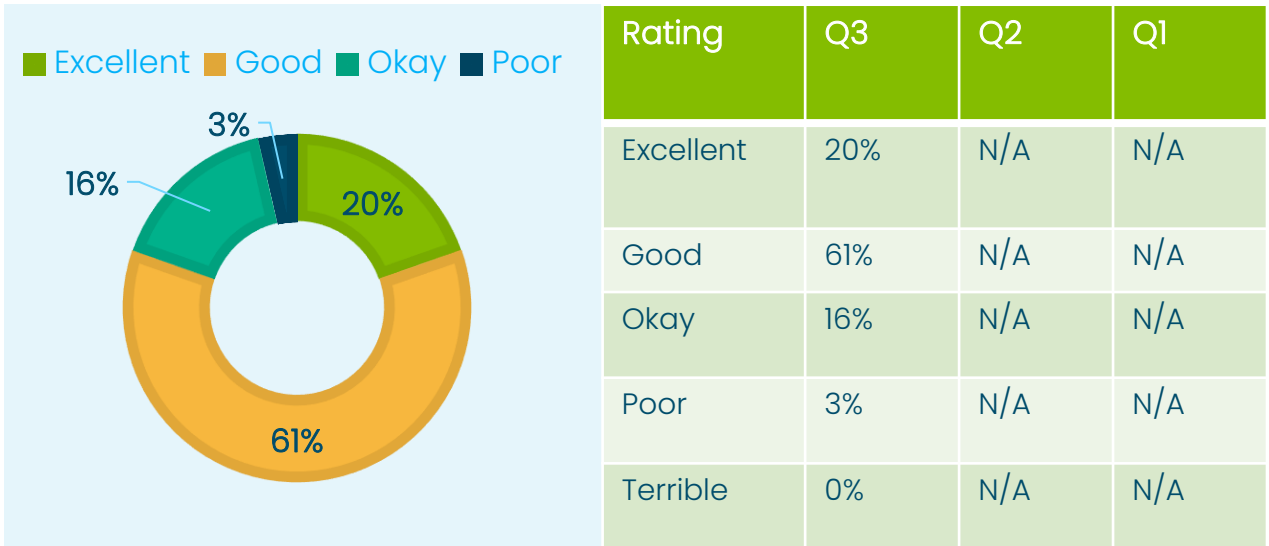
Q4) How do you find the quality of telephone consultations?



50% of people we engaged with considered their last telephone consultation to be 'Okay' and 30% considered it to be 'Good'. The ratings were low for 'Poor' (9%) and 'Terrible' (2%).

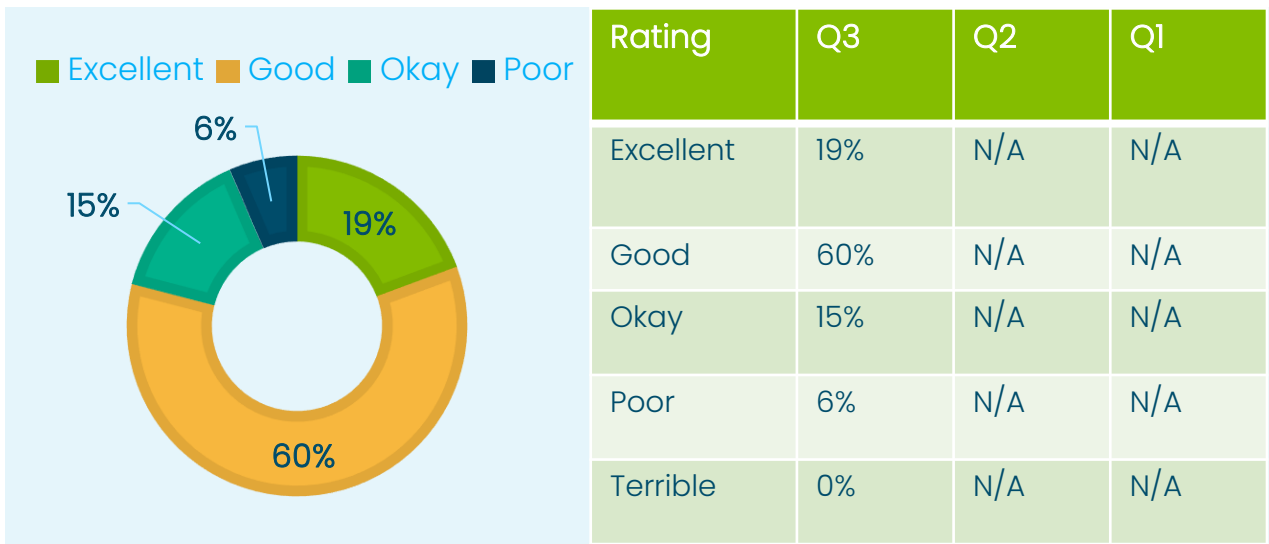
Access and Quality Questions

Q5) How did you find the attitudes of staff at the service?



Most residents we spoke to over the last three months said the attitude of staff at the service was 'Good' (61%). Only 3% considered their experience 'Poor'.

Q6) How would you rate the quality of treatment and care received?



The quality of treatment and care provided by GP practices is primarily considered 'Good' during October–December (60%). Only 6% considered their experience 'Poor'.

Thematic analysis

In addition to the specifically tailored questions we ask about GP practices we also ask two further questions (**What is working well? and What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to five themes and subsidiary themes are applied. The charts below show the top five positive and negative issues received between October and December 2022.

A list of the themes can be found on the Healthwatch Bromley website.

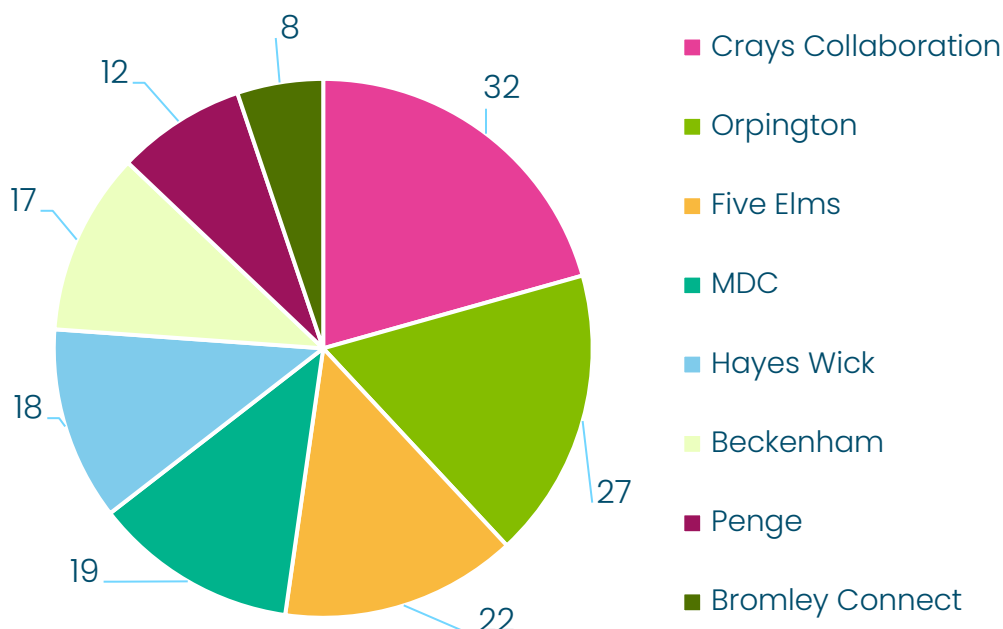
Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Communication with patients	33	Appointment availability	33
Staff attitudes	14	Getting through on the telephone	27
Quality of treatment	14	Booking appointments	26
Quality of staff – health professionals	11	Communication with patients	19
Experience	12	Staff attitudes	10



Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within the London Borough of Bromley there are 8 PCNs.

Between October and December, the services which received the most reviews were Crays Collaboration, followed by Orpington and then Five Elms.



In order to understand the variance of experience across the borough we have compared the PCNs by their average overall experience rating. We have also identified the top 3 positive and negative themes for each PCN. Trending issues have been highlighted.

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Crays Collaboration	3	1. Communication with patients	1. Appointment availability
		2. Staff attitudes	2. Booking appointments
		3. Booking appointments online	3. Getting through on the telephone
Orpington	3.5	1. Communication with patients	1. Getting through on the telephone
		2. Staff attitudes	2. Appointment availability
		3. Quality of treatment	3. Communication with patients
Five Elms	4	1. Experience	1. Booking appointments
		2. Communication with patients	2. Appointment availability
		3. Quality of staff	3. Staff attitudes

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2022



Communication with patients

The majority of reviews that we gathered for GP practices spoke positively about communication with patients.

"Good staff, very friendly. Lovely doctors. Have always been very informative + helpful on my visits"



Staff attitudes

61% of residents that we spoke to over the last three months said the attitude of staff at their GP practice was 'Good'.

"Always on top of it. Phone me to check up. Easy to get appointment, excellent service."



Quality of treatment

The quality of treatment and care provided by GP practices was primarily rated 'Good' during October-December (60%).

"I have used the surgery for over 30 years and always found it to be very professional and efficient."



Quality of staff – health professionals

A number of reviews that covered quality of staff – health professionals were positive. Residents were exceedingly pleased with the care they received from their GP practice.

"The reception staff always try to be accommodating and during the pandemic the level of professionalism they showed is to be commended."



Experience

A number of reviews were positive about a patient's overall experience with their GP practice. They covered quality of treatment, booking appointments online and levels of professionalism.

"Good staff, very friendly. Lovely doctors. Have always been very informative and helpful on my visits."

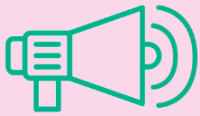
What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2022



Appointment availability

During October- December residents told us that they found it either 'Fairly Easy' (36%) or 'Not Very Easy' (34%) to get an appointment from their GP Practice'. Only 18% considered it 'Very Easy'.



Getting through on the telephone

The majority of residents said getting through on the telephone was either 'Not At All Easy' (32%) or 'Not Very Easy' (32%). Only 11% found it 'Very Easy'.

"The telephone system is hopeless. Following a very very long recorded message the phone goes dead."



Booking appointments

A number of reviews commented on the difficulty of booking appointments. 34% of people rated it 'Not Very Easy' and 12% rated it 'Not At All Easy' to get an appointment from their GP Practice'.

"Can never get an appointment."



Staff attitudes

Most residents we spoke to over the last three months said the attitude of staff at the service was 'Good' (61%). However, some negative feedback was also shared relating to communication and customer service.

"Terrible, rude, unfriendly staff."



Communication with patients

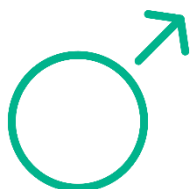
Whilst only 3% of people considered their experience with staff 'Poor', this quarter did show negative comments related to communication with patients.

"Receptionist customer service appalling."

Equalities snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



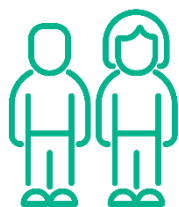
Gender

During the last three months, the majority of responses (77%) we received were from women (including trans women). The majority of people (46%) gave their GP practice an overall rating of 4*.



Age

55-64 year olds and 25-34 year olds had the highest percentage of positive experience.



Ethnicity

The majority of people (76%) identified as White British. 67% of these individuals rated their experience with a GP as positive.



Disability

5% of residents we spoke to considered themselves to have a disability or long-term condition. Their experience of their GP practice was split equally between positive (50%) and negative (50%).

Experiences of Hospital Services



What people told us about Hospital Services

"This hospital is one of the best in the country."

"It's a good hospital. A&E has huge waiting times."

"The staff are nice, good communication and sign posting to other services and seen on time."

"Parking is an issue. No disabled car park that is awful. I was about to miss my appointment."

"Quick and efficient. All staff are very kind and caring."

"Transport to escort patients to and from home could be improved in regard to waiting times."

"The staff are kind and treatment is good.."

"They mixed up my appointment dates.."

Hospital Services

No. of Reviews	197
Positive	83%
Negative	9%
Neutral	7%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

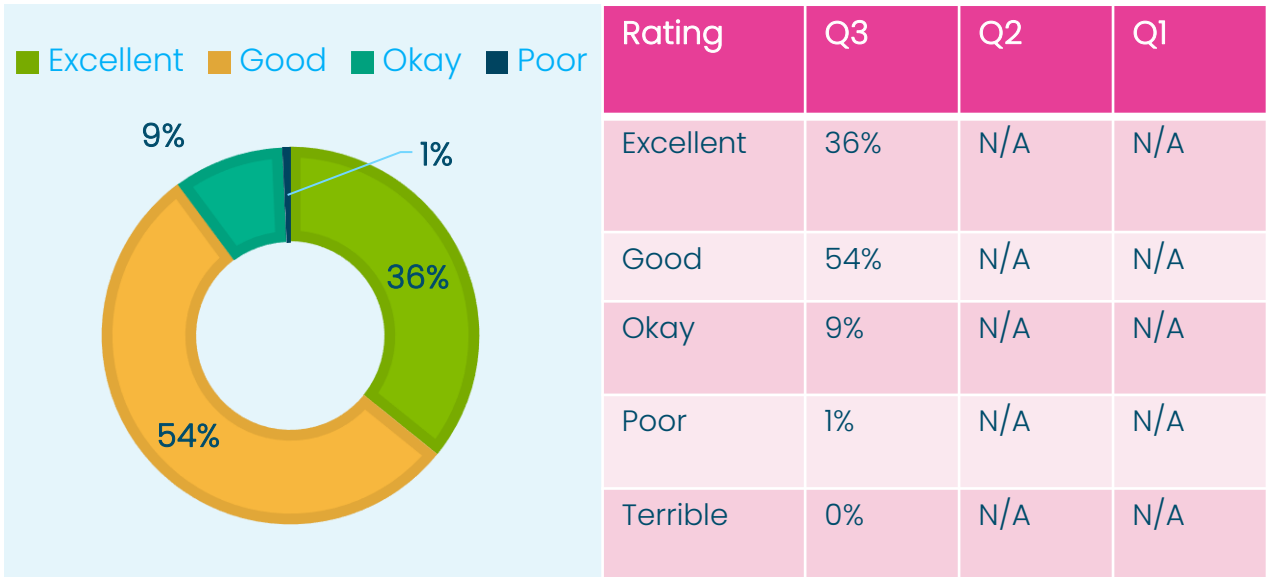
- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between your hospital and GP practice?
- Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Terrible – Excellent) for all questions.



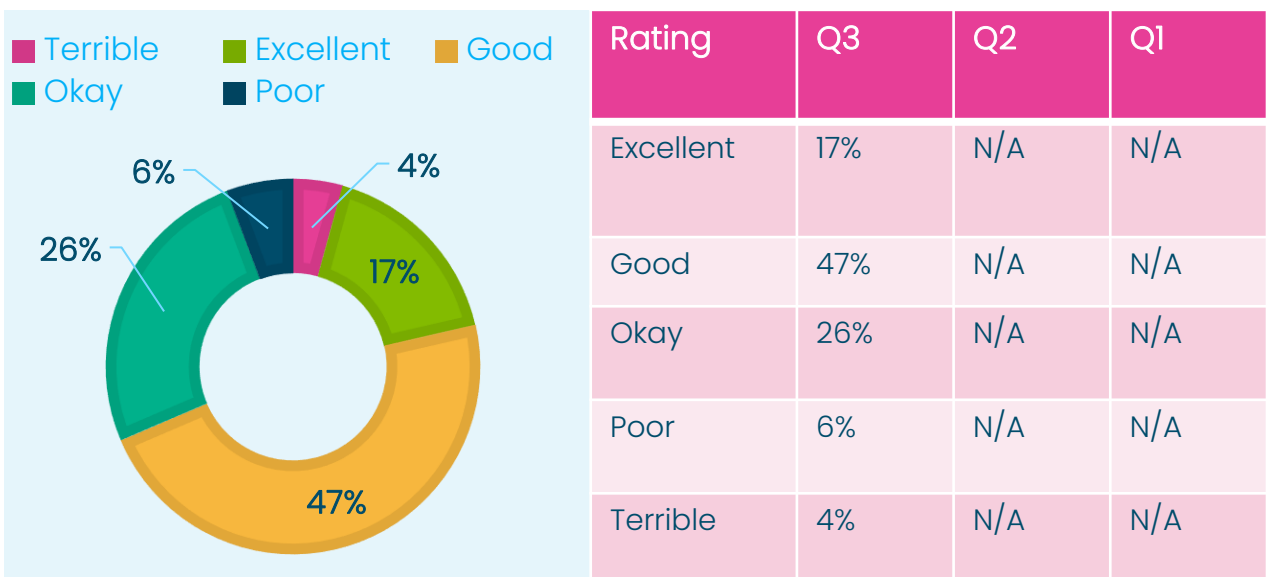
Access and Quality Questions

Q1) How did you find getting a referral/appointment at the hospital?



During October - December, we found that the majority of patients found getting a referral/appointment at the hospital to be either 'Excellent' (36%) or 'Good' (54%). 1% of residents rated their experience 'Poor'.

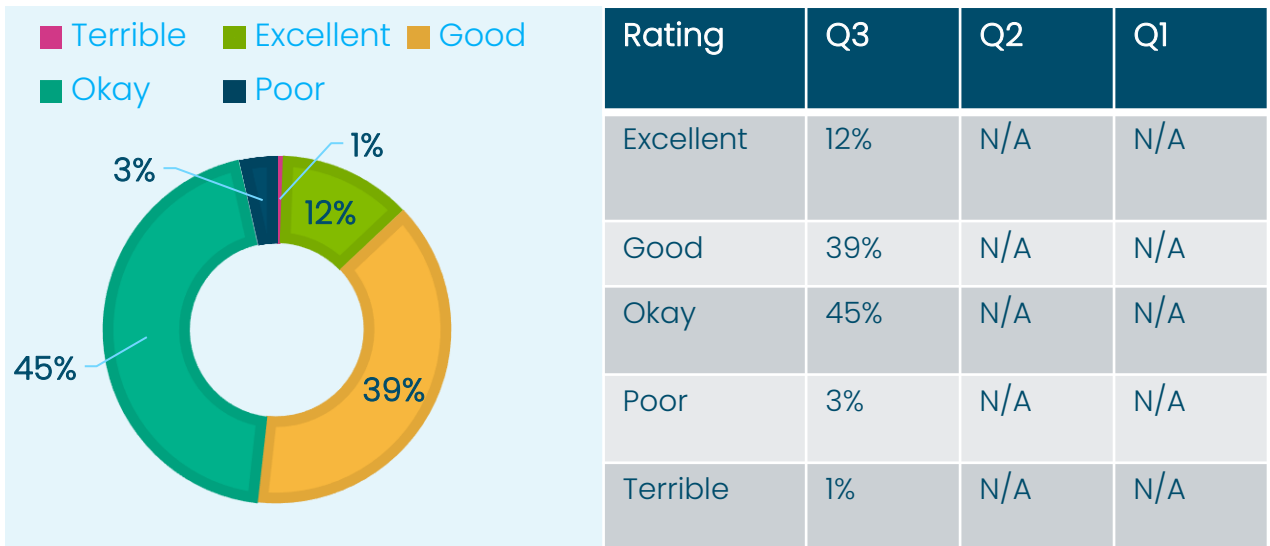
Q2) How do you find getting through to someone on the phone?



During this quarter, the majority of patients (47%) said they had a 'Good' experience getting through to someone on the telephone. A total of 6% rated their experience either 'Poor' or 'Terrible'.

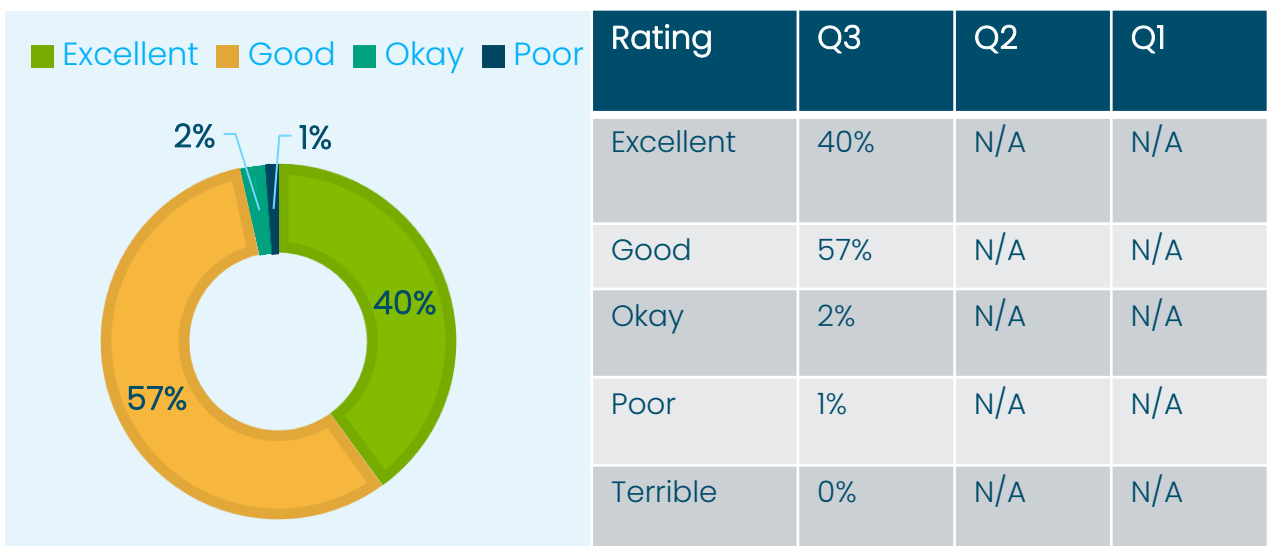
Access and Quality Questions

Q3) How do you find the waiting times at the hospital?



During October – December, 45% of patients found waiting times at the hospital were ‘Okay’ and 39% said they were ‘Good’. A total of 3% said their experience was ‘Poor’ or ‘Terrible’.

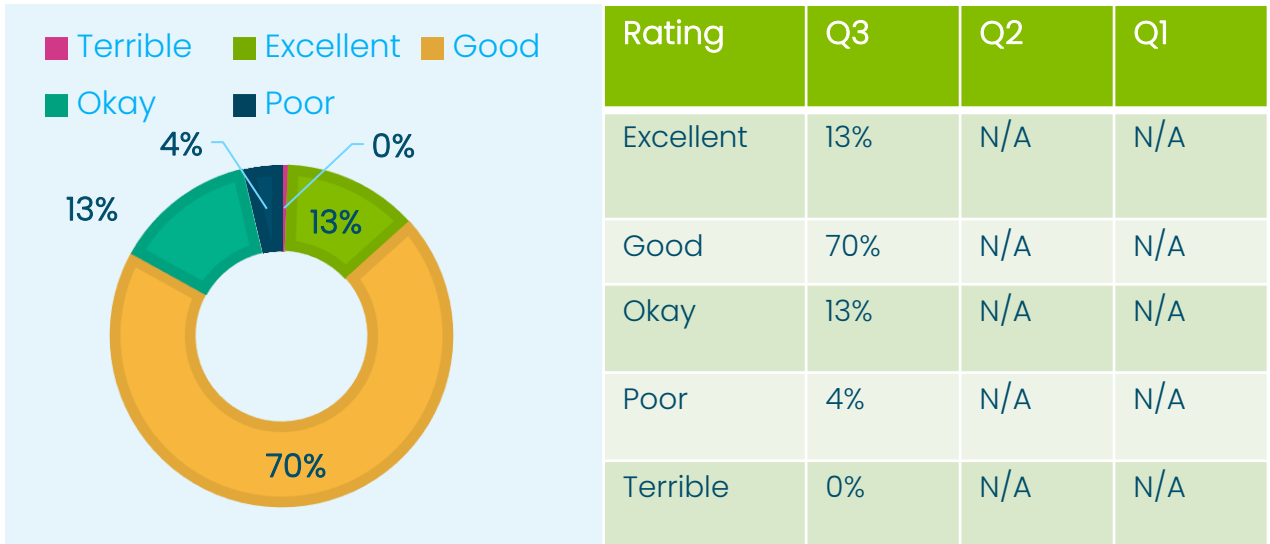
Q4) How do you find the attitudes of staff at the service?



The majority of people that we engaged with found staff attitudes at the hospital either ‘Good’ (57%) or ‘Excellent’ (40%). Only 1% considered it ‘Poor’.

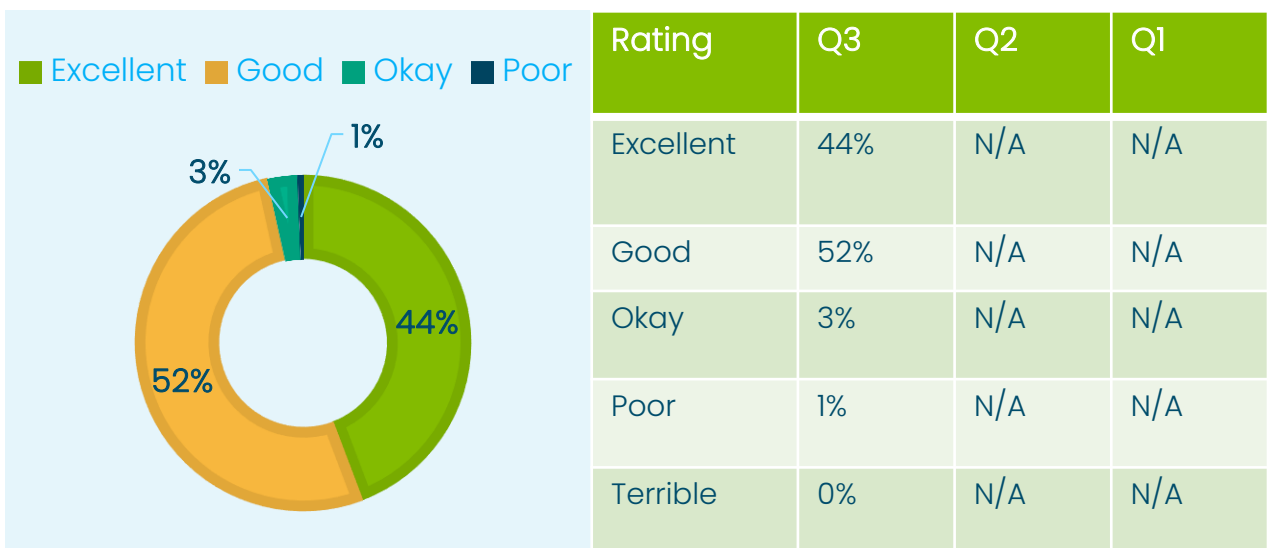
Access and Quality Questions

Q5) How do you think the communication is between your hospital and GP practice?



70% of patients found the communication between their hospital and GP practice to be 'Good'. 4% said their experience was 'Poor'.

Q6) How would you rate the quality of treatment and care received?



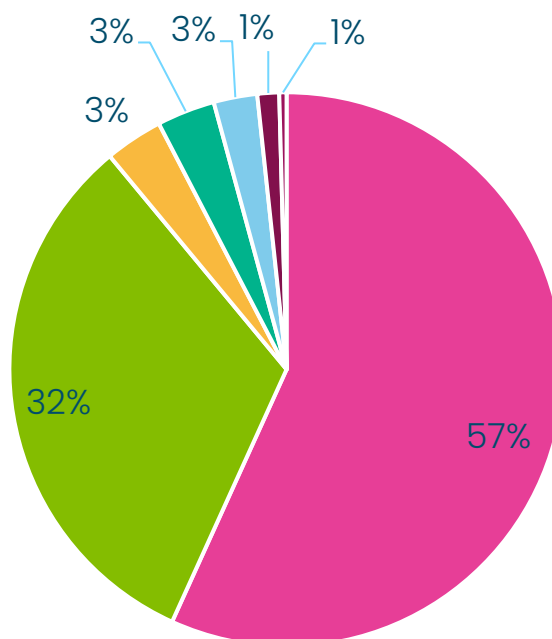
52% of patients rated the quality of care and treatment they received as 'Good' and 44% rated it 'Excellent'. Only 1% said their experience was 'Poor'.

Individual hospitals

London Borough of Bromley residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

Percentage per Hospital

- Princess Royal University Hospital
- Orpington Hospital
- BMI The Sloane Hospital
- King's College Hospital
- BMI Chelsfield Park Hospital
- The Priory Hospital Hayes Grove
- Maudsley Hospital



For this quarter, the services which received the most reviews were Princess Royal University Hospital and Orpington Hospital.

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section.

Please note that each question has been rated out of 5 (1 being Terrible and 5 being Excellent)

Name of Hospital	ACCESS (out of 5)			QUALITY(out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Communication between GP and Hospital	Staff attitudes	Treatment and Care
Princess Royal University Hospital	4	3.4	3.4	3.8	4.3	4.4
Orpington Hospital	4.2	4.3	3.9	4.1	4.4	4.5

Thematic analysis

In addition to the specifically tailored questions, we ask about Hospital services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between October and December 2022.

We have also identified the top 3 positive and negative issues for each of the two main hospitals that we have received reviews for.

Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Communication with patients	69	Communication with patients	13
Staff attitudes	51	Communication between services	15
Quality of staff – health professionals	18	Car Parking	10
Quality of treatment	50	Administration – management of service	10
Waiting times	14	Waiting times	12

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Princess Royal University Hospital	3.8	1. Staff attitudes	1. Waiting times
		2. Quality of Care/Treatment	2. Getting through on the telephone
		3. Getting a referral/appointment	3. Communication
Orpington Hospital	4.3	1. Quality of Care/Treatment	1. Waiting times
		2. Communication	2. Getting through on the telephone
		3. Staff attitudes	3. Communication

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2022



Communication with patients

Communication with patients was rated positively by the majority this quarter. 70% also found the communication between their hospital and GP practice to be 'Good'.

"Hospital communication is really good and make my trip very pleasant."



Staff attitudes

57% of people found staff attitudes at the hospital either 'Good' (57%) or 'Excellent' (40%) this quarter. Only 1% considered it to be 'Poor'.

"Doctor and the staff are simply fantastic."



Quality of staff – health professionals

We received a number of positive reviews describing the quality of staff, especially health professionals. People were happy with the treatment they received.

"Dr is such a god send...not only listened to my husband's condition but actually helped him rebuild his confidence."



Quality of treatment

52% of patients rated the quality of care and treatment they received as 'Good' and 44% rated it 'Excellent'.

"World class service with the simply the best treatment and specialised care you could ask for."



Waiting Times

45% of people found waiting times at the hospital were 'Okay' and 39% said they were 'Good'. This indicates the majority of patients were satisfied with the waiting times.

"Time keeping is good, and volunteer to help you if you have questions."

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2022



Getting through on the telephone

A total of 10% rated their experience either 'Poor' or 'Terrible' when trying to get through on the telephone to a hospital.

"Long wait to get appointments and phone calls to get appointment is long."

"No words except poor & disappointment!"

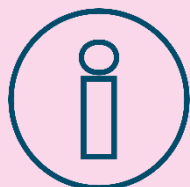


Communication between services

Some negative comments were left about communication between departments and communication between GP practices and hospitals in terms of referrals and appointments.

"There was miscommunication between doctor and hospital."

"They mixed up my appointment dates."



Car Parking

We received a number of negative reviews related to parking at hospitals. People commented on a lack of parking spots and challenges faced driving around for long periods of time trying to find a space.

"The parking is dire. The other day I drove round for 2 hours before getting a space."

"Could do with more disabled parking bays."



Administration – management of service

Some negative feedback was left regarding the management of service and staff shortages in hospitals, which is affecting the delivery of the service.

"They were short on staff, so I had to wait for the nurse to come and check on me."



Waiting Times

A number of negative comments were related to waiting times to be seen in a hospital and getting a referral/appointment.

"The waiting times and the referral took 6 months."

"They just keep you waiting and waiting on the emergency room for hours with no expectations."

Recommendations

Below is a list of recommendations for hospitals used by residents in the London Borough of Bromley based on the findings in this section

Booking Appointments

- 1.

Getting through on the telephone

- 1.

Cancellation

- 1.

Staff attitudes – administrative staff

- 1.

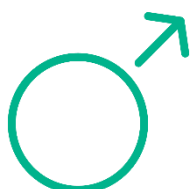
Referral (waiting times)

- 1.

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



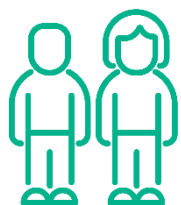
Gender

During the last three months, women had a more positive experience (97%) of hospitals when compared with men (85%).



Age

The majority of hospital reviews we gathered were from 65–74 year olds (51) and they had the highest percentage of positive experience with 96%. The lowest number of reviews came from people under the age of 24 (6), but they also rated their experience as positive (100%).



Ethnicity

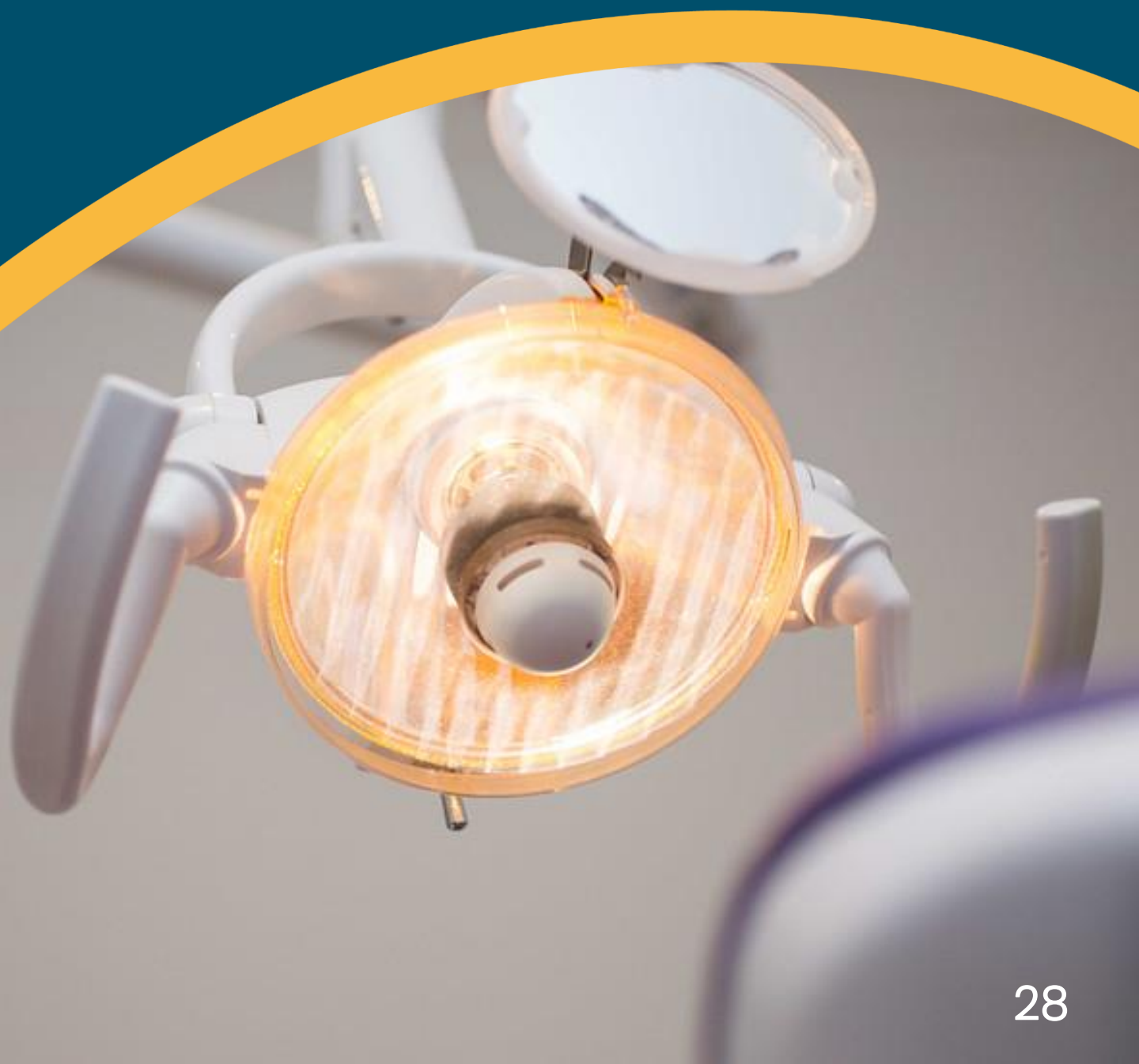
92% of the British / English / Northern Irish / Scottish / Welsh residents who shared reviews considered their last experience of a hospital to be positive. This was the highest percentage for an ethnicity.



Disability

40 residents we spoke to considered themselves to have a disability and the majority rated their hospital experience as positive (93%). 84 residents considered themselves to have a long-term condition and the majority rated their hospital experience as positive (94%).

Experiences of Dental Services



Dental Services

No. of Reviews	91
Positive	94%
Negative	4%
Neutral	2%

Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between October and December 2022.

Top 5 Positive Issues	Total reviews	Top 5 Negative Issues	Total reviews
Staff	91	Staff attitudes - administrative	3
Treatment and care	58	Service organisation	2
Communication	14	Waiting times	2
Access	6	Cost and funding of services	1
Administration	3	Treatment and care	3

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2022.

What has worked well?



Staff

The majority of reviews that mentioned staff were positive. Residents found that they appreciated the quality and professionalism of the dental care they received.

"I've never had such a fantastic dentist."



Treatment and care

Treatment and care was considered positive by the majority of residents this quarter.

"They are very professional, warm, friendly and attentive."

What could be improved?



Staff attitudes - administrative

Whilst the majority of reviews were very positive regarding staff attitudes, there were a few negative comments left regarding the administrative support experienced at dental practices.

"Receptionist decided to read me the riot act in front of other clients."



Service organisation

Only a small number of negative reviews were shared that mentioned service organisation. These were related to booking appointments and long waiting times to be seen by dentist.

"When I called for the nearest appointment I had to wait 5 weeks."

Experiences of 'Other' services



Experiences of 'Other' services

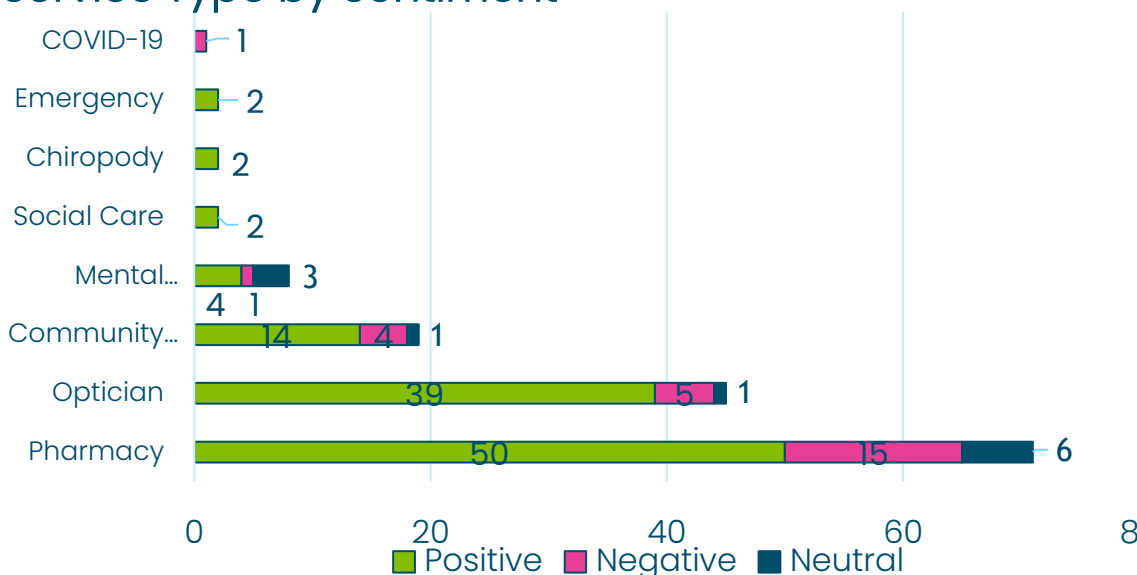
In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

We analysed residents rating of their overall experience to get this data.

(1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews	Percentage of total reviews
Pharmacy	71	11%
Optician	45	7%
Community Health	19	3%
Mental Health	8	1%
Social care	2	0%
Chiropody	2	0%
Emergency	2	0%
COVID-19	1	0%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Bromley between October and December 2022



Pharmacy – Staff attitudes

.Residents found that pharmacists were very knowledgeable, and the advice meant they did not need to book a GP appointment.

“The pharmacist here is so friendly and sweet.”



Pharmacy – Quality of treatment

Residents were exceedingly pleased with the quality of treatment. “I had to speak in the consultation room rather than over the counter and [the pharmacist] made me feel so comfortable.”



Opticians – Management of service

Residents told us how they appreciated the efficiency of their opticians and the management of service. “Super quick service, had eye test during my lunch break and was in and out under 30 mins! Perfect!”



Opticians – Staff professionalism

Residents told us they valued the friendliness of opticians whose.

“It always surprises me when one of them remembers my name!”

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' services in Bromley between October and December 2022



Opticians– Communication with patients

Residents were disappointed by staff communication with service users. "I'd give 0 star if I could, the rudeness of the staff is appalling."



Opticians – Waiting times

Residents were unhappy at having to stand in queues for over 30 minutes before being seen for an appointment. "Made appointment at 09:40, thinking I'll be one of the first, filled forms and waited an hour before walking out."



Pharmacy– Getting through on the telephone

Residents commented on issues faced when trying to get through on the telephone to their local pharmacy. "I called to enquire if a medication was available, on my first effort I was hung up on. On my second, the individual that dealt with me was incredibly rude."



Opticians– Management of service

Residents commented on the management of service and record keeping being poor. "They didn't have my details or records despite being a customer and booking online."

Appendix



Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage %	No. of reviews
Man (inc trans man)	32%	84
Woman (inc trans woman)	68%	182
Non-binary		0
Other		0
Prefer not to say		0
Not provided		0
Total		266

Age	Percentage %	No. of reviews
Under 18	1%	3
16-24	4%	9
25-34	10%	24
35-44	5%	14
45-54	7%	18
55-64	14%	35
65-74	24%	60
75-84	28%	69
85+	7%	17
Prefer not to say		
Not provided		
Total		249

Disability	Percentage %	No. of reviews
Yes	20%	43
No	80%	170
Prefer not to say		
Not known		
Not provided		
Total		213

Long term condition	Percentage %	No. of reviews
Yes	49%	105
No	51%	110
Prefer not to say		
Not known		
Not provided		
Total		215

Ethnicity	Percentage %	No. of reviews
British / English / Northern Irish / Scottish / Welsh	83%	212
Any other White background	1%	3
Asian British	3%	8
Chinese	1%	1
Indian	1%	2
Any other Asian background/Asian British Background	1%	3
Black British	2%	4
African	2%	6
Caribbean	1%	3
Black African and White	1%	1
Black Caribbean and White	1%	2
Any other Mixed / Multiple ethnic groups background	1%	3
Any other ethnic group	2%	6
Total		254

Religion	Percentage %	No. of reviews
Buddhist	1%	2
Christian	75%	134
Hindu	3%	6
Jewish		
Muslim	2%	4
Sikh		
Spiritualism	1%	2
Other religion	1%	2
No religion	15%	26
Prefer not to say	2%	4
Not known		
Not provided		
Total		180

Unpaid Carer	Percentage %	No. of reviews
Yes	2%	3
No	98%	166
Prefer not to say		
Not provided		
Total		169

Demographics

Sexual Orientation	Percentage %	No. of reviews
Asexual		
Bisexual		
Gay man		
Heterosexual / Straight	99%	185
Lesbian / Gay woman	2%	2
Pansexual		
Prefer not to say		
Not known		
Not provided		
Total		187

Pregnancy	Percentage %	No. of reviews
Currently pregnant	7%	1
Currently breastfeeding	36%	5
Not known	7%	1
Not relevant	29%	4
No	21%	3
Total		14

Employment Status	Percentage %	No. of reviews
In unpaid voluntary work only	1%	2
Not in Employment & Unable to Work	4%	7
Not in Employment / not actively seeking work – retired	64%	122
Not in Employment (seeking work)	4%	7
Not in Employment (student)	1%	2
Paid: 16 or more hours/week	19%	35
Paid: Less than 16 hours/week	4%	7
Prefer not to say		
On maternity leave	3%	5
Not provided		
Total		187

Area of the borough	Percentage %	No. of reviews
Beckenham Town & Copers Cape Ward	7%	13
Bickley & Sundridge Ward	2%	3
Biggin Hill Ward	5%	10
Bromley Common & Holwood Ward	11%	21
Bromley Town Ward	25%	50
Chelsfield Ward		1
Chislehurst Ward	8%	15
Clock House Ward		1
Crystal Palace & Anerley	1%	2
Farnborough & Crofton Ward	5%	10
Hayes & Coney Hall Ward	1%	2
Mottingham Ward	3%	6
Orpington Ward	16%	32
Penge & Cator Ward	2%	3
Petts Wood & Knoll Ward	5%	10
Shortlands & Park Langley Ward	1%	2
St Mary Cray Ward		1
St Paul's Cray Ward	4%	7
West Wickham Ward	2%	4
Out of the borough	3%	5
Total		198