

Q4 Patient Experience Report

Healthwatch Bromley
January – March 2025



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Rating Scale Change from October 2023

In response to feedback received during our review of the Patient Experience Programme we have changed our 5-star rating system from 1* = Terrible – 5* = Excellent to 1* = Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale remain the same.

Introduction

Patient Experience Programme

Healthwatch Bromley is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear about 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 to raise awareness of patient experience and suggest how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GP practices, hospitals and libraries



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

Healthwatch independence helps people trust our organisation and give honest feedback which they might not always share directly with local services.

Between January and March 2025, we reached out to faith groups, community centres and support groups across Bromley to hear voices of residents who might not otherwise be heard.

We continued to develop our PEP by updating our report design following feedback to improve its accessibility and ability to achieve impact.

Layout of the report

This report is broken down into three key sections:

- Quarterly Snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two services about which we receive most feedback. Both sections highlight good practice and areas for improvement.

The GP and hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice and areas of improvement. This is followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdown and an equality analysis page.

How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

Additional Deep Dives

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 can be requested and are dependent on additional capacity and resource provision.

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Q4 Snapshot

This section provides a summary of the experiences we collected during January–March 2025 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents' ratings of their experiences to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



610 reviews

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

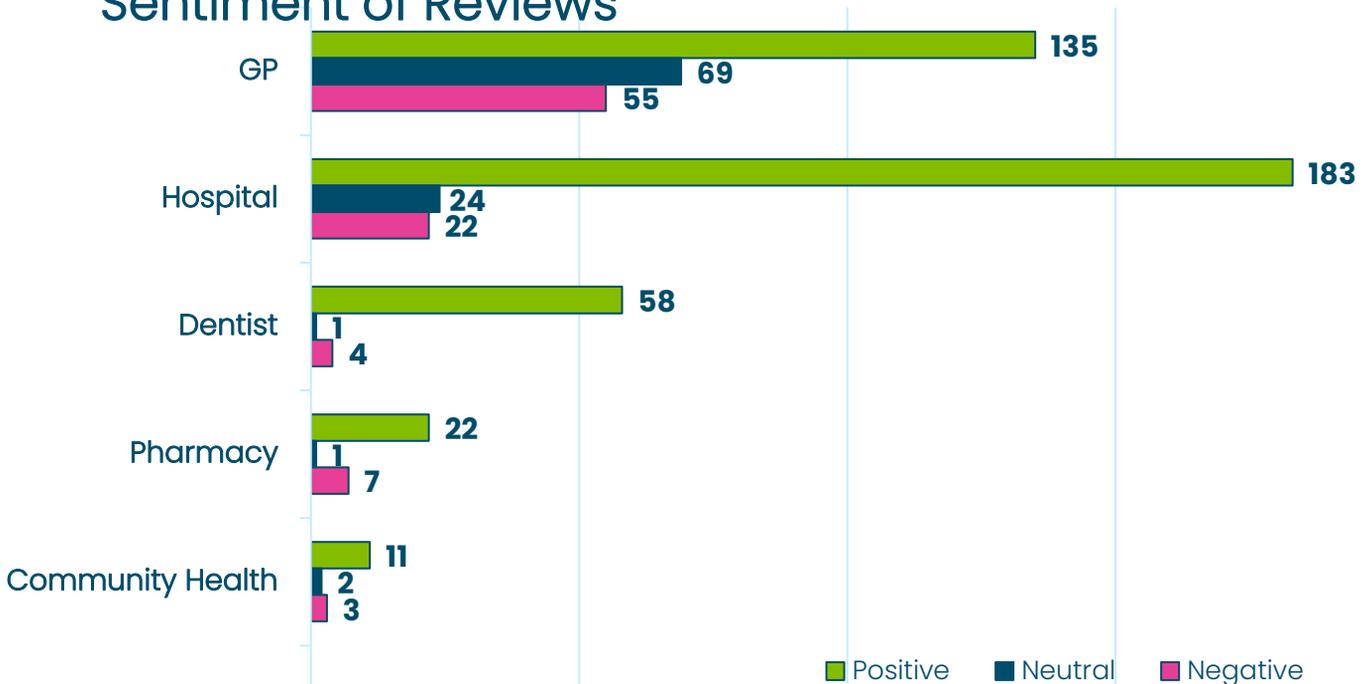
75 visits

were carried out at 2 hospitals, 2 GP practices, 5 wellbeing cafés, 20 community events, 2 autism groups, 1 library, 1 community centre and 1 memory café.

Top Five Service Types	No of Reviews	Percentage of positive reviews
GP	259	52%
Hospital	229	80%
Dentist	63	92%
Pharmacy	30	73%
Community Health	16	69%

A full breakdown of totals for all services can be found in the appendix.

Sentiment of Reviews



Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2024-25.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct- Dec 24)	Q4 (Jan - Mar 25)
GP	57%	58%	59%	52%
Hospital	71%	76%	79%	80%
Dentist	90%	90%	77%	92%
Pharmacy	89%	70%	69%	73%
Optician	50%	94%	85%	n/a

What does this tell us?

- Positive feedback about GP practices has ranged between 52%-59% this year
- Hospital services have seen a 9% increase in positive reviews from Q1 to Q4
- Positive experiences of dental services have remained around 90% this financial year, except for Q3 (77%)
- Positive experiences of pharmacy services have been mixed this financial year ranging from 69% (Q3) to 89% (Q1)
- We received only 1 feedback form for optician in Q4, therefore we can't show a fair yearly comparison. We will prioritise this service in 2025-2026.

Experiences of GP Services



What people told us about GP Services

"Staff are very polite and helpful. Doctors are very professional. eConsult system is good."

"I'm house bound now...doctors need to leave their surgeries and visit patients if a problem persists for some time."

"Needed an appointment after an illness over Christmas. Triage process was great, and surgery responded immediately. Staff and doctor were very helpful throughout."

"This new triage system is in fact another obstacle in the way to accessing a doctor and help when you most need it."

"I've never had any issues with this GP, I find them very helpful."

"The system is too hard to navigate and made worse by unhelpful service from one or two receptionists".

"All of my experiences have always been very positive. The receptionists and doctors have always been friendly, polite and efficient in assisting me with what I've needed in the way of medication and support".

"I have been with this surgery for 40 years and seen a decline over the years, but I can honestly say now it's horrendous".



GP Services

Summary

Findings

What has worked well?

Below is a list of the key positive aspects highlighted between January and March 2025.



Staff attitudes

77% of respondents rated staff attitudes positively in Q4; this has been a continuous theme this financial year. Patients appreciate friendly and helpful staff.



Telephone appointments

51% of patients were positive about telephone appointments compared to 56% last quarter. Many patients are happy with this type of appointment. However, others believe that relevant health information can only be picked up during a face-to-face appointment



Quality of treatment

74% of patients were positive about the quality of treatment compared to 81% in Q3. Patients told us that once they get to see a doctor, the treatment they received is generally good.

What could be improved?

Below is a list of the key areas for improvement highlighted between January and March 2025.



Getting through on the telephone

51% of patients report difficulties getting through to their GP service – patients continue to report waiting in a long queue before a call is answered. Some patients also report that while they are getting further up the queue the line goes dead, and they must start all over again.



Appointment availability

58% of patients report difficulty regarding the availability of appointments. There is a general frustration about the difficulty in getting a same day appointment. Patients find it difficult to understand why routine appointments are usually only available in a month's time.



GP Services

Full data set

GP Services

No. of Reviews	259
Positive	135
Negative	55
Neutral	69

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:

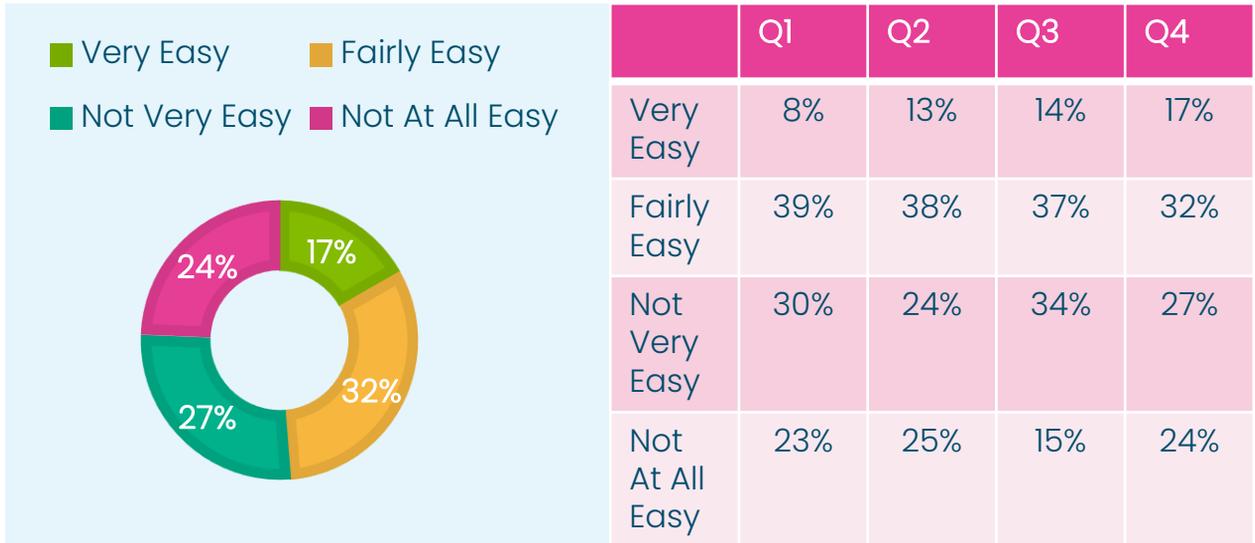
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How do you find the attitudes of staff at the 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* (Very Poor – Very Good)

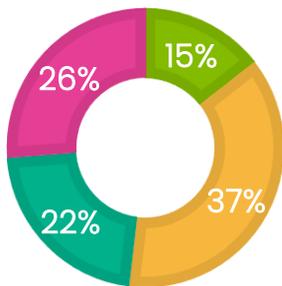
Access and Quality Questions

Q1) How do you find getting an appointment?



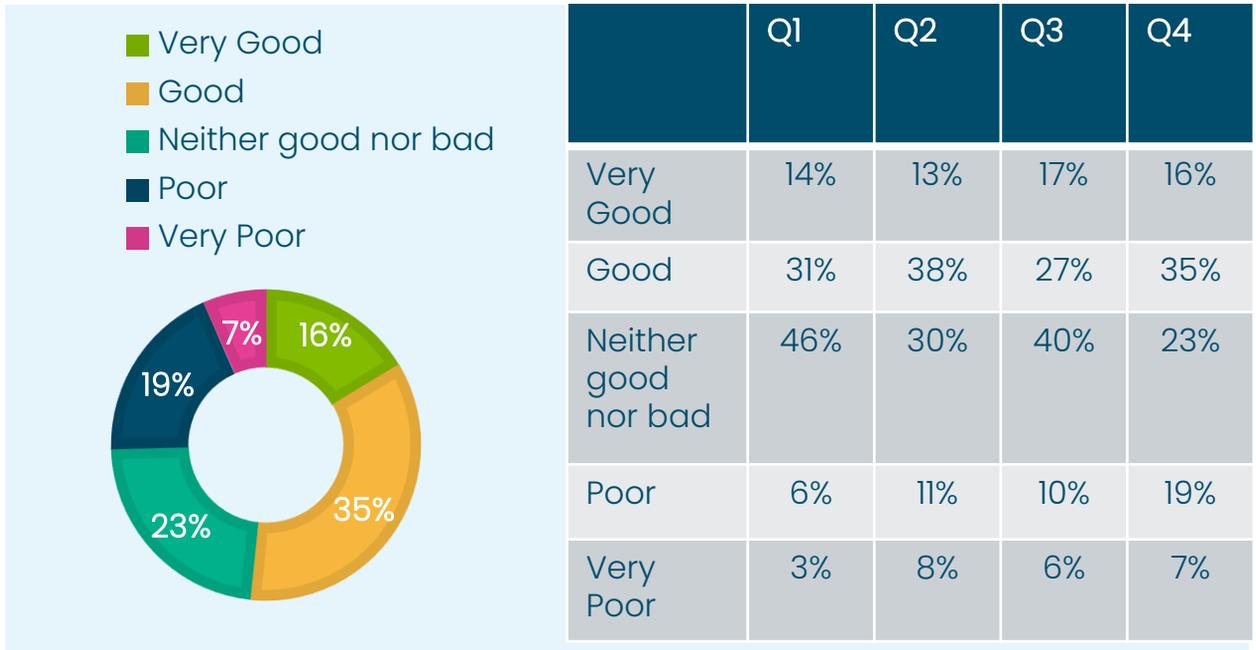
Q2) How do you find getting through to someone at your GP practice on the phone?

■ Very Easy ■ Fairly Easy
■ Not Very Easy ■ Not At All Easy

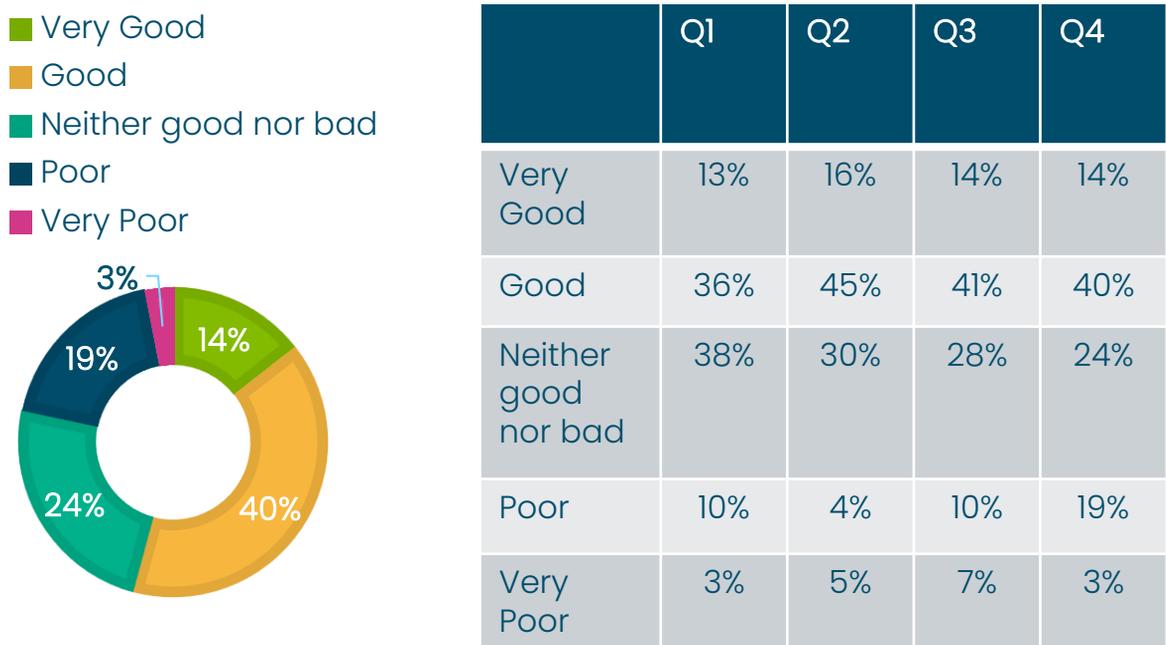


	Q1	Q2	Q3	Q4
Very Easy	10%	9%	14%	15%
Fairly Easy	39%	38%	26%	37%
Not Very Easy	24%	24%	33%	22%
Not At All Easy	27%	29%	14%	26%

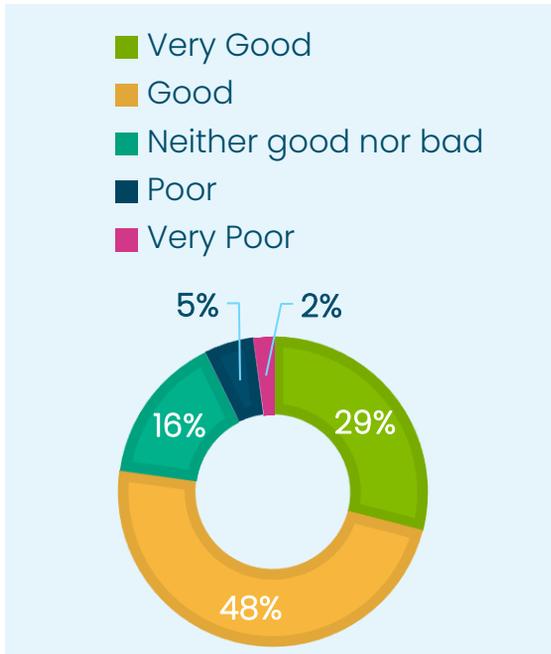
Q3) How do you find the quality of online consultations?



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

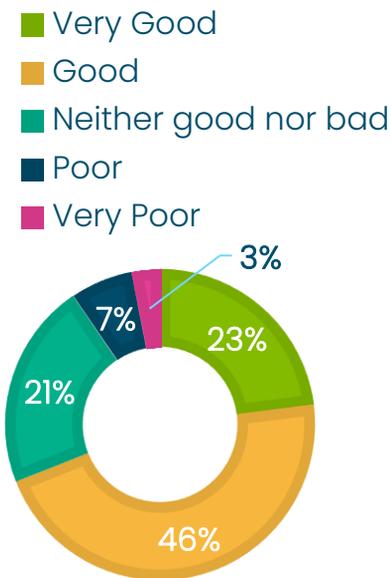


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	28%	35%	30%	29%
Good	50%	43%	45%	48%
Neither good nor bad	15%	12%	14%	16%
Poor	6%	8%	6%	5%
Very Poor	1%	2%	5%	2%

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



	Q1	Q2	Q3	Q4
Very Good	30%	28%	29%	23%
Good	47%	48%	42%	46%
Neither good nor bad	17%	15%	19%	21%
Poor	5%	6%	7%	7%
Very Poor	1%	3%	3%	3%

Thematic Analysis

In addition to the access and quality questions highlighted on previous pages, we ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of GP practices.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The table below shows the top five themes mentioned by patients between January and March based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

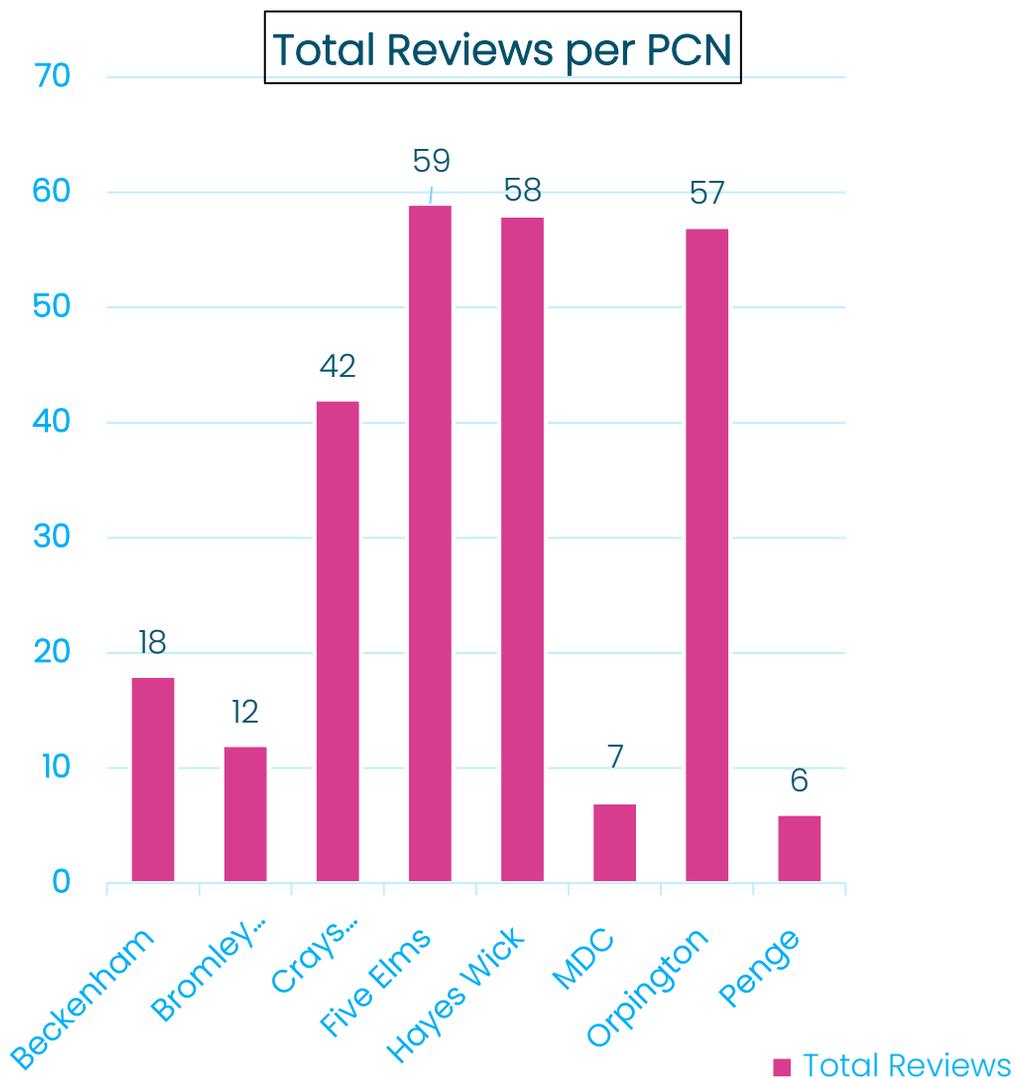
Top five themes	Positive	Negative	Neutral	Total
(Access) Appointment availability	69 (41%)	97 (58%)	2 (1%)	168
Quality of treatment	111 (75%)	21 (14%)	17 (11%)	149
Staff attitudes	112 (77%)	18 (12%)	16 (11%)	146
Getting through on the telephone	67 (48%)	71 (51%)	2 (1%)	140
Quality of appointment – telephone consultation	52 (51%)	82 (31%)	18 (18%)	102

Primary Care Networks

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

- Beckenham
- Bromley Connect
- Crays Collaboration
- Five Elms
- Hayes Wick
- MDC - Mottingham, Downham & Chislehurst
- Orpington
- Penge

Between January and March, the PCNs which received the most reviews were Five Elms, Hayes Wick and Orpington.



PCN Access and Quality Questions

To understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of online consultation	Of telephone consultation	Of staff attitudes	Of treatment and care
Beckenham	2.5	1.9	3.5	3.0	3.8	3.8
Bromley Connect	2.1	2.3	3.4	3.8	3.7	3.6
Crays Collaboration	2.4	2.6	3.1	3.4	4.2	4.0
Five Elms	2.4	2.4	3.4	3.4	4.0	3.6
Hayes Wick	2.3	2.2	3.0	3.4	3.8	3.8
Mottingham, Downham & Chislehurst (MDC)	2.7	2.4	3.8	3.8	4.6	4.0
Orpington	2.5	2.5	3.8	3.4	4.0	3.7
Penge	3.0	3.8	4.0	4.2	4.6	4.2

PCN Themes

We have also identified the top two positive and negative themes for each PCN where we have received 15 or more reviews.

PCN	Overall rating	Top two positive issues	Top two negative issues
Beckenham No of reviews: 18	3.3	Quality of treatment	Getting through on the telephone
		Staff attitudes	Appointment availability
Bromley Connect No of reviews: 12	3.1	Quality of treatment	Appointment availability
		Staff attitudes	Online consultation
Crays Collaboration No of reviews: 42	3.5	Staff attitudes	Appointment availability
		Quality of treatment	Getting though on the telephone
Five Elms No of reviews: 59	3.4	Staff attitudes	Appointment availability
		Quality of treatment	Getting through on the telephone
Hayes Wick No of reviews: 58	3.3	Quality of treatment	Getting through on the telephone
		Staff attitudes	Appointment availability
MDC No of reviews: 7	3.6	Staff attitudes	Appointment availability
		Quality of treatment	Getting through on the telephone
Orpington No of reviews: 57	3.3	Quality of treatment	Appointment availability
		Getting through on the telephone	Getting through on the telephone
Penge No of reviews: 6	3.8	Getting through on the telephone	Appointment availability
		Appointment availability	Management of service

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three quarters.

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes	Staff attitudes	Appointment availability
Quality of treatment	Quality of treatment	Quality of treatment	Quality of treatment
Getting through on the telephone	Getting through on the telephone	Appointment availability	Staff attitudes
Quality of appointment – telephone consultation	Appointment availability	Getting through on the telephone	Getting through on the telephone
Online consultation (app/form)	Online consultation (app/form)	Quality of appointment – telephone consultation	Quality of appointment – telephone consultation

Negative issues

Q1	Q2	Q3	Q4
Getting through on the telephone	Getting through on the telephone	Appointment availability	Appointment availability
Appointment availability	Appointment availability	Getting through on the telephone	Getting through on the telephone
Booking appointments	Booking appointments	Booking appointments	Online consultation (app/form)
Quality of appointment – telephone consultation	Online consultation (app/form)	Management of service	Quality of appointment – telephone consultation
Quality of treatment	Quality of treatment	Staff attitudes	Quality of treatment

Equalities Snapshot

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

A full demographics breakdown can be found in the appendix.



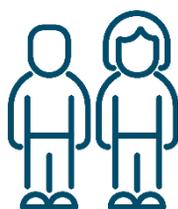
Gender

We received reviews from 57 men and 131 women; 56% and 53% of these respectively were positive.



Age

We received the most reviews from patients aged 65–74 years (53) and 58% of these were positive. The smallest number of reviews received were from 18–24 year-olds (2).



Ethnicity

Most reviews were completed by 'White British' patients (142) and 79% of these were positive.



Disability and Long-Term Conditions (LTC)

55% of those who reported a disability (49) left positive reviews about services.

55% positive reviews were also received from those with an LTC (103).

Experiences of Hospital Services



What people told us about hospitals

"I would like to thank the staff for the excellent service they all provided, especially at such a busy time. We are fortunate to have such a well-run hospital in our vicinity."

"Midwives are very attentive. Fantastic communication. Very knowledgeable staff."

"Attentiveness of staff and assistance from staff. Staff were willing to help and go above and beyond."

"Caring staff, regular updates, daily rounds are a good opportunity to speak to the doctors."

"Parking could be improved especially disabled parking."

"Hospital transport was booked for 4pm. I waited on the ward until 9pm, repeatedly told I was next for pickup at which time I phoned for my husband, who is ill himself, to come and get me."

"If a hospital stay is required the delay in getting the necessary information from the hospital to GP surgery can be quite a while, especially regarding extra medication."

"Too many people using A&E as a first option as Dr appointment not easy to get. Once seen by doctor, slow process due to lack of facilities which are taken up by time wasters."



Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects highlighted between January and March 2025.



Appointment availability

85% of patients were positive about getting a hospital appointment. This is similar to Q3 (86%) and higher than Q2 (74%) and likely reflects the fact that for many patients the process of getting a referral for hospital treatment is working well.



Staff attitudes

90% of patients were positive about the attitudes of staff they encountered at the hospital. This is a trend through all quarters. Patients appreciate staff that are kind, polite and caring.



Quality of treatment

87% of patients were positive about the quality of the treatment they received at hospital. Maternity services were noteworthy for the level of support and care they provided.

What could be improved?

Below is a list of the key positive aspects highlighted between January and March 2025.



Waiting times (punctuality and queueing on arrival)

41% of patients were negative about waiting times upon arrival at hospital. In Q3 34% of patients were negative or neutral regarding waiting times at the hospital and 41% were negative in Q2. The differences are likely due to which department the patient is attending; for example, wait times are higher for A&E than for rheumatology.



Getting through on the telephone

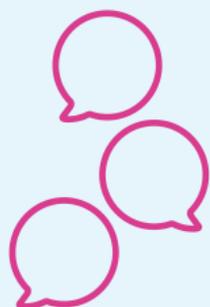
25% of patients reported having difficulty getting through on the telephone to the hospital with some patients reporting that the phone remains unanswered. There can be a delay contacting the correct department via the main switchboard and for patients this results in delays in changing appointments and discussing their ongoing care.

Hospital Services

Full data set

Hospital Services

No. of Reviews	229
Positive	183
Negative	24
Neutral	22



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* (Very Poor – Very Good) for all questions.

Access and Quality Questions

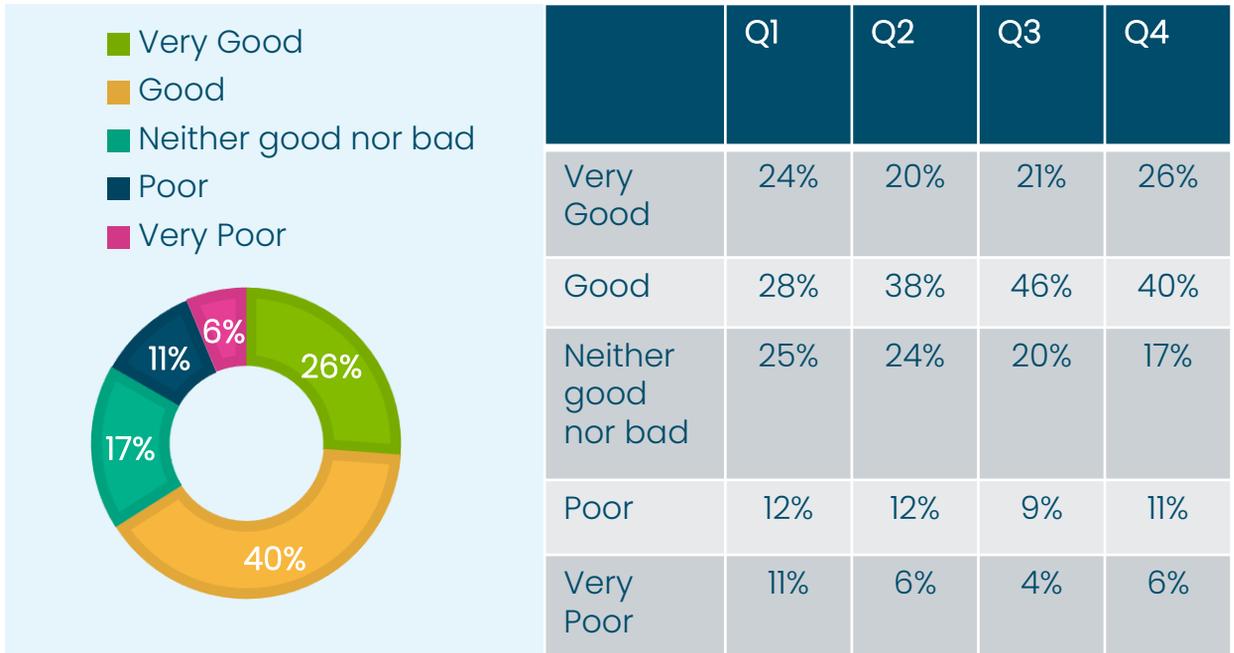
Q1) How did you find getting a referral/appointment at the hospital?



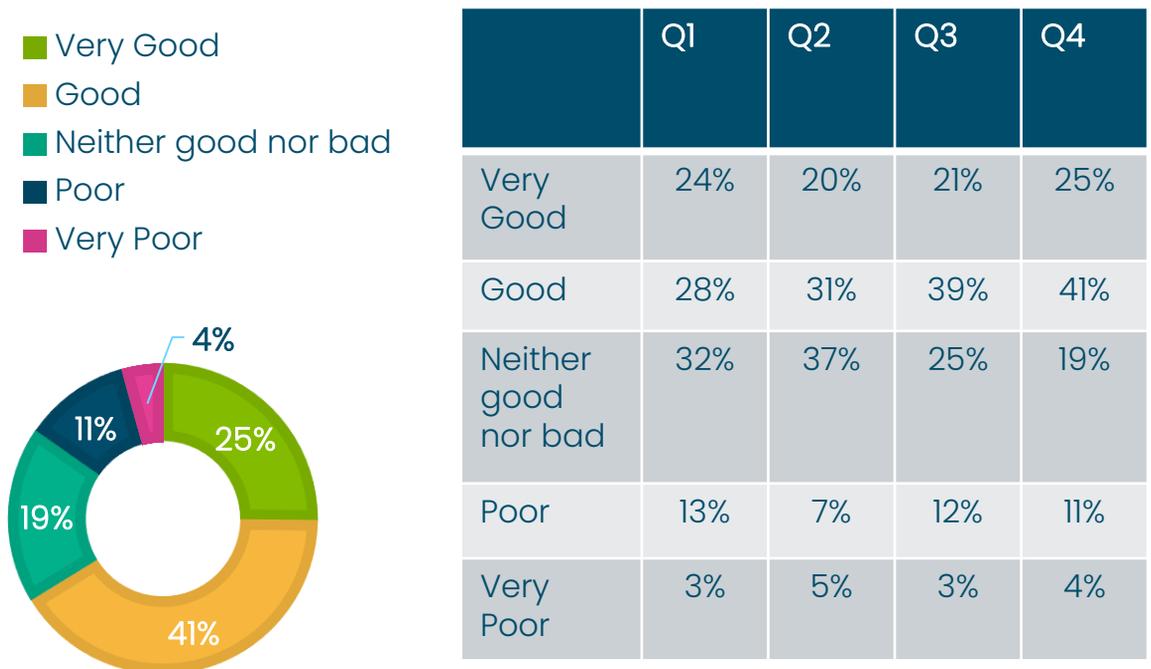
Q2) How do you find getting through to someone on the phone?



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



Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic Analysis

In addition to the access and quality questions highlighted on previous pages, we ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of hospital services.

Each response we collect is reviewed and up to five themes and sub-themes are applied. The table below show the top five themes mentioned by patients between January and March 2025 based on the free text responses. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top Themes	Positive	Negative	Neutral	Total
Quality of treatment	126 (87%)	9 (6%)	10 (7%)	145
Staff attitudes	120(90%)	7 (5%)	6 (5%)	133
Waiting times	71 (59%)	39 (33%)	10 (8%)	120
Appointment availability	90 (85%)	13 (12%)	3 (3%)	106
Getting through on the phone	71 (75%)	17 (18%)	7 (7%)	95

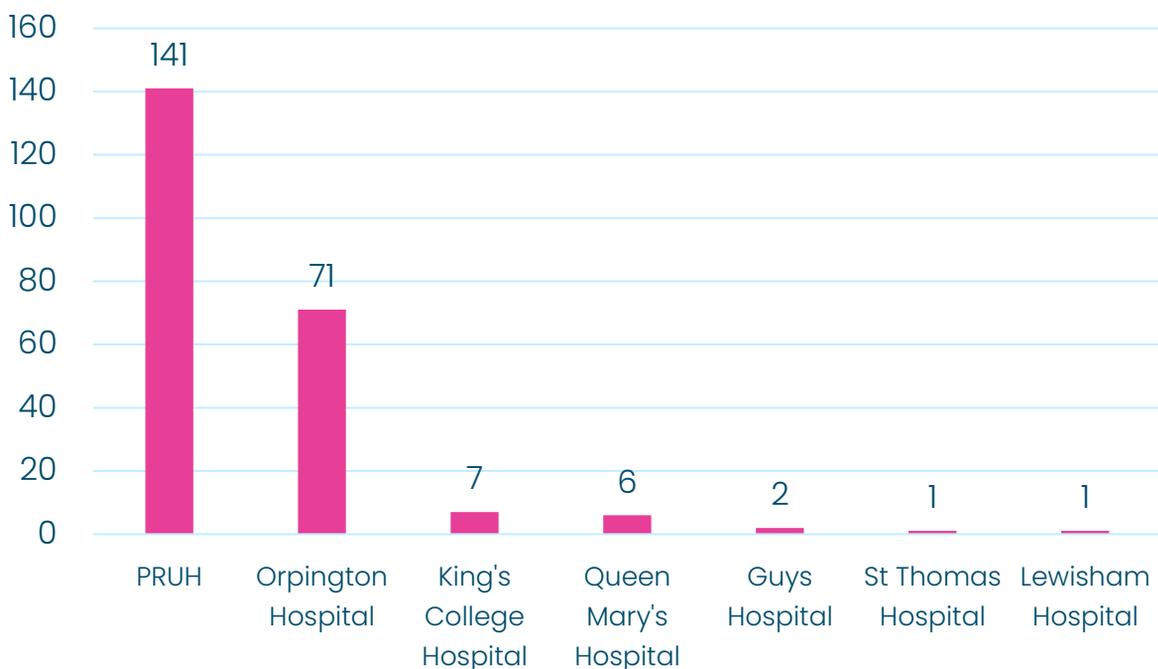
Reviewed Hospitals

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 about experiences at:

Hospital	Provider
Princess Royal University Hospital (PRUH)	King's College Hospital NHS Foundation Trust
Orpington Hospital	
King's College Hospital	
Queen Mary's Hospital	
Lewisham Hospital	Lewisham Hospital NHS Trust
Guy's Hospital	Guy's & St Thomas' Hospital NHS Trust
St Thomas' Hospital	

Between January - March, the PRUH and Orpington received the most reviews. Healthwatch Bromley visits both weekly. Additional patient experiences were collected through face-to-face engagements and online reviews.

Hospital by number of reviews



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 – Very Poor 5 –Very Good)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communicati on between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Princess Royal University Hospital No of reviews: 141	4.3	4.0	3.7	3.7	4.5	4.4
Orpington Hospital No of reviews: 71	4.2	3.8	3.7	3.9	4.5	4.3

We have also identified the top 3 positive and negative themes for each hospital where we have received over 15 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Princess Royal University Hospital (PRUH)	4.2	Quality of treatment	Waiting Times (punctuality and queueing on arrival)
		Staff Attitudes	Communication between services
		Appointment availability	Getting through on the telephone
Orpington Hospital	4.2	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)
		Quality of treatment	Getting through on the telephone
		Appointment availability	Appointment availability

Emerging or Ongoing Issues

To understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues raised in three or more quarters.

Positive Issues

Q1	Q2	Q3	Q4
Quality of treatment	Staff attitudes	Quality of treatment	Quality of treatment
Staff attitudes	Quality of treatment	Staff attitudes	Staff Attitudes
Waiting times (punctuality)	Appointment availability	Appointment availability	Appointment availability
Communication between services	Waiting times (punctuality)	Waiting times (punctuality)	Getting through on the telephone
Booking appointments	Communication between services	Getting through on the telephone	Waiting Times (punctuality)

Negative issues

Q1	Q2	Q3	Q4
Waiting times (punctuality)	Waiting times (punctuality)	Waiting times (punctuality)	Waiting Times (punctuality)
Getting through on the telephone	Getting through on the telephone	Communication between services	Communication between services
Communication between services	Appointment availability	Communication with patients	Getting through on the telephone
Booking appointments	Staff attitudes	Management of service	Appointment availability
Quality of treatment	Communication between services	Appointment availability	Quality of treatment

Equalities Snapshot

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

A full demographics breakdown can be found in the appendix.



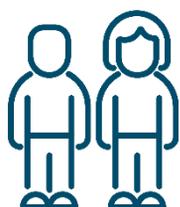
Gender

145 women and 48 men provided demographic information and 85% and 75% respectively was positive.



Age

The age group with the most reviews were those aged 35-44 years (44) and 84% of these were positive.



Ethnicity

Most reviews made by 'White British' patients (137) and 81% were positive.

9 reviews were made by 'African' patients and 85% of these were positive.



Disability and Long-Term Conditions (LTC)

74% of the 39 people with a disability had positive experiences, as did 83% of the 76 respondents with an LTC.

Appendix



Number of reviews for each service type

Service Type	Positive	Negative	Neutral	Total
GP	135 (52%)	55 (27%)	69 (21%)	259
Hospital	183 (80%)	22 (10%)	24 (10%)	229
Dentist	58 (92%)	4 (6%)	1 (2%)	63
Pharmacy	22 (73%)	7 (23%)	1 (3%)	30
Optician	0	1	0	1
Mental Health	6 (50%)	3 (25%)	3 (25%)	12
Community Health	11 (69%)	3 (19%)	2 (13%)	16
Other	0	0	0	0
Overall Total	415	95	100	610

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	27%	116
Woman (including trans woman)	73%	315
Non- binary	0%	1
Other	0%	0
Prefer not to say	0%	2
Not provided		176
Total	100%	610

Long-term condition	Percentage %	No of Reviews
Yes	50%	204
No	44%	179
Prefer not to say	3%	11
Not known	3%	14
Not provided		202
Total	100%	610

Disability	Percentage %	No of Reviews
Yes	25%	101
No	70%	287
Not known	4%	17
Prefer not to say	1%	4
Not provided		201
Total	100%	610

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	43
No	82%	322
Prefer not to say	7%	27
Not provided		218
Total	100%	610

Age	Percentage %	No of Reviews
Under 18	0%	0
18-24	2%	7
25-34	14%	58
35-44	16%	70
45-54	8%	32
55-64	6%	25
65-74	20%	85
75-84	25%	105
85+	10%	42
Prefer not to say	0%	1
Not provided		185
Total	100%	610

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	1
Bisexual	1%	3
Gay man	0%	0
Heterosexual / Straight	88%	360
Lesbian / Gay woman	0%	0
Pansexual	0%	2
Prefer not to say	8%	34
Not known	0%	0
Prefer to self describe	2%	9
Not provided		201
Total	100%	610

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	2%	9
Not in employment & Unable to work	5%	19
Not in Employment/ not actively seeking work - retired	50%	199
Not in Employment (seeking work)	4%	14
Not in Employment (Student)	1%	2
Paid: 16 or more hours/week	24%	96
Paid: Less than 16 hours/week	3%	13
On maternity leave	6%	22
Prefer not to say	5%	21
Not provided		224
Total	100%	610

Religion	Percentage %	No of Reviews
Buddhist	0%	2
Christian	61%	246
Hindu	2%	7
Jewish	0%	2
Muslim	2%	9
Sikh	0%	0
Spiritualist	2%	8
Prefer not to say	2%	7
Other religion	25%	101
No religion	5%	22
Not provided		206
Total	100%	610

Pregnancy	Percentage %	No of Reviews
Currently pregnant	6%	22
Currently breastfeeding	8%	30
Given birth in the last 26 weeks	5%	21
Prefer not to say	3%	13
Not known	0%	0
Not relevant	75%	297
No	3%	12
Not provided		215
Total	100%	610

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	77%	320
Irish	1%	5
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	6%	23
Bangladeshi	0%	1
Chinese	0%	2
Indian	1%	5
Pakistani	0%	1
Any other Asian background/Asian British Background	3%	11
African	3%	13
Caribbean	2%	10
Any other Black / Black British background	2%	10
Asian and White	1%	6
Black African and White	0%	0
Black Caribbean and White	0%	2
Any other mixed or multiple ethnicities	0%	0
Arab	0%	1
Any other ethnic group	1%	5
Not provided		195
Total	100%	610

Area of the borough (Ward)	Percentage %	No of Reviews
Beckenham Town & Copers Cope	5%	19
Bickley & Sundridge	1%	4
Biggin Hill	11%	45
Bromley Common & Holwood	11%	48
Bromley Town	5%	19
Chelsfield	2%	10
Chislehurst	2%	8
Clock House	0%	0
Crystal Palace & Anerley Darwin	0%	2
Farnborough & Crofton	0%	0
Hayes & Coney Hall	2%	10
Kelsey & Eden Park	5%	20
Mottingham	0%	2
Orpington	0%	2
Penge & Cator	21%	90
Penge & Cator	1%	5
Petts Wood & Knoll	3%	12
Plaistow	0%	0
Shortlands & Park Langley	1%	5
St Mary Cray	4%	17
St Paul's Cray	5%	22
West Wickham	10%	42
Out Of Borough	9%	38
Not provided		
Total	100%	190

healthwatch Bromley

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