



Primary Care Network Report Patient Experience April – December 2023

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Introduction

What is Healthwatch?

Healthwatch Bromley is the local health and social care champion for the London Borough of Bromley. 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.

What is the Patient Experience Programme? (PEP)

The PEP is our flagship outreach programme, where we engage in the community every week to understand the health and social issues that matter to residents.

Every three months we produce a quarterly report in order to raise awareness about patient experience and provide recommendations on how services could be improved

Purpose of this report

The aim of this report is to use PEP data collected between April – December 2023 to understand about access and overall experience of Bromley GPs. Data used in this report is aligned with questions in the GP Patient Survey (GPPS) to enable comparison. Analysis is provided at a Primary Care Network level.

How to read this report

Data

For this report, we have analysed three questions which we collect through our Patient Experience Programme and have close alignment to questions found in the 2023 GP Patient Survey.

1. How do you find getting an appointment? (access)
2. How do you find getting through to someone at your GP practice on the phone? (access)
3. How do you rate your overall experience? (overall experience)

Access questions have a 4-point rating scale. We have combined these options into 'Good' and 'Poor' for 'getting an appointment' and 'Easy' and 'Not Easy' for getting through on the phone to support comparisons with the GPPS analysis.

Q1) Good = Very easy + Fairly easy. Poor = Not very easy + Not at all easy

Q2) Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

The overall experience question has a 5-point rating scale, based on Healthwatch England best practice and matches the GPPS. We have combined these options into 'Good' and 'Poor'

Q3) Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Where percentages do not sum to 100%, this will be because the individual percentages for each response have been rounded.

How to read to this report

Each Bromley PCN has a dedicated chapter with a separate analysis slide for each question which shows quarterly HW data and GPPS data. Additional narrative is provided on each slide.

NB. Not every patient answers every question so total responses may vary.

Beckenham Primary Care Network



Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Cator Medical Centre	1	5	14	20
Cornerways Surgery	5	1	7	13
Eden Park Surgery	0	1	3	4
Elm House Surgery	3	20	18	41
Manor Road Surgery	1	0	6	7
St James' Practice	0	0	1	1
Total	10	27	49	86

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	0%	46%	67%	59%	63%
Poor	100%	54%	33%	41%	21%
Total Responses	2	26	46	73	708

Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses. Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

The total percentage of 'good' responses during April-December was 4 percentage points lower than the national GP Patient Survey.

There was a clear significant increase of positive responses about getting an appointment between Q2 and Q3

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	50%	39%	56%	50%	56%
Not Easy	50%	61%	44%	50%	44%
Total Responses	2	23	39	64	700

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

Across the nine months, experiences of GP telephone waiting times have been mixed with the exact same number of 'Easy' and 'Not Easy' responses being given. There was a 6 percentage difference compared to GPPS (56%).

Similarly, to the data for 'getting an appointment' we can see there was a clear significant increase of positive responses about getting through on the phone between Q2 and Q3

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	70%	67%	73%	71%	79%
Poor	20%	4%	12%	10%	7%
Total Responses	10	27	49	86	737

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Most experiences of GP practices in Beckenham PCN were positive with 71% of all patients describing their visit as 'Fairly Good' or 'Very Good.' There was a sizeable difference (8 percentage points) between our data and the GPPS where 79% of all respondents gave a positive review.

The percentage of positive sentiment was consistent across the three financial quarters.



Bromley Connect Primary Care Network

Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Dysart Surgery	15	6	2	23
London Lane Clinic	9	0	11	20
South View Partnership	1	0	6	7
Total	25	6	19	50

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	55%	80%	56%	58%	48%
Poor	45%	20%	44%	42%	35%
Total Responses	20	5	18	43	467

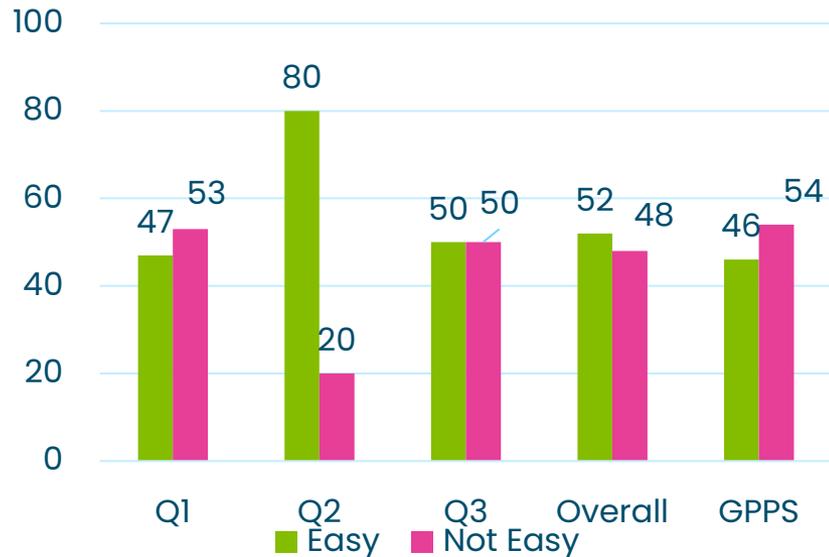
Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses.

Narrative

Although a small sample size, it's interesting that there is a clear difference of 10 percentage points between the respondents to our survey (58% positive) and the GPPS (48% positive).

Positive sentiment was similar in Q1 and Q3 showing that the experiences didn't differ too much from April- December. Q2 data is an outlier because of the number of responses.

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	47%	80%	50%	52%	46%
Not Easy	53%	20%	50%	48%	54%
Total Responses	19	5	18	42	469

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

52% of Bromley residents who spoke to Healthwatch considered getting through to their GP via the phone to be 'Easy'. By contrast, 54% felt that it was 'Not Easy' in the GPPS data. This is largely the result of Q2 data which would be considered an outlier.

Like the findings in the previous access question, positive sentiment was similar in Q1 and Q3 showing that the experiences didn't differ too much from April- December.

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	68%	83%	47%	62%	70%
Poor	20%	0%	26%	20%	16%
Total Responses	25	6	19	50	487

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Both data sources show that patients in the Bromley Connect PCN had predominantly 'good' experiences of their GP practices. There was a difference of 8 percentage points between the HW reviews (62%) and GPPS (70%).

Patients were consistently positive but there was a varying level of satisfaction between each financial quarter.



Crays Collaboration Primary Care Network

Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Broomwood Road Surgery	15	7	2	24
Crescent Surgery	6	2	3	11
Derry Downs Surgery	1	0	5	6
Gillmans Road Surgery	0	1	0	1
Poverest Medical Centre	1	3	5	9
St Mary Cray Practice	0	0	1	1
Total	23	13	16	52

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	53%	42%	43%	47%	47%
Poor	47%	58%	57%	53%	28%
Total Responses	19	12	14	45	388

Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses. Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

There is a substantial difference in the number of negative experiences about getting/making appointments. 53% in the HW data compared to 28% in the GPPS. The lack of neutral option in the HW data influences this finding as the different sources had the same number of positive experiences (47%).

Experiences of getting an appointment were substantially worse in April-June compared to October-December.

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	47%	55%	29%	43%	53%
Not Easy	53%	45%	71%	57%	47%
Total Responses	17	11	14	42	406

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

There is a clear difference with experiences of access through the phone. Most people who shared responses with HW (57%) considered it 'Not Easy' to speak to someone, whilst 53% of people GPPS surveyed felt it was 'Easy'.

There was a substantial increase of negative responses in Q3 .

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	48%	62%	63%	56%	64%
Poor	22%	0%	19%	15%	18%
Total Responses	23	13	16	52	414

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Despite HW respondents having challenges with access, overall experiences of GPs remains positive. There was a difference of 8 percentage points between the HW reviews (62%) and GPPS (70%).

It should be noted that HW did not receive any negative reviews about GPs in Q2.



Five Elms Primary Care Network

Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Bromley Common Practice	25	9	3	37
Norheads Lane Surgery	1	0	4	5
Southborough Lane Surgery	14	7	1	22
Stock Hill Medical Centre	5	0	12	17
Summercroft Surgery	0	1	5	6
Total	45	17	25	87

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	54%	56%	40%	49%	44%
Poor	46%	44%	60%	51%	36%
Total Responses	37	9	25	71	529

Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses. Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Residents had varying experiences of getting an appointment with 51% finding it a 'Poor' process and 49% considering it 'Good'. By contrast, only 36% of GPPS reviews were negative about making appointments.

There was a significant decrease in the number of positive responses about getting an appointment between Q2 and Q3

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	49%	56%	32%	44%	38%
Not Easy	51%	44%	68%	56%	62%
Total Responses	35	9	22	66	514

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

Our data shows that getting through on the telephone was a challenge for residents in the Five Elms PCN. 56% felt it was 'Not Easy' to speak to someone. This was 6 percentage points lower than the GPPS survey results.

There was a clear significant percentage increase in negative responses during Q3

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	64%	53%	68%	63%	66%
Poor	20%	29%	16%	21%	19%
Total Responses	45	17	25	87	548

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Similarly to other PCNs, patients had positive overall experiences of their GP despite the access issues. There were 63% positive reviews in the HW data and 66% in the GPPS.

Patients were consistently positive but there was a varying level of satisfaction between each financial quarter.

Hayes Wick Primary Care Network



Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Addington Road Surgery	1	16	2	19
Forge Close Surgery	0	3	1	4
Pickhurst Surgery	2	0	10	12
Wickham Park Surgery	1	12	1	14
Station Road Surgery	6	3	5	14
Total	10	34	19	63

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	100%	63%	53%	60%	51%
Poor	0%	37%	47%	40%	31%
Total Responses	1	30	17	48	473

Please note: The GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses. Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Patients using GPs in the Hayes Wick PCN had a better experience of accessing appointments than other PCNs with 60% of all responses being 'Good'. The total of positive responses was 9 percentage points higher than the GPPS.

Although interestingly there was less 'Good' reviews in Q3 (53%) than Q2.

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	100%	50%	50%	51%	45%
Not Easy	0%	50%	50%	49%	55%
Total Responses	1	28	16	45	481

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

Experiences of getting through on the telephone were mixed with 51% of residents considering them 'Easy' and 49% were 'Not Easy'. There was a difference of 6 percentage points compared to the GPPS where 55% of reviews were 'Not Easy'

Interestingly the percentages in Q2 and Q3 for getting through on the phone were the exact same.

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	50%	82%	79%	76%	72%
Poor	50%	6%	5%	13%	11%
Total Responses	10	34	19	63	503

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Overall experiences of GPs in the last nine months were overwhelmingly positive. Both the HW data (76%) and GPPS (72%) show that over 70% of residents felt their GP was 'good'.

The percentage of positive responses was similar between Q2 and Q3.



MDC
Primary Care Network

Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Chislehurst Medical Practice	15	21	14	50
The Links Medical Practice	2	10	14	26
The Woodlands Practice	0	12	2	14
Total	17	43	30	90

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	18%	60%	70%	58%	60%
Poor	82%	40%	30%	42%	24%
Total Responses	11	40	27	78	385

Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses. Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Most residents consider getting/making a GP appointment to be 'good.' Both datasets were similar with 58% HW and 60% (GPPS) of all reviews being positive.

There was a clear and substantial difference in Q1 with 82% of all experience being rated as 'Poor'. But it should be noted that this is a small sample size.

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	17%	43%	64%	46%	44%
Not Easy	83%	58%	36%	54%	56%
Total Responses	12	40	28	80	399

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

Unlike making appointments, getting through on the phone was more challenging for patients with 46% finding it 'Not Easy.' This is similar to the GPPS.

Experiences were extremely varied between each financial quarter.

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	76%	56%	83%	69%	74%
Poor	24%	16%	10%	16%	11%
Total Responses	17	43	30	90	422

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

'Good' reviews of GP services totalled 69% during April-December 2023 which was 5 percentage points lower than the GPPS. But still indicates that the majority of patients are happy with their experiences.

Interestingly, there was a significantly lower percentage of 'good' responses during July- September compared to Q1 and Q3.

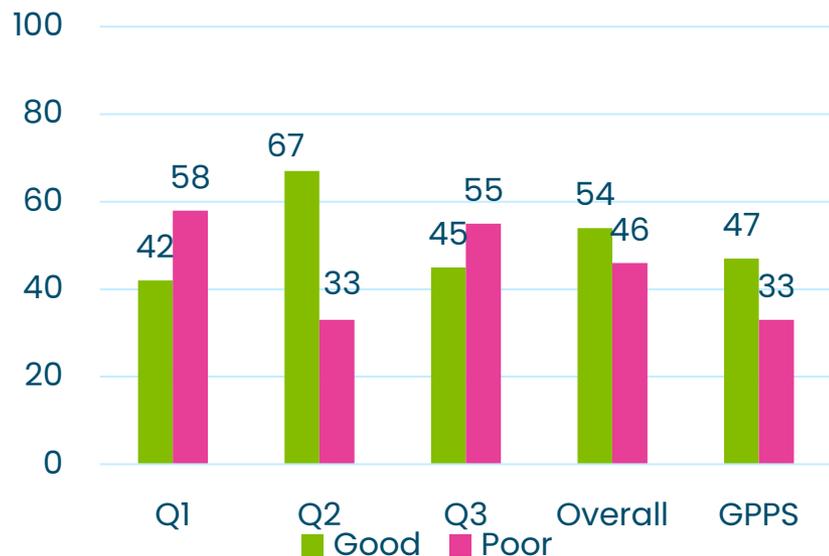
Orpington Primary Care Network



Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Ballater Surgery	8	19	4	31
Bank House Surgery	2	2	0	4
Bromleag Care Practice	0	0	0	0
Chelsfield Surgery	4	2	2	8
Family Surgery	4	0	1	5
Green St Green Medical Centre	0	0	8	8
Knoll Medical Practice	9	13	9	31
Highland Medical Practice	3	0	1	4
Tudor Way Surgery	1	1	0	2
Whitehouse Surgery	5	0	0	5
Total	36	37	25	98

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	42%	67%	45%	54%	47%
Poor	58%	33%	55%	46%	33%
Total Responses	19	33	22	74	683

Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses. Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

More reviews about getting appointments were positive (54%) than negative (46%). The total of 'good' responses was 7 percentage points higher than the GPPS. This was heavily influenced by experiences in Q2

Q1 and Q3 data is substantially different compared to Q2 with there being a 20 percentage points difference in 'Good' experiences.

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	45%	64%	50%	55%	48%
Not Easy	55%	36%	50%	45%	52%
Total Responses	20	33	18	71	694

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

Unlike most PCNs, patients of GPs in Orpington felt that getting thorough on the phone was 'Easy' (55%). This is seven percentage points higher than the GPPS data.

Similarly to the previous question, Q1 and Q3 data is substantially different compared to Q2

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	44%	62%	56%	54%	66%
Poor	36%	5%	12%	18%	17%
Total Responses	36	37	25	98	732

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

54% of patients between April –December 2023 gave ‘good’ ratings about their GP practices. This was 12 percentage points lower than GPPS data.

Q2 saw the highest percentage (62%) of positive reviews.



Penge Primary Care Network

Number of reviews collected

GP Practice	Q1 (Apr – June 23)	Q2 (Jul–Sep 23)	Q3 (Oct–Dec 23)	Total
Anerley Surgery	0	0	1	1
Highland Medical Practice	2	6	5	13
Oakfield Surgery	5	0	11	16
The Park Practice	7	0	4	11
Robin Hood Surgery	2	0	1	3
Sundridge Medical Practice	6	13	2	21
Total	22	19	24	65

How do you find getting an appointment?



	Q1	Q2	Q3	23-24	GPPS
Good	58%	79%	69%	69%	55%
Poor	42%	21%	31%	31%	27%
Total Responses	19	19	16	54	386

Please note: GPPS' data uses a 5-point scale instead of HW's 4-point scale and does not include the percentage for neutral responses.

Narrative

Patients using GPs in the Penge PCN had the best experience of accessing appointments with 69% of all responses being 'Good'. This is 14 percentage points higher than the GPPS which is influenced by the option of selecting neutral responses.

Patients were consistently positive but there was a varying level of satisfaction between each financial quarter.

How easy do you find getting through on the telephone?



	Q1	Q2	Q3	23-24	GPPS
Easy	58%	81%	71%	69%	57%
Not Easy	42%	19%	29%	31%	43%
Total Responses	19	16	17	52	413

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Narrative

Most patients felt it was 'Easy' to speak to someone at their GP using the phone. 69% of reviews were positive compared to 57% in the GPPS data.

Similarly to the results for the 'getting an appointment' question, patients were consistently positive but there was a varying level of satisfaction between each financial quarter.

Overall Experience



	Q1	Q2	Q3	23-24	GPPS
Good	73%	89%	58%	72%	70%
Poor	5%	5%	29%	14%	14%
Total Responses	22	19	24	65	424

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Narrative

Both the HW data and GPPS show that at least 70% of patients considered their experience of their GP to be 'Good.'

There was significantly less positive responses in Q3 compared to Q1 and Q2.

For more information

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