



Survey: Tell us what you think about Bromley Healthcare



Help us to plan local NHS community health and care.

Introduction



Bromley Healthcare runs NHS and Public Health services in Bromley, Bexley, Greenwich and Lewisham.

Visit our website for information:
www.bromleyhealthcare.org.uk



We support children, young people and adults.



We are making plans for the future.



To help us to do this, we want to know what you think about our services.

How to do the survey



On paper:

Print out the survey and write on it.

Give it to your Bromley Healthcare service, clinic, or healthcare professional.



On computer:

To fill in the survey on your computer:

1) Save the PDF file

2) Open it

3) Fill it in

4) Save it again

5) Email it to:

bromh.engagement@nhs.net



Start here!



1. I am happy to complete this survey.

- Yes
- No

Your experience with Bromley Healthcare

2. Tick the box next to the sentence which best describes you:



I have received Bromley Healthcare Services

I am a parent, carer or guardian of a child under 12 who has received Bromley Healthcare Services.

I am a parent, carer or guardian of a child aged 13-18 who has received Bromley Healthcare Services.

I am a relative, carer or guardian of an adult who has received Bromley Healthcare Services.

Other



3a Which Bromley Healthcare services have you used in the last 2 months?

Children and young people's services:



- Audiology
- Health visiting or school nursing
- Bladder and bowel service
- Community nursing
- Community Paediatrics
- Special Care Dentists
- Hospital at Home
- Hollybank Short Breaks
- Occupational Therapy
- Physiotherapy
- Speech and Language Therapy
- Wheelchair and Special Seating



3b Which Bromley Healthcare services have you used in the last 2 months?

Adults services:



Bladder and bowel service

Bromley talking therapies

Community matrons

Special Care Dentists

Diabetes service

Dietetics service

District Nursing

Falls and fracture prevention

Hospital at Home

Rehabilitation at home

Leg ulcer care



3c Which Bromley Healthcare services have you used in the last 2 months?

Adults services, continued...



Lymphoedema service

Neuro-rehab and support service

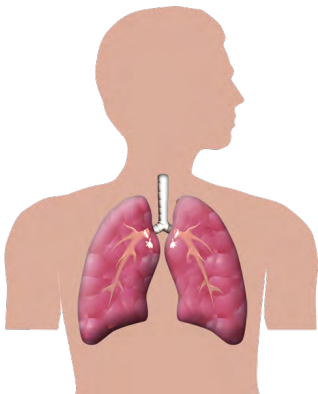
Occupational Therapy

Physiotherapy



Podiatry, chiropody or foot clinic

Long COVID Syndrome pathway



Rapid Access Therapy Team

Rapid response

Foxbury Rehabilitation Ward

Respiratory (breathing) services

Speech and Language Therapy

Wheelchair and special seating





4. What did you like most about our services?

5. Did you have any problems using our services?



- Using our website or other technology
- Finding a building
- Getting into a building or room
- Language or communication
- Not enough information
- Long waiting times
- Lack of appointment times
- Feeling rushed or not listened to
- No problems
- Other:



6. If you had problems using our services, please tell us more:



7. Please tell us how important you think these things are. Put “1” in the box next to the most important.

Then “2”, “3” and finally “4” for the least important.



- Make health services equal, accessible, and fair for everyone
- Improve people’s health
- Make it easier for people to get care
- Make sure care is good, and safe

8. What else do we need to think about?





9. How can we make our services more accessible and inclusive?

About you, or the person you are answering this survey for



This section helps us to make sure we are getting feedback from a wide range of people.

You do not have to answer all of the questions. If you are answering for someone else, tell us about them, not you.

10. Where do you live?



- Bromley
- Bexley
- Greenwich
- Lewisham
- Croydon
- Other



11. What is your ethnicity?

For example: Bangladeshi, English, African



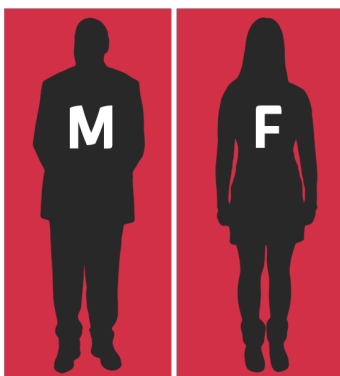
12. Which language do you speak most often?



13. How old are you?

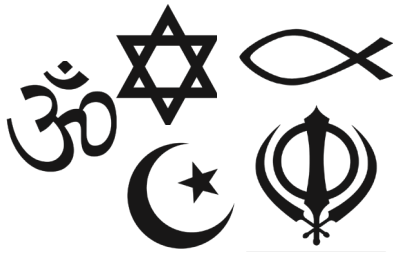


14. Tell us about any health conditions or disabilities you have.



15. What is your gender?

For example: man, woman, non-binary



16. What is your religion?

For example: Christian, Buddhist, Hindu

17. What is your sexual orientation?

For example: heterosexual, gay, bisexual



18. If you would like to enter a prize draw, please type your email address below.

If you do not use email, you can give us a phone number instead.



The prizes are:

- Mytime Active gym membership for 1 year
- John Lewis shopping vouchers - £100
- M&S shopping vouchers - £30
- Oral-B electric toothbrush





20. Join us for some online meetings!

We'd love to hear more about what you think of Bromley Healthcare.

If you are interested in doing this, leave your email address below.

We will contact you with some dates and instructions about how to join the meetings.



Thank you for filling in our survey!