

OPMH COMMUNITY SURVEY

A satisfaction survey is carried out by the Older Peoples directorate on a regular basis in order to obtain feedback from service users to identify areas for improvement. Here is a summary of responses received between 1st and 31st May 2014.



Response rate by service breakdown

There were 148 responses in May 2014. In 2012, 175 responses were received and this rose by 36% to 241 in 2013. We haven't included DTS or Bromley Memory Service due to the fact that DTS use a different method and Bromley Memory Service was undergoing an accreditation process; therefore taking this into account there has been a 66% increase in 2013/14.



CMHT accounted for 76% of responses with Memory team clients returning 24%.

CMHT

Bexley – 26%
Bromley East – 24%
Bromley West – 16%
Greenwich – 11%

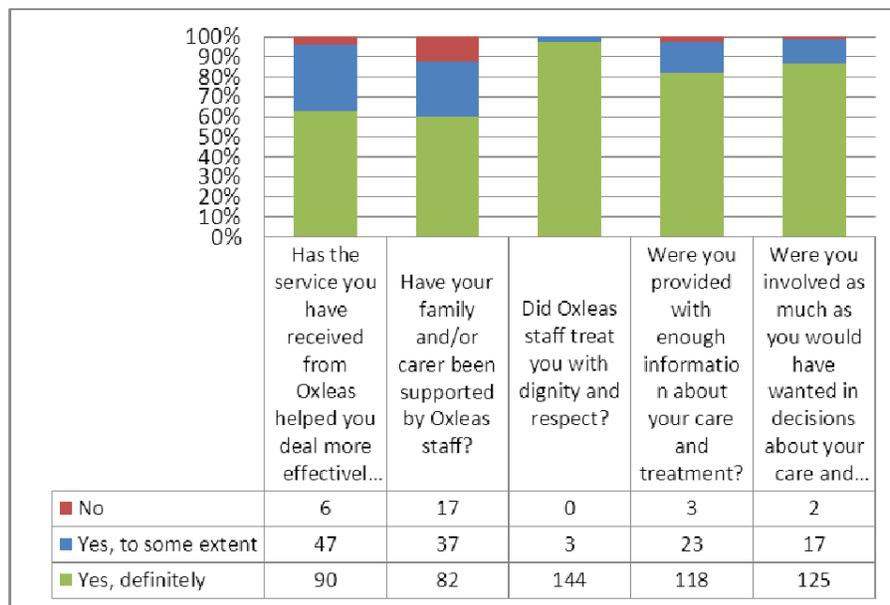
Memory

Bexley – 18%
Greenwich – 5%

(Unfortunately some Greenwich responses were lost in transportation)

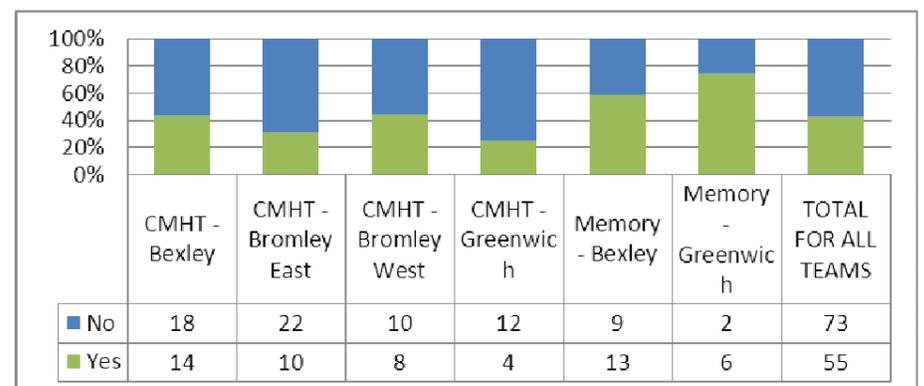
The chart below shows 98% saying 'yes definitely'. 87% of clients felt that they were involved with their care and treatment. The area for services to focus on is support for family/carers where only 60% felt supported. However there was no option of 'not applicable' for those patients without family or carers. All responses said they were treated with dignity and respect.

The Trust Core Patient Experience Questions

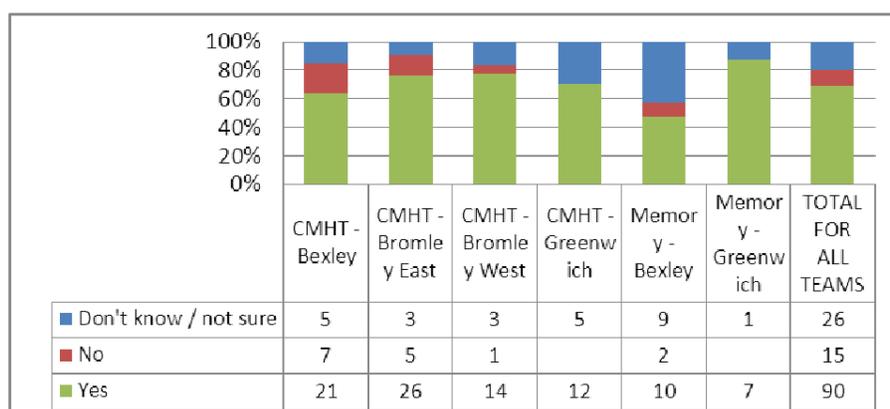


Would it be helpful to receive a text message to remind you about upcoming appointments?

128 people responded to this question. In total, 43% would find text message reminders helpful which is an increase from 29% in 2013. The responses from the memory teams show that 63% of patients would find it useful compared with only 37% in CMHTs.



Has your quality of life improved as a result of the care you have received from Oxleas? 131 people responded to this question.



How likely are you to recommend Oxleas services to friends and family if they needed similar care or treatment?

134 responded to this question. There is a complex formula to calculate the score for this question which means that it is possible to score between -100 and +100, with 0 being the mid score.

CMHT - Bexley	9.38	Memory - Bexley	66.67
CMHT - Bromley East	78.13	Memory - Greenwich	75.00
CMHT - Bromley West	47.37		
CMHT - Greenwich	78.57	TOTAL	60.16

