

How are we doing?

Patient Experience Feedback – All services across the Trust (April 2021 – June 2021)

Of the 5,837 survey responses, 5,373 were completed by patients and 464 were completed by family/carers.

79% of 4,656 respondents stated overall their experience of our **service was good**.

90% of 5,754 respondents felt they were given **information** about the help they were getting.

89% of 5,673 respondents **felt better** because of the help they received.

92% 5,750 respondents felt they had been **listened to**.

89% of 1,854 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

97% of 5,764 respondents felt they were treated with **kindness** and **care**.

“The nurses were very friendly and explained everything that was happening to my relative. They reassured us and let us know that they were always there for us when we needed them at any time of the day.”

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Bexley Community Health Patient Experience Feedback (April 2021 – June 2021)

Of the 1,036 survey responses, 1,001 were completed by patients and 35 were completed by family/carers.

88% of 952 respondents stated overall their experience of our **service was good**.

93% of 1,023 respondents felt they were given **information** about the help they were getting.

91% of 1,021 respondents **felt better** because of the help they received.

96% of 1,021 respondents felt they had been **listened to**.

91% of 314 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

98% of 1,025 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **92%** of 60 respondents felt their **communication and information needs** were met (if applicable).

“Great information and help from the person phoning me about my problem. They followed up with further calls to make sure I was improving.”

Improving lives

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Bexley Mental Health Patient Experience Feedback (April 2021 – June 2021)

Of the 408 survey responses, 378 were completed by patients and 30 were completed by family/carers.

71% of 406 respondents stated overall their experience of our **service was good**.

83% of 403 respondents felt they were given **information** about the help they were getting.

81% of 385 respondents **felt better** because of the help they received.

83% of 403 respondents felt they had been **listened to**.

84% of 185 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

95% of 401 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **91%** of 47 respondents felt their **communication and information needs** were met (if applicable).

“Staff are compassionate, experienced and ready for anything. I felt I could trust the care I was given 100%. It was a lifeline for me.”

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Bromley Mental Health Patient Experience Feedback (April 2021 – June 2021)

Of the 818 survey responses, 791 were completed by patients and 27 were completed by family/carers.

77% of 692 respondents stated overall their experience of our **service was good**.

88% of 806 respondents felt they were given **information** about the help they were getting.

86% of 791 respondents **felt better** because of the help they received.

89% of 807 respondents felt they had been **listened to**.

90% of 384 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

96% of 816 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **91%** of 92 respondents felt their **communication and information needs** were met (if applicable).

“Staff were both friendly, considerate and very informative.”

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Greenwich Community Health Patient Experience Feedback (April 2021 – June 2021)

Of the 2,046 survey responses, 1,998 were completed by patients and 48 were completed by family/carers.

90% of 1,115 respondents stated overall their experience of our **service was good**.

96% of 2,005 respondents felt they were given **information** about the help they were getting.

97% of 1,981 respondents **felt better** because of the help they received.

97% of 2,007 respondents felt they had been **listened to**.

91% of 657 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

99% of 2,003 respondents felt they were treated with **kindness** and **care**.



97% of 113 respondents felt their **communication and information needs** were met (if applicable).

“Always treated with respect and explained what is happening, also answer any questions I may have.”

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Greenwich Mental Health Patient Experience Feedback (April 2021 – June 2021)

Of the 559 survey responses, 554 were completed by patients and 5 were completed by family/carers.

70% of 536 respondents stated overall their experience of our **service was good**.

85% of 556 respondents felt they were given **information** about the help they were getting.

80% of 545 respondents **felt better** because of the help they received.

86% of 556 respondents felt they had been **listened to**.

78% of 209 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

94% of 556 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **88%** of 65 respondents felt their **communication and information needs** were met (if applicable).



“The staff was really loving and caring for me on the ward plus I was given the right treatment and medication now I’m well and ready to move on.”

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Adult Learning Disabilities Patient Experience Feedback (April 2021 – June 2021)

80 survey responses were received from patients in Adult Learning Disability services.

90% of 79 respondents stated overall their experience of our **service was good**.

95% of 80 respondents felt they were given **information** about the help they were getting.

97% of 77 respondents **felt better** because of the help they received.

97% of 78 respondents felt they had been **listened to**.

99% of 70 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

100% of 78 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **82%** of 44 respondents felt their **communication and information needs** were met (if applicable).

"I am happy with my support. Seeing my specialist helps me to understand my problems."

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Children and Young People Patient Experience Feedback (April 2021 – June 2021)

Of the 422 survey responses, 103 were completed by patients and 319 were completed by family/carers.

84% of 417 respondents stated overall their experience of our **service was good**.

93% of 416 respondents felt they were given **information** about the help they were getting.

90% of 418 respondents **felt better** because of the help they received.

94% of 413 respondents felt they had been **listened to**.

96% of 419 respondents felt they were treated with **kindness** and **care**.

96% of 25 parents felt their **communication and information needs** were met (if applicable).

“Always very professional staff who are patient with my child. Always helpful and willing to answer any concerns.”

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Forensic Services Patient Experience Feedback (April 2021 – June 2021)

55 survey responses were received from patients in Forensic services.

49% of 75 respondents stated overall their experience of our **service was good**.

82% of 55 respondents felt they were given **information** about the help they were getting.

83% of 54 respondents **felt better** because of the help they received.

93% of 55 respondents felt they had been **listened to**.

86% of 35 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

87% of 55 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **90%** of 10 respondents felt their **communication and information needs** were met (if applicable).



“Staff are always there for me and they always listen to me. Staff treat me respect and dignity.”

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Prison Services Patient Experience Feedback (April 2021 – June 2021)

413 survey responses were received from patients in Prison services.

49% of 404 respondents stated overall their experience of our **service was good.**

71% of 410 respondents felt they were given **information** about the help they were getting.

76% of 401 respondents **felt better** because of the help they received.

76% of 401 respondents felt they had been **listened to.**

92% of 411 respondents felt they were treated with **kindness** and **care.**

*“Polite and nice
and easy to talk to
and knows what
they are doing,
they helped me
with all my needs.”*

Oxleas **NHS** **91%** of 56 respondents felt their **communication and information needs** were met (if applicable).

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