

How are we doing?

Patient Experience Feedback – April 2019 – June 2019 – All services across the Trust

Of the 6,163 Surveys, 5,667 were completed by patients and 496 were completed by family/carers.

91% of 6,080 patients stated they **would recommend** our services to their friends and/or relatives.

97% of 5,840 patients felt they **were given enough information** about their care and treatment.

98% of 5,468 patients felt the service had been **helpful**.

96% of 5,668 patients felt they were **involved in decisions** about their care and treatment.

96% of 2,212 patients felt their **families** were **involved** in their care.

98% of 5,541 patients felt they were treated with **dignity** and **respect**.

GSH Central

“There is good team work and they have good interactions with service users. Good understanding in dealing with individuals.”

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 – Bexley Community Health

Of the 1,222 surveys, 1,221 were completed by patients and 1 was completed by family/carers.

97% of 1,215 patients stated they **would recommend** our services to their friends and/or relatives.

99% of 1,185 patients felt they **were given enough information** about their care and treatment.

100% of 1,064 patients felt the service had been **helpful**.

98% of 1,175 patients felt they were **involved in decisions** about their care and treatment.

97% of 270 patients felt their **families were involved** in their care.

100% of 1,060 patients felt they were treated with **dignity and respect**.

"All the staff, from the time I arrived, were very helpful and respectful. I was seen on time."

MSK QMS

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 - Bexley Mental Health

Of the 241 surveys, 211 were completed by patients and 30 were completed by family/carers.

84% of 239 patients stated they **would recommend** our services to their friends and/or relatives.

95% of 237 patients felt they were given **enough information** about their care and treatment.

97% of 233 patients felt the service had been **helpful**.

94% of 233 patients felt they were **involved in decisions** about their care and treatment.

92% of 133 patients felt their **families** were **involved** in their care.

95% of 236 patients felt they were treated with **dignity** and **respect**.

*"Good care and a
secure environment
with good staff."*

Millbrook Ward

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 – Bromley Mental Health

Of the 406 surveys, 385 were completed by patients and 21 were completed by family/carers.

86% of 401 patients stated they **would recommend** our services to their friends and/or relatives.

94% of 398 patients felt they were given **enough information** about their care and treatment.

94% of 373 patients felt the service had been **helpful**.

94% of 390 patients felt they were **involved in decisions** about their care and treatment.

97% of 213 patients felt their **families** were **involved** in their care.

98% of 380 patients felt they were treated with **dignity** and **respect**.

“Dr Agha was fantastic. She was kind, caring, reassuring, very knowledgeable and a good listener.”
East ADAPT/PCP

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 - Greenwich Community Health

Of the 2,522 surveys, 2,515 were completed by patients and 7 were completed by family/carers.

93% of 2,486 patients stated they **would recommend** our services to their friends and/or relatives.

97% of 2,193 patients felt they were given **enough information** about their care and treatment.

99% of 2,055 patients felt the service had been **helpful**.

96% of 2,081 patients felt they were **involved in decisions** about their care and treatment.

97% of 601 patients felt their **families** were **involved** in their care.

98% of 2,100 patients felt they were treated with **dignity** and **respect**.

“Ralph my physio was excellent, always polite and helpful and explained everything to me formerly.”

CAR Team

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 – Greenwich Mental Health

Of the 445 surveys, 429 were completed by patients and 16 were completed by family/carers.

82% of 451 patients stated they **would recommend** our services to their friends and/or relatives.

91% of 453 patients felt they were given **enough information** about their care and treatment.

94% of 416 patients felt the service had been **helpful**.

92% of 446 patients felt they were **involved in decisions** about their care and treatment.

82% of 211 patients felt their **families** were **involved** in their care.

95% of 423 patients felt they were treated with **dignity** and **respect**.

*“Very helpful, clean,
staff respect you
and they try their
best to help.”*

Maryon Ward

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 - Adult Learning Disabilities

A total of 77 surveys were completed by ALD patients between April and June 2019.

71% of 45 patients stated they **would recommend** our services to their friends and/or relatives.

91% of 70 patients felt they were given enough **information** about their care and treatment.

100% of 73 patients felt the service had been **helpful**.

95% of 75 patients felt they were **involved in decisions** about their care and treatment.

99% of 67 patients felt their **families** were **involved** in their care.

99% of 74 patients felt they were treated with **dignity** and **respect**.

*"They help me
feel happy when
I see them."*

ALD Bexley

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 - Children and Young People

Of the 1,012 surveys, 591 were completed by patients and 421 were completed by family/carers.

92% of 1,102 patients stated they **would recommend** our services to their friends and/or relatives.

98% of 1,073 patients felt they were given **enough information** about their care and treatment.

99% of 1,030 patients felt the service had been **helpful**.

98% of 1,042 patients felt they were **involved in decisions** about their care and treatment.

99% of 660 patients felt their **families** were **involved** in their care.

100% of 1,041 patients felt they were treated with **dignity** and **respect**.

"They played and talked with my child in a friendly manner and listened to what I had to say."

SLT Greenwich

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 – Forensic Services

A total of 116 surveys were completed by forensic patients between April and June 2019.

64% of 111 patients stated they **would recommend** our services to their friends and/or relatives.

92% of 111 patients felt they were given **enough information** about their care and treatment.

88% of 108 patients felt the service had been **helpful**.

90% of 107 patients felt they were **involved in decisions** about their care and treatment.

88% of 57 patients felt their **families** were **involved** in their care.

96% of 110 patients felt they were treated with **dignity** and **respect**.

*"Because I believe
that the service
offers great support
for the mentally ill."*

Danson Unit

How are we doing?

Patient Experience Feedback - April 2019 – June 2019 – Prison Services

A total of 122 surveys were completed by prisons patients between April and June 2019.

88% of 120 patients felt they were given **enough information** about their care and treatment.

91% of 116 patients felt the service had been **helpful**.

82% of 119 patients felt they were **involved in decisions** about their care and treatment.

94% of 117 patients felt they were treated with **dignity and respect**.

*“Very appreciative
of the support
provided. Katherine
is very professional
very approachable
and has been a
great support.”*

HMP Elmley