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.

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

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.



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.





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

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

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 416patients 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

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.

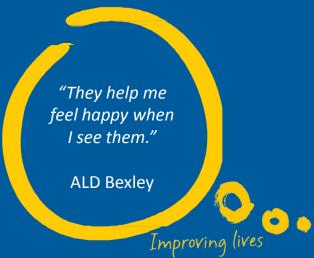
100% of 73 patients felt the service had been helpful.

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.





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

Improving lives

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.

Oxleas

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

Danson Unit

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

