

# How are we doing?

**Patient Experience Feedback – All services across the Trust (April 2020 – June 2020)**

*Of the 2,379 survey responses, 2,291 were completed by patients and 88 were completed by family/carers.*

**85%** of 1,692 respondents stated they **would recommend** our services to their friends and/or relatives.

**90%** of 2,337 respondents felt they were given **information** about the help they were getting.

**89%** of 2,267 respondents **felt better** because of the help they received.

**90%** of 2,322 respondents felt they had been **listened to**.

**89%** of 584 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**97%** of 2,297 respondents felt they were treated with **kindness** and **care**.

*“What might have otherwise been a worrying, stressful experience was handled with great care and expertise.”*

# How are we doing?

**Bexley Community Health Patient Experience Feedback (April 2020 – June 2020)**

*Of the 1,057 survey responses, 1,035 were completed by patients and 22 were completed by family/carers.*

**88%** of 970 respondents stated they **would recommend** our services to their friends and/or relatives.

**93%** of 1,039 respondents felt they were given **information** about the help they were getting.

**89%** of 1,027 respondents **felt better** because of the help they received.

**93%** of 1,035 respondents felt they had been **listened to**.

**89%** of 118 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**98%** of 1,039 respondents felt they were treated with **kindness** and **care**.



*"I was worried about my health but the nurse helped me to understand my condition better and gave me ways of improving my Life"*

# How are we doing?

**Bexley Mental Health Patient Experience Feedback (April 2020 – June 2020)**

*Of the 60 survey responses, 58 were completed by patients and 2 were completed by family/carers.*

**97%** of 38 respondents stated they **would recommend** our services to their friends and/or relatives.

**95%** of 60 respondents felt they were given **information** about the help they were getting.

**90%** of 59 respondents **felt better** because of the help they received.

**95%** of 58 respondents felt they had been **listened to**.

**100%** of 38 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**100%** of 60 respondents felt they were treated with **kindness** and **care**.

*“you have helped me out so much and I have to say a big thank you for the help that you gave me “*

# How are we doing?

**Bromley Mental Health Patient Experience Feedback (April 2020 – June 2020)**

*Of the 264 survey responses, 253 were completed by patients and 11 were completed by family/carers.*

**68%** of 165 respondents stated they **would recommend** our services to their friends and/or relatives.

**78%** of 259 respondents felt they were given **information** about the help they were getting.

**77%** of 258 respondents **felt better** because of the help they received.

**78%** of 257 respondents felt they had been **listened to**.

**86%** of 126 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**93%** of 260 respondents felt they were treated with **kindness** and **care**.

*“Nurses and  
Doctors are very  
professional.  
Everyone  
treated me with  
respect.”*

# How are we doing?

Greenwich Community Health Patient Experience Feedback (April 2020 – June 2020)

*Of the 446 survey responses, 439 were completed by patients and 7 were completed by family/carers.*

**94%** of 240 respondents stated they **would recommend** our services to their friends and/or relatives.

**97%** of 439 respondents felt they were given **information** about the help they were getting.

**100%** of 419 respondents **felt better** because of the help they received.

**98%** of 433 respondents felt they had been **listened to**.

**92%** of 123 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**100%** of 423 respondents felt they were treated with **kindness** and **care**.

*“Very knowledgeable and caring and has helped me tremendously.”*

# How are we doing?

**Greenwich Mental Health Patient Experience Feedback (April 2020 – June 2020)**

*Of the 276 survey responses, 274 were completed by patients and 2 were completed by family/carers.*

**71%** of 257 respondents stated they **would recommend** our services to their friends and/or relatives.

**85%** of 273 respondents felt they were given **information** about the help they were getting.

**83%** of 250 respondents **felt better** because of the help they received.

**82%** of 272 respondents felt they had been **listened to**.

**84%** of 109 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**91%** of 253 respondents felt they were treated with **kindness** and **care**.

*“You have [brought] me out of the dark hole I was in for many years. I thank all of you”*

# How are we doing?

**Adult Learning Disabilities Patient Experience Feedback (April 2020 – June 2020)**

*Of the 24 survey responses, 24 were completed by patients and 0 were completed by family/carers.*

**83%** of 24 respondents stated they **would recommend** our services to their friends and/or relatives.

**95%** of 19 respondents felt they were given **information** about the help they were getting.

**100%** of 20 respondents **felt better** because of the help they received.

**91%** of 23 respondents felt they had been **listened to**.

**100%** of 23 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**100%** of 24 respondents felt they were treated with **kindness** and **care**.

*"All of the help I have received has helped me to become a better and happier person."*

# How are we doing?

Children and Young People Patient Experience Feedback (April 2020 – June 2020)

*Of the 92 survey responses, 49 were completed by children/ young people and 43 were completed by parents/carers.*

**92%** of 53 respondents stated they **would recommend** our services to their friends and/or relatives.

**97%** of 91 respondents felt they were given **information** about the help they were getting.

**97%** of 87 respondents **felt better** because of the help they received.

**97%** of 87 respondents felt they had been **listened to**.

**94%** of 32 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**97%** of 89 respondents felt they were treated with **kindness** and **care**.

*"The community nurses and the Oxleas team participants have been fantastic."*



# How are we doing?

**Forensic Services Patient Experience Feedback (April 2020 – June 2020)**

*Of the 27 survey responses, 26 were completed by patients and 1 was completed by family/carers.*

**67%** of 6 respondents stated they **would recommend** our services to their friends and/or relatives.

**83%** of 24 respondents felt they were given **information** about the help they were getting.

**96%** of 25 respondents **felt better** because of the help they received.

**96%** of 25 respondents felt they had been **listened to**.

**80%** of 15 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**96%** of 25 respondents felt they were treated with **kindness** and **care**.

*“The food here  
is good and  
patients and  
staff friendly”*

# How are we doing?

Prison Services Patient Experience Feedback (April 2020 – June 2020)

*133 survey responses were received from patients in Prison services.*

**72%** of 133 patients felt they were given **information** about the help they were getting.

**80%** of 122 patients **felt better** because of the help they received.

**66%** of 132 patients felt they had been **listened to**.

**87%** of 124 patients felt they were treated with **kindness** and **care**.

*"I feel the service is good I get from the healthcare being a mental health patient."*