

How are we doing?

Patient Experience Feedback – All services across the Trust (April 2022 – June 2022)

Of the 5,937 survey responses, 5,847 were completed by patients and 90 were completed by family/carers.

82% of 5,835 respondents stated overall their experience of our **service was good**.

88% of 5,846 respondents felt they were given **information** about the help they were getting.

89% of 5,765 respondents **felt better** because of the help they received.

91% of 5,853 respondents felt they had been **listened to**.

90% of 1,865 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

97% of 5,888 respondents felt they were treated with **kindness** and **care**.

“The staff were kind and courteous. Only waited five minutes to see the doctor.”

Oxleas **NHS** **89%** of 637 respondents felt their **communication and information needs** were met (if applicable).

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Acute & Crisis Patient Experience Feedback (April 2022 – June 2022)

Of the 384 survey responses, 377 were completed by patients and 7 were completed by family/carers.

66% of 382 respondents stated overall their experience of our **service was good**.

82% of 379 respondents felt they were given **information** about the help they were getting.

83% of 380 respondents **felt better** because of the help they received.

85% of 381 respondents felt they had been **listened to**.

83% of 205 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

92% of 382 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **87%** of 54 respondents felt their **communication and information needs** were met (if applicable).



"I have been in a hospital for over 3 months it has been a good experience overall."

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Community Physical Health Patient Experience Feedback (April 2022 – June 2022)

Of the 3,202 survey responses, 3,163 were completed by patients and 39 were completed by family/carers.

88% of 3,155 respondents stated overall their experience of our **service was good**.

92% of 3,148 respondents felt they were given **information** about the help they were getting.

92% of 3,132 respondents **felt better** because of the help they received.

94% of 3,150 respondents felt they had been **listened to**.

91% of 1,076 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

98% of 3,170 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **94%** of 296 respondents felt their **communication and information needs** were met (if applicable).

“Always polite and answered all questions I asked.”

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Community Mental Health Patient Experience Feedback (April 2022 – June 2022)

Of the 1,133 survey responses, 1,091 were completed by patients and 42 were completed by family/carers.

70% of 1,111 respondents stated overall their experience of our **service was good**.

79% of 1,113 respondents felt they were given **information** about the help they were getting.

80% of 1,083 respondents **felt better** because of the help they received.

83% of 1,117 respondents felt they had been **listened to**.

89% of 450 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

93% of 1,127 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **74%** of 120 respondents felt their **communication and information needs** were met (if applicable).

“The visiting clinician was excellent. Very knowledgeable and helpful.”

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Children and Young People Patient Experience Feedback (April 2022 – June 2022)

590 survey responses were received from patients in Children and Young People services.

87% of 569 respondents stated overall their experience of our **service was good**.

94% of 589 respondents felt they were given **information** about the help they were getting.

93% of 559 respondents **felt better** because of the help they received.

96% of 587 respondents felt they had been **listened to**.

75% of 8 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

98% of 590 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **92%** of 39 respondents felt their **communication and information needs** were met (if applicable).

"I felt the practitioner listened to all our concerns. She gave advice, managed to make my daughter feel comfortable too."

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Forensic Services Patient Experience Feedback (April 2022 – June 2022)

Of the 124 survey responses, 122 were completed by patients and 2 were completed by family/carers.

73% of 122 respondents stated overall their experience of our **service was good**.

89% of 122 respondents felt they were given **information** about the help they were getting.

88% of 122 respondents **felt better** because of the help they received.

92% of 122 respondents felt they had been **listened to**.

85% of 59 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

92% of 121 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **100%** of 30 respondents felt their **communication and information needs** were met (if applicable).

"I have received support from the Bracton for many years now and I would be 'lost' without it."

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Prison Services Patient Experience Feedback (April 2022 – June 2022)

422 survey responses were received from patients in Prison services.

69% of 415 respondents stated overall their experience of our **service** was good.

85% of 417 respondents felt they were given **information** about the help they were getting.

90% of 415 respondents **felt better** because of the help they received.

90% of 417 respondents felt they had been **listened to**.

97% of 418 respondents felt they were treated with **kindness** and **care**.

“The lady was very nice and easy to talk to and made me feel safe.”

Oxleas **NHS** **89%** of 65 respondents felt their **communication and information needs** were met (if applicable).

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Adult Learning Disabilities Patient Experience Feedback (April 2022 – June 2022)

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

80% of 81 respondents stated overall their experience of our **service was good**.

90% of 78 respondents felt they were given **information** about the help they were getting.


91% of 74 respondents **felt better** because of the help they received.

92% of 79 respondents felt they had been **listened to**.

100% of 67 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

96% of 69 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **94%** of 33 respondents felt their **communication and information needs** were met (if applicable).



“The service is helpful caring and useful.”

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