

# How are we doing?

**Patient Experience Feedback – All services across the Trust (January 2021 – March 2021)**

*Of the 4,817 survey responses, 4,084 were completed by patients and 733 were completed by family/carers.*

**80%** of 4,750 respondents stated overall their experience of our **service was good**.

**89%** of 4,803 respondents felt they were given **information** about the help they were getting.

**89%** of 4,741 respondents **felt better** because of the help they received.

**92%** of 4,756 respondents felt they had been **listened to**.

**87%** of 1,078 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**97%** of 4,773 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **92%** of 427 respondents felt their **communication and information needs** were met (if applicable).

*"I have felt so privileged to have had so much support from this service."*

*Improving lives*

# How are we doing?

## Bexley Community Health Patient Experience Feedback (January 2021 – March 2021)

*Of the 1,015 survey responses, 996 were completed by patients and 19 were completed by family/carers.*

**87%** of 1,004 respondents stated overall their experience of our **service was good**.

**93%** of 1,000 respondents felt they were given **information** about the help they were getting.


**91%** of 1,002 respondents **felt better** because of the help they received.

**95%** of 1,000 respondents felt they had been **listened to**.

**90%** of 228 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**98%** of 1,002 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **91%** of 65 respondents felt their **communication and information needs** were met (if applicable).



*“Consistent service from staff and always available when I need them.”*

*Improving lives*

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## Bexley Mental Health Patient Experience Feedback (January 2021 – March 2021)

*Of the 275 survey responses, 252 were completed by patients and 23 were completed by family/carers.*

**72%** of 272 respondents stated overall their experience of our **service was good**.

**86%** of 273 respondents felt they were given **information** about the help they were getting.

**82%** of 272 respondents **felt better** because of the help they received.

**86%** of 274 respondents felt they had been **listened to**.

**80%** of 144 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**89%** of 274 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **81%** of 21 respondents felt their **communication and information needs** were met (if applicable).

*“Consistent service from staff and always available when I need them.”*

*Improving lives*

# How are we doing?

## Bromley Mental Health Patient Experience Feedback (January 2021 – March 2021)

*Of the 452 survey responses, 434 were completed by patients and 18 were completed by family/carers.*

**71%** of 443 respondents stated overall their experience of our **service was good**.

**82%** of 449 respondents felt they were given **information** about the help they were getting.

**83%** of 445 respondents **felt better** because of the help they received.

**88%** of 449 respondents felt they had been **listened to**.

**86%** of 202 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**95%** of 449 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **81%** of 31 respondents felt their **communication and information needs** were met (if applicable).

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

*Improving lives*

# How are we doing?

## Greenwich Community Health Patient Experience Feedback (January 2021 – March 2021)

*Of the 547 survey responses, 540 were completed by patients and 7 were completed by family/carers.*

**88%** of 539 respondents stated overall their experience of our **service was good**.

**93%** of 534 respondents felt they were given **information** about the help they were getting.

**96%** of 536 respondents **felt better** because of the help they received.

**95%** of 532 respondents felt they had been **listened to**.

**90%** of 205 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**100%** of 540 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **92%** of 49 respondents felt their **communication and information needs** were met (if applicable).

*“Staff were informative, caring and very understanding.”*

*Improving lives*

# How are we doing?

## Greenwich Mental Health Patient Experience Feedback (January 2021 – March 2021)

*Of the 566 survey responses, 565 were completed by patients and 1 were completed by family/carers.*

**73%** of 557 respondents stated overall their experience of our **service was good**.

**86%** of 562 respondents felt they were given **information** about the help they were getting.


**81%** of 551 respondents **felt better** because of the help they received.

**88%** of 561 respondents felt they had been **listened to**.

**81%** of 189 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**96%** of 563 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **90%** of 61 respondents felt their **communication and information needs** were met (if applicable).



*"The team really takes the time to listen and they are very helpful."*

*Improving lives*

# How are we doing?

## Adult Learning Disabilities Patient Experience Feedback (January 2021 – March 2021)

*81 survey responses were received from patients in ALD services.*

**90%** of 81 respondents stated overall their experience of our **service was good**.

**90%** of 72 respondents felt they were given **information** about the help they were getting.

**97%** of 75 respondents **felt better** because of the help they received.

**96%** of 76 respondents felt they had been **listened to**.

**97%** of 67 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**99%** of 81 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **97%** of 36 respondents felt their **communication and information needs** were met (if applicable).

*“The team are very supportive and are always ready to help.”*

*Improving lives*

# How are we doing?

Children and Young People Patient Experience Feedback (January 2021 – March 2021)

*Of the 1,688 survey responses, 1,024 were completed by patients and 664 were completed by family/carers.*

**80%** of 1,663 respondents stated overall their experience of our **service was good**.


**89%** of 1,664 respondents felt they were given **information** about the help they were getting.

**90%** of 1,664 respondents **felt better** because of the help they received.

**93%** of 109 respondents felt they had been **listened to**.

**97%** of 1,662 respondents felt they were treated with **kindness** and **care**.

**96%** of 132 parents felt their **communication and information needs** were met (if applicable).



*"I have received  
fantastic support  
and  
understanding."*



# How are we doing?

## Forensic Services Patient Experience Feedback (January 2021 – March 2021)

*Of the 79 survey responses, 78 were completed by patients and 1 was completed by carer/family.*

**63%** of 75 respondents stated overall their experience of our **service was good**.

**80%** of 76 respondents felt they were given **information** about the help they were getting.

**85%** of 73 respondents **felt better** because of the help they received.

**92%** of 76 respondents felt they had been **listened to**.

**83%** of 36 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**96%** of 76 respondents felt they were treated with **kindness** and **care**.

**94%** of 18 respondents felt their **communication and information needs** were met (if applicable).



*“The service cares about getting good results for its patients/clients.”*

# How are we doing?

Prison Services Patient Experience Feedback (January 2021 – March 2021)

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

**70%** of 103 respondents stated overall their experience of our **service** was good.

**88%** of 112 respondents felt they were given **information** about the help they were getting.

**86%** of 110 respondents **felt better** because of the help they received.

**87%** of 112 respondents felt they had been **listened to**.

**96%** of 112 respondents felt they were treated with **kindness** and **care**.

*“The staff  
very caring  
and hard  
working.”*

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