

# How are we doing?

**Patient Experience Feedback – All services across the Trust (January 2019 – March 2019)**

*Of the 6,933 surveys, 6,520 were completed by patients and 413 were completed by family/carers.*

**93%** of 6,603 patients stated they **would recommend** our services to their friends and/or relatives.

**97%** of 6,322 patients felt they **were given enough information** about their care and treatment.

**99%** of 5,961 patients felt the service had been **helpful**.

**97%** of 6,169 patients felt they were **involved in decisions** about their care and treatment.

**96%** of 1,931 patients felt their **families** were **involved** in their care.

**98%** of 6,168 patients felt they were treated with **dignity** and **respect**.

*“Everyone was professional, caring and understanding as well as flexible.”*

# How are we doing?

**Bexley Community Health Patient Experience Feedback (January 2019 – March 2019)**

*Of the 1,401 surveys, 1,387 were completed by patients and 14 were completed by family/carers.*

**98%** of 1,387 patients stated they **would recommend** our services to their friends and/or relatives.

**99%** of 1,365 patients felt they **were given enough information** about their care and treatment.

**100%** of 1,293 patients felt the service had been **helpful**.

**99%** of 1,342 patients felt they were **involved in decisions** about their care and treatment.

**96%** of 249 patients felt their **families** were **involved** in their care.

**99%** of 1,276 patients felt they were treated with **dignity** and **respect**.

*"I was seen  
very promptly  
and received up  
to date  
treatment."*

# How are we doing?

**Bexley Mental Health Patient Experience Feedback (January 2019 – March 2019)**

*Of the 229 surveys, 213 were completed by patients and 16 were completed by family/carers.*

**85%** of 228 patients stated they **would recommend** our services to their friends and/or relatives.

**95%** of 226 patients felt they were given **enough information** about their care and treatment.

**98%** of 221 patients felt the service had been **helpful**.

**91%** of 223 patients felt they were **involved in decisions** about their care and treatment.

**95%** of 126 patients felt their **families** were **involved** in their care.

**96%** of 198 patients felt they were treated with **dignity** and **respect**.

*"All you nurses  
do a wonderful  
job. I found that  
the service  
helped me."*

# How are we doing?

**Bromley Mental Health Patient Experience Feedback (January 2019 – March 2019)**

*Of the 387 surveys, 365 were completed by patients and 22 were completed by family/carers.*

**92%** of 376 patients stated they **would recommend** our services to their friends and/or relatives.

**97%** of 372 patients felt they were given **enough information** about their care and treatment.

**98%** of 345 patients felt the service had been **helpful**.

**98%** of 361 patients felt they were **involved in decisions** about their care and treatment.

**96%** of 195 patients felt their **families** were **involved** in their care.

**98%** of 364 patients felt they were treated with **dignity** and **respect**.

*“Kind and caring staff. Generally a calm and useful environment for recovery.”*

# How are we doing?

Greenwich Community Health Patient Experience Feedback (January 2019 – March 2019)

*Of the 3,237 surveys, 3,218 were completed by patients and 19 were completed by family/carers.*

**93%** of 3,174 patients stated they **would recommend** our services to their friends and/or relatives.

**97%** of 2,798 patients felt they were given **enough information** about their care and treatment.

**99%** of 2,568 patients felt the service had been **helpful**.

**97%** of 2,691 patients felt they were **involved in decisions** about their care and treatment.

**95%** of 608 patients felt their **families** were **involved** in their care.

**98%** of 2,772 patients felt they were treated with **dignity** and **respect**.

*“The service dealt with my underlying issues and made sure I could understand the care process.”*

# How are we doing?

Greenwich Mental Health Patient Experience Feedback (January 2019 – March 2019)

*Of the 478 surveys, 461 were completed by patients and 17 were completed by family/carers.*

**84%** of 471 patients stated they **would recommend** our services to their friends and/or relatives.

**93%** of 435 patients felt they were given **enough information** about their care and treatment.

**93%** of 430 patients felt the service had been **helpful**.

**91%** of 429 patients felt they were **involved in decisions** about their care and treatment.

**91%** of 166 patients felt their **families** were **involved** in their care.

**93%** of 425 patients felt they were treated with **dignity** and **respect**.

*"We have received excellent care and attention always."*

# How are we doing?

Adult Learning Disabilities Patient Experience Feedback (January 2019 – March 2019)

*109 surveys were received from ALD patients.*

**87%** of 103 patients stated they **would recommend** our services to their friends and/or relatives.

**98%** of 95 patients felt they were given enough **information** about their care and treatment.

**98%** of 99 patients felt the service had been **helpful**.

**98%** of 100 patients felt they were **involved in decisions** about their care and treatment.

**97%** of 73 patients felt their **families** were **involved** in their care.

**99%** of 104 patients felt they were treated with **dignity** and **respect**.

*“Staff have  
been very  
helpful and kind  
to me over the  
years.”*

# How are we doing?

Children and Young People Patient Experience Feedback (January 2019 – March 2019)

*Of the 841 surveys, 516 were completed by children and 325 were completed by parents/carers.*

**94%** of 799 patients stated they **would recommend** our services to their friends and/or relatives.

**100%** of 800 patients felt they were given **enough information** about their care and treatment.

**100%** of 781 patients felt the service had been **helpful**.

**99%** of 790 patients felt they were **involved in decisions** about their care and treatment.

**100%** of 470 patients felt their **families** were **involved** in their care.

**100%** of 793 patients felt they were treated with **dignity** and **respect**.

*“Very  
informative and  
useful advice.  
Friendly and  
calm  
atmosphere.”*



# How are we doing?

**Forensic Services Patient Experience Feedback (January 2019 – March 2019)**

*Of the 88 surveys, 88 were completed by patients and 0 were completed by family/carers.*

**65%** of 65 patients stated they **would recommend** our services to their friends and/or relatives.

**83%** of 69 patients felt they were given **enough information** about their care and treatment.

**85%** of 65 patients felt the service had been **helpful**.

**93%** of 72 patients felt they were **involved in decisions** about their care and treatment.

**82%** of 44 patients felt their **families** were **involved** in their care.

**91%** of 76 patients felt they were treated with **dignity** and **respect**.

*“There has been members of understanding staff and lovely individuals such as the O.T.”*

# How are we doing?

Prison Services Patient Experience Feedback (January 2019 – March 2019)

*163 surveys were received from patients in Prison services.*

**89%** of 162 patients felt they were given **enough information** about their care and treatment.

**92%** of 159 patients felt the service had been **helpful**.

**88%** of 161 patients felt they were **involved in decisions** about their care and treatment.

**98%** of 160 patients felt they were treated with **dignity and respect**.

*“We get advice and help from the in-reach team. I am happy to engage with them.”*