

How are we doing?

Patient Experience Feedback – All services across the Trust (January 2020 – March 2020)

Of the 6,055 surveys, 5,197 were completed by patients and 858 were completed by family/carers.

89% of 5,790 respondents stated they **would recommend** our services to their friends and/or relatives.

94% of 5,826 patients felt they **were given enough information** about their care and treatment.

95% of 5,654 patients felt the service had been **helpful**.

94% of 5,733 patients felt they were **involved in decisions** about their care and treatment.

96% of 2,525 patients felt their **families** were **involved** in their care.

97% of 5,717 respondents felt they were treated with **dignity** and **respect**.

“Very good service would definitely recommend to every one. Thank you very much.”

How are we doing?

Bexley Community Health Patient Experience Feedback (January 2020 – March 2020)

Of the 1,088 surveys, 1,069 were completed by patients and 19 were completed by family/carers.

93% of 1,084 respondents stated they **would recommend** our services to their friends and/or relatives.

95% of 1,074 respondents felt they **were given enough information** about their care and treatment.

94% of 1,071 respondents felt the service had been **helpful**.

95% of 1,070 respondents felt they were **involved in decisions** about their care and treatment.

94% of 231 patients felt their **families were involved** in their care.

99% of 1,078 respondents felt they were treated with **dignity and respect**.

“They were caring, helpful and knew exactly what treatment was needed and guided you step by step.”

How are we doing?

Bexley Mental Health Patient Experience Feedback (January 2020 – March 2020)

Of the 277 surveys, 256 were completed by patients and 21 were completed by family/carers.

54% of 262 respondents stated they **would recommend** our services to their friends and/or relatives.

97% of 274 respondents felt they were given **enough information** about their care and treatment.

98% of 271 respondents felt the service had been **helpful**.

99% of 270 respondents felt they were **involved in decisions** about their care and treatment.

97% of 149 patients felt their **families** were **involved** in their care.

98% of 270 respondents felt they were treated with **dignity** and **respect**.

*"I came away
feeling a lot
better than I did
before."*

How are we doing?

Bromley Mental Health Patient Experience Feedback (January 2020 – March 2020)

Of the 595 surveys, 566 were completed by patients and 29 were completed by family/carers.

85% of 591 respondents stated they **would recommend** our services to their friends and/or relatives.

91% of 587 respondents felt they were given **enough information** about their care and treatment.

92% of 543 respondents felt the service had been **helpful**.

90% of 574 respondents felt they were **involved in decisions** about their care and treatment.

96% of 313 patients felt their **families** were **involved** in their care.

95% of 548 respondents felt they were treated with **dignity** and **respect**.

"The staff are extremely supportive, friendly and clearly dedicated to their patients."

How are we doing?

Greenwich Community Health Patient Experience Feedback (January 2020 – March 2020)

Of the 1,964 surveys, 1,941 were completed by patients and 23 were completed by family/carers.

92% of 1,937 respondents stated they **would recommend** our services to their friends and/or relatives.

96% of 1,823 respondents felt they were given **enough information** about their care and treatment.

99% of 1,748 respondents felt the service had been **helpful**.

96% of 1,770 respondents felt they were **involved in decisions** about their care and treatment.

96% of 458 patients felt their **families** were **involved** in their care.

99% of 1,769 respondents felt they were treated with **dignity** and **respect**.

"The support I received from the professional was very good. They listened to my concerns with understanding."

How are we doing?

Greenwich Mental Health Patient Experience Feedback (January 2020 – March 2020)

Of the 508 surveys, 489 were completed by patients and 19 were completed by family/carers.

77% of 505 respondents stated they **would recommend** our services to their friends and/or relatives.

91% of 498 respondents felt they were given **enough information** about their care and treatment.

87% of 489 respondents felt the service had been **helpful**.

90% of 496 respondents felt they were **involved in decisions** about their care and treatment.

92% of 185 patients felt their **families** were **involved** in their care.

95% of 494 respondents felt they were treated with **dignity** and **respect**.

*“Everybody
who helped me
was very
helpful,
understanding
and patient.”*

How are we doing?

Adult Learning Disabilities Patient Experience Feedback (January 2020 – March 2020)

Of the 87 surveys, 87 were completed by patients and 0 were completed by family/carers.

78% of 85 respondents stated they **would recommend** our services to their friends and/or relatives.

95% of 77 respondents felt they were given enough **information** about their care and treatment.

99% of 81 respondents felt the service had been **helpful**.

96% of 79 respondents felt they were **involved in decisions** about their care and treatment.

94% of 72 patients felt their **families** were **involved** in their care.

100% of 83 respondents felt they were treated with **dignity** and **respect**.

*"I am getting
all the help I
needed to live
my normal
life."*

How are we doing?

Children and Young People Patient Experience Feedback (January 2020 – March 2020)

Of the 1,259 surveys, 512 were completed by children and 747 were completed by parents/carers.

91% of 1,239 respondents stated they **would recommend** our services to their friends and/or relatives.

99% of 1,224 respondents felt they were given **enough information** about their care and treatment.

99% of 1,196 respondents felt the service had been **helpful**.

99% of 1,206 respondents felt they were **involved in decisions** about their care and treatment.

98% of 1,061 patients felt their **families** were **involved** in their care.

98% of 1,207 respondents felt they were treated with **dignity** and **respect**.

*“Very friendly,
welcoming and
explained things
really well.”*

How are we doing?

Forensic Services Patient Experience Feedback (January 2020 – March 2020)

Of the 79 surveys, 79 were completed by patients and 0 were completed by family/carers.

78% of 73 respondents stated they **would recommend** our services to their friends and/or relatives.

94% of 71 respondents felt they were given **enough information** about their care and treatment.

95% of 66 respondents felt the service had been **helpful**.

93% of 68 respondents felt they were **involved in decisions** about their care and treatment.

97% of 34 patients felt their **families** were **involved** in their care.

93% of 69 respondents felt they were treated with **dignity** and **respect**.

*"I like it here as
I am being
treated well."*

How are we doing?

Prison Services Patient Experience Feedback (January 2020 – March 2020)

198 surveys were received from patients in Prison services.

69% of 197 patients felt they were given **enough information** about their care and treatment.

65% of 193 patients felt the service had been **helpful**.

60% of 198 patients felt they were **involved in decisions** about their care and treatment.

79% of 198 patients felt they were treated with **dignity and respect**.

*"I found the
courses and
support I received
helpful."*