

How are we doing?

Patient Experience Feedback – All services across the Trust (January 2022 – March 2022)

Of the 4,858 survey responses, 4,412 were completed by patients and 446 were completed by family/carers.

84% of 4,760 respondents stated overall their experience of our **service was good**.

90% of 4,778 respondents felt they were given **information** about the help they were getting.

90% of 4,715 respondents **felt better** because of the help they received.

93% of 4,788 respondents felt they had been **listened to**.

88% of 1,541 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

98% of 4,819 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **91%** of 473 respondents felt their **communication and information needs** were met (if applicable).

“Friendly staff who always were aware of my limitations! Very helpful and motivational in reaching my goal!”

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Acute & Crisis Patient Experience Feedback (January 2022 – March 2022)

Of the 397 survey responses, 372 were completed by patients and 25 were completed by family/carers.

68% of 393 respondents stated overall their experience of our **service was good**.

82% of 394 respondents felt they were given **information** about the help they were getting.


80% of 394 respondents **felt better** because of the help they received.

83% of 396 respondents felt they had been **listened to**.

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

94% of 396 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **92%** of 50 respondents felt their **communication and information needs** were met (if applicable).



“Supportive and nurturing team. Listened to concerns of my mother.”

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Community Physical Health Patient Experience Feedback (January 2022 – March 2022)

Of the 2,534 survey responses, 2,502 were completed by patients and 32 were completed by family/carers.

91% of 2,488 respondents stated overall their experience of our **service was good**.

93% of 2,493 respondents felt they were given **information** about the help they were getting.

93% of 2,475 respondents **felt better** because of the help they received.

95% of 2,498 respondents felt they had been **listened to**.

89% of 831 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

99% of 2,511 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **95%** of 239 respondents felt their **communication and information needs** were met (if applicable).

“The man was very thorough, patient and helpful. I got a lot of information.”

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Community Mental Health Patient Experience Feedback (January 2022 – March 2022)

Of the 983 survey responses, 947 were completed by patients and 36 were completed by family/carers.

72% of 977 respondents stated overall their experience of our **service was good**.

80% of 975 respondents felt they were given **information** about the help they were getting.

80% of 953 respondents **felt better** because of the help they received.

86% of 977 respondents felt they had been **listened to**.

85% of 387 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

95% of 981 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **77%** of 79 respondents felt their **communication and information needs** were met (if applicable).

“So far staff on telephone listened to me and now waiting one to one treatment.”

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Children and Young People Patient Experience Feedback (January 2022 – December 2022)

Of the 635 survey responses, 287 were completed by patients and 348 were completed by family/carers.

88% of 599 respondents stated overall their experience of our **service was good**.

94% of 620 respondents felt they were given **information** about the help they were getting.


94% of 598 respondents **felt better** because of the help they received.

97% of 614 respondents felt they had been **listened to**.

74% of 19 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

99% of 627 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **94%** of 35 respondents felt their **communication and information needs** were met (if applicable).



“The professionals we saw were very competent, knowledgeable and well trained.”

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Forensic Services Patient Experience Feedback (January 2022 – March 2022)

Of the 83 survey responses, 78 were completed by patients and 5 were completed by family/carers.

66% of 79 respondents stated overall their experience of our **service was good**.

89% of 76 respondents felt they were given **information** about the help they were getting.

94% of 79 respondents **felt better** because of the help they received.

94% of 79 respondents felt they had been **listened to**.

89% of 37 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

95% of 79 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **89%** of 18 respondents felt their **communication and information needs** were met (if applicable).

"I was ill when I was admitted and with the help of staff and medication I am now well ready to be discharged."

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Prison Services Patient Experience Feedback (January 2022 – March 2022)

156 survey responses were received from patients in Prison services.

81% of 154 respondents stated overall their experience of our **service** was good.

95% of 153 respondents felt they were given **information** about the help they were getting.

95% of 151 respondents **felt better** because of the help they received.

97% of 156 respondents felt they had been **listened to**.

99% of 156 respondents felt they were treated with **kindness** and **care**.

“The nurse listened to me and encouraged me to be more positive about the situation.”

92% of 24 respondents felt their **communication and information needs** were met (if applicable).

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Adult Learning Disabilities Patient Experience Feedback (January 2022 – March 2022)

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

87% of 70 respondents stated overall their experience of our **service was good**.

97% of 67 respondents felt they were given **information** about the help they were getting.

98% of 65 respondents **felt better** because of the help they received.

97% of 68 respondents felt they had been **listened to**.

98% of 62 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

100% of 69 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **89%** of 28 respondents felt their **communication and information needs** were met (if applicable).



“My disability team always helped me whenever I asked for help.”

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