

How are we doing?

Patient Experience Feedback – All services across the Trust (July 2019 – September 2019)

Of the 6,419 surveys, 5,650 were completed by patients and 769 were completed by family/carers.

90% of 5,956 patients stated they **would recommend** our services to their friends and/or relatives.

95% of 6,090 patients felt they **were given enough information** about their care and treatment.

95% of 5,813 patients felt the service had been **helpful**.

94% of 5,947 patients felt they were **involved in decisions** about their care and treatment.

96% of 2,312 patients felt their **families** were **involved** in their care.

98% of 5,941 patients felt they were treated with **dignity** and **respect**.

*“Efficient,
professional and
friendly service
was provided
which made life
easier for us.”*

How are we doing?

Bexley Community Health Patient Experience Feedback (July 2019 – September 2019)

Of the 1,182 surveys, 1,149 were completed by patients and 33 were completed by family/carers.

95% of 1,145 patients stated they **would recommend** our services to their friends and/or relatives.

97% of 1,141 patients felt they **were given enough information** about their care and treatment.

97% of 1,091 patients felt the service had been **helpful**.

96% of 1,122 patients felt they were **involved in decisions** about their care and treatment.

96% of 268 patients felt their **families were involved** in their care.

99% of 1,093 patients felt they were treated with **dignity and respect**.

“Very friendly and knowledgeable, made me feel secure and at ease.”

How are we doing?

Bexley Mental Health Patient Experience Feedback (July 2019 – September 2019)

Of the 208 surveys, 191 were completed by patients and 12 were completed by family/carers.

80% of 208 patients stated they **would recommend** our services to their friends and/or relatives.

96% of 207 patients felt they were given **enough information** about their care and treatment.

97% of 197 patients felt the service had been **helpful**.

94% of 205 patients felt they were **involved in decisions** about their care and treatment.

95% of 103 patients felt their **families** were **involved** in their care.

98% of 203 patients felt they were treated with **dignity** and **respect**.

*"I was very
happy with the
service
provided."*

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Bromley Mental Health Patient Experience Feedback (July 2019 – September 2019)

Of the 475 surveys, 437 were completed by patients and 38 were completed by family/carers.

80% of 465 patients stated they **would recommend** our services to their friends and/or relatives.

89% of 464 patients felt they were given **enough information** about their care and treatment.

88% of 439 patients felt the service had been **helpful**.

90% of 458 patients felt they were **involved in decisions** about their care and treatment.

95% of 237 patients felt their **families** were **involved** in their care.

95% of 451 patients felt they were treated with **dignity** and **respect**.

*“Found it helpful,
listened carefully
and were willing
to try different
medication.”*

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Greenwich Community Health Patient Experience Feedback (July 2019 – September 2019)

Of the 2,490 surveys, 2,433 were completed by patients and 57 were completed by family/carers.

92% of 2,482 patients stated they **would recommend** our services to their friends and/or relatives.

96% of 2,291 patients felt they were given **enough information** about their care and treatment.

98% of 2,184 patients felt the service had been **helpful**.

96% of 2,197 patients felt they were **involved in decisions** about their care and treatment.

94% of 559 patients felt their **families** were **involved** in their care.

99% of 2,226 patients felt they were treated with **dignity** and **respect**.

"I would strongly recommend your services. Physiotherapists were kind and patient."

How are we doing?

Greenwich Mental Health Patient Experience Feedback (July 2019 – September 2019)

Of the 373 surveys, 349 were completed by patients and 24 were completed by family/carers.

72% of 357 patients stated they **would recommend** our services to their friends and/or relatives.

84% of 353 patients felt they were given **enough information** about their care and treatment.

83% of 348 patients felt the service had been **helpful**.

86% of 347 patients felt they were **involved in decisions** about their care and treatment.

92% of 156 patients felt their **families** were **involved** in their care.

95% of 347 patients felt they were treated with **dignity** and **respect**.

“Very supportive staff and very welcoming.”

How are we doing?

Adult Learning Disabilities Patient Experience Feedback (July 2019 – September 2019)

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

86% of 87 patients stated they **would recommend** our services to their friends and/or relatives.

96% of 78 patients felt they were given enough **information** about their care and treatment.

96% of 83 patients felt the service had been **helpful**.

94% of 84 patients felt they were **involved in decisions** about their care and treatment.

96% of 73 patients felt their **families** were **involved** in their care.

99% of 83 patients felt they were treated with **dignity** and **respect**.

“They help me with all my care needs, so I feel more comfortable.”

How are we doing?

Children and Young People Patient Experience Feedback (July 2019 – September 2019)

Of the 1,202 surveys, 597 were completed by children and 605 were completed by parents/carers.

93% of 1,131 patients stated they **would recommend** our services to their friends and/or relatives.

99% of 1,160 patients felt they were given **enough information** about their care and treatment.

99% of 1,121 patients felt the service had been **helpful**.

99% of 1,144 patients felt they were **involved in decisions** about their care and treatment.

99% of 826 patients felt their **families** were **involved** in their care.

100% of 1,147 patients felt they were treated with **dignity** and **respect**.

"All staff from the front door onwards have been lovely, last session very supportive"

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Forensic Services Patient Experience Feedback (July 2019 – September 2019)

Of the 90 surveys, 90 were completed by patients and 0 were completed by family/carers.

59% of 81 patients stated they **would recommend** our services to their friends and/or relatives.

90% of 80 patients felt they were given **enough information** about their care and treatment.

91% of 76 patients felt the service had been **helpful**.

96% of 77 patients felt they were **involved in decisions** about their care and treatment.

94% of 54 patients felt their **families** were **involved** in their care.

96% of 80 patients felt they were treated with **dignity** and **respect**.

*"I feel the staff
are very well
informed and
supportive to me
and my Family."*

How are we doing?

Prison Services Patient Experience Feedback (July 2019 – September 2019)

316 surveys were received from patients in Prison services.

84% of 316 patients felt they were given **enough information** about their care and treatment.

82% of 310 patients felt the service had been **helpful**.

75% of 313 patients felt they were **involved in decisions** about their care and treatment.

89% of 311 patients felt they were treated with **dignity and respect**.

"I found the services very helpful and very professional. Especially counselling."