

How are we doing?

Patient Experience Feedback – All services across the Trust (July 2020 – September 2020)

Of the 2,569 survey responses, 2,468 were completed by patients and 101 were completed by family/carers.

79% of 1,656 respondents stated overall their experience of our **service was good**.

92% of 2,527 respondents felt they were given **information** about the help they were getting.

92% of 2,462 respondents **felt better** because of the help they received.

94% of 2,512 respondents felt they had been **listened to**.

90% of 796 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

98% of 2,503 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **90%** of 174 respondents felt their **communication and information needs** were met (if applicable).

*“Friendly service,
clear advice,
tailored to me, my
lifestyle and my
needs. Very
comprehensive
service”*

Improving lives

How are we doing?

Bexley Community Health Patient Experience Feedback (July 2020 – September 2020)

Of the 326 survey responses, 304 were completed by patients and 22 were completed by family/carers.

88% of 273 respondents stated overall their experience of our **service was good**.

94% of 323 respondents felt they were given **information** about the help they were getting.

92% of 322 respondents **felt better** because of the help they received.

95% of 323 respondents felt they had been **listened to**.

94% of 70 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

98% of 323 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **100%** of 19 respondents felt their **communication and information needs** were met (if applicable).

“Excellent service all the way through.”

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Bexley Mental Health Patient Experience Feedback (July 2020 – September 2020)

Of the 161 survey responses, 144 were completed by patients and 17 were completed by family/carers.

82% of 159 respondents stated overall their experience of our **service was good**.

92% of 158 respondents felt they were given **information** about the help they were getting.

91% of 159 respondents **felt better** because of the help they received.

91% of 159 respondents felt they had been **listened to**.

98% of 89 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

95% of 160 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **85%** of 13 respondents felt their **communication and information needs** were met (if applicable).

"All the staff are friendly and I can talk to them and they are always polite."

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Bromley Mental Health Patient Experience Feedback (July 2020 – September 2020)

Of the 348 survey responses, 334 were completed by patients and 14 were completed by family/carers.

70% of 261 respondents stated overall their experience of our **service was good**.

83% of 344 respondents felt they were given **information** about the help they were getting.

83% of 337 respondents **felt better** because of the help they received.

88% of 341 respondents felt they had been **listened to**.

92% of 180 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

96% of 342 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **88%** of 32 respondents felt their **communication and information needs** were met (if applicable).

*“Thank you
for caring for
me.”*

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Greenwich Community Health Patient Experience Feedback (July 2020 – September 2020)

Of the 825 survey responses, 823 were completed by patients and 2 were completed by family/carers.

93% of 225 respondents stated overall their experience of our **service was good**.

97% of 808 respondents felt they were given **information** about the help they were getting.

99% of 775 respondents **felt better** because of the help they received.

98% of 794 respondents felt they had been **listened to**.

90% of 155 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

100% of 787 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **91%** of 11 respondents felt their **communication and information needs** were met (if applicable).

“ I found the service very efficient. A very professional experience.”

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Greenwich Mental Health Patient Experience Feedback (July 2020 – September 2020)

Of the 529 survey responses, 528 were completed by patients and 1 were completed by family/carers.

72% of 435 respondents stated overall their experience of our **service was good**.

89% of 527 respondents felt they were given **information** about the help they were getting.

86% of 511 respondents **felt better** because of the help they received.

90% of 527 respondents felt they had been **listened to**.

81% of 183 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

96% of 519 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **84%** of 44 respondents felt their **communication and information needs** were met (if applicable).

“It was good to talk to someone that was understanding.”

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Adult Learning Disabilities Patient Experience Feedback (July 2020 – September 2020)

75 survey responses were received from patients in ALD services.

86% of 74 respondents stated overall their experience of our **service was good**.

94% of 68 respondents felt they were given **information** about the help they were getting.

97% of 70 respondents **felt better** because of the help they received.

99% of 72 respondents felt they had been **listened to**.

97% of 62 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

100% of 73 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **89%** of 36 respondents felt their **communication and information needs** were met (if applicable).

“Good at helping me with things and always there.”

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Children and Young People Patient Experience Feedback (July 2020 – September 2020)

Of the 85 survey responses, 40 were completed by patients and 45 were completed by family/carers.

67% of 18 respondents stated overall their experience of our **service was good**.

92% of 84 respondents felt they were given **information** about the help they were getting.

95% of 83 respondents **felt better** because of the help they received.

99% of 84 respondents felt they had been **listened to**.

99% of 84 respondents felt they were treated with **kindness** and **care**.

100% of 2 parents felt their **communication and information needs** were met (if applicable).

“The communication was very good and very caring and I felt fully supported.”

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Forensic Services Patient Experience Feedback (July 2020 – September 2020)

80 survey responses were received from patients in Forensic services.

64% of 75 respondents stated overall their experience of our service was good.

87% of 75 respondents felt they were given information about the help they were getting.

92% of 75 respondents felt better because of the help they received.

97% of 73 respondents felt they had been listened to.

87% of 45 patients felt their carers, family or friends were involved in their care (when wanted).

97% of 75 respondents felt they were treated with kindness and care.

Oxleas **100%** of 14 respondents felt their communication and information needs were met (if applicable).
NHS

“Staff treat me well and helped me get better.”

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Prison Services Patient Experience Feedback (July 2020 – September 2020)

140 survey responses were received from patients in Prison services.

79% of 136 respondents stated overall their experience of our **service was good**.

88% of 140 respondents felt they were given **information** about the help they were getting.

92% of 130 respondents **felt better** because of the help they received.

91% of 139 respondents felt they had been **listened to**.

96% of 140 respondents felt they were treated with **kindness** and **care**.

Oxleas **NHS** **100%** of 3 respondents felt their **communication and information needs** were met (if applicable).

“Staff was polite and asked if there was anything I needed them to do.”

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