

# How are we doing?

**Patient Experience Feedback – All services across the Trust (October 2020 – December 2020)**

*Of the 3,131 survey responses, 2,917 were completed by patients and 214 were completed by family/carers.*

**82%** of 2,737 respondents stated overall their experience of our **service was good**.

**90%** of 3,083 respondents felt they were given **information** about the help they were getting.

**90%** of 3,132 respondents **felt better** because of the help they received.

**92%** of 3,086 respondents felt they had been **listened to**.

**91%** of 1,029 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**97%** of 3,090 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **91%** of 302 respondents felt their **communication and information needs** were met (if applicable).



*"I have been treated with kindness, respect and professionalism."*

*Improving lives*

# How are we doing?

## Bexley Community Health Patient Experience Feedback (October 2020 – December 2020)

*Of the 721 survey responses, 693 were completed by patients and 28 were completed by family/carers.*

**90%** of 645 respondents stated overall their experience of our **service was good**.

**95%** of 715 respondents felt they were given **information** about the help they were getting.

**93%** of 713 respondents **felt better** because of the help they received.

**95%** of 712 respondents felt they had been **listened to**.

**95%** of 170 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**99%** of 715 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **93%** of 42 respondents felt their **communication and information needs** were met (if applicable).

*“Extremely helpful, polite and courteous - came away feeling that I had received the help I required.”*

*Improving lives*

# How are we doing?

## Bexley Mental Health Patient Experience Feedback (October 2020 – December 2020)

*Of the 201 survey responses, 192 were completed by patients and 9 were completed by family/carers.*

**74%** of 192 respondents stated overall their experience of our **service was good**.

**88%** of 200 respondents felt they were given **information** about the help they were getting.

**88%** of 198 respondents **felt better** because of the help they received.

**88%** of 200 respondents felt they had been **listened to**.

**90%** of 124 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**96%** of 200 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **100%** of 21 respondents felt their **communication and information needs** were met (if applicable).



*“Everyone was friendly & caring, I was made to feel that I mattered.”*

*Improving lives*

# How are we doing?

## Bromley Mental Health Patient Experience Feedback (October 2020 – December 2020)

*Of the 492 survey responses, 480 were completed by patients and 12 were completed by family/carers.*

**79%** of 413 respondents stated overall their experience of our **service was good**.

**87%** of 485 respondents felt they were given **information** about the help they were getting.

**86%** of 456 respondents **felt better** because of the help they received.

**91%** of 487 respondents felt they had been **listened to**.

**89%** of 238 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**97%** of 482 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **88%** of 43 respondents felt their **communication and information needs** were met (if applicable).



*"I have received excellent care and reassurance."*

*Improving lives*

# How are we doing?

## Greenwich Community Health Patient Experience Feedback (October 2020 – December 2020)

*Of the 673 survey responses, 666 were completed by patients and 7 were completed by family/carers.*

**88%** of 533 respondents stated overall their experience of our **service was good**.

**92%** of 664 respondents felt they were given **information** about the help they were getting.

**94%** of 642 respondents **felt better** because of the help they received.

**95%** of 661 respondents felt they had been **listened to**.

**93%** of 248 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**99%** of 661 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **95%** of 61 respondents felt their **communication and information needs** were met (if applicable).

*“Excellent, professional service. Could not have been better.”*

*Improving lives*

# How are we doing?

## Greenwich Mental Health Patient Experience Feedback (October 2020 – December 2020)

*Of the 482 survey responses, 481 were completed by patients and 1 were completed by family/carers.*

**73%** of 459 respondents stated overall their experience of our **service was good**.

**84%** of 475 respondents felt they were given **information** about the help they were getting.


**82%** of 463 respondents **felt better** because of the help they received.

**88%** of 475 respondents felt they had been **listened to**.

**81%** of 165 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**95%** of 478 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **88%** of 56 respondents felt their **communication and information needs** were met (if applicable).



*“Everyone has been very caring and understanding.”*

*Improving lives*

# How are we doing?

Adult Learning Disabilities Patient Experience Feedback (October 2020 – December 2020)

*70 survey responses were received from patients in ALD services.*

**83%** of 69 respondents stated overall their experience of our **service was good**.

**92%** of 63 respondents felt they were given **information** about the help they were getting.


**98%** of 64 respondents **felt better** because of the help they received.

**97%** of 67 respondents felt they had been **listened to**.

**100%** of 59 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**100%** of 68 respondents felt they were treated with **kindness** and **care**.

**Oxleas** **NHS** **85%** of 33 respondents felt their **communication and information needs** were met (if applicable).



*“They have helped me to get better.”*

*Improving lives*

# How are we doing?

## Children and Young People Patient Experience Feedback (October 2020 – December 2020)

*Of the 296 survey responses, 139 were completed by patients and 157 were completed by family/carers.*

**85%** of 235 respondents stated overall their experience of our **service was good**.

**92%** of 292 respondents felt they were given **information** about the help they were getting.

**93%** of 291 respondents **felt better** because of the help they received.

**98%** of 293 respondents felt they had been **listened to**.

**97%** of 1,662 respondents felt they were treated with **kindness** and **care**.

**90%** of 20 parents felt their **communication and information needs** were met (if applicable).

*“We were treated kindly by the nurses and always felt in good hands.”*



# How are we doing?

**Forensic Services Patient Experience Feedback (October 2020 – December 2020)**

*64 survey responses were received from patients in Forensic services.*

**70%** of 63 respondents stated overall their experience of our **service was good**.

**97%** of 61 respondents felt they were given **information** about the help they were getting.

**90%** of 63 respondents **felt better** because of the help they received.

**95%** of 63 respondents felt they had been **listened to**.

**92%** of 25 patients felt their **carers, family or friends** were **involved** in their care (when wanted).

**100%** of 63 respondents felt they were treated with **kindness** and **care**.

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



*"The team treated me with respect and dignity. I can say this team has gotten me well."*

# How are we doing?

Prison Services Patient Experience Feedback (October 2020 – December 2020)

*132 survey responses were received from patients in Prison services.*

**65%** of 128 respondents stated overall their experience of our **service** was good.

**81%** of 128 respondents felt they were given **information** about the help they were getting.

**84%** of 122 respondents **felt better** because of the help they received.

**79%** of 129 respondents felt they had been **listened to**.

**88%** of 130 respondents felt they were treated with **kindness** and **care**.

*“People I  
have seen  
have helped  
me get  
through.”*

**93%** of 15 respondents felt their **communication and information needs** were met (if applicable).