

# How are we doing?

Patient Experience Feedback - All services across the Trust (October 2018 – December 2018)

**92%** of 5,330 patients stated they **would recommend** our services to their friends and/or relatives.

**97%** of 5,330 patients felt they **were given enough information** about their care and treatment.

**97%** of 4,936 patients felt the service had been **helpful**.

**97%** of 5,210 patients felt they were **involved in decisions** about their care and treatment.

**96%** of 1,766 patients felt their **families were involved** in their care.

**99%** of 5,504 patients felt they were treated with **dignity and respect**.

*"Staff give me  
good advice, are  
compassionate  
and supportive."*

# How are we doing?

Bexley Community Health Patient Experience Feedback (October 2018 – December 2018)

**97%** of 930 patients stated they **would recommend** our services to their friends and/or relatives.

**99%** of 953 patients felt they **were given enough information** about their care and treatment.

**97%** of 859 patients felt the service had been **helpful**.

**98%** of 943 patients felt they were **involved in decisions** about their care and treatment.

**96%** of 175 patients felt their **families were involved** in their care.

**99%** of 934 patients felt they were treated with **dignity and respect**.

*“Treated with  
respect and  
wasn’t looked  
down on.”*

# How are we doing?

**Bexley Mental Health Patient Experience Feedback (October 2018 – December 2018)**

**88%** of 342 patients stated they **would recommend** our services to their friends and/or relatives.

**96%** of 342 patients felt they were given **enough information** about their care and treatment.

**96%** of 324 patients felt the service had been **helpful**.

**94%** of 246 patients felt they were **involved in decisions** about their care and treatment.

**97%** of 176 patients felt their **families** were **involved** in their care.

**99%** of 338 patients felt they were treated with **dignity** and **respect**.

*"I found the team very friendly and made me feel at ease."*

# How are we doing?

**Bromley Mental Health Patient Experience Feedback (October 2018 – December 2018)**

**88%** of 383 patients stated they **would recommend** our services to their friends and/or relatives.

**95%** of 376 patients felt they were given **enough information** about their care and treatment.

**93%** of 337 patients felt the service had been **helpful**.

**94%** of 377 patients felt they were **involved in decisions** about their care and treatment.

**98%** of 162 patients felt their **families** were **involved** in their care.

**97%** of 374 patients felt they were treated with **dignity** and **respect**.

*“Staff have made me feel safe and cared for. They’ve helped me to get better”.*

# How are we doing?

**Greenwich Community Health Patient Experience Feedback (October 2018 – December 2018)**

**93%** of 2,134 patients stated they **would recommend** our services to their friends and/or relatives.

**98%** of 1,807 patients felt they were given **enough information** about their care and treatment.

**97%** of 1,610 patients felt the service had been **helpful**.

**98%** of 1,544 patients felt they were **involved in decisions** about their care and treatment.

**93%** of 294 patients felt their **families** were **involved** in their care.

**99%** of 1,991 patients felt they were treated with **dignity** and **respect**.

*“Treated very  
courteously and  
made sure I was  
aware of  
everything.”*

# How are we doing?

Greenwich Mental Health Patient Experience Feedback (October 2018 – December 2018)

**86%** of 325 patients stated they **would recommend** our services to their friends and/or relatives.

**92%** of 322 patients felt they were given **enough information** about their care and treatment.

**94%** of 314 patients felt the service had been **helpful**.

**93%** of 212 patients felt they were **involved in decisions** about their care and treatment.

**97%** of 163 patients felt their **families** were **involved** in their care.

**96%** of 323 patients felt they were treated with **dignity** and **respect**.

***"We had the most amazing therapist supporting us."***

# How are we doing?

Adult Learning Disabilities Patient Experience Feedback (October 2018 – December 2018)

**76%** of 59 patients stated they **would recommend** our services to their friends and/or relatives.

**86%** of 103 patients felt they were given **enough information** about their care and treatment.

**95%** of 56 patients felt the service had been **helpful**.

**93%** of 55 patients felt they were **involved in decisions** about their care and treatment.

**87%** of 45 patients felt their **families** were **involved** in their care.

**100%** of 57 patients felt they were treated with **dignity** and **respect**.

*“Staff are  
supportive and  
listen to people  
who need their  
help.”*

# How are we doing?

Children and Young People Patient Experience Feedback (October 2018 – December 2018)

**93%** of 1,119 patients stated they **would recommend** our services to their friends and/or relatives.

**98%** of 1,085 patients felt they were given **enough information** about their care and treatment.

**99%** of 1,057 patients felt the service had been **helpful**.

**98%** of 1,056 patients felt they were **involved in decisions** about their care and treatment.

**98%** of 678 patients felt their **families** were **involved** in their care.

**99%** of 1,101 patients felt they were treated with **dignity** and **respect**.

*“Very friendly  
relaxed and  
welcoming. Had  
a personal  
approach to us a  
family.”*



# How are we doing?

Forensic Services Patient Experience Feedback (October 2018 – December 2018)

**55%** of 91 patients stated they **would recommend** our services to their friends and/or relatives.

**93%** of 114 patients felt they were given **enough information** about their care and treatment.

**92%** of 109 patients felt the service had been **helpful**.

**92%** of 107 patients felt they were **involved in decisions** about their care and treatment.

**87%** of 61 patients felt their **families** were **involved** in their care.

**94%** of 114 patients felt they were treated with **dignity** and **respect**.

*"I am really satisfied with my treatment, staff have been nice."*

# How are we doing?

Prison Services Patient Experience Feedback (October 2018 – December 2018)

**94%** of 210 patients felt they were given **enough information** about their care and treatment.

**96%** of 204 patients felt the service had been **helpful**.

**92%** of 205 patients felt they were **involved in decisions** about their care and treatment.

**96%** of 207 patients felt they were treated with **dignity and respect**.

*"They have  
given me good  
advice, nothing  
needs  
improving."*