

How are we doing?

Patient Experience Feedback – All services across the Trust (October 2019 – December 2019)

Of the 7,340 surveys, 6,044 were completed by patients and 1,296 were completed by family/carers.

90% of 7,017 patients stated they **would recommend** our services to their friends and/or relatives.

96% of 7,121 patients felt they **were given enough information** about their care and treatment.

97% of 6,877 patients felt the service had been **helpful**.

96% of 6,975 patients felt they were **involved in decisions** about their care and treatment.

96% of 2,984 patients felt their **families** were **involved** in their care.

98% of 6,968 patients felt they were treated with **dignity** and **respect**.

“I would be very happy to recommend, the service is brilliant!”

How are we doing?

Bexley Community Health Patient Experience Feedback (October 2019 – December 2019)

Of the 968 surveys, 887 were completed by patients and 81 were completed by family/carers.

96% of 964 patients stated they **would recommend** our services to their friends and/or relatives.

97% of 962 patients felt they **were given enough information** about their care and treatment.

97% of 933 patients felt the service had been **helpful**.

97% of 949 patients felt they were **involved in decisions** about their care and treatment.

95% of 219 patients felt their **families were involved** in their care.

99% of 939 patients felt they were treated with **dignity and respect**.

“The quality and level of service and patient care is great.”

How are we doing?

Bexley Mental Health Patient Experience Feedback (October 2019 – December 2019)

Of the 368 surveys, 336 were completed by patients and 32 were completed by family/carers.

85% of 365 patients stated they **would recommend** our services to their friends and/or relatives.

96% of 364 patients felt they were given **enough information** about their care and treatment.

98% of 361 patients felt the service had been **helpful**.

98% of 356 patients felt they were **involved in decisions** about their care and treatment.

98% of 103 patients felt their **families** were **involved** in their care.

98% of 361 patients felt they were treated with **dignity** and **respect**.

*“Fantastic team
of health care
professionals,
hugely
supportive.”*

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Bromley Mental Health Patient Experience Feedback (October 2019 – December 2019)

Of the 453 surveys, 420 were completed by patients and 33 were completed by family/carers.

84% of 447 patients stated they **would recommend** our services to their friends and/or relatives.

93% of 450 patients felt they were given **enough information** about their care and treatment.

95% of 417 patients felt the service had been **helpful**.

89% of 443 patients felt they were **involved in decisions** about their care and treatment.

94% of 220 patients felt their **families** were **involved** in their care.

97% of 424 patients felt they were treated with **dignity** and **respect**.

“Very caring and considerate attitude. Kind and helpful.”

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Greenwich Community Health Patient Experience Feedback (October 2019 – December 2019)

Of the 2,618 surveys, 2,553 were completed by patients and 65 were completed by family/carers.

92% of 2,594 patients stated they **would recommend** our services to their friends and/or relatives.

96% of 2,470 patients felt they were given **enough information** about their care and treatment.

99% of 2,394 patients felt the service had been **helpful**.

96% of 2,391 patients felt they were **involved in decisions** about their care and treatment.

95% of 677 patients felt their **families** were **involved** in their care.

99% of 2,421 patients felt they were treated with **dignity** and **respect**.

“Very professional, staff are welcoming and friendly.”

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Greenwich Mental Health Patient Experience Feedback (October 2019 – December 2019)

Of the 716 surveys, 700 were completed by patients and 16 were completed by family/carers.

81% of 713 patients stated they **would recommend** our services to their friends and/or relatives.

93% of 710 patients felt they were given **enough information** about their care and treatment.

90% of 680 patients felt the service had been **helpful**.

93% of 697 patients felt they were **involved in decisions** about their care and treatment.

92% of 203 patients felt their **families** were **involved** in their care.

94% of 699 patients felt they were treated with **dignity** and **respect**.

“The service works and there are great staff members here.”

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Adult Learning Disabilities Patient Experience Feedback (October 2019 – December 2019)

86 surveys were received from ALD patients.

82% of 83 patients stated they **would recommend** our services to their friends and/or relatives.

95% of 81 patients felt they were given enough **information** about their care and treatment.

98% of 82 patients felt the service had been **helpful**.

96% of 83 patients felt they were **involved in decisions** about their care and treatment.

96% of 67 patients felt their **families** were **involved** in their care.

98% of 83 patients felt they were treated with **dignity** and **respect**.

*"I really enjoy
the time and
help I get from
Oxleas."*

How are we doing?

Children and Young People Patient Experience Feedback (October 2019 – December 2019)

Of the 2,025 surveys, 956 were completed by children and 1,069 were completed by parents/carers.

94% of 1,783 patients stated they **would recommend** our services to their friends and/or relatives.

98% of 1,986 patients felt they were given **enough information** about their care and treatment.

99% of 1,912 patients felt the service had been **helpful**.

99% of 1,958 patients felt they were **involved in decisions** about their care and treatment.

99% of 1,358 patients felt their **families** were **involved** in their care.

100% of 1,944 patients felt they were treated with **dignity** and **respect**.

“My doctor was really nice and made me feel comfortable.”

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Forensic Services Patient Experience Feedback (October 2019 – December 2019)

Of the 73 surveys, were completed by patients and 0 were completed by family/carers.

59% of 68 patients stated they **would recommend** our services to their friends and/or relatives.

92% of 65 patients felt they were given **enough information** about their care and treatment.

88% of 65 patients felt the service had been **helpful**.

91% of 65 patients felt they were **involved in decisions** about their care and treatment.

85% of 41 patients felt their **families** were **involved** in their care.

92% of 64 patients felt they were treated with **dignity** and **respect**.

*“The Bracton is
a therapeutic
environment
that helps
people.”*

How are we doing?

Prison Services Patient Experience Feedback (October 2019 – December 2019)

33 surveys were received from patients in Prison services.

88% of 33 patients felt they were given **enough information** about their care and treatment.

94% of 33 patients felt the service had been **helpful**.

88% of 33 patients felt they were **involved in decisions** about their care and treatment.

94% of 33 patients felt they were treated with **dignity and respect**.

“The mental health team is brilliant, a massive thank you to all the team.”