

Select a Directorate
All

Select a Business Unit
Adult Mental Health

Select a Sub Business Unit
All

Select a Service Line
All

Select a Locality
All

Select a Team
All

Select a period
01/04/2018 to 30/04/2018

Or select a month(s)
All

A summary of responses by each individual Patient Experience question Data up to and including Apr 18

Question	Returns	% +ve	% Best	% -ve	% Worst	Star rating (1 to 5 with 5 being the best score)				
How likely are you to recommend our service if a friend or family required similar care or treatment?	79	90%	59%	8.9%	6.3%	★	★	★	★	★
How likely are you to recommend our service to friends and family if they needed similar care or treatment?	119	98%	78%	0.8%	0.0%	★	★	★	★	★
How would you rate your experience of our service overall?	9	89%	56%	11.1%	11.1%	★	★	★	★	★
Did you feel involved in making choices about your treatment and care?	156	88%	73%	1.9%	1.3%	★	★	★	★	★
I have a say in my care and treatment	54	83%	0%	5.6%	0.0%	★	★	★	★	★
On reflection, did you get the help that mattered to you?	156	90%	66%	0.6%	0.6%	★	★	★	★	★
Were you involved in decisions about your care?	9	89%	78%	11.1%	0.0%	★	★	★	★	★
Were you provided with enough advice to support you to manage your condition?	9	100%	67%	0.0%	0.0%	★	★	★	★	★
Were you provided with information that was relevant and helpful to you?	62	92%	13%	0.0%	0.0%	★	★	★	★	★
Would you know who to contact to talk about any worries or concerns relating to your care?	9	100%	44%	0.0%	0.0%	★	★	★	★	★
Did the staff give your family/someone close to you, the right support to help care for you?	7	71%	71%	28.6%	0.0%	★	★	★	★	★
Do you feel that staff were aware of and understanding of your individual needs?	9	100%	78%	0.0%	0.0%	★	★	★	★	★
Do you feel that the service has helped you to better understand and address your difficulties?	156	90%	65%	0.6%	0.0%	★	★	★	★	★
I feel that staff understand my needs	55	87%	0%	3.6%	0.0%	★	★	★	★	★
Did staff listen to you and treat your concerns seriously?	156	99%	90%	0.0%	0.0%	★	★	★	★	★
Did you have confidence in your therapist and his / her skills and techniques?	156	97%	86%	0.6%	0.6%	★	★	★	★	★
Were our staff friendly and approachable?	9	100%	89%	0.0%	0.0%	★	★	★	★	★
Were staff well presented and wearing ID Badges?	9	100%	89%	0.0%	0.0%	★	★	★	★	★
Were you treated with dignity and respect by our staff?	9	100%	100%	0.0%	0.0%	★	★	★	★	★
Was your treatment provided at a time convenient for you and /or your carer?	8	100%	88%	0.0%	0.0%	★	★	★	★	★
Were you given enough privacy when receiving your treatment?	9	89%	89%	11.1%	0.0%	★	★	★	★	★

