

# Oxford Health NHS Foundation Trust

Date

01 September - 30 September

Your average score for all questions this period



Reviews this period

178

## Your recommend scores

5 Star Score

4.65

% Likely to recommend

93.8%

% Unlikely to recommend

2.2%

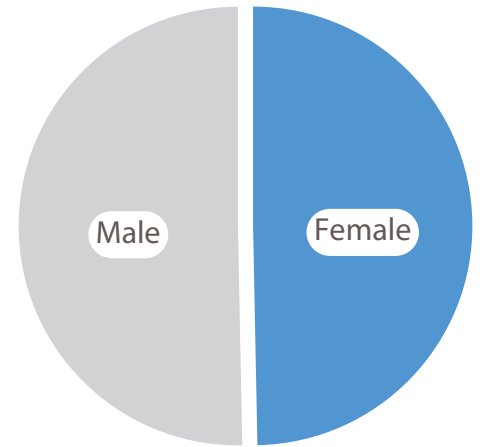
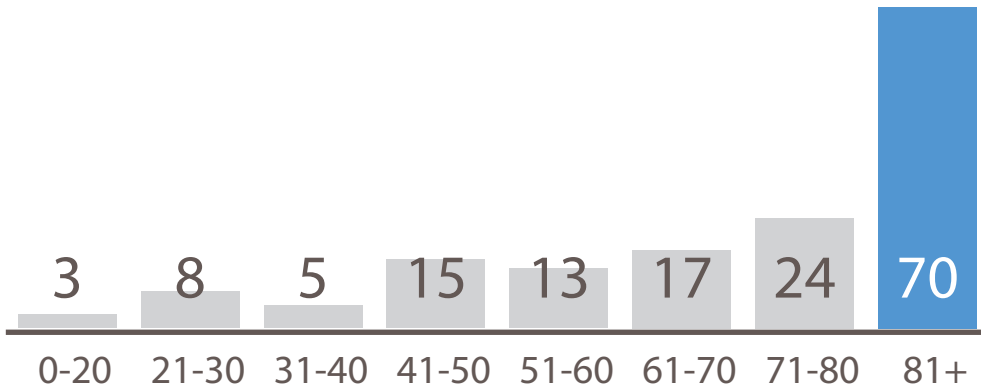
## Adult Services

Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Abingdon Community Hospital Ward 1 <sup>3</sup>	-- (4)	5.00	5.00		↑	↑	↑	↑	↑
Abingdon Community Hospital Ward 2 <sup>3</sup>	-- (9)	4.36	4.36		↓	↓	↓	↓	↓
Abingdon District Nursing Team <sup>4</sup>	-- (2)	5.00	4.80		→	→	→	→	→
Abingdon Emergency Multi-disciplinary Unit (Ambulatory Care) <sup>3</sup>	-- (18)	4.98	4.92		↓	→	↓	→	→
Allen ward <sup>2</sup>	-- (0)	-	-		→	→	→	→	→
Amber Ward <sup>6</sup>	-- (2)	3.90	4.26		↓	↓	→	↓	→
Ashurst Ward <sup>5</sup>	-- (0)	-	-		→	→	→	→	→
Banbury Dental Clinic <sup>4</sup>	-- (0)	-	-		→	→	→	→	→
Benson District Nursing Team <sup>4</sup>	-- (0)	-	5.00		→	→	→	→	→
Berinsfield and Clifden Hampden <sup>4</sup>	-- (0)	-	-		→	→	→	→	→
Bicester Community Hospital Ward <sup>1</sup>	-- (2)	4.60	4.58		↑	↑	↓	→	→
Bicester Dental Clinic <sup>4</sup>	-- (0)	-	4.95		→	→	→	→	→
Burford, Bampton and Broadshires District Nursing Team <sup>4</sup>	-- (3)	4.93	4.74		↑	↑	↑	→	↑
Central and North East Older Adults Community Mental Health Team <sup>4</sup>	-- (1)	5.00	4.93		↑	↑	↑	→	→

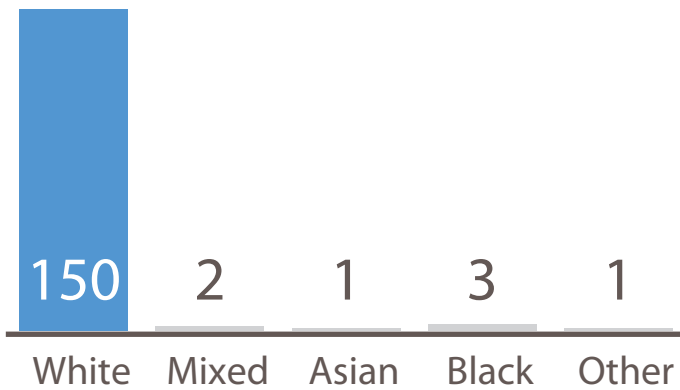
	This period		Last 6 months		Questions				
Name	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
<b>Cherwell Ward <sup>2</sup></b>	-- (0)	-	4.24		➤	➤	➤	➤	➤
<b>Chronic Fatigue Syndrome / ME Service<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>City Community Hospital Ward<sup>3</sup></b>	-- (14)	3.97	4.38		➤	➤	➤	➤	➤
<b>Didcot Community Hospital Ward<sup>4</sup></b>	-- (1)	4.60	4.55		➤	➤	➤	➤	➤
<b>Didcot Health Centre District Nursing Team<sup>4</sup></b>	-- (1)	4.80	4.90		➤	➤	➤	➤	➤
<b>East Oxford Dental Clinic in hours<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>East Oxford Dental Clinic out of hours<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>East Oxford District Nursing Team<sup>4</sup></b>	-- (2)	5.00	5.00		➤	➤	➤	➤	➤
<b>Faringdon and Shrivenham District Nursing Team<sup>4</sup></b>	-- (1)	5.00	4.97		➤	➤	➤	➤	➤
<b>Henley District Nursing Team<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Hospital at Home <sup>4</sup></b>	-- (15)	4.87	4.92		➤	➤	➤	➤	➤
<b>Kidlington District Nursing Team<sup>4</sup></b>	-- (0)	-	4.80		➤	➤	➤	➤	➤
<b>North and West Oxfordshire Older Adults Mental Health Team <sup>4</sup></b>	-- (2)	4.78	4.73		➤	➤	➤	➤	➤
<b>North and West Oxon Adult MH Team<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Phoenix Ward<sup>5</sup></b>	-- (23)	4.03	4.19		➤	➤	➤	➤	➤
<b>Pulmonary Rehabilitation. Respiratory Service<sup>4</sup></b>	-- (0)	-	4.69		➤	➤	➤	➤	➤
<b>Rapid Access Care Unit<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Ruby Ward <sup>6</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Sandford Ward<sup>1</sup></b>	-- (0)	-	4.49		➤	➤	➤	➤	➤
<b>Saphire Ward <sup>6</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Sonning Common and Nettlebed District Nursing Team <sup>4</sup></b>	-- (0)	-	4.90		➤	➤	➤	➤	➤
<b>Tissue Viability<sup>4</sup></b>	-- (1)	5.00	4.95		➤	➤	➤	➤	➤
<b>Unknown<sup>2</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Vaughan Thomas Ward <sup>2</sup></b>	-- (3)	4.40	4.30		➤	➤	➤	➤	➤
<b>Wallingford Community Hospital St Leonards Ward<sup>6</sup></b>	-- (4)	4.45	4.39		➤	➤	➤	➤	➤
<b>Wallingford District Nursing Team<sup>4</sup></b>	-- (0)	-	5.00		➤	➤	➤	➤	➤
<b>Wantage Community Hospital Ward<sup>5</sup></b>	-- (0)	-	4.20		➤	➤	➤	➤	➤
<b>Wantage District Nursing Team<sup>4</sup></b>	-- (2)	4.80	4.89		➤	➤	➤	➤	➤
<b>Watlington and Chalgrove District Nursing Team<sup>4</sup></b>	-- (0)	-	4.77		➤	➤	➤	➤	➤
<b>Wheatley District Nursing Team<sup>4</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Wintle Ward<sup>2</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Witney Community Hospital Linfoot Ward <sup>1</sup>	-- (9)	4.73	4.76						
Witney Community Hospital Wenrisc Ward <sup>1</sup>	-- (6)	4.87	4.76						
Witney Dental Clinic <sup>4</sup>	-- (1)	5.00	4.90						
Witney Emergency Multi-disciplinary Unit (Ambulatory Care) <sup>1</sup>	-- (35)	4.96	4.96						
Witney Minor Injuries Unit <sup>1</sup>	-- (0)	-	-						
Woodlands and Oaktree District Nursing Team <sup>4</sup>	-- (0)	-	4.88						

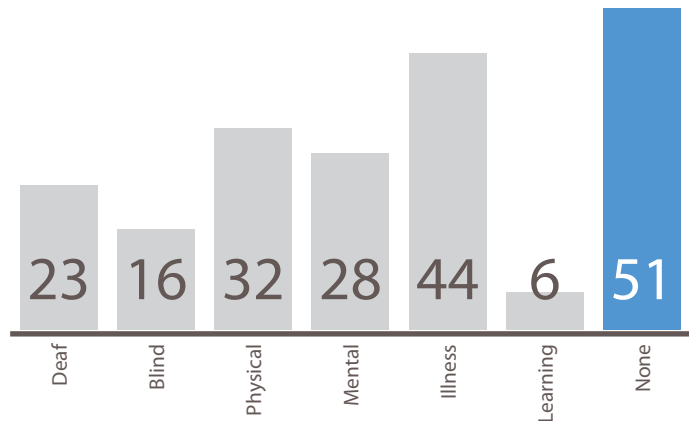
### Reviews by patient's age



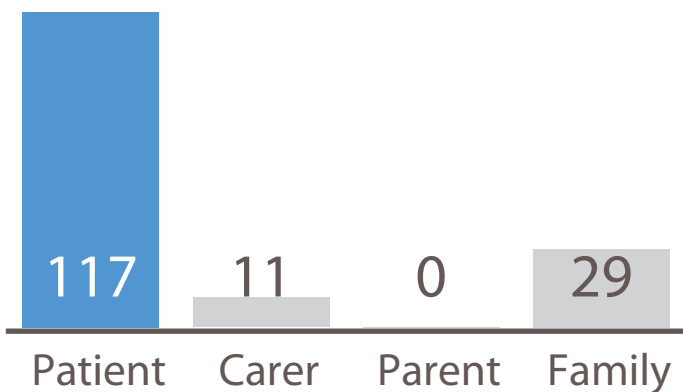
### Reviews by patient's ethnicity



### Reviews by patient's conditions



## Reviews by reviewer type



Top three services (with 5 reviews or more)

Abingdon Emergency Multi-disciplinary Unit (Ambulatory Care)	4.98
Witney Emergency Multi-disciplinary Unit (Ambulatory Care)	4.96
Witney Community Hospital Wenrisc Ward	4.87

## Demographics completion rate

Question	Blanks	% Completed
Age	6	96.27
Gender	2	98.76
Ethnicity	4	97.52
Long-term Conditions	15	90.68
Reviewer type	4	97.52

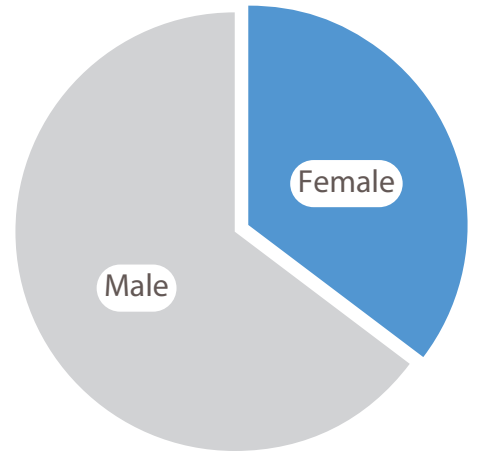
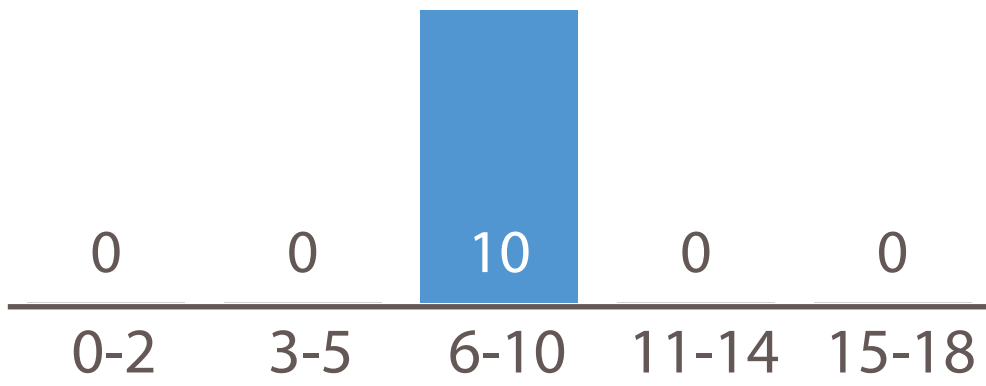
Bottom three services (with 5 reviews or more)

Abingdon Community Hospital Ward 2	4.36
Phoenix Ward	4.03
City Community Hospital Ward	3.97

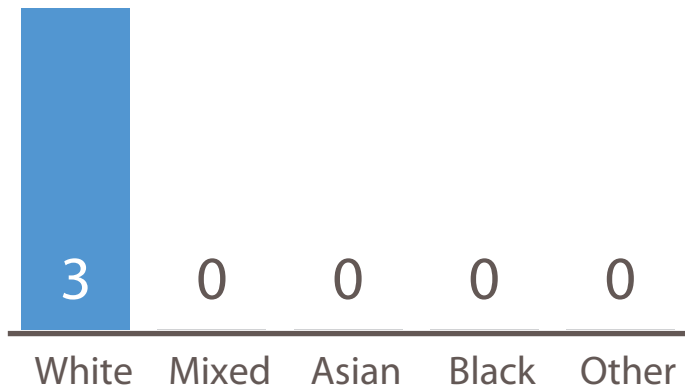
## Children's Services

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
Banbury Dental Clinic Childrens <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Bicester Dental Clinic Childrens <sup>4</sup>	-- (0)	-	4.86		➤	➤	➤	➤	➤	➤	➤
East Oxford Dental Clinic Childrens in hours <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
East Oxford Dental Clinic childrens out of hours <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
North Oxfordshire CAMHS <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Oxfordshire CAMHS OSCA <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Witney Dental Clinic Childrens <sup>4</sup>	-- (17)	4.92	4.88		⬆	⬆	⬆	⬆	⬆	⬆	⬆

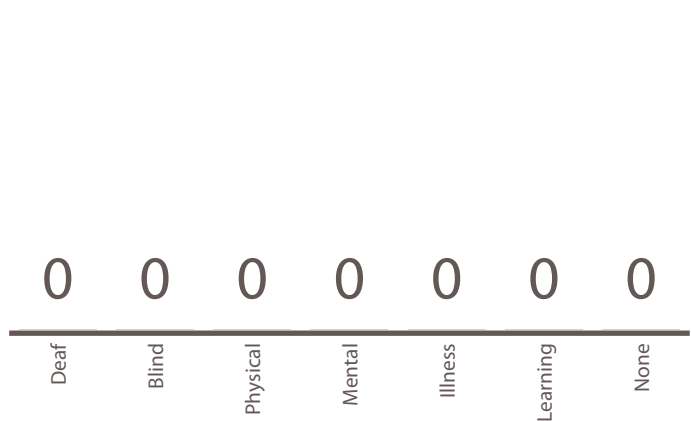
Reviews by patient's age



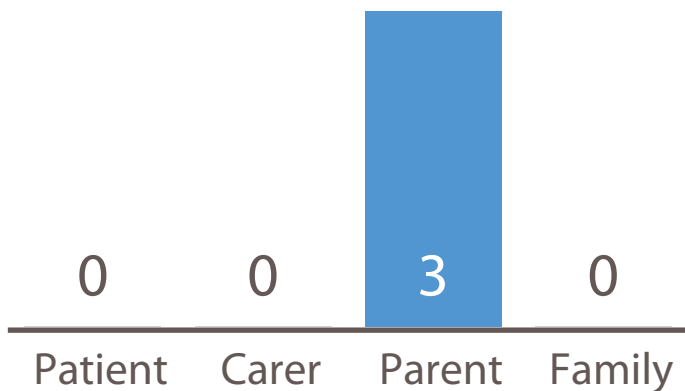
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	4	71.43
Gender	0	100.00
Ethnicity	14	17.65
Long-term Conditions	17	0.00
Reviewer type	0	100.00

Top three services (with 5 reviews or more)

Witney Dental Clinic Childrens	4.92
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Bottom three services (with 5 reviews or more)

Witney Dental Clinic Childrens	4.92
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## Key Location

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- 1 Bicester Community Hospital
- 2 Warneford Hospital
- 3 Abingdon Community Hospital
- 4 Didcot Community Hospital
- 5 Wantage Community Hospital
- 6 Wallingford Community Hospital
- 1 Witney Community Hospital
- 2 Townlands Hospital
- 3 Community City Hospital within Fullbrook Centre
- 4 Community Services - Oxford Health NHS Foundation Trust
- 5 Littlemore Mental Health Centre
- 6 The Whiteleaf Centre
- 1 Sandford Ward Within Fullbrook Centre
- 2 Cherwell Ward Within Fullbrook Centre