

Oxford Health NHS Foundation Trust

Date

01 January - 31 January

Your average score for all questions this period



Reviews this period

325

Your recommend scores

5 Star Score

4.64

% Likely to recommend

93.8%

% Unlikely to recommend

4.3%

Adult Services

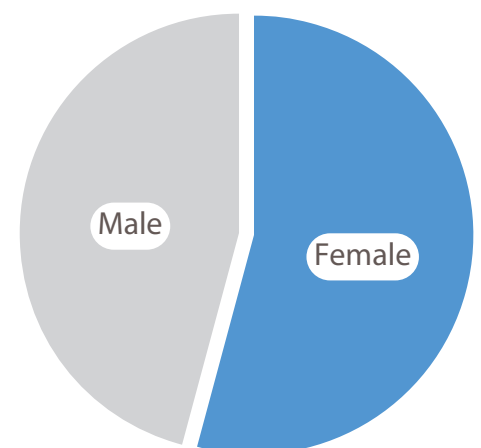
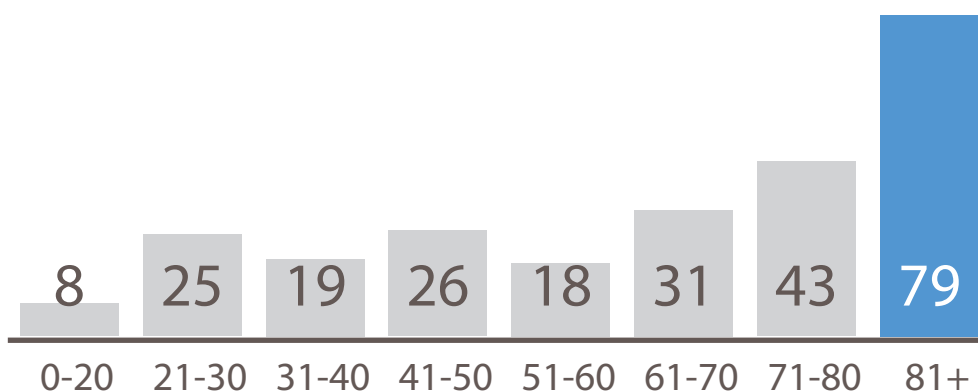
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Abingdon Community Hospital Ward 1 ³	-- (4)	4.60	4.84		✓	➤	➤	➤	➤
Abingdon Community Hospital Ward 2 ³	-- (9)	4.51	4.43		➤	➤	➤	➤	➤
Abingdon District Nursing Team ⁴	-- (0)	-	4.91		➤	➤	➤	➤	➤
Abingdon Emergency Multi-disciplinary Unit (Ambulatory Care) ³	-- (9)	4.80	4.92		➤	➤	➤	➤	➤
Abingdon GP Out Of Hours Service ³	-- (0)	-	-		➤	➤	➤	➤	➤
Abingdon Minor Injuries Unit ³	-- (0)	-	-		➤	➤	➤	➤	➤
Abingdon Outpatients Department ³	-- (0)	-	-		➤	➤	➤	➤	➤
Adult Speech and Language Therapy ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Allen ward ²	-- (12)	3.42	3.56		➤	➤	➤	➤	➤
Amber Ward ⁶	-- (0)	-	4.38		➤	➤	➤	➤	➤
Ashurst Ward ⁵	-- (1)	3.40	3.40		➤	➤	➤	➤	➤
Aylesbury Vale Adult Mental Health Team ⁶	-- (0)	-	-		➤	➤	➤	➤	➤
Banbury Dental Clinic ⁴	-- (30)	4.89	4.86		➤	➤	➤	➤	➤
Banbury GP Out of Hours Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤

	This period		Last 6 months		Questions				
Name	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Benson District Nursing Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Berinsfield and Clifden Hampden ⁴	-- (0)	-	4.88		➤	➤	➤	➤	➤
Bicester Community Hospital Ward ¹	-- (2)	4.80	4.63		➤	➤	➤	⬇	➤
Bicester Dental Clinic ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤
Bicester First Aid Unit ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Bicester GP Out of Hours Service ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Bladder and Bowl Service ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Buckinghamshire Eating Disorder Outpatient Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Burford, Bampton and Broadshires District Nursing Team ⁴	-- (6)	4.77	4.79		⬆	⬆	⬆	⬆	➤
Care Home Support Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Central Oxfordshire Community Therapy Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Central and North East Older Adults Community Mental Health Team ⁴	-- (0)	-	4.77		➤	➤	➤	➤	➤
Cherwell Ward ²	-- (0)	-	-		➤	➤	➤	➤	➤
Chiltern Adult Mental Health Team ⁴	-- (5)	4.52	4.52		⬇	➤	⬆	⬇	➤
Chiltern Older Adult Mental Health Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Chronic Fatigue Syndrome / ME Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
City Community Hospital Ward ³	-- (12)	4.52	4.36		⬇	⬇	⬆	⬆	⬆
Community Diabetes Service ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Community HIV Support Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Continuing Healthcare ³	-- (0)	-	-		➤	➤	➤	➤	➤
Cotswold House Marlborough ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Cotswold House Oxford Daypatient ²	-- (0)	-	-		➤	➤	➤	➤	➤
Cotswold House Oxford Inpatient ²	-- (0)	-	-		➤	➤	➤	➤	➤
Didcot Community Hospital Ward ⁴	-- (14)	4.80	4.68		⬆	⬇	⬆	⬇	⬇
Didcot Health Centre District Nursing Team ⁴	-- (0)	-	4.83		➤	➤	➤	➤	➤
East Oxford Dental Clinic in hours ⁴	-- (13)	4.83	4.94		⬇	⬇	➤	➤	⬇
East Oxford Dental Clinic out of hours ⁴	-- (13)	4.94	4.89		➤	➤	⬇	➤	⬇
East Oxford District Nursing Team ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤
Falls Prevention Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Faringdon and Shrivenham District Nursing Team ⁴	-- (0)	-	4.98		➤	➤	➤	➤	➤
Goring and Woodcote District Nursing Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤

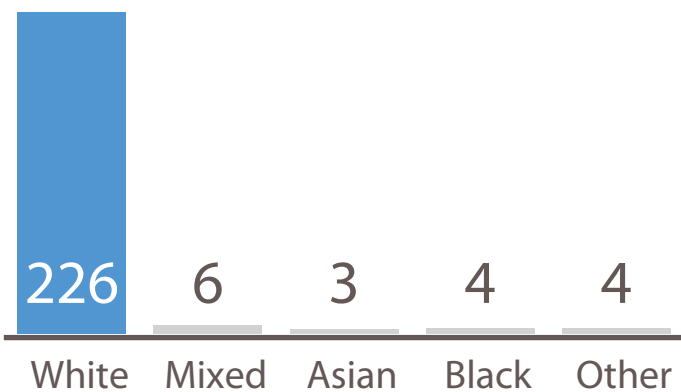
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Heart Failure Community Nursing ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Henley GP Out of Hours Service ²	-- (0)	-	-		➤	➤	➤	➤	➤
Henley Minor Injuries Unit ²	-- (0)	-	-		➤	➤	➤	➤	➤
Henley, Sonning Common and Nettlebed District Nursing Team ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤
High Wycombe Older Adult Mental Health Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Home Oxygen Assessment Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Hospital at Home ⁴	-- (7)	4.83	4.91		➤	➤	➤	➤	➤
Integrated Locality Teams - ILT ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Kidlington District Nursing Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
North Buckinghamshire Older Adult Mental Health Team ⁶	-- (0)	-	-		➤	➤	➤	➤	➤
North East Oxfordshire Community Therapy Service ¹	-- (0)	-	-		➤	➤	➤	➤	➤
North Oxfordshire Community Therapy Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
North Oxfordshire Podiatry Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
North and West Oxfordshire Older Adults Mental Health Team ⁴	-- (2)	4.80	4.86		➤	➤	➤	➤	➤
North and West Oxon Adult Mental Health Team ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤
Nutrition and Dietetic Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Opal Ward ⁶	-- (7)	4.17	4.17		➤	➤	➤	➤	➤
Oxford City GP Out of Hours Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Oxford City Podiatry Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Oxford City and North East Adult Mental Health Team ²	-- (0)	-	-		➤	➤	➤	➤	➤
Oxfordshire Eating Disorder Outpatient Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Phoenix Ward ⁵	-- (11)	3.85	3.97		➤	➤	➤	➤	➤
Psychiatric In Reach Liaison Team (PIRLS) ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Pulmonary Rehabilitation. Respiratory Service ⁴	-- (0)	-	4.68		➤	➤	➤	➤	➤
Rapid Access Care Unit ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Ruby Ward ⁶	-- (6)	4.23	4.23		➤	➤	➤	➤	➤
Sandford Ward ¹	-- (0)	-	4.00		➤	➤	➤	➤	➤
Sapphire Ward ⁶	-- (5)	4.40	4.40		➤	➤	➤	➤	➤
South East Oxfordshire Community Therapies Service ⁶	-- (0)	-	-		➤	➤	➤	➤	➤
South East Oxfordshire Podiatry Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
South Oxfordshire Adult Mental Health Team ⁶	-- (0)	-	-		➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
South Oxfordshire Older Adult Mental Health Team ³	-- (0)	-	-		➤	➤	➤	➤	➤
South West Oxfordshire Community Therapy Service ³	-- (0)	-	-		➤	➤	➤	➤	➤
South West Oxfordshire Podiatry Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Tissue Viability ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤
Vaughan Thomas Ward ²	-- (1)	4.80	4.32		➤	➤	➤	➤	➤
Wallingford Community Hospital St Leonards Ward ⁶	-- (17)	4.27	4.48		➤	➤	➤	➤	➤
Wallingford District Nursing Team ⁴	-- (0)	-	4.96		➤	➤	➤	➤	➤
Wallingford First Aid Unit ⁶	-- (0)	-	-		➤	➤	➤	➤	➤
Wantage Community Hospital Ward ⁵	-- (0)	-	-		➤	➤	➤	➤	➤
Wantage District Nursing Team ⁴	-- (0)	-	4.95		➤	➤	➤	➤	➤
Watlington and Chalgrove District Nursing Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
West Oxfordshire Community Therapy Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤
Wheatley District Nursing Team ⁴	-- (3)	5.00	4.95		➤	➤	➤	➤	➤
Wintle Ward ²	-- (3)	3.00	3.76		➤	➤	➤	➤	➤
Witney Community Hospital Linfoot Ward ¹	-- (1)	5.00	4.63		➤	➤	➤	➤	➤
Witney Community Hospital Wenrisc Ward ¹	-- (49)	4.93	4.88		➤	➤	➤	➤	➤
Witney Dental Clinic ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤
Witney Emergency Multi-disciplinary Unit (Ambulatory Care) ¹	-- (12)	4.70	4.89		➤	➤	➤	➤	➤
Witney GP Out Of Hours Service ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Witney GP Out of Hours Service ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Witney Minor Injuries Unit ¹	-- (0)	-	-		➤	➤	➤	➤	➤
Woodlands and Oaktree District Nursing Team ⁴	-- (0)	-	5.00		➤	➤	➤	➤	➤

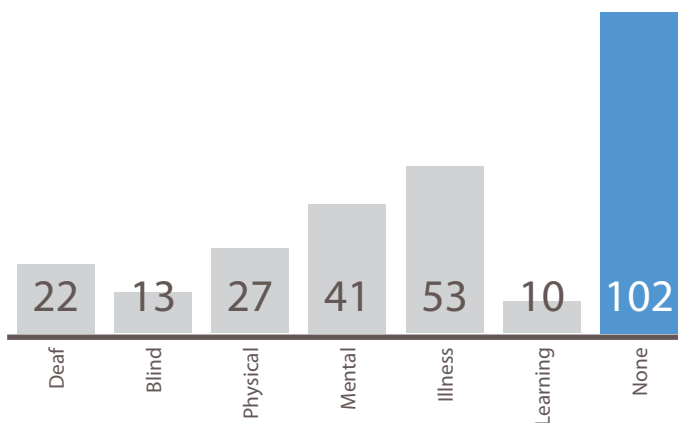
Reviews by patient's age



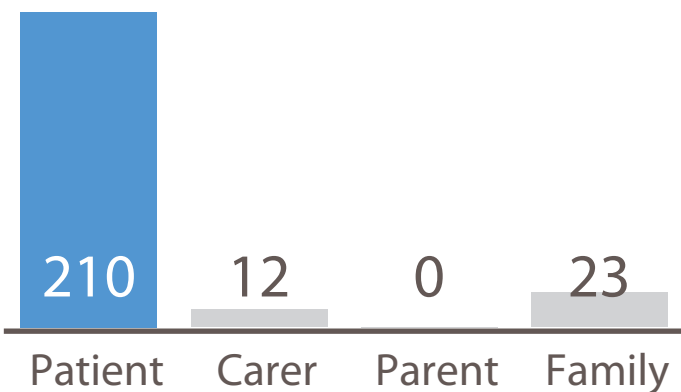
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	5	98.03
Gender	3	98.82
Ethnicity	11	95.67
Long-term Conditions	22	91.34
Reviewer type	7	97.22

Top three services (with 5 reviews or more)

East Oxford Dental Clinic out of hours	4.94
Witney Community Hospital Wenrisc Ward	4.93
Banbury Dental Clinic	4.89

Bottom three services (with 5 reviews or more)

Opal Ward	4.17
Phoenix Ward	3.85
Allen ward	3.42

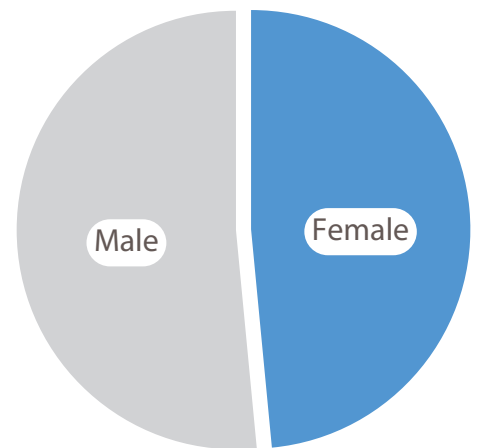
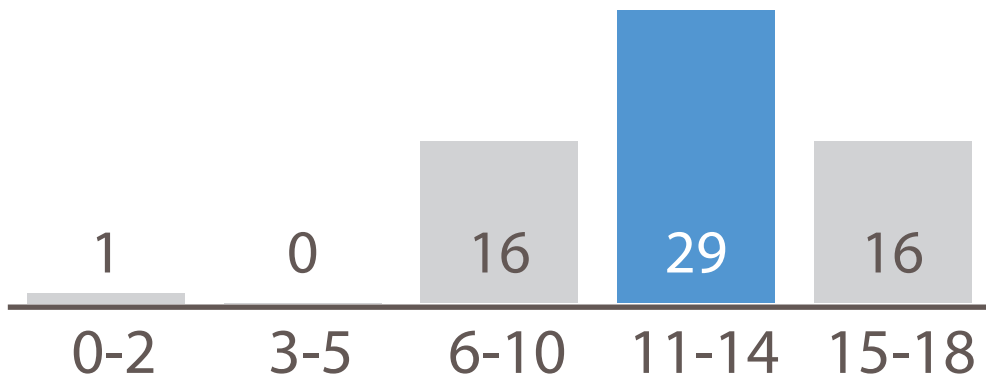
Children's Services

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
BaNES OSCA ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤

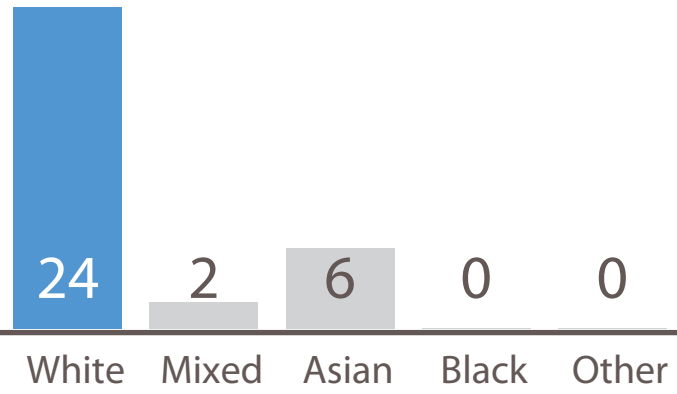
Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
BaNES Tier 3 CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Banbury Dental Clinic Childrens ⁴	-- (58)	4.95	4.93		❌	✅	✅	✅	✅	✅	✅
Bicester Dental Clinic Childrens ⁴	-- (0)	-	4.92		➤	➤	➤	➤	➤	➤	➤
Buckinghamshire CAHBS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Buckinghamshire CAMHS Eating Disorders Pathway ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Buckinghamshire CAMHS Mood and Stress Pathway ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Buckinghamshire CAMHS Neuro Developmental Pathway ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
East Oxford Dental Clinic Childrens in hours ⁴	-- (9)	4.98	4.92		✅	➤	➤	➤	➤	➤	✅
East Oxford Dental Clinic childrens out of hours ⁴	-- (4)	4.96	4.79		➤	➤	➤	➤	➤	➤	❌
Family Assessment Safeguarding Service - FASS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Family Nurse Partnership ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Forensic CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Highfield Unit Oxford ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
IPPS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Liason and Diversion Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Looked After Children Service ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Marlborough House Swindon ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Marlborough PCAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Marlborough Tier 3 CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Melksham PCAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Melksham Tier 3 CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Neuropsychiatry CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
North Buckinghamshire CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
North Buckinghamshire CAMHS - Getting More Help ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
North Oxfordshire CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Oxfordshire CAHBS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Oxfordshire CAMHS OSCA ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Oxfordshire Central CAMHS team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Oxfordshire Childrens ASD Pathway ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Oxfordshire Learning Disabilities CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Phoenix Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
Reconnect ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Salisbury PCAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Salisbury Tier 3 CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
South Buckinghamshire CAMHS - Getting More Help ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
South Buckinghamshire CAMHS Team ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
South Oxfordshire CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Swindon CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Swindon Learning Disabilities CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Swindon OSCA ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Wiltshire & BaNES Tier 3 CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Wiltshire OSCA ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Wiltshire Tier 2 CAMHS ⁴	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Witney Dental Clinic Childrens ⁴	-- (0)	-	4.92		➤	➤	➤	➤	➤	➤	➤

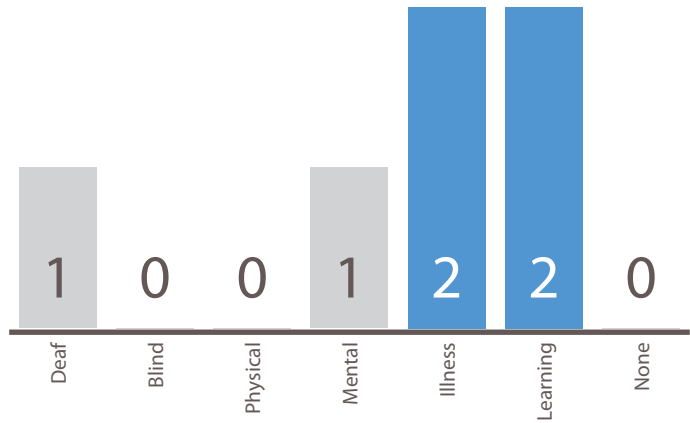
Reviews by patient's age



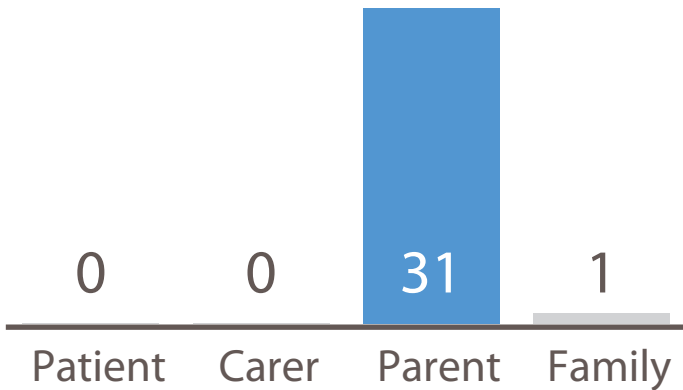
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	3	95.38
Gender	5	92.96
Ethnicity	39	45.07
Long-term Conditions	66	7.04
Reviewer type	1	96.97

Top three services (with 5 reviews or more)

East Oxford Dental Clinic Childrens in hours	4.98
Banbury Dental Clinic Childrens	4.95

Bottom three services (with 5 reviews or more)

East Oxford Dental Clinic Childrens in hours	4.98
Banbury Dental Clinic Childrens	4.95

Key Location

- 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