

Oxfordshire Stroke Rehabilitation Unit (OSRU)

01 June - 31 August

Average score for all questions



Reviews this period

15

Response rate

N/A

Your recommend scores

5 Star Score

4.80

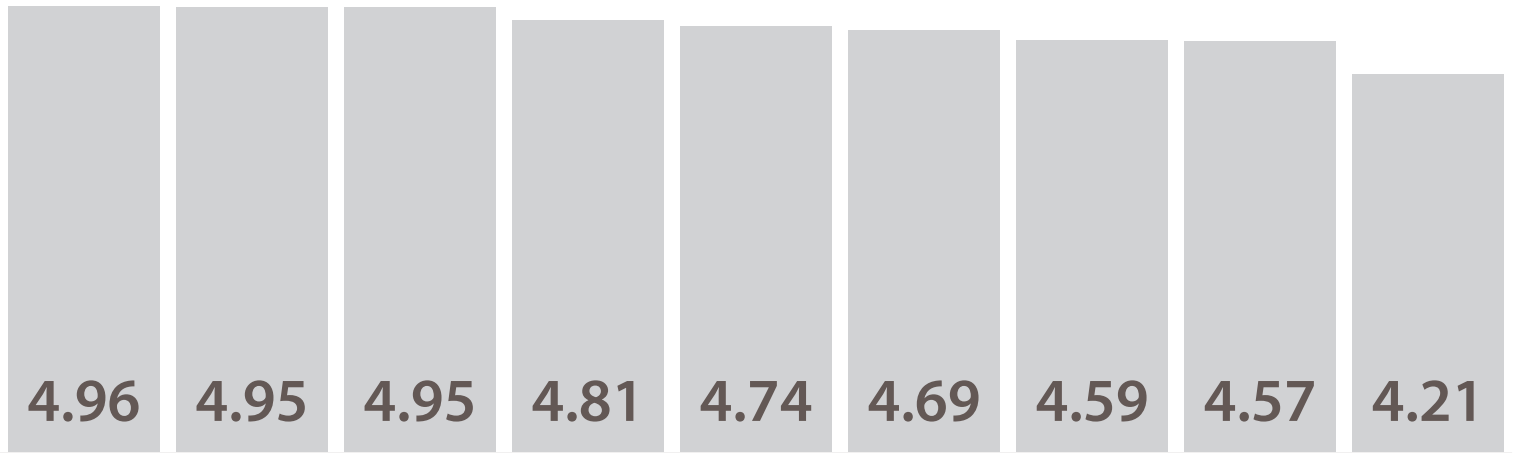
% Likely to recommend

93.3%

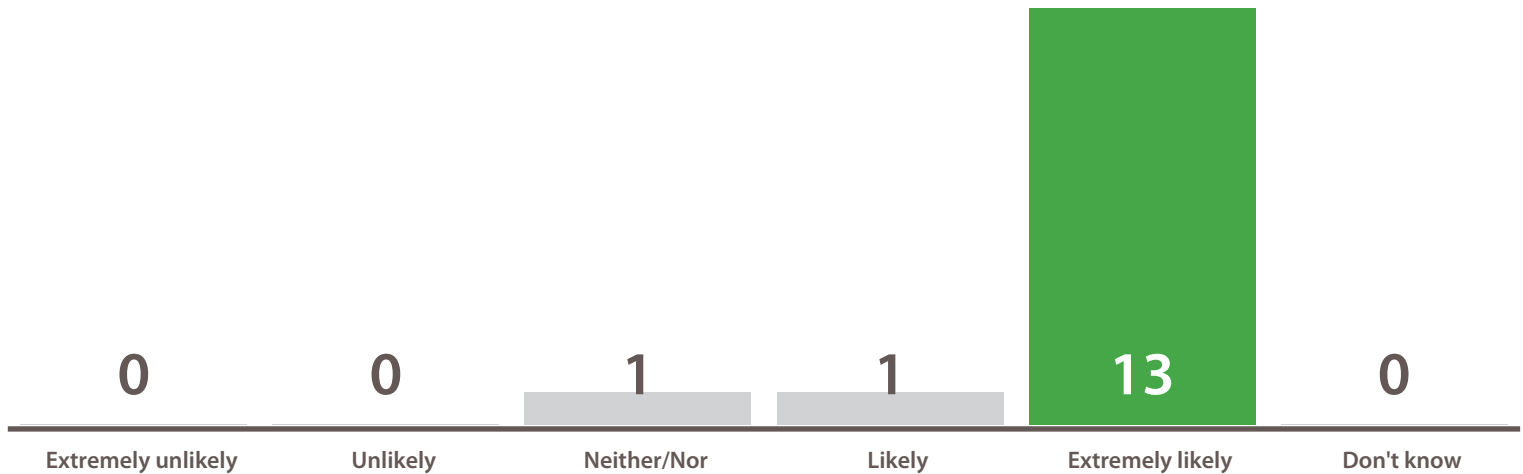
% Unlikely to recommend

0.0%

Scores for all services* (with > 4 reviews)



Reviews by recommend score this period



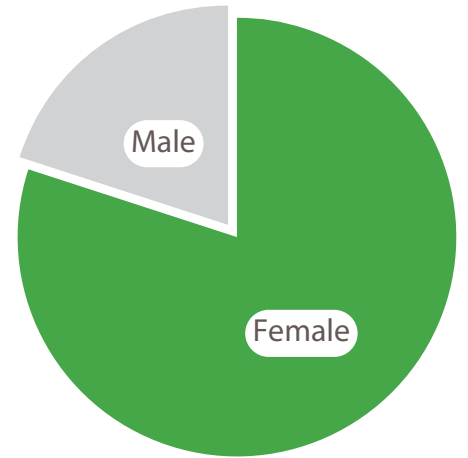
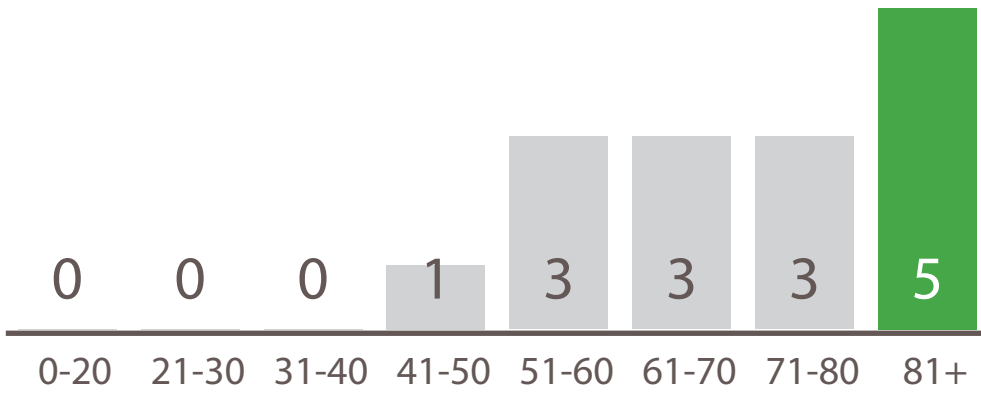
* Comparison is between services in Service Level 'Community Hospital Service'

Oxfordshire Stroke Rehabilitation Unit (OSRU)

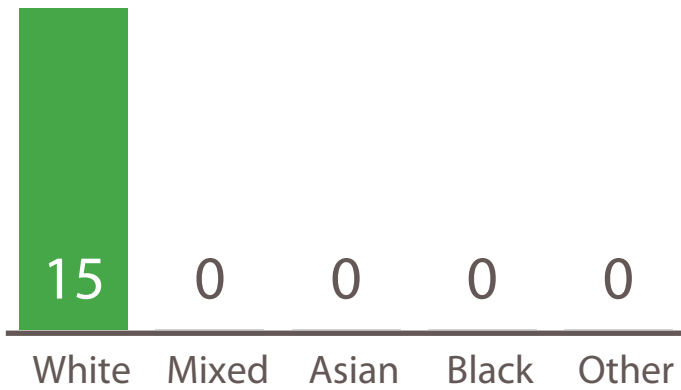
01 June - 31 August

Question	Average Score	Comparison vs org	Comparison vs last month	trend	1*	2*	3*	4*	5*
Dignity/Respect	4.80	-0.06	⬆️	↔️	0	0	0	3	12
Involvement	4.67	-0.11	⬇️	↔️	0	0	1	3	11
Information	4.73	-0.00	⬆️	↔️	0	0	0	4	11
Staff	4.67	-0.20	⬆️	↔️	0	0	0	5	10
Satisfied with service	4.80	0.17	⬆️	↔️	0	0	0	3	12

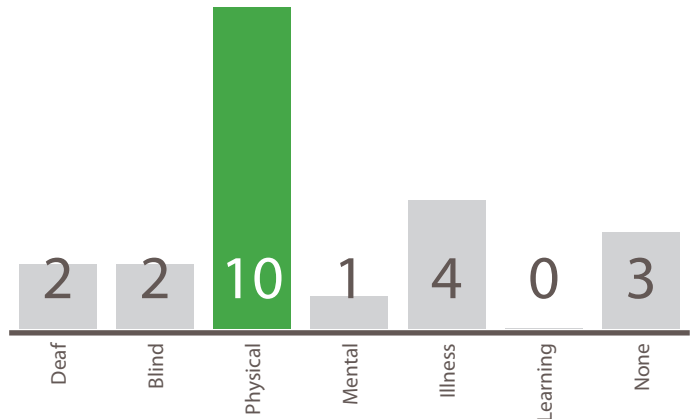
Reviews by patient's age



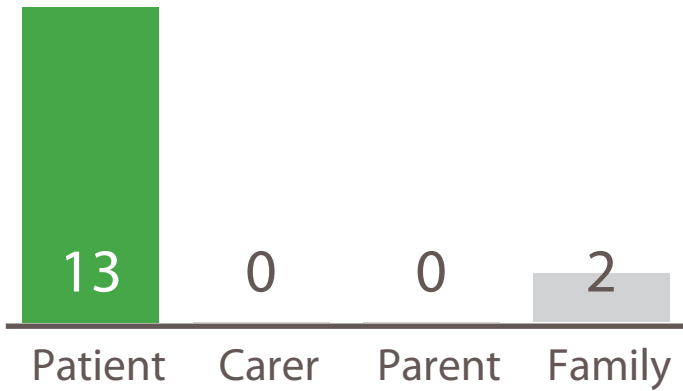
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	0	100.00
Gender	0	100.00
Ethnicity	0	100.00
Long-term Conditions	0	100.00
Reviewer type	0	100.00

5	Dignity/Respect	5.0	Brilliant care given. Staff highly commendable.
	Involvement	5.0	
	Information	5.0	
	Staff	5.0	
	Satisfied with serv...	5.0	
5	Dignity/Respect	5.0	Staff could not be bettered kind helpful and very supportive
	Involvement	3.0	
	Information	5.0	
	Staff	5.0	
	Satisfied with serv...	5.0	
5	Dignity/Respect	5.0	Really enjoyed time here all the staff who worked with me were lovely and helped me to get back home
	Involvement	5.0	
	Information	5.0	
	Staff	5.0	
	Satisfied with serv...	5.0	
5	Dignity/Respect	5.0	.
	Involvement	5.0	
	Information	5.0	
	Staff	5.0	
	Satisfied with serv...	5.0	
5	Dignity/Respect	5.0	Apart from my first night here, everything has been perfect with my stay here.
	Involvement	5.0	
	Information	4.0	
	Staff	4.0	
	Satisfied with serv...	5.0	

4	Dignity/Respect	5.0	When I arrived I wasn't aware of what was going on, then I gradually came to understanding what was going on. My family were worried. The staff helped me to settle and made me feel comfortable. It's been a very pleasant experience.
	Involvement	4.0	
	Information	4.0	
	Staff	4.0	
	Satisfied with serv...	5.0	

5	Dignity/Respect	4.0	A
	Involvement	5.0	
	Information	5.0	
	Staff	4.0	
	Satisfied with serv...	4.0	

5	Dignity/Respect	5.0	I found all of the except one male member. Of nights to be excellent in the way they treated me and made me feel totally. Comfortable during my stay
	Involvement	5.0	
	Information	5.0	
	Staff	4.0	
	Satisfied with serv...	4.0	

5	Dignity/Respect	5.0	Excellent care.
	Involvement	5.0	
	Information	5.0	
	Staff	5.0	
	Satisfied with serv...	5.0	

3	Dignity/Respect	4.0	I am very thankful for the care I have received on ward 2 and I am more than ready to go home now.
	Involvement	4.0	
	Information	4.0	
	Staff	4.0	
	Satisfied with serv...	4.0	

5	Dignity/Respect	4.0	I feel like I have been treated with great care and respect.
	Involvement	4.0	
	Information	4.0	
	Staff	5.0	
	Satisfied with serv...	5.0	

5	Dignity/Respect	5.0	A huge thank you to each and everyone for the wonderful kindness support and devotion you have given David over the past 6weeks.
	Involvement	5.0	
	Information	5.0	
	Staff	5.0	
	Satisfied with serv...	5.0	

5

Dignity/Respect	5.0
Involvement	5.0
Information	5.0
Staff	5.0
Satisfied with serv...	5.0

A huge thanks to all of you for all you've done for me here to help me to get better

5

Dignity/Respect	5.0
Involvement	5.0
Information	5.0
Staff	5.0
Satisfied with serv...	5.0

I would like to thank the staff on ward 2 who looked after my mum over the last four months. You are all doing a grand job.

5

Dignity/Respect	5.0
Involvement	5.0
Information	5.0
Staff	5.0
Satisfied with serv...	5.0

I am so great full for the help and care that the staff gave to me