

Did it make a difference?

7

What difference has the service made?

Helped a lot Helped a little Didn't help Made things
much worse

8

Is there anything else you'd like to tell us?

9

How satisfied are you with the service you have been given?

Very satisfied Satisfied Dissatisfied Very dissatisfied

How could this service be even better?

10

What do you think?

We want you to tell us what you think about the service. This will help us make the service even better.

We would like you to tell us why you want or need the service, and whether what you receive is helpful to you.

We will keep all replies confidential and anonymous.

We will use this information to improve our service and we will tell you how we have made the service better because of what you and others have told us.

If you have any queries about this please ask the member of staff who has given you this leaflet.

Thank you for your help.

What did you want?

1 Briefly describe what you wanted

2 Did the service meet your needs?

Completely partly not at all

Please tick

What did you get?

3 Have you been kept informed?

Very well Well Could have been better Not informed at all

4 Have you been involved in making decisions about the services offered to you/and your family?

Fully involved Partly involved Not involved at all

5 How do you rate the service you have been given?

Very good Good OK Could have been better

6 How were you treated?

Very good Well OK Not very well



Full Circle

11 Personal details: (Please tick)

Are you: male female

In which age range are you?

5-9 10-15 16-17 18-29 30-39 40-59

60 and over

To which of these groups do you consider you belong?

White (British, Irish, any other white background)

Mixed (White and Black Caribbean, White and Black African, White and Asian, any other mixed background)

Asian or Asian British (Indian, Pakistani, any other Asian background)

Black or Black British (Caribbean, African, any other black background)

Chinese Any other ethnic background

Are you a: parent carer young person

Date completed:



Full Circle

We're listening to you!

You told us:

-
-
-

So we will:

-
-
-

Thank you for helping us to make our service better.