

Service User Satisfaction Survey 2016

How did we do?

About this survey

Why we do it

We carry out this survey annually, so that we can highlight good practices and share them between services, and so that we can identify potential gaps in support (things we are not providing at the moment) or things that could be improved.

How we do it

The survey was sent out to all service users (except IAPT) to be completed by current service users during October 2016. Also included in this report are any satisfaction surveys completed by service users leaving services since November 2015 (when the last survey was closed).

Respondents had the option to give their opinions via an online link as well as completing paper surveys. Where paper surveys were used, they were sent out and returned to Head Office via the staff team.

What we will use it for

The report will be available:

- In all services, in all communal areas for staff, service users and volunteers to read, and on our website for all stakeholders to read.
- On our website for the general public to read.
- Executive Committee, Senior Management, Quality Group, and service user involvement/Expert by experience groups, to facilitate improvements in service provision.

The statistical information and comments (kept anonymously) may be also included in:

- Tenders for future services
- Monitoring for funders on current services
- The C&W Mind promotional material (website, leaflets, etc.)
- This report will be condensed for individual services as requested by service managers.

Responses

Service	Number of forms received
Floating Support	206
Day Services Groups/Courses	83
Housing / Tenancy Sustainment	56
Gardening in Mind	31
Coventry Wellbeing Hub (Drop in)	29
North Warks Wellbeing Hub	28
Rugby Wellbeing Hub (Drop in)	25
IRSS (Intensive Recovery Support Service)	21
Day Services Anxiety Management (Cov)	20
Day Services Mums in Mind	12
The Big Umbrella Project	9
Pathways (Single Point of Entry)	5
Day Services Adult Befriending	4
Reach Groups & Courses	2
Smoking Cessation	1
Day Services Anxiety Management (Nun)	1
Day Services Counselling	1
Grand Total	534

Day Services Groups/Courses are counted as one here, although some responses specified which group/course was attended. The information from these will be considered separately later on.

The tables show the numbers of survey forms received, however some individual questions were not always completed so the number of individual question responses may vary.



Q.1 Please tell us how satisfied you were with the service you received?

Responses:

Service	Extremely satisfied	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
Coventry Wellbeing Hub (Drop in)	11	8	8	2	
Day Services Adult Befriending	4				
Day Services Anxiety Management (Cov)	8	9	2		
Day Services Anxiety Management (Nun)	1				
Day Services Counselling	1				
Day Services Groups/Courses	38	24	20	1	
Day Services Mums in Mind	11	1			
Floating Support	90	86	29		
Gardening in Mind	12	14	5		
Housing / Tenancy Sustainment	15	27	14		
IRSS (Intensive Recovery Support Service)	10	8	3		
North Warks Wellbeing Hub	9	8	9	1	1
Pathways (Single Point of Entry)	4		1		
Reach Groups & Courses	1				1
Rugby Wellbeing Hub (Drop in)	10	8	6	1	
Smoking Cessation			1		
The Big Umbrella Project	2	7			
Grand Total	227	200	98	5	2
	42.7%	37.6%	18.4%	0.9%	0.6%

“I am in a much better emotional and physical place because of the welcoming and friendly and helpful nature of the staff and service users.”

- Rugby Wellbeing Hub user

Comments:

Here are a few examples, as there were too many to list here:

Day Services Mums in Mind	These sessions have really helped me through my PND
Floating Support	The service I have received has been excellent, it has kept me alive
Gardening in Mind	When I am not well you always help me to keep going, thank you
Day Services Adult Befriending	Very valuable service. My befriending is very easy to talk to, friendly and genuine, concerned.
Day Services Groups/Courses	Very good informative course, felt relaxed and comfortable most of the time while in course. Material provided very useful.
Rugby Wellbeing Hub (Drop in)	Very good and confident staff, always willing to help
Day Services Anxiety Management (Cov)	Really well structured, informative and the people are all very friendly
Housing / Tenancy Sustainment	Mind have helped me through some difficult and emotional times
IRSS (Intensive Recovery Support Service)	All staff have been fantastic - have truly understood my needs and put me in contact with those that can help.
North Warks Wellbeing Hub	People have been lovely, welcoming and non-judgmental

'Very unsatisfied' responses (2):

One from Reach Groups & Courses (no name)

One from North Warks Wellbeing Hub due to a specific issue which is now being resolved.

'Unsatisfied' responses:

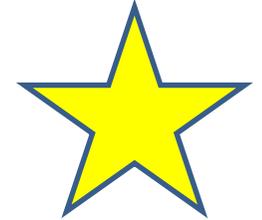
Two from Coventry Wellbeing Hub, asking for more activities

One from Day Services Courses, no name given

One from North Warks Wellbeing Hub, due to the same issue (above) which is now being resolved.

One from Rugby Wellbeing Hub, asking for more outings.

In 2016:



*Across the organisation, **80%** said they were either
'very satisfied' or 'extremely satisfied' with the service they had
received*

Q.2 Since starting the service, do you consider your mental wellbeing has:

Responses:

Since starting the service, do you consider your mental wellbeing has:	Greatly improved	Slightly improved	Stayed the same	Slightly worsened	Greatly worsened
Coventry Wellbeing Hub (Drop in)	10	7	9	2	
Day Services Adult Befriending	2		2		
Day Services Anxiety Management (Cov)	2	14	3		
Day Services Anxiety Management (Nun)		1			
Day Services Counselling	1				
Day Services Groups/Courses	17	52	12	1	1
Day Services Mums in Mind	8	3	1		
Floating Support	46	115	29	9	5
Gardening in Mind	12	17	2		
Housing / Tenancy Sustainment	7	31	15	1	
IRSS (Intensive Recovery Support Service)	9	6	5	1	
North Warks Wellbeing Hub	7	3	16	1	
Pathways (Single Point of Entry)	2	3			
Reach Groups & Courses			1	1	
Rugby Wellbeing Hub (Drop in)	9	8	6	1	1
Smoking Cessation				1	
The Big Umbrella Project	6	3			
Grand Total	138	263	101	18	7
	26.2%	49.9%	19.2%	3.4%	1.3%

76% considered their mental wellbeing had improved since starting the service

All of those that said their mental health had 'greatly worsened' either gave no comment on this or said that this was due to external factors. All were at least 'satisfied' with the service provided.

Most of those who said their mental health had 'slightly worsened' gave no indication as to why. The few that did said it was due to external factors, but all were at least 'satisfied' with the service provided.

**"I feel a lot more happy and content, and more sure of myself as a person and parent."
-Day Services Mums in Mind**

Q.3 Since starting the service, do you consider your physical wellbeing has:

Sometimes providing support for mental wellbeing has the added value of improving a person's physical wellbeing.

Responses from services for adults:

Since starting the service, do you consider your physical wellbeing has:	Greatly improved	Slightly improved	Stayed the same	Slightly worsened	Greatly worsened
Coventry Wellbeing Hub (Drop in)	7	10	11		
Day Services Adult Befriending	2		1	1	
Day Services Anxiety Management (Cov)	4	10	4		
Day Services Anxiety Management (Nun)		1			
Day Services Counselling	1				
Day Services Groups/Courses	8	39	31	3	2
Day Services Mums in Mind	5	5	2		
Floating Support	18	80	82	19	1
Gardening in Mind	8	17	6		
Housing / Tenancy Sustainment	4	21	21	7	1
IRSS (Intensive Recovery Support Service)	7	5	9		
North Warks Wellbeing Hub	8	5	13	1	
Pathways (Single Point of Entry)		2	3		
Reach Groups & Courses			2		
Rugby Wellbeing Hub (Drop in)	4	7	10	3	
Smoking Cessation			1		
The Big Umbrella Project	3	1	5		
Grand Total	78	203	201	34	4
	15.0%	39.0%	38.6%	6.5%	0.8%

54% of respondents to this question felt their physical health had improved since starting the service.

“Since coming to the allotment my physical wellbeing has greatly improved. I get a good night's sleep after I have been there.”

- Gardening in Mind

Q.4 What is the best thing about the service?

Coventry Wellbeing Hub (Drop in)	Meeting people with the same problem
	Interacting with other people and receiving emotional support from staff
Day Services Adult Befriending	Quality of help, advice and reassurance
	The friendship I have made.
Day Services Anxiety Management	Realising that I'm not alone in the way I feel
	It's delivered very well and in an environment of support and concern for the improvement of the client's condition. Volunteers are very approachable and help the clients express their difficulties and concerns.
Day Services Counselling	The staff are fantastic, 100% committed and empathic
Day Services Groups/Courses	Good explanations of the different models to manage anger; Gave great ideas on how to deal with depression It is easy to understand and clearly delivered and the handouts are really useful reminder.
	That people can self-refer themselves onto courses without having to go through the GP or having to make a great performance about it.
Day Services Mums in Mind	The staff support always there with good advice - calming and reassuring
	Bond between baby and myself improved
Floating Support	Being able to trust people again. Helping with my day to day tasks and medications. All my paperwork and bills knowing that there is staff that have an understanding to how I am feeling
	Giving me independence coping better with life
	Helped me to stay out of hospital, having someone to talk to has really helped. Discussing my problems.
Gardening in Mind	Getting out talking to people, fresh air, sunlight, physical activity, doing something constructive
	When I am down or in a bad place, I know I can come to the gardens and have a pleasant day.
Housing / Tenancy Sustainment	It helps improve my living skills so I can be more independent
	The support I get and I have a safe place to stay
IRSS (Intensive Recovery Support Service)	The staff at HSH are very good can only say positive things about them
	Assistance and help from Staff
North Works Wellbeing Hub	Being able to open up about problems and receiving helpful advice
	Feeling part of a community
Pathways (Single Point of Entry)	Having an understanding ear. Having opportunity to talk, express myself and be honest
	Non-judgmental, a very calm manner.
Reach Groups & Courses	Having social time with others who understand her and accept her for who she is.
Rugby Wellbeing Hub (Drop in)	Being listened to, feeling like I've been understood and the support
	The friendship I have made with staff and other clients
The Big Umbrella	Targets - has helped things at home and I know what to do in those situations now.

Q.5 What aspects of the service could be improved?

This year we have had some really thoughtful, constructive responses to this question, which can now be discussed and acted upon where practical and possible.

Coventry Wellbeing Hub (Drop in)	More activities/things to do (x5)
	To be open more hours (x2)
Day Services Adult Befriending	Needs more funding and staff to reach more people
	The communication difficult via a third party (befriending) - a direct number for each volunteer would be more user friendly
Day Services Anxiety Management	Maybe a link with organisation that deals in mindfulness/mediation because I think some people are confused with what or how to do meditation
	Perhaps break into smaller groups occasionally so that less assertive members of the group have greater opportunity to speak
Day Services Groups/Courses	More awareness of courses i.e. in GPs surgery
	More course availability / alternative courses
Day Services Mums in Mind	Longer sessions! Don't want them to end!
Floating Support	Better communication (particularly when staff are off) (x8)
	Longer support (in evenings/past 2 years) (x6)
Gardening in Mind	Better/more equipment (x8)
	To be open more (longer, and more days) (x5)
Housing / Tenancy Sustainment	Communication (with FSS and when staff are off) (x3)
	More structured activities (x2)
IRSS (Intensive Recovery Support Service)	Improve relationships with old and new residents by following through with joint activities - fun nights, BBQ, movies etc.
	Build another place like this in Warwickshire
North Warks Wellbeing Hub	More learning/activity opportunities (x3)
	Make a daytime service more available
Rugby Wellbeing Hub (Drop in)	Open longer/more days (x7)
	More activities (x 6)
The Big Umbrella Project	More sessions

Q.6. There are lots of opportunities to be involved in the development of CW Mind, from completing regular questionnaires to being on recruiting panels for new staff members. Would you like to be contacted with more information on service user involvement opportunities?

141 people said yes to this question. The names have been forwarded on for our service user involvement/Expert by Experience representatives to contact them directly about ways to get involved.

Q.7 Any other comments you wish to make?

Coventry Wellbeing Hub (Drop in)	All staff are helpful and I appreciate all support
Day Services Anxiety Management	Lovely staff/volunteers
Day Services Counselling	Mind has been a huge part of my life over the last 9 months. I am more self-aware of my behaviour and attitudes. I have learned some great tools and techniques. The coping with loss was fantastic and really helped me.
Day Services Groups/Courses	Brilliant thank you, lifeline for when the NHS don't deliver.
Day Services Mums in Mind	These sessions have been incredibly helpful in terms of coping with my PND. Thank you.
Floating Support	I and my family are so grateful for the support I receive from Mind, I now can see a future for myself and family
Gardening in Mind	This place is amazing, helps me feel better when I am here.
Housing / Tenancy Sustainment	Overall happy with the help and support I receive. It's good to know people are always here for me
IRSS (Intensive Recovery Support Service)	The Team is a good team, don't lose them!
North Warks Wellbeing Hub	monthly steering group meetings between staff and service users could promote initiatives and resolve any issues at source
Pathways (Single Point of Entry)	Just a wonderful service. This is a difficult time and I thought I was going backwards
Rugby Wellbeing Hub (Drop in)	knowing the hub and support is here has helped me keep in work
The Big Umbrella Project	IT IS AWESOMEx10000

What happens next?

This document will be circulated as widely as possible, so it is available for anyone to read.

It will be forwarded to the Executive Committee, Senior Management, Quality Group and Service User Involvement groups, to gather recommendations and identify actions that can be taken to actively improve services.

It will also be sent to individual service managers to discuss in team meetings, for further recommendations and ideas.

The statistical information and comments will be kept anonymous and may also be given to funders (and potential funders) and may be used in our promotional material (website, leaflets, etc.).

The next annual survey will be held in September 2017.

“C&W Mind have been fabulous, I would recommend them to anyone who is struggling with their circumstances if they were short term or long term problems.” –Floating Support

