



## Service User Satisfaction Survey



# How did we do?

## About this survey

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.

Number of Responses: 534

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

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

*“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*

Q. Since starting the service, do you consider your mental wellbeing has improved?

Across the organisation, **76%** considered their mental wellbeing had **improved** since starting the service.

*“I feel a lot more happy and content, and more sure of myself as a person and parent.”*

*-Day Services Mums in Mind*



**Q. Since starting the service, do you consider your physical wellbeing has improved?**

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

**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. What is the best thing about the service?**

**“Quality of help, advice and reassurance”**

**“The staff are...100% committed”**

**“Being able to trust people again”**

**“Giving me independence, coping better with life”**

**“Helped me to stay out of hospital...”**

**“Realising I'm not alone in the way I feel”**

**“Being able to open up about problems”**

**“...feeling like I've been understood...”**

**“Feeling part of a community”**

**Having the opportunity to talk, express myself and be honest”**

**“I have a safe place to stay”**

**“The friendships I have made”**

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

Common suggestions:

- Service access – either more support per day or more days' support
- Communication
  - Reminders for appointments
  - Direct communication between service users and workers/volunteers
  - More activities, groups, trips.
- More awareness of what is available – better advertising of services in GPs, etc.

## What happens next?

The full report will be made available to read in services and offices. 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 materials.

The next annual survey will be held in September 2017. If you have any comments or ideas you would like to put forward, please contact us at:

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**“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**

