

# Service User Satisfaction Survey 2019



**97%**

of all respondents were satisfied with the service they received this year!

**“Mind staff help me to maintain my mental health and have a positive out look on life.”**



for better mental health

Coventry and  
Warwickshire

**83%**

Of respondents felt that their mental wellbeing had increased.

**“I’m finding that I’m returning to being the person I was years ago. I know I’m not there yet but I’m on the right path to recovery. Time and support are all I need. to help me through this.”**



**55%**

Of respondents felt that their physical wellbeing had improved.”

**“Because I have been doing exercise with staff my physical health has improved”**

**85%**

Of respondents know where to get further support.

**What is the best thing about the service you received?**

**“Information about further services.”**



Of the respondents to the service-user satisfaction survey, the following results were seen:

**84%** felt that they had access to information about how to look after themselves.

**81%** believed that the support that they received had helped them.

**91%** believed that the quality of care was **GOOD**.



**92%** believed that they had been listened to and felt respected.

**81%** were satisfied with the amount of time that the intervention had taken.

**83%** felt that they had been able to access the right level of support.

## What is the best thing about the service you received?

**“Friendly advice and support without any judgement. Knowing that if I'd become a danger to myself they would have saved me. Having that support has been invaluable.”**

**“A space for my son to get support.”**

**“All the help I've needed to be better.”**

**“Approachable and listened to, not judged.”**

**“Encouragement that has been given me to look after my well-being and to engage with social groups. This has helped with my self esteem.”**

## Other general comments received:

**“I have been very lucky to have had support, it has helped me in everyway.”**

**“I just hope the service stays open to help me and others for a long time.”**

**“I would definitely recommend the service to others.”**

**“Service has helped me to get to the next stage of my life.”**



**“Thank you to all staff for helping me to maintain my mental health and have a positive future.”**