

Results from Annual Questionnaire 2018	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
"2" Yes	66	69	9	61	51	53	49	59	41	5	12	0
"1" N/A or Not sure	3	2	6	9	7	12	6	3	3	21	30	
"0" No	3	1	57	2	14	7	17	10	28	46	30	
Total	72	72	72	72	72	72	72	72	72	72	72	0

Percentage Returns	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
Positive	92%	96%	13%	85%	71%	74%	68%	82%	57%	7%	17%	
Neutral	4%	3%	8%	13%	10%	17%	8%	4%	4%	29%	42%	
Negative	4%	1%	79%	3%	19%	10%	24%	14%	39%	64%	42%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Overall Satisfaction	93.8%	97.2%	83.3%	91.0%	75.7%	81.9%	72.2%	84.0%	59.0%	6.9%	16.7%	84%
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Questions:

- Q1. Are you happy with your package of care?
- Q2. Are your carers friendly and helpful
- Q3. Do you feel you need more time during visits?
- Q4. Are the office staff helpful and courteous?
- Q5. Have you read your care plan?
- Q6. Do you think your care plan reflects the care provided?
- Q7. Did you know that we can supply home helps?
- Q8. Do you feel confident making a complaint?
- Q9. Do you know the complaints procedure if you are not happy with the service?
- Q10. Would you like a weekly surgery implemented where complaints can be aired?
- Q11. Are you happy to be on our recruitment panel?
- Q12. Please score your care service out of 10.
- Q13. What can we do better?

Comments:

- 1 Generally shows a high level of satisfaction **8.4 out of 10**
- 2 More support will be given to those uncertain about careplans and processes.
- 3 Needs and visit durations are currently being reassessed
- 4 There is very little interest to participate in recruitment or attend weekly meetings

Suggestions for improvements:

- 1 Consistency of carers especially when regular carers are off
- 2 Consistency of visit times
- 3 More calls to let us know of any changes
- 4 Preference for a different visit time
- 5 Some carers could be in less of a rush

72 returns from 225 issued

32%