

Results from Annual Questionnaire 2020

Feedback	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
"5" Excellent	37	33	35	32	39	41	31	30	37	315
"4" Very Good	20	18	18	23	18	16	18	20	19	170
"3" Good	3	8	3	5	3	3	10	7	3	45
"2" Adequate	0	1	3	0	0	0	0	3	1	8
"1" Weak	0	0	1	0	0	0	1	0	0	2
Total	60	60	60	60	60	60	60	60	60	540

Percentage Returns	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Quality Assured	100%	98%	93%	100%	100%	100%	98%	95%	98%	98%
Needs Improvement	0%	2%	7%	0%	0%	0%	2%	5%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall Satisfaction out of 5	4.57	4.38	4.38	4.45	4.6	4.63	4.3	4.28	4.53	4.46
--------------------------------------	-------------	-------------	-------------	-------------	------------	-------------	------------	-------------	-------------	-------------

Statement:

1. I am treated with respect and compassion
2. How good is our staff team?
3. My careplan reflects my choices
4. I feel JB Agency has kept me safe from COVID
5. I feel confident that my carer is able to assist me
6. My carer wears PPE for my safety
7. Communication with the office is easy
8. I am listened to
9. I am happy with my care
10. Overall satisfaction

Comments:

Overall satisfaction remains very high at 98%

All clients feel we are managing COVID well

4 clients would like us to revise their careplan

3 clients think we could listen to them better

Returns issued 164

Returns received 60

Percentage return 37%