

Lomond & Argyll Advocacy Service Client Satisfaction Survey 2010—2015



Client Satisfaction Survey

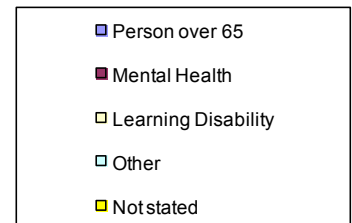
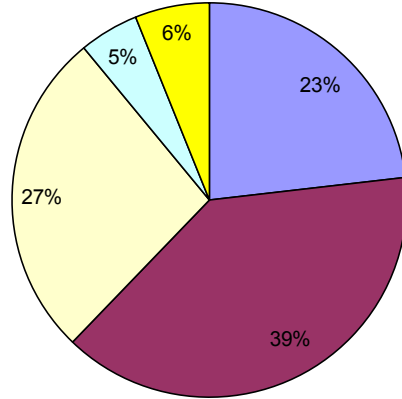
Lomond & Argyll Advocacy Service is keen to hear the views of people who use our service and other stakeholders. To help achieve this we undertake a regular client satisfaction survey. This takes the form of a questionnaire, sent by post with a stamp addressed envelope enclosed, to a random sample of 100 clients who have used the service during the preceding six months. The response rate is currently running at approximately 22%, which we believe is reasonable for a postal survey of this type, particularly given our client group. Over time it provides us with valuable feedback on the experiences of our clients.

Between October 2010 and March 2015 we have conducted ten surveys and have received a total of 220 responses. 74 respondents were from clients in West Dunbartonshire, 113 from clients in Argyll & Bute and 33 respondents chose to remain anonymous or did not disclose their location.

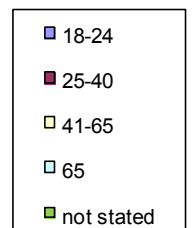
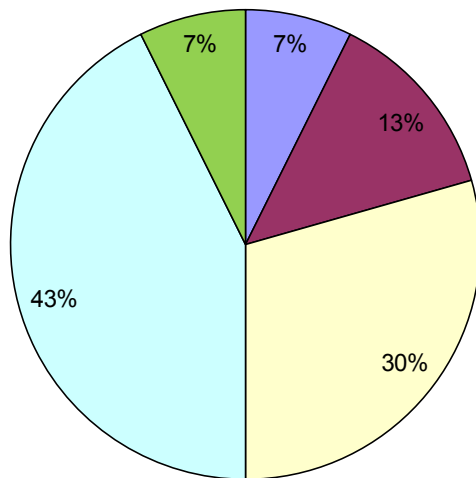
Over the past year we have developed an “easy-read” version of the survey to improve accessibility.

A statistical analysis of responses appears on the following pages.

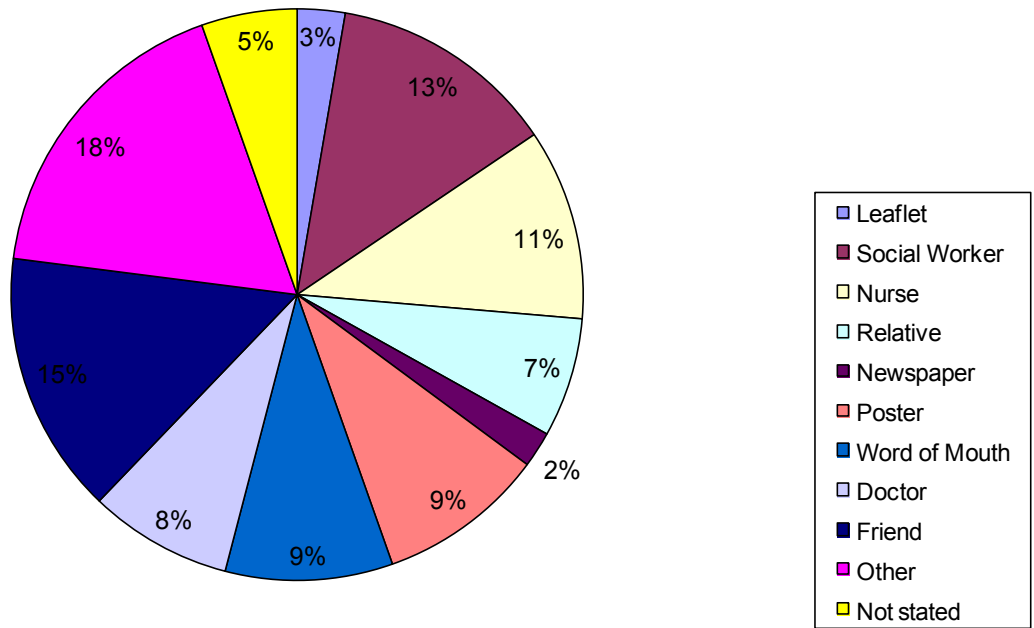
USER GROUP FOR RESPONDENTS TO SATISFACTION SURVEY



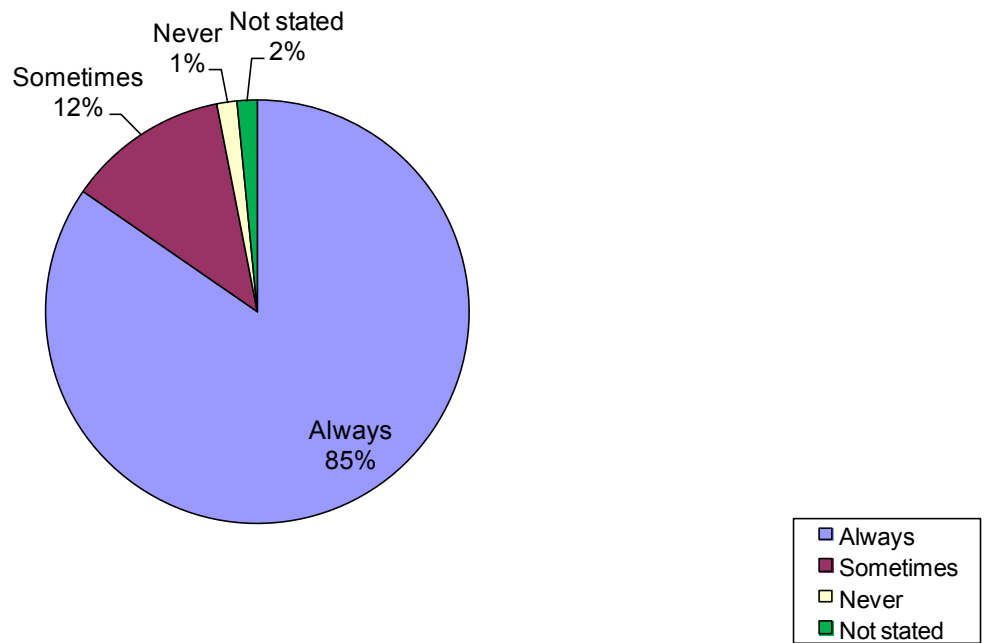
AGE GROUPS FOR RESPONDENTS TO SATISFACTION SURVEY



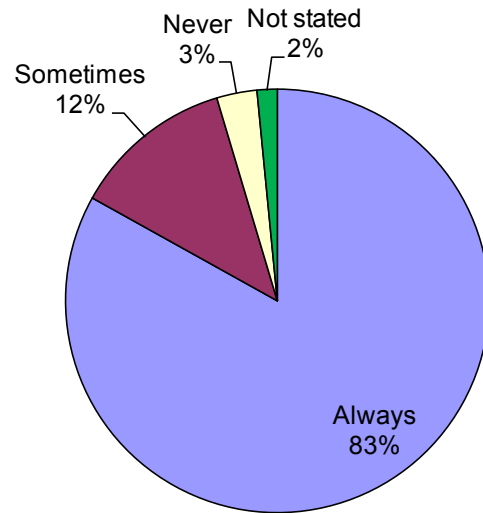
HOW DID YOU HEAR ABOUT ADVOCACY SERVICE



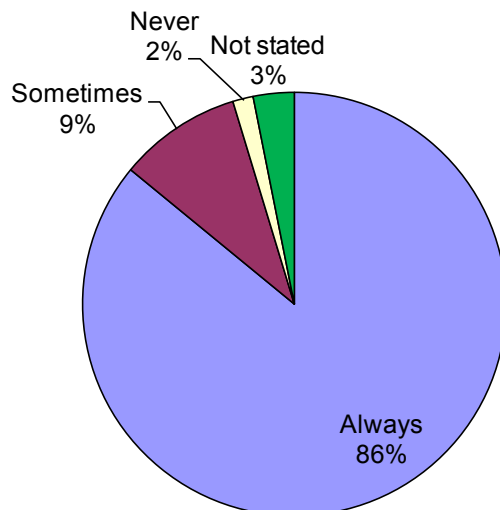
DID YOU GET THE INFORMATION YOU NEEDED?



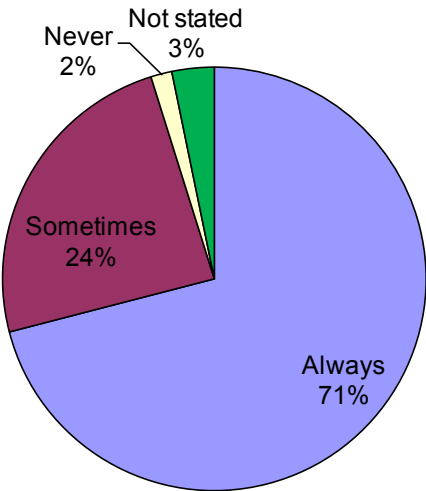
DID YOUR ADVOCATE HELP YOU TO FEEL CONFIDENT?



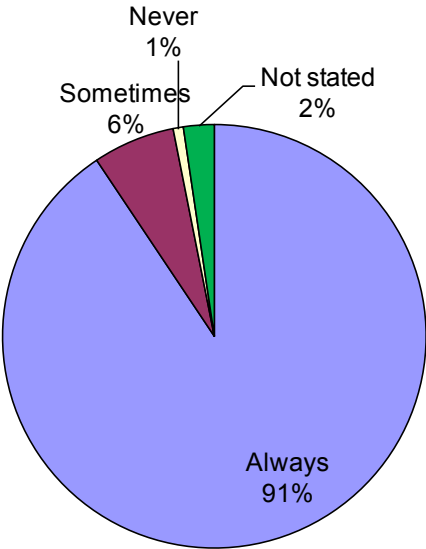
DID YOUR ADVOCATE ENSURE YOU WERE INVOLVED IN ALL DECISIONS?



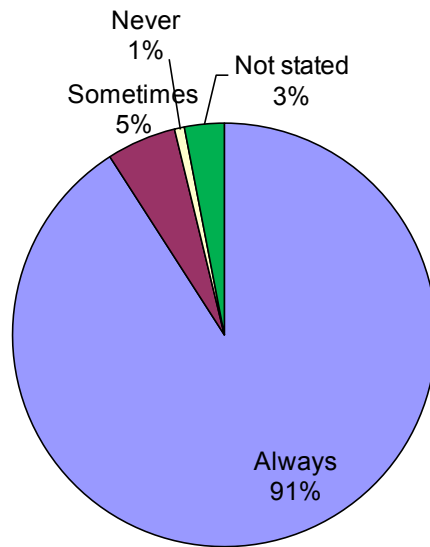
WAS IT EASY TO SEE YOUR ADVOCATE?



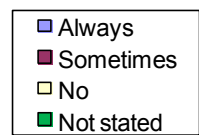
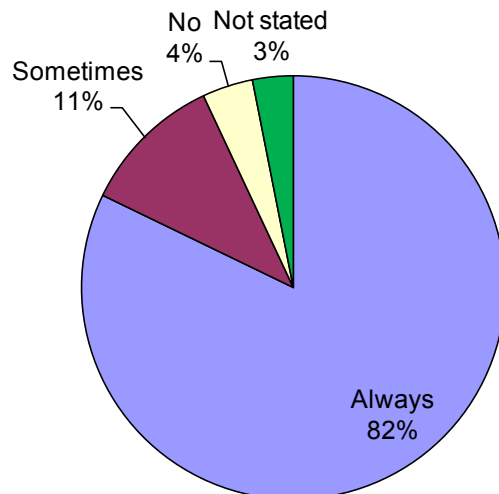
WERE YOU HAPPY WORKING WITH YOUR ADVOCATE?



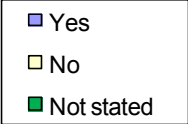
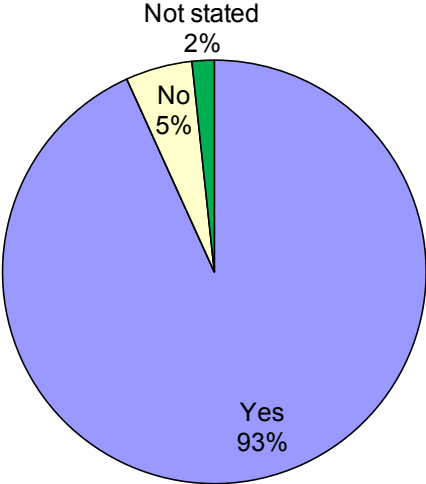
DID YOUR ADVOCATE TREAT YOU WITH RESPECT?



WERE YOU HAPPY WITH THE RESULTS OF WORKING WITH YOUR ADVOCATE?



DID YOUR ADVOCATE EXPLAIN THEIR JOB TO YOU?



Respondents were also invited to make any additional comments they wished. All observations are recorded below:

"The advocate was excellent help and provided support and advice before and after discharge from hospital; I couldn't have managed as well without this"

"The advocate made me feel confident, especially when I needed it".

"The advocate only works part-time"

"The advocate came all the way out to my home—she was great!"

"They just say they are not allowed to give advice, so what's the point?"

"I have had excellent help from this service, although the problems I have had to deal with have mostly been unsuccessful due to the fact that people I am dealing with are not willing to change decisions for my sake"

"I have found the help I received invaluable."

"I did not use the service much but it was good."

"I would like to thank your advocate. She helped me for a year. She went the last mile and further. I thank her sincerely."

"I think your service is excellent. I do not know what I would have done without the support of my advocate after my accident."

"Excellent"

"Rather not leave a comment, but thank you."

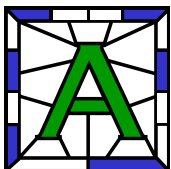
"Excellent service"

"She (the advocate) was really good"

"The member of staff who helped me was most helpful and went out of her way to help me."

"Lots of issues solved! I now go out and about, before I was trapped in the house—Advocacy solved this for me."

The Lomond & Argyll Advocacy Service
client satisfaction survey is administered and collated by
Karen Kerr, Information & Administration Worker,
Advocacy Office, Argyll & Bute Hospital,
Lochgilphead, PA31 8LD.
Telephone: (01546) 606056.



Lomond & Argyll Advocacy Service is a not-for-profit company, limited by guarantee, and a recognised Scottish Charity. Registered Office:
155 Glasgow Road, Dumbarton, G82 1RH. Tel: (01389) 726543

Company No: 230947

Charity No: SCO33157