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### You Think Of Us

### What Do You Think Of Us?

**Service Experience Survey**

**Alexandra House – November 2019**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1. I feel that Sir Josiah Mason Trust staff have respected me and treated me with dignity** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **71%** | **29%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2. I feel that Sir Josiah Mason Trust staff have listened to me** | **Strongly agree**  agree | agree2**Agree** | agree3agree4**Disagree** | **Strongly disagree** | Does not apply | Prefer  not to say |
| **57%** | **29%** | **14%** |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **3. My cultural and spiritual needs have been respected** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **14%** | **14%** |  |  | 72% |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **4. I have received relevant and sufficient information about the service** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **33%** | **67%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **5. I have been involved in deciding on the support and care I received** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **50%** | **34%** | **16%** |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **6. Sir Josiah Mason Trust staff have given me the right kind of support and care** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **50%** | **34%** |  |  | 16% |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **7. Sir Josiah Mason Trust staff have supported me in achieving goals I have/had** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **57%** | **43%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **8. I feel comfortable in the building the service is in** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **71%** | **29%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **9. Sir Josiah Mason Trust staff have helped me to feel safe** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **57%** | **29%** |  |  | 11% |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **10. I have been actively involved in the service activities and they are relevant to me** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **40%** | **20%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **11. The food at the service has been of a good standard and I have enjoyed it** | **Strongly agree**  agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer  not to say |
| **57%** | **43%** |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **12. Overall... On average we scored…..** | | | | | | | | | | | | | | | | | | | | | | |
| **0** | | **1** | | **2** | | **3** | | **4** | | **5** | | **6** | | **7** | | **8** | | | **9** | | **10** | |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
| **I had a very**  **poor experience** | | | | | | | | | | | | | | | | | | **I had a very**  **good experience** | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **13. On a scale of 0 to 10, how likely are you to recommend Sir Josiah Mason Trust? On average we scored…** | | | | | | | | | | | | | | | | | | | | | | |
| **0** | | **1** | | **2** | | **3** | | **4** | | **5** | | **6** | | **7** | | **8** | | **9** | | | **10** | |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |
| **Very unlikely** | | | | | | | | | | | | | | | | | | | **Very likely** | | | |

|  |
| --- |
| How can we improve? |
| * Sometimes I wait too long for my buzzer to be answered |