In 2011, we asked our service users and carers to participate in a satisfaction survey to get their feedback. The results from this questionnaire are being used to improve the way we treat and care for our service users. The results also inform the trust’s care, compassion and engagement work.

The questionnaire was given to service users nearing the end of their treatment, and to carers where they were present. The questionnaire was anonymous. Participants were given a questionnaire and pre-addressed envelope and returned information was managed by our administration and team manager.

The survey ran from 1 May 2011 until 30 April 2012. During that period, 328 service users came onto our caseload of these 73 (225) completed questionnaires. Not all participants answered every question.

Below, are the results of the carer satisfaction questionnaire.

1. How satisfied were you with the Crisis Team overall?

2. How satisfied were you with how easy it was to contact the Crisis Team?
3. How satisfied were you with the responsiveness of the service (eg was the response from the team sufficiently rapid/flexible)?

4. How satisfied were you that the safety of your relative/person you care for was maintained whilst working with the Crisis Team?

5. How satisfied were you with the choices available in the crisis care plan, and your relative/person you care for, and your involvement in decision making?
6. How satisfied were you with the information provided, relevant to your experiences as a carer?

7. How satisfied were you with working with the Crisis Team as an alternative to hospital admission for your relative/person you care for?

8. How satisfied were you with the number of appointments with the Crisis Team (eg home visits/appointments at Green Parks House)?
9. How satisfied were you with your working relationship with the Crisis Team?

10. How satisfied were you with the arrangements for follow up care after your relative/person you care for was discharged from the Crisis Team?

11. If your relative/person you care for found themselves in crisis in the future, how satisfied would you be for them to be treated by the Crisis Team again?