

Customer Satisfaction

 Survey

When you used One YOU Plymouth which service did you access?

Stop Smoking [ ]  NHS Health Check [ ]  Eat Well [ ]

Social Prescribing [ ]  One You Lifestyle [ ]

What date did you first attend this service: ………………………………….

**Question 1:** How likely are you to recommend this service to your friends and family?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 2:** Can you tell us why you gave us that response:

**Question 3:** I was able to access the service/course in a timescale that was acceptable to me?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 4:** I felt informed about what to expect from the service before attending?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 5:** At the first session I felt respected by my advisor/facilitator?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 6:** I received adequate information from the first session to prepare me to undertake the course?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 7:** The content of the following sessions helped me make the changes I wanted?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 8:** I was told about other Livewell services?

Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 9:** The facilitator/advisor was interested in my progress?

 Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 10:** The information given to me was NOT helpful?

 Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 11:** The place where the course / sessions were held was good for me?

 Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 12:** I can access long term support from this service?

 Extremely Likely [ ]  Likely [ ]  Neither likely nor unlikely[ ]  Unlikely [ ]  Extremely Unlikely [ ]  Don’t Know [ ]

**Question 13:** How many sessions did you attend? ………………………………………

We would really value any further comments whether positive/negative...

Thank you for your time

If you would like to be contacted to discuss any comments please give your name and number.

Name …………………………………….…….. Contact Number ………………………

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