

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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