

ONE YOU PLYMOUTH

Customer Satisfaction Survey

One YOU Plymouth is continually striving to improve the services that we offer and your answers can help us to grow and develop in the future.

When you used One YOU Plymouth 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: Thinking about your recent visit, Overall, how was your experience of our service?

- Very Good Good Neither Good nor Poor Poor Very Poor Don't know

Can you tell us why you gave that response?

Question 2: Do you give your consent to have your comments anonymously published?

- Yes No

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

- Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

- Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

- Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

- Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

Question 8: I was told about other Livewell services?

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree

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.

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