

Service User Survey 2015



Welcome to the Birmingham Mind Service User Survey 2015

We are once again very keen to know how well Birmingham Mind supports **YOU**. Our 2015 service user survey is your opportunity to tell us about your experience of Birmingham Mind's services from **your** point of view.

Birmingham Mind is carrying out this Survey as part of our commitment to continually improve the services we provide and your views are very important in helping us to achieve this.

This survey follows the surveys issued in 2012, 2013 and 2014. Last year we received 281 completed surveys and for those of you who took the time to complete one we thank you very much. This year we hope to receive even more and we need your help to do that.

The survey from last year not only identified to us the things that Birmingham Mind does well, but also identified some areas for improvement. Specifically, we identified that we needed to look into the area of ensuring service users are made aware of both the right to complain and importantly how to make a complaint.

In order to address this, the Birmingham Mind Service User Task Group spent a significant part of 2014 reviewing our Complaints Policy. In light of their efforts Birmingham Mind has now produced a new 2015 Version of the Complaints Leaflet, alongside posters, which are now displayed across Birmingham Mind's services and also on small information cards provided for Service Users to retain.

Completing The Survey

I really find it a struggle to complete forms, can I get some help?

If you find it a struggle to complete forms, you can get some help. You can ask a member of Birmingham Mind staff or a volunteer to help you complete the form but please remember that the Survey is for **your** views and not the views of staff members or volunteers.

This survey is also available in an Large Print/ EasyRead version and in other community languages upon request.

यह सर्वे हिंदी में भी उपलब्ध है

Please ring 0121 608 8001 to ask for the version you need.

Confidentiality

You do not need to write your name on this Survey (we do understand that for some people it can be a big worry, when you are asked to put your name next to comments about the service you receive so you do not have to put your name anywhere on this Survey).

When and where can I return my Survey

This Survey is being sent out on **12th October 2015** and the closing date for you to return your Survey form to us is: **Friday 20th November 2015** Please see the information, about how to return your Survey form on the last page of this Survey.

Thank you for taking the time to tell us your views.

**tell us what
you think...**

Statement from the Service User Task Group

Hello,

Further to the previous Birmingham Mind Surveys issued in 2012, 2013 and 2014, we as a group of service users ourselves, would like to remind you why we'd really like you to fill in this Survey and return it to Birmingham Mind.

We know that we can all get a bit fed up of filling in forms from time to time and we can sometimes wonder if anyone takes any notice of what we have to say, but please do fill in this survey and send it back to Birmingham Mind because it can make a real difference. We want to make sure your views are included as we work together on improving the services provided to you by Birmingham Mind.

As service users we have been consulted and involved in both how this Survey looks and the questions asked. Your comments from the last 3 years have been noted and the Survey has been changed accordingly. So as you can see, what service users have to say can change things within Birmingham Mind for the better for all of us: Service Users, Staff, Trustees and Volunteers alike.

By filling in this Survey, you are helping us all to make changes for the better. We can sit and moan about things, but isn't it better to play an active part and have your say?

The more people that complete the Survey, the more chance there is for Birmingham Mind to learn something from it. If only a few people fill in the Survey and send it back, it will be very hard for Birmingham Mind to know whether it is just the views of a few people or the views of most people.

As Task Group members, we plan to host sessions throughout the six weeks period of the survey to help people complete these forms. Please do ask Birmingham Mind staff for more information about these sessions or for help completing the Survey if you need it.

Thank you very much for reading this and for taking a few minutes to fill in the Survey.

With our best wishes,

The Birmingham Mind Service User Task Group

**tell us what
you think...**

Which Service

Please tick  which Birmingham Mind service you would like to comment on.

Esteem Service

Floating Support

Home Support Service
(Grant Court & Hasbury Court)

Residential Care

Supported Housing

Wellbeing & Recovery Service
(Including Cross City drop-ins etc.)

You may be receiving more than one service.
If so, please tick the appropriate boxes.

1. What is your experience of being supported by Birmingham Mind?
(Please tick one box)

Excellent		<input type="checkbox"/>	Satisfactory		<input type="checkbox"/>
Good		<input type="checkbox"/>	Poor		<input type="checkbox"/>

2. What does Birmingham Mind do well?
(Please tick in the boxes below)

Provision of Activities <input type="checkbox"/>	Listening and Understanding <input type="checkbox"/>	Communicating with me <input type="checkbox"/>
Emotional Support <input type="checkbox"/>	Services where and when I need them <input type="checkbox"/>	Helping with my Recovery Journey <input type="checkbox"/>
Practical Support <input type="checkbox"/>	Provide good staff <input type="checkbox"/>	Information and Advice <input type="checkbox"/>

Any other comments? Please write them here*:

3. What do you think Birmingham Mind could improve on? (Please tick any boxes that apply)

Nothing <input type="checkbox"/>	Communication <input type="checkbox"/>
Listening to Service Users <input type="checkbox"/>	Type of Service available <input type="checkbox"/>
Availability (When services are open) <input type="checkbox"/>	Quality of Service <input type="checkbox"/>
Facilities <input type="checkbox"/>	Staffing and Staff Training <input type="checkbox"/>
Location (Where services are) <input type="checkbox"/>	Paperwork (The amount of things to fill in) <input type="checkbox"/>

Any other comments? Please write them here*:

4. How would you rate the level of respect you receive from Birmingham Mind staff? (Please tick one box)

Excellent



Satisfactory



Good



Poor



5. How would you rate Birmingham Mind staff?
(Please tick one box)

Excellent



Satisfactory



Good



Poor



6. Are you able to contact Birmingham Minds services easily?
(Please tick one box)

Yes



Not Often



Mostly



No



7. How would you rate the quality of communication you have with Birmingham Mind staff? (please tick one box)

Excellent 

Satisfactory 

Good 

Poor 

8. Can you suggest ways that the communication from Birmingham Mind staff could be better? (Please tick any boxes that apply)

None <input type="checkbox"/>	Better communication between staff <input type="checkbox"/>
More contact with Service Users <input type="checkbox"/>	More activities <input type="checkbox"/>
Better quality contact with Service Users <input type="checkbox"/>	Staff training <input type="checkbox"/>
More punctual up to date communication <input type="checkbox"/>	More communication from staff <input type="checkbox"/>

Any other comments? Please write them here*:

Questions

9. Have you received a copy of the leaflet, telling you how you can complain? (Please tick one box below)

Yes—Less than 6 months ago



Yes—More than 6 months ago



No



10. What one thing would you like to see change in Birmingham Mind, for the better? (Please tick in the boxes below)

Nothing <input type="checkbox"/>	Where my services are <input type="checkbox"/>	How staff deliver my service <input type="checkbox"/>
Amount of Paperwork <input type="checkbox"/>	Variety of activities on offer <input type="checkbox"/>	More opportunities to participate <input type="checkbox"/>
Information and Communication <input type="checkbox"/>	Accommodation <input type="checkbox"/>	How my worker supports me <input type="checkbox"/>

Any other comments? Please write them here*:

11. If you live in Birmingham Mind accommodation
(A Residential Home or Supported Housing managed by Birmingham Mind) how would you rate that accommodation?

(Please tick one box)

Excellent		<input type="checkbox"/>	Satisfactory		<input type="checkbox"/>
Good		<input type="checkbox"/>	Poor		<input type="checkbox"/>
I do not live in Birmingham Mind Accommodation					<input type="checkbox"/>

12. If you get involved in service user involvement activities in Birmingham Mind, please let us know what you do.

(Please tick in the boxes below)

Improving Mind / Task Group Member <input type="checkbox"/>	Birmingham Mind Committee Member <input type="checkbox"/>	Attend User Meetings in your Service <input type="checkbox"/>
Attend Birmingham Mind Training Courses <input type="checkbox"/>	Birmingham Mind Trainer <input type="checkbox"/>	Service User Lead <input type="checkbox"/>
Take part in Interview Panels <input type="checkbox"/>	Service User Induction Meetings <input type="checkbox"/>	Other (If other, please tell us in the box below) <input type="checkbox"/>

Any other comments? Please write them here*:

13. Please tell us if the service you have received from Birmingham Mind has had any impact on your mental health?
(Please tick in the boxes below)

No Impact <input type="checkbox"/>	Prevented/Delayed a hospital admission <input type="checkbox"/>	Has increased my self- esteem <input type="checkbox"/>
Has encouraged me to live more independently <input type="checkbox"/>	Has improved my well-being <input type="checkbox"/>	Increased my understanding of what triggers my mental health issues <input type="checkbox"/>
Helped me to increase my coping strategies <input type="checkbox"/>	Helped me to understand my rights <input type="checkbox"/>	I am more confident to deal with the stigma around mental health <input type="checkbox"/>

Any other comments? Please write them here*:

14. How likely are you to recommend our service to friends and family if they needed similar care or support (Please tick one box below)

Definitely



Not likely



Quite likely



Never



Any other comments? Please write them here*:

If this Survey has highlighted something that you think we need to send you directly, such as a copy of the Complaints Leaflet, the Birmingham Mind Newsletter, the Birmingham Mind Training Booklet or User Involvement information please use the box below to say what it is you require and to give us your name and address.

The item(s) I require you to send me are:

My name and address is:

If you are not comfortable with leaving us your name and contact details that's fine, but you will need to contact a member of Birmingham Mind staff, to get you the item(s) you require.

Thank you for taking the time to complete this survey.
If you wish to make any further comments, please use the space below.

**tell us what
you think...**

THANK YOU !

Now here's what to do to get your important views back to us and the answers to some frequently asked questions:

How do I return my form?

Please just place your form into the Freepost envelope provided and post it off to us.

What happens if I lose my Freepost envelope?

Please ring Birmingham Mind's Head Office on 0121 608 8001 and ask for a new Freepost envelope (you can also ask a member of staff to call if you prefer).

Or you can write the Freepost address on a spare envelope and use that to post your Survey back to us. The address you need to write on the envelope is:

Birmingham Mind
FREE POST RRYU – TXYC – KCHE
17 Graham Street
Hockley
Birmingham B1 3JR

Alternatively you can hand your completed Survey to a member of Birmingham Mind staff in the envelope provided.

How will I get to see the results of this Survey?

A Report will be available to all service users with all of the results from this Survey. The results will also be published on Birmingham Mind's website www.birminghammind.org and in the Birmingham Mind Newsletter. The results will be discussed at the Birmingham Mind Service User Task Group meetings.

Will I have to do a Survey like this again?

It is your choice whether you wish to complete a survey form or not, so please never feel that you have to complete a Survey form (though it is your chance to have your say and it helps Birmingham Mind to continually improve the services you receive.) It is our plan to send out a Service User Survey every year.

We look forward to receiving your survey.

Thanks Again

