

Client feedback results

Team or service

Date

Number of answers

Tally how many clients ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. I knew what my social worker could and could not do.							
2. My social worker listened to what I had to say.							
3. I was treated with respect, even when we disagreed.							
4. We worked on the problems that mattered most to me.							
5. I had a real say in the plan we made.							
6. I could reach my social worker when I needed to.							
7. My social worker did what they said they would do.							
8. I was told who could see the information I shared.							
9. Things are better for me now than when we started.							

What one change would have helped you most

QUICKER REPLIES	MORE TIME TOGETHER	CLEARER INFORMATION	KEEPING THE SAME WORKER	NOTHING, IT WENT WELL

Strengths

The two statements with the highest percent agree.

What we will work on

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What clients told us, and what we are changing.
