

## Hello and welcome to the 2016-17 annual service user survey!

Here at Pavilions we endeavour to do great work, but there is always room for improvement. In our annual service user survey we want to hear about the good stuff and the not so good stuff, so that we can learn and continue to make Pavilions the best it can be. We're hungry for your feedback and new ideas.

Gender:		Age:	
What substance/s are you currently seeking treatment for?			
How long have you been using Pavilions?			
What type of activities have you taken part in during this time? E.g. Group Work programmes, key work, counselling, needle exchange etc.			
Do you have a Recovery plan? (Y/N)			

Please rate your service for the following questions from **0-10**  
(0 = very poor/definitely not, 10 = excellent/definitely, or leave blank if not relevant to you)

Question	Score	Comment		
Is your service open when you need it to be?				
Are you able to access your service easily by phone?				
Is the building accessible to all service users?				
Are your appointments held on time?				
Are you given sufficient notice about cancelled appointments?				
Are staff approachable?				
Are staff professional?				
Do you feel safe at your service?				
Do you feel supported?				
Are you learning skills to support your Recovery?				
Has your service helped you to make positive changes in your life?				
Is information about other support available to you, or assistance to find it provided?				
Do you feel that your information is kept confidential?				
Do you feel empowered by the activities and staff in your service?				
Do you feel that your opinions matter?				
Have you been given information on mutual aid groups e.g. SMART, NA, CA or AA?				
When you leave here do you feel you have gained something from your visit?				
Are you helped to set goals that are important to you?				
Is your Recovery Plan useful and relevant to you?				
Does your service address your employment, education or training needs?				
Do you feel that staff at your service believe in your Recovery?				
Are you aware of the Peer Mentor scheme at your service? (Please circle)		Yes	A bit	No
Would you like to know more about it?		Yes		No

How do the workers at your service demonstrate belief in your Recovery?

If you could keep one thing about your service, what would it be?

If you could change one thing about your service, what would it be?

Do you have any specific needs that you feel have not been addressed?

Any other comments?

**Thankyou for completing our 2016-17 Annual Service User Survey!**

**Now enter our prize draw!**

# Prize Draw 2016-17

**1st Place - £60 Love2shop Voucher**

**2nd Place - £40 Love2shop Voucher**

**3rd Place - £30 Love2shop Voucher**

Love2shop vouchers can be spent on the high street and are redeemable at many shops including restaurants, clothes shops, DIY stores, bookshops and even opticians among others.

To enter the prize draw, please leave your full name and contact details below.  
These will not be stored with your responses to the survey overleaf.

Name:	
Tel:	
Email:	