**Appendix 1**

**CoG 07(ii)/2019**

(Agenda item: 13)

**Patient experience survey**

The below graph shows the responses to questions 1 – 4.

The below graph shows the responses to questions 5 – 8.

People who took part in the survey were also asked the following questions; some declined to give further information:

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| **9. What was the outcome of the contact and were your needs met?**  “I felt like I was given quite a generic service. It was in my care plan and they were reinforcing the advice I was given previously but I was looking for more help in my time of extra need”  “I was told to see my care co-ordinator and call back if I needed more advice”  “I got what I expected but I don’t think it was enough to help me out of my crisis”  “We still don’t know what to do when [he] gets like that. We followed their advice and called the police, which is what we have done before. Its so distressing for us to do that to [him] and we hate to be in that position. We got a follow up call as promised and we feel like we are kept as informed as [he] allows”  “I appreciate having someone to call. That is very reassuring in itself”  “I managed to work through it with {the clinician} and stayed at home without further problems that time”  “A & E”  **10. From your perspective what was the help or support that was offered to you during the contact?**  “I was told to use the techniques I already had”  “A listening ear”  “Someone to hear my concerns and talk through my current state”  “They get me off the edge……..when I’m feeling like I’m losing control, they help me to step back and reassess where I am.”  “Emotional”  “Putting me back in touch with people who can support me”  “Reassurance”  **11. What could have made the contact with the Night Team better?**  “I don’t feel like they know me, my case, my concerns. I feel like I’m just another patient.”  “More action. I want someone to be physically present to help me. Its not enough just to talk on the phone”  “Their presence”  “More compassion; I found the tone was harsh and lacked real empathy”  **12. Any other comments**  “I’m so grateful that they are there”  “We are in a much better position than lots of other places. At least there is someone to call. It’s a shame they don’t come out when they are called anymore though. That used to be a godsend for us” |