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PWUS SATISFACTION SURVEY

SANDWELL AFRICAN CARIBBEAN MENTAL HEALTH FOUNDATION
KUUMBA CENTRE, BOULTON ROAD, WEST BROMWICH, B70 6NW



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Introduction

Sandwell African Caribbean Mental Health Foundation (SACMHF) is committed to continual improvement to the quality of the organisations offer and the way in which services are delivered coupled with the manner in which the people who use our services (PWUS) are treated by our staff and volunteers.

There are a number of methods SACMHF adopts to capture PWUS views about SACMHF and the services received. Some of the ways that is done is via focus groups, collection of compliments and comments and feedback from various groups.

However, despite the routes outlined above SACMHF undertake a survey annually to capture levels of satisfaction from PWUS which includes the views of carers. This report will outline the method adopted to capture levels of satisfaction within the PWUS population and the survey findings. A conclusion will be drawn from the findings and a number of recommendations will be made according to and in line with the comments made in an attempt to pro-actively respond to the PWUS who took the time to participate in the survey.

Methodology

A total of 100 surveys were given to PWUS during the months of May and June 2018. Of those sent out 48 were returned completed. Of the 54 PWUS who failed to return their surveys, 42 commented that they didn't want to complete the survey and the remaining 10 failed to respond.

Of the 100 surveys sent out 83 were hard copies and 17 were sent out via email as requested. Twenty six PWUS completed their surveys over the telephone, 10 were returned via email and 12 were returned via the post or were hand delivered.

The results will be analysed by working out the actual number of answers given by PWUS relevant to each question. The answers are set answers apart from the demographics and one question that is to record open comments. Comments will be grouped together i.e. similar themes from the comments box. Some basic demographics were collected; gender and age which will be shown as percentage of the PWUS sample population. The next section will document the answers given to each of the questions in the surveys returned.

Survey Findings

No.	QUESTION	ANSWER 1	ANSWER 2	ANSWER 3
		AGREE	DISAGREE	NOT APPLICABLE
1.	The length of time I had to wait to start using the service was reasonable. I was involved and informed in decisions about the support I would receive.	48		
2.	I was involved in the planning of my recovery/support plan.	48		
3.	I was involved in the planning of my recovery/support plan.	44		4
4.	The Kuumba Wellbeing Worker listened to me.	48		
5.	The Kuumba Wellbeing Worker explained the support and health advice in a way that I could understand.	48		
6.	I was given enough privacy during one to one meetings/visits to the centre	48		
7.	I was seen in a clean and safe environment	48		
8.	I had confidence and trust in the Kuumba Wellbeing worker advising me	48		
9.	I was treated with dignity at all times	48		
10.	The information I received about my support helped me to understand my condition/my families health	46		2
11.	My family/carer were involved by staff in planning my support (with my consent)	24	2	22
12.	My personal information was treated confidentially	48		
13.	The advice/support that I received was effective	46	2	

Documented below are the comments noted in the open comments box where PWUS were free to add any other comments. Similar comments have been grouped together which is denoted by a + and a number. The number informs the number of comments made within a similar theme.

- ✚ Valued the counselling service. It's a shame it has been stopped.
- ✚ Service good, help me find work, It's local to me. Activities good. Enjoyable and will continue to use service. +14
- ✚ Everything is satisfactory. Happy with the activities. +9
- ✚ Centre encourage me to live my life and attend activities and events.
- ✚ Good service. Good support. +4
- ✚ Ability to listen to others and encouragement to participate. +7
- ✚ Great support and help at all times. +11
- ✚ I'm enjoying myself. Look forward to coming to the groups.
- ✚ We have worked successfully together according to my recovery plan. +6
- ✚ Very helpful and supportive service.
- ✚ It helps to be around people from your culture. +18
- ✚ The support I'm getting I'm glad that I have. If I had known before of Kuumba (help) I would not have been in the position I'm in now. +3
- ✚ Happy with the support so far. I hope I achieve the goals we have set so far.

Table 2 shows the breakdown of gender and age of those who responded.

Gender					
Male	22	Female	26	Transgender	0
Age					
18-24		35-44	2	55-64	20
25-34	14	45-55	8	65 or over	4

Results

1. Overall the response was 48% of the total surveys that were distributed. This enables the results to demonstrate some degree of reliability and validity. From the results it is clear that there is a general consensus within the PWUS population that overall they are satisfied with the service/s received in the ways described in questions 1-13. The nonresponse bias in the 18-24 age group was noticeable and is noted in the recommendations.
2. There is one area within the results that is unclear. In two of the surveys the answer to question 3 was 'not applicable'. Not applicable should not be a possible answer for question 3 because it concerns PWUS involvement in the development of their recovery or support plan. The only possible answers should be agree or disagree. Either PWUS were involved in the planning of the recovery/support plan or not. To

have this third option makes no sense. Hence, this is a flaw in the drafting of the survey, and as such the third option 'not applicable' should not have been given here.

3. The comments box was well used and the comments documented suggest that the services delivered were satisfactory and culturally appropriate.
4. The spread of PWUS across the age ranges is quite even apart from the youngest age group and the 35-44 age group.

Conclusions

The results from the survey are encouraging as it appears that the general feeling within the PWUS population is that they are satisfied with the services received. Satisfaction levels have been measured at 96% satisfied. However, it is important that SACMHF continue to strive towards continuous improvement. SACMHF's endeavours towards improvement and adherence to high standards of quality is supported by maintenance of the ISO 9001:2015 Quality Management System. The QMS supports the drafting of annual quality objectives which are reviewed monthly, within which is a section related to PWUS.

The recommendations below are derived from areas within the survey findings which suggest that more work can be done to achieve a higher standard of PWUS participation in the survey and a revised look at the needs of the younger PWUS group and an attempt to eliminate bias within the survey and errors in compilation of the survey.

Recommendations

1. Implement a training programme where PWUS are able to support their peers to complete the survey rather than staff. This will help to eliminate bias in the results and give the results greater validity. The Peer to Peer support service could be developed to be responsible for this.
2. The demographics show that there were no surveys completed by PWUS in the 16-25 age group. The co-production group to discuss this at their next meeting to identify whether SACMHF is adequately meeting their needs as there is a small group of PWUS receiving services who are in this age group.
3. The 34-45 age group is represented well within the whole PWUS population but not from within the surveys received. As with number two in this section this could be picked up by the coproduction group to better ascertain the views and levels of satisfaction from this group.
4. Ensure sufficient time is given to checking the suitability of the questions against the answer options to help to eliminate survey error.

Appendix A: Survey

No.	Question	Answer
1	The length of time I had to wait to start using the service was reasonable.	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
2	I was involved and informed in decisions about the support I would receive.	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
3	I was involved in the planning of my recovery/support plan.	Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Not Applicable <input type="checkbox"/>
4	The Kuumba Wellbeing Worker listened to me.	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
5	The Kuumba Wellbeing Worker explained the support and health advice in a way that I could understand.	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
6	I was given enough privacy during one to one meetings/visits to the centre	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
7	I was seen in a clean and safe environment	Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Not Applicable <input type="checkbox"/>
8	I had confidence and trust in the Kuumba Wellbeing worker advising me	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
9	I was treated with dignity at all times	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
10	The information I received about my support helped me to understand my condition/my families health	Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Not Applicable <input type="checkbox"/>
11	My family/carer were involved by staff in planning my support (with my consent)	Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Not Applicable <input type="checkbox"/>

12	My personal information was treated confidentially	Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Not Applicable <input type="checkbox"/>
13	The advice/support that I received was effective	Agree <input type="checkbox"/> Disagree <input type="checkbox"/>
14	Do you have any comments you wish to make	
15	Gender	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
16	How old are you	18-24 <input type="checkbox"/> 55-64 <input type="checkbox"/> 25-34 <input type="checkbox"/> 65 or over <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/>