

## Life After Stroke Services Satisfaction Survey Results

### Summary of Results, 2016-17

In the last financial year we had 3,961 responses to our satisfaction survey. Our return rate for the year was 34%, this is up 1% since 2015/16.

- 87% said that it was easy for them to access the service.
- 86% of clients were first contacted either face to face or by telephone, whilst 14% were contacted by letter.
- 86% felt that the service was fully explained to them.
- 96% of respondents were provided with the information that they needed and 92% of respondents felt that this information was easy to understand.
- 82% said that we sought their wider views on issues surrounding stroke, this is up 8% since 2015/16.
- 80% of respondents felt that they had been given information on how to prevent a stroke.
- 87% of those who felt they needed support from other local services were signposted to these facilities.
- 93% said that the service had helped them to express their needs.
- 87% said that the service helped them to express their goals and 88% felt that they were supported to achieve their goals.
- 82% had their goals regularly reviewed which is an increase of 10% since 2015/16
- 86% said that the service helped them to express their future hopes.

When asked about our staff,

- 98% felt they were skilled
- 99% said they were knowledgeable
- 99% thought they were approachable
- 97% said they felt listened to by us
- 99% responded that they were treated sensitively

- 99% said they were treated fairly
- 95% rated our staff as good or very good overall
- Of the respondents that raised issues with us, 92% indicated that all or most of the issues they raised with us were addressed.

When asked about their overall experience with the service,

- 92% felt that the level of service was either good or very good
- 93% said that they would recommend the service to a family member or friend

### **How does this compare to previous years?**

We have recently revised the Satisfaction Survey, and the new version was reissued in March 2016. Improvements included:

- Removing leading questions following guidance from research colleagues
- Revising the family recommendation question to follow the exact wording of the NHS England Friends and Families test. This is a standardised question that is used in feedback forms across the country and is a requirement in our CCG contracts. By using this test, our services are now comparable to NHS services.

As a result, some of the questions no longer exactly match results from previous years. Some of the charts below show the results for the quarters in 2016/17 only. We are hoping to build up this bank of data to give better information on trends in the future.







