

## Stroke Support Services Satisfaction Survey Results

### Summary of Results, 2017-18

In the last financial year we had 3,715 responses to our satisfaction survey. Our return rate for the year was 33%, this is a decrease of 1% since 2016/17.

- 89% 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 91% of respondents felt that this information was easy to understand.
- 82% said that we sought their wider views on issues surrounding stroke.
- 81% of respondents felt that they had been given information on how to prevent a stroke.
- 86% 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.
- 89% said that the service helped them to express their goals and 89% felt that they were supported to achieve their goals.
- 83% had their goals regularly reviewed.
- 86% said that the service helped them to express their future hopes.

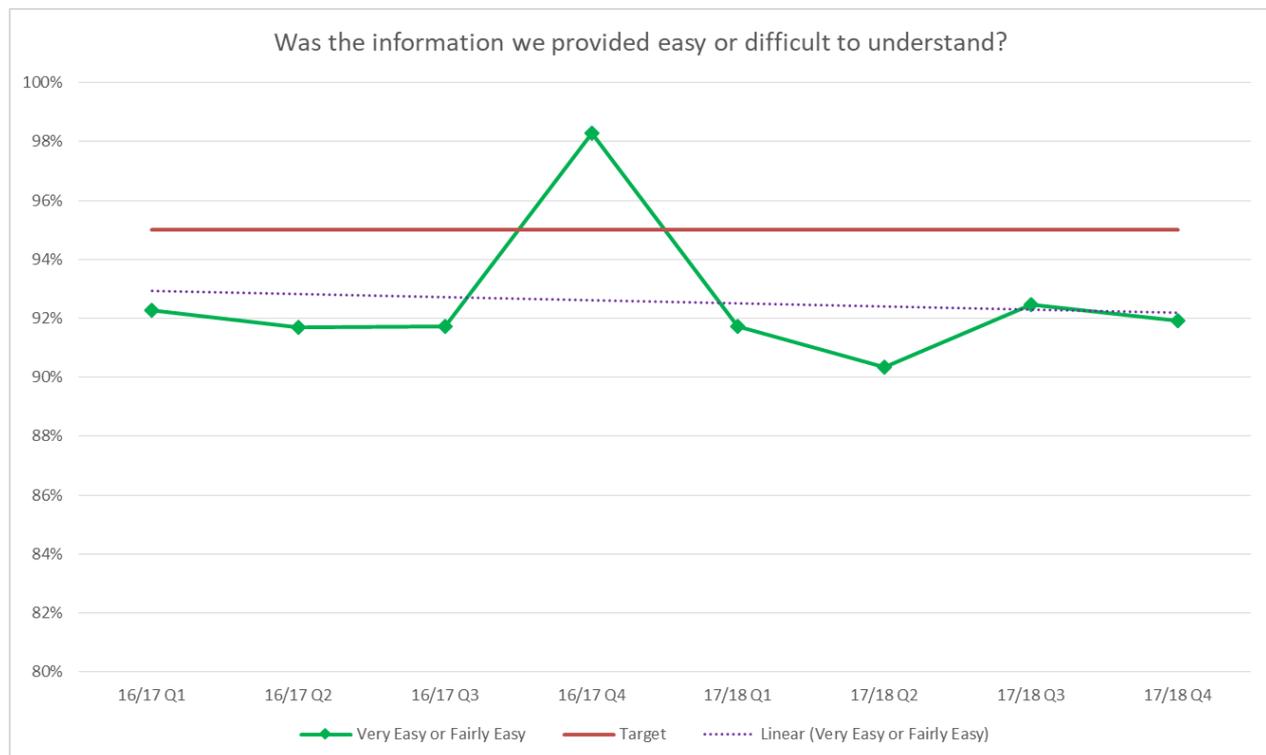
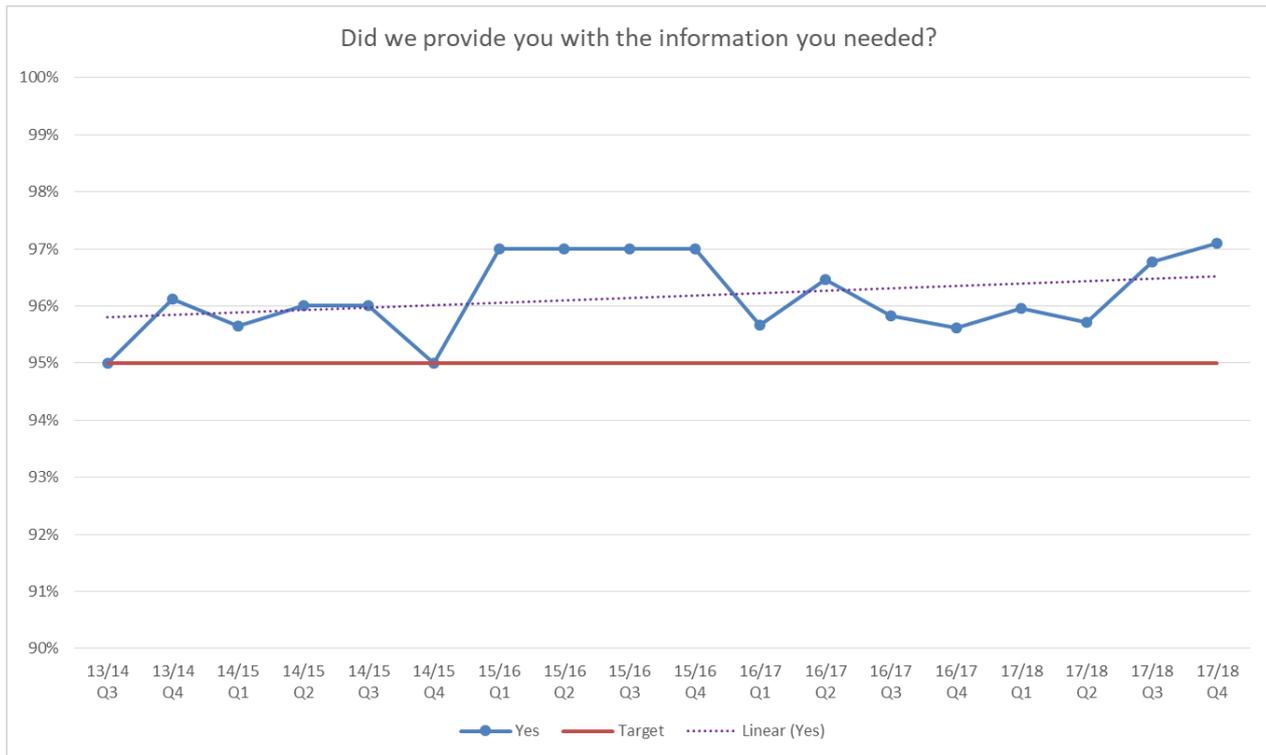
When asked about our staff,

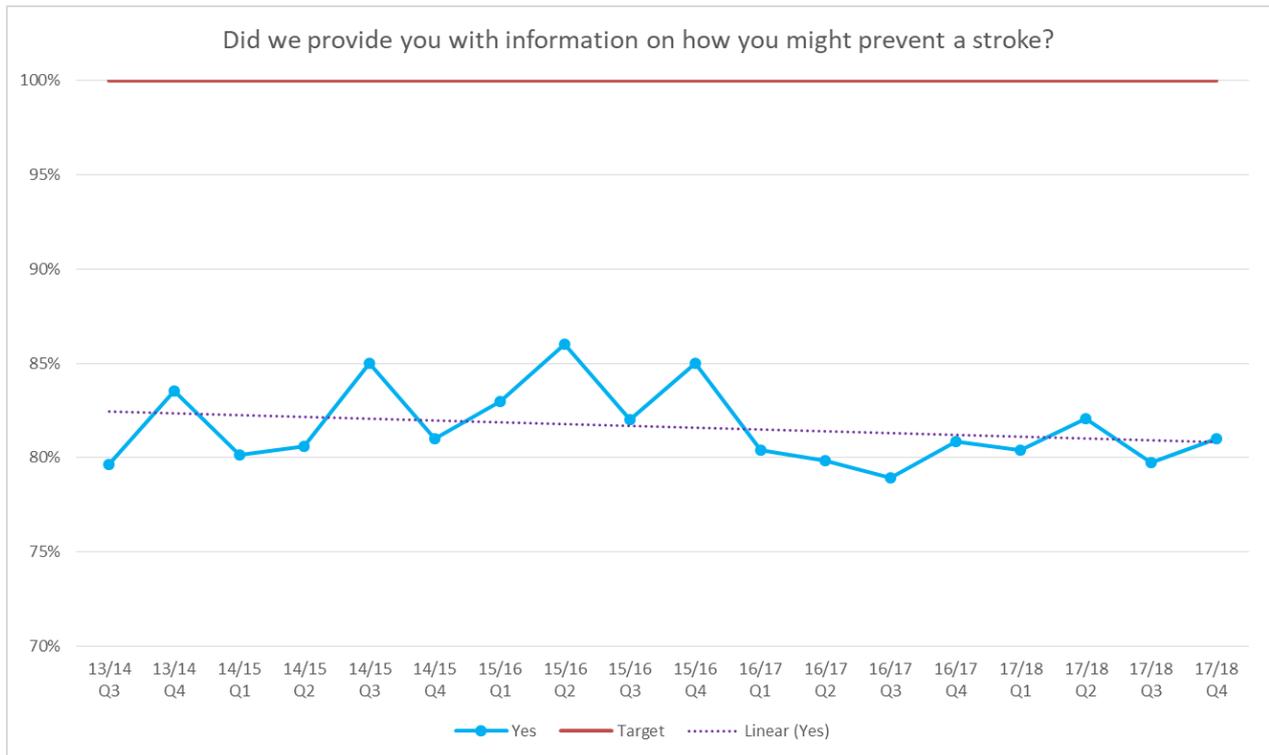
- 99% felt they were skilled
- 99% said they were knowledgeable
- 99% thought they were approachable
- 97% said they felt listened to by us
- 99% responded that they were treated sensitively
- 99% said they were treated fairly
- 95% rated our staff as good or very good overall
- Of the respondents that raised issues with us, 93% indicated that all or most of the issues they raised with us were addressed.

When asked about their overall experience with the service,

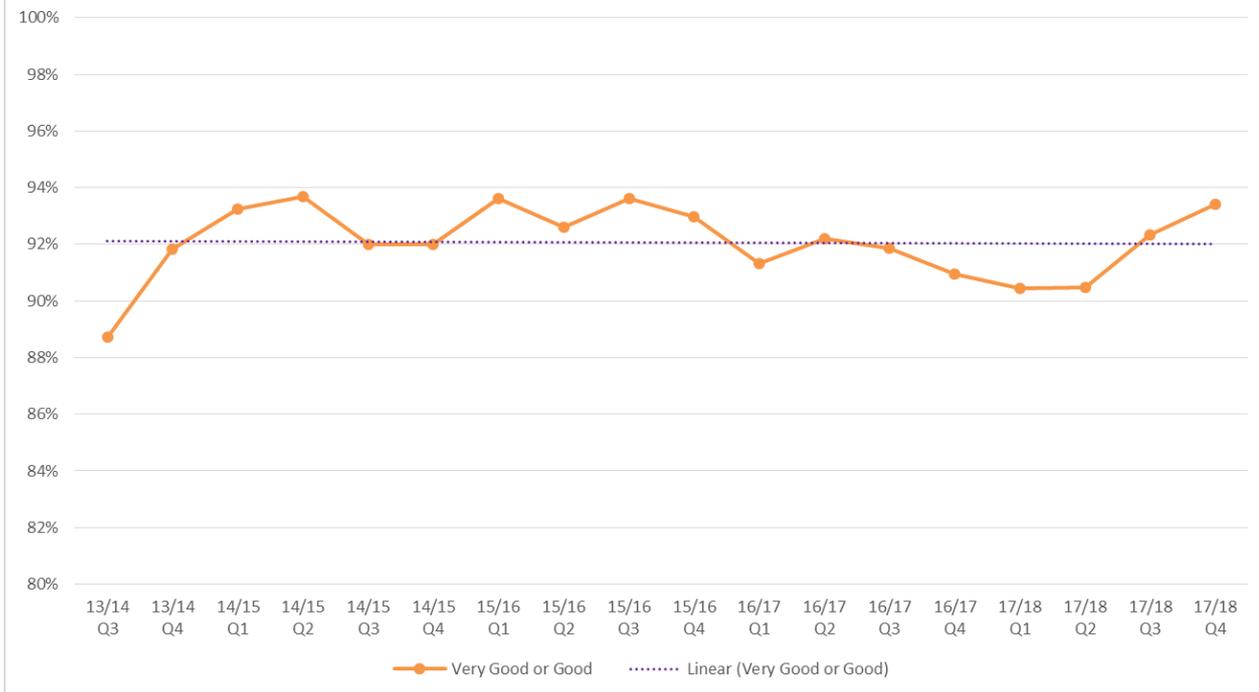
- 92% felt that the level of service was either good or very good
- 93% said that they would recommend the service to a family member or friend

## How does this compare to previous years?





What level of service did we provide? (Good or Very Good)



How would you rate our staff overall?

