

We need your help to find out about the service you get from Bethphage and what is important to you. It helps us to make changes, so please **Tell us what you think**

1. Do you like the support you get?



- Yes
- Usually
- Sometimes
- No
- Don't Know

2. Do your staff help you to do things for yourself?



- Yes
- Usually
- Sometimes
- No
- Don't Know

3. Do you feel safe with your staff?



- Yes
- Usually
- Sometimes
- No
- Don't Know

4. Do your staff turn up on time?



- Yes
- Usually
- Sometimes
- No
- Don't Know

5. Do you choose your own staff?



- Yes
- Usually
- Sometimes
- No
- Don't Know

6. What do you think about the staff who support you?

7. Who makes your choices?



- Me
- My family
- My staff
- A mixture
- Don't Know

8. Do you decide what you are having to eat?



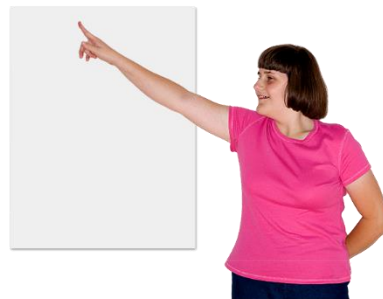
- Yes
- Usually
- Sometimes
- No
- Don't Know

9. Do you do what you want to do?



- Yes
- Usually
- Sometimes
- No
- Don't Know

10. Is there anything you would like to do which you are not already doing?



- Yes
- No
- Don't Know

If you said "yes" to question 10, what is it that you would like to do?

11. What do you like most about your support?



12. What would you change about your support?



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13. Do we give you information in the way you like it presented?

- Yes
- Usually
- Sometimes
- No
- Don't Know



14. Do you prefer?

- Large print
- Easy Read
- Symbols
- Braille
- Verbally
- Other (please explain)

15. Do you know who to speak to if you have any worries or questions?



- Yes
- No
- Not sure

16. If you have made a complaint, have things improved?



- Yes
- No
- I haven't made any complaints

If you said "yes" to question 15, who would you talk to?

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17. Do you know about the Q Team Checkers?



- Yes
- No
- Not sure



18. Who helped you fill in this form?

- Nobody, I did it on my own
- Somebody who works for Bethphage
- Somebody who does NOT work for Bethphage

Is there anything else you would like to say?

If you are happy to add your name it helps us to make changes for you. Please leave blank if you don't want to.

Name

Thanks to the Q Team Checkers for helping to choose the questions for this survey.
Return to: Bethphage 8 Longbow Close, Shrewsbury SY1 3AS by 17th November 2016
If you would like to talk to anybody about this survey, please call 01743 272880