**Adult substance misuse service user/carer survey 2012**

Key points

1. Survey ran from 30th July to 7th September 2012.93 surveys were returned; 11(12%) of these were filled on line.
2. There was a fairly even split between alcohol and drug users although the largest group (39-42%) were alcohol users. There were 32 drug users, 14 drug and alcohol users and just 8 family members.
3. The survey largely reflects the views of white British users. Where known-67 (85%) were either white British or White English. Just 3 users described themselves as non-White (Indian).Respondents were also predominantly male (73%). Nearly half of users (48%) stated they had a disability-the most common ones being mental health and physical health.
4. Just over half stated (56%) their service had been excellent. A further third (32%) said the service had been good. Just 3 users said the service had been poor or very poor.
5. The majority of users wanted improvements to opening times-Saturdays and evenings being the most popular. Bank holiday access was also mentioned.
6. More leaflets and social networking were the most popular methods identified to improve information about services.
7. For those that responded there was a clear majority(44-73%) that wanted better city centre access rather than greater accessibility in each ward. However the use of community-focussed venues and healthcare venues was supported by the majority responding.
8. The majority of respondents reported that they had received the right services(76%), that their health and well-being had improved (82%)and they had had more positive life experiences through services input(75%).Where improvements were needed additional drop- in and telephone support were the most popular requests; along with dietary help and access to a dentist. Short skills based courses and access to more leisure and sporting activities were the most popular activities requested.
9. In terms of reaching out to those that are not yet in services the most popular ideas were in descending order, publicity campaigns, and open days, use of social networking, word of mouth and community outreach. Door to door activity was the least popular.
10. Just under half (46-49%) of respondents made additional comments under question 6-“any other comments”. These included personal views about services, which were mainly positive.
11. A series of charts outlining responses are included below:

 **User Survey Results-tables**

**1. Service rating n=88**

**How do you rate your experience of the services provided?**

**2. Opening Times-need for improvement**

We want to know if you have any ideas for improving services. Think about when you made contact with services for the first time and thereafter.

|  |
| --- |
| **Do you think any of the following needs improving?** |
| ***Opening Times*** |
| 🗆 Extend to Saturdays  | 🗆 Extend to Sundays  |
| 🗆 Extend to Evenings  | 🗆 Extend to early mornings  |
| 🗆 Other. Please specify in the box below...  |

**3. Information about the services-need for improvement.**

We want to know if you have any ideas for improving services. Think about when you made contact with services for the first time and thereafter.

|  |
| --- |
| ***Information about the services*** |
| 🗆 More verbal information in appointments  |
| 🗆 Website information  |
| 🗆 Twitter and/or Facebook information  |
| 🗆 Leaflets in waiting areas  |
| 🗆 Leaflets given in appointments  |
| 🗆 Presentations at local fora and meetings  |
| 🗆 Leaflets at related providers e.g. Dawn Centre, GPs, etc.  |
| 🗆 Other. Please specify in the box below...  |

**4. Location of Services-need for improvement.**

We want to know if you have any ideas for improving services. Think about when you made contact with services for the first time and thereafter.

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| ***Location of services and venues*** |
| 🗆 More city-centre based  | 🗆 One or more in each ward  |
| 🗆 Other. Please specify in the box below...  |

**5 Type of venue-need for improvement.**

We want to know if you have any ideas for improving services. Think about when you made contact with services for the first time and thereafter.

|  |
| --- |
| ***Type of venue*** |
| 🗆 In healthcare venues e.g. GP surgeries  |
| 🗆 In community-focused venues e.g. community centres  |
| 🗆 In religiously-based venues e.g. churches, mosques, temples  |
| 🗆 Other. Please specify in the box below  |

**6 Service improvement**

Do you think any of the services need improving and if so, how?

|  |
| --- |
| ***Did the services provide what you felt was needed?*** |
| 🗆 Yes  | 🗆 No  |
| 🗆 Don’t Know  |

|  |
| --- |
| **Do you think that the services you (or your family member) were in contact with helped improve your health & wellbeing?** |
| 🗆 Yes  | 🗆 No  |
| 🗆 Don’t Know  |

|  |
| --- |
| **Do you think that the services helped you to live more positively within the community (e.g., learning new skills, gaining employment or volunteering)?**  |
| 🗆 Yes  | 🗆 No  |
| 🗆 Don’t Know  |

**7. Improvements to services-where services didn’t provide what was needed what else would have helped?**

**8. Improving your health and well-being-where services didn’t help what would have helped?**

**9. Helping you live more positively in the community-where services didn’t help what else would have helped?**

**9a. Reaching those who have not used our services before.**

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| --- |
| **Why do you think some people may not take up the services on offer? (Please tick ALL that apply)** |
| 🗆 They think it /they will not help them  |
| 🗆 They do not see themselves as having a problem that needs help  |
| 🗆 They are unaware of the support that is available  |
| 🗆 Other reason - please specify  |

**9b Ways services could reach out to those that haven’t used the service before.**

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| **How do you think services could reach these people?**  |
| 🗆 Publicity Campaign e.g Radio,T.V, Posters 🗆 Door to Door  |
| 🗆 Social networking e.g Facebook, Twitter. 🗆 Relying on other agencies to ‘signpost’ users  |
| 🗆 Events such as open days 🗆 Contracts with other agencies that provide support to new users  |
| 🗆 Community outreach work 🗆 Improving customer contact services  |
| 🗆 Word of mouth 🗆 Do not know  |
| 🗆 Other. Please specify  |

**8. Age of respondents**