

Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

4.54 Q1. You felt welcome at this service

4.51

Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

3.82

Q19. Explanation of your rights and responsibilities

3.78

Q25. The effect the service had on your overall wellbeing

3.74

Q24. The effect the service had on your ability to manage your day to day life

Your Experience of Service

Scale

5 – Highest Score 1 – Lowest Score

4.55

Q6. Your individuality and values were respected

4.53

Q4. Your privacy was respected

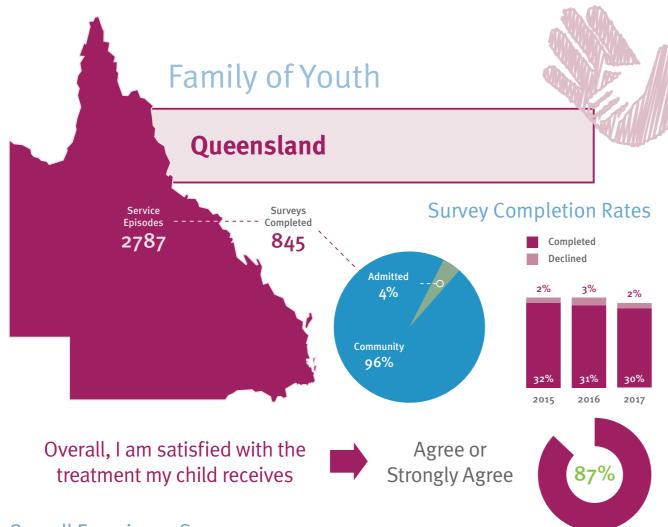
4.49

Q10. Your opinions about the involvement of family or friends in your care were respected

3.79

Q20. Access to peer support

3.74 Q23. The effect the service had on your hopefulness for the future



Overall Experience Scores 2015–2017



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Highest Scoring Questions

4.61 Q14. Staff speak with me in a way that I understand

4.35 Q6. I participate in my child's

treatment

Lowest Scoring Questions

3.61

Q18. My child gets along better with friends and other people

3.44

Q20. My child is better able to cope when things go wrong

3.30

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score 1 – Lowest Score

4.66

Q12. Staff treat me with respect

4.35

Q13. Staff respect my family's religious/spiritual beliefs

4.34

Q15. Staff are sensitive to my cultural/ethnic background

3.60 Q22. Overall my child feels better

3.44

Q19. My child is doing better in school and/or work