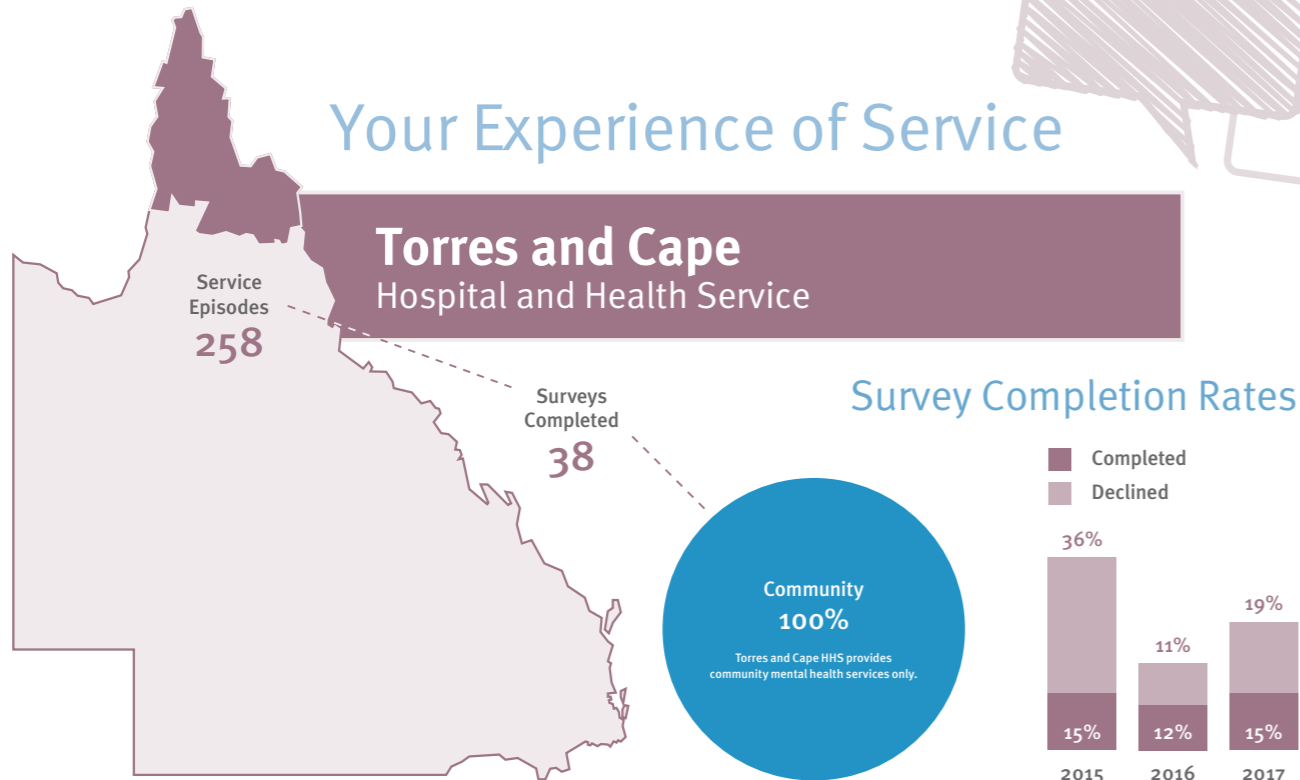


# Your Experience of Service



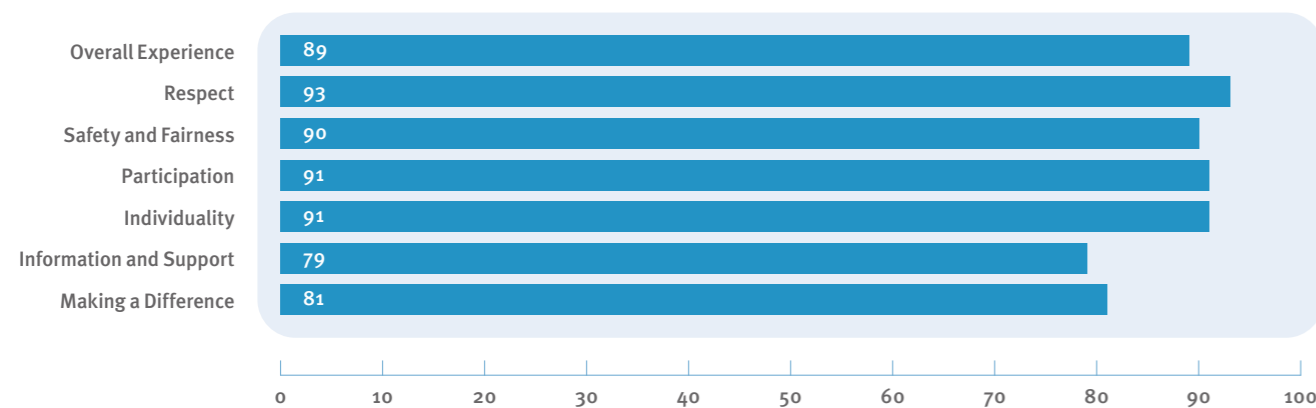
Overall how would you rate your experience of care with this service in the last 3 months? → **Very Good or Excellent**



## Overall Experience Scores 2015-2017



## Experience Scores by Domain 2017



### Highest Scoring Questions

**4.79**  
Q6. Your individuality and values were respected

**4.74**  
Q4. Your privacy was respected

### Lowest Scoring Questions

**3.97**  
Q23. The effect the service had on your hopefulness for the future

**3.88**  
Q21. Development of a care plan with you that considered all of your needs

**3.81**  
Q18. Information given to you about this service

### Scale

5 – Highest Score  
1 – Lowest Score

**4.82**  
Q3. You felt safe using this service

**4.75**  
Q15. You had opportunities to discuss your progress with the staff caring for you

**4.74**  
Q10. Your opinions about the involvement of family or friends in your care were respected

**3.94**  
Q19. Explanation of your rights and responsibilities

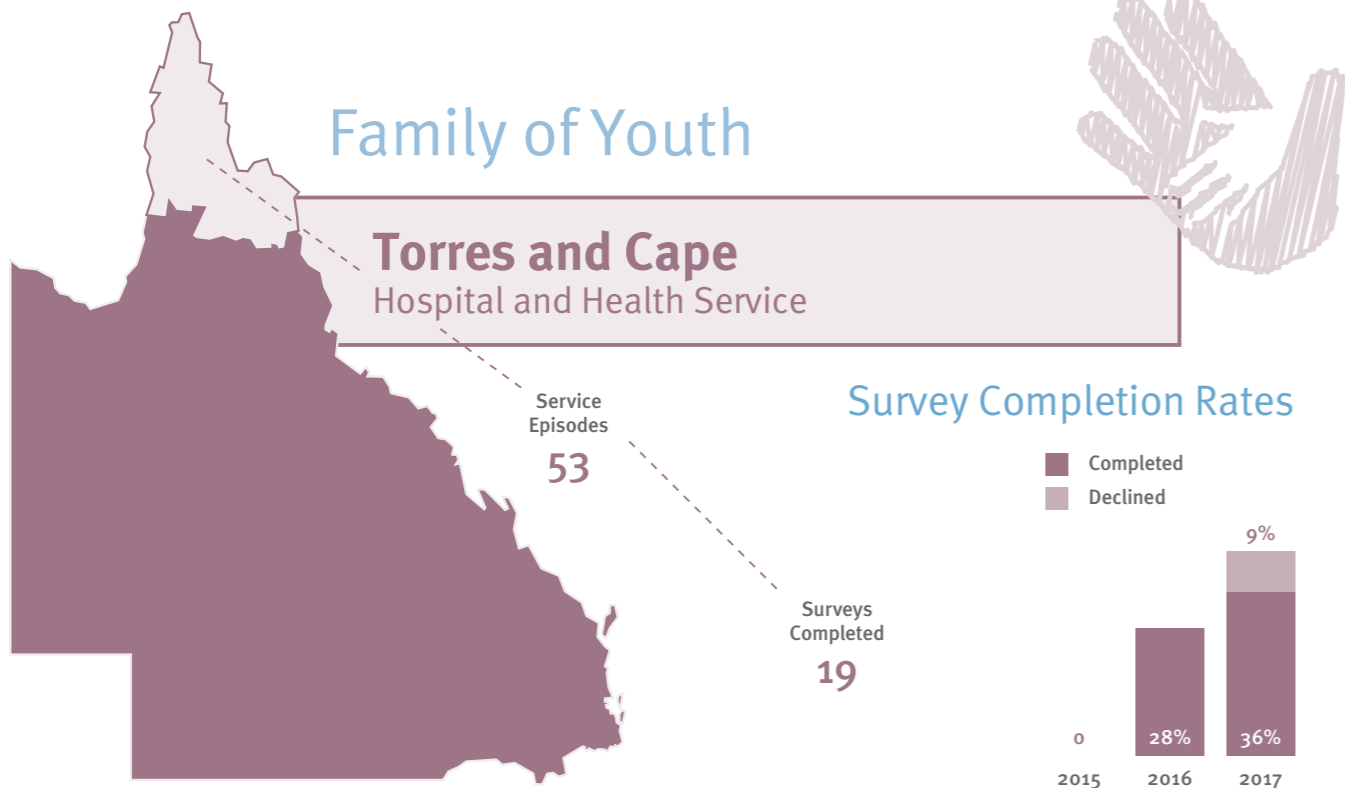
**3.86**  
Q24. The effect the service had on your ability to manage your day to day life

## The best things about this service were...

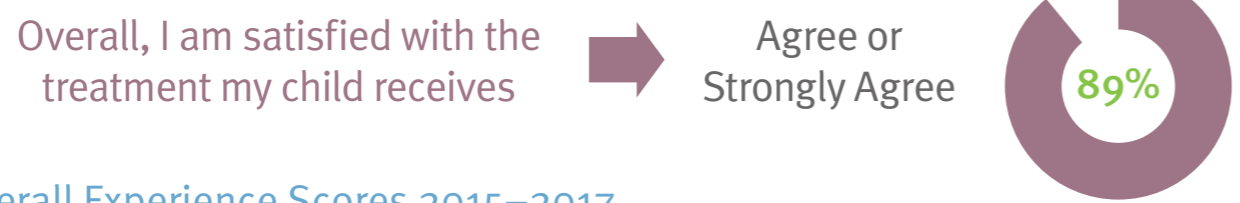
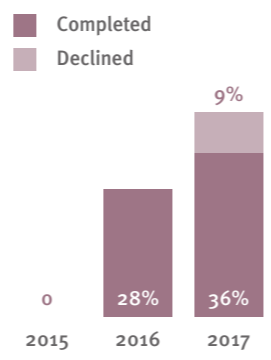
- ...The opportunity to speak. The welcoming environment.
- ...I felt the staff genuinely cared.
- ...I was not judged.
- ...Feeling as though I always have a safe place to talk about anything. So much support.

## My experience would have been better if...

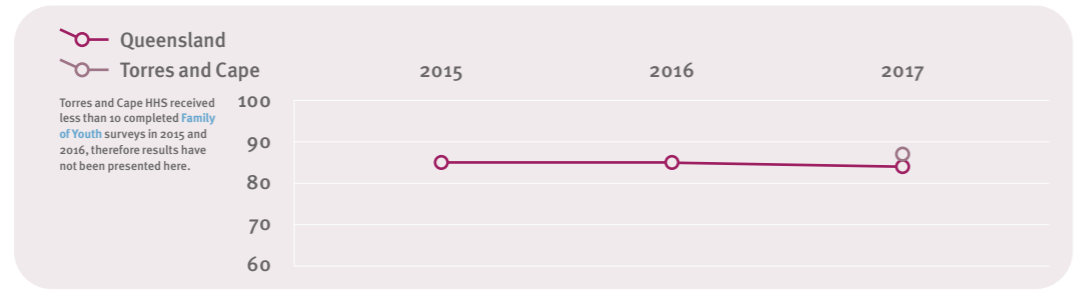
- ...The interview room was more private. You could hear everything inside and outside of the room.
- ...It has been perfect, couldn't improve anything.
- ...Great service.



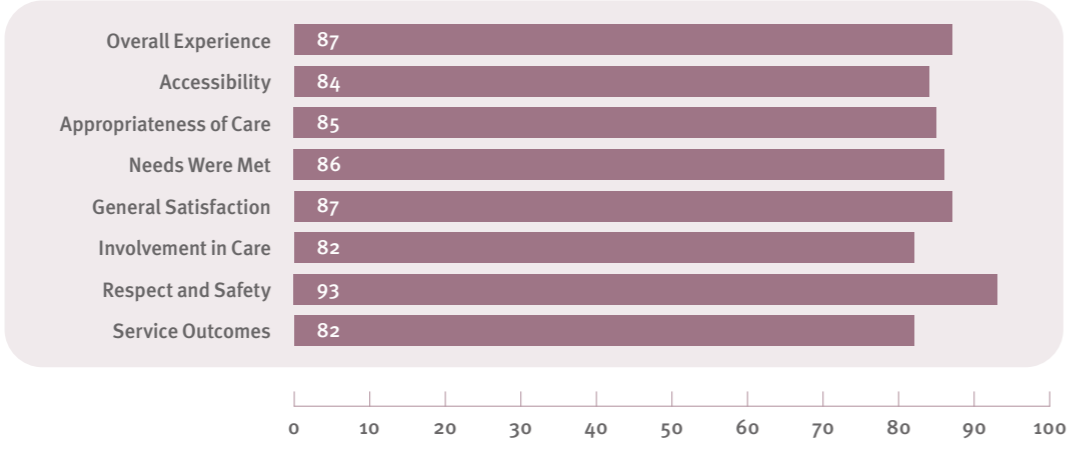
**Survey Completion Rates**



**Overall Experience Scores 2015-2017**



**Experience Scores by Domain 2017**



**What has been the most helpful thing about the services you and your child receive?**

- Flexible contact with family. Outside hours phone calls etc.
- Continuity of service and the same clinician.
- The staff were very helpful and they would go out of their way to make contact with me and my child.

**What would improve services here?**

- Sessions that involve parents/family to know what is happening and how to assist at home.
- More outreach to outer islands. Monthly is not enough.

**Additional comments...**

- When I've provided feedback or voiced concerns with the service, the service has been responsive.
- We need this service. In all it's forms from OT to speech, psychology to psychiatry. Support in all areas.