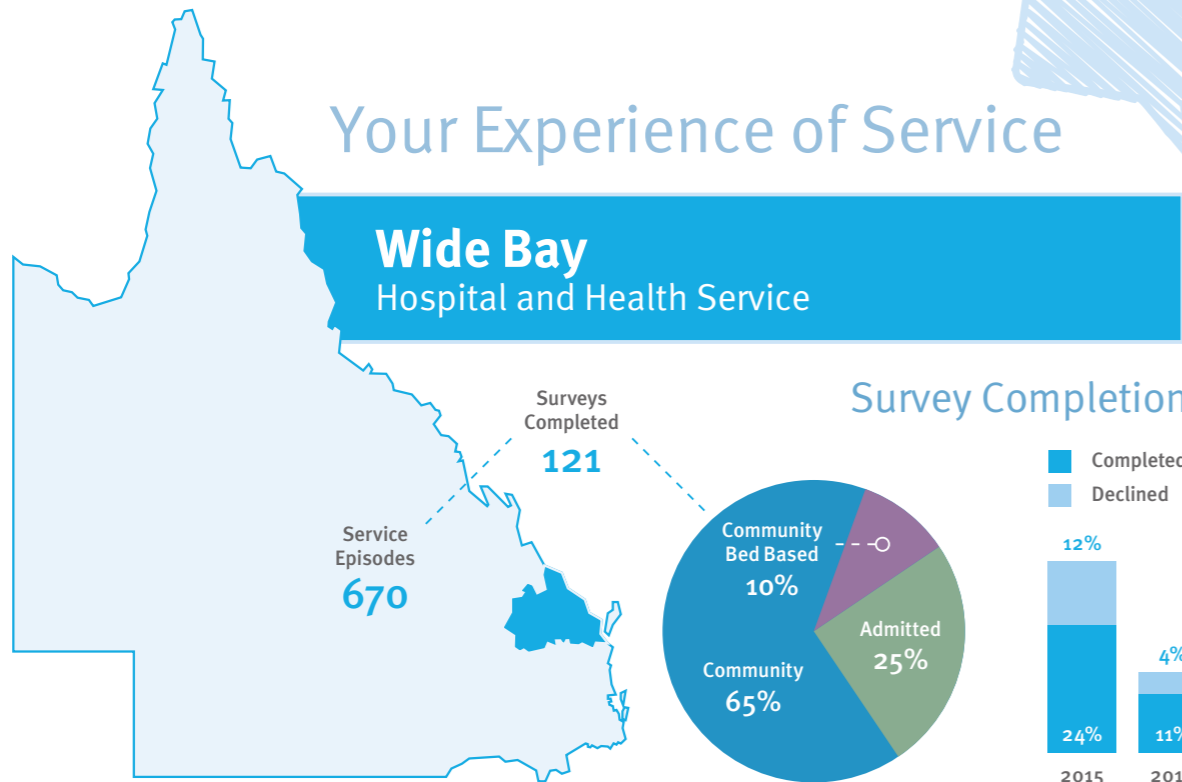


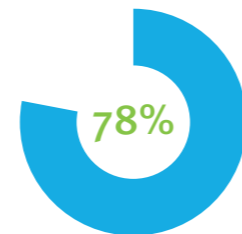
Your Experience of Service



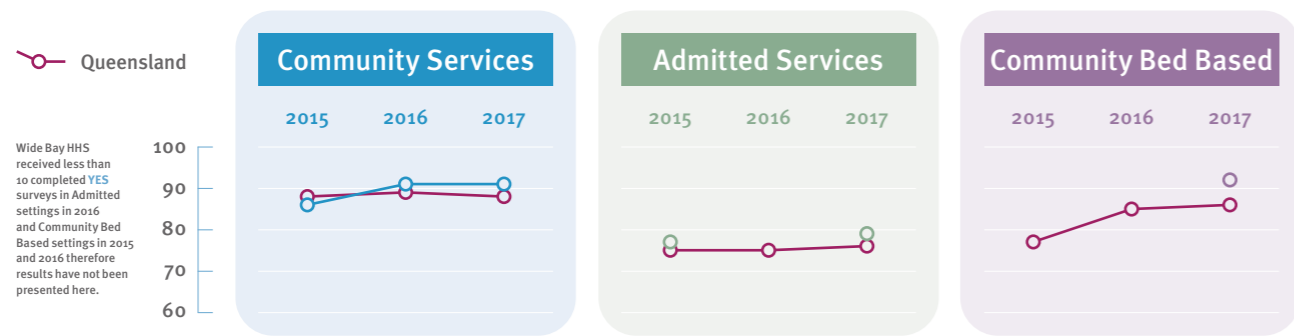
Overall how would you rate your experience of care with this service in the last 3 months?



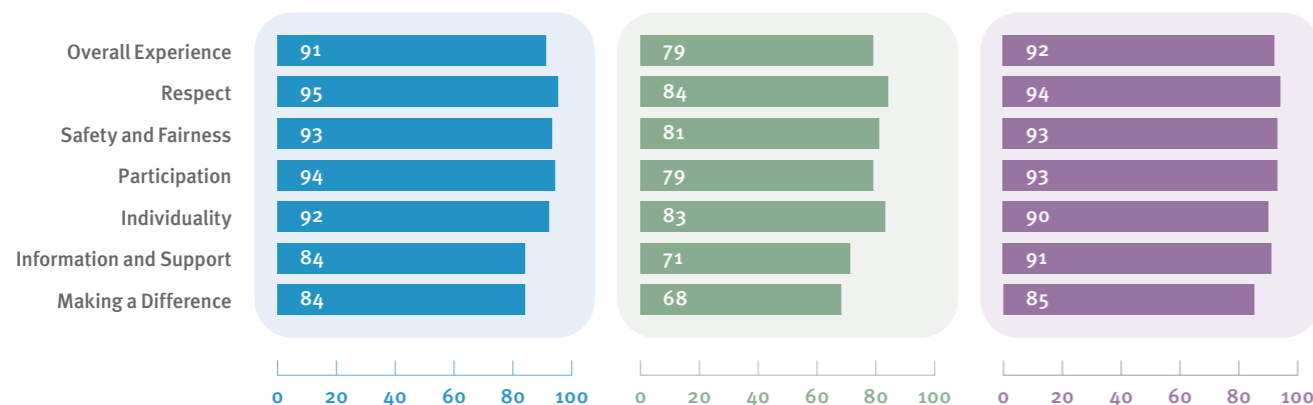
Very Good or Excellent



Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.69** Q4. Your privacy was respected
- 4.65** Q10. Your opinions about the involvement of family or friends in your care were respected

Scale
5 – Highest Score
1 – Lowest Score

- 4.70** Q1. You felt welcome at this service
- 4.66** Q2. Staff showed respect for how you were feeling
- 4.60** Q11. The facilities and environment met your needs

Lowest Scoring Questions

- 4.01** Q19. Explanation of your rights and responsibilities
- 3.96** Q23. The effect the service had on your hopefulness for the future
- 3.92** Q22. Convenience of the location for you

3.99 Q20. Access to peer support

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

The best things about this service were...

- ...I always know that I have support and I'm encouraged to ring if I need to.
- ...I felt safe and people were always friendly and understanding.
- ...Accepting and non-judgemental.
- ...ALL administration staff are very helpful.

My experience would have been better if...

- ...I had someone who listened when I spoke and didn't talk over me. People stopped telling me (as if I was a child), what I should do.
- ...If the translator was provided earlier.
- ...My educated opinion in regards to how I was feeling and which medication I required was listened to and actioned accordingly.
- ...More access to gym equipment and outdoor activities.