

A4MHD – Service User Evaluation Feedback (2008/2009)

1) Did you feel the advocate was on your side?

	Percentage
Yes	100%
No	0
Not sure	0

2) Did the advocate help you to resolve the issue you asked for help with, even if you didn't get what you wanted?

	Percentage
Yes	78.9%
No	10.5%
Not sure	5.3%
Blank	5.3%

Remarks:

One service user chose both 'Yes' and 'Not sure'.

She/he commented: 'But still might have difficulties which in the next few months, which I might need help with...'

One service user chose 'No' - the issue hadn't been solved at the time of filling the form, she/he was asking whether the advocate could write a letter to the dr. for her/him.

One service user who hadn't chosen any of the options commented that the advocate was unable to attend manager hearing but wanted somebody was sent if there hadn't been sufficient advocates.

3) Would you say you are more aware of your rights since having an advocate?

	Percentage
Yes	72.2%
No	5.6%
Not sure	22.2%

4) Would you say you feel more confident to address similar issues in future? (18 forms)

	Percentage	Remarks
Yes	72.2%	3 said 'with help'
No	11.1%	
Not sure	11.1%	
Blank	5.6%	

5) Do you feel confident to manage at times of crisis?

	Percentage
Yes	50%
No	22.2%
Not sure	16.7%
Blank	11.1%

Remarks:

A service user who left it blank saying "feel unsure at what is happening with my case/care"

6) Would you use an advocate again

	Percentage
Yes	100%
No	
Not sure	

7) Would you recommend us to other people?

	Percentage
Yes	100%
No	
Not sure	

8) In your own words, what differences did having an advocate make for you?

- I understand more about my rights
- Issues are resolved
- I can now ask for help when needed
- Voice heard and being listened to
- I feel more confident
- My thoughts are more well-organised
- Having unbiased perspectives
- I felt cared about and supported
- I can now speak up for myself
- Reassured
- Being taken notice of by medical authorities
- Got real support from you

9) Do you have any suggestions for how we can make our services better?

- More service user advocates and more service user involvement
- You could see someone who doesn't have a relative and a friend automatically
- More female service user advocates, need both male and female advocates – only males available at the time my form was filled

- More posters
- A long waiting list doesn't help
- Took a long time to get an appointment
- Initial phone contact was unnerving, prefer face to face meeting
- Follow-up took a while but issues resolved.

10) Is there anything else you would like to add?

- Empathy was shown
- Your supportive nature, professionalism and knowledge helped
- A home visit made the service accessible, otherwise I couldn't have had access to the service.
- 'Compassion in action'
- You should have more offices and more advocates in the area