



## REFERRER SATISFACTION SURVEY REPORT

SEPTEMBER 2015

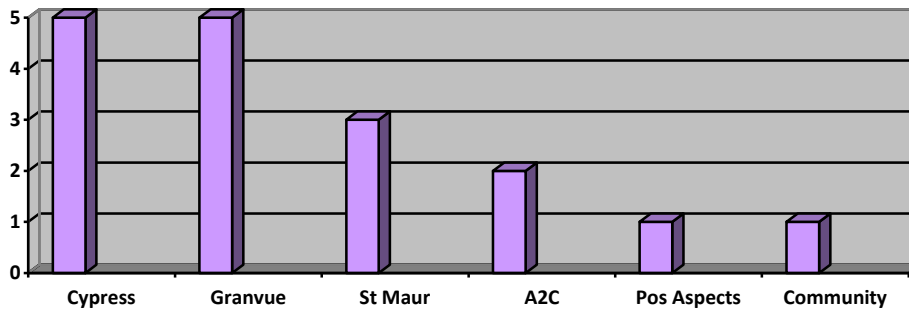
### INTRODUCTION

It was identified that, in order to drive service improvements, it is vital to obtain feedback from referrers to CCT services. A sample of professionals who had referred to services were selected and a Survey Monkey link to our satisfaction survey was sent out through NHS mail in July 2015 with a deadline of return by the end of August 2015. The sample of returned questionnaires was collated on their return.

**A total number of 18 referrers were sent a link to the Survey Monkey questionnaire and 7 were completed (47%).**

### FINDINGS

*Service referred to (most referrers had referred to more than one service):*



#### About the referral:

		Strongly Agree	Agree	Disagree	Strongly Disagree
Q1	I had adequate information about the service I was referring to	4	3	0	0
Q2	The CCT referral form was sufficient to capture the information I needed to provide	5	2	0	0
Q3	I was informed of the outcome of the assessment for the service	4	3	0	0

#### Overall

		Strongly Agree	Agree	Disagree	Strongly Disagree
Q7	Overall I was satisfied with the referral process	3	4	0	0

## **OPTIONAL COMMENTS**

Are there any comments you would like to add to explain the answers above?

- Excellent communication with services provided by cct good collaboration governance structures in place and in development
- I have always found CCT staff to be friendly and informative.

What are we doing especially well?

- The staff at cypress are excellent, I have had positive feedback from all my clients that have used this service
- As above with robust risk management
- Effective service and client orientated

What can we do to improve?

- Continue the good work
- Day treatment facilities provision
- No suggestions