

Independent Living Partnership Hortonwood Satellite Service Review - 2009.

The ILP aims to get annual feedback about the service it offers – information gathered is used to develop and improve the service to maximise its efficiency and meet the expectations of people who use it.

Four methods were used to gather this information:

- Feedback Meetings
- Anonymously written feedback forms
- Use of a clinical outcome measure tool – the Canadian Occupational Performance Measure (COPM)

Feedback Meeting and Anonymous feedback:

Clients who visited the Satellite Independent Living Centre in Hortonwood between 8th September and 6th October were written to and invited to attend a feedback meeting. They were given the option of giving anonymous written feedback and a form was enclosed for this purpose (Appendix 1).

14 people were seen - 3 gave written feedback in response to the invitation letter.

Written feedback included:

- 3 clients rating the Independent Living Centre service Excellent.
- Comment regarding being given an item of equipment without ‘fuss’
- Being impressed by what was seen at the centre.
- Request for further appointment.
- Value of being able to try out equipment.

2 people came to the feedback meeting.

Feedback Meeting points included:

- Waiting too long for the appointment was initially seen as not very acceptable although a cancellation was offered and wait was less - so more positive.
- Parking was very poor as no space to get out of car and kerb/uneven ground on the opposing side.
- Equipment received was not clean on the undersides and in crevices.

Questions asked by ILC :

Was the service what you expected?

No expectations.

Which part did you think was less impressive?

Housing scheme manager made appointment. Not impressed by wait and fact that there was no alternative choice.

How important do you find having a consultation copy?
Did not arrive but would have been appreciated.

Is there any way that you think the service could be improved?

- Less of a wait.
- Improved disabled bay car parking.
- Raising awareness of availability – unaware of service three years ago when it would have been really useful.

How do you feel we could add to the service?

- Offer the option of a drop in service without appointment for people who prefer to sit and wait – giving more choice.
- Have a high profile drop in centre.

COPM Outcome

Further outcome measurement was achieved in telephoning people 6 weeks after their ILC intervention – this outcome measure was carried out with 4 people.

COPM

The outcome measure tool – COPM (Appendix 2) was used during this period to give an indication of whether people felt that following intervention that their experienced problem was improved – they were telephoned 6 weeks after their visit and asked for a second measure to enable us to establish whether their performance/satisfaction had improved following ILC intervention.

4 people used the COPM measure (28% of those reviewed) only one person (7%) completed a full reading – and this gave a positive improvement in performance and satisfaction.

(21%) were unable to give a second reading which resulted in the outcome tool measure being ineffective.