

Independent Living Partnership Hortonwood Satellite Service Review - 2010.

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.

Methods used to gain feedback included:

- Anonymously completed questionnaire.
- Telephone Interview

Anonymous Questionnaire feedback:

Clients who visited the Satellite Independent Living Centre in Hortonwood between 1st September and 30th were given a questionnaire to complete and return – this included three questions offering a Tick Box response and a single question that invited voluntary response. (Appendix 1).

18 People were seen - 18 questionnaires were given – 13 were returned.

Written feedback responses included:

Question 1:

- Satisfaction with the service received from ILP – Tick Box options were:-
Very Satisfied, Satisfied, Not Satisfied and Very Dissatisfied

13 - Very Satisfied.

Comments invited in response to satisfaction question included:

ILP staff were “very helpful” by three separate people

The consultation copy received was considered “*excellent*”.

Staff “*polite*” “*explained everything*” “*very easy to understand*”

Question 2:

- Whether a person would consider using the ILP again in the future – Tick Box options were:-

Yes, No, Other

13 - Yes.

Comments invited in response to the re visiting question included:

Two people stated “*most definitely*” another “*you get a great service which means a lot*”. “*Everyone was very helpful*”

Question 3:

- Whether the ILP is considered a valuable community service – Tick Box options were:-
Yes, No, Other.

13 - Yes.

Comments invited in response to the valued service included:

“It is there to help people with disabilities which is great” “excellent” one person felt “very fortunate to have such a service in Shropshire” another that they “felt others could benefit” from the service.

Question 4:

- Voluntary suggestions as to how the service could be improved included:
Five people commented that they thought the service could not be improved further - another “ I think it is a wonderful service and would not change anything about it” and “The service was perfect”

Telephone Interview:

Questions/Themes used to prompt discussion:

- Did you feel that the service was easily accessible?
- How useful did you find having a written copy of your consultation?
- After your visit did you feel that you knew what support was available and what you were entitled to?

Accessibility was a problem for one lady and this related to transport availability – accessibility within the building was described as good. People that had a consultation copy found it useful all those that declined felt that a copy would have been useful and regretted the decision not to have one.

All people contacted felt that they knew what support was available and what they were entitled to.