



What do you think?

You recently met with Service.

We would like to ask you some questions about this.

Your feedback will help us to improve our service.

Are you...



Service User



Carer



Family member or friend

How happy are you with the information and advice you received?



Yes, definitely



Yes, to some extent

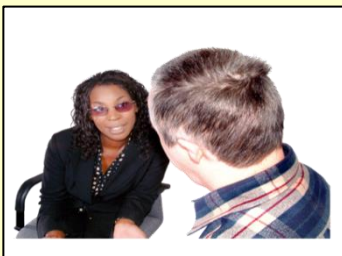


No, I had some problems



No, I had lots of problems

Did the Team member explain things well? Did they explain the process?



Yes, definitely



Yes, to some extent



No, I had some problems



No, I had lots of problems

Did the Team member listen to you and what was important to you? Were they kind and showed you respect?



Yes, definitely



Yes, to some extent

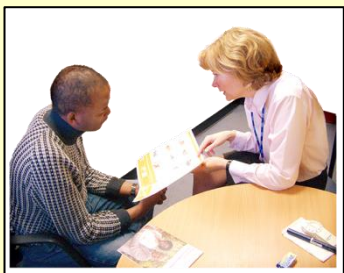


No, I had some problems



No, I had lots of problems

Did the Team member help you to think about a range of ways in which you could arrange the support you need?



Yes, definitely



Yes, to some extent



No, I had some problems



No, I had lots of problems

Was your assessment completed within 28 working days of the first visit?



Yes, definitely



Yes, to some extent



No, I had some problems



No, I had lots of problems

Were you provided with a copy of your Care and Support Plan if applicable?



Yes, definitely



Yes, to some extent



No, I had some problems



No, I had lots of problems

What was good about our service?



What would have made our service better?



Thanks for your comments! Please either hand this leaflet to a team member or return to the Senior Management Support Office, 2nd Floor, John Onslow House, 1 Ewart Place, London, E3 5EQ

We welcome your feedback and each month will send a shopping voucher worth £25 to one person who has returned their questionnaire and provided their details. The winner will be selected at random.

Would you like someone to contact you to discuss your comments in more detail?

Yes No

Name

Phone number

E-mail address:

We would like to keep you up-to-date with the latest news and general updates from Tower Hamlets Council.

Please tick here if you **do not** wish us to send you updates.

We promise that your details will never be passed onto external agencies for marketing purposes. Further information can be found in our Privacy Policy

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