

West Lothian Council
Assessment and Care Management
Customer Satisfaction Survey

Service Standards have been developed to ensure that each individual is aware of what they can expect as a Service User.

To assist with continual improvement as an initial exercise questionnaires were sent to randomly selected individuals who had direct experience of the Assessment process during the months of December 2006 and January and February 2007.

The responses have been analysed – here are some of the results

- ◆ 70% of the questionnaires were returned .
- ◆ 43% of the returns indicated that the standards were clear and easy to understand
- ◆ 43% of the returns indicated that people waited less than 2 weeks for an assessment against a standard of 12 weeks
- ◆ 100% of returns indicated that people were notified in advance of their visit
- ◆ 84% received a written record of their assessment visit within 1 week
- ◆ 71% of returns indicated that service users were made aware of any charges that would apply.

Where improvements or suggestions were made these were noted and will be considered as part of the continual improvement process.

Questionnaires will now be given to all service users upon completion of their assessment. Analysis of the responses will take place on a quarterly basis and the results published through a variety of media.