

SOCIAL WORK ADDICTIONS TEAM PLANNED DISCHARGE EVALUATION - RESULTS ANALYSIS

The Social Work Addictions Team strives to offer a swift, responsive and client centred service.

To help us to continually improve what we offer, we would be pleased if you would complete our Discharge Evaluation.

This is your chance to shape the service that is on offer by commenting on our standards.

Please rate on a scale of 1 to 5 with 1 being the poorest and 5 being the best.

CONTACTING THE SERVICE

How easy was it to get in touch with the Social Work Addictions Team? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

**76% rated this 4 or 5
Others were either referred by an agency or couldn't remember**

How helpful was your first contact with the Social Work Addictions Team? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

**88% rated this 4 or 5
12% couldn't remember first contact**

AT YOUR FIRST APPOINTMENT

How well did you feel that your worker listened to you? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

94% rated this 4 or 5

How useful was the information given to you at your first appointment? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

**88% rated this 4 or 5
12% couldn't remember being given information**

How easy to understand was the information given? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

88% rated this 4 or 5

WHILE WITH THE SERVICE

How helpful was looking at your options and planning changes with your worker? 1 2 3 4 5

Please tick as appropriate and comment in the box below.

100% rated this 4 or 5

To what extent did you feel supported to make the changes you wanted to make? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

100% rated this 4 or 5

Do you feel the Social Work Addictions Team are interested in your views about the service you received? 1 2 3 4 5

Please tick as appropriate and comment in the box below.

100% rated this 4 or 5

MOVING ON

Did you feel your time with the Social Work Addictions Team was of benefit to you? 1 2 3 4 5

Please tick as appropriate and comment in the box below.

94% rated this 5

Have you felt supported in making plans for the future? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

100% rated this 4 or 5

How good did you find our complaints procedure? 1 2 3 4 5

Please circle as appropriate and comment in the box below if required.

None had used the complaints procedure

To what extent do you feel that you have been treated fairly and with respect? 1 2 3 4 5

Please tick as appropriate and comment in the box below.

100% rated this 5

FURTHER COMMENTS

On completion please return this form to us in the stamped addressed envelope enclosed. If you have any further comments or complaints please contact the Social Work Addictions Team Manager on 01506 773681 or e-mail to drugteam@westlothian.gov.uk