

FEEDBACK

Social Work Addictions Team are constantly endeavouring to improve its service and we are keen to have feedback on your experience of the team.

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

How helpful was the information provided? 1 2 3 4 5

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

93% rated this 4 or 5

Suggestions made

- more information required about what detox in residential consists of

How convenient have your appointments been for you? 1 2 3 4 5

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

100% rated this 5

Comments

- did n't expect home visits but really helped

Has your worker treated you fairly and with respect? 1 2 3 4 5

Comments.

95 % rated this 5

Comments

- had to work hard to persuade worker I needed rehab

What aspects of the service we provide could be improved?

Comments.

- would like more information about specific substances
- service suited to cocaine users required
- would like appointments at the weekend for workers
- should be easier to get into rehab

Overall how satisfied are you with the service we provide? 1 2 3 4 5

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

100% rated this 4 or 5

- got help I needed and got it quickly
- would recommend service and re use it
- very satisfied.. always helped

If you would like to comment on these responses or give your own, please contact us

by email jane.berkley@westlothian.gov.uk or by post to: Jane Berkley, SWAT Manager,
2nd Floor, Lomond House, Beveridge Square, Livingston West Lothian, EH54 6QF