

Customer Feedback Survey

To help us monitor and continue to improve our services we would be grateful if you could complete the survey below and return in the pre-paid envelope provided. Thank you!

What service/s do you use? Please tick all that apply

Shopping	<input type="checkbox"/>	Domestic Cleaning	<input type="checkbox"/>
Pension collection	<input type="checkbox"/>	Laundry	<input type="checkbox"/>
Prescription Collection	<input type="checkbox"/>	Deep Clean Service	<input type="checkbox"/>
Light Meal Preparation	<input type="checkbox"/>	Gardening & Handyman	<input type="checkbox"/>
Emergency Lifeline	<input type="checkbox"/>	Lunch Club	<input type="checkbox"/>
HART / Response Service	<input type="checkbox"/>	Restaurant	<input type="checkbox"/>
Personal Care	<input type="checkbox"/>	Advocacy	<input type="checkbox"/>
Medication Support / Administration	<input type="checkbox"/>	Connect to Support	<input type="checkbox"/>
Befriending / Volunteering	<input type="checkbox"/>	Information & Advice	<input type="checkbox"/>
Day Centre	<input type="checkbox"/>	Activities/Trips/Events	<input type="checkbox"/>

Statement	Yes, I agree 	I partly agree 	No, I do not agree 	Comments
My overall experience is very positive, and I feel happy receiving the Support provided by Age UK Lincoln & South Lincolnshire				
I would recommend the services of Age UK Lincoln & South Lincolnshire to my friends and family				
Service (where applicable)				
A member of staff has visited me at an agreed time to discuss my personal needs and preferences				

Statement	Yes, I agree 	I partly agree 	No, I do not agree 	Comments
The information and explanations about my health, wellbeing and service options are clearly made in a way that I understand				
Staff always support to make my own decisions. They listen to my views and wishes so that the service I am provided with meets my individual needs				
Staff always obtain my permission before they provide services or carry out any aspect of care or support for me				
My service is provided at times/days of my choice and that I am happy with				
If I was unhappy with the service, support or care I receive, I am confident that my views would be heard and my concerns taken seriously				
I would know how to complain and who to complain to should the need arise				
My suggestions to help you improve your services at Age UK Lincoln & South Lincolnshire are:				
Staff				
I find the staff to be kind, caring, friendly and helpful				

Statement	Yes, I agree 	I partly agree 	No, I do not agree 	Comments
I find that the staff treat me with respect. They uphold my privacy and dignity at all times				
I find the staff to be knowledgeable, skilled and experienced				
The staff support / assist where required in accordance with my wishes and they take the time to complete the task to a high standard standard				
The staff provide a service which makes me feel safe and secure				
Independence				
I am encouraged to be in control of the services, care and support I receive. I am supported to remain as independent as I wish within my own limitations				
I have been given information about other services that Age UK Lincoln & South Lincolnshire provide that could support me, including how I can access these				
I have been given information about services that other organisations provide which could support me, including how I can access these				
If I want to change the support I receive, I feel confident in talking to Age UK Lincoln & South Lincolnshire Staff				
The service I receive gives me confidence to be at home				

Statement	Yes, I agree 	I partly agree 	No, I do not agree 	Comments
I am more able to afford to meet my costs of living through information and advice I have been given				
Health and Wellbeing				
The Service I receive helps me to feel less lonely				
The Service has helped me to feel more socially included and/or socially active				
The Services has helped me to live independently and encourages me to care for myself as much as I am able to and would like to, within my own limitations				
The Service has allowed me to Eg – make new friends, get out and about more, feel safer at home				
Other				
I would like to be involved in activities or groups to help improve the services that Age UK Lincoln & South Lincolnshire provide				
I would like to be kept up to date with activities, events and services that Age UK Lincoln & South Lincolnshire provide				
I am happy to be contacted to discuss my feedback in further detail				





Since receiving our service do you feel (Please tick all that apply).....

Happier		Safer	
Listened to		You have more choices	
Someone is there to help		More aware of your rights	
More independent		You are treated with more respect & dignity	
Greater peace of mind		Less Lonely	
Something else:			
Other Comments:			

Name (optional) _____ Date _____

If you have any questions about this survey, please contact us on 01522 696000 or 03455 564144.

By completing this form, I understand that I am consenting to the processing of information as described in the Age UK Lincoln & South Lincolnshire Privacy Policy. For more information on how we keep your personal information safe and how to exercise your rights, please see our Privacy policy, which is available on our website.