Case study 'Simon', evidence 1: Service user feedback form

Service user feedback form

Thank you for agreeing to give feedback regarding: Simon

Please feel free to fill this questionnaire out yourself if you want to, or alternatively I can go through it with you for verbal feedback. Please be aware that any information offered is completely anonymous and will be used solely for assessing and improving the social worker’s practice.

1 – Did they explain who they were and what their role was? How did they do this?

Yes, Simon introduced himself and his job title the first time I met him

2 – Did they explain why they would be working with you? How did they do this?

Well during my review in hospital, the doctor told me Simon would be my care coordinator in the community once I was discharged. After the meeting Simon explained to me what that meant.

3 – Are you happy with the work they have done with you? Are you able to identify anything in particular?

On the whole yes, Simon has been very good at getting back to me when I had a question and contacted him

4 – Were there things that you might have wanted them to do that they didn’t? Are you able to identify anything in particular?

Sometimes I didn’t quite understand what was going on, Simon could have spent a bit more time explaining exactly why I needed a social worker and what all the different people involved were doing. It gets really confusing sometimes.

5 – Was there anything that they might have done better? Are you able to identify anything in particular?

Like I said he could have explained things more.

6 – Did they do the things that they said they were going to do? Are you able to identify anything in particular?
7- If you could change one thing about their work with you, what would it be and why?

It was a very confusing time for me. It would have been nice for Simon to spend more time with me to explain what was going on and I think he could have helped my husband with that more too.

8 – Overall, how did you find working with them? Is there anything else that you would like to add?

Good, I would like to thank him as he appeared to be trying really hard to get the services in place that I needed.