

We help people change their lives for the better,
so they can feel well, do well and be happy.

“We decided between us what action to take immediately,
and also what I needed to do to help myself. My worker
explained very carefully and thoroughly what action she
was going to take in order to help me, this left me feeling
confident and relieved that I don't need to suffer.”

Swanswell service user

“My support worker is great, he gives me a lot of help with
different areas in my life that crop up at the time; we get a
lot of knowledge/vice versa from each other.”

Swanswell service user

For more information, call us and leave your details

T: 0121 233 7400
E: ideas@swanswell.org
W: www.swanswell.org

For a full survey report or information about other ways to give your ideas,
please contact us.

Or you might like to meet other people who use our services and are playing a
part in helping to change our services for the better.

Swanswell

Survey summary
2008 Birmingham services

change

together

swanswell

Some people who use our services and a few staff worked together to write the questions for the survey. Thank you to everyone who took part and gave us their views, helping to make our services better.



Most people said they were happy with the overall service and their worker.

Just some of the good feedback

- 99% of people felt they were treated with respect by their drug worker.
- 96% stated that overall they were satisfied with their drug treatment.
- 95% of people understood what was written in their care plan.
- 96% of people felt that they had enough say about their treatment.
- 91% of people knew how to make a comment or complaint.
- 94% of people said that their care plan fully or mainly reflected what they wanted from treatment.



Areas to improve

89% of people who use Swanswell services know their rights and responsibilities in their service.

This is fairly good, but we would like **everyone** to know their rights and responsibilities. Please ask your worker for a copy of your rights and responsibilities.



A few people said they “did not like frequent changes in worker.”

We need to understand why there have been changes, then we will seek ways to put this right. If we are given advanced warning that staff are taking planned time off (e.g. having a child), we will make sure we do handovers consistently. Some people said “sometimes it is good to have a change in worker.”

There needs to be more options for people who work full time.

We offer some sessions outside 9am-5pm. If your GP surgery opens early or late, we are open later too. Our target is to open 8am-8pm.

Not everyone had been offered the SUSSED newsletters.

The newsletter is a good way to keep informed, written by people who use the services you use. We expect every person who would like a newsletter to be given one. In future, our confidential database will monitor the information that is offered to people using our services.

What happens next?

The survey results went to a group of people who use our Birmingham service. They looked at the weakest areas and suggested ideas about how Swanswell could make things better in the future. All these suggestions were agreed by Swanswell’s senior management.

Next year’s questions will be part of group discussions, events and one-to-one chats with peers. We will also have a paper and web survey.

If you would like to be part of or help make these changes, or want more information about the survey, please speak with your worker.