

## Customer Feedback Survey (October – December 2010)

We are required by the District Health Board to have a system for collecting customer feedback. The data obtained from our customer satisfaction survey forms is detailed below.

Since the middle of 2002 we have operated a procedure by which **all** customers using The Psychology Centre are mailed a short survey sheet following their discharge from the Centre. This survey sheet asks consumers to respond to nine questions on a 4-point scale, with higher scores associated with the more desirable responses. The questions are as follows,

1. How would you rate the overall quality of the service(s) you received?
2. Did you get the kind of service you wanted?
3. To what extent did our assessment and intervention programmes meet your needs?
4. How accessible/convenient were our services, e.g., location, appointment times, staff availability?
5. If you were asked to pay for the services you received do you feel that you received a 'value for money' service?
6. If a friend were in need of similar help, would you recommend our service to him or her?
7. How satisfied are you with the amount of help you have received?
8. How would you rate the professionalism of the Centre staff you met with?
9. If you were to seek help again for a psychological problem, would you come back to *The Psychology Centre*?

Data is reported in quarterly blocks so that we can make comparisons for time periods across years. The blocks also coincide with our reporting schedule to the DHB.

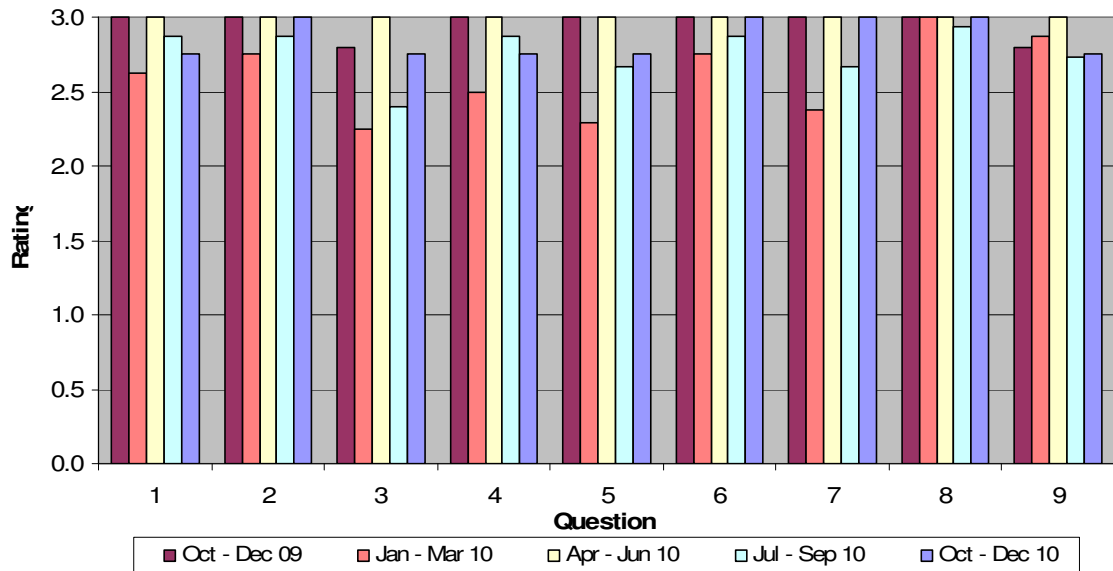
The statistical data provided below gives the average rating for the nine questions on the survey form, by time period.

Question \ Period	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Response rates (%) <sup>*</sup>
<b>July – Sept '09</b>	2.7	2.6	2.3	2.6	2.7	2.6	2.8	2.7	2.5	28
<b>Oct – Dec '09</b>	3.0	3.0	2.8	3.0	3.0	3.0	3.0	3.0	2.8	19
<b>Jan – March '10</b>	2.6	2.8	2.3	2.5	2.3	2.8	2.4	3.0	2.9	100
<b>April – June '10</b>	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	11
<b>July – Sept '10</b>	2.9	2.9	2.4	2.9	2.7	2.9	2.7	2.9	2.7	58
<b>Oct – Dec '10</b>	2.8	3.0	2.8	2.8	2.8	3.0	3.0	3.0	2.8	15

### Notes.

For each mean score the range is 0-3, with higher scores indicating a high level of satisfaction.

<sup>\*</sup> As responses are counted in the period in which they are returned it is possible for survey forms that are sent out at the end of one survey period to raise the number of responses received above 100% for the following survey period.



In addition to the quantitative data provided by consumers, some additional comments were also recorded in the space provided on the form. It should be noted that not all consumers made additional written comments.

*“I found (staff member named) to be very professional, very discerning and very empathetic. I couldn’t fault anything about the service I received.”* (Named provided)

I am grateful to all staff members and students who have worked so hard to maintain these positive results.

John Fitzgerald, PhD.  
Director