

Quality Assurance Survey Results (15/04/11)

65 returned Membership forms to date 30 surveys filled

[N.B Although 30 people filled in their survey some of those members did not answer every question as they had not had experience of using every service the group offers e.g. for Library - 15 people had not used this service and, therefore, were unable to comment on this service]

	QUESTION	YES	SOME-TIMES	NO	Did not answer
1	Do you find it easy to talk to us?	21 (70%)	2 (6.6%)		7(23.3%)
2	Do we respond well to your suggestions/comments?	19 (63.3%)	1 (3.3%)		10 (33.3%)
3	Are you satisfied with our services:-				
	a) NEWSLETTER	30 (100%)			
	b) CONTACT LIST	16 (53.3%)	1 (3.3%)	1(3.3%)	12 (40%)
	c) LIBRARY	15 (50%)			15 (50%)
	d) MEETINGS	15 (50%)	4 (13.3%)	1(3.3%)	10 (33.3%)
	e) INFORMATION –LEAFLETS etc	22 (73.3%)	1 (3.3%)		7 (23.3%)
	f) GROUP PHONE, TEXT, EMAIL SERVICE AVAILABILITY	15(50%)	1(3.3%)		14(46.6%)
	g)WEBSITE	7 (23.3%)	2 (6.6%)	1 (3.3%)	20 (66.6%)

Suggestions from the Survey:

- a) All ladies meetings?
- b) Meetings on different days of the week?
- c) Website needs updating
- d) Very high standard of world research – can we have more pages?

Some Comments from the Survey:

- a) Fab work – newsletter brilliant. Keep it up in 2011!
- b) Thank you for all your help!
- c) Excellent.
- d) I haven't had any real dealings with support group other than membership & newsletters. However I do appreciate your hard work in keeping all us sufferers as up to date as possible- Many thanks!

ACTIONS 2011

- a) Members were offered small group **alternative day meetings** by the Outreach committee member, via the Newsletter.
- b) Committee decided against all women meetings
- c) Committee took on board the feedback from our survey and have tried hard to make the **meetings** more varied and interesting, whilst leaving some space for everyone to talk together. [The attendance figures in 2011 were increased from 2010].
- d) The SSB **Website** was upgraded and re-launched in the summer of 2011
- e) Maintain the standard of the **newsletter** and **research reports** and endeavour to improve