

George House Trust Service User Survey 2011

1. Introduction

Welcome to George House Trust's service user survey 2011

We welcome all feedback so please take the time to fill in this survey about the services on offer at George House Trust. We are especially interested in the services that you have received in the last 12 months.

You can fill in this questionnaire anonymously if you wish to, however, as an incentive to fill the survey in, we are offering 10 £20 prizes of high street store vouchers. In order to be entered into the draw you will need to let us at least have your phone number. All responses received are completely confidential. There will be no way of identifying personal information given to us.

If you want someone to get back to you on feedback that you give in the questionnaire then you will need to say so - there is space to do this during the survey.

We undertake an annual service user survey to ask people what they think of the services they use at George House Trust and also to find out what impact the services have had on your life. This survey is just one way of finding out what you think. Other ways include submitting comments via the website, the suggestion box in reception, via the peer support service reviews and via the service user group, SMART (The Service Monitoring and Review Team) which reports directly to the Board of Trustees. We also undertake some specific feedback linked to project funded work such as the Henry Smith funded family support work.

We want as many people as possible to fill the survey in on line but paper copies of the survey are available. If you do not have one please contact Lynda Shentall Director of Services on lynda@ght.org.uk or 0161 274 5652.

The survey will be used to gain insight into what people who use our services think of them. It also enables us to feedback to the people who fund our services as well; for example local authorities, Primary Care Trusts and grant making trusts

The deadline for submitting survey responses is Monday the the 4th of April 2011. If you have any comments on the survey please contact Lynda Shentall.

*** 1. Have you used George House Trust Services in the last 12 months? Please note we really want to find out about your experience of using services in the last 12 months.**

Yes

No

2. Please say how long you have been using George House Trust services?

3. Your name (optional)

4. Your phone number or email address so we can contact you if you win the prize draw! (Optional)

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5. We may want to contact you to ask you about some of your answers. Please state below if it is ok to do so.

Yes it is ok to contact me about my answers if you want to

No I would prefer not to be contacted

*** 6. First 3 digits of your post code**

7. Gender

Male

Female

Transgender

8. Sexual orientation

Gay

Heterosexual

Lesbian

Bisexual

Do not wish to answer

9. How old are you?

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10. Please describe your ethnic origin

Carribean

African

Any other Black background

White - British

White - Irish

White - any other white background

Mixed - white and Black carribean

Mixed - white and Black African

Mixed - white and Asian

Any other mixed background

Indian

Pakistani

Bangladeshi

Any other Asian background

Chinese

Do not wish to disclose

Other please specify

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11. How long have you been diagnosed HIV positive?

- Less than 6 months
- Between 6-12 months
- Between 1-2 years
- between 2-5 years
- Between 5-8 years
- Between 8 - 10 years
- Between 10 -12 years
- Between 10-15 years
- Between 15 - 20 years
- Between 20 - 25 years
- Over 25 years
- Not applicable, I am negative and the partner, friend, relative, carer of someone who is HIV positive.

12. Do you have children?

- Yes
- No

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2. Using services

1. On average how often do you use George House Trust services?

- More than once a week
- Every week
- Every month
- Every few weeks
- When I need them
- I do not use George House Trust Services

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2. Please tell us which services you have used in the last 12 months and how useful you found them. Please make sure you only comment on the services that you have used.

	Excellent / very helpful	Helpful	Neither Helpful or unhelpful	not very useful	Poor / not useful at all	N/A I do not use this service
Advice via the website	jn	jn	jn	jn	jn	jn
African Space	jn	jn	jn	jn	jn	jn
African weekend away	jn	jn	jn	jn	jn	jn
Clinics - seeing a GHT worker at a hospital clinic	jn	jn	jn	jn	jn	jn
Community support (mentoring support from a volunteer)	jn	jn	jn	jn	jn	jn
Condoms (picking them up when in the building)	jn	jn	jn	jn	jn	jn
Condoms in the post	jn	jn	jn	jn	jn	jn
Counselling	jn	jn	jn	jn	jn	jn
Creche	jn	jn	jn	jn	jn	jn
Financial Applications to other charities such as Crusaid or CWAC.	jn	jn	jn	jn	jn	jn
Food parcel	jn	jn	jn	jn	jn	jn
Gay Men's newly diagnosed course	jn	jn	jn	jn	jn	jn
Gay men's residential weekend	jn	jn	jn	jn	jn	jn
Gay Men's Space	jn	jn	jn	jn	jn	jn
George House Trust Welfare fund	jn	jn	jn	jn	jn	jn
Heterosexual men's space	jn	jn	jn	jn	jn	jn
Lifecoaching	jn	jn	jn	jn	jn	jn
One to one support / appointment with a member of the services team	jn	jn	jn	jn	jn	jn
Saturday Space	jn	jn	jn	jn	jn	jn
Seeing a care manager from Social Services at GHT	jn	jn	jn	jn	jn	jn
Seeing someone from GMIAU(Greater Manchester Immigration Aid Unit) at GHT	jn	jn	jn	jn	jn	jn
Telephone advice	jn	jn	jn	jn	jn	jn
The Living with HIV course at GHT	jn	jn	jn	jn	jn	jn
The Living with HIV residential course	jn	jn	jn	jn	jn	jn
Transport - a volunteer driver	jn	jn	jn	jn	jn	jn
Transport - taxi	jn	jn	jn	jn	jn	jn

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Using the office computers	jn	jn	jn	jn	jn	jn
Using the phone	jn	jn	jn	jn	jn	jn
Welfare rights / debt advice	jn	jn	jn	jn	jn	jn
Women's Space	jn	jn	jn	jn	jn	jn

Please comment if you wish to

3. Please rate how satisfied you are overall with the services that you have received at George House Trust.

	Excellent	Very helpful	Helpful	Not very helpful	Not helpful at all
Overall satisfaction with services at George House Trust	jn	jn	jn	jn	jn

Please comment if you wish

4. How far do you feel that George House Trust meets your needs as an HIV positive person?

	Fully	Mostly	I have no needs at the moment	I have some unmet needs	My needs are not met at all
George House Trust meets my needs as a positive person	jn	jn	jn	jn	jn

Please comment if you wish

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5. When you have come to Geoege House Trust for help or support in the last year with how satisfied have you been with how it has been dealt with?

	Very satisfied	Quite satisfied	Neither satisfied or dissatisfied	Quite dissatisfied	Very dissatisfied	N/A I have no needed help
Satisfaction regarding support or help.	jn	jn	jn	jn	jn	jn

Please comment if you wish

6. How helpful and approachable do you find the staff and volunteers?

	Very helpful	Helpful	Neither helpful or unhelpful	Not very helpful	Not helpful at all
Helpfulness of staff	jn	jn	jn	jn	jn
Helpfulness of volunteers	jn	jn	jn	jn	jn

Please comment if you wish

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3. George House Trust office

We want to ask you a few questions about the office and how you have been dealt with when you arrive to see someone at GHT. A significant draw back to the building is that we do not have a lift. This is something that we are working on.

1. Do you have any issues in getting to the GHT offices in Ardwick Green in Manchester?

Yes

No

Please comment if you wish to

2. If you have any mobility issues is accessing the first floor a problem for you?

Yes

No

Please describe how this is an issue. This will help us to support funding applications for a lift.

3. When you come into the building do you feel welcomed?

Yes

Mostly

Not always

No

I do not come into the building

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4. When you arrive at GHT are you signposted to the correct person?

Yes

Mostly

Not always

No

I do not come into the building

5. When you come into the building are you kept informed of how long you will have to wait to see someone?

Yes

Mostly

Not always

No

I do not come into the building

Please add any comments about the building or reception

	5
	6

6. Did you know that we can offer telephone appointments?

Yes

No

7. Would you be interested in accessing support and advice via the telephone?

Yes

No

Please comment if you wish to

	5
	6

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8. We do not currently offer advice or support via sykpe - being able to talk via the internet. If we were to provide this service is it something that you might find useful?

Yes

No

Please comment if you wish to

9. We are trying to communicate with people about services via email more. Please tell us how easy it is for you to access email and add any comments about how you would like us to contact you.

	Very easy	Quite easy	Neither easy or difficult	Quite difficult	Impossible
Ease of accessing email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment if you wish.

10. Please use the space below to let us have any other comments on accessing George House Trust.

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4. Volunteers used in service delivery

We have a large volunteer workforce and use volunteers in a very wide range of roles within the organisation. We would like to ask you some questions about your experience of volunteers.

1. Volunteers at the peer support / group spaces at GHT.

If you do not use the spaces at all please scroll down to question 10.

When you use a George House Trust space do you know who the volunteers are?

Yes

Mostly

Not always

No I am not clear who the volunteers are

2. When using the GHT spaces do you feel welcomed by the volunteers at the space?

Yes - always

Yes - mostly

Sometimes

No

3. When using a GHT group space are you clear about what the volunteers can help you with?

Yes

Mostly

Not always

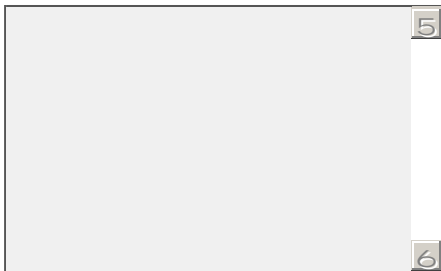
No

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4. If you have a question or a problem at a space how helpful are the volunteers at the spaces?

- Very helpful
- Mostly helpful
- Not always helpful
- Not helpful

Please use this space to tell us anything else you might want to about volunteers at spaces



5. Please answer the next 3 questions if you have had a volunteer driver. If you have not then please move on to the next page.

Was/were your volunteer driver/s reliable and punctual?

- Yes always
- Yes mostly
- Sometimes
- No

6. Do you feel that your volunteer driver/s drove safely?

- Yes always
- Yes mostly
- Not always
- No

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7. How well did the volunteer driver listen and respond to you during the journey /s?

Very well

Well

Not very well

They did not listen and respond

Please use this box to add any comments that you might have about volunteer drivers.



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5. The impact that receiving services / coming to George House Trust has had on...

These questions are designed to find out how the services at George House Trust have impacted on you and what changes they may have made. Please use the comment box at the end to tell us more and we are really interested to know about other changes that have happened in your life as a result of coming to GHT.

1. We want to ask some questions about the impact of using services at George House Trust. Do you feel that using services has...

	Yes, a lot	Yes to some degree	No not really	No not at all	I have not needed help in this area
Improved your health and well being?	jn	jn	jn	jn	jn
Helped increase your confidence?	jn	jn	jn	jn	jn
Increased your understanding of HIV and related issues?	jn	jn	jn	jn	jn
Improved your ability to manage your HIV health better?	jn	jn	jn	jn	jn
If relevant helped you access volunteering , education and employment opportunities?	jn	jn	jn	jn	jn
Made you feel less socially isolated?	jn	jn	jn	jn	jn

Please comment if you wish

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2. What do you feel have been the biggest issues that you feel have impacted on your quality of life in the last 12 months? This list is not exhaustive so please use the comments box to tell us about other issues.

- Employment issues
- HIV diagnosis
- Homelessness
- Immigration issues
- Mental ill health
- Other - please state what below
- Physical ill health
- Poverty
- Unemployment

Other (please specify)

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6. Some general questions with the opportunity to add more comments

On this page we want you to give you the opportunity to add more comments about George House Trust services.

1. What have you found most helpful about using George House Trust services?

2. What have you found least useful about using George House Trust services?

3. Are there different services or developments in services that you would like to see at George House Trust?

4. Please use the space below to tell us anything else that you would like us to know, good or bad about George House Trust services!

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5. We are keen to promote 3 of our lesser known services, Community Support (short term mentoring support from a volunteer), African Peer Support and our Health Trainer services (Support on any HIV related health issues. Please use the boxes below to indicate if you are interested in these services. Please note you will need to have left your details above for us to get back to you.

- Community Support
- African Peer Support
- HIV Health Trainer support

Please comment if you wish to

6. If you want a personal response to any of your answers please, say so below

Yes

No

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7. Thank you for completing this survey!

Thanks for taking the time to complete this survey. We are collecting responses for just over a month so you will see feedback from the survey on the website and in George House Trust email mailouts during April/ May. There will also be feedback at the spaces.

If you have any comments on the survey then please let Lynda Shentall, Director of Services know on lynda@ght.org.uk , 0161 274 5652. If you need help or support now then please contact the service team on the general office number 0161 274 4499.

Thanks again!