



Service Feedback Questionnaire 2008

Our service has been operational for three years and we really want to know how you feel we have been doing. Please could you take the time as a team / service / individual to complete this short questionnaire, as we would value the chance for feedback on what we are doing well and how we can improve the service we provide.

As the Leeds early intervention in psychosis service we have been commissioned by the PCT to provide assessment and case management for all young people between the ages of 14 and 25 with a suspected first episode of psychosis. We can work with individuals for up to three years.

We have asked questions about the key service areas we wish to provide. Please answer any sections which are relevant to you.

1. Service Promotion

We have designed service leaflets and referral packs about aspire. We have a service website which is designed to meet the needs of professionals and young people. We have also provided visits and presentations to services and events.

How did you first hear about aspire?

Have you had copies of our service leaflets? Yes No

Did you know aspire has a service web site? Yes No

Do you feel our service information is clear and informative? Yes No

Any comments *(please include any comments, concerns or ideas)*

2. Management of Referrals

We want to make it easy to refer to our service and offer advice and guidance about referrals, alongside encouraging referrals that meet the criteria of identifying early psychosis. Our referral pack includes service information, a referral form and a symptom checklist and leaflet to give to clients. We allocate a duty worker to be available to discuss referrals between 12-2pm and 5-6pm Monday – Friday.

Which methods have you used to refer to aspire: Telephone Fax Post

Have you used our referral pack? Yes No

Was the referral form clear and easy to use?

Very easy 1 2 3 4 5 Very difficult *(please circle as appropriate)*

How effective have you found the referral duty times?

Very effective 1 2 3 4 5 Not effective *(please circle as appropriate)*

Any comments *(please include any comments, concerns or ideas)*

3. Completion Of Assessments

We aim to meet with and begin assessment of people referred as soon as possible ideally within one week of referral. However if an individual is reluctant to engage we work at a gradual pace and try several contacts to facilitate positive engagement, we will also liaise with family members where appropriate. Once we have completed the assessment we compile a written summary of our assessment, including a decision about our future involvement which can include placing people onto caseload, or watch and wait follow up. Where no follow up is offered we try to offer advice and signposting to other services. Please note, if you've referred more than once and had differing experiences, please illustrate in the comments section.

How satisfied are you with how aspire arranged and conducted assessments with the clients you referred/support?

Very satisfied 1 2 3 4 5 Very unsatisfied *(please circle as appropriate)*

How satisfied are you with the way we communicated the outcome of our initial assessment?

Very satisfied 1 2 3 4 5 Very unsatisfied *(please circle as appropriate)*

Where any recommendations were made, how useful were they?

Very useful 1 2 3 4 5 Not useful *(please circle as appropriate)*

Any comments *(please include any comments, concerns or ideas)*

4. Caseload

All aspire clients who are on our caseload are placed onto the Care Programme Approach and allocated a Care Coordinator. The team provides a range of interventions including family interventions, psychological support including CBT, medication, social and employment support.

We aim to have all clients that are on caseload seen and reviewed by our psychiatrist. In line with best practice where medication is prescribed it tends to be in low therapeutic doses, and we aim to transfer the coordination of medication back to primary care. We aim to support individuals for up to three years and we will help prepare for move-on/discharge as early as six months prior to this time.

How effectively are we keeping you up to date with changes about clients, including Care Programme Approach meetings and Plans?

Very effective 1 2 3 4 5 Not effective *(please circle as appropriate)*

How satisfied are you that we are providing a good support package for the client?

Very satisfied 1 2 3 4 5 Very unsatisfied *(please circle as appropriate)*

How satisfied are you that we have provided good liaison and support to you?

Very satisfied 1 2 3 4 5 Very unsatisfied *(please circle as appropriate)*

What impact has a three year Early Intervention approach made to the client and / or family?

Very positive 1 2 3 4 5 Very negative *(please circle as appropriate)*

Any comments *(please include any comments, concerns or ideas)*

5. Watch and Wait Support

This is a term that is used in Early Intervention in Psychosis services and describes a six month period where a named worker will remain in contact with a client and/or referrer .This is because the aspire assessment will have identified them as not currently experiencing psychosis, however they are considered to be at risk of developing psychosis. At this time aspire are not providing specific treatment or Care Coordination. The intention is to monitor and provide on going assessment. If during the six month period of engagement the person develops psychosis they can be transferred straight onto caseload. Where no clear signs of psychosis emerge we will write up a summary of involvement and discharge back to GP or other relevant service.

Have you referred or supported a client placed on W&W? Yes No
(if no please ignore the questions below)

How valuable do you think the provision of watch and wait support is?

Very valuable 1 2 3 4 5 Not valuable *(please circle as appropriate)*

How satisfied are you with the liaison about the client's progress during the watch and wait period?

Very satisfied 1 2 3 4 5 Very unsatisfied *(please circle as appropriate)*

How satisfied are you with the liaison about the outcome of the watch and wait period?

Very satisfied 1 2 3 4 5 Very unsatisfied *(please circle as appropriate)*

Any comments (please include any comments, concerns or ideas)

Please indicate which type of organisation you are from:

| | | | |
|------------------------------|--|----------------------|--|
| CMHT | | CAMHS | |
| G.P. | | Other Primary Care | |
| Voluntary Sector | | Educational Services | |
| Other Young Persons Service | | Crisis Resolution | |
| Other (please specify below) | | | |

Thank you for your help in completing our questionnaire, your feedback is very valuable to us. If you would like to add any other feedback please do so in the space below, and if you would like us to provide any follow up to the issues you have raised please leave your name and contact details so we can get in touch with you.

We would also like to take this opportunity to invite you to our Stakeholder feedback day on the 11th of September. This is taking place at the Host Media Centre from 2.30pm to 7.30pm. For further details, or to book a place, please call 0113 2009170 or email info@commlinks-aspire.co.uk.

Comments

PLEASE RETURN YOUR COMPLETED QUESTIONNAIRES IN THE ENVELOPE PROVIDED. THE FINAL DEADLINE IS FRIDAY 12TH SEPTEMBER 2008, BUT WE'D BE HAPPY TO RECEIVE THEM EARLIER . MANY THANKS.