

Host for Darlington LINK General Feedback Form Report

Feedback as of February 2009

38 feedback forms were sent out to members, 15 of these were returned. A return of 39%. Out of the 15 respondents 8 regularly attend LINK meetings, 53%.

A summary of the feedback is show below:

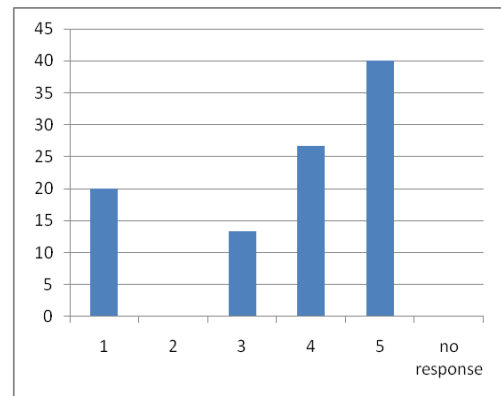
How are we Doing?	Count %						no response %
	1 %	2 %	3 %	4 %	5 %		
Kept informed about meetings	3 20.0	0 0	2 13.3	4 26.7	6 40	0 0	
Receiving info re meetings quickly	2 13.3	0 0	3 20.0	2 13.3	7 46.7	1 6.7	
Kept up to date with LINKs activities	0 0.0	1 6.7	4 26.7	3 20.0	6 40	1 6.7	
Host team easily contactable	2 13.3	0 0	0 0.0	2 13.3	10 66.7	1 6.7	
Overall support from host	1 6.7	1 6.7	1 6.7	4 26.7	5 33.3	3 20	

1=poor 5=excellent

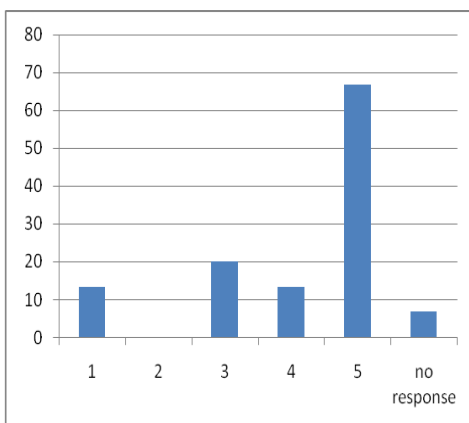
NB. All analysis will be based upon the percentage of the 15 responses

Have you been kept informed about Meetings?

The majority of respondents (40%) felt that the host team had kept them informed about meetings. One respondent commented that 'emails received from the LINK have always been informative' and another response was 'yes and minutes sent'.



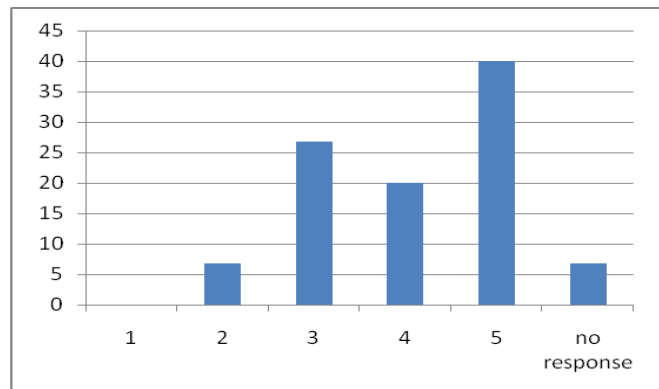
Are you receiving information regarding meetings quickly enough?



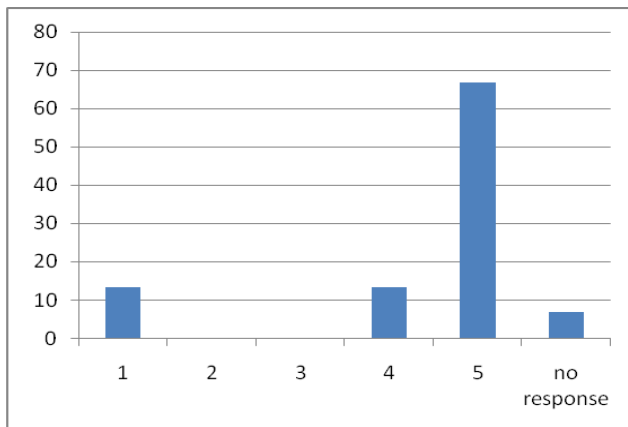
Again the majority of respondents felt that the host team have been sending information regarding meetings quickly enough. One respondent commented that 'Emails received from the LINK have always been informative'. Another positive response was, 'Very good and in plenty of time'. However one respondent commented that 'Not always. E.g. If I have been unable to attend a meeting, or in receiving confirmation when alternative dates have been given for meetings'.

Are you kept up to date with LINKs general Activities?

40% of respondents felt that the LINK did keep them up to date with LINKs general activities. With 0% responding that the host were poor at doing this. One respondent commented that they were 'regularly' kept up to date.

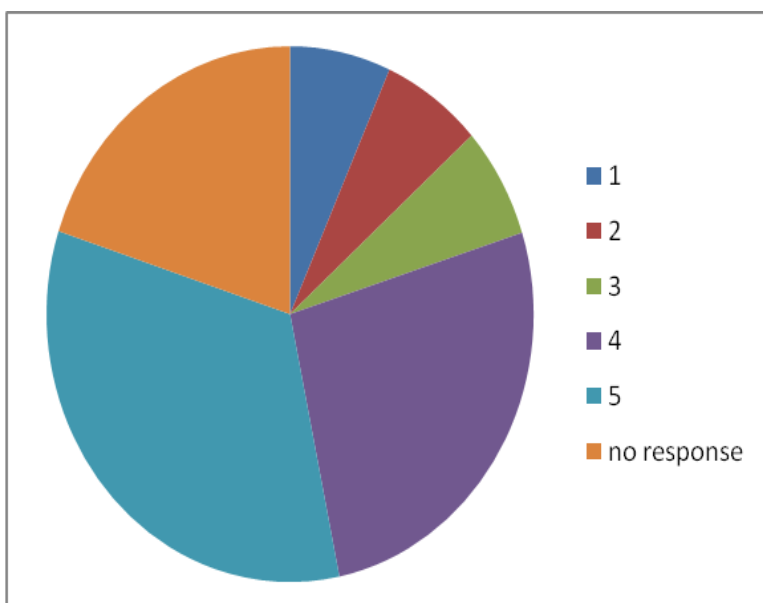


Is the Host team easily Contactable?



The majority of respondents (40%) felt that the host team was easily contactable. None of the respondents made any further comments.

Overall how would you rate the support received from the LINK host?



Overall 33.3% of respondents felt that the support received from the host was excellent. 20% did not respond. One respondent comment 'Very good, communications are excellent'.



How would you improve the service?

Two respondents made comments on how they would improve the service.

1. More information is needed from trusts etc to help identify issues
2. Increase visibility

Summary

The host team had the highest percentage score 5 (excellent) on all areas. However in some cases there were high percentages for 1 (poor). The host will use the comments given to improve services.

