



EVALUATION FORM FOR INDIVIDUAL AND GROUP COUNSELLING SESSIONS

Thank you for agreeing to take part in our evaluation. Your response is anonymous and helps us to evaluate and improve our service.

We value all feedback, both positive and negative and if you prefer not to answer some of the questions we would still appreciate your input. Your responses are anonymous. You cannot be identified by the returned questionnaire.

Please Tick one **ONE** response for each question.

1. Booking and reception	
1.1 My initial booking was handled effectively	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
1.2 The first contact was helpful and welcoming (if relevant)	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
1.3 The waiting area was comfortable and pleasant	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
1.4 I didn't have to wait too long for my first appointment	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	

<i>1.5 I was happy with arrangements for booking further sessions (if relevant)</i>	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	

Your Counsellor

2. Your relationship with your counsellor	
<i>2.1 I felt safe and able to tell my counsellor what I needed to</i>	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
<i>2.2 I felt understood by my counsellor</i>	Tick one
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	

Individual counselling

3. General	
<i>3.1 In general, I was pleased with the arrangements for counselling</i>	Tick one
I'm not sure	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	

3.2 <i>The counselling room was appropriate (quietness, comfort appearance)</i>	Tick one
I'm not sure	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
3.3 <i>I benefited from counselling</i>	Tick one
I'm not sure	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
4. Outcome of Counselling	
4.1 <i>My relationships and / or social life improved</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.2 <i>I have abstained from my addiction during my therapy</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.3 <i>I have cut down my addiction behaviour</i>	Tick one
Not relevant	
By 1-10 percent	
By 11-25 percent	
By 26 – 49 percent	
By 50 -75 percent	
By over 75 percent	
4.4 <i>I am managing better in my studies / at work</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	

4.5 <i>I understand myself better</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.6 <i>I can cope better with my feelings</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.7 <i>I feel better about myself</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.8 <i>I am better at managing problems</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.9 <i>I am happier and enjoy life more</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
4.10 <i>Use this box if you would like to make further comments on the outcome of your counselling.</i>	

5. Your Counselling Process	
<i>5.1 Approximately how long did you wait for your first appointment?</i>	Tick one
Not relevant	
Appointment was on the day I first asked for one	
Less than one week	
7-14 days	
14-28 days	
More than four weeks	
<i>5.2 The number of counselling sessions were</i>	
I'm not sure	
Several too few	
A little too few	
Just right	
A little too many	
Several too many	
<i>5.3 What is the best description of how your counselling ended?</i>	Tick one
I am still receiving a regular support service from my counsellor	
I am now receiving help in relapse prevention programme or was referred to another source of help	
I became aware of my problems and was able to deal with my addiction	
I had had all the sessions that were offered without any decision as to whether I felt better	
Counselling was not helping, and my counsellor and I agreed to stop	
Counselling was not helping, and I stopped coming without wanting to discuss it with my counsellor	
<i>5.4 If there was another reason or you wish to give more details please use this space to explain</i>	

Group Therapy (if relevant)

6. General	
6.1 <i>In general, I was pleased with the arrangements for group therapy</i>	Tick one
I'm not sure	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
6.2 <i>The meeting room was appropriate (quietness, comfort appearance)</i>	Tick one
I'm not sure	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
6.3 <i>I benefited from group therapy</i>	Tick one
I'm not sure	
Strongly agree	
Agree	
Neutral	
Disagree	
7. Outcome of Group Therapy	
7.1 <i>My relationships and / or social life improved</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
7.2 <i>I have abstained from my addiction during my therapy</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	

7.3 <i>I have cut down my addiction behaviour</i>	Tick one
Not relevant	
By 1-10 percent	
By 11-25 percent	
By 26 – 49 percent	
By 50 -75 percent	
By over 75 percent	
7.4 <i>I am managing better in my studies / at work</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
7.5 <i>I understand myself better</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
7.6 <i>I can cope better with my feelings</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
7.7 <i>I feel better about myself</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
7.8 <i>I am better at managing problems</i>	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	

7.9 I am happier and enjoy life more	Tick one
Not relevant	
Most/all the time	
Often	
Sometimes	
Rarely	
Not at all	
7.10 Use this box if you would like to make further comments on the outcome of your group therapy.	
8. Your Group Therapy Process	
8.1 Approximately how long did you wait for your first group session?	Tick one
Not relevant	
Appointment was on the day I first asked for one	
Less than one week	
7-14 days	
14-28 days	
More than four weeks	
8.2 The number of group sessions were	Tick one
I'm not sure	
Several too few	
A little too few	
Just right	
A little too many	
Several too many	
8.3 What is the best description of how your group therapy ended?	Tick one
I am still receiving a regular support service from my counsellor	
I am now receiving help in relapse prevention programme or was referred to another source of help	
I became aware of my problems and was able to deal with my addiction	
I had had all the sessions that were offered without any decision as to whether I felt better	
Group Therapy was not helping, and my counsellor and I agreed to stop	
Group Therapy was not helping. I stopped coming without wanting to discuss it with my counsellor	
8.4 If there was another reason or you wish to give more details please use this space to explain	

24/7 Telephone Support

9. 24/7 Telephone Support	
<i>9.1 I have used this service</i>	<i>Tick one</i>
Not used it but I am glad it is available	
Most/all the time	
Often	
Sometimes	
Rarely	
Not used it at all and do not plan to	
<i>9.2 Telephone support complimented formal counselling and/or group therapy sessions</i>	<i>Tick one</i>
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
<i>9.3 I found it easy to work with my Counsellor using the telephone</i>	<i>Tick one</i>
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
<i>9.4 I was able to communicate well using this form of communication method</i>	<i>Tick one</i>
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
<i>9.5 I found telephone support helpful</i>	<i>Tick one</i>
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	
<i>9.6 Overall, I am pleased with this additional service</i>	<i>Tick one</i>
Not Applicable	
Strongly agree	
Agree	
Neutral	
Disagree	
Strongly Disagree	

Please use the following blank sheet to add any further comments