



SERVICE USER FEEDBACK FORM

As an organisation Bradford & Airedale Mental Health Advocacy Group (BAMHAG) value feedback and welcome your views about the services we provide. All information will be treated in confidence and used to help develop the services we provide and feedback to those commissioning our services. We would appreciate just a few moments of your time to consider and answer the questions contained in this leaflet. Alternatively you can contact us directly using the details on the back of this leaflet.

We welcome all forms of feedback whether as a concern or compliment - please see back cover for how to access our Complaints Process.

1. How did you find out about BAMHAG?

Friend / Family

BAMHAG Publicity

Social Care Professional

Health Care Professional

Other: _____

2. Which of BAMHAGs services did you use?

Mental Health Advocacy

Befriending

User & Carer Link / Liaison

Self Help / Anxiety Support

Other: _____

3. How satisfied are you with the service that you received from BAMHAG (please tick ✓)?

 Very Satisfied

 Satisfied

 Dissatisfied

 Very Dissatisfied

4. Did the person supporting you provide you with enough information about what they were and were not able to provide as a part of the service?

Yes No

5. Did you feel that the person who worked with you listened to and supported what you wanted?

Yes No

6. Did you benefit from the support/service you received from BAMHAG?

Yes Partly No

7. BAMHAG is a Mental Health Service User Led Organisation. As a result many people working for and on behalf of BAMHAG have experience of mental ill health and using mental health services.
Do you feel happier using BAMHAG knowing this?
Yes Partly No

8. What did you like most about the service you received from BAMHAG?

9. What could BAMHAG do to improve the service you received?

10. Please use the following space to make any other comments.

