

# 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?

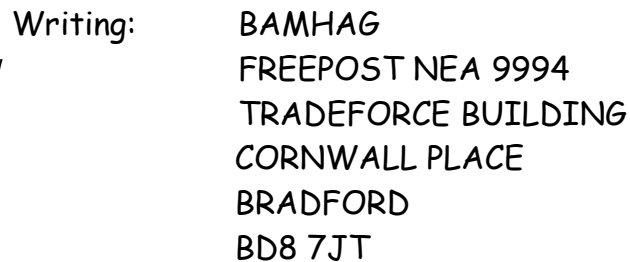
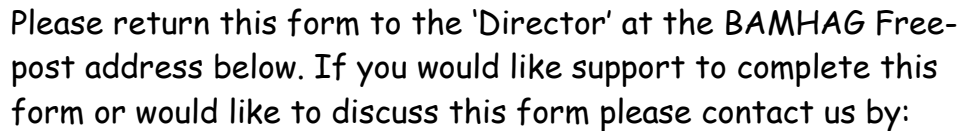
Yes ☐ Partly ☐ No ☐

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.



**BAMHAG has a Complaints Process. If you would like to make a complaint about a service we have provided, or would like someone to support you make a complaint please write for the attention of the 'Director', or contact us to speak with someone in person.**

Information About You - Please only complete if you want to.

Name: \_\_\_\_\_

Address: \_\_\_\_\_