

BowHaven Member Satisfaction Survey

QUALITY OF SERVICE

Which of BowHaven's services or groups do you use?

Clients used between 1 to 7 of Bowhaven's groups.

How long have you been attending BowHaven?

Clients who completed the survey have been attending for between 2 weeks and 11 years.

<i>Please tick one box for each question</i>	Poor 1	OK 2	Good 3	Excellent 4	Don't know	N/A
Please rate <u>how you felt before</u> you joined BowHaven	73%	16%	6%	4%	0%	0%
Please rate <u>how you feel since</u> you have attended BowHaven.	2%	12%	53%	33%	0%	0%
How would you rate the staff and volunteers at BowHaven?	0%	2%	16%	31%	0%	0%
<i>Please tick one box for each question</i>	Not at all 1	Not that well 2	Quite Well 3	Very well 4	Don't know	N/A
How well does BowHaven (groups, counselling, etc.) meet your needs?	0%	0%	36%	64%	0%	0%
How well are your views acknowledged and do you feel you have a voice at BowHaven?	2%	2%	30%	65%	0%	0%
How well has attending BowHaven helped you meet new people or make new friends?	0%	4%	30%	66%	0%	0%
<i>Please tick one box</i>	Not important at all 1	Not that important 2	Quite important 3	Very important 4	Don't know	N/A
How important are friendships / a social network to your mental well being?	0%	0%	26%	74%	0%	0%

<p>What effect has your attendance at BowHaven had on your mental health, well being and recovery?</p>	<p>Comments included :-</p> <ul style="list-style-type: none"> - Helps to bring me out of myself. - Still up and down, but when at Bowhaven feel quite at home and happy. - Probably helped me avoid killing myself. - It's nice to come here because you don't feel on your own. - It helped me prepare for my return to full time work. - I feel valued and don't isolate myself so much. - Has helped me better understand my harmful behaviour. - It has changed my life and I do not feel lonely anymore. - With my son away Bowhaven has been my comfort and support. - I became a facilitator which allowed me to gain the confidence which I lost when I was unwell. - I managed to go on a trip which I have never done before. - Nice to be able to get out of the house at last. - I have made friends which I never had before. - Bowhaven gives me a reason to get up and get dressed/something to look forward to - Staff are on the ball. They seem to know when you hit a low and put support in where needed. - Felt very low before and now feeling better. - Improved my mental health and sped up my recovery. - Have a place to air my thoughts with people going through similar things to myself. - Different views of distress have helped me with mine. - Before I attended Bowhaven I really wouldn't set foot out of my house. When I started coming here it changed me completely. - Steadied me. - Nice to sit with people going through the same things. - Really helped alleviate my isolation and depression. - Can communicate openly with people without feeling judged. - It's key to my own recovery, to hear the testimony and experience of others. - It is like a family.
<p>What is the best thing about BowHaven?</p>	<p>Comments included :-</p> <ul style="list-style-type: none"> - Friendly atmosphere. - Communicating with other people. I am alone the rest of the time. - Sense of safety and the diversity. - We get on with each other very well, no one is left in the shadows, no fear of expressing yourself, and great support from the staff. - Gym sessions.

	<ul style="list-style-type: none"> - Helps me deal with my voices. - The relaxed atmosphere and genuine caring from staff and members. - The music group. - The people in here. There is no 'flashness'. Don't have to worry about people judging you. - It brings people together to share their problems (and achievements). - Spa trips. - Unity of staff and clients/like the family feeling. - Staff are nice. Easy to talk to. - The variety of activities. 			
<p>What activities, opportunities, or training would you like to see in the future?</p>	<p>Suggestions included :-</p> <ul style="list-style-type: none"> - Basic mental health training. - First aid training. - More gym/keep fit sessions. - ESOL classes. - Dancing sessions. - Swimming sessions. - Yoga group. - More outings including visiting different parts of the country. - IT classes. - Like trip to Jeffrey Museum on Kingsland Road. - More massage and acupuncture. - Educational sessions. - Extra art time as this is therapy for me - An all day art group would be beneficial. - More art exhibitions and links with other local groups e.g. housing campaigners. - Volunteering opportunities. - Mindfulness training. - More Hearing Voices training either in or outside of Bowhaven. 			
<p>How would you like to be contacted about any changes or opportunities at BowHaven? (Choose as many as you like.)</p>	<p>Telephone 41%</p>	<p>Post 19%</p>	<p>Email 17%</p>	<p>Text 21%</p>
<p>Would you recommend the services BowHaven provides to family or friends?</p>	<p>Yes 96% (4% no responses)</p>		<p>No 0%</p>	
<p>Please list any other comments below:</p> <p>Comments included :-</p> <ul style="list-style-type: none"> - Necessity for Bowhaven to stay open. It needs to stay open. - Altogether a very good centre. Better than most places I have attended as a client. - I'm glad Bowhaven exists. It is a god send for me and keeps my head above water. - Don't ever stop Art+ - Thanks to all staff who have helped me with my depression and supported me at a difficult time. 				

Thanks for your time. All answers are confidential.