

ANNUAL STAKEHOLDER SURVEY RESULTS 2020

We already measure service user satisfaction and the impact of our services but it is also important for us to gather stakeholder feedback on an annual basis. This helps us to assess how effective our services are and how well our relationships are working. This is important to us as a Values led and partnership orientated organisation and will help us drive continuous improvements within n-compass.

WHAT WE DO...

82%
understand the breadth of services that n-compass delivers



“n-compass are dedicated, caring and knowledgeable”

88%
would recommend n-compass to friends and family



88%
understand how I can refer people into n-compass services



“Having seen feedback from carers that have been supported I can see how well the team deliver the service and would be happy for friends and family to receive the same service.”

“I have had a lot of experience with advocates from the services and would not hesitate to recommend. I have found the advocates to be knowledgeable, caring and helpful.”

“The quality of the services offered and the care and attention of staff.”

“trust, clear offer, longevity, consistent”

“I have confidence in the Wirral Advocacy Hub service”

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HOW WE DO IT....

81%

n-compass staff are professional and act with integrity at all times



88%

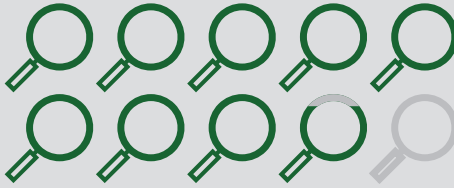
I believe n-compass is a professional and good quality provider of health and social care services



“Service has a good reputation for giving support”

88%

n-compass is accountable and transparent



88%

n-compass delivers what it says it will and by the agreed timescales



“I feel that when I have worked with advocates, they are very proactive in supporting patients and therefore would be happy for them to support friend, relative or myself if ever required. When I contact the service they are always friendly and helpful.”

“comprehensive service provision”

“Good communicators”

IN SUMMARY....

87%

My overall opinion or impression of n-compass is a positive one

