

Annual Stakeholder Survey Results 2021

What we do...



82% agreed that they understood the breadth of service that n-compass delivers

up **12%** from last year



99% agreed that they understand how they can refer people into n-compass services

up **12%** from last year



100% would recommend n-compass to their friends and family

up **18%** from last year

“A professional and expert service, always get back to me and flexible and adaptive in its approach and always willing to do extra if needed.”

“I feel passionate that every service I commission I should wholeheartedly recommend to friends and family if they were eligible.”

“As a member of the safeguarding team I value and work with advocates, and I see the work, dedication, passion and the support provided by advocacy to vulnerable patients within WUTH. I would welcome their support with any of my friends of family.”

How we do it...

89% agreed that n-compass staff are professional and act with integrity at all times

up **8%** from last year

94% agree that queries are dealt with positively and efficiently

up **19%** from last year

94% agreed that n-compass understands and is responsive to the needs of stakeholders

up **13%** from last year

100% agreed that n-compass was accountable and transparent

up **12%** from last year

83% feel there is sufficient and appropriate communications between n-compass and its stakeholders

up **2%** from last year

100% believe n-compass is a good quality provider of health and social care services

up **12%** from last year

“The quality of service, effective safeguarding procedures, highly trained staff.”

88% believe that n-compass delivers what it says it will by the agreed timescales

“We have trust in your delivery.”



In summary...

100% agreed that the overall impression of n-compass is positive

up **13%** from last year

