



## WEST DUNBARTONSHIRE

### ADDICTION SERVICES

# SERVICE USER SURVEY RESULTS 2007 (10 Questions to a Better Service)



## Why a Service User Survey?

Within the West Dunbartonshire area we are working to ensure that the needs of our service users are at the heart of the services we provide. To this end we have undertaken an initial service user survey which we hoped would provide us with some insight into views regarding accessibility; meeting needs; being viewed as an individual and involvement in the planning and delivery of the services required.

## Method

All addiction service providers i.e. Alternatives, CAT, DACA, LAS, LDPS and Social Work Addiction Services, Vale of Leven, were asked to participate in the completion of client satisfaction questionnaires for a 4 - 5 week period commencing in the second week in November 2006 and finishing in the second week in December 2006. (DTTO participated in the survey at this time, however, their returns were subsumed within the returns for other services. Therefore a separate, re-run of the survey in the week commencing 16<sup>th</sup> April 2007 and finalising on 18<sup>th</sup> May 2007 ensured that their specific information was not lost). - (this information will be added and results recalculated accordingly)

The target for the survey was approximately 10% of each organisations projected figures, as contained within the West Dunbartonshire Corporate Action Plan for Alcohol and Drugs 2006/07. A total of 170 questionnaires were completed and returned; the total projected figure was 372 “actively managed” uses; our returns therefore exceeded expectation.

Each organisation received a unique number to enable tracking of responses; clients were asked to provide demographic information to enable some degree of measurement across age, gender, area of residence; this is listed under section 1 Demographic Information.

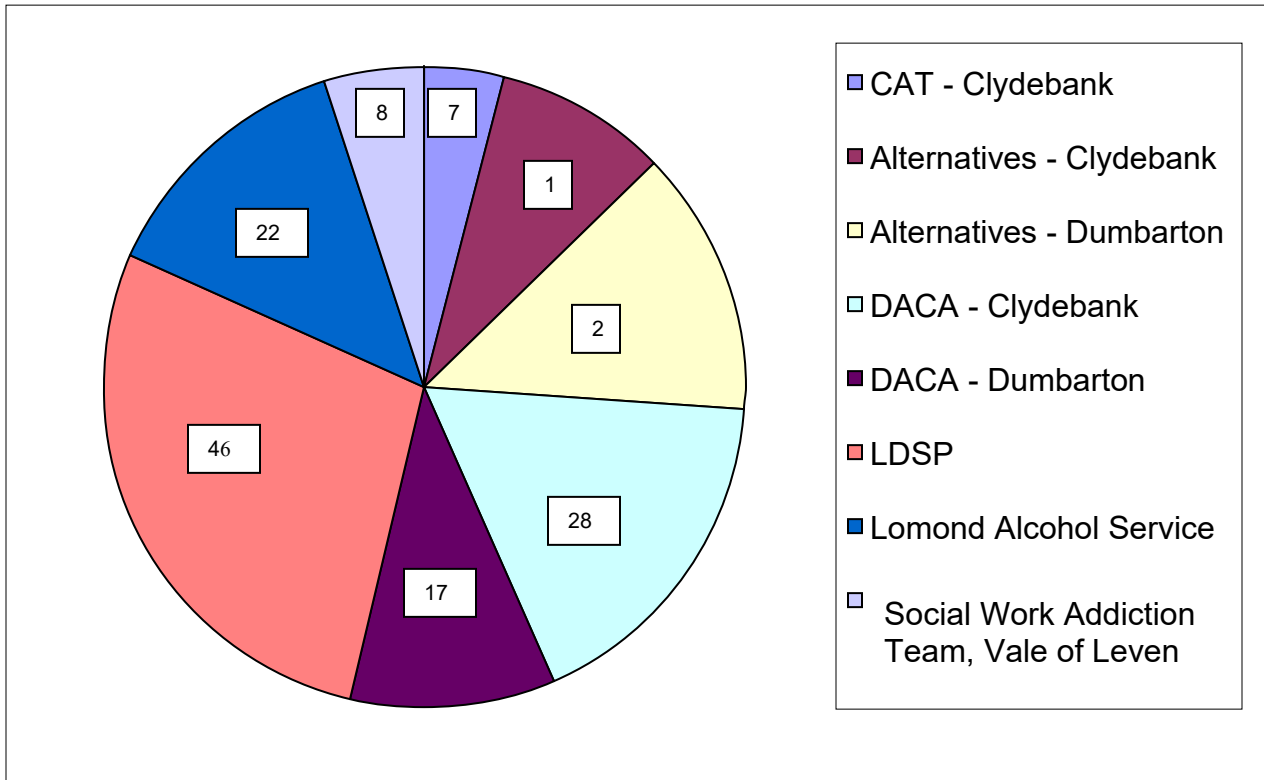
Of the number of returned questionnaires

were from (0) DTTO (to be added after 18/05/07)  
7 were from (1) CAT, Clydebank  
21 were from (2) Alternatives, Dumbarton  
22 were from (3) Alternatives , Clydebank  
27 were from (4) DACA, Clydebank  
17 were from (5) DACA, Dumbarton  
46 were from (6) Lomond Drug Problem Service  
22 were from (7) Lomond Alcohol Service  
8 were from (8) Social Work Addiction Team, Vale of Leven

A total of 170 questionnaires were completed and returned.



### Service Providers who participated in the survey





## **Demographics (about me)**

### **Service Provider (1)**

Seven returns were received from (1) of that number 5 ( 71.4%) were male; aged 1 = 29; 1 = 31; 1 = 32; 1 = 34; 1 = 40. Four were from Clydebank and one was from Faifley. Two (28.6%) completed questionnaires came from females aged 30 and 31; both were from Clydebank. The average age was 32.4. 6 (85.7%) were from Clydebank and one (14.3%) was from Faifley.

### **Service Provider (2)**

Twenty one completed questionnaires were from (2) of the 21, 6 (28.6%) were female; falling into the following age groups 1 = 22; 1 = 25; 1 = 26; 2 = 35 and one which didn't state an age. 5 Females were from Clydebank and one was from Dumbarton.

Fourteen (66.6%) were male and were within the following age groups 1 = 29; 2 = 30; 1 = 33; 4 = 35; 1 = 37; 2 = 38 and 3 did not confirm their age. Of the 14, 11 were from Clydebank; one was from the Vale of Leven; one from Dumbarton and one chose not to identify an area.

The final (4.8%) completed form from (2) didn't stipulate an age or whether they were male or female, however they did advise that they came from Clydebank.

For service provider (2) the average age was 30.5. Seventeen (80.9%) were from Clydebank; 1 (4.8%) from the Vale of Leven; 2 (9.5%) from Dumbarton and one (4.8%) Gender, Age, Area not confirmed.

### **Service Provider (3)**

Twenty two were from (3) 16 ( 72.7%) of which were male within the following age ranges; 3 = 26; 1 = 28; 2 = 30; 2 = 32; 1 = 33; 2 = 34; 4 = 35; the final response from a male did not disclose their age, however, they did advise that his area of residence was Dumbarton\*. Three males were from the Vale of Leven; 3 from Clydebank; 10 from Dumbarton (including \* above).

Six (27.3%) females responded to the questionnaire of those 1 = 29; 1 = 34; 1 = 35; 2 = 41 and one female chose not to disclose her age. Five were from Dumbarton and 1 was from the Vale of Leven.

The average age for service provider 3 was 32.5. Fifteen (68.2%) were from Dumbarton; 4 (18.2%) were from the Vale of Leven; 3 (13.6%) came from Clydebank.

#### **Service Provider (4)**

Twenty seven were from (4) of that number 9 ( 33.3%) were female in the following age groups; 1 = 20; 1 = 27; 1 = 29; 1 = 41; 1 = 43; 1 = 52; 1 = 63; 1 = 73 and one with no age given. One came from Dumbarton; one from Drumchapel (recorded as “other”) and 7 from Clydebank.

Eighteen (66.7%) males submitted returns of that number 1 = 22; 1 = 26; 1 = 30; 1 = 32; 1 = 33; 2 = 36; 1 = 37; 1 = 41; 1 = 44; 1 = 45; 1 = 47; 2 = 50; 1 = 52; 1 = 64; 1 = 66; one no age given. Sixteen were from Clydebank; one from Drumchapel (recorded as “other”) and one did not identify area of residence.

For service provider (4) the average age was 41.8. 23 (85.2%) came from Clydebank; 3 (11.1%) chose “other” 2 were from Drumchapel and one unconfirmed area of residence; one (3.7%) was from Dumbarton.

#### **Service Provider (5)**

Seventeen were from (5) of that number 12 (70.6%) were male within the following age brackets; 1 = 29; 1 = 39; 1 = 42; 1 = 49; 1 = 54; 1 = 58; 1 = 59; 2 = 62; 1 = 63; 2 did not divulge their age. Six were from Dumbarton and 6 from the Vale of Leven.

Four (23.5) were female aged; 1 = 20; 1 = 28 and 2 = 58. Three were from Dumbarton and one from the Vale of Leven.

One (5.9%) completed return provided age and area of residence, however, no indication of gender was provided.

The average age for clients within service provider (5) was 48.6. Nine (52.9%) resided within the Vale of Leven area; 7 (41.2% ) were from Dumbarton and one (5.9%) did not indicate their area of residence.

#### **Service Provider (6)**

Forty six were from (6) of that number 24 (52.2%) were male aged 1 = 22; 3 = 24; 1 = 26; 3 = 28; 3 = 29; 2 = 30; 1 = 31; 2 = 33; 2 = 34; 1 = 36; 2 = 38; 1 = 53; 2 did not clarify their age. Two from Helensburgh; 11 from the Vale of Leven; 8 came from Dumbarton; one from Balloch and 2 from Renton “Other”.

Twenty two (47.8%) completed forms were from females within the age groups of 1 = 18; 2 = 24; 1 = 25; 2 = 27; 2 = 28; 1 = 29; 3 = 30; 2 = 33; 1 = 34; 1 = 36; 1 = 37; 1 = 38; 2 = 41 and 2 did not give their age. One from Westcliff “Other”, 1 from Redburn “Other”, 3 at Renton “Other”; 8 at the Vale of Leven and 9 from Dumbarton.

The average age for service provider (6) was 31.7. Nineteen (41.3%) came from the Vale of Leven; 17 (36.9%) were from Dumbarton; 2 (4.3%) lived in Helensburgh and 8 (17.4%) were noted as “Other” ( 5 Renton, 1 Balloch, 1 Westcliff, 1 Redburn).

### **Service Provider (7)**

Twenty two were from (7) 10 of which were female coming within the following age groups i.e. one did not declare her age; 2 = 37; 1 = 38; 1 = 42; 2 = 49; 2 = 54 and one at 58. Six were from Dumbarton; 2 from Helensburgh and 2 from the Vale of Leven.

Twelve of those who completed questionnaires were males aged 1= 34; 1 = 39; 1 = 43; 1 = 51; 1 = 54 1 = 55; 1 = 58; 1 = 61 and 4 did not indicate their age. One area of residence was not noted; 1 from Renton ("Other"); 1 from Garelochhead ("Other"); 1 Helensburgh; 3 from the Vale of Leven and 5 from Dumbarton.

The average age of those completing forms for service provider (7) was 47.8. Ten (45.5%) were from Dumbarton; 5 (22.7%) came from the Vale of Leven; 3 ( 13.6%) from Helensburgh and 3 (13.6%) noted as "Other" ( Renton, Garelochhead and one area of residence was not noted).

### **Service Provider (8)**

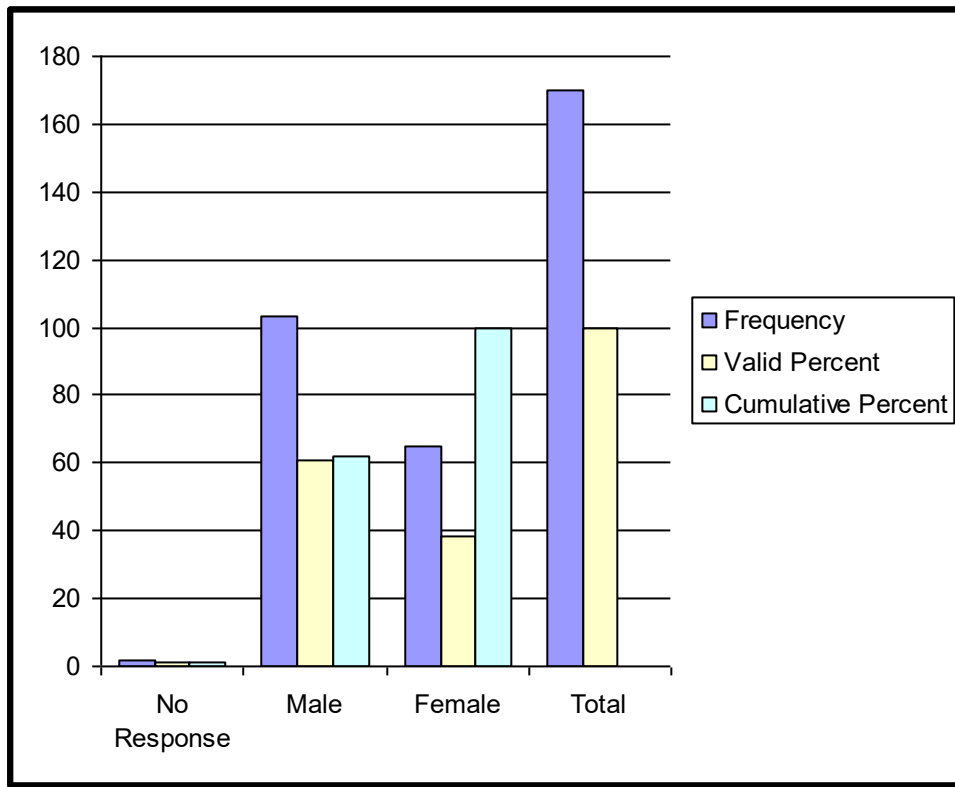
Eight were from (8) of that figure 5 were female aged 1 = 24; 1 = 28; 2 = 39 and 1 = 49. Three from the Vale of Leven and 2 from Dumbarton.

Three were male and from the following age groups 1 = 35; 1 = 42; 1 = 49. Three from Dumbarton.

The average age of those completing forms for service provider (8) was 38.1. Five (62.5%) were from Dumbarton and 3 (37.5%) were from the Vale of Leven.

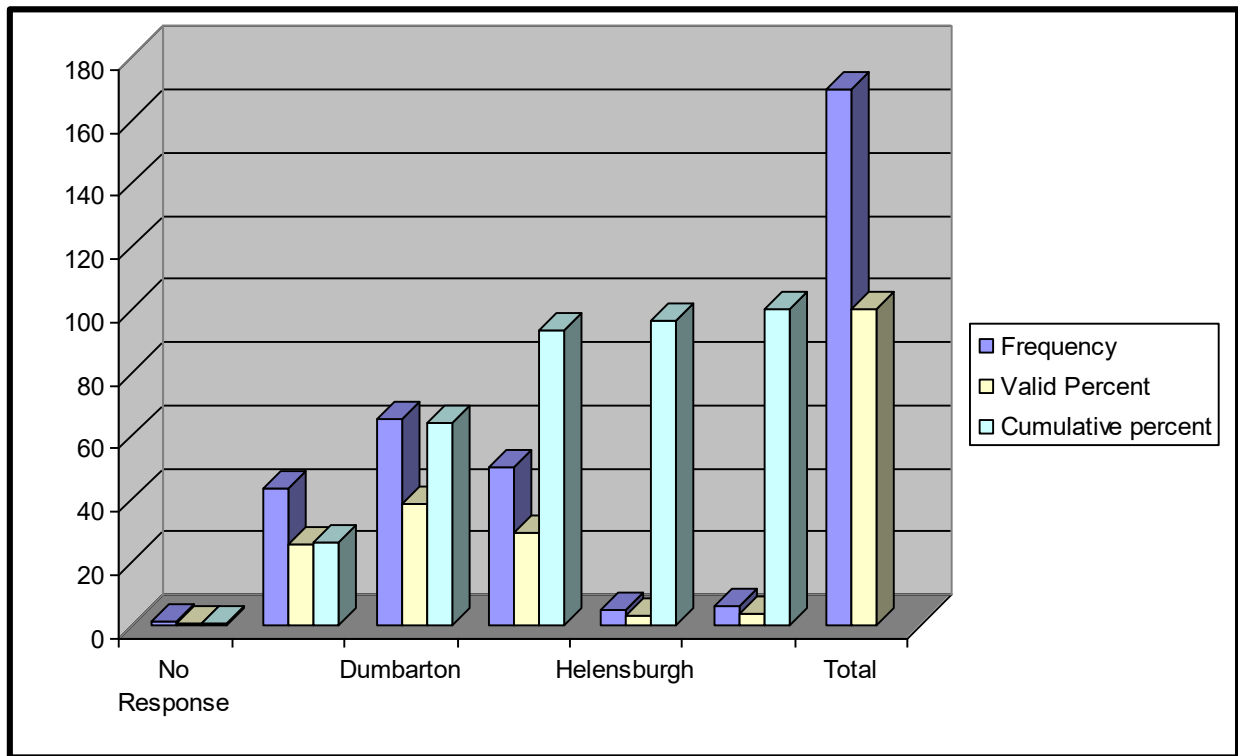


## Gender Split



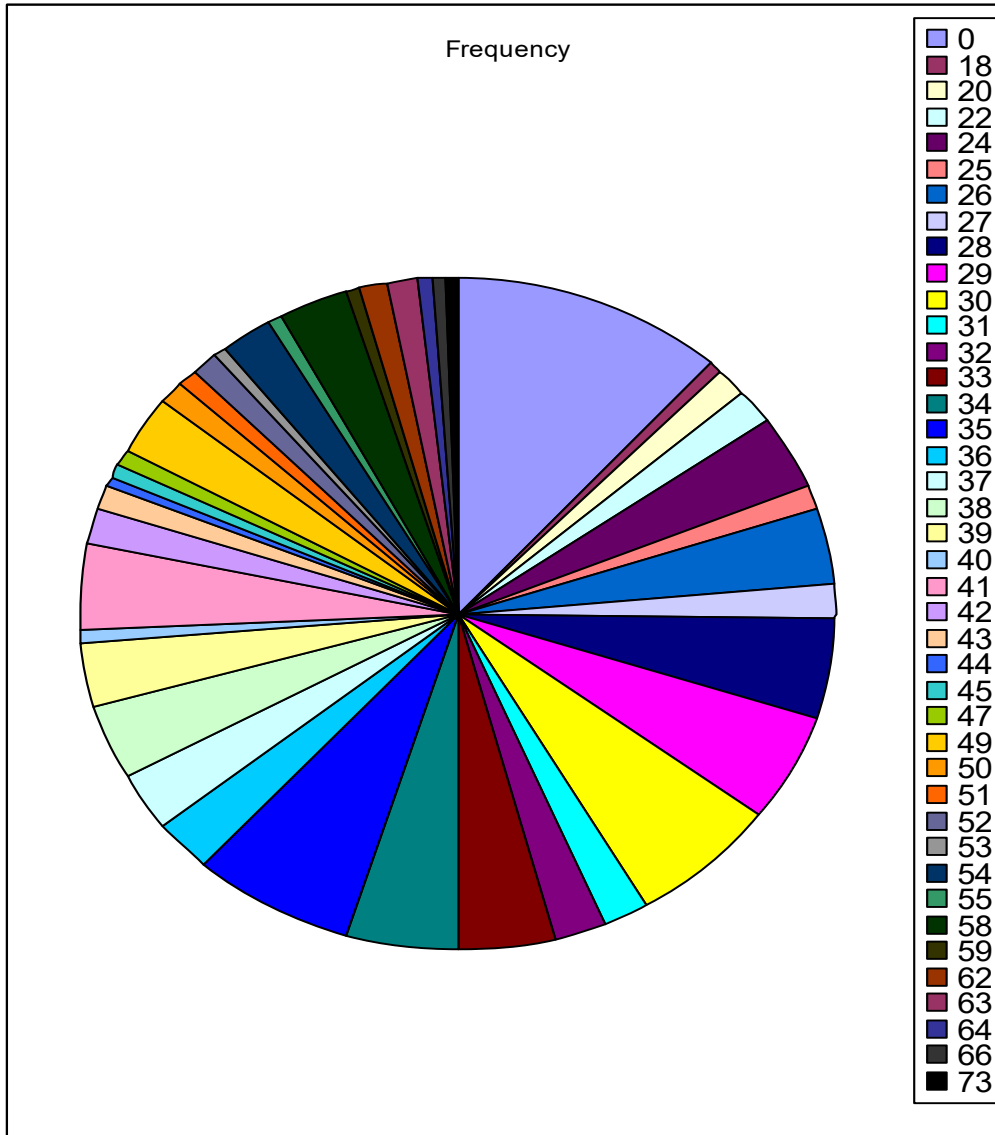
	No Response	Male	Female	Total
Frequency	2	103	65	170
Percent	1.2	60.6	38.2	100
Valid Percent	1.2	60.6	38.2	100
Cumulative Percent	1.2	61.8	100	

## Area of Residence



	No Response	Vale of Leven	Dumbarton	Clydebank	Helensburgh	Other	Total
Frequency	1	43	65	50	5	6	170
Percent	0.6	25.3	38.2	29.4	2.9	3.5	100
Valid Percent	0.6	25.3	38.2	29.4	2.9	3.5	100
Cumulative percent	0.6	25.9	64.1	93.5	96.5	100	

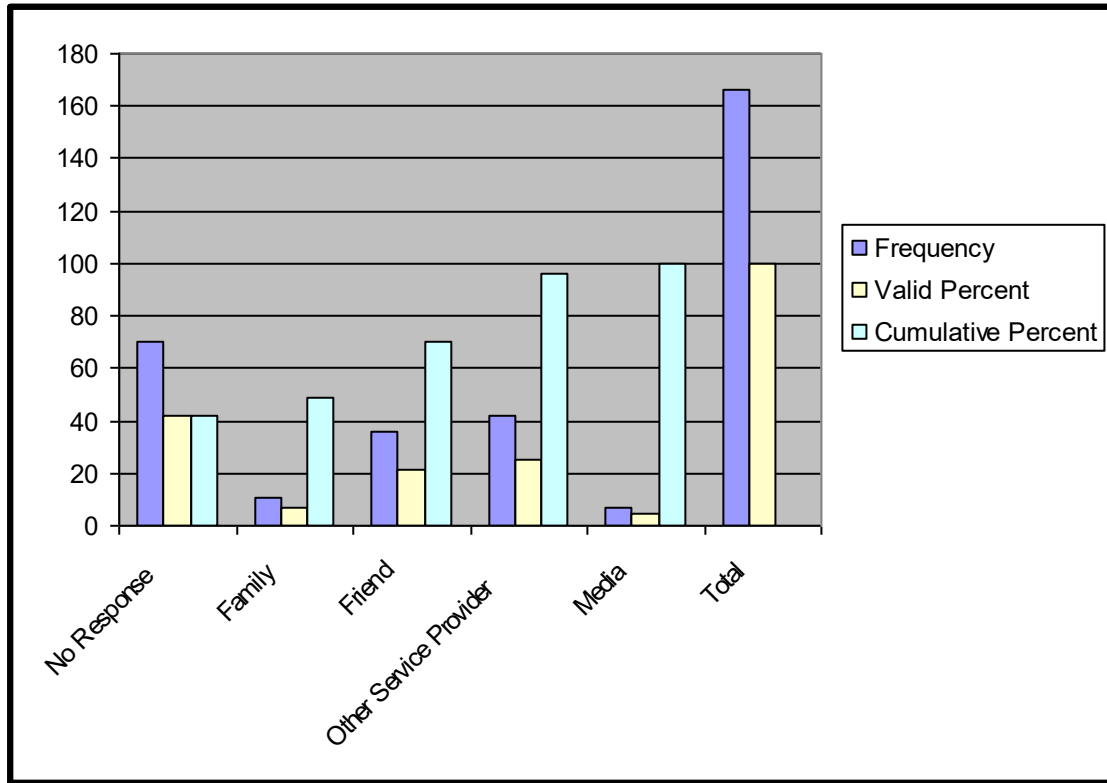
# Age of Respondents



	Frequency	Percent
0	20	11.8
18	1	0.6
20	2	1.2
22	3	1.8
24	6	3.5
25	2	1.2
26	6	3.5
27	3	1.8
28	8	4.7
29	9	5.3
30	11	6.5
31	3	1.8
32	4	2.4
33	7	4.1
34	8	4.7
35	12	7.1
36	4	2.4
37	5	2.9
38	6	3.5
39	5	2.9
40	1	0.6
41	7	4.1
42	3	1.8
43	2	1.2
44	1	0.6
45	1	0.6
47	1	0.6
49	5	2.9
50	2	1.2
51	1	0.6
52	2	1.2
53	1	0.6
54	4	2.4
55	1	0.6
58	5	2.9
59	1	0.6
62	2	1.2
63	2	1.2
64	1	0.6
66	1	0.6
73	1	0.6

**1a - How did you find out about this service?**

Seventy individuals chose not to respond to this question, however, the other ninety six n=166 (47.8%) responses were as follows; 42 indicated that they heard about the service through another service provider, 36 through a friend; 11 from a family member and 7 via the media.

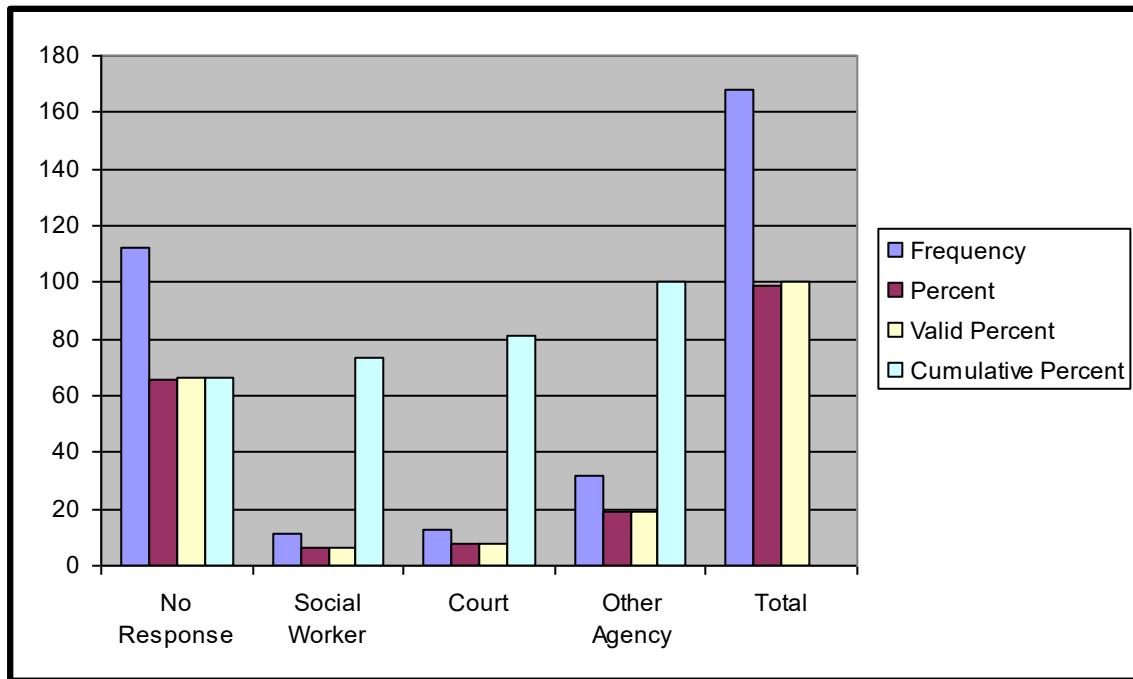


	No Response	Family	Friend	Other Service Provider	Media	Total
Frequency	70	11	36	42	7	166
Percent	41.2	6.5	21.2	24.7	4.1	97.6
Valid Percent	42.2	6.6	21.7	25.3	4.2	100
Cumulative Percent	42.2	48.8	70.5	95.8	100	

This would perhaps indicate that the majority of service users found out about their current service provider through word of mouth; where appropriate sign posting between agencies was evident and only minimal numbers of service users obtained information from media sources.

**1b - Were you referred to this service by?**

Only 56 respondents chose answered this question of that number 32 were referred by another agency; 13 through the court and 22 via social work.

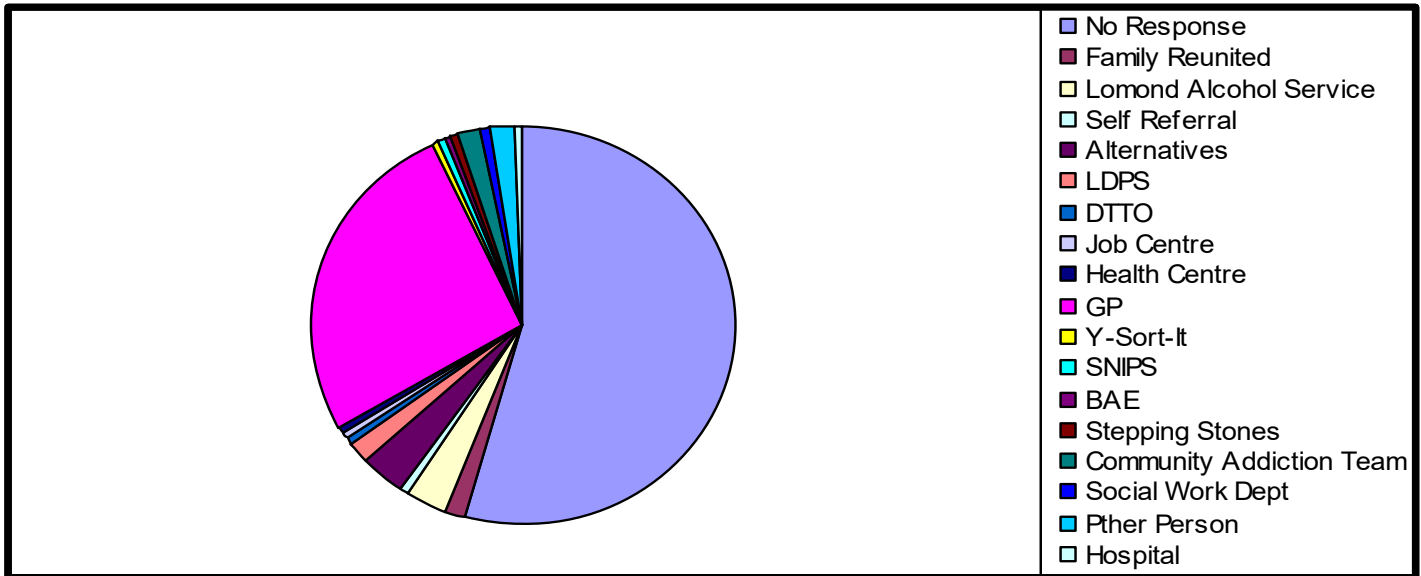


	No Response	Social Worker	Court	Other Agency	Total
Frequency	112	11	13	32	168
Percent	65.9	6.5	7.6	18.8	98.8
Valid Percent	66.7	6.5	7.7	19	100
Cumulative Percent	66.7	73.2	81	100	

Again, this confirms that services are not only sign posting to other organisations but that they are in fact making referrals to other organisations when necessary; the next section identifies who those agencies are.

**1c - If you heard about us through another service can you tell us which one?**

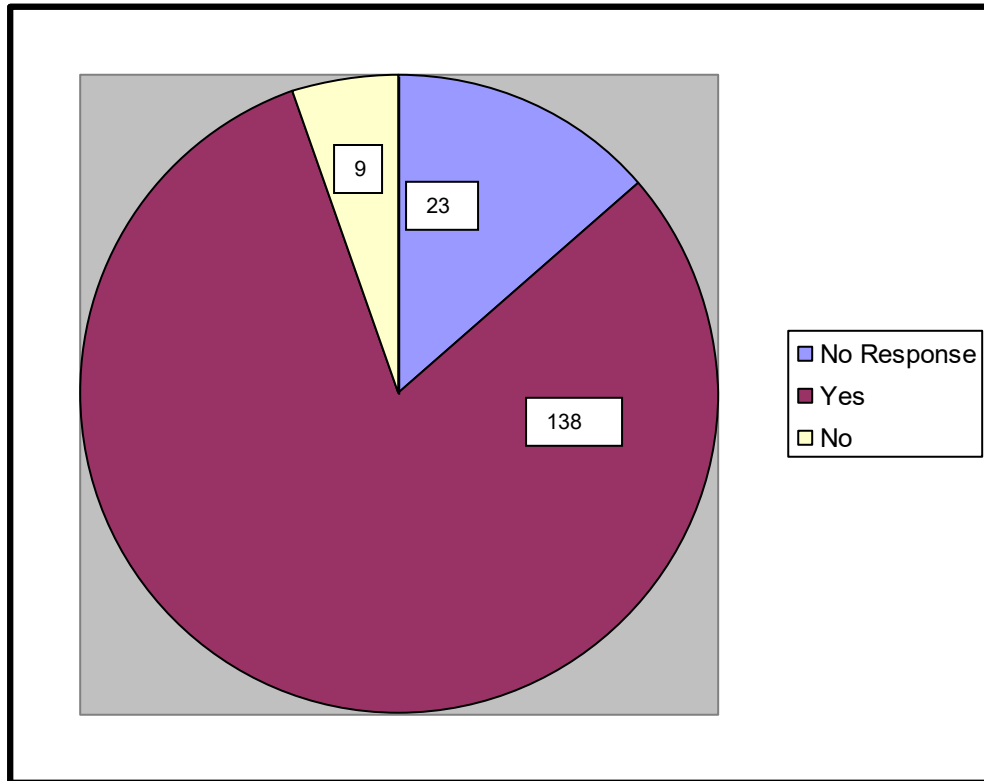
The table below gives a detailed breakdown of where individuals heard about the service/s they currently access, however, it is interesting to note that although 92 (54.1%) individuals chose not to answer this question of the remaining 78; 45 (26.5%) were advised by their general practitioner; one individual made a self referral; 6 received information from Alternatives and 5 from Lomond Alcohol Service. [n=170]



	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	92	54.1	54.1	54.1
Family Reunited	3	1.8	1.8	55.9
Lomond Alcohol Service	5	2.9	2.9	58.8
Self Referral	1	0.6	0.6	59.4
Alternatives	6	3.5	3.5	62.9
LDPS	3	1.8	1.8	64.7
DTTO	1	0.6	0.6	65.3
Job Centre	1	0.6	0.6	65.9
Health Centre	1	0.6	0.6	66.5
GP	45	26.5	26.5	92.9
Y-Sort-It	1	0.6	0.6	93.5
SNIPS	1	0.6	0.6	94.1
BAE	1	0.6	0.6	94.7
Stepping Stones	1	0.6	0.6	95.3
Community Addiction Team	3	1.8	1.8	97.1
Social Work Dept	1	0.6	0.6	97.6
Pther Person	3	1.8	1.8	99.4
Hospital	1	0.6	0.6	100
Total	170	100	100	

**2a - It was easy to contact the service ?**

One hundred and forty seven people responded to this question of that number 138 (81.2%) indicated that it had been easy to contact the service/s they were accessing; 23 (13.5%) chose not to respond. [n=170]

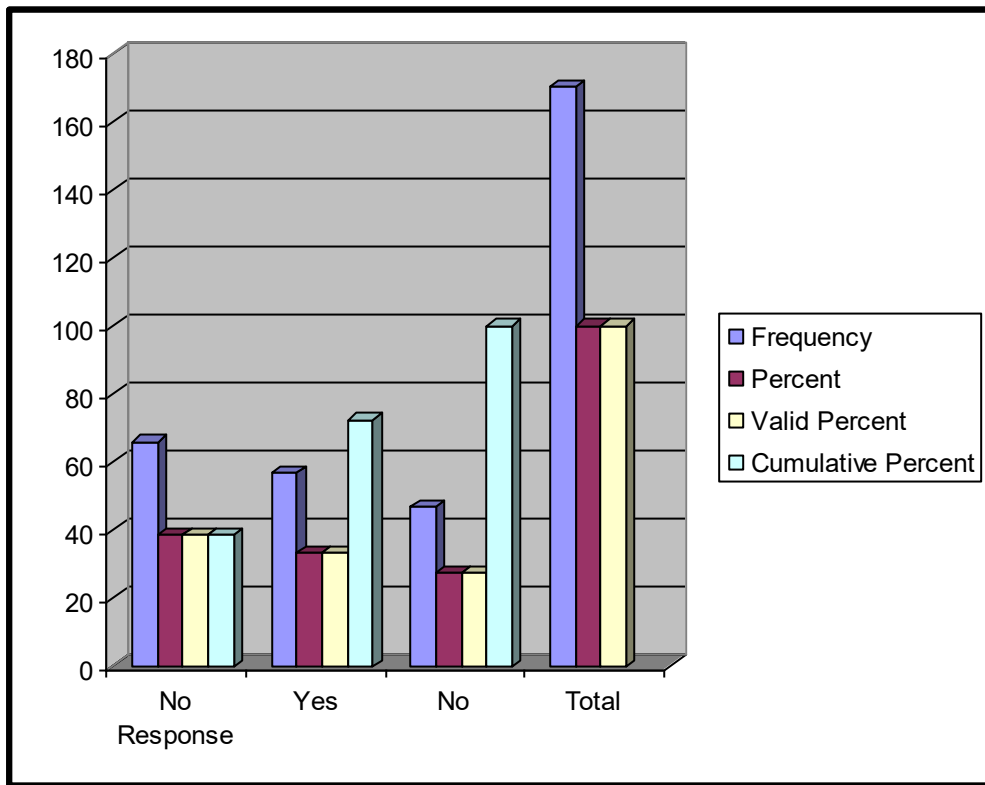


	No Response	Yes	No	Total
Frequency	23	138	9	170
Percent	13.5	81.2	5.3	100
Valid Percent	13.5	81.2	5.3	100
Cumulative Percent	13.5	94.7	100	

This clearly indicates that the majority of service users found it easy to contact the service they currently access.

**2b - Or were you contacted by the service directly?**

Fifty seven service users advised that they were contacted by their current service provider directly; as all respondents were counted in this and the previous question it may suggest that the contact here was linked to a referral by another organisation. [n=170]

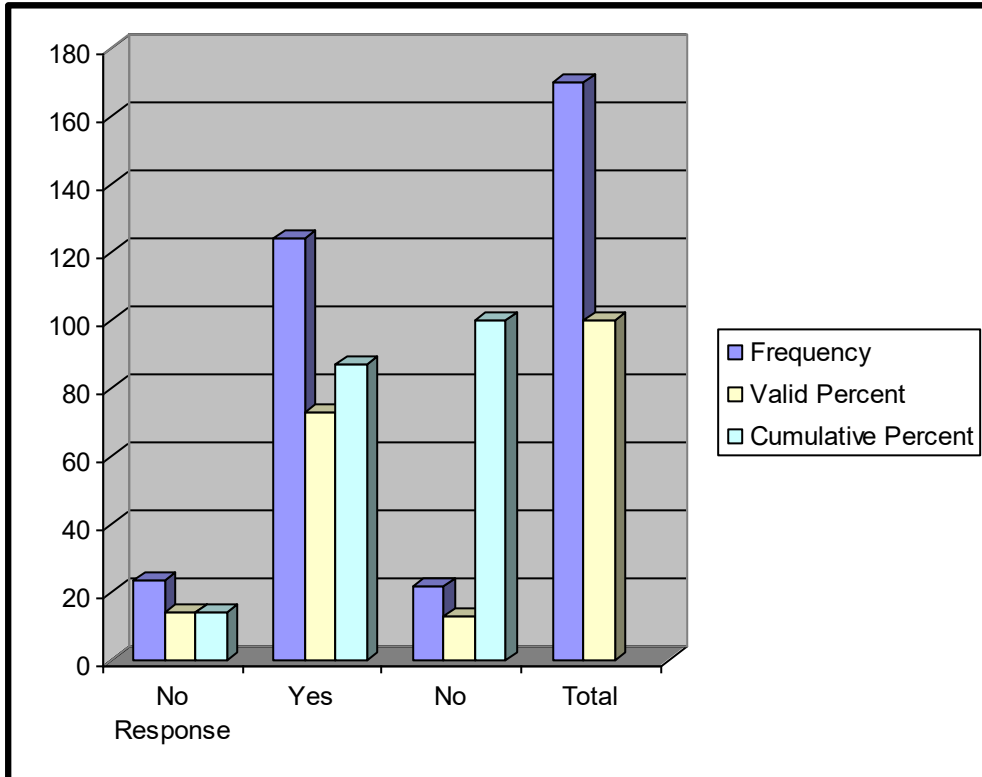


	No Response	Yes	No	Total
Frequency	66	57	47	170
Percent	38.8	33.5	27.6	100
Valid Percent	38.8	33.5	27.6	100
Cumulative Percent	38.8	72.4	100	



### **3a - I was able to see someone quickly**

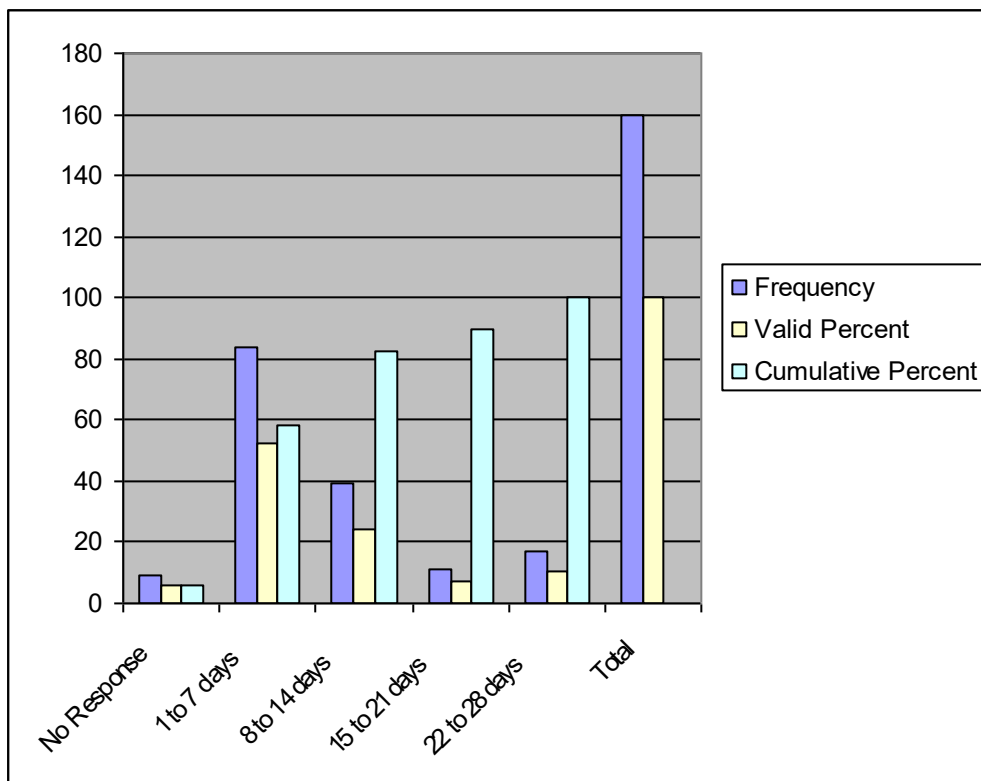
Twenty four individuals (14.1%) did not answer the question, whilst 124 (72.9%) indicated that they were able to see someone quickly; 22 (12.9%) advised that they did not see someone quickly. In regarding the responses to this statement we must bear in mind the fact that this is a subjective answer depending on an individuals view of what “seeing someone quickly” means.



	No Response	Yes	No	Total
Frequency	24	124	22	170
Percent	14.1	72.9	12.9	100
Valid Percent	14.1	72.9	12.9	100
Cumulative Percent	14.1	87.1	100	

### **3b - How long did you have to wait?**

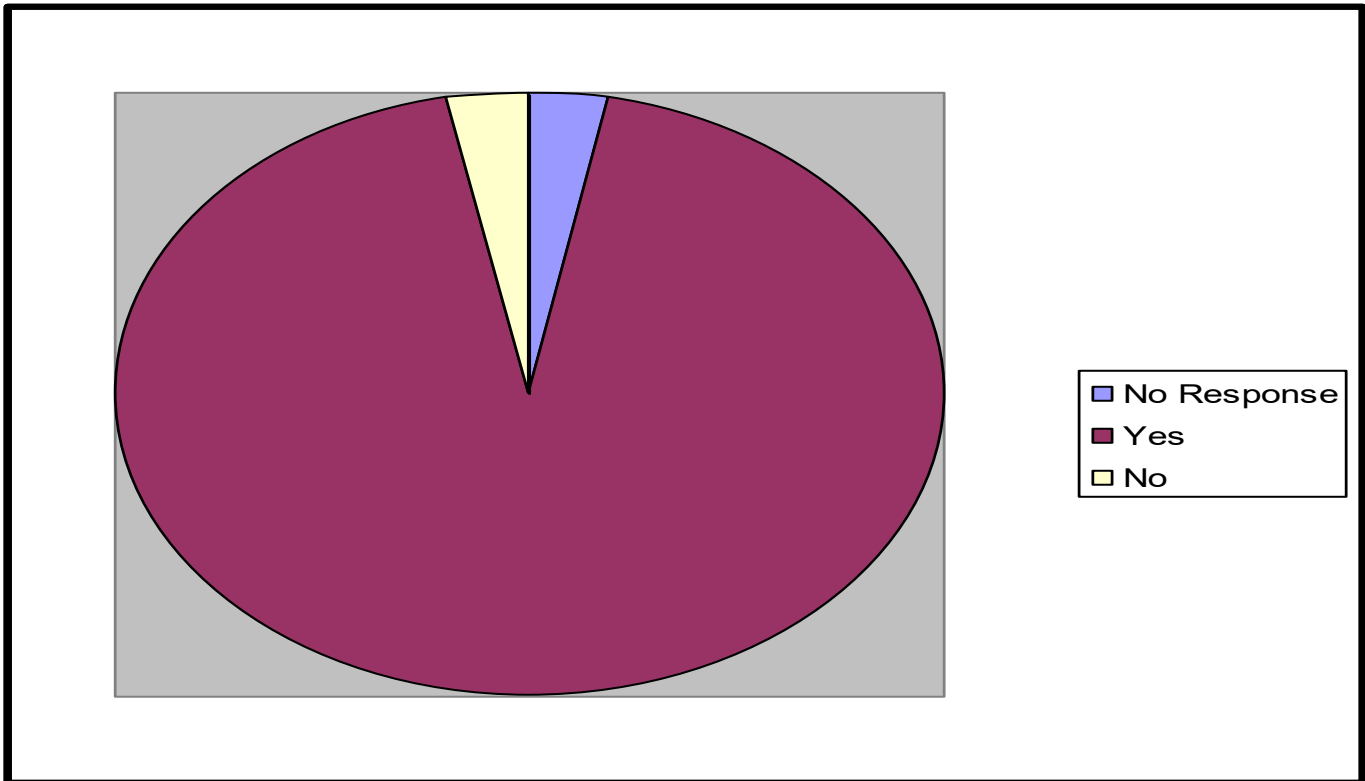
Nine (5.3%) made no response, however 84 advised that they waited between 1 and 7 days; 39 waited 8 – 14 days; 11 waited 15 to 21 days and 17 indicated that they had waited between 22 – 28 days. A comparator between this question and the one above i.e. “I was able to see someone quickly” would have been useful here. However, it is interesting to note that the figures in relation to each progressively reduce until we get to 22 – 28 days where the figure jumps back up from 11 (6.5%) to 17 (10%). The majority of service users were reporting that they were seen within 14 days. Our Local Improvement Target being 90% of people seen within 14 days (this snapshot suggests that this ambitious target may be achievable)



	<b>No Response</b>	<b>1 to 7 days</b>	<b>8 to 14 days</b>	<b>15 to 21 days</b>	<b>22 to 28 days</b>	<b>Total</b>
Frequency	9	84	39	11	17	160
Percent	5.3	49.4	22.9	6.5	10	94.1
Valid Percent	5.6	52.5	24.4	6.9	10.6	100
Cumulative Percent	5.6	58.1	82.5	89.4	100	

#### **4 - The service meets my needs**

One hundred and sixty (94.1%) individuals indicated that the service they currently access did meet their needs; 5 chose not to respond and the remaining 5 intimated that the service did not meet their needs.

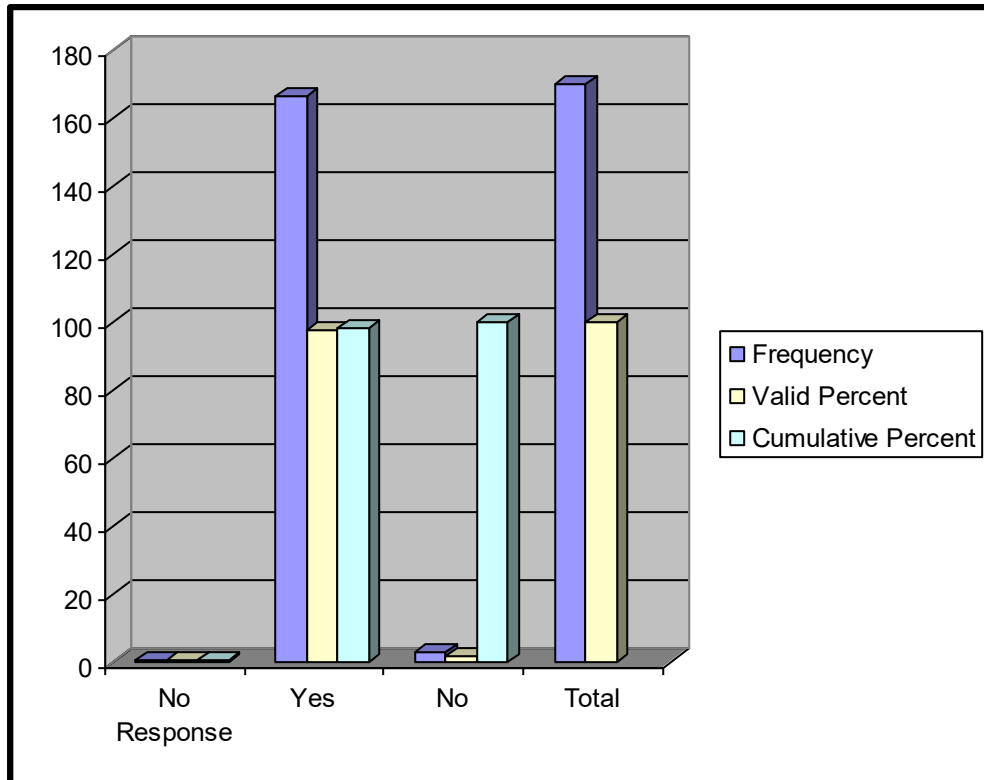


	No Response	Yes	No	Total
Frequency	5	160	5	170
Percent	2.9	94.1	2.9	100
Valid Percent	2.9	94.1	2.9	100
Cumulative Percent	2.9	97.1	100	

This could indicate that our current service provision does in fact meet the needs of the service users, however, this again could be subjective as people are more inclined to accept the service on offer than ask for more or different services. Work on Service User Involvement in the planning and delivery of their own individual services may see a reversal of these figures, however, that in its own right may not be viewed as a positive outcome but if we can attribute it to specific initiatives or demonstrate raised expectations within our service users we will have evidence to prove that our plan to involve service users in the planning and delivery of our local addiction services is making a difference.

## **5 - Staff respect me as an individual**

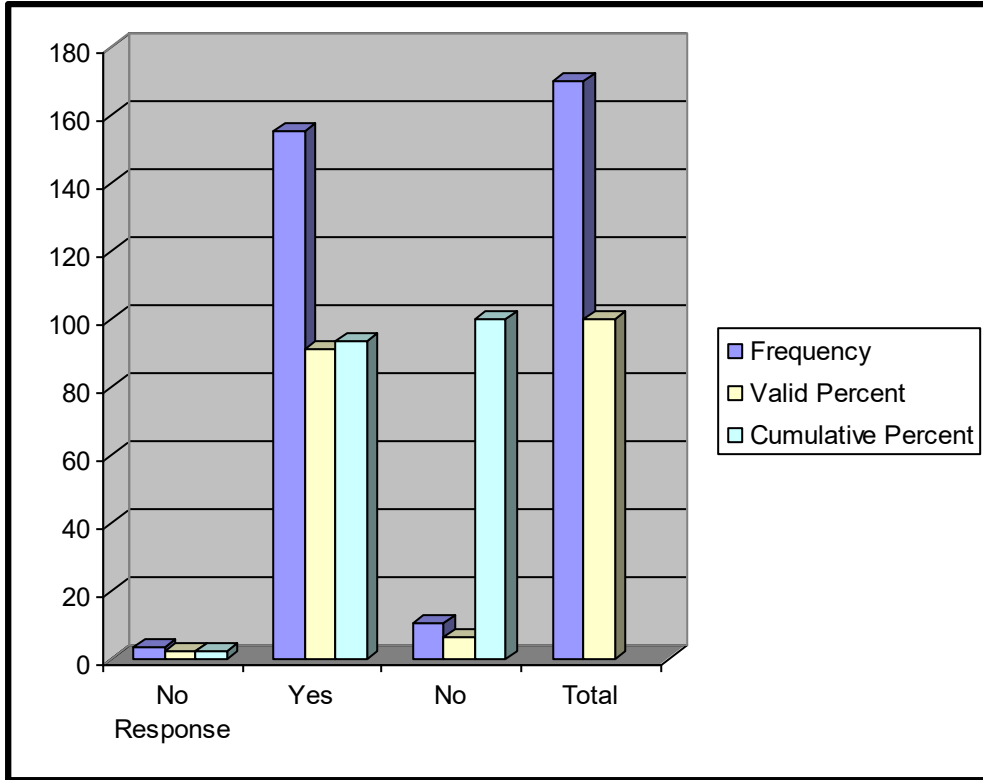
One hundred and sixty six (97.6%) of the 169 responses agreed that staff respected them as individuals; 3 (1.8%) said no to this statement and one chose not to respond. This indicates that staff have good relationships with service users and would “suggest” that they feel valued.



	No Response	Yes	No	Total
Frequency	1	166	3	170
Percent	0.6	97.6	1.8	100
Valid Percent	0.6	97.6	1.8	100
Cumulative Percent	0.6	98.2	100	

**6 - I am involved in decisions about the service I receive**

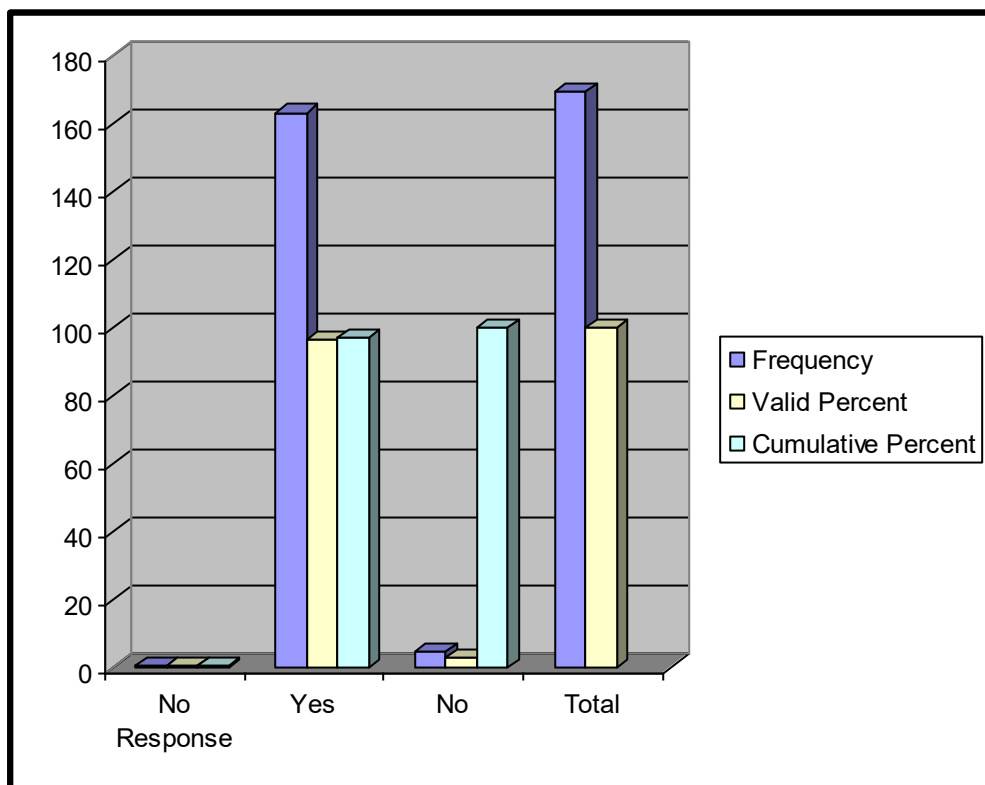
Of the 170 responses received 155 advised that they were involved in decisions regarding the services they receive; only 11 (6.5%) felt they were not involved.



	No Response	Yes	No	Total
Frequency	4	155	11	170
Percent	2.4	91.2	6.5	100
Valid Percent	2.4	91.2	6.5	100
Cumulative Percent	2.4	93.5	100	

**7 - The Service is helping me to make things better in my life**

When asked about the service, service users currently assessed 163 (95.9%) responded positively; 5 (2.9%) responded negatively to this question. Again this would support the earlier suggestion that services were meeting the needs of the individual.



	No Response	Yes	No	Total
Frequency	1	163	5	169
Percent	0.6	95.9	2.9	99.4
Valid Percent	0.6	96.4	3	100
Cumulative Percent	0.6	97	100	

### **8a - The best thing about this service is**

Of the 170 respondents, 157 (92.4%) gave responses; these are:

*It's helped me get my life back*

*Prompt Assistance*

*The help I receive from my worker*

*Confidentiality*

*I'm treated with respect*

*I can talk to my worker about anything*

*The help and support I receive*

*Talking about my problems which I also find difficult*

*Staff is easy to talk to*

*They help me with my family problems*

*The chance it's gave me to get my life back together*

*Friendly staff, easy to talk to*

*Good staff*

*Acudetox*

*I'm off drugs*

*My drug use had dropped dramatically, don't use anymore*

*It helps in tackling my drug problems*

*Staff and Groupwork*

*The support and the workers*

*The staff*

*Acudetox at groups*

*Workers support*

*Help with addiction problems*

*High maintenance, stop some boredom*

*Making me see there is life and activities without drugs*

*Groupwork – one to one all making me see the value in life*

*Friendly and confidentiality*

*Constant care*

*Staff*

*I can come in when im needing to get things off my chest*

*It stops me thinking drugs and keeps my mind occupied*

*The workers/everyone*

*It keeps me away from re-offending*

*Getting involved/out of the house*

*Groups/activities*

*Reduced drug use*

*Everything*

*New challenges/real people and all the staff*

*The service keeps my mind off drugs*

*How much it has helped me with my problems and they have helped me to get out and about*

*It helps to keep you occupied and see there is more to life than drugs*

*The one to one counselling (I get to let off steam)*

*They listen "when in need" good friends*

*The groups and the staff and the people you meet*

*The different groups you can go to and the friends you meet and staff*

*The service is also helping mw with my Mental Health as well as my drug addiction*

*Being prescribed drugs to stop me using*

*I am taking a lot less than before*

*It is helping me get better*

*Staff professionalism*

*The one to one confidential conversations*

*Always friendly*

*To talk about my problems*

*Counselling and aroma reflexology*

*Understanding and helpful*

*I get to meet other people*

*Being able to express my problems to someone out with normal circles*

*Nice atmosphere*

*Help and advice*

*Getting the help I need to maintain abstinence*

*Friendly staff who treat you fairly, without judging*

*Being listened to and receiving support*

*Respect talking to someone*

*If you need to talk to someone, there always someone there*

*It stabilises my drug use*

*Treatment & Confidentiality*

*Obviously being clean*

*You get your methadone*

*They will help to make my life better*

*It gives you the help that you need*

*Offers stability*

*It covers all aspects of my drug use*

*I have stability now*

*You can have your own say about this*

*That you get a choice with your medication*

*It's helping me come off heroin*

*The people and Dr's are good n they've helped me come off heroin*

*My Dr is interested in me as a person and my life*

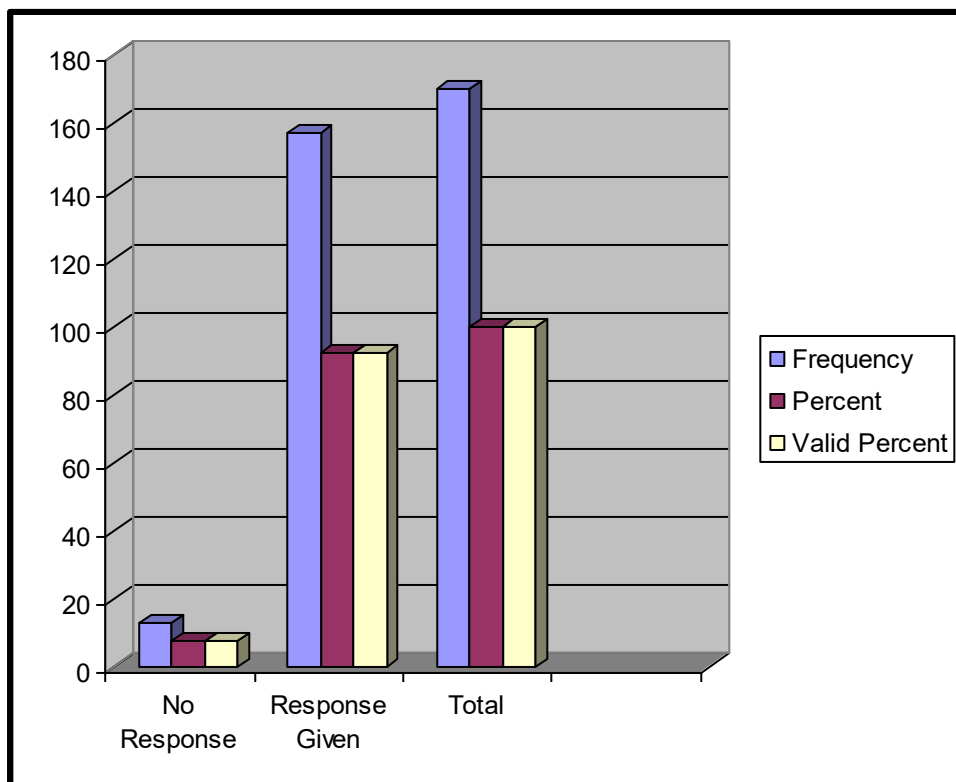
*It targets your main problems*

*Warm waiting area*

*Madness out of my life*



*They listen to you  
Dr's and CPN's make time to listen to you  
It really helped me it is close to home  
It's got me better  
It has great staff & Dr's  
Helping me to stay drug free  
I feel I have control of my life  
Try and help you in everywhere possible  
Helping me and others  
Yet to find out  
It's local  
Help provided  
Getting myself together  
Relief  
Being able to talk about other issues and friendly staff  
That it exists  
Being treated as a person  
Everything  
I can talk about my problems  
A good lunch in a friendly atmosphere with other people in the same bo  
Whole service works well  
Fit my needs/easy access  
Treated on an even keel  
The breathaliser  
Meeting others in similar situation  
The staff encourages me to follow through my plans  
Keeping me sober  
Doctor's advice n medication  
Help when you most need it  
I think it al that I wanted but would like more it is great (so far)  
Communication – free dinners  
The way it makes you look at yourself  
Makes me think more about alcohol even once I leave  
Helping me stop drinking permanently  
Planning your future without alcohol  
Able to talk/be honest  
Individuality and quality of service provided  
Regular contact with same councillor  
Advice  
The people and the help they give  
The ladies group  
You don't talk about drink all the time, it is friendly and you can see your councillor  
when you need to  
Very friendly and down to earth, helps me keep calm  
Talking  
It's helped me to be more open*



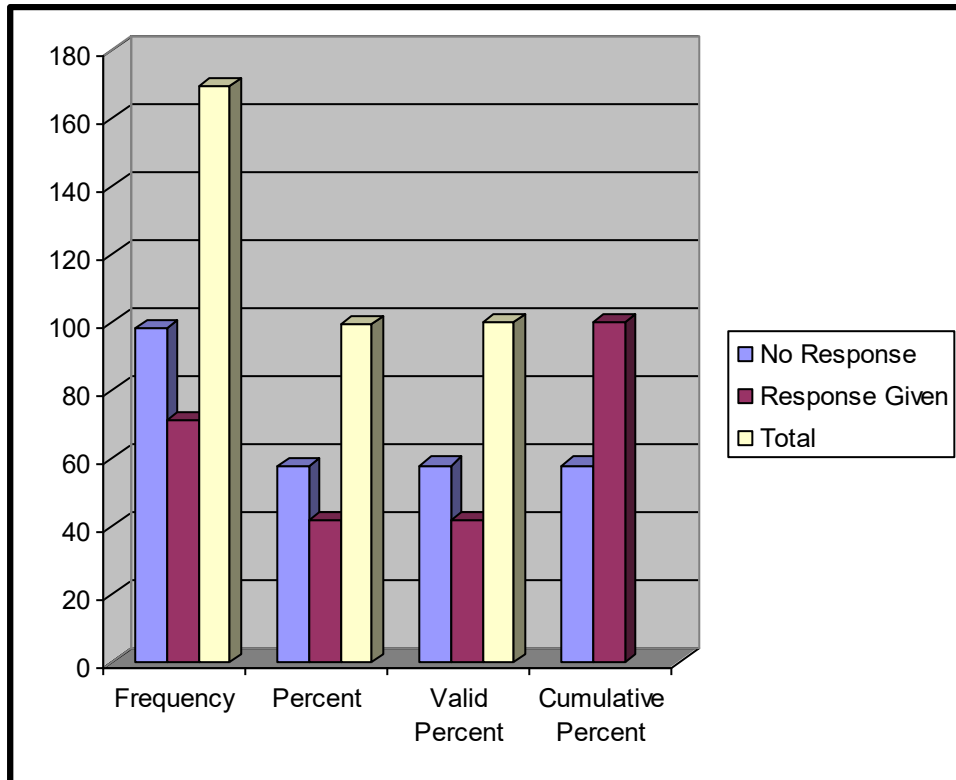
	No Response	Response Given	Total
Frequency	13	157	170 *
Percent	7.6	92.4	100
Valid Percent	7.6	92.4	100
Cumulative Percent	7.6	100	

## **The worst thing about this service is**

Ninety eight service users did not respond to this question; 71 (41.8 %) did and the issues raised were:

*Sometimes there's a bit of stigma when working with Social Work*  
*The urine testing*  
*No pick up service or drop of in Clydebank, but there is in Dumbarton*  
*Samples*  
*Getting used to all the appointments*  
*No weekend service*  
*Workers Attitude and put downs*  
*All appointments*  
*That I had to go to court to be put on service*  
*Having to face staff with possible drug test*  
*Travel commitments – no weekend cover*  
*Closed at weekends*  
*Lots of appointments*  
*Some of the other clients*  
*That it's not open at the weekend*  
*Not enough people*  
*No return on bus fares*  
*Criticism*  
*Facilities at the centre, could be better e.g. Parking*  
*Not having a crèche for patients children*  
*The distance*  
*Travelling*  
*Area should be situated in different places*  
*Meeting up with old associates/users*  
*You have to wait so long to get an appointment*  
*The waiting list*  
*The waiting area*  
*It is a slow process*  
*The time some people have to wait for there first appointment*  
*Just hate having to come down to here*  
*Meeting people who aren't off drugs*  
*You meet people you don't want to meet*  
*Sometimes meeting other people who are still using and talk about it in front of you*  
*Low staff*  
*Sessions not in 5 days*  
*The waiting list*  
*The waiting time to get an appointment*  
*Having to come on a monthly basis*  
*Temptations from other users*  
*Lack of introduced outside/inside activities*

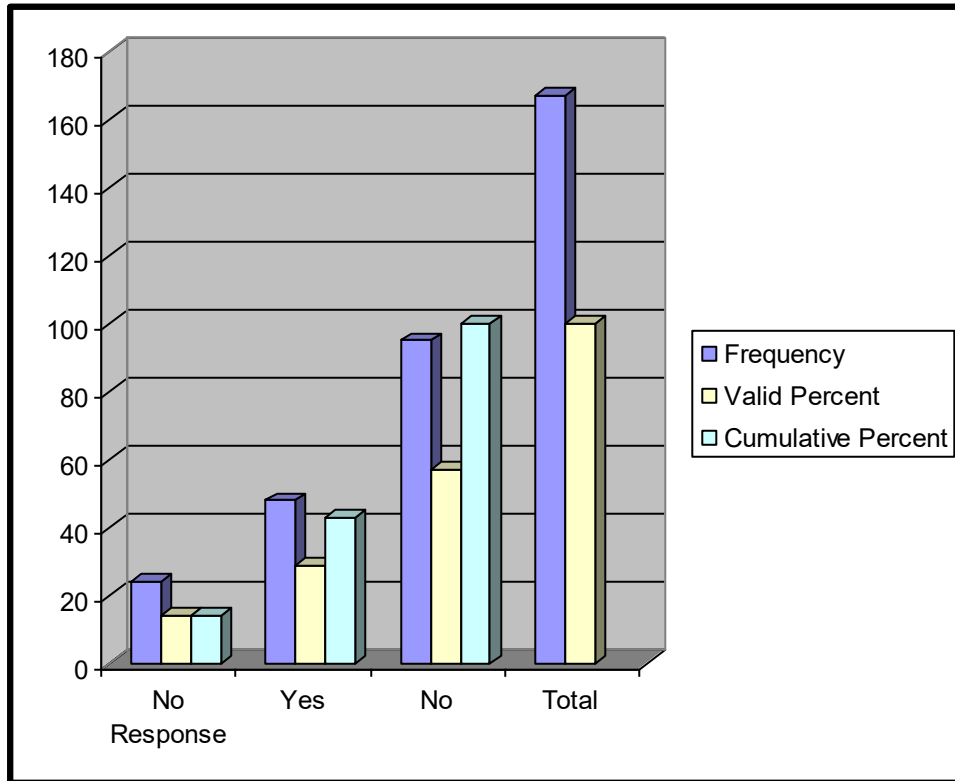
*I think lack of funds but staff do wonderful*  
*Having to attend everyday*  
*It's only one visit per week*  
*Times off*  
*No groups at holidays*  
*Summer holidays and Christmas an New Year holidays*  
*Holidays too long between groups*



<b>8a</b>	<b>No Response</b>	<b>Response Given</b>	<b>Total</b>
Frequency	98	71	169 *
Percent	57.6	41.8	99.4
Valid Percent	58	42	100
Cumulative Percent	58	100	

**9a - Could the service you receive be improved**

Only 48 service users thought the services they currently received could be improved; 95 (55.9%) were satisfied with the service they received and felt that there was no need for improvement.



	No Response	Yes	No	Total
Frequency	24	48	95	167
Percent	14.1	28.2	55.9	98.2
Valid Percent	14.4	28.7	56.9	100
Cumulative Percent	14.4	43.1	100	

### **9b - If yes, can you tell us how**

44 (25.9%) of the respondents indicated how services they accessed could be improved. The suggestions received were:

*The Y-Sort-It*

*Nursing Staff*

*Reinstate Acudetox in Clydebank and have a drop and pick up service*

*Appointment could be a bit later in the day*

*Weekend service*

*More privacy*

*Make group work compulsory*

*Weekend care*

*Weekend carer also open at weekends*

*By using other group work*

*Could be more learning opportunities*

*More late opening*

*More outings*

*Shorter waiting list*

*Listening to the patients*

*More money for funding drug rehabilitation*

*Not having to come in every month*

*More staff e.g. Doctors*

*Assistance with Transport*

*Other kinds of treatment not including methadone*

*The waiting list*

*More private waiting facilities*

*See a Doctor sooner*

*If it was closer to me*

*Day's out, camera classes, visits – Historical places etc*

*Something like a drop in centre as a back up*

*The health services could put more money into alcoholic's problems*

*More councillors*

*Able to see CAT Team at night time*

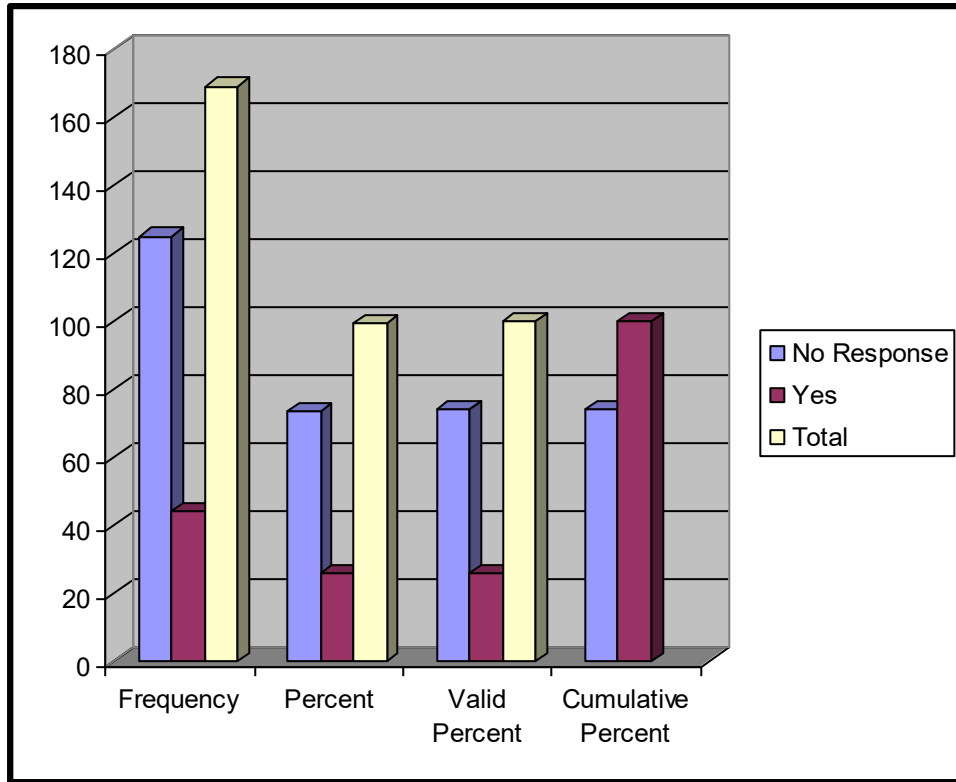
*Contact on tap*

*Opening over Christmas*

*More groups*

*More groups at summer holidays*

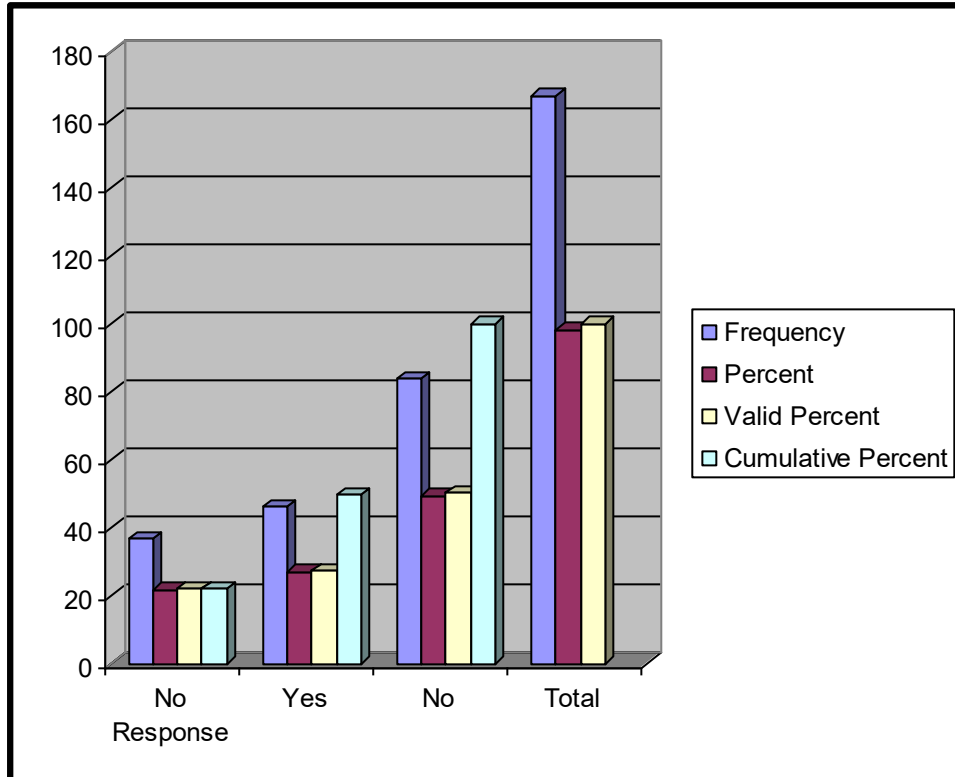
*The times on holiday are too long*



	<b>No Response</b>	<b>Yes</b>	<b>Total</b>
Frequency	125	44	169
Percent	73.5	25.9	99.4
Valid Percent	74	26	100
Cumulative Percent	74	100	

**10a - Are there other services that are/or could make things better in your life**

Whilst 37 service users chose not to respond to this question; 84 (49.4%) advised that there were no other services “that are/or could make things better”; 46 (27.1%) did feel there were other services/things which could improve things better for them. The other services/things that people did think would make a positive difference in their lives were:



	No Response	Yes	No	Total
Frequency	37	46	84	167
Percent	21.8	27.1	49.4	98.2
Valid Percent	22.2	27.5	50.3	100
Cumulative Percent	22.2	49.7	100	



**If yes, can you tell us what those services are**

One hundred and twenty six (74.1%) service users chose not to respond to this question; 43(25.3% did respond, their answers were: (n=169)

*Supported accommodation*

*Alternatives*

*Social Services*

*Group Worker*

*Other activities*

*Courses on computers etc*

*I would like to be able to work*

*More help in the community*

*Gym card*

*Social awareness group*

*More groups at the weekends*

*Aromatherapy/Healthy Living*

*Alcoholic's Anonymous*

*CPN*

*Family United*

*Prescribed from GP*

*Something to occupy myself daily*

*DACA*

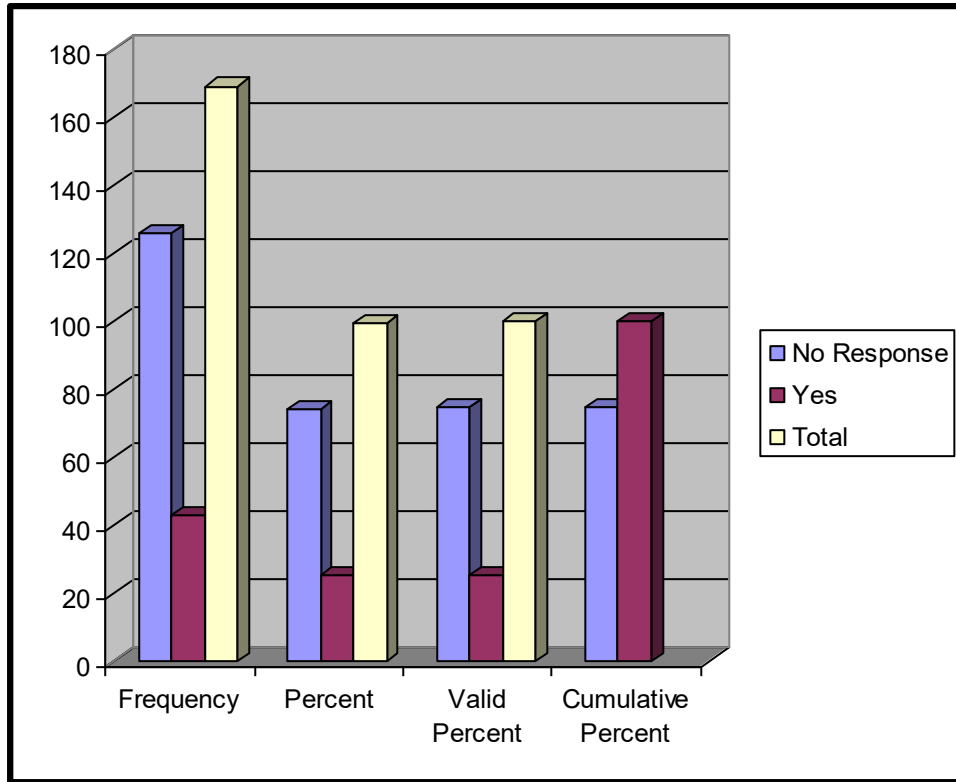
*Anti-smoking*

*Police/Court*

*Rehab*

*Emergency contact numbers for holidays and weekends*

*More support to get out and go to places*



	<b>No Response</b>	<b>Yes</b>	<b>Total</b>
Frequency	126	43	169
Percent	74.1	25.3	99.4
Valid Percent	74.6	25.4	100
Cumulative Percent	74.6	100	

## Other Comments Given

Forty Four (25.9%) of the 170 respondents made additional comments; these were:

*Satisfied with services provided*

*I am trying to go to rehab and it's hard, I feel this could be made easier than the way it is just now*

*The service that I received and others that I could see was wonderful and staff are so kind, thoughtful in every way possible, thank you to all concerned*

*Nice relaxed atmosphere*

*Maybe a one hour talk (Group) in the morning by the assistants*

*I am enjoying my weekly meetings and feel good when I leave*

*Sometimes the post is unreliable, which reflects on waiting times and can cause no end of misery and in my case an increase in drug use, family breakdown and all that this could entail. Also the area creates a lot of problems from people who are not from the immediate vicinity which could result in something untoward occurring.*

*The service is fine, and is meeting my needs, I just need to use it and other services use better.*

*My councillor has been friendly. Honest and a great support to me. I appreciate Paddy's help greatly.*

*One to one counselling and groups have helped me to reach my goals to maintain abstinence and increase my self confidence and self esteem and my councillor Liz has helped me tremendously at getting to my goals.*

*Up until now I feel happy about the service and the staff are very nice and helpful.*

*I find staff very friendly and helpful and they have helped me come through a really rough patch in my life.*

*I am enjoying the company and getting much better*

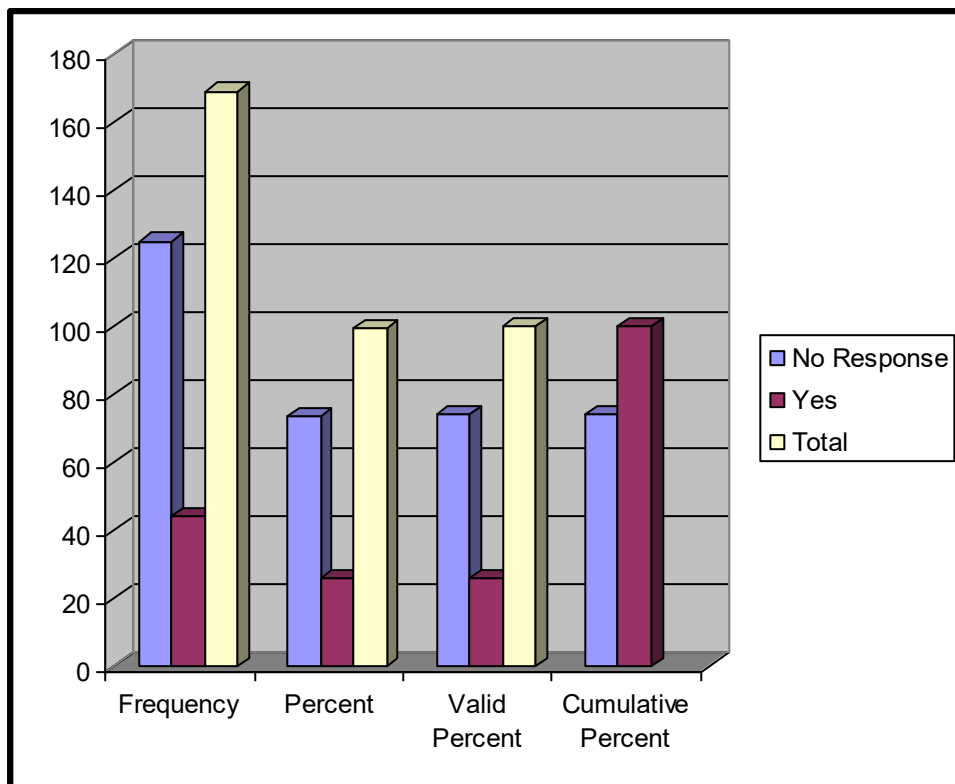
*Open at weekends for more groups at that time it's very hard as you've not got a 24 hour hotline to keep you in control would be good.*

*Weekend groups.*

*Alternatives has been great in helping me change my way f thinking and turning my life around. I love it.*

*My worker is great I can talk to her about absolutely anything, anytime I want, as much as I wan and as little as I want and she’s always there for me and my family. I am very grateful to have such a great worker.*

*My worker is Claire Neeson, she is a great Addiction Worker. She treats me as an individual; she see’s me as a real person, not someone with just an addiction. I have came a long way since working with her and will recommend this service and its worker.*



	<b>No Response</b>	<b>Yes</b>	<b>Total</b>
Frequency	125	44	169
Percent	73.5	25.9	99.4
Valid Percent	74	26	100
Cumulative Percent	74	100	