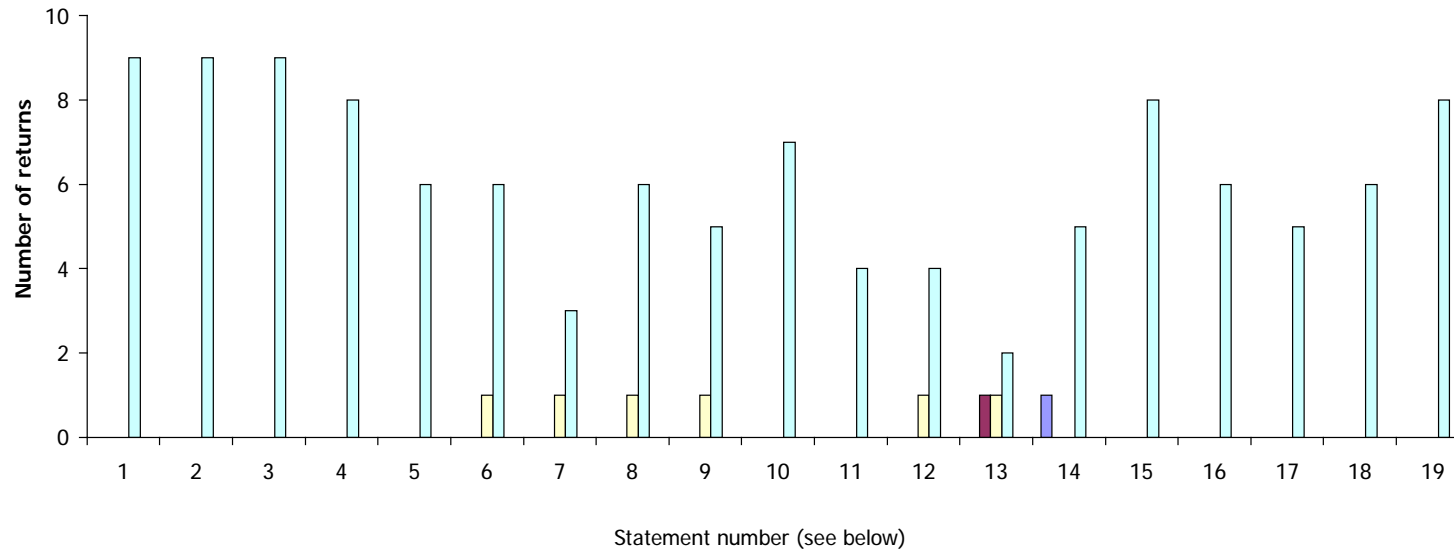


IMHA Client Satisfaction Survey April 2010

? surveys sent out, 9 returned (?% return)

1 - less true 2 3 4 - more true n/a



<p>How the advocate has worked with you</p> <p>1. The advocate worked with in a way that respected my identity (eg) culture, language, beliefs, sexual orientation, gender, age, disability</p> <p>2. The advocate listened to my concerns and took them seriously</p> <p>3. The advocate acted on my instructions</p> <p>What advocacy achieved</p> <p>4. The advocate helped me to get the information I needed about my rights</p> <p>5. The advocate helped me get the information I needed about my treatment</p> <p>6. The advocate supported me in meetings about my treatment and care</p>	<p>7. The advocate supported me at a tribunal</p> <p>8. The advocate made sure that my concerns were heard at meetings</p> <p>9. The advocate helped me to have my say in the decisions about my treatment</p> <p>10. The advocate helped me to achieve something that I wouldn't have managed by myself</p> <p>11. The advocate helped other people to have more respect for my identity</p> <p>12. The advocate helped other people to be more sensitive to my needs</p> <p>13. Advocacy helped other people change their attitudes towards me</p>	<p>How you feel as a result of advocacy</p> <p>14. I now feel more valued and respected by those involved in my treatment</p> <p>15. I now feel that my concerns have been heard</p> <p>16. I now have a better understanding of the situation that I needed help with</p> <p>17. I now feel more confident in speaking up for myself</p> <p>18. I now have a more positive attitude to those involved in my treatment</p> <p>19. I feel satisfied by the results of advocacy</p>
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