

## Service User Experience Survey Implementation plan

In 2017, the HSE Addiction Services developed a service user experience survey to assist in delivering on Theme 1 and Theme 4 of the National Standards for Safer Better Health.

It is intended that the service experience survey will:

- Provide a baseline of people's experience of your service
- Inform service planning and identify priorities annually
- Identify areas for quality improvement
- Enhance involvement of the people who use your service in the development of the service
- Enhance staff performance.

The survey can be administered in two ways:

1. Self-completion of the survey. Copies of the questionnaire are made available in prominent positions in the waiting areas. People using the services can complete the questionnaire while they are waiting. Envelopes and a secure box for depositing the questionnaires should be made available.
2. Facilitated completion of the survey. Staff are available at set times to assist the people using the services to complete the questionnaire. Consideration should be given to arranging for staff from another service to facilitate in order to ensure the people using the services can complete the questionnaire without fear of compromising their care.

Suggested implementation plan for services:

Phase	Action
Preparation	Chose a month to conduct the survey in your services(s)
	Print copies of the questionnaire – ideally 2 sided
	Print posters for the notice board/waiting area indicating when the survey will take place and how to participate. Display the posters prominently in the service.
	Arrange for facilitators for the questionnaire <i>Consider using staff from different services to facilitate the survey on chosen dates in services they are not directly involved in. This is to enable the people using the services to answer the questionnaire openly and anonymously.</i>
	Chose dates for the facilitated questionnaires in services
	For non-facilitated surveys, provide envelopes and prepare a secure box for the completed questionnaires or use the existing feedback box
Survey	Leave copies of the questionnaire and envelopes in the waiting room
	Questionnaire facilitators in place in services as per plan
	Nominate person to collect the completed surveys <i>At regular intervals or at the end of the month</i>
Results	Nominate person to collate the results of the survey
	Provide feedback to the people using the service on the results of the survey <i>The questionnaire indicates that the results will be provided on the notice board</i>
	Provide feedback to staff