

**EPSOM & EWELL CITIZENS ADVICE BUREAU
Mental Health Outreach**

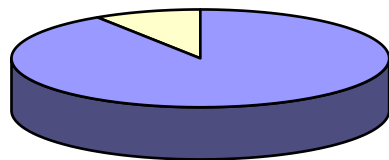
2010 SURVEY RESULTS - REFERRERS

The survey was carried out in August 2010. Forms were sent to 16 referrers of whom 11 (69%) had responded by 1st September 2010. The percentages in the tables below are based on the total of 11.

1. How useful have you found the Service for clients you have referred?

Extremely useful	Very useful	Quite useful	Not very useful	No reply	Total
10	1		0	0	11

□ Very Useful
9%

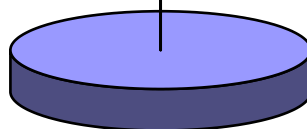


■ Extremely useful
91%

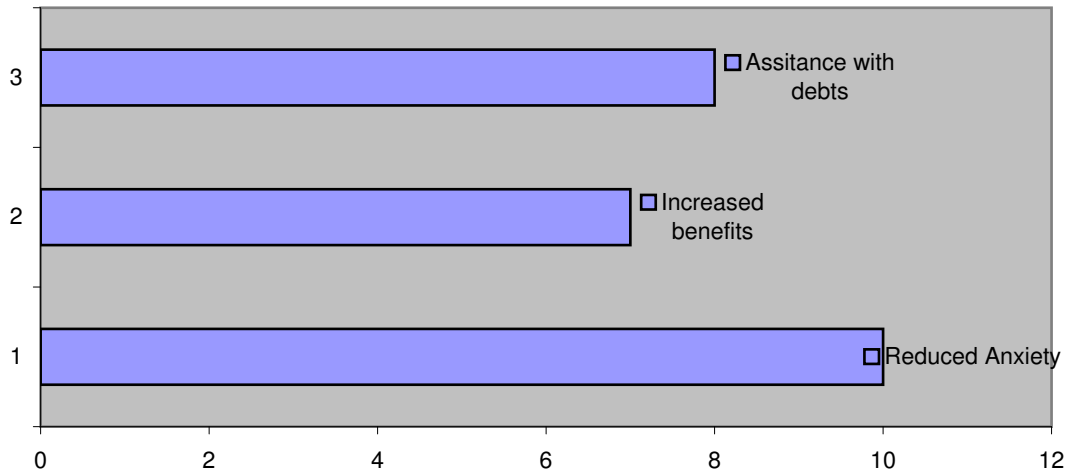
2. Do you feel clients you have referred benefited from accessing our service?

Yes	No	Total
11	0	11

■ No
0%



■ Yes
100%

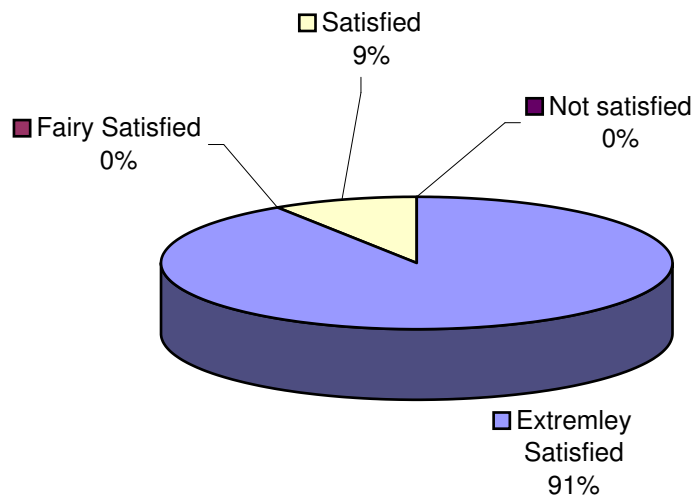


If you answered no, please give details

All referrers answered yes.
 2 referre provided comments. Please see Appendix B

3. How satisfied were you with the outcomes achieved from accessing the Service?

Extremly Satisfied	Satisfied	Fairly satisfied	Not very satisfied	Total
10	1	0	0	11



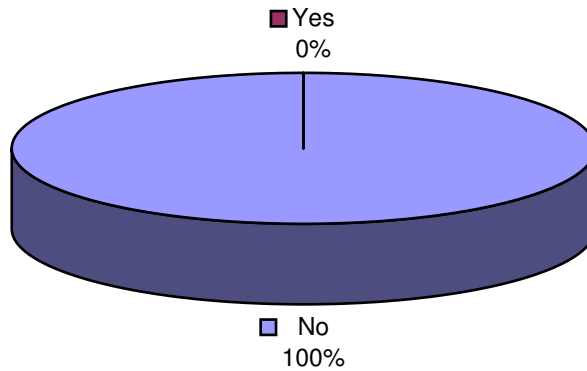
4. If the advice and assistance provided by this Service was not available, how do you think this would affect you as a referrer and your clients?

9 referrers provided comments. They said how satisfied they were with the service and how the

lack of the service will adversely affect both clients and referrers.. Some felt so strongly in favour of the service that they attached letters to their form. Please see Appendix B for their detailed comments.

5. Are you aware of any other service/s within the Borough of Epsom & Ewell offering the same level of advice and assistance?

No	Yes	Total
11	0	0



If you answered yes, please give details

6. Do you have any other comments?

7 of the 16 referrers made comments and they said how much they approved of the service, many of them again. Please see Appendix B for their comments.