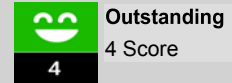


## FSP14 - External Professionals Survey

Date:	Requested due date:
Name:	Position:
You are not required to complete the above information. You may complete either name or position, or neither if you wish to remain anonymous.	

Please read the questions below and place a tick ✓ or ✗ cross at the grade you feel we perform. This will help us improve and raise the standards.



### 1 Is the service Safe?

I feel Service Users are protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination				
Medication processes appear to be well managed				
Equipment I see is well maintained				
I am positively encouraged to challenge and report any poor practice and I am confident this would be acted upon				
I am involved quickly and appropriately in Service Users' care if they are assessed as requiring specialist advice or intervention				
When I have been present, I feel there are the right number of staff to support the Service User's care/support needs				
Total	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

Score (for office use only)



## FSP14 - External Professionals Survey

### 4 Is the service Responsive?



I feel staff understand the service is for Service Users, they listen to their needs, preferences and ideas and act on them

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I have experienced friends, relatives and advocates being consulted when it is right to do so. Their views are listened to and acted on

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I am kept up to date by staff when this is necessary

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Any concerns I have and complaints I make are taken seriously, dealt with promptly and I am kept informed

--	--	--	--

Total

1	2	3	4

Score (for office use only)

### 5 Is the service Well-led?



The management team at Potton Services is well known to Service Users, relatives and staff and is easily contactable

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I have experience of the managers, they appear to know what they need to do and they have been honest with me, including when things go wrong

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Staff appear to be happy in their work

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I am asked, when appropriate, for my views on the wider service and I feel included in how things will be different

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There appears to be good communication between management and staff

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The culture within Potton Services appears to encourage contributions from all involved

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There is, in my opinion, strong leadership which welcomes views from all

--	--	--	--

Total

1	2	3	4

Score (for office use only)

## FSP14 - External Professionals Survey

### Respecting My Privacy

If you wish, you do not have to declare your identity on this survey and you may return it anonymously

	Yes	No
I have been told that I can return this survey anonymously		
I have been shown how to return this survey anonymously		
I am satisfied that I can return this survey anonymously if I want to		

#### Comments


#### FOR OFFICE USE ONLY

Date returned:
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Total Score:
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Tallied By: (initials)
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#### Notes

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