Potton Services 6-8 Southernhay, Basildon, London, Essex, SS14 1EL, United Kingdom Phone: 01268 968541 Page: 1 of 4 Last Reviewed: 24/01/2024 Last Amended: 24/01/2024

FSP14 - External Professionals Survey

Date:	Requested due date:				
Name:	Position:				
You are not required to complete the above information. You wish to remain anonymous.	may complete either name or position, or neither if you				
Please read the questions below and place a tick \checkmark or \times cross at stand					
Inadequate 1 Score Requires Improvement 2 Score	Good 3 Score Outstanding 4 Score				
1 Is the service Safe?					
	1 2 3 4				
I feel Service Users are protected from bullying, harassment, abuse and discrimination	avoidable harm, neglect,				
Medication processes appear to be well managed					
Equipment I see is well maintained					
I am positively encouraged to challenge and report any poor confident this would be acted upon	practice and I am				
I am involved quickly and appropriately in Service Users' care requiring specialist advice or intervention	e if they are assessed as				
When I have been present, I feel there are the right number of Service User's care/support needs	of staff to support the				
	Total 1 2 3 4				

Score (for office use only)

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2 Is the service Effective?				
	1	2	3	4
Staff appear to be clear about their roles and responsibilities				
Staff appear to receive a good induction and I see staff shadowing more experienced staff				
Staff appear to be well trained and the service is one of continual improvement				
Staff accept advice and recommendations from visiting professionals which improves outcomes for those in their care				
I feel the Service User is always asked for their consent by staff for their care and treatment and the appropriate people are involved in best interest decisions when necessary				
Total		2	3	4
	So	core (for	office us	
3 Is the service Caring?				
	1	2	3	4
I feel staff treat Service Users and their loved ones with dignity, respect, kindness and compassion				

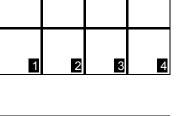
There are warm positive relationships between Service Users and staff

The staff team is caring and staff work well together

Service Users' privacy appears to be always respected by staff of Potton Services during my visits and this includes their personal information

I feel staff communicate with Service Users and their loved ones about their needs and staff understand the importance of not discriminating because of someone's protected characteristic

Total



Score (for office use only)

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4	Is the service Responsive?				
);	•••	··	~
		1	2	3	4
	I staff understand the service is for Service Users, they listen to their needs, erences and ideas and act on them				
	ve experienced friends, relatives and advocates being consulted when it is right to o. Their views are listened to and acted on				
I am	kept up to date by staff when this is necessary				
	concerns I have and complaints I make are taken seriously, dealt with promptly I am kept informed				
	Total	1	2	3	4

Score (for office use only)

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

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

Staff appear to be happy in their work

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

There appears to be good communication between management and staff

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

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

Score (for office use only)

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Respecting My Privacy If you wish, you do not have to declare your identity on this survey and you may return it anonymously 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: Total Score: Tallied By: (initials) **Notes**