

## Client Feedback Summary: July – December 2012

The feedback provided by people using our services in the second half of 2012 is consistent with previous data. It provides a good picture of people's pathways into our services and what their experience is like when they get here.

We're very proud of what the data says about our accountability against the principles set out in our [Client Charter](#), the quality of services we provide and (most importantly) their effectiveness in supporting people to achieve their goals.

Traditionally, the great majority of written feedback we receive comes from our residential withdrawal services. This has provided us with a great source of information for the ongoing review of these services, but our aim is to increase the response rate across all our programs.

Responses	No.	%
Total Responses	274	23
Total clients in period	1208	
Total episodes of care in period	1843	

Gender	No.	%
Male	155	57
Female	98	36
Not entered	21	8
	274	100

Age	No.	%
Under 21	38	14
21-35	107	39
36-50	84	31
Over 50	28	10
Not entered	17	6
	274	100

Service used	No.	%
Catalyst	1	0
Counselling (community)	12	4
Forensic Counselling	0	0
Group programs	3	1
Reception	3	1
Triage/Assessment	8	3
Withdrawal	190	69
Other service	3	1
More than one service	34	13
Not entered	20	7
	274	100

How heard about ReGen	No.	%
Directline	6	2
Family or friends	46	17
Mental Health service	36	13

GP/other professional	90	33
Other service	33	12
Used ReGen before	57	21
VACRO	0	0
ReGen website	3	1
Not entered	3	1
	274	100

<b>Received adequate feedback about progress?</b>	<b>No.</b>	<b>%</b>
Yes	221	81
No	9	3
Sometimes	38	14
Not entered	6	2
	274	100

<b>Any difficulties accessing our services?</b>	<b>No.</b>	<b>%</b>
Yes	20	7
No	237	87
Sometimes	17	6
Not entered	0	0
	274	100

<b>Treated with dignity and respect?</b>	<b>No.</b>	<b>%</b>
Yes	247	90
No	0	0
Sometimes	16	6
Not entered	11	4
	274	100

<b>Provided with necessary information to make informed decisions about treatment?</b>	<b>No.</b>	<b>%</b>
Yes	248	91
No	9	3
Sometimes	17	6
Not entered	0	0
	274	100

<b>Did the service(s) meet your needs?</b>	<b>No.</b>	<b>%</b>
Yes	242	89
No	2	1
Sometimes	15	5
Not entered	15	5
	274	100

<b>Overall satisfaction with ReGen services?</b>	<b>No.</b>	<b>%</b>
Not at all	0	0
Not really	1	0
Somewhat	7	3
Mostly	73	27
Completely	179	65
Not entered	14	5
	274	100