**Participant Survey - Interviewer Instructions**

**Background**

It is important to remember that we are seeking genuine feedback about our services. We take any negative feedback as ‘areas for improvement’ and will act to make changes to become better.

However, if you feel that the conversation is becoming too complex or negative, please ask if the participant (or their guardian) would prefer to speak to the provider directly.

**Before Calling**

Know:

Name of the participant

Name of parent / guardian / approved decision maker (if applicable)

Services received

Age of client

Funding source

How long has the participant used our services

How often has the participant used our services

If not speaking directly to the participant, what is their relationship to the participant

If the participant does not answer the nominated phone, move onto the next participant. Do not leave a message.

**Introduction**

Hello Mrs / Mr \_\_\_\_\_\_my name is \_\_\_\_\_\_\_\_\_\_\_\_\_I am doing some work for\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(name of provider), the \_\_\_\_\_\_\_\_\_\_\_\_\_\_(name of profession) who sees \_\_\_\_\_\_\_\_\_(you / name of participant).

I was hoping to ask you a few questions to get some feedback on the services provided. XXX is going through a quality improvement program and it will really help to know what things they do well and areas where they can make improvements. Would you have a few minutes to answer about 10 quick questions?

If ‘no’, thank them for their time. If ‘yes’ begin the survey ...

**For Questions 1-7**

I am going to read out some statements and we want you to give each of them a rating. There are 4 ratings for each statement: Did Not Meet Expectations; Partially Met Expectations, Met Expectations, Exceeded expectations.

**Note: I**f you feel this may be difficult for the interviewee, if the person sounds very pleased record that as exceeded expectation. If they sound like it was OK record as met expectations etc.

**Ask Questions 8-10** and then ask if any other comments they would like to make.

**Finish Up**

Thank them warmly for their input.