

# Whiddon *Location/Service*

Resident/Client [or Family] satisfaction survey results: November 2022 – January 2023

## Client Participation rate

**41%**

*This is below Whiddon benchmark of*

**64%**

(904 Responses  
1405 Distributed)

## Customer Satisfaction Index

**88.56%**

*Which is sitting in line with the Whiddon  
Benchmark of*

**88.00%**

Overall average of positive scores across all questions

## Top 3 areas of strength

- 92.98 % of you agree that our staff know what they are doing.
- 98.25% of you say how easy is it for you to get the care you need
- 100% of you say the staff treat you with respect

## Top 3 opportunities for improvement

- 70.18% of you say the same familiar staff care for you every day
- 77.19% of you say that there is enough things to do that interest you during the week.
- 70.18% of you say Management follow up when you raise things with them.

We are introducing the following to address your feedback:

- We are continuing to review our roster and recruiting new staff as quickly as possible to reduce the usage of casual staff
- The Lifestyle and Leisure team will continue to speak with you regarding other choices for activities
- Staff have undergone training in complaints management

We thank you and place great value on your feedback. It helps us improve how we care for and support you.

