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SERVICE USERS' SATISFACTION IN AN ACUTE ADULT PSYCHIATRIC CARE UNIT- A QUALITATIVE SURVEY

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Introduction: Service users' satisfaction survey adds an important consumer perspective to the evaluation of various services and treatment progression. In fact survey may be the only means for clients to express their views about the improvement required in the existing services and the new services that are needed or developed.

Aim: To ascertain the service users' views admitted to a large acute adult psychiatric care unit.

Methodology: We conducted a qualitative survey of service users' views by using a questionnaire specifically designed to assess their views of the service they received from the Acute in patient care team in a secondary care hospital. The questionnaire was distributed to all service users in the unit prior to their discharge during the period from 1<sup>st</sup> November to 31<sup>st</sup> December 2009.

Results: Results show that the majority of service users have overall satisfaction with the performance of the acute inpatient care team.

Some of the positive comments made were about the team members being extremely helpful, understanding, committed, highly trained and safe environment. Service users' responses suggested some improvements to the service such as shorter gaps between reviews, quicker liaison with other agencies, awareness among the nursing and allied staff regarding confidentiality and provision of information leaflets.

Conclusion: These findings could be further strengthened by conducting a validated questionnaire on larger sample and can be extremely helpful in planning future services