

# MY TURNING POINT EXPERIENCE

This survey is to understand how people feel about their support from Turning Point. What we learn will help us make services better.

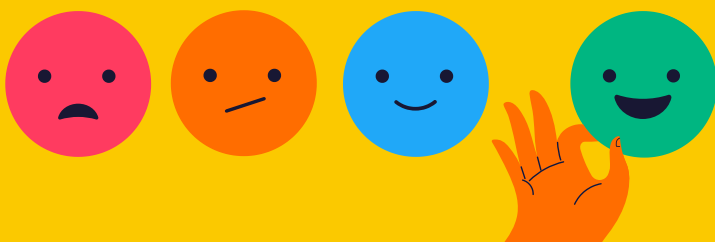
We are asking the same questions of everyone who is being supported by Turning Point now or has been within the last year.

There are six multiple choice questions so it will only take a few minutes to complete. You don't leave your name, and no one can tell the answers that you give.

## Completing the survey

- There are no right or wrong answers - please give us your honest thoughts.
- If you are able to complete it on your own, please do. If you need support to complete it, anyone you feel happy helping you can do so. It could be a support worker, a family member, friend or advocate.
- You can complete the survey online or on paper.
- If you complete it on paper, your support worker can put your answers into the online survey for you afterwards if you'd like them to. Or you can do this yourself or with help from someone else. The online version can be found here: [mytp.me/experience](https://mytp.me/experience).
- The survey has multiple choice answers. If you have specific feedback you would like to share about your experience, let your support worker know. They will explain how you can give more detailed feedback - for example give a complement, suggest an idea or make a complaint.
- Once we have all results from the survey we will be sharing these with our services, so everyone can know how people feel about Turning Point support.

Thank you for completing the survey. It will help us to help make sure the support Turning Point provides is the best it can be.



Firstly, where were you / are you supported by Turning Point?  
(Please tell us the name and location of the service)

When were you supported by Turning Point? (please circle which applies)

I am currently using Turning Point services

Within the last year

1. Thinking about your Turning Point experience, overall, how would you rate our service?

Very Good

Good

Neither  
Good or Bad

Poor

Very Poor

Don't Know

2. I got the support that mattered  
to me from Turning Point.

Strongly  
Agree

Agree

Neither  
Agree  
nor  
Disagree

Disagree

Strongly  
Disagree

Don't  
Know

3. I was listened to and well  
communicated with.

Strongly  
Agree

Agree

Neither  
Agree  
nor  
Disagree

Disagree

Strongly  
Disagree

Don't  
Know

4. I felt involved in decisions about  
my support from Turning Point.

Strongly  
Agree

Agree

Neither  
Agree  
nor  
Disagree

Disagree

Strongly  
Disagree

Don't  
Know

5. I felt safe in the service I used.

Strongly  
Agree

Agree

Neither  
Agree  
nor  
Disagree

Disagree

Strongly  
Disagree

Don't  
Know

6. On a scale of 1 to 10 how likely are you to recommend Turning Point to friends, family  
or colleagues? (1 being the least likely and 10 being the most likely)

1

2

3

4

5

6

7

8

9

10

I completed this survey

By Myself

With Help

Thank you again for completing this survey.  
Your support worker can help to put your answers  
into the online survey for you if you'd like them to.  
Otherwise, you can do this yourself or with help  
from someone else. Visit [mytp.me/experience](https://mytp.me/experience).

