

# Service User Questionnaire – (short summary)

Combined Population Timmermarket/Marywell February 2024 = 526

78 Service Users approached to complete questionnaire = (14% of population)

75 responses received = (96% response rate)

1	Age	81% between 25-65
2	Sex	73% male - 27% female
3	Ethnicity	89% (Scottish/British/Irish)
4/5	Interpreter	99% not required – (Pashdu, Kurdish, Deaf)
6	Health impairment affecting daily life	9% yes - 84% no
7	Own tenancy	66% yes - 30% multiple responses - 0% rough sleeping
8	Timmermarket - Marywell	68% Timmermarket - 39% Marywell
9	Length attending	20% new to service - 40% between 1 month to 2 years -24% over 2 years
10	Use of other services if available	57% GP - 64% Nurse - 49% Dentist - 59% Chiropodist 30% average (link worker, counselling, mental health, food bags, bus fares, help with managing finances, welfare benefits) 20% average (computer assistance, group sessions, group sessions, food preparation) 10% average (physical needs, recovery communities, peer support, literacy and voluntary)
11	Recent health check	9% last month – 39% last 3 months/2 years – 24% > 2 years – 27% none
12	Location – easy to reach	92% happy with location - 5% not happy
13	Difficulties gaining access	87% no issue - 9% some difficulty (not specified)
14	Preferred location	79% happy - 21% prefer closer to home
15	Ease to find/contact service	70% yes – 5% no – 25% previously knew service

16	How was contact made	37% self walk in/telephone - 35% referred by GP/SW - 28% other (not declared)
17	Registered with GP	92% yes - 5% no
18	Which GP practice	39% Marywell - 56% other (7% woodside, Links, Calsayseat, Newburn)
19	When last at GP	43% within last month - 30% within last 6 months - 9% > 2 years ago
20	Difficulties accessing GP	16% appointment times not suitable, being asked to call back, attitudes - 72% no problem
21	GP shared treatment	45% don't know - 29% yes - 9% no
22	Drug use	65% opiate - 28% benzodiazapenes - 39% cocaine - 25% alcohol - 12% none - 4% other
23	Info given at 1 <sup>st</sup> visit	65% (naloxone training, supply, safe drug use) - 52% BBV testing - 27% Sexual health advice - 17% injecting equipment - < 5% vaccines/?? choice
24	Experienced near fatal overdose	26% yes - 70% no - 4% other not specified
25	When was this	5% past 6 months - 17% < 2 years ago - 59% not applicable
26	Treatment at first contact	71% yes - 8% no - 21% other not specified
27	Options on treatment	75% yes - 26% no
28	Any delay with treatment	1% yes - 84% no - 13% other not specified
29	Regular review on plan	68% yes - 31% not applicable/other not specified
30	Would you be ok to ask for a change of plan	73% yes - 1% no - 24% not applicable - 1% other not specified
31	Did you miss appointments	53% yes - 39% no
32	Did service reach out to you	46% yes - 5% no - 45% not applicable
33	Support to move on	84% not at that stage
34	Do staff take time to listen to you	92% yes - 3% no - 5% other not specified
35	You aware you can bring someone to appointments	78% yes - 5% no - 15% don't know
36	Would you feel you could make a complaint if necessary	87% yes - 6% no - 7% other not specified