

# Annual Survey

In response to the Annual Survey feedback and further to our article in our Spring newsletter, we thought we would let you know how we have improved our service in response to your suggestions:

## Newsletter:

**Comment: 'Needs to be sent out earlier to give people advance notice of events being held so they can attend'.**

What we have done: We have liaised with Plymouth City Council and we have changed the printing process of the newsletter to give a faster turnaround time.

**Comment: 'I would like to see a page dedicated to carers. Stories of how they cope with caring, any tips and information they can pass on to other carers'.**

What we have done: Provided a dedicated section within the newsletter called 'Carers News and Views' and on our website called 'Carers' Stories'. These sections contain information written by carers and can be anything from sharing a story to a view on a service or event attended.

## Leaflets

**Comment: 'It would be nice to have glossy leaflets in colour'**

What we have done: We have to balance the cost of printing and production, which has been addressed by only altering our most widely used leaflet, now available in colour.

## Service Improvement:

**Comment: 'I think one off personal contact with new carers who come onto your database would be useful and make the service more accessible to people who would find it difficult to make a first approach. I would have liked emotional support but never felt able to call'.**

What we have done: We now offer one-to-one floating support service for a maximum of 6 weeks to all new carers who register with us. We also offer this to any carer experiencing challenges or changes in their caring role.

**Comment: 'The services you provide appear only to be held during the daytime. Full timers may feel excluded'.**

What we have done: Arranged evening and weekend community outreach sessions and provided weekend events during Carers Week. We also provided meal vouchers to carers during Carers Week which could be taken at a time convenient to them, allowing for greater flexibility.

We are still working to improve our service and are currently in the throes of revamping our Cosy Corner Drop In facility at Greenbank, why not drop in and see us!

