



## Tell Us What You Think: Your Feedback Matters

Please tell us about your experience with The Ben Fund **counselling service**, we welcome any feedback you have to help us keep improving our service. Please return to [wellbeing@nwpmf.org](mailto:wellbeing@nwpmf.org). Thank you in advance for taking the time to share your feedback; we really appreciate it.

Please select the centre you attended (optional):

- St Michael's Lodge, Langho
- Progress House, Stockport
- Green Lane, Liverpool
- Virtual/online

On a scale of 1-5, how satisfied are you with your wait time for your first counselling session?

Very dissatisfied      1      2      3      4      5      Very satisfied  
                       

On a scale of 1-5, how satisfied are with the quality of counselling you received?

Very dissatisfied      1      2      3      4      5      Very satisfied  
                       

On a scale of 1-5, how satisfied are you that counselling has helped you address your concerns?

Very dissatisfied      1      2      3      4      5      Very satisfied  
                       

On a scale of 1-5, how satisfied are you with the venue(s) for your counselling appointments?

Very dissatisfied      1      2      3      4      5      Very satisfied  
                       

On a scale of 1-5, overall, how satisfied are you with the service you received from The Ben Fund?

Very dissatisfied      1      2      3      4      5      Very satisfied  
                       

On a scale of 1-5, how likely are you to recommend this service to colleagues?

Very unlikely      1      2      3      4      5      Very likely



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Please use this space to provide any other comments/feedback you wish to leave. In particular, if you have marked dissatisfied or very dissatisfied on any questions, we welcome any suggestions on how we can improve.

Thank you for taking the time to share your feedback