

Using the DIALOG feedback tool

This 'easy-read' guide is designed to support completion of the DIALOG feedback tool.

'Easy-read' is classified as information that is presented in an accessible, easy to understand format. This is primarily for the benefit of people with learning disabilities, but is often used more widely, for individuals who would benefit from provision of information in a simplified format.

To ensure meaningful use of the DIALOG tool it is essential that Service Users understand the meaning of the questions. Where indicated, staff can use this guide alongside the DIALOG assessment tool to support this understanding.

It is important that staff check service user understanding when using this guide. Throughout the guide you will see the symbol below prompting staff to check the Service User's understanding.



1. How satisfied are you with your mental health?



This question is asking you how you feel about your mental health.

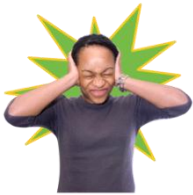


Your mental health is about having a healthy mind.



It is about how you think and feel.

It includes:



How you cope with things that are stressful.



How you cope with things changing.



Whether you are able to manage the things that are important to you, like work or hobbies.



How you cope with your feelings.



						
Very unhappy	Unhappy	Quite unhappy	In the middle	Quite happy	Happy	Very happy

2. How satisfied are you with your physical health?



This question is asking you how you feel about your physical health.



Your physical health is about having a healthy body.

It includes:



The food that you eat, for example having a healthy diet.



Your weight.



Exercise and staying fit.



Diseases or illnesses that you have.



Any hospital or Doctor's appointments you have had.



Help you have had from Specialists like the Dentist or a Physiotherapist.



Check Understanding

 Very unhappy	 Unhappy	 Quite unhappy	 In the middle	 Quite happy	 Happy	 Very happy
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3. How satisfied are you with your job situation?



This question is asking you how you feel about your job.



This might be a paid job or a volunteer job.



This could also mean how you feel about school or College.

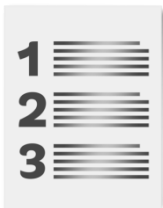
This might include:



If you enjoy your job.



If you are able to do things that you need to do at work.



If you are able to cope with the work you need to do.



If you get on with people at work.



Very unhappy	Unhappy	Quite unhappy	In the middle	Quite happy	Happy	Very happy

4. How satisfied are you with your accommodation?

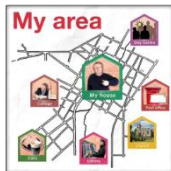


This question is asking you how you feel about where you live.



This can also mean how you feel about the ward if this is where you are living.

This might include:



The area you live in.



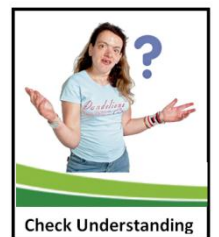
The people you live with.



The type of home you live in.



If you have a choice about where you live.



5. How satisfied are you with your leisure activities?



This question is asking you how you feel about the things you do in your free time.



This includes how you feel about your hobbies, exercise and spending time with your friends.

This might include:



If you have enough to do in your free time.



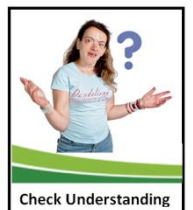
If you enjoy the things you do in your free time.



If you have time or energy to do things in your free time.



If it is easy for you to do the activities you enjoy.



6. How satisfied are you with your relationship with your partner/family?



This question is asking you how you feel about the relationships you have with your family and your partner.



This also includes relationships with your children and your unpaid carers.

This might include:



If you get on well with them.



If you feel supported by them.



If you are able to see them when you want to.



If you enjoy doing things together.



If you are able to talk to them about things that are important to you.



Any difficulties in relation to your children, for example difficulties with child care.



						
Very unhappy	Unhappy	Quite unhappy	In the middle	Quite happy	Happy	Very happy

7. How satisfied are you with your friendships?



This question is asking you how you feel about the relationships you have with your friends.

This might include:



If you have enough friends.



How you feel about meeting new people and making new friends.



If you get on well with your friends.



If you feel supported by your friends.



If you are able to see your friends when you want to.



If you are able to talk to your friends about the things that are important to you.



How you feel about your relationship with your befriender.



 Very unhappy	 Unhappy	 Quite unhappy	 In the middle	 Quite happy	 Happy	 Very happy
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8. How satisfied are you with your personal safety?

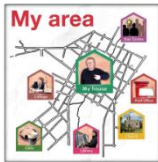


This question is asking you how you feel about your safety.

This might include:



If you feel safe in your home or on the ward.



If you feel safe in your local area.



If you feel safe on public transport.



If you feel safe to go out on your own.



If you feel worried that you might be bullied.



Any safeguarding issues you have, for example if you feel worried that you might be abused.



12. How satisfied are you with your medication?



This question is asking you how you feel about the medicines you take.

This might include:



How you feel about the amount of medication you need to take.



How you feel about the side effects of the medication you take – for example the effect on your health.



If you are able to manage your medication on your own or the support you get to take your medication.



How easily you can get your medication, for example from the pharmacy.



If you think the medication is helping you.



If you feel you have been given enough information about your medication.



						
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13. How satisfied are you with the practical help you receive?



This question is asking you how you feel about the help that you are given from staff and paid carers.

This might include help you have been given with:



Your money .



Where you live.



Your activities.



Meeting other people.



Getting around.

It might also include:



If you feel like you have been given enough help.



If you feel that the help you were given has made things easier.



If you feel like you have been given the help you asked for.



 Very unhappy	 Unhappy	 Quite unhappy	 In the middle	 Quite happy	 Happy	 Very happy
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14. How satisfied are you with your meetings with mental health professionals?



This question is asking you how you feel about the meetings you have with staff about your mental health.

This might include:



How you feel about the time that your meetings happen and if they happen often enough.



If your meetings are easy to organise.



if you think that the right members come to your meetings.



If you are able to understand what is talked about.



If you feel supported to say what you want to say and feel that people listen to you.



If you feel that you talk about the things which are important to you in the meeting.



If you feel like you understand what is going to happen next.

