

Quality Audit Report Aug 08 – Dec 08 CMH Helpline manager

Sample

- **Aug** sampled 1/17 responses from 1/9 volunteers who submitted names
 - **Oct** 7/33 7/9
 - **Dec** 7/15 4/4
- Over all, the sample size was 23% of the names submitted (15/65) and the names submitted were 11% of answered calls taken from call sheets in this period (581). To be a good enough sample we needed to get 25% of answered calls from call sheets, and a 35% response rate from that 25%. This is a small sample that falls short of our sampling criteria. This was due to shortage of volunteer time to make the calls so only 3 months were done.
 - The total number of volunteers who could have sent in names was 16. 4 volunteers have not submitted names in this period. Of the rest, 5 were not sampled, three were sampled only once, 4 were sampled twice and the rest 3 times, with one being sampled 4 times. Of the volunteers who have sent in names 3/12 have sent them in for 5/5 months 6 for 3/5 and 2 for both 2/5 and 1/5.

Standard of Volunteers:

- 13/15 volunteers were rated as very friendly, 3 as friendly, a high value rating 100 %.
- Standard of information given by the Volunteers: 7/15 were rated as very helpful, 5 as helpful, 2 as quite helpful and 1 as unhelpful. A rating of 80% compared to 90% in last half year, 81% in 2007 and 87% in 2006..

Receipt of Information:

- 9/12 received information within 7 days and 2 over 7 days.
- 10/12 found delivery time good or acceptable. A high value rating 83%

Standard of Leaflets:

- 10/12 found leaflets to be excellent or good, 1 found them to be quite good and 1 poor. This is a high value rating of 83%, which is a rise on first half year 08 (76%), 2007 (69%) and on the high score of 81% for last half year 2006.

Membership

- Only 2/15 were or had become members.

Ease of Access

- 3/15 took 2 calls or more to get on the line.
- 11/15 people had used the new number and 3 were unsure. Therefore 20% were not sure whether they had heard of the new number in comparison with 23% in first half of 2008, 30% in the last half of 2007 and 48% in the first half of 2007 so awareness is increasing and we could consider removing the old 027 number, although it still is around in books like the Family Doctor series and other literature.

Overall Rating

- 7/15 callers rated the Helpline as excellent, 7/15 as good. A high value rating of 93% compared to 1005 first half 2008, 94% in 2007, 96% in 2006 and 87% in 2005.

Comments from Callers

- Need information in Orthopaedic Depts and Osteoporosis clinics and a poster.
- Wanted information on car seating that was not available, fact sheet last updated summer 2007.