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Client Satisfaction Survey

At Cardiff Council we want to provide an excellent and caring service to every one of our customers. We're always looking to improve what we do and by completing this survey you can help us to do that. Thank you for your custom and your feedback.

If you require any help completing this survey then please contact us on: 02920 537080.

Please circle or tick the box which best applies to you.

Section A: Your views about our meals

1. a) I think that the overall quality of the main meal is:	Excellent	Good	Fair	Poor
b) I think that the overall quality of the dessert is:	Excellent	Good	Fair	Poor
2. I think that the variety of food available on the menu is:	Excellent	Good	Fair	Poor
3. I think that the overall meal size is:	Too big	A little too big	Just right	Too small
4. I think that the temperature of my meal on arrival is:	Too hot	Just right	Too cold	Variable
5. I think that the price of the meal and dessert is:	Excellent value	Fairly priced	A little too expensive	Far too expensive

Section B: Your views about our Meals on Wheels service

1. The service I receive from my Meals on Wheels delivery driver is:	Excellent	Good	Fair	Poor
2. When I contact Meals on Wheels, the service provided by the Customer Care Team is:	Excellent	Good	Fair	Poor
3. I feel that the Meals on Wheels service has met my individual needs:	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
4. I feel that the referral process for the service was easy:	Strongly agree	Somewhat agree	Somewhat disagree	Somewhat disagree

Section C: Your comments about our Meals on Wheels service

1. What do you value the most about our service?

2. Is there anything we could do to improve our service?

3. Do you think there is enough variety and choice of meals available?

4. Are you aware that we also have vegetarian, Halal, Kosher, Puree, Caribbean, Indian, Chinese and traditional meals. If No, would you like to try some?

Section D: As a result of the Meals on Wheels service, please state how much you agree with the following statements:

1. I am better nourished	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
2. I feel happier	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
3. I feel healthier	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
4. I worry less about injuring myself during cooking	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
5. I feel less lonely	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree

6. I feel more secure knowing someone will check I'm ok	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
7. My life is easier	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
8. My family has greater peace of mind	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
9. It has helped me remain independent at home	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
10. I visit my GP less	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree

Section E: If we were to expand the service, would you consider any of the below?

1. Tea packs This would include a sandwich, dessert and snack.	Yes	No
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In order to provide the best possible service to you, it is vital that our records are up to date. Completing the section below will also ensure we are able to respond to any queries, complaints, or suggestions that you've risen in this survey. If you would rather return this survey anonymously, please leave this section blank and contact our customer care team to update any changes to your details or requirements.

Section F: Your information

Your name:	
Your address:	
Your telephone number:	
Your email address:	
Your next of kin or contact person's name:	
Your next of kin or contact person's address:	
Your next of kin or contact person's telephone number:	
Your next of kin or contact person's email address:	

Would you be interested in representing Meals on Wheels service or providing information/ comments about the service which could be published on literature? Yes No

Have any of your dietary requirements, including allergens, changed over the past 12 months?	Yes	No
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If you have selected yes, please write below how they have changed (or leave it blank and we will call you to discuss if you prefer)

"The information you have provided to Telecare Cardiff will be treated as confidential but may be shared with other Council Services if required by law and with the requirements of the Data Protection Act 2018.

For further information on how the Council process your personal information in line with Data Protection Law, see our full Privacy Policy on the Council's website https://www.cardiff.gov.uk/ENG/Home/New_Disclaimer/Pages/default.aspx

If you wish to withdraw your consent please contact telecare@cardiff.gov.uk and we will act upon your request as soon as possible."

- I consent for Telecare Cardiff to contact me in the future in relation to the services provided and to gather feedback
- My next of Kin is aware their details have been included within this form and understand their details will be processed in line with the Data Protection Act 2018

Go to food.gov.uk/ratings to find out the food hygiene rating of our business or ask us for our food hygiene rating when you order.

