



Caller Evaluation

Date:

Mindline Somerset endeavours to provide a reliable and professional service. To help us to continue to do this we are asking you as a user of the service to complete the enclosed questionnaire and return it to:

Mind in Taunton & West Somerset, The Market Building, Canal Road, Taunton, TA1 1PN

Where did you hear about Mindline?	
How often have you used Mindline?	
Is the service reliable?	
Does the person answering the phone sound friendly?	
Does the person answering the phone sound confident?	
Do you feel the person answering the phone is listening to you?	
Do you feel you can ask for information about other services?	
Would you recommend Mindline to others?	
What are your reasons for ringing Mindline?	
In what way did Mindline help you?	

Thank you for your time in filling in this questionnaire, your views of the service are important to us.

Any other comments: