

# Dialog - measuring what matters to you

Information leaflet





**As part of our commitment to service users and carers we are introducing some new ways of working to ensure that services users have a greater level of involvement in their care.**

This leaflet is an introduction Dialog for patients, carers and staff. It explains what the Dialog questionnaire is and how it works.

### **What is Dialog?**

Dialog is designed to measure how satisfied you are with areas of your life and your experience of the care you receive. Your responses can help us to make sure we talk about what matters to you. The Dialog questionnaire is very simple and it only has 11 questions. The first eight questions cover different areas of your life, and the last three are about your treatment.

You don't need to give long responses or give too much detail. Choose a number from 1 to 7 that best matches how you feel, with 7 being totally satisfied and 1 being totally dissatisfied

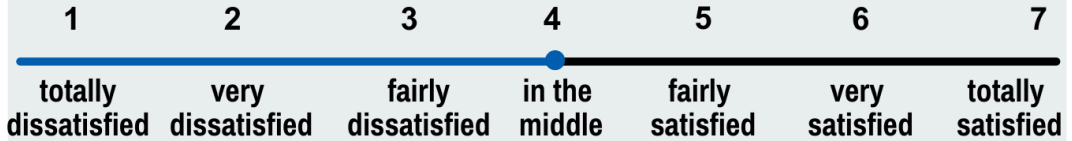
There are no wrong answers. Try to be as honest as you can. By sharing your answers at the beginning of your care, you can get a really good idea of how you are feeling.

We use your answers to talk with you about whether anything might help improve your satisfaction in the areas that matter to you. We will ask you these questions again through your treatment and use your answers to help us recognise achievements and think with you whether any changes are needed in those plans.

## Dialog questionnaire

You can use the form on the next page to record your level of satisfaction for each of the 11 questions.

How satisfied are you with your mental health?



Do you need more help in this area?  Yes  No



Choose a number from 1 to 7 that best matches how you feel, with **7 being totally satisfied** and **1 being totally dissatisfied**.

How satisfied are you with  
(please score 1-7)



Would like support  
or help?

1	Your mental health	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
2	Your physical health	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
3	Your job, education, training	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
4	Your accommodation/housing	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
5	Your leisure activities	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
6	Your relationships with your partner/family	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
7	Your friendships	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
8	Your personal safety	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
9	Your medication	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
10	Practical help you receive	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>
11	Your meetings with mental health professionals	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>



## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

## **PALS**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

## **South of Tyne**

Tel: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9.00 am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this booklet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

Published by the Patient Information Centre 2024

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Ref, PIC/904/0224 February 2024 V1

[www.cntw.nhs.uk](http://www.cntw.nhs.uk)

Tel: 0191 246 7288

Review date 2027

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