

THE GUARDIAN SERVICE FEEDBACK SURVEY

Time and Date	Name of Health Board	Name of Guardian	Q.1. How did you hear of this Guardian Service at your organisation?	Q.2. How did you first make contact with The Guardian Service	Q.3. Was your initial contact dealt with promptly?	Q.4. Do you believe that your confidentiality was respected and maintained at all times in line with your expectations?	Q.5. Did your Guardian make you feel comfortable and safe at all times?	Q.6. Did you feel listened to?	Q.7. Did the Guardian explain the process at the outset and follow that process?	Q.8. Did the guardian fully understand your concerns?	Q.9. Did your Guardian keep you informed of progress in a timely manner?	Q.10. Did the Trust deliver a satisfactory outcome to your concerns?	Q.11. Given your experience would you use the Guardian Service again?	Q.12. Would you recommend the Guardian Service to a colleague?	Q.13. Any additional comments:
02-06-20 15:58	Swansea Bay University Health Board	Malcolm	Email/staff intranet	By email	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No. Not applicable	Yes	Yes	I had an excellent response from the Guardian service - Malcolm was very measured in his approach and allowed me time to talk through my concerns - he pointed me in the right direction when I believe I had hit a brick wall at speed and I then realised I was burnt out. Very impressed and grateful for the support. many thanks
22-07-20 7:56	Swansea Bay University Health Board	Malcolm Stammers	Recommended by a colleague	By telephone	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Excellent service provided where I felt listened to and valued.
08-09-20 12:30	Swansea Bay University Health Board	Malcolm Stammers	Email/staff intranet	By telephone	Yes	Yes	Yes	Yes	Yes	Yes	Not applicable	No. I was concerned about changes to my job role. The two managers dealing with this while my line manager was absent were aggressive and passive aggressive. Their stance was dictatorial and un empathetic. I felt marginalised and belittled.	Yes	Yes	This service was my lifeline during a hateful time in my career.
01-10-20 9:39	Swansea Bay University Health Board	Malcolm Stammers	Email/staff intranet	By email	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Malcolm was very supportive during the whole time we corresponded with him. He explained the whole process and brought up our concerns in a very diplomatic and secure way as our concerns were with a senior member of staff. Malcolm worked hard behind the scenes and was always on hand if we needed to speak to him. I would thoroughly recommend the Guardian service, thank you.
06-10-20 9:16	Swansea Bay University Health Board	Malcolm Stammers	Email/staff intranet	By email	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Thank you for your help
12-10-20 15:56	Swansea Bay University Health Board	Malcolm Stammers	Email/staff intranet	By telephone	Yes	Yes	Yes	Yes	Yes	Yes	Not applicable	No. Following several discussions with both Claire and Malcolm as a team we decided not to proceed with the issue. Our line managers were supportive from the time of the first contact with the service until the end.	Yes	Yes	An excellent independent service which provided advice and guidance that allowed us to make our own decision on how to proceed. There was no pressure on time or criticism on the final decision not to proceed.