

Community Mental Health Transformation



DIALOG

Measuring what matters to you

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 form 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 - DIALOG is a personal measure. 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 where you are starting from in terms of how you are feeling.

We use the answers to this scale to guide conversations 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 then use these different answers to help us recognise achievements and think with you whether any changes are needed in those plans.

7	Totally satisfied	
6	Very satisfied	
5	Fairly satisfied	
4	In the middle	
3	Fairly dissatisfied	
2	Very dissatisfied	
1	Totally dissatisfied	

DIALOG questions cover your satisfaction with:

1 - Your mental health



2 - Your physical health



3 - With your job situation



4 - Your accommodation



5 - Your leisure activities



6 - Your friendships



7 - Your partner / family



8 - Your personal safety



9 - Your medication



10 - The practical help you receive



11 - Meetings with mental health professionals



Your experience

Your views are important to us. If you need advice or have feedback on our services, you can contact one of the advisors from our service experience team.


All enquiries are completely confidential.

You can contact us between 9am and 5pm, Monday to Friday.

 **0300 421 8313** (answerphone available outside office hours)

 **experience@ghc.nhs.uk**

 **www.ghc.nhs.uk/get-in-touch/give-us-views**

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This leaflet can also be provided in braille, PDF, large print, easy read and other languages on request. For general enquiries or if you would like further information, or would like to receive this leaflet in another format, please contact the Trust Communications Team.

 **0300 421 8100**

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