

FEEDBACK REPORT PROVIDER:	Greenhouse Mentoring
DATE OF REPORT:	December 2016
Reviews in period:	5

Summary Report:

In November 2016, Healthwatch Luton visited Greenhouse Mentoring to talk to their clients and gather feedback on their experiences of health and social care in Luton.

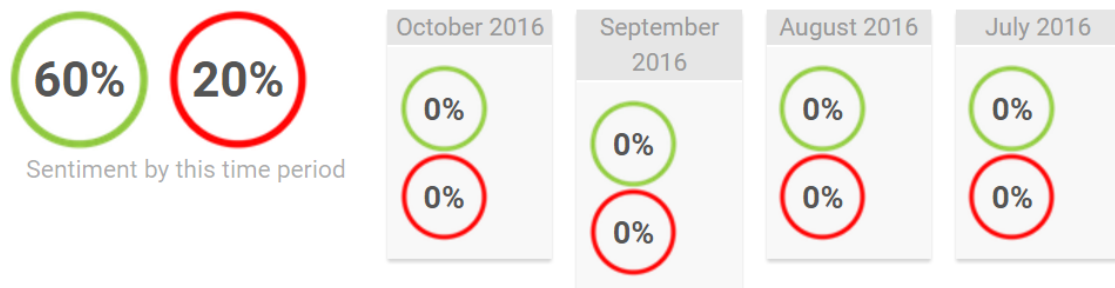
The overall sentiment of the feedback is positive - mainly 60% of the reviews were positive and 20% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments.

The main source of feedback was via direct engagement.

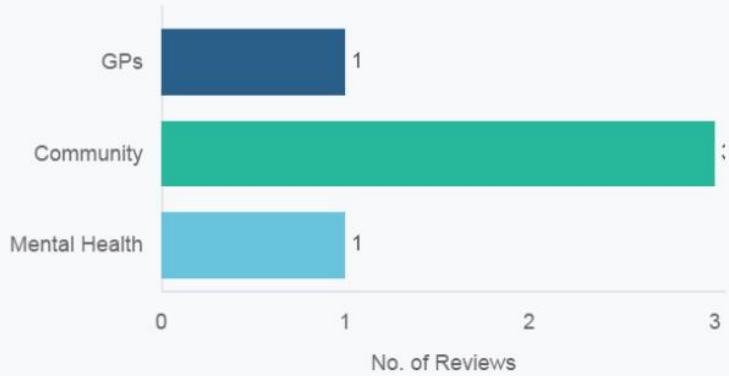
The five attendees provided feedback on 3 services. This included providers such as Greenhouse Mentoring, as well as GP's and Mental Health services (namely IAPT).

The review section highlights people's personal experiences and stories regarding this provider. This can be viewed in more detail in the Reviews section below

Sentiment



Service Type ?



Provider	Rating	Title	Review	Created
Greenhouse Mentoring	5	GH1910 General feedback	Has been attending Greenhouse for nearly 2 years - uses the mentoring service. Likes the service. Same mentor. Always sees the mentors here. 1-1 chatting once a week every Wednesday. Letter in the post.	2016-11-02 14:05:34
Greenhouse Mentoring	5	GH1910 General feedback	Been attending two years roughly. [REDACTED] is a mentor here. Uses the mentoring service and finds it to be really helpful. Meets at Greenhouse premises, every week. 1-1 session. Very happy at the moment. Can meet anywhere if you like if it is suitable.	2016-11-02 14:02:36
Greenhouse Mentoring	5	GH1910 General feedback	Has been coming for about 9 months. Comes here once a month. Does not use the mentoring service. Chills out with friends. Staff are good, more than plenty of activities to take part in. Not sure if do trips.	2016-11-02 13:54:56

Concluding Statement

Healthwatch Luton have forwarded this Provider Feedback to Greenhouse Mentoring in December 2016. Healthwatch Luton would look to attend Greenhouse Mentoring again in the new year to gather further feedback from this cohort of people.

Overall, the general feedback on Greenhouse Mentoring, and on the other services was positive.