



Evidence of the effectiveness of Peer Support:

Methods & Findings to Date

How do we measure?

- World Health Organisation Quality of Life measure – WHOQOL
- Service reviews
- Satisfaction surveys
- Goal achievement

- INSTRUCTIONS

- This assessment asks how you feel about the quality of life, health, or other areas of your life. **Please answer all the questions.** If you are unsure about which response to give to a question, please choose the one that appears most appropriate. This can often be your first response.

-

- Please keep in mind your standards, hopes, pleasures and concerns. We ask that you think about your life **in the last two weeks.** For example, thinking about the last two weeks a question might ask:

-

Please read each question, assess your feelings, and circle the number on the scale for each question that gives the best answer for you.

- How would you rate your quality of life?
- How satisfied are you with your health?

The following questions are asked about how much you have experienced certain things in the last two weeks.

- To what extent do you feel that physical pain prevents you from doing what you need to do?
- How much do you need any medical treatment to function in your daily life?
- How much do you enjoy life?
- To what extent do you feel your life to be meaningful?
- How well are you able to concentrate?
- How safe do you feel in your daily life?
- How healthy is your physical environment?
- Have you enough money to meet your needs?
- How available to you is the information that you need in your day-to-day life?
- To what extent do you have the opportunity for leisure activities?
- How well are you able to get around?
- How satisfied are you with your sleep?
- How satisfied are you with your ability to perform your daily living activities?

- How satisfied are you with your capacity for work?
- How satisfied are you with yourself?
- How satisfied are you with your personal relationships?
- How satisfied are you with your sex life?
- How satisfied are you with the support you get from your friends?
- How satisfied are you with the conditions of your living place?
- How satisfied are you with your access to health services?
- How satisfied are you with your transport?
- The following question refers to **how often** you have felt or experienced certain things in the last two weeks.
- How often do you have negative feelings such as blue mood, despair, anxiety, depression?
- Did someone help you fill out this form?
- How long did it take to fill out this form?
- **Do you have any comments about the assessment?**

The WHOQOL results

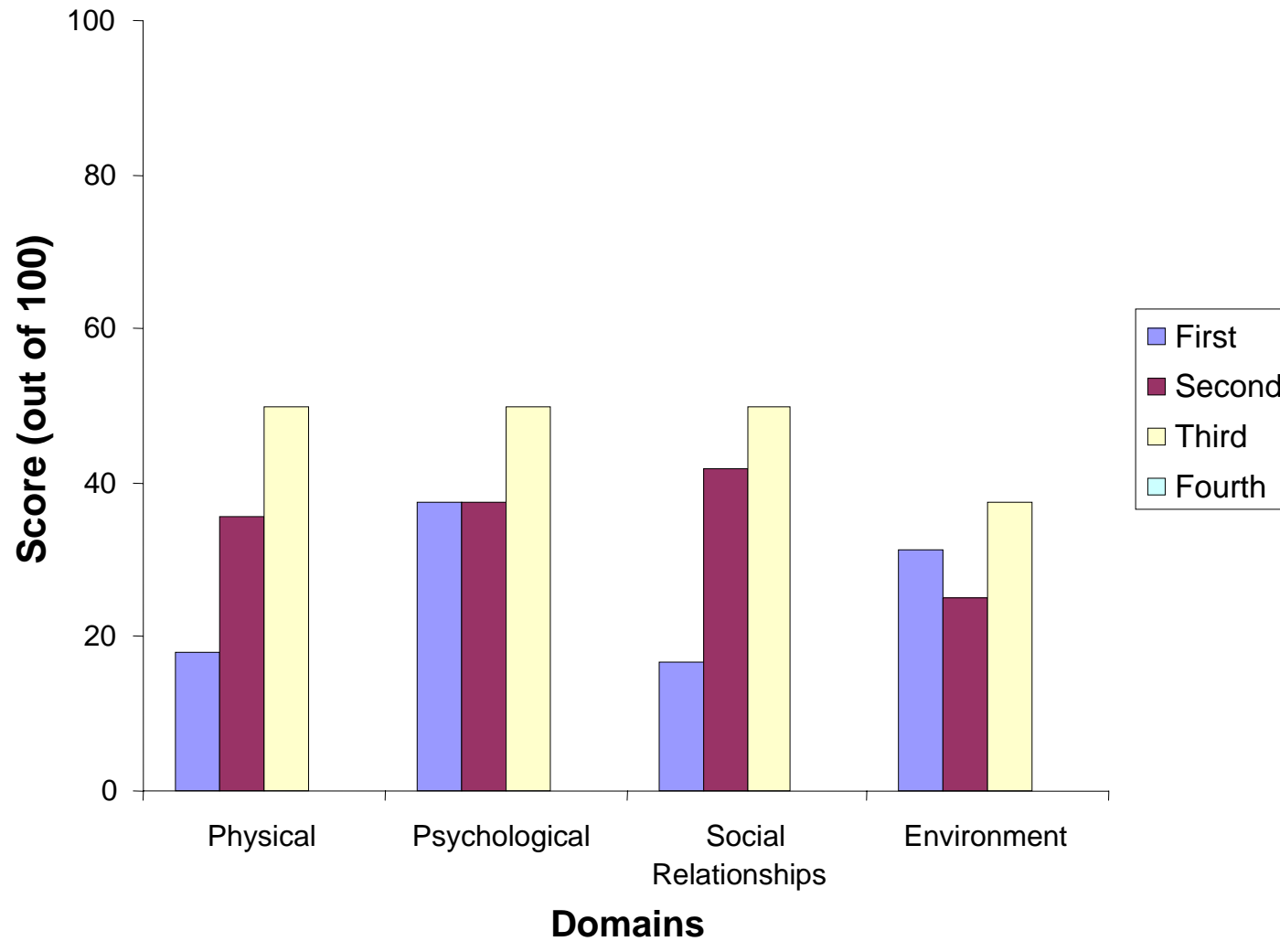
World Health Organisation Quality of Life (WHOQoL) Results

Name: _____

NHI Number:___

Your Quality of Life score is broken up into four domains covering the four aspects of life, physical, psychological, social relationships and environment. Each of these domains is scored on a scale of 0-100. Below is a graph of your results for your first two completed WHOQoL Surveys.

WHOQoL Results



Explanation of results:

Physical Domain: Your results show a steady increase in this domain over the three periods, with an overall increase of 180% over the three surveys.

Psychological Domain: This domain also shows an increase, however only in the most recent survey. It indicates that there was no change between the first two periods with a 33% increase in the most recent one.

Social Relationships Domain: Like your physical domain, your social relationships shows a steady increase over the past 9 months, with a greater increase between the first two periods and less of one in the last.

Environment Domain: in the environment domain you've showed the most variance with a drop from your first to second, but then an increase in the last period giving you an overall increase over the 9 months of

Definition of Domain Scores:

Physical Domain: The physical domain score comprises of the individual scores for, pain and discomfort; energy and fatigue; sleep and rest; mobility; activities of daily living; dependence on medication or treatments; and working capacity.

Psychological Domain: The psychological domain comprises of individual scores for, positive feelings; thinking learning, memory and concentration; self-esteem; body image and appearance; negative feelings; and spirituality/religion/personal beliefs.

Social Relationships Domain: The social relationships domain comprises of you individual scores for personal relationships; social support; and sexual activity.

Environment Domain: The environment domain comprises of your individual scores for, physical safety and security; home environment; financial resources; health and social care: availability and quality; opportunities for acquiring information and skills; participation in and opportunities for recreation and leisure; physical environment; and transport.

WHO Definition of Quality of Life: An individual's perceptions of their positions in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns.

Please ask your PSW if you have any questions about these results.

Service review questions

- What were your initial goals and objectives when engaging with the service?
- How are these progressing, are your goals the same or do they need to be reviewed?
- Do you wish to continue using the Peer Support Service?
- Based on your current situation, does the input from your PSW need to increase or reduce?
- What is your general impression of the way the Peer Support Service works? Are you finding this service beneficial? What do you useful and/or not useful about it?
- Feedback from you or your PSW about your successes or progress ?
- Feedback from KWR or others i.e. family: *(Please list the person/people who is/are giving feedback and their relationship to you i.e. my brother, keyworker etc...)*.
- What future level of input from your Peer Support Worker do you think will be appropriate for you?
- What are the main benefits of having a PSW?

So what are outcomes or outcomes of what?

- Dictionary – *The result or consequence of something*
- The problem of attribution...
- ...and fidelity
- How do we know what the service is *really* doing?

Outcomes of peer support

- Whose outcomes?
 - Service outcomes or service user outcomes
- Whose perspective?
- Anticipated or serendipitous?

Intentions to results

- Government policy
- National plan
- Local consultation
- Local plan
- Contracting process
- Service provision plan
- Service delivery
- Outcomes