

Þjónustukönnun 2022

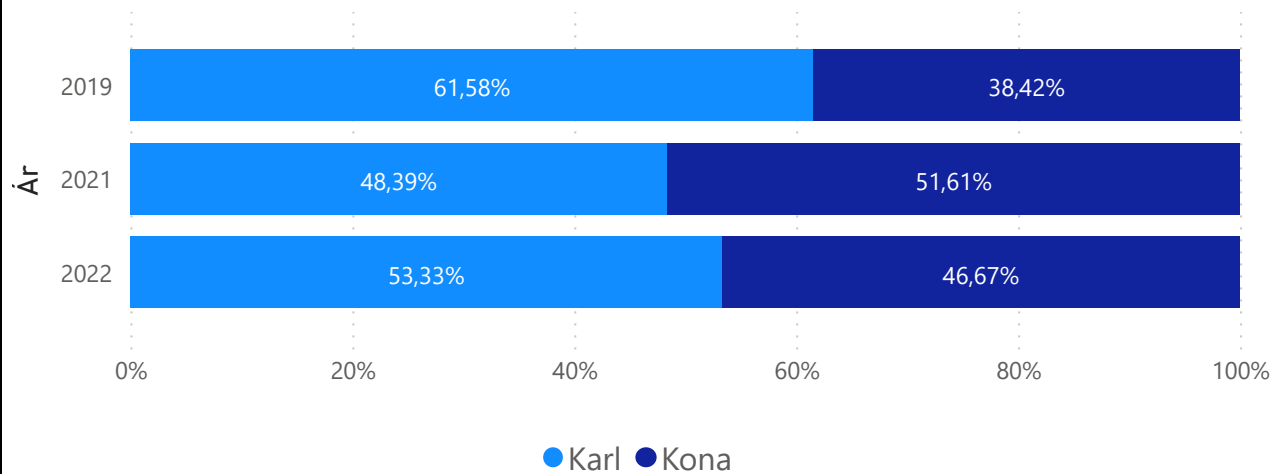
Göngudeildir Von & Akureyri



Einkunnagjöf

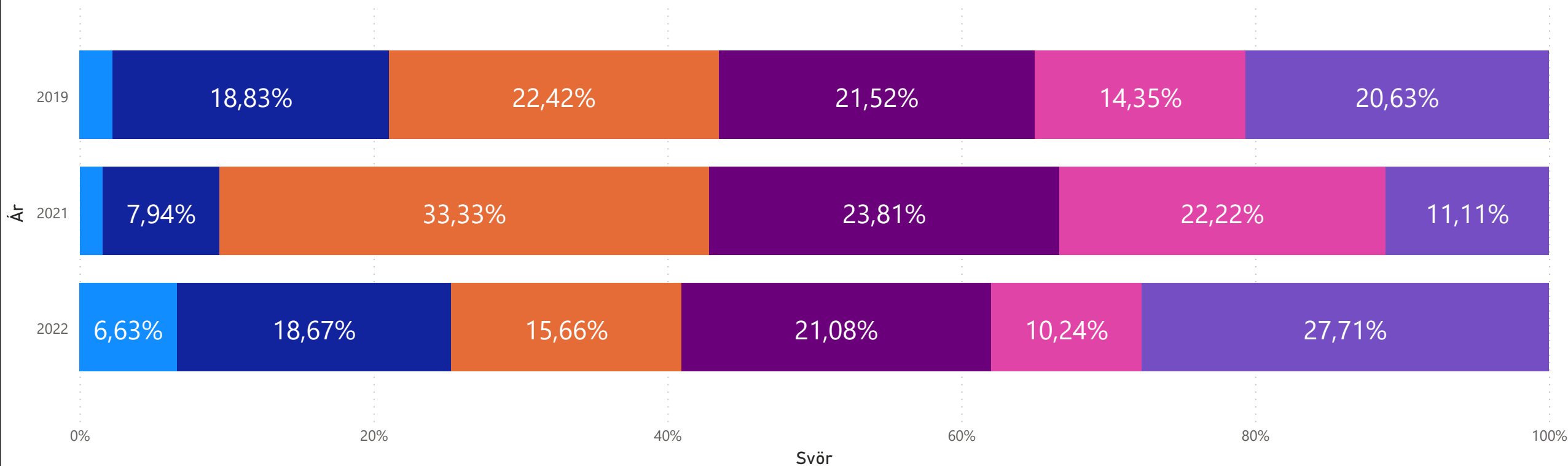
| | | | |
|------|----------------|-----------|-------|
| 2019 | 8,84 | 9,21 | 9,00 |
| Year | Upplýsingagjöf | Aðbúnaður | heild |
| 2021 | 8,76 | 9,39 | 9,10 |
| Year | Upplýsingagjöf | Aðbúnaður | heild |
| 2022 | 9,05 | 9,39 | 9,38 |
| Year | Upplýsingagjöf | Aðbúnaður | heild |

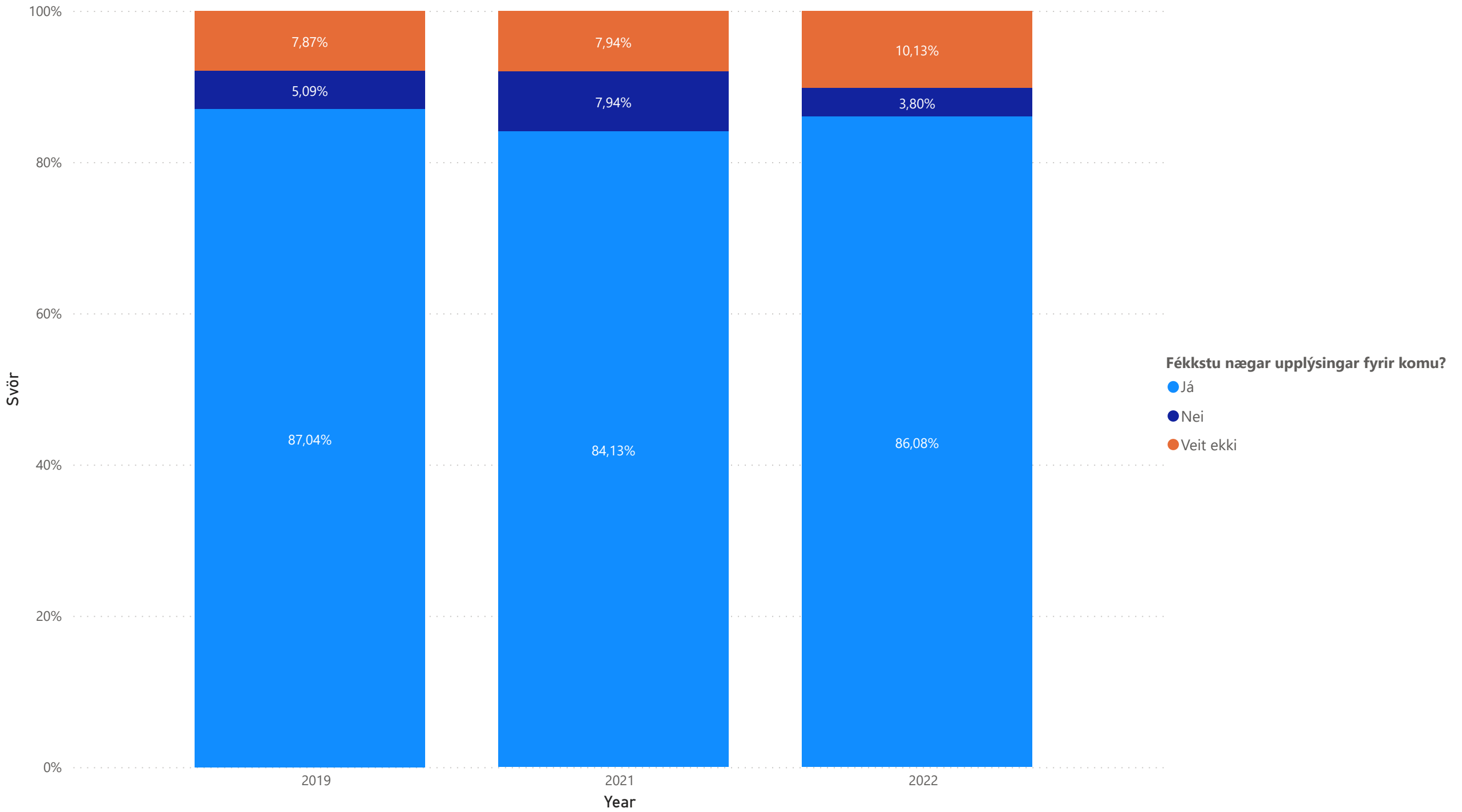
Kynjaskipting svarenda

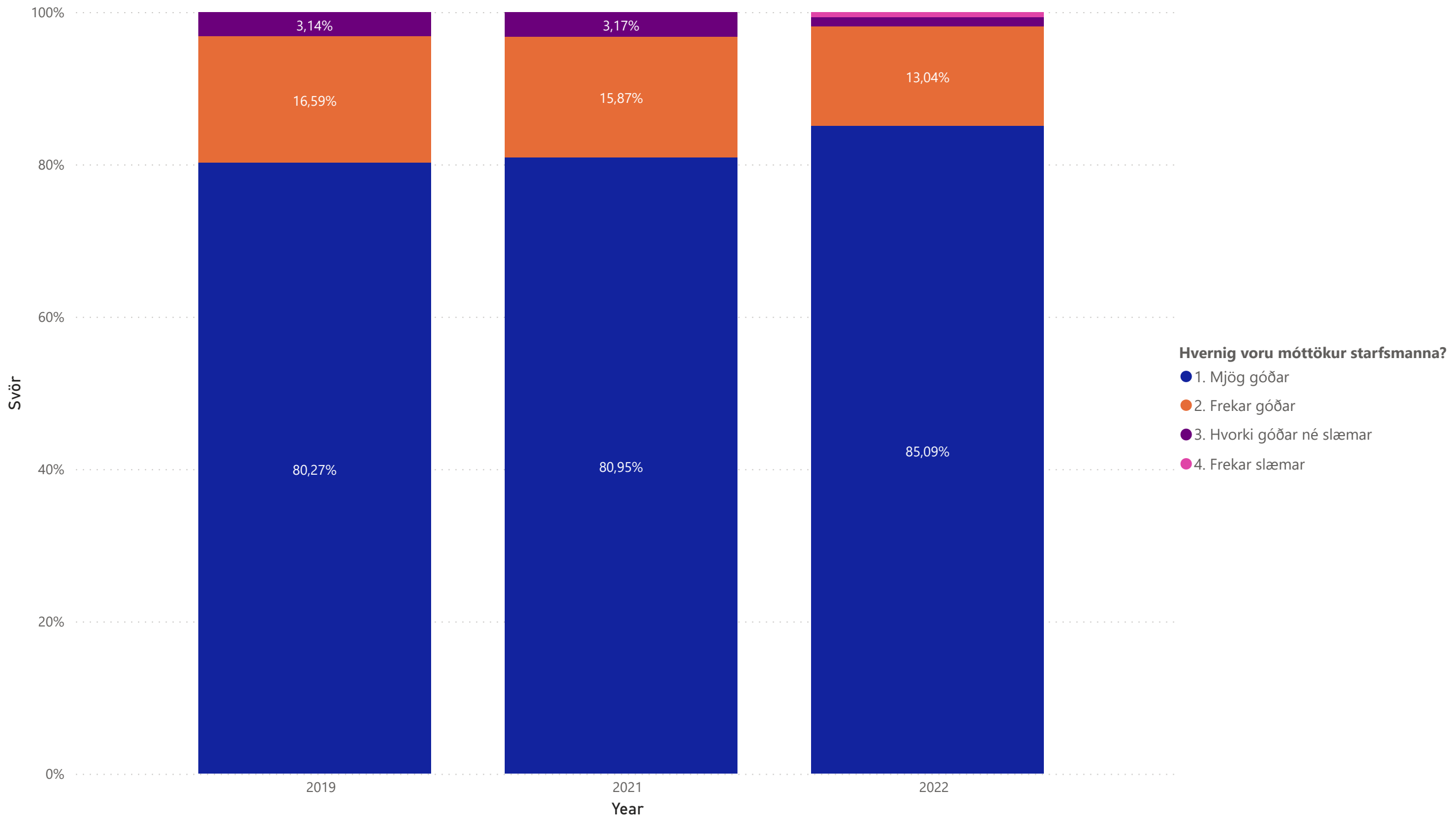


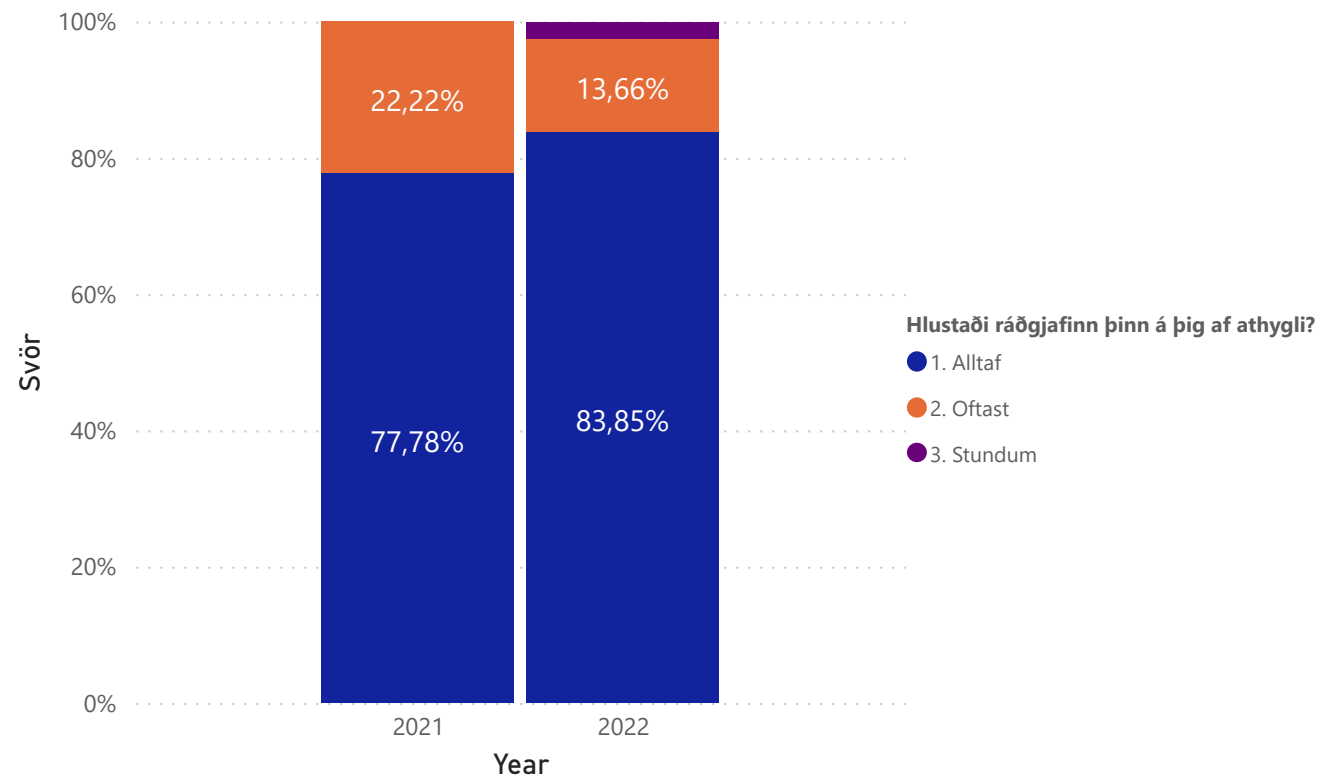
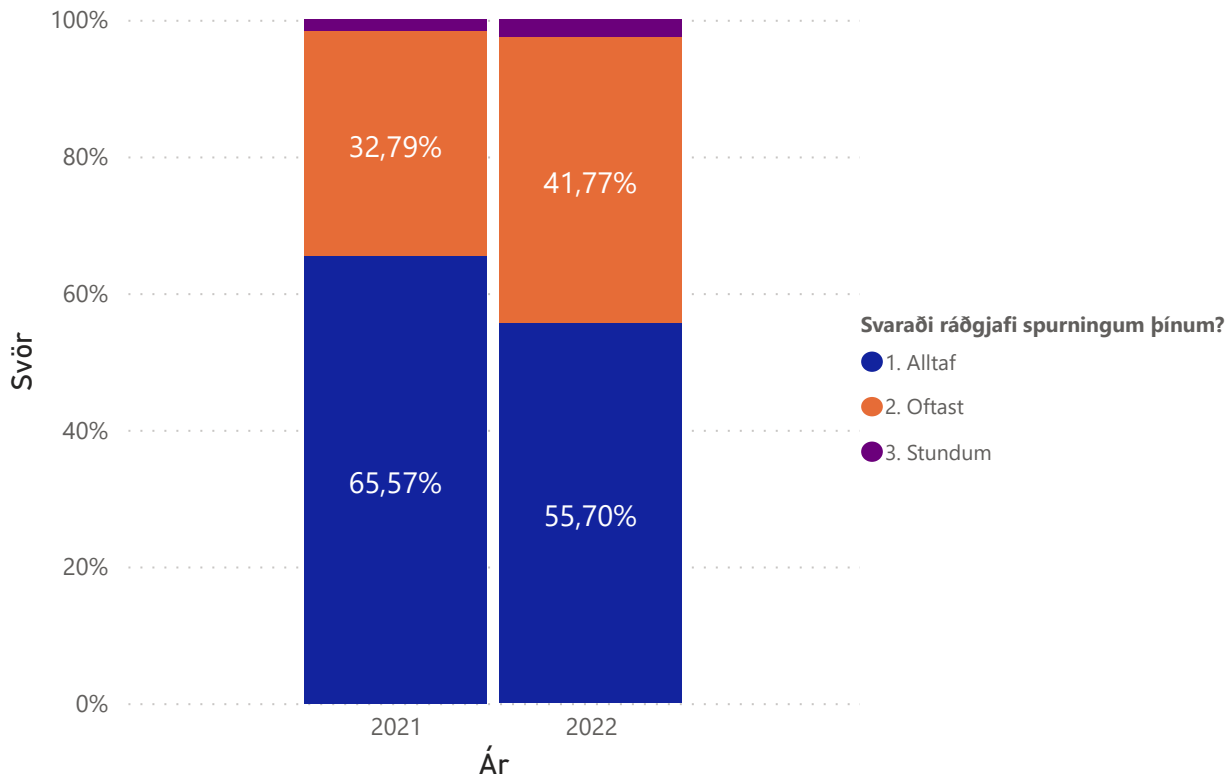
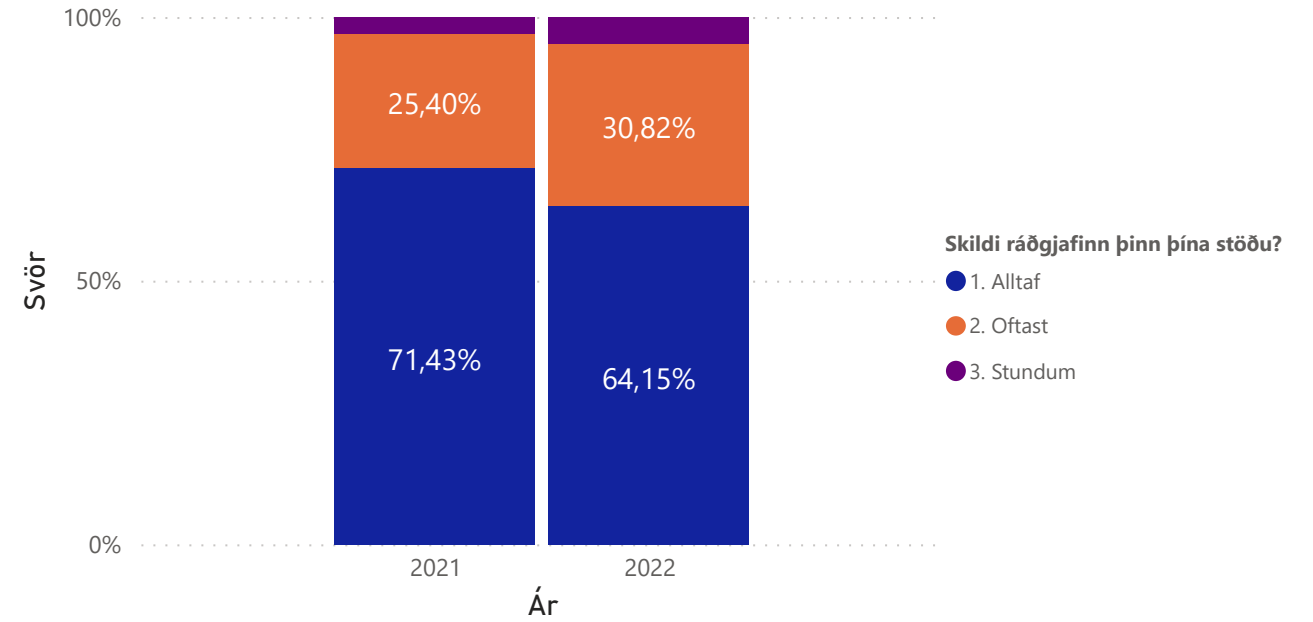
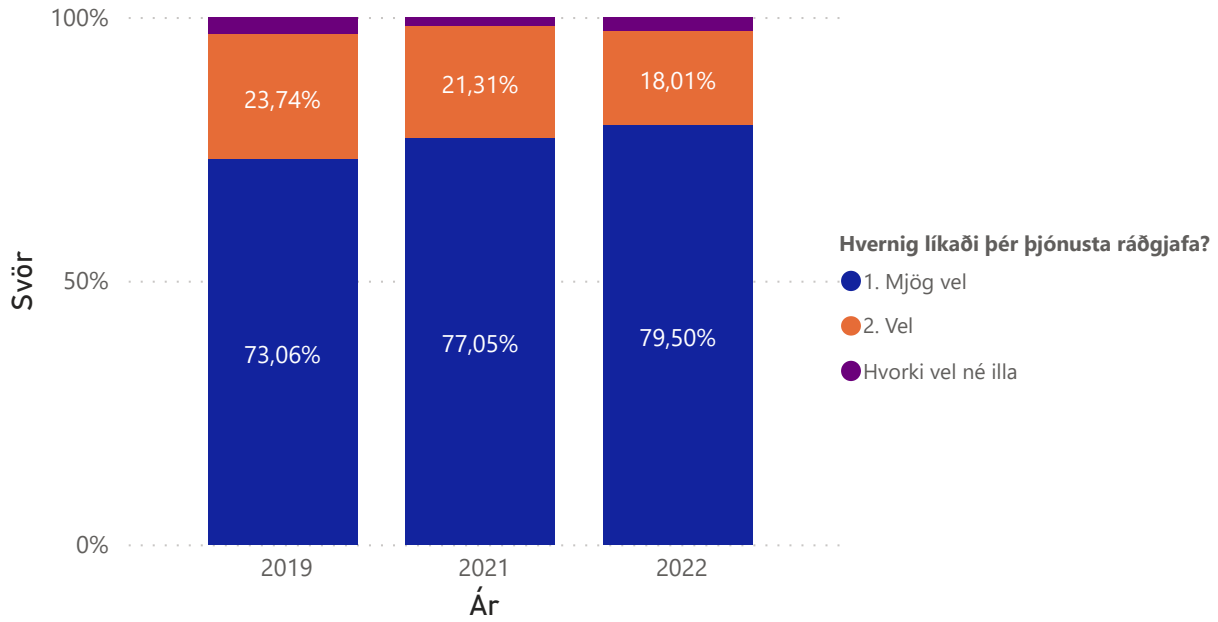
Aldursflokkun svarenda

Aldur ● Yngri en 20 ára ● 20-29 ● 30-39 ● 40-49 ● 50-59 ● 60 ára og eldri

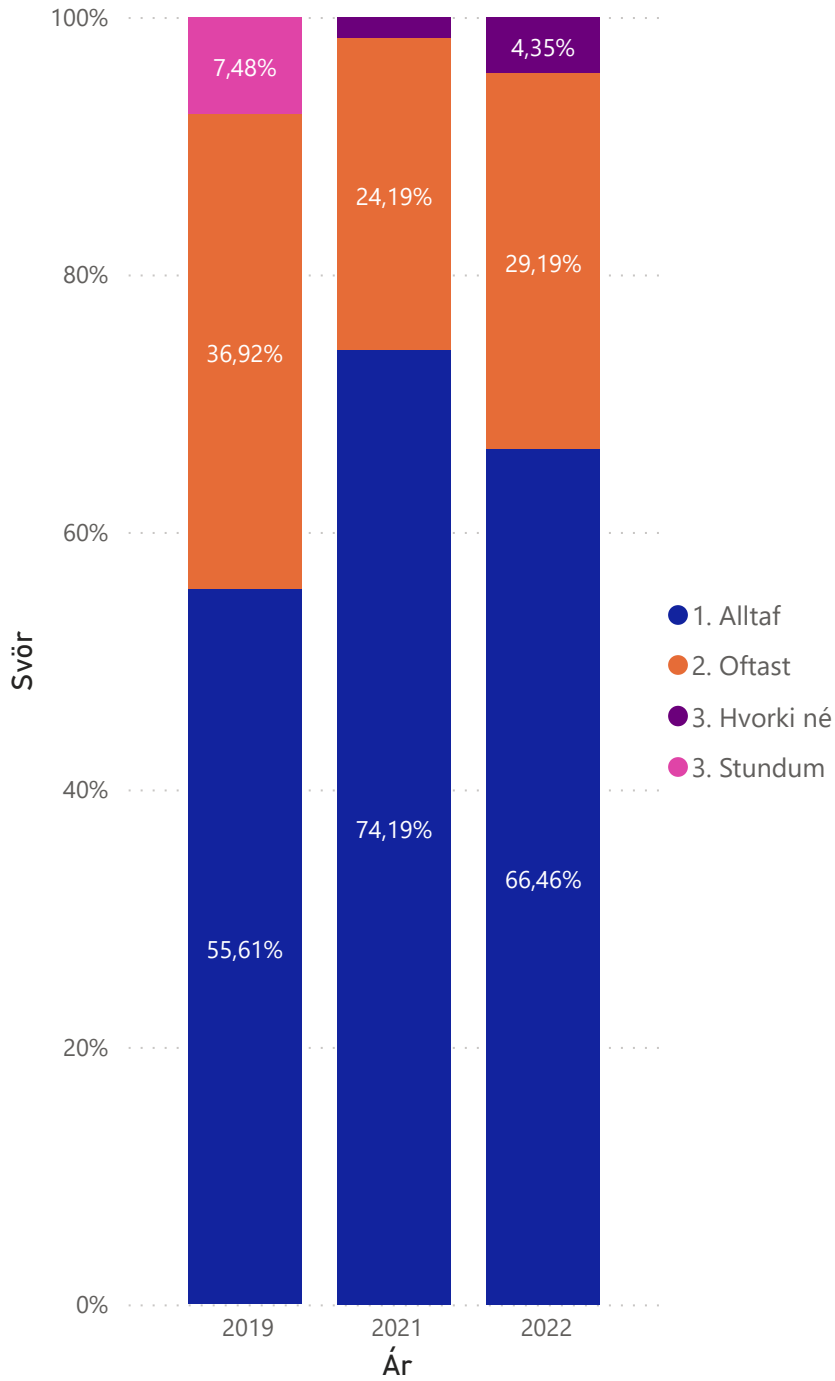




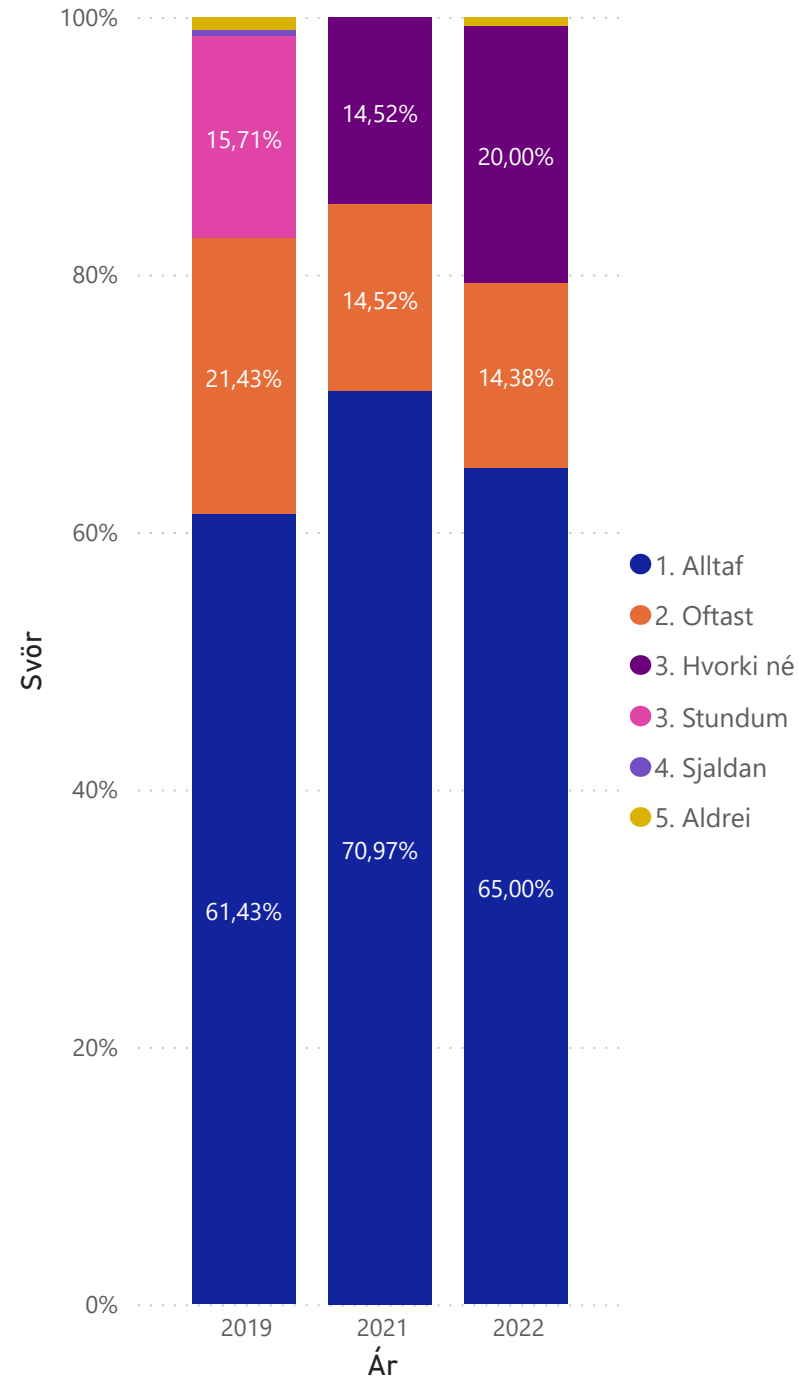




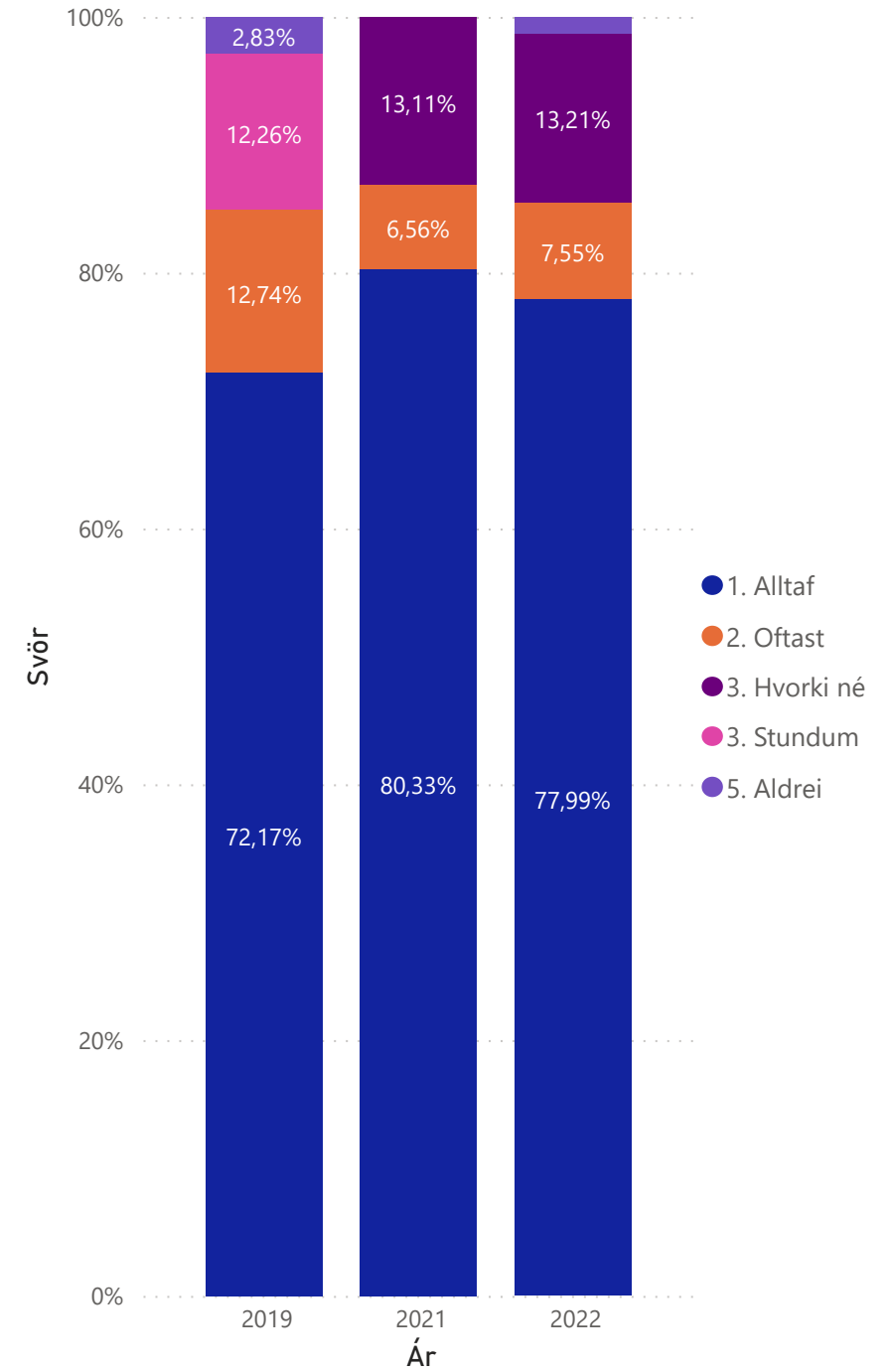
Finnst þér hlustað á óskir þínar í meðferðinni?



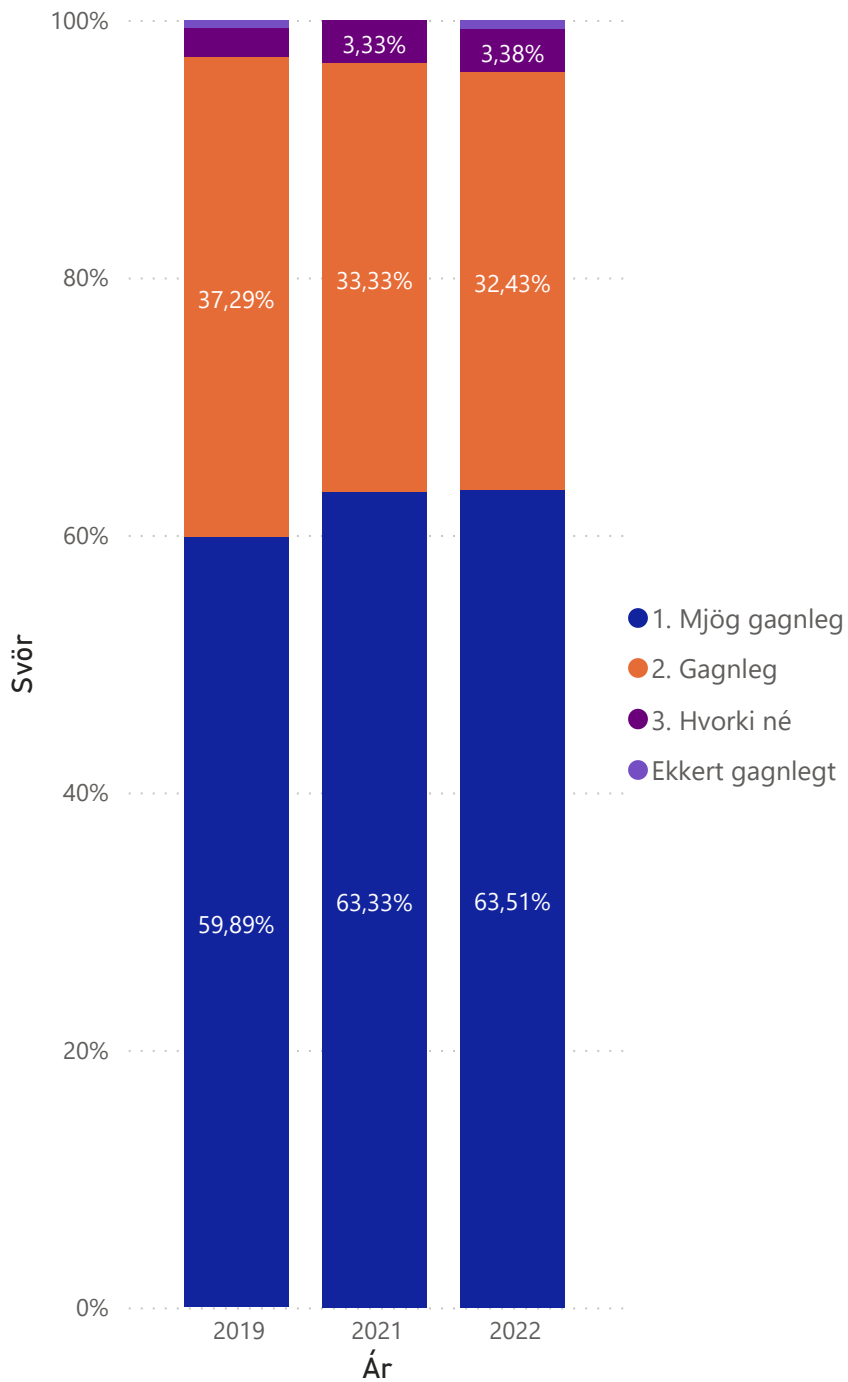
Er tekið tillit til aldurs þíns í meðferðinni?



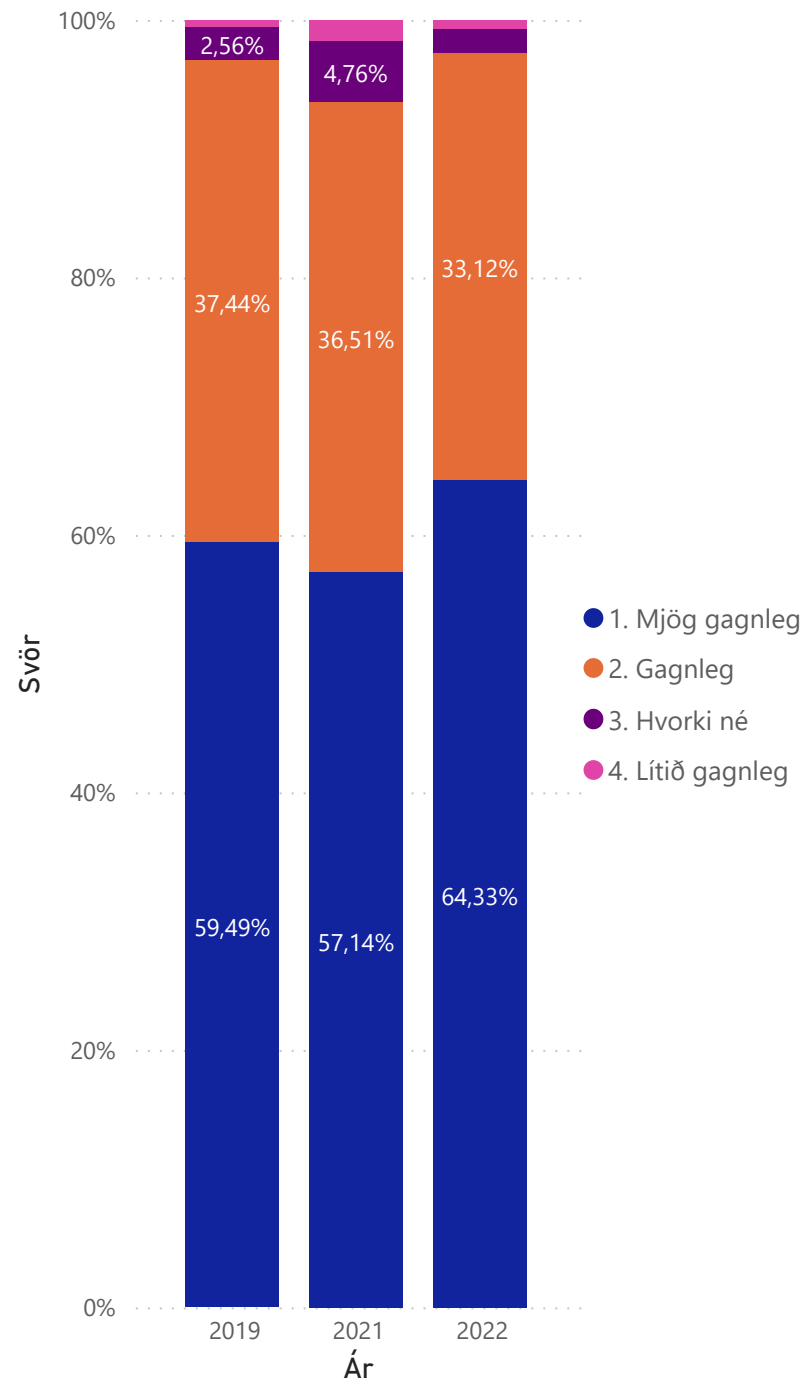
Er tekið tillit til kyns þíns í meðferðinni?



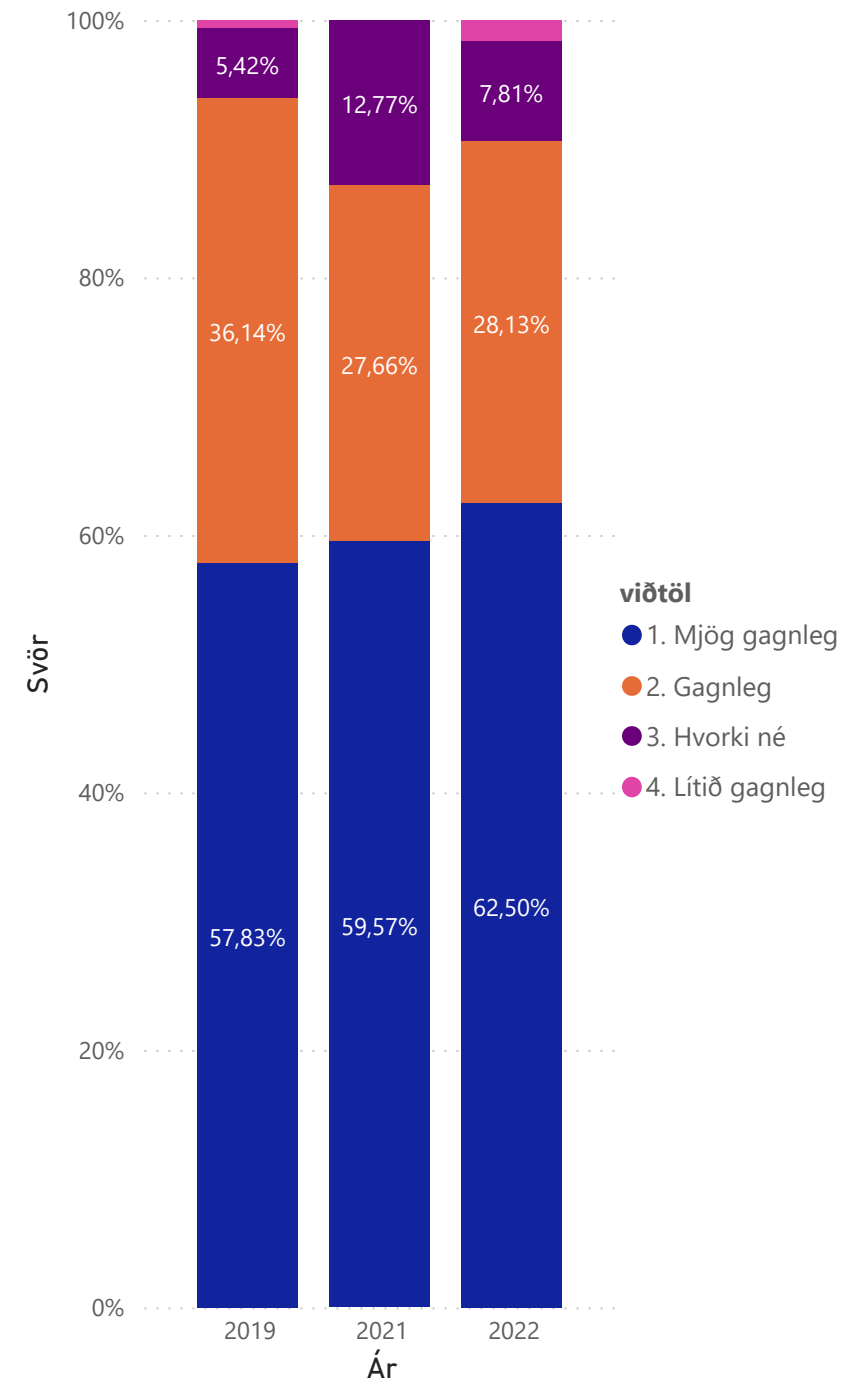
Hversu gagnleg er fræðsla í fyrirlestrum?



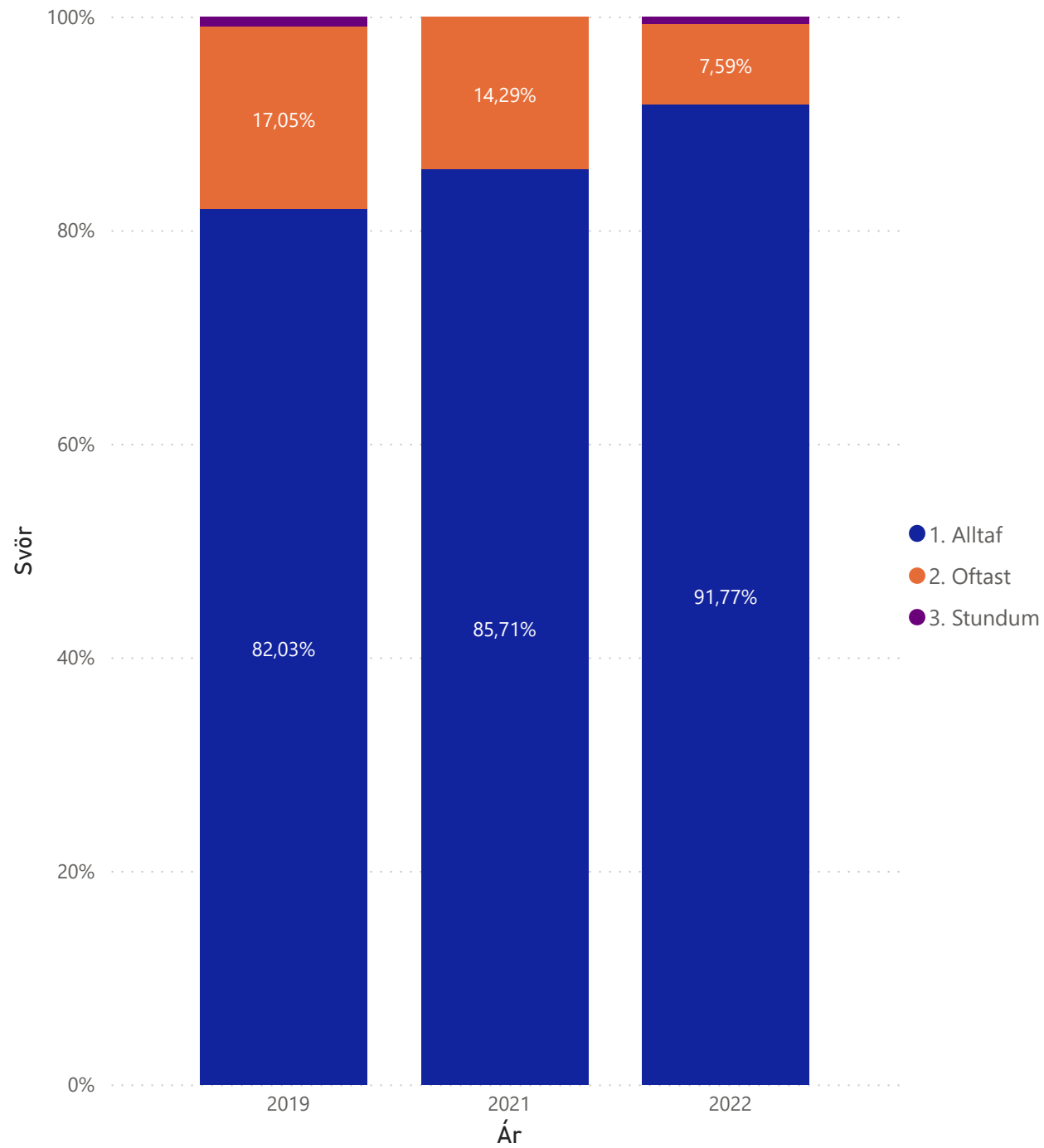
Hversu gagnleg er grúppumeðferðin?



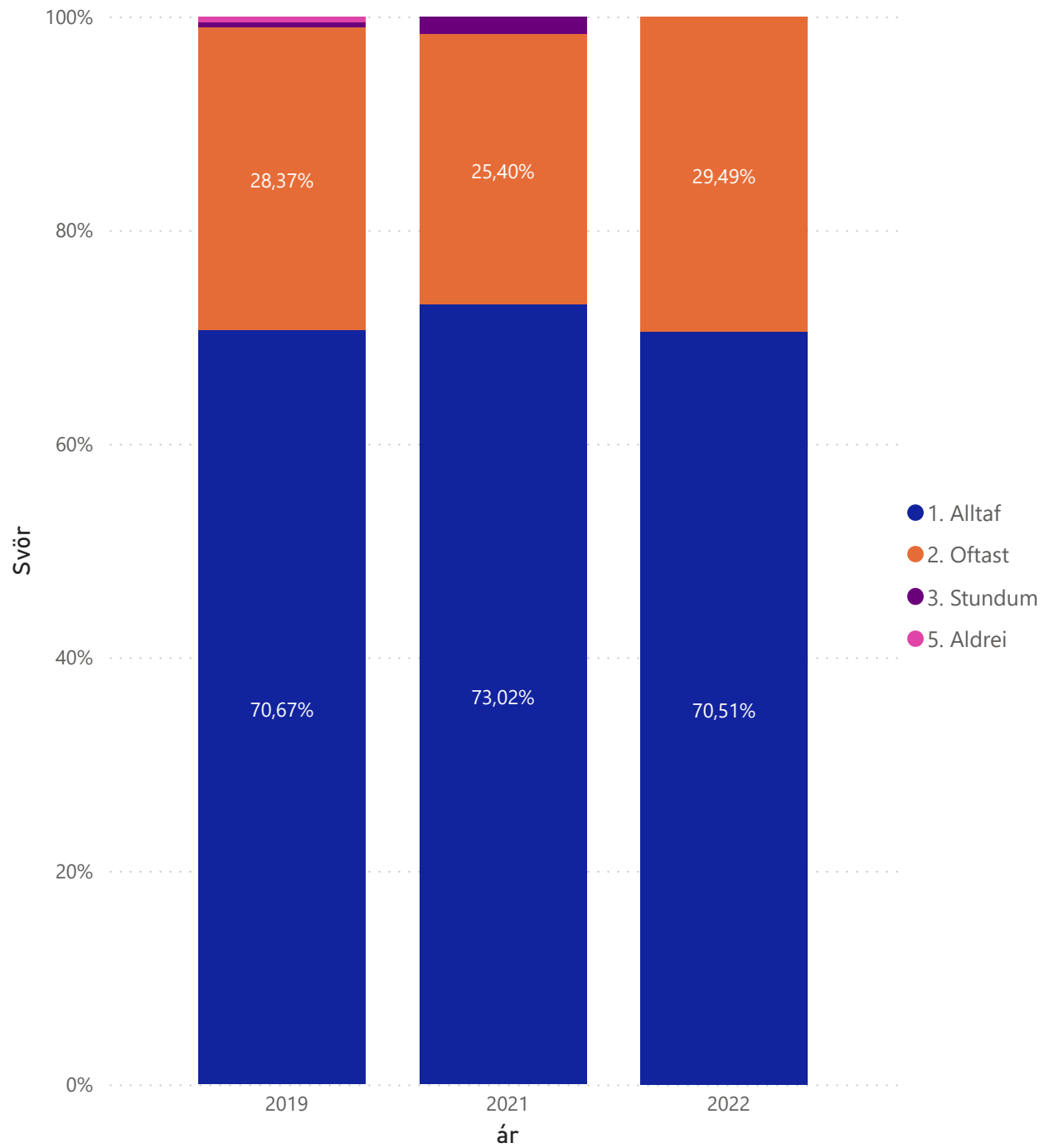
Hversu gagnleg eru viðtöl við ráðgjafa?



Kemur starfsfólk í göngudeild fram við þig af virðingu og tillitssemi?

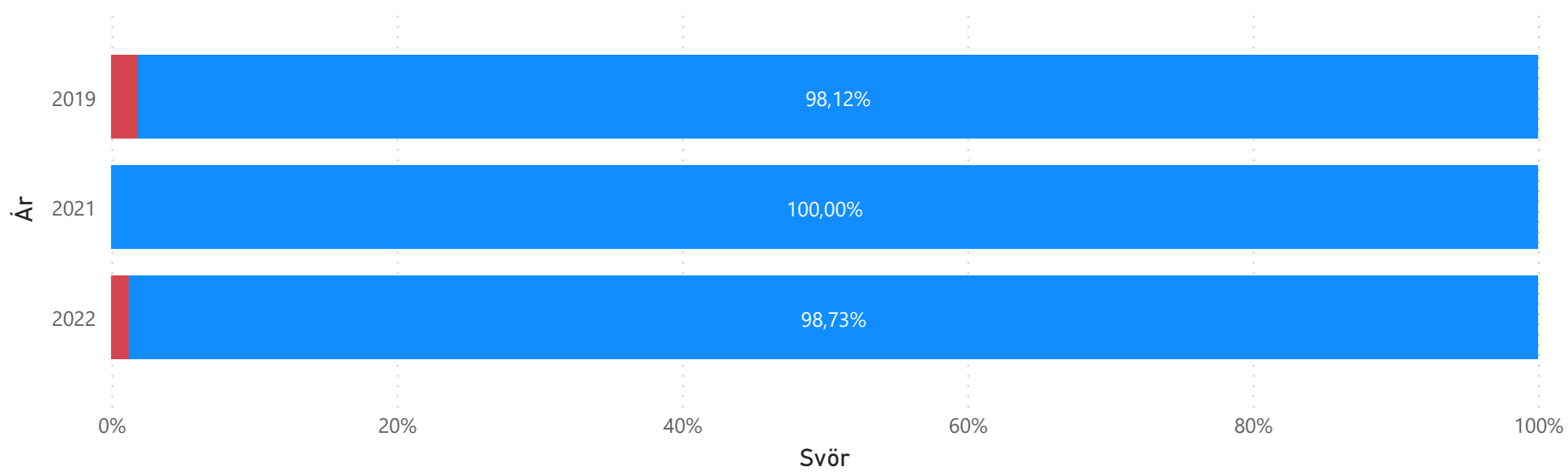


Koma aðrir gestir göngudeildar fram við þig af virðingu og tillitssemi



Hefur þú orðið fyrir áreiti/ofbeldi af öðrum gestum sem sækja göngudeild?

● Já ● Nei

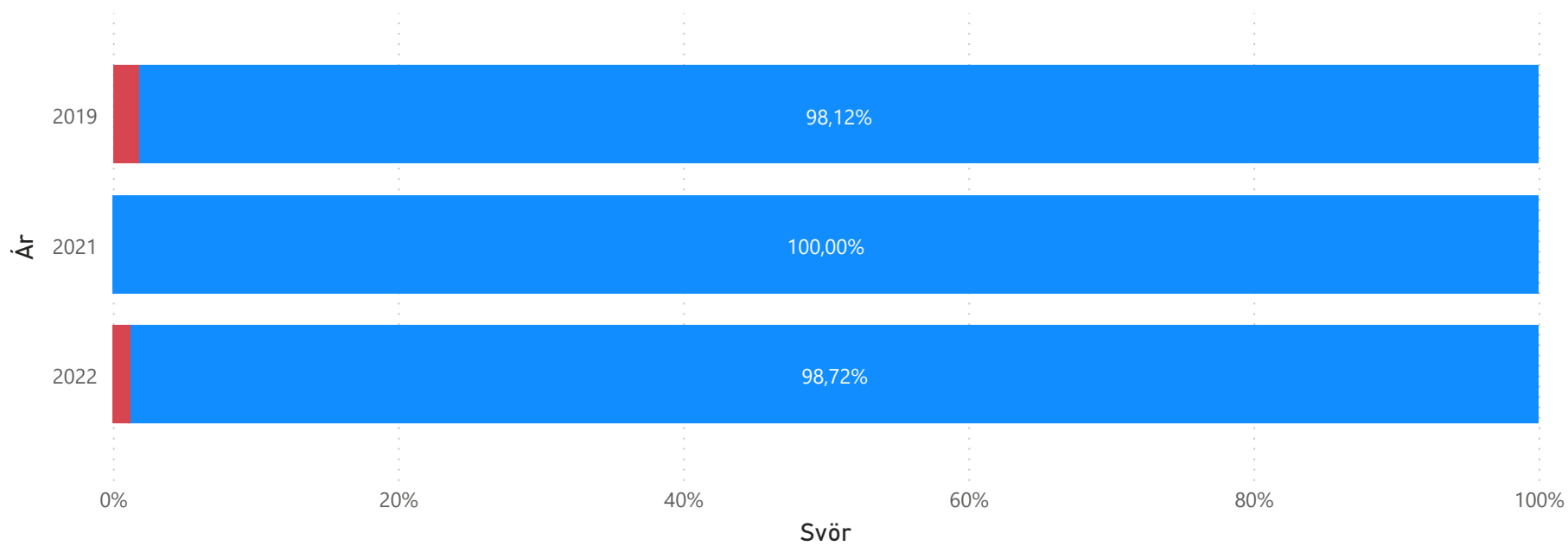


Flokkur áreitis/ofbeldis af hendi annarra gesta hjá þeim sem svöruðu "Já":

2019: Ógnandi hegðun, 2
Annað. 1
2022: Ógnandi hegðun, 2

Hefur þú orðið fyrir áreiti/ofbeldi af starfsfólki í göngudeild?

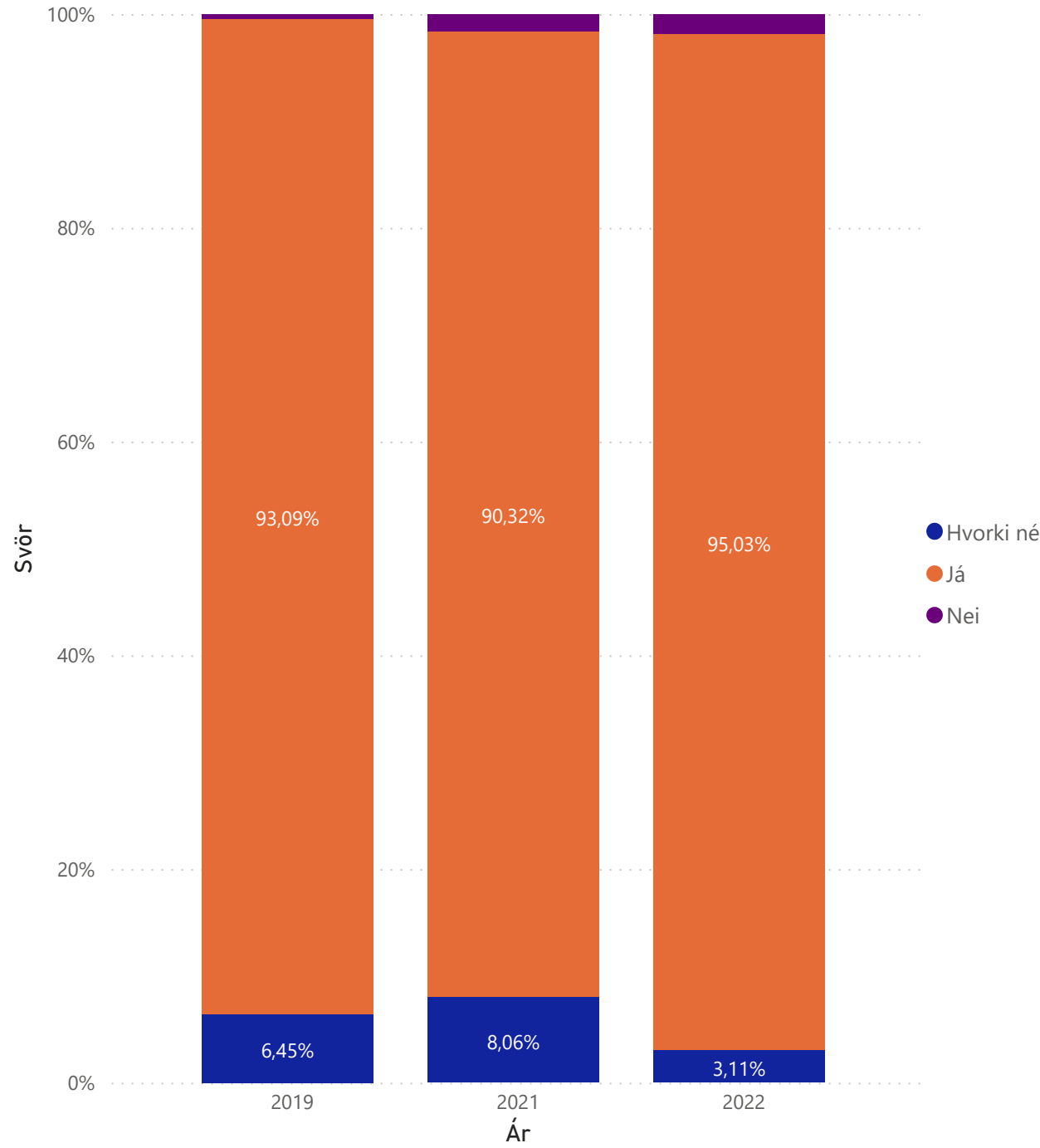
● Já ● Nei



Flokkur áreiti/ofbeldis af hendi starfsfólks hjá þeim sem svöruðu "Já":

2019: Slæm framkoma starfsmanns. 2
2022: Engin skýring

Finnst þér umhverfið á göngudeild vistlegt?



Finnst þér þjónustan í göngudeild hafa fært þig nær úrlausn þinna mála?

