

Video Call Feedback Form For Visitors

Please take the time to complete this feedback form, all feedback given will be included into a monthly report and discussed with prison management. Your views will help us to know what is working, and to improve that which isn't. Please return completed forms to exmanager@choiceshelpsfamilies.org.uk

Personal details	
Date of Visit	
Your Name	
Location (County)	
Relationship to Prisoner	
Name of Family member or Friend	
Prison number	
Number of visitors on the Video Visit	

How often do you usually have a purple visit?	
More than once a month	
Monthly	
Once every couple of months	
Hardly ever	

How often do you usually have a social visit?	
As many as possible	
Monthly	
Once every couple of months	
Hardly ever	

How would you rate the quality of the video call?	
Excellent	
Good	
Average	
Poor	
Very poor	
Comments	

How has the video call impacted your Mental Health?	
Very positive	
Small positive	
No Impact	
Small negative impact	
Very negative impact	
Comments	

Has the video call raised any concerns for you about your family member?	
Yes	
No	
Comments	

Would you like support with your concern?	
Yes	
No	
If yes, please go to the Choices contact us page and phone the relevant number to the establishment your loved one is in.	

Any additional comments

Many thanks for taking the time to complete the feedback form. Please return completed forms to exmanager@choiceshelpsfamilies.org.uk