

## **Abstract**

**Background:** The satisfaction evaluation is method of obtaining feedback on the services provided by the Sananim field program within the Sanitka project. It provides clients with the opportunity to "share" their experience with the program, comment on individual interventions, or express the need for a new service or intervention.

**Aims:** The aim of the research was to find out whether the clients of the field program Sananim are satisfied with the services offered by the Sanitka project. Above all, it was about local and time availability, the main components of the sanitka project (exchange program, counseling, treatment, testing, staff access) and about identifying the weak points of the service. The research was supposed to provide information on whether the clients are satisfied with the individual interventions, whether they are missing something (and what) within the services provided, and how the services could be improved.

**Methods and research file:** The RAR - Rapid assessment and response methodology was used to collect data. Data collection took place in the form of semi-structured interviews with 30 clients. Respondents were selected purposively and through the institution. These were clients of TP Sananim who use drugs at risk (especially by injection) and at the same time use the varied offers of ambulance services. Furthermore, an analysis of existing data from annual and final reports and other documents of TP Sananim was carried out.

**Results:** The results of the study show that clients are mostly satisfied with the services of the Sanitka project. Within the existing services, clients use the exchange program the most, followed by medical services. Within the scope of health services, this mainly concerns testing, treatment, medical advice and referral to a doctor. By far, the clients of the ambulance services value the approach of the staff, then the medical services and then the exchange program.

Dissatisfaction or comments were recorded especially in the case of take-away material, whether it was material for injection or medical material. As part of the improvement of existing services, the respondents proposed to introduce a food service, a shower, and they would appreciate a cooperation with a general practitioner again. In terms of time availability, the clients mainly proposed the extension of existing services. Within the framework of local availability, individual locations in Prague where, according to the respondents, ambulance services would be needed were proposed.

**Conclusion:** The conducted study provides information on the needs and satisfaction of TP Sananim clients with the services of the Sanitka project and information on the client's perception of the staff's approach. The research also provides clients with suggestions for improving the service. Respondents' comments and suggestions for improving the services provided can be a starting point for a possible discussion between the manager and the field program team and for subsequent changes.

**Key words:** satisfaction evaluation, Harm Reduction, field program, risky drug use, injection drug use, drug scene in Prague.