

Patient Experience Questionnaires

Middle and End of Treatment



Evaluation Report

(October 2012 - September 2013)

outlook:) SOUTH WEST LLP

Helping you
get back on
track

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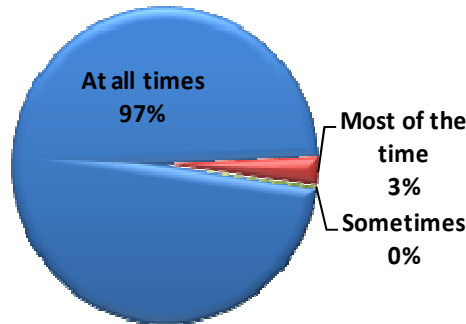
The questions below were asked both mid-way through and at the end of the patient's treatment

Data collected from 1,954 Patient Experience Questionnaires from Oct 12 - Sept 13

"I feel without it I would never have made it through. I would like to express how grateful I am for giving me my life back" Thank You."
OSW patient

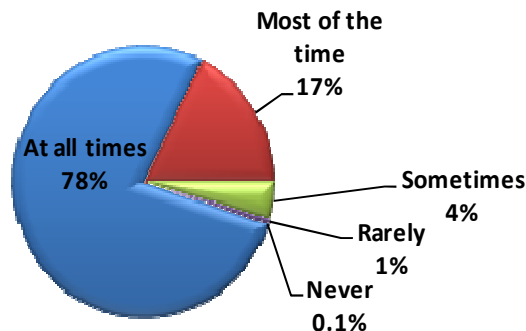
"I found the service excellent and feel I can cope better now, with situations which are upsetting or worrying. Not feeling guilty about taking time out for myself."
OSW patient

Did staff listen to you and treat your concerns seriously?



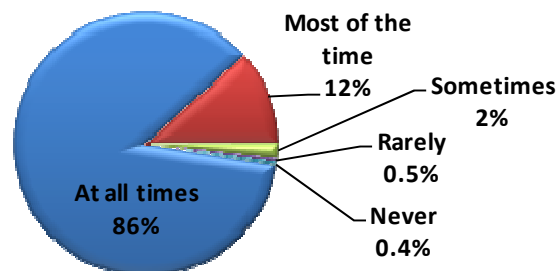
"I found this service a life saver to me, I was very low when I first went, but now I am getting back to where I want to be. So I have nothing but praise for my therapist".
OSW patient

Do you feel that the service has helped you to better understand and address your difficulties?



"Very useful. practical advice (great for me as a man). Regular homework. Helped me make a change every few weeks, After final session I feel very positive about the future and my relationships".
OSW patient

Did you feel involved in making choices about your treatment and care?



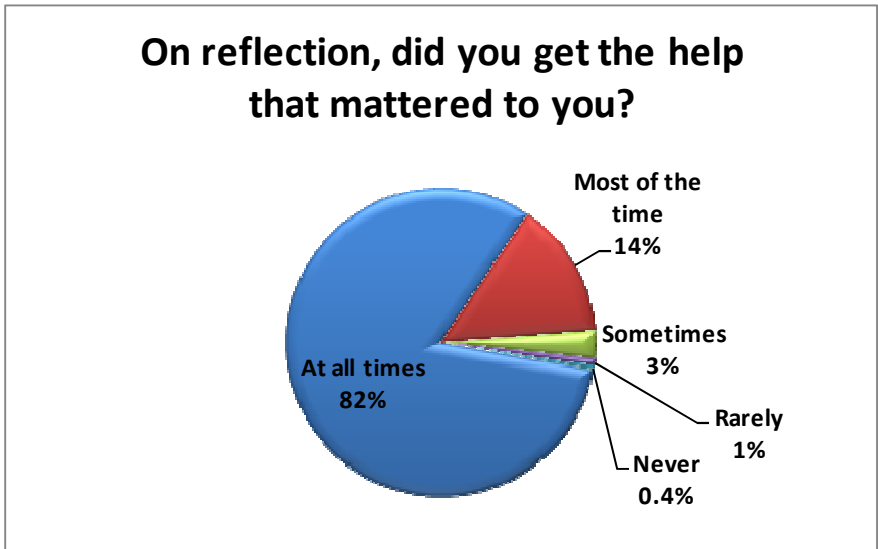
"Very well organised and easy to understand and get the correct and fast treatment. Very grateful".
OSW patient

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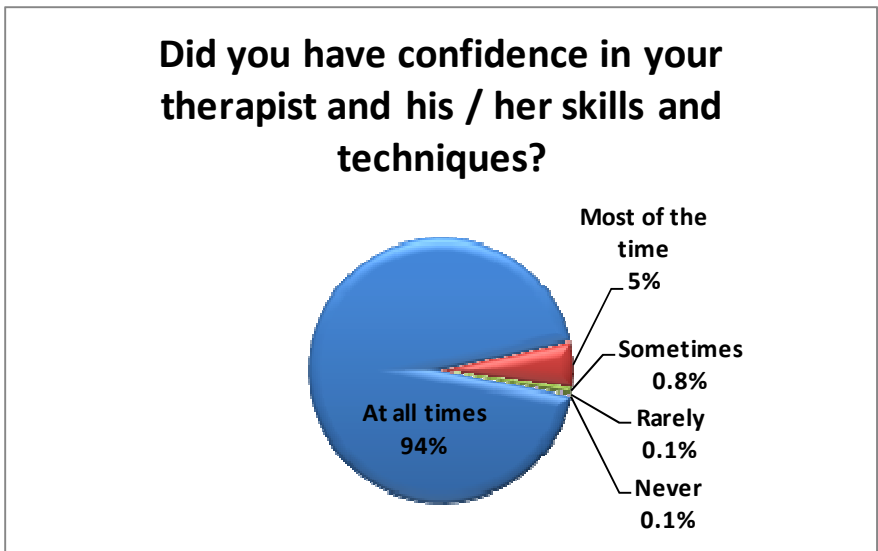
Data collected from 1,954 Patient Experience Questionnaires from Oct 12 - Sept 13

"My therapist is wonderful and I don't know where I would be if it weren't for her excellent skills and understanding. Eternally indebted to her. Can't say anymore. Thank you xx
OSW patient

"CBT has been excellent, thank you. My home, work and personal life have all improved thanks to the strategies taught to me. An excellent service."
OSW patient



"Enlightening and very helpful. But some of the connections between psychological processes might have been made more clear."
OSW patient



"Extremely valuable. I hope the number of sessions can be extended a little. The sessions have helped me significantly and provided me with skills to deal with current and future challenges."
OSW patient



"My therapist has been a superb help for me. I feel I now have the skills to prevent myself from relapsing. Thank you so much."
OSW patient

More sample comments from questionnaires
completed between October 2012 - September 2013

"Lots of empathy and understanding both at the initial referral and the therapy. Always felt safe and never pushed on a subject. Really helped me get better."

OSW patient

"I appreciate the service and the help I have been given. Due to the service being time limited, I still have unresolved issues that I feel if more time had been available I could have benefited even more from the service."

OSW patient

"I arrived here in acute pain (emotionally) and my therapist listened well and gave some good pointers for coping and overcoming the hurdles. I feel much lighter now and hope I do not need to use this good service for a long time."

OSW patient

"I had some reservations but the care, consideration and treatment has been valuable and helped me significantly."

OSW patient

"I came into this experience not expecting it to really help but I was proved wrong. The difference it has made to me is evident. Throughout the treatment I felt like I was always listened to and was always given a choice and encouraged to talk about many things that were affecting me. Very pleased, especially from having a negative attitude to begin with!"

OSW patient

"I have found my sessions to be extremely useful and I feel tremendous gratitude for them. I feel quite sad the sessions have ended but my therapist prepared me well for this."

OSW patient

"I received telephone CBT which was the most helpful therapy for me. Telephone counselling allows you and your therapist to get down to business very quickly. I was pleasantly surprised how effective it was. My therapist was excellent!"

OSW patient

"I cannot criticize the service, I was attended to very well. The problem is the difficulty I have in "translating" the tools given into effective helpful action."

OSW patient

"I feel that this service has helped me evaluate my life and relationships and improve on them. It is nice to be able to talk to someone who will listen constructively as they are not close to me personally."

OSW patient

"Initial wait for appointment rather longer than had hoped. Then I had to cancel (due to illness) But when I got here - brilliant support and a great relief."

OSW patient

"I found my sessions helpful and rewarding. My therapist provided me with a safe space to discuss my fears and anxieties and equipped me with tools to deal with them in the future. I cannot rate his skills and expertise highly enough."

OSW patient

"I have seen professionals in my past about my mental health but they didn't help me as much as this! I found every appointment excellent and feel a lot better in myself. Fantastic service from day one."

OSW patient