



The service user experience of iCope

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What do our service users say about iCope?

- I was incredibly concerned about first going to my GP about my problems, but my experience from the get-go was absolutely fantastic. My GP treated my problems very seriously and immediately referred me to a specialist. For me this was an instant relief and reassurance that I had done the right thing. The telephone assessment followed promptly, as did the face-to-face assessment. My therapist was excellent in communicating with me the type of therapies I could receive, and helping me make the decision in which was best for me. I come away from this experience 100% confident that I would recommend it to anyone else struggling with similar difficulties.
- ***Brilliant service! Definitely patient centric.***
- *What an incredible service. So reassuring to see the NHS take mental health issues this seriously. My therapist was so supportive, understanding and a damn good listener. I feel equipped to tackle issues on my own and take a positive, rational approach to anxiety and stress triggers. Cannot thank iCope enough!*



How do we capture the experience of our service users in iCope?

- We ask everyone to fill in a Patient Experience Questionnaire at the end of their treatment.
- We do a regular survey to contact people who dropped out of treatment in iCope to ask them about their experience of the service and the reasons they didn't continue with treatment.
- Our therapists all regularly ask for feedback and we record any 'informal complaints' and review these regularly in management and team meetings.
- We have feedback comment slips available in our waiting areas and a feedback email address advertised on our website and letters.



How do we use this to improve the service?

- We review feedback from the Patient Experience Questionnaires, feedback slips and email with the team every week, and discuss and implement any changes needed.
- We produce a monthly poster displayed in our waiting areas regarding the feedback we have received and how we are acting on this.
- We encourage service users who are interested to contribute towards the service.



How do our service users contribute towards iCope?

- They attend our advisory group where we discuss service developments.
- They can join our list of advisors and contribute by answering surveys, joining focus groups, getting involved with specific projects.
- They can apply to work with us in a paid role as a Peer Well-Being Worker.
- They give us their feedback.
- They help us recruit new staff by training to be interview panel members.



What do our service users think of iCope – the overview?

- PEQ feedback from the last quarter:
 - 176/368 (48%) of discharged patients completed PEQ
 - 169/176 (96%) felt that staff listen to them and treated their concerns seriously at all times
 - 115/176 (65%) felt that the service has helped them to better understand and address their difficulties at all times
 - 135/176 (77%) felt involved in making choices about their treatment and care at all times
 - 127/176 (72%) felt that they got help that mattered to them at all times
 - 151/176 (86%) felt that they had confidence in their therapist and their skills and techniques at all times
- *'When I began CBT I was in a bad place on every level. I came to these sessions very dubious as to their validity. However xx has been a god send and I can honestly say I would shout CBT from the rooftops. While I know it's an on going process after I leave her care I feel a different person. I feel stronger and more clear in my head on a day to day basis. I'm calmer and dare I say happier. CBT isn't a quick fix and I still have my days but xx and the process has given me tools and thinking to work with my negative feelings and emotions. I feel much more in control. Xx and my CBT treatment has given me hope. Something I did not have at the start of this process. I will be forever grateful for that.'*
- The Friends and Family Test:
 - 98.1% of our service users would recommend us to a friend or family member.



What do our service users think of iCope – the personal experiences.

