

COMMENTS FROM PEQ FORMS DEC1st – Dec 16th (Names have been removed for confidentiality)

- *My therapist helped me so much. I was in an awful state when I first started seeing her and in three months she has really helped me understand OCD and horrible thoughts. She really broke down to me the steps and made sure I understood everything and really reassured me that I was normal and everyone experiences these thoughts.*
- *This is my first experience of a therapy/group therapy session. It's great to have a hub that makes you not feel alone. The therapists are very kind and approachable.*
- *The CBT has been really useful. Thanks to my therapist he's been brilliant. I'm really happy to have tools to work with going forward.*
- *I would recommend this service to others if they needed care. This was positive and I received the help I need.
Sometimes when I called to leave messages they didn't get through to the therapist.*
- *The service was what I expected it to be.*
- *In these financially straightened times, I feel both grateful and relieved that I was taken seriously and given some really positive support to tackle problems that I felt utterly defeated by. The process of CBT has of course not had the effect of the wave of a magic wand, but not withstanding it has offered focus and strategies and shown that even small incremental changes can make a worthwhile difference and will endeavour to bear this in mind as often as I can.*
- *The sessions with my therapist were excellent - very helpful and thought provoking. My problem is with the questionnaires, where there isn't/aren't the right words to express feelings. (there should be a 'sometimes')*
- *Person I spoke with each week, was very helpful, clear and understanding of my issues and gave me weekly targets to try and achieve these goals. Very helpful and a great listener.*
- *Found the group helpful, realized many people have similar thoughts, feelings, behaviours. The treatment was helpful for me with my personal problems looking after a child with mental health problems (ADHD, Autism, Sensory processing Disorder). I have been able to relax and let go of some stress and anxiety about myself :)*
- *I struggled in the past with online CBT, so CBT face-to-face has helped me see the benefits of the treatment. However, I am still struggling to apply it in everyday life. My therapist has given me more confidence in CBT and the willingness to give it a try on a daily basis. She also reassured me that it might not work if I do not put efforts in, but that in that case there are still other options. So I would say that overall I am satisfied with my therapy. Regarding the treatment itself it would help a lot if more evening options were available.*
- *I found the service a very positive and supportive service. My therapist explored the best way of getting the most from the sessions, trying different approaches in order to find the right fit for me. I feel my most immediate needs were identified and there was continuity throughout my therapy. I have gained much needed coping skills to support me with my depression and anxiety. There has also been a high level of understanding when I was unable to attend sessions and where possible alternative appointments were made which*

again was very helpful. Whilst it was identified that I my needs extend beyond CBT I feel that this was the right choice for me in order to help my cope on a day to day basis. At the end of my sessions I was provided with information around further therapy and a referral was made to my GP to ensure that my treatment continued. I have been provided an excellent service at a time when I really needed it.

- 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 my therapist 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 clearer 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 my therapist and the process has given me tools and thinking to work with my negative feelings and emotions. I feel much more in control.

My therapist 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.

- Very helpful service, highly recommend to friends
- I found this really helpful and it was comforting to see others felt similar. The iCope service has been invaluable in helping me get my life back on track after hitting the lowest point in my life.
- I think your service is very helpful for some. I am not that confident to speak about my problems. But definitely it helped me to look at things.
- My experience of the service has been extremely positive. My therapist was patient and extremely professional, and put me at ease. I feel I have learnt a lot and have some tools to help me continue to cope with my things in a more helpful way in the future.
- The reception space is cramped and depressing, could do with some calm, colourful pictures, less medical stuff. Medical information is more useful in corridors.
It would have been helpful when my assessment was finished I was given an idea of how long I would wait. I was just told someone would be in touch, waited almost for 2 months with no contact. However when I did start the sessions they were amazing, my therapist was exceptionally good. She was professional but compassionate and always helped me. I can't thank her enough for the help.
- Was given tools to cope with my worries and anxieties. Felt listened too and well understood. Felt the tools suited me well and treatment made me feel confident that I can stay in control.
- 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 doctor 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.

- I found coming to the sessions extremely useful, the sessions being every fortnight gave me something to aim towards during the weeks and the help I received really helped. Even though I found what I was saying a bit silly, I was never made to feel stupid or that my problems didn't matter. It was so helpful and I don't know what I would have done without the help. Thank you! One thing I would say however is that I feel that the online questionnaire I completed prior to each of my one-to-one sessions should have more response options in it. If I remember correctly the questionnaire would ask something like 'I can't stop worrying'☐, with the options to respond 'not at all'☐'several days' 'almost every days'☐ or 'everyday'. I felt like often I wanted an option in between 'not at all'☐ and 'several days'.
- At first I didn't have much confidence in this service because I don't work well with exercising and self-help, but I would recommend my therapist to anyone I know. He really cares about me and I found a good relationship with him. I tried very hard and sometimes I didn't succeed but he and I were honest to each other.
- I have feedback. It is great that this service is offered. In a sense it is all too easy to be sent home with a couple of pills. This is more helpful, positive and considered and respectful.
- I found it to be very helpful. It has made me feel that I have more understanding of what happens to me, thus giving me more confidence to move on. I can control the panic, not the other way round.
- Really helped, finally able to see things in a more positive light.

Comments received in our anonymous feedback box Oct – Dec 2016

Really grateful that I had this support and that my therapist was making sure of the next step towards the summer and not discharging me. Never felt judged which is quite a big thing for someone with anxiety!

I now understand what happens to me and I know that my actions and thoughts correspond to anxious behaviour. It's good to have a safe space to explain your most irrational thoughts, it helps to talk. I don't think I know very well what to do, how to cope when I'm feeling anxious, how to change my habits.

I'm confronted with very specific issues and 1-2-1 tailored counselling would have helped more. I'm afraid I know most things from the workshop. A round table might have worked better for me.

The most helpful thing was to be among lovely people and learn about their experiences and share my own.

I understand the need for privacy, but there HAS to be a better way than subjecting us to blaring Jazz loud and totally unsuitable for people who are suffering stress. Music: oK, why not tapes of classical music?

I like the music when I'm waiting, it relaxes me and normalises the situation.

I have found this service invaluable and the difference it has made to me has been vast.

I very much appreciate the care I've received from my therapist/iCope. I only wish it would have lasted longer - I was just beginning to get in touch with helpful/productive thoughts and feelings.