



# You Matter User Experience Report

From Patient Experience Questionnaire (PEQ) responses received

## Q2 2022

April to June 2022

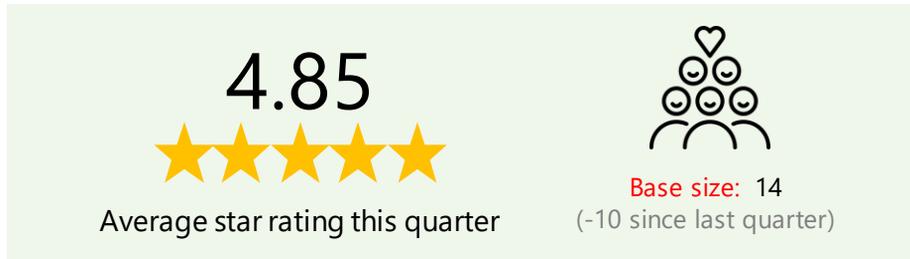
# You Matter User Experience Report

April to June 2022

Responses received on Q2 2022: 14

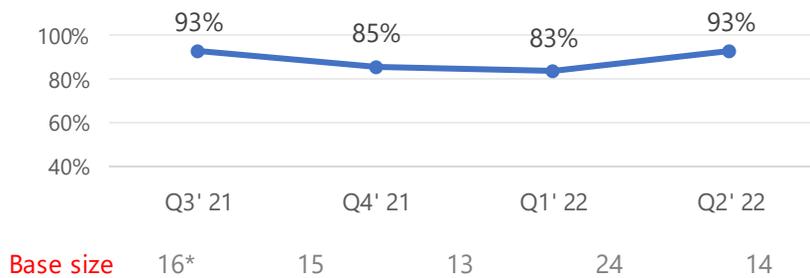
## Star rating of You Matter service

Respondents continue to rate our service highly, with 100% of respondents giving us 4 or 5 stars. However, number of responses received has declined this quarter.

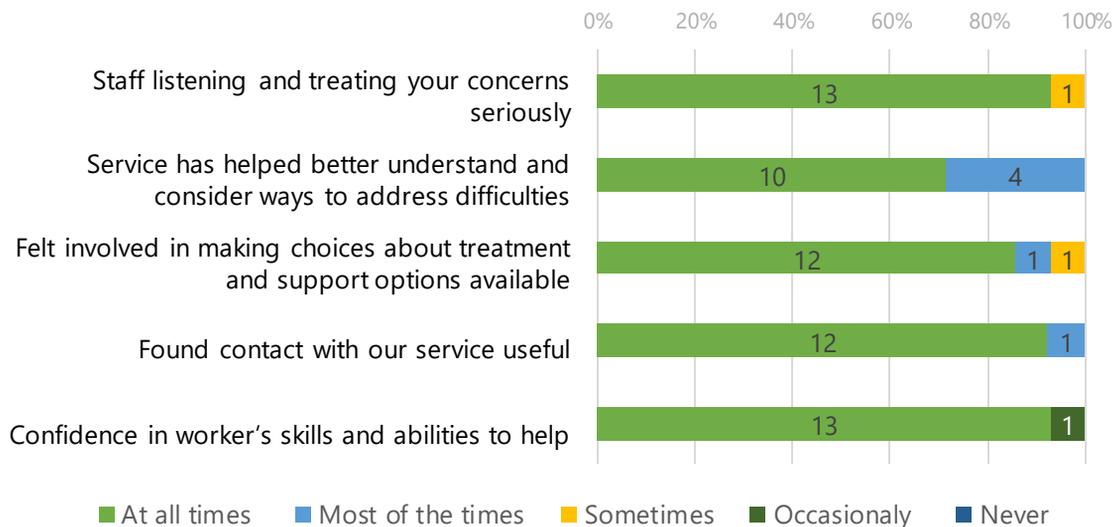


## 5 Star rating over time

Over the last year, the percentage of staff members giving You Matter 5 stars has remained relatively stable over 80%.



## Performance across key aspects of the service



Base size: 24

# You Matter User Experience Report

April to June 2022

Responses received on Q2 2022: 14

## Performance across key aspects over time

Staff members feel listened to and have confidence in our workers skills and abilities to help. There is room for improvement around helping staff members consider different ways to understand and different ways to address their difficulties.

'At all times' %

### 93%

Felt YM staff listened and treated their concerns seriously



### 71%

Felt the service helped better understand and consider ways to address their difficulties



### 86%

Felt involved in making choices about treatment and support options available



### 86%

Found contact with our service useful



### 93%

Had confidence in our worker's skills and abilities to help



Percentage of respondents who selected the highest rating, "At all times" across the different key service areas. Other answers: most of the time, sometimes, occasionally, never.

# You Matter User Experience Report

April to June 2022

Responses received on Q2 2022: 14

## Staff members' experience of our service

Qualitative feedback from respondents about the service received. Key descriptors highlighted

"It was really **helpful, supportive and informative.**"

"**Kind, caring and supportive.**"

"Very **rapid/responsive support** and **exactly what I needed** at a very challenging time."

"I put off contacting for some reason - felt a bit of a fraud but it really helped and would **definitely use again** and felt it was really helpful to have someone remote from my team to find support from."

"It helped me to understand and realise the **underlying cause of my anxiety**. I now need to deal with how to cope better."

"[YM Clinician] was a **great listener** and **great at reflecting back** what I had said. I found her very **empathetic**, and it was really useful speaking to her."

"Very easy to talk over the phone. **Sound advice** and discussion."

"Clinician was very supportive and **taken time to listen.**"

"Really pleased that I reached out to You Matter. **Very responsive** and helpful."

"[YM Clinician] was really **excellent in every way.**"

"[YM Clinician] was very **friendly and supportive**. I found her measured approach helpful to see the bigger picture and **move forward.**"

"Was a bit doubtful at first but it really helped to talk things through and **get perspective.**"

"It's tick boxes so no real connection."

"Please just **keep the service going.**"

# You Matter User Experience Report

April to June 2022

## YM developments in response to feedback

Actions taken in response to staff member feedback received

### YOU SAID ... WE DID ...

- “Offer people what they ask you for.”

*We explain to all staff who contact You Matter the options that are available to them as well as those which are not. Where we are not able to offer a service in house, we always try to source this elsewhere.*

*Part of our job is also ensuring that staff members are given a clear assessment of their needs and, following that, the best available evidence-based treatment for them. Where this is not what a staff member wants, we will discuss this with them and make a plan with them that they can agree to.*

- “Option for video call would be great as helps to see each other.”

*The You Matter service can offer appointments either over the phone, digital consultation or face to face. When booking an appointment with a staff member, we are now ensuring to ask how the service user would like to receive the appointment. If a phone call is not their preferred method, we will ensure another method is used to make them feel comfortable when receiving support.*

# You Matter User Experience Report

April to June 2022

## YOU MATTER Q2 2022



Year snapshot. From February 2021 to April 2022:



**377**  
Initial  
appointments



**2.7**  
Working days  
average waiting time



**86**  
Team requests



**652**  
Follow up calls



**105**  
Total IAPT referrals



**28**  
Experts by  
experience recruited