



You Matter User Experience Report

From Patient Experience Questionnaire (PEQ) responses received

March 2022

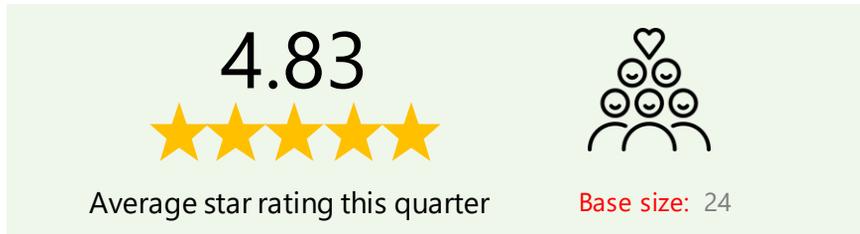
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January to March 2022

Responses received on Q1 2022: 24

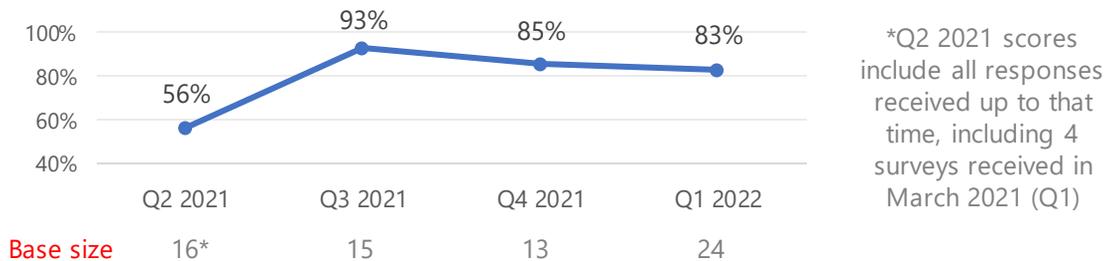
Star rating of You Matter service

Staff members rate the service received very highly. 100% of respondents give You Matter 4 or 5 stars.

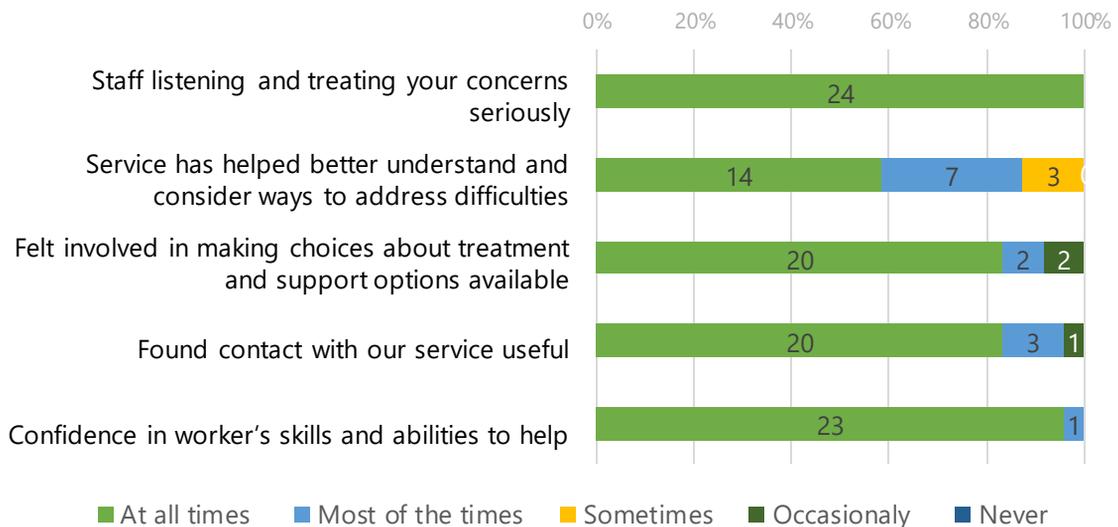


Responses and 5 Star rating over time

Over the last year, number of PEQ responses has increased, reaching its highest point this quarter at 24. The percentage of staff members giving You Matter 5 stars is relatively stable over 80%.



Performance across key aspects of the service



Base size: 24

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Performance across key aspects over time

Staff members feel listened to and find the service increasingly useful. However, they would like support to consider ways to address their difficulties and to be more involved in decision making on treatment and support options available.

100%
Felt YM staff listened and treated their concerns seriously



58%
Felt the service helped better understand and consider ways to address their difficulties



83%
Felt involved in making choices about treatment and support options available



83%
Found contact with our service useful



96%
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.

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Staff members' experience of our service

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

Key insights

- 1 Respondents highly value the support received by clinicians. They felt listened to, supported, understood and more able to reflect on their difficulties

"Felt very **cared about** and **listened to**".

"My contact was **professional but caring** and **truly seemed to understand the uniqueness of my role in the NHS**. She helped me to step back and look at the issues I was dealing with and made me realise I needed to acknowledge these and accept how much I was dealing with"

"... I genuinely couldn't recommend it more to anyone else. In particular my counsellor **[YM clinician] was genuinely incredible** - perfect mixture of **care and compassion** but also **challenged me where necessary but always in a respectful way**. Sometimes she needed to check with a supervisor about things, but that was actually just reassuring more than anything else - obviously big part of any healthcare profession is knowing the limits of our competencies"

- 2 Respondents appreciate the speed of response and support offered

"Extremely good support and compassion. **Communication was prompt** and thorough".

"I self referred to your service and was impressed with the **prompt response** and very satisfied with the treatment I received. The member of staff was **patient, kind, supportive** and offered good advice".

- 3 Respondents appreciate the options for further support

"Very helpful to have a listening ear while I talked through my problems. I also **appreciated signposting options** as well as email attachments as a reminder.

"[YM clinician] was very **helpful and supportive** all the way through. My difficulties were explored thoroughly and I was offered **appropriate options** of support.

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YM developments in response to feedback

Actions taken in response to staff member feedback received

1 To increase availability of appointments outside working hours

We have reviewed appointment slots offered ensuring coverage on popular times, including outside working hours.

2 To increase advertisement of You Matter across the Trust

We hired a comms and engagement lead to increase awareness of YM via social media. We collaborate with different sectors to offer tailored support to individuals and teams. We have hosted in person drop-in sessions to reach out those without regular email access

3 To streamline processes when referring to other services

We try to share as much information as we can with services when referring onto them and have had discussions with other local IAPT services.

We continue to work on this. Recently we collaborated with Psychological Medicine in OUH to streamline a referral process between services.

4 To expand our support channels beyond telephone calls

We are now able to offer appointments face to face or by videocall via MS Teams