



You Matter User Experience Report

From Patient Experience Questionnaire (PEQ) responses received

Q2 2022

July to September 2022

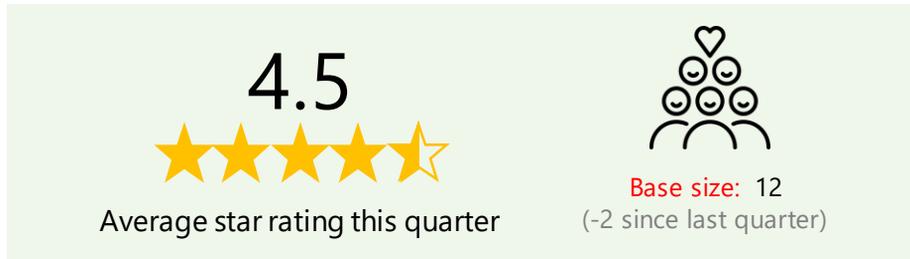
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Q2 July to September 2022

Responses received on Q1 2022: 12

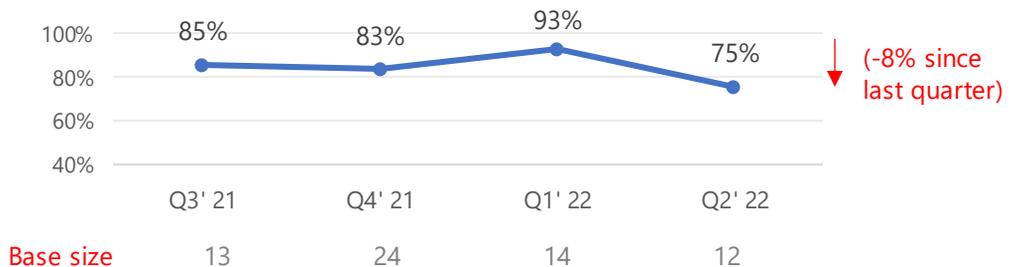
Star rating of You Matter service

Most respondents continue to rate our service highly. However, two negative ratings of 2 and 3 stars respectively, have brought our average start rating down from 4.9 to 4.5

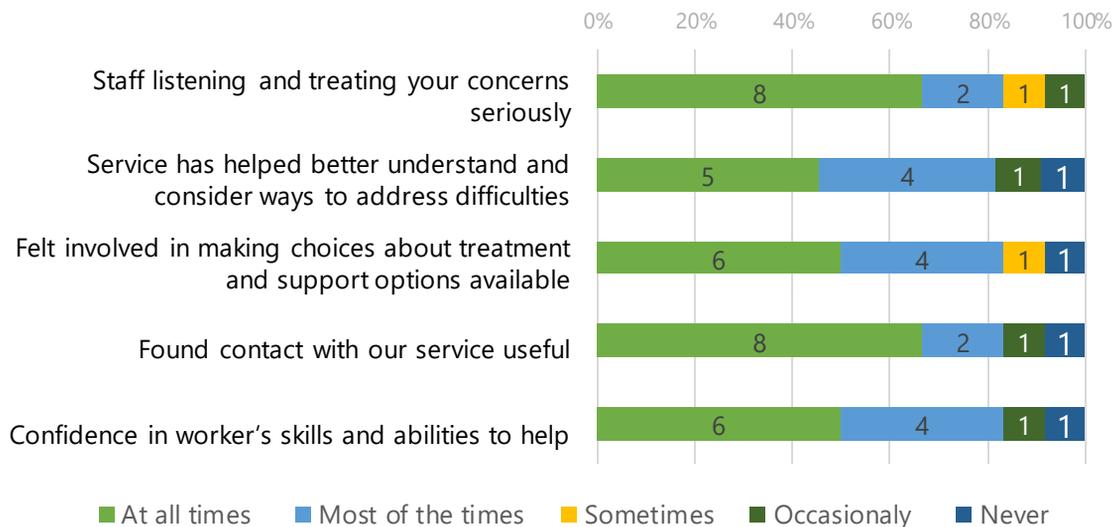


5 Star rating over time

Over the last year, the percentage of staff members giving You Matter 5 stars has remained relatively stable over 80%. However, it has seen a small dip this quarter to 75%.



Performance across key aspects of the service



Base size: 12

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Responses received on Q1 2022: 14

Performance across key aspects over time

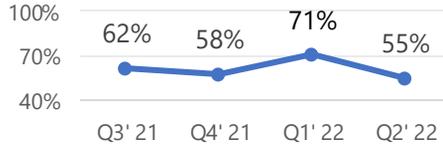
The percentage of respondents who give us the highest ratings has declined this quarter across key attributes. However, the majority of respondents still consider we display these qualities "most of the times" as seen in the previous table.

'At all times' %

67%
Felt YM staff listened and treated their concerns seriously



55%
Felt the service helped better understand and consider ways to address their difficulties



50%
Felt involved in making choices about treatment and support options available



67%
Found contact with our service useful



50%
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

"There for me at a very dark time and provided **regular consistent support** as I got myself back on my feet and back into work".

"The sessions really **helped me to articulate my worries** about the situation I was in; the readback from the **practitioner enabled me to listen to my own words**. The sessions were always at a time that suited me and the **resources sent through were of great help** and they have also **enabled me to support other colleagues**"

"Very thorough sessions with a **great listener who was professional yet compassionate & knowledgeable**"

"Outstanding experience which has already had a **positive impact on my life** and family life".

"I **felt listened to** and my concerns were taken very seriously. I was given time to develop a **self help plan that has helped me to move forward** and manage my feelings and understand how I can help myself. I was given time to talk and felt it was a very safe space at all times. I have been able to move forward and I now feel back to my normal self and very strong mentally. Thank you".

"Excellent. **Very supportive staff** who took a lot of time and genuinely wanted to support me."

"I had previously reached out to a different service and had a poor response. I was reassured by the **prompt and attentive service** I received from You Matter and [YM Clinician] in particular. I was quickly given an appointment and always knew when I would next speak to someone. I was given good choices of next steps and a follow up call to check that this had kicked in. It **has given me confidence that I can be helped** to improve my mental health.

"**Excellent service**, great follow up. Were sensitive to how I was feeling and the type of support I was looking for. I really felt that I was heard and listened to".

"The person I spoke to **did nothing but suggest practical solutions**. This was both dismissive of the feelings I was expressing, and insulting to suggest I had not thought of these before".

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YM developments in response to feedback

Actions taken in response to staff member feedback received

YOU SAID ... WE DID ...

- “**Face to face appointment** would have been better than a telephone call (even Teams)”

As reported last quarter, 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.

- “Better training? **Make it clearer what you are able to offer** up front”.

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. Assessments do take a few sessions and require a discussion in supervision, and so cannot be offered ‘up front’.

- “The person I spoke to **did nothing but suggest practical solutions**. This was both dismissive of the feelings I was expressing, and insulting to suggest I had not thought of these before”

Many apologies for this unsatisfactory experience. We will review the standard operating procedure to ensure that there is sufficient opportunity to discuss this in the initial treatment planning sessions. There is already an opportunity to do this in the one month follow up.