



Primary Care
Counselling Service

**CARDIFF & VALE UHB
PRIMARY CARE COUNSELLING SERVICE**

**Service User Survey
Feedback Report**

January 2021 – June 2021

Service User Survey Feedback Report

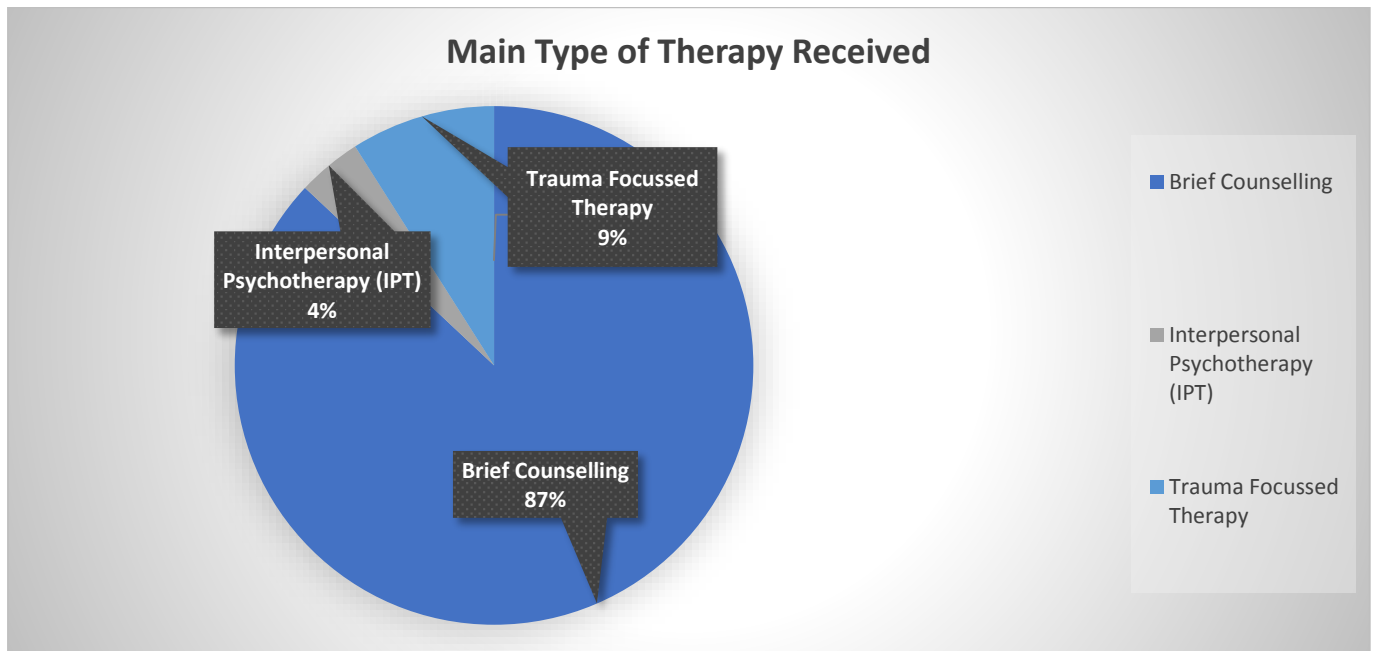
This data was taken from an online Service User Survey using Microsoft Forms, where clients were sent a link to complete the survey after completion of their counselling sessions with PCCS. A word version of this questionnaire is included at the end of this report (Appendix B)

A total of **142** service users submitted feedback via the online survey.

Section 1 - Therapist & Type of Therapy:

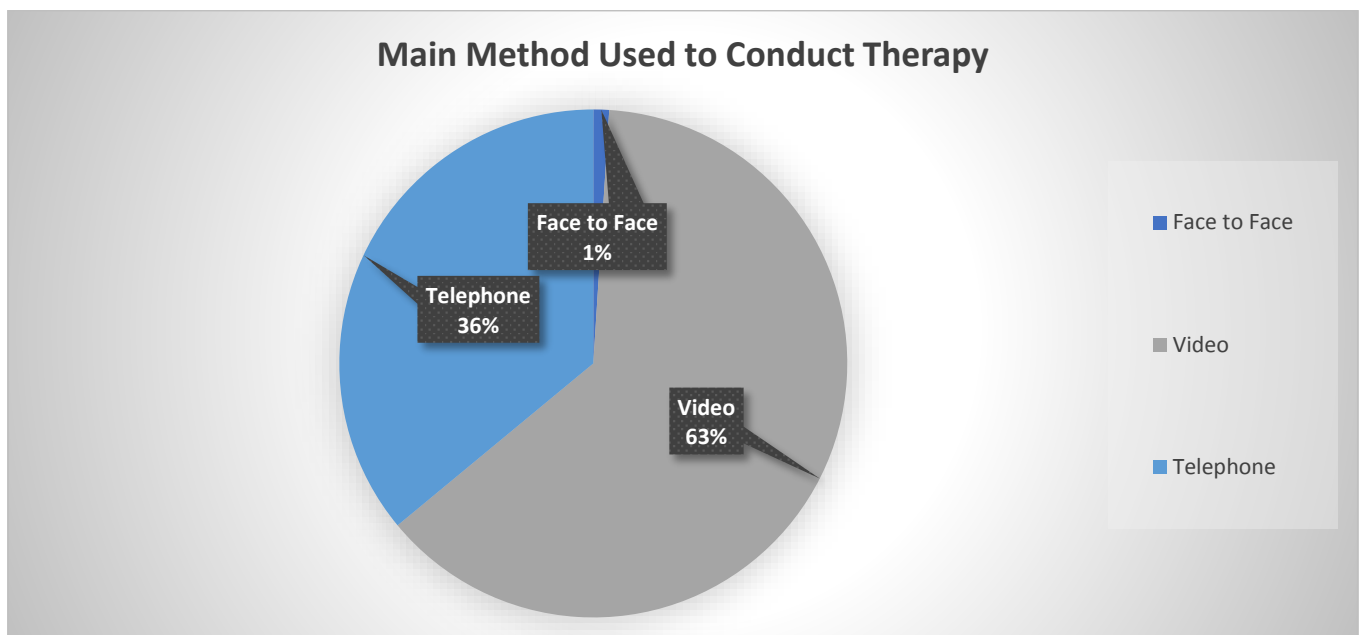
Main type of therapy received:

Brief Counselling = 87% (124); Interpersonal Therapy (IPT) = 4% (6); Trauma Focussed Therapy = 9% (12)



Main method used to conduct therapy:

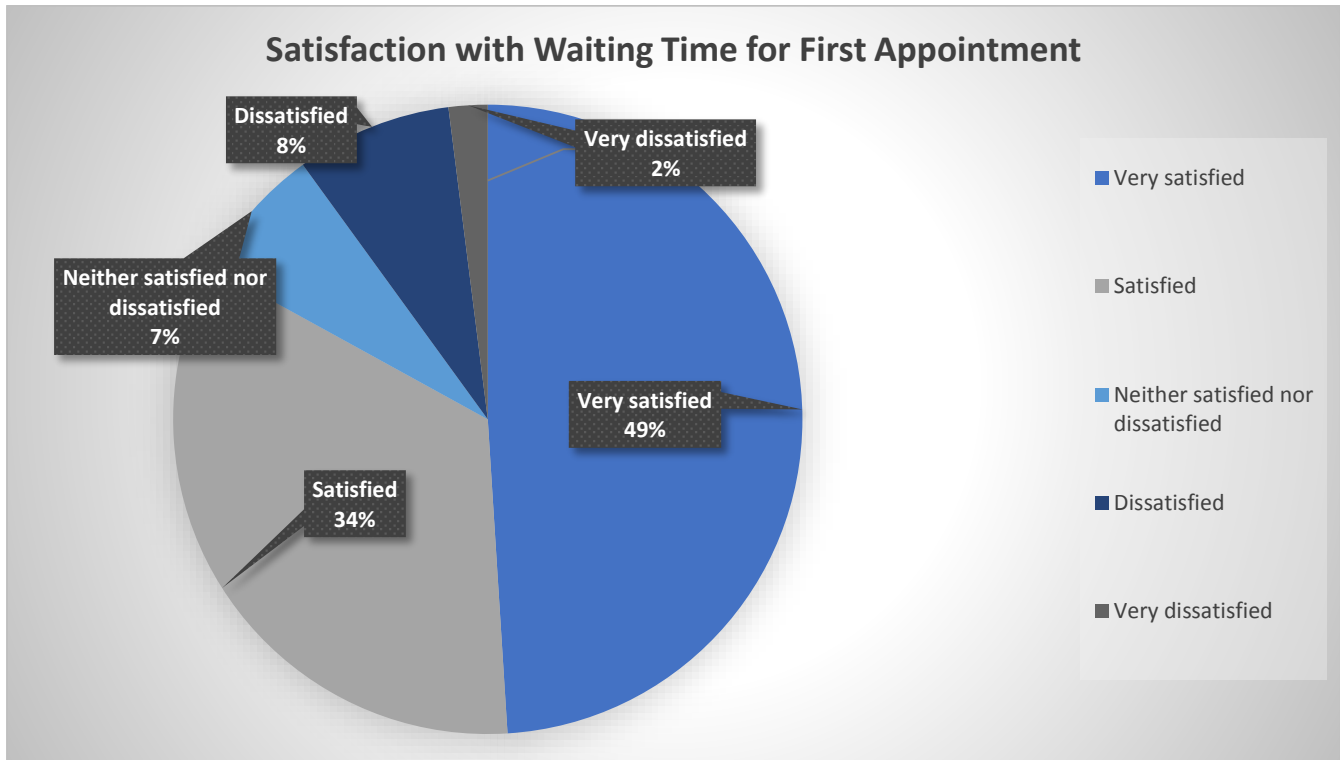
Video (Attend Anywhere) = 63% (89); Telephone = 36% (52); Face to face = 1% (1)



Section 2 - Practical Issues:

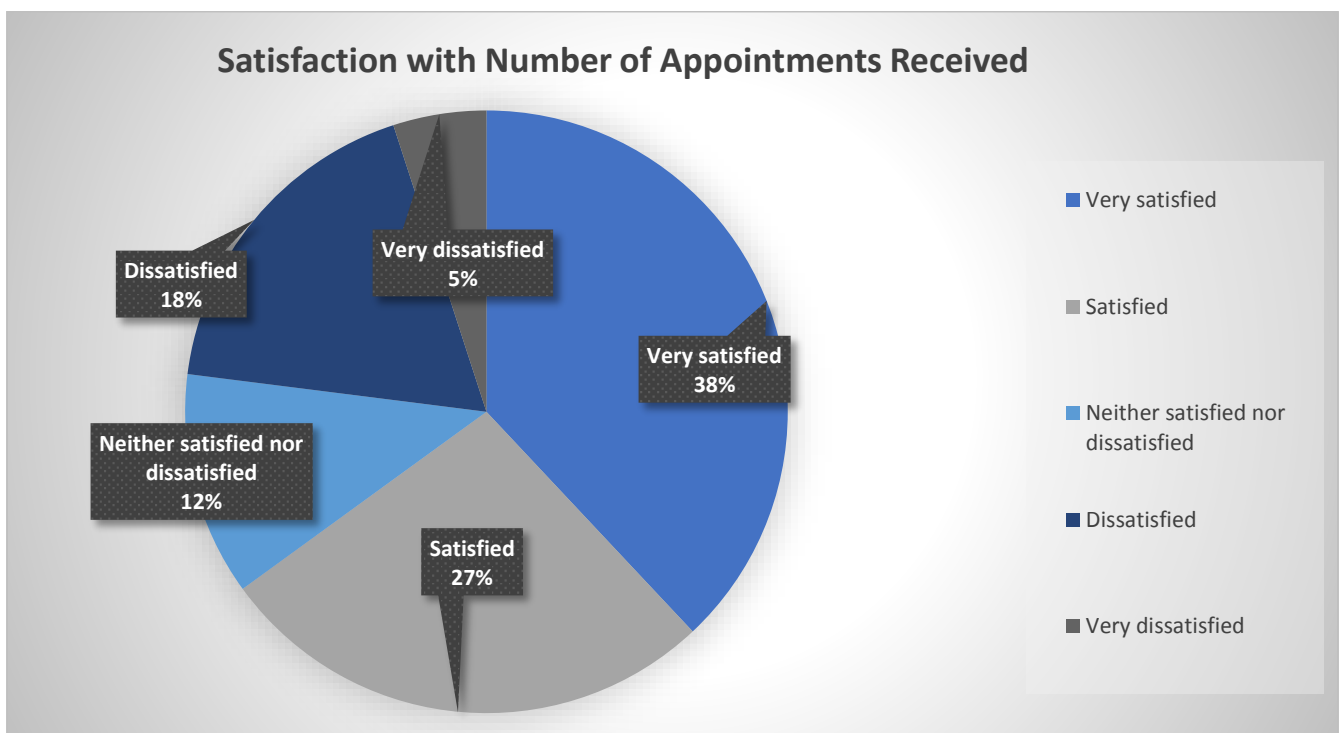
Satisfaction with waiting time for first appointment:

Very satisfied = 49% (70); Satisfied = 34% (48); Neither satisfied nor dissatisfied = 7% (10); Dissatisfied = 8% (11); Very dissatisfied = 2% (3)



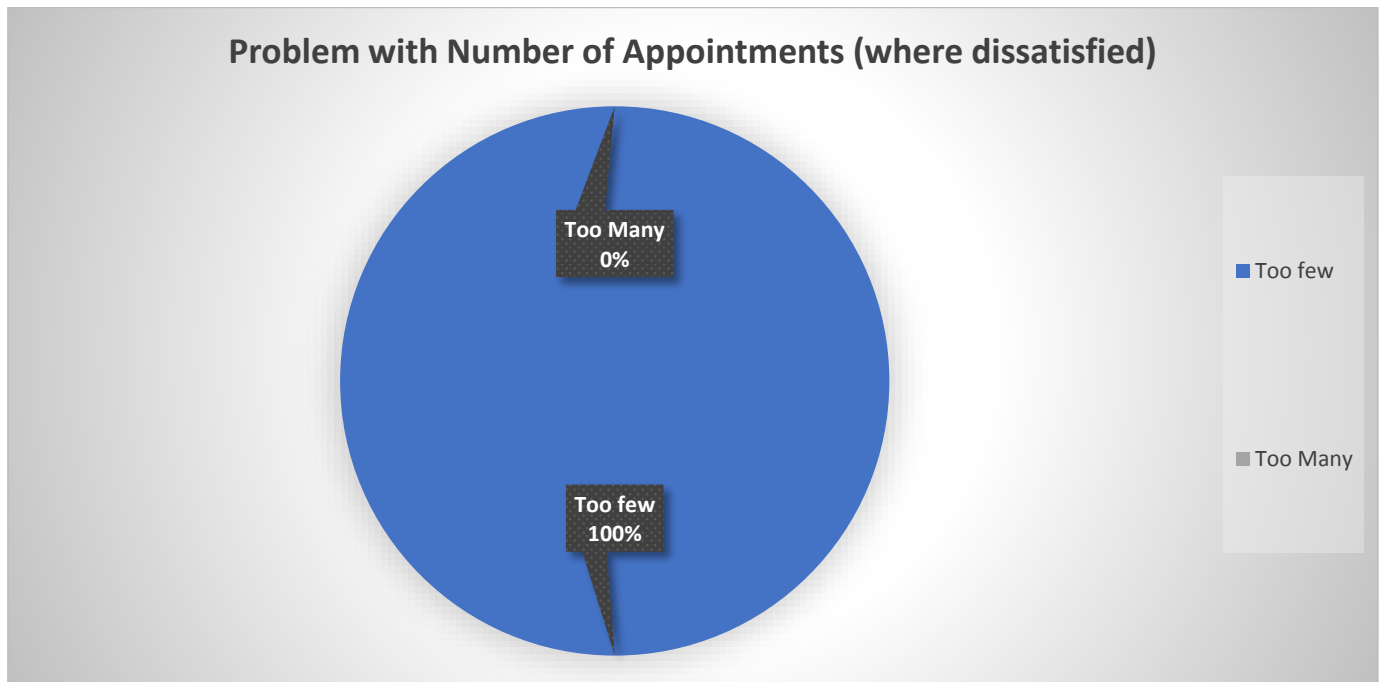
Satisfaction with number of counselling appointments received:

Very satisfied = 38% (54); Satisfied = 27% (38); Neither satisfied nor dissatisfied = 12% (17); Dissatisfied = 18% (26); Very dissatisfied = 5% (7)



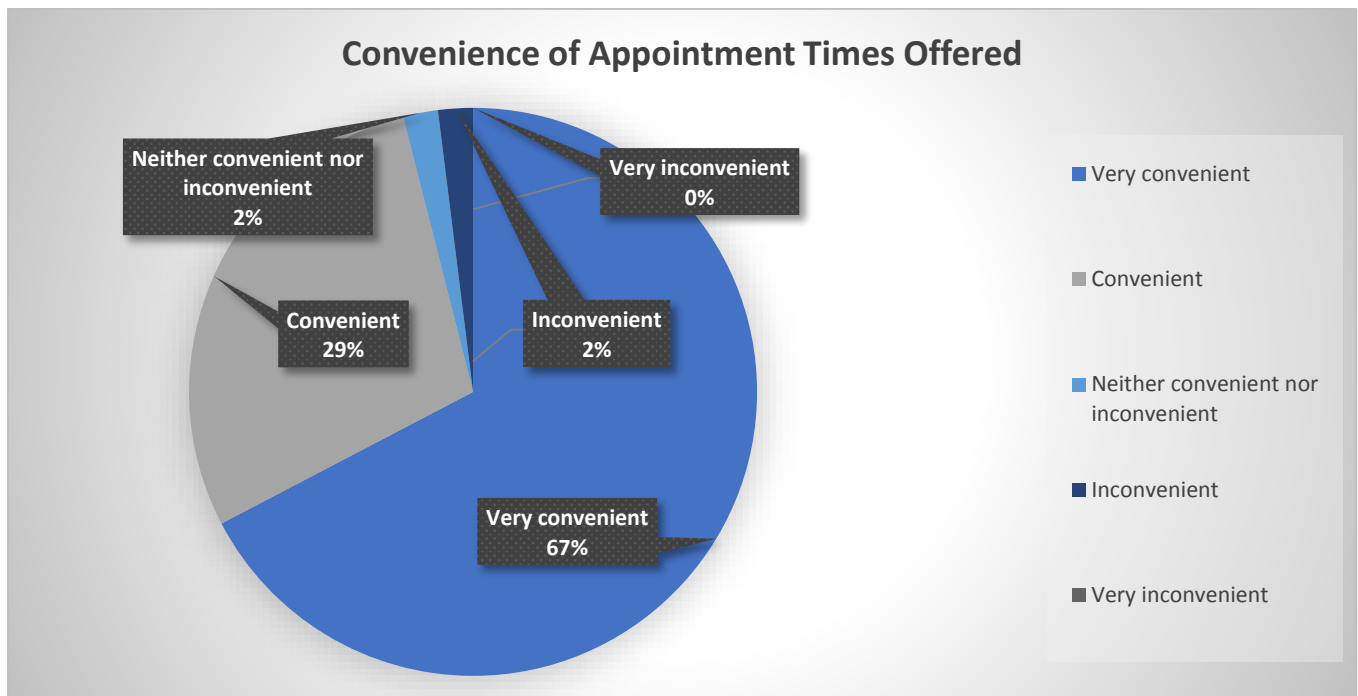
Problem with the number of appointments (where dissatisfaction indicated):

Too few = 100% (33); Too many 0% (0)



Convenience of appointment times offered:

Very convenient = 67% (97); Convenient = 29% (41); Neither convenient nor inconvenient = 2% (2); Inconvenient = 2% (2); Very inconvenient = % (0)

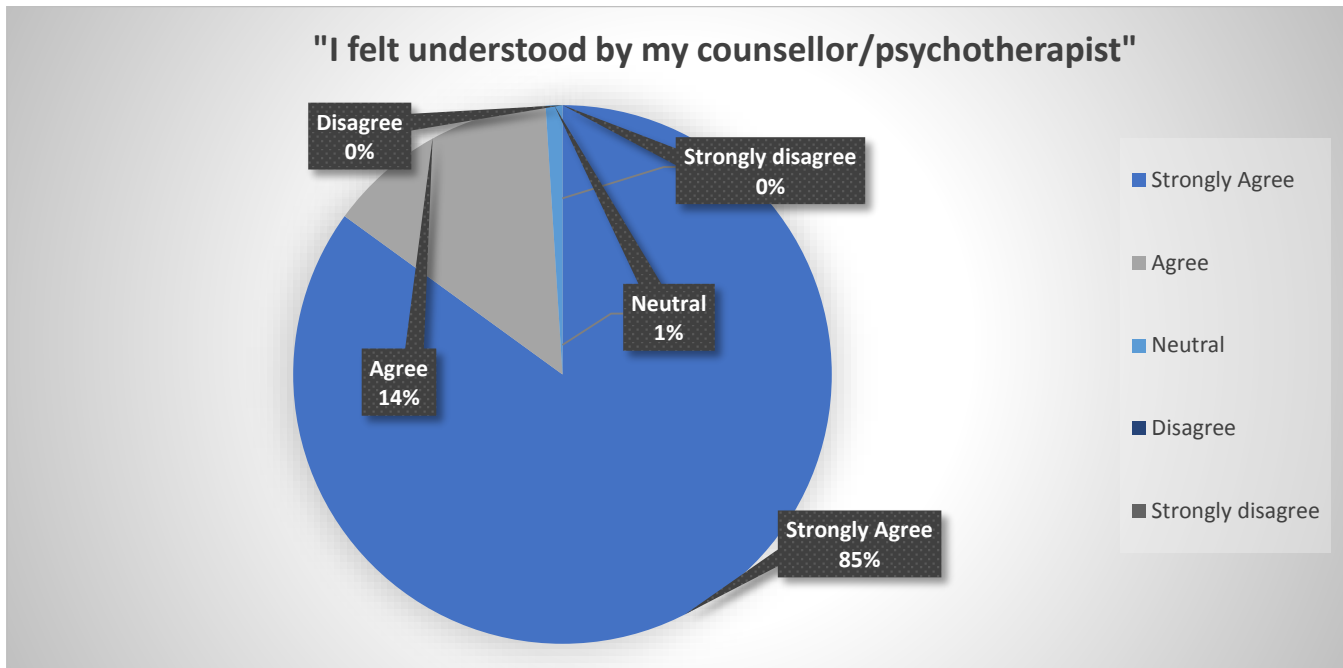


Section 3 - Experience & Outcomes of Therapy:

Clients were asked to indicate how much they agreed/disagreed with the following statements:

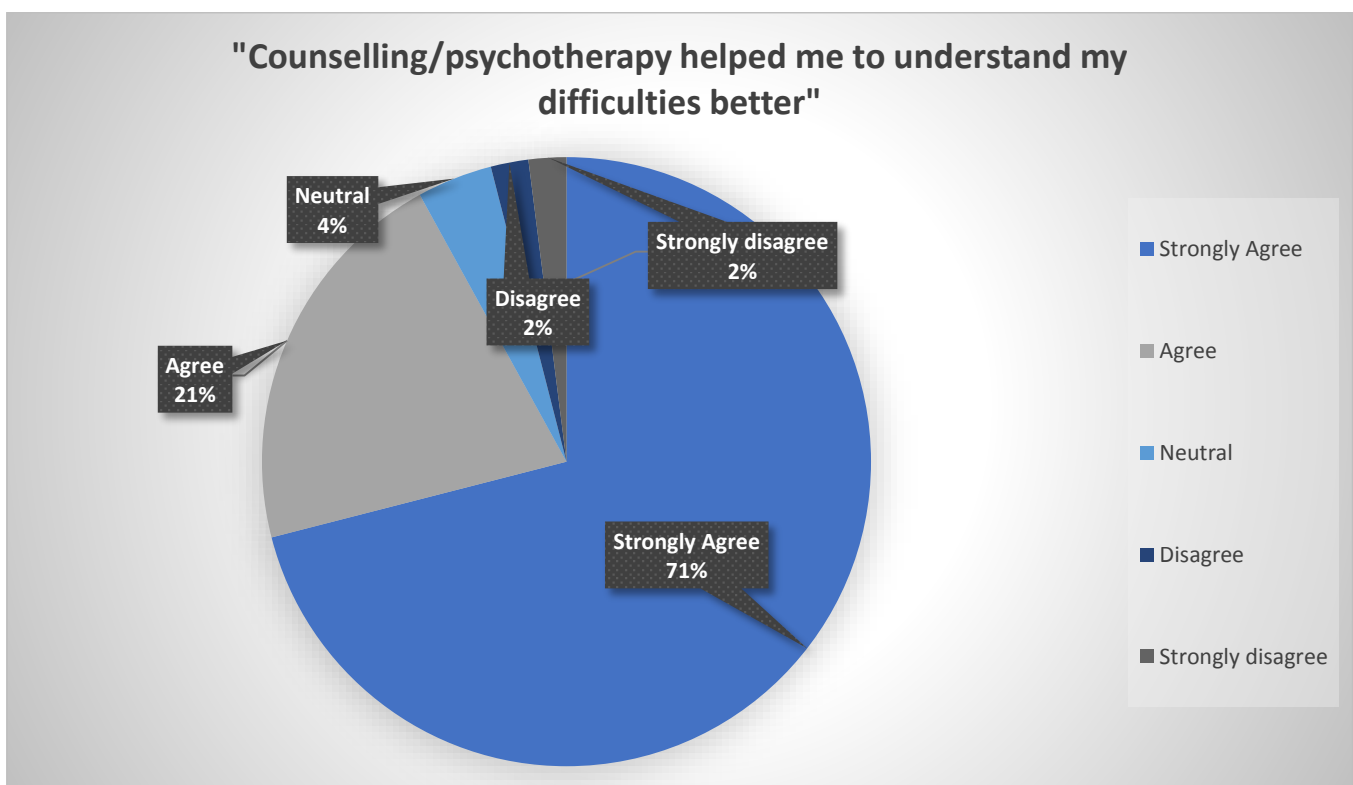
- **"I felt understood by the counsellor/psychotherapist":**

Strongly agree = 85% (121); Agree = 14% (20); Neutral = 1% (1); Disagree = 0% (0); Strongly disagree = 0% (0)

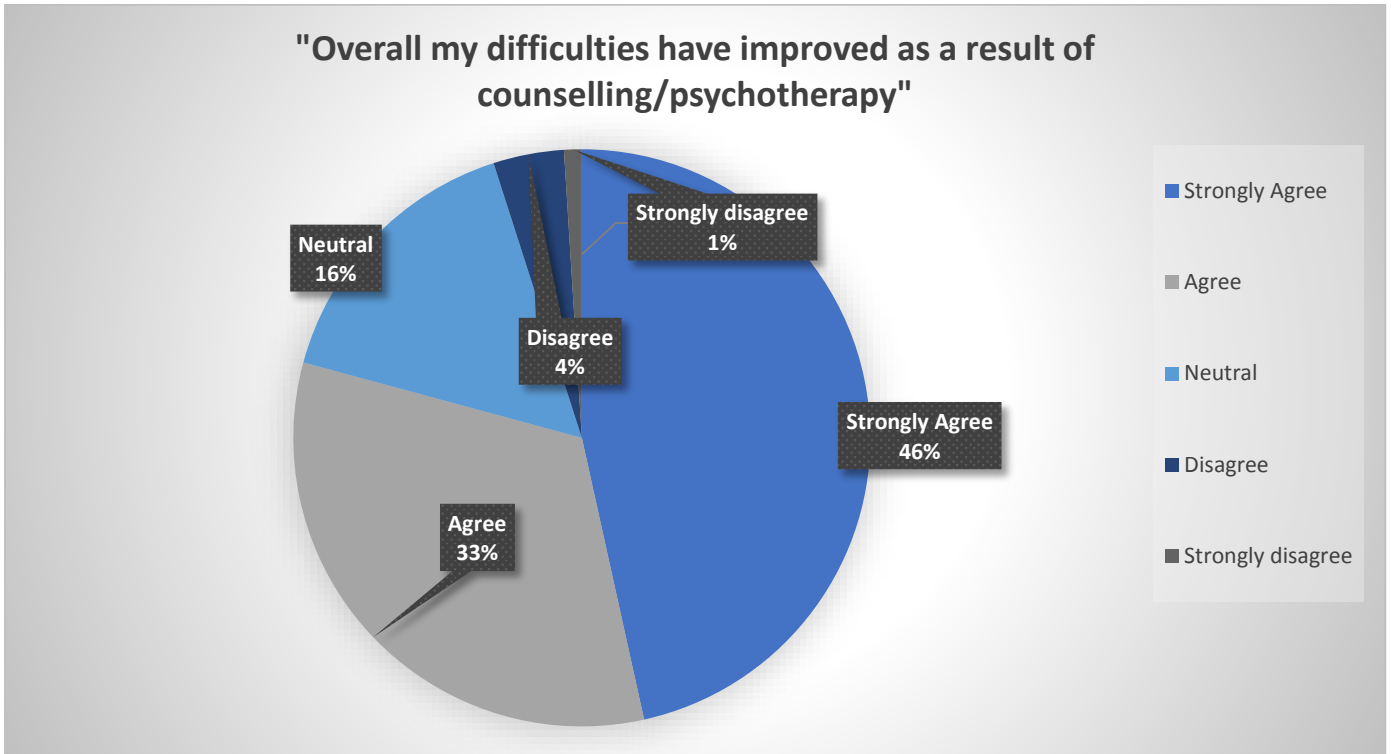


- **"The counselling/ psychotherapy helped me understand my difficulties better":**

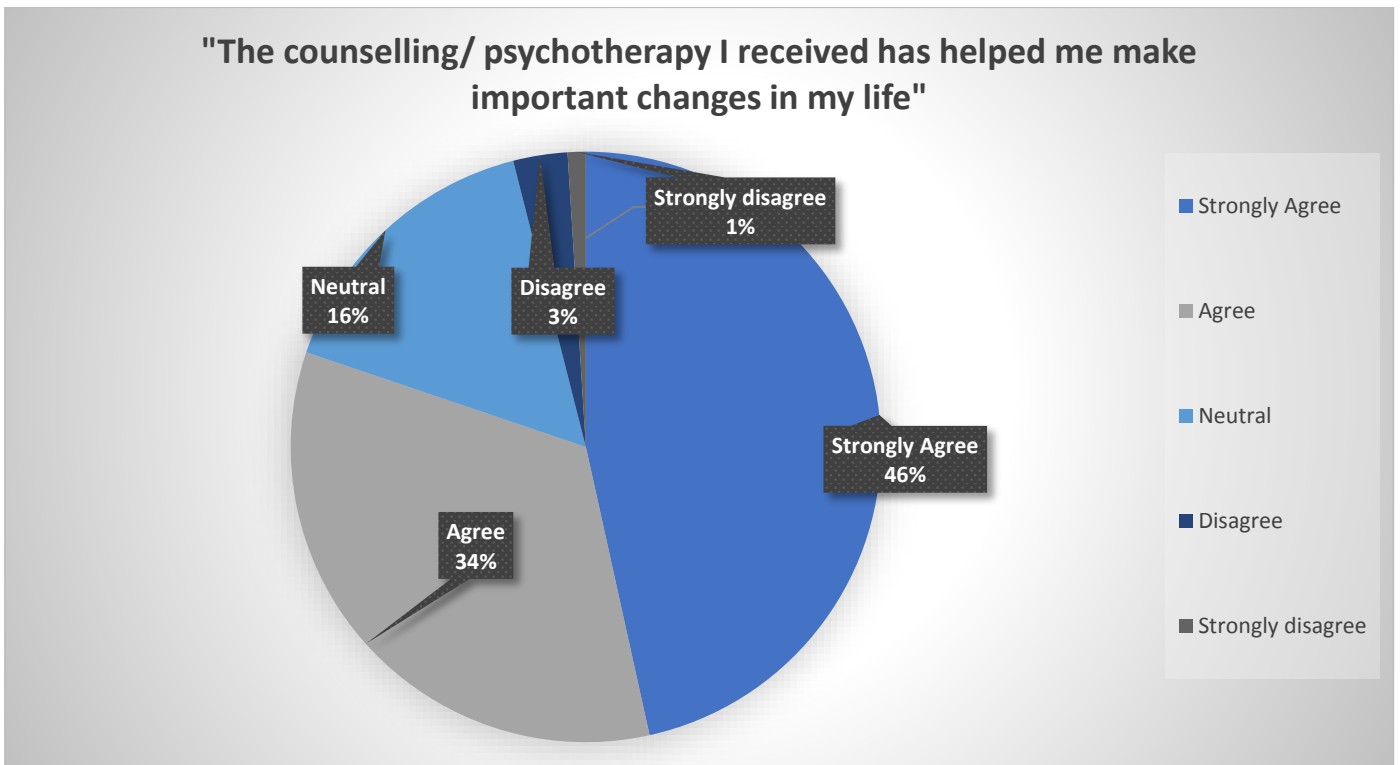
Strongly agree = 71% (100); Agree = 21% (30); Neutral = 4% (6); Disagree = 2% (2); Strongly disagree = 2% (2)
(Data were missing here for 2 clients)



- “Overall my difficulties have improved as a result of counselling / psychotherapy”**
 Strongly agree = 46% (63); Agree = 33% (44); Neutral = 16% (21); Disagree = 4% (5); Strongly disagree = 1% (2). (Data were missing here for 7 clients)



- “The counselling/ psychotherapy I received has helped me make important changes in my life”**
 Strongly agree = 46% (64); Agree = 34% (46); Neutral = 16% (22); Disagree = 3% (4); Strongly disagree = 1% (1). (Data were missing here for 5 clients)



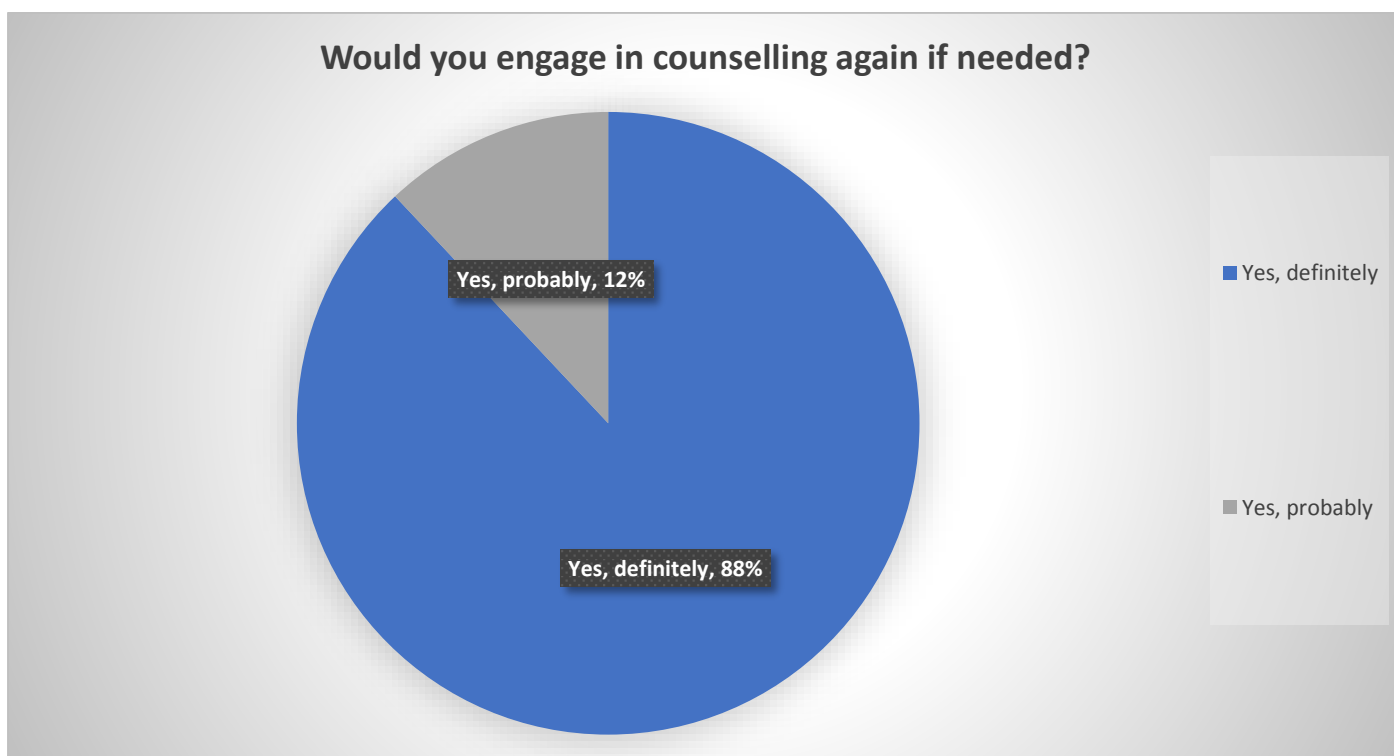
When asked to rate their overall satisfaction with the quality of the service received (1 = low satisfaction 10 = high satisfaction):

10/10 = % (88); 9/10 = % (21); 8/10 = % (24); 7/10 = % (4); 6/10 = % (1); 5/10 = % (2); 4/10 = % (0); 3/10 = % (0); 2/10 = % (0); 1/10 = % (1). (Data were missing here for 1 client).



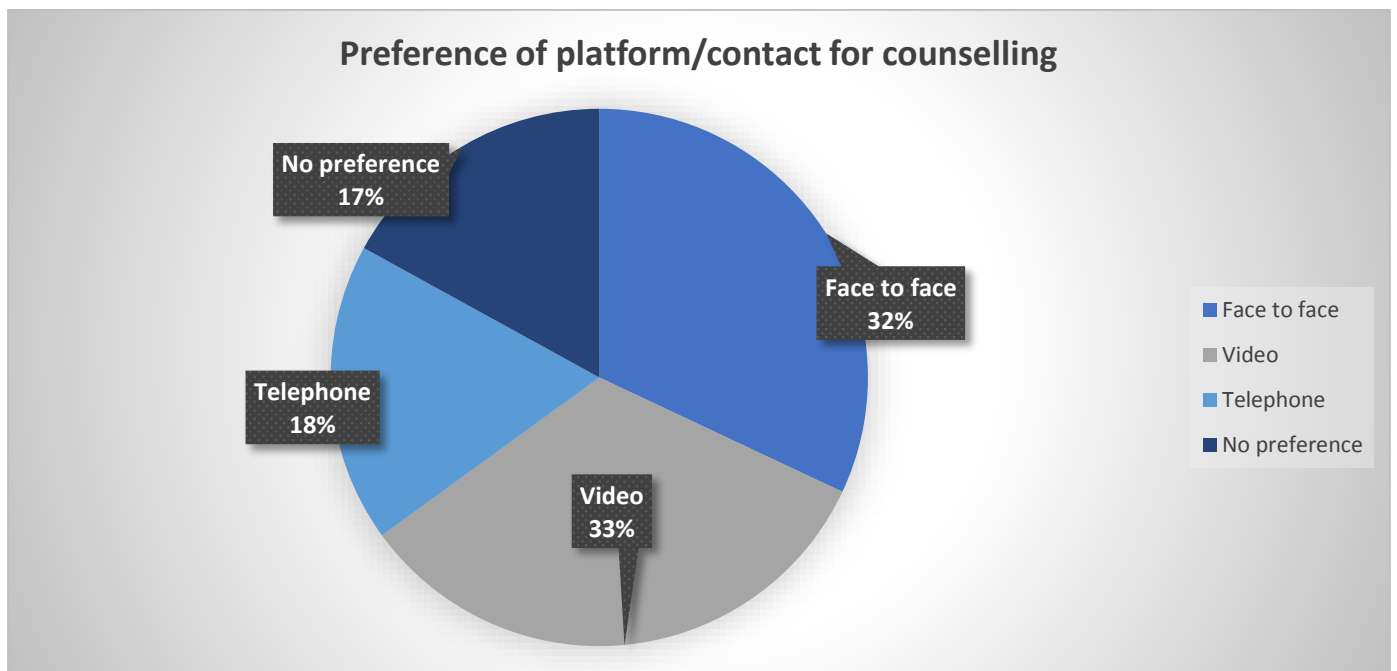
Section 4 End of Therapy / Discharge:

When asked about the likelihood of choosing to engage in counselling / psychotherapy again if needed:
Yes, definitely = 88% (125); Yes, probably = 12% (); No, I don't think so = 0% (0); No, definitely not = 0% (0)



When asked if they engaged in counselling / psychotherapy again, which of the following would be their preference:

Face to face = 32% (46); Video counselling = 33% (47); Telephone Counselling = 18% (25); No preference = 17% (24)



Clients were asked to give a reason for their chosen preference/method of receiving counselling. Qualitative responses: Appendix A

Experience of Therapy - Client Comments (sample):

- *“The counselling sessions was very helpful. (My counsellor) really helped me; she understood me even when I couldn't understand myself. I am very, very thankful for her. I have faith in humanity again”.*
- *“I'm starting to stop feeling guilty about things out of my control. Also coming to terms with how I need to handle my feeling of anger in other people's presence, and to not feel so uncomfortable when someone's upset. Now I'm able to be open about everything that was troubling me for such a long amount of time”*
- *“(My counsellor) very much understood my feelings and the difficulties that I was dealing with. Without her help, I wouldn't be able to cope well and carry on my life as usual. Miscarriage is a very sad thing, I still feel sad about it, and I will always be, but now I have accepted it, embraced it, ready to take it as part of my life and carry on. Thank you”*
- *“I have gained the ability to calm myself down when feeling anxious and have now got a more understanding as to why I feel the way I do and that it is not my fault and that it's completely normal”.*
- *“I was very nervous about starting counselling sessions, but after my first session with (my counsellor) I felt very comfortable, I felt that she understood me straight away and was put right at ease to be able to talk through my issues. After each session I came away feeling a lot better about myself, my abilities to do well and (my counsellor) was always very positive she has helped me tremendously and I couldn't thank her enough”.*
- *“I have seen improvement in every aspect of my life thanks to the therapy. I wasn't even able to watch films or listen to the radio and now I am more productive and able to support my family better. Although I am still having difficulty sleeping it has made a massive change in my life”.*

- *“The counsellor followed the issues I'd raised, listened and helped me find solutions and coping mechanisms to help”.*
- *“Felt like I built a really good foundation of trust and the exploration was facilitated by the therapist but was led by me. This was really helpful and created very productive sessions”.*
- *“My counsellor was excellent! Extremely understanding and helped me to understand my problems and access the tools to deal with these problems”*
- *“My counsellor has helped me to identify unhealthy coping mechanisms that I'd developed, and helped me to develop alternative strategies to replace these coping mechanisms and produce better long-term habits. She also helped me to understand the importance of taking time away from work, and provided a safe, non-judgemental space for me to discuss my fears, and to begin to challenge them. Her help has been invaluable to me”.*
- *“I'm grateful for the support that I did receive. Thank you to you and all your Team”.*
- *“Counsellor helped me find strategies to cope and methods to deal with my overthinking and manage difficult situations much better. I felt understood and understood some of my issues much better. The difficulties are still there but I have strategies to cope now”.*
- *“The sessions were very relaxed when dealing with some rather sensitive issues raised. The Counsellor was very friendly and listened carefully to what I had to say and helped me get a second/outside perspective on my issues. This helped be start to look at things differently and from a less closed-minded view. The Counsellor also suggested some tools to use to address certain areas of my life to start work on which I intend to use”.*
- *“My counsellor was incredibly understanding and really helped me find new ways of thinking and coping with the difficulties I was experiencing. I feel ready to tackle things in the future now without letting myself fall back into my old mind sets!”*
- *“I've had a great experience, and feel a lot more positive about my future and my mental health”.*
- *“I was helped to find and utilities the best toolset for myself for when I'm not feeling 100%”*
- *“Thank you for your amazing work and helping me understand more about myself and for showing me how to deal with my difficulties”.*
- *“My experience was very professional and extremely helpful. I always felt like I was understood and was always given appropriate feedback”.*
- *“The key thing I think I needed was simply to be listened to. The counsellor was superb at this, engaged, sympathetic and insightful. Her promptings led me to examine the issues I face in more detail and uncover support material on the internet that I had not previously looked at. It has helped me identify behaviour and responses in myself and others which is reasonable and normal, and behaviour that is not, giving me the confidence to have more faith in my own perceptions and, as a result, become more assertive in my dealing with significant others, while taking steps to safeguard my own wellbeing. I am extremely grateful.”*
- *“Breaking things down discussing each option and learning to break these down further using techniques shown by the counsellor were effective to help move forward on a weekly basis which was evident in my weekly scoring”*
- *“Through the experience I have become more able to talk openly about issues I am struggling with and have been able to push myself outside of my comfort zone. I now have a series of things to work on to help improve my mental health and help improve my feelings”*
- *“I felt listened to and it was evident the counsellor reflected on what had been said the previous week”.*

- *I was at my lowest ever point before starting therapy and felt desperate for change, but also felt doubtful that anything would make a difference to how I was feeling. I can't believe how much it has changed the way I think and feel about my trauma and the changes it has instigated in my life. I feel like myself again and feel like I have re-gained control of my feelings and emotions.*
- *I have learnt how to control my anxiety and depression with techniques given to me*
- *I felt understood and made some realisations that I wasn't aware of before and it just helped to talk to someone who could provide me with good advice*
- *My counsellor really helped me to put things into perspective and work through my troubles. She was so kind and understanding reminding me not to be hard on myself. There was lots of aspects of my life that I had issues with and she helped me to put my mind at ease and make sense of think. I'm really appreciative of the time empathy she put into helping me.*
- *My counsellor was very understanding and I felt able to openly discuss my thoughts and concerns with her very honestly without fear of judgement. She made my options very clear to me and provided many helpful resources. I looked forward to our sessions and they gave me the chance to get a lot off my chest and understand why I may be feeling a certain way.*
- *My therapist was excellent with a good level of empathy and an ability to create an environment where it was easy to open up, he provided good insights which I found beneficial. I feel that my problems largely remain, however my approach and the weight I attach to them has changed - I have made several changes, I intend to make more - hopefully the changes will continue.*
- *I felt like the counsellor really understood me and gave me options that I can actually try. I do feel really hopeful for the future and hopefully I can take this advice and use it efficiently to help myself and others also.*
- *(My counsellor) has been incredible throughout the whole process. She is understanding, nurturing, and professional and non-judgemental, which enabled me to be open and honest about my traumas. The therapy I have received has been life changing, and I cannot thank her enough for that.*
- *I felt that the counsellor was very approachable, helpful and very able to identify with me on whatever level I needed to operate. I felt un-judged and the counsellor's ability to reframe certain thoughts has opened me up to different ways of approaching old problems. The exercises/missions/tasks helped me greatly with focussing thoughts, or, at least, getting them out. I feel there is a lot more work to do, but this has been a very solid foundational step for me. I fell very thankful and appreciative of the time and help offered to me.*
- *I learned to live day by day and not to try looking too far ahead and worrying about the future and things that I can't control. I was feeling overwhelmed and very anxious, but I have learned how to control this better.*
- *The counsellor was very informative of my trauma and has helped me immensely.*
- *I went into counselling very sceptical that it would help but even after my first session I felt better in myself. (My counsellor) helped me understand myself better and covered many topics during our sessions that were relevant.*
- *I thought the process was brilliant I could not argue with anything because it was a very good experience to have with the service and working with (my counsellor) as well. He was brilliant from the first moment to the end he taught me a lot and gave me a lot of insight into things that have been going on in my life and help with the next steps he took the time and really got to know me and understanding myself when I did not feel like I knew myself at all at times he's an incredible guy and a real credit to the service I honestly can't thank him enough he's changed myself and he's someone I will always be grateful for and will never forget ever so thank you (my counsellor) and to the service team for everything they have done.*

- *Felt very comfortable with my counsellor and looked forward to each session, she helped me understand my issues and gave good strategies to help me cope. Built my confidence and self-esteem and I am really grateful for all her time and help*
- *I found it extremely beneficial to talk about my issues with someone who would listen and help me work through them. Having consistent sessions each week made me feel like I was able to tackle the week ahead with more confidence and energy, however I feel that six sessions are not quite enough to make much long term progress, and found myself reverting back to old ways once the six weeks were over.*
- *I felt understood and listened to. I have already made changes in my life which are working. I am definitely dealing with my anxiety in a better way by understanding why I react and behave as I do.*
- *I found the sessions incredibly helpful which enabled me to accept the difficulties I have at present*
- *My counsellor was amazing, I couldn't be more proud of myself and the help she gave me*

Comments: Clients were asked to give a reason for their chosen preference

Those who responded their preference would be Face to face:

- *I feel I Would be able to engage a little more and I feel it's always more beneficial to be face to face*
- *I think it is important to interact with your councillor but given the circumstances this was not possible*
- *Find it is more effective, separates counselling from home life*
- *Some technical issues prevented some sessions being seen over video call so face to face would be overall better and less likely to be changed.*
- *Face to face is the most effective way to communicate, in my experience.*
- *Prefer face to face contact- a more personal approach , obviously this was unable to happen due to COVID*
- *It would have been nice to share photographs and personal treasures with the counsellor so maybe they could understand more about the person I was grieving.*
- *I've had better success with it in the past.*
- *It's easier to communicate in this way and I find video and phone to be anxiety-inducing.*
- *I would like to engage in face to face counselling as I feel I would get a bit more out of it*
- *I feel that when dealing with such profound parts of my thoughts and feelings, actually being in the physical presence of a trained professional is so much more beneficial. The ability for them to pick up on so many more nuances of body language, atmospherics, and the realities of the patient are greatly enhanced via this tried and tested method. We may be good ad zoom et al now, but we are still human.*
- *I live with my partner, daughter and step son and finding the privacy to discuss matters can be quite difficult. Naturally, during lockdown these have also been stressors and talking about them with them around isn't ideal.*
- *Video counselling worked OK but it would be much better if it was face to face, a more personal service.*
- *Video calling is good and worked well however face to face is always preferred when it is possible.*
- *I find it easier to talk to the counsellor in person and go at my own pace forward*
- *Though I was comfortable with video counselling as the next best thing during the pandemic, I feel that going to visit a counsellor face to face, in a safe confidential space would be the most beneficial approach.*
- *Whilst I have no real preference as to the delivery method, I would prefer to have face to face because of the technical issues.*
- *It would be lovely to have met the person face to face instead of video call.*
- *I had telephone counselling due to the pandemic but I would have liked to have done the counselling away from my house and been in a more neutral space, and also it's just easier to talk face to face someone, especially when you're upset and struggling to find the words to express how you feel. However, I totally understood that the circumstances meant that we needed to do telephone counselling.*
- *Easier to develop the clinical relationship, without a barrier, without having to be 2D, without technology interference (freezing, stopping, echoes etc.) which makes the interaction more difficult, not as natural. i.e. turn taking, have to think before speaking sometimes, not able to just say what you want to say - more formal, difficulty in reading body language etc. and after working online on zoom all week, having to rely again on screens is tiring - all adds to the cognitive load*
- *It's more comfortable and I found that the audio was weird sometimes e.g. if we both spoke at a similar time then the audio would make her really quiet and I would have to say something for it to correct itself*
- *Connection issues*
- *More personal*
- *Video counselling has its obvious benefits, particularly over telephone counselling. Video counselling has been very helpful indeed, for those familiar with technology, over the past 15 or 16 months. However, meeting face to face I find rather more helpful for the counsellor / psychotherapist, and for the patient / service user. Non-verbal communication, i.e., body language, facial expressions, pupil fluctuation, subtle ticks: these are a very important part of counselling sessions, some of the things that are missing through a camera lens. Technology can also disrupt the flow of a session, as it did with most of these recent sessions. Several times the counsellor had to bring me and the session back on point.*
- *I'm personally a people person. I love being around people in real life*
- *I think it would be much easier to communicate face to face.*

Those who responded their preference would be video counselling

- *Much better than just a voice*
- *With the counselling I had at home, it provided me a very familiar and comfortable place to talk about things and open my heart.*
- *I don't like going to strange places and just want to be safe*
- *Easy access*
- *More convenient to be at home in lockdown*
- *Video conferencing saved so much time.*
- *Worked well during Covid restrictions when face to face isn't available. Also very convenient.*
- *Because I can stay at home and be in my safe place*
- *You're able to understand each other much better with body language and facial expressions/mimics*
- *I feel with video counselling there is less distraction and I feel comfortable chatting about myself in a location which I choose.*
- *I felt more comfortable in my own home*
- *I was at home and even though I went in the car in my garden coz of pandemic I felt like I could open up cry release whatever emotion and not worry about going home and not worry about people looking at me*
- *It was convenient to have the therapy in the comfort of my own home*
- *Being able, to read and pick up on body language*
- *More convenient.*
- *Accustomed to it, convenient.*
- *Face to face is currently a bit difficult and I get nervous around people but it's still helpful to be able to see them. It seems more human that way.*
- *Convenience and comfort; able to rest directly after session*
- *I prefer it over a phone call as a lot easier with the circumstances*
- *Easy to use and no additional time taken out of the day to drive to/from appointments.*
- *Video counselling was much better than the telephone counselling I had tried before as I struggle with conversations where I can't see the other person's face and read their expressions/body language. Video counselling was also a positive experience in terms of not having a build-up/period of anxiety sat in the car waiting to get to my appointment thinking about the unknown aspects of the upcoming session. It also meant that as soon as a session finished I was in my own surroundings and in the same place as my loved ones so if I needed support from them there was no delay. It also made it much harder to be late for a session as I could roll out of bed and switch my laptop on - I'm late for everything and although I hate it and stress myself out I never seem to change! The only reason face to face would have been preferable for me (outside of a pandemic situation) is that prior to moving house our internet connection was horrendous and would have caused huge problems - I was very lucky that this wasn't an issue for me, however I'm also aware that not everyone has access to a laptop/smartphone and an internet connection that is quick enough to allow a session to run smoothly.*
- *Convenient, has a similar feel to face to face, and feels more personal than the telephone assessment I had in November.*
- *I'm more able to keep to times as there's no major preparation or travel required. This is good for me (someone with extremely impactful mental health issues) as sometimes I can't bring myself to leave the house.*
- *Video counselling allowed me to join the sessions from the comfort of my own home, this helped a lot with making me feel more at ease. VC also reduced transport times and didn't take significant time out of my day, which was very convenient. I never experienced any technical issues and my counsellor was able to clearly explain how the system worked.*
- *Video counselling - I was initially very dubious about this, however found it of great benefit, and it enabled me to be much more flexible, especially given working 9-5. There were a few technical glitches, however I don't think his caused any great problems, as well as being Covid friendly, it turned appointments into an hour of useful time, rather than 30 minutes of travelling each way too*
- *Video calling was a really amazing way to have counselling sessions. I feel like it benefitted me a lot because I'm too anxious to leave the house and normal telephone calls seem a bit impersonal. I feel that video calls are a great solution to those with anxiety even though I was quite anxious some of the time.*
- *I felt safe doing my therapy from my own home.*
- *More convenient to fit it around my day. Less stress due to not having to drive/park.*

- *More convenient and more accessible.*
- *It's easy, non-intrusive into my day-to-day.*
- *It was more efficient, reducing travel and more a relaxed environment for myself.*
- *Easier to engage*
- *I really like doing video counselling as being in my own home, in my own space, made me feel more comfortable and I felt I could open up and be more honest about the problems I was facing.*
- *Happy with face to face also but not having to travel to appointments suited me*
- *Easier to access on line and just as personal*
- *Due to ease and saving time*
- *Because of the pandemic situation, also I have social problems going out.*
- *I don't have to waste time with travelling. And being able to do something in the comfort of my own room was very beneficial especially in opening up.*
- *It's easier and more convenient for me.*
- *It's easy and convenient*
- *I felt more comfortable*

Those who responded their preference would be Telephone counselling

- *When suffering with anxiety and depression I don't like to make face to face contact.*
- *I am more comfortable talking on the telephone.*
- *Because it helps you and plus it supports you*
- *This experience*
- *It was what I had previously so it's what feels most comfortable.*
- *I have lifelong disabilities and illnesses that can make it difficult to leave my flat sometimes. As well as anxiety still rearing its ugly head now and then. Maybe in the future, when the pandemic is under control and I feel more able to do so, I'd have face to face counselling. Though right now, via telephone is within my comfort zone.*
- *Because of anxiety I find it easier to talk over the phone*
- *I think talking to someone over the phone is a lot less intimidating and feels more comfortable rather than someone looking at you either face to face or by video calling*
- *It is a more private experience*
- *Anxiety*
- *I feel I cannot open up face to face*
- *I do not want face to face because of Covid risks.*
- *I felt it was personal but not invasive*
- *not comfortable any other way*
- *I feel more comfortable*
- *Talking makes it easier to explain yourself*
- *I feel more comfortable over the telephone*
- *I find it easier to communicate personal things remotely and not face to face*
- *I found it easy to talk this way, it worked for me.*
- *I feel more comfortable being just a voice rather than being seen as a face*
- *Convenient for work*

Those who responded they did not have a preference:

- *If I have the same counsellor, I know it wouldn't matter what form of communication we use. She would listen and allow me to voice my feelings regardless of the method.*
- *I'll take any counselling I can get :)*
- *I did like the video consultation for ease of attending the sessions and ability to look after my daughter. However there were problems with connection at times and be able to see and have a connection with my counsellor. It was far better than phone call though*
- *If you need counselling or psychotherapy, I prefer to do it as soon as possible in any way possible. Because in my opinion, my own need for counselling is a priority, and this may still be done well in different situations, such as the present, in a time of limitations.*
- *I have no preference as to how my counselling/psychotherapy would be conducted*

- *I thought that I would prefer face to face. But since we have been in lockdown and have had to video link or telephone conversation I feel that I've been able to be open more and vulnerable as I'm in my own home. And still in my safe environment once my session has finished.*
- *I would be happy to move forward with any counselling offered due to the demand in the service*
- *I would be happy with any method.*
- *Both the video call and the face to face meeting worked really well for me.*
- *I was happy with calls and video I never had face to face but I would be open to that ok the future.*
- *I now feel comfortable enough to do any type*
- *I would be happy to receive help in any way, since I have no concerns with doing any version*
- *Due to Covid, only Video Counselling was feasible*



The counselling service is committed to providing the best possible service. We would like your honest impressions of the quality of service you received so that we can take your opinions into account for the future planning of the counselling service. *All responses will remain anonymous.*

Section 1

Therapist & Type of Therapy:

1. Please enter the code your therapist has sent you (this will be 2-digit number)

2. Please select the main type of therapy you received from the list below (if you're unsure, please just select 'Brief counselling')

Brief Counselling
Interpersonal Psychotherapy (IPT)
Trauma Focussed Therapy

3. Which of the following was the main method used to conduct your therapy?

Video Counselling
Telephone Counselling
Face to Face

Section 2

Practical Issues:

4. How satisfied were you with the waiting time for your first appointment?

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied

5. How satisfied were you with the number of counselling appointments you were given?

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied

6. If dissatisfied/very dissatisfied, what was the problem with the number of appointments?

Too few Too many Not applicable

7. How convenient were the appointment times that you were offered?

Very convenient Convenient Neither convenient nor inconvenient Inconvenient Very inconvenient

Section 3 Experience & Outcomes of Therapy:

8. Please indicate in the boxes below how much you agree/disagree with the following statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I felt understood by the counsellor/ psychotherapist					
The counselling/ psychotherapy helped me understand my difficulties better					
Overall my difficulties have improved as a result of counselling / psychotherapy					
The counselling/ psychotherapy I received has helped me make important changes in my life					

9. Following on from Question 8, please use the space below to tell us more about your experience.

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10. Overall, how satisfied were you with the quality of the service you received? Please select a number between 1 (low satisfaction) to 10 (high satisfaction)

1 2 3 4 5 6 7 8 9 10

Section 4 End of Therapy / Discharge:

11. Would you choose to engage in counselling / psychotherapy if you felt in need of help again?

Yes, definitely Yes, probably No, I don't think so No, definitely not
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12. If you engaged in counselling / psychotherapy again, which of the following would be your preference?

Video Counselling Telephone Counselling Face to face No preference

13. Please give a brief reason why you have selected the above method as your preference?

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14. Did you receive a Resource Sheet at the end of your counselling/ therapy?

Yes No

Section 5

Further comments for improving the service:

15. Please add any comments below

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Thank you for taking the time to complete this questionnaire