

Analysis of LIFE-FORCE Client Evaluation Forms
From 1st April 2019 to 31st March 2020

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66 forms returned from 693 individual clients (10%). (Last year 14%.)

Responses are in blue.

Scores 1-5 (Poor = 1, Fair = 2, Average = 3, Good = 4, Excellent = 5).

1) How or where did you find out about and/or look for information regarding the LIFE-FORCE Counselling Service? How do you rate the Service publicity methods?

1 –

2 – 2

3 – 10

4 – 19

5 – 29

Not Rated - 6

Comments/Responses:

Been before

Close by

Colleague

Doctor

Easy to navigate website

Family Member

Friend

Google search

GP

Internet

Online

Previous Student

Walking past

Difficult to get through on phone: We have one phone line in the office, but we are also contactable by email or drop ins. During busier periods we make use of a mobile phone to call out and this leaves the main line free for calls in as much as possible. We have an answer machine for any calls that are missed and ask callers to leave their details so that we may call them back. All messages are responded to promptly by our team.

2) How did you find the general approach of the LIFE-FORCE office staff, e.g. were they helpful and sensitive etc, and how do you rate their overall professional approach?

1 –

2 –

3 – 2

4 – 9

5 – 55

Question not answered -

Comments/Responses:

Approachable

Brilliant

Called me swiftly and respectfully

Easy to speak to. Timely call back.

Excellent- they relaxed me

Fast finding someone

Felt listened to
Friendly and sensitive
Helpful and courteous
Made me feel at ease
Made me feel welcome and comforted
Positive, sensitive approach
Professional, helpful
Respectful
Questions answered clearly
Supportive
Very kind and polite

Felt a little rushed: The referral process requires our admin team to take callers through a referral form over the phone, which can take up to 10 minutes or longer. It is imperative that this is done efficiently and correctly. Our team is trained to speak with callers warmly, but professionally. It is understandable that some callers may wish for more time to talk to us, but it is also important for our team to gather the needed information to be able to allocate the caller a counsellor as soon as possible, and so we can move on to other callers.

3) After contacting LIFE-FORCE, how long did you wait for your first appointment and how do you rate this level of service?

1 –
2 – 2
3 –
4 – 7
5 – 56
Not rated - 1

Comments/Responses:

24 hours
Next day
Took one day to contact me
Very quick
Less than 2 days
2 days
Within days
Not even a week
5-7days
Few days
Less than 1 week
1 week
2 weeks
3 weeks
1 month

Few weeks, due to Christmas closing: We are closed during the Christmas break.. We respond to all calls as soon as we reopen.

8 months, but I expected a wait: There can be a delay if a client's availability is limited or if they go on the trainee waiting list. If this is the case, we will inform the client of the waiting time and request further availability or discuss other options.

4) Rate how helpful you found the information provided about the Counselling Service to be, and say what you might have found useful.

1 –

2 –

3 – 4

4 – 12

5 – 47

Not rated – 3

Comments/Responses:

Everything was good

Given everything I needed, even as far as where to park

Given information leaflets and explained things over the phone

Good introductory phone call

I knew exactly what to expect

Information over the phone was useful as was the booklet

Information was very useful

Knew my choices and options from first contact

Very useful

Information on how counsellors work and techniques/More information on therapy methods: During the initial phone call with clients we discuss therapy options, answer any questions they might have, and also ask them questions, which help us to ascertain the type of counselling they would prefer. It can be overwhelming for clients who are new to counselling to decide what the best approach might be, but during the call we work out a good place to start and remind them that this can be reviewed at any time. On our website we list each counsellors approach and training and can direct clients to this if they wish to take some time and think about their choices.

5) How did you find the general approach of your counsellor e.g. warm, open, skilled, and how do you rate their professional ability?

1 –

2 –

3 –

4 – 6

5 – 59

Not rated – 1

Comments/Responses:

Amazing. Saved my relationship

Comfortable and respected

Empathetic, conscientious, approachable

Excellent. Felt very comfortable from the start

Extremely easy to talk too

Good

Lovely and understanding

Made me feel comfortable

Nervous, comfortable to cry

Professional, flexible and reassuring with practical suggestions

Showed great empathy

Relaxed, warm

Supportive

Very friendly

Very good listening

Warm and friendly, understanding

Welcoming and accepting

Professional, but missed making me comfortable- very time conscious: We would encourage clients to discuss any issues with their counsellor so they may work together to increase rapport. We inform clients that they may approach us at anytime if they feel they would like to see a different counsellor.

6) How do you rate the therapeutic rapport that was established between you and your counsellor? Were you able to use the time to better understand and address your difficulties?

1 –

2 –

3 – 1

4 – 9

5 – 55

Not rated - 1

Comments/Responses:

Better understanding of triggers- great rapport

Good rapport

I felt able to open up

Most definitely

Opened up straight away

Therapeutic rapport was excellent

Top notch

Very quickly found the relationship

Yes

50 minutes isn't long enough: This is the standard session length for counselling. We would encourage clients to discuss any concerns with their counsellor so they may offer explanation and reassurance where needed. Clients who are in crisis can request their counsellor to see them twice per week, availability and finances permitting.

7) Upon reflection, please rate to what extent you found the counselling to be beneficial, or not. And please comment accordingly.

1 –

2 –

3 – 3

4 – 8

5 – 51

Not rated - 4

Comments/Responses:

Achieved goal

Beneficial to my overall mental health

Counselling has kept us together

Extremely beneficial

Feel completely different and now have tools and slightly more confidence

Helped improve my confidence

I feel in control of my mental state

I feel like it helped

Invaluable- wished I had done it earlier

Issues were untangling on their own as therapy progressed

It has helped me a great deal

Very beneficial

Very good to speak to a counsellor

8) How good did you find the Centre's facilities, atmosphere, therapy rooms and the environment?

1 –

2 – 3

3 – 6

4 – 22

5 – 33

Not rated - 2

Comments/Responses:

Calming

Clean and well equipped, water, tissues, etc.

Cozy and comfortable

Environment is warm

Excellent, comfortable

Nice and comfortable

Nice atmosphere

Rooms were comfortable

Rooms were good, quiet atmosphere

Very good

A little dated/Bit dingy/Little tired- needs modernisation/ Not inviting or warm- very plain/Not welcoming- could be more vibrant: Our Centre remains functional and comfortable. All ongoing internal decoration is limited to holiday periods due to the Centre being open 7 days a week. The therapy rooms are warmly decorated and some of them have recently been refurnished with new, comfortable therapy chairs. Modernisation of fixtures and fittings is also ongoing,

Air conditioning would be helpful/Room smelt musty: It is possible to open windows in the therapy rooms. We would encourage clients to report any ongoing concerns to their counsellor or to the Office, so we are able to follow up on these immediately.

Felt quite empty- felt a little anxious/Formal- hard to relax: Therapy rooms are furnished with all necessary items such as comfortable chairs, a table, a lamp, clock a mirror etc. The rooms facilitate professional use and we would encourage clients to discuss any feelings or concerns about the environment with their counsellor.

9) Would you consider recommending the Counselling Service to others, and how good overall did you find the service to be?

1 –

2 –

3 – 1

4 – 4

5 – 60

Not rated – 1

Comments/Responses:

Always recommended

Brilliant

Definitely would recommend

I have recommended to my Mum

I will always recommend this service

I would 100% recommend this service

Yes and I have done

Yes, it is a very well organised and professional service

Yes, it is a vital service

Yes, without a doubt

10) Any other comments, feedback, suggestions?

*Amazing- given me my life back
It is amazing and very appreciated
Counsellor helped me enormously
My counsellor was excellent and really helped me
Thank you*

More info on parking: During the referral phone call we check that clients know our location and we give directions to the car park nearest our Centre if needed. Disabled clients with a Blue Badge can park on the road outside the front entrance if they can manage the steps, or, can be dropped off outside the back entrance. Clear car parking information is also given on our website with directions to local car parks and we also provide a downloadable PDF which lays out car parking charges for each of these.

When waiting room/rainbow room is in use, the hallway is a very cramped space to wait: The waiting room is multifunctional and is occasionally used for therapy sessions. At such times, clients may have to wait in the hallway where fewer seats are available. Clients are aware of the start times for their session and should plan to not have to wait long, however, if they arrive early, they are also free to wait in the kitchen area where further seating is provided.

Conclusion:

At LIFE-FORCE we find that most clients find out about a service through recommendation via a family member, friend or GP. In recent years we have seen increasing numbers of clients approach the Service after finding our website online. Our Service is also prominently situated near the town Centre and feedback indicates that this allows for clients to find us by walking past our Centre or seeing the signs out front. Many of our clients have attended LIFE-FORCE previously and a small number come to us via contacts we have made with local businesses and health care providers. Client feedback suggests that our service continues to have a good reputation in the local area and that current publicity methods are effective, with 72% of clients rating them at 4 or 5.

The ratings for general approach of LIFE-FORCE office staff increased again this year (84% marked 5) and feedback shows that clients found communication to be friendly, professional and sensitive. A large majority of clients (85% marked 5, an increase on last year) reported that they were happy with how long they waited for their initial appointment. Feedback indicates that they usually waited between 1-2 weeks at most and that some had an appointment within days of contacting us. A few clients said they had to wait longer, but this is likely due to their being on a waiting list for low-cost counselling with a student on placement, closure for holidays, or them having limited availability.

Most clients found the information provided during their initial call to the Service to be useful (71% marked 5) and said they were provided with everything they needed and knew what to expect going forward. Our website is also a great resource for information about our Service and includes information about our counsellors, the areas they specialise in and how to find us etc. The majority of clients found the approach of their counsellor to be excellent (89% marked 5) and rated the therapeutic rapport that developed between them very highly (83% marked 5). Feedback shows that most clients found their counsellor to be professional, supportive and skilled, and felt they quickly established a comfortable and therapeutic relationship. Clients are informed at the referral stage that if they do not get on with/click with their counsellor they can come back to the office and request to see a different counsellor.

Most clients said they found the counselling to be beneficial (77% marked 5) and provided lots of positive feedback noting many personal and interpersonal benefits. In general, clients also approved of the Centre's facilities, rooms and atmosphere (50% marked 5 and 33% marked 4). Some clients commented on the Centre feeling a little 'dated' or unwelcoming, however we have ongoing plans in place to update the Centre where needed. We are restricted to holidays for major works, but since last year we have repainted the hallways and updated some of our furnishings, including therapy room chairs. Some clients explained that they were unhappy

not being able to use the waiting room when it was being used for group sessions, however this is not a regular occurrence and there is always seating provided in the hallway and kitchen for those who need it.

Most clients said that they would recommend the Service to others and 91% rated the service 5 overall, which is significantly positive feedback. Clients further noted that they found our Service to be well organised and professional, and they found it to fulfil a vital need in the local area.

No major issues were identified, and all minor criticisms and suggestions have been answered / addressed above and taken on board. Any improvements that can be made will be implemented as soon as possible where feasible and appropriate.

Evaluation Findings 2019/2020:

	Service User Feedback	Counselling Service Comments	Action Taken
p.1	"Difficult to get through on phone."	We have one phone line in the office, but we are also contactable by email or drop ins. We make use of a mobile phone to call out and this leaves the main line free for calls in as much as possible. We have an answer machine and ask callers to leave their details. All messages are responded to promptly by our team.	The answer-machine is always on and we will respond promptly to any left messages. We will continue to use the mobile phone to call out and text clients, which will keep the main phone line free as much as possible. When we leave a message or text for a client we ask that, if they are unable to get through, they let us know when it is best to call them, so as to avoid 'missing' each other for any prolonged length of time. Further more we have recently developed an online Counselling Enquiry Form which clients can fill in on line. Once received we ring the client to check their details and take the more personal and sensitive information. This new electronic form means the client can contact us at any time that is convenient to them and also saves time on the phone when under taking the referral process.
p.2	"Felt a little rushed."	The referral process requires our admin team to take clients through a referral form over the phone. Our team is trained to speak with callers warmly, professionally and efficiently, so we can be contactable to as many clients as wish to contact us.	We inform clients at the beginning of the call that it is likely to take no longer than ten minutes. This helps clients to understand the general expected time frame for the call. We train our staff to take clients through the form at a respectful pace and ensure all pertinent information is recorded. We allow clients to ask questions at the end and we gently bring the call to a close when the appropriate time had passed.

	Service User Feedback	Counselling Service Comments	Action Taken
p.3	“Information on how counsellors work and techniques/More information on therapy methods”	During the initial phone call with clients we discuss therapy options, answer their questions or ask our own questions, and this helps us to ascertain which member of our counselling team would suit them best.	During the call we ask enough questions to get a good idea of what the client is looking for and we remind them that the arrangements made can be reviewed at any time. On our website we list each counsellors approach and training and can direct our clients to view this.
p.4	“Professional, but missed making me comfortable- very time conscious.” “50 minutes isn’t long enough.”	We encourage clients to speak to their counsellor about any concerns they might have so that they may work together to make the sessions feel comfortable and time efficient.	We help and support clients if they need to discuss any issues with their counsellor. We inform clients that they may approach us at any time if they feel they would like to see a different counsellor.
p.5	“Little dated/Bit dingy/Little tired- needs modernisation/ Not inviting or warm- very plain/Not welcoming- could be more vibrant.”	Our Centre remains functional and comfortable. All ongoing internal decoration is limited to holiday periods due to the Centre being open 7 days a week. The therapy rooms are warmly decorated and some of them have recently been refurbished with new, comfortable therapy chairs.	We will continue to update and improve the Centre where needed and do so in a way which does not disrupt the day to day service for counsellors and clients.
p.6	“More info on parking.”	We check that clients know our location and we give directions to the car park nearest our Centre if needed along with information for clients with disabilities.	We discuss parking during the initial call. Further car parking information is given on our website with directions to all local car parks and we also provide a downloadable PDF which lays out car parking charges for each of these.

p.6	“When waiting room/rainbow room is in use, the hallway is a very cramped space to wait.”	The waiting room is multifunctional and is occasionally used for therapy sessions. At such times, clients may have to wait in the hallway. Clients are aware of the start times for their session and should plan to not have to wait too long, however, if they arrive early, they are also free to wait in the kitchen area where further seating is provided.	This is not a regular occurrence and there is always seating available in the hallway and kitchen for those who need it. We encourage counsellors to ask their clients to arrive just before their session, so they do not have long to wait before meeting them.
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5th May 2020