

When do we use questionnaires?

- When you get in touch with our service, we will ask you or your parent/carer to fill out some questionnaires.
- We use questionnaires throughout your time at Bromley Y, so that we can check how you are feeling, how well we are supporting you and what we could be doing better to help you.

You are always given a choice about whether you would like to complete the questionnaires we give you.

You can discuss this with any member of staff.

Email: info@bromleyy.org

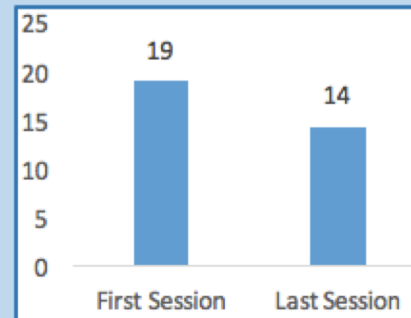
Website: www.bromleywellbeingcyp.org

Independent Registered Charity No: 291181

Registered Company No: 1844941

What have we found so far?

- The **Strengths and Difficulties Questionnaire** indicates how well you are coping with your difficulties compared to other young people.
- A higher score means that you may be finding things more difficult than other young people your age.



- As you can see, after talking to somebody at Bromley Y, scores go down on average. This means that most people are finding things easier to cope with after coming here (Audit, 2016).

Our experience of service questionnaire found that 96% of young people answered 'certainly' to 'I was treated well by the people who saw me' and 'My views and worries were taken seriously'.

Bromley Community
wellbeing
Service for Children and Young People



Why Do We Use Questionnaires at Bromley Y?



Why do we use questionnaires?

To help us learn about you:



- We use questionnaires to help us understand how you are feeling when you come to Bromley Y. For example, they may help us understand if you are feeling worried or low, alongside what you tell us.
- They can help us understand what we can do to support you and make sure we are providing the best care. This means you can guide your therapy in the right direction and ensure it is helpful.
- Questionnaires can help us understand your strengths and how to build on them.

If you would like to give us any feedback about the questionnaires we use, please speak to a member of staff or email us at info@bromleyy.org

Why do we use questionnaires?

To help us learn about ourselves:

- Questionnaires help us to understand whether our therapies work. It is important to know that what we offer you is based on evidence.
- By comparing your responses on the questionnaires, we can see if our work together is helping you.
- We use them to help us understand what we are doing well as a service and the areas in which we can improve.
- We use the responses you provide to feedback to the organisations that fund us. This helps them know we are doing our job well.
- We work within the Child and Young Person's Improving Access to Psychological Therapies (CYP IAPT) framework. This means we value the participation of children, young people and parents/carers in our service development.



What is CYP IAPT all about?

The CYP IAPT programme is working with existing child and adolescent mental health and wellbeing services across the country, aiming to improve the delivery of interventions on offer:

- It is committed to listening to the views of children, young people, parents and carers and acting on their views to ensure best practice.
- Using questionnaires throughout the therapy enables you to take control of your care and monitor any changes in the way you are feeling.
- It believes it is important that children, young people and parents/carers have a choice about what therapies they would like to receive.
- The programme focuses on providing evidence-based therapies. Using questionnaires allows services to monitor which therapies are the best for young people with similar difficulties.

If you would like to find out more about the CYP IAPT initiative, please visit the websites:

www.england.nhs.uk/mentalhealth/cyp

<http://www.corc.uk.net/>