

Appendix A. Clients' Comments

2. Do you feel that the service has helped to improve your quality of life through the advice and support given?

'Made me feel safer because of my metal health problems'

'Help with council tax exemption'

'The feeling of not being able to cope was taken away from me with the help given'

3. How well did the Service meet your needs? Please briefly tell us more about your experience.

' Anna Beadle is a wonderful, kind and very helpful person'

' Katy has been very helpful and has been by my side during very difficult time.'

'Very helpful and caring'

'Anna was very kind, patient and understading'

'Very friendly, informative and helpful, many thanks Leeda'

'I was referred to the CAB and the help received from Katy was immense. I would not have gone ahead with the appeal without her support and understanding of my situation.'

4. Have you found our Service easy to access?

'But not as easy as it used to be'

'Very efficient. Thank you'

' I thought the service has closed'

' Was OK, could have done with a home visit'

5. Do you have other comments?

'Keep the good work, and many thanks for your help in completing the DLA application form.'

'Without your services, I may have committed suicide. Thank you'

'The only problem was perhaps no email service'

'Great service'

'It is an excellent service. Anna is such a caring person.'

'I found at a stage in my life where I had a serious illness with complications which brought about depression, I felt at a loss to go forward I was helped to be able to progress'

'Access is very hard as you no longer have a direct line, phoned many times and never did manage to get through to you' (before MHO service recommenced)

'Thank you for your help'