

Hi Jenny,

At Impact are always keen to hear about people's experiences so that we can continue to develop and improve our service.

It is difficult to comment on exactly what has happened with this particular client without further details on who they are so we can look into the case, however, we do have several approaches to keeping in touch with clients whilst they wait to access the service, I have listed these below:

- Following assessment, every client receives a keeping in touch appointment within 6 weeks of their referral. Within this call, the client's details and needs are checked and they may be given a range of self-help materials that they can work through in preparation for starting treatment
- We send texts/emails to clients who are waiting to check that they still wish to use the service
- For longer waiters we send emails to reassure them that they are still on our lists and provide links to useful information and support that they may want to use whilst they wait.

If possible, please let the person who provided the feedback that we are keen to resolve the situation so that her son gets the service her needs. It's worth noting that we get such a high call volume into the service that she may need to leave us a message if the phone isn't answered. We do respond to messages as quickly as we can, usually within 2 days at the most.

Kind Regards

Katie

Katie Flynn

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