

Some general comments from clients:

'I have been helped immeasurably by coming here, it is my haven'

'The centre has been a big help to ourselves and our daughter when we really needed it and we are really glad the centre was recommended to us'

'I've come away with insightful things I didn't realise before'

It has helped me so much here'

'Premises very friendly, everyone is always welcoming and waiting room is comfortable'

'I think Rephael House do a good job and really make a difference for people'

'This service has helped me a lot'

Rephael House, 40a Station Road, New Barnet, Herts EN5 1QH
Tel: 020 8440 9144 Fax: 020 8275 0029
Email: admin@rephaelhouse.org.uk www.rephaelhouse.org.uk

Registered in England and Wales Company No: 5294008 Registered Charity No: 1109437

REPHAEL HOUSE COUNSELLING SERVICE

SERVICE APPRAISAL 2011

98% of clients found their first contact welcoming

100% of clients felt that our service and all procedures were explained fully when they contacted us and started counselling

First appointments

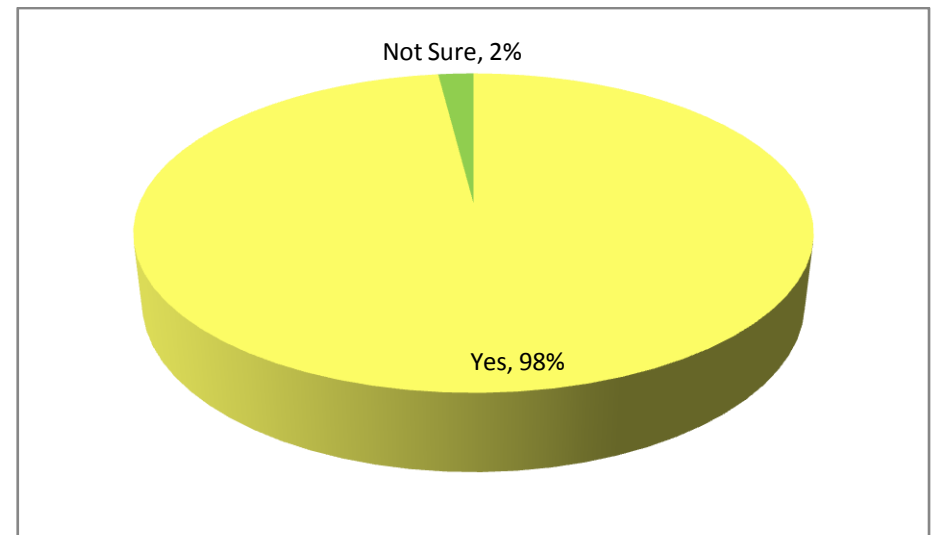
93% of clients found it easy or quite easy to make their first appointment at Rephael House

When asked how we could improve this, clients responded:

'To advertise more in the local area'

'Give GP's more information'

Are you finding your counselling helpful so far?



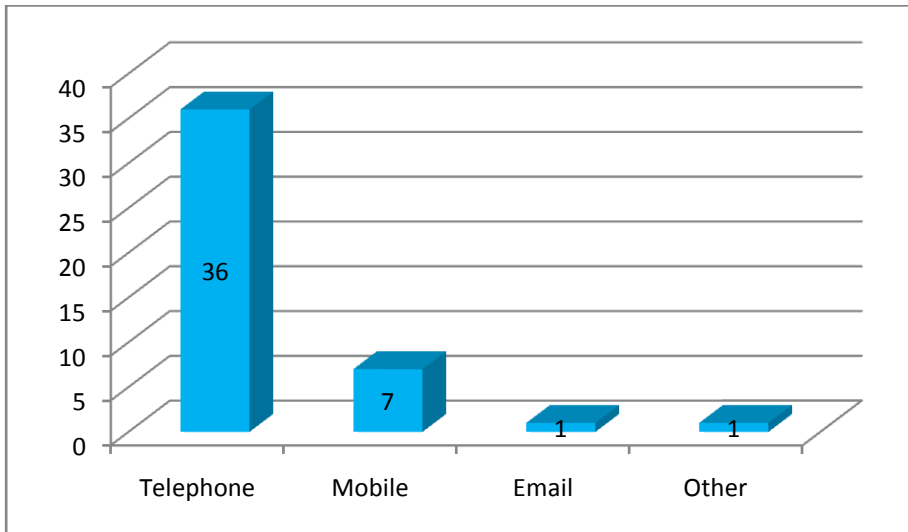
Clients' comments were:

'Yes, once I actually accepted I needed help I wished I had found Rephael House years ago

'Incredibly helpful'

'Better than I expected. I feel I have brought more to these sessions than I ever knew I could'

If you wish to contact your counsellor how do you do this?



We have also implemented a texting service as clients requested the ability to text. Please note that our mobile number is 07922 141 392, and we will endeavour to get back to clients as soon as possible

Counsellor changes

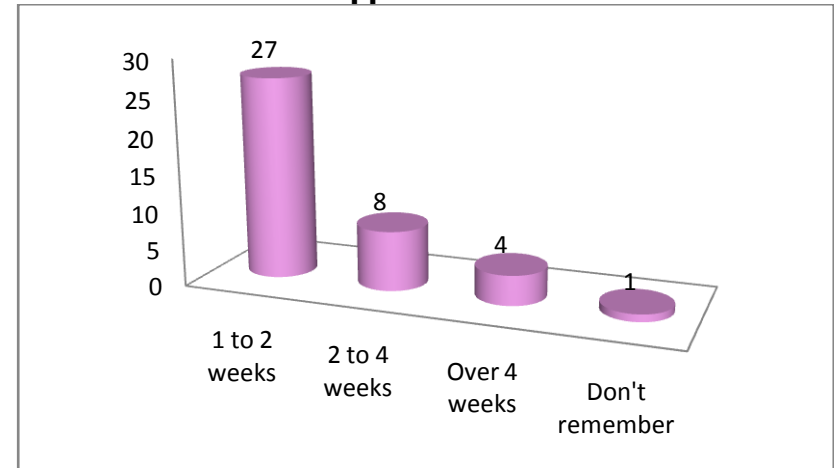
93% of clients were aware that they could speak to the Counselling Co-ordinator if they felt unable to work with their counsellor

Some comments were:

'Didn't feel like I needed to but I found this reassuring'

'This was really helpful because it helped me feel I had options'

The number of weeks clients had to wait for their first appointment



We are aware that some clients seem to wait over four weeks for their counselling, we will try to ensure that this is reduced

We will also publicise our drop-in service more in order to offer an immediate service