

1. Qualitative Patient Feedback – Positive Feedback and What Was Helpful

- Opportunity to meet others who were struggling with similar challenges, discovering that I'm not alone.
- Learning and understanding more about myself and my emotions.
- Workbook was useful as a recap.
- Group was well organised, facilitators were excellent.

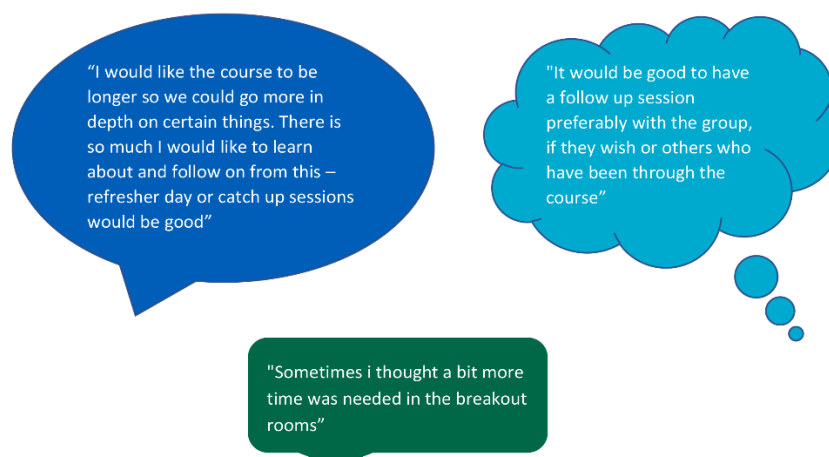


Email from participant, November 2020:

"When I did the CFT training back last November it truly was life changing for me. The house move was just one in a long line of things that I did as a result. After much thinking and many notes and all kinds of other things, for the first time in my life I think I am truly content and understand myself so much better."

2. Qualitative Patient Feedback - Suggestions for Improvement

- Option of a follow-up session in a few months' time.
- More time for discussion in breakout sessions/more large-group discussions.



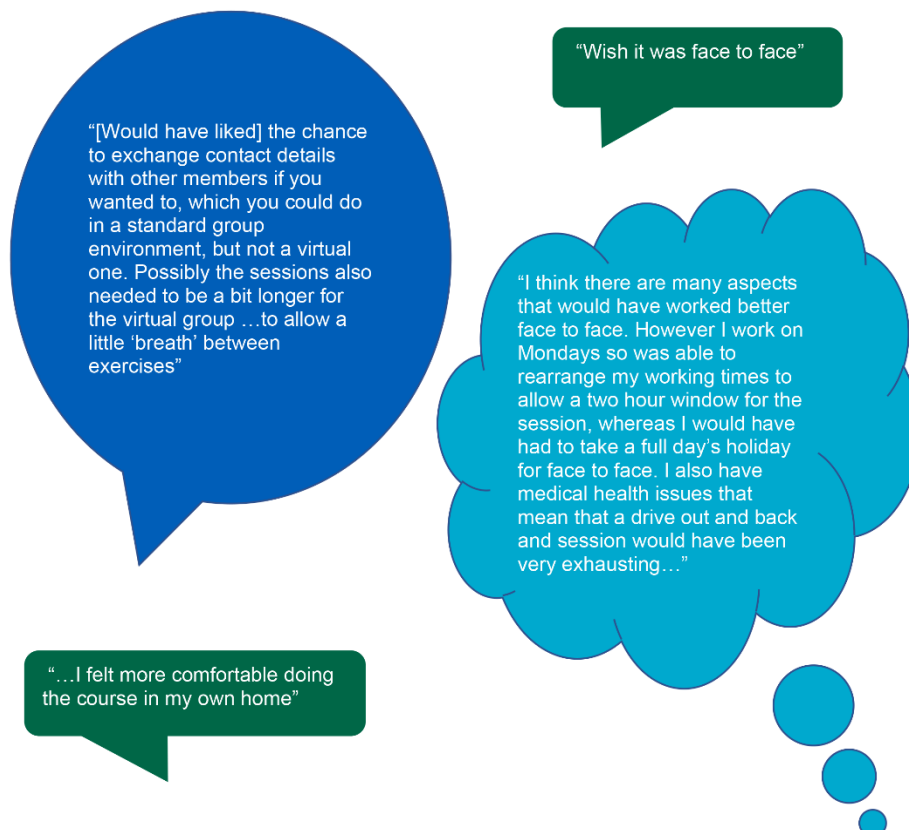
3. Qualitative Patient Feedback - Advice for Future Participants

- Reserve judgement, give it a go.
- It's challenging but stick with it, it's worth it.



4. Qualitative Patient Feedback - Remote versus Face-to-face Sessions

- General appreciation of service continuity during Covid-19 pandemic, Zoom worked well in the circumstances.
- Some appreciated and preferred virtual sessions for logistical reasons (travel time, less time off work) and for the level of safety/anonymity it afforded if feeling vulnerable or upset.
- Some would have preferred traditional face-to-face sessions and the opportunity to socialise informally with other group participants.



5. Email from Participant (October 2020) Following Attendance at a Remote Group.

"I firstly apologise for my delay in emailing you properly to say thank you for the CFT sessions. The good news is that my new more positive attitude has helped me to build my [...] business without the hindrance of that voice that says "you can't do it" in brief the CFT has helped me to mute this voice at best and certainly turn the volume down to a minor irritation.

I have reflected a lot on the CFT sessions you delivered and I often find myself going back to aspects of the course/training and using it to help in a given situation. I did not feel at any Time that this was some kind of therapy. It always felt like a training session to give me the qualification to deal with life. I often think that I should have a certificate to show I have gained a new skill. I would love to be able to put it on my CV. I mean that in the most positive way possible.

It is clear to me now that I am responsible for my wellbeing and that it is often me that stands in the way of progress on this front. The CFT allows me the time to review my Situation and then decide what to do. The mindfulness is such a useful tool to have, to press pause on my tricky brain and deal with it from a different angle is very successful. Sometimes just focussing on my breathing allows the time needed and the distraction to reboot my thoughts.

I suspect that what we learned during the course was a skill that we all subconsciously possessed but have forgotten how to use it correctly. These sessions taught me to use this forgotten skill and find myself in a more positive place.

Please accept my sincere thanks and I hope that the NHS sees fit to progress this treatment to a point where it is more readily available and used instead of more conventional medicines.

You are doing a good thing and it works

Thanks again"