



## **From mountain to sea**

### Educational Psychology Service Parental Feedback February 2023 – July 2023

As part of the Educational Psychology Service feedback process, Parents/Carers were emailed a survey form (using Microsoft Forms) seeking their views on the service they had received. Responses were anonymous.

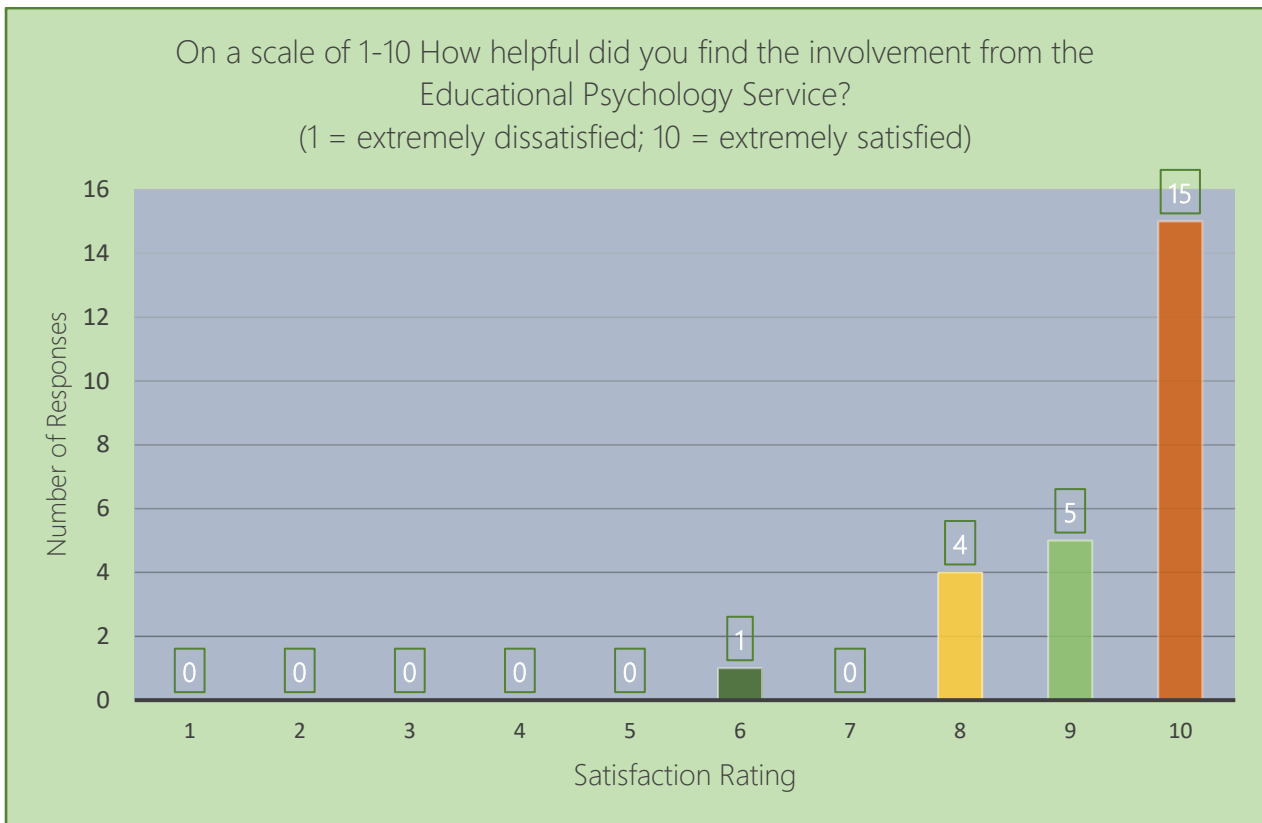
A link to the survey was sent out twice, once with the Formal Consultation record and again with the Follow-Up Consultation record.

The survey took place between the months of February 2023 – July 2023, when 482 consultations were undertaken. For this reporting period the Educational Psychology Service received 25 responses (5% of all Consultations). The service is aware that the response rate to this targeted survey is low, however, the results from each response period is collated within a larger data set to enable us to track trends and themes over time.

#### **Results:**

##### **Parent/Carer satisfaction:**

Overall, the respondents were very satisfied with the service provided by the Educational Psychology Service (EPS). The mean satisfaction rating was 9.3 and the median rating was 8.5. (1 = extremely dissatisfied and 10 = extremely satisfied). This is the same mean and median rating for the previous time period (August 2022 – January 2023) and slightly higher than the previous 2 years.



**We asked respondents to tell us what they found helpful about the Educational Psychologist’s involvement.** 24 respondents provided feedback to this question, from the comments provided three themes were generated:

- *Showing understanding and reassurance (mentioned by 12 respondents)*
- *Future planning and support (mentioned by 6 respondents)*
- *Sharing knowledge/strategies (mentioned by 4 respondents)*

**Some direct quotes from feedback comments for each theme include:**

**I felt lost and they helped me to understand my son’s case.**

*Showing understanding and reassurance*

**It was invaluable to have a discussion led by your service to help us focus on issues at home and at school.**

*Future planning and support*

**Information on learning more about child’s mental health.**

*Sharing knowledge/strategies*

**We then asked respondents to tell us what would have made the Educational Psychologist's involvement better.** 15 respondents provided feedback to this question. Of those, nine respondents said nothing needed to change or they were unsure. The other six responses could not be themed as they were all individual comments and related to:

- Having a smaller number of people at the Consultation to make it less intense.
- The need to differentiate the play-based school curriculum to meet the needs of an individual child.
- A request for more training for teachers and PSAs in supporting schools with behaviour policies.
- A request for a parent information session (it is unclear whether this related to the role of the Educational Psychologist or whether it related to the comment about behaviour policies).
- Involving the Educational Psychology Services when the child was younger.
- A request for the Educational Psychologist to have observed the child for longer, accompanied by an understanding that time is finite and there are others who need help.
- Inaccurate recording of factual information – this has been addressed directly.

**Respondents were then given the opportunity to make any further comments:**

A total of ten respondents wrote in this section, four respondents used this space to thank the Service. Two respondents commented on how useful the meeting was. One respondent commented on the need to have a more flexible school curriculum to meet the needs of an autistic child as they did not think the play-based approach was appropriate. A further respondent stated there should be more funding for people like EPs. One shared that they would have preferred a more in-depth approach, with the psychologist working with their child, rather than a Teams meeting. One respondent stated, "the EP is amazing".

