**Rationale:** Lord Darzi’s (2008) “High Quality Care for All” report emphasised the importance of patient experience. Client satisfaction is important because it is associated with better client outcomes (Brittlebank & Bhugra, 2014). This evaluation was the first systematic exploration of service user experience of the psychology service at Community Recovery Services, Dudley North.

**Method:** A questionnaire derived from relevant NICE quality standards for adult mental health (2012) was offered to all clients who had received three or more one-to-one sessions with a psychology team member over a 7 week time period. Responses for trainee (n=15) and qualified (n=28) were compared. Qualitative data was also collected.

**Results:**

Overall, the psychology service provides service-users with positive experiences (mean rating = 8.6/10). Qualified staff scored higher than trainees on helping the client to feel hopeful about treatment and the helpfulness of treatment, but there was no significant difference on most indicators.

**Recommendations**

1. Continue to focus upon flexibility and building positive therapeutic relationships with service-users
2. Support trainees to help service-users feel hopeful about treatment
3. Reduce waiting times and provide better information to service-users about waiting times
4. More opportunities for service-users to provide feedback

**References:**


Requests for full report or further information to: Ms Mandeep Kaur Sandhu. Tel: (01384) 366 770, or email Mandeep.Sandhu@dwmh.nhs.uk