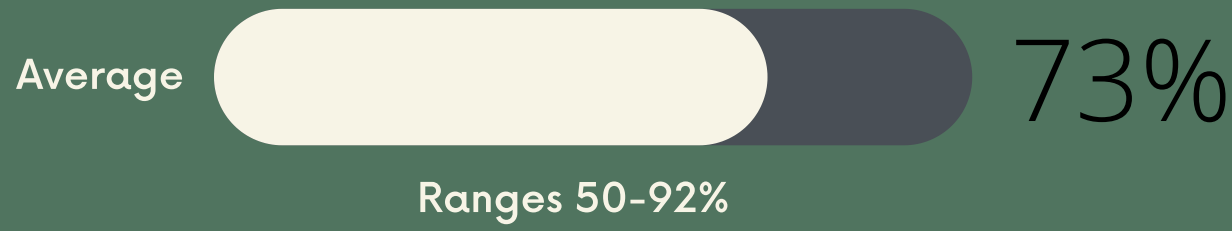


# CONSUMER SURVEY: HOPE SUPPORT



## 1. How comfortable did you feel with your HOPE clinician?



## 2. How comfortable did you feel with your HOPE Psychiatrist?



## 3. How did you feel throughout support stage of the HOPE program?

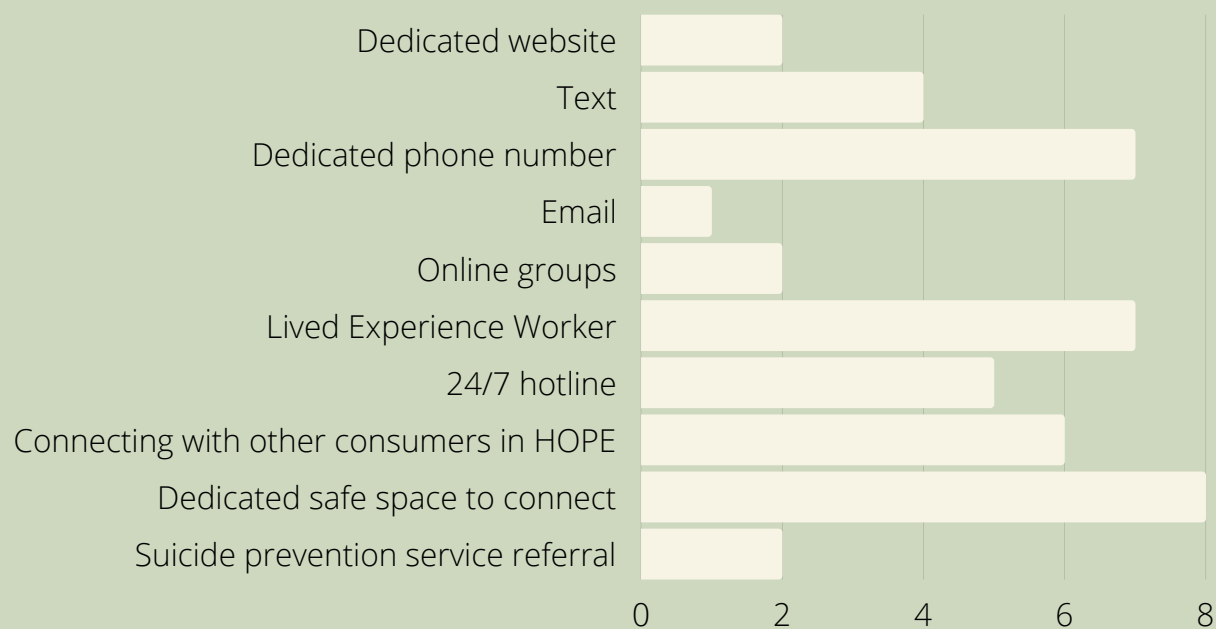


**Positives** 🙌  
Helpful specifically at the start

- Challenges** 😞
- Session with Consultant too long and triggering
  - Lost momentum as it went on
  - Confusing unstable time

- “ My HOPE worker offered a safe, contained space during my recovery. HOPE was available to me outside of scheduled appointments. I was experiencing a lot of distress, anxiety, HOPE helped me create a life worth living.
- I experienced exceptional support from my case worker but my MSE (Medical review) with the consultant psych was more than two hours long and triggered a very severe episode of acute suicidality. The stronger emotion was more about my emotional state at the time than my service experience.
  - I felt very respected and supported. My worker helped me identify where I was doing better in parts of my life and that while it may have been slow some weeks. It made me feel more hopeful every time we met
  - My clinician was great. I felt hopeless and angry at the start but she was supportive in all the right ways and helped me find some of my own inner strength.

## 4. What do you think would be helpful at the 'support' stage?



## 5. Anything Else?



- We need more HOPE services and more people need to know of its availability.
- Do you think that the Hope program should be longer than 3 months?