

Educational Psychology Service Evaluation

Parent/Carer Survey 2017 – 2018

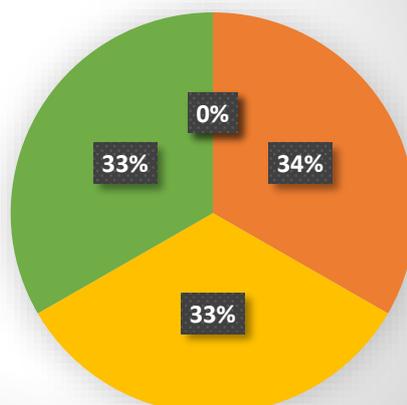
As part of the commitment to continuous improvement within the Educational Psychology Service, feedback is sought from parents/carers who have recently been involved in a Consultation and Follow-Up Consultation with Educational Psychologists from Aberdeenshire Council.

Twice a year parents/carers are asked if they would be willing to participate in a short phone call survey, to offer feedback on the service they have received. Calls last between 5 and 10 minutes comprising mostly of multiple choice questions and an opportunity is given during the survey to offer more in-depth comments. Surveys for 2017/2018 are ongoing and this interim report is based on the returns for November to January with three respondents.

Details of the survey now follow:

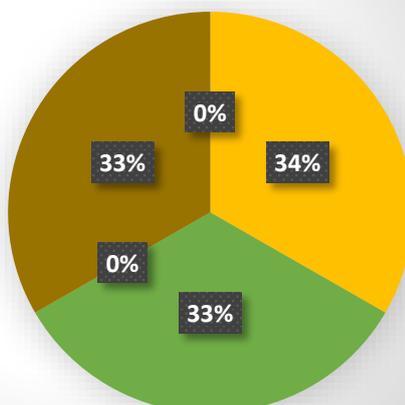
Q1. Overall, how satisfied are you with the Educational Psychology Service?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied



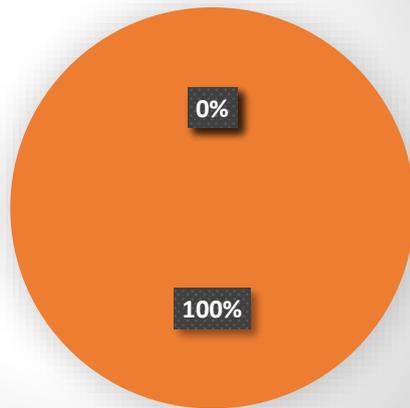
Q2. I knew before the Consultation meeting what to expect.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



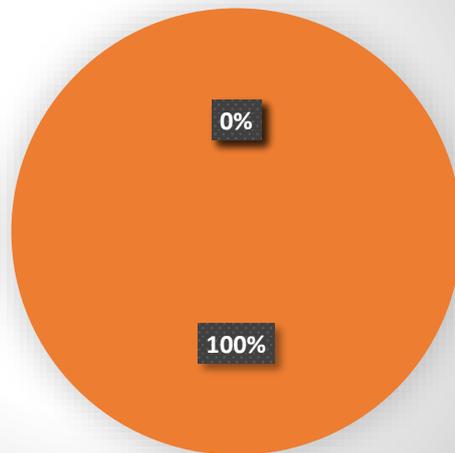
Q3. I was told who each person at the meeting was and what their job is.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



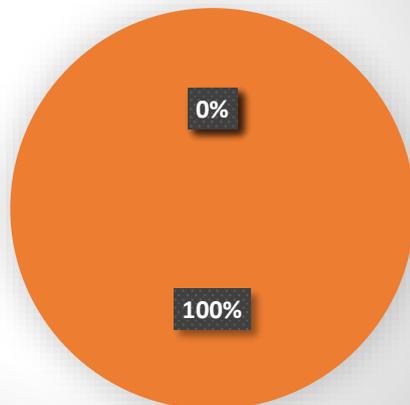
Q4. I was made to feel at ease at the meeting.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



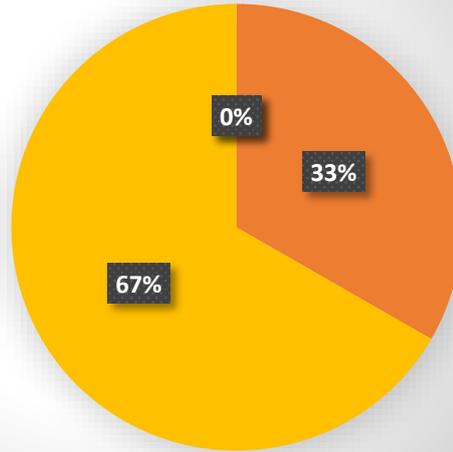
Q5. I was given the opportunity to share my thoughts during the meeting.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



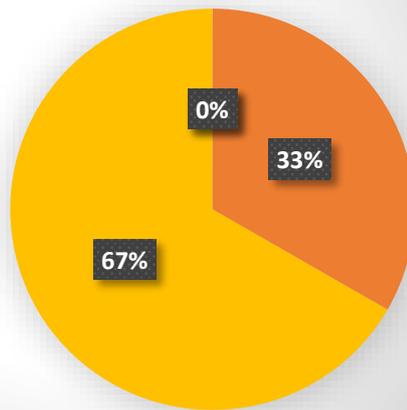
Q6. I took part in making decisions.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



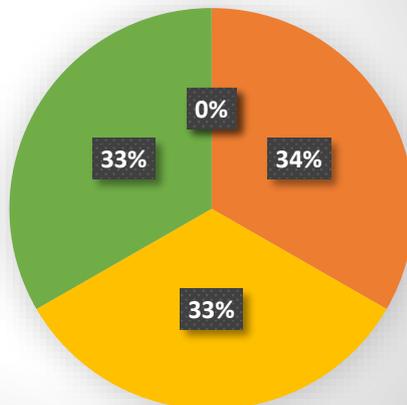
Q7. There was a clear action plan agreed at the meeting.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



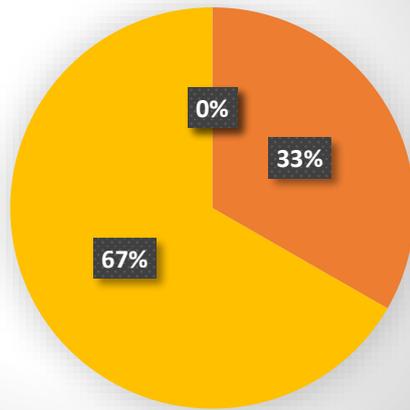
Q8. I am confident that the actions agreed at the meeting were carried out.

- Strongly Agree
- Agree
- Neither Agree nor disagree
- Disagree
- Strongly disagree



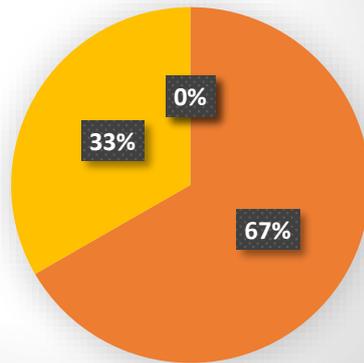
Q9. The meeting took the best interests of the child or young person into account.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



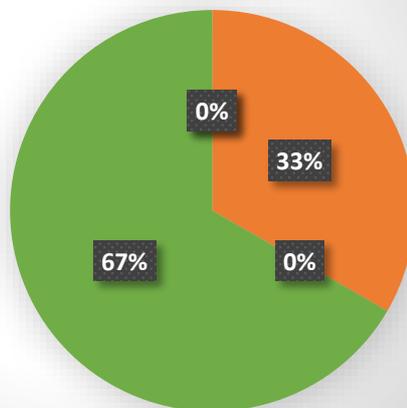
Q10. The Psychologist helped the meeting go well and everyone had the opportunity contribute.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree



Q11. The Psychologist's involvement has helped my child's learning.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



Q12. If answer in Question 11 is Strongly agree/Agree: In what way has the Psychologist's involvement helped their learning?

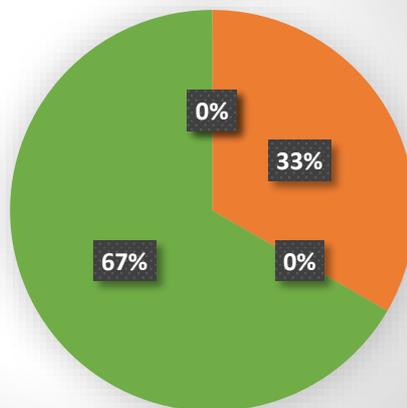
- *Gave us ways to deal with situations. Action plan was great – as parents made us work together with the Nursery and also helped the communication between Nursery and home much better. Made you feel you were on the same page. Very, very happy with Psychologist and what the Service can do. Very anxious beforehand but afterwards felt really happy. Stopped going to see the Paediatrician whom we found very unhelpful. We had previously felt uncomfortable and almost ashamed. Psychologist changed the way we were feeling.*
- *On-going at the moment.*
-

Q13. What more do you feel the EPS could have done to help your child's learning??

- *Not at the moment - perhaps later if needed at Primary School. Happy for the EP to be involved have complete confidence in the Service.*
- *Too soon to say - unsure at this present in time*
- *It's very early days so nothing at the moment. We are currently working on the suggestions made to see how things go.*

Q14. The Psychologist's involvement has helped my child's wellbeing.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



Q15. If the answer in Question 14 is Strongly agree/Agree: In what way has the Psychologist's involvement helped their wellbeing?

- *Parents, Nursery - we are all working together. I don't feel so anxious.*

Q16. What more do you feel the EPS could have done to help your child's wellbeing?

- *At the moment the Psychology Service have done everything that they can.*
- *No comment at this point in time - too early.*
- *It's early days so too soon to notice any change.*

Q17. Do you wish to add any comments about the answers you have given or the service you received?

- *Would like to thank the Psychologist - only person who has been nice to us. Made us as parents feel happy and to have hope. No longer feel ashamed.*
- *Psychologist has completed her work - very positive meeting. Quite happy how things are moving along. Feedback reports (parent would appreciate minute in alternative format).*
- *Happy with everything that has been put in place so far.*