



Friends and Family

Questionnaire

Service experience

For the following section we would like you to think about your most recent experience of our service.

1. How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?

2. Can you tell us why you gave that response?

Having moved to Cardiff X was out of sorts with all the changes and unfortunately this manifested itself through diet due to anxiety. We were really worried about how much weight X was losing and were relieved with the referral to a IAS Dietitian to get things back on track.

Positives:

- Excellent professional throughout even though we had to work around immense changes due to Covid
- X felt comfortable throughout and had total trust in the Dietitian and wanted to try and work towards any changes the Dietitian suggested
- We appreciated the fact that the whole process was at X's pace and X views were listened to
- Additional help was sort from an OT to help look at things from a different angle
- the Dietitian was very good at listening to X and then trying to accommodate X's views and wishes
- X has a different outlook about the food they eat
- X now also appreciates the importance of eating regularly and ensuring their diet is balanced
- Exercises from the OT helped to strengthen X's mouth and facial muscles to add the chewing of their food

In a perfect world it would have been great if X was able to meet face to face without me there to help them gain more independence around their eating habits and diet.

Thank you

(This feedback has been anonymised)