

# POEM feedback

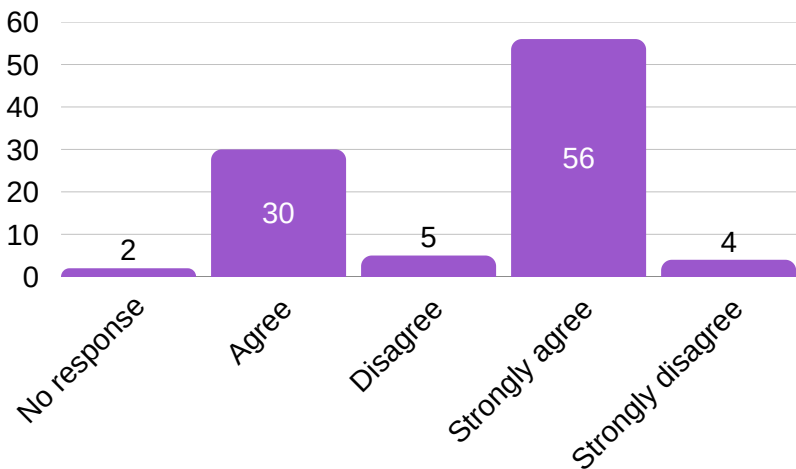
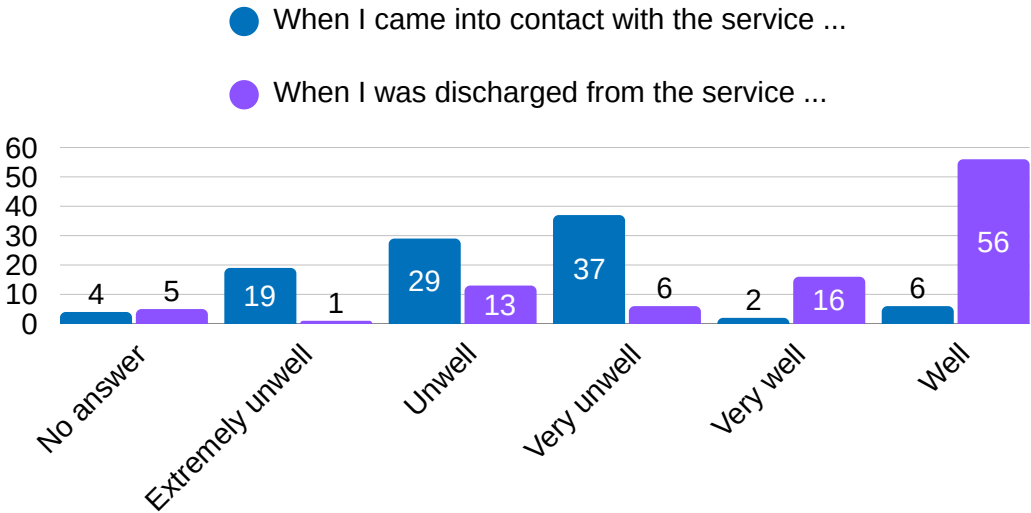
The Patient-rated Outcome and Experience Measure (POEM) is a patient and family feedback questionnaire which is sent out electronically to any patient discharged from the service regardless of their experience.

Partners and family can also complete the POEM

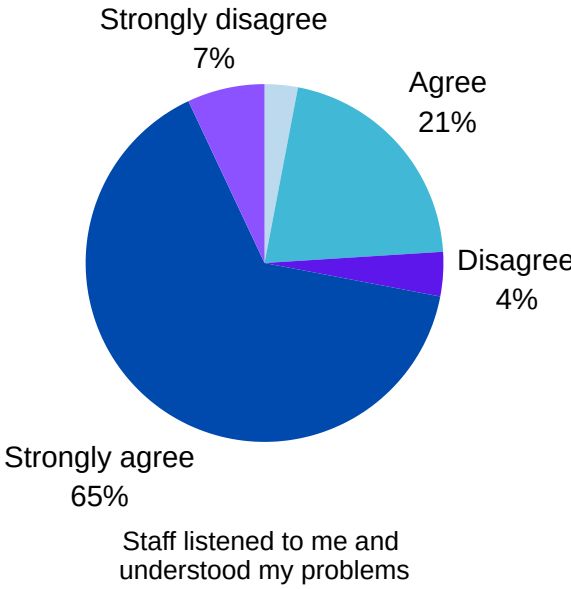
Below is some of the feedback the service have received via the POEM ...

97 patients provided have provided feedback to the service since April 2022

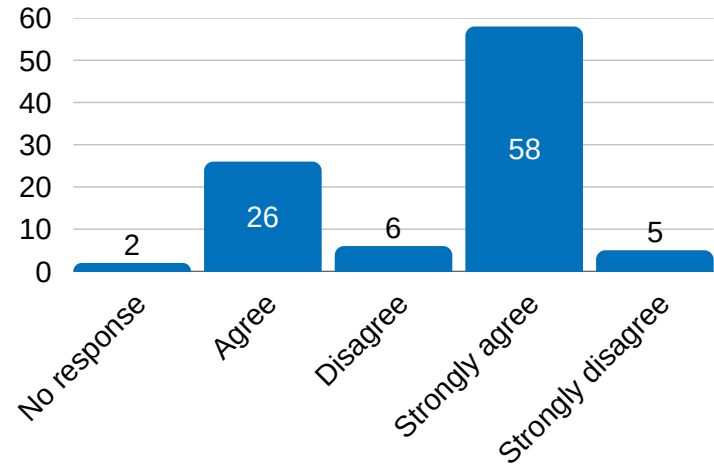
0 partners or family



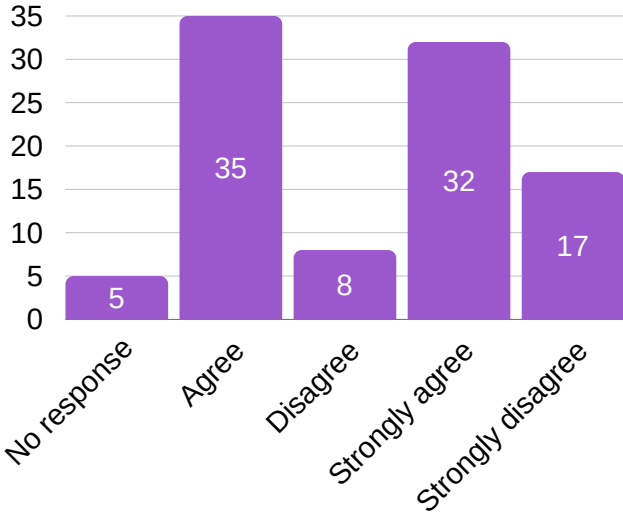
The service provided me with the information I needed



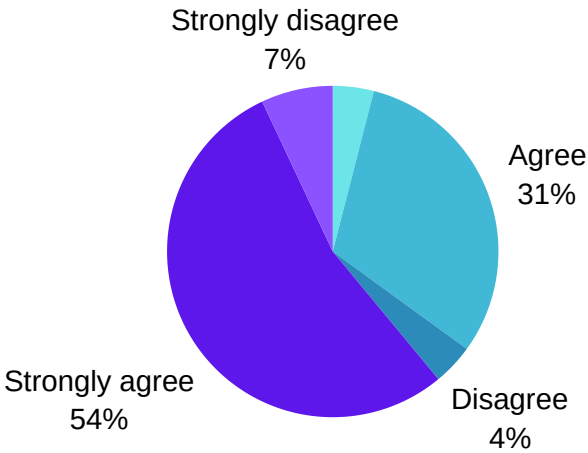
Staff listened to me and understood my problems



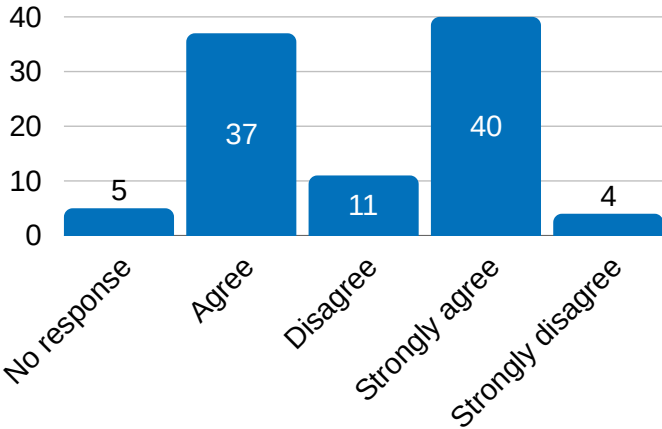
Staff gave me the right amount of support and care



Staff helped me be more confident with caring for my baby



Staff helped me to understand my illness/difficulties



The service involved other relevant people in a helpful way

## Some of your feedback:

“Fantastic service, polite, caring, and very understanding. Always courteous and informative”.

“This service has been a lifeline for me. I cannot fault it. I have no suggestions for improvement because there is not a single thing that could have been done better. Each and every person I spoke to and had sessions with helped me through some of the darkest times. I cannot say thank you enough”.

“Thank you for all of the fantastic support I have received following the birth of my baby”.