

# PRIOR MINDSET

## Patient and NHS Service Testimonial 1

**The Challenge:** Generalised anxiety disorder and family support.

**Outcome:** CBT treatment and parenting support.

Dear Jerri,

I am writing to recognise and acknowledge your outstanding achievement following the recent compliment received by the NHS Patient Feedback Team. It is always rewarding to receive positive feedback from our service users, carers, and those we work with. I would like to extend my personal thanks and appreciation on behalf of the organisation for the excellent service you have clearly provided.

Please find enclosed the compliment received:

“I would like to provide feedback on the service I received today from a member of the Healthy Young Minds team, Jerri Prior. I would appreciate it if this feedback could be passed to the relevant department. I called today because I have been increasingly worried about my teenage daughter. Jerri listened to me and provided a wealth of useful information. I feel much better about how to support my daughter and manage my own growing anxiety regarding her situation. I wasn't expecting this level of help and thought I would receive only a brief call about the waiting list for an investigation or appointment.

Instead, I received a list of practical steps I can start immediately to help my daughter, as well as strategies we can work on as a family during this difficult time. I hadn't realised how much of a burden it had been worrying about how to make things better for my daughter. I now feel calmer and better equipped to implement practical measures to help my daughter manage daily challenges. I am very grateful for the time, care, and effort Jerri provided, which has left me feeling very positive about my daughter's future appointments and treatment.

Kind regards,  
Jayne”

**Location:** Hale Barns, Trafford, Greater Manchester, Lancashire, Northwest England.