

PRIOR MINDSET

Patient Testimonial 4

Challenge: PTSD, Agoraphobia, and Depression.

Outcome: CBT, Social Support, Parenting Support, and Advocacy.

“Good morning, I would like to take a moment to share my views on the exceptional service I received from Jerri Prior, a mental health practitioner.

I am deeply grateful for the support Jerri has provided to me and my family. I wanted to express my appreciation and share my experience with others. When I was referred to Jerri, I was overwhelmed with worry, stress, anxiety, and depression. I was troubled by debts, arrears, and the threat of bailiffs, which led me to stay inside, keep the curtains closed, and seek comfort in food. I also felt guilty for not allowing my children to play outside due to my fears, which only worsened my depression and anxiety. I was suffering from constant tiredness and physical pain in my legs, elbows, feet, hips, and back, which made me miserable. My home environment was challenging; I went without a boiler for six months, and my house was often cold. The frequent visits from bailiffs added to our difficulties. I was tearful and anxious during GP appointments, leading to a referral to Children’s Social Care.

On January 22nd, Jerri reached out to me and offered to help with various issues at home, and my family life, and potentially assist with returning to work. She even suggested meeting at my children’s school instead of the GP surgery. During our first meeting with Jerri and the safeguarding officer, I was extremely anxious and tearful, fearing the worst—that my children might be taken away. However, after our initial session, Jerri and the team reassured me that their support was aimed at helping, not taking my children away. Jerri listened to my health concerns and helped me arrange an appointment with the rheumatology clinic, where I was diagnosed with Fibromyalgia. My illness worsened with anxiety, but treatment has now alleviated some of the burden.

Subsequent school meetings were less daunting with Jerri's support, reducing my physical pain and motivating me to act on the recommendations for my family. With Jerri's assistance, alongside the safeguarding officer, my family’s needs were addressed, and I was discharged from the early help service (TAF) on June 11th.

Since receiving Jerri’s help, I have experienced reduced anxiety and an improved mood. I now spend more time with friends, make healthier food choices, and engage in regular exercise. I’ve opened my curtains, allowed my children to play outside, and even planted flowers in the garden—activities I avoided before due to fear of bailiffs. I now take the bus, something I previously avoided due to anxiety. I sleep better, have a diagnosis and treatment plan for Fibromyalgia, and enjoy more family time. I feel more capable of seeking employment and am attending a self-confidence group. My antidepressant medication has also been adjusted to better suit my needs. I wholeheartedly recommend this service to others, as I believe many

parents could benefit from it. Jerri's reassurance that I could reach out for support without embarrassment has been invaluable.

Thank you, Jerri. Your knowledge and support have transformed our lives, and we will never forget your help"

Location –Ramsbottom, Bury, Greater Manchester, Lancashire, Northwest England.

