

# Feedback Report

## Service User Focus Group

Post COVID Rehabilitation Programme  
and  
Post COVID Clinical Health Psychology



# Introduction

The Post Covid Rehabilitation Programme is a bespoke 6 week class led by Physiotherapy and Psychology, and is designed to build your self management skills in living with your post Covid symptoms.

Post Covid Clinical Health Psychology is a service available to offer guidance and treatment in respect of the emotional impact post Covid, and in respect to any psychological obstacles you may encounter as you recover.

## Focus Group

A focus group took place, using Zoom technology, on Thursday 3 February 2022 with a group of service users who took part in the Post Covid-19 Rehabilitation Programme and Post Covid-19 Clinical Health Psychology.

The focus group gave us the opportunity to talk with the service users about their experience of Rehabilitation and Clinical Health Psychology. We heard about what worked well, and how we can shape the services moving forward.

The following pages highlight the discussion.

**What are your thoughts on the services you have received so far?**

- Great that we are not forgotten about.
- Online exercise class was great.
- Nice to meet people and great to have the peer support
- Able to relate to people going through the same emotions and thoughts.
- Seeing others at the clinic were an inspiration.
- Good to have Psychology.
- Would be lost without the psychological input.
- Reassuring service that we are not alone.

## Is there anything that could be improved?

- Having a longer rehabilitation programme.
- Being timely with the service – no long waits.
- Consider that service users may have relapses.
- It would be good to pull all the experiences together.
- Post Covid illness is a physical issue, but the impact of it on mental health is hard to deal with too.
- A group forum might help with this, so we can support each other.

## What are your thoughts on a support group for people living with Post Covid 19 symptoms?

- Don't want to put pressure on my family, so another form of support such as a support group would be beneficial.
- This is a great idea.
- Would be great to hear from others, share experiences and emotions.
- Fantastic if it was set up.
- Peer support would be great and can meet up individually if needed.
- This would be very encouraging.
- A group would support recovery.
- Have a main group, and then can go into smaller groups depending on what is needed.
- ICU is the scariest place you can ever be.
- There is nowhere else to meet people who can relate to this experience.

**We want to increase the voice of people living with Post Covid 19 needs. What are your thoughts on having more focus groups like this one?**

- Want to make sure we have a voice.
- Need to make people understand what we have gone through.
- We need to hear the unique service users stories.
- Covid affects people differently, in hospital and out of hospital, so hearing others experiences and stories might help.
- Perhaps a photo story book of what service users have been through.
- We would like to give others hope.

# What are your thoughts on group treatments from rehab and psychology?

- Strong bonds are formed between service users experiencing post covid needs; a group treatment promotes this strength.
- It is important to be treated alongside those in the same situation
- You listen more to advice and experience when it is given by someone in the same boat
- As long as individual treatment is available too
- Trauma treatment and support is needed



**What are your thoughts on a group based compassion focused therapy session led by psychology?**

- This would help with trauma, it helps with courage and wisdom in recovery.
- A group session will be good to open up and hear about others experiences and hear how others have improved.
- It would be good to talk openly about trauma triggers.
- We have so many ups and downs, it would be good to talk about it and hear that it is a normal step in the process.
- A group session would be good to hear from others, but also have the option of 1 to 1 if needed.

## Next Steps

- We are committed to setting up a Service User Support Group
- Develop a compassion focused therapy group programme
- Gentle Creative Voice - Capture the experiences and stories of service users

# Thank You

We would like to extend our sincere appreciation to everyone who took the time to join in the focus group. Listening to your experiences and your suggestions will help to shape the future of the Post Covid-19 Rehabilitation Programme and Post Covid-19 Clinical Health Psychology Service.

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