COMPLIMENTS FROM OUR CLIENTS NOVEMBER 2024 – JANUARY 2025

Oakdale Group

THEMIS KYRIAKIDOU

"FEEL LUCKY TO HAVE HER"
"THEMIS IS MY MEDICINE"
"APPROACHABLE"
"GENEROUS"
"GOOD CONSISTENT QUALITY THERAPY"
"POSITIVE RESULTS"
"AMAZING"
"CHANGING OUR LIVES FOR THE BETTER"
"FUN AND WELCOMING"
"SKILLED"
"CONTINUED CARE, KNOWLEDGE, UNCONDITIONAL POSITIVE REGARD AND UNDERSTANDING"
"KINDNESS AND SUPPORT"
"FANTASTIC"
"I COULDN'T DO IT WITHOUT YOU"
"WONDERFUL THERAPIST"
"WE THINK OF YOU OFTEN AND ALWATS WITH A LOVELY GLOW OF WARMTH"
"INVALUABLE"
"WE REALLY APPRECIATE ALL OF YOUR HARD WORK AND SUPPORT"
"THEMIS HAS BEEN A HUGE SUPPORT TO US"
"IT HAS BEEN INVALUABLE TO HAVE A PERSON I CAN SPEAK SO OPENLY AND HONESTLY TO"
"EXCEPTIONAL SUPPORT"
"INVALUABLE ADVICE AND ENCOURAGEMENT"
"YOU HAVE BEEN WONDERFUL"
"THANKS FOR PULLING THE STOPS OUT THEMIS. LOVED YOUR REPORT"
"YOU HAVE BEEN PRETTY AMAZING"
"YOU DO SUCH AN AMAZING JOB IN THIS ROLE. VALUE YOU VERY MUCH AS A COLLEAGUE."
"EFFECTIVE AND TIMELY SERVICE DELIVERY"

VICKY BUTTERFIELD

"THE LADY THAT SPOKE TO US BOTH AT THE START WAS FANTASTIC, AND WE FELT WOULD BE WONDERFUL TO WORK WITH"

"WELCOMING, FRIENDLY AND A NICE WAITING ROOM. RECEIVED LOVELY SERVICE, THANK YOU"

EMMA BULL

A PARENT COMMENTED ON WHAT A GOOD IDEA IT WAS HAVING THE SIGNING-IN BOOK AT THE CONSOLE TABLE IN THE WAITING ROOM, IN THE HALIFAX OFFICE.

"YOU ARE POLITE AND HAVE A LOVELY MANNER"

"THE THERAPISTS ARE GREAT"

CLAIRE WRIGHT

"PLEASE COULD YOU THANK CLAIRE MY SESSIONS WITH HER HAVE BEEN REALLY BENEFICIAL TO ME AND I'M REALLY GRATEFUL FOR HER HELP."

ADOPTION TEAM

"WE HAVE BEEN WELL LOOKED AFTER BY OAKDALE FOR ALMOST 8 YEARS"

"WE HAVE HAD A VERY POSITIVE EXPERIENCE WITH OAKDALE, FROM DIAGNOSIS TO THERAPY. "

"I OFTEN RECOMMEND THE OAKDALE TO ANYONE NEEDING A SAFE PLACE TO WORK HROUGH ISSUES & TIMES OF DIFFICULTIES. ALSO FOR ASSESSMENTS AND POST DIAGNOSIS SUPPORT, WHICH WE HAVE ALSO BENEFITED FROM."

"WE WOULD RECOMMEND OAKDALE CENTRE IN A HEARTBEAT AND HAVE ALREADY DONE SO TO FRIENDS."

PRIVATE CLIENT SERVICE

"WE DON'T KNOW WHERE WE WOULD HAVE BEEN WITHOUT THE WONDERFUL OAKDALE STAFF OVER THE PAST FEW YEARS AND APPRECIATE EVERYTHING THE CENTRE HAS DONE FOR US. IT'S A COMFORT TO KNOW THAT YOU'RE THERE FOR THE FUTURE."

YVONNE MOUNTFORD

"THANK YOU SO MUCH FOR ALL YOUR HELP. I REALLY FEEL YOU'VE GONE ABOVE AND BEYOND"

"WE'D LIKE TO THANK YVONNE FOR HER KINDNESS AND SUPPORT SHE'S GIVEN, WHICH HE VERY MUCH NEEDED"

VICKY BUTTERFIELD, AMELIA JEPSON, JESSICA GUILDING

"THANK YOU FOR THE REPORT. IT IS VERY COMPREHENSIVE. I WISH TO CONVEY MY GRATITUDE TO ALL CONCERNED FOR THE EXTENSIVE WORK UNDERTAKEN"

FAE RASHBROOK

"SHE IS SO LOVELY AND WORKS SO HARD THAT SHE DESERVES A HOLIDAY"

JENNA IVES-MOODY

"JENNA HAS ALWAYS BEEN A FRIENDLY VOICE AT WHAT CAN BE A REALLY STRESSFUL TIME FOR PARENTS. HER ORGANISATIONAL SKILLS WERE A SIGNIFICANT FACTOR IN HOW WELL THE PROCESS FLOWED."

ND TEAM – CHILDREN AND YOUNG PEOPLE

"IT ALL FELL INTO PLACE, I FELT SO RELIEVED. IT HELPED ME SO MUCH THANK YOU"

"HAPPY WITH THE TIME SCALE WITH HOW QUICK IT WENT. IT'S AMAZING YOU ARE AN AMAZING SERVICE."

"IT HAS GONE REALLY WELL AND GONE QUICK. IT FELT COMFORTABLE WHEN WE WENT TO THE OAKDALE CENTRE. IT WAS A CALM ENVIRONMENT (IN HORSFORTH)"

"ALL WENT WELL"

"MUM WAS EXTREMELY GRATEFUL FOR ALL THE SUPPORT SHE HAD THROUGH HER SONS ASSESSMENT"

"OAKDALE HAVE BEEN BRILLIANT"

"WE THINK YOU DID A FANTASTIC JOB"

"THANKS TO EVERYONE INVOLVED IN MAKING THIS SUCH A POSITIVE AND SUCCESSFUL PROCESS."

"THIS PROCESS ALONE HAS HELPED HER HUGELY TO UNDERSTAND HERSELF BETTER... I WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU ALL FOR THE WAY IN WHICH YOU TOOK US ALL THROUGH THIS PROCESS"

"SURPRISED HOW QUICK THE PROCESS HAS BEEN. EVERYONE HAS BEEN LOVELY."

"SMOOTH, INFORMATIVE PROCESS, PARENTS HAVE LEARNT ALONG THE WAY AND THIS HAS BEEN HELPFUL"

"THIS PROCESS HAS BEEN BENEFICIAL AND FANTASTIC."

ANDREW GAVAGHAN

"ANDREW WAS FANTASTIC...HE HAS SUPPORTED ME WITH REGAINING CONTROL OVER MY LIFE. HE WAS PROFESSIONAL BUT PERSONABLE, HE WAS FRIENDLY AND HIGHLY KNOWLEDGEABLE. I HONESTLY COULD NOT THANK HIM ENOUGH FOR THE DIFFERENCE HE HAS MADE IN MY LIFE"

"THANK YOU FOR YOUR HELP AND YOUR KINDNESS DURING MY THERAPY"

VERONICA BENNETT

AFTER MUM'S FIRST SESSION WITH VERONICA BENNETT, SHE WANTED TO PASS ON THAT SHE'D FOUND THE SESSION EXTREMELY HELPFUL AND THAT VERONICA WAS A LOVELY, FRIENDLY PRACTITIONER. SHE SAID THAT THE SESSION WAS EXACTLY WHAT SHE NEEDED AND SHE FELT MUCH BETTER AFTERWARDS.

LAURA SHEWAN

MUM ESPECIALLY THANKED LAURA SHEWAN FOR GOING THE EXTRA MILE AND HELPING HER SECURE HER SON A PLACE ON THE CAMHS MEDICATION WAITING LIST.

"THANK YOU FOR ALL YOUR EFFORTS, UNDERSTANDING AND THE VOICE YOU GAVE E TO EXPRESS HER FEELINGS."

CLAUDIA SALT

"I JUST WANTED TO TAKE A MOMENT TO EXPRESS MY APPRECIATION FOR YOUR HARD WORK AND DEDICATION – YOURSELF, DR CLAUDIA SALT, AND THE TEAM AT THE OAKDALE CENTRE. YOUR EFFORTS HAVE TRULY MADE A POSITIVE IMPACT, AND IT'S CLEAR THAT YOU PUT A LOT OF THOUGHT AND CARE INTO WHAT YOU DO.
KEEP UP THE FANTASTIC WORK!"

MICHELLE PRESCOTT

"OUR CONVERSATIONS REALLY HELPED ME GET THROUGH A DIFFICULT TIME...I'M BETTER EQUIPPED...SO I JUST WANTED TO SAY THANKS"

KHAZINA HUSSAIN

"THANK YOU FOR ALL THE HELP YOU HAVE GIVEN. WE APPRECIATE THE TIME THAT YOU HAVE GIVEN AND THE FEEDBACK AS WELL."

"WE ARE VERY GRATEFUL FOR ALL THE TIME YOU TOOK TO GIVE THE FEEDBACK AND EXPLAIN SOME OF THE COMPLEX TERMS"

"YOU HAVE BEEN LOVELY AND HELPFUL"

"YOU (KHAZINA) HAVE BEEN SO KIND, HELPFUL AND UNDERSTANDING"

"SMOOTH, INFORMATIVE PROCESS, WE HAVE LEARNT ALONG THE WAY AND THIS HAS BEEN HELPFUL"

"THE FEEDBACK HAS BEEN HELPFUL TO SUGGEST THE RECOMMENDATIONS TO HELP"

"KHAZINA SHOWED GREAT PATIENCE...SHE MADE US FEEL INSTANTLY AT EASE. KHAZINA IS AN ABSOLUTE CREDIT TO YOUR WORKFORCE AND WE ARE FOREVER GRATFUL"

"I FEEL MORE CONFIDENT WITH THIS FEEDBACK AND RECOMMENDATIONS"

HARROGATE RECEPTION TEAM

"I CONTACTED OAKDALE TO SEEK HELP AND I FOUND THE RECEPTIONIST TO BE VERY HELPFUL POINTING ME IN THE RIGHT DIRECTION."

NAOMI TUCKER, HARRIETT SHEPPARD, JESS LONDON

IN A FEEDBACK APPOINTMENT WITH A PARENT FOLLOWING THEIR CHILD'S NEURODEVELOPMENTAL ASSESSMENT THE MOTHER ASKED TO THANK EVERYONE WHO HAD BEEN INVOLVED IN HER SONS ASSESSMENT. SHE REPORTED TO HAVE FOUND THE WHOLE ASSESSMENT PROCESS POSITIVE AND WAS RELIEVED WITH THE OUTCOME. HER SON HAD REALLY ENJOYED THE ADOS APPOINTMENT WITH HARRIETT.

ANNA COLLINS

"THE LOVELY LADY DOING HIS ASSESSMENT CAME DOWN TO COLLECT HIM I FELT INSTANTLY AT EASE SHE WAS EXTREMELY SMILEY AND VERY WELCOMING AND FRIENDLY"

ANNA HALL

"YOUR STAFF ARE VERY KIND ESPECIALLY ANNA"

CASE MANAGEMENT TEAM

"EVERYTIME I HAVE SPOKEN TO ANYBODY AT THE CENTRE, THEY HAVE BEEN DILIGENT AND CARING. THANK YOU."

ALISON ALEXANDER

"THANK YOU FOR EXPLAINING THE PROCESS AND TIMESCALES. I AM REALLY NERVOUS ABOUT THE PROCESS AND HAVING KNOWLEDGE ALWAYS HELPS ME MANAGE / SEE AN END TO THAT WORRY/ ANXIETY."

A CLIENT THANKED YOU AS YOU HAD "GONE ABOVE AND BEYOND ALREADY" IN REACHING OUT TO THEIR GP TO CHASE A MISSING REFERRAL.

"I JUST WANTED TO TAKE A MOMENT TO EXPRESS MY APPRECIATION FOR YOUR HARD WORK AND DEDICATION – YOURSELF, DR CLAUDIA SALT, AND THE TEAM AT THE OAKDALE CENTRE. YOUR EFFORTS HAVE TRULY MADE A POSITIVE IMPACT, AND IT'S CLEAR THAT YOU PUT A LOT OF THOUGHT AND CARE INTO WHAT YOU DO.
KEEP UP THE FANTASTIC WORK!"