COMPLIMENTS FROM OUR CLIENTS FEBRUARY 2025 – APRIL 2025

Oakdale Group

ALISON ALEXANDER

"I JUST WANTED TO SAY THANK YOU TO ALISON ALEXANDER, WHO HAS BEEN REALLY HELPFUL WITH ANY QUESTIONS AND CHECKING ON REFERRALS AND INFORMATION BEING CORRECT DESPITE MY GP NOT BEING VERY HELPFUL AND RESPONSIVE.
ALISON IS ALWAYS POLITE AND WILLING TO HELP WHERE IT IS NEEDED."

"THE ADMINISTRATOR, ALISON ALEXANDER WAS ALWAYS REALLY NICE"

"THANK YOU FOR BEING SO LOVELY ON THE PHONE"

ANNA COLLINS

PARENTS WANTED TO PASS ON THEIR THANKS TO YOU FOR MAKING THE PARENTAL INTERVIEW SO EASY.

ND EARLY YEARS TEAM

PARENTS WANTED TO THANK YOU FOR HOW SMOOTH THE ASSESSMENT PROCESS WAS AND FOR BEING ABLE TO FEEDBACK SO QUICKLY

LEILA BALL

"IT WAS GREAT SPEAKING TO YOU TOO! I DON'T FEEL AS LOST AS I DID BEFORE OUR MEETING AND I'M MUCH MORE CONFIDENT ABOUT OUR FUTURE AND KNOWING THAT HELP IS OUT THERE"

YVONNE MOUNTFORD

I JUST WANTED TO SAY THANK YOU SO MUCH FOR YOUR SESSIONS AND SUPPORT FOR ME. I THINK YOU ARE BRILLIANT! I WAS REALLY PLEASED WITH [CHILD] FOR YESTERDAY OPENING UP AND ENGAGING THE WAY SHE DID ... I HAVE A GLIMMER OF HOPE THAT THINGS ARE GOING TO IMPROVE FOR [CHILD] AND US AS A FAMILY WITH YOUR HELP.

DONNA EASTON & ADHD MEDICATION SERVICE

"THANK YOU FOR SENDING CONFIRMATION EMAILS– THIS ALLOWS US AS REFERRERS TO KEEP TRACK OF REFERRALS, IT ALSO ALLOWS US TO REASSURE PATIENTS."

KHAZINA HUSSAIN

"REALLY GRATEFUL FOR THE WAY THE FEEDBACK WAS DELIVERED AND EXPLAINED IN DETAIL. REALLY APPRECIATED THE WAY THAT KHASINA WAS ABLE TO UNDERSTAND ME DURING THE FEEDBACK MEETING."

"PARENTS ALSO THANKED KHAZINA FOR THEIR EXPERIENCE DURING THE PARENTAL MEETING"

ADOPTION ASSESSMENTS TEAM

"I WANT TO THANK MERINDA AND THE TEAM FOR ALL OF THEIR AMAZING WORK IN L'S ASSESSMENT AND REPORT."

SAM ALEXANDER-VASEY AND HELEN MCLAY & PRIVATE CLIENT SERVICE

A CLIENT EXPRESSED HER GRATITUDE FOR THE WHOLE SERVICE THAT SHE HAS HAD FROM EVERY AREA OF THE CENTRE. SHE HAS SAID THAT THE YOGA THERAPY ALONGSIDE HER THERAPY WITH HELEN MCLAY IS WORKING WONDERS AND THAT EVERYONE HAS BEEN VERY HELPFUL AND UNDERSTANDING THROUGHOUT.

THEMIS KYRIAKIDOU

"I AM VERY GRATEFUL FOR YOUR SUPPORT OVER THE PAST 5 DIFFICULT SCHOOL YEARS. TONIGHT SHE SAID "MUMMY I FEEL LIKE THIS IS A NEW BEGINNING FOR ME, LIKE THE REAL ONE!"

"WE COULDN'T MANAGE WITHOUT HER, SHE IS VERY GOOD AT HER JOB, REALLY INSIGHTFUL, ALWAYS PUTS A DIFFERENT SPIN, WHEN WE COME OUT OF THE SESSIONS WE FEEL MORE IN CONTROL/ WE HAVE MORE OF AN IDEA OF HOW TO DEAL WITH THINGS IN A DIFFERENT WAY. SHE IS VERY SUPPORTIVE."

"YOU HAVE REALLY HELPED HIM TO UNDERSTAND THAT THERE'S NO STIGMA TO BEING NEURODIVERSE AND IN MANY WAYS IT CAN BE USED TO HIS ADVANTAGE!"

"WE'VE CONNECTED REALLY WELL WITH THEMIS AND TRUST AND VALUE HER THERAPEUTIC INPUT IMMENSELY. WE HOPE TO CONTINUE THESE SESSIONS AS WITHIN A SHORT SPACE WE HAVE SEEN THEM PAY DIVIDENDS."

"THESE SESSIONS HAVE BEEN INVALUABLE"

'WE'RE VERY GRATEFUL TO YOU FOR TAKING US ON AGAIN AT SHORT NOTICE WHEN WE WERE IN A BIT OF A CRISIS. YOU HAVE BEEN ONE OF THE MOST HELPFUL PEOPLE WE'VE ENGAGED WITH DURING OUR COMPLICATED JOURNEY.'

VICTORIA BUTTERFIELD

"VICTORIA MADE HANDLING MY CASE SEEM EASY AND ACHIEVABLE. SHE HAS AN ADEPT WAY OF PUTTING AT EASE, MAKING LIGHT WORK OF CHALLENGES WITHOUT MAKING LIGHT OF THE PERSON FACING THEM. I HAVE RARELY, IN ANY FIELD, ENCOUNTERED HER ABILITY TO READ THE ROOM AND PRESENT POINTS OF VIEW IN WAYS THAT BEST ADAPT AND LAND WITH THE INTENDED AUDIENCE.

VICTORIA QUICKLY ASCERTAINED THE APPROACH THAT WOULD BE MOST EFFECTIVE FOR ME AND ALWAYS PICKED UP EARLY WHERE TO ADJUST AS NEEDED.

SHE MADE ME COMFORTABLE AND FEEL NOT JUDGED.

SHE EXPLAINED AT LENGTH BUT IN PLAIN, EASILY UNDERSTOOD, LANGUAGE. VICTORIA'S SENSE OF HUMOUR, HAS BEEN A LUCID METHOD FOR CUTTING THROUGH COMPLEX ISSUES TO ESSENTIAL CONSIDERATIONS.

FROM THESE SESSIONS WITH VICTORIA, I HAVE LEARNT A LOT ABOUT MYSELF.

VICTORIA PERCEPTIVELY PUT ALL THE PIECES TOGETHER WHILE SIMULTANEOUSLY PREPARING ME FOR ACCEPTANCE OF NEWLY UNDERSTOOD PROFILE.
I AM GRATEFUL THAT MY EXPERIENCE OF WORKING WITH VICTORIA HAS BEEN THIS POSITIVE"

MERINDA LEVI

"SPECIAL THANK YOU TO MERINDA TOO. SHE HANDLED SHARING THE NEWS OF DIAGNOSIS WITH THE FAMILY SO SENSITIVELY WHILST REASSURING MUM AND RECOGNISING HER STRENGTHS TOO."

"I WANT TO THANK MERINDA AND THE TEAM FOR ALL OF THEIR AMAZING WORK IN L'S ASSESSMENT AND REPORT."

NDADULTS TEAM

"EXPERIENCE OF THE ASSESSMENT WAS EXCELLENT...I HAVE NO DOUBT THAT THIS WAS THIS WAS BECAUSE OF THE THE CARE, PROFESSIONALISM AND GOOD PRACTICE THEY HAD DEMONSTRATED TO HIM ON HIS JOURNEY THROUGH OAKDALE."

HANNAH KARNACZ

"WHEN [CLIENT] CAME OUT OF THE ADOS SHE WAS HAPPY AND EXCITED AND ENJOYED DOING THE ONE TO ONE DYNAMIC WITH THE ADOS CLINICIAN. THIS WAS REASSURING TO US AS PARENTS."

ND CHILD & YOUNG PERSONS TEAM

THE WHOLE PROCESS FROM START TO END THEY "COULD NOT FAULT IT"

ND SERVICE

"I CANNOT THANK OAKDALE ENOUGH! THEY HAVE BEEN EXCEPTIONAL, VERY SUPPORTIVE AND HELPFUL THROUGHOUT THE ASSESSMENTS AND DIAGNOSIS'S. THE TRULY LISTEN AND TAKE ALL KNOWLEDGE ON BOARD! BIG THANKS TO KATE AND CATHERINE, NOTHING BUT PROFESSIONAL!"

KATE DUTTON

"I JUST WANTED TO PERSONALLY THANK YOU FOR THE TIME YOU SPENT WITH US ON WEDNESDAY. IT WAS REALLY HELPFUL AND INFORMATIVE."

MARGARET WILSON

"THANK YOU FOR ALL YOU HAVE DONE – IT HAS REALLY HELPED"