

Erratum

Results of a client satisfaction questionnaire in a
NHS psychotherapy department – ERRATUM

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BJPsych Open, the Royal College of Psychiatrists, and Cambridge University Press apologise for an error introduced during the editorial process of the above article.

Under ‘Result’, it should read ‘22 patients who had completed psychotherapy in 2018–2019 returned a completed questionnaire’, not ‘2 patients’. The corrected version of the Results section appears below, and the original article has been corrected.

Result

22 patients who had completed psychotherapy in 2018–2019 returned a completed questionnaire. The average and range responses were examined.

The average response was “4: Excellent” for the overall rating of the service received, and for 5 other questions on the CSQ-8 the average score was the highest possible. The average response was slightly lower on the question about whether the service met their needs “3: Mostly”, and on the question: Has the service you received helped you to deal more effectively with your problems? (3 yes, somewhat). The additional questions highlighted how important the setting and administration role played in the experience of therapy. The questionnaire also included a free text box giving the patient the opportunity to offer any other comments. Many of these included messages of gratitude and remarks on the impact therapy has had on their general wellbeing.

Reference

Ogston, E., Herbert, K., & McGuinness, L. (2021). Results of a client satisfaction questionnaire in a NHS psychotherapy department. *BJPsych Open*, 7(S1), S338–S339. doi:10.1192/bjo.2021.888

