

## Feedback

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[CUSTOMER]I just wanted to thank all at DPN. I called the helpline feeling totally alone and lost with my battle to have a child. Linda on the helpline was wonderful and such a sympathetic person and her empathy gave me my strength back. and later a recieved a phone call from Laura giving me such practical advice and some great contacts. I do not know what I would done without them a really big thank you.!

Disabled Parent  
Posted 2 October 2007

[CUSTOMER]Thank you very much for your reply. I will discuss the possibility of direct payments with my client. Your info about the Fair Access and DDA stuff will be useful if she decides ot challenge the current position of the social services. It's good to know your service is there, and run by people with direct experience. I expect we will be in touch again at some time!

Helen Frederick  
Parent Link  
Posted 27 February 2007

[CUSTOMER] I just wanted to say to everyone involved at DPN how impressed I have been with the organisation's web site. It's an immensely valuable resource with a wealth of information that is well presented.

Best wishes Alison Miller  
Content and Technology Manager  
Community Care Inform

Posted 19 February 2007

[CUSTOMER]Just wanted to let you know that we have had confirmation from adult social services that they will be funding J's son's school transport from next week for the foreseeable future' the payments will be made direct to J as part of her care package' and she is very pleased with this outcome'

I just wanted to thank you for all your support and advice and for your letter which I'm sure helped a great deal'

I guess the other thing is that this can now be used as a point of reference for other similar cases'

Barnardos Worker

January 2007

[CUSTOMER]"Thank you very much for your email, the information you provided has been really useful. I really appreciate your help."

Policy Officer ' Capability Scotland

[CUSTOMER]"I just wanted to say thank you so much for your enlightening lecture. Verbal feedback from the students suggests that they enjoyed it and found it highly informative and thought-provoking. Personally, I found it a pleasure to observe and I hope you will accept a repeat invitation in future years."

Senior Lecturer, Dept of Nursing and Midwifery University of Hertfordshire

June 2006

[CUSTOMER]"I am so overwhelmed by your service and how much you have helped - thanks so so much - really appreciated."

Jacqui McIntosh, Student Midwife

April 2006

[CUSTOMER]"I work for a direct payment support service, and find DPN's publications extremely helpful."

Information Officer

April 2006

[CUSTOMER]"Thank you so much for the information you sent, it was both very interesting and informative and has helped the physio team be more confident and positive with advise after being asked difficult questions. The links were also very interesting."

Physiotherapy Student

March 2006

[CUSTOMER]"Thanks for the work you are all engaged in, I have always found the site useful and have often pointed disabled parents in your direction as a source of support and information."

Direct Payments Care Manager

February 2006

[CUSTOMER]"Many thanks for getting back to me, that is fantastic information you have sent. This poor lady has been passed from pillar to post within Social Services, as no one (not even the concerned teams) knew where the responsibility lies. Now that we know, things should progress for her..... I will pass your information to the lady concerned so she can make contact with you in the future, and I am sure she will. She just wants to know what is what and be provided with correct information so she can fight her corner if need be, then she will be able to have her surgery with peace of mind! Many thanks for your invaluable guidance."

February 2006

[CUSTOMER]I just wanted to say "thank you" for "listening".

December 2005

[CUSTOMER]"Hi, I have just received a phone call from social services and they are coming out on Friday morning to assess me and my husband's needs, there is also a benefits worker coming out to make sure we are claiming everything that we are entitled to.

Thanks for all your advice and info about the assessment and fingers crossed - all will go well ! (I will be ready with my list!).....everything you have advised me or told me about has been really beneficial. I am glad I made a point of looking into things when I did, it just shows you that help is out there, if you know where to look...."

December 2005

[CUSTOMER]"Just thought I would update you what is happening with the case I asked your advice about regarding a Disabled Facilities Grant and provision of bath and level access shower facility. The council have agreed to put both in under the Disabled Facilities Grant so we have success! Thanks ever so much for your help"

Occupational Therapist

June 2005