



The TOE - Frequently Asked Questions (FAQs)

What does TOE stand for?

TOE stands for Talking Outcomes E-questionnaire, a brilliantly simple electronic questionnaire which can be used to obtain valid feedback from parents, carers, school staff, and adult clients on their experiences with your service.

Why does the TOE not include a question asking if the therapy worked?

The TOE is useful for obtaining client feedback on their experiences with the service. It is not a tool for measuring outcomes. In order to measure if therapy worked, a valid outcome measure tool should be used.

Limitations of the TOE?

The TOE is a simple tool which is not currently appropriate for severely aphasic clients; clients with severe learning difficulties; nor for children. It has not been possible to create valid questionnaires with pictorial rating scales for these client groups on the free google questionnaire software. It is also unsuitable for people with literacy difficulties or who speak/read limited English.

Why do two of the questions use a 10-point scale and the rest a 5-point scale?

The two 10-point scale questions allow you to obtain a [Net Promoter Score](#) (NPS) for your business overall and for your therapists. Net Promoter Score is an industry recognised metric for measuring customer satisfaction. If you do not wish to calculate your NPS, you can just use the 10-point scales as an indication of satisfaction out of 10.

Which TOE is right for my service?

TOE questionnaire for paediatric therapists (to gain feedback from parents/carers)

If you work with children and young people and want to obtain feedback from their parents or carers, then use this version of the TOE. It has been designed to be sent out to parents/carers after you have been working with the child/young person. The Parent/Carer TOE can be purchased [here](#).

TOE questionnaire for paediatric therapists (to gain feedback from education staff)

If you work with children and young people in schools, colleges or early years settings and want to obtain feedback from staff then use this version of the TOE. It has been designed to take into account that the school may or may not have commissioned or paid for your services, and can be sent to any member of staff (e.g. SENCOs, LSAs, teachers). The Education Staff TOE can be purchased [here](#).



Adult Client TOE

If you work with adult clients, then use this version of the TOE. It has been designed to be completed by either the adult client themselves, or by the person working with the adult client. If the adult client has language or literacy difficulties, then this version may not be suitable for them, however, it can still be sent to the client's carer or person who is working with them. The Adult Client TOE can be purchased [here](#).

Teletherapy TOE

If you have provided assessment or therapy sessions remotely and want to obtain feedback on your clients' experiences with teletherapy, then use this version of the TOE. It has been designed to be sent out to parents/carers, education staff and adult clients after you have been working with them over teletherapy. The Teletherapy TOE can be purchased [here](#).

How can I keep up to date with new versions of the TOE?

If you have already bought a TOE, then you will be kept informed of any new versions that we release. If you have not yet bought a TOE, but would like to be kept informed of TOE developments, please email us at orders@talkingoutcomes.co.uk and we will add you to our mailing list.

Google and Gmail

Why do I need a Gmail account to use the TOE?

The TOE has been created in [Google Forms](#), a widely used online survey/questionnaire creator. To obtain a copy of the TOE, send it to your clients, and access the data obtained from your clients, a Google/Gmail account is required.

Should I use my personal Gmail account or set up a new account for use with the TOE?

It is up to you. If you send the questionnaire to your clients from within Google Forms, the client will receive it from your Gmail email address, therefore if you have used your personal Gmail account the client will see your personal Gmail email address. If you would prefer to use your usual business email address to send the questionnaire you can do so by sending a link to the questionnaire. Alternatively, you can set up a new Gmail account just for use with the TOE.

Will I be able to send the TOE from my usual business email address?

Yes, you can choose to send the questionnaire to clients by including a link to the TOE in a normal email, from your usual email address. Instructions on how to do this will be sent to you after you have purchased the TOE.



How do I set up a Google / Gmail account?

Click [here](#) and follow the on-screen instructions.

Using the TOE

How do I use the TOE?

After you have bought a copy of the TOE, instructions will be sent to you on how to send it to your clients, and how to access the feedback data.

Can I use my iPad to obtain my copy of the TOE, send the questionnaire and access the data?

iOS, the operating system on iPads and iPhones, does not work very well with Google Forms. It is best to obtain your copy of the TOE, send the questionnaire to clients, and access the feedback data, on a computer or laptop (Windows or Mac) rather than an iPad. Recipients of the questionnaire, however, can complete the questionnaire on an iPad or iPhone without any issue.

Is it possible to make changes to my version of the TOE after I have bought it?

Your copy of the TOE will be completely editable within Google Forms. Unfortunately, Talking Outcomes will not be able to provide support for editing the TOE. Guidance on how to edit a Google Form can be found [here](#). Any changes made to questions in the TOE may affect its validity.

Can I edit the questions in the TOE?

It is possible to make changes to the questions, add new or remove questions. Some changes made to the questions in the TOE may affect its validity.

Can I add new therapist names to my version of the TOE?

Yes. [Guidance](#) is available online for how to edit Google Forms, which will help you add new therapist names to your version of the TOE.

Can I remove therapist names from my version of the TOE?

Removing therapist names from the TOE is possible, however, there may be some partial data loss by doing so. If you remove a name for which data exists, the data will remain in the 'summary' data section, however in the 'individual' data section the data will remain but there will be no way of telling which therapist the data relates to.



Can I print a hard-copy of the TOE to give to a client who is not online?

It is possible to print a copy of the TOE to give to a client, guidance can be found [here](#). If you want data received via a printed copy to be collated and included in graphs within Google Forms, you can send a copy of the questionnaire to yourself, and input the client's responses from their printed form.

What do I do if I accidentally delete my copy of the TOE in Google Forms?

The instructions which will be sent to you after you have bought the TOE include how to create a master copy, to avoid this problem. Should you lose your copies of the TOE however, email orders@talkingoutcomes.co.uk and we will be happy to replace it for an admin fee of £10.

Can I share my version of the TOE with colleagues in other practices?

We'd rather you didn't. The cost of creating and marketing a product like the TOE runs well into the thousands, and creators are paid retrospectively via the online fees. So TOE questionnaires should not be shared with people who have not paid to use them. Please direct your colleagues to www.talkingoutcomes.co.uk/shop where they can buy their very own, reasonably priced TOE. Many thanks.

GDPR

Do Google, Google Forms, and the TOE comply with the General Data Protection Regulation (GDPR) guidelines?

Yes. Google Drive, in which Google Forms are stored, is [GDPR compliant](#). The TOE is stored in Google Forms, and any feedback data collected from clients will also be stored in Google Forms. Therapy services purchasing and using the TOE are responsible for ensuring that their own data collection practices comply with the new GDPR guidelines.

Do I need to inform recipients of the TOE about how I will use their data?

Under GDPR, businesses need to: inform their clients of who (names and roles) will be accessing the data, assure their clients that their data will be treated confidentially, and explain to their clients what the data is going to be used for. You could include this information at the top of your copy of the TOE, or in the email you send to your clients.