

Mental Health 'Have Your Say' Survey April – May 2016
Complete listings of free text answers provided

Q 1: Are there any other current local priorities that are NOT identified on the list?

Response	Number of responses
Multidisciplinary team around the person (health / social care / community) even for inpatients	16
Community drop in services easily accessible	15
Talking Therapy / counselling and quick access	10
Young Persons Mental Health - quick access & better capacity	10
Family / carer support & carers taken seriously and included	7
GP & GP receptionists / staff trained in mental health	7
More beds - locally	7
Community mental health teams fully staffed - lower case loads	6
Dementia & older persons mental health and support for carers / families	6
Shorter waiting lists	6
Talking therapy / counselling available for longer	6
ASD / Autism in adults	5
Better Mental Health information / knowledge from police / blue light services and A & E	5
Crisis care	5
Better post crisis support not just dropped	5
Wider choice of therapy and services available including for inpatients	5
ADHD / ASC support for children and families	4
Education about mental health in schools	4
Support for out of hours and holidays	4
Better funding	3
Better information / publicity	3
Domestic violence / sexual abuse	3
Mental health support for mental health staff	3

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Response	Number of responses
Peer support and using experts by experience	3
Problems with transition from children's to adults services	3
Support groups for mental health	3
Transparency of services - including funding	3
Rehabilitation services	2
Alternatives to medication	1
Appropriate use of tertiary centres and earlier detection of complex mental illness that do not respond to regular drug therapies	1
Better training for IAPT providers	1
Community forensic mental health	1
Compliant with NICE guidelines	1
Eating disorders	1
End the 'functional split' of community and in-patient teams and consultants and return to sector -based services.	1
Gender identity services for young people	1
Home visits	1
Improve clinical note taking to royal college standards	1
Intellectual activities for intelligent mentally ill people	1
Mediation services - for families	1
Mental health support for young people affected by gangs	1
NHS running mental health services	1
physical health and wellbeing support	1
Quicker GP record transfer system	1
Reducing numbers of IAPT providers - too complicated	1
Transitions for older patients between MH services and general hospital	1
Veteran support and families	1

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Q2: Have you had a positive experience of mental health services, if you answered yes, what worked for you?

Response	Number of Responses
Good support from mental health team	34
Dedicated and right therapist / professional	29
Counselling and therapy and self-referral	28
Good GP Support	19
good community services	12
Early Intervention in Psychosis team	6
Crisis Care	5
Carer support	5
Right medication	4
Employment support - to remain employed	4
Quick access to support	4
Dementia Team	3
Housing support	3
coping mechanisms - been taught	2
Primary Care Mental Health Specialist	2
Rehabilitation service	2
Admiral Nurse support	1
Psychiatric Intensive Care Unit	1
open dialogue, non-judgemental and continuity of care	3
Good support from the police	1
AMPH Team	1
Why did you not want to hear about negative experiences (responded to on page 8 – 9 of survey summary)	23

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Q3: In five years' time what would good mental health services in east Kent look like?

Responses	Number of responses
Quick access to services when becoming unwell & shorter waiting times - prevention of crisis	163
24 access and better crisis care & A & E Support	85
Local community based accessible support (GP's and other settings) including drop ins	64
Integrated care - health, social work and community around the person	61
Local beds in fit for purpose settings	58
Better resourced mental health teams	49
Psychological therapy and access to counselling for as long as needed - offered to all	47
More variety of therapy available	46
Appropriate person centred mental health support provided for as long as needed not just when you are in a crisis	45
Young People having quick access to the right MH Support & crisis care	43
Discrimination and Anti stigma and education	36
Parity of Esteem (mental health being treated the same as physical health)	35
training for GP Staff, GP's, 111 staff, A & E staff, DWP, police & other employers	32
Community groups and support to connect people in their communities	31
Not just medication	29
Carer & family involvement & support	26
Better Funded services	22
Interim support - therapy / support while waiting for appointment into mental health services	21
Support for mental health staff to retain their employment and help to provide continuity of care, a secure, happy and better workforce	17
Mental Health and other organisations aligned delivering wider wellbeing interventions and support	16
Collaborative working for inpatient to outpatient services dealing with the transition better	14
Mental health staff & managers properly supervised and supported with limits on caseloads	13

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Responses	Number of responses
Self-help / self-booking into services	12
Mental health service users listened to by professionals - honest support	10
Peer support and groups run by experts with experience	9
Schools providing emotional wellbeing and support	9
Physical health support	7
Housing	7
Coproduction and monitoring of the service with users and carers	6
Dementia, better care and support and support in wider community	5
Better specialist services i.e. dual diagnosis, forensic	5
Alternative places of safety for crisis care not police cells	5
Better information systems with less data inputting by staff	5
Mental Health wards in general hospitals	5
Autism support	4
Perinatal support	4
Service delivery times, targets and performance reported on	3
Better homes in community for dementia cases	3
ADHD support	2
Better police response to crisis	2
Better AMHP Service	2
Terms and conditions for nursing/social workers/OTs need to be improved to attract and keep them in the profession supported by working environments that support them	2
Mindfulness	2
Fees charged for missed appointments	2
Mental health & Public engagement representation on Health and Wellbeing board	1
Hostels in the community	1
Keep it NHS	1
Respite beds	1

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Responses	Number of responses
Information on how to come off and stay off medication;	1
Stopping the need to repeat your story on transfer	1
Patients can always have a friend or relative with them when they see the psychiatrist if they so wish	1
The right medication	1
Patient and health professional collaborating on care plans	1
Patient choice	1
Therapeutic staffing on wards	1
Personality disorder support	1
Employment support	1
Reinstated assertive outreach teams	1
Fewer patients due to good services	1
Good leadership in mental health to motivate and change	1