



EAST KENT MENTAL HEALTH 'HAVE YOUR SAY' 2016 SURVEY

Version: 3.0 June 2016

Author: Louise Piper, Project Lead, East Kent Mental Health Commissioning.

Summary of the results of the East Kent Mental Health 'Have Your Say' survey, 2016.

East Kent Mental Health 'Have Your Say' Survey Results 2016

The East Kent Mental Health team undertook some engagement work in April and May 2016 to find out what people's priorities were for adult mental health in east Kent. The survey and engagement work was designed to support the [East Kent Mental Health Strategy 2016 – 2021](#). The engagement that was undertaken consisted of attending a meetings, service user forums and mental health action groups and the running of a Survey: Mental Health Priorities; have your say survey (appendix 1) which ran from April – May 2016. The survey was available online through the Live It Well website and supporting social media and the four east Kent CCG websites. In addition paper copies were distributed at the meetings and the groups that we attended and hard copies were forwarded when requested.

The survey had 389 responses and over 220 of the responders want to be involved in and updated on our work in the future. We would like to say a huge thank you to everyone who took the time to complete the survey. Your views are important to us.

We are pleased to present the results of our survey to you and on pages 8 and 9 we answer a few questions and comments that arose from the responses you provided.

The East Kent Mental Health team is committed to involving service users, carers and anyone who is interested in shaping mental health services in east Kent and this survey was our first piece of work, if you did not fill out the survey it is not too late to get involved in our work, please email us to be added to our distribution list for our news, information about opportunities to get involved in our work and surveys as our work streams role out: ekmentalhealth.commissioning@nhs.net.

Copies of the survey summary, full breakdown of survey freetext answers and the East Kent Mental Health Strategy can be found at: liveitwell.org.uk/mental-health-east-kent/#Strategy.

What are Your mental health priorities?

In this section of the survey listed 20 areas of concerning mental health services and issues. The list was compiled was using the [Mental Health Five Year Forward View document from the Mental Health Taskforce](#). We will be working on all of the priorities listed, and more (see our strategy here for further details: liveitwell.org.uk/mental-health-east-kent) but we wanted to know what was important to you. *We wanted respondents to answer as many or as few of these options as they wanted to. The responses below are listed by what you thought was a Very High Priority from the list of 20 that were provided on the survey.*

	Very High Priority	High Priority	Moderate Priority	Low Priority	Not a Priority	Total Response Count
Better care for people in mental health crisis	299	62	16	6	1	384
Suicide prevention – crisis care	267	68	28	7	4	374
Children's and young people's mental health	253	92	23	4	2	374
Early intervention services	250	82	33	5	3	373
Free NHS counselling and therapy services	238	86	42	7	2	375
More mental health support at GP surgeries, clinics and other community facilities	229	94	48	4	2	377
Equal priority for mental and physical health services (Parity of Esteem)	227	95	36	11	2	371
Comprehensive mental health services for older adults	201	106	52	7	3	369
High quality inpatient services close to home	200	113	41	15	3	372
Mother and infant mental health services	167	102	83	7	4	363
Specialist housing support for vulnerable people with mental health issues	167	113	81	11	3	375
User and carer engagement (co-production)	167	110	70	14	3	364
Better mental health care for people in general hospitals	150	129	79	13	1	372
Health and social care integration	144	123	79	15	5	366
Services for people with a mental health issue and drug and alcohol use (dual diagnosis)	141	129	77	18	5	370
Anti-stigma and mental health discrimination	133	135	79	21	3	371
Better physical health for people with mental health issues	128	128	92	19	2	369
Better mental health and employment outcomes	125	130	95	14	2	366
Good quality data and information	122	117	87	34	7	367
Mental health care for people in the criminal justice system	107	117	106	20	9	359
<i>Number who answered the question</i>						388
<i>Number who skipped the question altogether</i>						1

What other local priorities were not identified on the list?

We asked you if we had missed any local priorities, ones that were NOT identified on the list.

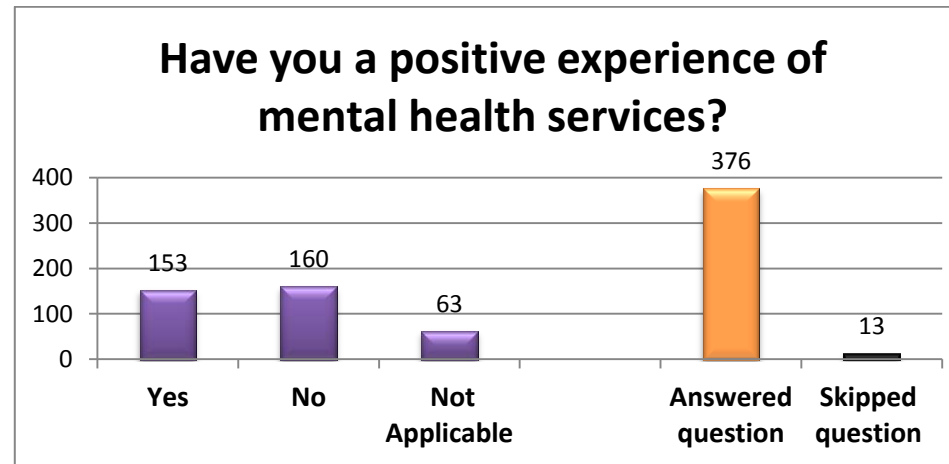
155 people gave us other local priorities and could list multiple priorities if they wanted to.

The top 15 answers with number of responses are listed below:

Other Local Priorities NOT identified in the list	Number of responses
Multidisciplinary team around the person; healthcare, social care and community services working together	16
Community drop in services in easily accessible locations	15
Talking therapy and counselling available with quick access	10
Young person's mental health - quick access to & better capacity	10
Family / carer support and carers and family taken seriously and included in care	7
GP & GP receptionists and staff trained in mental health	7
More beds locally	7
Community mental health teams fully staffed with lower case loads	6
Dementia & older persons mental health and support for carers / families	6
Shorter waiting lists	6
Talking therapy and counselling available for longer	6
ADHD / Autism in adults	5
Better mental health information and knowledge from Police, other blue light services and A & E	5
Crisis care	5
Better post crisis support	5

For the complete list of responses go to: liveitwell.org.uk/mental-health-east-kent/#Strategy

Have you had a positive experience of mental health services?



If you answered yes, why was it positive for you? We have listed the top 15 answers below:

What was your positive experience of Mental Health	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 (voluntary sector) services	12
Early Intervention in Psychosis (EIP) team	6
Crisis care	5
Carer support	5
Right medication	4
Employment support - help to remain employed	4
Quick access to support	4
Dementia team	3
Housing support	3
Being taught coping mechanisms	2
Primary Care Mental Health Specialist	2

23 people asked why we had not asked to hear about your negative experiences we have answered this on page 8 of these results.

For the complete list of responses go to: liveitwell.org.uk/mental-health-east-kent/#Strategy

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

330 people answered this question with the majority listing multiple answers. Here we have listed the top 20 responses here.

In five years' time what would good mental health services in east Kent look like?	Number of responses
Quick access to mental health services when becoming unwell & shorter waiting times - prevention of crisis	163
24 Access and better crisis care and 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 services built around the person	61
Local beds available 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 mental health support & crisis care	43
Discrimination, anti-stigma and education	36
Parity of esteem (mental health being treated the same as physical health)	35
Training for GP's, GP staff, 111 staff, A & E staff, job centre staff, police & other employers	32
Community groups and support available to connect people in their communities	31
Not just medication – alternatives offered	29
Carer & family involvement & support	26
Better funded services	22
Interim support or therapy while waiting to be seen by community mental health teams	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

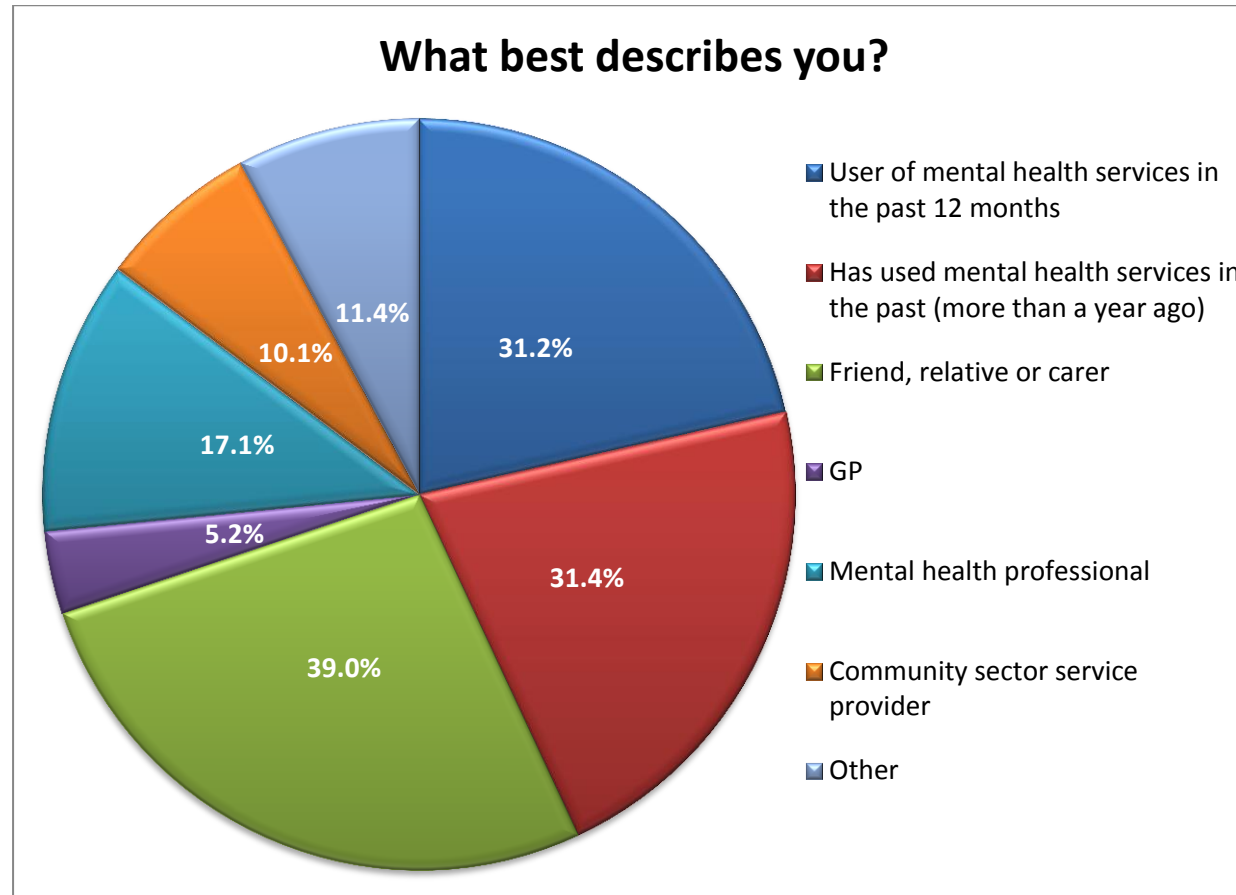
For the complete list of responses go to: liveitwell.org.uk/mental-health-east-kent/#Strategy

Who responded to our survey?

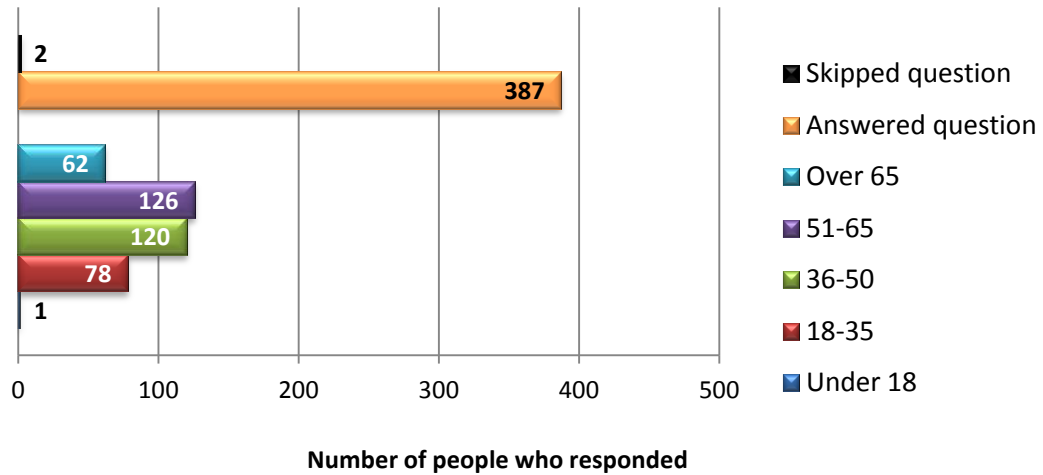
Total number of survey responses received: **388**

Total numbers of people who left contact information and want to be informed and involved as our work streams develop: **224**

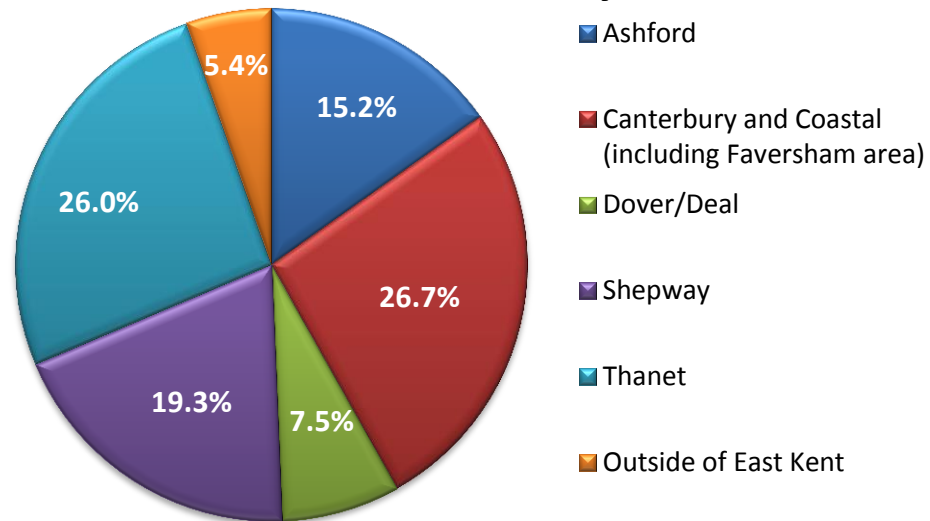
Information about those who answered:



What is your age?



What area of East Kent do you live in?



East Kent Mental Health Survey Common Themes Answered

We were asked why we were asking for priorities when respondents thought everything we listed on the survey was high priority:

We wanted to know what were the most important issues to the people in east Kent. We want to work on the areas of most concern to you first. We will be working on all of the issues we listed on the survey, and more, (please see our strategy: liveitwell.org.uk/mental-health-east-kent/#Strategy) but it would be impossible for us to work on all of these pieces of work at the same time. By finding out what you think is the important mental health has helped us plan and prioritise our work going forward.

We were asked why we only wanted to hear positive mental health experiences and not their negative ones:

We wanted to know what had worked well for you to look to build on good practice, from the responses you provided it seems that sometimes it is simple things that can make a big difference. We will not be hiding from anyone's experiences, positive and negative, in our work but a general mental health survey was not the best platform for this. As our work streams develop you will be asked to get involved on more specific issues and services where you will have the opportunity to use your experiences to inform on the development of how services should be delivered in the future.

There were comments about the free NHS Talking Therapy and Counselling services available in east Kent:

Free NHS Talking Therapy services have been made available through the IAPT programme. You can refer yourself into these services and the length of time you will see a therapist will depend on individual need. The average amount of sessions usually ranges from 2 – to 12. If there is greater need this is then reviewed on an individual basis. All local listings can be found here: www.liveitwell.org.uk/therapy.

Younger Persons services (0-18):

There were many responses from carers / parents of children and young people who had experienced mental health issues. Our survey was specifically focused on adult mental health but there is a Children and Young Persons team based in Thanet who are working on the new Children Adolescent Mental Health Service (CAMHS) contract. The new contract will eventually be available for ages 0 – 25 which will reduce problems of transitions into adult services. We will be feeding all of the comments that you made on younger persons services to this team and we will also update you with the work that they are doing so you can get involved as you want to.

Older adults / dementia

We had many comments received from people who had experience of or were carers of people with Dementia. Again like with the comments received for young people this survey had a specific focus on adult mental health the East Kent Mental Health Team will also

be working on Dementia and older adults mental health and your comments will be fed into this work as it develops. We will also be including our work on dementia in our updates and so you can get involved as you want to when the opportunity arises.

Confidentiality of the survey

We received comments about the confidentiality of the survey and had some respondents not wanting to disclose names / emails as they felt that the service they or the person that they care for receives would be adversely affected or they were staff employed by a mental health service provider and this could affect them at work.

*All comments, names and emails received from the survey are being kept confidential and are available to the East Kent Mental Health Commissioning team **only**. We will not pass any identifiable information onto any other party. We will not share your emails with any other party. The East Kent Mental Health team does not provide services it commissions them, therefore if you do get involved in our work going forward it will in no way affect either a service / care that someone receives or your position with an employer.*

The East Kent Mental Health team will be using emails you provided to keep you up to date with our work and to invite you to get involved in specific work streams, surveys and workshops. You can be removed from our list at any time by emailing the team and you can get involved in as much or as little of our work as you want. We value your views and experiences and want these to be honestly shared with us.

It is not too late to get involved in our work, just provide us with your email and we will add you to our distribution list for our news and invitations. In addition if you have any comments about the survey or results please get in touch at: ekmentalhealth.commissioning@nhs.net.



Mental health priorities- have your say

Five-Year Mental Health Strategy for East Kent Clinical Commissioning Groups (CCGs)

The east Kent mental health commissioning team is keen to involve people in developing its work with mental health. We want to hear from you about your priorities for mental health and how these services should look in the future. We want to know what you really think.

Do you have views about local mental health services? Have you used them? Avoided them but needed them? You are the experts in what works and what needs to change. We'd really like to hear from you to help develop our priorities for the future and improve services.

The east Kent mental health commissioning team is introducing co-production in its work, which means including people affected by mental health issues. We'd like to invite you to become involved in this future work by leaving your email address at the bottom of this survey so the team can contact you.

We'd really like to hear from you if you:

- Have experience of local mental health services, or are close to someone who has used these services, for example, a family member.
- Have not been in touch with mental health services but wanted to be.
- Are passionate about helping other people to feed in their views and experiences, but do not necessarily have personal experience of mental health difficulties.

Our co-production work could mean filling in surveys or meeting with other people to share your views, but there's no pressure to do or say anything you don't want to but we would welcome your involvement.

This survey is running from **1 April – 31 May 2016**.

If you have any questions about the survey or team then please email:

ekmentalhealth.commissioning@nhs.net

*Your feedback is very important in helping us
gain an understanding of your priorities*

We will keep the answers you provide confidential and will only use your email to contact you about our work. We will not share your email. If you do not want to be included on our distribution list please contact us and we will remove your details.

So we can understand what matters most to you, please rate priorities on the list below. The east Kent mental health commissioning team will be working towards all of the outcomes listed below, but your views will help us prioritise our approach.

Please note that the priorities are listed in alphabetical order, enabling us to understand what is important to you. Please indicate your main priorities for mental health in east Kent below. You can rate as many priorities on the list as you like, and you don't have to rate all of them unless you wish to do so.

1. Very high priority 2. High priority 3. Moderate 4. Low priority 5. Not a priority

	1	2	3	4	5
Anti-stigma and mental health discrimination	☐	☐	☐	☐	☐
Better care for people in mental health crisis	☐	☐	☐	☐	☐
Better mental health and employment outcomes	☐	☐	☐	☐	☐
Better mental health care for people in general hospitals	☐	☐	☐	☐	☐
Better physical health for people with mental health issues	☐	☐	☐	☐	☐
Children's and young people's mental health	☐	☐	☐	☐	☐
Comprehensive mental health services for older adults	☐	☐	☐	☐	☐
Early intervention services	☐	☐	☐	☐	☐
Equal priority for mental and physical health services (Parity of Esteem)	☐	☐	☐	☐	☐
Good quality data and information	☐	☐	☐	☐	☐
Health and social care integration	☐	☐	☐	☐	☐
High-quality inpatient services close to home	☐	☐	☐	☐	☐
Mental health care for people in the criminal justice system	☐	☐	☐	☐	☐
More mental health support at GP surgeries, clinics and other community facilities	☐	☐	☐	☐	☐
Mother and infant mental health services	☐	☐	☐	☐	☐
Free NHS counselling and therapy services	☐	☐	☐	☐	☐
Services for people with a mental health issues and drug and alcohol use	☐	☐	☐	☐	☐
Specialist housing support for vulnerable people with mental health issues	☐	☐	☐	☐	☐
Suicide prevention	☐	☐	☐	☐	☐
User and carer engagement (co-production)	☐	☐	☐	☐	☐

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

Have you had a positive experience of mental health services?

Yes ☐ No ☐ Not applicable ☐

If you answered yes can you tell us why it was positive for you?

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

About you

Can you please provide some basic information about yourself? This information will not be used to identify you. It will help us to understand the different experiences that people have of mental health services.

What best describes you?

- User of mental health services in the past 12 months ☐
- Has used mental health services in the past (more than a year ago) ☐
- Friend, relative or carer ☐
- GP ☐
- Mental health professional ☐
- Community sector service provider ☐
- Other ☐

Age:

Under 18 ☐ 36-50 ☐ Over 65 ☐
18-35 ☐ 51-65 ☐

What area of east Kent do you live in?

Ashford ☐ Shepway ☐
Canterbury and Coastal (including Faversham area) ☐ Thanet ☐
Dover/Deal ☐ Outside of east Kent ☐

Thank you for taking time to complete our survey

Survey results

The east Kent mental health commissioning team is aiming to publish the Five-Year East Kent Mental Health Strategy for CCGs which will include the results of this survey, in June 2016. If you want to receive a copy of the survey please fill in your email details at the bottom.

The team is introducing co-production in its work, which means including people affected by mental health issues and they would like to invite you to become involved in this future work by leaving your email below.

Name:

Email address:

The east Kent mental health commissioning team has been established to:

- Provide leadership and delivery of the east Kent CCG-wide mental health strategy.
- Provide leadership for east Kent CCGs on Kent-wide service developments.
- Support development of local CCG mental health strategies.

East Kent mental health commissioning team, NHS South Kent Coast Clinical Commissioning Group, Council Offices, White Cliffs Business Park, Whitfield, Kent, CT16 3PJ.

ekmentalhealth.commissioning@nhs.net

For further information and advice about mental health and wellbeing in Kent please visit: www.liveitwell.org.uk

The sources used to identify our priorities were:

- The Five-Year Forward View of Mental Health: A Report from the Independent Mental Health Taskforce, February 2016
- Old Problems, New Solutions: Improving acute psychiatric care for adults in England: The Royal College of Psychiatrists, February 2016