



## **Finding out what people think about Mental Health Services in Worcestershire**

May 2016



Healthwatch Worcestershire is finding out about the people's experiences of using and accessing mental health services.



We are looking at all mental health services and ways people get support. Not just NHS services.



### **Why are we doing the work?**

People have told us about difficulties they have had with mental health support. These included:

- Access to primary care
- Access to support in a crisis, especially out of hours
- Not feeling listened to and taken seriously





The organisations who plan and run mental health services are looking at how they will be delivered in the future. We wanted to make sure that people who use the services have a say in how this is done.



Work is being done as part of the Mental Health Crisis Care Concordat. This is an action plan to make sure people get the help and support they need in a crisis.



### How did we do it?

We set up a group of service users, carers and people who represent them. They helped us to decide what we should ask and what the survey should look like.



68 people completed the questionnaire.



We visited groups across Worcestershire. More than half of the people who completed questionnaires filled out paper copies.



People also completed questionnaires on line.



## What did people tell us?

The 4 main things people told us about Mental Health services were –



1. Not feeling listened to and /or taken seriously



2. Not being treated with warmth and compassion



3. Difficulty in accessing the right service at the right time



4. Lack of confidence in the services supporting them



## What we think needs to change

We made 14 recommendations about the things that would make Mental Health services better.

These include -



### Access

Making it easier and quicker to get support when you need it.



### Quality of care and support

Making sure people are involved, given information and it is planned around the individual.



### Discharge

Making sure people get support and information and feel involved.



### Crisis

Making it easier to get support in a crisis. Support planned around the individual.