

Children and Young People's Mental Health and Emotional Wellbeing

Parent / Carer Survey

Healthwatch Worcestershire finds out what people think about health and care services. We use this information to tell those who run the services how they can be improved.

The purpose of this questionnaire is to find out what parents and carers of children and young people think about mental health services, especially the Child and Adolescent Mental Health Services (CAMHS) in Worcestershire. The information gained from this questionnaire will only be used for this purpose. The information you provide is confidential, although we may use anonymised quotes. Your name or any other personal identifying information will not appear in any publications resulting from this survey without your express consent.

We would be very grateful if you could complete this survey if a child or young person you care for has accessed or tried to access CAMHS or support for mental health issues in the last 2 years.

Thank you for taking the time to fill this in.

1. I agree that I understand the purpose of this survey and consent to the use of the data as indicated above

I agree

2. Has your child received treatment or support from CAMHS in the last 2 years?

Yes - in the last year - GO TO QUESTION 8

Yes - in the last 2 years - GO TO QUESTION 8

No - GO TO QUESTION 3

If they have **NOT** received **treatment or support** from CAMHS

3. Have they been referred to CAMHS?

No - GO TO QUESTION 4

Yes - GO TO QUESTION 5

If they have **NOT been referred** to CAMHS

4. Why have they not been referred to CAMHS?

They have needed support - but we did not know how to access it

They have needed support - but not been referred / told they cannot be referred

They have been referred to / told about other support instead -
e.g. at school or college

Other reason - please specify -

All responses - GO TO QUESTION 15

--

If they **HAVE been referred** to CAMHS

5. What happened following their referral to CAMHS?

- They are waiting for a first appointment **GO TO QUESTION 6**
- They have had a first appointment with CAMHS - and are now waiting for individual treatment **GO TO QUESTION 6**
- They have had a first appointment with CAMHS - and are waiting for a group to start **GO TO QUESTION 7**
- They were not offered an appointment - but were given advice and / or suggested a different service **GO TO QUESTION 15**
- They were not offered an appointment - no alternative advice or service was suggested **GO TO QUESTION 15**

Comments -

If they are **currently waiting** for a **FIRST** appointment with CAMHS

6. If they are currently waiting for a first appointment for CAMHS - roughly how long have they currently been waiting since they were referred?

- Up to 4 weeks 4 - 6 weeks 6-12 weeks (up to 3 months)
- 12 - 18 weeks (up to 4.5 months) 18 - 24 weeks (up to 6 months) Between 6 - 9 months
- Longer than 9 months
- I am not sure / I can't remember **All responses - GO TO QUESTION 15**

If they are **currently waiting** for **FURTHER TREATMENT** or a **GROUP SESSION** with CAMHS

7. If they have had a first appointment at CAMHS and are currently waiting for further treatment or a group to start - roughly how long have they been waiting since you were first referred?

- Up to 4 weeks 4 - 6 weeks 6-12 weeks (up to 3 months)
- 12 - 18 weeks (up to 4.5 months) 18 - 24 weeks (up to 6 months) Between 6 - 9 months
- Longer than 9 months
- I am not sure / I can't remember **All responses - GO TO QUESTION 15**

If they have accessed CAMHS in the last 2 years

8. Roughly how long did they wait for their first appointment at CAMHS following referral?

- Up to 4 weeks 4 - 6 weeks 6-12 weeks (up to 3 months)
- 12 - 18 weeks (up to 4.5 months) 18 - 24 weeks (up to 6 months) Between 6 - 9 months
- Longer than 9 months
- I am not sure / I can't remember

9. After their first appointment at CAMHS - roughly how long did they wait for further treatment or a group to start?

- Up to 4 weeks 4 - 6 weeks 6-12 weeks (up to 3 months)
 12 - 18 weeks (up to 4.5 months) 18 - 24 weeks (up to 6 months) Between 6 - 9 months
 Longer than 9 months
 I am not sure / I can't remember

10. Overall - how happy are you with the length of time they waited to access treatment / support from CAMHS?

- Very happy Happy Unhappy Very unhappy

Any comments -

11. Do you feel that the staff at CAMHS have a good understanding of their individual needs?

- Yes No Sometimes Not sure

Any comments -

12. Do you feel that staff at CAMHS have involved you in decisions about their treatment / support?

- Yes No Sometimes Not sure

Any comments -

13. Do you feel there has been effective communication between CAMHS and other agencies? For example school or college.

- Yes No Sometimes Not sure
 I / we / they did not want them to communicate with anyone else

Any comments -

14. Overall - how effective do you feel the treatment / support from CAMHS has been?

- Very good Good OK Poor Very poor

Please explain your response -

Other Support

15. Has your child been referred to or told about any of the support below? Tick all that apply

- Community Eating Disorder Service
- Kooth - online counselling
- Reach4Wellbeing
- Worcestershire Healthy Minds
- School Nurse Service (either appointments or drop in)
- Counselling at school or college
- Counselling provided by another organisation - please specify
- Private counselling
- They have not been offered or told about any alternative support

16. If they have accessed any of the support below - how helpful was it?

Community Eating Disorder Service

- Very good Good OK Poor Very poor

Comments -

Kooth - online counselling

- Very good Good OK Poor Very poor

Comments -

Reach4Wellbeing

- Very good Good OK Poor Very poor

Comments -

Worcestershire Healthy Minds

- Very good Good OK Poor Very poor

Comments -

School Nurse Service (either appointments or drop in)

- Very good Good OK Poor Very poor

Comments -

Counselling at school or college

Very good Good OK Poor Very poor

Comments -

Counselling provided by another organisation - please specify

Very good Good OK Poor Very poor

Comments -

Private counselling

Very good Good OK Poor Very poor

Comments -

17. Are your child / young person currently attending school / college / other training provider?

Yes - Regularly Yes - Sometimes No

18. Is there anything else you would like to share with us about your experience of CAMHS or accessing support for mental health or emotional wellbeing?

About your child / young person

18. Are they

- Male Female Other e.g. transgender

19. How old are they? _____

20. Where do you live?

- Worcester City Redditch Bromsgrove
 Wyre Forest Wychavon Malvern Hills

21. Which of the following teams within CAMHS have they accessed?

- South Worcestershire CAMHS
 Wyre Forest CAMHS
 Redditch and Bromsgrove CAMHS
 Tier 3 CAMHS - Intensive Community Support
 CAMHS Learning Disability Team
 I am not sure
 Other _____
 They have not accessed CAMHS

22. Do you consider them to have a disability or long-term medical condition?

- Yes No

23. If yes, please tick any of the below that apply -

- Learning Disability Autism Spectrum Condition ADHD
 Hearing impairment Visual impairment Physical disability
 Mental Health Long term health condition e.g. Diabetes
 Other / awaiting diagnosis - please specify -

24. How would you describe their Ethnic Group?

White	Mixed ethnic groups	Asian / Asian British	Black / Black British
<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> White other: _____	<input type="checkbox"/> White and Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed: _____	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian: _____	<input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black: _____ <input type="checkbox"/> Arab/any other group: _____

Thank you for taking time to share your experiences.