



## **Best Life Wellbeing Network: Cumbria Mental Health and Emotional Wellbeing Strategy 2014-2017 Survey**

### **What is this survey about?**

Cumbria Clinical Commissioning Group has asked us to conduct a survey on its behalf, to identify how Mental Health services are performing throughout the County.

The results will be fed into the Cumbria Mental Health & Emotional Wellbeing Strategy 2014-2017 and used to develop and improve services. Your views are important and this is your opportunity to shape and design future services

### **Completion of this questionnaire is voluntary**

If you choose not to take part in this survey **it will not affect the care you receive from the NHS in any way.** If you do not wish to take part or you do not want to answer some of the questions, you do not have to give us a reason.

Your answers will be treated in complete confidence and all responses will be completely anonymous. Please do not write your name or address anywhere on this questionnaire.

### **Completing the questionnaire**

**Responses must be received by 12 noon Monday 9<sup>th</sup> June 2014.**

For each question please tick your response.

If you make a mistake please cross it out and put a tick in the correct box.

If you wish to take the survey home to complete please return the completed form to:

Best Life Wellbeing Network, Best Life Building, 123 Botchergate, Carlisle, CA1  
1RZ

Or email to [charlotte.raw@peoplefirstcumbria.co.uk](mailto:charlotte.raw@peoplefirstcumbria.co.uk)

**1.) Have you experienced any obstacles in accessing mental health services?**

- No
- Yes, if so was it due to any of the below (you may tick more than one):
  - Social stigma
  - Confidentiality concerns
  - Perceived staff attitude
  - Accessibility
  - Lack of information about available services
  - Other, please state:

Comments:

**2.) Which one service do you think should be a priority for improvement in the Cumbria Mental Health and Emotional Wellbeing Strategy 2014-2017:**

- GP Services
- First Step
- Community Mental Health Teams (CMHT)
- Crisis Teams
- Inpatient Services (i.e. psychiatric wards/units)

**3.) Which areas would you like to see improvement in at the following services (you may tick more than one option):**

**a) GP Services**

- Communication
- Appointment availability
- Staffing levels/availability
- Reception team response
- Mental health awareness of staff
- Confidentiality

**b) First Step**

- Confidentiality
- Waiting times/referral times
- Communication
- Staffing levels/availability
- Range of therapies/treatments available
- Accessibility

**c) Community Mental Health Teams**

- Waiting times/referral times
- Staffing levels/availability
- Communication
- Discharge procedure
- Confidentiality
- Consistency of service

**d) Crisis Teams**

- Confidentiality
- Response times
- Staffing levels/availability
- Consistency of service
- Communication
- Perceived staff attitude

**e) Inpatient Services (i.e. psychiatric wards/units)**

- Bed numbers
- Perceived staff attitude
- Discharge procedure
- Ward environment
- Confidentiality
- Availability of structured activities

**4.) What do you think is working well in the mental health services you have experienced?**

**5.) Do you have any ideas about improvements that could be made to mental health services in Cumbria?**