

Mental Health Strategy Survey

Introduction

Thank you for taking the time to complete our survey about mental health services in South West London.

Everyone can be affected by low mood or poor mental health. We are interested in hearing from you whether or not you have used mental health services.

The survey will take about 10 minutes to complete.

Everyone that completes and returns this survey has the chance to enter a prize draw for a £50 shopping voucher. We will ask you about this at the end of the survey.

Privacy statement

All responses to this survey will be private and confidential. The information you provide will be managed in line with the Data Protection Act 2018 and GDPR rules. We will not share personal information with any third parties.

To find out more about how we keep your data secure, contact hello@swlondon.nhs.uk

What this survey is about?

We know that when people start to feel unwell, the sooner they can access support, the more likely they are to recover or avoid a crisis.

We also know that, for children and young people, getting support for mental wellbeing early can help prevent them having mental ill health as adults, or help them to manage their illness better.

We want to find ways of ensuring people can access the right help earlier, to prevent things getting worse or even to avoid the need for longer-term help altogether.

Your answers will help us understand how we can help more people more effectively.

How to fill in this survey

Some of the survey questions relate to people that have used mental health services. Other questions are for everyone. To guide you through the survey, you'll see "go to" messages after some questions.

How to return this survey

You can fill in this word document and email it to Sherry.Fuller@swlondon.nhs.uk

Or you can print out the survey, fill it in and then send it to us by Freepost. You will not need a stamp. The Freepost address is at the end of the survey.

Section 1: General information

Question 1.

Are you filling in this survey about your own experiences, or on behalf of someone else?

- I am filling in this survey for myself
 - I am filling in this survey on behalf of someone I support
-

Question 2.

What helps you to look after your mental health? Tick all that apply.

- Time with/support from friends or family
- Peer support (ie other people that experience mental health difficulties)
- Exercise (eg running, walking, cycling, swimming, the gym)
- Physical activities like gardening or baking
- Gentle activities like reading, art, or listening to music
- Time in nature (eg green spaces, or near water)
- Taking part in hobbies
- Mental health apps
- Websites about mental health
- Knowing I can easily get help if I need it
- Having a good understanding of my mental health
- Other. Please use the space below to tell us what else helps.

Question 3.

If you were starting to have problems managing your mental health, where would you go for help?

Tick all that apply

- Family and/or friends
- The NHS (eg my GP, 111, A&E, or an NHS website)
- The local council
- School, college, or university
- A social care provider
- The community. eg a faith group or social groups
- A charity. eg MIND, CALM, YoungMinds, Samaritans
- My workplace
- Online or through an app
- The private sector; eg paying for counselling
- Don't mind – if the support is high-quality
- Other.

Please use the space below to tell us where else you might go for help.

Question 4.

Have you needed to access mental health services in the past, or do you care for someone that has needed to?

- Yes** - I have used mental health services myself

Go to Section 2: Question 5

- Yes** - I care for someone that has used mental health services

Go to Section 2: Question 5

- No** - I have not used mental health services/am not a carer for someone that has

Go to Section 3: Question 10

Section 2: Your experiences

Only answer these questions if you, or someone you support, has used mental health services.

**If you have not used mental health services, please skip to
Section 3: Question 10.**

5. Thinking about the first time you needed to ask for help with your mental health, what was the experience like?

Eg was it easy or difficult to get help, and where did you go for help?

Question 6.

What difficulties have you faced when trying to get help for your mental health?

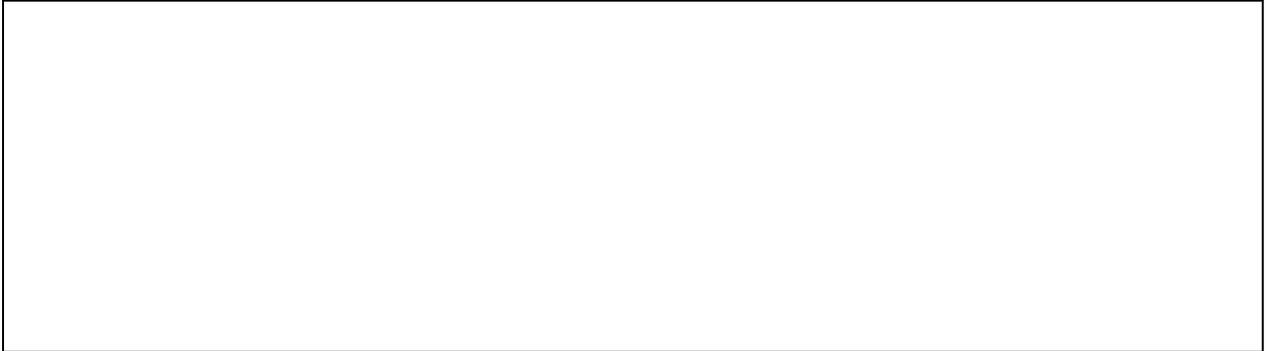
Tick all that apply.

- I didn't know where to ask for help
- Feelings of shame/stigma
- Feeling too unwell to get help
- Waiting times too long to see someone
- Appointment times didn't work for me
- I didn't know how to explain how I was feeling
- I was scared about what would happen
- I don't trust health and care services
- Not applicable: I haven't had difficulty getting help
- Other.

Please use the space below to tell us about any other difficulties.

Question 7.

If you said you did experience difficulties, can you tell us a bit more about this?



Question 8.

After a mental health crisis, what helped you stay well or get you through the more difficult days?

Tick all that apply

- Support from family and/or friends
- NHS support
- Local authority (social care) support
- Support provided by my school/college/university
- Local faith/community group
- Mental health charity
- Support provided by my employer
- Peer support
- Paying for counselling/therapy
- Activities I enjoy
- Access to nature/green spaces
- Online support or advice
- Mental health apps
- Living healthily (eg eating well, reducing smoking/alcohol, exercising)
- Other

Please use the space below to tell us what else helps you stay well.

Question 9.

If there are any services or organisations that helped you recover and stay well after a crisis, please tell us about them below.

Section 3: your ideas for making things better

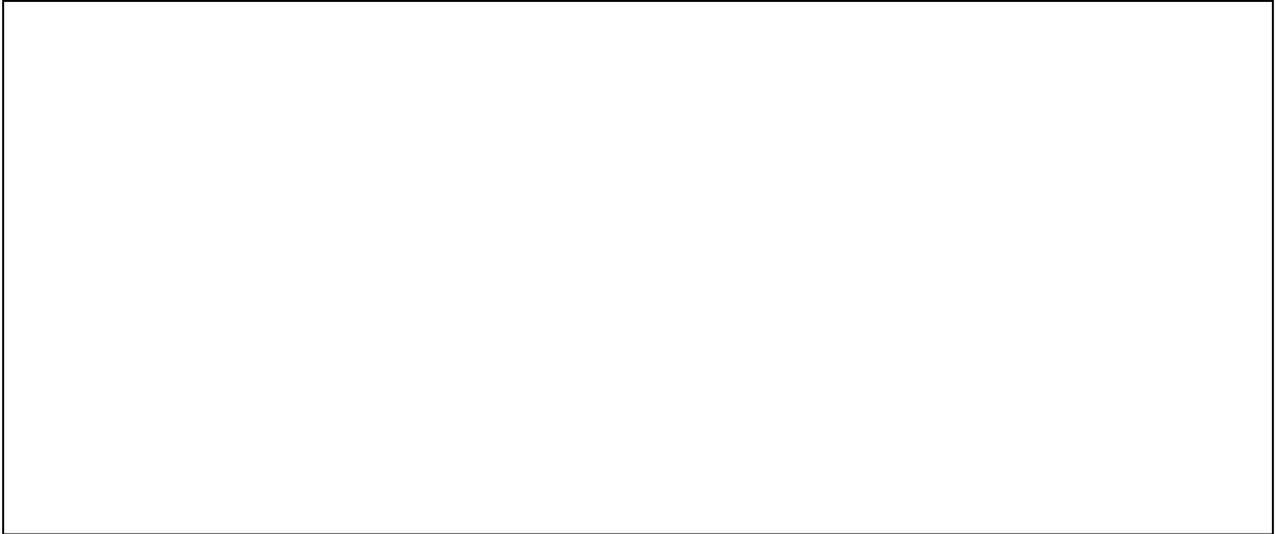
You can fill in this section whether or not you have used mental health services.

Question 10.

What more can the NHS do to help people access help for mental health quickly and early on, to prevent things from getting worse?

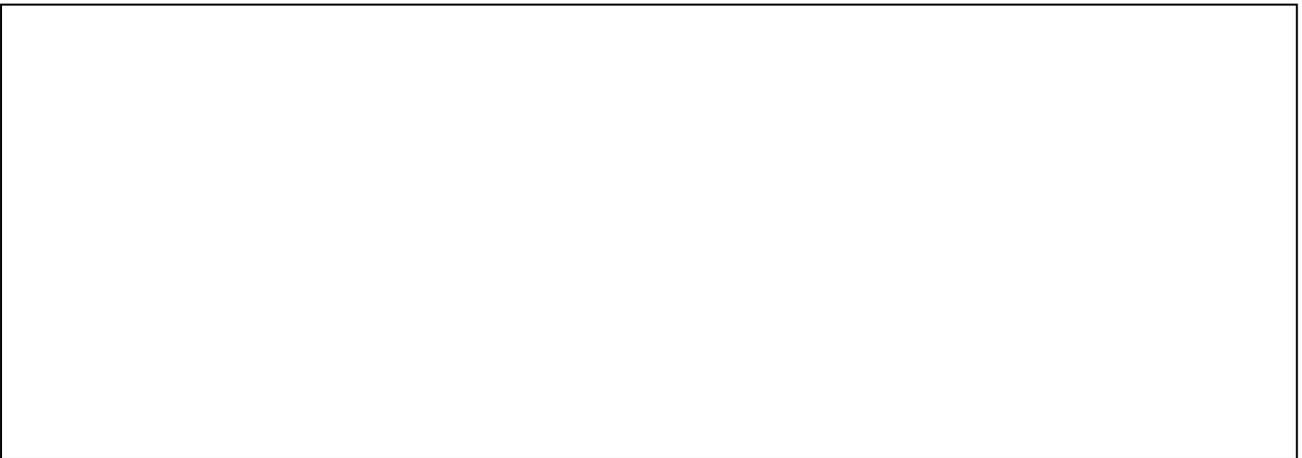
Question 11.

How can the NHS make it easier for people to get the best care and treatment for their mental health when they need it?



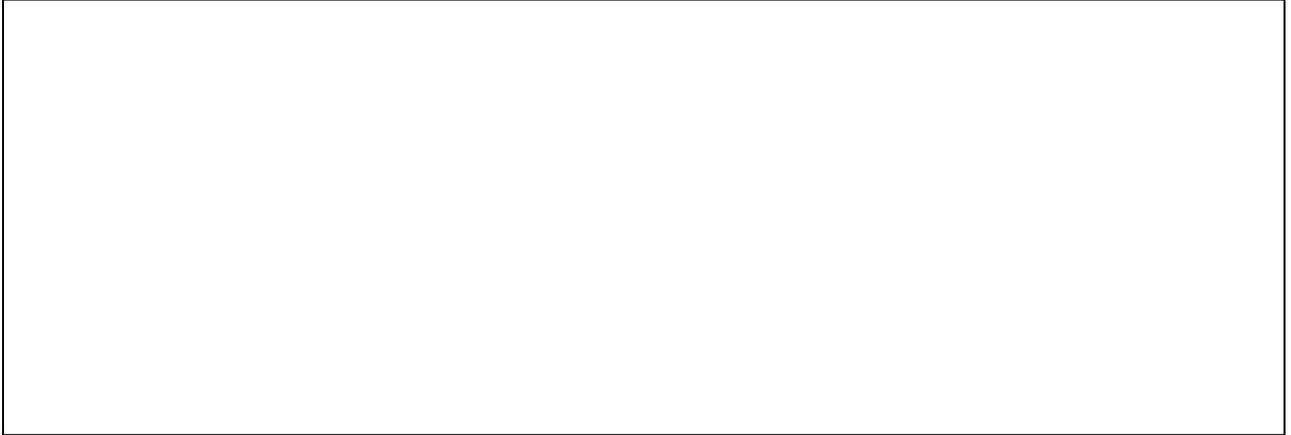
Question 12.

What more can we do in South West London to improve the immediate help available to people experiencing a mental health crisis?



Question 13.

What else would you like to see available to support people to stay well and maintain good mental health?



Section 4: About you

These questions are optional. You do not have to answer them.

However, the answers you provide will help us understand the different experiences that people have and tell us whether we are hearing from a range of different people.

Question 14.

In what part of South West London do you live?

- Croydon
- Kingston
- Merton
- Richmond
- Sutton
- Wandsworth
- Don't know
- Other. Please tell us the town or area where you live

Question 15. How old are you?

Under 18 18-24

25-34 35-44

45-54 55-64

65+

Question 16. What is your gender?

Female

Male

Non-binary

Prefer not to say

Prefer to self describe

Question 17. How would you describe your ethnicity?

- Black African/Black African British
- Black Caribbean/Black Caribbean British
- Other Black ethnicities
- Bangladeshi / Bangladeshi British
- Indian / Indian British
- Pakistani / Pakistani British
- Sri Lankan / Sri Lankan British
- Chinese / Chinese British
- Korean / Korean British
- Other Asian ethnicities
- White British / European
- Eastern European
- Gypsy / Roma / Traveller
- Other White ethnicities
- Mixed ethnicities
- Other (please specify)

Prize draw

Question 18.

Would you like to be entered into a draw to win a £50 shopping voucher?

Yes, I would like to be entered into the prize draw

Go to Question 19.

No, I do not want to take part in the prize draw.

You have completed the survey. Thank you for your time.

Question 19.

If you would like to enter the prize draw, please enter your email address/telephone number below.

We will not use your email address/telephone number for any reason other than to contact you if you win the prize draw.

Thank you for taking the time to share your views.

Please put your survey in an envelope and address it to:

Freepost

NHSSWLHEALTHANDCAREPARTNERSHIP

You do not need a stamp.