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| NHS COMMUNITY MENTAL HEALTH QUESTIONNAIRE | | |
| |  | | --- | |  | | **What is the survey about?**  This survey is about your recent experience of NHS Community Mental Health services. Your views are very important in helping us find out how good the services are and how they can be improved. We would like to hear from you, even if your contact has been limited or has now finished.  We understand that you may be receiving care for your mental health needs from both your GP and the NHS Community Mental Health Trust. **When answering this questionnaire please think about the care you received from the NHS Community Mental Health team only**.  **Completing the questionnaire**  If you agree to take part in the survey, please complete the questionnaire and send it back in the **FREEPOST** envelope provided.  For each question, please cross x clearly inside one box using a black or blue pen. For some questions you will be instructed that you may cross more than one box. Sometimes you will find that the box you have crossed has an instruction to go to another question. By following the instructions carefully, you will miss out questions that do not apply to you.  Don't worry if you make a mistake; simply fill in the box n and put a cross x in the correct box.  If you cannot answer a question, or do not want to answer it, just leave it blank and go to the next question. Taking part in this survey is voluntary. **Your answers will be kept confidential.**  **Questions or help?**  If you have any queries about the questionnaire, please call our freephone helpline number <insert helpline number> or email <insert email address>. | | | |

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| Please remember, **do not** include contact with your GP when answering this questionnaire. | | | |
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| YOUR NHS APPOINTMENTS | | | |
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| 1 |  | When was the last time you saw someone from NHS mental health services?  This includes contact in person, via video call and telephone. | |  |
|  | 1 |  | In the last 12 months |  |
|  | 2 |  | More than 12 months ago |  |
|  | 3 |  | Don’t know / can’t remember |  |
|  | 4 |  | I have never seen anyone from NHS mental health services  **** Go to Q41 on page 7 |  |
| 2 |  | Overall, how long have you been in contact with NHS mental health services? | |  |
|  | 1 |  | Less than 1 year **** Go to Q3 |
|  | 2 |  | 1 to 2 years **** Go to Q3 |
|  | 3 |  | 3 to 5 years ****Go to Q8 |
|  | 4 |  | 6 to 10 years **** Go to Q8 |
|  | 5 |  | More than 10 years **** Go to Q8 |
|  | 6 |  | I am no longer in contact with NHS mental health services **** Go to Q8 |
|  | 7 |  | Don’t know / can’t remember  ****  Go to Q8 |

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| Accessing care and treatment |  |

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| Your first appointment could have been in person, via video call or by telephone. |

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| **3** |  | How long did you wait between your assessment with the NHS mental health team and your first appointment for treatment? | | |
|  | 1 |  | Less than 2 weeks |  |
|  | 2 |  | 2 to 3 weeks |  |
|  | 3 |  | 1 to 2 months |  |
|  | 4 |  | 3 to 6 months |  |
|  | 5 |  | More than 6 months |  |
|  | 6 |  | Don’t know / can’t remember |  |
|  | | | | |
| **4** |  | How did you feel about the length of time you waited between your assessment with the NHS mental health team and your first appointment for treatment? | | |
|  | 1 |  | The waiting time was appropriate |  |
|  | 2 |  | The waiting time was too long |  |
|  | 3 |  | The waiting time was too short |  |
|  | 4 |  | I did not have to wait |  |
|  | 5 |  | Don’t know / can’t remember |  |

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| |  |  |  |  | | --- | --- | --- | --- | | **5** |  | While waiting, between your assessment with the NHS mental health team and your first appointment for treatment, did you experience any changes in your mental health? | | |  | 1 |  | Yes, my mental health improved | |  | 2 |  | Yes, my mental health got worse | |  | 3 |  | No, my mental health stayed the same | |  | 4 |  | Don’t know / can’t remember | |  |  |  |  | | | | | | | | |
| 6 |  | | While waiting, between your assessment with the NHS mental health team and your first appointment for treatment, were you offered support with your mental health? | | | | |
|  | 1 | |  | | Yes ****  Go to Q7 | | |
|  | 2 | |  | | No ****  Go to Q8 | | |
|  | 3 | |  | | Don’t know / can’t remember  ****  Go to Q8 | | |
| 7 |  | | Was the support offered appropriate for your mental health needs? | | | |
|  | 1 | |  | | Yes, completely | |
|  | 2 | |  | | Yes, to some extent | |
|  | 3 | |  | | No | |
|  | 4 | |  | | I did not need any support | |
|  | 5 | |  | | Don’t know / can’t remember | |
|  | | | | | | |
| |  |  | | --- | --- | | YOUR MENTAL HEALTH TEAM |  |  |  |  | | --- | --- | | Thinking about the last 12 months, when you have seen someone from NHS mental health services for your mental health needs… |  | | | | | | | |
| **8** | |  | | Were you given enough time to discuss your needs and treatment? | | |
|  | | 1 | |  | | Yes, definitely |
|  | | 2 | |  | | Yes, to some extent |
|  | | 3 | |  | | No |
|  | | 4 | |  | | Don’t know / can’t remember |
|  | | | | | | |
| **9** | |  | | Did you get the help you needed? | | |
|  | | 1 | |  | | Yes, definitely |
|  | | 2 | |  | | Yes, to some extent |
|  | | 3 | |  | | No |
|  | | 4 | |  | | Don’t know / can’t remember |

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| **10** |  | Did your NHS mental health team consider how areas of your life impact your mental health? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |
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| **11** |  | Did you have to repeat your mental health history to your NHS mental health team? | | |
|  | 1 |  | Yes, often |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| **12** |  | Did your NHS mental health team treat you with care and compassion? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |
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| YOUR CARE | | | | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | 13 |  | Do you have a care plan?  This is a plan for any care and treatment you may receive. | | | |  | 1 |  | Yes | |  | 2 |  | No | |  | 3 |  | Don’t know | |  | |  |  |  | | --- | --- | --- | | 4 |  | No, but I wanted to be | |  | Can’t remember | | | | | |
| **14** |  | Have you and your NHS mental health team decided together what care and treatment you will receive? | | |
|  | 1 |  | Yes, definitely | |
|  | 2 |  | Yes, to some extent | |
|  | 3 |  | No | |
|  | 4 |  | Don’t know / can’t remember | |
| **15** |  | How has your care and treatment been delivered?  Please cross ✗ in ALL the boxes that apply to you. | | |
|  | 1 |  | In person | |
|  | 2 |  | By video call | |
|  | 3 |  | By telephone | |
|  | 4 |  | Online course(s) | |
|  | 5 |  | Digital apps | |
|  |  |  |  | |
| **16** |  | In the last 12 months, have you had a care review meeting with your NHS mental health team to discuss how your care is working? | | |
|  | 1 |  | Yes | |
|  | 2 |  | No | |
|  | 3 |  | Don’t know / can’t remember | |
| **17** |  | Has your NHS mental health team supported you to make decisions about your care and treatment?  Support includes sharing information on risks and benefits of your care and treatment. | | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| **18** |  | Do you feel in control of your care? | | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | No, I do not want to be in control of my care |
|  | 5 |  | My care has now ended |
|  | 6 |  | Don’t know / not sure |

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| YOUR TREATMENT |

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| 19 |  | In the last 12 months, have you been receiving any medication for your mental health needs? | |
|  | 1 |  | Yes ****Go to Q20 |  | |
|  | 2 |  | No ****Go to Q23 |  | |
| 20 |  | Who prescribed medication for your mental health needs? | |
|  | 1 |  | GP |
|  | 2 |  | NHS Mental Health Team |
|  | 3 |  | Both |
|  | 4 |  | Don’t know |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 21 |  |  | Have any of the following been discussed with you about your medication? | | | | |  | | |  |  |  | | Yes, definitely | Yes,  to some extent | No | Don’t  know | | Don’t  know | | |  | Purpose of medication | | | 1 | 2 | 3 | 4 |  | | |  | Benefits of medication | | | 1 | 2 | 3 | 4 |  | | |  | Side effects of medication | | | 1 | 2 | 3 | 4 |  | | |  | |  |  |  | | --- | --- | --- | |  |  | No, but I wanted to be | | What will happen if I stop taking my medication | | 1 | 2 | 3 | 4 |  | | | | | | |  | |
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| **22** |  | In the last 12 months, has your NHS mental health team asked you how you are getting on with your medication? | | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | I have been receiving medication for less than 12 months |
|  | 4 |  | Don’t know / not sure |

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| Talking therapies (these can include Cognitive Behavioural Therapy) includes any NHS treatment for your mental health that involves working with a trained therapist (or counsellor, or clinician). |
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| 23 |  | In the last 12 months, have you received any NHS talking therapies for your mental health needs? | | |
|  | 1 |  | Yes **** Go to Q24 | |  |
|  | 2 |  | No, but I would have liked this  **** Go to Q26 | |  |
|  | 3 |  | No, but I did not want this **** Go to Q26 | |  |
|  | 4 |  | This was not appropriate  **** Go to Q26 | |  |
|  | 5 |  | Don’t know / can’t remember  **** Go to Q26 | |  |
|  |  |  |  | |  |
| 24 |  | How do you feel about the length of time you waited between your assessment with the NHS mental health team and your first talking therapies appointment? | | |
|  | 1 |  | The waiting time was appropriate |
|  | 2 |  | The waiting time was too long |
|  | 3 |  | The waiting time was too short |
|  | 4 |  | I did not have to wait |
|  | |  |  |  | | --- | --- | --- | | 5 |  | No, but I wanted to be | |  | Don’t know / can’t remember |

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| 27 |  | In the last 12 months, have you contacted this person or team? | |
|  | 1 |  | Yes ****Go to Q28 |
|  | 2 |  | No ****Go to Q31 |
|  | 3 |  | I could not contact them |
|  |  |  | ****Go to Q31 |
|  | |  |  |  | | --- | --- | --- | | 4 |  | No, but I wanted to be | |  | Don’t know / can’t remember |
|  |  |  | ****Go to Q31 |

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| 25 |  | Thinking about the last time you received NHS talking therapies, did you have enough privacy to talk comfortably? | | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | |  |  |  | | --- | --- | --- | | 4 |  | No, but I wanted to be | |  | Don’t know / can’t remember |

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| CRISIS CARE |
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| A crisis is if you need urgent help because your mental or emotional state is getting worse very quickly. You may have been given a number to contact, such as a ‘Crisis Helpline’ or a ‘Crisis Resolution Team’. |

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| 26 |  | Would you know who to contact out of office hours within the NHS if you had a crisis?  This should be a person or a team within NHS mental health services. | |  |
|  | 1 |  | Yes ****Go to Q27 |  |
|  | 2 |  | No ****Go to Q31 |  |
|  | 3 |  | Not sure ****Go to Q31 |  |
| 28 |  | Thinking about the last time you contacted this person or team, did you get the help you needed? | |  |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No |  |
|  | 4 |  | Don’t know / can’t remember |  |
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| 29 |  | Thinking about the last time you contacted this person or team, how do you feel about the length of time it took you to get through to them? | | |
|  | 1 |  | I got through straight away |  |
|  | 2 |  | I had to wait, but not for too long |  |
|  | 3 |  | I had to wait too long |  |
|  | 4 |  | Don’t know / can’t remember |  |
| 30 |  | Did the NHS mental health team give your family or carer support whilst you were in crisis? | | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | My family / carer did not want support |
|  | 5 |  | Don’t know / can’t remember |
|  | 6 |  | Not applicable |
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| SUPPORT AND WELLBEING |
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| 31 |  | In the last 12 months, has your NHS mental health team supported you with your physical health needs (this might be an injury, a disability, or a condition such as diabetes, epilepsy, etc)? | |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No, but I would have liked support |  |
|  | 4 |  | I have support and did not need this |  |
|  | 5 |  | I do not need support for this |  |
|  | 6 |  | I do not have physical health needs |  |
| |  | | --- | |  | | The following question asks if your NHS mental health team helped you **find** support in these areas. This could be through providing  posters, flyers, and leaflets. | |  | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | 32 |  | In the last 12 months, did your NHS mental health team give you any help or advice with finding support for… | | | | | |  |  | | Yes, definitely | Yes, to some extent | No | I do not need support | |  | Joining a group or taking part in an activity (e.g. art, sport etc) | | 1 | 2 | 3 | 4 | |  | Finding or keeping work | | 1 | 2 | 3 | 4 | |  | Financial advice or benefits | | 1 | 2 | 3 | 4 | |  | Cost of living | | 1 | 2 | 3 | 4 | | | | | |

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| --- | --- | --- | --- | --- |
| 33 |  | Have NHS mental health services involved a member of your family or someone else close to you as much as you would like? | | |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No, not as much as I would like |  |
|  | 4 |  | No, they have involved them too much |  |
|  | 5 |  | Not applicable |  |

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| The following four questions ask about the support or assistance your NHS mental health team may have given to help you access your care and treatment.  This could include support accessing the building (such as provision of lifts, ramps, signage), language support (translation, interpreters), format of materials (easy read, braille, large print) and support accessing online appointments. |
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| --- | --- | --- | --- | --- |
| 34 |  | Has your NHS mental health team asked if you need support to access your care and treatment? | | |
|  | 1 |  | Yes |  |
|  | 2 |  | No |  |
|  | 3 |  | Don’t know / can’t remember |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 35 |  | Do you need support to access your care and treatment? | |
|  | 1 |  | Yes ****Go to Q36 |  |
|  | 2 |  | No ****Go to Q38 |  |
|  | 3 |  | Don’t know / can’t remember  ****Go to Q38 |  |

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| 36 |  | What support do you need to access your care and treatment?  Please cross ✗ in ALL the boxes that apply to you. | |
|  | 1 |  | Physical support (e.g. lifts, wide doors, ramps, signage) |
|  | 2 |  | Language support (e.g. translated materials, translator, interpreter) |
|  | 3 |  | Format of materials (e.g. easy read, braille, large print) |
|  | 4 |  | Accessing online appointments (e.g. how to attend online appointment, resolving technical issues) |
|  | 5 |  | Other, **please specify** |
|  |  |  |  |
| 37 |  | Do you feel the support provided meets your needs? | |
|  | 1 |  | Yes, completely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | I did not receive any support |
|  | 5 |  | Don’t know / can’t remember |

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| OVERALL |
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| 38 |  | Overall, in the last 12 months, how was your experience of using the NHS mental health services?  Please give your answer on a scale of 0 to 10, where 0 means you had a very poor experience and 10 means you had a very good experience. | |
|  | 1 |  | 0 – I had a very poor experience | |
|  | 2 |  | 1 | |
|  | 3 |  | 2 | |
|  | 4 |  | 3 | |
|  | 5 |  | 4 | |
|  | 6 |  | 5 | |
|  | 7 |  | 6 | |
|  | 8 |  | 7 | |
|  | 9 |  | 8 | |
|  | 10 |  | 9 | |
|  | 11 |  | 10 – I had a very good experience | |
|  | | | |
| 39 |  | Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? | |
|  | 1 |  | Yes, always | |
|  | 2 |  | Yes, sometimes | |
|  | 3 |  | No | |
|  | | | |
| 40 |  | Aside from this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care? | |
|  | 1 |  | Yes | |
|  | 2 |  | No | |
|  | 3 |  | Not sure | |

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| ABOUT YOU |

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| This information will not be used to identify you. Your answers will help us find out whether different people are having different experiences of NHS services.  All the questions should be answered from the point of view of the person named on the letter. |
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| 41 |  | Who was the main person or people that filled in this questionnaire? | |
|  | 1 |  | The person named on the front of the envelope |
|  | 2 |  | A friend or relative of the person named on the front of the envelope |
|  | 3 |  | Both the person named on the envelope and a friend / relative |
|  | 4 |  | The person named on the envelope with the help of a health professional |

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| 42 |  | Do you have any of the following physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more? | | |
|  |  | **Please cross ✗ in ALL the boxes that apply to you.** | | |
|  | 1 |  | Autism or autism spectrum condition | |
|  | 2 |  | Breathing problem, such as asthma | |
|  | 3 |  | Blindness or partial sight | |
|  | 4 |  | Cancer in the last 5 years | |
|  | 5 |  | Dementia or Alzheimer’s disease | |
|  | 6 |  | Deafness or hearing loss | |
|  | 7 |  | Diabetes | |
|  | 8 |  | Heart problem, such as angina | |
|  | 9 |  | Joint problem, such as arthritis | |
|  | 10 |  | Kidney or liver disease | |
|  | 11 |  | Learning disability | |
|  | 12 |  | Mental health condition |  |
|  | 13 |  | Neurological condition | |
|  | 14 |  | Physical Mobility | |
|  | 15 |  | Stroke (which affects your day-to-day  life) | |
|  | 16 |  | Another long-term condition | |
|  | 17 |  | I do not have any long-term conditions | |
|  |  |  | ****Go to Q44 | |
|  | 18 |  | I would prefer not to say ****Go to Q44 | |

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| 43 |  | Do any of these conditions reduce your ability to carry out day-to-day activities? | | |
|  | 1 |  | Yes, a lot |  |
|  | 2 |  | Yes, a little |  |
|  | 3 |  | No, not at all |  |

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| 44 |  | What was your year of birth?  Please write in e.g.   |  |  |  |  | | --- | --- | --- | --- | | 1 | 9 | 6 | 4 | | | | |
|  |  |  |  |  |
| The following two questions ask about your sex and gender. Your answers will help us understand whether experiences vary between different groups. Your answers will be kept confidential and not linked to your medical records. | | | | | |
|  | | | | | |
| 45 |  | At birth were you registered as… | | | |
|  | 1 |  | Male | | |
|  | 2 |  | Female | | |
|  | 3 |  | Intersex | | |
|  | 4 |  | I would prefer not to say | | |

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| 46 |  | Is your gender the same as the sex you were registered as at birth? | |
|  | 1 |  | Yes |
|  | 2 |  | No, **please write your gender below** |
|  |  |  |  |
|  | 3 |  | I would prefer not to say |

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| 47 |  | | What is your religion? | | | |
|  | 1 | |  | | No religion | |
|  | 2 | |  | | Buddhist | |
|  | 3 | |  | | Christian (including Church of England, Catholic, Protestant, and other Christian denominations) | |
|  | 4 | |  | | Hindu | |
|  | 5 | |  | | Jewish | |
|  | 6 | |  | | Muslim | |
|  | 7 | |  | | Sikh | |
|  | 8 | |  | | Other | |
|  | 9 | |  | | I would prefer not to say | |
|  |  | |  | |  | |
| 48 | |  | | Which of the following best describes your sexual orientation? | | |
|  | | 1 | |  | | Heterosexual / Straight |
|  | | 2 | |  | | Gay / Lesbian |
|  | | 3 | |  | | Bisexual |
|  | | 4 | |  | | Other |
|  | | 5 | |  | | I would prefer not to say |
|  | |  | |  | |  |

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| **49** | |  |  | **What is your ethnic group?**  **Please cross ONE box only.** | | | | |
|  | **a. WHITE** | | | | |  |  | |
|  | |  | 1 |  | English / Welsh / Scottish / Northern Irish / British | | | |
|  | |  | 2 |  | Irish | | | |
|  | |  | 3 |  | Gypsy or Irish Traveller | | | |
|  | |  | 4 |  | Roma | | | |
|  | |  | 5 |  | Any other White background, **please write in** | | | |
|  | |  |  |  |  | | |  |
|  | **b. MIXED / MULTIPLE ETHNIC GROUPS** | | | | | | | |
|  | |  | 6 |  | White and Black Caribbean | | | |
|  | |  | 7 |  | White and Black African | | | |
|  | |  | 8 |  | White and Asian | | | |
|  | |  | 9 |  | Any other Mixed / multiple ethnic background, **please write in** | | | |
|  | |  |  |  |  | | |  |
|  | **c. ASIAN / ASIAN BRITISH** | | | | | | | |
|  | |  | 10 |  | Indian | | |  |
|  | |  | 11 |  | Pakistani | | |  |
|  | |  | 12 |  | Bangladeshi | | |  |
|  | |  | 13 |  | Chinese | | |  |
|  | |  | 14 |  | Any other Asian background, **please write in** | | | |
|  | |  |  |  |  | | |  |
|  | **d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH** | | | | | | | |
|  | |  | 15 |  | African | | |  |
|  | |  | 16 |  | Caribbean | | |  |
|  | |  | 17 |  | Any other Black / African / Caribbean background, **please write in** | | | |
|  | |  |  |  |  | | |  |
|  | **e. OTHER ETHNIC GROUP** | | | | | | |  |
|  | |  | 18 |  | Arab | | |  |
|  | |  | 19 |  | Any other ethnic group, **please write in** | | | |
|  | |  |  |  |  | | | |

|  |
| --- |
| other comments |

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| If there is anything else you would like to tell us about your experiences of mental health care in the last 12 months, please do so here.  Please note that the comments you provide will be looked at in full by the NHS Trust, CQC, NHS England and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback. Your contact details will only be passed back to the NHS Trust if your comments in this section raise concerns for your own or others’ safety and wellbeing. |
| **THANK YOU VERY MUCH FOR YOUR HELP.**  Please check that you answered all the questions that apply to you.  Was there anything particularly good about your care?  **Was there anything that could be improved?**  **Any other comments?** |

Please post this questionnaire back in the **FREEPOST** envelope provided. No stamp is needed. If you have concerns about the care you or others have received, please contact Care Quality Commission (CQC) on **03000 61 61 61.**