**[Charity logo]**

**What was your experience of mental health care?**

**2023 Community Mental Health Survey**

At [INSERT NAME], we believe fundamentally that everyone should have access to high quality mental health care. Therefore, we are excited to announce that, in August, the NHS is launching a major survey on people’s experiences of using mental health services. If you used services in April or May 2023, you could be invited to take part and give your feedback on the quality of support you received.

Last year, almost 15,000 adults aged 18 and over used the survey to tell the NHS about ongoing issues with accessing services and support; poor experiences of crisis care; and improvements needed in communication. Trusts have since gone on to use this information to make improvements to local services.

This year, the NHS wants your views on a wide range of issues, including:

* your experiences of waiting for care
* your mental health team
* involvement in your care
* your experiences of crisis care
* how you were supported

This year, for the first time, the survey will be inviting people aged 16 and over to share their experiences of care. This will help the NHS to understand how well young people’s care is transitioned as they move into adult services.

The survey can be completed online or as a paper questionnaire. The survey is confidential and carried out by the Care Quality Commission and a dedicated Survey Coordination Centre at Picker, on behalf of NHS England. **The responses are not shared with staff, so participation will not affect your care or treatment.**

This year the results will be published in the spring of 2024 and will be used to assess Community Mental Health Trusts in England. Mental health charities and organisations can use results to identify key priorities, both locally and nationally, to ensure all service improvements are people-driven and to campaign for better services.

If you are invited to take part, whether your contact was regular or minimal, know every voice is valued and vital in delivering the best care and services to you and our communities.

If you have any questions on the Community Mental Health Survey, please contact Picker on [mentalhealth@surveycoordination.com](mailto:mentalhealth@surveycoordination.com)

For more information about the survey, please visit <http://www.cqc.org.uk/cmhsurvey>