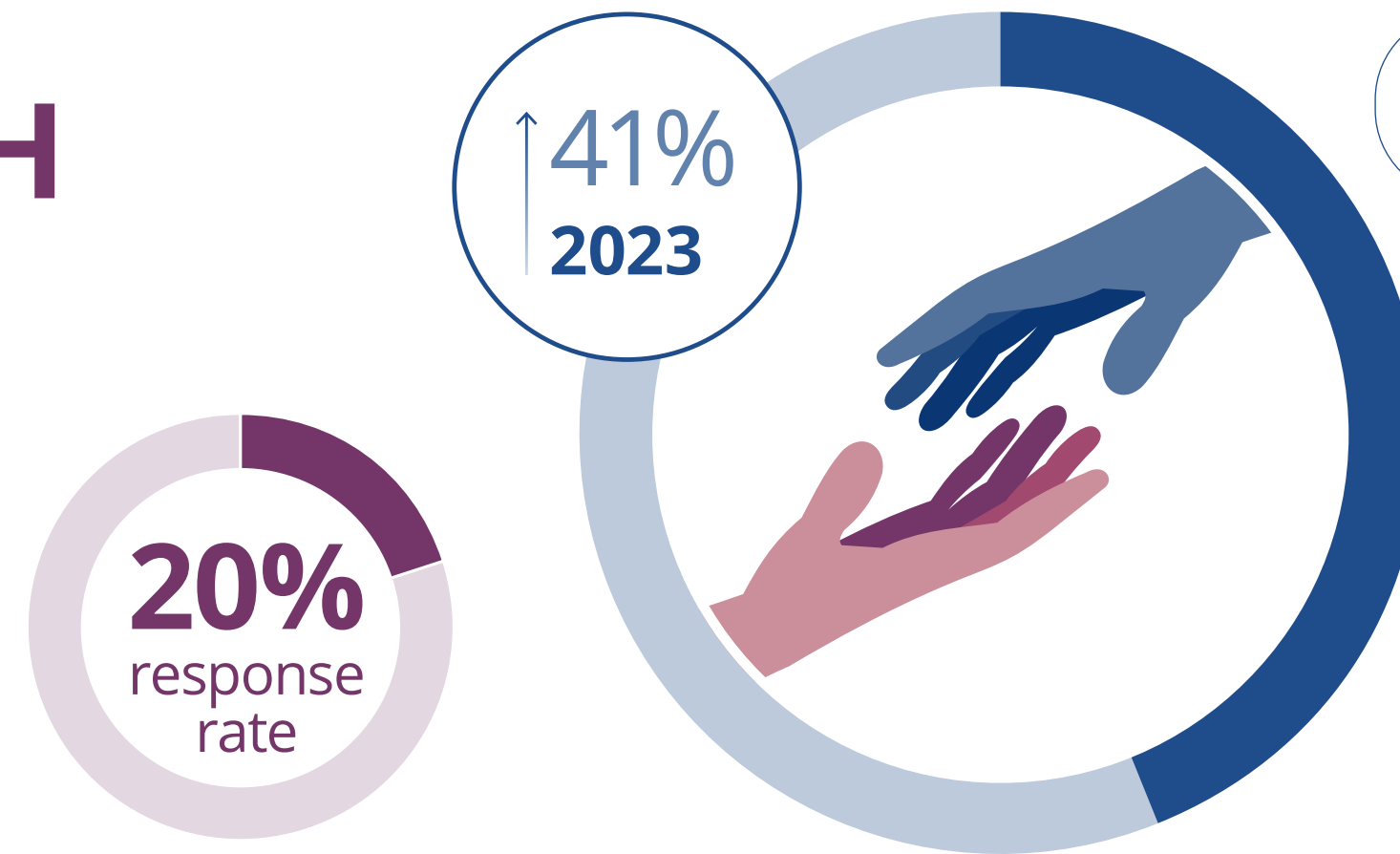


COMMUNITY MENTAL HEALTH SURVEY 2024

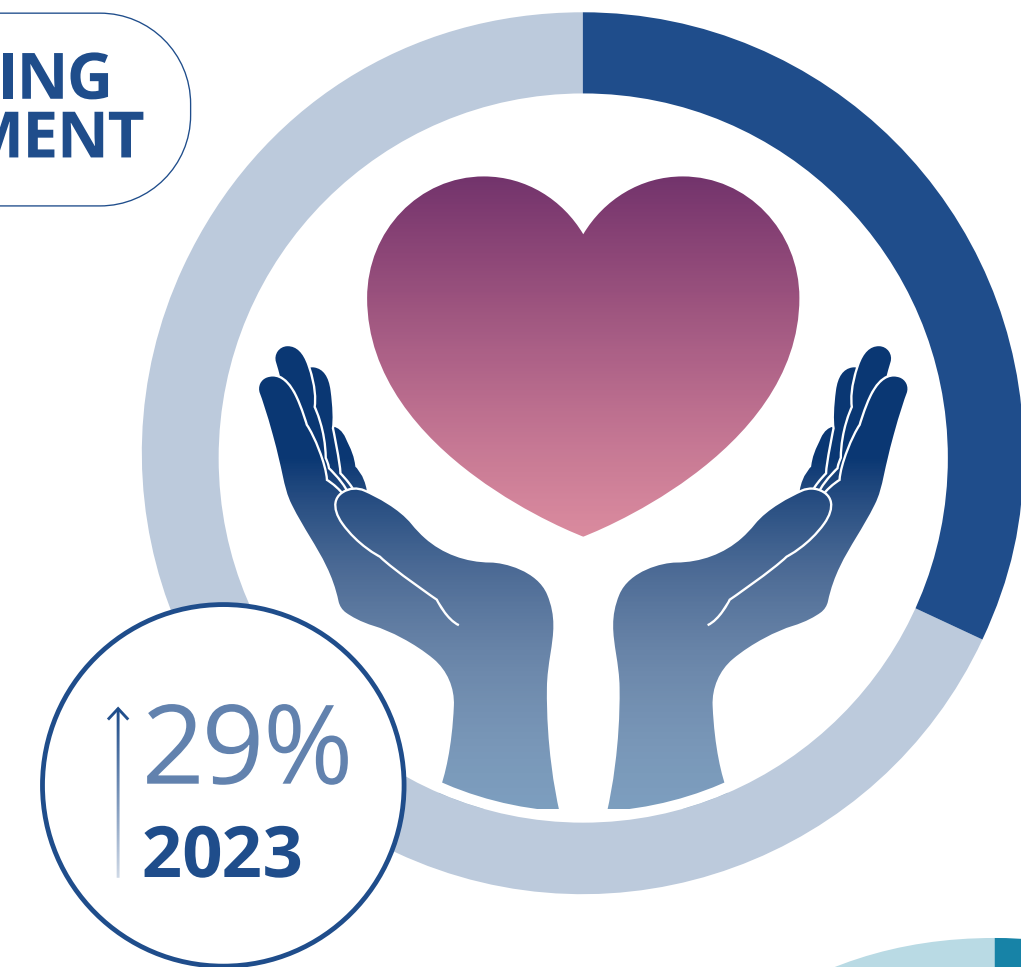
The 2024 survey collected the views of over 14,600 users of community mental health services. Feedback came from a sample of service users who were seen by someone face-to-face at the trust, via video-conference or via telephone call between 1st April and 31st May 2024.



SUPPORT ACCESSING CARE AND TREATMENT

44%

said they were asked if they needed support to access their care and treatment.



32%

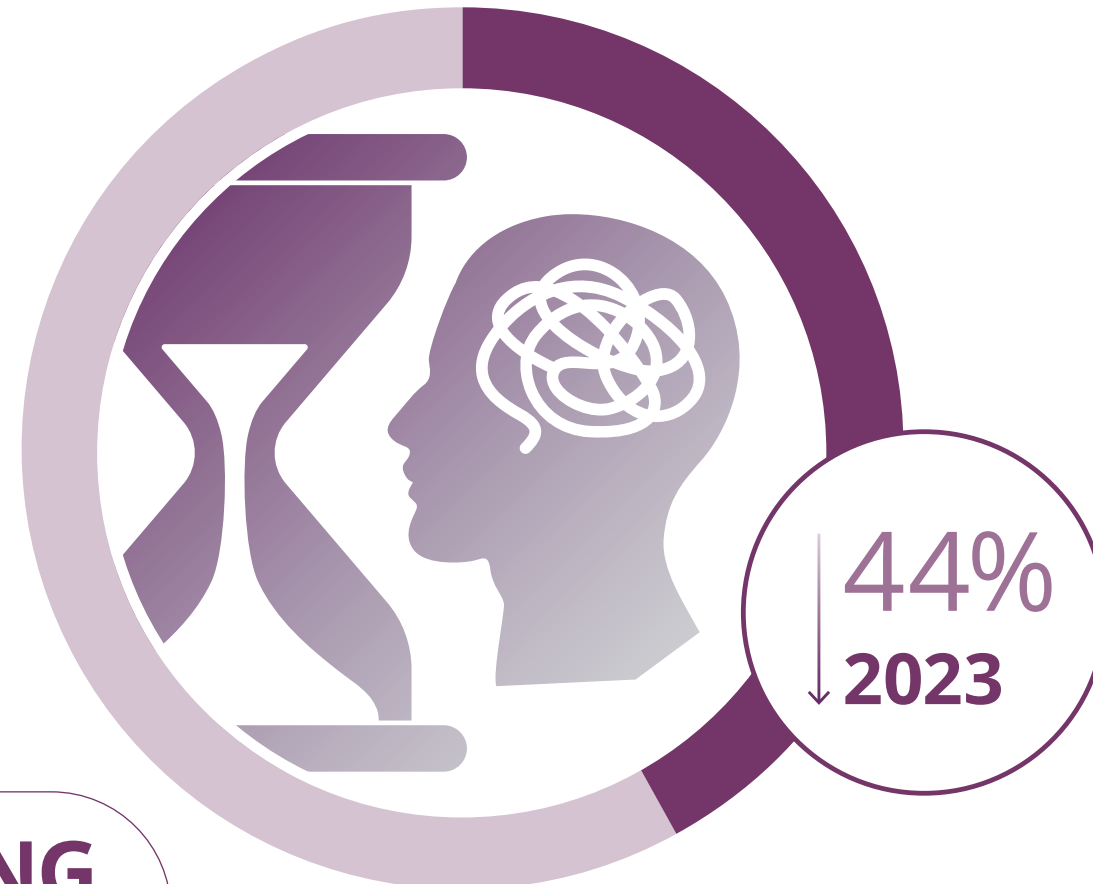
who needed support to access their care and treatment said the support they got completely met their needs.



WAITING TIMES

40%

felt they waited too long between their assessment and their first appointment for treatment.



42%

said their mental health got worse while they waited for treatment.



BEING LISTENED TO AND TREATED WITH CARE

52%

said that staff 'always' listened to what they had to say.



65%

said that staff 'always' treated them with care and compassion.