**[Charity logo]**

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

**2025 Community Mental Health Survey**

At [INSERT NAME], we fundamentally believe 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 2025, 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 16 and older used the survey to tell the NHS about ongoing issues with crisis care support, information about medication and support for wider needs. Trusts have since gone on to use this information to make improvements to their services.

This year, your mental health team wants your views on a wide range of issues, including:

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

The survey can be completed as a paper questionnaire, or online by using the log in details provided or by scanning the QR code.

The survey is confidential and carried out by the Care Quality Commission and a dedicated Survey Coordination Centre at Picker. **Your responses are not shared with our staff, so they will not see your answers.** Participation in the survey will not affect your care or treatment. The NHS Community Mental Health Survey has Section 251 (NHS Act 2006) approval to process contact details.

This year the results will be published in the spring of 2026 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>