NHS Community Mental Health Service User Questionnaire
Scored questionnaire

Your experience matters, please tell us what your care is really like

This survey is about your experience of the health and social care you receive through NHS mental health services. We would like to hear from you, even if your contact has only been limited or has now finished.

What you tell us is confidential and taking part is voluntary.

WHAT TO DO

Put a cross ☑ clearly inside one box using a black or blue pen.

If you make a mistake, just fill in the box completely ■ and put a cross ☑ 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.

Please remember not to write your name or address anywhere on the questionnaire.

When you have filled in as much as you can, please return it in the Freepost envelope provided. Thank you.

NEED MORE HELP?

For help completing this questionnaire, please call the survey helpline on <insert helpline number> or, if you would prefer, email <insert email address>.

If you have concerns about the care you or others have received please contact the Care Quality Commission (CQC) on 03000 61 61 61.
YOUR CARE AND TREATMENT

Please do not include contact with your GP.

1. When was the last time you saw someone from NHS mental health services? (This includes contact in person, via video call and telephone).
   - In the last 12 months
   - More than 12 months ago
   - Don’t know / can’t remember

2. Overall, how long have you been in contact with NHS mental health services?
   - Less than 1 year
   - 1 to 5 years
   - 6 to 10 years
   - More than 10 years
   - Don’t know / can’t remember

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs? (This includes contact in person, via video call and telephone).
   - Yes, definitely
   - Yes, to some extent
   - No
   - It is too often
   - Don’t know / can’t remember

4. In the last 12 months, were care and services available when you needed them?
   - Yes, always
   - Yes, sometimes
   - No
   - Service(s) were available, but not the service I needed
   - Don’t know / can’t remember

5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?
   - Yes, definitely
   - Yes, to some extent
   - No
   - My care and treatment did not change
   - I did not receive care and treatment before the pandemic
   - Don’t know / can’t remember

6. Do you feel changes in your care and treatment due to the coronavirus pandemic affected your mental health?
   - Yes, my mental health improved
   - Yes, my mental health got worse
   - No, the changes did not affect my mental health
   - Don’t know / not sure

7. Were you given enough time to discuss your needs and treatment?
   - Yes, definitely
   - Yes, to some extent
   - No
   - Don’t know / can’t remember

8. Did the person or people you saw understand how your mental health needs affect other areas of your life? (This includes contact in person, via video call and telephone).
   - Yes, definitely
   - Yes, to some extent
   - No
   - Don’t know / can’t remember

9. Did the person or people you saw appear to be aware of your treatment history? (This includes contact in person, via video call and telephone).
   - Yes, completely
   - Yes, to some extent
   - No
   - Don’t know / can’t remember

10. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional").
    - Yes, definitely
    - Yes, to some extent
    - No
    - Don’t know / can’t remember

11. Is the main person in charge of organising your care and services...
    - A GP
    - Another type of NHS health or social care worker (e.g. community psychiatric nurse, psychotherapist, mental health support worker etc)
    - Don’t know / not sure

12. Do you know how to contact this person if you have a concern about your care?
    - Yes, definitely
    - Yes, to some extent
    - No
    - Don’t know / can’t remember

13. How well does this person organise the care and services you need?
    - Very well
    - Quite well
    - Not very well
    - Not at all well

14. Have you agreed with someone from NHS mental health services what care you will receive?
    - Yes, definitely
    - Yes, to some extent
    - No

15. Were you involved as much as you wanted to be in agreeing what care you will receive?
    - Yes, definitely
    - Yes, to some extent
    - No, but I wanted to be
    - No, but I did not want to be
    - Don’t know / can’t remember

16. Does this agreement on what care you will receive take into account your needs in other areas of your life?
    - Yes, definitely
    - Yes, to some extent
    - No
    - Don’t know / can’t remember

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PLANNING YOUR CARE

Please do not include contact with your GP.

10. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional").
    - Yes, definitely
    - Yes, to some extent
    - No
    - Don’t know / can’t remember

11. Is the main person in charge of organising your care and services...
    - A GP
    - Another type of NHS health or social care worker (e.g. community psychiatric nurse, psychotherapist, mental health support worker etc)
    - Don’t know / not sure

Organising your care and services? (This includes contact in person, via video call and telephone).

- Yes, definitely
- Yes, to some extent
- No
- Don’t know / can’t remember

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YOUR HEALTH AND SOCIAL CARE WORKERS

Thinking about the most recent time you saw someone from NHS mental health services for your mental health needs...

This does not include your GP.

- I am no longer in contact with NHS mental health services
- Don’t know / can’t remember

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REVIEWING YOUR CARE

Please do not include contact with your GP.

17. In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working?

- Yes, definitely
- Yes, to some extent
- No
- I could not contact them
- I have not tried contacting them
- Don't know / can't remember

18. Did you feel that decisions were made together by you and the person you saw during this discussion? (This includes contact in person, via video call and telephone).

- Yes, definitely
- Yes, to some extent
- No
- I did not want to be involved in making decisions
- Don't know / can't remember

CRISIS CARE

Please do not include contact with your GP.

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’.

19. 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.

- Yes
- No
- Not sure

MEDICINES

Please do not include medicines prescribed only by your GP.

20. Thinking about the last time you tried to contact this person or team, did you get the help you needed?

- Yes, definitely
- Yes, to some extent
- No
- I could not contact them
- I have not tried contacting them
- Don't know / can't remember

21. In the last 12 months, have you been receiving any medicines for your mental health needs?

- Yes
- No

22. Has the purpose of your medicines ever been discussed with you?

- Yes, definitely
- Yes, to some extent
- No
- I could not contact them
- I have not tried contacting them
- Don't know / can't remember

23. Have the possible side effects of your medicines ever been discussed with you?

- Yes, definitely
- Yes, to some extent
- No
- I could not contact them
- I have not tried contacting them
- Don't know / can't remember

24. Do you feel your medicines have helped your mental health?

- Yes, definitely
- Yes, to some extent
- No
- I could not contact them
- I have not tried contacting them
- Don't know / can't remember

25. Have you been receiving any medicines for your mental health needs for 12 months or longer?

- Yes
- No
- Not sure

26. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines? (That is, have your medicines been reviewed?).

- Yes
- No
- Don't know / can't remember

NHS TALKING THERAPIES

Talking therapies include any NHS treatment for your mental health that involves working with a trained therapist and do not involve medicines.

27. In the last 12 months, have you received any NHS talking therapies for your mental health needs that do not involve medicines?

- Yes
- No

28. Were these NHS talking therapies explained to you in a way you could understand?

- Yes, completely
- Yes, to some extent
- No
- No explanation was needed

SUPPORT AND WELLBEING

Please do not include help from your GP.

29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?

- Yes, definitely
- Yes, to some extent
- No, but I wanted to be
- No, but I did not want to be
- Don't know / can't remember

30. Do you feel your NHS talking therapies have helped your mental health?

- Yes
- No
- Don't know / can't remember

31. Overall, how did you feel about the length of time you waited before receiving NHS talking therapies?

- The waiting time was appropriate
- The waiting time was too long
- The waiting time was too short
- I did not have to wait for NHS talking therapies

32. In the last 12 months, did NHS mental health services support you with your physical health needs (this might be an injury, a disability, or a condition such as diabetes, epilepsy, etc.)?

- Yes, definitely
- Yes, to some extent
- No, but I would have liked support
- I have support and did not need NHS mental health services to provide it
- I do not need support for this
- I do not have physical health needs
If support was provided by a non-NHS organisation, we are interested to know if NHS mental health services helped you to find this support. This may be through posters, flyers and leaflets.

33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?

1. Yes, definitely 10
2. Yes, to some extent 5
3. No, but I would have liked help or advice with finding support 0
4. I have support and did not need help/advice to find it --
5. I do not need support for this --

34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?

1. Yes, definitely 10
2. Yes, to some extent 5
3. No, but I would have liked help or advice with finding support 0
4. I have support and did not need help/advice to find it --
5. I do not need support for this --
6. I am not currently in or seeking work --

35. 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 10
2. Yes, to some extent 5
3. No, not as much as I would like 0
4. No, they have involved them too much --
5. My friends or family did not want to be involved --
6. I did not want my friends or family to be involved --
7. This does not apply to me --

36. Overall... (Please circle a number)

I had a very poor experience I had a very good experience
0 1 2 3 4 5 6 7 8 9 10

Q36 scored as 0=0, 1=1, 2=2 etc.

37. 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 10
2. Yes, sometimes 5
3. No 0

38. Aside from in 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 10
2. No 0
3. Not sure --

39. Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

Include problems related to old age.

1. Yes, definitely
2. Yes, to some extent
3. No, but I would have liked help or advice with finding support
4. I have support and did not need help/advice to find it
5. I do not need support for this
6. I am not currently in or seeking work
7. Yes
8. No
9. Not sure

40. Do you have any of the following?

Select ALL conditions you have that have lasted or are expected to last for 12 months or more.
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. Stroke (that affects your day-to-day life)
15. Another long-term condition

41. Do any of these reduce your ability to carry out day-to-day activities?

1. Yes, a lot
2. Yes, a little
3. No, not at all

42. Who was the main person or people that filled in this questionnaire?

1. The person named on the front of the envelope (the service user / client)
2. A friend or relative of the service user / client
3. Both service user / client and friend / relative together
4. The service user / client with the help of a health professional

43. What was your year of birth? (Please write in)

44. At birth were you registered as...

1. Male
2. Female
3. Intersex
4. I would prefer not to say

45. Is your gender the same as the sex you were registered as at birth?

1. Yes
2. No
3. I would prefer not to say

46. 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

47. Which of the following best describes how you think of yourself?

1. Heterosexual / Straight
2. Gay / Lesbian
3. Bisexual
4. Other
5. I would prefer not to say

The following two questions ask about your sex and gender. Your answers will help us understand whether experiences vary between different groups of the population. Your answers will be kept confidential and not linked to your medical records.

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3. Bisexual
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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 and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback. Your 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.

Is there anything particularly good about your care?

Is there anything that could be improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.