

## Facilitator Brief

### Supporting Service User Feedback on Adult Mental Health Inpatient Services

#### Background

Health and care partners across Shropshire, Telford and Wrekin are working together to improve adult mental health inpatient services as part of a new strategy for 2024–2027.

This work is being led by NHS Shropshire, Telford and Wrekin in partnership with Midlands Partnership University NHS Foundation Trust (MPFT) and other health, social care, and voluntary sector organisations. The aim is to:

- Provide earlier support and intervention
- Reduce avoidable hospital admissions
- Improve the quality of inpatient care when it is needed
- Ensure care is safe and effective
- Keep residents close to home and connected to support.

To help shape these improvements, we are launching an engagement process to gather insight from those who have experienced inpatient mental health care — especially those about to be discharged.

Your support is essential to help ensure people leaving the ward have their voices heard. Their feedback will directly inform how services are developed and delivered in the future.

#### The Ask

As someone working closely with patients on inpatient wards, we are asking for your help to:

- Let service users know about the opportunity to provide feedback
- Support them in completing the survey before or shortly after discharge
- Facilitate brief conversations to capture key reflections — what went well, what was difficult, and what could be improved

You know your patients best. You can use your professional judgement to adapt this approach in ways that are appropriate, respectful, and empowering.

#### Purpose of the Discussion

We want to understand:

- What people found helpful or positive about their time in inpatient care
- What they found challenging or unhelpful
- What changes they would like to see in the future

This feedback will play a central role in shaping inpatient mental health services across the local area.

## Facilitator Guidance

### Before the Discussion

#### 1. Familiarise Yourself:

- Review the survey questions in advance
- Understand the data protection requirements and the demographic information to be recorded (optional but encouraged).
- Note that participation is **voluntary** and **anonymous**.

#### 2. Prepare the Environment:

- Choose a calm, private space if possible
- Allow time for patients to reflect and share openly
- Let them know they can stop or skip questions at any time

#### 3. Be Mindful of Support Needs:

- Some topics may be sensitive. Have reassurance and support options available if needed
- Know how to respond if a safeguarding concern arises

### During the Discussion:

#### 1. Introduce the Purpose:

- Explain the aim: to help improve mental health inpatient services
- Reassure the patient their views are important and will be used to shape change
- Confirm they're happy to take part and remind them it's optional

#### 2. Support Completion of the Survey:

- Assist with reading questions aloud if helpful
- Encourage them to use their own words in free-text responses
- Offer to complete the survey on their behalf (with their answers), if preferred

#### 3. Encourage Reflections On:

- The quality of care they received
- Whether they felt safe, respected, and supported
- Access to support and planning for discharge and recovery
- Suggestions for making the inpatient experience better

#### 4. Data Protection Reminder:

- Avoid recording any personal or identifiable information
- Participation is confidential and voluntary

### Survey Access and Support

The survey can be accessed online on NHS Shropshire, Telford and Wrekin website:

[www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-and-recent-work/adult-mental-health-inpatient-services/](http://www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-and-recent-work/adult-mental-health-inpatient-services/)

### Who Should Participate:

- Adults who have used mental health services
- Family members and carers of those who have used mental health services
- Professionals and volunteers who support adults with mental health needs

The survey is anonymous, and responses will help ensure diverse representation, guiding future improvements and decision-making. Only if we have safety concerns about a patient or others, the interviewer (you) may need to inform ward staff. If possible, discuss these concerns with the patient and the need to share this information.

If you or the patient need the survey in another language or format, or need help to complete it, please call **01952 580300** or email [stw.getinvolved@nhs.net](mailto:stw.getinvolved@nhs.net)

### Deadline for feedback:

**Please note the survey will close on 4 November 2025.**

### Thank you

Thank you for taking the time to support this important engagement. By helping people share their experiences, you're making a real contribution to improving inpatient care for others in the future.

For questions or support with facilitating discussions, please contact: [stw.getinvolved@nhs.net](mailto:stw.getinvolved@nhs.net)