

Have your say: Improving Mental Health Inpatient (Hospital) Services

1.

Local health and care teams are working together to improve hospital services for people with mental health needs.

The NHS has made a [plan for 2024 to 2027](#). This plan was created with help from local hospitals, care services, charities and community groups.

We want to:

- Help people earlier, so they don't get more unwell
- Avoid hospital stays when they are not needed
- Make sure care in hospital is better when it is needed

We want to hear from people in our community. Your thoughts and ideas will help us make sure the care is right for local people.

If you need this survey in another language or format, or need help filling it in, please call us on 01952 580300.

Your views will help shape the future of mental health inpatient (hospital) services in our area.

We know this topic may be upsetting for some people. You don't have to answer any questions that make you feel uncomfortable.

If you need mental health support, you can find help on our website or call 111 and select the mental health option.

Call 999 if you or someone else is in danger right now.

PUBLIC SURVEY

1. Have you personally experienced mental health services in the community at a time of crisis or needed to be admitted to a mental health hospital? This can be either for yourself or for a friend, family member, or someone you care for.

- ☐ Yes – for myself
- ☐ Yes – for a friend/family member
- ☐ Yes – both
- ☐ No

2. Was this care received in the Shropshire, Telford and Wrekin area, or in another location?☐ Shropshire, Telford and Wrekin☐ Another location

If you selected "Another location", please tell us where this was

3. If you are a carer/family member, did you feel your needs and views as a carer were considered and responded to appropriately? (if you are answering on behalf of yourself, please skip to question 4)☐ Yes☐ No

Please give a reason for your response

4. Which of the following types of support have you or they accessed?

- ☐ GP or doctor
- ☐ NHS 111
- ☐ 999
- ☐ Ambulance (for example, mental health response vehicle)
- ☐ Mental health trust support line
- ☐ In the community (community mental health team)
- ☐ A&E (for example, Royal Shrewsbury Hospital)
- ☐ NHS Talking Therapies
- ☐ Mental health inpatient hospital (for example, Redwoods, Shrewsbury)
- ☐ Police
- ☐ Charity (for example, MIND or Rethink Mental Illness)
- ☐ Other (please specify):

5. How would you rate the care provided?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
GP or doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS 111	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
999	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance (for example, mental health response vehicle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health trust support line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the community (community mental health team)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A&E (for example, Royal Shrewsbury Hospital)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Talking Therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health inpatient hospital (for example, Redwoods, Shrewsbury)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charity (for example, MIND or Rethink Mental Illness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Insert text from Other]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Thinking about this experience, what did you value most about the care received?

7. Thinking about this experience, is there anything we could have done better?

8. Please tell us more about how you would like mental health services to help you, your family, or your friends, in the future

9. How easy did you find it to get this support for yourself, your family or friends?

10. Could anything be done differently to make it easier to get support?

11. To what extent do you agree with the following statement? I felt involved in planning the care and support for myself, my family or friends?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

12. Did you feel that the support received was tailored to your personal needs and circumstances? This could include making reasonable adjustments for a disability or neurodiversity, or considerations of culture, gender, religion, age, or ethnicity.

- ☐ Yes
- ☐ No
- ☐ Please give a reason for your response

13. Could anything be done differently to improve the experience for yourself, your family or friends?

14. If you need mental health support in the future, who do you think you would contact?

- ☐ GP or doctor
- ☐ NHS 111
- ☐ Mental health trust support line
- ☐ My community mental health team
- ☐ NHS Talking Therapies
- ☐ Charity (for example, MIND or Rethink Mental Illness)
- ☐ Other (please specify):

15. Have you, a family member or friend recently transferred from child and adolescent mental health services (CAMHS) to adult mental health Services?

☐ Yes

☐ No

16. If you answered yes to the previous question, please rate your experience of the transfer. (If you answered no to the previous question, please skip to the next question.)

☐ Very dissatisfied

☐ Dissatisfied

☐ Neutral

☐ Satisfied

☐ Very satisfied

Do you have any other comments about this?

17. Would you have any concerns about contacting mental health services?

☐ Yes

☐ No

Do you have any other comments about this?

18. What concerns do you have, or might you have in the future, about contacting mental health services?

- ☐ Not knowing who to contact or speak to
- ☐ Not being listened to
- ☐ Being judged
- ☐ Feeling embarrassed
- ☐ Feeling worried
- ☐ People knowing who I am or finding out I have a mental health need
- ☐ Having to talk on the phone
- ☐ Having to come into a healthcare centre
- ☐ Not knowing what to expect
- ☐ A previous experience
- ☐ Other (please specify):

If you answered 'A previous experience', please provide details

19. How would you like to be supported with your mental health in the future?

20. Is there anything else you would like to tell us about mental health services in Shropshire, Telford and Wrekin?

21. Would you like to be contacted to take part in a focus group about our mental health strategy? If so, please provide your email address in the box below. This will only be used to contact you about this opportunity, and will not be shared with any other team for any other purpose.

☐ Yes

☐ No

Comment:

To help us ensure that our responses are reflective of the populations that we serve, we ask a series of optional questions to help us to better understand who is responding to our survey. We would be grateful if you could complete the following questions.

22. How old are you?

☐ Under 18

☐ 18-20

☐ 21-29

☐ 30-39

☐ 40-49

☐ 50-59

☐ 60-69

☐ 70+

23. What is your religion?

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other religion
- ☐ No religion
- ☐ Prefer not to say

24. What is your sexual orientation?

- ☐ Asexual
- ☐ Bisexual
- ☐ Gay
- ☐ Heterosexual or straight
- ☐ Lesbian
- ☐ Pansexual
- ☐ Queer
- ☐ Prefer not to say
- ☐ Other (please specify):

25. Do you consider yourself to be transgender?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

26. What is your ethnic group?

- ☐ Asian or Asian British – Indian
- ☐ Asian or Asian British – Pakistani
- ☐ Asian or Asian British – Bangladeshi
- ☐ Asian or Asian British – Chinese
- ☐ Asian or Asian British – Kashmiri
- ☐ Asian or Asian British - Any other Asian background
- ☐ Black or Black British – Caribbean
- ☐ Black or Black British – African
- ☐ Black or Black British - Any other Black background
- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - Any other mixed background
- ☐ White – British
- ☐ White – Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ White - Any other White background
- ☐ Other ethnic group - Arab
- ☐ Other ethnic group – Other
- ☐ Prefer not to say

27. Do you consider yourself to be a disabled person?

- ☐ No
- ☐ Yes - learning disability
- ☐ Yes - mental ill health
- ☐ Yes - mobility
- ☐ Yes - sensory impairment
- ☐ Yes - Long Term Health Condition
- ☐ Yes – Neuro-diverse
- ☐ Prefer not to say
- ☐ Yes - other (Please specify)

Thank you for taking time to complete the survey. Your responses will help us to make sure that we deliver the best possible mental health services and care for the people of Shropshire, Telford and Wrekin.

We understand that some of the topics we have covered can be emotionally difficult to think about. If you feel affected by any of the content in this survey, you can access support in the following places:

If you need to access mental health support, more information can be found [on our website](#).

Please call 999 if you are worried about your own or someone else's immediate safety.