Service User Satisfaction Survey 2017

How did we do?
Every year we give our service users a chance to tell us how we’re doing. Have they been satisfied with the services they’ve received? Has their experience resulted in positive outcomes? What do they think we could be doing to improve?

This year we have received valuable feedback from just under 700 service users. Of those who responded to our survey, 99% said that they have been satisfied with service(s) and 98% said that they have experienced some kind of improvement or stabilisation in their mental health since accessing Coventry and Warwickshire (C&W) Mind services. Large numbers of respondents (80% or more) also agreed that they have received quality care and support, and that they have been listened to and respected throughout their involvement with C&W Mind.

In terms of improvement, the feedback we have received encourages us to aspire to do more. Each year we continue to design and deliver high quality, competitive services, that meet a range of different mental health and wellbeing needs. In the past three years, we have seen the number of interventions we provide increase by 44.6% whilst at the same time the quality of our services continues to improve. Therefore, I am confident that we will be able to rise to this challenge and will continue to invest in the skills and expertise we need to remain a strong and sustainable organisation.

Finally, I would like to say a particular thanks to our passionate, dedicated and hard-working staff team who have received many words of praise and thanks from service users during the survey. On a daily basis, our staff provide outcome-focused interventions, in a person-centred way, to people experiencing, or at risk of experiencing, poor mental health, which is enhanced by our community of trusted volunteers and Experts by Experience. I would also like to thank our funders and commissioners who believe and invest in the value of our services to the local community.

Steven Hill, Deputy Chief Executive/ Quality Lead
About this survey

Why we do it

We carry out this survey annually to ensure that the services we are providing are high quality and meeting the needs and expectations of service users. We also carry out the survey to identify things that could be improved.

How we do it

The survey was sent out to all services (except IAPT) to be completed by current service users during October 2017. An electronic version of the survey was also advertised via our website and social media to inform those who may have accessed our service between November 2016 and October 2017. Also included in this report are any satisfaction surveys that have been completed by service users upon leaving services since November 2016.

How we will use the findings

We will use the findings of the survey to reflect on the quality of Coventry and Warwickshire Mind (C&W Mind) services and to identify potential improvements. The findings will be disseminated, and made available, to:

- All C&W Mind services, including communal areas for staff, service users and volunteers;
- On our website;
- The Board of Trustees, Senior Management, Quality Group, and service user involvement/Expert by experience groups.

The statistical information and comments (kept anonymous) may be also included in:

- Monitoring reports for funders of current services;
- Tenders for future services;
- C&W Mind promotional materials (website, leaflets, etc).

Responses

This year, a total of 693 service users completed a satisfaction survey. The majority (82%) of respondents had accessed just one C&W Mind service in the past year; the remaining 18% had accessed two or more services. All C&W Mind services, apart from IAPT and TEaM, have been represented.
Findings

High levels of satisfaction

99% of all respondents said that they have been satisfied with the service they received. In fact, 81% were either ‘very’ or ‘extremely’ satisfied.

(691 responded to this question; 2 chose not to respond.)

Improvement in mental wellbeing

77% of all respondents recorded an improvement in their mental wellbeing. In addition, C&W Mind helped to prevent any deterioration in mental wellbeing in 21% of cases.

(665 responded to this question; 28 chose not to respond.)

Improvement in physical health

The survey findings show that in over half of all cases (56%), respondents recorded an improvement in their physical health since starting a service.

(652 responded to this question; 41 chose not to respond.)
Good quality, preventative services

80% of more of respondents agreed that C&W Mind deliver good quality, preventative services.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree or Agree</th>
<th>Disagree or Strongly Disagree</th>
<th>Neither agree nor disagree</th>
<th>Total respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel I have received good quality care/support from C&amp;W Mind</td>
<td>94%</td>
<td>1%</td>
<td>5%</td>
<td>275</td>
</tr>
<tr>
<td>I feel I have been listened to and respected throughout my involvement with C&amp;W Mind</td>
<td>97%</td>
<td>1%</td>
<td>2%</td>
<td>277</td>
</tr>
<tr>
<td>I have been satisfied with the length of time it has taken for me to receive information/support from C&amp;W Mind</td>
<td>88%</td>
<td>4%</td>
<td>8%</td>
<td>276</td>
</tr>
<tr>
<td>I feel I have been able to access the right level of support from C&amp;W Mind</td>
<td>87%</td>
<td>4%</td>
<td>9%</td>
<td>276</td>
</tr>
<tr>
<td>The support/information I have received has helped me to deal with my initial problem/concern</td>
<td>83%</td>
<td>1%</td>
<td>16%</td>
<td>277</td>
</tr>
<tr>
<td>I know where to go for further support should I need it</td>
<td>88%</td>
<td>7%</td>
<td>5%</td>
<td>269</td>
</tr>
<tr>
<td>I have access to information about how to look after my mental health and wellbeing</td>
<td>89%</td>
<td>3%</td>
<td>8%</td>
<td>275</td>
</tr>
</tbody>
</table>

Best thing about C&W Mind services

Respondents were asked to identify what they felt was the best thing about the service they received. Among the 600 comments that were made, the following themes emerged:

C&W Mind Staff

A number of respondents said that the quality of the support they received from C&W Mind staff was the best thing about the service. Words such as: kind; friendly; caring; approachable; understanding; encouraging; and professional were all used to describe C&W Mind staff.

“Staff are very friendly and tolerant.” (Wellbeing for Warwickshire)

“Staff are very understanding and very helpful.” (Floating Support)

¹ This was a new question introduced to the survey this year. 284 people responded using the new survey with the remaining 409 respondents using the older version; this explains the lower response rate to this particular question.
Emotional and Practical Support

Having access to emotional and practical support was the best thing about the service for many respondents. They appreciated being listened to, understood and not judged. They also appreciated help with things such as benefits and finance, accommodation, and reminders regarding medication. Others appreciated the tools and techniques they had been given in order to better cope with their particular mental health condition or life circumstance(s).

“I was understood and not judged.” (Vibes, Children and Young People’s Service)

“I have been able to voice my problems and know that I am being listened to.” (Housing Support)

“Being given full information on how we can help ourselves” (Recovery Academy)

Positive outcomes

Reduced isolation, increased independence, improved relationships and increased confidence were among some of the positive outcomes respondents mentioned.

“I don’t think I’d be here without their support.” (Counselling service)

“I am in a much more stable place and happier as a result.” (Mums in Mind)

Person-centred support

Some respondents appreciated the fact that the support they received was person-centred and tailored to their individual needs.

“Reliable and caring staff who are sensitive to my anxiety. Very professional and person centred.” (IRSS)

“It’s nice to be treated as a human being, not just a patient with mental health issues.” (One to one session, Pathfinder/GROW)

Meeting others in a similar situation

For some respondents simply knowing that they are not alone in their experience was the best thing about the service.

“Meeting other people with similar problems” (Wellbeing for Warwickshire)

“Knowing I’m not alone in my condition.” (One to one session)
Areas for improvement

Just under a third (200) of respondents made suggestions about how services could be improved. The overwhelming message was that respondents want more: they want more support sessions; more activities to be offered (including day trips and outings); and more courses. Some respondents also felt that ending support automatically after a certain length of time was not always helpful.

“Rugby Mind should open more days and for more clients... More Rugby people need this service.” (Wellbeing for Warwickshire)

“I think with ongoing mental illness there should be an open-ended 1:1 process as the idea that you have to fit everything into 6 or 8 sessions is a daunting prospect.” (One to one session)

However, a few respondents acknowledged that this can only be achieved if C&W Mind continue to secure funding, have enough staff, and market services successfully:

“Thank you! More funding for services would mean a greater level of support available.” (Recovery Academy)

“There should be more feedback from service users on the website so people who don’t know much about support can have a clearer understanding of what services actually help with.” (Floating Support)

In addition, five comments were made about the length of waiting lists and a handful of comments were made about practicalities such as parking and refreshments.

Opportunities to be involved in C&W Mind

273 people said that they would like the opportunity to be more involved in the development of C&W Mind, either in terms of fundraising, volunteering or becoming an ‘Expert by Experience’. The names of these people will be forwarded on to our service user involvement/Expert by Experience representatives to contact them directly about ways to get involved.
Other general comments

Over 200 general comments were made at the end of the survey, many of them thanking C&W Mind for their support. Below are just a few of the best:

“Mind provides a vital service and I don’t know where I’d be without your support.” (Floating Support and Housing Support)

“I wish more people would access this wonderful service so it is not lost. It rescued me!” (Recovery Academy)

“Even on my darkest days I attended because I knew it would help me.” (Counselling)

What happens next?

This document will be circulated as widely as possible, so it is available for anyone to read. It will be forwarded to the C&W Mind Board of Trustees, Senior Management team, Quality Group and Service User Involvement groups so that they can reflect on the findings and identify any actions that need to be taken to improve services. It will also be sent to individual service managers for discussion in team meetings, it will be given to funders and potential funders, and it will be used in our promotional materials (website, leaflets, etc.).

If you would like to provide C&W Mind with any comments or feedback regarding the support you have received, please do not hesitate to contact us on 024 7655 2847 or email rebecca.moran@cwmind.org.uk. The next annual survey will be held in September 2018.