



**SOUTH STAFFORDSHIRE NETWORK FOR MENTAL HEALTH**

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**25 June 2014**

Dear Network Member

**RE: SSNMH Annual Survey**

We believe that the South Staffordshire Network for Mental Health is moving from strength to strength. However, in our **Report on Service User's Perception of the Barriers to Involvement**, in Autumn 2013, we drew the following important conclusions based on the views of people responding to our survey:

- *Participants representing the Network's membership do not believe that services are how they should be, and do need improving.*
- *Participants believe service user involvement is helpful in shaping services and that it makes a difference.*

This provides us clarity! We are looking to become more focused on providing and promoting involvement opportunities for our membership, which will in turn help local mental health services to:

- be more person-centred, with people being more involved in decision making around their health needs
- have increase empathy and dignity
- be monitored more effectively

This in turn will increase the effectiveness of treatment and service provision, it will aid recovery and will reduce stigma and discrimination. This all connects with the Developing Outcomes for Service User Experience mentioned in Network News 51.

By completing and returning this survey, you will give us a better understanding of two things:

- How you currently feel about mental health services you use locally
- How you feel about the services and projects provided by South Staffordshire Network for Mental Health over the last 12 months. With this, we can improve what we do from your point of view.

**Please return this to us by Tuesday 15 July 2014. You will not need a stamp.**

Alternatively, you can complete this survey online at:

<https://www.surveymonkey.com/s/SSNMHSurvey14>

As always, the information in this survey will NOT be shared in any way that identifies you. All information will be treated in accordance with the Data Protection Act 2003. We will build the data you share into a report (which anonymises information), passing it to our Board of Trustees and funders to help measure the outcomes of mental health services.

I thank you for your time.

Yours truly

Keri Lawrence  
Project Coordinator, SSNMH

# South Staffordshire Network for Mental Health Annual Survey 2014



About you (please tick relevant box in each section)

Town you live in or near	Tick
Stafford/ Stone (Stafford Borough)	
Penkridge (South Staffs District and Stafford & Surrounds CCG)	
Cannock/ Rugeley (Cannock Chase)	
Huntington/ Great Wyrley (South Staffs District and Cannock Chase CCG)	
Wombourne/ Codsall/ Kinver/ Bilbrook (South Staffs District and SES and SP CCG)	
Lichfield/ Burntwood (Lichfield District)	
Tamworth and Tamworth Borough	
Burton/ Uttoxeter/ Abbots Bromley (East Staffordshire)	
Other District or Outside of Staffordshire	

Please tick if any of the following apply to you	Yes
I am a member of South Staffordshire Network for Mental Health	
I currently have experience of a mental illness or have had experience in the last two years	
I care for someone with experience of mental illness	
I provide, work or volunteer for, a service accessed by people with experience of mental illness	
None of the above	

Below are a set of statements about Mental Health Services and your Care Team.

Please circle which number from 1 (strongly disagree) to 5 (strongly agree) reflects your opinion.

Statement on Mental Health Services and Care Team		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<b>1</b>	Overall, when I am provided treatment or referred to a service, I believe that care will be effective.	1	2	3	4	5
	Comments					
<b>2</b>	When I use mental health services I believe I will be treated with empathy, dignity and respect.	1	2	3	4	5
	Comments					
<b>3</b>	I believe I am actively involved in shared decision-making and supported in self-management.	1	2	3	4	5
	Comments					
<b>4</b>	I believe the thoughts and views of people using mental health services are used to monitor and improve the performance of services.	1	2	3	4	5
	Comments					
<b>5</b>	I know and understand the assessment process, my diagnosis and treatment options.	1	2	3	4	5
	Comments					
<b>6</b>	I believe there is a strong service user voice.	1	2	3	4	5
	Comments					
<b>7</b>	I believe I am treated as equal and expert partner when discussing my mental health.	1	2	3	4	5
	Comments					
<b>8</b>	I believe Staffordshire is free of stigma & discrimination of people with experience of mental illness.	1	2	3	4	5
	Comments					

Below are a set of questions about **South Staffordshire Network for Mental Health** and the service provided in the last 12 months. Please circle or tick the box that you agree with.

Question on the Network		Response				
<b>1</b>	Media - How would you rate the following:	Do not use	Poor	Needs Improving	Good	Excellent
	• Network News Paper Version	1	2	3	4	5
	• Network News PDF/emailed version	1	2	3	4	5
	• Network Nuggets Podcast	1	2	3	4	5
	• SSNMH Website	1	2	3	4	5
	• SSNMH Facebook Site	1	2	3	4	5
	• SSNMH Tweets	1	2	3	4	5
	• Leaflets and Factsheets	1	2	3	4	5
	• SSNMH Surveys and Reports	1	2	3	4	5
Comments						
<b>2</b>	Customer Service- How would you rate the following:	Not applicable	Poor	Needs Improving	Good	Excellent
	• Availability of team at the office in Lichfield	1	2	3	4	5
	• Frequency of Network's visits to your services or groups attended	1	2	3	4	5
	• Timely response to communication back to you	1	2	3	4	5
	• Information provided quickly, and in a manner for you to understand	1	2	3	4	5
	• Politeness and manner of the team	1	2	3	4	5
	• Usefulness and accuracy of information given by the team	1	2	3	4	5
	• How well do you feel your contribution has been valued?	1	2	3	4	5
Comments						
<b>3</b>	How well do you believe we are achieving our Charity's aims and objectives?	Very poor	Poor	Neither	Well	Very Well
	• To promote the interests and rights of people who use mental health services in the area	1	2	3	4	5
	• To ensure the involvement of mental health service users in improving existing services and developing new ones	1	2	3	4	5
	• To act as an advocate for improvements in local services to reflect the needs and interests of local communities	1	2	3	4	5
	• Increase accessibility to information relating to local and national services relevant to mental health	1	2	3	4	5
	• To promote service user potential and recovery through supporting access to self-development opportunities	1	2	3	4	5
	• To actively increase general awareness of mental health and to challenge stigma and discrimination of people experiencing mental illness	1	2	3	4	5
<b>4</b>	If we could provide opportunities for service user involvement to more people, what sort of people should we target?					
<b>5</b>	Do you believe that SSNMH take into account your views when making decisions?	Not at all	In part	Some of the time	Often	All the time
<b>6</b>	How would you rate your experience of SSNMH over the last 12 months?	Very Poor	Poor	Neither Poor nor Good	Good	Excellent
<b>7</b>	Would you recommend South Staffordshire Network for Mental Health to a friend or relative if they had need for the service?	Not at all	Unlikely	Not likely or unlikely	Likely	Very Likely

We would be grateful for any other comments on South Staffordshire Network for Mental Health.  
 If you wish us to contact you regarding your comments, please provide us with your name and contact details – all information is kept in strictest confidence.

No  
Stamp  
Needed!

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