

Service User Survey

2018 Report
Published April 2019



Survey results

A huge thank you to the many people who took the time to complete and return the annual survey. Your feedback is essential to us to be able to measure quality and performance; ensuring our current services are meeting your needs as well as identifying where we can develop and improve them.

We received responses from the following services:

- re:discover Edinburgh
- re:discover Midlothian
- CSA Counselling
- Trauma Counselling Line Scotland (TCLS)
- Equal Access Edinburgh
- Guided Self-Help Edinburgh
- Guided Self-Help Midlothian
- Orchard Centre Services
- Trauma Support Services
- Community Mental Health and Wellbeing West Lothian
- Anxiety and Depression Peer Support

Our last service user survey findings were published in 2017. The majority of the questions asked were the same and so we will be using the results to make a comparison with the findings in this 2018 survey where appropriate.

The survey looks at a number of key areas of our work including:

- Improvements
- Responding to people's needs
- Listening to people
- Supporting people to achieve their goals
- Dealing with concerns
- Appointments
- Recommending us to a friend
- Communicating effectively
- Providing people with opportunities to become involved
- Knowing more about our services
- Improving the choice of groups
- Knowing how to help people
- Being approachable

'Thanks for helping me find myself again.'

Improvements

We asked if there was anything people using our services do not like or think needs to be improved.

This question was answered by 39 people with 26 people answering 'no' there wasn't anything that they didn't like or that needed improving.

Of the 13 people who thought there was room for improvement their comments mainly focussed on the need for 'more' of something.

- More service and funding
- More services in West Lothian
- More staff
- More support groups
- More regular reviews
- More activities
- Waiting times need to be improved.

We appreciate that people want us to increase our service delivery in these areas and activities, which essentially relates to our funding and capacity. We would like this too.

Funding and capacity levels are largely set by our different funders and we have to work within those frameworks. Where the issues raised are within our control, we work with the relevant managers to look at how we can make improvements.

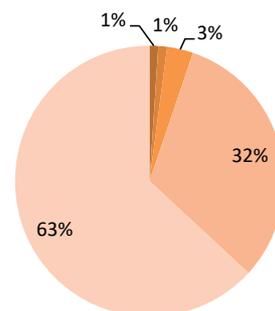
Responding to people's needs

We asked people if the service they use responds well to their needs.

95 people responded to this question with **95% agreeing or strongly agreeing that the Health in Mind service that they use responds well to their needs.** This is the same results as our 2017 survey.

The service responds well to my needs

Strongly disagree Disagree Neutral Agree Strongly agree



'It was a pleasure to meet all the people there. I never expected it was going to change anything in my life but it did. I feel stronger.'

Listening to people

We asked if people feel listened to in the service they use.

99 people answered this question with **97% of people agreeing or strongly agreeing that they feel listened to in the service they use.** This is an increase of 2% on our 2017 survey.

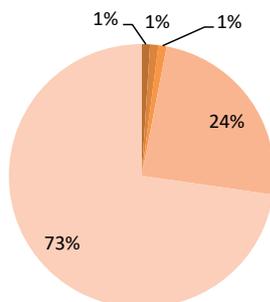
Supporting people to achieve their goals

We asked people if they felt the service they use is supporting them to achieve their goals.

100 people answered this question with **93% agreeing or strongly agreeing that the service they use is supporting them to achieve their goals.** No-one disagreed. This is 1% lower than our 2017 survey.

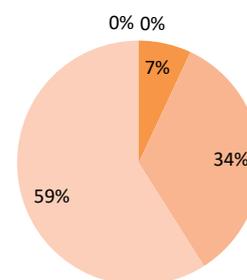
I feel listened to in the service I use

Strongly disagree Disagree Neutral Agree Strongly agree



I feel the service is supporting me to achieve my goals

Strongly disagree Disagree Neutral Agree Strongly agree



'Very supportive, understanding and inspiring.'

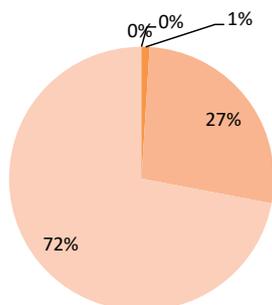
Dealing with concerns

We asked if your views and worries are taken seriously.

100 people answered this question with **99% agreeing or strongly agreeing that their views and worries are taken seriously.** This is an increase of 2% on our 2017 survey.

My views and worries are taken seriously

Strongly disagree Disagree Neutral Agree Strongly agree



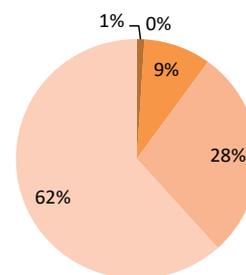
Appointments

We asked people if their appointments are usually at a convenient time and place.

99 people answered this question with **90% agreeing or strongly agreeing that appointments are usually at a convenient time and place.** This is 1% less than our 2017 survey.

My appointments are usually at a convenient time and place

Strongly disagree Disagree Neutral Agree Strongly agree



100% of people who answered the survey would recommend the service they used to a friend.

Recommending us to a friend

We asked if people would recommend the service they are using to a friend.

100 people answered this question with **100% agreeing or strongly agreeing that they would recommend our service to a friend.** This is an increase of 2% on our 2017 survey.

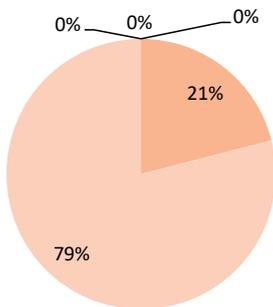
Communicating effectively

We asked if people feel that staff and volunteers in the service they use communicate effectively with them.

99 people answered this question with **98% agreeing or strongly agreeing that the staff and volunteers in the service they use communicate with them effectively.** This is an increase of 4% on our 2017 survey.

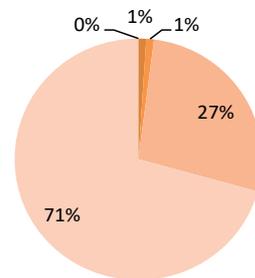
I would recommend the service to a friend

Strongly disagree Disagree Neutral Agree Strongly agree



I feel staff/volunteers in the service I use communicate effectively with me

Strongly disagree Disagree Neutral Agree Strongly agree





'I've had many years of experience with Health in Mind services and I've felt impressed by the service they provide'

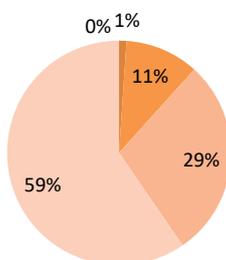
Providing people with opportunities to become involved

We asked people if they feel that where they have shown or expressed an interest, they have had opportunities to become involved with their service.

94 people answered this question with **88% agreeing or strongly agreeing that where they have shown or expressed an interest they have had opportunities to become involved with their service**. This is an increase of 12% on our 2017 survey.

I feel that where I have shown or expressed an interest, I have had opportunities to become involved with my service

■ Strongly disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly agree



Knowing more about our services

We asked people if volunteers are involved in the service they receive.

83 people answered this question with **60% saying yes, volunteers are involved in the service they receive**.

At Health in Mind, volunteers are important to our services and we wouldn't be able to offer some without their support.

Many of our volunteers have experience of living with mental health difficulties themselves so have unique insight and understanding of the people they support and the challenges they face.

‘To be listened to and given the opportunity to join the 1-to1 art therapy has opened up a totally new way for me to think about myself.’

Improving the choice of groups

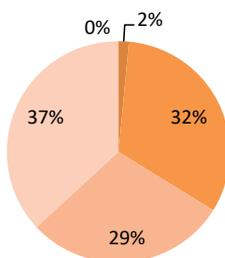
Improving the choice of groups at our Orchard Centre in Midlothian has been a big focus for us in the last year.

We asked people who access our Orchard Centre services, if they think the range of groups has improved in the last year?

65 people answered this question with **66% agreeing or strongly agreeing that the range of groups has improved at the Orchard Centre in the last year.**

If you access our Orchard Centre Services, do you think the range of groups has improved in the last year?

Strongly disagree Disagree Neutral Agree Strongly agree



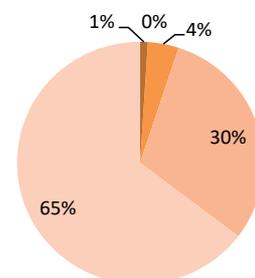
Knowing how to help people

We asked people if they feel that staff and volunteers know how to help them.

99 people answered this question with **95% agreeing or strongly agreeing that staff and volunteers know how to help them.** This is an increase of 2% on our 2017 survey.

I feel staff/volunteers know how to help me

Strongly disagree Disagree Neutral Agree Strongly agree



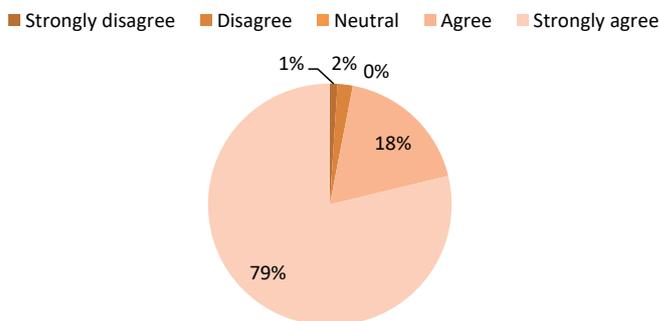
'It's a brilliant charity, they're understanding, they try to help as best they can.'

Being approachable

We asked people if they feel staff and volunteers are approachable in the service they use.

99 people answered this question with **95% agreeing or strongly agreeing that staff and volunteers are approachable in the service they use.** This is 2% less than our 2017 survey.

I feel the staff and volunteers are approachable in the service I use



Summary

We have seen an increase in a number of key areas and are particularly proud that 100% of people who answered the survey would recommend the service they use to a friend.

The survey has highlighted areas where we have seen a slight decrease in results since our 2017 survey and we will explore with people using our services, how we can improve them in the coming year.

Overview of results compared to 2017 survey

Our results increased in communicating effectively, listening to people, dealing with concerns, providing people with opportunities to become involved, recommending us to a friend and knowing how to help people.

We remained consistent in responding to people's needs and saw a slight decrease in how we support people to achieve their goals, appointment times and approachability.

The comments received about our services and the suggestions for improvements are inspiring and will continue to shape our work. It is wonderful to hear what a positive difference our staff and volunteers have made to the lives of so many people. We will continue to develop our services and will be mindful of the survey results.

If you chose not to take part in the survey but would like to provide feedback on any aspect of the service you receive from Health in Mind please contact the manager overseeing your service or email contactus@health-in-mind.org.uk.

Finally, we wanted to share a few of the comments we received through the survey.

'I just wanted to say that this counselling service has been a life saver that was offered to me when I most desperately needed it, and I am indefinitely grateful for it. I was fortunate to work with a counsellor who turned out to be a perfect fit for what and who I needed as a counsellor. Her compassion, kindness, care and understanding have helped me work through some incredibly difficult issues, have helped shift my perspective and increased my awareness and have helped me get on a path to what I hope is strong and better mental health and wellbeing. Thank you.'

Get in touch

For further information on Health in Mind services, volunteering, employment opportunities, feedback/complaints procedures, or for information about how you can support our work please contact us at:

- 📞 0131 225 8508
- ✉ contactus@health-in-mind.org.uk
- 🌐 health-in-mind.org.uk
- 📍 40 Shandwick Place,
Edinburgh, EH2 4RT

'It was a good experience, I could stop and see how small steps can change my life.'

'I have had a befriender for three months now and it's going very well and is giving me more confidence going out.'

'Being part of the Orchard Centre has helped me through some difficult times in my recovery. A service I'm most grateful to have had or life could have been very different.'

'I enjoyed meeting new friends. I also feel that we are a bit more settled.'