

COMMUNITY MENTAL HEALTH SURVEY 2022

The 2022 survey collected the views of over 13,000 users of community mental health services. Feedback came from a sample of service users who were seen by someone face-to-face at the trust, via video-conference or via telephone call between 1st September and 30th November 2021.

DOWN
3%
SINCE 2021

69%

of service users had been told who is in charge of organising their care and services.

DOWN
1%
SINCE 2021

40%

of service users said they had 'definitely' seen NHS mental health services often enough for their needs.

63%

of service users 'definitely' got the help they needed the last time they tried to contact the person in charge of organising their care and services.

FAST ACCESS TO RELIABLE HEALTHCARE ADVICE

INVOLVEMENT IN DECISIONS AND RESPECT FOR PREFERENCES

44%

of service users and someone from NHS mental health services have 'definitely' decided what care they will receive.

55%

of service users were 'definitely' involved as much as they wanted to be in deciding what care they will receive.

MONEY WORRIES?

25%

of service users were 'definitely' given help or advice with finding support for financial advice or benefits.

DOWN
2%
SINCE 2021