

COMMUNITY MENTAL HEALTH SURVEY 2023

The 2023 survey collected the views of over 14,770 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 April and 31st May 2023. For the first time since 2011, young adults aged 16 and 17 were eligible to take part in the survey.

INVOLVED IN DECISIONS

48%

of service users who were offered support while they waited for treatment said that the support was 'completely' appropriate for their needs.

39%

of service users had 'definitely' decided together with their NHS mental health team what care and treatment they will receive.

65%

of service users were 'always' treated with care and compassion by their NHS mental health team.

44%

of service users said that their mental health got worse while they waited for treatment.

40%

of service users felt that they had waited too long between their assessment and their first appointment for treatment.

20%
response rate

WAITING TIMES

CARE & COMPASSION