



[westsussexmind.org](http://westsussexmind.org)

## Service user survey 2023 – and how we will respond

269 service users responded to the survey, between 2 October and 4 December 2023.

- 81 per cent of you were very satisfied or satisfied with West Sussex Mind services, a three per cent increase on the previous year's survey.
- 83 per cent of you felt that West Sussex Mind services have helped you to manage your mental health and emotional well-being.
- 91 per cent of you agreed that our employees are always/often respectful and inclusive.
- 87 per cent of you would recommend West Sussex Mind to someone who needed help with their mental health, a five per cent increase on the previous year's survey.

When asked, why would they recommend West Sussex Mind, here are some of the responses:

*"I found it inclusive and very helpful."*

*"I feel I can talk openly. I am heard, given guidance and support, as well as knowing I can reach out if I'm struggling."*

*"They helped me out of a bad place."*

*"Approachable, understanding, able to listen, empathetic, encouraging"*

### Other comments about our services

*"The staff are very helpful, I do have bad days. They have given me ideas for how to handle things."*

*"The men's group enables me to listen to others who understand what it feels like to live with mental health issues. No matter what walk of life you have come from, we can empathise with each other."*

#### West Sussex Mind

The Gateway, 8-10 Durrington Lane, Worthing, West Sussex BN13 2QG

West Sussex Mind is a charitable company limited by guarantee.

Registered in England and Wales. Company number: 8884776

Registered charity number: 1155918

Chair: Sue Hawker CEO: Kerrin Page



*“The social activities and groups are good to take your mind off things and lessen the feeling of isolation.”*

*“I enjoy the activities I have every other week and enjoy the company of other people.”*

*“The get togethers have been a lifeline for me, to get me out and to socialise.”*

*“I want to thank every one of you, because without all the work that goes into Families in Mind we wouldn't be getting the support we have today.”*

*“When I came in for my one-to-one, it was such a friendly experience and it made me feel comfortable.”*

*“Thanks a million for being there and continuing to help me.”*

*“As I am in a better place now, I have become a peer volunteer.”*

## **How we are responding to the findings**

### **Help Point**

Some of you mentioned delays in receiving callbacks from our Help Point at very busy times. We are exploring what can help with this, but as a starting point we plan to add web chat to our website, as another way of reaching our Help Point team. We hope to launch this in the coming months.

### **Cost of living crisis**

Some of you mentioned that the cost of living crisis is making it difficult for you to access our services. If this is affecting you, please speak to one of our team about receiving support from our cost of living project.

### **Workshops and courses**

Some of you asked for more of these and more variety in the topics covered. Our services are reviewing your suggestions and will update you in our newsletters and on social media about any changes.

### **Social activities**

Some of you also asked for more group activities. We'll be reviewing our group activities again this year and have made changes based on feedback this year, but due to staffing levels we can only run a certain number of groups, so we need to get the balance right.

Some of you are parents supporting your children's mental health and you asked for more opportunities to meet other parents in the same situation. We will hold regular

parenting support groups across the county as well as the fortnightly online group. See [https://www.westsussexmind.org/help\\_and\\_support/specialist-services/parenting-support](https://www.westsussexmind.org/help_and_support/specialist-services/parenting-support)

### **Expanding our out-of-hours activities**

Some of you asked for more out-of-hours services. Our Downs and Worthing services offer some activities outside office hours, so please ask those teams for more information.

Our services that support young people, parents and families with young children also provide some out-of-hours activities and recently our Littlehampton service has started to pilot some evening activities too. Please ask us for information about any of these. There will always be more that we would like to be able to offer, but we can't always do this because of limited resources.

### **More long-term one-to-one support for young people**

Some young people asked for more long-term one-to-one support. Our BeOK service for 16 to 25 year olds can offer short-term goal-focused one-to-one support, but you can also access BeOK's group activities, and we can give you information for other services.

### **Adapting our services to support people with neurodiversity**

Some of you mentioned that you found it more difficult to use our services, because they weren't very accessible to people with neurodiversity. Some of our employees have recently received training in how to adapt services to better support people who identify as neurodiverse. Our Equality and Diversity Working Group is also looking into this topic and we will do more work on it over the coming year.

**This is our response to the survey as a whole. Each of our services is also looking at your responses and will be feeding back how they are adapting their service as a result of your feedback.**

**Please keep giving us feedback. Each service has their own feedback form which you can complete online or on paper. Please ask about them when you're using our services – your views are important to us**

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