

Results of the West Sussex Mind Service User Survey 2022

In February and March we invited service users to complete a survey about the services and support we offer. Feedback like this helps us to understand what is going well and where we need to make improvements. We realise that the past year has been particularly challenging with restrictions impacting the way we can provide some of our services to you, so in this survey we asked for your thoughts about the things you want us to bring back as soon as restrictions allow and the things we should continue to do that we started in the pandemic.

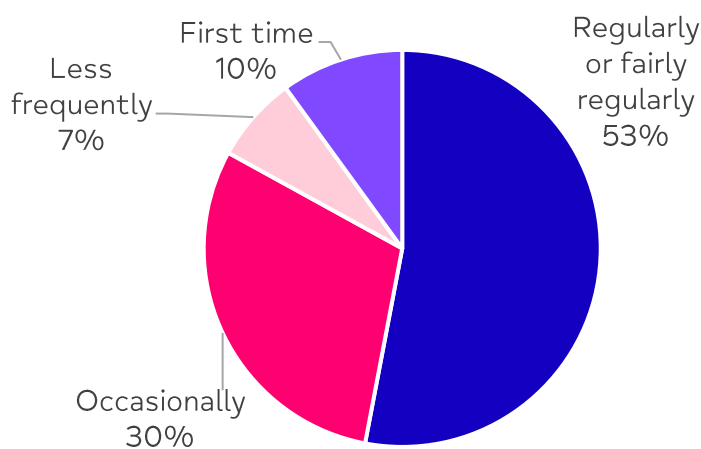
When we launched the survey, West Sussex Mind was following the relevant covid restrictions at that time, which limited the amount of face-to-face services we could provide. Since the survey was launched, we have been able to relax our restrictions to allow for more face-to-face contact and less social distancing at our venues.

Who completed the survey?

258 people completed the survey and this represents 22% of our active service users at the time. We'd like to say a big thank you to everyone who responded.

Respondents' age ranges ranged from 16-18 to 65+ and users of all our services were represented in the results.

53% of survey respondents said that they use our services regularly or fairly regularly, 30% use them occasionally (that is, when they need it) and 7% use them only 2-3 times a year. For 10% of respondents this was the first time they had used our services.



During the pandemic, what have our service users really missed and would like us to start again as soon as we can?

The majority of service users who had been with us before the pandemic said that they missed the in-person groups, workshops and drop-ins.

People commented that they missed the socialisation that comes with meeting up with others in person. One service user said *"It is not same doing it online"* and other comments included *"I have missed meeting up with other people who understand me, in a safe place"*, *"I miss being able to drop in and meet with*

friends and have coffee, or just drop in to be in a safe space” and “Groups or events on Zoom are not good for me. I cannot access them and actually don’t want to”.

The in-person art class and art groups were particularly missed by service users, and one person commented *“I would like to see the art group restarted as soon as possible. It was a great source of wellbeing and peace of mind for me”.*

Service users also missed being able to have face-to-face meetings with support workers, with comments including that they missed *“Regular face-to-face one to one appointments with the same person”* and *“Meeting [my] keyworker in person”*

What are we going to do?

Since this survey was conducted covid restrictions have now eased, meaning our social activities team is able to offer more face-to-face groups and longer get-together sessions, with a larger capacity. We are now also able to offer tea and coffee to those attending our face-to-face groups.

We are continuing to develop and offer more groups and we understand how important creative and art-based groups are to people, so we are working to offer more of these. We now have a new ‘Art Get Together’ on Mondays in Worthing and a new get-together in Midhurst.

Our recovery services will expand their group offer, through developing new workshops and courses for people to explore recovery, alongside the existing programme of bitesize workshops and longer courses. We will vary the time of day to ensure those with parenting, caring, work or other commitments can attend groups.

Our older people’s services are also offering more face-to-face activities. We are currently developing our service in Adur and will be setting up a monthly opportunity to meet and enjoy social activities by the end of September. We will also be increasing the frequency of groups in Arun and Chichester from this summer, including more outdoor activities such as Mindful Walks.

Our services for families with young children have already returned to providing group social activities in local family centres and this year we will be arranging for experts to come along to those groups, giving info on topics such as baby massage and nutrition tips. We aim to invite at least three experts over the next 12 months. Alongside indoor activities we are still offering our outdoor ‘walk and talk’ sessions.

With the easing of covid restrictions we are also able to offer more face-to-face appointments for individuals. For example, our team based in GP surgeries (in Worthing, Adur and Chanctonbury) has increased the number of face-to-face

appointments that are on offer and continues to work with the surgeries to identify more spaces where we could offer face-to-face appointments.

Our young people's service is also offering more face-to-face appointments and group activities and later this year will be reintroducing group walks on a more regular basis. Our evening and weekend service, Staying Well Worthing, is introducing two new face-to-face weekly groups by the end of July, including activities such as drawing and mindful colouring, which any Staying Well service user can attend.

During the pandemic, are there ways in which we have adapted our services that our service users would like us to keep?

Although lots of services users had missed being able to attend in-person activities and face-to-face meetings with support workers, having the option of talking with support workers on the phone or over Zoom has been popular and one of the main things that service users would like us to keep, along with Zoom group activities.

Several people commented that the Zoom group sessions are helpful when they're not able to get out and about or when it's difficult to arrange transport. Comments included *"Zoom is still a really good idea. It means people from all over West Sussex can come together on Zoom and become friends"*, *"I do like the remote Zoom sessions. If I had to travel I may not have attended all sessions"* and *"Zoom meetings help me access workshops without risking my health"*.

Being able to access one-to-one support over the phone or Zoom was helpful to lots of service users and they said they would like it to continue. Comments included a wish for us to provide *"More direct personal contact by phone"* and *"My phone consultancy with my keyworkers is a great support as it is very difficult to get out now"*.

Some of our services (particularly our older people's services) sent activity packs to service users during the pandemic, as another way of keeping in touch and providing info and support. One person commented *"The at-home activity packs which were sent out were very good and would be good to be sent to those people who are not able to make it to the meetings"*. Other service users also found it useful being able to keep in touch via email and text – *"Emails regularly are great, I really feel cared about"*, *"Texting and emails helped to stay in touch"*.

What are we going to do?

We recognise that some service users would like us to keep offering support via phone, video call or Zoom, particularly group activities. To help with this, we have obtained new IT equipment which will help us to offer blended groups (some people attending in person, some over Zoom). This will enable service users who

aren't able to attend in person to join in with more of our social activities and will also expand access to recovery activities such as blended courses and workshops.

Our services for families with young children are trialing a blended version of our 'Enjoy Your Baby' course and our evening and weekend service, Staying Well Worthing, will be introducing two weekly evening Zoom social activities by the end of July, which any Staying Well service user can attend.

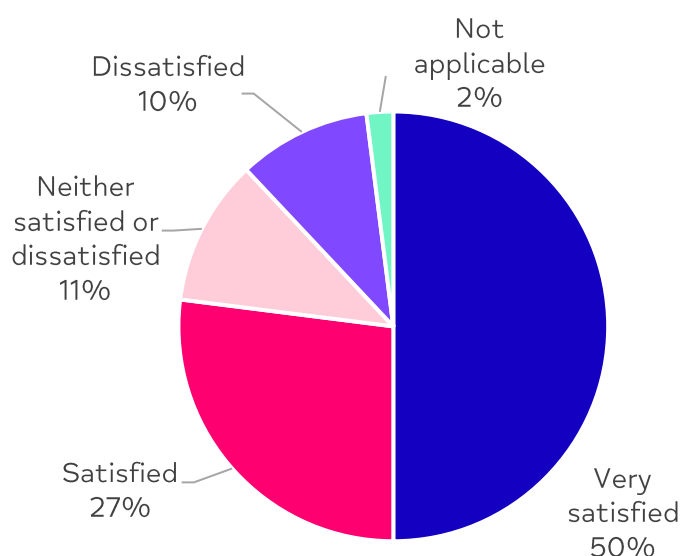
Our older people's services will continue to offer a weekly online group during the summer months and will be consulting with service users about possibly increasing this to twice weekly during the winter months. We are also able to continue providing the older people's service's at-home activity packs every 3 months, after securing funding for this.

In addition to these activities, our services will continue to offer 1:1 support via phone or video call.

Overall, how satisfied are our service users with West Sussex Mind?

50% of survey respondents said they were very satisfied with West Sussex Mind and a further 27% said they were satisfied.

11% said they were neither satisfied or dissatisfied and 10% said they were dissatisfied. 2% of respondents said this wasn't applicable to them



What are we going to do?

We want to make it easier for service users to tell us about their experience of using our services and for us to respond to any feedback we receive. To help with this we have reintroduced suggestion/comment boxes in our buildings, and we have also created online feedback/suggestion forms for each service. Please ask our services for more information about these.

What would improve our service users' experience of services and support at West Sussex Mind?

20% of the service users who answered this question didn't have any suggestions for improvements, comments included *"Quite satisfied with my experience and assistance"* and *"Really good support is there when I really need it"*.

Lots of the suggestions from other service users mentioned the need for more of our services generally - more face-to-face group activities; more contact with support workers; and opening up our buildings more for drop ins.

Several services users commented on it not being easy to contact services - *"To know who to ring when I need to talk to someone"*, *"I don't like the new way to get in touch with staff"*.

Another common theme in the responses was receiving support from different members of the same team rather than one key worker - *"You have to introduce yourself all over again"*, *"I am moved around different people"*, *"Being able to speak to the same person who knows me well and who I have built a rapport with"*, *"To speak to or see the same people on a regular basis would be better to build trust and a rapport"*

What are we going to do?

Our services are looking at ways of developing more in-person and online activities and we have mentioned some of our new developments earlier in this report. In addition to those already mentioned, our services for families with young children are hoping to increase the support we offer (particularly on weekends) and we plan to recruit volunteers later this year to help with this.

Our recovery services will provide a weekly duty appointment service for anyone who needs quicker access to recovery support. We will aim to offer an appointment within 5 working days.

After feedback received from service users, our younger people's service has started to record individual introduction videos to share directly with new service users, so they know more about the team before their first appointment.

Our recovery services will improve more communication about the services we offer - what we do, what services users can expect, how to access them. We are developing a Welcome Pack, which will be made available to everyone, with digital and paper versions.

Our services are working to ensure that service users know where to access additional support when our services aren't available. For example, our team based in GP surgeries (in Worthing, Adur and Chanctonbury) can offer service

users a 'toolbox', containing details of helplines and online services that are available 24/7, plus other support networks and a range of resources.

We want to ensure that the advice, information and signposting we provide is up to date, of a high quality and relevant, and this is a main objective for our Help Point service. We have made changes to our call-back process and if we can't immediately answer a caller's question right away, we will book a specific time to get back to them, so they know when to expect it.

Our Pathfinder services (which includes the Help Point and our social activities) will be reviewed later this year, and as part of this review, we will be looking at how we provide team-based support and whether there are ways that we can improve how we do this. We will be asking service users to contribute their thoughts and experiences and will share info on how to get involved nearer the time.

How do our service users describe their relationship with our staff

79% of survey respondents said that our staff are always respectful and inclusive and a further 12% said that this is often the case.

82% said that our staff are always welcoming and friendly and 11% said that this is often the case.

54% said that staff always listen to their ideas about the services they are receiving and a further 13% said that this is often the case. 19% said that this didn't apply to them.

59% said that staff always share info about activities and a further 20% said this is often the case.

49% said that staff are always available when they need support and a further 17% said that this is often the case.

56% said that staff are always knowledgeable and tell them about services and a further 21% said this is often the case.

What are we going to do?

Our social activities team are working to make new links with partner organisations, with the aim of helping service users to access their services as well as our own. We have created a new 'Pathway' document for service users, which gives additional information about activities and services that are available. Our services for families with young children are also supporting service users to access other community venues and activities, such as play groups and community farms.

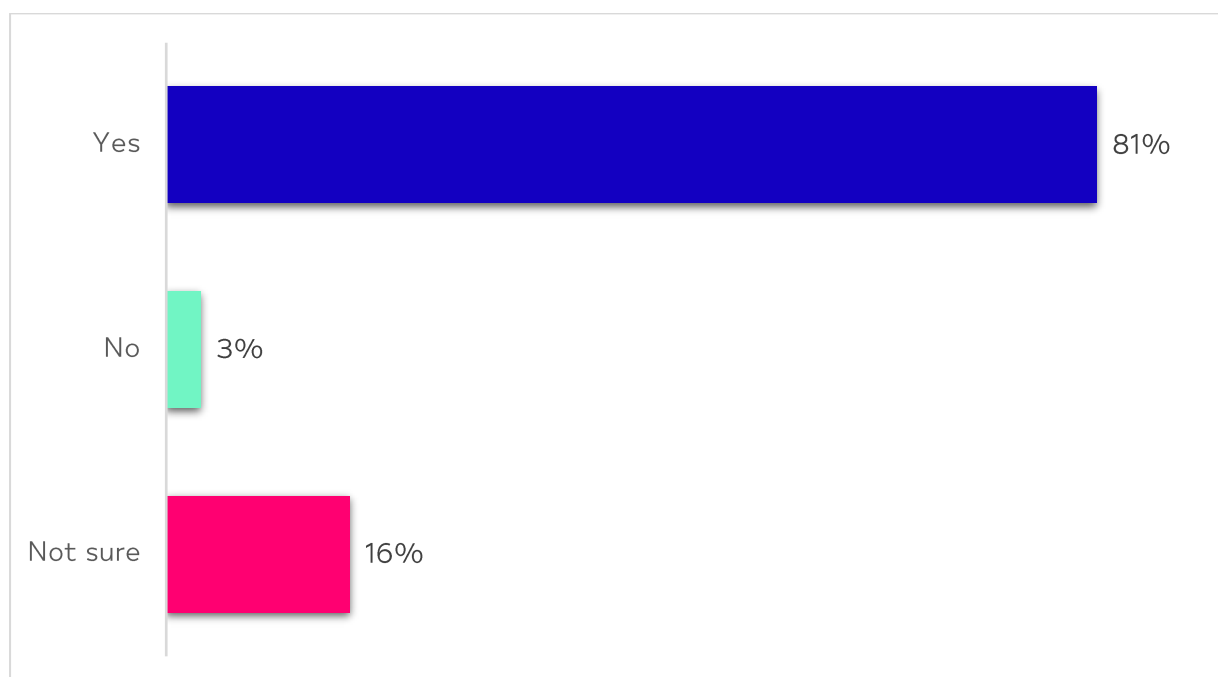
We are also working to increase the information that we share with service users about our own activities. Our social activities team has a longer-term plan to

develop and deliver two co-production projects: one on developing the range of activities on offer and activities timetable and one on developing service user communications. Both projects will be advertised to service users via our newsletter, service user forums and Facebook pages.

Our young people's service is encouraging service users to help develop resources and workshops for the service, as they progress through their recovery journey.

All our services will learn from group feedback and look at improving and producing new groups and courses based on service users' ideas and suggestions.

If someone needed help with their mental health, would our service users recommend West Sussex Mind to them?



We are grateful to all the service users who completed this survey, and we would also like to thank everyone who has completed one of our feedback forms, put a suggestion in one of our suggestion boxes, emailed a staff member to give feedback on our services, contacted us on social media or come to one of our service user meetings.

We rely on feedback and engagement from our service users to help us improve and develop our services and over the coming months we will develop and promote new opportunities for services users from different services to come together and help us continue to improve and develop West Sussex Mind.