

Let's talk

about improving mental health
care in Suffolk

**A briefing on what people shared with Healthwatch Suffolk about
the Norfolk and Suffolk NHS Foundation Trust**

Published July 2016

“I didn’t want a phone call ...I needed a real person.”



Introduction

The Care Quality Commission (CQC) monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. It has a legal duty to listen to the things Local Healthwatch say about services. It means Local Healthwatch are best placed to inform the work of the CQC with the experiences of local people.

From early July 2016, the CQC will be inspecting the Norfolk and Suffolk NHS Foundation Trust for the second time. Healthwatch Suffolk were keen to ensure that a good body of evidence could be presented to the CQC on patient and carer experience.

The Let's Talk Campaign

A plan was developed to implement a short campaign that would engage people for their views. The concept was based on encouraging people to talk about their experiences. A short communications plan was created that included:

- Supporting campaign graphics.
- Suggested Tweets.
- Suggested website content that could also be adapted for media releases.
- MailChimp graphics and suggested content.

Healthwatch Suffolk promoted the campaign on Twitter and the associated Tweets have been viewed over 50,000 times resulting in over 750 tweet engagements. The campaign also provoked some local media interest and was promoted by local stakeholders.

This briefing aims to bring all of the feedback collated together so that it can be shared with the CQC in advance of its inspection. It will also be shared with the Trust, commissioners and made available to the public via Healthwatch Suffolk's website.

Please note:

This document reports on all feedback submitted to Healthwatch Suffolk and is intended to document the feedback submitted and the themes therein.

The quantities of data reported in this document are not sufficient to claim that the opinions expressed are representative of the entire population of mental health service users in the county. This is, in part, due to the short time frame within which we ran the Let's Talk campaign.

Before the campaign, Healthwatch Suffolk offered the Trust the opportunity to engage its staff in reaching service users and family members on several occasions. We are not aware of the extent to which this opportunity was taken up by the Trust.

In future, we would like to achieve a higher level of feedback but this must involve significantly higher input from the Trust in helping us to reach people currently using its services.

Summary of issues...

This report is not a full assessment of the performance of the Norfolk and Suffolk NHS Foundation Trust. It is simply intended as a statement of patient experience data recorded by Healthwatch Suffolk. It does not include patient experience data recorded by the Trust or any other bodies.

This briefing will be shared with the Norfolk and Suffolk NHS Foundation Trust for a formal response to the feedback logged by Healthwatch Suffolk. All recorded feedback has been shared with the Care Quality Commission to inform its inspection of the service commencing in early July 2016.

The feedback

125 individual comments have been recorded by Healthwatch Suffolk. The majority of comments recorded are of a negative sentiment and detail experiences of services from 2014 through to 2016. There are several themes evident within the feedback. We have listed these below with some example comments.

For reference, where possible, we have included the commentators description of the date of their experience (see "DoE") or the feedback submission date.

Positive outcomes and improved wellbeing

It is important to note that, whilst issues are evident within our data, people have also shared positive experiences with their Local Healthwatch and expressed gratitude to the Norfolk and Suffolk NHS Foundation Trust for excellent service and its intervention which has improved their mental health and their quality of life.

Examples of praise for good service include:

Healthwatch Suffolk (DoE "Last three years"): "Chatterton House Team are first class in delivering outstanding patient centred care and support. After years of

suffering in silence I was given a chance to be heard and listened to in a way which met my personal needs. This holistic approach has greatly aided my recovery journey and I have an improved quality of life. The talking therapies worked alongside medication and peer support in helping me to heal and find a sense of peace and balance in my day to day life again. The small stepping stones helped me to build up layers of new coping strategies which have empowered me to have choice and control in areas of my life that had previously debilitated me. The personalisation of services is a fantastic way forward in a life beyond illness. Recovery College is also proving valuable."

Healthwatch Suffolk (DoE "Ongoing course"): "It's helping me see a brighter future as I've been in a pretty bleak place. The staff really know what they're talking about."

Healthwatch Suffolk (DoE "May 2015"): "Responded quickly when they visited were very competent and have fast tracked meeting our needs."

Positivity within the data is often attributed to experiences of the Recovery College, which people hold in high regard.

Examples include:

Healthwatch Suffolk (DoE "2016"): "Since starting the recovery college I've not had any hospital admissions because I've learnt to deal with my emotions."

Healthwatch Suffolk (DoE "2015/2016"): "Recovery College is my lifeline. In only very rare circumstances, would I not be able to attend. Recovery College has everything. A very warm, reassuring, Professional and the most kindest smile you could imagine awaits you. The Staff, Tutors, are so very welcoming and do

their utmost, to help you in every way possible with much Inspiration. All the workshops' are so Professionally taught in such a friendly and uplifting manner, with much laughter around the room. Helping you to gain knowledge and a better understanding in learning to live a more fulfilling life. There are so, so many words I could write, way too many to really express what Recovery College has done for me and my life, which is why I would highly recommend Recovery College in every way possible, cos without this I wouldn't be here now!"

Healthwatch Suffolk (DoE "1994 - 2016"): *"I have been a service user for about 22 years. In that time it has been good then bad and now with recovery college good again. The lack of the need to institutionalise more and more sensitive who think differently, has been an improvement in this service. Community is becoming more used to having us amongst them which is a gradual improvement on our society. The more correct questions that are asked of us the more you shall understand."*

Healthwatch Suffolk (DoE "Mar-2016"): *"I went to Recovery College when I was having a very difficult time at work and it was affecting my mental health. Recovery college talking to peers and tutors helped me identify that I was actually good at what I do. But that I needed to find a different job where I could better utilise the skills I have in a different environment."*

Lack of access to services

It is evident that people feel there are distinct gaps in service provision and that their needs are sometimes unmet. There are several reasons offered for this perception among service users and their families, including:

Low service availability

People have expressed frustration at the apparent lack of services they have had access to when they, or their relative/friend, have needed support.

Examples include:

Healthwatch Suffolk (DoE "September 2015"): *"The support services for carers of people with mental health illnesses have been systematically cut leaving the family to cope alone. This invariably causes stress and ill health to family members."*

Healthwatch Suffolk (DoE "1991 - 2015"): *"My problems have been constant but my care hasn't. Under hellesdon since 1991. Care then transferred to west Norfolk then back to hellesdon 2015. I am now back as a user and have been told there is no psychiatric doctor to see me as the one that left has not been replaced. There are now no community psychiatric nurses to make home visits which are, I think, necessary to help users in the moment which frees the outpatients at the hospital to be used for urgent cases."*

Healthwatch Suffolk (DoE "June 2016"): *"Often refer young people to services for further support. It is very difficult to get early intervention support. Also severe lack of ADHD assessment."*

Healthwatch Suffolk (DoE "May 2016"): *"Very many people in our rural areas are isolated and low and there is little provision of support. The access and assessment team is a great idea in principal but is not delivering anywhere near the service promised. I have had a number of single isolated vulnerable suicidal men presenting and it's taken too long for them to be assessed."*

People experience lengthy delays once they have been referred for support

Feedback from service users and professionals often indicates that a referral for onward support from the Trust does not necessarily mean the person will get the support they need when they need it most.

Examples include:

Healthwatch Suffolk (DoE "June 2015"): *"Our service refers people to the integrated delivery teams in Suffolk but then those people are waiting so long to go through the assessment process that the*

opportunity to help them is being lost.”

Healthwatch Suffolk (DoE “Dec 2015”):

“After seeing a different doctor we finally got our daughter referred in to CAMHS for support. I’ve had concerns for nearly 3 years but got little help from professionals. She had an initial assessment in September but only recently received the next appointment for January. While waiting for the appointment I called multiple times and was assured I would be called back but this has never happened.”

Healthwatch Suffolk (DoE “May 2016”):

“I had to wait three weeks after self referring to the service. This was too long to wait to get an initial telephone conversation. It was too little too late by the time the appointment came through. I did receive good help from the Link worker at the surgery and the information I was given was what has helped me. I found staff a little condescending and made me feel I was an imposition.”

Healthwatch Suffolk (DoE “May 2016”): “1st response was good but is 3 months in and he has had little 1 to 1 support except 1 call over phone. We need help now.”

Communication and a lack of response from the service

Some individuals have said that the Trust, has failed to respond to their enquiries within a reasonable period of time or that there are issues related to communication that have affected their experience and recovery.

Healthwatch Suffolk (DoE “April 2015”): “I called several times when i felt suicidal - took 3 days to return my call.”

Healthwatch Suffolk (DoE “Dec 2015”): While waiting for the appointment I called multiple times and was assured I would be called back but this has never happened.

Healthwatch Suffolk (DoE “Ongoing”): Having been referred to NSFT in December, I am still awaiting an appointment. A telephone consultation offered one

route but hasn’t been followed up, staff contradict each other, constantly passed to voicemails where nobody returns calls and promises of managerial call backs never materialise.”

Healthwatch Suffolk (DoE “June 2016”):

“Wedgewood Unit - We could never get any comments or feedback about our daughter from the consultant at the unit. Each time we asked we were told they were too busy to talk to us. This was incredibly frustrating and meant we didn’t know what was happening.”

Healthwatch Suffolk (DoE “July 2015”):

A family member has been using mental health services for 3 years but it has been very difficult and if I could give a zero rating I would. You don’t know what will happen each day and it is impossible to talk to a psychologist or the team at the hospital. Communication between the family and the team is very difficult. As a carer it is important to be kept involved.”

Healthwatch Suffolk (DoE “April 2015 and onwards”):

“They said was under the IDT team so they discharged me and said the IDT team should be in touch, I was released from Woodlands at the end of April and 3 months later I have heard nothing. I am still suffering although be it not as badly but feel like I’ve been given some pills and forgotten about because “I’m not bad enough”. Well that’s ok for them to say but they are not me and do not know how badly I feel. All I want is some help to deal with this and ensure it does not get as bad again but it feels like no one really cares.”

Healthwatch Suffolk (DoE “June 2016”):

“Had a recurrence of depression and acute anxiety, referred by my gp as urgent, had a visit by cpn, who passed my details on to a care team. 2 weeks have passed and I have not been contacted by anyone. DISGRACEFUL. Luckily I have managed to get out of the desperate situation I was in.”

Failure to listen and communication with professionals

Feedback indicates that service users and families often experience a form of disconnect between their experience and the opinions or actions of mental health professionals. This results in an impression on behalf of the service user that their concerns have not been listened to or acted upon for their benefit.

Examples include:

Healthwatch Suffolk (DoE “From 2013 - 2016”): *“Communications between professionals and not looking at the bigger picture, not listening to those who are nearest. Letting an unwell patient into the community when the bed is needed. Not informing the family this is happening!!!. Calling to speak to the manager and phone calls never returned. It took my loved one to have a terrible episode in 2015 to get the professionals to actually act upon it.”*

Healthwatch Suffolk (DoE “Nov 2015”): *“Psychiatrist on both occasions did not listen to my concerns or respond in an honest, open, transparent way expected... When put on Olanzapine I had an extreme weight gain where again Dr did not explain the intensity of medication. It is the Dr's job to be open and transparent, which needs to be improved. I respect it is a difficult job to do with a high case load but I would like to be listened to.”*

Healthwatch Suffolk (DoE “April 2015”): *My wife has depression and when she saw the Psche Doctor she was very agitated as the doctor was more interested in going through questionnaire than listening to my wife's problem in depth. I feel that my wife was not being looked on as a person but more of another patient to be dealt with quickly so as to move onto the next one.*

Continuity of care

Continuity of care is an issue for people accessing various mental health services. People find that frequent changes in clinicians mean that they are required to describe their circumstances repeatedly, often finding that

each clinician has a different level of awareness in respect of their medical history.

Furthermore, such frequent changes mean that service users find it difficult to connect with the professionals or form any basis of trust, which is important.

Examples include:

Healthwatch Suffolk (DoE “Over past 18-24 months”): *“Mental health services in Suffolk are in a mess. Too much attention on reorganisation and re-applying for existing jobs has meant many excellent professionals have left the Trust, lost long term patients and lost their team. We have sporadic, occasional and utterly useless care now - having endured multiple medication changes by a psych who doesn't know our son we keep them at arms length.”*

Healthwatch Suffolk (DoE “January 2016 to date”): *“From the moment I was referred by my GP I was passed around from pillar to post. The Access and Assessment Team were a waste of time, staff gave the impression they just didn't want to be there. I became “nobodies patient” whilst I was waiting to be allocated to Bury IDT. I was allocated a Care Co-ordinator and then told was only my Care Co-ordinator on paper!! Now I'm still in “no mans land” waiting for a meeting in 3 weeks time.”*

Healthwatch Suffolk (Submitted May 2016): *“Pre diagnosis, awful and for about five years was passed from service to service. This has had a detrimental effect upon my depression, isolation, low self esteem and anxiety. Post diagnosis, finally excellent with good support from social worker, support worker and medical advocate, who without I would still be left alone and incapable of accessing a very complex system. My life remains on hold as I have a constant stream of endless appointments. Oh, how I wish for cohesion across the services! Why don't people communicate any more?”*

Healthwatch Suffolk (DoE “Past five years roughly”): *“I have been passed from pillar to post around my local team and having to work with many different people which isn't helpful as I struggle meeting new people and getting the confidence to open up. I have recently been in a very bad way and I have been told that I won't be getting any support. I am very upset by the way I have been treated over the past few years and I feel my local team has let me down on several occasions.”*

Other issues of importance

Demand for services

From its interaction with service users/carers, Healthwatch Suffolk considers that most have a positive impression of Trust staff and feel they are hard working, conscientious and caring people who try very hard to deliver the best care for the people they support. There are just too few staff and so they are very stretched.

Demand for NSFT services is simply beyond the resources available, which places staff under great pressure. This results in unsatisfactory experiences for many service users who find that care either does not materialise or lacks continuity and that communications and human concern about their views and concerns is perfunctory or lacking altogether.

Lasting change can only really be achieved through the provision of adequate resources; a responsibility that resides with local Clinical Commissioning Groups. That said, NSFT must also take greater steps to address the issues with communication and disconnects between different parts of the Trust. As indicated within the Learning from Mistakes League published by Monitor and the and NHS Trust Development Authority (March 2016), it is also clear that NSFT needs to focus attention on the dynamics within NSFT teams and also the apparent detachment between management and front-line staff.

There is considerable anecdotal evidence that some roles (e.g. GP Link Worker, Care- Coordinators) remain uncovered when

the incumbent is off on long term sick or leaves the post. There doesn't seem to be any capacity to spread resources. These areas remain uncovered until the person has returned from sick leave or the post is filled.

Andy Yacoub, Chief Executive of Healthwatch Suffolk said:

“Healthwatch Suffolk aims to amplify the voice of patients and carers, and we do so in many ways. In respect of this CQC briefing paper, we have attempted to reach as wide an audience of NSFT patients and carers as possible, seeking the Trust's help in reaching those who have possibly not commented before now.

From our interaction with service users/ carers, we consider that most have a positive impression of Trust staff and feel they are hard-working and conscientious. There are however too few staff and so they are stretched. By this we mean that demand for NSFT services is simply beyond the resources available; a responsibility that sits with local Clinical Commissioning Groups.

That said, NSFT must remain patient focussed in its approach and address issues concerning communication, both internal and with other stakeholders, and what appear to be disconnects between different parts of the Trust.”

healthwatch Suffolk

**Your
Voice
Counts**

We want to hear about your experiences of NHS and social care services in Suffolk including hospitals, care homes, GP practices and other services.

Please share your views with us (good or bad). We will use your feedback to make a difference and improve services in the county.

**Your spotlight
on local services**



Visit www.healthwatchsuffolk.co.uk to anonymously rate and review your local services now. You can also feedback by calling **01449 703949**.

The data...

Healthwatch Suffolk have recorded a total of **125** comments about mental health services. They have also conducted several pieces of research, including (selected examples):

- **Healthwatch Suffolk:** A joint project with Suffolk User Forum about people's experiences of mental health care in the county.
- **Healthwatch Suffolk:** A project commissioned by NSFT to examine perceptions of mental health and wellbeing among the county's most diverse communities.

These reports can be downloaded via the following links:

- **Healthwatch Suffolk:**
<http://www.healthwatchesuffolk.co.uk/our-reports-2/>

The online Feedback Centre

Healthwatch Suffolk make use of an online engagement tool to help people share what is good and what is bad about health and social care in the county.

The Feedback Centre is accessible on www.healthwatchesuffolk.co.uk via a variety of devices including mobile phones, laptop/desktop computers and tablets. This means that people can easily and anonymously rate the care that they or a friend or family member has received.

125 reviews were recorded on the Healthwatch Suffolk Feedback Centre.

Ratings

Reviewers are asked to rate various aspects of their care and treatment. Reviews are out of a maximum of five stars. In the above period, people have rated the Norfolk and Suffolk NHS Foundation Trust as follows:



Based on 125 reviews recorded onto the Healthwatch Suffolk Feedback Centre.

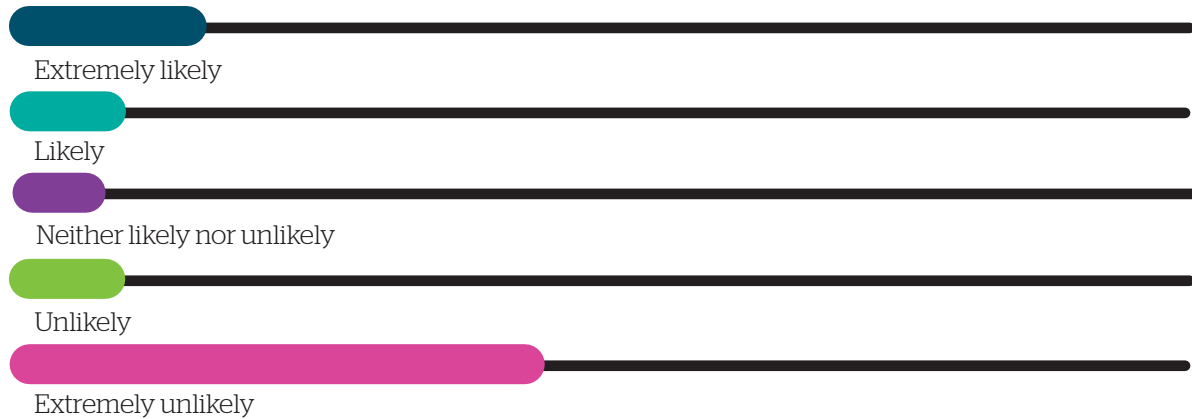


Additional ratings based on data extracted from the Healthwatch Suffolk Feedback Centre only:



Friends and Family Test Question Responses to Healthwatch Suffolk

48 individuals chose to answer the FFT question on the Healthwatch Suffolk Feedback Centre. The results recorded are as follows:



Comments submitted to the Healthwatch Suffolk Feedback Centre

The following feedback has been submitted to the Healthwatch Suffolk Feedback Centre either by direct input via the website or from hard copy comment cards that are collated by the Healthwatch Suffolk Community Development Team or sent to Healthwatch Suffolk by Freepost.

All feedback has been moderated by Healthwatch Suffolk in accordance with its Feedback Centre Operational Policy and website Terms and Conditions. Some negative comments are excluded at the request of the reviewer.

Rating	Comment	Date submitted
★★★★☆	Please do not cut mental health services any further!	28/06/2016
★★★★☆	Often refer young people to services for further support. It is very difficult to get early intervention support. Also severe lack of ADHD assessment.	28/06/2016
★★★★☆	Veterinary Services are probably a better alternative and might even if I dare say give you better advice and support sadly.	26/06/2016
★★★★☆	Care coordinator was a no show, felt I was getting no where, they didn't understand my specific needs, was just a tick box exercise rather than treated as an individual. Felt as though I was being pushed to one side and that they didn't care what happened.	26/06/2016
★★★★☆	Suffolk Wellbeing Service: The administration of the service is really not good. I was told I could go on a course but received a call asking why I hadn't attended it. I explained that I had not received a letter informing me about the course and when and where it was taking place so couldn't have attended. They just said it must have got lost in the post.	24/06/2016
★★★★☆	Woodlands: We could never get any comments or feedback about our daughter from the consultant at the unit. Each time we asked we were told they were too busy to talk to us. This was incredibly frustrating and meant we didn't know what was happening.	21/06/2016

★★★★☆	I've suffered from depression BPD and Bipolar. CBT is good but my experience of crisis care is very poor and just get passed to 111 or out of hours doctors who don't do anything to help.	21/06/2016
★★★★☆	We have been waiting since December for counselling from the CAMHs service. The referral was made by Social Services.	18/06/2016
★★★★☆	Having to make the first contact is extremely difficult if you have depression, confidence and mobility issues. Once making that initial step, then having to wait is stressful, making you feel worse. Then have a phonecall which basically goes through a tick box exercise. Then delays. Then sit in a room to hear 3 options, none of which seem to be about what you think the issues are. Giving one of them try, but not feeling very supported at the moment.	18/06/2016
★★★★★	Suffolk Wellbeing Service: My relative has depression, and his GP immediately referred him to the Link Worker. He immediately received a series of Link Worker appointments. This is in great contrast to 15 years ago when another relative found it nearly impossible to be referred to mental health services by his GP. Well done.	17/06/2016
★★★★★	Suffolk Wellbeing Service: I have been having treatment at Suffolk Wellbeing Bury St. Edmunds for several years. The doctor has always been professional and helpful in every way. It is an outstanding service. Everyone is friendly and welcoming. Without the help I have been given I would not have managed my recovery at all	14/06/2016
★★★★★	Suffolk Wellbeing Service: Can't praise the service enough - have been seen numerous times by the Suffolk wellbeing service, always by same lady. She has been amazing, nothing is too much trouble. She will go out of her way to help her clients. She is an asset to the service. I would happily recommend Suffolk Wellbeing Service to anyone	14/06/2016
★★☆☆☆	Had a recurrence of depression and acute anxiety, referred by my gp as urgent, had a visit by cpn, who passed my details on to a care team. 2 weeks have passed and I have not been contacted by anyone. DISGRACEFUL. Luckily I have managed to get out of the desperate situation I was in.	14/06/2016
★★★★★	Good relationship with Counsellor, would like to choose the gender of the translator. Between October 2015 and March 2016 I have attended Mariner House for counselling about 6 times. The Counsellor has been very good. The translator has been good as well but in the future I would like a choice of gender. I was not given the choice at the beginning. They have prescribed me tablets which has helped. Talking through my problems helps sometimes.	08/06/2016
★★★★★	Central Integrated Delivery Team: 16 week course for people with Borderline Personality Disorder. Excellent course, well run, excellent NSFT staff group facilitators	08/06/2016
★★☆☆☆	I was assessed as having PTSD twice by 2 separate psychiatrists in Suffolk. No service was offered so 12 EMDR sessions at £75 each later and I am a more relaxed and happy person. I was retired early on health grounds linked to my cognition and mental health. Thank you NSFT for bringing my career to an end whilst doing absolutely nothing	06/06/2016

☆☆☆☆	I have been passed from pillar to post around my local team and having to work with many different people which isn't helpful as I struggle meeting new people and getting the confidence to open up. I have recently been in a very bad way and i have been told that i wont be getting any support. I am very upset by the way i have been treated over the past few years and i feel my local team has let me down on several occasions.	04/06/2016
☆☆☆☆	I didn't want a phone call ...I needed a real person	01/06/2016
☆☆☆☆	It's been difficult time get discharged by the consultant (outpatient)	01/06/2016
☆☆☆☆	This course must be longer over the course of weeks to really help.	29/05/2016
☆☆☆☆	Wedgewood Unit: I was even approached and told he would come back to speak to me and spend time with me later on one occasion in which he never did. It is definitely a case of those who 'shout the loudest' get the most time and attention. Often short staffed.	27/05/2016
☆☆☆☆	Individual care-cos and doctors are usually excellent and caring. It is more getting in to talk to someone, with messages usually not being passed on (often get told hasn't been emailed through to staff member and once put on a post it note at a desk seldom used as mainly out in community) - poor practice in office reception skills and I've found the out of hours service to be a waste of time. I'm considering my role as peer tutor in recovery college as although very helpful at times and I've learned much there however seems to be no backup in place and seems too much to do by a few over-worked people with little resources	27/05/2016
☆☆☆☆	short breaks and we have to wait to go to the toilet meaning we have to ask and that feels like being at school and (name removed) is too demanding and bossy. and also I have a learning disability of understanding things and xxx gives us the work and we have got to do it within short space of time and that puts pressure and stress on me and she works too quick and i cant keep up with her teaching because i get too stressed out .	26/05/2016
☆☆☆☆	My problems have been constant but my care hasn't. Under hellesdon since 1991. Care then transferred to west Norfolk then back to hellesdon 2015. I am now back as a user and have been told there is no psychiatric doctor to see me as the one that left has not been replaced. There are now no community psychiatric nurses to make home visits which are, I think, necessary to help users in the moment which frees the outpatients at the hospital to be used for urgent cases. I have been an in patient and this was very hard. There were not enough nurses or staff to care for everyone. Their time was taken up treating the people that were at more risk than I was. We all needed help and care. More staff would have made my stay more bearable and helpful in my recovery. Because of this I had an early discharge from care and left very angry and no different to when I was admitted.	25/05/2016

★★★★☆	<p>After years of being treated for depression and numerous different medications I am now being treated for Bipolar. The service was a bit disorganised at first but I can not fault the staff at St Catherine Gorleston the Home treatment team who have been lovely. I already knew some of their faces from looking after my son. Again I will say they have an upward battle. Why did Carlton Court get shut as families are having to travel further to see loved ones. It's upsetting for both. Yes I understand that sometimes it's for the better but it always comes down to money or lack of beds. That is not the staff's fault. It doesn't make sense and Mental Health issues are becoming more and more out there. More pressure is needed to make the higher ranks take note that this is not an overnight fix with human beings just like them and it still needs much more awareness of what people go through. It is so true like anything it is not until yourself, a loved one or someone you know has been or are going through a crisis that you understand.</p>	25/05/2016
★★★★☆	<p>Professionals were so busy, staff shortages and lack of beds. No consistency and where does the Triangle of Care come into this too. Communications between professionals and not looking at the bigger picture, not listening to those who are nearest. Letting an unwell patient into the community when the bed is needed. Not informing the family this is happening!!!. Calling to speak to the manager and phonecalls never returned. It took my loved one to have a terrible episode in 2015 to get the professionals to actually act upon it. I have had great support from carers forum and can not fault them but SOMEONE SOMEWHERE HAS TO REALISE HOW STRETCHED THIS SERVICE IS. My son managed to escape from an acute ward and to get on a plane to go abroad whilst under a section 3 and psychotic. How scary is that!! thankfully the local Police were fantastic. The Gatwick Police managed to stop the plane whilst it was taxiing ready for take off to LA and escorted him off. He was then transferred to Helleston where his journey of a recovery began.</p>	25/05/2016
★★★★☆	<p>Recovery college: I went to Recovery College when I was having a very difficult time at work and it was affecting my mental health. Recovery college talking to peers and tutors helped me identify that I was actually good at what I do. But that I needed to find a different job where I could better utilise the skills I have in a different environment.</p>	25/05/2016

<p>★★★★☆</p>	<p>Limited accommodation of disabilities from care coordinator, and none for initially contacting care coordinator on referral, or crisis services - if you can't use a phone or get someone else to do it for you, you're going to have a hard time - although the individual staff who are in direct contact with patients in the latter group have generally tried their best.</p> <p>The crisis team contact number can receive text messages as texts, precluding using their service provider's text-call service, but they have a policy of not reading or responding to them, and no email address or alternative direct contact information is provided.</p> <p>When under the Wellbeing Service and seeing an NSFT professional for CBT, there were difficulties with diagnostic overshadowing, including them trying to address developmental and neurological disabilities as psychological/anxiety issues, and asserting that disclosed difficulties with this and with sensory problems must be lies to cover for anxiety, which, frankly, was always openly disclosed in the same manner. Attempts to seek advice on the situation from the professional who helps with the neurological issues and then raise this with the practitioner were apparently interpreted as 'splitting' until they finally made contact and received confirmation towards the end of the series of CBT sessions.</p> <p>Care coordinator took several months' absence a few weeks after referral, had no specific person covering during the absence, provided no information to me about it despite stating they knew well enough in advance to arrange for letters to be sent to other patients, and became openly angry with me for suicide attempts and lack of knowledge of what to do to obtain help during this period when even other professionals I asked for advice did not know.</p> <p>They gave self-contradictory advice including suggestions mutually exclusive with those of other professionals, and then indicated I should not have sought help during a difficult period because I hadn't already tried everything suggested to me; arranged a meeting with my GP to reassure her everything was in hand, both without checking she was actually able to attend at the specified time, and shortly before asking me to help transcribe the care and crisis plans we'd discussed 6 weeks prior because they couldn't read my hand-written notes and apparently didn't remember anything said or retain the notes they wrote at the same time. They told me off loudly for disclosing first too little and then too much, in the former case following an unplanned suicide attempt and in the latter following disclosures advised by my GP, without any clarifi-</p>	<p>25/05/2016</p>
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☆☆☆☆	<p>Recovery college: Did 2 modules and on the first module received certificate did second module in my own home but made sure I was early to hand in etc made a mindfull effort even when unwell. Got a third rate experience had to badger and keep asking for the certificate was pushed from pillar to post had to get onto manager to receive a certificate. Then found that the first module certificate was a photo copy which has made me question how much pride is being put into this service as the certificate prove otherwise. Tried to complain requested a meeting at chatterton house and have had no return communication to date. I have stopped wanting to try to help myself as I feel I'm still being failed by mental health services in my area I did start to go as I wanted to make a difference this is why I joined the trust but I'm finding this isn't making much of a difference either I feel as if were being given a say but still no one is listening or cares about mental health services recovery college is farcical in kings lynn and i've stopped even wanting to attend why bother if the staff aren't bothered or there's NO PRIDE IN THEIR WORK</p>	24/05/2016
★★★★	<p>Recovery college: Recovery College is my lifeline. In only very rare circumstances, would I not be able to attend. Recovery College has everything. A very warm, re assuring, Professional and the most kindest smile you could imagine awaits you. The Staff, Tutors, are so very welcoming and do their up most ,to help you in every way possible with much Inspiration. All the workshops' are so Professionally taught in such a friendly and uplifting manner, with much laughter around the room. Helping you to gain knowledge and a better understanding in learning to live a more fulfilling life. There are so, so many words I could write, way too many to really express what Recovery College has done for me and my life, which is why I would highly recommend Recovery College in every way possible, cos without this I wouldn't be here now!</p>	24/05/2016
★★★★	<p>It's helping me see a brighter future as I've been in a pretty bleak place. The staff really know what they're talking about.</p>	24/05/2016

★★★★☆	<p>Recovery college: I found Recovery college a challenge because not only did it help me to understand my own Mental health problems, it also opened my eyes to other peoples challenges with there Mental health needs.. Unfortunately I did not get to complete the whole course however with that said I do plan to go back to recovery college when able to so that I can complete the course totally. There are so many classes that I would like to complete and do and I hope this time not to have a relapse in ill health in general and with my own Mental Health getting in the way.. Recovery college also got me out from my home and it was a chance to meet others with similar or the same Mental Health problems as I have.. It was also very good as the classes are not of large groups but small ones and I am not a group person as a rule as I find them daunting and I clam up instead of working to resolve the Areas that I have too. In a smaller group of a handful of others I found the first couple of days a bit stressful but then I found myself joining in and giving my responses to questions because I was made to feel relaxed and was never under any pressure from the others taken the course or by the two tutors to whom took the class were excellent and excelled in there own experiences and passed them to us taking the course... Recovery college I would recommend to anyone with Mental health problems or for those that are caring for those with Mental health problems so that they could understand for them selves what other suffers go through, like I said it was an eye opener and a challenge but one that I attend to go back to so that I can complete the different classes that I enrolled in to try and complete this time...</p>	24/05/2016
★★★★☆	<p>Discharged in a vindictive manner during the throes of dissociative episodes, agoraphobia and chronic suicide ideation. When I queried why, I was told I was abusive to someone in my treatment. This was a malicious lie by the NSFT, totally slanderous, such an incident simply did not occur. It took 4 complaints for them to even semi-address the defamation on my medical records. When I was referred to the NSFT originally, I thought my life couldn't get any worse (bear in mind I live with the grief of the death of a sibling, among many other things) and that I was going to be helped. On the contrary, I have spent far more time fighting these vile people and countering their malicious lies and gross ineptitude than receiving a treatment and the NSFT has directly made my mental health issues far worse. It's with the Ombudsman now.</p>	23/05/2016
★★★★☆	<p>Individual care workers really helpful and concerned. Seem to be pressured to discharge quickly. Out of hours or 'crisis team' is horrendous. Sometimes no reply or has actually made me worse. Refusal to attend in A and E led to a serious manic reaction.</p>	23/05/2016
★★★★☆	<p>I understand more about human psychology and how to move forward in a positive way.</p>	23/05/2016

★★★★☆	I have been a service user for about 22 years. In that time it has been good then bad and now with recovery college good again. The lack of the need to institutionalise more and more sensitives who think differently, has been an improvement in this service. Community is becoming more used to having us amongst them which is a gradual improvement on our society. The more correct questions that are asked of us the more you shall understand. All.	23/05/2016
★★☆☆☆	An array of different 'experts' with conflicting diagnosis . Poor communication with family.	23/05/2016
★★☆☆☆	Pre diagnosis, awful and for about five years was passed from service to service. This has had a detrimental effect upon my depression, isolation, low self esteem and anxiety. Post diagnosis, finally excellent with good support from social worker, support worker and medical advocate, who without I would still be left alone and incapable of accessing a very complex system. My life remains on hold as I have a constant stream of endless appointments. Oh, how I wish for cohesion across the services! Why don't people communicate any more?	23/05/2016
★★★★★	Chatterton House Team are first class in delivering outstanding patient centred care and support. After years of suffering in silence I was given a chance to be heard and listened to in a way which met my personal needs. This holistic approach has greatly aided my recovery journey and have an improved quality of life. The talking therapies worked alongside medication and peer support in helping me to heal and find a sense of peace and balance in my day to day life again. The small stepping stones helped me to build up layers of new coping strategies which have empowered me to have choice and control in areas of my life that had previously debilitated me. The personalization of services is a fantastic way forward in a life beyond illness. Recovery College is also proving valuable.	23/05/2016
★★★★☆	Acute, recovery college and wellbeing services. The ability to learn through courses at recovery college and wellbeing service has been invaluable. The care on the ward and afterwards has been supportive based upon the state of unwellness I was experiencing at the time. My second experience of being referred for assessment from wellbeing and then referred back to wellbeing and then being told you at the back of the queue again a month on from initial contact added to my distress and increased my anxiety at a point when I was looking for a way to manage my anxiety levels downwards. This process needs to be reviewed. Staff are very approachable and caring.	23/05/2016
★★☆☆☆	Lack of tier 1,2,3 camhs services. 12+ month wait for psych meds review, handover at 14yrs disturbed continuity. Lack of permanent child psychiatrists meant lack of appts/lack of engagement & again lack of continuity.	23/05/2016
★★★★★	Since starting the recovery college I've not had any hospital admissions because I've learnt to deal with my emotions.	23/05/2016
★★★★☆	Recovery college great. But more people need to be made aware of it. NSFT in general- wonderful staff but severely short staffed and funded. Too long waiting times which make people unwell. Not staffs fault- they are amazing. Its the Trust as a whole. I hope it changes before more people are seriously unwell.	23/05/2016
★★★★☆	1st response was good but is 3 months in and he has had little 1 to 1 support except 1 call over phone. We need help now.	23/05/2016

★☆☆☆☆	My 43 year old husband is clinically depressed, on suicide watch at home, and suffers from schizo-affective disorders. After waiting months for help, he was offered a counselling group! NSFT conveniently lost our original complaint and now we've complained again, we've been fobbed off by various functionaries. This trust is a disgrace!	19/05/2016
★☆☆☆☆	My my has complex mental health issues (BPD) when she has an acute episode my Dad is her main carer, they are left to cope alone without any support, the GP just increases medication the mental health team call and ask if my mum would like to see a psychiatrist which she says no, she is in no state to make this decision, when she is ill and refusing to get out or bed and eat and drink she in not likely to want to see a Dr, hopeless and frustrating situation and no talking therapies offered or specialist review / intervention via the NHS.	19/05/2016
★☆☆☆☆	My mum had to sleep on the male secure ward as there were no female beds, she was very distressed by this and felt unsafe which compounded her illness. She was left to become dangerously dehydrated as she was refusing to eat and drink and they were not able to intervene. A decision regarding ECT was delayed due to funding issues as she was admitted to Hellesdon but from Lowestoft.	19/05/2016
★☆☆☆☆	Psychiatrist on both occasions did not listen to my concerns or respond in an honest, open, transparent way expected. It is good that the Dr came into my home to assess my situation which appeared to be a manic type episode. I have only just had a diagnosis of bipolar 1 from a home treatment psychiatrist who was recently retired. It is not ideal that my high dose of Venflaxine (225mg) was suddenly stopped, leading to horrendous withdrawals. They did not explain to me that I would experience such intense side effects, which terrified me - including dizziness to the point of nearly fell downstairs while husband was away. I have a 6 year old. This happened November 2015. When put on Olanzapine I had an extreme weight gain where again Dr did not explain the intensity of medication. It is the Dr's job to be open and transparent, which needs to be improved. I respect it is a difficult job to do with a high case load but I would like to be listened to.	12/05/2016
★☆☆☆☆	From the moment I was referred by my GP I was passed around from pillar to post. The Access and Assessment Team were a waste of time, staff gave the impression they just didn't want to be there. I became "nobodies patient" whilst I was waiting to be allocated to Bury IDT. I was allocated a Care Co-ordinator and then told was only my Care Co-ordinator on paper!! Now I'm still in "no mans land" waiting for a meeting in 3 weeks time.	11/05/2016
★☆☆☆☆	Suffolk Wellbeing Service: I had to wait three weeks after self referring to the service. This was too long to wait to get an initial telephone conversation. It was too little too late by the time the appointment came through. I did receive good help from the Link worker at the surgery and the information I was given was what has helped me. I found staff a little condescending and made me feel I was an imposition.	06/05/2016
★☆☆☆☆	In the past year the support provided by the service has reduced and my husband now only gets visits every 6 weeks and does not get the additional visits he used to get.	27/04/2016
★☆☆☆☆	I was admitted to Woodlands but this was rubbish but I was also offered courses through the Recovery College which sounds better.	27/04/2016

☆☆☆☆	Having been referred to NSFT in December, I am still awaiting an appointment. A telephone consultation offered one route but hasn't been followed up, staff contradict each other, constantly passed to voicemails where nobody returns calls and promises of managerial call backs never materialise.	13/04/2016
★★★★	When I arrived on Willow Ward I was taken to a really lovely warm room and made welcome by a lovely cup of tea. During the whole time I was there I received really wonderful care and felt nothing was too much trouble for the staff - even ringing the bell for help was answered quickly with a "can I help you?" Even when the home was under a great strain with a tummy bug I wasn't made to feel a nuisance and everything was done to help. I must end by saying thank you to everyone in Willow Ward.	08/04/2016
★★★★	My CPN is very supportive. I especially like that she gives me choice whether to see her at Victoria House or whether she visits me at home, depending on how I feel at the time I can choose.	08/04/2016
★★★★	Suffolk Wellbeing Service: I had some long term physical health problems which made me very emotionally unwell. I went to the Wellbeing Service and they taught	30/03/2016
★★★★	My wife needed help due to her dementia. Suffolk Coastal IDT were great- psychiatrist, psychiatric nurses and care workers were all so supportive, They came to our house and they solved all the problems	18/03/2016
★★★★	ACT course, group therapy course, very thought provoking and experimental	16/03/2016
★★★★☆	Suffolk Wellbeing Service: I find it difficult to access the Wellbeing service. I have now returned to work though I do still feel mentally unwell from time to time. I can only call during my lunch hour and my experience has been of getting voicemail and an offer that they phone me back. This doesn't work because I can't answer my phone when my lunch hour is over. I therefore struggle to get any on going support which is disappointing.	10/02/2016
☆☆☆☆	There does not appear to be any mental health pathways within Suffolk for women who have undergone FGM.	01/02/2016
☆☆☆☆	I was referred to the access and assessment team by my GP whilst in crisis. She asked for them to call me that day as it was an urgent referral. Over 20 hrs later I still hadn't been contacted. I finally called them and was told they were too busy and couldn't offer an appointment until the next day. For the next 3 days I was going round in circles with crisis staff telling me I wasn't their patient I was IDT and IDT telling me I was the crisis team patient. Staff were rude, uncaring and seem to have no understanding of mental health. At one point the staff refused to speak to me and told the receptionist to tell me to call an ambulance if I was that bad. 4 weeks later and I'm still trying to get an appointment. The service is a joke!!	29/01/2016
☆☆☆☆	Services for adults with severe and profound learning disabilities but no challenging behaviour or mental health issues do not currently have access to a service Community support is provided but staff are not experienced enough to deal with the issues	29/01/2016
★★★★☆	The staff at NSFT are totally overwhelmed. My daughter's link worker has reduced visits to fortnightly but her CBT support is weekly. We have had to fight to get her the support she needs every step of the way. Families should not have to fight to get support in the first place. They are significantly underfunded.	29/01/2016
☆☆☆☆	High chance of death before recovery could be expected.	26/01/2016

☆☆☆☆☆	The Wedgewood Unit: The Wedgewood ward at West Suffolk Hospital is a disgrace. There were not enough staff available when leaving the continuity of care is not good at all especially once you are discharged. There were also no mother and baby beds available years ago and they couldn't guarantee my baby's safety if I was admitted to another ward.	22/01/2016
☆☆☆☆☆	Woodlands: Spent 12 days here Nursing staff seemed motivated and caring. Psychiatrist's however lacked any understanding, or empathy. To the point of being rude and aloof. Many patients sent out, some homeless, far worse than they came in with. Just bad, bad hospital wards	12/01/2016
☆☆☆☆☆	The Wedgewood Unit: 2 Evening meal seems to be 5.30 and breakfast then supposed to be 8 or 8.30 but apparently becoming later. Also there is supposed to be a trolley with tea available from 0600 but this is reportedly not being replenished. Inpatient (friend) reports poor staff attitude.	04/01/2016
★★★★★	Mental health nurse was very understanding and helpful	23/12/2016
☆☆☆☆☆	<p>Took huge strength & courage to visit GP to admit I needed help during a very difficult time, as simply given a leaflet to contact Suffolk Wellbeing I rang (again took courage) which resulted in numerous phone conversations with different teams to "assess" me, and it was apparent no communication had occurred between teams, as I was expected to repeat the same painful story/ experience, to each team.</p> <p>However, I did this which took incredible courage on my part, in order to get the help I recognised I needed. Result : to be referred to a specialist charity - who can help BUT have a waiting list of a number of months, so meanwhile, I'm left.....</p> <p>Received quite insulting copy of letter sent to GP, stating that I "feel very anxious with poor concentration levels, reduced motivation and higher levels of emotional distress / mood regulation".</p> <p>"that her presentation is in the context of her past abuse... We could identify that" "past history sites clear risky behaviour / suicide attempts but that it is not prominent for" "at the time and if this changes" "conferred with me that she would call services."</p> <p>I have since called "services" when things have got so bad I felt I was a risk to my self, and actually came off the phone feeling quite insulted and misunderstood.</p> <p>Mean while I'm left on a charity's waiting list.... Is this what the NHS Mental Health Services have come to?.....</p>	22/12/2016
☆☆☆☆☆	I was not given any notice of my adult daughter's CPA review. My daughter has a severe and enduring mental illness and has great difficulty communicating accurately about how she is managing. I feel that the CPA review was just a 'tick box' exercise as I was not involved and staff are aware I wish to attend to support my vulnerable daughter. I have phoned her Care co and left a message as I was not able to speak with Care co. Guidelines state family/carers should be involved if appropriate and this was ignored.	21/12/2016
☆☆☆☆☆	I was referred to the wellbeing service with postnatal depression. I was given a six week course of counselling but when I was given the chance to discuss what the issues were I was told that as it was only a six week course they would therefore not be able to go in to everything and would have to concentrate on small aspects. I had to go private to get the support I needed in the end.	21/12/2016

☆☆☆☆☆	After seeing a different doctor we finally got our daughter referred in to CAMHS for support. I've had concerns for nearly 3 years but got little help from professionals. She had an initial assessment in September but only recently received the next appointment for January. While waiting for the appointment I called multiple times and was assured I would be called back but this has never happened.	21/12/2016
☆☆☆☆☆	My mother has bipolar disorder and her husband has been diagnosed with terminal cancer. As his condition deteriorated she became more and more manic and out of control. My attempts to get help from her GP, social services, access & assessment were all fruitless. After police calling at her house after one incident and even her arrest after another I still got nowhere. This made my step father's last few months even harder than it should have been, for him, for her, family and staff at the nursing home. Since his death, my mother has become acutely depressed and still the help has been minimal. After a day in A&E I was told she should be admitted and 2 hours later no beds available. 4 weeks later the story was the same.	17/12/2016
☆☆☆☆☆	I have had mental health involved since a child, Im 21 now. I wasn't diagnosed with my condition until 2 years ago. As soon as I made a little bit of progress MH backed out. Things went downhill quick and I attempt to kill myself numerous times. They would see me and then discharge me from their care because I must of been fine because I was doing work experience, I was then referred back to them from my GP and he wanted my medication changed but MH wouldn't do it. 2 months later I was back in hospital through another suicide attempt. Doctors have referred me back again with the recommendation of my medication being changed again. I have an appt next week but I know what will happen.	15/12/2015
★★★★☆	I had to wait 45 minutes for a 10 minute appointment.	11/12/2015
★★★★☆	I'm currently seeing someone for therapy at walker close and I feel very comfortable talking to people here.	10/12/2015
★★★★☆	If my care hadn't been taken over by the Suffolk Coastal IDT team, I don't think I would have progressed as far as I have. The nurses and staff on the wards are all more than helpful and they make you feel an individual, someone who's listened to and cared about, whereas a particular member of the home treatment team made it overly difficult for me to come to terms with my illness. I was spoken down to and they didn't listen to me and made me feel worthless. Other than a feeble attempt to console me, everything else during my time there was perfect. I felt like I was cared about and that other people were willing to help me get better.	10/12/2015
★★★★☆	I got on with most of the staff except a couple, they didn't offer any types of therapy though just gave me medication and left me on my own. All I got out of staying at woodlands was a diagnosis, after two weeks of being a patient.	10/12/2015
☆☆☆☆☆	I was under this service for many years and found in was moved for one support worker or nurse or social or therapist to the next with only two actually listening to me and having the patience to listen and build trust with me. As a service user you can tell they are pushed for funding because they appear keen to discharge even tho they haven't explored the problem just dealt with the behaviour s.	06/12/2015
★★★★☆	v. good trainers with a mixture of backgrounds to give different perspectives	06/11/2015

★★★★★	The Wedgewood Unit: My consultant was very reassuring-very approachable and understanding. It was an excellent consultation. There was a 15 minute delay but I consider that to be acceptable.	06/11/2015
☆☆☆☆☆	Woodlands: I was a voluntary inpatient and felt I was discharged too early. A care plan was given to me on my last day and my wife had to take me home. A follow up telephone contact was promised within 48 hours and this call was never received although we stayed at home for the whole 2 days waiting.	15/10/2015
☆☆☆☆☆	Woodlands: I was recently a voluntary inpatient at the Woodlands mental health unit. During my stay my medications for my physical ailments were not given to me and I became very physically unwell.	15/10/2015
☆☆☆☆☆	Only care for a schizophrenic who has had 3 hospital stays is provided by elderly relatives, who will soon need care themselves. Is it cost effective to have another remission with all distress caused and another hospital admission?? No Consultant appointments = Gone; No C.P.N = Gone; No visits from carers = Gone.	06/10/2015
☆☆☆☆☆	The support services for carers of people with mental health illnesses have been systematically cut leaving the family to cope alone. This invariably causes stress - > ill health to family members.	06/10/2016
★★★★☆	Autism Diagnosis Service: Staff we saw were fantastic but at the time we did not realise they had not done all of the assessments which would have led to a diagnosis of Dyspraxia. We later had to fund Occupational Therapy privately.	02/10/2016
☆☆☆☆☆	ASD son. We were told to remove all comfort for my son. Also we were making the world unsafe for him by keeping him in a bubble. More concerned on themselves.	02/10/2016
☆☆☆☆☆	Referral from school to CAHMS turned down and suggested I go through GP to seek referral to PMHW. Referral to PMHW successful. Initial visit, lots discussed and I felt hopeful of progress re my son being made. Things were promised but at the following meeting had not happened or been forgotten or delayed. Future meetings resulted in the same scenario. Given hand outs re slee issues re my son. Referred for VIG resulting in 3 videos and follow up. More promised by PMHW following VIG. CAF forms eventually sent to SENCO at sons school. CAF forms completed by SENCO and myself on 9th Sept. Sought input from PMHW to complete the forms. Promised following week this would be sorted as PMHW had a meeting at the school. Meeting did not happen and SENCO was unaware there was a meeting anyway. SENCO tried several times to call/email PMHW to no avail. As did I. Still no response. Asked to speak to another PMHW and am again awaiting a response. Do not feel anything has been addressed or resolved properly especially in terms of contact, do not hold any confidence in them at the present moment as I feel let down and ignored.	29/09/2015

★★★★☆	My son, having mental health problems, visited Potsford Care Farm on several occasions and found the staff there very supportive. A good experience.	16/09/2015
☆☆☆☆☆	The NSFT Service User Council used to meet monthly bringing together service users and senior staff. No reason given, disbanding it left a gap in how NSFT keeps in touch with service users.	04/09/2015
★★★★★	Really positive, inspires a lot of hope.	04/09/2015
☆☆☆☆☆	My care co-ordinator is very good but I don't have/have not seen a careplan. I'm not impressed by Dr. (Name removed) as she has had a go at my sister during my appointment. More than once I've asked for a copy of a letter & I was never actually told about a new diagnosis. I found out accidentally during a conversation with my care-co. I can't knock her at all she is very good The recovery college has been very good & useful and I will continue to use he service.	07/08/2015
☆☆☆☆☆	Woodlands: I was admitted to Woodlands as i was suffering from anxiety and obsessive negative thoughts and whilst the staff there were lovely i had no therapy and was on the same medication i was on at home so i didn;t see the point of being there. When i was released i did feel a little better and was told there would be no follow up as i was not ill enough but to go to see a link worker at my surgery. He recommended to contact the wellbeing service which i did and they said they could not help me as i was still under the hospital. I called them and said this was not the case so they looked into it for me. They said was under the IDT team so they discharged me and said the IDT team should be in touch, I was released from Woodlands at the end of April and 3 months later i have heard nothing. I am still suffering although be it not as badly but feel like i;ve been given some pills and forgotten about because "I'm not bad enough". Well that's ok for them to say but they are not me and do not know how badly i feel. All i want is some help to deal with this and ensure it does not get as bad again but it feels like no one really cares.	02/08/2015
☆☆☆☆☆	Property was kept in a locker room and some peoples cosmetics disappeared. My phone charger went missing. Food was pretty good though.	31/07/2015
☆☆☆☆☆	I felt completely ignored from the start. Nobody spoke to me, even if I went out to the ward area in the middle of the night - they stayed in the office. Nobody explained any treatment plan, I received no treatment at all and had one appointment with a psychiatrist in the 2 weeks I was there which he stopped because I was crying. I was discharged with a bit of paper with my diagnosis written on it. That was a shock; there was no discussion with me at all about the diagnosis and I didn't know what it meant. Diagnosis later overturned by a psychiatrist.	24/07/2015

☆☆☆☆☆	A family member has been using mental health services for 3 years but it has been very difficult and if I could give a zero rating I would. You don't know what will happen each day and it is impossible to talk to a psychologist or the team at the hospital. Communication between the family and the team is very difficult. As a carer it is important to be kept involved.	16/07/2016
☆☆☆☆☆	Our service refers people to the integrated delivery teams in Suffolk but then those people are waiting so long to go through the assessment process that the opportunity the help them is being lost.	24/06/2016
★★★★★	When my other half with dementia hit a critical moment, things were arranged, decisions made and support offered at a time of need. I am eternally grateful.	24/06/2015
★★★★☆	This course has made me realise that taking a risk can be a positive experience and sometimes i need a gentle push out of my comfort zone	17/06/2015
☆☆☆☆☆	Mental health services in Suffolk are in a mess. Too much attention on reorganisation and re-applying for existing jobs has meant many excellent professionals have left the Trust, lost long term patients and lost their team. We have sporadic, occasional and utterly useless care now - having endured multiple medication changes by a psych who doesn't know our son we keep them at arms length.	12/06/2015
☆☆☆☆☆	Accessing the well being service has not been easy. Once in to the system the problem has been that the courses provided do not always allow someone to support the person having the help. This then makes it very difficult for them to attend. My daughter has not therefore accessed the service.	11/06/2015
☆☆☆☆☆	Once you access the service, a 6 week inlet retention is neither long enough to acquire a result of proper feedback to the funders nor is it much use to the individual, who at that point would need long term support.	01/06/2015
★★★★★	Responded quickly when they visited were very competent and have fast tracked meeting our needs.	29/05/2015
★★★★★	Amazing care by my husband's social worker jointly with a senior nurse from the Ipswich mental health team, assessing and managing his/our care needs as his dementia developed.	29/05/2015
★★★★☆	The psychiatrist appointments are too short (1/2 hour) - Need to be longer so you can give a good idea of your history (1 hour). I finally - after 30 years - got a double diagnosis.	29/05/2015
★★★★☆	My care plan is now drawn up by my IDT support worker and myself. This works much better as it means better information is available and far less 'digging around' is needed in any given situation	29/05/2015
☆☆☆☆☆	Still largely non-responsive to patient need, though individual staff try to go the extra mile despite the system. Low staff morale in the main, where they feel the system makes it very hard to give their best. Dreadful IT systems (laptops almost permanently broken) with very poor back-up.	18/05/2015

★★★★☆	My wife has depression and when she saw the Psche Doctor she was very agitated as the doctor was more interested in going through questionnaire than listening to my wife's problem in depth. I feel that my wife was not being looked on as a person but more of another patient to be dealt with quickly so as to move onto the next one.	18/05/2015
★★★★☆	One of the worst mental health services I have ever been under the whole of my life. Since arriving in Sudbury Suffolk I have found Bury mental health team to be in a mess, they have none of my whole mental health records. I have dyslexia, various learning problems and they don't speak good English, put the phone down, don't pass on messages in the right context psychological bullying mind games and no understanding of mental health.	18/05/2015
★★★★☆	i called several times when i felt suicidal - took 3 days to return my call	08/05/2015
★★★★☆	The request for the recording of calls to the NSF'T crisis team was made at the beginning of 2014 since then the NSF'T have made numerous comments to suggest that they are nearly ready I would very much like to know what nearly means as this has been going on for 18 months please could we have a date when these calls will be recorded from	30/04/2015
★★★★☆	Request was made (by Tavistock clinic) for input from nsft for our 8yr old child. No response has been made. No contact with us as parents. Staff on phone are rude and patronising. Not just an inadequate service. NO service.	27/04/2015

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us on 01449 703949 or by email to info@healthwatchesuffolk.co.uk