



Community Mental Health Team

Survey Results

September 2019



What was the project about?

We asked mental health service users about their experiences of Community Mental Health services in Buckinghamshire. We asked for feedback on the Valley Centre, the Whiteleaf Centre and Amersham Health Centre. We also invited general feedback about their experiences.

Why did we do the project?

We observed a rise in negative feedback for the Chiltern Adult Mental Health team (CAMHT). We had [written](#) to the Oxford Health NHS Foundation Trust to highlight this and the Trust had written back explaining how it proposed to tackle the issues raised. We wanted to find out more about what users thought of the services provided. This should help the Trust take action.

What did we do

We sent out a questionnaire to mental health service users with the help of Buckinghamshire Mind, Wycombe Mind and Oxford Health NHS Foundation Trust. The questionnaire was sent direct to users. It was also made available at the three locations we focused on. Users could fill in paper versions of the survey. They could fill it in online. They could also phone in their answers.

The survey ran from 12 July to 12 August 2019.

The **core** of the survey was three open questions about patients' experience at the following service locations **in the last year**:

- The Valley Centre
- Whiteleaf Centre
- Amersham Health Centre

We also asked about general experience of:

- mental health services in Bucks
- other health and social care services in Bucks

Overall, we had 32 responses to the survey. Five of the responses did not contain responses to the core service location questions we asked. This left a total of 27 responses to look at in detail.

There is a breakdown of demographic data in Appendix 1. Appendix 2 contains the comments related to the core questions. Appendix 3 contains comments about general experience.

What did we find?

We started by asking which mental health team they were/are being treated by:

Team	Number of people
Aylesbury Vale Adult Mental Health Team	8
Chiltern Adult Mental Health Team	15
Don't know	3
Other (please specify)	1

Table 1 - which team were you treated by?

The three that answer “Don’t know” all used the Valley Centre exclusively.

People had used services at the following service locations:

Team	Valley	Whiteleaf	Amersham
Aylesbury Vale Adult Mental Health Team	2	6	1
Chiltern Adult Mental Health Team	13		5
Don't know	3		
Other (please specify)	1		
TOTAL	19	6	6

Table 2 - which locations have you used?

The majority of people we spoke to had used the Valley Centre, under the Chiltern Adult Mental Health Team. Note that four persons had used services at two locations.

Overall sentiments about the service locations

Of the 27 responses looked at in detail, 19 gave only positive feedback about the three service locations. One person gave a mix of positive and negative feedback. Seven people provided only negative feedback.

Looking at the eight responses containing negative feedback in they have little in common. The comments are spread between the mental health teams and locations. The themes vary and the demographics of the people are diverse. It is not possible to identify any specific areas of concern.

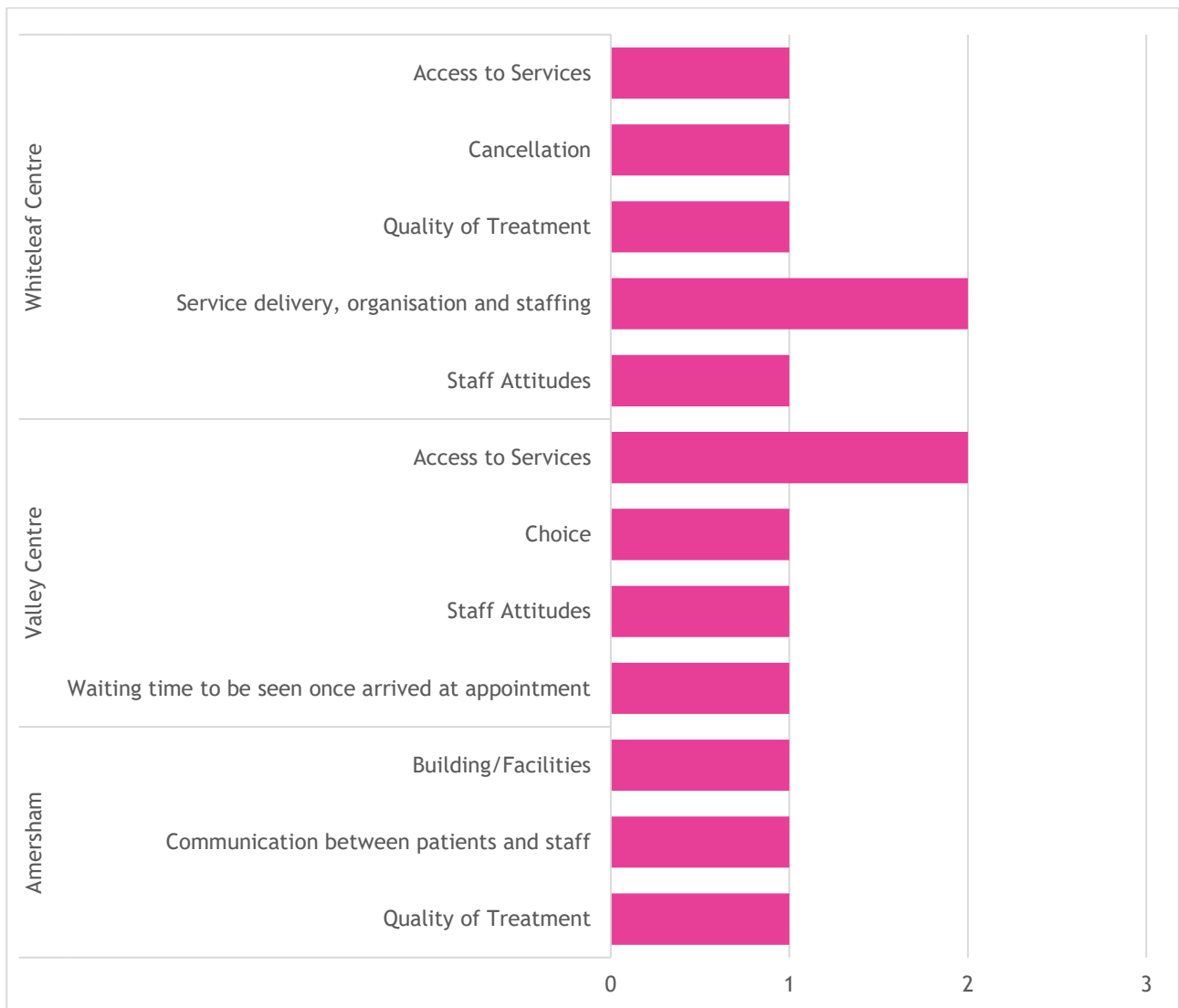


Figure 1 - Negative feedback themes by location

Looking at the positive comments, there is a clear emphasis on staff and overall service delivery

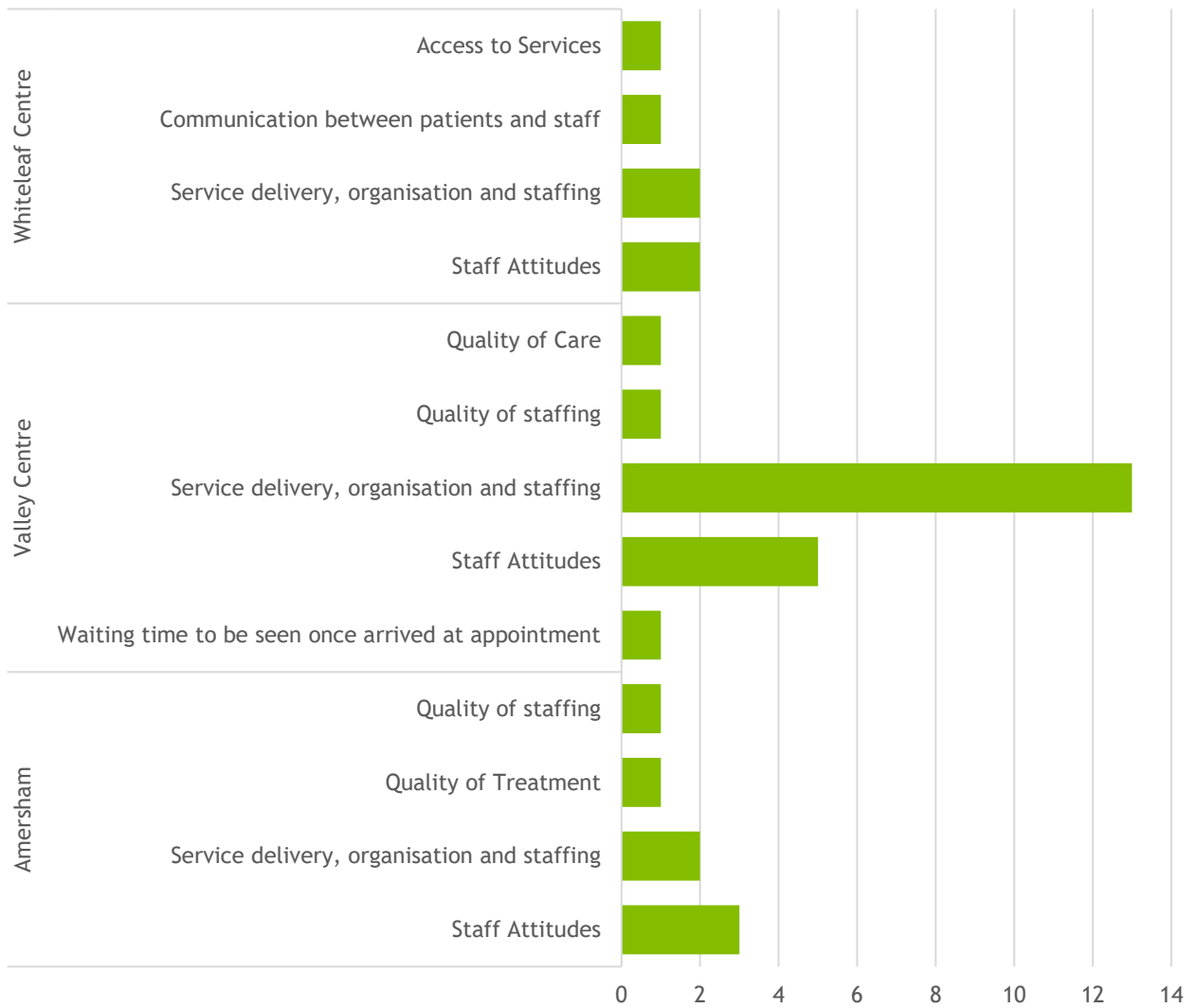


Figure 2 - positive themes by location

What did people like?

Those who were positive about the service generally said that their experiences had been “good”. Where they went into more detail their positive comments mainly centred on the staff:

All the staff I met were very professional and helpful.

I felt the staff were very positive and caring.

Good: I’ve had a wonderful (miracle-worker) of a care-coordinator since my lethal overdose almost 2 years ago. She has been a welcome change. She has provided me with the help and services I have needed for years.

What were people concerned about?

Staff attitudes

Many of the negative comments centred around feeling listened to and understood:

I felt that the staff did not take time to understand my illness

Not really clicking with the care co-ordinator. I don’t really feel she is listening to me

Awful. Dealing with [] on the assessment team and have felt nothing but ignored, shut down, talked over and fobbed off.

Access and Availability

People also worried about access to and availability of services now and in the future.

I now see a care co-ordinator briefly and can phone him to arrange an appointment / consultation with him. This help - but he has cancelled that last 3 visits and it can be hard for me to cope.

Presently I am part of a 2 year therapy group and it is helping with my self-esteem. I worry what happens when my two years ends in November 2019.

This appeared to be particularly the case around complex needs with three people raising availability and support around this service as a matter of concern.

Had to wait two years for complex needs and nothing offered as an alternative.

Communications

There were also some comments that said communications could be improved:

Quite claustrophobic and uninviting. Never get back to you. Suggest things but don't do them.

Conclusion and recommendations

Overall this feedback reflects how much users value the services they receive, but how critical staff relationships and attitudes are for them in making their experience of these services a success.

Healthwatch Bucks would recommend Oxford Health NHS Foundation Trust:

- looks specifically at the individual cases where concerns are raised about identifiable people to ensure that if appropriate action is taken and that positive comments are passed back to individuals.
- looks at the support it gives to staff around listening skills, particularly for this group of service users.
- explores in more detail with service users how it can ensure that they do feel listened to - and what works well in this area.
- considers introducing specific opportunities in its feedback mechanisms for users to feedback on whether they feel listened to.
- works with end users to get their perspective on what services are needed going forwards and feed this into planning taking place to deliver the NHS Long Term Plan.

Healthwatch Bucks will continue to work with Buckinghamshire Mind, Wycombe Mind and Oxford Health NHS Foundation Trust to feed back service user views. We will also follow up on our recommendations to get a response from Oxford Health NHS Foundation Trust.

Appendix 1 - About the people who replied

We asked some basic demographic questions to check the range of people we heard from.

The majority of people we heard from were over 46 years old:

Age Group	Number of people
18-25	1
26-35	5
36-45	4
46-55	10
56+	9

Table 3 - Age Group

The majority of people we spoke to reported a White British background:

Ethnic Group	Number of people
White - English/Welsh/Scottish/Northern Irish/British	25
Any other Mixed/Multiple ethnic background	1
Other (please specify)	1
Asian/Asian British - Chinese	1
Black/Black British / African	1

Table 4 - Ethnic Group

The majority of were female:

Gender	Number of people
Female	23
Male	6

Table 5 - Gender

Appendix 2 - Responses to core questions

These responses relate to the three main locations. The full text of the responses are shown below. In two cases some content has been removed from the comment where we were concerned it might be possible to identify the people concerned. Where comments are positive we have left names in.

Valley Centre

very good service
Very good, lots of positive people.
I am currently coming to the day hospital and am finding the mindfulness and wellbeing sessions useful. I also enjoy the mindful colouring too as I lost interest in art a long time ago but it helps to distract me from smoking so much and it means that my head is not running wild with other thoughts. I have enjoyed meeting other people here, the staff are all friendly and there if I need to talk to them which has been helpful. I am just starting to work with my care co-ordinator and you (Holly - Bucks Mind) but I am feeling a bit braver about trying new things in the next few weeks and I want to get out and meet new people and try groups that I might enjoy and I might even go back to a group (Mind the Gap) I used to attend on my own if I can gain a bit more confidence.
I was happy with the service when I used them when I phoned to get help for my mum, they came out and helped with that situation and when I went to there for my appointment Dr Selwood was really nice and helpful, it's a very helpful and friendly service. Working with you (Holly) and Monica and Marina has been really good for me. It's nice to be excited for my future for the first time.
I found my care -coordinator did not understand me very well and I was given the appropriate care.
I was referred by my GP and refused an assessment.
assessment Aug 18 - lady nice, helpful and listened but now discharged from Valley Centre. As I pay for a private counsellor every 6 weeks they feel they can't take me on. They said "give up your counsellor and we will help you". (Psychiatrist and CPN who assessed me said that). They said it was up to me. I can't see my counsellor more often as I can't afford it and my self-harm has stopped since my counsellor so don't want to give her up. Would like to have support from Valley Centre - someone to talk to or see, especially about home lif at the moment.
OK
Good experience. They are there when needed. Just go to doctors appointments. Social worker is good and helped a lot.
Usually OK but lately not so much. Not really clicking with care co-ordinator. I don't feel she's listening to me. Felling quite down since review meeting last week. I feel they are making me do something I don't want to - I don't have a choice which is upsetting.
Mostly good. Presently I am part of a 2 year tharapy group and it is helping with my self-esteem. I worry what happens when my two years ends in November 2019.

Overall good but I was kept waiting for sometime as no one knew where my care coordinator was.
Good.
Good - used only for assessments.
I went to the recovery collegethere and enjoyed the courses I did. All staff were very professional and helpful.
Good experience
Staff are polite. I have never had to wait a long time.
Very professional
Goes straight in and out to collect medication every month. Visit psychiatrist every year - all fine.

Nice Place. Good atmosphere.

Amersham Health Centre

The people were really understanding of my mental health and could easily help me.
I felt the staff were very positive and caring.
Good.
All the staff I met were very professional and helpful.
Very good.
Quite claustrophobic and univiting. Never get back to you. Suggest things but don't do them.

Whiteleaf Centre

Helpful and co-operative.
Good: I've had a wonderful (miracle-worker) of a care-coordinator since my lethal overdose almost 2 years ago. She has been a welcome change. She has provided me with the help and services I have needed for years. She meets me on a regular basis and increases her frequency of visits if needed. I now have regular psychiatrist appointments, as well as emergency ones if needed and carers (an absolute god send). In addition to this, I have had MBTi. Bad: When at day hospital in 2012 I was groomed by a male nurse [] as I say he still works for the trust.
I had support with coming off two mood stabilisers, ie a reduction plan. I now see a care co-ordinator briefly and can phone him to arrange an appointment / consultation with him. This help - but he has cancelled that last 3 visits and it can be hard for me to cope.
Very good. Communication is good with prompt service. Helpful staff.

I found my experience of the white leaf centre not very good because was trasferred to another hospital which offered better care and facilities.

Awful. Dealing with [] on the assessment team and have felt nothing but ignored, shut down, talked over and fobbed off. No understanding at all of what help I can recieve while awaiting complex needs. basically being sent away to wait even though I am having suicidal thoughts and self haming. Family and friends are disgusted with the way I have been treated.

Appendix 3 - Responses to other questions

Other mental health services in Bucks

Some of these comments clearly relate to the three main service locations covered above. We must assume that the response has been entered accurately.

Happy with services provided with all mental health services.
Buckinghamshire Mind are the best. They are a charity, yet they do a hell of lot more than the government-funded local Oxford Mental Health Trust. I attend the Wings day centre, Bucks Mind day service. You will find the most severely ill and long-term mental health service users here. There are staff here that we can talk to at all times. There are sessions everyday, including chair exercise, healthy cooking, creative writing, knit and natter, music and art. Art & music are definitely favourites with high turnouts.
I am a service user / volunteer at Wings Aylesbury day Services. I find this helpful, busy but rewarding. I have been a volunteer for approx. 4 years and 4 months. It has been a life line and a safety net for me. It has helped with my confidence no end.
Wings is brilliant and made a big difference to my mental health and well being.
Bucks Mind have been amazing and I can say with confidence I would be dead if it wasn't for their support.
My experiences in Haleacre, Stoke Mandeville I thought was not pleasant. Some of the staff weren't very nice.
Bucks Mind are helping me - art group once a week - they listen and encourage me to do art.
Chiltern day hospital - good experience.
Chiltern nmental health services have helped me a lot but I seem to need input every now and them as my symptoms alter considerably I worry if there will always be help for me.
On the whole unhelpful. The slightest problem and they advise distraction which I never find helpful when I particularly bad.
Still fail to understand why I am struggling.
Had to wait two years for complex needs and nothing offered as an alternative. Although I have become more self aware of my mental health I feel the group needs to be more specific in it's application of need addressing too many need at one time.
The health service is sympathetic and helpful.
Would be great for more groups for therapy. Art, meditation, talking.
I was never told I ws going to be sectioned when I ws. i had to put it all together myself. I was sent to Stevenage and then the Whiteleaf Centre. I found the Whiteleaf Centre to be very cold and clinical and a lot of hard work to live in and keep myself occupied in.

Other health and social care services in Buck

Dave and Thea also run activity groups in the community such as walking group, helping service users and those who have had difficulty accessing services through WLC. I feel like they stand up for our rights at WLC, as mind workers. They make me laugh and cheer me up when I'm ill too. Dave managed to get me a befriender too, who takes me out to wildlife reserves. Safe Haven (for suicidal people) has been a god-send to me. The staff have helped me so much, so that I can stay safe at home. Mind are the first organisation I have ever known that actually respond to feedback...swiftly too. The day centre also takes us out for trips and meals.

My doctor retired in April this year and this was for 30+years. I am currently in limbo at the surgery because my new named doctor is leaving the practice and I have yet to get a good rapport with a doctor there.

Doctor is kind - sees me once a month and helps my special needs son.

My Gp Dr Zoe Rogers is supporting me regularly at the moment, for which I am grateful. None of the other GPs in the practice have taken such an interest. It's a great support but obviously won't be forever.

Little Chalfont surgery is very good.

Appendix 4 - “Other” teams

We had two responses from people who said they were being treated by “Other team.” These didn’t answer the core questions. They said they were treated by “complex needs” and “healthy minds.”

Complex Needs

Other mental health services in Bucks

There is no point in the valley centre. The recovery college was the only worthwhile service until it changed.

Other health and social care services in Buck

Complex needs is a good service but not enough staff to have a high Wycombe moving on group. MOG.

Healthy Minds

Other mental health services in Bucks

Healthy Minds were a great help when I needed them even though I was very skeptical at first.

Other health and social care services in Buck

Priory Surgery Dr Graham (now retired) & Dr Bal are the best doctors around, always make time to listen to you.

If you require this report in an alternative format, please contact us.

Address: Healthwatch Bucks

6 Centre Parade,
Place Farm Way,
Monks Risborough,
Buckinghamshire
HP27 9JS

Phone number: 01844 348839

Email: info@healthwatchbucks.co.uk

Website URL: www.healthwatchbucks.co.uk

Twitter: @HW_Bucks

Facebook: HealthWatchBucks

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