

Providing a primary care mental health service for adults in Leeds

Tell us what you think



1. Introduction

We want to know what people in Leeds think about primary care mental health services in Leeds. We will use the feedback we receive to inform and shape a new single service which meets the needs and preferences of local people.

Primary care mental health services are services usually provided through your GP practice. You might be referred into primary care mental health services if you are feeling low, vulnerable or anxious.

Local GPs and other primary care staff, such as practice nurses, pharmacists and others, are the first place we go for healthcare advice and support, and just like our physical health, they are there to look after our mental health.

In Leeds there are three different primary care mental health services available:

- **Improving Access to Psychological Therapies** (IAPT) is a means of enabling people with common mental health problems, such as depression and anxiety disorders, to access evidence based psychological therapies. In other words it is about providing people with accessible and appropriate psychological support to help address and overcome mental illness.

In Leeds, the IAPT service is provided by Leeds Community Healthcare (LCH) NHS Trust, Community Links, Northpoint Wellbeing and Touchstone. The whole service is known as the Leeds IAPT Partnership. You can find out more about IAPT partnership by accessing this link: <https://www.england.nhs.uk/mental-health/adults/iapt/>

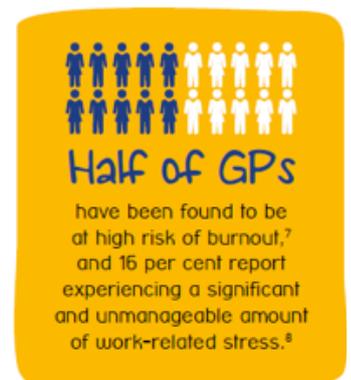
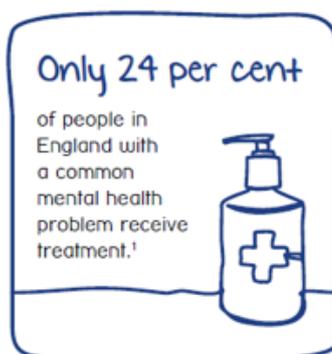
- There is also a **Primary Care Mental Health Liaison Service** for people whose needs cannot be met by the IAPT service. This is only provided at some GP practices in Leeds and is delivered by NHS Leeds and York Partnership Foundation Trust (LYPFT) and Northpoint Wellbeing.
- There is also some support available to women in the perinatal period from conception to one year after birth. This service is provided by the **Women's Counselling and Therapy Service** and **Homestart**.

In this survey we will call these three services **'primary care mental health services'**

In April 2018 the three local Clinical Commissioning Groups (Leeds West, Leeds North and Leeds South and East) merged into NHS Leeds CCG. As one CCG we intend to commission a single Primary Care Mental Health service for Leeds from 1st October 2019. We think this will make services easier to understand and access.

We would appreciate it if you could take five minutes to share your thoughts with us.

The closing date to give your feedback is Sunday 30 September 2018.



'One in four of us will experience mental health problems in any given year but most of us don't get professional help'

- *Mental health in primary care: A briefing for Clinical Commissioning Groups. June 2016 MIND*

2. Survey

1. Which of these best describes you?

(please select one option)

- A member of the public who has never used primary care mental health services**
- A member of the public who has been referred or tried to access primary care mental health services**
- A service user of primary care mental health services (please state)**
- IAPT
(Improving Access to Psychological Treatment)
- Primary Care Mental Health Services provided by your GP practice
- Perinatal support from Women's Counselling and Therapy Service and Homestart.
- I'm not sure
- Carer or partner of a service user (Please tell us which service they used)**
- IAPT
(Improving Access to Psychological Treatment)
- Primary Care Mental Health Services provided by your GP practice
- Perinatal support from Women's Counselling and Therapy Service and Homestart.
- I'm not sure
- A provider of primary care mental health services (please state which provider)**
-
- A referrer into primary care mental health services (please state which organisation)**
-
- Other (please state)**
-

2. How easy is it for you to find out information about primary care mental health services that are available in Leeds?

- Very easy
- Easy
- Difficult
- Very difficult
- Don't know

3. If you are an organisation who refers into primary care mental health services, please tell us how satisfied you are with the referral process.

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not sure

Please tell us a bit more about your answer:

4. How would you prefer to access primary care mental health services in Leeds? (tick all that apply)

- Through my GP
- Through a voluntary organisation
- Online via a provider such as Leeds Community Healthcare
- Online via a citywide website such as Mindwell
- By telephone
- Other (please specify):

2. Survey

5. Which of these aspects of the primary care mental health service are the three most important to you? (please select three and tell us a bit more about your selection)

- Waiting times
- Contact from the service while you were waiting to be seen
- Access to therapy online
- Friendliness of staff
- Overall quality of the service provided
- Location of the service
- Times the service is available
- Ease of referral into the service
- Discharge from the service
- Childcare available
- Self-referral
- Access to a range of interventions which suit my needs

Please tell us why these are your three most important

6. What do you think would stop people from accessing mental health services? (please choose your top three and tell us a bit more about your response)

- Not recognising that they might need help with their mental health
- Not feeling comfortable accessing mental health support
- A previous negative experience of using mental health services
- Caring responsibilities, such as childcare
- Not being able to find mental health support
- Waiting times to access the service
- Lack of confidence in the service
- Times the service is available
- Location of service
- Other (please specify):

Please tell us why you chose these three

7. How important are the following qualities in a mental health support worker? (please choose your top three and tell us a bit about your response):

- Being treated with respect and dignity
- Feeling listened too
- Feeling supported with my medication
- Having confidence in my worker
- Someone who can support me to access other services that can help me

Please tell us why you chose these three

8. If you have used or been referred into primary care mental health services, how satisfied were you with the service you received?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not sure

Please tell us a bit more about your answer:

9. If you have used or referred into primary care mental health services tell us one thing you would like to change

10. Have you used a social prescribing service such as PEP, Connect For Health or Connect Well?

- Yes
- No
- Not sure

11. Do you have any other comments about primary care mental health care services in Leeds?

3. Find out more

Please share your contact details below if you would like to receive a copy of the engagement report and see what people have said. Your details will be stored in our system securely for one year and will only be used for the above purpose and any updates regarding this project.

Your personal information will be kept separate from the answers and your response to the questions will be anonymous.

Please be aware that if you provide us with personal information in your survey responses it may mean that your survey answers are no longer anonymous.

What are your contact details? Please note that you do not have to fill in your personal details to complete this survey.

Name

Address

Email

Telephone

GP practice

If you would like to find out more about any future changes to your local health services please tick this box to join our CCG Network (if you tick the box below, we will be in contact with you shortly after the engagement has closed)

I would like to find out more about future changes to my local health services

How did you hear about this survey (please select one option)?

Social media

NHS Trust

CCG website

At an event (such as a drop-in event)

Voluntary Action Leeds

Other (please state):

Voluntary sector organisation

4. Equality Monitoring

It would be helpful if you could share some information with us so we can ensure we are hearing from a range of people who access health care in Leeds. Your information will be treated confidentially and individual information will not be shared or published. Any information you provide here will be anonymous and kept separately from any personal information you might have provided.

12. Please tick here if you would prefer not to answer any of the equality monitoring questions

- I would prefer not to answer any of the equality monitoring questions

13. What is the first part of your postcode? e.g. LS28, LS13

14. What is your age?

- Under 16 16-25 26-35 36-45
 46-55 56-65 66-75 76-85
 86+ Prefer not to say

15. Are you disabled?

(The Equality Act 2010 defines disability as 'a physical, sensory or mental impairment which has, or had a substantial and long-term adverse affect on a person's ability to carry out normal day to day activities'.)

- Yes No Prefer not to answer

16. If yes, what type of impairment? (tick all that apply)

- Long standing illness
 Physical impairment
 Learning disability
 Mental health condition
 Hearing impairment (such as deaf or hard of hearing)
 Visual impairment (such as blind or partially sighted)
 Prefer not to answer
 Other (please specify):

17. What is your ethnic background?

- White British
 White Irish
 Gypsy and Irish Traveller
 Mixed White & Black Caribbean
 Mixed White and Black African
 Mixed White & Asian
 Asian/Asian British Indian
 Asian/Asian British Pakistani
 Asian/Asian British Bangladeshi
 Black/Black British Caribbean
 Black/Black British African
 Chinese
 Arab
 Prefer not to answer
 Other (please specify):

18. What is your gender?

- Female Male Prefer not to say
 Non-binary (any gender identity which doesn't fit the male and female binary)

19. Is your gender identity different to the sex you were assumed to be at birth?

- Yes No Prefer not to say

20. Pregnancy and maternity

(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period)

Are you pregnant at this time?

- Yes No Prefer not to say

Have you recently given birth (within a 26 week period)?

- Yes No Prefer not to say

21. What is your religion or belief?

- Buddhism Christianity
 Hinduism Islam
 Judaism Sikhism
 No religion
 Prefer not to say
 Other (please specify):

22. What is your sexual orientation?

- Heterosexual/straight (opposite sex)
 Lesbian/gay woman (same-sex)
 Gay man (same-sex)
 Bisexual (both sexes)
 Prefer not to say
 Other (please specify):

23. What is your relationship status?

- Marriage/civil partnership
 Live with partner
 Single
 Widowed
 Divorced
 Prefer not to say
 Other (please specify):

24. Are you a carer?

- Yes No Prefer not to say

You can return this form in the post,
addressed:

**Primary Care Mental Health
FREEPOST
RTEG-JRZR-CLZG,
NHS Leeds CCG,
Suites 2-5 Wira House,
Wira Business Park,
West Park Ring Road,
Leeds,
LS16 6EB**

(no stamp needed)

If you have any queries regarding this survey please call:

Telephone: **0113 843 5470**

Or email: **leedsccg.comms@nhs.net**

Alternative formats

An electronic version of this survey is available on our website at:

<https://www.leedsccg.nhs.uk/get-involved/your-views/primarycareservices/>

If you need this information in another language or format please contact us by telephone:
0113 84 35470 or by email: **leedsccg.comms@nhs.net**

‘Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt pod numerem tel.: 0113 84 35470 lub poprzez email na adres: **leedsccg.comms@nhs.net**

اگر آپ کو ان معلومات کو سمجھنے کے لیئے یہ کسی اور زبان یا صورت میں درکار ہوں تو برائے مہربانی
سے اس نمبر پر فون کر کے رابطہ کریں: 0113 8435470 یا اس پتہ پر ای میل لکھیں:
leedsccg.comms@nhs.net

