

No matter how uncomfortable it is to read them, studying these results is the only way to improve mental health services

The [Care Quality Commission \(CQC\)](#) have today published findings from a major new survey, developed and co-ordinated by [the Picker Institute](#), showing that too many people have poor experiences of community mental health services.

The **Community Mental Health Survey**, completed by more than 13,500 service users, found that less than a half (48%) of users felt they had seen someone from mental health services often enough and only two in five (43%) said that mental health workers 'always' understood what was important to them in their lives.

Commenting on the results, Dr Andrew McCulloch, the Picker Institute's Chief Executive, said: *"People using mental health services want to be treated as individuals and supported to be involved in their care. But this survey, developed with input from service users, shows some serious shortcomings in the mental health services that people are experiencing. Large proportions of service users report that they are not as involved in their care as they would like to be or that the service does not support them in their lives and goals. In particular, we are concerned that only a minority of people say that mental health services 'definitely' help them to feel hopeful, understand what matters to them, or help them with the things that are important to them. These are the hallmarks of a personalised and effective service and their absence gives cause for alarm."*

"It's also very worrying that one in three people are not told who to contact in a crisis – and that one in five of those who do try to contact someone in a crisis don't get the help they need. It's vital that people who need urgent help for mental health conditions can get it; if they don't the consequences can be truly tragic."

Results from the survey, including detailed results for all mental health trusts in England, are available at <http://www.cqc.org.uk/content/community-mental-health-survey-2014>.

Continuing, Dr McCulloch said: *"We're calling on mental health providers across England to take a long and careful look at today's results. Some of the findings may make for uncomfortable reading, but they also point the way making meaningful improvements in the things that matter most to service users. Trusts should work with their local service users to review the survey findings and prioritise changes to improve personal care and support."*

The Picker Institute have published an infographic summarising some of the key findings of the survey – please see the image on page 2.

NOTES TO EDITORS:

- Further information and survey results are available on the CQC website at <http://www.cqc.org.uk/content/improvements-needed-community-mental-health-care>
- The survey was designed by the Picker Institute on behalf of the CQC.
- The survey was developed with extensive input from service users and stakeholders, and we acknowledge the kind support of all of those who contributed their views and experiences to this process.
- 13,787 people responded between March and June 2014.

- For all **Picker Institute Europe** media enquiries, speaker opportunities and recent news please contact: Lanisha Butterfield on Lanisha.butterfield@pickereurope.ac.uk or 01865 208166 / Out of hours: 07825952160
- For further information visit <http://www.pickereurope.org/>

The Community Mental Health Survey 2014



1 in 4 people
will suffer from a mental health problem.

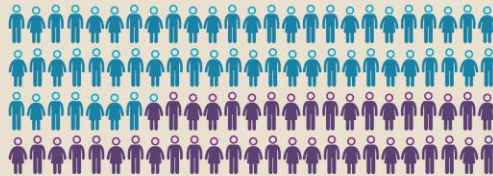
It's well documented that 1 in 4 people will suffer from a mental health problem at some point in their lives. The Community Mental Health Survey is the biggest source of data on people's experiences of mental health services and the results are in.

At the Picker Institute we believe that people deserve quality care, always. Service users should be supported to be as involved as they want to be in their care, and services should be personalised to them as individuals.

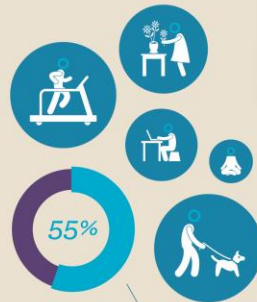
More than

13,500

people responded this year. This scale of insight allows us to see the reality of people's experiences of care.



57% definitely felt they were involved as much as they wanted to be in agreeing what care they will receive.



Definitely agreed that they were involved as much as they wanted to be in decisions about what treatments or therapies to use.



Only 63% definitely felt they were involved as much as they wanted to be in decisions about which medicines they would receive.



Definitely felt they were involved as much as they wanted to be in discussing how their care is working.



62% definitely felt that decisions were made together with the person they saw during their discussion.



So what does this tell us? Where do we go from here?

A sizable proportion of people using mental health services are reporting problems in their experiences of care. This needs to change if mental health services are to become truly person-centred.

How should we do this?

- o **IDENTIFY** where people are reporting poor experiences of care
- o **SHARE** examples of excellence and best practice
- o **IMPLEMENT** plans to improve mental health services

Providers must strive to ensure the highest quality of care for all, always.

Find out more online
www.pickereurope.org