

Freedom of Information Request	FOI 21-310	12 th August 2021
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Service-user satisfaction surveys for Local Primary Mental Health Services & Care and Treatment Planning.

I would like to request information regarding service-user satisfaction surveys for Local Primary Mental Health Services & Care and Treatment Planning under the Mental Health Measure.

The [Duty to Review Final Report](#) on the Mental Health Measure recommended that all Local Health Boards report on the outcomes of these surveys in their annual reports on Together for Mental Health. We would like to request the following information:

1. Are service-user satisfaction surveys for LPMHSS and or Care and Treatment Planning still routinely used within your Local Health Board Area?

The Primary Care Mental Health Support Service (PCMhSS) has used a range of approaches to gather service user feedback to inform service developments and quality improvements including;

- Undertaking surveys on group therapy it has delivered, such as Mindfulness Based Cognitive Therapy, Compassion Focused therapy, Living Life to the Full etc.
- Offering questionnaires to all service users and/or their parents in case of children to understand service user experiences
- Gathering service user feedback regarding Psychological Wellbeing Practitioners, a recently introduced role within the service
- The use of CORENET for individual therapeutic provision to understand patient/client needs from therapy, track progress and outcomes, which can be shared with both patients and supervisors
- undertaking telephone surveys to gather feedback on the use of virtual means of delivering assessments and therapies (in terms of face to face/Attend Anywhere/telephone)
- Participation in public engagement events regarding proposed service change via social media and virtual community events.

Within Secondary Care Mental Health Services, whilst service user satisfaction surveys are not currently used to gather feedback regarding Care and Treatment Plans (CTP) some professional groups seek feedback regarding professions specific interventions identified within an individual's CTP.

2. How are or were the results of these surveys used to improve services?

Feedback from the service user engagement initiatives outlined in Q1 has been used in a number of way to improve services including;

- The PCMHSS surveys and questionnaires are used to inform supervision of practitioners and to inform training needs.
- The development of a wider suite of group based therapeutic interventions by the service.
- The use of feedback from public engagement to inform PCMHSS service development plans
- Responding to feedback to re-introduce services that were temporarily suspended due to the pandemic

3. Have any reports been produced by your Local Health Board, since April 2016, that analyses the results of these surveys?

No formal reports have been produced

4. Please provide any reports and or data that have been produced on the results of these surveys since April 2016.

Not applicable.