

## Swindon Children & Young Peoples Mental Health Questionnaire

### Report

#### Results for young people completing the questionnaire that **HAVE** received a direct service from Swindon Mental Health Services

Number of young people completing questionnaire = 19

Breakdown of gender – 7/19 (37%) = Females and 12/19 (63%) = Males

Age breakdown – 20% = 11 years, 25% = 12 years, 15% = 13 years, 10% = 14 years, 10% = 15 years, 10% = 16 years and 10% = 17 years

Schools 12% = Primary schools, 70% = Secondary schools (including 1 Special school), 6% = College and 12% = Other special provision

#### Question 1 – Did you know where to get the support you wanted?

YES = 30%

NO = 40%

SOME = 30%

#### Question 2 – Did you ask anyone to help find you that support?

Family = 30%

School = 30%

GP = 20%

Other = 10% including Youth Engagement Worker and STEP workers

#### Question 3 – How long did you wait before trying to get help?

Less than 1 month = 15%

1-3 months = 15%

3-6 months = 5%

6-12 months = 10%

+1 year = 35%

Not sure = 20%

#### Question 4 – What made it difficult to get the support?

- Did not want to be judged
- Having trust issues in the past (2 answered this)
- Passed from pillar to post
- People not believing I needed help (2 answered this)

- Waiting List (long)
- Did not know what services were available to help me
- Services were not available in my school for my year
- Admitting that I needed help (3 answered this)

**Question 5 – Once you asked for help did you get the support you needed soon enough?**

YES = 55%

NO= 45%

**Question 6 – How long did you have to wait?**

Weeks = 24%

Couple of months = 44%

+6 months = 12%

+1 year = 20%

**Question 7 - Did you get enough information about the service before attending?**

YES = 46%

SOME = 12%

NO = 42% ..... **If NO what would you have liked to know?**

- What was going to happen to me (6 answered this)
- Who I was seeing (2 answered this)

**Question 8 – How would you have liked to get information about the service?**

Leaflet = 20%

Letter = 17%

Website = 14%

Phone = 6%

Face to face = 43%

**Question 9 – Did you know what to expect at the first session?**

YES = 32%

SOME = 5%

NO = 63% .....**If NO why?**

- No one told me (6 answered this)

- Not been before (2 answered this)

**Question 10 - Where the sessions run at a time and place that was good for you?**

YES = 66%

NO = 34%

**If NO what could have been done to help?**

- Worker to come to me
- Flexible in setting time and place
- Told when I had to go, no-one bothered checking it was okay with me
- Closer

**Question 11 – Did you feel you could be seen as often as you wanted?**

YES = 38%

SOME = 12%

NO = 50%

**Question 12 – If you needed to contact someone from the service, was it easy to do?**

YES = 60%

SOME = 12%

NO = 28%

**If not, what could have been done to help?**

- Quicker response
- Negative response when things were at crisis

**Question 13 – What did you think of the staff? (Score out of 10)**

Friendly – 7.3 / 10

Professional – 7/10

Helpful – 6.1 / 10

Understanding – 6.9 / 10

Available – 5.3 / 10

Caring – 7.1 / 10

Easy to talk to – 6.9 / 10

Good listening – 7.1 / 10

Good advice – 7.2 / 10

Trusted – 7.3 / 10

Not Judgemental – 6.6 / 10

Average staff score = **6.8**

**Any other comments regarding staff?**

- Rude and stubborn
- Found the worker very unhelpful
- CAMHS in Reading and Berkshire are far more effective, last appointment in Swindon felt overlooked (supposed to be the patient)

**Question 14 – Do you think the service helped you?**

YES = 50%

SOME = 25%

NO= 25%

**Question 15 – Did you understand how confidentiality worked?**

YES = 62%

SOME = 6%

NO= 32%

**Question 16 – Did you understand what choices you had?**

YES = 60%

SOME = 20%

NO= 20%

**Question 17 – Do you think if you could have gone to a support service in your school or local area it could have stopped you needing to access TaMHS / CAMHS service?**

YES = 35%

SOME = 5%

NO= 60%

**Question 18 – Do you think more information should be made available for young people in Swindon about mental health issues?**

YES = 100% with 37% wanting website information and 63% leaflets

Other ideas; Facebook, Social media, TV advertising, Schools (information boards, web pages and assemblies) and Billboards.

**Question 19 – What information would you like to see included?**

- What they do
- General information about the service, what is available
- Illness details
- What it's like from a young person's viewpoint
- The process – what to expect if you use the service
- Details of support available locally
- Where they are, how to get in contact

**Any other comments?**

Need to employ staff who can relate to teenagers and their issues.

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