

Duty to Review

Andrea Gray, Mental Health Legislation Manager

Reflecting Practice



Snapshot 2: One year on

People's Experiences of Primary Mental Health Services in Wales

Snapshot survey - overview

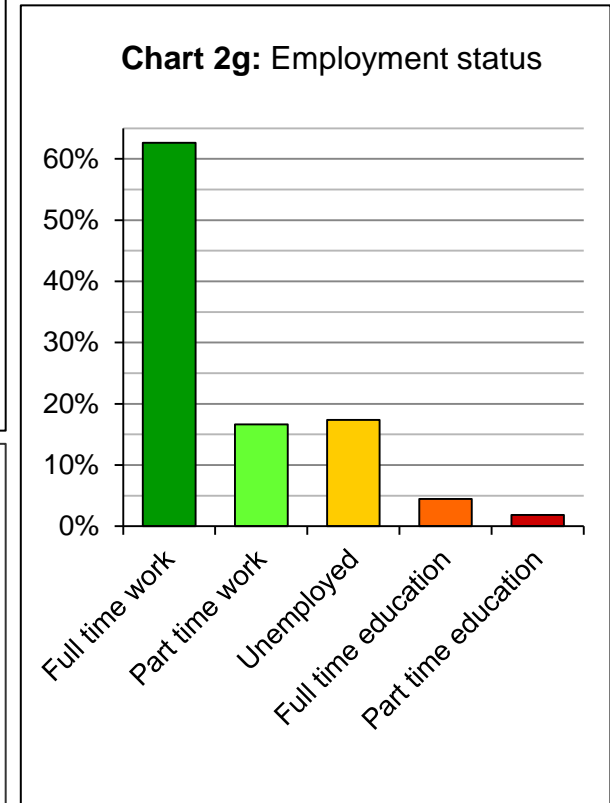
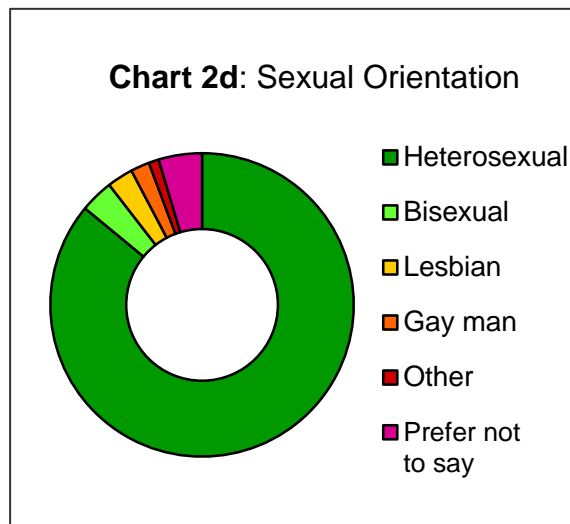
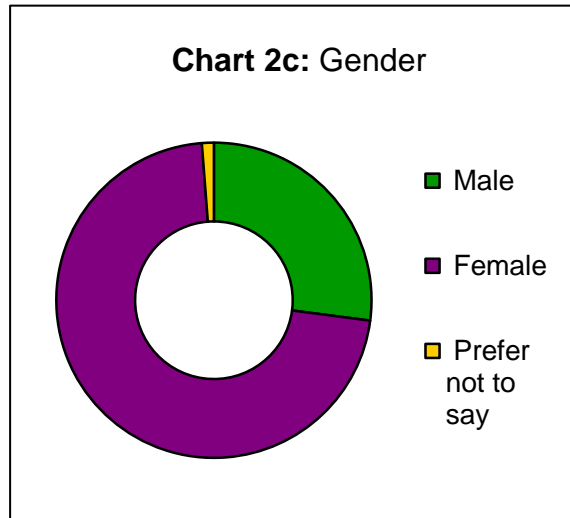
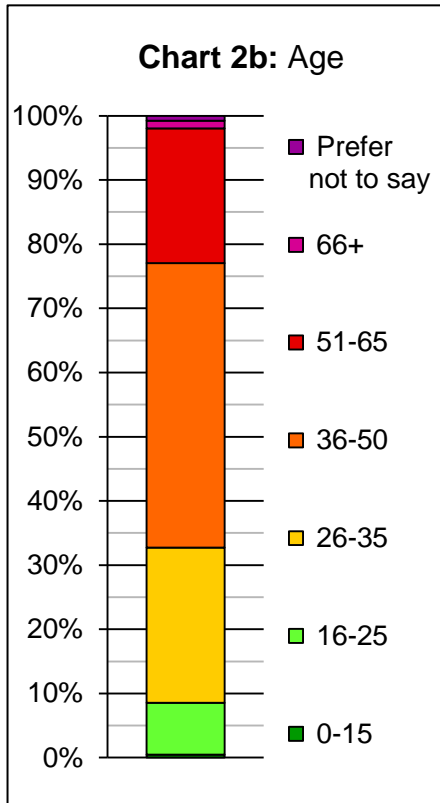
1st survey - Autumn 2012

- Online survey asked people about their experiences during the last 12 months - **just before** implementation of Part 1 of the Mental Health (Wales) Measure
- Over 1000 people responded from across the 7 health board areas
- A number of people provided more detailed case studies to illustrate their experiences in more detail

2nd survey - Autumn 2013

- Online survey asked people about their experiences during the last 12 months - **just after** implementation of Part 1 of the Mental Health (Wales) Measure
- Over 800 people responded from across the 7 health board areas
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Snapshot survey - demographics



Understanding and empathy

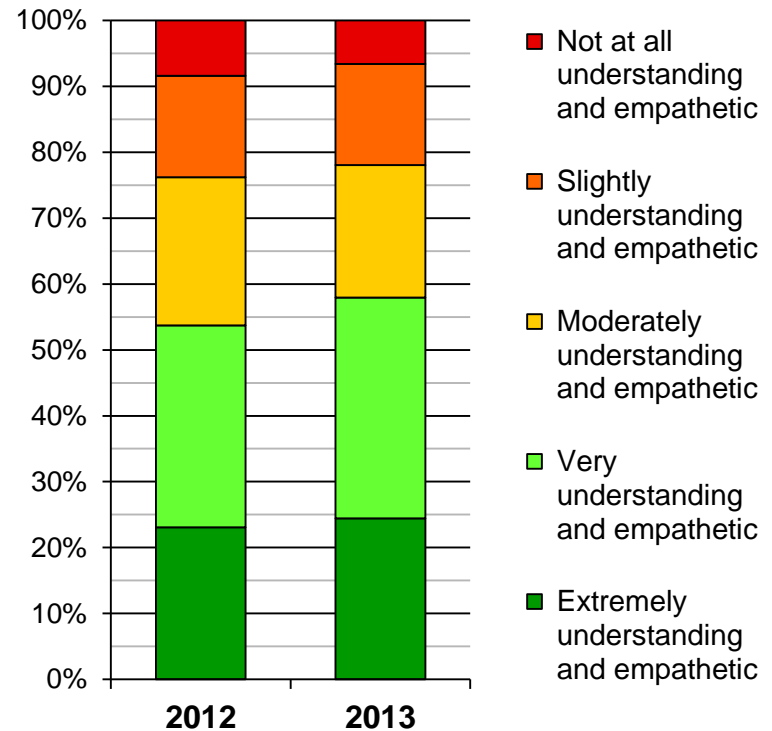
“My GP has been incredibly sympathetic and understanding and her attitude is as important in my ability to cope with the issues as any prescription medication that was prescribed.”

“My GP’s response was “well, what do you want me to do about it?”

“My GP listened and explained how my medication would work very well, he made me feel that my depression was an illness and not me just being foolish. He also made me feel as if he was interested and asked me to book a further appointment for follow up.”

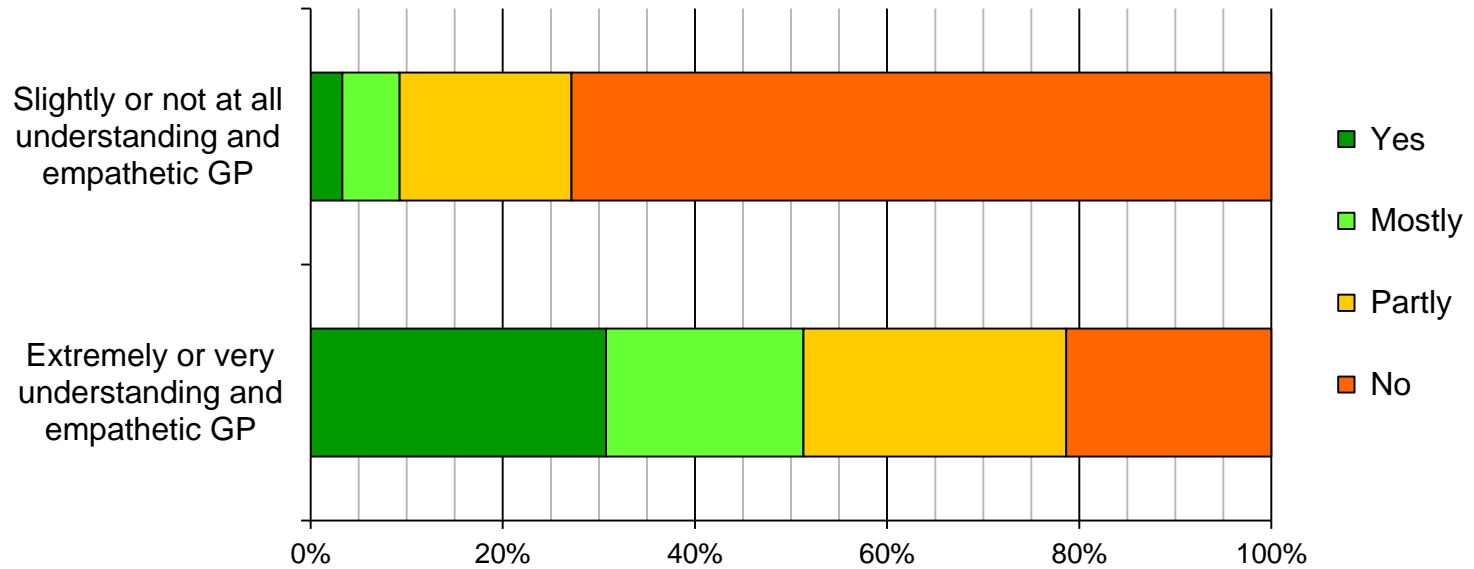
“Felt judged and as if I was wasting time.”

Chart 3a: How would you rate the understanding and empathy demonstrated by your GP?



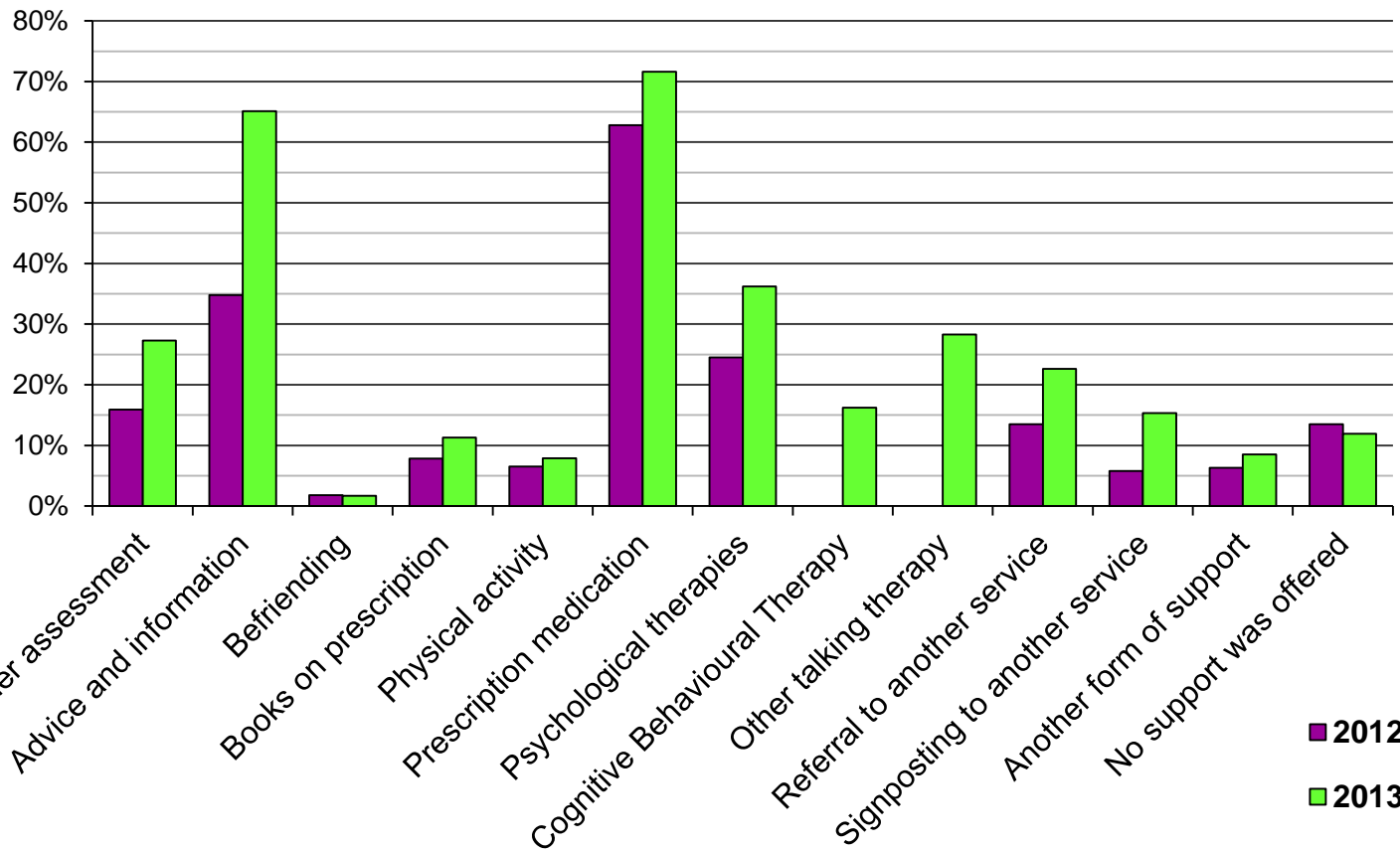
Understanding and empathy - impact on outcomes

Chart 3f: Did the services you accessed through primary care lead to improved mental health and wellbeing?



Advice, treatment and/or support offered

Chart 4b: Were you offered any advice, treatment or support?



Support offered – impact on outcomes

Chart 4c: Did the services you accessed through primary care lead to improved mental health and wellbeing?

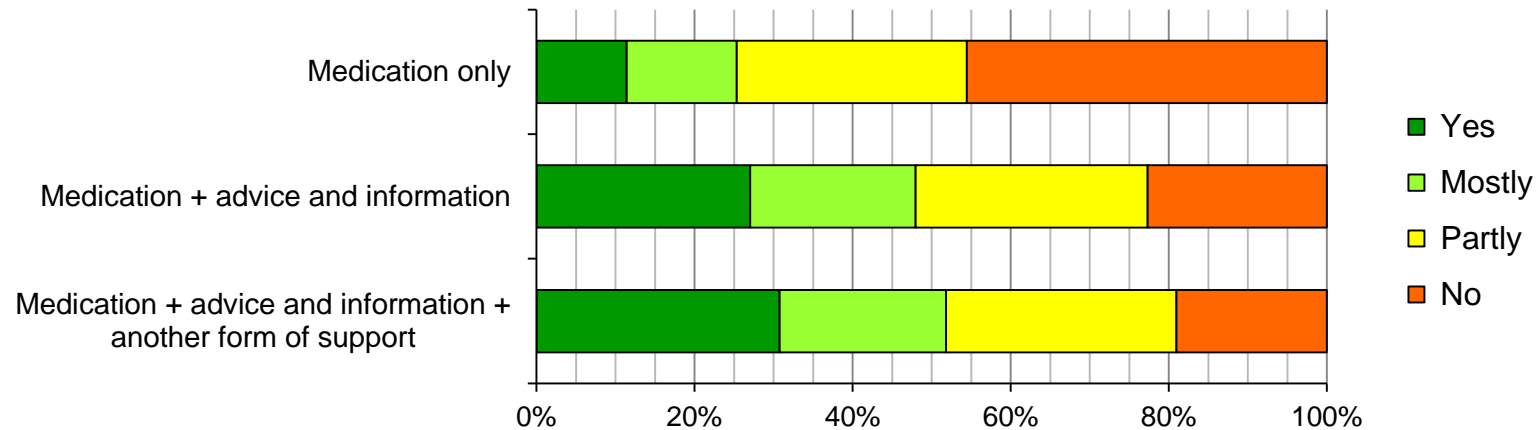
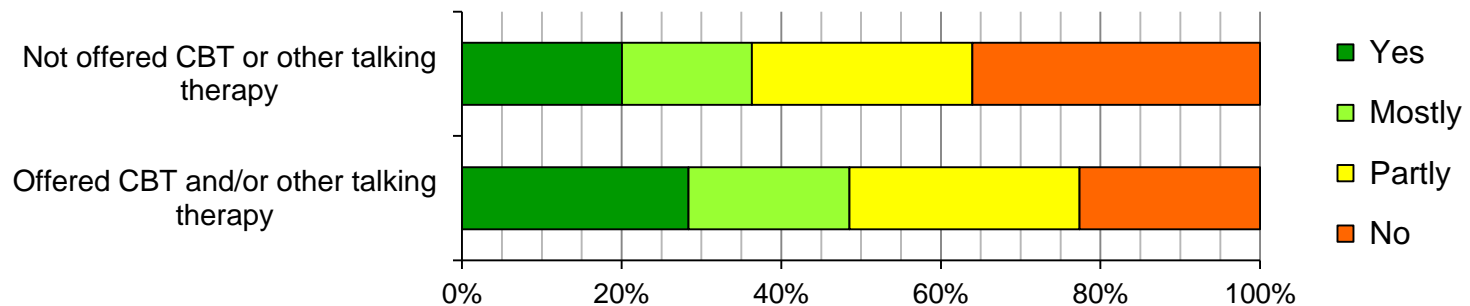
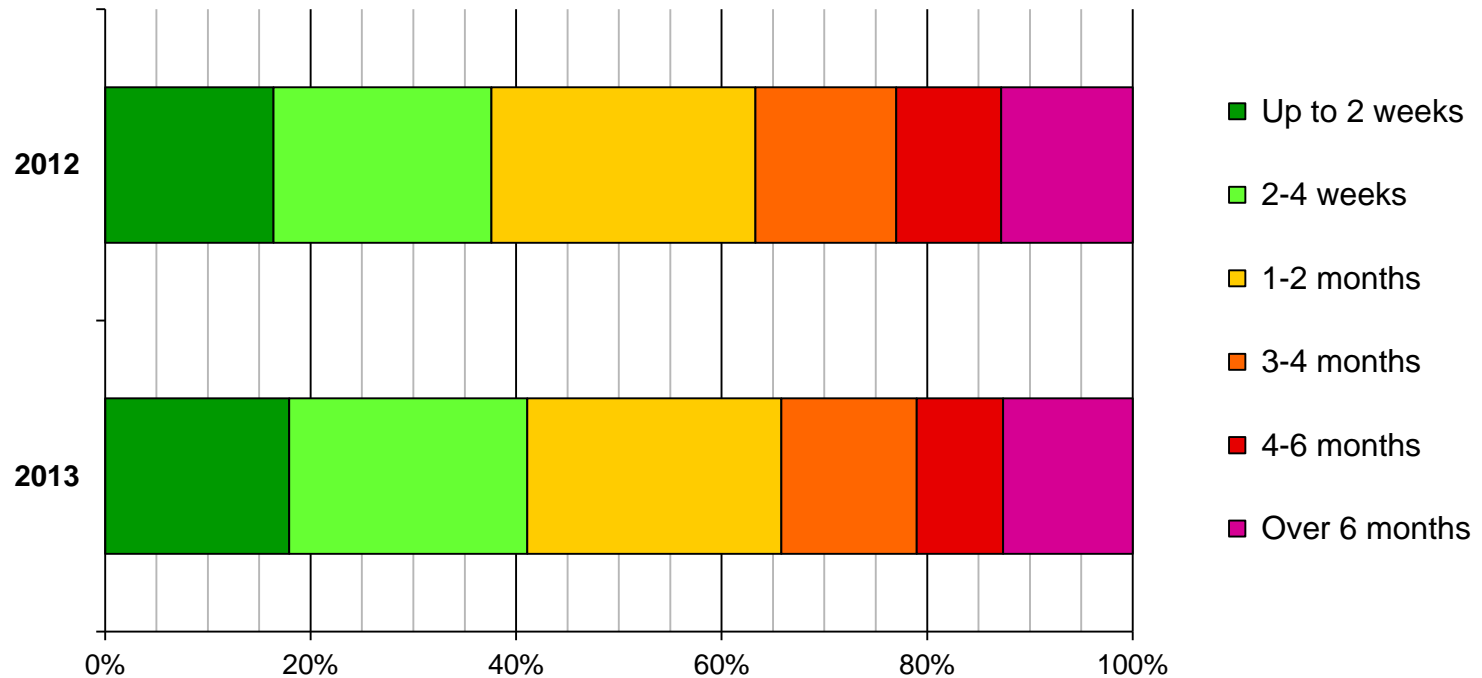


Chart 4d: Did the services you accessed through primary care lead to improved mental health and wellbeing?



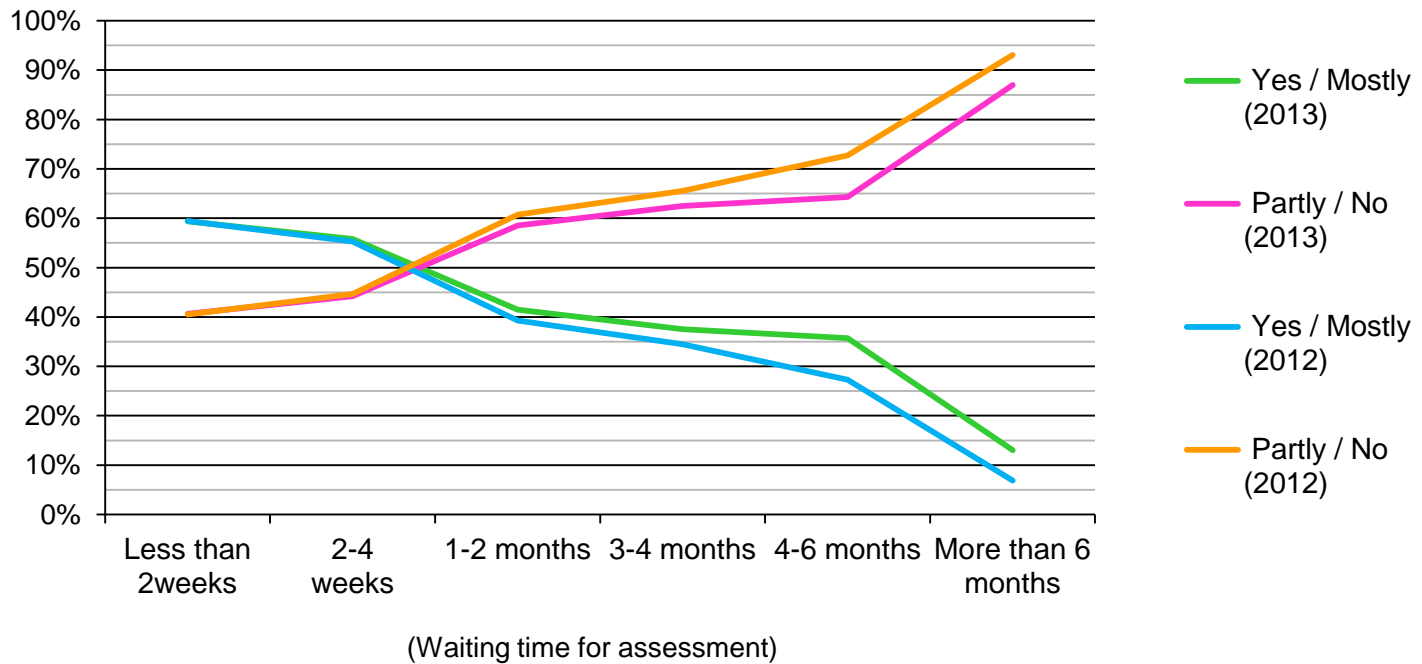
Waiting times for assessments

Chart 5b: How long did you have to wait to receive the assessment?



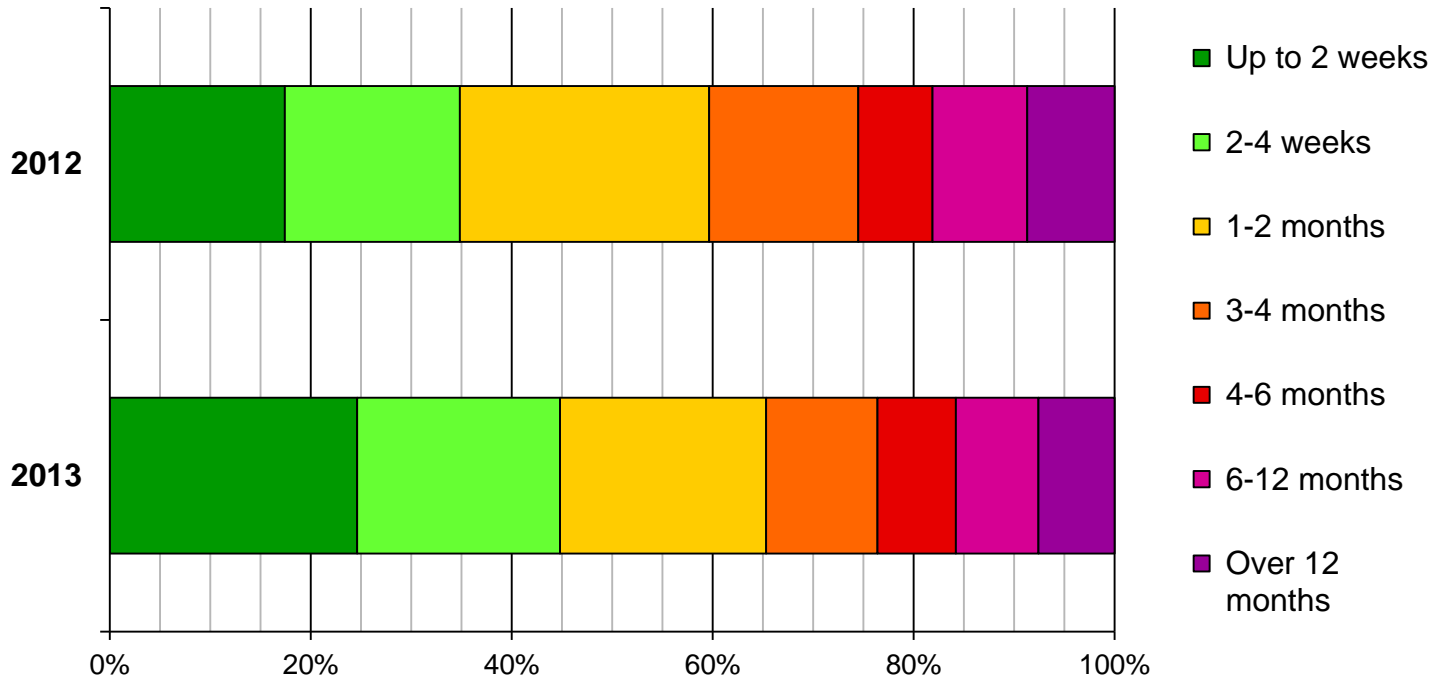
Waiting times for assessments - impact on outcomes

Chart 5d: Did the services you accessed through primary care lead to improved mental health and wellbeing?



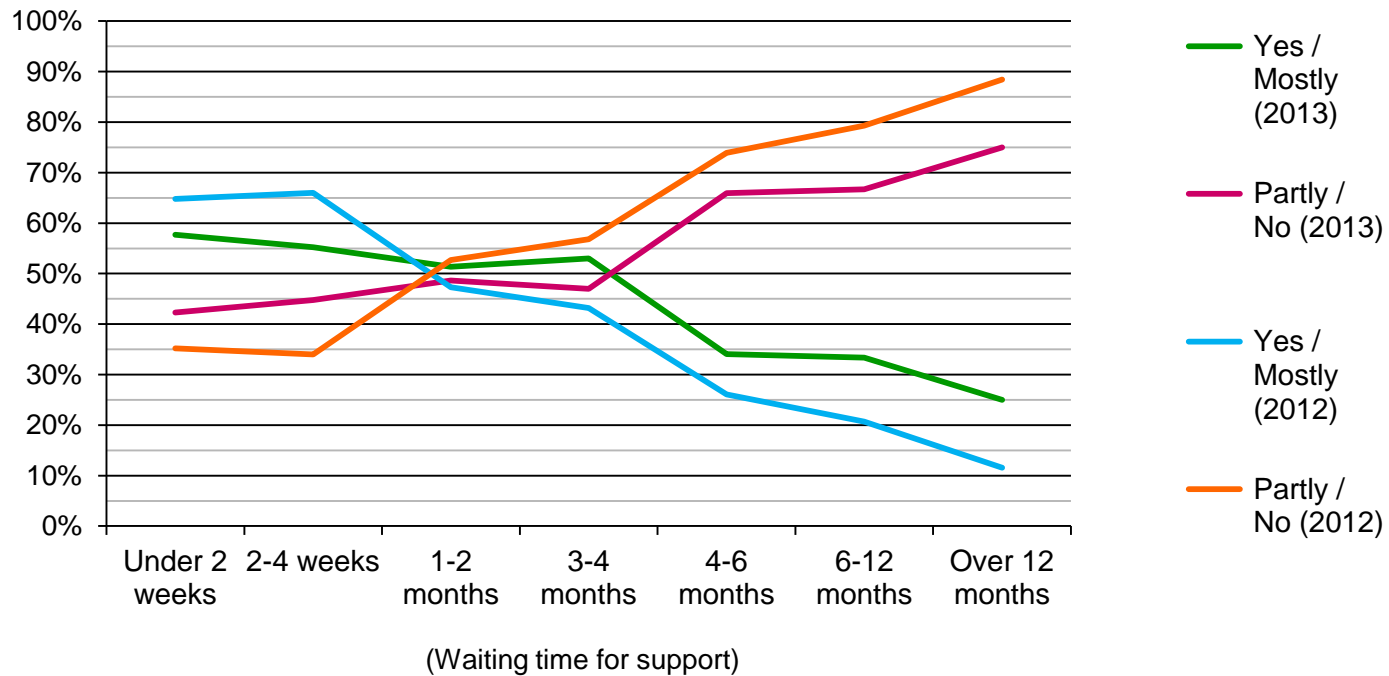
Waiting times for support

Chart 5f: How long did you have to wait to access the support service?



Waiting times for support - impact on outcomes

Chart 5j: Did the services you accessed through primary care lead to improved mental health and wellbeing?



Access and Outcomes

Chart 6b: Did you manage to access the advice, treatment and/or support services you needed?

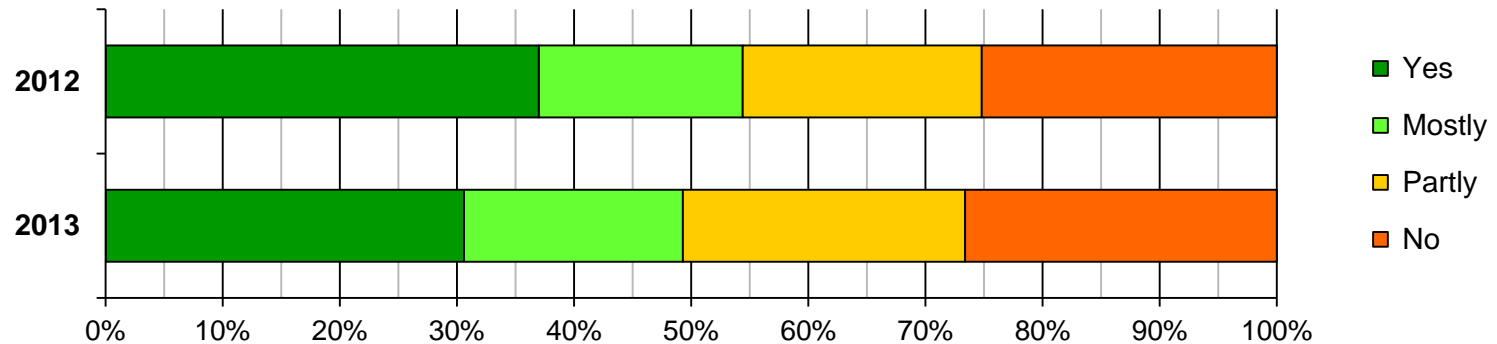
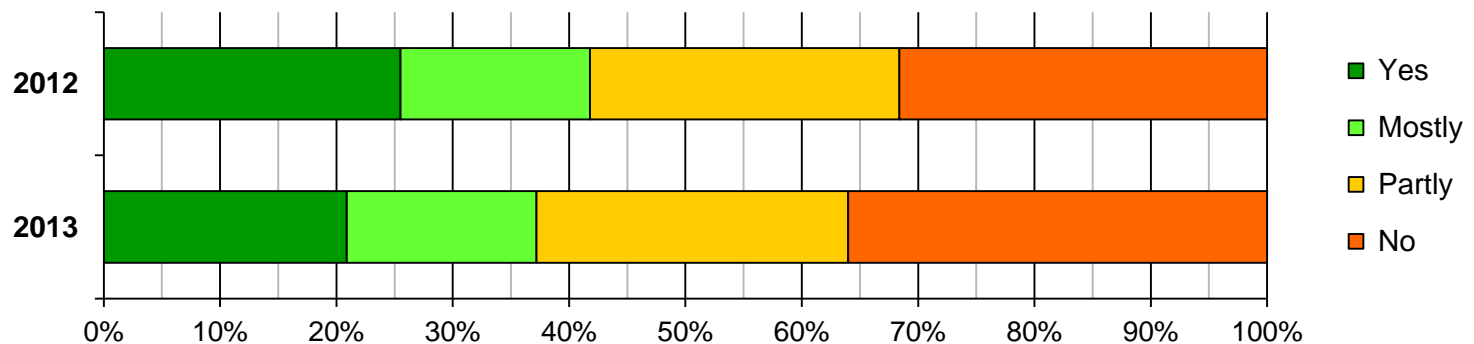


Chart 7b: Did the services you accessed through primary care lead to improved mental health and wellbeing?



Conclusions and recommendations

- Training for GPs and other staff
- Tackling stigma and discrimination
- Measuring and reporting on empathy, understanding, values and attitudes
- Information and support for GPs
- Increasing awareness and understanding of third sector services
- Reducing waiting times
- Promoting Book Prescription Wales and exercise referrals
- Improving access – e.g. out of hours, Welsh language, accessibility
- Measuring impact of services
- Providing continuity
- Identifying inconsistencies
- Improving integration and communication between services

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