

# Big Mental Health Survey 2017:

## Headline Findings

July 2018



The Big Mental Health Survey is a major new research project to understand people's experiences of mental health support provided by primary care and the voluntary and community sector (VCS) and experiences of discrimination in the community



# Headlines

- Participants had a better overall experience of care provided by voluntary organisations than primary care
  - However, young people and those experiencing severe and enduring mental health problems had a worse experience of all kinds of care
  - A large proportion of mental health service users also have a long-term physical health condition but less than half felt able to discuss their physical health at the same time as their mental health
- Primary care services need to improve the information they provide about support and treatment options
  - 1 in 5 people prescribed medication weren't given enough info about their purpose
  - 2 in 5 people prescribed medication weren't given information about side effects
  - 1 in 3 people referred to talking therapy or specialist services weren't given enough information

# Method



The Big Mental Health Survey was conducted between July – September 2017, and was available online and in paper form

It was promoted via social media channels, and supporter lists of leading mental health charities – including Mind, Rethink Mental Illness, MQ, Centre for Mental Health, and others

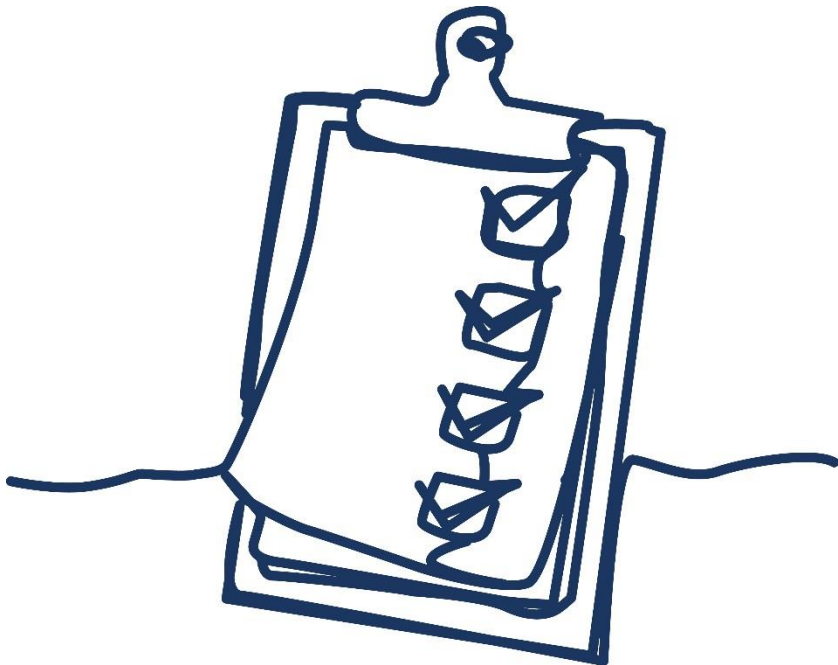
Paper questionnaires were distributed by local Minds and Mind retail shops

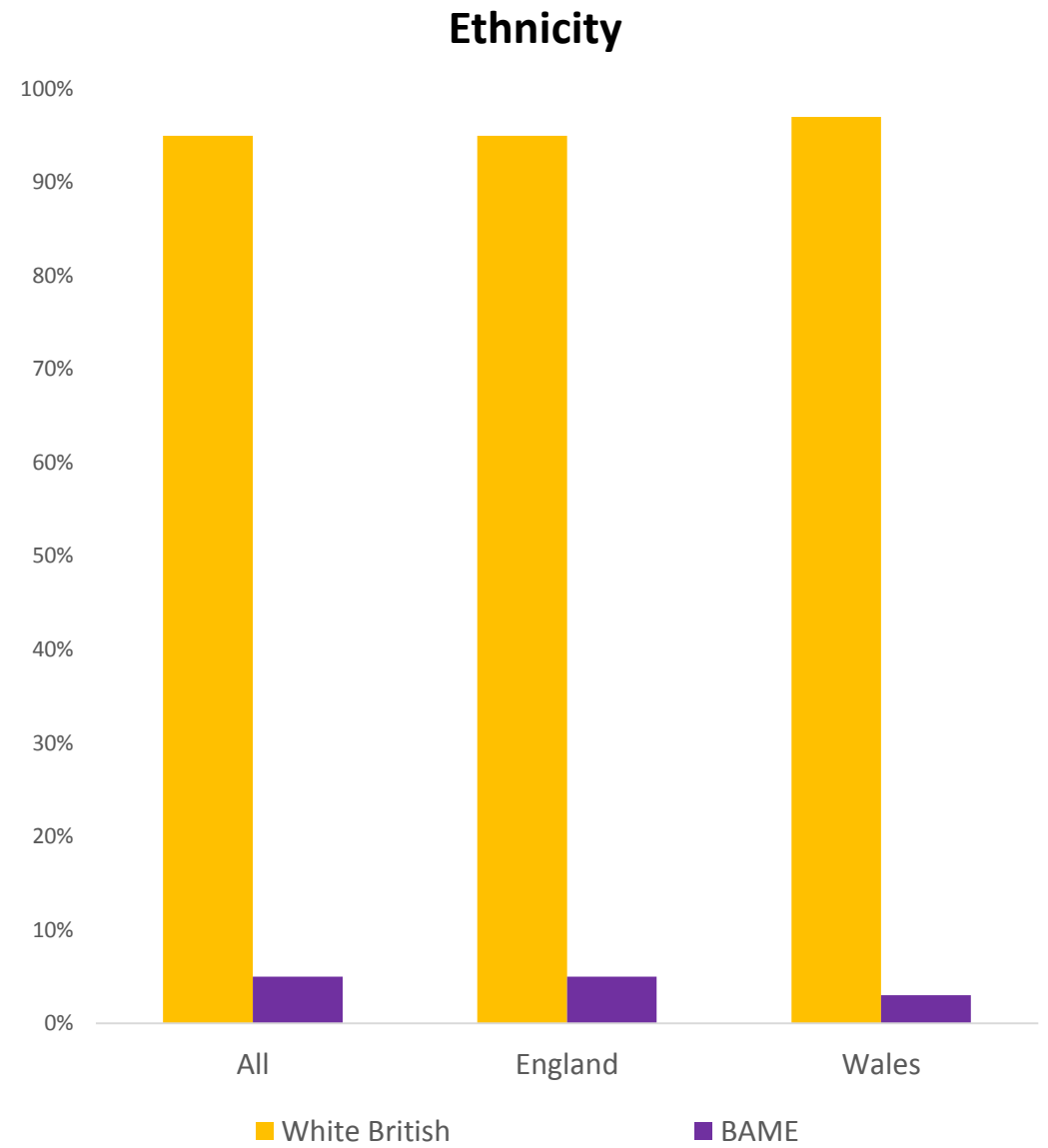
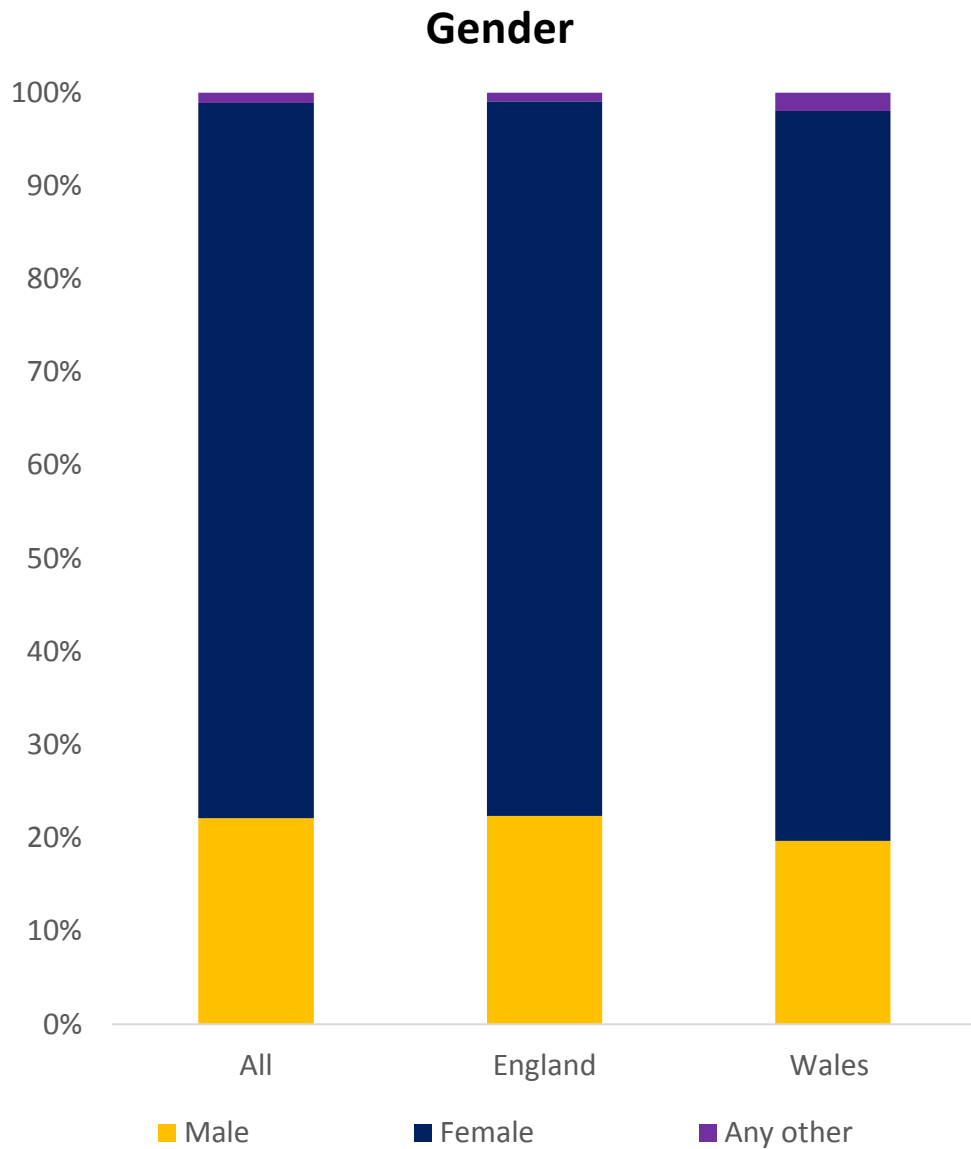
# 8,339



people with experience of mental health problems shared their experiences of primary care and voluntary sector services, along with their experiences of discrimination

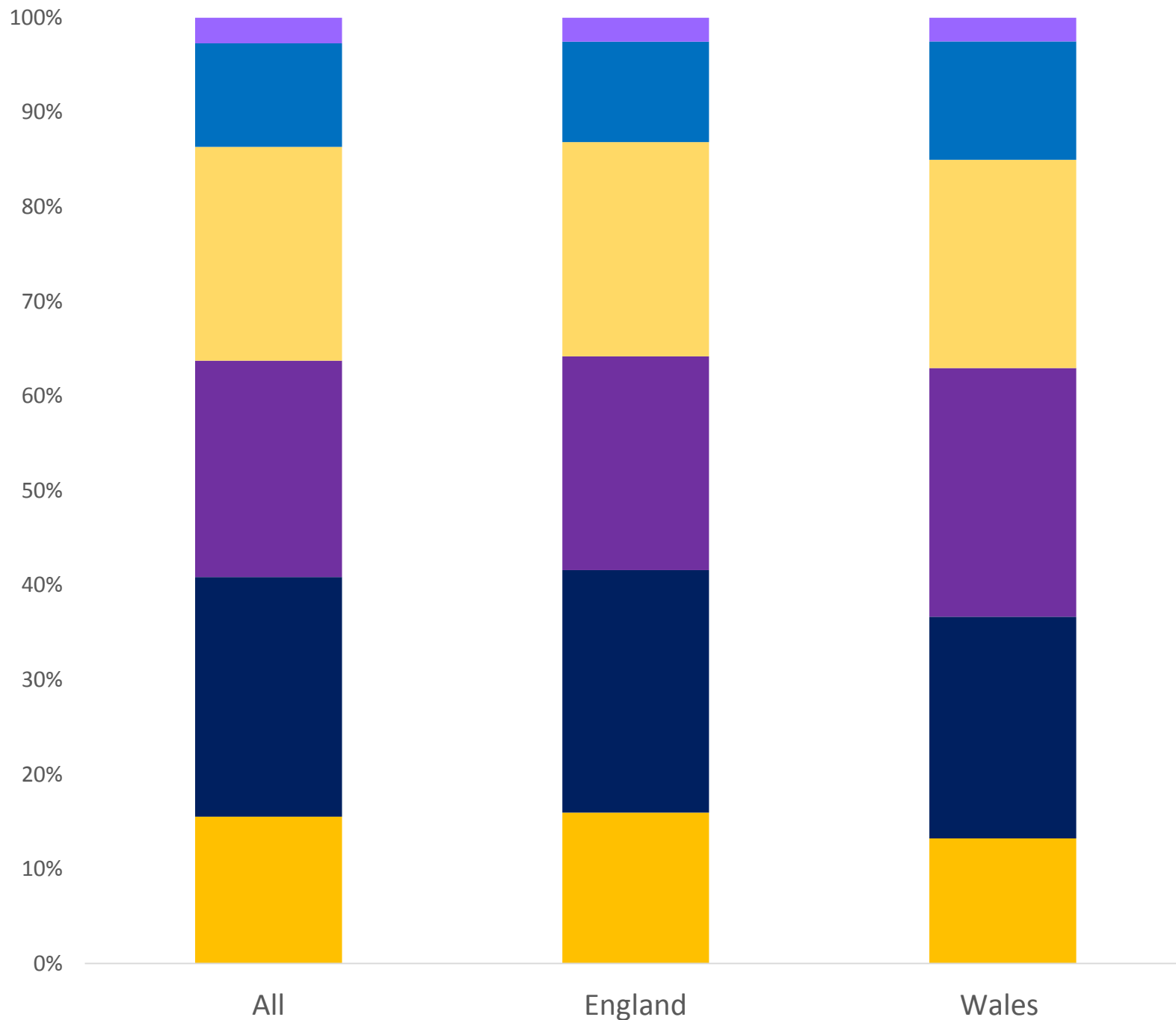
# Profile of respondents





Disproportionately female sample and slightly under-represented BAME communities. BAME rates are understandably lower in Wales



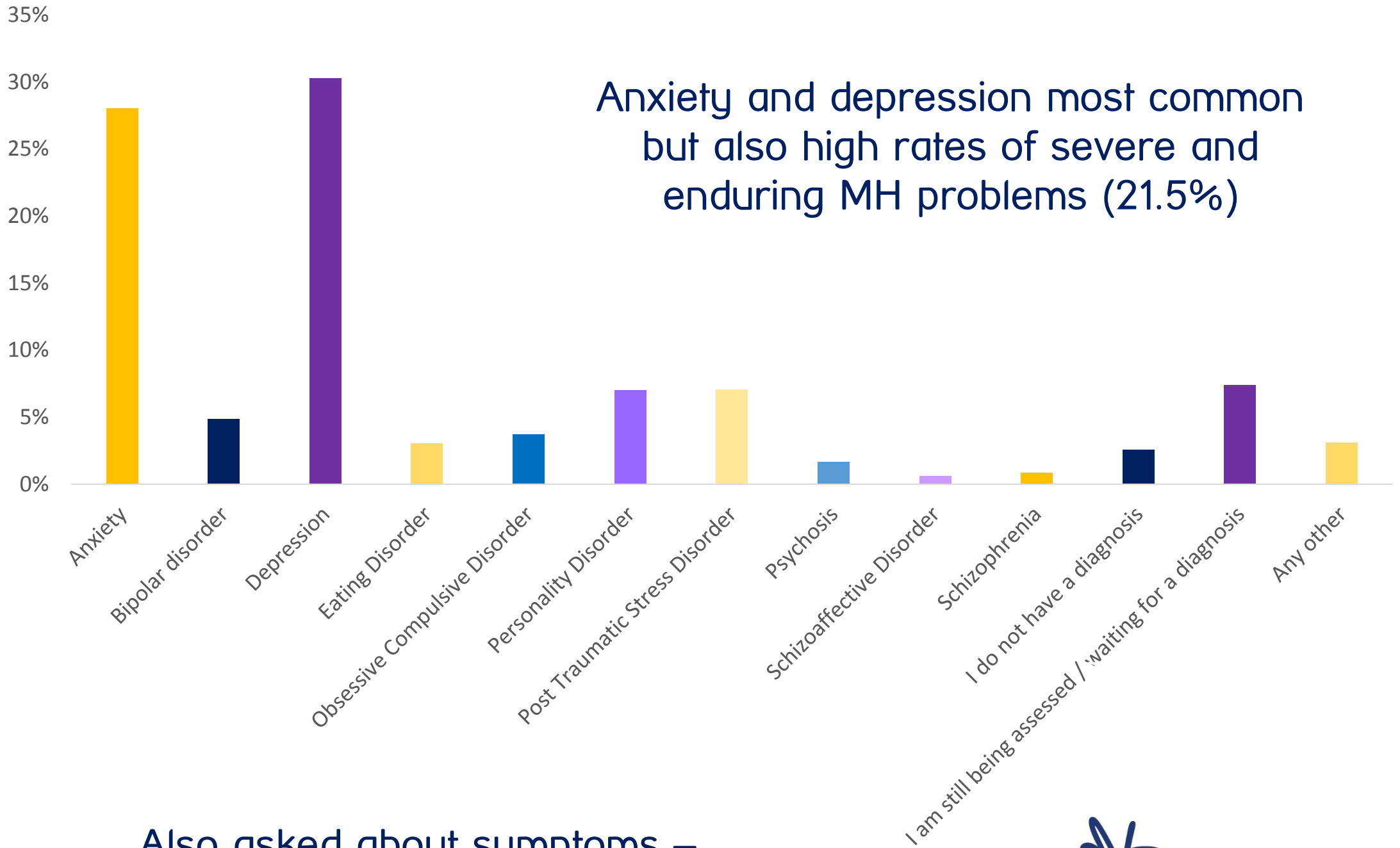


Good spread of ages  
 – especially given  
 younger profile of  
 Mind's supporters and  
 service users

■ 16-24 years 
 ■ 25-34 years 
 ■ 35-44 years 
 ■ 45-54 years 
 ■ 55-64 years 
 ■ 65 years or over







Also asked about symptoms –  
e.g. 7% had experienced suicidal thoughts



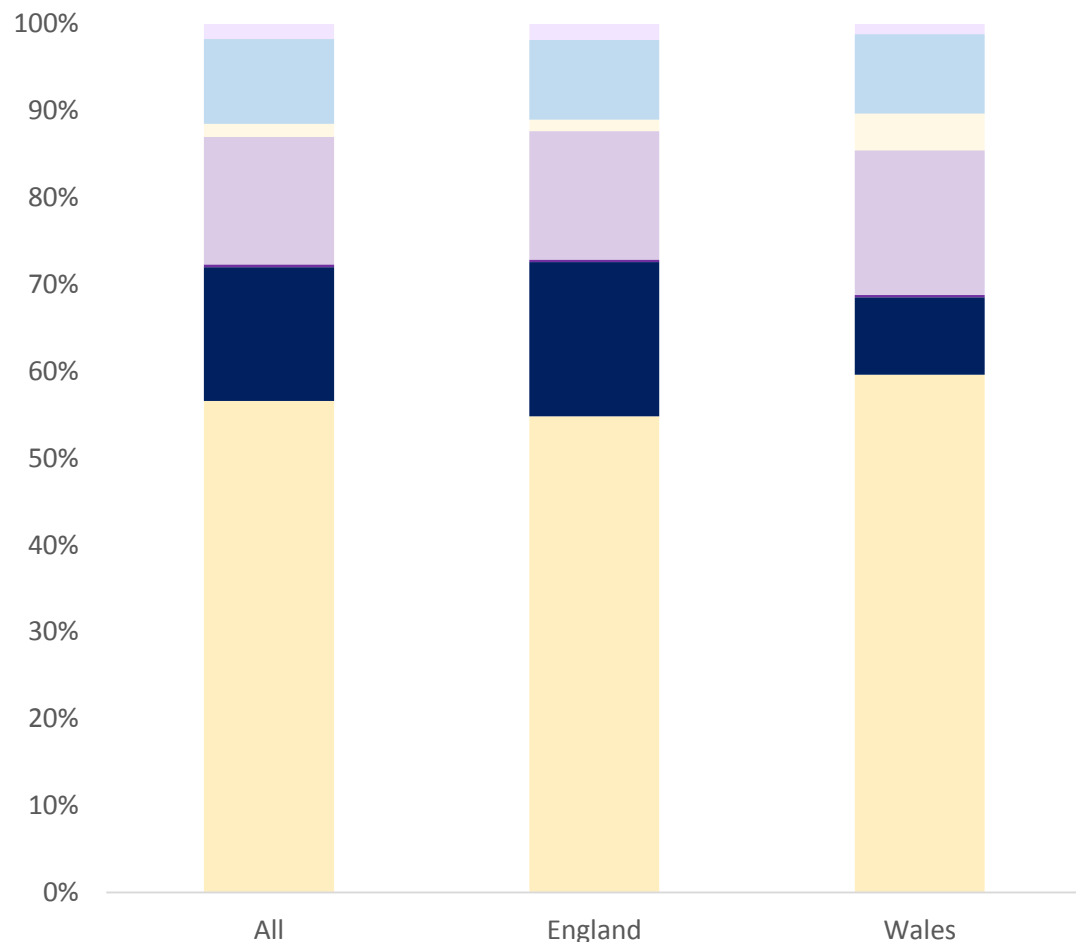
# Key Findings



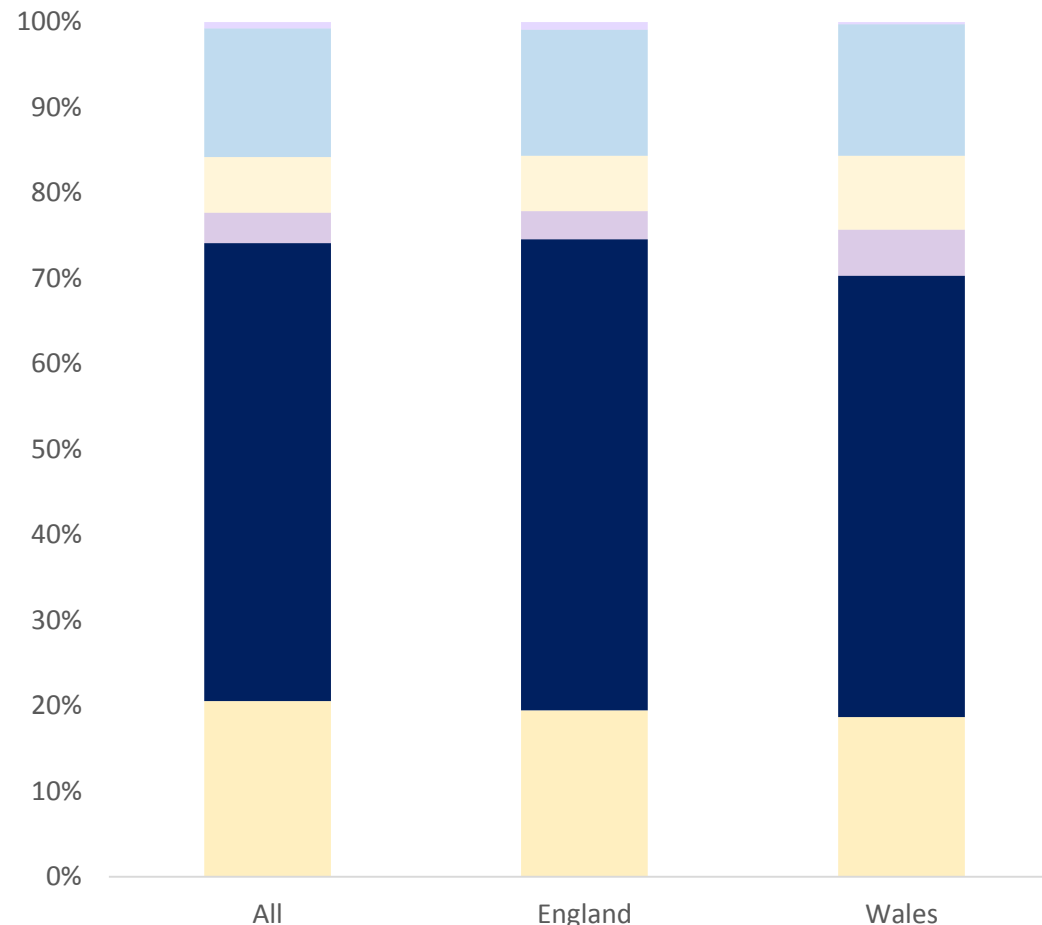
# Primary Care Services



Method used to book appointment

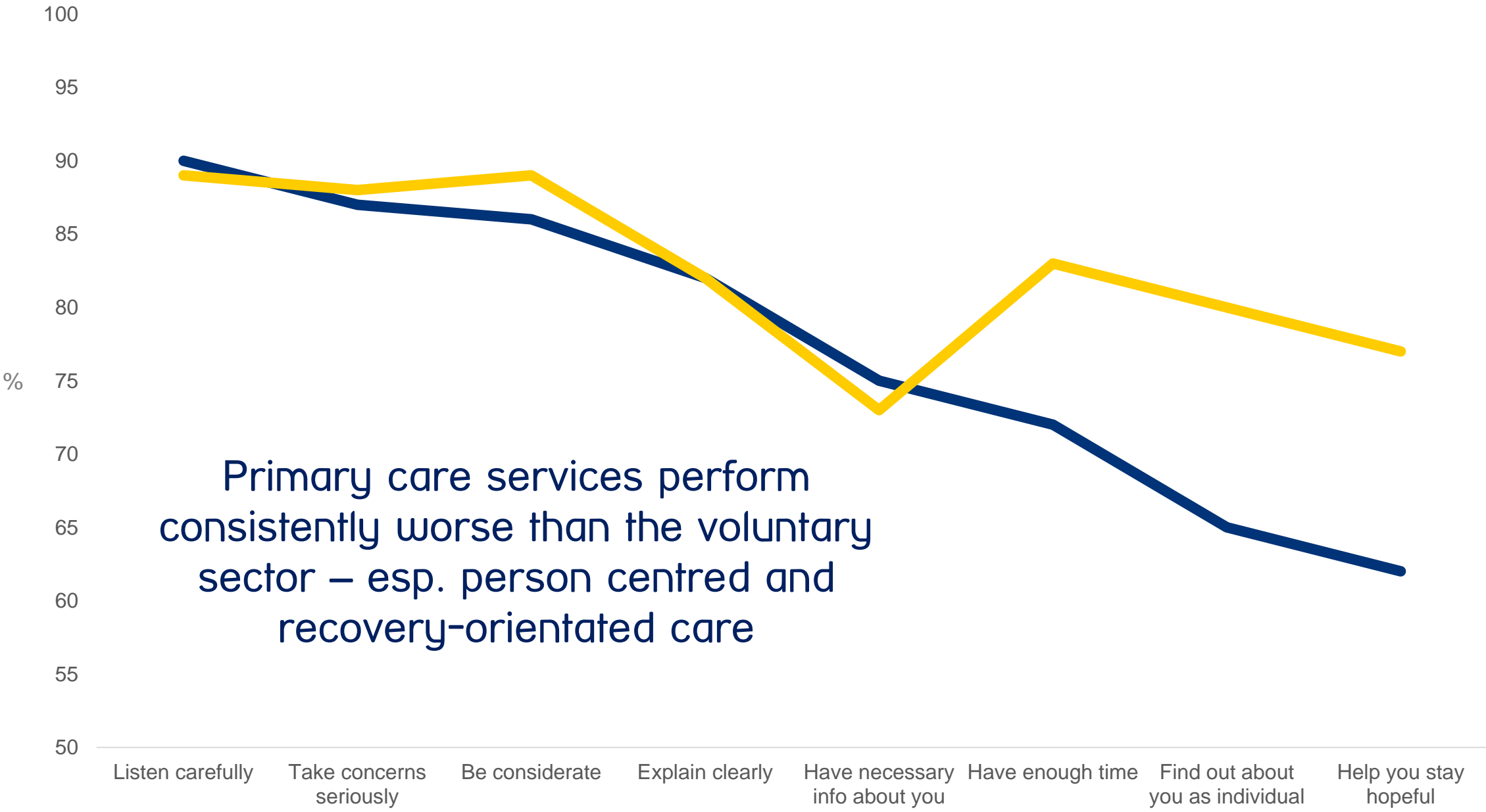


Preferred method for booking an appointment



Only a small % of respondents use an online booking system to make GP appointments – esp. in Wales. However, the majority would like to do so. This may reflect ease/ convenience but also a desire for privacy and avoiding stigma or discrimination

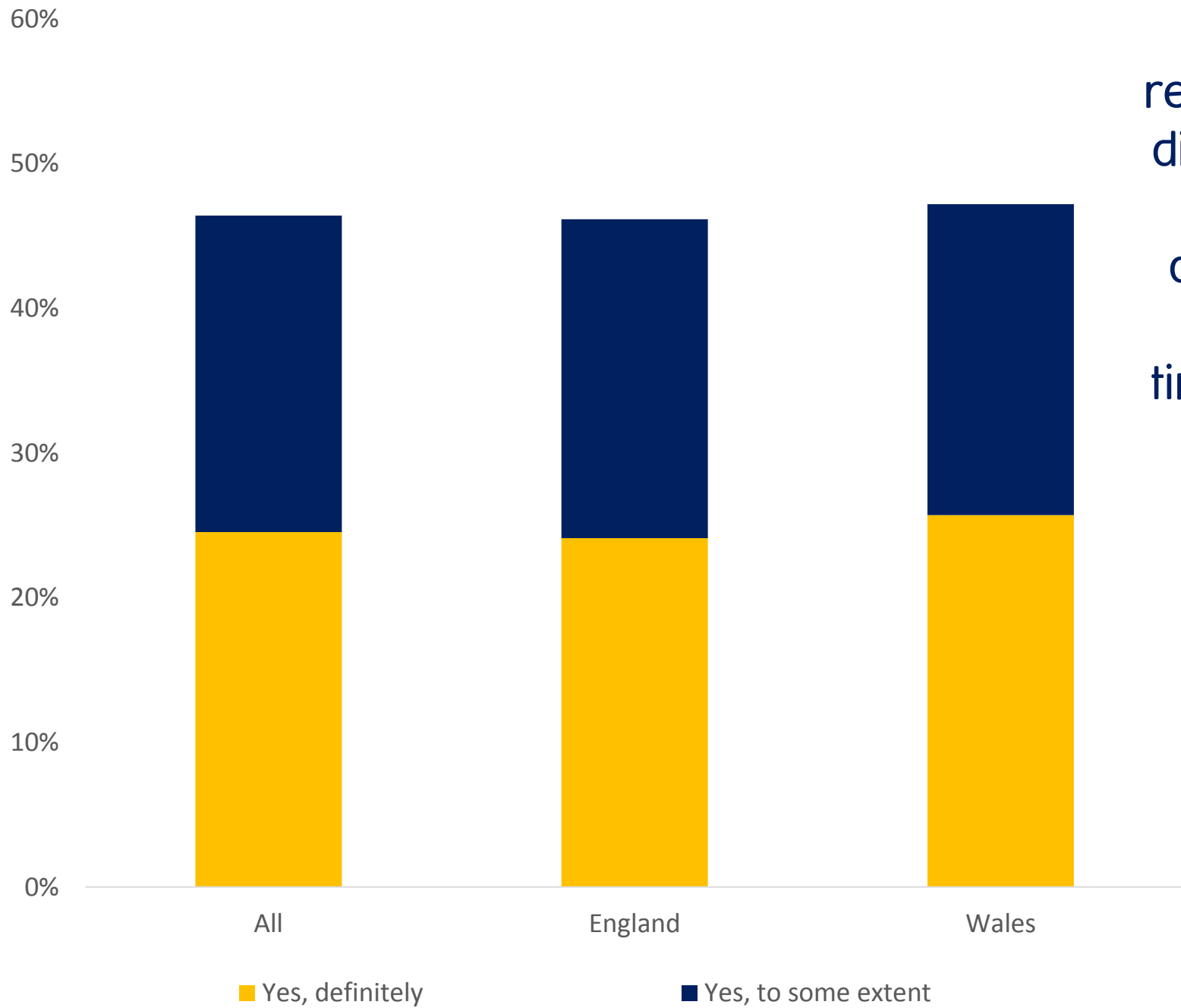




Primary care services perform consistently worse than the voluntary sector – esp. person centred and recovery-orientated care

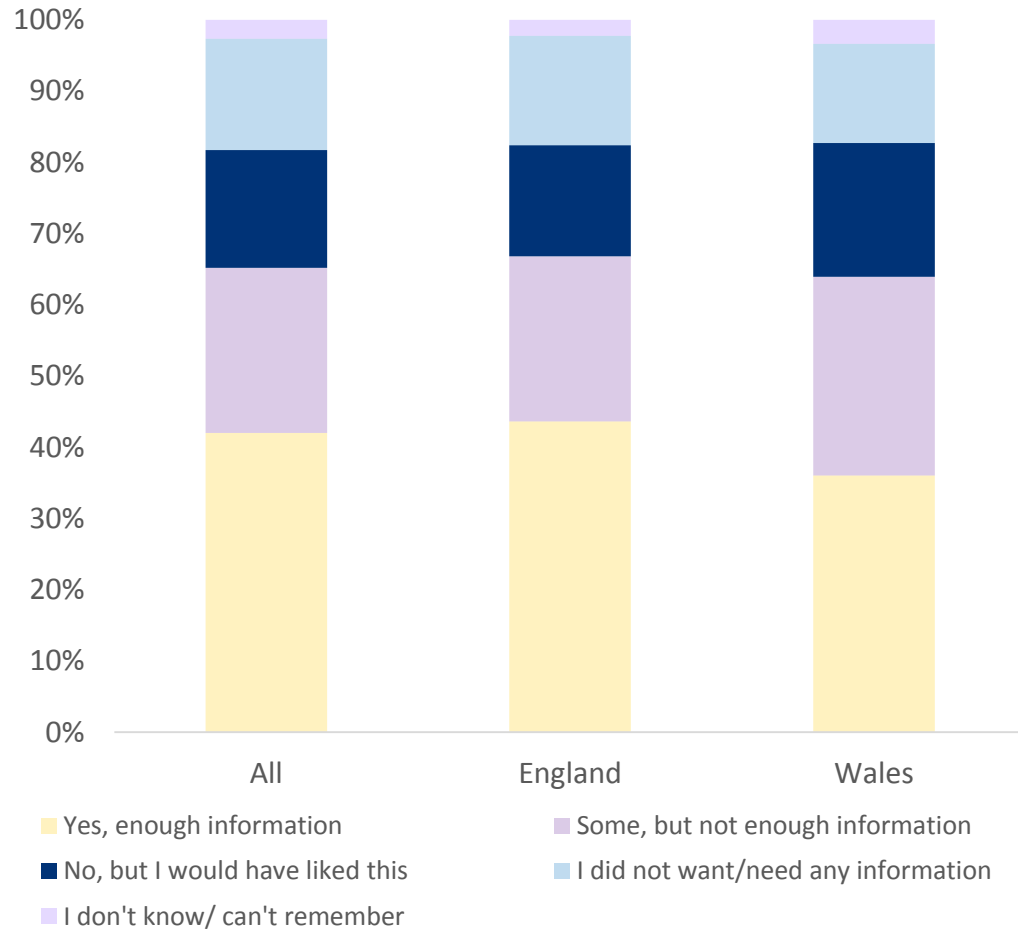
Primary Care Voluntary Sector



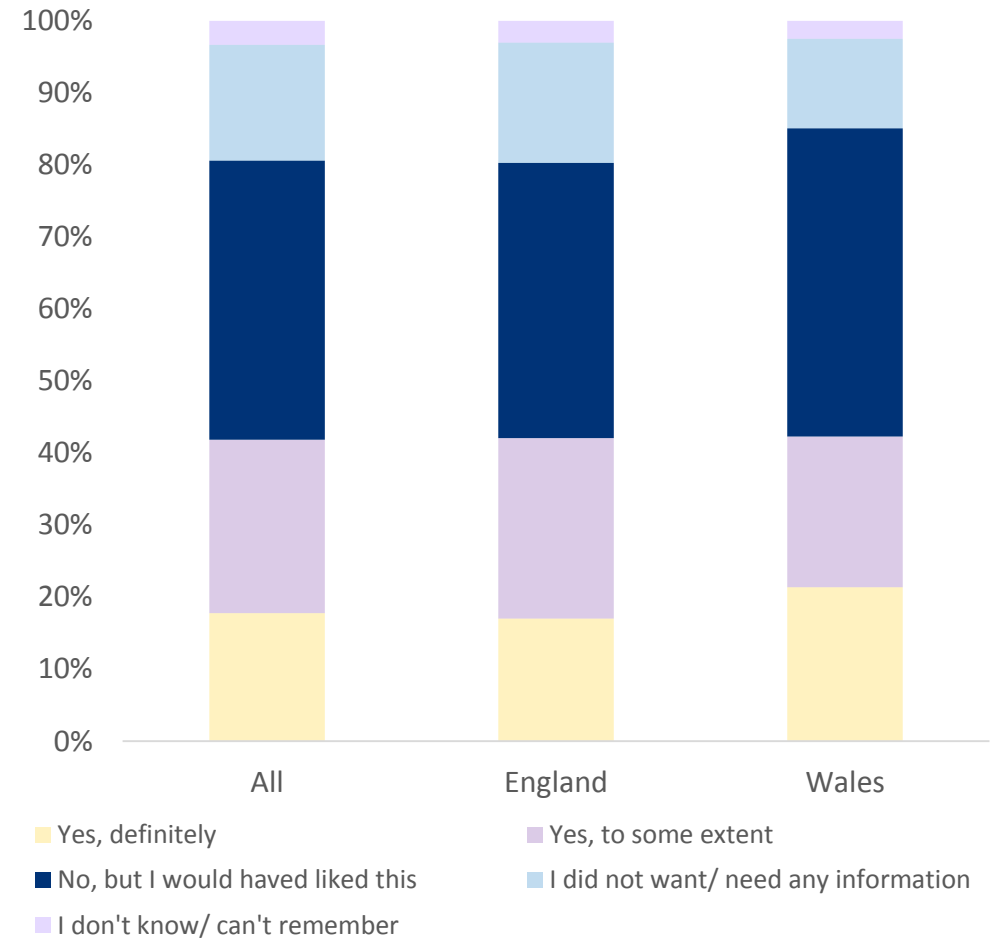


Less than half of respondents felt able to discuss physical health issues in the same appointment. Reflects limited appointment time, as well as lack of holistic care

Enough information about new medication



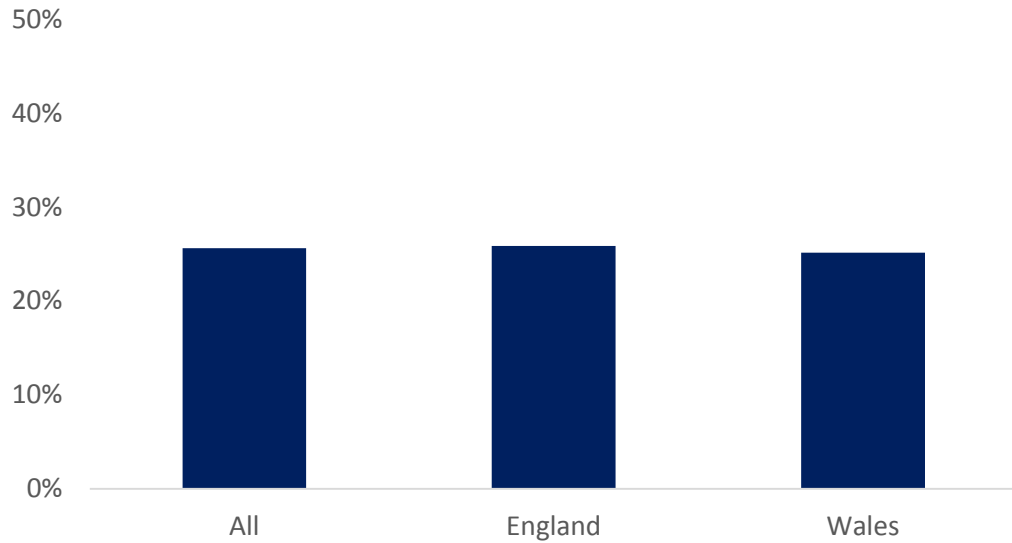
Side effects explained



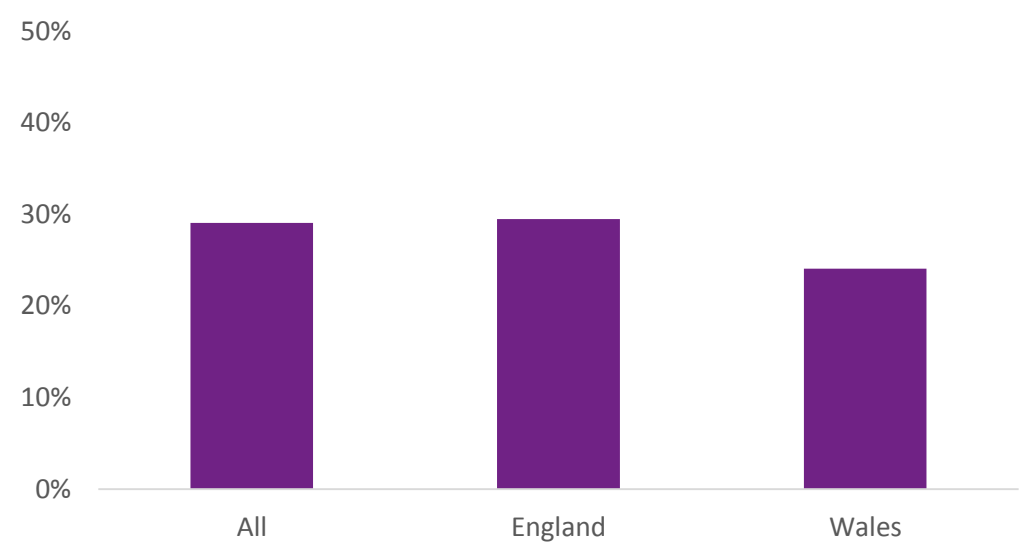
1 in 3 who were prescribed medication said they received no information. When prompted, more than half would have liked more information about side effects



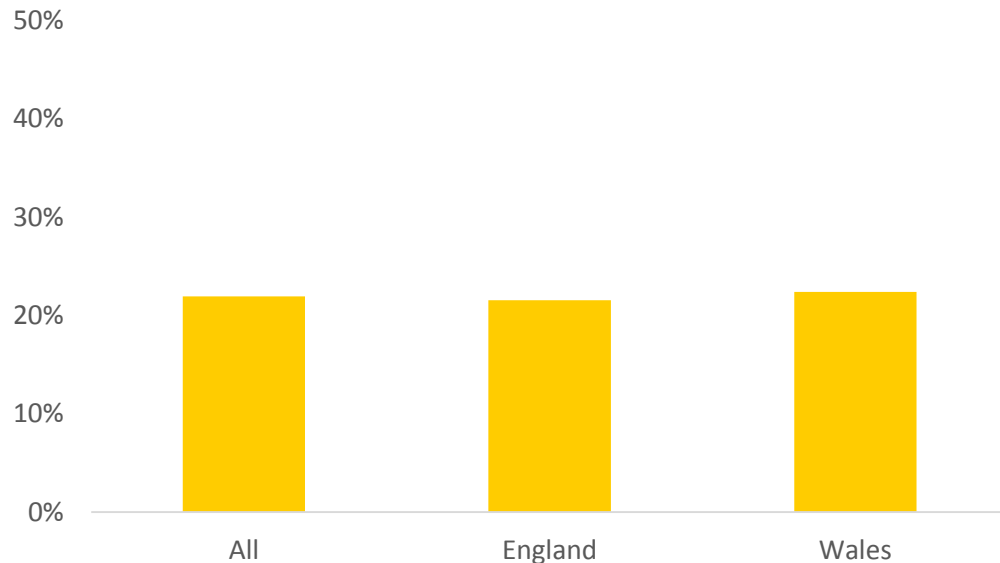
Enough information - talking therapy



Enough information - specialist service



Enough information - community support

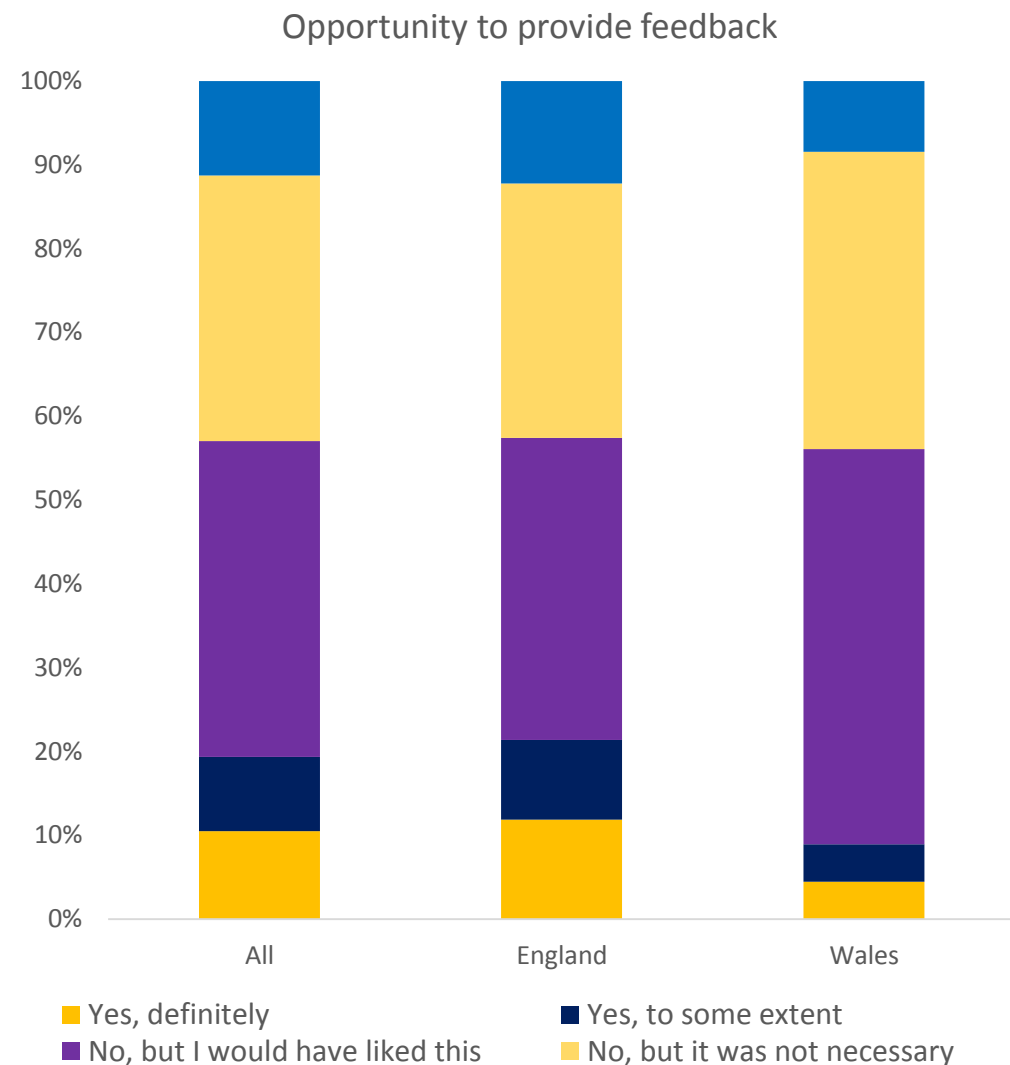
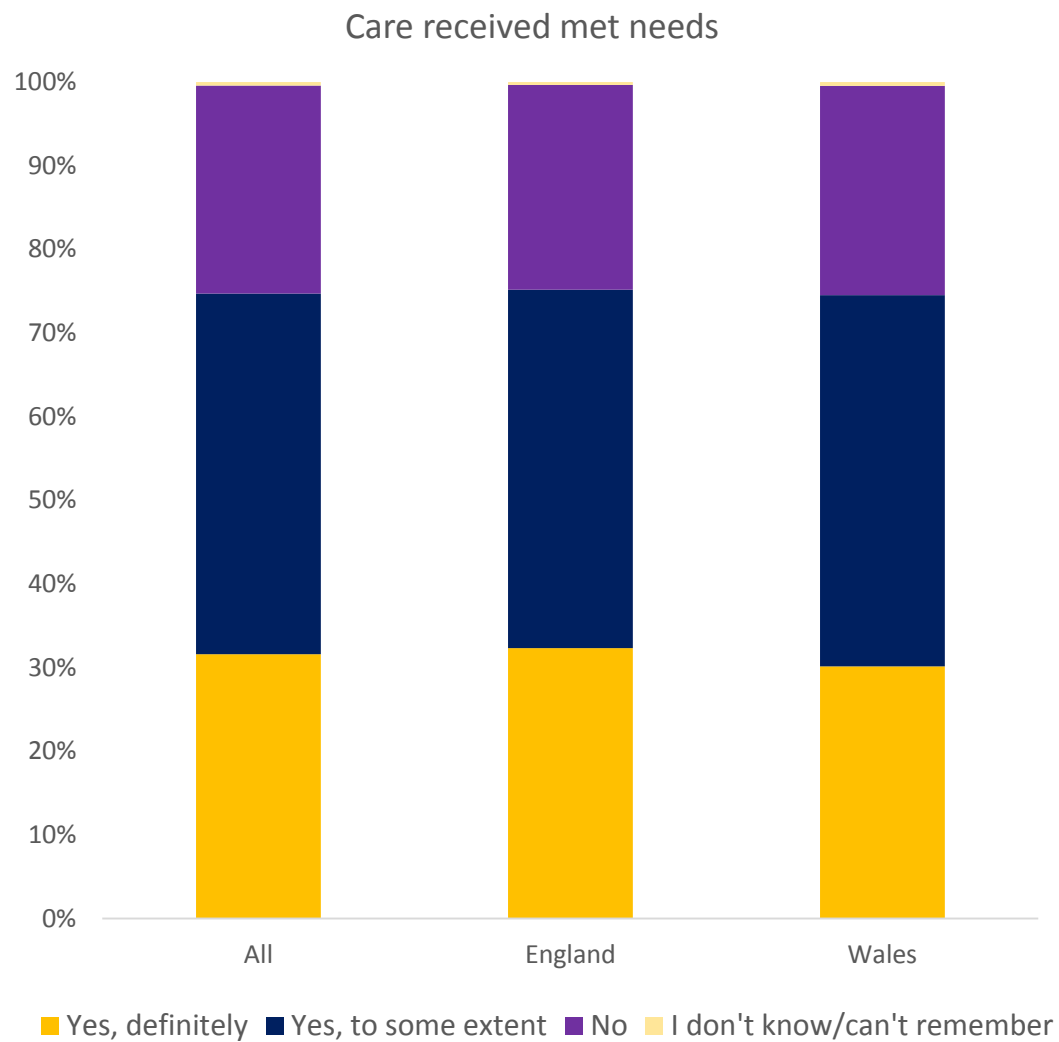


Less than a third of people felt that they were given enough information about other services they were referred to

People reported receiving the least information about voluntary sector services they were referred to

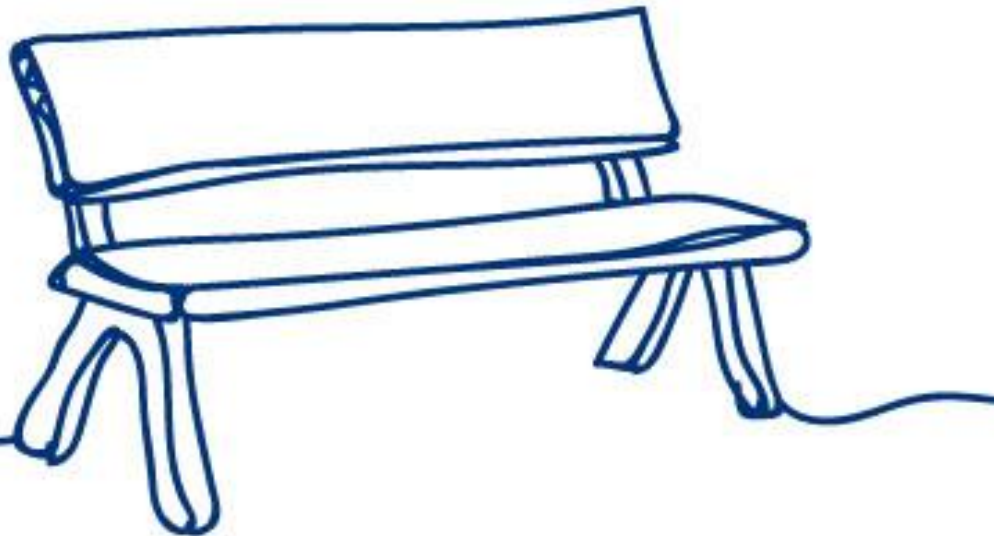






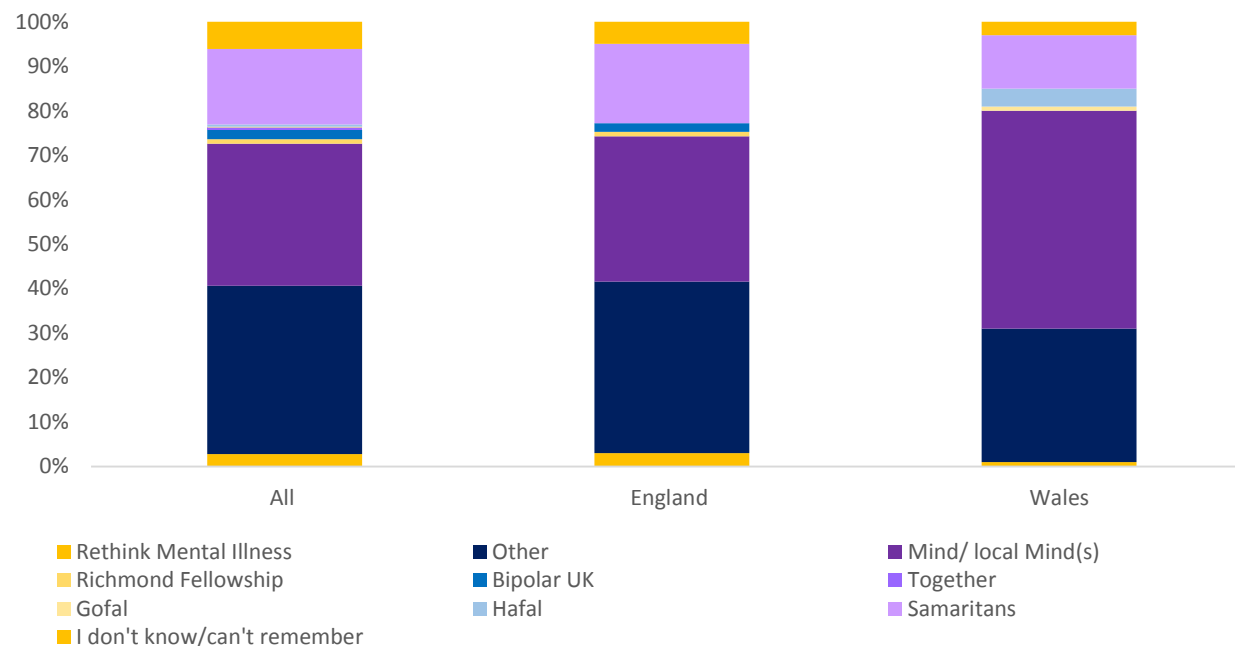
Almost a quarter of respondents felt that the care they received did not meet their needs. However, very few people were given an opportunity to provide feedback – esp. in Wales

# Voluntary and Community Sector Services

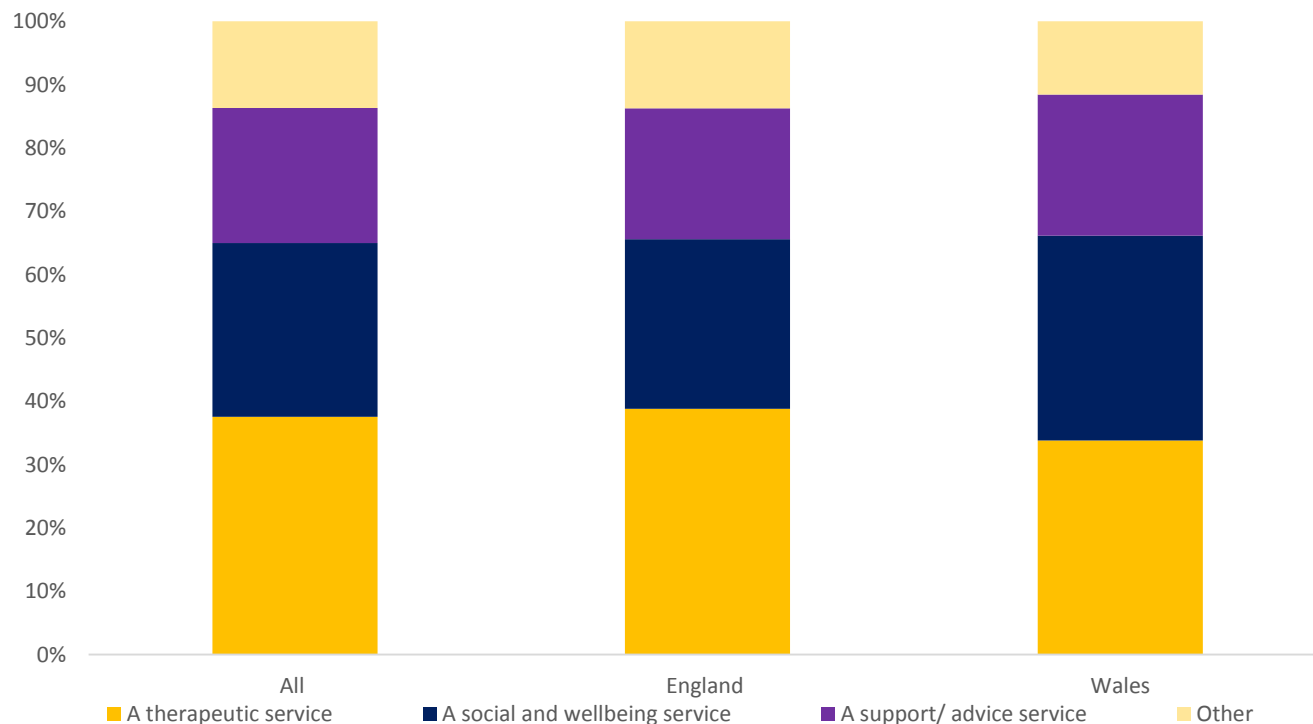


The most commonly accessed voluntary organisation Mind/local Mind...

Which voluntary / third sector organisation



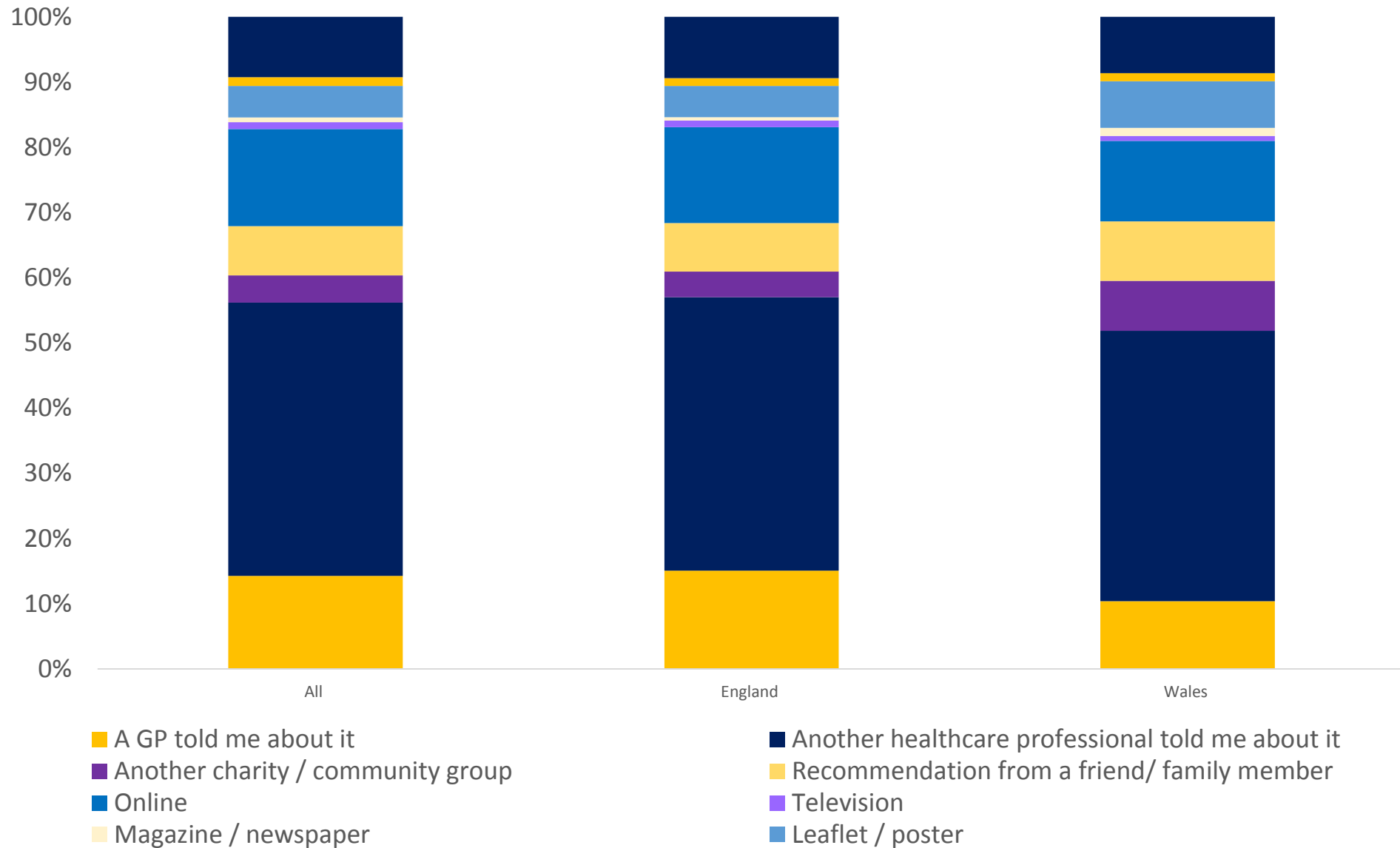
What Voluntary / Third Sector Service used most recently



... and a therapeutic service was most commonly accessed, followed by wellbeing services

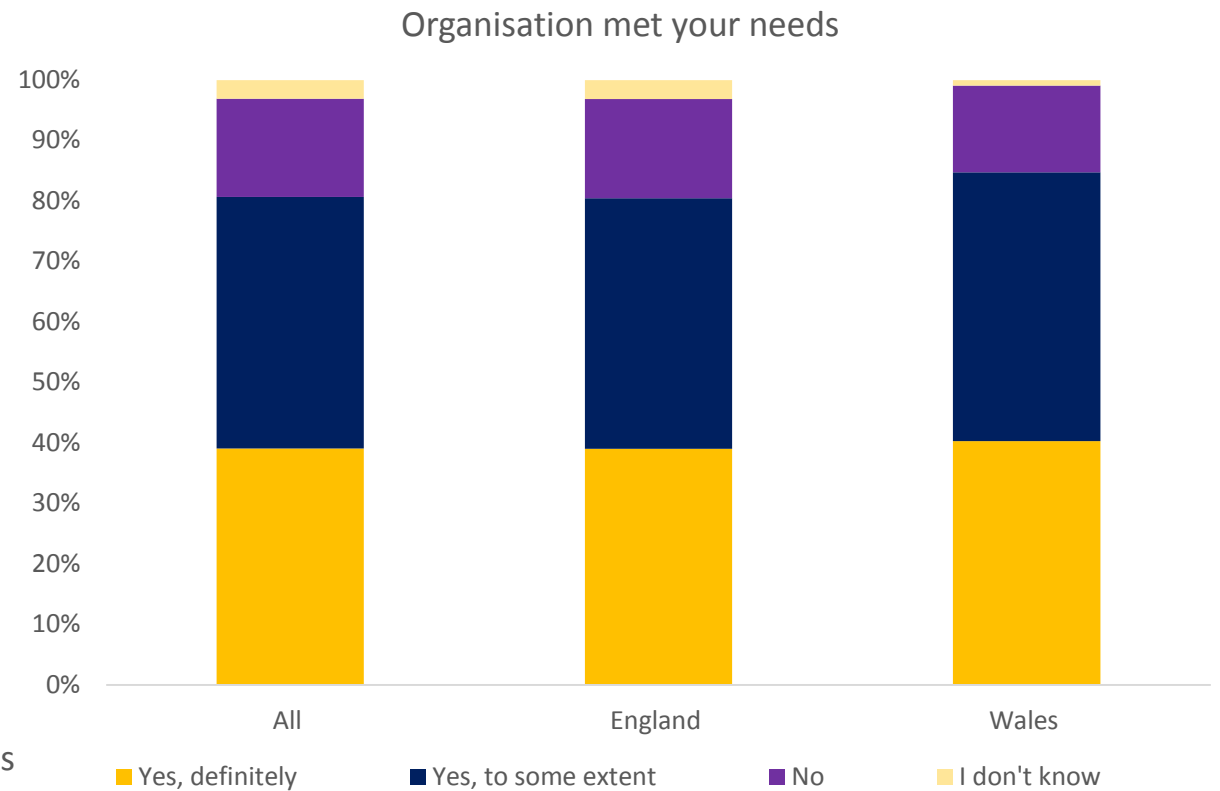


## How found out about organisation

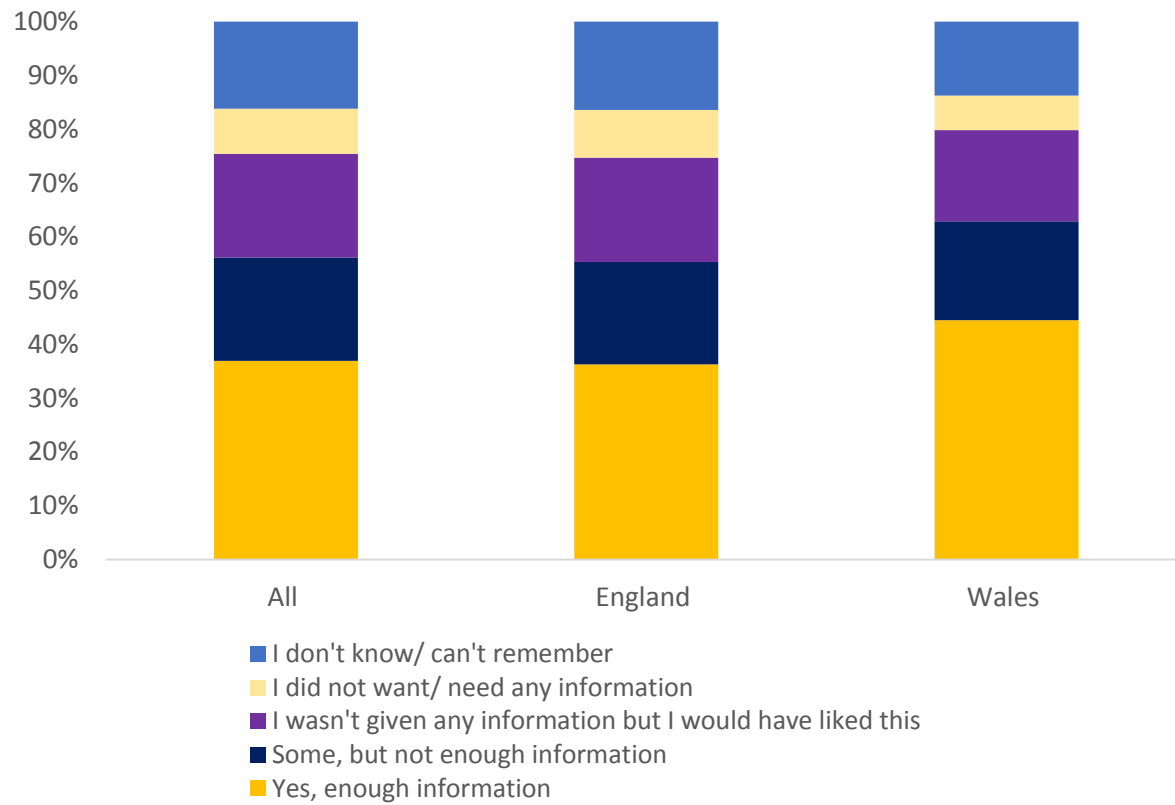


People were most likely to say that they found out about third sector organisation from a healthcare professional

The vast majority of people felt the voluntary sector org met their needs...



Information provided about other mental health services



...but signposting to further support could be improved. May be due to limited availability of other services rather than lack of willingness or interest



When accessing voluntary and community sector services, the majority of people:

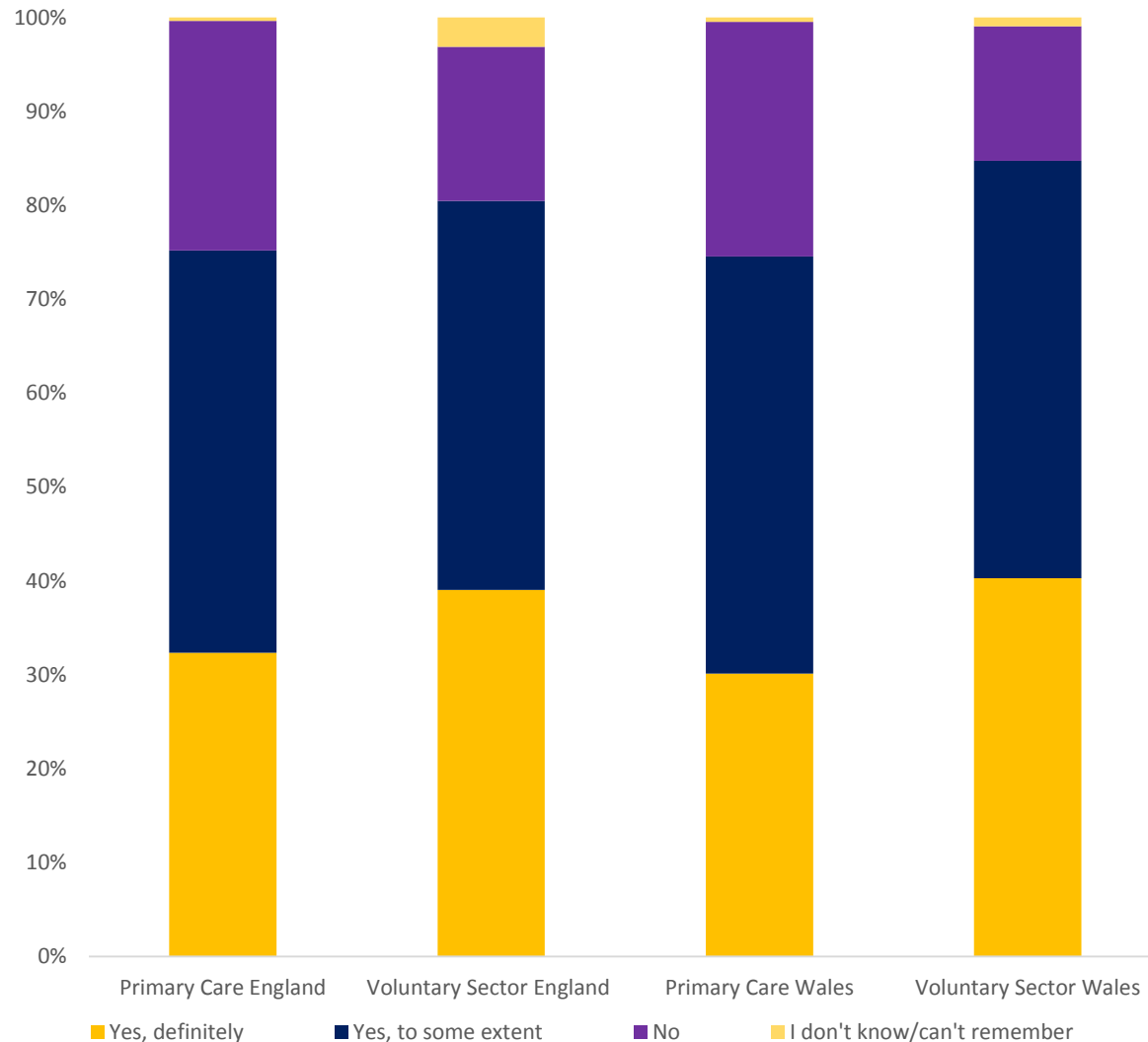
- ✓ Felt listened to
- ✓ Taken seriously
- ✓ Were given enough time to talk about their mental health
- ✓ Shown care and consideration
- ✓ Given understandable explanations
- ✓ Encouraged to stay hopeful about the future

People also said that voluntary and community sector services :

- ✓ Had good knowledge about mental health
- ✓ Took the time to find out about the individual

**People said that this was a typical experience for them**

# Big Mental Health Survey



84%

had positive experience of Mind & local Mind services

78%

had positive experience of voluntary sector (non-Mind)

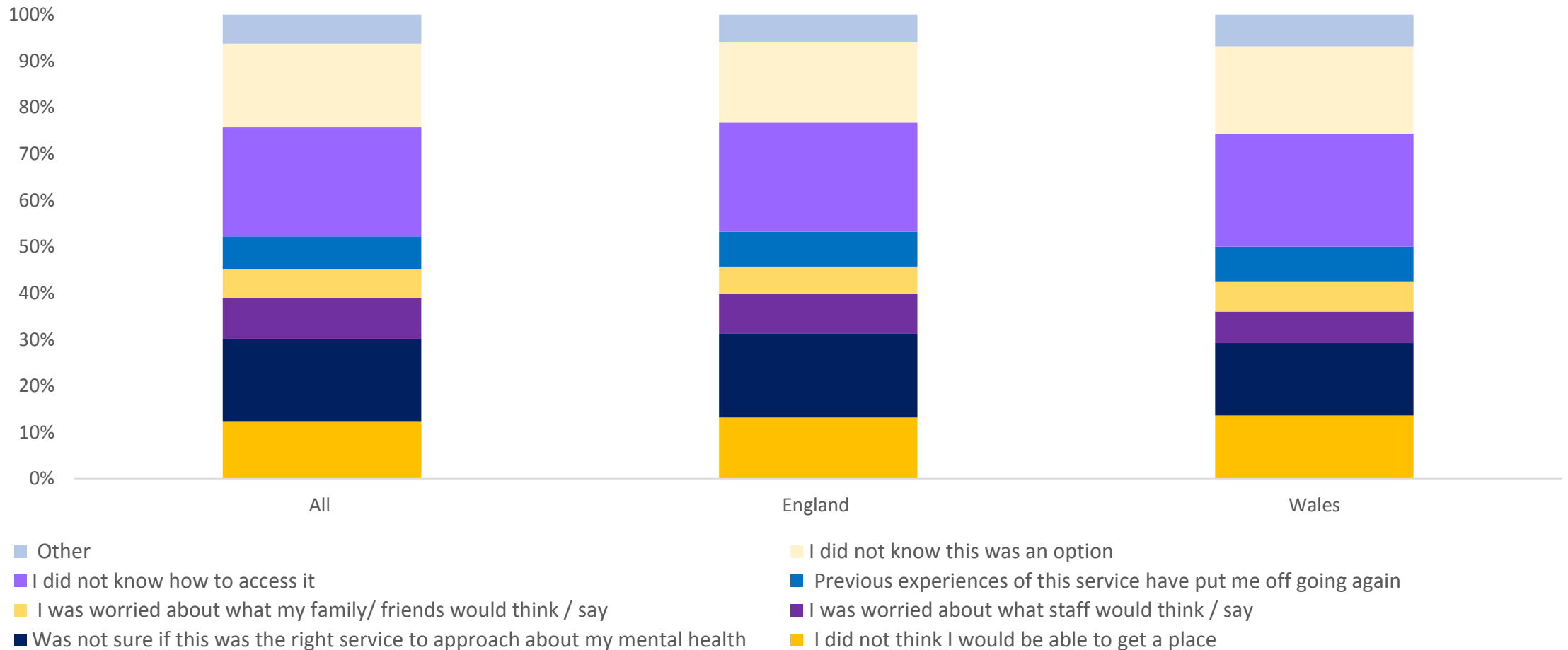
74%

had positive experience of primary care



# Important to Consider....

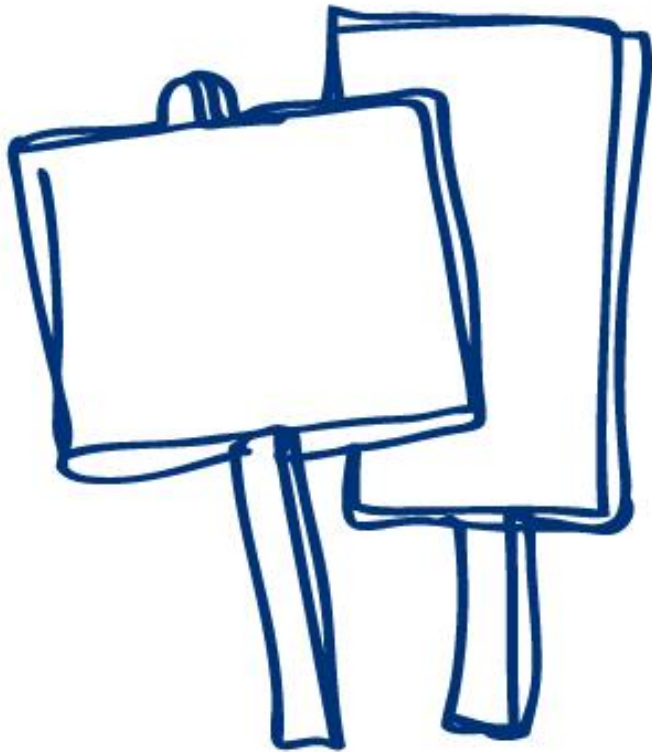
Why didn't see / speak to voluntary / third sector



Around a third of respondents wanted to access third sector support, but didn't. The main reason for not accessing support was not knowing how to access the service

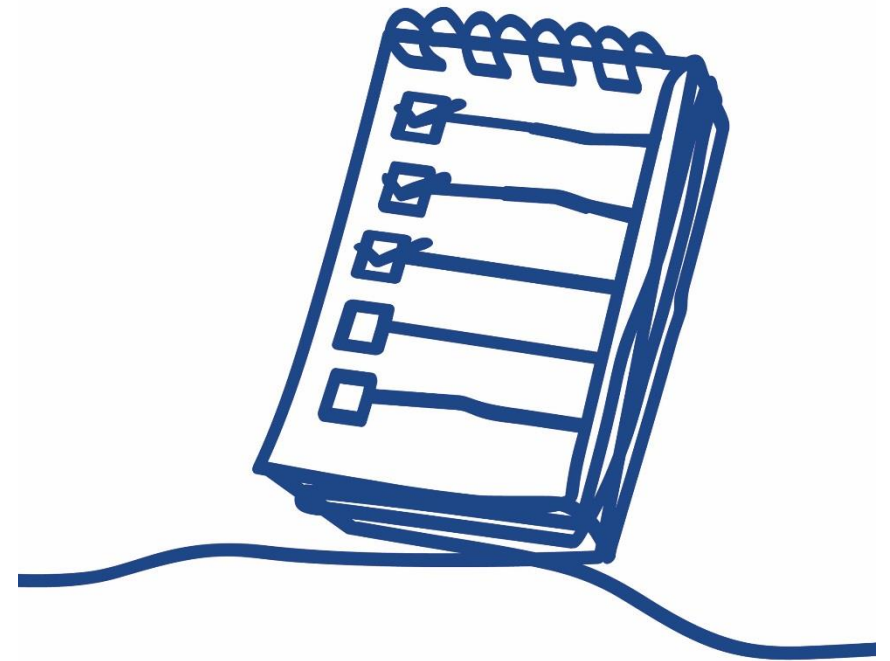


# Experiences of Discrimination



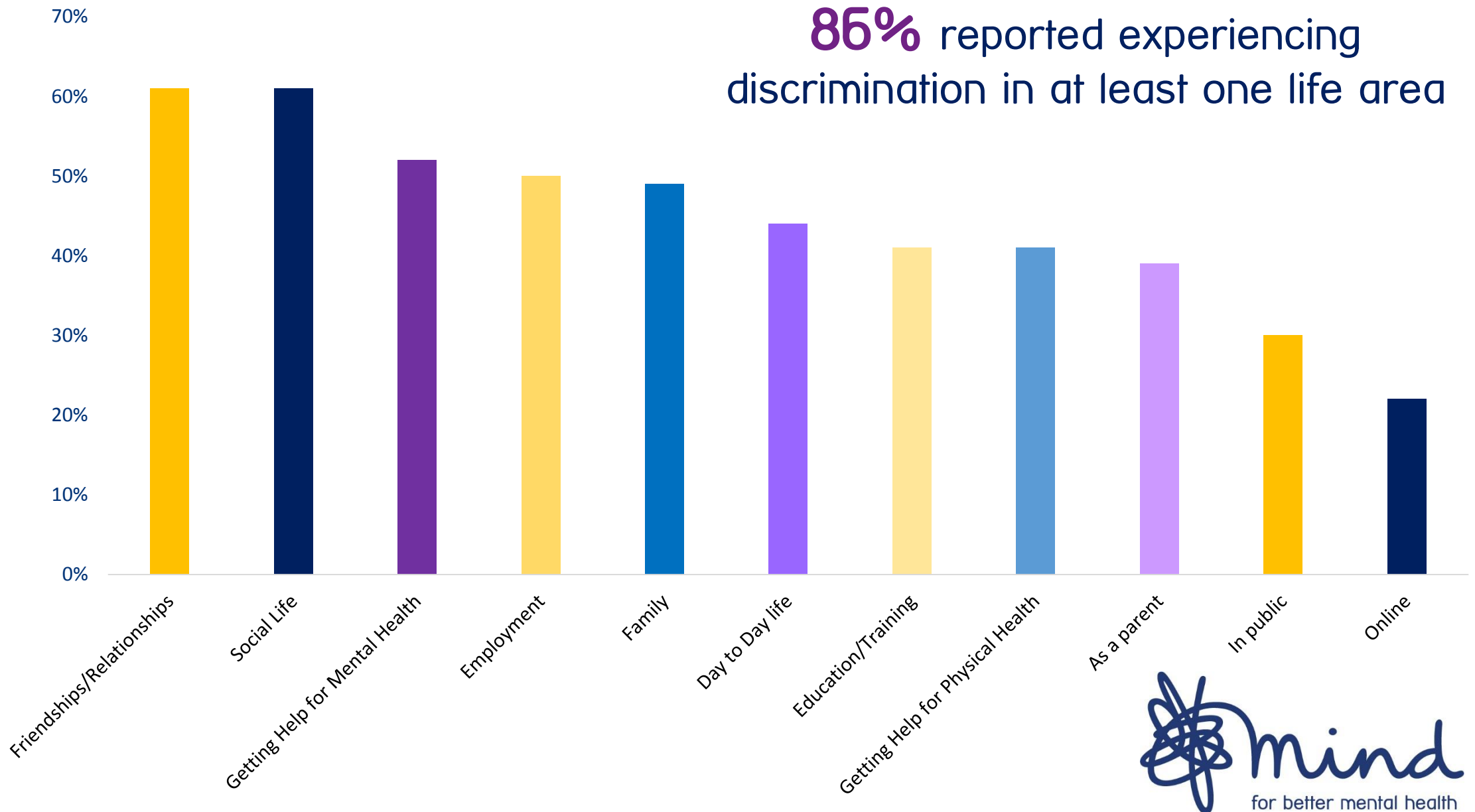
# How was Discrimination Measured?

- Discrimination was measured by asking respondents if they had been treated unfairly in different life areas
- Life areas included:
  - Family life
  - Role as a parent
  - Relationships
  - Employment
  - Education



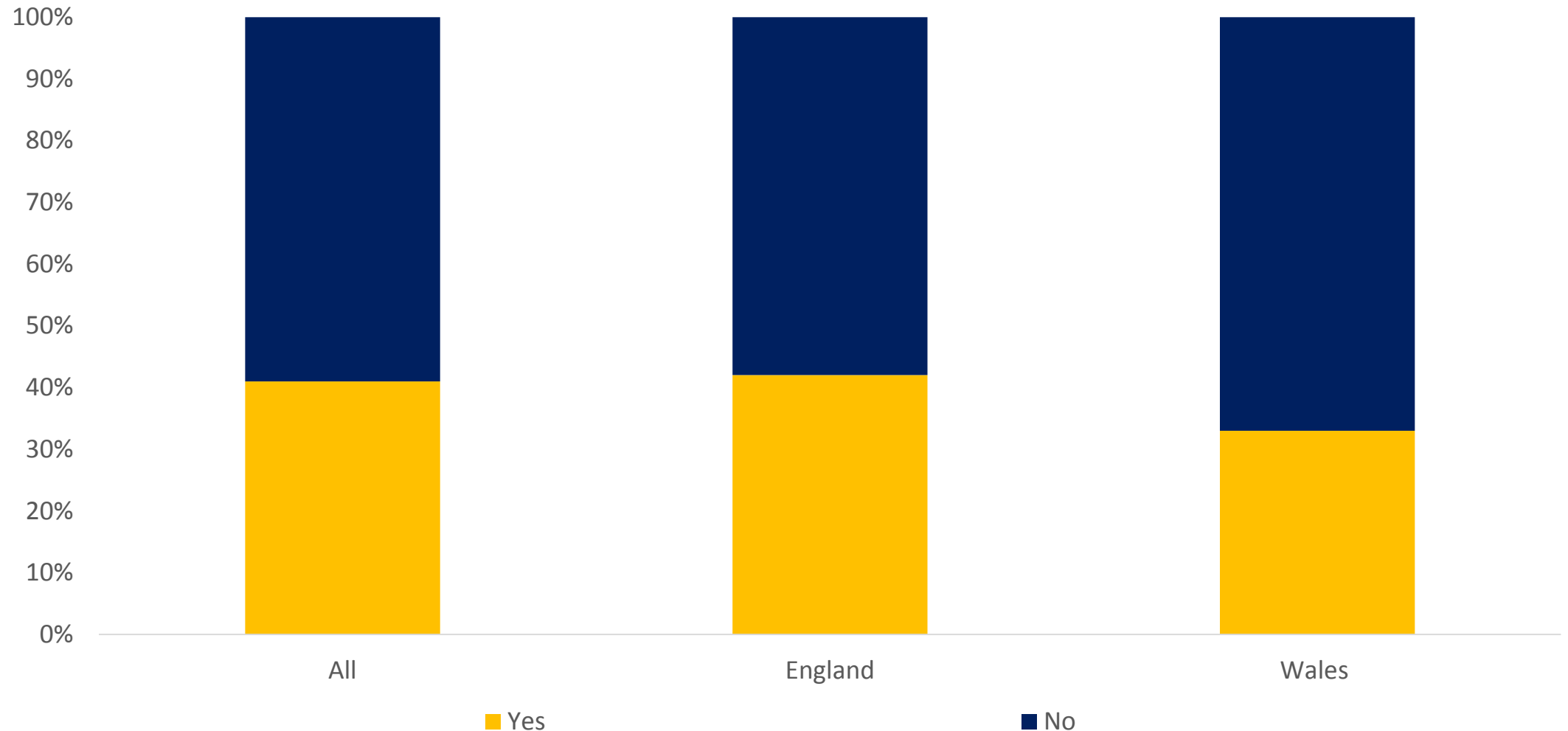
# Big Mental Health Survey

85% reported experiencing discrimination in at least one life area



# Things to consider...

Heard of Time to Change or Time to Talk



Experiences of discrimination were the same, whether or not a respondent had heard of Time to Change

# Next Steps



# Next Steps

- We are using the data to improve local services and inform policy influencing work
- The survey is running annually to monitor trends
- Have your say between July and October 2018:

[bigmentalhealthsurvey.com](http://bigmentalhealthsurvey.com)