Mental Health in Secondary Care Priority Setting Partnership

Survey overview

This survey is about **secondary mental health services.** These are specialist services for people who need different support that cannot usually be provided by a GP surgery.

We want to hear from people who have used these services, or have experienced **severe, complex, or long-lasting mental health difficulties or conditions affecting mental health** that might make them eligible for these services **in Kent, Surrey, or Sussex**. We also want to hear from people who have supported someone described above, such as family members, unpaid carers, or people in their support networks, as well as people working within or alongside these services.

We want to hear what matters most to you, so research can answer the most important questions and help improve support for people with mental health difficulties in Kent, Surrey, and Sussex.

What we mean by secondary mental health services

Secondary mental health services are **specialist services for people who need different or additional support with their mental health** that cannot usually be provided by a GP surgery or other primary care service. They include services like community mental health teams, early intervention in psychosis services, crisis services, specialist eating disorder services and inpatient services.

You don't have to have used these services to take part in the survey. We also want to hear from people who have experienced severe, complex, or long-lasting issues affecting mental health, as these are the types of difficulties that might make someone eligible to receive secondary mental health care. It is ok if you have not accessed them or have not been able to access them.

What we mean by severe mental health difficulties

For the purpose of this survey, when we say **severe mental health difficulties**, we mean mental health difficulties or conditions that have a significant and lasting impact on a person's daily life and may require more support than can usually be provided by a GP or other primary care services. This can include, but is not limited to, conditions such as Psychosis, Schizophrenia, Bipolar Disorder, OCD, Eating Disorders, Complex Trauma, Complex Emotional Needs, Severe Anxiety and Depressive conditions requiring secondary mental health care. People may have different diagnoses, experiences and support needs, and having one of these conditions does not necessarily mean that someone will need secondary mental health services.

For this survey, we are also interested in experiences of mental health difficulties where someone **requires, or might have benefited from but did not access, support from secondary mental health services**. This includes people who have **experienced severe, complex, or long-term difficulties** that have had a major impact on their mental health and daily life. You may have experienced these difficulties without

seeking help, been unable to access the support you needed, or received support from other services. You can also take part if you **do not identify with, or agree with, a diagnosis you have been given.**

What we mean by research

Research is a way of **finding out more about what works, what could be improved, and what people need from mental health care.** This can include research into treatments and interventions, how services are delivered, people's experiences of care, how to improve access and engagement, and how different approaches can be adapted to meet people's needs. Research can involve many different methods, including surveys, interviews, clinical studies, and working with people with lived experience to develop or evaluate services.

Who we are

We are a partnership of people with experience of receiving support for mental health difficulties from mental health services in Kent, Surrey, and Sussex (KSS), families and carers, people who work within or alongside secondary mental health settings in KSS (e.g., Psychologists, GPs, mental health nurses, and voluntary sector providers), and researchers. We work with an organisation called the James Lind Alliance, who help these types of partnerships to find **the top 10 research questions for their topic.**

The James Lind Alliance

The James Lind Alliance (JLA) is an organisation that **brings together people** with different backgrounds and experiences to **discuss and set research priorities.**

For people using and delivering services, the ways to improve care can sometimes feel obvious. However, **research does not always address the needs and priorities of patients, carers, and healthcare professionals**. The JLA was formed to tackle this mismatch. They have created a specific method designed to ensure that the voices of people who will benefit from research have a say in the type of research that is done. The first part of this method is this public consultation survey.

What we will do with your responses

The things you share with us will be reviewed and grouped into summary areas that could be addressed by research. Any personal experiences or identifying information you include in your responses will be removed from these summaries.

We ask for some demographic information, such as your age and gender, to help us understand who has taken part and make sure we are hearing from people with a range of backgrounds and experiences. We will use this information to identify groups whose views may be underrepresented and where we may need to do more to reach people.

Your information will be kept private and treated confidentially. Your individual responses will not be reported alongside your demographic information. We may report summary information about the people who completed the survey, but you will not be identifiable from these reports. If you leave the online survey part way through, anything written already will be saved. You can contact us if you wish this to be deleted.

Other ways to take part

If you or the person/people you care for or support, or someone in your network, cannot complete this survey online, **there are other ways to share your views.** Please contact us using the details below and we can talk through the options with you.

These include:

- **By post:** We can send you a paper copy of the survey with a pre-paid envelope for you to return it to us
- **By email:** We can send you a Word version of the survey for you to complete and return by email
- **By telephone or Microsoft Teams:** We can talk through the questions and record your responses on the survey
- **In-person:** For people working in mental health services, services that work with people who use them, and service users themselves we may be able to visit your workplace to speak with people who work in and use your services.

Please get in touch on **ARC-KSS-MH@sussex.ac.uk** or **01273 872503**