

Mental health services in Surrey

What do you think?



**easy
read**



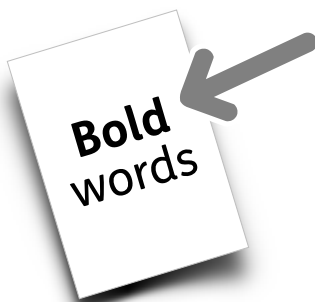
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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

Introduction



Surrey County Council is looking at the local **mental health** services we provide in Surrey.

Mental health is your emotions and how you are feeling in your mind.



We would like to know what you think about local mental health services.



Please answer these questions to let us know what you think.



If you would like to ask us any questions please email:
communityconnections.survey@surreycc.gov.uk



The closing date for this survey in Monday 18 July 2022.

Questions about services

Question 1: Please tick the services that you have used.

☐

Community Connections



This is a service that offers mental health support in the local area.

☐

Safe Havens



This is a service that offers support for people and their carers who are having a mental health emergency.

☐

In-Reach



This is a service that supports people who are about to leave hospital.



Mental Health Citizens Advice Services



This is a specialist service that gives advice about money, housing and work to people who are getting mental health care.



Question 2: How happy were you with the services you have used the first time you used them?

Happy

Unhappy

Neither happy
or unhappy



Do you have any comments about how happy you were with these services?



Question 3: Please tell us all the things that you think were good about the service you used.

a. Community Connections

b. Safe Havens

c. In-Reach



d. Mental Health Citizens Advice Services





Question 4: Please tick all the things that you think need to be better with the service you used. *Please tick as many answers as you like.*



a. Community Connections

☐

More groups

☐

More 1 to 1 support

☐

More services for males

☐

More services for females

☐

More services for people who are not heterosexual / straight

☐

More sessions in the evenings

☐

More sessions in the day time

☐

More sessions online

☐

Other - please say:



b. Safe Havens

☐

More services that are about stopping mental health issues from happening

☐

More support from other people who are also having mental health issues

☐

More Young Person Safe Havens

☐

Better public transport

☐

Workshops

☐

Longer opening hours

☐

Other - please say:



c. In-Reach

☐

Involving carers more

☐

Giving support for longer

☐

Having good staff with a lot of knowledge

☐

Having support at weekends and in the evenings

☐

Other - please say:



d. Mental Health Citizens Advice Services

☐

More advice about **debt**

Debt is money that you need to pay someone else. For example if you have borrowed money and need to pay it back.

☐

More sessions in the evenings

☐

More sessions the day time

☐

More sessions online

☐

More advice by phone

☐

More advice in person

☐

Other - please say:



Question 5: After COVID-19, services changed by offering their services online. Are there any other new ways that you'd like to see services change?

a. Community Connections

b. Safe Havens

c. In-Reach



d. Mental Health Citizens Advice Services



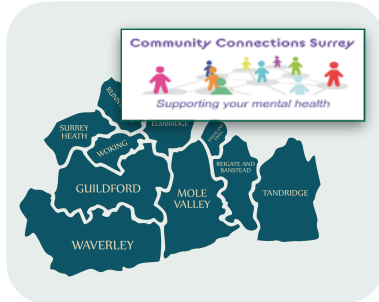


Question 6: Were you able to join in with the service in the way you wanted?

a. Community Connections

Yes

No



If no, what would have helped you to join in?



b. Safe Havens

Yes

No



If no, what would have helped you to join in?



c. In-Reach

Yes



No



If no, what would have helped you to join in?



d. Mental Health Citizens Advice Services

Yes



No



If no, what would have helped you to join in?



Question 7: If you have moved from 1 service to another, how did you find this?

Good



Bad



Neither good
or bad





Question 8: These are some things other people have said about services. *Please tick the ones that are important to you.*



a. Community Connections

☐

This service helped improve my mental health

☐

This service helped me get better after being ill

☐

Using this service was positive for me

☐

This service helped me to be independent

Is there anything else that is important to you? Please say:



b. Safe Havens

- ☐ This service helped improve my mental health
- ☐ This service helped me get better after being ill
- ☐ Using this service was positive for me
- ☐ This service helped me to be independent
- ☐ This service helped me feel less worried
- ☐ This service helps save people's lives
- ☐ This service gives me a safe place to go

Is there anything else that is important to you? Please say:



c. In-Reach

☐

This service helped me to get out of hospital quicker

☐

This service helped me to not need to go back into hospital

☐

This service gave me more access to support

☐

This service helped improve my mental health

Is there anything else that is important to you? Please say:



d. Mental Health Citizens Advice Services

☐

This service helped improve my mental health

☐

This service helped me get better after being ill

☐

This service helped me get rid of some of my debt

☐

This service helped me with a housing or work issue

☐

This service helped me to feel less worried about debt, benefits or problems at work

☐

This service helped me quickly

☐

This service helped me to not need to go back into hospital

Is there anything else that is important to you? Please say:



Question 9: If there is anything else you would like to tell us about these services, please say:

Questions about you



We would like to ask you some questions about yourself.



By answering these questions you are allowing us to collect and keep some of your information.



We will follow our **Data Protection Policy** when collecting and keeping your information.

A **Data Protection Policy** is a set of rules that explain how we use information and what we do to keep it safe.



If you would like to read our Data Protection Policy you can find it online: www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/adult-social-care



Question 10: Please tell us your age.



Question 11: Do you have a disability or any health issues?

☐

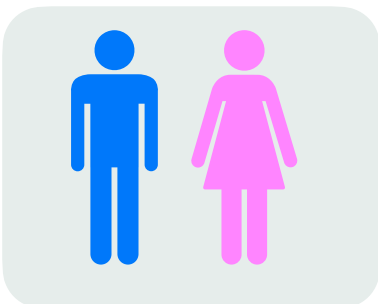
Yes

☐

No

☐

I do not want to say



Question 12: What is your gender?

☐

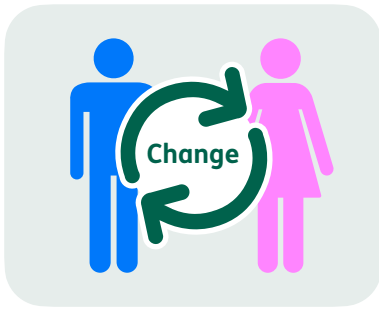
Male

☐

Female

☐

I do not want to say



Question 13: Is your gender now the same as the one you were given when you were born?

☐

Yes

☐

No

☐

I do not want to say



Question 14: What is your ethnic background? This is your race or background, like White, Black or Asian. *You do not have to say if you do not want to.*



Question 15: What is your sexual orientation? This is who you are attracted to.

☐

Bisexual - I am attracted to both men and women

☐

Gay man - I am a man attracted to other men

☐

Gay woman / lesbian - I am a woman attracted to other women

☐

Heterosexual / straight - I am attracted to people of the opposite gender to me

☐

I do not want to say

☐

Other - please say:



Question 16: Do you look after someone who needs help because they are ill or have a disability?

☐ Yes

☐ No



Thank you

Thank you for answering these questions.



If you have answered these questions by hand, please post your answers to us in the envelope we have given you.



If you have filled this survey in on a computer, please email it to:

communityconnections.survey@surreycc.gov.uk

This Easy Read information has been produced by easy-read-online.co.uk