

A New Mental Health Strategy for Wales: Survey Findings

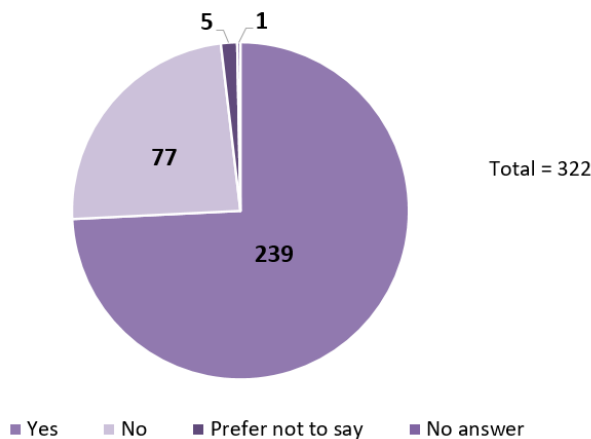
The aim of our survey was to give our service users - and the wider general public - a platform to share their views on what should be prioritised in the next mental health strategy for Wales. We felt it was particularly important for people with lived experience to have their say on how services are planned, designed, and delivered in the future. The survey was conducted between October and December 2022, and we received responses from 322 individuals.

Part 1. Quantitative analysis

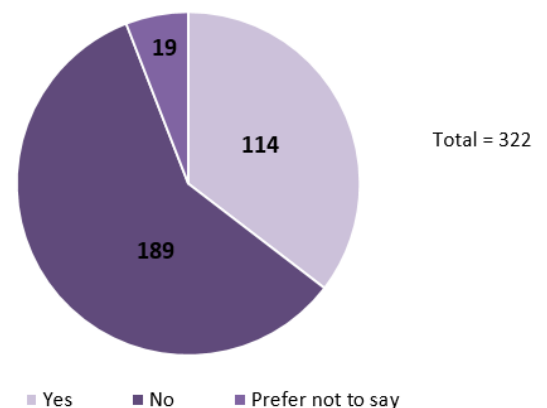
The first question asked participants 'have you ever experienced problems with your mental health?' Almost three quarters of respondents (74.22%) indicated that they had experienced mental health problems in the past, compared to 77 respondents (23.91%) who had not. A further five individuals (1.55%) selected 'prefer not to say', and one participant (0.31%) did not answer this question.

The second question asked participants whether they were currently experiencing any problems with their mental health. The majority (N = 189, 58.7%) indicated that they were not experiencing mental health problems at the time of the survey, compared to 114 (35.4%) who were. A further 19 participants (5.9%) selected 'prefer not to say'.

Q1. Have you ever experienced problems with your mental health?



Q2. Are you currently experiencing problems with your mental health?



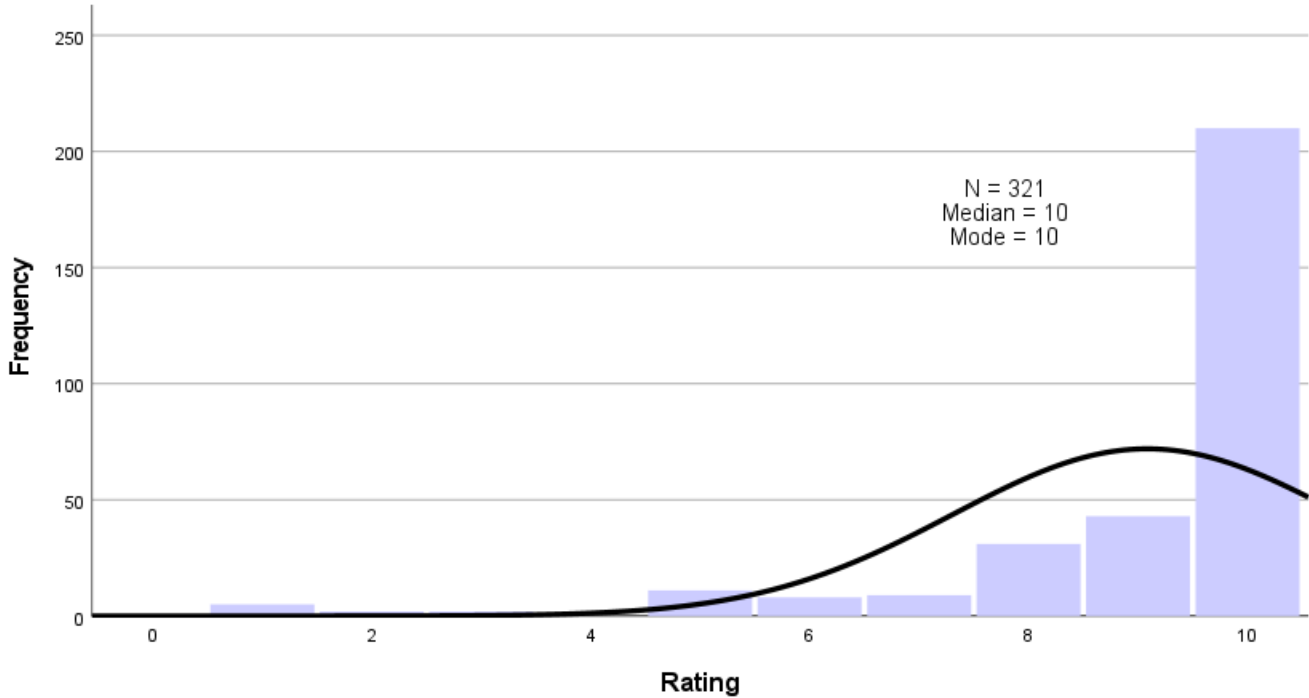
Question 3 comprised five statements and participants were asked to indicate how much they agreed with each statement on a scale of 1 (strongly disagree) to 10 (strongly agree). The statements were;

- a) The next mental health strategy should give priority to those in greatest need
- b) The next mental health strategy should set out clearly how service providers and commissioners will plan and deliver services in partnership with individuals and their families
- c) Success should be measured by how quickly people receive help and how effective that help is in achieving recovery
- d) The next mental health strategy should make it clear who mental health services are for, and who should instead seek help and support from non-specialist services and how those services should be accessed
- e) I have been involved in determining the care and treatment I receive from the NHS

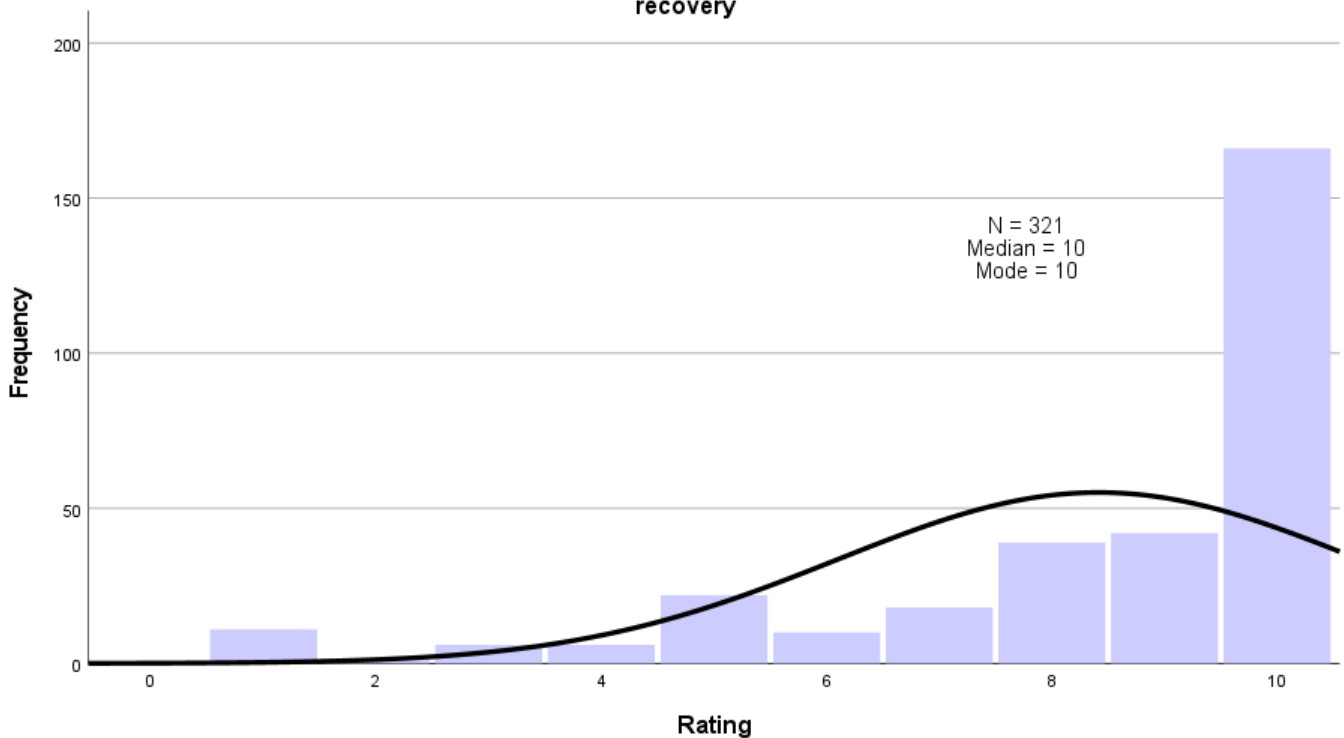
As expected, the majority of respondents were largely in agreement with statements 3a, 3b, 3c, and 3d. However, scores for statement 3e showed the majority of respondents disagreed, indicating that most people had *not* been involved in determining the care and treatment they received from the NHS. Scores for each of the five statements are presented in the bar charts below.



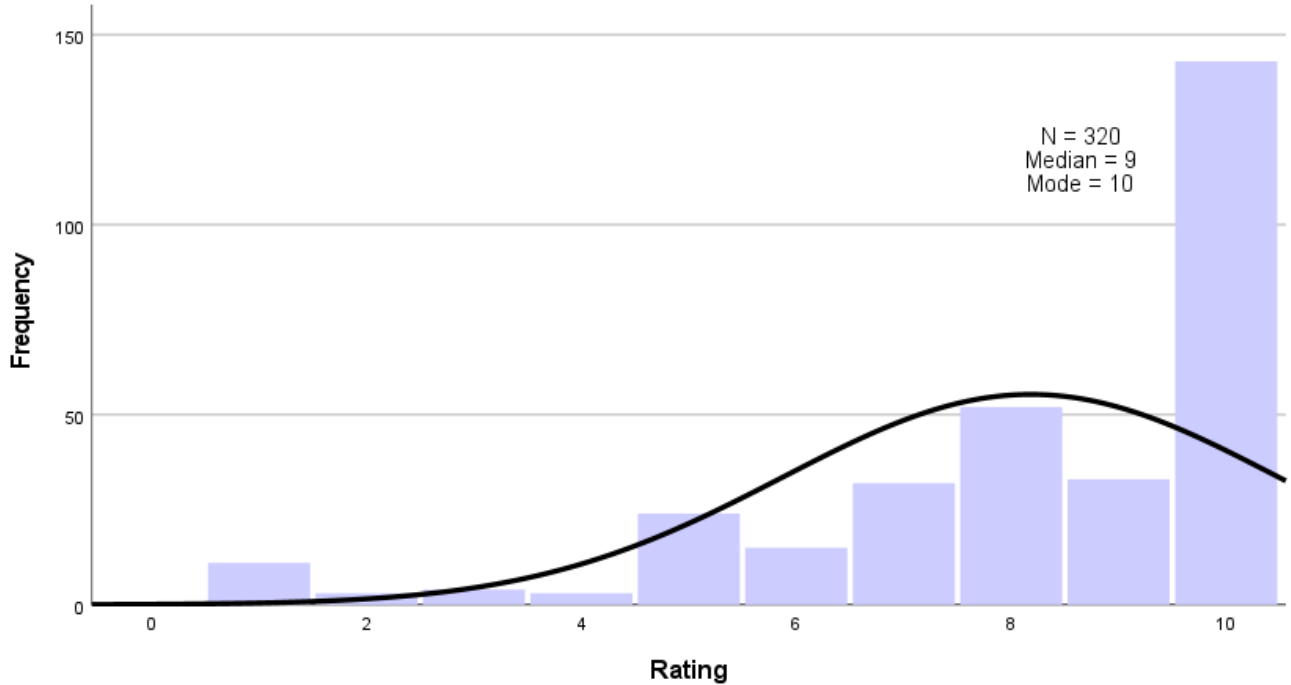
Q3b. The next mental health strategy should set out clearly how service providers and commissioners will plan and deliver services in partnership with individuals and their families



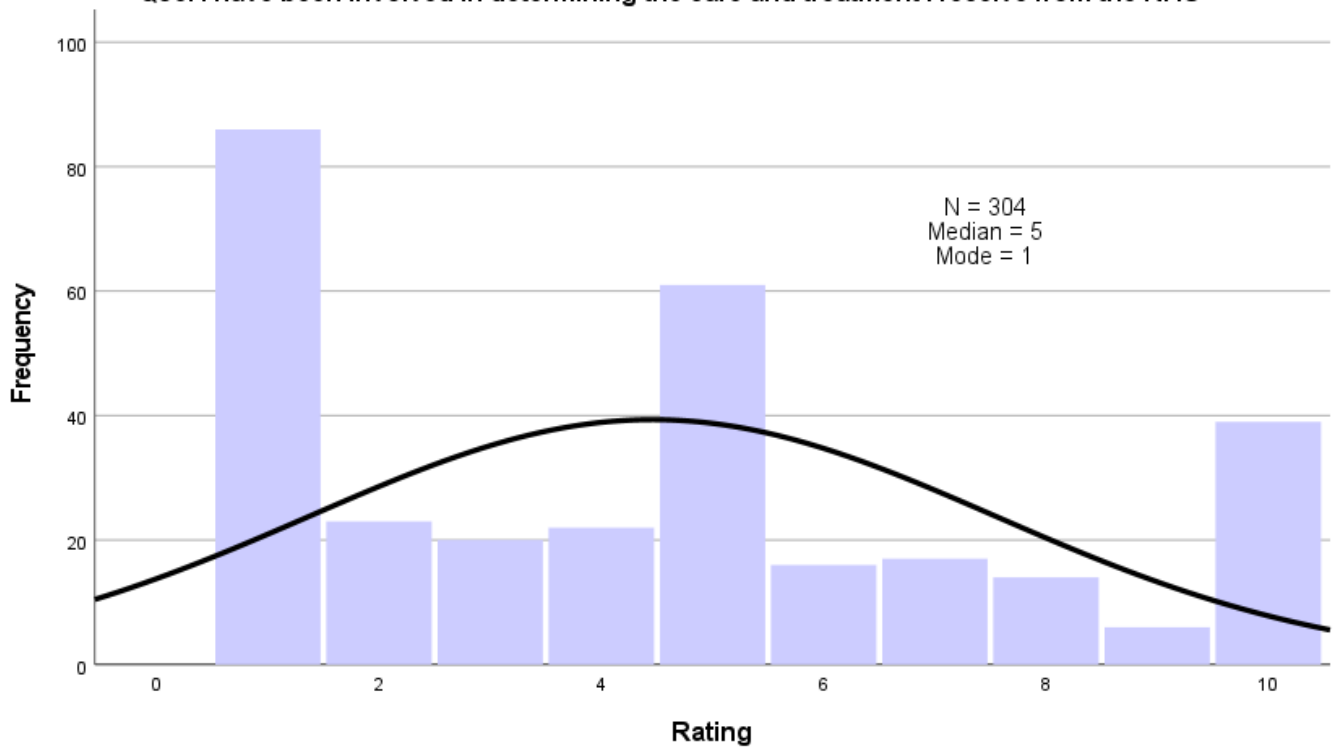
Q3c. Success should be measured by how quickly people receive help and how effective that help is in achieving recovery



Q3d. The next mental health strategy should make it clear who mental health services are for, and who should instead seek help and support from non-specialist services and how those services should be accessed



Q3e. I have been involved in determining the care and treatment I receive from the NHS



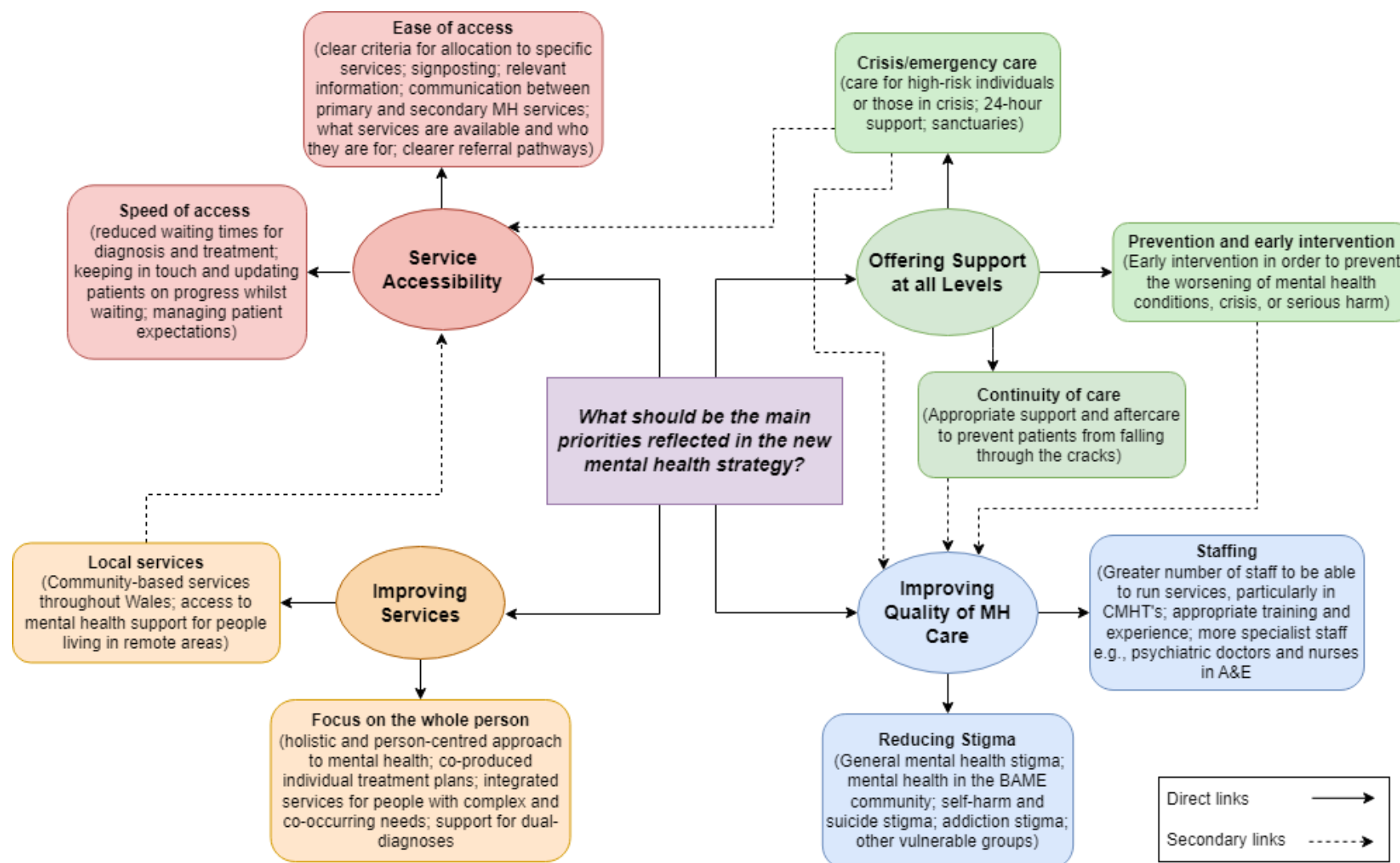
Part 2. Qualitative analysis

The next question asked participants what they thought should be the top three priorities reflected in the upcoming mental health strategy. This question was open-ended, allowing respondents to give detailed answers in their own words. The table below shows the number of responses for each of the priorities. Overall, question 4 generated 637 individual pieces of data.

Priority	Number of responses
1	215
2	212
3	210
Total	637

A qualitative frequency analysis was carried out in order to identify common patterns across the data. The initial analysis involved creating general labels or 'codes' for the data and revealed over 50 separate priorities. These codes were collapsed into broader categories, resulting in nine main priorities organised under four themes.

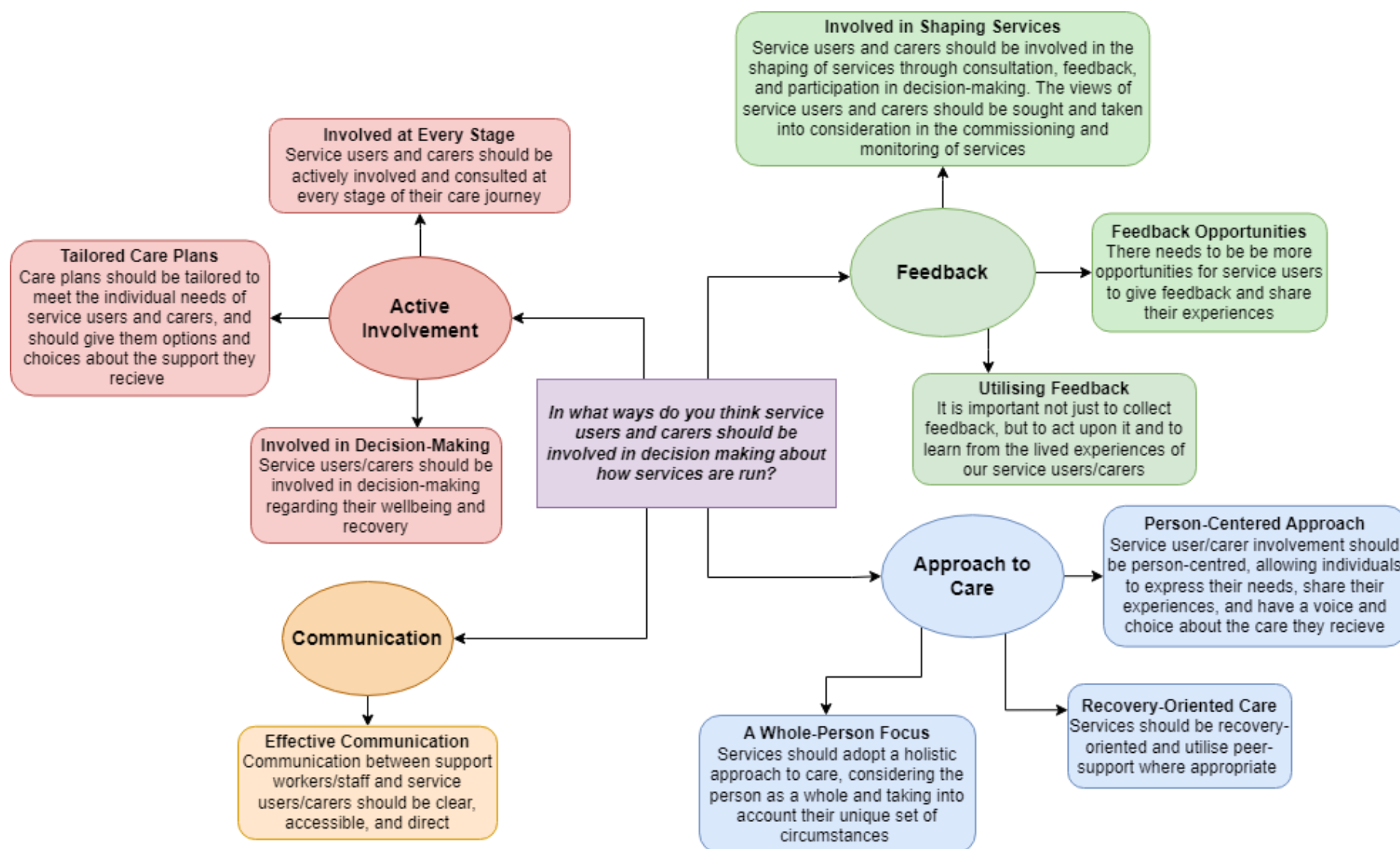
Theme	Priorities
1. Service accessibility	<ul style="list-style-type: none"> • Speed of access • Ease of access
2. Offering support at all levels	<ul style="list-style-type: none"> • Crisis/emergency care • Prevention and early intervention • Continuity of care
3. Improving services	<ul style="list-style-type: none"> • A focus on the whole person • Providing local services
4. Improving the quality of mental health care	<ul style="list-style-type: none"> • Staffing • Reducing stigma

Q4. Thematic map


The next open-ended question asked 'In what ways do you think service users and carers should be involved in decision making about how services are run?'. This question generated 201 individual responses. A qualitative frequency analysis resulted in the formation of ten key suggestions, organised under four themes.

Theme	Suggestions
1. Active involvement	<ul style="list-style-type: none">• Service user/carer active involvement at every stage• Tailored care plans• Involvement in decision making
2. Feedback	<ul style="list-style-type: none">• Service user/carer active involvement in shaping services• Opportunities to provide feedback• Collect, act on, and learn from service user/carer feedback
3. Communication	<ul style="list-style-type: none">• Clear, direct, and accessible communication
4. Approach to care	<ul style="list-style-type: none">• A whole-person focus• A person-centred approach to care• Recovery-oriented care

Q5. Thematic map



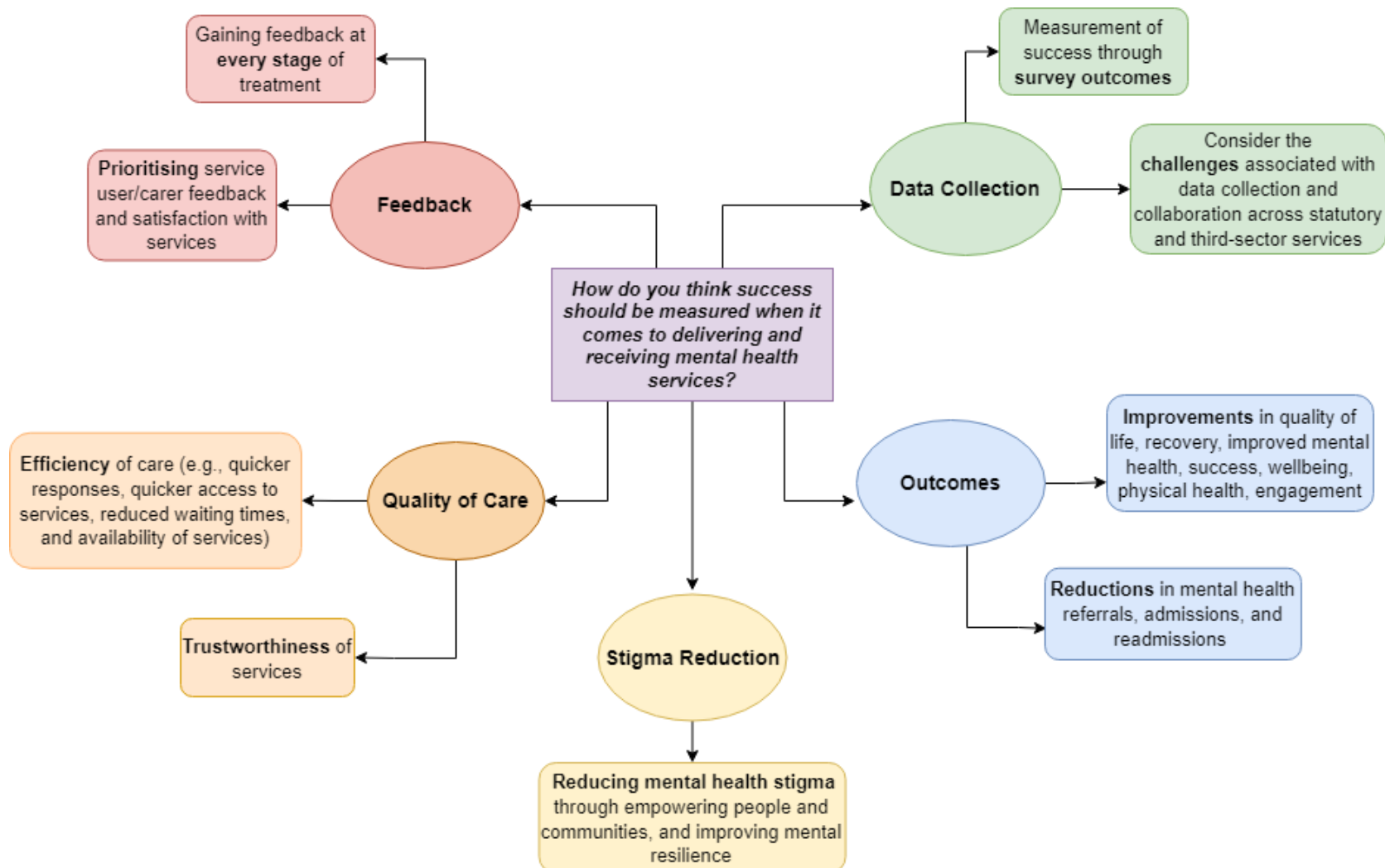
The final question asked respondents how they felt success should be measured when it comes to delivering and receiving mental health services. This question generated 208 individual responses. A qualitative frequency analysis resulted in the formation of nine key suggestions, organized under five themes.

Theme	Measuring success
1. Feedback	<ul style="list-style-type: none">• Service user/carer involvement in shaping services• Opportunities for feedback
2. Data collection	<ul style="list-style-type: none">• Surveys• Challenges in data collection
3. Outcomes	<ul style="list-style-type: none">• Improvements in outcomes• Reductions in outcomes
4. Quality of care	<ul style="list-style-type: none">• Efficiency• Trustworthiness
5. Stigma reduction	<ul style="list-style-type: none">• Reducing mental health stigma

Q6. Word cloud



Q6. Thematic map





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