



# Survey of Mental Health Service Users & Carers 2022

Report and Analysis by WDCVS on behalf of  
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## Background to the Survey

As part of its commitment to user engagement, West Dunbartonshire Mental Health Forum completed its formal survey of members and mental health service users during Winter 2021 and Spring 2022.

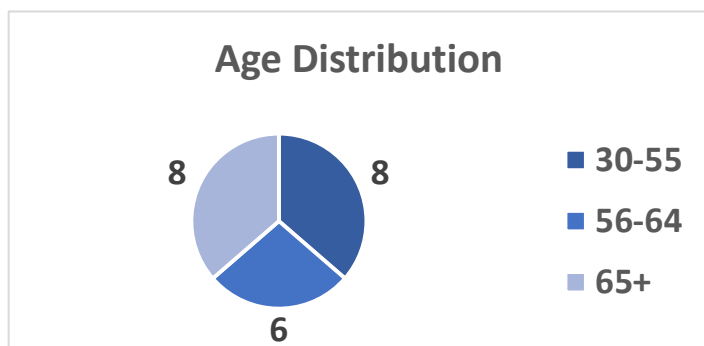
The survey aims to gain insight into respondent life and service experiences and to capture views on the future direction of Forum activities. While previous surveys have helped to identify trends, the Forum is mindful that the gap caused by the Covid period hampers the ability of this year's survey in this regard.

The survey has been constructed in 3 distinct sections allowing respondents to reflect on their personal profile, their experiences and their views in the forum's programme of activities and how these could be improved.

West Dunbartonshire Mental Health Forum wishes to record thanks to everyone who participated in the survey

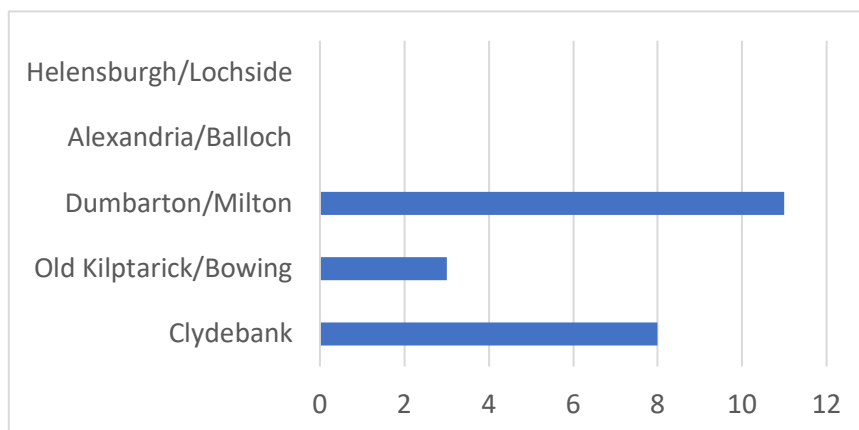
## Introduction

The 2022 survey maintained the previous question set and generated 22 responses. An almost equal distribution of male and female responses was noted. One respondent identified as being within the LGBT community.



Age distribution continues to lie between 30 and 65+ years and be almost equally distributed across the age bands.

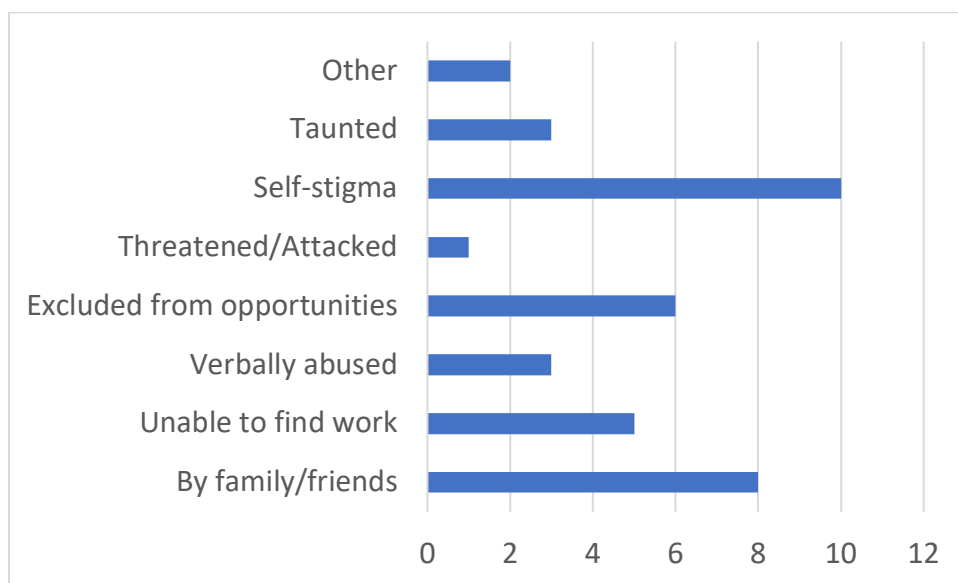
This survey period produced no responses from the Alexandria or Helensburgh areas. It is unclear whether this reflects the current profile of members or merely those who felt able to participate on this occasion.



The majority of members responding to the survey reported themselves as retired, with only 6 identifying as currently in employment. Volunteering was able to be selected on its own, or alongside another activity option.

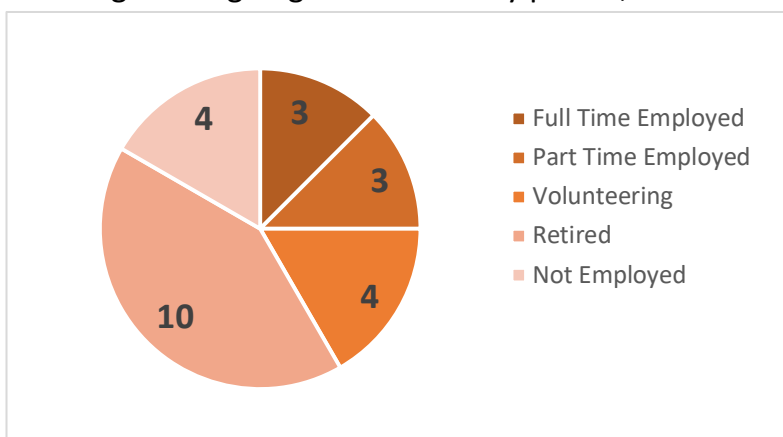
### Experiences

Three quarters of members identified themselves as having been stigmatised or discriminated against in the last year, in the following ways. Members were free to select multiple options. Feedback around the selection of the 'other' category highlighted perceived negativity from strangers.



### Services & Information

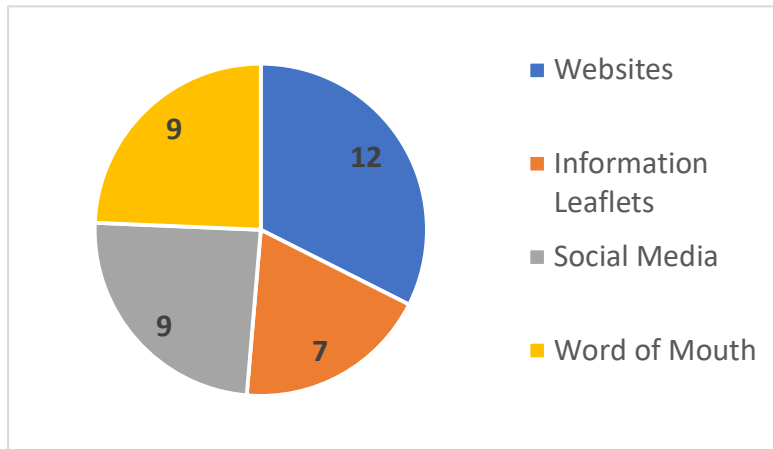
Although an important topic, this question set unfortunately did not generate a high level of content in this survey period. This may be due to the slow return of services during the ongoing Covid recovery period, and it is suggested that the Forum look



again at how this question is structured in the future. 11 of the 22 respondents identified that they had not accessed services in the last 12 months.

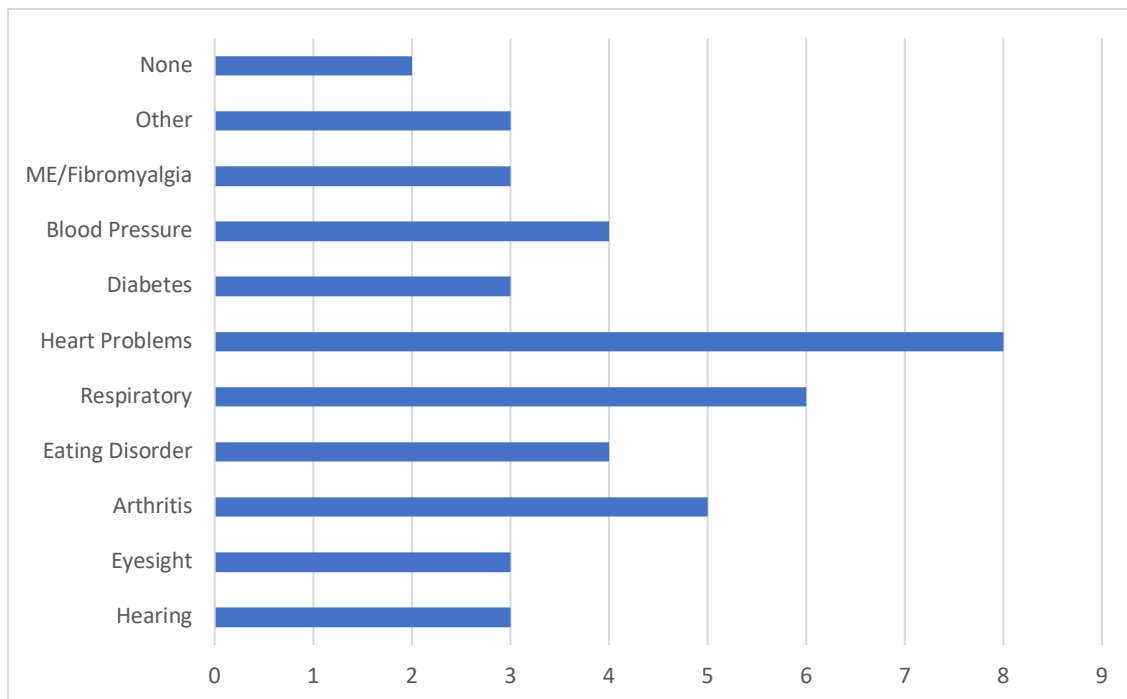
From the positive returns available, it would seem that the most accessed service in the last 12 months was General Practice, with a

diverse range of feelings around how successful these interventions had been. 4 respondents referred to the support of the Forum itself, over the period.



As in previous surveys, respondents identified a wide range of general information sources used in the period. It may be helpful in future surveys to explore which sources have been accessed and their perceived usefulness, to allow the Forum to maximise their benefit.

The survey identifies a range of long-term health conditions within the sample group including:



Within the other category, anxiety and PTSD were listed by respondents.

### Recovery Focussed Planning

The survey continues to show that three quarters of the members have not received a recovery focussed assessment or care plan. Of the one quarter who did report experience, all were positive about the experience.

## Caring Responsibilities

Just less than one half of survey respondents identified themselves to be a carer, 4 respondents also considering themselves to be a service user.

## Covid 19 Measures

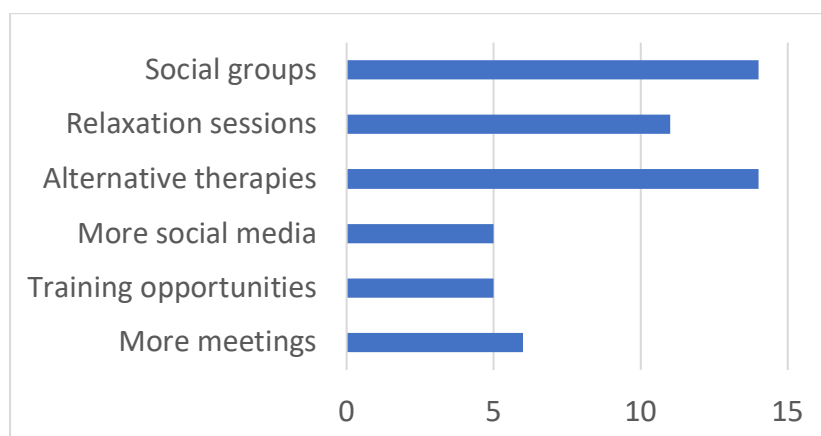
The survey shows that almost three quarters of respondents have tested positive for Covid-19 at some point in the last year, with all feeling that the experience had a negative impact on their mental health. During the lockdown periods, respondents made most use of telephone contact to stay in touch with only 2 of the 22 using virtual options to stay connected with family and friends. Comments included:

*"I felt it very difficult to keep my spirits up"*

*"I felt isolated, scared and overwhelmed".*

## Expectations of the Forum

Respondents were asked to identify what activities the Forum should progress in the next year, with the following results:



Members also suggested that the Forum should consider:

- Holding meetings across West Dunbartonshire and not only in Dumbarton
- Develop a walking group
- Establish some 'men-only' provision
- Produce a newsletter.