

Survey Report 2018



WDMHF

SURVEY OF MENTAL HEALTH SERVICE USERS &
CARERS

**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 2017 and spring 2018.

The survey aims to gain insight into respondent life and service experiences and to capture views on the future direction of Forum activities. The survey gained 46 responses; its highest response rate to date.

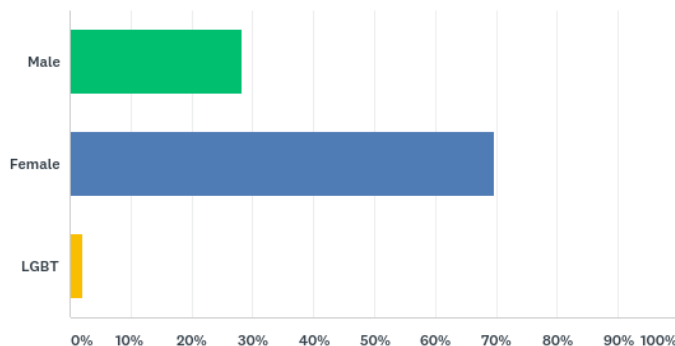
The survey has been constructed in 3 distinct sections allowing respondents to reflect on their personal profile, their experiences and their views in the forum's programme of activities and how these could be improved.

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

RESPONDENT PROFILE

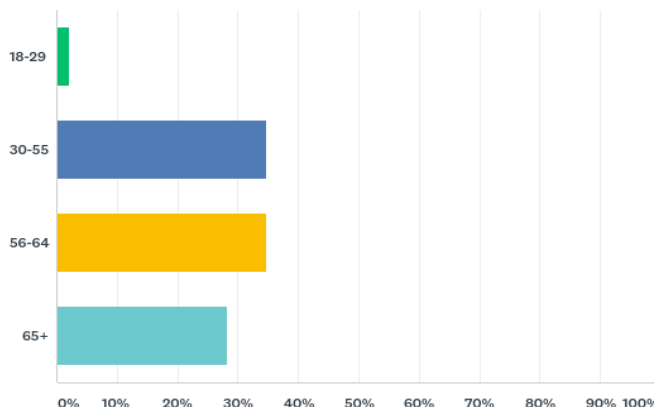
The profile of those responding to the survey was similar to the 2012 survey but differs significantly from the 2014 survey, when a rate of 50%-47% male to female was achieved.

Q1 I am



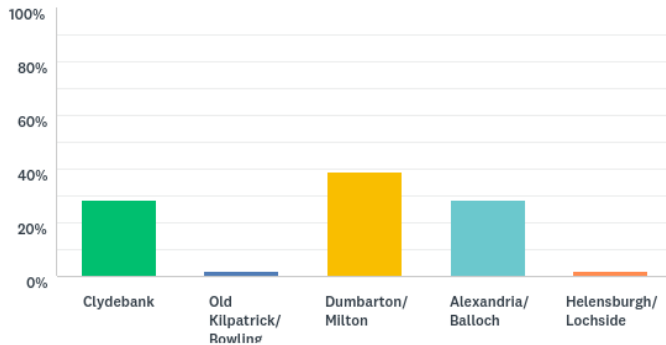
The majority of respondents (69.5%) were aged between 30 and 64 years old.

Q2 I am aged



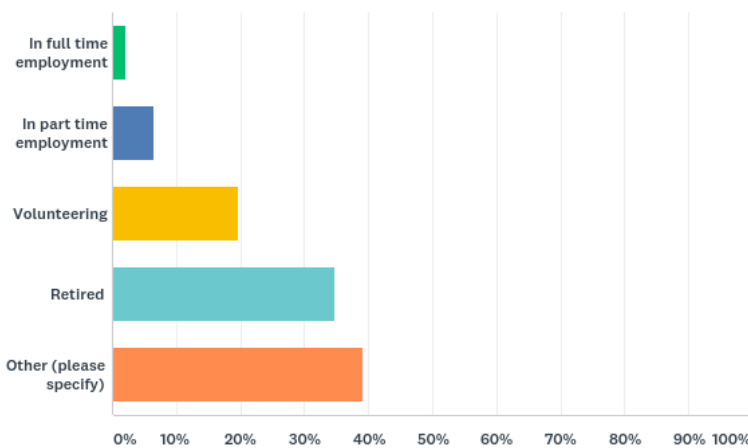
As in all survey periods, respondents reflected a geographical split across the local authority area. Again, most respondents (39%) lived in the Dumbarton/Milton area with 28% from the Alexandria and Balloch area; Clydebank represented only 28% of responses despite being the largest populated area in the authority.

Q3 I live in



39% of respondents stated themselves to be unemployed (represented as other in the chart) and 35% retired. Of the 9% in employment, most were in part time employment. The volunteering rate amongst respondents was 20%.

Q4 I am



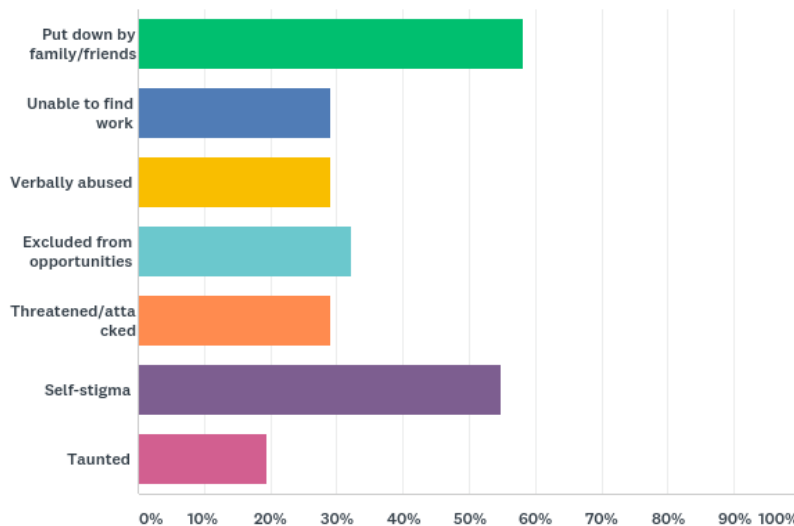
This represents a significant change from the 2014 survey when 15% of respondents were employed and 30% volunteered with local community organisations.

RESPONDENT EXPERIENCES

The survey again explored a number of areas of user experience. When asked whether they considered themselves to have experienced stigma or discrimination, 74% stated they had – an increase on the 65% reported in 2014.

When asked to identify the source of the discrimination, respondents answered as below:

Q6 If yes, please tell us how



Disappointingly, results mirror that of the 2014 survey and show the greatest sources of discrimination to be a lack of support from family and friends and self-stigma. Levels of verbal and physical abuse have also shown an increase (from 21% and 7% respectively). Although work discrimination was not provided as a discrete option in the 2018 study, 4 respondents did highlight a lack of support and understanding in the workplace and job market.

Services

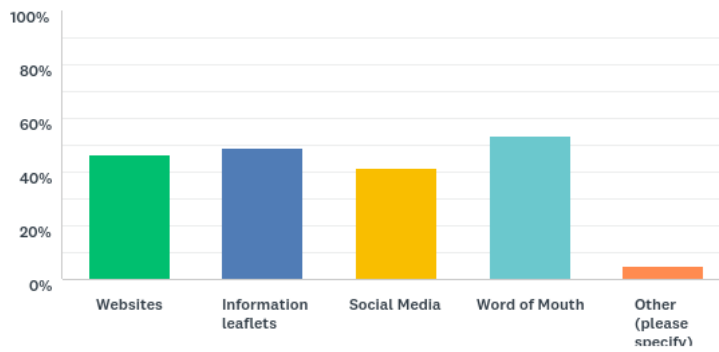
The survey also highlighted available services and asked respondents to highlight which had been accessed and their views on the usefulness or otherwise of these interactions. Respondents were asked to rate satisfaction with each service using a rating scale of 1-4. Around 10% of respondents did not identify accessing any of the services listed.

The highest level of response was recorded for local GP interaction with 24 of the 25 respondents all identifying a positive experience. This is a significant improvement on the 2014 survey where a significant number had felt the service received had not met their needs.

Both Stepping Stones and Riverview were highlighted by 14 respondents with just over 50% stating that the engagements had been very useful. Whilst lower response rates were recorded for Goldenhill, HSCP staff, the Carers Centre and the Richmond Fellowship (5-7 respondents per service) no negative ratings were received.

Whilst access to the Breathing Space website had remained low, respondents recorded more positive experiences than had been the case in the 2014 survey. In addition, respondents also highlighted having accessed Work Connect, the Samaritans, local dementia groups, Men's Shed and Meadow United Football Club.

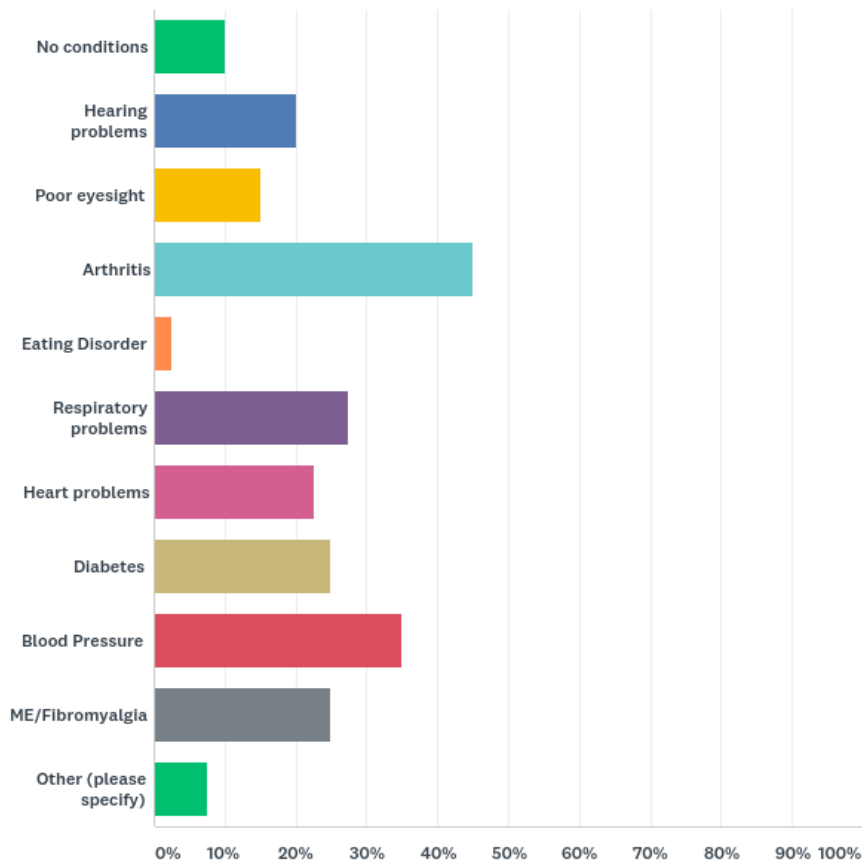
Q8 Where do you find information when you need it?



The survey also asked participants to identify how they access information when they need it. The majority still relied on word of mouth contacts, although printed and electronic materials were also popular. Since 2014 there has been an increase in the use of social media.

To better understand the health issues facing respondents, the survey also asked that participants identify any long term health conditions which they experience; this was the case for over 75% of respondents – an increase on the 60% in 2014. The breakdown of conditions is shown below:

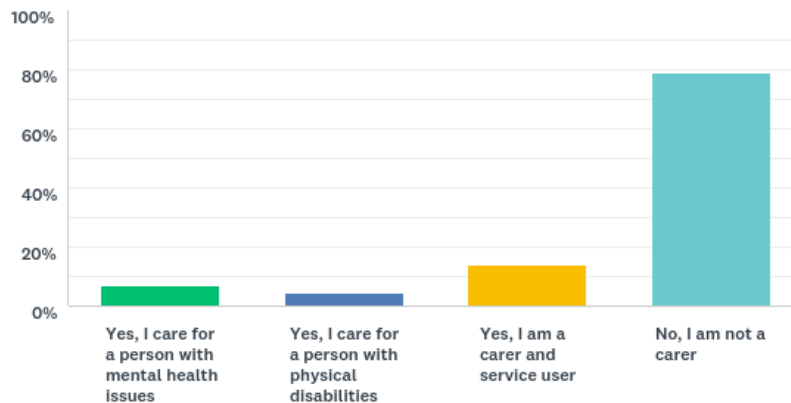
Q9 Do you live with any long term health conditions?



The 2018 survey shows an increase in those living with arthritis, respiratory conditions, diabetes, hearing problem, poor eyesight and blood pressure issues – perhaps influenced by the older age profile of respondents. Only 10% of respondents considered themselves to have no additional health issues.

The survey also asked participants to reflect on their caring relationships in their lives.

Q10 Are you caring for someone?



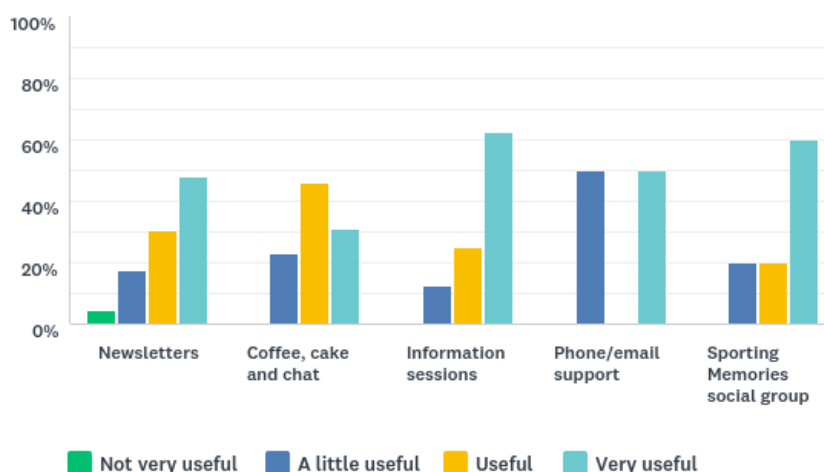
The 2018 survey shows a fall in the number of respondents considering themselves to be a carer overall.

RESPONDENT ENGAGEMENT

The final section of the survey focussed on the activities of the WD Mental Health Forum – seeking feedback on current initiative and presenting some options for future development for members to consider.

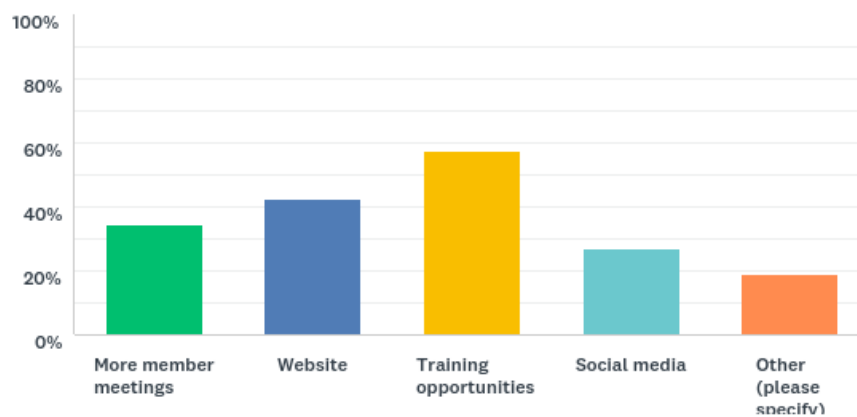
Respondents were asked to identify which of the main forum activities they had accessed in the last year and provide a rating as to how useful they considered them to be. Similarly to the 2014 survey, around 85% of respondents supplied view in this section.

Q11 What MHF services have you accessed in the last 12 months?



30 of the 46 participants provided feedback in this section. All respondents noted their access to the newsletter with only 1 negative review of its usefulness. Most popular were the information sessions and the Sporting Memories social group. Respondents noted a general desire to see an increase in forum provided social events and activities suggesting a range of initiatives including fitness (tai-chi, yoga) and crafts (including baking, sewing workshops). The coffee, cake and chat meetings remained popular; however the greatest area of increased satisfaction was recorded in the telephone and email support option – with only

Q12 What potential new developments would you like to see?



12% rating this as somewhat useful/useful in 2014.

All respondents were keen to see the Forum grow and develop, increasing its level of activity and support. One respondent noted, *"I don't think there is enough locally"*.

CONCLUSION

The survey shows a strong level of participant engagement and a strong demand for the service provision currently offered locally and a connected membership eager to be involved in the expansion of provision from the Forum. Continuing to use the survey every two years will enable the Forum Trustees to continually monitor service activity and reach, as well as identifying potential service gaps.