

Tell us your views on mental health care

Community Mental Health Survey 2023

This trust will soon be carrying out a survey to understand what you think about your care.

This is a national survey and last year we heard the views of nearly 15,000 people. The results are crucial to improving the quality of care and people's mental health care experiences.

Do I have to take part?

Participation is **voluntary** and all answers are **confidential**. If you do not wish to take part, it will not affect the care you receive from the NHS. You can decide not to take part, or if you do not want to answer some of the questions, you can do so without giving a reason.

I do not wish to take part in the survey. What do I do?

If you do not wish to take part, or for your details to be shared with researchers so you can be sent a questionnaire, or if you have any questions then please let us know by the end of June using the contact details below.

If you do not want to take part, or have any questions about the survey please contact:

- Trust phone number 07920 586 829
- Trust email address
TEWV.patientcarerfeedback@nhs.net

We want to know what mental health care is like for young people in your trust.

You may be sent a letter inviting you to take part in this important survey in a few months' time because you have used community mental health services during April and May 2023. Survey invitations will be sent out in August and September 2023.

Help us to improve your services

If you are invited to take part, your name, phone number, and postal address will only be used by researchers to carry out the survey. Your information will not be shared with anyone else, and all published data is **anonymised**.

Who is organising this survey?

The survey is being carried out by researchers from this NHS Trust, the Care Quality Commission and the Survey Coordination centre at Picker.

How will the results from the survey be used?

The results will be published on CQC's website in spring 2024. To see results from previous surveys, please go to:

<http://www.cqc.org.uk/cmhsurvey>

If I take part, how is my personal data protected?

The information you give us will be **held securely** and will be treated in strict confidence in accordance with the General Data Protection Regulation. Personal data about your involvement in this survey is not used for any other purpose and is deleted once the survey process is complete. Your answers to the survey are not linked to your name or full address, but researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results.