



Annual Satisfaction Survey Report

What people who use our services think about them

2022 Results

Published June 2023



Contents

	Pages
About the survey	1
Scottish Health and Social Care Standards	2
Survey results	3
Further comments received	7
Summary	10

About the survey

At Health in Mind, we provide support in Edinburgh, Midlothian, East Lothian, West Lothian and the Scottish Borders. We also provide the national Trauma Counselling Line Scotland and Historic Adoption Trauma Support Service.

We'd like to say a big thank you to the people who took the time to complete and return our satisfaction survey. Feedback about our services is essential for us to be able to measure quality and performance, ensuring our current services are meeting your needs as well as identifying where we can develop and improve them.

In total **61 people** answered our survey and the responses were collected **between 1 April 2022 to 31 March 2023**.

“

It was good to have someone professional to talk to about your problems and get another person opinion on the way you are feeling.

”

Scottish Health and Social Care Standards

Our annual survey questions focus on the Scottish Health and Social Care Standards.

The Standards describe both the headline outcomes and the descriptive statements which set out the standard of care a person can expect.

The headline outcomes are:

1. I experience high quality care and support that is right for me
2. I am fully involved in all decisions about my care and support
3. I have confidence in the people who support and care for me
4. I have confidence in the organisation providing my care and support
5. I experience a high quality environment if the organisation provides the premises

You can find out more about the new Health and Social Care standards on the NHS website:

<https://www.nhsinform.scot/campaigns/health-and-social-care-standards>

Survey results

83% of people agreed or strongly agreed that they have a better understanding of their mental health and wellbeing.

My support worker was lovely. She listened to me. Her advice and follow up emails were great. She was caring, compassionate and empathetic. I will miss our chats. I feel much better having been supported by her. I have a better understanding of my issues. Thank you very much.



74% of people agreed or strongly agreed that their mental health and wellbeing improved.

I received great support and advice from my worker. Having someone to talk to and listen about my mental health difficulties has helped me to cope so much better and to look after myself better with my lifestyle and sleeping. I have also received brilliant resources which I can use now and going forward in my journey.



3

93% of people agreed or strongly agreed that they were supported with compassion and care.

My worker's performance during our sessions was far beyond my expectations. Very professional, kind, diligent and compassionate. One of the details that I really appreciated was that even though I wrote my concerns to her later than I should have, she nevertheless took the time to read it and discuss it with me at the last session. I definitely recommend Health in Mind and her as a therapist. Thank you so much.



68% of people agreed or strongly agreed that their support has helped them to live a fulfilling life.

My worker was very kind, professional and understanding and has definitely assisted in moving my mental health forward in a positive direction!



96% of people agreed or strongly agreed that they were treated with respect and their views were heard.

The worker was so caring, understanding and the first person to really listen to me, gave me so much information and advice, from the bottom of my heart thank this service



94% of people agreed or strongly agreed that their support focused on what mattered most to them.

The service is great, the worker has helped me a lot by listening to me and offered me the correct resources to help me further.



93% of people agreed or strongly agreed that they were able to access support that fitted with their life.

I was really grateful to be able to access support like this, which I genuinely didn't feel was available to me. It has really helped me address and adopt practices that will undoubtedly help me going forward when I struggle again. I wish more people knew about the services you provide and feel that they're accessible to all. Thank you.



96% of people agreed or strongly agreed that their support was consistent and was offered with honesty and truthfulness.

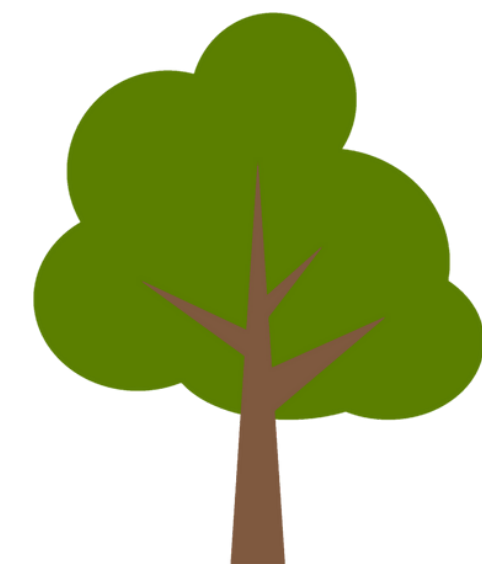
My worker was very kind, professional and understanding and has definitely assisted in moving my mental health forward in a positive direction!



5

83% of people agreed or strongly agreed that their experience, knowledge and skills formed the centre of the support they received.

I was very impressed with the worker's depth and breadth of knowledge on all the topics we covered. They made me feel welcome and was able to answer everyone's questions. They have a great gift of making everyone feel included and valued.



94% of people agreed or strongly agreed that they built trusting relationships with the staff and volunteers who supported them.

Wonderful staff



Overall, how would you rate Health in Mind?

Average rating of 4.6 out of 5



Further comments received

'A great help and care in all that was discussed.'

'Very good support.'

'Was good to have someone professional to talk to about your problems and get another person opinion on the way you are feeling.'

'The approach was tailored around right what I needed and I was treated with high levels of consideration.'

'It was good. Only issue is me, I tend to drift away and miss whatever was being said.'

'Helpful at the time but had to wait nearly 18 months on waiting list for face to face appointment.'

Overall, how would you rate Health in Mind?

 Average rating of 4.6

Further comments received

'The worker was very good and listened to everything I had to and had good ideas on how to control my issues.'

'I wasn't really given any actual advice and appointments were cut short. I didn't feel properly listened to, and quite dismissed.'

'My counsellor was very supportive and gave me very good support and helpful links to self help. I much appreciate her professional support a wonderful compassionate person.'

'The worker was absolutely amazing during the Well-being Toolkit. Was such a warm and supporting group and I thoroughly enjoyed it. I felt like I could speak open and honestly with no judgements. Everything I learned will stay with me forever.'

'Thanks again!'

'The peer Group approach, along with the worker's support, really helped me to understand and take on board the tools that could help me. I was skeptical of being part of a peer group support given my previous experience of one on one CBT but I found it very very helpful. I really am grateful for this experience.'

'Due to length of waiting list, this support was not as useful as it would've been at time of referral, but still useful as support information if needed in future.'

'It's been eye opening at just how much support is out there; so very reassuring and comforting to know that these kind of agencies exist. Our group worker was professional, knowledgeable and friendly all at the same time - and in the absolute right ways. The group was invaluable to me with how and what we all felt we could safely share without any judgement. Think it helped that the members were so very welcoming and friendly. Really reassured me that I wasn't alone and that others suffer, sadly, in similar ways. Genuinely got so much from this experience.'

'I had very much help and the support I got throughout the session thank u very much.'

'I would like to thank the worker for all the help and support she has given me. I have been dealing with things on my own with no help for 50 + years it was just so nice for someone to listen and help me once again thank you.'

'It is great that they have been able to share resources with me that I can refer back to in the future if need be.'

'How wonderful the person supporting me was she is just first class and I can't thank her enough.'

'I wish there were more than 4 sessions.'

'I'm very grateful for the help and support I've got during 4 meetings with my worker. She is a true professional and a fantastic person. Thanks!'

'It helped me to understand the physical aspects of how the brain works and also to learn coping methods.'

'Over the many years I had some sort of support from health in mind there were only a few really nice, kind helpful and professional people who saw and treated me like a normal person who was clever, friendly and a could have a fulfilling life, the rest of the support workers seemed only interested in progressing in their own careers and not really interested in helping those who they were supposed to be helping.'

'Excellent communication. Very person centred. I like how the service makes you accountable for your own mental health.'

'Without the support of the worker, I wouldn't have got this far.'

'Very good and gives me something to look forward to. Staff take account of my anxiety and phone to check in with me which I like with not having anyone else.'

'The questionnaire is a little over baked for a zoom experience. Individual support and genuine relationships built in this way are more superficial using the zoom format in my opinion. I feel you achieved my expectations through the strongly agree section.'

'I have tried a couple different types of support and for the first time I feel like I have found something that actually has a positive impact and leaves me feeling hopeful about my mental health. My previous experiences at receiving "support" have left me feeling more broken than how I started but after each group meeting at Health in Mind I am left feeling excited for the next meeting. My only criticism is that it took quite a while since my initial contact before a group was available. Regardless, I am so happy to have found Health in Mind and grateful for the support.'

'I now have an understanding and guidance to move forward with my glitch in life thanks to my worker.'

'Just having an understanding ear to listen to my concerns was invaluable.'

Summary and next steps

Thank you to everyone who completed our satisfaction survey this year.

We are always working towards providing people with the highest quality services and support that we can. All feedback from people who access our services is important to us. This survey is an important way for us to capture that and learn from it.

This year's survey has shown high levels of satisfaction with Health in Mind overall, with a rating of 4.6 out of 5 (92%). However, as well as highlighting areas where we are doing well, it also shows areas where we can continue to develop and improve over the coming year. This report will be shared with all staff and will shape the work of our teams as we start to implement our new organisation strategy, Sharing Hope which launched in April 2023.

When developing our new strategy, we welcomed views and experiences of people accessing support, our staff and volunteers teams and stakeholders. Within it we have made three commitments.

1. Keep people at the heart of all we do. Our people are our biggest strength.
2. There when, how and where people need us. Our approach is unique and we will continue to offer a range of support to people how, when and where they need us.
3. Sharing our learning and experience. Our experience of delivering services for over 40 years means we have a lot to contribute both locally and nationally.

Our second commitment in our strategy, 'There, when, how and where people need us', focuses on the support and services we provide. The results from this Annual Satisfaction Survey supports what we were told during our strategy consultation and in response we will.

- Raise awareness of mental health and wellbeing and the impact of trauma: sharing our experience and ways of working and supporting others to develop their practice through training, workshops, and reflective practice.
- Work with communities to develop their understanding of mental health and wellbeing and the impact of trauma: developing and delivering a range of resources, training and workshops.
- Share our skills, experience and knowledge and evidence-based practice: contributing to and influencing local and national strategies and plans, playing an active role in local and national networks.
- Enable people accessing our services to have their voice heard: empowering people to feel able to contribute and amplifying the voice of people with lived experience through our contributions.
- Share more about Health in Mind and the impact of our services: using a range of media and supporting our teams to feel confident in talking about the impact of our work.
- As we start on a new journey, delivering on the commitments we've made to you, we'll continue to listen to and engage with people accessing support, the communities we work in, and our partners, staff, and volunteers. You can read more about our strategy on our website.

If you chose not to take part in the survey but would like to provide feedback at any time on any aspect of the service you receive from Health in Mind, please ask to speak with the Manager overseeing your service or you can email hello@health-in-mind.org.uk and we will respond.

Thank you again for your time and effort in letting us know what you think about Health in Mind. Thank you for answering our questions about how we are doing. We want to continue to make that experience even better.

Get in touch

For further information on Health in Mind services, volunteering, employment opportunities, feedback and complaints procedures, or for information about how you can support our work please contact us at:

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