

Annual Satisfaction Survey Report

What people who use our
services think about them

2023 - 2024 Results

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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 Services.

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 meet your needs as well as identifying ways we can develop and improve them.

In total **112 people** answered our survey, responses were collected **between 1 April 2023 to 31 March 2024**. This is **an increase of 51 people** from 61 responses received the previous year.

“

It has been a huge step in the right direction. I never felt I couldn't be honest and did not feel ashamed about my thoughts or feelings, they were always treated with understanding.

”



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 principles 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

Principles:

The Standards are built upon 5 principles of:

- dignity and respect
- compassion
- be included
- responsive care
- support and wellbeing

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

www.nhsinform.scot/campaigns/health-and-social-care-standards

Survey results

92% of people agreed or strongly agreed that they have a better understanding of their mental health and wellbeing.

“This has helped me get more insight into myself and what are the causes of my poor mental health. I still have a lot to learn and understand but the sessions I have had have been a huge help to me.”



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

“Overall, Health in Mind has been very beneficial to my life. Friends and family (my husband especially) have noticed how the group meetings have helped me with my mental health. I'm just very grateful to have found Health in Mind, but a little sad that my 6 months with the group are over so quickly.”



98% of people agreed or strongly agreed that they were supported with compassion and care.

“Health in Mind have been there for me when I was at my lowest - they're a trustworthy charity that I would recommend to anyone experiencing mental health difficulties. I find that they have empathy and really listen to you which makes all the difference to how you feel about yourself”



71% of people agreed or strongly agreed that their support has helped them to live a fulfilling life.

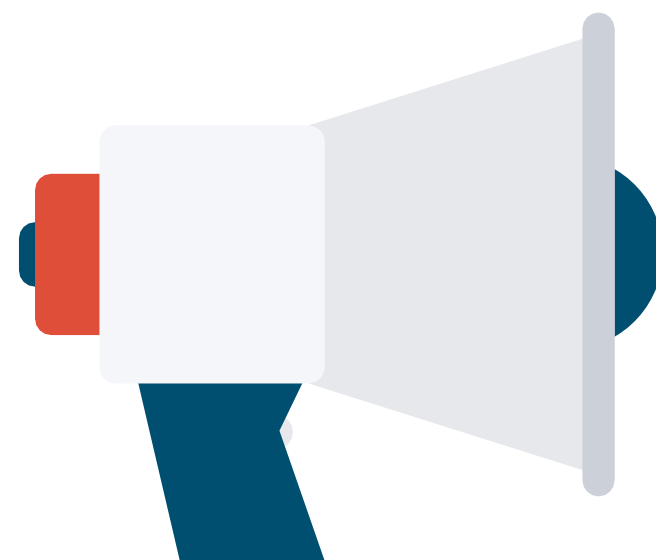
“Positive energy in the group helped with my isolation and got me out the house again.”

‘I honestly cannot put into words the profound changes to my mental health and my life that have occurred with the use of guided self-help.’



99% of people agreed or strongly agreed that they were treated with respect and their views were heard.

“It felt like a very personal and important service. Felt valued and important.”



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

“Throughout the process I felt very comfortable and secure opening up with my struggles and concerns. My allocated staff member was fantastic from start to finish and their support has allowed me to gain access to resources that I just would not have been able to find on my own.”



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

“My counsellor David was amazing. He made me feel so comfortable from the very first session and I really enjoyed getting to speak with him each week. He gave me the space to bring whatever topics I felt most important to the session, and I never felt judged or anxious while speaking with him. He has given me the confidence to seek further therapy, which is something I always felt uncomfortable with the idea of.”



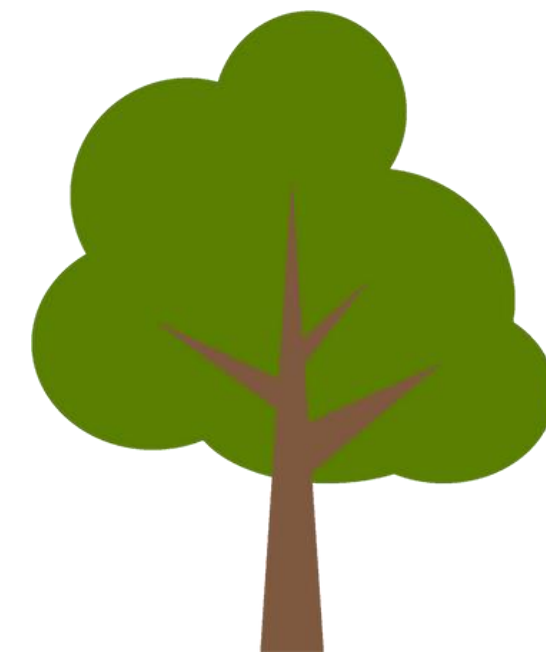
97% of people agreed or strongly agreed that their support was consistent and was offered with honesty and truthfulness.

“Kelly created a supportive, kind and accepting space which immediately put me at ease and allowed me to open up and be receptive. She is a very skilled listener and her natural warmth and compassion towards people is clear.”



84% of people agreed or strongly agreed that their experience, knowledge, and skills formed the centre of the support they received.

“D'Arcy was a great support and listener, allowing me the space to reflect on what might help me longer term and also to get to the root of some of my stress and anxiety.”



93% of people agreed or strongly agreed that they built trusting relationships with the staff and volunteers who supported them.

“I was given a lot of support, very friendly, trusting staff, I was made to feel at ease, and I was listened to, and I took on lots of valuable advice and ways of coping. I was given lots of information and added to a group to meet others. I was given the chance to get further help if I require it in the future.”



Further comments

‘Very friendly, approachable, understanding and professional all-round service highly recommend.’

‘I found my experience helpful and felt fully supported by my professional and caring counsellor.’

‘I have enjoyed the support I received with the volunteer over the last 6 months.’

‘I think I may have benefited from an in-person session. This would've meant me taking time out of my busy life - although challenging - it would have helped me to prioritise it.’

‘Absolutely fantastic despite the resources you have, in fact it's better than it was before the lockdowns, thank you from the bottom of my heart.’

‘I'd like to see more groups in the area for people with little to no mobility. More craft groups etc.’

‘Very grateful to and appreciative of the organisation, the support you provide, and the course that I was able to attend. You are providing such valuable resources for the people of Edinburgh; long may it continue.’

Overall, how would you rate Health in Mind?



Average rating of 4.8/5 stars

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 **4.8 out of 5 (96%)**.

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 implement year 2 of our organisational strategy, Sharing Hope, which launched in April 2023.

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



Keep people at the heart of all we do. Our people are our biggest strength.



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.



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,**' focusses on the support and services we provide. The results from this Annual Satisfaction Survey supports what we were told during our strategy consultation. Building on this feedback, 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 continue our 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.

“

I feel that I have learned language and tools to call upon when I am struggling.

Most of all, I felt heard and like I'm not alone and just that has been enough sometimes to pull me out of a slump!

”



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:

www.health-in-mind.org.uk

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