

Summary of the Birmingham Mind

Service User Survey 2018

Overview

The Birmingham Mind Service User Survey 2018 was circulated week beginning 16th July 2018, with a deadline for completed returns on Friday 24th August 2018. The survey has historically been sent out later in the year, however following feedback from both services users and staff they suggested if it went out earlier in the year the response rate might be higher. The survey is - for the second year- in the form of an online survey monkey. The reason for this is to encourage greater participation and allow for computerised analyses of the data collected. There were 20 tick box questions, 3 additional questions were added at the request of the Birmingham Mind Performance & Evaluation Manager and from the consultation with service user groups in 2017. This was to ensure that the data collected was service specific and could be used for funding and contractual purposes. A new question 17 was added asking if Birmingham Mind had supported the respondent's recovery journey and asked them to mark this from 1-10. Paper copies of the survey were made available for service users to complete alone or with support.

Summary of Results

In **2017**, we received a total of **267** responses from across all services. In **2018**, we received **331**, this is an increase of 24%

In **2016**, **737** surveys sent out, **233** completed surveys were received representing **31.5%** return rates. Overall the responses to the survey were considered to be positive. In the **2017** survey this comparison is not available as no forms were actually sent out. However **267** surveys were returned which are **34 more** than the previous year.

If this were based on the same amount being sent out as in 2016 it would represent **36.2%**, up nearly **5%** on the 2016 survey. To give an idea of the increase if we calculate this year on the numbers sent out in **2016** the percentage would be just under **45%**.

Survey Return by Service Area

Services varied in the response rates, however overall there was a much higher return rate. Supported Housing was up by 28 surveys and floating support was up by 34; this is the second year that floating support has increased the responses. The wellbeing hub doubled from 17 in 2016 to 35 in 2017 and only managed 8 in 2018. This may be due to the service ending and then having to be re- launched. Recovery Services did well with 61 respondents

Some Key Responses from the Survey

How would you rate the service you receive from Birmingham Mind staff?

Of the 315 respondents 308 rated Birmingham Mind staff as excellent or good, just under 98%. In the 2017 survey 95% responded excellent or satisfactory.

How would you rate the level of respect you receive from Birmingham Mind staff?

Of the 315 respondents 310 stated excellent or good. This is 98.5%. This was also 98% in 2017.

Are you able to contact Birmingham Mind services easily?

Of the 315 respondents 94% responded "Yes" or "Mostly". This is 2% higher than the 2017 survey.

How would you rate the quality of communication you have with Birmingham Mind staff?

Of the 315 respondents just under 97% responded Excellent or Good 1% higher than 2017. 10 respondents (3.2%) felt that communication requires improvement.

Have you received a copy of the leaflet that tells you how you can complain?

Of the 315 respondents 70.5% stated that they had received a copy of the complaints leaflet this is up 10% on 2017.

If you live in Birmingham Mind accommodation (A Residential Home or Supported Housing managed by Birmingham Mind) how would you rate that accommodation overall?

Of those that live in Birmingham Mind accommodation, of the 114 respondents 91.23% responded excellent or good as compared to 93% in 2017.

If you think that the support you receive from Birmingham Mind has had a positive effect upon your mental health please rate your mental health and wellbeing before you started receiving support. On this scale:

0 Represents very poor mental health and wellbeing 10 represents excellent mental health and wellbeing with no concerns.

The average number chosen was 4 the same as 2017

Please rate your mental health and wellbeing now. On this scale 0 represents very poor mental health and wellbeing 10 represents excellent mental health and wellbeing with no concerns

The average number chosen was 7 the same as 2017

How likely are you to recommend our service to friends and family if they needed similar care or support?

This question received 97.5% of respondents saying yes or quite likely to recommend the service to a friend or family member. This represents a 2.5% increase on the 2017 figure.

The results of the 2018 survey (question 17) strongly suggest that there has been an improvement in this area

On this scale, 0 represents No contributions to my Recovery Journey and 10 represents entirely contributes to my Recovery Journey

Of the 312 respondents the average score was 8.



Areas of Improvement identified from 2018 survey

Following the results of the 2018 Service User survey we would like to propose the following areas for further review and consultation.

Consultation with service Improving Mind and JAG groups to see how we could better advertise our range of involvement groups/activities.

Run a number of workshops explaining exactly what involvement is, what Birmingham Mind offers and the benefits of being involved

Introduce 'You said we Did Leaflets' to be introduced across all service areas.