



Mind Over Matter

About Healthwatch Salford

Healthwatch Salford is your health and social care champion. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in Salford and beyond.

About this project

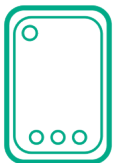
Adult mental health was one of the four main areas that the public asked us to look at over the course of this year. From this project, we want to understand some of the barriers that prevent people from seeking initial help and support if they experience mental health difficulties. We are aiming to find out why services may not appear accessible to people and learn of ways in which they can be improved to make them more inclusive.

This survey asks you a few questions about your perceptions of mental health services, and will help us to identify any barriers that you may have encountered because of your age, gender, whether you have a disability and/or other factors.

All your answers will be kept anonymous and will be used to help us spot themes and trends.

To learn more about this project, please visit: www.healthwatchsalford.co.uk/hwsmind or call us in the office on: 0330 355 0300.

Survey closes: 4th September 2022



Give us a call in the office and tell us your answers:

0330 355 0300



Complete the survey online:

www.smartsurvey.co.uk/s/hwsmind



Scan this QR code with your smart phone



Complete this survey and post back to us:

Freepost RTXT-ZTBY-XZJK
Healthwatch Salford
The Old Town Hall
5 Irwell Place, Eccles
MANCHESTER
M30 0FN

These questions will ask you about your feelings as well as experiences with mental health services over the last 2 years. If you do not feel comfortable answering any of them, please leave them blank.

If you need any help or support with your mental health, please refer to the back page of this survey for contacts that may help you.

1. Which area of Salford do you live in? (please select one option)

- Eccles, Irlam and Cadishead
- Broughton, Kersal and Irwell Riverside
- Walkden and Little Hulton, Worsley
- Pendleton, Weaste, Ordsall, Claremont, and Salford Quays
- Swinton and Pendlebury

2. During the last 2 years, have you ever experienced any of the feelings or situations described below? (please select all that apply)

- Anxiety/my nerves are bad/nervous over a period of time
- Found it difficult to cope
- Depression
- Hearing voices
- Loneliness
- Paranoid thoughts
- Not wanting to get involved in things that I used to enjoy
- Drinking too much alcohol or using substances/drugs
- More worried than usual
- Confusion
- Not able to sleep
- Stressed
- Tired all the time
- Loss of appetite
- Worry (e.g., about job/finances)
- Feelings of extreme happiness or highly energised
- Bereavement
- Felt suicidal or that life isn't worth living
- Nightmares/flashback from traumatic or past events
- Felt like hurting yourself
- Felt unsafe
- None of the above (skip to Q6)
- Some other feeling or situation (please describe):

3. During the last 2 years, have you used any support services when you have experienced any of the feelings or situations described above?

- Yes, through the NHS (go to Q6)
- Yes, through a community group (go to Q6)
- Yes, through an online platform e.g. Silvercloud or Zuntold (go to Q6)
- Yes, through support from my family and/or friends
- Yes, through some other service (please describe below then go to Q6):

- I didn't need to use any support service (go to Q4)
- No, I haven't used any support services (go to Q4)

4. If you haven't used any support services, why was this?
(please select all that apply)

- I didn't need to (go to Q6)
- I didn't know where to go
- I thought it would get better over time
- I was embarrassed
- I didn't want anybody I knew to find out
- In my culture, having the symptoms described above would be viewed negatively
- I don't feel confident speaking English
- I would find it difficult to get to the service (e.g. time, travel costs, etc.)
- Something else (please describe below):

5. What would make services more accessible to you?

(please tell us your ideas in your own words)

6. If in future you had any feelings described in question 2, do you know what services and support there is in Salford to help you?

(please select one option)

- No, but I would be able to find out myself
- No, I wouldn't know where to start looking
- I wouldn't want to contact services (please explain why):

- I'm not sure
- Yes, I know who to contact (please say which service you would contact):

7. Do you think attitudes in society have changed with regards to mental health? (please select one option)

- attitudes seem to **be more accepting**
- attitudes seem to **be the same**
- attitudes seem to **be less accepting**
- I'm not sure

8. What words do you associate with the term 'mental health'?

9. Is there anything else you would like to tell us about mental health support or services?

10. Tell us a bit about you – your background/characteristics

At Healthwatch Salford, we want to ensure people's differences are reflected throughout our work, taking into account Salford's diverse population. For this project about mental health, we are particularly keen to understand the experiences of people from different kinds of backgrounds and identify any barriers people may have encountered because of their age, gender, whether they have a disability and/or other factors. **The following questions on these next few pages are optional.** Your answers will be used to advance equality of opportunity between people, helping us to identify significant trends and differences, and explore why they exist. Please help us by answering each question. Your response will be treated in confidence, and you do not need to identify yourself.

Age

- | | | | |
|---|--------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 0-12 years | <input type="checkbox"/> 16-17 years | <input type="checkbox"/> 25-49 years | <input type="checkbox"/> 65-79 years |
| <input type="checkbox"/> 13-15 years | <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 50-64 years | <input type="checkbox"/> 80+ years |
| <input type="checkbox"/> <i>Prefer not to say</i> | | | |

Pregnancy and maternity

What is your pregnancy and maternity status?

- Not applicable
- Currently pregnant
- Currently breastfeeding
- Given birth in the last 26 weeks
- Prefer not to say

Employment status

What your employment status?

- Employed full time
- Employed part time
- Volunteer
- Student
- Unemployed
- Prefer not to say
- Carer for friend/relative
- Retired

Housing status

What your housing status?

- Rent privately
- Rent from housing association
- Home owner/mortgaged
- Other (please say what)
- Live with family/friends
- Homeless or rough sleeping
- Prefer not to say

Disability

Do you have a physical or mental impairment that has a substantial and long-term adverse effect on your ability to carry out day to day activities?

- Yes**
- Physical or mobility impairment
 - Sensory impairment
 - Learning disability or difficulties
 - Mental health condition
 - Long term condition
 - Something else (Please describe)
- No**
- Prefer not to say

Long term conditions

Do you have a long-term health condition?

- Asthma, COPD or respiratory condition
- Blindness or severe visual impairment
- Cancer
- Cardiovascular condition (including stroke)
- Chronic kidney disease
- Deafness or severe hearing impairment
- Dementia
- No long-term condition
- Prefer not to say
- Diabetes
- Epilepsy
- Hypertension
- Learning disability
- Mental health condition
- Musculoskeletal condition
- Something else (please describe):

Gender

What gender best describes you?

- Intersex
- Man
- Non-Binary
- Woman
- Prefer to self-describe (please describe):
- Prefer not to say

Gender Reassignment

Is your gender different from the one you were assigned with at birth?

- No Yes Undergoing reassignment
 Prefer not to say

Race

Which race do you identify as? (Including colour, nationality and ethnic or national origin)

Arab

- Arab

Asian

- Bangladeshi Chinese Indian Pakistani
 Any other Asian background (please describe):

Black/African/Black British/Caribbean

- African Caribbean
 Any other Black background (please describe):

Mixed/multiple ethnicity

- Asian and White Black African and White Black Caribbean and White
 Any other Mixed/Multiple Ethnic background (please describe):

White

- British, English, Northern Irish, Scottish and Welsh Irish
 Gypsy, Traveller, or Irish Traveller Roma
 Any other White background (please describe):

Other

- Any other ethnic or national group (please describe):
 Prefer not to say

Religion or Belief System

Which religion or belief system do you identify with?

- Buddhist Hindu Muslim None
 Christian Jewish Sikh
 Other Religion or Belief System (please describe):
 Prefer not to say

Sexual orientation

What your sexual *orientation*?

- Asexual Gay man Lesbian/Gay woman
 Bisexual Heterosexual (straight) Pansexual
 Prefer to self-describe:
 Prefer not to say

Carer

Are you a carer?

- Yes No
 Prefer not to say

Please post your completed survey to:
Freepost RTXT-ZTBY-XZJK, Healthwatch Salford,
The Old Town Hall, 5 Irwell Place, Eccles, MANCHESTER, M30 0FN

Where to go for help and advice

Online self-help

www.mind.org.uk/need-urgent-help

Greater Manchester Mental Health NHS Trust (GMMH)

24/7 Service User and Carer Helpline

0800 953 0285 (for Bolton, Salford, Trafford and Manchester residents)

0800 051 3253 (for Wigan residents)

Mental health support by text message

You can text "SHOUT" to **85258** for free from all major UK mobile networks. You'll then be connected to a volunteer for an anonymous conversation by text message. This is not an NHS service. This free, confidential, 24/7 text messaging mental health support service is run by a charity called Mental Health Innovations.

Samaritans

Call **116 123** to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours

In an emergency

Call **999** or go to A&E now if:

- someone's life is at risk – for example, they have seriously injured themselves or taken an overdose
- you do not feel you can keep yourself or someone else safe

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.