

# Mental Health Voice



Sentiment was 32% positive, 58% negative, 8% mixed, 2% neutral

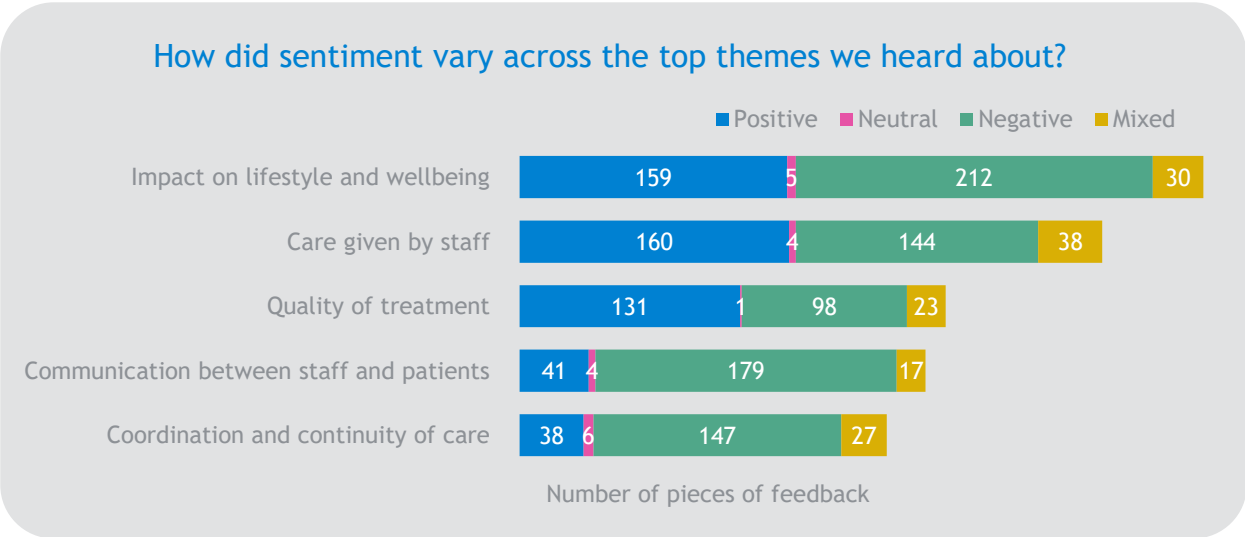
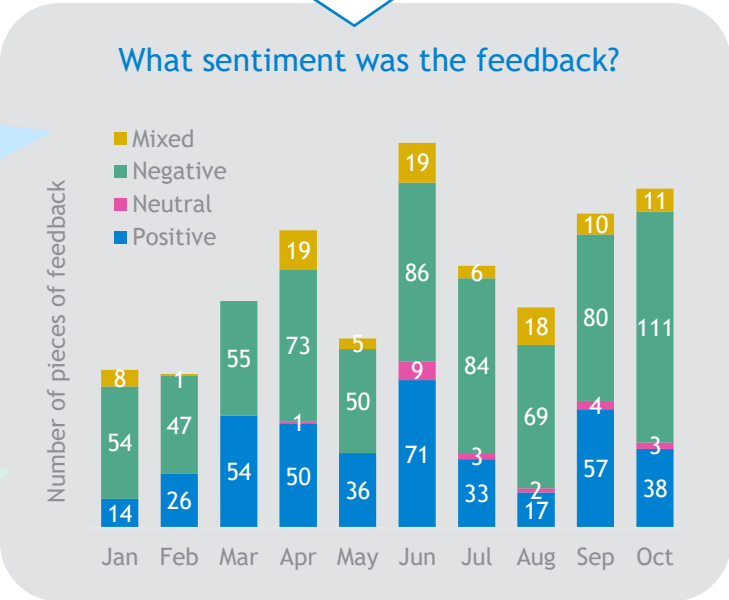
January to October 2023  
 We heard  
**1224**  
 pieces of feedback

“I’ve been very pleased with the support I’ve received from the CMHT. I’ve just come to the end of my psychology sessions. ... The best thing about them is that the psychologist has given me various methods of coping, toolboxes. He’s set me challenges, which have been difficult to do well, but that have really helped. ... I received a follow-up appointment from the CMHT from the occupational therapist to review and update my care plan. I feel very supported.”

“I attend a group at [a charity providing drug and alcohol treatment]. I find this group really beneficial. It’s nice to know there are people in the same boat. I felt so ashamed of being an alcoholic. This group is empowering. It gives me a place to be able to speak freely without fear of being judged.”

“I was previously under the children and young people’s mental health service. I was told that once I turned 18 I would be handed over to adult CMHT. This didn’t happen. There was no transition. I understand that criteria is different, however, I should not have been told that I would transition over to adult services. It was made to sound easy.”

“During my stay at a mental health hospital, I was sent in a taxi to the council as I was due to be discharged with nowhere to go. I was then sent back to the hospital by the council as they were unable to help with my housing situation. I was pushed from pillar to post at a time I was most vulnerable.”



### Theme spotlight:

#### Experiences of care coordination and communication in mental health services

**Expectations of care**

- Unkept promises, such as planned phone calls not happening and plans to link with other services not being followed through.

**A lack of follow-up support**

- Care plans not in place or people being left with no further support after a service ended.

**Information sharing**

- People feeling in the dark about their treatment or not understanding why their care changed or ended due to a lack of information or clarity from services.