

Reference:	FOI.6499.21
Subject:	Service-user satisfaction surveys
Date of Request:	19 July 2021

Requested:

I would like to request information regarding service-user satisfaction surveys for Local Primary Mental Health Services & Care and Treatment Planning under the Mental Health Measure.

The [Duty to Review Final Report](#) on the Mental Health Measure recommended that all Local Health Boards report on the outcomes of these surveys in their annual reports on Together for Mental Health. We would like to request the following information:

1. Are service-user satisfaction surveys for LPMHSS and or Care and Treatment Planning still routinely used within your Local Health Board Area?
2. How are or were the results of these surveys used to improve services?
3. Have any reports been produced by your Local Health Board, since April 2016, that analyses the results of these surveys?
4. Please provide any reports and or data that have been produced on the results of these surveys since April 2016.

Response:

1. Hywel Dda University Health Board (UHB) confirms that service-user feedback surveys for Local Primary Mental Health Support Service (LPMHSS) are routinely used within the Pembrokeshire Service. However, from 2021, the UHB's LPMHSS has been integrated with the Integrated Psychological Therapies Service (IPTS) and client feedback gathering is currently being implemented in all three (3) services across the UHB at the beginning and at the end of treatment.
2. The UHB confirms that all completed service-user feedback surveys are gathered, reviewed and any improvements are implemented across all LPMHSS' wherever possible.
3. The UHB confirms that reports have been produced in response to the feedback surveys, which include stress control and behaviour activation reports.
4. The UHB provides copies of the Stress Control report at Attachment 1, and the Evaluation of the ACTivate Your Life Course, at Attachment 2, which are currently the only reports that have been produced following client feedback surveys from April 2016 to current date.

The IPTS is also utilising the Therapy Blueprint Psychology Tool, which is written collaboratively with the patient, identifying what they have found to be helpful or not helpful from their treatment, what they have achieved i.e. attaining their goals, and how they intend to maintain their progress, identifying any potential barriers and how to overcome them. Information is also gathered from paper documents that clients relay to staff in the form of thank you cards and letters. This

information is uploaded on Civica Experience Wales System. Information is also gathered in relation to Alcoholics Anonymous (AA) virtual platform feedback– Cyrmu TEC you tube.

Group therapy within the service has devised patient feedback forms, which are optional to complete for the client and are anonymous. The information from this feedback helps to shape and inform future groups in line with evidence-based practice. A leaflet has also been devised with service user input which is pending ratification.

Clients on a waiting list for assessment or treatment are provided with contact numbers and are signposted to the UHB's webpages, where details of many external resources can be accessed and information is provided on how they can contact additional services, should they be required, during the wait time and in emergency situations. The UHB's support pages can be accessed via the attached link:

[NHS Support - Hywel Dda University Health Board](#)

Additionally, letters are regularly sent to update the client, in line with Welsh Government Guidance, at twenty six (26) weeks and every twelve (12) weeks thereafter, that advise clients that they can call upon the service with any queries and where required can discuss any concerns with a member of the Team.

The IPTS also employs a 0.8 Whole Time Equivalent Psychologist, dedicated to evaluating service outcomes and Evidence Based Practice Learning, including patient experiences and feedback.