

your answers?

No

2.

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### Consultation Questions

#### Improving Mental Health Outcomes:

The plan has 14 main outcomes. These are the things we want from the plan. We have been working towards these outcomes. However there are challenges.

#### The way we work:

We want to change the way people think about mental health  
We want services to be centred on the individual  
We want services to always be improving.

Tell us what you think:

#### The challenges:

It can be difficult for the Government to make a plan if it is for local areas.  
The government would need to support local areas to change.

Question 1: Do you think the Government could take action to help them make changes?

No

Yes - Tell us more about this

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The Government knows it has to improve services. There may be a gap in services and things may need to change.

Question 2: Do you think change is needed?

No

Yes - Tell us more about this

There are 14 outcomes that we want:

1.

We will encourage people and communities to have good mental health which can help them prevent mental ill health

2.

Action will be taken in childhood and the early years of people's lives to prevent mental ill health

3.

To help people understand their mental health. If they are not well they should be able to get help.

4.

On first contact mental health services will work well.

5.

Suitable care and treatment will be available. This will be based on a person's needs.

6.

Care and treatment is focused on the individual's needs.

7.

The role of the family and carer is understood and this will be supported by professionals.

8.

The amount and type of services should be correct to meet peoples needs.

9.

All groups should be able to access services equally

10. Mental health services will work well with other services.

11. Health and Social Care staff should have the skills to do all their duties.

12. We will check local and national results. This will show how the mental health system is working.

13. We shall support the improvement of health and social care services.

14. We will ensure that people are supported and protected by the law.

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Question 3: Do you think there are other things we can do to reduce self harm and suicide rates?

No

Yes - By having local community mental health projects with access to counsellors at no cost to the individual and a resource & information library

Question 4: Are there other things we can do to stop discrimination of people who have a mental illness?

No

Yes - By school education at an early age and also education in the workplace. By continuing to advertise on posters, info leaflets & through the media

Question 5: Can we develop the good work of the 'see me' campaign in reducing discrimination? (This is the Scottish Government's campaign against discrimination of mental health)

No

Yes - By advertising in more public places ie the workplace, Community centres, supermarket info boards.

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Question 6: Do you know of ways in which we can take action to promote good health and wellbeing?

No

Yes - By including a fun element into an individuals way of life

Question 7: Can we improve access to services for children with mental health problems?

No

Yes - Tell us more about this

Our group is aware of children with mental health problems waiting between 2 to 3 years before receiving a service. For example for one child it took well over a year to get a diagnosis and after the diagnosis before getting an appointment at Yorkhill Hospital it took 3 years overall before getting an appointment at Yorkhill. In another example when a child asked for help with mental health there was no service available for him and when the help became available the child was 2 years older and no longer wanted the service as in the child's mind it had come too late, he needed it at the time he was ready for it. The Notre Dame Centre in Glasgow is an excellent example of providing good mental health services for children and their families. The centre provides a prompt service and carries out successful work with children, parents and carers.

Question 8: Does the National Health Service (NHS) need more support to improve children and young people's mental health services?

No

Yes - Tell us more about this

We feel there are not enough child psychologists and hardly any play workers available in the NHS. We feel that the CAMHS services are all very different depending on which area you live in.

which area you live in.

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Question 9: Are there ways in which we can help people to help themselves; which will improve their own mental health and wellbeing?

No

Yes - I think introducing exercise at primary school first thing in the morning before children start their lessons. Could be in the playground while waiting to go into school as a positive way to start the day.

Question 10: Do you think there are ways we can encourage people to get advice when they need it?

No

Yes - Easier access to advice services.

Question 11: Are there ways we can change services so they are quick to see if someone has mental ill health?

No

Yes - Reduce waiting times; have accessible 1-1 services.

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Question 12: Are there ways we can support the NHS and their partners to collect information that will help improve services?

No

Yes - By listening to mental health patients and support groups.

Question 13: Do we need to do other things to support the NHS and their partners to develop care plans?

No

Yes - Health Projects in the local community.

Question 14: Are there ways the Scottish Government could work with partners to continue to develop good services?

No

Yes - Tell us more about this

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Question 15: Do you think we need to have things in place to develop partnerships with service users, families, carers and staff?

No

Yes - Absolutely

MH Strategy wggsg final version

Question 16: Can more be done to have a person-centred process in mental health settings?

No

Yes - Tell us more about this

Question 17: The Government has created a tool called the Scottish Recovery Indicator (SRI). This supports mental health services to focus on recovery. Do you think staff can and should be encouraged to use this?

No

Yes - Tell us more about this

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Question 18: The Scottish Recovery Network is a group to make people aware of recovery from mental health problems. Do you think we can encourage professionals to use more recovery based processes?

No

Yes - Tell us more about this

Question 19: Can we support families and carers to be involved in care and treatment?

No

Yes - By including them where they can.

Question 20: Families and carers want to be involved in their relative's care. Can staff be supported to provide information for this to happen?

No

Yes - Tell us more about this

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Question 21: Could the areas that have designed good services be a model to follow?

No

Yes - Tell us more about this

Question 22: We want to know who is using services and if they are accessible. Do you think the Scottish Government can make sure that this information is recorded?

No

Yes - By setting up local community projects' who would collate & evaluate this information.

Question 23: Is there a way that we can share information we learn about making services accessible?

No

Yes - Tell us more about this

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Question 24: Do you think there are gaps in services?

No  
Yes - especially for young people

Question 25: Do you think more could be done to support the NHS and their partners to provide person centred care?

No  
Yes - Tell us more about this

Question 26: Do you think that there are ways to help those with mental ill health issues in other settings, like prison?

No  
Yes - Tell us more about this

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Question 27: 'Promoting Excellence' is an outline for staff who work with people with dementia and their families. Are there ways we can support staff to use this to help those who need it?

No  
Yes - Tell us more about this

Question 28: Could surveys be used to find out about staff experience?

No  
Yes - Tell us more about this

Question 29: Do we need to support staff development?

No  
Yes - Very much so

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Question 30: We want to find ways to maintain training for staff. This could increase access to services. Can we promote this training?

No  
Yes - Tell us more about this

Question 31: Are there ways we can build on the information we gather to develop mental health services?

No  
Yes - Tell us more about this

Question 32: We want all local care services to record information on care delivery the same way. Do you know how can we support this?

No

Yes - Tell us more about this

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Question 33: Is there any other support needed to improve services?

No

Yes - Tell us more about this

Question 34: Do you think we can bring together local and national work resulting in improved mental health services?

No

Yes - Tell us more about this

Question 35: Do we need to support staff so that care and treatment services follow the law?

No

Yes - Tell us more about this

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If you need more information call Katherine Christie on 0131 244 5207.  
Send your answers back by 31 January 2012

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