

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:

Access to services needs to be transparent. Service-users should have the right to self-refer for support rather than going via their GP.

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

National policy rather than local policy would perhaps be more effective.

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

- Right to Self-referral
- Right to know what support is available
- Emphasis on health promotion, particularly in relation to diet.
- Promotion of art + music therapy
- More collaboration between health and social work

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 persons 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.

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

No

Yes - Tell us more about this

National educational programmes on mental health to raise awareness.

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

No

Yes - Tell us more about this

Unsure.

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 - Tell us more about this

Just keep the campaign going.

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

No

Yes - Tell us more about this

-promotion of flexible working hours, it would be particularly beneficial in the winter to start earlier and finish earlier in daylight hours.

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

No

Yes - Tell us more about this

-I feel strongly that children should not be labelled. If they are diagnosed they need special support to recover from their diagnosis and make a positive transition to adulthood.

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

Unsure

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 - Tell us more about this

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

No

Yes - Tell us more about this

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

No

Yes - Tell us more about this

-it is very difficult for people to access psychological support via their GP often waiting lists are lengthy ~~and the wait is~~ so an increase in psychological services is recommended. Also, people should be able to self-refer rather than having to go via their GP.

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

No

Yes - Tell us more about this

Encourage service users and the public to make comments on-line about their experience of services.

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

No

Yes - Tell us more about this

Unsure.

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

More of a 'national' approach than localising services, depending on where you live in Scotland your access to service and the cost of service differs ie the cost of residential care for an older person in Dumfries is different to Glasgow etc.

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

No

Yes - Tell us more about this

- transparent policies
- transparent charging policies.
- transparent comments/complaints processes.

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

No

Yes - Tell us more about this

- more collaboration between health and social care.

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

Why not ask service user to do this with mental health or social care staff - if it's a 'tick box' assessment it will likely be straightforward.

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

Definitely

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

No

Yes - Tell us more about this

Depends on view of service user.

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

Depends on view of service user.

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

No

Yes - Tell us more about this

None

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 - Tell us more about this

I do not understand this question?
Surely if a service user is receiving a service this is recorded accordingly?

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

No

Yes - Tell us more about this

Speak to service users and ask them what they think about accessibility?

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

No

Yes - Tell us more about this

particularly in elderly care. There is not enough support for older people with mental health difficulties, particularly in relation to support to overcome depression.

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

None

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

provision of specialist support - psychology, CBT etc on a regular basis.

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 - Tell us more about this

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

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

No

Yes - Tell us more about this

Probably.

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

probably.

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

No

Yes - Tell us more about this

Health all ages in particular are unfamiliar with the care + treatment services which follow the law.