

The Big Mental Health Survey: North West Regional Report

We are excited to share the regional results of the 2017 Big Mental Health Survey with you. The survey, which will continue for the next four years, will help us better understand people's experiences of mental health support provided by primary care (for example, GPs and pharmacists) and the voluntary and community sector (for example Mind and local Minds). It also captures people's experiences of discrimination in the community.



Research approach



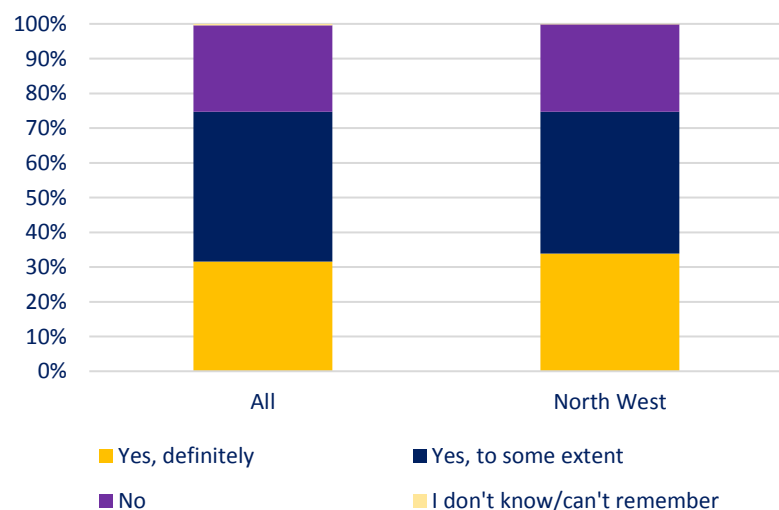
In total, 8,339 people who have experienced mental health problems took part in 2017, and 13% of respondents were from the North West of England. The first wave of the data was collected between July – September 2017, and the survey was available both online and in paper form. The survey was promoted by Mind, local Minds and other leading mental health charities. The research was designed in partnership with people with lived experience of mental health problems, teams at Mind, and the research team at the Picker Institute.

Experiences of primary care services

Three quarters (75%) of respondents from the North West felt that primary care services met their mental health needs, this was broadly similar to respondents as a whole.

My GP was kind and compassionate and didn't rush me to finish the appointment... I really felt that I was listened to and that my GP really cared. I felt really nervous going to the GP and talking about my mental health, but left feeling really positive.

Overall, do you feel that the care you received from the GP or practice nurse met your needs?



The research also looked at specific elements of care provided by primary care services, such as: how individuals accessed care, what services they were offered, how they were treated. Full details about these findings will be published on Tuesday 24th July 2018.

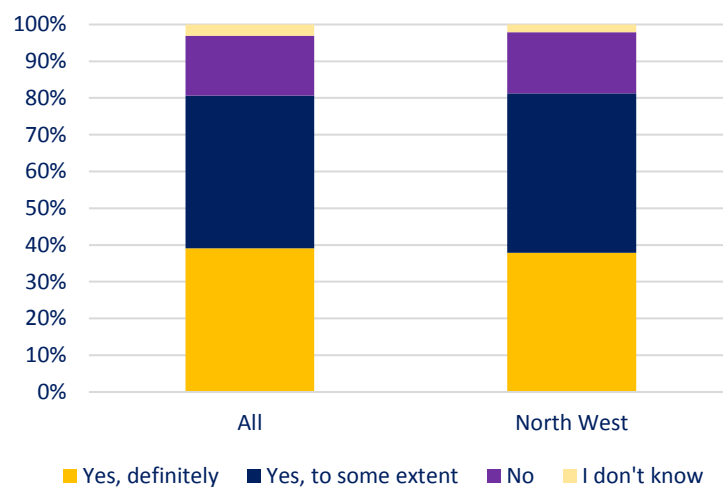
Experiences of voluntary and community sector services

For the North West, 81% of the respondents felt that their needs were met by voluntary / third sector organisations, this was the same compared to respondents overall.

They have been amazing supported me in up's and downs they probably saved my life.

The research also gathered specific information on how respondents felt they were treated by these organisations. Full details about these findings will be published on Tuesday 24th July 2018.

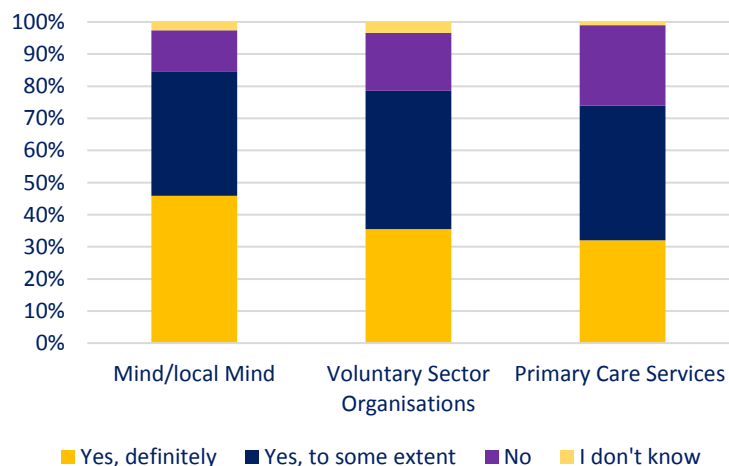
Overall, do you feel that the service provided by this organisation met your needs?



Overall comparison of experiences of mental health services

Respondents were more likely to state that their needs were met by Mind and local Minds (84%), than other voluntary organisations (78%) or primary care services (74%). This was consistent across all regions.

Overall, do you feel that the care/service met your needs?



Demographic profile

Gender

Three quarters (75%) of the respondents from the North West were female, and this was broadly similar for survey respondents as a whole (77%).



Age

There was a fairly even spread of ages between 25-54 years, both for respondents from the North West of England and the survey overall (70% and 71% respectively), with a smaller number of those in the age groups 16-24, 55-64, and 65 plus completing the survey.

Ethnicity

The vast majority (97%) of respondents from the North West were White British and 3% were BAME - this was slightly lower than the survey overall, with BAME individuals making up 5% of all respondents.

Sexuality and disability

Around a fifth (19%) of respondents from the North West described themselves as lesbian, gay, or bisexual. This is similar to respondents overall (18%). The majority of respondents from the North West (78%), and the survey overall (79%) were heterosexual. In addition to their mental health problems, half of respondents from the North West (49%), and survey respondents overall (48%), had a long-standing illness, health problem or disability, in addition to their mental health problem.

Mental health diagnoses

The two most commonly reported mental health diagnoses in the North West were Depression (31%) and Anxiety (28%), and this was similar to the survey overall. In total, 78% of respondents from the North West reported having a common mental health diagnosis, with 22% reporting a severe and enduring mental health diagnosis – this is slightly lower than the responses given by survey respondents overall, with 24% reporting a severe and enduring diagnosis.

What can I do this year?

The survey will be running again this year, between July and October 2018. Please encourage your service users to take part in the survey. We'd also appreciate if you could share this opportunity with any other voluntary organisations delivering services in your area.

We know that the local Mind network is delivering outstanding levels of care and support to hundreds of thousands of people each year. It is now more important than ever to show the quality of our work. This research will also provide us a valuable opportunity to keep learning and improving. Therefore, it is particularly important that we hear from people using local Mind services.