

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:

*I do not see a lot of evidence that private companies are more aware i.e. in terms of how they deal with employees experiencing poor mental health. More work needs to be done in that area.
Services should be centred on the individual, however NHS waiting times make this impossible, so more services are required, probably vol. sector & GPs need to refer to them.
From my experience I see adverts & talk about improving services, however I constantly hear that people cannot receive the help they need as they have to wait months and GPs do not seem to be properly trained to deal with initial consultations re: poor mental health.*

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

Not sure why it is difficult for Government to make a plan for local areas. Surely the government should obtain all the necessary statistics, info from local authorities & local vol. orgs to identify local needs.

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

*As previously mentioned - GP's more training, better equipped
NHS waiting times to long, mental health requires early intervention
More vol services to fill the gap
More awareness particularly among private employers
More talking / alternative therapies made available.*

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

Pay more attention to the training of GPs, they are often the initial contact and must be a positive and effective first contact. With all the correct info, tools and agencies to refer to. This is often not the case and must be addressed throughout all GP surgeries. Promotion & provide ASSIST training in local areas.

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

Promotion of SMHFA throughout schools, education facilities, private employers, police/emergency services. More publicity in general.

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

I haven't heard much about the 'see me' campaign, which may suggest it has not been well publicised?
More work in schools
with public employer's
Police / Emergency Services

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

offer more talking / alternative therapies
Have more vol orgs filling the NHS gap
Train GP's properly
more publicity
more work with schools & education

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

No

Yes - Tell us more about this

More training in schools
more vol orgs
more training & info for GP's

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

Yes - Waiting times too long, not enough staff or resources
GP's need to be more aware and have sufficient training & info

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

Yes, more person centred approach. Talking Therapies/ alternative therapies. More publications, more online advice, online courses i.e. confidence, self-esteem. More awareness. More SMHFA training.

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

Yes, more publicity, more awareness, reduce stigma. Ensure that the 1st contact is a positive one i.e. GP.

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

GPs need to be trained & aware that early intervention is key. All NHS staff should have this training. Midwives etc. School staff and teachers.

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

Ensure that they have sufficient funding, computer systems and are driven to collect data that will improve services. Client/Patient involvement.

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

It would seem so, as care plans do not seem to be sufficient. Perhaps looking at what Vol. orgs are doing, changing what has always been. Having a more individual/person centered approach.

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

Yes, communicate effectively.

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

Yes. Service user input and involvement.
Focus groups.
Questionnaires

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

No

Yes - Tell us more about this

Yes. Train GP's. More talking / alternative therapies.
Partnership working with other org's, take on board what other org's are doing.

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

Don't know anything about this

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

Yes, More training, more awareness, more partnership working, more service user involvement

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

No

Yes - Tell us more about this

More services, faster access, more partnership working

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

Yes - More services, faster access, more partnership working

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

No

Yes - Tell us more about this

Yes. Any areas showing positive results, can be used as a model to follow.

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

Yes. I would have thought that this info is already being recorded by every service provider?

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

No

Yes - Tell us more about this

Online, meetings, partnership working.

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

No

Yes - Tell us more about this

Yes - NHS waiting times too long.
Not enough emphasis on person centred.
Not enough talking & Alternative therapies
GP's not trained enough.
Referral procedures not transparent.

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

Yes, more funding, more partnership working,
more service user input

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

Yes, more funding, more vol. orgs, more
Outreach work, provision of SMHFA & ASUAT
training in prisons

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

Do not know what 'Promoting Excellence' actually means?

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

No

Yes - Tell us more about this

Yes, if they are private

Question 29: Do we need to support staff development?

No

Yes - Tell us more about this

Yes. All training & qualifications should be up to date. Their issues and suggestions should be listened to.

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

Yes ensure they know about it

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

Yes, use the information and make implementations that are required

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

Yes, ensure an effective system is put in place and roll out to all care providers

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

Yes, communicate.

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

No

Yes - Tell us more about this

Should always be doing this. All staff should be aware of the law.