



# Your Experience in Mind Survey

**Report of the survey data from  
Manchester Mind**

**Prepared by the McPin Foundation  
September 2015**

# Contents

<b>1. OVERVIEW</b>	<b>3</b>
<b>2. METHODOLOGY</b>	<b>3</b>
Survey design	3
Survey Champions	3
Data collection	3
Data analysis	3
<b>3. FINDINGS</b>	<b>4</b>
Use of services and support	5
Recovery-focussed practice	7
Satisfaction with the LM	9
Suggestions for Improvement	9

## Acknowledgements

We are extremely grateful to the staff at Manchester Mind for their support in promoting the survey, and particularly to our survey champion locally. We also appreciate the feedback from all those who took part by completing a survey.

# 1. Overview

The survey aimed to find out how far local Minds (LMs) services achieve the following:

- promote recovery in people with mental health problems
- offer a person-centred experience
- are culturally appropriate and accessible for Black and Minority Ethnic (BME) groups<sup>1</sup>
- offer opportunities for people to get involved in the design and delivery of mental health services
- provide a different experience from other services people receive (e.g. primary care, secondary care, social care etc.)<sup>1</sup>

## 2. Methodology

### Survey design

The survey was developed drawing on feedback from the previous Your Experience in Mind project completed in 2014. Recovery items were drawn from the literature on recovery in mental health services. Demographics followed Mind's standard monitoring format. Feedback on the questions was received from the Research and Evaluation team at Mind and from participating LMs.

### Survey Champions

Manchester Mind nominated a Survey Champion who had some experience of using the LM's services. The role of the Survey Champion was to support recruitment to the survey by promoting it within the service and at events, encouraging people to complete a survey and helping people or answering questions where needed. The survey champion attended a brief training session run by McPin before taking the role on, which included information about confidentiality and anonymity of survey responses, as well as how to deal with queries about the survey.

### Data collection

The survey was open for 9 weeks, from the 1<sup>st</sup> of June to the 31<sup>st</sup> of July. Paper responses received by 7<sup>th</sup> August were included in the analysis contained in this report. The survey was available in paper and online format. Paper surveys were distributed to local Minds together with freepost envelopes and collection boxes. The online survey was administered via SurveyMonkey.com and the web link was promoted to service users using business cards and social media. The questionnaire included mostly multiple-choice questions with additional space for comments or clarifications.

From Manchester Mind a total of 72 responses were received, 1 which was returned via freepost envelope, 14 which were completed online and 57 which were returned via collection box. The average response across all the participating LMs was 72, and ranged from 41 to 212.

### Data analysis

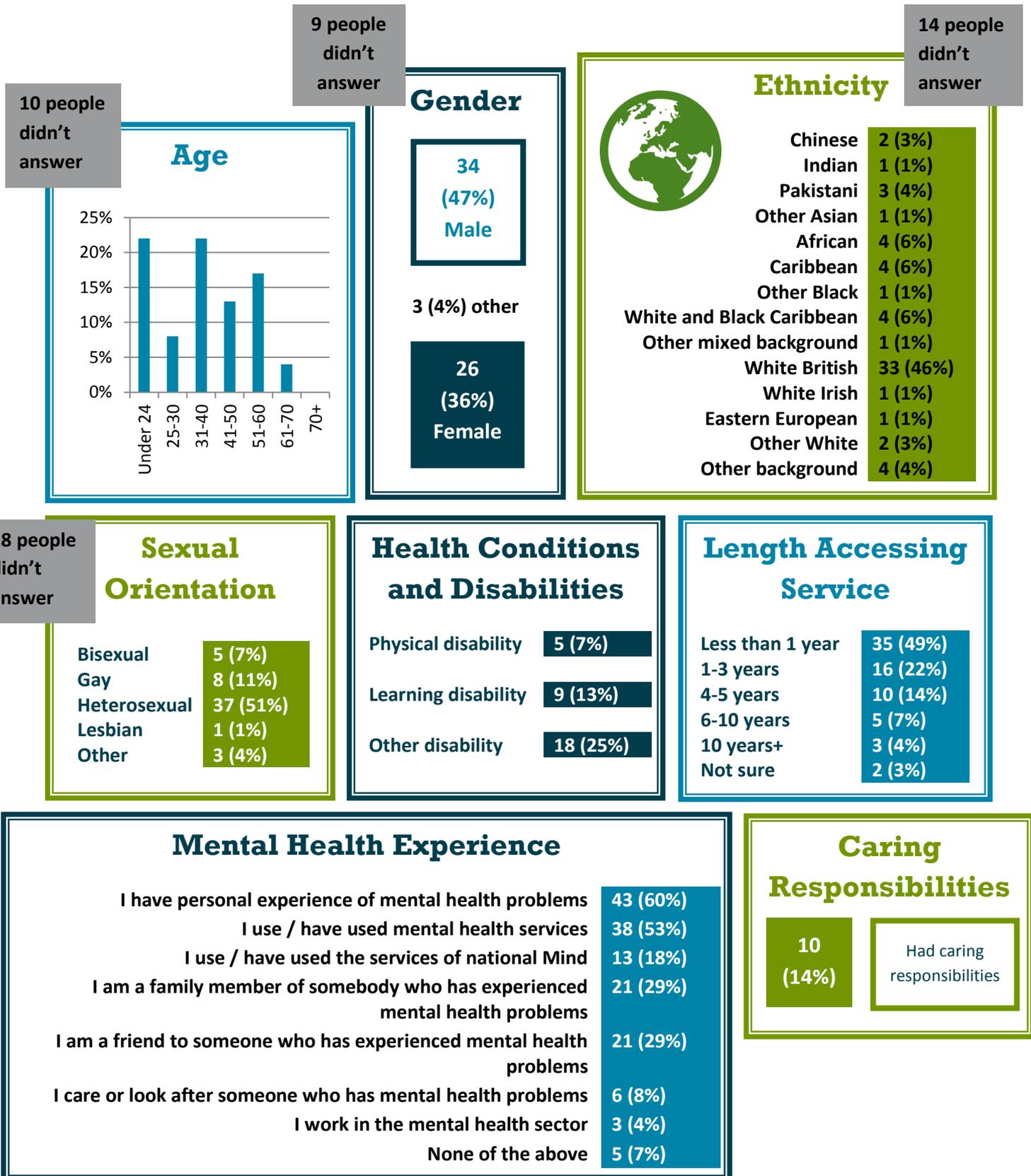
Quantitative data were subject to descriptive analysis. Qualitative data (i.e. responses to open questions) were coded and analysed according to the main themes emerging from the respondents' written answers.

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<sup>1</sup> This aim will be explicitly addressed in the National Mind report. There is not enough data from local Minds to address this aim in the local report.

### 3. Findings

# Respondent Characteristics

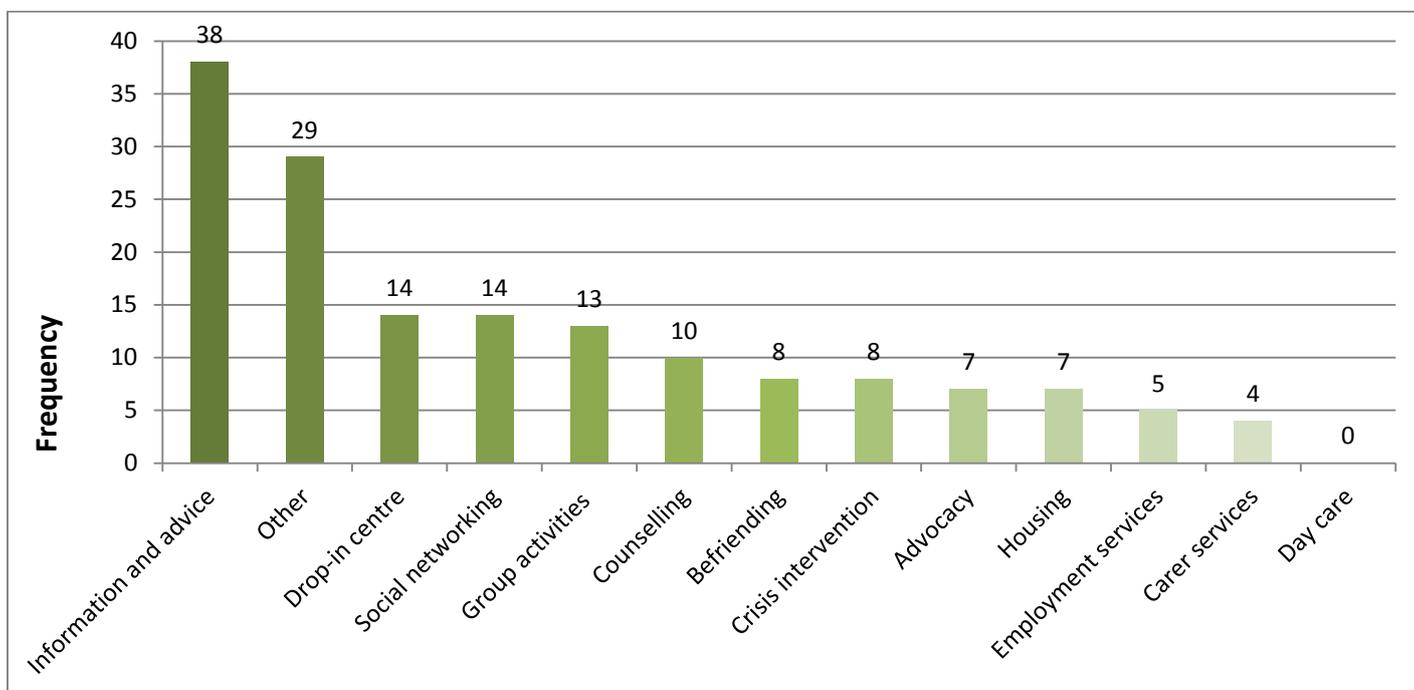


## Use of services and support

Respondents were asked to indicate which services they had used at their local Mind. The most common in Manchester were information and advice (53%), drop-in centre (19%), and social networking (19%). Forty percent of respondents indicated that they had used 'other' services at the LM. The majority of these respondents had volunteered at the LM.

*"I go to the allotment and help out in the kitchen. The best thing I have ever done."*

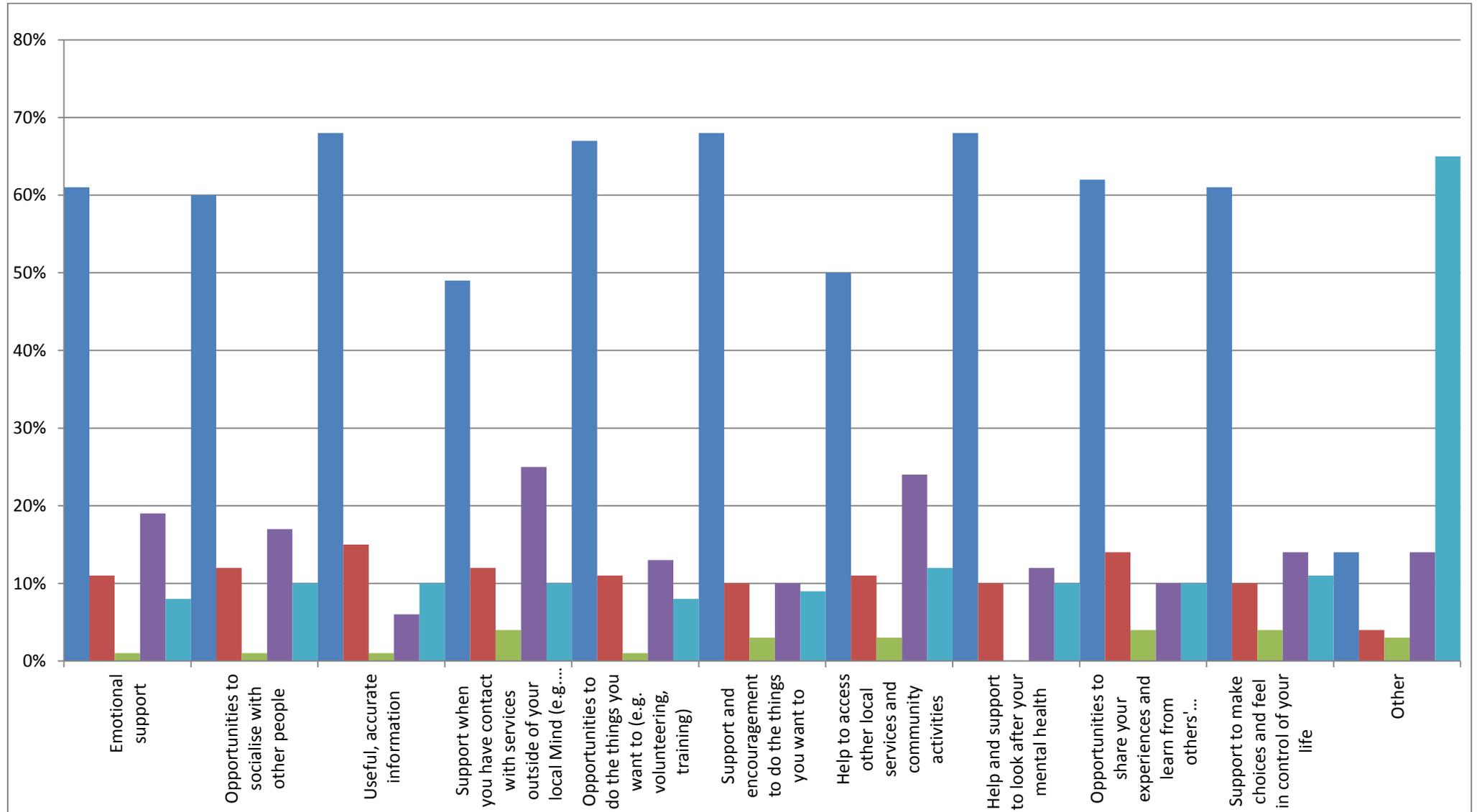
### Types of Mind services used by respondents



Respondents were asked whether they had received general forms of support from local Minds when needed. For each form of support, respondents were asked to state whether they had received this form of support when needed, had sometimes received this form of support when needed, had not received it when needed or had never needed this form of support from their local Mind. These questions were asked to identify not only what support respondents felt they had from their local Mind, but also where there might be gaps in this support.

A full summary of the responses is given in the graph over the page. On the whole, respondents felt that Manchester Mind gave them each type of support when they needed it. Across all categories, only 0% - 4% felt that they did not receive this type of support when they needed it. The types of support that were least needed from the LM were support when you have contact with services outside of your LM (25%) and help to access other local services (24%).

## The support received through LMs



■ My local Mind **gives me** this support when I need it    
 ■ My local Mind **sometimes gives me** this support when I need it    
 ■ My local Mind **does not give me** this support when I need it    
 ■ I have **never needed** this support from my local Mind    
 ■ Not answered

## Recovery-focussed practice

Respondents were asked to what extent they had experienced recovery-focused practice through nine questions asking about key recovery principles. A full summary of responses is given in the graph over the page. Responses were largely positive, with the proportion answering 'always' or 'most of the time' for each question ranging from 60%-86%. Negative responses to items – answering 'rarely' or 'never' – ranged from 0% to 8%.

### LM staff

*"The people here are very understanding. Here I can be myself and don't need to worry about feeling unwell."*

Experiences of LM staff were largely positive. Typical comments about the staff included, "supportive", "helpful", "understanding" and "respectful".

*"The workers get to know you personally and support is given accordingly."*

*"The people here always treat me with respect and always treat me as an equal. The loveliest people you ever wished to meet."*

### Experiences of the LM support and services

Experiences of support and services at Manchester Mind were largely positive.

*"My local Mind supports me and helps me to carry out as many activities as I can do."*

*"They can help you find activities or just talk to you about your interests."*

*"They helped me stay positive whilst in hospital. I probably would never have been discharged without their help."*

A small minority of respondents had a less positive experience of the LM.

*"Information and service are not properly advertised. Sometimes it's difficult to find the right help."*

*"Sometimes appointments are just too busy due to austerity so I receive [help] a little later but as soon as they can."*

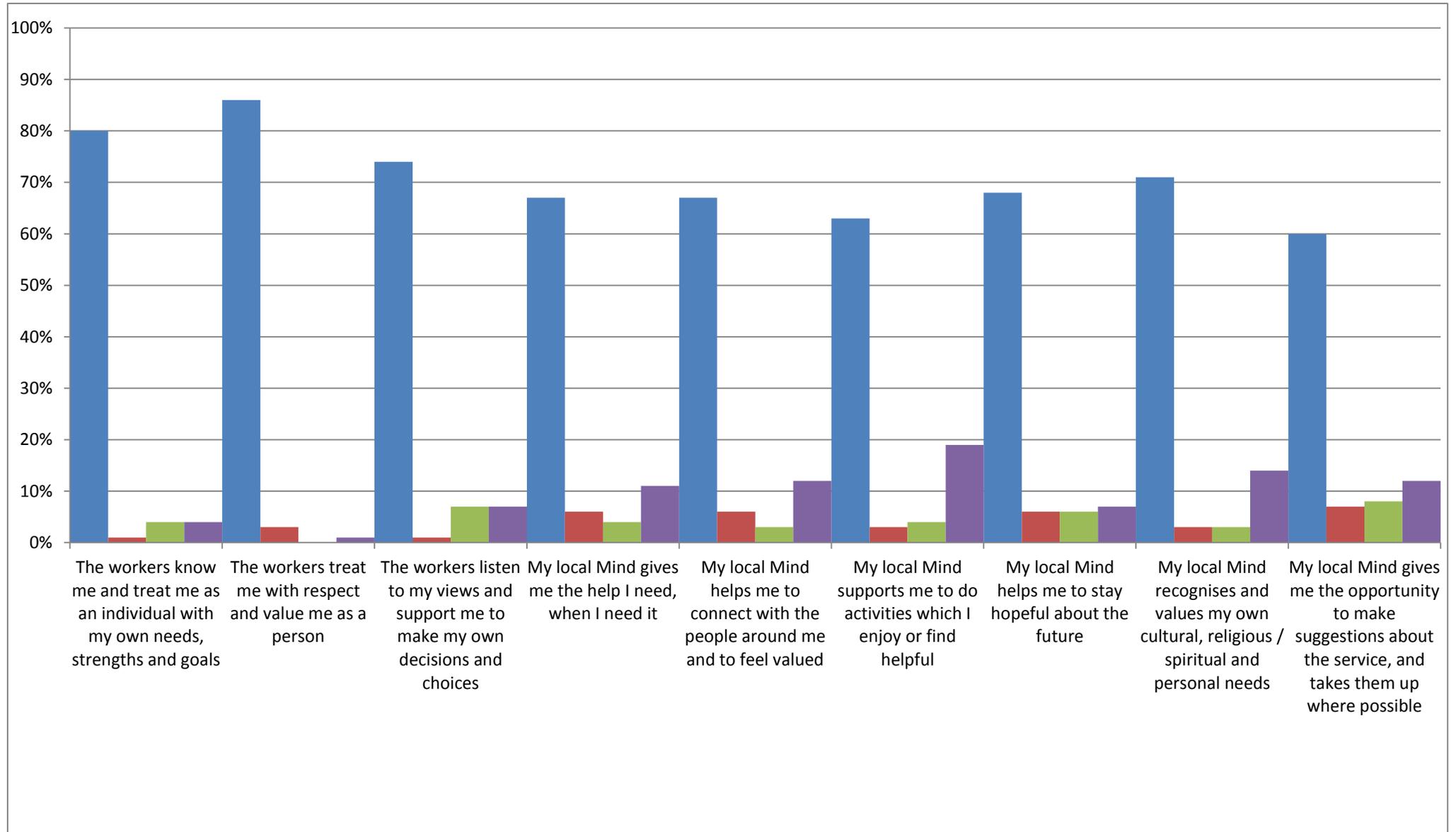
### Activities and engaging with others

A small number of respondents spoke about how the local Mind had contributed to their social networking. Respondents particularly valued the community spaces in the Mind such as the garden and café.

*"They'll always find something you can come in and participate with. Maybe the garden or the café and then you get valued for whatever you can do because they recognise it's difficult."*

*"The café especially offers great social environment."*

## Respondents' experience of LMs



Always / most of the time



Some of the time



Rarely / never

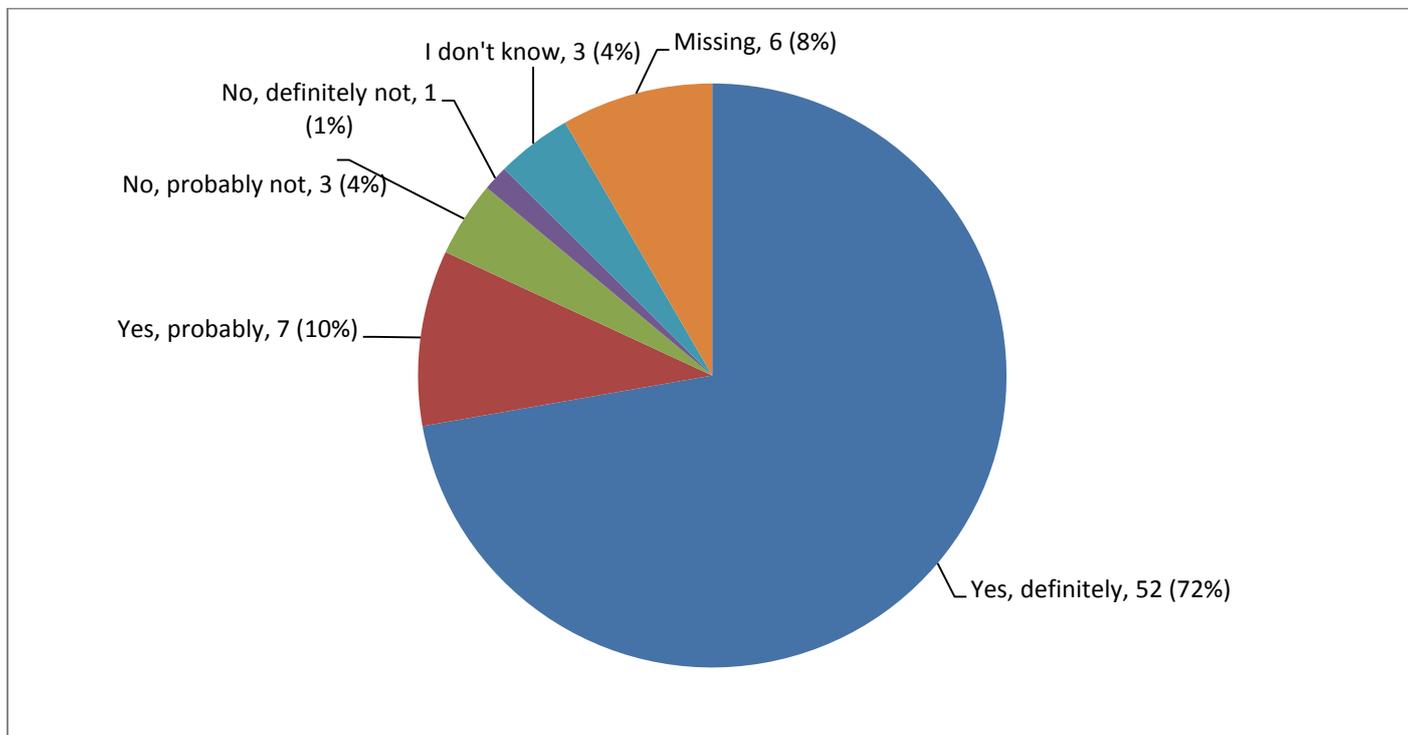


Not relevant or important to me

## Satisfaction with the LM

Respondents were asked to state whether they would recommend their local Mind to a friend or family member if they needed support for mental health issues. Again, responses were largely positive, with 82% saying that they probably or definitely would recommend Manchester Mind to friends or family, and only 5% saying that they probably or definitely would not.

### 'Friends and family test'



## Suggestions for Improvement

Around a quarter of respondents gave suggestions for improvements at Manchester Mind. Most of these related to wanting more services to be offered.

"More courses."

"It would be wonderful if they could hold group sessions for young people to attend creative arts."

"More variety."

"More outdoor things."

Finally, some respondents suggested that they would like their LM to advertise or promote themselves and the services offered better.

"I think that some services provided by Mind could be advertised and promoted more."

"Improve connections with other services, make them more aware of the information / services available."

This report is part of a larger project involving the evaluation of 20 local Minds across the United Kingdom. As well as a local report for each Mind, the McPin Foundation will also produce a final report with the collated data across all 20 LM's to send to National Mind.