**Experience of Accessing Health and Wellbeing Services in Surrey & NE Hants**

This survey has been created by the Independent Mental Health Network to understand people’s experiences of seeking support for health and wellbeing in Surrey and North East Hampshire.

We will use this information to help the local mental health trust, Surrey and Borders Partnership NHS Foundation Trust, understand where services are working well and where they are not, and how they can be improved to meet the needs of everyone in the community.  
  
We want to hear from everyone over the age of 18, whether you have accessed mental health and wellbeing support in the past or not. Please consider any past health and wellbeing service experiences you may have had when answering our questions.  
  
The survey questions will ask about 'organisations providing support services'. Examples of relevant organisations providing support could include but are not limited to: NHS services, charities, faith groups and community groups. Examples of support could include but is not limited to: specialist therapies, counselling services, peer support group, and community-based crisis support.  
  
The survey will ask about aspects of your health and emotional wellbeing experience. If you find completing this survey distressing, please take a break or reach out for support - you can reach out to someone you trust or by accessing one of the support services provided at the end of this survey.  
  
If you are a carer and completing this survey on behalf of someone else, please complete all questions with that person's information and experiences.  
  
This survey will be submitted **anonymously**, unless you choose to provide us with your contact details to discuss the topics further. If you have any questions or concerns about completing this survey, please email **charlotte.payne@surreycoalition.org.uk** or call/text **07492 249 513**.

**Section 1 – Demographic Questions**

These questions are to identify shared opinions, experiences, and barriers to support that may be prominent within particular groups of people. This information will help us highlight specific areas for improvement within mental health services.

1. Age range

18-25

26-34

35-54

55-65

65+

1. Which of the following best describes your sexual orientation?

Straight or Heterosexual

Gay or Lesbian

Bisexual or Pansexual

Prefer not to say

Other, please specify:

1. To which gender identity do you most identify?

Female

Male

Transgender Female

Transgender Male

Non-binary

Gender variant or non-conforming

Prefer not to say

Other, please specify:

1. What is your ethnicity?

White:

British

English

Welsh

Scottish

Northern Irish

Irish

Gypsy, Roma, or Irish Traveller

Black:

British

Irish

African

Caribbean

Asian:

British

Indian

Pakistani

Bangladeshi

Chinese

Nepalese

Gypsy, Roma, or Irish Traveller

Mixed:

White and Black Caribbean

White and Black African

White and Asian

Other:

Arab

Prefer not to say

Other, please specify:

1. Do you consider yourself disabled?

*For example, long-term health conditions, physical, learning, and mental health*

Yes

No

Prefer not to say

Other, please specify:

1. Do you identify as neurodivergent?

*Choose all that apply, you do not need a diagnosis*

No

Attention Deficit Hyperactivity Disorder *(ADHD/ADD)*

Autism *(ASC/ASD/Asperger's)*

Dyscalculia *(Difficulty in understanding numbers)*

Dyslexia *(Difficulty reading, writing, and spelling)*

Dyspraxia *(Developmental Coordination Disorder/DCD)*

Tourette’s Syndrome

Prefer not to say

Other, please specify:

1. Do you support someone experiencing mental or physical health difficulties who couldn’t manage without your help?

Yes

No

Unsure

Prefer not to say

1. What area do you live in?

Elmbridge

Epsom and Ewell

Guildford

Hart

Mole Valley

Reigate and Banstead

Runnymede

Rushmoor

Spelthorne

Surrey Heath

Tandridge

Waverley

Woking

**Section 2 – Accessing Support in the Community**

These questions are to gain an understanding of barriers that might deter you from seeking support.

1. Who would you reach out to if you were struggling to cope with day-to-day life at any time, for example, you felt very worried or sad or had stopped going out as much as usual?

*Choose all that apply*

Friends, Family Spouse

GP

Safe Haven

Charity Services (such as, Counselling)

Peer Support Groups

Community Leaders

Emergency Services or 111

Crisis Line or Single Point of Access

No-one

Other, please specify:

1. What do you feel are potential barriers to you seeking support when you are struggling to cope with day-to-day life?

*Enter your answer*

**Section 3 – Experience of Support in the Community**

These questions are to gain an understanding of the experiences you have had when accessing support in the community.

Please answer the multiple choice with your standard experience of services. You are welcome to detail any exceptions to your choice or example experiences in the "Would you like to provide more information?" sections.

1. I feel listened to and respected when discussing my needs with organisations providing support.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Unsure/Not applicable

1. Would you like to provide more information?

*Enter your answer*

1. I feel that organisations providing support will understand my individual needs.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Unsure/Not applicable

1. Would you like to provide more information?

*Enter your answer*

1. I feel that organisations are well-informed about issues relating to diverse needs.

*For example age, ethnicity, gender and sexual identity, disability, and other characteristics.*

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Unsure/Not applicable

1. Would you like to provide more information?

*Enter your answer*

1. I feel that organisations are well-informed about what other services are available to meet diverse needs.

*For example age, ethnicity, gender and sexual identity, disability, and other characteristics.*

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Unsure/Not applicable

1. Would you like to provide more information?

*Enter your answer*

1. I am concerned that I may experience discrimination, prejudice, or assumptions being made by organisations that provide support services.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Unsure/Not applicable

1. Would you like to provide more information?

*Enter your answer*

**Section 4 – Final Comments**

1. What would make accessing health and wellbeing support easier for you?

*Enter your answer*

1. Do you have any other comments?

*Enter your answer*

**Section 5 – End of Survey**

Thank you for completing this survey.

1. Are you happy to be contacted by a member of our team to speak with you more about your thoughts on this topic?

Yes, I am open to discussing this further

No, just submit anonymously

1. If yes, please enter your contact information

*Email or telephone number*

**Please submit this response to Charlotte Payne.**

Email: charlotte.payne@surreycoalition.org.uk

Call/text: 07492 249 513

Post:

Charlotte Payne

Surrey Coalition of Disabled People

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To learn more about this project, you are welcome to contact Co-production and Community Engagement Officers:  
  
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If you have been affected by this research, you may wish to contact your GP or the following organisations: 

* **Samaritans**  
  Call 116 123 (Open 24/7)  
  Email: jo@samaritans.org  
  Website: www.samaritans.org
* **Shout**  
  Website: www.giveusashout.org  
  Text ‘Shout’ to 85258 (Open 24/7)
* **Surrey and Border’s Mental Health Crisis Helpline**  
  Call: 0800 915 4644  
  Text: 07717 989 024
* **Safe Havens (in person and online out of hours drop-in service)**  
  Based at Aldershot, Epsom, Guildford, Redhill and Woking.  
  Website: www.sabp.nhs.uk/our-services/mental-health/safe-havens