



## Exploring views of local mental health care

**Healthwatch Nottingham and Nottinghamshire (HWNN)** is an independent organisation that helps people get the best from their local health and care services.

We recently undertook a Question of the Month to gain a greater understanding of local perceptions of mental health care.

The two questions we asked were:

- **If you, a friend or a relative had a concern about mental health, what would you do? (This was a multi-choice answer)**
- **If you have received treatment in Nottingham or Nottinghamshire in the last two years for a mental health condition, how would you rate the following?**
  - 1) **Access** - what was it like accessing help?
  - 2) **Care** - did you feel cared for?
  - 3) **Communication** - was everything clearly explained to you?

These had not been the subject of a previous evidence collection by HWNN. The aims of the questions were to identify what respondents would do if they, a friend or a partner had a concern about Mental Health and, if they had received treatment how they would rate access, care and communication.

We gathered views from local people across Nottingham City and Nottinghamshire County through face to face public events such as 'Talk to Us' points and through an online question linked to our website.

The main findings were that most respondents would contact a GP/nurse as their first choice, followed by a friend/relative or partner and thirdly speak to a Mental Health professional. Contacting 111 was in sixth place.

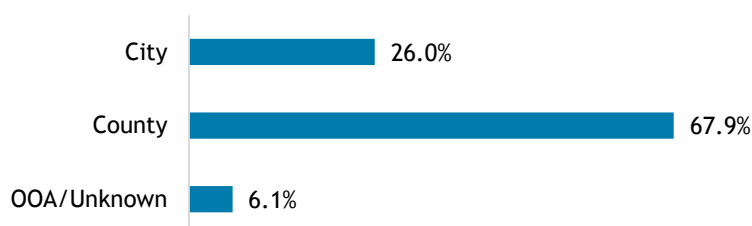
In the care and communication ratings the majority of respondents scored their experiences as five star. The ratings for access showed that more respondents rated this as three star however, only one response prevented the 5 and 3 stars being equal.

### What people said...

The total number of responses received was 439 with 26.0% (n=114) being received from residents of the City and 74.1% (n=326) from the County.

Completed Responses	No	%
Nottingham City	114	26.0%
Nottinghamshire County	298	67.9%
Out of area/Unknown	27	6.1%
<b>Total</b>	<b>439</b>	<b>100%</b>

Table 1 – source all respondents (n=439)



If you, a friend or a relative had a concern about mental health, what would you do?

*(This was a multi-choice answer).*

Answer	No	%
Contact your GP/Nurse	355	80.9%
Speak to a friend/relative or partner	211	48.1%
Speak to a mental health professional/service	208	47.4%
Search the internet for information and advice	185	42.1%
Contact Voluntary Group	84	19.1%
Telephone NHS 111	58	13.2%
Speak to Social Services	57	13.0%
Speak to a teacher	30	6.8%
Speak to a school nurse	23	5.2%
Telephone ambulance service	22	5.0%
Speak to a faith leader	21	4.8%
Other	20	4.6%
Speak to a pharmacist	20	4.6%
Visit Accident and Emergency	19	4.3%
Use a smartphone application	16	3.6%
I'm not sure	12	2.7%
Telephone Police	10	2.3%
Do Nothing	8	1.8%

Table 2 – source all respondents (n=439)

In order to account for this question having multiple choice answers, each answer was calculated as a percentage of 439 (which was the maximum number of responses that each question could receive). Respondents from out of area/unknown are included in the above table.

The top four answers (> 100 responses) for how and where individuals would access for concerns around a mental health condition were 80.9% (n=355) would contact their GP/Nurse, 48.1% (n=211) would speak to a friend/ relative or partner, 47.4% (n=208) would speak to a mental health professional and 42.1% (n=185) would search the internet for information and advice. The lowest response received was for 'do nothing' with 1.8% (n=8) indicating this preference.

Responses from City and County residents were similar with a higher percentage of County residents (51%) preferring to speak to a friend/relative or partner than City residents (36.8%).

Top 5 answers from City residents	No	%
Contact your GP/Nurse	90	78.9%
Speak to a mental health professional/service	56	49.1%
Search the internet for information and advice	43	37.7%
Speak to a friend/relative or partner	42	36.8%
Contact Voluntary Group	20	17.5%

Table 3 – source City respondents (n=144)

Top 5 answers from County residents	No	%
Contact your GP/Nurse	246	82.6%
Speak to a friend/relative or partner	152	51.0%
Speak to a mental health professional/service	136	45.6%
Search the internet for information and advice	127	42.6%
Contact Voluntary Group	57	19.1%

Table 4 – source County respondents (n=298)

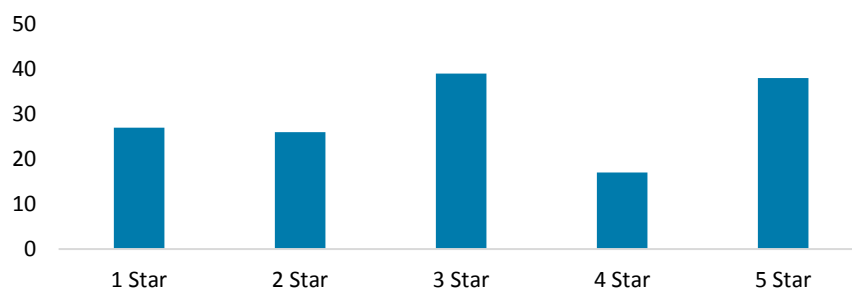
Respondents who were out of area/area unknown are not included in either of the above tables.

If you have received treatment in Nottingham or Nottinghamshire in the last two years for a mental health condition, how would you rate the following?

#### Access - what was it like accessing help?

Rating	No	%
1	27	18.4%
2	26	17.7%
3	39	26.5%
4	17	11.6%
5	38	25.9%
Total	147	100%

Table 5 – source all respondents (n=439)

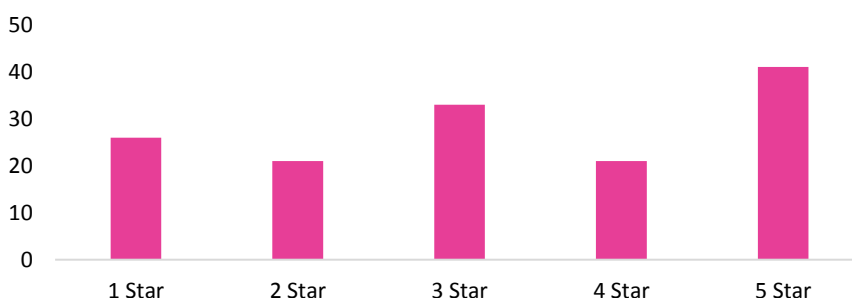


Out of the 439 respondents, 33.5% (n=147) were able to rate this. The highest number of ratings, 26.5% (n=39) being 3 stars with the second highest, 5 stars, at 25.9% (n=38). However, 36.1% (n=53) of respondents rated their experience as either one or two star.

#### Care - did they feel cared for?

Rating	No	%
1	26	18.3%
2	21	14.8%
3	33	23.2%
4	21	14.8%
5	41	28.9%
Total	142	100%

Table 6 – source all respondents (n=439)

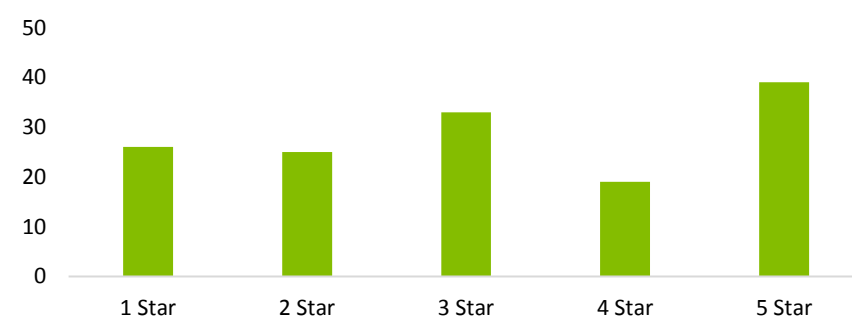


Out of the 439 respondents, 32.4% (n=142) were able to rate this. The highest number of ratings, 28.9% (n=41) being 5 stars with the second highest, 3 stars, at 23.2% (n=33). However, 33.1% (n=47) of respondents rated their experience as either one or two star.

#### Communication - was everything explained to them

Rating	No	%
1	26	18.3%
2	25	17.6%
3	33	23.2%
4	19	13.4%
5	39	27.5%
Total	142	100%

Table 7 – source all respondents (n=439)



Out of the 439 respondents, 32.4% (n=142) were able to rate this. The highest number of ratings, 27.5% (n=39) being 5 stars with the second highest, 3 stars, at 23.2% (n=33). However, 35.9% (n=51) of respondents rated their experience as either one or two star.

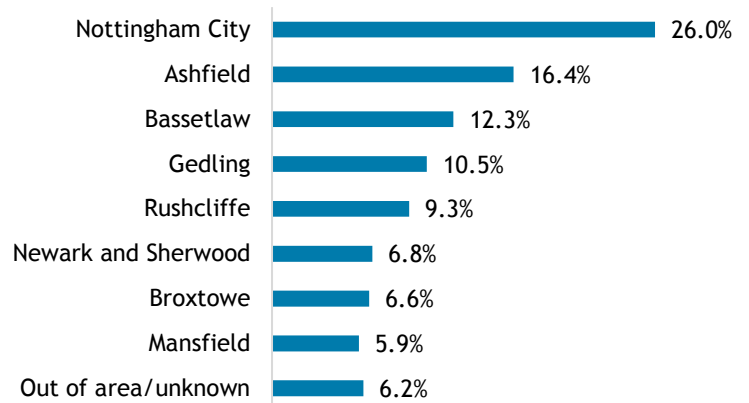
The above responses indicate that 33.5% (n=147) had received treatment for a mental health condition in Nottingham or Nottinghamshire within the last two years.

## Who answered our Question of the Month?

We received 439 responses from local people. Our respondents were 114 from Nottingham City and 298 from Nottinghamshire County. The location of 27 responses could not be identified.

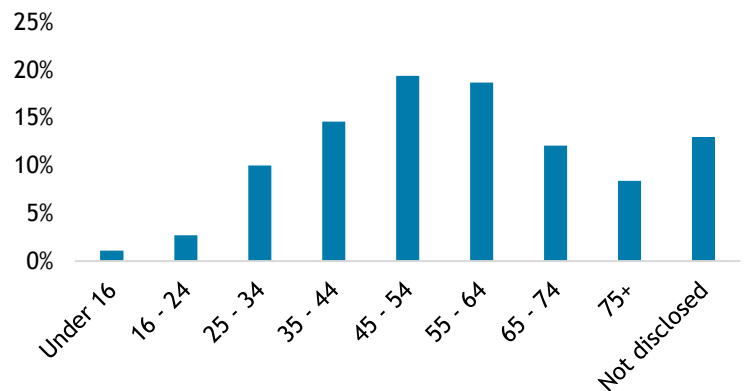
District	No	%
Nottingham City	114	26.0%
Ashfield	72	16.4%
Bassetlaw	54	12.3%
Gedling	46	10.5%
Rushcliffe	41	9.3%
Newark and Sherwood	30	6.8%
Broxtowe	29	6.6%
Mansfield	26	5.9%
Out of area/unknown	27	6.2%
<b>Total</b>	<b>439</b>	<b>100%</b>

Table 8 - Source: all respondents (n=439)



Age Group	No	%
Under 16	5	1.1%
16 - 24	12	2.7%
25 - 34	44	10.0%
35 - 44	64	14.6%
45 - 54	85	19.4%
55 - 64	82	18.7%
65 - 74	53	12.1%
75+	37	8.4%
Not disclosed	57	13.0%
<b>Total</b>	<b>439</b>	<b>100%</b>

Table 9 - Source: all respondents (n=439)



Gender	No	%
Female	297	67.7%
Male	112	25.5%
Not collected	29	6.6%
Gender fluid	1	0.2%
<b>Total</b>	<b>439</b>	<b>100%</b>

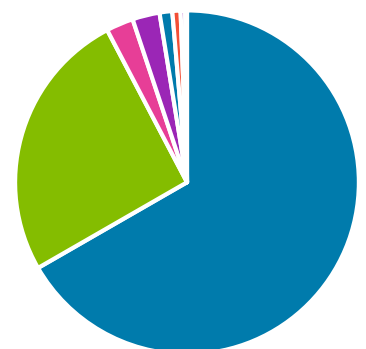


Note: 6.5% did not provide information

Table 10 - Source: all respondents (n=439)

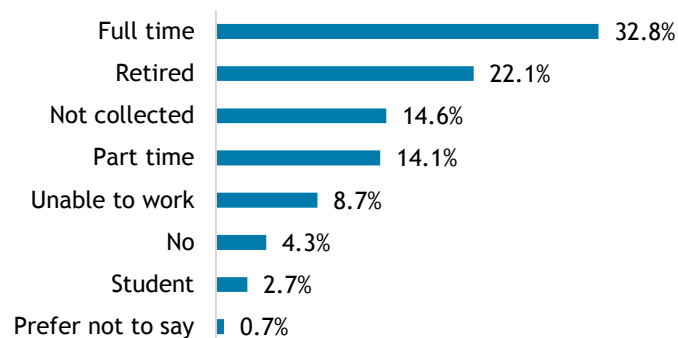
Ethnicity	No	%
White	343	78.1%
Not collected	57	13.0%
Black	13	3.0%
Prefer not to say	13	3.0%
Asian	6	1.4%
Mixed/multiple ethnic	4	0.9%
Arab	2	0.5%
South Asian	1	0.2%
<b>Total</b>	<b>439</b>	<b>100%</b>

Table 11 - Source: all respondents (n=439)



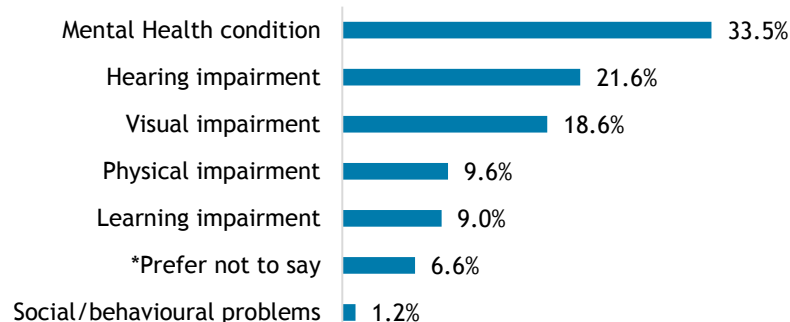
Employment status	No	%
Full time	144	32.8%
Retired	97	22.1%
Not collected	64	14.6%
Part time	62	14.1%
Unable to work	38	8.7%
No	19	4.3%
Student	12	2.7%
Prefer not to say	3	0.7%
<b>Total</b>	<b>439</b>	<b>100%</b>

Table 12 - Source: all respondents (n=439)



Disability	No	%
Mental Health condition	56	33.5%
Hearing impairment	36	21.6%
Visual impairment	31	18.6%
Physical impairment	16	9.6%
Learning impairment	15	9.0%
*Prefer not to say	11	6.6%
Social/behavioural problems	2	1.2%
<b>Total</b>	<b>167</b>	<b>100%</b>

Table 13 - Source: all respondents (n=167)



Out of the 439 respondents 35.5% (156) indicated that they had some sort of disability (\*Those who answered 'prefer not to say' were not included in this calculation).

Additionally, 16.9% (n=74) of respondents indicated that they were a carer.

## Conclusions

The main findings were that respondents would contact their GP/Nurse if they had a mental health concern, followed by a friend/relative or partner, a mental health professional and search the internet.

Contacting 111 was in sixth place with only 13.2% (n=58) choosing this option.

There was a wide range of scores in the Access, Care and Communication ratings with more than 30% of respondents scoring each of them as either one or two star.

It is evident there is further work required to explore patient experiences and gain a greater insight into how these findings could improve service development.

## Contact Us

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