

**Healthcare Commission Mental Health Service Users Survey, 2004
ACTION PLAN TO ADDRESS FINDINGS**

Issues arising from survey	Actions	Accountability	Timescale for completion
Access to out-of-hours services	<p>A Crisis/Home Treatment Team has been operational in Stroud since April 2004. Further Teams to be developed in other PCT areas. Cultural needs to be addressed by the Project Team</p> <p>New Teams to be publicised to potential Service Users, their Carers Referring and Partner agencies (both statutory and non statutory)</p> <p>Cards with useful contact numbers to be designed and printed and piloted at Milsom Street Day Centre . Numbers to include Crisis/Home Treatment Teams and other Out of Hours as appropriate.</p> <p>Two additional sites for pilots to be identified</p> <p>Evaluation of pilot</p> <p>Findings to be shared with other Care Groups</p>	<p>AWA Care Group Manager</p> <p>AWA Care Group Manager</p> <p>User Participation Facilitator / Day Centre Manager</p> <p>AWA Care Group Manager</p> <p>Pilot site managers and Audit Department</p> <p>AWA Care Group Manager</p>	<p>December 2004-5</p> <p>December 2004 -5</p> <p>November 2004</p> <p>September 2004</p> <p>November 2004</p> <p>December 2004</p>
Accommodation	<p>Feedback to Healthcare Commission highlighting the limitations of the question “in the last 12 months have you received any help with accommodation “ and suggesting more helpful alternatives.</p>	<p>Mental Health Development Manager</p>	<p>September 2004</p>
Talking therapies	<p>Care Group developing availability of psychological therapies through the</p>	<p>Deputy Care Group Manager</p>	<p>In progress and on going</p>

Appendix 3

	creation of managed clinical networks. Development of Primary Mental Health Care Initiatives	Primary Mental Health Service Lead	In progress and on going
Explanations and Having a Say	Over 84 % of Service Users felt they had definitely had enough (or to some extent enough)explanation and involvement in treatment.		
	Staff to be validated for current good practice through dissemination of results	AWA Care Group Manager	November 2004
	Good practice guidance to be highlighted with Teams	CPA Lead and Deputy Care Group Manager	November 2004
	Additional data analysis to be obtained from Picker Europe re listening skills and respect and dignity shown by Occupational Therapist , Social Workers and Psychologists .Information to be passed to Professionals Heads for action	Mental Health Development Manager	August 2004
Dissemination of Survey results	Results to Partnership Trust Board	Deputy Care Group Manger/ Mental Health Development Manager	October 2004
	Results to Clinical Governance Board	AWA Care Group Manager	October 2004
	Results to Overview and Scrutiny Committee	Director of Social Care	November 2004
	Results to Care Group Senior Mangers	Deputy Care Group Manger	November 2004
	Press release re availability of results	Communications Manager	November 2004
	Article for Partnership Matters	Mental Health Development Manager	For October edition
	Wide dissemination of results to staff	Deputy Care Group Manager	November 2004

Appendix 3

	Dissemination of results to User and Carer Groups and Partner Agencies (including Local Implementation Groups)	Mental Health Development Manger	November 2004
	Post survey results on Trust Website	Mental Health Development Manager	November 2004