



# UNIVERSITY OF LEEDS

Hello and thank you for clicking through to this survey. My name is Kathryn Berzins, I'm a researcher at the University of Leeds where I do research about mental health care.

This survey is to find out what people in the UK think about how safety in mental health care can be improved. This might include treatments like taking medications, the behaviour of service users or staff, or the ward environment.

The survey has two other purposes. I'm interested in starting up a virtual (email based) interest group to help inform our research. If you'd be interested in finding out more about this group then you can agree to receive more information.

I'm also looking for people to interview (by telephone) to ask them for more detail about their experiences and opinions. Please tell me during the survey if you would like to be contacted about this.

The survey should take about 15 minutes to complete, you can do it in more than one visit and none of your answers will be submitted to the project until you press submit. This means you can change your mind about taking part up to this point. You can skip most questions if you don't want to answer them, although I've had to make a couple compulsory to make sure you are eligible and are asked questions relevant to whether you see yourself as a (ex)service user, carer or professional. All participants can also opt to be entered into a prize draw for one of four £25 vouchers. The survey will close at 2pm on 16th December and that's when the prize draw will take place.

I hope that you will find thinking about these questions interesting. However, I know that thinking about some experiences can sometimes be upsetting. If that is the case I encourage you to contact the following sources of support: Mind infoline who provide information on a range of topics including types of mental distress and where to get help, their number is 0300 123 3393 or you can email them at [info@mind.org.uk](mailto:info@mind.org.uk).

A detailed information sheet about this study can be viewed and downloaded by clicking this link. If you've any queries don't hesitate to email me at [K.M.Berzins@leeds.ac.uk](mailto:K.M.Berzins@leeds.ac.uk) and I'll get back to you straight away.

Thanks again for your interest!

The first few questions are to check that you are eligible to take part in the survey.

**1 Do you live in the UK?**

Yes

No

**2 Have you experience of mental health services in the past two years? (As a service user, carer or professional.)**

Yes

No

**3 Do you primarily see yourself as a mental health service user, carer or professional?**

Service user

Carer

Professional

**4 For approximately how many years have you been using mental health services?**

**5 In the past two years, what service have you used the most?**

NHS community mental health team

Voluntary sector community settings (e.g. Rethink, Mind, local mental health associations)

NHS inpatient mental health services

NHS GP

Local authority services

Other

**6 Please tell me what you think are the things that affect safety in mental health care?**

**7 Why do you think these things are important?**

**8 Do you think service users or carers can do anything about these issues?**

**a Do you think mental health services can do anything about these issues?**

**9 Which issue do you think is the most important?**

**10 In your experience how easy has it been to raise concerns about safety in mental health care?**

Very easy

Easy

Neither easy or difficult

Difficult

Very difficult

**11 Could you give a reason for this?**

**12 Do you think service users should be involved in activities to increase service safety? These might include anything from reporting broken equipment to reporting drug use by other patients.**

Yes

No

Sometimes

**a Why do you think this?**

**13 Would you be willing to be involved in activities to improve safety?**

Yes

No

Sometimes

**a Can you give a reason for this?**

**14 What age range are you in?**

18-25

26-35

36-45

46-55

56-65

66 and over

**15 What is your gender?**

Female

Male

Other

**a What is your ethnic group?**

**16 Which region of the UK do you live?**

London

South East

North West

East of England

Show all (12)

West Midlands

South West

Yorkshire and the Humber

East Midlands

North East

Wales

Scotland

Northern Ireland

**17 How would you describe your mental health problem?**

**18 Have you ever been treated against your wishes?**

Yes

No

**19 For how many years have you been a carer for somebody experiencing mental health problems?**

**20 In the past two years, what kind of service has the person you care more most used?**

NHS community mental health team

Voluntary sector community settings (e.g. Rethink, Mind, local mental health associations)

NHS inpatient mental health services

NHS GP

Local authority services

**21 Please tell me what you think are the things that affect safety in mental health care?**

**22 Why do you think these things are important?**

**23 Do you think service users or carers can do anything about these issues?**

**24 Do you think mental health services can do anything about these issues?**

**25 Of the issues you have told me about, which one do you think is the most important?**

**26 Why do you think this is the most important?**

**27 Your experience how easy has it been to raise concerns about safety in mental health care?**

Very easy

Easy

Neither easy or difficult

Difficult

Very difficult

**28 Could you give a reason for this?**

**29 Do you think carers should be involved in activities to increase service safety? These might include anything from reporting broken equipment to reporting drug use by other patients.**

Yes

No

Sometimes

**a Why do you think this?**

**30 Would you be willing to be involved in activities to improve safety?**

Yes

No

Sometimes

**a Can you give a reason for this?**

**31 What age range are you in?**

18-25

26-35

36-45

46-55

56-65

66 and over

**32 What is your gender?**

Female

Male

Other

**a What is your ethnic group?**

**33 Which region of the UK do you live?**

London

South East

North West

East of England

West Midlands

South West

Yorkshire and the Humber

East Midlands

North East

Wales

Scotland

Northern Ireland

**34 How would you describe the mental health problem of the person you care for?**

**35 Has the person you care for ever been treated against their wishes?**

Yes

No

**36 For how many years have you been working in mental health services?**



**37 In the past two years, what service have you worked in? (If more than one then please select the one you have spent most time working in.)**

NHS community mental health team

Voluntary sector community settings (e.g. Rethink, Mind, local mental health associations)

NHS inpatient mental health services

NHS GP services

Local authority services

Police service

Other

**38 Please tell us what you think are the things that affect safety in mental health care?**

**39 Why do you think these things are important?**

**40 Do you think service users or carers can do anything about these issues?**

**41 Do you think mental health services can do anything about these issues?**

**42 Of the issues you have told us about, which one do you think is the most important?**

**43 Why do you think this is the most important?**

**44 In your experience how easy has it been to raise concerns about safety in mental health care?**

Very easy

Easy

Neither easy or difficult

Difficult

Very difficult

**45 Could you give a reason for this?**

**46 Do you think service users should be involved in activities to increase service safety? These might include anything from reporting broken equipment to reporting drug use by other patients.**

Yes

No

Sometimes

**a Why do you think this?**

**47 In your professional role, would you be willing to support service users in becoming involved in activities to improve safety?**

Yes

No

Sometimes

**a Can you give a reason for this?**

**48 What age range are you in?**

18-25

26-35

36-45

46-55

56-65

66 and over

**49 What is your gender?**

Female

Male

Other

**a What is your ethnic group?**

**50 Which region of the UK do you live?**

London

South East

North West

East of England

West Midlands

South West

Yorkshire and the Humber

East Midlands

North East

Wales

Scotland

Northern Ireland

**51 What is your job title?**

**52 We also would like to interview about 20 people in order to gain more in depth information about patient safety. If you would be interested in receiving further information about taking part in a telephone interview, please provide an email on which we can contact you. We will only use this email for the purposes of contacting you to invite you to take part in an interview.**

**53 Would you be interested in becoming a member of a virtual interest group about patient safety in mental health care? This would involve occasional emails from us seeking your opinion.**

**a Please provide an email address that we can contact you on. (We will only use your email to contact you about the patient safety interest group. We will not link your email with your survey data, share your information with anyone else or use it for any other purpose.)**

**54 If you have any further comments about safety in mental health care, please enter them here.**

**55 If you would like to be entered into the draw to receive a £25 gift voucher, please enter an email address below. (This email will only be used to inform the winners of the draw and will not be linked to survey responses.)**

**You have now completed the survey, thank you for your time!**