MEDIA RELEASE

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Share your views on community mental health services

Hundreds of people who have received mental health care in the community from Leicestershire Partnership NHS Trust (LPT) are being asked to share views on their care for the Care Quality Commission’s (CQC) annual community mental health patient survey.

Survey letters have been sent to more than 800 people across Leicester, Leicestershire and Rutland requesting feedback on the quality of care and treatment they have received.

The questionnaires cover areas such as medication management, day-to-day living support and communication.

Responses are completely confidential. They are managed and reviewed by an independent company, Quality Health, who will share the anonymous findings with LPT services who provide mental health care for adults, older people or young people in the community.

The Trust is urging people to respond to the survey so that their confidential responses can be used to identify areas where improvements can be made and highlight how positive experiences can be shared and built on.

Teresa Smith, LPT’s director of adult mental health and learning disability services said: “I would like to encourage everyone who receives a survey to complete and return it. Replies are anonymous and we will use the results, along with other patient and carer feedback including Friends and Family Test responses, to guide how we keep improving the quality of our services.

“Previous survey responses were invaluable in shaping some of the improvements we have made during 2015, including the introduction of an out-of-hours telephone support service for all of our adult community mental health service users, and our work in partnership with Richmond Fellowship. That’s seen the launch of Box Tree Farm, in Ratby, to provide urgent
support for people experiencing a mental health crisis, along with face-to-face and telephone support services.”

The closing date for returning surveys is **Friday 3 July 2015**. Anyone who receives a survey and has questions about it can ring Quality Health free of charge on 0800 783 1775.

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NOTES TO EDITORS
Leicestershire Partnership NHS Trust (LPT) provides a range of health and wellbeing services mainly for people living Leicester, Leicestershire and. Trust serves a population of one million, has a budget in excess of £282 million and employs approximately 5,400 staff. For more information visit [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)

For further information contact: Sheila Ashton, communications manager, Leicestershire Partnership NHS Trust, Tel: 0116 295 0042, E: [sheila.ashton@leicspart.nhs.uk](mailto:sheila.ashton@leicspart.nhs.uk)