

Freedom of Information Request: Our Reference CTMUHB_308_21

You asked:

Service-user satisfaction surveys for Local Primary Mental Health Services & Care and Treatment Planning.

I would like to request information regarding service-user satisfaction surveys for Local Primary Mental Health Services & Care and Treatment Planning under the Mental Health Measure.

The [Duty to Review Final Report](#) on the Mental Health Measure recommended that all Local Health Boards report on the outcomes of these surveys in their annual reports on Together for Mental Health. We would like to request the following information:

1. Are service-user satisfaction surveys for LPMHSS and or Care and Treatment Planning still routinely used within your Local Health Board Area?

Prior to the COVID-19 pandemic LPMHSS and Care and Treatment planning service-user satisfactions surveys were undertaken.

No surveys have been undertaken in LPMHSS since the start of the pandemic. Care and treatment planning have recently undertaken a Service-User satisfaction survey (July-August 2021).

2. How are or were the results of these surveys used to improve services?

Survey feedback is discussed within LPMHSS and Care and treatment plan operational meetings. Small changes have been made because of feedback.

3. Have any reports been produced by your Local Health Board, since April 2016, that analyses the results of these surveys?

No.

4. Please provide any reports and or data that have been produced on the results of these surveys since April 2016.

N/A.