



SUFFOLK
PARENT CARER
NETWORK

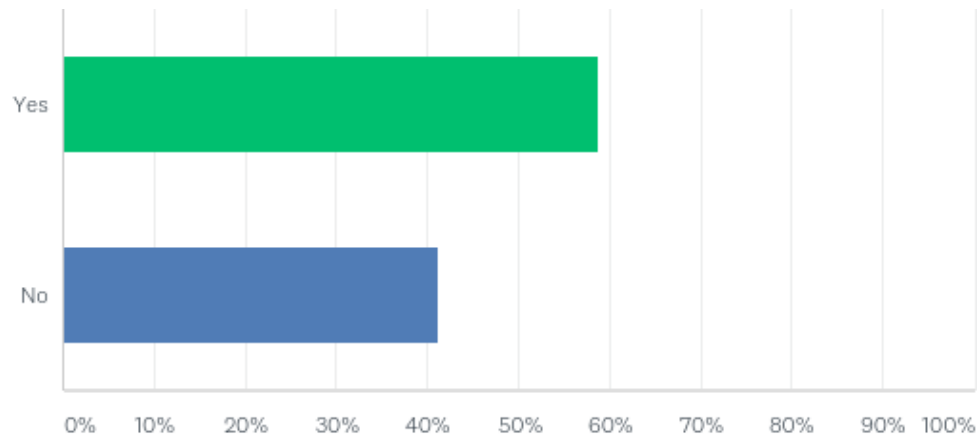


Parent/Carer experiences of Mental Health services provided by NSFT for children & young people in Norfolk & Suffolk

81 responses

Q1: In the last 12 months has your child/young person been on a waiting list to receive services from NSFT?

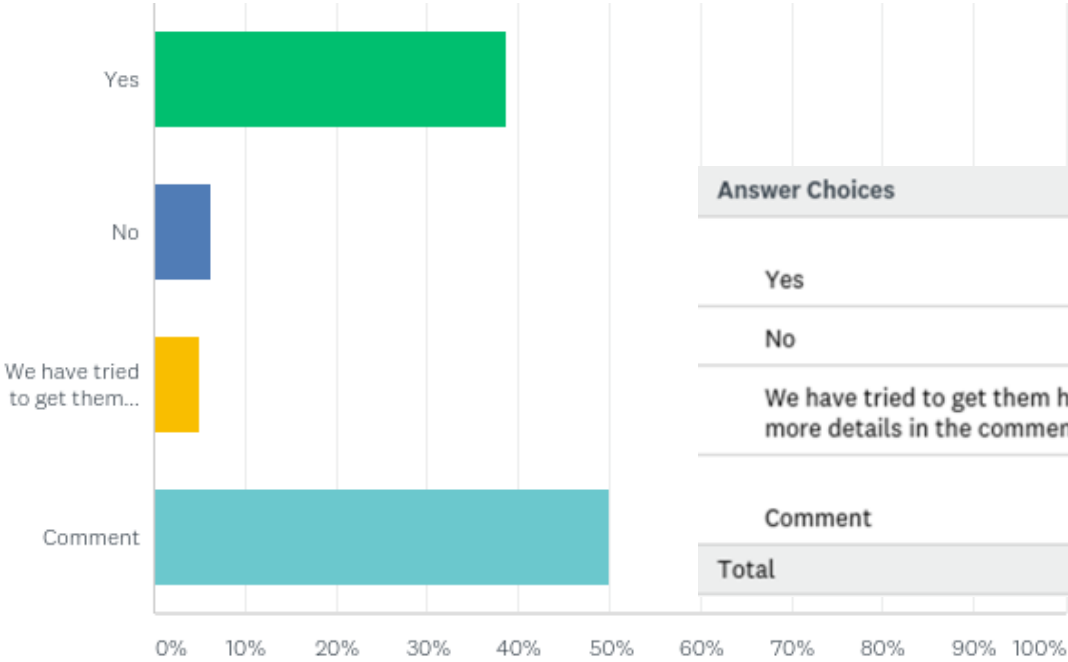
Answered: 80 Skipped: 1



Answer Choices	Responses	
Yes	58.75%	47
No	41.25%	33
Total		80

Q2: Has your child/young person received services from NSFT during the last 12 months?

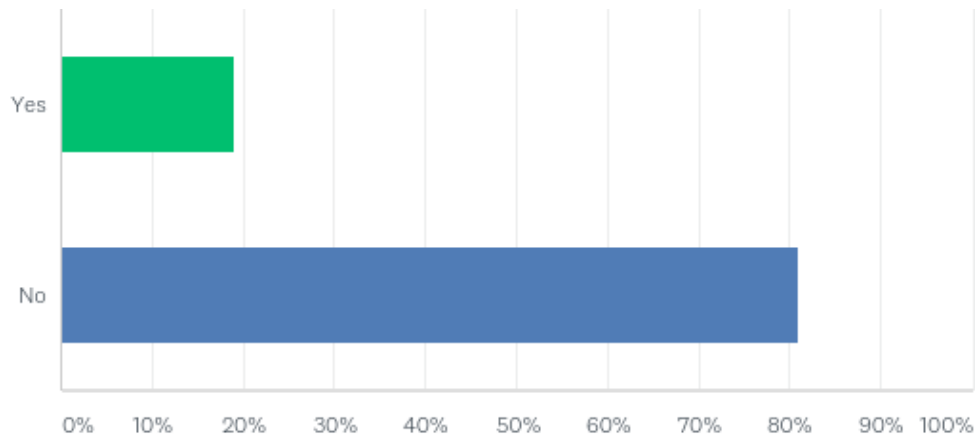
Answered: 80 Skipped: 1



Answer Choices	Responses
Yes	38.75% 31
No	6.25% 5
We have tried to get them help from NSFT but been turned away (please give more details in the comment box)	5.00% 4
Comment	50.00% 40
Total	80

Q3: If your child/young person has been on a waiting list have you been contacted by NSFT to assess whether their condition has worsened?

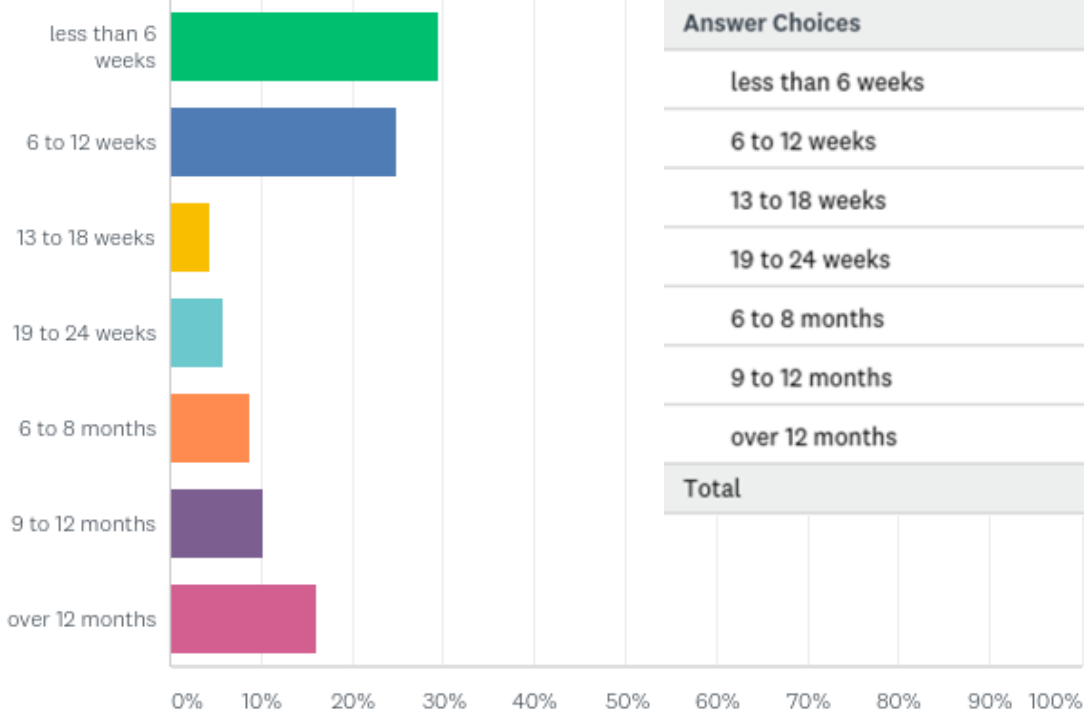
Answered: 63 Skipped: 18



Answer Choices	Responses	
Yes	19.05%	12
No	80.95%	51
Total		63

Q4: When your child/young person was referred to mental health services, how long did they have to wait before attending an assessment appointment?

Answered: 68 Skipped: 13



Answer Choices	Responses
less than 6 weeks	29.41% 20
6 to 12 weeks	25.00% 17
13 to 18 weeks	4.41% 3
19 to 24 weeks	5.88% 4
6 to 8 months	8.82% 6
9 to 12 months	10.29% 7
over 12 months	16.18% 11
Total	68

Q5: How long did your child/young person have to wait to be allocated a Care Co-Ordinator or case manager or lead professional?

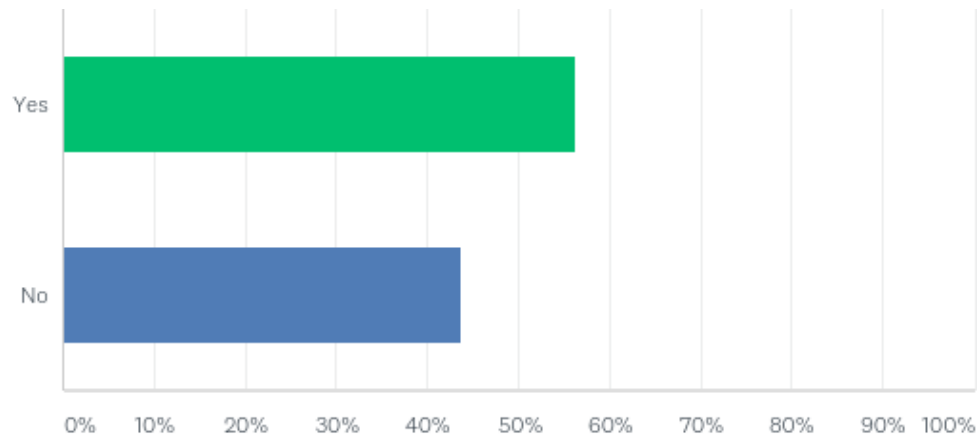
Answered: 67 Skipped: 14



Answer Choices	Responses
1 to 5 weeks	14.93% 10
6 to 12 weeks	13.43% 9
13 to 18 weeks	7.46% 5
19 to 24 weeks	2.99% 2
6-8 months	10.45% 7
9-12 months	4.48% 3
over a year	7.46% 5
Still waiting (please advise below how long you have been waiting)	38.81% 26
Total	67

Q6: If therapy has been recommended for your child/young person, were you told they would have to go on a waiting list before they could receive this?

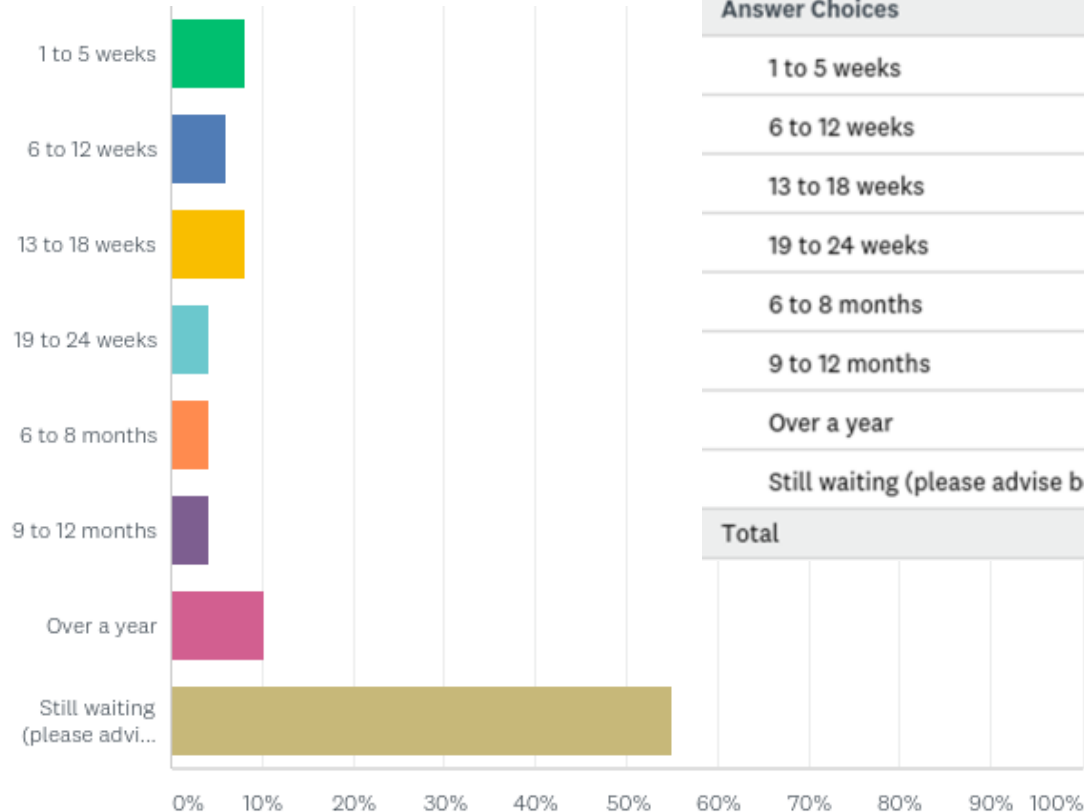
Answered: 55 Skipped: 26



Answer Choices	Responses	
Yes	56.36%	31
No	43.64%	24
Total		55

Q7: If your child/young person was on a waiting list for therapy how long did they have to wait to receive this?

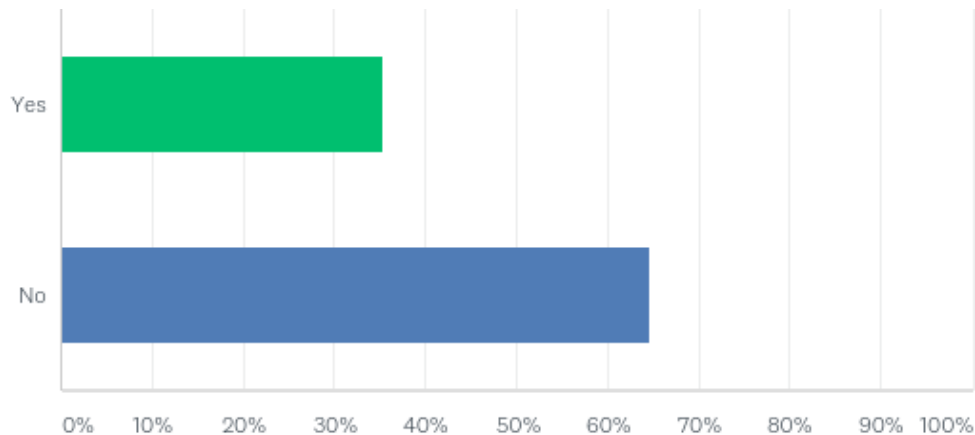
Answered: 49 Skipped: 32



Answer Choices	Responses
1 to 5 weeks	8.16% 4
6 to 12 weeks	6.12% 3
13 to 18 weeks	8.16% 4
19 to 24 weeks	4.08% 2
6 to 8 months	4.08% 2
9 to 12 months	4.08% 2
Over a year	10.20% 5
Still waiting (please advise below how long you have been waiting)	55.10% 27
Total	49

Q8: Has a type of therapy or treatment been recommended for your child/young person but NSFT have said they do not provide this?

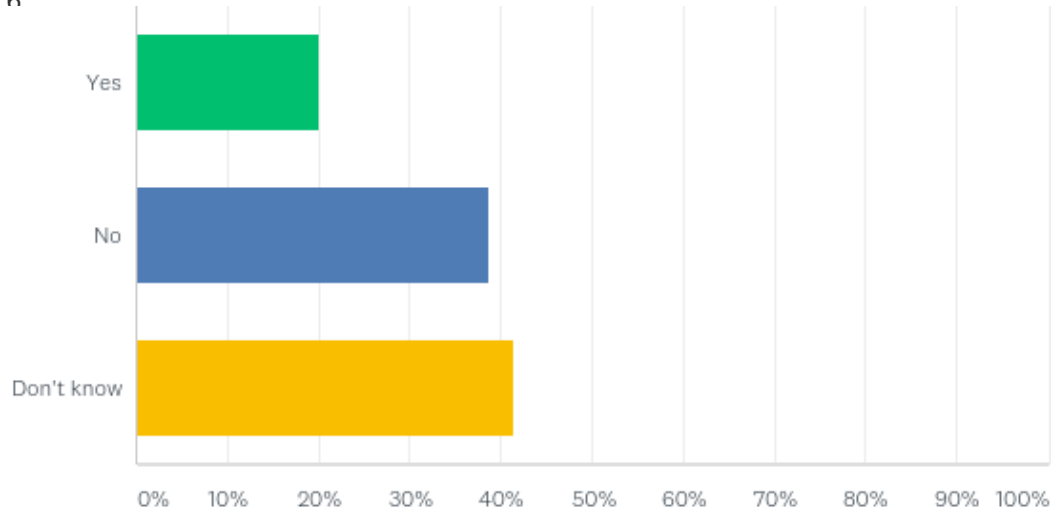
Answered: 65 Skipped: 16



Answer Choices	Responses	
Yes	35.38%	23
No	64.62%	42
Total		65

Q9: Has your child/young person had a risk assessment carried out by NSFT?

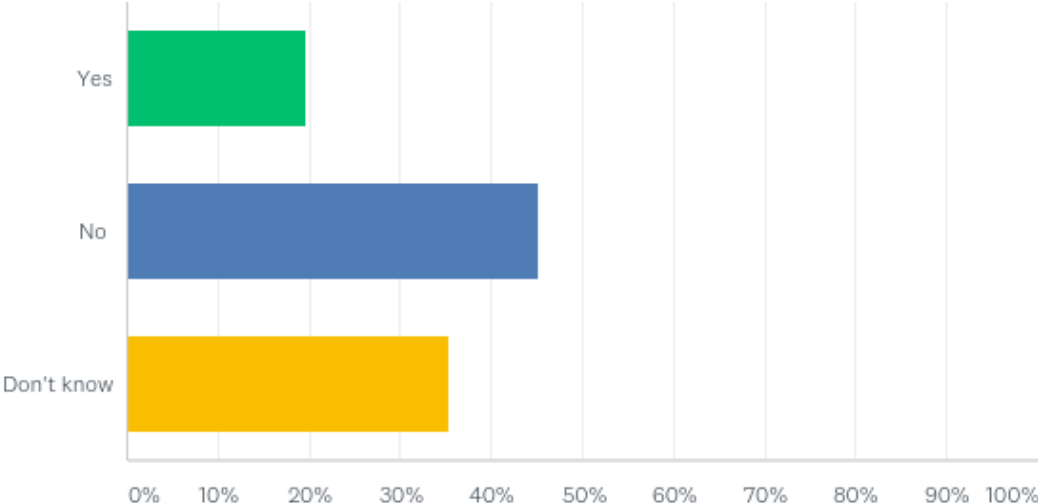
Answered: 75 Skipped: 6



Answer Choices	Responses
Yes	20.00% 15
No	38.67% 29
Don't know	41.33% 31
Total	75

Q10: If your child had a risk assessment were you involved in this?

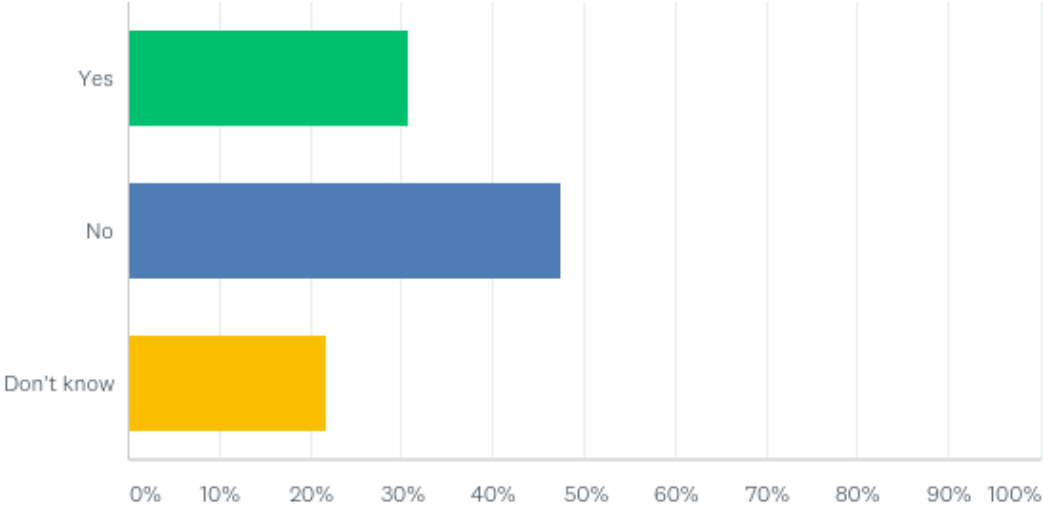
Answered: 51 Skipped: 30



Answer Choices	Responses	
Yes	19.61%	10
No	45.10%	23
Don't know	35.29%	18
Total		51

Q11: Does your child/young person have a Care Plan?

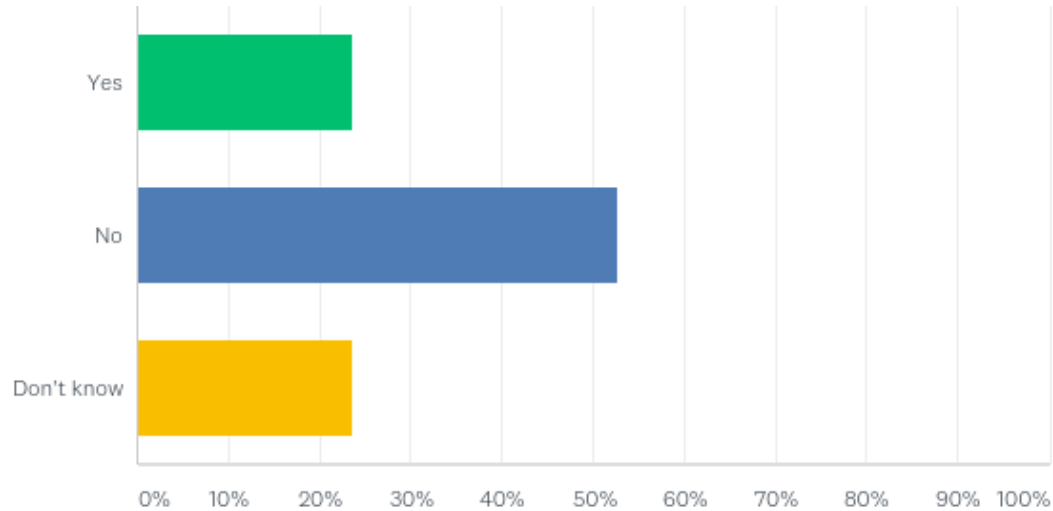
Answered: 78 Skipped: 3



Answer Choices	Responses
Yes	30.77% 24
No	47.44% 37
Don't know	21.79% 17
Total	78

Q12: If your child/young person has a Care Plan were they involved in developing this?

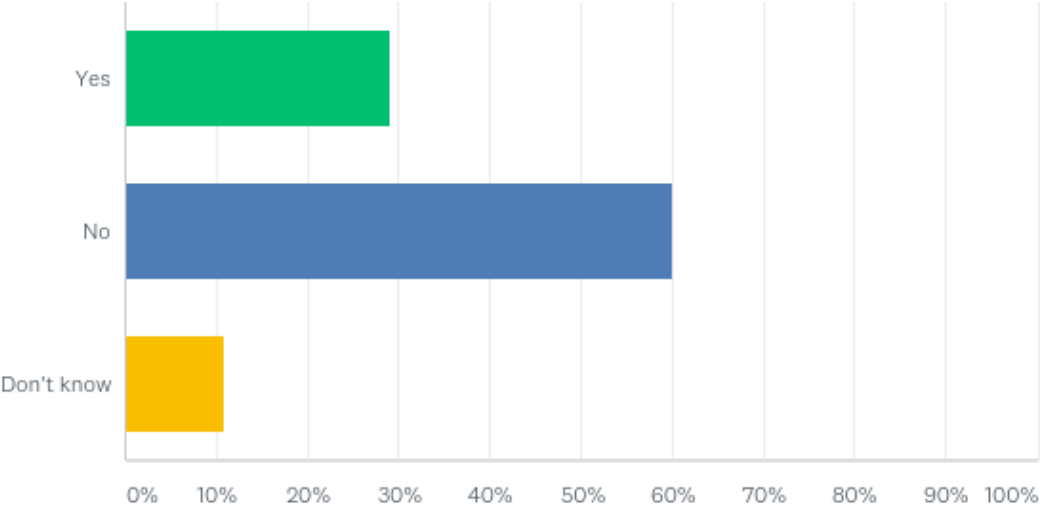
Answered: 55 Skipped: 26



Answer Choices	Responses	
Yes	23.64%	13
No	52.73%	29
Don't know	23.64%	13
Total		55

Q13: If your child/young person has a Care Plan were you involved in developing this?

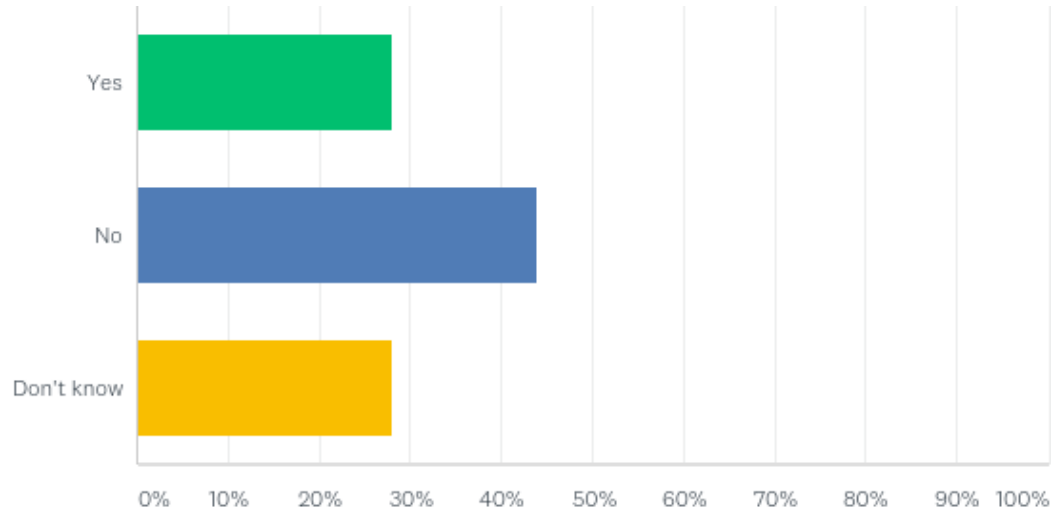
Answered: 55 Skipped: 26



Answer Choices	Responses
Yes	29.09% 16
No	60.00% 33
Don't know	10.91% 6
Total	55

Q14: If your child/young person has a care plan has this been reviewed in the last 12 months?

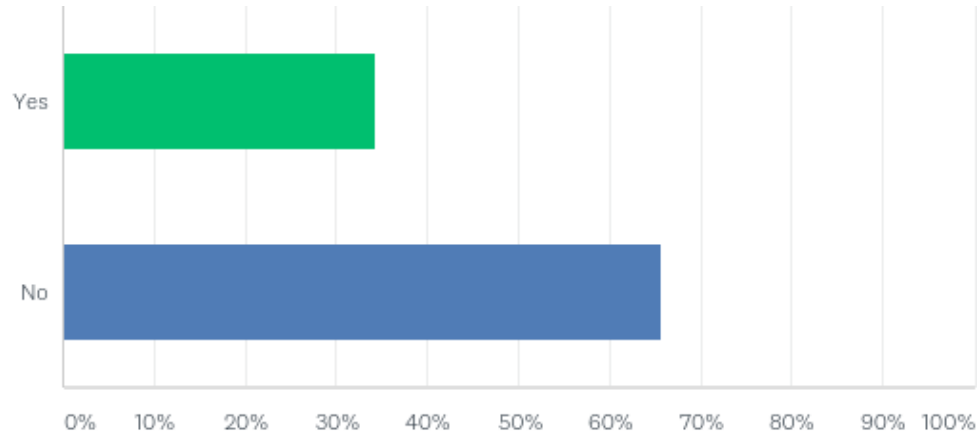
Answered: 50 Skipped: 31



Answer Choices	Responses
Yes	28.00% 14
No	44.00% 22
Don't know	28.00% 14
Total	50

Q15: Do you feel that NSFT staff involved in your child/young person's case consider you to be an 'Expert by Experience' in their care?

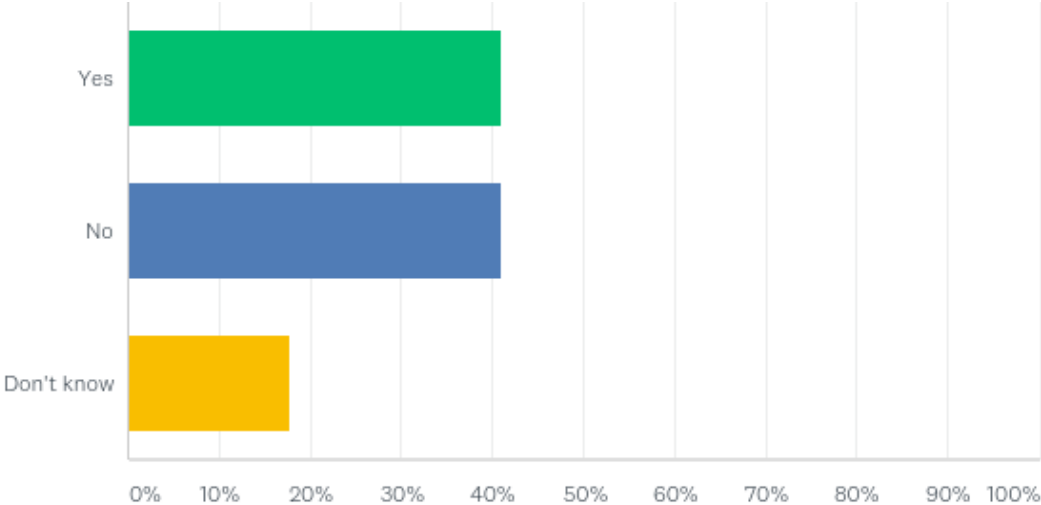
Answered: 70 Skipped: 11



Answer Choices	Responses	
Yes	34.29%	24
No	65.71%	46
Total		70

Q16: Has your child/young person been involved in their care?

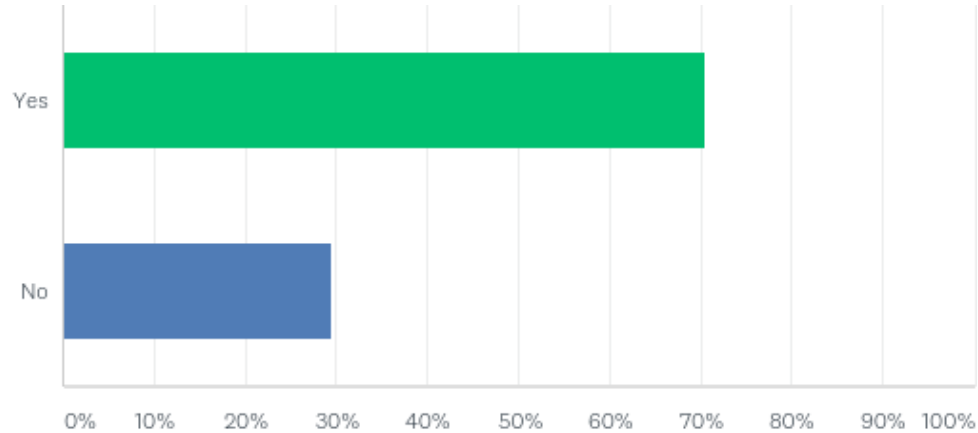
Answered: 73 Skipped: 8



Answer Choices	Responses	
Yes	41.10%	30
No	41.10%	30
Don't know	17.81%	13
Total		73

Q17: Have you been involved in your child/young person's care?

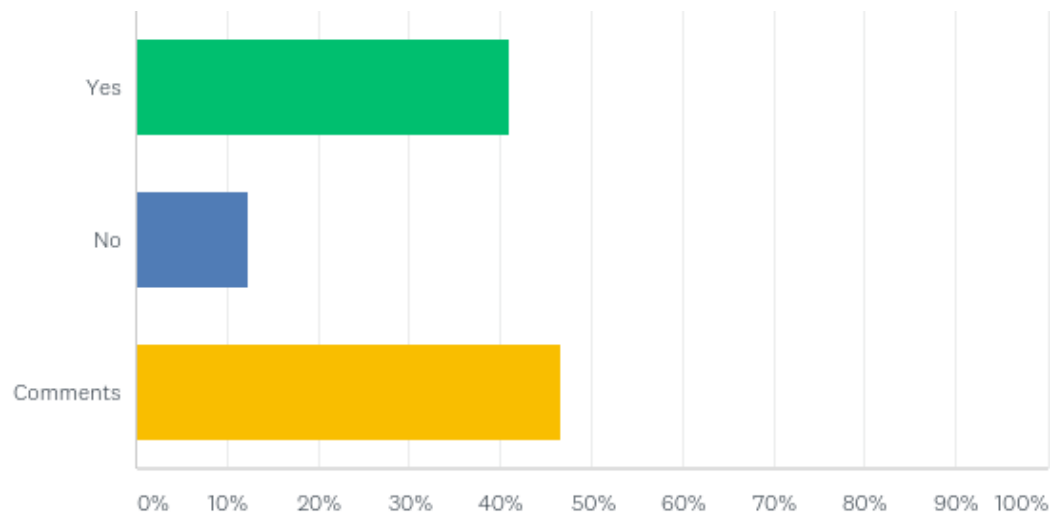
Answered: 71 Skipped: 10



Answer Choices	Responses
Yes	70.42% 50
No	29.58% 21
Total	71

Q18: Do you feel that staff involved in your child/young person's care are kind and respectful?

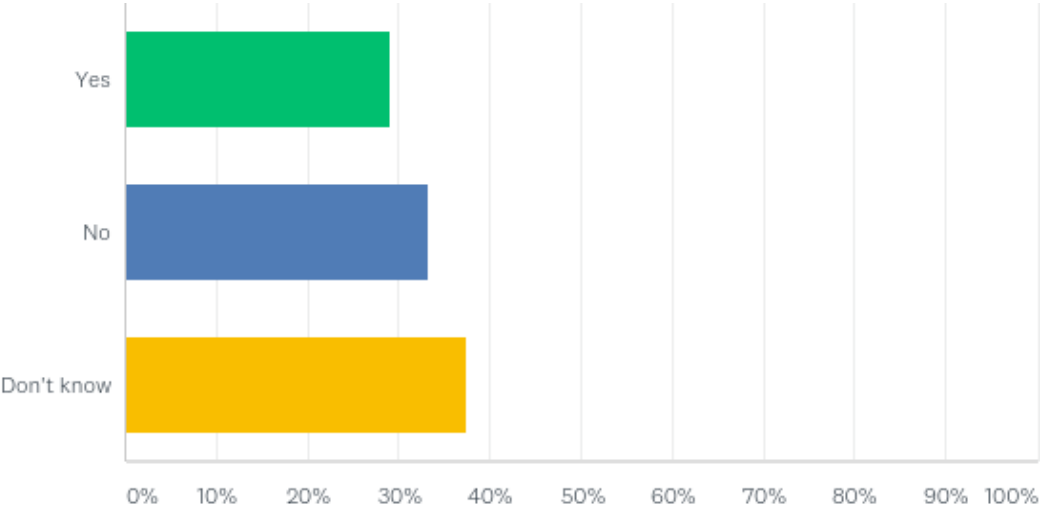
Answered: 73 Skipped: 8



Answer Choices	Responses	
Yes	41.10%	30
No	12.33%	9
Comments	46.58%	34
Total		73

Q19: Do you feel that NSFT staff blame you for your child/young person's mental health condition?

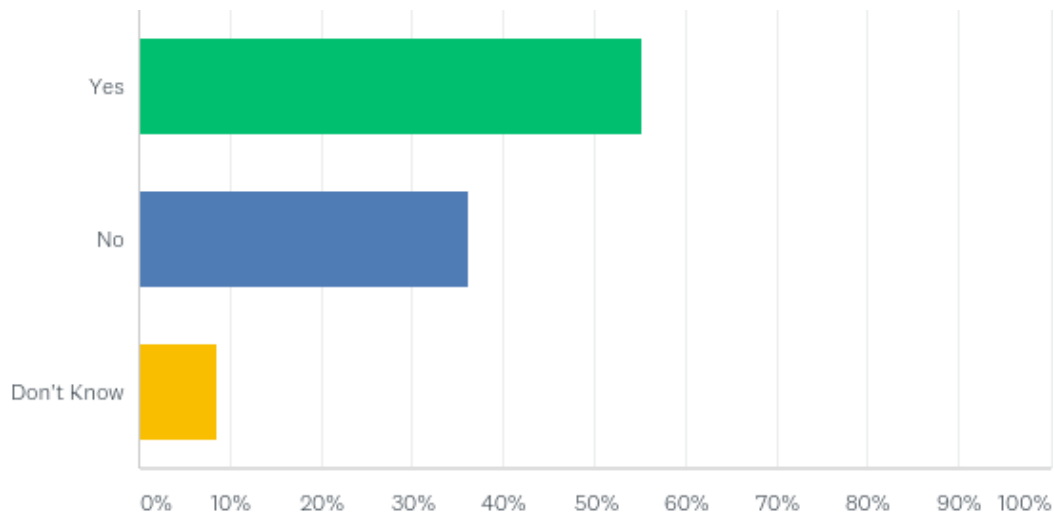
Answered: 72 Skipped: 9



Answer Choices	Responses
Yes	29.17% 21
No	33.33% 24
Don't know	37.50% 27
Total	72

Q20: If your child/young person is on medication, has this been reviewed regularly?

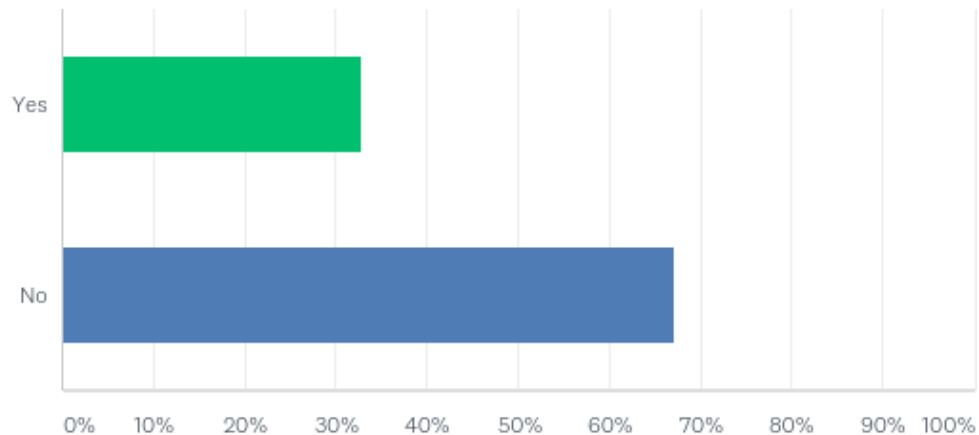
Answered: 58 Skipped: 23



Answer Choices	Responses
Yes	55.17% 32
No	36.21% 21
Don't Know	8.62% 5
Total	58

Q21: Has your child/young person had good continuity of care with the ability to form good working relationships with staff?

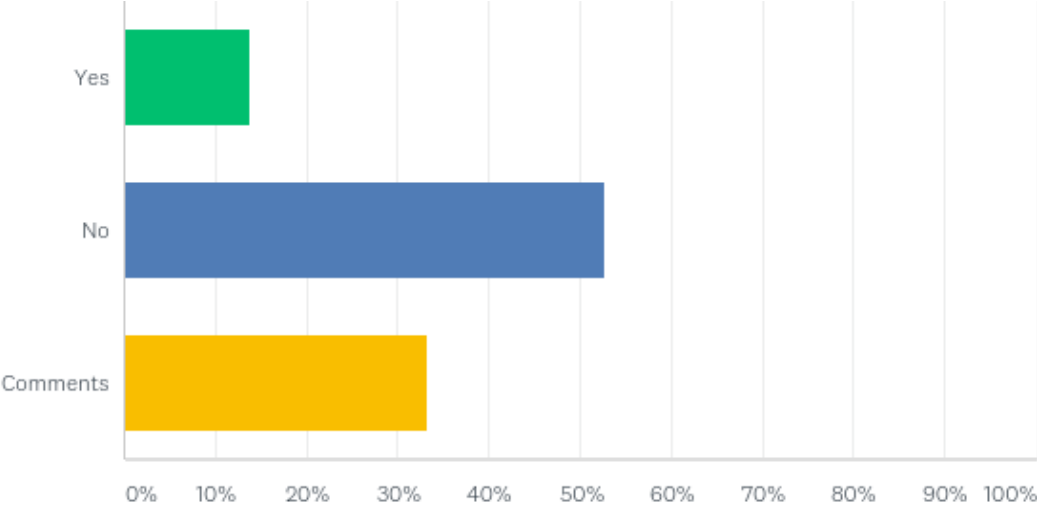
Answered: 70 Skipped: 11



Answer Choices	Responses
Yes	32.86% 23
No	67.14% 47
Total	70

Q22: Have you felt supported as a whole family during your child/young person's care?

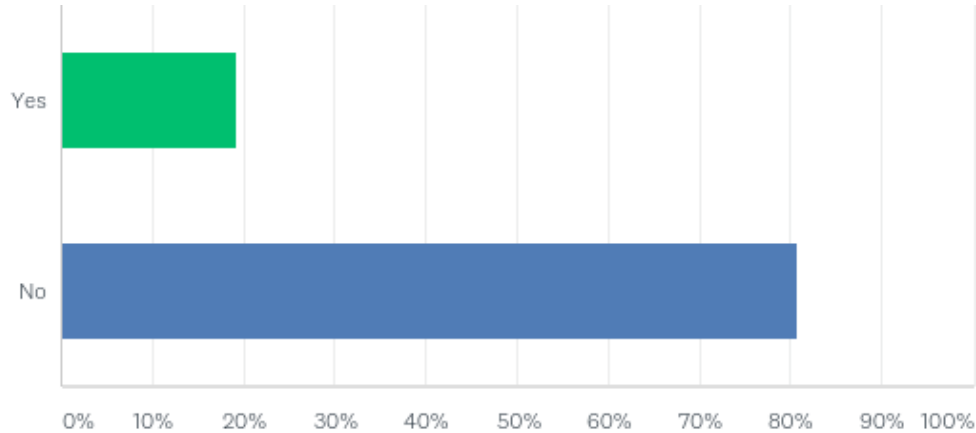
Answered: 72 Skipped: 9



Answer Choices	Responses
Yes	13.89% 10
No	52.78% 38
Comments	33.33% 24
Total	72

Q23: In the last 12 months have you been asked by NSFT to provide feedback on your experience of services?

Answered: 73 Skipped: 8



Answer Choices	Responses
Yes	19.18% 14
No	80.82% 59
Total	73

Q24: Overall how would you rate the quality and effectiveness of NSFT's care of your child/young person?

Answered: 77 Skipped: 4

Answer Choices	Responses
Outstanding	7.79% 6
Good	7.79% 6
Satisfactory	14.29% 11
Poor	10.39% 8
Inadequate	59.74% 46
Total	77

