

NEWS RELEASE

2 March 2011

FEEDBACK: LAUNCH OF ONLINE SURVEY, MENTAL HEALTH AND DEMENTIA SERVICES IN LANCASHIRE

Mental health service users and carers and members of the public with an interest in mental health services across Lancashire are being invited to respond to an online survey about mental health services. The online survey, entitled, 'Feedback' has launched today and health chiefs are keen to see people get online and respond to the questions.

PCTs across Lancashire are seeking the views of service users, carers, mental health groups, community networks and interested members of the public to help shape the future of mental health services in Lancashire.

The online, e-survey which runs to the deadline of 1st April 2011 can be completed by going to www.feedbacksurveys.org.uk/nhs

The questionnaire was developed by service users and carers from the Lancashire Mental Health Partnership Service User and Carer Involvement Group. Responses will remain completely confidential and will only be used for statistical purposes.

Background information about the review of services can be found at www.lancashirementalhealth.co.uk

The online e-survey asks questions about both current mental health and dementia services and seeks views on how services can be improved in the future.

The e-survey has been developed in response to the Joint Lancashire Health Scrutiny Committee which requested the PCTs to engage more with service users and the public about mental health services and future developments. The outcome of the e-survey will be used by the Lancashire PCT Boards and the Joint Lancashire Health Scrutiny Committee in June 2011 when they will consider the next steps for the development of mental health and dementia services in Lancashire. That meeting will also consider the results of the 'Technical Appraisal Group' which is assessing clinical evidence in order to decide what the future arrangement of inpatient services should be. The TAG is considering a range of clinical matters including outstanding issues relating to dementia and crisis services across Lancashire. Membership of the TAG includes specialist mental health clinicians, GPs and service users.

Debbie Nixon, Strategic Director for Mental Health for all five Lancashire primary care trusts, said: "We are keen to learn the views of service users, carers and interested members of the public. We cannot plan services without the views of service users and those with an interest in mental health, I am therefore encouraging people to get online and let us know your views. This e-survey is a cost effective way of obtaining those views and of course there is an option for people to contact us direct if they cannot go online".

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