


# Tell us your views on mental health care

## Community Mental Health Survey 2024

**This trust is carrying out a survey to understand what you think about your care.**



Last year we heard the views of nearly 15,000 people nationally. The results helped us to improve the quality of care and people's mental health care experiences.

## Help us to improve your services



Participation is **voluntary** and all answers are **confidential**.


If you have been invited to take part, your name, phone number, and postal address will only be used by researchers to carry out the survey. Your information and survey answers will not be shared with anyone delivering your care, and all published data is **anonymised**.

If you have any questions about the survey, please visit  
Community Mental Health Services Survey | Humber Teaching  
NHS Foundation Trust or contact the team at: hnf-  
tr.patientandcarerexperience@nhs.net / 01482 389167

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### **Why have I been asked to complete this survey?**



If you are 16 years or older and have received support from Community Mental Health Services, you may have been invited to take part in this survey. Each year, a group of patients and service users who have received Community Mental Health Services are selected at random to complete the survey. This survey is owned by the Care Quality Commission (CQC).

### **What will happen to my feedback following completion of this survey?**



Results of the survey can be compared to other Trusts around the country who take part. This is helpful to see where our Trust falls in comparison to others who provide the same services. Where areas for improvement arise, an action planning process is in place to ensure that issues are addressed to help us promote a positive experience for you.

If you have any questions about the survey, please visit [Community Mental Health Services Survey | Humber Teaching NHS Foundation Trust](#) or contact the team at: [hnf-tr.patientandcarerexperience@nhs.net](mailto:hnf-tr.patientandcarerexperience@nhs.net) / 01482 389167