

Annex 3 – Mental Health Task Group key lines of enquiry

Commissioners/providers

- How effective are public sector organisations in Surrey at promoting and enabling mental health and wellbeing in the general population?
- How effective are public sector organisations in Surrey at identifying and intervening at an early stage? Do organisations recognise signs of mental distress, and do organisations know where to signpost people?
- In your experience, how do services try to involve people in their journey through the service? Are there mechanisms to engage and involve people in their own recovery, and are there established ways for people to give service feedback?
- In your experience, to what extent do public sector organisations in Surrey take an integrated approach to the treatment of mental and physical health? Are physical health services skilled and aware of mental health conditions? Are there mental health services which specifically address mental health needs arising from physical health conditions? Are mental health services up to speed on different physical health conditions which may impact mental health?
- What progress do you think has been made on parity of esteem between the treatment of physical and mental health? Has there been extra investment in mental health services? What are the system views on mental health?
- How do patients' stories align with local data and national best practice on treatment for those with different types of mental health conditions, and what conclusions can be drawn about whether public sector organisations in Surrey support people with mental health conditions to live full and fulfilling lives, in accordance with the Community Vision for Surrey in 2030?

People with lived experience of mental health needs and their carers

- Can you describe your experiences of mental health services in Surrey? What services have you used? How recent have your interactions been? How easy was it to access those services? Have you been supported to access self-help materials? Have you experienced any stigma or discrimination?
- To what extent do the different organisations or services you are in touch with work together to help meet your needs? Do you tell your story once or multiple times? Is information shared as you would like?
- In your experience, to what extent has any treatment, care and support been focused on your needs and desired outcomes? Have you felt involved in your care planning? Are there opportunities for you to influence what services there are available and how the services you access are delivered?
- In your experience, is mental health seen by the health and social care system as being as important as physical health? Please describe any experiences or thoughts that have led you to this conclusion, and has this changed over the years?

- What services are those with mental health conditions most likely to come into contact with and how are these services equipped to provide effective support? Do they have access to key people when needed (in particular during periods of crisis)?
- How do those with mental health conditions feel about the information provided by services? Do they feel these cover the full range and scope of mental health treatments available?
- Do residents feel GPs properly understand mental health problems and are they willing/able to refer?