

**We want to know what's going well
and what could be better when using
community mental health support?**



**This is an easy read survey of people's
experience of using Community Mental
Health support.**





Who are we

Inclusion North stands for voice, inclusion and rights for autistic people, people with a learning disability and their families.

About this survey

We would like to speak to adults and their families who are using community mental health services to hear about their lived experiences and learn what is going well and what could be better.



With this information we will write a report and send it to the Integrated Care Board. The Integrated Care Board make the rules and decisions to improve community support.



Please complete the survey before **Friday 31st October 2025** to help us learn what needs to change in the community for everyone to get the right support.



This is an easy read survey for autistic people, people with a learning disability, families and carers who have experience of using community mental health services.

If you have any questions about this survey, please contact Courtney

Email: Courtney.Cooper@inclusionnorth.org

Telephone: 07572315094





How do I fill this survey in?

Email

You can fill this survey in on a computer, table or phone.

You can email it to us.

Email: Kimberly.Bellhouse@inclusionnorth.org



Post

You can print this survey off or ring and ask us to send you a paper copy.

Telephone: 0113 2444792



You can post it us.

Address: Kimberly Bellhouse, Inclusion North, Suite 12a, Unity Business Centre, 26 Roundhay Road, Leeds, LS7 1AB



How can I see what you have learnt?

Please visit Inclusion Norths website to see the report on **Monday 15th December.**



Website: <https://inclusionnorth.org/>



There are 11 questions in total

Question 1

Which service have you used?

Please tick a box

☐

Cumbria, Northumberland, Tyne and Wear NHS
Foundation Trust

☐

Tees Esk and Wear Valley NHS Foundation Trust

☐

Other



Question 2

Tell us who you are?

Please tick a box

☐

I have used community mental health services.

☐

I am a family carer





Question 3

Do you know where to go to ask for help?



Yes

☐

Sometimes

☐

No

☐

Other Comments...

Question 4

Have you received support when you asked for it?



Yes

☐

Sometimes

☐

No

☐

Other Comments...



Question 5

How long have you waited to be supported?



Weeks



Months



Years

Other Comments...



Question 6

Do you think information you have been given is accessible?

This could be the way people speak to you, give you documents or leaflets to read.



Yes



Sometimes



No

Other Comments...



Question 7

Do you feel involved with decision about your mental health?

This could be about appointments, medications and support you get.



Yes

☐

Sometimes

☐

No

☐

Other Comments...

Question 8

Have you been diagnosed with a mental health condition. If yes, do you agree with this diagnosis?



Yes

☐

No

☐

Other Comments...





Question 9
How do you feel?

Lonely

Worried

Confused



Tired

Angry

Let down

Sad

Happy

Empowered



Calm

Excited

Hopeful

Positive

Supported

Respected



Other Comments...



Question 10

What is going well with community mental health support?

Other Comments...



Question 11

What could be going better with community mental health support?

Other Comments...



End of Survey



Thank you for your time.