

PERSONAL EXPERIENCE

Have you accessed mental health related support services in Fife in the last 3 years?

Yes	29.3%	No	68.4%	No answer	2.3%
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In the last 3 years, how often have you accessed those services?

Once	Twice	3 times	4 times	More than 4 times	No answer
21.4%	11.5%	8.9%	7.8%	42.7%	7.8%

Which organisations have you approached for support in the last 3 years?

NHS Fife	94.8%	Web-based support	25.5%
Fife Council	39.1%	Other organisations	12.5%
Voluntary organisations	38.0%	No answer	0.5%
Telephone helplines	14.6%		

Which voluntary organisations?

FEAT	9.6%	Barony	1.4%	Freedom program	1.4%
Fife Carers	9.6%	Befriending service - LEAD	1.4%	Frontline Fife	1.4%
SAMH	8.2%	Bethany Trust	1.4%	Healthy Working Lives	1.4%
Alzheimers Scotland	4.1%	Breathe Easy	1.4%	KASP	1.4%
Penumbra	4.1%	Breathing space	1.4%	Link Living	1.4%
Scottish Autism	4.1%	CAB	1.4%	Local community groups	1.4%
Support in Mind Scotland	4.1%	CARF	1.4%	Maggie's centre	1.4%
Al-Anon	2.7%	Charis Counselling	1.4%	ME / CFS service	1.4%
DAPL	2.7%	Contact Point	1.4%	Relationship Scotland	1.4%
FRASAC	2.7%	Crossroads	1.4%	Safe Space	1.4%
MIND	2.7%	Day centre	1.4%	Sense Scotland	1.4%
One stop shop	2.7%	Enable	1.4%	Step By Step Group	1.4%
Samaritans	2.7%	Families first	1.4%	Victim Support	1.4%
Advocacy providers	1.4%	Fife Dementia Resource Centre	1.4%	Voluntary counsellor/NHS doctor	1.4%
Age Concern	1.4%	Fife Forum	1.4%	Women's aid	1.4%
Autism rocks	1.4%	Fife Voluntary Action	1.4%		

Which telephone helpines?

<i>Samaritans</i>	10.7%
<i>1:1 phone counselling - via employer</i>	3.6%
<i>Alcoholics Anonymous</i>	3.6%
<i>AXA Helpline - via employer</i>	3.6%
<i>Breathing Space</i>	3.6%
<i>Citizens Advice</i>	3.6%
<i>Cruse</i>	3.6%

<i>Living life</i>	3.6%
<i>ME / CFS helpline</i>	3.6%
<i>RAPE SCOTLAND</i>	3.6%
<i>Scottish Autism</i>	3.6%
<i>Social Work - Out of Hours</i>	3.6%
<i>Time to Talk</i>	3.6%

Which web-based support?

<i>Mood Café</i>	28.6%	<i>DAPL</i>	2.0%	<i>Moodzone</i>	2.0%
<i>Breathing Space</i>	4.1%	<i>FAAS</i>	2.0%	<i>Pain Association Scotland</i>	2.0%
<i>MIND</i>	4.1%	<i>Get Self Help</i>	2.0%	<i>Rape Scotland</i>	2.0%
<i>Mood Juice</i>	4.1%	<i>Hands on scotland</i>	2.0%	<i>Samaritans</i>	2.0%
<i>Scottish Autism</i>	4.1%	<i>Heads Together</i>	2.0%	<i>SAMH</i>	2.0%
<i>Aviva GP</i>	2.0%	<i>Health In Mind</i>	2.0%	<i>Schizophrenia support</i>	2.0%
<i>Beating the Blues</i>	2.0%	<i>ME website</i>	2.0%	<i>Various</i>	2.0%
<i>Beet the blues</i>	2.0%	<i>Mindfulness</i>	2.0%	<i>Web searches</i>	2.0%

Other organisations?

<i>NHS services</i>	25.0%	<i>Barony</i>	4.2%	<i>FORT referral system</i>	4.2%	<i>SAMH</i>	4.2%
<i>Privately</i>	16.7%	<i>Camhs</i>	4.2%	<i>Group telephone counselling</i>	4.2%	<i>SEESCAPE</i>	4.2%
<i>Link Living</i>	8.3%	<i>Citizens Advice</i>	4.2%	<i>Info from other service users</i>	4.2%	<i>Women's Aid</i>	4.2%
<i>Local groups</i>	8.3%	<i>Family/friends</i>	4.2%	<i>Local library for books & info</i>	4.2%		
<i>ADHD</i>	4.2%	<i>PIP</i>	4.2%	<i>Singing for the Memory group</i>	4.2%	Nothing suitable	4.2%
<i>Alcoholics Anon</i>	4.2%	<i>Richmond</i>	4.2%	<i>St Andrews Student Support</i>	4.2%		
<i>Autism support</i>	4.2%	<i>SACRO</i>	4.2%				

How would you rate your overall experience of the service/s received?

	Very good	Good	Poor	Very poor	No answer
NHS Fife	22.5%	45.1%	17.6%	11.0%	3.8%
Fife Council	14.7%	41.3%	21.3%	17.3%	5.3%
Voluntary organisations	39.7%	38.4%	6.8%	6.8%	8.2%
Telephone helplines	14.3%	42.9%	7.1%	21.4%	14.3%
Webbased support	14.3%	55.1%	14.3%	8.2%	8.2%
Other	33.3%	33.3%	0.0%	12.5%	20.8%

How easy did you find it to access mental health related support services in Fife?

Very easy 14.6%	Fairly easy 35.9%	Fairly difficult 32.8%	Very difficult 13.0%	No answer 3.6%
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If you found it difficult to access services, please tell us why

Location of services	30.7%
Lack of knowledge that services are there	67.0%
Opening times / times that services are available	27.3%
Don't think the service is suitable for me	23.9%
Cost or availability of transport to get to the services	18.2%
Other - see "Personal barriers" tab	68.2%

What would be the best way for Fife Health and Social Care Partnership to raise awareness of mental health related support services?

(Rate from 1

= favourite to 6 = least favourite)

	1	2	3	4	5	6
Public events	39.1%	16.2%	16.2%	7.8%	7.3%	13.4%
Health & Social Care website	40.2%	17.8%	15.4%	10.7%	7.1%	8.9%
On Your Doorstep	27.0%	19.5%	19.5%	13.2%	12.6%	8.2%
Social media	38.2%	16.5%	14.7%	8.2%	7.6%	14.7%
Newsletters	31.1%	20.3%	12.4%	12.4%	14.7%	9.0%
Other - see below	48.3%	10.3%	8.6%	3.4%	3.4%	25.9%

<i>GP surgeries</i>	36.8%	<i>Sign-posting to services</i>	3.9%
<i>Local press / radio</i>	10.5%	<i>TV adverts</i>	3.9%
<i>No point in raising awareness if the resources aren't there</i>	9.2%	<i>NHS newsletter</i>	2.6%
<i>Via schools</i>	7.9%	<i>Nurseries</i>	1.3%
<i>Leaflets in public places</i>	6.6%	<i>Other</i>	17.1%

FAMILY/FRIEND EXPERIENCE - 241 respondents

Gender	Female	128	Male	103	No answer	8
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Age group	Under 18	18 - 50	51 - 64	65 or older	No answer
	34	104	38	62	1

Area	Cowdenbeath	Dunfermline	Glenrothes	Kirkcaldy	Levenmouth	NE Fife	SW Fife	No answer
	17	59	43	32	26	44	14	4

In the last 3 years, how often has he/she accessed mental health related support services?

Once	Twice	3 times	4 times	More than 4 times	Not sure / no answer
24	34	21	16	93	51

Which organisations have they approached for support in the last 3 years?

NHS Fife	87.6%	Web-based support	10.0%
Fife Council	26.6%	Other organisations	9.5%
Voluntary organisations	24.9%		
Telephone helplines	10.0%	No answer	3.3%

Which voluntary organisations?

FEAT	6.7%	CAAMS	1.7%	Penumbra	1.7%
Age Concern	3.3%	CARIS	1.7%	SAMH	1.7%
Alzheimers Scotland	3.3%	Express Group	1.7%	Scottish Autism	1.7%
DAPL	3.3%	Families first	1.7%	Seal Club	1.7%
FASS	3.3%	FASS	1.7%	Spark	1.7%
Samaritans	3.3%	Fife Carers	1.7%	Support in Mind Scotland	1.7%
Aberlour Trust	1.7%	Fife Dementia Resource Centre	1.7%	Talk Matters	1.7%
Alcoholics Anomymous	1.7%	Fife Voluntary Action	1.7%	Time to Talk	1.7%
Baptist Church	1.7%	Local community groups	1.7%	Tourettes Syndrome Scotland	1.7%
Breathing space	1.7%	Money & Mental Health	1.7%	Victim Support	1.7%

Which telephone helpines?

Samaritans	16.7%	Alzheimers Scotland	4.2%	Nightline	4.2%
Breathing space	8.3%	AXA	4.2%	Parkinsons Support	4.2%
NHS24	8.3%	Childline	4.2%	SPARK	4.2%
		Nhs 24	4.2%	Work based counselling service	4.2%

Which web-based support?

Mood Café	41.7%	Cruise bereavement counselling	4.2%	Online anxiety management	4.2%
Various - not specified	8.3%	Mental Health help at hospital	4.2%	Online CBT course	4.2%
Citizens Advice	4.2%	Mindfulness	4.2%		

Other organisations?

Privately	26.1%	Local counselling service	4.3%	SACRO	4.3%
NHS services	8.7%	Local groups/clubs	4.3%	Singing for the Memory	4.3%
Family / friends	4.3%	Mental health volunteers	4.3%	St Andrews Student Support	4.3%
PIP	4.3%	School guidance staff	4.3%	Work provided mental health service	4.3%

How do you think they would rate their overall experience of the service/s received?

	Very good	Good	Poor	Very poor	Not applicable	No answer
NHS Fife	17.4%	37.8%	17.0%	16.6%	0.0%	11.2%
Fife Council	6.2%	14.1%	17.4%	7.5%	7.1%	47.7%
Voluntary organisations	6.6%	17.0%	2.9%	1.7%	5.8%	66.0%
Telephone helplines	2.1%	7.9%	1.7%	1.7%	8.7%	78.0%
Webbased support	1.7%	9.1%	1.2%	1.2%	6.6%	80.1%
Other	1.2%	3.3%	0.8%	1.2%	4.6%	88.8%

How easy did they find it to access mental health related support services in Fife?

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know / No answer
6.6%	31.5%	25.3%	19.9%	16.6%

If they found it difficult to access services, please tell us why

Location of services	33.0%
Lack of knowledge that services are there	54.1%
Opening times / times that services are available	35.8%
Don't think the service is suitable	20.2%
Cost or availability of transport to get to the services	22.9%
Other - see "Personal barriers 2" tab	26.6%

RESPONDENT DETAILS

Gender	Female	59.5%	Male	36.6%	No answer	4.0%
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Age group	Under 18	18 - 50	51 - 64	65 or older	No answer
	0.3%	24.7%	28.4%	42.7%	4.0%

Area	Cowdenbeath	Dunfermline	Glenrothes	Kirkcaldy	Levenmouth	NE Fife	SW Fife	No answer
		22.1%	15.4%	14.2%	9.8%	19.7%	4.7%	5.0%

Ethnic background

White	95.1%	Asian, Asian Scottish or Asian British	0.0%
Mixed or multiple ethnic group	0.8%	Black, Black Scottish or Black British	0.3%
Other ethnic background	0.5%	No answer	3.4%

How did you hear about this consultation?

Fife People's Panel	59.1%	Fife Council	0.8%	Fifedirect	0.3%
E-mail	9.1%	Friend/ family	1.1%	Mental Health Carers Group	0.3%
Work	7.9%	Fife Voluntary Action	0.6%	Social media	0.3%
Facebook	2.9%	Group meeting	0.5%	Twitter	0.3%
FISH	1.2%	Internet	0.5%	Other	2.4%
Online	1.2%	Fife HWL	0.3%	No answer	11.1%