



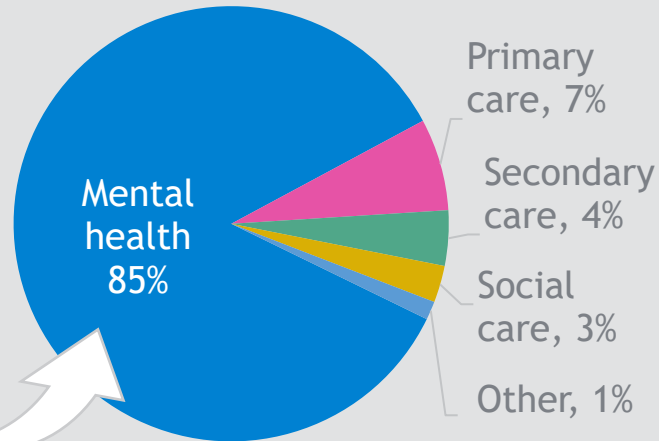
Mental Health Voice

What did people in Medway and Swale tell us?

“My therapist at CMHT is amazing and honest. I can see how disheartened he feels knowing that assessing individuals gives false hope as the reality is that support will not be put in place very quick.”

“I recently raised some concerns regarding diagnosis with the CMHT and am very glad that the doctor listened to me [and] agreed with what I was saying. I’ve been fighting for over six years ... so it’s such a relief that I’ve been heard and that a doctor agrees with me.”

Types of service we heard about



October to December 2023

62

pieces of feedback were about mental health services, **85%** of the total

Theme spotlight

Coordination and communication of care

What people told us about mental health services:

Expectations of care

- Unkept promises, such as planned phone calls not happening and plans to link with other services not being followed through.

A lack of follow-up support

- Care plans not in place or people being left with no further support after a service ended.

Information sharing

- People feeling in the dark about their treatment or not understanding why their care changed or ended due to a lack of information or clarity from services.

Sentiment of key themes in feedback about mental health services

