

Briefing Note

Title: MHST Service User Feedback Report

Date: Summer 2023

1.0 Purpose

- 1.1 In accordance with Brighter Futures for Children's (BFfC) contractual agreement with the Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care Board (ICB), the Mental Health Support Team (MHST) seeks feedback from service users and reports on it annually.
- 1.2 The MHST is expected to undertake regular service user feedback reports including parents, carers and children/young people's qualitative feedback exercises at minimum 1-year intervals to ascertain the following:
 - Awareness of the existence of the service.
 - Ability to access the service within reasonable timescales.
 - Perception of service staff approach.
 - Did the service meet their needs, if not why?
 - What was not so good about the service?
 - What are the most helpful parts of the service?
 - What were the least helpful parts of the service?
 - What improvements did the service provision make to their emotional wellbeing?
 - What changes/improvements would they like to make to the service?"¹
- 1.3 This report is intended to summarise the service user feedback from 1st August 2022 to 31st July 2023
- 1.4 Service user feedback is used to improve the MHST service offer. This collaborative partnership between people who design, deliver and commission services and people who use the services and people who need them helps to ensure that the services meet local need.

¹ From the MHST Service Specification

2.0 Summary

2.1 The MHST sought service user feedback using an online website (i.e. MS Forms).

2.2 The survey questions were designed specifically to address the areas requested by the commissioner.

2.3 Respondents were asked the following 10 questions:

- Please indicate which of the following applies to you when thinking about the MHST (e.g. parent/carer, school staff, etc).
- Please indicate which school(s) apply to you, or the referral(s) that you made, when thinking about the MHST.
- How did you find out about the service?
- What support have you received from MHST?
- How easy was it to make a referral to MHST?
- How long did you wait for MHST support?
- Please rate your experience of working with MHST staff (e.g. Excellent, Very good, Good, Satisfactory or Poor).
- Did the service you received meet your needs? What did you find most helpful about the MHST?
- What did you find least helpful about MHST and how can we improve?
- What impact has the MHST support had on the person who received it?

2.4 The link to the online survey has been shared by email or text with parents and young people who had accessed the service. The link was also shared with school staff and professionals in July 2023, as a point of reflection at the end of that academic year.

2.5 The link to the online survey was also published on the MHST website and the SEND local offer webpage.

2.6 The MHST also sought feedback from the Senior Mental Health Leads (SMHL) following their annual SMHL Network Meeting in June 2023. This feedback was collected using an online website (Mentimeter).

2.7 Respondents were asked the following 2 questions:

- What did you find helpful about today and would you encourage colleagues to attend?
- What could have been improved about today?

3.0 Conclusion / Recommendations

3.1 Please indicate which of the following applies to you when thinking about the MHST.

● Parent/Carer	39
● Child/Young Person	187
● School staff	44
● Other professional	2



Most of the feedback was provided by children/young people. The amount of feedback received this year was much higher when compared to last – 272 responses compared to 50. This shows a significant increase in the amount of people the service has reached.

Last year (2021-22)

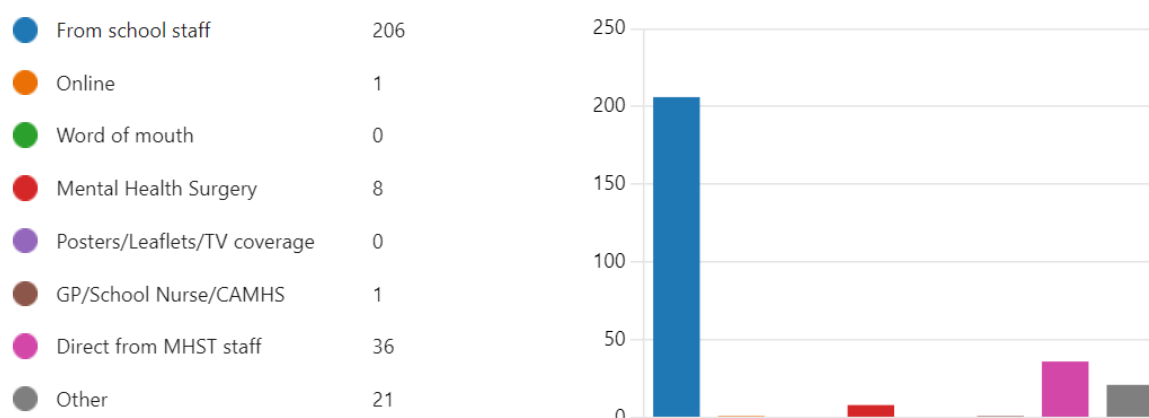
● Parent/Carer	19
● Child/Young Person	21
● School staff	8
● Other professional	2



3.2 Which school(s) apply to you, or the referral(s) that you made, when thinking about the MHST?

The top four schools where feedback was provided were King's Academy Prospect (secondary, 52), Palmer Academy (primary, 36) St Michaels (primary, 25) and Wilson (primary, 17). The next highest referring **secondary** schools were Blessed Hugh Faringdon (14) and The Wren (13).

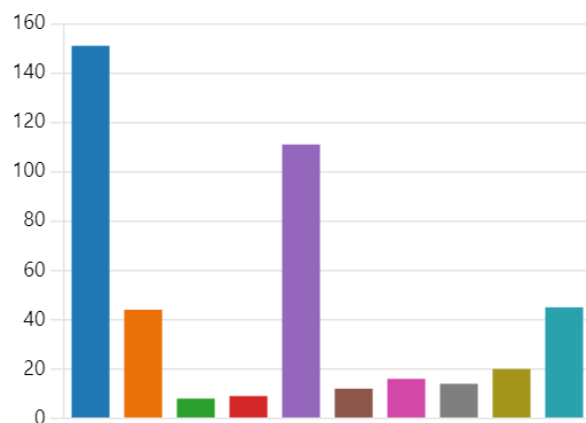
3.3 How did you find out about the service?



Most service users found out about MHST from school staff. This could mean that many referrals came from school staff who then sought consent from the parents, and then informed the child before their support session or group intervention. The increased number of people who have found about the MHST directly from MHST staff is likely to be the result of the increased number of assemblies, workshops, coffee morning and community events attended by MHST staff.

3.4 What support have you received from MHST?

Direct support from an Educatio...	151
Direct support from a Wellbeing...	44
Direct support from a Specialist ...	8
Direct support from a Primary ...	9
Group work	111
Consultation	12
Mental Health Surgery	16
Email or telephone contact	14
Parent workshop (e.g. World of ...	20
Other	45

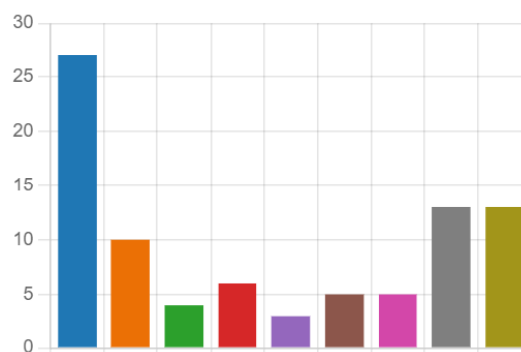


Most respondents received direct support from an EMHP, which is reflective of the majority of the workforce in MHST. Group work was the next top form of support to be delivered.

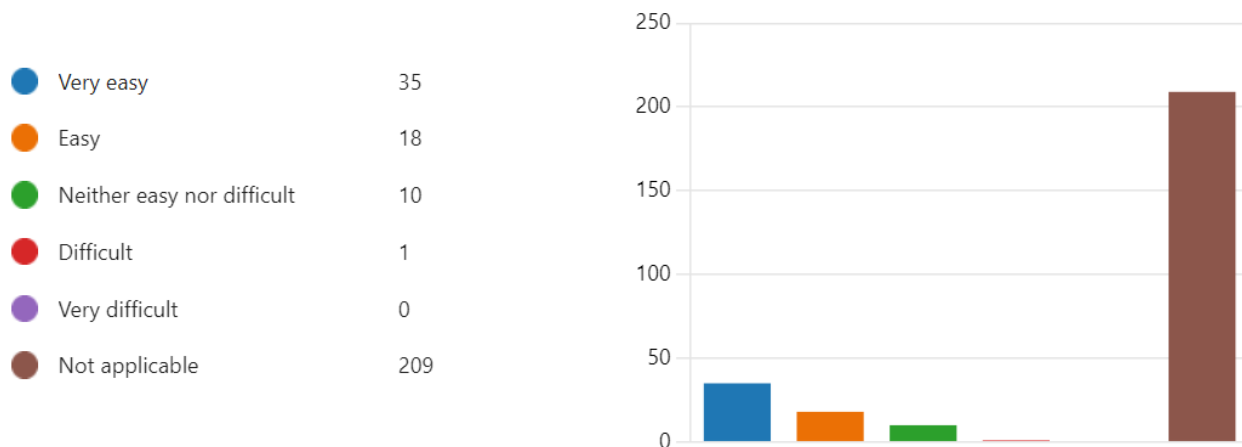
Compared with last year, these results show how we have broadened our service offer, with significantly more support being provided across all areas.

Last year – 2021-22

Direct support from an Educatio...	27
Direct support from an Outreac...	10
Direct support from a Clinical Ps...	4
Direct support from a Primary ...	6
Consultation	3
Mental Health Surgery	5
Email or telephone contact	5
Parent workshop (e.g. World of ...	13
Other	13



3.5 How easy was it to make the referral to MHST?



For those the respondents that made a referral to MHST, the majority found it 'very easy'.

There was a significant amount who advised this was 'not applicable'. This is due to most feedback being from children/young people who were referred by teachers/parents.

3.6 How long did you wait for MHST support?

0 to 4 weeks	56
5 to 8 weeks	44
9 to 12 weeks	30
12+ weeks	15
Not applicable	128



Out of those who it applied to, most waited 0 to 4 weeks for MHST support.

3.7 Please rate your experience of working with MHST staff.

● Excellent	180
● Very good	60
● Good	26
● Satisfactory	7
● Poor	0



88% of respondents rated their experience of working with MHST staff as 'very good' or above. 98% rated it as 'good' or above.

3.8 Did the service you received meet your needs? What did you find most helpful about the MHST?

Most respondents identified that the service met their needs and made the following comments:

52 respondents (19%) answered **helped** for this question.

children with anxiety
helpful things
support my child
calming
talk
session
things
Talking about my feelings
helpful
helpful bit
stress help
stories
good
anxiety
children and all family
strategies
children and parents
breathing techniques
support for parents

- “The most helpful things are the interventions on offer, the speed at which they are processed, the link that the CAMHS Clinician gives to CAMHS itself and the opportunities the MHST provides for both teachers and parents to receive advice.”
- “I found the course and contact I had outstanding. The course was adapted to the needs of the child and our family. I was listened too and questioned in order to help me consider all of the

ways we could help my daughter with her anxiety. All of the work I completed as part of the course was read carefully and then was used to help base some of the conversations we had in each session.”

- “It 100% met my needs. Our sessions felt like a conversation – we talked through things together and I felt heard, understood and respected. This had not been my experience from professionals before. I appreciated the adaptability – we met face to face and online but we also did a session on the phone when this felt easier for me”
- “Reading the stories I wrote makes me feel proud of myself and like I have done something good. The best part of working with MHST was writing a story every week and sharing feelings in our sessions. I am going to carry on sharing my feelings with other people more now. I enjoyed the sensory tuning especially using the bells.”
- “This Story Links has been so successful. It has been wonderful watching our young person open up and engage together with his father. It has helped us to discover and explore our young person’s interests, which we can now build on. It has been very positive for the school’s relationship with the parents.”

3.9 What did you find least helpful about MHST and how can we improve?

Many respondents identified no improvements, and highlighted positives within their answers. The other respondents suggested the following improvements for MHST to bear in mind for future practice:

- “Knowing what information school had put in the referral and a greater discussion with the team around the child as parents opinions can be biased. More independent observation of child by practitioner e.g., not just during assessment”
- “I’d like for them to cover more topics about how to prevent exam stress, for example how procrastination can affect exams, and how to stop it from affecting you as much.”
- “I wanted at least one session on revision and time management because I still don’t know how to plan revision.”
- “Change the referral form please as, unless you copy and paste it first, it is lost with no record once sent over and therefore cannot be logged/saved under children’s files. Could also do with not being restricted to character numbers when completing the form.”

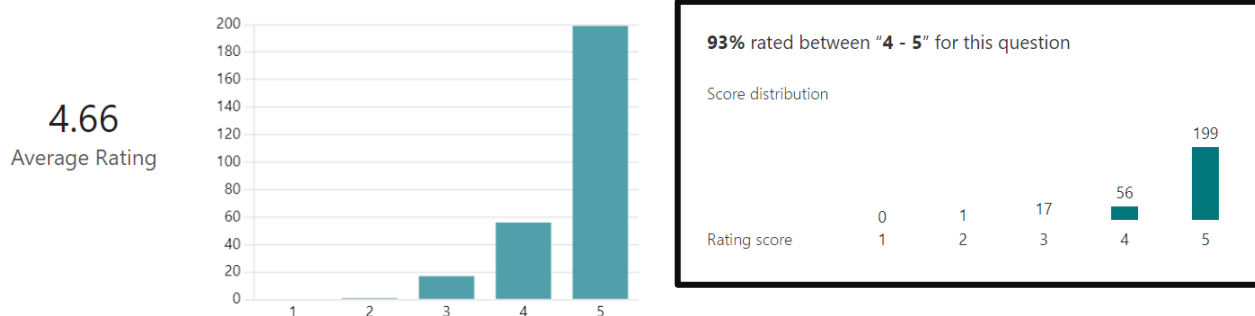
- “The office would love a record of the referral made to MHST to keep on file.”
- “Could improve the referral form so it has more characters and a way of saving as a pdf as once sent, is lost to the professional completing it.”
- “On a couple of occasions, I have referred someone with autism or with symptoms of autism who is not then given support due to this. I would like to have more support on how to help the mental health needs of autistic children.”

3.10 What impact has the MHST support had on the person who received it?

- “The help that me and my daughter have had has been amazing.- Thank you. I work in education myself and fully appreciate how under staffed and stretched these services are. The course has made me realise that with my daughter that a slightly different approach to my daughters anxiety is hopefully going to have a huge impact on her mental health and well being. I am hoping that me and my daughter will continue to work together to make long term coping strategies. I wish I had read the book and completed the course much earlier as I wish I had considered the straight forward things I have learned in anticipation of her anxiety. However, I appreciate if the child is too young they might be at the right level of development to understand how things like the step by step plan works.”
- “I’ve been going to school less anxious.”
- “A big impact on the family. I know it is not impossible to get my child to do things that make her anxious.”
- “I have made new friends”
- “A lot because my child has gone from not wanting to go anywhere or do anything to doing things independently. It’s had a great impact on him.”
- “I feel more confident and happy.”
- “Before meeting you I would have a lot of anger – now I have less anger to release”
- “It has changed me for the better.”

- “The difference in the young persons relationship with their mother is the most noticeable change since starting the story link sessions. This is also something that has been noticed by the young persons class teacher. The young person has contributed to the sessions positively and given his input throughout and appeared to enjoy the sessions as well his mother. MHST Practitioner was amazing so calming and understanding of the needs of the young person. Their knowledge and handling of the sessions I can’t fault. I know myself, the young person and his mother will miss our story link sessions. I would love to work alongside this practitioner in the future :)”
- “I’ve got more techniques that can help, like Worry Time.”
- “I am going to share my feelings with someone if I feel stressed to get help when I need it.”

3.11 Please rate your overall experience of working with MHST.



4.0 Senior Mental Health Lead (SMHL) Network Meeting Feedback

The Senior Mental Health Lead (SMHL) network meeting took place on the 28th June 2023 from 2.30pm-4.30pm. This was an opportunity for SMHLs to receive input on developments within the MHST, support moving forward in addressing health inequalities and networking between one another. The following are some of the comments received in response to the Mentimeter survey:

4.1 What did you find helpful about today and would you encourage colleagues to attend?

- “Very useful to meet in person and be reassured about similar issues or points to consider.”

- “Useful to find out how other schools are approaching the role and what’s going well. Would recommend attendance.”
- “Helpful discussion around what’s on offer – liked input from sport in mind and cultural team.”
- “Really appreciated the meeting being in person – it is much easier to allocate the time and get out of school for the meeting (no distractions!) It was great to hear from other schools.”

4.2 What could have been improved about today?

- “More time for discussion – lots of information (which is great), but not as much time for group work/moving forward on ideas or projects. Info updates could be shorter/online, group work in person.”
- “Grouping/seating separated into primary and secondary schools.”
- “Time to speak to colleagues from similar settings”
- “Like to split into secondary and primary for possible group discussions. It is however very useful to think about the transition between the two.”

5.0 Next steps/Actions

5.1 The feedback will be shared with stakeholders in September 2023.

5.2 A team meeting will be held in September 2023 to collectively discuss specific areas of feedback and how it will inform and influence the ongoing work of MHST.

5.3 MHST will explore whether there is a way that the referrer can save a copy of the referral form after submitting it.

5.4 MHST staff will attend CUES training which will widen the support we can offer for neurodiverse children and young people who may be referred to MHST. We also signpost to partner agencies such as Berkshire West Autism and ADHD Support Service.

5.5 SMHL Network Meetings will continue termly and be accessible to all Reading Schools. The feedback has been taken into account when planning future sessions.

5.6 Service user feedback will be sought throughout the next year, 2023-24. MHST practitioners will continue to give children/young people and parent(s)/carer(s) the link to the online feedback form when they close/review the client.

5.7 The link to the feedback survey will remain on the MHST website.

6.0 Actions completed in response to the last year's service user feedback:

6.1 The feedback was shared with stakeholders over summer 2022 - complete

6.2 Service user feedback was sought again throughout the year for 2022-23 - complete

6.3 MHST practitioners gave children/young people and parent(s)/carer(s) the link to the online feedback form when they closed/reviewed the client - complete

6.4 The link to the feedback survey remained on the MHST website - complete

6.5 SMHLs and SENCOs were invited to provide feedback at the end of the academic year - complete

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