

Using Child & Adolescent Mental Health Services (CAMHS) in Leicester & Leicestershire - August 2020

We surveyed 87 people across Leicester and Leicestershire who use CAMHS, to find out about their experience of the service.

Key Findings

Waiting Times



- Many people felt the time between being referred to CAMHS and their first appointment was poor. 57% of people gave a low score of between 1 to 5 (1 being totally unacceptable).
- 63% of people gave a low score between 1 to 5 for the wait between their first appointment, and treatment or a care plan beginning.

Signposting and Complaints

- Signposting to support services that can be used whilst waiting for appointments was either not received by people (52%) or said it was unhelpful (13.5%).
- 67% of people said they would not know what to do if they had a concern and 43% said they didn't know how to raise a complaint.



First Appointments



- First Appointments were a positive experience for a lot of people with 71% saying they felt listened to.
- 72.5% of people also said they knew what was going to happen next.

Care Plans and Treatment

- The delay in treatment/care plans was viewed negatively with 39% of people saying the delay added to their mental health conditions.
- Once started treatment/care plans were viewed positively. 87% of people said the treatment/care plan met their needs.



Our Recommendations

- Reduce waiting times and keep people better informed as to what they can expect
- Use better signposting and make sure everyone is aware of the support services they can use between appointments. This would lessen the impact of long waiting times for people using the service.
- Raise awareness of the ways in which patients and carers can make complaints or raise concerns about the service, with CAMHS directly or externally.
- Champion and celebrate the things that CAMHS do well to help build patient and carer confidence and trust in the service.

If you would like to look at the full CAMHS report, please visit our website

www.healthwatchll.com

Dyslexic friendly and large print versions of the report are available upon request



Thank you

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