

Young People's Mental Health in Newham



December 2019

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EXECUTIVE SUMMARY

The prevalence of mental health issues has increased on both the national and local levels, with Newham recording 5,330 young people diagnosed with a mental health condition in 2015. In 2017/2018, Healthwatch Newham spoke with 97 young people¹ to find out about their views on well-being and experiences of general health services in Newham. The data revealed a prevalent theme regarding barriers to accessing mental health services specifically. In 2019, this led to a more in-depth research project on young people's mental health in Newham.

Key findings

Where do you go for support?

- When feeling down, young people reached out for support to family (27%) and friends (26%).
- They also liked to spend some time alone. This included being online (15%).
- The least favourite places to seek support were pharmacies, hospitals, schools and GPs.

Experiences of accessing mental health support services:

- Most participants did not have first-hand experience of using mental health services. They were also unfamiliar with how mental health services work.
- Barriers to reach out for support included not being taken seriously, not knowing where to go for help, stigma and fear of being judged, difficulty talking to doctors and concerns over confidentiality.

Conclusions:

- Most young people did not have the first-hand experience of using mental health services for severe mental health issues.
- When feeling down, young people preferred approaching friends, family or go online.
- The least perceived supportive sources were schools and health services (including GPs, pharmacies, and hospitals), due to stigma and staff's attitude.
- Many did not understand how mental health services work and what standards to expect.
- Young people want services to be more youth friendly and relevant to them.

Recommendations

1. Increase awareness of existing online tools, among young people, including through social media. (ELFT and LBN Mental health Services).
2. Make information on pathways and how mental health services work more accessible to all young people is paramount to ensure young people understand the different levels of support available. (CCG, ELFT and LBN Mental health Services).
3. As young people reveal concerns around the confidentiality and privacy of their data, better information should be provided around how their data is handled. (CCG, ELFT and LBN).
4. Young people feel uncomfortable talking to professionals. Staff should be equipped with skills to better engage with young people and be perceived as accessible. (CCG, ELFT and LBN).
5. Children and Young people should be encouraged to discuss topics related to mental health and emotional wellbeing so that they learn how to articulate their feelings and feel less stigmatised when seeking help. (CCG, ELFT and LBN Mental health Services).

¹https://www.healthwatchnewham.co.uk/sites/default/files/images/young_people_engagement_report_nov18.pdf

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- Healthwatch Newham's team of staff who dedicated their time to this project.
- The (National Citizen Service) NCS in Newham who partnered with us to organise the focus groups throughout the summer.
- The young people and university students who took the time to take part in the focus groups and completed the questionnaires.

INTRODUCTION

Healthwatch Newham is part of a national network led by Healthwatch England, which was established through the Health and Social Care Act in 2012, to give service users of health and social care services a powerful voice both locally and nationally. We are the independent voice for people's views on Newham services, both good and bad. We listen to local people and feedback patient experience and liaise with local commissioners and decision makers, in order to improve services.

Emotional disorders are the most common mental health conditions, especially among children and young people from low economic and mixed ethnic backgrounds. This is relevant considering Newham is one of the most ethnically diverse boroughs in London, with more young people belonging to low-income families when compared to London and England overall. In 2017 and 2018, Healthwatch Newham spoke with 97 young people² about their general health and wellbeing. Mental health came up as one of the young people's priorities. The team decided to conduct further research to understand young people's experiences of reaching out for support and accessing local mental health services. Young people expressed concerns over the confidentiality of services, not knowing where to go for support and not feeling that they are taken seriously by health services. Therefore, they were least likely to approach school staff or GPs for support, preferring to reach out to friends and family.

The Healthwatch Newham team decided to engage with more young people in 2019 to find out in more detail about their experiences of accessing mental health support in Newham. This project aims to explore what sources of support young people reach for when feeling down, what is available to them (from what they know) and their perceived barriers to accessing those services. This project also explores how mental health services can be improved to better fit the needs of young people.

BACKGROUND

National context

The NHS conducted a national survey about the mental health of children and young people (aged 2 to 19) in 2017 showing that mental health issues among this group have increased³. Emotional disorders (e.g. anxiety, depression, obsessive-compulsive disorder, etc.) are the most prevalent type among 5 to 15-year olds. Diagnoses increased from 4.3% in 1999 to 5.8% in 2017. These disorders are often associated with lower-income households and children of mixed ethnicity⁴. This is relevant considering Newham is one of the most ethnically diverse boroughs in London, with more children and young people belonging to low-income families when compared to London and England overall⁵.

Local context

In 2015, an estimated 5,330 children and young people aged 5 to 16 years old living in Newham were affected by a mental health disorder⁶. Newham has a higher prevalence of mental health disorders in

²https://www.healthwatchnewham.co.uk/sites/default/files/images/young_people_engagement_report_nov18.pdf

³ <https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2017/2017>

⁴ <https://files.digital.nhs.uk/14/0E2282/MHCYP%202017%20Emotional%20Disorders.pdf>

⁵ <https://www.newham.info/deprivation/>

⁶ Public Health Profiles, 2016

general compared to other London boroughs. Supporting young people to lead healthy lives is one of the priorities for the next couple of years, according to the joint health and wellbeing strategy for Newham⁷. This includes supporting services with early identification of emerging mental health issues. It is important to note that most research and reports cited in this report focus on strategies to tackle severe mental health conditions, such as diagnosed illnesses. However, supporting young people's general wellbeing before any emerging mental health issues should also be a priority to prevent possible deterioration. This is recognised in the NHS Long Term Plan.

What is available in Newham?

Newham already has great initiatives in place to support their young people⁸, especially those with diagnosed mental health conditions including eating disorders units and the Children and Adolescent Mental Health Service (CAMHS) inpatient wards. There is also support available to promote general wellbeing, including advice and information sessions, physical activities and opportunities to socialise with each other. Below are a few examples:

Mental health in schools

HeadStart Newham⁹ is commissioned to support young people (aged 10 to 16) at risk of developing mental health difficulties to be more emotionally resilient, improve their mental health and therefore be less likely to receive input from specialist services such as CAMHS. The programme focuses on children and young people who demonstrate poor school attendance and punctuality, struggle to form relationships in school, display risk-taking behaviour, show emotional difficulties and lack of confidence. Children are recruited via primary and secondary schools. The programme offers creative and sports activities and mentoring programmes for children and young people, training for parents on how to improve their children's mental wellbeing, and training for school staff on the Academic resilience approach to identify children and young people who could benefit from extra support.

"HeadStart has reached over 2,200 children and young people since its inception in 2016, has trained over 2,500 school staff in 50 schools and developed 194 local champions for the programme."

Newham Future in Mind Transformation Plan, 2015-2020

Specialists services (CAMHS)

CAMHS in Newham, jointly commissioned by Newham Clinical Commissioning Group (NCCG) and London Borough of Newham (LBN) provide specialist emotional and mental health services in a range of disciplines for children and young people including, family therapy, youth offending team, substance misuse provision, eating disorder service, Learning disability support, assessment and intervention of mental health issues such as depression, psychosis, PTSD and others. This includes both community services and inpatient services (e.g. Coborn Centre).

Investment in training staff

Through 2018 and 2019, an estimate of 341 staff across the education, voluntary, statutory health and social care sectors received training to promote positive mental health for Newham residents. Of those around 240 trained in the Safe Talk suicide prevention, the mental health first aid and First Aid Lite programmes. In the hospital, 100 staff both clinical and non-clinical took part in the 'We Can Talk'¹⁰

⁷ newham.gov.uk/Pages/ServiceChild/Health-and-wellbeing-strategy-consultation.aspx

⁸ newham.gov.uk/Documents/Council%20and%20Democracy/NewhamFutureInMindTransformationPlan.pdf

⁹ headstartnewham.co.uk/

¹⁰ <https://wecantalk.online/training/>

training co-delivered by mental health experts and young people to highlight the emotional and mental health needs of children and young people who are in hospital¹¹. Additional staff were also trained by the Local Pharmaceutical Committee to become local young people's mental health champions⁷.

Online services for children (10-16)

Most recently, the online service Kooth¹² has been commissioned. It is a free online counselling and emotional well-being support service providing young people aged 10-16 years (up to 17th birthday) with a free, safe and secure means of accessing support with their emotional health and wellbeing from a professional team of qualified counsellors. Kooth is a well-established and award-winning online counselling service and is accredited by The British Association of Psychotherapy and Counselling (BACP). This service is open every day with no referrals nor waiting lists.

Online services for young people (16-24)

The app NHS GO, aimed at 16-25-year olds, was developed in 2016 by the CCGs across North East London. It helps young people find information about local health and wellbeing services, including mental health, sex and relationships, healthy eating and puberty. Mental health is one of the top searches. It won the Patient Experience Network National Award for 'Championing the Public' recognising how well it was co-designed with young people.

Youth clubs and activities

In Newham there are a total of 17 young clubs/community centres¹³ for children and young people. Most are aimed at 10 to 19 year-olds and offer a space for children and young people to socialise after-school and during the weekends. Clubs such as the Renewal Programme offer sessions of advice, guidance and support, video games, drop-in health and wellbeing workshops and other board games¹⁴. There are also weekly activities targeted at young people with special educational needs and disabilities aged 16 to 25 years old specialised in learning through socialisation¹⁵.

¹¹ <https://wecantalkonline.files.wordpress.com/2017/09/bh7017-we-can-talk-a4-v3.pdf>

¹² <https://www.kooth.com/>

¹³ <https://www.newham.gov.uk/Pages/Services/Young-peoples-drop-in-activities.aspx>

¹⁴ <https://www.renewalprogramme.org.uk/pages/category/youth>

¹⁵ <https://www.aston-mansfield.org.uk/what-we-do/working-with-young-people/young-achievers-group/>

METHODOLOGY

To explore the experiences of young people accessing mental health services, Healthwatch Newham used a mixed-methods approach to gather views. Participants completed questionnaires, engaged in short activities and took part in focus groups to discuss their experiences, perceived barriers to accessing services and ways which services could be improved. The responses from the focus group were examined using a thematic analysis technique (Braun & Clarke, 2012), which seeks patterns or themes within the data. Please, bear in mind that percentages shown in the findings are based only on the participants who answered that specific question and not on the total sample of 111 young people.

Materials and data collection

This report used 3 questionnaires designed by the Healthwatch Newham team which can be found in Appendix I. Two of the questionnaires collected quantitative data. The first questionnaire inquired about experiences of accessing mental health services and making a complaint (Appendix I.I). The second asked about young people's views on the current mental health services (Appendix I.II) and the last questionnaire focused on qualitative responses of their experiences overall of mental health services (Appendix I.III). Young people could choose to complete either all 3 questionnaires or just some. Questionnaire data was collected during the 3 focus groups and at the Newham Show in July 2019.

Healthwatch Newham engaged with the National Citizen Service (NCS) in Newham, in which 3 focus groups were delivered with young people. These took place from July to August 2019 with 1 facilitator and 1 scribe. 3 semi-structured questions were used with all groups and discussions lasted for 1 hour. The questions focused on where young people would go for help, barriers to accessing health services and how services could be improved to make it easier for them. A graph in which young people could use stickers to vote was used for the first question (Appendix III). The insights were used to complement the quantitative analysis.

Also, in November 2019 Healthwatch Newham engaged with University of East London (UEL) students at their three Health and Wellbeing fairs. Students were asked to vote on the main issues that concerned them on the 'stress wheel' (Appendix II). They were also asked if they were aware of the new Stratford sexual health centre and the self-management programme in Newham pharmacies.

Profile of young people

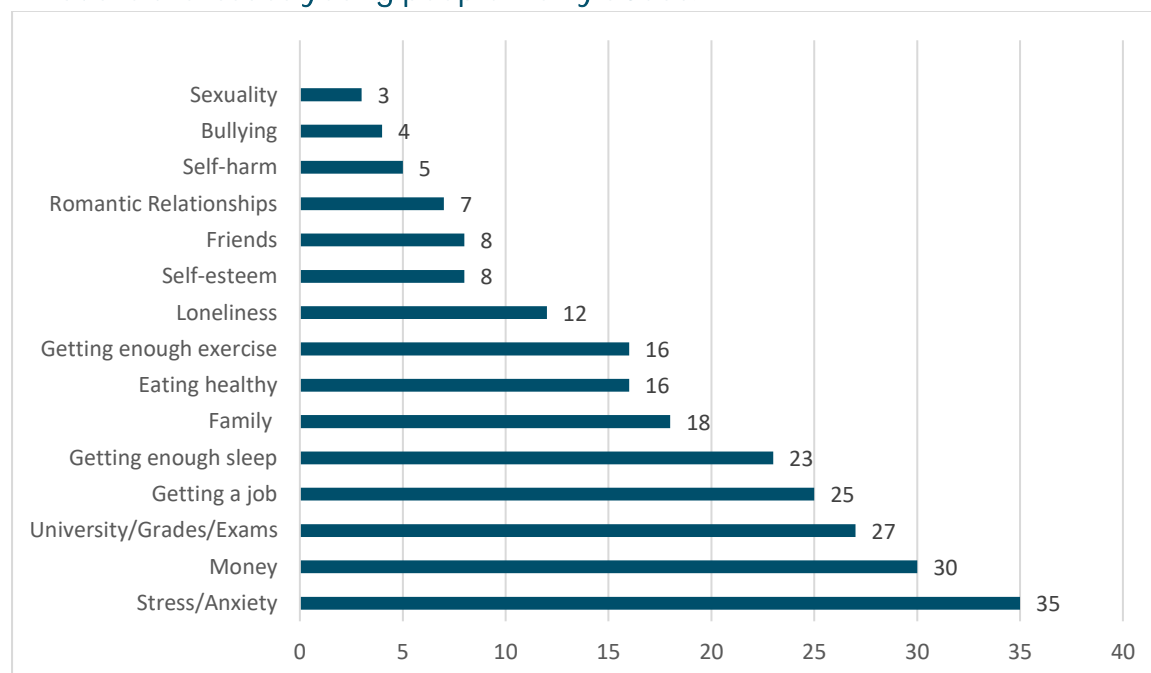
As these were short sessions, we did not ask for diversity information from the young people, however, they were aged between 14 to 25 years. There was a total of 111 participants, of which 36 were reached through the NCS, 15 from the Newham Show June 2019 and 60 from UEL's health and wellbeing fairs in November 2019. All sample groups except the university students were given the choice of completing the questionnaires. The responses from the focus group were examined using a thematic analysis technique (Braun & Clarke, 2012), which seeks patterns or themes within the data.

Healthwatch DISCLAIMER:

This report is representative only of the views of the young people who took part in the engagements described in this report.

FINDINGS

What are the issues young people worry about?



Graph 1. What issues do young people mainly worry about

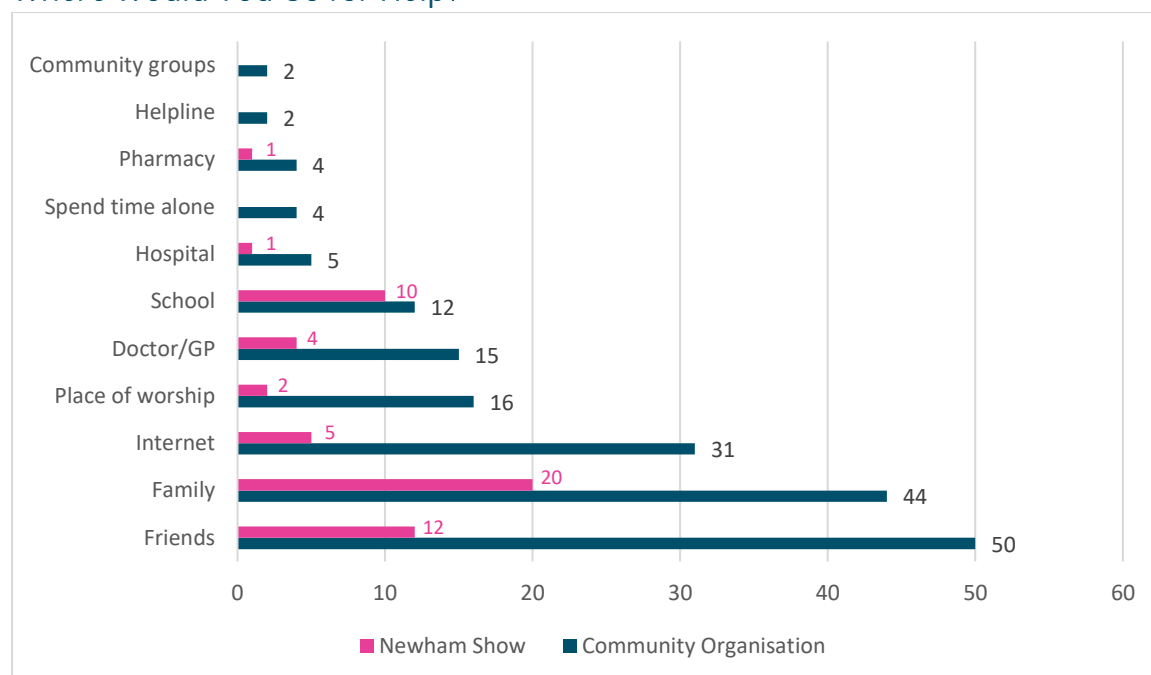
This question was asked to the UEL's students during their 3 Health and Wellbeing Fairs throughout November 2019. Students could vote for more than 1 issue or suggest topics/issues not presented on the wheel (Appendix II). The top three issues that young people voted for were general anxiety and stress (15%), money (13%) and university grades and exams (11%). Most of the extra feedback came from international students and young parents. International students discussed the stress of paperwork related to their legal status in the country, including sorting their visa and process for when they graduate. Finding social support in London was also a difficulty and students felt a lack of belonging. Young parents worried more about their young children, securing council housing, making sure they can juggle children with the university workload and paying their bills.

A few students shared their worry about “*feeling invisible*” in their communities. Most students were aware of the psychological support offered at university. However, many were not sure how to articulate their feelings and had difficulties in recognising when it was the right time to seek psychological support. It is important to note that young people also identified issues such as self-harm (2%), bullying (2%), self-esteem (3%) and loneliness (5%) as some of their worries. These are all risk factors associated with depression and suicide in this population (Orth et al., 2008; Hertz et al., 2013; Matthews et al., 2016).

“It is hard... especially if no-one notices you or bothers to ask you if you are Ok even when you are not! It doesn't make you feel like talking about your feelings and speaking up.”

Students were also asked whether they were aware of the sexual health hub in Stratford (where their university campus is based) and 82% said no. When asked about the self-management programme offered by 25 pharmacies in Newham, 92% were not aware of its existence. The former question received 45 responses and the latter 26.

Where Would You Go for Help?



Graph 2. Types of support young people reach out for when feeling low.

We wanted to know where or who young people reach out to for support when feeling down. This question was asked at all 3 focus groups, during the Newham Show and in questionnaires II and III. Young people could pick more than one option. Graph 2 shows that the source of support of choice for young people were their family (27%), closely followed by spending time with friends (26%) and on the internet (16%). The least popular choices included community groups (1%), helplines (1%) and pharmacies (2%).

Feeling closer to others

When discussing their choices in the focus groups, feeling close to other people, mainly among friends and family, rated highly among participants. These interactions were not necessarily to talk about their concerns but to have a good time and forget about the stress.

“Being with my friends... to have fun and a good time.”

Importance of spending time alone

There was also a big emphasis on activities that involved spending time alone. This included spending time in their bedrooms, surfing the internet and attending a place of worship. All groups acknowledged that using the internet was only helpful if it was not the source of their problem or anxiety. Otherwise, the internet was a popular choice for engaging with their social media, streaming movies or watching YouTube videos and listening to music.

“[watching YouTube] may make me feel better if I was just feeling a bit down.”
“I use it [social media] to look at inspirational quotes and stuff. They are motivating.”

Young people considered places of worship as an opportunity to be alone, pray and meditate. Young people felt that praying allowed them to develop their relationship with a higher power or God. Such

relationships have a positive influence on how young people perceive the issues they face in their lives.

“When I talk to God it shows me that it [the problem] isn’t a long-term feeling.”

Experiences of Accessing Mental Health Services

This question received a total of 12 responses. Most of the young people who responded to questionnaires I and II did not have first-hand experience of either using or accessing local mental health services. For this reason, there is no data on experiences of being referred to services, being discharged or having a care-coordinator. Young people had also never made a complaint about mental health services. Young people reported that they do not understand how local mental health services work (34%) and some were not sure (25%). When asked about the information available, the majority were not sure whether there is enough information targeted at them (46%), and others were not sure (46%).

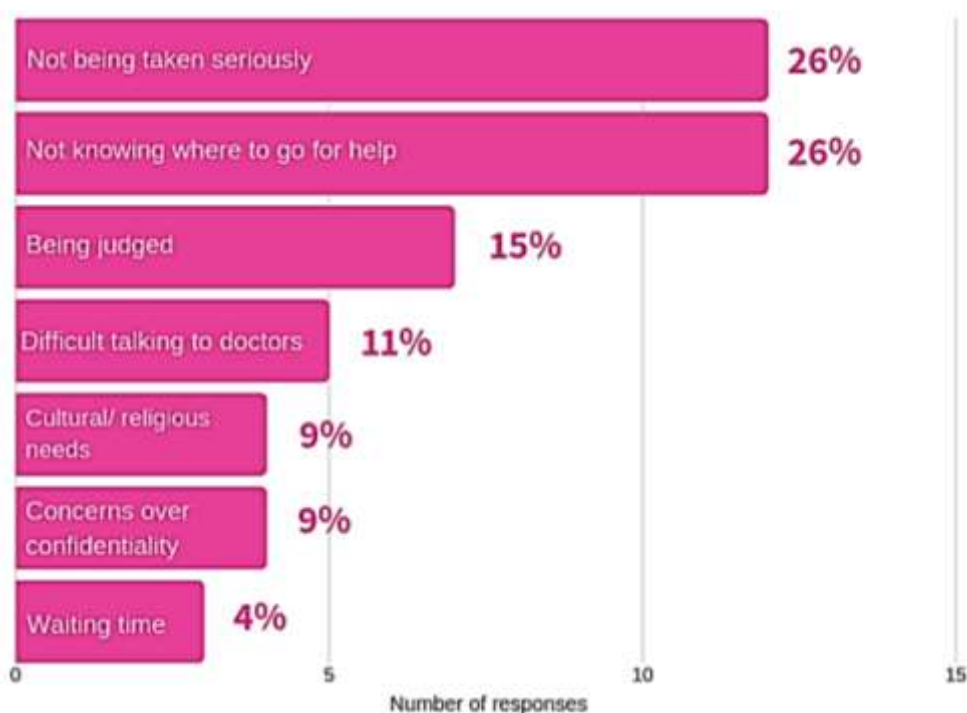


Graph 3. Opinions of young people regarding information about mental health services and their understanding.

In addition, 4 young people thought that the process of accessing mental health support was easy and 3 thought that it was difficult. When waiting for the appointment, 4 stated that there was enough support available, whereas 5 were not sure and 4 disagreed.

We asked UEL’s students if they knew where to go for mental health support and 85% did not know. The 15% who responded yes, said they would go to A&E.

Perceived Barriers to Accessing Mental Health Support



Graph 4. Barriers to accessing public services for mental health support.

Public and health services were among the least popular choices to reach out to for support by young people. The reasons for this were asked as the second question in the focus groups and in questionnaire II which received 47 responses (3 from the Newham show), of which young people could select multiple options. Reasons included not being taken seriously (26%), not knowing where to go for help (26%) and a fear of being judged (15%). These reasons were explored further during the focus groups.

Being taken seriously and not knowing where to go for help

Despite 8% of young people reporting using GPs when feeling down, the majority did not understand how GPs, pharmacies and hospitals could help regarding mental health issues. When explained about the different services, nearly all participants reported anxiety over contacting health services for emotional support. Young people feared that they would not be taken seriously by the staff. This anxiety came from not being taken seriously in the past by other adults, as well as perceiving 'feeling down' as a minor issue. Barriers included the assumption that GPs would not take the time to understand their issues, would rely on prescribing medications and would not show a caring attitude. Young people also felt uncomfortable with the idea of discussing emotional issues with a stranger.

"would I just phone up the receptionist and tell them I'm feeling depressed? Will they take me seriously?"

"[GPs] may be quick to diagnose and rush to give medication instead of really understanding what my issues are, because it is hard to describe what is happening inside of my mind"

Stigma and fear of being judged

Most young people reported some stigma towards mental health issues. They considered health services (GPs, pharmacies and hospitals) as places for physical not emotional health. They stated that

it would be embarrassing for them to be seen by others at a GP waiting room for mental health concerns.

“People might think there’s something wrong with me if I went to see a doctor”

Concerns over confidentiality

Young people are unaware of confidentiality policies in health services. They worry about how secure the information they share with health professionals is and whether it will be accessible to other people, especially their family members. This extends to the communications between the young person and the health services. They reported concerns over parents seeing their hospital letters or picking up their calls. In addition, they worried about whether the information would impact on their future employment eligibility.

“what if the information is shared, it may stop me from getting a job.”

“what if they ring my home to speak to me and can’t reach me, and speak to my parents or family members, I don’t want them finding out.”

Instant support

Lastly, the quantitative analysis showed that 6% of young people think that waiting time is a barrier to accessing health services. This view was also present during the focus group. When they feel down or upset, young people want to be able to have access to a service at that moment in time, whether that is a health professional to talk to or a helpline to listen to their issues. Long waiting times for bookings and 10-minute long GP appointments do not facilitate this issue. This may explain why young people resort to using the internet or spending time with close friends/family members when feeling down, instead of approaching health services. Although participants were not asked about specific services such as Kooth, which is available 24/7 with no waiting time, we assume from the responses received that they were not aware of the service.

“The internet is more accessible than a doctor”

School counsellors

All young people agreed that this service was available at their schools and colleges. However, they were not keen to use it. They described school counsellors as robotic and not genuinely interested in the young person. Young people reported that the strategies school counsellors use, such as keeping the young person away from the rest of the class when feeling down, are not effective because they felt singled-out. When in school young people prefer to not be treated differently and spend time with everyone else. Some stated a preference for talking to their favourite teachers as a trusted adult.

“They are like robots... they just say the standard”

“[They] will just say you’re not feeling well and send you home for the day”

How Services Could Be Improved for Young People

Staff attitudes

In the focus group, young people suggested that staff in both schools and health services need to have a more friendly attitude, show that they care, not focus on medication only and be closer to them in

age. They thought that it would be easier to 'open up' with staff whom they could relate to. Following up with the young person after the visit was a good way to reassure the young person that the staff cares.

Environment

The environment has a big impact on how comfortable young people feel. The clinical look of most GP surgeries, for example, white walls and office chairs, was considered intimidating. Young people suggested having smaller separate areas designated to their age only. Ideally, this area would be decorated with brighter colours and in a closed space so adults could not see them in the waiting room.

Share information

Young people lack knowledge of mental health services in the local area despite the marketing, engagement and communication activities that many mental health providers undertake. They suggest that information regarding the range of services available and how to access them be targeted at them via adverts or referred by the services they already use, including their GP or school staff. Young people could not recall seeing any information available. Some of this could be due to the fact that many of them have not needed to access emotional and mental health services, they were not proactively seeking out this information and could in truth have missed the information. Most importantly, young people want to understand the confidentiality policies for health services and be reassured that their information will not be shared with their parents or schoolteachers.

CONCLUSIONS

We were disappointed that most of the young people we spoke with had no experience of either using or accessing mental health services. However, we have also established that there are a significant number of community-based mental health services available which are clearly not being noticed by a potential user group. Our recommendations have been developed in recognition of this.

- Most young people in this report did not have the first-hand experience of using mental health services for severe mental health issues.
- When feeling down, their preference was for either approaching friends and family to enjoy their company or to spend time alone online, on social media or praying. This is not surprising as nationally, 8 in 10 young people use social media every day¹⁶.
- The least perceived supportive sources were schools and health services (including GPs, pharmacies, and hospitals). This was due to perceived stigma over being seen at a medical facility, staff's attitude such as not being taken seriously and not following up with the young person and feeling singled out at school. They also stated that they did not have much information, especially regarding how confidentiality works in this context. Many believed their parents could and would find out.

¹⁶ <https://files.digital.nhs.uk/81/542548/MHCYP%202017%20Behaviours%20Lifestyles%20Identities.pdf>

- Many did not understand how mental health services specifically work. This includes how the process functions and what standards of care they should expect. Although information is available this does not seem to reach some of the intended groups.
- Young people want services to improve by offering more friendly staff and healthcare spaces for young people only. They also want to be given more accessible information on what services and tools are available in the community that they could use in times of need, and if possible, any instant help available when they need it.

RECOMMENDATIONS

To improve access to mental health services for young people:

Recommendation	Recommendation for:
1. Increase awareness of existing online tools, such as Kooth and NHS GO among young people, including through social media, to ensure young people have better access to mental health information and services.	ELFT and LBN Mental health Services
2. Despite the availability of services and information for young people on mental health services, this does not seem to be reaching everyone. Therefore making information on pathways and how mental health services work more accessible to all young people, is paramount to ensure young people understand the different levels of support available (e.g. online counselling, GP support, School resilience programmes, GPs and hospitals) making them more likely to seek help in the right place.	CCG, ELFT and LBN Mental health Services
3. The young people we spoke to revealed concerns around the confidentiality and privacy of their data, leading to a reduced confidence in visiting a GP or health service. Therefore, better information should be provided to young people around how their data is collected, stored, managed and shared. As confidentiality is one of the biggest concerns that discourages young people from accessing mental health services may be this should form a central part of any future engagement, marketing or communication activity.	CCG, ELFT and LBN
4. Despite health and school staff receiving training on spotting young people at risk of mental health difficulties and feeling suicidal, young people told us they do not feel comfortable talking to staff about their feelings and emotions, due to perceived unfriendliness, distance and not being taken seriously. Staff should be equipped with skills to better engage with young people and be perceived to be more accessible. There is also further work needed to destigmatise mental health and emotional wellbeing.	CCG, ELFT and LBN
5. Activities available for children and young people revolve around arts and sports or resilience training. Children and Young people should be encouraged to discuss topics related to mental health and emotional wellbeing so that they learn how to articulate their feelings and feel less stigmatised when seeking help.	CCG, ELFT and LBN Mental health Services

APPENDIXES

Appendix I.I - Access to Mental Health Services Questionnaire

Access to Mental Health Services

Whether you are accessing Mental Health Services for yourself as a young person or for a child you care for, we would like to find out about your experiences with Services in Newham. We would be grateful if you would complete this anonymous questionnaire to share your views.

Support and access to services (please circle)

If you are a young person, do you feel that services support you with your mental health needs?	Yes No Not applicable
If you are a carer/parent, do you feel that services support you with both your caring responsibilities and mental health needs?	Yes No Not applicable
If you have a care co-ordinator, do you know how to contact them between appointments?	Yes No Not sure
How easy do you find it to make an appointment?	Easy Somewhat easy Difficult
If you have been referred to other services:	
- do you feel they know your circumstances?	Yes No Not sure
- do you understand how, why and by whom you were referred?	Yes No Not sure
- do you know how long you will have to wait and what will happen next?	Yes No Not sure
If you were discharged from a service, did you know why and what will happen next?	Yes No Not applicable
Do you have any other comments and support and service access?	

Making a complaint (please circle)

Do you know how to make a complaint if you are unhappy?	Yes No Not applicable
Have you made or tried to make a complaint before?	Yes No Not applicable
If yes, how easy did you find the complaint process?	Yes No Not applicable
If you made a complaint, how did you find the process, did you have any concerns and what was the result?	

Do you have any other comments on Mental Health Services in Newham?

Thank you!

Young People and Parents/Carers!

Please tell us your views on mental health services!

If you have concerns about Mental Health, where would you go? (please tick)

Family		GP		Hospital		Internet Search	
Friends		Pharmacist		Support / community groups		Call a helpline	
Other (please specify)							

What are the barriers for young people face using Mental Health Services?

Not knowing where to go or whom to speak to		Feeling of not being taken seriously	
Concerns about confidentiality		Concerns about being judged	
Difficulty talking with family, friends and/or a doctor		Not receiving adequate support for cultural or religious needs	
Other (please specify)			

Information availability (please circle)

Do understand how Mental Health services work and what treatments and support are available?	Yes	No	Not sure
Do you feel there is enough support when you are waiting for appointments?	Yes	No	Not sure
Is it easy to understand how the service works (i.e. from first seeing a doctor to your treatment, care or discharge?)	Yes	No	Not sure
Do you know what standards and quality you should have?	Yes	No	Not sure
Is there enough clear information on mental health services for people aged 0-25?	Yes	No	Not sure
What other information and support would you find useful, and in what format?			

Appendix I.III – Help us take a walk in your shoes questionnaire

HELP US TAKE A WALK in your shoes

Please Choose:

I'm a parent with young child(ren)	
I'm a young person	
Other (please specify below)	




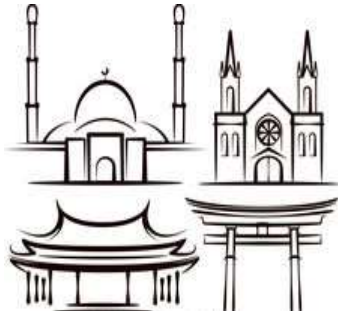




Where do you go or whom do you speak to if you are concerned about your mental wellbeing?	Is it easy to understand the way mental health works? (what happens before and after initial appointment, referrals, between visits and appointments etc.)
How easy is it to use mental health services?	What is your experience of support when waiting for or between appointments?
What is difficult about using mental health services in Newham?	What needs to be improved? What works well?

Appendix II – Stress wheel



Where would you go for help, if you were feeling sad, down or stressed?

Use any colour dot to mark your choice.

<p>Family</p> 	<p>School</p> 	<p>Doctor or GP</p> 	<p>Place of worship</p> 
<p>Friends</p> 	<p>Hospital</p> 	<p>Pharmacy</p> 	<p>Internet</p> 

Other...

If you put a dot on 'other', please tell us who they are here...

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