

# What do you think about mental health services?

For 17 to 25 years olds

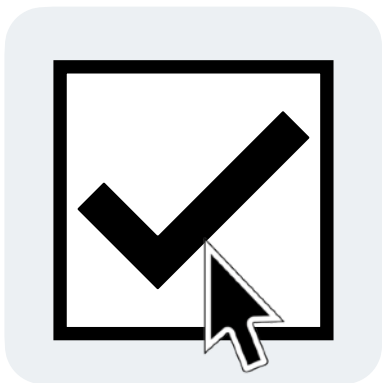


**Easy  
Read**

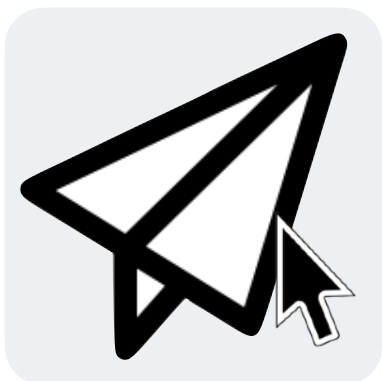
# How to use this survey on a computer



You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:

[enquiries@healthwatchcambspboro.co.uk](mailto:enquiries@healthwatchcambspboro.co.uk)

# Easy Read



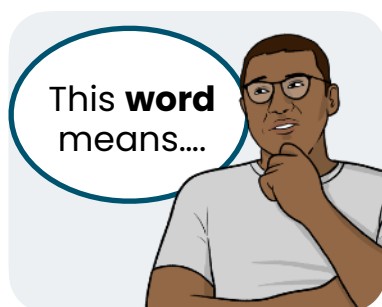
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** – this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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You can fill in a quick survey to say what you think about this Easy Read booklet: [info.easy-read-online.co.uk/easy-read-feedback-survey](http://info.easy-read-online.co.uk/easy-read-feedback-survey)

# About this survey



This survey is from Healthwatch in Cambridgeshire and Peterborough.



Healthwatch works to make health and care services better.



We want to hear from young people aged 17 to 25 who have used mental health services.



The survey should be quick and easy to fill in.



Please send the survey back to us by 31 August 2025.

# Our work on mental health

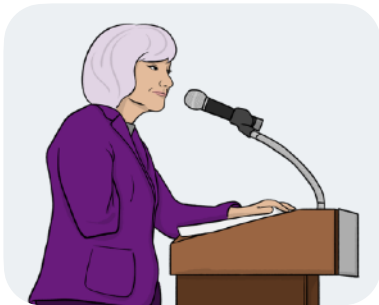


We have been working with professionals and people who use services to decide our **goals** for the next 5 years.

**Goals** are the main things we want to do.



One of the biggest things people tell us we need to work on is mental health.



We are having a big event called the Healthwatch Summit on 8 October 2025.



It will be all about mental health. We will share the results of this survey there.

# Why we want to find out more about mental health



We want to find out what people think about mental health services.



This is because we are hearing that the services are not working in the way they should be.

This includes problems like:

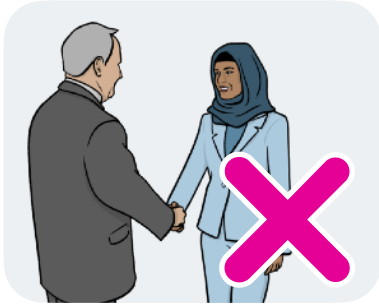


- People are waiting too long for help.

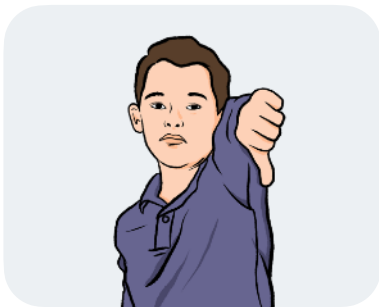


- It is hard to know where to go or who to talk to if you have problems with your mental health.

We are also hearing about problems like:



- Different services do not talk to each other or the people who use the services.



- Young people feel left out of decisions about mental health services.



We want to hear from you to find out what you think about the services you use.



We are working with lots of different organisations to find out how mental health services could be better.



# Extra information

## How we will use the information you give us



The information you give us will help us to do our work on improving mental health services.



We might share any stories you tell us in reports we write about the survey.



But we will never link anything you tell us to your name. No one will know that you said it.



We will share the results of the survey with organisations that make decisions about mental health services.



You can find out more about how we keep your information safe on our website:

[www.healthwatchcambridgeshire.co.uk/privacy](http://www.healthwatchcambridgeshire.co.uk/privacy)

## **£15 voucher for taking part**



To say thank you for taking part, we would like to give you a £15 shopping voucher.



You will need to tell us your name, address and phone number to get the voucher.



We will post the voucher to you once we get your filled-in survey.

# Questions for you to answer



**Question 1:** Which mental health services have you used?

Please tick all of the services you have used.

☐

YOUNited.

☐

Centre33.

☐

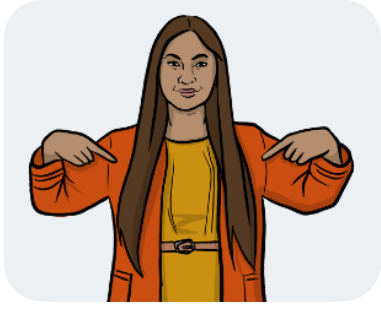
Cambridgeshire and Peterborough Foundation Trust (CPFT) Child & Adolescent Mental Health Services (CAMHS).

☐

CAMHS services that support ADHD, Autism and Learning Disabilities.

There are more answers on the next page.

- ☐ CAMHS services that support eating disorders.
- ☐ C-CAT Crisis Team.
- ☐ CAMHS Home Treatment Team.
- ☐ Hospital services where you stayed in hospital for treatment.
- ☐ Peterborough City Council.
- ☐ Cambridgeshire County Council.
- ☐ I do not know or I cannot remember the name of the service I used.
- ☐ Other services – please tell us:



**Question 2:** Who is filling in this survey?

☐

A young person aged between 17 and 25.

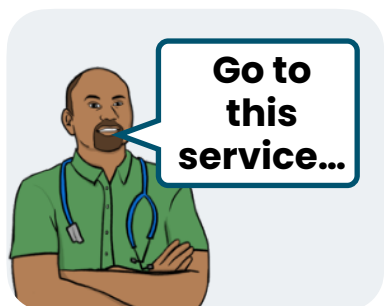
☐

A family member or carer of a young person.

# Part 1: About being sent to a mental health service



**Question 3:** How old were you when you were sent to a mental health service for help?



**Question 4:** Who sent you to the service?

☐

A doctor.

☐

Hospital.

☐

School or college.

There are more answers on the next page.

☐

I decided to go to the service myself.

☐

I got help from someone to go to the service myself. Please tell us who helped you:

☐

Someone else - please tell us who:



**Question 5:** While you were waiting to use the service, did you get any support?

Please tick as many as you would like.

☐

I did not have to wait – please go straight to part 2 on page 23.

☐

I got phone calls from the service.

☐

I got support online, like phone apps or websites.

☐

I got support from school or college.

☐

I got support from my doctor (GP).

There are more answers on the next page.



☐

I got support from another service, like Mind or Centre33. Please tell us the name of the service:

☐

Other – please tell us:

☐

I did not get any support.



**Question 6:** If you did not get any support, do you think it would have helped you?

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Not sure



**Question 7:** How long did you have to wait before you got help from the service?

- ☐ 1 to 4 weeks.
- ☐ 1 to 2 months.
- ☐ 3 to 4 months.
- ☐ 5 to 6 months.
- ☐ 6 to 12 months.
- ☐ Over a year



**Question 8:** Did waiting for help affect you in any way?

Please tick all of the ways you were affected.

☐

I found school or work harder.

☐

I found talking or being around others harder.

☐

I found everyday things harder, like getting up or washing.

☐

I was less interested in the things I enjoy doing.

☐

I stopped seeing my friends or doing activities.

☐

I started doing unhealthy things, like drinking alcohol or hurting myself.

There are more answers on the next page.

☐ I needed more help from my family or carers.

☐ My health got worse.

☐ My mental health got worse.

☐ Waiting did not really affect me.

☐ Other – please tell us:



**Question 9:** How did you feel when you were waiting to get help from a service?

Please tick as many as you would like.

☐

😞 Slightly worried.

☐

😟 A bit uneasy.

☐

😟 Worried.

☐

😰 Very worried.

☐

😰 Extremely worried.

☐

😡 Slightly annoyed.

☐

😡 A bit annoyed.

☐

😡 Frustrated.

There are more answers on the next page.

☐

😡 Very angry.

☐

😡 Extremely angry or frustrated.

☐

Glad that you were on the waiting list.

☐

Hopeful or positive.

☐

Forgotten or ignored.

☐

Sad or low.

☐

Lonely or cut off from others.

☐

I did not feel much different.

☐

I managed ok.

☐

Other – please tell us:

## Part 2: About the help you got from the mental health service



**Question 10:** How old were you when you started getting help from the service?



**Question 11:** What kind of help did you get?

Please tick as many as you would like.

☐

Talking therapy or counselling.

☐

Medicine.

☐

One to one or group treatment.

There are more answers on the next page.

☐

Online service – please tell which one if you know:

☐

Other – please tell us:



**Question 12:** How did you find using the service?

☐

Excellent.

☐

Good.

☐

OK – not good or bad.

☐

Bad

☐

A mix of good and bad.

☐

Not sure





**Question 13:** What went well with the service?

Please tick as many as you would like.

☐

I felt listened to.

☐

I got the help I needed.

☐

I was seen quickly when I needed help.

☐

I got on well with my support worker or therapist.

☐

My care was well organised.

☐

Things were explained clearly to me.

☐

My family or carers were included in my support (if I wanted them to be).

There are more answers on the next page.

☐

I was helped to do more for myself.

☐

Other – please tell us:



**Question 14:** If things did not go well, what happened?

Please tick as many as you would like.

☐

I did not feel listened to.

☐

I did not get the help I needed.

☐

I had to wait too long.

☐

I was not included in the decisions about my care.

There are more answers on the next page.

☐

I did not feel comfortable with the staff.

☐

The support felt confusing or mixed up.

☐

I did not get clear information.

☐

The support felt rushed.

☐

My family or carers were not included in my care when I wanted them to be.

☐

I was not helped to do more for myself.

☐

Other – please tell us:

**Adult  
services**



**Question 15:** Were you sent directly to adult mental health services when you were old enough?

☐

Yes.

☐

No.

**Adult  
services**



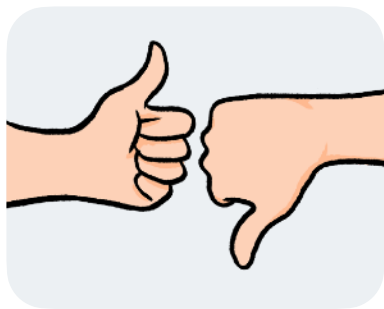
**Question 16:** If you said Yes to Question 15, did you feel your move to adult services was a good thing?

☐

Yes - please go to Part 4 on page 36.

☐

No.



**Question 17:** How did you feel about not moving to adult services?

Please tick as many as you would like.

☐

Upset.

☐

Disappointed.

☐

Angry or frustrated.

☐

Confused.

☐

Worried.

☐

Ignored.

☐

Happy or OK with it.

☐

I did not really feel anything.

☐

Other – please tell us:

## Part 3: About moving to adult mental health services



**Question 18:** How old were you when you moved to adult services?

☐

17

☐

18

☐

19

☐

20

☐

My help stopped before I went to adult services – please go to part 3A on page 32.



**Question 19:** Did someone explain to you that you would move to adult services before you moved?

☐

Yes.

☐

No.



**Question 20:** Did you feel ready for the move?

☐

Yes.

☐

No.



**Question 21:** Were you included in planning your move?

☐

Yes.

☐

No.



**Question 22:** Did you have someone to help you with the move?

☐

Yes.

☐

No.

## Part 3A: If your help stopped before going to adult services



**Question 23:** Did you want the help to stop?

☐

Yes – please go to question 27 on page 34.

☐

No.



**Question 24:** If you said no, how did you feel about your help stopping?

Tick as many as you would like to.

☐

Confused.

☐

Upset or hurt.

☐

Angry.

There are more answers on the next page.



☐

Let down.

☐

Worried about the future.

☐

Like I did not matter.

☐

Lost or not sure what to do.

☐

Happy.

☐

I did not feel much.

☐

Other – please tell us:



**Question 25:** Were you told your support would stop?

☐

Yes.

☐

No.



**Question 26:** Did the service explain why they did not move you to adult services?

☐

Yes.

☐

No.



**Question 27:** Were you told how to get help again if you needed it?

☐

Yes.

☐

No.



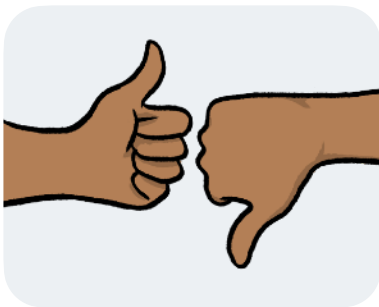
**Question 28:** Were you sent to a different service?

☐

Yes – please tell us which one:

☐

No.



**Question 29:** If you said Yes, which emoji best describes how happy you were with that other service?

☐

😊 Very happy.

☐

🙂 Mostly happy.

☐

😐 Neither happy or unhappy or not sure.

☐

😞 A bit disappointed.

☐

😡 Very unhappy or very disappointed.

## Part 4: About how you found adult mental health services



**Question 30:** Are you getting any help from adult mental health services now, or have you in the last 5 years?

☐

Yes.

☐

No.



**Question 31:** How did moving to adult services go for you?

Please tick as many as you would like.

☐

It was explained clearly.

☐

I did not really understand what was happening.

☐

The move happened quickly.

There are more answers on the next page.

☐

The move was slow.

☐

I felt supported with the move.

☐

I had to contact the service myself to find out what was going on.

☐

I did not know who to contact.

☐

Other – please tell us:



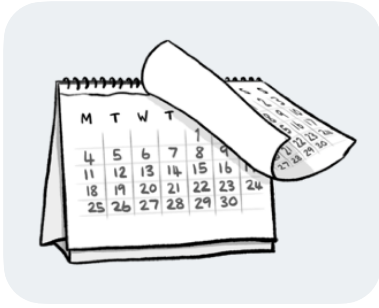
**Question 32:** Did you have to wait between leaving the youth service and getting help from the adult service?

☐

Yes.

☐

No.



**Question 33:** If you said Yes, how long did you have to wait?

☐

1 to 4 weeks.

☐

1 to 2 months.

☐

3 to 4 months.

☐

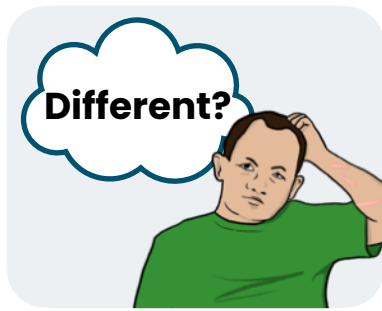
5 to 6 months.

☐

6 to 12 months.

☐

Over a year.



**Question 34:** Is there any difference between the help you get from the adult service and the help you got from the youth service?

Please tick as many as you would like.

☐

The help got better.

☐

The help got worse.

☐

The help stayed the same.

☐

I feel more listened to in adult services.

☐

I felt more listened to in the youth service.

☐

The youth service was more helpful.

☐

The adult service is more helpful.

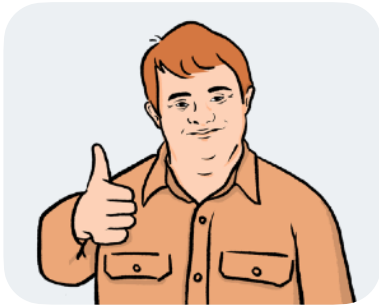
☐

I do not see any difference.

☐

Other – please tell us:

## Part 5: How the move between the services went



**Question 35:** What went well while you moved between the services?

Please tick as many as you would like.

☐

I got clear information about what would happen.

☐

The youth and adult services worked well together.

☐

I met my new team before the move.

☐

I had a person to support me with the move.

☐

I felt included in the decisions about my move.

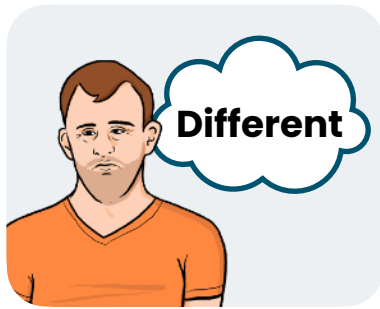
☐

People understood what I needed.

☐

Other – please tell us:





**Question 36:** What do you wish had been different about the move?

Please tick as many as you would like.

☐

I wish I had more information about the move.

☐

I wish I had more time to get ready for the move.

☐

I wish I had more say in what happened.

☐

I wish I had met my new team earlier.

☐

I wish youth and adult services worked better together.

☐

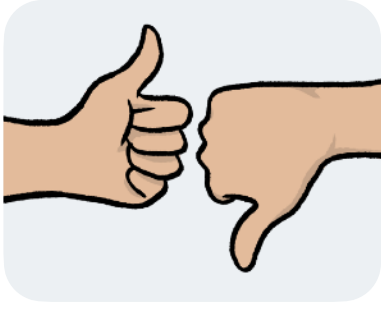
I wish my care stayed the same.

☐

I wish I could have stayed in youth services for longer.

☐

Other – please tell us:



**Question 37:** How good was your move between the services?

☐

Excellent.

☐

Good.

☐

OK – neither good or bad.

☐

Bad.

☐

A mix of good and bad.

☐

I am not sure.



**Question 38:** Is there anything else you would like to tell us? If there is, please write it here:

# Part 6: About telling your story



Telling real stories about how people have found mental health services helps to explain why they need to change.



It can also help professionals better understand what needs to be fixed.



If you would like to tell us your story of using mental health services, we would love to hear it.



You may also have a chance to work with us in small groups to talk about how you found mental health services.



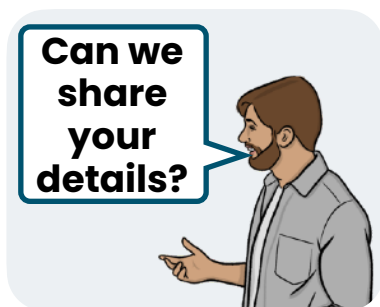
You do not need to agree to this to complete the survey – it is up to you if you want to take part.



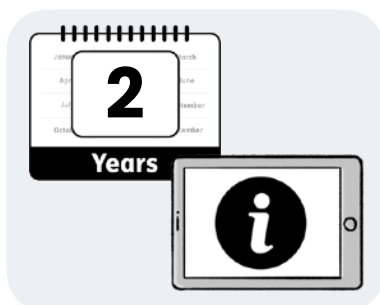
If you are over 18, we would love to talk to you about your story.



If you are under 18, we would need to ask your parent or carer before we speak to you.



We will never share your details before asking you first.



If you agree to tell us your story, we will keep your details for up to 2 years.



**Question 39:** Would you like to be contacted about telling us your story?

Please tick the box that feels right for you.

☐

Yes, I am happy to be contacted about sharing my story with others.

☐

No, I do not want to be contacted about sharing my story.

☐

Yes, I am happy to be contacted about doing some work in groups about how I found mental health services.

☐

No, I do not want to be contacted about group work.

☐

Please tick this box if you would like to get the Healthwatch newsletter by email.

## Contact details



Please tell us your name, address and phone number if you would like to get a £15 shopping voucher.



We will only use these details to send you the voucher.

Name:

Phone number:

Address:

Email address (you do not have to tell us this to get the voucher):

# Part 7: About you



Please tell us a bit about you.



If you are a family member or carer filling this survey in, these questions are about the young person you are supporting.



Answering these questions will help us to understand how different groups of people find mental health services.



You do not have to answer these questions if you do not want to.





**Question 40:** Where do you live?

☐

Cambridge.

☐

East Cambridgeshire.

☐

Fenland.

☐

Huntingdonshire.

☐

South Cambridgeshire.

☐

Peterborough.

☐

Royston.



**Question 41:** What is your age now?



**Question 42:** What is your **ethnicity**?

Your **ethnicity** is your race and the country that your family comes from.



☐ Arab.



**Asian or Asian British**

☐ Bangladeshi.

☐ Chinese.

☐ Indian.

☐ Pakistani.

☐ Any other Asian background.



### **Black or Black British**

- ☐ African.
- ☐ Caribbean.
- ☐ Any other Black or Black British background.



### **Mixed or more than 1 ethnic group**

- ☐ Asian and White.
- ☐ African and White.
- ☐ Caribbean and White.
- ☐ Any other mixed ethnic background.

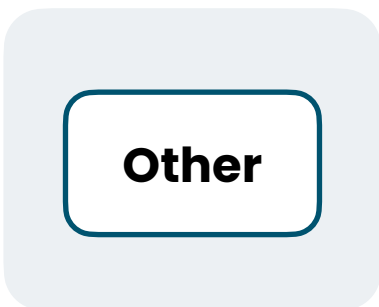


## White

- ☐ British, English, Northern Irish, Scottish, or Welsh.
- ☐ Irish.
- ☐ Gypsy, Traveller, or Irish Traveller.
- ☐ Roma.
- ☐ Any other White background.



- ☐ I do not want to say about my ethnic group.



- ☐ Any other ethnic group, please tell us here:



**Question 43:** What is your gender?

Your **gender** is how you think of yourself. Most people think of themselves as a man or a woman. Some people may feel they are something else.

☐

Woman or girl.

☐

Man or boy.

☐

Non-Binary – this means you do not feel you are a woman or man.

☐

I do not want to say.

☐

I use a different word – please tell us:



**Question 44:** Do you have any conditions?

Please tick all that apply to you.

☐

ADHD.

☐

Autism.

☐

A learning disability.

☐

An impairment or disability in your body.

☐

An impairment or disability to do with your senses, like being blind or deaf.

☐

Special Educational Needs.

☐

I do not want to say.

☐

Other – please tell us:

# Part 8: Questions for parents or carers



These are questions for your parent or carer.



This part is optional – you do not have to fill it in.

**Adult  
services**



**Question 45:** How have you found supporting your child through the move from youth to adult services?

☐

Excellent.

☐

Good.

☐

OK – neither good or bad.

☐

Poor.

☐

A mix of good and bad.

☐

I am not sure.

Please tell us why you chose this answer:





**Question 46:** Were you included in planning and given information about your child's support?

☐

Yes.

☐

No.

Please tell us what you thought about this:



**Question 47:** Did you feel your child was supported well?

☐

Yes.

☐

No.

Please tell us what you thought about this:



Thank you for taking the time to fill in this survey.

# Find out more



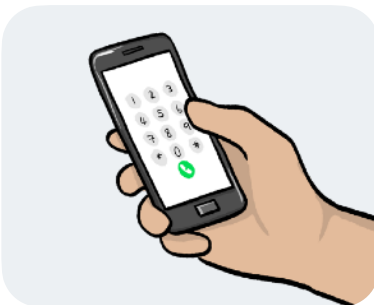
You can look at our website here:

[www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk)

You can contact us by:



- Post:  
Healthwatch Cambridgeshire  
The Maple Centre  
6 Oak Drive  
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- Text message: 07520 635 176



- Email:  
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