

Press Release

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Healthwatch urges community to share their experiences on young person Mental Health Crisis Services

Healthwatch Shropshire and Healthwatch Telford & Wrekin have launched a joint campaign to gather information on young people's experiences of Mental Health Crisis Services since 2020.

During the pandemic there has been a nationwide increase in the number of young people accessing mental health services to help deal with a range of conditions such as eating disorders, depression and anxiety.

Young people are currently supported in Shropshire and Telford & Wrekin primarily through Bee U, an Emotional Health and Wellbeing service, however, a range of other services are also used such as A&E, The Redwoods Centre, Princess Royal Hospital and the Royal Shrewsbury Hospital. The aim of the project is to gather young people's experiences and any suggestions they may have on how services could be improved.

Healthwatch are working with the Shrewsbury & Telford NHS Hospital Trust (SaTH) and the Midlands Foundation Trust Partnership (MPFT) which provides specialist mental health services and social care services to contact young people who have used the Crisis Services system. However Healthwatch would also like to hear from those who have provided support to those young people, parents, friends, carers and professionals with experience in the sector.

Hayley Flavell, Director of Nursing at SaTH encouraged those with experiences to take part, stating:

‘Over the last 12 months we have seen an increased number of children and young people presenting to Shrewsbury & Telford NHS Hospital Trust with mental health conditions and we are working alongside our system colleagues to ensure we are providing the best possible care.

‘Your views are integral so that children and young people are at the centre of the future developments and improvement in our services.’

Cathy Riley, Managing Director Shropshire, Telford & Wrekin Care Group at MPFT added:

‘There are times when a child or young person needs help quickly so we recently expanded the Crisis and Home Treatment service so that we can respond within 4 hours in the community, but we are keen to hear your experiences to help us understand how the service can be further developed.’

For anyone who has experience or would like to share their views, they can either contact Healthwatch Shropshire or Telford & Wrekin depending on where they live or received care, or complete our online survey at:

Healthwatch Telford & Wrekin contact details

www.healthwatchtelfordandwrekin.co.uk

Email: telford.admin@telfordandwrekin.co.uk

Phone number: 01952 739540

Free Post Address: Healthwatch Telford & Wrekin, RTET-4BYS-TH6U

Online survey: <https://www.healthwatchtelfordandwrekin.co.uk/mental-health-crisis-services-children-and-young-people>

Healthwatch Shropshire contact details

www.healthwatchshropshire.co.uk

Email: enquiries@healthwatchshropshire.co.uk

Phone number: 01743 237884

Free Post Address: FREEPOST HEALTHWATCH SHROPSHIRE

Online survey: <https://www.healthwatchshropshire.co.uk/mental-health-crisis-services-children-and-young-people>

Note to Editors:

Who are Healthwatch Shropshire and Healthwatch Telford & Wrekin?

Healthwatch Shropshire and Healthwatch Telford & Wrekin are part of a network of 148 Local Healthwatch in England. It is supported by a national organisation, Healthwatch England.

We are your health and social care champions. We make sure local health and social care decision makers hear your voice and use your feedback to improve care across Shropshire and Telford & Wrekin.

We have teams working in community engagement, plus a volunteer programme, a visit programme to health and social care premises and an associate membership scheme to involve the public in its work. We also run a signposting service to help people access health and social care services and support.

Healthwatch Shropshire also provides the Independent Health Complaints Advocacy Service (IHCA) for Shropshire. The IHCA service provides information, advice and, if necessary, can support people through the NHS complaints process.

You can find out more about us on our websites:

www.healthwatchtelfordandwrekin.co.uk

www.healthwatchshropshire.co.uk

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