Gathering insights: mental health in primary care in Wales

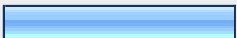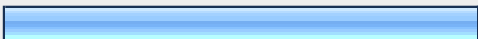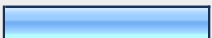## 1. In your opinion, how difficult is the area of mental health to manage at primary care level?

		Response Percent	Response Count
Very difficult		16.3%	28
Quite difficult		**76.7%**	**132**
Not at all difficult		7.0%	12
	answered question		172
	skipped question		2

2. Do you feel mental health should be managed...

		Response Percent	Response Count
Exclusively in primary care		0.0%	0
Shared between primary and secondary care (but more in primary care than is currently)		25.3%	43
Shared between primary and secondary care (as it currently is)		**52.4%**	**89**
Shared between primary and secondary care (but less in primary care than is currently)		22.4%	38
Exclusively in secondary care		0.0%	0
	answered question		170
	skipped question		4

3. Setting aside issues of funding, resources or service quality, what factors contribute to making the management of mental health more challenging in primary care? Please tick all that apply and rank by importance.

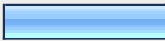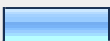|	1st	2nd	3rd	4th	5th	6th	7th	Rating Average	Response Count
Low public awareness and stigma	12.2% (18)	11.6% (17)	6.8% (10)	15.0% (22)	14.3% (21)	23.1% (34)	17.0% (25)	4.45	147
Interaction between mental and physical health	12.4% (19)	20.3% (31)	20.3% (31)	15.0% (23)	17.0% (26)	10.5% (16)	4.6% (7)	3.54	153
Ageing population	7.2% (10)	10.8% (15)	11.5% (16)	19.4% (27)	20.1% (28)	15.1% (21)	15.8% (22)	4.43	139
Social isolation	9.9% (15)	17.2% (26)	28.5% (43)	17.2% (26)	11.9% (18)	11.9% (18)	3.3% (5)	3.53	151
Social issues related to mental health (e.g. housing, employment)	32.4% (48)	21.6% (32)	12.8% (19)	14.9% (22)	8.8% (13)	6.1% (9)	3.4% (5)	2.78	148
Nature of the condition makes patients harder to reach / engage with	27.0% (40)	16.9% (25)	14.9% (22)	12.2% (18)	12.8% (19)	8.1% (12)	8.1% (12)	3.24	148
Poor identification / recognition of the symptoms of mental health decline at primary care level	5.7% (8)	7.1% (10)	10.7% (15)	10.0% (14)	11.4% (16)	17.1% (24)	37.9% (53)	5.17	140
Other (please specify)									26
answered question									164
skipped question									10

4. Which of the following do you feel limit the delivery of improvements to primary care mental health services in Wales? Please tick all that apply.
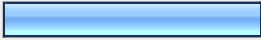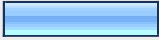
		Response Percent	Response Count
Difficulty of implementing Government policy		32.0%	54
Funding constraints		**76.3%**	**129**
Professional knowledge of condition and training limitations		28.4%	48
Lack of clear referral / treatment protocols		56.2%	95
Low level of professional interest in mental health in primary care		23.1%	39
Lack of infrastructure to work in synergy with social care		72.8%	123
Other (please specify)		20.7%	35
	answered question		169
	skipped question		5

5. Do you feel there should be a greater or lesser level of investment in time and resources in mental healthcare in Wales, relative to other primary healthcare priorities in general? Please tick the option that best applies.
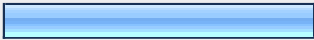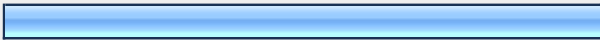
		Response Percent	Response Count
Much greater		32.0%	54
Somewhat greater		**58.0%**	**98**
The current level of investment is right		9.5%	16
Somewhat less		0.0%	0
Much less		0.6%	1
	answered question		169
	skipped question		5

6. How would you describe your own approach to mental health treatment?

		Response Percent	Response Count
I am very happy to deal with any and all mental health problems I see, as I have extensive knowledge in this area		2.5%	4
I am happy to deal with most mental health problems I see; even when I refer a patient onto another service I see myself as playing a central role in the care pathway		**60.6%**	**97**
I am unsure about dealing with many mental health problems I see, and tend to discuss these cases with other healthcare professionals in both primary and secondary care. I will, however, still treat in most cases		17.5%	28
I am not comfortable dealing with mental health problems, and tend to refer these cases for treatment – either to primary or secondary care colleagues		11.3%	18
None of the above (please explain)		8.1%	13
	answered question		160
	skipped question		14

7. Looking at your mental health case load: what proportion of your practice time is spent on mental health related work?

		Response Percent	Response Count
< 5%		8.3%	13
5-10%		17.3%	27
11-20%		**28.2%**	**44**
21-30%		27.6%	43
31-50%		16.7%	26
> 51%		1.9%	3
		answered question	156
		skipped question	18

8. Overall, do you feel that targets regarding service improvement, such as Quality Outcome Frameworks, NICE and the National Service Framework, are helpful to you as a primary care mental healthcare provider?

	Very helpful	Quite helpful	Unhelpful	Not sure	Response Count
QOF	6.2% (10)	32.3% (52)	**52.8% (85)**	8.7% (14)	161
NSF	5.7% (9)	**39.2% (62)**	34.2% (54)	20.9% (33)	158
NICE	9.4% (15)	**47.8% (76)**	30.2% (48)	12.6% (20)	159
				answered question	161
				skipped question	13

9. Do you feel that, generally, service improvement targets work in primary care mental health?

		Response Percent	Response Count
Yes		34.0%	53
No		**66.0%**	**103**
		answered question	156
		skipped question	18

10. On a scale of 1-5, where 5 is very confident and 1 is not at all confident, how confident is your practice overall in dealing with each of the following steps in the patient pathway?

	1	2	3	4	5	Response Count
Promotion of mental health & well being in the patient community including social and economic interventions, e.g. debt counselling and third sector/social enterprise initiatives	19.5% (30)	26.6% (41)	**32.5% (50)**	18.2% (28)	3.2% (5)	154
Early / proactive detection of signs of mental health issues	4.5% (7)	16.9% (26)	30.5% (47)	**36.4% (56)**	11.7% (18)	154
Assessment and diagnosis of mental health issues	7.8% (12)	11.7% (18)	16.9% (26)	**44.2% (68)**	19.5% (30)	154
Treatment and referral decisions	7.8% (12)	11.7% (18)	13.0% (20)	**48.1% (74)**	19.5% (30)	154
Follow up and reassessment	7.8% (12)	11.7% (18)	21.4% (33)	**45.5% (70)**	13.6% (21)	154
Patient support and engagement	5.9% (9)	11.8% (18)	26.8% (41)	**43.8% (67)**	11.8% (18)	153
Managing patients with co-morbidity of mental and physical ill-health	5.2% (8)	11.7% (18)	24.7% (38)	**42.9% (66)**	15.6% (24)	154
Understanding and signposting for the social factors related to mental well-being - for example housing, diet, employment, social isolation and others	7.8% (12)	23.4% (36)	**32.5% (50)**	28.6% (44)	7.8% (12)	154
					answered question	154
					skipped question	20

11. On a scale of 1-5, where 5 is very competent and 1 is not at all competent, how competent is your practice overall in dealing with each of the following steps in the patient pathway?
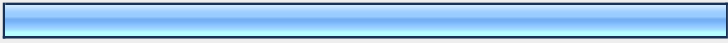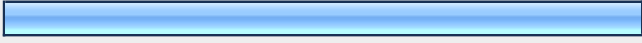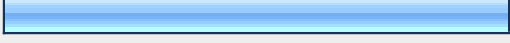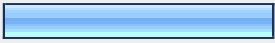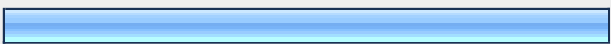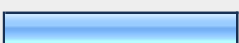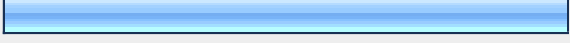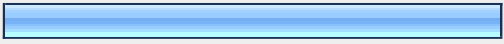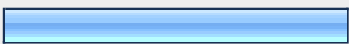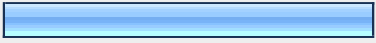
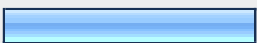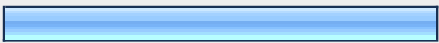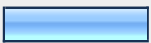|	1	2	3	4	5	Response Count
Promotion of mental health & well being in the patient community including social and economic interventions, e.g. debt counselling and third sector/social enterprise initiatives	14.9% (21)	**31.9% (45)**	27.7% (39)	21.3% (30)	4.3% (6)	141
Early / proactive detection of signs of mental health issues	2.9% (4)	15.7% (22)	34.3% (48)	**37.9% (53)**	9.3% (13)	140
Assessment and diagnosis of mental health issues	3.5% (5)	10.6% (15)	19.9% (28)	**52.5% (74)**	13.5% (19)	141
Treatment and referral decisions	5.7% (8)	8.6% (12)	11.4% (16)	**58.6% (82)**	15.7% (22)	140
Follow up and reassessment	5.0% (7)	8.6% (12)	23.7% (33)	**51.1% (71)**	11.5% (16)	139
Patient support and engagement	3.6% (5)	10.8% (15)	35.3% (49)	**39.6% (55)**	10.8% (15)	139
Managing patients with co-morbidity of mental and physical ill-health	2.9% (4)	8.6% (12)	25.2% (35)	**50.4% (70)**	12.9% (18)	139
Understanding and signposting for the social factors related to mental well-being - for example housing, diet, employment, social isolation and others	5.8% (8)	22.5% (31)	**37.0% (51)**	27.5% (38)	7.2% (10)	138
					answered question	142
					skipped question	32

12. On a scale of 1-5, where 5 is a high level of support and 1 is a very low level of support, how much support (such as guidelines and access to other mental health services) do you feel your practice has overall in dealing with each of the following steps in the patient pathway?
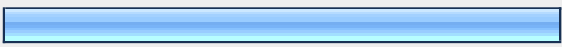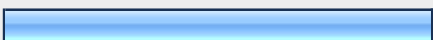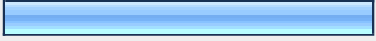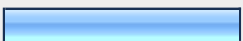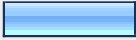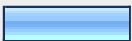
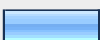|	1	2	3	4	5	Response Count
Promotion of mental health & well being in the patient community including social and economic interventions, e.g. debt counselling and third sector/social enterprise initiatives	**27.8% (40)**	27.1% (39)	26.4% (38)	13.9% (20)	4.9% (7)	144
Early / proactive detection of signs of mental health issues	11.8% (17)	27.8% (40)	27.1% (39)	**31.3% (45)**	2.1% (3)	144
Assessment and diagnosis of mental health issues	9.0% (13)	22.8% (33)	**35.2% (51)**	26.9% (39)	6.2% (9)	145
Treatment and referral decisions	9.0% (13)	26.2% (38)	24.8% (36)	**34.5% (50)**	5.5% (8)	145
Follow up and reassessment	11.0% (16)	22.1% (32)	**31.0% (45)**	29.7% (43)	6.2% (9)	145
Patient support and engagement	13.2% (19)	27.1% (39)	**29.2% (42)**	25.7% (37)	4.9% (7)	144
Managing patients with co-morbidity of mental and physical ill-health	12.4% (18)	21.4% (31)	**38.6% (56)**	21.4% (31)	6.2% (9)	145
Understanding and signposting for the social factors related to mental well-being - for example housing, diet, employment, social isolation and others	18.1% (26)	**29.9% (43)**	**29.9% (43)**	17.4% (25)	4.9% (7)	144
					answered question	145
					skipped question	29

13. If you were responsible for improving the overall mental health provision in your area, which aspects of care would you address as a priority to achieve the greatest benefit? Please tick all that apply.

Improvements in:

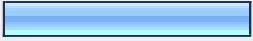|		Response Percent	Response Count
Outreach and community mental health services		**79.7%**	**122**
Improved social support including housing especially for deprived or at risk groups		70.6%	108
Improved fitness, exercise and diet among local population		55.6%	85
Health promotion		29.4%	45
Referral system – primary / secondary care interface		66.7%	102
Clinical protocols		25.5%	39
Staffing levels		62.1%	95
Time management / allowance to assess patients		54.9%	84
Professional training		37.9%	58
Research opportunities		5.9%	9
Choice of services accessible to users		40.5%	62
Patient and carer engagement and consultation		27.5%	42
Reducing barriers / increasing access to services for hard to reach groups		47.7%	73
Other (please specify)		15.7%	24
	answered question		153
	skipped question		21
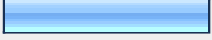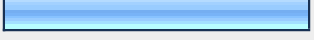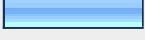
14. Which three would you address as a matter of urgency?

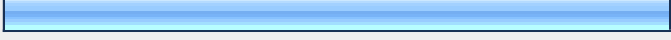|		Response Percent	Response Count
Outreach and community mental health services		**61.3%**	**95**
Improved social support including housing especially for deprived or at risk groups		45.2%	70
Improved fitness, exercise and diet among local population		18.1%	28
Health promotion		5.2%	8
Referral system – primary / secondary care interface		47.1%	73
Clinical protocols		5.8%	9
Staffing levels		40.6%	63
Time management / allowance to assess patients		25.8%	40
Professional training		14.2%	22
Research opportunities		0.6%	1
Choice of services accessible to users		13.5%	21
Patient and carer engagement and consultation		3.9%	6
Reducing barriers / increasing access to services for hard to reach groups		10.3%	16
Other (please specify)		8.4%	13
	answered question		155
	skipped question		19

15. Please rank the overall importance of these factors in determining mental well-being for the population in general. Please rank all factors.
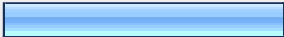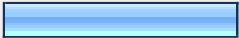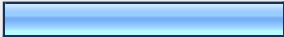
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	Response Count
Choices of employment	9.5% (14)	11.6% (17)	12.9% (19)	17.7% (26)	**19.0% (28)**	8.8% (13)	8.8% (13)	4.1% (6)	7.5% (11)	147
Standard of housing	2.8% (4)	9.9% (14)	20.4% (29)	**21.8% (31)**	17.6% (25)	14.8% (21)	7.0% (10)	4.2% (6)	1.4% (2)	142
Quality of education	4.4% (6)	8.8% (12)	10.9% (15)	12.4% (17)	**19.0% (26)**	16.1% (22)	16.1% (22)	4.4% (6)	8.0% (11)	137
Access to social amenities	5.1% (7)	7.3% (10)	11.7% (16)	11.7% (16)	5.8% (8)	**21.2% (29)**	20.4% (28)	8.0% (11)	8.8% (12)	137
Support of close family and friends	**61.0% (83)**	13.2% (18)	7.4% (10)	6.6% (9)	3.7% (5)	2.2% (3)	2.9% (4)	0.7% (1)	2.2% (3)	136
Financial security	6.1% (8)	**21.2% (28)**	15.9% (21)	15.9% (21)	18.2% (24)	12.1% (16)	3.8% (5)	4.5% (6)	2.3% (3)	132
Loneliness	13.8% (18)	**25.4% (33)**	15.4% (20)	11.5% (15)	10.0% (13)	10.0% (13)	7.7% (10)	4.6% (6)	1.5% (2)	130
Diet	0.0% (0)	3.0% (4)	3.7% (5)	1.5% (2)	4.4% (6)	8.1% (11)	14.8% (20)	**34.1% (46)**	30.4% (41)	135
Exercise	3.1% (4)	1.6% (2)	4.7% (6)	3.1% (4)	1.6% (2)	5.4% (7)	16.3% (21)	**34.9% (45)**	29.5% (38)	129
								Other (please specify)		11
								answered question		147
								skipped question		27
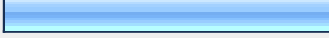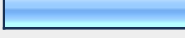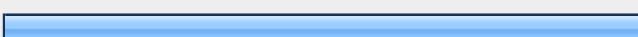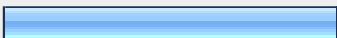
16. How satisfied are you with support and advice available to your practice on helping the management of mental health patients?

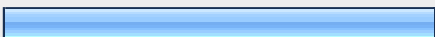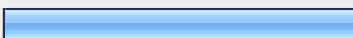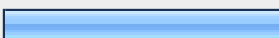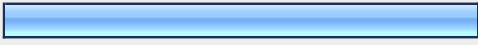|		Response Percent	Response Count
Very satisfied		2.0%	3
Quite satisfied		27.0%	41
Not sure		22.4%	34
Fairly dissatisfied		**33.6%**	**51**
Very dissatisfied		15.1%	23
		answered question	152
		skipped question	22
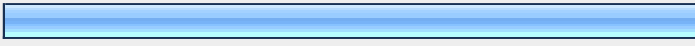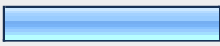
17. Had you heard of WaMH in PC before this survey?

		Response Percent	Response Count
Yes		26.4%	39
No		**73.6%**	**109**
		answered question	148
		skipped question	26

18. If yes above, how?

		Response Percent	Response Count
Word of mouth		**30.8%**	**12**
Conference		25.6%	10
Flyer		**30.8%**	**12**
Website		2.6%	1
Professional journal		5.1%	2
Other (please specify)		5.1%	2
		answered question	**39**
		skipped question	**135**

19. WaMH in PC is developing quality standards to encourage improvements in the following areas. In your opinion, which are the areas to focus on as a priority? Please tick all that apply.

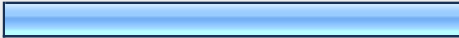|		Response Percent	Response Count
Patient / carer involvement and engagement		33.8%	49
Mental health community projects		35.9%	52
Mental health advocacy to ensure the patient has a voice		20.0%	29
Primary care / secondary care interface		**70.3%**	**102**
Implementation of mental health policy / guidance into practice		36.6%	53
Shaping the essential components of core mental health services in primary care		47.6%	69
Professional development in primary care mental health		38.6%	56
Mental health promotion including promoting public health messages around mental health and wellbeing		30.3%	44
Access and barriers to services		27.6%	40

including equality and disability			
Research to advance improvements in the pursuit of mental health		9.0%	13
Improving access to employment, education and training for mental health patients		52.4%	76
	answered question		145
	skipped question		29
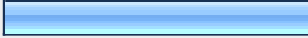
20. Would you use the standards in your own practice?

		Response Percent	Response Count
Yes		**76.5%**	**114**
No		23.5%	35
	Why do you say that?		73
	answered question		149
	skipped question		25
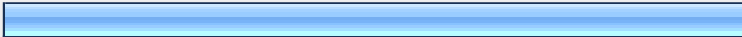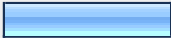
21. What other areas would you focus on, and why?

	Response Count
	37
answered question	37
skipped question	137
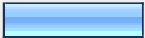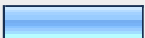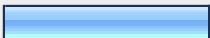
22. Your name

	Response Count
	81
answered question	81
skipped question	93

23. Your email address

	Response Count
	65
answered question	65
skipped question	109

24. Please give your gender

	Response Percent	Response Count
Male	**50.4%**	**64**
Female	49.6%	63
answered question		127
skipped question		47
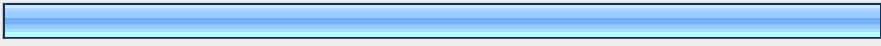
25. Please give your age range

	Response Percent	Response Count
< 30	1.6%	2
31-40	19.5%	25
41-50	**45.3%**	**58**
> 51	33.6%	43
answered question		128
skipped question		46

26. Your professional background

		Response Percent	Response Count
GP		81.7%	103
Practice nurse		18.3%	23
	answered question		126
	skipped question		48

27. Welsh Health Board area

		Response Percent	Response Count
Abertawe Bro Morgannwg University LHB		15.0%	18
Aneurin Bevan LHB		15.0%	18
Bettsi Cadwaladr University LHB		23.3%	28
Cardiff and Vale University LHB		7.5%	9
Cwm Taf LHB		10.0%	12
Hywel Dda LHB		22.5%	27
Powys Teaching LHB		6.7%	8
	answered question		120
	skipped question		54

28. Do you have a special interest in mental health?

		Response Percent	Response Count
Yes		28.7%	37
No		71.3%	92
	answered question		129
	skipped question		45

29. Do you have any specific qualifications in mental health?

		Response Percent	Response Count
Yes		3.1%	4
No		96.9%	126
	answered question		130
	skipped question		44