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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 12<sup>th</sup> August 2021  
Ein Cyf / Our Ref: 21-G-023

01639 648363

FOIA.Requests@wales.nhs.uk

[REDACTED]

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 21<sup>st</sup> July 2021. Your request sought information relating to service user satisfaction surveys for mental health services.

**The [Duty to Review Final Report](#) on the Mental Health Measure recommended that all Local Health Boards report on the outcomes of these surveys in their annual reports on Together for Mental Health. We would like to request the following information:**

**1. Are service-user satisfaction surveys for LPMHSS and or Care and Treatment Planning still routinely used within your Local Health Board Area?**

Yes, service user satisfaction surveys are used for LPMHSS and CTP.

CTP service user satisfaction surveys within secondary care are routinely used on an annual basis in conjunction with Care and Treatment Plan reviews to capture feedback. They are sent out to service users prior to their annual review and returned during this appointment. Due to the introduction of virtual working as a result of COVID-19, the uptake on these surveys has not been as high as in previous years.

**2. How are or were the results of these surveys used to improve services?**

The feedback has been used to improve services. We have adapted our therapy group content to reflect points raised from patient feedback including extending the length of sessions the groups are run over to allow for more time to cover the content. We are also in the process of setting up a forum for service users post intervention.



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

**3. Have any reports been produced by your Local Health Board, since April 2016, that analyses the results of these surveys?**

Yes, data has been fed into monthly performance scorecards which were reviewed by the management team within that locality. Additionally, information will have been submitted to Welsh Government for the National together for Mental Health strategy which includes how the health board meets the requirements for the Mental Health Measure.

**4. Please provide any reports and or data that have been produced on the results of these surveys since April 2016.**

The information provided by the Health Board is then collated by Welsh Government into a national report which can be found here: [Mental health: progress report 2016 to 2018 | GOV.WALES](#). This delivery plan has also been updated which can be found here: [Mental health delivery plan 2019 to 2022 | GOV.WALES](#).

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

