



## **Annual Survey**

### **1. Why have you been asked to complete this survey? What are we going to do with the information?**

It is important that Mind in Barnet is responsive to the mental health and wellbeing needs of Barnet residents and that we understand where the gaps are in services and support.

Mind in Barnet want to hear your feedback on the experience you've had when in contact with our services, including what you valued the most and what you think could have different.

We are committed to delivering high quality mental health and wellbeing support, including our existing services, although we are also looking to the future and would welcome your ideas and suggestions about support and services that we could be developing.

### **2. Instructions how to complete and return**

Please complete all questions and tick the boxes where relevant. Please return this form to Mind in Barnet, 55 Christchurch Avenue, London N12 0DG

If you have any queries about the questionnaire, please call 020 8343 5700.

### **3. Statement re Confidentiality**

Your information will be treated with confidence.

### **4. What services have you used/are using at Mind in Barnet?**

#### **Existing Services**

Advocacy

Counselling

Employment Support

Social Groups

**Services previously delivered**

Support Groups

Eclipse

Befriending

Drop in

**5. What did you value most about your experience at Mind in Barnet?**

**6. What can we do differently to improve your experience at Mind in Barnet?**

**7. Overall how useful was your experience of services provided at Mind in Barnet?**

- Very Useful
- Useful
- Neither useful or not useful
- Not useful
- Not at all useful
- Don't know

**8. Would you recommend these services to friends and family?**

Yes

No

## 9. Statement re looking at future services

We continue to be committed to our existing services. We are also looking to develop new services and would like to know which 5 services you would like to see being delivered at Mind in Barnet.

### Please tick your TOP 5

**Support Group** Group led by a mental health professional where people with similar issues come together on a regular basis to discuss experiences and share coping strategies and provide support

**Psycho/educational Groups & Workshops** People with long-term conditions enabled to manage their own health effectively in time-limited programme where key strategies are learnt to manage their mental health and wellbeing.

**1:1 Key working** Working on a one-to-one basis with a person to assess, support and develop an action plan of activities in order to move forward.

**Befriending** A voluntary supportive relationship where a person gives time to support and enable another to make changes in their life or to alleviate isolation.

**Co-mentoring/Mentoring** A voluntary supportive relationship where the focus is on goal setting within a time-limited space. People can be supported by a mentor or both are equally committed to each other's development and take role of mentor and mentee.

**Peer Groups** Self-help group where people use their own experiences to help each other to manage their wellbeing.

**Group Therapy** Form of psycho-therapy/psychological therapy that takes place with a group of people with similar experiences such as child abuse, led by a clinical professional.

**Drop-ins** A safe and friendly space hosted by staff/volunteers where people can get support and talk openly with others who understand how they are feeling and engage in any drop-in activities.

**Peer Groups** Self-help groups where people use their own experiences to help each other to manage their wellbeing.

**Group Advocacy** A group working together to speak up about issues/concerns that are important to them.

**Specialist Therapeutic Support, e.g. young adult, care leavers** where a specialist assessment is made to take part in a specialist therapeutic intervention.

**Other services**, e.g. Walking group; Book to Cook group; Healthy Body Healthy Mind Group.

**10. How would you like to keep involved with Mind in Barnet?**

- Receive email updates
- Yearly Newsletter
- Become a member
- Become a Trustee
- Interview Panel
- Reference Group
- Attend AGM
- Events
- Be a contact for Service Development

**Please add contact details:**

**11. Equalities Information**

We will be grateful if you can take a little time to complete the attached Equalities Monitoring form.

**Thank you very much for your help.  
Please send or give the form to Mind in Barnet, 55 Christchurch Avenue, London N12 0DG**