

Moray Community Health and Social Care Partnership  
Mental Health and Wellbeing Strategy – questionnaire full responses

Listed below are some ideas around mental health and wellbeing. Which are most important to you? Please rank your top 10 in order of importance.

Description	Rank
<b>Services for when things start to go wrong</b> and when immediate help and support is required (crisis support)	1
<b>Self-care or self help</b> programmes to give individuals the skills to manage and support their mental health and wellbeing	2
<b>Equality of access</b> to services i.e. removal of barriers for individuals who may find it more difficult to come forward for help	3
<b>Services for children and young people</b> who experience mental health and emotional difficulties (early intervention)	4
<b>Recovery focused services</b> and programs that promote wellbeing and support mental health	5
<b>Peer Support</b> services and programs where individuals with experience of mental health problems support each other	6
<b>Support for Families and Carers</b> of people who have mental health problems	7
<b>Welfare benefits</b> services and support for individuals with mental health problems	8
<b>Community campaigns</b> and events to promote understanding and address mental health discrimination and stigma	9
<b>Employment and volunteering services</b> and support for individuals with mental health problems	10
<b>Services in the community</b> (locally available) that promote wellbeing and support mental health	11
<b>Social-prescribing</b> (sport & leisure, community facilities, self-help books etc.) approaches that promote wellbeing and support mental health	12
<b>Online and digital (e.health) tools</b> for supporting low level mental health problems (such as low mood, stress, anxiety, depression)	13
<b>The connection between mental and physical health</b> ( i.e. individuals who are more physically active have better mental health outcomes)	14
<b>Engagement and participation of service users</b> and carers (co-production) in the planning of services that promote wellbeing and support mental health	15
<b>Greater involvement of the voluntary and community sector</b> as providers of services that promote wellbeing and support mental health	16
<b>Housing services and support</b> for individuals with mental health problems	17
<b>Support to employers</b> to develop understanding of mental health and mental health problems, challenge stigma and discrimination	18
<b>‘Moving on’ services and support</b> from inpatient mental health services	19
<b>Access to online web based information</b> (online portal/single point of contact) about services and programs that promote wellbeing and support mental health	20
<b>Accessible information</b> about services and programs that promote wellbeing and support mental health	21
<b>Choice through direct payments and personal budgets</b> for individuals with mental health problems	22

What things in your life and in your community are good for your mental health and wellbeing?

Living so close to the sea in Burghead, coastal scenery and walks  
Access to natural environment for exercise, forests, beaches etc. Social opportunities - community. Accessible services. Exercise classes in community/leisure centres. Music.

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Animals. Being involved in local events where I live (Burghead). Good relationships with neighbours  
Work, social activities. Ability to access services e.g. doctor  
Access to public library for study, Internet access  
My proximity and time spent in nature. My friendships and family. The work that I have chosen to do and the feeling of service it brings. My bike. My body and taking care of it with good food, yoga, walking and my movement practise that grounds me and brings me back to myself and to my wellness and to connection, insight, peace and joy.  
Being close to the sea. Access to local toddler groups to see other mums. Good network of friends. Access to gym and swimming pools. Coffee mornings  
Friends, Marks and Spencer's, local shops, television, Johnston's Woollen Mill  
Meeting people and value of having a cup of coffee and conversations with people  
Talking about mental health issues, support networks, education, understanding.  
SAMH outreach support (one hour weekly). Going to SAMH run weekly group in Forres for company, support and activities. Going to Horizon mental health support group in Elgin for company, support, activities etc. The above are vital for my mental health  
Socialising with resource centre and Horizon resource centre  
My partner and bearded dragon at home. Volunteering for the Scout movement. I also attend two mental health groups, one in Elgin and one in Aberlour. Horizons in Elgin is my most favourite  
Use of outdoor space for dog walking. Volunteering on a voluntary basis in a children's club.  
Helping with coffee mornings etc. Meeting with friends, going on bike rides  
Good neighbours give me a stability I can't find in health services. The freedom and time to mingle with normal, healthy people. Having that helps a lot. I'm not restricted by anything  
Good communication with others, people who listen and are empathetic. Respect. Not being isolated. Companionship. Easy access to services  
CPN, Horizons, caring people  
Spending time with people who understand and can offer support. Being able to see a way back to work where there is some allowance for the vulnerabilities of people with MH problems.  
Having access to specialist MH services, having their support as and when I need it. Feeling supported by others helps me to manage my MH problem better. Having a range of services available in my community so that I have best chance of recovering from my Mental Illness.  
Church going  
Access to green spaces, parks, woods etc Cafes Being able to spend time at work, volunteering, out of the house Spending time with family and friends  
Public green spaces Safe warm places with a community spirit such as libraries  
Friends and family. Quality of life. Open spaces  
I enjoy the open countryside but also love the parks within our community. Activities to increase social well being among all age groups  
Singing in a choir, physical exercise, helping others through the church, peer support through Moray Mental Health, practicing cognitive behavioural therapy (self help), medication, spiritual resources (Bible and prayer)  
My husband who recognises when I am having a down day and supports me. Being able to phone Breathing Space. Going out to garden centres and places of interest. one to one support of CPN  
The fact that we live in such a beautiful area, lots of places to go for walks and be surrounded by nature e.g. forest walks, beaches, nice parks/gardens. Exercise, walking and fresh air and pretty scenery boost my mood.

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The availability to meet people who could offer advice and opportunities to open 'doors' by discussing problems over with experienced people  
Talking to people in confidence e.g. expert help, other people in my situation. Relaxation  
Getting information on help available, different groups. You have to research and find out yourself  
Family support and getting out and about  
People being friendly and non-judgemental. Groups I can engage with. Being known and liked.  
Peace, tranquillity, nice neighbours, good weather  
Support from other people in the community Sport & recreation  
Being able to get support and advice from social workers and carer support services.  
Moray is a lovely area to live in and on the whole people are friendly and kind. There are a wide range of places to visit, and leisure facilities to involve yourself in.  
Working. Friends and family. Getting out and about in nature. Exercise  
Good friends and neighbours. Health. Belonging to some walking groups and bridge club.  
Family relations  
The beautiful environment, clean beaches and town. Community activities on a very local level. Volunteering on a regular basis  
To meet people with mental health  
Living in a house I enjoy being in. Living in a peaceful area  
Access to outdoors, walking, cycling, open and green spaces. Being known and spoken to within the community. Having a role to play in my community. Singing  
Meeting up with friends , and keeping fit , having a good support network around me  
Outdoor spaces, local groups, community spirit, neighbours  
Husband, outdoors, nature, pet dog, sun, yoga, meditation, compassion, friends, employment, medication and mindfulness.  
Family, friends, activities.  
Family, church, jog Scotland, doing some voluntary work with children  
Walking, Swimming, Singing in a choir. Talking to people if things are getting rough.  
Social capital - the extent and strength of connections between individuals, families, neighbourhoods and communities. The extent to which people feel in control of their lives and able to act to change their circumstances, especially those that impact on their mental health.  
Doing garden; watching garden grow; meditation - sharing, ringing at Findhorn Foundation; sun; cycling  
Good local facilities, efficient transport, shops, local groups / activities for all ages.  
Exercise, Talking and meeting family and friends, good food and housing  
Love for and from my wife and kids. 5 a'side football on a Monday evening.  
Being physically active - connections with community and people –  
A safe and pleasant environment. Knowledge that if required help or support that this can be provided without lengthy waits.  
Talking to people Getting out of the house and doing things Laughing/having fun  
Feeling safe in your local environment and not at any risk due to mental health issues. I think it is good to know that there is support available if you need it.  
The park is a nice place to get out and about  
SAMH support (Jamieson Place), a balanced diet, suitable exercise, Step forward (moray anchor project), appropriate medication, supportive friends/family, the fact I have previously had clinical psychology input (CBT), my dog

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What things in your life and in your community are not good for your mental health and wellbeing?

In my life old age creeping on a single pensioner without close family and with long term mental health issues due to a form of social isolation (expulsion from the church/Christian groups who are homophobic)

Anti social behaviour. Rubbish People not connecting and maybe not helping more vulnerable members of their community i.e. keeping an eye on elderly or ill neighbours.

Lack of employment opportunities. Local counselling services at the moment only in Buckie

Spending too much time in front of my computer. Community from Findhorn to Inverness in my car and not addressing the imbalance of energy out and finances in. Making do with being underpaid for my skills. Too much focus on the mind and not enough on the heart. Isolated village. Can't walk directly from house. Have to get in care and drive somewhere

Lack of money. People who smoke. Rain

Too much talk of going on the internet. Not going out to an afternoon club or any activity

Stigma by employers. Ignorance of what 'depression' is.

I have had severe mental health problems with several lengthy psychiatric stays in both Elgin and Cornhill, episodes of suicide attempts and treatments of ECT for over 25 years. I have bipolar disorder and borderline personality disorder. I am unable to form friendships and personal relationships and live alone and so cannot join in community groups e.g. keep fit, art etc. I depend absolutely on psychiatrist, medication, CPN, mental health team and SAMH for vital crisis support

Would prefer one-to-one support rather than talking in a group of people about my problems

The Job Centre. Also the local bus services

Many people suffer from loneliness so something as simple as a visit from someone can help a lot

Insecurity caused by things like worry about benefits being stopped or having to find a job. Or changes to medication which take time to get used to

Isolation, lack of understanding, stress. Poor mobility and lack of adequate, appropriate support. Lack of affordable cleaning services and help. Means testing assessments

Stigma and some people's attitude

Sorry, but not having to fill in forms! Not having to make too many hard decisions. Not being able to get help in a crisis.

Living in a rural area where services are limited. Being reliant on transport which is very limited and doesn't empower me to access the services I need which promote my recovery.

Feeling isolated at home Having nothing to do, i.e. work etc

Litter, antisocial behaviour

Anti social behaviour. Poor housing not meeting needs of homeless, families and elderly.

Criminal activity

Being too introspective; people's failure to understand or talk about mental health issues; stigma; difficulties in relating to others

Crowds and meeting folk, Don't like being out of my own space. Don't like engaging with groups and don't enjoy physical activity

I'm a single mum with mental health issues and have very little support as my friends and family don't live locally. There seems to be a lack of support for people me and I often feel lonely, stressed and overwhelmed. The lack of therapy through my GP is disappointing and the length of waiting lists to see a mental health professional is shocking

Pressure to 'get over it' from "assertive friends"! Talking over things more reasonable and more acceptable to how you feel at present and perhaps future decisions and help to achieve what actions to take as everyone should have choices according to circumstances.

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Speaking to peers that have mental health in a casual cafe chat would be helpful and financial support to join sports i.e. swimming, gym would help to motivate

Stigma

Prejudice, people being judgemental without any knowledge, unfriendliness.

Noisy and nuisance individuals, not enough parking spaces, thoughtless people

Not knowing what's happening

In my recent contact with council services I have generally felt that officers are looking for ways not to support rather than helping. E.g. within 14 days of being made homeless the homeless officer after spending over an hour going through my application then told us he had 28 days to make a decision

Very bad perception of mental health in this area. Unfortunately conditions like anxiety, stress and depression are lumped under the heading of Mental Health which makes people afraid to admit to anyone that they are suffering. Employers do not understand these conditions and are going through the motions trying to look as if they are doing the right thing but their absence statistics say otherwise.

Drink and drugs Low pay Stress

Over involvement in management type control and speak about voluntary work. The policies of local council when self-serving.

People at argue all the time and shout all the time because can be confusing

Stress. Busy places. Busy traffic noise

Pressures from lack of money or job. Worries about finances or housing. Not being well enough or confident enough to go out and be active and meet people. Conflict within the community about incomers/strangers.

Being isolated , not having enough support

Anti social behaviour

Competition whether work targets or in sporting interests. Toxic people, negativity and difficulties in relationships which = life!

People in rural areas have transport issues to get out and about. Lack of awareness of mental health issues among professionals, work place and community. Lack of early intervention and too much dependence on medication. People need a choice of therapies - drugs, talking therapies, physical activities, and opportunity for social interaction.

my job and the way I am treated as a carer ( I work for the moray council)

Pressure & stress. Deadlines. Miss-communication. Low self-esteem. Feeling alienated or unable to change things for the better

Lack of sense of community in local village; poor marriage; climate; Loss of feeling for creative things I used to do and worrying that medication may be responsible

Vandalism, poor transport, loneliness, inefficient public services/ indirect or direct ignorance from council and others to provide facilities / activities in our area

Stress

Not taking enough exercise. Lack of sporting facilities locally. The local roads are not bike friendly. No access to groceries in Elgin if you want to avoid the big supermarkets.

Supermarkets destroying our community.

Isolation - mental health stigma and discrimination

Stress of seeing local environment being destroyed.

Being alone Having no routine

Being isolated and having issues with other people in your community.

I feel strongly there should be free (or very cheap) outdoor activities for adults, if access to some sort of funding for this was available, e.g. aerobics classes for £1 in Cooper Park!

There is not enough specific Housing/Supported Accommodation service for people

suffering from certain mental health issues

What would help to change this?

Society is changing

Anti social behaviour - teenagers etc having more productive opportunities. Community connections being strengthened by events or issues that are important to people

More opportunities and services

A personal assistant/administrator or becoming a part of a bigger team setting up a small organisation or having the organisation I work for support me to work in my area (Moray) and not only where they are funded to provide services (Highland). A pay rise, travel expenses and cycling to work. More time spent with family, friends and in a relationship. Better work/life balance

More footpaths

More money

Meeting people to talk about what is happening in the outside world, in the papers, in the gardens, in their shops - very simple daily tasks

Education and awareness campaigns.

I am more than happy with support from psychiatry and mental health team, SAMH, Horizon and mental health social worker. No change as I require above professional mental health support team to enable me to lead my life at home, as well as having access to crisis support

More support workers

For the Job Centre to listen to us and be more accepted and understanding. For the bus service to be more patient and again be more understanding and more helpful

Perhaps a support system where people with mental health problems could be taken out for a little while to a local cafe, swimming, walking or shopping

Guarantees that my lifestyle would be funded along with services that I use also. I can manage my illness all right. people should be able to lead their lives with freedom, independence and dignity

More affordable services for elderly. Less financial assessment and more real care. Insight in to reason for demonstrated need and effort made to try and self cope/care with age difficulties, especially when people live alone

Education for me and them

Learning tools for self help, which can be introduced while the person is still being supported. Knowing that if we go solo, then we will still be able to get help if we need it without going to the bottom of a long waiting list.

Better transport links and/or Services made available in my area

I work and volunteer

Education and increase public awareness

Teenagers need more facilities. Children need room to play. Facilitating elderly to join in the local community

More education on mental health starting in schools. Reaching the media. Initiatives such as Choose Life at Elgin City

More support workers for 1 to 1 support

Availability of support groups or just some support for single mums/people with mental health issues/people who are lonely. And make sure that any organised groups/support/sessions have childcare options to allow single parents to attend. Increase the availability of therapy that GPs can offer patients. More mental health professionals are needed so that there are more therapy options available and shorter waiting lists.

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Choices and circumstances should be discussed and negative and positive answers discussed thoroughly and understood. Functional and positive abilities to each capable person should be applied or help given where appropriate

Something needs to change but who would take responsibility to help people at the time when they need encouragement to help themselves

Education via media and local agencies.

Go back to old values, manners, one car families, consideration for others

More information

People indicating how and when they can help and what any outcome is likely to be rather than quoting time schedules and restraints. Also being able to speak to someone on the phone who can help rather than simply leaving messages to be called back. E.g. having a duty officer. I have found using the access points is generally more positive.

Much more help is required to help people in the early stages of suffering from anxiety, stress or depression. If matters can be addressed early on, then it prevents much more serious issues developing -people can stay in work and feel normal. I found reading as much as possible about my condition online helped me realise that I wasn't the only one feeling this way and it would be helpful if more information could be put online or available in other easily accessible places. More information about how to self manage would be helpful as I haven't found enough of this available. Forums for people to write down their own experiences to share and for others to read would also be helpful. I also think Doctors and Employers need re-educating. Employers such as Moray Council make a show of having policies and strategies to deal with these issues but their absence statistics speak for themselves. The huge amount of work involved in the recent Developing Better Services Programme was forced upon hardworking staff on top of existing heavy workloads in a very blasé manner and now they wonder why so many staff were/still are absent. Many are still suffering in silence. Cutbacks should not be considered in places such as libraries or leisure centres etc. as these provide crucial services which are great for the wellbeing for many Moray residents.

More services to support alcoholics and drug users/addicts. higher pay. Coping strategies for people

Allow volunteers autonomy of relationship with their clients. Soft-touch management required e.g. training of volunteers in order to keep managers in jobs distracts from the real work going on. Clean up nepotism and corruption in council finances. They are public servants.

Are too self-serving - lose the focus

Try to self care or self help

Making sure the place I live in is right for me

Financial advice and support. Good community connections and friendships.

Being able to have access to information relating to support and help that is available in the area and any other support networks available

More facilities for young people age group 12-18, raising legal age of alcohol consumption to 21

Continued medication, excellent out patient care at Pluscarden Clinic and continued mental and physical exercises. My responses are maybe not relevant to survey, as I've just been discharged with good health after recurring depression, not permanent or l/t illness such as schizophrenia, bipolar disorder.

Better early intervention, promotion of choice of treatment. Better facilities in which to carry these out. Better information about mental health problems and ways to self help and help others.

At work- actually listening and taking some thought and care- I feel that I have in fact been

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bullied and this is because I am a carer and this is perceived as a weakness  
Nothing helps but my own self and my own attitude.  
Help to strengthen the connections between individuals and communities to build resilience before (and to avoid) the intervention of more formal services being needed e.g. through mapping the assets (physical and social) that exist within communities and then asking what would help strengthen and connect them (the whole being greater than the sum of the parts). Communities themselves are often best placed to do this, with a bit of support.  
A sense of recognition of this re medication from my psychiatrist; sense of community in Burghead - fed-up/tired of travelling somewhere else for this; help re marriage  
We are self reliant in our community and luckily have many individuals who facilitate activities for others to enjoy otherwise in the eyes of many others our village might well not exist!  
Honesty  
Better town planning by the council with the council and NHS properly joining up their thinking instead of playing at it and just ticking boxes. Physical activity on prescription from GP's to reduce reliance on prescription drugs. Community Food Network should be pushed to the fore and mainstreamed. Make Elgin a no smoking town- ban it in any public space. Council needs to put pressure on businesses to take corporate social responsibility seriously.  
Programmes to challenge stigma / events to promote understanding - greater choices/options for supporting mental health problems - better crisis support when and where people need it - improved education in schools and community for children and young people - better promotion of supports and services  
Don't think there can be a change.  
Having support to get me out of the house Having regular things to go to  
Making people more aware of how they can help those who experience mental health issues and trying to remove the stigma. Ensuring people are aware of the services available in their local area and that all areas are provided with the same level of support. Moray seems to have a lack of services compared to other areas.  
Money!

What services do you use or have you used in Moray to support or improve your mental health and wellbeing?

Doctors  
NHS doctors and hospitals. Epilepsy field worker. Community care team. Moray College MMH drop in very rarely  
Nature, especially the North Sea. Its culture centres especially the Universal Hall. When I was young it was schools where I met some good teachers. It's innovative building and growing of communities. The Phoenix and the bake house to get organic food. Housing benefit when I needed it.  
Toddler groups, coffee mornings  
I began life at Nairn as a Catholic. My primary and secondary education was at Buckie SAMH outreach support weekly, SAMH activity group in Forres and Horizons centre in Elgin. Some years ago, with support from Employment Support Service, I have done various volunteering therapeutic work but all ended with increased stress and recurrent episodes  
Resource centre, Horizon resource centre, Pluscarden clinic  
Horizon group in Elgin. SAMAH, A group in Aberlour  
Library service



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My treatment has been GP based for several years now. I see the nurses at the health centre every month. I am part of Moray Mental Health but that is more my work. I seemed to outgrow the group years ago. I have used most services offered in the community over the last 35 years.

None as have worked to pay own way thus not assessed as needing any help as have a pension which is taxable

Forres day hospital; Horizons

Professionals who make up the Community Mental Health Team / Horizons / Step Forward / Desktop Publishing

Counselling - not a Moray Council service. Privately funded. Would be great if this were available to everyone. I am a buddy with Moray Council

Leisure centre Public library health point

Moray health walks

Parks, leisure centres, community centres, Forestry Commission areas

Psychiatrist, Ward 4, counselling (private), clinical psychologist (cognitive behavioural therapy). referral to leisure centre

CPN. Breathing Space

In the past I've received counselling, psychology sessions and psychotherapy sessions.

More recently I had a GP gym referral to Moray Leisure Centre gym. Also been to stress control sessions

I have gained more confidence in working voluntarily. Always willing to take advice when I have asked for it, mostly health wise

Quarriers, Studio 8, C.M.A.

Doctor

I have a psychiatrist and CPN

I attend the Resource Centre in Elgin on a Monday night to play with a little music group and have applied to be come a volunteer.

GP Helplines Books

Social workers, community health services, Scottish welfare fund and Quarriers.

NHS Grampian Free Stress Management Course

Avenue

Classes run at local level in community centre - fitness, yoga, swimming, walking groups.

drop-in centres run locally (schools/churches). Art - two art centres in Elgin Library and

Findhorn. reading groups organised by local library

I have not used Moray but I have used services

None

Moray leisure centre. Local GP surgery Local churches Culbin singers choir Library

I have only received help from my doctor and looked up a few things on line

GP

Pluscarden Clinic, Elgin Health Centre Counselling Services, CPN and OT services.

Have been to private appts for counselling/hypnotherapy and treatments such as massage and reiki, all of which had benefit for me. Have also been prescribed anti depressants on 2 occasions for short periods but did not like side effects.

services for carers counselling through my work place

Swimming pools. Psychiatric services. Work based counselling services. Prescription anti-depressants.

Few formal services - GP, library (self help/mental health collection). My local Jog Scotland group. I attended some events that were part of the Feelgood Festival - helped to raise awareness of both the issues and where to find help. Council bike to work scheme and cycle

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path (Elgin to Lossie). Local canoe and kayak club. Local scuba-diving club  
NESS; Findhorn Buddhist ?; starting to visit Phoenix but too far away; creating own services;  
one to one therapist too expensive  
Local Leisure Centre.  
GP's online information (not Moray)  
Sports services healthpoint GP  
WRAP  
I haven't used any personally but have helped people I work with to access services. They  
have included NHS24, Dr Gray's, YPAC, Studio 8, MCA, Social Work Mental Health  
workers, GPs  
SAMH, psychiatrist appointments, community psychiatric nurse, clinical psychology,  
psychotherapy, inpatient (ward 4), step forward, occupational therapy

What's good about them?

Being involved in community activities. WRAP  
All of the above have provided good services  
Gets me out of the house and helps me see that my problems with my children are shared  
by all parents. I can discuss my fears with like-minded people in a similar situation  
SAMH and Horizons have trained staff with whom I have built up relationships over the years  
and who have contact with and are part of community mental health team - psychiatrist,  
social work, GP, CPN (visits me at home every 2 weeks) and I have regular case reviews  
thus ensuring communication between all these professionals so that should (as happens  
often) a deterioration in my mental illness occurs, action can be taken to quickly support me  
and make any intervention necessary  
It is good to speak with like-minded people without fear of being judged. I enjoy socialising  
and the support of both staff and other service users  
All the staff listen to you, are accepting, understanding. They can give you help and advice.  
But it is a good place to be able to talk to other people with problems similar to myself. You  
end up feeling like being with extended family  
Meeting up with others using the library service. Enjoy being part of a book group within the  
library  
The nurses at the health centre are kind and friendly. They don't seem to judge people.  
Moray Mental Health is something I can take an interest in.  
Horizons is very friendly and relaxed  
They are specialised services, they understand the problems I face due to mental illness  
Counselling helps me to work through problems and issues I have on a personal level and  
also through couples counselling Volunteering as a buddy makes me feel I'm doing  
something worthwhile  
Friendly and Supportive  
Social contact  
Readily available, relatively affordable  
Talking through issues and being helped to interpret situations more positively. In Ward 4  
time was taken to get me on medication that suited me better. Physical exercise definitely  
helps  
Don't have to face people  
The gym referral scheme is a great idea and the staff at referral team at leisure centre are  
lovely. The psychotherapy sessions proved to be very useful for me in understanding my  
mental health issues. The tips/advice I received during the stress control sessions were very  
good/useful

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Good, stable functional advice that works

I fell that when I attend an appointment it is my time and I am not judged

Good support and understanding

I have had the same professionals now for several years, and continuity is very important. They know me as a person, not just as a label, and can see where I am when they meet me. Music clears the brain and we have fun. All the stress is forgotten.

Anonymous

They demonstrate understanding and seem able to achieve things where we have come up against brick walls.

Provide information about condition, reassurance that you're not alone and you can get better. Help to manage conditions in a non patronising and non judgemental way.

Talking

I meet local people and feel part of the community. Conversation and stories shared. Coffee and conversation in library cafe (now to close). An invaluable asset to lonely/disabled members of the community

They listen to you, how you feel and take the time to get things over

Physical activity gives thinking time and helps body and mind Singing makes me feel better, focuses away from problems and stress Local GP can listen Church is another welcoming community Library books offer information and a different perspective on life

My doctor is local but not available 24 hours a day

usually available when you need them

The support which both my husband and I eventually received. The waiting list time was dire, despite NHS Grampian rejecting this, but once 'in the system' the service and professionalism provided by the primary care 'team' was excellent.

Choice - but I am lucky to be working and therefore able to afford private therapy.

Nothing works for me besides physical exercise & singing - itself a physical activity.

Help to become and stay more physically active has helped improve self-esteem and confidence - doing this through local groups provides company and helps me feel part of the community

One to one therapy heavy going; potential value of group therapy; own initiatives

Staff are very friendly.

online- private, confidential and anonymous

Sports services can be accessed as and when required. healthpoint - useful and helpful information and contacts

They are willing to help

Clinical psychology taught me the skills I need to manage my mental health safely. SAMH gives me day to day support with daily living, OT, CPN, psychiatrist, SAMH and step forward staff encourage me to keep on going, that my mental health can and is improving, even if I cannot see it myself, yet.

What could be better?

Greater understanding of LGBT and mental health

A drop-in point for people with mental health issues

Greater promotion.

Nothing I feel this whole team (also GP) are there for my safety and maintenance in continuing to live at home and at the moment I have had 2 or 3 years without hospital admission. What makes this work is the trained psychiatric team. Because of my inability to participate in the main community, my participation in SAMH and Horizon groups gives me wonderful opportunity to socialise in non-judgemental, enjoyable and stimulating company,

staffed by experienced, trained, supportive workers in psychiatric disorders.  
Both services being open more days would be a great help to me as I struggle when I am on my own  
Have the groups running for more days of the week and for longer  
Lots of people respond positively to music so sessions where people can choose different types of music to listen to would be a good step. Dancing could be a spin-off from this  
It is sad that most organisations do not cater for anybody that would benefit from one to one support. The ones that do just provide it for an hour or so a week. A person has to find it themselves  
Real needs accepted. Adequate help offered. Less discrimination towards honest, older persons desperate needs and concerns, especially when now disabled. Better access to GP services  
Wider range of services available in my community or better transport links to enable me to access the services that I am interested in.  
opening times for full time workers cost  
Support and respite for people struggling. Constant threatening that services have to be withdrawn should be stopped  
Easier access to talking therapies such as from clinical psychologist. I gather that referrals to leisure centre have been fewer? Beds in Ward 4 which were recently reduced in number can be taken up by bed blocking - older people waiting to transfer to care home etc  
I didn't really bond with my psychotherapist and therefore didn't feel I could open up to her completely. Then my sessions ran out and was told if I needed further help I was to phone and speak to the Samaritans. The waiting list for psychotherapy sessions was too long - needs to be shorter. I could not get psychotherapy through my GP - was only offered it through the Rowan Centre (when there with my child). Would like this service to be available via my GP. I feel like I need further sessions but don't know how to get them. I would like there to be some sort of exercise/dance class that both parents and children could attend together.  
Meetings to view outcome of the advice and perhaps other alternatives that could/would be available in the future  
To have people focussed on supporting rather than rules and "jobs worth"  
NHS Grampian Stress Management course was badly organised. Waiting list to get on course but there were plenty empty seats and people were made to wait until later in the year for next course because of the "waiting list".  
Counselling offered on NHS without having to take medication. Not everyone should have to take medication to access talking therapies. Not everyone needs it.  
Keep the cafe going. It's a real kick in the teeth they are closing this facility. Support local individuals who want to organise without the management layer above taking over.  
Local library service closer to home  
Having someone you feel you can trust who is available for support when things aren't going so well  
weekend surgeries  
Being seen more promptly when in desperate need of help. As I was working initially, I paid for private counselling so that I could speak to someone, this didn't help, as my depression had become so severe, no one understood me. I read a lot of Oliver Sachs books until I was able to see a psychiatrist who I knew would understand me. And she did.  
Some alternatives on the NHS for those who cannot afford to make their own choices.  
It would be helpful if a personal link were established with the carers service and some follow up- my life is very busy as I am a carer for 2 people and I work, so I can't access what

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is on offer that easily. Counselling not helpful as more understanding of being a carer was needed, maybe I need practical help and understanding, not counselling  
Psychiatric and counselling staff need to have an idea what they're talking about - many don't seem to have the first idea how it is to be depressed.  
More investment in preventative and protective services; support (including financial, small grants etc) to community groups. More investment in council facilities - leisure e.g. walking and cycling infrastructure. Work with communities to identify what's important to them, what assets they already have and what would help them to harness those to become more resilient.  
IGA groups in Moray/Highland; centres near Elgin (Burghead?) like the Phoenix. Why only physically disabled at Moray Resource Centre?  
The 'Eating Well' is a misnomer if ever there was one. Take chips and fried food off the menu.  
Consistency of quality of response & support by GP's. Self-referral and referral to specialist services via wider primary care services  
GP - not understanding  
It can be difficult to know which service is best for people to use and a lot of the issues the people are experiencing can be difficult to get help for.  
More outdoor or fitness activities to promote holistic well-being  
Ward 4 staff do not always treat patients with respect, and often have a negative attitude regarding the outcome of treatment, i.e. that a patient's mental health cannot improve, that they may never lead a 'normal' life. The accessibility of services like clinical psychology as there can be long waiting lists.

What's missing? What are the gaps? Are there things in other areas which you would like to see in Moray?

People find it hard to ask for help  
Music festival. Sports events. Opportunities for people to talk about mental health issues outwith clinical settings. Better cinema. Better shops. More choice of things to do in the evening. better bus times in Burghead. More frequent journeys.  
Social activities. Places to meet people of your own age  
Peer support initiatives. Therapeutic work opportunities  
A purpose built space for offering innovative, clinical and fun services to the community that was centrally based - Elgin? Like the Moray Arts Centre but in a town. raising the profile of the practitioners in the sector who are offering these services. Support them by linking them into health boards and giving them business structures to support co-operation. Further supply by growing community of artists/health workers who are investing in providing different benefits (from light to intensive support). By investing in their CPD. Looking at best models of practise outwith Moray and inviting in speakers. Creating a working group of providers that includes health care professionals, arts/therapeutic professionals.  
As already suggested, coffee and chat is as important as anything. Outdoors for a walk looking at birds etc, relaxing  
Greater promotion of CBT AND education about mental health issues.  
An art and craft project like the one which existed a few years ago for people with mental illness. I attended this project (situated in the Nicolson Building in Elgin) and it was fantastic, run by experienced mental health staff. I think it was part funded by Moray Council but had to close, partly to do with council decision.  
Greater awareness of mental health so families and others are able to understand what I am going through

In the last 35 years I have seen services come and go. At times I have felt the mental health services were collapsing behind me (use them for a while and then they are gone). There is no quality service left to use through the week like a drop-in everyone could feel free to use Affordable cleaning services for elderly who live alone and are willing to pay. Help with cooking and other services where requested and when needed. better transport, especially in rural areas

In Forres the users group is fully subscribed. More of the same is required. Training in management of the 'scars' of psychosis

Better range of housing options for people with mental health problems that is not just located in Elgin. For the local housing department to take people with MH problems more seriously and their awarding of medical points to reflect this. A service which offers people with MH problems respite for when things become more difficult. I understand that SDS is meant to offer service users more choice and flexibility but there is still a need for these types of services and I am concerned that these will eventually disappear as SDS is rolled out on a larger scale.

more publicity and education

More activities for children, teenagers and the elderly. Employment for school leavers 24 hours crisis facility where someone can easily go when extremely distressed. Better facilities for young people with mental health issues, including peer group support. Better support for people trying to get back into work. Occupational therapy, long term, for those unable to work.

Availability of support groups/networks where people with similar issues can meet, get support, share experiences and make friends. Lack of cheap/available childcare makes everything very difficult for parents (especially single parents) with mental health issues to get out of the house

Follow up calls on each problem when negativity is involved. help towards a positive acceptance if possible, with aid

I think I would enjoy some sort of exercise and relaxation groups

More choice, support when its needed

I'm not sure what's available for young people. I haven't seen anything specifically targeted to them.

Crisis point care for people who are suicidal

More art activities. At present Findhorn is invaluable. What about Elgin and other towns nearby? Community projects in the arts to celebrate the area. A festival for the people. Get them out doing, making and participating (choirs, music,art,crafts)

More befrienders for people with mental health problems - to visit, take them out for runs, shopping, tea and coffee. Telephone befrienders making a weekly phone call

Access to internet for those needing access to welfare etc, in rural communities, e.g. Duffus & Hopeman. Listening services (e.g. chaplaincy listening) in GP surgeries, as trialled elsewhere. Reliable and easily accessed crisis support when people go looking for urgent help, e.g. with people feeling suicidal.

I don't think there are enough support groups , available for people who are suffering from depression or their families

weekend surgeries. Too long a waiting list for people to get help after initial consultation with GP need more practitioners and support

A lot of social issues are linked to mental health problems such as drug and alcohol mis-use. There are services available for those who want to address these issues but there are a lot of people who are not in the right state of mind to do this, these people need services until they are ready to go forward with addressing their use of alcohol etc and self medicating

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tools.

I don't know, the services seem very thin to me, I think people who need help need someone to take an interest and keep in touch, that has not been my experience

A stronger connection between physical activity and mental well-being - this should be shouted about far more,

Improvements to crisis support. GPs are often the first port of call - work to improve access (including ability to respond quickly) Out of hours support

WRAP OK but a bit cluttered for someone with ADD. What has happened re men's sheds and the See Me campaign? Group therapy with a good IGA person

Is there anything else you want to say about mental health and wellbeing? What will a mentally healthy Moray mean?

More inclusive practices, reduced stigma and a more open-minded population in terms of mental health issues

That mental health is very under-funded compared to physically disabled people. More equality in resources for those with a mental health disorder. 1 in 100 in average have a psychiatric disability

Better health and wellbeing means more people in jobs rather than being off side and on benefits

A happier people in Morayshire.

Continuation and indeed expansion of all mental health services in Moray as I have already mentioned, so providing professional, integrated support for people suffering mental illness.

Present situation is vital to be supported and staffed professionally, centred and coordinated by Moray mental health team in NHS to meet increasing needs as mental illness affects more and more people

More services and less discrimination

Fingers crossed all people will become more accepting. Life would become more aware that there are people out there who yes have mental health. We are not monsters, we are just like everyone else

Everyone would be accepted for what they are. mentally ill people wouldn't be bothered with others having preconceived notions about them

There needs to be more qualified staff. Prevention of stress

For those with mental health problems to have a much bigger say in the development of mental health services in Moray. It would appear to me that decisions are too often taken by those in management who have little experience either personally or through work in relation to Mental Illness.

Talking therapies are v3ry helpful when they're done well. Sometimes all a person needs is to be able to talk to someone who will listen with empathy and without judgement or advice. I wish it was more widely available on the NHS (and I don't mean CBT)

Safer and happier place to live

The everyone has their physical, social and mental needs met

I would like to see more mental health workers in Moray so that everyone with a mental health issue can get treatment/help. It would be fantastic if every mental health patient could get a regular visit from a mental health worker.

Ward 4 has an uncaring culture. I have never heard a good report from other mental health service users, in fact the opposite. Recently, Ward 4 staff were directly responsible for the suicide of my friend's daughter, having refused her admission 3 times, when she requested it, saying she wanted to harm herself.

Generally support for my wife through the NHS is excellent, and most contact through

council services has been positive. A mentally health Moray will mean that everyone understands the problems and frustrations encountered by the mentally ill and their carers. It should be more widely realised that Work Related Stress mainly affects people who actually care about the work they do. These are the people that should be looked after better by their employers and the general public.

Right services for people. More talking therapies without meds

You could never achieve a 100% mentally healthy area

Elgin is alienating. It should be a thriving town but is really run down and depressing. What an eyesore the central bus centre and adjoining St Giles Centre is. A dead, dirty place. So many sad people hanging about doing nothing. Or empty of human activity I've been an educator all my life and mental health begins with children and families. We have to support them from the very start in every possible way.

Compared to other places Moray offers a lot for people with mental health problems. Less mental health problems, less strain on the NHS

Everyone should be accepted as they are, with no stigma about mental health problems. So everything can be discussed openly, with support available at many different levels. People who need help will know where to turn and get help as soon as they request it. Communities will care for one another.

A brighter future for lots of people

Less social problems and more community building, breaking down barriers bring people together to help each other more. Less need for services.

Yes. It is more than just taking drugs. I now practise Complementary Therapies. It depends on the illness, severity, ability/desire for self help and a person's make up; but mental exercises, CBT, compassion may also be of help. To this I would also add exercise of any sort, social interaction. Complementary Therapies can also play a part in self esteem, confidence and relaxation.

Tackle the alcohol and drug mis-use issues more successfully. Good information around which is readable and not stigmatising. Good early intervention practice, good integration between health and social work to identify those needing help.

Stopping lip-service to the current PC buzz-words, and actually changing the culture.

It's vital to take a long-term view and invest more in early intervention and prevention. The best way to do this is through working with communities to build assets, connections and resilience.

Elements of the first Feel Good Festival not carried over into second year. Needs some sort of continuity of that atmosphere

A mentally healthy Moray will mean that our children have a chance to thrive and want to stay here when they grow up. Physical health and mental health are inextricably linked.

Good mental health is not a given. Unless you do things that you enjoy you can not expect to be happy. Unless you have someone to connect with you will be isolated.

The focus upon mental health & wellbeing as a priority in Moray is welcome. A greater focus is required upon the promotion of wellbeing, tackling stigma and interventions to support low level mental health problems such as stress, anxiety, depression as a preventative measure. People in Moray appear despondent. Economics deteriorating, no hope for young people, services being cut, amenities being cut.

Having a parent with mental health problems, I've realised there is little support or involvement for family members. Everything is kept confidential between the professional service and service user and there is no communication as to what the support plan is, what support is available or motivation to want to help the person in the situation

Less pressure on emergency services and other agencies if people are more aware of the



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help they can get before they are in crisis. Better awareness of mental health issues and how people can get help will ensure people get the help they need when the need it.  
Community spirit, fitness