

Young Patient Mental Health Instagram Survey Results Summary



NHS

East of England
Ambulance Service
NHS Trust



- Access to mental health services for 18 to 25 year olds was a fifth higher in 2021/22 compared to pre COVID levels (NHS England, 2022). EEAST has also seen an increase in mental health categorised 999 calls (6,268 calls relating to 14 to 25 year olds between November 2021 to October 2022).
- To obtain patient feedback and to better understand the call increase, EEAST and the Youth in Mind Group at the Mancroft Advice Project (MAP) co-designed a short Instagram survey to capture feedback from young people who had called in relation to a mental health crisis. So far, this survey has received a combined **4,815 views!**

999



Combined Survey Results

- **30.0%** of respondents had needed to contact 999 in relation to a mental health crisis.
- **75.8%** of respondents had been unable to access mental health services prior to calling 999. **24.5%** of these respondents had not been aware of the services available.
- **67.6%** felt the emergency call handler had listened and understood their needs.
- An ambulance response had been received by **52.4%** of respondents.
- Ambulance staff and overall satisfaction were rated between **'good'** and **'excellent.'**
- Additional comments highlighted the professionalism, kindness and care provided by EEAST staff.



Next Steps

- The survey results have been shared internally and externally to discuss learning, next steps and service provision. A social media summary report has also received over 4,000 views!
- A summary report has been shared via the Trust's social media channels, with over **4,000 views!**
- Call handler engagement sessions to take place with young mental health ambassadors.
- A list of area specific mental health services/support have been shared.
- Communications needed to explain the 999-call handling process.
- The Instagram survey to continue during 2023/2024.

