



NHS

East of England
Ambulance Service
NHS Trust



Young Patient Mental Health Instagram Survey



Results



#WeAreEEAST



About this report



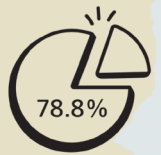
- Access to NHS mental health services for people between 18 to 25 years old was approximately a **fifth higher** during 2021/22 when compared to pre COVID-19 levels (NHS England, 2022).
- Between November 2021 to October 2022, EEAST received **6,268** mental health categorised 999 calls in relation to 14-to 25-year-olds.
- EEAST needed to seek patient feedback to better understand the call increase, to identify gaps in service provision and to monitor patient experience.
- During 2021/22, EEAST met with the Youth in Mind Group at the Mancroft Advice Project (MAP) to co-design a short mental health survey to capture feedback from patients who had contacted 999 in relation to a mental health crisis.
- The survey was designed as a short Instagram stories survey to encourage feedback from younger patients. The survey went 'live' on **31st January** and **10th October 2022** (World Mental Health Day).
- The success of the Instagram survey and the combined **3,703** views has highlighted the need to trial new methods for patient feedback.





Survey results

- **28.1%** of respondents had needed to call 999 in relation to a mental health crisis.
- Over three quarters (**78.8%**) of respondents had been unable to access mental health services prior to their emergency call. **26.0%** of these respondents had not been aware of the services available.



- **66.0%** of respondents felt the emergency call handler had listened and understood their needs. The remaining respondents (**34.0%**) did not feel listened to or felt that their needs had been understood.



- An ambulance response had been received by approximately half (**49.7%**) of respondents. Other responses included: 'other' (**25.7%**), 'an appointment was arranged/referral made' (**13.4%**) and 'advice on how to care for myself/the patient' (**11.2%**).



- Ambulance service staff and overall satisfaction with EEAST were rated between 'good' and 'excellent.'



- Comments received were mostly positive and highlighted the professionalism, kindness and care provided by staff.





Next steps

The survey results have been shared at EEAST and with the mental health leads throughout the east of England to discuss the **next steps and service provision**.

Call handler **engagement sessions** are planned to take place during 2023/24.

EEAST will produce an **infographic** to explain the 999 emergency call handling process.

A list of approved mental health services/support will be **signposted** via social media and added to the EEAST website.

The survey results will be **published** on the website and learning **shared** through social media.

The Instagram survey will **continue during 2023** and feedback will continue to be monitored.

More information

Thank you to the Youth in Mind Group at MAP for their help in co-designing the Instagram survey.

Read the **full survey results** in more detail on EEAST's website: [Patient survey results \(eastamb.nhs.uk\)](https://eastamb.nhs.uk)

References

NHS England. 2022. NHS helps record numbers of young people with their mental health as students return to universities.
Available at: [NHS England » NHS helps record numbers of young people with their mental health as students return to universities](#) (accessed 21/11/22)

