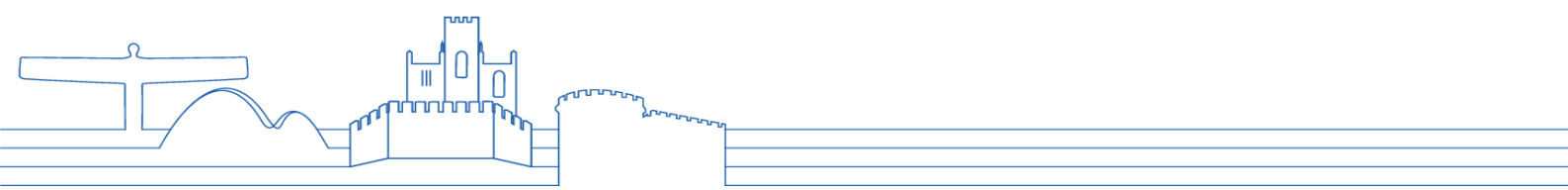
NHS
North East and North Cumbria

Patient experiences of accessing mental health support in Gateshead

August 2022



This report was produced by Involve North East on behalf of North East and North Cumbria Integrated Care Board.
We are an independent organisation who specialises in involvement and engagement. We work with integrity, ensuring people's voices influence the design of services they receive.

We have vast experience and expertise in gathering the views and opinions of patients, carers and the general public in relation to health services. For example:

- service evaluations
- changes to care pathways
- locating new services

We employ quantitative and qualitative data collection techniques including:

- Questionnaires – paper-based and online
- Participatory appraisals
- Drop-in events
- Face-to-face and telephone interviews
- Focus groups
- Informal group discussions

For more information about the services we can provide please contact Andrew White on 0191 226 3450 or email andrew@involvene.org.uk. Visit our website at: www.involvene.org.uk

Charity number: 1116182
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Introduction

- Gateshead Cares is made up of health and care organisations including the Council, local NHS organisations and voluntary and community sector who are all working together to improve the health and wellbeing of local people.
- As part of their Community Mental Health Transformation Programme Gateshead Cares want to ensure that it is as easy as possible for people to access mental health support.
    - To understand whether services are working and people are getting the support they need, people living in Gateshead who had received support from local organisations around their mental health within the last two years were offered the opportunity to share their views and experiences.
- Support could have been from their GP practice, Talking Therapies, a charity such as Mind, NHS services they had used outside of hospital or support they received during a stay in hospital.
- Feedback was also gathered around accessing activities to help people keep mentally well.
- Data collection took place during July 2022 with an online survey and easy read version publicised widely across statutory and voluntary and community organisations in Gateshead:

    - Albert Kennedy Trust
    - Be-North
    - Better Health at Work Award
    - CNTW PCN Mental Health Practitioners
    - Connected Voice
    - Edberts House
    - Gateshead Citizens Advice Bureau
    - Gateshead Clubhouse
    - Gateshead Council Adult Social Care
    - Gateshead Council Making Every Contact Count (MECC) Champions
    - Gateshead Housing
    - Gateshead Service User Forum (CNTW)
    - Gem Arts
    - Healthwatch
    - Labriut
    - Mental Health North East
    - Oxford Terrace and Birtley Primary Care Network
    - Queen Elizabeth Gateshead
    - Queen Elizabeth Gateshead – Older People's Mental Health service
    - Rainbow Home
    - Recovery College Collective
    - Report Out
    - South Tyneside and Sunderland Foundation Trust Talking Therapies
    - Tyneside MIND
    - Your Voice Counts

- The survey was also promoted through relevant Facebook groups for residents of Gateshead.
- 109 people shared their views (see Appendix 1 for profile of respondents).
- The following is a summary of the findings and recommendations.

Patient views

Key themes

Lack of awareness of services

- There is good awareness of accessing mental health support via a GP or the Talking Therapies service, most other services are not well known.
- The consequence of this is people accessing their GP practice as they do not know where else to go or people accessing more than one service at the same time and being rejected because of this.
- This lack of awareness is also evident in terms of health professionals with a small minority of people reporting that they were not referred to the right service initially.
- There is however a desire from patients to know what services are available and when asked what would make accessing services easier, more information about services was most frequently mentioned.
    - The majority of patients suggested online information with a standalone website favoured, alongside non-digital formats such as leaflets and face-to-face dissemination.
- People also called for GPs in particular to have greater knowledge of the services available.

Services accessed

- Nearly three-quarters of respondents accessed their GP practice or Talking Therapies first for support with their mental health.
    - Those using their GP cited familiarity of the service and seeing it as the best place to start to access more specialist support as reasons for accessing this service first. Half of people found access easy, those who did not reported difficulties in getting an appointment in particular and asked that this be rectified.
    - Those using Talking Therapies accessed the service because they had previously used it or had been recommended or referred by a health professional. The majority reported that the service was easy to access, the minority that did not felt they waited a long time for an appointment, were excluded as they did not fit the criteria or had no response to their referral form. Again reduced waiting times would make the service more accessible.

Waiting times

- Patients reported long waiting times to access services and asked that services added more capacity to reduce waits.
- Several people also noted that they had been referred to inappropriate services to try and reduce their waiting times for support.

Accessible services

- A small minority of people reported issues with using services due to accessibility. This was in terms of accessing a service due to a disability, which required the support of a family member, people struggling to complete long and complicated referral forms and accessing services during work time.
- There was a call for support to self-refer, a follow-up from professionals to check whether they managed to self-refer simpler referral forms and longer opening hours.

Referral to other services

- Patients reported a quick and easy process and feeling very supported by the services.
- However, when being referred on to other services almost nine-in-ten patients had to repeat information, (such as why they were looking for support and their personal history) that they had shared with the first service they had accessed. They found this frustrating and distressing and felt like they were not being listened to. The vast majority felt that it would be helpful to share this information in advance.

Activities to keep people mentally well

- Nearly two-thirds of respondents took part in some form of activity to help keep them mentally well. Physical activities were most frequently mentioned, followed by contact with family or friends and mindfulness activities.
- Barriers to taking part in activities centred around health and particularly mental health with people citing anxiety in social situations and their mental health illnesses. Time (due to work and caring responsibilities) and cost were also factors.
- To help them take part in activities people requested:
    - Free or reduced cost activities.
    - Greater support to help them with their mental health.
    - Information on what activities are available.
    - Activities in a friendly, non-judgemental space.
    - More accessible activities in terms of location, opening hours and suitability for people with limited mobility.

Summary of findings

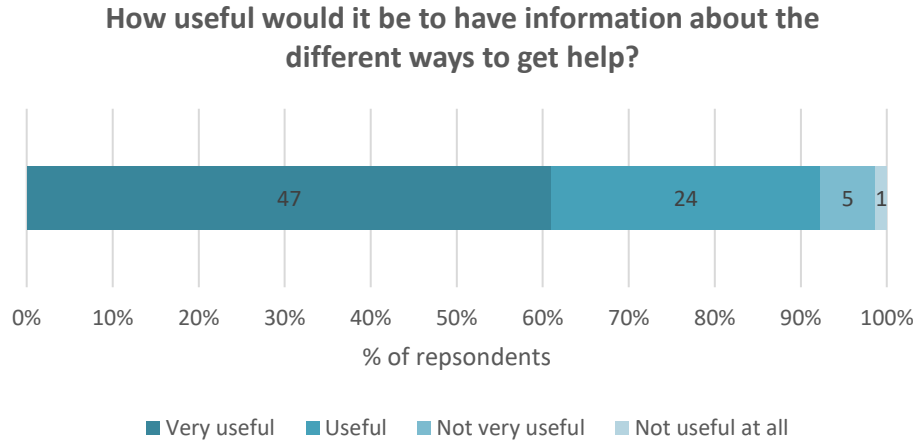
Awareness of services

- Respondents were asked which mental health services/organisations they were aware of and identified the following:

Service/organisation	No. of respondents	Percentage of respondents (%)
GP	80	74.1
Talking Therapies	60	55.6
Crisis Service	18	16.7
Gateshead Counselling Service	16	14.8
North East Counselling Services	16	14.8
Recoco	10	9.3
Northumberland & Tyneside Mind – Listening Service	8	7.4
Northumberland & Tyneside Mind – Telephone Support Line	8	7.4
Tyneside Women's Health	6	5.6
CNTW acute admissions/in-patient services	5	4.6
Kooth	4	3.7
Gateshead Evolve	3	2.8
Occupational health	3	2.8
Qwell	3	2.8
Children and Young People's Service (CYPS)	2	1.9
CNTW Community Treatment Team	2	1.9
Northumberland & Tyneside Mind – High Intensity Service	2	1.9
Samaritans	2	1.9
Health visitor	1	0.9
Mum's Talk	1	0.9
Northumberland & Tyneside Mind Wellbeing Service	1	0.9
Personality Disorder Hub	1	0.9
Private counsellor	1	0.9
Together in a Crisis (TIAC)	1	0.9
Edberts House Community Link Workers	0	0.0

No. of respondents – 108
Respondents could give more than one answer

- There is greatest awareness of GP support and Talking Therapies, both of which can be accessed through self-referral.



No. of respondents – 77

- Over nine-in-ten respondents would find it very useful or useful to have information about the different ways you can get mental health support.
- They suggested the following ways to disseminate this information:

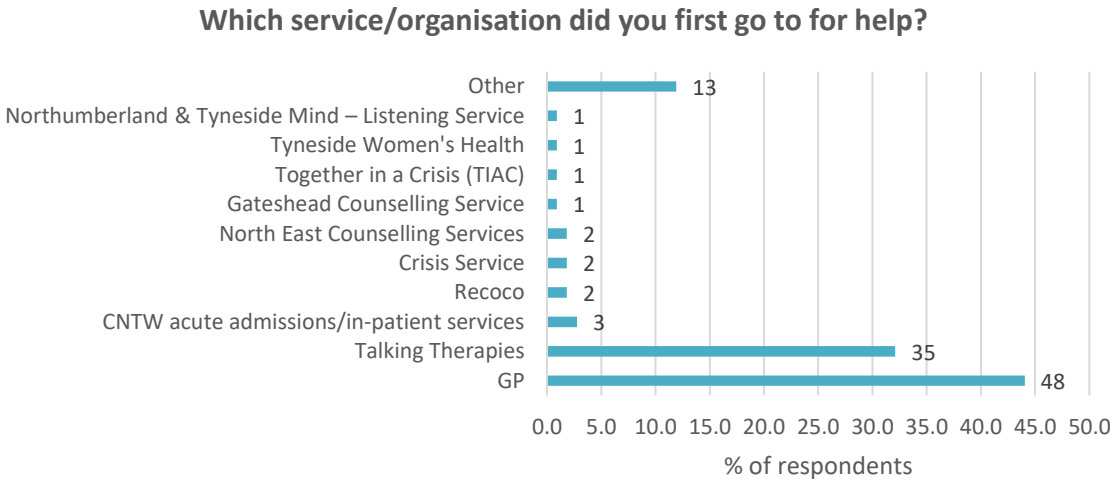
Service/organisation	No. of respondents	Percentage of respondents (%)
Online information		
Standalone website	21	29.2
Page on Council website	16	22.2
Standalone website linked from GP website	11	15.3
Social media	7	9.7
Standalone website linked from Council website	1	1.4
NHS website	2	2.8
Leaflet information		
Leaflet in GP practice	17	23.6
Leaflet	10	13.9
Leaflet in community centres	2	2.8
Leaflet in pharmacies	1	1.4
Face-to-face information		
From professionals	8	11.1
From GP	6	8.3
Promoted in school	1	1.4
Emailed information		
Email	3	4.2
Email from GP	1	1.4
Newsletter information		
Council newsletter	1	1.4

No. of respondents – 72
Respondents could give more than one answer

- Online information via a standalone website with links from GP practice and Gateshead Council sites or a dedicated page on the Council website were mentioned frequently.
- There was also demand for information in leaflet form, available in GP practices and other community settings.
- A minority of people would like face-to-face information or information in Gateshead Council's newsletter.

Accessing services

- Respondents were asked about the mental health services they have accessed in the last two years.



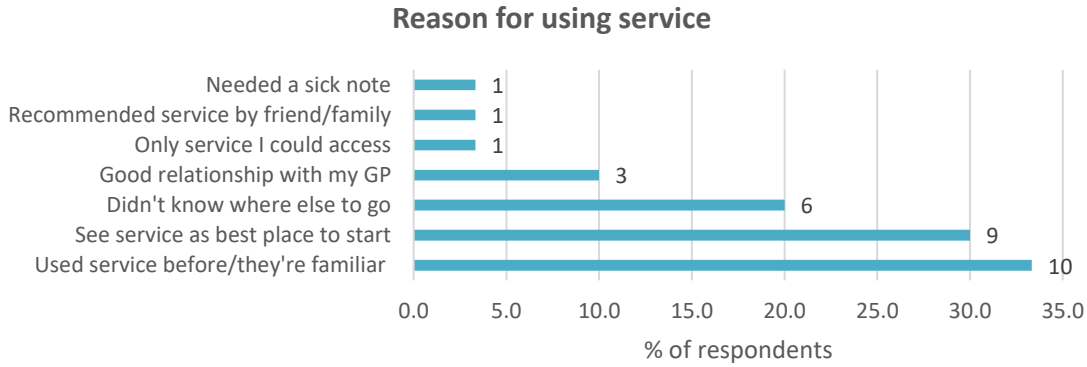
No. of respondents – 109

- For over 40% of respondents the GP practice was their first port of call when they reached out for help with their mental health.
- A further 32.1% of people contacted Talking Therapies for support.
- Thirteen people used a service which was not listed:

Service	No. of respondents
Occupational health	3
CNTW Community Treatment Team	2
Children and Young People's Service (CYPS)	2
Health visitor	1
Mum's Talk	1
Personality Disorder Hub	1
Private counsellor	1
Northumberland & Tyneside Mind Wellbeing Service	1
Can't remember	1

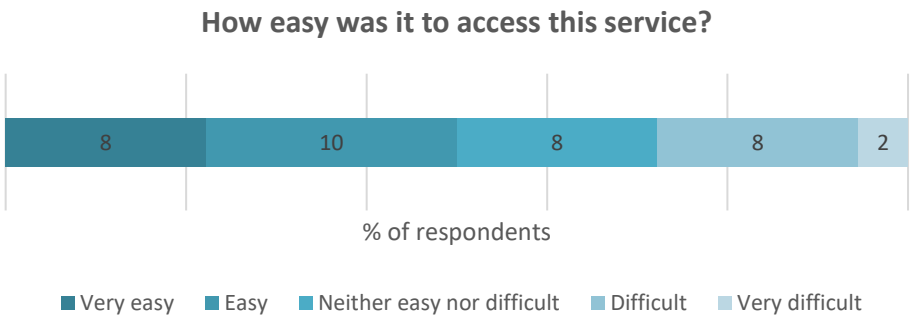
- Respondents were asked:
  - Why they chose that service
  - To rate ease of access to the service
  - Whether anything would have made it easier for them to access the service

- **GP services**



No. of respondents – 30
Respondents could give more than one answer

  - The familiarity of their GP practice was the main reason patients chose to go to their initially.
  - They also see it as the obvious place to start in order to access other services "I thought that was the way to do it."
  - One-fifth of respondents however contacted their GP practice as they did not know where else to go. "Don't know about other places I could go to."

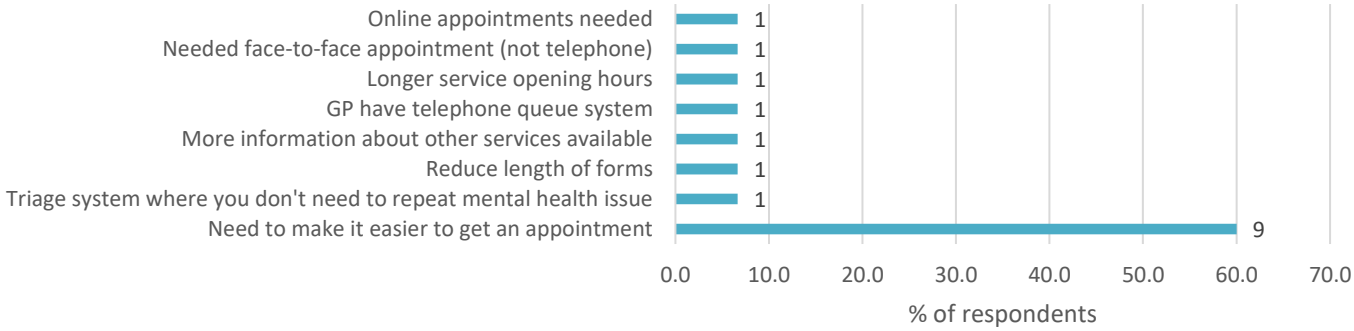


No. of respondents – 30

- 50% of respondents reported that accessing their GP practice was very easy or easy. This was because:
  - The appointment was easy to make (12)
  - Staff are supportive (2)
  - They received a quick referral (1)
- 22.2% felt access was neither easy nor difficult. Three people stated it was hard to get an appointment and two thought it was easy.
- 27.8% of respondents stated that it was difficult or very difficult to access their GP practice. This was because:
  - It was difficult to get an appointment (5)
  - The GP told them to self-refer to another service (1)
  - They needed support due to a developmental disability (1)

    "I have autism and my Mam had to take me as I didn't know what to do or what to say."

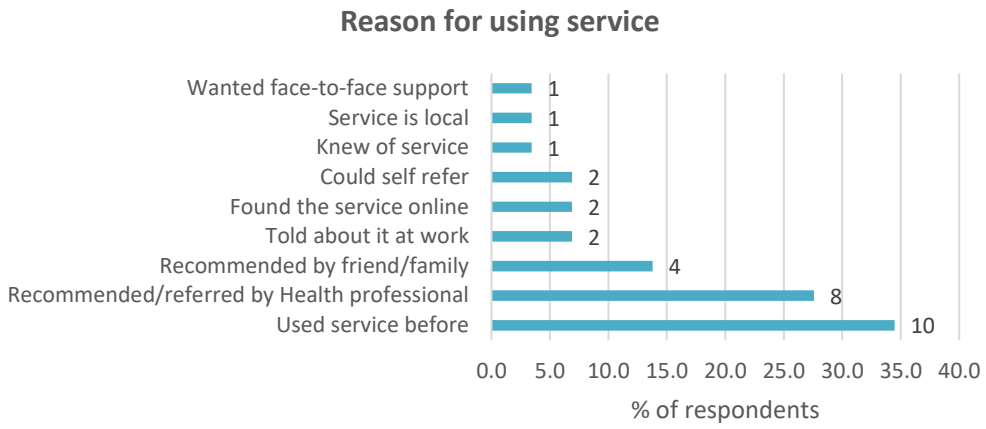
Is there anything that would have made it easier for you to access this service?



No. of respondents – 15

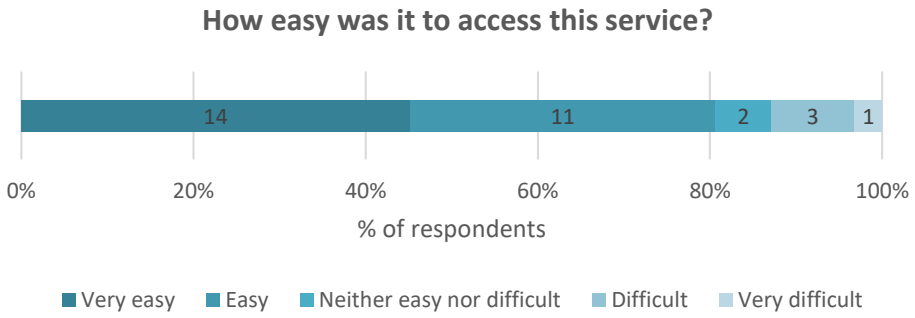
- 15 people felt that there was nothing that would make access easier.
- However others suggested access would be improved by making it easier to get a GP appointment.

- **Talking Therapies**



No. of respondents – 29
Respondents could give more than one answer

- Over one-third of respondents chose to access Talking Therapies as they had used the service in the past.
- Over one-quarter had been recommended or directed to self-refer to the service by a health professional.



No. of respondents – 31

- 80.6% of respondents reported that accessing Talking Therapies was very easy or easy. This was because:
  - Referral form online and easy to complete (6)
  - They did not wait too long for an appointment (3)
  - It was a quick referral process (2)
  - They already knew about the service (2)
  - They had supportive staff (1)
- 6.5% felt access was neither easy nor difficult as it was a short wait for an appointment.
- 12.9% of respondents stated that it was difficult or very difficult to access Talking Therapies. This was because:
  - There was a long wait for an appointment (1)
  - They were rejected from service as they had also referred themselves to Recoco (1)
  - It was difficult to get to (1)
  - They had no response to the self-referral form they submitted (1)

Things that would have made it easier for you to access this service	No. of respondents
Shorter waiting times for initial appointment	5
Direct number to call	1
Getting support within my GP practice	1
More information about how services interact	1
Reply to referral email	1
Should be able to fill in referral form online rather than having to download, work out how to edit it and then email it back	1

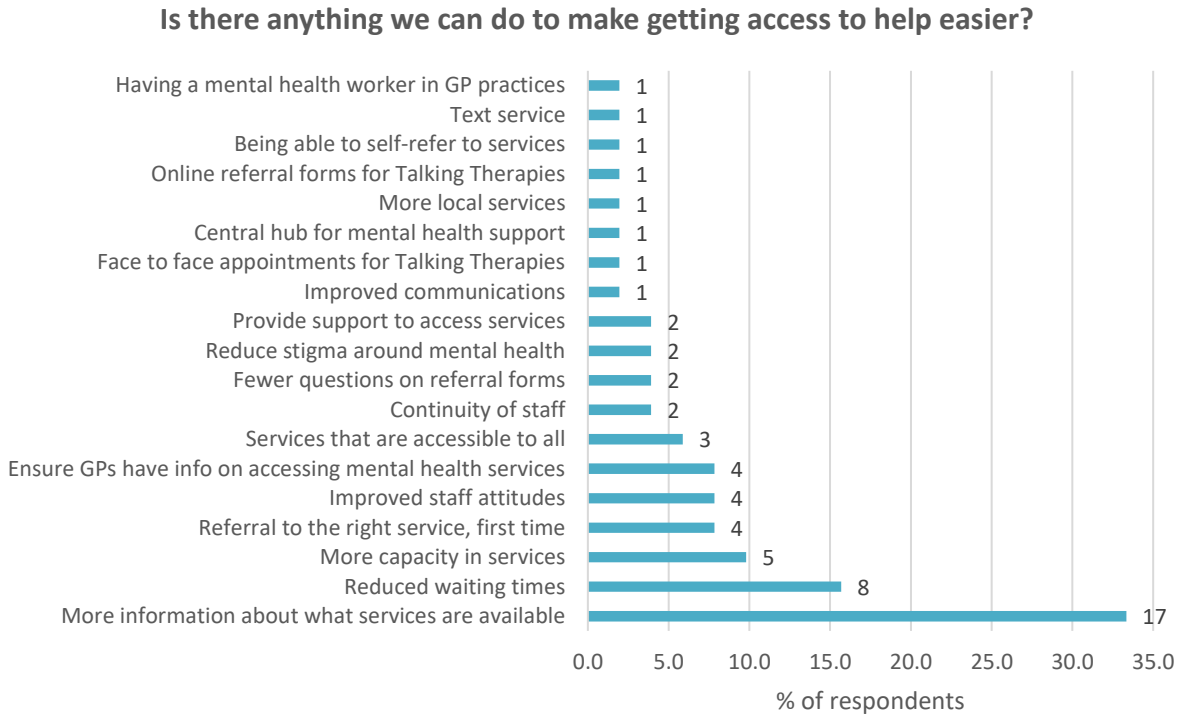
No. of respondents – 10
Respondents could give more than one answer

- 13 people stated that there was nothing that would make access easier.
- However most suggested reducing waiting times for the initial appointment would help.

- **Other services listed**
  - Feedback was also provided by a small number of people on the other listed services which has been summarised in the table below.
  - See Appendix 2 for feedback from the minority of people who used other services not listed.

Service	No. of Respond-ents	Reasons for use	Ease of access rating	Reason for rating	How would you make access to this service easier?
CNTW acute admissions/ in-patient services	2	• Familiar • Through A&E	• Neither easy nor difficult	• Easy to contact	
Recoco	2		• Very easy		
Crisis Service	2	• GP referred them on	• Neither easy nor difficult • Difficult	• Delay to service due to postcode issue • Mental health made it hard to contact	• Reduce waiting list
North East Counselling Services	2	• Familiar to me	• Easy		
Gateshead Counselling Service	1	• Recommended by work	• Easy	• Quick referral	
Together in a Crisis (TIAC)	1	• GP referral	• Very difficult	• Long waiting time for appointment	• More local service
Tyneside Women's Health	1	• Support met my needs	• Very easy	• Easy to contact	
Northumberland & Tyneside Mind – Listening Service	1	• Familiar to me	• Easy		

Improving access to services



No. of respondents – 51
Respondents could give more than one answer

- Access to services would be improved if people knew what was available to them (33.3%).
    - Several people also felt that GP practices needed greater awareness of services.
- Some called for reduced waiting times and increased capacity in the system.
- Making sure people are referred to the right service, first time was also requested by a minority of people who reported being moved around services, because they did not fit criteria or to try and reduce waiting times.
- Services that are accessible to all in terms of disabilities and opening times was also mentioned.

"I think there is a lot of value in a lot of the services/charities that are there to support mental health, but there should be more collaboration and an organised database of everything available sectioned out into what they specifically can offer, which should be available to GPs and mental health professionals. The main problem is actually finding out what is out there and especially when you are in need, it's literally the worst time to be trying to look on your own for help."

"Shorter waiting lists - more staff. Appropriate referrals to services needed rather than provide inappropriate services because that's all you have available."

"I was bounced from service to service as I didn't meet their criteria or required more specialist service…. told by Gateshead talking therapies…to make a self-referral to Mind - as someone with severe depression summoning up the energy and ability needed to make that referral took weeks. I was then told by Mind that I didn't fit their remit as I was too complex. So I was left, very depressed and suicidal with zero support. I feel very badly let down by Gateshead Talking Therapies and Gateshead Mind. Perhaps had there been access to mental health support within my GP practice and referrals made by services (or checks to see if patients have managed to

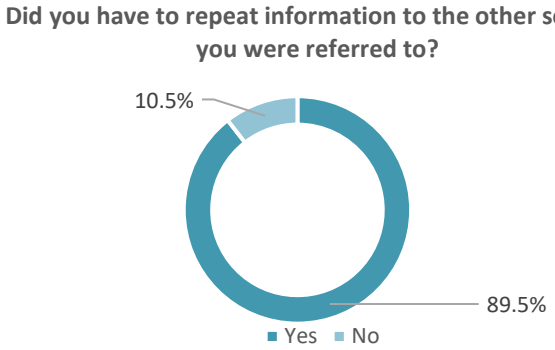
make self-referrals/support to do so) rather than relying on patients doing so themselves, this might have been better. A mental health link within GP practices would help."

Referrals to other services

- Thirty-eight people said they were referred on to other services after their initial contact and shared their experiences of this process.
- They accessed the following services:

Service/organisation	No. of respondents	Percentage of respondents (%)
Talking Therapies	22	57.9
Recoco	5	13.2
GP	4	10.5
North East Counselling Services	4	10.5
Community Treatment Team	3	7.9
Gateshead Counselling Service	3	7.9
Tyneside Women's Health	3	7.9
Crisis Service	3	7.9
Northumberland & Tyneside Mind – Listening Service	2	5.3
CNTW acute admissions/in-patient services	2	5.3
Gateshead Clubhouse	1	2.6
Northumberland & Tyneside Mind – Telephone Support Line	1	2.6
Northumberland & Tyneside Mind – High Intensity Service	1	2.6
Together in a Crisis (TIAC)	1	2.6
Psychiatrist	1	2.6
Psychologist	1	2.6
Psychosexual counselling	1	2.6
Ebert's	0	0.0
Kooth	0	0.0
Qwell	0	0.0
Gateshead Evolve	0	0.0

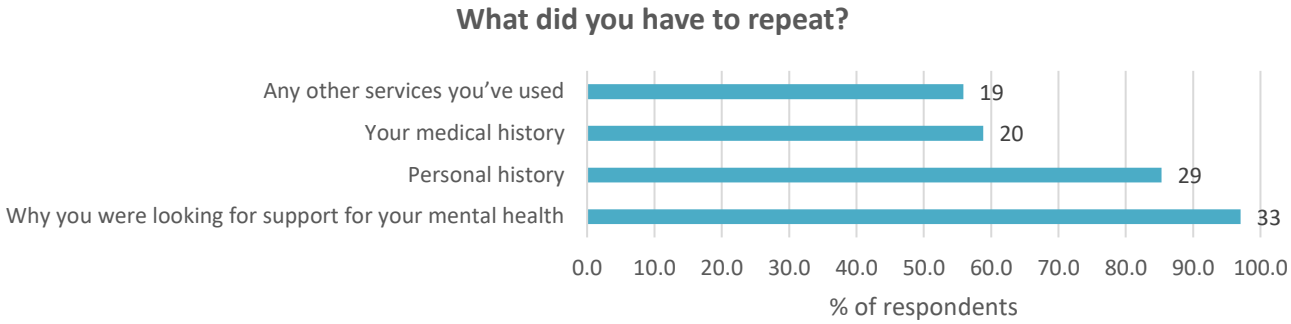
No. of respondents – 38
Respondents could give more than one answer



No. of respondents – 38

- Almost nine-in-ten respondents reported having to repeat their story to the services they were referred on to.

- In particular they had to share the reason they were looking for support and their personal history.



No. of respondents – 34

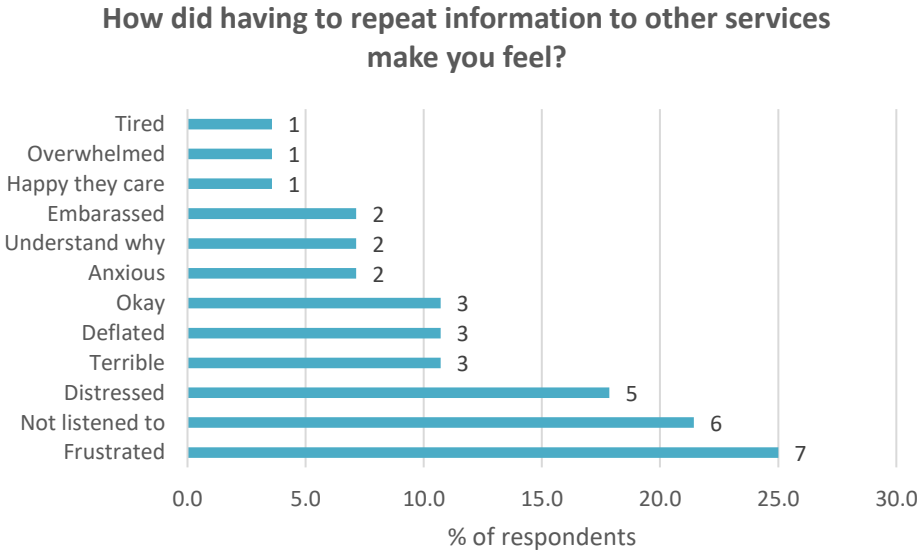
- This was frustrating and distressing and made people feel like they were not being listened to.

"Frustrated and demoralised. Also I wondered why my notes hadn't been looked at."

"Honestly, you spend half your time repeating information that you've told dozens of times before and it does get infuriating that you have to literally start from scratch every time, although I can also see the benefit of having someone see something in a different light etc but overall it's generally rather tedious."

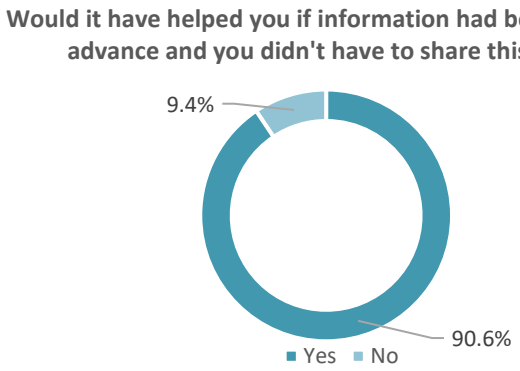
"It was hard as I struggle to talk about some really difficult things linked with my PTSD [Post-traumatic stress disorder]."

"Having to repeat the reasons for needing support made my depression worse as it focussed my attention directly on the difficulties and issues and impacted my mood because of this. Also made me feel like no one was listening, embarrassed and of no value."



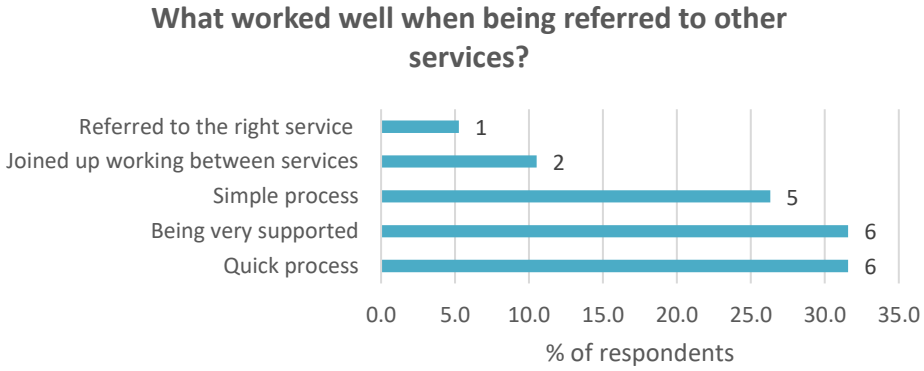
No. of respondents – 28
Respondents could give more than one answer

- Nine-in ten people felt that it would have been helpful to have their information shared in advance so they did not have to repeat themselves.



No. of respondents – 32

- Respondents also shared what they felt worked well when being referred to other services.



No. of respondents – 19
Respondents could give more than one answer

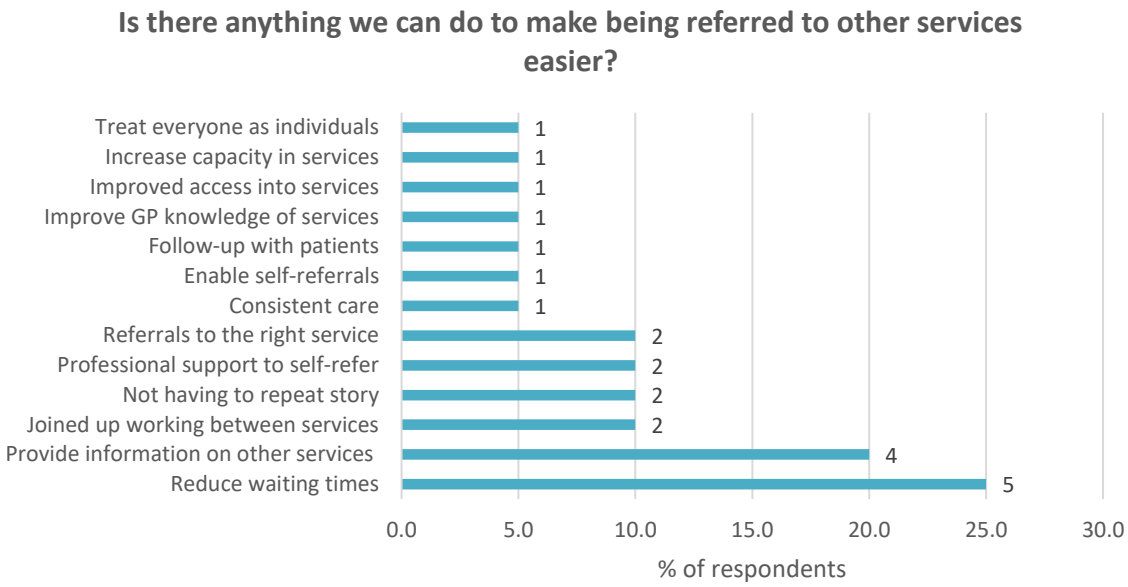
  - In particular they reported quick and simple processes and feeling supported.
  - Six people however stated that nothing had worked well.

"Fairly prompt service but I was told this was because I'm a health care worker. The transition from initial CBT to deeper counselling was fairly swift. When I asked for face-to-face it was offered however the appointments are fairly unmovable at times and if you work like I do, out of hours would have been better. My counsellors have been great and when I finally found a GP who listened it was a relief and she has been brilliant."

"It was simple to access and helped me enormously."

"Feel like someone was trying to help."

- Respondents were asked what could help make referrals to other services easier.



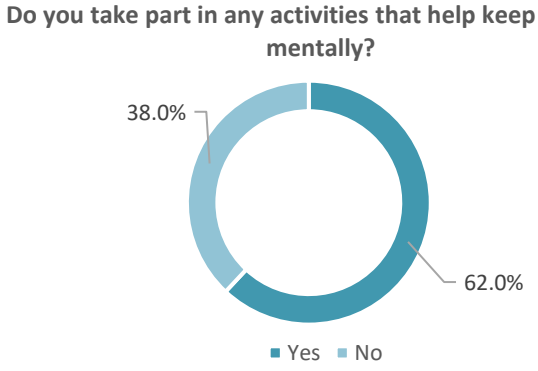
No. of respondents – 20
Respondents could give more than one answer

- A reduction in waiting times for appointments was mentioned most frequently followed by a need for greater information on the services available.

> **"It's the wait to see someone after you first get in touch."**
>
> **"It's hard to hear or know about other services available at the start and you only hear about other services once you are in the system."**
>
> **"Let us do referrals directly & give more information about what each service can offer."**
>
> **"See people more quickly, keep promises to contact them after appointments - both crisis and community treatment have failed to do so in my case. Ensure working is joined up so people aren't repeating themselves."**

Activities to keep you mentally well

- In addition to experiences of accessing services, views were also sought on what activities people do, or would like to do to help them stay mentally well.
- 62.0% of respondents take part in activities with physical activities most frequently mentioned.

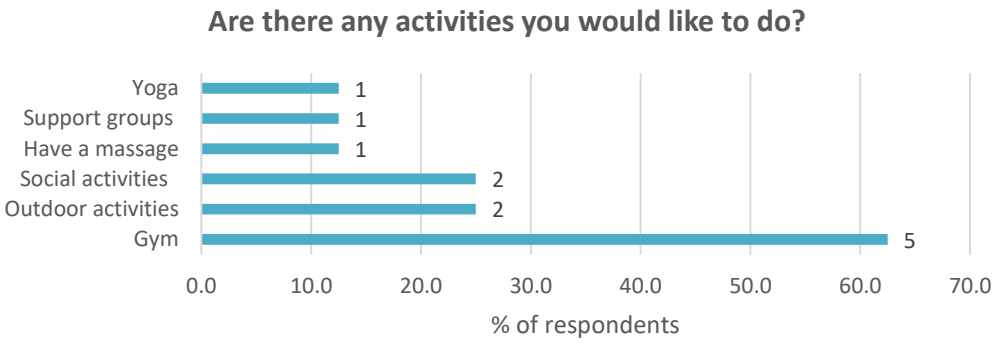


No. of respondents – 71

Activity	No. of respondents	Percentage of respondents (%)
Exercise	15	35.7
Walking	10	23.8
Speak to/see friends and family	7	16.7
Mindfulness/meditation	6	14.3
Reading	5	11.9
Gardening	4	9.5
Art and crafts	3	7.1
Attend support groups	3	7.1
Music	3	7.1
Outdoor activities	3	7.1
Swimming	3	7.1
Team sports	3	7.1
Cooking	2	4.8
Hobbies	2	4.8
Baby groups	1	2.4
Cinema	1	2.4
DIY	1	2.4
Drama	1	2.4
Self-help courses	1	2.4
Things with a purpose	1	2.4

No. of respondents – 42
Respondents could give more than one answer

- Those who do not currently take part in activities were asked whether there were things they would like to do. Six stated that they did not know what was available whilst the remaining eight highlighted the following:



No. of respondents – 42
Respondents could give more than one answer

- Respondents did however highlight things that stop them taking part or limit the activities they do.
- Unsurprisingly, for the majority, their health, and particularly their mental health, was a barrier to taking part.
- Practical reasons cited included a lack of time and cost.

Reason	No. of respondents	Percentage of respondents (%)
Health reasons		
Anxiety	14	23.7
My mental health stops me	13	22.0
Difficulties mixing with strangers	10	16.9
Physical disabilities/health	8	13.6
Don't like crowded places	2	3.4
Lack of motivation	1	1.7
Risk of COVID infection	1	1.7
Practical reasons		
Limited time	11	18.6
Cost	7	11.9
Child care responsibilities	6	10.2
No local activities	2	3.4
Carer responsibilities	1	1.7
Timing of activities	1	1.7
Unsure activities available	1	1.7
Weather	1	1.7

No. of respondents – 59
Respondents could give more than one answer

"Poor mental health can be its own barrier to doing things that would help improve mental health."

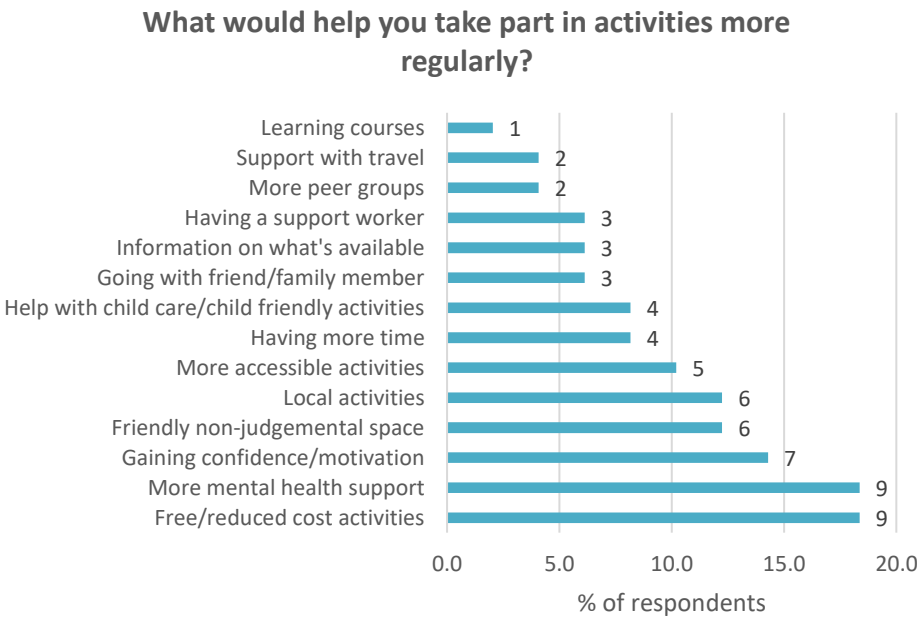
"My anxiety. I don't leave the house without someone with me. I have Fibromyalgia so I'm in pain a lot."

"My motivation can waiver. Some days I can't bear to travel so miss out on opportunities to meet friends. I find my mental health disabling at times."

"I get worried and have panic attacks. I don't like crowds inside and not good with people I don't know or feel safe with."

"Just time and money as the majority of any activity nowadays incurs a cost to it."

"Timing of support groups, childcare issues."



No. of respondents – 64
Respondents could give more than one answer

- Having free or reduced cost activities, having more mental health support to enable people to take part and providing friendly non-judgemental spaces would all help people to take part.
- Activities should also be accessible in terms of location, opening hours and suitability for people with limited mobility.

"Offered free activities, given information on groups, any help being offered to my son for respite for a few hours."

"Appropriate mental health support to support recovery."

"Different and more effective types of talking therapy besides CBT."

"Having the confidence to go and join a group. I would like to see a familiar face there so I was more comfortable."

"More peer groups. Confidence self-esteem groups courses. Psychological talking intervention for paranoia delusional thoughts. Home visits a motivation goal setting etc."

Recommendations

- The findings above provide a summary of patient views and experiences when accessing mental health support based on responses from 109 patients.
- In response to these findings some recommendations have been made.

Knowledge and awareness of mental health services

- There was evidence that people were not aware of all of the mental health services available and how to access them (including criteria for accessing such as not referring to two services at the same time), and requests for this information. Evidence also suggests that some health professionals, and in particular GPs lack awareness of the range of services they can signpost/refer to.
- It is recommended that:
    - A communications plan is developed to disseminate this information to patients and the general public. This plan should use a range of platforms and materials and be accessible to all.
        - A website is developed to hold this information alongside leaflets.
    - A directory of services be developed which also includes how services interact for primary care health professionals to access and sessions at Time In Time Outs.
    - The majority of patients suggested online information with a standalone website favoured, alongside non-digital formats such as leaflets and face-to-face dissemination.

Increased capacity

- Patients highlighted long waiting times to access services and several people reported that they had been referred to inappropriate services to try and reduce their waiting times for support.
- It is understood that increasing capacity within services would require significant funding, it is therefore recommended that:
    - Patients are made aware at the outset of their referral of the expected time they will wait before being seen.
    - Have systems in place so that patients on waiting lists are contacted by the service at set intervals to confirm that they are still on the list and have not been forgotten.
    - The service patients initially accessed stays in contact with them in the interim.

Accessible services

- A small minority of people reported issues with using services such as accessing services with a developmental disability, struggling to complete long and complicated referral forms and accessing services during work time.
- It is recommended that all services have an Easy Read statement which describes the service, how to use it and any support they offer to access the service.
- For services which require self-referral:
    - Review referral forms to ensure they are in Easy Read format and only request information relevant to the referral.
    - Offer support to complete referral forms.
- Consider changing the Talking Therapies online referral form so that it can be completed online and submitted, as opposed to having to download it, complete it and then attach it to an email to send.

- Consider extending access to services by operating evening appointments/session one day per week.

Repetition of information

- When being referred on to other services almost nine-in-ten patients had to repeat information, that they had shared with the first service they had accessed. They found this frustrating and distressing and felt like they were not being listened to. They felt that it would be helpful to share this information in advance.
- It is recommended that a system is developed for mental health services/organisations to access so that the information patients provide to their first point of contact is captured, ensuring they do not need to repeat their whole story.

Activities to keep people mentally well

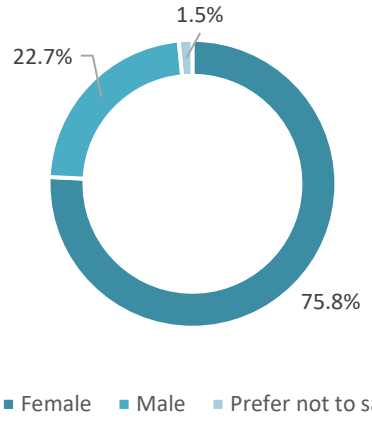
- Nearly two-thirds of respondents took part in some form of activity to help keep them mentally well. People did however identify barriers to taking part such as their health and particularly mental health, a lack of time and costs.
- To help them take part in activities they requested:
    - Free or reduced cost activities.
    - Greater support to help them with their mental health.
    - Information on what activities are available – how it operates, number of people etc.
    - Activities available in a friendly, non-judgemental space.
    - More accessible activities in terms of location, opening hours and suitability for people with limited mobility.
- It is suggested that the above are considered by Gateshead Council and partners when planning activities.

Appendices

Appendix 1: Profile of people who shared their views

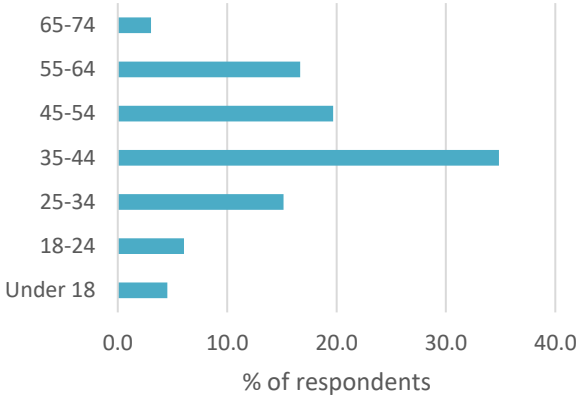
Please note that not all respondents chose to complete these questions

Gender



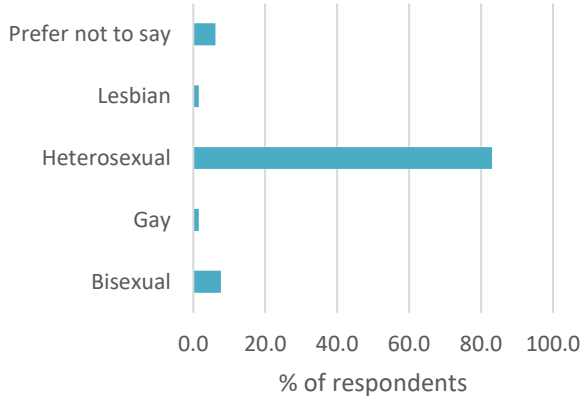
No. of respondents - 66

Age



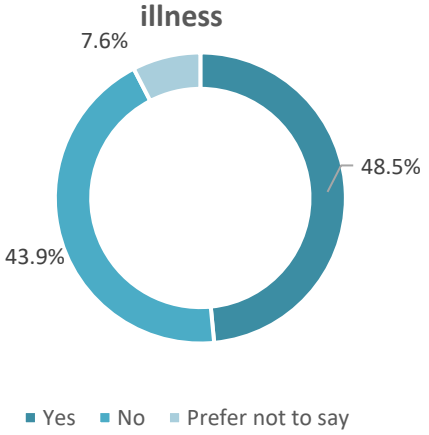
No. of respondents - 66

Sexual orientation



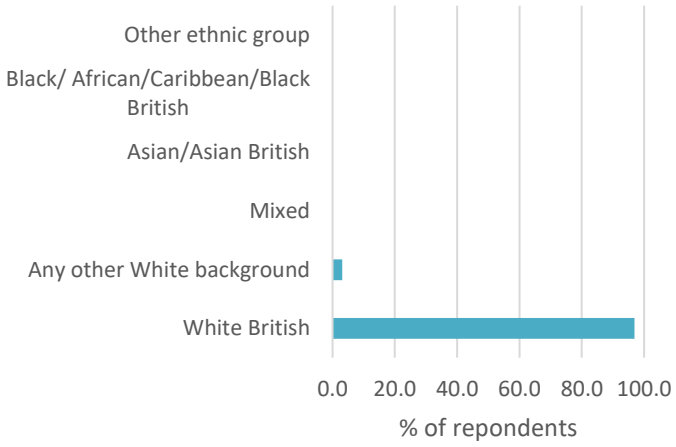
No. of respondents - 65

Disability or limiting long term illness



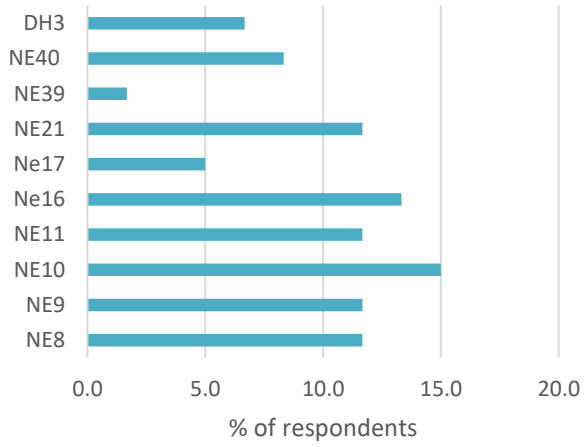
No. of respondents - 66

Ethnic background

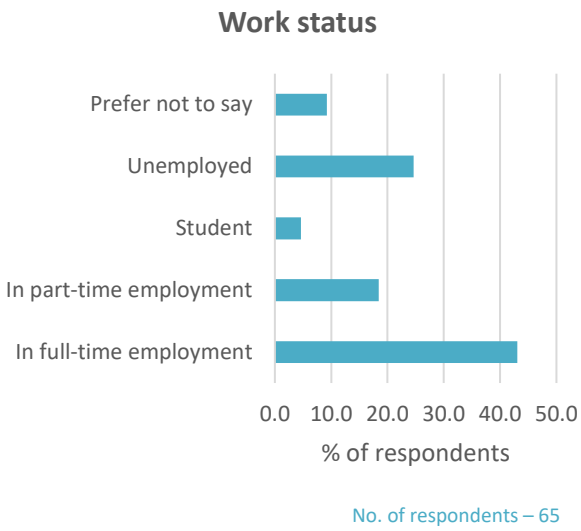


No. of respondents – 65

Location



No. of respondents - 60



No. of respondents – 65

Appendix 2: Feedback on access to other mental health services accessed

Service	No. of Respond-ents	Reasons for use	Ease of access rating	Reason for rating	Things that would have made it easier for you to access this service
Occupational health	3	• Wanted face-to-face support – not available through my GP • Referred by manager	• Very easy • Easy	• Short waiting time x2	
CNTW Community Treatment Team	2	• Under their care	• Very difficult • Difficult	• Waited over 5 years • Long waiting list	• Shorter waiting times • More capacity • Lower staff turnover
Children and Young People's Service (CYPS)	2	• GP referral	• Very difficult	• Waited 2 years	
Health visitor	1	• Chance visit from health visitor	• Neither easy nor difficult		
Mum's Talk	1	• Referred by Talking Therapies	• Easy	• Quick referral	• Share information about the service through maternity services
Personality Disorder Hub	1	• Referral	• Difficult	• Long waiting time for appointment	• Being less judgemental
Private counsellor	1	• Recommended by friend	• Very easy	• Easy to contact	• Shorter waiting times
Northumberland & Tyneside Mind Wellbeing Service	1	• Recommended by friend	• Very easy	• Easy to contact • Quick support	• Share information about the service