

Do you currently use mental health services?

Have you been to your GP to seek help?

Do you use the community mental health service?

Have you ever been a patient at a mental health unit?

Have you used counselling or visited a support group?

### Are you a Carer?

If you care for someone living with mental health problems, support is available for you too.

In North Kent contact Imago  
[Nicola.begley@imago.community](mailto:Nicola.begley@imago.community)

In East Kent contact Carers Support  
[support@carersek.org.uk](mailto:support@carersek.org.uk)

In West Kent contact Involve  
[communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk)

**You can tell them about your experiences of mental health services to help gather feedback about services.**

## There are people local to you who are ready to hear your story.

### Dartford, Gravesham and Swanley

Covered by CIC

Call 01634 402077 or email [feedback@megancic.org.uk](mailto:feedback@megancic.org.uk)

### Maidstone

Covered by Involve

Call 03000 810005 or email [office@involvekent.org.uk](mailto:office@involvekent.org.uk)

### Sevenoaks, Tonbridge & Malling and Tunbridge Wells

Covered by Mental Health Resource

Call 07989 219185 or email [Jillg@mentalhealthresource.org.uk](mailto:Jillg@mentalhealthresource.org.uk)

### Ashford, Thanet and Dover

Covered by Speak Up CIC

Call 01843 448384 or email [feedback@speakupcic.co.uk](mailto:feedback@speakupcic.co.uk)

### Swale

Covered by Swale User Representation Forum, Rethink

Call 01474 330282 or email [paul.francis@rethink.org](mailto:paul.francis@rethink.org)

### Canterbury, Folkestone and Hythe

Covered by Take Off

Call 01227 788211 or email [office@takeoff.works](mailto:office@takeoff.works)

### Kent wide contact Healthwatch Kent

Call the free Helpline anytime on 0808801 0102 or email [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

### Medway contact Healthwatch Medway

Call the free Helpline anytime on 0800 135 656 or email [enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)

Mental Health User Voice in Kent works with local network groups and a Countywide action group to seek improvement in mental health services. Funded by Kent County Council and the Kent CCGs

## Do you, or someone you know, have mental health problems?

We want to hear your experiences and use them to help improve services for others



# What happens to your feedback?

## 1 Tell your story



You share your story with a nominated person working in your area. We have engagement workers in every part of Kent.

You can also share your feedback with Healthwatch Kent or Healthwatch Medway.



## 2 Is it a formal complaint?

If you want to make a formal complaint, you will be guided to the best place to send your complaint. We don't handle formal complaints ourselves.

## 5 Understanding complex issues

We will unpick complex issues, exploring more fully to understand the bigger picture. We will write a short report and share with the right people in the right organisation and seek to influence improvements.



## 4 Themes & trends

We will review your comments alongside all the other feedback that we hear from people across Kent. We'll identify themes in the feedback and make sure it goes to the right person in the right organisation so that they can hear your voice directly. We'll be sharing your feedback every month with organisations so you won't have to wait too long for your voice to be heard.



## 3 Local Resolution

If your issue is local to your area, we will try and resolve it locally.



## 6 Your feedback generates change

We'll work directly with the relevant organisation to address any themes or trends we are seeing in the feedback.



## 7 Letting you know what happens

We'll be making sure that your local contact is able to let you know about how feedback from service users and carers has contributed towards improvements.

