Project Documentation 4: Survey, covering letter, FAQs and service mapping variables

A. The survey

Blueprint
Service design for children and young people's mental health

Service Characteristics

Please can you tell us a little bit more about the service you provide in England or Wales to children and young people (and their families if applicable) who are experiencing common mental health problems

1. Service/Project Name
    Please enter the name of the service or project providing services for children and young people experiencing common mental health problems

    _____

2. Service Provider
    Please enter the name of the service provider hosting the service, e.g., Greater Manchester Mental Health Trust; Young Minds

    _____

3. Service Commissioner*
    Who commissions the service (if applicable)? e.g., NHS CCG (Clinical Commissioning Group)

    _____

4. Funder(s)
    Who funds the service?

    ☐ Same as Commissioner

    ☐ Don't Know

    ☐ Other, please specify: …………………………………………………………………

5. Service Sector
    In which sector is the service located?

    ☐ Statutory Sector (e.g. NHS)

    ☐ Voluntary, third or charitable sector

    ☐ School

    ☐ Private sector

    ☐ Don't know

    ☐ Other, please specify: …………………………………………………………………

6. Service Contact Name

Please provide the name (and service role) of a contact person at the organisation

………

7. ## Service Telephone Number
Please provide the main telephone number for the service

………

8. ## Service email address
Please provide a contact email address for the service

………

9. ## Aim(s) of the Service
Please describe the main aim(s) of the service

10. ## Theoretical approach or model
Please describe the theoretical approach or model which underpins your service, for example CBT, Thrive, CAPA etc. Please include any tools or techniques used

11. ## Main function of the service
Please tick all that apply

☐ Assessment

☐ Triage

☐ Facilitated Self-management (e.g. service users learn how to manage and live with their condition with the help of someone else like a healthcare professional or expert by experience)

☐ Self-management/Self-help (e.g. service users learn how to manage and live with their condition on their own without the help of someone else)

☐ Early intervention

☐ Advice

☐ Counselling

☐ Waiting list management

☐ Don't know

☐ Other, please specify: ……………………………………………………………………

Service User characteristics

Please can you tell us a little bit more about the children and young people (CYP) who access your service? If you also support family members (e.g., parents/carers) of these CYP please include this information as well

12. Common mental health problems

Please indicate which of the following common mental health problems are supported by the service:

- ☐ Anxiety
- ☐ Depression
- ☐ Obsessive compulsive disorder (OCD)
- ☐ Self-harm
- ☐ Post-traumatic stress disorder (PTSD)
- ☐ Gender identity issues
- ☐ Emerging personality disorders
- ☐ Prodromal psychosis (those at risk of developing psychosis)
- ☐ Adjustment disorder
- ☐ ADHD or ADD
- ☐ Conduct disorder or Oppositional defiant disorder (ODD)
- ☐ Substance misuse
- ☐ Don't know
- ☐ Other, please specify: …………………………………………………………..

13. Are specific demographic groups targeted by your service?

- ☐ No specific demographic groups targeted
- ☐ Gender - please specify: ………………………………………………….
- ☐ Ethnicity - please specify: …………………………………………………..
- ☐ Low socio-economic status
- ☐ Refugee/Asylum seeker
- ☐ Lesbian, Gay, Bisexual, Transgender (LGBT+)
- ☐ Don't know
- ☐ Other, please specify: …………………………………………………

14. What age group of children and young people does your service work with?

Please tick all that apply

- ☐ < 5 years
- ☐ 5 - 11 years
- ☐ 12 - 16 years
- ☐ 17 - 18 years
- ☐ 18+ years - please provide details: …………………………………………….
- ☐ Don't know

☐ Other, please specify: ……………………………………………………………

15. Who attends the service(s) you provide?

Please tick all that apply

☐ Child or young person with common mental health problems

☐ Parent(s)/carer(s) of child/young person with CMHP

☐ Siblings of child/young person with CMHP

☐ Peers of child/young person with CMHP

☐ Don't know

☐ Other, please specify: …………………………………………………….

16. How do service users access your service?

Please tick all that apply

☐ Self-referral

☐ Referral via GP

☐ Referral via school or other educational establishment

☐ Referral via parents/carers

☐ Referral via social care provider

☐ Referral via A&E

☐ Referral via pediatric services

☐ Don't know

☐ Other, please specify: …………………………………………………

Service Characteristics

17. Staffing Profile

Please indicate how many of the following staff (employed and lay staff) are involved in delivering the service. For each staff type, if there are none, please leave blank. If you are unsure of the exact number, please give best estimate

Number working in service	Number working in service
Psychiatrist	
Clinical Psychologist	
Assistant Psychologist	
Mental Health Nurse	
Pediatric Nurse	
Learning Disabilities Nurse	
Psychological Wellbeing Practitioner (PWP)	
Counselor/Therapist	

Other Mental Health Professional	
Occupational Therapist	
Art Therapist	
Drama Therapist	
Other Allied Health Professional (E.g. speech and language therapist)	
Health Visitor	
Youth Worker	
Teacher	
Other Education Professional	
Social Worker	
Other Social Care Professional	
Peer Worker	
Volunteer	

18. If applicable, please enter details below of any other staff involved in delivering the service not detailed above:

19. How is the service delivered to service users?
Please tick all that apply
- ☐ Individual (one to one)
- ☐ Group
- ☐ Mixed mode of delivery (e.g., group and individual)
- ☐ Consultation via Proxy (e.g., person advocating on behalf of a child/young person)
- ☐ Online
- ☐ Telephone
- ☐ Don't know
- ☐ Other – please provide details: …………………………………………………………………

20. How is the service delivered (mode of delivery or 'platform')?
Please tick all that apply
- ☐ In person (face to face)
- ☐ Via Remote Technology (i.e., telephone, online etc.)
- ☐ Don't know
- ☐ Other, please provide details: …………………………………………………………………

21. Please indicate which remote technology methods are used to deliver services (where applicable)

Please tick all that apply

☐ Not applicable - no remote technology used

☐ Telephone (voice only)

☐ Text messaging

☐ Web-based online 'live' chat

☐ Web-based online forums (e.g., message boards)

☐ App-based contact

☐ E-mail

☐ Don't know

☐ Other, please provide details: ………………………………………………………….

22. How does the service interact with service users?

Please tick all that apply

☐ Active or Direct interaction (service user interacts directly with a healthcare professional or peer or other service agent)

☐ Passive or Indirect interaction (service user receives/accesses information via a website or app)

☐ Don't know

☐ Other, please provide details: …………………………………………………………..

23. In which setting is the service located?

Please tick all that apply

☐ Hospital site

☐ Community Health site

☐ Community (non-health) site - please specify below

☐ School

☐ Online/virtual

☐ Home (at service user home address)

☐ Don't know

☐ Other, please specify: ………………………………………………………………….

24. Where is the service located (1)?

Please note, due to funding restrictions, this study focuses on services accessible (either in person or online) to children, young people and families living in England & Wales only. Pls specify all if more than one location

☐ England

☐ Wales

☐ Online (virtual) service

☐ Other, please specify: …………………………………………………………………

25. Where is the service located (2)?

Please specify all if more than one location

☐ Rural

☐ Town

☐ City/metropolitan area

☐ Online (virtual) service

☐ Other, please specify: ………………………………………………………..

26. Service access

Please indicate whether service access is restricted in anyway (e.g. time limited or maximum number of sessions) or unrestricted:

☐ Restricted service access

☐ Unrestricted (non-time limited) service

☐ Other, please specify: …………………………………………………………

27. Frequency of contact with service users

Please specify average frequency of contact with service users

☐ Daily

☐ Weekly

☐ Twice weekly

☐ Monthly

☐ Don't know

☐ Other, please specify: ……………………………………………………………….

28. Times of operation

Please specify the operating hours of the service

☐ 7 days a week, 24 hours

☐ 7 days a week, extended hours (e.g., 8am - 8pm)

☐ 7 days a week, working hours (e.g., 9am - 5pm)

☐ Working week (Monday - Friday), extended hours

☐ Working week (Monday - Friday), working hours

☐ Don't know

☐ Other, please specify: …………………………………………………………..

29. How long has the service been operating?

…………………………………………………………………………………………………

30. Is the service still operating?

………

Optional Additional Questions: Service Access and Economic Data

The following two questions are optional but if completed, will allow us to estimate cost effectiveness of service models for children and young people experiencing common mental health problems. If you would prefer to email this information or speak to a researcher please contact: Claire.fraser@manchester.ac.uk

31. Service access data

If possible, please provide any available data on numbers accessing the service in the last financial year:

32. Estimated service running costs

If possible, please provide any available data on service running costs. If provided, please indicate whether costs quoted are Per annum or Per capita:

Thank you so much for taking the time to complete this survey. Please email to Claire.fraser@manchester.ac.uk or post to Claire Fraser, Blueprint study, 6.311, Jean McFarlane Building, School of Health Sciences, University of Manchester, Oxford Road, Manchester M13 9PL

B. Survey covering letter

June 2019

Dear Colleague,

Blueprint
Service design for children and young people's mental health

We are writing to invite you to complete a short survey on services for children and young people experiencing common mental health problems.

We will use the data provided to map services for children and young people experiencing common mental health problems across England and Wales. The purpose of this mapping exercise is to establish current provision and to develop a sampling frame to identify possible case study sites for the fieldwork stage of the Blueprint study (scheduled to start in 2020). The Blueprint study is funded by the National Institute for Health Research (NIHR) Health Services and Delivery Research Programme (Ref: 17/09/08).

We are interested in identifying any services, projects or programmes that are:
- Targeted at children and young people (CYP) aged up to 18 years
- Focused on CYP experiencing 'common mental health problems' (agreed by our Advisory Group to be: anxiety, depression, OCD, self-harm, PTSD, gender identity issues, emerging personality disorders, ADHD, ADD, conduct disorder, oppositional defiant disorder, substance misuse)
- Providing out of hospital (outpatient) or community-based services (i.e., not inpatient services)
- Delivered by any sector, e.g., NHS, third sector, local authority, education or social care organisation
- Aimed at CYP themselves, or at their parents, carers, other family members or peers
- Located in England and Wales or providing an online (virtual) service to CYP living in these areas

If you are aware of any services, projects or programmes that meet this description we would be delighted to hear about them via our short online survey which should take no longer than 5 – 10 minutes to complete. Please note you can complete the survey more than once if your organisation provides a range of services to support CYP with common mental health problems.
https://apps.mhs.manchester.ac.uk/surveys//TakeSurvey.aspx?SurveyID=86KI8m81H

For more information (inc. what will happen to your data) please review the study FAQs attached to this email.

If you would like to discuss the Blueprint study, request a paper copy of the survey or provide the information requested over the phone, please contact the project researcher Claire Fraser (claire.fraser@manchester.ac.uk or 0161 306 7882).

Additionally, it would be most helpful if you could cascade this request out to your colleagues, other organisations or professional networks/distribution lists.

We would be delighted to share our findings from the Blueprint study with you – please subscribe to receive updates via our study website: https://sites.manchester.ac.uk/blueprint/

Kind regards,

Claire Fraser, Research Associate

Service Mapping Exercise: Frequently Asked Questions

Q. What is the purpose of the mapping exercise and who is funding it?
A. The mapping exercise survey is being used alongside desk-based research to map services for children and young people experiencing common mental health problems across England and Wales. The purpose of this mapping exercise is to establish current provision and to develop a sampling frame to identify possible case study sites for the fieldwork stage of the Blueprint study (scheduled to start in 2020). The Blueprint study is funded by the National Institute for Health Research (NIHR) Health Services and Delivery Research Programme (Ref: 17/09/08).

Q. What do you mean by 'common mental health problems'?
A. Common mental health problems are commonly occurring problems like anxiety, depression, obsessive-compulsive disorder (OCD), self-harm, psychological trauma, issues relating to gender, sex and sexuality, problems with emotions and behaviour that are often called 'emerging personality disorder', conduct disorder, oppositional defiant disorder, ADHD, ADD and substance misuse. Children and young people with these problems typically do not need to be admitted to hospital and therefore this study focuses on out of hospital (out-patient, community-based) services.

Q. What if my service also supports children and young people with other problems or diagnoses as well as the common mental health problems listed above (e.g., eating disorders, psychosis)?
A. This study focuses on the common mental health problems listed above but the service does not need to focus exclusively on these.

Q. What age-range are you interested in?
A. We are interested in services for children and young people (and their families) aged 0 – 18 years. However, if you provide a service for young people up to age 25 years then this would still meet the study inclusion criteria providing the core service provision is for young people aged up to 18 years.

Q. What geographical locations are you interested in?
A. Because of funding limitations the service must be located in England and Wales or, in the case of online provision, accessible by children and young people living in England and Wales.

Q. What kind of information about services do you want?
A. We want to find out what services exist, who accesses them, how children, young people and their families/carers find out about and access these services and what the services actually do, including their aims, service model and staffing profile.

Q. Do I have to complete the survey online?
A. No. We can send you a Microsoft Word version of the survey which you can either print and post back to us or complete and send by email. Please contact Claire.fraser@manchester.ac.uk to request a Word version of the survey.

Q. Can I get part-way through the online survey and return to it later?
A. Yes, if you click save at the bottom of the survey page it is possible to leave the survey page and return to where you left off at a later stage by clicking the survey link again. When you click the survey link again it will take you to the first uncompleted page and allow you to finish the survey.

Q. What happens if I want to change my responses before I submit the survey?

A. Whilst completing the survey it is possible to click the back button to go back and change responses. Once the survey is completed and submitted you will not be able to change your responses but you can contact the project researcher (details below) to submit any additional information.

Q. What if I want to provide more information than there is room for?
A. We have tried to provide open-ended text boxes to allow additional information to be added but if you want to tell us more about your service then please email the project researcher (details below).

Q. What if I want to tell you about more than one service?
A. If your organisation provides more than one service for children and young people experiencing common mental health problems you are welcome to complete more than one survey as applicable (please note the survey software does not allow more than one response from the same computer). However, if you would prefer to speak to a researcher to provide this information directly, or to request a Word version of the survey, then please contact the project researcher (details below).

Q. Can I tell other people about this survey?
A. Yes, please tell anyone providing services across England and Wales. We want to be as comprehensive as possible so please feel free to distribute the following survey link via any professional networks and social media channels:
https://apps.mhs.manchester.ac.uk/surveys//TakeSurvey.aspx?SurveyID=86KI8m81H

Q. What will happen to the information I provide?
The University of Manchester is the data controller for this study. This means they are in charge of protecting your data and making sure it is only used for the purposes of this study. We will use the data to map services for children and young people experiencing common mental health problems across England and Wales. The purpose of this mapping exercise is to establish current provision and to develop a sampling frame to identify possible case study sites for the fieldwork stage of the project (scheduled to start in 2020). The survey data will be used to supplement desk-based research (accessing publically available information about services in England and Wales). Your data will be kept securely and confidentially in line with GDPR guidelines on a secure University of Manchester server only accessible to the project researcher. The name of the person completing the survey and contact details will be stored separately from the service data. Your contact information will not be shared and will be deleted at the end of the project (October 2021).
The mapping information will be published as part of the project's final report for the funder (NIHR monograph) but it will be anonymised. Appendix 11 of a previous project gives you an indication of the how the data might be presented
https://www.ncbi.nlm.nih.gov/books/NBK262957/

Q. Who can I contact for more information?
A. Please contact the project researcher:

Claire Fraser, Blueprint Research Associate
Division of Nursing, Midwifery & Social Work, School of Health Sciences, Faculty of Biology, Medicine and Health, 6.311, Jean McFarlane Building, University of Manchester, Oxford Road, Manchester M13 9PL
Tel: 0161 306 7882
E-mail: claire.fraser@manchester.ac.uk
Twitter: https://twitter.com/BlueprintMH

D. Service mapping variables

	Qn.	Variable name	Notes
Core variables	1	service name	FT
	2	service provider	FT
	3	service commissioner	FT
	4	service funder	'as commissioner' or FT
	5	service sector	PD+O*
	6-8	service contact details	FT
	9	service aim(s)	FT†
	10	theoretical approach or model	FT†
	11	service main functions	PD+O*†
	12	CMHPs supported	PD+O*
	13	specific demographic groups targeted	PD+O*
	14	ages targeted	PD+O*
	15	target of service	PD+O*
	16	service access routes	PD+O*†
	17-18	staffing profile	no. working in PD staff categories*
	19-20	service delivery mode	both questions PD+O*
	21	remote technology used	PD+O†
	22	service interaction	PD+O
	23	service setting	PD+O*
	24	service location	PD+O*
	25	service geographical location	PD+O*
	26	restricted/unrestricted service access	PD+O*
	27	contact frequency	PD+O*
	28	operating times	PD+O*
	29	length service has been operating	FT
	30	service still operating	FT
Economic variables	31	numbers accessing service in last year	FT
	32	estimated service running costs	FT
Additional variable sets (coded post hoc)		service model(s)	
		service features	

FT = free text data; PD = pre-defined; PD+O = pre-defined category with 'other' free text option

* = variable used in analyses; † = variable used to code additional post hoc variables