**Portishead Medical Group**

**Comments from patient Information Evening on 8th February 2016**

**As a result of this evening do you have a better understanding of:**

Mental health conditions and their symptoms? Yes: 61 Not sure: 1 No: 6

What actions to take if you have concerns? Yes: 61 Not sure: 2 No: 4

**Comments:**

* How to help a seriously depressed person is in in a family situation they cannot correct?
* Interesting about alcohol as I struggled with an alcoholic husband
* Most of the presentation covered information I had already picked up from the internet/books
* Seek medical help
* I have recently experienced depression and anxiety and visited my GP at PMG. This info was really useful having now a better outlook.
* As a sufferer I feel this was a great introductory evening for family /supporters. Please be careful of stigmatising in your language.
* Very interesting presentation – thank you
* Very interesting and informative evening – thank you
* Excellent talk
* As mentioned difficult to separate anxiety & depression. Where does stress become anxiety?
* Excellent . Knowledge, information and what services are available
* Very useful, informal, informative, thank you
* Very good question and answer session. Very good information given.

**Are there any further aspects of mental health that you would like information on?**

* How to help where the depressed person is suicidal and has made several attempts?
* Alternative therapy options
* Possible other therapies available for more severe mental health issues – borderline personality disorder, bipolar etc
* Speak to SP
* When is it a police matter even though police say they do not deal in mental health
* Other common mental health conditions
* Dangers of taking medication with alcohol
* Ability to speak to doctor without staying too long on the phone at 8 a.m. Would welcome guidance on when to make an appointments with nurse practitioner rather than doctor.
* Old/obsessive thoughts
* Support groups for depression in elderly
* Impact of strokes, dementia
* Effects of certain illnesses on mental health e.g. MS, MND, Ca
* More of a balanced approach to mental health so that info about counselling, hypnotherapy, massage therapy & NLP could be discussed.
* For adolescents and children

**Our patient group meets with the practice throughout the year to discuss ongoing plans, issues and matters of interest. Do you have any concerns or areas for improvement regarding the practice and the services we offer?**

* Thyroid issues
* Young adult mental health
* Psycho-education
* Helping people to talk remove stigma
* Easier appointment system
* Managing arthritis through diet and exercise
* Not happy when following a course of tests and treatment under a certain doctor and unable to get an appointment with him/her
* Patience and listening ear to the teenagers 17-19 year olds.
* Many elderly patients having difficulty getting appointments
* Very satisfied with the services
* Very satisfied
* Trying to get an appointment can be very difficult
* More info on how to cope with cancer

**Additional comments:**

* People with hearing problems cannot hear questions
* I couldn’t hear a lot of what was said without the microphone on
* I think you need to make it clear that Q&A session is not a session for personal issues to be raised. It was clear tonight that the majority wanted to move on from these questions. The GPs need to be a bit firmer. However overall an extremely well run event.
* Thank you for feeding questions to the back

How did you hear about the event?

Posters: 4 Website: 2 Press: 5 Emails: 23 Texts: 42 Friend/other: 5

About yourself:

<24: 1 25-34: 6 35-44: 4 45-54: 10 55-64: 13 65+: 34

Male: 20 Female: 36