

## Appendix A

### Warwick SU – summary of key points - 27<sup>th</sup> February 2019

#### 5 students attended, all SU officers

- Capacity of services - waiting times are long
  - (There is) "such a wait for the local team and IAPT that people were calling the crisis team which then meant there was a 2 week wait for the crisis team."
  - "An appointment is 1-2 months"
  - "The next available appointment (to book on line) is 29th April" (at 27th Feb)
- Poor or variable pastoral support
  - "Campus security is supposed to be trained in mental health - but they're not sufficiently trained. Don't feel comfortable calling campus security"
  - "residential life tutors are variable..." "some are great, some don't want to engage" "some want training, but this is blocked by the wardens"
  - "Members of staff have appalling views on mental health and the university doesn't do anything about that"
  - "Different approaches in different departments. Same with personal tutors"
- Lack of student voice
  - "only feedback I'm aware of is (after) a 45-minute meeting whilst waiting (for a service). (They) will ask how it went but no more than that"
  - "There is a trend that the University will wait for something to happen before acting - rather than listening to students"
  - "Wait for complaints and crisis point before doing anything"
  - "Services the university provides should meet student's needs"
  - Warwick has "half the Russell Group spending on student mental health" (£11.92 per student compared with Oxford £48.25)  
<https://www.telegraph.co.uk/education/2017/01/04/oxbridge-now-recognises-importance-mental-health-time-rest/>
- Lack of clear information
  - "well-being and advice services don't know what each other are doing"
  - "the (SU) advice centre provides independent advice but is not counselling. They can refer to well-being and counselling but that is university controlled"
  - "The SU get all sorts of requests for advice, but don't have the capacity and it is the University's responsibility"
  - "The first place is the GP...but for the average student this can be a complex thing...anything can happen in a day but there are long waiting lists. Once they have the courage to go and speak to someone, but don't feel their needs have been met, they won't go back. Then they fall under the radar, no data or contact"
  - "the average student needs help they can get, and know where to go"
  - "Warwick Sport - health and well-being co-ordinator - referral system where uses sport to help with mental health...social anxiety. Student led. It's one person (University staff) doing their own thing. Not really aware of how people are referred"
- GP and other NHS services
  - "there is a long wait to see a specialist, GP's are not properly trained (in mental health)"
  - "there is very little accessibility and guidance given to 1st years on signing up to the health centre, when they're thrown with information as an 18-year-old and don't know where to look"

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- "No information about who GP's are"
- "Needs to be more accessible, especially for students with previous health conditions, needs pro-activity from the University side, to be clear"
- "Allocated a pink or blue practice, but difficult to remember, doesn't match the practice name, so for other NHS services it doesn't match"
- "(Have to fill in a) repeat prescription form every time"
- "GP's can only refer to CBT, which isn't (always) suitable. There is no way of getting other therapy than by paying for it"
- "Cost of medical notes, extension to academic work, £20 for a medical certificate each time. Can't self-certify for the first week, still need a note"
- "simpler to stay registered on campus, already here for other things"
- "Only aware of services "referred via the University – but waiting times are prohibitive, travel costs"
- "They're (other services) are in Coventry because they don't have them on campus"
- Overseas students
  - "(They)"don't understand they system, know how to book appointments, what a GP can do and what is referred, especially with mental health"
  - "Knowledge of how to get help is an area - what other support is available"
  - "Raise awareness (of mental health) and tackling stigma within certain communities and cultures...some people may have reservations which isn't a helpful sign"
- Profile of mental health
  - "some people think awareness is the issue, but we actually need services to help people"
  - "Campaigns are good to access information about services, but once identified then you are stuck"
  - "very high profile - in all manifestos" (for SU elections)