



Have you experienced **discrimination and harassment in health and mental health services?**

- Have you been treated with a lack of respect or been confronted with inappropriate or condescending comments?
- Have you been compelled to accept the prescribed treatment?
- Have you been treated without understandable information about the risks and side effects of the drugs and about alternative treatment methods?
- Did you not receive anaesthetics or sterile bandages after you self harmed?
- Have you experienced a situation where your requests for health care or legal support were laughed at?
- Have you received psychiatric drugs not for medical reasons, but to quieten you down and discipline you?
- Have you been addressed in a discriminating way, i.e. by calling you by your first name when you feel this is not appropriate?
- Has your wish to read your own treatment records been rejected?
- Have your relatives or carers been treated in a discriminating way?

DO NOT ACCEPT DISCRIMINATION

PLEASE CONTACT YOUR NATIONAL AGENCIES FOR MORE INFORMATION
ON WHERE TO GET HELP

Main findings on harassment and discrimination in health and mental health services

All over Europe, people with mental health problems (or people who are called mentally ill or mentally disabled) are discriminated against, that means, they are treated less favourably than people with medical diagnoses:

- Physical problems are not taken seriously, but attributed to psychological problems.
- Psychiatric drugs are prescribed without informed consent.
- Complaints are dismissed as part of pathology.
- The right to read your own treatment record is rejected.
- Patients are threatened with discharge, separation, forced treatment or enhancement of the psychiatric drugs' dose, if they do not accept the offered treatment.

This is why Mental Health Europe and its partners and experts have carried out a European project in order to raise awareness about the discrimination faced by people with mental health problems in health care services and to promote strategies to combat it.

Info : For more information, please contact Mental Health Europe, 7, Boulevard Clovis, B-1000 Brussels,
e-mail : info@mhe-sme.org
web site : www.mhe-sme.org

Information on the programme of the European Commission on Fundamental rights and anti-discrimination (i.e. annual report 2003) can be obtained free of charge at the following address:
European Commission, Directorate-General for Employment and Social Affairs, Unit D4, B-1049
Brussels, or on the Internet : <http://www.stop-discrimination.info>



Links to relevant agencies in the partner countries of the project

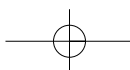
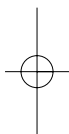
ENGLAND and WALES

To complain in England, please contact either the Patient Advice and Liaison Service (PALS) - each hospital Trust has one, and/or your local independent Complaints Advocacy Service (ICAS).
To complain in Wales, please contact your local Community Health Council.

For general information, contact MindinfoLine: 0845 766 0163, open Monday to Friday 9:15am to 5:15pm, Mind, Po Box 277, Manchester, M60 3XN, e-mail info@mind.org.uk or the Disability Rights Commission via www.drc-gb.org

Other EUROPEAN COUNTRIES

To find out information on relevant agencies in European countries not mentioned above, please contact Mental Health Europe – Santé Mentale Europe, Mental Health Europe – Santé Mentale Europe (MHE), Boulevard Clovis 7, B-1000 Brussels, Tel. + 32 2 280 04 68, Fax + 32 2 280 16 04, E-mail: info@mhe-sme.org



Project's participants



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 24 rue de Maubeuge, F-75009 Paris
 Tel. +33 1 45 26 08 37 - Mobile +33 6 6429 1591
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 Web site: www.serpsy.org/associations/fnapsy.html



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