

Below are the **27 recommendations** that emerged from the Citizens Convention on Mental Health, following the work done by the 70 members during the four sessions that took place on the following dates:

- 5 March at the Cultural Centre La Nau (University of Valencia)
- 12 March at the El Menador cultural space (University Jaume I)
- 26 March at the central office of the University of Alicante
- 2 April at the Cultural Centre La Nau (University of Valencia)

A **total of 68 members** participated in the **voting and drafting** of the recommendations. The two absences correspond to one participant undergoing a medical procedure that prevented them from attending the session and another participant for emergency reasons.

The following table includes all the **recommendations together with their corresponding justification, ordered according to the percentage of votes** by the members. All recommendations **surpass the 60% threshold**. This threshold was chosen by the participants by showing their hands (all recommendations were validated).

As for the text, it has not been modified and the **original text** drafted by the different members for each of the proposed recommendations and justifications has been maintained. Some of the recommendations may be of a similar nature, but all points developed by the members have been included. In order not to disrupt the essence of the process, the technical team has decided **not to make any grouping** under criteria that were not previously defined and agreed with the members.

	% OF VOTES	RECOMMENDATION	JUSTIFICATION
1	94.29%	We recommend that the Health Department carry out a study on the current situation in the Valencian Community, focusing on mental health problems, drug addiction, and addictive behaviour, and on the resources available for prevention and care in each area.	We recommend this because mental health problems have evolved and changed with society and there are infrastructure and resources imbalances between different territories. In addition, a regular update of the study would allow to adapt the resources to the needs of each moment, detecting changes as they take place. The study would thus serve as a reference and replace current external studies, which need to be updated anyway.
2	92.86%	We recommend that the Generalitat Valenciana should make mental health, addictive behaviour, and drug addiction problems more visible by carrying out information and awareness campaigns in the mass media, and to raise awareness of available resources.	We recommend this because we think that there is a problematic lack of knowledge about mental health problems, as well as a problem of social rejection derived from it, and about where to go when in need of help.
3	88.57%	We recommend to create a plan for the redistribution/expansion of available mental health resources through the Regional Department of Health, taking into account the real needs and the current state of mental health, and that it be reviewed approximately every 4–5 years.	We recommend this because guaranteeing our well-being is recognised among the fundamental rights in the Spanish Constitution and the United Nations. Quality and ease of access to the service must be guaranteed for every citizen. To ensure adequate treatment, it is necessary to know the state of the sector. The plan can always be updated and revised, and weak points in the plan itself can be detected.

4	87.14%	<p>We recommend that in the educational sphere, the fundamental rights of citizens to guidance so that they learn how to express themselves and manage their emotions should be guaranteed. We recommended to implement a programme taught by professionals specialised in the sector who, through socio-cultural and educational activities in schools, can contribute to their emotional wellbeing</p>	<p>We recommend this because the first alarms of these diseases that have been socially stigmatised, mental health illnesses, may appear at school age. And we believe that they should be tackled in their true dimension: as a major health problem that can have future repercussions in the personal, work, and family spheres.</p>
5	87.14%	<p>We recommend to ensure the right to reliable and easily accessible information. The Generalitat Valenciana, town halls and associations must inform and guarantee access to and knowledge about the existing resources available to citizens in the field of mental health, drug addiction and other addictions.</p>	<p>We recommend this because we have sufficient means (audiovisual, press, mail, social media, etc.) to make such information easy and accessible to citizens, including people without resources who may be excluded, for example, because of the digital divide.</p>
6	85.71%	<p>We recommend that the Generalitat Valenciana set up an Emergency Service for People with Mental Disorders, Addictive Behaviour and Drug Addiction through various channels (Whatsapp, telephone and social networks, etc.) for the immediate assistance of people in crisis and in need of psychological help. It would be a public service run by professionals committed to mental health who know how to refer individuals to psychologists or psychiatrists. Preferably, empathetic and experienced people. This should be a HIGHLY ADVERTISED service so that it remains in the memory of potential beneficiaries.</p>	<p>We recommend this because given the increase in cases of social isolation and lack of access to professional health care support, there is a need for people in crisis to find immediate care and also to enable public health officials to visualise and identify situations of need, making them visible and allowing access to appropriate medical care pathways.</p>

7	85.71%	<p>We recommend that the Generalitat Valenciana implement a press and publicity campaign covering the following topics: visibility, inclusion, promotion of job placement, and dissemination of support channels (e.g., 24h helpline). We propose the creation of a multidisciplinary group to work together with publicists and journalists in the development of the messages, taking into account each target audience's language and preferred media (from radio and television to social networks, covering the widest possible spectrum).</p>	<p>We recommend this because: Everything communicates something, even silence. ZERO communication does not exist, just as there is no ZERO education. Silencing an issue is as significant and influential as talking about it. Silence speaks volumes. It speaks of denial, of concealment, of individualism, of a lack of collective resources to deal with an issue; it influences our behaviour as strongly as words, dialogue, understanding and agreement. We reassert concepts such as training and behavioural change, for which advertising campaigns have proven effective on countless occasions. We believe that because this is a public service campaign about an issue that affects society as a whole (and from which no family is exempt), many media companies, businesses and public figures might be willing to collaborate, either with space, presence or economic contributions. This would facilitate the implementation of a 360º (multi-media) campaign with complementary approaches. We are also aware of the lack of media coverage on the issue, except for negative news stories, whose approach builds a misconception of a group of people based on a few individual cases. This can be changed to stop stigmatising people with mental illness, so doing so is the ethical thing to do.</p>

8	85.71%	<p>We recommend that mental health care for pupils be introduced or improved within the current plan of Care Units in schools. This involves creating action plans to provide emotional and psychological support, and to learn how to manage emotions and solve problems or conflicts. We believe that this should be done by the Regional Department of Education.</p>	<p>We recommend this because it gives greater importance to mental health care in the existing action plans of the psycho-pedagogical service units in schools. It can offer emotional, psychological and emotional management support to young people exposed to bullying, self-esteem issues, eating disorders, etc. and other problems typical of this age group. From an early age, it can offer psychological tools that will be useful in the future.</p>
9	84.29%	<p>We recommend that the Generalitat Valenciana should provide more economic resources, following criteria based on the real needs in the territory, rather than ratios, so that Mental Health Units are created in each of the primary care centres (nurses, psychologists, psychiatrists) to treat mental health, drug addiction and addictive behaviour problems. Access to them must be direct, as with general practitioners, and a specific telephone number must be included in each citizen's healthcare card.</p>	<p>We recommend this because of an increase in the number of cases of emotional distress, mental disorders and addictions in recent years, and because resources have become insufficient. In this way, these Mental Health Units would be closer and more accessible. The infrastructure is already in place. It would increase the number of professionals. Those cases where it is really necessary could be medicalised. Early detection and redirection to the right professional.</p>
10	82.86%	<p>Promote Mental Health in the educational field, increasing human resources (more professionals to develop what is explained below) in the centres. Providing information (through mental health professionals) to pupils, families and educators. These resources would be divided into two levels: theoretical (with basic theoretical knowledge concerning Mental Health and first-person testimonies), and practical (teaching problem management tools).</p>	<p>Due to the evident lack of Mental Health knowledge, both theoretical (existing stigma) and practical (mechanisms to correctly manage emotions or daily life situations). At the educational level, both the family and teachers are very important pillars, which is why they must be included in training (through talks, homework, etc.). The provision of these resources would improve overall mental health, as it would lead to a de-stigmatisation and an improvement of individuals' self-knowledge/self-regulation</p>

		All of this must be adapted to each level of education (age and knowledge of the pupils), and target group (pupils/families/educators). The aim is to provide families with sufficient tools to deal with their children's problems, that the children learn how to manage their emotions or situations, and that the teachers are available to the pupils in the educational environment. It would be compulsory in the curricula of obligatory education centres, and would also be available for non-compulsory education centres upon request.	
11	82.86%	We recommend that the Generalitat Valenciana include in its compulsory educational curriculum subjects on "Emotional Intelligence" adapted to each age group, with topics that help to tackle problems related to Mental Health throughout life, taught by a specialised professional with the collaboration of different Regional Government Departments. Families would be involved in various activities throughout the school year. The subject should be taught in a practical, enjoyable and professional manner.	We recommend this because it is necessary to train future generations in Mental Health Education from an early age and to provide an effective mechanism of prevention and promotion, because it would give visibility to the issue and provide the students with tools for greater self-awareness and prevention. We believe it would increase respect, tolerance and empathy among students.
12	81.43%	Increase resources for home care by teams qualified for the care for dependent people with mental health problems.	We want to promote this tool to facilitate continuous care in this type of cases (psychopathological, addictions). In this way, we can promote early attention to existing mental health problems, ensuring care, follow-up treatment and rehabilitation.

13	81.43%	We recommend that the Generalitat Valenciana create mental health care units in all (or almost all) health centres. These units would be staffed by specialised nurses and psychologists through the provision of professional resources to all units (the service would be accessed through the paediatrician, general practitioner or through school psychopedagogical services).	By treating this type of problem in health centres, the social stigma is eliminated, the patients are encouraged to express themselves and the problem is made visible. This facilitates access to the service by shortening waiting times. Professionals in this unit can refer to more specialised units. An interdisciplinary team allows the early detection of the patient's problem without diverting them to other professionals, thus saving time, travel and resources.
14	81.43%	We recommend the creation and promotion of an immediate telecare service to provide individual psychological care and support (telephone, websites, social networks, etc.). This proposal should be carried out by the competent Regional Government Department (Regional Department of Equality and Inclusive Policies or Regional Department of Health).	We recommend this because it can provide immediate, urgent and accessible care. It promotes psychological care and makes it more visible. More population is covered. It could prevent suicide attempts.
15	81.43%	We recommend that the Generalitat Valenciana increase the ratio of psychiatrists and other mental health professionals per number of inhabitants.	We recommend this because it would reduce waiting lists, as well as increase medical visit time per patient. It would improve psychiatric care in the general population. It would reduce generalised pharmacological treatment.

16	80%	<p>We recommend that the Generalitat Valenciana promote mental health through socialisation.</p> <p>To achieve this objective, we propose the creation of a plan to implement and disseminate activities: Cultural activities (spaces for reading, theatre, music, etc.), Sport activities (more active and effective use of public facilities, informative hiking, etc.) and Social activities (“grief groups” already exist in other countries, in line with the format of Alcoholics Anonymous) covering all age groups.</p> <p>These programmes should include people with mental health problems in order to integrate them, also offering them the possibility of paid work.</p>	<p>We recommend this because socialisation is one of the fundamental pillars of mental health, and it is important to work on fundamental aspects such as loneliness, as expressed by experts.</p> <p>The economic resources that are usually earmarked for palliative care can be redirected to implement these actions, considerably benefiting the quality of life of people susceptible to the problem. Participating in these experiences builds social networks that are fundamental for mutual support and promotes mental strength naturally and collectively.</p> <p>Shared time in inclusive and stimulating environments and activities inspires an optimistic view of the environment and generates positive thinking.</p> <p>We believe that we already have many elements that facilitate the implementation of this recommendation, which would reduce its operational costs; for example, the use of existing municipal sports, social and cultural facilities or the privileged natural environment and cultural and historical heritage of our community.</p>
17	78.57%	<p>We recommend that Education develop a plan to detect mental health problems in childhood and adolescence, which would serve to incorporate a specific subject in compulsory education that addresses mental health in theory and practice.</p>	<p>We recommend this because, according to studies, most mental health problems start in childhood and adolescence, and early awareness would help prevent them. The plan would provide tools for the Departments of Health and Education to develop the content of the subject.</p>

18	78.57%	We recommend that the Generalitat Valenciana increase the number of family doctors, nurses specialised in mental health, psychologists and physiotherapists in health centres, ensuring the necessary coordination between their corresponding departments. In addition, it should compel mutual insurance companies collaborating with the social security system to include systems in their medical check-ups for detecting, monitoring and improving mental disorders.	We recommend this because by increasing the number of these professionals and the coordination between them for effective patient follow-up, mental illnesses could be detected in their early stages and action could be taken to avoid over-medication. Highlighting the task of the physiotherapist in the health centre as an agent for detecting possible mental disorders, bearing in mind that many physical afflictions may have a psychological origin. We take into account the fact that the session with the physiotherapist lasts longer than that of a general practitioner and the physical contact with the patient favours dialogue between the two.
19	74.29%	We recommend that Education expands specialisations, (paid) internships and scholarships in academic studies in mental health for all future professionals working with mental health (psychology, medicine, nursing, social work, etc.), as well as job positions in the public health system.	We recommend this because, currently, the number of professionals and specialised resources in the public health system is insufficient to address the problems of mental health, drug addiction and addictive behaviours.
20	74.29%	We recommend that the Generalitat Valenciana create specific risk assessment protocols (profiling and questionnaires using techniques such as those already applied to gender-based violence), for the detection and monitoring of cases of mental illness, addictive behaviour and/or drug addiction. This protocol must have three lines of action: Protocols for primary care staff and family support protocols Protocols for professionals (specialised doctors, psychologists, etc.) Protocols for public institutions (social services, police, education, etc.)	We recommend this because: We know that mental illnesses and addictions and drug dependencies have cyclical dynamics; the use of early detection techniques allows to avoid and detect peaks and crises, which makes it easier to prevent the appearance of serious episodes and/or new cases. The use of early detection techniques allows a larger number of cases to be treated with less time and resources. Assessing the risks at each moment allows families to be given training and tools for the management of each specific case and moment, supporting and helping them to understand the situation and the evolution of the process.

		The sum of these aspects allows for the creation of professional follow-up/control processes.	
21	72.86%	An Emergency Plan in situations of saturation of health care, consisting in referring patients to other centres, both public and private.	We recommend this because health centres and hospitals are overcrowded and sometimes understaffed. The aim is to reduce waiting times and improve the quality of consultations, both in primary care and in hospitals. Follow-up would be earlier and we would take advantage of the facilities available in all health areas. We would have the possibility to reach a professional (who has a private practice) without cost being an obstacle for the patient.
22	70%	We recommend that the Health Department should provide additional training for primary care professionals in the identification and treatment of behavioural disorders, and that primary care should be provided with more resources and a clinical psychologist in each centre.	We recommend this because we believe that there is an over-reliance on medication when doctors do not have enough time for a good diagnosis and proper treatment. We believe that primary care is unable to provide effective diagnoses. By complementing the training of primary care professionals, we would improve early detection.
23	70%	We recommend that the Generalitat Valenciana take action in the field of education as follows: - 1. Train all primary and secondary school teachers with workshops to certify them in the area of emotional management (positive discipline). - 2. Training of parents through the Parents' Associations with workshops on how to deal with emotional management at home.	We recommend this because we would provide tools to the two most important pillars in the formation of people in the first stages of life. Good emotional management prevents: mental health disorders, low self-esteem, manipulation problems, etc., and teaches people to be more responsible, respectful and resourceful members of the community. There are private schools in other communities that are already carrying out this training for teachers and it is already being

			<p>implemented in private schools, which shows that the proposal is viable.</p> <p>Parents' Associations already receive grants to train parents, which could be used for this emotional management training.</p>
24	68.57%	<p>We recommend that the Generalitat Valenciana incorporate in all compulsory education centres the required number of professionals specialised in mental health according to the number of students. These professionals should work with pupils in each school year for one hour per week and be able to devote themselves more intensively to pupils in need.</p>	<p>We recommend this because it incorporates into school centres the figure of the health professional who looks after the general health of pupils. It raises awareness of the great importance of health care, both physical and mental, throughout life.</p>
25	67.14%	<p>We recommend that the Generalitat Valenciana organise an annual conference on mental health in the Valencian Community in order to monitor compliance with the action plan that will be approved by the regional government following this citizens convention, as well as the creation of a working committee made up of citizens and civil servants from the public health system. It should meet biannually to compile the results and work on possible improvements to this mental health action plan.</p>	<p>We recommend this because this annual conference would be the driving force to give social visibility to the very serious mental health problem that we live with in the 21st century.</p>

26	65.71%	<p>We recommend that the Generalitat Valenciana and the competent Regional Government Departments regulate the implementation of training plans in the field of mental health in companies, to promote the integration of affected people. We propose that this be carried out through economic incentives to companies to train workers in this aspect, making use of existing resources, such as the Occupational Risk Prevention Services (SPRL) and LABORA (Valencian Employment and Training Service), and, on the other hand, developing values of inclusion and promoting the real integration of all workers (regardless of their condition or needs) through: 1) the introduction of the figure of the mentor, who would accompany the worker in his or her labour integration process; and 2) group activities (sports activities, work process improvement groups, etc.). This would help to improve cohesion among them and create a good working atmosphere.</p>	<p>We recommend this because we understand that prejudice is a consequence of misinformation about mental health and it is necessary to integrate prevention and education in the workplace to facilitate the access to jobs and inclusion of workers affected by mental health problems*. We believe that society has prioritised physical disabilities and excluded the mental sphere.</p> <p>On the one hand, the benefits of this recommendation would be: The involvement of companies in helping to integrate/maintain employees with mental/emotional health problems*. Early detection of mental illness and emotional problems in the workplace. Improving access to the labour market for people with mental health problems*. Improving the economic independence and personal autonomy of workers with mental health problems*. Reduction of sick leaves with consequent savings for the social security system and the health system. The emotional well-being of workers would benefit the productivity of the company. It would be useful to prevent mobbing against people with mental health problems*.</p> <p>On the other hand, the costs of this recommendation would be: Potential misuse of personal information by companies (data protection). Impartial use of mutual insurance companies to benefit neither the company nor the social security system.</p>
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27	62.86%	<p>We recommend that the Regional Health Department set up an advisory office so that both the prevention and dissemination of public information on mental health, as well as its diagnosis and treatment, are based on current scientific knowledge, avoiding misconceptions.</p> <p>It would be an instrument to support professionals, providing them with the necessary coordination to ensure that the plan is coherent and works, under unified criteria.</p>	<p>We recommend this because an effective prevention of mental health problems and treatment can only be achieved with rigour and continuous assessment and updating.</p> <p>We believe that it is important to involve specialists and professionals who ensure that the population obtains the correct information about mental health and that, on the other hand, clinical practice is appropriate.</p> <p>This is outside the responsibility of the medical inspectorate, which is not dedicated to this, and the goal is not to question the professionalism of mental health specialists, but to assist them in their work.</p>
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