

# DEVELOPMENT REPORT ON THE COMMUNITY MENTAL HEALTH SURVEY 2015

THE COORDINATION CENTRE FOR THE  
NHS PATIENT SURVEY PROGRAMME

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## About the National Patient Survey Coordination Centre

The National Patient Survey Coordination is managed by the Picker Institute on behalf of the Care Quality Commission (CQC). We are responsible for designing, coordinating, and reporting on the findings of surveys of NHS patients and service users conducted as part of the national patient survey programme for England.

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## Contents

1	Introduction .....	4
2	Amendments to the 2014 questionnaire .....	5
2.1	Removal of question .....	5
2.2	Free text comments .....	5
3	Additional changes for the 2014 survey .....	6
3.1	CQC Flyer .....	6
3.2	Sample declaration form.....	6

# 1 Introduction

The Community Mental Health survey has been conducted almost every year since 2004 as part of the National Patient Survey Programme coordinated by Picker Institute Europe on behalf of the Care Quality Commission (CQC). Its purpose is to understand, monitor and improve service users' experiences of NHS mental health services. In 2014 over 13,500 participants from 58 NHS trusts and social enterprises told us about their experiences by taking part in the survey.

Its last major redevelopment has informed changes to the 2014 survey. The survey was updated in order to reflect changes in policy, best practice and patterns of service use, to align the survey with services as they will be provided and experienced in 2014. The methodological approach remains unchanged from 2014 survey.

## 2 Amendments to the 2014 questionnaire for 2015

The amendments to the 2014 survey questionnaire included the removal of one question and additional information added to the open question.

### 2.1 Removal of question

There has been an effort to ensure the 2015 Community Mental Health survey is as similar as possible to the 2014 questionnaire to allow for comparisons to be made between survey years. There are 48 questions, one question less than last year. The one question that has been removed from the 2014 survey questionnaire for this year's survey is outlined below.

Thinking about the **most recent time** you saw someone from NHS mental health services for your mental health needs...

(This **does not** include your GP.)

4. How easy was the actual **journey** to see this person or people?

- 1  I found it easy to get there
- 2  I found it somewhat easy to get there
- 3  I found it hard to get there
- 4  I did not have to travel
- 5  Don't know / can't remember

This question was included in the 2014 survey as a proxy for how long the journey took a service user to attend their appointment: feedback during the consultation suggested that some community mental health services were being re-organised on a geographical basis, resulting in some service users having to travel further away or having a more difficult journey to access their care and treatment. Following discussions for the revision of the survey, for use in 2015, it was agreed with stakeholders that the question would not provide usable data for trusts in the form of action planning or improvement initiatives as this aspect falls outside the remit of trust's control.

### 2.2 Free text comments

An additional change to the 2015 survey questionnaire is that free text comments are not anonymised before submission to CQC: a statement has been added to the questionnaire stating that any information provided in the free text box will be shared. This will enable free text results to be looked at in full by trusts, the CQC and researchers.

## 3 Additional changes in the 2015 survey

A small number of other changes have been made to the survey this year as outlined below.

### 3.1 CQC Flyer

New for the 2015 survey is the introduction of a CQC flyer that explains who CQC are and how the survey data will be used by them. The flyer is included in the first mailing and second reminder. This is sent directly to all approved contractors and the survey lead at trusts that complete the survey in house.

### 3.2 Sample declaration form

The sample declaration form is a new addition for the 2015 Community Mental Health survey. There were two versions of the form that need to be submitted, one for in house trusts, sent directly to the Co-ordination Centre and one for trusts using a contractor which is sent onto the Co-ordination Centre via approved contractors. The sample declaration form was introduced for the mental health survey to help prevent a number of section 251 breaches, for example, trusts not separating the mailing file and the sample file, before sharing with approved contractors. The form sets out all steps that must be carried out before data can be shared outside of the trust. It must be signed off by the trust Caldicott Guardian as well as the survey lead prior to trusts submitting their sample data to their approved contractor, or for trusts carrying out the survey in-house, direct to the Co-ordination Centre.