

2018 Community Mental Health Survey

Webinar for trusts

Agenda

- **Changes for the 2018 survey**
 - Colour Materials
 - Improved Instruction Manuals
 - Submission of Care Cluster Codes
 - Revised Sample Declaration Form
 - Earlier Start Date for Drawing Sample
- **Section 251 – Conditions for Approval**
- **Potential Errors**
- **Key dates**
- **Q&A**

Colour Materials

Colour Materials – Background Info

- Response rates falling: 41% in 2004 down to 26% in 2017.
- MH17 pilot study tested a number of interventions designed to improve this:
 - Redesigned questionnaire
 - Redesigned CQC flyer
 - Pre-approach mailer
 - Redesigned covering letters
- Findings:
 - Questionnaire + Covering letter = 3.4% increase in response rate overall; **8.8% increase in response rate amongst 18-35 year olds.**

Colour Materials - Questionnaire

MH17 Survey Questionnaire

YOUR CARE AND TREATMENT

Please do not include contact with your GP when answering questions in this section.

1. When was the last time you saw someone from NHS mental health services?

In the last month
 1 to 3 months ago
 4 to 6 months ago
 7 to 12 months ago
 More than 12 months ago
 Don't know / can't remember
 I have never seen anyone from NHS mental health services → Please go to Q42 on Page 7

2. Overall, how long have you been in contact with NHS mental health services?

Less than 1 year
 1 to 5 years
 6 to 10 years
 More than 10 years
 I am no longer in contact with NHS mental health services
 Don't know / can't remember

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?

Yes, definitely
 Yes, to some extent
 No
 It is too often
 Don't know

YOUR HEALTH AND SOCIAL CARE WORKERS

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. Did the person or people you saw listen carefully to you?

Yes, definitely
 Yes, to some extent
 No
 Don't know / can't remember

5. Were you given enough time to discuss your needs and treatment?

Yes, definitely
 Yes, to some extent
 No
 Don't know / can't remember

6. Did the person or people you saw understand how your mental health needs affect other areas of your life?

Yes, definitely
 Yes, to some extent
 No
 Don't know / can't remember

ORGANISING YOUR CARE

In this section, you may include contact with your GP.

7. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional".)

Yes → Go to 8
 No → Go to 11
 Not sure → Go to 11

Pickier Institute Europe, Copyright 2016. Page 2

MH17 Pilot Questionnaire

YOUR CARE AND TREATMENT

Please do not include contact with your GP when answering questions in this section.

1. When was the last time you saw someone from NHS mental health services?

In the last month
 1 to 3 months ago
 4 to 6 months ago
 7 to 12 months ago
 More than 12 months ago
 Don't know / can't remember
 I have never seen anyone from NHS mental health services → Please go to Q42 on page 7

2. Overall, how long have you been in contact with NHS mental health services?

Less than 1 year
 1 to 5 years
 6 to 10 years
 More than 10 years
 I am no longer in contact with NHS mental health services
 Don't know / can't remember

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?

Yes, definitely
 Yes, to some extent
 No
 It is too often
 Don't know

YOUR HEALTH AND SOCIAL CARE WORKERS

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. Did the person or people you saw listen carefully to you?

Yes, definitely
 Yes, to some extent
 No
 Don't know / can't remember

5. Were you given enough time to discuss your needs and treatment?

Yes, definitely
 Yes, to some extent
 No
 Don't know / can't remember

6. Did the person or people you saw understand how your mental health needs affect other areas of your life?

Yes, definitely
 Yes, to some extent
 No
 Don't know / can't remember

ORGANISING YOUR CARE

In this section, you may include contact with your GP.

7. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care-coordinator" or "lead professional".)

Yes → Go to 8
 No → Go to 11
 Not sure → Go to 11

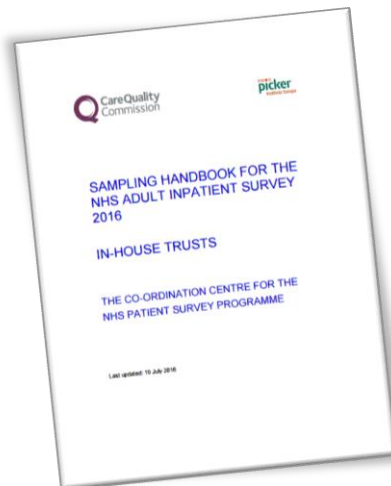
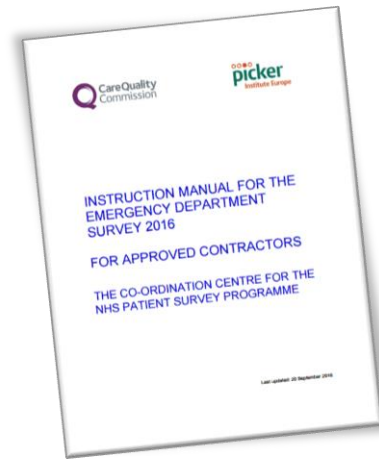
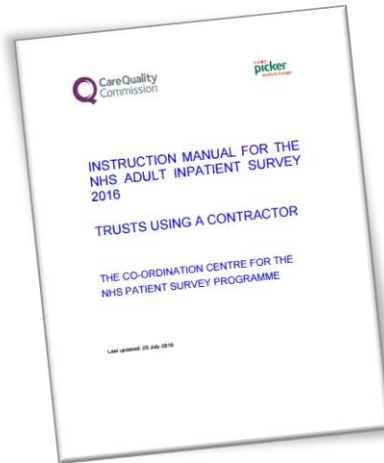
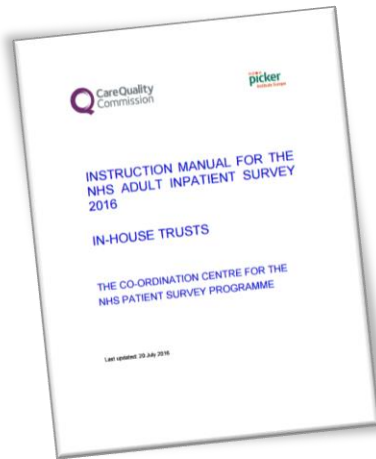
Pickier Institute Europe, Copyright 2016. Page 2

Colour Materials - Questionnaire

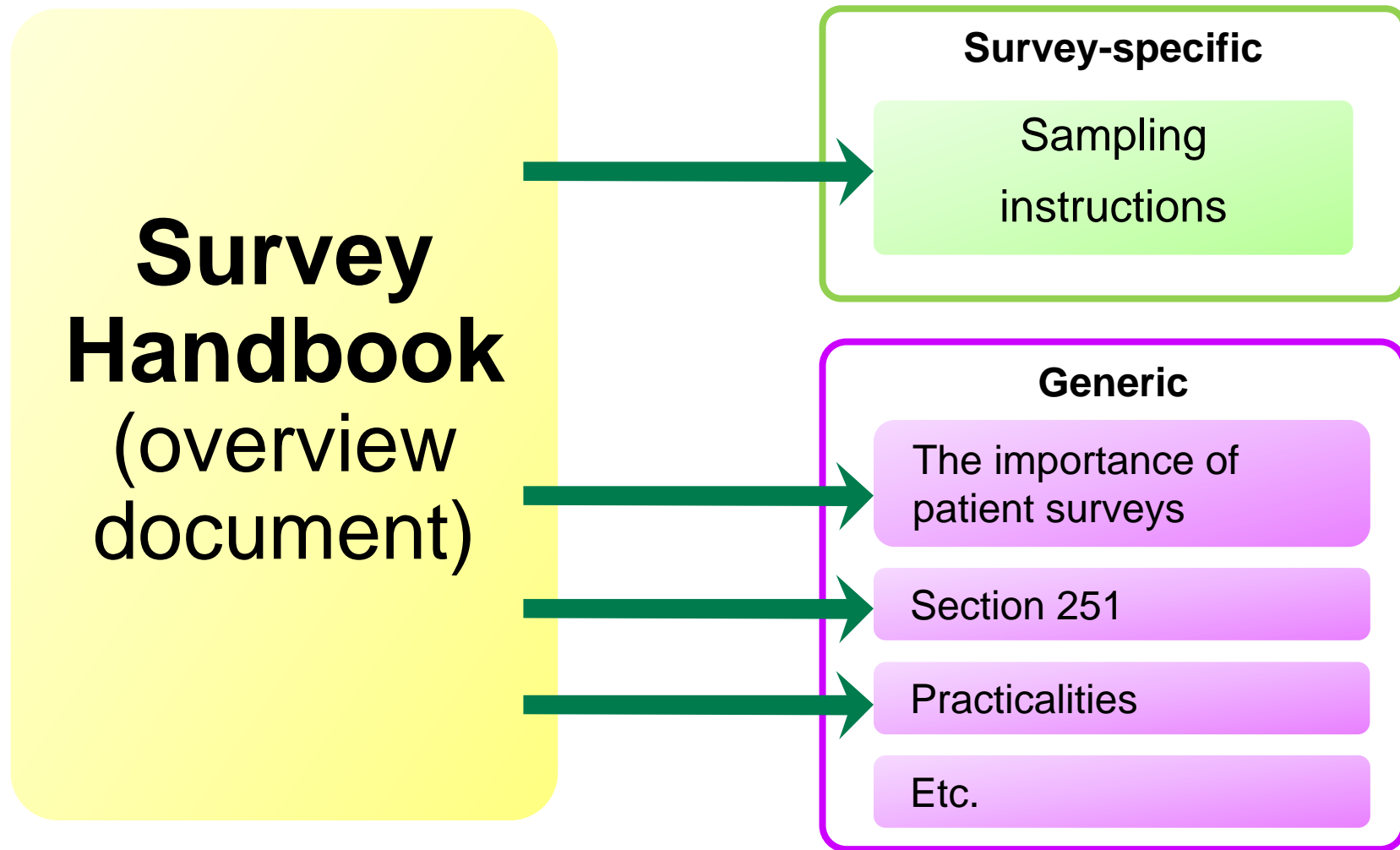
- MH18 Coloured Questionnaire
 - Well received by service users during cognitive testing.
 - Subject to ethical approval.
- MH18 Covering Letter
 - More use of colour to emphasis key information and to be more engaging for respondents.
 - More motivational language used.
 - Again, well received by service users during cognitive testing.
 - Subject to ethical approval.
- Colour printing = increased mailing costs.

Instruction Manuals

Instruction Manuals - Old Structure



Instruction Manuals - New Structure



Instruction Manuals - Survey Handbook

- **For survey leads**
- Brief document
- Survey specific
- Key summary document that [links](#) to all other relevant information:
 - What's new for this year/survey
 - Key dates: Top level
 - Highlights on key information (Section 251, etc.)

Instruction Manuals - Sampling Instructions

- **For sample drawers (data team)**
- Detailed information
- Survey specific
- Step-by-step instructions on how to draw sample
- Flowchart
- [Links](#) to relevant content

Generic NPSP Instruction Documents

Separate PDF documents on

<http://www.nhssurveys.org/usefullinks>

- 1) The importance of survey feedback
- 2) Setting up a project team
- 3) Data protection and confidentiality
- 4) Ethical issues, ethical committees and research governance
- 5) Collecting data from non-English speaking populations
- 6) Publicising the survey
- 7) Implementing the survey – practicalities
- 8) Submitting samples
- 9) Making sense of the data
- 10) Reporting results
- 11) Universal glossary

Submission of Mental Health Care Cluster Codes

Care Cluster Code Data

- Previously had to be separated from sample data and submitted directly to the Survey Coordination Centre.
 - Ineffective and presented an increased risk of Section 251 breach.
- As of the 2018 survey, trusts can now send mental health care cluster code data directly to contractors as part of the sample data file with no need to separate.
- **If an in-house trust:** Care cluster codes continue to be sent directly to the Survey Coordination Centre but included within the sample data file.

Revised Sample Declaration Form

Revised Sample Declaration Form

- **Aim** - To reduce the number of queries from the Survey Coordination Centre.
- Text comment boxes to provide details of changes at your trust compared to your 2017 submission.
 - For example, “Increase in eligible population due to a new community hub opening in January 2017.”
- **If using a contractor:** Submit form to your contractor.
- **If an in-house trust:** Submit form to the Survey Coordination Centre.

Earlier Start Date for Drawing Sample

Earlier Start Date for Drawing Sample

- We have requested trusts *start* drawing their samples as of the **2nd January 2018**.
- Submission of sample data to contractors, survey coordination centre if in-house, no later than **22nd January 2018**.
- Use the intervening three weeks to review your extract logic and to ask any questions you may have, especially around submitting care cluster codes.
- We are here to help:
 - mentalhealth@surveycoordination.com
 - 01865 208127

Section 251 – Conditions for Approval

Section 251 – Conditions for approval

- For the 2018 survey, we have been granted conditional approval based on the following:
 - IGT assessment reports being reviewed by NHS Digital for contractors and the Survey Coordination Centre – completed as of 6th December 2017.
 - Ensuring instructions to individual trusts go beyond ‘recommending’ that they display patient notifications, making clear that they are requested to ensure patients are aware of the survey and can opt-out if they so wish.
 - To this end...

Section 251 – Conditions for approval

- Ensure [dissent posters](#) continue to be displayed in all relevant areas of your trust until the start of fieldwork.
- We request you publicise the survey both internally and externally to ensure services users are aware of the survey and have the opportunity to opt-out should they wish. Example materials are available in the ['Publicising survey'](#) document.
- Ensure a log of service users who have dissented from taking part in the survey is accurately kept.
- Ensure the total number of eligible service users who have dissented from the sharing of their details for any purpose other than their clinical care or who have dissented from taking part in the survey specifically are recorded in 'Section A' of your sample declaration form and are excluded from your sample.

Potential Errors

Potential Errors - How to avoid them

- Examples of checks you should do before submitting your sample:
 - ✓ Have you included all service users whose 'other' contact was **before, during or after** the sampling period?
 - ✓ Have you **included** service users with an unknown care cluster code (code '99')?
 - ✓ Are there any errors in the query used to extract the eligible population?
 - ✓ Are there any missing/incomplete data in your initial database?
 - ✓ Be aware of system migrations!
 - ✓ Make sure you have **randomly** sampled.
 - ✓ Ensure your trust uses an **opt-out** consent model.

For more information, please see the 2017 Community Mental Health Survey [Sampling Errors Reports](#)

Key Dates

Key Dates

Provisional Timetable	
Inform the Survey Coordination Centre if you will be running the survey in-house or if you are using an approved contractor, which contractor you will be going with.	21 December 2017
Trusts to start drawing their sample data.	02 January 2018
Trusts to submit their sample data no later than.	22 January 2018
Start of fieldwork.	19 February 2018
Weekly monitoring starts.	22 February 2018
Close of fieldwork.	22 June 2018
Contractors and in-house trusts to send final data to the Survey Coordination Centre.	29 June 2018

Questions?

Thank you for your time

- Copy of the slides:
www.nhssurveys.org/surveys/1154
- Contact us:
mentalhealth@surveycoordination.com
01865 208127