

Inspecting Informing Improving



Patient survey report 2004

- mental health



The survey of mental health service users was designed, developed and coordinated by the NHS survey advice centre at Picker Institute Europe.

The Healthcare Commission exists to promote improvement in the quality of NHS and independent healthcare across England and Wales. It is a new organisation, which started work on April 1st 2004. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003. The organisation has a range of new functions and takes over some responsibilities from other commissions. It:

- replaces the work of the Commission for Health Improvement (CHI), which closed on March 31st 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on March 31st 2004
- picks up the elements of the Audit Commission's work which relate to efficiency, effectiveness and economy of healthcare

In taking over the functions of CHI, the Healthcare Commission now has responsibility for the programme of national patient surveys initiated by CHI. This report relates to a patient survey that was begun by CHI but is published by the Healthcare Commission. The Healthcare Commission has full responsibility for this report.

Introduction

A vital step for improving mental health services to ensure they are meeting the needs of service users is to ask the service users themselves what they think about the NHS. One way of doing this is to carry out surveys of service users who have recently used mental health services. The Healthcare Commission is responsible for national surveys of the NHS. By running these surveys across the country and publishing the results, the Healthcare Commission is able to provide feedback about the experience of service users have of their local mental health service.

The Healthcare Commission has carried out five national surveys asking patients and service users across England about their experiences of mental health, inpatient, ambulance, paediatric and primary care services. The NHS surveys advice centre at Picker Institute Europe developed the questionnaires and methodology¹.

This is one of five reports published by the Healthcare Commission and Picker Institute Europe that summarise the key findings from the surveys and describe the experiences of patients and service users of each of these services.

The Healthcare Commission will use the survey results as one way of assessing the performance of the NHS, and we expect individual trusts to use the results to identify how their services can be improved for patients and service users.

Survey results for every NHS trust in England are available in detailed reports on www.healthcarecommission.org.uk

Who took part in the survey?

The survey was carried out in all mental health trusts, combined mental health and social care trusts, and primary care trusts responsible for providing mental health services in England. Each trust identified a random sample of 850 adults aged 16 to 64, who were on the trust's care programme approach (CPA), and who had had contact with the trust in the previous three months. The CPA is intended to ensure there is support and follow-up for people with long term mental health needs². Service users with complex needs, who require services from a number of different health professionals, are on enhanced CPA, while other service users are on standard CPA. The sampled service users were sent a postal questionnaire and a covering letter, and up to two reminder letters were sent to non-responders.

Questionnaires were sent to 67,179 service users and 27,398 completed questionnaires were returned. This represents an overall response rate of 42%, once undelivered questionnaires and deceased service users had been accounted for. Response rates varied between trusts from 32% to 54%.

The questionnaire was largely composed of closed questions but the final section invited respondents to comment on things that were particularly good about the services they received and things that could be improved. The quotes in boxes throughout this report are drawn from these comments and illustrate the survey findings.

The survey results show that, of respondents:

- 57% were women
- 25% were aged 16 to 35, 41% 36 to 50, 32% 51 to 64 and 2% 65 or over
- 93% of respondents were white, 3% Asian or Asian British, 2% black or black British, 2% were either of mixed race or from Chinese or other ethnic groups.
- 18% rated their mental health as being excellent or very good, 57% rated it good or fair and 25% felt their mental health was poor or very poor
- 12% said they had not been bothered at all by emotional problems during the previous four weeks, 39% felt they had been bothered slightly or moderately and 49% reported being quite a lot or extremely bothered by emotional problems

Trusts were asked whether service users in the survey were on standard or enhanced CPA. The CPA level of respondents was unknown for 20% of respondents. Of the remainder, 62% were on standard CPA and 38% on enhanced CPA. However, the proportion of people on enhanced CPA varied considerably between trusts, from 6% to 99%, reflecting differences in information systems and definitions of CPA used by trusts.

It is important to compare the demographic characteristics of the respondents and non-respondents to the survey, as the respondents may not be representative of all service users on CPA within an NHS trust.

Information about age was missing for 3973 respondents and gender was not known for 3238 service users. The highest response rate was for women aged between 51 and 65, with 51% of service users in this group returning completed questionnaires. The lowest response rate for any group by age and gender was men aged 16 to 35, only 29% of whom returned completed questionnaires.

Ethnic group information was missing for 42% of the sample. For those service users whose ethnic group is known, useable questionnaires were returned by:

- 44% of white service users
- 38% of service users from mixed, Chinese or any other ethnic group
- 33% of black or black British service users
- 30% of Asian or Asian British service users

Relationships with healthcare professionals

Fifty-one per cent of respondents had been in contact with mental health services for more than five years, 31% in contact between one and five years, and 17% for one year or less.

The majority of service users (61%) had last seen someone about their mental health problem less than a month before, 24% between one and three months before, and 9% between three and six months before. Six per cent had last seen someone about their mental health problem more than six months before.

Most service users had seen a healthcare professional in the previous 12 months; 84% had seen a psychiatrist and 61% had seen a community psychiatric nurse (CPN). Over half of the service users (55%) had also seen another healthcare professional in the previous 12 months.

Psychiatrists

Of the service users who had seen a psychiatrist in the previous 12 months, the majority (79%) thought the psychiatrist had definitely treated them with respect and dignity. However, 18% of service users said the psychiatrist had treated them with respect and dignity only to some extent and 4% of service users felt the psychiatrist had not treated them with respect and dignity at all.

“I find my psychiatrist very helpful and kind. He tries to help me in every way”

“My psychiatrist is very supportive she will fit me into her very busy diary if I am unwell”

“The psychiatrist always appeared very bored and seemed to have made up her mind what she was going to do, and prescribe, before she spoke to me”

Most service users (68%) reported that the psychiatrist had definitely listened carefully to them, although 27% felt the psychiatrist had listened to them to some extent. A small percentage of service users (5%) thought the psychiatrist had not listened to them at all at their last appointment.

“The psychiatrist and nurse are very helpful and always listen to my problems and concerns”

“I would suggest that psychiatrists should listen more carefully to their patients when they are prescribing drugs”

Just over half of the service users (59%) said that they definitely had trust and confidence in the psychiatrist that they saw. A third of service users reported that they had trust and confidence in the psychiatrist to some extent, while 10% did not have any trust or confidence in the psychiatrist they saw.

“I trust and have full confidence in my psychiatrist”

The majority of service users (60%) said they were definitely given enough time to discuss their condition and treatment with the psychiatrist. Twenty-seven per cent said they were given enough time to some extent, and 13% felt they were not given enough time to discuss their condition and treatment.

“Psychiatrist appointments should be given more time”

Service users who had seen the same psychiatrist at their last two appointments were more positive in their responses about the relationship with the psychiatrist than those who had seen two different psychiatrists.

For example:

- 65% definitely had trust and confidence in the psychiatrist they saw, compared to 45% of those service users who had seen different psychiatrists
- 73% thought the psychiatrist had definitely listened carefully to them compared to 57% of service users who had seen different psychiatrists

“My lack of trust in psychiatrists is based upon me having seen approximately 13 over the past three years”

Community psychiatric nurse (CPN)

Service users were generally more positive about the quality of their relationship with the CPN than with psychiatrists. Of the service users who had seen a CPN in the previous 12 months, 85% felt the CPN had definitely treated them with respect and dignity. Twelve per cent said the CPN had treated them with respect and dignity to some extent and only 2% thought the CPN had not treated them with respect and dignity the last time they saw them.

“Think my CPN is very good. She explains things to me”

“My CPN gives me time whenever I need it. If he is out of his office I can leave a message & he gets back to me as soon as he can”

“My CPN has been my main support over the past 13 months. If it wasn't for all her support I would not be here today. She is very professional, approachable, trustworthy, and I have found her to give me the pointers to help me stay on solid ground and not give up”

“My CPN is very good and listens to what I have to say. She is helpful and I feel I can trust her and her advice”

The majority of service users (81%) also felt the CPN had definitely listened to them and 16% said the CPN had listened to them to some extent. Only 3% of respondents thought the CPN had not listened to them the last time they saw them.

The last time service users saw a CPN, 73% said they definitely had trust and confidence in them. Twenty per cent felt they had trust and confidence in the CPN to some extent, while 7% said they did not have trust and confidence in the CPN that they saw.

Other healthcare professionals

In the previous 12 months, 55% of service users who responded to the survey had seen a healthcare professional other than a psychiatrist or CPN:

- 28% had seen a social worker
- 16% had seen an occupational therapist
- 22% had seen a psychologist
- 35% had seen somebody else

Of the service users who had seen another healthcare professional in the previous 12 months, the majority (83%) felt that this person had definitely treated them with respect and dignity. Fourteen per cent said the healthcare professional had treated them with respect and dignity to some extent and only 3% of respondents thought the healthcare professional they saw had not treated them with respect and dignity.

“Very good occupational therapy and physiotherapy in hospital”

“My clinical psychologist has been the most wonderful help to me, more than any psychiatrist in the past”

Most service users (77%) also felt the healthcare professional they saw had definitely listened to them and 19% said the person had listened to them to some extent. Four per cent of respondents thought the healthcare professional they saw had not listened to them.

“My clinical psychologist is very good at listening. Helpful in certain suggestions, but the practical ideas are not financially or time wise possible”

“The regular sessions with occupational therapist have helped me come to terms with major changes in my life ... her help and caring manner, along with her ability to listen, had a major role in easing my anxiety and depression”

The last time service users saw another healthcare professional, 69% said they definitely had trust and confidence in the person that they saw. Almost a quarter of service users felt they had trust and confidence in the person to some extent, while 8% said they did not have any trust and confidence in the healthcare professional that they saw.

The care programme approach

Care plan

A care plan is a document or letter that should be provided for service users on the care programme approach (CPA) to show their mental health needs and to explain how their care has been planned. Half the respondents said they have been given or offered a written or printed copy of their care plan. Sixty-nine per cent of people on enhanced CPA had a copy of their care plan compared to 41% of respondents on standard CPA.

“[I] have not had a care plan in two years”

“I would like to find out more about care plans”

For those service users who had been given a care plan, the survey showed that improvements could be made to increase service users' understanding and agreement of what is in it:

- 29% of service users reported they understand what is in their care plan to some extent, and 24% said they do not understand what is in their care plan
- 34% said they agree to some extent with what is in their care plan and 11% felt that they do not agree

“I've been very happy with my care plan”

“I would like to be able to discuss my care plan on a one to one basis twice a year”

“I tried to write my care plan with the help of my CPN but found I could not see my way forward which continues to upset me”

Care review

A care review is a meeting set up between a service user and the staff involved in their care to discuss how the care plan is working. Just under half of all service users had received at least one care review in the previous 12 months. Sixty-nine per cent of people on enhanced CPA have had a care review compared to 40% of respondents on standard CPA.

“I would like to have a yearly care plan review I used to have these but have not had one for a few years”

Of the service users who had at least one care review meeting, 68% had been told they could bring a friend or relative along to the meeting and 32% had not.

The majority (67%) of service users who had a care review felt they were definitely given a chance to express their views at the meeting, while 28% felt they were able to express their views to some extent. Five per cent of service users felt they were not given the opportunity to express their views at their last care review meeting.

Of the service users who had a care review in the previous 12 months, less than half (49%), had found the meeting helpful. Thirty-nine per cent felt the care review meeting was helpful to some extent, while 12% did not find it helpful at all.

Care coordinator

A care coordinator, or keyworker is someone from mental health services that has responsibility for coordinating care and keeping in touch with the service user. The care coordinator is responsible for ensuring that the care plan is delivered and reviewed as required.

A third of all service users (33%) said they had not been told who their care coordinator is, although 84% of people on the enhanced care programme approach knew their care coordinator. Of the service users who had been told who their care coordinator is, 69% had seen them less than a month before, 18% had last seen them between one and three months before, and 13% had seen them more than three months before.

“The occupational therapist is my key worker whom I still see every month or so”

“Key workers are very good”

Of the service users who know who their care coordinator is, the majority (72%) said they could always contact their care coordinator if they had a problem. Twenty-four per cent said they could sometimes contact their care coordinator and only 4%, who had been told who their care coordinator is, reported they could not contact them when they had a problem.

“I feel I should be able to contact someone who works within the mental health service. I have felt so alone and isolated at times with nobody to talk to”

“I have enjoyed talking to my care coordinator - been very helpful”

Treatment and care

Medications

Of the service users who responded to the survey, 93% had taken medications for their mental health problem in the previous 12 months.

Equal proportions of service users said that they either definitely, or to some extent, have a say in decisions about the medication they take (40% and 40% respectively), while 20% felt that they do not have a say.

“At last, after many years of needing mental healthcare, those doing the caring actually listen and include me in the decision making - in my case medication”

“I am involved in decisions about my care; I can vary my medication to suit my needs”

“I feel I don't have a lot to say in my medication. I feel I wish I had some say”

In the previous 12 months, 47% of service users who responded to the survey had had new medications prescribed for them by a psychiatrist. Of the service users who had new medications, 60% said that the purposes of the medications had definitely been explained to them, and 29% felt they had been explained to some extent. Eleven per cent of service users said the purposes of the medications had not been explained to them.

The survey found that over a third of service users (35%) were not told about possible side effects of their medications and 29% felt they had been told about possible side effects to some extent.

“I would have liked more explanation about the medication provided”

“Over one year ago I had to change anti-depressant. I was not told about its long term effects ...also my medical record has gone missing from my last meeting”

“Doctors seem only interested in trying out new medications so that the whole process is a big chemistry lesson”

Appointments

In the previous 12 months, 43% of service users had at least one appointment cancelled or changed by mental health services; 27% had one appointment cancelled or changed, 14% had two or three appointments cancelled or changed and 2% had four or more appointments cancelled or changed.

“There have been numerous cancellations with my CPN and psychiatrist”

“There is sometimes a mix up with appointments with my psychiatrist. We have different appointments on my card and her diary”

A frequent complaint of service users was that they see too many different psychiatrists, which means they have to repeat themselves and do not have adequate opportunity to form a good relationship with a psychiatrist. The survey showed that the last two times service users had an appointment with a psychiatrist, 73% had seen the same psychiatrist both times but over a quarter had seen two different psychiatrists.

“It would be more reassuring to know that I would have appointments with one psychiatrist and not a different person each time”

“In the last 12 months I have seen four different psychiatrists which I found stressful at times. Some of the appointments seemed a waste of time because it was like starting afresh each time”

Talking therapies

In the previous 12 months, 42% of service users had received talking therapy, for example counselling, from NHS mental health services. Fifty-nine percent of service users said they would have liked talking therapy.

“Recommended by psychiatrist to have one to one counselling, only to be told only group therapy available in both mental health and learning disability teams”

Crisis care

Fifty-one per cent of service users do not have the number of someone in mental health services that they can call out of office hours. Of those who have the number of someone they can call, 36% had called this number in the previous 12 months. The last time these service users had called the number, 66% had got through immediately and a further 20% got through in one hour or less, but 5% could not get through to anyone.

“Access to the crisis team out of hours has made it easier to prevent self harm”

“I know that there are people I can contact for help if I have a crisis”

“It would feel safer if the crisis service were 24 hours. They have been an invaluable source of support to me; my only complaint would be the limited hours”

Mental Health Act

During the previous 12 months, 21% of service users who responded to the survey had been admitted to a hospital at least once as a mental health patient.

The percentage of service users who had been detained (sectioned) under the Mental Health Act in the previous 12 months was 8%. Of the service users who were detained, 43% felt their rights had been explained to them completely, 32% said they had been explained to some extent, and 25% reported that their rights had not be explained to them at all.

“When I first became unwell it was a frightening experience. I was rushed to hospital and sectioned. Nothing was explained to me. I was uncertain where I was and very scared. Things should be explained more clearly”

Support in the community

Finding accommodation and employment

The social inclusion of people with mental health problems has moved up the agenda for change in mental health services^{Error! Reference source not found.}. The survey showed that of the service users who felt they needed help with accommodation, 48% said they did not receive any.

“I was evicted from my accommodation and received no help whatsoever with re-housing”

"I would have liked help with my rent and a job or voluntary work. I have been taken to court with my rent as I couldn't get a social worker or any help"

The majority of service users (79%) were not currently in paid employment. Of the service users who felt they needed help finding work, 53% said they did not receive any help but would have liked some. Almost a third of service users said they had not received any help with getting benefits but would have liked some.

"My CPN referred me to x project at Mind [mental health charity] and I am presently taking courses designed to help me find employment (part time)"

"I would like help to get back to work and also help with benefits"

Community support facilities

The majority of service users (77%) had not visited a day centre or day hospital in the previous two months. Of the service users who had visited a day centre or day hospital in the previous two months, 53% said the activities provided were definitely helpful, 38% said they were helpful to some extent, and 9% felt the service provided by the day centre or day hospital were not at all helpful.

"I get excellent day care and really look forward to going. There is always plenty to do"

"Day services are poor and have deteriorated in the last 18 months"

"Weekend care would be helpful, ie, a drop-in centre open a few hours on Saturday and Sunday"

In the previous 12 months, 53% of service users received information about local support groups, although almost the same proportion (47%) said they did not receive any information but would have liked some.

"The mental health service needs much improvement in order to meet the needs of patients living in the community more support groups in the day (ie, depression anxiety management) [and] day centres - places to meet and make friends and share points of view and seek help and advice"

Overall

This section discusses the questions that were grouped together in the overall section of the questionnaire, as they focus on more general issues relating to service users' care and treatment. The survey showed that there is room for improvement in terms of involving service users more in their care. Two fifths of respondents (41%) felt they definitely had a say in decisions about their own care and treatment. A higher proportion of service users said they had enough say to some extent, and 15% reported that they do not have enough say in decisions about their own care and treatment.

"I do feel in need of more care and support but nobody listens to what I have to say. So I just given up, it's just not worth me getting wound up by it"

"I feel able to discuss any issues I have about medication, my diagnosis and further treatment"

Service users often commented that they would like to be given better information about their diagnosis and to be included in discussions about it. Forty-three per cent reported that their diagnosis had definitely been discussed, 39% felt it had been discussed to some extent, and 18% felt their diagnosis had not been discussed with them at all.

"Although my CPN and doctors are kind, my diagnosis was not discussed openly until I saw it on my GP's computer screen"

"I would like my diagnosis discussed and shown how I have progressed or not"

Over three quarters of service users rated the overall care they had received from mental health services as being excellent, very good or good, in the previous 12 months.

"I cannot praise highly enough the care and attention I have received. It has been excellent"

"I have received very good care with the mental health team providing a lot of support at a time when I need it"

"There is too little help that comes too late"

"My experience of the available mental health services has been very positive. I have been treated with respect, most importantly, listened to and had access to some excellent practitioners and services, which have been life saving from the edge of suicide"

Conclusion

This is the first national survey of the experiences of users of mental health services in England. It describes the experience of over 27,000 people of working age who are users of mental health services on an on-going basis.

Over three quarters of service users rated the care they received as excellent, very good or good. Service users were most positive about communication and relationships with clinical staff, such as being treated with dignity and respect, being listened to, and having confidence and trust in psychiatrists, nurses and other clinical staff. The importance to service users of relationships with clinical staff was further highlighted by comments from respondents, and by the relatively more positive responses from those service users who had greater continuity of contact with and individual psychiatrist.

A clear theme from this survey is that many service users would like more involvement in decisions about their care and treatment. This applies to decisions about medication, information about medication side effects, discussion of their diagnosis, understanding and involvement in care reviews and care planning, and understanding their rights under the Mental Health Act. For those service users who do not feel completely involved in decisions about their care and treatment, there is an issue about them not being able to consent to treatment in any meaningful sense.

The survey highlighted some specific areas where services could be improved:

- across all trusts less than a half of all service users had access to crisis care, for example, the phone number of someone in the mental health service that they could call out of hours. In some trusts only a quarter had access to crisis care
- only half the service users had been given (or offered) a written or printed copy of their care plan, and only a half had received at least one care review in the previous 12 months
- two fifths of respondents reported that they had at least one appointment cancelled or changed in the previous year

The survey indicates the significant and long term difficulties faced by this group of service users. More than half of respondents had been in contact with mental health services for more than five years. Only just over a fifth were in paid work. Nearly a third of service users were living alone, although by contrast over a quarter were caring for children. The profile of service users reinforces the need for health services to address the social as well as clinical needs of people with mental health problems.

The survey also found that nearly a third of people had not had help with finding accommodation, and more than a half had not had help with finding work. However, more than two thirds of service users had received help with getting benefits. In other words, the findings from the survey suggest that mental health services could do more to address the social needs of service users.

Appendix 1: Tables of results

National average results are presented for each question, along with tables comparing respondents and non-respondents, and cross-tabulations, for selected questions.

The results reported are results for the average NHS trust in England. The responses from each trust have an equal influence over the national average, regardless of differences in response rate between trusts.

The proportion of responses to each response option for each individual question was calculated for each trust. The overall national average for a given response was then calculated as an average of all the trusts' proportions.

However, the information about the demographics (for example age, sex and ethnic group) has not been adjusted in this way, as it is more appropriate to report the actual percentages of these variables, rather than adjusting them for variations among trusts.

A. Your care and treatment

A1. How long have you been in contact with mental health services?

	National average %	Number
1 year or less	17	
1 to 5 years	31	
More than 5 years	51	
Total specific responses		25802
Missing response		558
Don't know/can't remember		851
I have never been in contact with mental health services		187

Answered by all

B. Healthcare professionals

Psychiatrists

B1. Have you seen a psychiatrist in the last 12 months?

	National average %	Number
Yes	84	
No	16	
Total specific responses		26645
Missing response		246

Answered by all who have been in contact with mental health services (A1 not response option 5)

B2. Did the psychiatrist listen carefully to you?

	National average %	Number
Yes, definitely	68	
Yes, to some extent	27	
No	5	
Total specific responses		22401
Missing response		138

Answered by all who have seen a psychiatrist in the last 12 months (B1=1)

B3. Did you have trust and confidence in the psychiatrist you saw?

	National average %	Number
Yes, definitely	59	
Yes, to some extent	30	
No	10	
Total specific responses		22357
Missing response		185

Answered by all who have seen a psychiatrist in the last 12 months (B1=1)

B4. Did the psychiatrist treat you with respect and dignity?

	National average %	Number
Yes, definitely	79	
Yes, to some extent	18	
No	4	
Total specific responses		22402
Missing response		144

Answered by all who have seen a psychiatrist in the last 12 months (B1=1)

B5. Were you given enough time to discuss your condition and treatment?

	National average %	Number
Yes, definitely	60	
Yes, to some extent	27	
No	13	
Total specific responses		22332
Missing response		223

Answered by all who have seen a psychiatrist in the last 12 months (B1=1)

B6. The last 2 times you had an appointment with a psychiatrist, was it?

	National average %	Number
With the same psychiatrist both times	73	
With two different psychiatrists.	27	
Total specific responses		21812
Missing response		739

Answered by all who have seen a psychiatrist in the last 12 months (B1=1)

Community psychiatric nurse (CPN)

B7. Have you seen a CPN in the last 12 months?

	National average %	Number
Yes	61	
No	39	
Total specific responses		26358
Missing response		536

Answered by all who have been in contact with mental health services (A1 not response option 5)

B8. Did the CPN listen carefully to you?

	National average %	Number
Yes, definitely	81	
Yes, to some extent	16	
No	3	
Total specific responses		16036
Missing response		94

Answered by all who have seen a CPN in the last 12 months (B7=1)

B9. Did you have trust and confidence in the CPN?

	National average %	Number
Yes, definitely	73	
Yes, to some extent	20	
No	7	
Total specific responses		16018
Missing response		109

Answered by all who have seen a CPN in the last 12 months (B7=1)

B10. Did the CPN treat you with respect and dignity?

	National average %	Number
Yes, definitely	85	
Yes, to some extent	12	
No	2	
Total specific responses		16014
Missing response		115

Answered by all who have seen a CPN in the last 12 months (B7=1)

Other healthcare professionals

B11. Have you seen anyone else in mental health services in the last 12 months?

	National average %	Number
Yes	55	
No	45	
Total specific responses		26207
Missing response		700

Answered by all who have been in contact with mental health services (A1 not response option 5)

B12. The last time you saw someone, other than a psychiatrist or CPN, who did you see?

	National average %	Number
A social worker	28	
An occupational therapist	16	
A psychologist	22	
Someone else.	35	
Total specific responses		13596
Missing response		1018

Answered by all who have seen other mental health professionals in the last 12 months (B11=1)

B13. Did they listen carefully to you?

	National average %	Number
Yes, definitely	77	
Yes, to some extent	19	
No	4	
Total specific responses		14351
Missing response		282

Answered by all who have seen other mental health professionals in the last 12 months (B11=1)

B14. Did you have trust and confidence in the person that you saw?

	National average %	Number
Yes, definitely	69	
Yes, to some extent	23	
No	8	
Total specific responses		14356
Missing response		274

Answered by all who have seen other mental health professionals in the last 12 months (B11=1)

B15. Did the person treat you with respect and dignity?

	National average %	Number
Yes, definitely	83	
Yes, to some extent	14	
No	3	
Total specific responses		14364
Missing response		269

Answered by all who have seen other mental health professionals in the last 12 months (B11=1)

C. Medications

C1. In the last 12 months have you taken any medications for your mental health problems?

	National average %	Number
Yes	93	
No	7	
Total specific responses		26710
Missing response		214

Answered by all who have been in contact with mental health services (A1 not response option 5)

C2. Do you have a say in decisions about the medication you take?

	National average %	Number
Yes, definitely	40	
Yes, to some extent	40	
No	20	
Total specific responses		24490
Missing response		271

Answered by all who have taken medication for mental health problems in the last 12 months (C1=1)

C3. In the last 12 months, have any new medications (for example tablets, injections, liquid medicines, etc) been prescribed for you by a psychiatrist?

	National average %	Number
Yes	47	
No	53	
Total specific responses		24128
Missing response		210
Can't remember		430

Answered by all who have taken medication for mental health problems in the last 12 months (C1=1)

C4. Were the purposes of the medications explained to you?

	National average %	Number
Yes, definitely	60	
Yes, to some extent	29	
No	11	
Total specific responses		11357
Missing response		75

Answered by all who have been prescribed new medication by a psychiatrist within the last 12 months (C3=1)

C5. Were you told about possible side effects of the medications?

	National average %	Number
Yes, definitely	36	
Yes, to some extent	29	
No	35	
Total specific responses		11350
Missing response		86

Answered by all who have been prescribed new medication by a psychiatrist within the last 12 months (C3=1)

D. Talking therapies

D1. In the last 12 months have you had any talking therapy (e.g. counselling) from NHS Mental Health Services?

	National average %	Number
Yes	42	
No	58	
Total specific responses		26305
Missing response		709

Answered by all who have been in contact with mental health services (A1 not response option 5)

D2. In the last 12 months did you want talking therapy?

	National average %	Number
Yes	59	
No	41	
Total specific responses		25261
Missing response		1740

Answered by all who have been in contact with mental health services (A1 not response option 5)

E. Your care plan (CPA)

E1. Have you been given (or offered) a written or printed copy of your care plan?

	National average %	Number
Yes	49	
No	51	
Total specific responses		23537
Missing response		711
Don't know/Not sure		2753

Answered by all who have been in contact with mental health services (A1 not response option 5)

E2. Do you understand what is in your care plan?

	National average %	Number
Yes, definitely	47	
Yes, to some extent	29	
No	24	
Total specific responses		17624
Missing response		2210
Don't know		1838
I do not have a care plan		5314

Answered by all who have been in contact with mental health services (A1 not response option 5)

E3. Do you agree with what is in your care plan?

	National average %	Number
Yes, definitely	55	
Yes, to some extent	34	
No	11	
Total specific responses		14278
Missing response		5773
Don't know		6901

Answered by all who have been in contact with mental health services (A1 not response option 5)

Your care review

E4. In the last 12 months have you had a care review?

	National average %	Number
Yes, I've had more than one	25	
Yes, I've had one	24	
No, I have not had a care review in the last 12 months	51	
Total specific responses		25043
Missing response		1938

Answered by all who have been in contact with mental health services (A1 not response option 5)

E5. Were you told that you could bring a friend or relative to your care review meetings?

	National average %	Number
Yes	68	
No	32	
Total specific responses		10525
Missing response		222
Don't know/Can't remember		1103
I did not want to invite a friend or relative		700

Answered by all who have had a care review in the last 12 months (E4 not response option 3)

E6. Were you given a chance to express your views at the meeting?

	National average %	Number
Yes, definitely	67	
Yes, to some extent	28	
No	5	
Total specific responses		12151
Missing response		319

Answered by all who have had a care review in the last 12 months (E4 not response option 3)

E7. Did you find the care review helpful?

	National average %	Number
Yes, definitely	49	
Yes, to some extent	39	
No	12	
Total specific responses		12075
Missing response		383

Answered by all who have had a care review in the last 12 months (E4 = 3)

Your care coordinator

E8. Have you been told who your care coordinator is?

	National average %	Number
Yes	67	
No	33	
Total specific responses		23087
Missing response		1641
Not sure/don't know		2267

Answered by all who have been in contact with mental health services (A1 not response option 5)

E9. How long is it since you last saw your care coordinator?

	National average %	Number
Less than one month	69	
1-3 months	18	
3-6 months	7	
More than 6 months	6	
Total specific responses		15421
Missing response		171

Answered by all who have an assigned Care Co-ordinator or key worker (E8 = 1)

E10. Can you contact your care coordinator if you have a problem?

	National average %	Number
Yes, always	72	
Yes, sometimes	24	
No	4	
Total specific responses		15323
Missing response		268

Answered by all who have an assigned Care Co-ordinator or key worker (E8 = 1)

F. Support in the community

Day centres or day hospitals

F1. In the last two months, how often have you visited a day centre?

	National average %	Number
Most days	5	
Once or twice a week	14	
Once or twice a month	5	
I have not visited a day centre in the last 2 months	77	
Total specific responses		24406
Missing response		2548

Answered by all who have been in contact with mental health services (A1 not response option 5)

F2. Were the activities provided by the centre helpful?

	National average %	Number
Yes, definitely	53	
Yes, to some extent	38	
No	9	
Total specific responses		5706
Missing response		159

Answered by all who have visited a day centre in the last two months (F1 not response option 3)

Where you live

F3. In the last 12 months, have you received any help with accommodation?

	National average %	Number
Yes	52	
No, but I would have liked help	48	
Total specific responses		6827
Missing response		1929
I did not need any help		18216

Answered by all who have been in contact with mental health services (A1 not response option 5)

Other support in the community

F4. In the last 12 months have you received help with finding work?

	National average %	Number
Yes	47	
No, but I would have liked help	53	
Total specific responses		3748
Missing response		2095
I did not need any help		8171
I am unable to work because of my mental health problems		12962

Answered by all who have been in contact with mental health services (A1 not response option 5)

F5. Are you currently in paid work?

	National average %	Number
Yes	22	
No	71	
No, but I work on a casual or voluntary basis	6	
No, but I am a full-time student	2	
Total specific responses		25706
Missing response		1288

Answered by all who have been in contact with mental health services (A1 not response option 5)

F6. In the last 12 months have you received help with getting benefits?

	National average %	Number
Yes	69	
No, but I would have liked help	31	
Total specific responses		13550
Missing response		1520
I did not need any help		11921

Answered by all who have been in contact with mental health services (A1 not response option 5)

F7. In the last 12 months have you received any information about local support groups for mental health service users?

	National average %	Number
Yes	53	
No, but I would have liked information	47	
Total specific responses		15985
Missing response		1523
I did not need any information		9463

Answered by all who have been in contact with mental health services (A1 not response option 5)

F8. When was the last time you saw someone about your mental health problem?

	National average %	Number
Less than one month ago	61	
1-3 months ago	24	
3-6 months ago	9	
More than 6 months ago	6	
Total specific responses		25824
Missing response		1157

Answered by all who have been in contact with mental health services (A1 not response option 5)

F9. In the last 12 months, have any appointments been cancelled or changed by mental health services?

	National average %	Number
No	56	
Yes, 1 appointment was cancelled or changed	27	
Yes, 2 or 3 appointments have been cancelled or changed	14	
Yes, 4 or more appointments have been cancelled or changed	2	
Total specific responses		25796
Missing response		1180

Answered by all who have been in contact with mental health services (A1 not response option 5)

G. Crisis care

G1. Do you have the number of someone in mental health services that you can call out of office hours?

	National average %	Number
Yes	49	
No	51	
Total specific responses		23657
Missing response		945
Not sure/don't know		2385

Answered by all who have been in contact with mental health services (A1 not response option 5)

G2. In the last 12 months, have you called this number?

	National average %	Number
Yes	36	
No	64	
Total specific responses		11608
Missing response		139

Answered by all who have the number of someone in Mental Health Services that they may call out of office hours (G1 = 1)

G3. The last time you called the number, how long did it take you to get through to someone?

	National average %	Number
I got through immediately	66	
I got through in one hour or less	20	
A few hours	6	
A day or more	2	
I couldn't get through to anyone	5	
Total specific responses		4126
Missing response		7584

Answered by all who have the number of someone in Mental Health Services that they may call out of office hours (G1 = 1) and who have rang this number in the past 12 months (G2 = 1)

H. Standards

Mental Health Act

H1. Have you been admitted to a hospital as a mental health patient in the last 12 months?

	National average %	Number
No	80	
Yes, once	15	
Yes, 2 or 3 times	5	
Yes, more than 3 times	1	
Total specific responses		26210
Missing response		781

Answered by all who have been in contact with mental health services (A1 not response option 5)

H2. In the last 12 months, have you been detained (sectioned) under the Mental Health Act?

	National average %	Number
Yes	8	
No	92	
Total specific responses		25940
Missing response		1044

Answered by all who have been in contact with mental health services (A1 not response option 5)

H3. When you were sectioned, were your rights explained to you?

	National average %	Number
Yes, completely	43	
Yes, to some extent	32	
No	25	
Total specific responses		1936
Missing response		89

Answered by all who have been sectioned in the last 12 months (H2 = 1)

J. Overall

J1. Overall, how would you rate the care you have received from Mental Health Services in the last 12 months?

	National average %	Number
Excellent	25	
Very good	29	
Good	22	
Fair	14	
Poor	5	
Very poor	4	
Total specific responses		26068
Missing response		923

Answered by all who have been in contact with mental health services (A1 not response option 5)

J2. Do you have enough say in decisions about your care and treatment?

	National average %	Number
Yes, definitely	41	
Yes, to some extent	44	
No	15	
Total specific responses		25968
Missing response		1010

Answered by all who have been in contact with mental health services (A1 not response option 5)

J3. Has your diagnosis been discussed with you?

	National average %	Number
Yes, definitely	43	
Yes, to some extent	39	
No	18	
Total specific responses		25893
Missing response		1081

Answered by all who have been in contact with mental health services (A1 not response option 5)

K. About you

Note: tables in this section are based on all responses, not on trust based averages

K1 Are you male or female?

	Percentage	Number
Male	43	
Female	57	
Total specific responses		26834
Missing responses		564

Answered by all

K2 What was your year of birth? (recoded into age groups)

	Percentage	Number
Aged 16-35	25	
Aged 36-50	41	
Aged 51 and over	34	
Total specific responses		25953
Missing responses		1445

Answered by all

K3. Who else, if anybody, do you live with? (tick all that apply)

	Percentage	Total
No-one, I live alone	32	
Partner	36	
Child or children under 18	19	
Child or children over 18	8	
A parent or guardian	10	
With other family members	8	
With people other than family members	7	
Total specific responses		26471
Missing responses		927

Answered by all

K4 During the past four weeks how much have you been bothered by emotional problems (such as feeling anxious, depressed or irritable)?

	Percentage	Number
Not at all	12	
Slightly	18	
Moderately	21	
Quite a lot	31	
Extremely	18	
Total specific responses		26600
Missing responses		798

Answered by all

K5 In general, how is your mental health right now?

	Percentage	Number
Excellent	7	
Very good	11	
Good	22	
Fair	35	
Poor	18	
Very poor	7	
Total specific responses		26423
Missing responses		975

Answered by all

K6 To which of these ethnic groups would you say you belong?

	Percentage	Number
White	93	
Asian or Asian British	3	
Black or Black British	2	
Mixed, Chinese or any other ethnic group	2	
Total specific responses		26625
Missing responses		773

Answered by all

Appendix 2: Response rates by demographic variables

Note: tables in this section are based on all responses, not on trust based averages

Adjusted response rates by age

		Adjusted response rate	Total specific responses
Age	Aged 16-35	34%	19076
	Aged 36-50	43%	24763
	Aged 51 and over	50%	17865
	Missing responses	36%	3973
Total		42%	65677

Adjusted response rates by gender

		Adjusted response rate	Total specific responses
Gender	Male	38%	29248
	Female	45%	33191
	Missing responses	41%	3238
Total		42%	65677

Adjusted response rates by age and gender

		Adjusted response rate	Total specific responses
Male	Aged 16-35	29%	9159
	Aged 36-50	39%	11261
	Aged 51 and over	48%	7794
	Total	38%	28214
Female	Aged 16-35	39%	9426
	Aged 36-50	46%	12871
	Aged 51 and over	51%	9641
	Total	46%	31938

(Missing responses = 7027)

Adjusted response rates by ethnic group

		Adjusted response rate	Total specific responses
Ethnic Group	White	44%	26374
	Asian or Asian British	30%	1416
	Black or Black British	33%	1521
	Mixed, Chinese or any other ethnic group	38%	3900
	Missing responses	42%	32466
Total		42%	65677

Adjusted response rates by CPA level

		Adjusted response rate	Total specific responses
CPA level	Standard	43%	31039
	Enhanced	40%	20714
	Missing responses	40%	13924
Total		42%	65677

Appendix 3: Cross tabulations

Note: tables in this section are based on all responses, not on trust based averages

The last two times you had an appointment with a psychiatrist, was it? * Did the psychiatrist listen carefully to you?

		Did the psychiatrist listen carefully to you?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
The last two times you had an appointment with a psychiatrist, was it?	With the same psychiatrist	73%	23%	4%	15825
	With two different psychiatrists	57%	35%	8%	5884

The last two times you had an appointment with a psychiatrist, was it? * Did you have trust and confidence in the psychiatrist you saw?

		Did you have trust and confidence in the psychiatrist you saw?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
The last two times you had an appointment with a psychiatrist, was it?	With the same psychiatrist	65%	27%	8%	15801
	With two different psychiatrists	45%	38%	17%	5874

The last two times you had an appointment with a psychiatrist, was it? * Did the psychiatrist treat you with respect and dignity?

		Did the psychiatrist treat you with respect and dignity?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
The last two times you had an appointment with a psychiatrist, was it?	With the same psychiatrist	82%	15%	3%	15832
	With two different psychiatrists	70%	25%	6%	5885

The last two times you had an appointment with a psychiatrist, was it? * Were you given enough time to discuss your condition and treatment?

		Were you given enough time to discuss your condition and treatment?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
The last two times you had an appointment with a psychiatrist, was it?	With the same psychiatrist	64%	25%	11%	15810
	With two different psychiatrists	51%	31%	18%	5877

The last time you saw someone, other than a psychiatrist or CPN, who did you see? * Did they listen carefully to you?

		Did they listen carefully to you?			Total specific responses
		1 yes, definitely	2 yes, to some extent	3 no	
The last time you saw someone, other than a psychiatrist or CPN, who did you see?	1 a social worker	75%	20%	5%	3765
	2 an occupational therapist	80%	18%	3%	2154
	3 a psychologist	80%	16%	3%	2902
	4 someone else	75%	21%	4%	4689

The last time you saw someone, other than a psychiatrist or CPN, who did you see? * Did you have trust and confidence in the person that you saw?

		Did you have trust and confidence in the person that you saw?			Total specific responses
		1 yes, definitely	2 yes, to some extent	3 no	
The last time you saw someone, other than a psychiatrist or CPN, who did you see?	1 a social worker	69%	23%	9%	3772
	2 an occupational therapist	73%	21%	6%	2154
	3 a psychologist	69%	24%	7%	2895
	4 someone else	68%	24%	8%	4691

The last time you saw someone, other than a psychiatrist or CPN, who did you see? * Did the person treat you with respect and dignity?

		Did the person treat you with respect and dignity?			Total specific responses
		1 yes, definitely	2 yes, to some extent	3 no	
The last time you saw someone, other than a psychiatrist or CPN, who did you see?	1 a social worker	81%	16%	4%	3763
	2 an occupational therapist	87%	11%	2%	2155
	3 a psychologist	85%	13%	2%	2899
	4 someone else	81%	16%	3%	4697

CPA level from sample information * Have you been given (or offered) a written or printed copy of your care plan?

		Have you been given (or offered) a written or printed copy of your care plan?		Total specific responses
		Yes	No	
CPA level	Standard	41%	59%	11518
	Enhanced	69%	31%	7323
	Not known	41%	59%	4696

($X^2=1588$, $df=2$, $p<0.001$)

CPA level from sample information * Do you understand what is in your care plan?

		Do you understand what is in your care plan?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
CPA level	Standard	45%	28%	27%	7820
	Enhanced	54%	31%	15%	6604
	Not known	45%	28%	27%	3200

($X^2=341$, $df=4$, $p<0.001$)

CPA level from sample information * Do you agree with what is in your care plan?

		Do you agree with what is in your care plan?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
CPA level	Standard	56%	33%	11%	6000
	Enhanced	56%	35%	9%	5796
	Not known	55%	34%	11%	2482

($X^2=24$, $df=4$, $p<0.001$)

CPA level from sample information * In the last 12 months have you had a care review?

		In the last 12 months have you had a care review?			Total specific responses
		Yes, I have had more than one	Yes, I have had one	No, I have not had a care review	
CPA level	Standard	19%	21%	60%	12176
	Enhanced	37%	32%	31%	7873
	Not known	20%	21%	59%	4994

($X^2=1860$, $df=4$, $p<0.001$)

CPA level from sample information * Were you told that you could bring a friend or relative to your care review meetings?

		Were you told that you could bring a friend or relative to your care review meetings?		Total specific responses
		Yes	No	
CPA level	Standard	64%	36%	4099
	Enhanced	70%	30%	4740
	Not known	67%	33%	1686

($X^2=33$, $df=2$, $p<0.001$)

CPA level from sample information * Were you given a chance to express your views at these meetings?

		Were you given a chance to express your views at these meetings?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
CPA level	Standard	68%	26%	6%	4804
	Enhanced	66%	28%	5%	5382
	Not known	66%	28%	6%	1965

($X^2=7$, $df=4$, n.s)

CPA level from sample information * Do you find the care review helpful?

		Do you find the care review helpful?			Total specific responses
		Yes, definitely	Yes, to some extent	No	
CPA level	Standard	50%	38%	12%	4764
	Enhanced	47%	40%	13%	5359
	Not known	47%	40%	13%	1952

($X^2=7$, $df=4$, n.s)

CPA level from sample information * Have you been told who your care coordinator is?

		Have you been told who your care coordinator is?		Total specific responses
		Yes	No	
CPA level	Standard	59%	41%	11104
	Enhanced	84%	16%	7470
	Not known	61%	39%	4513

($X^2=1371$, $df=2$, $p<0.001$)

CPA level from sample information * How long is it since you last saw your care coordinator?

		How long is it since you last saw your care coordinator?				Total specific responses
		Less than one month	1-3 months	3-6 months	More than 6 months	
CPA level	Standard	65%	20%	8%	7%	6501
	Enhanced	75%	16%	5%	4%	6209
	Not known	65%	20%	8%	8%	2711

($X^2=188$, $df=6$, $p<0.001$)

CPA level from sample information * Can you contact your care coordinator if you have a problem?

		Can you contact your care coordinator if you have a problem?			Total specific responses
		Yes, always	Yes, sometimes	No	
CPA level	Standard	73%	23%	4%	6446
	Enhanced	73%	24%	3%	6180
	Not known	71%	24%	5%	2697

($X^2=25$, $df=4$, $p<0.001$)

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