

National NHS patient survey programme

Survey of users of community mental health services

The Healthcare Commission

The Healthcare Commission is the independent watchdog for healthcare in England, with a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

Survey of users of community mental health services

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. This survey aimed to find out about the experiences of people using mental health services in the community. These services provide care to people who have been referred to a psychiatric outpatient clinic or a local community mental health team.

The survey of community mental health service users started in 2004 and has run for five consecutive years, as part of the national NHS patient experience survey programme. This is the largest survey of its kind and detailed findings from it are fed back to trusts to help them to make improvements.

This document provides tables showing the national results for the inpatient survey for the years 2004, 2007 and 2008 for comparable questions. Although service users aged 16 years and above were included in the survey, only those aged 16 to 65 years are included in this report, so that the results from this survey can be compared with those from previous surveys. Differences in the results over time may appear to be small, but small changes can be significant, since the numbers of respondents involved are large. More detailed results, including the results of the survey for each trust can be found at: <http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2008>

Interpreting the tables

The tables present the results over time for individual questions, with percentages rounded to the nearest whole number. The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents', that is the number of people that the results are based on.

The tables show all specific responses to a question. Unclear responses such as "don't know" or "can't remember" are not shown, as these do not evaluate performance.

If the column for a particular year is missing, this is because the question was not asked in that year or the wording has changed between surveys, meaning that the results are not comparable.

Filter questions

Not all of the questions in the survey were meant to be answered by everybody. Some questions are not applicable to everyone: for example, if a service user had not seen a psychiatrist in the last 12 months (Q3) they did not have to answer the questions about this (Q4 to Q9), but were 'filtered' to another part of the questionnaire. This is indicated by text under each table.

Statistical significance

Statistical tests were carried out on the data to determine whether there had been any significant changes in the results for 2008 compared with other years. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance.

The final two columns of the tables use up and down arrows to indicate whether there has been a statistically significant change between 2008 and 2007, and also between 2008 and 2004 (when the first survey was carried out):

↑ shows that there has been a statistically significant **increase** in the proportion choosing a particular response.

↓ shows that there has been a statistically significant **decrease** in the proportion choosing a particular response.

Where a cell in the final two columns is blank, there has been no statistically significant change.

Further information

More information about the programme of NHS patient surveys is on the 'Surveys of patients' section of our website at:

<http://www.healthcarecommission.org.uk/NationalPatientSurveyProgramme>

Full details of the methodology for the 2008 survey:

<http://www.nhspatientsurveys.org.uk/index.html>

The 2008 community mental health survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2008>

The 2007 community mental health survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2007>

The 2006 community mental health survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2006>

The 2005 community mental health survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveyMentalHealth2005>

The 2004 community mental health survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveyMentalHealth2004>

More information about the 2007/2008 NHS performance ratings:

<http://www.healthcarecommission.org.uk/healthcareproviders/serviceproviderinformation/annualhealthcheck/annualhealthcheck2007/2008.cfm>

Q1. How long have you been in contact with NHS mental health services?

	Survey year			Significant change between 07 and 08
	2006	2007	2008	
1 year or less	15%	13%	12%	↓
1 to 5 years	33%	32%	31%	
6 to 10 years	18%	18%	18%	
More than 10 years	34%	37%	39%	
<i>Number of respondents</i>	18746	15309	13706	

Answered by all

Q2. When was the last time you saw someone from the NHS mental health services?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
In the last week	37%	35%	34%	35%	
More than 1 week but less than 1 month ago	28%	30%	30%	28%	↓
1-3 months ago	23%	23%	24%	23%	
4-6 months ago	8%	8%	8%	9%	
More than 6 months ago	4%	4%	4%	5%	↑
<i>Number of respondents</i>	25639	19165	15695	14086	

Answered by all

Q3. Have you seen a psychiatrist in the last 12 months?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	84%	84%	84%	84%	84%		
No	16%	16%	16%	16%	16%		
<i>Number of respondents</i>	26224	25674	19180	15716	14112		

Answered by all

Q4. Did the psychiatrist listen carefully to you?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	68%	69%	70%	71%	72%		↑
Yes, to some extent	27%	26%	25%	24%	24%		↓
No	5%	5%	5%	5%	4%		↓
<i>Number of respondents</i>	22062	21385	16011	13106	11819		

Answered by all who had seen a psychiatrist

Q5. Did you have trust and confidence in the psychiatrist you saw?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	59%	59%	61%	62%	63%		↑
Yes, to some extent	30%	31%	30%	29%	29%		↓
No	10%	10%	9%	9%	9%		↓
<i>Number of respondents</i>	22016	21441	16087	13171	11856		

Answered by all who had seen a psychiatrist

Q6. Did the psychiatrist treat you with respect and dignity?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	79%	80%	81%	82%	82%		↑
Yes, to some extent	18%	17%	16%	15%	14%		↓
No	4%	3%	3%	3%	3%		↓
<i>Number of respondents</i>	22059	21471	16096	13181	11870		

Answered by all who had seen a psychiatrist

Q7. Were you given enough time to discuss your condition and treatment?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	60%	63%	64%	65%	66%		↑
Yes, to some extent	27%	25%	25%	25%	24%		↓
No	13%	12%	11%	10%	10%		↓
<i>Number of respondents</i>	21995	21468	16095	13188	11867		

Answered by all who had seen a psychiatrist

Q8. In the last 12 months, have any of your appointments with a psychiatrist been cancelled or changed to a later date?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
No	56%	56%	57%	57%	
Yes, 1 appointment was cancelled or changed	31%	31%	30%	30%	
Yes, 2 or 3 appointments have been cancelled or changed	12%	12%	11%	11%	
Yes, 4 or more appointments have been cancelled or changed	1%	1%	1%	1%	
<i>Number of respondents</i>	21358	16032	13134	11798	

Answered by all who had seen a psychiatrist

Q9. The last 2 times you had an appointment with a psychiatrist, was it...?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
With the same psychiatrist both times	73%	75%	75%	74%	73%		
With two different psychiatrists	27%	25%	25%	26%	27%		
<i>Number of respondents</i>	21812	21012	15786	12967	11400		

Answered by all who had seen a psychiatrist

Q10. Have you seen a CPN in the last 12 months?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	61%	58%	57%	56%	57%		↓
No	39%	42%	43%	44%	43%		↑
<i>Number of respondents</i>	25937	25481	18972	15576	13973		

Answered by all

Q11. Did the CPN listen carefully to you?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	81%	80%	80%	81%	81%		
Yes, to some extent	16%	16%	16%	16%	15%		
No	3%	3%	3%	4%	4%		
<i>Number of respondents</i>	15743	14689	10802	8729	8003		

Answered by all who had seen a CPN

Q12. Did you have trust and confidence in the CPN?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	73%	73%	74%	74%	75%		↑
Yes, to some extent	20%	20%	19%	19%	19%		
No	7%	7%	7%	6%	6%		
<i>Number of respondents</i>	15722	14740	10820	8748	8017		

Answered by all who had seen a CPN

Q13. Did the CPN treat you with respect and dignity?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	85%	85%	86%	86%	86%		
Yes, to some extent	12%	13%	12%	12%	11%		
No	2%	3%	2%	3%	2%		
<i>Number of respondents</i>	<i>15717</i>	<i>14746</i>	<i>10812</i>	<i>8754</i>	<i>8023</i>		

Answered by all who had seen a CPN

Q14. Have you seen anyone else from mental health services in the last 12 months?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	55%	55%	56%	56%	56%		
No	45%	45%	44%	44%	44%		
<i>Number of respondents</i>	<i>25802</i>	<i>25408</i>	<i>18962</i>	<i>15551</i>	<i>13931</i>		

Answered by all

Q15. The last time you saw someone, other than a psychiatrist or CPN, who did you see?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
A social worker	28%	30%	29%	28%	30%		↑
An occupational therapist	16%	17%	17%	17%	16%		
A psychologist	22%	23%	23%	24%	23%		
Someone else	35%	30%	30%	31%	31%		↓
<i>Number of respondents</i>	<i>13444</i>	<i>13137</i>	<i>9956</i>	<i>8255</i>	<i>7393</i>		

Answered by all who had seen another health care professional

Q16. Did the person listen carefully to you?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	77%	79%	79%	79%	80%		↑
Yes, to some extent	19%	17%	17%	17%	17%		↓
No	4%	4%	4%	4%	4%		
<i>Number of respondents</i>	<i>14186</i>	<i>13948</i>	<i>10546</i>	<i>8720</i>	<i>7867</i>		

Answered by all who had seen another health care professional

Q17. Did the person treat you with respect and dignity?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	83%	84%	86%	85%	86%		↑
Yes, to some extent	14%	13%	12%	12%	11%		↓
No	3%	3%	3%	3%	3%		
<i>Number of respondents</i>	14198	13953	10553	8741	7865		

Answered by all who had seen another health care professional

Q18. In the last 12 months have you taken any medications for your mental health problems?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	93%	93%	93%	93%	93%		
No	7%	7%	7%	7%	7%		
<i>Number of respondents</i>	26284	25762	19246	15768	14139		

Answered by all

Q19. Do you have a say in decisions about the medication you take?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	40%	39%	42%	43%	44%		↑
Yes, to some extent	40%	42%	40%	39%	39%		
No	20%	19%	17%	17%	17%		↓
<i>Number of respondents</i>	24115	23951	17723	14545	13079		

Answered by all who had received medication

Q20. In the last 12 months, have any new medications (e.g. tablets, injections, liquid medicines, etc.) been prescribed for you by a psychiatrist?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	47%	46%	45%	43%	42%		↓
No	53%	54%	55%	57%	58%		↑
<i>Number of respondents</i>	23751	23541	17434	14346	12932		

Answered by all who had received medication

Q21. Were the purposes of the medications explained to you?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	60%	62%	63%	65%	65%		↑
Yes, to some extent	29%	28%	27%	27%	27%		↓
No	11%	9%	9%	8%	8%		↓
<i>Number of respondents</i>	11186	10779	7899	6332	5643		

Answered by all who had received new medication

Q22. Were you told about possible side effects of the medications?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	36%	37%	38%	39%	40%		↑
Yes, to some extent	29%	28%	28%	28%	28%		
No	35%	35%	34%	33%	32%		↓
<i>Number of respondents</i>	11183	10779	7876	6314	5636		

Answered by all who had received new medication

Q23. In the last 12 months have you had any counselling sessions (e.g. talking therapy) from NHS Mental Health Services?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	42%	40%	39%	39%	38%		↓
No	58%	60%	61%	61%	62%		↑
<i>Number of respondents</i>	25981	25722	18981	15615	13978		

Answered by all

Q24. In the last 12 months, did you want talking therapy?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	59%	57%	57%	55%	54%		↓
No	41%	43%	43%	45%	46%		↑
<i>Number of respondents</i>	24868	24817	18350	15141	13573		

Answered by all

Q25. If you had any talking therapy from NHS Mental Health Services in the last 12 months, did you find it helpful?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, definitely	52%	52%	52%	52%	
Yes, to some extent	34%	35%	35%	33%	
No	14%	14%	14%	15%	
<i>Number of respondents</i>	11478	8300	6716	6067	

Answered by all received talking therapy

Q26. Have you been told who your Care Co-ordinator is?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	67%	69%	70%	71%	74%	↑	↑
No	33%	31%	30%	29%	26%	↓	↓
<i>Number of respondents</i>	22725	22843	16981	13929	12464		

Answered by all

Q27. Can you contact your Care Co-ordinator if you have a problem?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, always	72%	72%	71%	72%	72%		
Yes, sometimes	24%	25%	25%	25%	24%		
Never	4%	4%	4%	4%	3%		
<i>Number of respondents</i>	15051	15615	11894	9857	9199		

Answered by all who had been told who their care co-ordinator was

Q28. Have you been given (or offered) a written or printed copy of your care plan?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	49%	50%	53%	55%	59%	↑	↑
No	51%	50%	47%	45%	41%	↓	↓
<i>Number of respondents</i>	23180	22766	16467	13420	12071		

Answered by all

Q29. Do you understand what is in your care plan?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, definitely	58%	58%	59%	60%	
Yes, to some extent	32%	32%	32%	31%	
No I don't understand it	10%	9%	9%	8%	
<i>Number of respondents</i>	<i>13920</i>	<i>10530</i>	<i>8964</i>	<i>8437</i>	

Answered by all who had a care plan

Q30. Were you involved in deciding what was in your care plan?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, definitely	42%	40%	40%	40%	
Yes, to some extent	35%	35%	35%	36%	
No	23%	25%	25%	24%	
<i>Number of respondents</i>	<i>15197</i>	<i>11678</i>	<i>9932</i>	<i>9376</i>	

Answered by all who had a care plan

Q31. In the last 12 months have you had a care review?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, I have had more than one	25%	23%	26%	26%	26%		↑
Yes, I have had one	24%	24%	25%	27%	29%	↑	↑
No, I have not had a care review in the last 12 months	51%	53%	49%	47%	45%	↓	↓
<i>Number of respondents</i>	<i>24656</i>	<i>24557</i>	<i>16149</i>	<i>13295</i>	<i>11852</i>		

Answered by all

Q32. Were you told that you could bring a friend or relative to your care review meetings?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	68%	70%	72%	73%	73%		↑
No	32%	30%	28%	27%	27%		↓
<i>Number of respondents</i>	<i>10341</i>	<i>9789</i>	<i>7218</i>	<i>6059</i>	<i>5715</i>		

Answered by all who had a care review meeting

Q33. Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	74%	73%	73%	73%	
No	26%	27%	27%	27%	
<i>Number of respondents</i>	9596	7044	5865	5484	

Answered by all who had a care review meeting

Q34. Were you given a chance to express your views at the meeting?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	67%	66%	68%	69%	68%		
Yes, to some extent	28%	29%	27%	26%	27%		
No	5%	5%	4%	5%	5%		
<i>Number of respondents</i>	11939	11395	8206	6911	6449		

Answered by all who had a care review meeting

Q35. Did you find the care review helpful?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	49%	47%	49%	50%	49%		
Yes, to some extent	39%	40%	41%	39%	40%		
No	12%	13%	11%	11%	11%		↓
<i>Number of respondents</i>	11869	11273	8020	6756	6323		

Answered by all who had a care review meeting

Q36. In the last 2 months, how often have you visited a day centre?

	Survey year				Significant change between 07 and 08	Significant change between 04 and 08
	2004	2006	2007	2008		
Most days	20%	18%	18%	18%		
Once or twice a week	58%	58%	60%	57%		
Once or twice a month	21%	24%	22%	25%	↑	↑
<i>Number of respondents</i>	5570	3669	2865	2210		

Answered by all

Q37. Were the activities provided by the centre helpful?

	Survey year				Significant change between 07 and 08	Significant change between 04 and 08
	2004	2006	2007	2008		
Yes, definitely	53%	56%	55%	57%		↑
Yes, to some extent	38%	36%	37%	35%		
No	9%	8%	8%	8%		
<i>Number of respondents</i>	<i>5524</i>	<i>3669</i>	<i>2887</i>	<i>2242</i>		

Answered by all who had visited a day centre

Q38. In the last 12 months have you received any information about local support groups for mental health service users? (from 2006 onwards, examples followed in parentheses: e.g. MIND, Alzheimer's Society, Rethink)

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	53%	57%	48%	50%	50%		↓
No, but I would have liked information	47%	43%	52%	50%	50%		↑
<i>Number of respondents</i>	<i>15812</i>	<i>16291</i>	<i>10683</i>	<i>8922</i>	<i>7979</i>		

Answered by all

Q39. Are you currently in paid work?

	Survey year			Significant change between 07 and 08
	2006	2007	2008	
Yes	21%	20%	20%	
No	68%	69%	69%	
No, I am retired	5%	6%	6%	
No, but I work on a casual or voluntary basis	4%	4%	5%	
No, but I am a full-time student	1%	1%	2%	↑
<i>Number of respondents</i>	<i>18754</i>	<i>15462</i>	<i>12227</i>	

Answered by all

Q40. In the last 12 months have you received help with finding work?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	47%	48%	50%	49%	50%		
No, but I would have liked help	53%	52%	50%	51%	50%		
<i>Number of respondents</i>	<i>3726</i>	<i>3778</i>	<i>3270</i>	<i>2603</i>	<i>2503</i>		

Answered by all who were not retired

Q41. In the last 12 months have you received help with getting benefits?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	69%	73%	68%	68%	69%		
No, but I would have liked help	31%	27%	32%	32%	31%		
<i>Number of respondents</i>	13360	13081	10341	8558	7667		

Answered by all

Q42. Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	49%	48%	49%	52%	55%	↑	↑
No	51%	52%	51%	48%	45%	↓	↓
<i>Number of respondents</i>	23328	23094	17212	14151	12524		

Answered by all

Q43. In the last 12 months, have you called this number?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	36%	38%	39%	38%	37%		
No	64%	62%	61%	62%	63%		
<i>Number of respondents</i>	11455	11240	8491	7436	6882		

Answered by all who had an out-of-hours telephone number

Q44. The last time you called the number, how long did it take you to get through to someone?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
I got through immediately	66%	64%	62%	65%	66%		
I got through in one hour or less	20%	22%	21%	23%	22%		
A few hours	6%	7%	6%	6%	5%		
A day or more	2%	2%	3%	2%	2%		
I could not get through to anyone	5%	5%	8%	5%	4%		
<i>Number of respondents</i>	3831	4050	2940	2496	2091		

Answered by all who had called an out-of-hours telephone number in the previous 12 months

Q45. The last time you called the number, did you get the help you wanted?

	Survey year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, definitely	48%	44%	47%	47%	
Yes, to some extent	34%	33%	36%	34%	
No	18%	23%	17%	19%	
<i>Number of respondents</i>	<i>4107</i>	<i>2874</i>	<i>2510</i>	<i>2112</i>	

Answered by all who had called an out-of-hours telephone number in the previous 12 months

Q46. Have you been admitted to a hospital as a mental health patient in the last 12 months?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
No	80%	83%	84%	85%	85%		↑
Yes, once	15%	13%	12%	11%	11%		↓
Yes, 2 or 3 times	5%	4%	3%	3%	3%		↓
Yes, more than 3 times	1%	1%	1%	1%	1%		
<i>Number of respondents</i>	<i>25821</i>	<i>25634</i>	<i>18924</i>	<i>15557</i>	<i>13939</i>		

Answered by all

Q47. In the last 12 months, have you been detained (sectioned) under the Mental Health Act?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes	8%	7%	7%	6%	6%		↓
No	92%	93%	93%	94%	94%		↑
<i>Number of respondents</i>	<i>25564</i>	<i>25420</i>	<i>18863</i>	<i>15522</i>	<i>13868</i>		

Answered by all

Q48. When you were sectioned, were your rights explained to you?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, completely	43%	43%	43%	45%	43%		
Yes, to some extent	32%	32%	30%	32%	33%		
No	25%	25%	27%	23%	23%		
<i>Number of respondents</i>	<i>1903</i>	<i>1503</i>	<i>1069</i>	<i>821</i>	<i>766</i>		

Answered by all those who had been sectioned in the previous 12 months

Q49. Has a member of your family or someone else close to you been given enough information from health and social services about your mental health problems?

	Survey year			Significant change between 07 and 08
	2006	2007	2008	
Yes, definitely	39%	39%	41%	
Yes, to some extent	32%	31%	32%	
No, but they would have liked some information	31%	29%	27%	↓
<i>Number of respondents</i>	12429	10336	9418	

Answered by all

Q50. Has a member of your family or someone else close to you had enough support from health and social services?

	Survey year			Significant change between 07 and 08
	2006	2007	2008	
Yes, definitely	27%	30%	31%	
Yes, to some extent	32%	31%	32%	
No, they have not had any support from health and social services	41%	40%	38%	↓
<i>Number of respondents</i>	12351	10192	9276	

Answered by all

Q51. Overall, how would you rate the care you have received from Mental Health Services in the last 12 months?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Excellent	25%	25%	26%	26%	27%		↑
Very good	29%	29%	28%	29%	29%		
Good	22%	23%	23%	22%	22%		
Fair	14%	14%	14%	14%	13%		↓
Poor	5%	5%	5%	6%	5%		
Very poor	4%	4%	4%	4%	3%		
<i>Number of respondents</i>	25694	24508	18798	15484	13876		

Answered by all

Q52. Do you have enough say in decisions about your care and treatment?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	41%	40%	42%	42%	43%		↑
Yes, to some extent	44%	44%	44%	44%	43%		
No	15%	15%	15%	14%	14%		
<i>Number of respondents</i>	25607	25305	18700	15418	13764		

Answered by all

Q53. Has your diagnosis been discussed with you?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Yes, definitely	43%	42%	44%	46%	46%		↑
Yes, to some extent	39%	39%	38%	37%	37%		↓
No	18%	19%	18%	17%	16%		↓
<i>Number of respondents</i>	25522	25275	18736	15423	13774		

Answered by all

Q54. Are you male or female?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Male	43%	42%	43%	43%	43%		
Female	57%	58%	57%	57%	57%		
<i>Number of respondents</i>	26429	26004	19148	15733	13976		

Answered by all

Age of respondents

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
16 – 35 years	25%	24%	23%	21%	21%		↓
36 – 50 years	41%	41%	42%	41%	41%		
51 – 65 years	34%	35%	35%	38%	37%		↑
<i>Number of respondents</i>	26937	26469	19492	15980	14155		

Answered by all – response data only

Q56. In general, how is your mental health right now?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
Excellent	7%	7%	7%	7%	8%		↑
Very good	11%	13%	12%	13%	12%		
Good	22%	23%	23%	23%	23%		↑
Fair	35%	36%	36%	36%	35%		
Poor	18%	17%	17%	17%	17%		
Very poor	7%	5%	5%	5%	5%		↓
<i>Number of respondents</i>	<i>26023</i>	<i>25503</i>	<i>18745</i>	<i>15387</i>	<i>13780</i>		

Answered by all

Q57. Who was the main person or people that filled in this questionnaire?

	Survey year			Significant change between 07 and 08
	2006	2007	2008	
The service user/client (named on the front of the envelope)	77%	77%	78%	↑
A friend or relative of the service user/client	9%	9%	10%	
Both the service user/client and friend/relative together	9%	9%	8%	↓
The service user/client with the help of a health profession	5%	5%	4%	↓
<i>Number of respondents</i>	<i>18407</i>	<i>15122</i>	<i>13496</i>	

Answered by all

Q58. To which of these ethnic groups would you say you belong?

	Survey year					Significant change between 07 and 08	Significant change between 04 and 08
	2004	2005	2006	2007	2008		
White	93%	93%	93%	93%	92%		↓
Asian or Asian British	3%	3%	2%	3%	3%		
Black or Black British	2%	2%	3%	3%	3%		↑
Chinese, Mixed, or Other Ethnic Group	2%	2%	2%	2%	2%		↑
<i>Number of respondents</i>	<i>26197</i>	<i>25636</i>	<i>18913</i>	<i>15257</i>	<i>13699</i>		

Answered by all