

National NHS patient survey programme

Survey of community mental health services 2010

Full national results tables

About the Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

Survey of community mental health services 2010

To improve the quality of services that the NHS delivers, it is important to understand what service users think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences.

The 2010 survey of community mental health services involved 66 NHS trusts in England (including combined mental health and social care trusts, Foundation Trusts and primary care trusts that provide mental health services). We received responses from more than 17,000 service users, a response rate of 32%. Service users aged 16 and over were eligible for the survey if they were seen at the trust between 1 July 2009 and 30 September 2009 and had received specialist care or treatment for a mental health condition.

Surveys of people using community mental health services have previously been carried out annually between 2004 and 2008. In 2008 and in previous years the survey was of service users receiving ~~standard~~ or ~~enhanced~~ care under the CPA. Following the changes to the CPA

set out in *Refocusing the Care Programme Approach*¹, the sampling methodology for the survey was revised to include both service users who have their care co-ordinated under the CPA and other service users in contact with secondary mental health services. The content of the questionnaire was also updated to reflect the changes in the national policy. As a result of these various changes, the results from the 2010 community survey are not comparable with surveys carried out between 2004-2008. For further information, please see the national briefing for the 2010 survey of community mental health services available on our website (see further information section).

The survey of community mental health services 2010 is part of a wider programme of NHS patient surveys, which covers a range of topics including inpatient services, outpatient services and ambulance services. To find out more about our programme, please visit our website (see further information section).

Interpreting the tables

Two sets of tables are provided. The full national results tables present the overall percentages based on all respondents.² The second set of tables provides results separately for those on CPA and those not on CPA

The tables show all specific responses to a question. Responses such as %don't know+or %and remember+are not shown and have been excluded from the analysis, as these do not help evaluate performance.

Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent had not taken any prescribed

¹ *Refocusing the Care Programme Approach: policy and positive practice guidance* available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_083647

² The results from each trust are given equal weight in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a weight to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

medications for their mental health condition at Q9 then they would be instructed to skip the questions about medication and go to Q17.

Multiple Response Questions

The survey included one question with a response option to tick all that apply+(Q53). Where this is the case we have presented percentages for each option, out of all those eligible to answer that question (some respondents may have ticked more than one category). This means that the results add up to over 100%.

Further information

Full details of the methodology of the survey can be found at:

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

More information on the programme of NHS patient surveys is available on Care Quality Commission website at:

<http://www.cqc.org.uk/nationalfindings/surveys.cfm>

The results for the 2010 survey of community mental health services can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2010>

More information on 2009/10 Periodic Review is available on the Care Quality Commission's website at:

<http://www.cqc.org.uk/guidanceforprofessionals/healthcare/nhsstaff/periodicreview2009/10.cfm>

Full national results tables

Your Care and Treatment

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

Less than 1 year	17%
1-5 years	36%
6-10 years	14%
More than 10 years	33%
Number of respondents	16413

Answered by all

Note: respondents who stated that they have never been in contact with mental health services or who did not know / could not remember have been excluded

Q2. When was the **last time** you saw someone from the NHS mental health services? (Please do not include your GP.)

In the last month	54%
1-3 months ago	26%
4-6 months ago	13%
7-12 months ago	5%
More than 12 months ago	2%
Number of respondents	16791

Answered by all

Health and Social Care Workers

Q3. Which of the following health or social care workers have you seen **most recently for your mental health condition**?

CPN - Community Psychiatric Nurse	31%
Social Worker	8%
Psychiatrist	28%
Mental Health Support Worker	13%
Occupational Therapist	3%
Psychologist	9%
Other	7%
Number of respondents	14686

Answered by all

Q4. Did this person listen carefully to you?

Yes, definitely	80%
Yes, to some extent	17%
No	3%
Number of respondents	16743

Answered by all

Q5. Did this person take your views into account?

Yes, definitely	75%
Yes, to some extent	21%
No	4%
Number of respondents	16427

Answered by all

Q6. Did you have trust and confidence in this person?

Yes, definitely	72%
Yes, to some extent	21%
No	7%
Number of respondents	16710

Answered by all

Q7. Did this person treat you with respect and dignity?

Yes, definitely	88%
Yes, to some extent	10%
No	2%
Number of respondents	16727

Answered by all

Q8. Were you given enough time to discuss your condition and treatment?

Yes, definitely	73%
Yes, to some extent	19%
No	7%
Number of respondents	16693

Answered by all

Q4. Did **this** person listen carefully to you? BY Q3. Which of the following health or social care workers have you seen **most recently for your mental health condition**?

	4. Did this person listen carefully to you?		
	Yes, definitely	Yes, to some extent	No
CPN - Community Psychiatric Nurse	83%	15%	2%
Social Worker	78%	18%	5%
Psychiatrist	77%	19%	4%
Mental Health Support Worker	81%	17%	2%
Occupational Therapist	81%	15%	4%
Psychologist	86%	12%	2%
Other	77%	18%	5%

Answered by all

Q5. Did this person take your views into account? BY Q3. Which of the following health or social care workers have you seen **most recently for your mental health condition**?

	5. Did this person take your views into account?		
	Yes, definitely	Yes, to some extent	No
CPN - Community Psychiatric Nurse	78%	19%	3%
Social Worker	73%	22%	5%
Psychiatrist	71%	23%	6%
Mental Health Support Worker	75%	22%	3%
Occupational Therapist	77%	20%	3%
Psychologist	82%	15%	3%
Other	72%	20%	8%

Answered by all

Q6. Did you have trust and confidence in this person? BY Q3. Which of the following health or social care workers have you seen **most recently for your mental health condition**?

	6. Did you have trust and confidence in this person?		
	Yes, definitely	Yes, to some extent	No
CPN - Community Psychiatric Nurse	78%	18%	5%
Social Worker	70%	22%	8%
Psychiatrist	68%	24%	8%
Mental Health Support Worker	74%	21%	5%
Occupational Therapist	72%	23%	5%
Psychologist	75%	19%	6%
Other	68%	23%	9%

Answered by all

Q7. Did this person treat you with respect and dignity? BY Q3. Which of the following health or social care workers have you seen **most recently for your mental health condition**?

	7. Did this person treat you with respect and dignity?		
	Yes, definitely	Yes, to some extent	No
CPN - Community Psychiatric Nurse	90%	9%	1%
Social Worker	86%	11%	3%
Psychiatrist	87%	11%	2%
Mental Health Support Worker	89%	10%	2%
Occupational Therapist	90%	8%	2%
Psychologist	90%	9%	1%
Other	84%	11%	4%

Answered by all

Q8. Were you given enough time to discuss your condition and treatment? BY Q3. Which of the following health or social care workers have you seen **most recently for your mental health condition**?

	8. Were you given enough time to discuss your condition and treatment?		
	Yes, definitely	Yes, to some extent	No
CPN - Community Psychiatric Nurse	78%	17%	5%
Social Worker	72%	21%	7%
Psychiatrist	71%	20%	9%
Mental Health Support Worker	74%	20%	6%
Occupational Therapist	75%	19%	6%
Psychologist	72%	20%	7%
Other	68%	22%	10%

Answered by all

Medications

Q9. In the last 12 months, have you taken any prescribed medications for your mental health condition?

Yes	89%
No	11%
Number of respondents	16845

Answered by all

Q10. Do you think your views were taken into account in deciding which medicines to take?

Yes, definitely	57%
Yes, to some extent	31%
No	12%
Number of respondents	14764

Answered by those taking prescribed medications in the last 12 months

Q11. In the last 12 months, have any new medications (e.g. tablets, injections, liquid medicines, etc.) been prescribed for you by a mental health worker? (Please do not include your GP.)

Yes	42%
No	58%
Number of respondents	14570

Answered by those taking prescribed medications in the last 12 months

Note: respondents who stated that they could not remember have been excluded

Q12. Were the purposes of the medications explained to you?

Yes, definitely	69%
Yes, to some extent	24%
No	7%
Number of respondents	6247

Answered by those for whom new medications had been prescribed in the last 12 months

Q13. Were you told about possible side effects of the medications?

Yes, definitely	43%
Yes, to some extent	28%
No	29%
Number of respondents	6220

Answered by those for whom new medications had been prescribed in the last 12 months

Q14. The last time you had a new medication prescribed for your mental health condition, were you given information about it in a way that was easy to understand?

Yes, definitely	52%
Yes, to some extent	32%
No	15%
Number of respondents	6173

Answered by those for whom new medications had been prescribed in the last 12 months

Q15. Have you been on any prescribed medicine(s) for 12 months or longer for your mental health condition?

Yes	87%
No	13%
Number of respondents	14826

Answered by those taking prescribed medications in the last 12 months

Q16. In the last 12 months, has a mental health or social care worker checked with you about how you are getting on with your medicines (i.e. have your medicines been reviewed)?

Yes	81%
No	19%
Number of respondents	12803

Answered by those taking prescribed medications for 12 months or longer

Talking Therapies

Q17. In the last 12 months have you had any talking therapies from NHS Mental Health Services?

Yes	44%
No	56%
Number of respondents	15296

Answered by all

Q18. In the last 12 months, did you want talking therapy?

Yes	54%
No	46%
Number of respondents	15969

Answered by all

Q17. In the last 12 months have you had any talking therapies from NHS Mental Health Services? BY

Q18. In the last 12 months, did you want talking therapy?

		18. In the last 12 months, did you want talking therapy?	
		Yes	No
17. In the last 12 months have you had any talking therapies from NHS Mental Health Services?	Yes	72.7%	8.2%
	No	27.3%	91.8%

Answered by all

Q19. If you had any talking therapy from NHS Mental Health Services in the last 12 months, did you find it helpful?

Yes, definitely	47%
Yes, to some extent	37%
No	15%
Number of respondents	7594

Answered by all

Note: base excludes those who ticked that they did not have any talking therapy

Your Care Co-ordinator

Q20. Do you know who your Care Co-ordinator (or lead professional) is?

Yes	72%
No	20%
Not sure/Don't know	8%
Number of respondents	16432

Answered by all

Q21. Can you contact your Care Co-ordinator (or lead professional) if you have a problem?

Yes, always	74%
Yes, sometimes	22%
No	4%
Number of respondents	11873

Answered by those who know who their care co-ordinator or lead professional is

Q22. How well does your Care Co-ordinator (or lead professional) organise the care and services you need?

Very well	62%
Quite well	31%
Not very well	5%
Not at all well	3%
Number of respondents	11315

Answered by those who know who their care co-ordinator or lead professional is

Note: respondents who said that this question was not applicable have been excluded

Your Care Plan

Q23. Have you been given (or offered) a written or printed copy of your care plan?

Yes, in the last year	42%
Yes, more than one year ago	14%
No	44%
Number of respondents	14566

Answered by all

Q24. Do you understand what is in your care plan?

Yes, definitely	48%
Yes, to some extent	29%
No, I don't understand it	9%
Not sure	15%
Number of respondents	11239

Answered by all

Note: base excludes those who ticked that they did not have a care plan

Q25. Do you think your views were taken into account when deciding what was in your care plan?

Yes, definitely	53%
Yes, to some extent	34%
No	13%
Number of respondents	10721

Answered by those that had a care plan

Q26. Does your care plan set out your goals?

Yes, definitely	42%
Yes, to some extent	38%
No	20%
Number of respondents	10345

Answered by those that had a care plan

Q27. Do the mental health services you receive help you to achieve these goals?

Yes, definitely	47%
Yes, to some extent	46%
No	7%
Number of respondents	8481

Answered by those that had a care plan that set out their goals

Q28. Does your care plan cover what you should do if you have a crisis (e.g. if you may need to be admitted to a mental health ward)?

Yes, definitely	45%
Yes, to some extent	25%
No	30%
Number of respondents	10230

Answered by those that had a care plan

Your Care Review

Q29. In the last 12 months have you had a care review meeting to discuss your care plan?

Yes, I have had more than one	28%
Yes, I have had one	29%
No, I have not had a care review in the last 12 months	43%
Number of respondents	11605

Answered by all

Note: Respondents who stated at Q1 that they have been in touch with mental health services for less than a year have, and any respondents who did not know / could not remember have been excluded

Q30. Were you told that you could bring a friend, relative or advocate to your care review meetings?

Yes	80%
No	20%
Number of respondents	6615

Answered by those that had a care review in the last 12 months

Note: Respondents who stated that they did not want to invite a friend, relative or advocate were excluded

Q31. Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?

Yes	74%
No	26%
Number of respondents	6231

Answered by those that had a care review in the last 12 months

Note: respondents who said that they did not know / could not remember have been excluded

Q32. Were you given a chance to express your views at the meeting?

Yes, definitely	70%
Yes, to some extent	25%
No	4%
Number of respondents	7491

Answered by those that had a care review in the last 12 months

Q33. Did you find the care review helpful?

Yes, definitely	52%
Yes, to some extent	39%
No	9%
Number of respondents	7440

Answered by those that had a care review in the last 12 months

Q34. Did you discuss whether you needed to continue using mental health services?

Yes, definitely	61%
Yes, to some extent	21%
No	18%
Number of respondents	7474

Answered by those that had a care review in the last 12 months

Day to day living

Q35. In the last 12 months, did anyone in mental health services ask you about any physical health needs you might have?

Yes, definitely	38%
Yes, to some extent	25%
No	37%
Number of respondents	14883

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q36. In the last 12 months, did mental health services give you enough support in getting help for any physical health needs you had?

Yes, definitely	39%
Yes, to some extent	27%
No	33%
Number of respondents	11828

Answered by all

Note: respondents who said that they do not have any physical health needs or that they did not know/can't remember have been excluded

Q37. In the last 12 months, did anyone in mental health services ask you about your alcohol intake or use of non-prescription drugs?

Yes, they asked me about my alcohol intake and use of non-prescription drugs	39%
They only asked me about my alcohol intake	13%
They only asked me about my use of non-prescription drugs	2%
No, they didn't ask me about either of these	45%
Number of respondents	15276

Answered by all

Q38. Do you have care responsibilities (including looking after children)?

Yes	21%
No	79%
Number of respondents	16083

Answered by all

Q39. In the last 12 months, did mental health services give you enough support with your care responsibilities?

Yes, definitely	36%
Yes, to some extent	26%
No	38%
Number of respondents	3287

Answered by those with care responsibilities

Note: Respondents who said that they could not remember have been excluded

Q40. In the last 12 months, have you received help, from anyone in mental health services, with finding or keeping work (e.g. being referred to an employment scheme)?

Yes	52%
No, but I would have liked help	48%
Number of respondents	3192

Answered by all

Note: respondents who said that they are unable to work because of their mental health problems or that they did not need any help have been excluded

Q41. In the last 12 months, have you received help from anyone in mental health services in finding and or keeping your accommodation?

Yes	57%
No, but I would have liked help	43%
Number of respondents	3599

Answered by all

Note: respondents who said that they did not need any help have been excluded

Q42. In the last 12 months, have you received help from anyone in mental health services in getting financial advice or benefits (e.g. Housing Benefit, Income Support, Disability Living Allowance)?

Yes	60%
No, but I would have liked help	40%
Number of respondents	7481

Answered by all

Note: respondents who said that they did not need any help have been excluded

Crisis Care

Q43. Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?

Yes	56%
No	44%
Number of respondents	14351

Answered by all

Note: Respondents who said that they were not sure or did not know have been excluded

Q44. In the last 12 months, have you called this number?

Yes	36%
No	64%
Number of respondents	8098

Answered by those that have an out of office number of local NHS Mental Health Services

Q45. The last time you called the number, how long did it take you to get through to someone?

I got through immediately	66%
I got through in one hour or less	22%
A few hours	5%
A day or more	3%
I could not get through to anyone	4%
Number of respondents	2980

Answered by those that had called the out of office number of local NHS Mental Health Services

Q46. The last time you called the number, did you get the help you wanted?

Yes, definitely	50%
Yes, to some extent	32%
No	18%
Number of respondents	2988

Answered by those that had called the out of office number of local NHS Mental Health Services

Overall

Q47. Overall, how would you rate the care you have received from Mental Health Services in the last 12 months?

Excellent	29%
Very good	30%
Good	20%
Fair	12%
Poor	5%
Very poor	4%
Number of respondents	16272

Answered by all

Q48. Have mental health services involved a member of your family or someone else close to you, as much as you would like?

Yes, definitely	52%
Yes, to some extent	28%
No	20%
Number of respondents	11508

Answered by all

Note: respondents who stated that they did not want family or someone else close to them to be involved have been excluded

About You

Q49. Are you male or female?

Male	42%
Female	58%
Number of respondents	17196

Answered by all

Note: information taken from sample file if response missing

Q50. What was your year of birth? (grouped)

16-35	18%
36-50	30%
51-65	26%
66+	26%
Number of respondents	17199

Answered by all

Note: information taken from sample file if response missing

Q51. In general, how is your mental health right now?

Excellent	7%
Very good	12%
Good	22%
Fair	35%
Poor	18%
Very poor	6%
Number of respondents	16291

Answered by all

Q52. Have you been admitted to a hospital as a mental health patient in the last 12 months?

No	86%
Yes, once	10%
Yes, 2 or 3 times	3%
Yes, more than 3 times	0%
Number of respondents	16524

Answered by all

Q53. Are you in paid work? (tick all that apply)

Yes, I am working between 1-15 hours a week	4%
Yes, I am working 16 or more hours a week	12%
No	52%
No, I am retired	29%
No, I work on a casual basis	1%
No, I am a full-time student	2%
No, I do voluntary work	7%
Number of respondents	16381

Answered by all

Q54. Who was the main person or people that filled in this questionnaire?

The service user/client (named on the front of the envelope)	72%
A friend or relative of the service user/client	16%
Both the service user/client and friend/relative together	8%
The service user/client with the help of a health professional	4%
Number of respondents	15953

Answered by all

Q55. To which of these ethnic groups would you say you belong?

White	93%
Mixed	1%
Asian or Asian British	3%
Black or Black British	3%
Chinese or other Ethnic Group	1%
Number of respondents	16485

Answered by all

Survey results according to whether the respondent was on CPA or not at the time of the survey

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

			CPA Status	
			New CPA	Other
1. How long have you been in contact with NHS mental health services?	Less than 1 year	Count*	793	1869
		%	11.5%	19.9%
	1 to 5 years	Count	2311	3652
		%	33.4%	38.8%
	6 to 10 years	Count	1062	1302
		%	15.4%	13.8%
	More than 10 years	Count	2752	2588
		%	39.8%	27.5%
Total		Count	6918	9411
		%	100.0%	100.0%

*Count is the number of respondents at each response category

Answered by all

Note: respondents who stated that they have never been in contact with mental health services or who did not know / could not remember have been excluded

2. When was the last time you saw someone from the NHS mental health services? (Please do not include your GP.)

			CPA Status	
			New CPA	Other
2. When was the last time you saw someone from the NHS mental health services? (Please do not include your GP.)	In the last month	Count	4676	4421
		%	65.9%	46.0%
	1-3 months ago	Count	1465	2814
		%	20.7%	29.3%
	4-6 months ago	Count	581	1574
		%	8.2%	16.4%
	7-12 months ago	Count	221	607
		%	3.1%	6.3%
	More than 12 months ago	Count	149	198
		%	2.1%	2.1%
Total		Count	7092	9614
		%	100.0%	100.0%

Answered by all

Health and Social Care Workers

3. Which of the following health or social care workers have you seen most recently for your mental health condition?

			CPA Status	
			New CPA	Other
3. Which of the following health or social care workers have you seen most recently for your mental health condition?	CPN - Community Psychiatric Nurse	Count	2587	2011
		%	42.8%	23.5%
	Social Worker	Count	684	503
		%	11.3%	5.9%
	Psychiatrist	Count	1139	2900
		%	18.8%	33.9%
	Mental Health Support Worker	Count	880	1058
		%	14.6%	12.4%
	Occupational Therapist	Count	194	317
		%	3.2%	3.7%
	Psychologist	Count	307	1043
		%	5.1%	12.2%
	Other	Count	257	732
		%	4.2%	8.5%
Total		Count	6048	8564
		%	100.0%	100.0%

Answered by all

4. Did this person listen carefully to you?

			CPA Status	
			New CPA	Other
4. Did this person listen carefully to you?	Yes, definitely	Count	5651	7699
		%	79.6%	80.6%
	Yes, to some extent	Count	1219	1535
		%	17.2%	16.1%
	No	Count	232	323
		%	3.3%	3.4%
Total		Count	7102	9557
		%	100.0%	100.0%

Answered by all

5. Did this person take your views into account?

			CPA Status	
			New CPA	Other
5. Did this person take your views into account?	Yes, definitely	Count	5169	7063
		%	74.4%	75.1%
	Yes, to some extent	Count	1466	1924
		%	21.1%	20.5%
	No	Count	310	414
		%	4.5%	4.4%
Total		Count	6945	9401
		%	100.0%	100.0%

Answered by all

6. Did you have trust and confidence in this person?

			CPA Status	
			New CPA	Other
6. Did you have trust and confidence in this person?	Yes, definitely	Count	5211	6837
		%	73.5%	71.7%
	Yes, to some extent	Count	1443	2055
		%	20.4%	21.5%
	No	Count	433	646
		%	6.1%	6.8%
Total		Count	7087	9538
		%	100.0%	100.0%

Answered by all

7. Did this person treat you with respect and dignity?

			CPA Status	
			New CPA	Other
7. Did this person treat you with respect and dignity?	Yes, definitely	Count	6211	8432
		%	87.5%	88.3%
	Yes, to some extent	Count	721	923
		%	10.2%	9.7%
	No	Count	163	192
		%	2.3%	2.0%
Total		Count	7095	9547
		%	100.0%	100.0%

Answered by all

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

			CPA Status	
			New CPA	Other
8. Were you given enough time to discuss your condition and treatment?	Yes, definitely	Count	5253	6951
		%	74.1%	73.0%
	Yes, to some extent	Count	1362	1867
		%	19.2%	19.6%
	No	Count	472	704
		%	6.7%	7.4%
Total		Count	7087	9522
		%	100.0%	100.0%

Answered by all

Medications

9. In the last 12 months, have you taken any prescribed medications for your mental health condition?

			CPA Status	
			New CPA	Other
9. In the last 12 months, have you taken any prescribed medications for your mental health condition?	Yes	Count	6597	8331
		%	92.6%	86.4%
	No	Count	524	1307
		%	7.4%	13.6%
Total		Count	7121	9638
		%	100.0%	100.0%

Answered by all

10. Do you think your views were taken into account in deciding which medicines to take?

			CPA Status	
			New CPA	Other
10. Do you think your views were taken into account in deciding which medicines to take?	Yes, definitely	Count	3651	4787
		%	56.0%	58.5%
	Yes, to some extent	Count	2038	2503
		%	31.3%	30.6%
	No	Count	832	887
		%	12.8%	10.8%
Total		Count	6521	8177
		%	100.0%	100.0%

Answered by those taking prescribed medications

11. In the last 12 months, have any new medications (e.g. tablets, injections, liquid medicines, etc.) been prescribed for you by a mental health worker? (Please do not include your GP.)

			CPA Status	
			New CPA	Other
11. In the last 12 months, have any new medications (e.g. tablets, injections, liquid medicines, etc.) been prescribed for you by a mental health worker? (Please do not include your GP.)	Yes	Count	2874	3245
		%	44.8%	40.1%
	No	Count	3535	4848
		%	55.2%	59.9%
Total		Count	6409	8093
		%	100.0%	100.0%

Answered by those taking prescribed medications

Note: respondents who stated that they could not remember have been excluded

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

			CPA Status	
			New CPA	Other
12. Were the purposes of the medications explained to you?	Yes, definitely	Count	1956	2313
		%	67.5%	69.9%
	Yes, to some extent	Count	697	794
		%	24.0%	24.0%
	No	Count	246	204
		%	8.5%	6.2%
Total		Count	2899	3311
		%	100.0%	100.0%

Answered by those taking medications prescribed in the last 12 months and had any new medications prescribed for them in the last 12 months

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

			CPA Status	
			New CPA	Other
13. Were you told about possible side effects of the medications?	Yes, definitely	Count	1231	1427
		%	42.5%	43.4%
	Yes, to some extent	Count	811	941
		%	28.0%	28.6%
	No	Count	852	923
		%	29.4%	28.0%
Total		Count	2894	3291
		%	100.0%	100.0%

Answered by those taking medications prescribed in the last 12 months and had any new medications prescribed for them in the last 12 months

14. The last time you had a new medication prescribed for your mental health condition, were you given information about it in a way that was easy to understand?

			CPA Status	
			New CPA	Other
14. The last time you had a new medication prescribed for your mental health condition, were you given information about it in a way that was easy to understand?	Yes, definitely	Count	1473	1731
		%	51.2%	53.1%
	Yes, to some extent	Count	919	1074
		%	32.0%	32.9%
	No	Count	484	455
		%	16.8%	14.0%
Total		Count	2876	3260
		%	100.0%	100.0%

Answered by those taking medications prescribed in the last 12 months and had any new medications prescribed for them in the last 12 months

15. Have you been on any prescribed medicine(s) for 12 months or longer for your mental health condition?

			CPA Status	
			New CPA	Other
15. Have you been on any prescribed medicine(s) for 12 months or longer for your mental health condition?	Yes	Count	5919	6925
		%	90.7%	84.1%
	No	Count	606	1307
		%	9.3%	15.9%
Total		Count	6525	8232
		%	100.0%	100.0%

Answered by those taking prescribed medications

16. In the last 12 months, has a mental health or social care worker checked with you about how you are getting on with your medicines (i.e. have your medicines been reviewed)?

			CPA Status	
			New CPA	Other
16. In the last 12 months, has a mental health or social care worker checked with you about how you are getting on with your medicines (i.e. have your medicines been reviewed)?	Yes	Count	4957	5359
		%	84.5%	77.9%
	No	Count	911	1517
		%	15.5%	22.1%
Total		Count	5868	6876
		%	100.0%	100.0%

Answered by those taking prescribed medications for 12 months or longer

Talking Therapies

17. In the last 12 months have you had any talking therapies from NHS Mental Health Services?

			CPA Status	
			New CPA	Other
17. In the last 12 months have you had any talking therapies from NHS Mental Health Services?	Yes	Count	2673	4005
		%	42.1%	45.2%
	No	Count	3674	4862
		%	57.9%	54.8%
Total		Count	6347	8867
		%	100.0%	100.0%

Answered by all

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

			CPA Status	
			New CPA	Other
18. In the last 12 months, did you want talking therapy?	Yes	Count	3492	5079
		%	51.7%	55.6%
	No	Count	3260	4054
		%	48.3%	44.4%
Total		Count	6752	9133
		%	100.0%	100.0%

Answered by all

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

			CPA Status	
			New CPA	Other
19. If you had any talking therapy from NHS Mental Health Services in the last 12 months, did you find it helpful	Yes, definitely	Count	1443	2171
		%	46.1%	49.0%
	Yes, to some extent	Count	1148	1654
		%	36.7%	37.3%
	No	Count	540	608
		%	17.2%	13.7%
Total		Count	3131	4433
		%	100.0%	100.0%

Answered by all

Note: base excludes those who ticked that they did not have any talking therapy

Care Coordinator or Lead Professional

20. Do you know who your Care Co-ordinator (or lead professional) is?

			CPA Status	
			New CPA	Other
20. Do you know who your Care Co-ordinator (or lead professional) is?	Yes	Count	5929	5964
		%	84.4%	64.1%
	No	Count	716	2484
		%	10.2%	26.7%
	Not sure/Don't Know	Count	380	856
		%	5.4%	9.2%
Total		Count	7025	9304
		%	100.0%	100.0%

Answered by all

21. Can you contact your Care Co-ordinator (or lead professional) if you have a problem?

			CPA Status	
			New CPA	Other
21. Can you contact your Care Co-ordinator (or lead professional) if you have a problem?	Yes, always	Count	4377	4372
		%	74.1%	73.7%
	Yes, sometimes	Count	1378	1287
		%	23.3%	21.7%
	No	Count	148	273
		%	2.5%	4.6%
Total		Count	5903	5932
		%	100.0%	100.0%

Answered by those who know who their care co-ordinator is

22. How well does your Care Co-ordinator (or lead professional) organise the care and services you need?

			CPA Status	
			New CPA	Other
22. How well does your Care Co-ordinator (or lead professional) organise the care and services you need?	Very well	Count	3533	3424
		%	61.6%	61.7%
	Quite well	Count	1786	1709
		%	31.1%	30.8%
	Not very well	Count	273	254
		%	4.8%	4.6%
	Not at all well	Count	142	158
		%	2.5%	2.8%
Total		Count	5734	5545
		%	100.0%	100.0%

Answered by those who know who their care co-ordinator is

Note: respondents who said that this question was not applicable have been excluded

Your Care Plan

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

			CPA Status	
			New CPA	Other
23. Have you been given (or offered) a written or printed copy of your care plan?	Yes, in the last year	Count	3447	2678
		%	54.7%	32.7%
	Yes, more than one year ago	Count	996	1031
		%	15.8%	12.6%
	No	Count	1864	4482
		%	29.6%	54.7%
Total		Count	6307	8191
		%	100.0%	100.0%

Answered by all

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

			CPA Status	
			New CPA	Other
24. Do you understand what is in your care plan?	Yes, definitely	Count	2974	2467
		%	52.6%	45.1%
	Yes, to some extent	Count	1681	1507
		%	29.7%	27.6%
	No, I don't understand it	Count	400	533
		%	7.1%	9.8%
	Not sure	Count	599	958
		%	10.6%	17.5%
Total		Count	5654	5465
		%	100.0%	100.0%

Answered by all

Note: base excludes those who ticked that they did not have a care plan

25. Do you think your views were taken into account when deciding what was in your care plan?

			CPA Status	
			New CPA	Other
25. Do you think your views were taken into account when deciding what was in your care plan?	Yes, definitely	Count	2989	2715
		%	54.3%	52.4%
	Yes, to some extent	Count	1872	1729
		%	34.0%	33.4%
	No	Count	647	738
		%	11.7%	14.2%
Total		Count	5508	5182
		%	100.0%	100.0%

Answered by those that had a care plan

26. Does your care plan set out your goals?

			CPA Status	
			New CPA	Other
26. Does your care plan set out your goals?	Yes, definitely	Count	2371	1991
		%	44.2%	40.2%
	Yes, to some extent	Count	2085	1861
		%	38.9%	37.6%
	No	Count	906	1104
		%	16.9%	22.3%
Total		Count	5362	4956
		%	100.0%	100.0%

Answered by those that had a care plan

27. Do the mental health services you receive help you to achieve these goals?

			CPA Status	
			New CPA	Other
27. Do the mental health services you receive help you to achieve these goals?	Yes, definitely	Count	2135	1839
		%	47.3%	46.6%
	Yes, to some extent	Count	2073	1817
		%	46.0%	46.0%
	No	Count	303	290
		%	6.7%	7.3%
Total		Count	4511	3946
		%	100.0%	100.0%

Answered by those that had a care plan that set out their goals

28. Does your care plan cover what you should do if you have a crisis (e.g. if you may need to be admitted to a mental health ward)?

			CPA Status	
			New CPA	Other
28. Does your care plan cover what you should do if you have a crisis (e.g. if you may need to be admitted to a mental health ward)?	Yes, definitely	Count	2745	1908
		%	51.6%	39.1%
	Yes, to some extent	Count	1360	1188
		%	25.6%	24.3%
	No	Count	1217	1785
		%	22.9%	36.6%
Total		Count	5322	4881
		%	100.0%	100.0%

Answered by those that had a care plan

Your Care Review

29. In the last 12 months have you had a care review meeting to discuss your care plan?

			CPA Status	
			New CPA	Other
In the last 12 months, have you had a care review meeting to discuss your care plan?	Yes, I have had more than one	Count	1792	1303
		% within CPA	34.6%	22.1%
	Yes, I have had one	Count	1816	1456
		% within CPA	35.0%	24.7%
	No, I have not had a care review in the last 12 months	Count	1575	3127
		% within CPA	30.4%	53.1%
Total		Count	5183	5886
		% within CPA	100.0%	100.0%

Answered by all

Note: Respondents who stated at Q1 that they have been in touch with mental health services for less than a year have, and any respondents who did not know / could not remember have been excluded

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

			CPA Status	
			New CPA	Other
30. Were you told that you could bring a friend, relative or advocate to your care review meetings?	Yes	Count	2944	2316
		%	80.9%	78.5%
	No	Count	695	636
		%	19.1%	21.5%
Total		Count	3639	2952
		%	100.0%	100.0%

Answered by those that had a care review

Note: Respondents who stated that they did not want to invite a friend, relative or advocate were excluded from the analysis

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

			CPA Status	
			New CPA	Other
31. Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?	Yes	Count	2732	1908
		%	78.1%	70.4%
	No	Count	768	804
		%	21.9%	29.6%
Total		Count	3500	2712
		%	100.0%	100.0%

Answered by those that had a care review

Note: respondents who said that they did not know / could not remember have been excluded

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

			CPA Status	
			New CPA	Other
32. Were you given a chance to express your views at the meeting?	Yes, definitely	Count	2919	2327
		%	71.0%	69.4%
	Yes, to some extent	Count	1031	867
		%	25.1%	25.8%
	No	Count	159	160
		%	3.9%	4.8%
Total		Count	4109	3354
		%	100.0%	100.0%

Answered by those that had a care review

33. Did you find the care review helpful?

			CPA Status	
			New CPA	Other
33. Did you find the care review helpful?	Yes, definitely	Count	2125	1767
		%	51.9%	53.2%
	Yes, to some extent	Count	1579	1273
		%	38.6%	38.4%
	No	Count	390	279
		%	9.5%	8.4%
Total		Count	4094	3319
		%	100.0%	100.0%

Answered by those that had a care review

34. Did you discuss whether you needed to continue using mental health services?

			CPA Status	
			New CPA	Other
34. Did you discuss whether you needed to continue using mental health services?	Yes, definitely	Count	2499	2054
		%	60.9%	61.4%
	Yes, to some extent	Count	816	716
		%	19.9%	21.4%
	No	Count	788	574
		%	19.2%	17.2%
Total		Count	4103	3344
		%	100.0%	100.0%

Answered by those that had a care review

Day to Day Living

35. In the last 12 months, did anyone in mental health services ask you about any physical health needs you might have?

			CPA Status	
			New CPA	Other
35. In the last 12 months, did anyone in mental health services ask you about any physical health needs you might have?	Yes, definitely	Count	2876	2828
		%	44.7%	33.8%
	Yes, to some extent	Count	1627	2037
		%	25.3%	24.3%
	No	Count	1937	3502
		%	30.1%	41.9%
Total		Count	6440	8367
		%	100.0%	100.0%

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

36. In the last 12 months, did mental health services give you enough support in getting help for any physical health needs you had?

			CPA Status	
			New CPA	Other
36. In the last 12 months, did mental health services give you enough support in getting help for any physical health needs you had?	Yes, definitely	Count	2416	2256
		%	44.7%	35.4%
	Yes, to some extent	Count	1531	1669
		%	28.3%	26.2%
	No	Count	1454	2451
		%	26.9%	38.4%
Total		Count	5401	6376
		%	100.0%	100.0%

Answered by all

Note: respondents who said that they do not have any physical health needs or that they did not know/can't remember have been excluded

37. In the last 12 months, did anyone in mental health services ask you about your alcohol intake or use of non-prescription drugs?

			CPA Status		
			New CPA	Other	
37. In the last 12 months, did anyone in mental health services ask you about your alcohol intake or use of non-prescription drugs?	Yes, they asked me about my alcohol intake and use of non-prescription drugs	Count	2584	3341	
		%	39.7%	38.4%	
	They only asked me about my alcohol intake	Count	835	1215	
		%	12.8%	14.0%	
	They only asked me about my use of non-prescription drugs	Count	162	174	
		%	2.5%	2.0%	
	No, they didn't ask me about either of these	Count	2924	3964	
		%	45.0%	45.6%	
	Total		Count	6505	8694
			%	100.0%	100.0%

Answered by all

38. Do you have care responsibilities (including looking after children)?

			CPA Status	
			New CPA	Other
38. Do you have care responsibilities (including looking after children)?	Yes	Count	1394	2039
		%	20.4%	22.2%
	No	Count	5429	7139
		%	79.6%	77.8%
Total		Count	6823	9178
		%	100.0%	100.0%

Answered by all

39. In the last 12 months, did mental health services give you enough support with your care responsibilities?

			CPA Status	
			New CPA	Other
39. In the last 12 months, did mental health services give you enough support with your care responsibilities?	Yes, definitely	Count	541	625
		%	39.8%	32.8%
	Yes, to some extent	Count	394	463
		%	29.0%	24.3%
	No	Count	425	820
		%	31.3%	43.0%
Total		Count	1360	1908
		%	100.0%	100.0%

Answered by those with care responsibilities

Note: Respondents who said that they could not remember have been excluded

40. In the last 12 months, have you received help, from anyone in mental health services, with finding or keeping work (e.g. being referred to an employment scheme)?

			CPA Status	
			New CPA	Other
40. In the last 12 months, have you received help, from anyone in mental health services, with finding or keeping work (e.g. being referred to an employment scheme)?	Yes	Count	968	727
		%	61.2%	45.5%
	No, but I would have liked help	Count	613	871
		%	38.8%	54.5%
Total		Count	1581	1598
		%	100.0%	100.0%

Answered by all

Note: respondents who said that they are unable to work because of their mental health problems or that they did not need any help have been excluded

41. In the last 12 months, have you received help from anyone in mental health services in finding and or keeping your accommodation?

			CPA Status	
			New CPA	Other
41. In the last 12 months, have you received help from anyone in mental health services in finding and or keeping your accommodation?	Yes	Count	1320	761
		%	67.5%	46.8%
	No, but I would have liked help	Count	635	866
		%	32.5%	53.2%
Total		Count	1955	1627
		%	100.0%	100.0%

Answered by all

Note: respondents who said that they did not need any help have been excluded

42. In the last 12 months, have you received help from anyone in mental health services in getting financial advice or benefits (e.g. Housing Benefit, Income Support, Disability Living Allowance)?

			CPA Status	
			New CPA	Other
42. In the last 12 months, have you received help from anyone in mental health services in getting financial advice or benefits (e.g. Housing Benefit, Income Support, Disability Living Allowance)?	Yes	Count	2588	1950
		%	71.2%	51.1%
	No, but I would have liked help	Count	1045	1865
		%	28.8%	48.9%
Total		Count	3633	3815
		%	100.0%	100.0%

Answered by all

Note: respondents who said that they did not need any help have been excluded

Crisis Care

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

			CPA Status	
			New CPA	Other
43. Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?	Yes	Count	4125	3987
		%	66.5%	49.4%
	No	Count	2075	4090
		%	33.5%	50.6%
Total		Count	6200	8077
		%	100.0%	100.0%

Answered by all

Note: Respondents who said that they were not sure or did not know have been excluded

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

			CPA Status	
			New CPA	Other
44. In the last 12 months, have you called this number?	Yes	Count	1623	1334
		%	39.6%	33.5%
	No	Count	2473	2646
		%	60.4%	66.5%
Total		Count	4096	3980
		%	100.0%	100.0%

Answered by those that have an out of office number of local NHS Mental Health Services

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

			CPA Status	
			New CPA	Other
45. The last time you called the number, how long did it take you to get through to someone?	I got through immediately	Count	1054	859
		%	64.5%	64.2%
	I got through in one hour or less	Count	375	302
		%	22.9%	22.6%
	A few hours	Count	93	76
		%	5.7%	5.7%
	A day or more	Count	45	36
		%	2.8%	2.7%
	I could not get through to anyone	Count	67	65
		%	4.1%	4.9%
Total		Count	1634	1338
		%	100.0%	100.0%

Answered by those that had called the out of office number of local NHS Mental Health Services

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

			CPA Status	
			New CPA	Other
46. The last time you called the number, did you get the help you wanted?	Yes, definitely	Count	805	644
		%	49.3%	47.8%
	Yes, to some extent	Count	516	443
		%	31.6%	32.9%
	No	Count	312	259
		%	19.1%	19.2%
Total		Count	1633	1346
		%	100.0%	100.0%

Answered by those that had called the out of office number of local NHS Mental Health Services

Overall

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

			CPA Status	
			New CPA	Other
47. Overall, how would you rate the care you have received from Mental Health Services in the last 12 months?	Excellent	Count	2165	2636
		%	31.4%	28.3%
	Very good	Count	2071	2720
		%	30.1%	29.2%
	Good	Count	1390	1813
		%	20.2%	19.5%
	Fair	Count	735	1228
		%	10.7%	13.2%
	Poor	Count	274	506
		%	4.0%	5.4%
	Very poor	Count	250	403
		%	3.6%	4.3%
Total	Count	6885	9306	
	%	100.0%	100.0%	

Answered by all

48. Have mental health services involved a member of your family or someone else close to you, as much as you would like?

			CPA Status	
			New CPA	Other
48. Have mental health services involved a member of your family or someone else close to you, as much as you would like?	Yes, definitely	Count	2820	3160
		%	54.2%	50.6%
	Yes, to some extent	Count	1509	1681
		%	29.0%	26.9%
	No	Count	872	1409
		%	16.8%	22.5%
Total	Count	5201	6250	
	%	100.0%	100.0%	

Answered by all

Note: respondents who stated that they did not want family or someone else close to them to be involved have been excluded

About You

49. Are you male or female?

			CPA Status	
			New CPA	Other
49. Are you male or female?	Male	Count	3211	3904
		%	44.1%	39.7%
	Female	Count	4063	5934
		%	55.9%	60.3%
Total		Count	7274	9838
		%	100.0%	100.0%

Answered by all

Note: information taken from sample file if response missing

Age (grouped)

			CPA Status	
			New CPA	Other
Age (grouped)	16-35	Count	1335	1679
		%	18.4%	17.1%
	36-50	Count	2387	2739
		%	32.8%	27.8%
	51-65	Count	2008	2472
		%	27.6%	25.1%
	66+	Count	1544	2948
		%	21.2%	30.0%
Total		Count	7274	9838
		%	100.0%	100.0%

Answered by all

Note: information taken from sample file if response missing

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

			CPA Status		
			New CPA	Other	
51. In general, how is your mental health right now?	Excellent	Count	544	515	
		%	7.9%	5.5%	
	Very good	Count	944	1051	
		%	13.7%	11.3%	
	Good	Count	1540	2035	
		%	22.3%	21.9%	
	Fair	Count	2362	3367	
		%	34.2%	36.2%	
	Poor	Count	1121	1779	
		%	16.2%	19.1%	
	Very poor	Count	394	560	
		%	5.7%	6.0%	
	Total		Count	6905	9307
			%	100.0%	100.0%

Answered by all

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

			CPA Status		
			New CPA	Other	
52. Have you been admitted to a hospital as a mental health patient in the last 12 months?	No	Count	5667	8541	
		%	81.1%	90.3%	
	Yes, once	Count	1011	690	
		%	14.5%	7.3%	
	Yes, 2 or 3 times	Count	264	192	
		%	3.8%	2.0%	
	Yes, more than 3 times	Count	42	37	
		%	.6%	.4%	
	Total		Count	6984	9460
			%	100.0%	100.0%

Answered by all

53. Are you currently in paid work? TICK ALL THAT APPLY

			CPA Status	
			New CPA	Other
53. Are you currently in paid work? TICK ALL THAT APPLY	Yes, I am working between 1-15 hours a week	Count	243	392
		%	3.5%	4.2%
	Yes I am working 16 or more hours a week	Count	562	1347
		%	8.1%	14.4%
	No	Count	4071	4424
		%	58.8%	47.2%
	No, I am retired	Count	1680	2950
		%	24.2%	31.5%
	No, I work on a casual basis	Count	58	96
		%	.8%	1.0%
	No, I am a full time student	Count	140	209
		%	2.0%	2.2%
	No, I do voluntary work	Count	588	497
		%	8.5%	5.3%

Answered by all

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

			CPA Status	
			New CPA	Other
54. Who was the main person or people that filled in this questionnaire	The service user/client (named on the front of the envelope)	Count	4799	6600
		%	71.2%	72.3%
	A friend or relative of the service user/client	Count	1024	1564
		%	15.2%	17.1%
	Both the service user/client and friend/relative together	Count	537	727
		%	8.0%	8.0%
	The service user/client with the help of a health professional	Count	383	238
		%	5.7%	2.6%
Total	Count	6743	9129	
	%	100.0%	100.0%	

Answered by all

Ethnicity (grouped)

			CPA Status		
			New CPA	Other	
Ethnicity (grouped)	White	Count	6289	8931	
		%	90.8%	94.3%	
	Mixed	Count	86	98	
		%	1.2%	1.0%	
	Asian or Asian British	Count	243	238	
		%	3.5%	2.5%	
	Black or Black British	Count	271	172	
		%	3.9%	1.8%	
	Chinese or other ethnic group	Count	41	35	
		%	.6%	.4%	
	Total		Count	6930	9474
			%	100.0%	100.0%

Answered by all