

## **National NHS patient survey programme**

### Survey of community mental health services 2011

#### ***Full national results tables***

#### **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 2011**

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 2011 survey of community mental health services involved 65 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 33%.

Service users aged 16 and over were eligible for the survey if they were seen at the trust between 1 July 2010 and 30 September 2010 and had received specialist care or treatment for a mental health condition. The survey included all service users in contact with local NHS mental health services, including those who receive care under the Care Programme Approach (CPA).

A similar survey of community mental health services was carried out at the same time in 2010. The survey is part of a wider programme of NHS surveys which covers a range of topics including people's experience of acute inpatient services and maternity services. To find out more about our programme, please visit our website (see further information section).

## The Care Programme Approach

The term Care Programme Approach (CPA) describes the framework that was introduced in 1990 to support and coordinate effective mental health care for people with mental health problems in secondary mental health services. Although the policy has been revised over time,<sup>1</sup> the CPA remains the central approach for coordinating the care for people in contact with these services who have more complex mental health needs and who need the support of a multidisciplinary team.

There are likely to be some differences in the experiences of service users for some questions depending on whether they receive community mental health services under the CPA or not. This is partly due to the different service requirements for people on CPA who, as a result, may have different patterns of care. Therefore the cross-tabulation section at the end of this document breaks down the results to some of the questions to look at the results dependent upon whether the respondent receives service on CPA or not.

### Interpreting the tables

The set of tables presents the overall percentages based on all respondents. Comparisons are provided with the 2010 survey where possible.

In many cases we are unable to present comparisons to the 2010 survey, because following advice from stakeholders, there have been changes to the question and/or response categories. As a consequence the results are no longer comparable because we do not know if any change is caused by alterations in the survey instrument or variation in service performance.

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.

The tables show all specific responses to a question. Responses such as %don't know+ or %can't remember+ are not shown and have been excluded from the analysis, as these do not help evaluate performance. This is noted in the information under the table where relevant.

Due to rounding, percentages may not always equal 100.

### 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

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<sup>1</sup> The most recent revision to CPA policy was in 2008 with the publication of *Refocusing the Care Programme Approach*, available at: [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_083647](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_083647)

any prescribed 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' (Q54). 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%.

### **Statistical significance**

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2011 compared with 2010.<sup>2</sup> A statistically significant difference means that the change in the results is very unlikely to have occurred by chance.

The final column of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change between 2010 and 2011.

shows that there has been a statistically significant increase in results  
shows that there has been a statistically significant decrease in results.

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

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<sup>2</sup> We used z-tests of the column proportions using the Bonferroni method correcting for multiple comparisons only (for questions with three years of comparable data).

## **Further information**

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

**[www.nhssurveys.org/](http://www.nhssurveys.org/)**

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

**[www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys.cfm](http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys.cfm)**

The results for the 2011 survey of people who use community mental health services can be found at:

**[www.cqc.org.uk/PatientSurveyMentalHealth2011](http://www.cqc.org.uk/PatientSurveyMentalHealth2011)**

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

**[www.nhssurveys.org/results](http://www.nhssurveys.org/results)**

The results for each trust will also be available under the organisation search tool of the CQC website:

**<http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm>  
(Enter a postcode or organisation name, then scroll down to 'What people said about this trust')**

More information on Quality and Risk Profiles (QRP) can be found at:

**[/www.cqc.org.uk/guidanceforprofessionals/nhstrusts/ourmonitoringofcompliance/qualityandriskprofiles.cfm](http://www.cqc.org.uk/guidanceforprofessionals/nhstrusts/ourmonitoringofcompliance/qualityandriskprofiles.cfm)**

## Your Care and Treatment

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

	Survey Year
	2011
In the last month	59%
1-3 months ago	21%
4-6 months ago	12%
7-12 months ago	6%
More than 12 months ago	2%
Number of respondents	16787

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

	Survey Year
	2011
Less than 1 year	15%
1-5 years	38%
6 to 10 years	14%
More than 10 years	30%
I am no longer in contact with NHS mental health services	2%
Number of respondents	16609

Answered by all who saw someone from NHS mental health services

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

## Health and Social Care Workers

3. Which of the following NHS healthcare workers or social care workers have you seen most recently for your mental health condition? (Please do not include your GP)

	Survey Year
	2011
CPN- Community Psychiatric Nurse	32%
Social Worker	9%
Psychiatrist	25%
Mental Health Support Worker	14%
Occupational Therapist	3%
Psychologist	7%
Psychotherapist	4%
Other NHS healthcare worker or social care worker	5%
Number of respondents	13813

Answered by all who saw someone from NHS mental health services

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

4. Did this person listen carefully to you?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	80%	79%	
Yes, to some extent	17%	18%	
No	3%	3%	
Number of respondents	16743	16880	

Answered by all who saw someone from NHS mental health services

5. Did this person take your views into account?

	Survey Year		Significant change between 10 and 11
	2010	2011	

Yes, definitely	75%	74%	
Yes, to some extent	21%	21%	
No	4%	5%	
Number of respondents	16427	16633	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	72%	71%	
Yes, to some extent	21%	22%	
No	7%	7%	
Number of respondents	16710	16854	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	88%	87%	
Yes, to some extent	10%	11%	
No	2%	2%	
Number of respondents	16727	16778	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	73%	72%	
Yes, to some extent	19%	20%	
No	7%	8%	

Number of respondents	16693	16710	
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Answered by all who saw someone from NHS mental health services

## Medications

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

	Survey year		Significant change between 10 and 11
	2010	2011	
Yes	89%	89%	
No	11%	11%	
Number of respondents	16845	16989	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	57%	56%	
Yes, to some extent	31%	31%	
No	12%	12%	
Number of respondents	14764	14787	

Answered by all who took prescribed medications in the last 12 months

11. In the last 12 months, has any new medication (e.g. tablets, injections, liquid medicines, etc) been prescribed for you by an NHS mental health worker such as a psychiatrist or a community psychiatric nurse? (Please do not include prescriptions from your GP)

	2011
Yes	44%
No	56%
Number of respondents	14506

Answered by all who took prescribed medication in the last 12 months

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	69%	68%	
Yes, to some extent	24%	25%	
No	7%	7%	
Number of respondents	6247	6590	

Answered by all who were prescribed new medication in the last 12 months

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	43%	44%	
Yes, to some extent	28%	29%	
No	29%	28%	
Number of respondents	6220	6559	

Answered by all who were prescribed new medication 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?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	52%	53%	
Yes, to some extent	32%	32%	
No	15%	15%	
Number of respondents	6173	6546	

Answered by all who were prescribed new medication in the last 12 months

15. Have you been on any prescribed medication for 12 months or longer for your mental health condition?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	87%	87%	
No	13%	13%	
Number of respondents	14826	14949	

Answered by all who were prescribed medication in the last 12 months

16. In the last 12 months, has an NHS mental health worker or social care worker checked with you about how you are getting on with your medication- i.e. have your medicines been reviewed? (Please do not include reviews by your GP)

	Survey Year
	2011
Yes	78%
No	22%
Number of respondents	12845

Answered by all who had been on prescribed medication for more than 12 months

## Talking Therapies

17. In the last 12 months, has an NHS mental health or social care worker discussed any of these sorts of talking therapy with you?

	Survey Year
	2011
Yes	53%
No	47%
Number of respondents	16710

Answered by all who saw someone from NHS mental health services

18. In the last 12 months have you received any of these sorts of talking therapies from NHS mental health services?

	Survey Year
	2011
Yes	39%
No	61%
Number of respondents	16629

Answered by all who saw someone from NHS mental health services

19. In the last 12 months, did you ask an NHS mental health or social care worker to arrange any of these sorts of talking therapy for you?

	Survey Year
	2011
Yes	14%
No	86%
Number of respondents	10150

Answered by all who had not received talking therapy from NHS mental health services in the last 12 months

20. Did you find the NHS talking therapy you received in the last 12 months helpful?

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	Survey Year
	2011
Yes, definitely	51%
Yes, to some extent	39%
No	10%
Number of respondents	5638

Answered by all who had received talking therapy from NHS mental health services in the last 12 months

Note: respondents who said that they could not say at present have been excluded

### Your Care Co-ordinator

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	72%	71%	
No	20%	22%	
Not sure	8%	8%	
Number of respondents	16407	16763	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	74%	72%	
Yes, sometimes	22%	24%	
No	4%	4%	
Number of respondents	11873	11897	

Answered by all who knew who their care coordinator was

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Very well	62%	61%	
Quite well	31%	31%	
Not very well	5%	5%	
Not at all well	3%	3%	
Number of respondents	11315	11731	

Answered by all who knew who their care coordinator was

NB Question response category change from 2010 survey:

In 2010 a %not applicable+response option was included in the question categories (this was a non specific response).

## Your Care Plan

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

	Survey Year
	2011
Yes, definitely	35%
Yes, to some extent	26%
No, I don't understand it	9%
I do not have a care plan	29%
Number of respondents	14800

Answered by all who saw someone from NHS mental health services

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	53%	54%	
Yes, to some extent	34%	35%	
No	13%	11%	
Number of respondents	10721	10399	

Answered by all who had a care plan and who understood what was in it

NB Question text change from 2010 survey:

2010 % Do you think your views were taken into account when deciding what was in your care plan?+

26. Does your NHS care plan set out your goals? This might include the changes you want to make to your life as your care progresses or the things you want to achieve.

	Survey Year
	2011
Yes, definitely	40%
Yes, to some extent	40%
No	20%
Number of respondents	10225

Answered by all who had a care plan and who understood what was in it

27. Have NHS mental health services helped you start achieving these goals?

	Survey Year
	2011
Yes, definitely	44%
Yes, to some extent	48%
No	8%
Number of respondents	8313

Answered by all whose care plan set out their goals

28. Does your NHS care plan cover what you should do if you have a crisis (e.g. if you are not coping or if you may need to be admitted to a mental health ward)?

	Survey Year
	2011
Yes, definitely	52%
Yes, to some extent	28%
No	21%
Number of respondents	10198

Answered by all who had a care plan and who understood what was in it

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

	Survey Year
	2011
Yes, in the last year	47%
Yes, more than one year ago	17%
No	36%
Number of respondents	10334

Answered by all who had a care plan

Note: respondents who stated that they did not know / were not sure have been excluded

### Your Care Review

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

	Survey Year
	2011
Yes, I have had more than one	33%
Yes, I have had one	29%
No, I have not had a care review in the last 12 months	38%
Number of respondents	12567

Answered by all who saw someone from NHS mental health services

Respondents who had been in touch with mental health services for less than a year have been excluded from the base for this question

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

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

	Survey Year
	2011
Yes	79%
No	21%
Number of respondents	8186

Answered by all who had a care review meeting in the last 12 months

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

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

	Survey Year
	2011
Yes	70%
No	30%
Number of respondents	7243

Answered by all who had a care review meeting in the last 12 months

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

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

	Survey Year
	2011
Yes, definitely	70%
Yes, to some extent	26%
No	4%
Number of respondents	8789

Answered by all who had a care review meeting in the last 12 months

34. Did you find the care review helpful?

	Survey Year
	2011
Yes, definitely	50%
Yes, to some extent	40%
No	10%
Number of respondents	8703

Answered by all who had a care review meeting in the last 12 months

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

	Survey Year
	2011
Yes, definitely	59%
Yes, to some extent	22%
No	19%
Number of respondents	8731

Answered by all who had a care review meeting in the last 12 months

**Crisis Care**

36. 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 10 and 11
	2010	2011	
Yes	56%	58%	
No	44%	42%	
Number of respondents	14351	14870	

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they were not sure / did not know have been excluded

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	36%	37%	
No	64%	63%	
Number of respondents	8098	8571	

Answered by all who had an out-of-hours contact number for someone from NHS mental health services

38. The last time you called the number did you have any problems getting through to someone?

	Survey Year
	2011
Yes	24%
No	76%
Number of respondents	3099

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	50%	50%	
Yes, to some extent	31%	35%	
No	19%	16%	
Number of respondents	2698	3135	

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

## Day To Day Living

40. Has anyone in NHS mental health services ever asked you about your alcohol intake?

	Survey Year
	2011
Yes	67%
No	33%
Number of respondents	14894

Answered by all who saw someone from NHS mental health services

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

41. Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?

	Survey Year
	2011
Yes	48%
No	52%
Number of respondents	14719

Answered by all who saw someone from NHS mental health services

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

42. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your physical health needs?

	Survey Year
	2011
Yes, definitely	35%
Yes, to some extent	34%
No, but I would have liked support	31%
Number of respondents	10883

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they do not have any physical health needs have been excluded

43. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your care responsibilities (including looking after children)?

	Survey Year
	2011
Yes, definitely	31%
Yes, to some extent	34%
No, but I would have liked support	35%
Number of respondents	5138

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they do not have any caring responsibilities or that they do not need support have been excluded

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

	Survey Year
	2011
Yes, definitely	26%
Yes, to some extent	31%
No, but I would have liked support	43%
Number of respondents	3656

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they are unable to work because of their mental health problems or that they do not need support have been excluded

45. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with finding and/or keeping your accommodation?

	Survey Year
	2011
Yes, definitely	36%
Yes, to some extent	26%
No, but I would have liked support	38%
Number of respondents	4264

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they do not need support have been excluded

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

	Survey Year
	2011
Yes, definitely	37%
Yes, to some extent	25%
No, but I would have liked support	38%
Number of respondents	8233

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they do not need support have been excluded

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Excellent	29%	29%	
Very good	30%	30%	
Good	20%	20%	
Fair	12%	13%	
Poor	5%	5%	
Very poor	4%	4%	
Number of respondents	16272	16619	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	52%	49%	
Yes, to some extent	28%	28%	
No	20%	23%	
Number of respondents	11508	12604	

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that their family or friends did not need to be involved or that they did not want their family or friends involved have been excluded

### About you

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
The service user/client (named on the front of the envelope)	72%	67%	
A friend or relative of the service user/client	16%	19%	
Both service user/client and friend/relative together	8%	10%	
The service user/client with the help of a health professional	4%	4%	
Number of respondents	15955	16443	

Answered by all

50. Are you male or female?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Male	42%	42%	
Female	58%	58%	
Number of respondents	17199	17441	

Answered by all - data taken from response but if missing taken from sample data

51. What was your year of birth?

	Survey Year		Significant change between 10 and 11
	2010	2011	
16-35 year olds	16%	16%	
36-50 year olds	29%	28%	
51-65 year olds	27%	25%	
66 and over	28%	30%	
Number of respondents	17199	17441	

Answered by all . age calculated from response but if missing from sample data

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Excellent	6%	6%	
Very good	12%	11%	
Good	22%	21%	
Fair	35%	35%	
Poor	18%	20%	
Very poor	6%	6%	
Number of respondents	16293	16641	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
No	86%	87%	
Yes, once	10%	10%	
Yes, 2 or 3 times	3%	3%	
Yes, more than 3 times	0%	1%	
Number of respondents	16526	16896	

Answered by all

54. Are you currently in paid work?

	Survey Year 2011
Yes, I am working between 1-15 hours a week	3%
Yes, I am working 16 or more hours a week	10%
Yes, but my working hours vary	2%
No	51%
No, I am retired	31%
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	16824

Answered by all

Percentages will not add up to 100 as respondents could tick all response options that applied

NB Question response category change from 2010 survey:

~~Yes, but my working hours vary~~ was added in 2011

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
White	92%	92%	
Mixed	1%	1%	
Asian or Asian British	3%	3%	
Black or Black British	3%	3%	
Chinese or other ethnic group	1%	1%	
Number of respondents	17149	17419	

Answered by all - data taken from response but if missing taken from sample data

**CROSSTABULATIONS**

The survey asked a series of questions where there could be a difference in responses based on whether the respondent is on CPA or not. The below tables are crosstabulations of these questions which means that the results are analysed together to understand the relationship between them.

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

		2010	2011	Significant change between 10 and 11
		2010	2011	
On CPA	Yes	84%	83%	
	No	10%	12%	
	Not sure	5%	5%	
Not on CPA	Yes	64%	62%	
	No	27%	28%	
	Not sure	9%	9%	

Answered by all who saw someone from NHS mental health services

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

		2011
On CPA	Yes, definitely	44%
	Yes, to some extent	31%
	No, I don't understand it	9%
	I do not have a care plan	16%
Not on CPA	Yes, definitely	29%
	Yes, to some extent	23%
	No, I don't understand it	8%
	I do not have a care plan	39%

Answered by all who saw someone from NHS mental health services

28. Does your NHS care plan cover what you should do if you have a crisis (e.g. if you are not coping or if you may need to be admitted to a mental health ward)

		Survey Year
		2011
On CPA	Yes, definitely	55%
	Yes, to some extent	28%
	No	17%
Not on CPA	Yes, definitely	49%
	Yes, to some extent	28%
	No	24%

Answered by all who had a care plan and who understood what was in it

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

		Survey Year
		2011
On CPA	Yes, in the last year	56%
	Yes, more than one year ago	17%
	No	27%
Not on CPA	Yes, in the last year	41%
	Yes, more than one year ago	16%
	No	43%

Answered by all who had a care plan

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

		Survey Year
		2011
On CPA	Yes, I have had more than one	40%
	Yes, I have had one	33%
	No, I have not had a care review in the last 12 months	26%
Not on CPA	Yes, I have had more than one	27%
	Yes, I have had one	26%
	No, I have not had a care review in the last 12 months	47%

Answered by all who saw someone from NHS mental health services

Respondents who had been in touch with mental health services for less than a year have been excluded from the base for this question

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

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

		Survey Year
		2011
On CPA	Yes, definitely	31%
	Yes, to some extent	34%
	No, but I would have liked support	35%
Not on CPA	Yes, definitely	23%
	Yes, to some extent	29%
	No, but I would have liked support	49%

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they are unable to work because of their mental health problems or that they do not need support have been excluded

45. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with finding and/or keeping your accommodation?

		Survey Year
		2011
On CPA	Yes, definitely	44%
	Yes, to some extent	29%
	No, but I would have liked support	27%
Not on CPA	Yes, definitely	28%
	Yes, to some extent	24%
	No, but I would have liked support	48%

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they do not need support have been excluded

46. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits?

		Survey Year
		2011
On CPA	Yes, definitely	47%
	Yes, to some extent	26%
	No, but I would have liked support	27%
Not on CPA	Yes, definitely	30%
	Yes, to some extent	24%
	No, but I would have liked support	46%

Answered by all who saw someone from NHS mental health services

Note: respondents who stated that they do not need support have been excluded