

## **National NHS patient survey programme Survey of people who use community mental health services 2012**

### **Full national results with 2011 comparisons**

#### **The Care Quality Commission**

The Care Quality Commission is the independent regulator of health care 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 or by private or voluntary organisations, we focus on:

- **Identifying risks** to the quality and safety of people's care
- **Acting swiftly** to help eliminate poor-quality care.
- Making sure **care is centred on people's needs** and protects their rights.

#### **Survey of people who use community mental health services 2012**

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 service users who have recently used their local health services to tell us about their experiences.

The survey results are primarily intended to be used by NHS trusts to help them improve their performance. We have included data from the survey in the Quality and Risk Profiles for providers, which contributes to our assessment of compliance with the essential standards of quality and safety set by the government. The Department of Health will also use the results for performance assessment, improvement and regulatory purposes.

The 2012 survey of people who use community mental health services involved 61 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 15,000 service users, a response rate of 32%. Service users aged 18<sup>1</sup> and over were eligible for the survey if they were receiving specialist care or treatment for a mental health condition and had been seen by the trust between 1 July 2011 and 30 September 2011. The survey included service users in contact with local NHS mental health services, including those who receive care under the Care Programme Approach (CPA). Fieldwork took place between February and June 2012.

Similar surveys of community mental health services were carried out in 2010 and 2011. They are part of a wider programme of NHS patient surveys, which covers a

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<sup>1</sup> Previous surveys have included service users aged 16 and over. However, the 2012 survey was granted section 251 approval from the National Information Governance Board (NIGB) under section 251 of the NHS Act 2006 on the basis that 16 and 17 year olds were excluded.

range of topics including acute inpatient services, and A&E (Emergency Department) services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

This document provides tables showing the national results for the community mental health surveys carried out in 2011 and 2012. As the 2012 survey was granted section 251 approval from the National Information Governance Board (NIGB) on the basis that 16 and 17 year olds were excluded, the 2011 data has been recalculated to exclude 16-17 year olds to enable fairer comparison of the results. Due to this there may be a small difference in the results for some questions as published here from those published in 2011.

### **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>2</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 'crosstabulations' 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 tables present the national results for each question for 2011 and 2012. 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' which is the number of people that the results are based on.

Where the column for 2011 is missing, this means that we cannot compare the results, either because the question was not asked in 2011, or because the question wording and / or the response categories have been changed. 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.

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<sup>2</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)

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

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

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.<sup>3</sup>

### **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 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" (Q52). 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 2012 compared with the last time the survey was carried out in 2011.<sup>4</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.

↑ 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>3</sup> Please note that the crosstabulations at the end of this document breaking down the results by CPA and survey year are based on unweighted data

<sup>4</sup> We used a z-test to compare data between 2012 and 2011. Results are based on two-sided tests with a significance level of 0.05.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen for question 47 where the proportion of respondents who say that they completed the questionnaire with a friend or relative is the same in 2011 and 2012, yet there is an arrow indicating a significant change. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

### **Further information**

The full national results for the 2012 survey are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

**[www.cqc.org.uk/PatientSurveyMentalHealth2012](http://www.cqc.org.uk/PatientSurveyMentalHealth2012)**

The results for the 2010 and the 2011 community mental health survey can be found on the NHS surveys website at:

**[www.nhssurveys.org/surveys/290](http://www.nhssurveys.org/surveys/290)**

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 at:

**[www.cqc.org.uk/public/reports-surveys-and-reviews/surveys](http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys)**

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

**[www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps](http://www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps)**

## Your Care and Treatment

### Q1 When was the last time you saw someone from the NHS mental health services?

	Survey Year		Significant change 2011-2012
	2011	2012	
In the last month	59%	59%	↑
1-3 months ago	21%	22%	
4-6 months ago	12%	11%	
7-12 months ago	6%	7%	
More than 12 months ago	2%	2%	
Number of respondents	16683	15262	

Answered by all

### Q2 Overall, how long have you been in contact with NHS mental health services?

	Survey Year		Significant change 2011-2012
	2011	2012	
Less than 1 year	15%	14%	↓
1 to 5 years	38%	40%	↑
6 to 10 years	14%	13%	
More than 10 years	30%	31%	
I am no longer in contact with NHS mental health services	2%	2%	
Number of respondents	16502	15006	

Answered by all who saw someone from NHS mental health services

## Health and Social Care Workers

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

	Survey Year		Significant change 2011-2012
	2011	2012	
CPN – Community Psychiatric Nurse	32%	33%	
Social Worker	9%	8%	
Psychiatrist	25%	24%	↓
Mental Health Support Worker	14%	16%	↑
Occupational Therapist	3%	3%	
Psychologist	7%	7%	
Psychotherapist	4%	4%	
Other NHS healthcare worker or social care worker	5%	6%	↑
Number of respondents	13732	12539	

Answered by all who saw someone from NHS mental health services

### Q4 Did this person listen carefully to you?

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	79%	79%	
Yes, to some extent	17%	17%	
No	3%	4%	↑
Number of respondents	16773	15275	

Answered by all who saw someone from NHS mental health services

### Q5 Did this person take your views into account?

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	74%	73%	↓
Yes, to some extent	21%	22%	
No	5%	5%	↑
Number of respondents	16527	13630	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	71%	72%	
Yes, to some extent	22%	21%	
No	7%	7%	
Number of respondents	16748	15261	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	87%	87%	
Yes, to some extent	11%	11%	
No	2%	2%	
Number of respondents	16672	15352	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	72%	72%	
Yes, to some extent	20%	20%	
No	8%	8%	
Number of respondents	16604	14961	

Answered by all who saw someone from NHS mental health services

**Medications**

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

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	89%	90%	↑
No	11%	10%	↓
Number of respondents	16880	15487	

Answered by all who saw someone from NHS mental health services

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

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	56%	56%	
Yes, to some extent	31%	32%	
No	12%	12%	
Number of respondents	14730	13592	

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

**Q11 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?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	44%	45%	
No	56%	55%	
Number of respondents	14451	13450	

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

**Q12 Were the purposes of the medication explained to you?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	68%	68%	
Yes, to some extent	25%	26%	
No	7%	6%	
Number of respondents	6560	6079	

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

**Q13 Were you told about possible side effects of the medication?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	43%	42%	
Yes, to some extent	29%	29%	
No	28%	28%	
Number of respondents	6529	6087	

Answered by all who were prescribed new medication 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?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	53%	52%	
Yes, to some extent	32%	33%	
No	15%	15%	
Number of respondents	6516	6039	

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

**Q15 Have you been on any prescribed medication for 12 months or longer for your mental health condition?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	87%	87%	
No	13%	13%	
Number of respondents	14892	13779	

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

**Q16 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?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	78%	77%	
No	22%	23%	
Number of respondents	12813	11919	

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

## Talking Therapies

**Q17 In the last 12 months have you received any of these sorts of talking therapies from NHS mental health services?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	39%	40%	
No	61%	60%	
Number of respondents	16520	15153	

Answered by all who saw someone from NHS mental health services

**Q18 Did you find the NHS talking therapy you received in the last 12 months helpful?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	52%	52%	
Yes, to some extent	39%	38%	
No	10%	10%	
Number of respondents	5586	5869	

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

## Care Co-ordinator

**Q19 Do you know who your Care Co-ordinator (or lead professional) is?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	71%	71%	
No	22%	22%	
Not sure	8%	7%	↓
Number of respondents	16655	15330	

Answered by all who saw someone from NHS mental health services

**Q20 Can you contact your Care Co-ordinator (or lead professional) if you have a problem?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, always	73%	74%	↓
Yes, sometimes	24%	23%	
No	4%	4%	
Number of respondents	11843	10833	

Answered by all who knew who their Care Co-ordinator was

**Q21 How well does your Care Co-ordinator (or lead professional) organise the care and services you need?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Very well	61%	61%	
Quite well	31%	31%	
Not very well	5%	6%	
Not at all well	3%	2%	
Number of respondents	11678	10661	

Answered by all who knew who their Care Co-ordinator was

**Care Plans**

**Q22 Do you understand what is in your NHS care plan?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	35%	36%	
Yes, to some extent	26%	26%	
No, I don't understand it	9%	9%	
I do not have a care plan	29%	29%	
Number of respondents	14704	13399	

Answered by all who saw someone from NHS mental health services

**Q23 Do you think your views were taken into account when deciding what was in your NHS care plan?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	54%	54%	
Yes, to some extent	35%	36%	
No	11%	10%	
Number of respondents	10348	9492	

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

**Q24 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	40%	43%	↑
Yes, to some extent	40%	40%	
No	20%	18%	↓
Number of respondents	10174	9294	

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

**Q25 Have NHS mental health services helped you start achieving these goals?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	44%	44%	
Yes, to some extent	48%	47%	
No	8%	8%	
Number of respondents	8272	7721	

Answered by all whose care plan set out their goals

**Q26 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	52%	54%	↑
Yes, to some extent	28%	27%	
No	20%	18%	↓
Number of respondents	10147	9248	

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

**Q27 Have you been given (or offered) a written or printed copy of your NHS care plan?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, in the last year	47%	49%	↑
Yes, more than one year ago	17%	16%	
No	36%	36%	
Number of respondents	10290	9384	

Answered by all who had a care plan

**Care Review**

**Q28 In the last 12 months, have you had a care review meeting to discuss your care?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, I have had more than one	32%	34%	↑
Yes, I have had one	28%	29%	
No, I have not had a care review in the last 12 months	39%	37%	↓
Number of respondents	14568	11590	

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

**Q29 Were you told that you could bring a friend, relative or advocate to your care review meetings?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	79%	79%	
No	21%	21%	
Number of respondents	8137	7508	

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

**Q30 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	70%	70%	
No	30%	30%	
Number of respondents	7201	6654	

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

**Q31 Were you given a chance to express your views at the meeting?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	70%	69%	
Yes, to some extent	26%	26%	
No	4%	4%	
Number of respondents	8737	8061	

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

**Q32 Did you find the care review helpful?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	50%	49%	
Yes, to some extent	40%	41%	
No	10%	10%	
Number of respondents	8651	7979	

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

**Q33 Did you discuss whether you needed to continue using NHS mental health services?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes, definitely	59%	59%	
Yes, to some extent	22%	22%	
No	19%	19%	
Number of respondents	8680	7924	

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

**Crisis Care**

**Q34 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 2011-2012
	2011	2012	
Yes	58%	60%	↑
No	42%	40%	↓
Number of respondents	14781	13486	

Answered by all who saw someone from NHS mental health services

**Q35 In the last 12 months, have you called this number?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	38%	37%	
No	62%	63%	
Number of respondents	8531	8124	

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

**Q36 The last time you called the number, did you get the help you wanted?**

	2012
Yes, definitely	50%
Yes, to some extent	30%
No	17%
I could not get through to anyone	3%
Number of respondents	2965

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

## Day to Day Living

### Q37 Has anyone in NHS mental health services ever asked you about your alcohol intake?

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	67%	68%	↑
No	33%	32%	↓
Number of respondents	14799	13567	

Answered by all who saw someone from NHS mental health services

### Q38 Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?

	Survey Year		Significant change 2011-2012
	2011	2012	
Yes	48%	49%	
No	52%	51%	
Number of respondents	14623	13177	

Answered by all who saw someone from NHS mental health services

### Q39 In the last 12 months, did anyone in NHS mental health services ask you about any physical health needs you might have?

	2012
Yes	57%
No	43%
Number of respondents	13080

Answered by all who saw someone from NHS mental health services



**Q40 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	35%	34%	↓ ↑
Yes, to some extent	34%	31%	
No, but I would have liked support	31%	36%	
Number of respondents	10842	9658	

Answered by all who saw someone from NHS mental health services

Respondents who stated that they do not have any physical health needs have been excluded

**Q41 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	31%	30%	↓ ↑
Yes, to some extent	34%	31%	
No, but I would have liked support	35%	39%	
Number of respondents	5126	4795	

Answered by all who saw someone from NHS mental health services

Respondents who stated that they do not have any caring responsibilities or that they do not need support have been excluded

**Q42 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	26%	27%	
Yes, to some extent	31%	29%	
No, but I would have liked support	43%	43%	
Number of respondents	3633	3380	

Answered by all who saw someone from NHS mental health services  
 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

**Q43 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	36%	37%	
Yes, to some extent	26%	26%	
No, but I would have liked support	38%	37%	
Number of respondents	4250	3910	

Answered by all who saw someone from NHS mental health services  
 Respondents who stated that they do not need support have been excluded

**Q44 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		Significant change 2011-2012
	2011	2012	
Yes, definitely	37%	37%	
Yes, to some extent	25%	26%	
No, but I would have liked support	38%	37%	
Number of respondents	8208	7642	

Answered by all who saw someone from NHS mental health services  
 Respondents who stated that they do not need support have been excluded

**Overall**

**Q45 Overall, how would you rate the care you have received from NHS Mental Health Services in the last 12 months?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Excellent	29%	30%	↓
Very good	30%	30%	
Good	20%	20%	
Fair	13%	12%	
Poor	5%	5%	
Very poor	4%	4%	
Number of respondents	16513	15107	

Answered by all who saw someone from NHS mental health services

**Q46 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 2011-2012
	2011	2012	
Yes, definitely	49%	50%	↑
Yes, to some extent	28%	27%	
No	23%	22%	
Number of respondents	12507	11730	

Answered by all who saw someone from NHS mental health services

## About You

### Q47 Who was the main person or people that filled in this questionnaire?

	Survey Year		Significant change 2011-2012
	2011	2012	
The service user/client (named on the front of the envelope)	67%	66%	↑
A friend or relative of the service user/client	19%	19%	
Both service user/client and friend/relative together	10%	10%	
The service user/client with the help of a health professional	4%	4%	
Number of respondents	16338	14946	

Answered by all who saw someone from NHS mental health services

### Q48 Are you male or female?

	Survey Year		Significant change 2011-2012
	2011	2012	
Male	43%	42%	
Female	57%	58%	
Number of respondents	17331	15878	

Answered by all who saw someone from NHS mental health services

Data taken from response but if missing taken from sample data

### Q49 What was your year of birth?

	2012
18-35 year olds	15%
36-50 year olds	27%
51-65 year olds	25%
66 and over	33%
Number of respondents	15878

Answered by all who saw someone from NHS mental health services

Age calculated from response but if missing calculated from sample data

**Q50 In general, how is your mental health right now?**

	Survey Year		Significant change 2011-2012
	2011	2012	
Excellent	7%	7%	↓
Very good	11%	11%	
Good	21%	22%	
Fair	35%	35%	
Poor	20%	19%	
Very poor	6%	7%	
Number of respondents	16534	15201	

Answered by all who saw someone from NHS mental health services

**Q51 Have you been admitted to a hospital as a mental health patient in the last 12 months?**

	Survey Year		Significant change 2011-2012
	2011	2012	
No	87%	86%	
Yes, once	10%	10%	
Yes, 2 or 3 times	3%	3%	
Yes, more than 3 times	1%	1%	
Number of respondents	16788	15414	

Answered by all who saw someone from NHS mental health services

**Q52 Are you currently in paid work?**

	2012
Yes, I am working between 1-15 hours a week	3%
Yes, I am working 16 or more hours a week	10%
No, I am retired	37%
No, I do voluntary work	7%
No, but I am a full time student	2%
No, other reason	41%
Number of respondents	15096

Answered by all who saw someone from NHS mental health services

**Q53 What is your religion?**

	2012
No religion	18%
Buddhist	1%
Christian	69%
Hindu	1%
Jewish	1%
Muslim	3%
Sikh	0%
Other	3%
I would prefer not to say	4%
Number of respondents	15155

Answered by all who saw someone from NHS mental health services

**Q54 Which of the following best describes how you think of yourself?**

	2012
Heterosexual/straight	88%
Gay/Lesbian	2%
Bisexual	2%
Other	2%
I would prefer not to say	7%
Number of respondents	14877

Answered by all who saw someone from NHS mental health services

**Q55 What is your ethnic group?**

	2012
White	90%
Mixed	1%
Asian or Asian British	4%
Black or Black British	3%
Arab or other ethnic group	1%
Number of respondents	15307

Answered by all who saw someone from NHS mental health services

## 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.

### Q19. Do you know who your Care Coordinator (or lead professional) is?

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes	83%	85%	↑
	No	12%	10%	↓
	Not sure	5%	5%	
	<i>Number of respondents</i>	<i>7054</i>	<i>6498</i>	
Not on CPA or status unknown *	Yes	62%	60%	↓
	No	28%	31%	↑
	Not sure	9%	8%	
	<i>Number of respondents</i>	<i>9600</i>	<i>8831</i>	

Answered by all who saw someone from NHS mental health services

\*for some respondents trusts' records did not show if they were on CPA or not

### Q22 Do you understand what is in your NHS care plan?

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, definitely	44%	48%	↑
	Yes, to some extent	31%	31%	
	No, I don't understand it	9%	8%	↓
	I do not have a care plan	16%	13%	↓
	<i>Number of respondents</i>	<i>6286</i>	<i>5781</i>	
Not on CPA or status unknown *	Yes, definitely	29%	27%	↓
	Yes, to some extent	23%	23%	
	No, I don't understand it	8%	10%	↑
	I do not have a care plan	39%	40%	
	<i>Number of respondents</i>	<i>8417</i>	<i>7617</i>	

Answered by all who saw someone from NHS mental health services

\*for some respondents trusts' records did not show if they were on CPA or not

**Q26 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)?**

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, definitely	56%	60%	↑
	Yes, to some extent	28%	26%	
	No	17%	13%	↓
	<i>Number of respondents</i>	<i>5142</i>	<i>4869</i>	
Not on CPA or status unknown *	Yes, definitely	49%	49%	
	Yes, to some extent	28%	28%	
	No	23%	23%	
	<i>Number of respondents</i>	<i>5005</i>	<i>4378</i>	

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

\*for some respondents trusts' records did not show if they were on CPA or not

**Q27 Have you been given (or offered) a written or printed copy of your NHS care plan?**

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, in the last year	56%	60%	↑
	Yes, more than one year ago	17%	15%	↓
	No	27%	25%	↓
	<i>Number of respondents</i>	<i>5185</i>	<i>4882</i>	
Not on CPA or status unknown *	Yes, in the last year	41%	39%	
	Yes, more than one year ago	16%	16%	
	No	43%	45%	↑
	<i>Number of respondents</i>	<i>5105</i>	<i>4501</i>	

Answered by all who had a care plan

\*for some respondents trusts' records did not show if they were on CPA or not



**Q28 In the last 12 months have you had a care review meeting to discuss your care?**

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, I have had more than one	40%	42%	↑
	Yes, I have had one	33%	34%	
	No, I have not had a care review in the last 12 months	27%	24%	↓
	<i>Number of respondents</i>	6306	5231	
Not on CPA or status unknown*	Yes, I have had more than one	27%	27%	
	Yes, I have had one	25%	25%	
	No, I have not had a care review in the last 12 months	48%	48%	
	<i>Number of respondents</i>	8261	6358	

Answered by all who saw someone from NHS mental health services

\*for some respondents trusts' records did not show if they were on CPA or not

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

**Q42 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)?**

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, definitely	31%	34%	
	Yes, to some extent	34%	32%	
	No, but I would have liked support	35%	34%	
	<i>Number of respondents</i>	1739	1685	
Not on CPA or status unknown*	Yes, definitely	23%	22%	
	Yes, to some extent	29%	26%	
	No, but I would have liked support	48%	51%	
	<i>Number of respondents</i>	1894	1695	

Answered by all who saw someone from NHS mental health services

\*for some respondents trusts' records did not show if they were on CPA or not

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

**Q43. 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?**

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, definitely	44%	45%	
	Yes, to some extent	29%	28%	
	No, but I would have liked support	27%	27%	
	<i>Number of respondents</i>	2248	2164	
Not on CPA or status unknown *	Yes, definitely	28%	28%	
	Yes, to some extent	24%	22%	
	No, but I would have liked support	48%	49%	
	<i>Number of respondents</i>	2002	1745	

Answered by all who saw someone from NHS mental health services

\*for some respondents trusts' records did not show if they were on CPA or not  
 Respondents who said that they do not need any help have been excluded

**Q44. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits?**

CPA Status	Response	Percentage		Significant change 2011-2012
		2011	2012	
On CPA	Yes, definitely	47%	46%	
	Yes, to some extent	26%	28%	
	No, but I would have liked support	27%	26%	
	<i>Number of respondents</i>	3943	3735	
Not on CPA or status unknown	Yes, definitely	30%	29%	
	Yes, to some extent	24%	24%	
	No, but I would have liked support	46%	47%	
	<i>Number of respondents</i>	4264	3906	

Answered by all who saw someone from NHS mental health service

\*for some respondents trusts' records did not show if they were on CPA or not  
 Respondents who said that they do not need any help have been excluded