

Inspecting **Informing** Improving

Patient survey report 2004



Mental health survey 2004
Hertfordshire Partnership NHS Trust

The mental health service user survey was designed, developed and coordinated by the NHS Surveys Advice Centre at Picker Institute Europe



The Healthcare Commission

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

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

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

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

Introduction

A vital step to encouraging hospital and other health services to really meet the needs of patients is to ask patients what they think about the NHS. One way of doing this is by carrying out surveys of patients who have recently used the health service.

The Healthcare Commission has carried out five national surveys. The surveys asked patients across England about their experiences of hospital inpatient care for adults, services for children and young people, ambulance services, mental health services and primary care services.

The mental health service user survey asked about recent experience of mental health services. The survey involved 81 NHS trusts that are responsible for providing secondary mental health services (including combined mental health and social care trusts, and primary care trusts). Responses were received from more than 27,000 service users.

This report compares the results for the service user survey in this trust with results for other mental health trusts.

Interpreting the report

For each question in the survey, the individual responses were scored on a scale of 0 to 100, depending on the extent to which the patient's experience could have been better. A score of 100 represents the best possible response. The average scores for each trust for each question were calculated¹.

Each bar represents the range of results across all trusts that took part in the survey for one question.

The bar is divided into three coloured segments:

- the left-hand end of the bar (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right-hand end of the bar (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section of the bar (coloured orange) represents the range of scores for the remaining 60% of trusts

The score for this trust is shown on each bar by a white diamond. So, for example, if the diamond is in the green section of the bar, the trust is in the best 20% of trusts in England.

The line either side of the diamond shows the amount of uncertainty surrounding the trust value, as a result of random fluctuation².

The data used for the charts is shown in table 1. The second table gives background information about the patients surveyed.

Further information

Full details of the survey methodology can be found at:
http://www.nhssurveys.org/docs/MH_Guidance2004_v1.pdf

The questionnaire and scores given to each response can be found at:
<http://www.healthcarecommission.org.uk/assetRoot/04/00/67/03/04006703.pdf>

¹The results have been weighted by the age and sex of respondents. The trust-level results are standardised, so that their age-sex profile reflects the national age-sex distribution (based on all of the survey respondents). This is so that results can be compared between trusts with different patient profiles.

²This is the 95% confidence interval indicating that in 95% of cases we can expect the true value to be within this range. Where fewer than 30 people answered a question at this trust the diamond is not shown because the uncertainty around the result would be too great. Note also that when identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

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Health professionals

Did the psychiatrist listen carefully to you?

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

Did the psychiatrist treat you with respect and dignity?

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

Were your last 2 appointments with the same psychiatrist or with 2 different psychiatrists?

Did the CPN listen carefully to you?

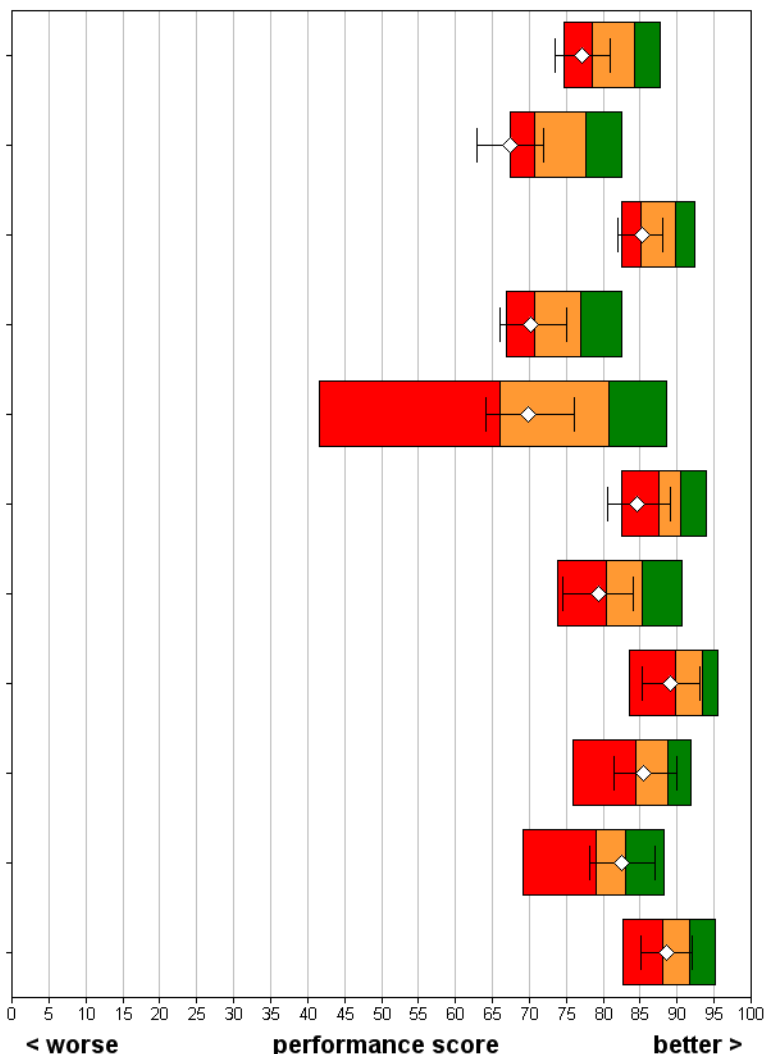
Did you have trust and confidence in the CPN?

Did the CPN treat you with respect and dignity?

Did the social worker/OT/psychologist listen carefully to you?

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

Did the person treat you with respect and dignity?

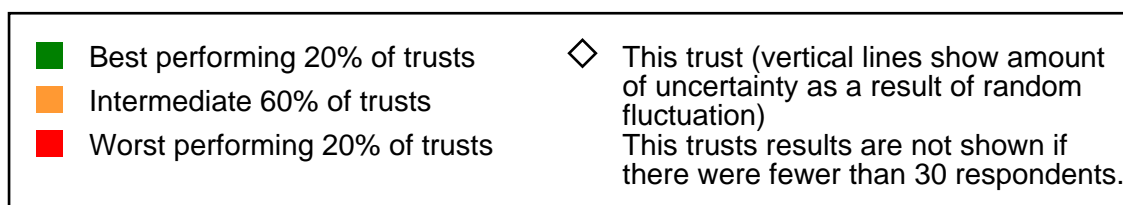
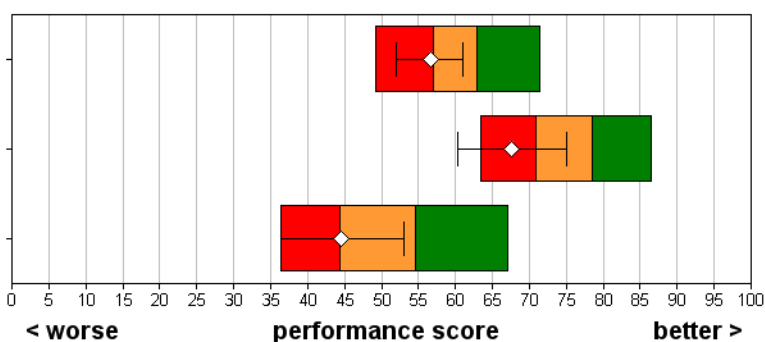


Medications

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

Were the purposes of the medications explained to you?

Were you told about possible side effects of the medications?

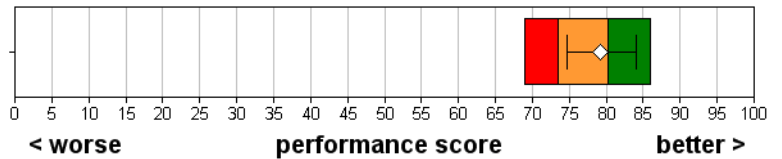


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Talking therapies

In the last 12 months, did the provision of talking therapies meet your requirements?



Your care plan

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

Do you understand what is in your care plan?

Do you agree with what is in your care plan?

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

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

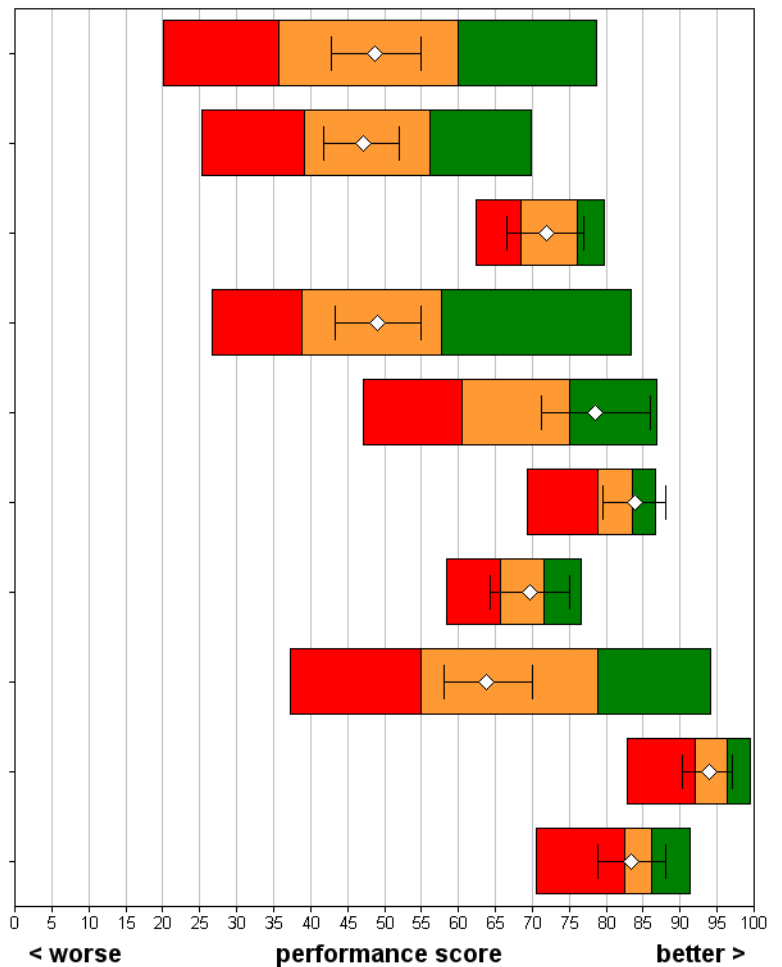
Were you given a chance to express your views at the last care review meeting?

Do you find the last care review helpful?

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

How long is it since you last saw your Care Co-ordinator?

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



| | |
|--|--|
| ■ Best performing 20% of trusts | ◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation) |
| ■ Intermediate 60% of trusts | This trust's results are not shown if there were fewer than 30 respondents. |
| ■ Worst performing 20% of trusts | |

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Support in the community

Were the activities provided by the day centre helpful?

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

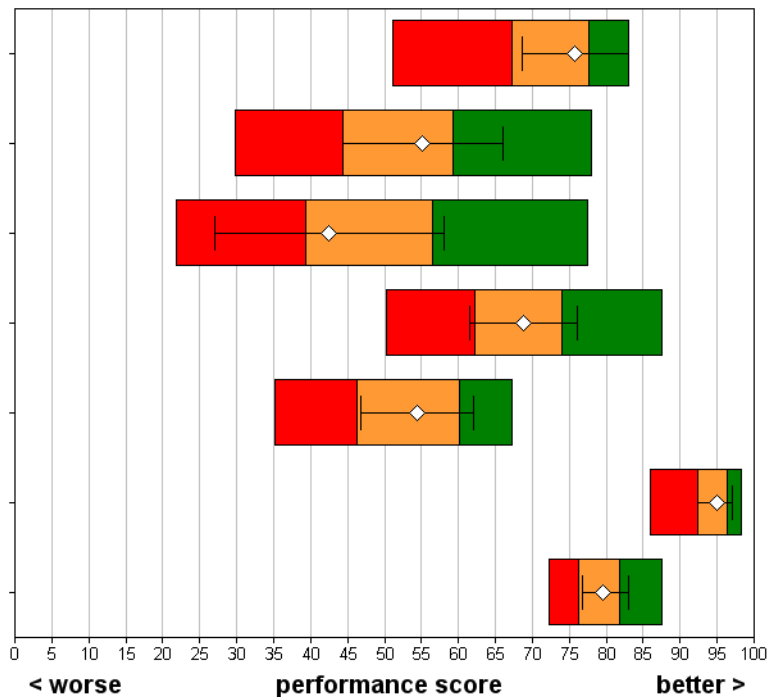
In the last 12 months have you received help with finding work?

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

Have you received any information about local support groups?

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

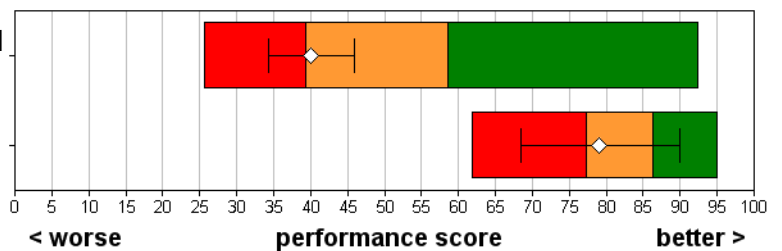
Have any appointments been cancelled or changed by mental health services?



Crisis care

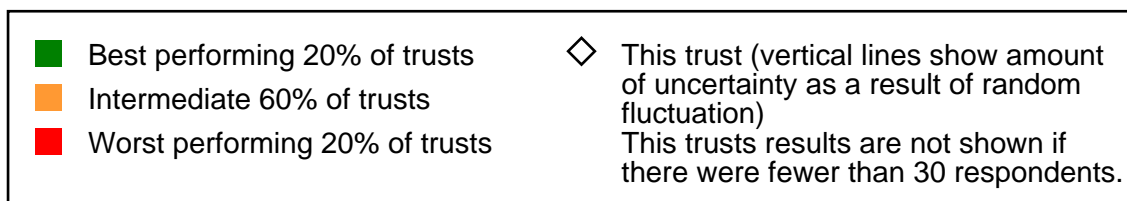
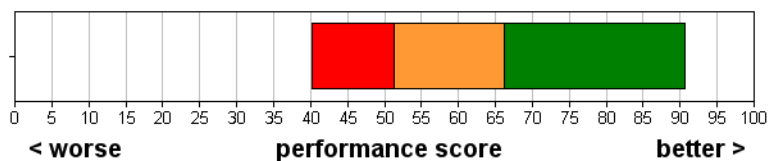
Do you have the number of someone in mental health services that you can call out of hours?

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



Standards

When you were sectioned under the Mental Health Act, were your rights explained to you?



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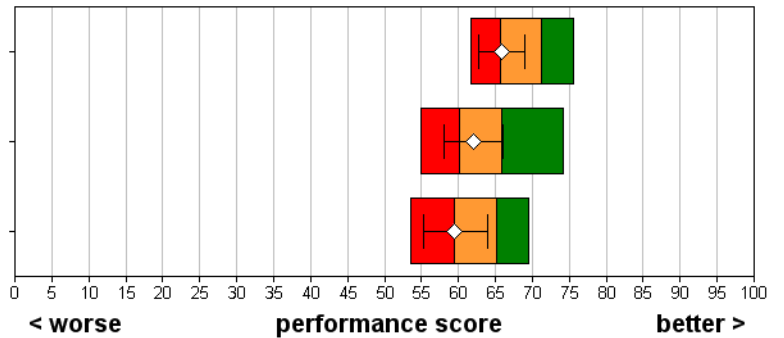
Hertfordshire Partnership NHS Trust

Overall

Overall, how would you rate the care you have received from Mental Health Services?

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

Has your diagnosis been discussed with you?



| | |
|---|--|
| <ul style="list-style-type: none"> ■ Best performing 20% of trusts ■ Intermediate 60% of trusts ■ Worst performing 20% of trusts | <ul style="list-style-type: none"> ◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation) This trusts results are not shown if there were fewer than 30 respondents. |
|---|--|

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| | Scores for this NHS Trust | 95% Confidence Intervals | | Threshold score for the best 20% of NHS Trusts | | Number of respondents (this Trust) | |
|-----------------------------|---|--------------------------|-------|--|----|------------------------------------|-----|
| | | Lower | Upper | | | | |
| Health professionals | | | | | | | |
| B2 | Did the psychiatrist listen carefully to you? | 77 | 73 | 81 | 84 | 88 | 265 |
| B3 | Did you have trust and confidence in the psychiatrist you saw? | 67 | 63 | 72 | 78 | 83 | 264 |
| B4 | Did the psychiatrist treat you with respect and dignity? | 85 | 82 | 88 | 90 | 92 | 263 |
| B5 | Were you given enough time to discuss your condition and treatment? | 70 | 66 | 75 | 77 | 82 | 265 |
| B6 | Were your last 2 appointments with the same psychiatrist or with 2 different psychiatrists? | 70 | 64 | 76 | 81 | 89 | 254 |
| B8 | Did the CPN listen carefully to you? | 85 | 81 | 89 | 90 | 94 | 157 |
| B9 | Did you have trust and confidence in the CPN? | 79 | 74 | 84 | 85 | 91 | 156 |
| B10 | Did the CPN treat you with respect and dignity? | 89 | 85 | 93 | 93 | 96 | 156 |
| B13 | Did the social worker/OT/psychologist listen carefully to you? | 86 | 81 | 90 | 89 | 92 | 194 |
| B14 | Did you have trust and confidence in the person that you saw? | 82 | 78 | 87 | 83 | 88 | 194 |
| B15 | Did the person treat you with respect and dignity? | 89 | 85 | 92 | 92 | 95 | 194 |
| Medications | | | | | | | |
| C2 | Do you have a say in decisions about the medication you take? | 57 | 52 | 61 | 63 | 71 | 280 |
| C4 | Were the purposes of the medications explained to you? | 68 | 60 | 75 | 79 | 86 | 112 |
| C5 | Were you told about possible side effects of the medications? | 45 | 36 | 53 | 55 | 67 | 113 |
| Talking therapies | | | | | | | |
| D1 | In the last 12 months, did the provision of talking therapies meet your requirements? | 79 | 75 | 84 | 80 | 86 | 302 |
| Your care plan | | | | | | | |
| E1 | Have you been given (or offered) a written or printed copy of your care plan? | 49 | 43 | 55 | 60 | 79 | 286 |
| E2 | Do you understand what is in your care plan? | 47 | 42 | 52 | 56 | 70 | 271 |
| E3 | Do you agree with what is in your care plan? | 72 | 67 | 77 | 76 | 80 | 165 |
| E4 | In the last 12 months have you had a care review? | 49 | 43 | 55 | 58 | 83 | 302 |
| E5 | Were you told that you could bring a friend or relative to your care review meetings? | 78 | 71 | 86 | 75 | 87 | 132 |
| E6 | Were you given a chance to express your views at the last care review meeting? | 84 | 80 | 88 | 83 | 87 | 149 |
| E7 | Do you find the last care review helpful? | 70 | 64 | 75 | 71 | 77 | 148 |
| E8 | Have you been told who your Care Co-ordinator is? | 64 | 58 | 70 | 79 | 94 | 272 |
| E9 | How long is it since you last saw your Care Co-ordinator? | 94 | 90 | 97 | 96 | 99 | 172 |
| E10 | Can you contact your Care Co-ordinator if you have a problem? | 83 | 79 | 88 | 86 | 91 | 174 |

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| | Scores for this NHS Trust | 95% Confidence Intervals | | Threshold score for the best 20% of NHS Trusts | | Number of respondents (this Trust) | |
|---------------------------------|---|--------------------------|-------|--|----|------------------------------------|-----|
| | | Lower | Upper | | | | |
| Support in the community | | | | | | | |
| F2 | Were the activities provided by the day centre helpful? | 76 | 69 | 83 | 78 | 83 | 81 |
| F3 | In the last 12 months, have you received any help with accommodation? | 55 | 44 | 66 | 59 | 78 | 82 |
| F4 | In the last 12 months have you received help with finding work? | 43 | 27 | 58 | 56 | 77 | 40 |
| F6 | In the last 12 months have you received help with getting benefits? | 69 | 61 | 76 | 74 | 88 | 159 |
| F7 | Have you received any information about local support groups? | 54 | 47 | 62 | 60 | 67 | 169 |
| F8 | When was the last time you saw someone about your mental health problem? | 95 | 92 | 97 | 96 | 98 | 308 |
| F9 | Have any appointments been cancelled or changed by mental health services? | 80 | 77 | 83 | 82 | 88 | 310 |
| Crisis care | | | | | | | |
| G1 | Do you have the number of someone in mental health services that you can call out of hours? | 40 | 34 | 46 | 59 | 92 | 278 |
| G3 | The last time you called the number, how long did it take you to get through to someone? | 79 | 69 | 90 | 86 | 95 | 34 |
| Standards | | | | | | | |
| H3 | When you were sectioned under the Mental Health Act, were your rights explained to you? | - | - | - | 66 | 91 | 16 |
| Overall | | | | | | | |
| J1 | Overall, how would you rate the care you have received from Mental Health Services? | 66 | 63 | 69 | 71 | 76 | 312 |
| J2 | Do you have enough say in decisions about your care and treatment? | 62 | 58 | 66 | 66 | 74 | 312 |
| J3 | Has your diagnosis been discussed with you? | 60 | 55 | 64 | 65 | 69 | 312 |

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Background Information

| The sample | This trust | All trusts |
|----------------------------|-------------------|-------------------|
| Number of respondents | 327 | 26942 |
| Response rate (percentage) | 40 | 41 |

| Demographic characteristics | This trust | All trusts |
|------------------------------------|-------------------|-------------------|
| Gender (percentage) | (%) | (%) |
| Male | 39 | 43 |
| Female | 61 | 57 |
| Age group (percentage) | (%) | (%) |
| Aged 35 and younger | 29 | 25 |
| Aged 36 - 50 | 43 | 41 |
| Aged 51 - 65 | 28 | 34 |
| Ethnic group (percentage) | (%) | (%) |
| White | 93 | 91 |
| Mixed | 1 | 1 |
| Asian or Asian British | 2 | 3 |
| Black or Black British | 2 | 2 |
| Chinese or other ethnic group | 1 | 0 |
| Not known | 2 | 3 |