

Inspecting **Informing** Improving

Patient survey report 2004



**Mental health survey 2004**  
West London Mental Health 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 calculated<sup>1</sup>.

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 fluctuation<sup>2</sup>.

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](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>

<sup>1</sup> The 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.

<sup>2</sup> This 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.

# Mental health survey 2004

## West London Mental Health NHS Trust

### 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?

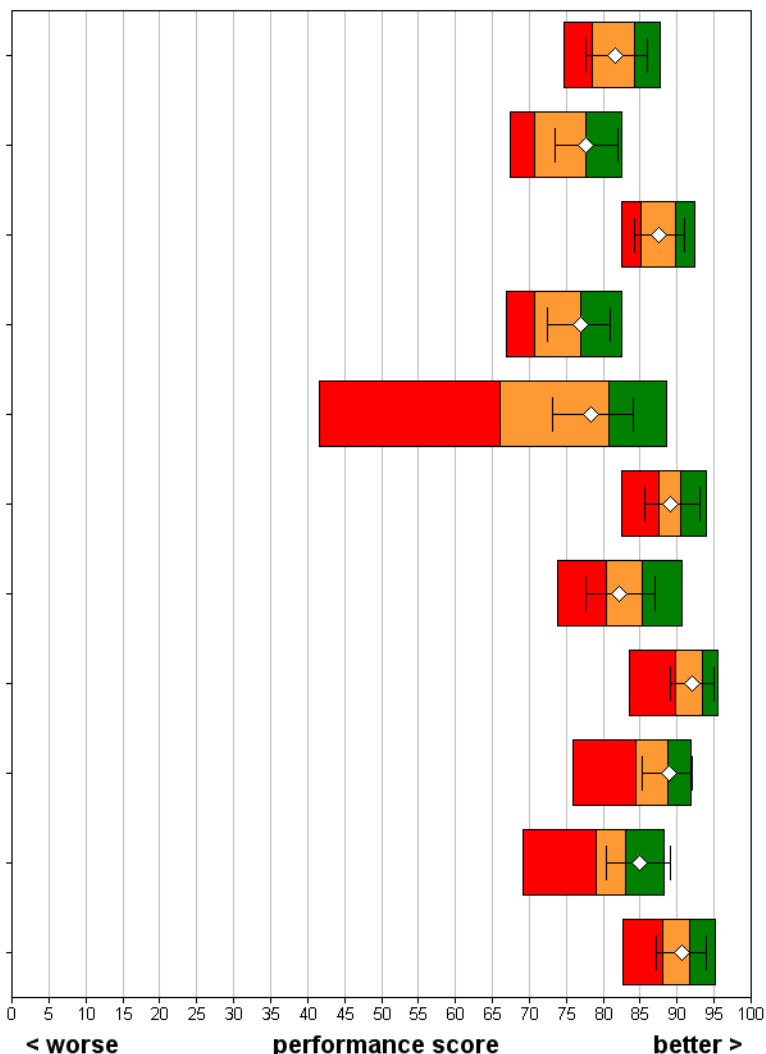
Did you have trust and confidence in the CPN?

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?

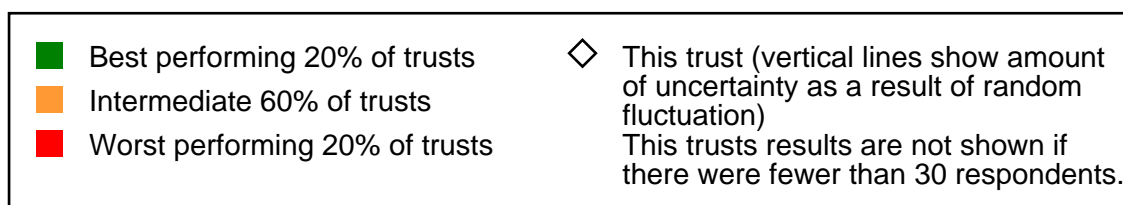
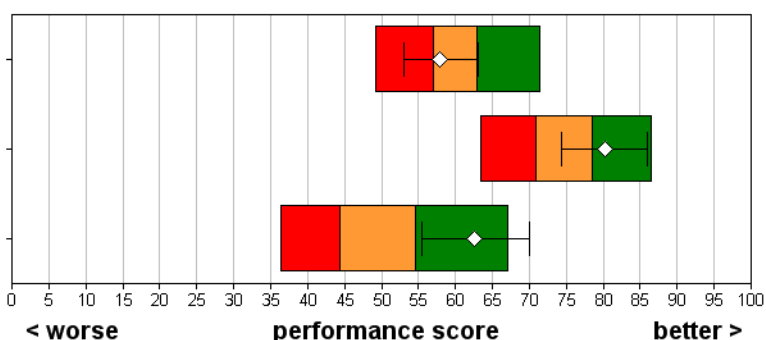


### Medications

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?

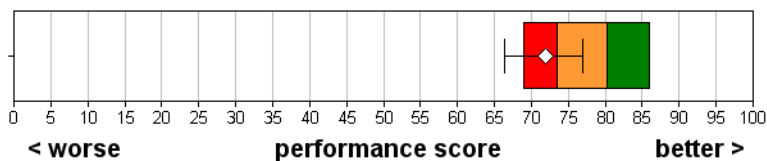


# Mental health survey 2004

## West London Mental Health NHS Trust

### 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?

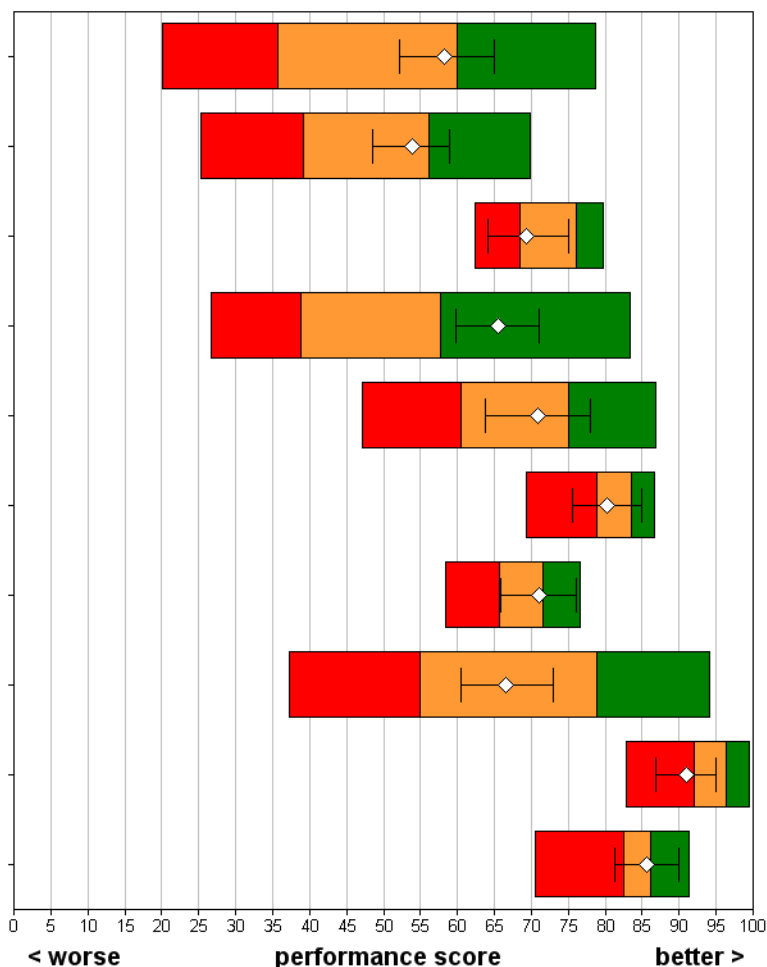
Were you given a chance to express your views at the last care review meeting?

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?



<span style="color: green;">■</span> Best performing 20% of trusts	<span style="color: orange;">◇</span> This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
<span style="color: orange;">■</span> Intermediate 60% of trusts	This trust's results are not shown if there were fewer than 30 respondents.
<span style="color: red;">■</span> Worst performing 20% of trusts	

# Mental health survey 2004

## West London Mental Health NHS Trust

### 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?

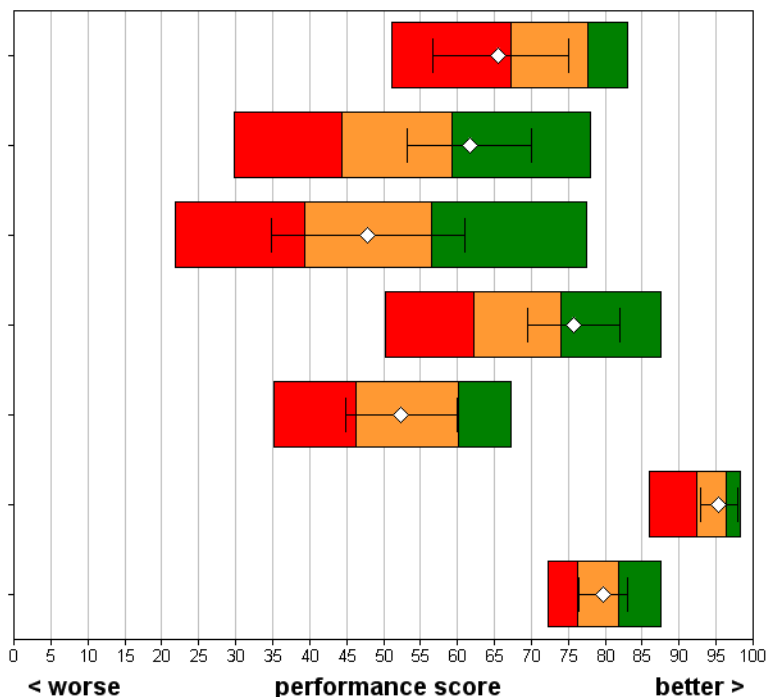
In the last 12 months have you received help with finding work?

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?

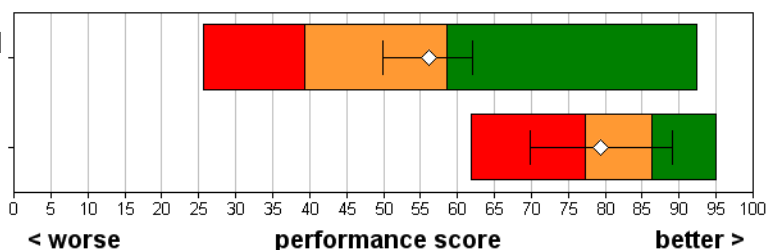
Have any appointments been cancelled or changed by mental health services?



### Crisis care

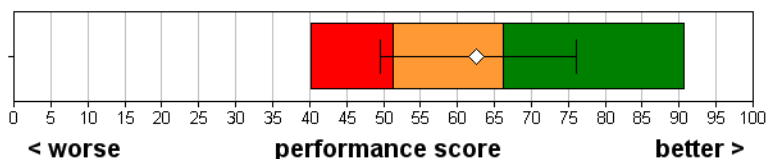
Do you have the number of someone in mental health services that you can call out of hours?

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?



<span style="color: green;">■</span> Best performing 20% of trusts	<span style="color: orange;">◇</span> This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
<span style="color: orange;">■</span> Intermediate 60% of trusts	This trust's results are not shown if there were fewer than 30 respondents.
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# Mental health survey 2004

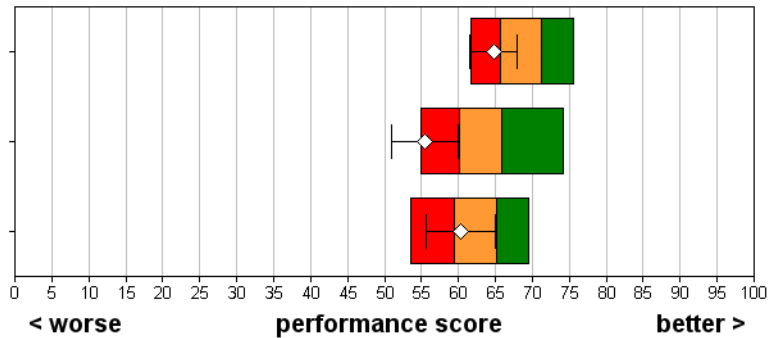
## West London Mental Health NHS Trust





### 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?



 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	



## Mental health survey 2004

### West London Mental Health NHS Trust

	Scores for this NHS Trust	95% Confidence Intervals		Threshold score for the best 20% of NHS Trusts		Number of respondents (this Trust)	
		Lower	Upper				
<b>Health professionals</b>							
B2	Did the psychiatrist listen carefully to you?	82	78	86	84	88	254
B3	Did you have trust and confidence in the psychiatrist you saw?	78	73	82	78	83	252
B4	Did the psychiatrist treat you with respect and dignity?	88	84	91	90	92	253
B5	Were you given enough time to discuss your condition and treatment?	77	72	81	77	82	250
B6	Were your last 2 appointments with the same psychiatrist or with 2 different psychiatrists?	78	73	84	81	89	249
B8	Did the CPN listen carefully to you?	89	86	93	90	94	175
B9	Did you have trust and confidence in the CPN?	82	78	87	85	91	176
B10	Did the CPN treat you with respect and dignity?	92	89	95	93	96	176
B13	Did the social worker/OT/psychologist listen carefully to you?	89	85	92	89	92	164
B14	Did you have trust and confidence in the person that you saw?	85	80	89	83	88	164
B15	Did the person treat you with respect and dignity?	91	87	94	92	95	165
<b>Medications</b>							
C2	Do you have a say in decisions about the medication you take?	58	53	63	63	71	266
C4	Were the purposes of the medications explained to you?	80	74	86	79	86	123
C5	Were you told about possible side effects of the medications?	63	55	70	55	67	124
<b>Talking therapies</b>							
D1	In the last 12 months, did the provision of talking therapies meet your requirements?	72	66	77	80	86	263
<b>Your care plan</b>							
E1	Have you been given (or offered) a written or printed copy of your care plan?	58	52	65	60	79	250
E2	Do you understand what is in your care plan?	54	48	59	56	70	252
E3	Do you agree with what is in your care plan?	69	64	75	76	80	180
E4	In the last 12 months have you had a care review?	66	60	71	58	83	272
E5	Were you told that you could bring a friend or relative to your care review meetings?	71	64	78	75	87	164
E6	Were you given a chance to express your views at the last care review meeting?	80	76	85	83	87	181
E7	Do you find the last care review helpful?	71	66	76	71	77	178
E8	Have you been told who your Care Co-ordinator is?	67	61	73	79	94	246
E9	How long is it since you last saw your Care Co-ordinator?	91	87	95	96	99	164
E10	Can you contact your Care Co-ordinator if you have a problem?	86	81	90	86	91	165

## Mental health survey 2004

### West London Mental Health NHS Trust

	Scores for this NHS Trust	95% Confidence Intervals		Threshold score for the best 20% of NHS Trusts		Number of respondents (this Trust)	
		Lower	Upper		Highest score achieved (all Trusts)		
<b>Support in the community</b>							
F2	Were the activities provided by the day centre helpful?	66	57	75	78	83	80
F3	In the last 12 months, have you received any help with accommodation?	62	53	70	59	78	129
F4	In the last 12 months have you received help with finding work?	48	35	61	56	77	60
F6	In the last 12 months have you received help with getting benefits?	76	69	82	74	88	188
F7	Have you received any information about local support groups?	52	45	60	60	67	179
F8	When was the last time you saw someone about your mental health problem?	95	93	98	96	98	272
F9	Have any appointments been cancelled or changed by mental health services?	80	76	83	82	88	271
<b>Crisis care</b>							
G1	Do you have the number of someone in mental health services that you can call out of hours?	56	50	62	59	92	249
G3	The last time you called the number, how long did it take you to get through to someone?	79	70	89	86	95	49
<b>Standards</b>							
H3	When you were sectioned under the Mental Health Act, were your rights explained to you?	63	50	76	66	91	32
<b>Overall</b>							
J1	Overall, how would you rate the care you have received from Mental Health Services?	65	62	68	71	76	271
J2	Do you have enough say in decisions about your care and treatment?	55	51	60	66	74	268
J3	Has your diagnosis been discussed with you?	60	56	65	65	69	269

## Mental health survey 2004

### West London Mental Health NHS Trust

#### Background Information

<b>The sample</b>	<b>This trust</b>	<b>All trusts</b>
Number of respondents	286	26942
Response rate (percentage)	34	41

<b>Demographic characteristics</b>	<b>This trust</b>	<b>All trusts</b>
Gender (percentage)	(%)	(%)
Male	48	43
Female	52	57
Age group (percentage)	(%)	(%)
Aged 35 and younger	22	25
Aged 36 - 50	47	41
Aged 51 - 65	31	34
Ethnic group (percentage)	(%)	(%)
White	58	91
Mixed	3	1
Asian or Asian British	14	3
Black or Black British	16	2
Chinese or other ethnic group	2	0
Not known	7	3