

Inspecting **Informing** Improving

Patient survey report 2005



Mental health survey 2005

Norfolk and Waveney Mental Health Partnership NHS Trust

The Mental Health Survey 2005 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 April 1<sup>st</sup> 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 March 31<sup>st</sup> 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on March 31<sup>st</sup> 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.

## Introduction

Understanding what patients think about the care and treatment they receive is crucial to improving the quality of care being delivered by the NHS and to ensuring that local health services meet the needs of patients. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

In 2004, the Healthcare Commission carried out seven national surveys of patients covering topics as diverse as hospital inpatient care for adults, services for children and young people, ambulance services and outpatient services.

This year, we revisited two areas covered by the survey programme – mental health services and primary care services – again asking patients to give us their views about the care and treatment they have received.

The first mental health survey was carried out in 2004. In 2005, the survey involved 81 NHS trusts services (including combined mental health and social care trusts, and primary care trusts) that are responsible for providing secondary mental health. We received responses from more than 26,500 service users.

## Interpreting the report

For each question in the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response<sup>1</sup>.

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

The bar is divided into three coloured segments:

- the left hand end (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right hand end (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section (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. Table 2 gives background information about the service users that we surveyed.

<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, trusts with fewer than 30 respondents have not been included.

Please note, the scoring for question 24 “In the last 12 months have you had any talking therapy sessions (e.g. counselling or psychotherapy) from NHS Mental Health Services?” is dependent on each respondent’s answer to question 25 “In the last 12 months, did you want talking therapy?” to reflect the preferences of respondents. Question 24 has therefore been reworded and now reads “In the last 12 months, did the provision of talking therapies meet your requirements?” Details of the scores assigned are provided in the questionnaire on the Healthcare Commission website (see further information section).

#### **Further information**

Full details of the survey methodology can be found at:

**[http://www.nhssurveys.org/docs/MH2005\\_Guidance\\_v1.pdf](http://www.nhssurveys.org/docs/MH2005_Guidance_v1.pdf)**

More information on the NHS Patient Survey Programme is available on the NHS Surveys Advice Centre website:

**<http://www.nhssurveys.org/>**

The 2005 Mental Health Survey results, questionnaire and scoring can be found at:

**<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2005>**

The 2004 Mental Health Survey results can be found at:

**<http://www.healthcarecommission.org.uk/PatientSurveyMentalHealth2004>**

More information on the 2004/2005 NHS performance ratings is available on the Healthcare Commission website:

**<http://www.healthcarecommission.org.uk/InformationForServiceProviders/PerformanceRatings/>**

# Mental health survey 2005

## Norfolk and Waveney Mental Health Partnership 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?

Have any of your appointments with a psychiatrist been cancelled or changed?

Were your last two appointments with the same psychiatrist?

Did the community psychiatric nurse listen carefully to you?

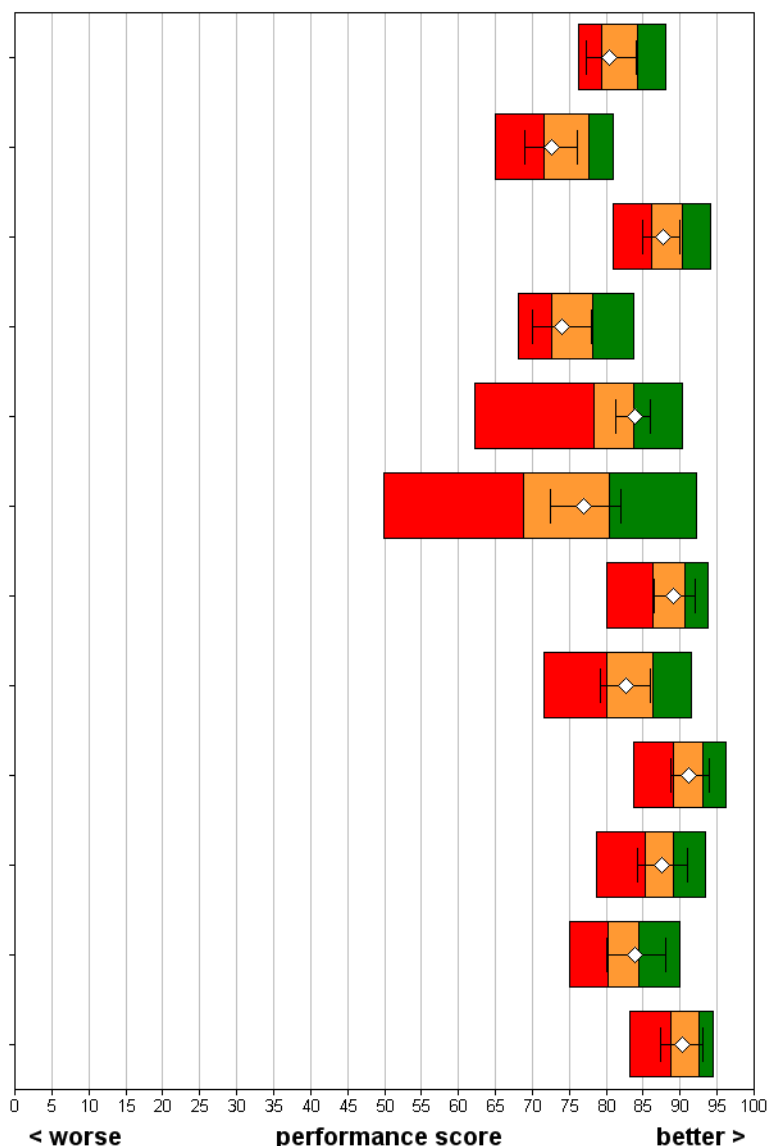
Did you have trust and confidence in the community psychiatric nurse?

Did the community psychiatric nurse treat you with respect and dignity?

Did the social worker/occupational therapist/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?

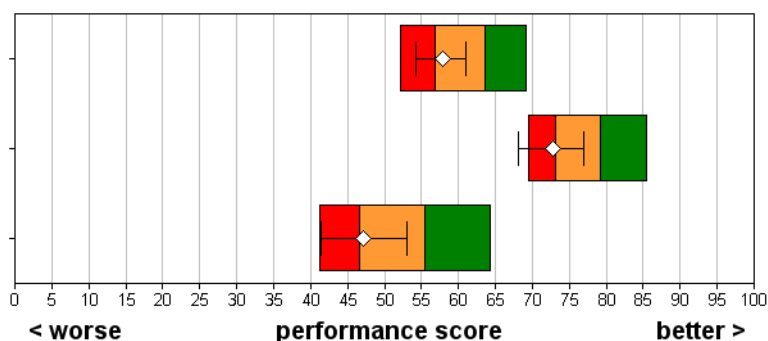


### Medications

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?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)  
This trust's results are not shown if there were fewer than 30 respondents.

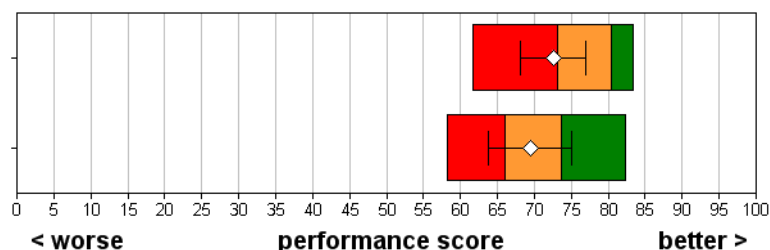
# Mental health survey 2005

## Norfolk and Waveney Mental Health Partnership NHS Trust

### Talking therapies

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

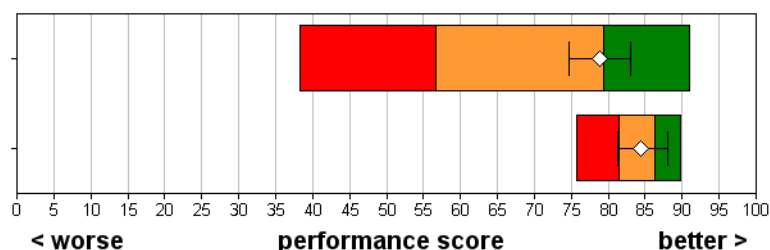
If you had talking therapy, did you find it helpful?



### Your care coordinator

Have you been told who your care coordinator is?

Can you contact your care coordinator if you have a problem?



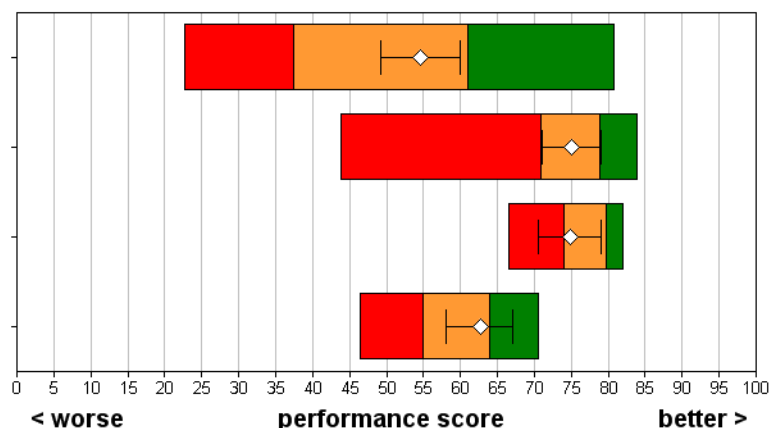
### Your care plan

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?

Were you involved in deciding what was in your care plan?



- Best performing 20% of trusts
- Intermediate 60% of trusts
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# Mental health survey 2005

## Norfolk and Waveney Mental Health Partnership NHS Trust

### Your care review

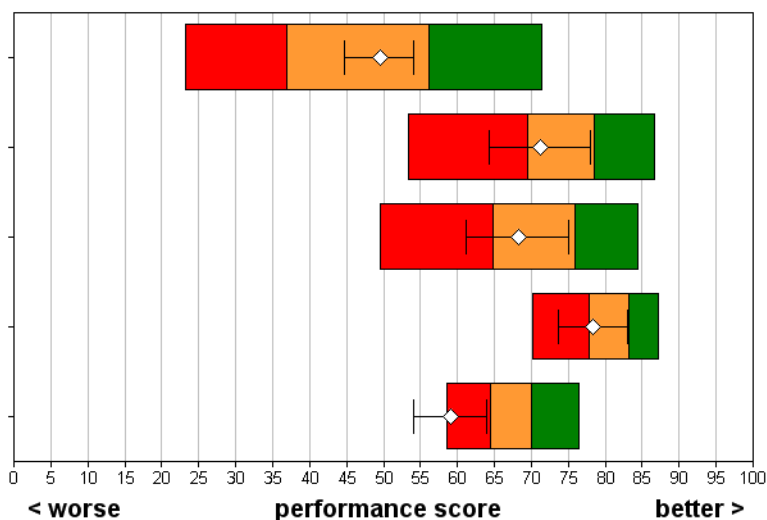
In the last 12 months have you had a care review?

Were you given a chance to talk to your care coordinator about what would happen?

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?

Did you find the last care review helpful?



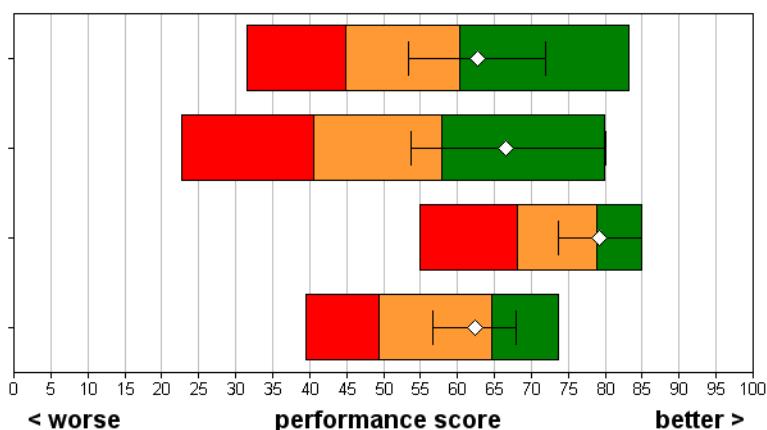
### Support in the community

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?

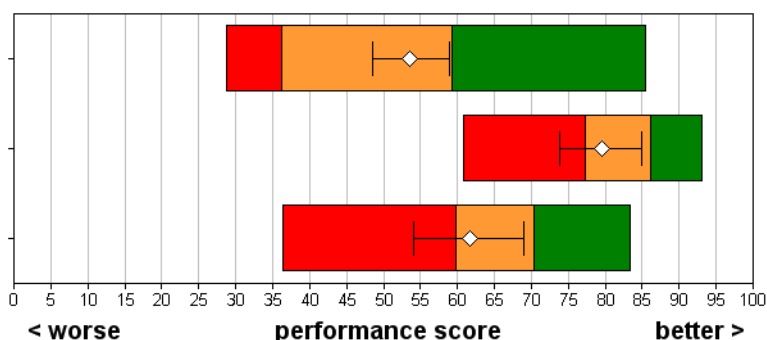


### Crisis care

Do you have the number of someone that you can phone out of hours?

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

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



- Best performing 20% of trusts
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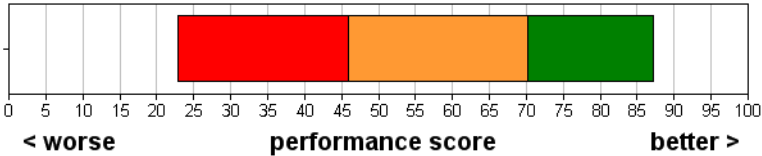


# Mental health survey 2005

## Norfolk and Waveney Mental Health Partnership NHS Trust

### Standards

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

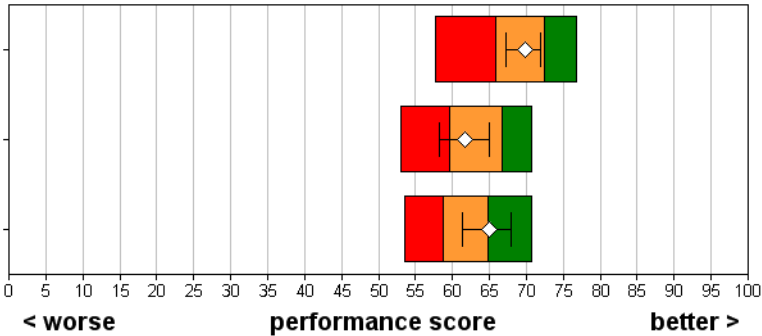


### Overall

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
- Intermediate 60% of trusts
- Worst performing 20% of trusts

This trust (vertical lines show amount of uncertainty as a result of random fluctuation)  
 This trust's results are not shown if there were fewer than 30 respondents.

## Mental health survey 2005

### Norfolk and Waveney Mental Health Partnership NHS Trust

	Scores for this NHS trust	95% Confidence Intervals		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper			
<b>Health professionals</b>						
Q4 Did the psychiatrist listen carefully to you?	80	77	84	84	88	340
Q5 Did you have trust and confidence in the psychiatrist you saw?	73	69	76	78	81	340
Q6 Did the psychiatrist treat you with respect and dignity?	88	85	90	90	94	341
Q7 Were you given enough time to discuss your condition and treatment?	74	70	78	78	84	340
Q8 Have any of your appointments with a psychiatrist been cancelled or changed to a later date?	84	81	86	84	90	338
Q9 Were your last two appointments with the same psychiatrist or with two different psychiatrists?	77	72	82	80	92	333
Q11 Did the community psychiatric nurse listen carefully to you?	89	86	92	91	94	308
Q12 Did you have trust and confidence in the community psychiatric nurse?	83	79	86	86	92	310
Q13 Did the community psychiatric nurse treat you with respect and dignity?	91	89	94	93	96	308
Q16 Did the social worker/occupational therapist/psychologist listen carefully to you?	87	84	91	89	93	230
Q17 Did you have trust and confidence in the person that you saw?	84	80	88	84	90	227
Q18 Did the person treat you with respect and dignity?	90	87	93	93	95	229
<b>Medications</b>						
Q20 Do you have a say in decisions about the medication you take?	58	54	61	64	69	399
Q22 Were the purposes of the medications explained to you?	73	68	77	79	85	205
Q23 Were you told about possible side effects of the medications?	47	41	53	55	64	202
<b>Talking therapies</b>						
Q24 In the last 12 months, did the provision of talking therapies meet your requirements?	73	68	77	80	83	388
Q26 If you had talking therapy, did you find it helpful?	69	64	75	74	82	159
<b>Your care coordinator</b>						
Q27 Have you been told who your care coordinator is?	79	75	83	79	91	375
Q29 Can you contact your care coordinator if you have a problem?	84	81	88	86	90	296

## Mental health survey 2005

### Norfolk and Waveney Mental Health Partnership NHS Trust

	Scores for this NHS trust	95% Confidence Intervals		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper			
<b>Your care plan</b>						
Q30 Have you been given (or offered) a written or printed copy of your care plan?	55	49	60	61	81	355
Q31 Do you understand what is in your care plan?	75	71	79	79	84	241
Q32 Do you agree with what is in your care plan?	75	71	79	80	82	216
Q33 Were you involved in deciding what was in your care plan?	63	58	67	64	71	261
<b>Your care review</b>						
Q34 In the last 12 months have you had a care review?	50	45	54	56	71	402
Q35 Were you given a chance to talk to your care coordinator about what would happen?	71	64	78	79	87	165
Q36 Were you told that you could bring a friend or relative to your care review meetings?	68	61	75	76	84	172
Q37 Were you given a chance to express your views at the last care review meeting?	78	74	83	83	87	198
Q38 Did you find the last care review helpful?	59	54	64	70	76	196
<b>Support in the community</b>						
Q39 In the last 12 months, have you received any help with accommodation?	63	53	72	60	83	105
Q40 In the last 12 months have you received help with finding work?	67	54	80	58	80	52
Q42 In the last 12 months have you received help with getting benefits?	79	74	85	79	85	206
Q43 Have you received any information about local support groups?	62	57	68	65	74	266
<b>Crisis care</b>						
Q44 Do you have the number of someone from mental health services that you can phone out of hours?	54	49	59	59	85	377
Q46 The last time you called the number, how long did it take you to get through to someone?	80	74	85	86	93	103
Q47 The last time you called the number, did you get the help you wanted?	62	54	69	70	83	105
<b>Standards</b>						
Q50 When you were sectioned under the Mental Health Act, were your rights explained to you?	-	-	-	70	87	15

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		Lower	Upper			
<b>Overall</b>						
Q51 Overall, how would you rate the care you have received from mental health services?	70	67	72	72	77	403
Q52 Do you have enough say in decisions about your care and treatment?	62	58	65	67	71	407
Q53 Has your diagnosis been discussed with you?	65	61	68	65	71	403

# Mental health survey 2005

## Norfolk and Waveney Mental Health Partnership NHS Trust

### Background information

The sample	This trust	All trusts
Number of respondents	421	26555
Response rate (percentage)	51	41
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	44	42
Female	56	58
Age group (percentage)	(%)	(%)
Aged 35 and younger	21	24
Aged 36 - 50	40	41
Aged 51 - 65	39	35
Ethnic group (percentage)	(%)	(%)
White	98	93
Mixed	1	1
Asian or Asian British	1	3
Black or Black British	0	2
Chinese or other ethnic group	0	0