

Inspecting **Informing** Improving

Patient survey report 2007



Community Mental Health Survey 2007
West London Mental Health NHS Trust

The community mental health survey was coordinated by the mental health survey coordination centre at the National Centre for Social Research



NHS programme of patient surveys

The Healthcare Commission

The Healthcare Commission is the health watchdog. We exist to promote improvements in the quality of healthcare and public health in England and we are committed to making a real difference to the delivery of healthcare and to promoting continuous improvement for the benefit of patients and the public.

We have a statutory duty to assess the performance of healthcare organisations in the NHS and award annual ratings of performance, to coordinate inspections and reviews of healthcare organisations carried out by others, and register organisations providing healthcare in the independent sector.

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. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

This report contains the results of our fourth survey of people who use community mental health services provided by NHS trusts in England (including combined mental health and social care trusts and primary care trusts). It shows how each trust scored for each question in the survey, in comparison with national benchmark results. It can be used to understand your trust's performance, and to identify areas for improvement.

There are tables that show the percentage of respondents from each trust who gave a particular response to each question in the survey on our website. These show each individual trust's detailed survey results. A briefing note with the key national findings and changes from previous surveys is also available. These documents were both produced by the Mental Health Survey Coordination Centre at the National Centre for Social Research.

Similar surveys of community mental health services were also carried out in 2004, 2005 and 2006. They are part of a wider programme of patient surveys, which cover a range of topics including adult inpatients, health services for children and young people, accident and emergency care for adults and ambulance and primary care services. To find out more about our programme, please visit our website.

About the survey of Community Mental Health Services

Our fourth survey of community mental health services involved 69 NHS trusts in England (including combined mental health and social care trusts and primary care trusts). We received responses from more than 15,900 people of working age who used services. People were eligible for the survey if they were aged 16 or older, and if they were either on the standard or enhanced Care Programme Approach (CPA)¹, and were not current inpatients.

The 2007 Community Mental health Survey included service users over the age of 65. However, to enable comparability with previous surveys, the benchmark reports were calculated using only respondents of work age (65 years and under). Benchmark results for the whole sample are available on request from the surveys team at the Healthcare Commission, who can be e-mailed at: patient.survey@healthcarecommission.org.uk

¹The care programme approach was introduced in 1991 and it provides a structure for mental health care. It says that all users of services should be given a written copy of their care plan, which identifies their needs and explains their care. The Care Programme Approach is classified into "standard" and "enhanced". The latter is aimed at those with more acute mental health problems.

Two trusts offering mental health services were not included in the survey. One PCT was exempt as it was deemed to have been formed as the result of a recent complicated merger and one mental health trust did not have sufficient numbers of patients receiving secondary mental health services on the CPA.

Interpreting the report

These benchmark reports are calculated by converting responses to particular questions into scores. 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 response². Therefore, the higher the score for each question, the better the trust is performing.

A 'scored' questionnaire showing the scores assigned to each question can be downloaded from our website. Please note: the scores are not percentages, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience, but that the trust has scored 80 out of 100. It is not appropriate to score all of the questions within the questionnaire, so for benchmarking purposes, only questions which enable a trust's performance to be assessed are scored.

The graphs in this report display the scores for your trust, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

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

A white diamond shows the score for this trust. If the diamond is in the green section of the bar, the trust is among the top 20% of trusts in England for that question. The line on either side of the diamond shows the amount of uncertainty surrounding the trust value, as a result of random fluctuation.

Since the score is based on a sample of people using services in a trust rather than on everyone, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval³ is calculated as a measure of how accurate the score is. We can be 95% sure that if everyone in the trust had been interviewed, the 'true' score would fall within this interval.

²Trusts will have differing profiles of people who use their services. For example, one trust may have more men using their services than another trust. This can potentially affect the results because some people tend to answer questions in a different way than others, depending on their age and gender. Therefore, the results have been weighted by the age and gender of respondents to ensure that no trust will appear better or worse than another because of its sample profile. The results for each trust are 'standardised' in this way, so that their age-sex type profile reflects the national age-sex type distribution (based on all of the respondents to the survey). This enables results from trusts with different profiles of people who use services to be compared.

³A confidence interval is given by an upper and lower limit within which you have a stated level of confidence in which the true mean (average) lies. These are commonly quoted as 95% confidence intervals, which are constructed so that you are 95% confident that the true mean lies between the limits. The width of the confidence interval gives us some idea about how uncertain we are; a very wide interval may indicate that more data should be collected before any conclusions are made.

The diamond is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts and background information about the respondents.

Notes on specific questions

Q23 and Q24: The information collected by Q23 (In the last 12 months have you had any counselling sessions (e.g. talking therapy) from NHS Mental Health Services?), and Q24 (In the last 12 months, did you want talking therapy?), is presented together to show whether the provision of talking therapy met the requirements of the person using the services. The combined question is numbered in this report as Q23 and has been reworded to read: "In the last 12 months, did the provision of talking therapies meet your requirements?" For further details, please see the 'scored' questionnaire on our website, which shows the scores assigned to each question.

Q48: Please note that Q48 from the 2004 and 2005 surveys (When you were sectioned were your rights explained to you?), is not shown in this report. This is because no trust had more than 30 respondents to this question this year, and the results were therefore not reliable enough to report.

Further Information

More information about the programme of NHS patient surveys is on the patient survey section of our website at:

<http://www.healthcarecommission.org.uk/NationalPatientSurveyProgramme>

Full details of the methodology for the 2007 survey:

www.healthcarecommission.org.uk/MentalHealthSurvey2007

The 2007 Community Mental Health Survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2007>

The 2006 Community Mental Health Survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2006>

The 2005 Community Mental Health Survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveyMentalHealth2005>

The 2004 Community Mental Health Survey results, questionnaire and scoring:

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

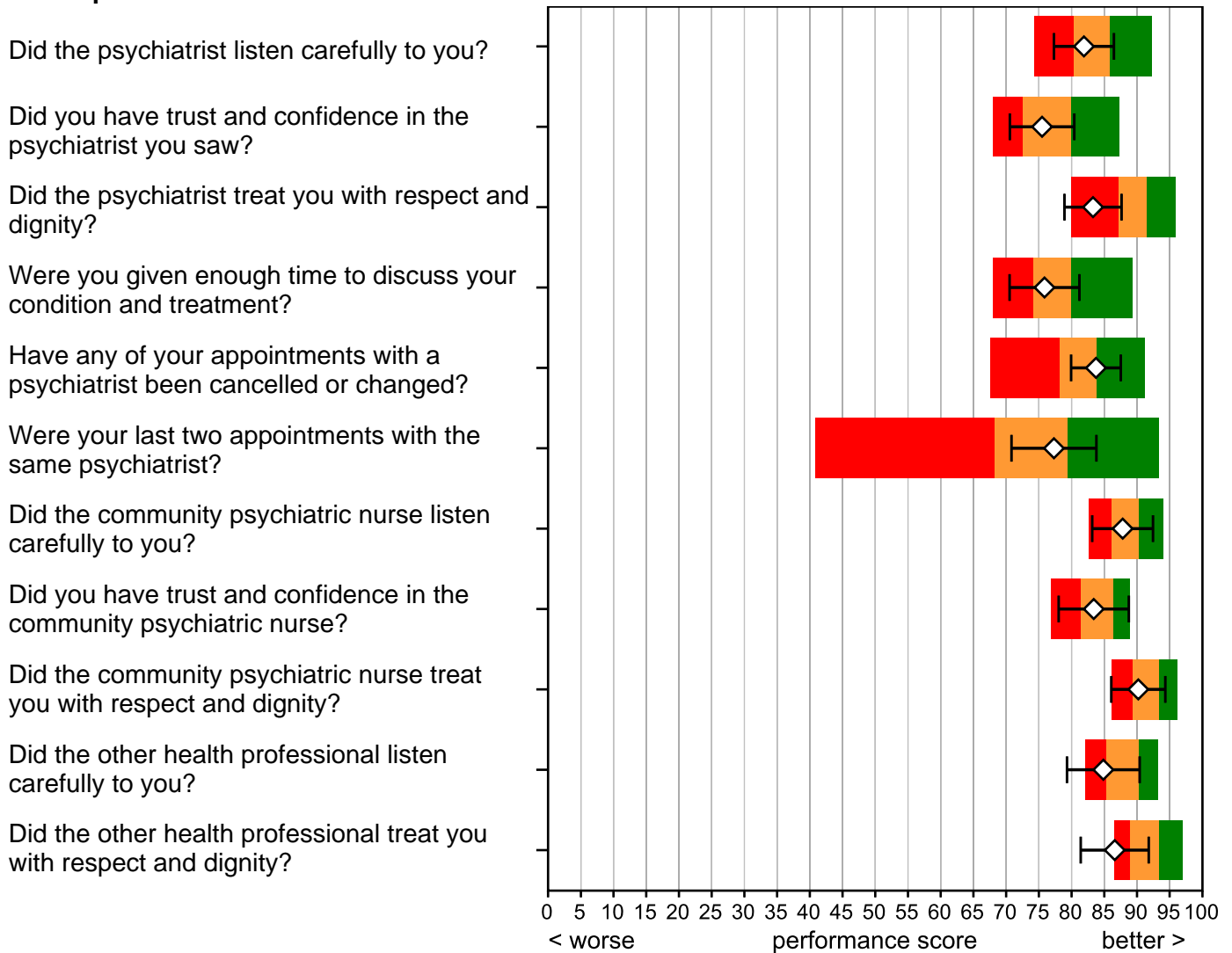
More information on the 2006/2007 NHS performance ratings is available on the Healthcare Commission website:

www.healthcarecommission.org.uk/ratings

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Health professionals



Medications



■ Best 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.
■ Intermediate 60% of trusts	
■ Worst performing 20% of trusts	

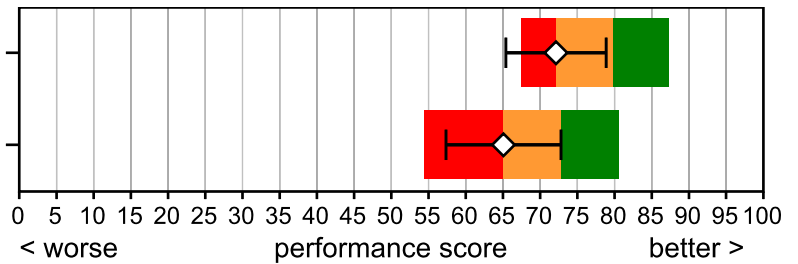
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Counselling

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

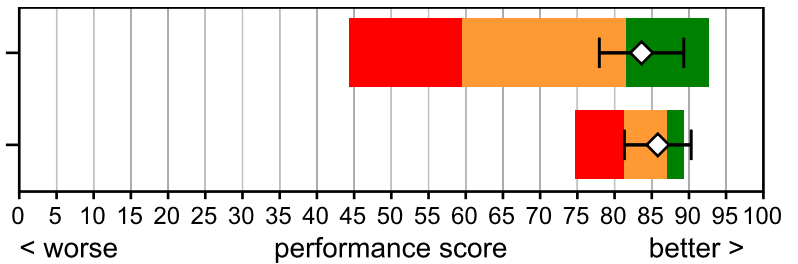
If you had talking therapy, did you find it helpful?



Your care co-ordinator

Have you been told who your care co-ordinator is?

Can you contact your care co-ordinator if you have a problem?

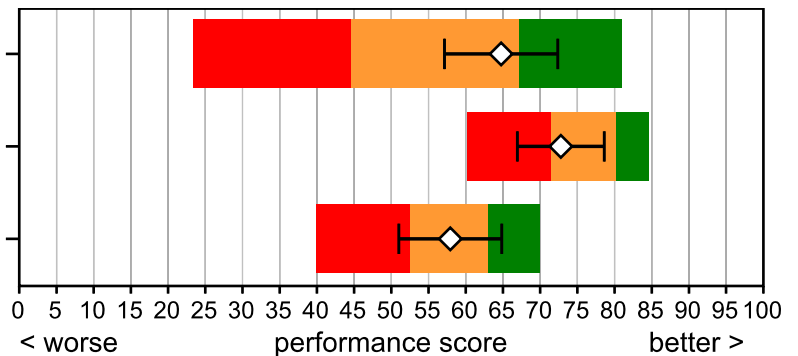






Your care plan

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

Do you understand what is in your care plan?

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



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

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Your care review

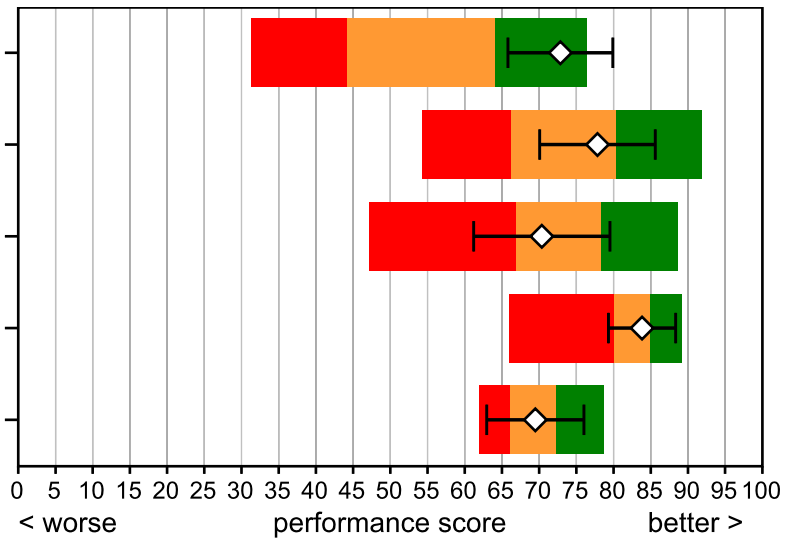
In the last 12 months have you had a care review?

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

Were you given a chance to talk to your care co-ordinator about what would happen?

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

Did you find the last care review helpful?



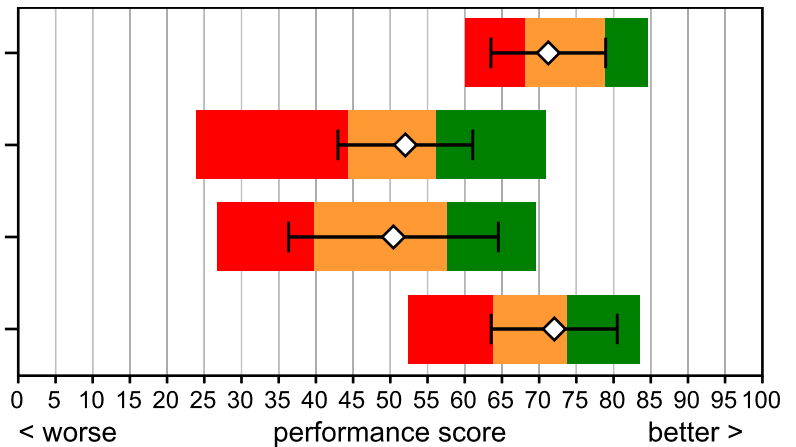
Support in the community

Were the activities provided by the day centre or day hospital helpful?

In the last 12 months have you received any information about local support groups?

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

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

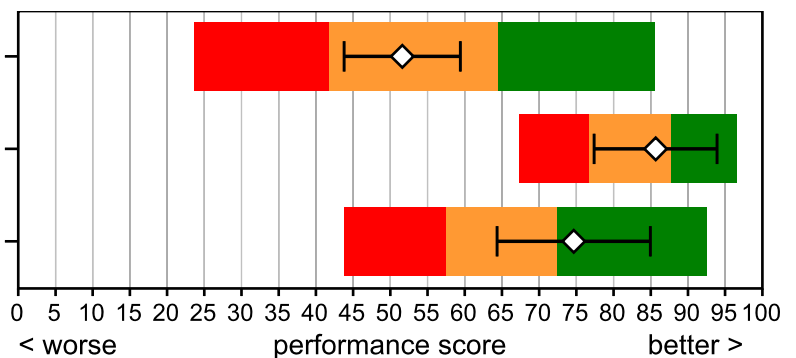






Crisis care

Do you have the number of someone from NHS services that you can phone out of office 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	 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.
 Intermediate 60% of trusts	
 Worst performing 20% of trusts	

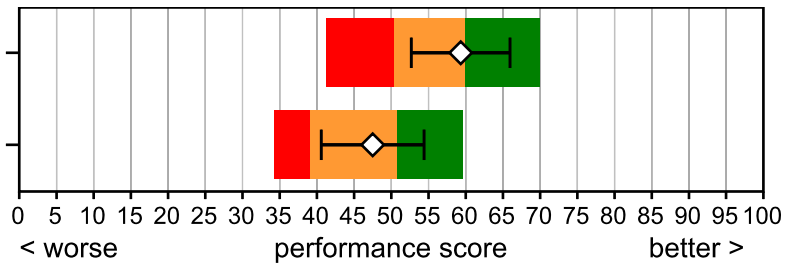
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Your family or carer

Has a member of your family or someone else close to you been given enough information?

Has a member of your family or someone else close to you had enough support?

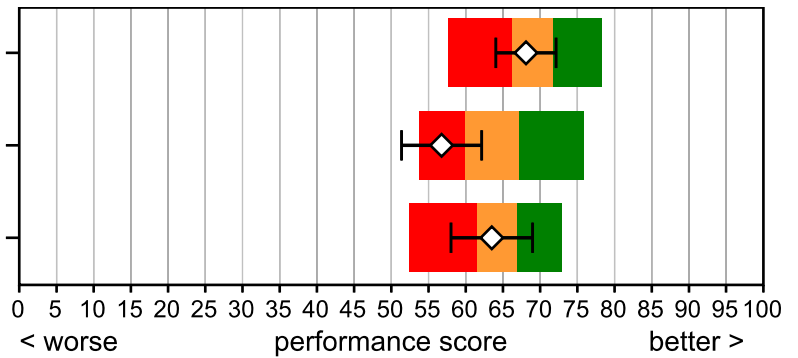






Overall

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) This trust's results are not shown if there were fewer than 30 respondents.
 Intermediate 60% of trusts	
 Worst performing 20% of trusts	

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	Scores for this NHS trust	95% Confidence Interval		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper			
Health professionals						
Q4 Did the psychiatrist listen carefully to you?	82	77	86	86	92	167
Q5 Did you have trust and confidence in the psychiatrist you saw?	75	71	80	80	87	169
Q6 Did the psychiatrist treat you with respect and dignity?	83	79	88	92	96	169
Q7 Were you given enough time to discuss your condition and treatment?	76	71	81	80	89	169
Q8 Have any of your appointments with a psychiatrist been cancelled or changed?	84	80	88	84	91	169
Q9 Were your last two appointments with the same psychiatrist?	77	71	84	79	93	164
Q11 Did the community psychiatric nurse listen carefully to you?	88	83	92	90	94	133
Q12 Did you have trust and confidence in the community psychiatric nurse?	83	78	89	86	89	134
Q13 Did the community psychiatric nurse treat you with respect and dignity?	90	86	94	93	96	136
Q16 Did the other health professional listen carefully to you?	85	79	90	90	93	122
Q17 Did the other health professional treat you with respect and dignity?	87	81	92	93	97	122
Medications						
Q19 Do you have a say in decisions about the medication you take?	55	49	61	66	74	175
Q21 Were the purposes of any new medications explained to you?	71	63	79	82	90	77
Q22 Were you told about possible side effects of any new medications?	46	36	56	59	65	77
Counselling						
Q23 In the last 12 months, did the provision of talking therapies meet your requirements?	72	65	79	80	87	180
Q25 If you had talking therapy, did you find it helpful?	65	57	73	73	81	90
Your care co-ordinator						
Q26 Have you been told who your care co-ordinator is?	84	78	89	82	93	171
Q27 Can you contact your care co-ordinator if you have a problem?	86	81	90	87	89	141
Your care plan						
Q28 Have you been given (or offered) a written or printed copy of your care plan?	65	57	72	67	81	161
Q29 Do you understand what is in your care plan?	73	67	79	80	85	130
Q30 Were you involved in deciding what was in your care plan?	58	51	65	63	70	136

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	Scores for this NHS trust	95% Confidence Interval		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper			
Your care review						
Q31 In the last 12 months have you had a care review?	73	66	80	64	76	162
Q32 Were you told that you could bring a friend or relative to your care review meetings?	78	70	86	80	92	116
Q33 Were you given a chance to talk to your care co-ordinator about what would happen?	70	61	80	78	89	101
Q34 Were you given a chance to express your views at the meeting?	84	79	88	85	89	123
Q35 Did you find the last care review helpful?	69	63	76	72	79	120
Support in the community						
Q37 Were the activities provided by the day centre or day hospital helpful?	71	64	79	79	85	72
Q38 In the last 12 months have you received any information about local support groups?	52	43	61	56	71	121
Q40 In the last 12 months have you received help with finding work?	50	36	65	58	70	50
Q41 In the last 12 months have you received help with getting benefits?	72	64	81	74	84	116
Crisis care						
Q42 Do you have the number of someone from NHS services that you can phone out of office hours?	52	44	59	64	86	163
Q44 The last time you called the number, how long did it take you to get through to someone?	86	77	94	88	97	36
Q45 The last time you called the number, did you get the help you wanted?	75	64	85	72	93	34
Your family or carer						
Q49 Has a member of your family or someone else close to you been given enough information?	59	53	66	60	70	140
Q50 Has a member of your family or someone else close to you had enough support?	47	41	54	51	60	139
Overall						
Q51 Overall, how would you rate the care you have received from Mental Health Services?	68	64	72	72	78	181
Q52 Do you have enough say in decisions about your care and treatment?	57	51	62	67	76	181
Q53 Has your diagnosis been discussed with you?	63	58	69	67	73	184

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Background Information

The sample	This trust	All trusts
Number of respondents	192	15986
Response Rate (percentage)	31	38
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	45	43
Female	55	57
Age group (percentage)	(%)	(%)
Aged 35 and younger	22	21
Aged 36-50	46	41
Aged 51-65	32	38
Ethnic group (percentage)	(%)	(%)
White	62	93
Mixed	6	2
Asian or Asian British	14	3
Black or Black British	16	3
Chinese or other ethnic group	2	0