

Inspecting **Informing** Improving

Patient survey report 2008



**Community Mental Health Survey 2008**  
South West London and St George's 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



## National NHS patient survey programme

### Survey of community mental health services

#### The Healthcare Commission

The Healthcare Commission is the independent watchdog for healthcare in England. We have a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

### Survey of community mental health services 2008

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. 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 provides the results of the fifth survey of community mental health services in NHS trusts in England. It shows how each trust scored for each question in the survey, in comparison with national benchmark results. It should be used to understand the trust's performance, and to identify areas for improvement.

To understand the detailed survey results for each individual trust, national spreadsheets are available on our website. These show the percentage of respondents from each trust that provided a particular response to all survey questions:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2008>. There is also a set of tables showing the national results for the 2008 survey, compared with the results for previous years, where this is possible. These documents were produced by the Mental Health Survey Coordination Centre at the National Centre for Social Research.

Similar surveys of service users were also carried out in 2004, 2005, 2006 and 2007. They are part of a wider programme of NHS patient surveys, which cover a range of topics including adult inpatients, health services for children and young people, accident and emergency care for adults, ambulance services and primary care services. To find out more about our survey programme, please visit our website (see further information section).

### About the survey

Our fifth survey of community mental health services involved 68 NHS trusts in England (including combined mental health and social care trusts and primary care trusts). We received responses from more than 14,000 **people of working age** who used services, which is a response rate of 35%. People were eligible for the survey if they were aged 16 or over, and if they were either on the standard or enhanced Care Programme Approach (CPA)<sup>1</sup>, but were not current inpatients.

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<sup>1</sup>The care programme approach was introduced in 1991 to provide a structure for mental health care. It says that all people who use 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.

The 2008 community mental health survey included service users over the age of 65, but surveys carried out before 2006 did not. Therefore, to enable us to make fair comparisons with previous surveys, the benchmark reports were calculated using only respondents of working age (65 years and under). Data on individual trusts for the whole sample is available on request from the surveys team at the Healthcare Commission, by emailing: [patient.survey@healthcarecommission.org.uk](mailto:patient.survey@healthcarecommission.org.uk) (please note that the data is provided in an excel spreadsheet and is not available in PDF report format).

One trust offering mental health services was not included in the survey as it did not have a sufficient number 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 response<sup>2</sup>. 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. Rather, it means that the trust has scored 80 out of 100. Percentage results for each question for each trust are presented in the national spreadsheets, which are available on our website.

It is not appropriate to score all of the questions within the questionnaire, so for benchmarking purposes, only questions that enable us to assess a trust's performance are scored. This is because not all of the questions assess the trusts in any way, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of such a question would be Q3 "Have you seen a psychiatrist in the last 12 months?"

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 particular 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's value, as a result of random fluctuation.

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<sup>2</sup>Trusts 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 to 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 us to compare results from trusts with different profiles of people who use services.

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 interval<sup>3</sup> 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.

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 ("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.

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<sup>3</sup>A 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.

## Further Information

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

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

Full details of the methodology for the 2008 survey:

<http://www.nhspatientsurveys.org.uk/index.html>

The 2008 community mental health survey results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2008>

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>

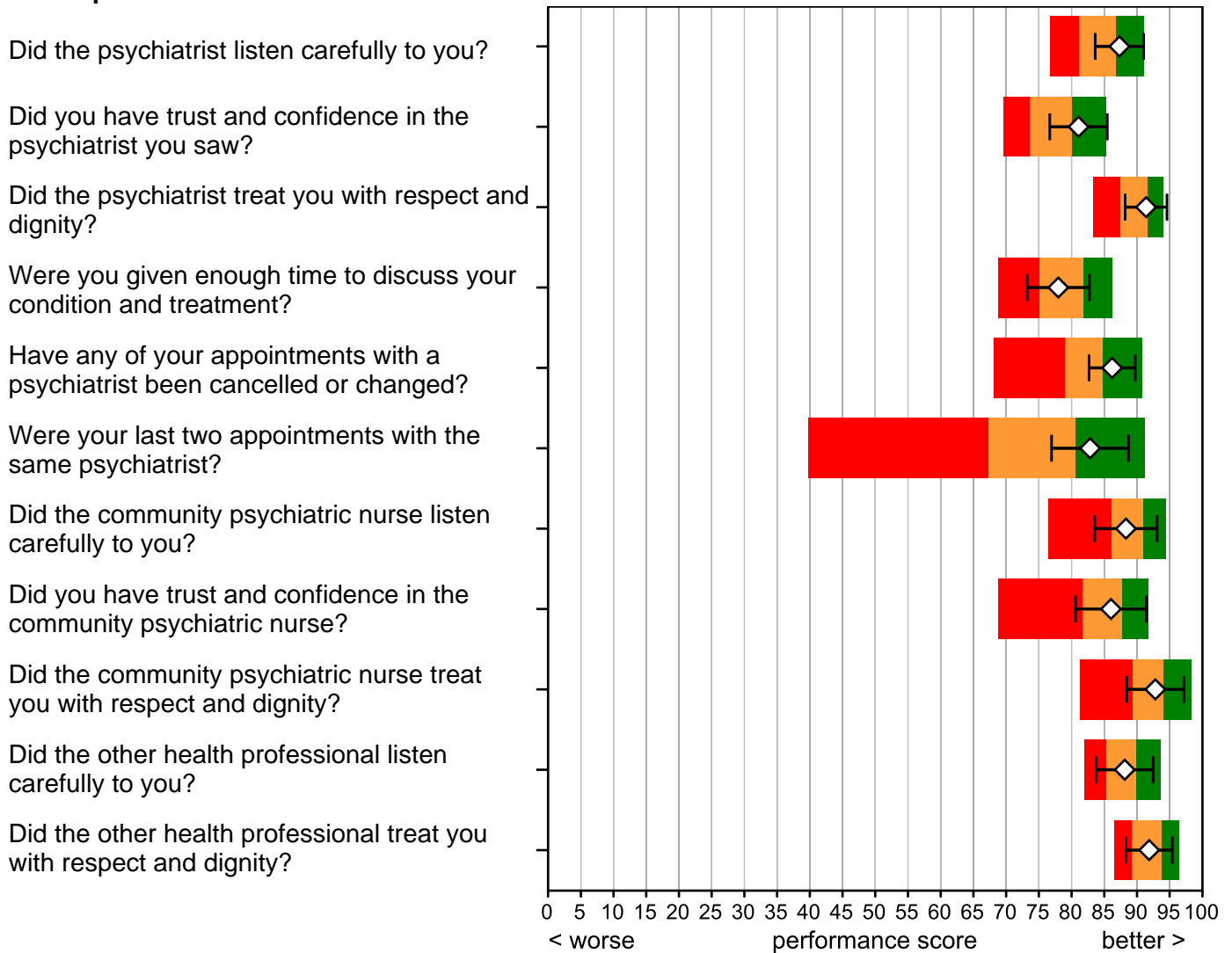
More information about the 2007/2008 NHS performance ratings:

<http://www.healthcarecommission.org.uk/healthcareproviders/serviceproviderinformation/annualhealthcheck/annualhealthcheck2007/2008.cfm>

# Community Mental Health Survey 2008

## South West London and St George's Mental Health NHS Trust

### Health professionals



### Medications



|  |  |
|--|--|
| <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) This trust's results are not shown if there were fewer than 30 respondents. |
| <span style="color: orange;">■</span> Intermediate 60% of trusts   |  |
| <span style="color: red;">■</span> Worst performing 20% of trusts  |  |

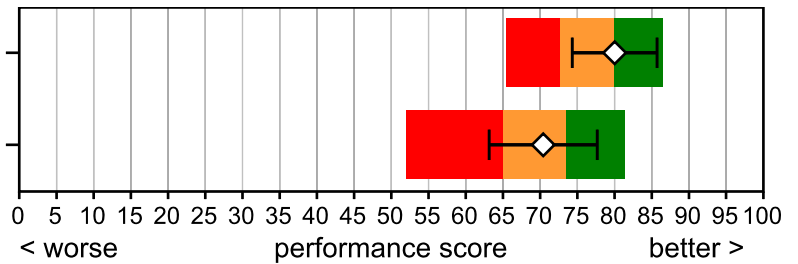
# Community Mental Health Survey 2008

## South West London and St George's Mental Health NHS Trust

### Counselling

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

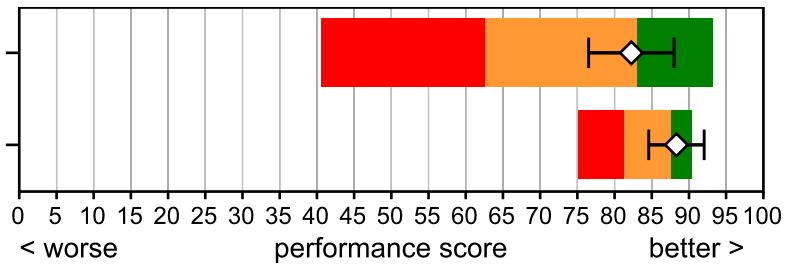
If you had talking therapy, did you find it helpful?



### 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?

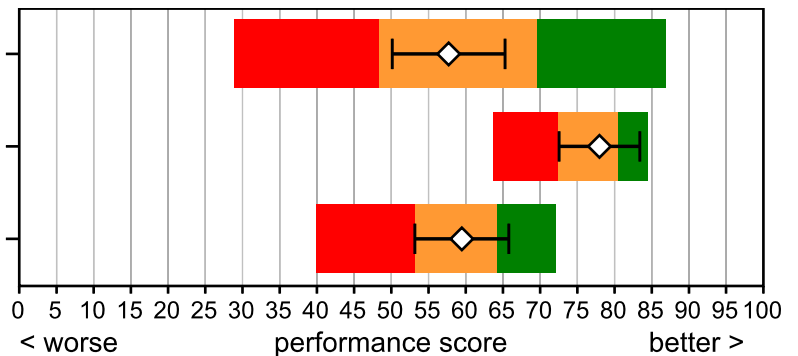






### Your care plan

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 |  |



# Community Mental Health Survey 2008

## South West London and St George's Mental Health NHS Trust

### Your care review

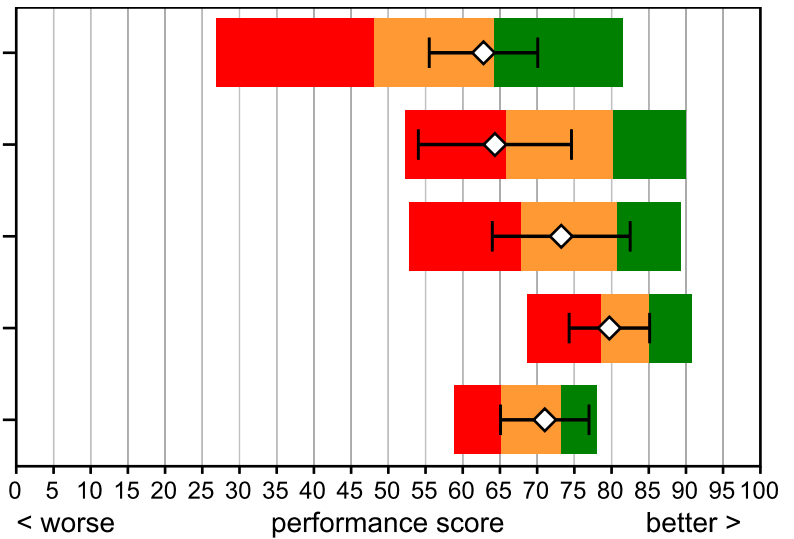
In the last 12 months have you had a care review?

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?



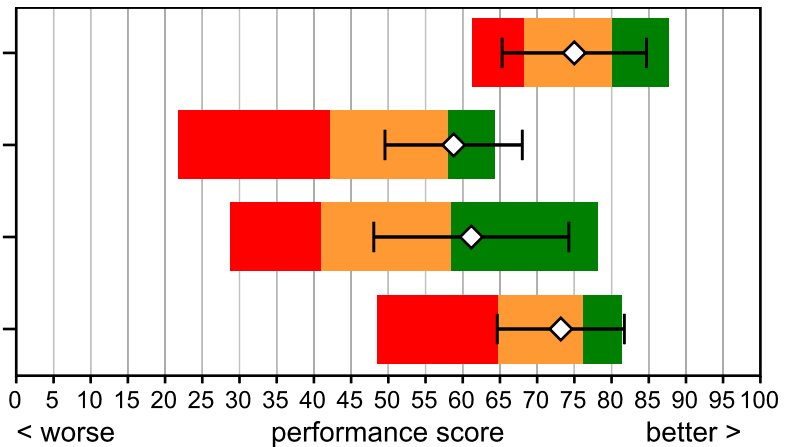
### Support in the community

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?

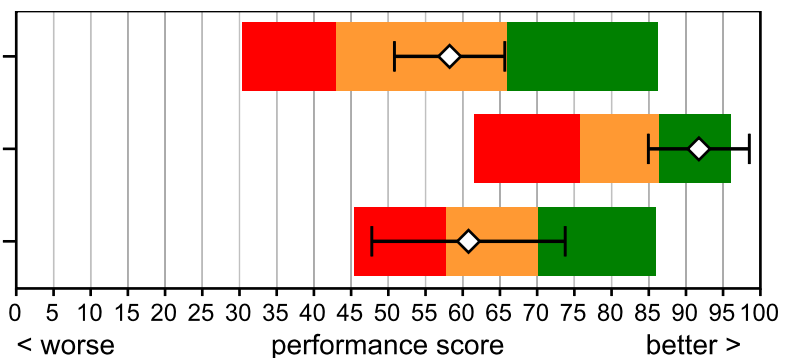


### Crisis care

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?



|  |  |
|--|--|
| <span style="color: green;">■</span> 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. |
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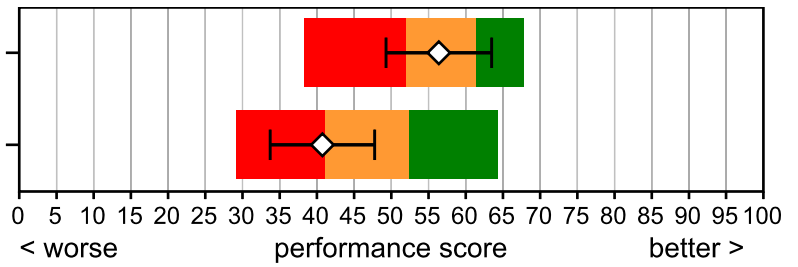
# Community Mental Health Survey 2008

## South West London and St George's Mental Health NHS Trust

### 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?

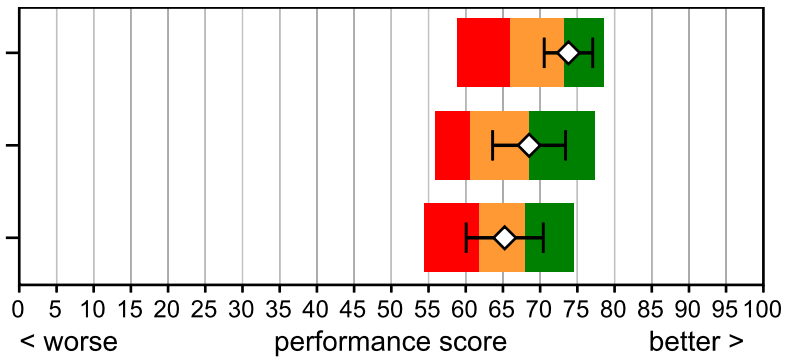






### Overall

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 |  |

**Community Mental Health Survey 2008**  
**South West London and St George's Mental Health NHS Trust**

|   | 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 |  |                                     |                                    |
| <b>Health professionals</b>   |                           |                         |       |  |                                     |                                    |
| Q4 Did the psychiatrist listen carefully to you?  | 87                        | 84                      | 91    | 87   | 91                                  | 162                                |
| Q5 Did you have trust and confidence in the psychiatrist you saw?                         | 81                        | 77                      | 85    | 80   | 85                                  | 164                                |
| Q6 Did the psychiatrist treat you with respect and dignity?                               | 91                        | 88                      | 95    | 92   | 94                                  | 162                                |
| Q7 Were you given enough time to discuss your condition and treatment?                    | 78                        | 73                      | 83    | 82   | 86                                  | 162                                |
| Q8 Have any of your appointments with a psychiatrist been cancelled or changed?           | 86                        | 83                      | 90    | 85   | 91                                  | 161                                |
| Q9 Were your last two appointments with the same psychiatrist?                            | 83                        | 77                      | 89    | 81   | 91                                  | 155                                |
| Q11 Did the community psychiatric nurse listen carefully to you?                          | 88                        | 84                      | 93    | 91   | 94                                  | 107                                |
| Q12 Did you have trust and confidence in the community psychiatric nurse?                 | 86                        | 81                      | 91    | 88   | 92                                  | 107                                |
| Q13 Did the community psychiatric nurse treat you with respect and dignity?               | 93                        | 88                      | 97    | 94   | 98                                  | 107                                |
| Q16 Did the other health professional listen carefully to you?                            | 88                        | 84                      | 92    | 90   | 94                                  | 121                                |
| Q17 Did the other health professional treat you with respect and dignity?                 | 92                        | 88                      | 95    | 94   | 96                                  | 121                                |
| <b>Medications</b>  |                           |                         |       |  |                                     |                                    |
| Q19 Do you have a say in decisions about the medication you take?                         | 66                        | 61                      | 70    | 67   | 78                                  | 180                                |
| Q21 Were the purposes of any new medications explained to you?                            | 76                        | 69                      | 84    | 83   | 91                                  | 72                                 |
| Q22 Were you told about possible side effects of any new medications?                     | 53                        | 43                      | 63    | 60   | 77                                  | 73                                 |
| <b>Counselling</b>  |                           |                         |       |  |                                     |                                    |
| Q23 In the last 12 months, did the provision of talking therapies meet your requirements? | 80                        | 74                      | 86    | 80   | 87                                  | 185                                |
| Q25 If you had talking therapy, did you find it helpful?                                  | 70                        | 63                      | 78    | 73   | 81                                  | 96                                 |
| <b>Your care co-ordinator</b>   |                           |                         |       |  |                                     |                                    |
| Q26 Have you been told who your care co-ordinator is?                                     | 82                        | 77                      | 88    | 83   | 93                                  | 170                                |
| Q27 Can you contact your care co-ordinator if you have a problem?                         | 88                        | 85                      | 92    | 88   | 90                                  | 137                                |
| <b>Your care plan</b>   |                           |                         |       |  |                                     |                                    |
| Q28 Have you been given (or offered) a written or printed copy of your care plan?         | 58                        | 50                      | 65    | 70   | 87                                  | 168                                |
| Q29 Do you understand what is in your care plan?  | 78                        | 73                      | 83    | 80   | 84                                  | 128                                |
| Q30 Were you involved in deciding what was in your care plan?                             | 59                        | 53                      | 66    | 64   | 72                                  | 146                                |

**Community Mental Health Survey 2008**  
**South West London and St George's Mental Health NHS Trust**

|   | 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 |  |                                     |                                    |
| <b>Your care review</b>   |                           |                         |       |  |                                     |                                    |
| Q31 In the last 12 months have you had a care review?   | 63                        | 56                      | 70    | 64   | 81                                  | 174                                |
| Q32 Were you told that you could bring a friend or relative to your care review meetings?       | 64                        | 54                      | 75    | 80   | 90                                  | 87                                 |
| Q33 Were you given a chance to talk to your care co-ordinator about what would happen?          | 73                        | 64                      | 83    | 81   | 89                                  | 91                                 |
| Q34 Were you given a chance to express your views at the meeting?                               | 80                        | 74                      | 85    | 85   | 91                                  | 107                                |
| Q35 Did you find the last care review helpful?  | 71                        | 65                      | 77    | 73   | 78                                  | 104                                |
| <b>Support in the community</b>   |                           |                         |       |  |                                     |                                    |
| Q37 Were the activities provided by the day centre or day hospital helpful?                     | 75                        | 65                      | 85    | 80   | 88                                  | 50                                 |
| Q38 In the last 12 months have you received any information about local support groups?         | 59                        | 50                      | 68    | 58   | 64                                  | 111                                |
| Q40 In the last 12 months have you received help with finding work?                             | 61                        | 48                      | 74    | 58   | 78                                  | 54                                 |
| Q41 In the last 12 months have you received help with getting benefits?                         | 73                        | 65                      | 82    | 76   | 81                                  | 108                                |
| <b>Crisis care</b>  |                           |                         |       |  |                                     |                                    |
| Q42 Do you have the number of someone from NHS services that you can phone out of office hours? | 58                        | 51                      | 66    | 66   | 86                                  | 174                                |
| Q44 The last time you called the number, how long did it take you to get through to someone?    | 92                        | 85                      | 99    | 86   | 96                                  | 30                                 |
| Q45 The last time you called the number, did you get the help you wanted?                       | 61                        | 48                      | 74    | 70   | 86                                  | 30                                 |
| <b>Your family or carer</b>   |                           |                         |       |  |                                     |                                    |
| Q49 Has a member of your family or someone else close to you been given enough information?     | 56                        | 49                      | 63    | 61   | 68                                  | 126                                |
| Q50 Has a member of your family or someone else close to you had enough support?                | 41                        | 34                      | 48    | 52   | 64                                  | 132                                |
| <b>Overall</b>  |                           |                         |       |  |                                     |                                    |
| Q51 Overall, how would you rate the care you have received from Mental Health Services?         | 74                        | 71                      | 77    | 73   | 78                                  | 188                                |
| Q52 Do you have enough say in decisions about your care and treatment?                          | 69                        | 64                      | 73    | 69   | 77                                  | 188                                |
| Q53 Has your diagnosis been discussed with you?   | 65                        | 60                      | 70    | 68   | 75                                  | 192                                |

# Community Mental Health Survey 2008

## South West London and St George's Mental Health NHS Trust

### Background Information

| <b>The sample</b>          | <b>This trust</b> | <b>All trusts</b> |
|----------------------------|-------------------|-------------------|
| Number of respondents      | 198               | 14355             |
| Response Rate (percentage) | 31                | 35                |

| <b>Demographic characteristics</b> | <b>This trust</b> | <b>All trusts</b> |
|------------------------------------|-------------------|-------------------|
| Gender (percentage)                | (%)               | (%)               |
| Male                               | 49                | 43                |
| Female                             | 51                | 57                |
| Age group (percentage)             | (%)               | (%)               |
| Aged 35 and younger                | 21                | 21                |
| Aged 36-50                         | 44                | 41                |
| Aged 51-65                         | 34                | 38                |
| Ethnic group (percentage)          | (%)               | (%)               |
| White                              | 79                | 92                |
| Mixed                              | 3                 | 2                 |
| Asian or Asian British             | 5                 | 3                 |
| Black or Black British             | 11                | 3                 |
| Chinese or other ethnic group      | 2                 | 0                 |