

# Patient survey report 2011



## Survey of people who use community mental health services 2011

West London Mental Health NHS Trust

The national Survey of people who use community mental health services 2011 was designed, developed and co-ordinated by the Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.



Making patients' views count

# National NHS patient survey programme

## Survey of people who use community mental health services 2011

### The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

### Survey of people who use community mental health services 2011

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used their local mental health services to tell us about their experiences.

This report shows how each trust scored for each question in the survey, compared with national average results. The report should be used to understand the trust's performance, and to identify areas where it needs to improve.

Results for each trust are also displayed in the CQC 'Care Directory', where it is possible to see whether a trust performed 'better' or 'worse' than the majority of other trusts.

There is also a set of tables on our website showing the national results for the 2011 survey compared with the results from the 2010 survey where comparisons are possible, and a briefing note that highlights key national findings.<sup>1</sup> These documents were produced by the Surveys Co-ordination Centre at Picker Institute Europe.

A similar survey of community mental health services was carried out in 2010. The survey is part of a wider programme of NHS surveys which covers a range of topics including people's experience of acute inpatient services and maternity services. To find out more about our programme, please visit our website (see further information section).

The Care Quality Commission will use the results from the survey in a range of ways, including setting out national and trust findings; informing patients and the public of trusts' results; and using the results in regulatory activities such as the monitoring of ongoing compliance against the essential standards of quality and safety, and reviews.

### About the survey

The 2011 survey of people who use community mental health services involved 65 NHS trusts in England (including combined mental health and social care trusts, foundation trusts and primary care trusts that provide mental health services). We received responses from more than 17,000 service users, a response rate of 33%. Service users aged 16 and over were eligible for the survey if they were receiving specialist care or treatment for a mental health condition and had been seen by the trust between 1 July 2010 and 30 September 2010. The survey included all service users in contact with local NHS mental health services, including those who receive care under the Care Programme Approach (CPA).<sup>2</sup>

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<sup>1</sup>These tables show the percentage national results

## Interpreting the report

For each question in the survey, the individual responses were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing.<sup>3</sup>

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 (e.g. ticked 'Yes' to a particular question), it means that the trust has scored 80 out of a maximum of 100. A 'scored' questionnaire showing the scores assigned to each question is available on our website (see further information' section).

Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. 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 a filter question would be Q9 "In the last 12 months have you taken any prescribed medications for your mental health condition?"

The graphs included in this report display the scores for this 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 represents the score for this trust. If the diamond is in the green section of the bar, for example, it means that 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 score, as a result of random fluctuation.<sup>4</sup>

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<sup>2</sup>Since 1990, the Care Programme Approach (CPA) has been the framework for supporting and coordinating effective mental health care for people with mental health problems in contact with secondary mental health services. Until October 2008, CPA was delivered on two levels: 'enhanced' support for those with more complex needs, who may need help from a range of agencies and who were more likely to disengage with services and 'standard' support for those who receiving care from one agency, who are able to self-manage and maintain contact with services. In March 2008 the Department of Health published "Refocusing the Care Programme Approach" which gave revised guidance on CPA. One of the key changes made was to only apply one level of CPA for those with more complex characteristics, with service users with more straightforward needs (formerly standard) no longer falling under CPA.

<sup>3</sup>Trusts have differing profiles of service users. For example, one trust may have more male service users than another. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than men. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of service users. To account for this, we 'standardise' the data. Results have been standardised by the age and sex of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex profile reflects the national age-sex distribution (based on all of the respondents to the survey). It therefore enables a more accurate comparison of results from trusts with different profiles of service users.

<sup>4</sup>If a score is on the 'threshold' for the highest scoring 20% of trusts (that is, the white diamond is on the line separating green and orange), this means that the score is one of the highest 20% of scores for that question. Similarly, trusts with scores on the threshold for the lowest scoring 20% of trusts are included in this lowest 20% of scores.

Since the score is based on a sample of service users in a trust rather than all service users, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval<sup>5</sup> is calculated as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the 'true' score would fall within this interval.

When considering how a trust performs, it is very important to consider the confidence interval surrounding the score. If a trust's average score is in one colour, but either of its confidence limits are shown as falling into another colour, this means that you should be more cautious about the trust's result because, if the survey was repeated with a different random sample of service users, it is possible their average score would be in a different place and would therefore show as a different colour.

The white diamond (score) 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 service users that responded.

## Notes on specific questions

Seven of the questions in the questionnaire have different scoring for respondents who receive their care under the Care Programme Approach and other respondents who do not. These questions are: **Q21, Q28, Q29, Q30, Q44, Q45 and Q46**. This is to reflect the differences in national policy in relation to those under the Care Programme Approach (CPA) and other service users in contact with secondary mental health services which could result in differences in the service that people receive.

**Q30:** (In the last 12 months have you had a care review meeting to discuss your care plan?). Respondents who stated at Q2 that they have been in touch with mental health services for less than a year have been removed from the base for this question.

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<sup>5</sup>A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before making any conclusions.

## Further information

Full details of the methodology of the survey can be found at:

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

More information on the programme of NHS patient surveys is available on Care Quality Commission website at:

<http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys.cfm>

The results for the 2011 survey of people who use community mental health services can be found at:

<http://www.cqc.org.uk/PatientSurveyMentalHealth2011>

The results for the 2010 survey of people who use community mental health services can be found at:

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

The results for each trust will also be available under the organisation search tool of the CQC website:

<http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm>

(Enter a postcode or organisation name, then scroll down to 'What people said about this trust')

More information on Quality and Risk Profiles (QRP) can be found at:

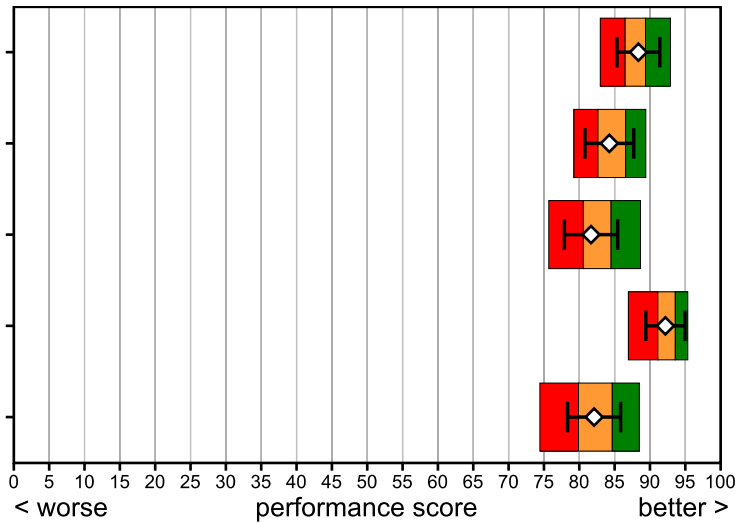
<http://www.cqc.org.uk/guidanceforprofessionals/nhstrusts/ourmonitoringofcompliance/qualityandriskprofiles.cfm>

# Survey of people who use community mental health services 2011

## West London Mental Health NHS Trust

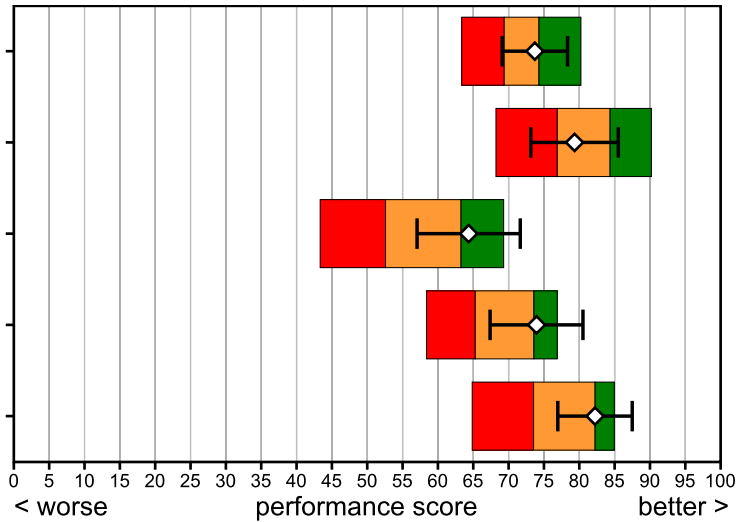
### Health and Social Care workers

- Did this person listen carefully to you?
- Did this person take your views into account?
- Did you have trust and confidence in this person?
- Did this person treat you with respect and dignity?
- Were you given enough time to discuss your condition and treatment?



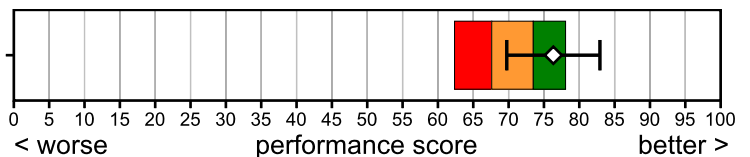
### Medications

- Do you think your views were taken into account in deciding which medicines to take?
- Were the purposes of the medications explained to you?
- Were you told about possible side effects of the medications?
- Were you given information about the medication in a way that was easy to understand?
- Has a mental health or social care worker checked with you how you are getting on with your medication?



### Talking therapies

- Did you find the NHS talking therapy you received in the last 12 months helpful?



<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: red;">■</span> Intermediate 60% of trusts	
<span style="color: green;">■</span> Worst performing 20% of trusts	

This trust's results are not shown if there were fewer than 30 respondents.

# Survey of people who use community mental health services 2011

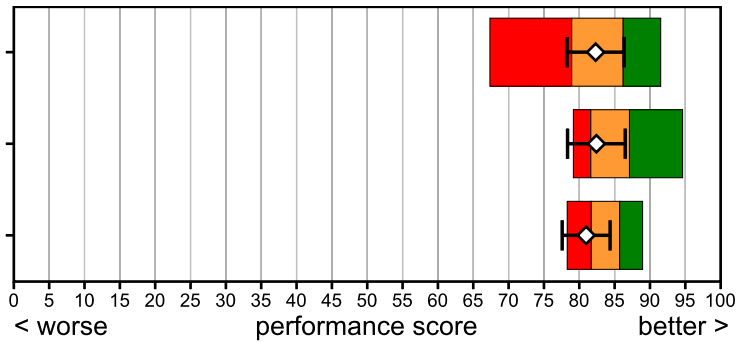
## West London Mental Health NHS Trust

### Care Coordinator

Do you know who your Care Co-ordinator (or lead professional) is?

Can you contact your Care Co-ordinator (or lead professional) if you have a problem?

How well does your Care Co-ordinator (or lead professional) organise the care and services you need?



### Care Plan

Do you understand what is in your NHS care plan?

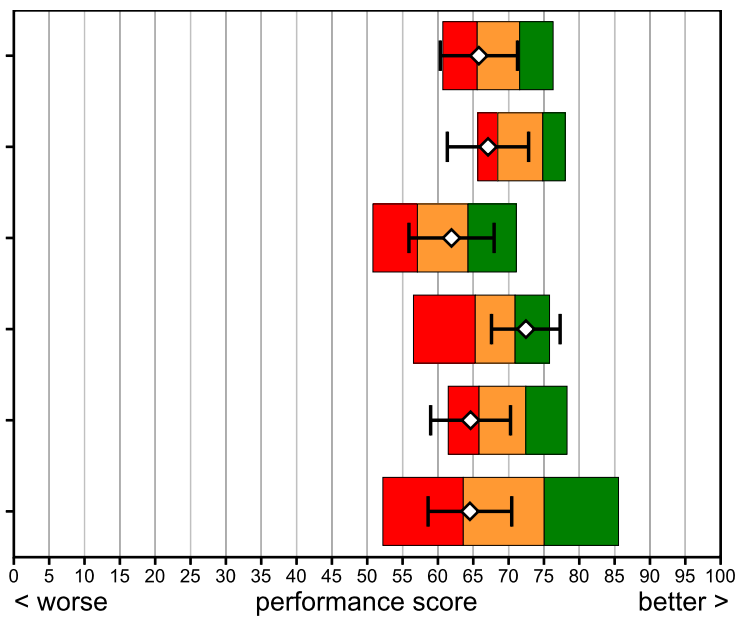
Do you think your views were taken into account when deciding what was in your NHS care plan?

Does your NHS care plan set out your goals?

Have NHS mental health services helped you start achieving these goals?

Does your NHS care plan cover what you should do if you have a crisis?

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



<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: red;">■</span> Intermediate 60% of trusts	
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This trust's results are not shown if there were fewer than 30 respondents.



# Survey of people who use community mental health services 2011

## West London Mental Health NHS Trust

### Your Care Review

In the last 12 months have you had a care review meeting to discuss your care?

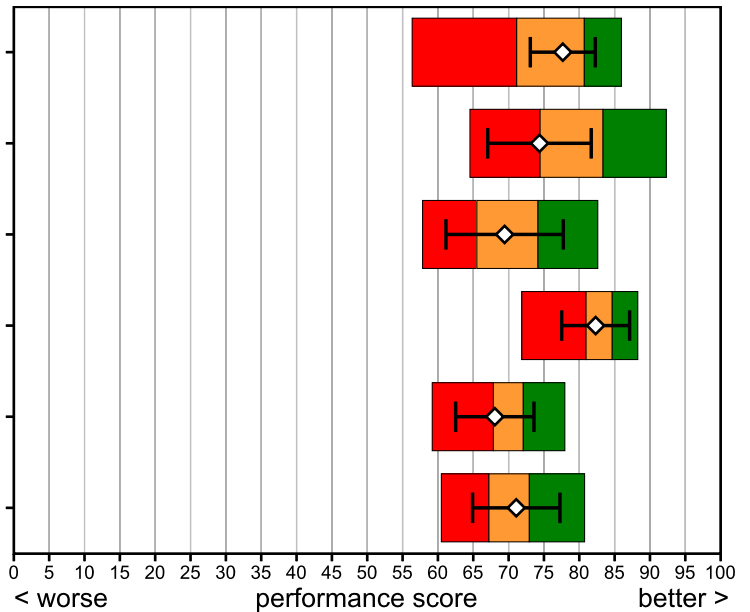
Were you told that you could bring a friend, relative or advocate to your care review meetings?

Before the review meeting, 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 care review helpful?

Did you discuss whether you needed to continue using NHS mental health services?

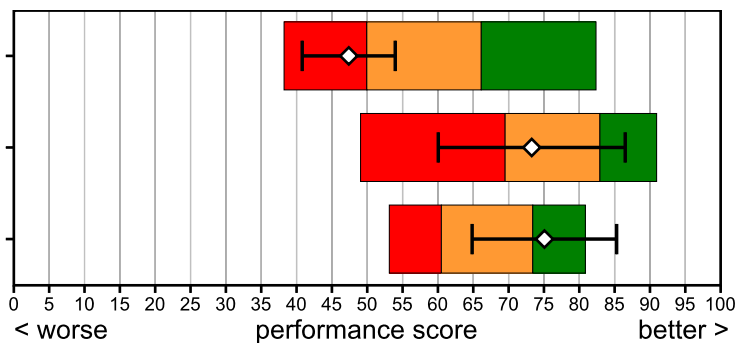


### Crisis Care

Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?

The last time you called the number did you have any problems getting 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	<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	
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# Survey of people who use community mental health services 2011

## West London Mental Health NHS Trust

### Day to Day Living

Has anyone in NHS mental health services ever asked you about your alcohol intake?

Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?

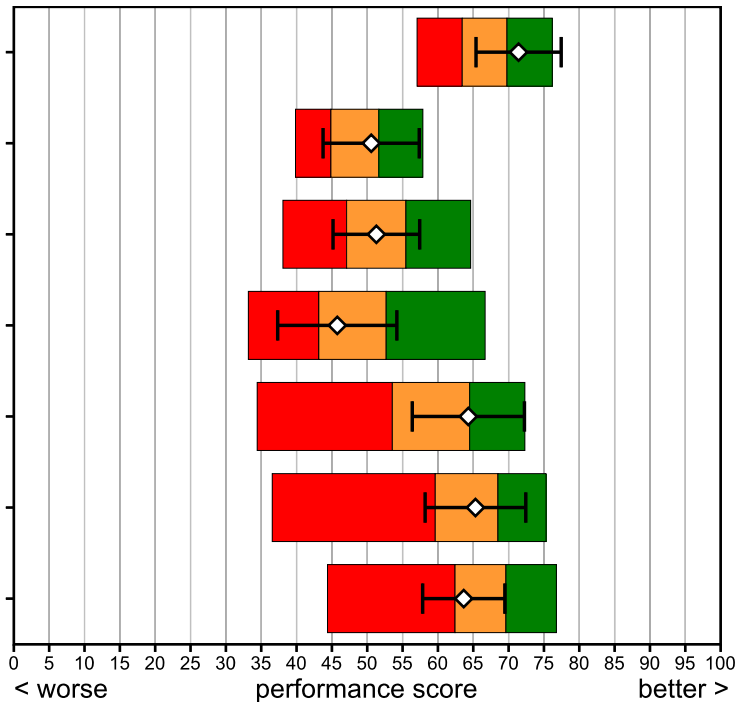
In the last 12 months, have you received support in getting help with your physical health needs?

In the last 12 months, have you received support in getting help with your care responsibilities?

In the last 12 months, have you received support in getting help with finding or keeping work?

In the last 12 months, have you received support in getting help with finding and/or keeping your accommodation?

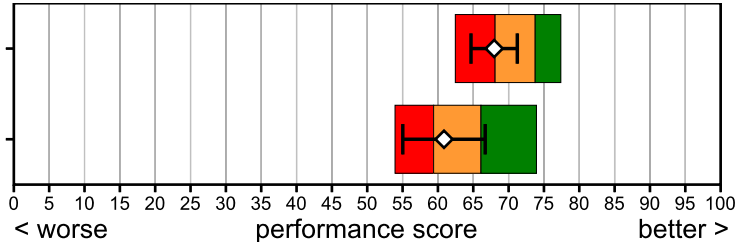
In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits?



### Overall

Overall, how would you rate the care you have received from NHS Mental Health Services in the last 12 months?

Have NHS mental health services involved a member of your family or someone else close to you, as much as you would like?



- 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.

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## West London Mental Health NHS Trust

	Scores for this NHS trust	95% Confidence Interval		Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper				
<b>Health and Social Care workers</b>							
Q4 Did this person listen carefully to you?	88	85	91	86	89	93	253
Q5 Did this person take your views into account?	84	81	88	83	87	89	251
Q6 Did you have trust and confidence in this person?	82	78	85	81	85	89	253
Q7 Did this person treat you with respect and dignity?	92	89	95	91	94	95	251
Q8 Were you given enough time to discuss your condition and treatment?	82	78	86	80	85	88	250
<b>Medications</b>							
Q10 Do you think your views were taken into account in deciding which medicines to take?	74	69	78	69	74	80	225
Q12 Were the purposes of the medications explained to you?	79	73	86	77	84	90	113
Q13 Were you told about possible side effects of the medications?	64	57	72	53	63	69	113
Q14 Were you given information about the medication in a way that was easy to understand?	74	67	81	65	74	77	113
Q16 Has a mental health or social care worker checked with you how you are getting on with your medication?	82	77	87	74	82	85	197
<b>Talking therapies</b>							
Q20 Did you find the NHS talking therapy you received in the last 12 months helpful?	76	70	83	68	73	78	103
<b>Care Coordinator</b>							
Q21 Do you know who your Care Co-ordinator (or lead professional) is?	82	78	86	79	86	92	258
Q22 Can you contact your Care Co-ordinator (or lead professional) if you have a problem?	82	78	87	82	87	95	190
Q23 How well does your Care Co-ordinator (or lead professional) organise the care and services you need?	81	78	84	82	86	89	191

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	Scores for this NHS trust	95% Confidence Interval		Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper				
<b>Care Plan</b>							
Q24 Do you understand what is in your NHS care plan?	66	60	71	66	72	76	163
Q25 Do you think your views were taken into account when deciding what was in your NHS care plan?	67	61	73	68	75	78	161
Q26 Does your NHS care plan set out your goals?	62	56	68	57	64	71	162
Q27 Have NHS mental health services helped you start achieving these goals?	72	68	77	65	71	76	132
Q28 Does your NHS care plan cover what you should do if you have a crisis?	65	59	70	66	72	78	161
Q29 Have you been given (or offered) a written or printed copy of your NHS care plan?	65	59	70	64	75	86	152
<b>Your Care Review</b>							
Q30 In the last 12 months have you had a care review meeting to discuss your care?	78	73	82	71	81	86	196
Q31 Were you told that you could bring a friend, relative or advocate to your care review meetings?	74	67	82	74	83	92	145
Q32 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?	69	61	78	66	74	83	129
Q33 Were you given a chance to express your views at the meeting?	82	78	87	81	85	88	153
Q34 Did you find the care review helpful?	68	63	74	68	72	78	154
Q35 Did you discuss whether you needed to continue using NHS mental health services?	71	65	77	67	73	81	151
<b>Crisis Care</b>							
Q36 Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?	47	41	54	50	66	82	233
Q38 The last time you called the number did you have any problems getting through to someone?	73	60	87	70	83	91	44
Q39 The last time you called the number, did you get the help you wanted?	75	65	85	60	73	81	45

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## West London Mental Health NHS Trust

	Scores for this NHS trust	95% Confidence Interval		Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper				
<b>Day to Day Living</b>							
Q40 Has anyone in NHS mental health services ever asked you about your alcohol intake?	71	65	77	63	70	76	223
Q41 Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?	51	44	57	45	52	58	219
Q42 In the last 12 months, have you received support in getting help with your physical health needs?	51	45	57	47	55	65	190
Q43 In the last 12 months, have you received support in getting help with your care responsibilities?	46	37	54	43	53	67	101
Q44 In the last 12 months, have you received support in getting help with finding or keeping work?	64	56	72	54	64	72	77
Q45 In the last 12 months, have you received support in getting help with finding and/or keeping your accommodation?	65	58	72	60	68	75	98
Q46 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits?	64	58	69	62	70	77	153
<b>Overall</b>							
Q47 Overall, how would you rate the care you have received from NHS Mental Health Services in the last 12 months?	68	65	71	68	74	77	254
Q48 Have NHS mental health services involved a member of your family or someone else close to you, as much as you would like?	61	55	67	59	66	74	187

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## West London Mental Health NHS Trust

### Background information

<b>The sample</b>	<b>This trust</b>	<b>All trusts</b>
Number of respondents	265	17441
Response Rate (percentage)	32	33

<b>Demographic characteristics</b>	<b>This trust</b>	<b>All trusts</b>
Gender (percentage)	(%)	(%)
Male	42	42
Female	58	58
Age group (percentage)	(%)	(%)
Aged 35 and younger	15	16
Aged 36-50	29	28
Aged 51-65	31	25
Aged 66 and older	25	30
Ethnic group (percentage)	(%)	(%)
White	62	90
Mixed	2	1
Asian or Asian British	15	3
Black or Black British	8	3
Chinese or other ethnic group	3	0
Not known	10	3