

Patient survey report 2012



Survey of people who use community mental health services 2012

Norfolk and Suffolk NHS Foundation Trust

The survey of people who use community mental health services 2012 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 2012

Re-design of the benchmark reports

This is a new style of benchmark report, replacing the previous reports produced for the national surveys which contained scores out of 100. We have designed this report using feedback from people who use the data. The data contained here uses the same scoring system as before but presents the data as a score out of 10, and displays trusts' performance in a different way to the previous reports, using a more robust statistical technique. The scores and groupings now match those presented under the organisation search tool available on the CQC website:

<http://www.cqc.org.uk/surveys/mentalhealth>

The Care Quality Commission

The Care Quality Commission is the independent regulator of health care 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 or by private or voluntary organisations, we focus on:

- **Identifying risks** to the quality and safety of people's care
- **Acting swiftly** to help eliminate poor-quality care.
- Making sure **care is centered on people's needs** and protects their rights.

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

The survey results are primarily intended to be used by NHS trusts to help them improve their performance. We have included data from the survey in the Quality and Risk Profiles for providers, which contributes to our assessment of compliance with the essential standards of quality and safety set by the government. The Department of Health will also use the results for performance assessment, improvement and regulatory purposes.

The 2012 survey of people who use community mental health services involved 61 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 15,000 service users, a response rate of 32%. Service users aged 18¹ 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 2011 and 30 September 2011. The survey included service users in contact with local NHS mental health services, including those who receive care under the Care Programme Approach (CPA). Fieldwork took place between February and June 2012.

Similar surveys of community mental health services were carried out in 2010 and 2011. They are part of a wider programme of NHS patient surveys, which covers a range of topics including acute inpatient services, and A&E (Emergency Department) services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

The data in this report

This report shows how a trust scored for each question in the survey, compared against the range of results from all other trusts that took part in the survey. It is designed to help in understanding the performance of individual trusts, and to identify areas for improvement.

¹Previous surveys have included service users aged 16 and over. However, the 2012 survey was granted section 251 approval from the National Information Governance Board (NIGB) under section 251 of the NHS Act 2006 on the basis that 16 and 17 year olds were excluded.

PLEASE NOTE: As the reports have been re-designed, these groupings are different from those used in the previous style of benchmark report, which showed the top 20% and bottom 20% of scores. The groupings here are instead based on a statistical analysis involving the use of adjusted Z scores and winsorisation. More detail can be found in the Methodology section, and in the technical report (see link in the 'further information' section).

Results displayed in this report are a graphical representation of the results displayed for the public under the organisation search tool on the CQC website. The same data is shown on the website in a more simplified way, identifying whether a trust performed 'better' or 'worse' or 'about the same' as the majority of other trusts for each question.

You can also find on the CQC website the national overall results (as percentages of respondents) for the 2012 survey compared to those from 2011, alongside a national summary highlighting the key issues.

Interpreting the report

This report provides a score for each question, and a score for each section². The scores for each question are grouped according to the sections of the questionnaire as completed by respondents. For example, the survey includes sections on 'health and social care workers' and 'medications' amongst others.

For each question in the survey, the individual responses were converted into scores on a scale of 0 to 10. A score of 10 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing.³

It is not appropriate to score all questions within the questionnaire - 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 medication for your mental health condition?"

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

- If your trust score lies in the orange section of the graph, your trust result is 'about the same' as most other trusts in the survey
- If your trust score lies in the red section of the graph, your trust result is 'worse' compared with most other trusts in the survey
- If your trust score lies in the green section of the graph, your trust result is 'better' compared with most other trusts in the survey.

Text to the right of the graph clearly states whether the score for your trust is 'about the same', 'better' or 'worse' compared with most other trusts in the survey.

A black diamond represents the score for this trust. The black diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be

²Labelled S1-S9 in the 'section scores' table

³Trusts 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.

too great. The trust will also not have a section score for the corresponding section, this is because the section data is not comparable with other trusts, as it is made up of fewer questions.

You may find that there is no red area, and/or no green area in the charts shown for some questions. This can occur in the analysis of the data and is an acceptable consequence of the statistical technique that is used. The size of the orange area is constructed by considering how different all trust scores are across the range, as well as the confidence we can have in that particular trust's score (by looking at the number of respondents to that question). In some cases, this will lead to such a wide margin of error that the 'expected range' (the orange section) will be very wide, and hence will also cover the highest or lowest scoring trusts for that question.

At the end of the report you will find tables containing the data used for the graphs and background information about the service users that responded. In the table containing the data you will also find the results for your trust from the 2011 survey and a column called 'change from 2011' which uses arrows to indicate whether the score for this years shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2011⁴. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Where a result for 2011 is not shown, this is because the question was either new this year, or has had the question wording and / or the response categories changed, meaning that it is not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in service performance⁵. As the 2012 survey was granted section 251 approval from the National Information Governance Board (NIGB) on the basis that 16 and 17 year olds were excluded, the 2011 data has been recalculated to exclude 16-17 year olds to enable fairer comparison of the results. Due to this there may a small difference in the scores for your trust as published here from those published in 2011.

Methodology

The categories described above are based on a statistic called the 'expected range' which is uniquely calculated for each trust for each question. This is the range within which we would expect a particular trust to score if it performed 'about the same' as most other trusts in the survey. The range takes into account the number of respondents from each trust as well as the scores for all other trusts. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, this is likely to be a true reflection of all service users that have visited the trust, rather than being unique to those who responded to the survey.

A technical document providing more detail about the methodology and the scoring applied to each question is available on our website (see further information section).

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: Q19, Q26, Q27, Q28, Q42, Q43, and Q44. 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.

Q28: (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.

⁴Results were tested for significance using two-sample t-tests

⁵Please note that comparative data is only shown for question data, and not for the section data.

Further information

The full national results for the 2012 survey are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/PatientSurveyMentalHealth2012

The results for the 2010 and the 2011 community mental health survey can be found on the NHS surveys website at:

www.nhssurveys.org/surveys/290

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

www.nhssurveys.org/

More information on the programme of NHS patient surveys is available at:

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

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

www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps

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Section scores



Best performing trusts

About the same

Worst performing trusts

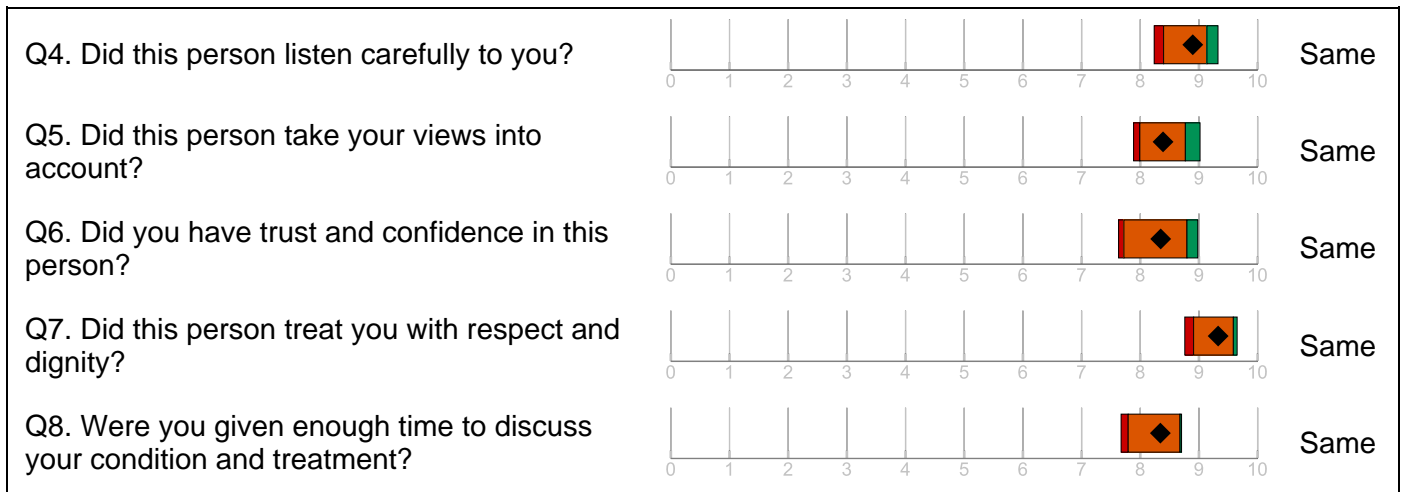
This trust

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

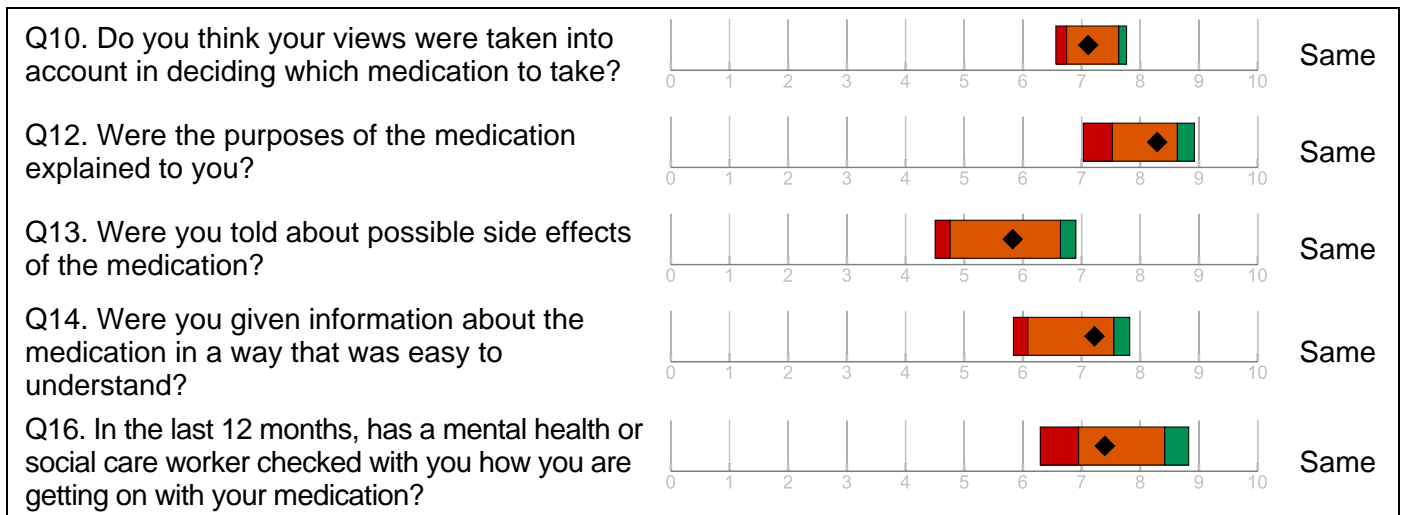
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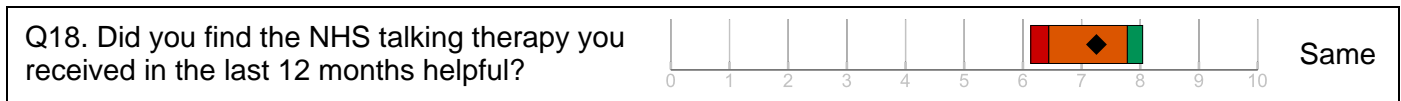
Health and Social Care Workers



Medications



Talking Therapies



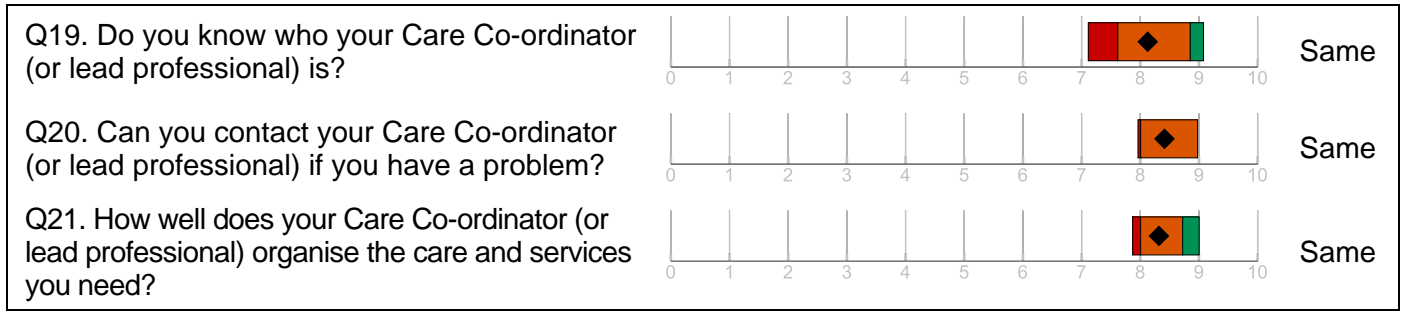
	Best performing trusts		This trust
	About the same		
	Worst performing trusts		

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

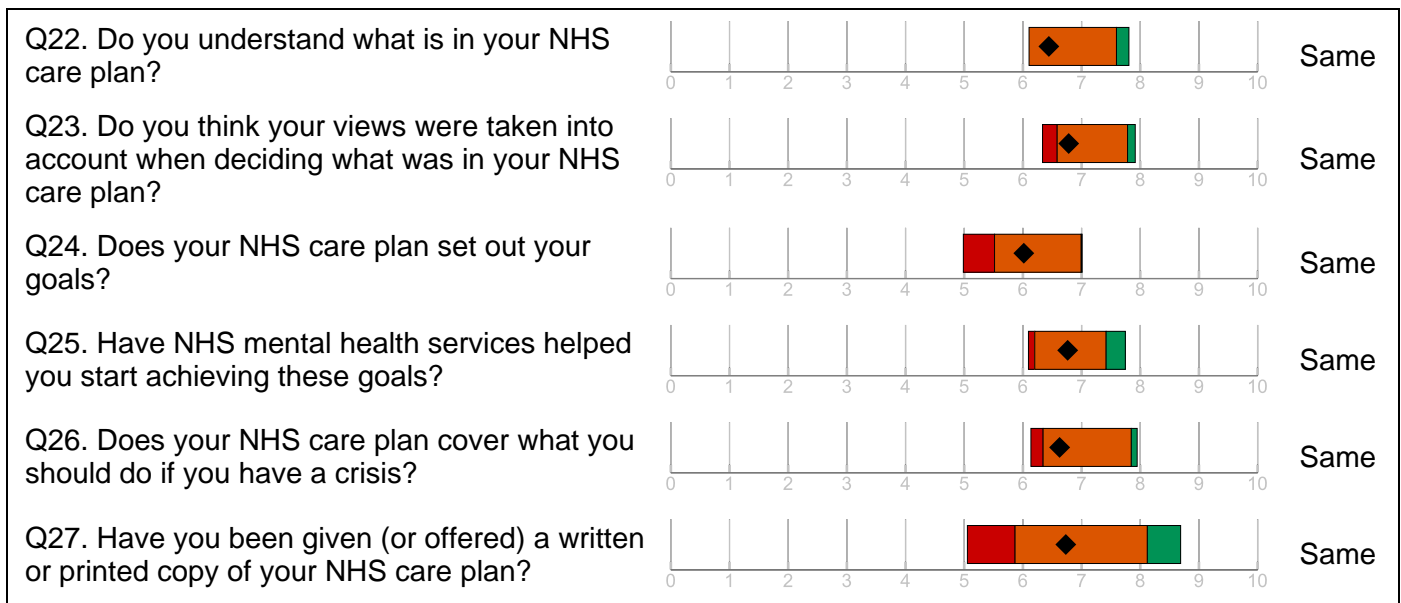
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Norfolk and Suffolk NHS Foundation Trust

Care Co-ordinator



Care Plan



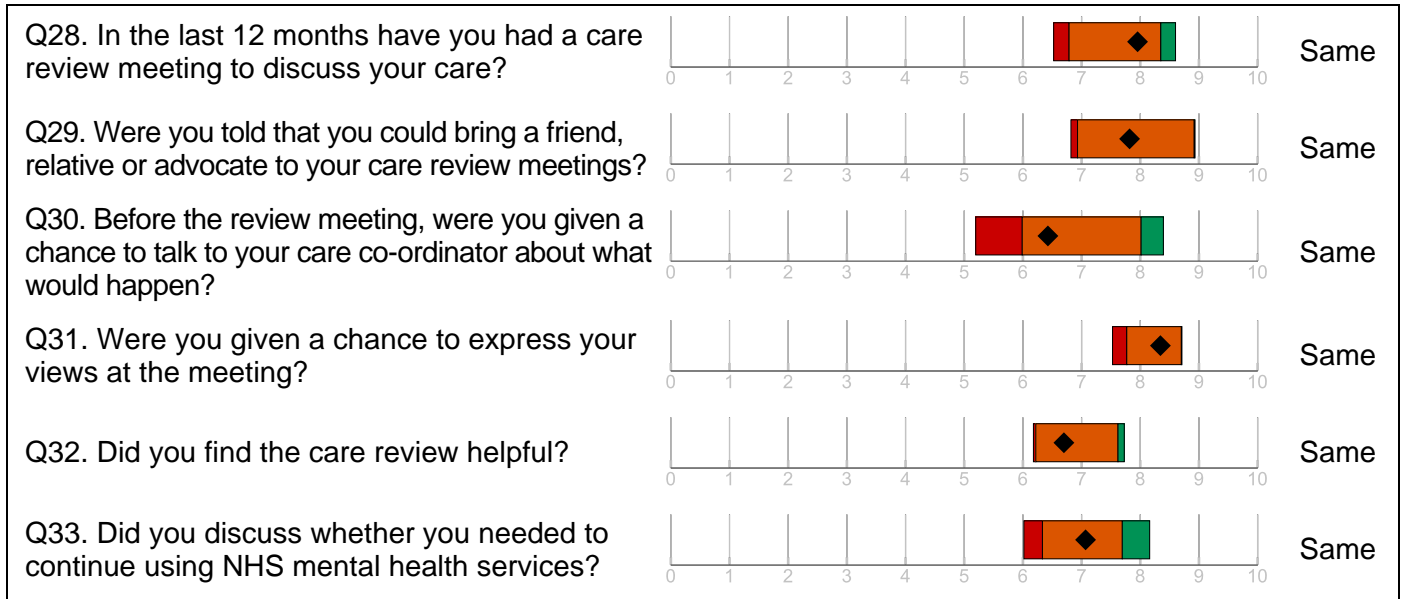
	Best performing trusts		This trust
	About the same		
	Worst performing trusts		

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

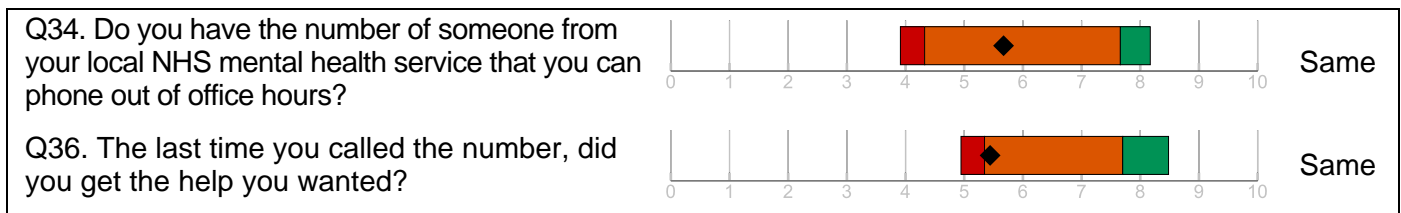
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Care Review



Crisis Care



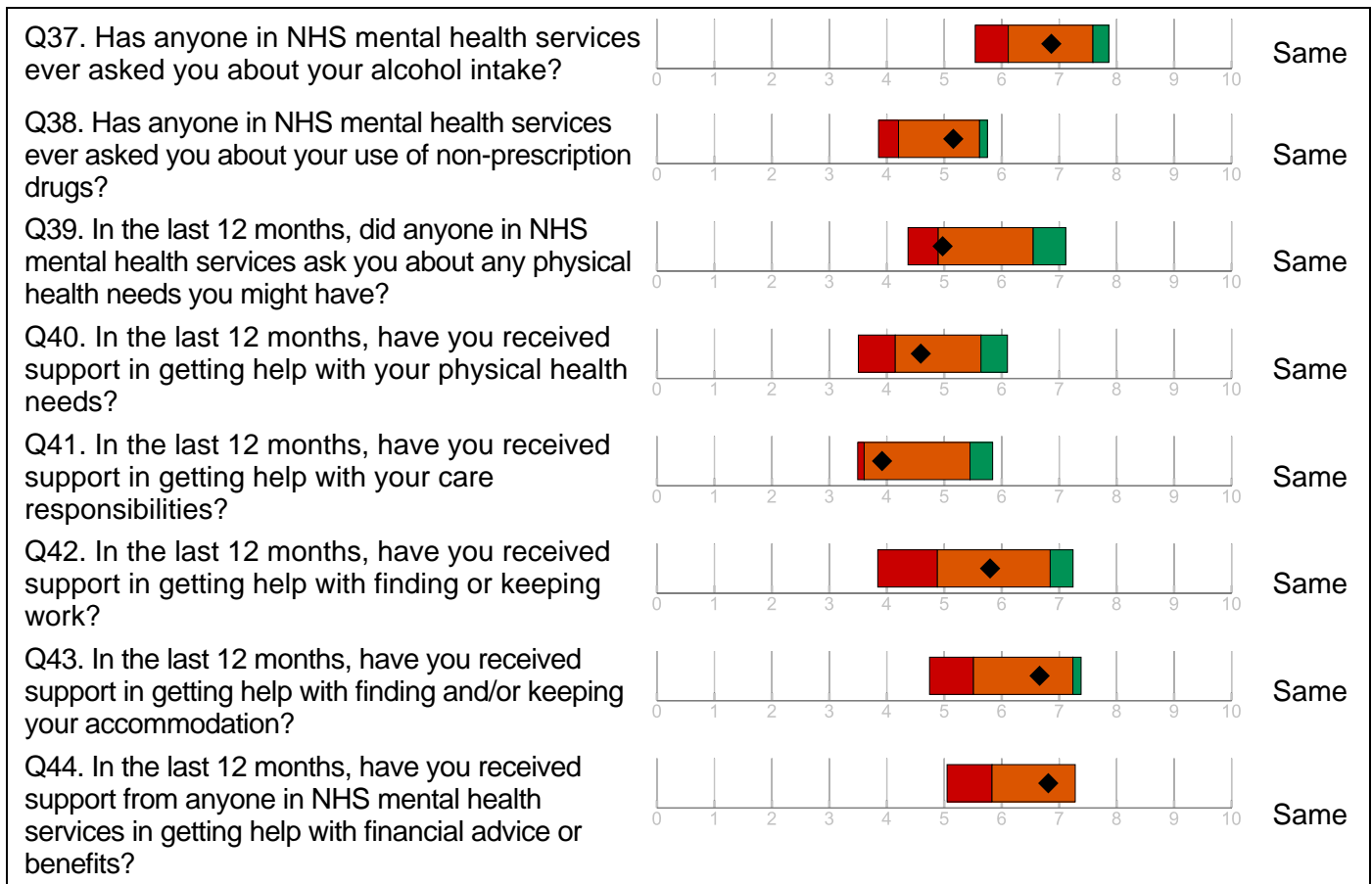
	Best performing trusts		This trust
	About the same		
	Worst performing trusts		

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

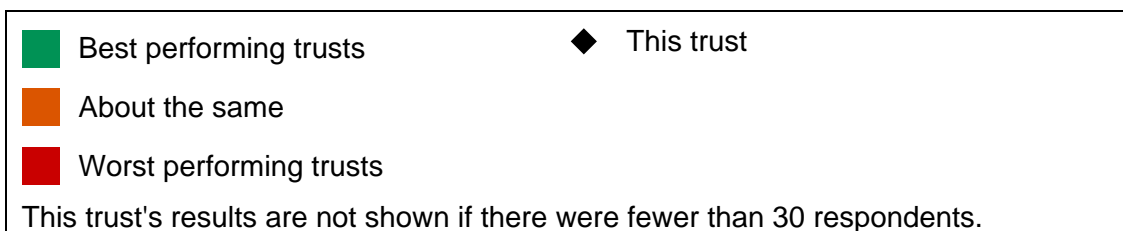
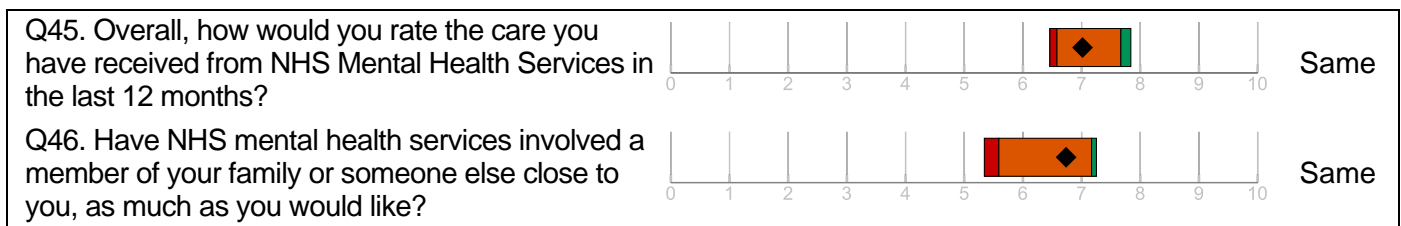
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Day to Day Living



Overall



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	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
Health and Social Care Workers						
S1 Section score	8.7	8.2	9.1			
Q4 Did this person listen carefully to you?	8.9	8.2	9.3	264	8.7	
Q5 Did this person take your views into account?	8.4	7.9	9.0	239	8.4	
Q6 Did you have trust and confidence in this person?	8.3	7.6	9.0	262	8.2	
Q7 Did this person treat you with respect and dignity?	9.3	8.8	9.7	263	9.0	
Q8 Were you given enough time to discuss your condition and treatment?	8.3	7.7	8.7	259	8.0	
Medications						
S2 Section score	7.2	6.3	7.8			
Q10 Do you think your views were taken into account in deciding which medication to take?	7.1	6.6	7.8	243	7.2	
Q12 Were the purposes of the medication explained to you?	8.3	7.0	8.9	104	8.2	
Q13 Were you told about possible side effects of the medication?	5.8	4.5	6.9	106	5.2	
Q14 Were you given information about the medication in a way that was easy to understand?	7.2	5.8	7.8	106	6.7	
Q16 In the last 12 months, has a mental health or social care worker checked with you how you are getting on with your medication?	7.4	6.3	8.8	198	7.7	
Talking Therapies						
S3 Section score	7.3	6.1	8.0			
Q18 Did you find the NHS talking therapy you received in the last 12 months helpful?	7.3	6.1	8.0	102	7.4	
Care Co-ordinator						
S4 Section score	8.3	7.9	8.8			
Q19 Do you know who your Care Co-ordinator (or lead professional) is?	8.1	7.1	9.1	253	8.6	↓
Q20 Can you contact your Care Co-ordinator (or lead professional) if you have a problem?	8.4	8.0	8.9	175	8.5	
Q21 How well does your Care Co-ordinator (or lead professional) organise the care and services you need?	8.3	7.9	9.0	171	8.3	

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	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
Care Plan						
S5 Section score	6.6	6.3	7.5			
Q22 Do you understand what is in your NHS care plan?	6.4	6.1	7.8	147	6.8	
Q23 Do you think your views were taken into account when deciding what was in your NHS care plan?	6.8	6.3	7.9	146	7.3	
Q24 Does your NHS care plan set out your goals?	6.0	5.0	7.0	141	5.8	
Q25 Have NHS mental health services helped you start achieving these goals?	6.8	6.1	7.7	120	6.9	
Q26 Does your NHS care plan cover what you should do if you have a crisis?	6.6	6.1	7.9	142	7.0	
Q27 Have you been given (or offered) a written or printed copy of your NHS care plan?	6.7	5.1	8.7	156	6.3	
Care Review						
S6 Section score	7.4	6.8	7.9			
Q28 In the last 12 months have you had a care review meeting to discuss your care?	8.0	6.5	8.6	190	8.1	
Q29 Were you told that you could bring a friend, relative or advocate to your care review meetings?	7.8	6.8	8.9	126	8.0	
Q30 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?	6.4	5.2	8.4	115	7.3	
Q31 Were you given a chance to express your views at the meeting?	8.3	7.5	8.7	135	8.5	
Q32 Did you find the care review helpful?	6.7	6.2	7.7	136	6.8	
Q33 Did you discuss whether you needed to continue using NHS mental health services?	7.1	6.0	8.2	134	7.1	
Crisis Care						
S7 Section score	5.6	5.5	7.2			
Q34 Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?	5.7	3.9	8.2	224	6.3	
Q36 The last time you called the number, did you get the help you wanted?	5.4	4.9	8.5	54		

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	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
Day to Day Living						
S8 Section score	5.6	4.9	6.5			
Q37 Has anyone in NHS mental health services ever asked you about your alcohol intake?	6.9	5.5	7.9	228	6.8	
Q38 Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?	5.2	3.9	5.8	225	4.6	
Q39 In the last 12 months, did anyone in NHS mental health services ask you about any physical health needs you might have?	5.0	4.4	7.1	224		
Q40 In the last 12 months, have you received support in getting help with your physical health needs?	4.6	3.5	6.1	167	5.4	
Q41 In the last 12 months, have you received support in getting help with your care responsibilities?	3.9	3.5	5.8	85	4.1	
Q42 In the last 12 months, have you received support in getting help with finding or keeping work?	5.8	3.8	7.2	45	5.5	
Q43 In the last 12 months, have you received support in getting help with finding and/or keeping your accommodation?	6.7	4.7	7.4	61	6.6	
Q44 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits?	6.8	5.0	7.3	134	6.7	
Overall						
S9 Section score	6.9	6.1	7.5			
Q45 Overall, how would you rate the care you have received from NHS Mental Health Services in the last 12 months?	7.0	6.5	7.8	256	7.1	
Q46 Have NHS mental health services involved a member of your family or someone else close to you, as much as you would like?	6.7	5.3	7.3	188	6.7	

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Background information

The sample	This trust	All trusts
Number of respondents	270	15878
Response Rate (percentage)	33	32

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	40	42
Female	60	58
Age group (percentage)	(%)	(%)
Aged 16-35	15	15
Aged 36-50	22	27
Aged 51-65	20	25
Aged 66 and older	42	33
Ethnic group (percentage)	(%)	(%)
White	94	88
Multiple ethnic group	1	1
Asian or Asian British	0	4
Black or Black British	1	3
Arab or other ethnic group	0	1
Not known	5	4
Religion (percentage)	(%)	(%)
No religion	20	18
Buddhist	1	1
Christian	74	69
Hindu	0	1
Jewish	0	1
Muslim	0	3
Sikh	0	1
Other religion	3	3
Prefer not to say	2	4
Sexuality (percentage)	(%)	(%)
Heterosexual/straight	90	88
Gay/lesbian	1	2
Bisexual	2	2
Other	0	2
Prefer not to say	7	7