

# Patient survey report 2013



## Survey of people who use community mental health services 2013

Norfolk and Suffolk NHS Foundation Trust

The survey of people who use community mental health services 2013 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 2013**

### **The Care Quality Commission**

The Care Quality Commission is the independent regulator of health and adult social care in England.

#### **Our purpose:**

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

#### **Our role:**

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

## **Survey of people who use community mental health services 2013**

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. In the future, questions from the survey will be used in the new CQC surveillance model. For more information on the consultation regarding how CQC is proposing to regulate trusts going forwards, please see the further information section. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The Trust Development Authority will use the results to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

The 2013 survey of people who use community mental health services involved 58<sup>1</sup> NHS trusts in England (including combined mental health and social care trusts, Foundation Trusts and community healthcare social enterprises that provide mental health services). We received responses from more than 13,000 service users, a response rate of 29%. Service users aged 18<sup>2</sup> 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 2012 and 30 September 2012. 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 2013.

Similar surveys of community mental health services were carried out in 2010, 2011 and 2012. They are part of a wider programme of NHS patient surveys, which covers a range of topics including acute inpatient services, outpatient, A&E (emergency department) and maternity services. To find out more about our programme and the results from previous surveys, please see the links in the further information section.

## **Interpreting the report**

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

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<sup>1</sup>One trust was excluded from the survey as it was unable to follow the sampling instructions as specified in the survey guidance.

<sup>2</sup>Before last year, surveys have included service users aged 16 and over. However, the 2012 survey was granted support from the National Information Governance Board (NIGB) under section 251 of the NHS Act 2006 on the condition that 16 and 17 year olds were excluded.

A 'section' score is also provided, labelled S1-S9 in the 'section scores' on page 5. The scores for each question are grouped according to the sections of the questionnaire, for example, 'health and social care workers' and 'medications' and so forth.

This report shows the same data as published on the CQC website (<http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys>). The CQC website displays the data in a more simplified way, identifying whether a trust performed 'better,' 'worse' or 'about the same' as the majority of other trusts for each question and section.

## Standardisation

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 to appear 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 user. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

## Scoring

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.

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

## Graphs

The graphs in this report display the range of scores achieved by all trusts taking part in the survey, from the lowest score achieved (left hand side) to the highest score achieved (right hand side).

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

The graph 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.

The text to the right of the graph clearly states whether the score for your trust is 'better' or 'worse' compared with most other trusts in the survey. If there is no text here then your trust is 'about the same'.

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 therefore will also cover the highest or lowest scoring trusts for that question.

## 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.

In some cases there will be no red and/or no green area in the graph. This happens when the expected range for your trust is so broad it encompasses either the highest possible score (no green section) or the lowest possible score (no red section).

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).

## Tables

At the end of the report you will find tables containing the data used to create the graphs and background information about the service users that responded.

Scores from last year's survey are also displayed. The column called 'change from 2012' uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2012. (Significance is tested using a two-sample t-test.)

A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Where a result for 2012 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore 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 a trust's performance.

Comparisons are also not able to be shown if your trust has merged with other trusts since the 2012 survey, or if the results for your trust are not comparable with 2012 due to sampling issues. Please note that comparative data is not shown for the sections as the questions contained in each section can change year on year.

## Notes on specific questions

**Q19, Q26, Q27, Q28, Q42, Q43, Q44:** The scoring system for these questions has changed between 2012 and 2013. From 2010 to 2012, the score assigned to a respondent's answer depending on whether or not that person was receiving services under the Care Programme Approach (CPA). This year we have changed the scoring to be the same for all respondents, as is the case in all other questions.

We have done this because a review of the data showed that the application of CPA policies is not consistent across trusts, and so differentiated scoring is correspondingly inconsistent across trusts.

In order to enable comparability of results in the 'tables' section of the report, the 2012 data for these questions has been rerun using the revised scoring. This means that the 2012 scores for these questions as published in this report will be different from those published in the 2012 report.

**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.

## Further information

The full national results for the 2013 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/PatientSurveyMentalHealth2013](http://www.cqc.org.uk/PatientSurveyMentalHealth2013)

The results for the 2010, 2011 and 2012 community mental health surveys can be found on the NHS surveys website at:

[www.nhssurveys.org/surveys/290](http://www.nhssurveys.org/surveys/290)

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

[www.nhssurveys.org/surveys/675](http://www.nhssurveys.org/surveys/675)

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

[www.cqc.org.uk/public/reports-surveys-and-reviews/surveys](http://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](http://www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps)

More information about CQC's consultation on changes to the way we inspect, regulate and monitor care services can be found here:

[www.cqc.org.uk/public/sharing-your-experience/consultations/consultation-changes-way-we-inspect-regulate-and-monito](http://www.cqc.org.uk/public/sharing-your-experience/consultations/consultation-changes-way-we-inspect-regulate-and-monito)

# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

### Section scores

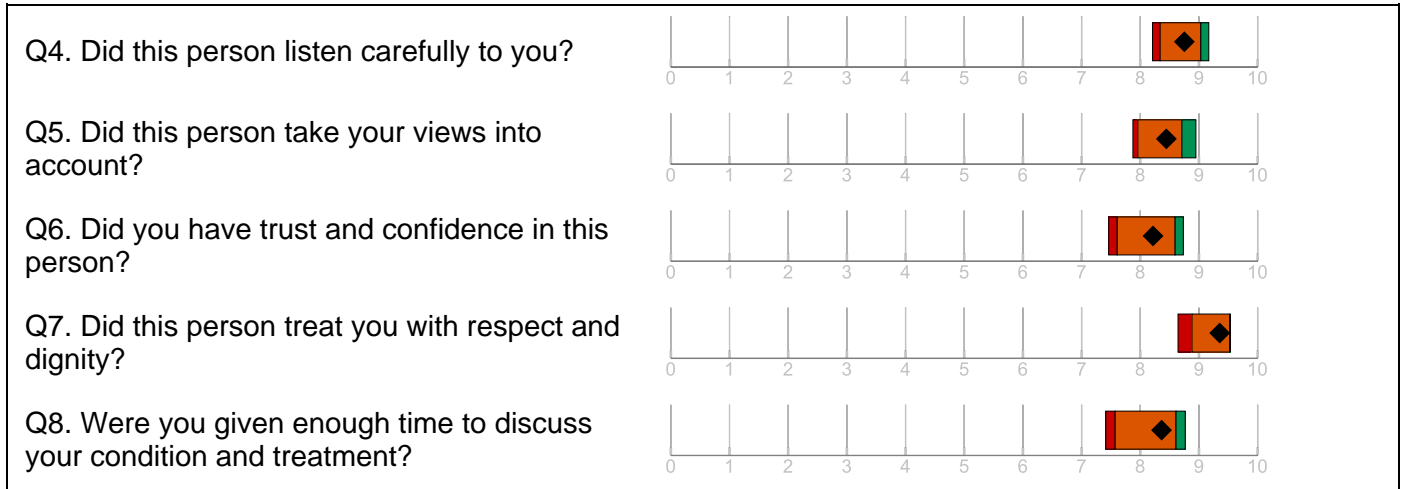


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

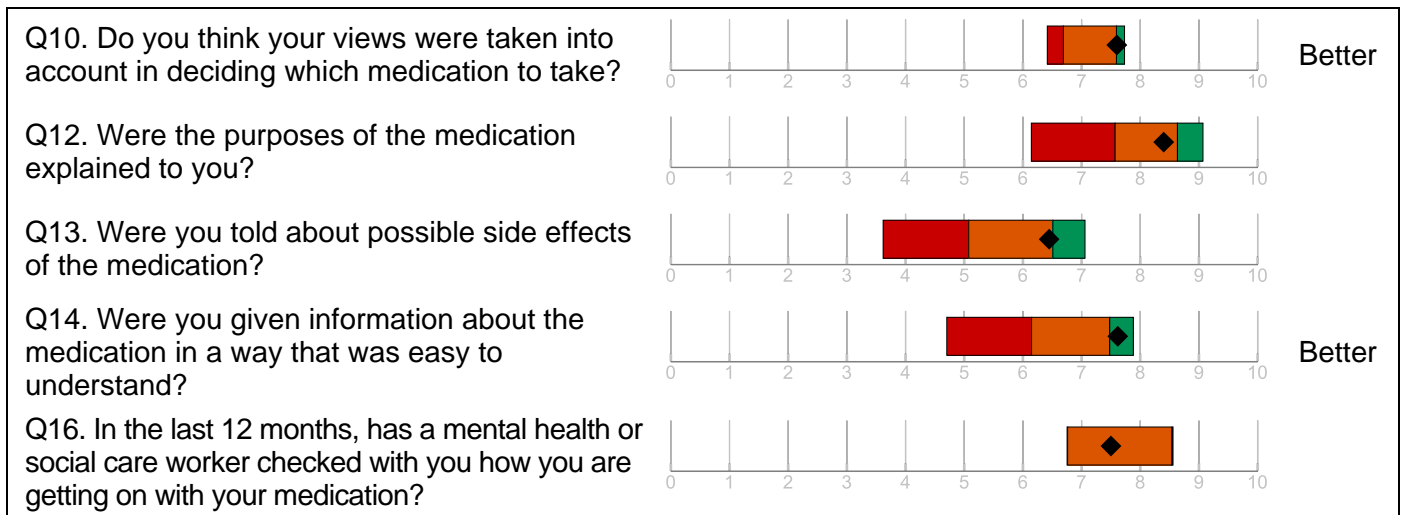
# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

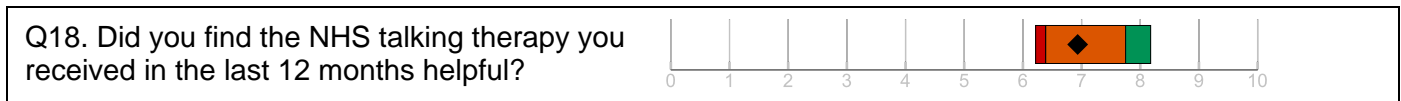
### Health and Social Care Workers



### Medications



### Talking Therapies



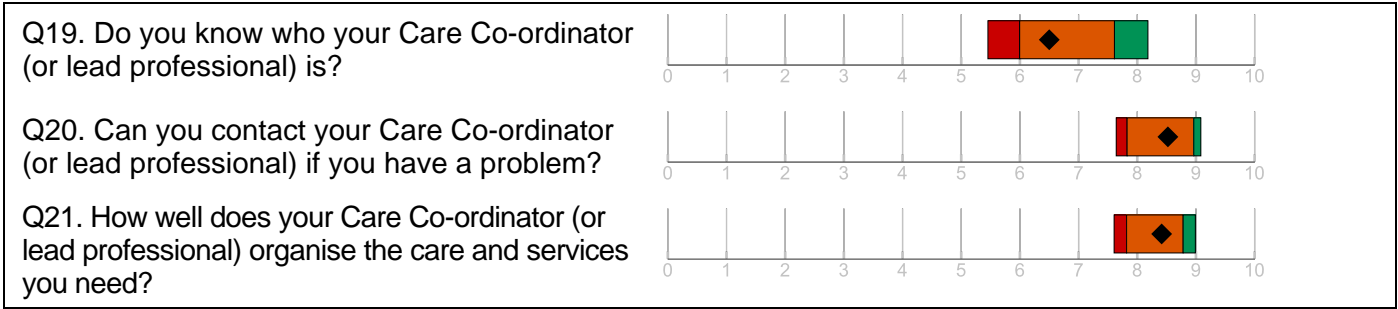
<span style="color: green;">■</span> Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
<span style="color: orange;">■</span> About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
<span style="color: red;">■</span> Worst performing trusts		



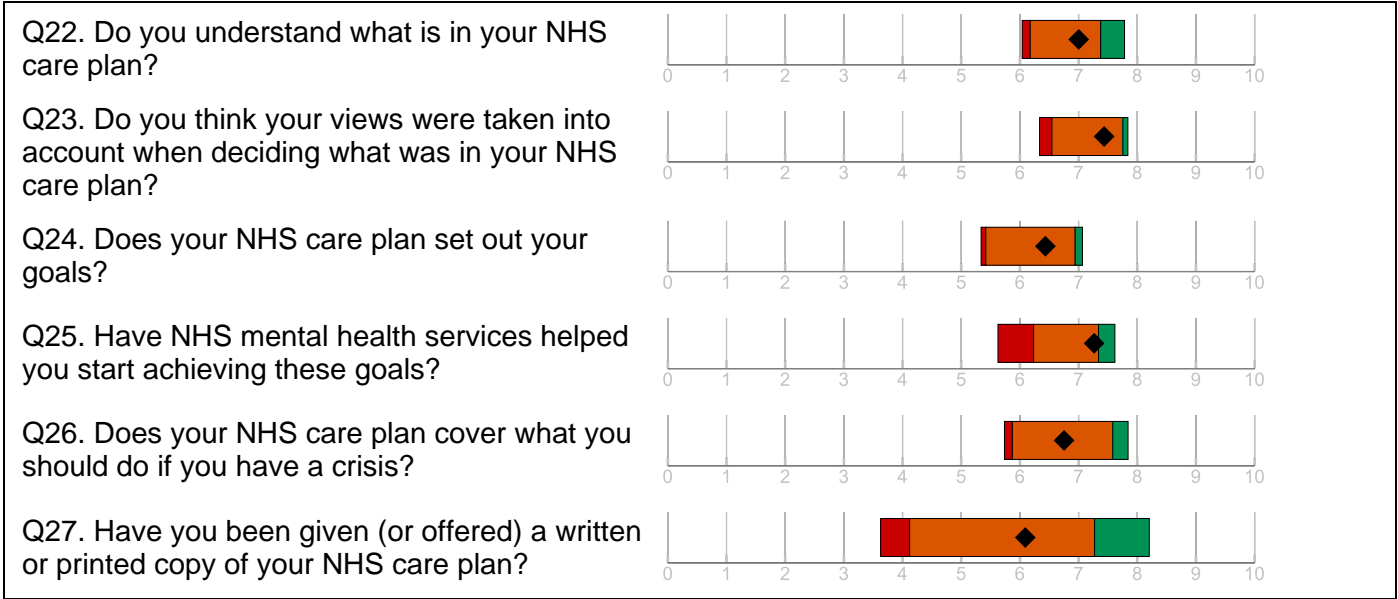
# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

### Care Co-ordinator



### Care Plan

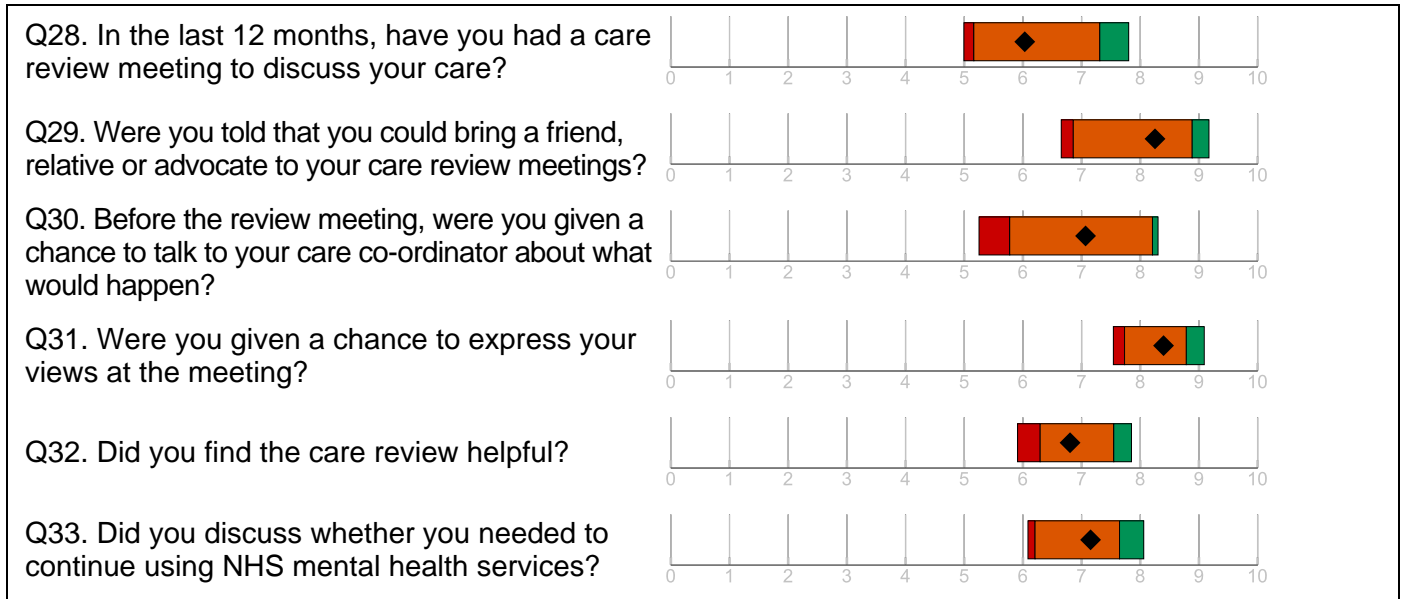


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

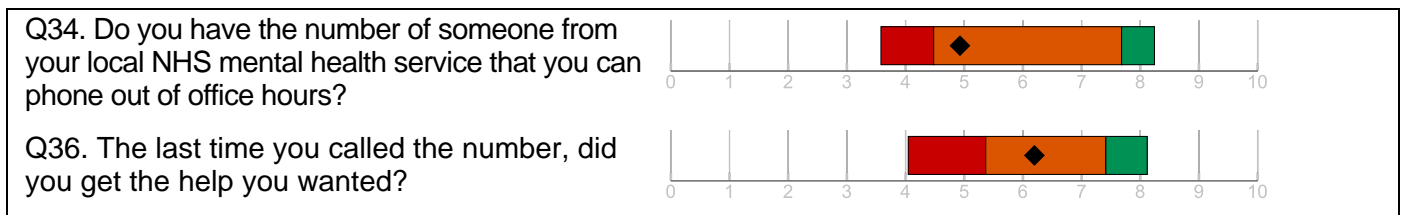
# Survey of people who use community mental health services 2013





## Norfolk and Suffolk NHS Foundation Trust

### Care Review



### Crisis Care

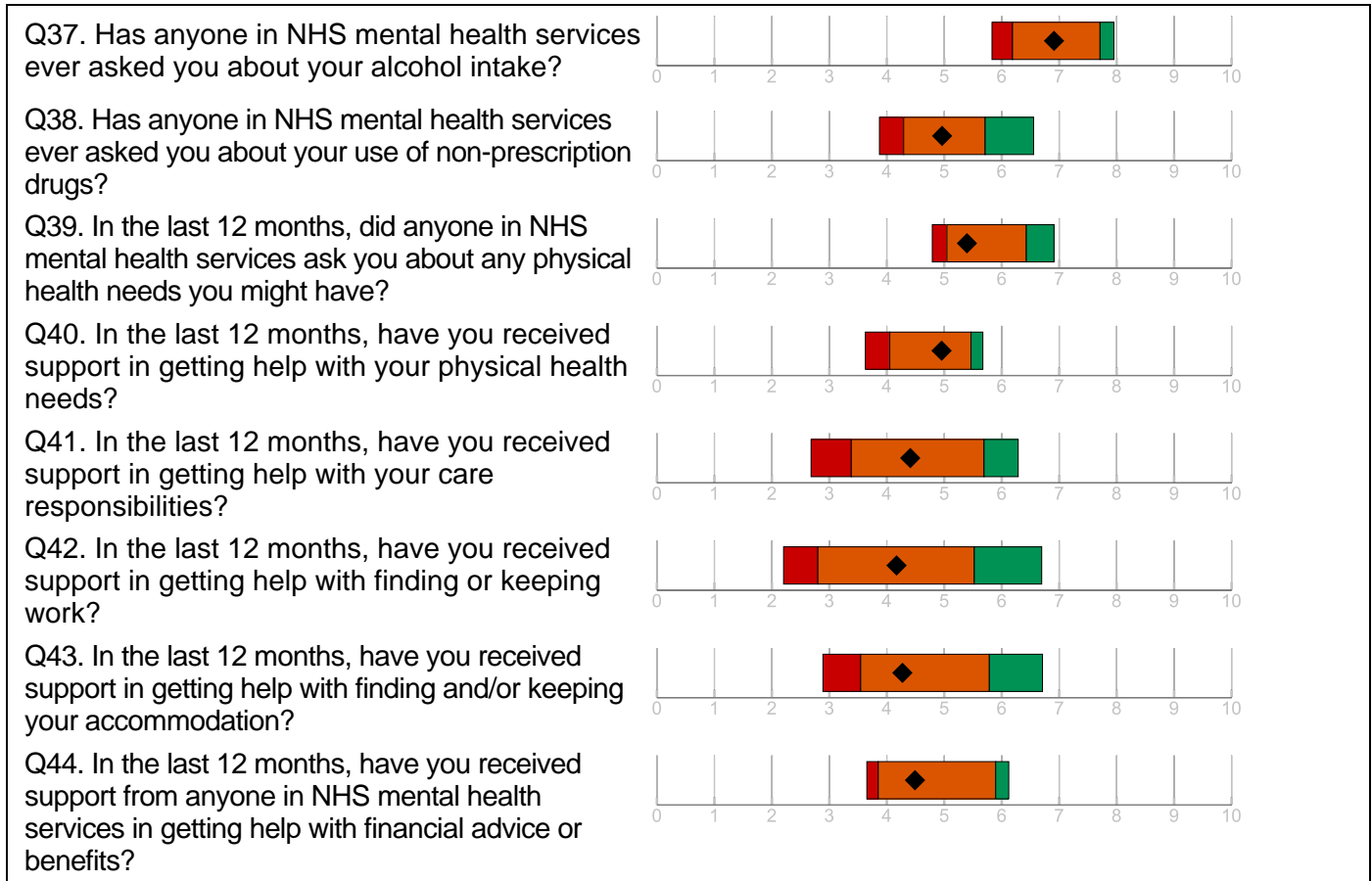


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

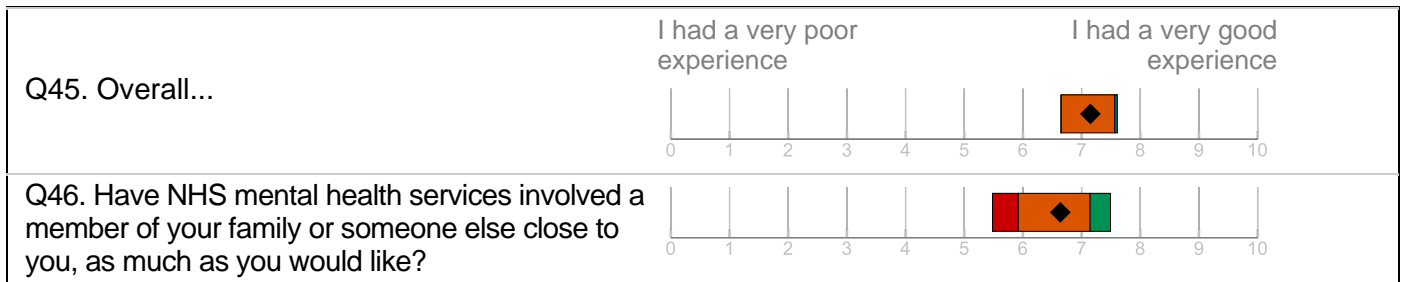
# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

### Day to Day Living



### Overall



	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
<b>Health and Social Care Workers</b>						
S1 Section score	8.6	8.0	9.0			
Q4 Did this person listen carefully to you?	8.8	8.2	9.2	231		
Q5 Did this person take your views into account?	8.4	7.9	8.9	226		
Q6 Did you have trust and confidence in this person?	8.2	7.5	8.7	232		
Q7 Did this person treat you with respect and dignity?	9.4	8.6	9.5	233		
Q8 Were you given enough time to discuss your condition and treatment?	8.4	7.4	8.8	219		
<b>Medications</b>						
S2 Section score	7.5	5.6	7.9			
Q10 Do you think your views were taken into account in deciding which medication to take?	7.6	6.4	7.7	208		
Q12 Were the purposes of the medication explained to you?	8.4	6.1	9.1	103		
Q13 Were you told about possible side effects of the medication?	6.4	3.6	7.1	104		
Q14 Were you given information about the medication in a way that was easy to understand?	7.6	4.7	7.9	101		
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?	7.5	6.8	8.6	177		
<b>Talking Therapies</b>						
S3 Section score	6.9	6.2	8.2			
Q18 Did you find the NHS talking therapy you received in the last 12 months helpful?	6.9	6.2	8.2	99		
<b>Care Co-ordinator</b>						
S4 Section score	7.8	7.3	8.6			
Q19 Do you know who your Care Co-ordinator (or lead professional) is?	6.5	5.5	8.2	226		
Q20 Can you contact your Care Co-ordinator (or lead professional) if you have a problem?	8.5	7.6	9.1	146		
Q21 How well does your Care Co-ordinator (or lead professional) organise the care and services you need?	8.4	7.6	9.0	142		

↑ or ↓ Indicates where 2013 score is significantly higher or lower than 2012 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2012 data is available.

# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
<b>Care Plan</b>						
S5 Section score	6.8	6.0	7.3			
Q22 Do you understand what is in your NHS care plan?	7.0	6.0	7.8	128		
Q23 Do you think your views were taken into account when deciding what was in your NHS care plan?	7.4	6.3	7.8	126		
Q24 Does your NHS care plan set out your goals?	6.4	5.3	7.1	124		
Q25 Have NHS mental health services helped you start achieving these goals?	7.3	5.6	7.6	106		
Q26 Does your NHS care plan cover what you should do if you have a crisis?	6.8	5.7	7.8	123		
Q27 Have you been given (or offered) a written or printed copy of your NHS care plan?	6.1	3.6	8.2	126		
<b>Care Review</b>						
S6 Section score	7.3	6.4	8.0			
Q28 In the last 12 months, have you had a care review meeting to discuss your care?	6.0	5.0	7.8	164		
Q29 Were you told that you could bring a friend, relative or advocate to your care review meetings?	8.3	6.7	9.2	96		
Q30 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?	7.1	5.3	8.3	91		
Q31 Were you given a chance to express your views at the meeting?	8.4	7.5	9.1	111		
Q32 Did you find the care review helpful?	6.8	5.9	7.9	107		
Q33 Did you discuss whether you needed to continue using NHS mental health services?	7.2	6.1	8.1	105		
<b>Crisis Care</b>						
S7 Section score	5.6	5.3	7.7			
Q34 Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?	4.9	3.6	8.2	214		
Q36 The last time you called the number, did you get the help you wanted?	6.2	4.0	8.1	40		

↑ or ↓ Indicates where 2013 score is significantly higher or lower than 2012 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2012 data is available.

# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
<b>Day to Day Living</b>						
S8 Section score	4.9	4.0	6.2			
Q37 Has anyone in NHS mental health services ever asked you about your alcohol intake?	6.9	5.8	8.0	199		
Q38 Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?	5.0	3.9	6.6	195		
Q39 In the last 12 months, did anyone in NHS mental health services ask you about any physical health needs you might have?	5.4	4.8	6.9	203		
Q40 In the last 12 months, have you received support in getting help with your physical health needs?	5.0	3.6	5.7	134		
Q41 In the last 12 months, have you received support in getting help with your care responsibilities?	4.4	2.7	6.3	74		
Q42 In the last 12 months, have you received support in getting help with finding or keeping work?	4.2	2.2	6.7	41		
Q43 In the last 12 months, have you received support in getting help with finding and/or keeping your accommodation?	4.3	2.9	6.7	53		
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?	4.5	3.7	6.1	104		
<b>Overall</b>						
S9 Section score	6.9	6.2	7.4			
Q45 Overall...	7.1	6.6	7.6	211		
Q46 Have NHS mental health services involved a member of your family or someone else close to you, as much as you would like?	6.6	5.5	7.5	174		

↑ or ↓

Indicates where 2013 score is significantly higher or lower than 2012 score  
(NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2012 data is available.

# Survey of people who use community mental health services 2013

## Norfolk and Suffolk NHS Foundation Trust

### Background information

The sample	This trust	All trusts
Number of respondents	245	13654
Response Rate (percentage)	30	29

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	43	43
Female	57	57
Age group (percentage)	(%)	(%)
Aged 18-35	15	14
Aged 36-50	21	26
Aged 51-65	25	26
Aged 66 and older	39	35
Ethnic group (percentage)	(%)	(%)
White	96	87
Multiple ethnic group	1	2
Asian or Asian British	0	4
Black or Black British	0	3
Arab or other ethnic group	0	0
Not known	3	4
Religion (percentage)	(%)	(%)
No religion	27	20
Buddhist	1	1
Christian	65	68
Hindu	0	1
Jewish	0	1
Muslim	0	3
Sikh	0	1
Other religion	4	3
Prefer not to say	3	3
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	89	88
Gay/lesbian	1	2
Bisexual	2	2
Other	2	2
Prefer not to say	5	7