Patient survey report 2014

CareQuality
Commission

Survey of people who use community mental health services 2014
South London and Maudsley NHS Foundation Trust

Survey of people who use community mental health services 2014

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Institute Europe

Making patients' views count

National NHS patient survey programme
Survey of people who use community mental health services 2014

The Care Quality Commission

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

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

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

Survey of people who use community mental health services 2014

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 health services to tell us about their experiences.

The 2014 survey of people who use community mental health services involved 57[1] 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 13,500 people, a response rate of 29%. People aged 18 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 1st September 2013 and 30th November 2013. The survey included people 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 2014.

Similar surveys of community mental health services were carried out in 2010, 2011, 2012 and 2013. However, please note that the 2014 survey questionnaire was substantially redeveloped and updated in order to reflect changes in policy, best practice and patterns of service. This means that the results from the 2014 survey are **not comparable** with the results from the 2010-2013 surveys.[2]

The community mental health survey is part of a wider programme of NHS patient surveys, which covers a range of topics including acute inpatient, children's inpatient and day case services, 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.

The results from this survey will be used by the Care Quality Commission in its assessment of NHS mental health trusts in England. 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 their oversight model for NHS.

Interpreting the report

This report shows how a trust scored for each evaluative question in the survey, compared to other trusts. It is designed to help understand the performance of individual trusts, and to identify areas for improvement.

This report shows the same data as published on the CQC website available at the following link (www.cqc.org.uk/PatientSurveyMentalHealth2014). The CQC website displays the data in a more

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[1]One trust was excluded from the survey as it was unable to follow the sampling instructions as specified in the survey guidance.

[2]For more information, please see the development report available at: www.nhssurveys.org/surveys/750

simplified way, identifying whether a trust performed 'Above' (better), 'Below' (worse) or 'Average' (about the same) as the majority of other trusts for each question and section. For more information on the analysis, please see the methodology section below.

A 'section' score is also provided, labelled S1-S9 in the 'section scores' on page 4. The scores for each question are grouped according to the sections of the questionnaire, for example, 'health and social care workers' and 'organising care' and so forth. Please note that Q3 (In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?) is in section nine ('Overall') as this was the only question that could be scored in the 'Care and Treatment' section of the questionnaire.

Standardisation

Trusts have differing profiles of people who use their services. For example, one trust may have more male people than another trust. 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 people.

To account for this, we 'standardise' the data. Results have been standardised by the age and gender 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-gender type profile reflects the national age-gender type distribution (based on all of the respondents to the survey). It therefore enables a more accurate comparison of results from trusts with different population profiles. 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 (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be may be 'routing questions' designed to filter out respondents to whom following questions do not apply.

For full details of the scoring please see the technical document (see further information section).

Graphs

The graphs in this report show how the score for the trust compares to the range of scores achieved by all trusts taking part in the survey. The black diamond shows the score for your trust. The graph is divided into three sections:

- If your trust's score lies in the orange section of the graph, its result is 'about the same' as most other trusts in the survey.
- If your trust's score lies in the red section of the graph, its result is 'worse' compared with most other trusts in the survey.
- If your trust's score lies in the green section of the graph, its 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 the score is 'about the same.' These groupings are based on a rigorous statistical analysis of the data, as described in the following 'methodology' section.

Methodology
The 'about the same,' 'better' and 'worse' categories are based on a statistic called the '**expected range**' which determines the range within which the trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust and the scores for all other trusts. If the trust's performance is outside of this range, it means that it performs significantly above/below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance.

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 for all trusts (no green section) or the lowest possible for all trusts score (no red section). This could be because there were few respondents and / or a lot of variation in their answers.

Please note that if fewer than 30 respondents have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

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

Tables
At the end of the report you will find tables containing the data used to create the graphs, the response rate for your trust and background information about the people that responded.

Notes on specific questions
Q10 and Q11: Q10 (*Do you know how to contact this person if you have a concern about your care?*) and Q11 (*How well does this person organise the care and services you need?*) are not scored if a respondent ticked 'a GP' at Q9. This is because results will not be attributable to the trust.

Q15: (*In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?*) Respondents who stated at Q2 they had been in contact with mental health services for less than a year are not included in the base for this question.

Further information

The full national results 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/PatientSurveyMentalHealth2014

Full details of the methodology of the survey can be found at:
www.nhssurveys.org/surveys/739

The results from previous community mental health surveys can be found on the NHS surveys website at:
www.nhssurveys.org/surveys/290

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 CQC's role in regulating, checking and inspecting mental health services is available on the CQC website:
www.cqc.org.uk/content/mental-health

Survey of people who use community mental health services 2014
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Section scores
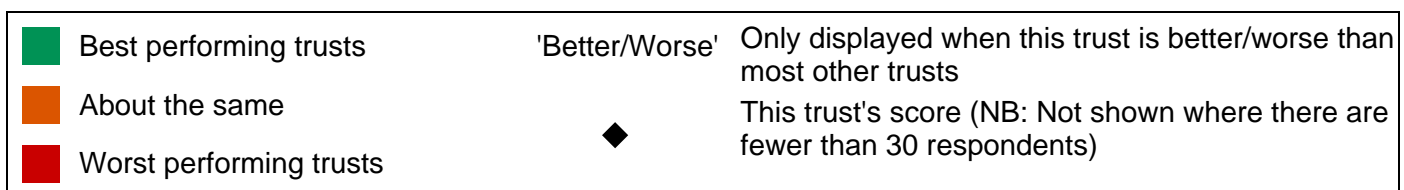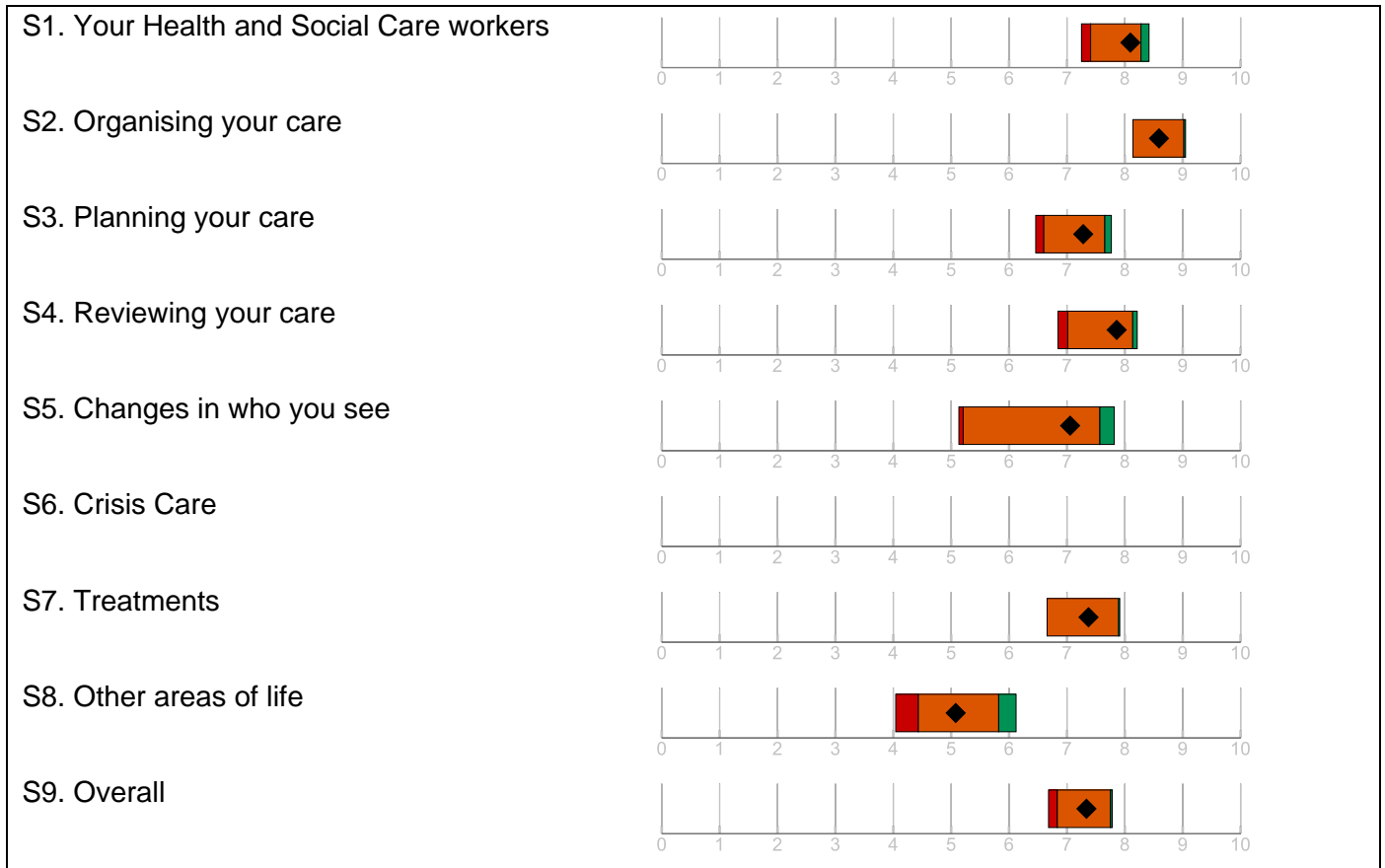
S1. Your Health and Social Care workers	
S2. Organising your care	
S3. Planning your care	
S4. Reviewing your care	
S5. Changes in who you see	
S6. Crisis Care	
S7. Treatments	
S8. Other areas of life	
S9. Overall	

■ 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
■ Worst performing trusts	◆	fewer than 30 respondents)

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Your Health and Social Care workers

Q5. Did the person or people you saw listen carefully to you?

Q6. Were you given enough time to discuss your needs and treatment?

Q7. Did the person or people you saw understand how your mental health needs affect other areas of your life?

Organising your care

Q8. Have you been told who is in charge of organising your care and services?

Q10. Do you know how to contact this person if you have a concern about your care?

Q11. How well does this person organise the care and services you need?

Planning your care

Q12. Have you agreed with someone from NHS mental health services what care you will receive?

Q13. Were you involved as much as you wanted to be in agreeing what care you will receive?

Q14. Does this agreement on what care you will receive take your personal circumstances into account?

Reviewing your care

Q15. In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?

Q16. Were you involved as much as you wanted to be in discussing how your care is working?

Q17. Did you feel that decisions were made together by you and the person you saw during this discussion?

Better

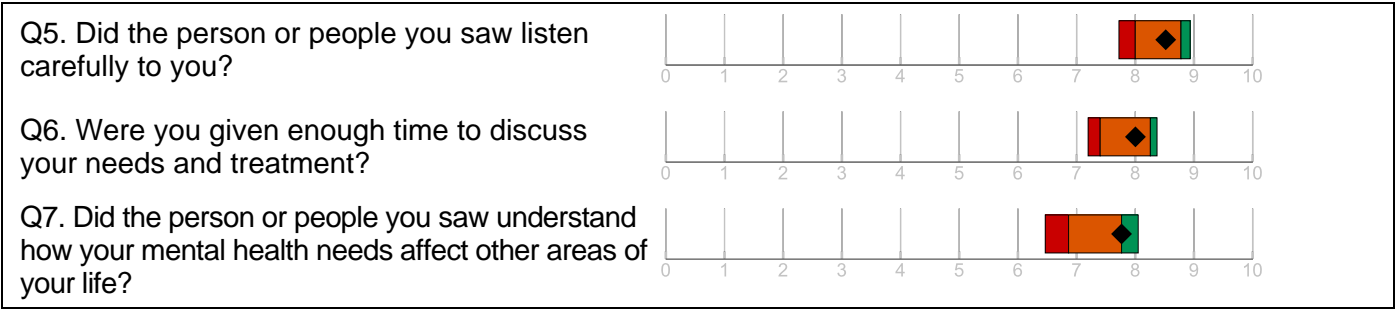|	
Best performing trusts	'Better/Worse' — Only displayed when this trust is better/worse than most other trusts
About the same	
Worst performing trusts	◆ This trust's score (NB: Not shown where there are fewer than 30 respondents)

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Changes in who you see

Q19. What impact has this had on the care you receive?	
Q20. Did you know who was in charge of organising your care while this change was taking place?	

Crisis Care

Q21. Do you know who to contact out of office hours if you have a crisis?	
Q23. When you tried to contact them, did you get the help you needed?	

Treatments

Q25. Were you involved as much as you wanted to be in decisions about which medicines you receive?	
Q27. The last time you had a new medicine prescribed, were you given information about it in a way that you were able to understand?	
Q29. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	
Q31. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	

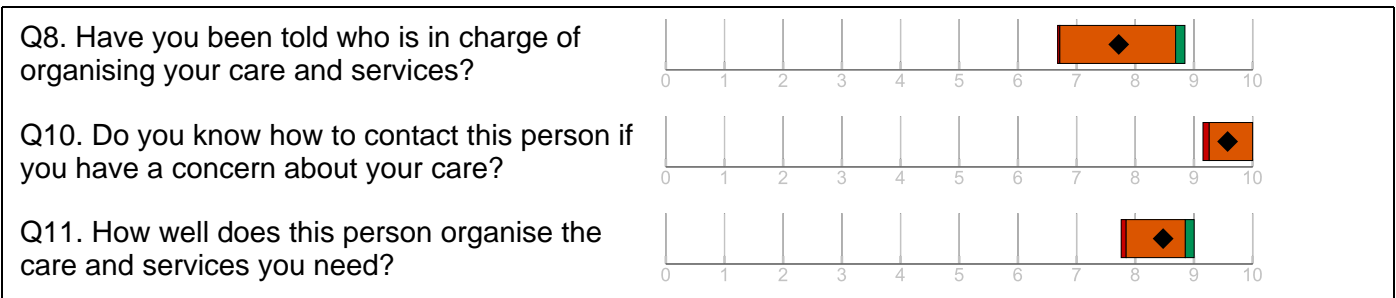|			
Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts	
About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)	
Worst performing trusts	◆		

Survey of people who use community mental health services 2014
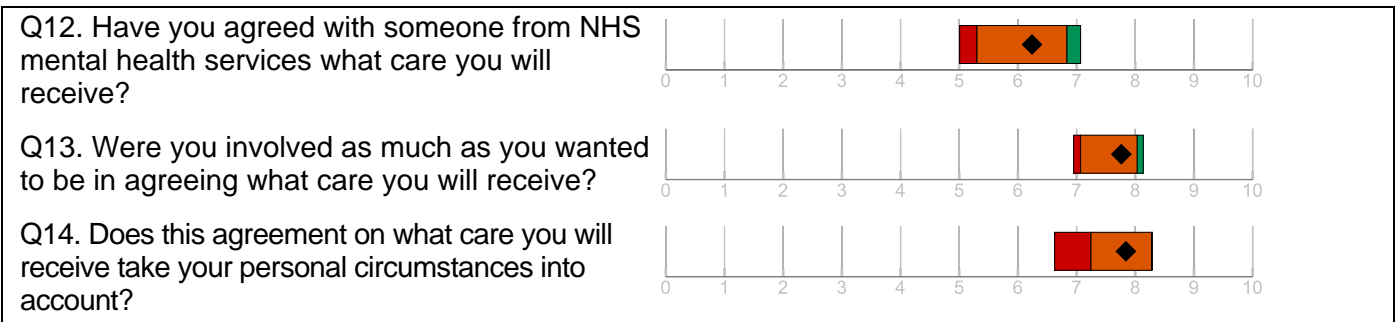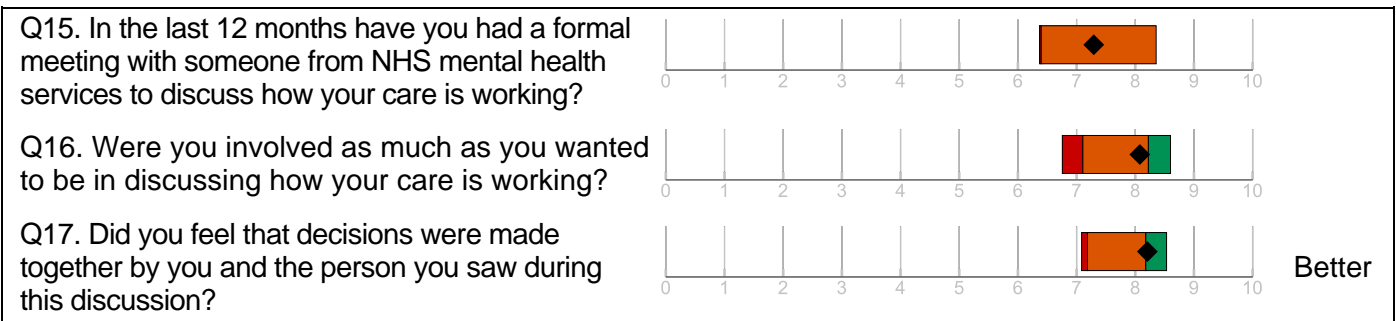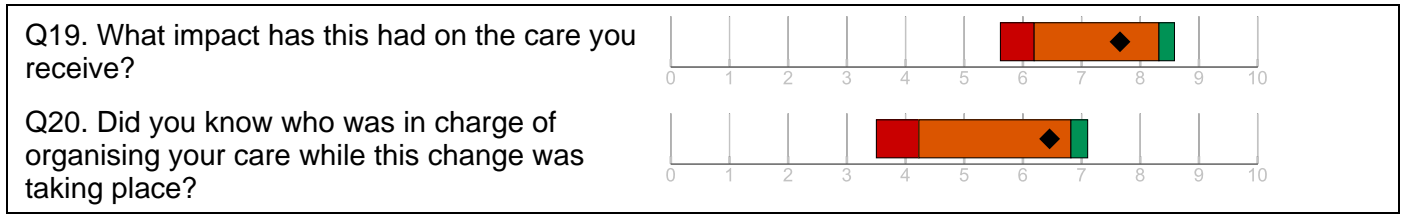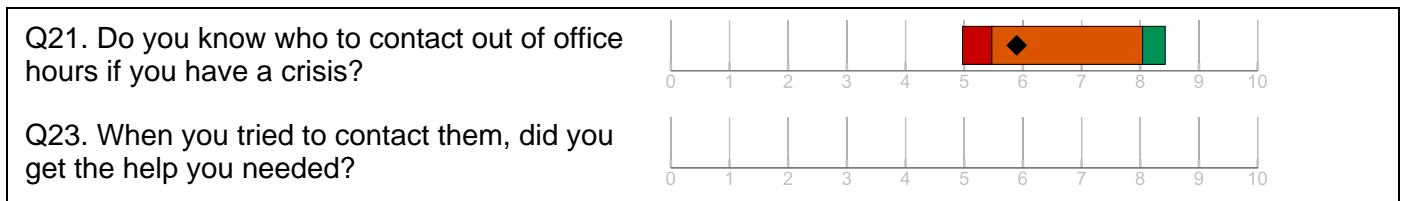## South London and Maudsley NHS Foundation Trust

Other areas of life

Q32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	
Q33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	
Q34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	
Q35. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping accommodation?	
Q36. Has someone from NHS mental health services supported you in taking part in an activity locally?	
Q37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	
Q38. Have NHS mental health services given you information about getting support from people with experience of the same mental health needs?	
Q39. Do the people you see through NHS mental health services understand what is important to you in your life?	
Q40. Do the people you see through NHS mental health services help you with what is important to you?	
Q41. Do the people you see through NHS mental health services help you feel hopeful about the things that are important to you?	

Overall

Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	
Q42. Overall...	I had a very poor experience — I had a very good experience
Q43. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	

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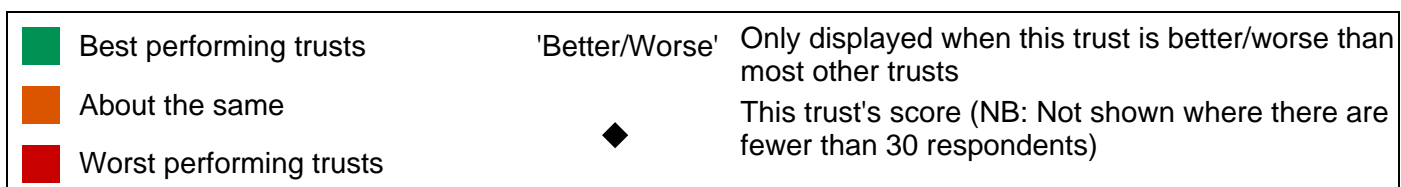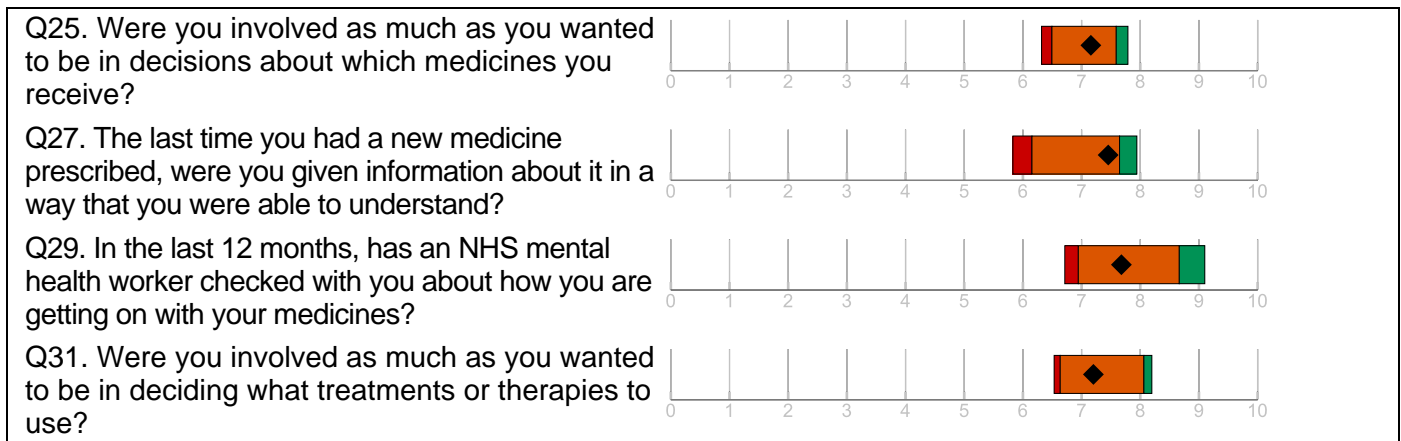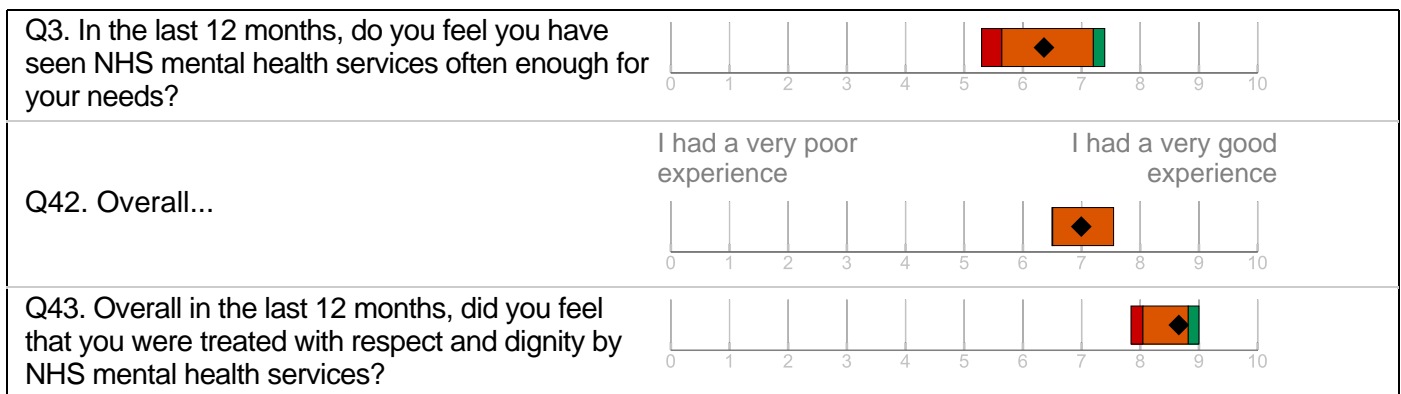|		Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Your Health and Social Care workers					
S1	Section score	8.1	7.3	8.4	
Q5	Did the person or people you saw listen carefully to you?	8.5	7.7	8.9	208
Q6	Were you given enough time to discuss your needs and treatment?	8.0	7.2	8.4	209
Q7	Did the person or people you saw understand how your mental health needs affect other areas of your life?	7.8	6.5	8.1	203
Organising your care					
S2	Section score	8.6	8.2	9.0	
Q8	Have you been told who is in charge of organising your care and services?	7.7	6.7	8.8	177
Q10	Do you know how to contact this person if you have a concern about your care?	9.6	9.2	10.0	111
Q11	How well does this person organise the care and services you need?	8.5	7.8	9.0	113
Planning your care					
S3	Section score	7.3	6.5	7.8	
Q12	Have you agreed with someone from NHS mental health services what care you will receive?	6.2	5.0	7.1	212
Q13	Were you involved as much as you wanted to be in agreeing what care you will receive?	7.8	6.9	8.1	157
Q14	Does this agreement on what care you will receive take your personal circumstances into account?	7.8	6.6	8.3	159
Reviewing your care					
S4	Section score	7.9	6.8	8.2	
Q15	In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?	7.3	6.4	8.3	167
Q16	Were you involved as much as you wanted to be in discussing how your care is working?	8.1	6.8	8.6	134
Q17	Did you feel that decisions were made together by you and the person you saw during this discussion?	8.2	7.1	8.5	133

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		Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Changes in who you see					
S5	Section score	7.1	5.1	7.8	
Q19	What impact has this had on the care you receive?	7.7	5.6	8.6	74
Q20	Did you know who was in charge of organising your care while this change was taking place?	6.5	3.5	7.1	61
Crisis Care					
S6	Section score	-	5.4	7.3	
Q21	Do you know who to contact out of office hours if you have a crisis?	5.9	5.0	8.4	179
Q23	When you tried to contact them, did you get the help you needed?	-	4.4	8.1	
Treatments					
S7	Section score	7.4	6.7	7.9	
Q25	Were you involved as much as you wanted to be in decisions about which medicines you receive?	7.2	6.3	7.8	156
Q27	The last time you had a new medicine prescribed, were you given information about it in a way that you were able to understand?	7.5	5.8	7.9	76
Q29	In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	7.7	6.7	9.1	149
Q31	Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	7.2	6.5	8.2	97

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		Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Other areas of life					
S8	Section score	5.1	4.0	6.1	
Q32	In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	5.0	3.6	6.1	117
Q33	In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	4.8	3.2	6.0	121
Q34	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	4.1	1.9	6.2	77
Q35	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping accommodation?	3.9	2.7	6.1	76
Q36	Has someone from NHS mental health services supported you in taking part in an activity locally?	4.5	2.5	5.9	104
Q37	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	5.9	7.6	134
Q38	Have NHS mental health services given you information about getting support from people with experience of the same mental health needs?	3.5	2.3	5.1	129
Q39	Do the people you see through NHS mental health services understand what is important to you in your life?	6.2	5.6	7.2	208
Q40	Do the people you see through NHS mental health services help you with what is important to you?	6.1	5.4	7.0	209
Q41	Do the people you see through NHS mental health services help you feel hopeful about the things that are important to you?	6.0	5.3	6.8	206
Overall					
S9	Section score	7.3	6.7	7.8	
Q3	In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	6.4	5.3	7.4	197
Q42	Overall...	7.0	6.5	7.5	197
Q43	Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	8.7	7.8	9.0	212

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Background information

The sample	This trust	All trusts
Number of respondents	219	13,787
Response Rate (percentage)	27	29

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	39	44
Female	61	56
Age group (percentage)	(%)	(%)
Aged 18-35	22	14
Aged 36-50	31	23
Aged 51-65	23	25
Aged 66 and older	24	38
Ethnic group (percentage)	(%)	(%)
White	57	87
Multiple ethnic group	10	2
Asian or Asian British	8	4
Black or Black British	19	3
Arab or other ethnic group	1	0
Not known	5	4
Religion (percentage)	(%)	(%)
No religion	22	21
Buddhist	1	1
Christian	60	68
Hindu	2	1
Jewish	0	1
Muslim	6	3
Sikh	0	1
Other religion	3	2
Prefer not to say	5	3
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	89	90
Gay/lesbian	3	2
Bisexual	3	2
Other	1	1
Prefer not to say	5	5