Patient survey report 2015

Survey of people who use community mental health services 2015

Derbyshire Healthcare NHS Foundation Trust

Survey of people who use community mental health services 2015

National NHS patient survey programme
Survey of people who use community mental health services 2015

The Care Quality Commission

The Care Quality Commission (CQC) 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 register care providers.
- We monitor, inspect and rate services.
- We take action to protect people who use services.
- We speak with our independent voice, publishing regional and national views of the major quality issues in health and social care.

Our values:

- Excellence – being a high-performing organisation
- Caring – treating everyone with dignity and respect
- Integrity – doing the right thing
- Teamwork – learning from each other to be the best we can

Survey of people who use community mental health services 2015

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 2015 survey of people who use community mental health services involved 55 NHS trusts in England[1] (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 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 1 September 2014 and 30 November 2014. For more information on the sampling criteria for the survey please see the instruction manual for the survey (see Further Information section). Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between February and July 2015.

Similar surveys of community mental health services were carried out between 2004-2008 and 2010-2014[2]. However, the questionnaire for the 2014 survey was substantially redeveloped and updated in order to reflect changes in policy, best practice and patterns of service. New questions were added to the questionnaire and existing questions modified. The questionnaire remained largely the same between 2014 and 2015, which means that the 2015 results can be compared back to the 2014 survey data. However, the results from the 2014 and 2015 survey are not comparable with the results from previous national community mental health surveys[3].

[1] Although 58 trusts were eligible to take part in the survey, two trusts were not able to take part in the 2015 survey as they were unable to draw a sample as specified in the survey instruction manual. The data for one trust that took part in the survey was excluded from the publication as the trust committed a sampling error which would introduce bias into their results.

[2] In 2009 a survey of mental health inpatients took place.

[3] Please note that the survey was also substantially redeveloped in 2010. This means that surveys carried out between 2010 and 2013 are comparable with each other but not with any previous surveys.

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 the programme and to see the results from previous surveys, please see the links in the 'further information' section.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of mental health trusts in England. We will use data from the survey in our system of Intelligent Monitoring, which provides inspectors with an assessment of risk in areas of care within an NHS trust that need to be followed up. The survey data will also be included in the data packs that we produce for inspections.

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 with other trusts. It uses an analysis technique called the **'expected range'** to determine if your trust is performing 'about the same', 'better' or 'worse' compared with most other trusts. For more information, please see the 'methodology' section below. This approach 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/cmhsurvey). 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. For more information on the analysis, please see the methodology section below.

A 'section' score is also provided, labelled S1-S10 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 '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 views of care and services') 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 a higher proportion of male service users 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 profile reflects the national age-gender 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 standardisation 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. An example of a routing question is Q23 *(In the last 12 months, have you been receiving any medicines for your mental health needs?)*.

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' than would be expected when 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' than would be expected when 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'. 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 or 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[4]). 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.

Scores from last year's survey are also displayed where available. The column called 'change from 2014' 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 2014. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test.

Please note that comparative data is not shown for sections as the questions contained in each section can change year on year.

If the report for your trust is missing comparative data, this is because comparisons are not able to be shown where it has been found that a trust committed a sampling error in 2014.

[4] A section score is not able to be displayed as it will include fewer questions compared with other trusts so is not a fair comparison.

Notes on specific questions

This section provides information about the analysis of particular questions:

Q9 and Q10: Q9 (*Do you know how to contact this person if you have a concern about your care?*) and Q10 (*How well does this person organise the care and services you need?*)
Respondents who stated at Q8 that their GP is in charge of organising their care and services have been removed from the base for these questions. This is because results will not be attributable to the mental health trust.

Q14: (*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 have been removed from the base for this question. This is because it is not fair to penalise trusts for not having reviewed a person's care, if they have not been in contact with services for long enough.

Further information

The full national and trust level results can be found on the CQC website. You can also find a 'technical document' here which describes the methodology for analysing the trust level results:
www.cqc.org.uk/cmhsurvey

The trust results from previous surveys of community mental health surveys that took place 2004-8 and 2010-2014[5] are available at the below link. Please note that due to redevelopment work, results from the 2015 survey are only comparable with 2014[6].
www.nhssurveys.org/surveys/290

Full details of the methodology for the survey, including questionnaires, letters sent to people who use services, instructions on how to carry out the survey and the survey development report, are available at:
www.nhssurveys.org/surveys/820

More information on the patient survey programme, including results from other surveys and a programme of current and forthcoming surveys can be found at:
www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on how CQC monitor trusts that provide mental health services is available at:
www.cqc.org.uk/content/monitoring-trusts-provide-mental-health-services

[5] In 2009 a survey of mental health inpatient services took place.

[6] Please note that the survey was also substantially redeveloped in 2010. This means that surveys carried out between 2010 and 2013 are comparable with each other but not with any previous surveys.

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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		

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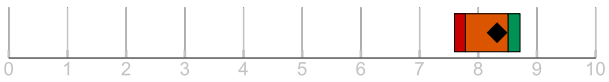
Health and social care workers

Q4. Did the person or people you saw listen carefully to you?



Q5. Were you given enough time to discuss your needs and treatment?

Q6. Did the person or people you saw understand how your mental health needs affect other areas of your life?

Organising care

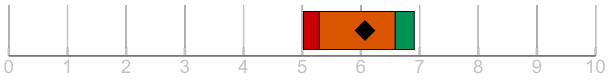
Q7. Have you been told who is in charge of organising your care and services?

Q9. Do you know how to contact this person if you have a concern about your care?

Q10. How well does this person organise the care and services you need?

Planning care

Q11. Have you agreed with someone from NHS mental health services what care you will receive?



Q12. Were you involved as much as you wanted to be in agreeing what care you will receive?

Q13. Does this agreement on what care you will receive take your personal circumstances into account?

Reviewing care

Q14. 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?

Q15. Were you involved as much as you wanted to be in discussing how your care is working?

Q16. Did you feel that decisions were made together by you and the person you saw during this discussion?

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		

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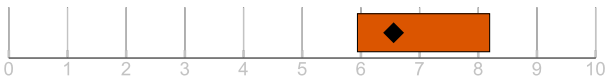
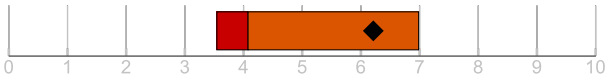
Changes in who people see

Q18. What impact has this had on the care you receive?

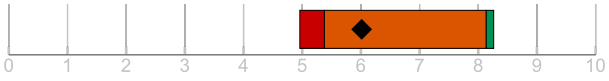


Q19. Did you know who was in charge of organising your care while this change was taking place?

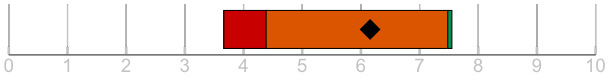


Crisis care

Q20. Do you know who to contact out of office hours if you have a crisis?



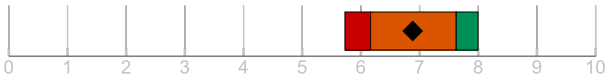
Q22. When you tried to contact them, did you get the help you needed?



Treatments

Q24. Were you involved as much as you wanted to be in decisions about which medicines you receive?

Q26. Were you given information about new medicine(s) in a way that you were able to understand?



Q28. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?

Q30. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?

Better

Best performing trusts

About the same

Worst performing trusts

'Better/Worse' Only displayed when this trust is better/worse than most other trusts

◆ This trust's score (NB: Not shown where there are fewer than 30 respondents)

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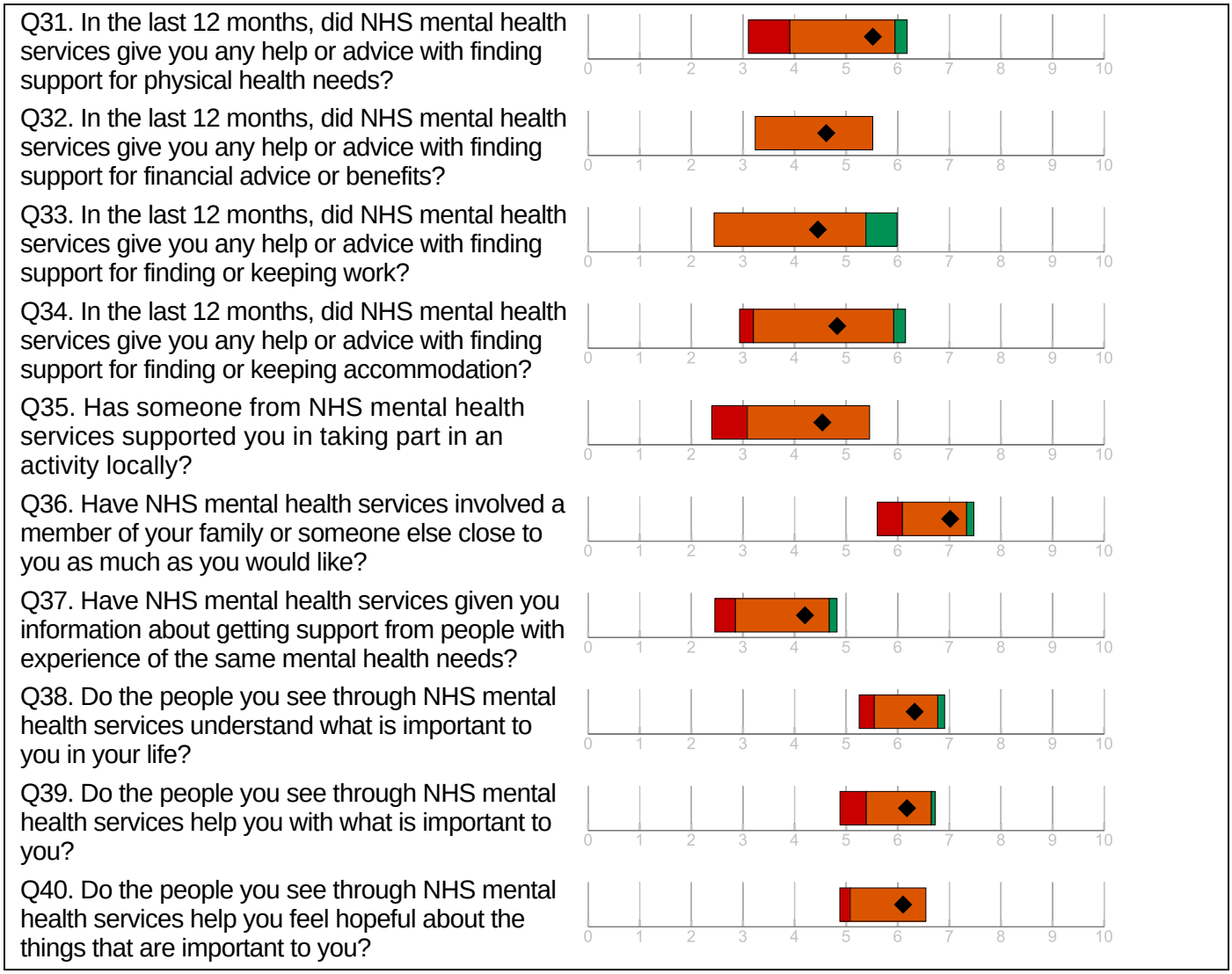
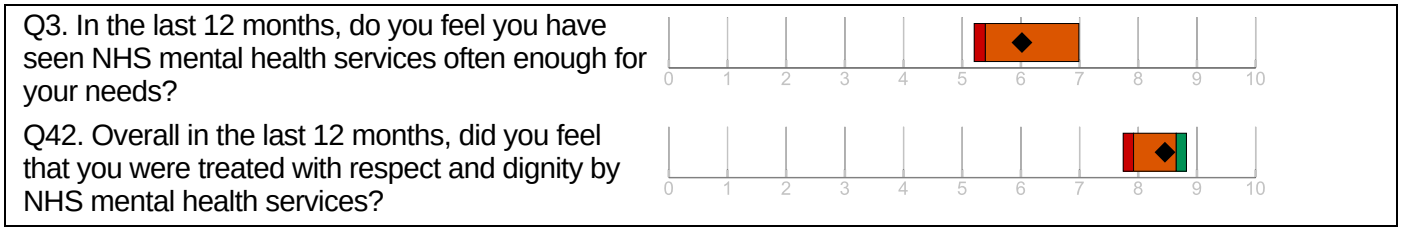
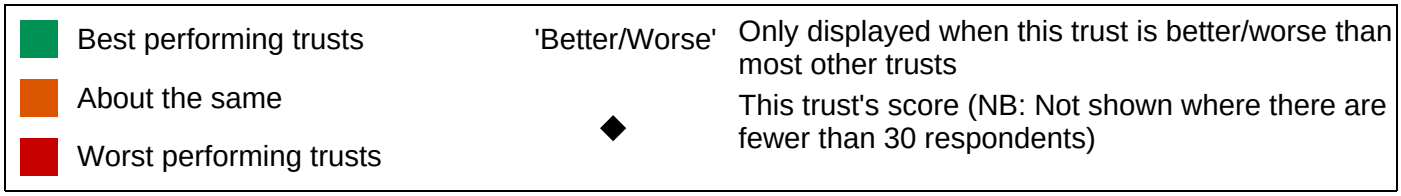
Other areas of life



Overall views of care and services





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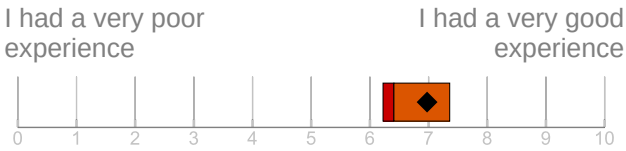
Overall experience

Q41. 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 2015

Derbyshire Healthcare NHS Foundation Trust

		Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
Health and social care workers							
S1	Section score	7.8	6.8	8.2			
Q4	Did the person or people you saw listen carefully to you?	8.3	7.6	8.7	239	8.3	
Q5	Were you given enough time to discuss your needs and treatment?	7.7	6.8	8.0	235	7.9	
Q6	Did the person or people you saw understand how your mental health needs affect other areas of your life?	7.3	6.0	7.8	231	7.4	
Organising care							
S2	Section score	8.4	7.9	9.0			
Q7	Have you been told who is in charge of organising your care and services?	7.6	6.5	8.8	216	8.0	
Q9	Do you know how to contact this person if you have a concern about your care?	9.5	8.8	9.9	140	9.6	
Q10	How well does this person organise the care and services you need?	8.2	7.7	8.9	142	8.4	
Planning care							
S3	Section score	7.0	6.1	7.6			
Q11	Have you agreed with someone from NHS mental health services what care you will receive?	6.1	5.0	6.9	239	6.3	
Q12	Were you involved as much as you wanted to be in agreeing what care you will receive?	7.3	6.5	8.2	187	7.5	
Q13	Does this agreement on what care you will receive take your personal circumstances into account?	7.7	6.8	8.4	180	8.0	
Reviewing care							
S4	Section score	7.5	6.8	8.2			
Q14	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?	7.2	5.8	8.7	207	7.4	
Q15	Were you involved as much as you wanted to be in discussing how your care is working?	7.8	6.9	8.4	165	7.5	
Q16	Did you feel that decisions were made together by you and the person you saw during this discussion?	7.7	6.8	8.2	157	7.7	

↑ or ↓	Indicates where 2015 score is significantly higher or lower than 2014 score (NB: No arrow reflects no statistically significant change) Where no score is displayed, no 2014 data is available.

Survey of people who use community mental health services 2015

Derbyshire Healthcare NHS Foundation Trust

		Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
Changes in who people see							
S5	Section score	6.4	4.7	7.3			
Q18	What impact has this had on the care you receive?	6.6	5.9	8.2	68	7.4	
Q19	Did you know who was in charge of organising your care while this change was taking place?	6.2	3.5	6.8	65	5.4	
Crisis care							
S6	Section score	6.1	5.1	7.2			
Q20	Do you know who to contact out of office hours if you have a crisis?	6.0	5.0	8.3	198	6.7	
Q22	When you tried to contact them, did you get the help you needed?	6.2	3.7	7.6	41	6.4	
Treatments							
S7	Section score	7.4	6.3	7.9			
Q24	Were you involved as much as you wanted to be in decisions about which medicines you receive?	7.0	6.2	7.4	194	7.1	
Q26	Were you given information about new medicine(s) in a way that you were able to understand?	6.9	5.7	8.0	96	6.4	
Q28	In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	7.8	6.6	8.6	180	8.1	
Q30	Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	7.9	6.2	8.2	89	7.0	

↑ or ↓	Indicates where 2015 score is significantly higher or lower than 2014 score (NB: No arrow reflects no statistically significant change) Where no score is displayed, no 2014 data is available.

Survey of people who use community mental health services 2015

Derbyshire Healthcare NHS Foundation Trust

		Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
Other areas of life							
S8	Section score	5.4	3.9	5.8			
Q31	In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	5.5	3.1	6.2	140	5.8	
Q32	In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	4.6	3.3	5.5	142	5.1	
Q33	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	4.5	2.5	6.0	62	4.3	
Q34	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping accommodation?	4.8	2.9	6.2	67	6.1	
Q35	Has someone from NHS mental health services supported you in taking part in an activity locally?	4.5	2.4	5.4	119	5.9	↓
Q36	Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	7.0	5.6	7.5	161	6.7	
Q37	Have NHS mental health services given you information about getting support from people with experience of the same mental health needs?	4.2	2.5	4.8	143	4.2	
Q38	Do the people you see through NHS mental health services understand what is important to you in your life?	6.3	5.3	6.9	233	6.6	
Q39	Do the people you see through NHS mental health services help you with what is important to you?	6.2	4.9	6.7	229	6.6	
Q40	Do the people you see through NHS mental health services help you feel hopeful about the things that are important to you?	6.1	4.9	6.5	228	6.0	
Overall views of care and services							
S9	Section score	7.2	6.5	7.8			
Q3	In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	6.0	5.2	7.0	237	6.6	
Q42	Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	8.5	7.7	8.8	245	8.7	
Overall experience							
S10	Section score	7.0	6.2	7.3			
Q41	Overall...	7.0	6.2	7.3	231	7.2	

↑ or ↓	Indicates where 2015 score is significantly higher or lower than 2014 score (NB: No arrow reflects no statistically significant change) Where no score is displayed, no 2014 data is available.

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Background information

The sample	This trust	All trusts
Number of respondents	252	11695
Response Rate (percentage)	31	29

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	44	43
Female	56	57
Age group (percentage)	(%)	(%)
Aged 18-35	14	14
Aged 36-50	24	23
Aged 51-65	25	25
Aged 66 and older	37	39
Ethnic group (percentage)	(%)	(%)
White	92	86
Multiple ethnic group	0	2
Asian or Asian British	2	4
Black or Black British	1	3
Arab or other ethnic group	0	1
Not known	5	4
Religion (percentage)	(%)	(%)
No religion	23	21
Buddhist	1	1
Christian	66	66
Hindu	0	1
Jewish	0	1
Muslim	0	3
Sikh	0	1
Other religion	5	3
Prefer not to say	4	4
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	89	88
Gay/lesbian	2	2
Bisexual	3	2
Other	1	1
Prefer not to say	6	6