

Service user survey report 2019

2019 Community Mental Health Patient Experience Survey

West London NHS Trust

NHS Patient Survey Programme

2019 Community Mental Health Patient Experience Survey

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care in England. 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 is to register care providers, and to monitor, inspect and rate services. If a service needs to improve, we take action to make sure this happens. We speak with an independent voice, publishing regional and national views of the major quality issues in health and social care.

Survey of people who use community mental health services 2019

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 2019 survey of people who use community mental health services involved 56 providers of NHS mental health services 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 12,551 people, a response rate of 27%.

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 2018 and 30 November 2018. For more information on the sampling criteria for the survey, please refer to the sampling instructions (see 'Further information' section). Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between February and June 2019.

Similar surveys of community mental health services were carried out between 2004 to 2008, and 2010 to 2018. ¹ However, the survey underwent two major redevelopments ahead of the 2010 and 2014 surveys to reflect changes in policy, best practice and patterns of service. This means that the 2019 survey is only comparable with the 2014, 2015, 2016, 2017 and 2018 surveys.

The community mental health survey is part of a wider programme of NHS patient surveys which covers a range of topics, including acute adult inpatient, children and young people's services, urgent and emergency care services 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 NHS acute trusts in England. We will use data from the survey in our system of CQC Insight, which provides inspectors with an assessment of performance in areas of care within an NHS trust that need to be followed up. Survey data will also be used to support CQC inspections. NHS Improvement will use the results to guide its work to improve the quality of care provided by NHS trusts and foundation trusts.

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322).

¹In 2009 a survey of mental health inpatients took place.

Interpreting the report

This report shows how your 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 on the expected range, 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.

A 'section' score is also provided, labelled S1-S11 in the 'section scores'. The scores for each question are grouped according to the sections of the questionnaire, for example, 'Health and social care workers', '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 ten 'Overall views of care and services'.

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 evaluative 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 trust, for example, they may be 'routing questions' designed to filter out respondents to whom the following questions do not apply. An example of a routing question is Q18 *In the last 12 months, have you been receiving any medicines for your mental health needs?*

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 grey 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 orange 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 orange 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 score for all trusts (no orange 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 graph will be displayed for this question (or the corresponding section²). 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 2018' 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 2018. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test with a significance level of 0.05.

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

Comparisons are also not able to be shown if a trust has merged with other trusts since the 2018 survey, or if a trust committed a sampling error in 2018.

²A section score is not able to be displayed as it will include fewer questions compared with other trusts hence it 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?*

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 trust.

Q14 and Q15:

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

As these questions specify a time period of 'the last 12 months' 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 these questions. This is because it is unreasonable to expect trusts to have reviewed a service user's care after such a short period of time.

Notes on question comparability

The following questions were new questions for 2019, and it is therefore not possible to compare with previous years:

Q6. *Did the person or people you saw appear to be aware of your treatment history?*

Q20. *Has the purpose of your medicines ever been discussed with you?*

Q21. *Have the possible side effects of your medicines ever been discussed with you?*

Q37. *Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?*

In addition, the wording of question 16 was amended for 2019. As a result, it is not possible to compare question 16 or question 17 with 2018.

Q16. *Do you know who to contact out of office hours within the NHS if you have a crisis? This should be a person or a team within NHS mental health services.*

Further information

The results for England, 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 results from previous community mental health surveys are available at the link below. Please note that due to redevelopment work, results from the 2019 survey are only comparable with 2014, 2015, 2016, 2017 and 2018³

<https://nhssurveys.org/surveys/survey/05-community-mental-health/>

Full details of the methodology for the survey, including questionnaires, letters sent to people who use services, instructions for trusts and contractors to carry out the survey, and the survey development report, are available at:

<https://nhssurveys.org/surveys/survey/05-community-mental-health/year/2019/>

More information on the NHS Patient Survey Programme, including results from other surveys and a schedule of current and forthcoming surveys can be found at:

www.cqc.org.uk/surveys

More information on how CQC monitor trusts that provide mental health services is available at:

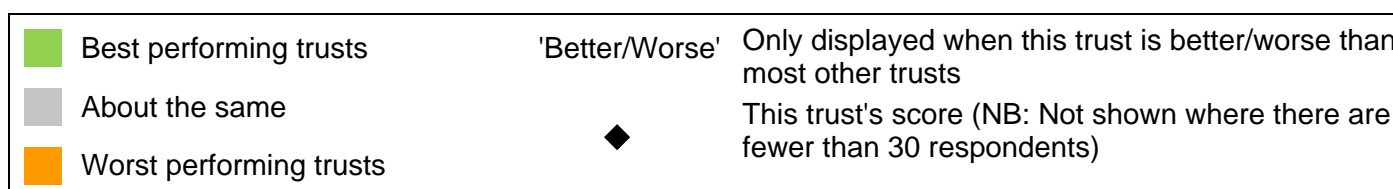
www.cqc.org.uk/content/monitoring-trusts-provide-mental-health-services

³Please 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 other surveys.

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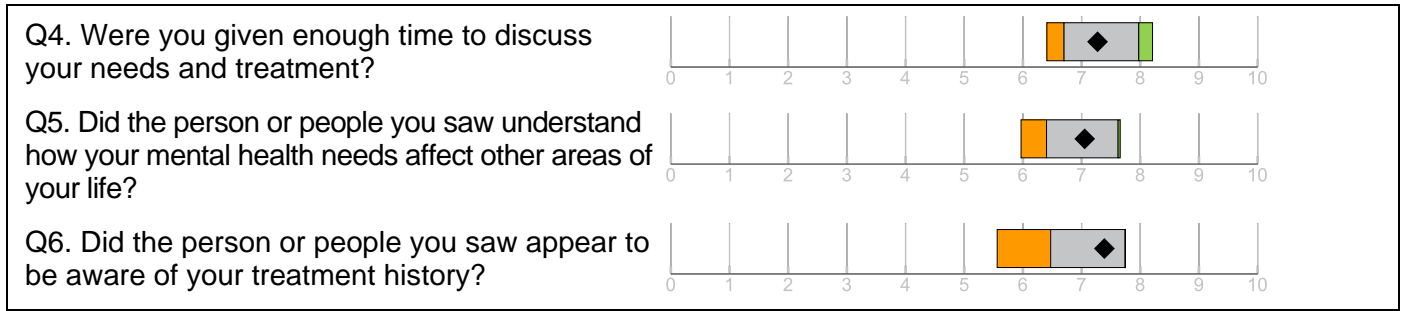
Section scores



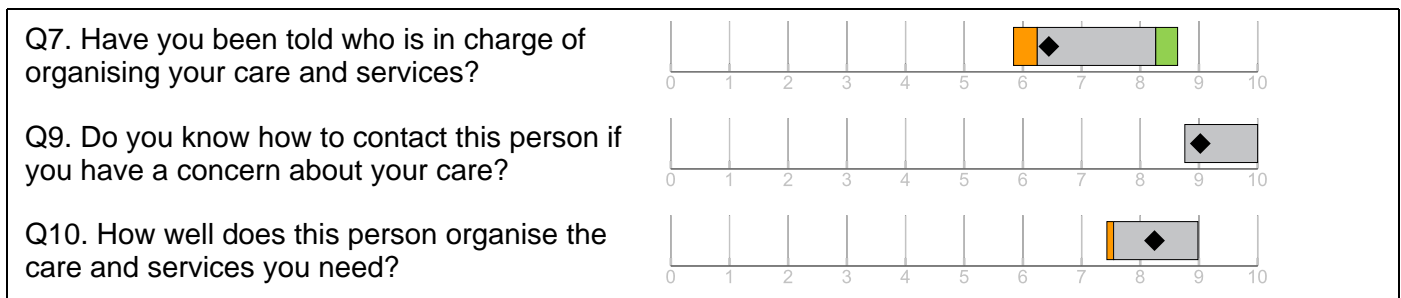
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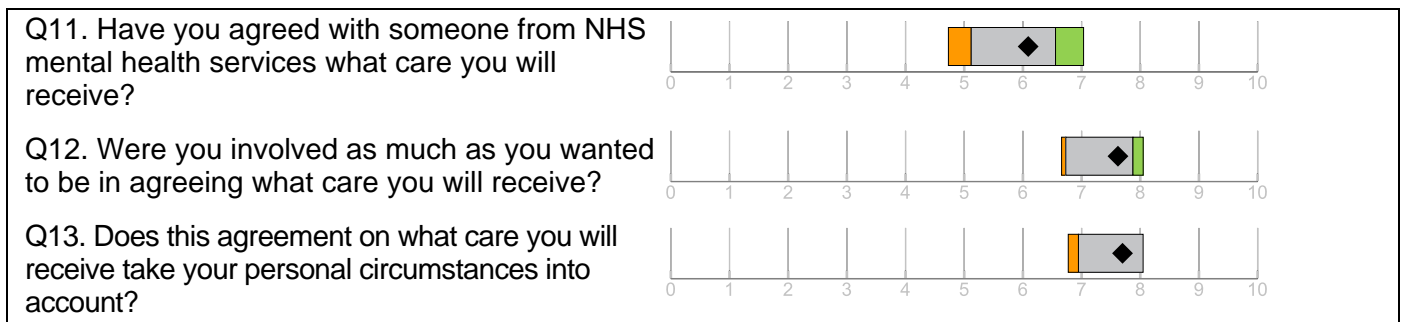
Health and social care workers



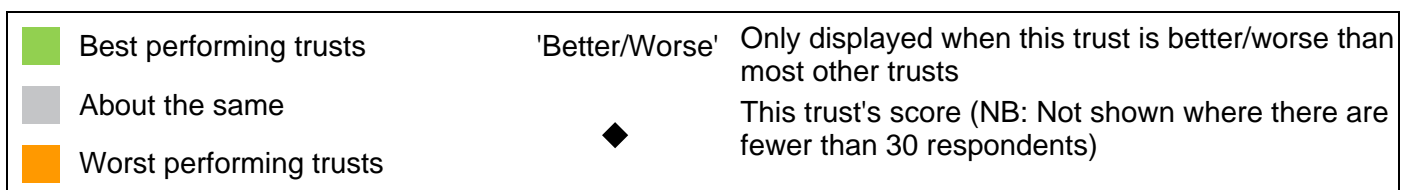
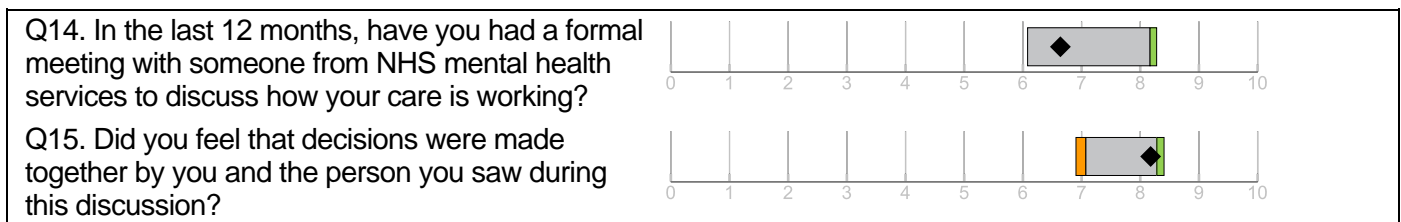
Organising care



Planning care



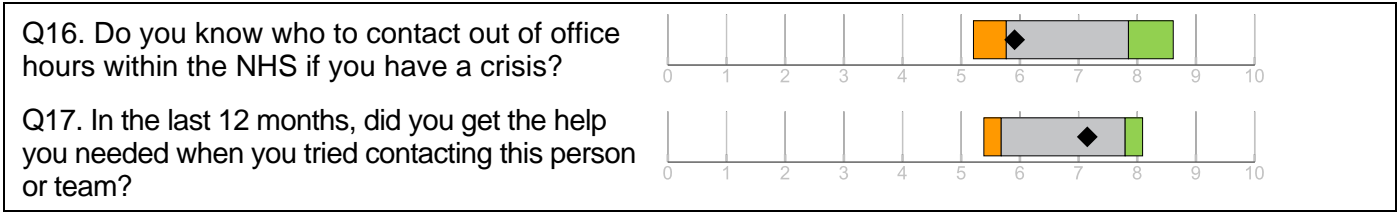
Reviewing care



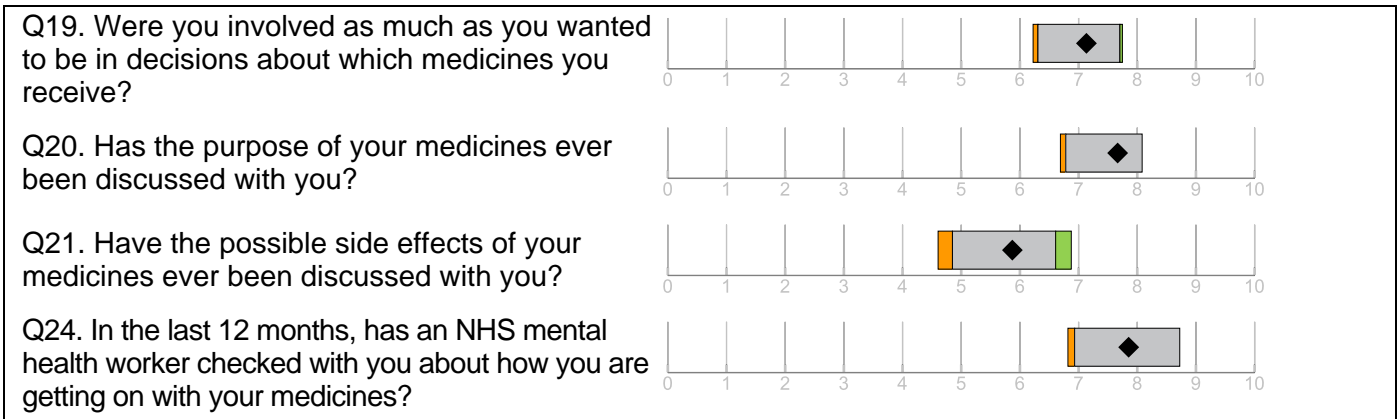
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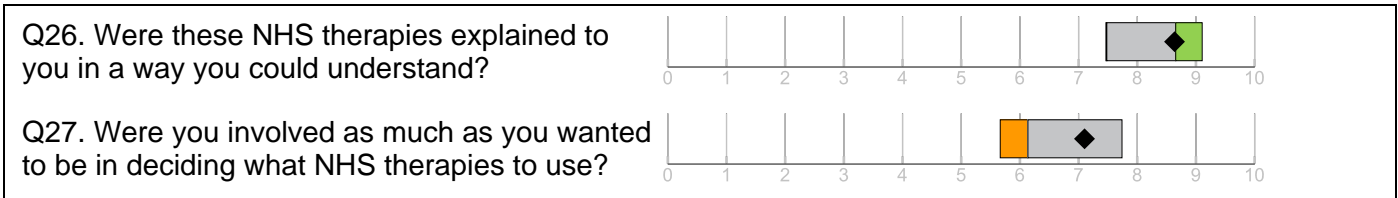
Crisis care



Medicines



NHS Therapies

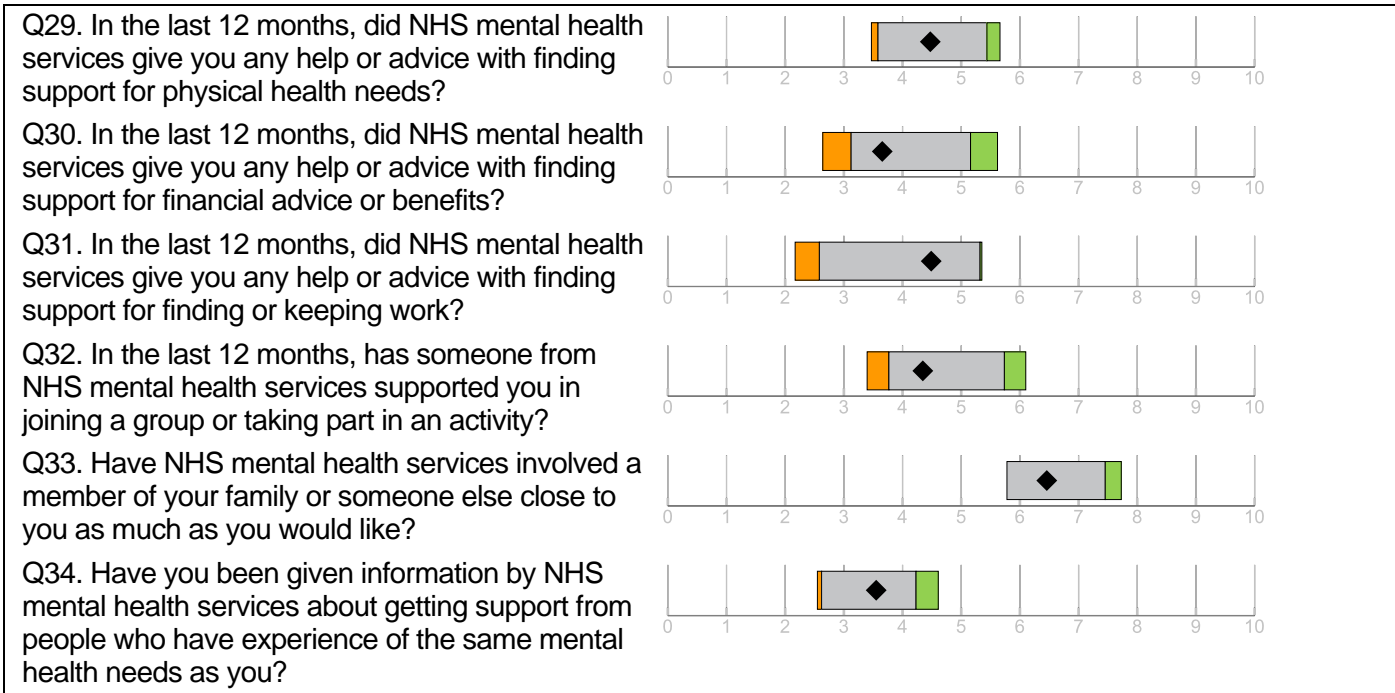


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		
	Worst performing trusts		This trust's score (NB: Not shown where there are fewer than 30 respondents)

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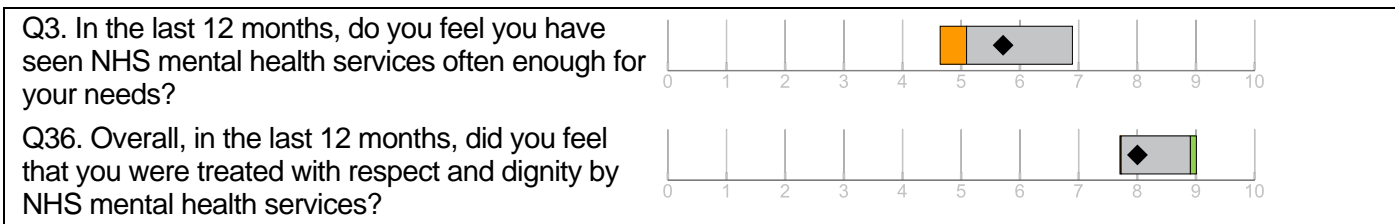
Support and wellbeing



Feedback



Overall views of care and services



Overall experience



■ 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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	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Health and social care workers						
S1 Section score	7.2	6.0	7.7			
Q4 Were you given enough time to discuss your needs and treatment?	7.3	6.4	8.2	190	7.1	
Q5 Did the person or people you saw understand how your mental health needs affect other areas of your life?	7.1	6.0	7.7	193	6.4	
Q6 Did the person or people you saw appear to be aware of your treatment history?	7.4	5.6	7.7	191		
Organising care						
S2 Section score	7.9	7.8	8.9			
Q7 Have you been told who is in charge of organising your care and services?	6.4	5.8	8.6	150	6.3	
Q9 Do you know how to contact this person if you have a concern about your care?	9.0	9.0	10.0	68	9.8	
Q10 How well does this person organise the care and services you need?	8.2	7.4	8.9	74	8.1	
Planning care						
S3 Section score	7.1	6.3	7.6			
Q11 Have you agreed with someone from NHS mental health services what care you will receive?	6.1	4.7	7.0	196	5.9	
Q12 Were you involved as much as you wanted to be in agreeing what care you will receive?	7.6	6.7	8.0	142	6.8	↑
Q13 Does this agreement on what care you will receive take your personal circumstances into account?	7.7	6.8	8.0	137	7.3	
Reviewing care						
S4 Section score	7.4	6.6	8.3			
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?	6.6	6.2	8.3	153	7.2	
Q15 Did you feel that decisions were made together by you and the person you saw during this discussion?	8.2	6.9	8.4	103	7.3	↑

↑ or ↓ Indicates where 2019 score is significantly higher or lower than 2018 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2018 data is available.

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	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Crisis care						
S5 Section score	6.5	5.6	7.8			
Q16 Do you know who to contact out of office hours within the NHS if you have a crisis?	5.9	5.2	8.6	174		
Q17 In the last 12 months, did you get the help you needed when you tried contacting this person or team?	7.1	5.4	8.1	70		
Medicines						
S6 Section score	7.1	6.2	7.7			
Q19 Were you involved as much as you wanted to be in decisions about which medicines you receive?	7.1	6.2	7.7	145	6.4	
Q20 Has the purpose of your medicines ever been discussed with you?	7.7	6.7	8.0	155		
Q21 Have the possible side effects of your medicines ever been discussed with you?	5.9	4.6	6.9	152		
Q24 In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	7.9	6.8	8.7	141	7.8	
NHS Therapies						
S7 Section score	7.9	6.8	8.4			
Q26 Were these NHS therapies explained to you in a way you could understand?	8.6	7.5	9.1	67	7.4	↑
Q27 Were you involved as much as you wanted to be in deciding what NHS therapies to use?	7.1	5.7	7.7	64	6.1	

↑ or ↓

Indicates where 2019 score is significantly higher or lower than 2018 score
(NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2018 data is available.

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	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Support and wellbeing						
S8 Section score	4.5	3.6	5.5			
Q29 In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	4.5	3.5	5.7	131	4.4	
Q30 In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	3.7	2.6	5.6	127	3.5	
Q31 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	2.2	5.4	63	3.7	
Q32 In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	4.3	3.4	6.1	120	4.0	
Q33 Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	6.5	5.8	7.7	123	6.2	
Q34 Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?	3.6	2.5	4.6	128	3.2	
Feedback						
S9 Section score	2.4	0.9	4.4			
Q37 Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	2.4	0.9	4.4	170		
Overall views of care and services						
S10 Section score	6.9	6.2	7.8			
Q3 In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	5.7	4.6	6.9	190	5.8	
Q36 Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	8.0	7.7	9.0	196	7.8	
Overall experience						
S11 Section score	6.5	5.8	7.7			
Q35 Overall...	6.5	5.8	7.7	189	6.4	

↑ or ↓

Indicates where 2019 score is significantly higher or lower than 2018 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2018 data is available.

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Background information

The sample	This trust	All trusts
Number of respondents	206	12551
Response Rate (percentage)	25	27
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	49	44
Female	51	56
Age group (percentage)	(%)	(%)
Aged 18-35	19	15
Aged 36-50	22	19
Aged 51-65	36	25
Aged 66 and older	23	40
Ethnic group (percentage)	(%)	(%)
White	45	86
Multiple ethnic group	8	2
Asian or Asian British	21	5
Black or Black British	12	3
Arab or other ethnic group	5	1
Not known	9	4
Religion (percentage)	(%)	(%)
No religion	18	25
Buddhist	2	1
Christian	42	62
Hindu	7	1
Jewish	1	1
Muslim	17	3
Sikh	5	1
Other religion	3	3
Prefer not to say	5	4
Sexual orientation (percentage)	(%)	(%)
Heterosexual / Straight	78	87
Gay / Lesbian	4	2
Bisexual	3	3
Other	3	1
Prefer not to say	13	7