Community Mental Health Survey report 2020

Bradford District Care NHS Foundation Trust

NHS Patient Survey Programme
2020 Community Mental Health Survey

The Care Quality Commission

The Care Quality Commission (CQC) 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 2020

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 2020 survey of people who use community mental health services involved 55 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 NHS mental health services). We received responses from 17,601 people, a response rate of 26%.

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 2019 and 30 November 2019. For more information on the sampling criteria for the survey, please refer to the sampling instructions detailed in the 'Further information' section. Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between February and June 2020.

The Community Mental Health survey is part of a wider programme of NHS patient surveys that 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 CQC will use the results from this survey in our regulation, monitoring and inspection of NHS 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.

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

Impact of Covid-19

The peak of the Covid-19 pandemic in England and the subsequent national 'lockdown' on the 23 March 2020, occurred approximately midway through the fieldwork period for the survey. Whilst the Community Mental Health survey primarily asked people to reflect on their experience of care over the previous 12 months, and therefore prior to the pandemic, our analysis has shown that the national lockdown likely impacted the way service users responded to the survey.

When comparing with equivalent time periods from previous surveys, responses received after the lockdown was introduced differ significantly across the majority of questions this year. The 2020 Community Mental Health survey is classed as not directly comparable with previous iterations. Therefore, comparisons with the 2019 Community Mental Health survey will not be shown in these reports.

For most trusts results are based on a combination of responses completed before lockdown and those completed during lockdown, and the proportions of each may differ between trusts. While our

analysis shows that there is not a link between the proportion of responses received after lockdown and trust-level survey results, because people's experiences of care may have been affected by lockdown, please consider this when reflecting on your results for individual questions.

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 on the expected range, please see the 'Methodology' section. 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. The CQC website displays the data in a 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 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 0 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?'*

Section scoring is computed as the average (arithmetic mean) of the question scores for the section after weighting has been applied.

For more information of question scoring, please see link in the '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 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 '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. This takes 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 shown as scoring 'better' or 'worse' than the majority of other trusts, it is very unlikely to have been performing at the same level as most other trusts.

In some cases, there will be no orange and/or no green area in the graph. This happens when the expected range for the 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.

If fewer than 30 respondents have answered a question, no graph will be displayed for this question (or the corresponding section[1]). 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 who responded.

Owing to the impact of the Covid-19 pandemic, tables showing direct comparisons with 2019 will not be shown.

[1] A 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 mental health trust.

Q14 and Q15:
Q14. *In the last 12 months, have you had a specific 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.

Changes to specific questions

The following question is new for 2020:
Q29. *Overall, how did you feel about the length of time you waited before receiving NHS therapies?*

In addition, the following questions were amended for 2020:
Q6. *Did the person or people you saw appear to be aware of your **treatment history?***

Q13. *Does this agreement on what care you will receive take into account your needs in other areas of your life?*

Q14. *In the last 12 months, have you had a specific 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?*

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

Q30. *In the last 12 months, did NHS mental health services **support you** with your **physical health needs** (this might be an injury, a disability, or a condition such as diabetes, epilepsy. Etc)?*

Q32. *In the last 12 months, did NHS mental health services give you any **help or advice** with **finding support for finding or keeping work** (paid or voluntary)?*

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.

The results from previous community mental health surveys are available on the NHS surveys website. Please note that due to the impact of the Covid-19 pandemic, the results of the 2020 Community Mental Health survey are not directly comparable with previous iterations.

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 on the NHS surveys website.

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

More information on how CQC monitor trusts that provide mental health services is available on the CQC website.

2020 Community Mental Health Survey

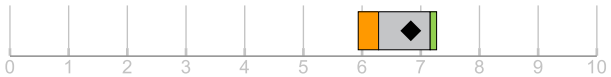
Bradford District Care NHS Foundation Trust

Section scores

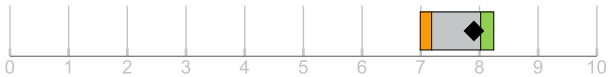
S1. Health and social care workers

S2. Organising care

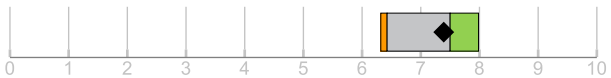
S3. Planning care



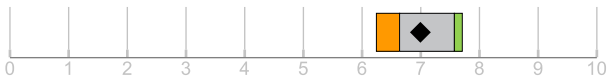
S4. Reviewing care



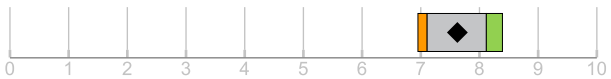
S5. Crisis care



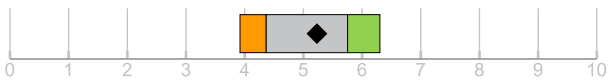
S6. Medicines



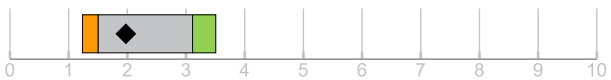
S7. NHS Therapies



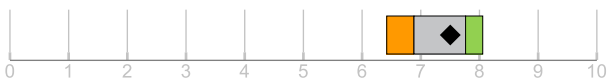
S8. Support and wellbeing



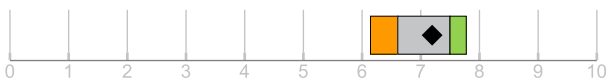
S9. Feedback



S10. Overall views of care and services



S11. 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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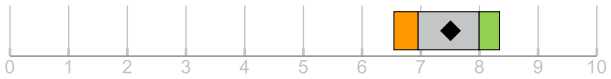
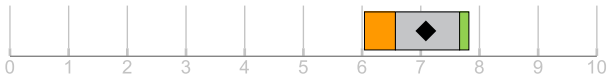
Health and social care workers

Q4. Were you given enough time to discuss your needs and treatment?



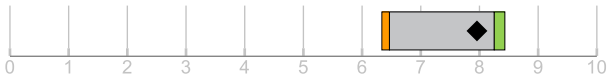
Q5. Did the person or people you saw understand how your mental health needs affect other areas of your life?



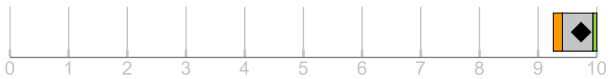
Q6. Did the person or people you saw appear to be aware of your treatment history?

Organising care

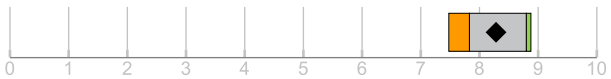
Q7. Have you been told who is in charge of organising your care and services?



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

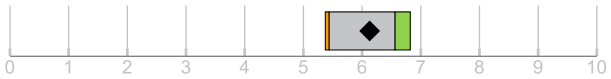


Q10. How well does this person organise the care and services you need?



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 into account your needs in other areas of your life?

Reviewing care

Q14. In the last 12 months, have you had a specific 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?

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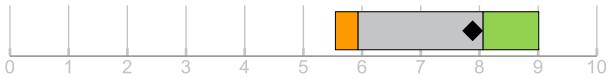
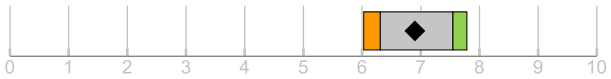
Crisis care

Q16. Would you know who to contact out of office hours within the NHS if you had a crisis?

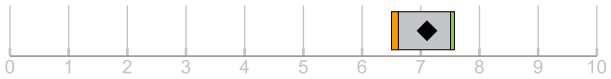


Q17. In the last 12 months, did you get the help you needed when you tried contacting this person or team?



Medicines

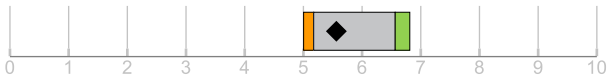
Q19. Were you involved as much as you wanted to be in decisions about which medicines you receive?



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

Worse

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



Q24. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?

NHS Therapies

Q26. Were these NHS therapies explained to you in a way you could understand?

Q27. Were you involved as much as you wanted to be in deciding what NHS therapies to use?

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About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
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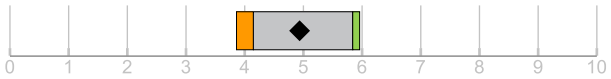
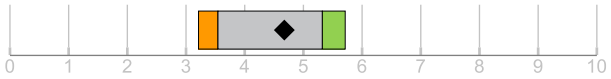
Support and wellbeing

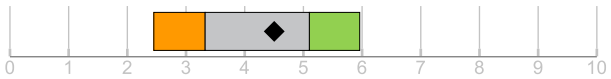
Q30. In the last 12 months, did NHS mental health services support you with your physical health needs?



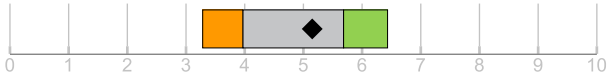
Q31. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?



Q32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?



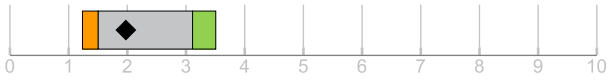
Q33. In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?



Q34. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?

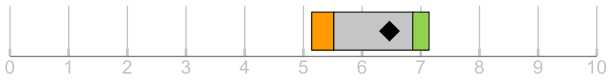
Feedback

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?



Overall views of care and services

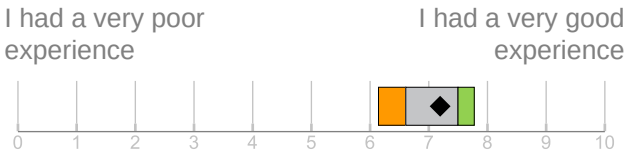
Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?



Q36. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

Overall experience

Q35. Overall...



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2020 Community Mental Health Survey
Bradford District Care NHS Foundation Trust

		Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Health and social care workers					
S1	Section score	7.3	6.4	8.0	
Q4	Were you given enough time to discuss your needs and treatment?	7.5	6.5	8.3	286
Q5	Did the person or people you saw understand how your mental health needs affect other areas of your life?	7.1	6.0	7.8	286
Q6	Did the person or people you saw appear to be aware of your treatment history?	7.4	6.2	7.8	271
Organising care					
S2	Section score	8.7	7.9	9.0	
Q7	Have you been told who is in charge of organising your care and services?	8.0	6.3	8.4	238
Q9	Do you know how to contact this person if you have a concern about your care?	9.7	9.3	10.0	148
Q10	How well does this person organise the care and services you need?	8.3	7.5	8.9	149
Planning care					
S3	Section score	6.8	5.9	7.3	
Q11	Have you agreed with someone from NHS mental health services what care you will receive?	6.1	5.4	6.8	295
Q12	Were you involved as much as you wanted to be in agreeing what care you will receive?	7.4	6.3	7.9	226
Q13	Does this agreement on what care you will receive take into account your needs in other areas of your life?	6.9	6.1	7.4	210
Reviewing care					
S4	Section score	7.9	7.0	8.2	
Q14	In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working?	8.0	6.6	8.5	227
Q15	Did you feel that decisions were made together by you and the person you saw during this discussion?	7.8	7.0	8.3	181
Crisis care					
S5	Section score	7.4	6.3	8.0	
Q16	Would you know who to contact out of office hours within the NHS if you had a crisis?	7.9	5.5	9.0	258
Q17	In the last 12 months, did you get the help you needed when you tried contacting this person or team?	6.9	6.0	7.8	155

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		Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Medicines					
S6	Section score	7.0	6.2	7.7	
Q19	Were you involved as much as you wanted to be in decisions about which medicines you receive?	7.1	6.5	7.6	233
Q20	Has the purpose of your medicines ever been discussed with you?	7.1	6.8	8.3	245
Q21	Have the possible side effects of your medicines ever been discussed with you?	5.6	5.0	6.8	239
Q24	In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	8.3	6.6	9.0	205
NHS Therapies					
S7	Section score	7.6	7.0	8.4	
Q26	Were these NHS therapies explained to you in a way you could understand?	8.1	7.5	8.9	105
Q27	Were you involved as much as you wanted to be in deciding what NHS therapies to use?	7.2	6.2	8.1	100
Support and wellbeing					
S8	Section score	5.2	3.9	6.3	
Q30	In the last 12 months, did NHS mental health services support you with your physical health needs?	4.9	3.9	6.0	157
Q31	In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	4.7	3.2	5.7	186
Q32	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?	4.5	2.5	6.0	94
Q33	In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	5.2	3.3	6.4	165
Q34	Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	6.9	5.9	7.8	198
Feedback					
S9	Section score	2.0	1.2	3.5	
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?	2.0	1.2	3.5	244

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		Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Overall views of care and services					
S10	Section score	7.5	6.4	8.1	
Q3	In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	6.5	5.1	7.1	292
Q36	Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	8.5	7.6	9.0	294
Overall experience					
S11	Section score	7.2	6.1	7.8	
Q35	Overall...	7.2	6.1	7.8	278

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Background information

The sample	This trust	All trusts
Number of respondents	306	17601
Response Rate (percentage)	25	26

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	40	43
Female	60	57
Age group (percentage)	(%)	(%)
Aged 18-35	12	15
Aged 36-50	22	18
Aged 51-65	29	26
Aged 66 and older	37	40
Ethnic group (percentage)	(%)	(%)
White	76	87
Mixed / Multiple ethnic groups	2	2
Asian / Asian British	11	4
Black / African / Caribbean / Black British	3	3
Other ethnic group	1	0
Not known	8	5
Religion (percentage)	(%)	(%)
No religion	26	26
Buddhist	0	1
Christian	54	62
Hindu	1	1
Jewish	0	1
Muslim	12	3
Sikh	2	1
Other religion	3	2
Prefer not to say	2	4
Sexual orientation (percentage)	(%)	(%)
Heterosexual / Straight	89	87
Gay / Lesbian	3	2
Bisexual	0	3
Other	1	2
Prefer not to say	6	6