NHS Community Mental Health Survey Benchmark Report 2021

Avon and Wiltshire Mental Health Partnership NHS Trust

NHS   CareQuality Commission   Survey Coordination Centre

Contents

Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme

- information on the Community Mental Health Survey

- a description of key terms used in this report

- navigating the report

Background and methodology

The NHS Patient Survey Programme

The NHS Patient Survey Programme (NPSP) collects feedback on adult inpatient care, maternity care, children and young people's inpatient and day services, urgent and emergency care, and community mental health services.

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

As part of the NPSP, the Community Mental Health Survey has been conducted almost every year since 2004. The CQC use the results from the survey in its assessment of mental health trusts in England.

To find out more about the survey programme and to see the results from previous surveys, please refer to the section on further information on this page.

Community Mental Health Survey

The survey was administered by the Survey Coordination Centre for Existing Methods (SCCEM) at Picker Institute.

The 2021 survey of people who use community

mental health services involved 54 providers of NHS community mental health services in England. We received responses from 17,322 people, a response rate of 26.5%.

People aged 18 and over were eligible for the survey if they were receiving care or treatment for a mental health condition and were seen face-to-face at the trust, via video conference or telephone between 1 September 2020 and 30 November 2020. 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 2021.

Trend data

The Community Mental Health Survey is comparable back to the 2014 survey. Trend data is presented in this report for questions that have been asked in previous survey years.

Further information about the survey

- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the NHS Surveys website.

- To learn more about the CQC's survey programme, please visit the CQC website.

Key terms used in this report

The 'expected range' technique

This report shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part. 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. This is designed to help understand the performance of individual trusts and identify areas for improvement. More information can be found in the Appendix.

Standardisation

Demographic characteristics, such as age and sex, can influence service users' experience of care and the way they report it. For example, research shows that older people report more positive experiences of care than younger people. Since trusts have differing profiles of service users, this could make fair trust comparisons difficult. To account for this, we 'standardise' the results, which means we apply a weight to individual service user responses to account for differences in demographic

profile between trusts. For each trust, results have been standardised by the age and sex of respondents to reflect the 'national' age-sex type distribution (based on all respondents to the survey).

This helps ensure that no trust will appear better or worse than another because of its profile, and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale of 0 to 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing. Only evaluative questions in the questionnaire are scored. Some questions are descriptive (for example Q1) and others are 'routing questions', which are designed to filter out

respondents to whom the following questions do not apply (for example Q25). These questions are not scored. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied.

National average

The 'national average' mentioned in this report is the arithmetic mean of all trusts' scores after weighting is applied.

Suppressed data

If fewer than 30 respondents have answered a question, no score will be displayed for that question (or the corresponding section the question contributes to).

Further information about the methods

For further information about the statistical methods used in this report, please refer to the survey technical document.

Using the survey results

Navigating this report

This report is split into five sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.

- **Headline results** – includes key trust-level findings relating to the service users who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.

- **Benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the 'expected range' analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve.

- **Change over time** – displays your trust score for each survey year. Where available, trend data will be shown from 2014 to 2021. Questions are displayed in a line chart with the trust mean plotted alongside the national average. Statistical significance testing is also shown between survey years (2021 vs 2020 and 2021 vs 2019). This section highlights areas your trust has improved on or declined in over time.

- **Appendix** – includes additional data for your trust; further information on the survey methodology; and interpretation of graphs in this report.

How to interpret the graphs in this report

There are several types of graphs in this report which show how the score for your trust compares to the scores achieved by all trusts that took part in the survey. Additionally, line charts show your trust's trend data over time.

The two chart types used in the section 'Benchmarking' use the 'expected range' technique to show results. For information on how to interpret these graphs, please refer to the Appendix.

Other data sources

More information is available about the following topics at their respective websites, listed below:

- Full national results; A-Z list to view the results for each trust; technical document: http://www.cqc.org.uk/cmhsurvey

- National and trust-level data for all trusts who took part in the Community Mental Health Survey 2021 https://nhssurveys.org/surveys/survey/05-community-mental-health/year/2021/. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.

- Information on the NHS Patient Survey Programme, including results from other surveys: www.cqc.org.uk/content/surveys

- Information about how the CQC monitors hospitals: https://www.cqc.org.uk/what-we-do/how-we-use-information/using-data-monitor-services

Headline results

This section includes:

- information about your trust population

- an overview of benchmarking for your trust

- the best and worst scores for your trust

Who took part in the survey?

This slide is included to help you interpret responses and to provide information about the population of service users who took part in the survey.

1250 invited to take part

324 completed

27% response rate
26% average response rate for all trusts
29% response rate for your trust last year

AGE

17% 18-35
23% 36-50
24% 51-65
36% 66+

ETHNICITY

White — 88%
Multiple ethnic groups — 3%
Asian/ Asian British — 4%
Black/Black British — 2%
Arab /Other ethnic group — 0%
Not known — 3%
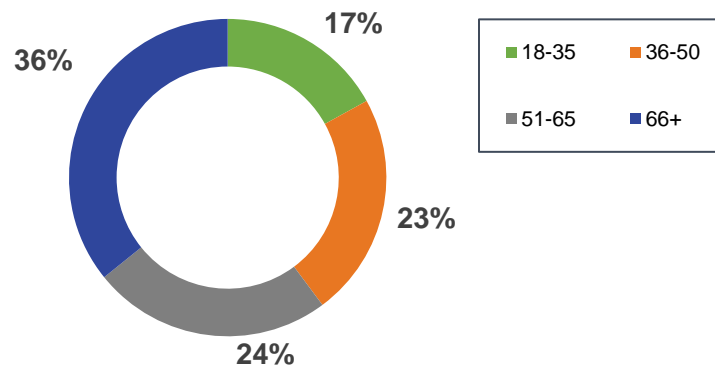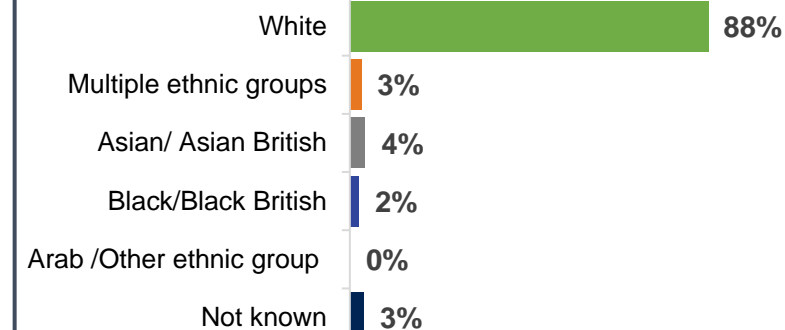
LONG-TERM CONDITIONS

93% of service users have a **physical or mental health condition or illness that has lasted or is expected to last for 12 months or more.**

Number of long-term conditions reported:

1 — **33%**
2+ — **67%**

SEX

At birth were you registered as…

Male — **45%**
Female — **54%**
Intersex — **0%**
Prefer not to say — **1%**
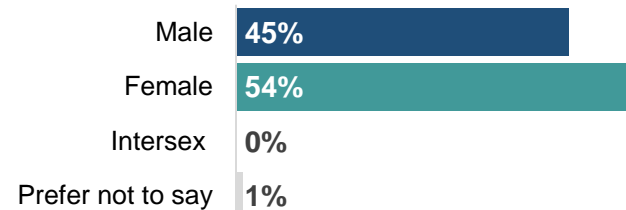
1% of service users said their **gender is different from the sex they were registered with at birth**.

RELIGION

No religion — 28%
Buddhist — 2%
Christian — 57%
Hindu — 1%
Jewish — 1%
Muslim — 3%
Sikh — 0%
Other — 6%
I would prefer not to say — 4%
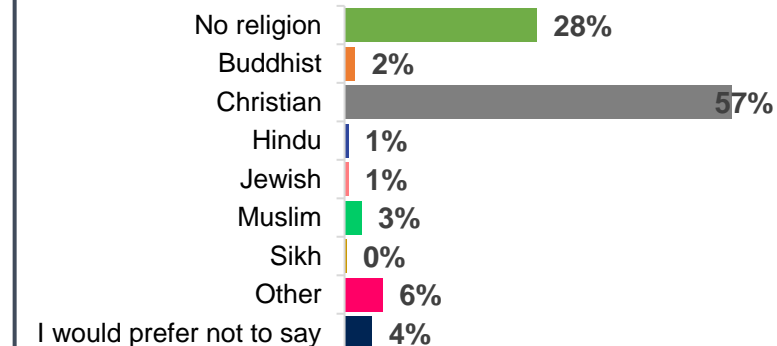
Summary of findings for your trust

Comparison with other trusts

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.
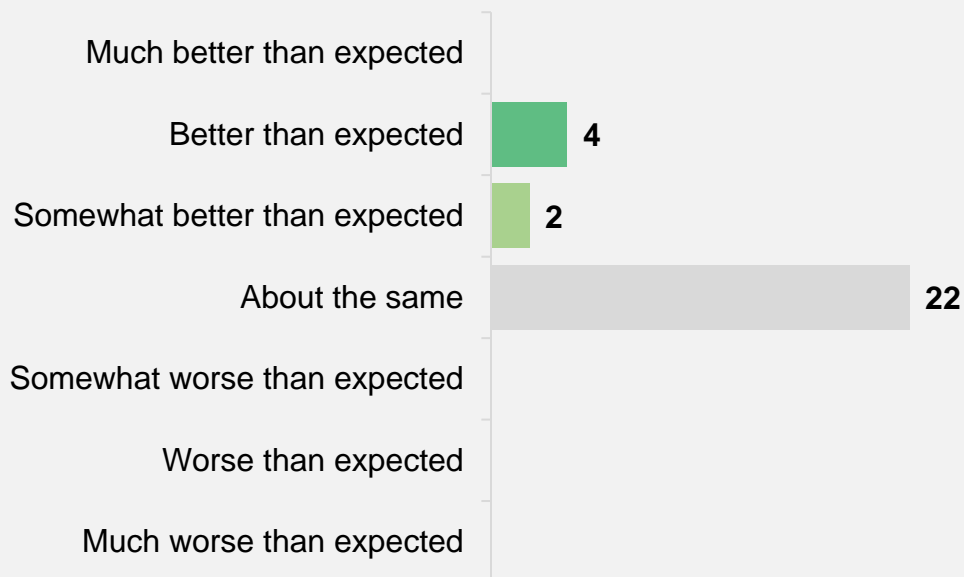
Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2021 vs 2020.
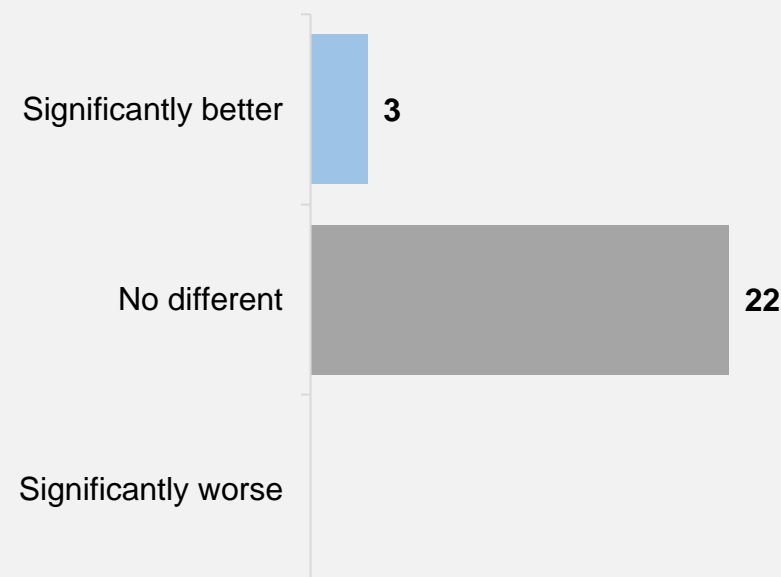
For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the appendix section "your trust has performed much worse" , "your trust has performed worse" , "your trust has performed somewhat worse", "your trust has performed somewhat better", "your trust has performed better", "your trust has performed much better" .

CareQuality Commission | Survey Coordination Centre | NHS

Best and worst performance relative to the national average

These five questions are calculated by comparing your trust's results to the national average.
- **Top five scores**: These are the five results for your trust that are highest compared with the national average. If none of the results for your trust are above the national average, then the results that are closest to the national average have been chosen, meaning a trust's best performance may be worse than the national average.
- **Bottom five scores:** These are the five results for your trust that are lowest compared with the national average. If none of the results for your trust are below the national average, then the results that are closest to the national average have been chosen, meaning a trust's worst performance may be better than the national average.

Top five scores (compared with national average)

■ Your trust score   ▮ National average

Question	Your trust score
Organising care Q10. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional").	8.6
Support and wellbeing Q32. 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.)?	5.8
Reviewing care Q17. 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?	7.4
Planning care Q14. Have you agreed with someone from NHS mental health services what care you will receive?	6.7
Health and social care workers Q7. Were you given enough time to discuss your needs and treatment?	7.8

Bottom five scores (compared with national average)

■ Your trust score   ▮ National average

Question	Your trust score
Crisis care Q20. Thinking about the last time you tried to contact this person or team, did you get the help you needed?	6.4
Organising care Q12. Do you know how to contact this person if you have a concern about your care?	9.5
Organising care Q13. How well does this person organise the care and services you need?	8.2
Medicines Q22. Has the purpose of your medicines ever been discussed with you?	7.8
Overall views of care and services Q37. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	8.3

Benchmarking

This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part.

- 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.

Section 1. Health and social care workers

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.4   About the same

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ■ Your trust

NHS trust score

Each vertical line represents an individual NHS trust
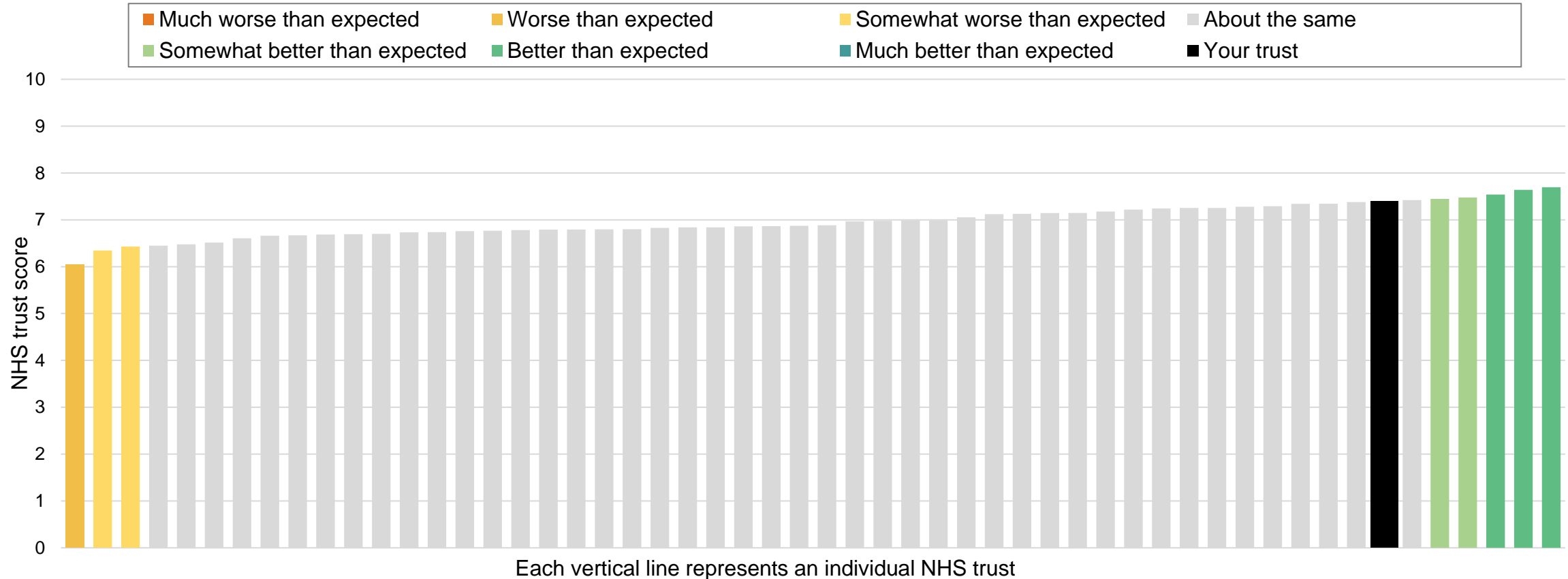
Section 1. Health and social care workers (continued)

Question scores

Legend:
- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- ◆ Your trust
- National average

		Number of respondents	Your trust	All trusts in England		
				National average	Lowest score	Highest score
Q7. Were you given enough time to discuss your needs and treatment?	Better than expected	301	7.8	7.1	6.3	7.9
Q8. Did the person or people you saw understand how your mental health needs affect other areas of your life?	About the same	298	7.2	6.8	5.9	7.6
Q9. Did the person or people you saw appear to be aware of your treatment history?	About the same	298	7.2	6.9	5.8	7.8

Section 2. Organising care

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 8.8   Somewhat better than expected

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ■ Your trust

NHS trust score

Each vertical line represents an individual NHS trust

Section 2. Organising care (continued)

Question scores

- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ◆ Your trust
- ▌National average

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
266	8.6	7.3	6.1	9.1
183	9.5	9.6	9.3	9.9
190	8.2	8.3	7.6	8.8

Q10. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional"). — Better than expected

Q12. Do you know how to contact this person if you have a concern about your care? — About the same

Q13. How well does this person organise the care and services you need? — About the same
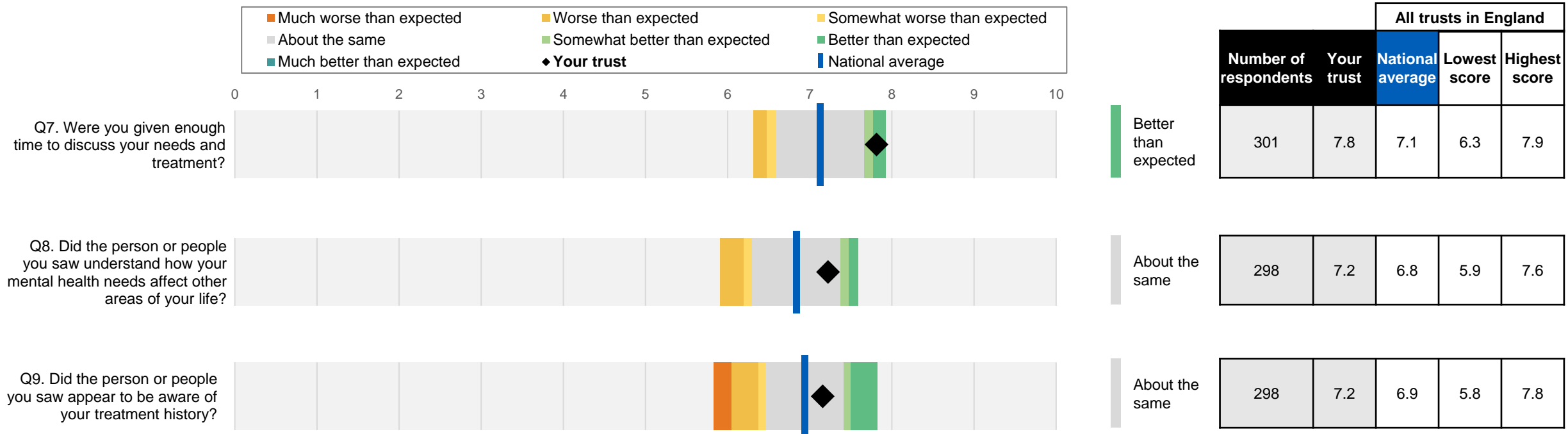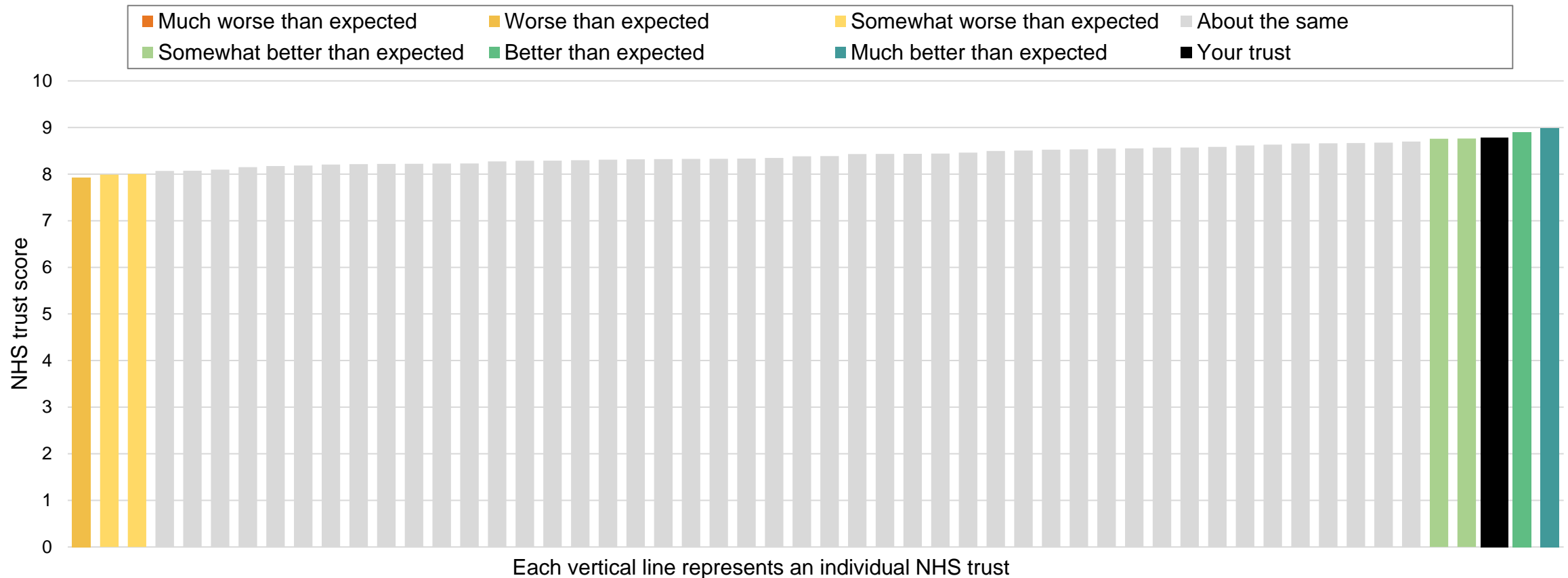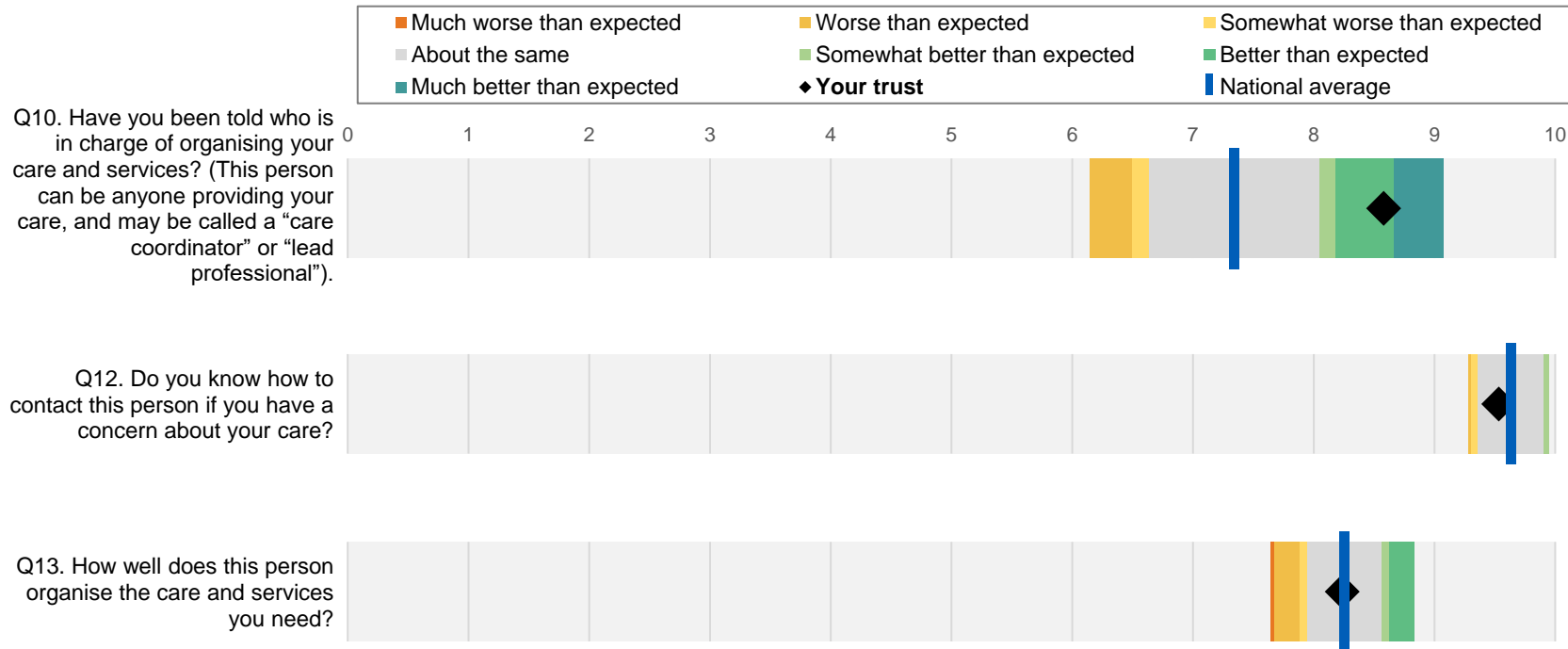
Section 3. Planning care

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.0   About the same

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ■ Your trust

NHS trust score

Each vertical line represents an individual NHS trust
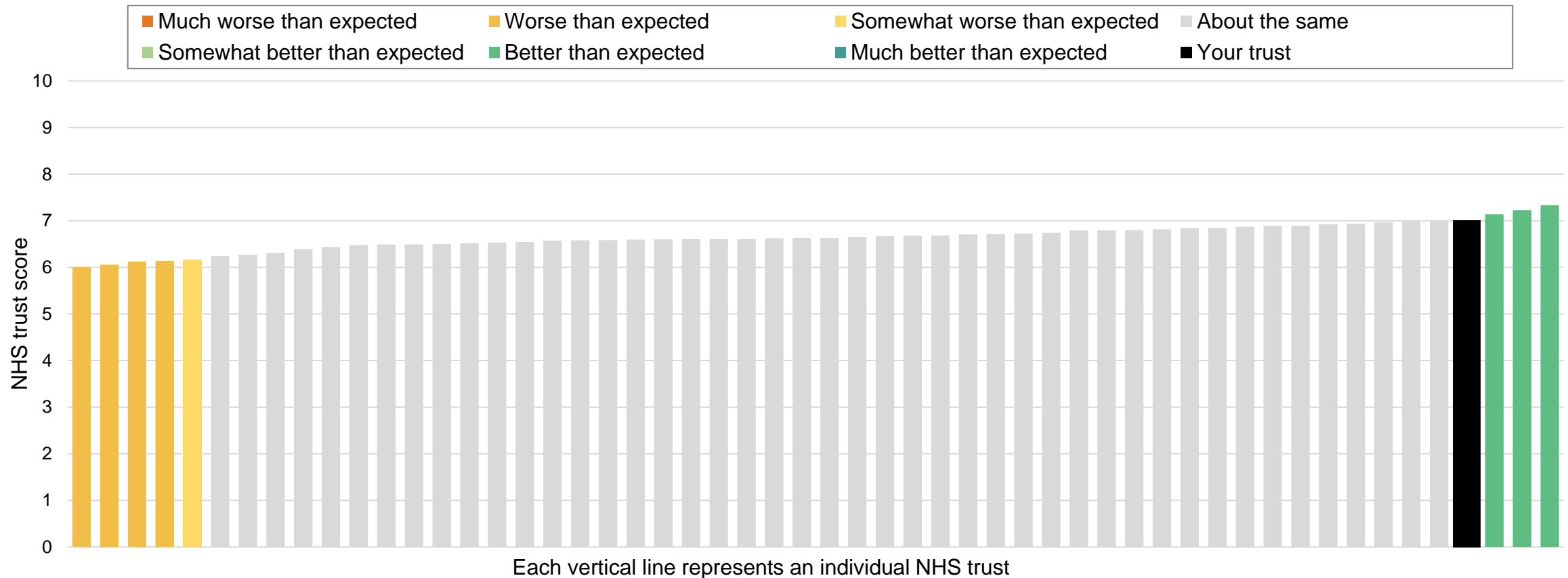
Section 3. Planning care (continued)

Question scores

	Much worse than expected		Worse than expected		Somewhat worse than expected
About the same		Somewhat better than expected		Better than expected	
Much better than expected		◆ Your trust		National average	

		All trusts in England		
Number of respondents	**Your trust**	**National average**	**Lowest score**	**Highest score**
314	6.7	6.0	5.1	7.0
254	7.6	7.3	6.6	8.0
245	6.8	6.7	6.0	7.2

Q14. Have you agreed with someone from NHS mental health services what care you will receive? — Better than expected

Q15. Were you involved as much as you wanted to be in agreeing what care you will receive? — About the same

Q16. Does this agreement on what care you will receive take into account your needs in other areas of your life? — About the same
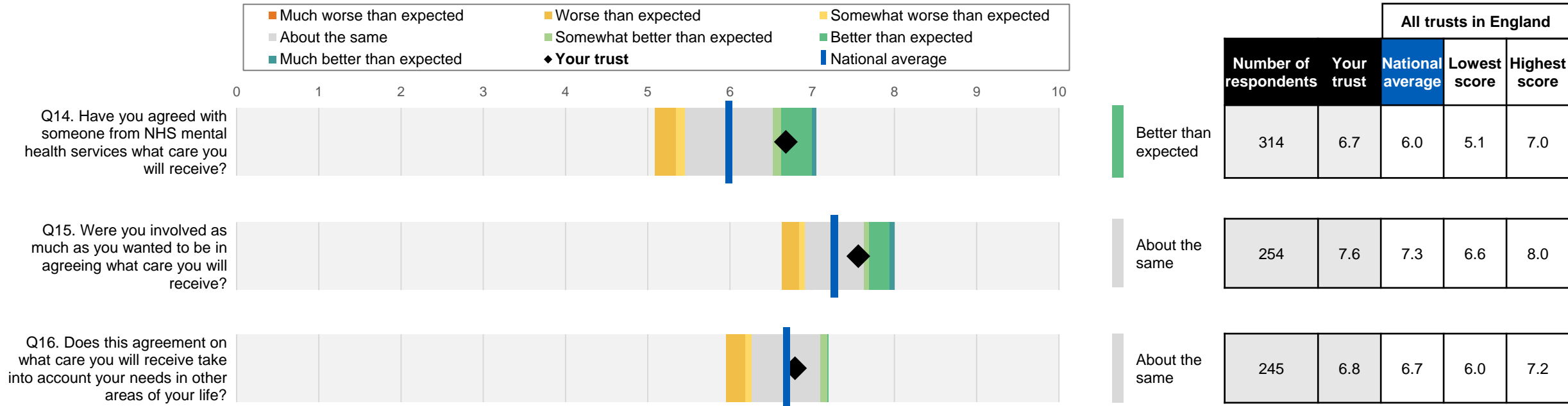
Section 4. Reviewing care

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.7   About the same

Each vertical line represents an individual NHS trust

Section 4. Reviewing care (continued)

Question scores

Legend
■ Much worse than expected	■ Worse than expected	■ Somewhat worse than expected
■ About the same	■ Somewhat better than expected	■ Better than expected
■ Much better than expected	◆ Your trust	▮ National average

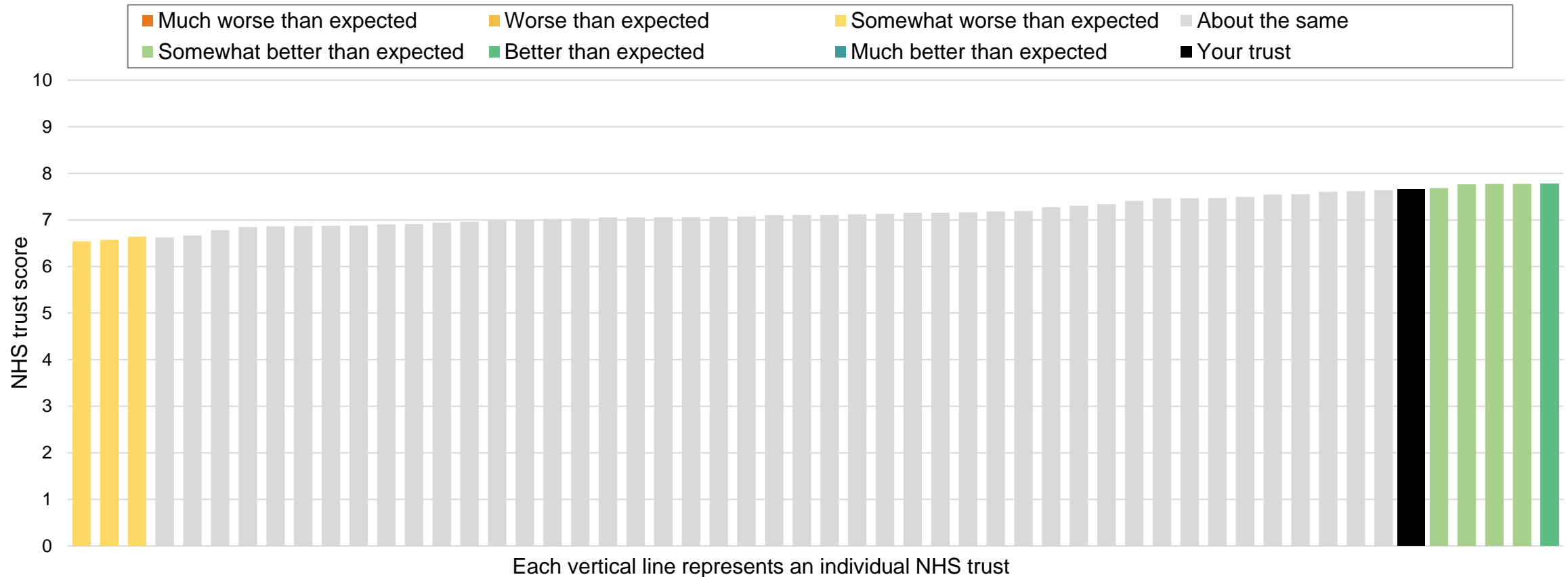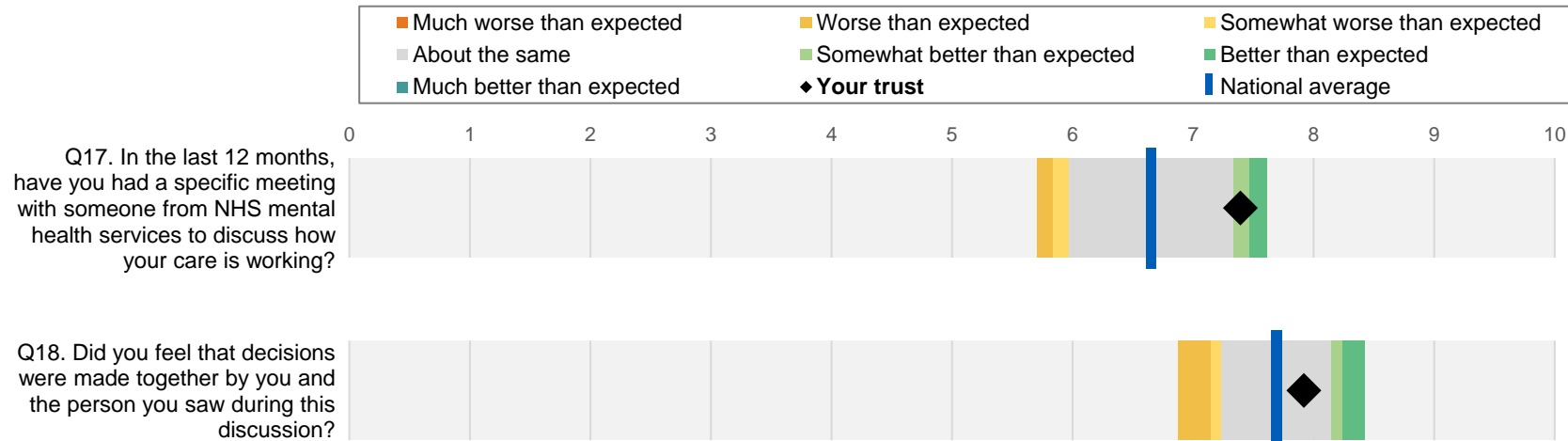|			All trusts in England		
	Number of respondents	Your trust	National average	Lowest score	Highest score
Q17. In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working? — Somewhat better than expected	233	7.4	6.7	5.7	7.6
Q18. Did you feel that decisions were made together by you and the person you saw during this discussion? — About the same	172	7.9	7.7	6.9	8.4

Section 5. Crisis care

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.0   About the same

Each vertical line represents an individual NHS trust
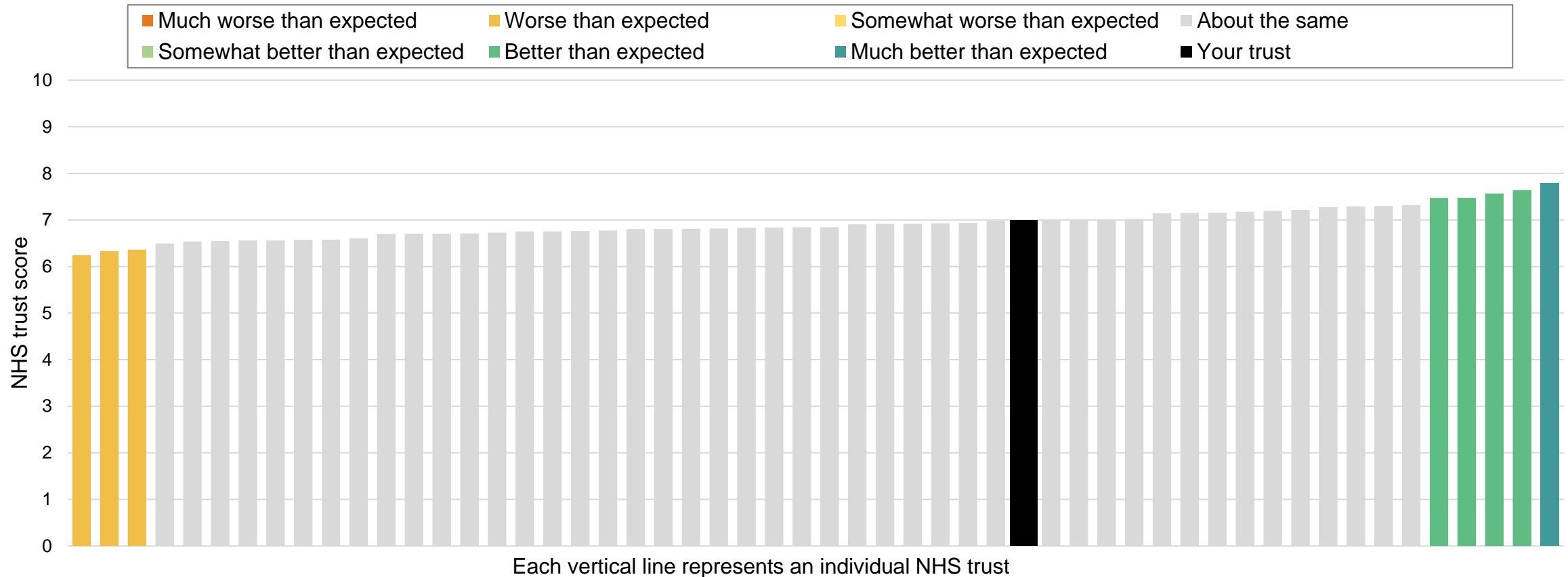
Section 5. Crisis care (continued)

Question scores

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ◆ Your trust
- ▮ National average

	About the same / Score	Number of respondents	Your trust	National average	Lowest score	Highest score
Q19. Would you know who to contact out of office hours within the NHS if you had a crisis? (This should be a person or team within NHS mental health services).	About the same	277	7.6	7.3	6.1	8.7
Q20. Thinking about the last time you tried to contact this person or team, did you get the help you needed?	About the same	165	6.4	6.5	5.1	7.4

All trusts in England applies to the National average, Lowest score and Highest score columns.
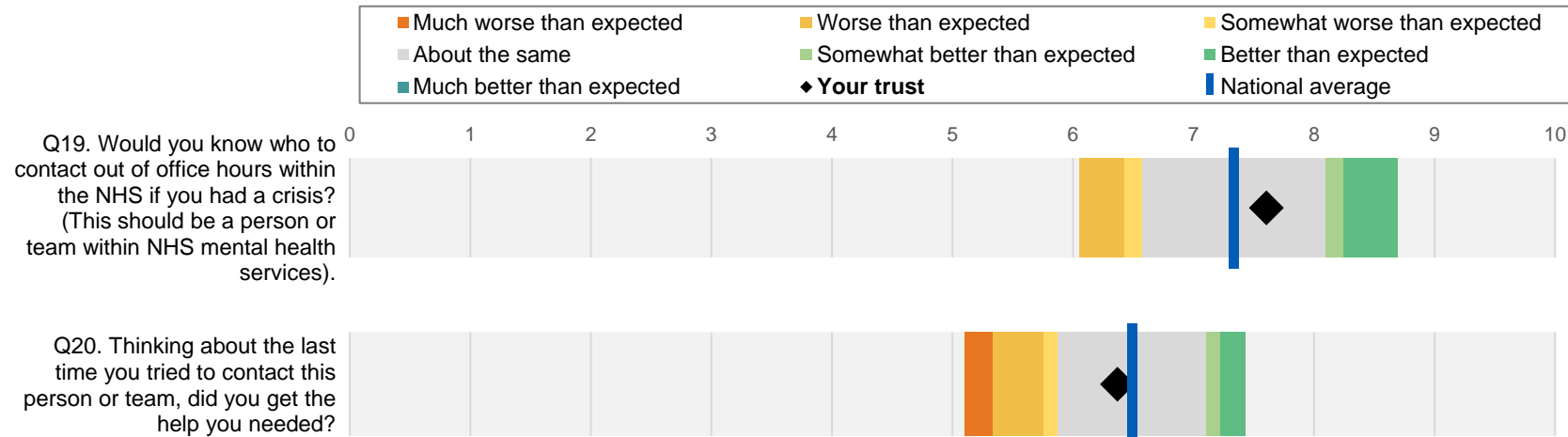
Section 6. Medicines

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

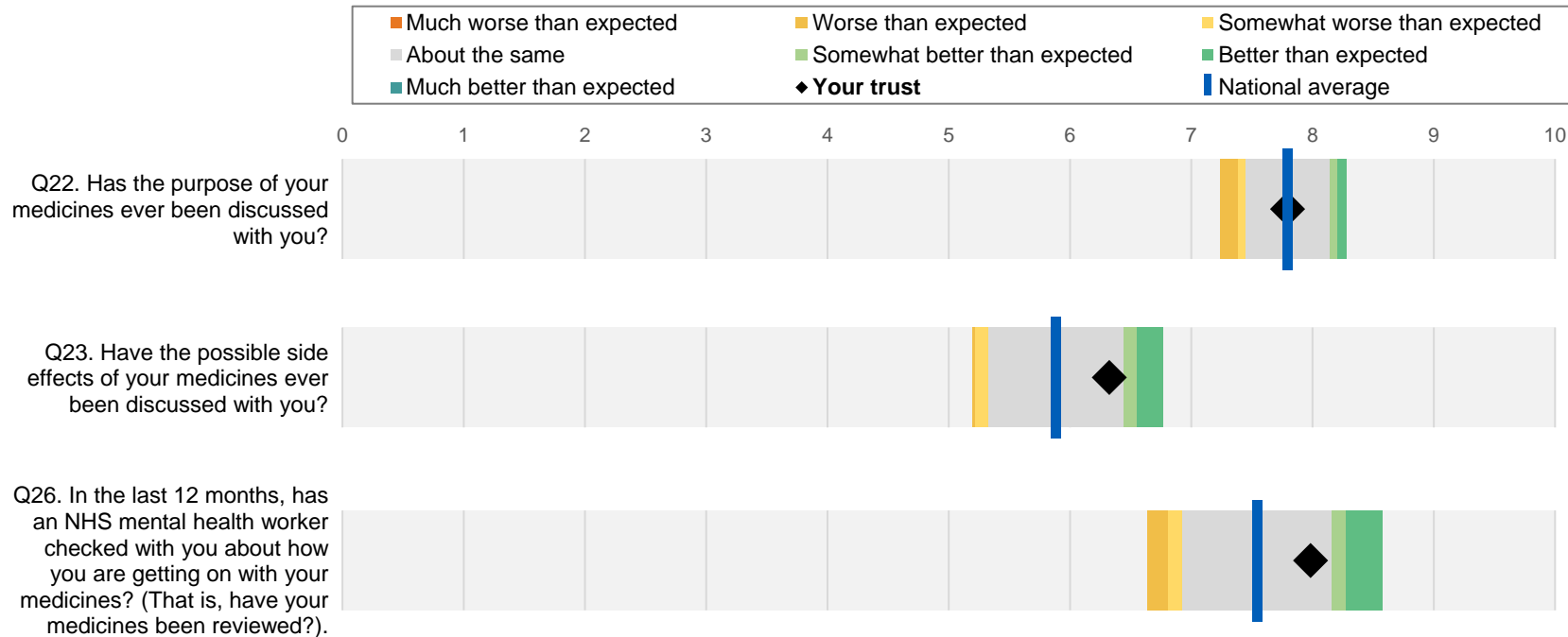**Your trust section score = 7.4   About the same**

Each vertical line represents an individual NHS trust
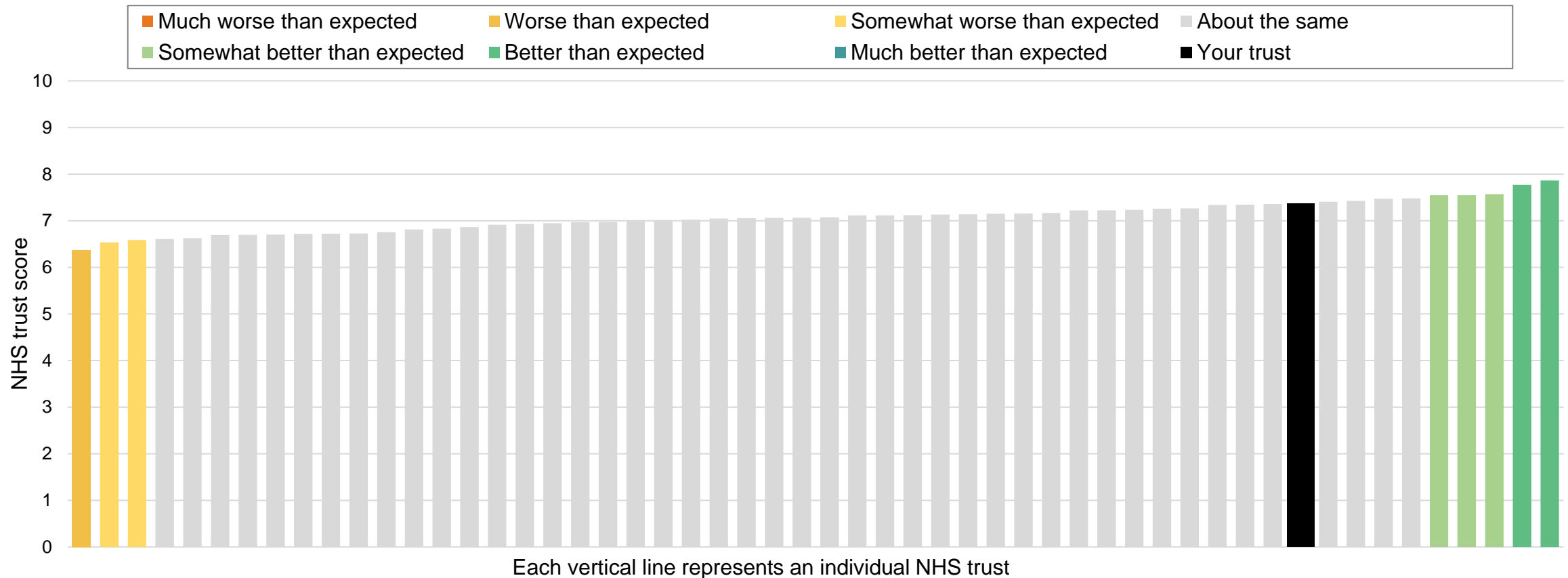
Section 6. Medicines (continued)

Question scores

Legend:
- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- ◆ Your trust
- National average

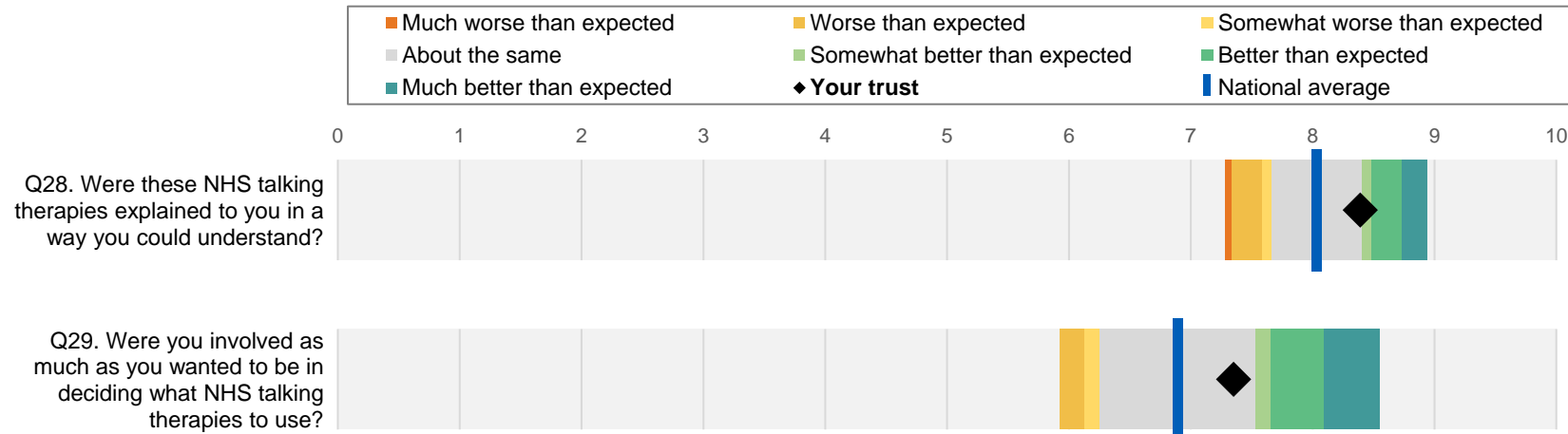|			All trusts in England		
	Number of respondents	Your trust	National average	Lowest score	Highest score
Q22. Has the purpose of your medicines ever been discussed with you? — About the same	270	7.8	7.8	7.2	8.3
Q23. Have the possible side effects of your medicines ever been discussed with you? — About the same	262	6.3	5.9	5.2	6.8
Q26. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines? (That is, have your medicines been reviewed?). — About the same	212	8.0	7.5	6.6	8.6

Section 7. NHS Talking Therapies

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.9   Somewhat better than expected

- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- Your trust

NHS trust score

Each vertical line represents an individual NHS trust
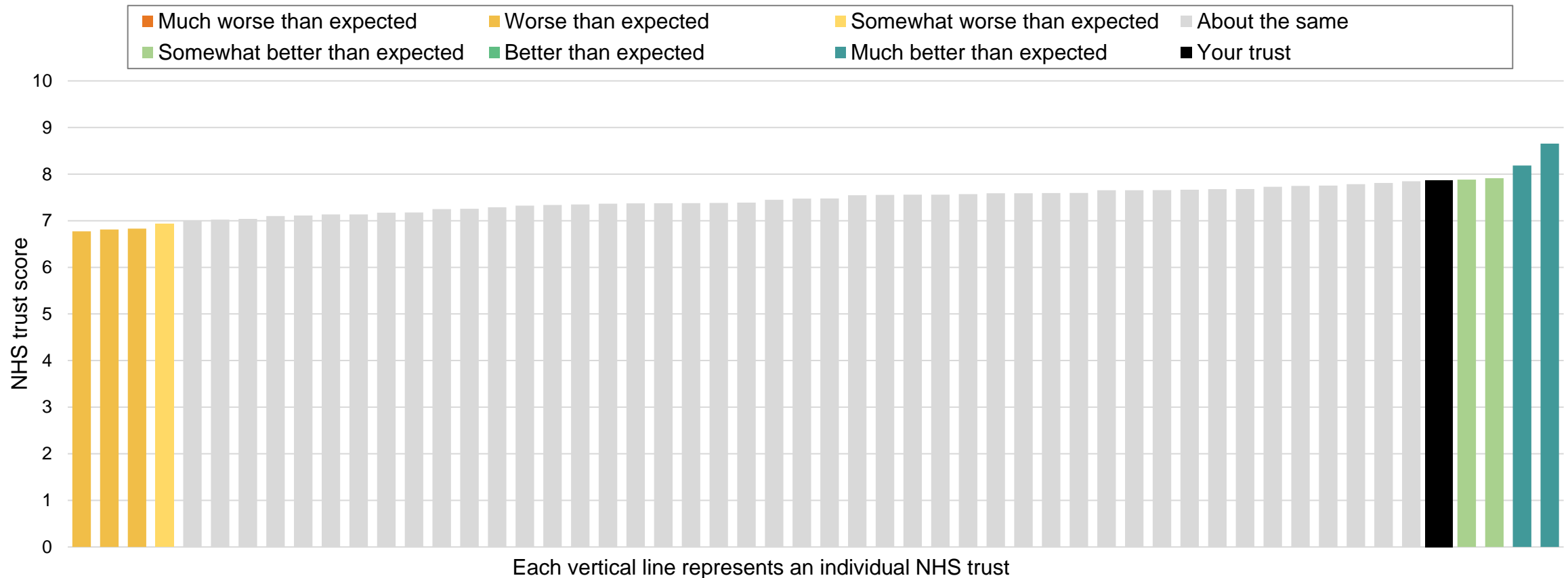
Section 7. NHS Talking Therapies (continued)

Question scores

Legend:
- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- ◆ Your trust
- National average

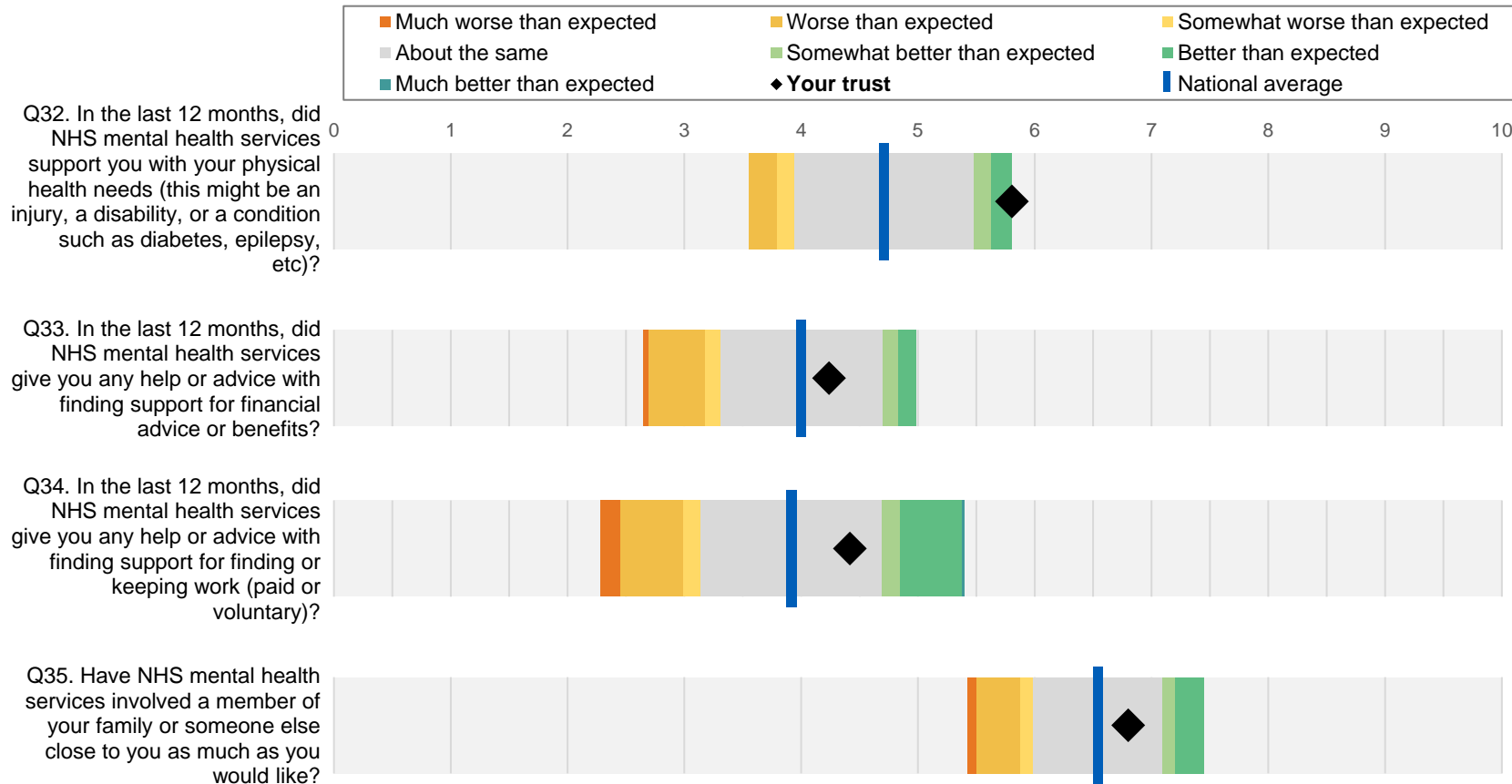|		Number of respondents	Your trust	All trusts in England		
				National average	Lowest score	Highest score
Q28. Were these NHS talking therapies explained to you in a way you could understand?	About the same	114	8.4	8.0	7.3	8.9
Q29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?	About the same	107	7.4	6.9	5.9	8.5

Section 8. Support and wellbeing

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 5.3   About the same

- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ■ Your trust

Each vertical line represents an individual NHS trust
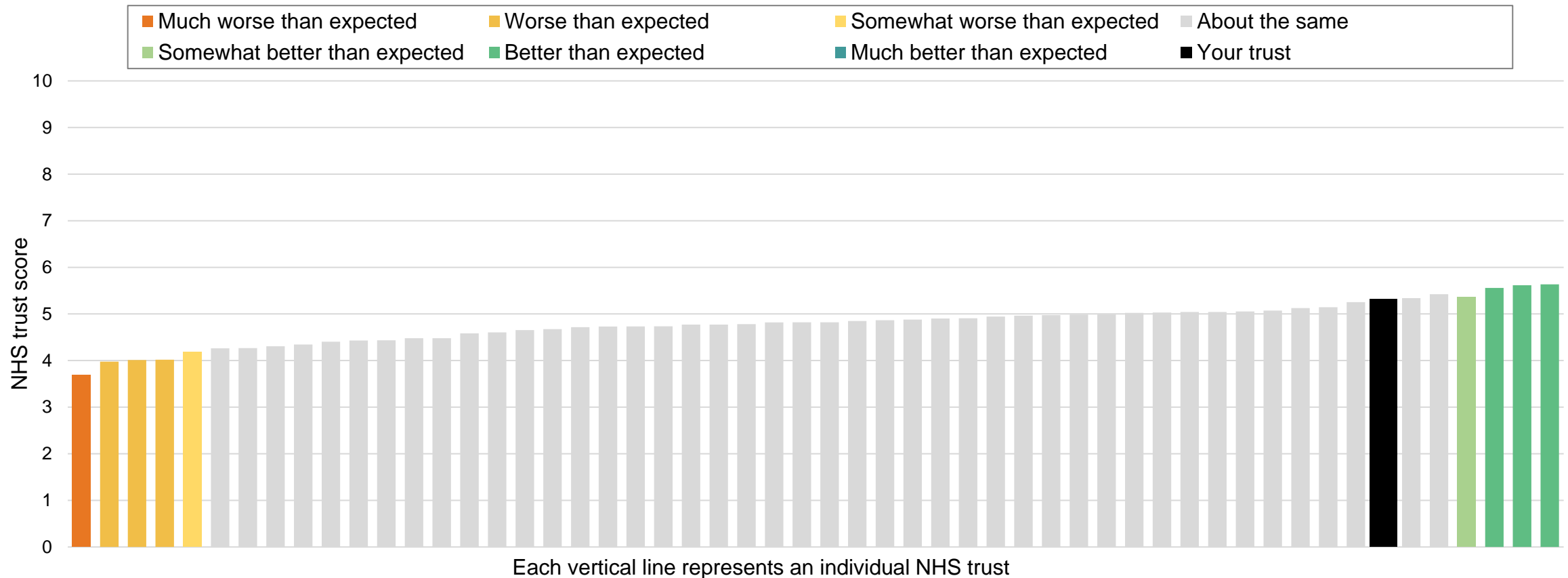
Section 8. Support and wellbeing (continued)

Question scores

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ◆ Your trust
- ▌ National average

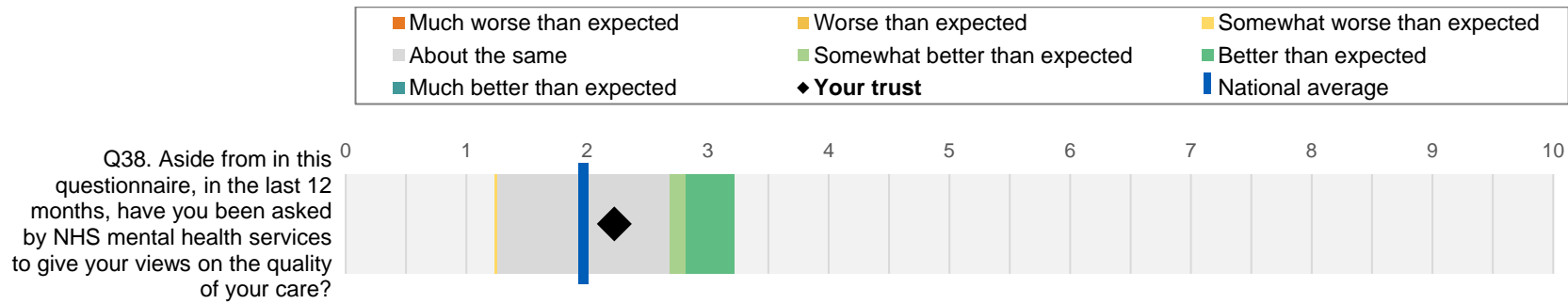|				All trusts in England		
		Number of respondents	Your trust	National average	Lowest score	Highest score
Q32. In the last 12 months, did NHS mental health services support you with your physical health needs (this might be an injury, a disability, or a condition such as diabetes, epilepsy, etc)?	Better than expected	161	5.8	4.7	3.6	5.8
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?	About the same	159	4.2	4.0	2.6	5.0
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 (paid or voluntary)?	About the same	81	4.4	3.9	2.3	5.4
Q35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	About the same	227	6.8	6.5	5.4	7.4

Section 9. Feedback

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

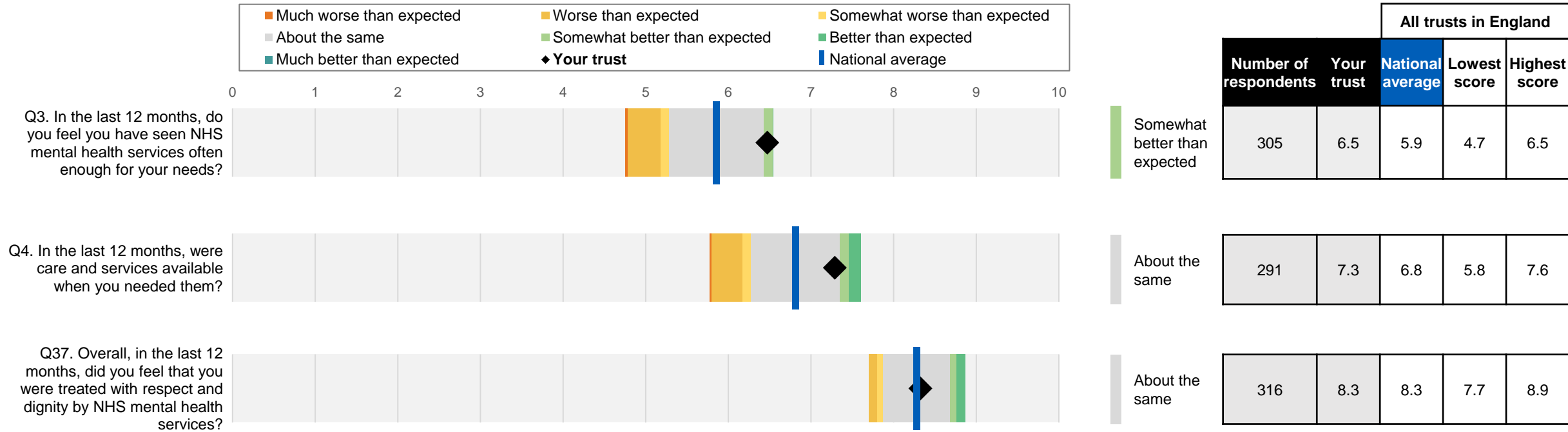**Your trust section score = 2.2   About the same**

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ■ Your trust

NHS trust score

Each vertical line represents an individual NHS trust
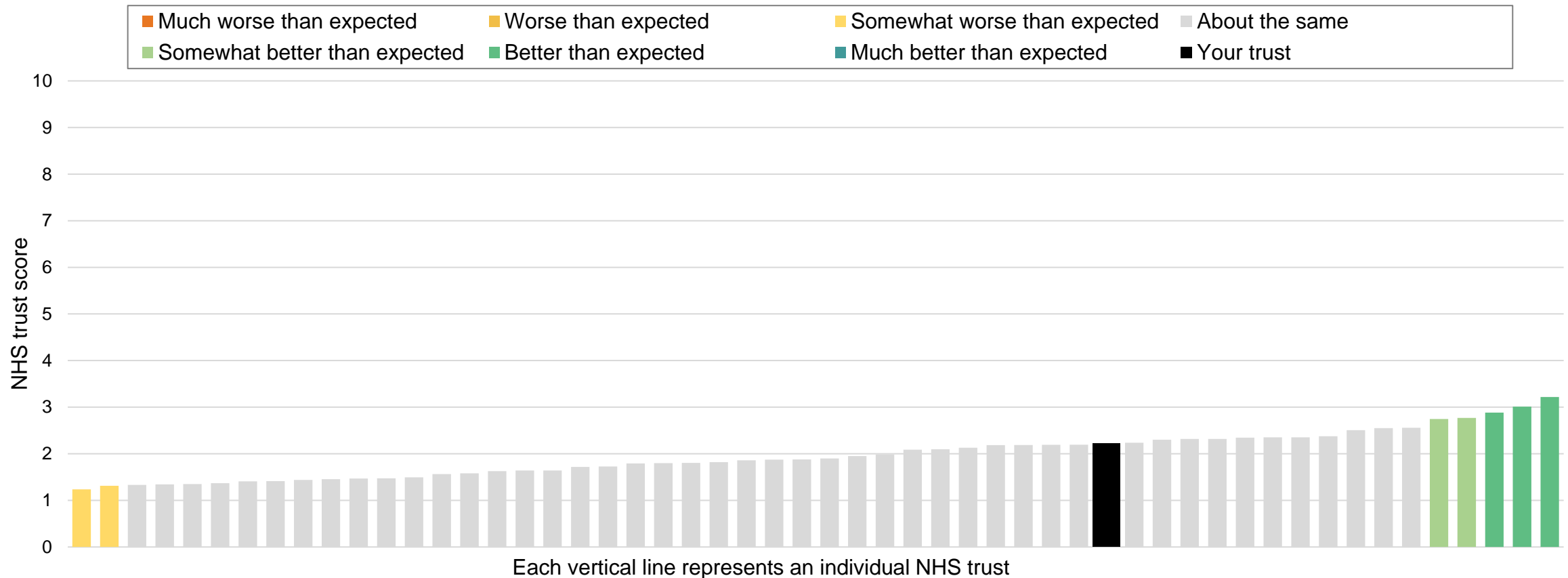
Section 9. Feedback (continued)

Question scores

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ◆ Your trust
- ▮ National average

Q38. 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?

About the same

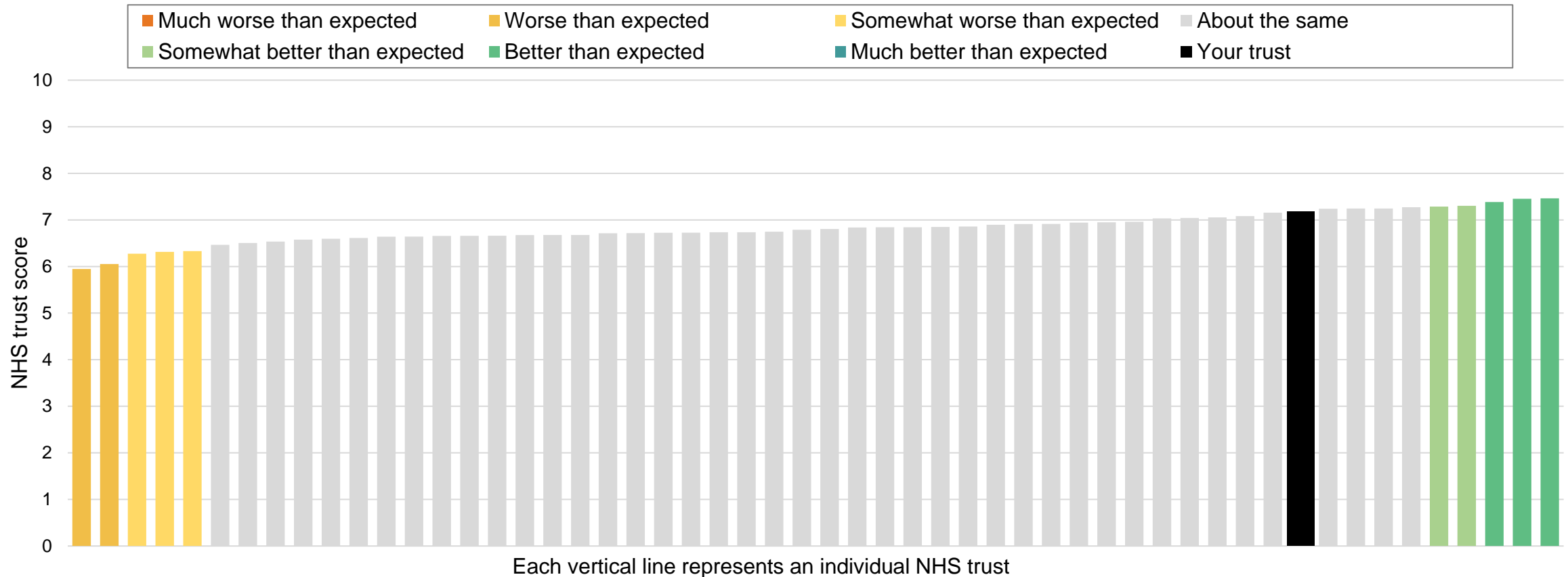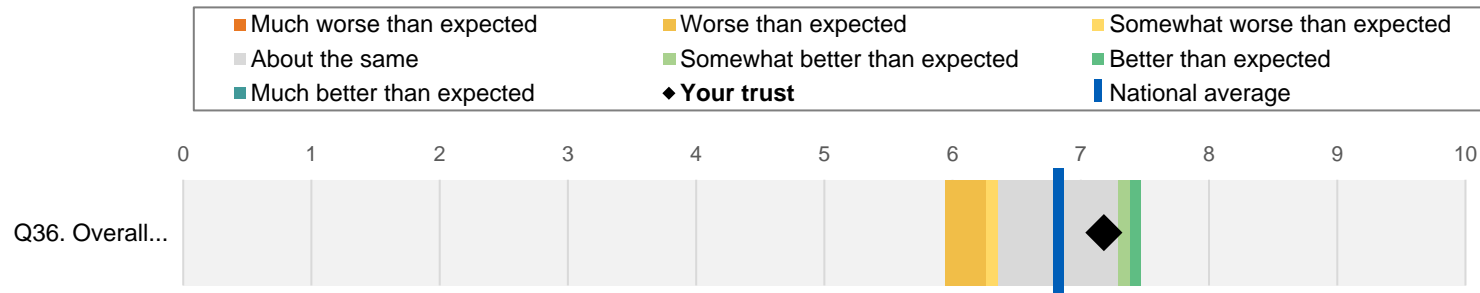|		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
263	2.2	2.0	1.2	3.2

Section 10. Overall views of care and services

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.4   About the same

Each vertical line represents an individual NHS trust
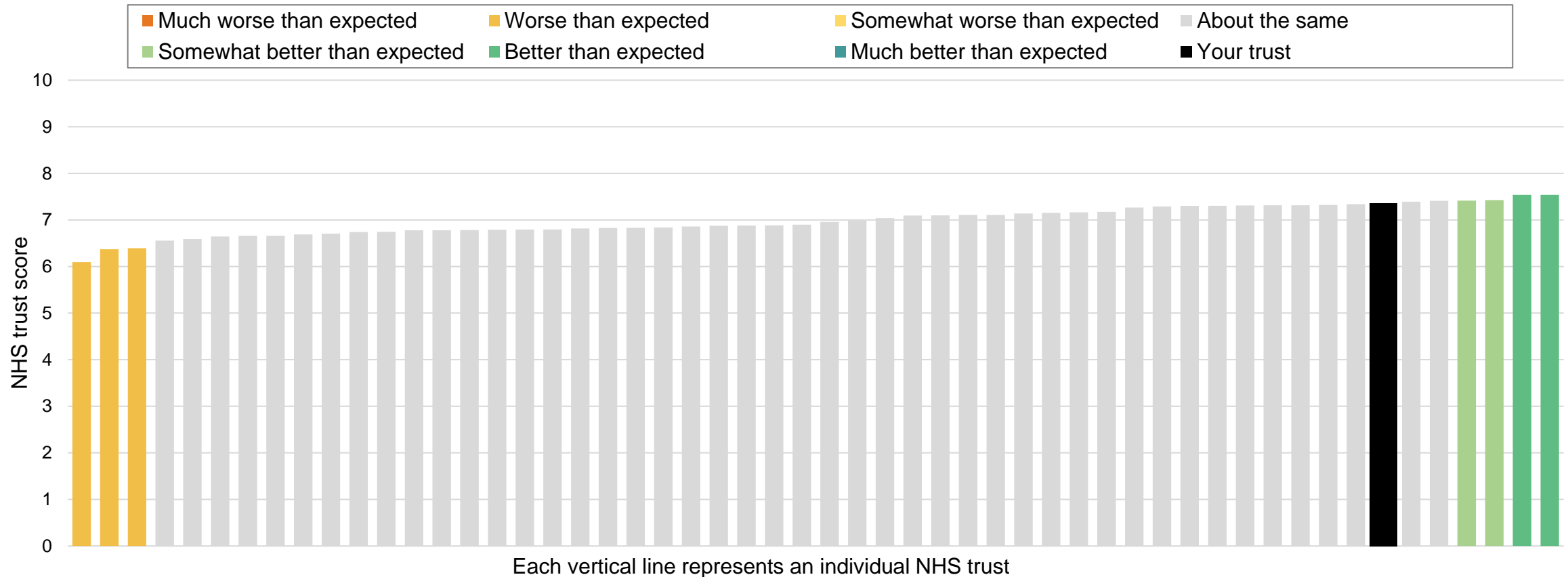
Section 10. Overall views of care and services (continued)

Question scores

Legend:
- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- ◆ Your trust
- National average

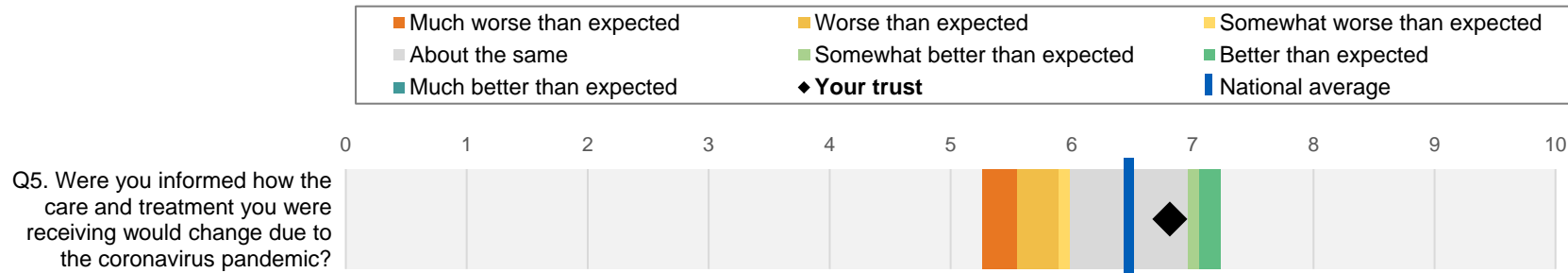|	Number of respondents	Your trust	All trusts in England		
			National average	Lowest score	Highest score
Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs? — Somewhat better than expected	305	6.5	5.9	4.7	6.5
Q4. In the last 12 months, were care and services available when you needed them? — About the same	291	7.3	6.8	5.8	7.6
Q37. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? — About the same	316	8.3	8.3	7.7	8.9

Section 11. Overall experience

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.2   About the same

Each vertical line represents an individual NHS trust

Section 11. Overall experience (continued)

Question scores

Legend:
- ■ Much worse than expected
- ■ Worse than expected
- ■ Somewhat worse than expected
- ■ About the same
- ■ Somewhat better than expected
- ■ Better than expected
- ■ Much better than expected
- ◆ Your trust
- ▌National average

| | Number of respondents | Your trust | All trusts in England | | |
			National average	Lowest score	Highest score
Q36. Overall... (About the same)	306	7.2	6.8	5.9	7.5

Section 12. Care during the Covid-19 pandemic

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 6.8   About the same

Legend:
- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- Your trust

NHS trust score

Each vertical line represents an individual NHS trust
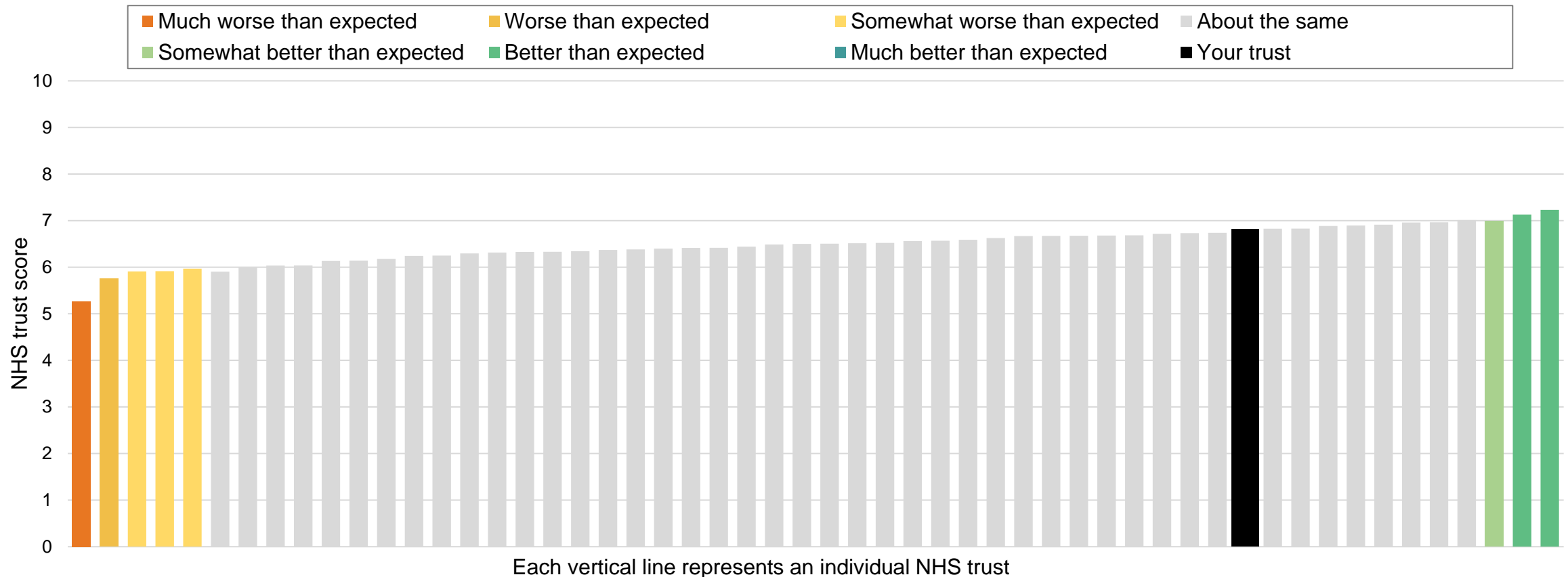
Section 12. Care during the Covid-19 pandemic (continued)

Question scores

Legend:
- Much worse than expected
- Worse than expected
- Somewhat worse than expected
- About the same
- Somewhat better than expected
- Better than expected
- Much better than expected
- ◆ Your trust
- National average

Q5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?

About the same

| | | All trusts in England | | |
Number of respondents	Your trust	National average	Lowest score	Highest score
262	6.8	6.5	5.3	7.2

Change over time

This section includes:

- a comparison to previous survey years scores for your trust for each question, including:
    - your trust's 2021 score compared with its scores from 2014 to 2020

Please note, if data is missing for a survey year, this is due to a low number of responses, or because the trust data was not included in the survey that year, due to sampling errors or ineligibility.

Section 1. Health and social care workers
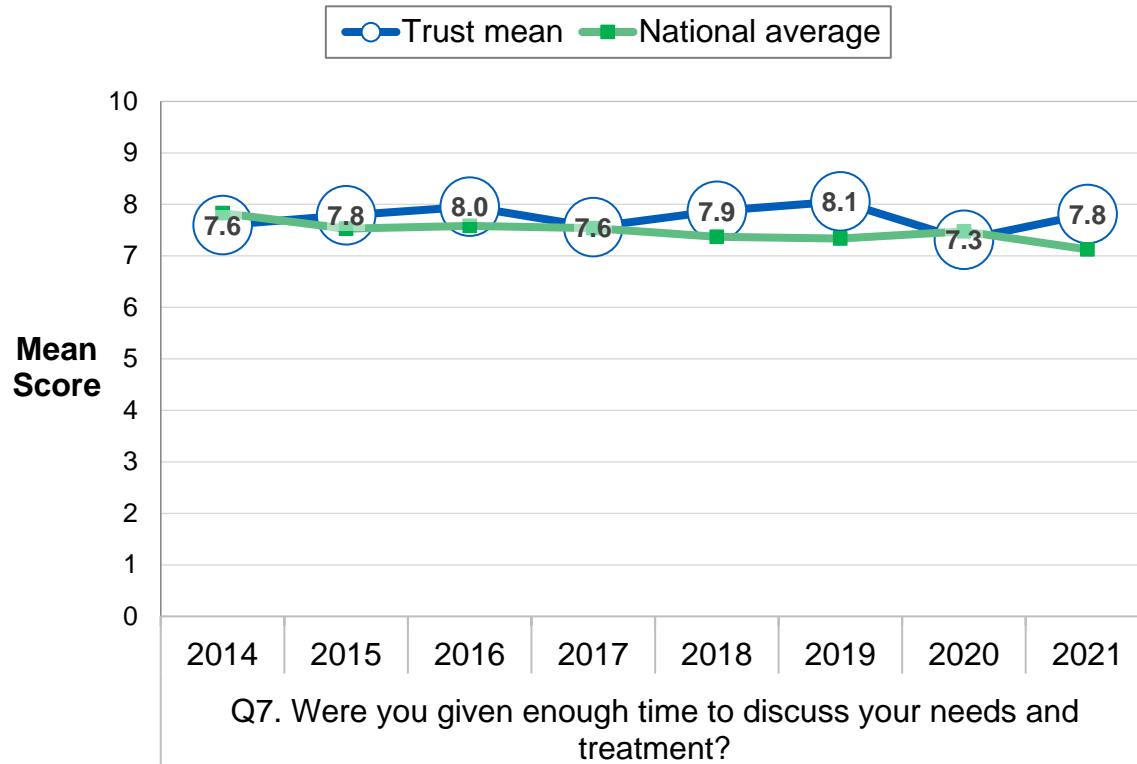
Question scores

Q7. Were you given enough time to discuss your needs and treatment?

| Significant change 2021 vs 2020 | No change |
| Significant change 2021 vs 2019 | No change |

Answered by all.
Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2014: 245; 2015: 211; 2016: 240; 2017: 197; 2018: 218; 2019: 238; 2020: 327; 2021: 301
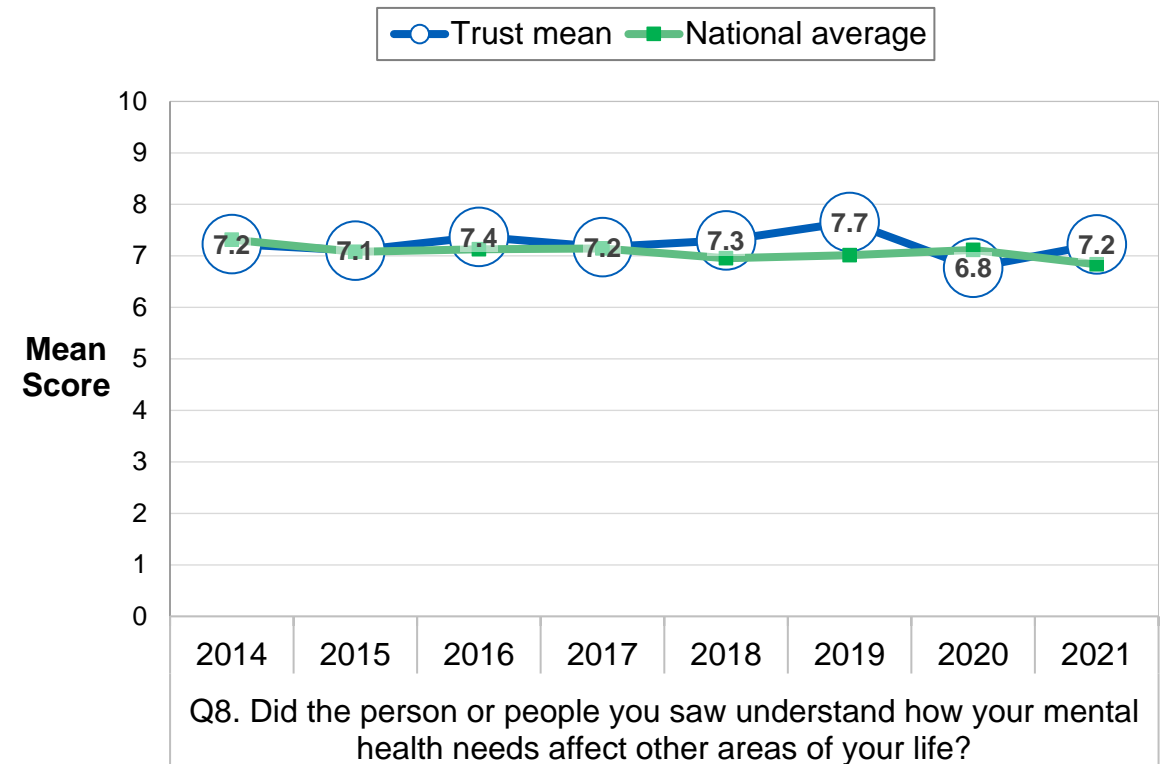
Q8. Did the person or people you saw understand how your mental health needs affect other areas of your life?

| Significant change 2021 vs 2020 | No change |
| Significant change 2021 vs 2019 | No change |

Answered by all.
Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2014: 239; 2015: 213; 2016: 237; 2017: 196; 2018: 214; 2019: 230; 2020: 320; 2021: 298

Section 1. Health and social care workers
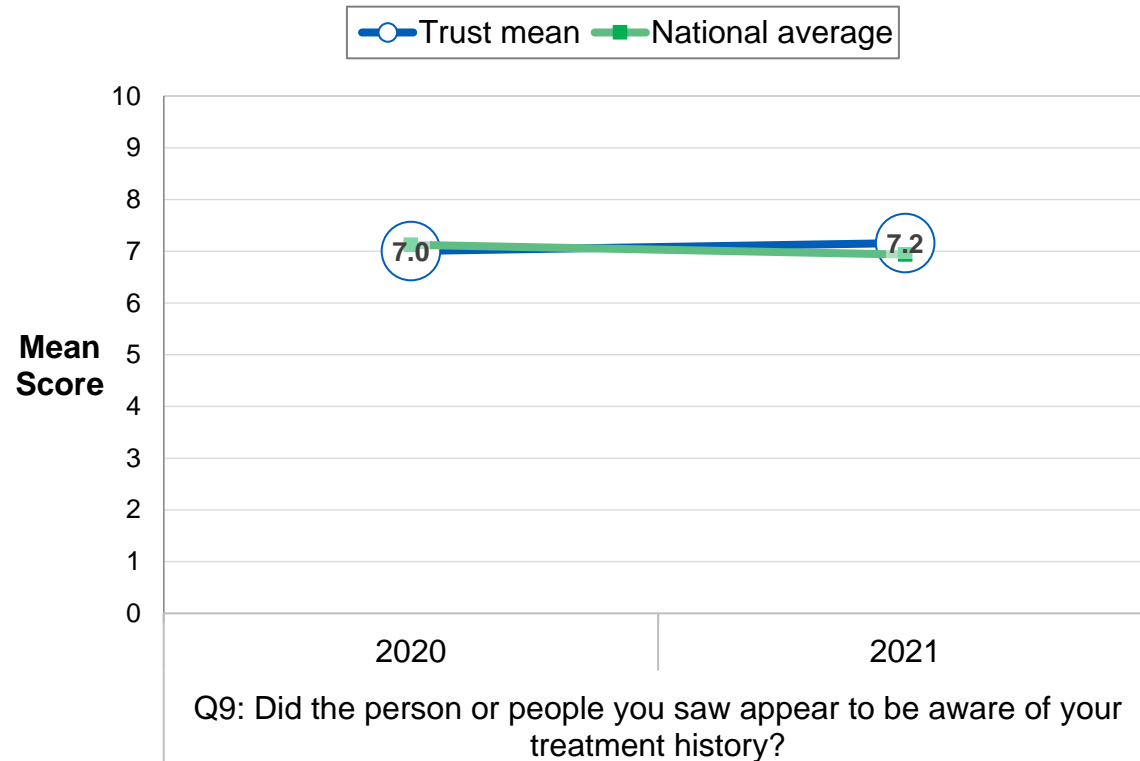
Question scores

Q9: Did the person or people you saw appear to be aware of your treatment history?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	-

Answered by all.
Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2020: 310; 2021: 298

Section 2. Organising care
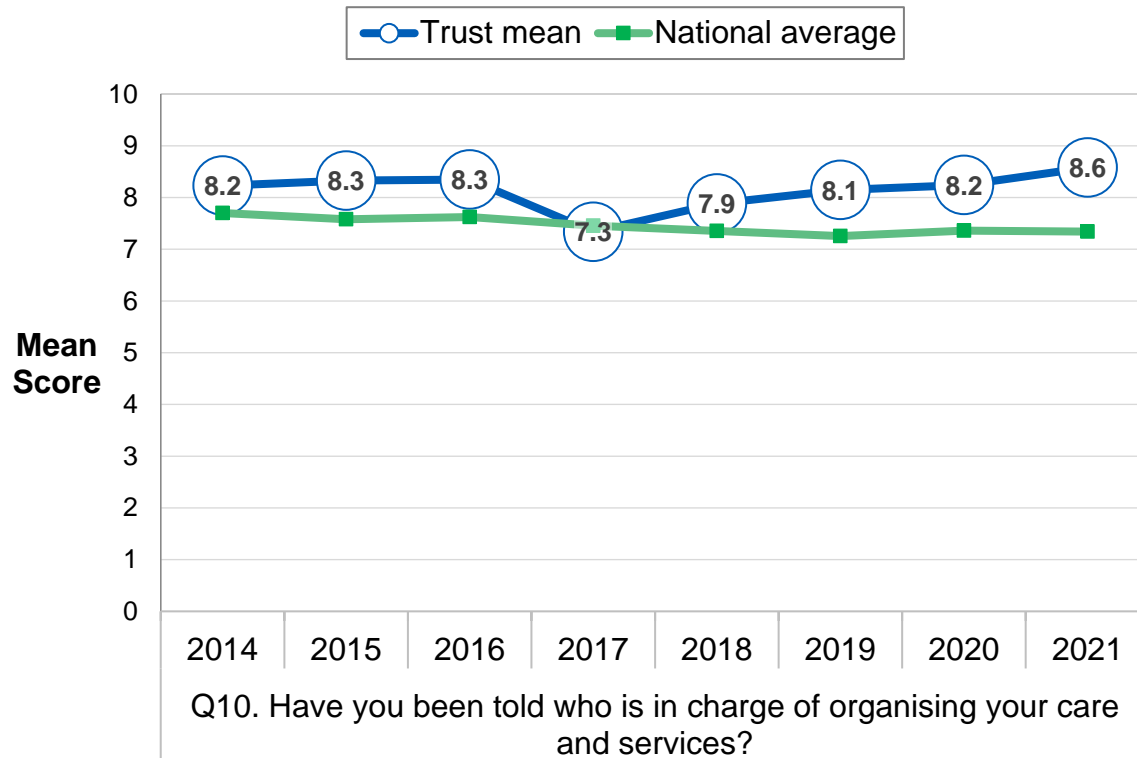
Question scores

Q10. Have you been told who is in charge of organising your care and services?

| Significant change 2021 vs 2020 | No change |
| Significant change 2021 vs 2019 | No change |

Q12. Do you know how to contact this person if you have a concern about your care?

| Significant change 2021 vs 2020 | No change |
| Significant change 2021 vs 2019 | No change |

Answered by all. Respondents who stated that they weren't sure have been excluded.
Number of respondents: 2014: 222; 2015: 187; 2016: 221; 2017: 179; 2018: 186; 2019: 205; 2020: 286; 2021: 266
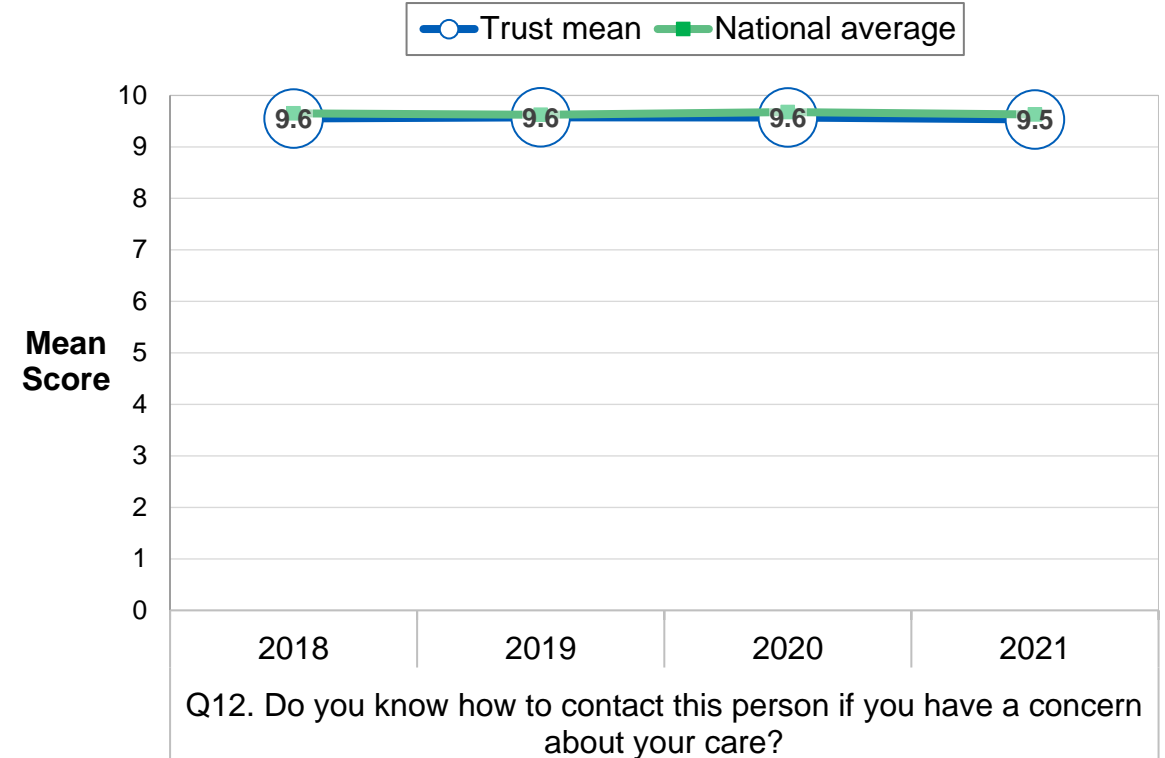
Answered by those who have been told who is in charge of organising their care and services, and the person in charge is not a GP. Respondents who stated that they weren't sure have been excluded.
Number of respondents: 2018: 116; 2019: 127; 2020: 184; 2021: 183

Section 2. Organising care
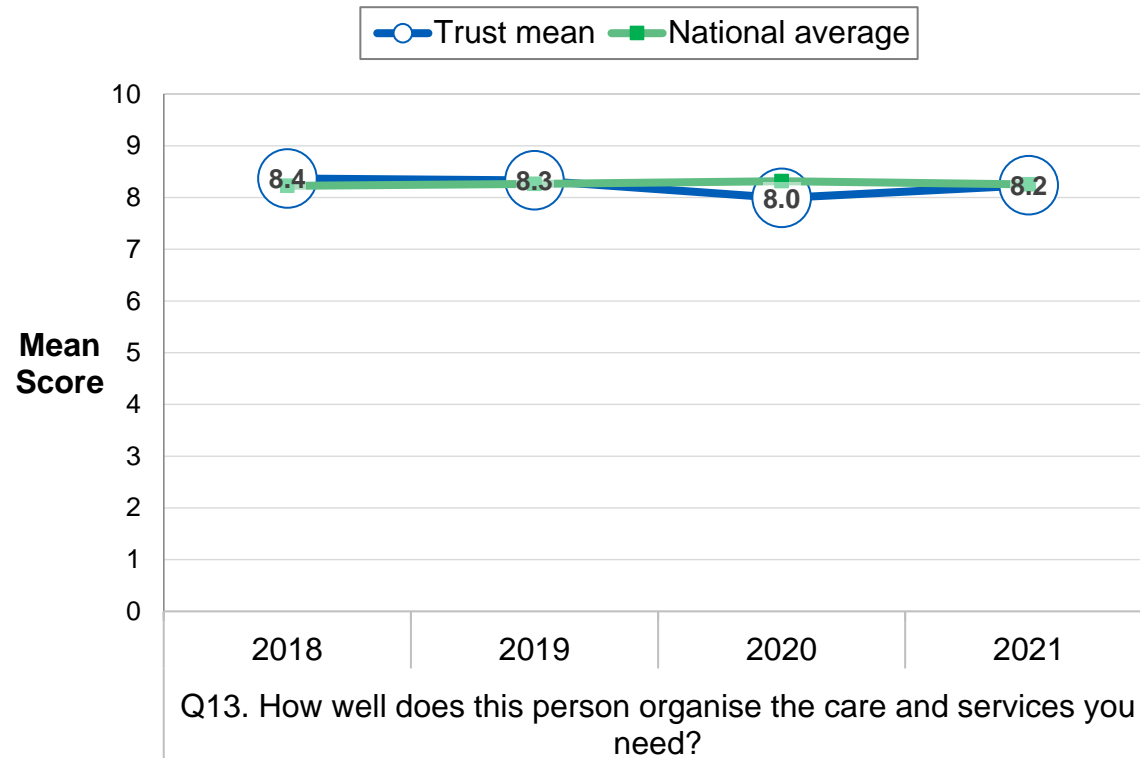
Question scores

— Trust mean — National average

Q13. How well does this person organise the care and services you need?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by those who have been told who is in charge of organising their care and services, and the person in charge is not a GP.
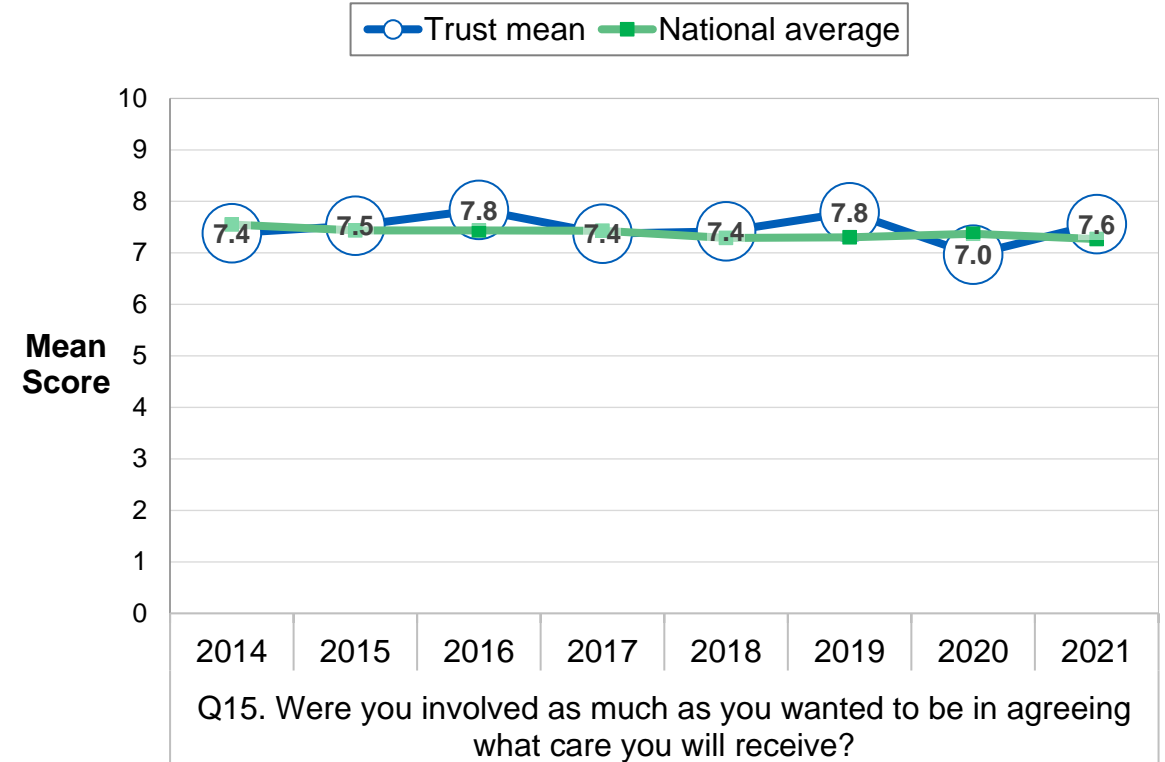Number of respondents: 2018: 118; 2019: 130; 2020: 189; 2021: 190

Section 3. Planning care
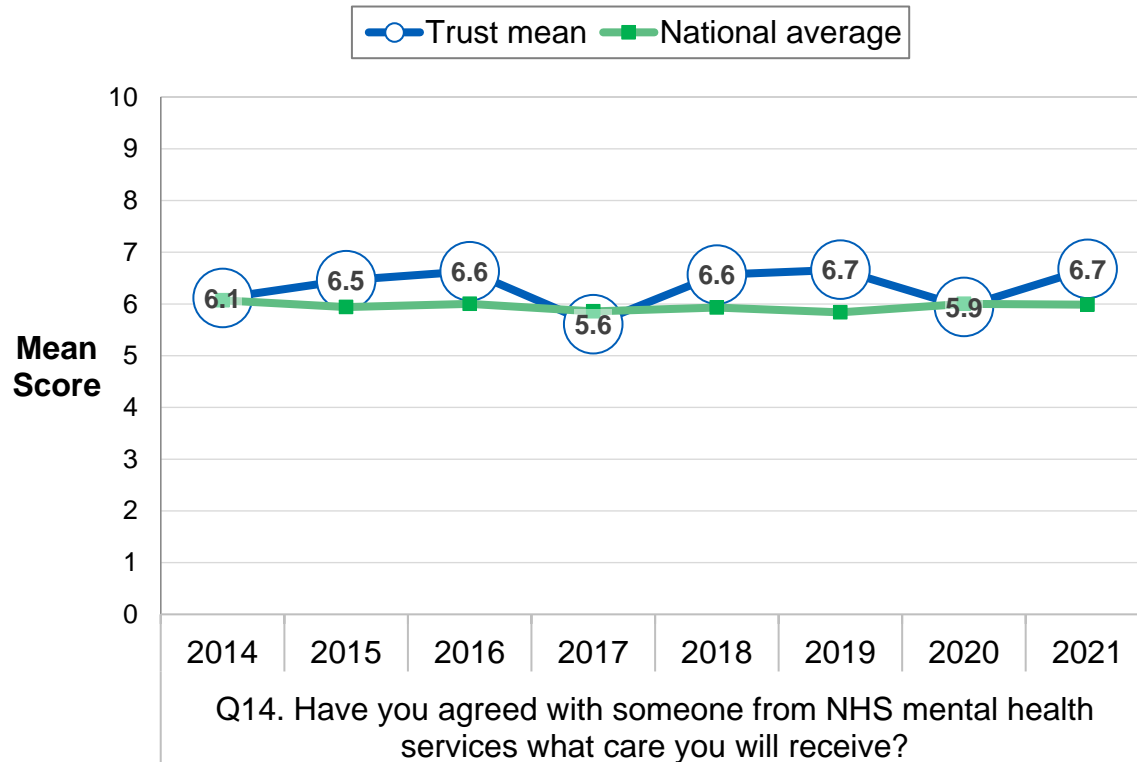
Question scores

Q14. Have you agreed with someone from NHS mental health services what care you will receive?

Significant change 2021 vs 2020	Increase
Significant change 2021 vs 2019	No change

Answered by all.
Number of respondents: 2014: 248; 2015: 213; 2016: 254; 2017: 205; 2018: 218; 2019: 234; 2020: 333; 2021: 314

Q15. Were you involved as much as you wanted to be in agreeing what care you will receive?

Significant change 2021 vs 2020	Increase
Significant change 2021 vs 2019	No change

Answered by those who have agreed with someone from NHS mental health services what care they will receive. Respondents who stated that they didn't know / couldn't remember or did not want to be involved have been excluded.
Number of respondents: 2014: 180; 2015: 179; 2016: 198; 2017: 136; 2018: 179; 2019: 196; 2020: 254; 2021: 254
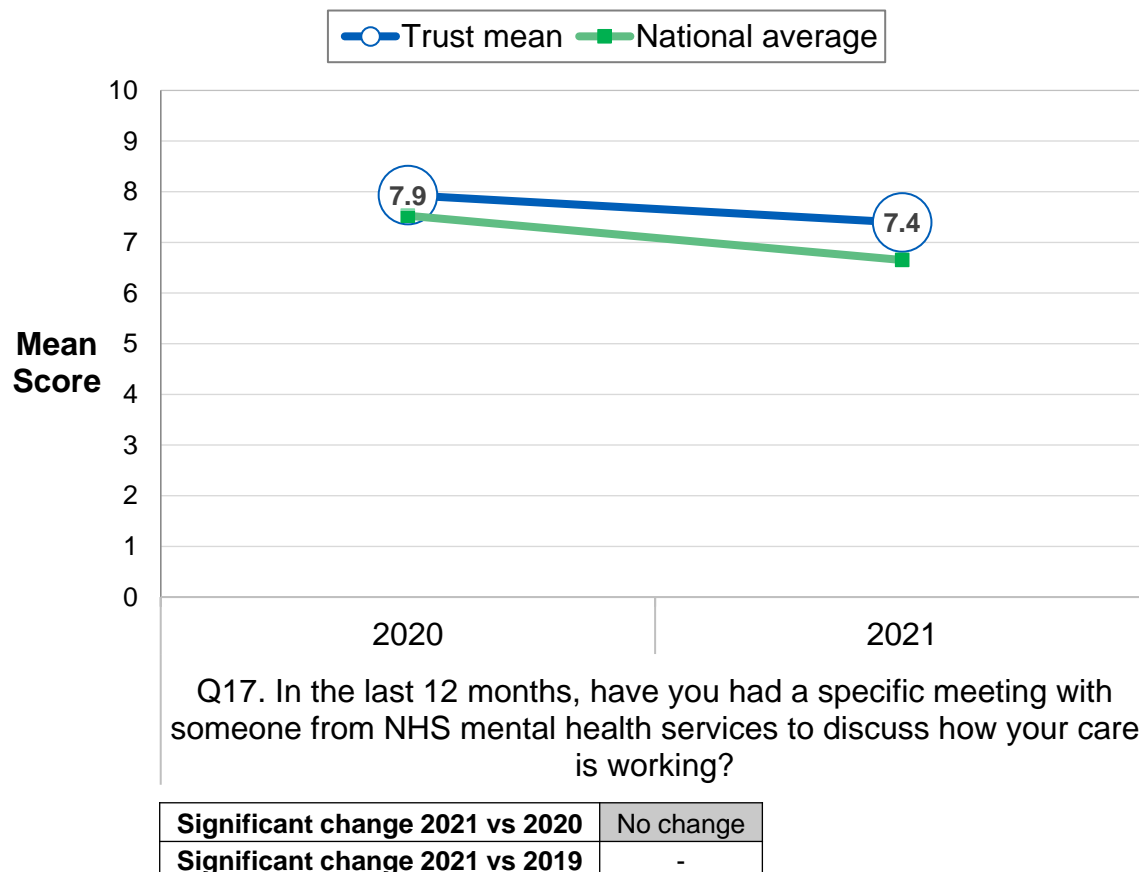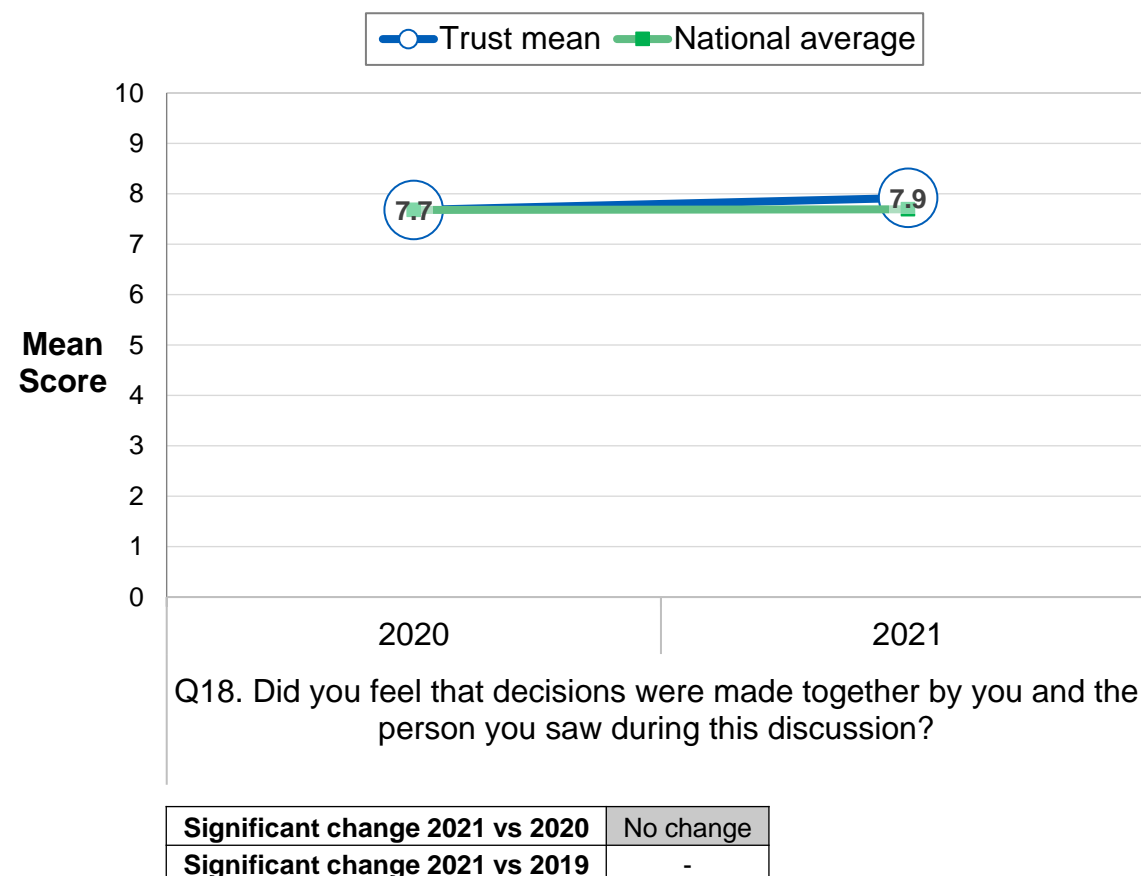
Section 3. Planning care
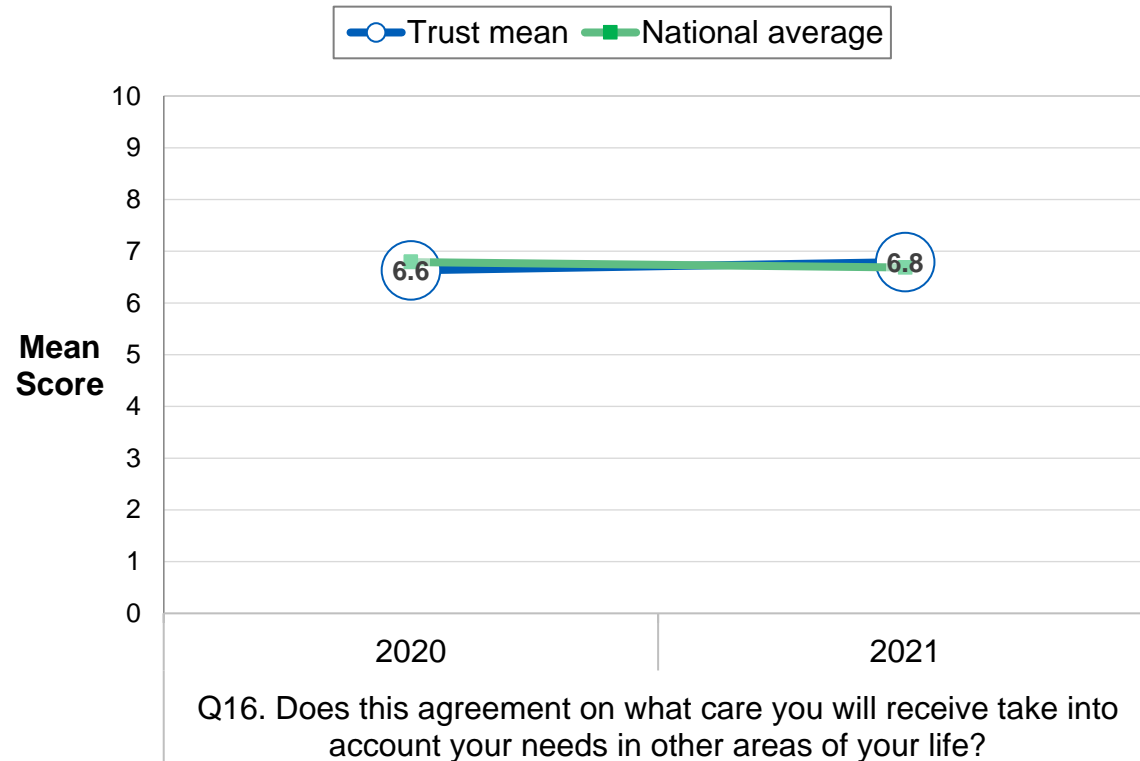
Question scores

Trust mean — National average

Q16. Does this agreement on what care you will receive take into account your needs in other areas of your life?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	-

Answered by those who have agreed with someone from NHS mental health services what care they will receive. Respondents who stated that they didn't know / couldn't remember or did not want to be involved have been excluded.
Number of respondents: 2020: 247; 2021: 245

Section 4. Reviewing care

Question scores

Q17. 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?

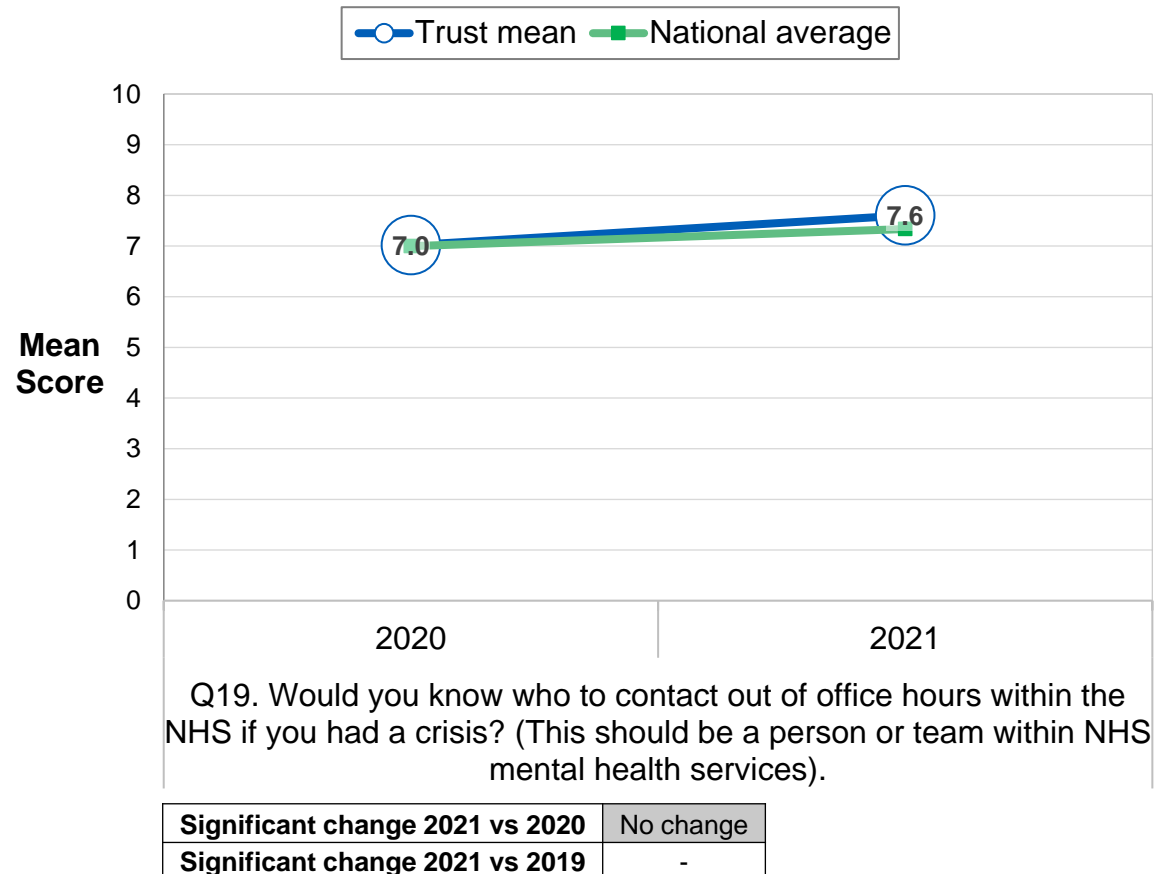| Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	-

Answered by those who have been in contact with mental health services for one or more years. Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2020: 261; 2021: 233

Q18. Did you feel that decisions were made together by you and the person you saw during this discussion?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	-

Answered by those who have been in contact with mental health services for one or more years, and have had a specific meeting with someone from NHS mental health services in the last 12 months to discuss how their care is working. Respondents who stated that they didn't know / couldn't remember or did not want to be involved have been excluded.
Number of respondents: 2020: 195; 2021: 172

Section 5. Crisis Care

Question scores

Mean Score

Legend: ─○─ Trust mean   ─■─ National average

Q19. Would you know who to contact out of office hours within the NHS if you had a crisis? (This should be a person or team within NHS mental health services).

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	-

Answered by all. Respondents who stated that they weren't sure have been excluded.
Number of respondents: 2020: 301; 2021: 277
Q20 is not shown, as this question was not historically comparable.

Section 6. Medicines
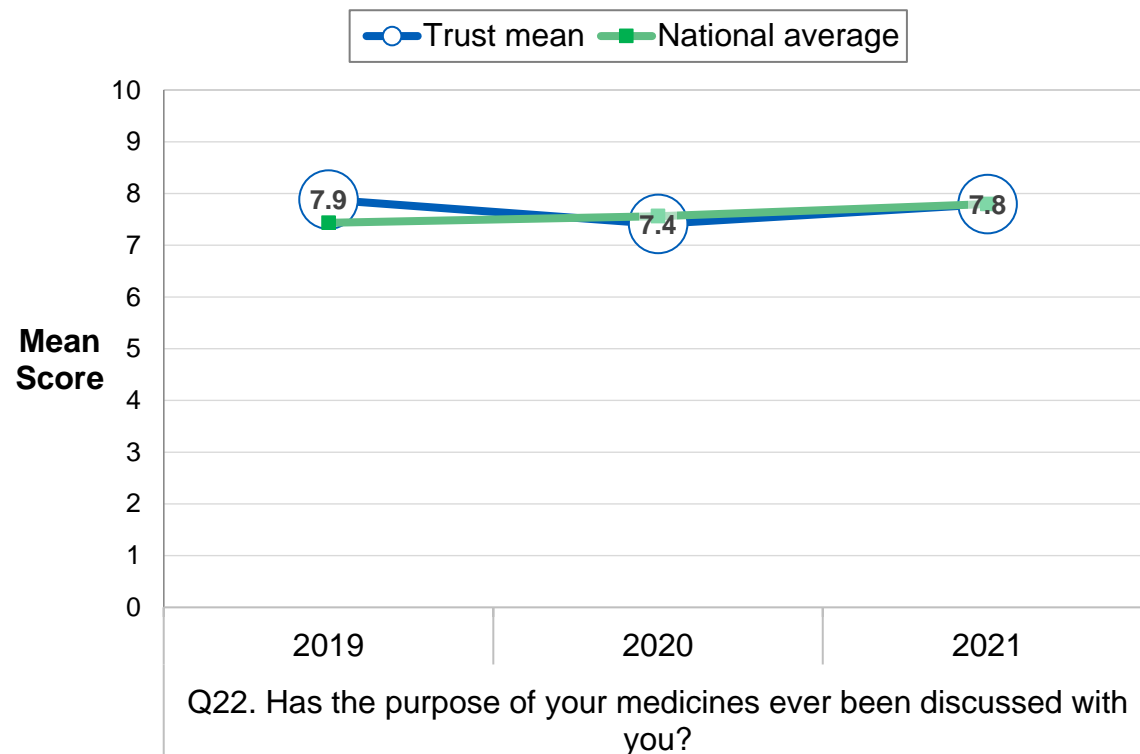
Question scores

Q22. Has the purpose of your medicines ever been discussed with you?

| Significant change 2021 vs 2020 | No change |
| Significant change 2021 vs 2019 | No change |

Answered by those who have been receiving any medicines in the last 12 months for their mental health needs. Respondents who stated that they didn't know / couldn't remember have been excluded.
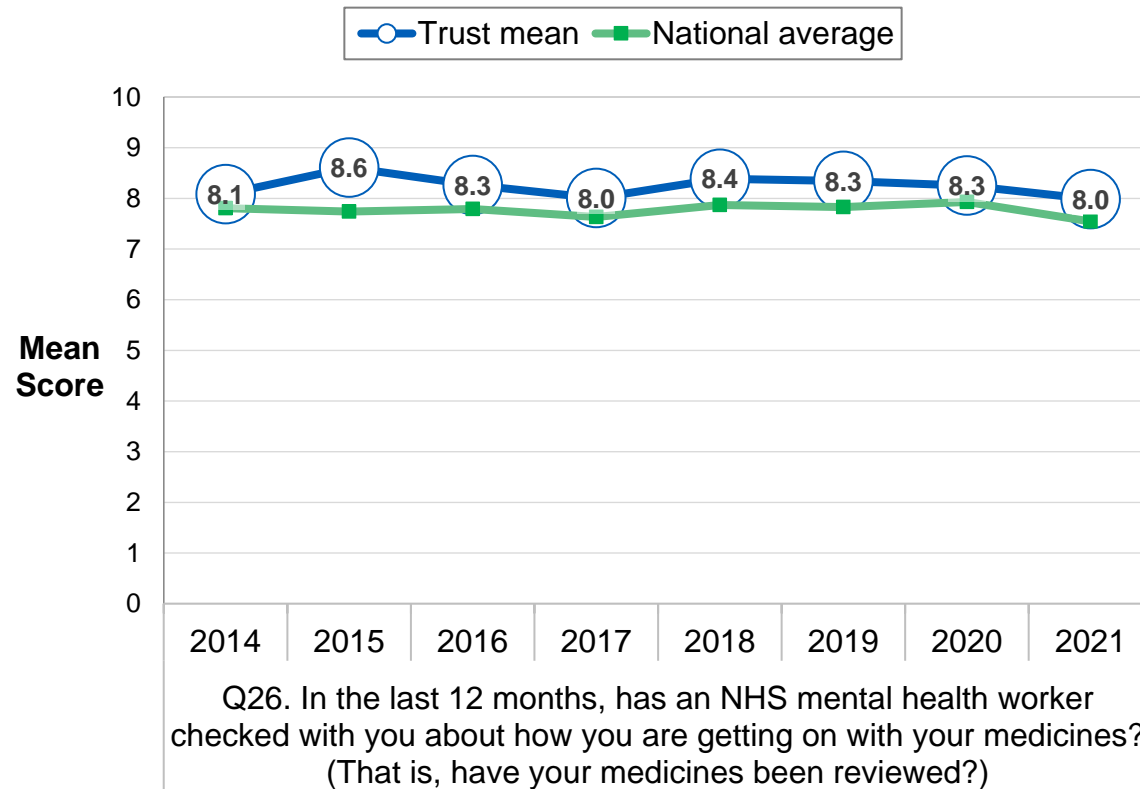Number of respondents: 2019: 183; 2020: 266; 2021: 270
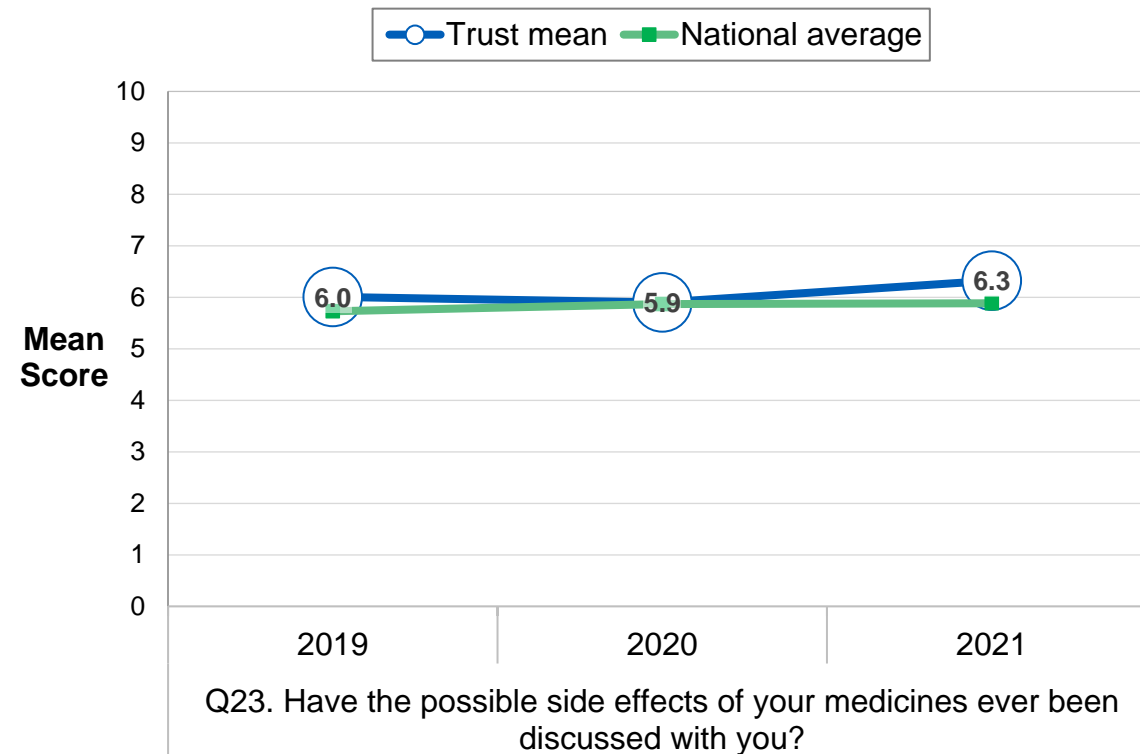
Q23. Have the possible side effects of your medicines ever been discussed with you?

| Significant change 2021 vs 2020 | No change |
| Significant change 2021 vs 2019 | No change |

Answered by those who have been receiving any medicines in the last 12 months for their mental health needs. Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2019: 177; 2020: 255; 2021: 262

Section 6. Medicines

Question scores

Q26. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines? (That is, have your medicines been reviewed?)

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by those who have been receiving any medicines for 12 months or longer for their mental health needs. Respondents who stated that they didn't know / couldn't remember have been excluded. Number of respondents: 2014: 174; 2015: 139; 2016: 164; 2017: 132; 2018: 138; 2019: 147; 2020: 218; 2021: 212
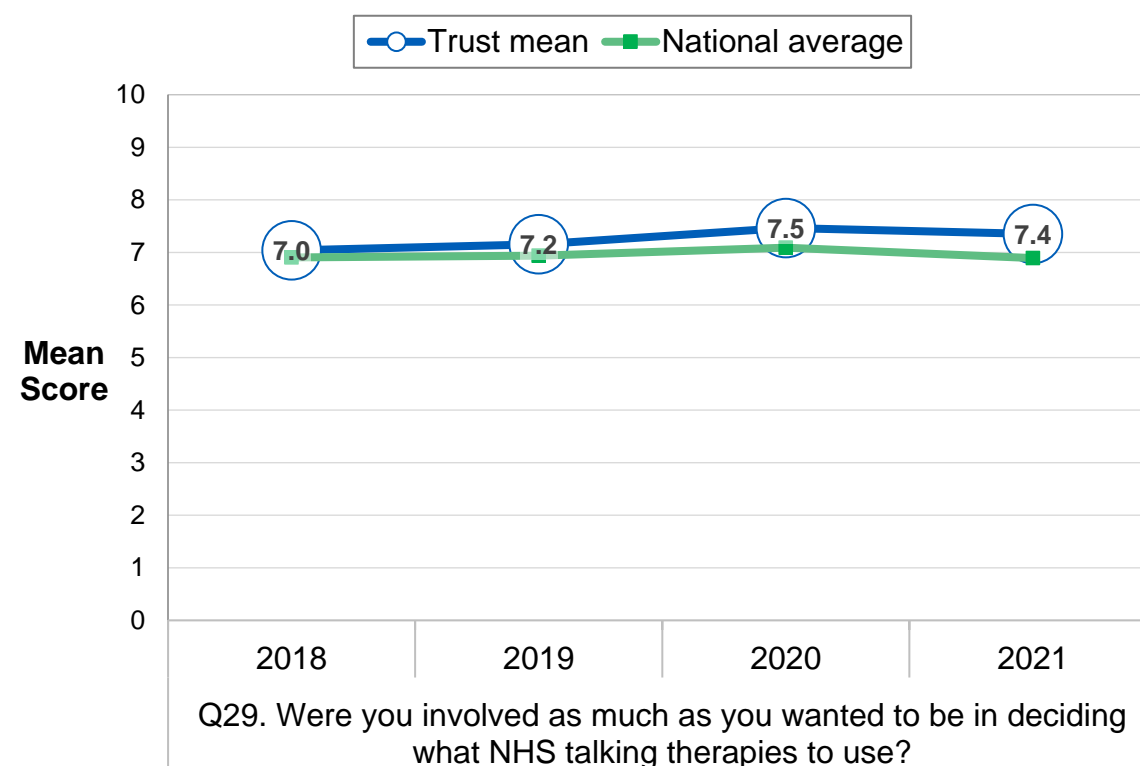
Section 7. NHS Talking Therapies

Question scores
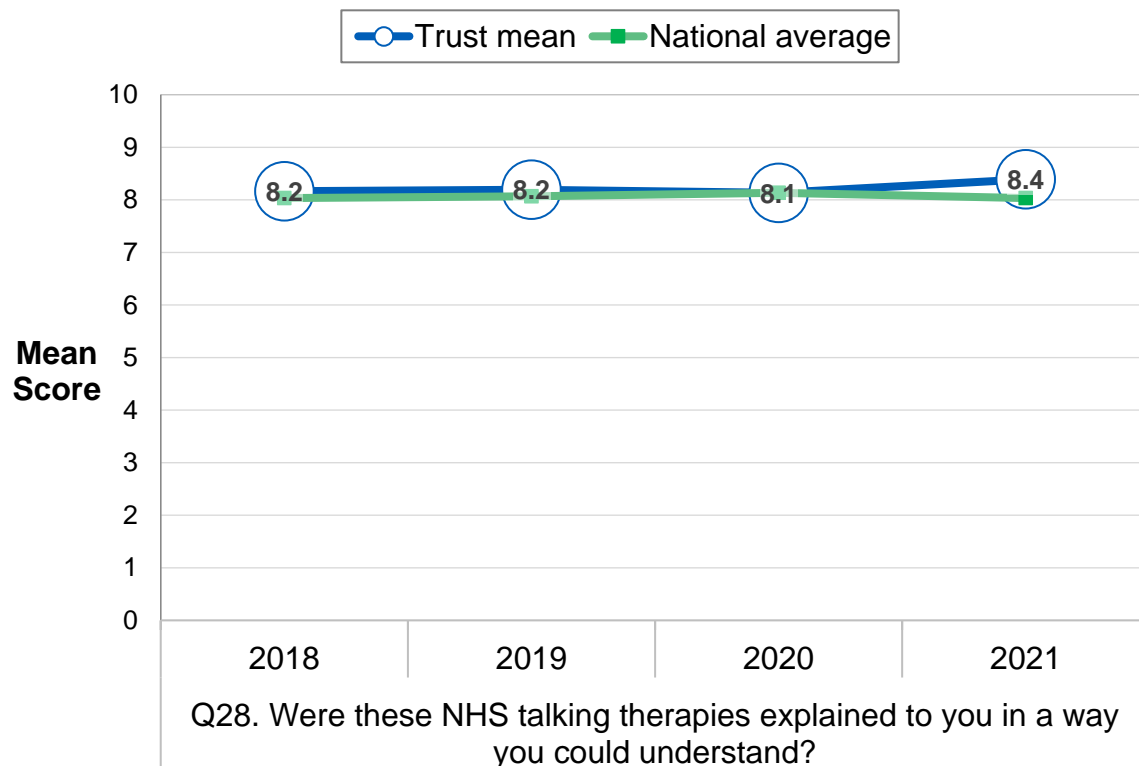
Q28. Were these NHS talking therapies explained to you in a way you could understand?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by those who have received any NHS talking therapies in the last 12 months for their mental health needs. Respondents who stated that no explanation was needed have been excluded. Number of respondents: 2018: 78; 2019: 93; 2020: 137; 2021: 114
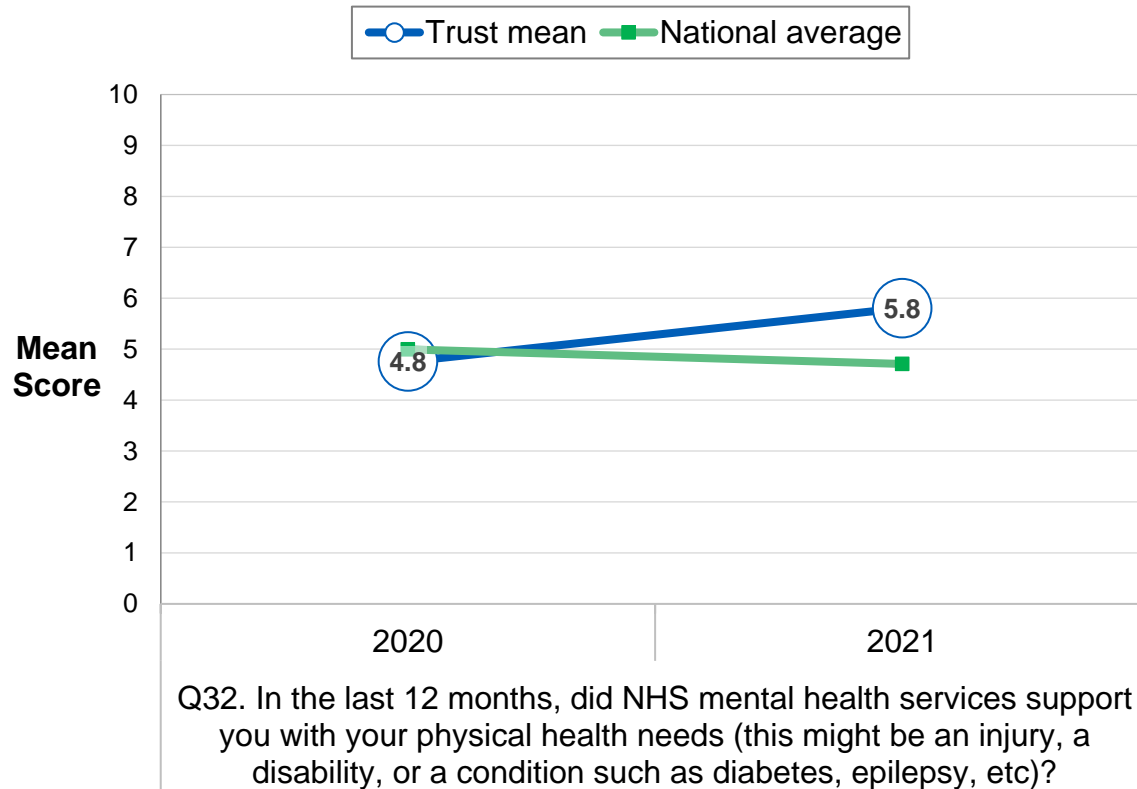

Q29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by those who have received any NHS talking therapies in the last 12 months for their mental health needs. Respondents who stated that they didn't know / couldn't remember or did not want to be involved have been excluded. Number of respondents: 2018: 80; 2019: 91; 2020: 131; 2021: 107
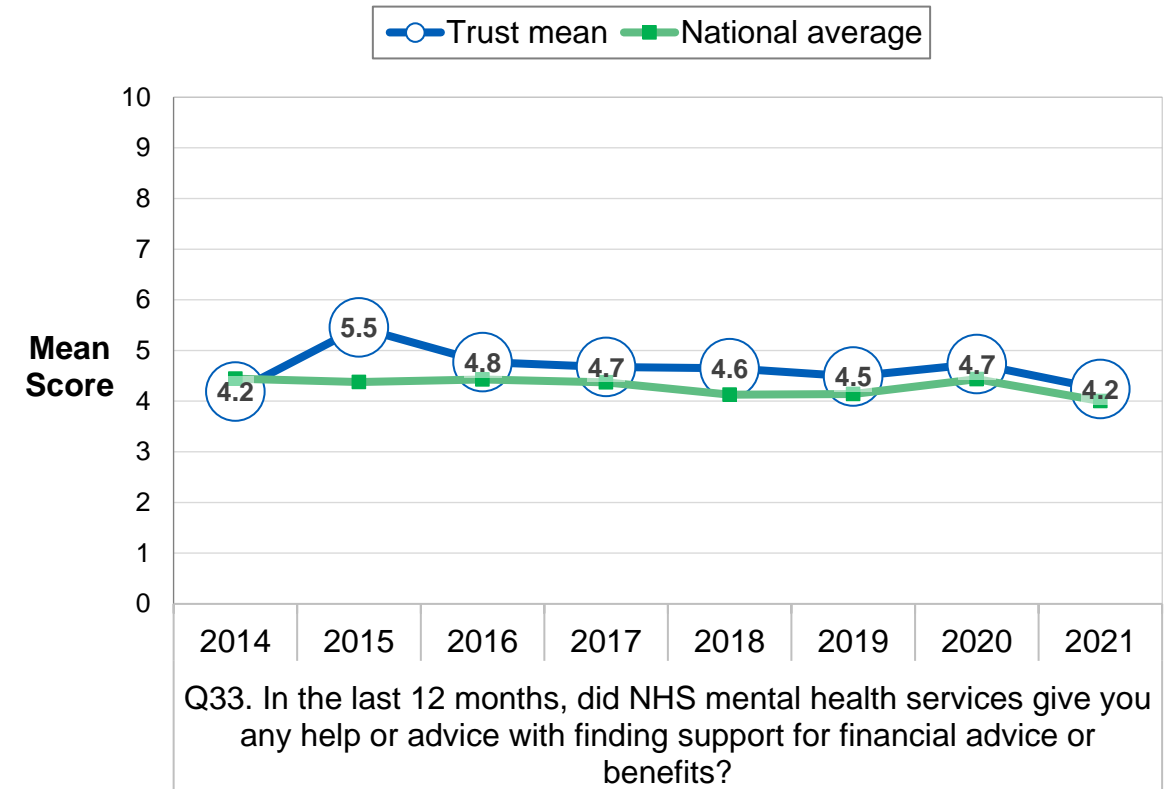
Section 8. Support and wellbeing

Question scores

Q32. 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)?

Significant change 2021 vs 2020	Increase
Significant change 2021 vs 2019	-

Answered by all. Respondents who stated that they have support and did not need NHS mental health services to provide it, do not need support for this, or do not have physical health needs have been excluded. Number of respondents: 2020: 166; 2021: 161
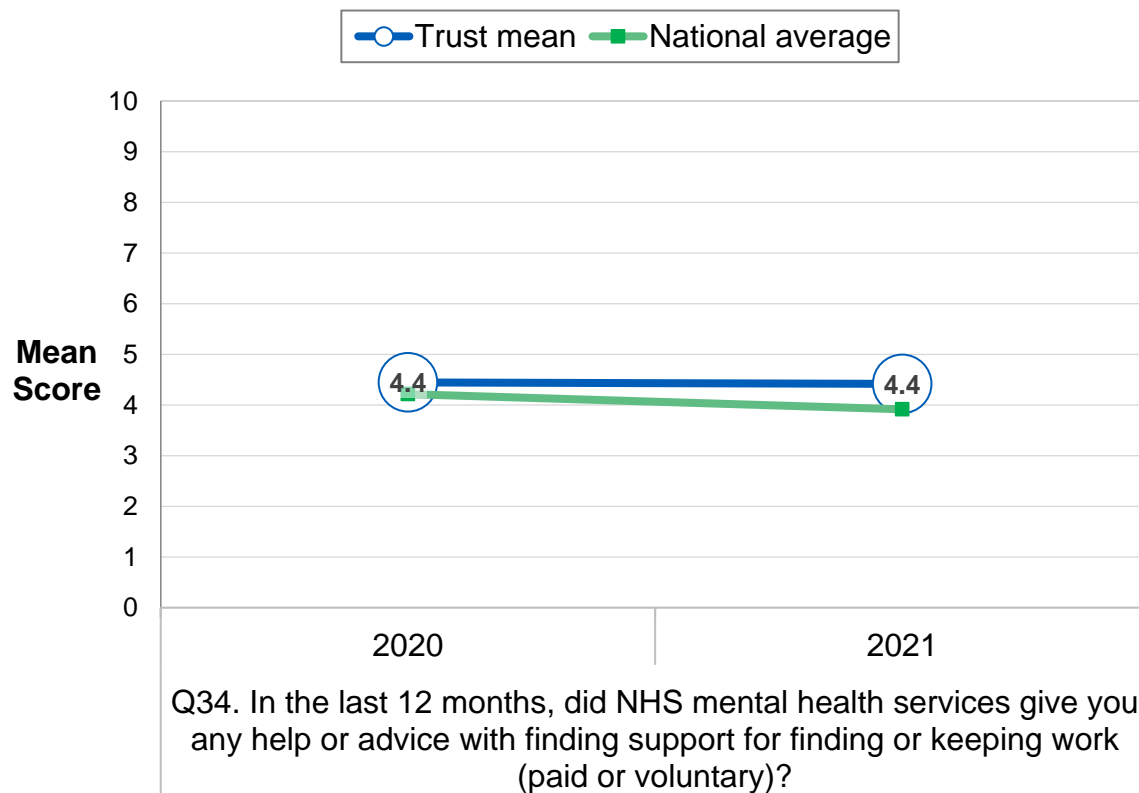

Q33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by all. Respondents who stated that they have support and did not need help / advice to find it, or do not need support for this have been excluded.
Number of respondents: 2014: 129; 2015: 114; 2016: 127; 2017: 117; 2018: 111; 2019: 122; 2020: 209; 2021: 159
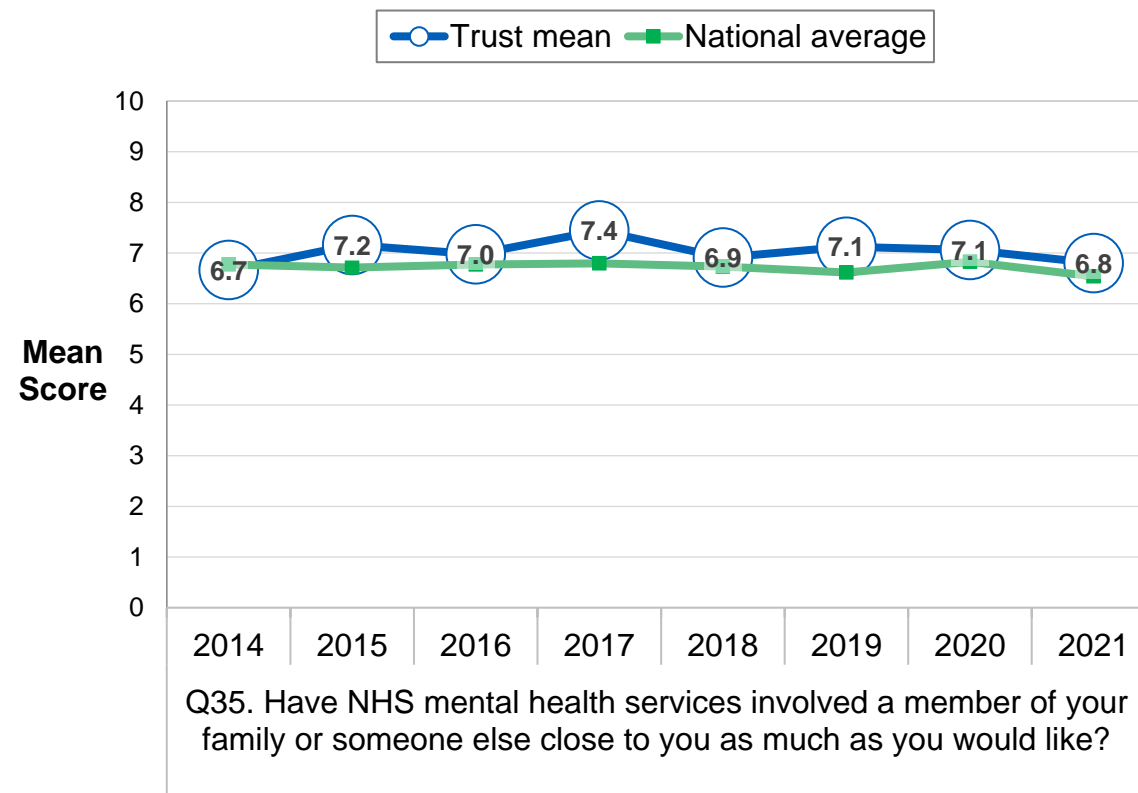
Section 8. Support and wellbeing

Question scores

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 (paid or voluntary)?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	-

Answered by all. Respondents who stated that they have support and did not need help / advice to find it, do not need support for this, or are not currently in or seeking work have been excluded. Number of respondents: 2020: 99; 2021: 81
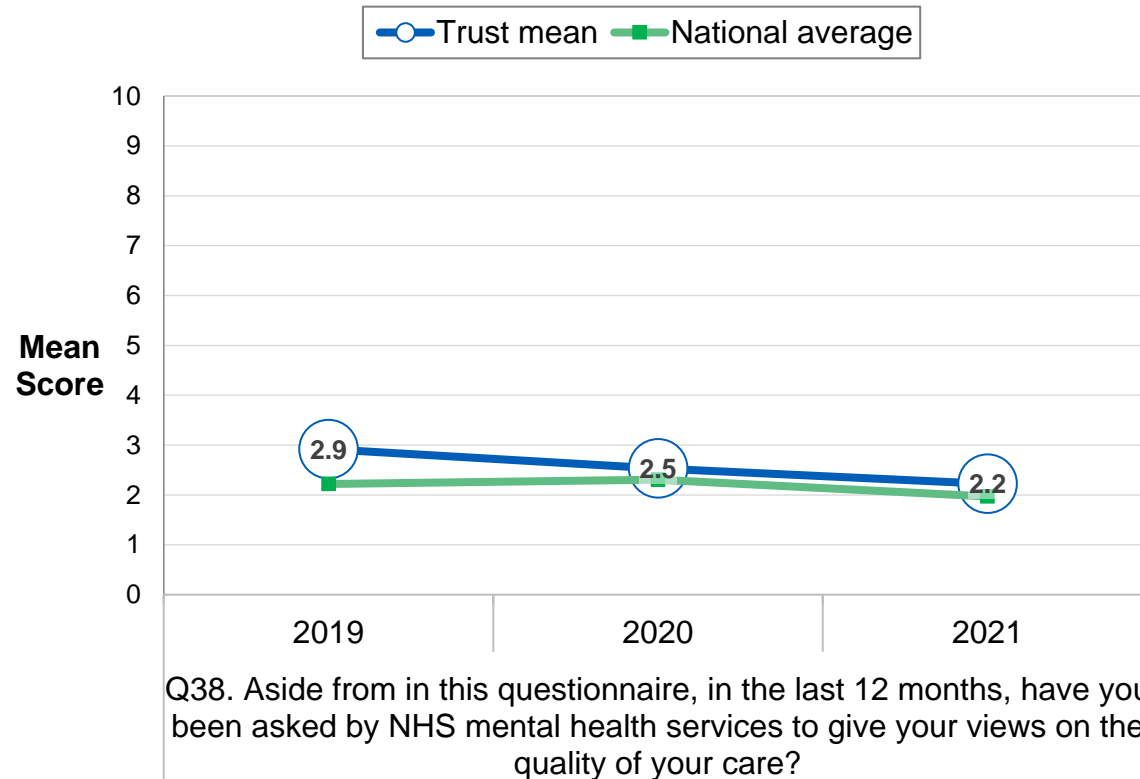

Q35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by all. Respondents who stated that their friends or family did not want to be involved, did not want their friends or family to be involved, or that this does not apply to them have been excluded. Number of respondents: 2014: 168; 2015: 153; 2016: 190; 2017: 148; 2018: 150; 2019: 172; 2020: 234; 2021: 227

Section 9. Feedback

Question scores

Q38. 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?

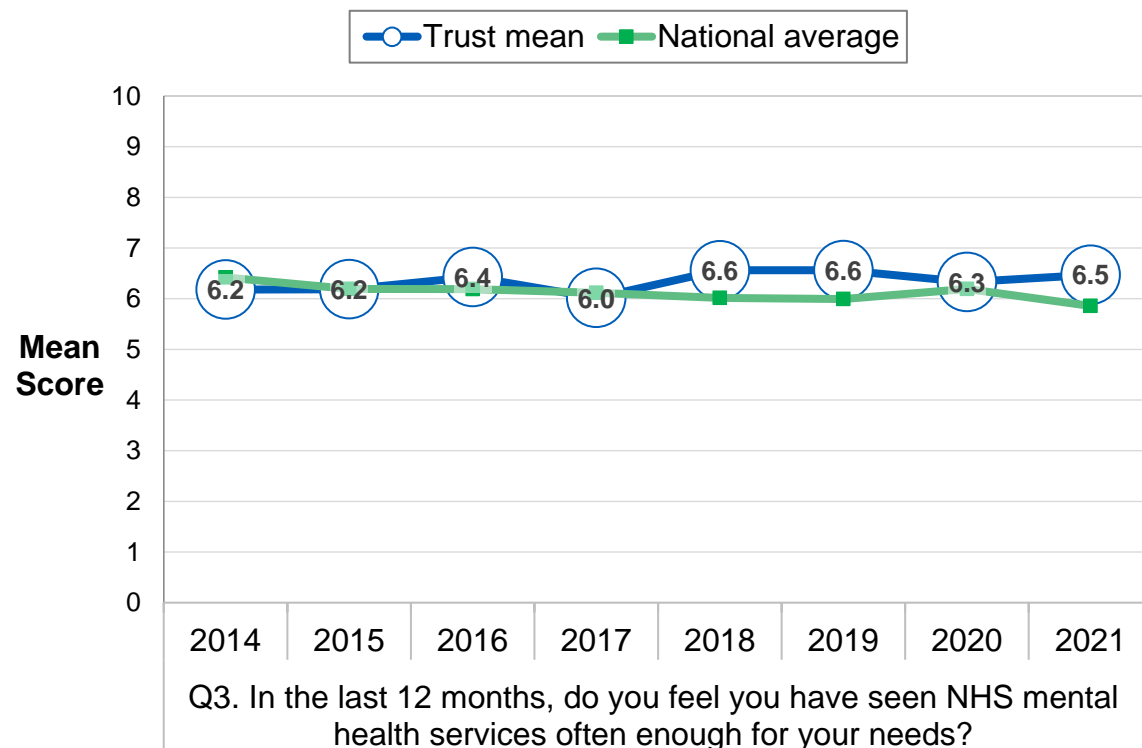| Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by all.
Respondents who stated that they weren't sure have been excluded.
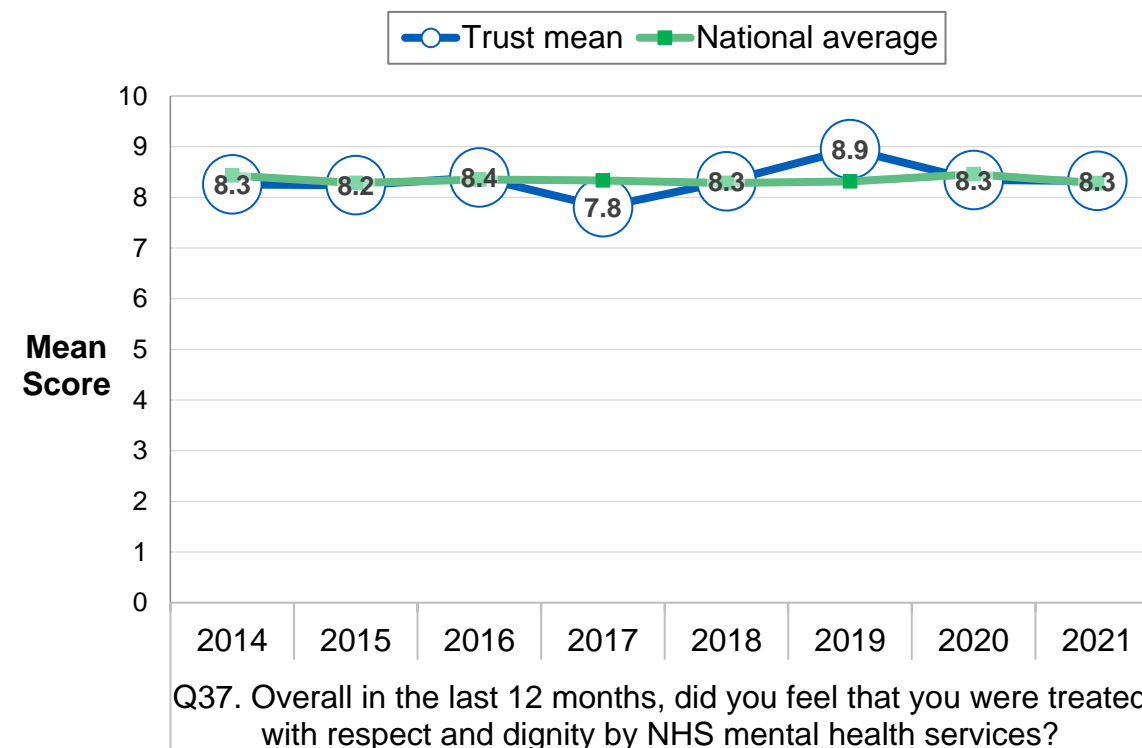Number of respondents: 2019: 205; 2020: 270; 2021: 263

Section 10. Overall views of care and services

Question scores

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

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by all.
Respondents who stated that they didn't know have been excluded.
Number of respondents: 2014: 240; 2015: 216; 2016: 241; 2017: 199; 2018: 214; 2019: 236; 2020: 331; 2021: 305


Q37. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	Decrease

Answered by all.
Respondents who stated that they have support and did not need help / advice to find it, or do not need support for this have been excluded.
Number of respondents: 2014: 243; 2015: 210; 2016: 250; 2017: 203; 2018: 220; 2019: 229; 2020: 328; 2021: 316

Section 11. Overall…

Question scores
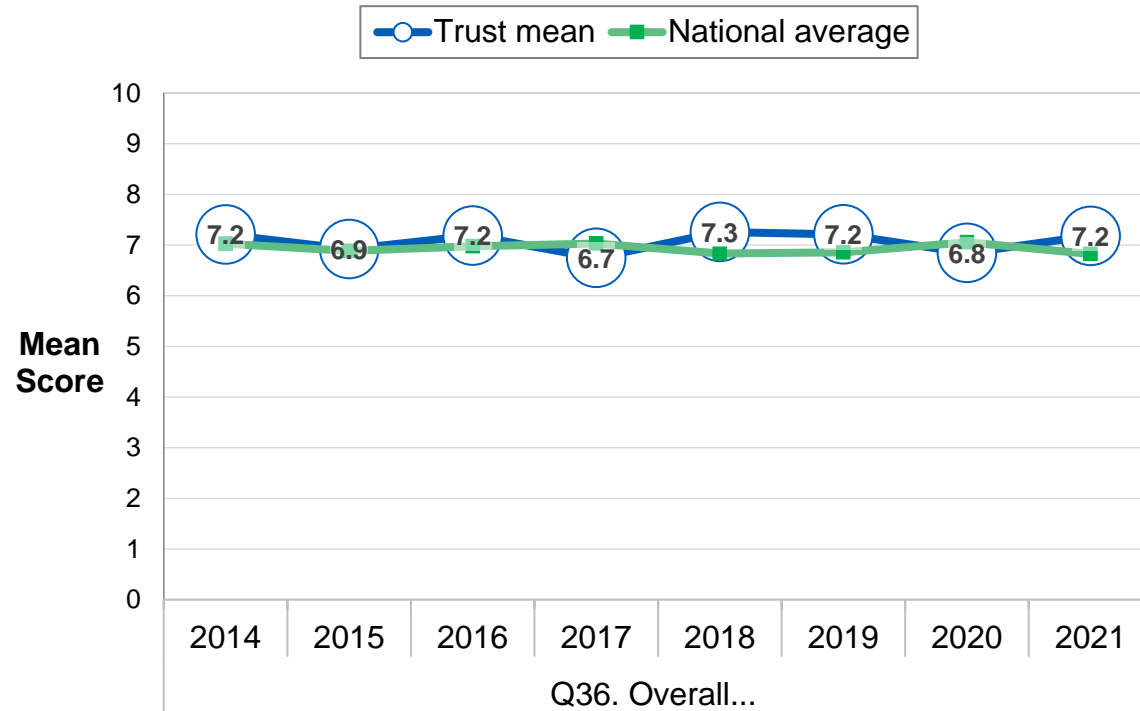
Legend: —○— Trust mean —■— National average

Q36. Overall...

Significant change 2021 vs 2020	No change
Significant change 2021 vs 2019	No change

Answered by all.
Number of respondents: 2014: 242; 2015: 206; 2016: 241; 2017: 198; 2018: 206; 2019: 225; 2020: 311; 2021: 306

Appendix

NHS

Care Quality Commission

Survey Coordination Centre

Comparison to other trusts: where your trust has performed much better

The questions at which your trust has performed much better when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much better than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed better

The questions at which your trust has performed better than compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Better than expected

- Q7. Were you given enough time to discuss your needs and treatment?
- Q10. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional").
- Q14. Have you agreed with someone from NHS mental health services what care you will receive?
- Q32. 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.)?

Comparison to other trusts: where your trust has performed somewhat better

The questions at which your trust has performed somewhat better when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat better than expected

- Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs? (This includes contact in person, via video call and telephone).
- Q17. 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?

Comparison to other trusts: where your trust has performed somewhat worse

The questions at which your trust has performed somewhat worse when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat worse than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed worse

The questions at which your trust has performed worse compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Worse than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed much worse

The questions at which your trust has performed much worse when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much worse than expected

- No questions for your trust fall within this banding.

NHS Community Mental Health Survey

Results for Avon and Wiltshire Mental Health Partnership NHS Trust

Where service user experience is best

- ✓ **Who organises care:** service users being told who is in charge of organising their care and services

- ✓ **Support with physical health needs:** service users being given support with their physical health needs

- ✓ **Review of care:** service users meeting with NHS mental health services to discuss how their care is working

- ✓ **Care agreement:** service users agreeing with someone from NHS mental health services what care they will receive

- ✓ **Enough time to discuss treatment:** service users being given enough time to discuss their needs and treatment

Where service user experience could improve

- o **Crisis care help:** services users getting the help needed when they last contacted the crisis team

- o **Contact:** service users knowing how to contact the person in charge of organising their care if they have concerns

- o **Organising care:** service users feeling their care is organised well

- o **Medicines purpose:** purpose of medicines being discussed with service users

- o **Respect and dignity:** services users being treated with respect and dignity by NHS mental health services

These questions are calculated by comparing your trust's results to the national average. "Where service user experience is best": These are the five results for your trust that are highest compared with the national average. "Where service user experience could improve": These are the five results for your trust that are lowest compared with the national average.

This survey looked at the experiences of people who were receiving care or treatment for a mental health condition and had been treated by the trust between 1 September 2020 and 30 November 2020. Between February and June 2021 a questionnaire was sent to 1250 recent service users. Responses were received from 324 service users at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].
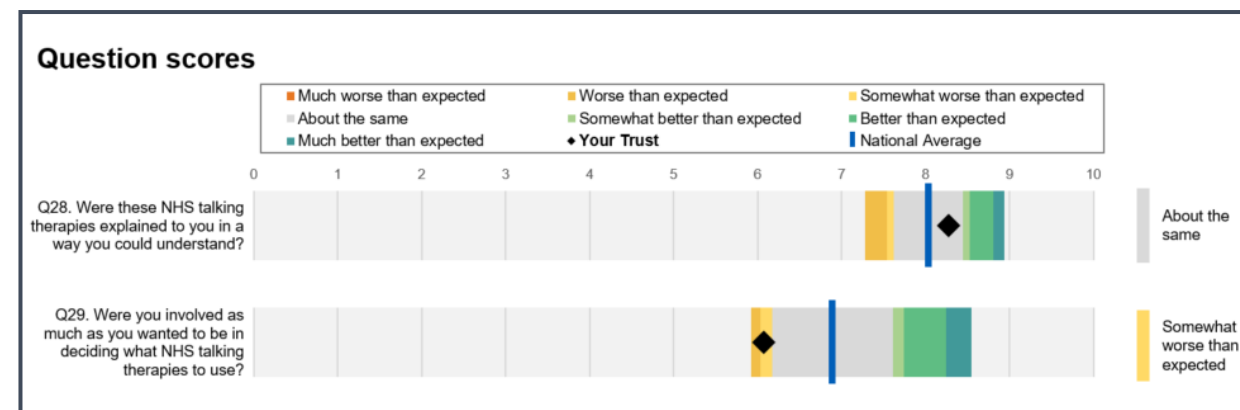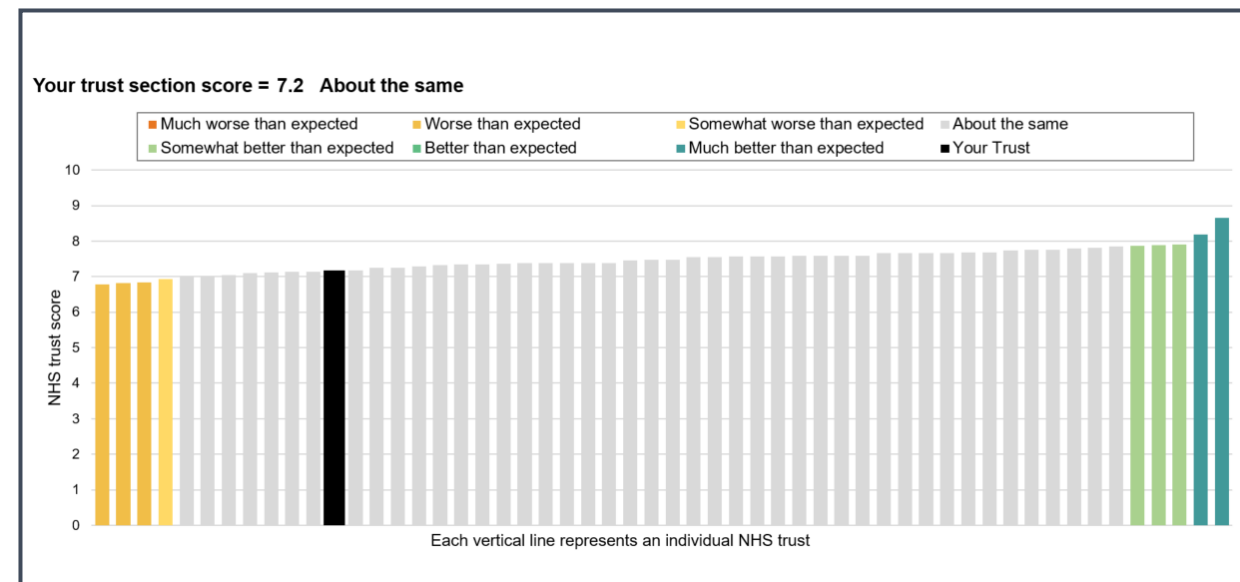
How to interpret benchmarking in this report

The charts in the 'benchmarking' section show how the score for your trust compares to the range of scores achieved by all trusts taking part in the survey. The black line shows the score for your trust. The graphs are divided into seven sections, comparing the score for your trust to most other trusts in the survey:

- If your trust's score lies in the **dark green section** of the graph, its result is 'Much better than expected'.

- If your trust's score lies in the **mid-green section** of the graph, its result is 'Better than expected'.

- If your trust's score lies in the **light green section** of the graph, its result is 'Somewhat better than expected'.

- If your trust's score lies in the **grey section** of the graph, its result is 'About the same'.

- If your trust's score lies in the **yellow section** of the graph, its result is 'Somewhat worse than expected'.

- If your trust's score lies in the **light orange** section of the graph, its result is 'Worse than expected'.

- If your trust's score lies in the **dark orange** section of the graph, its result is 'Much worse than expected'.

These groupings are based on a rigorous statistical analysis of the data termed the 'expected range' technique.

Your trust section score = 7.2   About the same

Legend: Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected | Your Trust

Each vertical line represents an individual NHS trust

Question scores

Legend: Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected | Your Trust | National Average

Q28. Were these NHS talking therapies explained to you in a way you could understand? — About the same

Q29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use? — Somewhat worse than expected

How to interpret benchmarking in this report (continued)

The 'much better than expected,' 'better than expected', 'somewhat better than expected', 'about the same', 'somewhat worse than expected', 'worse than expected' and 'much worse than expected' categories are based on an analysis technique called the 'expected range'. Expected range determines the range within which a trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust, to indicate whether the trust has performed significantly above or below what would be expected.

If it is within this expected range, we say that the trust's performance is 'about the same' as other trusts. Where a trust is identified as performing 'better' or 'worse' than the majority of other trusts, the result is unlikely to have occurred by chance.

In some cases, there will be no shades of orange and/or green area in the graph. This happens when the expected range for your trust is so broad that 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.

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.
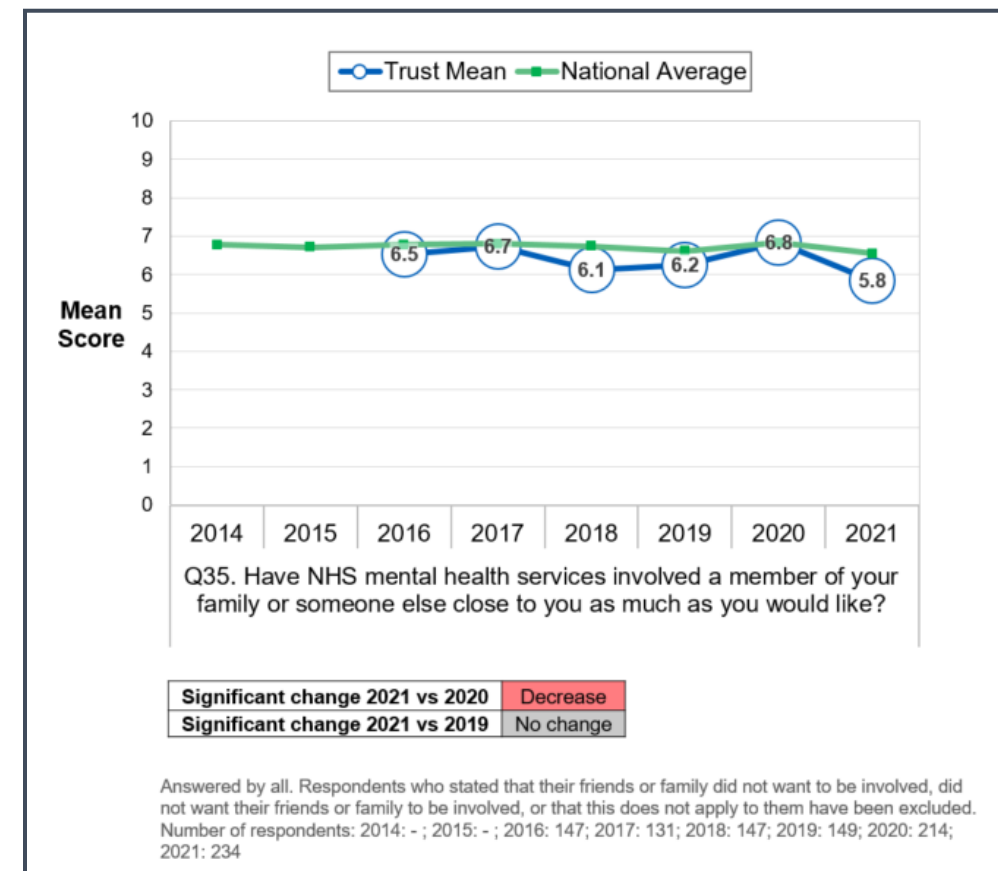
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the NHS Surveys website.

How to interpret change over time in this report

The charts in the 'change over time' section show how your trust scored in each Community Mental Health survey iteration. Where available, trend data from 2014 to 2021 is shown. If a question only has one data point, this question is not shown. Questions that are not historically comparable, are also not shown.

Each question is displayed in a line chart. These charts show your trust mean score for each survey year (blue line). The national average is also shown across survey years, this is the average score for that question across all community mental health trusts in England (green line). This enables you to see how your trust compares to the national average. If there is data missing for a survey year, this is may be due to either a low number of responses, because the trust was not included in the survey that year, sampling errors or ineligibility.

Statistically significant changes are also displayed in tables underneath the charts, showing significant differences between this year (2021) and the two previous years (2020 and 2019). Z-tests set to 95% significance were used to compare data between the two years (2021 vs 2020 and 2021 vs 2019). A statistically significant difference means it is unlikely we would have obtained this result if there was no real difference.

Q35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?

Significant change 2021 vs 2020	Decrease
Significant change 2021 vs 2019	No change

Answered by all. Respondents who stated that their friends or family did not want to be involved, did not want their friends or family to be involved, or that this does not apply to them have been excluded. Number of respondents: 2014: - ; 2015: - ; 2016: 147; 2017: 131; 2018: 147; 2019: 149; 2020: 214; 2021: 234

An example of scoring

Each evaluative question is scored on a scale from 0 to 10. The scores represent the extent to which the service user's experience could be improved. A score of 0 is assigned to all responses that reflect considerable scope for improvement, whereas a score of 10 refers to the most positive service user experience possible. Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. Where options were provided that did not have any bearing on the trust's performance in terms of service user experience, the responses are classified as "not applicable" and a score is not given. Similarly, where respondents stated they could not remember or did not know the answer to a question, a score is not given.

Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question 7 "Were you given enough time to discuss your needs and treatment?":

• The answer code "Yes, definitely" would be given a score of 10, as this refers to the most positive service user experience possible.

• The answer code "Yes, to some extent" would be given a score of 5, as it is placed at an equal interval along the scale.

• The answer code "No" would be given a score of 0, as this response reflects considerable scope for improvement.

• The answer code "Don't know / can't remember" would not be scored, as they do not have a clear bearing on the trust's performance in terms of service user's experience.

Calculating the trust score for each question

The weighted mean score for each trust, for each question, is calculated by dividing the sum of the weighted scores for a question by the weighted sum of all eligible respondents to the question for each trust. An example of this is provided in the survey technical document.

Calculating the section score

An arithmetic mean of each trust's question scores is taken to provide a score for each section.

Thank you.

For further information please contact the Survey Coordination Centre for Existing Methods:

mentalhealth@surveycoordination.com