NHS Community Mental Health Survey Assessment Service Groups (ASG) Benchmark Report 2024

South West London and St George's Mental Health NHS Trust



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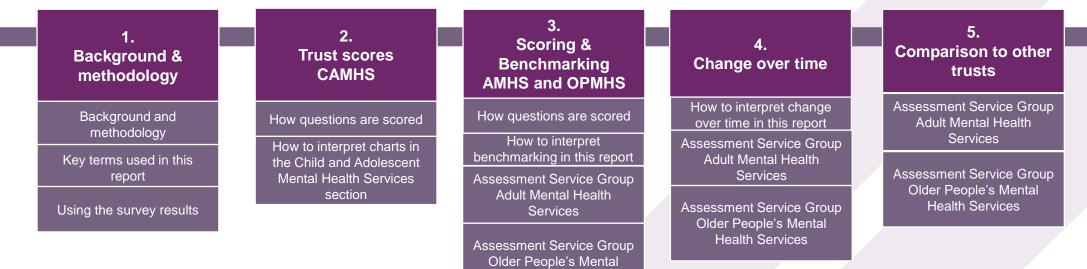
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Contents



Health Services

This work was carried out in accordance with the requirements of the international standard for organisations conducting social research (accreditation to ISO27001:2013; certificate number GB10/80275).

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



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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. 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 (SCC) at Picker Institute.

A total of 76,581 community mental health service users were invited to participate in the survey across 53 NHS trusts. Completed responses were received from 1,034 Child and Adolescent Mental Health service users, an adjusted* response rate 17%, 10,754 Adult Mental Health Service users, response rate 19% and 2,640 Older People's Mental Health Service users, response rate 23%.

Service users aged 16 and over were eligible to participate in 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 April 2024 and 31 May 2024.

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 August and December 2024.

Assessment Service Groups

The 2024 Community Mental Health Survey includes an additional sampling variable which is used for reporting. Trusts were requested to share data on the type of service a service user was primarily accessing during the sample period. This new variable has three categories, mapped to the three Assessment Service Groups: Child and Adolescent Mental Health Services (CAMHS), Adult Mental Health Services (AMHS), and Older People's Mental Health Services (OPMHS).

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Analysis of this data is presented in this report for each of the evaluative questions in the survey.

Further information about the survey

- For published results and for more information on the Community Mental Health Survey please visit the <u>NHS Survey website</u>.
- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the <u>NHS Surveys website</u>.
- To learn more about the CQC's survey programme, please visit the <u>CQC website</u>.

*The adjusted base is calculated by subtracting the number of questionnaires returned as undeliverable, or if someone had died, from the total number of questionnaires sent out. The adjusted response rate is then calculated by dividing the number of returned useable questionnaires by the adjusted base.



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 <u>How to</u> <u>interpret benchmarking</u> slide.

Standardisation

Demographic characteristics, such as age and sex, can influence care experiences and how they are reported. For example, research shows that older people report more positive experiences of care than younger people. Since trusts have differing profiles of community mental health 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 selected questions in the survey, the individual (standardised) responses are converted into scores, typically 0, 5, or 10 (except for Q15). 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 subsequent questions are not scored. Please refer to the scored questions are for further details. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied. More information

can be found in the <u>How questions are scored</u> slide.

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National average

The 'national average' mentioned in this report is the arithmetic mean of all trusts' scores per assessment service group after weighting is applied. The 'national average' is displayed for Adult Mental Health Services and Older People's Mental Health Services benchmarking analysis.

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 <u>survey</u> <u>technical document</u> which is on the 'Analysis and Reporting' section of the 2024 Community Mental Health Survey webpage on the NHS surveys website.



Using the survey results

Navigating this report

This report is split into five main sections:

- Background and methodology provides information about the survey programme, how the survey is run, and how to interpret the data.
- Trust scores: Child and Adolescent Mental Health Services – shows how your trust scored for each evaluative question and the number of respondents for each question.
- Benchmarking: Assessment Service Groups Trusts were requested to share data on the type of service a service user primarily accessed during the sample period. This report provides scores for each individual ASG:
 - Adult Mental Health Services shows how your trust performs for each evaluative question in the survey against other trusts with Adult Mental Health Services data, using the 'expected range' analysis technique.

- Older People's Mental Health Services shows how your trust performs for each evaluative question in the survey against other trusts with Older People's Mental Health Services data, using the 'expected range' analysis technique.
- Change over time: Assessment Service Groups – includes your trust's mean score for each evaluative question in the survey shown in a significance test table, comparing it to your 2023 mean. This allows you to see if your trust has made statistically significant improvements between survey years. Scores are provided for:
 - Adult Mental Health Services
 - Older People's Mental Health Services

No historical comparison is provided for the Child and Adolescent Mental Health Services due to low base sizes.

 Comparison to other trusts – includes the questions for which your trust performed 'much better than expected', 'better than expected', 'somewhat better than expected', 'somewhat worse than expected', 'worse than expected' or 'much worse than expected' compared with most other trusts. It includes questions for Adult Mental Health Services and Older People's Mental Health Services for which benchmarking analysis has been performed.

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Using the survey results (continued)

How to interpret the graphs in this report

This report contains two types of graphs: one which presents your individual trusts' scores, and one showing how the scores for your trust compare to the scores achieved by all trusts that shared the ASG data. 52 trusts out of the total 53 that took part in the 2024 survey shared ASG information.

The chart type used in the section 'Trust scores Child and Adolescent Mental Health Services' provides your trust scores for each evaluative question.

The two chart types used in the sections 'Benchmarking Adult Mental Health Services and Older People's Mental Health Services' use the 'expected range' technique to show how your trust compares to other trusts.

For information on how to interpret these graphs, please refer to the '<u>How to interpret benchmarking in</u> <u>this report</u>'.

Other data sources

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

- Full national results; technical document: <u>http://www.cqc.org.uk/cmhsurvey</u>
- National and trust-level data for all trusts who took part in the Community Mental Health Survey 2024 <u>https://nhssurveys.org/surveys/survey/05-</u> <u>community-mental-health/</u>. 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 providers: <u>https://www.cqc.org.uk/what-we-</u> <u>do/how-we-use-information/using-data-monitor-</u> <u>services</u>

Trust scores: Child and Adolescent Mental Health Services

This section includes:

- how your trust scored for each evaluative question and section in the survey
- the number of respondents for each section and question

Please note:

 The following questions were removed from this section as there were no data available for all trusts due to suppression: Q7, Q29, Q30 Q31, Q38.



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Background and methodology	Trust scores CAMHS	Scoring & Benchmarking AMHS and OPMHS	Change over time	Comparison to other trusts AMHS and OPMHS	Care Quality Commission	Survey Coordination Centre	NHS

RQY South West London and St George's Mental Health NHS Trust does not have data for Child and Adolescent Mental Health Services due to no available data or low base sizes.

Scoring and Benchmarking Adult Mental Health Services and Older People's Mental Health Services

This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that submitted Assessment Service Group data
- 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



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How questions are scored

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.

Example of how questions are scored

The following provides an example for the scoring system applied for each respondent. For question 18 "Has your NHS mental health team supported you to make decisions about your care and treatment? Support includes sharing information on risks and benefits of your care 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 <u>survey technical document</u>.

Calculating the section score

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

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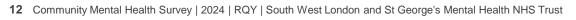


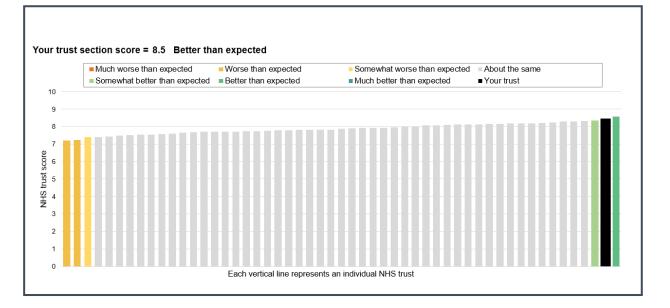
How to interpret benchmarking in this report

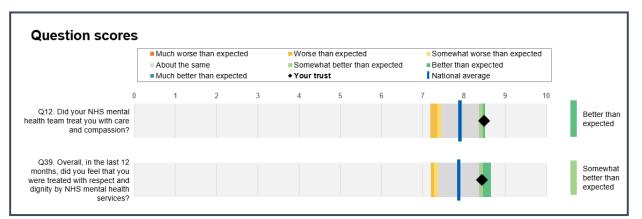
The charts in the 'Scoring and benchmarking' section show how the score for your trust compares to the range of scores achieved by all trusts taking part in the survey. The black line shows the score for your trust. The graphs are divided into seven sections, comparing the score for your trust to most 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 '<u>expected range' technique</u>.







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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.

The question score charts show the trust scores compared to the minimum and maximum scores achieved by any trust. In some cases, this minimum or maximum limit will mean that one or more of the bands are not visible – because the range of other bands is broad enough to include the highest or lowest score achieved by a trust this year. This could be because there were few respondents, meaning the confidence intervals around your data are slightly larger, or because there was limited variation between trusts for this question this year.

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. This occurs as the bandings are calculated through standard error rather than standard deviation. Standard error takes into account the number of responses achieved by a trust, and therefore the banding may differ for a trust with a low number of responses.

Additional information on the 'expected range' analysis technique can be found in the survey technical report on the NHS Surveys website.

Please note that no section score slides are included in the Older People's Mental Health Services section due to low base sizes and suppression of the results.

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How to interpret charts in the Older People's Mental Health Services section

This Older People's Mental Health Services section provides information on how the individual question score for your trust compares to the range of scores achieved by all trusts with Older People's Mental Health Services data, using the expected range technique.

The black star in the chart shows the score for your trust for each evaluative question, while the blue line shows the national average. The number of responses received for each evaluative question, your trust's score, the national average and lowest and highest scores are shown in the adjacent table. Please see example below.

Please note that no section scores are provided for the Older People's Mental Health Services section due to low base sizes.

The following questions are not included in this section due to a low number of responses: Q6, Q7, Q15, Q17, Q22_1, Q22_2, Q22_3, Q22_4, Q26, Q29, Q31, Q32, Q38. As a result, sections 1, 5, 6 and 7 have been removed as the questions that constitute these sections have been removed.

	•	Much worse	e than expec	ted	Worse t	nan expecte	ed	Son	newhat wors	se than expe	cted						
		 About the same Much better than expected 			Somewh	nat better th	an expected	Bet	er than exp	ected					All tru	ists in En	gland
	-	Much better than expected			• Your tru	ıst		Nat	onal averag	le			Number of	Vour	National	Louisat	llighoot
	0	1	2	3	4	5	6	7	8	9	10		Number of respondents				score
Q13. Did your NHS mental alth team treat you with care and compassion?												About the same	145	8.5	7.9	7.1	8.6

Assessment Service Group: Adult Mental Health Services



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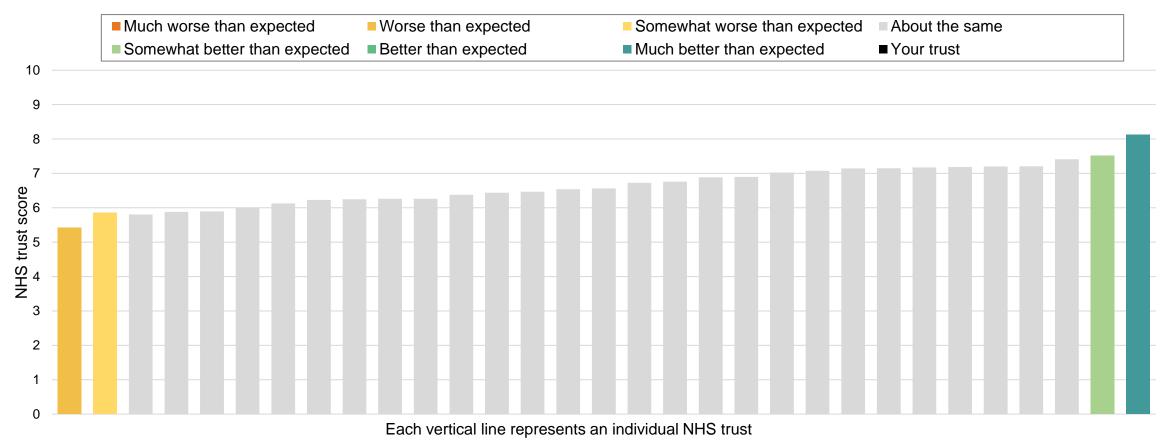
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Section 1. Support while waiting

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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.

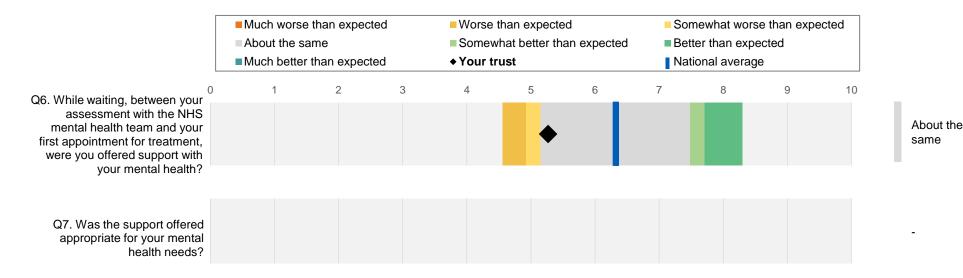
Your trust section score = - No section score due to low number of responses



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Section 1. Support while waiting (continued)



	Number of respondents		National average		Highest score
Э	57	5.3	6.3	4.6	8.3

	6.8	5.4	7.9
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Scoring & Benchmarking AMHS and OPMHS

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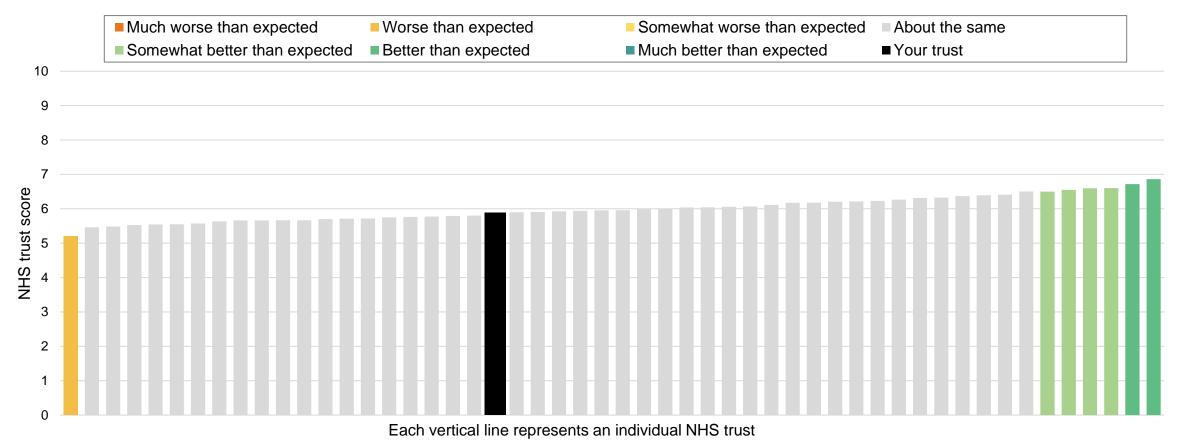
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Section 2. Mental Health Team

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 5.9 About the same



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Section 2. Mental Health Team (continued)

	Abo	About the same Much better than expected		 Worse that Somewhat Your trust 	t better tha		ed	Better	what worse than expect al average		ed				All tru	sts in En	ıgland	
()	1	2	3	4	5	6		7	8	9	10		Number of respondents	Your trust	National average		Highest score
Q8. Were you given enough time to discuss your needs and treatment?													About the same	167	6.3	6.7	6.0	7.6
Q9. Did you feel your NHS mental health team listened to what you had to say?									•				About the same	164	7.0	6.8	5.7	7.8
Q10. Did you get the help you needed?							•						About the same	167	5.7	5.8	4.8	6.7
Q11. Did your NHS mental health team consider how areas of your life impact your mental health?								Þ					About the same	158	6.4	6.4	5.6	7.4

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Section 2. Mental Health Team (continued)

		About	worse than the same better than e	·				ected er than exp	pected	Be	mewhat wors tter than exp tional averag	ected	ected
	0	1	2	3	}	4	5	6	6	7	8	9	10
Q12. Did you have to repeat your mental health history to your NHS mental health team?						٠							

			All tru	sts in Er	gland
	Number of respondents		National average		Highest score
About the same	162	3.9	4.4	3.4	5.5

Background and methodology

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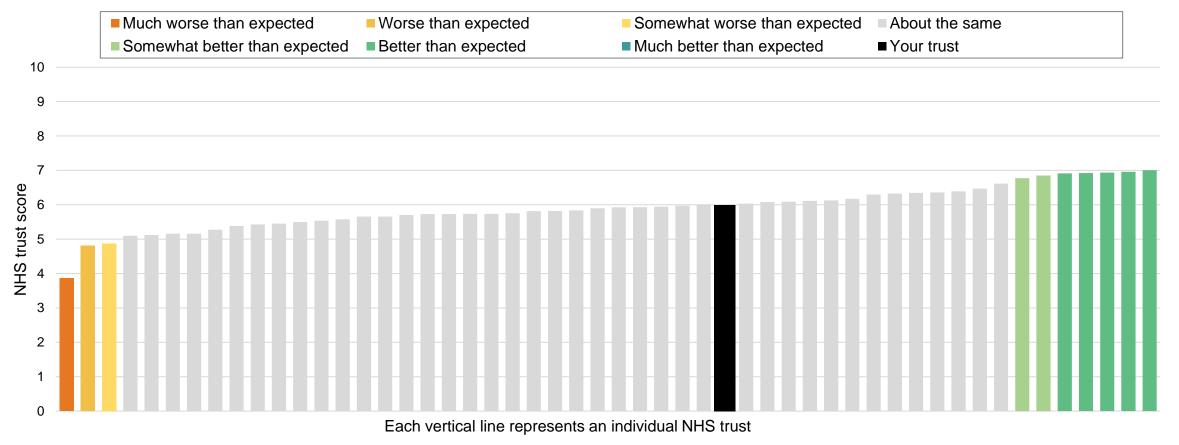
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Section 3. Planning care

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 6.0 About the same



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Section 3. Planning care (continued)

			worse tha the same	•	ed		than expect	cted than expected		ewhat worse er than expe	e than expecte	d				All tru	sts in Er	ngland
			better tha		ed	◆ Your tr				onal average				Number of				Highest
C	D	1		2	3	4	5	6	7	8	9	10		respondents	trust	average	score	score
Q14. Do you have a care plan?													About the same	128	6.3	6.2	4.3	7.5
Q17. In the last 12 months,]
have you had a care review meeting with your NHS mental health team to discuss how your care is working?								•					About the same	117	5.7	5.6	3.2	6.8

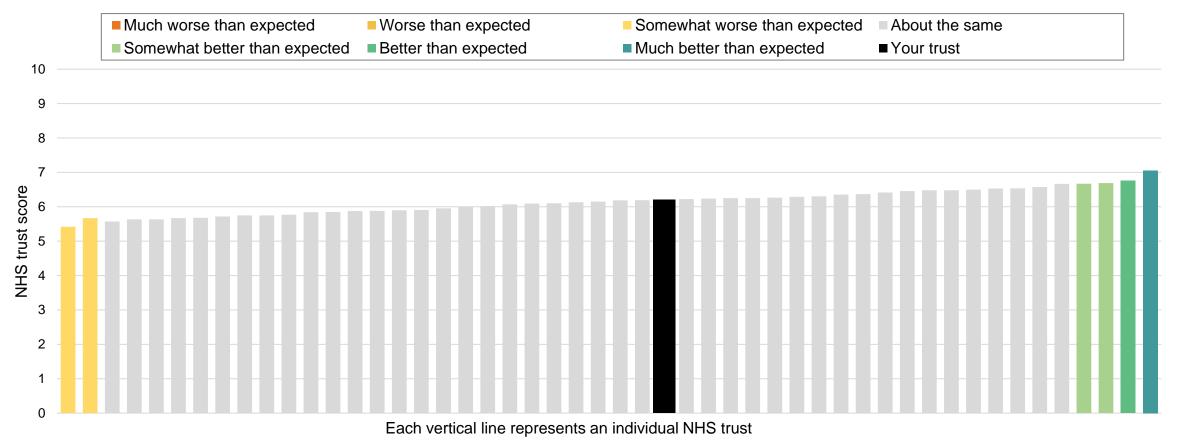
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Section 4. Involvement in care

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 6.2 About the same



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Section 4. Involvement in care (continued)

	-			e than expect			mewhat wors	-	ted				All tru	sts in En	gland	
	out the sauch better		ected	● Some		han expected		etter than expe ational averag				Number of		National		
0	1	2	3	4	5	6	7	8	9	10		respondents	trust	average	score	score
Q15. To what extent did your NHS mental health team involve you in agreeing your care plan?								•			About the same	79	7.7	7.3	6.3	8.0
Q16. Were you given a choice on how your care and treatment would be delivered?						•					About the same	147	6.0	6.4	5.5	7.4
Q18. Has your NHS mental health team supported you to make decisions about your care and treatment?						•					About the same	159	6.0	5.9	5.0	7.2
Q19. Do you feel in control of your care?					₽						About the same	148	5.0	4.9	4.2	5.9

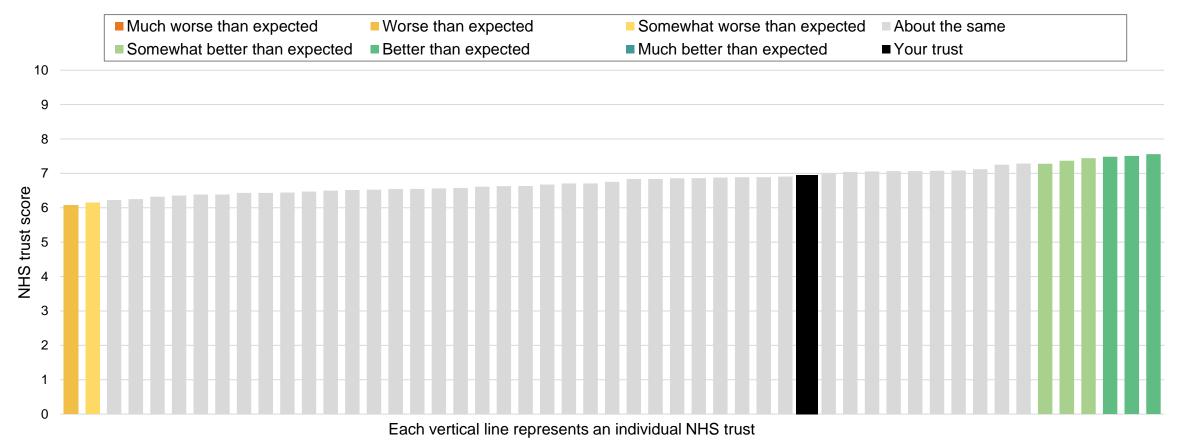
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Section 5. Medication

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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



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Section 5. Medication (continued)

	uch worse than expected bout the same		Worse th	-	d an expected		omewhat wo etter than ex		expected				All tru	sts in En	ngland	
	ch better th		d	Your tru				ational avera				Number of	Your	National		-
0	1	2	3	4	5	6	7	8	9	10		respondents	trust	average	score	score
Q22_1. Have any of the following been discussed with you about your medication? Purpose of medication								•			About the same	100	7.9	7.6	6.7	8.6
Q22_2. Have any of the following been discussed with you about your medication? Benefits of medication							•	•			About the same	99	7.4	7.1	6.0	8.1
Q22_3. Have any of the following been discussed with						•					About the same	101	5.6	5.6	4.7	6.8
Q22_4. Have any of the following been discussed with you about your medication? What will happen if I stop taking my medication					•						About the same	98	5.1	5.5	4.2	6.9

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Section 5. Medication (continued)

		Much wo About th Much be	e same			S	/orse than omewhat t our trust	•	tted than expected	B		worse than expected erage	expected
(0	1	2	2	3	2	Ļ	5	6	7	8	9	10
Q23. In the last 12 months, has your NHS mental health team asked you how you are getting on with your medication?												•	

			All tru	sts in Er	gland
	Number of respondents				Highest score
About the same	100	8.7	8.1	7.1	9.1

Scoring & Benchmarking <u>AM</u>HS and OPMHS

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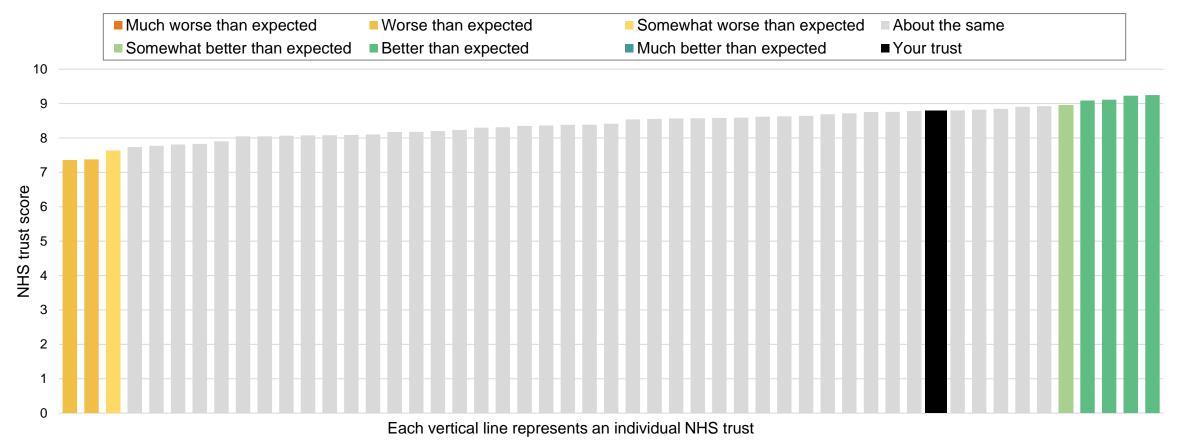
Commission



Section 6. Psychological Therapies

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 About the same



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Section 6. Psychological Therapies (continued)

		About	worse than the same petter than	·		 Worse that Somewhat Your trus 	t better th	ed nan expected	 Somewhat worse than expected Better than expected National average 					
	0	1		2	3	4	5	6	7	8	9	10		
Q26. Thinking about the last time you received therapy, did you have enough privacy to talk comfortably?											•			

			All trusts in England											
	Number of respondents		National average		Highest score									
About the same	75	8.8	8.4	7.4	9.2									

Scoring & Benchmarking AMHS and OPMHS

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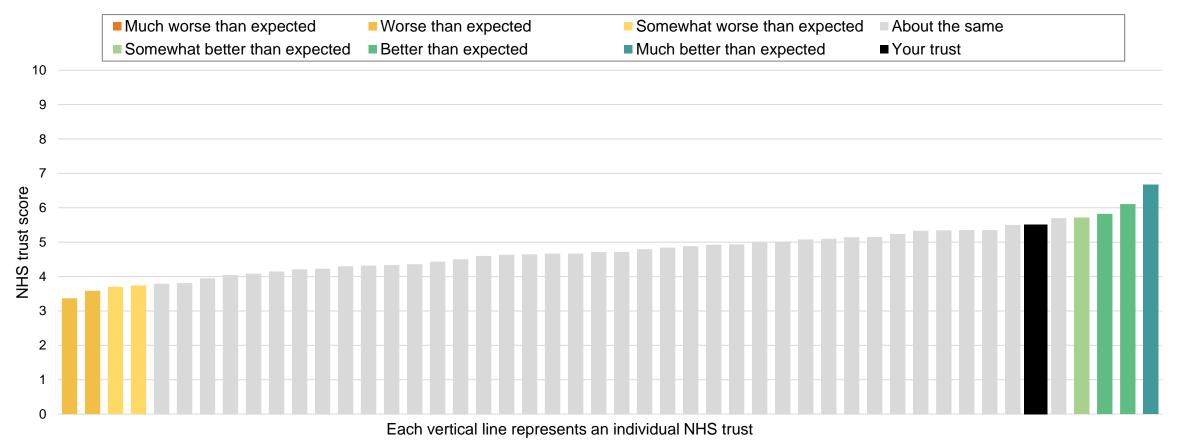
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Section 7. Crisis Care Support

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 5.5 About the same



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Section 7. Crisis Care Support (continued)

		than expec	ted		 Worse than expected Somewhat better than expected 				e than expecte	ed				All tru	sts in En	gland
	bout the s uch bette	ame than expec	ted	Your trust				ter than expe				Number of		National	Lowest	Highest
0	1	2	3	4	5	6	7	8	9	10	_	respondents	trust	average	score	score
Q29. Thinking about the last time you contacted this person or team, did you get the help you needed?						•					About the same	47	6.0	5.7	4.5	7.5
Q31. Did the NHS mental health team give your family or carer support whilst you were in crisis?					٠						About the same	31	5.0	3.9	2.1	5.9

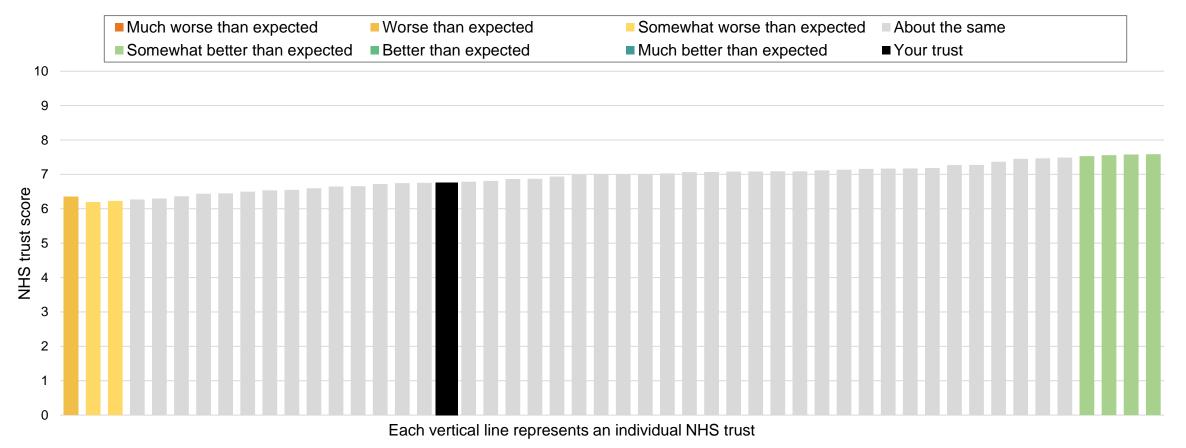
Commission



Section 8. Crisis Care Access

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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



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Section 8. Crisis Care Access (continued)

	 Much worse About the sa 		cted	 Worse than expected Somewhat better than expected 				mewhat wors tter than expe	•	cted				All tru	ngland	
	Much better	than expec	ted	Your trust			National average					Number of				Highest
0	1	2	3	4	5	6	7	8	9	10		respondents	trust	average	score	score
Q27. Would you know who to contact out of office hours within the NHS if you had a crisis?								•			About the same	158	7.9	8.2	6.6	9.4
Q30. Thinking about the last time you contacted this person or team, how do you feel about the length of time it took you to get through to them?						•					About the same	46	5.7	5.7	4.3	7.6

Scoring & Benchmarking AMHS and OPMHS

CareQuality

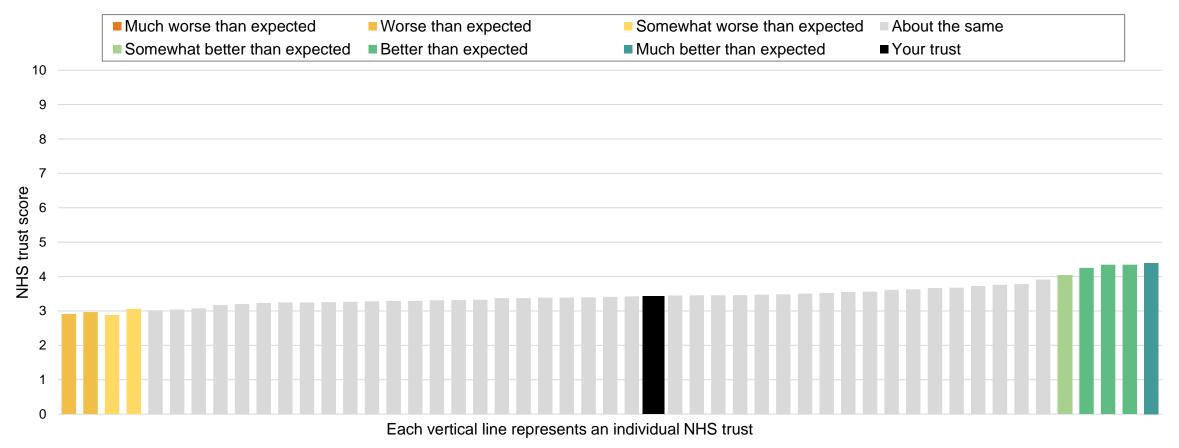
Commission



Section 9. Support with other areas of life

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 3.4 About the same



CareQuality Commission



Section 9. Support with other areas of life (continued)

		rse than expe	ected		han expecte				e than expec	ted			All trusts in England				
	 About the Much bet 	e same ter than expe	ected	Somewl Somewl	nat better tha Jst	an expected		ter than expe ional average				Number of respondents		National average		Highest score	
Q33_1. In the last 12 months, ⁰ did your NHS mental health team give you any help or advice with finding support for Joining a group or taking part in an activity (e.g. art, sport etc)	1	2	3	4	5	6	7	8	9	10	About the same	137	4.2	4.3	3.6	5.7	
Q33_2. In the last 12 months, did your NHS mental health team give you any help or advice with finding support for Finding or keeping work			٠								About the same	101	2.9	2.4	1.5	3.6	
Q33_3. In the last 12 months, did your NHS mental health team give you any help or advice with finding support for Financial advice or benefits			•								About the same	119	2.5	2.5	0.7	3.9	
Q33_4. In the last 12 months, did your NHS mental health team give you any help or advice with finding support for Cost of living		•									About the same	118	1.4	1.8	1.1	3.3	

Care Quality Commission



Section 9. Support with other areas of life (continued)

	ted		nan expecte	ed nan expected	 Somewhat worse than expected Better than expected 						All trusts in England						
	-	out the sa	than expect	ed	♦ Your trust			National average							National		Highest
0		1	2	3	4	5	6	7	8	9	10		respondents	trust	average	score	score
Q32. In the last 12 months, has your NHS mental health team supported you with your physical health needs?												About the same	105	4.5	4.4	3.4	5.8
Q34. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?						٠						About the same	103	5.0	5.4	4.4	6.5

Scoring & Benchmarking AMHS and OPMHS

CareQuality

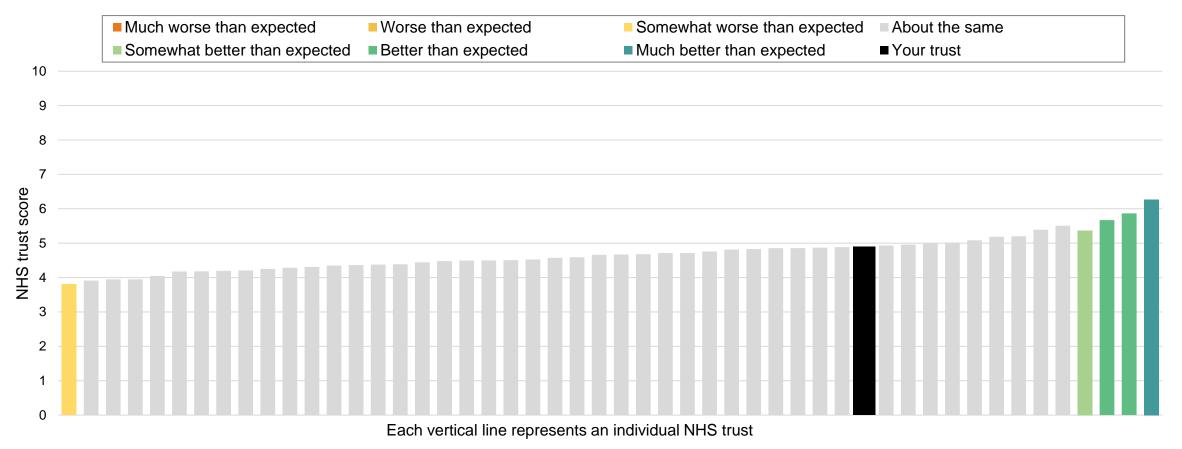
Commission



Section 10. Support in accessing care

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 4.9 About the same



Care Quality Commission



Section 10. Support in accessing care (continued)

Question scores

		uch wors bout the s	e than expe ame	ected	 Worse than expected Somewhat better than expected 			Somewhat worse than expectedBetter than expected						All tru	ists in Er	ngland	
	Much better than expected		ected	◆ Your trust			National average					Number of respondents		National average			
		1	2	3	4	5	6	7	8	9	10			li dot	avorago		
Q35. Has your NHS mental health team asked if you need support to access your care and treatment?					•							About the same	136	4.0	4.3	3.3	5.5
												_			-		
Q38. Do you feel the support provided meets your needs?							•					About the same	34	5.8	5.1	3.7	7.0

Scoring & Benchmarking AMHS and OPMHS

CareQuality

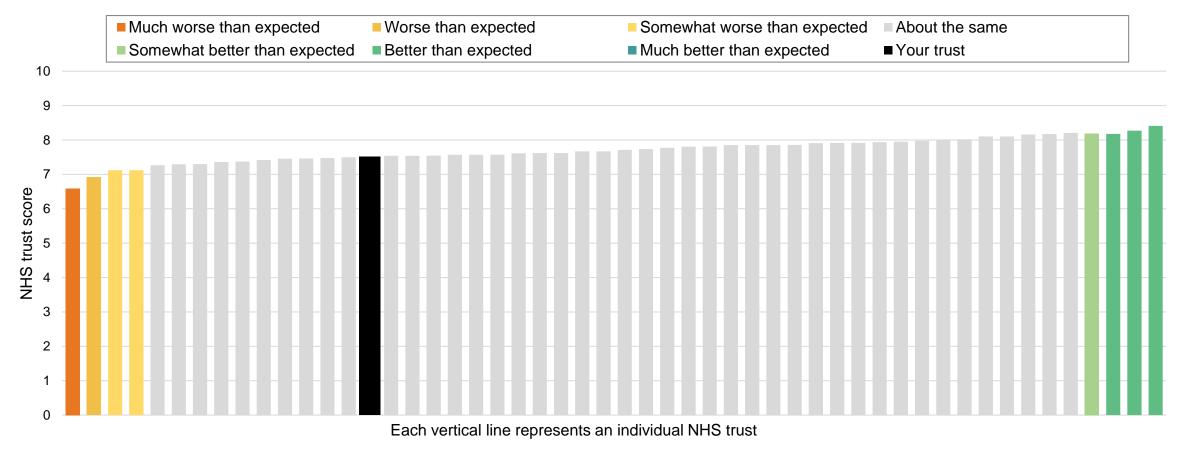
Commission



Section 11. Respect, dignity and compassion

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 7.5 About the same



CareQuality Commission



Section 11. Respect, dignity and compassion (continued)

Question scores

	Abou	h worse th ut the sam	e		Worse than expected Somewhat worse than expected Somewhat better than expected Better than expected			ted				All tru	sts in Er	gland			
	■ Mucl	h better th	an expect	ed	◆ Your tr	ur trust National average							Highest				
0		1	2	3	4	5	6	7	8	9	10		respondents	trust	average	score	score
Q13. Did your NHS mental health team treat you with care and compassion?								•				About the same	166	7.4	7.7	6.6	8.6
Q40. 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	171	7.6	7.7	6.5	8.3

Scoring & Benchmarking AMHS and OPMHS

CareQuality

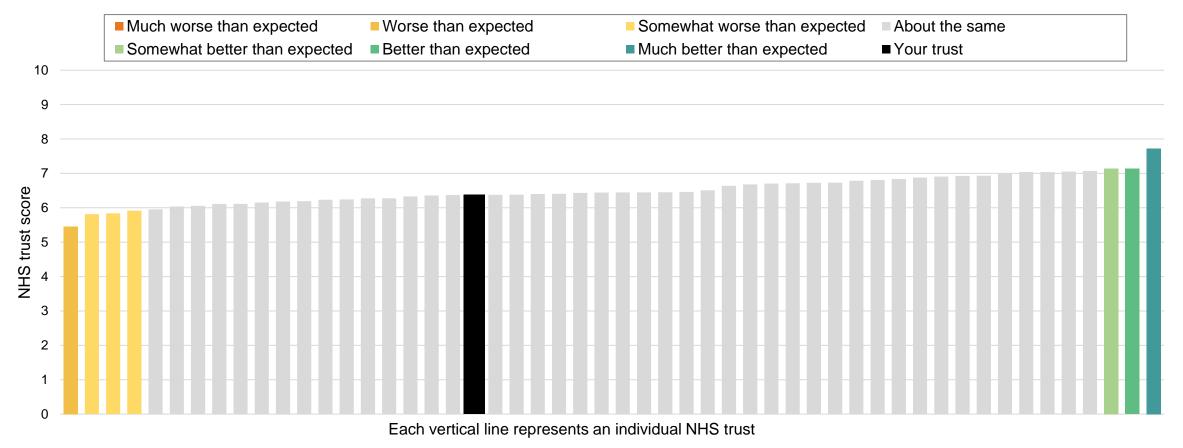
Commission



Section 12. Overall experience

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 6.4 About the same



Care Quality Commission



Section 12. Overall experience (continued)

Question scores

		About t	vorse than he same etter than			Sc	 Worse than expected Somewhat better than expected Your trust 				 Somewhat worse than expected Better than expected National average 			
	0	1	2	2	3	4		5	6	7	8	9	10	
Q39. Overall, in the last 12 months, how was your experience of using the NHS mental health services?									•					

			All trusts in England						
	Number of respondents			Lowest score	Highest score				
About the same	170	6.4	6.5	5.5	7.7				

CareQuality

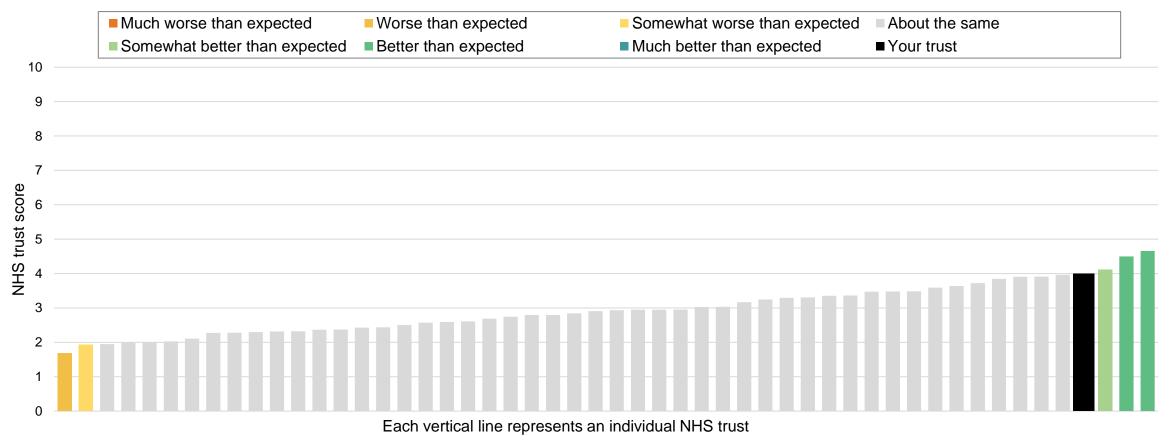
Commission



Section 13. Feedback

This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. 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 = 4.0 About the same



CareQuality Commission

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Section 13. Feedback (continued)

Question scores

	About the s	 Much worse than expected About the same Much better than expected 			 Worse than expected Somewhat better than expected Your trust 				 Somewhat worse than expected Better than expected National average 			
Q41. Aside from this ⁰ questionnaire, in the last 12	1	2	3	4	5	6	7	8	9	10		
months, have you been asked by NHS mental health services to give your views on the quality of your care?				•								

			All trusts in England						
	Number of respondents				Highest score				
ie	126	4.0	3.0	1.7	4.7				

Assessment Service Group: Older People's Mental Health Services



Survey Coordination Centre

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Background and methodology	Trust scores CAMHS	Scoring & Benchmarking AMHS and OPMHS	Change over time	Comparison to other trusts AMHS and OPMS	Commission	Survey Coordination Centre	NHS

RQY South West London and St George's Mental Health NHS Trust does not have data for Older People's Mental Health Services due no available data or low base size.

Change over time

This section includes:

- your mean trust score for each evaluative question in the survey
- where comparable data is available, statistical significance testing using a two-sample t-test has been carried out against the 2023 and 2024 survey results for each relevant question. Where a change in results is shown as 'significant', this indicates that this change is not due to random chance, but is likely due to some particular factor at your trust

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.
- The following questions were new or changed for 2024 and therefore are not included in this section: Q9, Q15, Q16, Q26.
- Section 6 has been excluded as the question that constitutes the section has been amended and is no longer comparable.
- A two-sample t-test is a statistical test used to compare the means of two groups to see if there is a significant difference between them and assess whether observed differences are likely due to chance or not.

NHS



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CareQuality

Commission

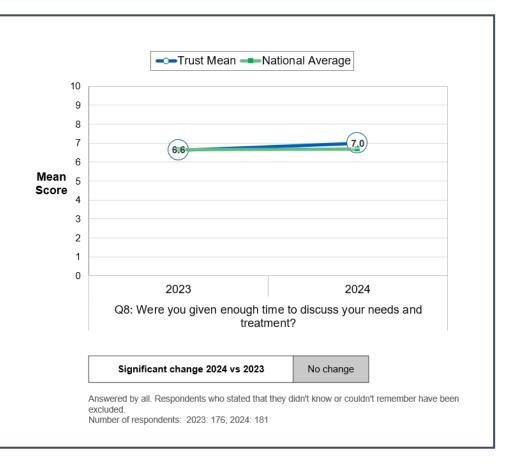


How to interpret change over time in this report

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 2023 to 2024 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 NHS 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 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 (2024) and the previous year (2023). Z-tests set to 95% significance were used to compare data between the two years (2024 vs 2023). A statistically significant difference means it is unlikely we would have obtained this result if there was no real difference.

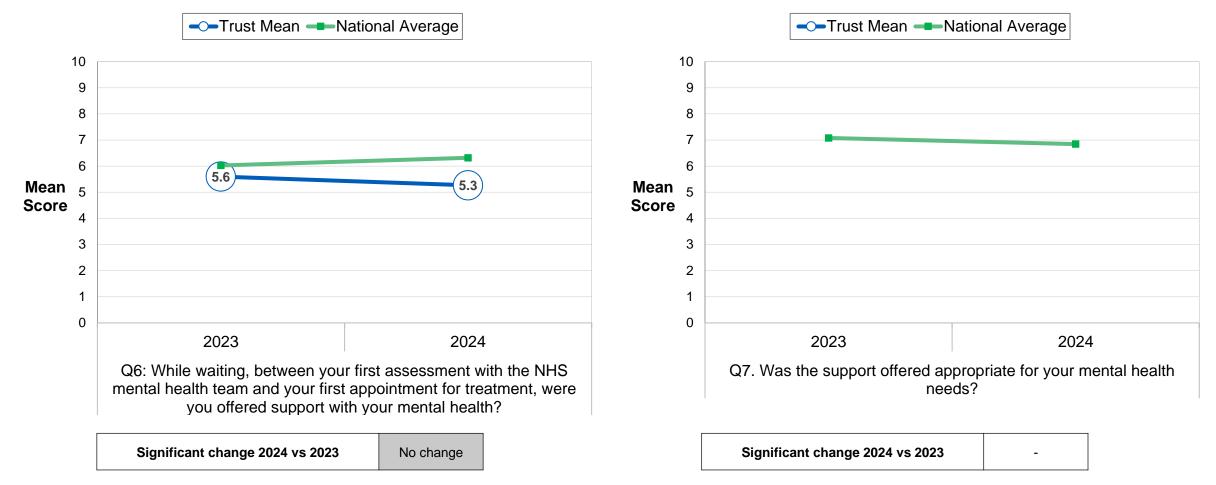


Assessment Service Group: Adult Mental Health Services



Survey Coordination Centre

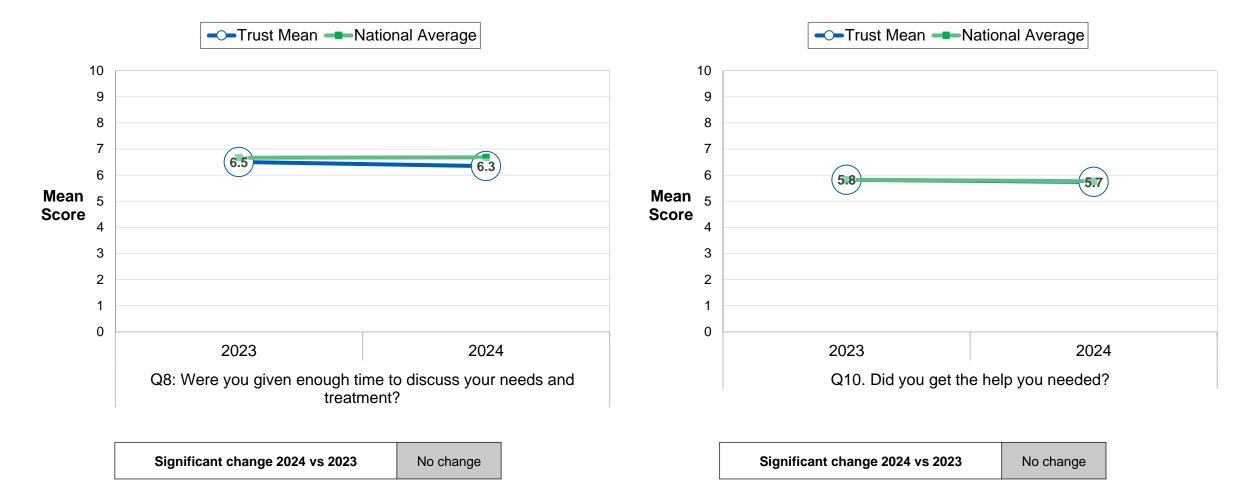
Section 1. Support while waiting



Answered by those who have been in contact with the NHS mental health services for the past 2 years. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 46; 2024: 57

Answered by those who have been in contact with the NHS mental health services for the past 2 years and were offered support while waiting for treatment. Respondents who stated that they didn't know or couldn't remember or that they did not need any support have been excluded. Number of respondents: 2023: - ; 2024: -

Section 2. Mental Health Team



excluded.

Number of respondents: 2023: 164; 2024: 167

Answered by all. Respondents who stated that they didn't know or couldn't remember have been

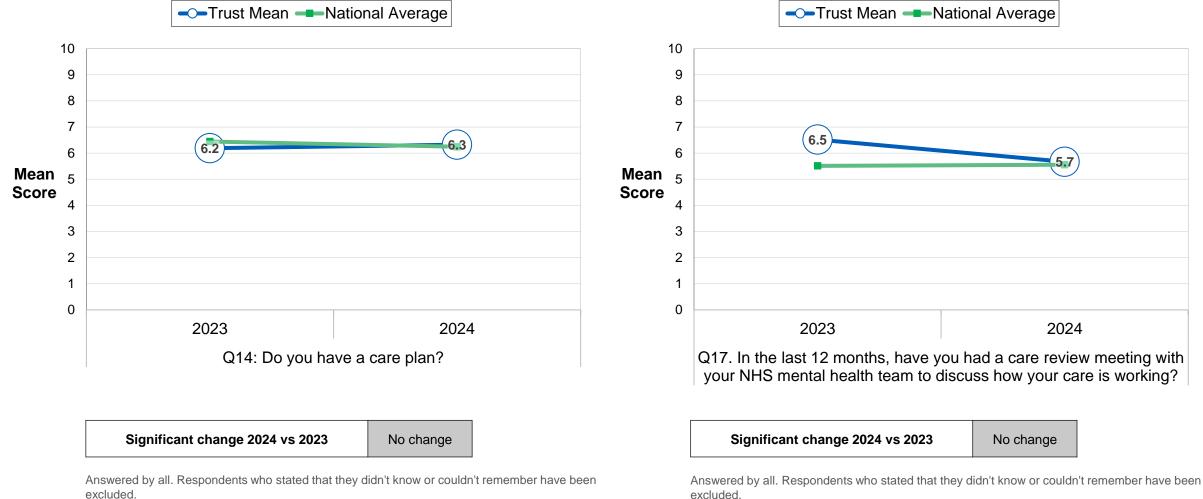
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 165; 2024: 167

Section 2. Mental Health Team (continued)



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 160; 2024: 158 Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 159; 2024: 162

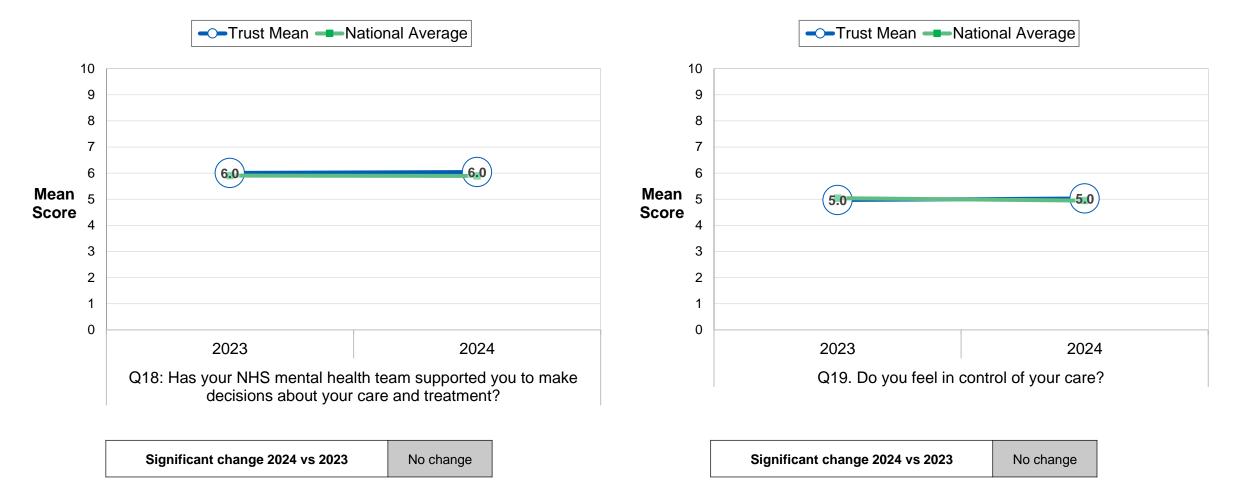
Section 3. Planning care



Number of respondents: 2023: 112; 2024: 117

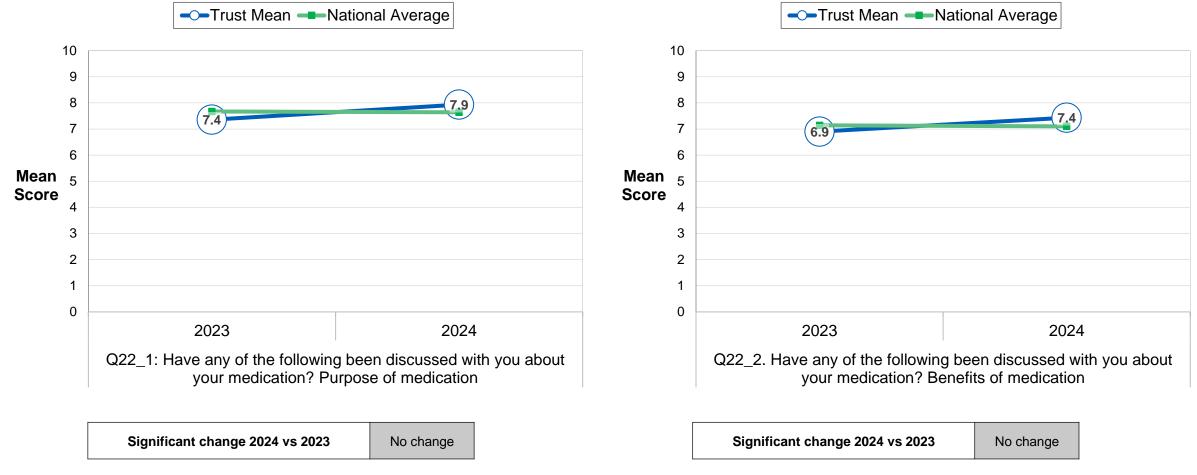
excluded. Number of respondents: 2023: 125; 2024: 128

Section 4. Involvement in care



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 157; 2024: 159 Answered by all. Respondents who stated that they didn't want to be in control of their care, their care has now ended, or they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 148; 2024: 148

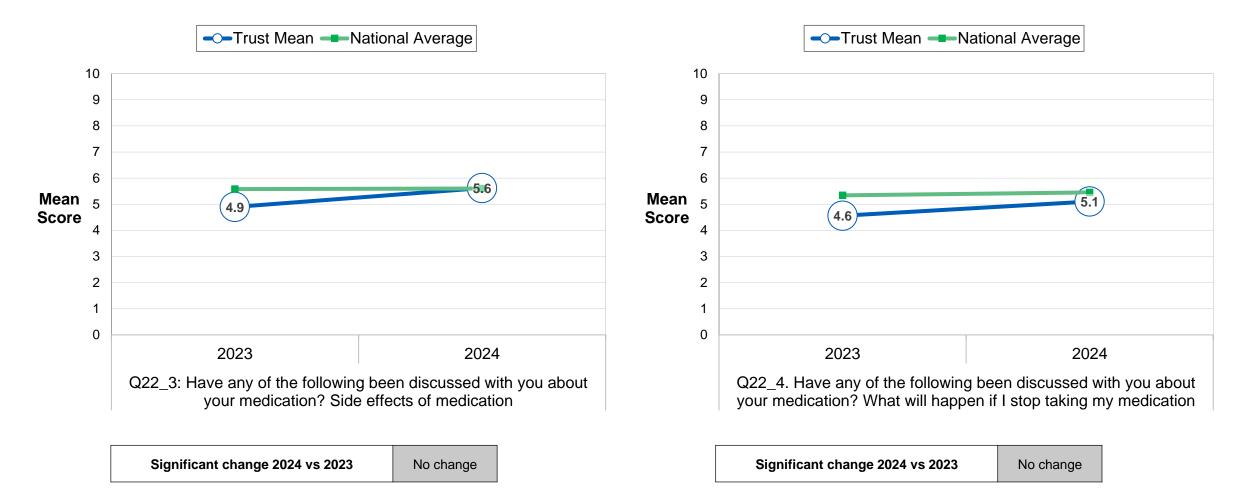
Section 5. Medication



Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they didn't know have been excluded. Number of respondents: 2023: 109; 2024: 100

Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they didn't know have been excluded. Number of respondents: 2023: 105; 2024: 99

Section 5. Medication (continued)

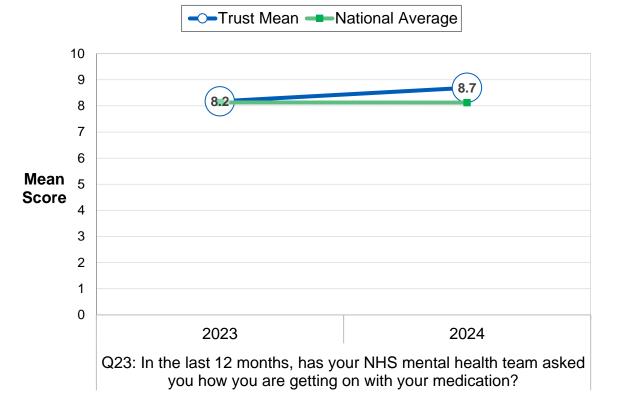


Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they didn't know have been excluded. Number of respondents: 2023: 104; 2024: 101

Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they didn't know have been excluded. Number of respondents: 2023: 102; 2024: 98

NHS

Section 5. Medication (continued)



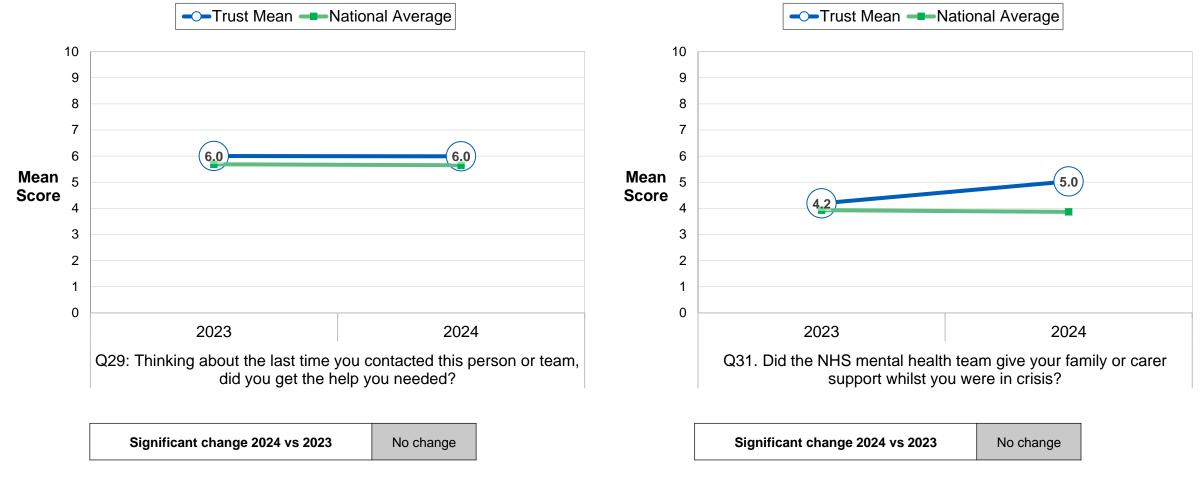
Significant change 2024 vs 2023 No change

Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they have been receiving medication for less than 12 months, or they didn't know or were not sure have been excluded. Number of respondents: 2023: 105; 2024: 100

Section 6. Psychological Therapies

Please note, no data is available for this section as the question has been revised for 2024 and is no longer comparable to previous year's data.

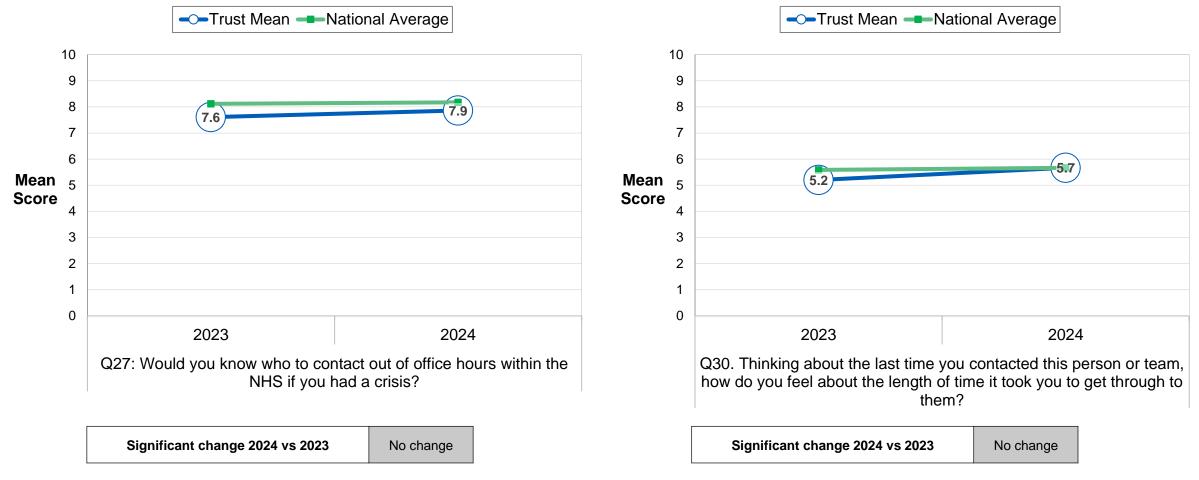
Section 7. Crisis care support



Answered by those who would know who to contact out of office hours within the NHS if they had a crisis. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 56; 2024: 47

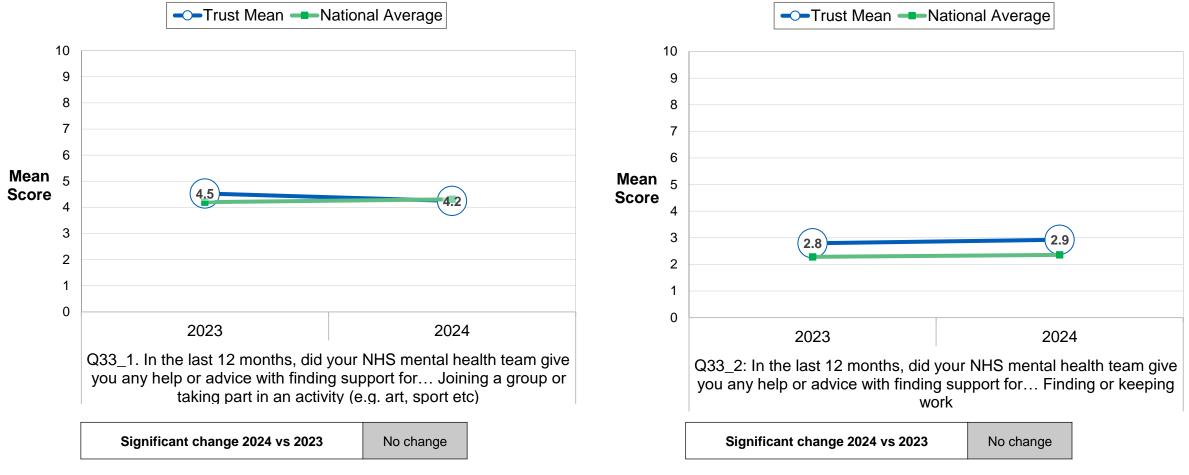
Answered by those who would know who to contact out of office hours within the NHS if they had a crisis. Respondents who stated that they didn't know or couldn't remember, this was not applicable, or their family or carer did not want support have been excluded. Number of respondents: 2023: 43; 2024: 31

Section 8. Crisis care access



Answered by all. Respondents who stated that they were not sure have been excluded. Number of respondents: 2023: 150; 2024: 158 Answered by those who would know who to contact out of office hours within the NHS if they had a crisis. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 56; 2024: 46

Section 9. Support with other areas of life



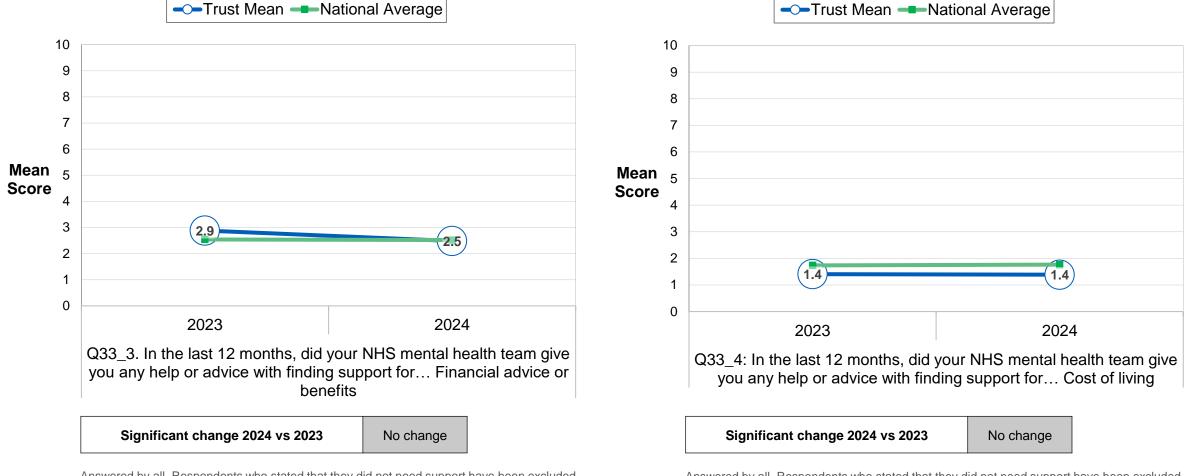
Answered by all. Respondents who stated that they did not need support have been excluded. Number of respondents: 2023: 142; 2024: 137 Answered by all. Respondents who stated that they did not need support have been excluded. Number of respondents: 2023: 99; 2024: 101

CareQuality

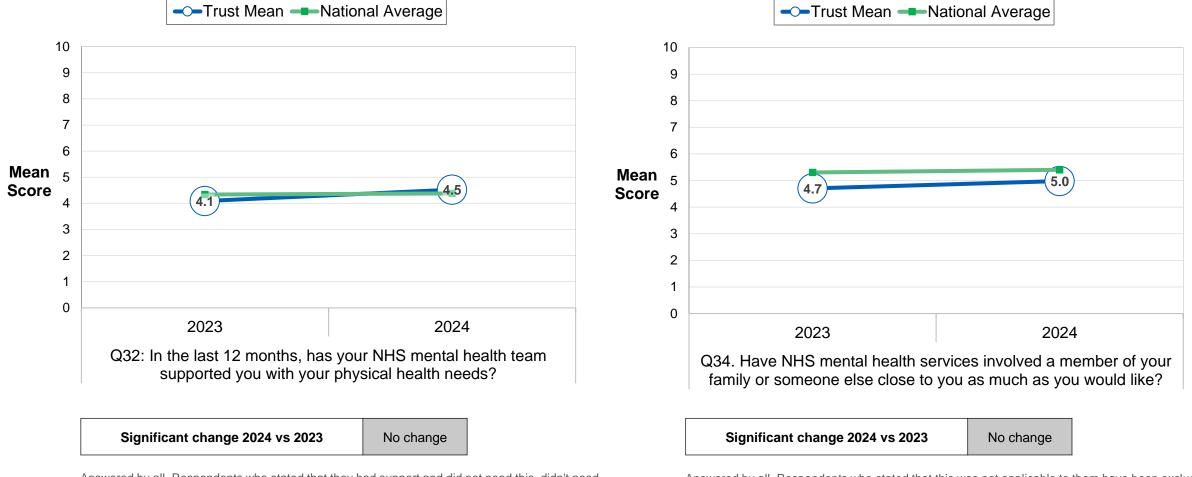
Commission

NHS

Section 9. Support with other areas of life (continued)



Answered by all. Respondents who stated that they did not need support have been excluded. Number of respondents: 2023: 118; 2024: 119 Answered by all. Respondents who stated that they did not need support have been excluded. Number of respondents: 2023: 116; 2024: 118



Answered by all. Respondents who stated that they had support and did not need this, didn't need support or did not have physical health needs have been excluded. Number of respondents: 2023: 100; 2024: 105 Answered by all. Respondents who stated that this was not applicable to them have been excluded. Number of respondents: 2023: 105; 2024: 103

Survey

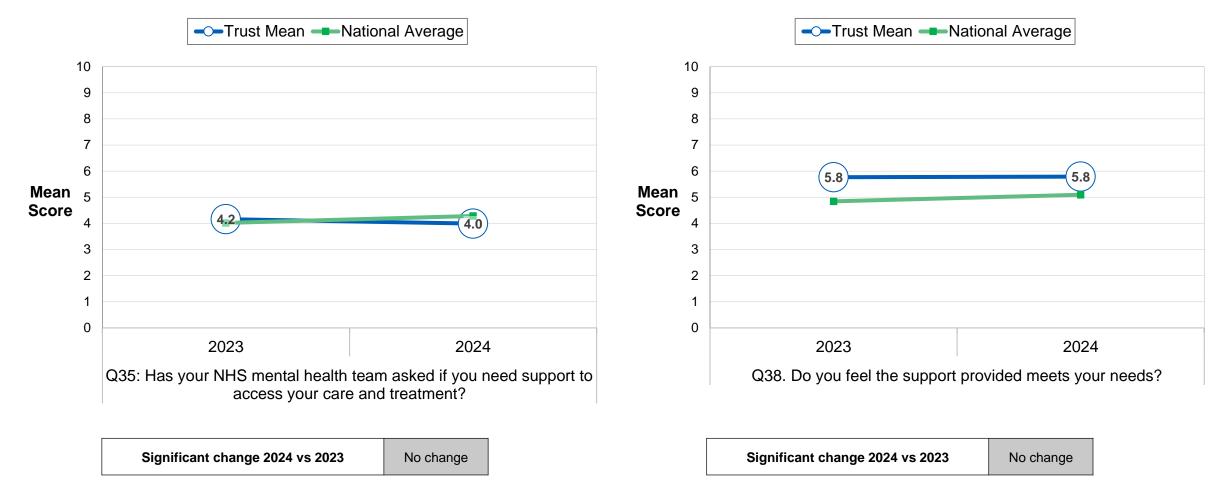
Coordination

Centre

CareQuality

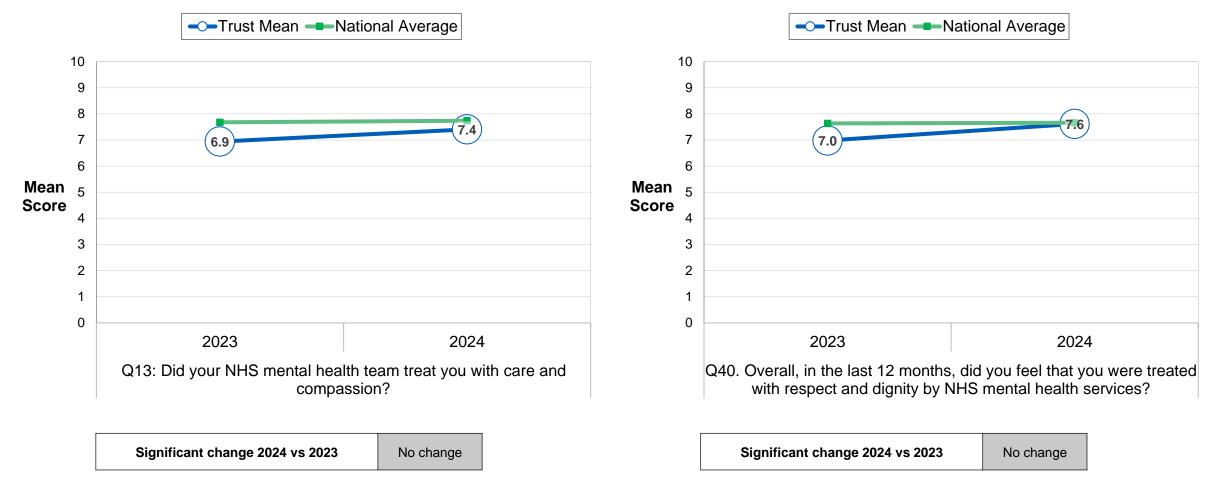
Commission

Section 10. Support in accessing care



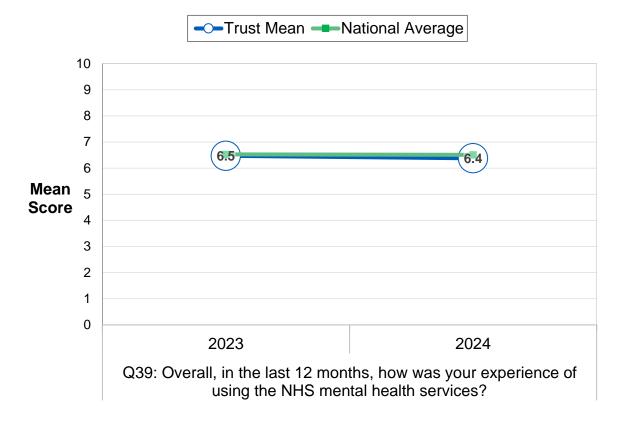
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 130; 2024: 136 Answered by those who needed support to access their care and treatment. Respondents who stated that they didn't receive any support or didn't know or couldn't remember have been excluded. Number of respondents: 2023: 31; 2024: 34

Section 11. Respect, dignity and compassion



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 165; 2024: 166 Answered by all. Number of respondents: 2023: 166; 2024: 171

Section 12. Overall experience



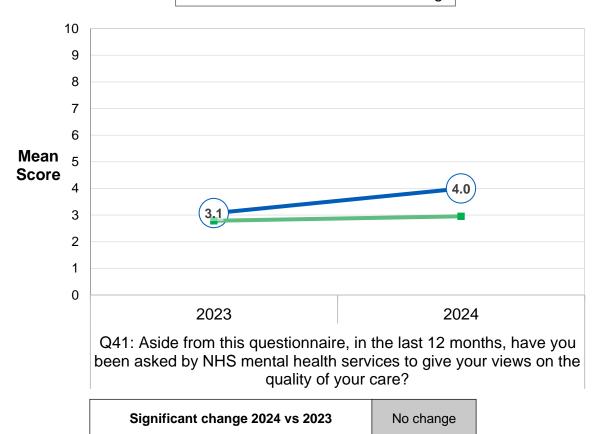
Significant change 2024 vs 2023	
Significant change 2024 vs 2023	

No change

Answered by all. Number of respondents: 2023: 166; 2024: 170

Section 13. Feedback

Trust Mean — National Average



Answered by all. Respondents who answered that they were not sure have been excluded. Number of respondents: 2023: 137; 2024: 126

Assessment Service Group: Older People's Mental Health Services



Survey Coordination Centre

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Background and methodology	Trust scores CAMHS	Scoring & Benchmarking AMHS and OPMHS	Change over time	Comparison to other trusts AMHS and OPMHS	Care Quality Commission	Survey Coordination Centre	NHS
					-		

RQY South West London and St George's Mental Health NHS Trust does not have historical comparisons for Older People's Mental Health Services due to no available data or a significant change in the sampling profile.

Comparison to other trusts: Adult Mental Health Services and Older People's Mental Health Services



Survey Coordination Centre

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Assessment Service Group: Adult Mental Health Services



Survey Coordination Centre

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CareQuality

Commission

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.

Commission



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

Commission



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



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

Change over time

• No questions for your trust fall within this banding.

CAMHS

Commission

NHS

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

Commission

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

Assessment Service Group: Older People's Mental Health Services



Survey Coordination Centre

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Commission

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

Commission



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

Commission

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



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

Change over time

• No questions for your trust fall within this banding.

CAMHS

Commission

NHS

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

Commission

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

Thank you.

For further information please contact the Survey Coordination Centre: mental.health@surveycoordination.com

Survey Coordination Centre