



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

Hertfordshire Partnership University  
NHS Foundation Trust



# Contents

1. Background & methodology	2. Trust scores CAMHS	3. Scoring & Benchmarking AMHS and OPMHS	4. Change over time	5. Comparison to other trusts
Background and methodology	How questions are scored	How questions are scored	How to interpret change over time in this report	Assessment Service Group Adult Mental Health Services
Key terms used in this report	How to interpret charts in the Child and Adolescent Mental Health Services section	How to interpret benchmarking in this report	Assessment Service Group Adult Mental Health Services	Assessment Service Group Older People's Mental Health Services
Using the survey results		Assessment Service Group Adult Mental Health Services	Assessment Service Group Older People's Mental Health Services	
		Assessment Service Group Older People's Mental 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





# 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).

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 [NHS Survey website](#).
- 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](#).

\*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 [How to interpret benchmarking](#) 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 do not apply (for example Q24). These questions are not scored. Please refer to the [scored questionnaire](#) 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 [How questions are scored](#) slide.

## 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 [survey technical document](#) 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.

# 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 '[How to interpret benchmarking in this report](#)'.

## Other data sources

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

- Full national results; 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 2024 <https://nhssurveys.org/surveys/survey/05-community-mental-health/>. 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](http://www.cqc.org.uk/content/surveys)
- Information about how the CQC monitors providers: <https://www.cqc.org.uk/what-we-do/how-we-use-information/using-data-monitor-services>



# 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.





# 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 [survey technical document](#).

## Calculating the section score

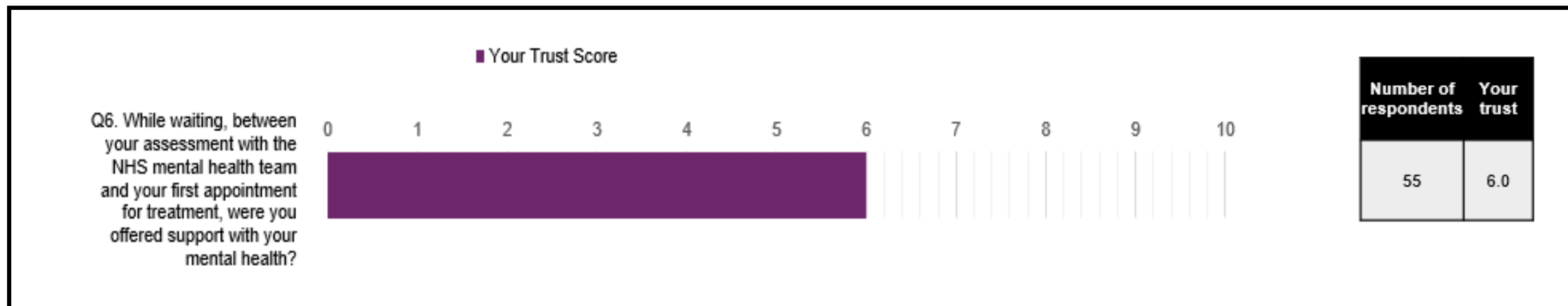
An arithmetic mean of each trust's question scores is taken to provide a score for each section.

# How to interpret charts in the Child and Adolescent Mental Health Services section

This Child and Adolescent Mental Health Services section provides information on the individual question scores for your trust.

The purple bar in the chart shows the score for your trust for each evaluative question. The number of responses received for each evaluative question and your trust score are shown in the adjacent table. Please see example below.

Information on how questions are scored is detailed on the previous slide.

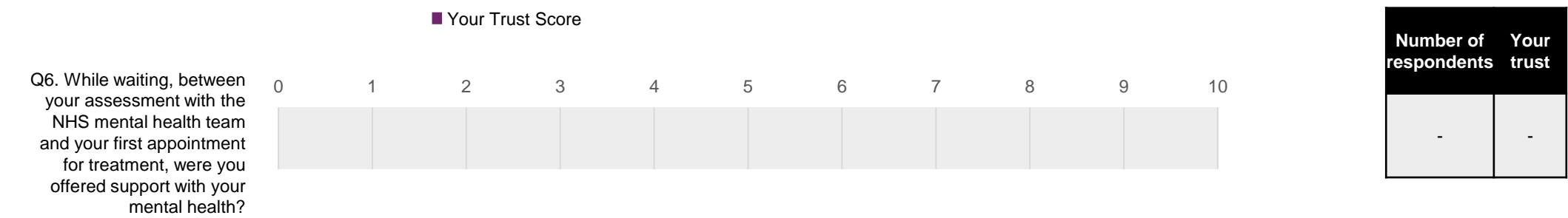




# Section 1. Support while waiting

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores

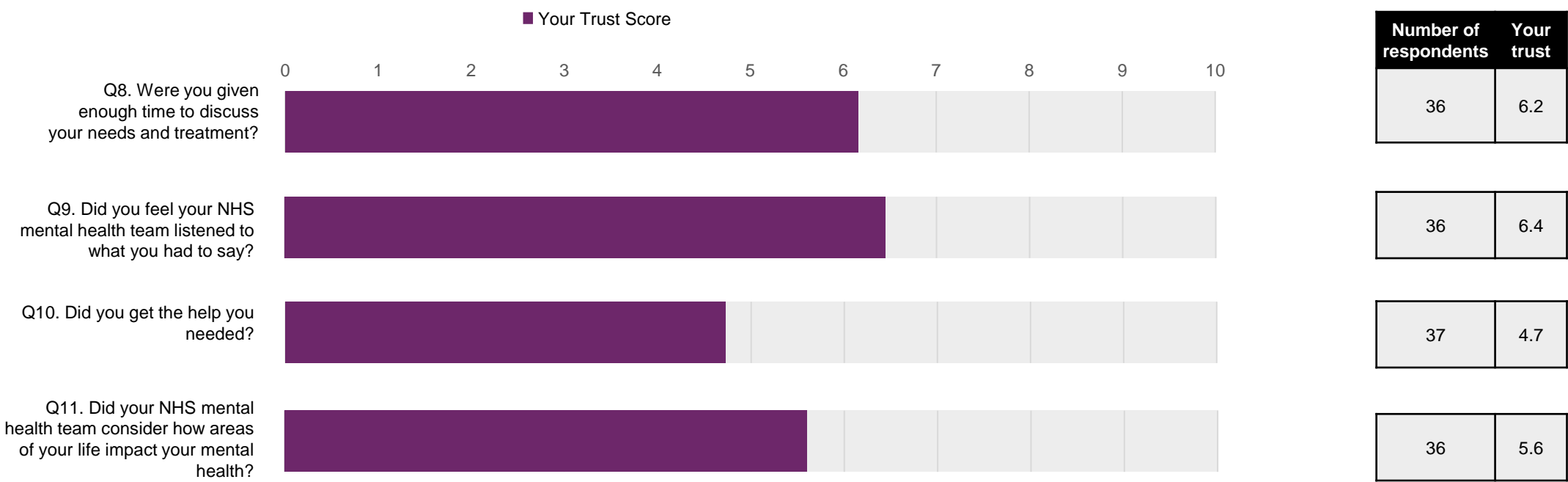


Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 2. Mental Health Team

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores



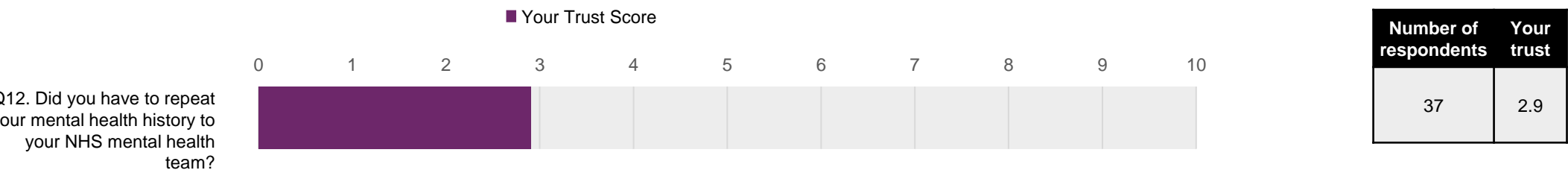
Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



# Section 2. Mental Health Team (continued)

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores

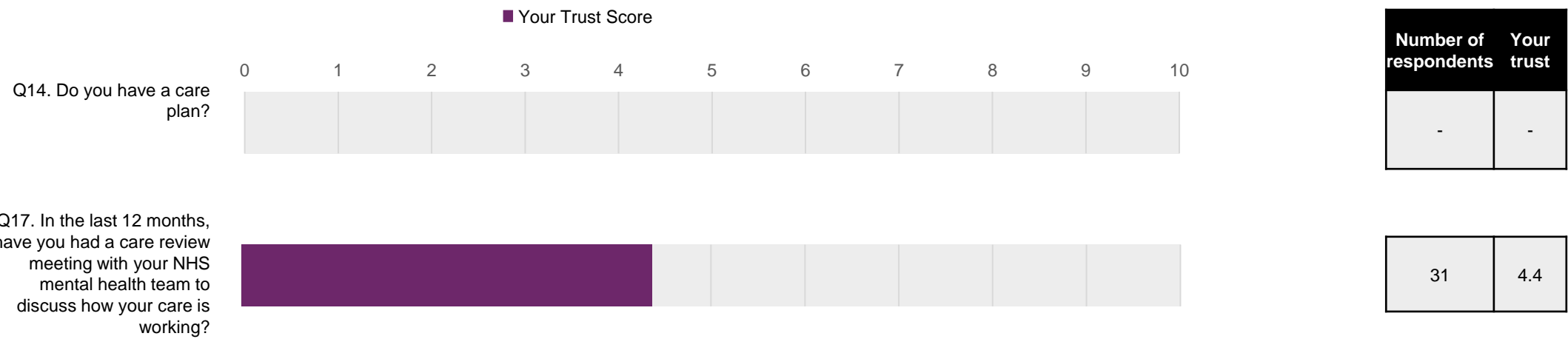


Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 3. Planning care

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores



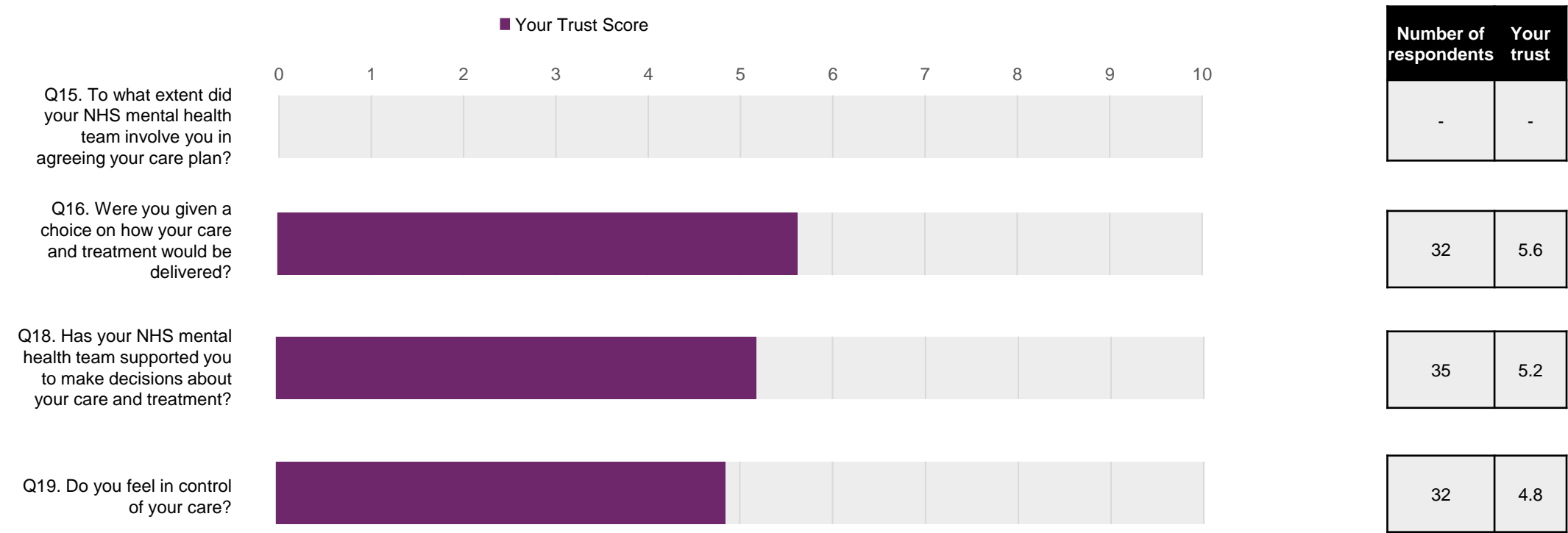
Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



# Section 4. Involvement in care

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores

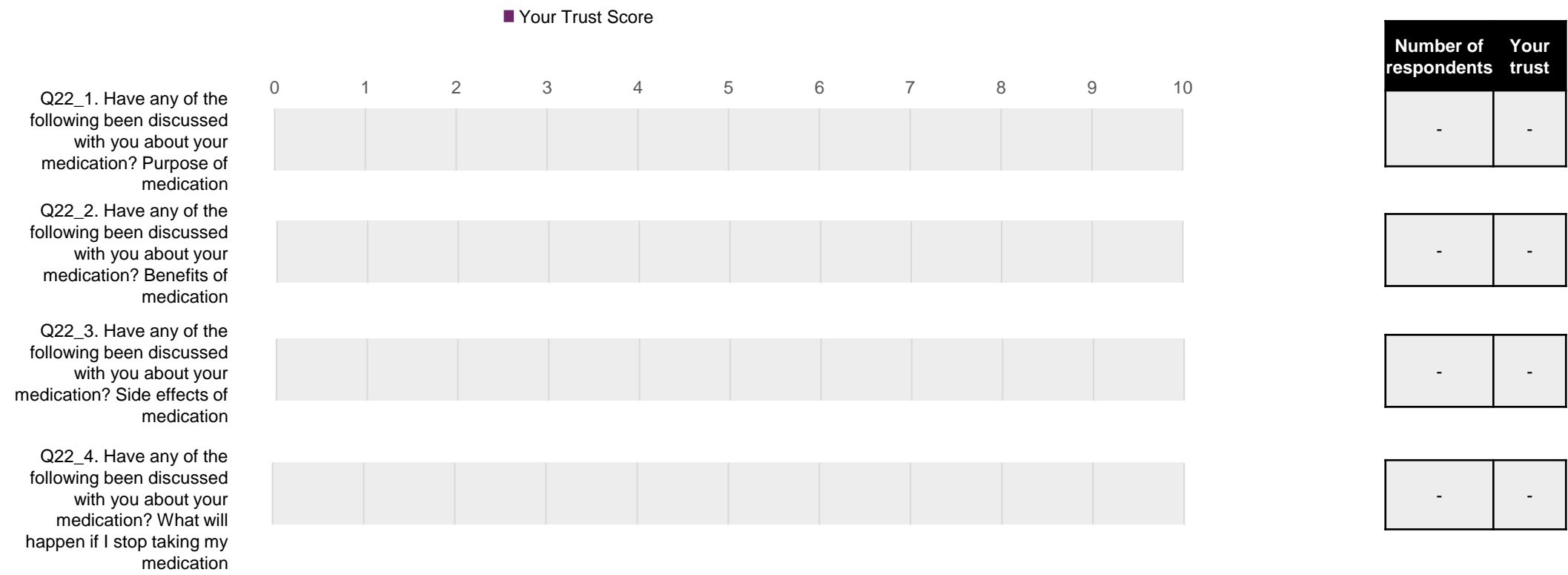


Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 5. Medication

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

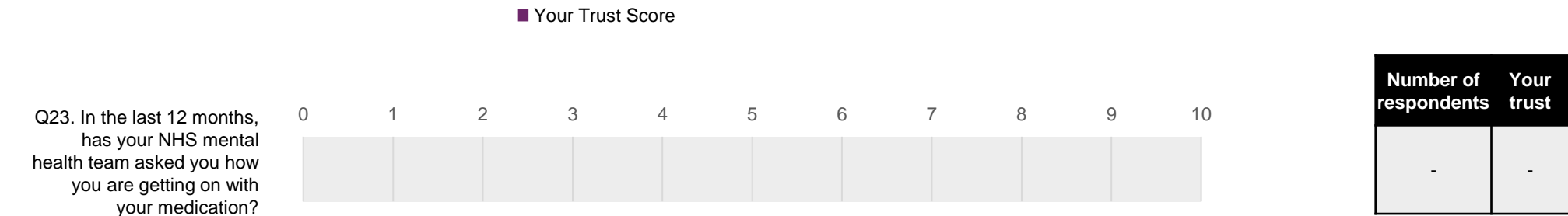
## Question scores



Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 5. Medication (continued)

## Question scores



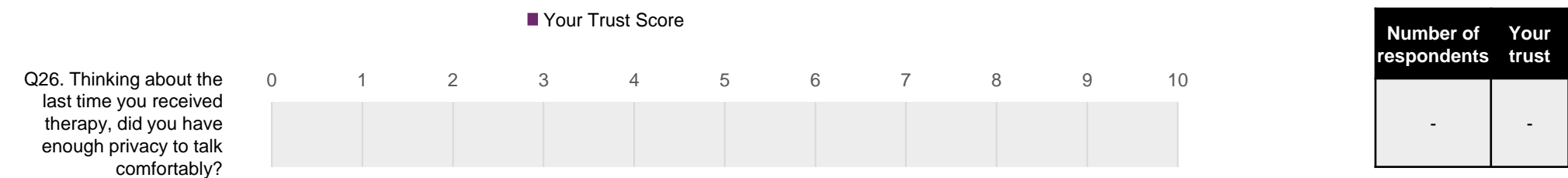
Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



# Section 6. Psychological Therapies

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores



Please note, sections and questions with no displayed scores have been supressed as there are fewer than 30 respondents.

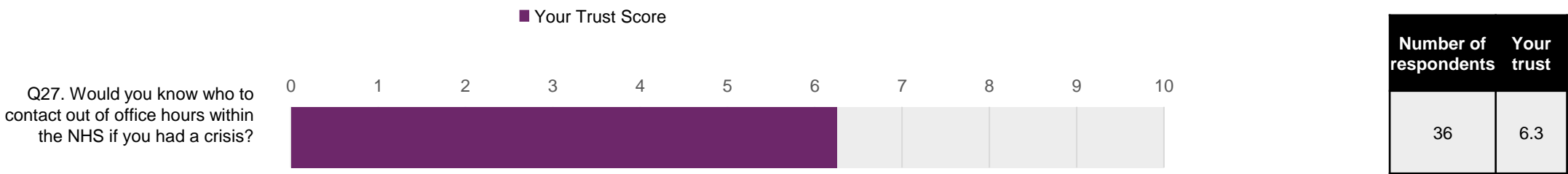
## Section 7. Crisis Care Support

Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

# Section 8. Crisis Care Access

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores



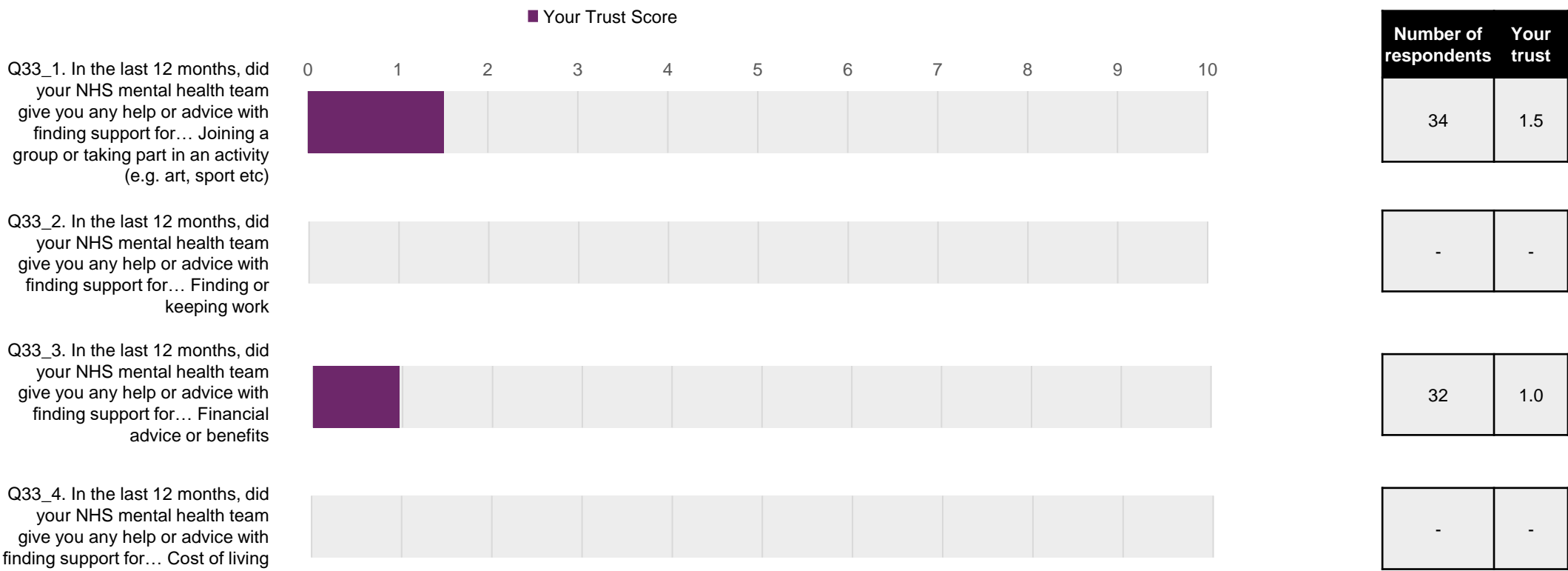
Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



# Section 9. Support with other areas of life

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

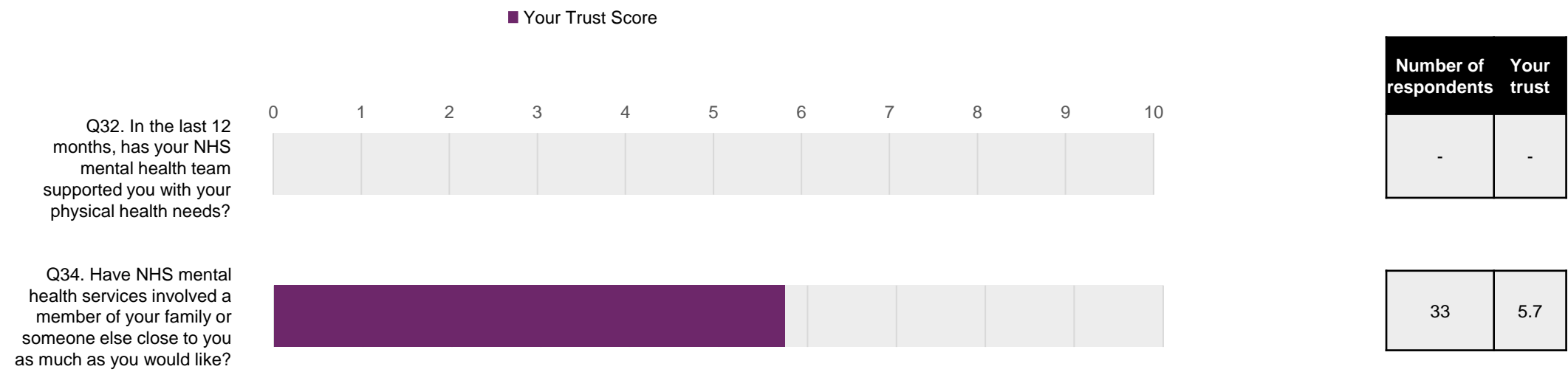
## Question scores



Please note, sections and questions with no displayed scores have been supressed as there are fewer than 30 respondents.

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

## Question scores

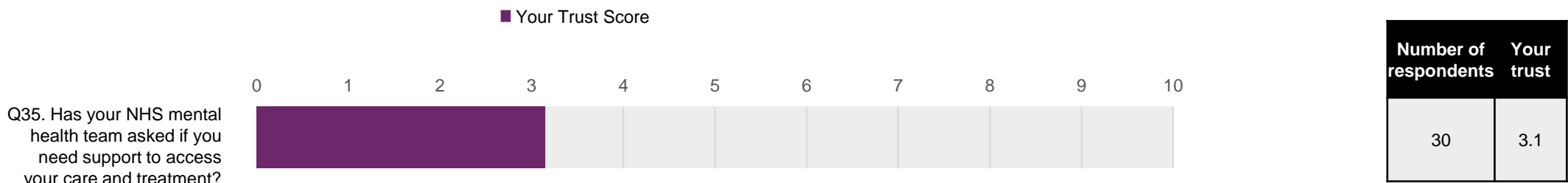


Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 10. Support in accessing care

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores



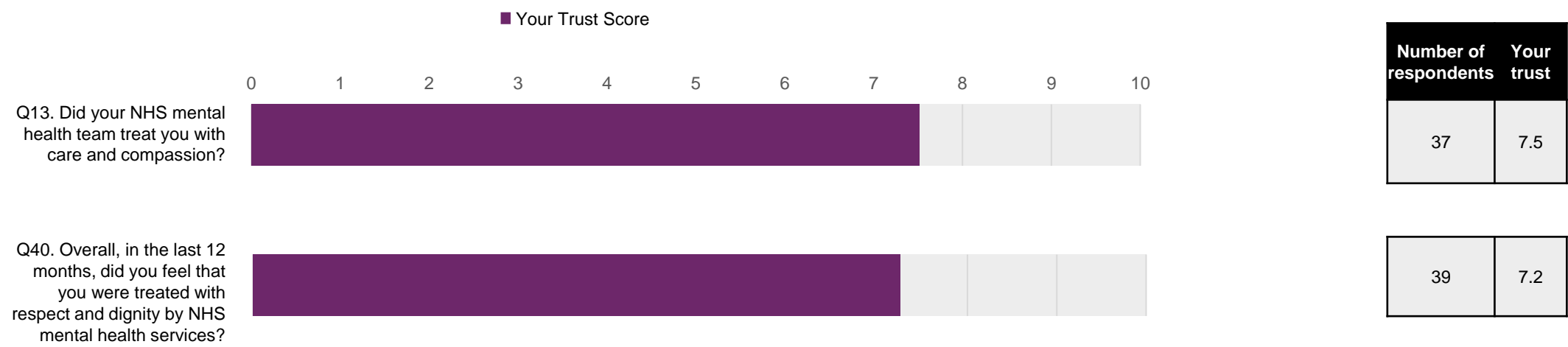
Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



# Section 11. Respect, dignity and compassion

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores

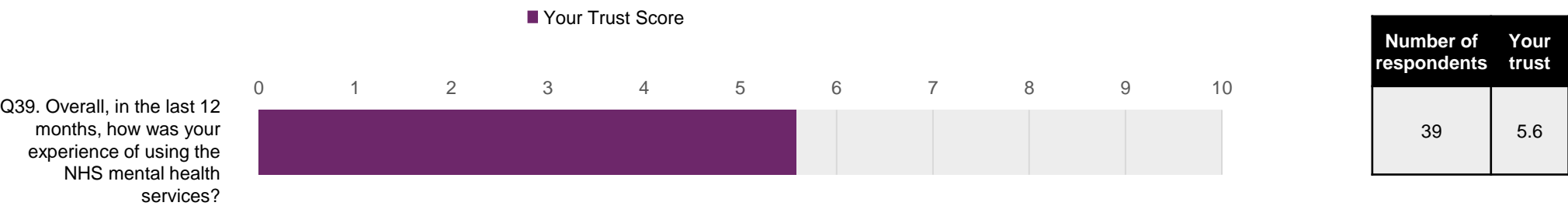


Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 12. Overall experience

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores

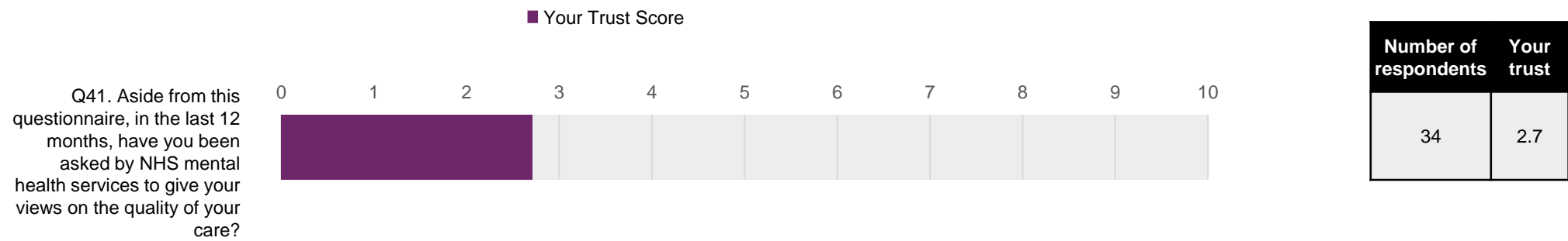


Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 13. Feedback

This shows the individual question scores for your trust. The result for your trust for each evaluative question is shown in purple. The number of responses received for the individual questions are shown in the table.

## Question scores





# 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





# 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 [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.

# 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 '[expected range](#)' technique.



## 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.



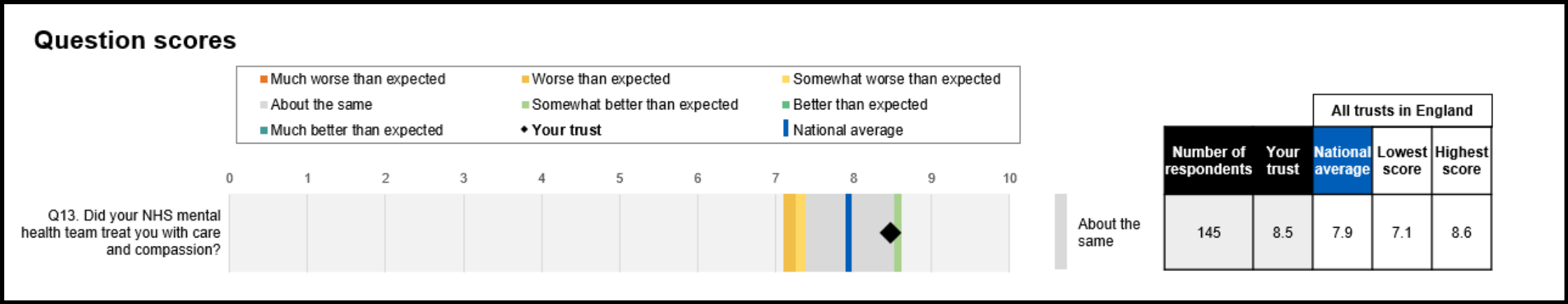
# How to interpret charts in the Older People’s Mental Health Services section

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.



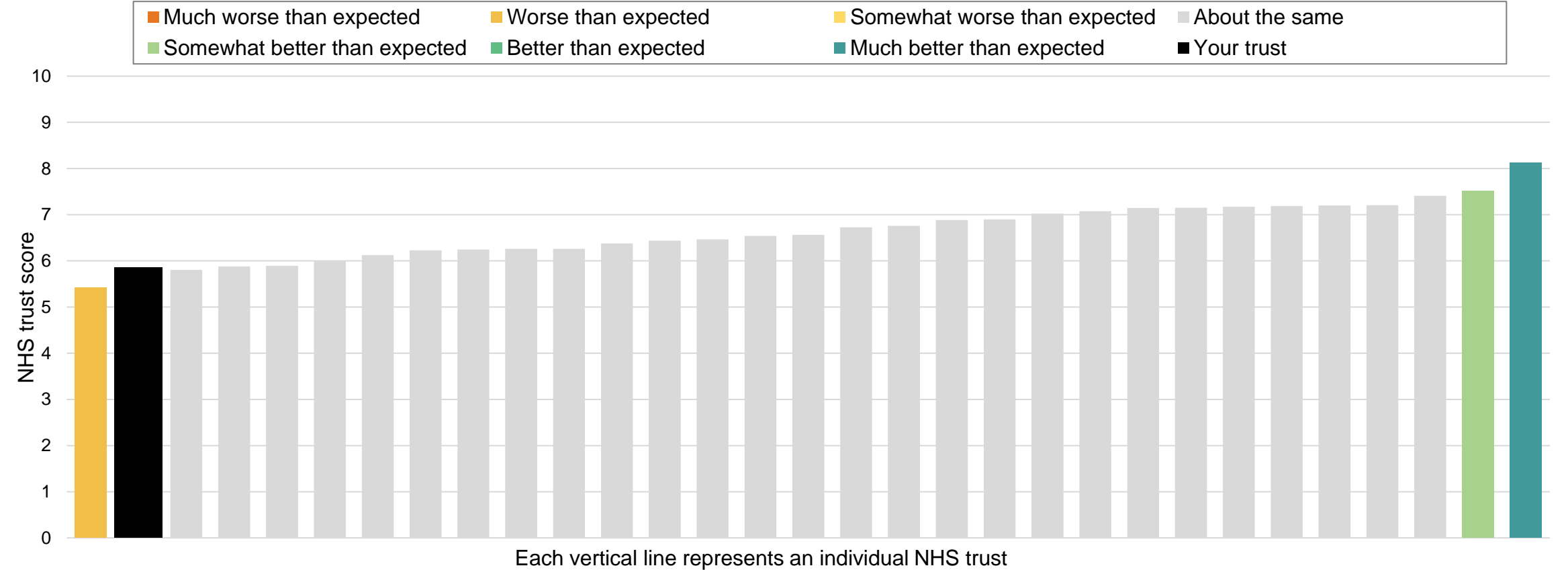
# Assessment Service Group: Adult Mental Health Services



# 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 = 5.9 Somewhat worse than expected**

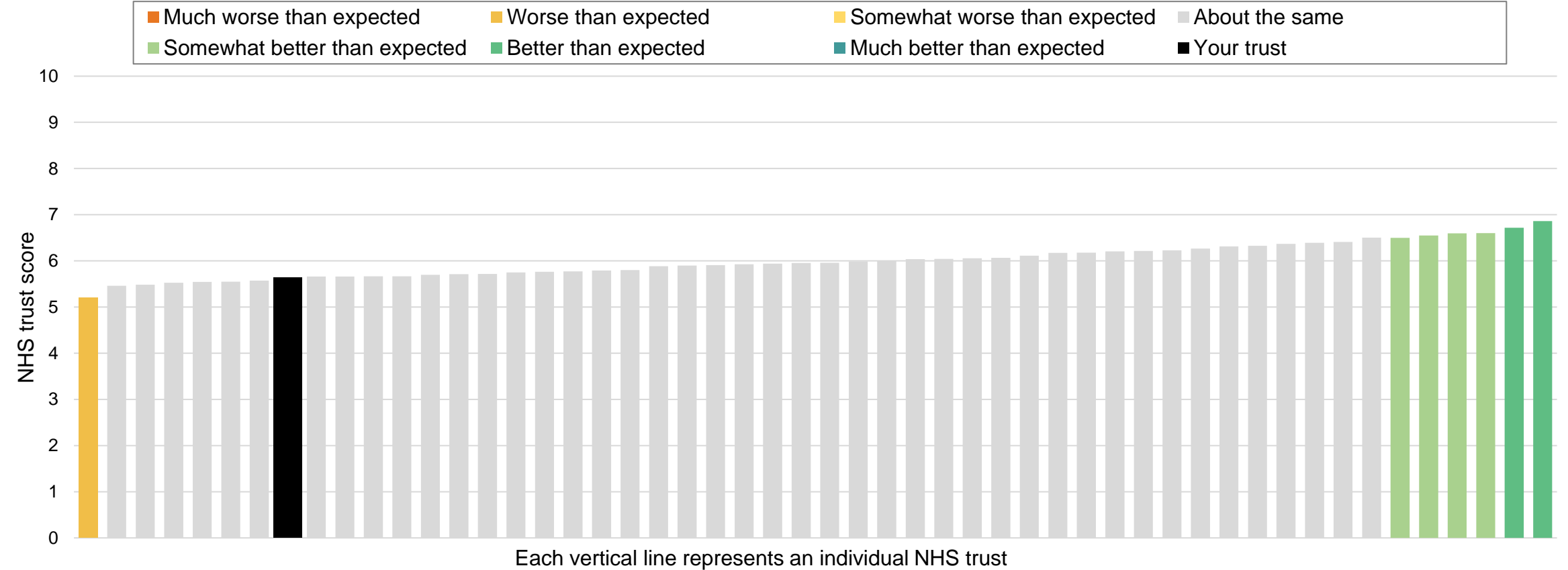




# Section 2. Mental Health Team

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 = 5.6 About the same**

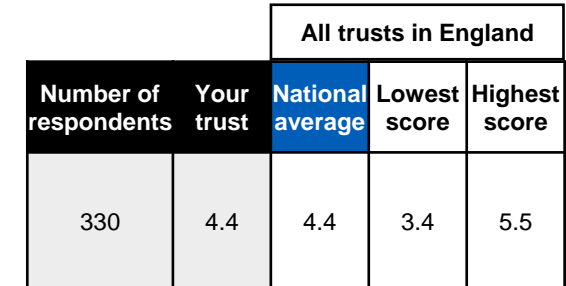




## Question scores



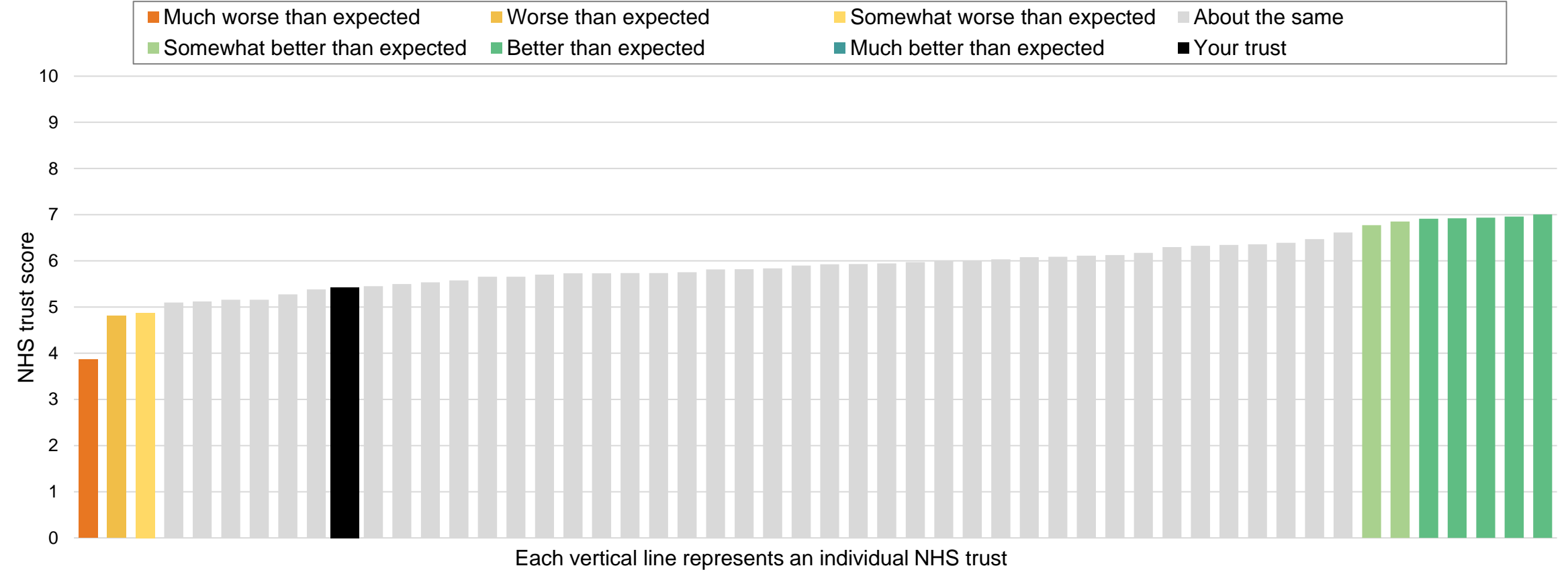
## Question scores



# Section 3. Planning care

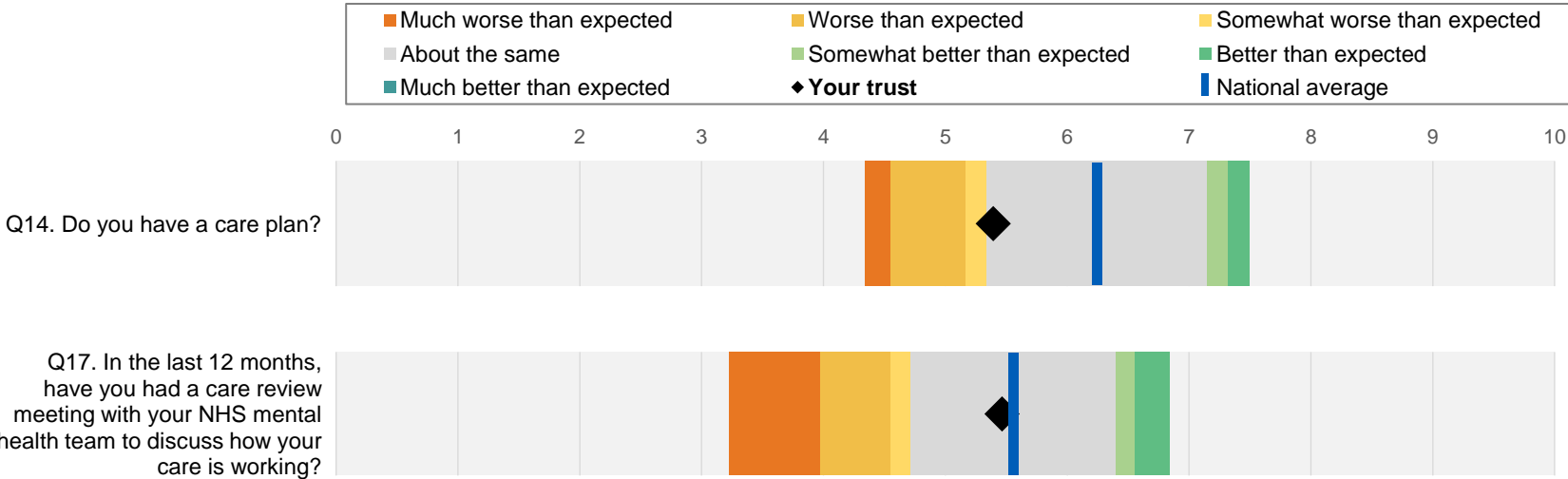
This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust 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 = 5.4 About the same**



# Section 3. Planning care (continued)

## Question scores



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
269	5.4	6.2	4.3	7.5

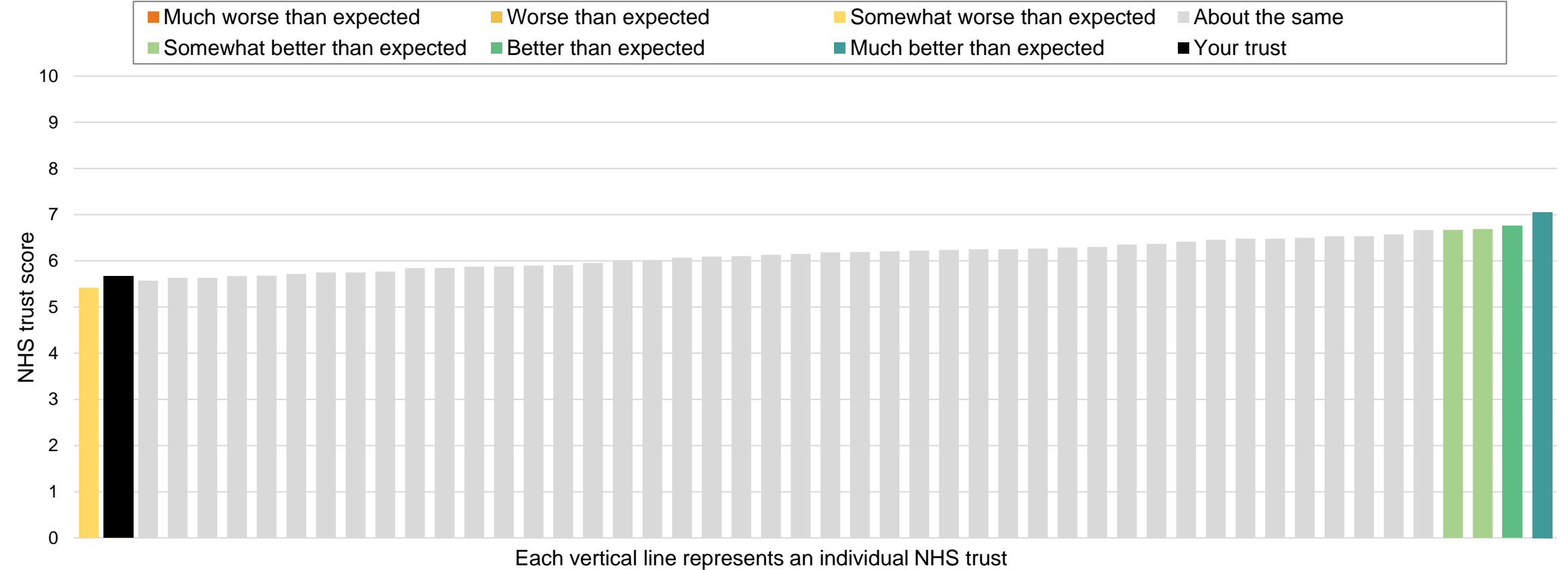
  

244	5.5	5.6	3.2	6.8
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# Section 4. Involvement in care

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.

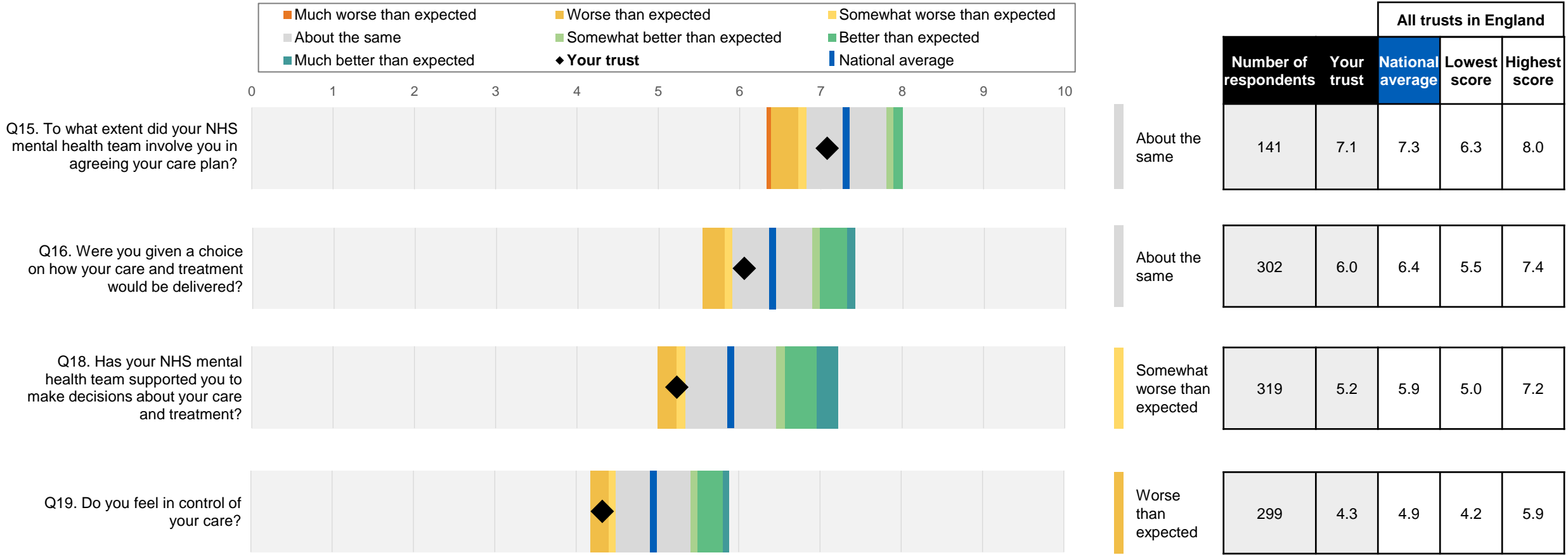
**Your trust section score = 5.7    Somewhat worse than expected**





# Section 4. Involvement in care (continued)

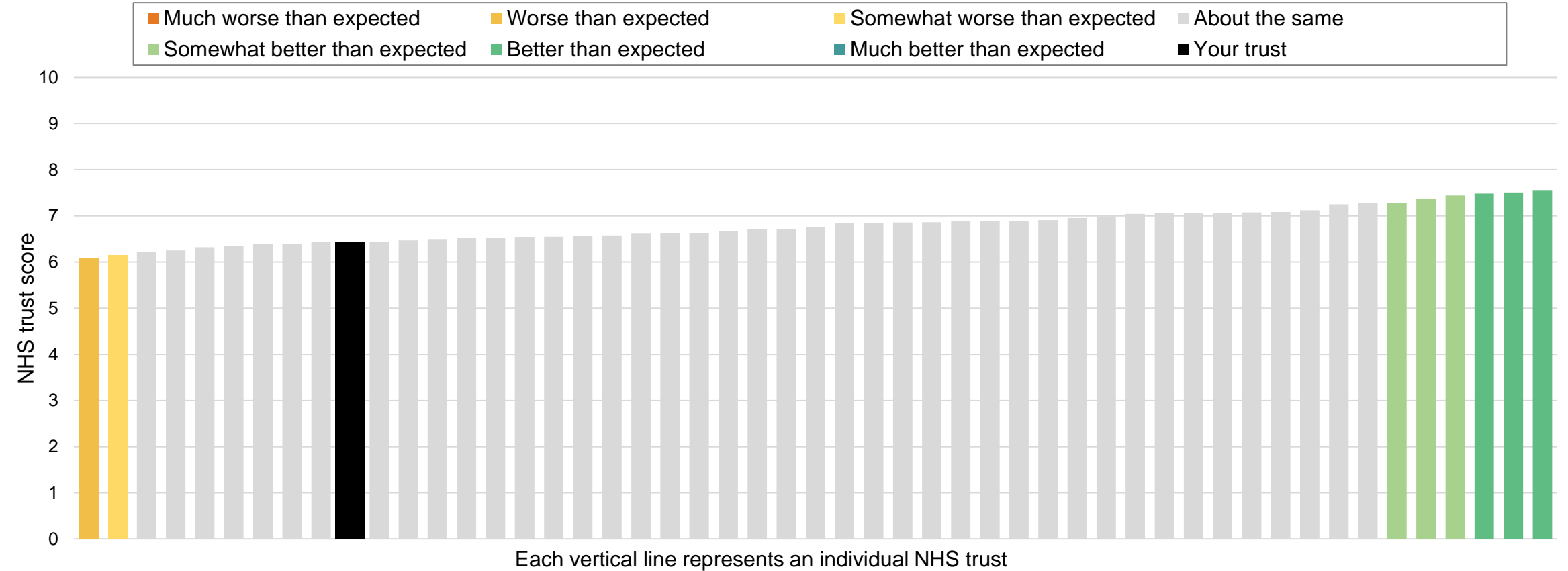
## Question scores



# 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 = 6.4 About the same**

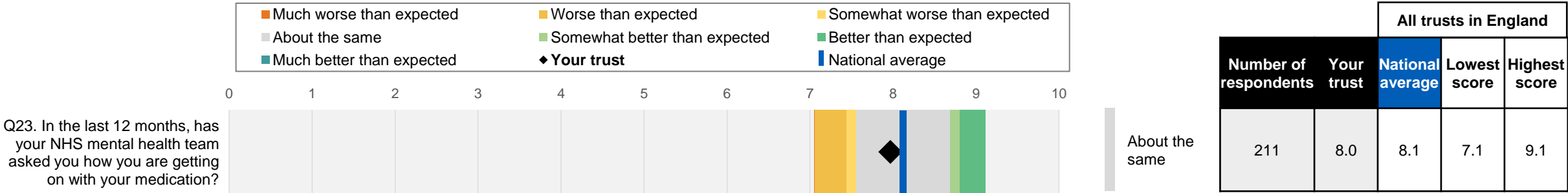


## Question scores



# Section 5. Medication (continued)

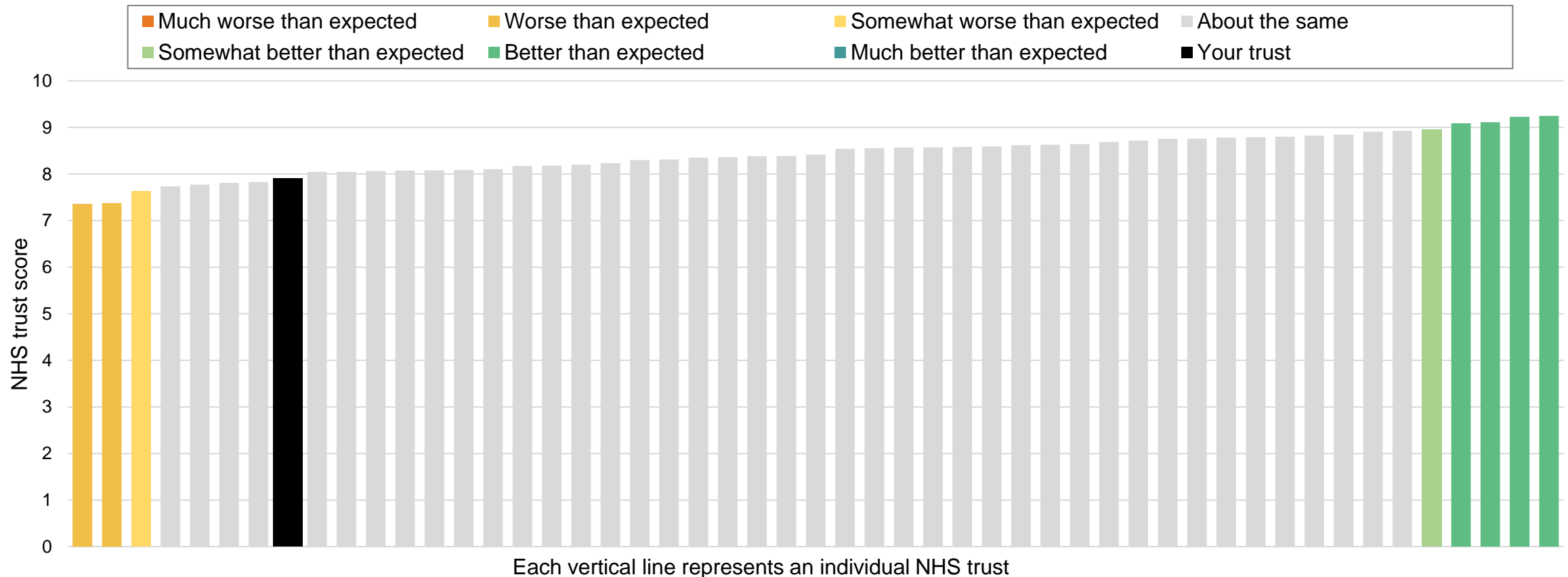
## Question scores



## 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.

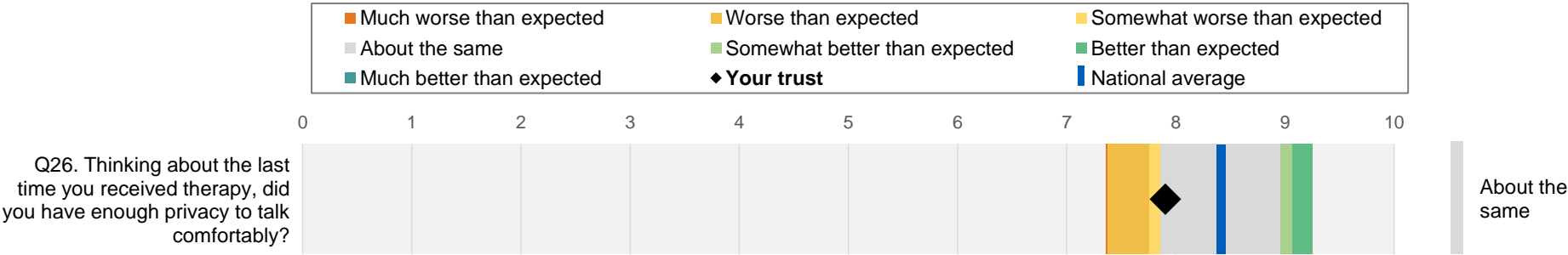
**Your trust section score = 7.9 About the same**





# Section 6. Psychological Therapies (continued)

## Question scores

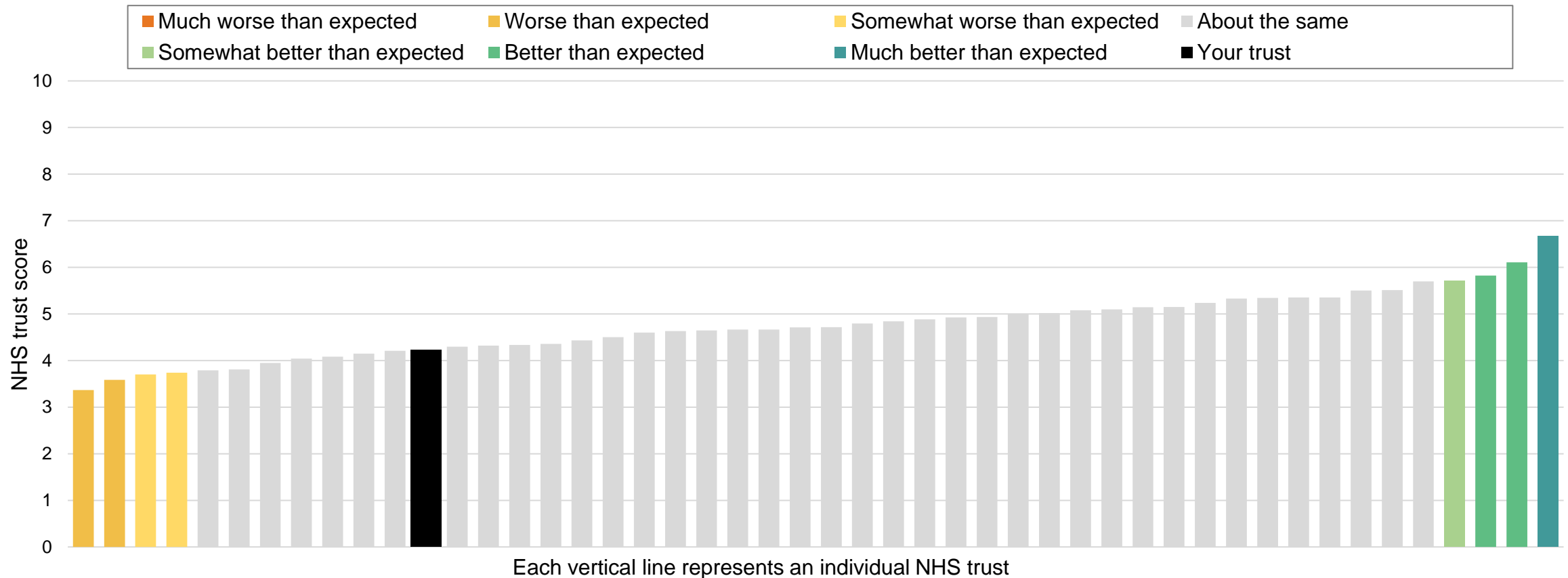


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
155	7.9	8.4	7.4	9.2

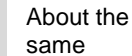
## Section 7. Crisis Care Support

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 = 4.2 About the same**



## Question scores

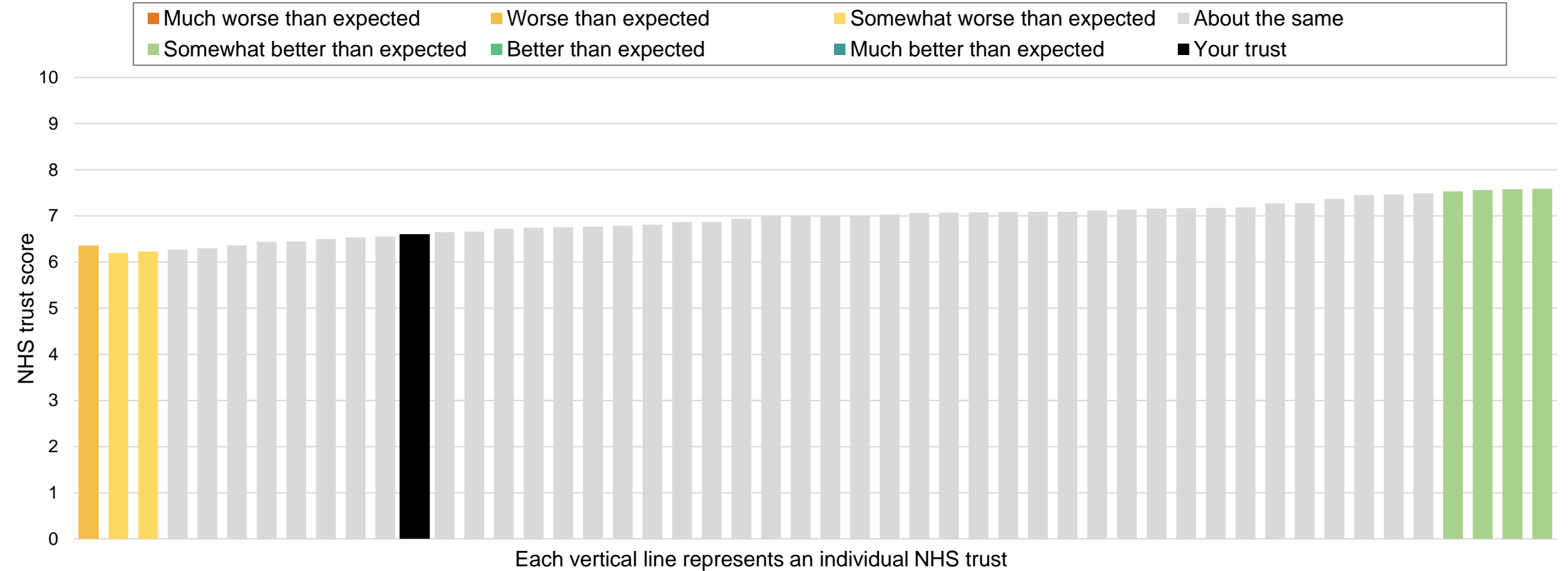


About the same

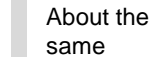
# Section 8. Crisis Care Access

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 = 6.6 About the same



## Question scores



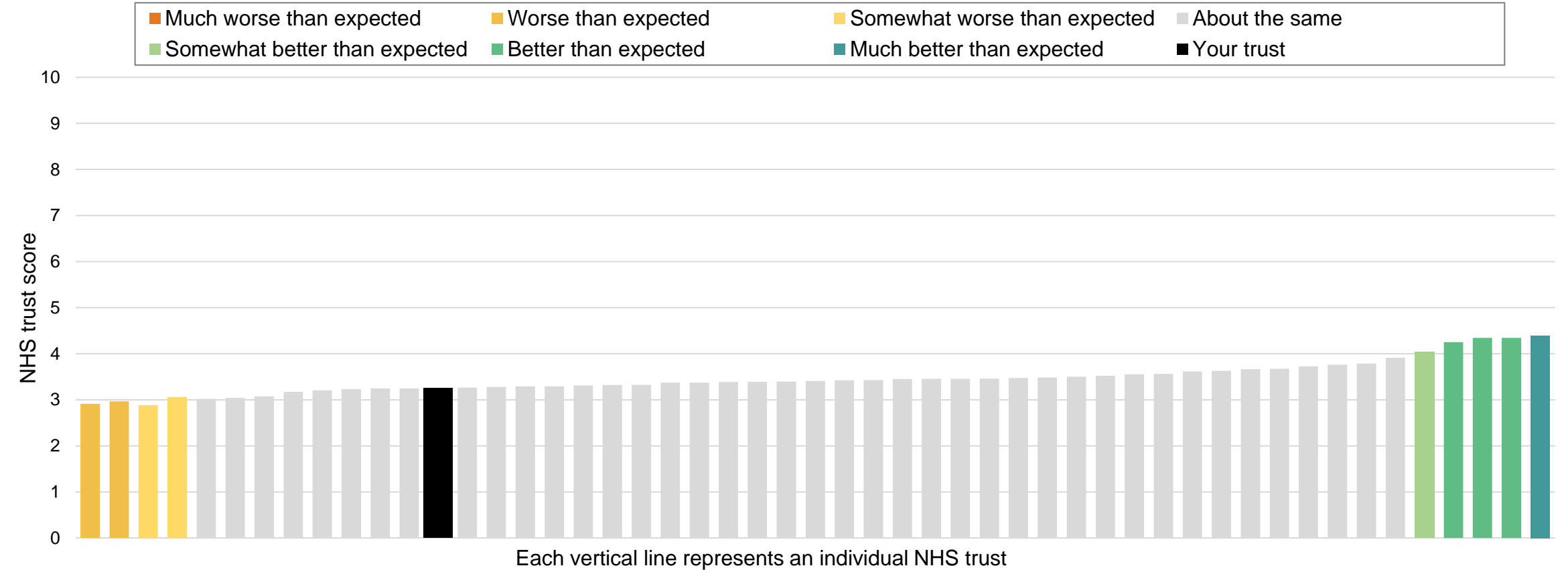
**50** Community Mental Health Survey | 2024 | RWR | Hertfordshire Partnership University NHS Foundation Trust



# Section 9. Support with other areas of life

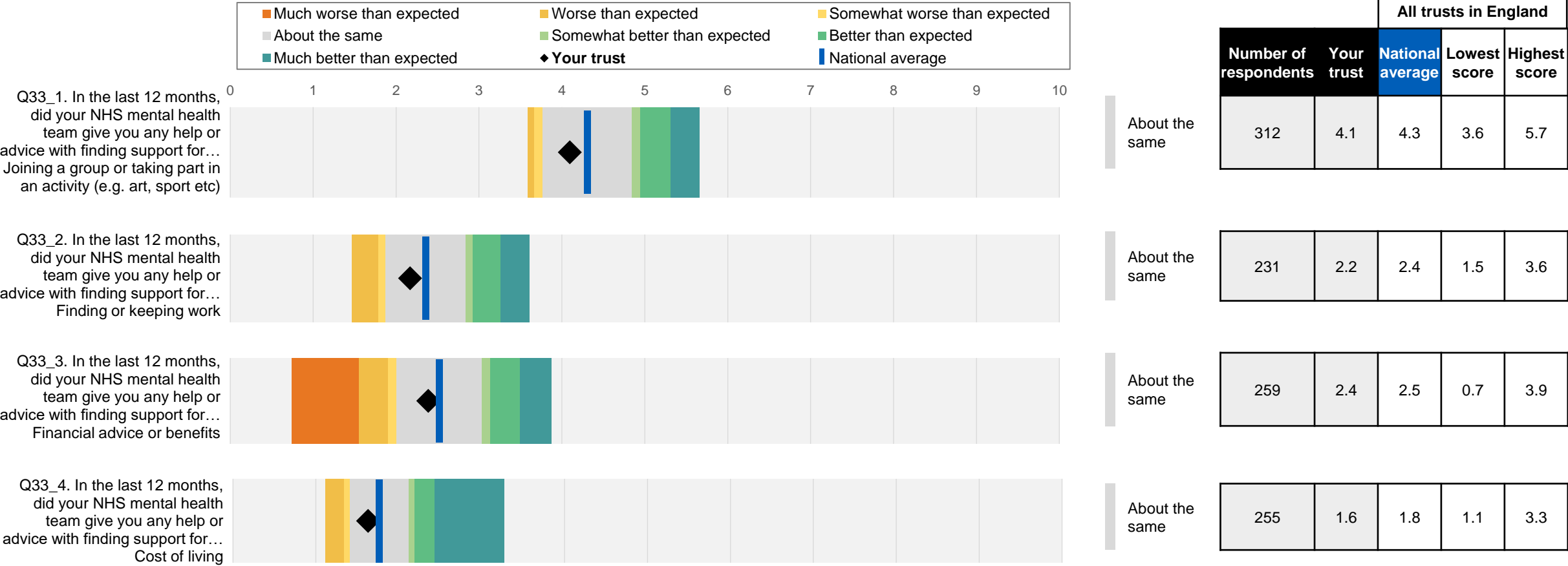
This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust 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 = 3.3 About the same**



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

## Question scores



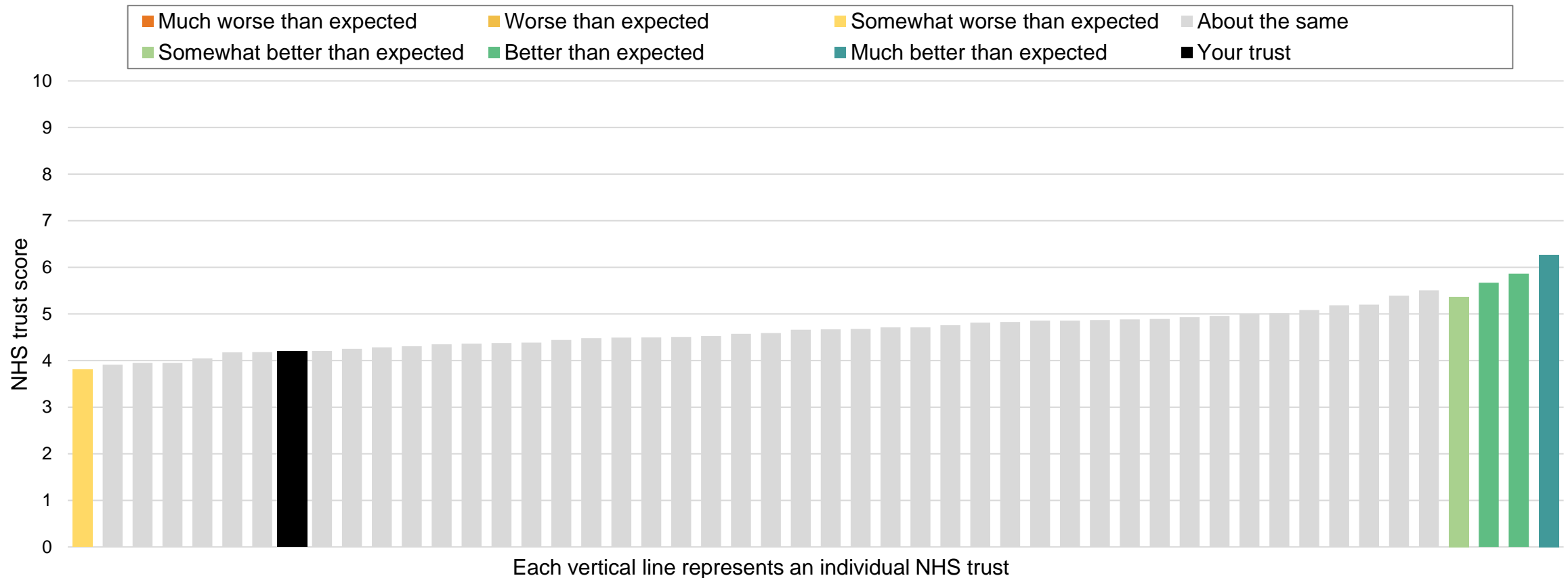
## Question scores



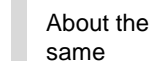
## Section 10. Support in accessing care

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 = 4.2 About the same**



## Question scores



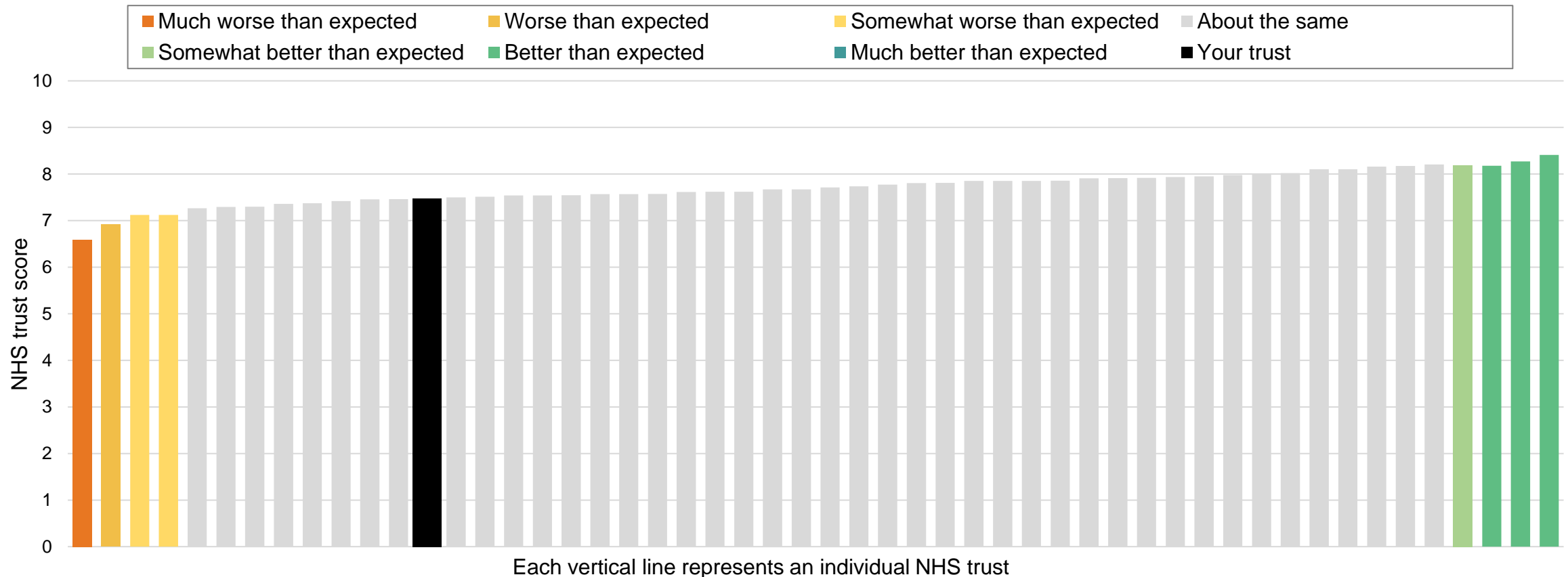
93	4.8	5.1	3.7	7.0
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## Section 11. Respect, dignity and compassion

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**



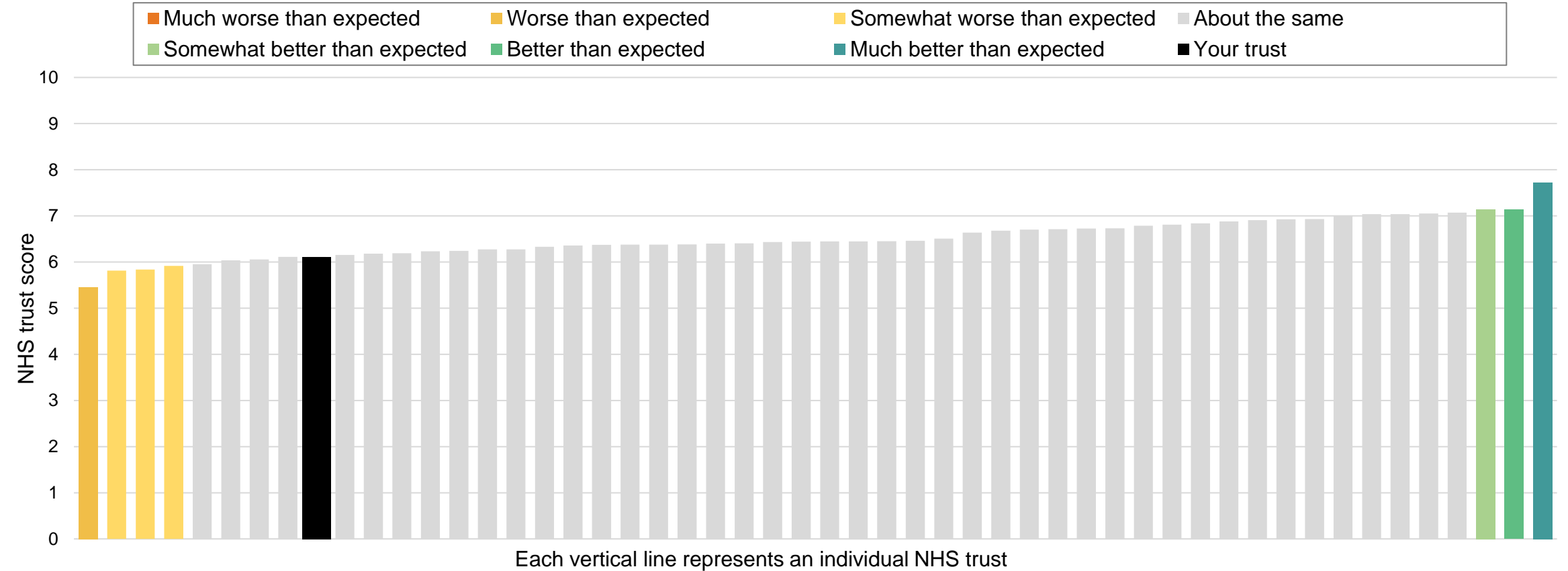
## Question scores



# Section 12. Overall experience

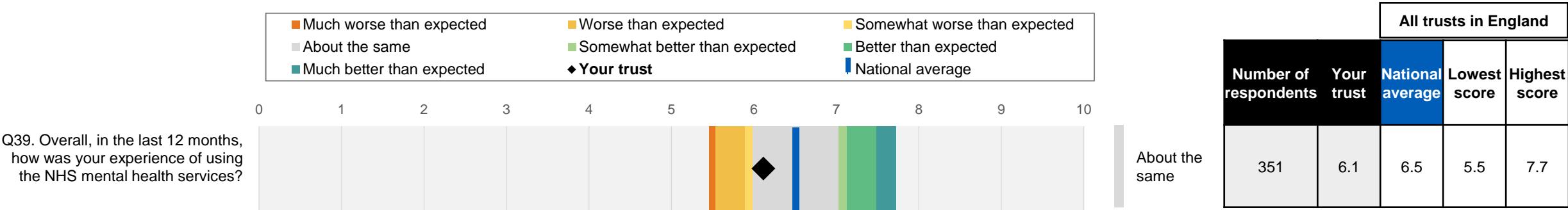
This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust 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 = 6.1 About the same



# Section 12. Overall experience (continued)

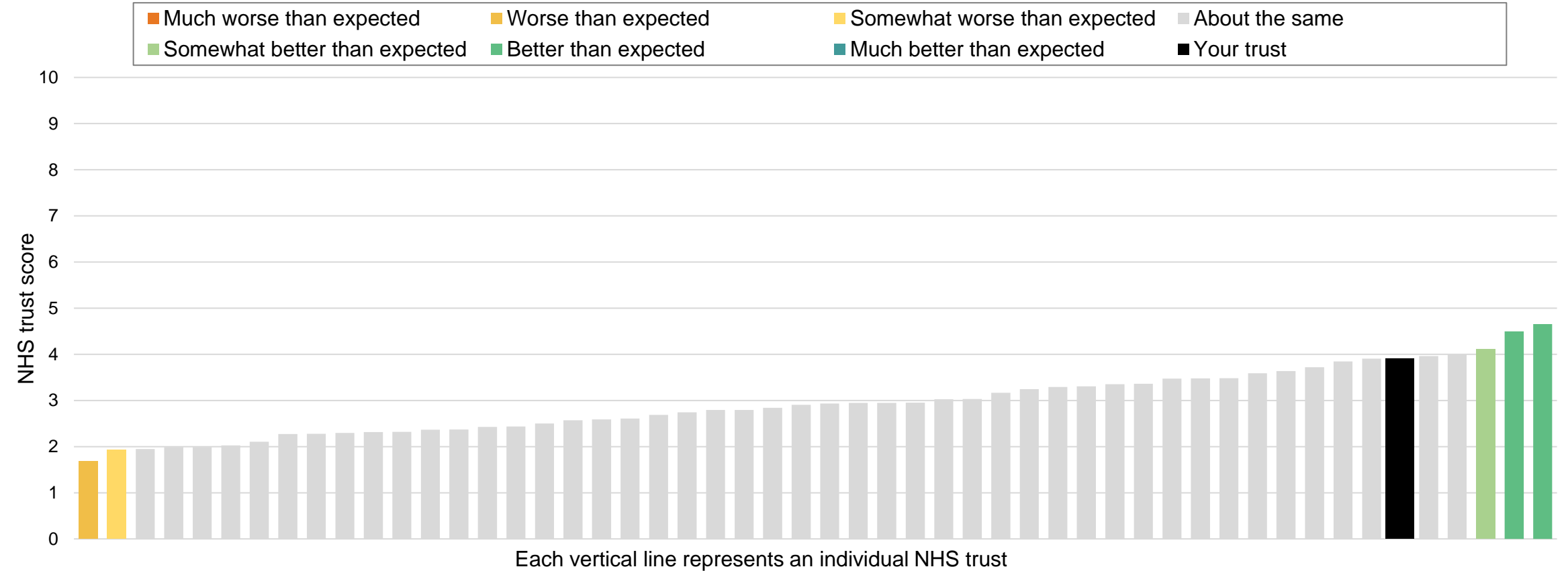
## Question scores



# Section 13. Feedback

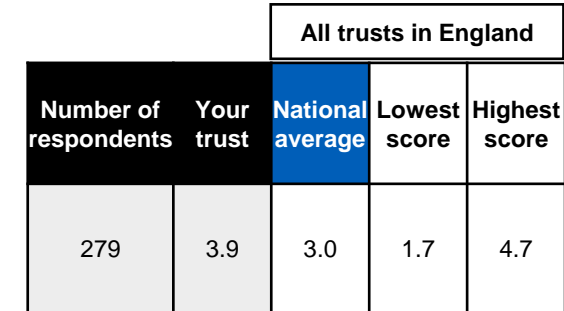
This shows the range of section scores for all NHS trusts who submitted Adult Mental Health Assessment Service Group data. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust 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 = 3.9 About the same





## Question scores



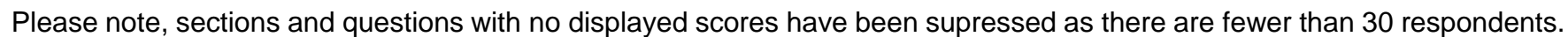


# **Assessment Service Group: Older People's Mental Health Services**

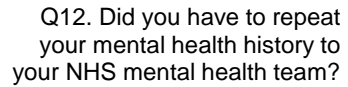
# Section 1. Support while waiting

Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

## Question scores

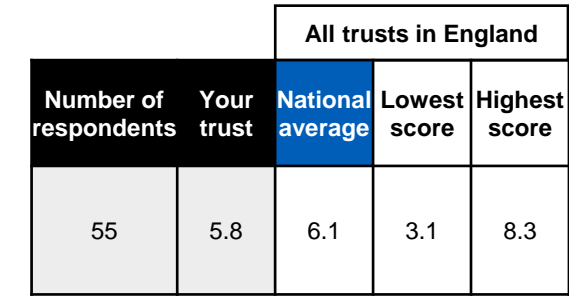


## Question scores



65 Community Mental Health Survey | 2024 | RWR | Hertfordshire Partnership University NHS Foundation Trust

## Question scores

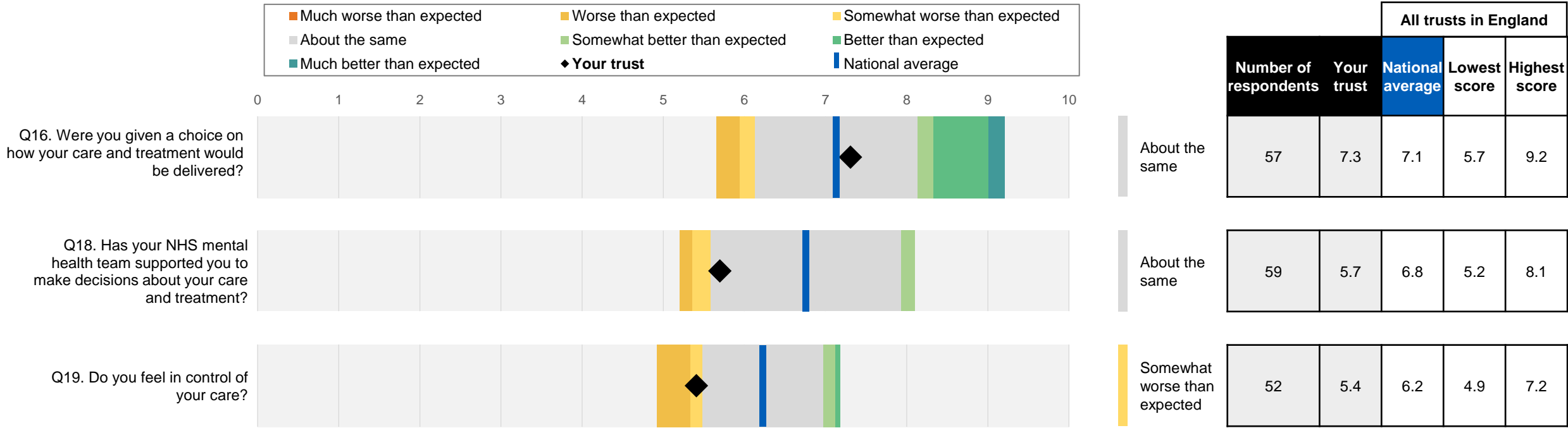


**66** Community Mental Health Survey | 2024 | RWR | Hertfordshire Partnership University NHS Foundation Trust



# Section 4. Involvement in care

## Question scores



Please note, sections and questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 5. Medication

Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

## Section 6. Psychological Therapies

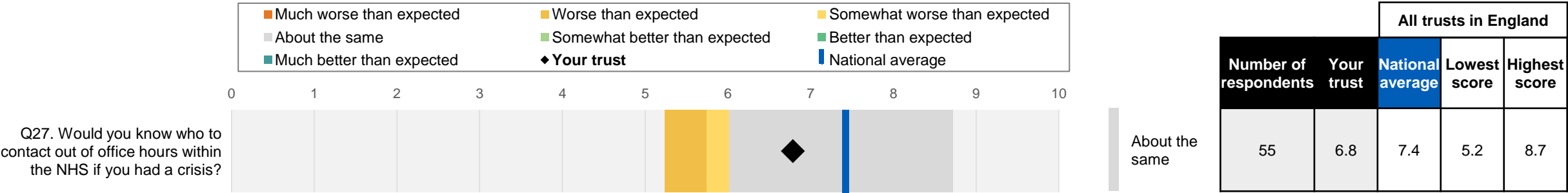
Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

## Section 7. Crisis Care Support

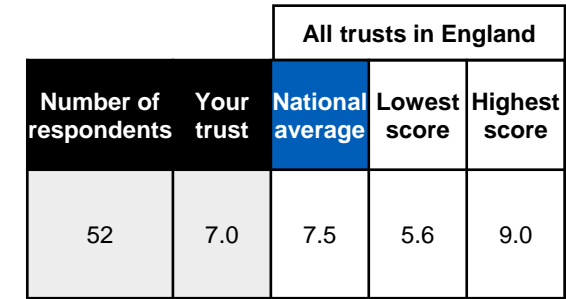
Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

# Section 8. Crisis Care Access

## Question scores



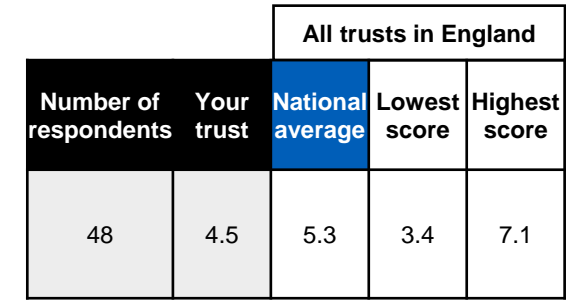
## Question scores



**72** Community Mental Health Survey | 2024 | RWR | Hertfordshire Partnership University NHS Foundation Trust



## Question scores



**73** Community Mental Health Survey | 2024 | RWR | Hertfordshire Partnership University NHS Foundation Trust









# 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.





# 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.

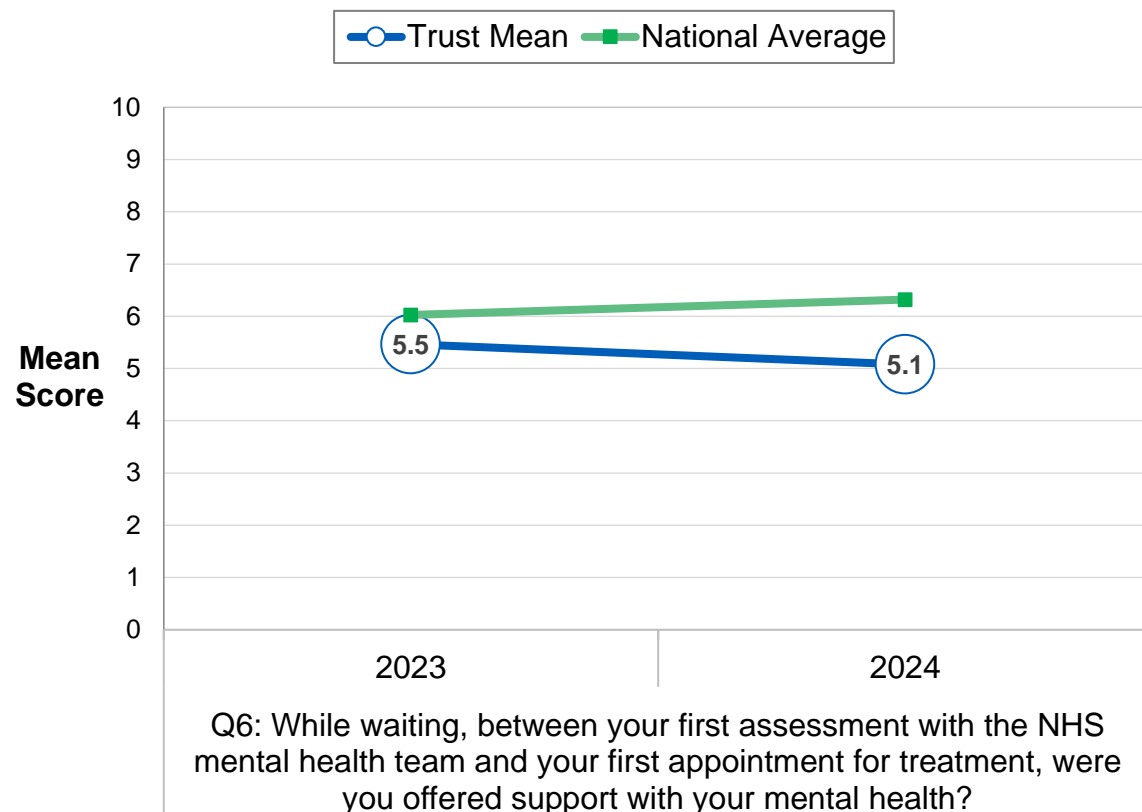






# Assessment Service Group: Adult Mental Health Services

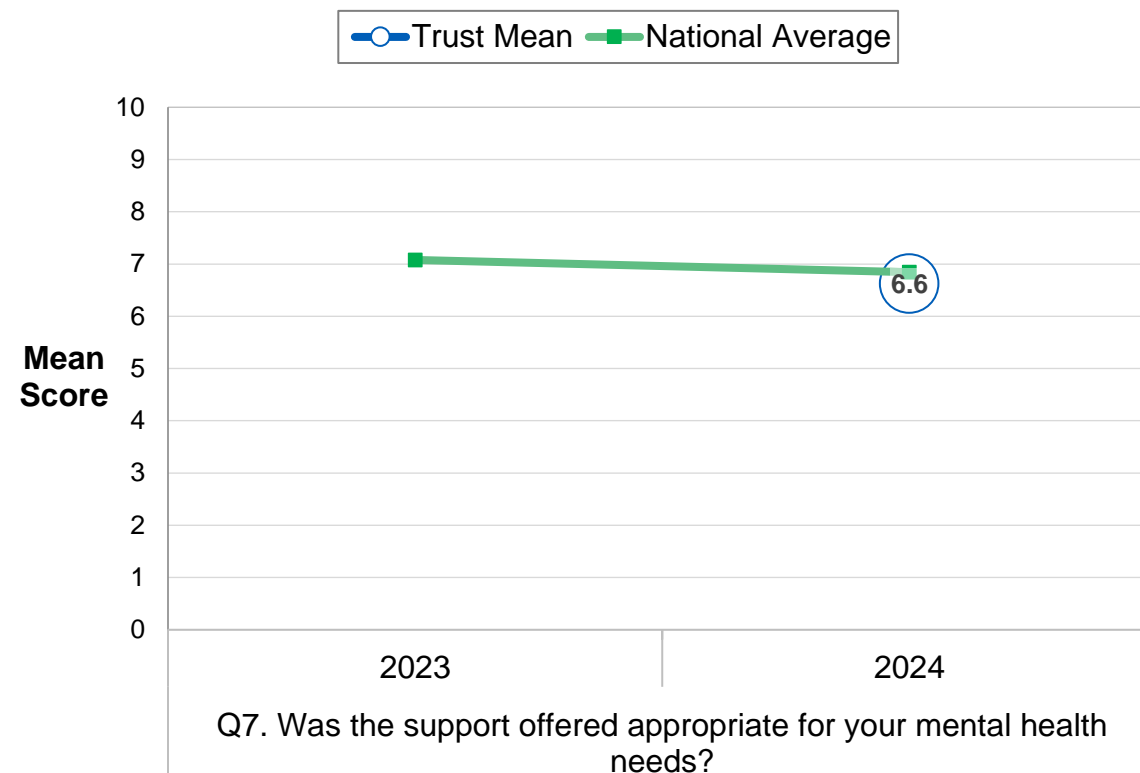
# Section 1. Support while waiting



Significant change 2024 vs 2023

No change

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: 48; 2024: 99



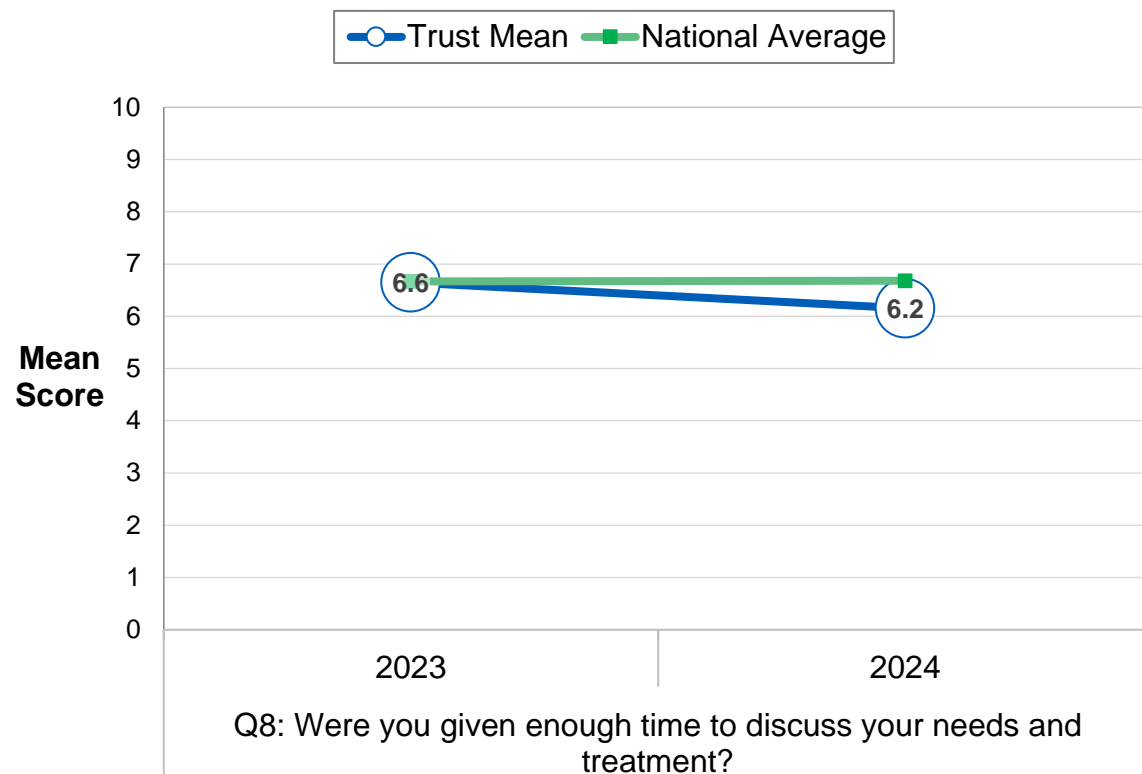
Significant change 2024 vs 2023

-

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: 50



## Section 2. Mental Health Team

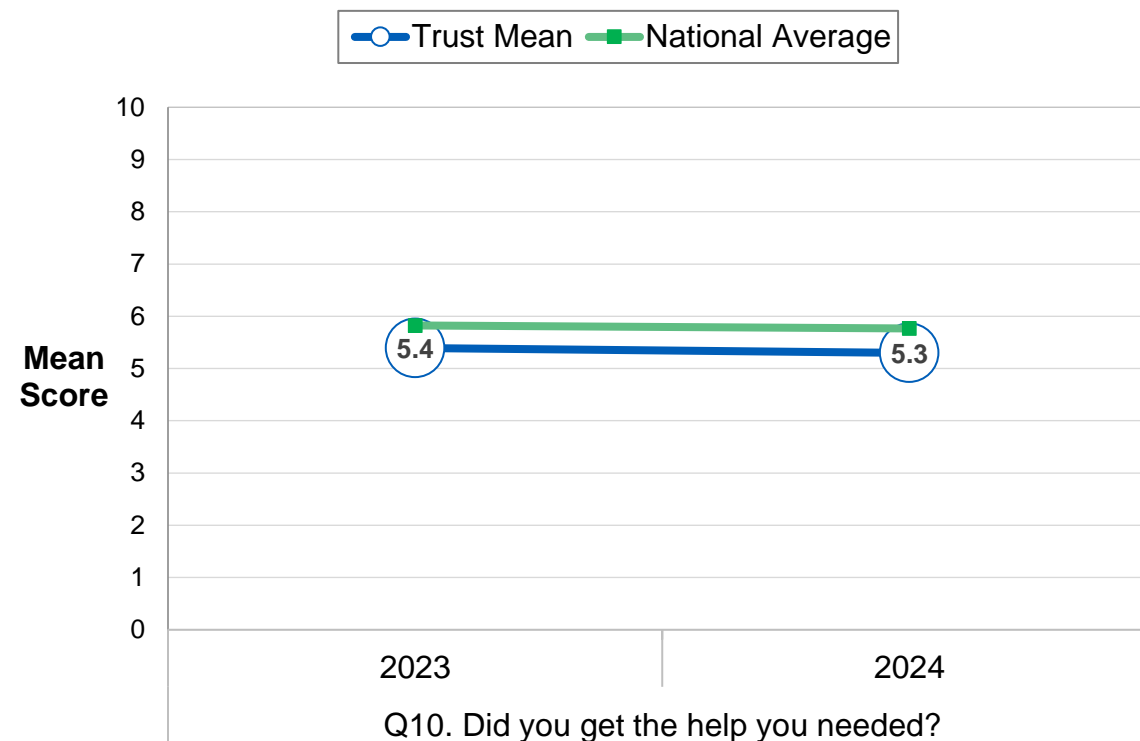


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 184; 2024: 346



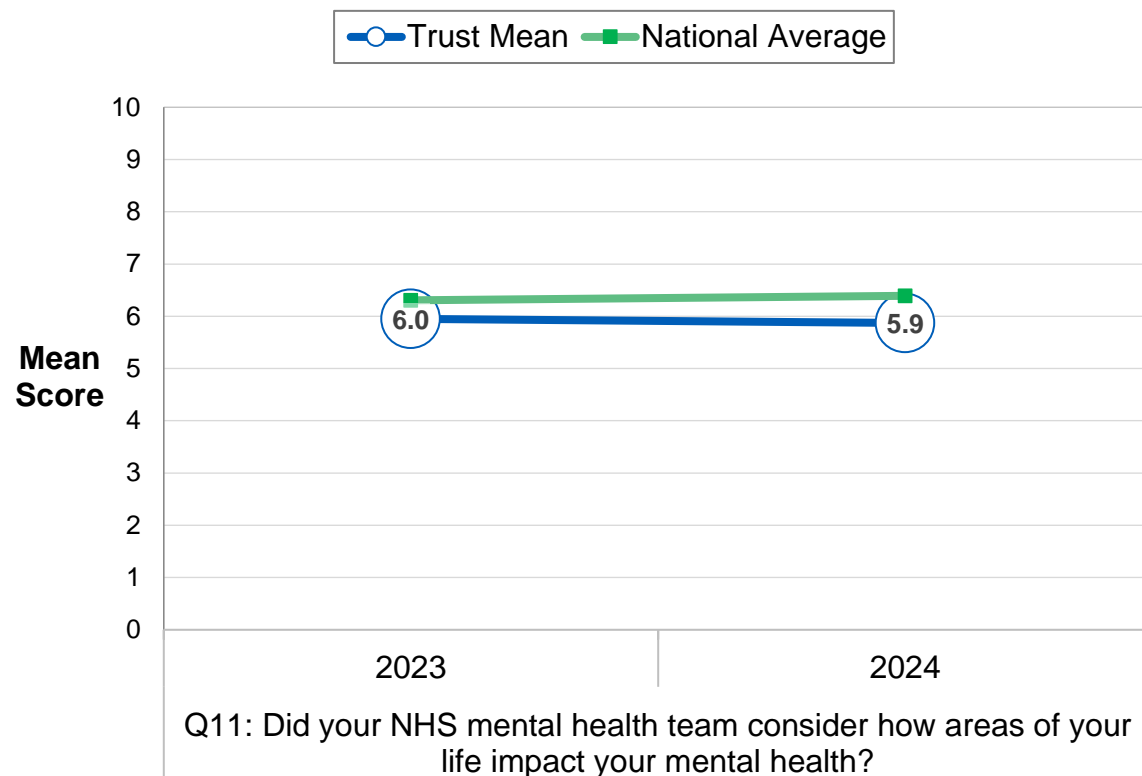
Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 186; 2024: 350

## Section 2. Mental Health Team (continued)

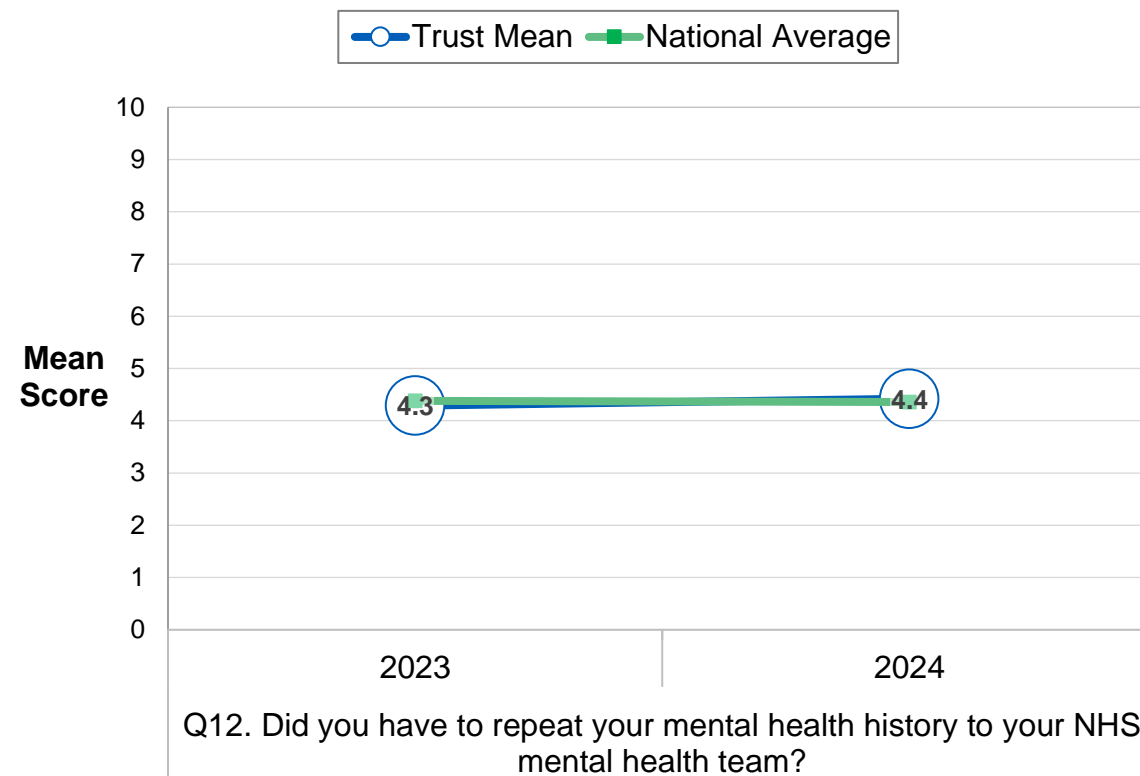


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 179; 2024: 329



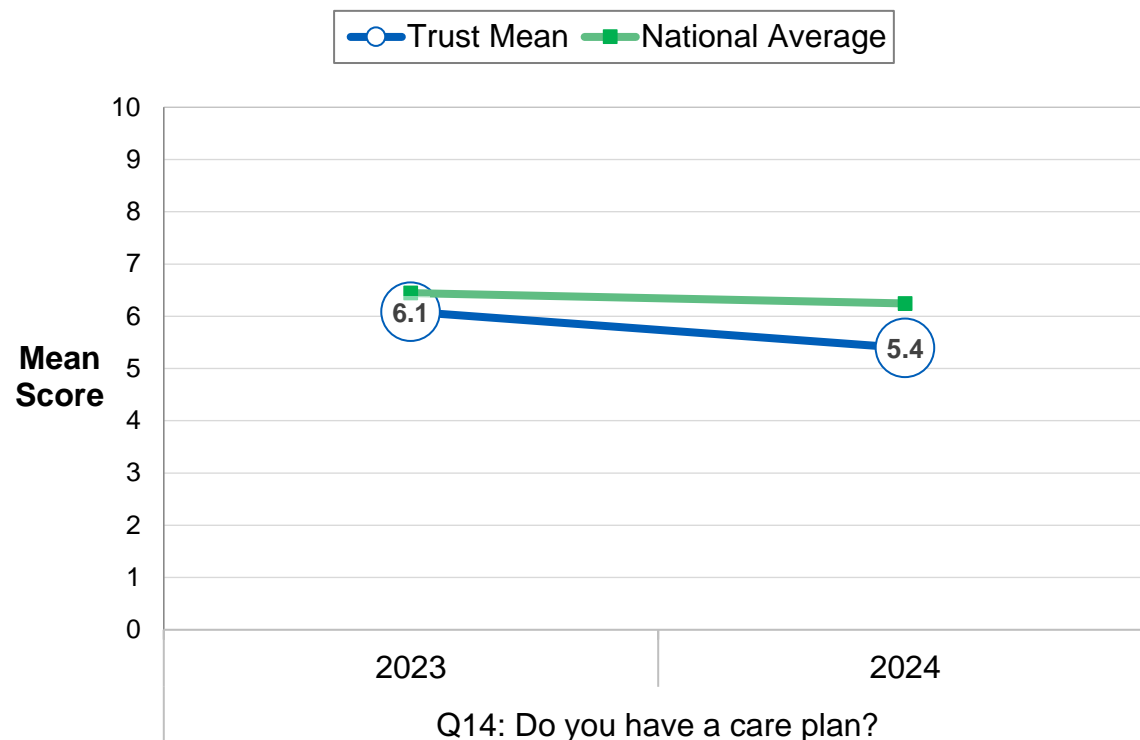
Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 177; 2024: 330

## Section 3. Planning care

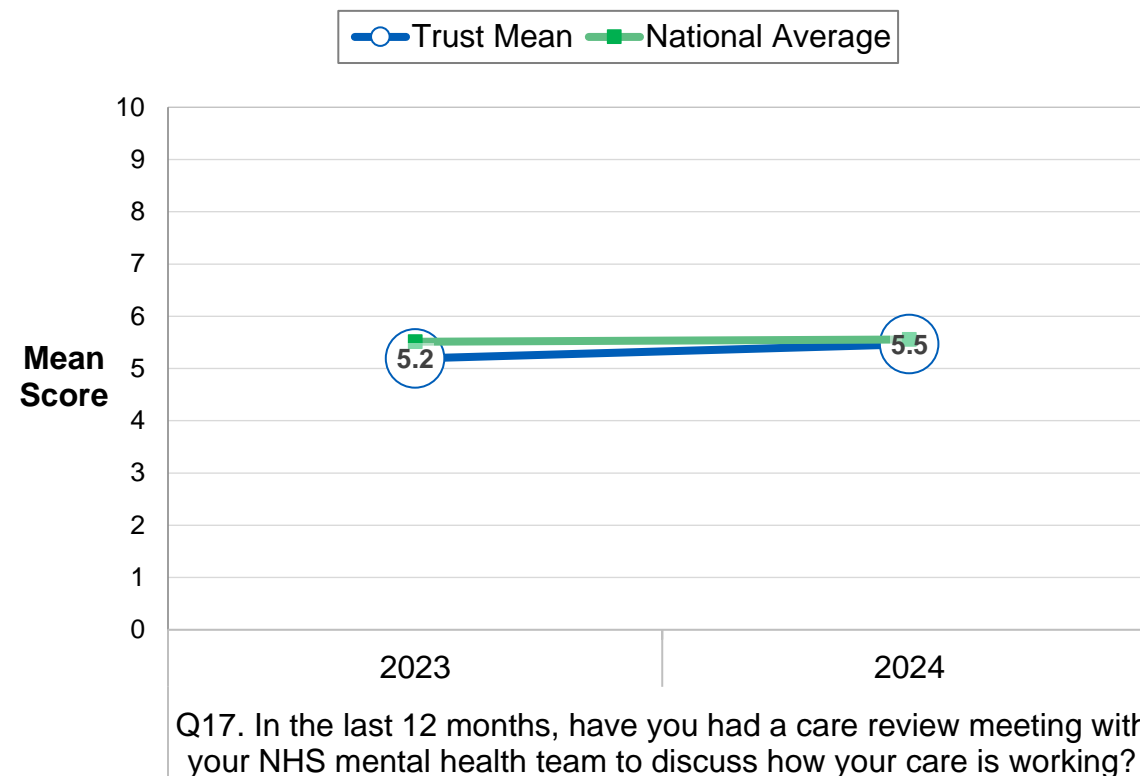


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 136; 2024: 269



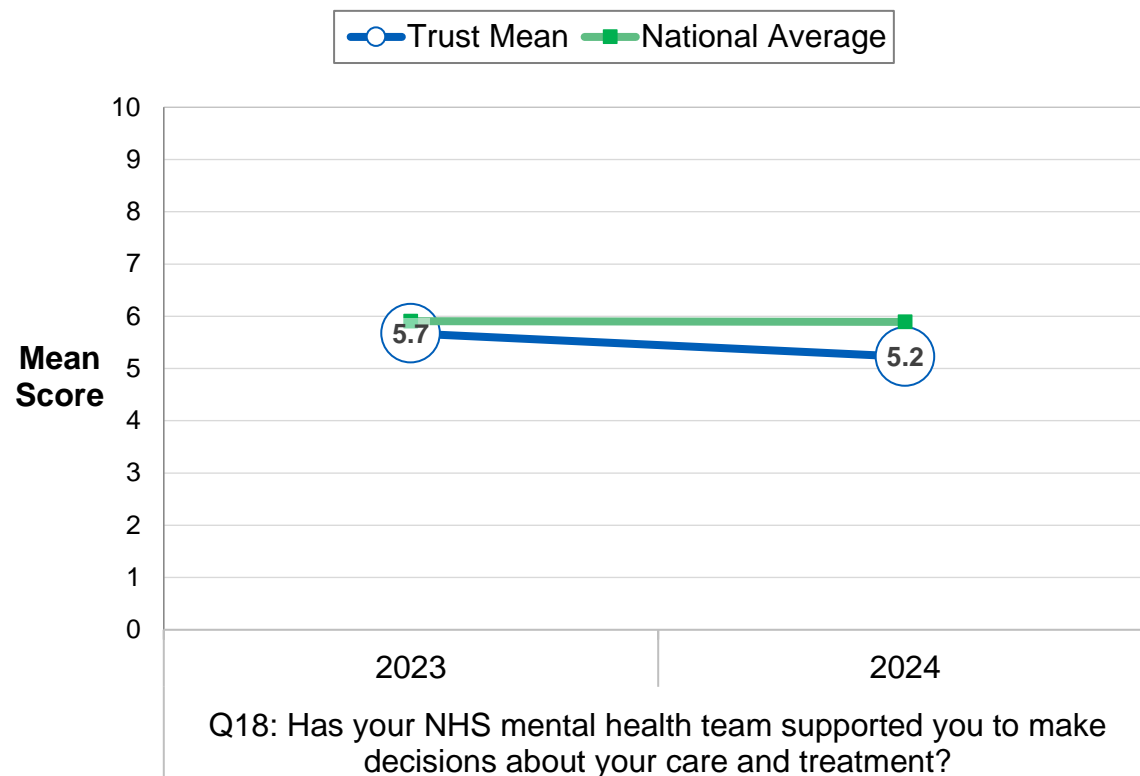
Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 140; 2024: 244

## Section 4. Involvement in care

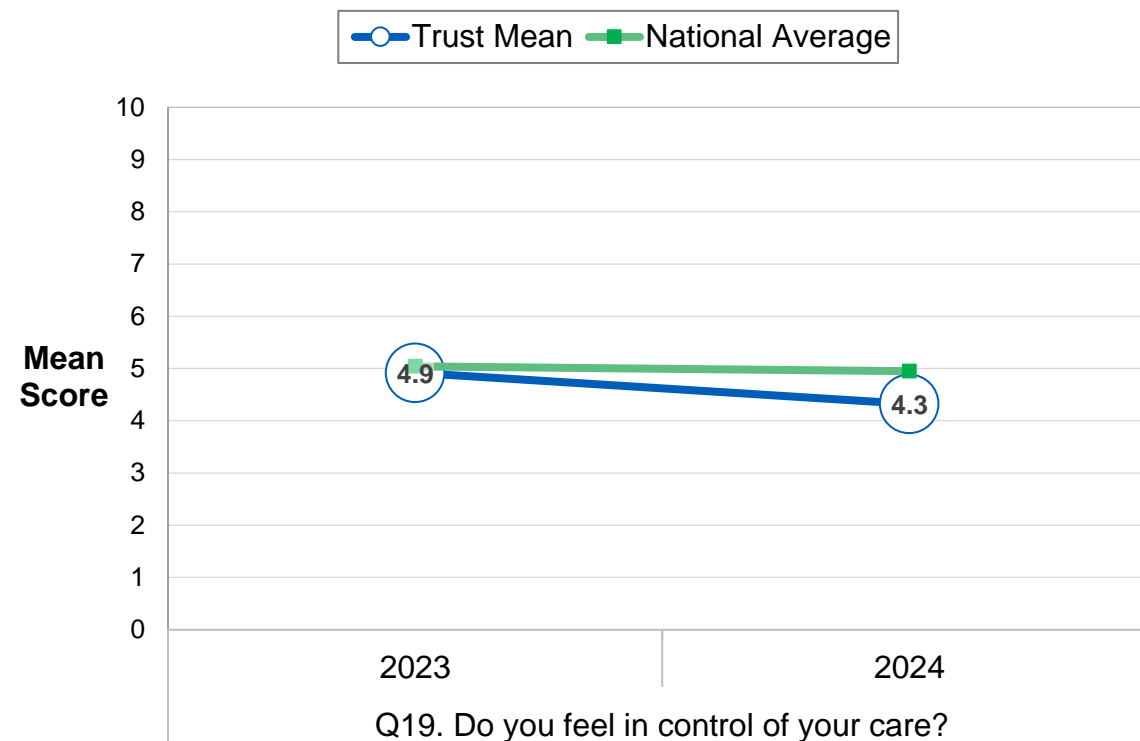


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 177; 2024: 319



Significant change 2024 vs 2023

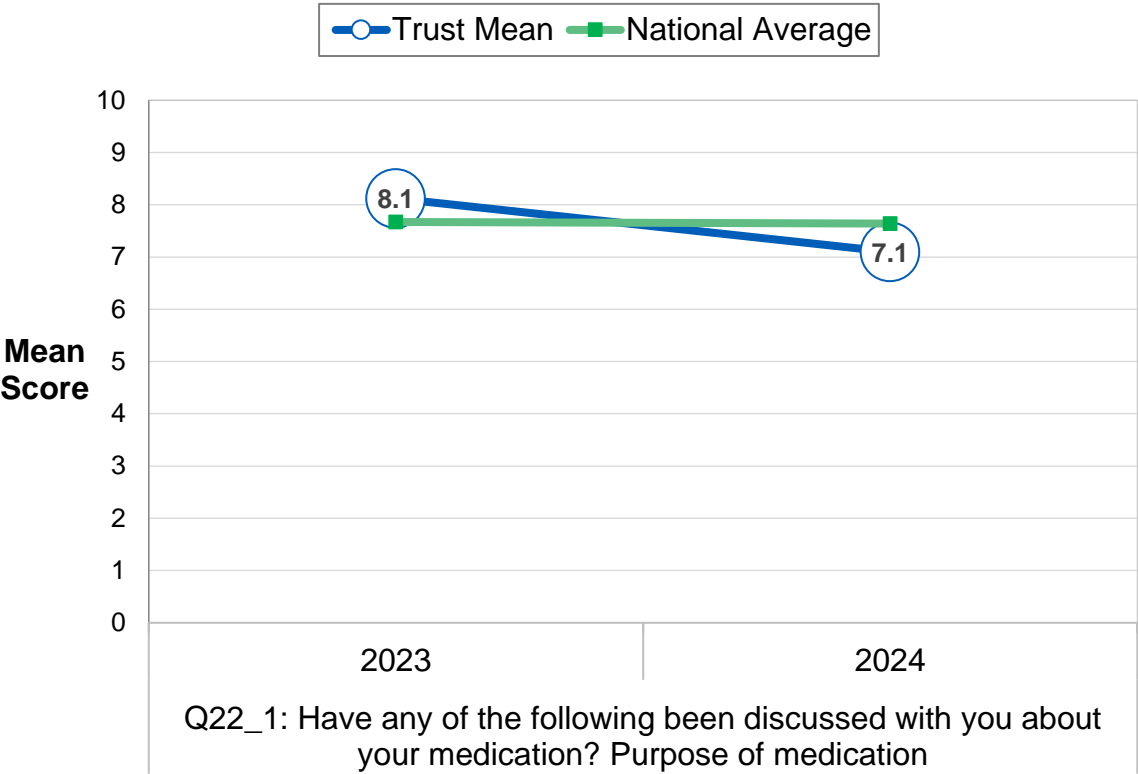
No change

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: 170; 2024: 299

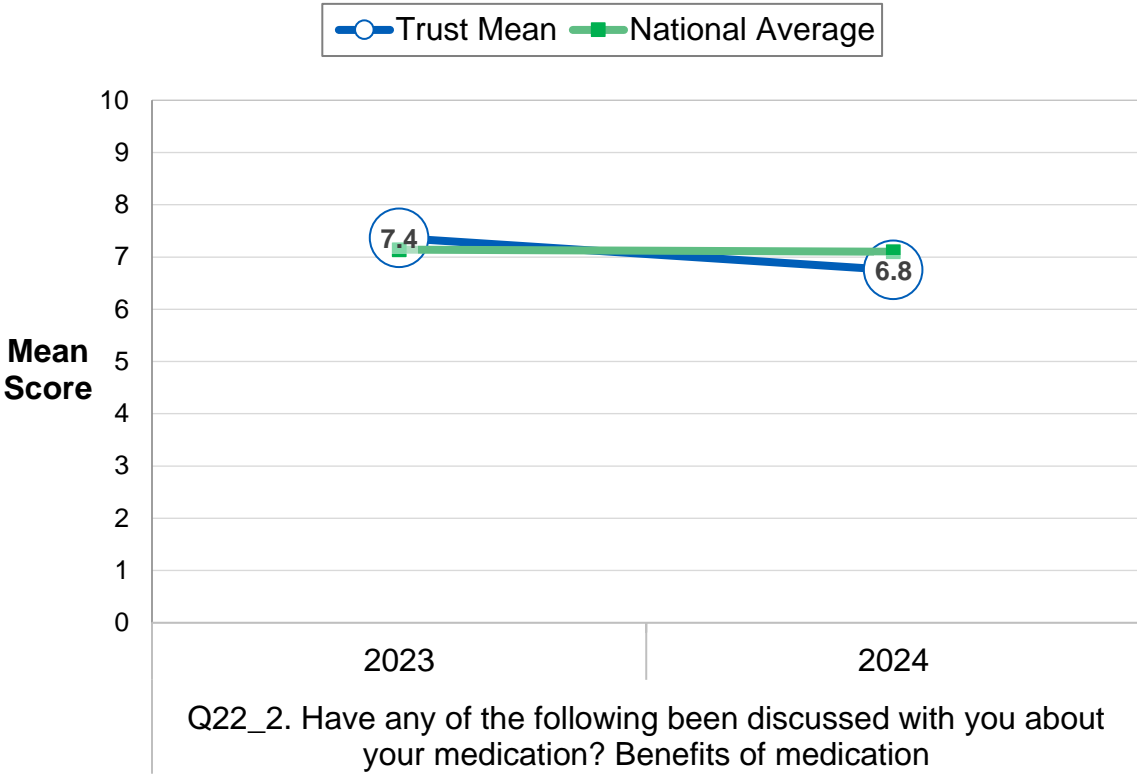


# Section 5. Medication



Significant change 2024 vs 2023	Decrease
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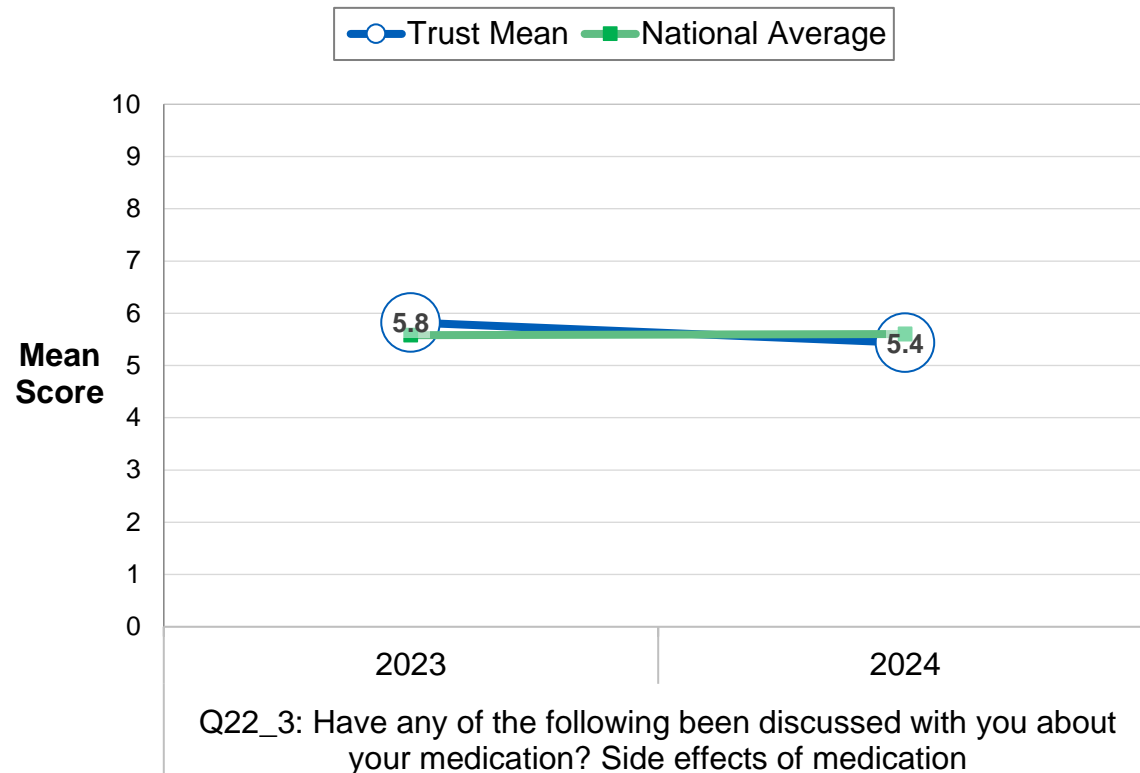
Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they didn't know have been excluded.  
Number of respondents: 2023: 118; 2024: 219



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 didn't know have been excluded.  
Number of respondents: 2023: 117; 2024: 219

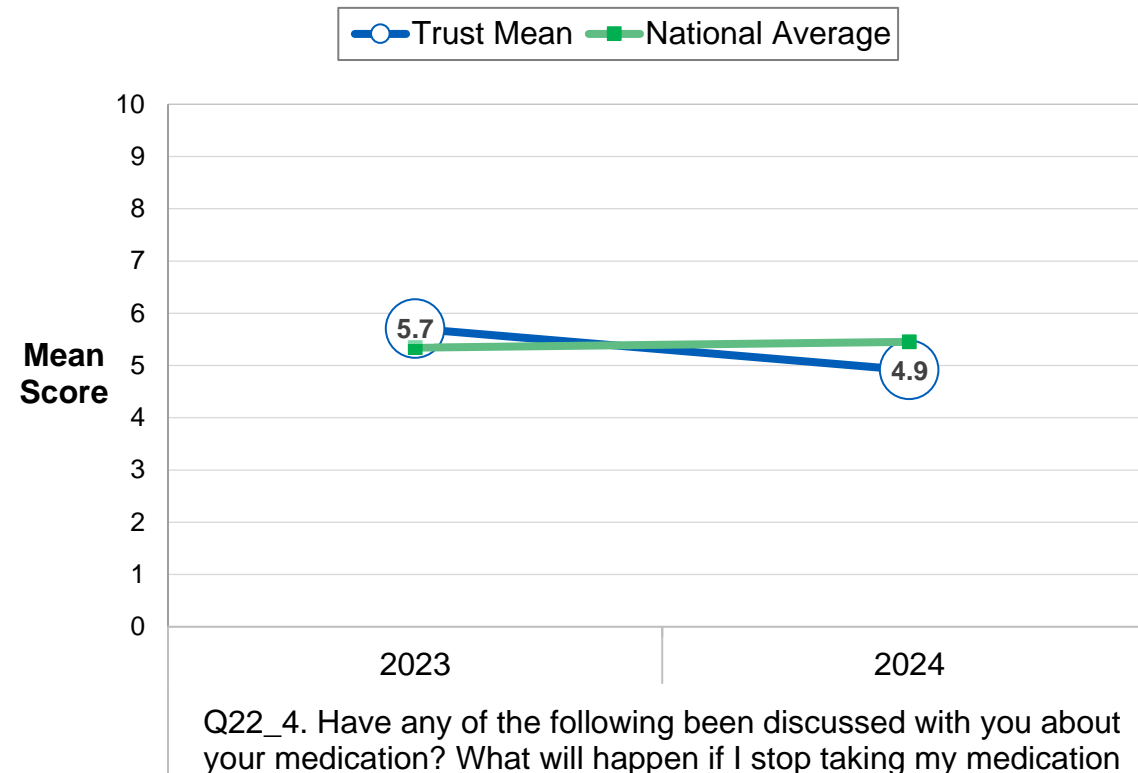
## Section 5. Medication (continued)



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 didn't know have been excluded.  
Number of respondents: 2023: 114; 2024: 218

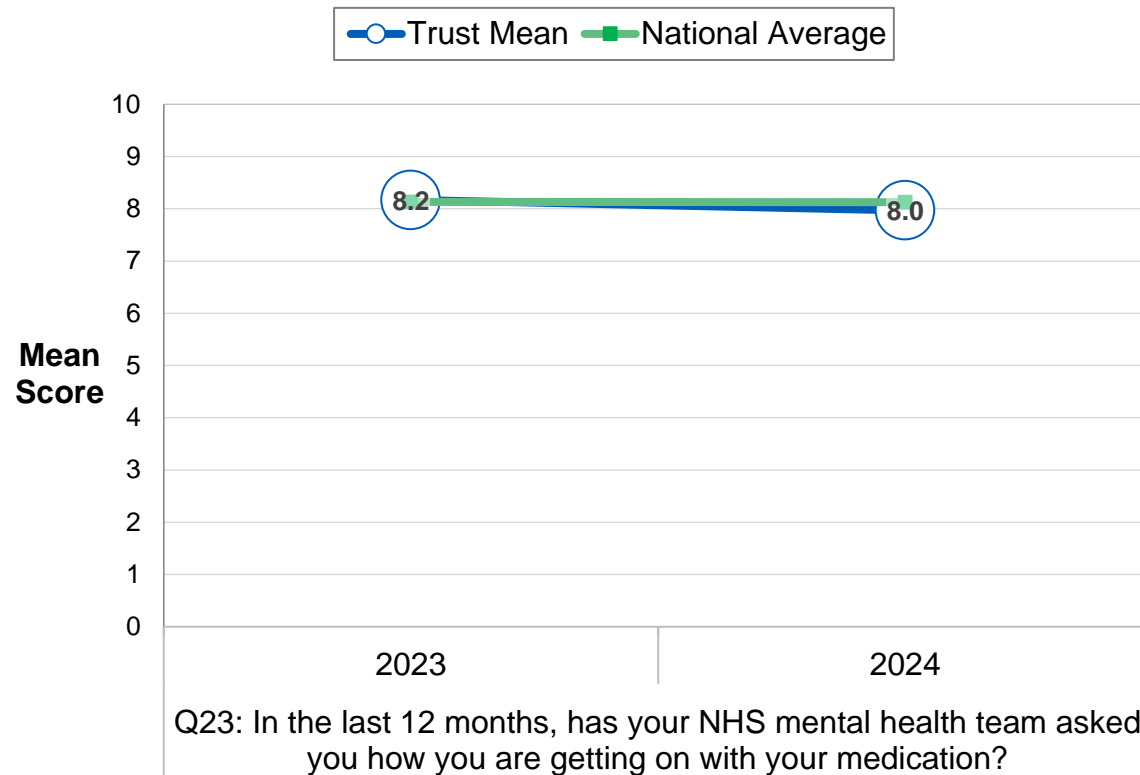


Significant change 2024 vs 2023

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 didn't know have been excluded.  
Number of respondents: 2023: 102; 2024: 210

## Section 5. Medication (continued)



Significant change 2024 vs 2023

No change

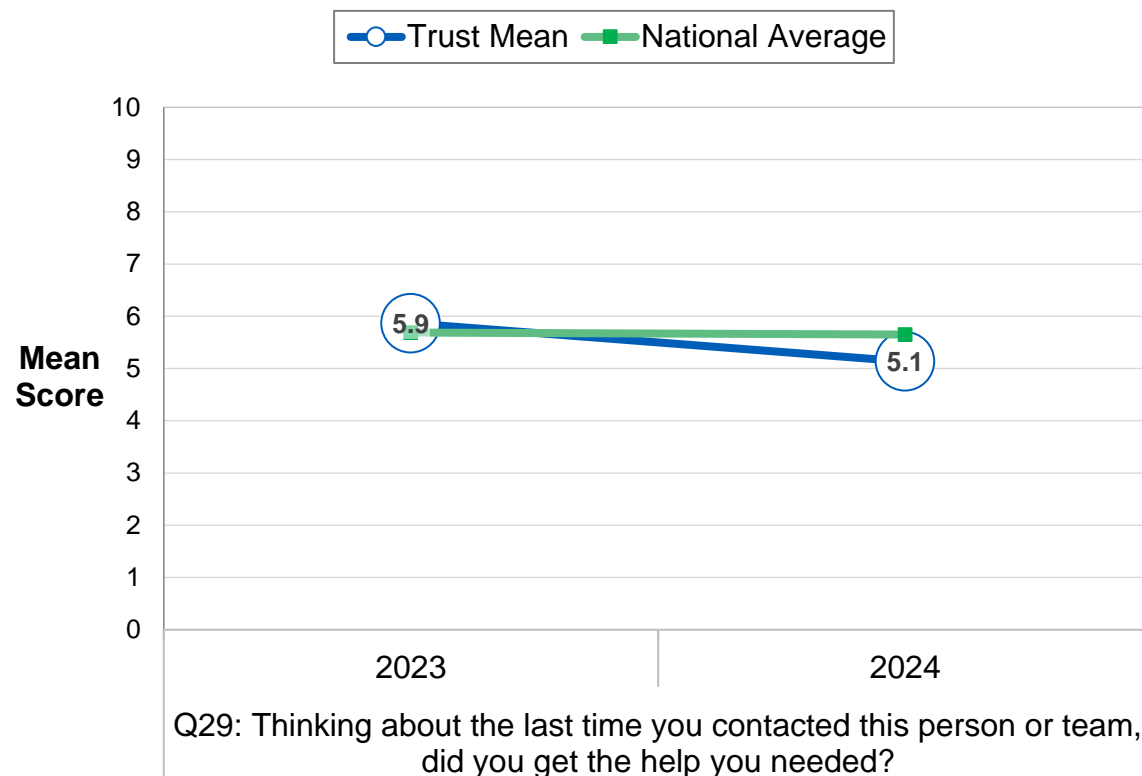
Answered by those who have been receiving any medication for their mental health needs in the last 12 months. Respondents who stated that they have been receiving medication for less than 12 months, or they didn't know or were not sure have been excluded.

Number of respondents: 2023: 108; 2024: 211

## 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.

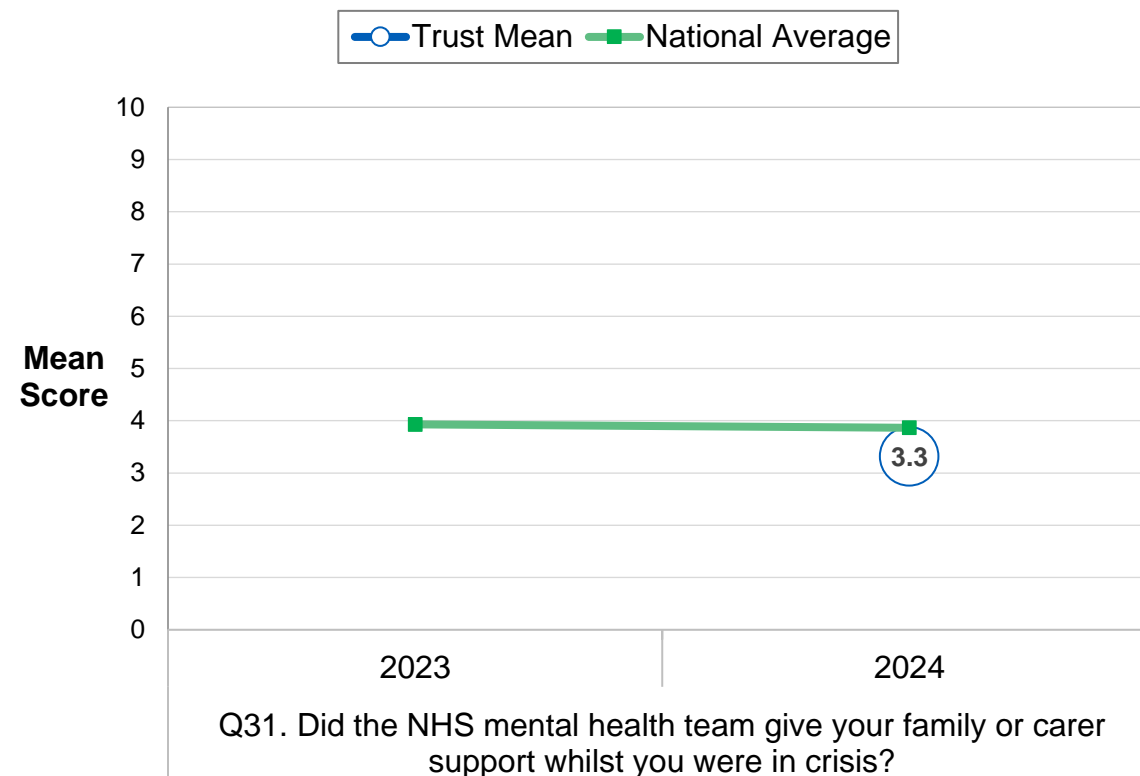
## Section 7. Crisis care support



Significant change 2024 vs 2023

No change

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: 34; 2024: 91

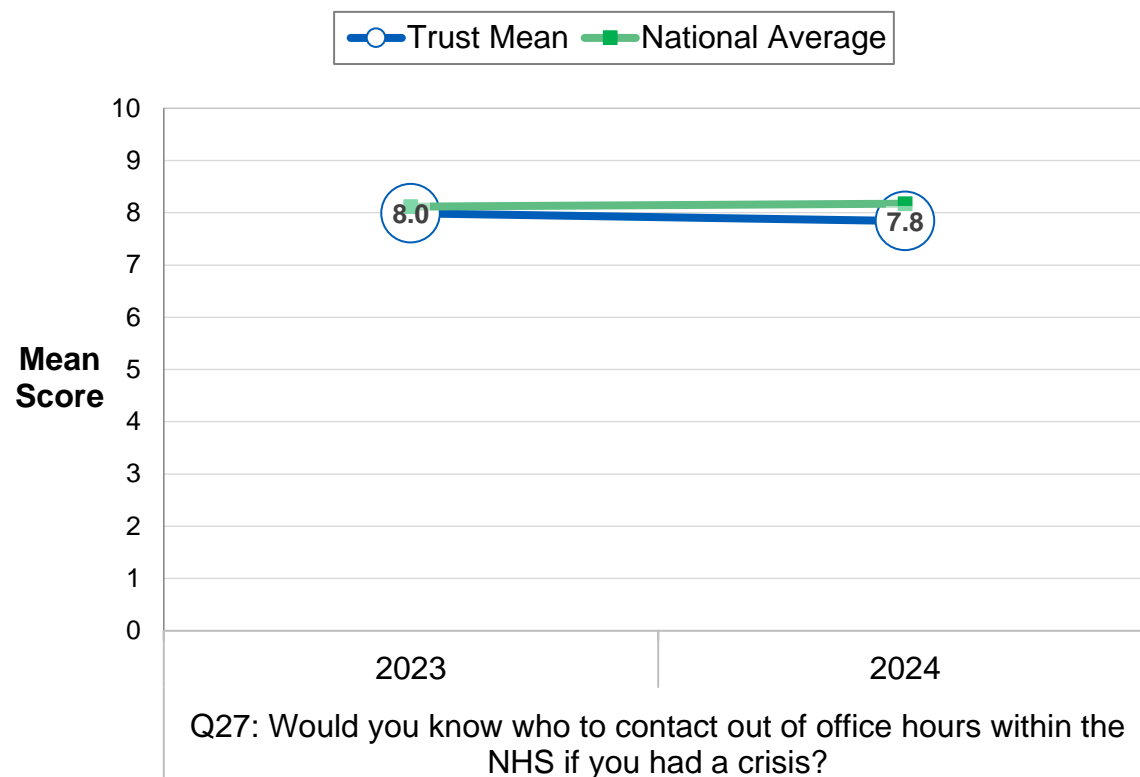


Significant change 2024 vs 2023

-

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: - ; 2024: 72

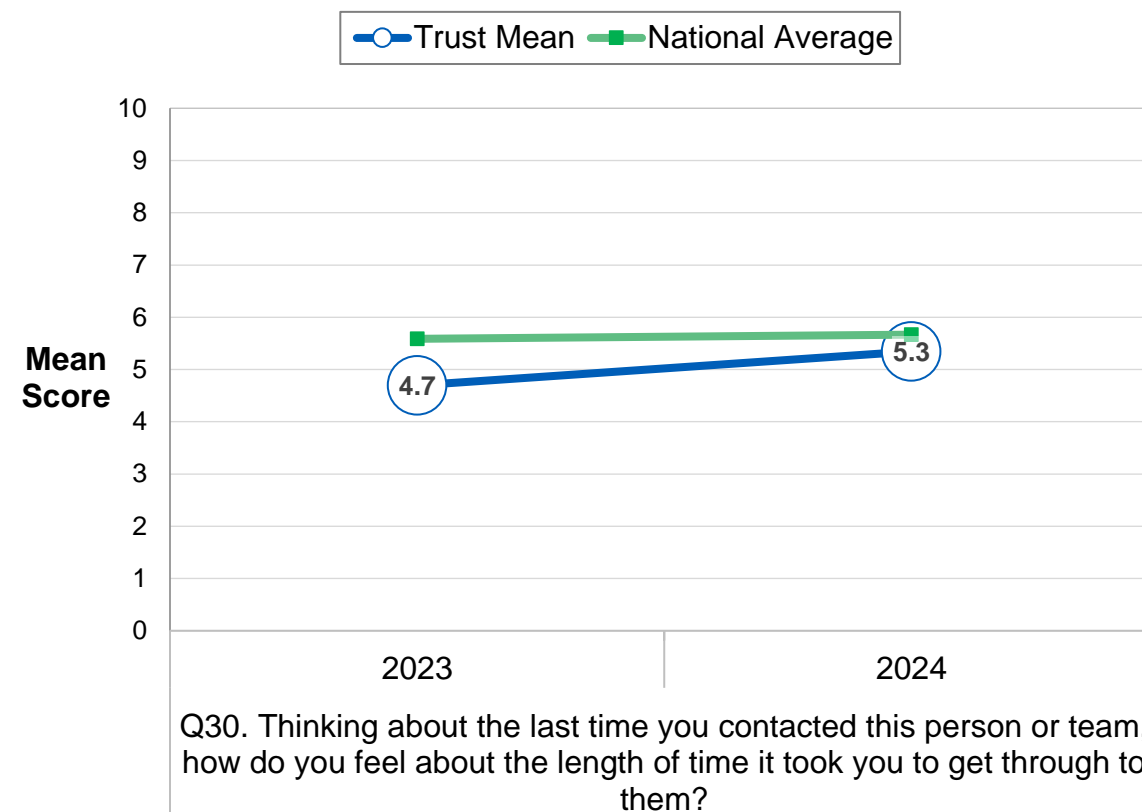
## Section 8. Crisis care access



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they were not sure have been excluded.  
Number of respondents: 2023: 161; 2024: 312



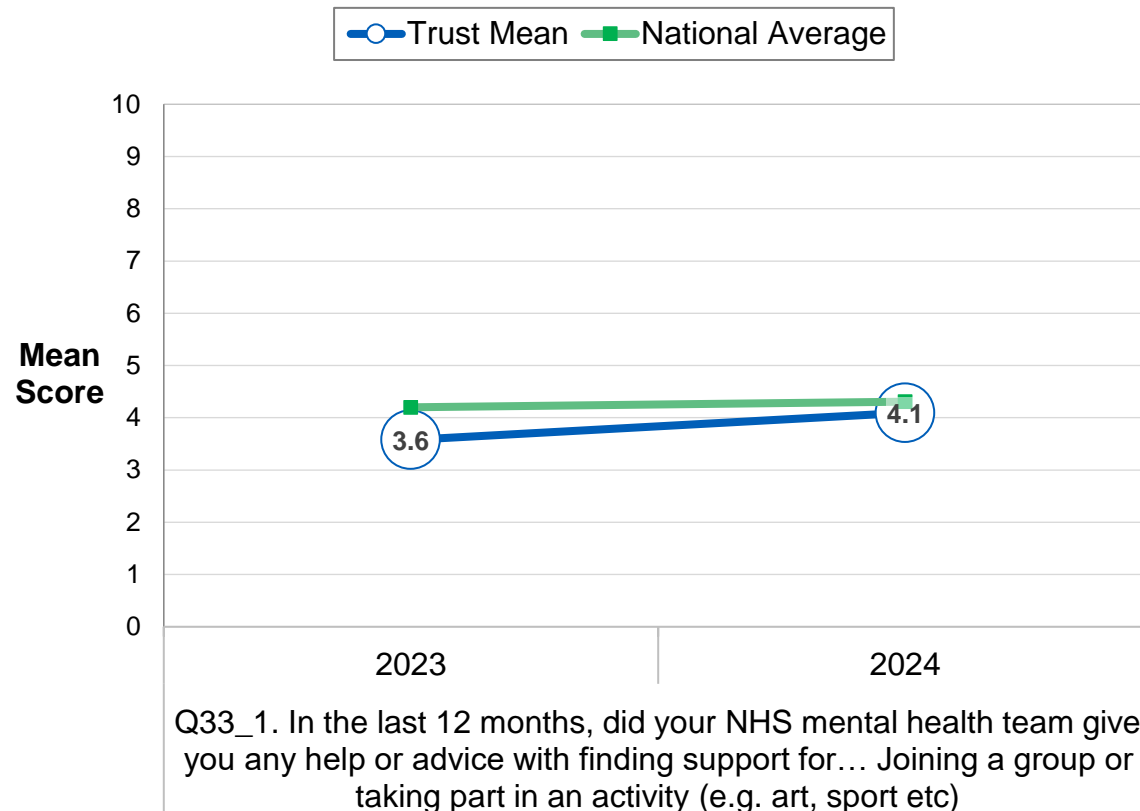
Significant change 2024 vs 2023

No change

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: 35; 2024: 85

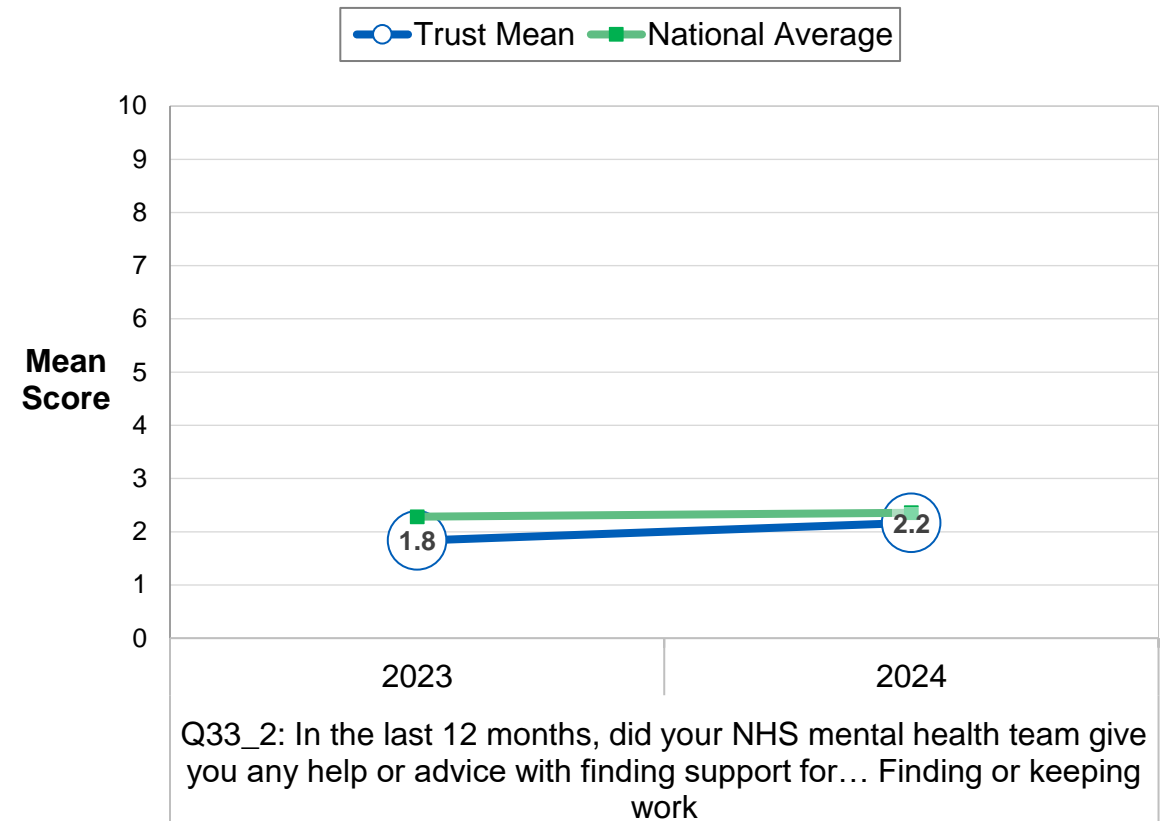


## Section 9. Support with other areas of life

**Significant change 2024 vs 2023**

No change

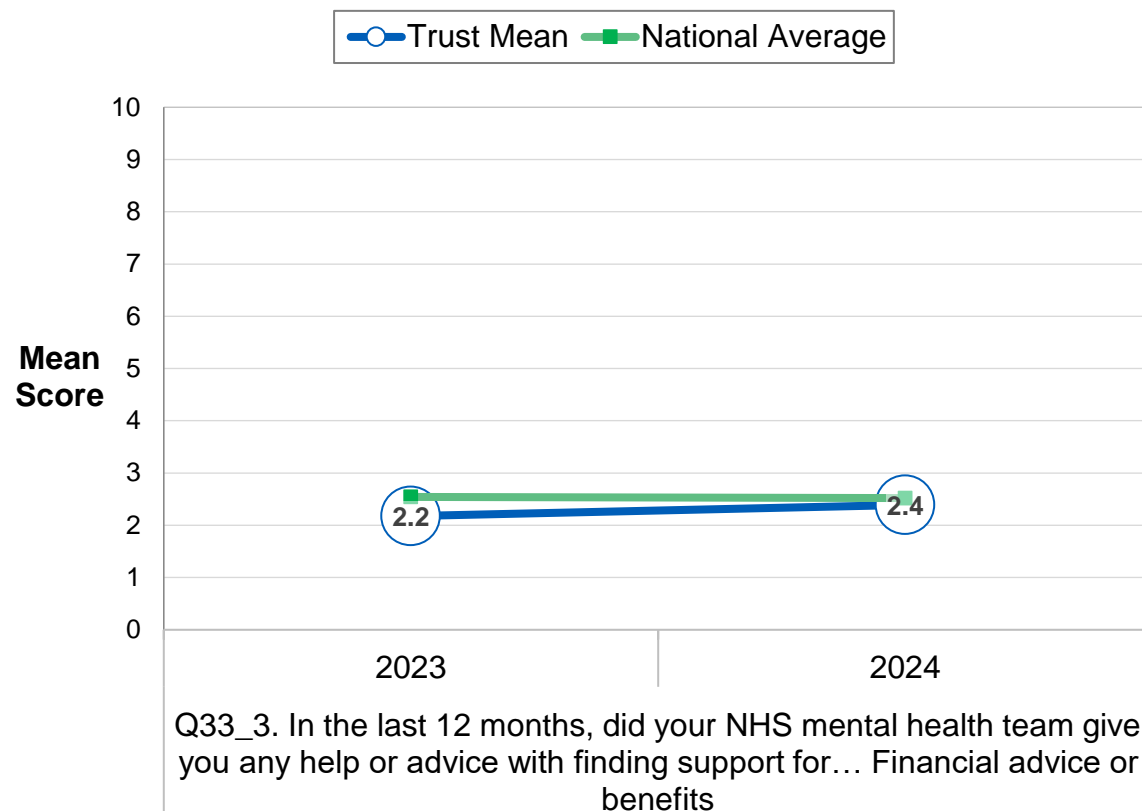
Answered by all. Respondents who stated that they did not need support have been excluded.  
Number of respondents: 2023: 157; 2024: 312

**Significant change 2024 vs 2023**

No change

Answered by all. Respondents who stated that they did not need support have been excluded.  
Number of respondents: 2023: 119; 2024: 231

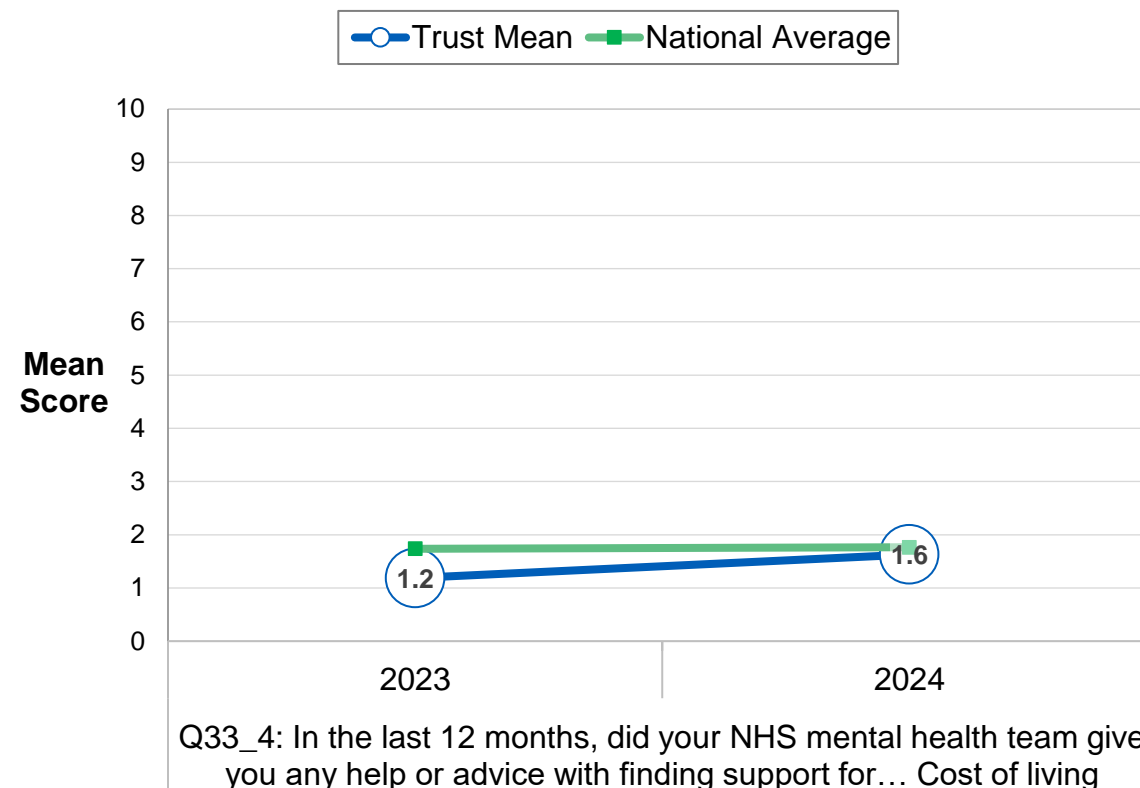
## Section 9. Support with other areas of life (continued)



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they did not need support have been excluded.  
Number of respondents: 2023: 141; 2024: 259

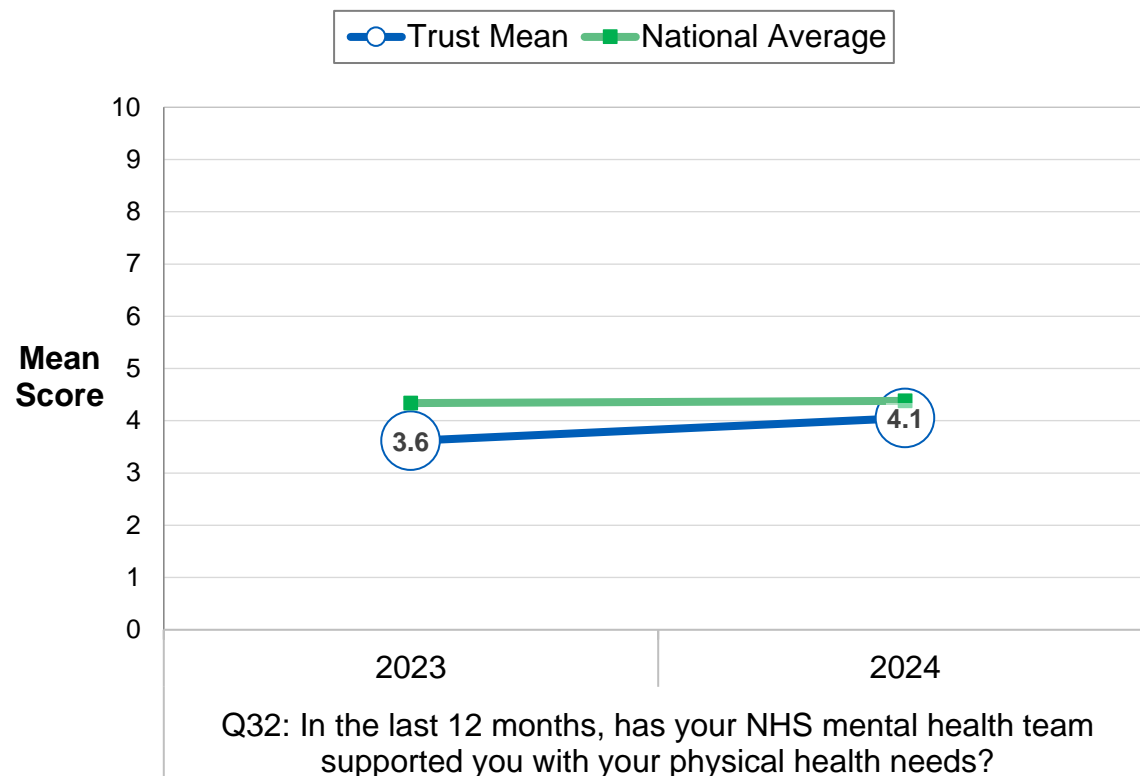


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they did not need support have been excluded.  
Number of respondents: 2023: 137; 2024: 255

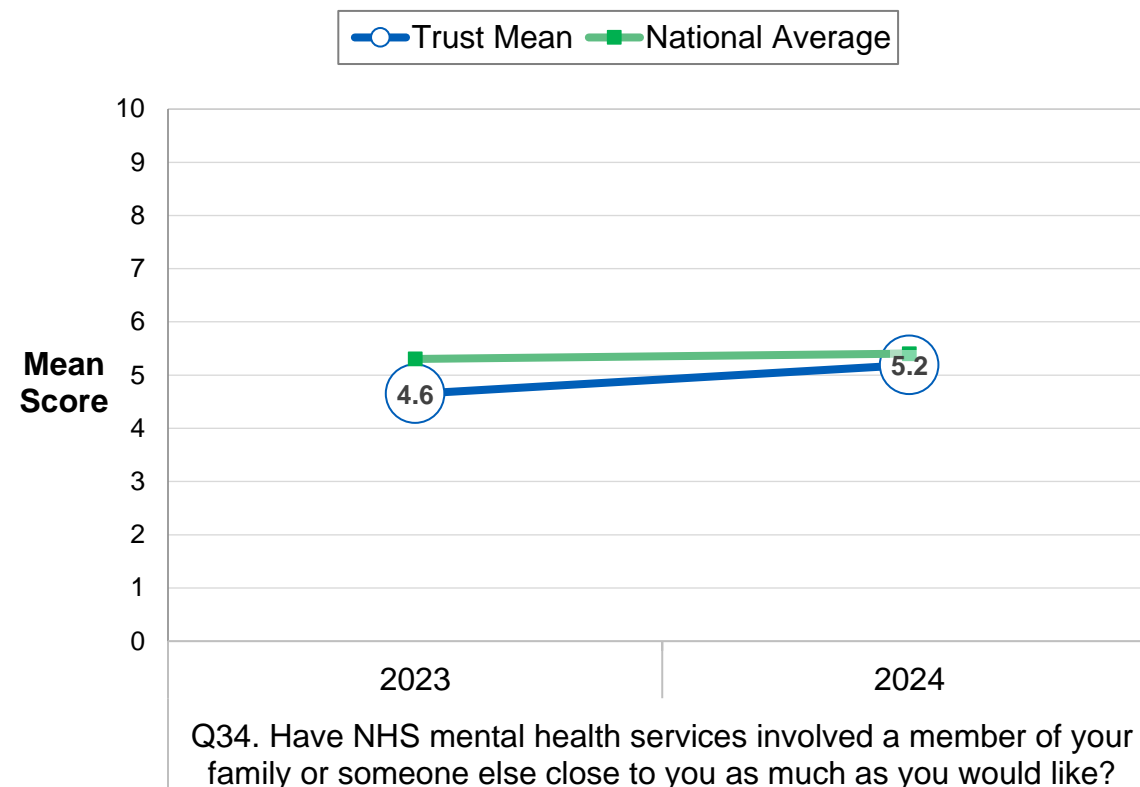
## Section 9. Support with other areas of life (continued)



Significant change 2024 vs 2023

No change

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: 245

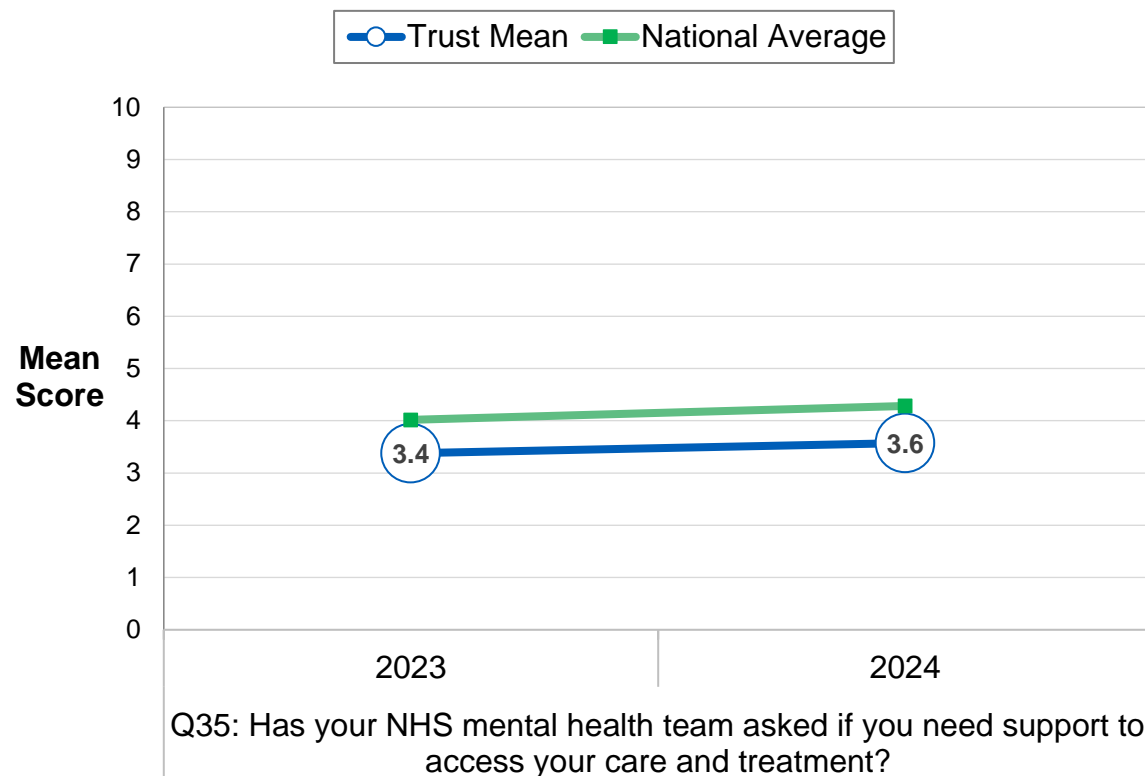


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that this was not applicable to them have been excluded.  
Number of respondents: 2023: 111; 2024: 228

## Section 10. Support in accessing care

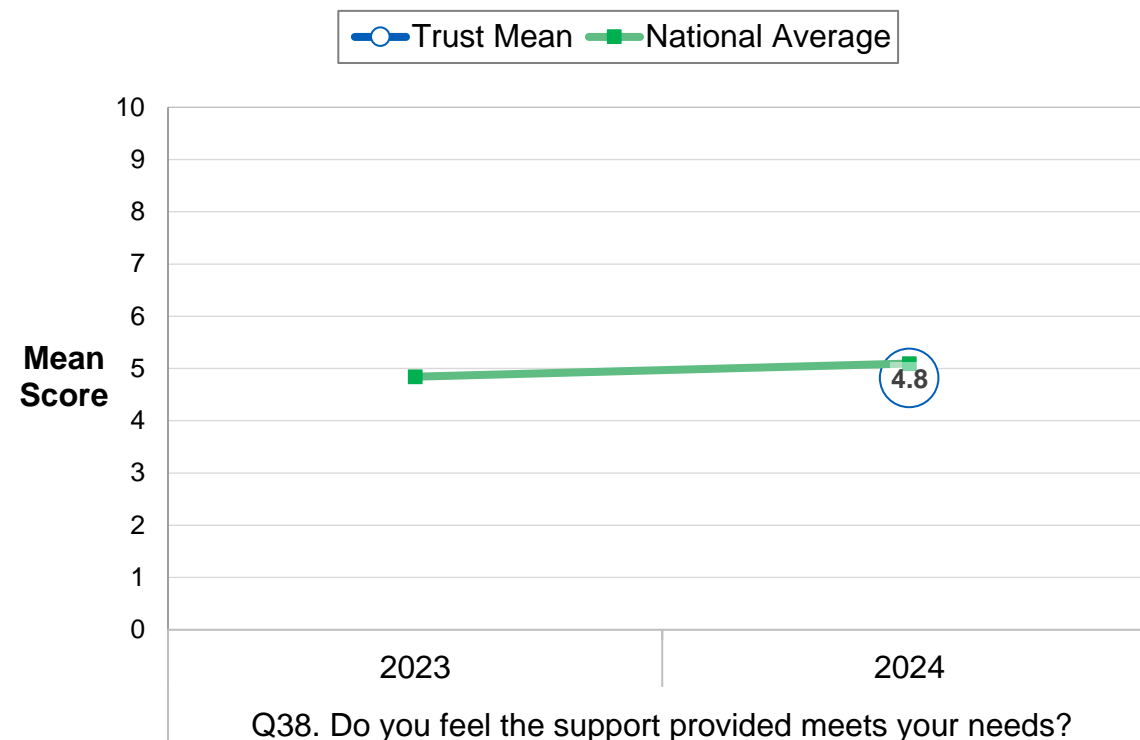


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 141; 2024: 279

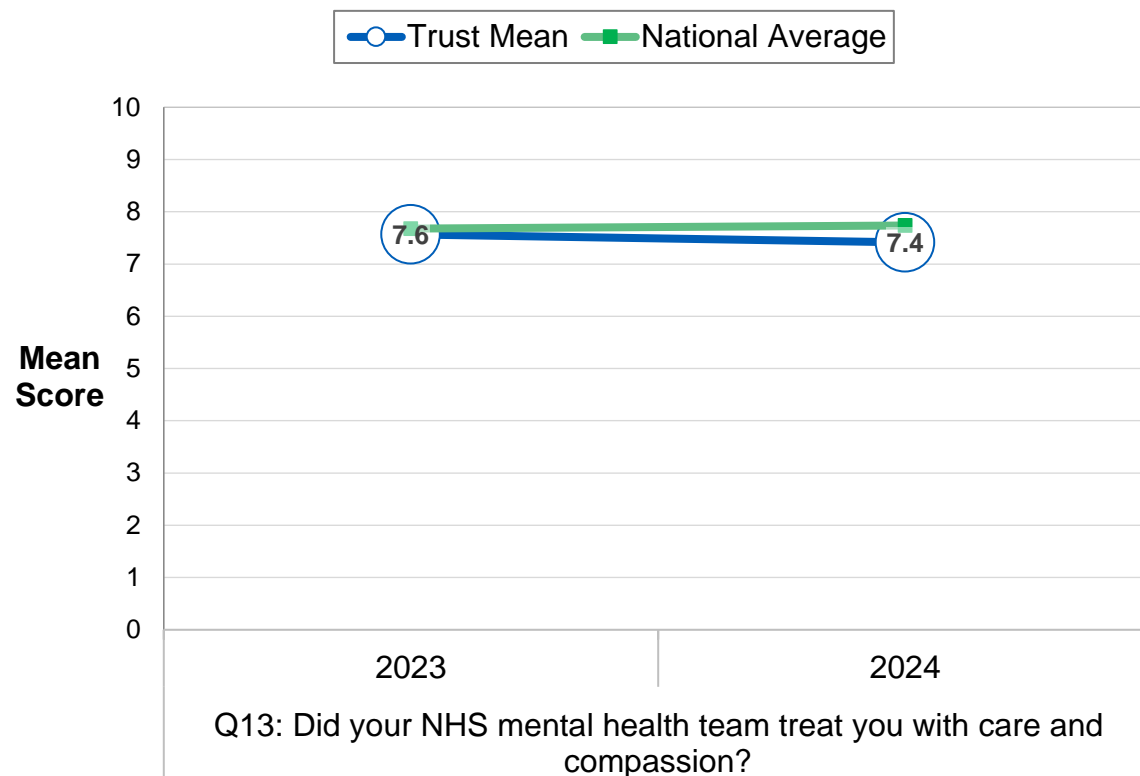


Significant change 2024 vs 2023

-

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: - ; 2024: 93

# Section 11. Respect, dignity and compassion

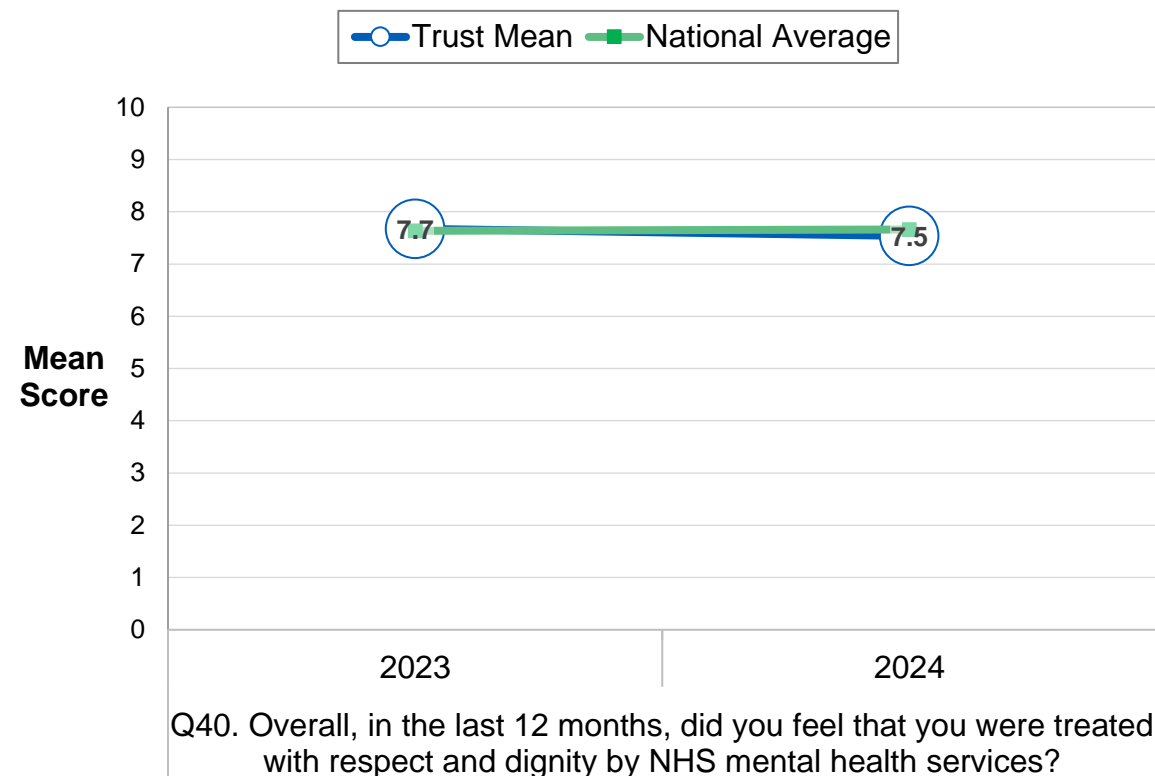


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 186; 2024: 342



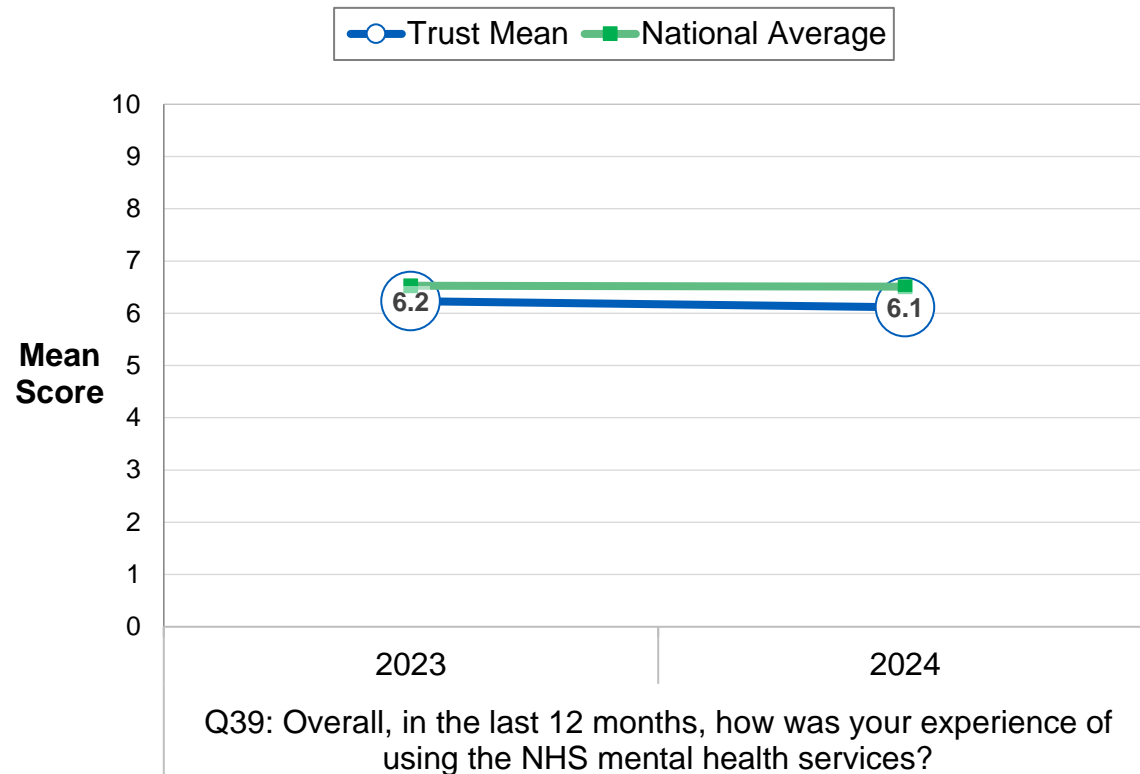
Significant change 2024 vs 2023

No change

Answered by all.

Number of respondents: 2023: 188; 2024: 351

## Section 12. Overall experience



Significant change 2024 vs 2023

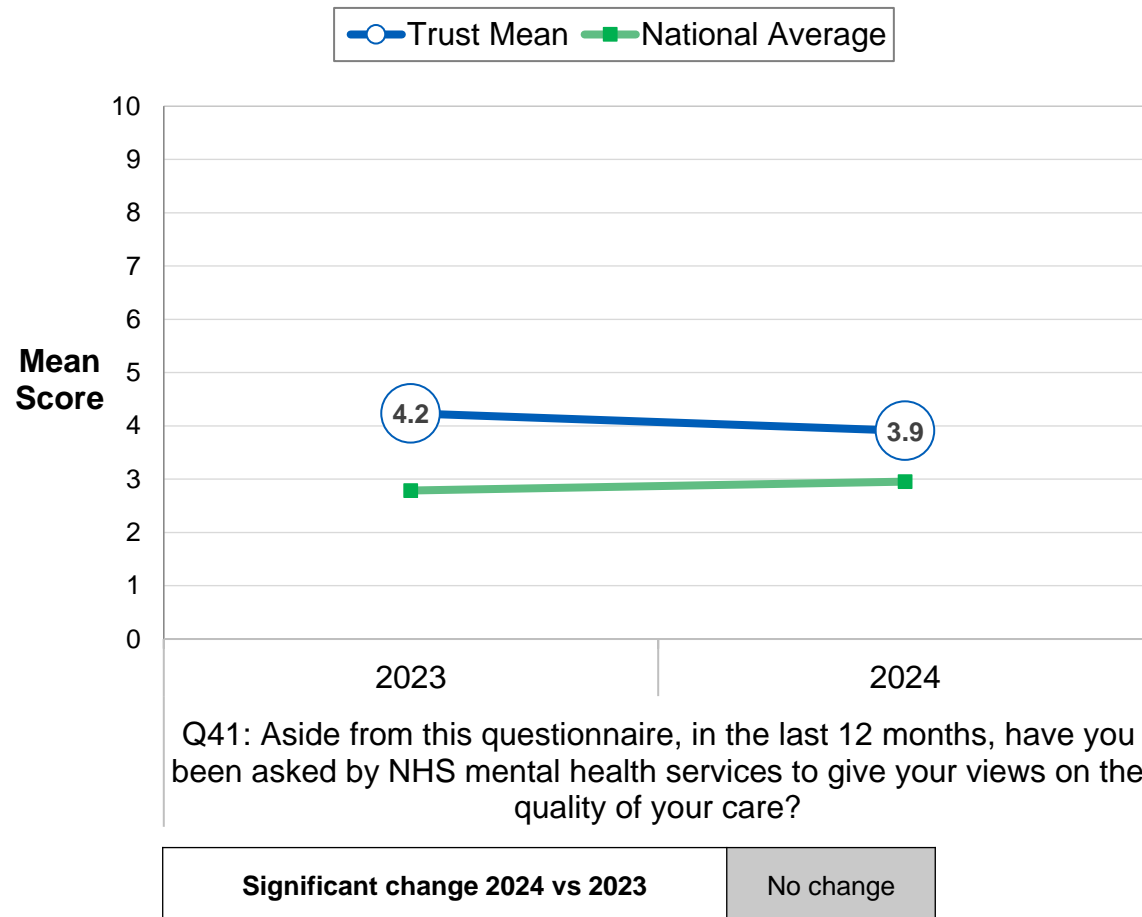
No change

Answered by all.

Number of respondents: 2023: 188; 2024: 351



## Section 13. Feedback



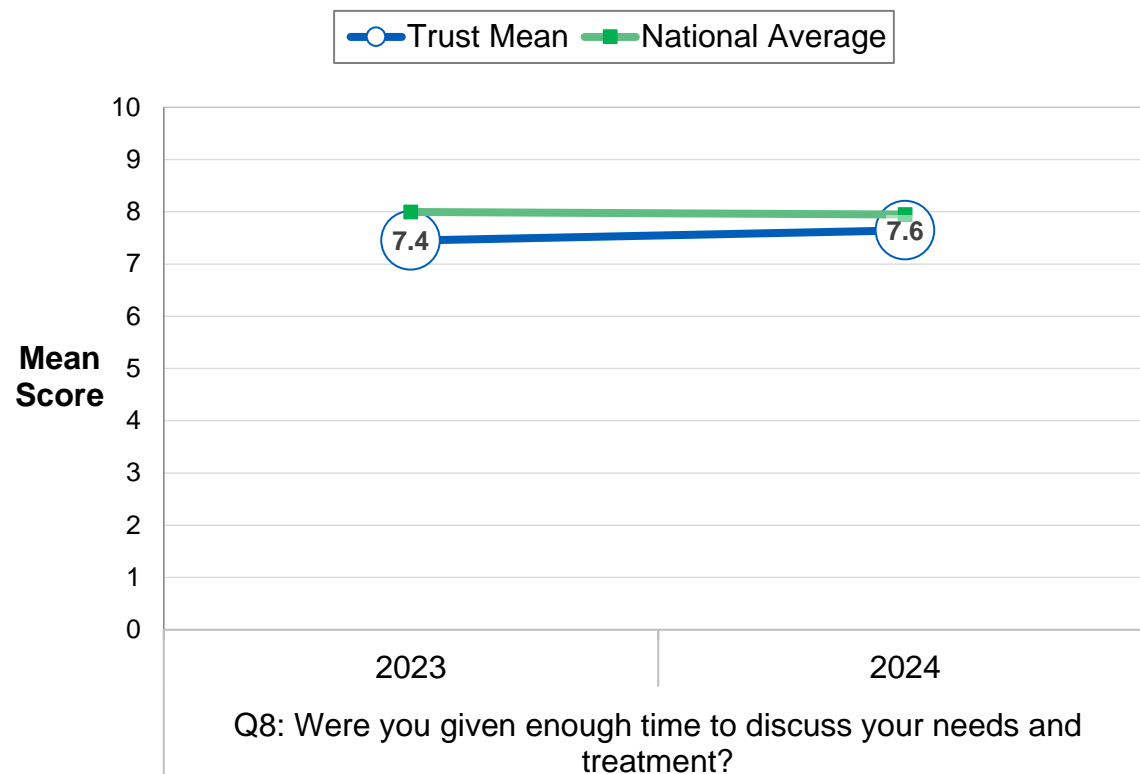
Answered by all. Respondents who answered that they were not sure have been excluded.  
Number of respondents: 2023: 156; 2024: 279

# **Assessment Service Group: Older People's Mental Health Services**

# Section 1. Support while waiting

Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

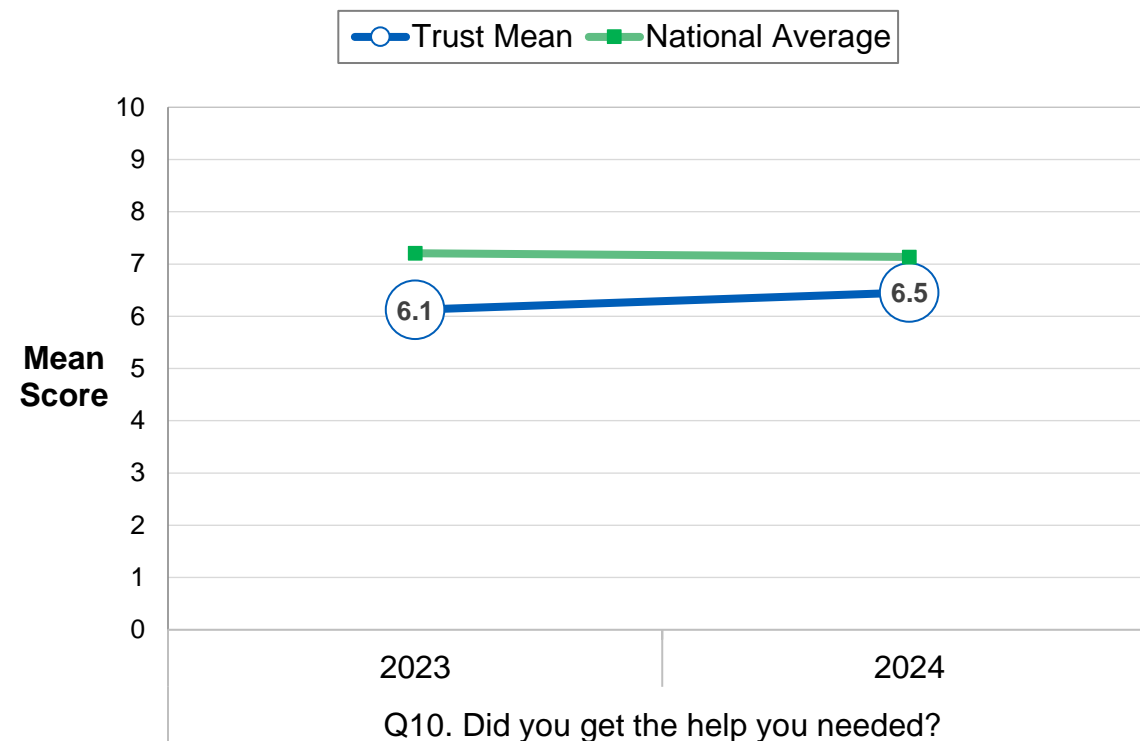
## Section 2. Mental Health Team

**Significant change 2024 vs 2023**

No change

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

Number of respondents: 2023: 42; 2024: 60

**Significant change 2024 vs 2023**

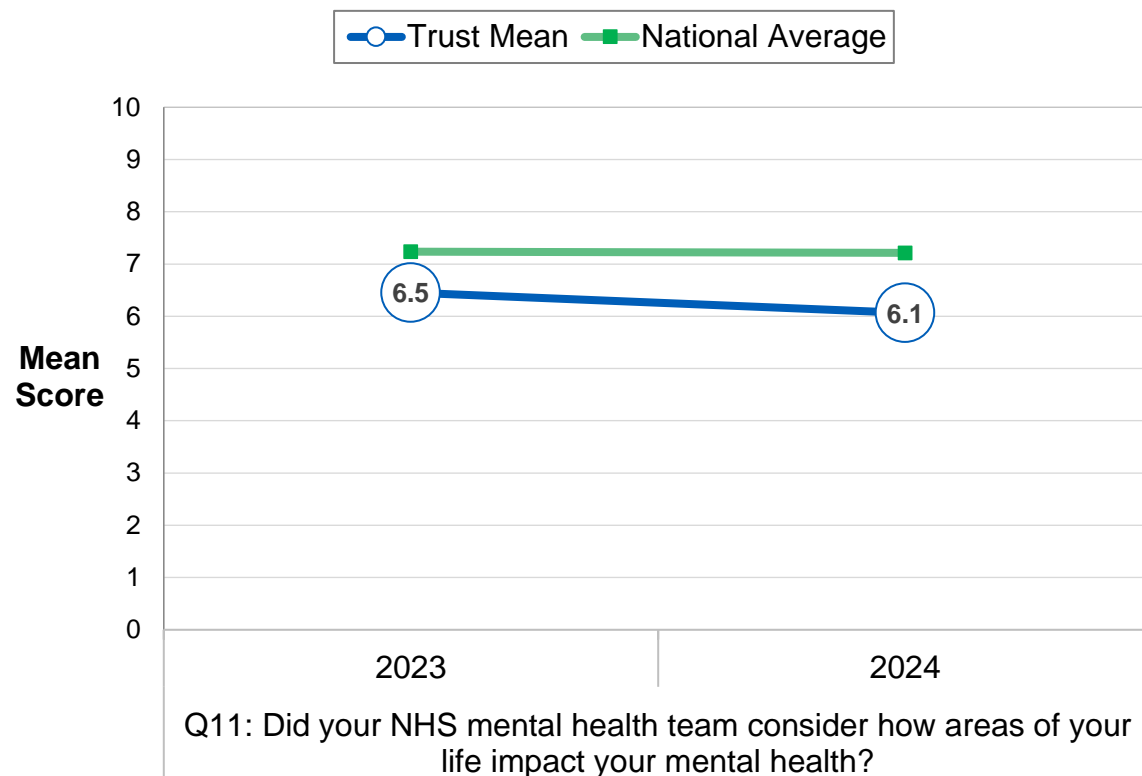
No change

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

Number of respondents: 2023: 41; 2024: 59

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 2. Mental Health Team (continued)

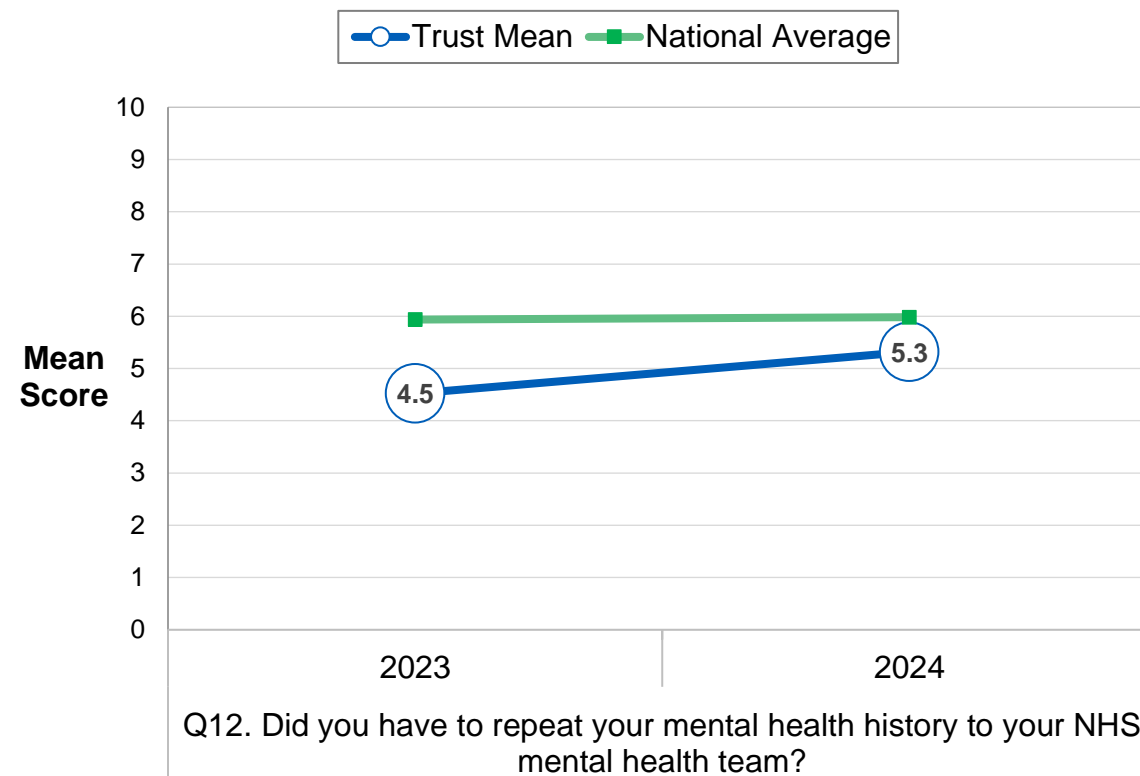


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 38; 2024: 56



Significant change 2024 vs 2023

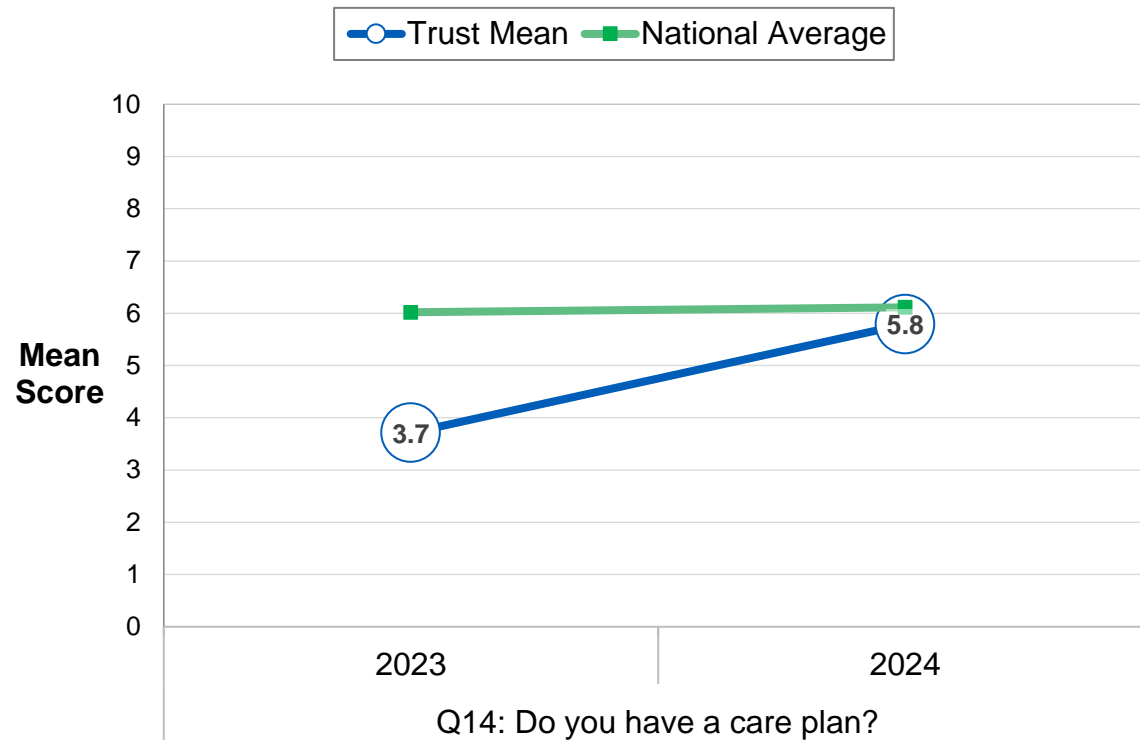
No change

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

Number of respondents: 2023: 40; 2024: 60

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 3. Planning care



Significant change 2024 vs 2023

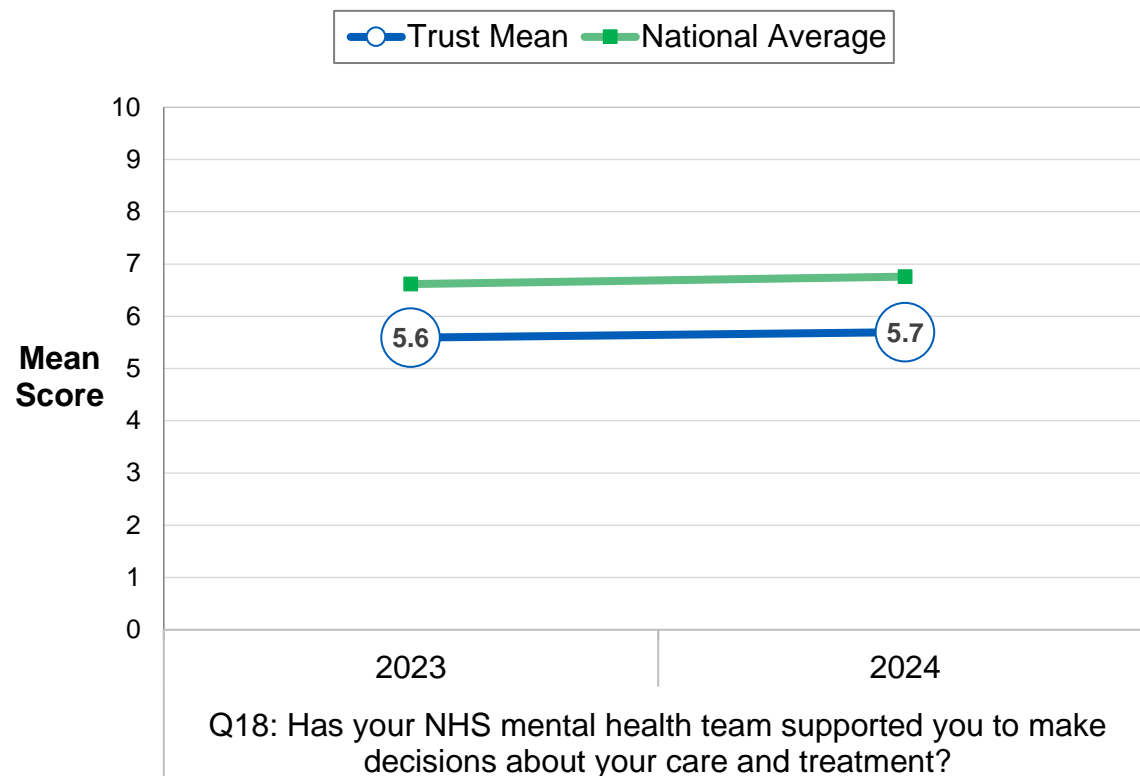
No change

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

Number of respondents: 2023: 34; 2024: 55

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 4. Involvement in care

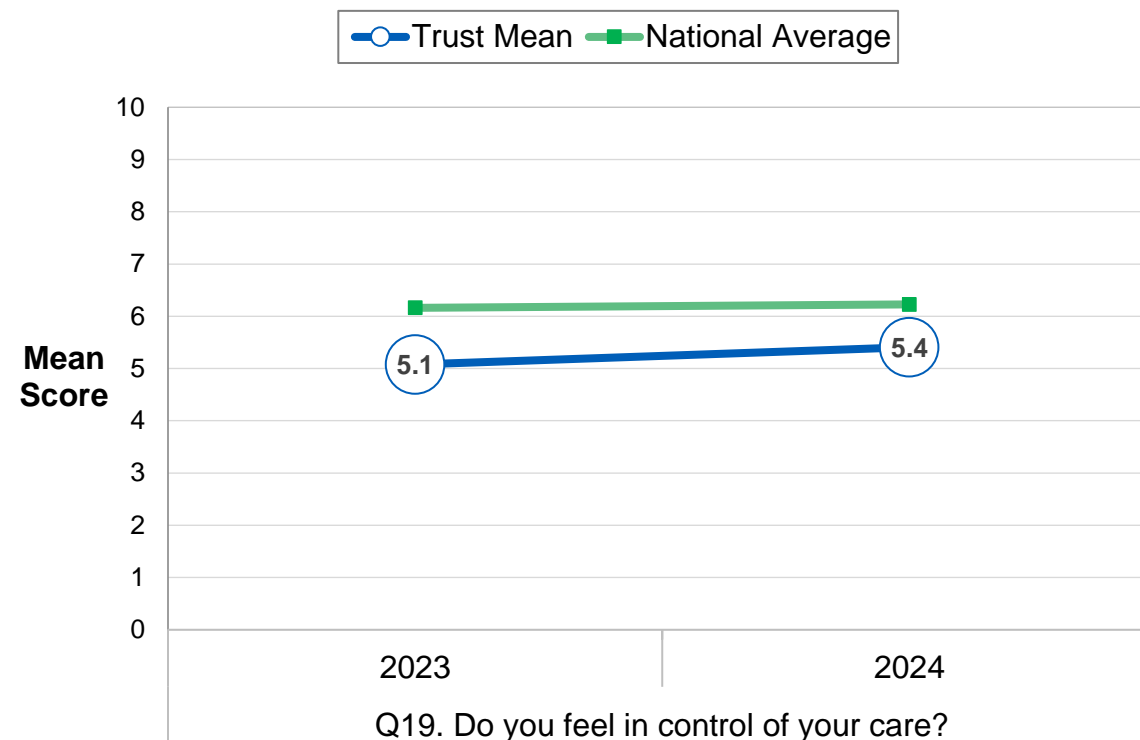


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 43; 2024: 59



Significant change 2024 vs 2023

No change

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: 36; 2024: 52

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



## Section 5. Medication

Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

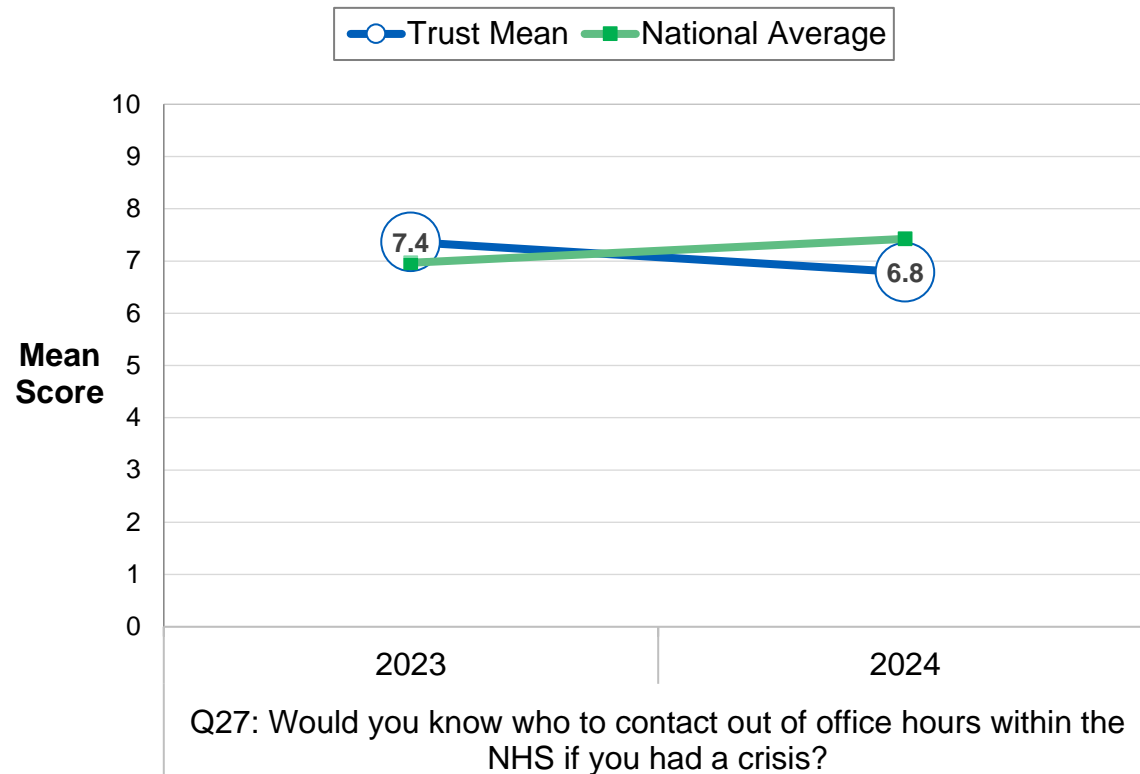
## Section 6. Psychological Therapies

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

Please note, questions for this section have been suppressed as there are fewer than 30 respondents.

## Section 8. Crisis care access



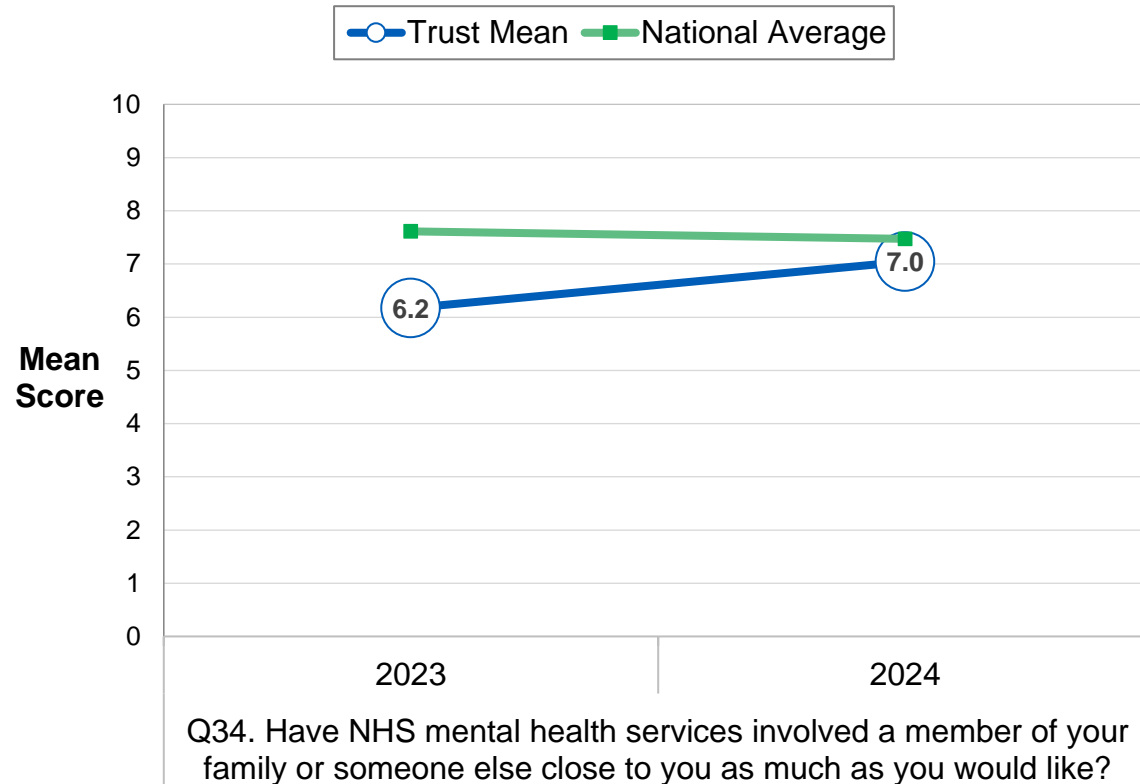
Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they were not sure have been excluded.  
Number of respondents: 2023: 34; 2024: 55

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 9. Support with other areas of life



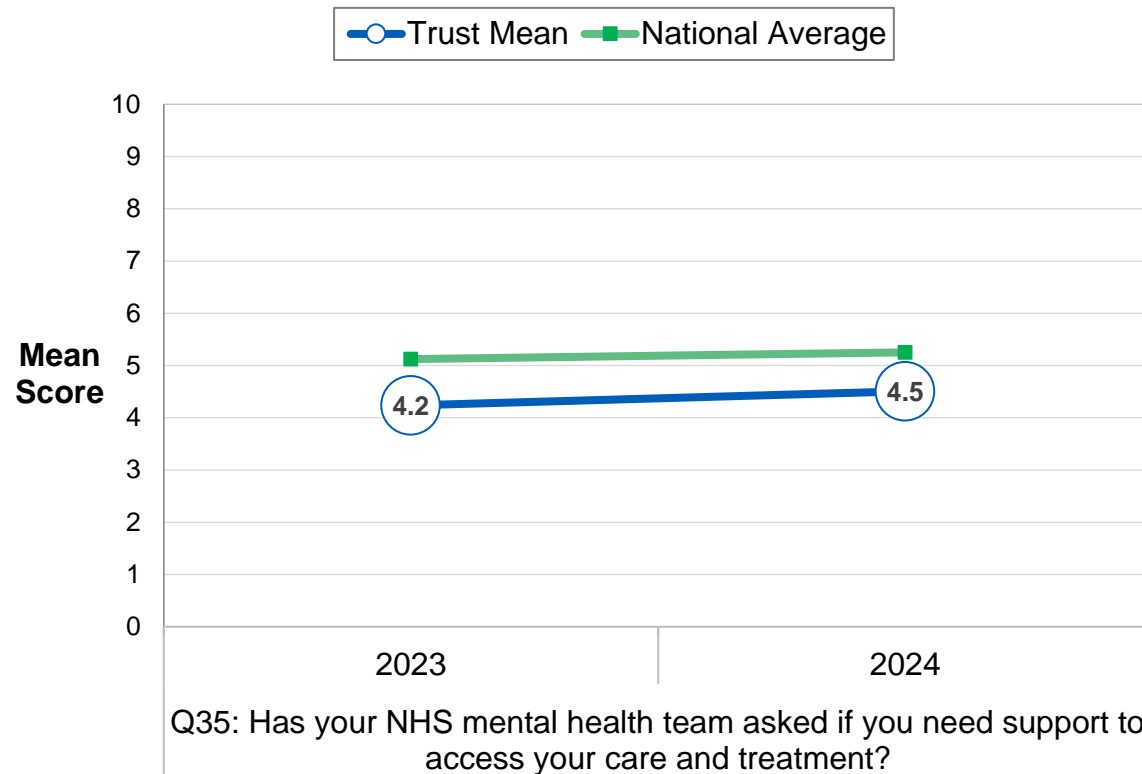
Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that this was not applicable to them have been excluded.  
Number of respondents: 2023: 33; 2024: 52

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 10. Support in accessing care



Significant change 2024 vs 2023

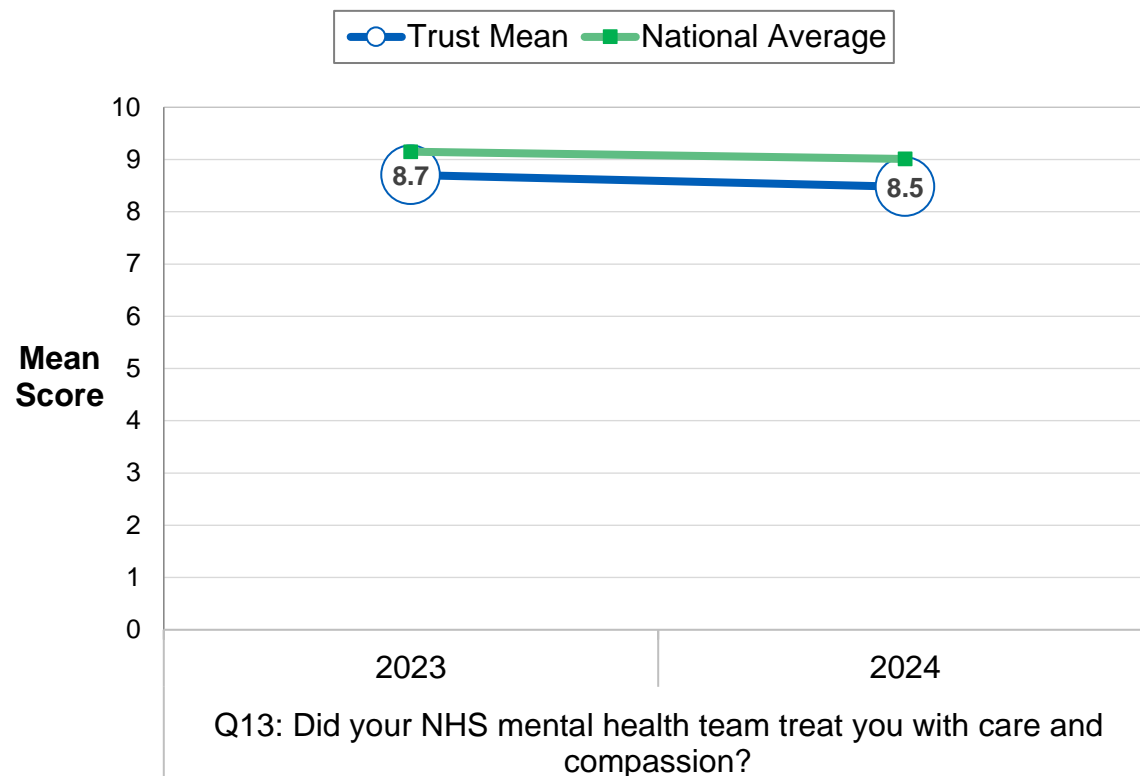
No change

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

Number of respondents: 2023: 31; 2024: 48

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

# Section 11. Respect, dignity and compassion

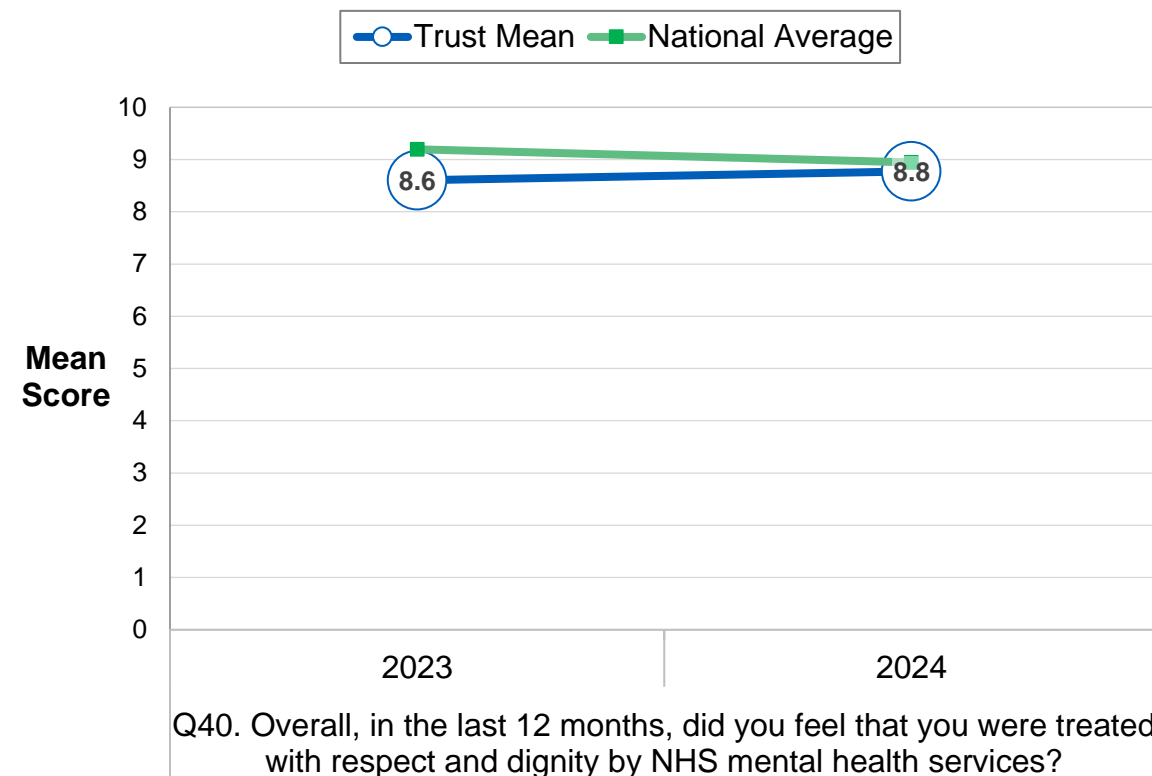


Significant change 2024 vs 2023

No change

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

Number of respondents: 2023: 42; 2024: 64



Significant change 2024 vs 2023

No change

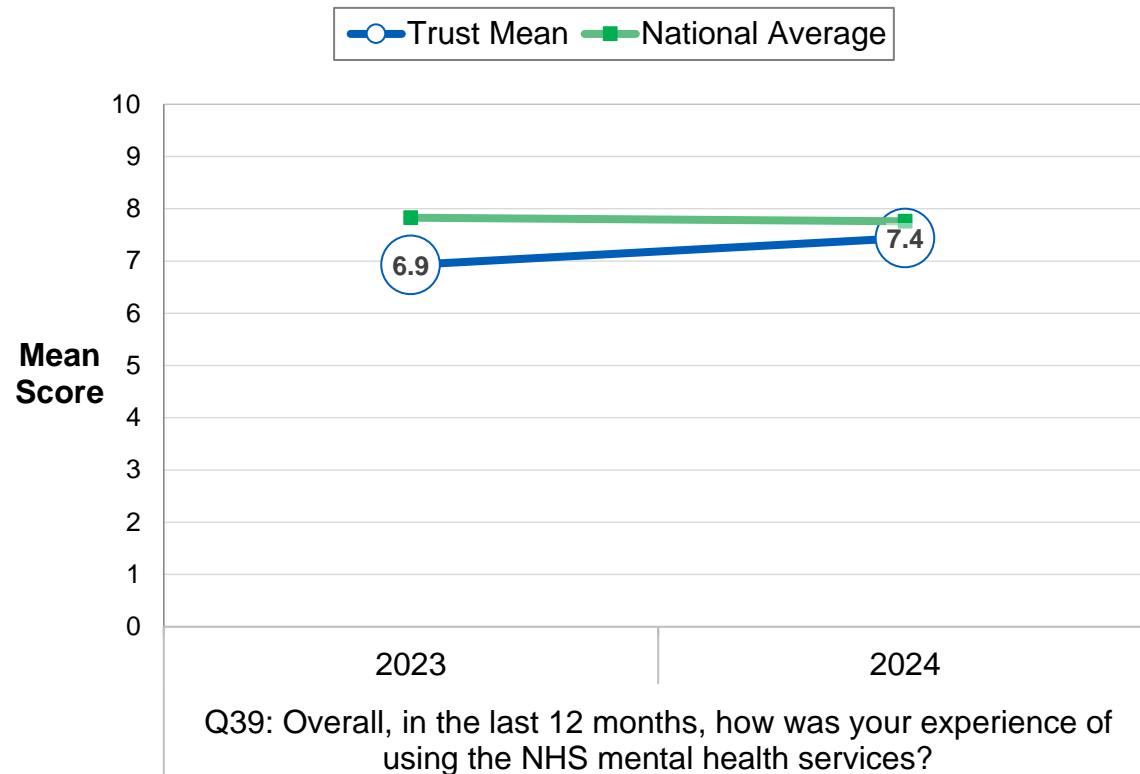
Answered by all.

Number of respondents: 2023: 40; 2024: 64

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



## Section 12. Overall experience



Significant change 2024 vs 2023

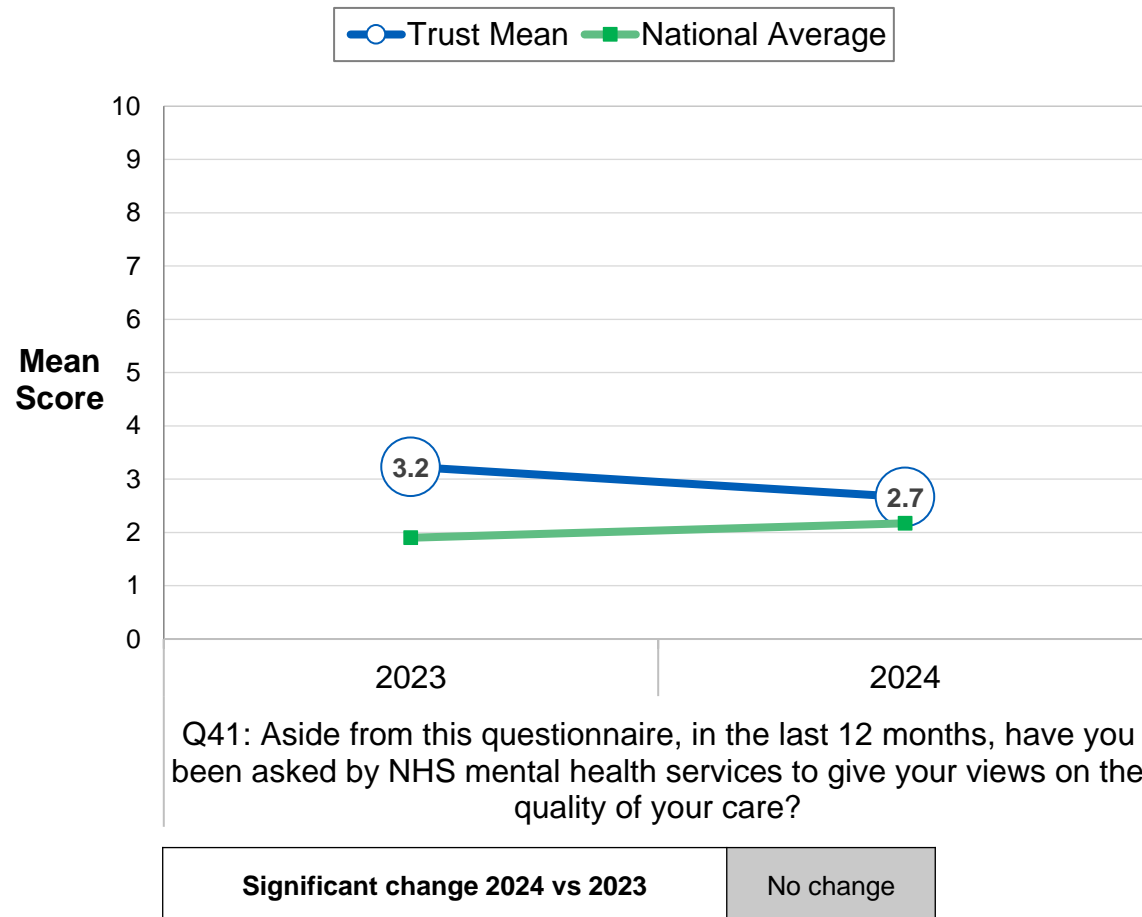
No change

Answered by all.

Number of respondents: 2023: 41; 2024: 64

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.

## Section 13. Feedback



Answered by all. Respondents who answered that they were not sure have been excluded.  
Number of respondents: 2023: 34; 2024: 50

Please note, questions with no displayed scores have been suppressed as there are fewer than 30 respondents.



A group of people are gathered in a meeting, with a man in the center gesturing while speaking to a group of people. The image is overlaid with a semi-transparent purple filter.

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







# Assessment Service Group: Adult Mental Health Services

## 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

- No questions for your trust fall within this banding.



# 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

- No questions for your trust fall within this banding.



## 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

- Q11. Did your NHS mental health team consider how areas of your life impact your mental health?
- Q18. Has your NHS mental health team supported you to make decisions about your care and treatment?
- Q22\_1. Have any of the following been discussed with you about your medication? Purpose of medication

## 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

- Q6. While waiting, between your assessment with the NHS mental health team and your first appointment for treatment, were you offered support with your mental health?
- Q19. Do you feel in control of your care?
- Q35. Has your NHS mental health team asked if you need support to access your care and treatment?

## 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.

# **Assessment Service Group: Older People's Mental Health Services**

## 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

- No questions for your trust fall within this banding.



# 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

- No questions for your trust fall within this banding.

# 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

- Q19. Do you feel in control of your care?

## 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

- Q11. Did your NHS mental health team consider how areas of your life impact your mental health?

## 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.



A group of people are gathered in a meeting, with a man in the center gesturing as he speaks to the others. The image is overlaid with a semi-transparent purple filter.

# Thank you.

For further information  
please contact the Survey  
Coordination Centre:  
[mental.health@surveycoordination.com](mailto:mental.health@surveycoordination.com)



Survey  
Coordination  
Centre