



Community Mental Health Survey Assessment Service Groups (ASG) Benchmark Report 2025

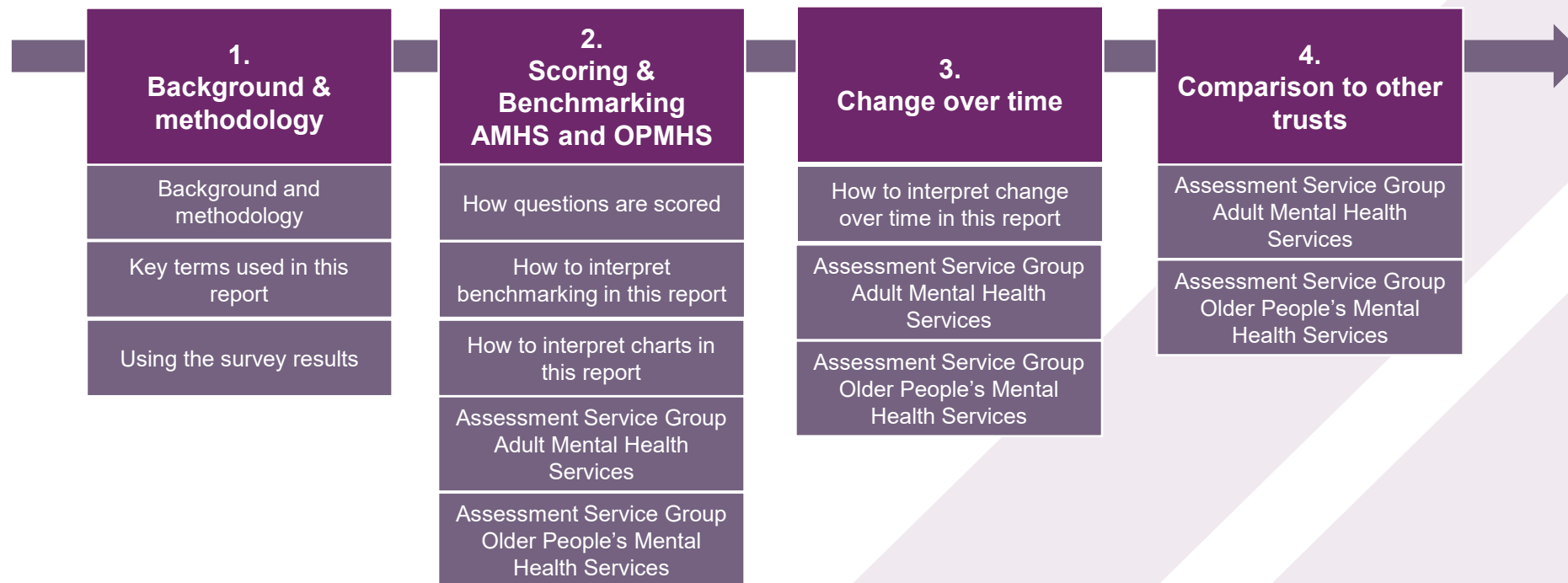
West London NHS Trust



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Contents



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 2025 Community mental health survey
- a description of key terms used in this report
- navigating the report

Background and methodology

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 67,127 Community mental health service users were invited to participate in the survey across 50 NHS trusts.

Completed responses were received from 12,319 Community mental health service users; a 19% adjusted response rate, where undelivered questionnaires are removed from the response rate calculation.

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 2025 and 31 May 2025. Full sampling criteria can be found in the [Sampling Instructions](#).

Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between August and November 2025.

Trend data

In 2023, the Community mental health survey transitioned from a solely paper-based methodology to both paper and online, which impacted trend data.

Therefore, only data from the 2023, 2024 and 2025 survey years are comparable, unless a question has changed or there are other reasons for lack of comparability such as changes in organisational structure of a trust.

Where results are comparable with previous years, a section on historical trends has been included.

Background and methodology (continued)

Assessment Service Groups

Trusts were requested to share data on the type of service a service user was primarily accessing during the sample period. This variable has three categories, mapped to the three Assessment Service Groups:

- Children and Young People's Mental Health Services (CYPMHS)
- Adult Mental Health Services (AMHS)
- 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.

Please note that data is not provided for CYPMHS due to a low number of responses.

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](#).

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 in this report](#) section.

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. 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 Q20). 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 after weighting is applied.

Suppressed data

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

Benchmark data is not provided if fewer than 30 trusts have data for a given question.

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 2025 Community mental health survey webpage on the NHS surveys website.

Using the survey results

Navigating this report

This report is split into four main sections.

Background and methodology

Provides information about the survey programme, how the survey is run and details on the contents of this report.

Scoring and 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 the following individual ASG:

- Adult Mental Health Services ASG - 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. Where a question has less than 30 trusts with data, your trust's individual question score has been provided instead.

- Older People's Mental Health Services - ASG 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. Where a question has less than 30 trusts with data, your trust's individual question score has been provided instead.
- Please note that data is not provided for CYPMHS due to a low number of responses.

Change over time: Assessment Service Groups

Includes your trust's mean score for each evaluative question in the survey. Significance test table compares 2025 score to your 2023 and 2024 mean score. This allows you to see if your trust has made statistically significant improvements between survey years. Scores are provided for Adult Mental Health Services and Older People's Mental Health Services.

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 several types of graphs in this report that show how the score for your trust compares to the scores achieved by all trusts that took part in the survey.

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.

Where a question has less than 30 trusts with data, the 'expected range' technique has not been applied. Instead, your trust's individual question score has been provided.

For information on how to interpret these graphs, please refer to the ['How to interpret benchmarking in this report'](#) slides.

Other data sources

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

- [Full national results; technical document](#).
- [National and trust-level data](#) for all trusts who took part in the 2025 Community mental health survey.
- 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.
- Information about how [CQC monitors providers](#).

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 [survey technical document](#).

Calculating the section score

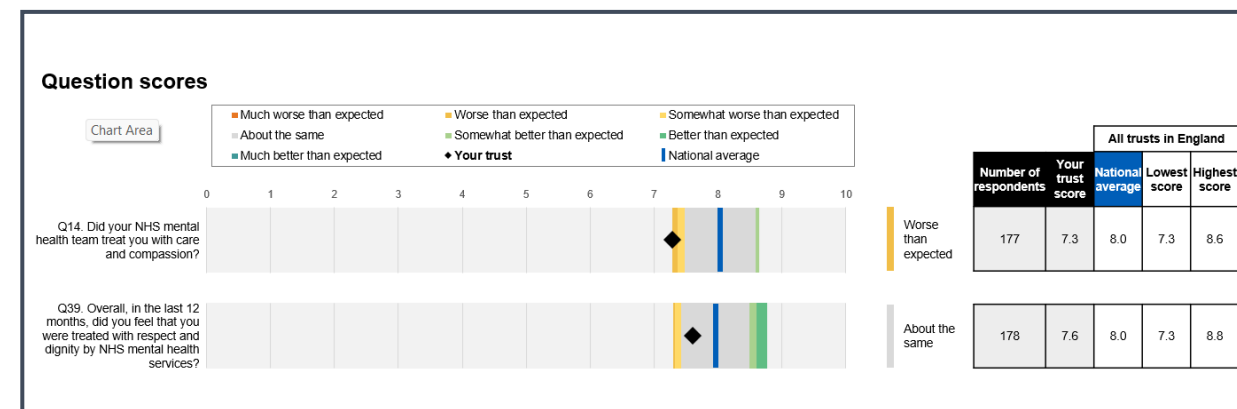
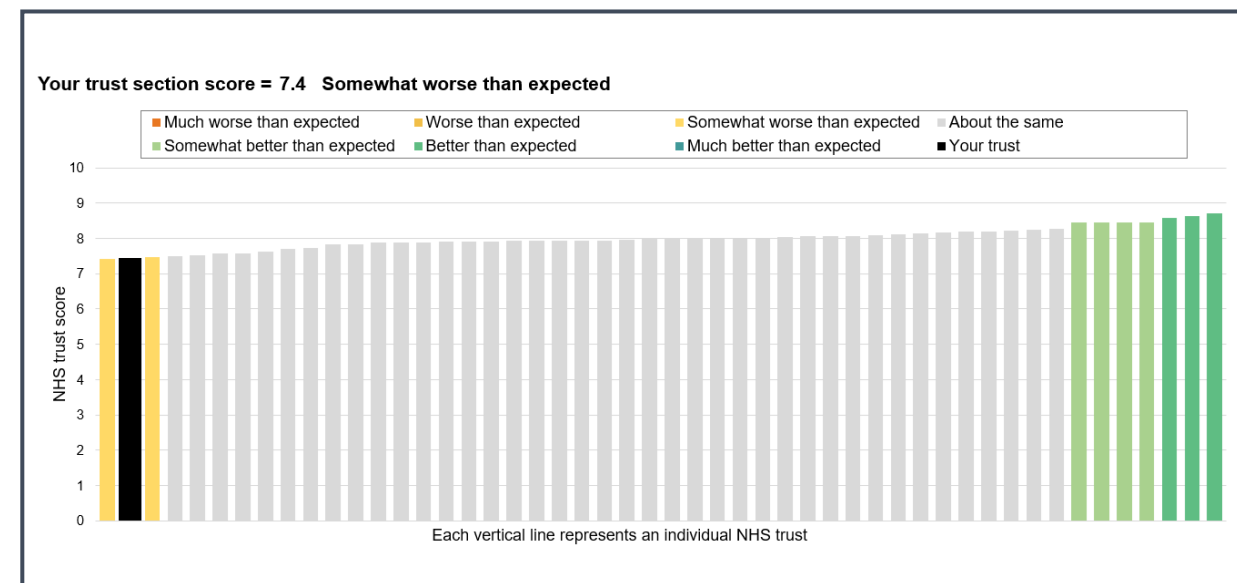
An arithmetic mean of each trust's question scores is taken to provide a score for each section.

How to interpret benchmarking in this report

The charts in the '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.

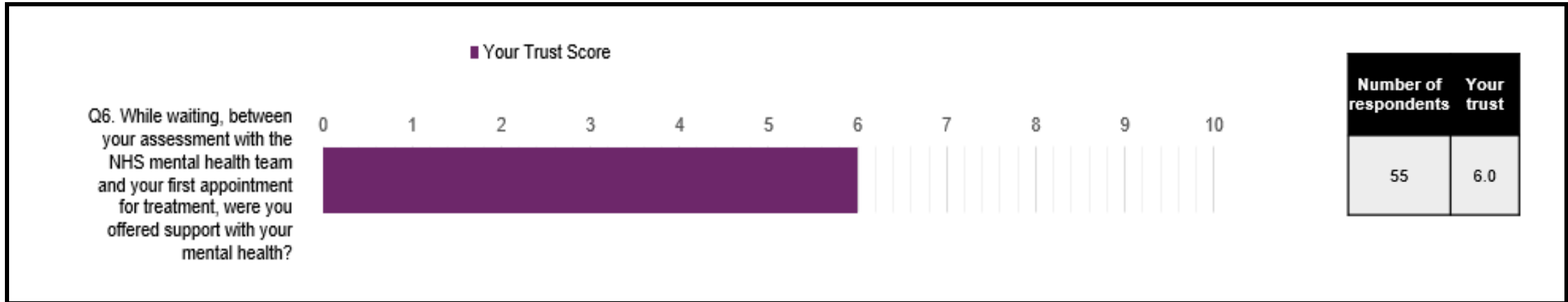
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

How to interpret charts in this report

Where a question has less than 30 trusts with data, the 'expected range' technique has not been applied. Instead, your trust's individual question score has been provided.

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

For information on scoring, please refer to the ['How questions are scored'](#) slide.





Assessment Service Group: Adult Mental Health Services

Please note: If data is missing, this is due to a low number of responses.



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Section 1. Support while waiting

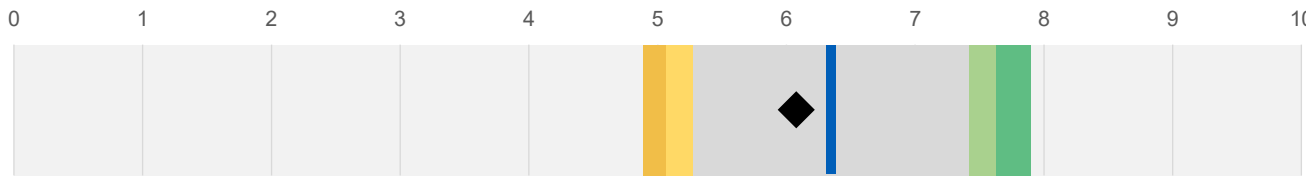
Please note, section 1 scores have been suppressed due to fewer than 30 trusts with data.

Section 1. Support while waiting (continued)

Question scores



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?



About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
58	6.1	6.3	4.9	7.9

Q7. Was the support offered appropriate for your mental health needs?



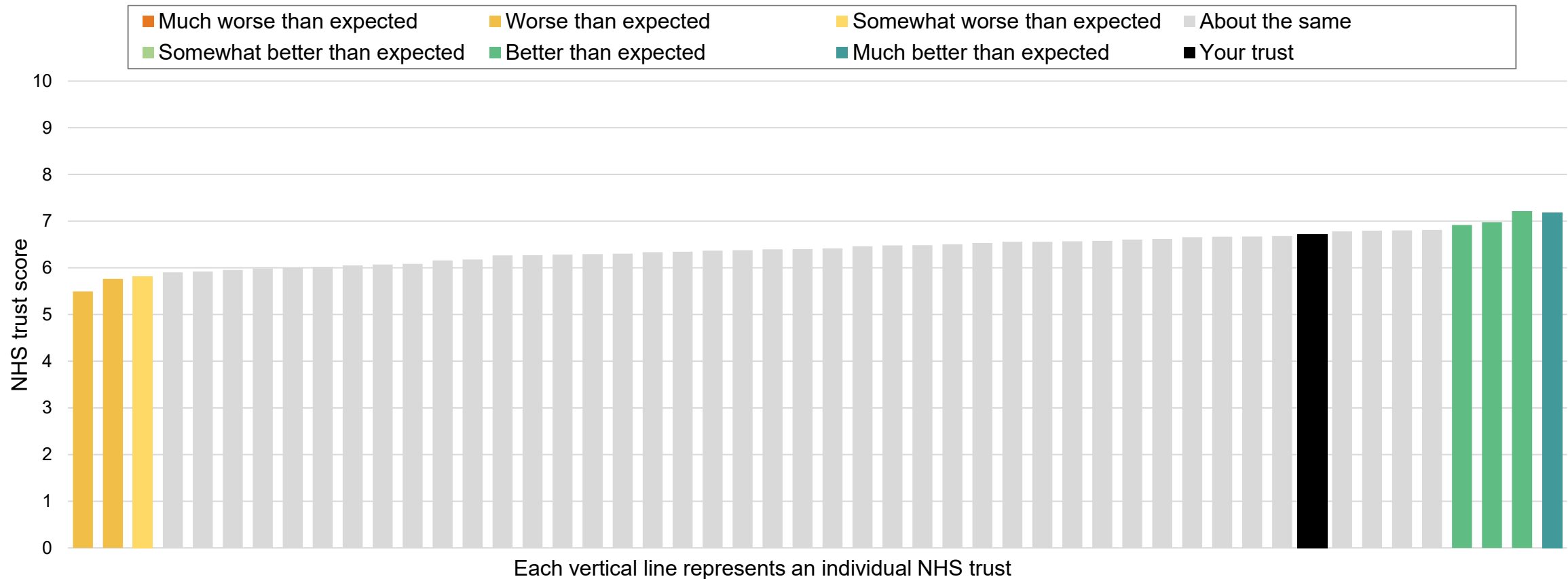
34	6.9
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Please note, Q7 shows the individual question score for your trust. The 'expected range' technique has not been applied as the question has less than 30 trusts with data. The result for your trust for each question is shown in purple. The number of responses received for each question and your trust score are shown in the adjacent table. If data is missing, this is due to a low number of responses.

Section 2. Mental Health Team

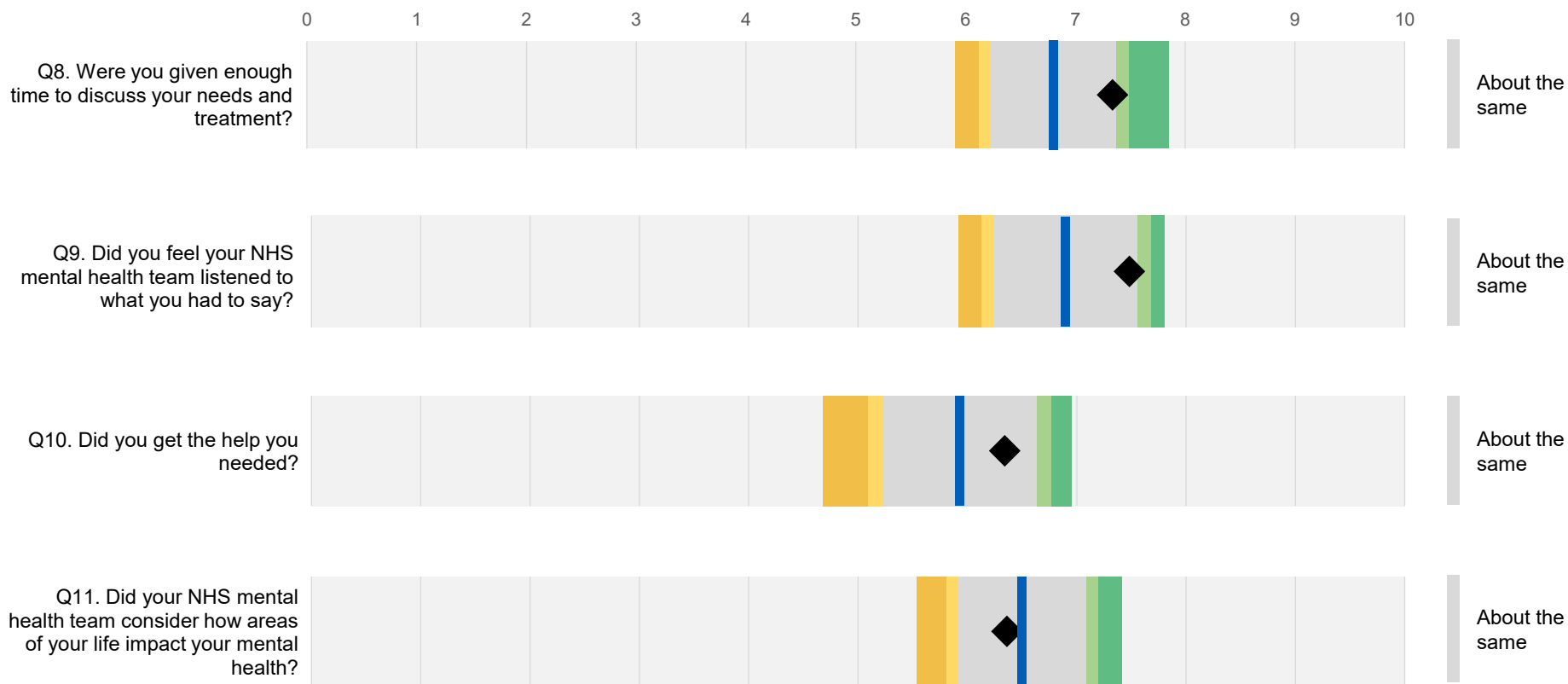
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 6.7 About the same



Section 2. Mental Health Team (continued)

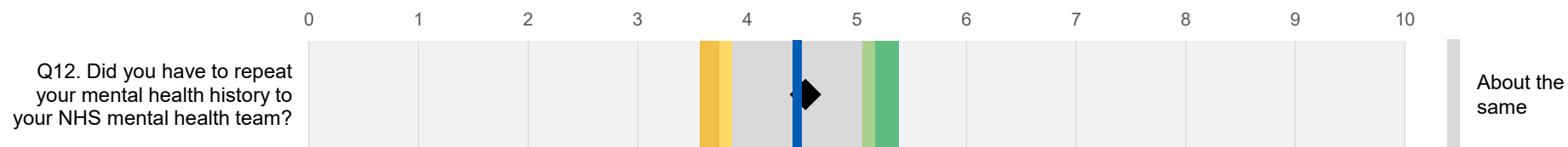
Question scores



Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
137	7.3	6.8	5.9	7.8
137	7.5	6.9	5.9	7.8
140	6.3	5.9	4.7	7.0
133	6.4	6.5	5.5	7.4

Section 2. Mental Health Team (continued)

Question scores



Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
138	4.5	4.5	3.6	5.4

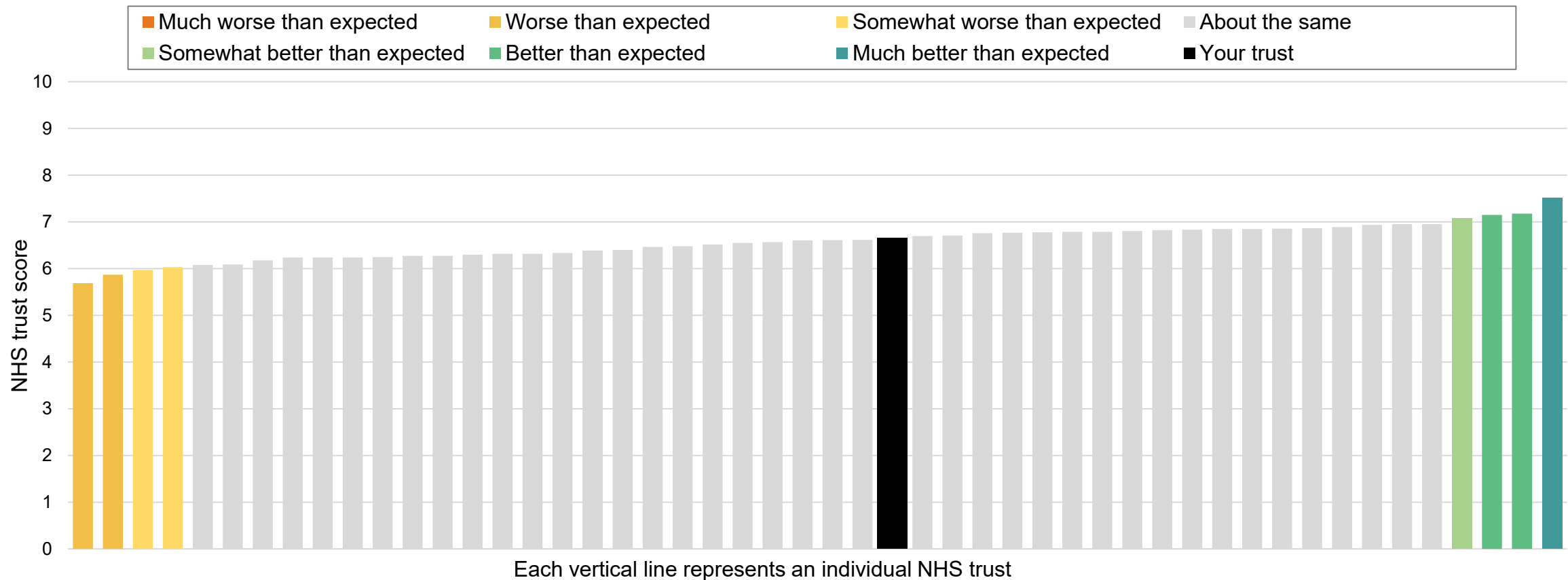


Number of respondents	Your trust score	National average	Lowest score	Highest score
119	8.3	7.8	6.8	8.8

Section 3. Your care

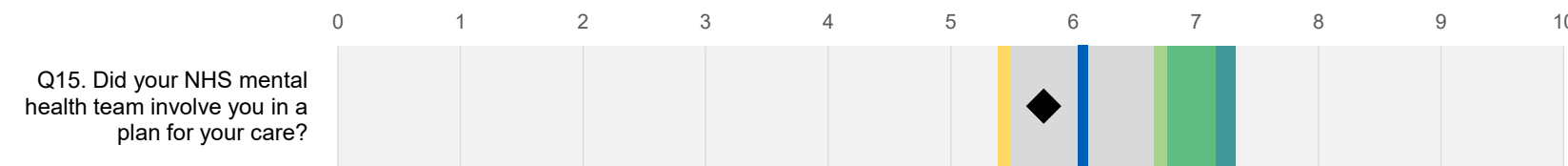
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 6.7 About the same



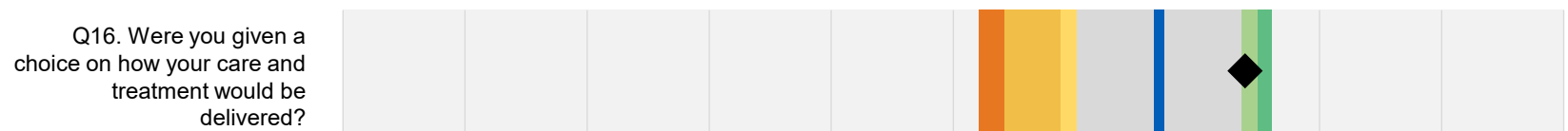
Section 3. Your care (continued)

Question scores



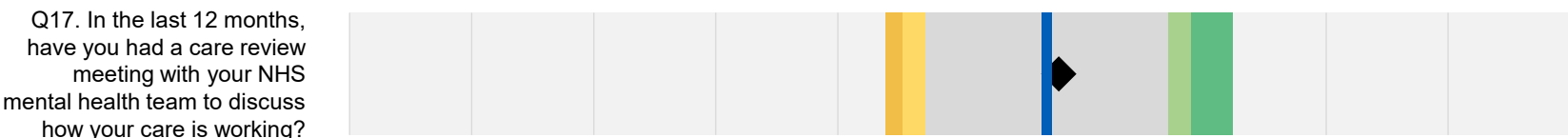
About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
144	5.8	6.1	5.4	7.3



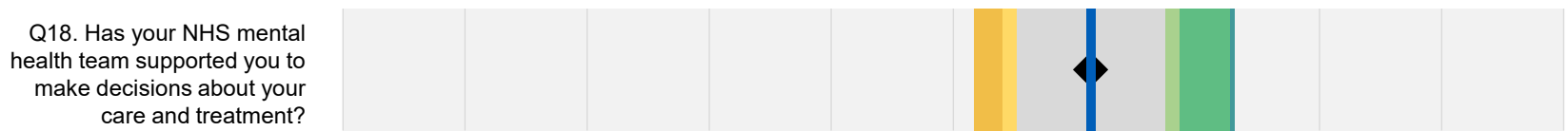
Somewhat better than expected

132	7.4	6.7	5.2	7.6
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About the same

103	5.8	5.7	4.4	7.2
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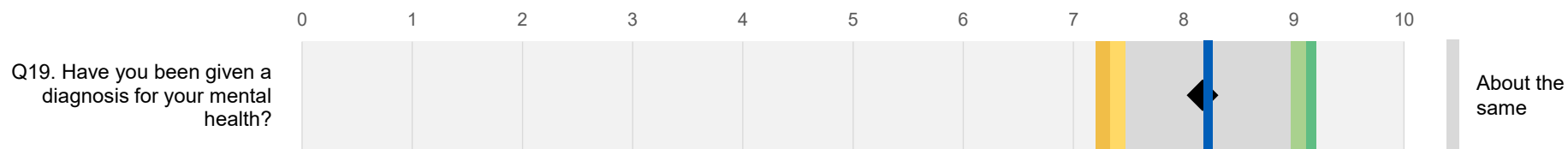


About the same

139	6.1	6.1	5.2	7.3
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Section 3. Your care (continued)

Question scores

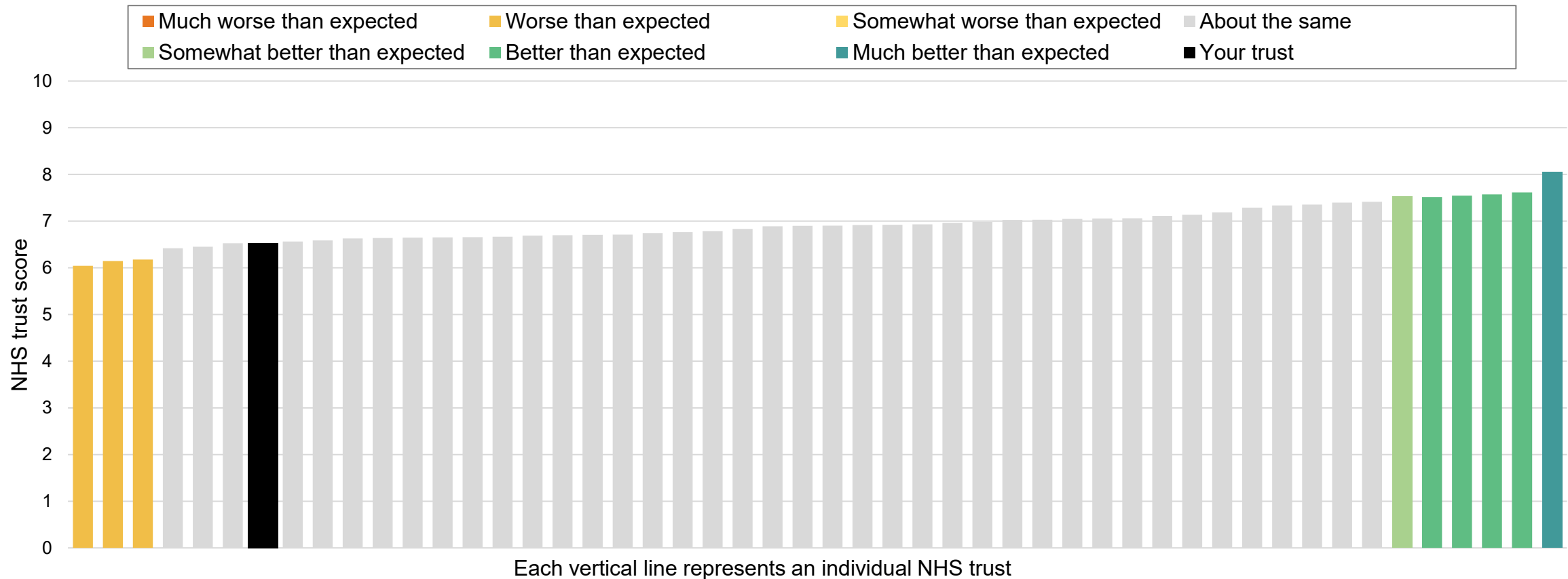


Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
121	8.2	8.2	7.2	9.2

Section 4. Medication

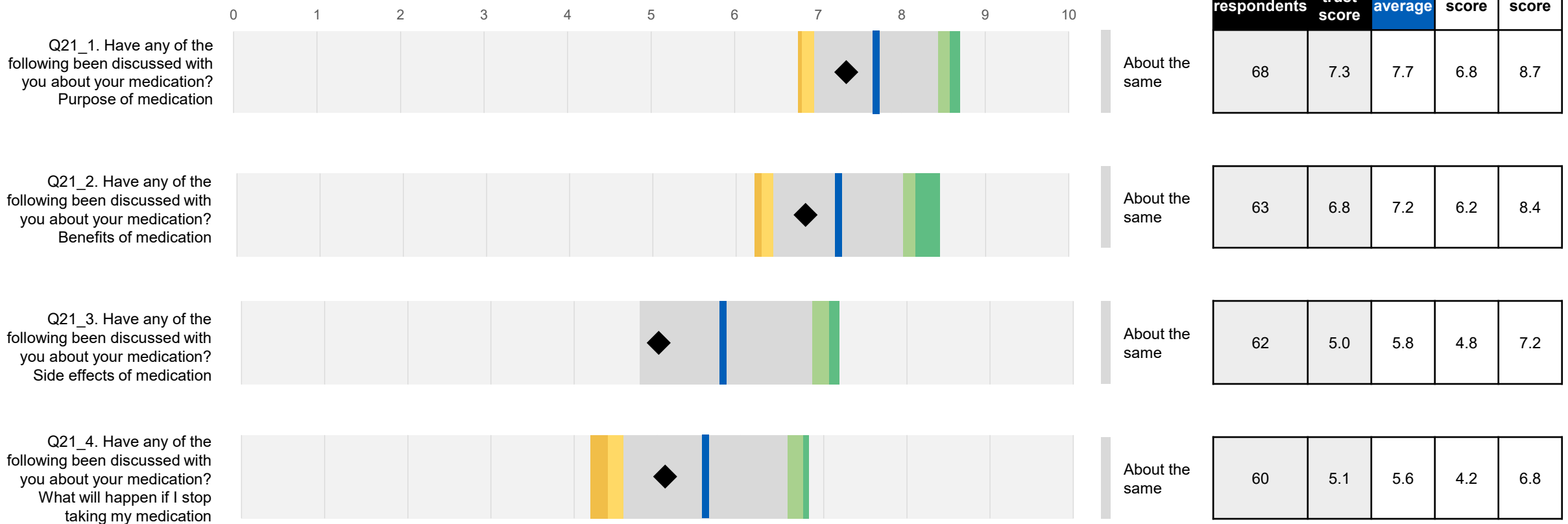
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 6.5 About the same



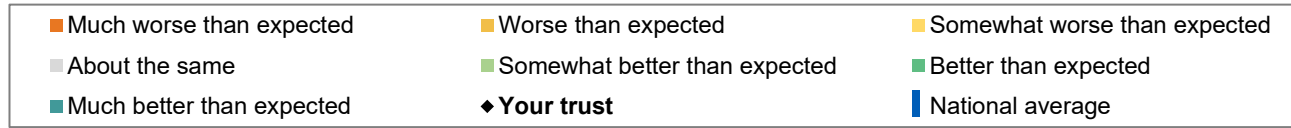
Section 4. Medication (continued)

Question scores

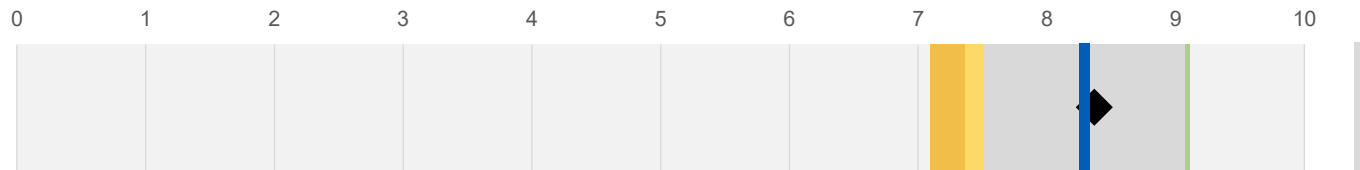


Section 4. Medication (continued)

Question scores



Q22. In the last 12 months, has your NHS mental health team asked you how you are getting on with your medication?



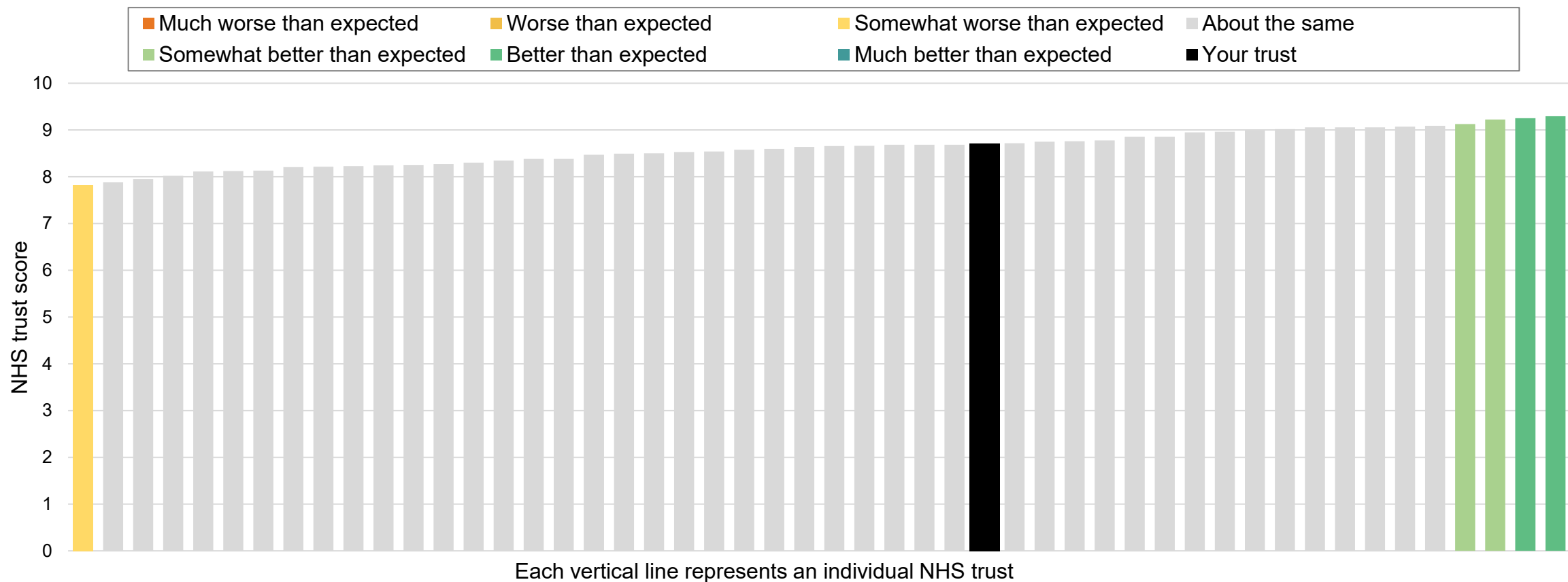
About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
65	8.4	8.3	7.1	9.1

Section 5. Psychological therapies

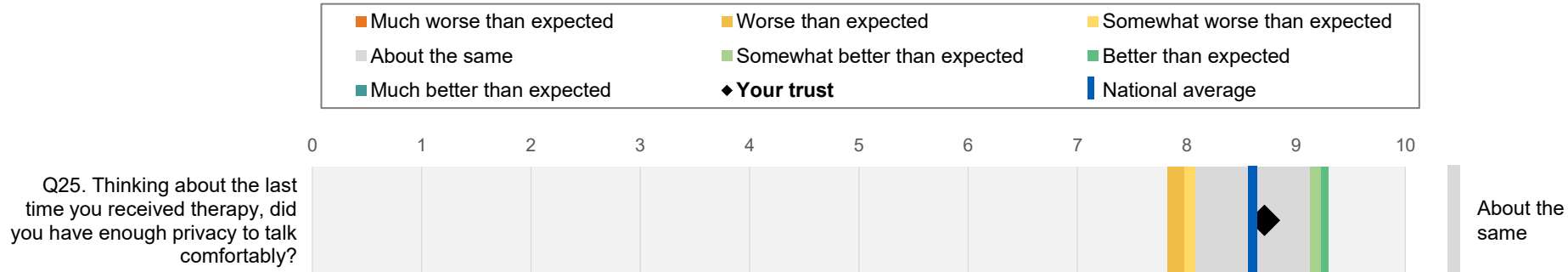
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 8.7 About the same



Section 5. Psychological therapies (continued)

Question scores

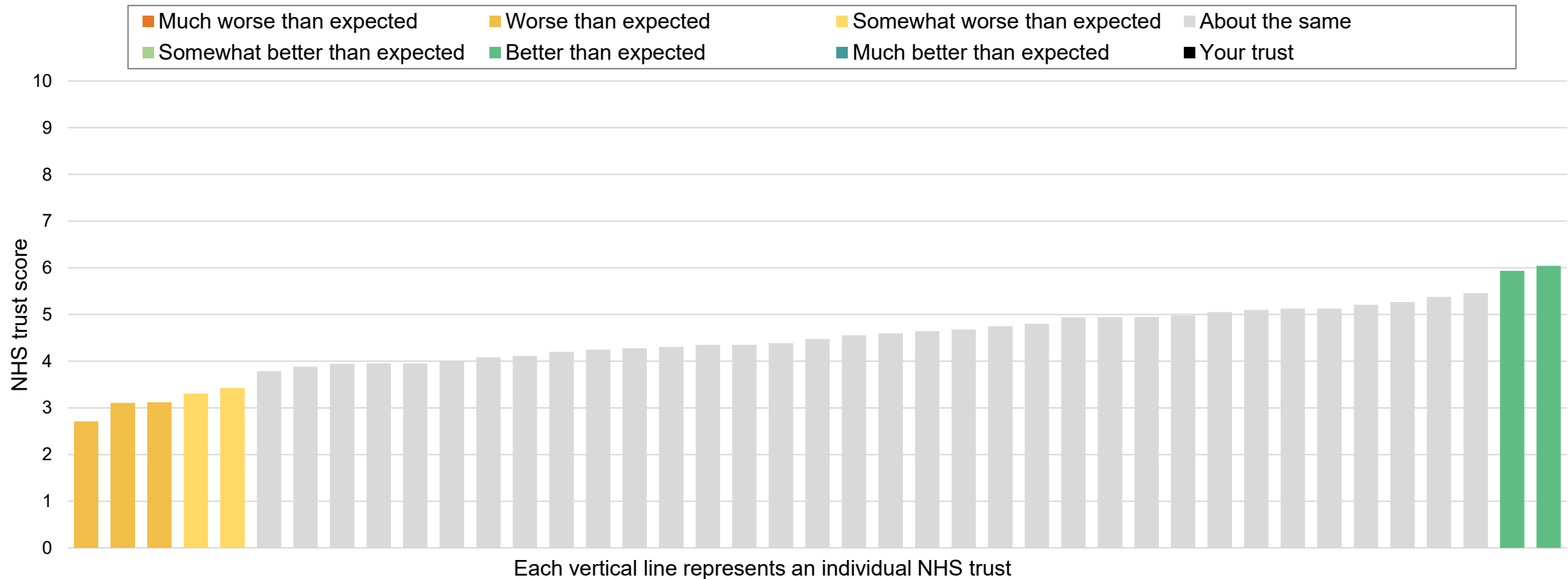


Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
73	8.7	8.6	7.8	9.3

Section 6. Crisis care support

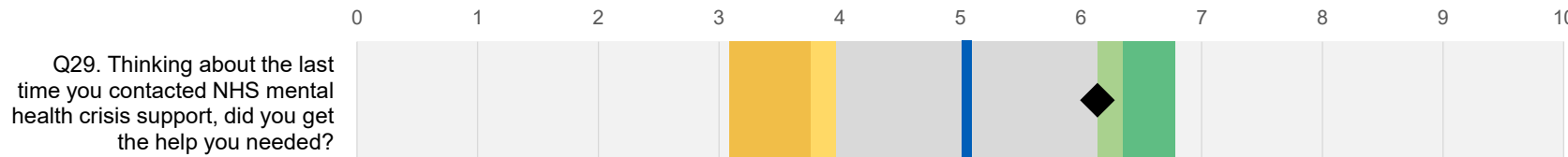
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Your trust section score = - No section score due to low number of responses



Section 6. Crisis care support (continued)

Question scores



About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
38	6.1	5.1	3.1	6.8



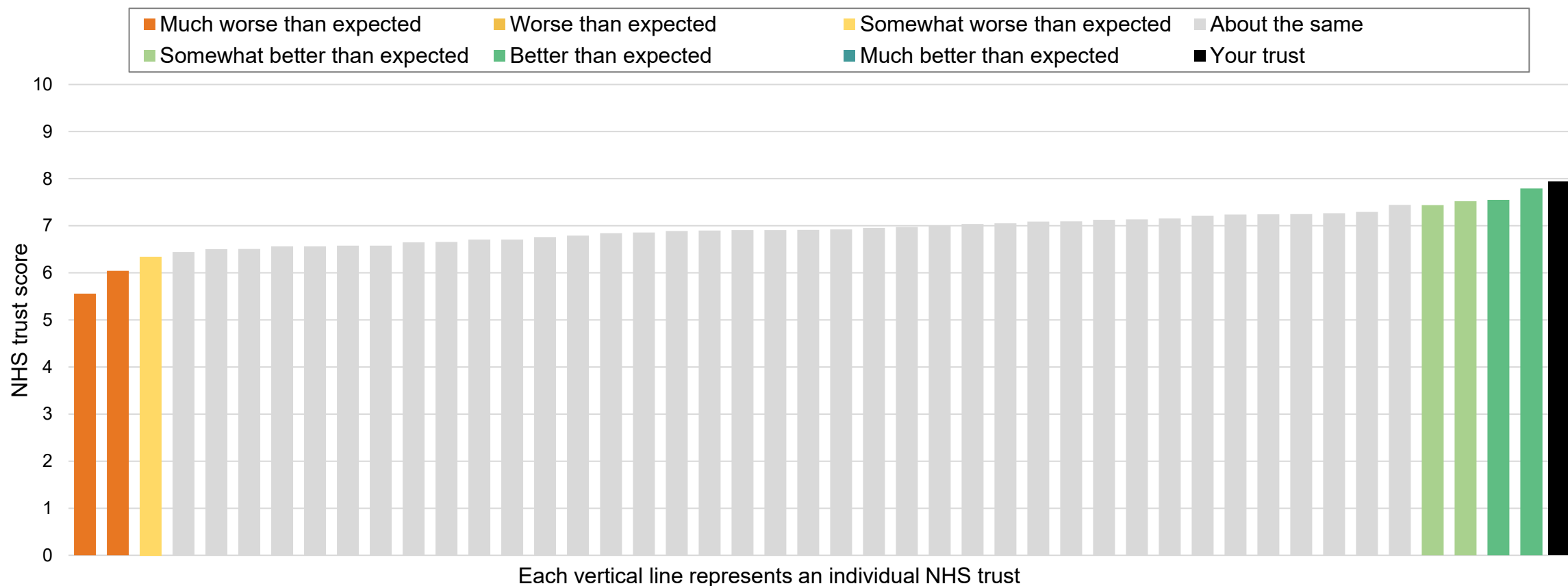
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-	-	3.9	2.0	6.1
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Section 7. Crisis care access

This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. 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 Much better than expected

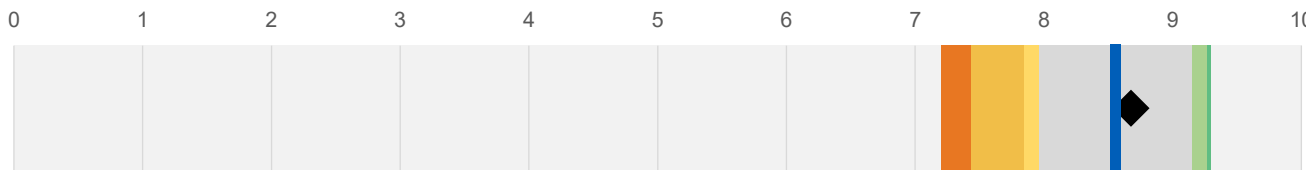


Section 7. Crisis care access (continued)

Question scores



Q26. Would you know who to contact out of office hours within the NHS if you had a crisis?



About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
119	8.7	8.6	7.2	9.3

Q28. Thinking about the last time you contacted NHS mental health crisis support, how do you feel about the length of time it took you to get through to someone?



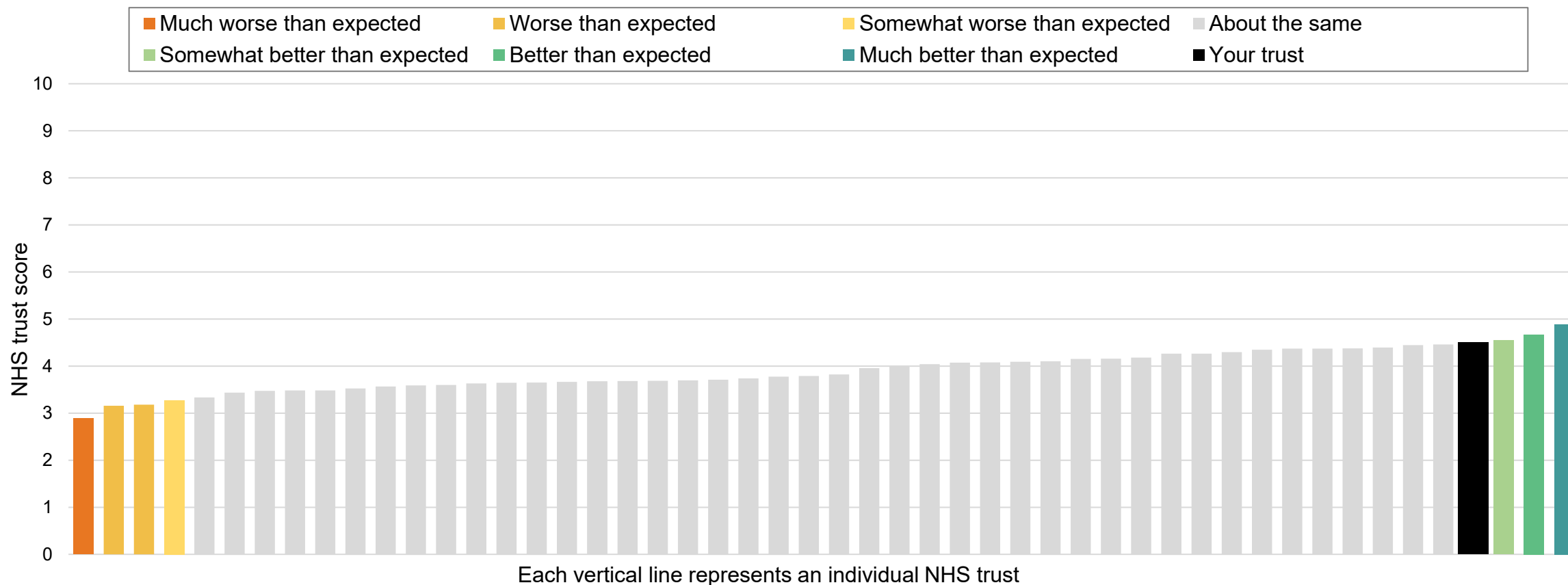
Much better than expected

36	7.2	5.2	3.4	7.2
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Section 8. Support with other areas of life

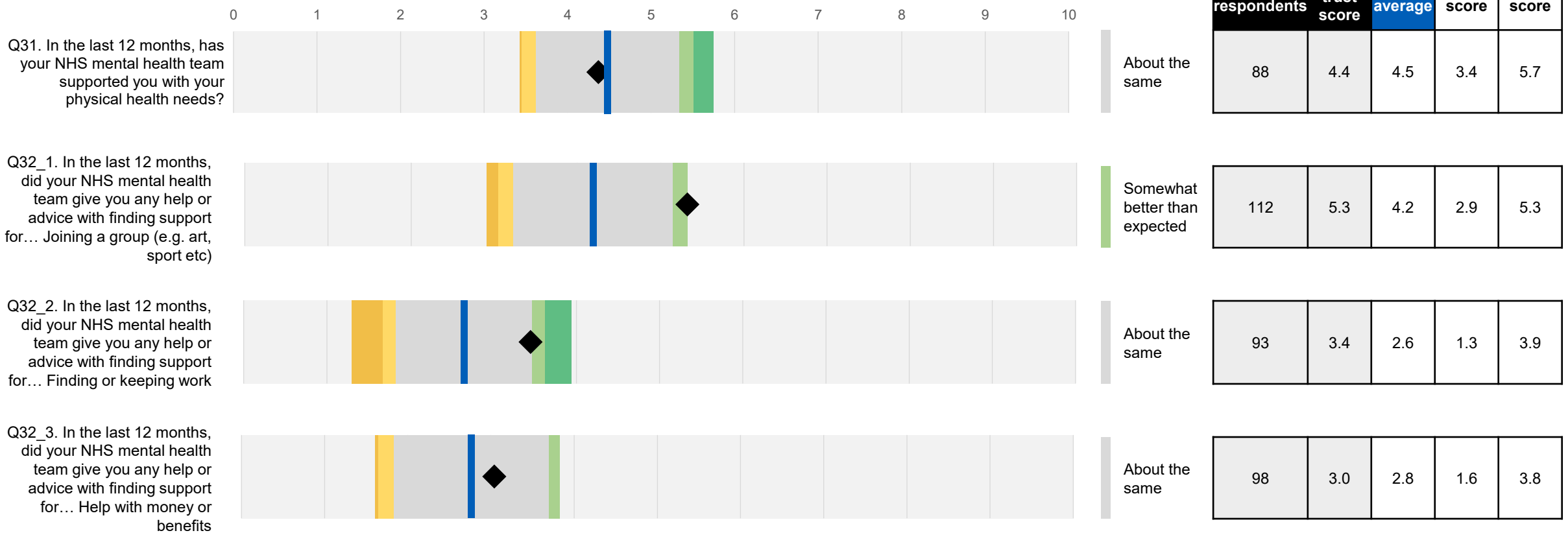
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Your trust section score = 4.5 About the same



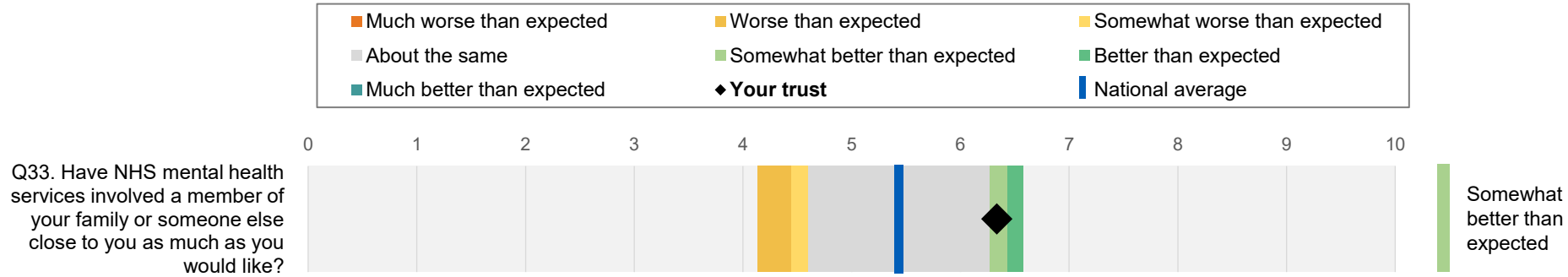
Section 8. Support with other areas of life (continued)

Question scores



Section 8. Support with other areas of life (continued)

Question scores

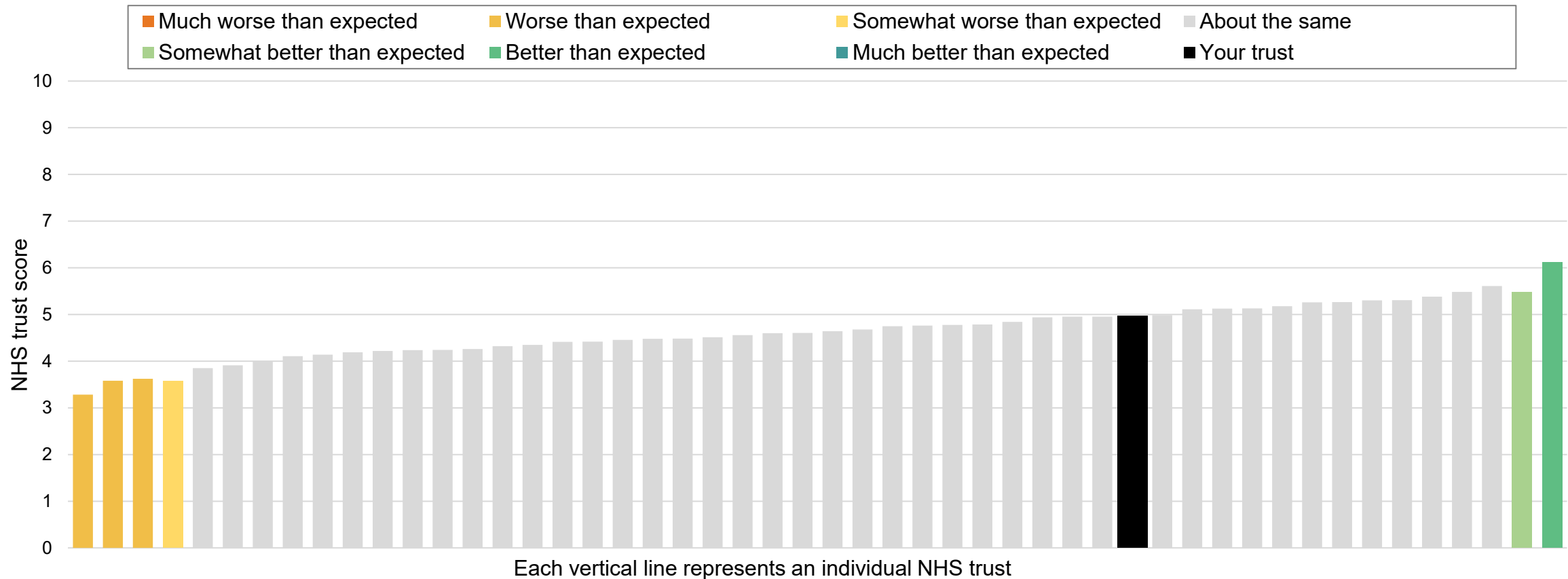


Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
76	6.3	5.4	4.1	6.6

Section 9. Support in accessing care

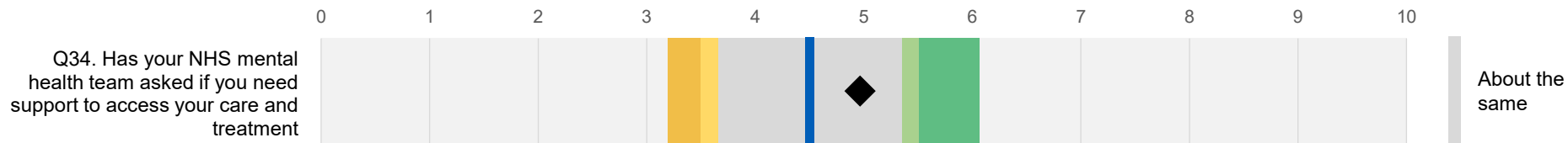
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 5.0 About the same



Section 9. Support in accessing care (continued)

Question scores



Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
107	5.0	4.5	3.2	6.1

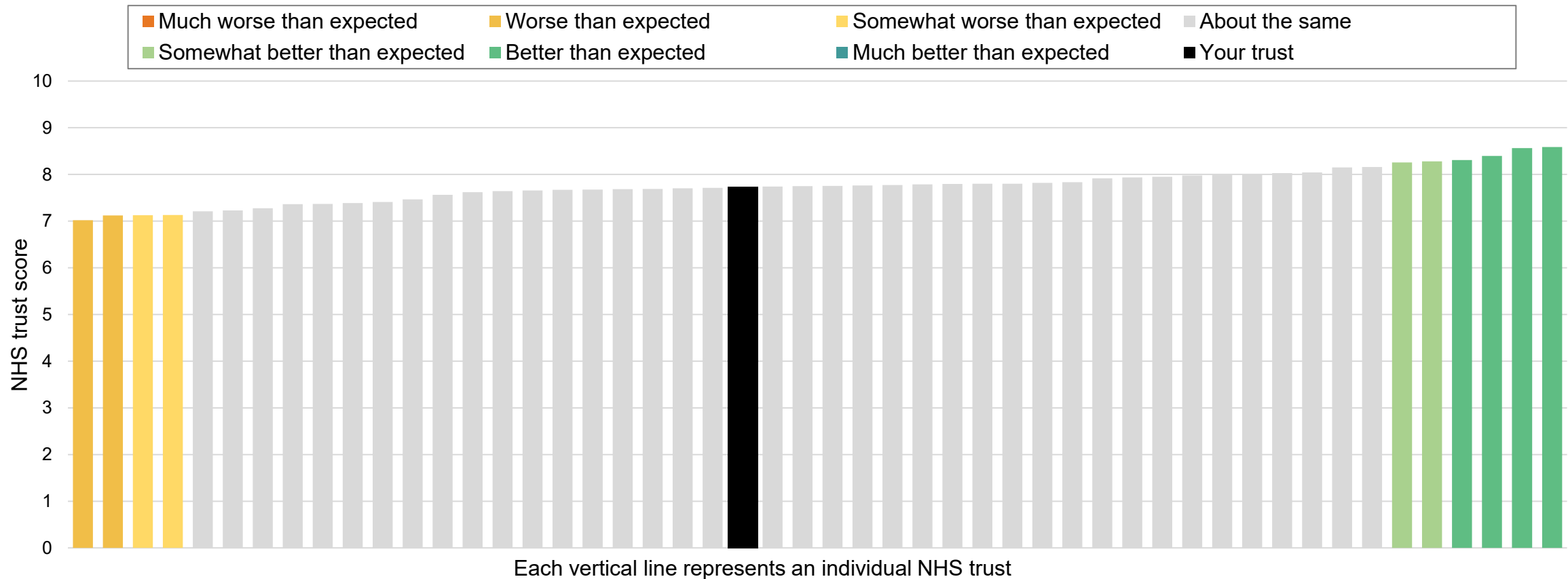


53	5.0	4.8	3.1	6.2
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Section 10. Respect, dignity and compassion

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

Your trust section score = 7.7 About the same

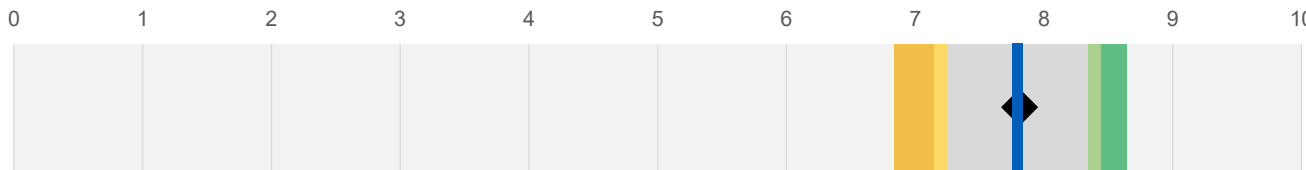


Section 10. Respect, dignity and compassion (continued)

Question scores



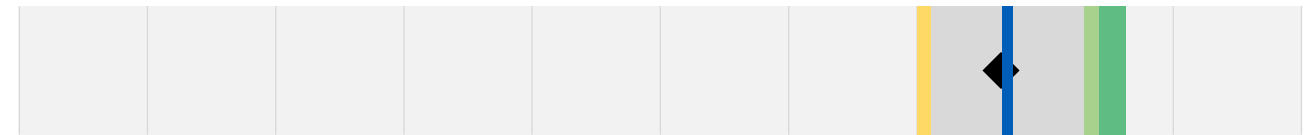
Q14. Did your NHS mental health team treat you with care and compassion?



About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
141	7.8	7.8	6.8	8.6

Q39. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?



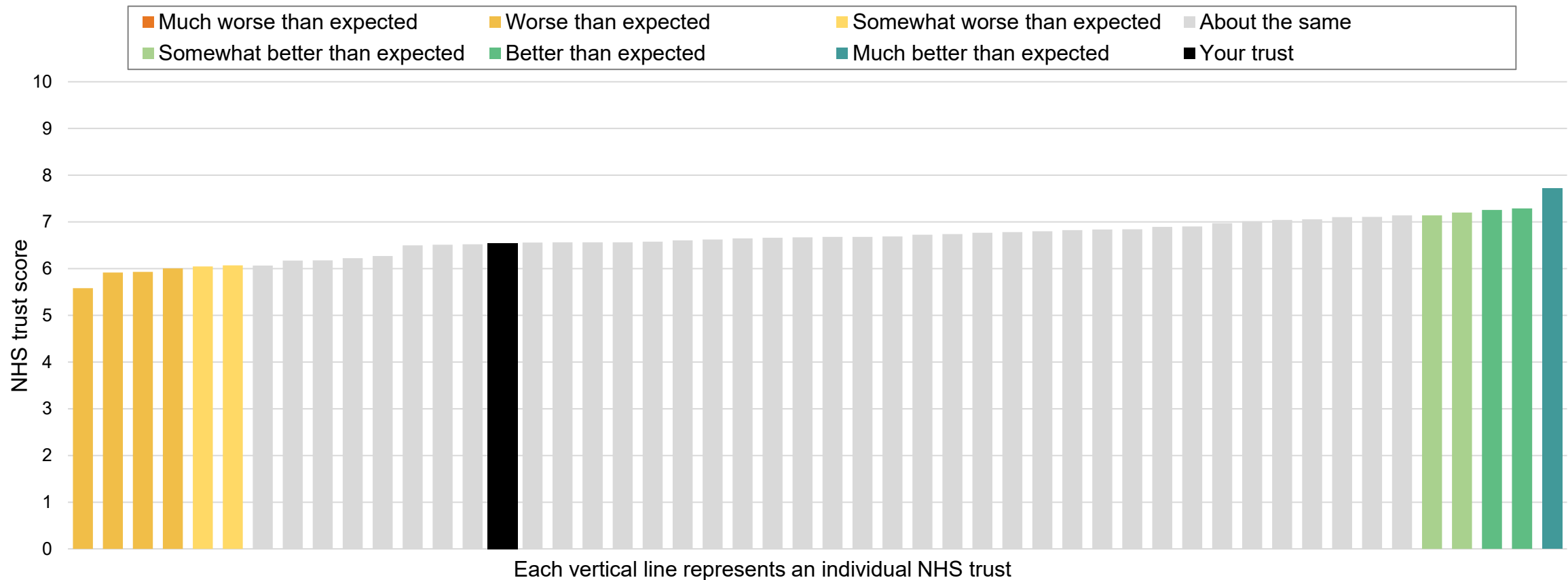
About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
145	7.7	7.7	7.0	8.6

Section 11. Overall experience

This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. 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 = 6.5 About the same



Section 11. Overall experience (continued)

Question scores

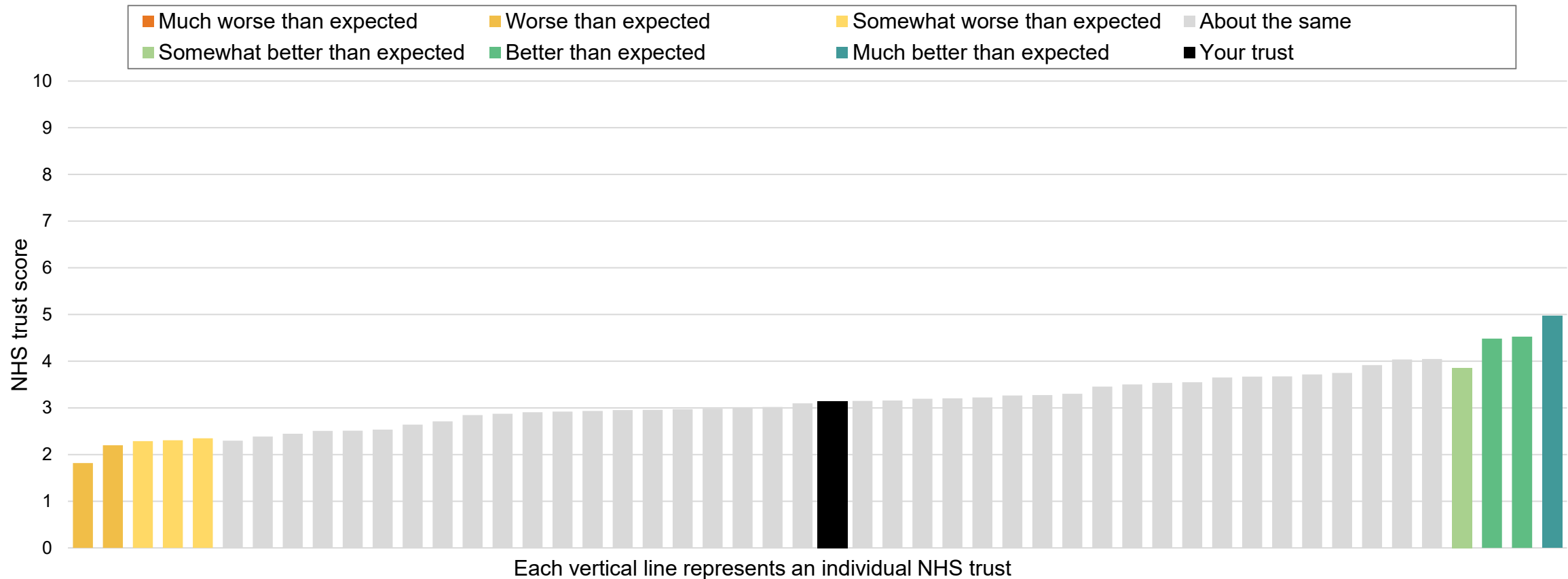


Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
145	6.5	6.7	5.6	7.7

Section 12. Feedback

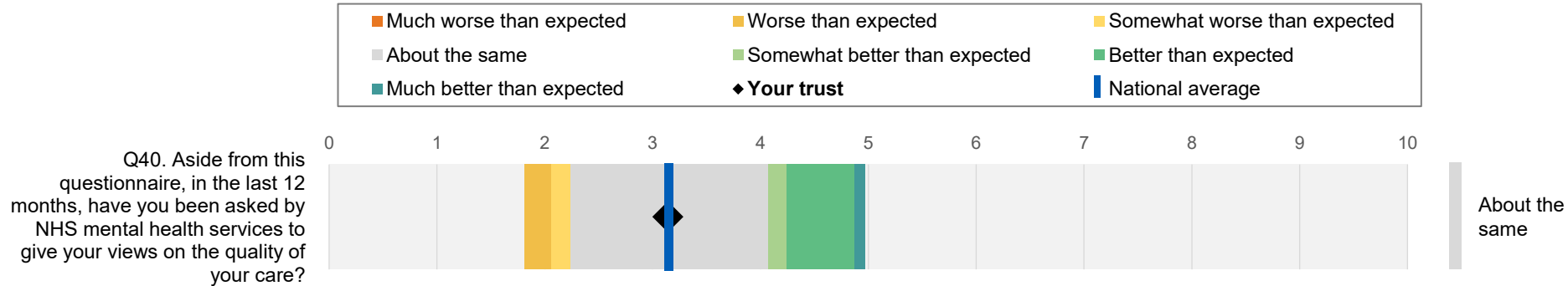
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 3.1 About the same



Section 12. Feedback (continued)

Question scores



Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
107	3.1	3.2	1.8	5.0



Assessment Service Group: Older People's Mental Health Services

Please note: If data is missing, this is due to a low number of responses.



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RKL West London 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, 2024 and 2025 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, amended or non-comparable and therefore are not included in this section: Q13, Q15, Q19, Q21_1, Q21_2, Q21_3, Q21_4, Q22, Q27, Q28, Q29, Q30, Q32_3, Q37.
- 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.



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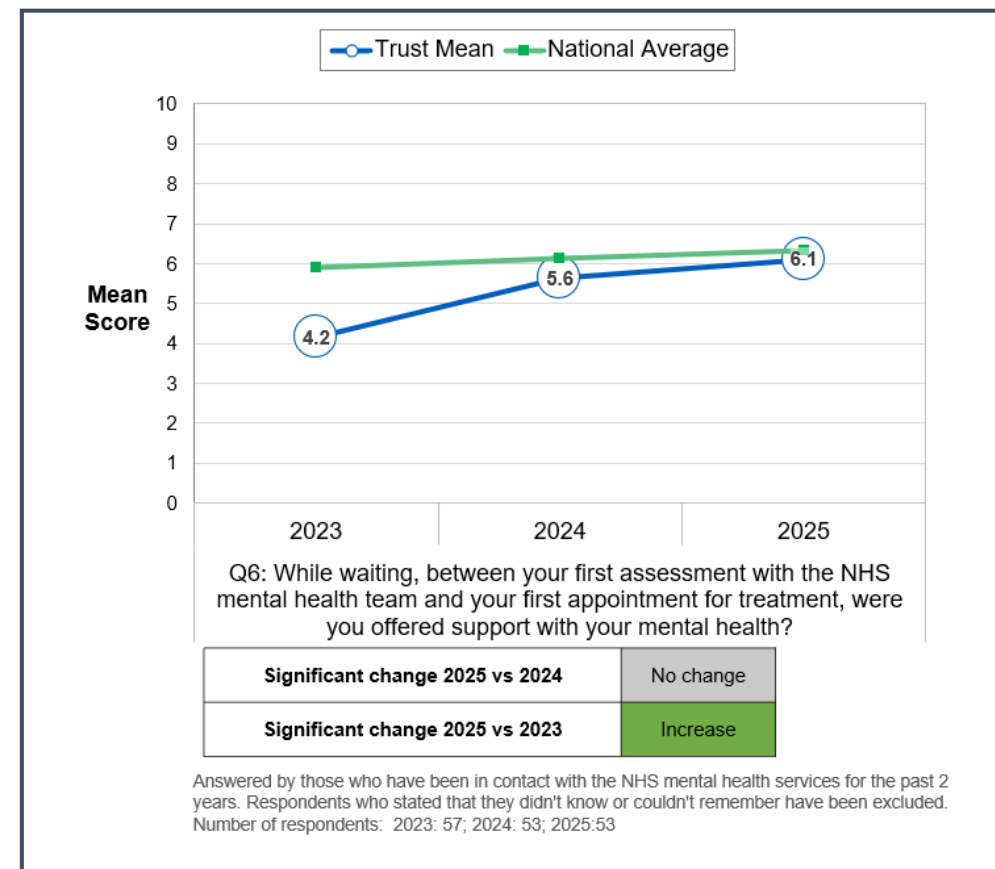


How to interpret change over time in this report

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 2025 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 NHS Community mental health trusts in England (green line). This enables you to see how your trust compares to the national average. If there is data missing for a survey year, this 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 the table underneath the charts, showing significant differences between this year (2025) and the previous years (2023 and 2024). Z-tests set to 95% significance were used to compare data between the three years (2025 vs 2024 and 2025 vs 2023). A statistically significant difference means it is unlikely that this result would have been obtained if there were no real difference.





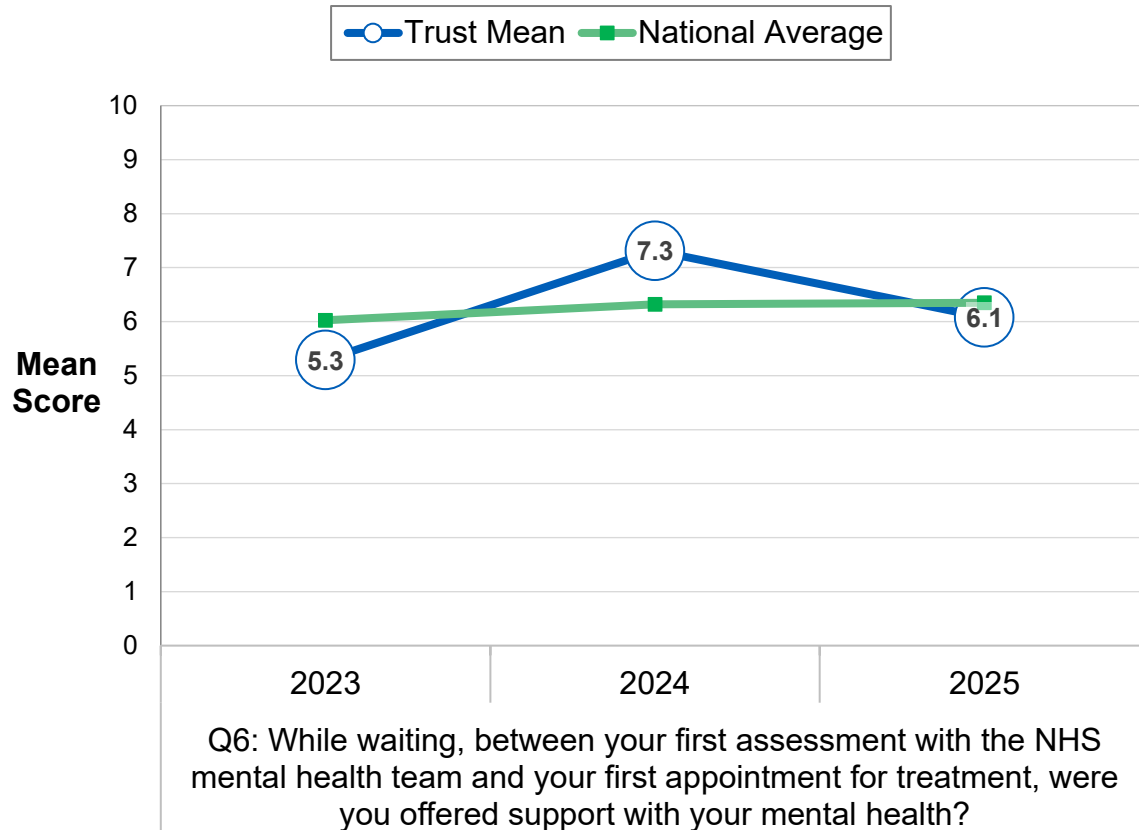
Assessment Service Group: Adult Mental Health Services



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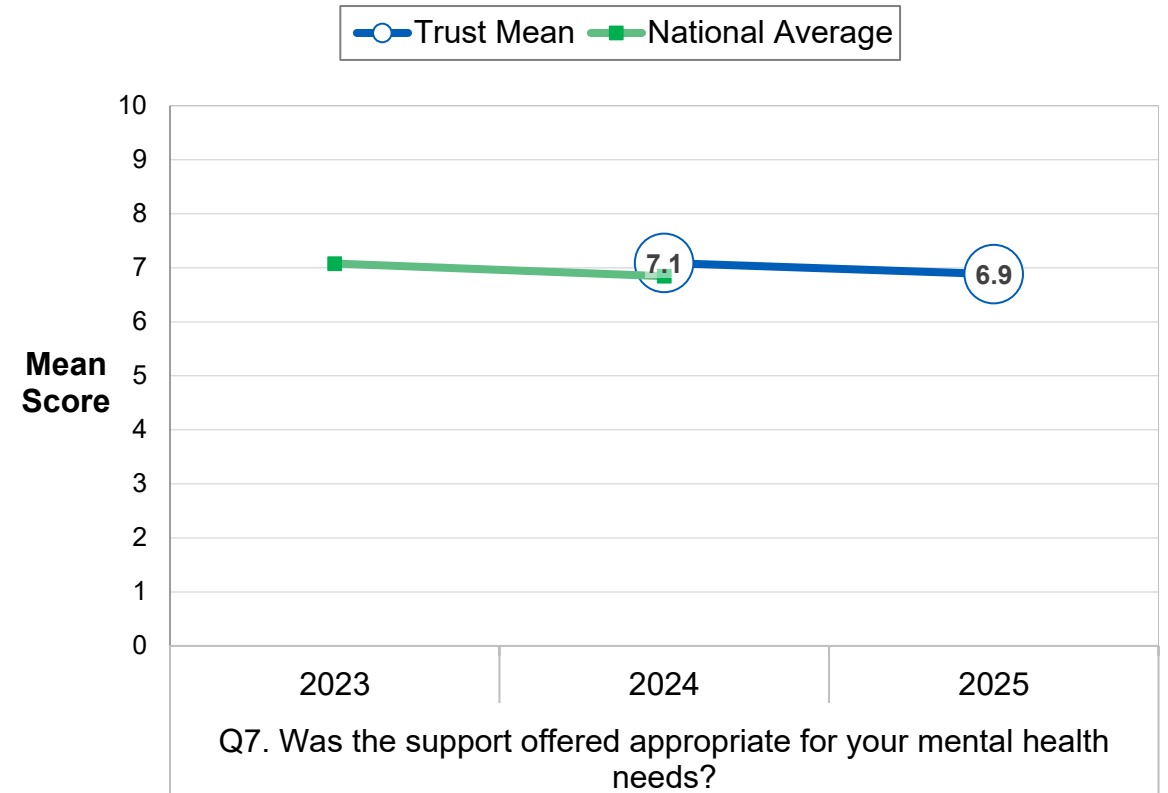


Section 1. Support while waiting



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

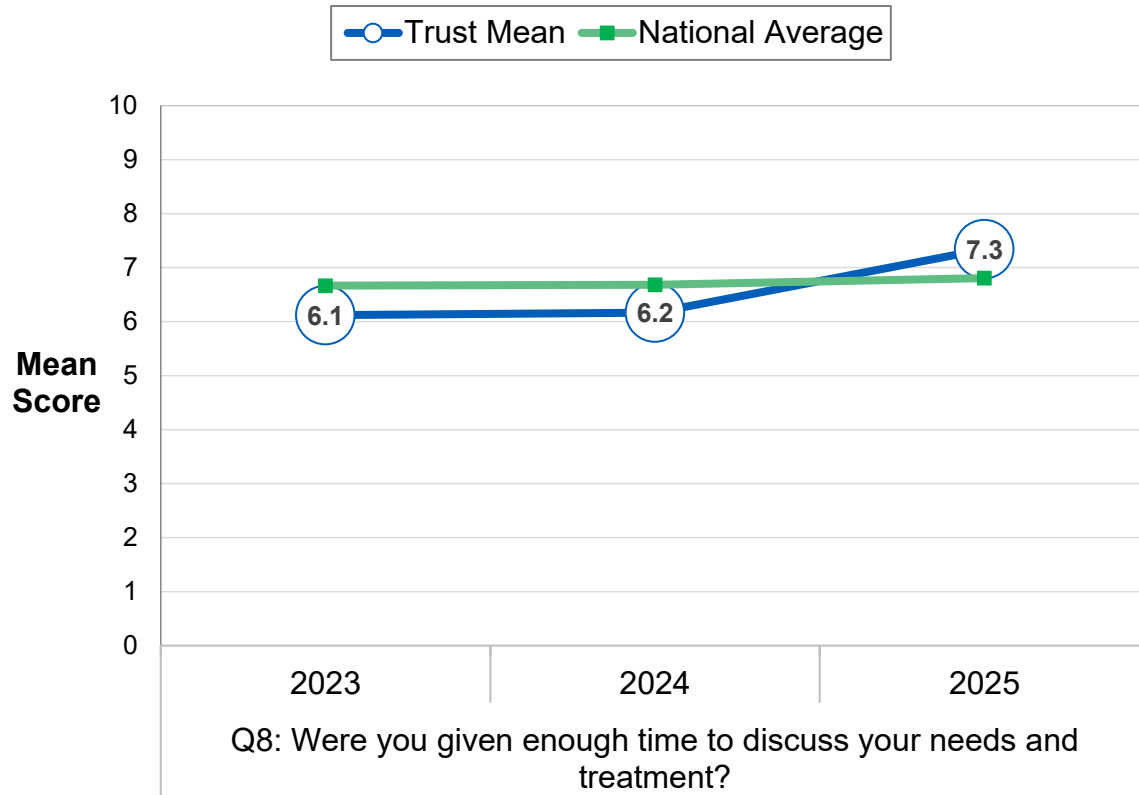
Answered by those who have been in contact with the NHS mental health services for the past 2 years. Respondents who stated that they didn't know or couldn't remember have been excluded. Number of respondents: 2023: 52; 2024: 45; 2025: 58



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	-

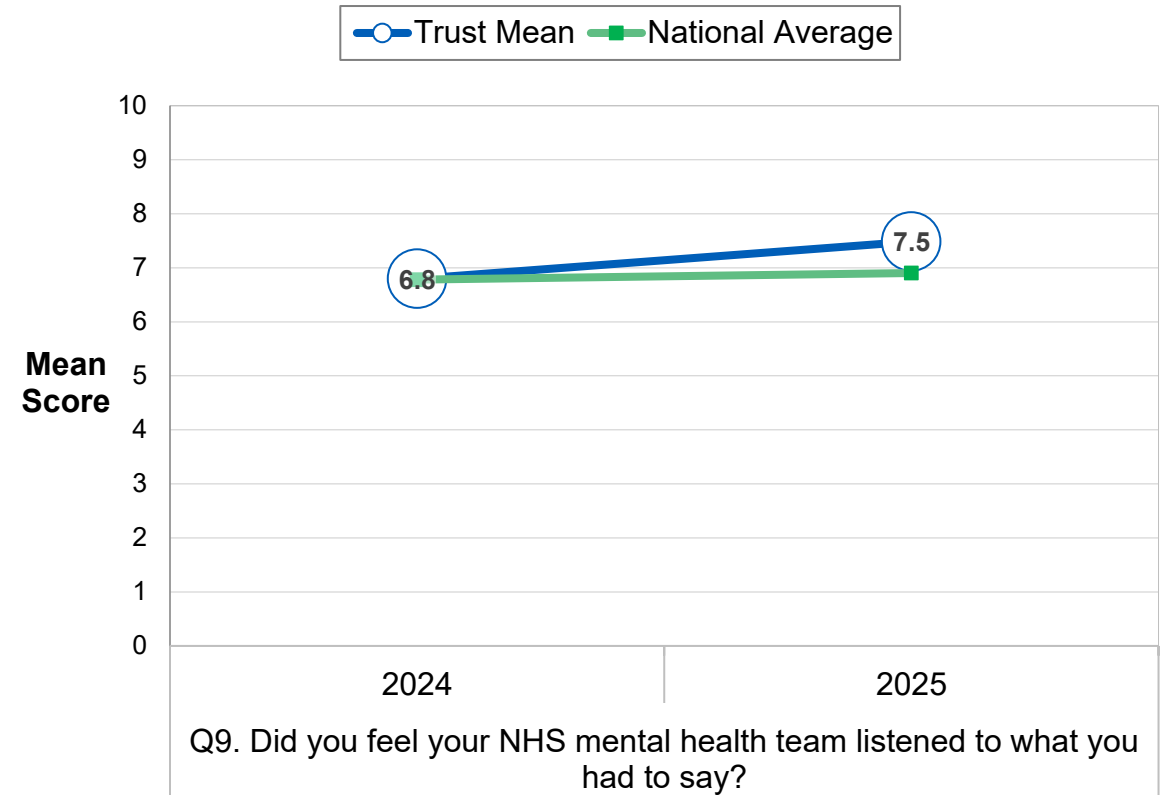
Answered by those who have been in contact with the NHS mental health services for the past 2 years and were offered support while waiting for treatment. Respondents who stated that they didn't know or couldn't remember or that they did not need any support have been excluded. Number of respondents: 2023: - ; 2024: 32; 2025: 34

Section 2. Mental Health Team



Significant change 2025 vs 2024	Increase
Significant change 2025 vs 2023	Increase

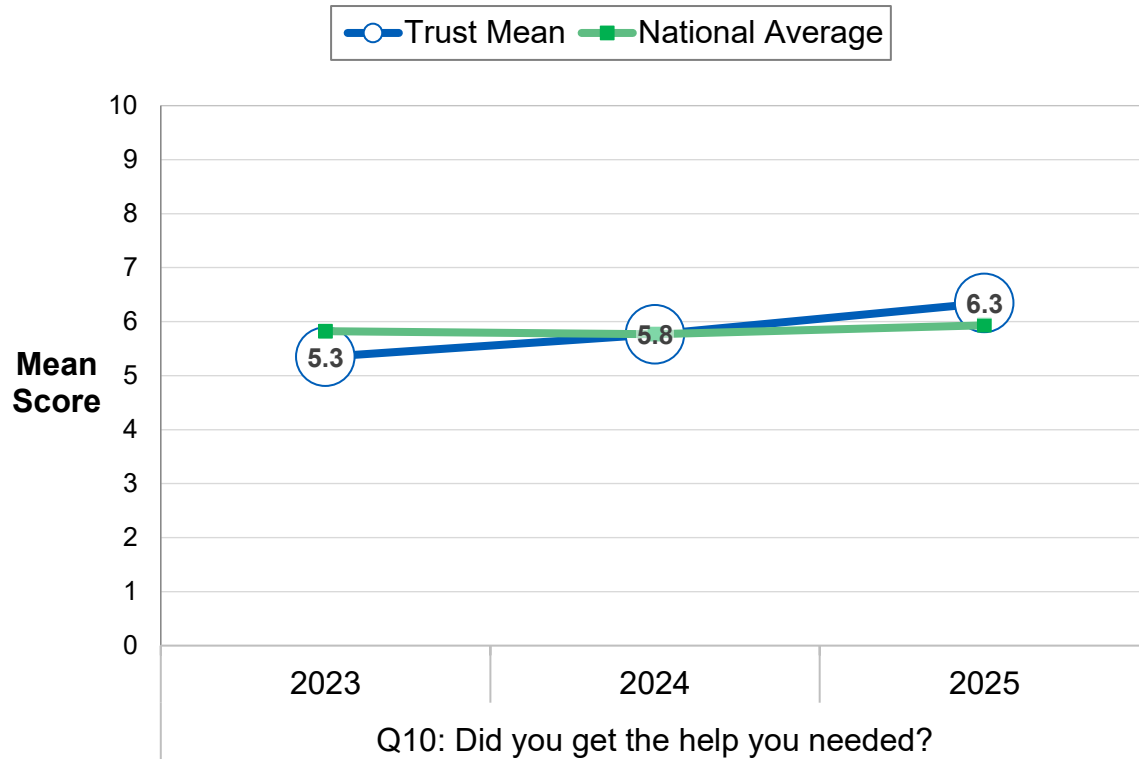
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2023: 167; 2024: 155; 2025: 137



Significant change 2025 vs 2024	No change
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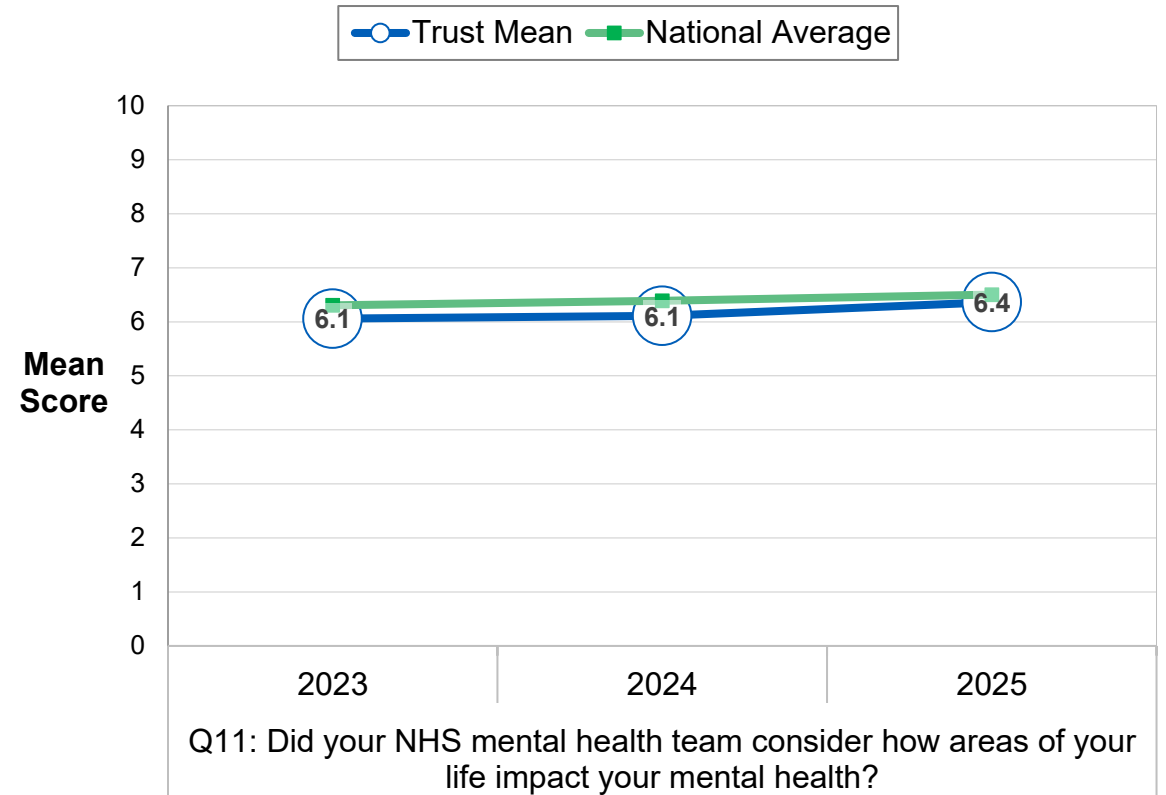
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2024: 157; 2025: 137

Section 2. Mental Health Team (continued)



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	Increase

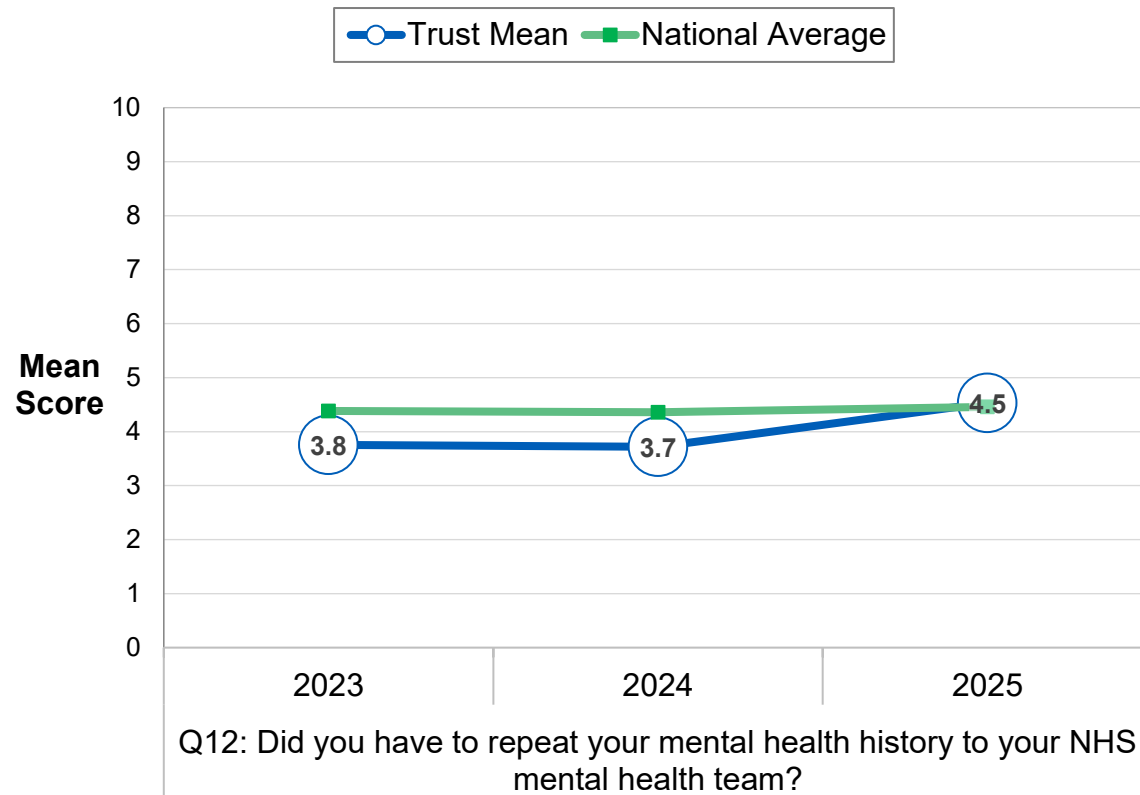
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2023: 173; 2024: 155; 2025: 140



Significant change 2025 vs 2024	No change
Significant change 2025 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: 160; 2024: 156; 2025: 133

Section 2. Mental Health Team (continued)

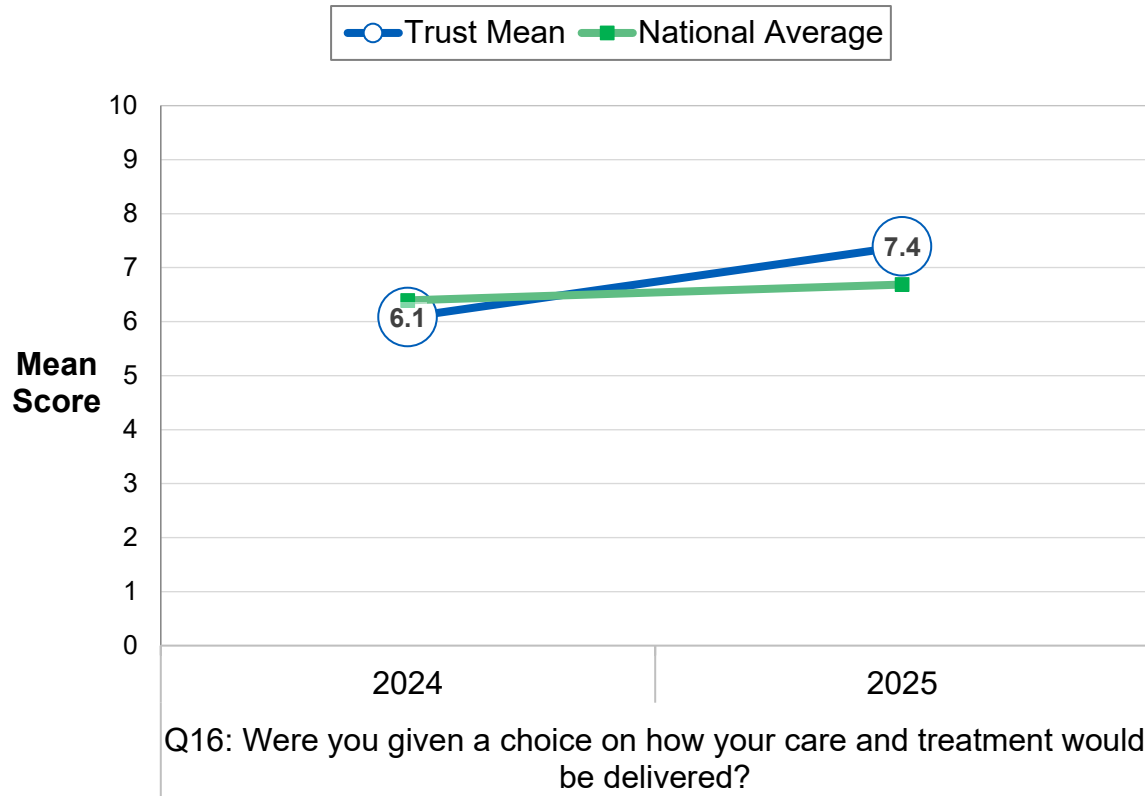


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

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

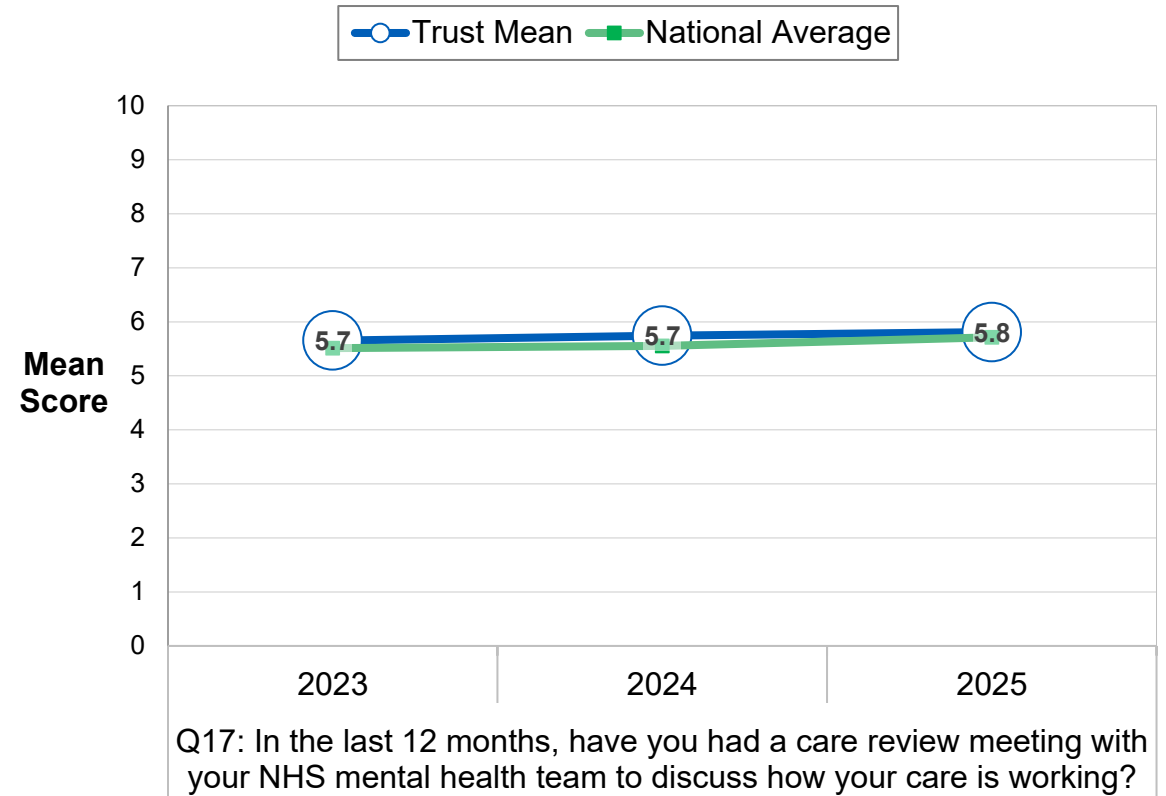
Number of respondents: 2023: 163; 2024: 143; 2025: 138

Section 3. Your care



Significant change 2025 vs 2024	Increase
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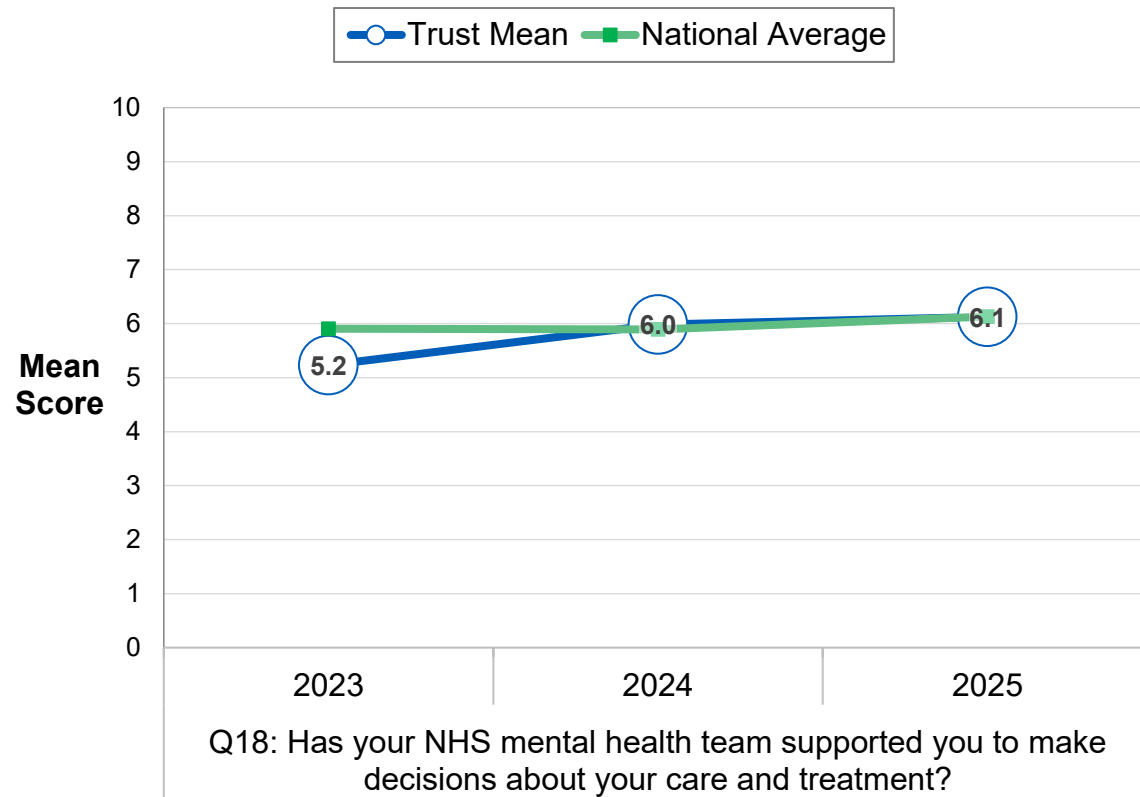
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2024: 137; 2025: 132



Significant change 2025 vs 2024	No change
Significant change 2025 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: 127; 2024: 112; 2025: 103

Section 3. Your care (continued)



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

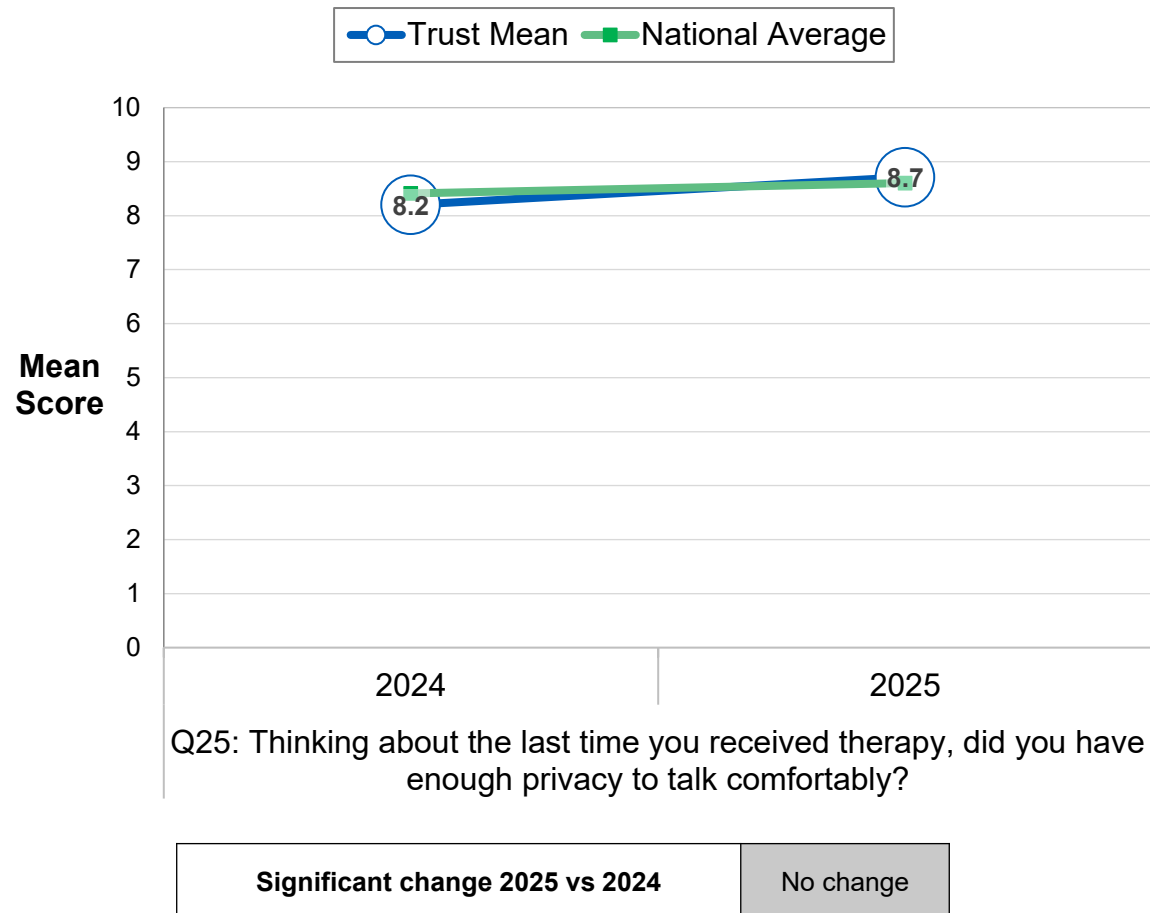
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2023: 167; 2024: 146; 2025: 139

Section 4. Medication

Please note, no data is available for this section. Question 20 has been revised for 2025, leading to questions 21 and 22 not retaining historical comparability to previous survey years.

Section 5. Psychological Therapies

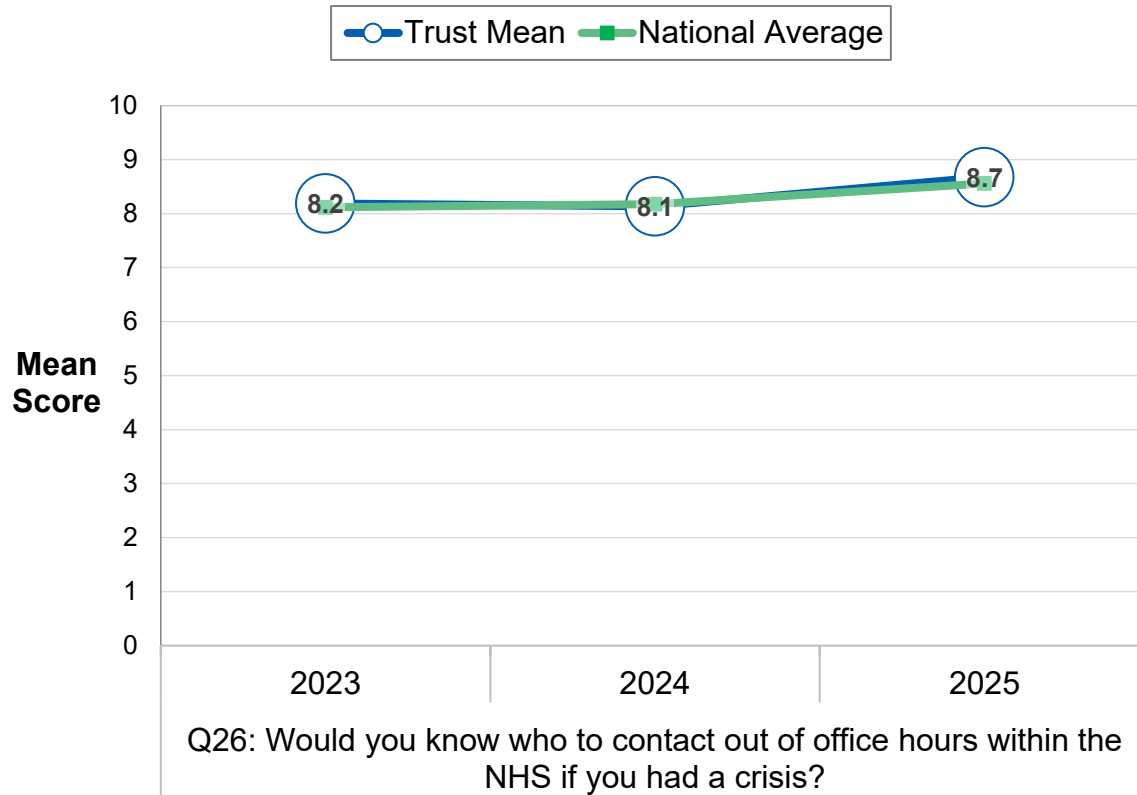


Answered by those who have received any therapy in the last 12 months for their mental health needs. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 63; 2025: 73

Section 6. Crisis care support

Please note, that no data is available for this section due to question amendments, which means historical comparability with previous survey years cannot be maintained.

Section 7. Crisis care access

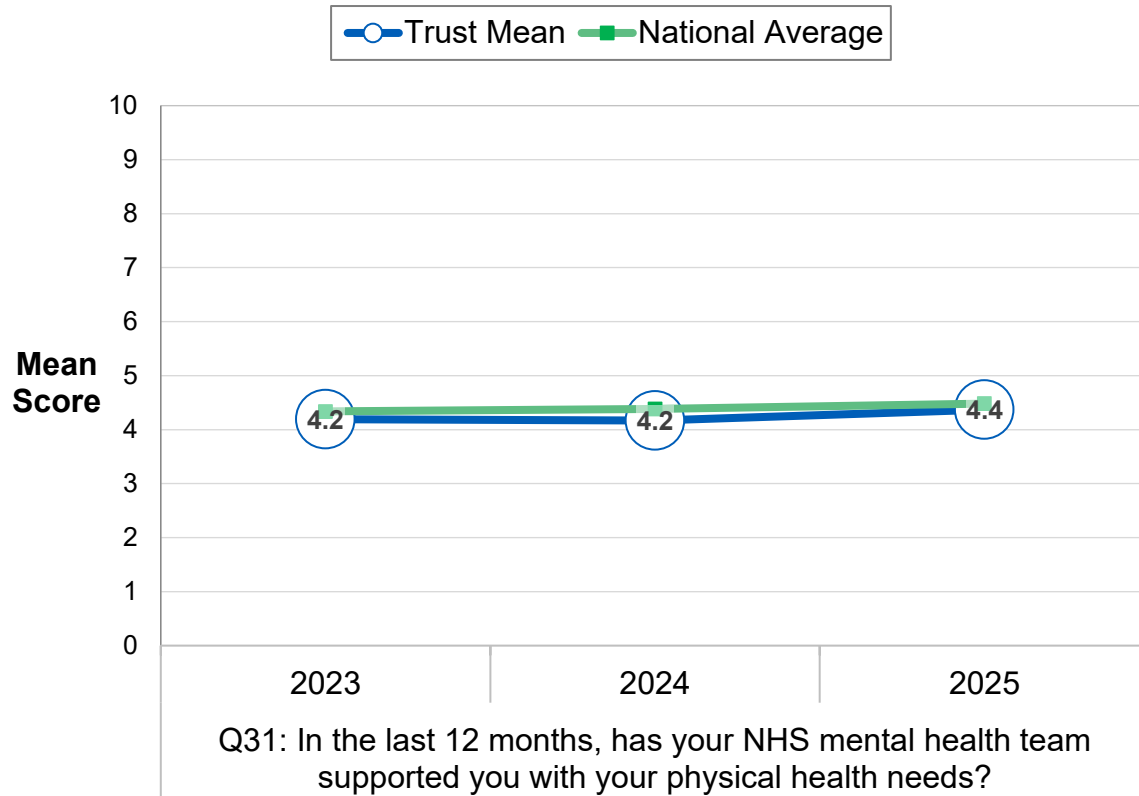


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they were not sure have been excluded.

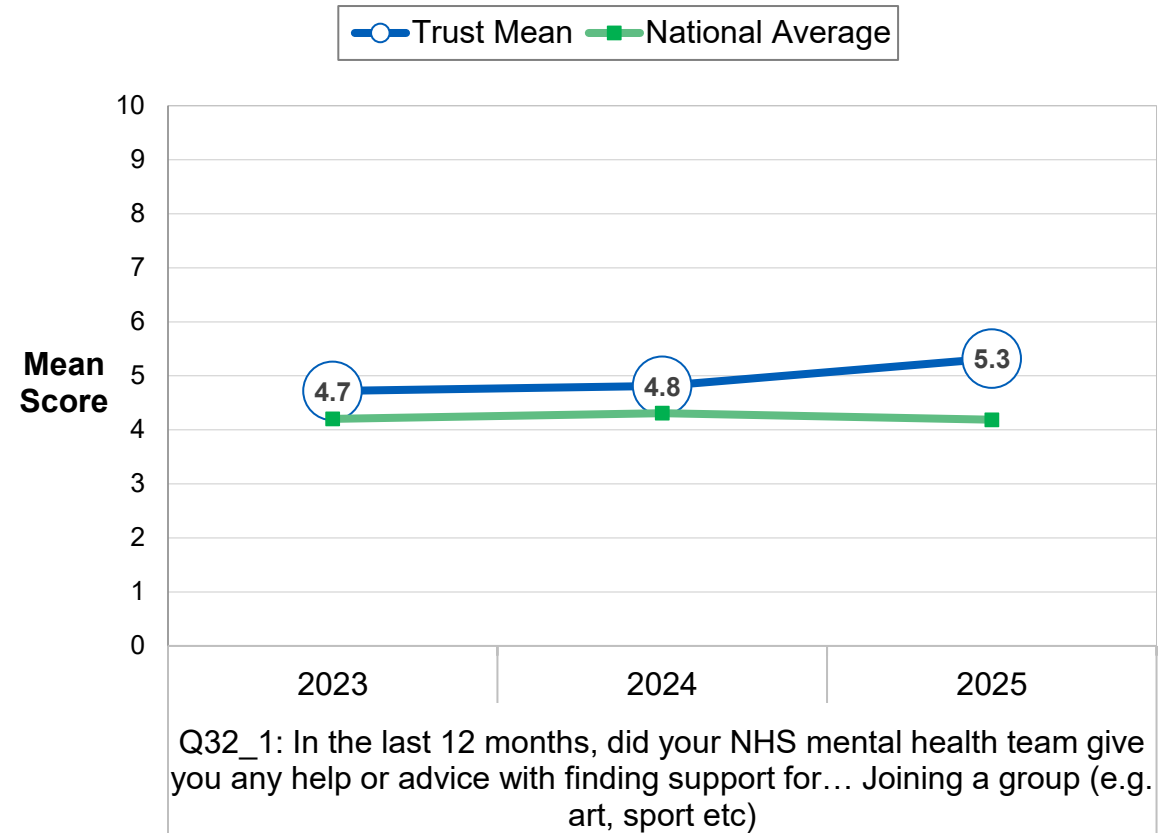
Number of respondents: 2023: 160; 2024: 144; 2025: 119

Section 8. Support with other areas of life



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

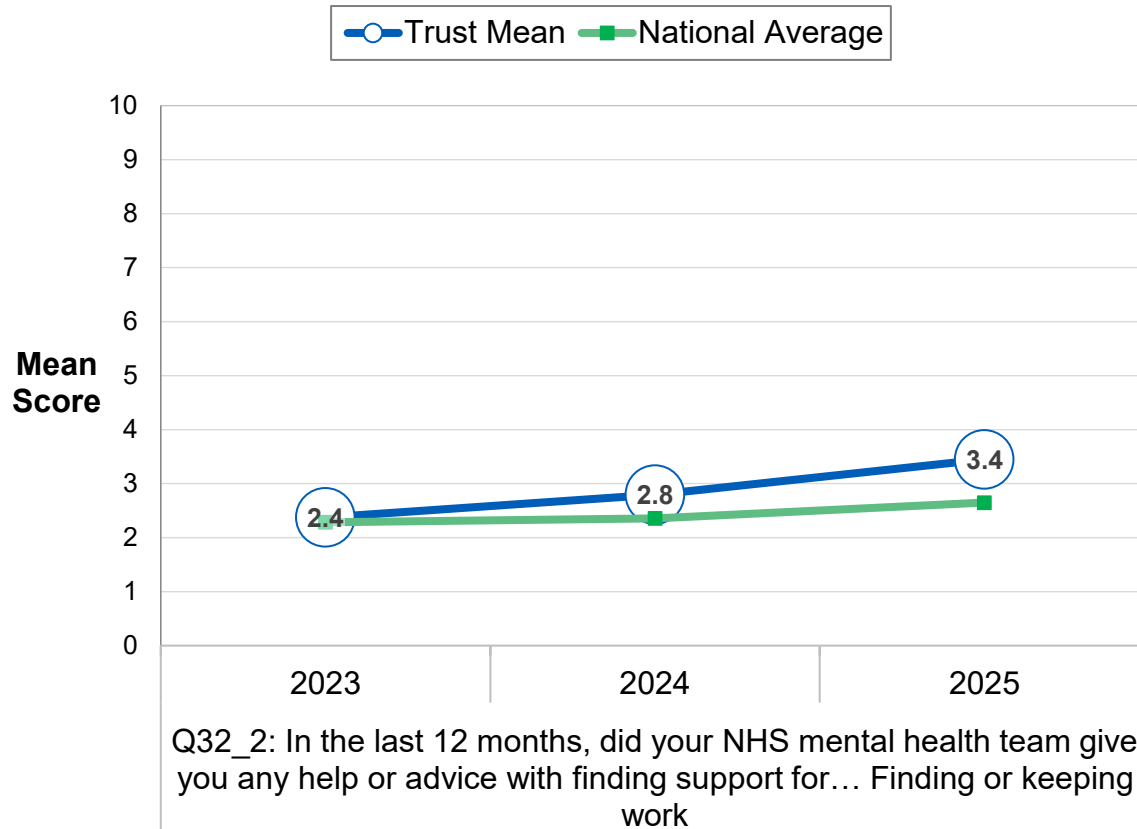
Answered by all. Respondents who stated that they had support and did not need this, did not need support or did not have physical health needs have been excluded.
 Number of respondents: 2023: 113; 2024: 97; 2025: 88



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

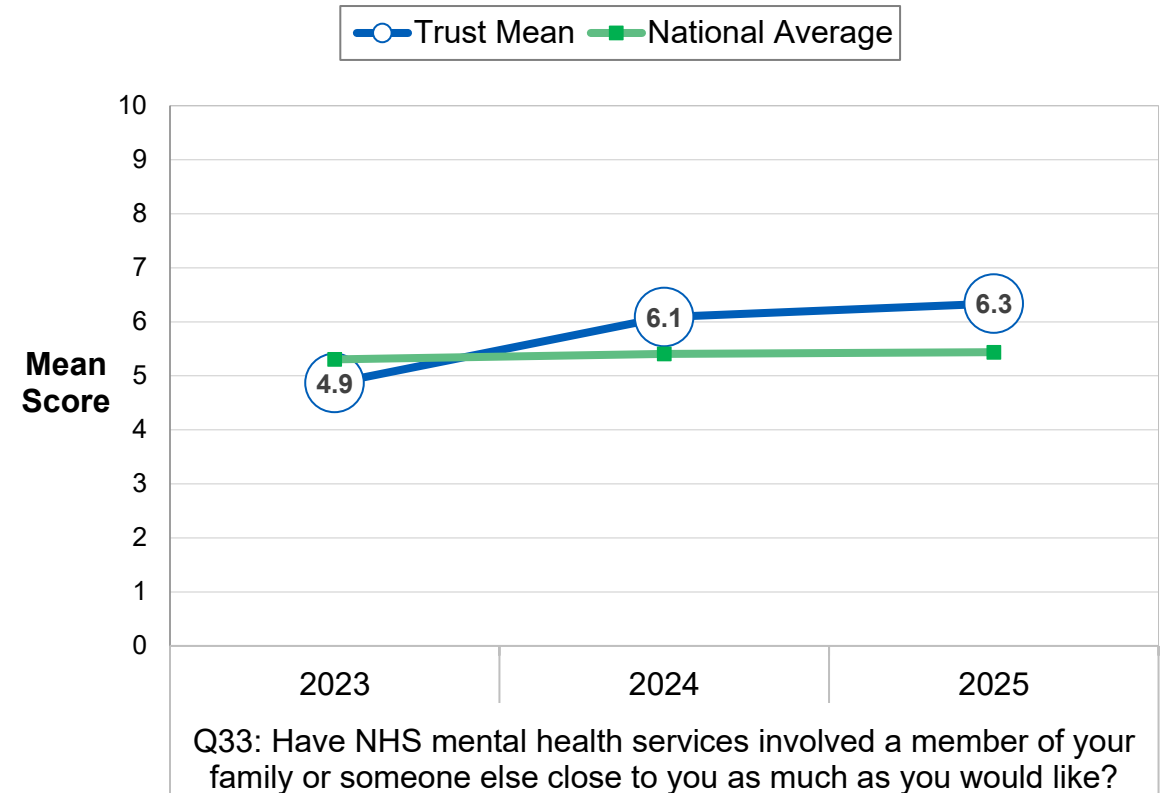
Answered by all. Respondents who stated that they did not need support have been excluded.
 Number of respondents: 2023: 145; 2024: 128; 2025: 112

Section 8. Support with other areas of life (continued)



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

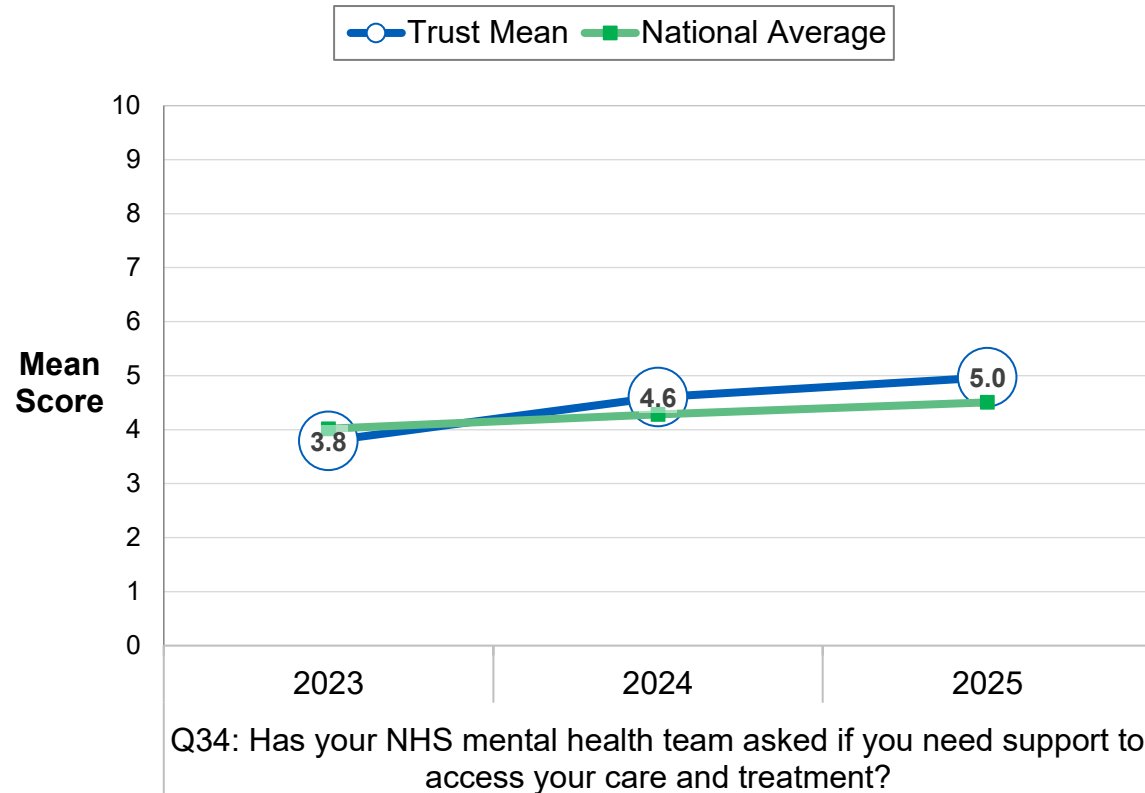
Answered by all. Respondents who stated that they did not need support have been excluded.
Number of respondents: 2023: 119; 2024: 107; 2025: 93



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	Increase

Answered by all. Respondents who stated that this was not applicable to them have been excluded.
Number of respondents: 2023: 114; 2024: 93; 2025: 76

Section 9. Support in accessing care

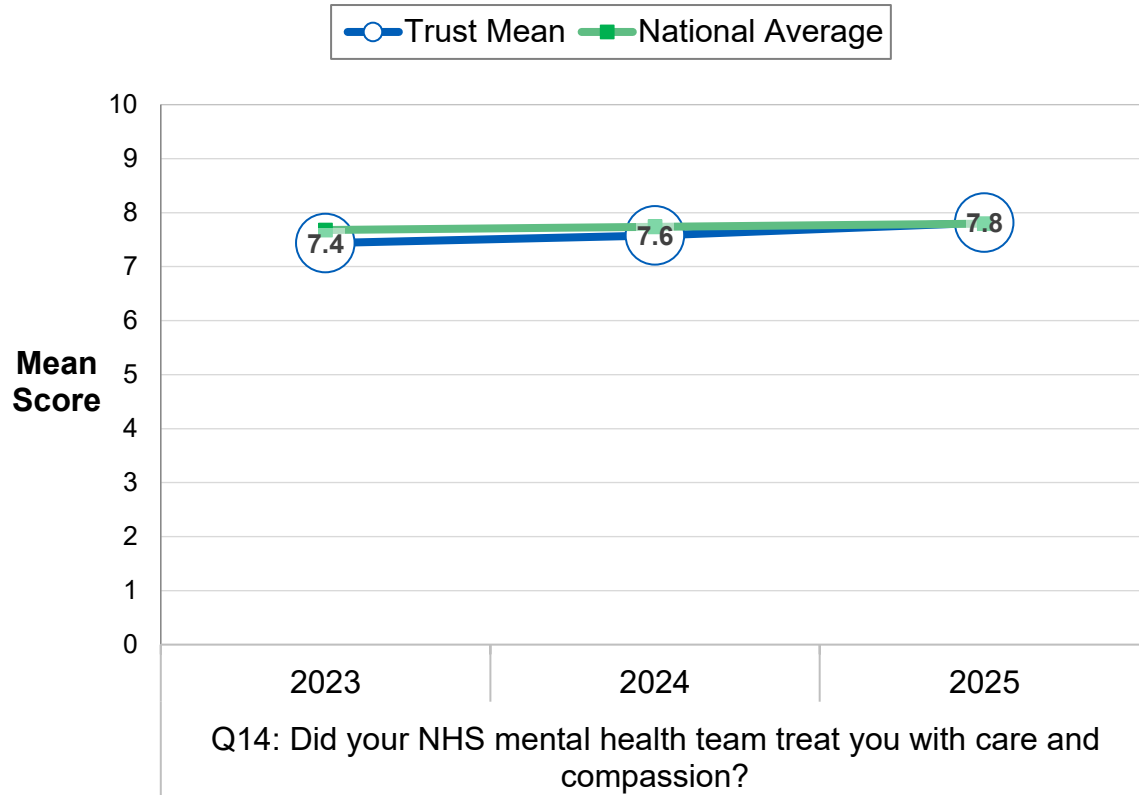


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

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

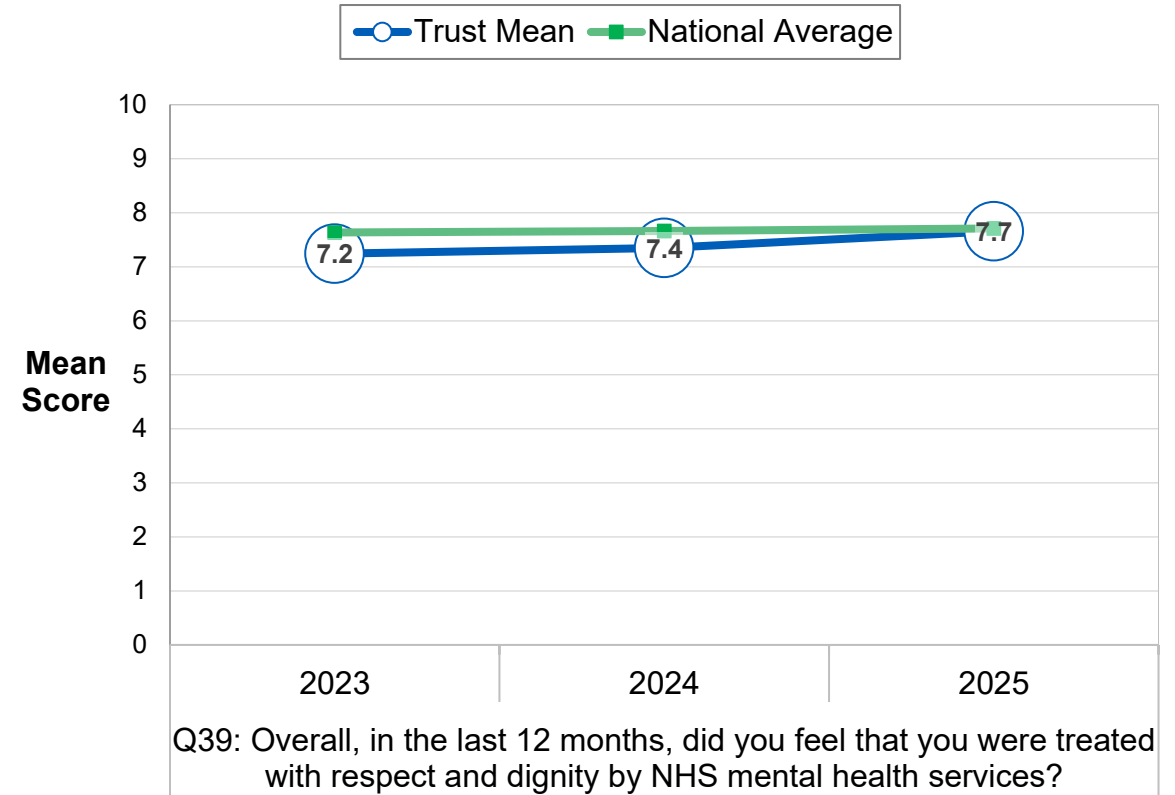
Number of respondents: 2023: 136; 2024: 120; 2025: 107

Section 10. Respect, dignity and compassion



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

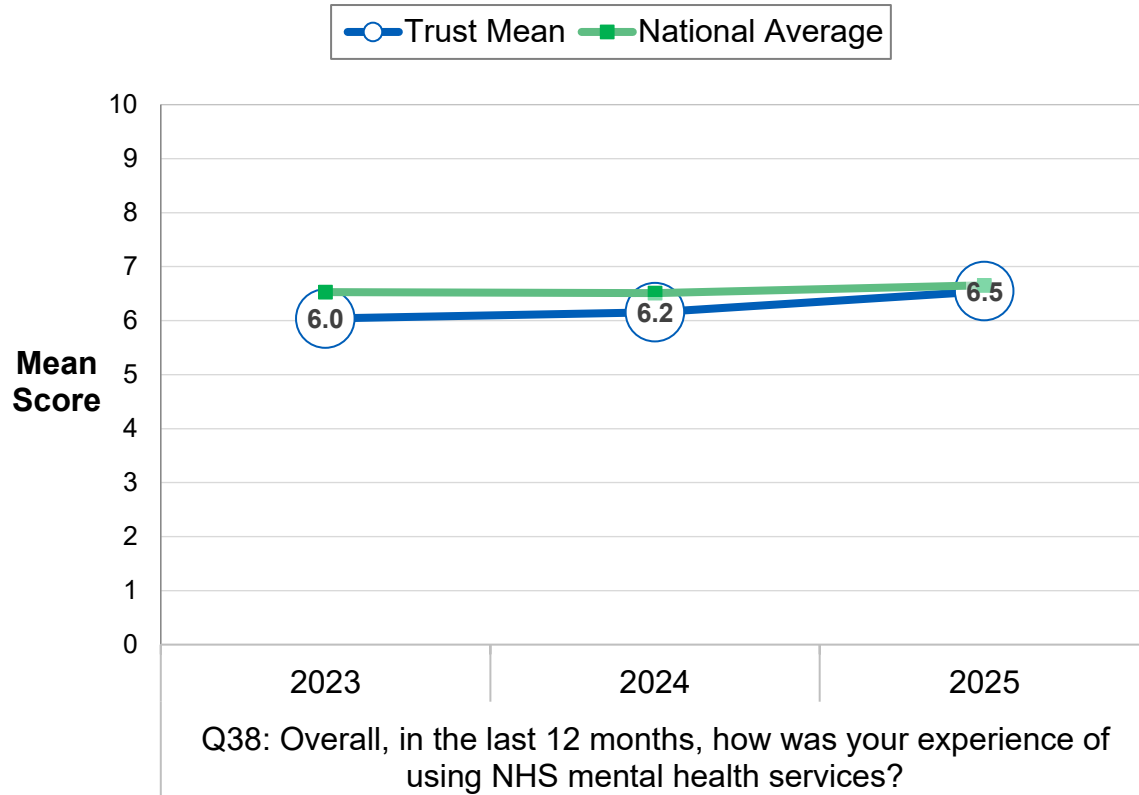
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2023: 175; 2024: 156; 2025: 141



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
 Number of respondents: 2023: 172; 2024: 158; 2025: 145

Section 11. Overall experience

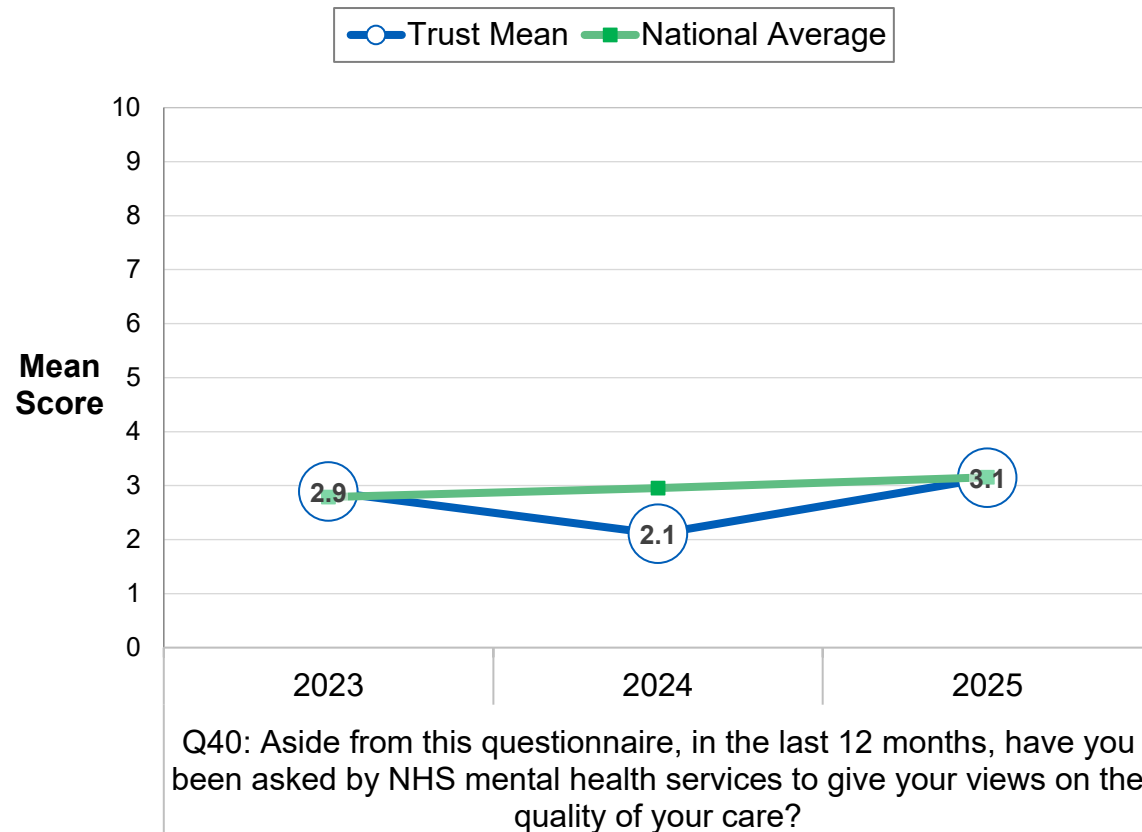


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.

Number of respondents: 2023: 171; 2024: 157; 2025: 145

Section 12. Feedback



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who answered that they were not sure have been excluded.

Number of respondents: 2023: 145; 2024: 125; 2025: 107



Assessment Service Group: Older People's Mental Health Services

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



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



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Assessment Service Group: Adult Mental Health Services



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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

- Q28. Thinking about the last time you contacted NHS mental health crisis support, how did you feel about the length of time it took you to get through to someone?

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

- Q16. Were you given a choice on how your care and treatment would be delivered?
- Q32_1. In the last 12 months, did your NHS mental health team give you any help or advice with finding support for...Joining a group (e.g. art, sport etc)
- Q33. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?

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

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

Somewhat worse than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed worse

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

Worse than expected

- No questions for your trust fall within this banding.

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

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

Much worse than expected

- No questions for your trust fall within this banding.



Assessment Service Group: Older People's Mental Health Services



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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

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed worse

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

Worse than expected

- No questions for your trust fall within this banding.

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

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

Much worse than expected

- No questions for your trust fall within this banding.

Thank you.

For further information please contact
the Survey Coordination Centre:

mentalhealth@surveycoordination.com



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