



Community Mental Health Survey Benchmark Report 2025

Hampshire and Isle of Wight
Healthcare NHS Foundation Trust



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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



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Background and methodology

The NHS Patient Survey Programme

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

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

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

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

Community mental health survey

The survey was administered by the Survey Coordination Centre (SCC) at Picker Institute.

A total of 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.

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 five sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run and details on the contents of this report.
- **Headline results** – includes key trust-level findings relating to the service users who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the ‘expected range’ analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas

where you may wish to improve.

- **Change over time** – 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.
- **Comparison to other trusts** – includes where your trust has performed better or worse in comparison to other trusts.

How to interpret the graphs in this report

There are 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 section ‘Benchmarking’ use the ‘expected range’ technique to show results. 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](#).

Headline results

This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the best and worst scores for your trust presented in charts (slide 10) and poster format (slide 11)



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Who took part in the survey?

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



1350 invited to take part



264 completed

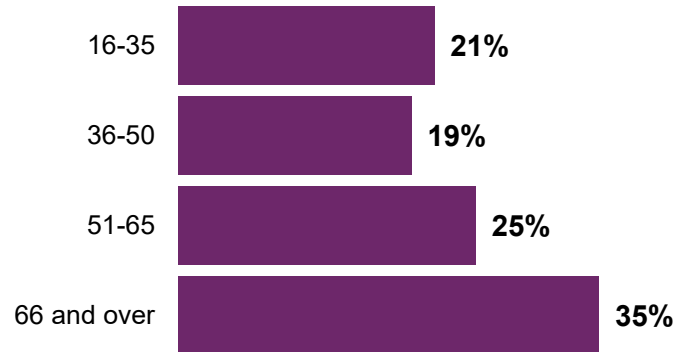


20% response rate

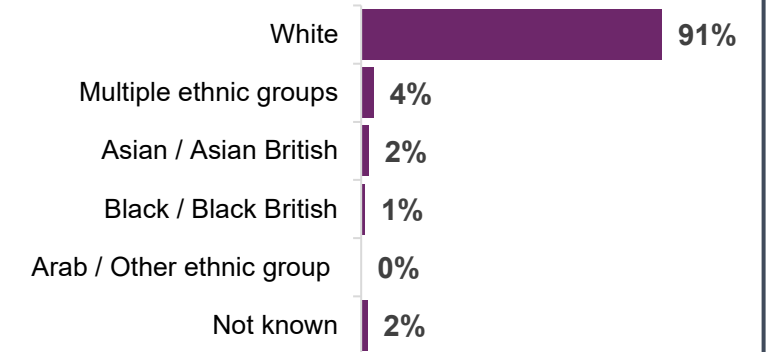
19% average response rate for all trusts
-% response rate for your trust in 2024



Age



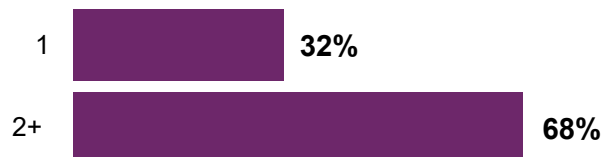
Ethnicity



Long-term conditions

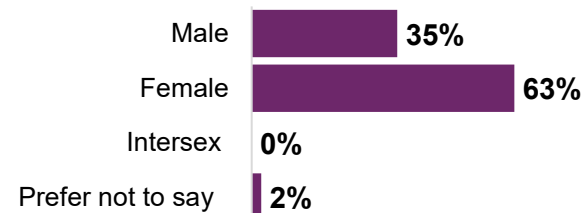
93% of service users have a **physical or mental health condition or illness that has lasted or is expected to last for 12 months or more.**

Number of long-term conditions reported:



Sex

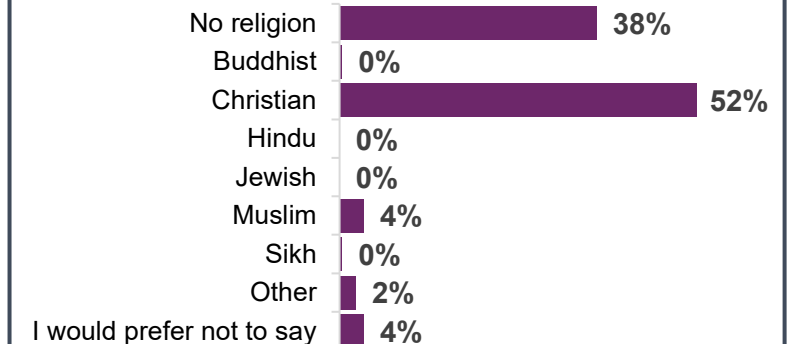
At birth were you assigned as...



3% of service users said their **gender is different from the sex they were assigned with at birth.**



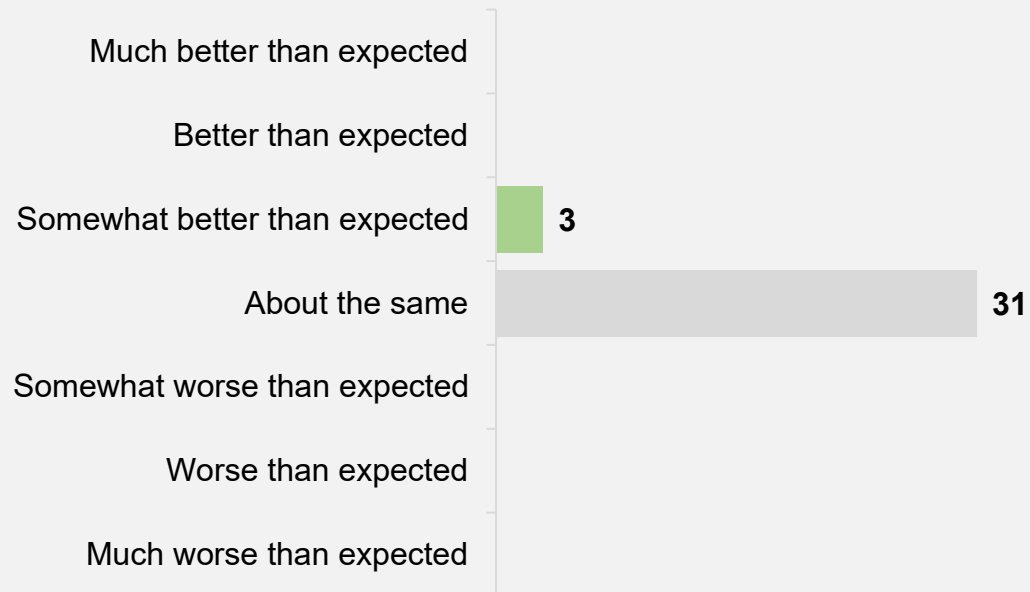
Religion



Summary of findings for your trust

Comparison with other trusts

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



Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2025 vs 2024.

This information is not available for your trust.

RW1 Hampshire and Isle of Wight Healthcare NHS Foundation Trust *does not have any historical comparisons due to a recent merger.*

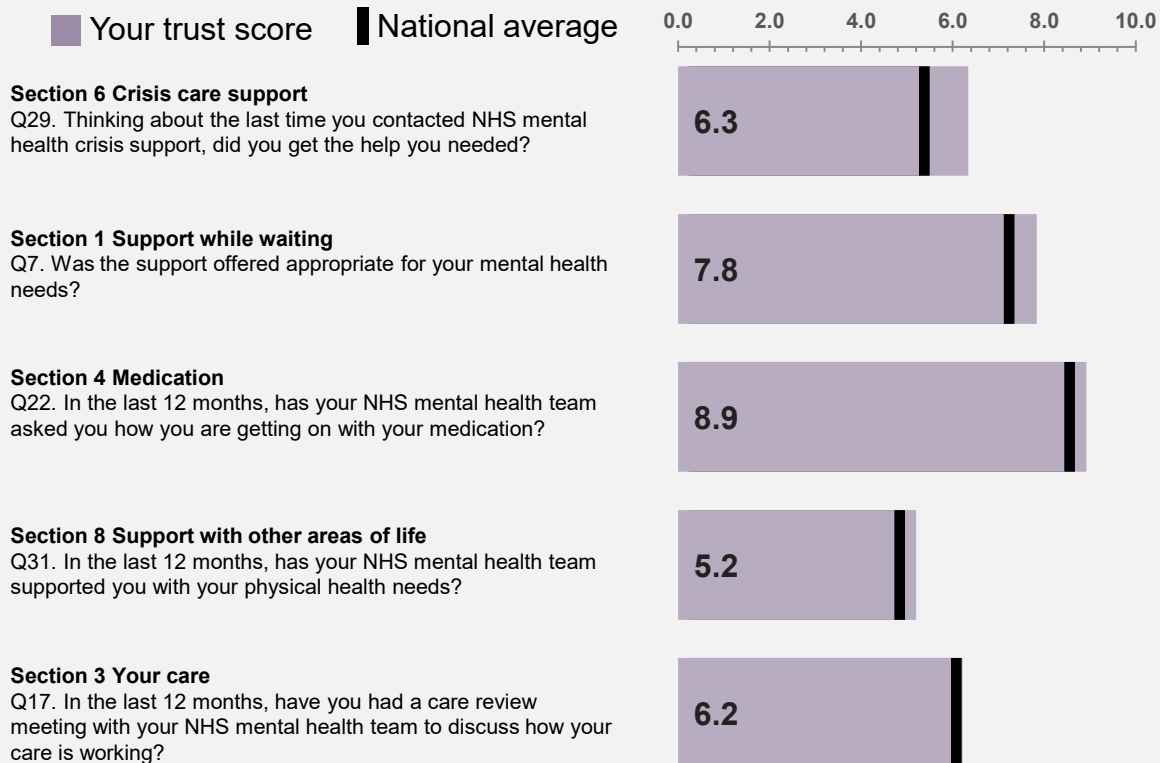
For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the section [“Comparison to other trusts”](#).

Best and worst performance relative to the national average

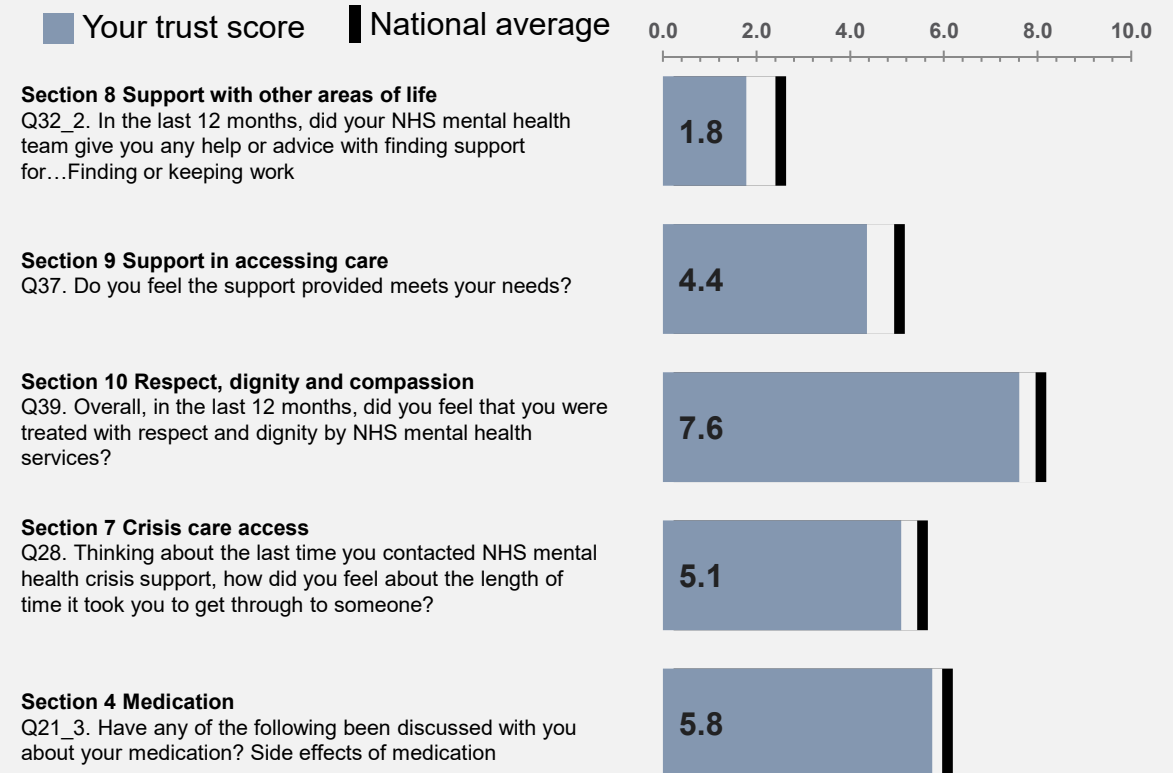
These five questions are calculated by comparing your trust's results to the national average.

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

Top five scores (compared with national average)



Bottom five scores (compared with national average)



NHS Community Mental Health Survey

Results for Hampshire and Isle of Wight Healthcare NHS Foundation Trust

Where service user experience **is best**

- ✓ **Crisis care support:** service users getting help needed when they last contacted crisis support
- ✓ **Support while waiting:** service users offered appropriate support while waiting
- ✓ **Medication:** NHS mental health team checking how service users are getting on with medication
- ✓ **Support with other areas of life:** service users being given support with physical health needs
- ✓ **Your care:** service users had a care review meeting in the last 12 months

Where service user experience **could improve**

- **Support with other areas of life:** service users being given help or advice with finding support for finding or keeping work
- **Support in accessing care:** support provided met service users' needs
- **Respect, dignity and compassion:** service users being treated with respect and dignity by NHS mental health services
- **Crisis care access:** the length of time it took service users to get through to support during a mental health crisis
- **Medication:** side effects of medication being discussed with service users

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

This survey looked at the experiences of people who were receiving care or treatment for a mental health condition and had been treated by the trust between 1 April 2025 and 31 May 2025. Between August and November 2025, a questionnaire was sent to 1350 recent service users. Responses were received from 264 service users at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].



Scoring and benchmarking

This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part
- an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts

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



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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

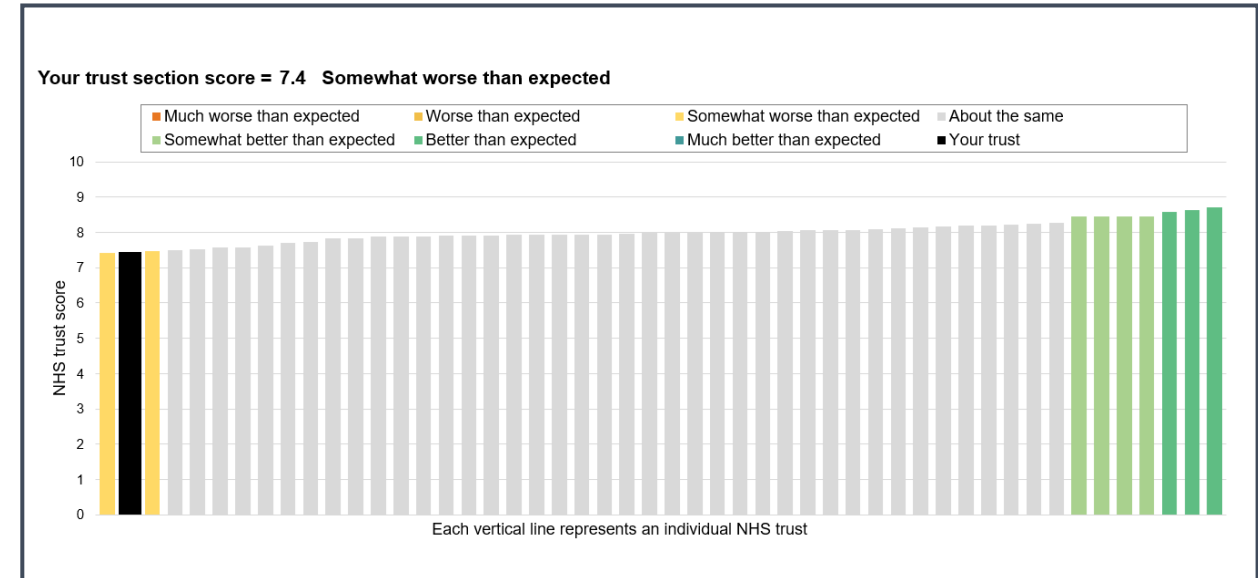
An arithmetic mean of each trust's question scores is taken to provide a score for each section.

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.

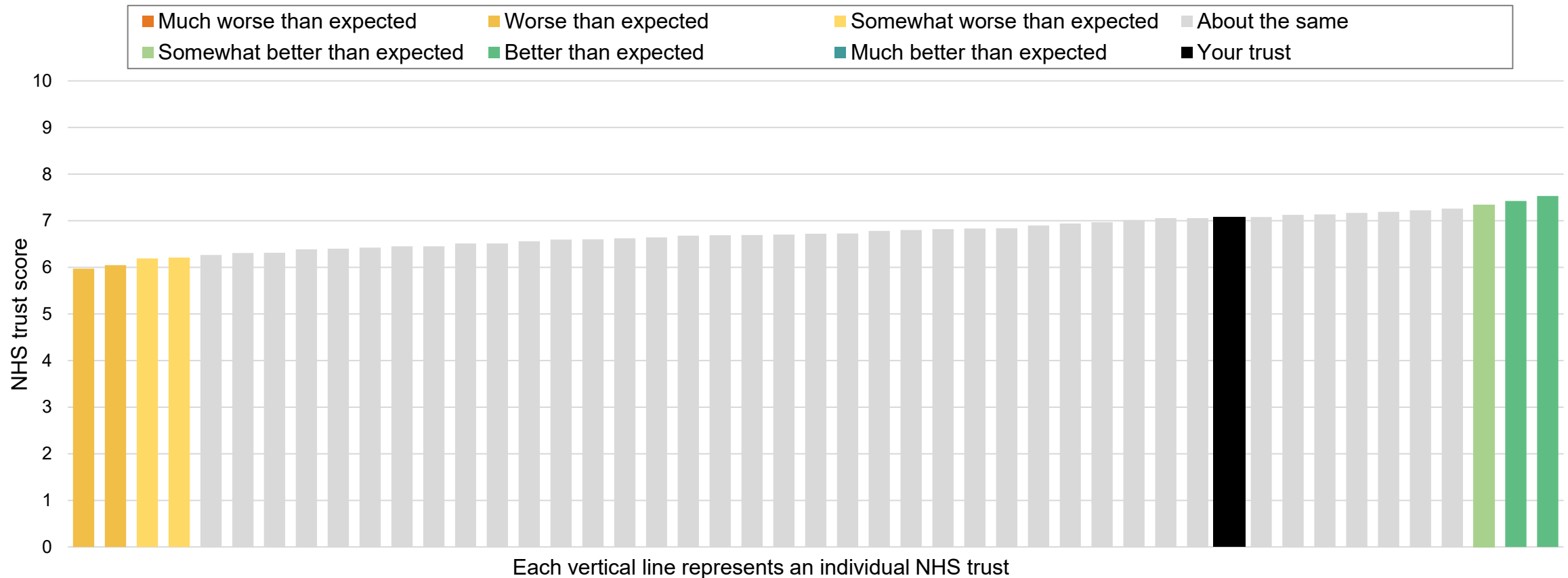
In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust. This occurs as the bandings are calculated through standard error rather 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](#).

Section 1. Support while waiting

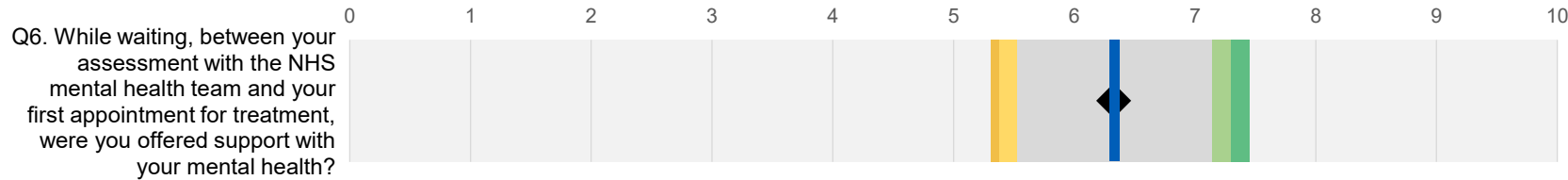
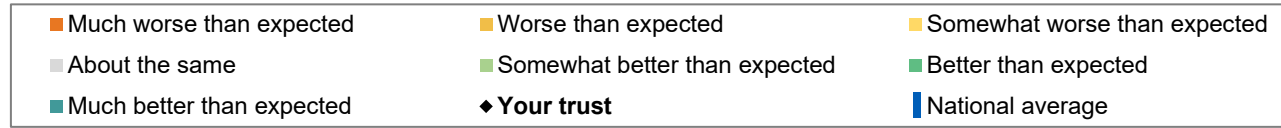
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 7.1 About the same



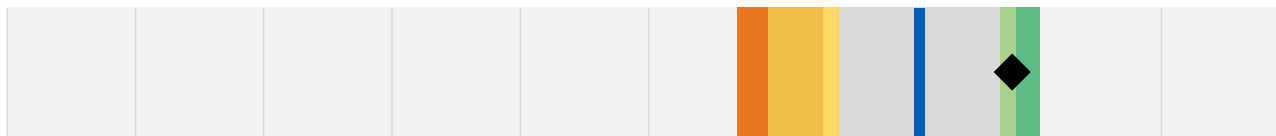
Section 1. Support while waiting (continued)

Question scores



About the same

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



Somewhat better than expected

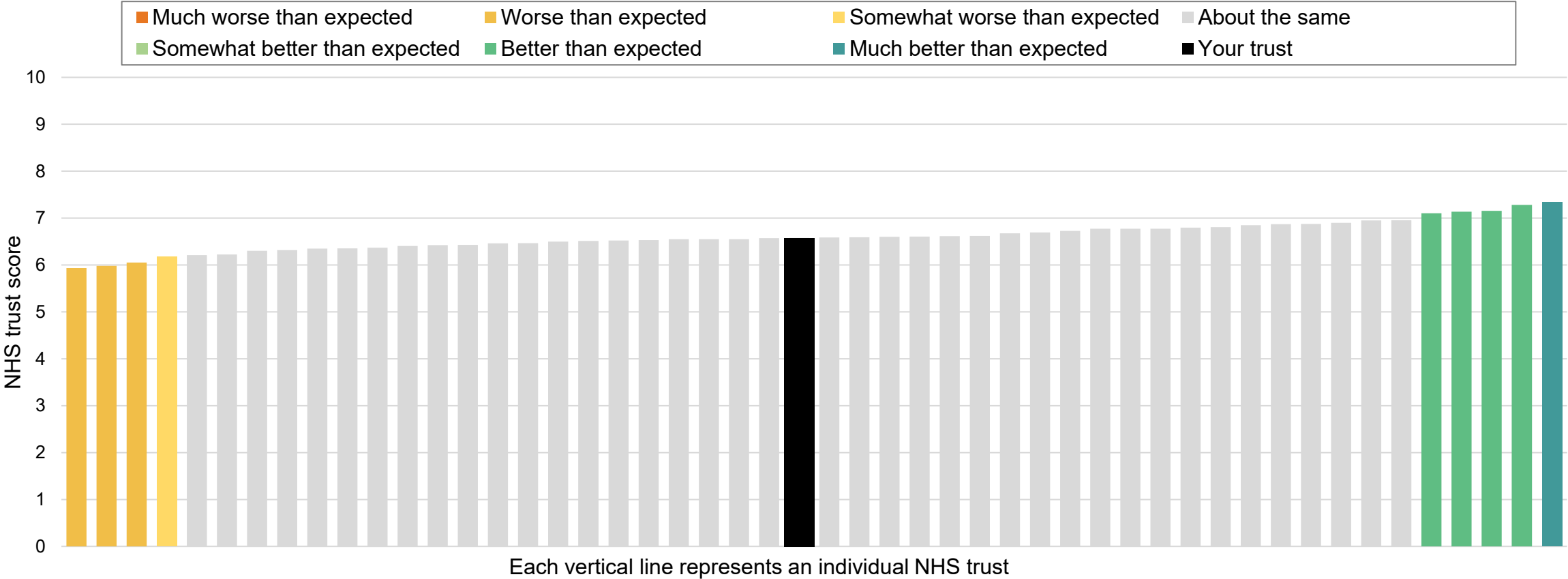
Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
105	6.3	6.3	5.3	7.5

66	7.8	7.1	5.7	8.0
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Section 2. Mental health team

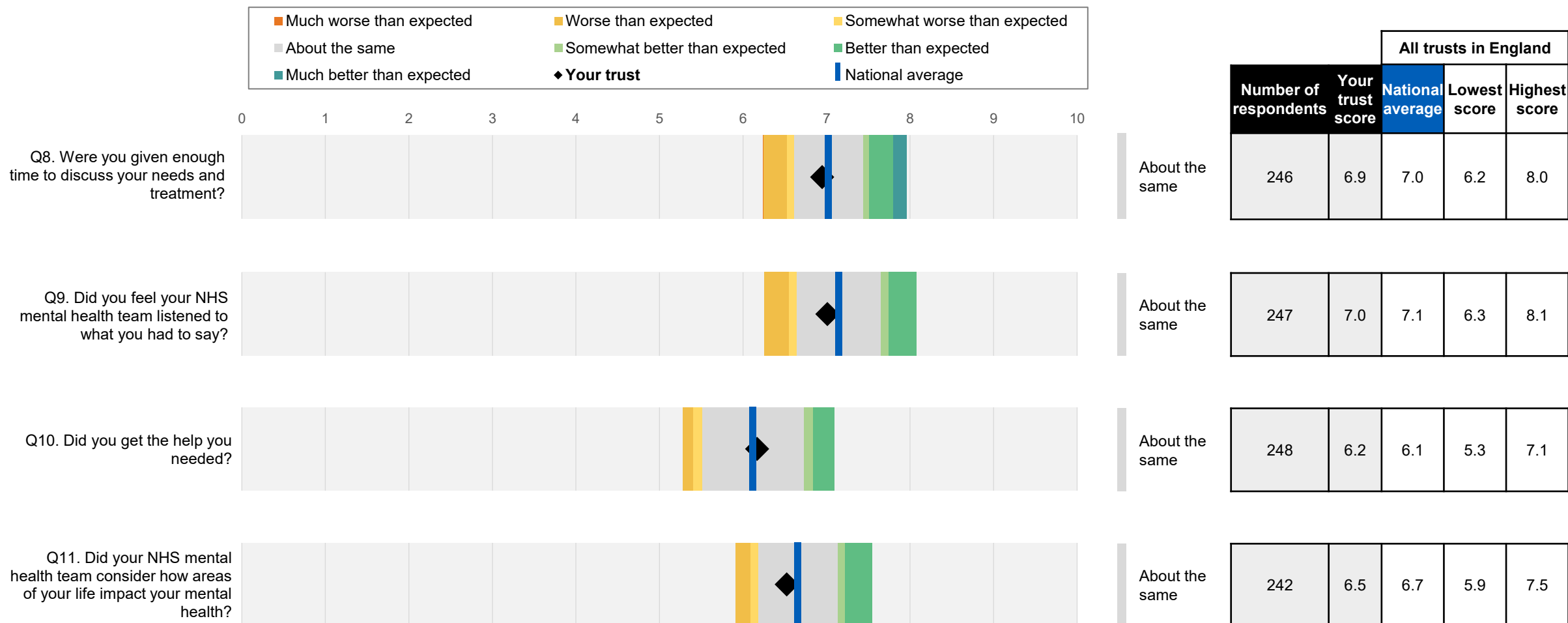
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 6.6 About the same



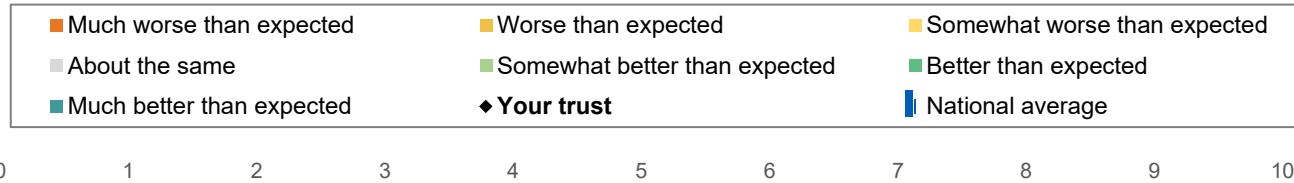
Section 2. Mental health team (continued)

Question scores

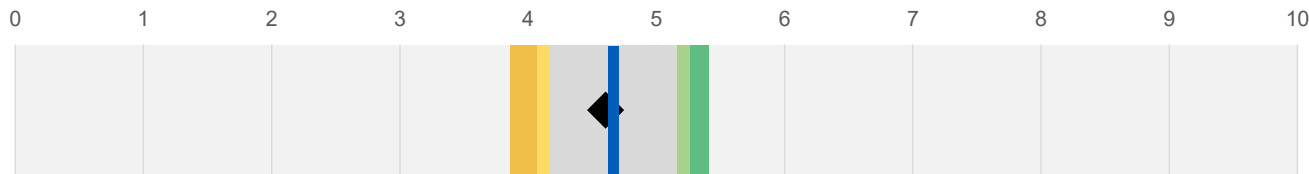


Section 2. Mental health team (continued)

Question scores



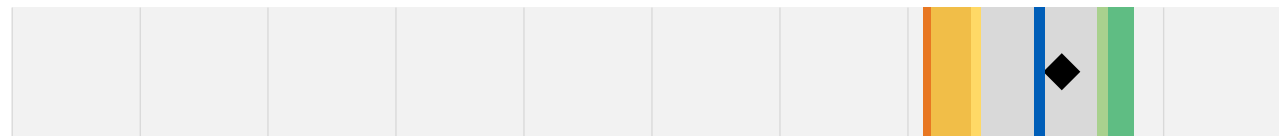
Q12. Did you have to repeat your mental health history to your NHS mental health team?



About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
236	4.6	4.7	3.9	5.4

Q13. Did your mental health team tell you who to contact if you had any questions or concerns about your care or treatment?



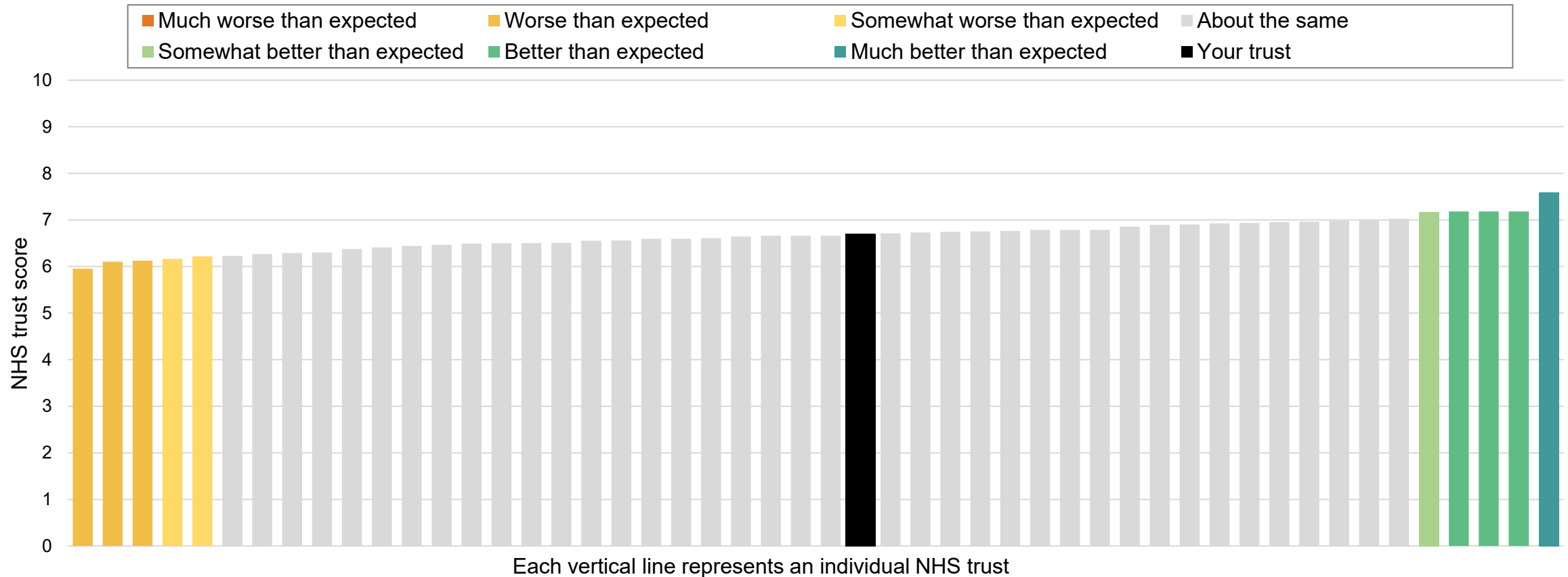
About the same

Number of respondents	Your trust score	National average	Lowest score	Highest score
220	8.2	8.0	7.1	8.8

Section 3. Your care

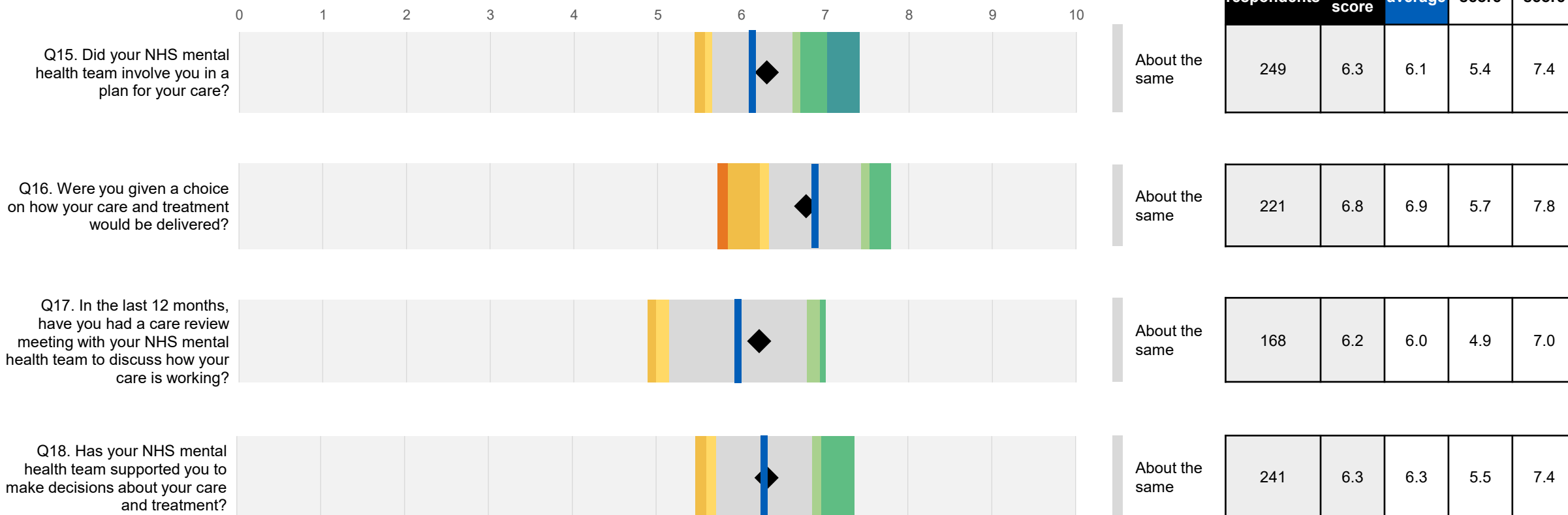
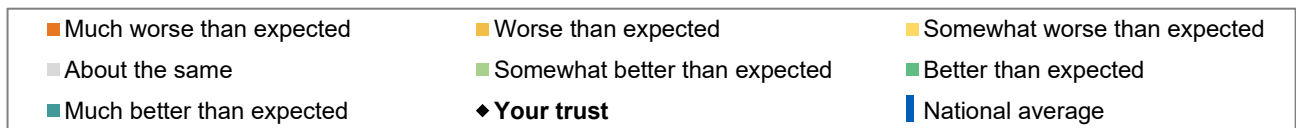
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed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



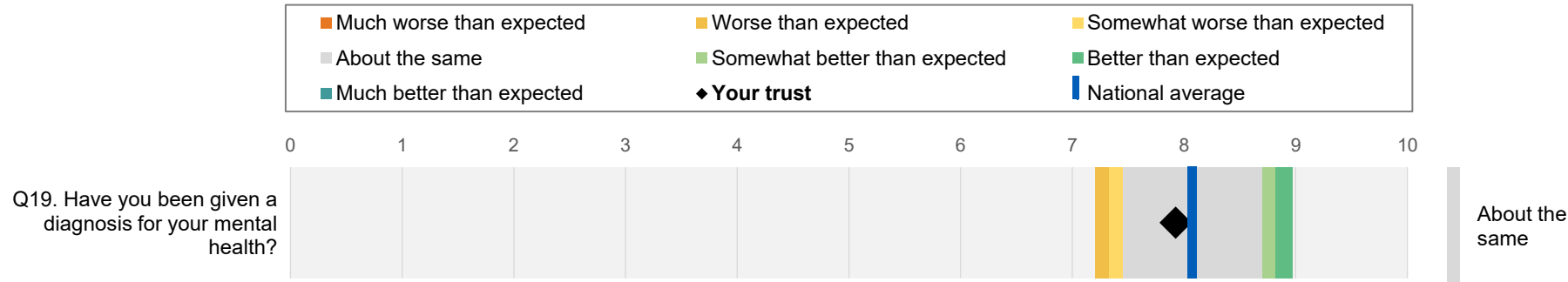
Section 3. Your care (continued)

Question scores



Section 3. Your care (continued)

Question scores

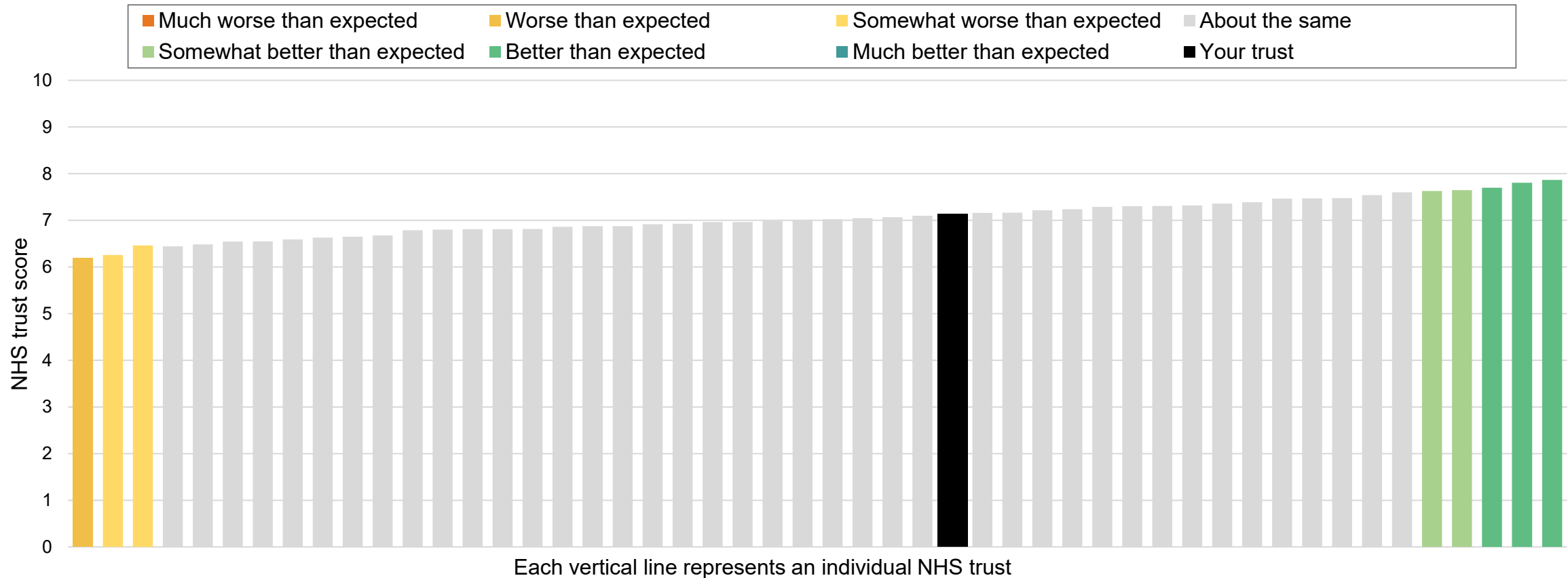


Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
232	7.9	8.1	7.2	9.0

Section 4. Medication

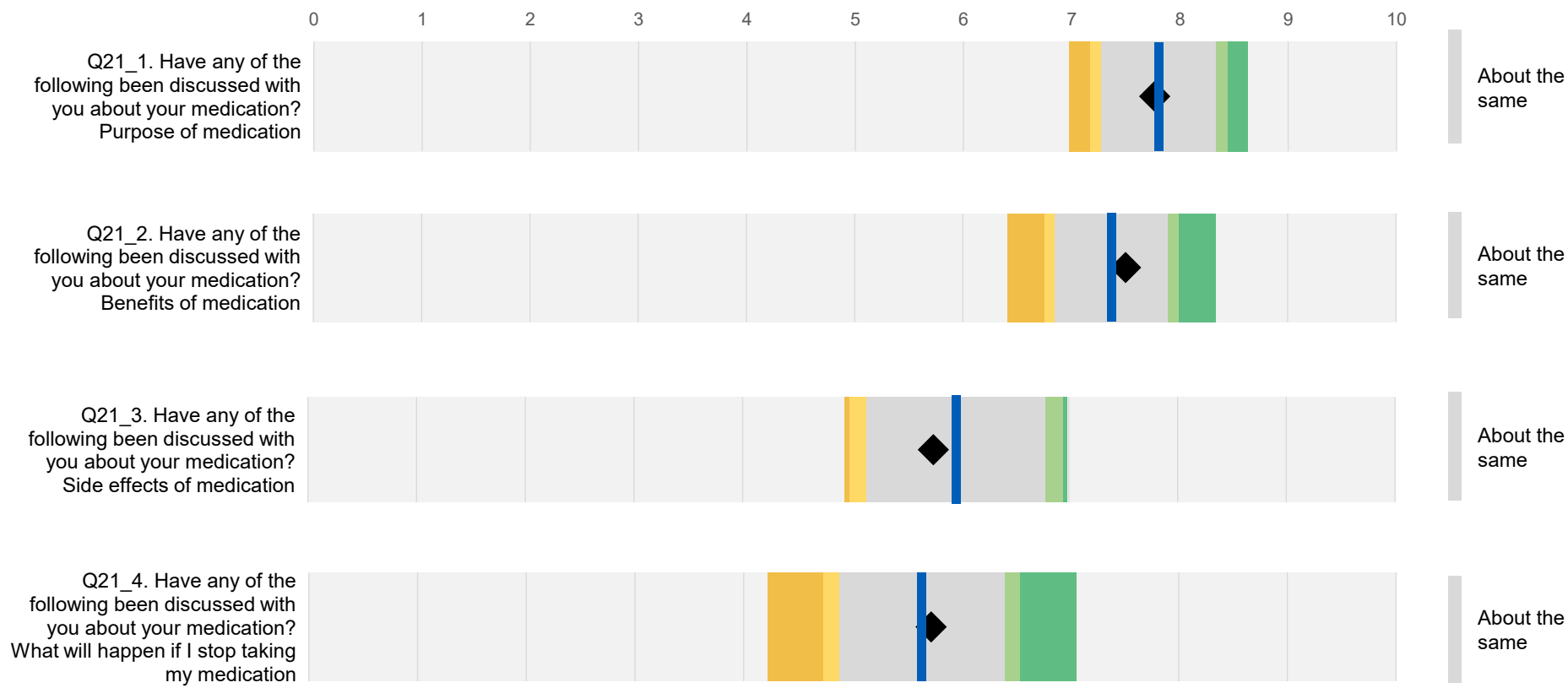
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Your trust section score = 7.1 About the same



Section 4. Medication (continued)

Question scores



Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
149	7.8	7.8	7.0	8.6

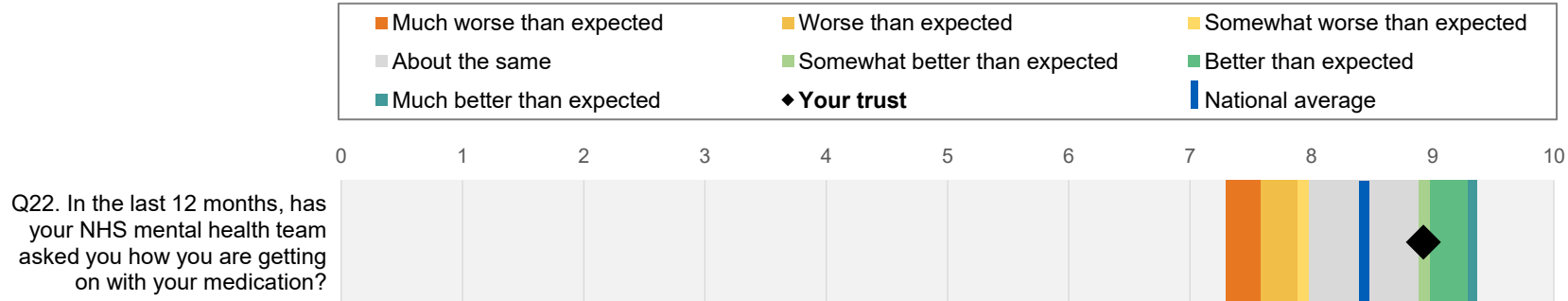
144	7.5	7.4	6.4	8.3
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143	5.8	6.0	4.9	7.0
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129	5.7	5.6	4.2	7.1
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Section 4. Medication (continued)

Question scores



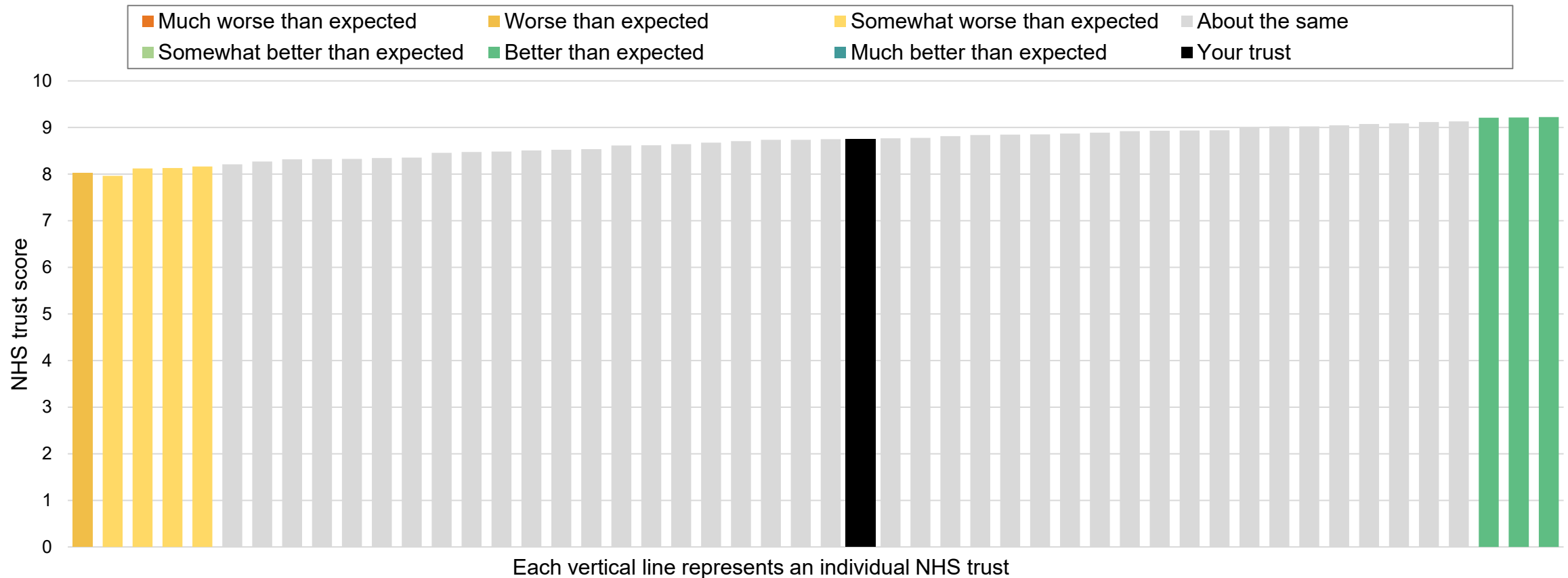
Somewhat better than expected

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
135	8.9	8.4	7.3	9.4

Section 5. Psychological therapies

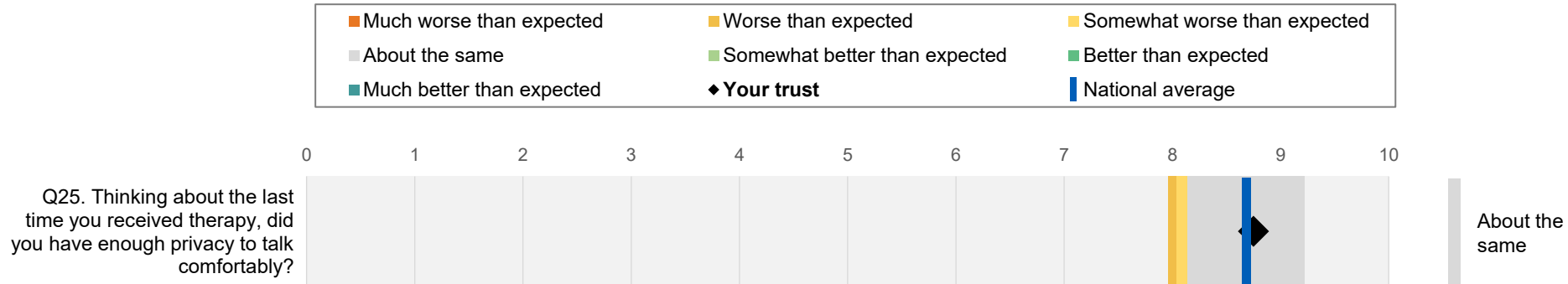
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Your trust section score = 8.8 About the same



Section 5. Psychological therapies (continued)

Question scores

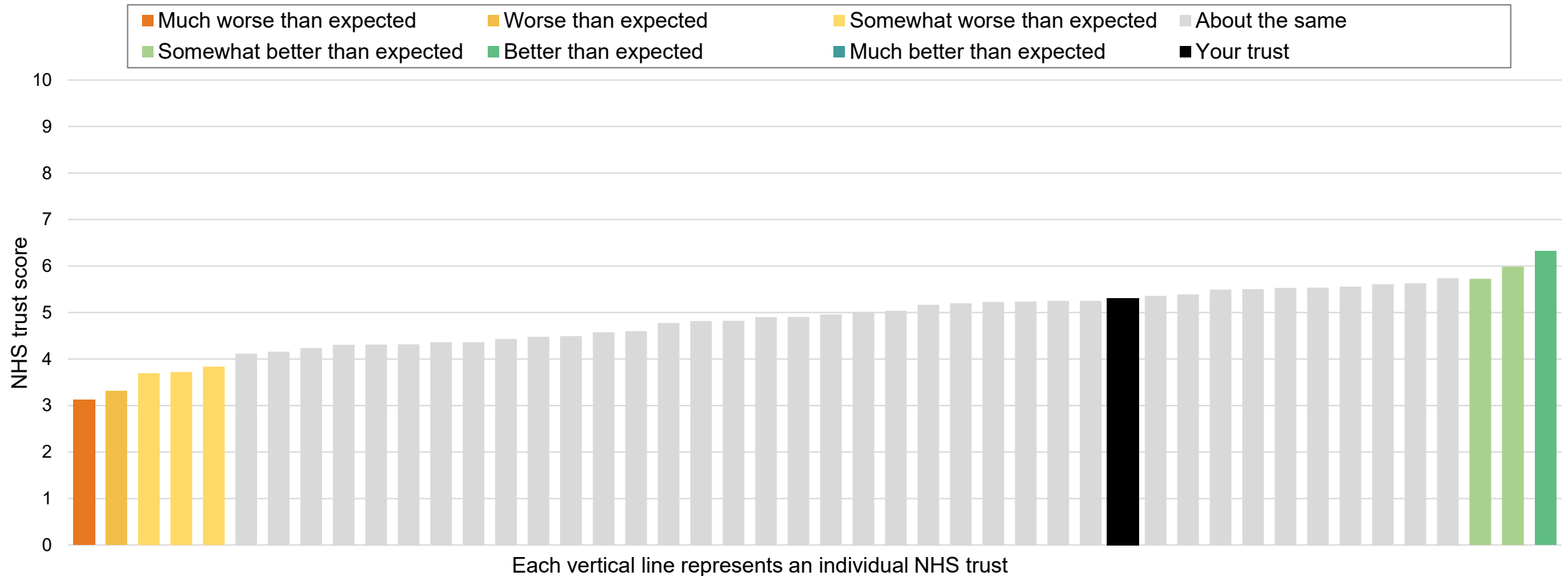


		All trusts in England		
Number of respondents	Your trust score	National average	Lowest score	Highest score
99	8.8	8.7	8.0	9.2

Section 6. Crisis care support

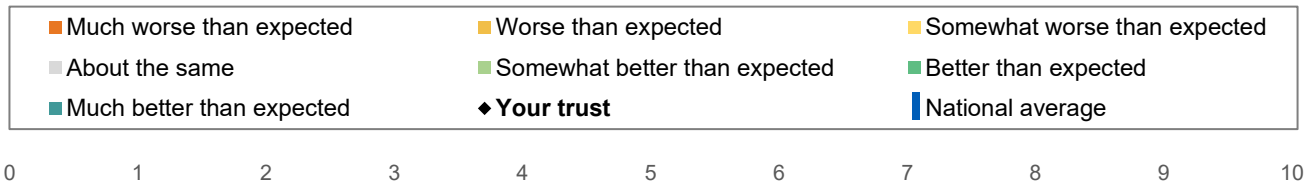
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Your trust section score = 5.3 About the same

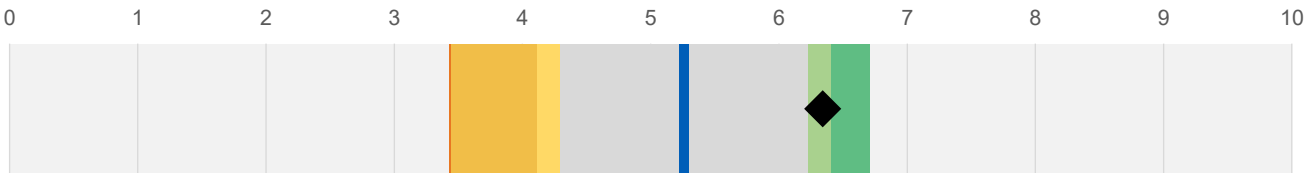


Section 6. Crisis care support (continued)

Question scores



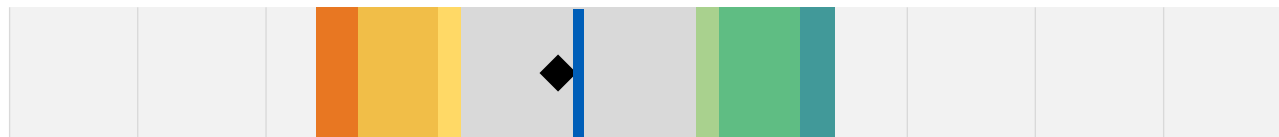
Q29. Thinking about the last time you contacted NHS mental health crisis support, did you get the help you needed?



Somewhat better than expected

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
70	6.3	5.3	3.4	6.7

Q30. Did the NHS mental health team give your family or carer information or support whilst you were in crisis?



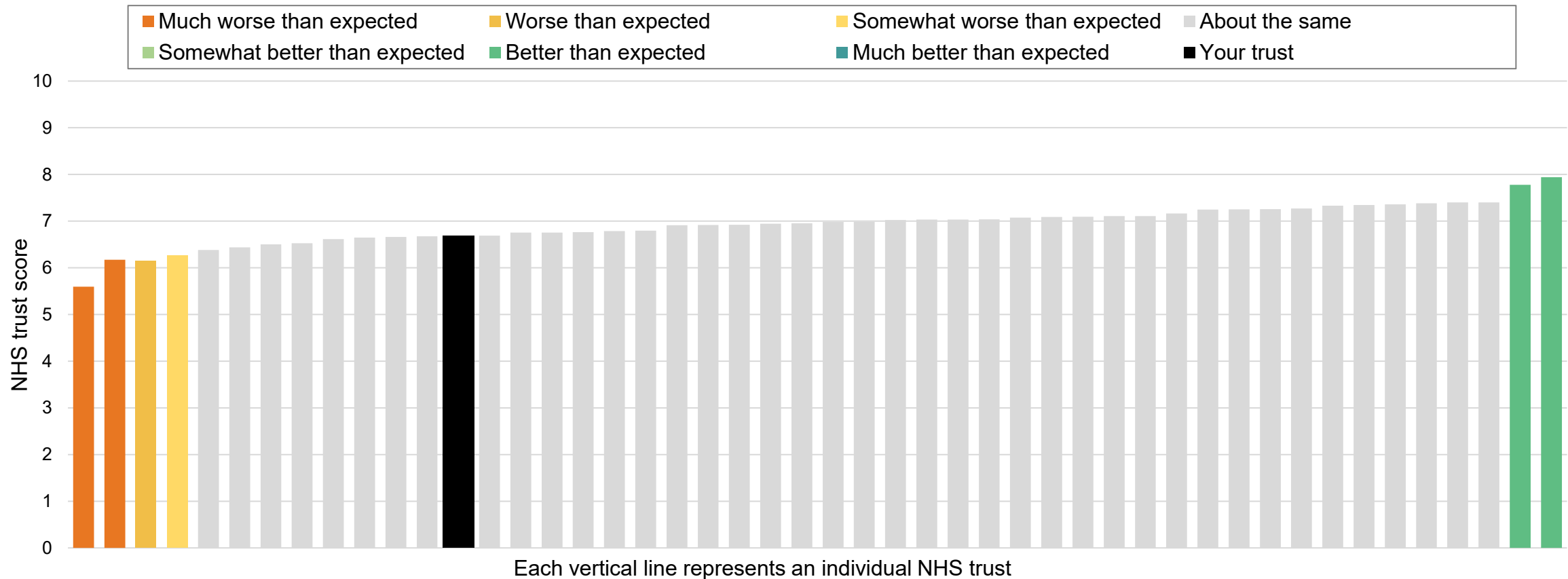
About the same

Number of respondents	Your trust score	National average	Lowest score	Highest score
57	4.3	4.4	2.4	6.4

Section 7. Crisis care access

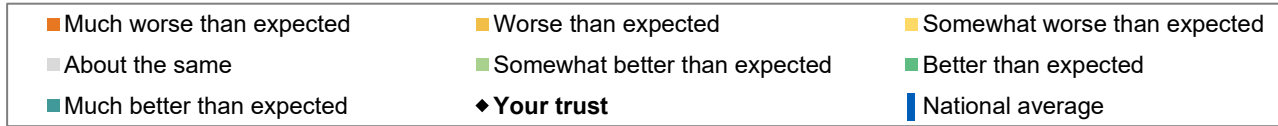
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Your trust section score = 6.7 About the same

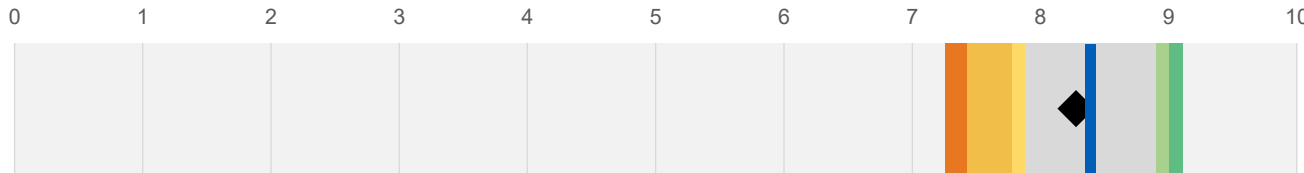


Section 7. Crisis care access (continued)

Question scores



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



About the same

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?



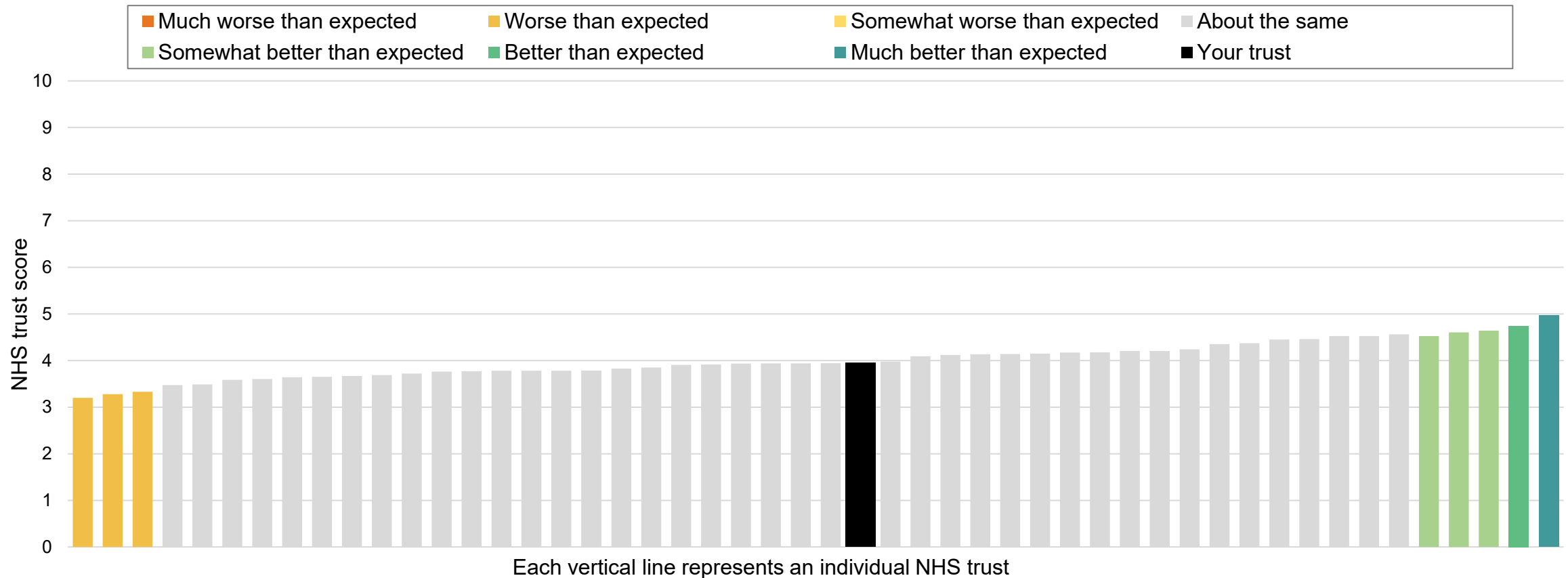
About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
223	8.3	8.4	7.3	9.1
69	5.1	5.4	3.5	7.4

Section 8. Support with other areas of life

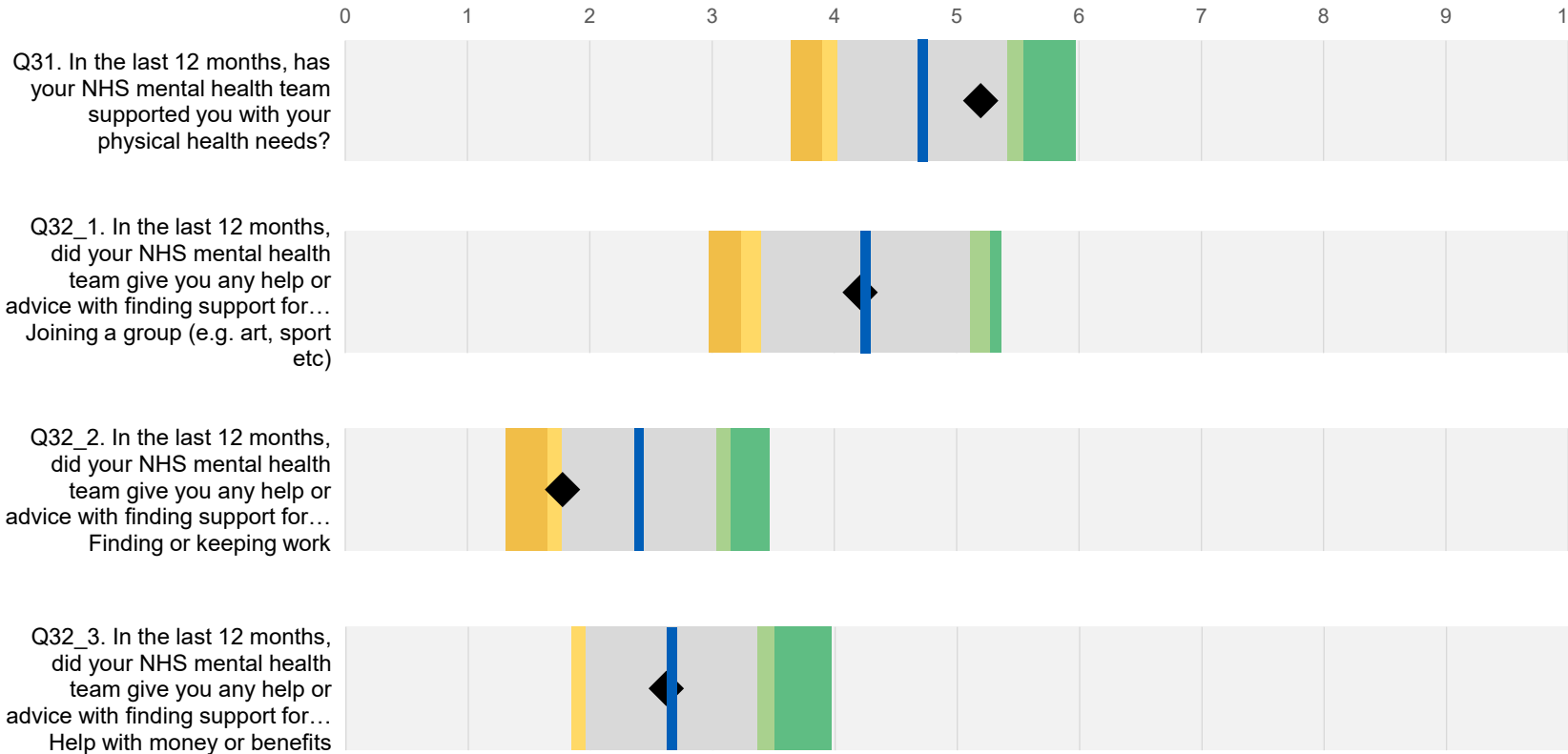
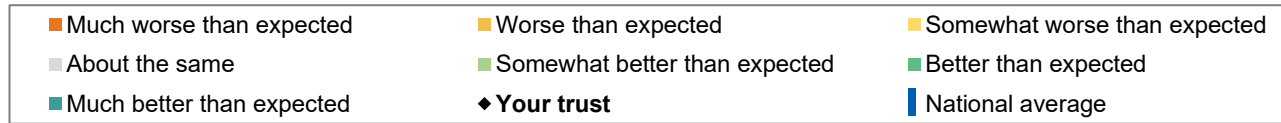
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Your trust section score = 4.0 About the same



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

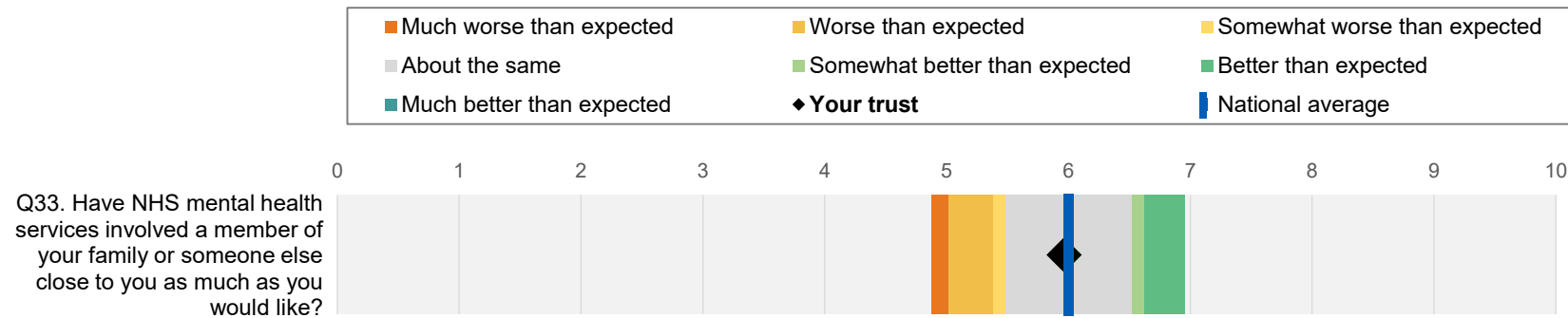
Question scores



		All trusts in England		
Number of respondents	Your trust score	National average	Lowest score	Highest score
130	5.2	4.7	3.6	6.0
186	4.2	4.3	3.0	5.4
116	1.8	2.4	1.3	3.5
152	2.6	2.7	1.8	4.0

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

Question scores



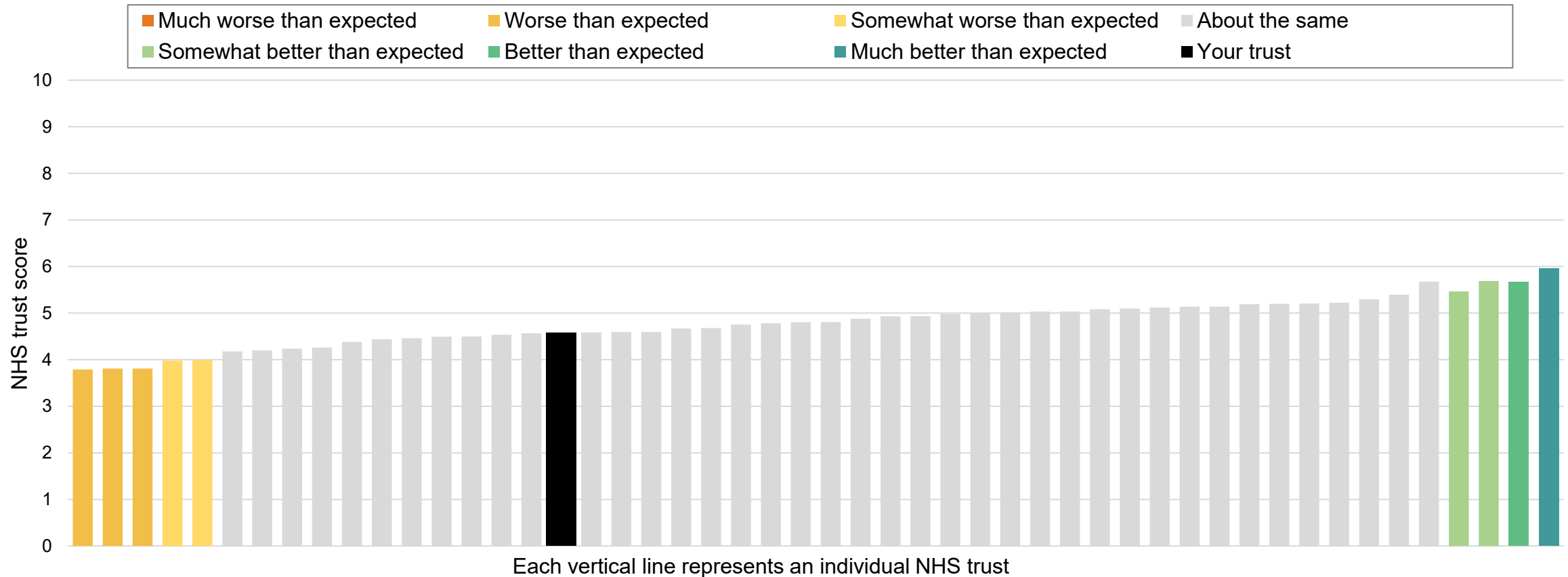
About the same

Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
190	6.0	6.0	4.9	7.0

Section 9. Support in accessing care

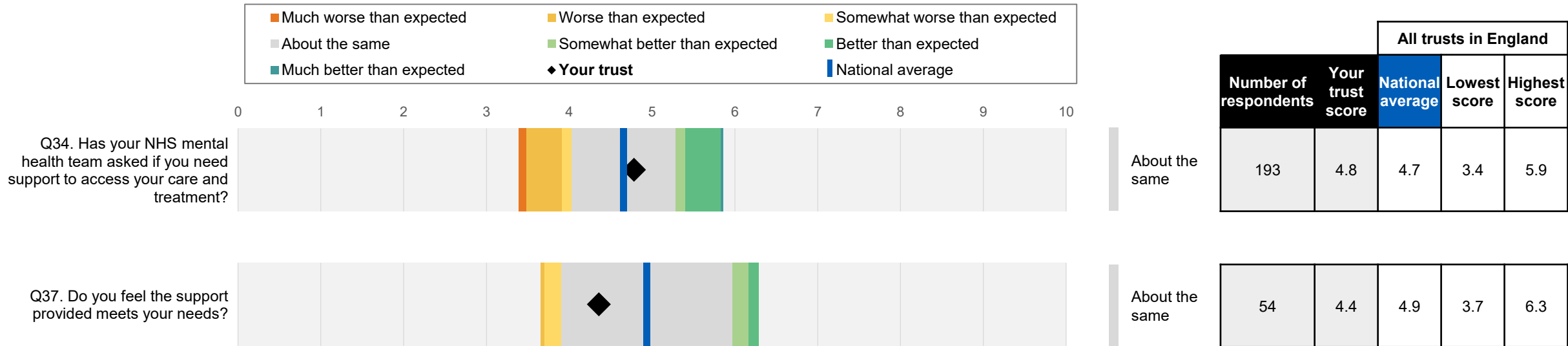
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 4.6 About the same



Section 9. Support in accessing care (continued)

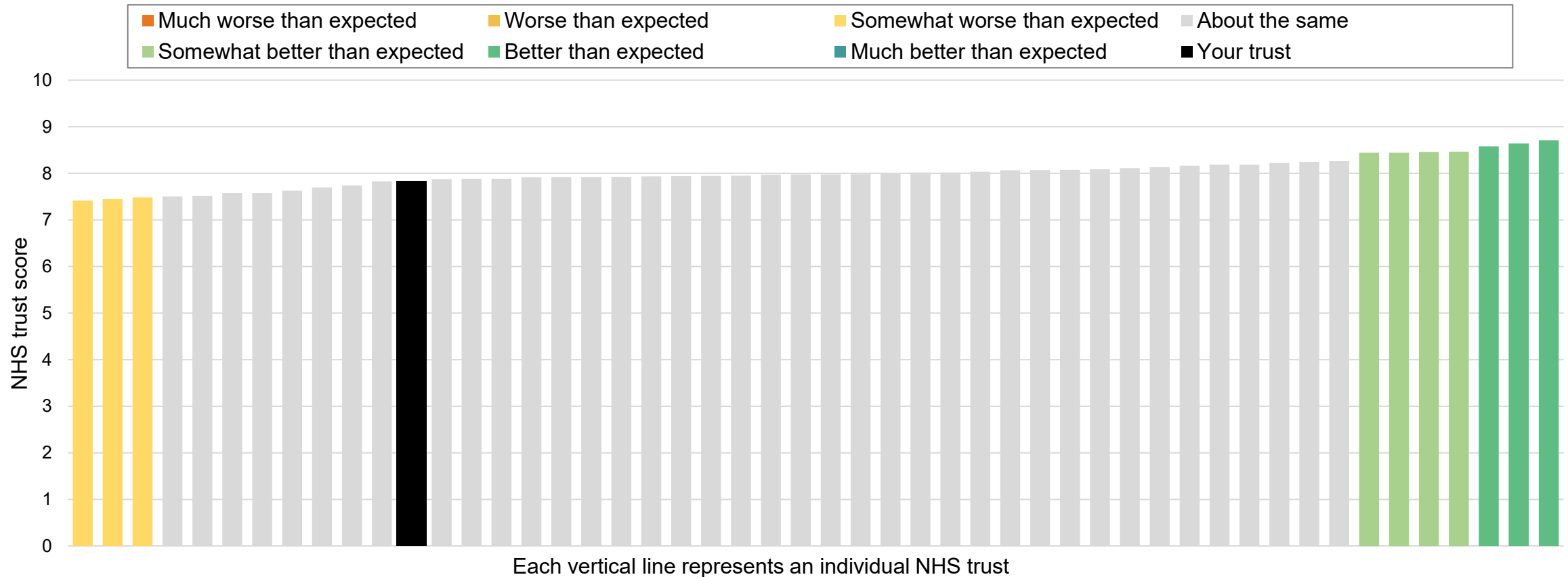
Question scores



Section 10. Respect, dignity and compassion

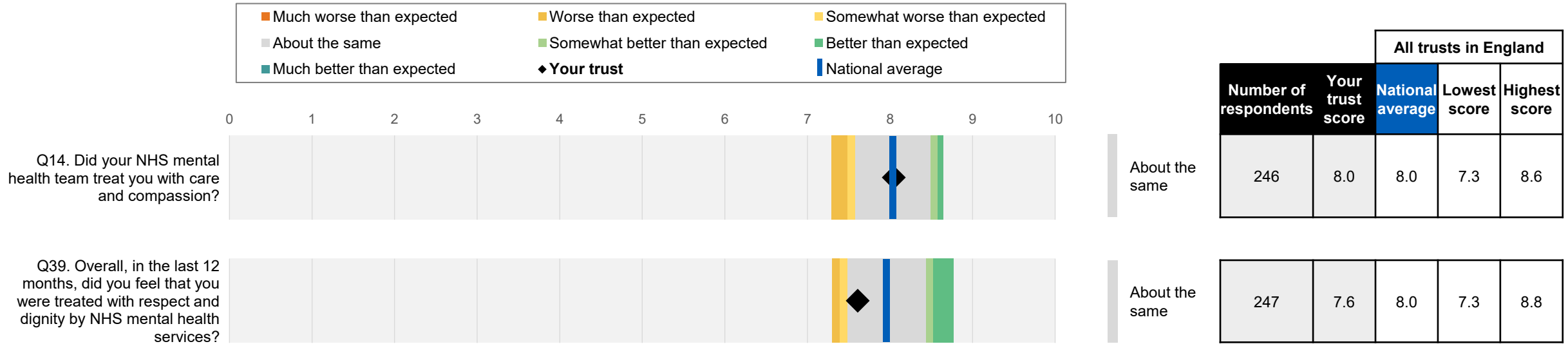
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Your trust section score = 7.8 About the same



Section 10. Respect, dignity and compassion (continued)

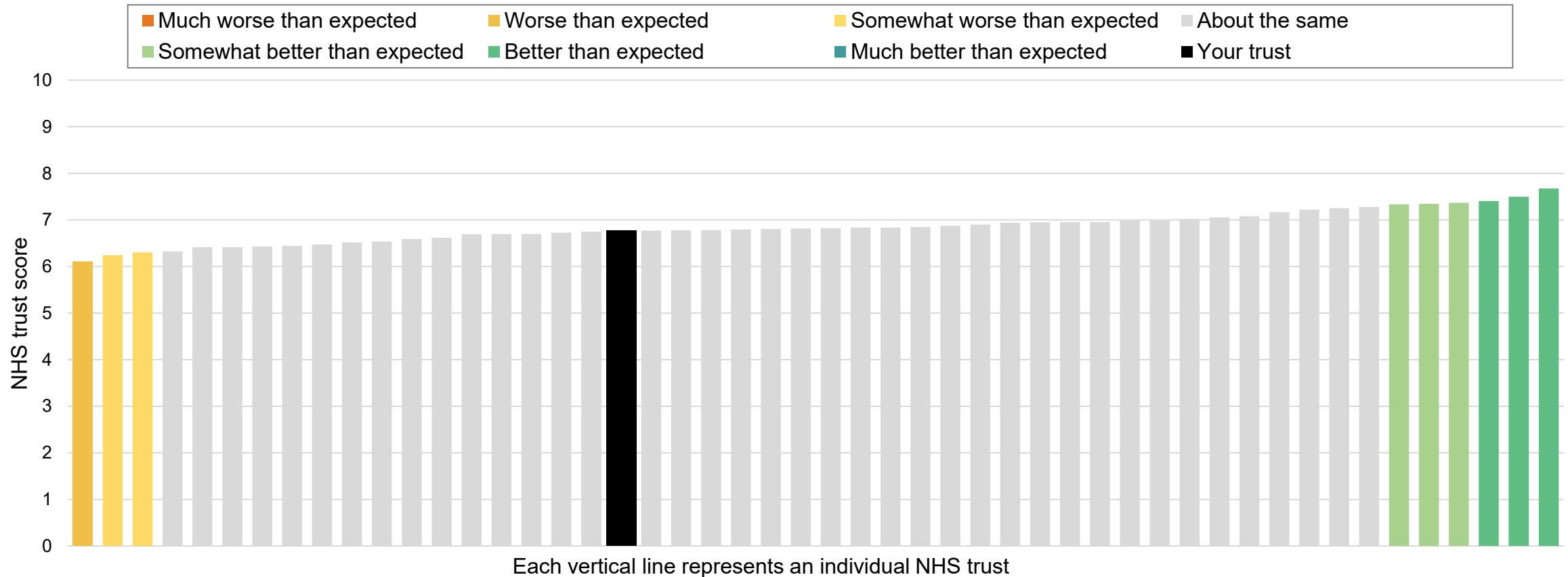
Question scores



Section 11. Overall experience

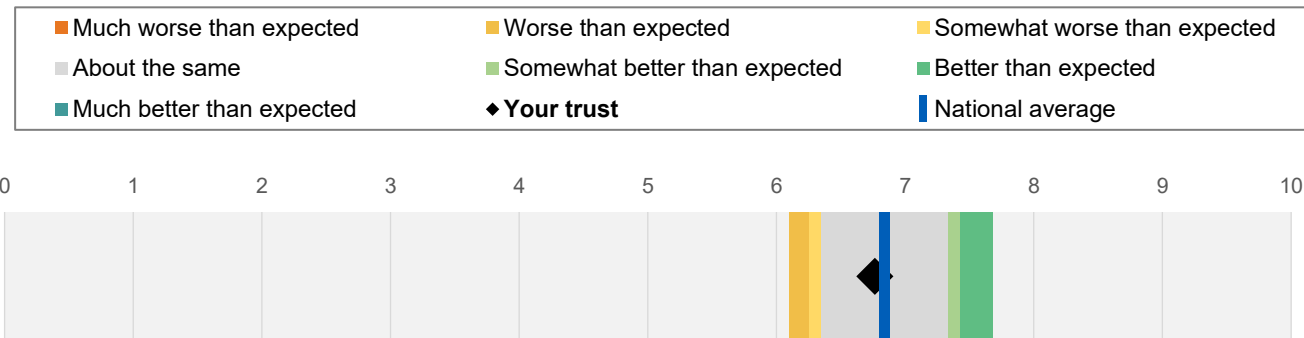
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Your trust section score = 6.8 About the same



Section 11. Overall experience (continued)

Question scores



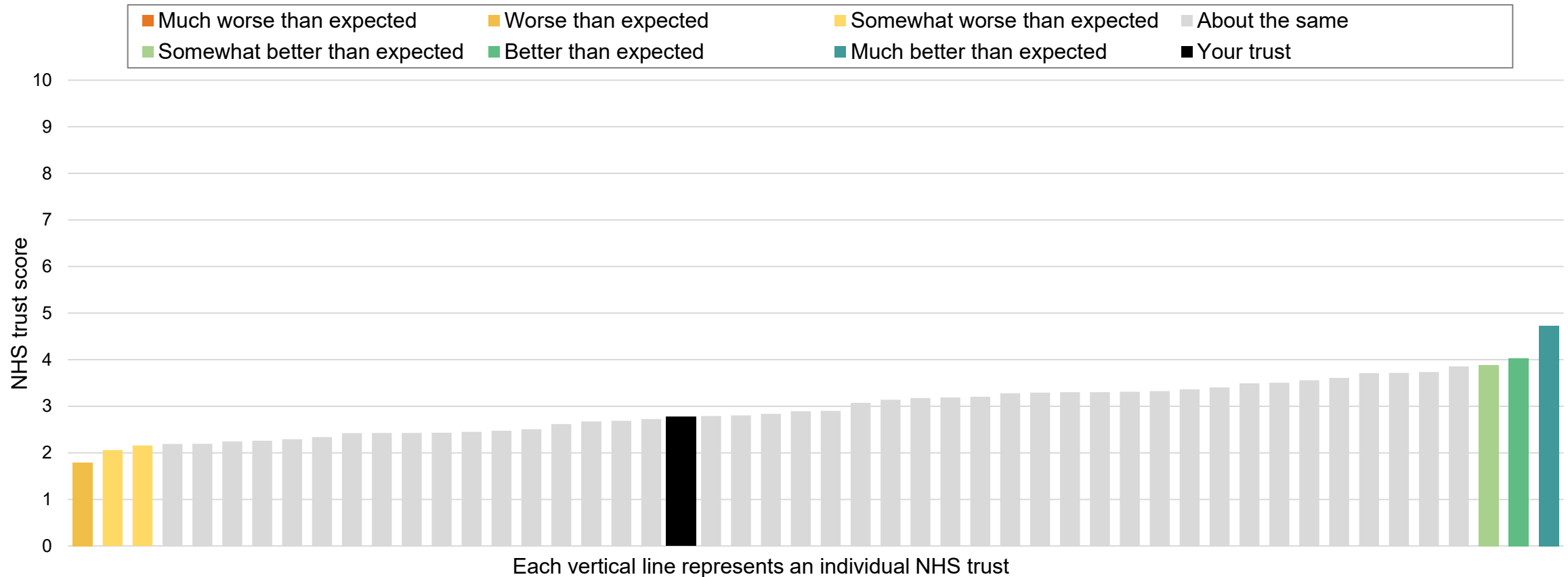
Number of respondents	Your trust score	All trusts in England		
		National average	Lowest score	Highest score
246	6.8	6.8	6.1	7.7

About the same

Section 12. Feedback

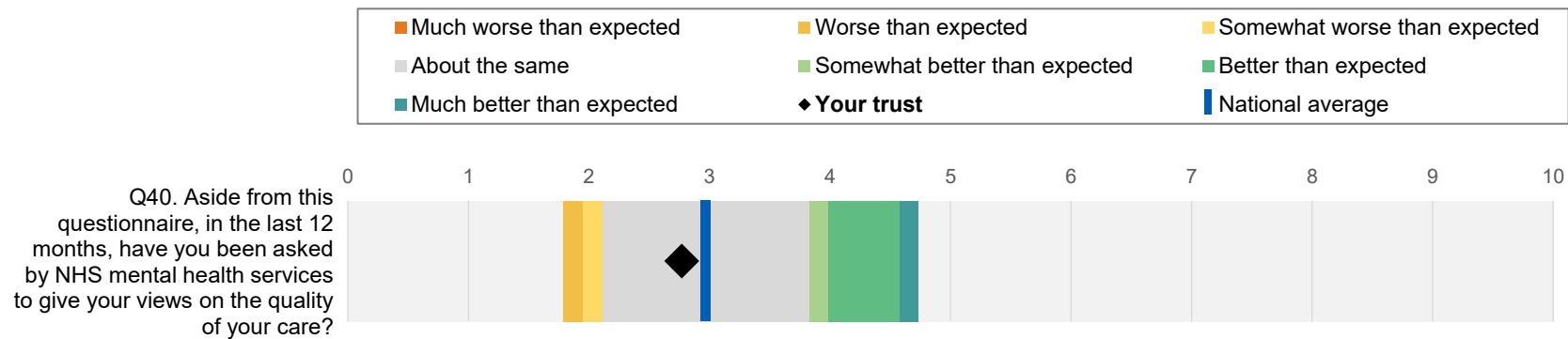
This shows the range of section scores for all NHS trusts. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed 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 = 2.8 About the same



Section 12. Feedback (continued)

Question scores



		All trusts in England		
Number of respondents	Your trust score	National average	Lowest score	Highest score
207	2.8	3.0	1.8	4.7

About the same

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, Q20, 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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RW1 Hampshire and Isle of Wight Healthcare NHS Foundation Trust does not have any historical comparisons due to a recent merger.

Comparison to other trusts

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

- Q7. Was the support offered appropriate for your mental health needs?
- Q22. In the last 12 months, has your NHS mental health team asked you how you are getting on with your medication?
- Q29. Thinking about the last time you contacted NHS mental health crisis support, did you get the help you needed?

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



Survey
Coordination
Centre

