

Inspecting **Informing** Improving

Patient survey report 2006



Community Mental Health Survey 2006
Gloucestershire Partnership NHS Trust

The community mental health survey was coordinated by the mental health survey coordination centre at the National Centre for Social Research



The Healthcare Commission

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003.

The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. We are committed to making a real difference to the delivery of healthcare and to promoting continuous improvement for the benefit of patients and the public. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

We have a statutory duty to assess the performance of healthcare organisations in the NHS and award annual ratings of performance, to coordinate inspections and reviews of healthcare organisations carried out by others, and register organisations providing healthcare in the independent sector.

We have created an entirely new approach to assessing and reporting on the performance of healthcare organisations - our annual health check - which will examine a broad range of factors enabling us to focus on what really matters to patients and the public.

The Patient Survey Programme

Understanding what patients think about the care and treatment they receive is crucial to improving the quality of care being delivered by the NHS and to ensuring that local health services meet the needs of patients and the public. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

In 2004, the Healthcare Commission carried out seven national surveys of patients covering primary care, community mental health, hospital inpatient care for adults, accident and emergency care for adults, services for children and young people, ambulance services and outpatient services.

In 2005, we revisited three areas already covered by the survey programme – community mental health, primary care and adult inpatient services - again asking patients to give us their views about the care and treatment they have received.

The programme for 2006 consists of a survey on community mental health and a survey of adult inpatient services.

In 2006, the community mental health survey involved 79 NHS trusts (including combined mental health and social care trusts, and primary care trusts) that are responsible for providing secondary mental health services. We received responses from more than 19,000 service users.

Four trusts offering mental health services were not included in the survey. Two PCT's began offering mental health services in June 2005. As the survey asks patients about the services that they received between March 2005 and February 2006, it was not appropriate to include them in the survey. Two mental health trusts are not included since they have insufficient numbers of patients receiving secondary mental health services on the Care Programme Approach (CPA).

In 2006, the community mental health survey was extended to include service users over the age of 65 years. However, to enable comparability with previous surveys, the benchmark reports were calculated using only respondents aged 65 years and under. Benchmark results for the whole sample are available on request to the Surveys Team at the Healthcare Commission. Please email:

patient.survey@healthcarecommission.org.uk

Introduction to the report

Three types of results on the 2006 Community Mental Health Survey are available from the Healthcare Commission website:

- Benchmark reports (including this one) present **scores** for each question for each trust compared with national benchmark results. This should be used to understand the trust's **performance**.
- Spreadsheets containing the **percentage** of respondents giving a particular response to a survey question for each trust or combined PCT and mental health trust. These spreadsheets describe the percentage of service users who have had a particular experience, for example, the percentage of people saying that the psychiatrist definitely listened carefully to them. The spreadsheets should be used to understand the **detailed results** for the survey on individual trusts.
- A briefing note that provides a commentary of the key national findings and changes from previous surveys.

The documents described above are produced by the Mental Health Survey Co-ordination Centre at the National Centre for Social Research on behalf of the Healthcare Commission.

Interpreting the report

The benchmark reports are calculated by converting responses to particular questions into scores. For each question in the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response¹. Therefore, the higher the score for each question, the better the trust is performing. A 'scored' questionnaire showing the scores assigned to each question may be downloaded from the Healthcare Commission website (see further information section). Please note that the scores are **not percentages**, so a score of 80 does not mean that 80% of service users have had a particular experience but that the trust has scored 80 out of 100. (The results using percentages to describe patients' experiences are presented in the national spreadsheets which are also available from the Healthcare Commission website).

The following graphs display this trusts scores, compared with national benchmarks. Each bar represents the range of results across all trusts that took part in the survey for each question.

In the graphs, the bar is divided into three coloured segments:

- the left hand end (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right hand end (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section (coloured orange) represents the range of scores for the remaining 60% of trusts

The score for this trust is shown on each bar by a white diamond. So, for example, if the diamond is in the green section of the bar, the trust is in the best 20% of trusts in England.

¹Different trusts will have a different profile of service users, for example, one trust may have more male service users than another trust. This can potentially affect the results since it is known that some people tend to answer questions in a different way than others. Therefore, the results have been weighted by the age and sex of respondents to ensure that no trust will appear better or worse than another because of its sample profile. The trust level results are standardised, so that their age-sex profile reflects the national age-sex distribution (based on all of the survey respondents). This enables results from trusts with different patient profiles to be compared.

The line either side of the diamond shows the amount of uncertainty surrounding the trust value, as a result of random fluctuation².

The data used for the charts and background information about the service users that were surveyed may be found at the end of the report.

Notes on specific questions

Q23 and Q24 Please note that the information collected by question 23 “In the last 12 months have you had any counselling sessions (e.g. talking therapy) from NHS Mental Health Services?” and question 24 “In the last 12 months, did you want talking therapy?” is presented together to show whether the provision of talking therapy met the service user’s requirements. The combined question is numbered in this report as question 23 and has been reworded to read “In the last 12 months, did the provision of talking therapies meet your requirements?” For further details, please see the ‘scored’ questionnaire which shows the scores assigned to each question. This may be downloaded from the Healthcare Commission website (see further information section).

Q48 Please note that though reported in 2004 and 2005, question 48 “When you were sectioned were your rights explained to you” is not shown in this report. This is because this year, no trust had more than 30 respondents to this question and results were therefore not reliable enough to report (see footnote 2).

Further Information

Full details of the survey methodology can be found at:

<http://www.healthcarecommission.org.uk/mentalhealthsurvey2006>

More information on the NHS Patient Survey Programme is available on patient survey website:

<http://www.healthcarecommission.org.uk/NationalPatientSurveyProgramme>

The 2006 Community Mental Health Survey results, questionnaire and scoring can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveysMentalHealth2006>

The 2005 Community Mental Health Survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyMentalHealth2005>

The 2004 Community Mental Health Survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyMentalHealth2004>

More information on the 2005/2006 NHS performance ratings is available on the Healthcare Commission website:

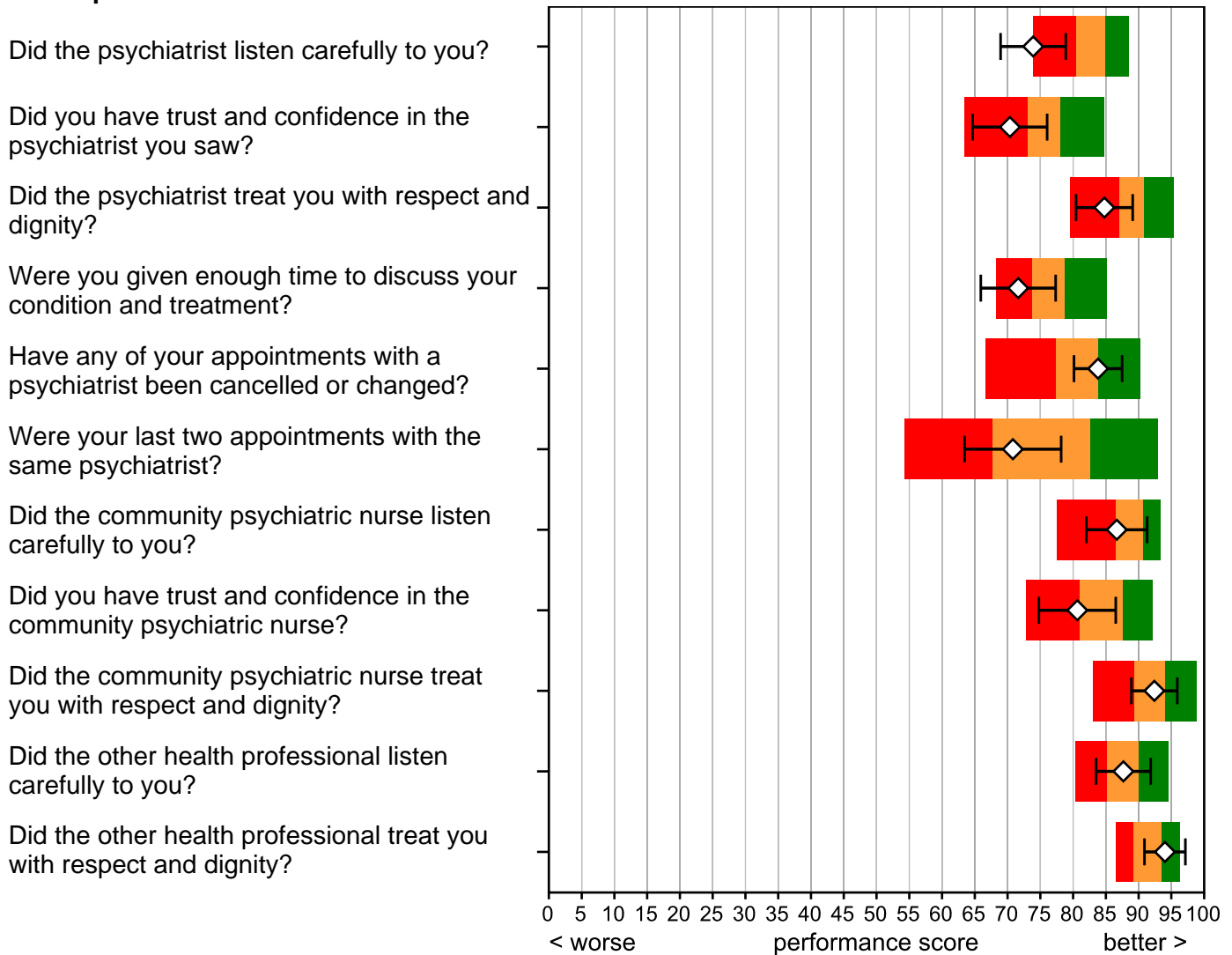
www.healthcarecommission.org.uk/ratings

²Since the score is based on a sample of service users in a trust rather than everyone, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval is calculated as a measure of how accurate the score is. We can be 95% sure that if everyone in the trust had been interviewed, the ‘true’ score would fall within this interval. The diamond is not shown at questions answered by fewer than 30 people, because the uncertainty around the result would be too great. Note also that when identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

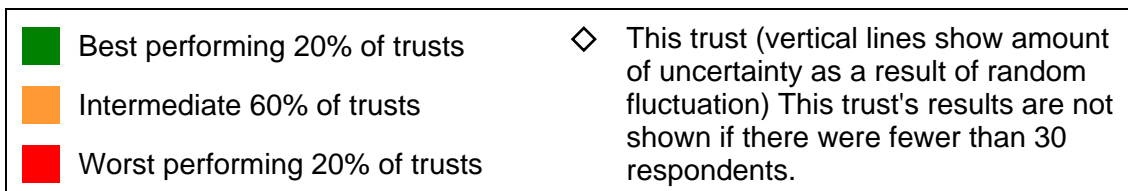
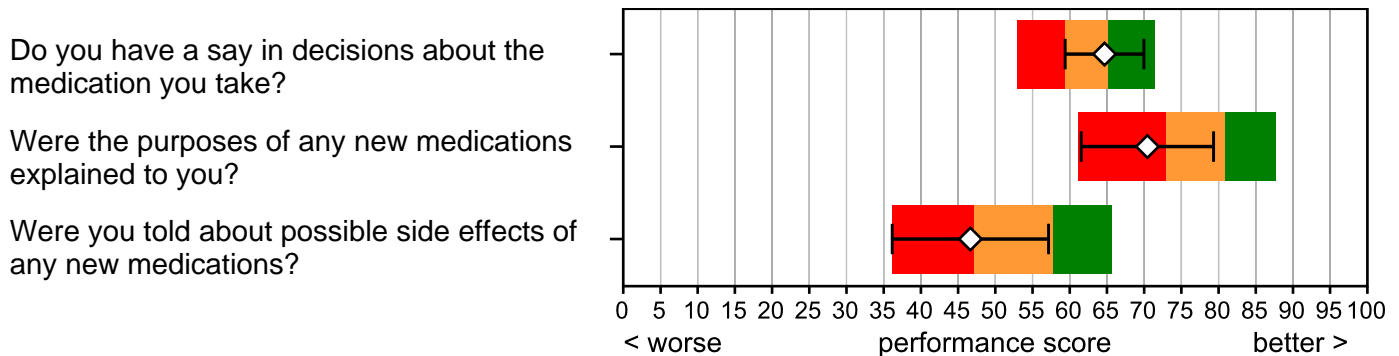
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Health professionals



Medications



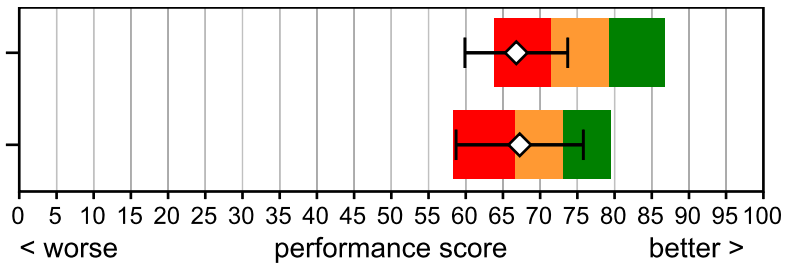
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Counselling

In the last 12 months, did the provision of talking therapies meet your requirements?

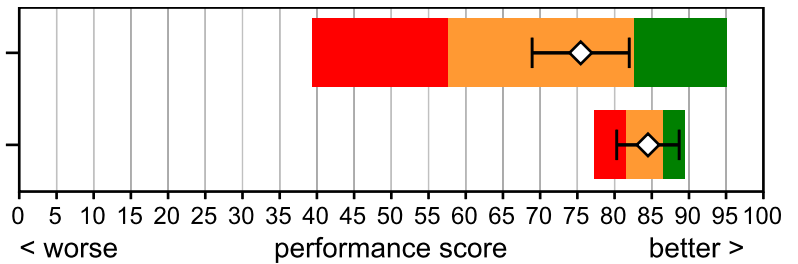
If you had talking therapy, did you find it helpful?



Your care co-ordinator

Have you been told who your care co-ordinator is?

Can you contact your care co-ordinator if you have a problem?

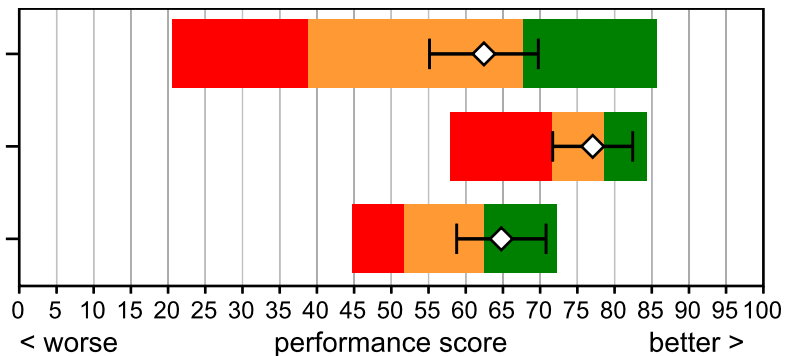






Your care plan

Have you been given (or offered) a written or printed copy of your care plan?

Do you understand what is in your care plan?

Were you involved in deciding what was in your care plan?



 Best performing 20% of trusts	 This trust (vertical lines show amount of uncertainty as a result of random fluctuation) This trust's results are not shown if there were fewer than 30 respondents.
 Intermediate 60% of trusts	
 Worst performing 20% of trusts	

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Your care review

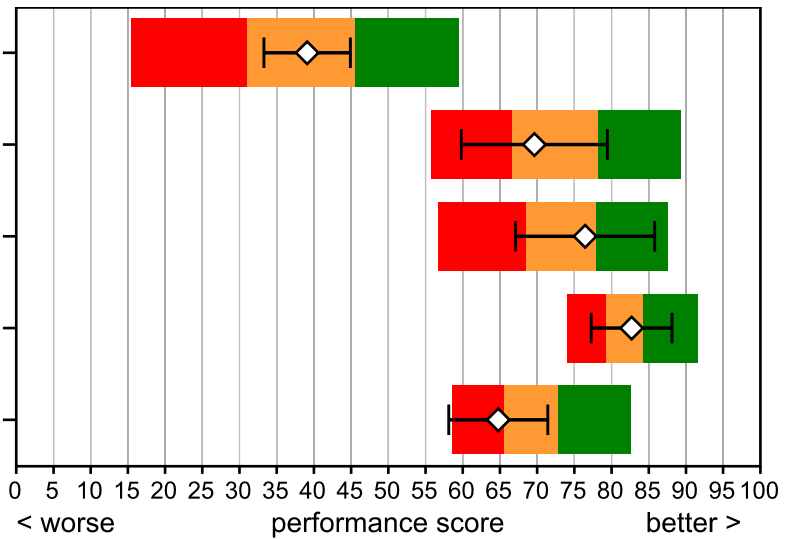
In the last 12 months have you had a care review?

Were you told that you could bring a friend or relative to your care review meetings?

Were you given a chance to talk to your care co-ordinator about what would happen?

Were you given a chance to express your views at the meeting?

Did you find the last care review helpful?



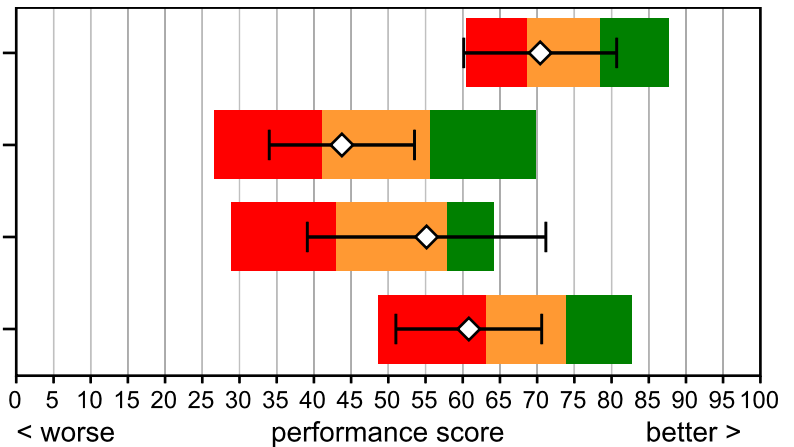
Support in the community

Were the activities provided by the day centre or day hospital helpful?

In the last 12 months have you received any information about local support groups?

In the last 12 months have you received help with finding work?

In the last 12 months have you received help with getting benefits?

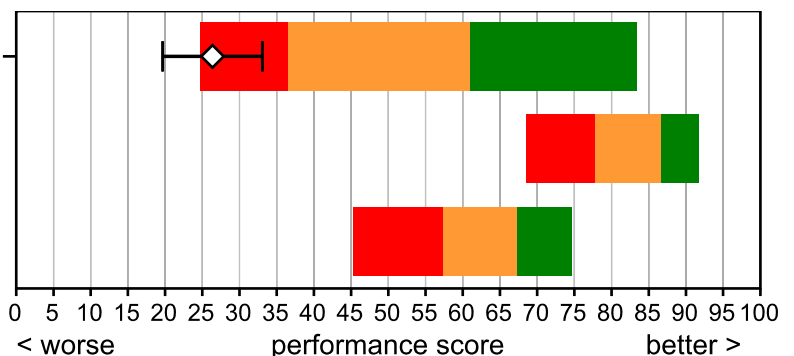






Crisis care

Do you have the number of someone from NHS services that you can phone out of office hours?

The last time you called the number, how long did it take you to get through to someone?

The last time you called the number, did you get the help you wanted?



	Best performing 20% of trusts		This trust (vertical lines show amount of uncertainty as a result of random fluctuation) This trust's results are not shown if there were fewer than 30 respondents.
	Intermediate 60% of trusts		
	Worst performing 20% of trusts		

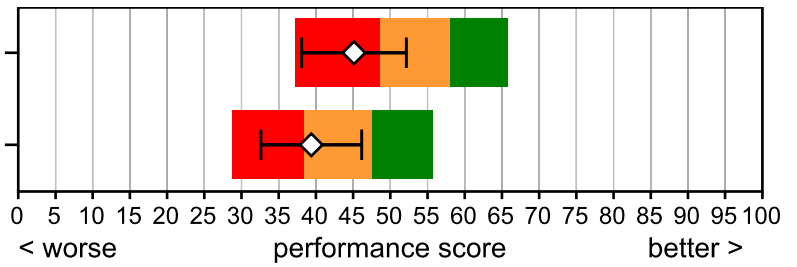
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Your family or carer

Has a member of your family or someone else close to you been given enough information?

Has a member of your family or someone else close to you had enough support?

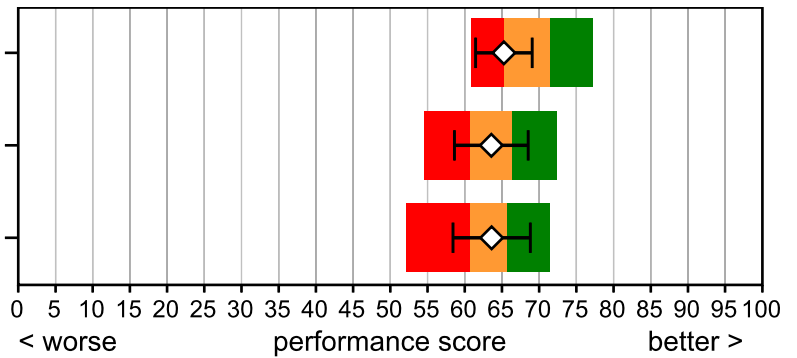






Overall

Overall, how would you rate the care you have received from Mental Health Services?

Do you have enough say in decisions about your care and treatment?

Has your diagnosis been discussed with you?



 Best performing 20% of trusts	 This trust (vertical lines show amount of uncertainty as a result of random fluctuation) This trust's results are not shown if there were fewer than 30 respondents.
 Intermediate 60% of trusts	
 Worst performing 20% of trusts	

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	Scores for this NHS trust	95% Confidence Interval		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper			
Health professionals						
Q4 Did the psychiatrist listen carefully to you?	74	69	79	85	89	153
Q5 Did you have trust and confidence in the psychiatrist you saw?	70	65	76	78	85	155
Q6 Did the psychiatrist treat you with respect and dignity?	85	80	89	91	95	155
Q7 Were you given enough time to discuss your condition and treatment?	72	66	77	79	85	154
Q8 Have any of your appointments with a psychiatrist been cancelled or changed?	84	80	87	84	90	155
Q9 Were your last two appointments with the same psychiatrist?	71	63	78	83	93	148
Q11 Did the community psychiatric nurse listen carefully to you?	87	82	91	91	93	115
Q12 Did you have trust and confidence in the community psychiatric nurse?	81	75	87	88	92	115
Q13 Did the community psychiatric nurse treat you with respect and dignity?	92	89	96	94	99	115
Q16 Did the other health professional listen carefully to you?	88	84	92	90	95	106
Q17 Did the other health professional treat you with respect and dignity?	94	91	97	94	96	105
Medications						
Q19 Do you have a say in decisions about the medication you take?	65	59	70	65	71	177
Q21 Were the purposes of any new medications explained to you?	70	62	79	81	88	70
Q22 Were you told about possible side effects of any new medications?	47	36	57	58	66	70
Counselling						
Q23 In the last 12 months, did the provision of talking therapies meet your requirements?	67	60	74	79	87	183
Q25 If you had talking therapy, did you find it helpful?	67	59	76	73	79	71
Your care co-ordinator						
Q26 Have you been told who your care co-ordinator is?	75	69	82	83	95	172
Q27 Can you contact your care co-ordinator if you have a problem?	84	80	89	87	89	132
Your care plan						
Q28 Have you been given (or offered) a written or printed copy of your care plan?	62	55	70	68	86	173
Q29 Do you understand what is in your care plan?	77	72	82	79	84	128
Q30 Were you involved in deciding what was in your care plan?	65	59	71	62	72	138

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	Scores for this NHS trust	95% Confidence Interval		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper			
Your care review						
Q31 In the last 12 months have you had a care review?	39	33	45	46	59	182
Q32 Were you told that you could bring a friend or relative to your care review meetings?	70	60	79	78	89	88
Q33 Were you given a chance to talk to your care co-ordinator about what would happen?	76	67	86	78	88	83
Q34 Were you given a chance to express your views at the meeting?	83	77	88	84	92	97
Q35 Did you find the last care review helpful?	65	58	71	73	83	95
Support in the community						
Q37 Were the activities provided by the day centre or day hospital helpful?	70	60	81	79	88	49
Q38 In the last 12 months have you received any information about local support groups?	44	34	54	56	70	101
Q40 In the last 12 months have you received help with finding work?	55	39	71	58	64	38
Q41 In the last 12 months have you received help with getting benefits?	61	51	71	74	83	98
Crisis care						
Q42 Do you have the number of someone from NHS services that you can phone out of office hours?	26	20	33	61	83	169
Q44 The last time you called the number, how long did it take you to get through to someone?	-	-	-	87	92	16
Q45 The last time you called the number, did you get the help you wanted?	-	-	-	67	75	16
Your family or carer						
Q49 Has a member of your family or someone else close to you been given enough information?	45	38	52	58	66	125
Q50 Has a member of your family or someone else close to you had enough support?	39	33	46	48	56	126
Overall						
Q51 Overall, how would you rate the care you have received from Mental Health Services?	65	61	69	71	77	186
Q52 Do you have enough say in decisions about your care and treatment?	64	59	69	66	72	186
Q53 Has your diagnosis been discussed with you?	64	58	69	66	71	188

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Background Information

The sample	This trust	All trusts
Number of respondents	198	19494
Response Rate (percentage)	36	39
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	41	43
Female	59	57
Age group (percentage)	(%)	(%)
Aged 35 and younger	28	23
Aged 36-50	34	42
Aged 51-65	38	35
Ethnic group (percentage)	(%)	(%)
White	97	93
Mixed	2	1
Asian or Asian British	1	2
Black or Black British	1	3
Chinese or other ethnic group	0	1