

Commission for Health Improvement Mental Health Service Users Survey

The Gloucestershire Partnership NHS Trust took part in the Commission for Healthcare Audit and Inspection's Mental Health Survey of Service Users between March and May 2004.

A questionnaire reflecting the priorities of Service Users across 8 areas of care was sent to a random 850 people subject to the Care Programme Approach who had received a service in the previous 3 months. 316 questionnaires were returned and the findings compare the Partnership Trust with the other 80 Trusts who participated.

For 20 of the 38 performance indicators the Partnership Trust was in the best 20% performing Trusts and in the lowest 20% for only 3.

These comparisons can be seen on this website together with a paper recently presented to the Partnership Trust Board. There is also an update to the action plan which addressed the findings of last year's voluntary survey together with an action plan to address the areas identified by this Survey as needing improvement.

If you have any questions about either Survey please contact Jennifer Berry, Mental Health Development Manager on 01452 891098 or jennifer.berry@glospart.nhs.uk