APPENDIX 11: SURVEY RESULTS

NON-ACUTE CARE

For non-acute care (access, assessment and community care), the results from the 2010 community mental health survey[1] with national benchmark data shown on the horizontal axis are presented below.

The lightest grey section (left hand end) shows the scores for the 20% of trusts with the lowest scores, the darkest grey section (right hand end) shows the scores for the 20% of trusts with the highest scores, and the middle section represents the range of scores for the remaining 60% of trusts.[2]

[1] http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/communitymentalhealthservices.cfm

[2] Benchmark results are based on 'standardised' data (that is, data that have been adjusted for differences between trusts in terms of participant age and sex). To calculate the data, 'for each question in the survey, the individual responses were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing' (www.cqc.org.uk/_db/_documents/Guide_to_benchmark_reports_amb.pdf).

Access

Fast access to reliable health advice	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 6
Q21 Can you contact your Care Co-ordinator (or lead professional) if you have a problem?	
Q43 Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?	44% No; 56% Yes
Q45 The last time you called the number, how long did it take you to get through to someone?	4 h th
Q46 The last time you called the number, did you get the help you wanted?	18% No; 32% Yes, to some exte

Assessment

Involvement in decisions & respect for preferences	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60
Q25 Do you think your views were taken into account when deciding what was in your care plan?	1
Q31 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?	26% No;
Q32 Were you given a chance to express your views at the meeting?	
Q34 Did you discuss whether you needed to continue using mental health services?	18% N

Clear, comprehensible information & support for self-care	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 6
Q23 Have you been given (or offered) a written or printed copy of your care plan?	44% No; 14% Yes, more than one year ago; 42% Yes, in the
Q24 Do you understand what is in your care plan?	15% Not sure; 9
Q28 Does your care plan cover what you should do if you have a crisis (e.g. if you may need to be admitted to a MH ward)?	30% No; 25% Yes, to some

Community care

Involvement in decisions & respect for preferences	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
Q4 Did this person (HP) listen carefully to you?																																									
Q5 Did this person take your views into account?																																									
Q8 Were you given enough time to discuss your condition and treatment?																																									
Q10 Do you think your views were taken into account in deciding which medicines to take?																																									

Clear, comprehensible information & support for self-care	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
Q12 Were the purposes of the medications explained to you?																																									
Q13 Were you told about possible side effects of the medications?																		29% No; 28% Yes, to some extent																							
Q14 Were you given information about the medication in a way that was easy to understand?																																				15% No; 32% Yes,					
Q20 Do you know who your Care Co-ordinator (or lead professional) is?																																									
Q26 Does your care plan set out your goals?																													20% No; 38% Yes, to some extent												
Q33 Did you find the care review helpful?																																									

Emotional support, empathy & respect	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
Q7 Did this person (HP) treat you with respect and dignity?																																									

ACUTE CARE

For acute care (hospital care, and discharge and transfer of care), the results from the 2009 mental health acute inpatient services survey[3] with national benchmark data shown on the horizontal axis are presented below.

The lightest grey section (left hand end) shows the scores for the 20% of trusts with the lowest scores, the darkest grey section (right hand end) shows the scores for the 20% of trusts with the highest scores, and the middle section represents the range of scores for the remaining 60% of trusts.[4]

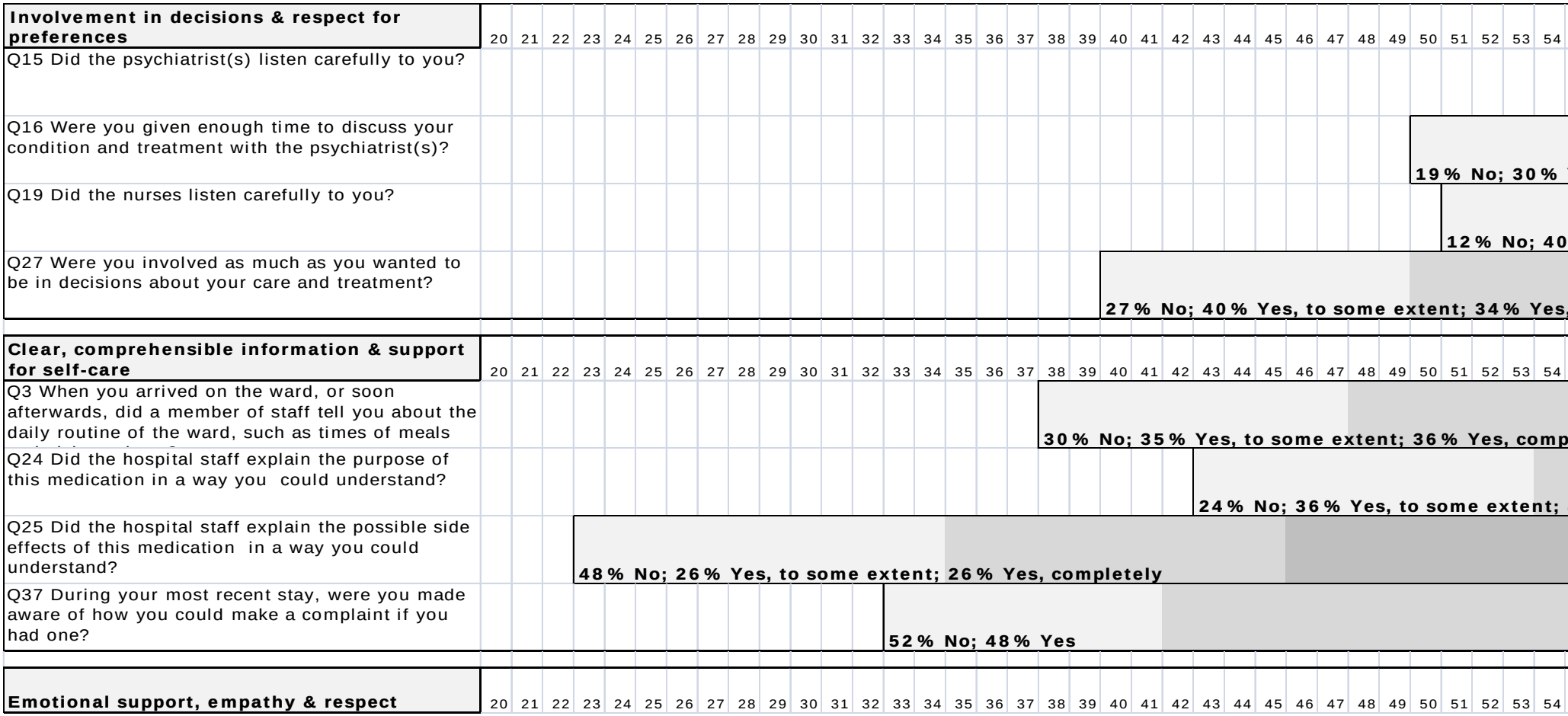
Hospital care

[3] http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/mentalhealthservices.cfm

[4] Benchmark results are based on 'standardised' data (that is, data that have been adjusted for differences between trusts in terms of participant age and sex). To calculate the data, 'for each question in the survey, the individual responses were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing' (www.cqc.org.uk/_db/_documents/Guide_to_benchmark_reports_amb.pdf).

Involvement in decisions & respect for preferences	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58
Q15 Did the psychiatrist(s) listen carefully to you?	13%
Q16 Were you given enough time to discuss your condition and treatment with the psychiatrist(s)?	19% No; 30% Yes, someti
Q19 Did the nurses listen carefully to you?	12% No; 40% Yes, som
Q27 Were you involved as much as you wanted to be in decisions about your care and treatment?	27% No; 40% Yes, to some extent; 34% Yes, definitely

Clear, comprehensible information & support for self-care	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58
Q3 When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals	30% No; 35% Yes, to some extent; 36% Yes, completely
Q24 Did the hospital staff explain the purpose of this medication in a way you could understand?	24% No; 36% Yes, to some extent; 40% Yes, co
Q25 Did the hospital staff explain the possible side effects of this medication in a way you could understand?	48% No; 26% Yes, to some extent; 26% Yes, completely
Q37 During your most recent stay, were you made aware of how you could make a complaint if you had one?	52% No; 48% Yes

Emotional support, empathy & respect	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58
Q1 When you arrived on the ward, did staff make you feel welcome?	
Q18 Did the psychiatrist(s) treat you with respect and dignity?	
Q22 Did the nurses treat you with respect and dignity?	10% No;
Q26 Were you given enough privacy when discussing your condition or treatment with the hospital staff?	13%
Q38 During your most recent stay, do you feel that you were treated unfairly for any reason?	

Discharge and transfer of care