APPENDIX 7: SEARCH STRATEGIES FOR THE IDENTIFICATION OF STUDIES

The search strategies should be referred to in conjunction with information set out in Section #.

Evidence resulting from searches of: (i) existing NICE mental health guidelines for qualitative research and surveys of service user experience; and (ii) survey literature published by the Care Quality Commission informed the evidence base of each review question. Additional searching was undertaken for evidence of interventions as is outlined below.

7.1 The search process for questions concerning interventions

Reviews cited by Goodrich & Cornwell (2008) or included in the Cochrane Consumers and Communication Group or the Cochrane Effective Practice and Organisation of Care Group list of reviews were assessed for eligibility for the review. Additionally, the following websites were checked for eligible reviews:

- Health Issues Centre
- The Studer Group
- Planetree
- The Picker Institute
- The Commonwealth Fund
- The Schwartz Center
- Implementation Science
- Canadian Agency for Drugs and Technologies in Health

The search strategy used by the most general review of service user focused interventions (Coulter & Ellins, 2006), was updated to identify recent evidence of interventions to improve the experience of care. The search process undertaken for updating the systematic review follows.

7.1.1 Systematic review update: electronic searches

To aid retrieval of relevant studes, search terms reported by Coulter & Ellins (2006) were combined with a general search for mental health services/problems. In addition, all the searches were limited to RCTs and observational studies, and further restricted to English language studies only.

A summary of the electronic searches used in the identification of evidence is provided in Figure #. The full set of search terms is documented in sections 7.1.2 to 7.1.4.

Review Question		Search Strategy	Database	Interface	Search terms	Filters	Dates searched
2.1 (includes sub questions 2.2 and 2.3)	Search details for review update	Update of Coulter & Ellins, 2006, review	AMED	OVID	[(experience of care terms) AND (general mental health terms)]	RCT/OS	01.01.2006 to April 2011
2.1 (includes sub questions 2.2 and 2.3)		Update of Coulter & Ellins, 2006, review	Embase	OVID	[(experience of care terms) AND (general mental health terms)]	RCT/OS	01.01.2006 to 2011 Week 14
2.1 (includes sub questions 2.2 and 2.3)		Update of Coulter & Ellins, 2006, review	Medline	OVID	[(experience of care terms) AND (general mental health terms)]	RCT/OS	01.01.2006 to 2011 Week 13
2.1 (includes sub questions 2.2 and 2.3)		Update of Coulter & Ellins, 2006, review	Medline in process	OVID	[(experience of care terms) AND (general mental health terms)]	RCT/OS	08.04.2011
2.1 (includes sub questions 2.2 and 2.3)		Update of Coulter & Ellins, 2006, review	PsycINFO	OVID	[(experience of care terms) AND (general mental health terms)]	RCT/OS	01.01.2006 to April Week 2 2011
2.1 (includes sub questions 2.2 and 2.3)		Update of Coulter & Ellins, 2006, review	CINAHL	Ebsco Host	[(experience of care terms) AND (general mental health terms)]	RCT/OS	01.01.2006 to 08.04.2011
2.1 (includes sub questions 2.2 and		Update of Coulter &	CENTRAL	Wiley	[(experience of care terms) AND (general mental health terms)]	N/A	Issue 5, 2011

2.3)		Ellins, 2006, review					

7.1.2 Systematic review update: population search terms

a) Care experience of people with mental disorders/conditions - search terms:

Embase, Medline, Medline in Process, PsycINFO, AMED – Interface: OVID SP

1	consumer advocacy/ or patient advocacy/ or patient assessment/ or patient satisfaction/ or total quality management/ or (exp physician/ and (choos$ or choice$).ti,ab.)
2	1 use emez
3	choice behavior/ or client satisfaction/ or consumer advocacy/ or exp consumer satisfaction/ or patient advocacy/ or quality improvement/ or total quality management/ or (exp physicians/ and (choos$ or choice).ti,ab.)
4	3 use mesz, prem
5	advocacy/ or choice behavior/ or client satisfaction/ or consumer satisfaction/ or consumer surveys/ or (exp physicians/ and (choos$ or choice).ti,ab.)
6	5 use psyh
7	choice behavior/ or consumer satisfaction/ or patient advocacy/ or patient assessment/ or patient satisfaction/ or (physicians/ and (choos$ or choice).ti,ab.)
8	7 use amed
9	(((consumer$ or patient$) adj choice$) or ((doctor$ or physician$ or plan or provider$) and (choos$ or choice$))).ti,ab.
10	(((choice$ or choos$ or (public adj5 disclos$) or (quality adj5 improve$)) and (performance adj (data or indicator$ or information or measure$ or report))) or report card).ti,ab.
11	(((consumer$ or patient$ or user$) adj satisfaction) or ((consumer$ or patient$ or user$) adj5 survey$) or (patient$ adj (assessment or complaint$ or evaluation or feedback or report)) or ((health or patient$) adj advocacy) or pals or complaints system).ti,ab.
12	or/2,4,6,8-11
13	(exp alcohol abuse/ or exp drug abuse/ or exp mental disease/ or substance abuse/) or (community mental health center/ or community mental health/ or exp mental health care/ or mental health center/ or mental health/ or mental patient/ or psychiatric department/ or exp psychiatry/ or exp psychology/ or psychosocial rehabilitation/)
14	13 use emez
15	(affective symptoms/ or delusions/ or depression/ or exp mental disorders/ or paranoid behavior/ or exp self-injurious behavior/ or exp substance-related disorders/) or (exp community mental health centers/ or

hospitals, psychiatric/ or mental health/ or exp mental health services/ or mentally ill persons/ or psychiatric department, hospital/ or exp psychiatry/ or exp psychology/ or psychology, social/)

16 15 use mesz, prem

17 (exp addiction/ or delusions/ or "depression (emotion)"/ or exp drug abuse/ or exp mental disorders/ or paranoia/ or exp self destructive behavior/ or exp somatoform disorders/) or (community mental health centers/ or community psychiatry/ or community psychology/ or exp mental health programs/ or exp mental health services/ or exp mental health/ or exp psychiatric hospitalization/ or exp psychiatry/ or exp psychology/ or exp psychosocial rehabilitation/ or psychiatric clinics/ or psychiatric hospitals/ or psychiatric patients/ or psychiatric units/)

18 17 use psyh

19 (affective symptoms/or alcoholism/or delusions/or depression/or exp mental disorders/or exp self injurious behavior/) or (community mental health centers/ or mental health/ or exp mental health services/ or psychiatry/ or exp psychology/ or psychology social/ or rehabilitation psychosocial/)

20 19 use amed

21 (cmhs or mental$ or psychiatric$ or psychologic$).ti,ab.

22 or/14,16,18,20-21

23 12 and 22

CENTRAL – Wiley interface

id	search
#1	mesh descriptor choice behavior, this term only
#2	mesh descriptor consumer satisfaction explode all trees
#3	mesh descriptor consumer advocacy, this term only
#4	mesh descriptor total quality management, this term only
#5	mesh descriptor patient advocacy, this term only
#6	mesh descriptor quality improvement, this term only
#7	mesh descriptor physicians explode all trees
#8	(choos* or choice):ti or (choos* or choice):ab
#9	#7 and #8
#10	("consumer* choice*" or "patient* choice*" or ((doctor* or physician* or plan or provider*) and (choos* or choice*))) :ti or ("consumer choice*" or "patient choice*" or ((doctor* or physician* or plan or provider*) and

(choos* or choice*))) :ab

#11 (choice* or choos* or (public near/5 disclos*) or (quality near/5 improve*)) and ("performance data" or "performance indicator*" or "performance information" or "performance measure**" or "performance report" or "report card"):ti or (choice* or choos* or (public near/5 disclos*) or (quality near/5 improve*)) and ("performance data" or "performance indicator*" or "performance information" or "performance measure**" or "performance report" or "report card"):ab

#12 ("consumer* satisfaction" or "patient* satisfaction" or "user* satisfaction" or ((consumer* or patient* or user*) near/5 survey*) or "patient assessment" or "patient* complaint*" or "patient* evaluation" or "patient* feedback" or "patient* report" or "health advocacy" or "patient* advocacy" or "complaints system") :ti or ("consumer* satisfaction" or "patient* satisfaction" or "user* satisfaction" or ((consumer* or patient* or user*) near/5 survey*) or "patient assessment" or "patient* complaint*" or "patient* evaluation" or "patient* feedback" or "patient* report" or "health advocacy" or "patient* advocacy" or "complaints system") :ab

#13 (#1 or #2 or #3 or #4 or #5 or #6 or #9 or #10 or #11 or #12)

#14 mesh descriptor mental disorders explode all trees

#15 mesh descriptor affective symptoms, this term only

#16 mesh descriptor delusions, this term only

#17 mesh descriptor depression, this term only

#18 mesh descriptor paranoid behavior, this term only

#19 mesh descriptor self-injurious behavior explode all trees

#20 mesh descriptor community mental health centers explode all trees

#21 mesh descriptor community mental health services, this term only

#22 mesh descriptor community psychiatry explode all trees

#23 mesh descriptor hospitals, psychiatric, this term only

#24 mesh descriptor mental health services explode all trees

#25 mesh descriptor mental health, this term only

#26 mesh descriptor mentally ill persons, this term only

#27 mesh descriptor psychiatric department, hospital, this term only

#28 mesh descriptor psychiatry explode all trees

#29 mesh descriptor psychology explode all trees

#30 mesh descriptor psychology, social, this term only

#31 (cmhs or mental* or psychiatric* or psychologic*):ti or (cmhs or mental* or psychiatric* or psychologic*):ab

#32 (#14 or #15 or #16 or #17 or #18 or #19 or #20 or #21 or #22 or #23 or #24 or #25 or #26 or #27 or #28 or #29 or #30 or #31)

#33 #13 and #32

CINAHL – Interface: Ebsco Host

s12	s8 and s11
s11	s9 or s10
s10	tx cmhs or mental* or psychiatric* or psychologic*
s9	(mh "affective symptoms") or (mh "depression") or (mh "delusions") or (mh "mental disorders+") or (mh "self-injurious behavior") or (mh "substance abuse+") or (mh "suicide") or (mh "suicidal ideation") or (mh "suicide, attempted") or (mh "hospitals, psychiatric") or (mh "mental health care (saba ccc)+") or (mh "mental health services+") or (mh "psychiatric nursing") or (mh "mental health") or (mh "psychiatric patients+") or (mh "psychiatric units") or (mh "psychiatry+") or (mh "psychology+") or (mh "psychology, social") or (mh "rehabilitation, psychosocial+")
s8	s3 or s4 or s5 or s6 or s7
s7	tx (“consumer* satisfaction” or “patient* satisfaction” or “user* satisfaction” or “patient* assessment” or “patient* complaint*” or “patient* evaluation” or “patient* feedback” or “patient* report” or “health advocacy” or “patient *advocacy” or pals or “complaints system” or consumer* n5 survey* or patient* n5 survey* or user* n5 survey*)
s6	tx (choice or choos* or public n5 disclos* or quality n5 improve*) and (“performance data” or “performance indicator” or “performance information” or “performance measure*” or “performance report” or “report card”)
s5	tx “consumer* choice*” or “patient* choice*” or ((doctor* or physician* or plan or provider*) and (choos* or choice*))
s4	(mh "consumer advocacy") or (mh "consumer satisfaction+") or (mh "patient advocacy") or (mh "patient assessment") or (mh "quality improvement")
s3	s1 and s2
s2	tx choos* or choice
s1	(mh "physicians+")

7.1.3 Systematic review update: search filters

a) RCT search filter – adapted from a filter designed by the Health Information Research Unit of the McMaster University, Ontario.

Embase, Medline, Medline in Process, PsycINFO, AMED – Interface: OVID SP

1 exp clinical trials/ or (crossover procedure or double blind procedure or placebo or randomization or random sample or single blind procedure).sh.
2 1 use emez
3 exp clinical trial/ or randomized controlled trials as topic/or (cross-over studies or double-blind method or placebos or random allocation or randomization or single-blind method).sh.
4 3 use mesz, prem
5 exp clinical trials/ or (placebo or random sampling).sh,id.
6 5 use psyh
7 exp clinical trials/ or (double blind method or placebos or random allocation or single blind method).sh.
8 7 use amed
9 (clinical adj2 trial$).ti,ab.
10 (crossover or cross over).ti,ab.
11 (((single$ or doubl$ or trebl$ or tripl$) adj2 blind$) or mask$ or dummy or singleblind$ or doubleblind$ or trebleblind$ or tripleblind$).ti,ab.
12 (placebo$ or random$).ti,ab.
13 (clinical trial$ or controlled clinical trial$ or random$).pt. or treatment outcome$.md.
14 animal$.sh,po. not human$.sh,po,mp.
15 (or/2,4,6,8-13) not 14

CINAHL – Interface: Ebsco Host

s10	s9 not s8
s9	s1 or s2 or s3 or s4 or s5 or s6 or s7
s8	(mh "animals") not (mh "human")
s7	(pt "clinical trial") or (pt "randomized controlled trial")
s6	ti (placebo* or random*) or ab (placebo* or random*)
s5	ti (single blind* or double blind* or treble blind* or mask* or dummy* or singleblind* or doubleblind* or trebleblind*) or ab (single blind* or double blind* or treble blind* or mask* or dummy* or singleblind* or

	doubleblind* or trebleblind*)
s4	ti (crossover or cross over) or ab (crossover or cross over)
s3	ti clinical n2 trial* or ab clinical n2 trial*
s2	(mh "crossover design") or (mh "placebos") or (mh "random assignment") or (mh "random sample")
s1	(mh "clinical trials+")

b) Observational study filter – developed in-house.

Embase, Medline, Medline in Process, PsycINFO, AMED – Interface: OVID SP

1	(case control study or cohort analysis or cross-sectional study or follow up or hospital based case control study or longitudinal study or observational study or population based case control study or prospective study or retrospective study).sh.
2	1 use emez
3	(case-control studies or cohort studies or cross-sectional studies or epidemiologic studies or follow-up studies or longitudinal studies or prospective studies or retrospective studies).sh.
4	3 use mesz,prem
5	(cohort analysis or followup studies or longitudinal studies or prospective studies or retrospective studies).sh.
6	5 use psyh
7	(case control studies or cohort studies or follow up studies or longitudinal studies or prospective studies or retrospective studies).sh.
8	7 use amed
9	((epidemiologic$ or observational) adj (study or studies)).ti,ab.
10	(cohort$ or cross section$ or crosssection$ or followup$ or follow up$ or followed or longitudinal$ or prospective$ or retrospective$).ti,ab.
11	(case adj2 (control$ or series)).ti,ab.
12	or/2,4,6,8-11

CINAHL – Interface: Ebsco Host

s5	s1 or s2 or s3
s3	ti (“case control” or “case series” or cohort* or “cross sectional” or followup* or “follow up*” or followed or longitudinal or prospective* or retrospective*) or ab (“case control” or “case series” or cohort* or “cross

	sectional" or followup* or "follow up*" or followed or longitudinal or prospective* or retrospective*)
s2	ti ("cross sectional" n2 study or "cross sectional" n2 studies or epidemiologic* n2 study or epidemiologic* n2 studies or observational* n2 study or observational* n2 studies) or ab ("cross sectional" n2 study or "cross sectional" n2 studies or epidemiologic* n2 study or epidemiologic* n2 studies or observational* n2 study or observational* n2 studies)
s1	(mh "case control studies+") or (mh "cross sectional studies") or (mh "prospective studies+")

7.1.4 Systematic review update: web-based searching

Additionally, the following websites were checked for eligible studies:

- Agency for Healthcare and Social Research
- National Health Service Research Register
- NHS Evidence
- World Health Organisation