APPENDIX 11: SURVEY RESULTS

NON-ACUTE CARE

For non-acute care (access, assessment and community care), the results from the 2010 community mental health survey¹ 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

Service user experience: Appendix 11 (May 2011)

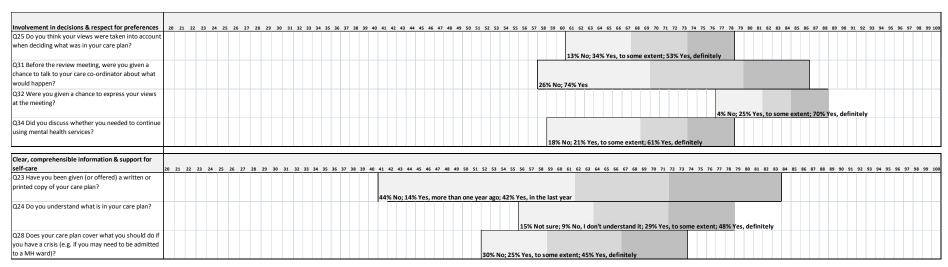
¹ http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/communitymentalhealthservices.cfm

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).

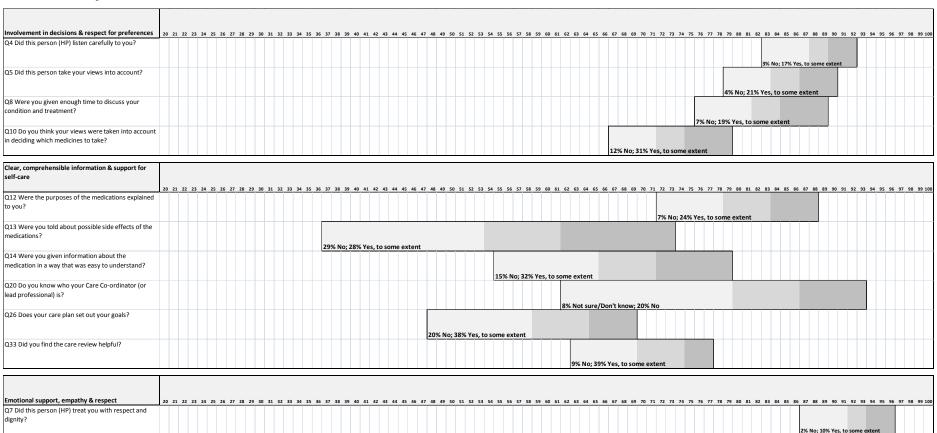
Access

Fast access to reliable health advice	20 21	L 22	23 24	25	26 27	28	29 30	31 32	33 34	4 35	36 37	38 39	40 41	42 4	3 44	45 46	47 4	8 49	50 51	52 5	53 54	55 50	5 57	58 59	60	61 62	63 6	64 65	66 (67 68	69 7	70 71	72 73	74 7	76 7	77 78	79 80	81 82	83 8	4 85 8	86 87	88 89	9 90 9	91 92	93 94	95 96	5 97 9	8 99 10
Q21 Can you contact your Care Co-ordinator (or																																																
lead professional) if you have a problem?																																																
																																				4%	No; 22	% Yes	s, som	etime	s; 749	% Yes,	alway	ys				
Q43 Do you have the number of someone from																																				-												
your local NHS Mental Health Service that you can																																																
phone out of office hours?											4	14% N	o; 56	% Yes	s																																	
Q45 The last time you called the number, how long																																																
did it take you to get through to someone?																																																
																										4%	I could	dn't g	et thr	rough;	3% A	day or	more	; 5% A 1	ew hou	urs; 2	2% I got	throug	h in or	ne hour	or les	ss; 66%	I got th	hrough	imme	diately		
Q46 The last time you called the number, did you																																																
get the help you wanted?																																																
																			18	% No	o; 32	% Yes	s, to :	some	exte	ent; 5	50% ۱	Yes,	defir	nitely	,																	

Assessment



Community care



Effective treatment delivered by trusted	
Effective treatment delivered by trusted professionals	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 65 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q6 Did you have trust and confidence in this person?	20 21 22 23 24 25 26 27 26 27 30 31 32 33 34 33 36 33 40 41 42 43 44 49 46 47 48 49 50 51 32 53 54 53 56 57 36 59 500 61 62 63 64 65 66 67 68 69 70 11 72 35 14 75 76 77 76 79 79 79 79 79 79 79 79 79 79 79 79 79
Qu Did you have it ust and confidence in this person:	
	7% No; 21% Yes, to some extent
Q16 Has a mental health or social care worker	17% NO, 21% Tes, to some extent
checked with you how you are getting on with your	
medication?	19% No; 81% Yes
Q19 If you had any talking therapy from NHS Mental	12/8/10/, 02/8/105
Health Services in the last 12 months, did you find it	
helpful?	15% No; 37% Yes, to some extent
Q22 How well does your Care Co-ordinator (or lead	
professional) organise the care and services you	
need?	3% Not at all well; 5% Not very well; 31% Quite well
Q39 Did mental health services give you enough	
support with your care responsibilities?	
	38% No; 26% Yes, to some extent
Attention to physical & environmental needs	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 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q35 Did anyone in mental health services ask you	
about any physical health needs you might have?	
	37% No; 25% Yes, to some extent
Q36 Did mental health services give you enough	
support getting help for any physical health needs?	
O40 Have you received enough help from anyone in	33% No; 27% Yes, to some extent
Q40 Have you received enough help from anyone in mental health services with finding or keeping work?	
mental nearly services with miding of keeping work:	48% No, but I would have liked help
Q41 Have you received enough help from anyone in	146% NO, DUCT WOULD HAVE INEED HELD
mental health services in finding or keeping your	
accommodation?	43% No, but I would have liked help
Q42 Have you received enough help from anyone in	193/8 TO, BULL MOUNT INVESTIGATION TO THE TIME THE TIME TO THE TIME THE TIM
mental health services in getting financial advice or	
benefits?	40% No, but I would have liked help
Involvement of, & support for, family & carers	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 65 75 88 99 100
Q30 Were you told that you could bring a friend,	
relative or advocate to your care review meetings?	
	20% No
Q48 Have mental health services involved a member	
of your family or someone else close to you, as much	
as you would like?	20% No; 28% Yes, to some extent
Continuity of care & smooth transitions	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 65 75 88 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q29 In the last 12 months have you had a care review	
meeting to discuss your care plan?	
	43% No, I have not had a care review in the last 12 months

ACUTE CARE

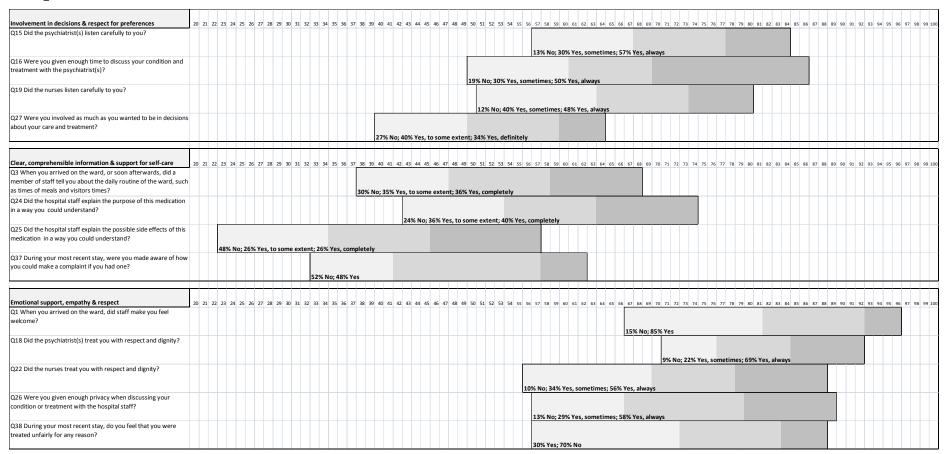
For acute care (hospital care, and discharge and transfer of care), the results from the 2009 mental health acute inpatient services survey³ with national benchmark data shown on the horizontal axis are presented below. The lightest grey section (left hand end) shows the scores for the 20% of trusts 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

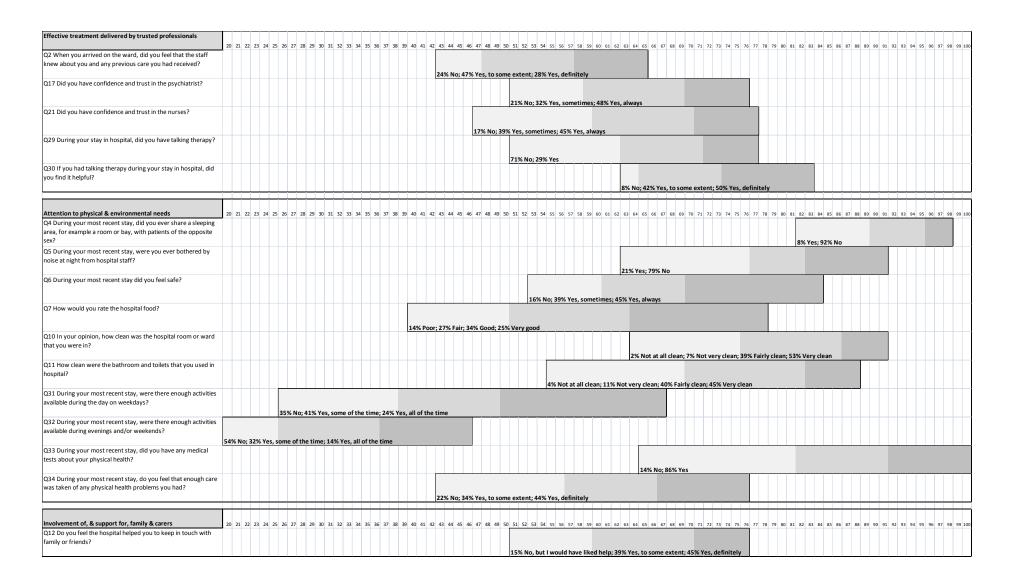
Service user experience: Appendix 11 (May 2011)

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).

Hospital care





Discharge and transfer of care

