

National Institute for Health and Care Excellence

Surveillance programme

Surveillance review consultation document

4-year surveillance review of CG136: Service user experience in adult mental health: improving the experience of care for people using adult NHS mental health services

Background information

Guideline issue date: December 2011
2-year review: 2014 (no update)

Surveillance proposal for consultation

We will not update the guideline at this time.

Reason for the proposal

Approach taken

NICE is committed to keeping guidelines current. A check of the need to update a guideline (surveillance review) is usually undertaken by NICE every 2 years, and is always undertaken at least every 4 years from the date of guideline publication. This seeks to identify recommendations that are no longer current or need to be revised. Given the number of published guidelines that make up NICE's guideline topics, the number of checks needed is considerable. To address this, adaptive processes and methods are used for checking that published guidelines are current.

For this guideline, Cochrane reviews that were used to inform the recommendations during development were checked to determine whether
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they had undergone an update. The results presented in any updated Cochrane reviews were checked against the guideline recommendations to assess any potential impact. Furthermore, we checked the status of any legislation or policy documents that had been used to inform the guideline recommendations to determine whether these had been updated.

The above approach was taken due to the nature of the guideline. This guideline is directed to generic service user experience in all NHS mental health setting settings and provides a framework that describes the key requirements for providing a high quality service user experience within the adult mental health services. As a result, development of recommendations took into account:

- Existing NICE recommendations related to service user experience
- Selected systematic literature reviews for specific interventions that may improve service user experience
- Guideline Committee consensus

It was felt that a targeted call for evidence during consultation to supplement the surveillance review would ensure that we capture the issues important to people affected by the guideline.

New evidence

We checked eleven Cochrane systematic reviews which related to the following section and review questions in the guideline:

Interventions to improve service user experience:

- For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care?

Four of the eleven Cochrane reviews had published updated conclusions since the guideline was developed. The reviews included evidence on Interventions for providers to promote a patient-centred approach in clinical consultations, decision aids for people facing health treatment or screening decisions, interpersonal education effects on professional practice and health care outcomes and discharge planning from hospital to home. None of the new evidence was thought to have an effect on current recommendations.

The Guideline Committee Chairs were asked whether this new evidence would affect current recommendations in the guideline. The Chairs agreed with the proposal not to update the guideline and that there was no other evidence which would substantially change the guideline recommendations.

None of the policy documents or legislation used to inform the guideline which have been updated or amended would affect the guideline recommendations.

No equalities issues were identified during the process.

Summary

None of the new evidence considered in surveillance of this guideline was thought to have an effect on current recommendations and therefore we propose not to update the guideline.

Call for evidence

Due to the modified approach used for identifying new evidence relevant to this guideline, NICE would like to invite stakeholders to notify NICE of new evidence that directly addresses the guideline questions that they think could impact on the guideline recommendations. Please note that we will only consider the following study types as part of the surveillance:

- Systematic reviews of randomised controlled trials and cohort studies
- Randomised controlled trials
- Cohort studies

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- Economic studies directly applicable to the UK including cost-utility analyses, full economic analyses or comparative cost analyses

Studies will be considered if published between 5 November 2013 (the search date for the last surveillance review) to date.

A final decision on whether the guideline needs to be updated will be based on the evidence and intelligence identified through the surveillance process and the call for evidence.

NICE will not consider the following material as part of a call for evidence:

- Promotional material
- Unsubstantiated or non-evidence-based assertions of effectiveness
- Opinion pieces or editorial reviews
- Potentially unlawful or other inappropriate information.

Please refer to the consultation comments form for full details and instructions on the call for evidence process.

Further information

See [Appendix 1](#) for further information.

For details of the process and update decisions that are available, see [ensuring that published guidelines are current and accurate](#) in 'Developing NICE guidelines: the manual'.

Appendix 1: summary of new evidence

Cochrane systematic reviews				
Study	Related review question	Status	Key findings	Impact on guideline recommendations
Duncan, E., Best, C. & Hagen, S. (2010) Shared decision making interventions for people with mental health conditions. Cochrane Database of Systematic Reviews, 1, Art. No.: CD007297. DOI: 10.1002/14651858.CD007297.pub2	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (mental healthcare-specific or includes related studies)	No update.	N/A	None, review has not been updated since guideline was developed.
Kinnersley, P., Edwards, A. G. K., Hood, K., et al. (2007) Interventions before consultations for helping patients address their information needs. Cochrane Database of Systematic Reviews, 3, Art. No.: CD004565. DOI: 10.1002/14651858.	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (non-mental health studies)	No update.	N/A	None, review has not been updated since guideline was developed.

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CD004565.pub2				
Lewin, S., Skea, Z., Entwistle, V. A., et al. (2001) Interventions for providers to promote a patient-centred approach in clinical consultations. Cochrane Database of Systematic Reviews, 4, Art. No.: CD003267. DOI: 10.1002/14651858.CD003267	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (non-mental health studies)	Update published 2012 (search up to June 2010).	The update of the Cochrane included 29 new RCTs, the conclusions of the updated review confirm the support for the impact of intervention on consultation processes. The original Guideline Development Group stated that there was limited evidence in mental health services since the majority of new studies were not in mental health service this updated review is unlikely to impact the guideline recommendations.	The new evidence is unlikely to impact on the guideline recommendations.
Murray, E., Burns, J., See Tai S., et al. (2005) Interactive health communication applications for people with chronic disease. Cochrane Database of Systematic Reviews, 4, Art. No.: CD004274. DOI: 10.1002/14651858.CD004274.pub4	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (non-mental health studies)	No update.	N/A	None, review has not been updated since guideline was developed.
Nicolson, D., Knapp, P., Raynor, D. K., et al. (2009) Written information about individual medicines	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services,	No update.	N/A	None, review has not been updated since guideline was developed.

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for consumers. Cochrane Database of Systematic Reviews, 2, Art. No.: CD002104. DOI: 10.1002/14651858.CD002104.pub3.	do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (mental healthcare-specific or includes related studies)			
O'Connor, A. M., Bennett, C. L., Stacey, D., et al. (2009) Decision aids for people facing health treatment or screening decisions. Cochrane Database of Systematic Reviews, 3, Art. No.: CD001431. DOI: 10.1002/14651858.CD001431.pub2.	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (non-mental health studies)	Update published 2014 (search up to 2012).	The updated Cochrane review include 33 new studies. The results around reducing decisional conflict and increasing patient knowledge remain similar to those in the previous review. However, there now appears to be additional data indicating that decision aids have a positive effect on patient-practitioner communication. The review also reports on secondary outcomes including the effect of decision aids on choice of major surgery and other health decisions such as prostate antigen screening and menopausal hormone therapy. There was no conclusive data on anxiety, condition-specific health outcomes or adherence to treatment.	The new evidence is unlikely to impact on the guideline recommendations.
Pitkethly, M., MacGillivray, S., Ryan, R. (2008) Recordings or summaries of consultations for people with cancer. Cochrane Database of Systematic Reviews, 1, Art. No.: CD001539. DOI: 10.1002/14651858.CD001539.pub2	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (non-mental health studies)	No update.	N/A	None, review has not been updated since guideline was developed.

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<p>Reeves, S., Zwarenstein, M., Goldman, J., et al. (2008) Interpersonal education effects on professional practice and health care outcomes. Cochrane Database of Systematic Reviews, 1, Art. No.: CD002213.</p>	<p><u>Interventions to improve service user experience</u></p> <p>For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care?</p> <p>(non-mental health studies)</p>	<p>Update published 2013 (search up to August 2011).</p>	<p>The update of the Cochrane review included nine new studies. However the conclusions of the Cochrane review have not changed and therefore the results of this Cochrane are supportive of the guideline recommendations.</p>	<p>The new evidence is unlikely to impact on the guideline recommendations.</p>
<p>Shepperd, S., McClaran, J., Phillips, C. O., et al. (2010) Discharge planning from hospital to home. Cochrane Database of Systematic Reviews, 1, Art. No.: CD000313.</p>	<p><u>Interventions to improve service user experience</u></p> <p>For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care?</p> <p>(non-mental health studies)</p>	<p>Update published 2016 (search up to October 2015).</p>	<p>The original Cochrane review included in the guideline has had two updates since the publication of the guideline. An additional 13 new studies have been added to the review, however the conclusions of the Cochrane review have not changed.</p>	<p>The new evidence is unlikely to impact on the guideline recommendations.</p>
<p>Wetzels, R., Harmsen, M., VanWeel, C., et al. (2007) Interventions for improving older patients' involvement in primary care episodes. Cochrane Database of</p>	<p><u>Interventions to improve service user experience</u></p> <p>For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce</p>	<p>No update.</p>	<p>N/A</p>	<p>None, review has not been updated since guideline was developed.</p>

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Systematic Reviews, 1, Art. No.: CD004273. DOI: 10.1002/14651858.CD004273.pub2	meaningful improvements in the experience of care? (non-mental health studies)			
Zwarenstein, M., Goldman, J. & Reeves, S. (2009) Interprofessional collaboration: effects of practice-based interventions on professional practice and healthcare outcomes. Cochrane Database of Systematic Reviews, 3, Art. No.: CD000072. DOI: 10.1002/14651858.CD000072.pub2	<u>Interventions to improve service user experience</u> For people who use adult NHS mental health services, do interventions that aim to improve the experience of care, when compared with standard care, produce meaningful improvements in the experience of care? (non-mental health studies)	No update.	N/A	None, review has not been updated since guideline was developed.
Policy				
Document	Related review question	Status	Key findings	Impact on guideline recommendations
Department of Health (1991) The Patient's Charter. London: HMSO	Discussed in the background section.	Updated.	This policy has been updated since the guideline was developed, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations
Department of Health (1999) National Service Framework for Mental Health:	Discussed in the preface section.	No update.	N/A	None, document has not been updated since guideline was developed.

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Modern Standards and Service Models. London: Department of Health. Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4009598				
Department of Health (2005) Delivering Race Equality in Mental Health Care: an Action Plan for Reform Inside and Outside Services and the Government's Response to the Independent Inquiry into the Death of David Bennett. London: Department of Health. Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4100773	Discussed in the work that has been done so far section.	No update.	N/A	None, document has not been updated since guideline was developed.
Department of	Used for background	No update.	N/A	None, document

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Health (2006a) Our Health, Our Care, Our Say: A New Direction for Community Services. White paper. London: Department of Health.	information.			has not been updated since guideline was developed.
Department of Health (2006b) Direct Payments for People with Mental Health Problems: a Guide to Action. London: Department of Health.	Used for background information.	No update.	N/A	None, document has not been updated since guideline was developed.
Department of Health (2007) Putting People First: a Shared Vision and Commitment to the Transformation of Adult Social Care. London: Department of Health. References 223	Used for background information.	No update.	N/A	None, document has not been updated since guideline was developed.
Department of Health (2008) NHS Next Stage Review: Our Vision for Primary and Community Care. London: Department	Discussed in the introduction section.	No update.	N/A	None, document has not been updated since guideline was developed.

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of Health.				
Department of Health (2010a) The NHS Constitution for England. London: Department of Health. Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613			This policy has been updated since the guideline was developed, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations.
Department of Health (2010b) Equity and Excellence: Liberating the NHS. White paper. London: Department of Health. Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353	Discussed in the work that has been done so far section.	No update.	N/A	None, document has not been updated since guideline was developed.
HM Government (2011) No Health Without Mental Health: a Cross-Government Mental	Used for background information.	No update.	N/A	None, document has not been updated since guideline was developed.

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Health Outcomes Strategy for People of All Ages. London: Department of Health. Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123766				
HMSO (1990) National Health Service and Community Care Act 1990. London: The Stationery Office. Available at: http://www.legislation.gov.uk/ukpga/1990/19/contents	Used for background information.	Amendments since the act was first enacted.	Amendments to the original legislation have been made since it was first enacted, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations.
HMSO (2005) Mental Capacity Act 2005. London: The Stationery Office. Available at: http://www.legislation.gov.uk/ukpga/2005/9/pdfs/ukpga_2005009_en.pdf	Used to inform recommendations and referred to in recommendations.	Amendments since the act was first enacted.	Amendments to the original legislation have been made since it was first enacted, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations.
HMSO (2007) Mental Health Act 1983; amended 2007. London: The	Used to inform recommendations and referred to in recommendations.	Amendments since the act was first enacted.	Amendments to the original legislation have been made since it was first enacted, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations.

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Stationery Office. Available at: http://www.legislation.gov.uk/ukpga/2007/12/pdfs/ukpga_20070012_en.pdf				
HMSO (2009) Health Act 2009. London: The Stationery Office. Available at: http://www.legislation.gov.uk/ukpga/2009/21/pdfs/ukpga_20090021_en.pdf	Used for background information.	Amendments since the act was first enacted.	Amendments to the original legislation have been made since it was first enacted, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations.
HMSO (2010) Equality Act 2010. London: The Stationery Office. Available at: http://www.legislation.gov.uk/ukpga/2010/15/contents	Used to inform recommendations and referred to in recommendations.	Amendments since the act was first enacted.	Amendments to the original legislation have been made since it was first enacted, however as it did not directly inform the recommendations it is not expected this update will impact the guideline.	None, the document did not directly inform recommendations.