APPENDIX 7: SEARCH STRATEGIES FOR THE IDENTIFICATION OF STUDIES (INTERVENTIONS REVIEW)

The search strategies should be referred to in conjunction with information set out in Chapter 3, Section 3.6.2.

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 outlined below.

THE SEARCH PROCESS FOR QUESTIONS CONCERNING INTERVENTIONS
Reviews cited by Goodrich and 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:

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

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.

Systematic review update: electronic searches
To aid retrieval of relevant studies, search terms reported by Coulter and 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 Table 1. The full set of search terms is documented in the sections below.
Table 1: Electronic searches

<table>
<thead>
<tr>
<th>Review question</th>
<th>Search strategy</th>
<th>Database</th>
<th>Interface</th>
<th>Search terms</th>
<th>Filters</th>
<th>Dates searched</th>
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<tbody>
<tr>
<td>2.1 (includes sub-questions 2.2 and 2.3)</td>
<td>Update of Coulter &amp; Ellins (2006) review</td>
<td>AMED</td>
<td>Ovid</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>RCT/observational study</td>
<td>1 January 2006 to April 2011</td>
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<td>2.1 (includes sub-questions 2.2 and 2.3)</td>
<td>Update of Coulter &amp; Ellins (2006) review</td>
<td>Embase</td>
<td>Ovid</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>RCT/observational study</td>
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<td>MEDLINE</td>
<td>Ovid</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>RCT/observational study</td>
<td>1 January 2006 to 2011 Week 13</td>
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<td>2.1 (includes sub-questions 2.2 and 2.3)</td>
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<td>MEDLINE in process</td>
<td>Ovid</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>RCT/observational study</td>
<td>8 April 2011</td>
</tr>
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<td>2.1 (includes sub-questions 2.2 and 2.3)</td>
<td>Update of Coulter &amp; Ellins (2006) review</td>
<td>PsycINFO</td>
<td>Ovid</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>RCT/observational study</td>
<td>1 January 2006 to April Week 2 2011</td>
</tr>
<tr>
<td>2.1 (includes sub-questions 2.2 and 2.3)</td>
<td>Update of Coulter &amp; Ellins (2006) review</td>
<td>CINAHL</td>
<td>EBSCO Host</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>RCT/observational study</td>
<td>1 January 2006 to 8 April 2011</td>
</tr>
<tr>
<td>2.1 (includes sub-questions 2.2 and 2.3)</td>
<td>Update of Coulter &amp; Ellins (2006) review</td>
<td>CENTRAL</td>
<td>Wiley</td>
<td>[(experience of care terms) AND (general mental health terms)]</td>
<td>N/A</td>
<td>Issue 5, 2011</td>
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</table>
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

consumer advocacy/ or patient advocacy/ or patient assessment/ or
1 patient satisfaction/ or total quality management/ or (exp physician/ and
(choos$ or choice$).ti,ab.)
2 1 use emez
choice behavior/ or client satisfaction/ or consumer advocacy/ or exp
consumer satisfaction/ or patient advocacy/ or quality improvement/ or
3 total quality management/ or (exp physicians/ and (choos$ or
choice).ti,ab.)
4 3 use mesz, prem
advocacy/ or choice behavior/ or client satisfaction/ or consumer
5 satisfaction/ or consumer surveys/ or (exp physicians/ and (choos$ or
choice).ti,ab.)
6 5 use psyh
choice behavior/ or consumer satisfaction/ or patient advocacy/ or patient
7 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$))).ti,ab.
((choice$ or choos$ or (public adj5 disclos$) or (quality adj5 improve$))
10 and (performance adj (data or indicator$ or information or measure$ or
report))) or report card).ti,ab.
((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
(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/)
13 13 use emez
(affective symptoms/ or delusions/ or depression/ or exp mental
15 disorders/ or paranoid behavior/ or exp self-injurious behavior/ or exp
substance-related disorders/) or (exp community mental health centers/ or

Appendix 7
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
(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/)

17 use psych
(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/)

18 17 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

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<td>mesh descriptor choice behavior, this term only</td>
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<tr>
<td>#2</td>
<td>mesh descriptor consumer satisfaction explode all trees</td>
</tr>
<tr>
<td>#3</td>
<td>mesh descriptor consumer advocacy, this term only</td>
</tr>
<tr>
<td>#4</td>
<td>mesh descriptor total quality management, this term only</td>
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<tr>
<td>#6</td>
<td>mesh descriptor quality improvement, this term only</td>
</tr>
<tr>
<td>#7</td>
<td>mesh descriptor physicians explode all trees</td>
</tr>
<tr>
<td>#8</td>
<td>(choos* or choice):ti or (choos* or choice):ab</td>
</tr>
<tr>
<td>#9</td>
<td>#7 and #8</td>
</tr>
<tr>
<td>#10</td>
<td>(&quot;consumer* choice*&quot; or &quot;patient* choice*&quot; or ((doctor* or physician* or plan or provider*) and (choos* or choice*))):ti or (&quot;consumer choice*&quot; or &quot;patient choice*&quot; or ((doctor* or physician* or plan or provider*) and (choos* or choice*)):ab</td>
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</table>
| #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

("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

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

#1 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 psychiatric 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

(#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)

#32 #13 and #32
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<th>s8 and s11</th>
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<tr>
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<td>s9 or s10</td>
</tr>
<tr>
<td>s10</td>
<td>tx cmhs or mental* or psychiatric* or psychologic*</td>
</tr>
<tr>
<td>s9</td>
<td>(mh &quot;affective symptoms&quot;) or (mh &quot;depression&quot;) or (mh &quot;delusions&quot;) or (mh &quot;mental disorders+&quot;) or (mh &quot;self-injurious behavior&quot;) or (mh &quot;substance abuse+&quot;) or (mh &quot;suicide&quot;) or (mh &quot;suicidal ideation&quot;) or (mh &quot;suicide, attempted&quot;) or (mh &quot;hospitals, psychiatric&quot;) or (mh &quot;mental health care (saba ccc)+&quot;) or (mh &quot;mental health services+&quot;) or (mh &quot;psychiatric nursing&quot;) or (mh &quot;mental health&quot;) or (mh &quot;psychiatric patients+&quot;) or (mh &quot;psychiatric units&quot;) or (mh &quot;psychiatry+&quot;) or (mh &quot;psychology+&quot;) or (mh &quot;psychology, social&quot;) or (mh &quot;rehabilitation, psychosocial+&quot;)</td>
</tr>
<tr>
<td>s8</td>
<td>s3 or s4 or s5 or s6 or s7</td>
</tr>
<tr>
<td>s7</td>
<td>tx (&quot;consumer* satisfaction&quot; or &quot;patient* satisfaction&quot; or &quot;user* satisfaction&quot; or &quot;patient* assessment&quot; or &quot;patient* complaint*&quot; or &quot;patient* evaluation&quot; or &quot;patient* feedback&quot; or &quot;patient* report&quot; or &quot;health advocacy&quot; or &quot;patient<em>advocacy&quot; or pals or &quot;complaints system&quot; or consumer</em> n5 survey* or patient* n5 survey* or user* n5 survey*)</td>
</tr>
<tr>
<td>s6</td>
<td>tx (choice or choos* or public n5 disclos* or quality n5 improve* ) and (&quot;performance data&quot; or &quot;performance indicator&quot; or &quot;performance information&quot; or &quot;performance measure*&quot; or &quot;performance report&quot; or &quot;report card&quot;)</td>
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<tr>
<td>s5</td>
<td>tx &quot;consumer* choice*&quot; or &quot;patient* choice*&quot; or ((doctor* or physician* or plan or provider*) and (choos* or choice*))</td>
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<td>s4</td>
<td>(mh &quot;consumer advocacy&quot;) or (mh &quot;consumer satisfaction+&quot;) or (mh &quot;patient advocacy&quot;) or (mh &quot;patient assessment&quot;) or (mh &quot;quality improvement&quot;)</td>
</tr>
<tr>
<td>s3</td>
<td>s1 and s2</td>
</tr>
<tr>
<td>s2</td>
<td>tx choos* or choice</td>
</tr>
<tr>
<td>s1</td>
<td>(mh &quot;physicians+&quot;)</td>
</tr>
</tbody>
</table>
Systematic review update: search filters

a) **RCT search filter** – adapted from a filter designed by the Health Information Research Unit of 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
   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.
3. 3 use mesz, prem
   exp clinical trials/ or (placebo or random sampling).sh.id.
4. 5 use psyh
   exp clinical trials/ or (double blind method or placebo or random allocation or single blind method).sh.
5. 7 use amed
6. (clinical adj2 trial$s).ti,ab.
7. (crossover or cross over).ti,ab.
8. ( ((single$ or doubl$ or trebl$ or tripl$) adj2 blind$) or mask$ or dummy or singleblind$ or doubleblind$ or trebleblind$ or tripleblind$).ti,ab.
9. (placebo$ or random$).ti,ab.
10. (clinical trial$ or controlled clinical trial$ or random$).pt. or treatment outcome$.md.
11. (clinical adj2 trial$s).ti,ab.
12. (placebo$ or random$).ti,ab.
13. (clinical trial$ or controlled clinical trial$ or random$).pt. or treatment outcome$.md.
14. animal$s.sh,po. not human$s.sh,po,mp.
15. (or/2,4,6,8-13) not 14

**CINAHL** – Interface: EBSCO Host

<table>
<thead>
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<th>s10</th>
<th>s9 not s8</th>
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<tbody>
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<td>s9</td>
<td>s1 or s2 or s3 or s4 or s5 or s6 or s7</td>
</tr>
<tr>
<td>s8</td>
<td>(mh &quot;animals&quot;) not (mh &quot;human&quot;)</td>
</tr>
<tr>
<td>s7</td>
<td>(pt &quot;clinical trial&quot;) or (pt &quot;randomized controlled trial&quot;)</td>
</tr>
<tr>
<td>s6</td>
<td>ti ( placebo* or random* ) or ab ( placebo* or random* )</td>
</tr>
<tr>
<td>s5</td>
<td>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*)</td>
</tr>
<tr>
<td>s4</td>
<td>ti ( crossover or cross over ) or ab ( crossover or cross over )</td>
</tr>
</tbody>
</table>
### 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
   - (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.
3. 3 use mesz,prem
   - (cohort analysis or followup studies or longitudinal studies or prospective studies or retrospective studies).sh.
4. 5 use psyh
   - (case control studies or cohort studies or follow up studies or longitudinal studies or prospective studies or retrospective studies).sh.
5. 7 use amed
   - ((epidemiologic$ or observational) adj (study or studies)).ti,ab.
6. 10 (cohort$ or cross section$ or crossection$ or followup$ or follow up$ or followed or longitudinal$ or prospective$ or retrospective$).ti,ab.
7. 11 (case adj2 (control$ or series)).ti,ab.
8. 12 or/2,4,6,8-11

**CINAHL – Interface: EBSCO Host**

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<th>s5</th>
<th>s1 or s2 or s3</th>
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</thead>
<tbody>
<tr>
<td>s3</td>
<td>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*)</td>
</tr>
<tr>
<td>s2</td>
<td>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)</td>
</tr>
</tbody>
</table>
Appendix 7

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](#)