

**REPORT TO THE TRUST BOARD - PUBLIC**  
**14 SEPTEMBER 2017**

<b>Title</b>	Mental Health Community Service User Survey 2017
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**Purpose of the Report:**

This paper provides a summary of the quantitative results from the Mental Health Community Service User Survey 2017.

**Summary of Key Issues:**

The Mental Health Community Service User Survey is an annual postal survey that provides a snapshot of service user experience. The survey responses inform the Trust's CQC Mental Health Survey score.

The response rate to the survey is relatively low and therefore impacts factors such as generalizability and validity. While response to these results should therefore take this into consideration, areas of interest have been outlined below for discussion.

A summary is provided below.

**Strategic priorities this paper supports (Please check box including brief statement)**

Improving service user satisfaction	<input checked="" type="checkbox"/>	The data provided in the CMHS survey provides the Trust with an indication as to the levels of satisfaction experienced by service users
Improving staff satisfaction	<input type="checkbox"/>	
Maintaining financial viability	<input type="checkbox"/>	

**Committees/Meetings where this item has been considered:**

Date	Committee/Meeting

**Implications:**

Equality Analysis	The report does not include equalities analysis.
Risk and Assurance	There are no risks to the Trust based on the information presented in this report.
Service User/Carer/Staff	The MHCS survey provides insight into the experience of ELFT service users and could be used to inform improvement work across the Trust
Financial	There are no direct financial implications associated with the report
Quality	The data provided within the attached report is a key metric in ensuring the quality of services from the service user perspective

**Supporting Documents and Research material**

- Quality Health Mental Health Community Service User Survey 2017 report
- Reshaping Recovery Project Design Template

**Glossary**

Abbreviation	
MHCSUS	Mental Health Community Service User Survey

## 1. Background

- 1.1. The attached report outlines the initial findings of the Mental Health Community Service User Survey (MHCSUS), conducted by Quality Health on behalf of the CQC as part of the National Patient Survey (NPS) Programme. The survey provides a year on year difference and a direct comparison of results against the national average. These results inform the CQC Mental Health Survey score for the Trust.
- 1.2. The survey is conducted annually and seeks the feedback of a relatively small sample of service users. The survey is distributed by post and therefore responses are from those service users who are motivated enough to complete and return the form via post.

## 2. Summary of results

- 2.1. A total of 850 services users were offered the opportunity to provide feedback via a postal survey, of which 184 people responded (22% response rate). This compares to 180 respondents last year (21%). This means that each respondent equates to 0.54% points in the Trust's scores.
- 2.2. In contrast to last year's survey, in which only users of London services were included, this year's sample of 850 service users was drawn from across London and Luton & Bedfordshire.
- 2.3. Mirroring previous years, ELFT's respondents were more likely to belong to a BME group and be younger than the national average. However the demographic breakdown of respondents does appear to have been influenced by the inclusion of Luton & Bedfordshire service users, with the percentage of White British respondents increasing to 57%, this year compared with 36% in 2016 (the national average in 2017 is 84%).
- 2.4. The survey asks 41 questions about the service user's experience (plus further demographic questions), and report breaks down findings into the following dimensions:
  - Care and treatment
  - Health and social care workers
  - Organising care
  - Planning care
  - Reviewing care
  - Changes in who people see
  - Crisis care
  - Treatments
  - Support and well-being
  - Overall
- 2.5. Within these dimensions there is evidence of positive experience. 79% of service users reported having a formal meeting with someone from MH services during the past 12 months, higher than the national average and in the top 20% of providers nationally. 52% of service users reported receiving treatments or therapies that do not involve medicines in the last 12 months, higher than the national average (47%) and an increase on 2016 (51%). Scores across the 'support and wellbeing' dimension compare favourably with the national average, and suggest service users' holistic needs are being considered.
- 2.6. Whilst the percentage of service users reporting a good experience overall increased to 67.4% from 64.8% last year (compared to 70.2% nationally), overall the results are

indicative of a decline in the quality of experience reported by ELFT community mental health service users.

- 2.7. There are 16 questions where the Trust falls in the bottom 20% of scores across all Trusts, compared with 4 last year. Responses to those questions that were in the bottom 20% last year remain in the bottom 20% this year.
- 2.8. The 'Observations and Recommendations' section on pages 5-8 of the attached Management Report from Quality Health sets out those areas where the Trust scores fall within the bottom 20% of all Trusts surveyed, and provides recommendations for action.
- 2.9. A key theme of those recommendations is ensuring service user views are taken into account, and that they, and their carers, are involved in decision making across the various aspects of their care and treatment.

### **3. Conclusion**

- 3.1. The Trust has for some time recognised the imperative to focus on the development of its community services, to fully integrate the recovery ethos, to enable and support staff to deliver high quality holistic care, and to ultimately improve the experience of service users and their carers.
- 3.2. Since June 2017 the Chief Nurse and Deputy Chief Executive, Jonathan Warren, has chaired a project board overseeing the concerted effort to deliver a transformation of community mental healthcare. This has brought together key work streams:

#### **a) Transformation of the CPA process**

- Significant work has been undertaken during the past 12 months to transform the CPA process, improving how it works for service users, carers, Trust staff and other stakeholders, culminating in a new CPA Policy, documentation fully integrated into the RiO patient records system, and integrated patient reported outcome measures (DIALOG+), and a large scale staff training programme to support implementation.
- Training was underpinned by theory and practice of recovery, and all sessions were co-facilitated with service-users. From February to April 2017 755 staff were trained across 56 sessions, equating to 168 hours of face to face training in recovery and the new CPA process.
- Since April training has continued, with 4 sessions run each month. The Trust has now trained about 2000 staff in face to face training. This will be a continuing programme of training for all new staff and refresher for all staff. The content of the session has been reviewed in light of feedback and evolving need, and some changes made. It is still co-produced.
- In addition, 32 staff across the London Sites have been trained as Recovery Champions. They have had an initial 3 days training but have 8 more structured sessions planned over the next 12 months. Their role is to work within their clinical teams to be the voice of recovery – they have extended knowledge of Recovery principles and interventions but also teaching and coaching skills to enable them to support their colleagues in practice. The programme will be rolled out across Luton and Bedfordshire starting in November.

- This work is expected to have a positive impact on the quality of experience and outcomes that service users report. More detail about the deployment of the new CPA process is available in a comprehensive feedback report.

**b) A wide-ranging Quality Improvement Work stream - ‘Shaping Recovery in the Community’.**

- It’s aim is ‘Co-producing, by October 2018, responsive, recovery focused community services that provide, safe, timely, effective, efficient, and equitable patient focused care in which 85% of all patients receiving treatment achieve a positive, clinically significant improvement in their recovery within 18 months of initial assessment or by time of discharge, whichever is sooner.’
- Central to the project is the involvement of all community services across all Directorates, and listening intently to service users and staff in order to understand profoundly the nature of services, the areas of strength and the areas for improvement.
- The project has identified pilot services across all Directorates, and work has commenced across all those services with work further advanced in some of those services.
- The first phase of the project will focus on working with staff and service users in teams to develop their capacity to change.
- The project will tie in with, and potentially expand, other existing work and projects such as access and flow, joy in work, and local projects such as ‘reframe’ in Newham.
- Within the next three months a Trustwide ‘community of practice’ will be launched. And ultimately the project will be scaled up to include all community services Trustwide.
- The staff trained as Recovery Champions as part of the roll out of the new CPA will play a central role in the QI projects that will form this wider reshaping recovery project.

3.3. In addition, there is a range of related ongoing work aimed at understanding and improving service user and carer experience.

3.4. Service user and carer involvement is a major theme of the report. The Trust has robust people participation and carers strategies in place. Implementation of these strategies will be central to addressing many of the concerns identified by the survey. This will be closely monitored by the People Participation Committee.

3.5. The Trust is committed to delivering the highest quality care, and continuous improvement across the board. A central part of its quality assurance activity is the continuous collection of patient experience data across its service. This activity is supported by the Quality Assurance Team, and results are monitored, reviewed and acted upon in the clinical Directorates.

3.6. Throughout September the Quality Assurance Team will be undertaking a range of work to improve the consistency of data collection across services, and inject further energy into the utilisation of the data to monitor, assure and improve quality.

- 3.7. Alongside PREM data, the Trust has pioneered the use of service user led standards audits (SULSA). This is the audit, carried out by service users, of standards set by service users. Up to now this has been confined to in-patient services.
- 3.8. Luton and Bedfordshire are now leading the development of SULSA for community mental health services. A number of focus groups have been conducted by the Quality Assurance Team in collaboration with a number of service users/carers and People Participation Lead within Luton. A set of 4 new audit topics have been developed on areas felt most important to the service users, and pilot standards set out and ready to measure during quarter 2, with a view to roll out across the Trust in quarter 3.
- 3.9. While the MHCSUS results represent the experiences of a small sample of motivated ELFT service users, and the differences in ratings are often marginal, the insight it provides into current service provision and user experience is invaluable, and must be harnessed to inform and galvanise work to improve.

#### **4. Action Required**

- 4.1. The Trust Board is asked to **DISCUSS** and **NOTE** the report.



# **Mental Health Community Service User Survey 2017 Management Report**

**East London NHS Foundation Trust**

**Produced 4 August 2017  
by Quality Health Ltd**

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## Background

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**The National Service User Survey (NPS) programme was introduced in 2001 by the Department of Health, and subsequently moved to the Healthcare Commission, and then to the Care Quality Commission in April 2009.**

The Department has set out a rolling programme of service user surveys, and acute and non-acute Trusts are also involved in the programme.

Some Mental Health organisations were first surveyed in 2003 (voluntarily), and since then all such organisations have been surveyed on a compulsory basis. The 2009 national survey was a survey of mental health inpatients. Then, in 2010 the CQC reverted to the Community Mental Health Service Users Survey, with substantial revisions to the content of the questionnaire but using the same basic methodology, i.e. postal survey, with samples drawn from all adults aged 18 and over from both the CPA and non CPA portions of the organisation's service user records. All surveys since 2011 have followed this methodology. The 2014 survey saw a complete revision of the questions which means that the 2017 survey can now be compared to the previous two years' results in order to see movements in service users' experience.

The question content of the National Service User Surveys is determined nationally, as is the content of the covering letters that are sent to service users. A national REC approval letter covers the ethical issues. Send-out is normally undertaken on the organisation's behalf by their approved contractor under Data Security Agreements made between the contractor and the organisation.

The comparative data displayed in this report is from the 52 Mental Health Trusts and Community Interest Companies with mental health functions surveyed by Quality Health this year (85% of the total number of surveyed organisations). Those organisations which undertook larger samples have had that data incorporated into the dataset for this Management Report. All your data is also accessible to you through the Quality Health reporting and analysis system SOLAR.



## Introduction

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The National Service User Survey was undertaken for East London NHS Foundation Trust between February and June 2017.

The sample for the survey was generated at random on the agreed national protocol from all clients on the CPA and Non CPA Register seen between 1st September and 30th November 2016.

A small number of people were included in some samples who said that they had not been in contact with mental health services for a number of years, or that they had never been in contact with these services.

In East London NHS Foundation Trust, No respondents said they had never been in contact with NHS mental health services.

### Response Rate

Of the 184 completed surveys returned from the basic sample of 850, 29 were excluded for the following reasons:

◆ Moved / not known at this address	25
◆ Ineligible	0
◆ Deceased	4

The response rate was 22% (184 usable responses from a usable sample of 821).

## Observations and Recommendations

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### Summary

There are many scores in the bottom 20% of all Trusts surveyed, and East London NHS Foundation Trust should focus on these areas. Particular effort should be placed on scores around the health and social workers and managing changes in who people see sections.

### Care and Treatment

61.2% of service users of East London NHS Foundation Trust community mental health services say they feel they are seen often enough for their needs. This is in the intermediate 60% range of 52 similar services surveyed by Quality Health. The Trust score in 2016 was 63.6%.

**Recommendation:** Explore service users' views on how frequently they feel they need to see someone from NHS mental health services given the deterioration in this score.

### Health and Social Care Workers

This is poor scoring section for the Trust. 75.1% of service users said that the person they saw listened carefully to them. 65.0% of service users felt that the people they saw understood how their mental health needs affected other areas of life. 69.9% said they were given enough time to discuss their needs and treatment. These scores are all in the bottom 20% of all Trusts surveyed.

**Recommendation:** Ensure that service users' views are taken into account and engaged with effectively when discussing their condition and care.

**Recommendation:** Ensure that adequate time is given to service users during appointments.

**Recommendation:** Consider advanced communications training for key staff, as a way of addressing issues of trust and confidence voiced by service users.

### Organising Care

77.2% of service users said they had been told who was in charge of organising their care. This scores in the intermediate 60%. 95.2% said they knew how to contact this person if they had a concern about their care, this places the Trust in the bottom 20%. 75.2% of service users felt their care was organised to meet their needs, this is the lowest score of all Trusts surveyed.

**Recommendation:** Develop and monitor clear systems so that service users know who to contact, and how, if they have any concerns.

**Recommendation:** Ensure there is clarity and consistency in the organisation and with service users as to job titles and the roles and responsibilities of the staff members involved in care.

## Observations and Recommendations (continued)

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### Planning Care

56.4% of service users say they have agreed with someone from NHS mental health services about what care they will receive. This scores in the intermediate 60%. 71.6% of service users report being involved as much as they wanted in agreeing their care with someone. 69.8% say that their care takes into account their personal circumstances. Both scores are in the bottom 20% of all Trusts surveyed.

**Recommendation:** Healthcare professionals should use and adapt the person-centred approach to meet the needs of individual patients so that all patients have the opportunity to be involved in decisions about their care at the level they wish.

**Recommendation:** Ensure that people using mental health services jointly develop a care plan with mental health and social care professionals, and are given a hard copy with an agreed date to review it.

### Reviewing Care

78.9% of service users say they have had a formal meeting with someone from NHS mental health services to discuss how their care is working, placing the Trust in the top 20% range. However, 68.9% of service users felt they were involved enough in discussing how their care was working. 71.8% of service users felt that decisions were made together during the review of their care. Both of these scores are in the bottom 20% of all Trusts surveyed.

**Recommendation:** Have, at least, one formal annual review with the service user to discuss how their care is working. Have a developed proforma so that all aspects of support, care and treatment are considered to ensure continuity across disciplines.

**Recommendation:** Promote shared decision-making and self-management so that people using mental health services are actively involved in shared decision-making and supported in self-management.

### Changes in Who People See

56% of service users said the people who they see for care or services had changed. Of service users who had experienced a change in who they saw, 31% said that this was completely explained to them. On the impact of the change 19% said that their care got better, 47% said it stayed the same and 34% said it got worse. 44.3% of service users said that they knew who was organising their care at this time of change. Scores in this section are all in the bottom 20% range.

**Recommendation:** Audit service user care to monitor continuity in who the service is seeing over a period of time. Take steps to ensure that patients are clear about why changes may be necessary.

**Recommendation:** Ensure that it is made clear to service users who is in charge of their care while changes are taking place. Seek to minimise the impact on their care during this time.

## Observations and Recommendations (continued)

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### Crisis Care

67.6% (2016-72.8%) of service users know who to contact out of office hours if they have a crisis. Of those who did contact the out of hours service 59.6% (2016-51.8%) said they got the help they needed. Both scores place the Trust in the intermediate 60% of all Trusts. 26% said they did not get the help they needed.

**Recommendation:** Review range and level of support provided by the out of office hours service. Consider more detailed engagement with patients to understand better what help they needed and their response to the help that was available.

### Treatments

65.7% of service users said that they were involved in decisions about which medicines they should receive. This scores in the bottom 20% of all Trusts surveyed. 68.7% of service users said that when they were given new medicines they were given understandable information. 77.8% of service users had an NHS mental health worker check with them about how they were getting on with their medicines in the last 12 months. 76.6% said that treatments and therapies were explained to them. These scores are both in the intermediate 60% range. 73.4% of service users said they were involved as much as they wanted in deciding what treatments or therapies to use. This score is in the top 20% of all Trusts.

**Recommendation:** Review what information is given to service users when they are prescribed new medication, including, for instance, information about possible side effects as this issue is known to be one of the most important from the service user's perspective. Establish the most effective way of communicating with each service user and, if necessary, consider ways of making information accessible and understandable (for example, using pictures, symbols or an interpreter).

**Recommendation:** Seek ways to improve participation of service users in decisions about their medication, paying attention to establishing what level of involvement in decision-making the patient would like. This may include healthcare professionals reviewing their consultation style and adapting this to the needs of the individual service user.

### Support and Wellbeing

55.1% of service users reported receiving support for physical health needs. The score has increased from 52.2% in 2016. 41.6% of service users reported receiving advice on finances and benefits. The score has dropped from 54.5% in 2016. 48.0% of service users reported receiving support in finding or keeping work. This score has also dropped from 54.6% in 2016. 59.3% of service users felt that the people they saw in NHS mental health services helped them with what was important. These scores are mainly in the intermediate 60% range, but one is in the bottom and one in the top 20%.

**Recommendation:** Review the offer of support towards service users for accessing social security, other benefits, and financial advice considering the numbers of service users who need information and additional support on these matters.

**Recommendation:** Ensure that service users' families and others close to them are as involved as much as the service user wants them to be in decisions about their care and treatment.

**Recommendation:** Review the reason why there are a high number of people who said they wanted support from other people with similar experiences of the same mental health needs and why they are not receiving this.

## Observations and Recommendations (continued)

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### Overall

Service users' scores on care experience with East London NHS Foundation Trust community mental health services has an overall rating of 67.4%. The score for the Trust has increased since 2016 when it was 64.8%. The highest rated Trust in 2017 scored 74.6% and the lowest 58.4%. 76.8% of service users felt that they were treated with respect and dignity. Both scores place the Trust in the bottom 20% of all Trusts.

**Recommendation:** Consider why many service users do not feel they are treated with respect and dignity by NHS Mental Health Services. Look for specific areas which may impact on this score. Communication is often key.

## Reading the Report

### Important Note – Standardised and Raw Data

Throughout the report, a combination of standardised and raw data has been used to provide the Trust with a comprehensive view of the survey results.

Each type of data has a distinct and different purpose and it is important that the Trust has access to both to be able to assess the survey outcomes.

### Standardised Data

*Used in both the **Benchmark Charts and Tables** and the **Longitudinal Charts**.*

This data provides the Trust with an indication of how scores rank when directly compared with the average scores, whilst suppressing any differences that may be present due to local variation in terms of patient demographic profile. Standardising the data in this way ensures that any comparisons drawn are reliable when determining variations in scores and top and bottom performers.

The process undertaken to standardise the data is based on national methodology used by the CQC to produce the national benchmark reports and should be useful to provide an indication of what a Trust's national results are likely to be. However, please be advised that there will be minor differences between the numbers in this report and a Trust's official national benchmark report as Quality Health only has access to a proportion of the data whilst the national standardisation process will be based on the full dataset available for all Trusts.

### Raw Data

*Used in the **Compositional Charts**.*

This data provides the Trust with an unadjusted view of exactly how service users have responded to the survey. This view of the data is important to ensure the Trust has full visibility of the survey results as a dataset in its own right. Comparisons with the unadjusted survey averages are also provided for information.

### Important Note - Scored Questions

For each scored question in the survey, the individual (standardised) responses are converted into scores on a scale from 0% to 100%. A score of 100% represents the best possible response and a score of 0% the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question is Q24 (*In the last 12 months, have you been receiving any medicines for your mental health needs?*).

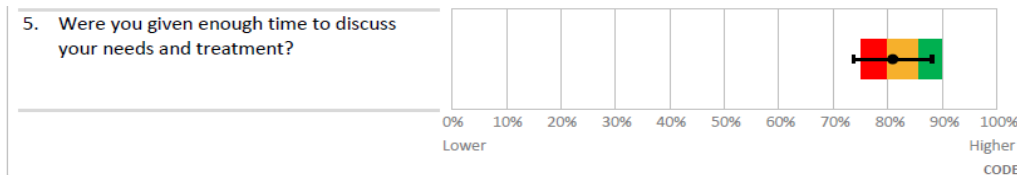
For full details of the scoring please refer to the Scored Questionnaire which can be accessed here:

<http://www.nhssurveys.org/survey/1948>

## Reading the Report (continued)

### Benchmark Charts and Tables - Standardised Data - Scored Questions Only

The benchmark charts (example below) use data which has been standardised by age and gender. This means that the results have been adjusted to match the profile of all service users who have completed the 2016 survey and any variations due to local differences have been suppressed.



The standardisation process means that the scores reported in this chart will usually be different from those shown in the Compositional Charts or in the Survey Results Manual.

Each scored question has a bar that represents the range of results across all Trusts that took part in the survey with Quality Health.

The bar is divided into three segments as follows:

- A red section: the lowest-scoring 20% of Trusts
- An amber section: the intermediate 60% of Trusts
- A green section: the highest-scoring 20% of Trusts

The black circle represents the score for the Trust. If the circle is in the green section of the bar, it means that the Trust is among the top 20% of Trusts surveyed by Quality Health for that question. The line on either side of the circle shows the 95% confidence interval (the degree of uncertainty surrounding the Trust's score).

Under each benchmark chart is a data table, detailing the following:

- The first column shows the question number and question text
- The second column shows the lowest score achieved across all Trusts in the Quality Health database
- The third column shows the highest value in the lowest scoring 20% of Trusts (i.e. the threshold or end of the red segment of the chart);
- The fourth column shows the lowest value in the highest scoring 20% of Trusts (i.e. the threshold or start of the green segment on the chart);
- The fifth column displays the highest score achieved across all Trusts in the Quality Health database
- The sixth column shows the base size or number of respondents for the question/Trust
- The seventh column shows the Trust's score for this year (as depicted by the black circle on the chart)
- The final column shows a RAG rating indicator. If a Trust's score falls within the lowest 20% of scores for that question, a red dot will be displayed. If a Trust's score falls within the intermediate 60% of scores for that question, an amber dot will be displayed. If a Trust's score falls within the highest 20% of scores for that question, a green dot will be displayed.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2016	
					Number of Respondents	Score RAG Rating
3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	55.0%	62.5%	68.8%	75.6%	210	70.2% ●

## Reading the Report (continued)

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### Longitudinal Charts - Standardised Data - Scored Questions Only

Each scored question has a longitudinal chart showing the 2015, 2016 and 2017 scores for the Trust plotted against the equivalent score for all Trusts surveyed by Quality Health. These charts also use data which has been standardised by age and gender.

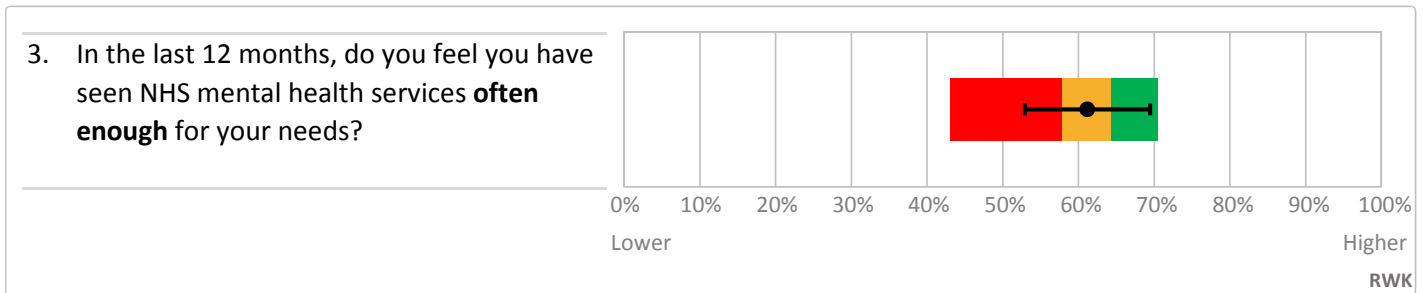
2016 scores used in the longitudinal charts may vary slightly from those in last year's report as the data has had additional cleansing applied which was introduced in 2017. This is to ensure scores are comparable to 2017 scores. Also, 2016 data for five trust's who were not surveyed by Quality Health in 2016 have been provided by the Co-ordination Centre. These have been added to the dataset before standardisation which may affect weighting but should bring score weighting closer to weighting applied to national results by the Co-ordination Centre.

### Compositional Charts - Raw Data - All Questions

The compositional chart uses raw, unstandardised data as reported in the Survey Results Manual (frequency tables) at the end of this report. It shows the range of responses to the specified question for the organisation and for all similar organisations in the Quality Health database (survey average). The vertical scale is always 0-100%. These charts exclude any non-specific responses such as don't know / can't remember.



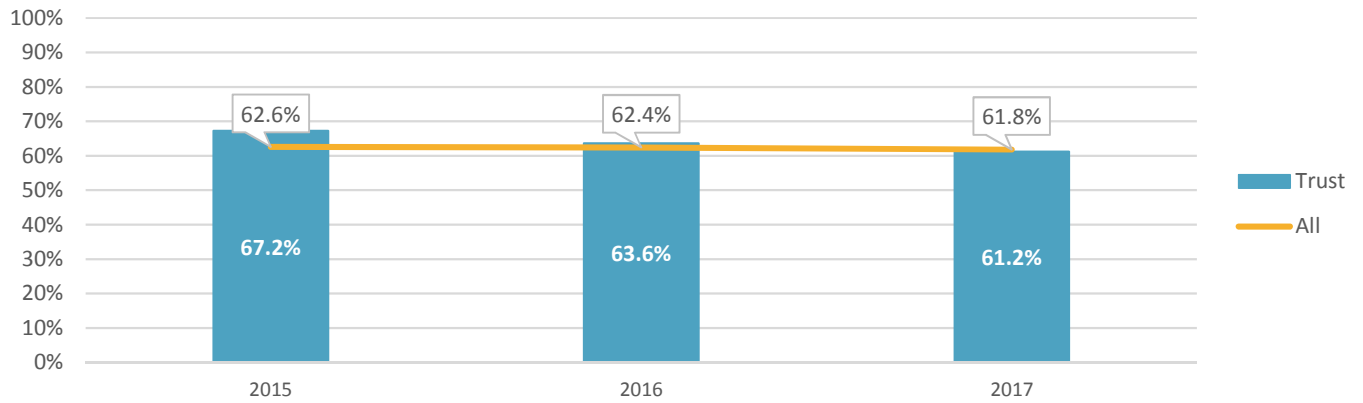
## Care and Treatment - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
3. In the last 12 months, do you feel you have seen NHS mental health services <b>often enough</b> for your needs?	43.1%	57.8%	64.4%	70.5%	169	61.2%	●

## Care and Treatment - Longitudinal Charts

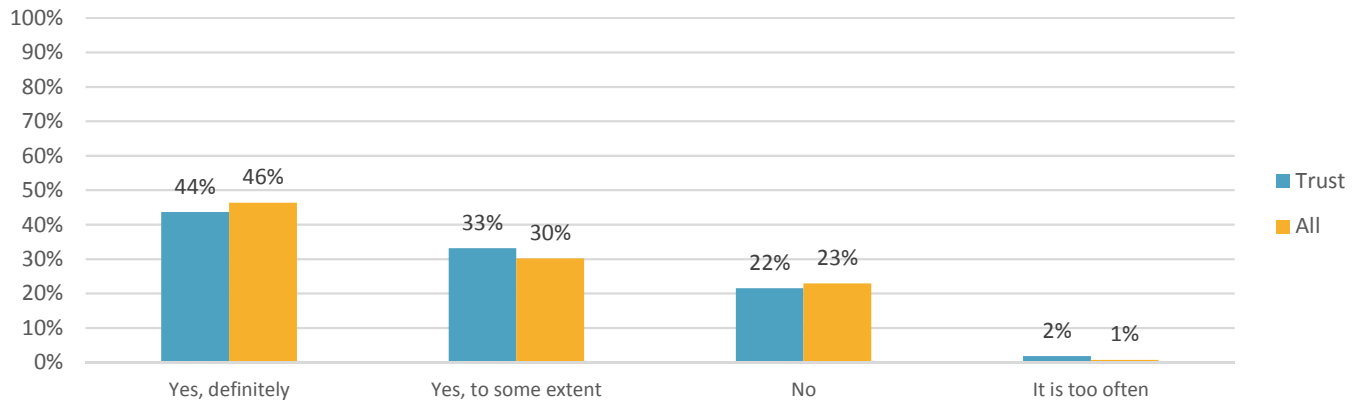
Q3. In the last 12 months, do you feel you have seen NHS mental health services **often enough** for your needs?



RWK

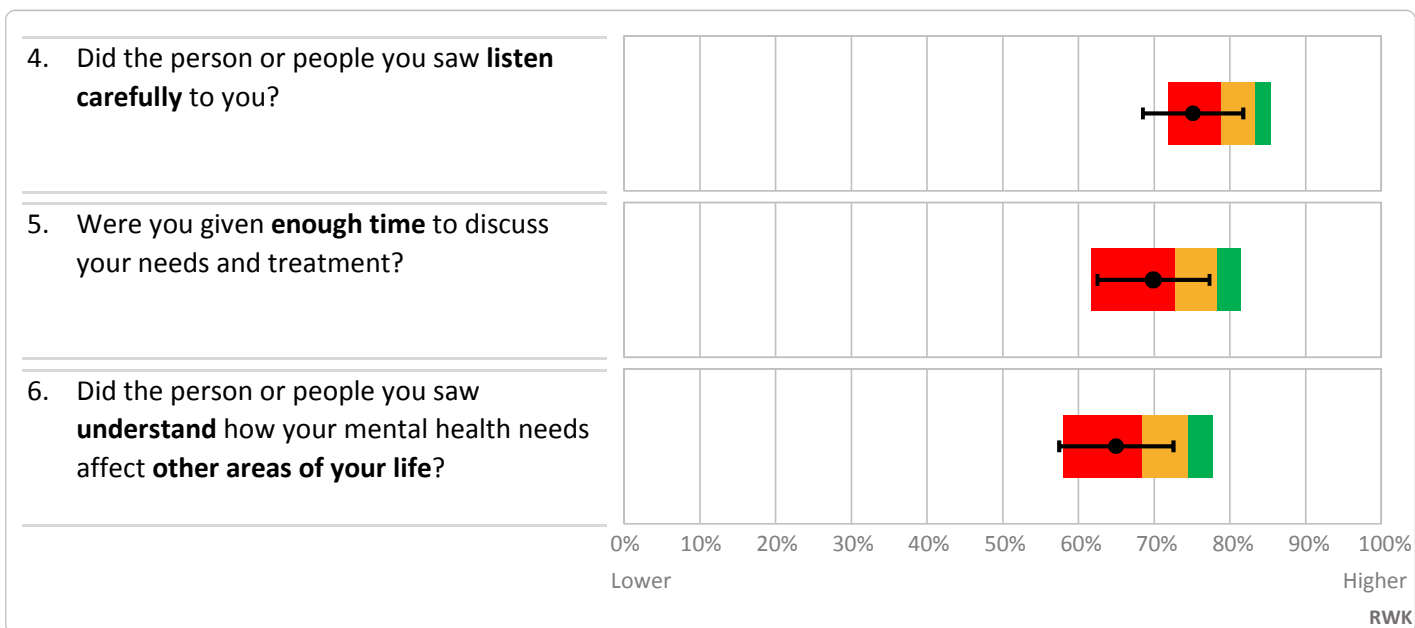
## Care and Treatment - Compositional Charts

3. In the last 12 months, do you feel you have seen NHS mental health services **often enough** for your needs?



RWK

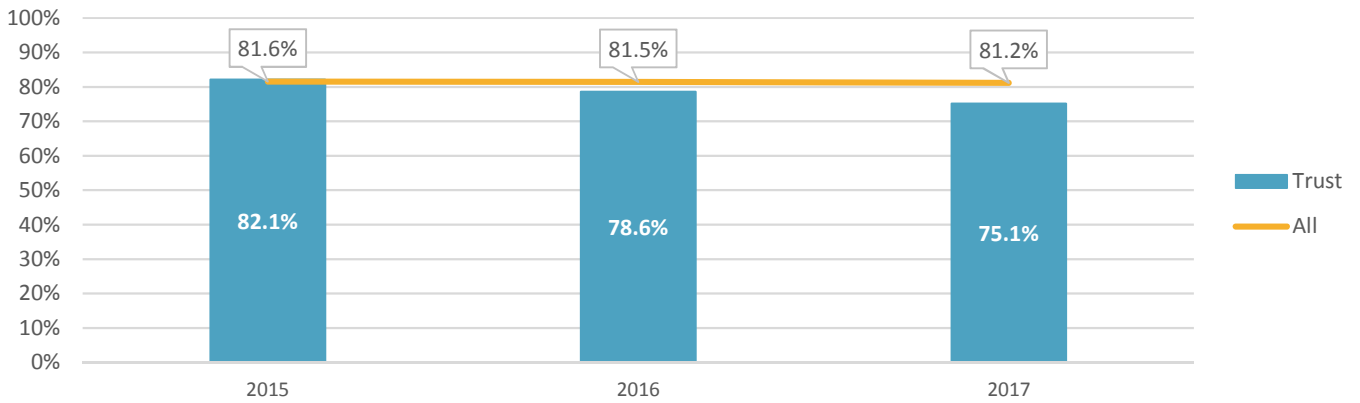
## Health and Social Care Workers - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
4. Did the person or people you saw <b>listen carefully</b> to you?	71.9%	78.9%	83.4%	85.3%	173	75.1%	●
5. Were you given <b>enough time</b> to discuss your needs and treatment?	61.7%	72.8%	78.3%	81.5%	165	69.9%	●
6. Did the person or people you saw <b>understand</b> how your mental health needs affect <b>other areas of your life</b> ?	58.1%	68.4%	74.5%	77.7%	167	65.0%	●

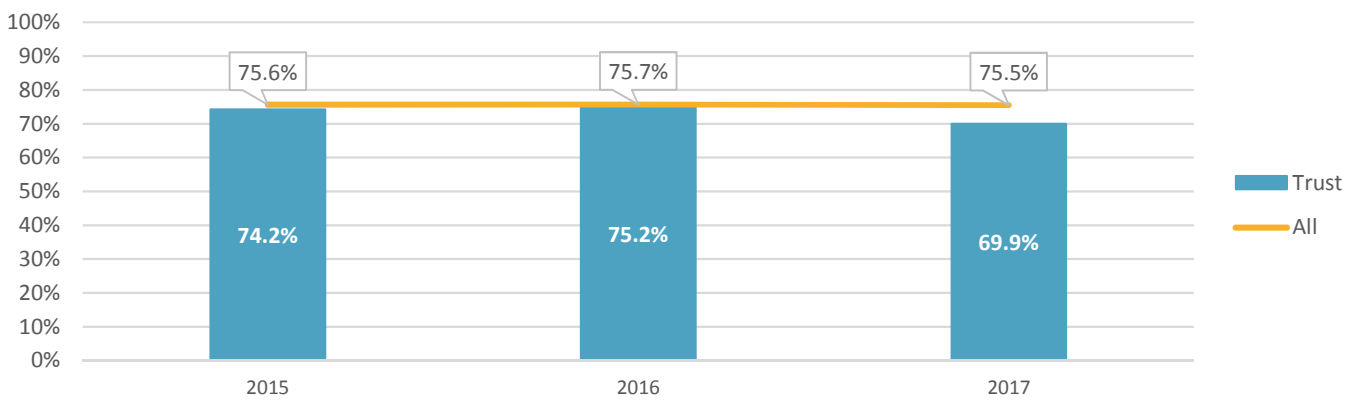
## Health and Social Care Workers - Longitudinal Charts

### 4. Did the person or people you saw **listen carefully** to you?



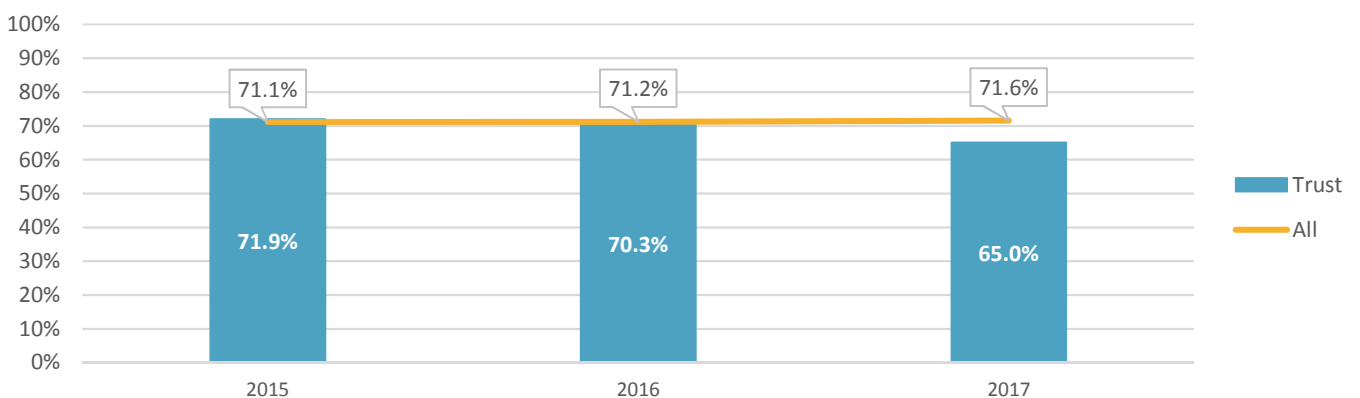
RWK

### 5. Were you given **enough time** to discuss your needs and treatment?



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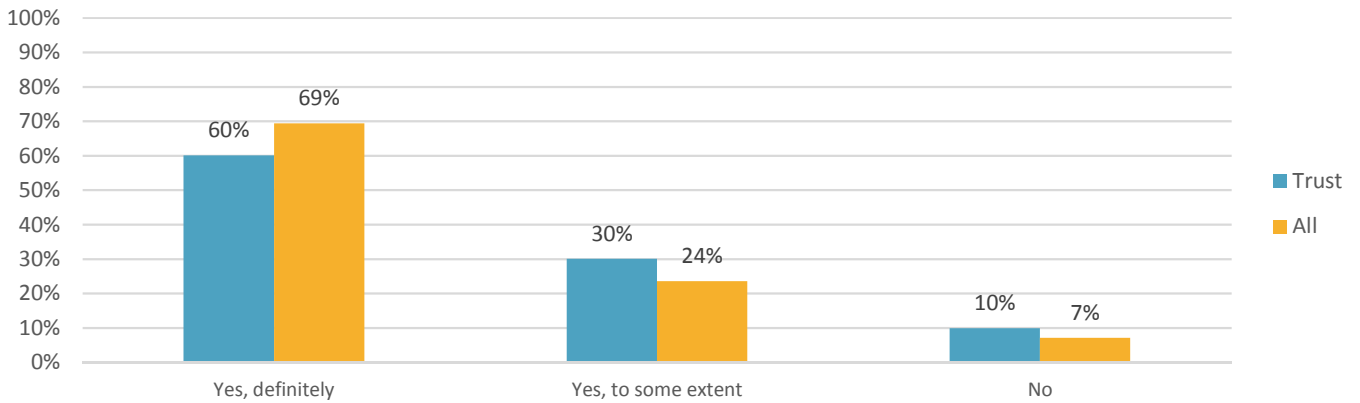
### 6. Did the person or people you saw **understand** how your mental health needs affect **other areas of your life**?



RWK

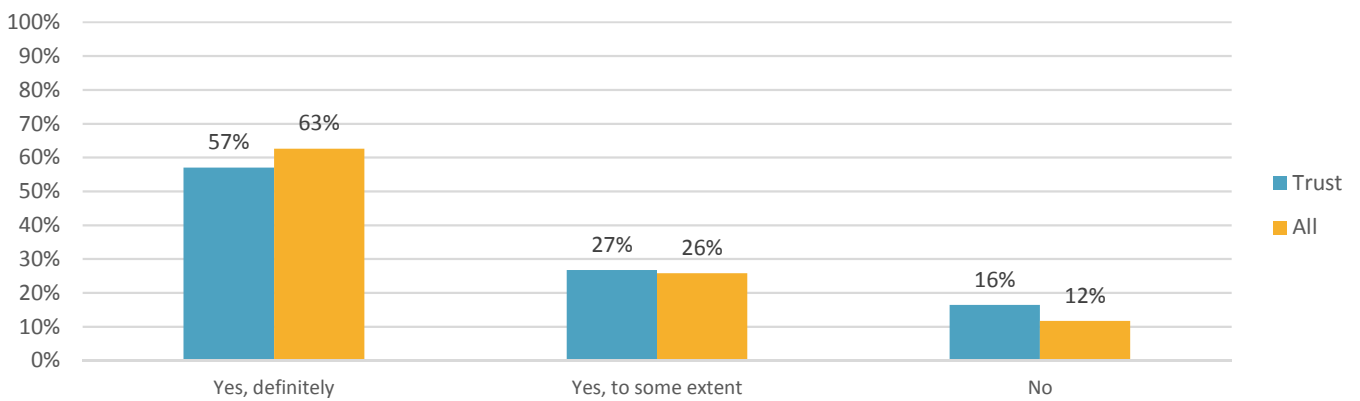
## Health and Social Care Workers - Compositional Charts

4. Did the person or people you saw **listen carefully** to you?



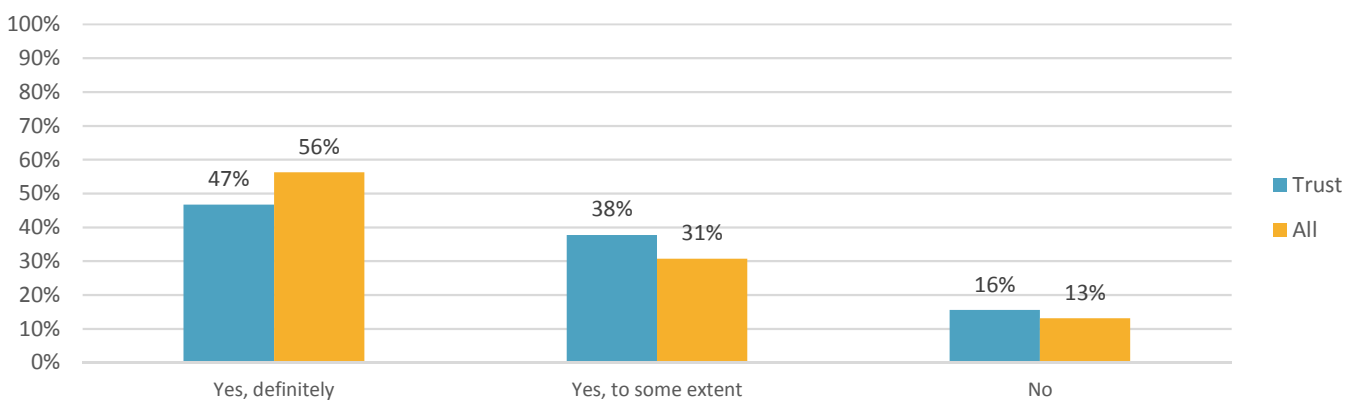
RWK

5. Were you given **enough time** to discuss your needs and treatment?



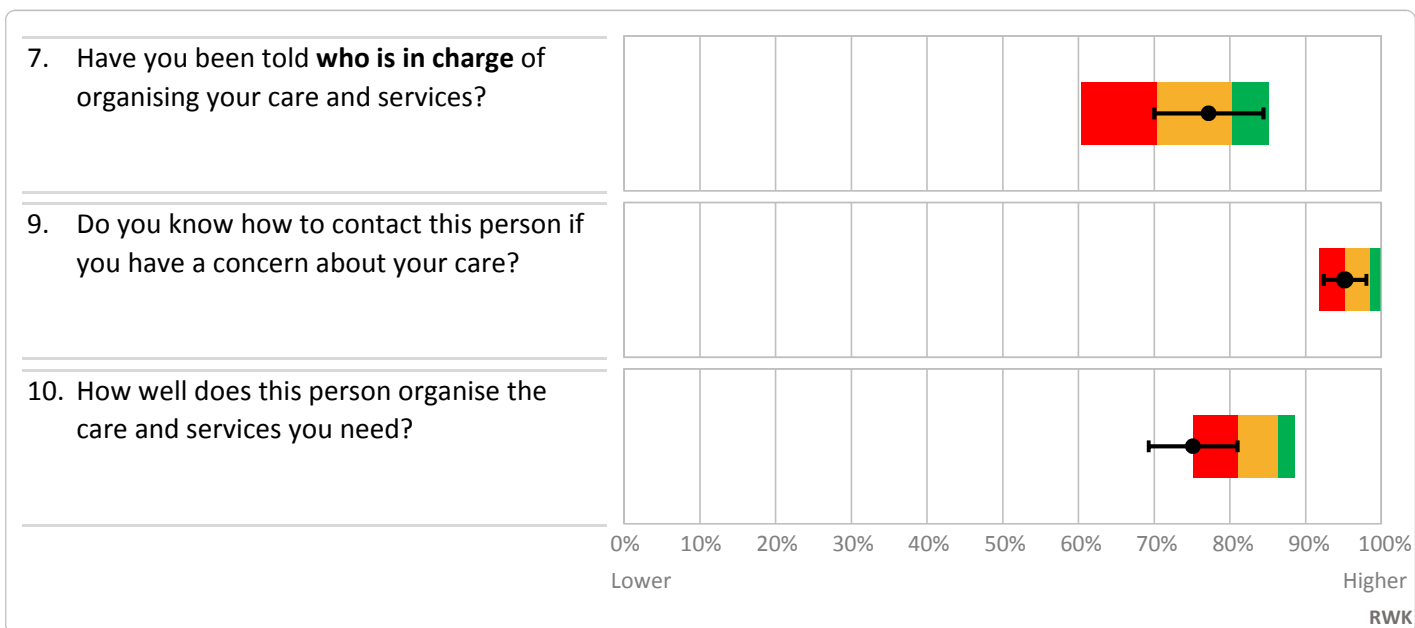
RWK

6. Did the person or people you saw **understand** how your mental health needs affect **other areas of your life**?



RWK

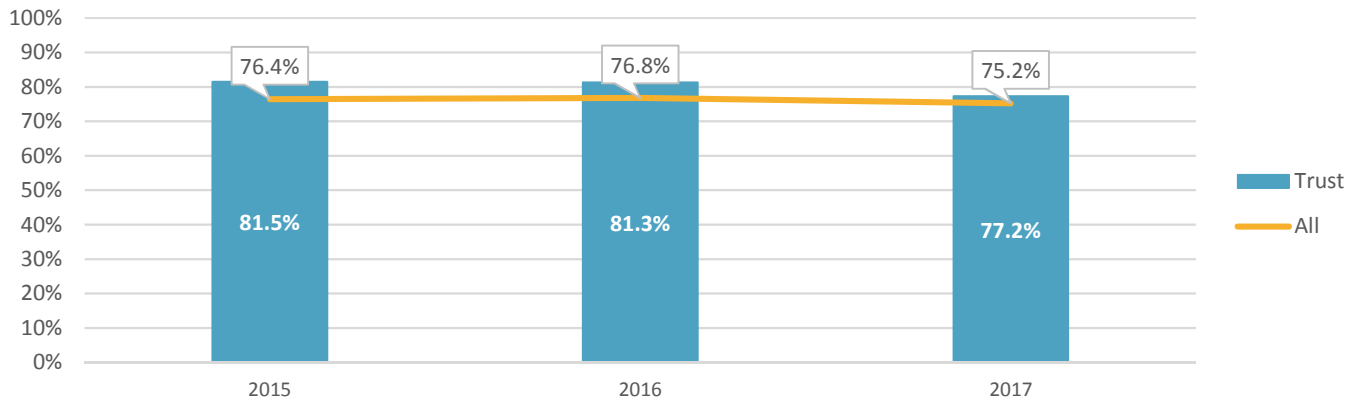
## Organising Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
7. Have you been told <b>who is in charge</b> of organising your care and services?	60.4%	70.5%	80.3%	85.1%	154	77.2%	●
9. Do you know how to contact this person if you have a concern about your care?	91.8%	95.2%	98.6%	100.0%	103	95.2%	●
10. How well does this person organise the care and services you need?	75.2%	81.1%	86.4%	88.6%	111	75.2%	●

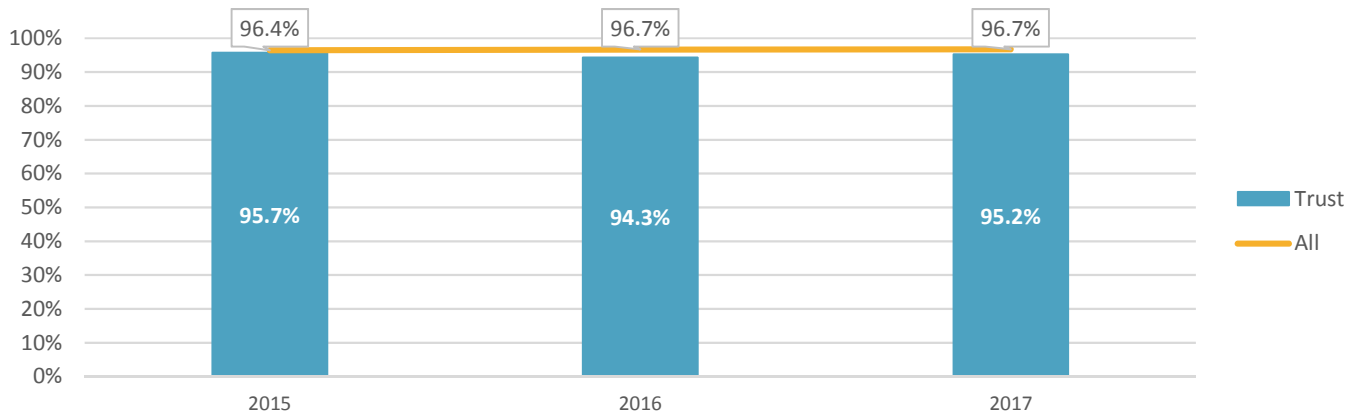
## Organising Care - Longitudinal Charts

7. Have you been told **who is in charge** of organising your care and services?



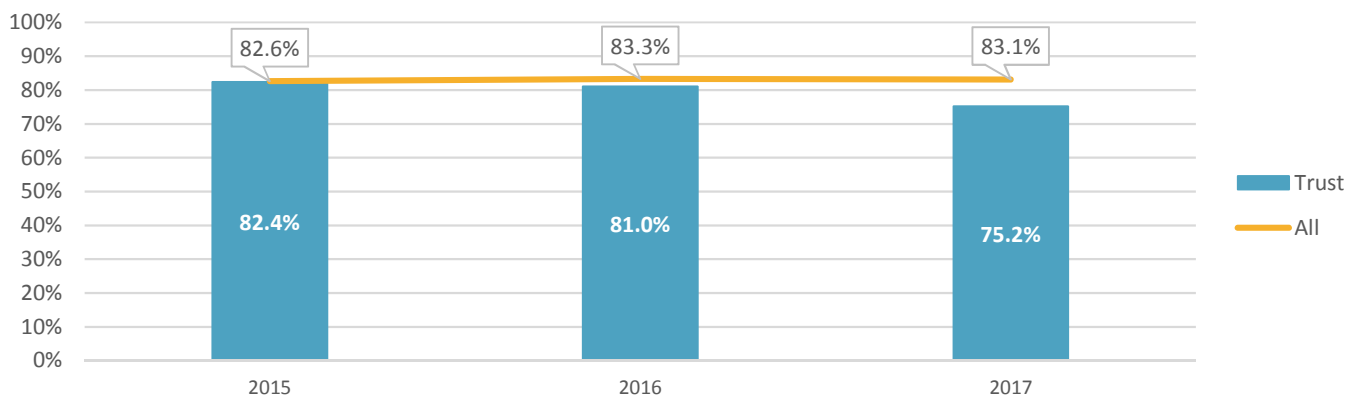
RWK

9. Do you know how to contact this person if you have a concern about your care?



RWK

10. How well does this person organise the care and services you need?

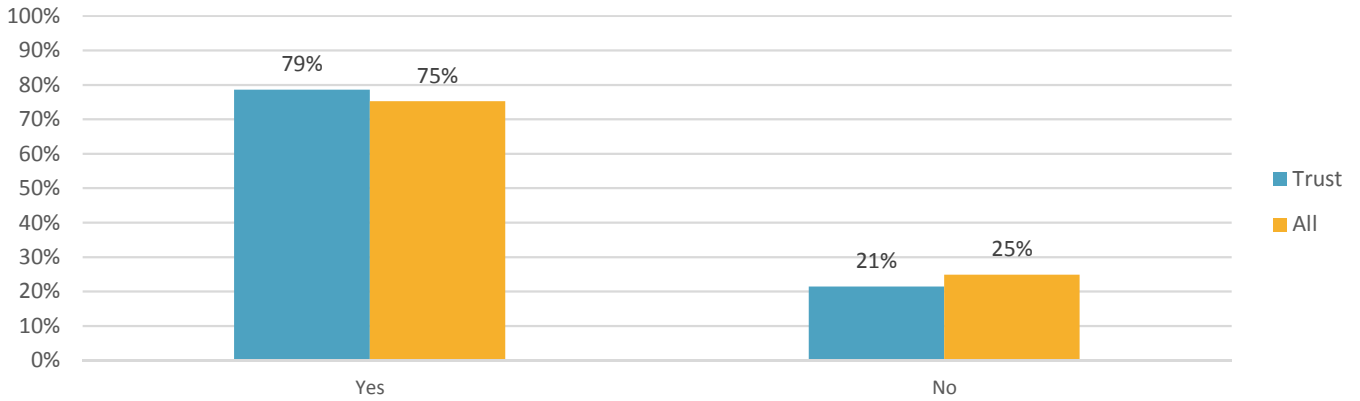


RWK



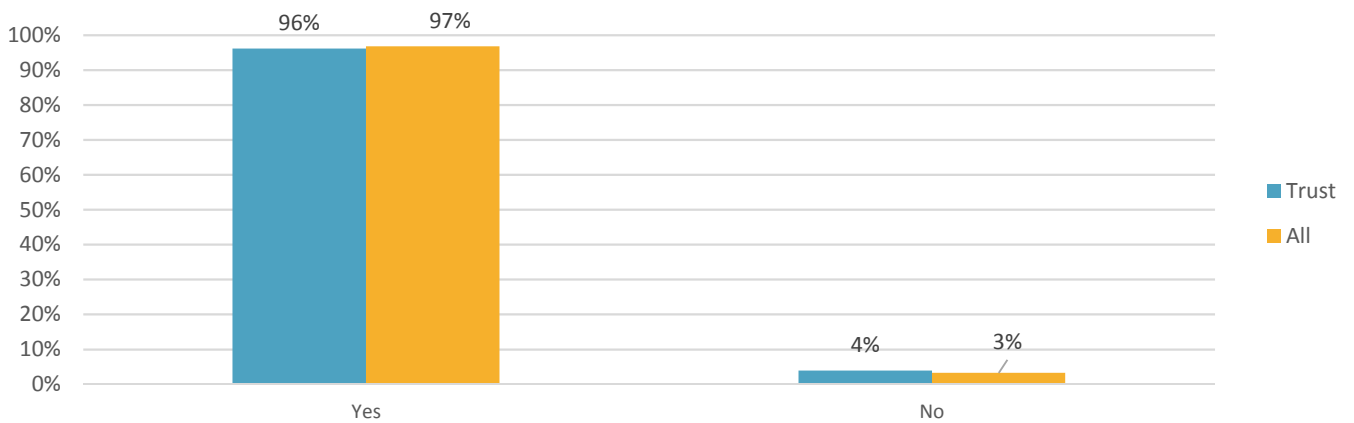
## Organising Care - Compositional Charts

7. Have you been told **who is in charge** of organising your care and services?



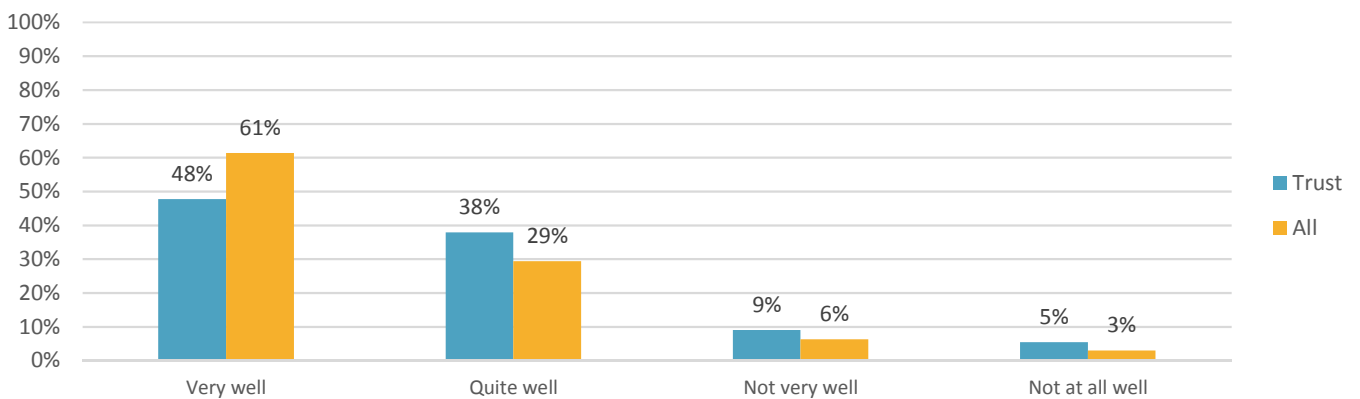
RWK

9. Do you know how to contact this person if you have a concern about your care?



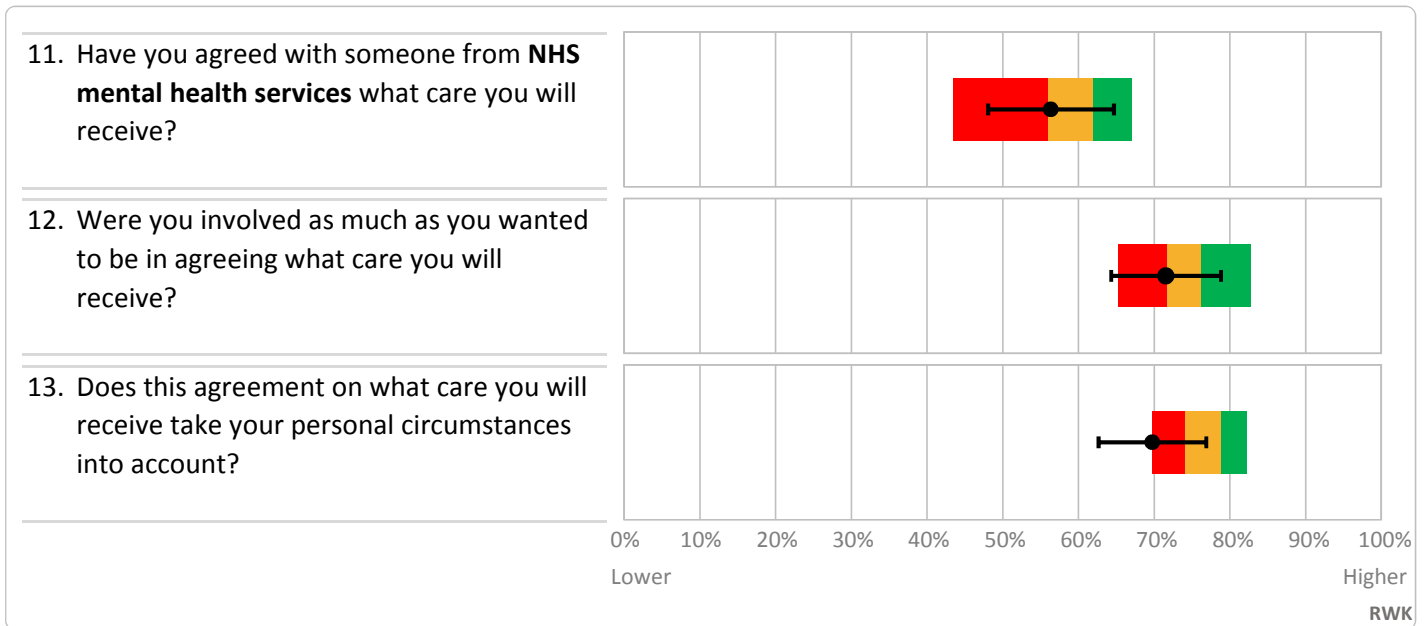
RWK

10. How well does this person organise the care and services you need?



RWK

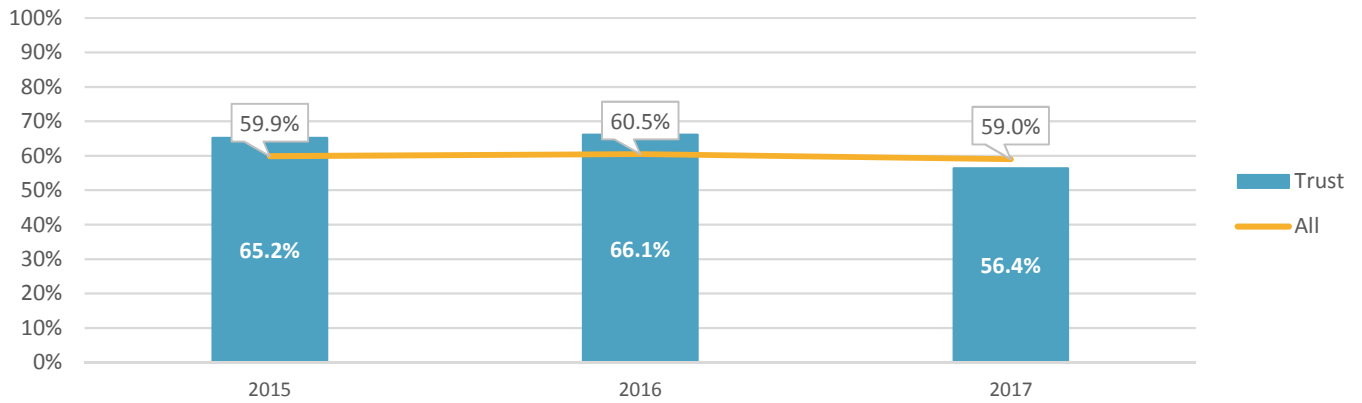
## Planning Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
11. Have you agreed with someone from <b>NHS mental health services</b> what care you will receive?	43.5%	56.0%	62.0%	67.1%	173	56.4%	●
12. Were you involved as much as you wanted to be in agreeing what care you will receive?	65.4%	71.7%	76.3%	82.8%	134	71.6%	●
13. Does this agreement on what care you will receive take your personal circumstances into account?	69.8%	74.1%	78.9%	82.3%	131	69.8%	●

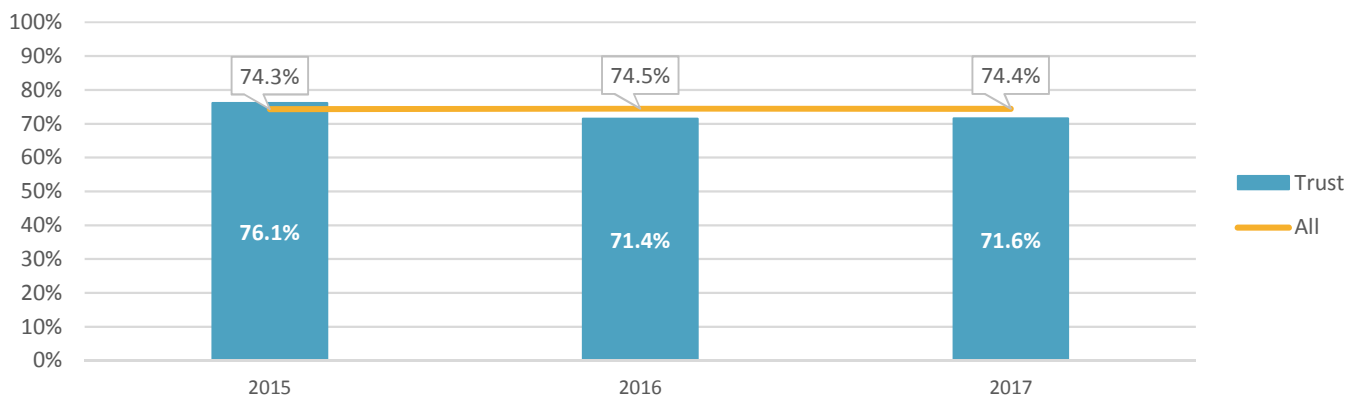
## Planning Care - Longitudinal Charts

11. Have you agreed with someone from **NHS mental health services** what care you will receive?



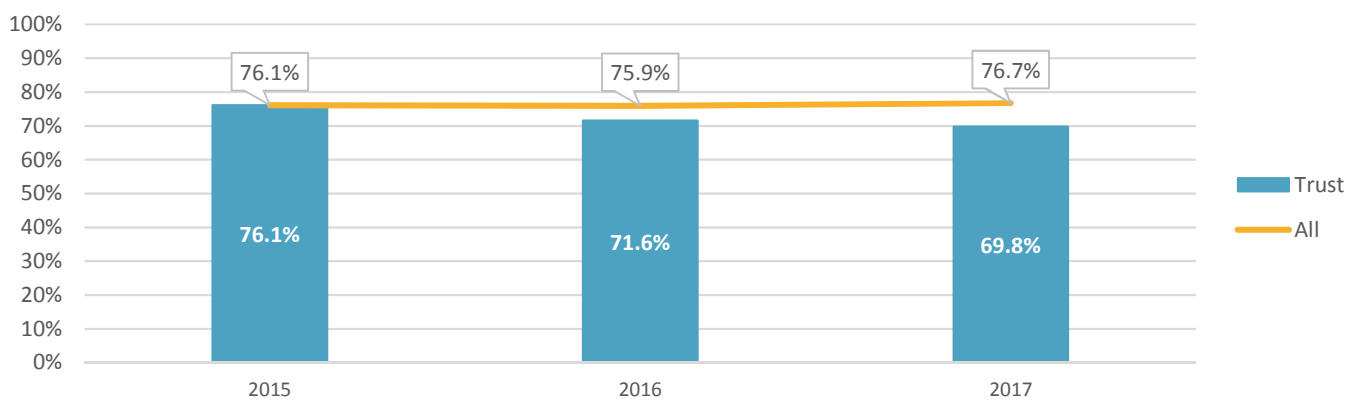
RWK

12. Were you involved as much as you wanted to be in agreeing what care you will receive?



RWK

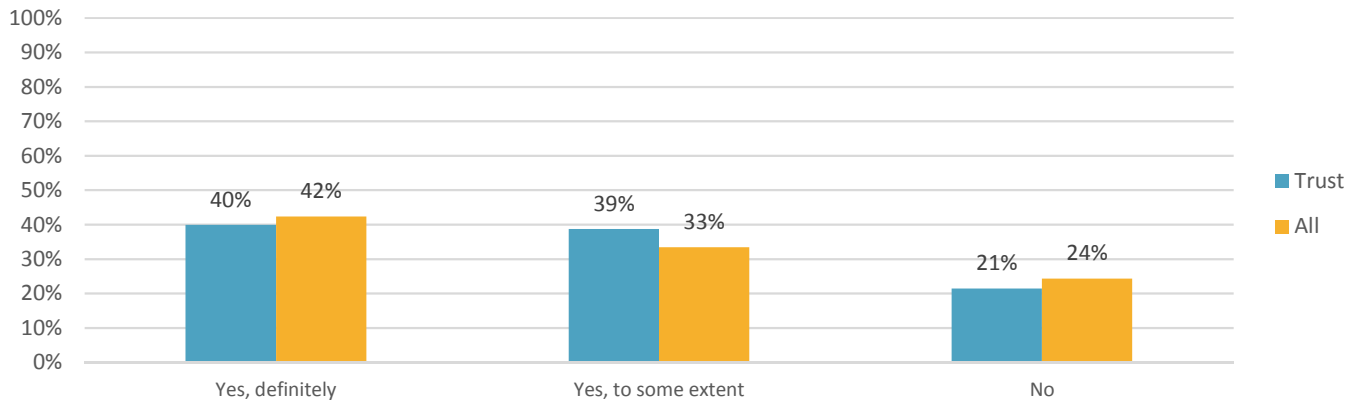
13. Does this agreement on what care you will receive take your personal circumstances into account?



RWK

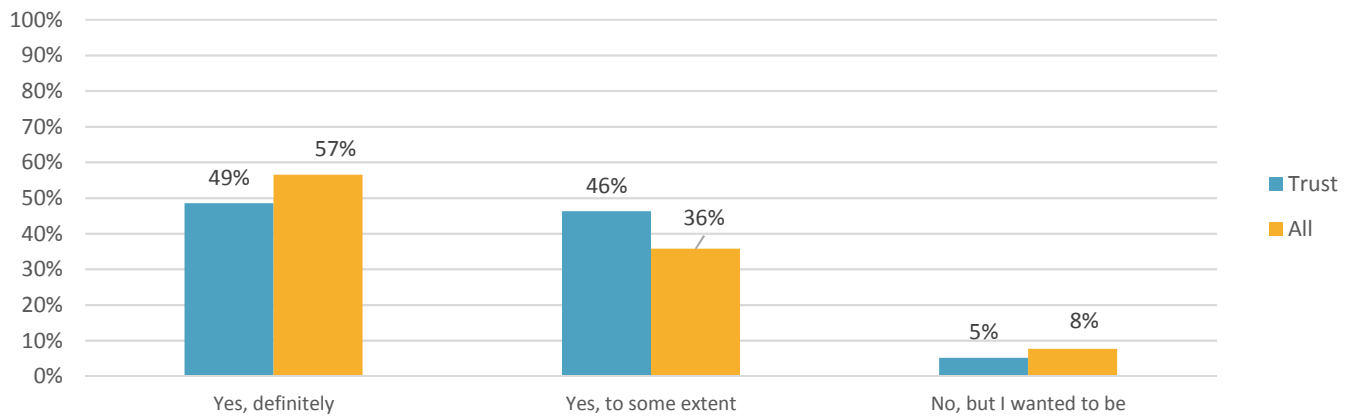
## Planning Care - Compositional Charts

11. Have you agreed with someone from **NHS mental health services** what care you will receive?



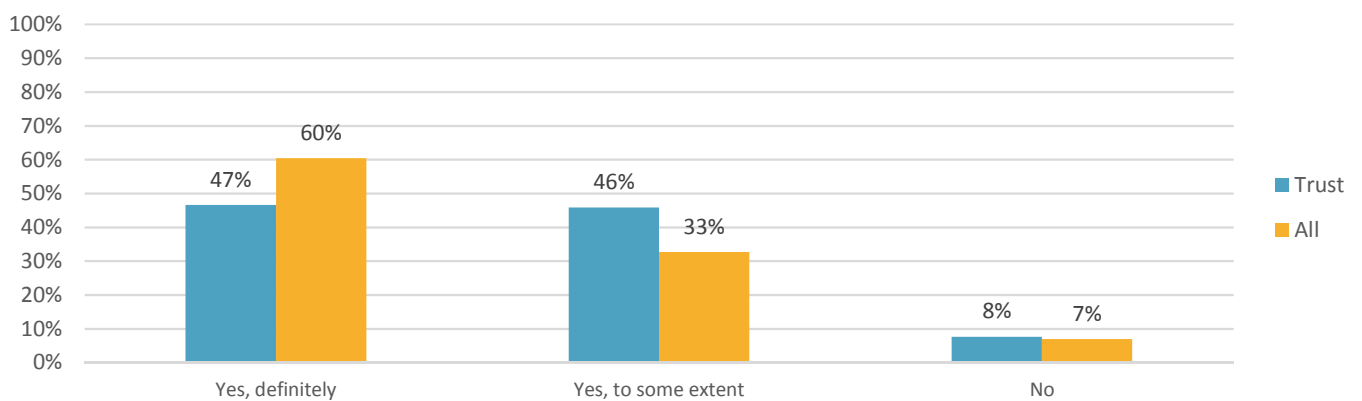
RWK

12. Were you involved as much as you wanted to be in agreeing what care you will receive?



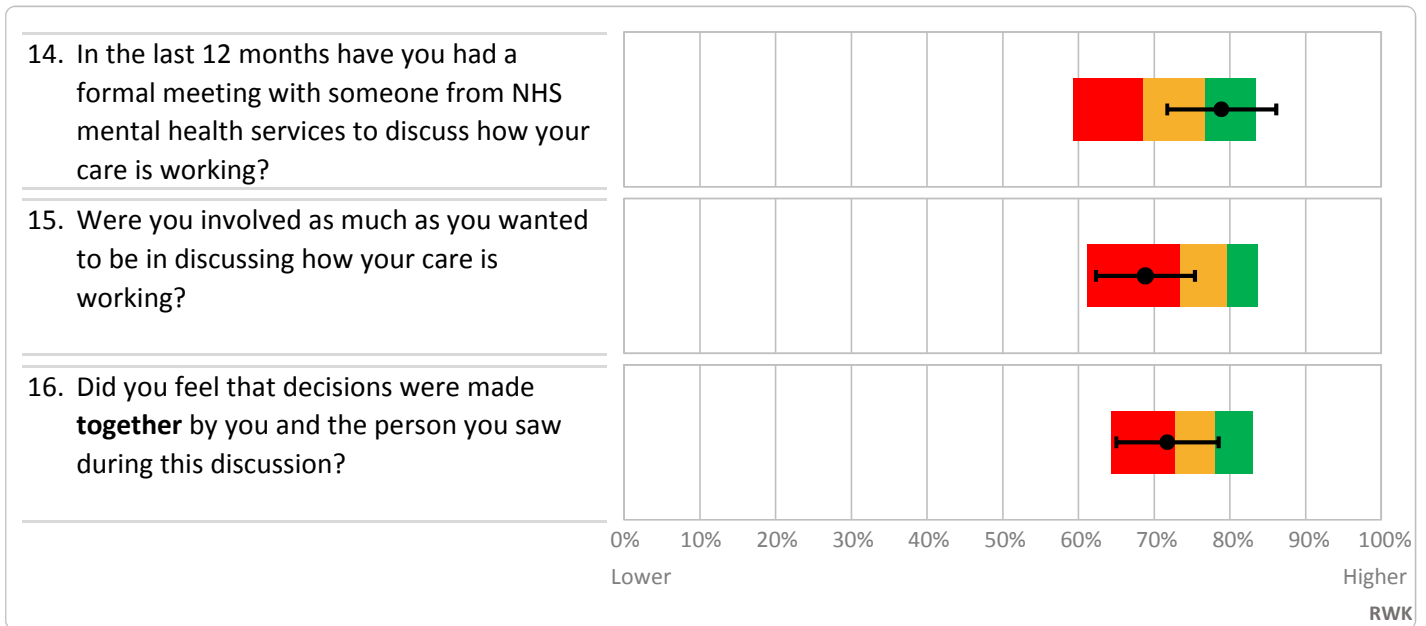
RWK

13. Does this agreement on what care you will receive take your personal circumstances into account?



RWK

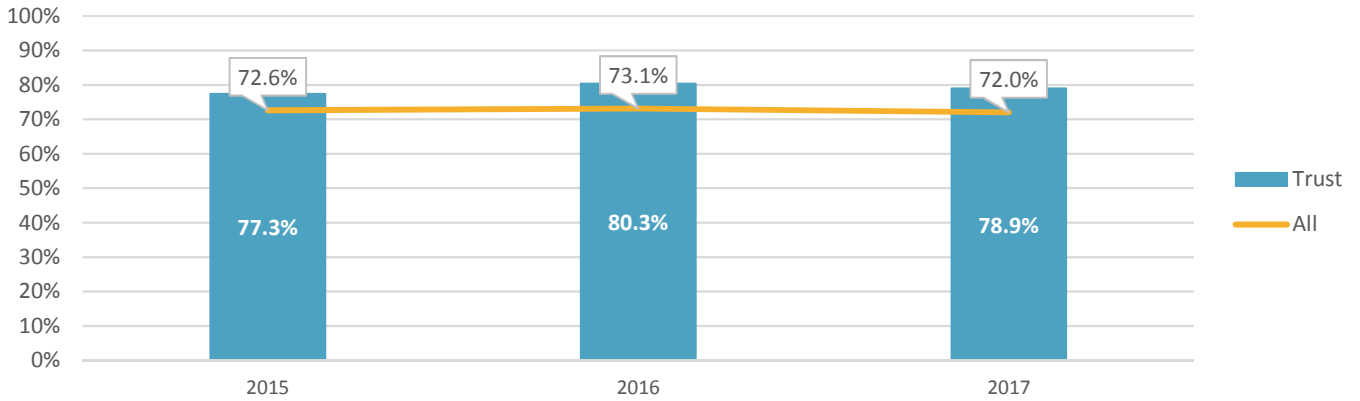
## Reviewing Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
14. In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?	59.4%	68.6%	76.8%	83.5%	147	78.9%	●
15. Were you involved as much as you wanted to be in discussing how your care is working?	61.2%	73.5%	79.7%	83.7%	110	68.9%	●
16. Did you feel that decisions were made <b>together</b> by you and the person you saw during this discussion?	64.3%	72.7%	78.2%	83.0%	109	71.8%	●

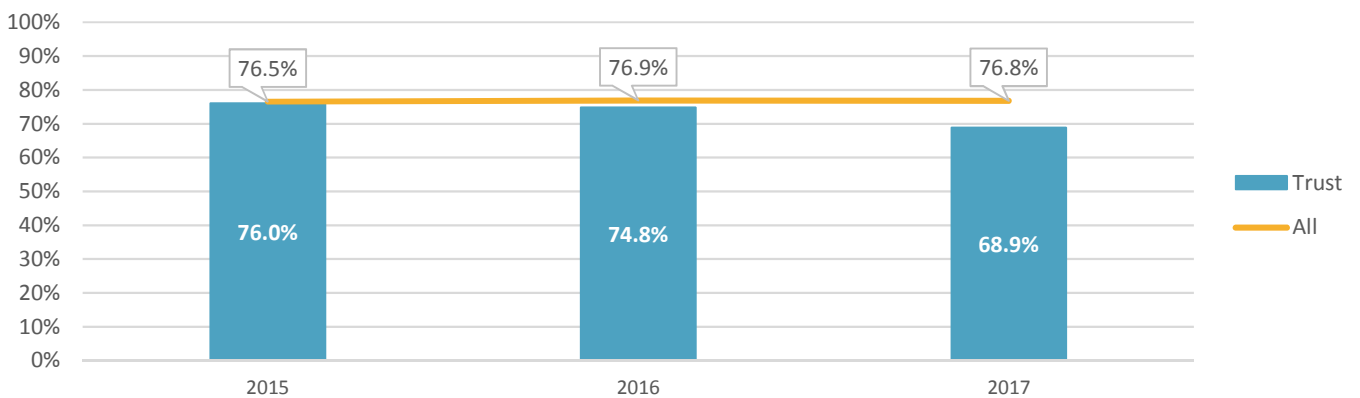
## Reviewing Care - Longitudinal Charts

14. In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?



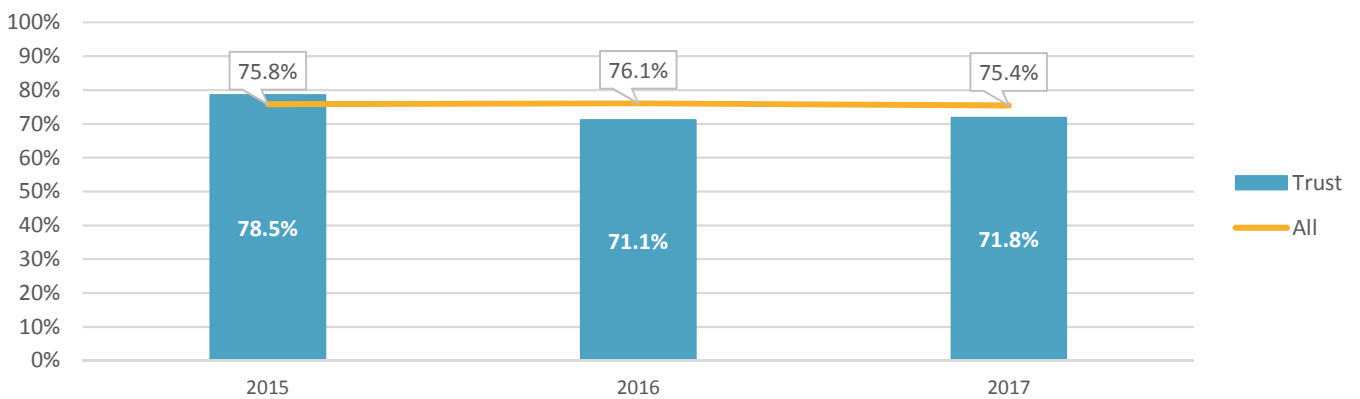
RWK

15. Were you involved as much as you wanted to be in discussing how your care is working?



RWK

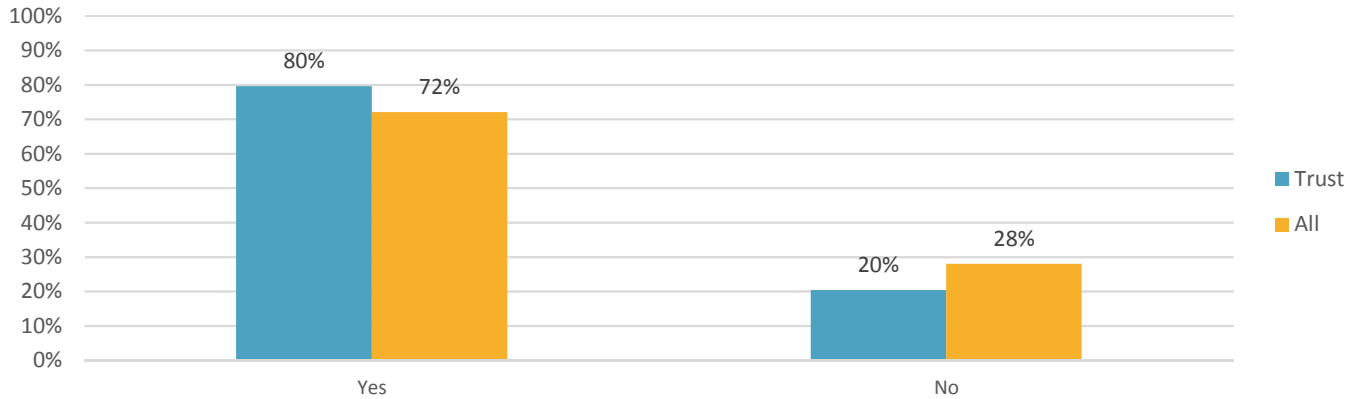
16. Did you feel that decisions were made **together** by you and the person you saw during this discussion?



RWK

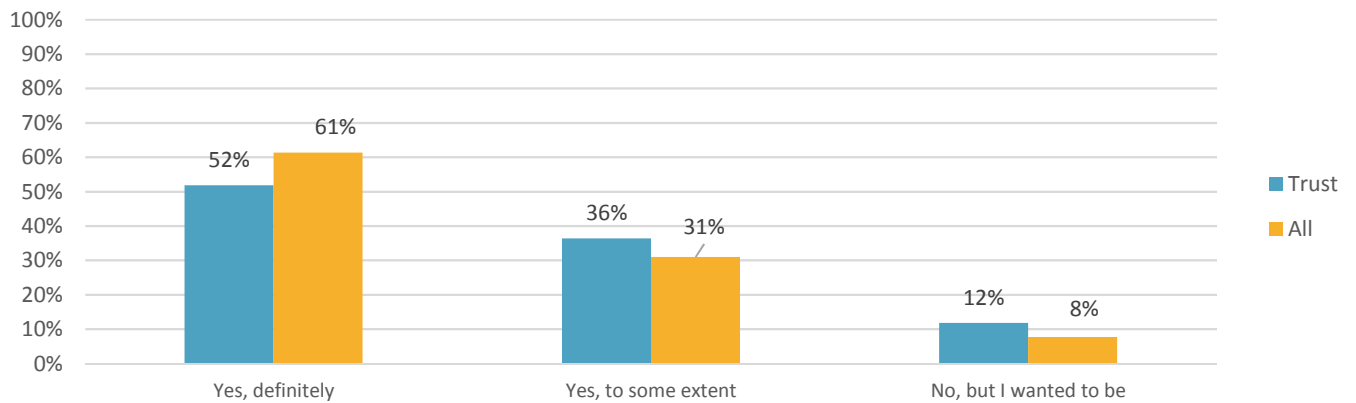
## Reviewing Care - Compositional Charts

14. In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?



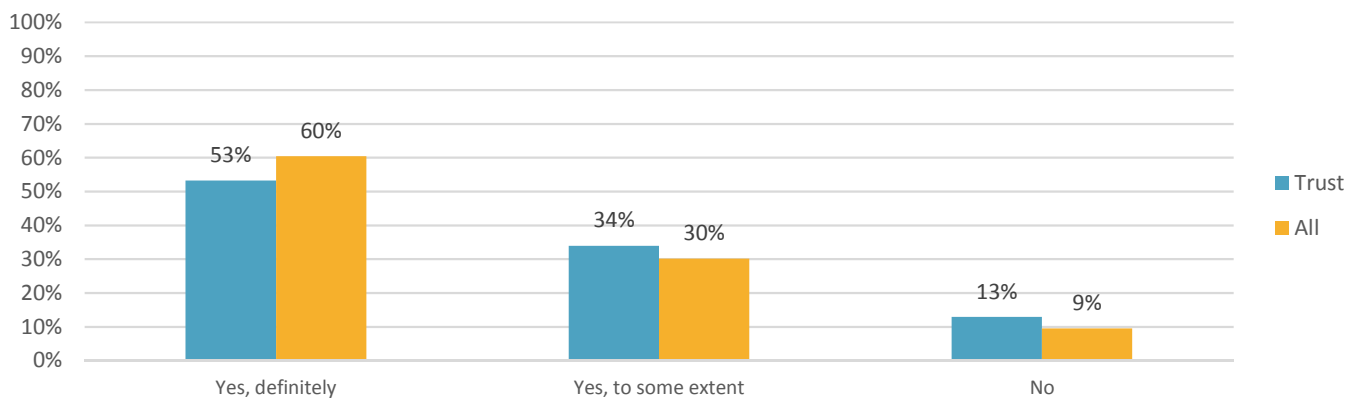
RWK

15. Were you involved as much as you wanted to be in discussing how your care is working?



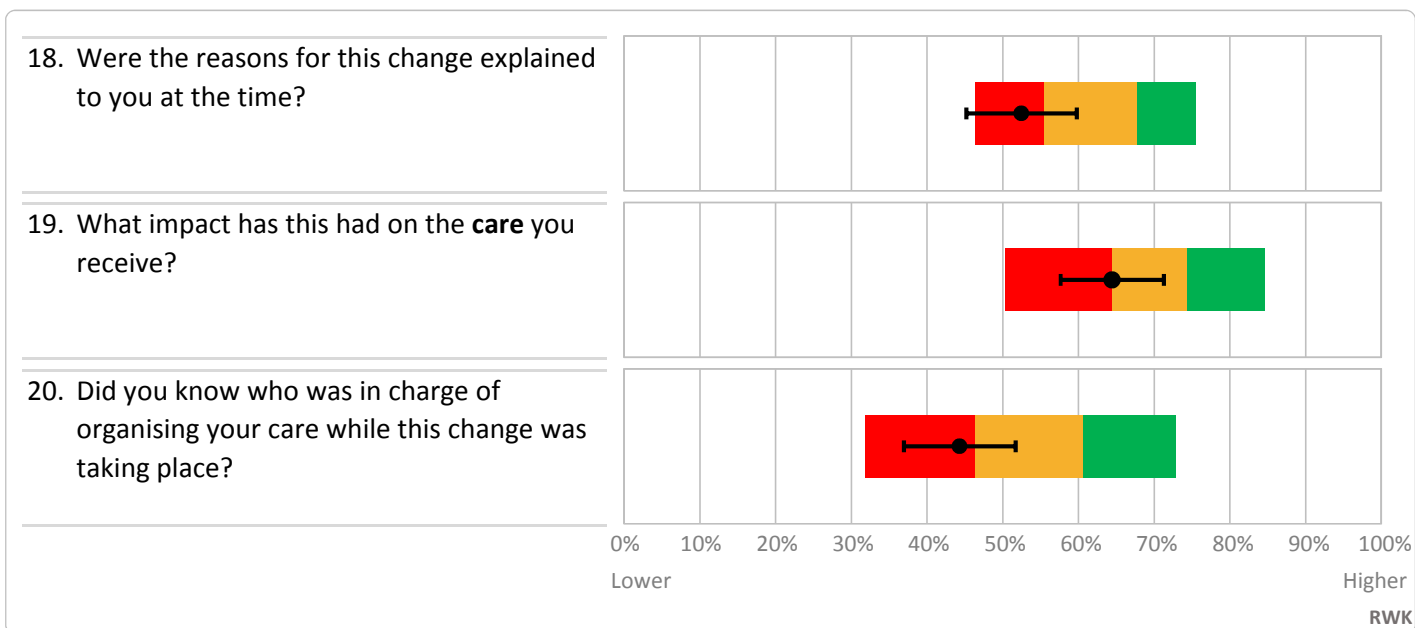
RWK

16. Did you feel that decisions were made **together** by you and the person you saw during this discussion?



RWK

## Changes in Who People See - Benchmark Charts and Tables

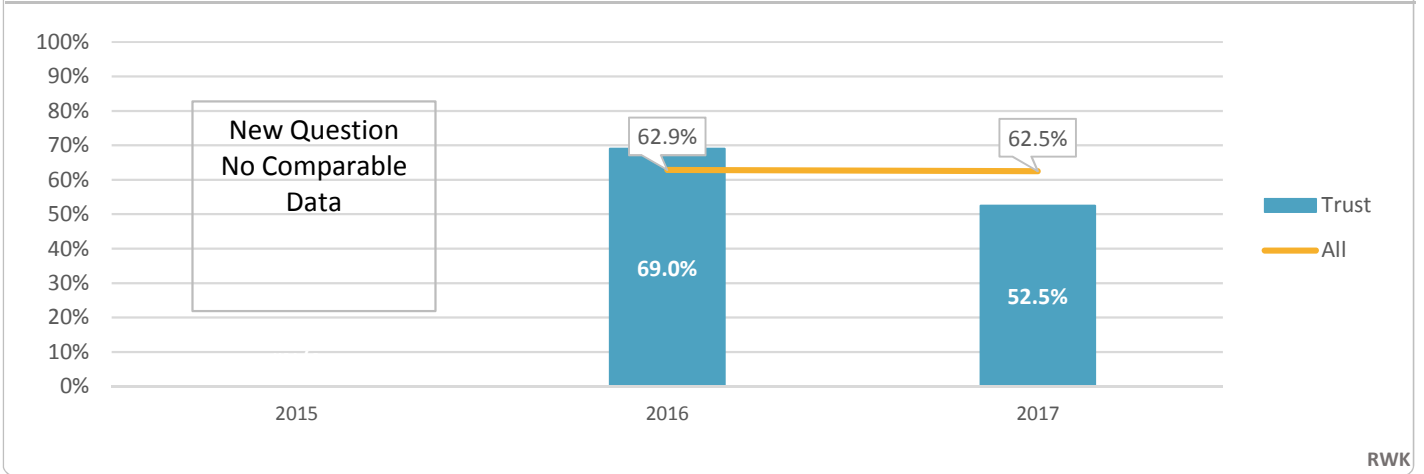


	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
18. Were the reasons for this change explained to you at the time?	46.4%	55.5%	67.7%	75.5%	80	52.5%	●
19. What impact has this had on the <b>care</b> you receive?	50.4%	64.5%	74.5%	84.7%	77	64.5%	●
20. Did you know who was in charge of organising your care while this change was taking place?	31.9%	46.4%	60.6%	72.8%	73	44.3%	●

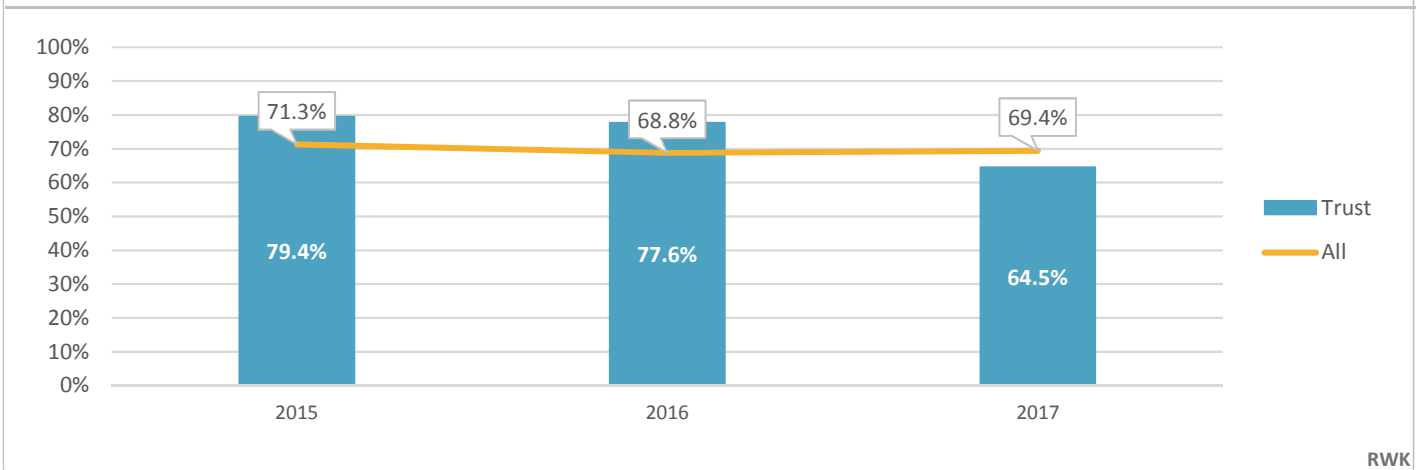


## Changes in Who People See - Longitudinal Charts

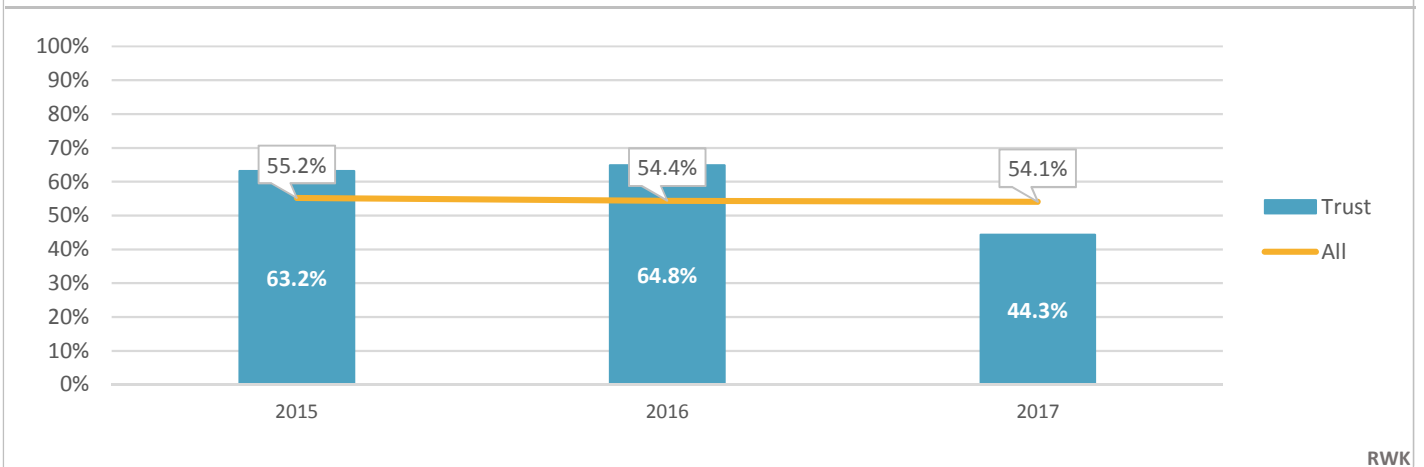
18. Were the reasons for this change explained to you at the time?



19. What impact has this had on the **care** you receive?

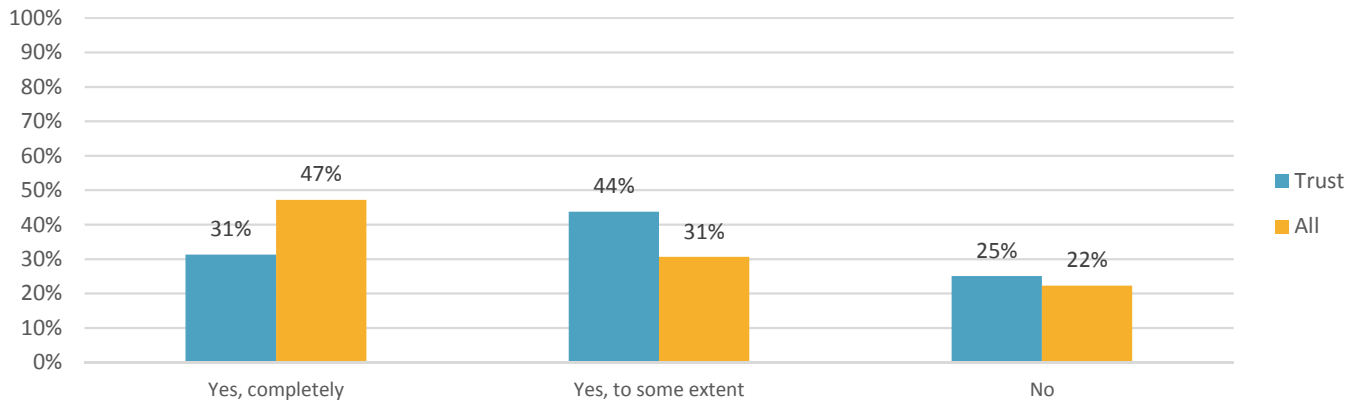


20. Did you know who was in charge of organising your care while this change was taking place?



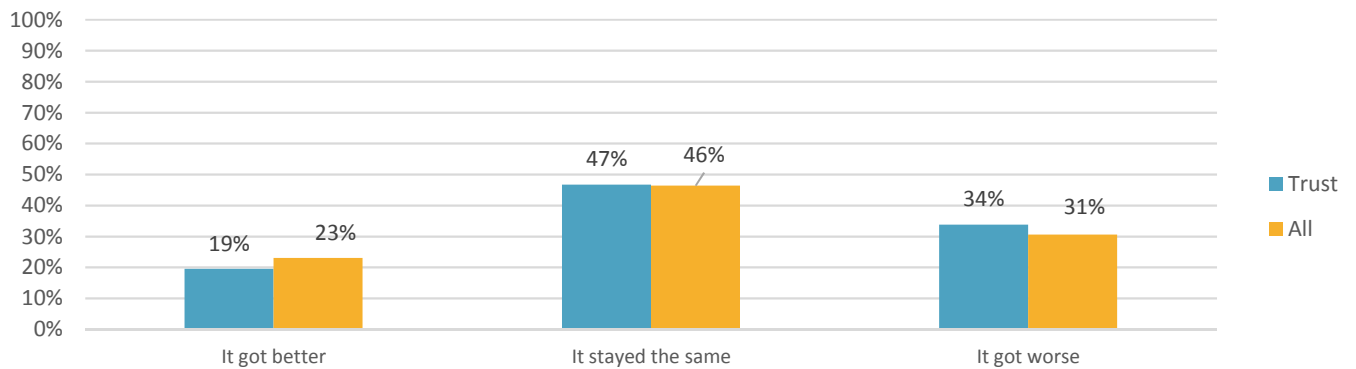
## Changes in Who People See - Compositional Charts

18. Were the reasons for this change explained to you at the time?



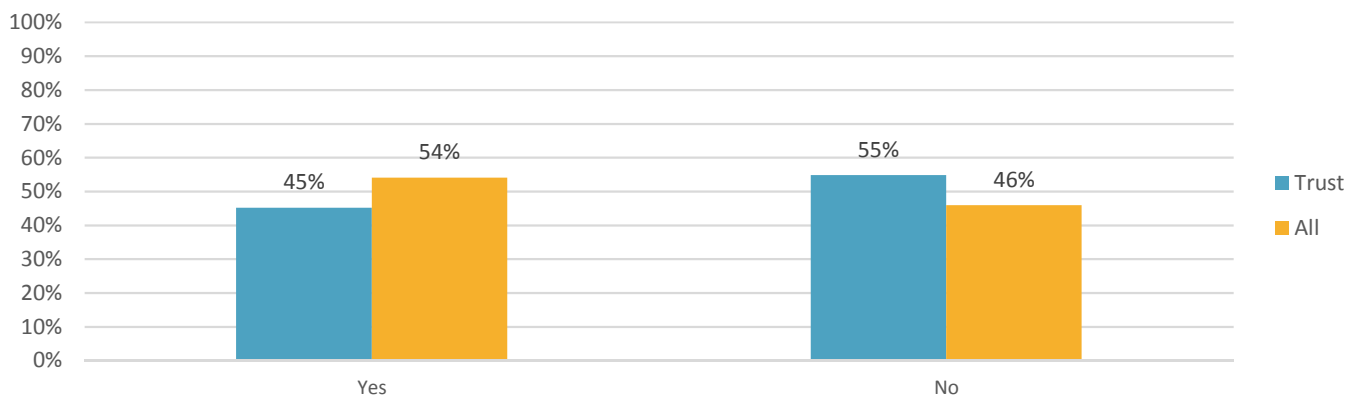
RWK

19. What impact has this had on the care you receive?



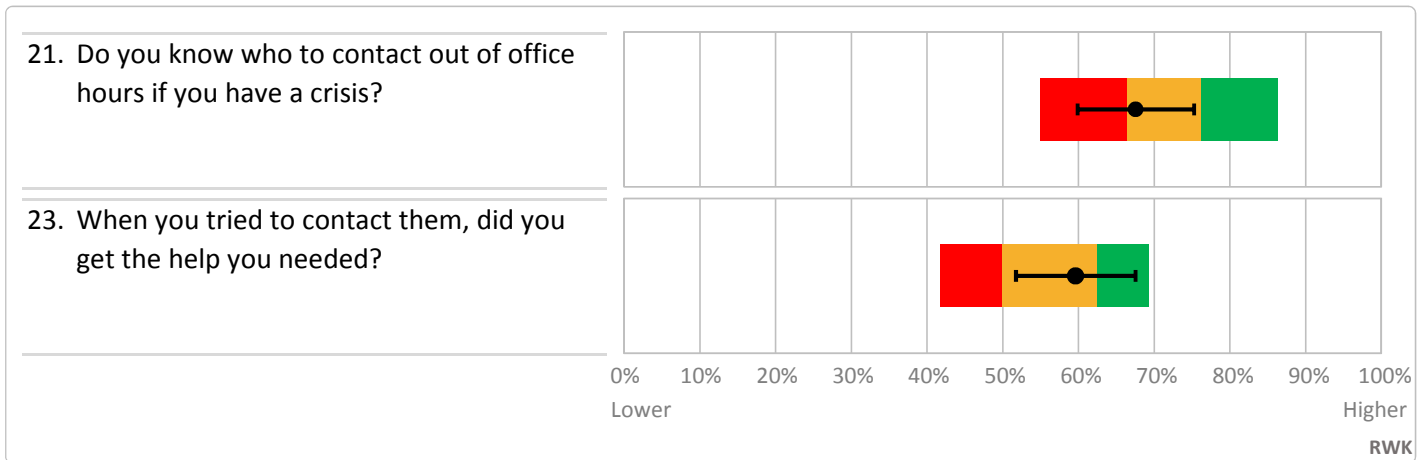
RWK

20. Did you know who was in charge of organising your care while this change was taking place?



RWK

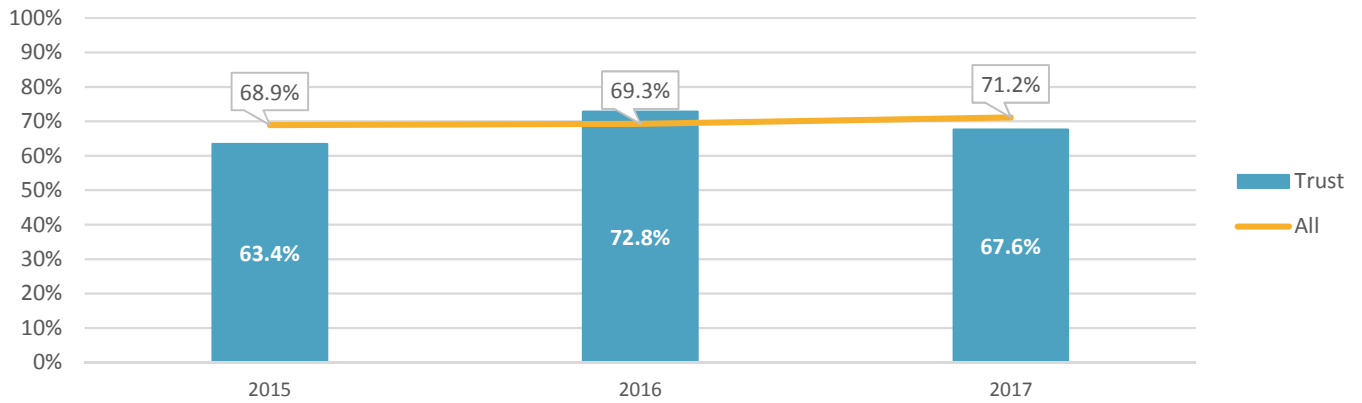
### Crisis Care - Benchmark Charts and Tables



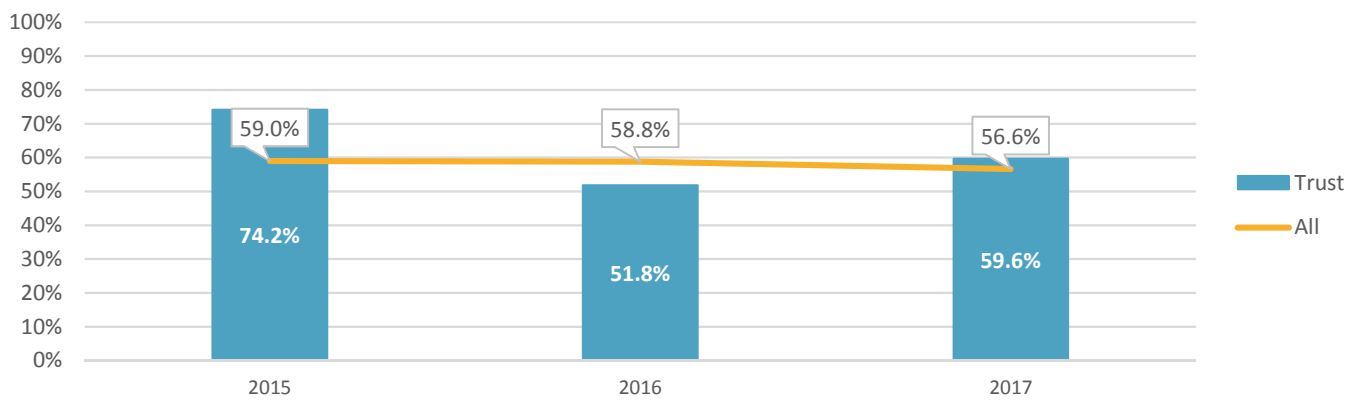
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
21. Do you know who to contact out of office hours if you have a crisis?	55.0%	66.5%	76.2%	86.3%	156	67.6%	●
23. When you tried to contact them, did you get the help you needed?	41.7%	50.0%	62.5%	69.3%	53	59.6%	●

### Crisis Care - Longitudinal Charts

21. Do you know who to contact out of office hours if you have a crisis?

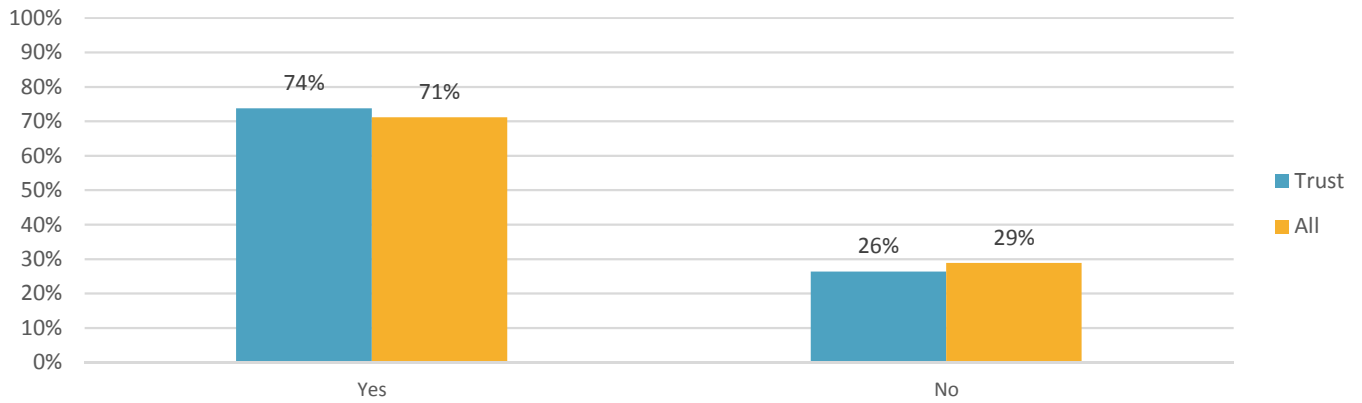


23. When you tried to contact them, did you get the help you needed?



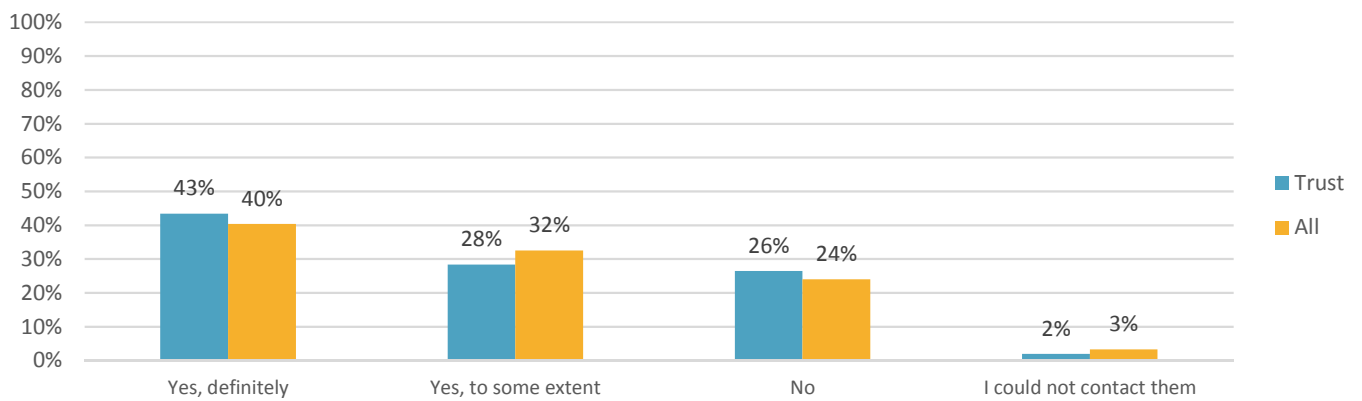
## Crisis Care - Compositional Charts

21. Do you know who to contact out of office hours if you have a crisis?



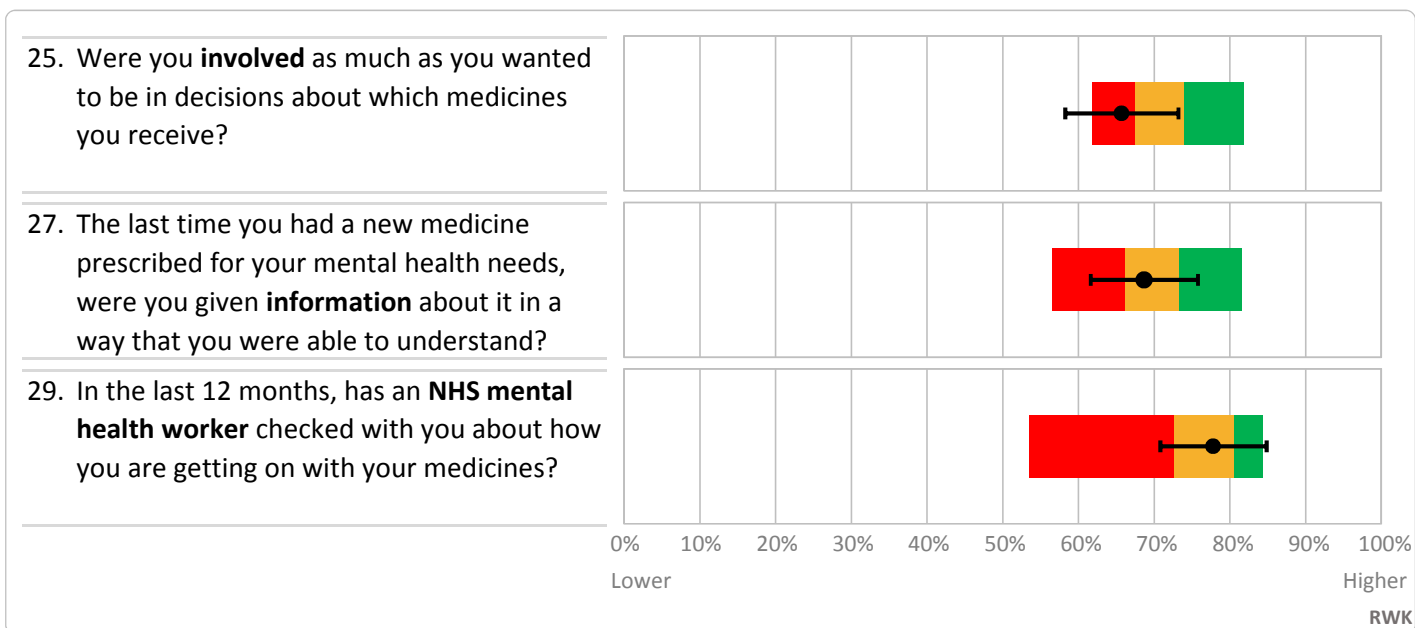
RWK

23. When you tried to contact them, did you get the help you needed?



RWK

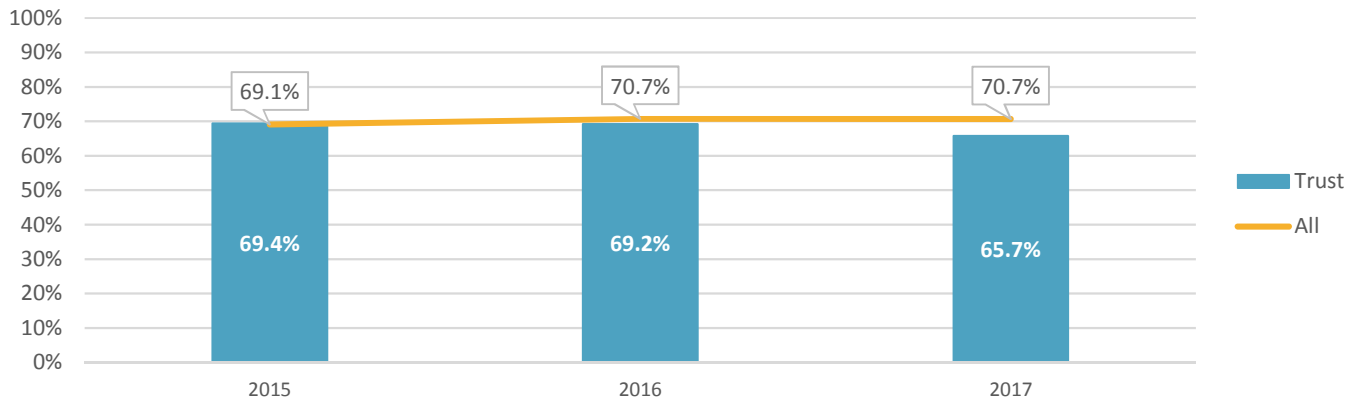
## Treatments - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
25. Were you <b>involved</b> as much as you wanted to be in decisions about which medicines you receive?	61.8%	67.5%	74.0%	81.8%	147	65.7%	●
27. The last time you had a new medicine prescribed for your mental health needs, were you given <b>information</b> about it in a way that you were able to understand?	56.6%	66.2%	73.3%	81.5%	86	68.7%	●
29. In the last 12 months, has an <b>NHS mental health worker</b> checked with you about how you are getting on with your medicines?	53.6%	72.7%	80.6%	84.4%	129	77.8%	●

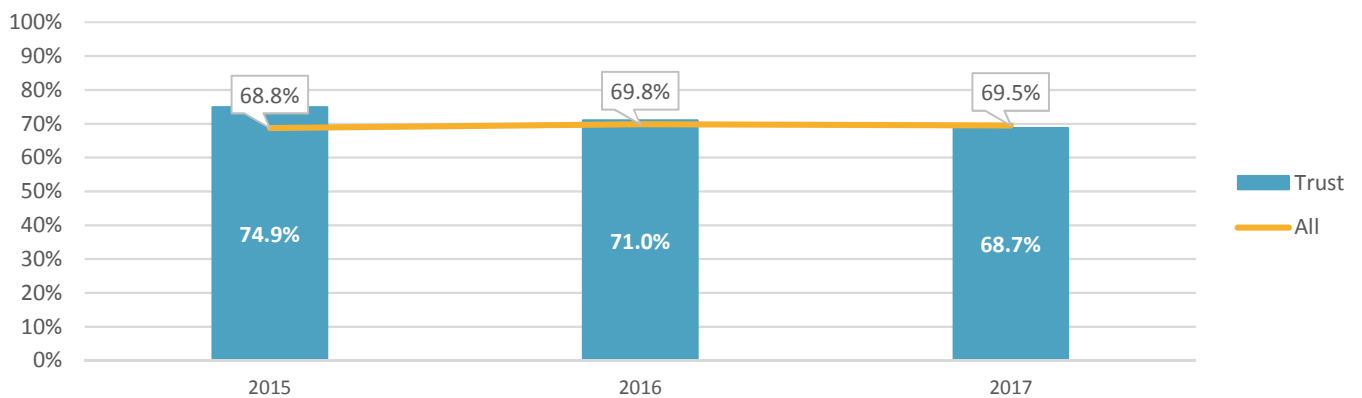
## Treatments - Longitudinal Charts

25. Were you **involved** as much as you wanted to be in decisions about which medicines you receive?



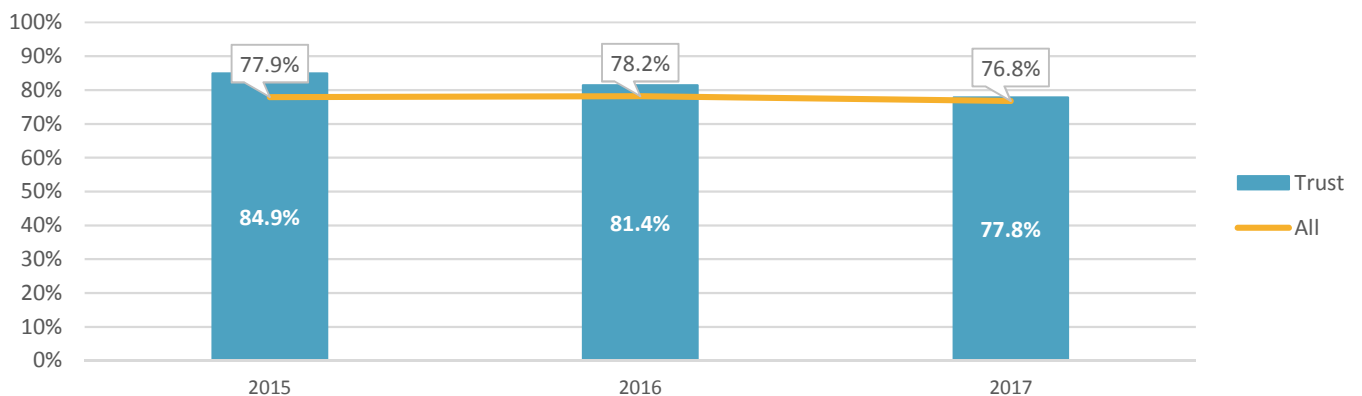
RWK

27. The last time you had a new medicine prescribed for your mental health needs, were you given **information** about it in a way that you were able to understand?



RWK

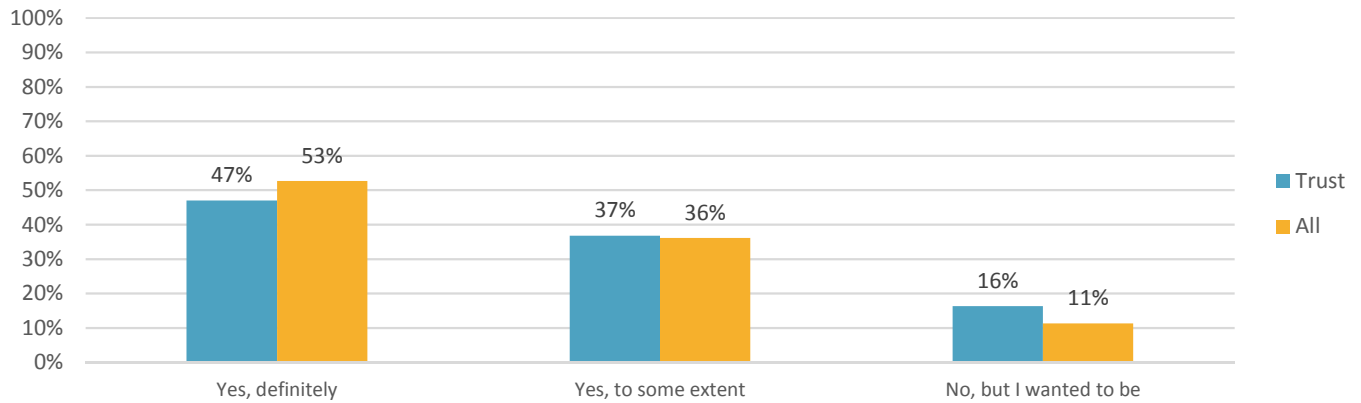
29. In the last 12 months, has an **NHS mental health worker** checked with you about how you are getting on with your medicines?



RWK

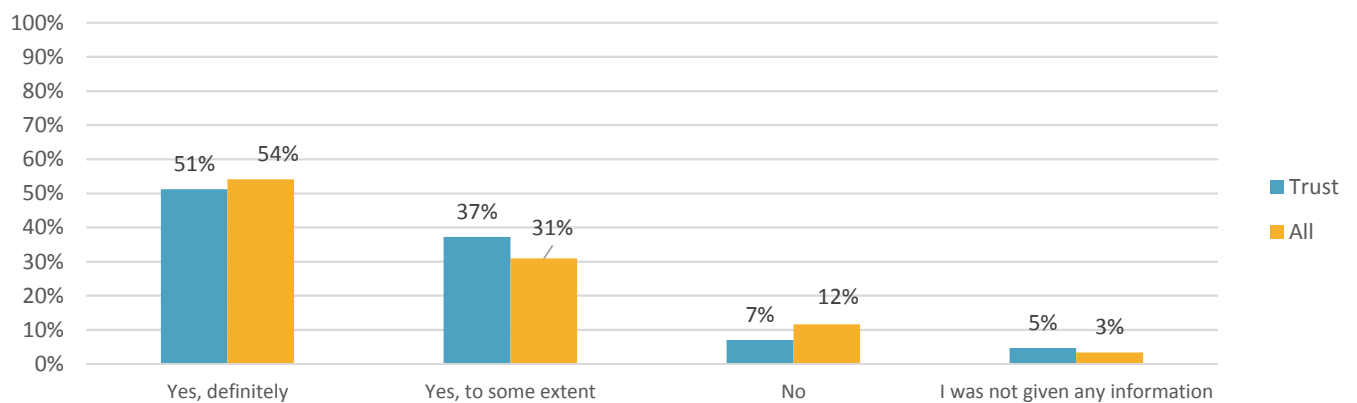
## Treatments - Compositional Charts

25. Were you **involved** as much as you wanted to be in decisions about which medicines you receive?



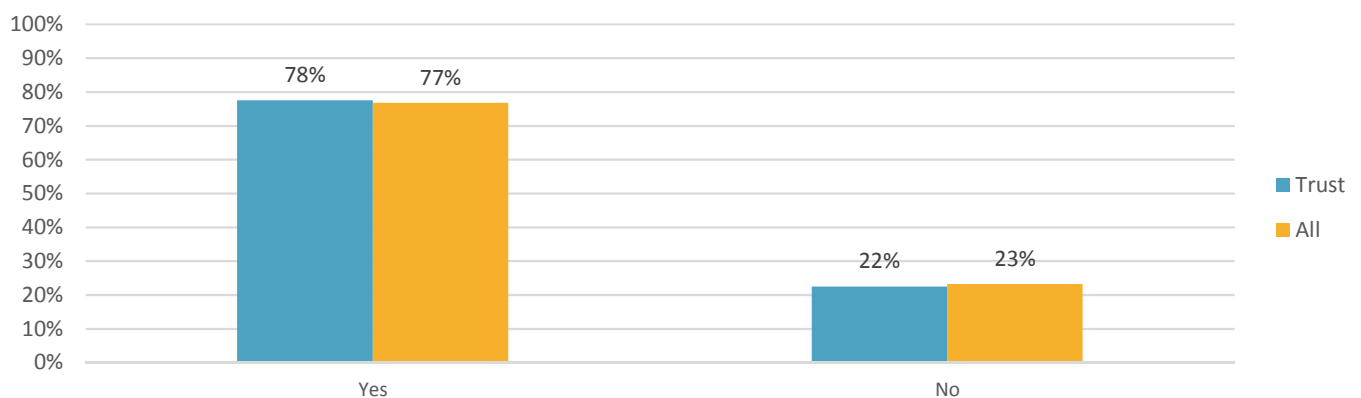
RWK

27. The last time you had a new medicine prescribed for your mental health needs, were you given **information** about it in a way that you were able to understand?



RWK

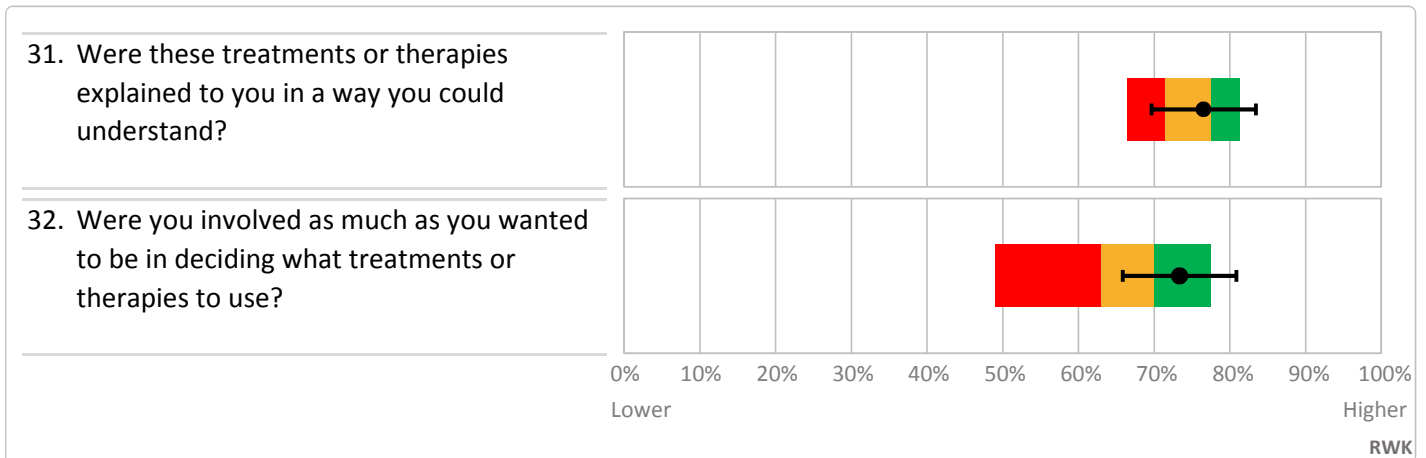
29. In the last 12 months, has an **NHS mental health worker** checked with you about how you are getting on with your medicines?



RWK



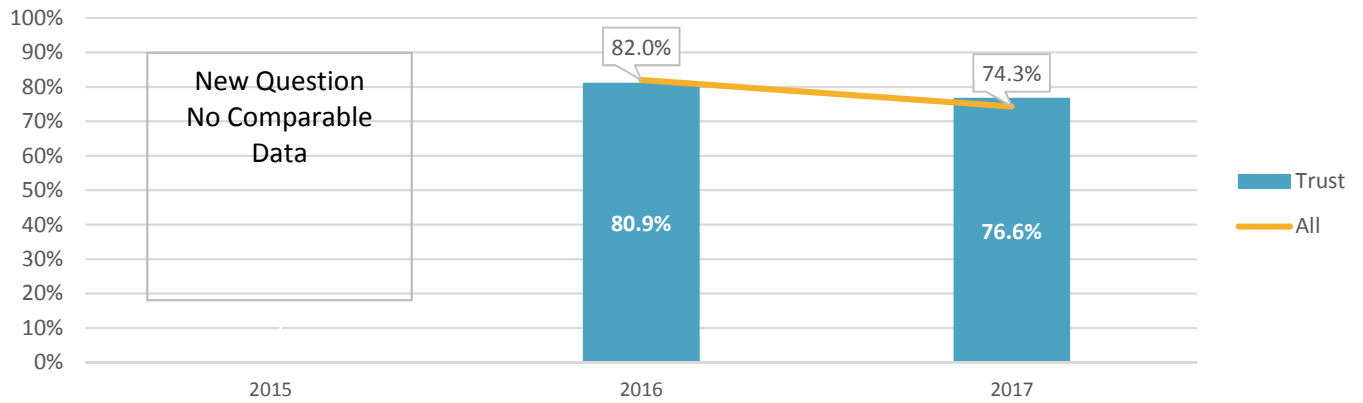
## Treatments - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
31. Were these treatments or therapies explained to you in a way you could understand?	66.6%	71.5%	77.7%	81.4%	89	76.6%	●
32. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	49.0%	63.0%	70.0%	77.5%	85	73.4%	●

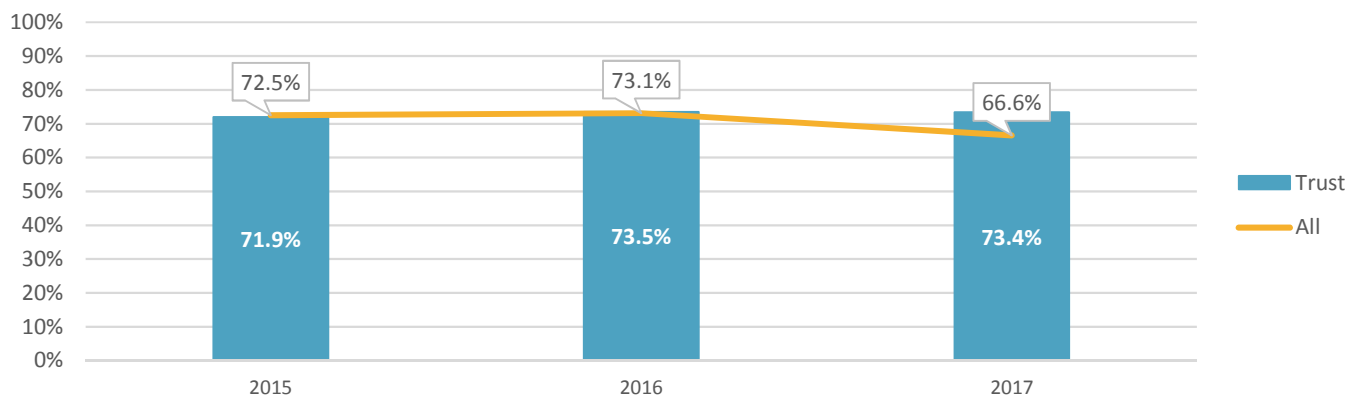
## Treatments - Longitudinal Charts (continued)

31. Were these treatments or therapies explained to you in a way you could understand?



RWK

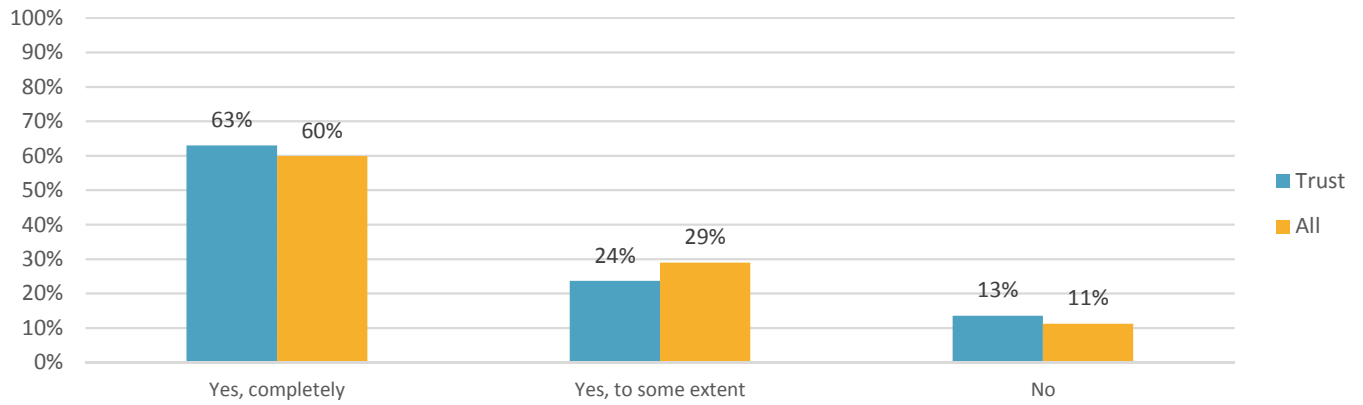
32. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?



RWK

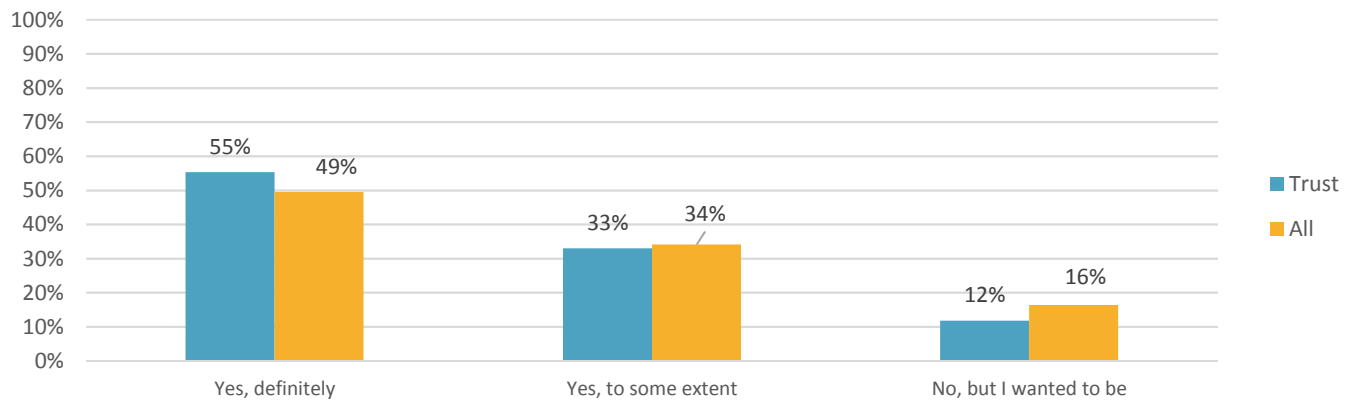
## Treatments - Compositional Charts (continued)

31. Were these treatments or therapies explained to you in a way you could understand?



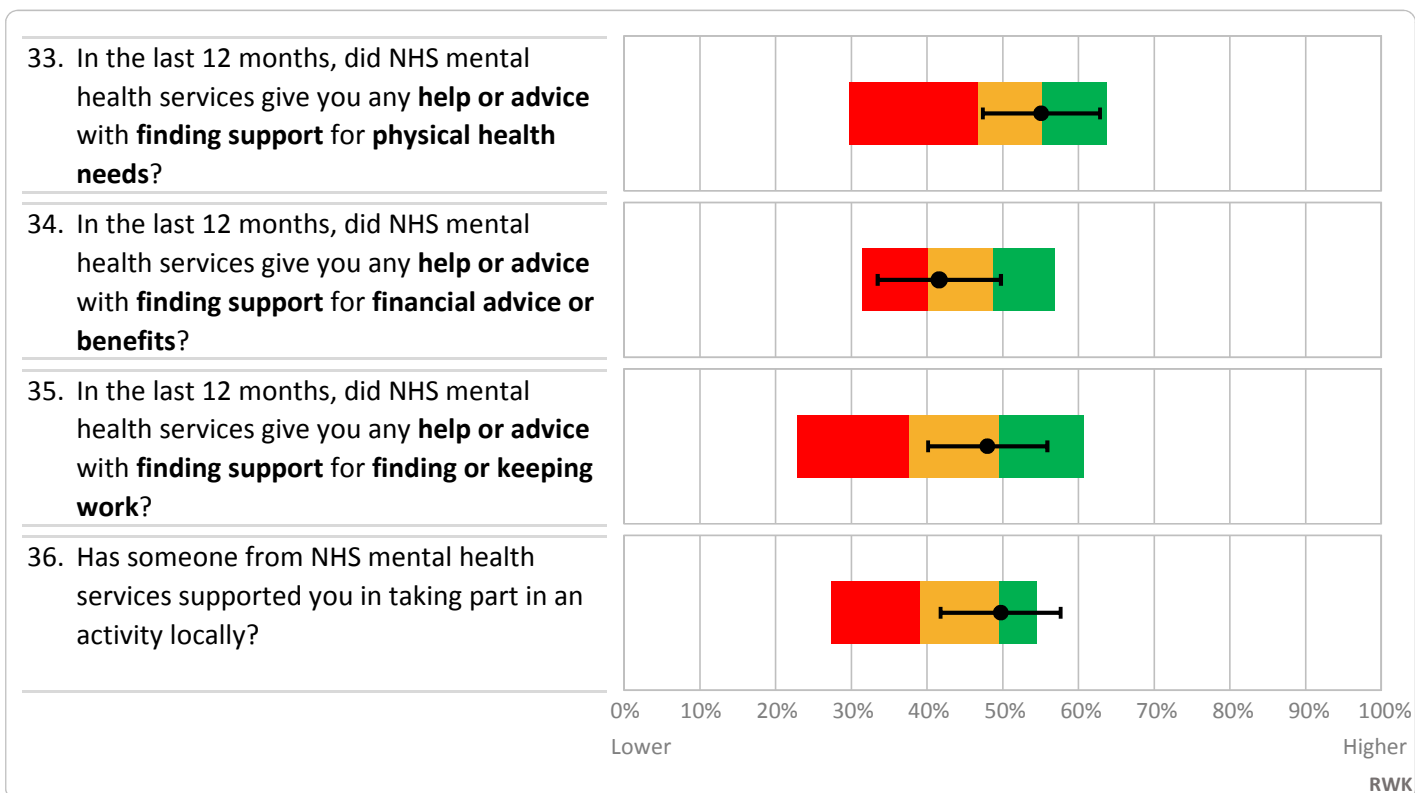
RWK

32. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?



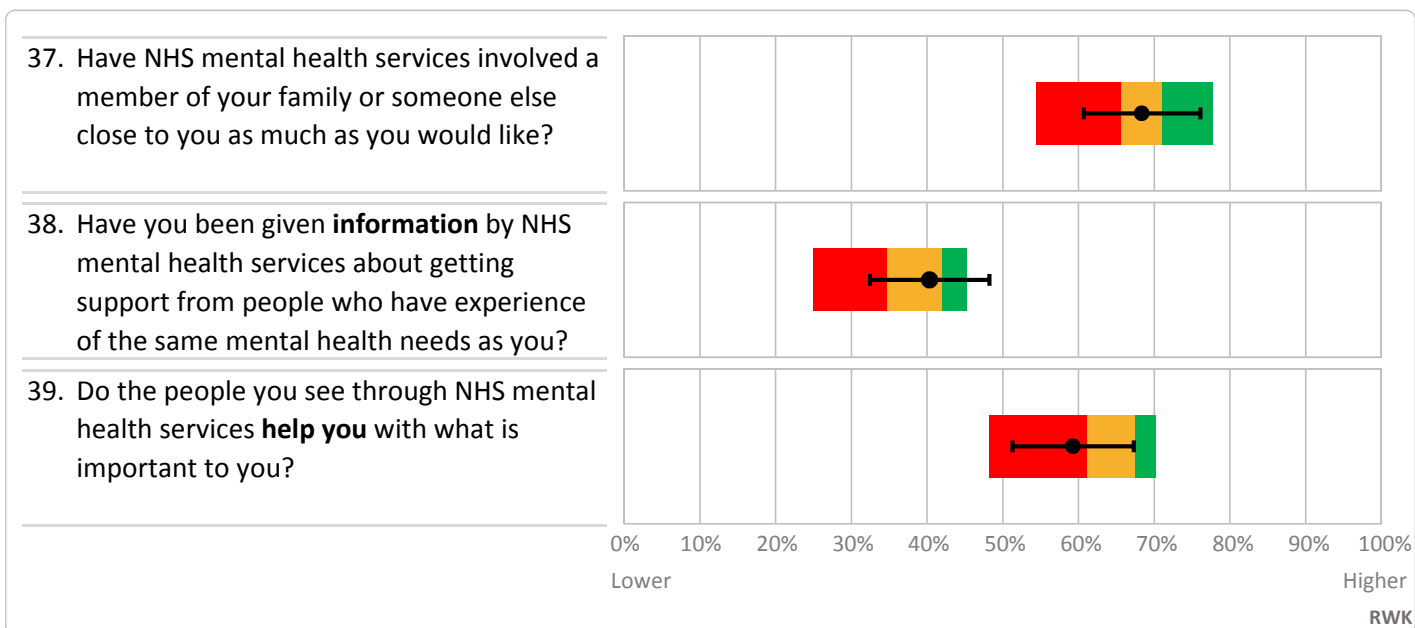
RWK

## Support and Wellbeing - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
33. In the last 12 months, did NHS mental health services give you any <b>help or advice</b> with <b>finding support</b> for <b>physical health needs</b> ?	29.7%	46.8%	55.3%	63.8%	115	55.1%	●
34. In the last 12 months, did NHS mental health services give you any <b>help or advice</b> with <b>finding support</b> for <b>financial advice or benefits</b> ?	31.4%	40.1%	48.8%	56.9%	112	41.6%	●
35. In the last 12 months, did NHS mental health services give you any <b>help or advice</b> with <b>finding support</b> for <b>finding or keeping work</b> ?	22.9%	37.7%	49.5%	60.7%	57	48.0%	●
36. Has someone from NHS mental health services supported you in taking part in an activity locally?	27.5%	39.1%	49.5%	54.4%	104	49.8%	●

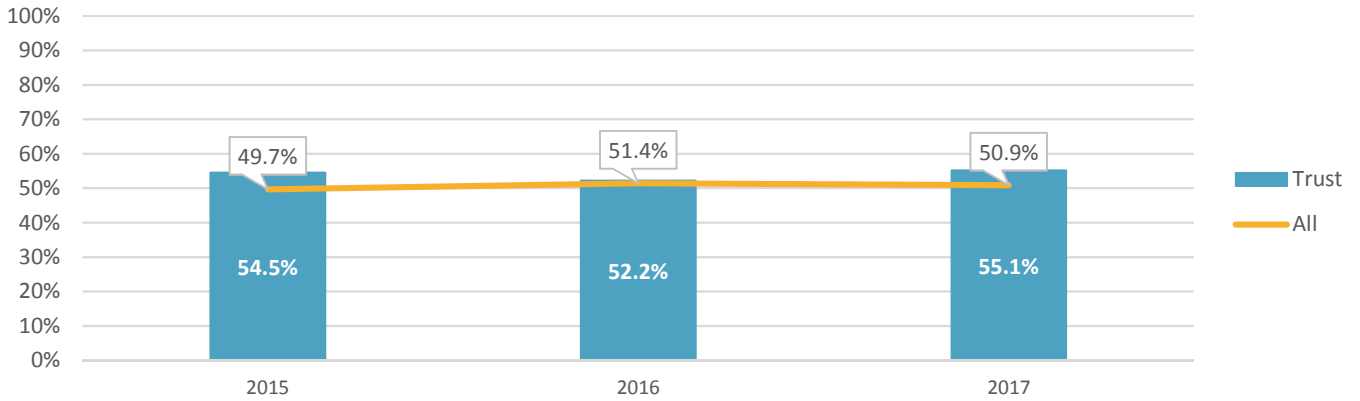
## Support and Wellbeing - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	54.5%	65.7%	71.1%	77.8%	121	68.4%	●
38. Have you been given <b>information</b> by NHS mental health services about getting support from people who have experience of the same mental health needs as you?	25.0%	34.8%	42.0%	45.2%	120	40.4%	●
39. Do the people you see through NHS mental health services <b>help you</b> with what is important to you?	48.2%	61.2%	67.5%	70.2%	174	59.3%	●

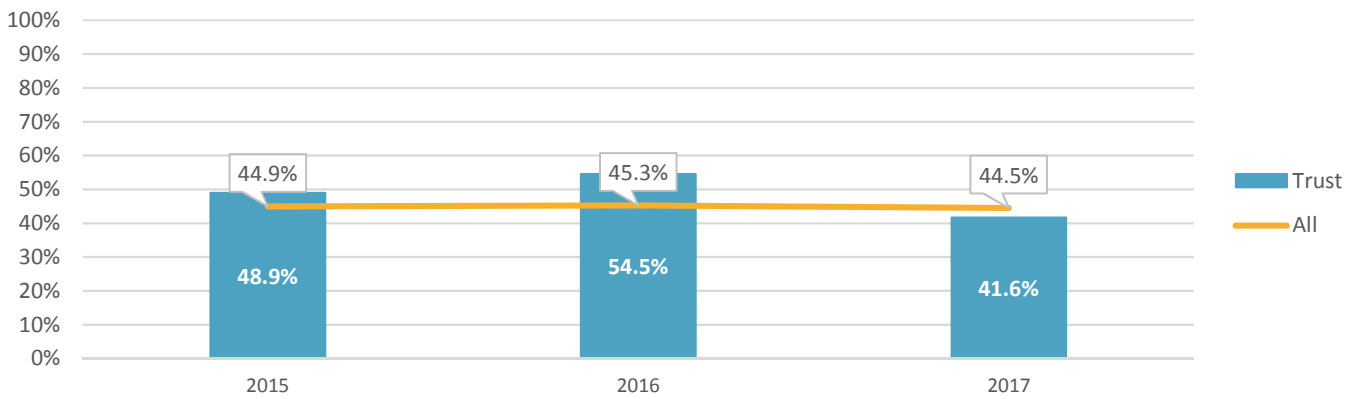
### Support and Wellbeing - Longitudinal Charts

33. In the last 12 months, did NHS mental health services give you any **help or advice** with **finding support** for **physical health needs**?



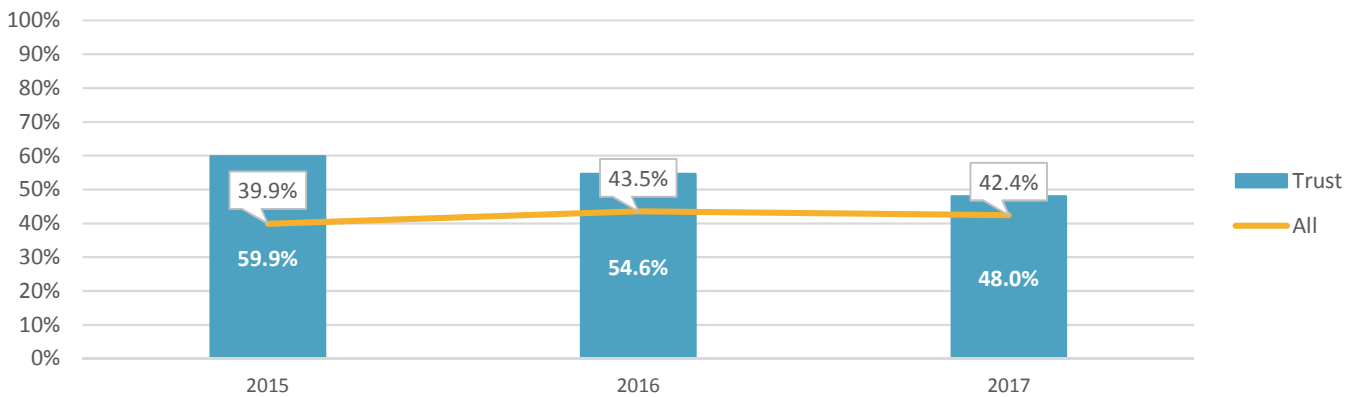
RWK

34. In the last 12 months, did NHS mental health services give you any **help or advice** with **finding support** for **financial advice or benefits**?



RWK

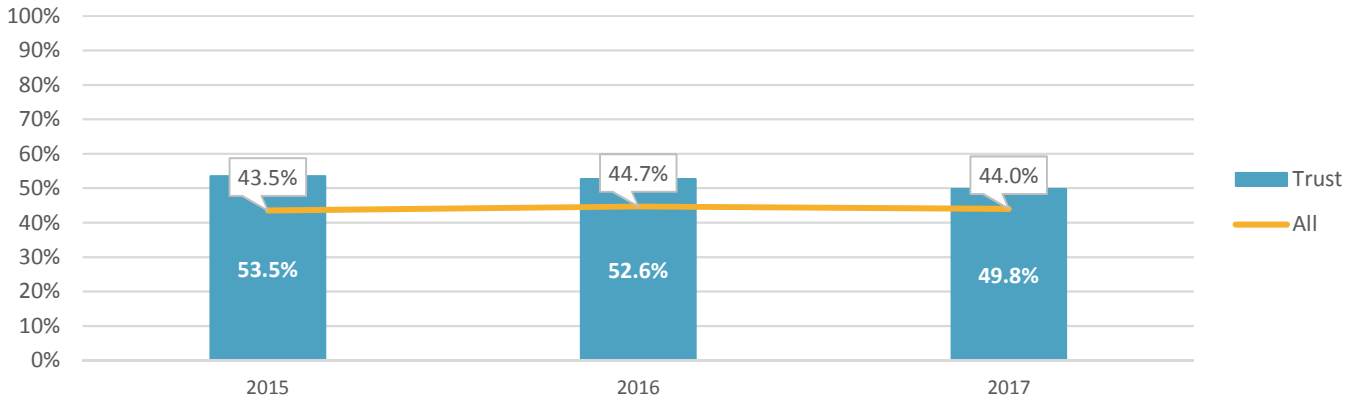
35. In the last 12 months, did NHS mental health services give you any **help or advice** with **finding support** for **finding or keeping work**?



RWK

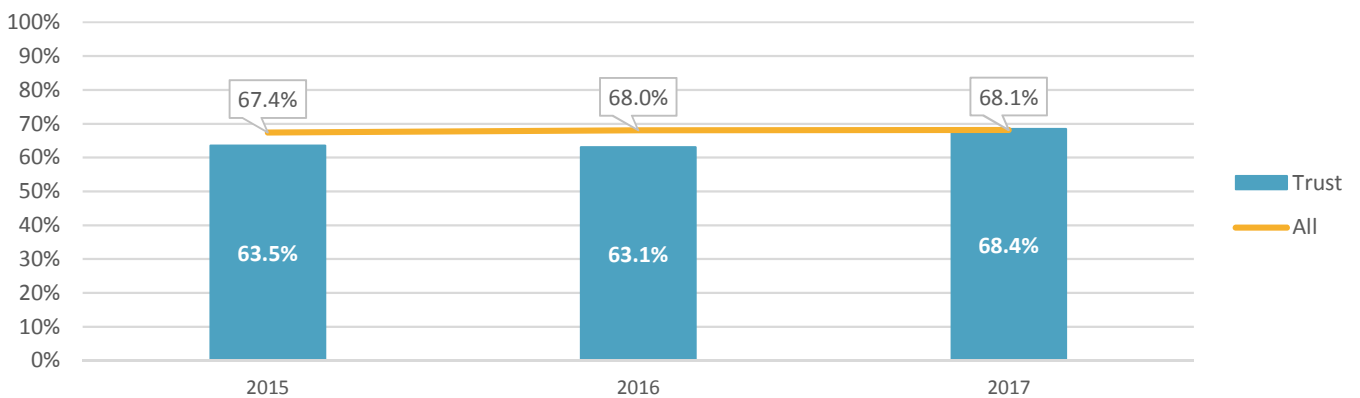
## Support and Wellbeing - Longitudinal Charts (continued)

36. Has someone from NHS mental health services supported you in taking part in an activity locally?



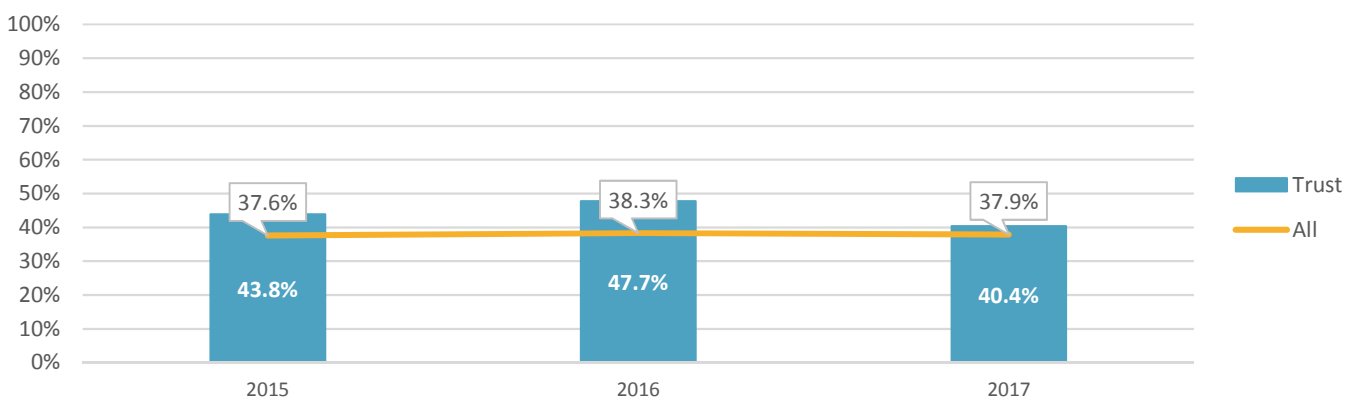
RWK

37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?



RWK

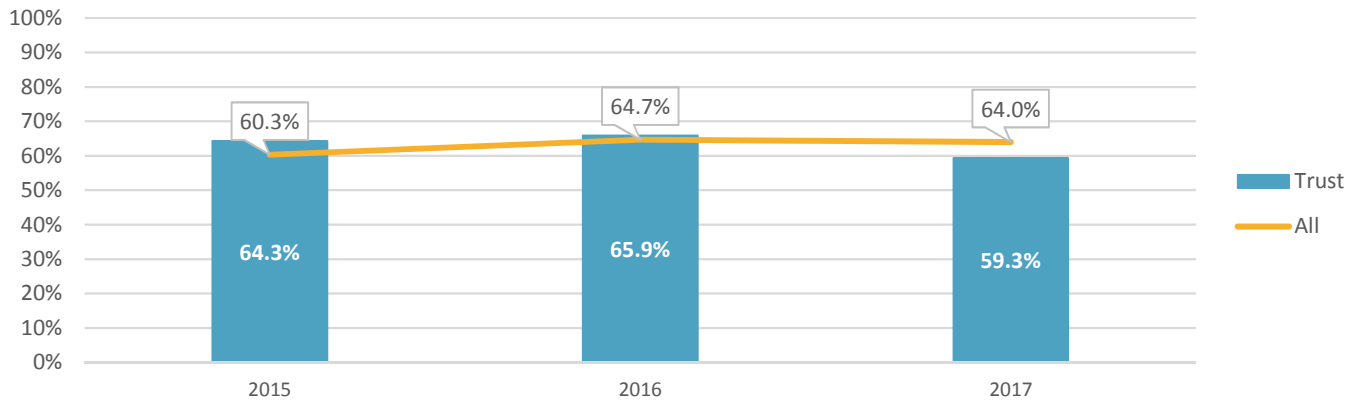
38. Have you been given **information** by NHS mental health services about getting support from people who have experience of the same mental health needs as you?



RWK

## Support and Wellbeing - Longitudinal Charts (continued)

39. Do the people you see through NHS mental health services **help you** with what is important to you?

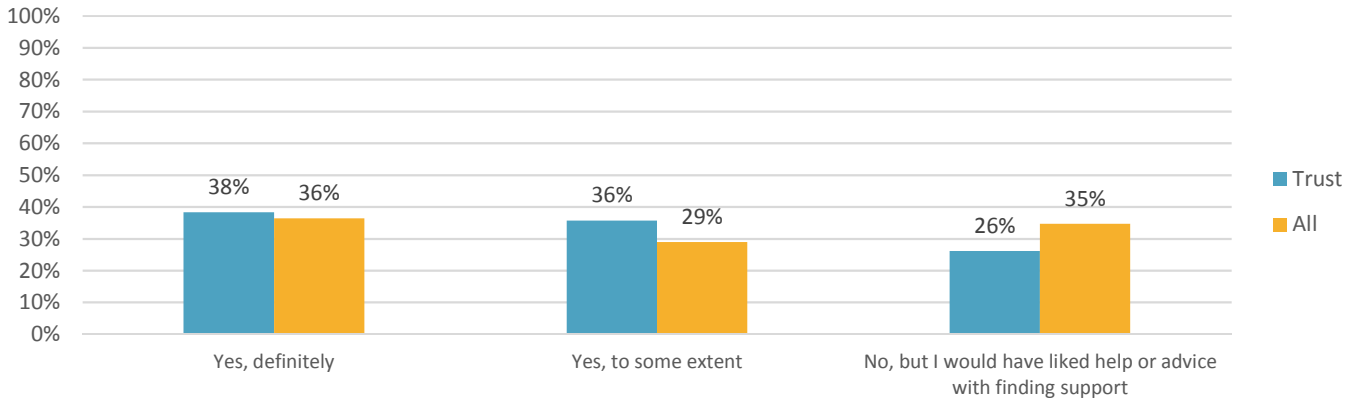


RWK



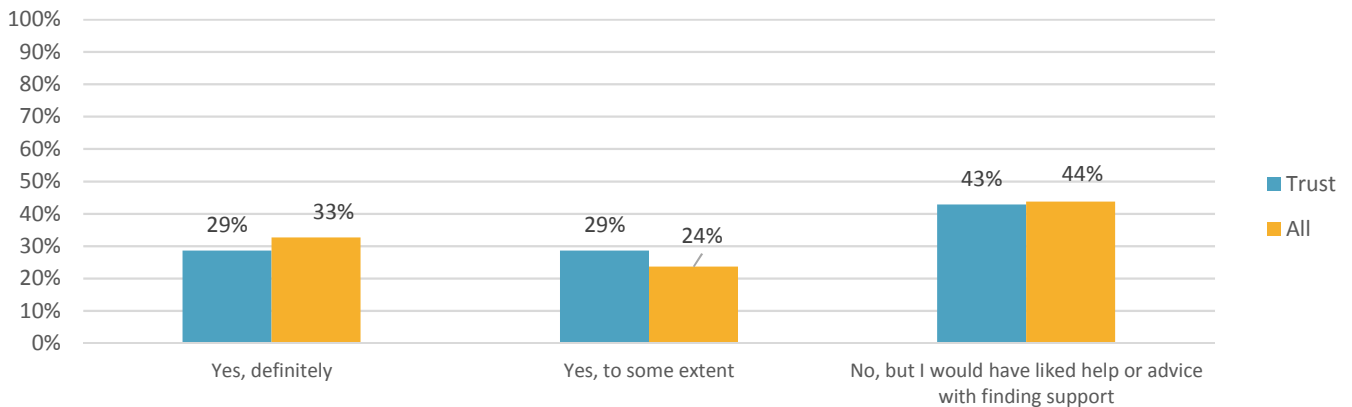
## Support and Wellbeing - Compositional Charts

33. In the last 12 months, did NHS mental health services give you any **help or advice with finding support for physical health needs?**



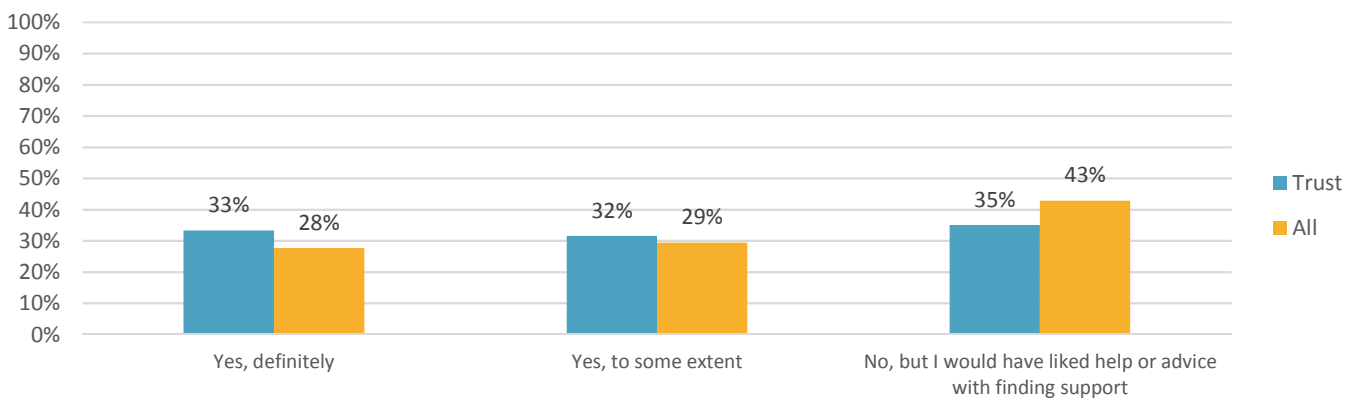
RWK

34. In the last 12 months, did NHS mental health services give you any **help or advice with finding support for financial advice or benefits?**



RWK

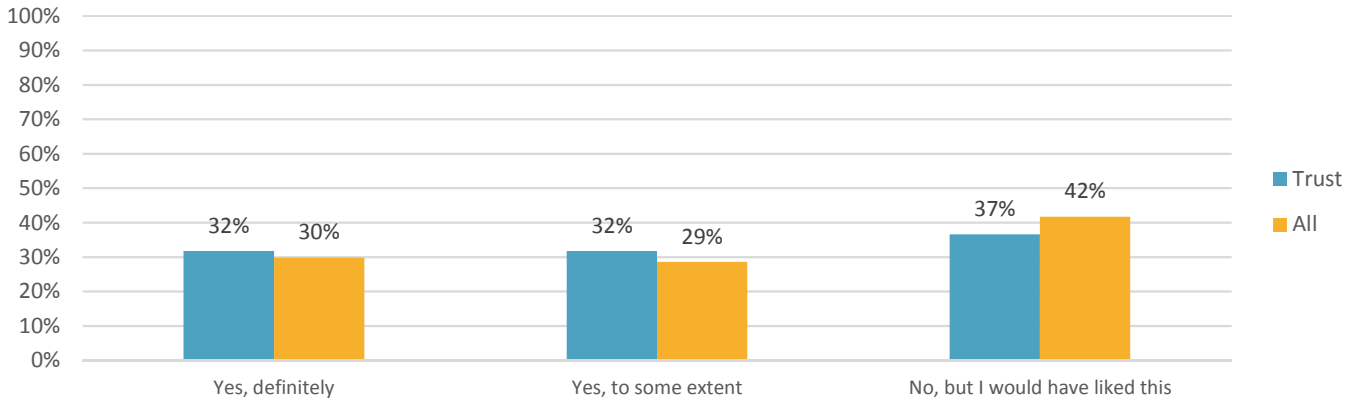
35. In the last 12 months, did NHS mental health services give you any **help or advice with finding support for finding or keeping work?**



RWK

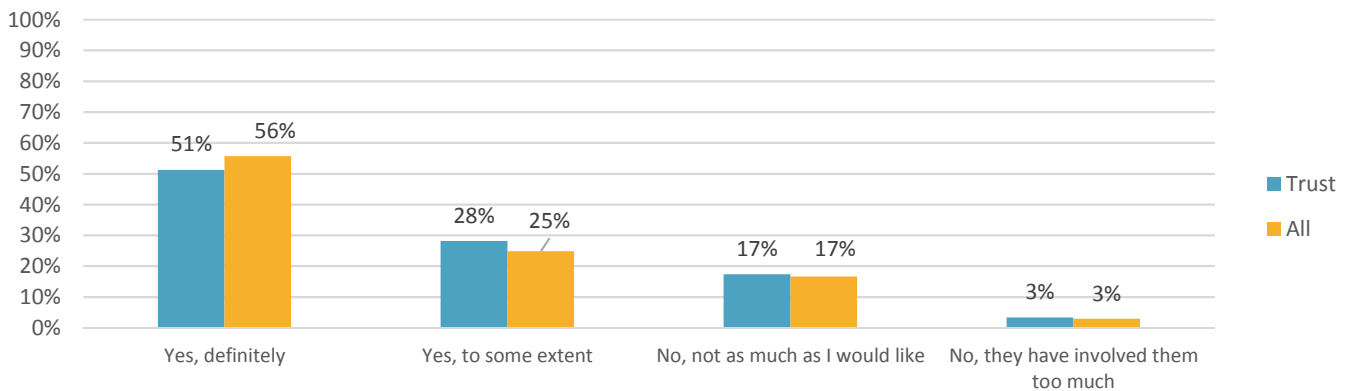
## Support and Wellbeing - Compositional Charts (continued)

36. Has someone from NHS mental health services supported you in taking part in an activity locally?



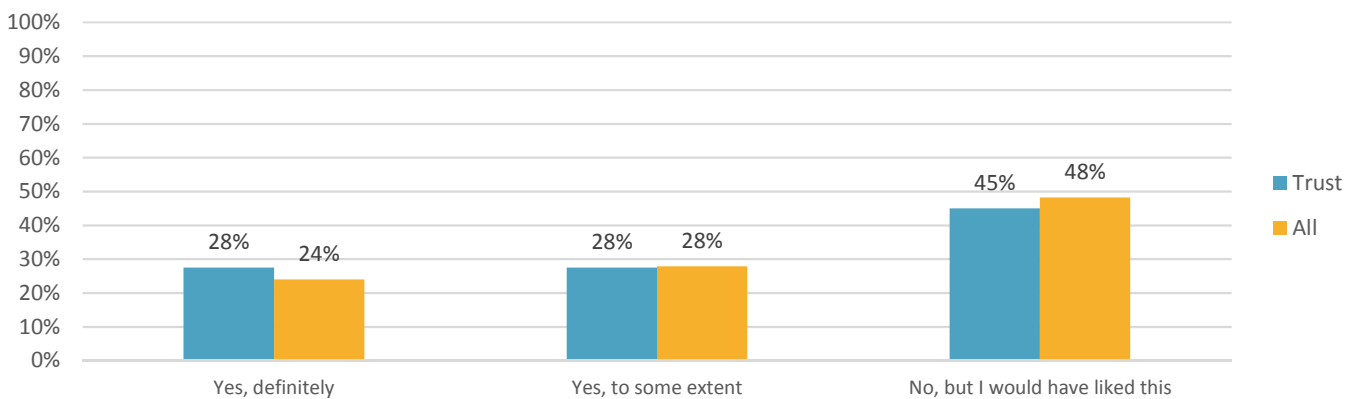
RWK

37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?



RWK

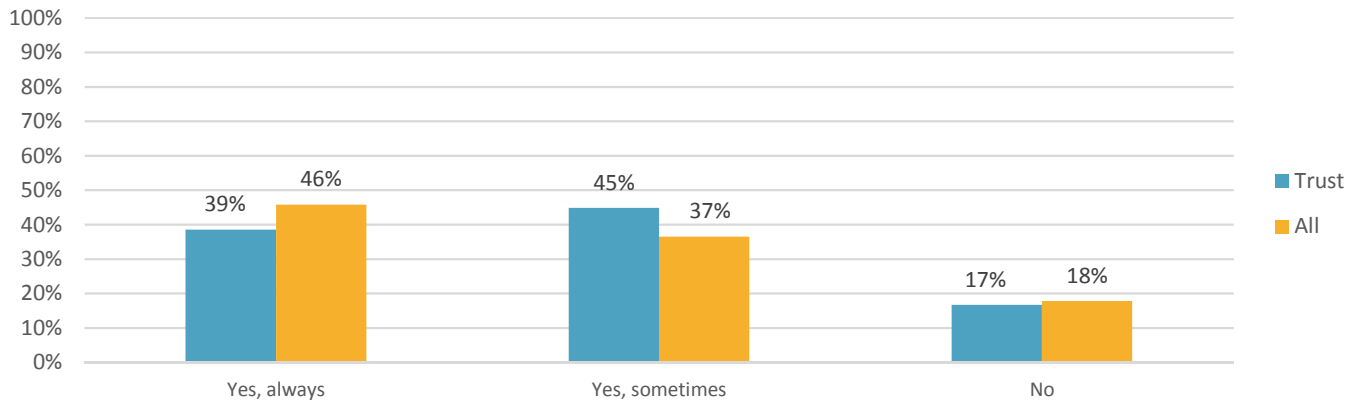
38. Have you been given **information** by NHS mental health services about getting support from people who have experience of the same mental health needs as you?



RWK

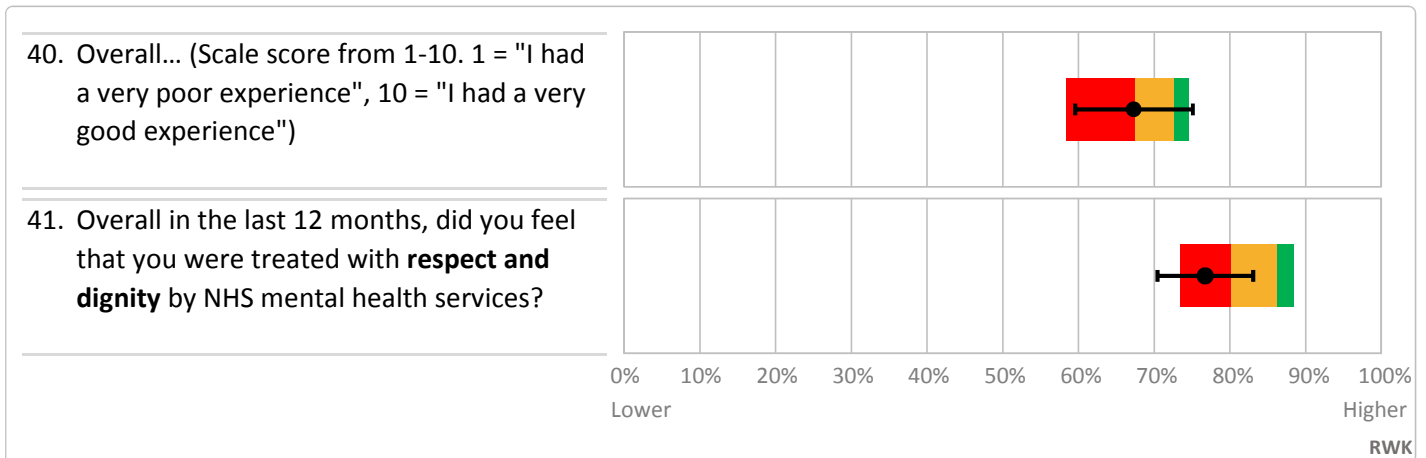
## Support and Wellbeing - Compositional Charts (continued)

39. Do the people you see through NHS mental health services **help you** with what is important to you?



RWK

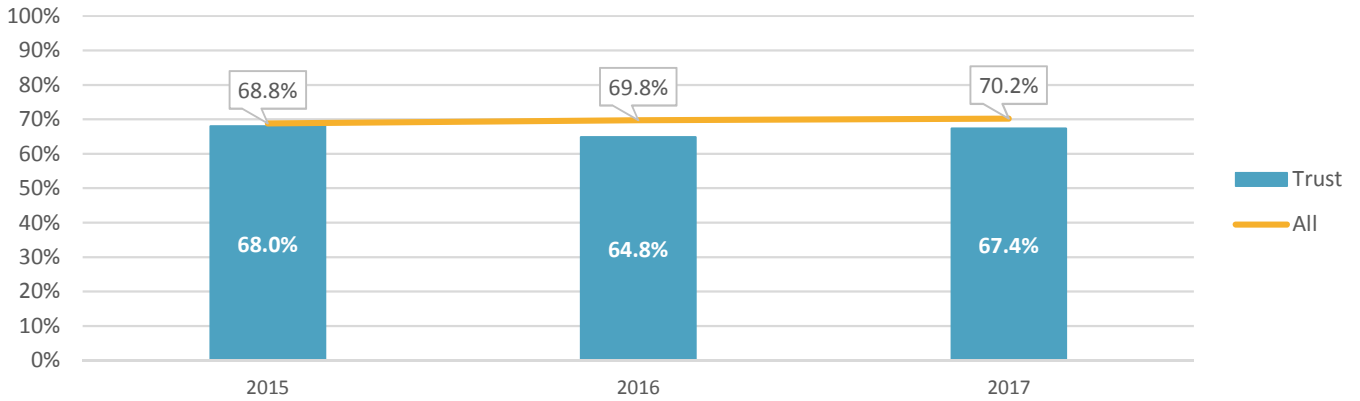
## Overall - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
40. Overall... (Scale score from 1-10. 1 = "I had a very poor experience", 10 = "I had a very good experience")	58.4%	67.6%	72.7%	74.6%	167	67.4%	●
41. Overall in the last 12 months, did you feel that you were treated with <b>respect and dignity</b> by NHS mental health services?	73.4%	80.2%	86.2%	88.4%	174	76.8%	●

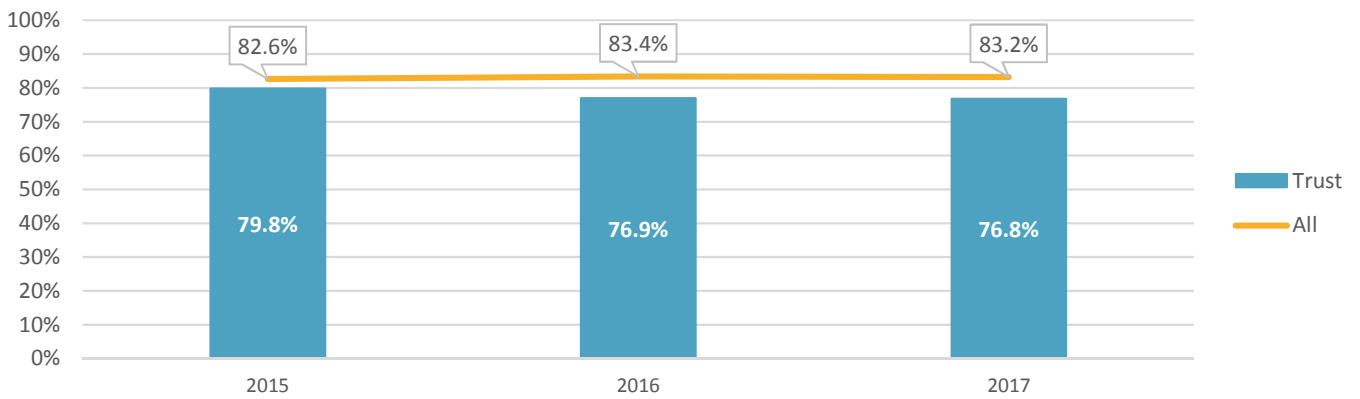
## Overall - Longitudinal Charts

40. Overall... (Scale score from 1-10. 1 = "I had a very poor experience", 10 = "I had a very good experience")



RWK

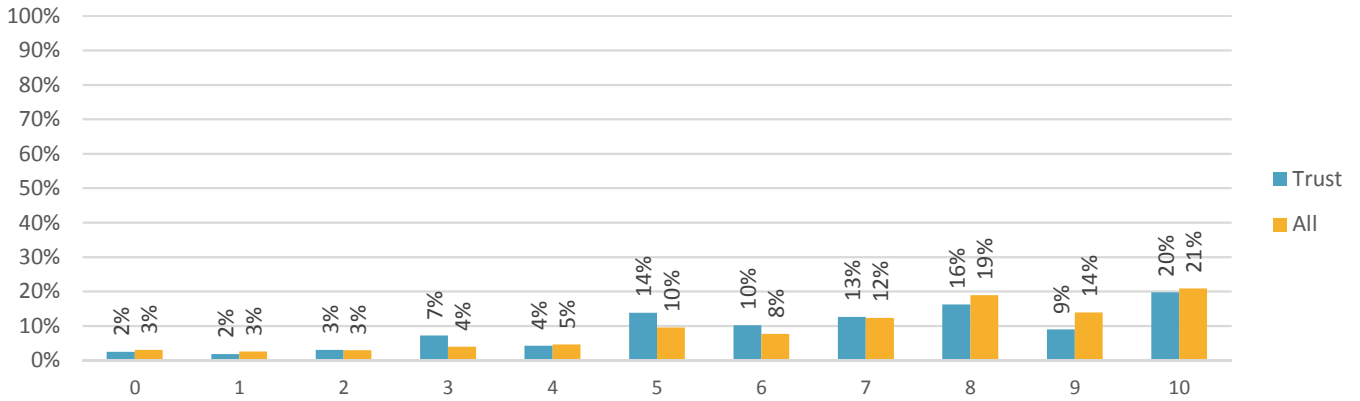
41. Overall in the last 12 months, did you feel that you were treated with **respect and dignity** by NHS mental health services?



RWK

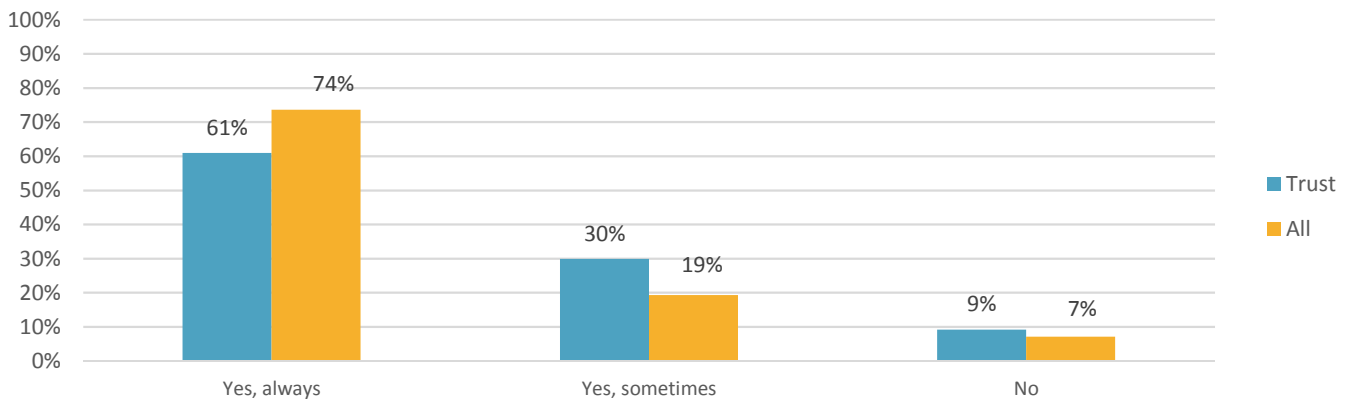
## Overall - Compositional Charts

40. Overall... (Scale score from 1-10. 1 = "I had a very poor experience", 10 = "I had a very good experience")



RWK

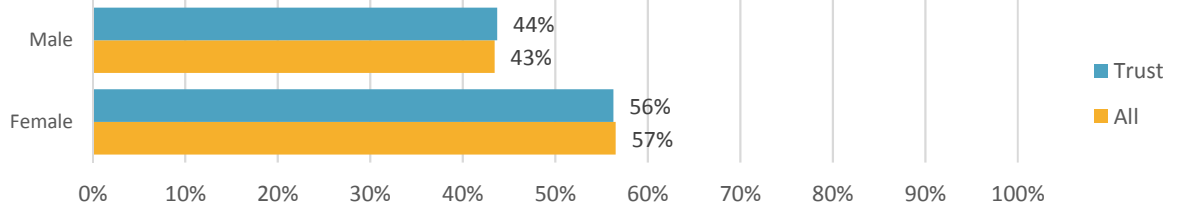
41. Overall in the last 12 months, did you feel that you were treated with **respect and dignity** by NHS mental health services?



RWK

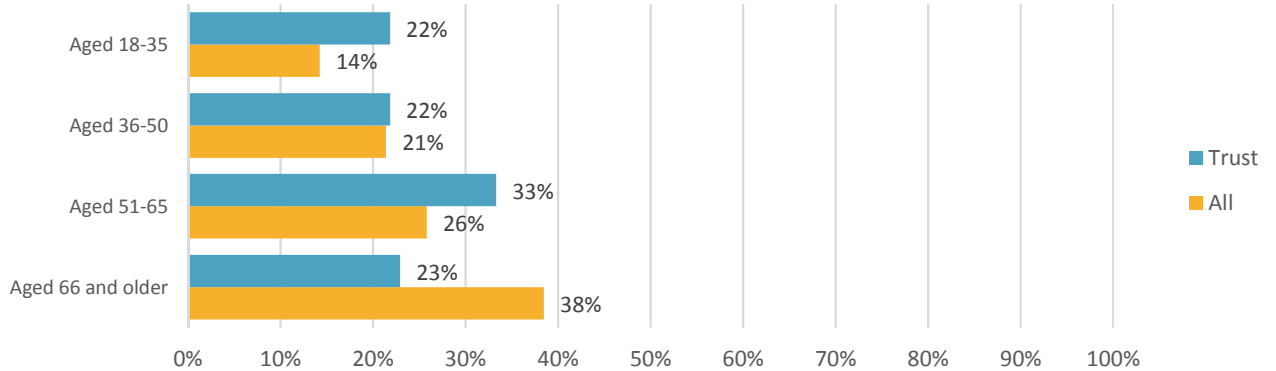
## Demographic Characteristics

### Gender



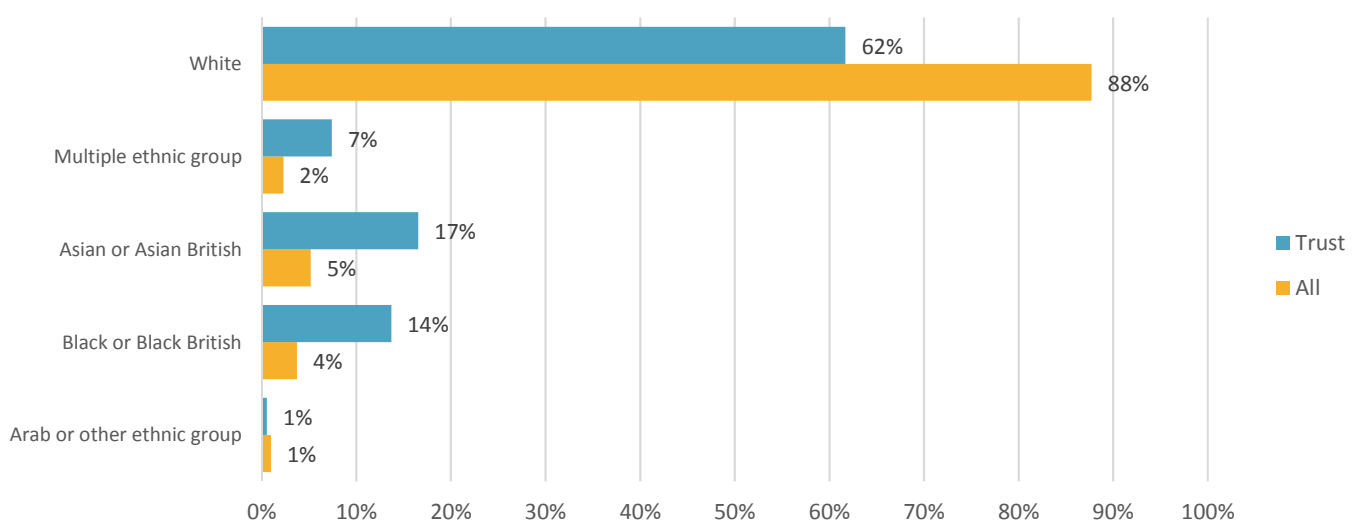
RWK

### Age Group



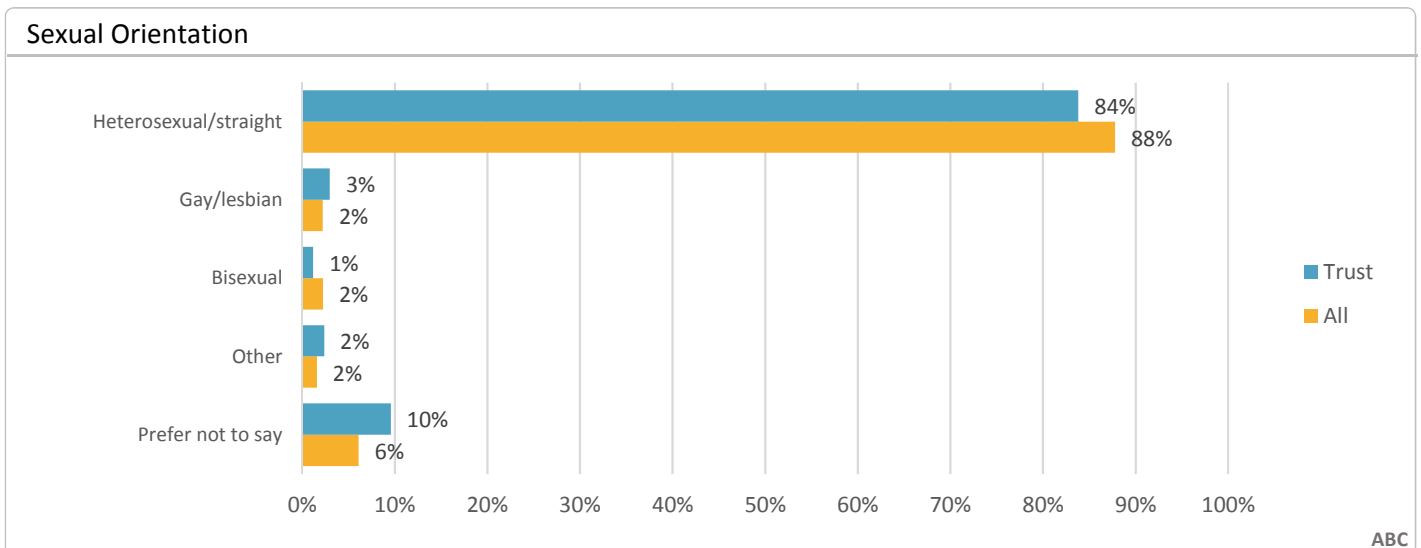
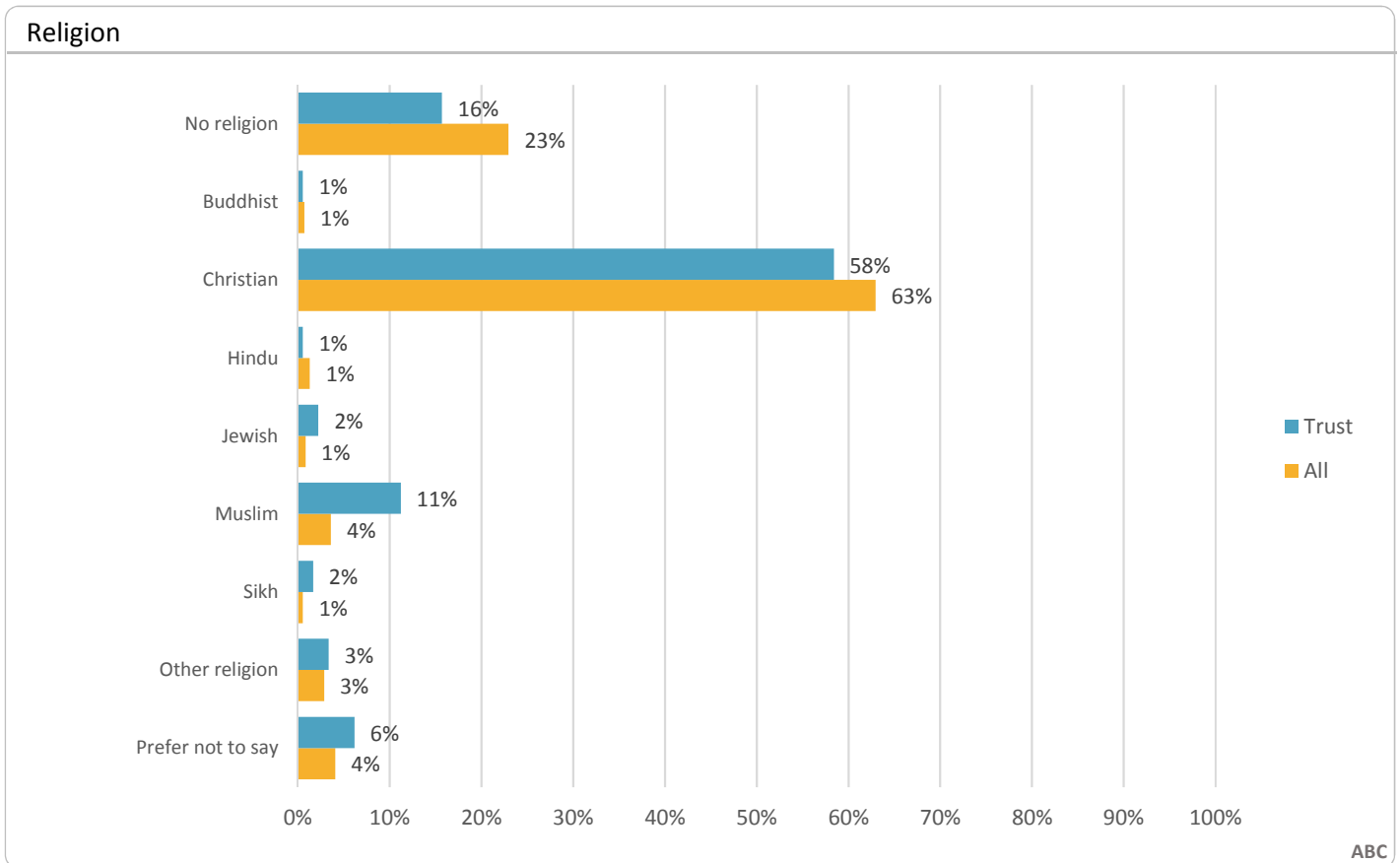
RWK

### Ethnic Group



RWK

## Demographic Characteristics (continued)





## Survey Results Manual

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This section of the report sets out the results from the 2017 Mental Health Community Service User Survey for East London NHS Foundation Trust, ordered in exactly the same way as the survey questionnaire sent to service users. All the figures shown are derived from the raw, unstandardised, data.

### Reading the columns of figures

The results are shown firstly in absolute numbers (#) then as percentage responses (%). The first two columns show the data for the last time your organisation participated in the survey, the next two columns show your organisation's data for the current survey and the final two columns show the data for the other Quality Health client organisations participating in the survey.

The purpose of presenting the figures in this way is to give a direct, at-a-glance, comparison between the organisation's 2017 results and the overall results from the Quality Health client database for this survey.

### Conventions

The percentages are calculated after excluding those respondents that did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The 'Missing' figures show the number of respondents who did not reply to that particular question. In some cases, the 'Missing' figure is quite high because it includes respondents who did not answer that question or group of questions because it was not applicable to their circumstances (e.g. Q12).

On some questions there are also some figures/responses which are italicised and marked with an asterisk. These figures have been recalculated to exclude responses where the question was not applicable to the respondent's circumstances, or they felt unable to give a definite answer. For example, on questions such as Q5 about whether the respondent was given enough time to discuss their needs and treatment, those not answering (Missing) and those saying "Don't know / can't remember" are excluded from the percentage calculated for the asterisked responses.

### Changes made to the data

There are a number of questions which are 'routed' (i.e. where respondents are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that respondents give to these questions and the data is corrected to account for this. For example, if response 7 in question 1 is ticked and the respondent goes on to answer questions 2-42, then any data entered for these questions will be deleted as the respondent should not have answered them.

### Cleansing

Responses to questions 9, 10, 14, 15 and 16 in the 2016 data have been cleansed in the same way as new 2017 further cleansing guidance to ensure the results are comparable. 2017 cleansing stipulates that responses to questions 9 and 10 are removed if the respondent stated that their GP is in charge of organising their care and services, as the results would not be attributable to the mental health trust. Also, responses to question 14, 15 and 16 were removed if, in question 2, the respondent identified that they had not been in touch with mental health services in the last year.

YOUR CARE AND TREATMENT

1. When was the last time you saw someone from the NHS mental health services?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>In the last month</i>	116	67%	103	60%	6398	50%
* <i>1-3 months ago</i>	39	23%	43	25%	3294	25%
* <i>4-6 months ago</i>	13	8%	19	11%	1959	15%
* <i>7-12 months ago</i>	3	2%	4	2%	956	7%
* <i>More than 12 months ago</i>	1	1%	3	2%	317	2%
Don't know/can't remember	6	3%	6	3%	308	2%
I have never seen anyone from NHS mental health services.	0	0%	0	0%	0	0%
Missing	2		5		222	

2. Overall, how long have you been in contact with NHS mental health services?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Less than 1 year</i>	29	17%	21	12%	2389	19%
* <i>1 to 5 years</i>	47	28%	64	37%	4849	38%
* <i>6 to 10 years</i>	33	20%	25	14%	1577	12%
* <i>More than 10 years</i>	56	34%	60	34%	3679	29%
* <i>I am no longer in contact with NHS mental health services</i>	2	1%	4	2%	314	2%
Don't know / Can't remember	8	5%	3	2%	334	3%
Missing	5		6		312	

YOUR CARE AND TREATMENT (continued)

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	88	51%	75	44%	5887	46%
* <i>Yes, to some extent</i>	43	25%	57	33%	3836	30%
* <i>No</i>	39	23%	37	22%	2908	23%
* <i>It is too often</i>	2	1%	3	2%	90	1%
Don't know	7	4%	6	3%	477	4%
Missing	1		5		256	

## YOUR HEALTH AND SOCIAL CARE WORKERS

4. Did the person or people you saw listen carefully to you?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	119	69%	104	60%	8917	69%
* <i>Yes, to some extent</i>	37	22%	52	30%	3030	24%
* <i>No</i>	16	9%	17	10%	905	7%
Don't know / can't remember	7	4%	6	3%	367	3%
Missing	1		4		235	

5. Were you given enough time to discuss your needs and treatment?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	104	62%	94	57%	7906	63%
* <i>Yes, to some extent</i>	43	26%	44	27%	3251	26%
* <i>No</i>	21	13%	27	16%	1469	12%
Don't know / can't remember	5	3%	6	4%	434	3%
Missing	7		12		394	

6. Did the person or people you saw understand how your mental health needs affect other areas of your life?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	92	55%	78	47%	6881	56%
* <i>Yes, to some extent</i>	55	33%	63	38%	3751	31%
* <i>No</i>	19	11%	26	16%	1606	13%
Don't know / can't remember	10	6%	7	4%	600	5%
Missing	4		9		616	

## ORGANISING YOUR CARE

7. Have you been told who is in charge of organising your care and services?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	129	82%	121	79%	8244	75%
* No	29	18%	33	21%	2719	25%
Not Sure	15	9%	17	10%	1913	15%
Missing	7		12		578	

8. Is the person in charge of organising your care and services...	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
A CPN (Community Psychiatric Nurse)	38	21%	48	26%	2651	20%
Missing	142		135		10803	
A psychotherapist / counsellor	14	8%	10	5%	725	5%
Missing	166		173		12729	
A social worker	32	18%	16	9%	884	7%
Missing	148		167		12570	
A psychiatrist	39	22%	43	23%	2249	17%
Missing	141		140		11205	
A mental health support worker	31	17%	23	13%	1327	10%
Missing	149		160		12127	
A GP	23	13%	16	9%	1367	10%
Missing	157		167		12087	
Another type of NHS health or social care worker	4	2%	9	5%	538	4%
Missing	176		174		12916	
Don't know	9	5%	14	8%	550	4%
Missing	171		169		12904	

## ORGANISING YOUR CARE (continued)

9. Do you know how to contact this person if you have a concern about your care?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	98	93%	99	96%	6546	97%
* No	7	7%	4	4%	220	3%
Not sure	4	4%	6	6%	310	4%
Missing	71		74		6378	

10. How well does this person organise the care and services you need?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Very well	57	53%	53	48%	4271	61%
Quite well	40	37%	42	38%	2045	29%
Not very well	10	9%	10	9%	438	6%
Not at all well	1	1%	6	5%	205	3%
Missing	72		72		6495	

## PLANNING YOUR CARE

11. Have you agreed with someone from NHS mental health services what care you will receive?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes, definitely	81	46%	69	40%	5415	42%
Yes, to some extent	69	39%	67	39%	4268	33%
No	26	15%	37	21%	3111	24%
Missing	4		10		660	

12. Were you involved as much as you wanted to be in agreeing what care you will receive?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	73	51%	65	49%	5271	57%
* Yes, to some extent	60	42%	62	46%	3336	36%
* No, but I wanted to be	11	8%	7	5%	714	8%
No, but I did not want to be	2	1%	3	2%	103	1%
Don't know / can't remember	3	2%	3	2%	480	5%
Missing	31		43		3550	

13. Does this agreement on what care you will receive take your personal circumstances into account?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	77	53%	61	47%	5513	60%
* Yes, to some extent	56	39%	60	46%	2978	33%
* No	12	8%	10	8%	634	7%
Don't know / can't remember	5	3%	7	5%	588	6%
Missing	30		45		3741	

## REVIEWING YOUR CARE

14. In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	108	79%	117	80%	7149	72%
* No	28	21%	30	20%	2776	28%
Don't know / can't remember	9	6%	10	6%	826	8%
Missing	35		26		2703	

15. Were you involved as much as you wanted to be in discussing how your care is working?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	58	56%	57	52%	4201	61%
* Yes, to some extent	38	37%	40	36%	2123	31%
* No, but I wanted to be	8	8%	13	12%	528	8%
No, but I did not want to be	3	3%	0	0%	66	1%
Don't know / can't remember	1	1%	2	2%	162	2%
Missing	72		71		6374	

16. Did you feel that decisions were made together by you and the person you saw during this discussion?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	53	53%	58	53%	4146	60%
* Yes, to some extent	36	36%	37	34%	2069	30%
* No	11	11%	14	13%	652	9%
I did not want to be involved in making decisions	1	1%	1	1%	78	1%
Don't know / can't remember	5	5%	2	2%	159	2%
Missing	74		71		6350	



## CHANGES IN WHO YOU SEE

17. In the last 12 months, have the people you see for your care or services changed?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	77	48%	85	52%	4809	41%
* <i>Yes, but this was because I requested the change</i>	1	1%	4	2%	235	2%
* <i>Yes, but this was because I moved home</i>	3	2%	4	2%	176	2%
* No	72	45%	67	41%	5999	52%
* <i>My care has started but not changed</i>	7	4%	2	1%	414	4%
Don't know / not sure	11	6%	7	4%	1057	8%
Missing	9		14		764	

18. Were the reasons for this change explained to you at the time?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, completely</i>	42	55%	25	31%	2182	47%
* <i>Yes, to some extent</i>	26	34%	35	44%	1414	31%
* No	8	11%	20	25%	1027	22%
<i>No explanation was needed</i>	1	1%	6	7%	228	5%
Missing	103		97		8603	

19. What impact has this had on the care you receive?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>It got better</i>	20	30%	15	19%	981	23%
* <i>It stayed the same</i>	31	47%	36	47%	1972	46%
* <i>It got worse</i>	15	23%	26	34%	1300	31%
Not sure	12	15%	8	9%	564	12%
Missing	102		98		8637	

CHANGES IN WHO YOU SEE (continued)

20. Did you know who was in charge of organising your care while this change was taking place?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	39	64%	33	45%	2206	54%
* No	22	36%	40	55%	1873	46%
Not sure	16	21%	11	13%	760	16%
Missing	103		99		8615	

CRISIS CARE

21. Do you know who to contact out of office hours if you have a crisis?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	109	70%	115	74%	8251	71%
* No	47	30%	41	26%	3344	29%
Not sure	15	9%	15	9%	1186	9%
Missing	9		12		673	

22. In the last 12 months, have you tried to contact this person or team because your condition was getting worse?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	41	40%	54	48%	3104	38%
* No	62	60%	59	52%	4977	62%
Can't remember	4	4%	3	3%	199	2%
Missing	73		67		5174	

23. When you tried to contact them, did you get the help you needed?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes, definitely	17	41%	23	43%	1250	40%
Yes, to some extent	12	29%	15	28%	1006	32%
No	11	27%	14	26%	741	24%
I could not contact them	1	2%	1	2%	100	3%
Missing	139		130		10357	

## TREATMENTS

24. In the last 12 months, have you been receiving any medicines for your mental health needs?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes	164	93%	159	89%	10834	83%
No	12	7%	19	11%	2141	17%
Missing	4		5		479	

25. Were you involved as much as you wanted to be in decisions about which medicines you receive?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	75	49%	69	47%	5188	53%
* Yes, to some extent	59	39%	54	37%	3552	36%
* No, but I wanted to be	18	12%	24	16%	1114	11%
No, but I did not want to be	4	2%	5	3%	439	4%
Don't know / Can't remember	5	3%	4	3%	508	5%
Missing	19		27		2653	

26. In the last 12 months, have you been prescribed any new medicines for your mental health needs?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes	74	46%	82	54%	5052	47%
No	86	54%	70	46%	5634	53%
Missing	20		31		2768	

## TREATMENTS (continued)

27. The last time you had a new medicine prescribed for your mental health needs, were you given information about it in a way that you were able to understand?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes, definitely	41	55%	44	51%	2793	54%
Yes, to some extent	25	34%	32	37%	1599	31%
No	8	11%	6	7%	601	12%
I was not given any information	0	0%	4	5%	176	3%
Missing	106		97		8285	

28. Have you been receiving any medicines for your mental health needs for 12 months or longer?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	139	90%	134	89%	9146	87%
* No	15	10%	17	11%	1416	13%
Not sure	5	3%	2	1%	214	2%
Missing	21		30		2678	

29. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	108	80%	100	78%	6691	77%
* No	27	20%	29	22%	2024	23%
Don't know / Can't remember	6	4%	9	7%	518	6%
Missing	39		45		4221	

## TREATMENTS (continued)

30. In the last 12 months, have you received any treatments or therapies for your mental health needs that do not involve medicines?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes	72	51%	75	52%	4607	47%
* No, but I would have liked this	38	27%	44	30%	2583	26%
* No, but I did not mind	32	23%	26	18%	2681	27%
This was not appropriate for me	18	11%	20	11%	2133	17%
Don't know / Can't remember	11	6%	9	5%	789	6%
Missing	9		9		661	

31. Were these treatments or therapies explained to you in a way you could understand?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, completely	44	67%	56	63%	3161	60%
* Yes, to some extent	20	30%	21	24%	1526	29%
* No	2	3%	12	13%	592	11%
No explanation was needed	3	4%	0	0%	151	3%
Missing	111		94		8024	

32. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	40	60%	47	55%	2532	49%
* Yes, to some extent	20	30%	28	33%	1746	34%
* No, but I wanted to be	7	10%	10	12%	838	16%
No, but I did not want to be	1	1%	1	1%	111	2%
Don't know / Can't remember	3	4%	3	3%	198	4%
Missing	109		94		8029	

## SUPPORT AND WELLBEING

33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	46	39%	44	38%	2466	36%
* <i>Yes, to some extent</i>	33	28%	41	36%	1957	29%
* <i>No, but I would have liked help or advice with finding support</i>	39	33%	30	26%	2345	35%
I have support and did not need help/advice to find it	8	5%	14	8%	1394	11%
I do not need support for this	24	14%	27	16%	2601	21%
I do not have physical health needs	17	10%	15	9%	1768	14%
Missing	13		12		923	

34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	53	42%	32	29%	2320	33%
* <i>Yes, to some extent</i>	26	21%	32	29%	1681	24%
* <i>No, but I would have liked help or advice with finding support</i>	47	37%	48	43%	3105	44%
I have support and did not need help/advice to find it	25	15%	25	15%	1925	15%
I do not need support for this	18	11%	32	19%	3572	28%
Missing	11		14		851	

35. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	31	40%	19	33%	923	28%
* <i>Yes, to some extent</i>	17	22%	18	32%	981	29%
* <i>No, but I would have liked help or advice with finding support</i>	30	38%	20	35%	1428	43%
I have support and did not need help/advice to find it	9	6%	9	5%	605	5%
I do not need support for this	20	12%	42	25%	3263	26%
I am not currently in or seeking work	54	34%	58	35%	5219	42%
Missing	19		17		1035	

SUPPORT AND WELLBEING (continued)

36. Has someone from NHS mental health services supported you in taking part in an activity locally?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	48	38%	33	32%	1911	30%
* Yes, to some extent	38	30%	33	32%	1836	29%
* No, but I would have liked this	39	31%	38	37%	2677	42%
I did not want this / I did not need this	45	26%	63	38%	6110	49%
Missing	10		16		920	

37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	59	50%	62	51%	4844	56%
* Yes, to some extent	32	27%	34	28%	2162	25%
* No, not as much as I would like	22	18%	21	17%	1442	17%
* No, they have involved them too much	6	5%	4	3%	249	3%
My friends or family did not want to be involved	5	3%	8	5%	342	3%
I did not want my friends or family to be involved	24	15%	22	13%	1908	15%
This does not apply to me	16	10%	16	10%	1641	13%
Missing	16		16		866	

38. Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	41	36%	33	28%	1880	24%
* Yes, to some extent	29	25%	33	28%	2181	28%
* No, but I would have liked this	44	39%	54	45%	3777	48%
I did not want this	48	30%	50	29%	4603	37%
Missing	18		13		1013	



SUPPORT AND WELLBEING (continued)

39. Do the people you see through NHS mental health services help you with what is important to you?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes, always	81	48%	67	39%	5745	46%
Yes, sometimes	65	38%	78	45%	4584	37%
No	24	14%	29	17%	2227	18%
Missing	10		9		898	

OVERALL

40. Overall...	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
* 0	6	4%	4	2%	371	3%
* 1	4	2%	3	2%	317	3%
* 2	4	2%	5	3%	360	3%
* 3	8	5%	12	7%	485	4%
* 4	8	5%	7	4%	561	5%
* 5	17	10%	23	14%	1176	10%
* 6	18	11%	17	10%	945	8%
* 7	25	15%	21	13%	1521	12%
* 8	33	20%	27	16%	2330	19%
* 9	21	13%	15	9%	1716	14%
* 10	19	12%	33	20%	2577	21%
Ambiguous	2	1%	3	2%	138	1%
Missing	15		13		957	

41. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Yes, always	106	62%	106	61%	9455	74%
Yes, sometimes	52	30%	52	30%	2483	19%
No	13	8%	16	9%	911	7%
Missing	9		9		605	

## ABOUT YOU

42. Who was the main person or people that filled in this questionnaire?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
The service user / client (named on the front of the envelope)	114	67%	109	64%	8409	66%
A friend or relative of the service user / client	28	17%	31	18%	2480	19%
Both service user / client and friend / relative together	15	9%	22	13%	1410	11%
The service user / client with the help of a health professional	12	7%	8	5%	424	3%
Missing	11		13		731	

43. Are you male or female?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Male	85	47%	80	44%	5846	43%
Female	95	53%	103	56%	7608	57%
Missing	0		0		0	

44. These have been derived from Q44: "What was your year of birth".	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
18 - 35	51	28%	40	22%	1919	14%
36 - 50	64	36%	40	22%	2881	21%
51 - 65	41	23%	61	33%	3475	26%
66+	24	13%	42	23%	5179	38%
Missing	0		0		0	

ABOUT YOU (continued)

45. What is your religion?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
No religion	28	16%	28	16%	2963	23%
Buddhist	4	2%	1	1%	95	1%
Christian	74	44%	104	58%	8124	63%
Hindu	1	1%	1	1%	171	1%
Jewish	1	1%	4	2%	110	1%
Muslim	50	29%	20	11%	466	4%
Sikh	1	1%	3	2%	72	1%
Other	3	2%	6	3%	372	3%
I would prefer not to say	8	5%	11	6%	530	4%
Missing	10		5		551	

46. Which of the following best describes how you think of yourself?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
Heterosexual / straight	124	81%	140	84%	11044	88%
Gay / lesbian	3	2%	5	3%	281	2%
Bisexual	2	1%	2	1%	284	2%
Other	5	3%	4	2%	201	2%
I would prefer not to say	20	13%	16	10%	770	6%
Missing	26		16		874	

ABOUT YOU (continued)

47. What is your ethnic group?	RWK - 2016		RWK - 2017		ALL	
	#	%	#	%	#	%
English / Welsh / Scottish / Northern Irish / British	52	32%	100	57%	10793	84%
Irish	3	2%	1	1%	142	1%
Gypsy or Irish Traveller	0	0%	0	0%	14	0%
Any other White background	10	6%	7	4%	373	3%
White and Black Caribbean	6	4%	4	2%	97	1%
White and Black African	3	2%	3	2%	44	0%
White and Asian	4	2%	0	0%	82	1%
Any other Mixed / multiple ethnic background	5	3%	6	3%	75	1%
Indian	7	4%	9	5%	291	2%
Pakistani	6	4%	5	3%	130	1%
Bangladeshi	27	16%	9	5%	52	0%
Chinese	0	0%	1	1%	44	0%
Any other Asian background	3	2%	5	3%	154	1%
African	20	12%	17	10%	221	2%
Caribbean	12	7%	7	4%	195	2%
Any other Black / African / Caribbean background	2	1%	0	0%	68	1%
Arab	3	2%	0	0%	53	0%
Any other ethnic group	2	1%	1	1%	75	1%
Missing	15		8		551	