



2019 Community Mental Health Survey: Early release of CQC benchmark results

This report provides benchmark results for East London NHS Foundation Trust, in advance of national publication of the 2019 Community Mental Health Survey in November 2019. It contains the same scoring and 'banding' (how your trust performed compared to other trusts across England), but does not include national scores. These national results can only be shared at official publication of the survey results in November.

By sharing results now, you will be able to see how your trust performed on individual questions in advance of the national publication.

Information on how to interpret this information is similar to that provided within the published benchmark reports, and is detailed below. If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Surveys Team at: patient.survey@cqc.org.uk.

2019 Community Mental Health Survey

The 2019 survey of people who use community mental health services involved 56 providers of NHS mental health services in England. People aged 18 and over were eligible for the survey if they (1) had received specialist care or treatment for a mental health condition, (2) had at least one face-to-face contact between 1 September and 30 November 2018, as well as at least one other contact either before, during or after the sampling period, and (3) were not a current inpatient.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of NHS trusts in England. We will use data from the survey in CQC Insight, which provides inspectors with an assessment of performance in areas of care within an NHS trust. We also include survey data in the evidence appendices that we produce for inspections. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate. NHS Improvement will use the results to inform quality and governance activities as part of their Oversight Model for NHS Trusts.

Making fair comparisons between trusts

Trusts have differing profiles of people who use their services. For example, one trust may have a higher proportion of male service users than another trust, which can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. To account for this, we 'standardise' respondent data by their age and gender to ensure that no trust will appear better or worse than another due to its respondent profile.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better a trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of them assess a trust's performance, for example; the primary purpose of some questions is to filter out ineligible respondents. For full details of the scoring please see the technical document, which will be provided to trust survey leads alongside the trust benchmark report.

Interpreting your data

The 'about the same', 'better' and 'worse' categories are based on a statistic called the 'expected range' which determines the range within which the trust's score could fall without differing significantly from the average. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust's survey results have been identified as 'better' or 'worse' than the majority of other trusts, it is very unlikely that these results have occurred by chance.

If fewer than 30 service users have answered a question, a score will not be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

Scores from last year's survey are also displayed where available. In the column called 'change from 2018' arrows indicate whether the score for this year has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2018 (no arrow). A statistically significant difference means that the change in the result is unlikely to be due to chance. Significance is tested using a two-sample t-test.

Please note: comparative data is not shown for sections as the questions contained in each section can change year on year.

Where a result for 2018 is not shown, this is either because the question was new this year, or the question wording and/or the response categories have changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations to the survey instrument, or variation in a trust's performance. For information on question changes in the 2019 questionnaire, please see the next section ('notes on specific questions'). Comparisons are also not able to be shown if a trust has merged with other trusts since the 2018 survey, or if a trust committed a sampling error in 2018.

Notes on specific questions

The following questions are new for 2019, and it is therefore not possible to compare with previous years:

- Q6. Did the person or people you saw appear to be aware of your treatment history?
- Q20. Has the purpose of your medicines ever been discussed with you?
- Q21. Have the possible side effects of your medicines ever been discussed with you?
- Q37. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?

In addition, question 16 'Do you know who to contact out of office hours within the NHS if you have a crisis?' was amended in 2019, rendering question 16 and question 17 incomparable to previous years.

New features

This year, we have added a brief executive summary section to this report, which provides you with an overview of your trust's results on one page. The executive summary presents, in text, the following information:

- The total number of respondents and response rate for your trust.
- The number of questions where your trust did 'better', 'worse' or 'about the same' as most other trusts.
- Comparisons with last year's survey. The number of questions where your trust's scores were significantly higher or lower this year in comparison to last year.

Further information

The full national results will be on the CQC website in November, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/cmhsurvey

Results for East London NHS Foundation Trust: Executive Summary

Respondents and response rate

- 183 East London NHS Foundation Trust patients responded to the survey
- The response rate for East London NHS Foundation Trust was 22.21%

Banding

Your trust's results were better than most trusts for **0** questions.

Your trust's results were worse than most trusts for **4** questions.

Q4. Were you given enough time to discuss your needs and treatment?

Q5. Did the person or people you saw understand how your mental health needs affect other areas of your life?

Q35. Overall, I had a very good experience.

Q36. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

Your trust's results were about the same as other trusts for **25** questions.

Comparisons with last year's survey

There are **no historical comparisons** available this year for your trust.

Your trust's results were significantly higher ↑ this year for **0** questions.

Your trust's results were significantly lower ↓ this year for **0** questions.

There were no statistically significant differences between last year's and this year's results for **0** questions.

Tables of Results

Table 1: Health and Social Care Workers

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q4. Were you given enough time to discuss your needs and treatment?	170	6.7	Worse		
Q5. Did the person or people you saw understand how your mental health needs affect other areas of your life?	173	6.1	Worse		
Q6. Did the person or people you saw appear to be aware of your treatment history?	165	6.6			

Table 2: Organising Care

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q7. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional")	141	6.8			
Q9. Do you know how to contact this person if you have a concern about your care?	69	9.7			
Q10. How well does this person organise the care and services you need?	72	7.8			

Table 3: Planning care

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q11. Have you agreed with someone from NHS mental health services what care you will receive?	175	5.6			
Q12. Were you involved as much as you wanted to be in agreeing what care you will receive?	127	7.0			
Q13. Does this agreement on what care you will receive take your personal circumstances into account?	124	6.9			

Table 4: Reviewing care

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q14. 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?	135	6.9			
Q15. Did you feel that decisions were made together by you and the person you saw during this discussion?	90	7.0			

Table 5: Crisis Care

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q16. Do you know who to contact out of office hours within the NHS if you have a crisis?	150	7.2			
Q17. In the last 12 months, did you get the help you needed when you tried contacting this person or team?	77	6.7			

Table 6: Medicines

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q19. Were you involved as much as you wanted to be in decisions about which medicines you receive?	139	6.7			
Q20. Has the purpose of your medicines ever been discussed with you?	144	7.7			
Q21. Have the possible side-effects of your medicines ever been discussed with you?	139	5.9			
Q24. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines? (That is, have your medicines been reviewed?)	120	7.9			

Table 7: NHS Therapies

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q26. Were these NHS therapies explained to you in a way you could understand?	59	7.5			
Q27. Were you involved as much as you wanted to be in deciding what NHS therapies to use?	53	6.9			

Table 8: Support and Wellbeing

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q29. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	109	4.5			
Q30. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	110	3.7			
Q31. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	60	4.1			
Q32. In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	106	4.6			
Q33. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	114	6.4			

Table 8: Support and Wellbeing (*continued*)

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q34. 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?	115	4.0			

Table 9: Feedback

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q37. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	148	2.1			

Table 10: Overall Views of Care and Services

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	169	5.8			
Q36. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	179	7.7	Worse		

Table 11: Overall Experience

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
Q35. Overall, I had a very good experience.	166	6.4	Worse		

Table 12: Section Scores and Banding

Section	2019 score	2019 banding
1. Health and social care workers	6.5	Worse
2. Organising care	8.1	
3. Planning care	6.5	
4. Reviewing care	6.9	
5. Crisis care	6.9	
6. Medicines	7.0	
7. NHS Therapies	7.2	
8. Support and wellbeing	4.6	
9. Feedback	2.1	
10. Overall views of care and services	6.7	
11. Overall experience	6.4	Worse

Table 13: Demographic Information

Characteristic	%
Total respondents	183
Response rate	22.2
Gender	
Male	48.1
Female	51.9
Age	
18-35	16.4
36-50	19.7
51-65	31.1
66+	32.8
Ethnicity	
White	66.1
Multiple ethnic groups	2.2
Asian or Asian British	16.9
Black or Black British	7.1
Arab or other ethnic group	0.5
Not known	7.1

Table 14: Demographic Information (Continued)

Characteristic	%
Religion	
No religion	20.8
Buddhist	1.7
Christian	52.6
Hindu	2.3
Jewish	0.0
Muslim	15.0
Sikh	0.6
Other religion	2.9
Prefer not to say	4.0
Sexuality	
Heterosexual	84.5
Gay/lesbian	4.6
Bisexual	1.7
Other	2.9
Prefer not to say	6.3