Appendix 11: Survey results

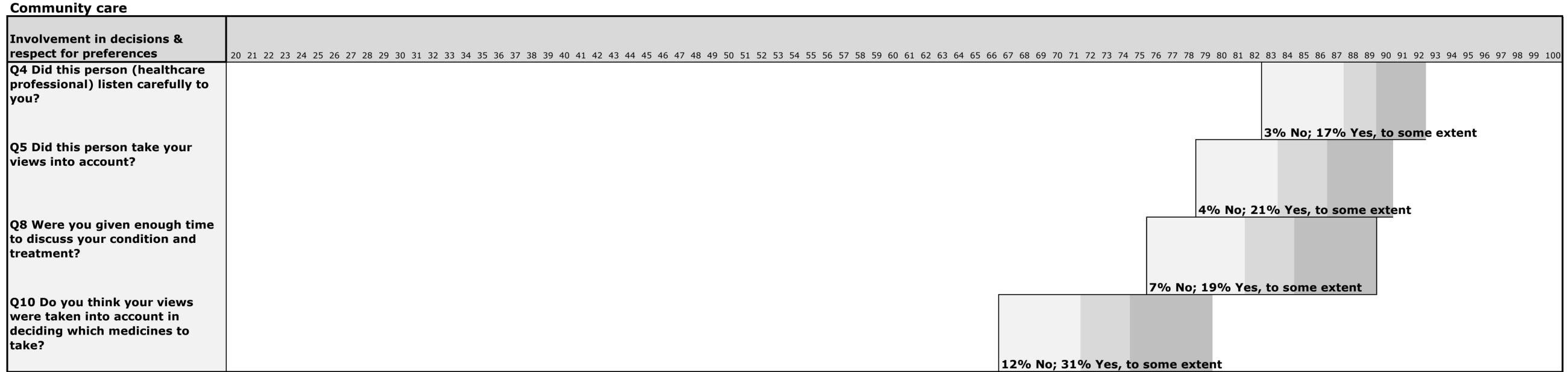
NON-ACUTE CARE

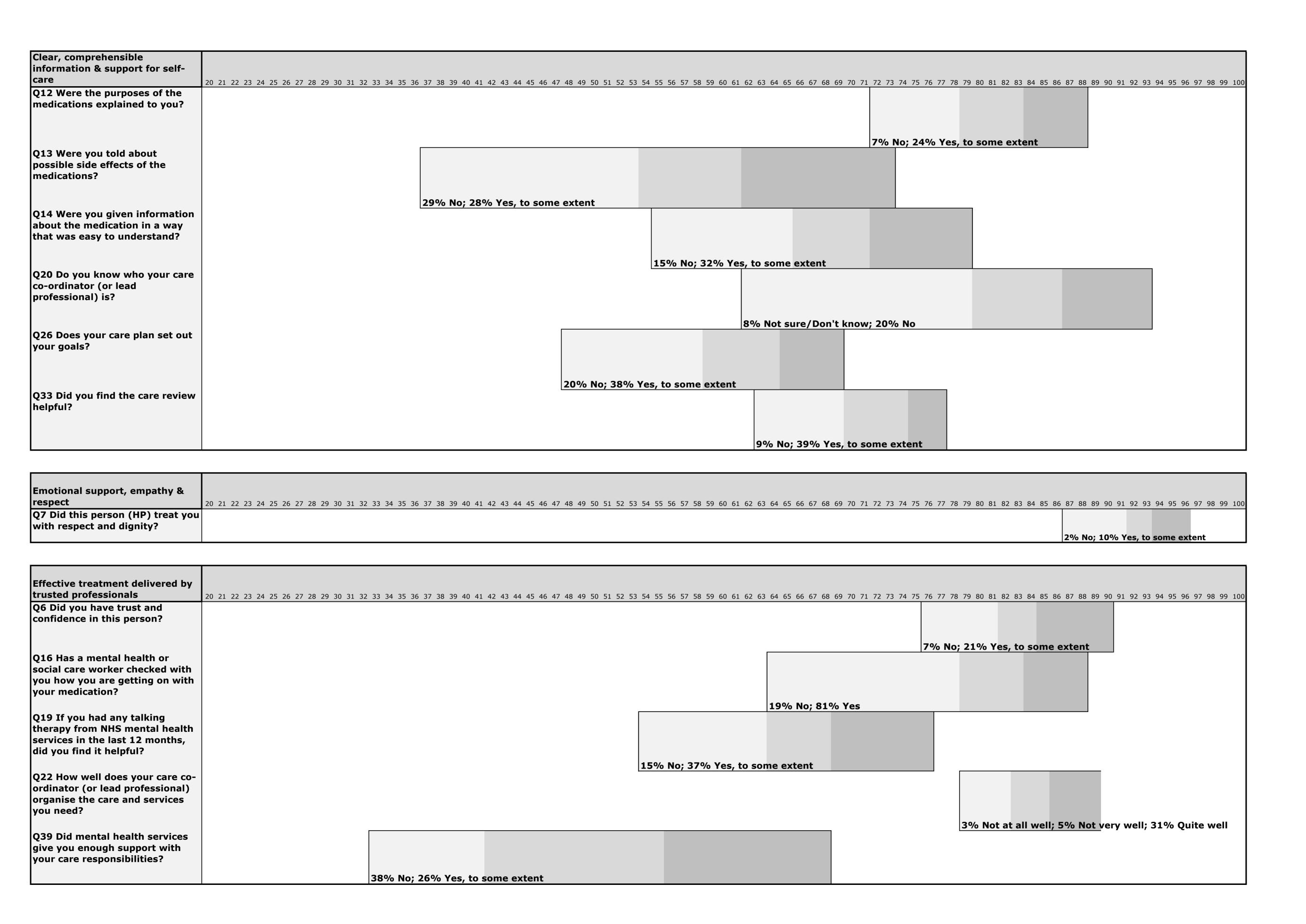
For non-acute care (access, assessment and community care), the results from the 2010 Community Mental Health Survey (http://www.nhssurveys.org/surveys/511) with national benchmark data shown on the horizontal axis are presented below.

The lightest grey section (left hand end) shows the scores for the 20% of trusts with the lowest scores, the darkest grey section (right hand end) shows the scores for the 20% of trusts with the highest scores, and the middle section represents the range of scores for the remaining 60% of trusts (Note. Benchmark results are based on 'standardised' data [that is, data that have been adjusted for differences between trusts in terms of participant age and sex]. To calculate the data, 'for each question in the survey, the individual responses were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing. Further information can be found here: www.cqc.org.uk/_db/_documents/Guide_to_benchmark_reports_amb.pdf).

Access Fast access to reliable health advice 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Q21 Can you contact your care coordinator (or lead professional) if you have a problem? 4% No; 22% Yes, sometimes; 74% Yes, always Q43 Do you have the number of someone from your local NHS mental health service that you can phone out of office hours? 44% No; 56% Yes Q45 The last time you called the number, how long did it take you 4% I couldn't get through; 3% A day or to get through to someone? more; 5% A few hours; 22% I got through in one hour or less; 66% I got through immediately Q46 The last time you called the number, did you get the help you wanted? 18% No; 32% Yes, to some extent; 50% Yes, definitely **Assessment** Involvement in decisions & respect for preferences 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Q25 Do you think your views were taken into account when deciding what was in your care plan? 13% No; 34% Yes, to some extent; 53% Yes, definitely Q31 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen? 26% No; 74% Yes Q32 Were you given a chance to express your views at the meeting? 4% No; 25% Yes, to some extent; 70% Yes, definitely Q34 Did you discuss whether you needed to continue using mental health services? 18% No; 21% Yes, to some extent; 61% Yes, definitely

Clear, comprehensible	
information & support for self-	
care	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q23 Have you been given (or	
offered) a written or printed copy	
of your care plan?	
	44% No; 14% Yes, more than one year ago; 42% Yes, in the last year
Q24 Do you understand what is	44 76 1167 14 76 1667 more than one year ago, 42 76 1657 in the last year
in your care plan?	
in your care plan.	
	450/ N +
	15% Not sure; 9% No, I don't understand it; 29% Yes, to some extent; 48% Yes, definitely
Q28 Does your care plan cover	
what you should do if you have a	
crisis (e.g. if you may need to be	
admitted to a mental health	
ward)?	30% No; 25% Yes, to some extent; 45% Yes, definitely





Attention to physical &	
	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q35 Did anyone in mental health	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 30 31 32 33 34 35 36 37 38 39 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
services ask you about any	
physical health needs you might	
have?	
nave:	
	37% No; 25% Yes, to some extent
Q36 Did mental health services	
give you enough support getting	
help for any physical health	
needs?	
	33% No; 27% Yes, to some extent
Q40 Have you received enough	
help from anyone in mental	
health services with finding or	
keeping work?	
	48% No, but I would have liked help
Q41 Have you received enough	10 /0 110/ But 2 frouta flate fixed floip
help from anyone in mental	
health services in finding or	
keeping your accommodation?	
mooping your accommodation.	420/ No. but Twould have liked bela
042 Have you received enough	43% No, but I would have liked help
Q42 Have you received enough	
help from anyone in mental	
health services in getting financial advice or benefits?	
illialicial advice of belletits:	
	40% No, but I would have liked help
Involvement of, & support for,	
6 '1 0	20 21 22 24 25 26 27 20 20 21 22 22 24 25 26 27 20 20 21 22 22 24 25 26 27 20 20 21 22 22 24 25 26 27 20 20 20 21 22 22 24 25 26 27 20 20 20 20 20 20 20 20 20 20 20 20 20
Q30 Were you told that you could	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
bring a friend, relative or	
advocate to your care review	
meetings?	
	200/ Na
048 Have mental health comics	20% No
Q48 Have mental health services	
involved a member of your family	
or someone else close to you, as	
much as you would like?	
	20% No; 28% Yes, to some extent
Continuity of care & smooth	
Continuity of care & smooth transitions	20 21 22 24 25 26 27 20 20 21 22 22 24 25 26 27 20 20 20 21 22 22 22 22 22 22 22 22 22 22 22 22
	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q29 In the last 12 months have	
you had a care review meeting to	
discuss your care plan?	
	43% No, I have not had a care review in the last 12 months

ACUTE CARE

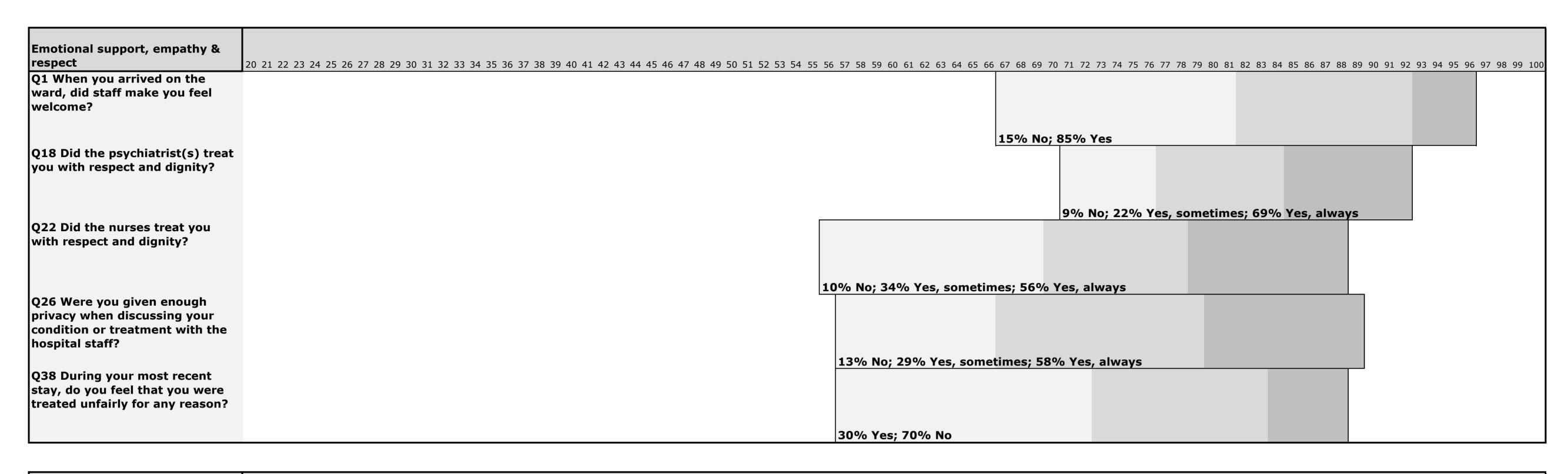
Hospital care

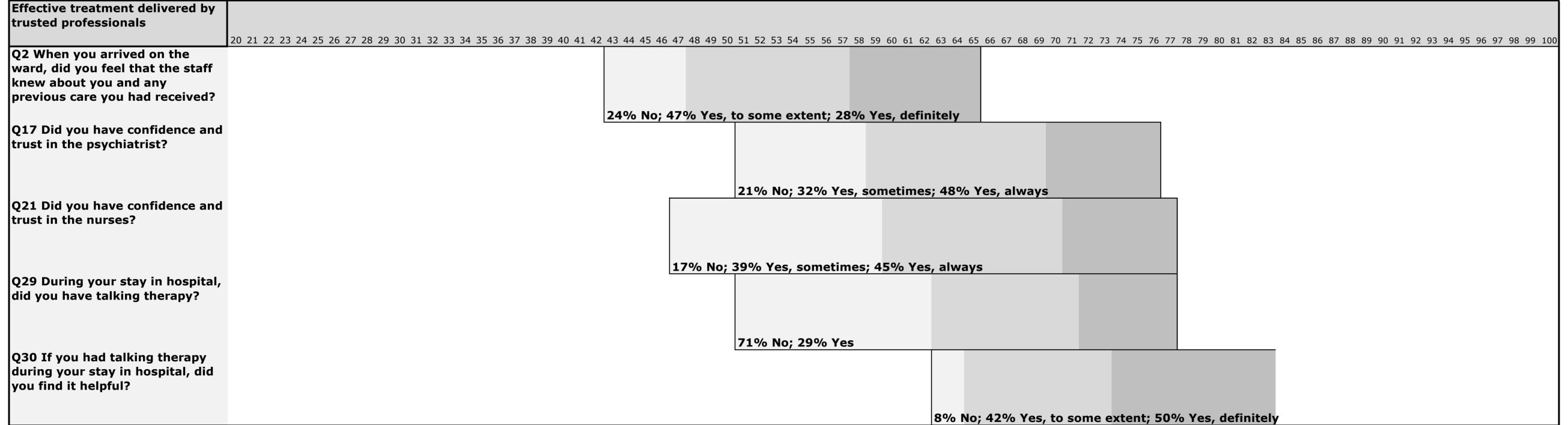
For acute care (hospital care, and discharge and transfer of care), the results from the 2009 Inpatient Service user Survey (http://www.nhssurveys.org/surveys/497) with national benchmark data shown on the horizontal axis are presented below.

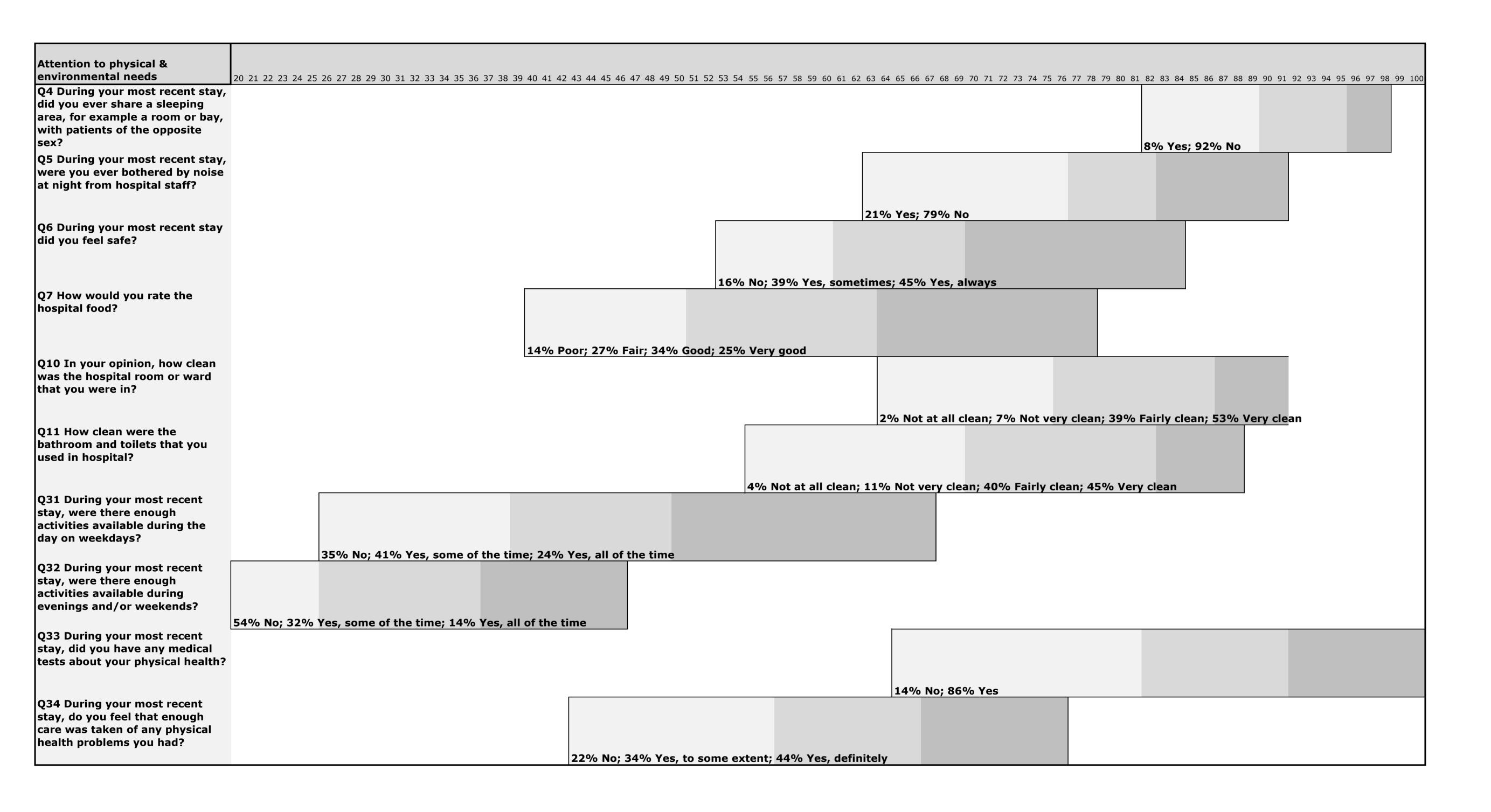
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Involvement in decisions & respect for preferences 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Q15 Did the psychiatrist(s) listen carefully to you? 13% No; 30% Yes, sometimes; 57% Yes, always Q16 Were you given enough time to discuss your condition and treatment with the psychiatrist(s)? 19% No; 30% Yes, sometimes; 50% Yes, always Q19 Did the nurses listen carefully to you? 12% No; 40% Yes, sometimes; 48% Yes, always Q27 Were you involved as much as you wanted to be in decisions about your care and treatment? 27% No; 40% Yes, to some extent; 34% Yes, definitely Clear, comprehensible information & support for self-20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Q3 When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals and 30% No; 35% Yes, to some extent; 36% Yes, completely visitors times? Q24 Did the hospital staff explain the purpose of this medication in a way you could understand? 24% No; 36% Yes, to some extent; 40% Yes, completely Q25 Did the hospital staff explain the possible side effects of this medication in a way you could understand? 48% No; 26% Yes, to some extent; 26% Yes, completely Q37 During your most recent stay, were you made aware of how you could make a complaint if you had one?

52% No; 48% Yes







Involvement of, & support for, family & carers	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q12 Do you feel the hospital helped you to keep in touch with family or friends?	
	150/ No but Turauld barra liked balar 200/ Was to some output, 450/ Was definitely
	15% No, but I would have liked help; 39% Yes, to some extent; 45% Yes, definitely
Dischause and two sefers of con-	
Discharge and transfer of care Clear, comprehensible	
information & support for self-	
care	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q39 Do you think you were you	
given enough notice of your discharge from hospital?	
discharge from hospital:	
	26% No; 74% Yes
Q44 Before you left hospital,	
were you given information about how to get help in a crisis,	
or when urgent help is needed?	
	29% No; 71% Yes
Fast access to reliable health	
	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q43 Do you have the number of someone from your local NHS	
Mental Health Service that you	
can phone out of office hours?	
	31% No; 69% Yes
Involvement of, & support for,	
family & carers Q42 Did hospital staff take your	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
family or home situation into	
acount when planning your	
discharge from hospital?	
	21% No; 31% Yes, to some extent; 49% Yes, completely
Continuity of care & smooth	
	20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100
Q40 Once you were due to leave hospital, was your discharge	
delayed for any reason?	
	78% No; 22% Yes
Q46 About how long after you left hospital were you contacted?	
los nospital were you contacted:	
	7% Four weeks or longer; 3% Three weeks; 15% Two weeks; 75% One week or less