

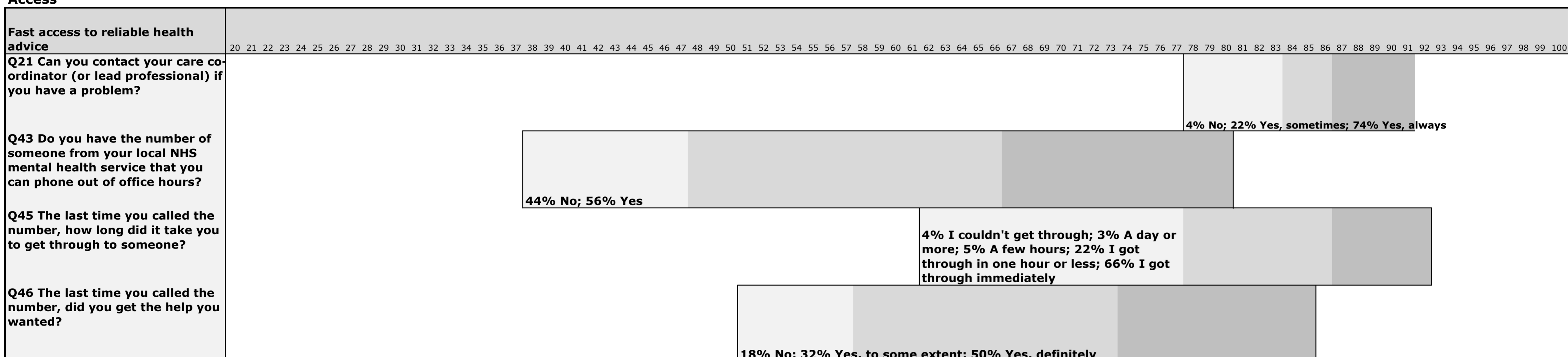
Appendix 11: Survey results

NON-ACUTE CARE

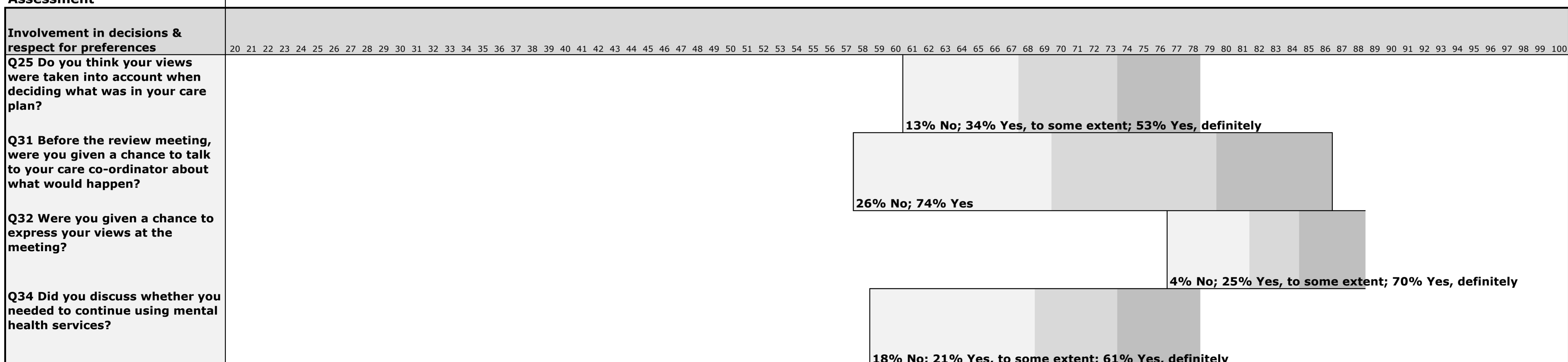
For non-acute care (access, assessment and community care), the results from the 2010 Community Mental Health Survey (<http://www.nhssurveys.org/surveys/511>) with national benchmark data shown on the horizontal axis are presented below.

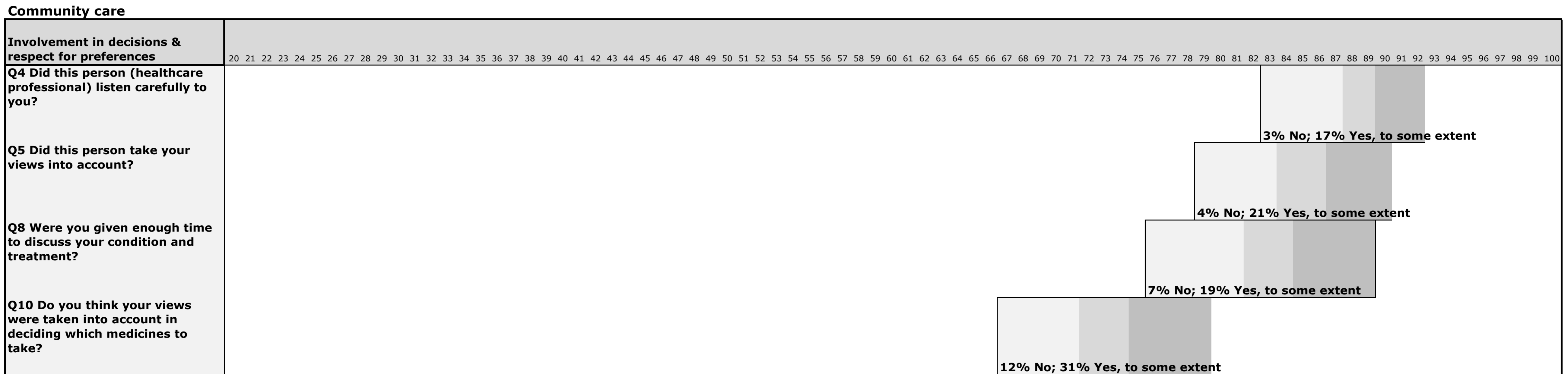
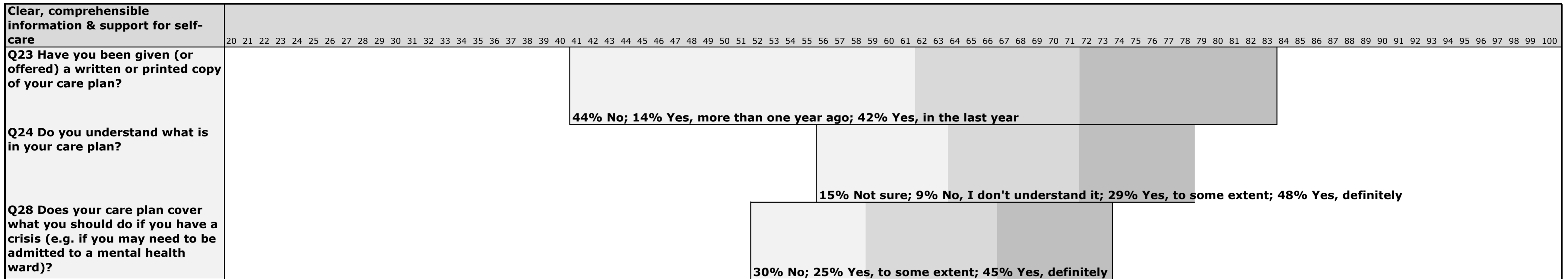
The lightest grey section (left hand end) shows the scores for the 20% of trusts with the lowest scores, the darkest grey section (right hand end) shows the scores for the 20% of trusts with the highest scores, and the middle section represents the range of scores for the remaining 60% of trusts (Note. 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).

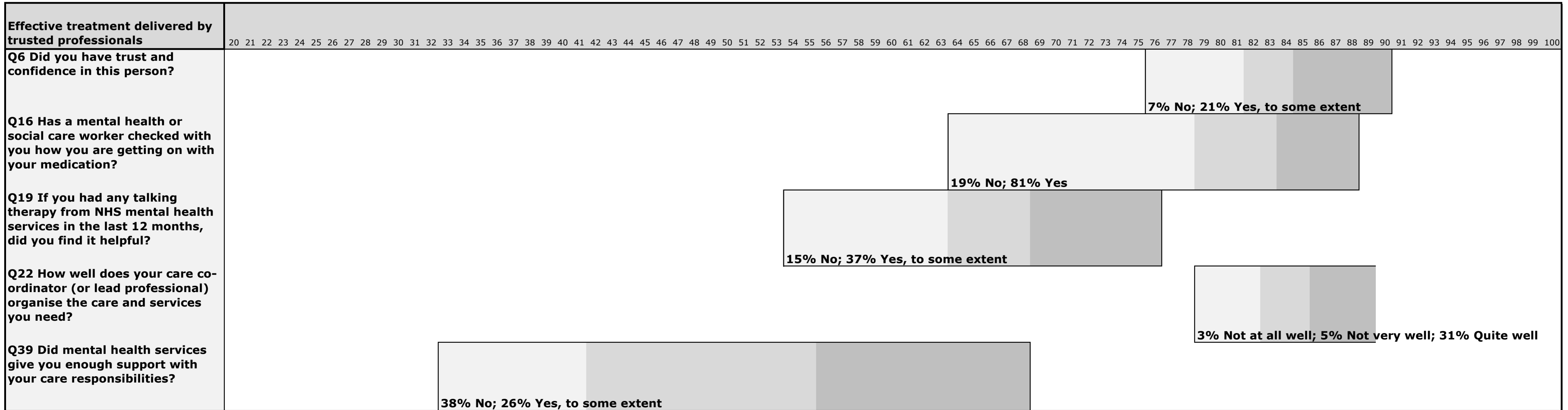
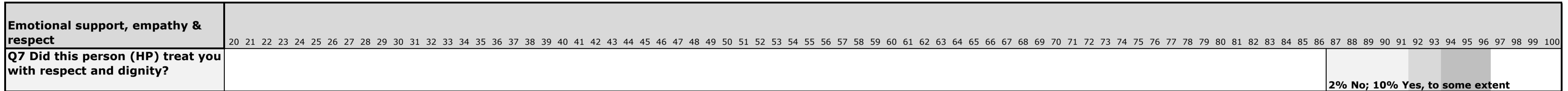
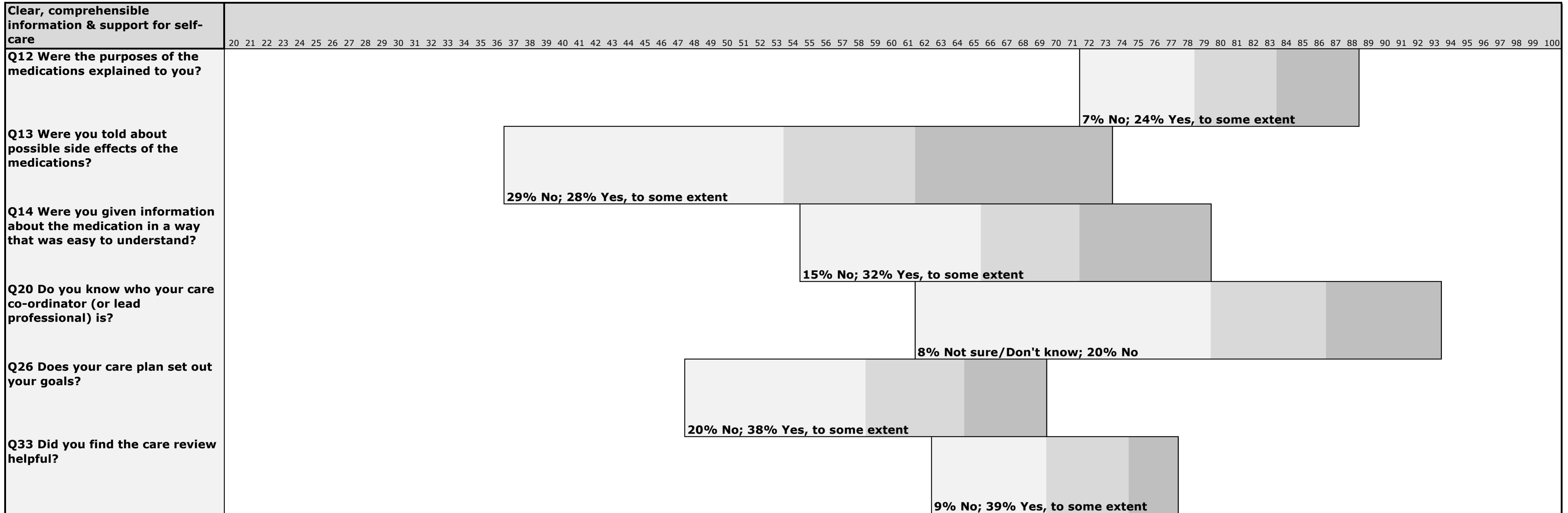
Access

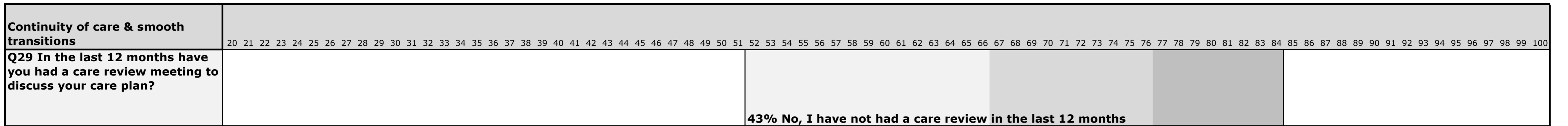
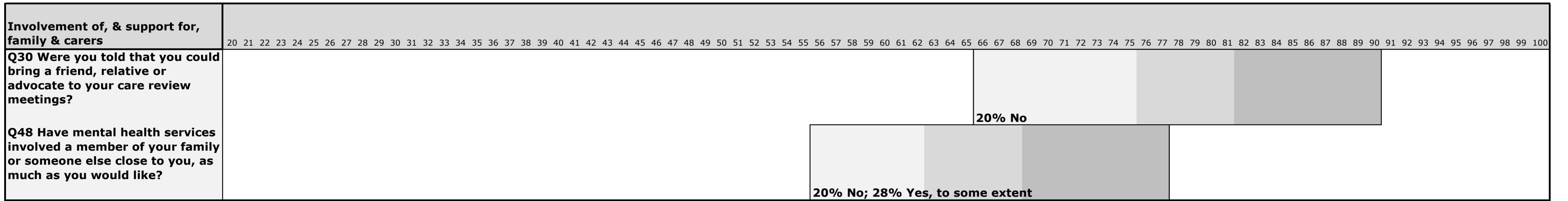
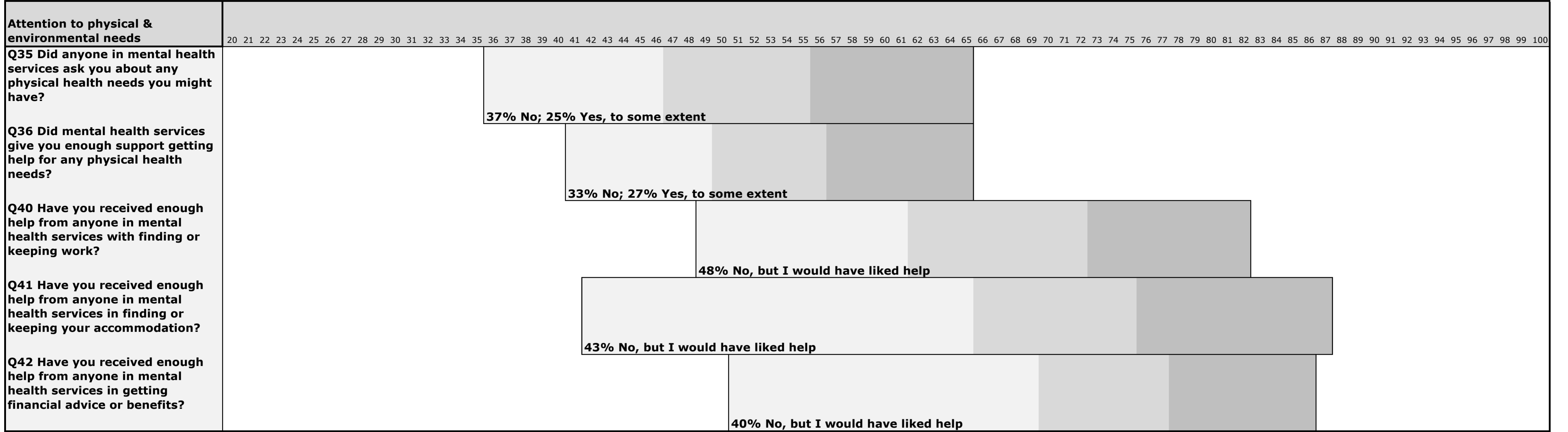


Assessment







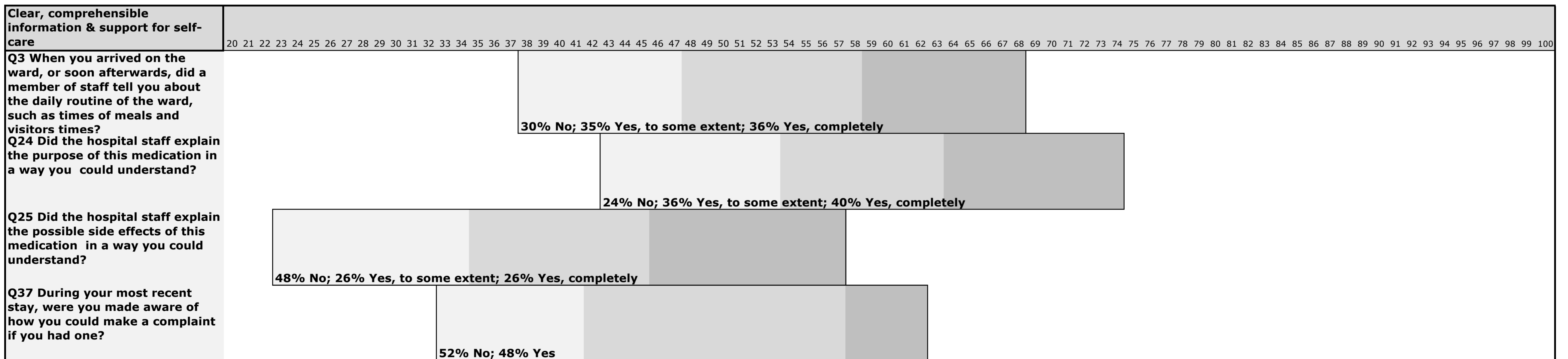
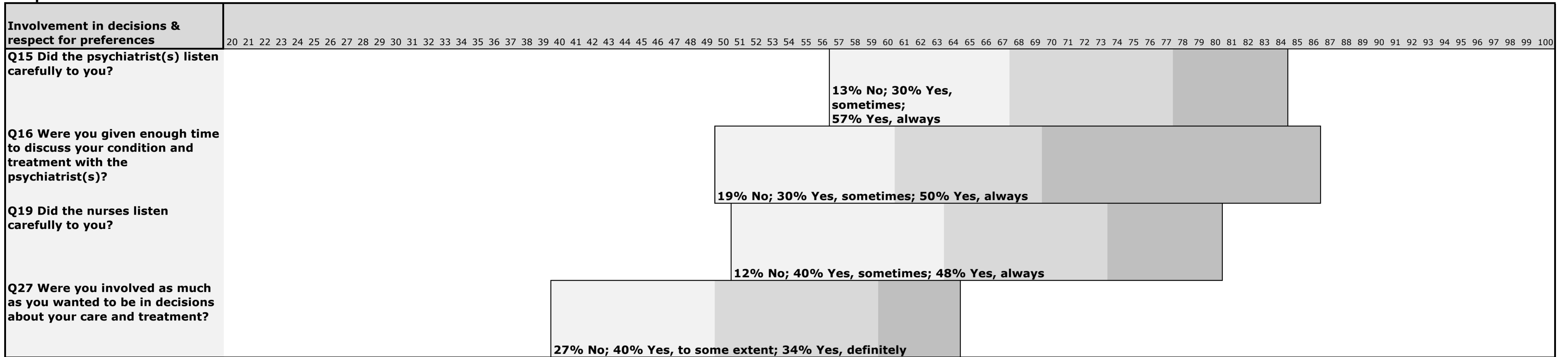


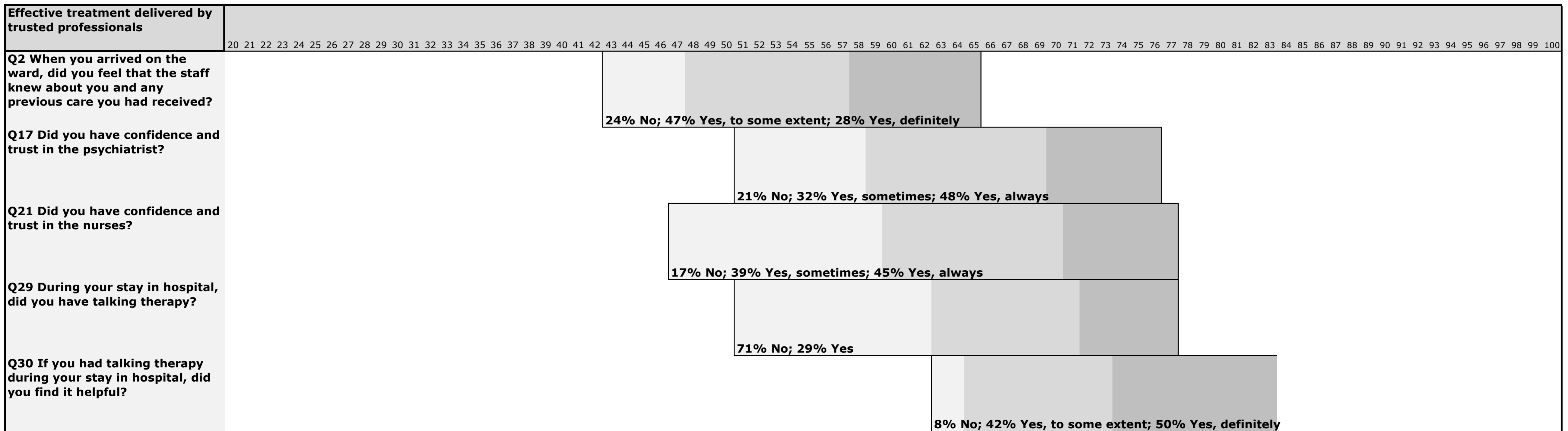
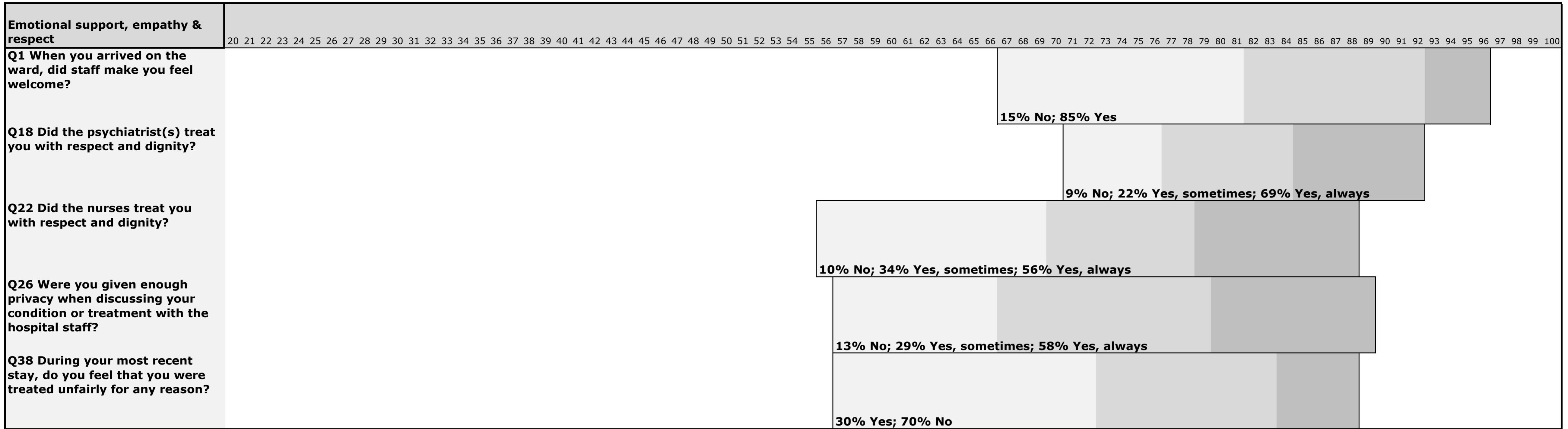
ACUTE CARE

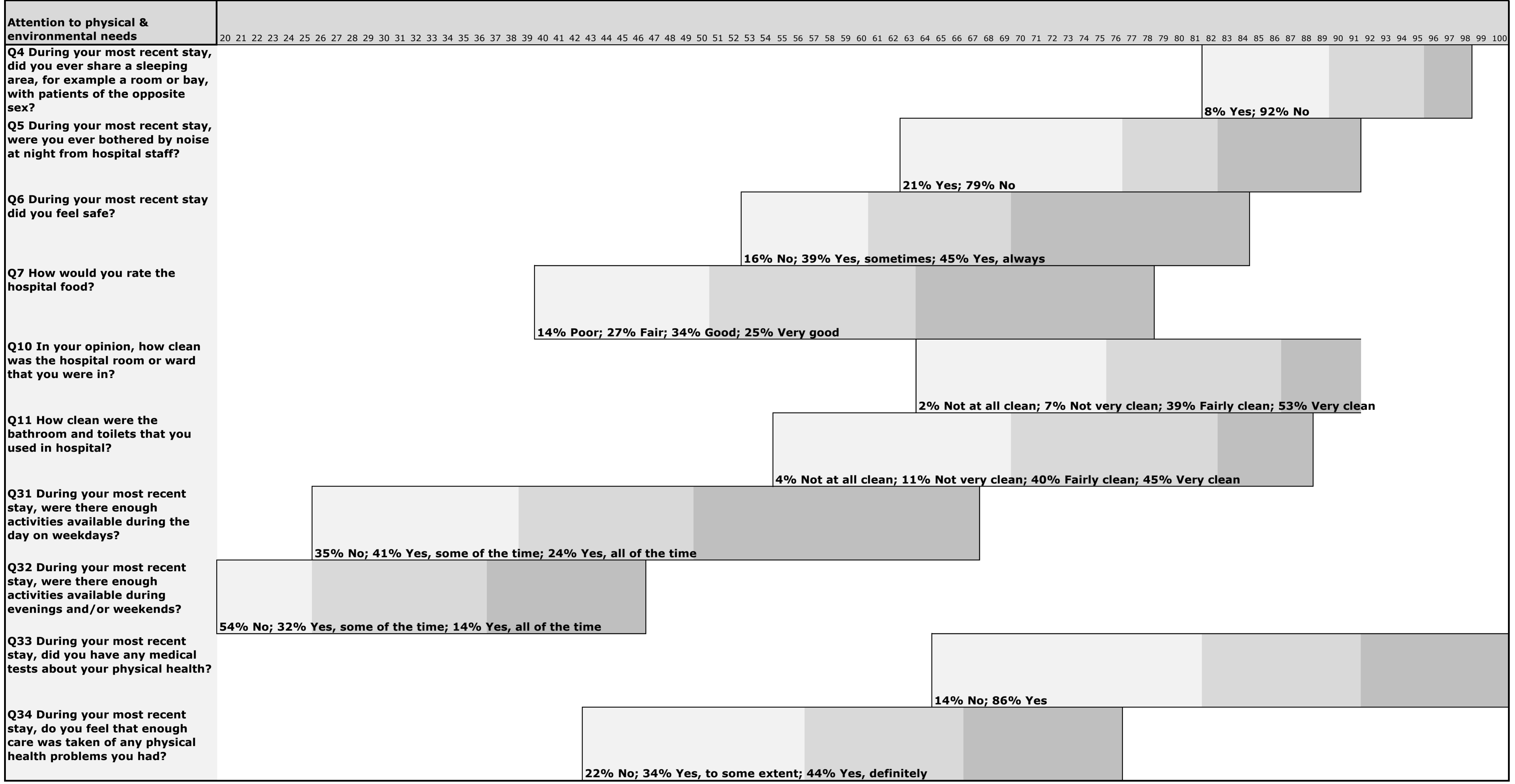
For acute care (hospital care, and discharge and transfer of care), the results from the 2009 Inpatient Service user Survey (<http://www.nhssurveys.org/surveys/497>) with national benchmark data shown on the horizontal axis are presented below.

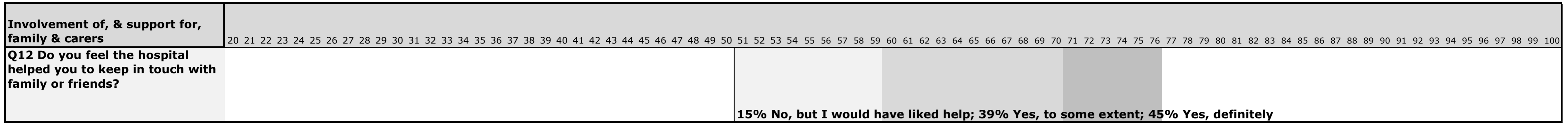
The lightest grey section (left hand end) shows the scores for the 20% of trusts with the lowest scores, the darkest grey section (right hand end) shows the scores for the 20% of trusts with the highest scores, and the middle section represents the range of scores for the remaining 60% of trusts (Note. 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).

Hospital care









Discharge and transfer of care

