



Surveillance report 2016 – Service user experience in adult mental health: improving the experience of care for people using adult NHS mental health services (2011) NICE guideline CG136

Surveillance report

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Surveillance decision

We will not update the guideline at this time.

Reason for the decision

We checked eleven Cochrane systematic reviews which related to the following sections in the guideline:

- [Care and support across all points on the care pathway](#)
- [Access to care](#)
- [Assessment](#)
- [Community care](#)
- [Assessment and referral in a crisis](#)
- [Hospital care](#)
- [Discharge and transfer of care](#)

Four of the 11 Cochrane reviews had published updated conclusions since the guideline was developed. The reviews included evidence on interventions for providers to promote a patient-centred approach in clinical consultations, decision aids for people facing health treatment or screening decisions, interpersonal education effects on professional practice and health care outcomes and discharge planning from hospital to home.

We considered the results of the updated Cochrane reviews alongside the evidence identified for the 2014 [evidence update](#) on NICE guideline CG136. In addition we considered studies highlighted by topic experts. This included evidence on:

- [Care and support across all points on the care pathway](#)
- [Access to care](#)
- [Assessment](#)

- [Community care](#)
- [Assessment and referral in a crisis](#)
- [Hospital care](#)
- [Discharge and transfer of care](#)

None of the identified evidence was thought to have an effect on current recommendations.

The guideline committee chairs agreed with the proposal not to update the guideline and that there was no other evidence which would substantially change the guideline recommendations. Members of the guideline committee did not agree with the proposal not to update the guideline at this time however no evidence was submitted which would be likely to change current guideline recommendations. A targeted call for evidence was therefore carried out during stakeholder consultation on the no update proposal. One additional piece of evidence was submitted through this process which supported current recommendations and therefore did not impact on the guideline.

None of the policy documents or legislation used to inform the guideline which have been updated or amended would affect the guideline recommendations.

Other clinical areas

We did not find any new evidence related to [assessment and treatment under the Mental Health Act](#).

Equalities

No equalities issues were identified during the surveillance process.

Overall decision

After considering all the new evidence and views of topic experts, we decided that no update is necessary for this guideline.

See [how we made the decision](#) for further information.

Commentary on selected new evidence

No studies were selected for further commentary. The 2014 [evidence update](#) includes a summary of selected evidence relevant to NICE guideline CG136.

How we made the decision

NICE is committed to keeping guidelines current. A check of the need to update a guideline (surveillance review) is undertaken by NICE on a regular basis. This seeks to identify recommendations that are no longer current or need to be revised. Given the number of published guidelines that make up NICE's guideline topics, the number of checks needed is considerable. To address this, adaptive processes and methods are used for checking that published guidelines are current.

We based the decision on surveillance 4 years after the publication of [service user experience in adult mental health](#) (2011) NICE guideline CG136. For this guideline, Cochrane reviews that were used to inform the recommendations during development were checked to determine whether they had undergone an update. The results presented in any updated Cochrane reviews were checked against the guideline recommendations to assess any potential impact. This evidence was considered alongside evidence identified for the 2014 [evidence update](#) on NICE guideline CG136. Furthermore, we checked the status of any legislation or policy documents that had been used to inform the guideline recommendations to determine whether these had been updated.

The above approach was taken due to nature of the guideline. This guideline is directed to generic service user experience in adult mental health settings and provides a framework that describes the key requirements for providing a high quality service user experience within adult mental health services. As a result, development of recommendations took into account:

- Existing NICE recommendations related to service user experience
- Selected systematic literature reviews for specific interventions that may improve service user experience
- Guideline committee consensus

A targeted call for evidence was carried out during consultation on the no update proposal to supplement the surveillance review and ensure that we capture the issues important to people affected by the guideline.

For full details of the process and update decisions that are available, see [ensuring that published guidelines are current and accurate](#) in 'Developing NICE guidelines: the manual'.

Previous surveillance [update decisions](#) for the guideline are on our website.

New evidence

This surveillance report provides an overview of 16 studies published since the end of the search period for the guideline (1 April 2011).

See [appendix A](#): summary of new evidence from surveillance and references for all new evidence considered.

Views of topic experts

We considered the views of topic experts, including those who helped to develop the guideline and other correspondence we have received since the publication of the guideline.

Views of stakeholders

Stakeholders commented on the decision not to update the guideline. See [appendix B](#) for stakeholders' comments and our responses.

Two stakeholders provided comments during consultation, one did not have any comments and the second disagreed with the decision not to update the guideline. The stakeholder who did not agree highlighted evidence from a recent NHS England engagement exercise on veterans and mental health services. This evidence supports current recommendations and therefore does not impact the guideline. The stakeholder also raised the recommendations on assessment should also include about assessment in primary care. Recommendation 1.3.8 in the guideline states the service users should be informed of the right to have a formal community care assessment. The scope of the current guideline is community and inpatient mental health settings, the surveillance review and call for evidence did not identify published evidence in assessment in primary care to suggest an extension to scope is required

See [ensuring that published guidelines are current and accurate](#) in 'Developing NICE guidelines: the manual' for more details on our consultation processes.

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