

APPENDIX 11: SURVEY RESULTS

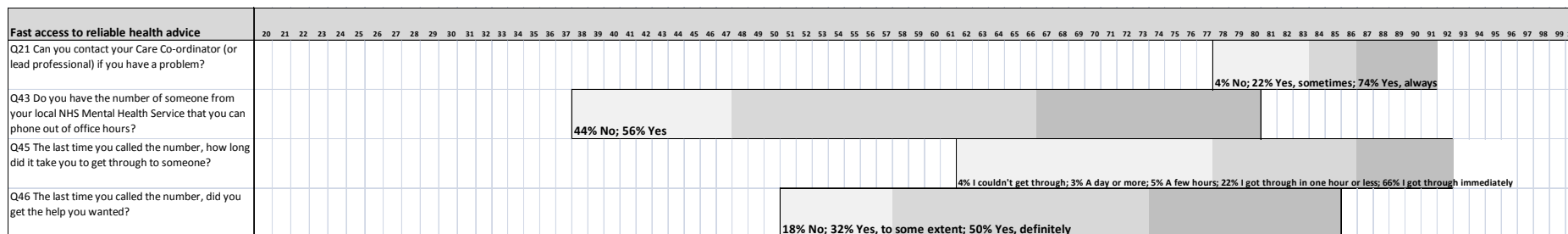
NON-ACUTE CARE

For non-acute care (access, assessment and community care), the results from the 2010 community mental health survey¹ 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.²

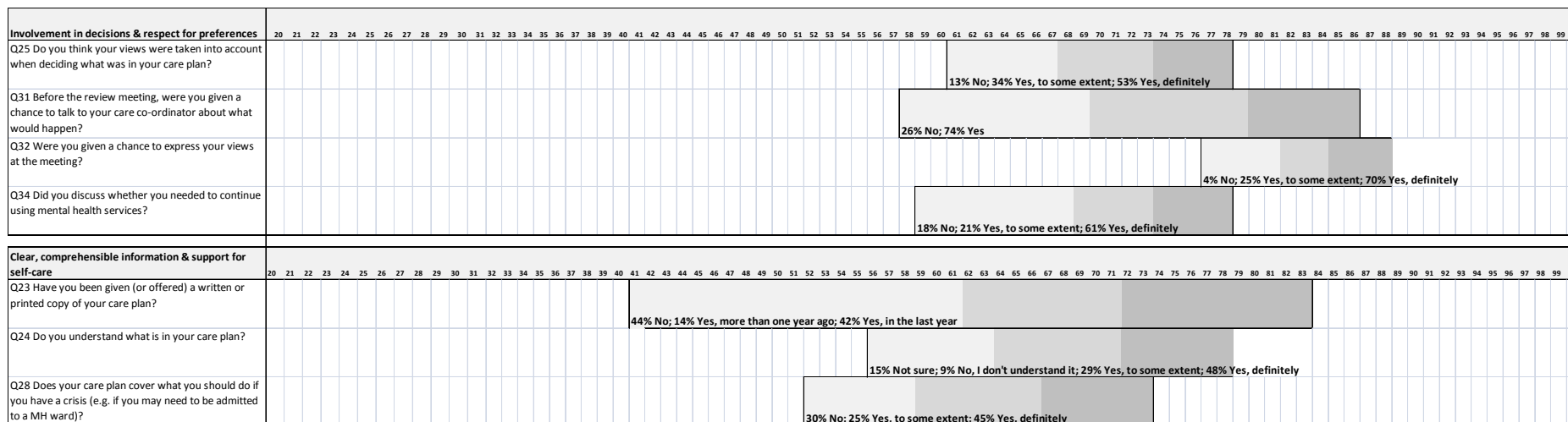
¹ <http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/communitymentalhealthservices.cfm>

² 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' (www.cqc.org.uk/_db/_documents/Guide_to_benchmark_reports_amb.pdf).

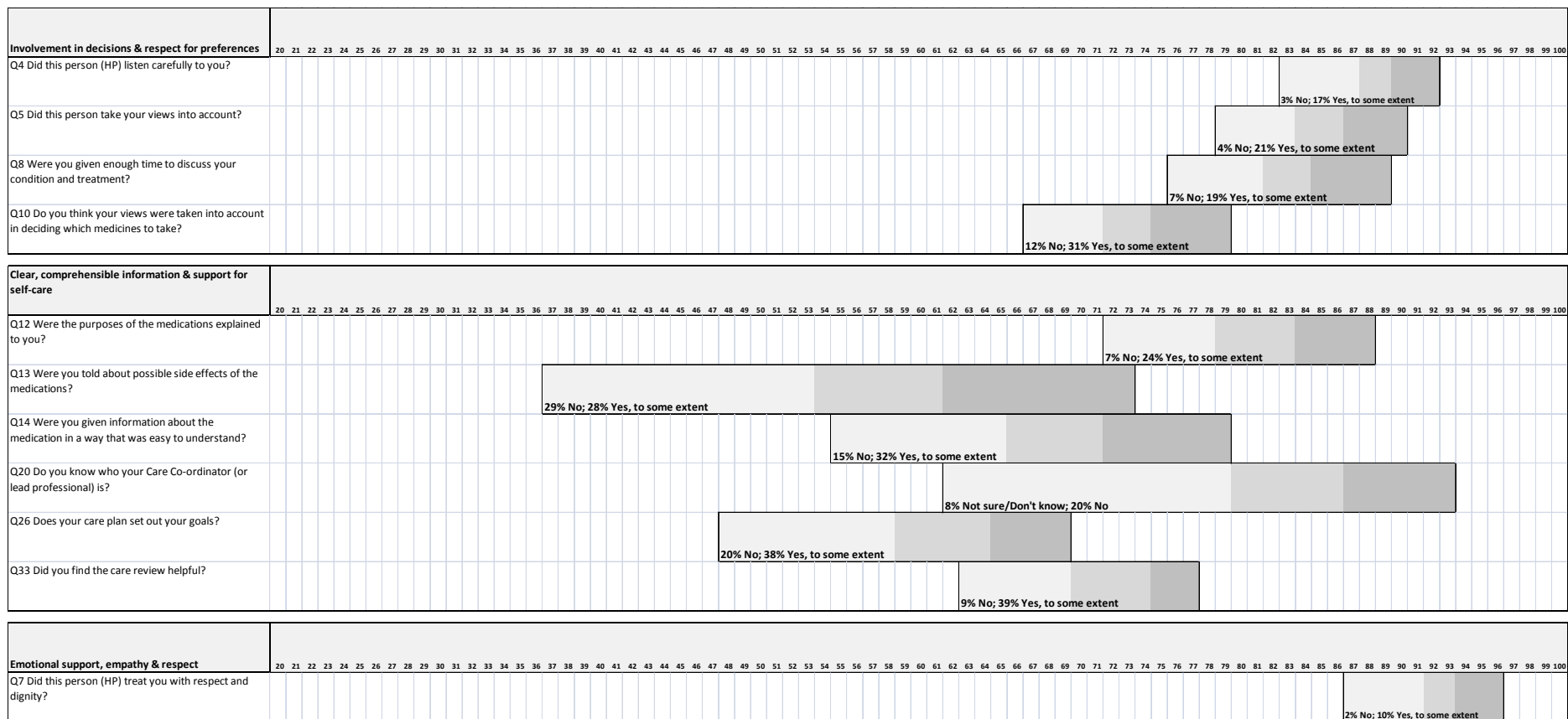
Access



Assessment



Community care



ACUTE CARE

For acute care (hospital care, and discharge and transfer of care), the results from the 2009 mental health acute inpatient services survey³ 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.⁴

³ <http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/mentalhealthservices.cfm>

⁴ 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' (www.cqc.org.uk/_db/_documents/Guide_to_benchmark_reports_amb.pdf).

Hospital 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																			
Involvement in decisions & respect for preferences																																																																																																				
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-care																																																																																																				
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 visitors times?	30% No; 35% Yes, to some extent; 36% Yes, completely																																																																																																			
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																																																																																																			
Emotional support, empathy & respect																																																																																																				
Q1 When you arrived on the ward, did staff make you feel welcome?	15% No; 85% Yes																																																																																																			
Q18 Did the psychiatrist(s) treat you with respect and dignity?	9% No; 22% Yes, sometimes; 69% Yes, always																																																																																																			
Q22 Did the nurses treat you with respect and dignity?	10% No; 34% Yes, sometimes; 56% Yes, always																																																																																																			
Q26 Were you given enough privacy when discussing your condition or treatment with the hospital staff?	13% No; 29% Yes, sometimes; 58% Yes, always																																																																																																			
Q38 During your most recent stay, do you feel that you were treated unfairly for any reason?	30% Yes; 70% No																																																																																																			

