

National NHS patient survey programme

Survey of people who use community mental health services 2014

The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

Survey of people who use community mental health services 2014

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences.

This document provides tables showing the national results for the 2014 survey of community mental health services. Also available is a 'national summary' which is a write up of the results presented in these tables.

The 2014 survey of people who use community mental health services involved 57 NHS trusts¹ in England (including combined mental health and social care trusts, Foundation Trusts and community healthcare social enterprises that provide mental health services). We received responses from more than 13,500 service users, a response rate of 29%. Service users aged 18 and over were eligible for the survey if they were receiving specialist care or treatment for a mental health condition and had been seen by the trust between 1st September 2013 and 30th November 2013. The survey included service users in contact with local NHS mental health services, including those who receive care under the Care Programme Approach (CPA).² Fieldwork took place between February and June 2014.

Similar surveys of community mental health services were carried out in 2010, 2011, 2012 and 2013. However, please note that the 2014 survey questionnaire was substantially redeveloped and updated in order to reflect changes in policy, best practice and patterns of service.³ This means that the results from the 2014 survey are **not comparable** with the results from the 2010-2013 surveys.

The community mental health survey is part of a wider programme of NHS patient surveys, which covers a range of topics including acute inpatient, children's inpatient and day case services, A&E (emergency department) and maternity services. To find out more about our programme and the results from previous surveys, please see the links in the further information section.

¹ One trust was excluded from the survey as it was unable to follow the sampling instructions as specified in the survey guidance.

² The term 'Care Programme Approach' (CPA) describes the framework that was introduced in 1990 to support and coordinate effective mental health care for people with mental health problems in secondary mental health services. Although the policy has been revised over time, the CPA remains the central approach for coordinating the care for people in contact with these services who have more complex mental health needs and who need the support of a multidisciplinary team.

³ For more information, please see the development report available at:
www.nhssurveys.org/surveys/750

The results from this survey will be used by the Care Quality Commission in its assessment of mental health trusts in England. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The Trust Development Authority will use the results to inform their oversight model for NHS.

Interpreting the tables

The tables show all specific responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not help evaluate performance.

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent had not taken any medicines for their mental health needs at Q24 then they would be instructed to skip the questions about medicines and go to Q30.

Notes on specific questions

Q9:⁴ (*Is the person in charge of organising your care and services...*) Respondents ticked more than one option to this question. Results are presented as percentages for each option, out of all those eligible to answer that question, because some respondents will have selected more than one category. This means that the results may add up to over 100%.

Q10 and Q11: Q10 (*Do you know how to contact this person if you have a concern about your care?*) and Q11 (*How well does this person organise the care and services you need?*) Respondents who stated at Q9 that their GP is in charge of organising their care have been removed from the base for these questions. This is because results will not be attributable to the trust.

Q15: (*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?*) Respondents who stated at Q2 they had been in contact with mental health services for less than a year are have been removed from the base for this question.

Methodology

The results from each trust are given equal importance in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average if we pooled responses from all respondents to obtain the national average. To correct this we apply a 'weight' to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

Further information

The full national results are on the CQC website, 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/PatientSurveyMentalHealth2014

⁴ The questionnaire did not instruct respondents to 'tick all that apply,' however, as a large number of respondents did this, data has been treated as multiple response.

Full details of the methodology of the survey can be found at:
www.nhssurveys.org/surveys/739

The results from previous community mental health surveys can be found on the NHS surveys website at:
www.nhssurveys.org/surveys/290

More information on the programme of NHS patient surveys is available at:
www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on CQC's role in regulating, checking and inspecting mental health services is available on the CQC website:
www.cqc.org.uk/content/mental-health

Your care and treatment

Q1 When was the last time you saw someone from NHS mental health services?

	2014
In the last month	52%
1 to 3 months ago	24%
4 to 6 months ago	14%
7 to 12 months ago	7%
More than 12 months ago	2%
Number of respondents	13348

Answered by all

Note: respondents who stated that they did not know/ could not remember or who have never seen NHS mental health services have been excluded

Q2 Overall, how long have you been in contact with NHS mental health services?

	2014
Less than 1 year	18%
1 to 5 years	41%
6 to 10 years	12%
More than 10 years	29%
Number of respondents	12839

Answered by all

Note: respondents who stated that they did not know/ could not remember or who are no longer in contact with NHS mental health services have been excluded

Q3 In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?

	2014
Yes, definitely	48%
Yes, to some extent	31%
No	20%
It is too often	1%
Number of respondents	13055

Answered by all

Note: respondents who stated that they did not know have been excluded

Your health and social care workers

Q4 How easy was the actual journey to see this person or people?

	2014
I found it easy to get there	61%
I found it somewhat easy to get there	24%
I found it hard to get there	15%
Number of respondents	10061

Answered by all

Note: respondents who stated that they did not know/ could not remember or did not have to travel have been excluded

Q5 Did the person or people you saw listen carefully to you?

	2014
Yes, definitely	73%
Yes, to some extent	21%
No	5%
Number of respondents	13159

Answered by all

Note: respondents who stated that they did not know/ could not remember have been excluded

Q6 Were you given enough time to discuss your needs and treatment?

	2014
Yes, definitely	66%
Yes, to some extent	24%
No	9%
Number of respondents	13071

Answered by all

Note: respondents who stated that they did not know/ could not remember have been excluded

Q7 Did the person or people you saw understand how your mental health needs affect other areas of your life?

	2014
Yes, definitely	58%
Yes, to some extent	31%
No	11%
Number of respondents	12770

Answered by all

Note: respondents who stated that they did not know/ could not remember have been excluded

Organising your care

Q8 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'.)

	2014
Yes	77%
No	23%
Number of respondents	11335

Answered by all

Note: respondents who stated that they were not sure have been excluded

Q9 Is the person in charge of organising your care and services....

	2014
A CPN (Community Psychiatric Nurse)	35%
A psychotherapist / counsellor	9%
A social worker	12%
A psychiatrist	29%
A mental health support worker	15%
A GP	15%
Another type of NHS health or social worker	6%
Number of respondents	8434

Answered by all who were told who was in charge of their care and services

Q10 Do you know how to contact this person if you have a concern about your care?

	2014
Yes	97%
No	3%
Number of respondents	7497

Answered by all who were told who was in charge of their care and services

Note: respondents whose GP is in charge of their care and services have been excluded.

Q11 How well does this person organise the care and services you need?

	2014
Very well	61%
Quite well	32%
Not very well	5%
Not at all well	2%
Number of respondents	7650

Answered by all who were told who was in charge of their care and services

Note: respondents whose GP is in charge of their care and services have been excluded.

Planning your care

Q12 Have you agreed with someone from NHS mental health services what care you will receive?

	2014
Yes, definitely	44%
Yes, to some extent	34%
No	23%
Number of respondents	13198

Answered by all

Q13 Were you involved as much as you wanted to be in agreeing what care you will receive?

	2014
Yes, definitely	57%
Yes, to some extent	37%
No, but I wanted to be	6%
Number of respondents	9793

Answered by all who had agreed with NHS mental health services what care they would receive

Note: respondents who stated that they did not know / could not remember have been excluded

Q14 Does this agreement on what care you will receive take your personal circumstances into account?

	2014
Yes, definitely	61%
Yes, to some extent	33%
No	6%
Number of respondents	9699

Answered by all who had agreed with NHS mental health services what care they would receive

Note: respondents who stated that they did not know / could not remember have been excluded

Reviewing your care

Q15 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?

	2014
Yes	74%
No	26%
Number of respondents	10267

Answered by all

Note: respondents who stated that they did not know / could not remember or who have been in contact with NHS mental health services for less than a year have been excluded

Q16 Were you involved as much as you wanted to be in discussing how your care is working?

	2014
Yes, definitely	60%
Yes, to some extent	33%
No, but I wanted to be	7%
Number of respondents	8767

Answered by all who had a formal meeting to discuss their care with NHS mental health services in the previous 12 months

Note: respondents who stated that they did not know / could not remember have been excluded

Q17 Did you feel that decisions were made together by you and the person you saw during this discussion?

	2014
Yes, definitely	62%
Yes, to some extent	29%
No	9%
Number of respondents	8823

Answered by all who had a formal meeting to discuss their care with NHS mental health services in the previous 12 months

Note: respondents who stated that they did not know / could not remember or did not want to be involved in making decisions have been excluded

Changes in who you see

Q18 In the last 12 months, have the people you see for your care or services changed?

	2014
Yes	41%
Yes, but this was because I moved home	2%
No	54%
My care has started but not changed	4%

Number of respondents	12031
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Answered by all

Note: respondents who stated that they did not know / not sure have been excluded

Q19 What impact has this had on the care you receive?

	2014
It got better	27%
It stayed the same	46%
It got worse	27%
Number of respondents	4413

Answered by all for whom the person they see had changed in the previous 12 months

Note: respondents who stated that they were not sure have been excluded

Q20 Did you know who was in charge of organising your care while this change was taking place?

	2014
Yes	55%
No	45%
Number of respondents	4223

Answered by all for whom the person they see had changed in the previous 12 months

Note: respondents who stated that they were not sure have been excluded

Crisis care

Q21 Do you know who to contact out of office hours if you have a crisis?

	2014
Yes	68%
No	32%
Number of respondents	11860

Answered by all

Note: respondents who stated that they were not sure have been excluded

Q22 In the last 12 months, have you tried to contact this person or team because your condition was getting worse?

	2014
Yes	39%
No	61%
Number of respondents	7814

Answered by all who knew who to contact out of hours in a crisis

Note: respondents who stated that they could not remember have been excluded

Q23 When you tried to contact them, did you get the help you needed?

	2014
Yes, definitely	46%
Yes, to some extent	32%
No	20%
I could not contact them	2%
Number of respondents	3008

Answered by all who had tried in the previous 12 months to make contact with this person/ team

Treatments

Q24 In the last 12 months, have you been receiving any medicines for your mental health needs?

	2014
Yes	84%
No	16%
Number of respondents	13284

Answered by all

Q25 Were you involved as much as you wanted to be in decisions about which medicines you receive?

	2014
Yes, definitely	53%
Yes, to some extent	36%
No, but I wanted to be	12%
Number of respondents	10064

Answered by all who received medicines in the previous 12 months

Note: respondents who stated that they did not know/ could not remember or who did not want to be involved have been excluded

Q26 In the last 12 months, have you been prescribed any new medicines for your mental health needs?

	2014
Yes	46%
No	54%
Number of respondents	11135

Answered by all who received medicines in the previous 12 months

Q27 The last time you had a new medicine prescribed for your mental health needs, were you given information about it in a way that you were able to understand?

	2014
Yes, definitely	53%
Yes, to some extent	32%
No	12%
I was not given any information	3%
Number of respondents	5202

Answered by all who were prescribed new medicines in the previous 12 months

Q28 Have you been receiving any medicines for your mental health needs for 12 months or longer?

	2014
Yes	87%
No	13%
Number of respondents	10931

Answered by all who received medicines in the previous 12 months

Note: respondents who stated that they were not sure have been excluded

Q29 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?)

	2014
Yes	78%
No	22%
Number of respondents	9078

Answered by all who had been receiving medicines for 12 months or longer

Note: respondents who stated that they did not know/ could not remember have been excluded

Q30 In the last 12 months, have you received any treatments or therapies for your mental health needs that do not involve medicines?

	2014
Yes	47%
No, but I would have liked this	26%
No, but I did not mind	28%
Number of respondents	10376

Answered by all

Note: respondents who stated that they did not know/ could not remember or for whom it was not appropriate have been excluded

Q31 Were you involved as much as you wanted to be in deciding what treatments or therapies to use?

	2014
Yes, definitely	55%
Yes, to some extent	36%
No, but I wanted to be	9%
Number of respondents	4737

Answered by all who in the previous 12 months received treatments or therapies that did not involve medicines

Note: respondents who stated that they did not know/ could not remember or who did not want to be involved have been excluded

Other areas of life

Q32 In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs (this might be an injury, disability, or a condition such as diabetes, epilepsy, etc)?

	2014
Yes, definitely	36%
Yes, to some extent	30%

No, but I would have liked help or advice with finding support	35%
Number of respondents	6503

Answered by all

Note: respondents who stated that they already have support and did not need advice, or who did not need support for this, or who did not have physical health needs have been excluded

Q33 In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?

	2014
Yes, definitely	32%
Yes, to some extent	25%
No, but I would have liked help or advice with finding support	43%
Number of respondents	7230

Answered by all

Note: respondents who stated that they already have support and did not need advice, or who did not need support for this have been excluded

Q34 In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?

	2014
Yes, definitely	26%
Yes, to some extent	29%
No, but I would have liked help or advice with finding support	44%
Number of respondents	3329

Answered by all

Note: respondents who stated that they already have support and did not need advice, or who did not need support for this, or who are currently not in/ seeking work have been excluded

Q35 In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping accommodation?

	2014
Yes, definitely	32%
Yes, to some extent	25%
No, but I would have liked help or advice with finding support	42%

Number of respondents	3101
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Answered by all

Note: respondents who stated that they already have support and did not need advice, or who did not need support for this have been excluded

Q36 Has someone from NHS mental health services supported you in taking part in an activity locally?

	2014
Yes, definitely	30%
Yes, to some extent	29%
No, but I would have liked this	41%
Number of respondents	6221

Answered by all

Note: respondents who stated that they did not want or need this have been excluded

Q37 Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?

	2014
Yes, definitely	55%
Yes, to some extent	25%
No, not as much as I would like	17%
No, they have involved them too much	3%
Number of respondents	8849

Answered by all

Note: respondents who stated that family/ friends did not want to be involved, who did not want their family/ friends involved or felt it did not apply to them have been excluded

Q38 Have you been given information by NHS mental health services about getting support from people who have experiences of the same mental health needs as you?

	2014
Yes, definitely	23%
Yes, to some extent	27%
No, but I would have liked this	50%
Number of respondents	7699

Answered by all

Note: respondents who stated that they did not want this have been excluded

Q39 Do the people you see through NHS mental health services understand what is important to you in your life?

	2014
Yes, always	43%
Yes, sometimes	40%
No	17%
Number of respondents	12856

Answered by all

Q40 Do the people you see through NHS mental health services help you with what is important to you?

	2014
Yes, always	42%
Yes, sometimes	38%
No	19%
Number of respondents	12775

Answered by all

Q41 Do the people you see through NHS mental health services help you feel hopeful about the things that are important to you?

	2014
Yes, always	39%
Yes, sometimes	40%
No	20%
Number of respondents	12642

Answered by all

Overall

Q42 Overall.....

	2014
0 (I had a very poor experience)	2%
1	2%
2	3%
3	4%
4	4%

5	10%
6	8%
7	14%
8	20%
9	14%
10 (I had a very good experience)	18%
Number of respondents	12679

Answered by all

Q43 Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

	2014
Yes, always	75%
Yes, sometimes	19%
No	6%
Number of respondents	13145

Answered by all

About you

Q44 Who was the main person or people that filled in this questionnaire?

	2014
The person named on the front of the envelope (the service user/client)	65%
A friend or relative of the service user/ client	20%
Both service user/ client and friend/ relative together	11%
The service user/client with the help of a health professional	3%
Number of respondents	13217

Answered by all

Q45 Are you male or female?

	2014
Male	44%
Female	56%
Number of respondents	13787

Answered by all

Sample data used if response information missing

Q46 What was your year of birth?

	2014
18- 35 year olds	14%
36- 50 year olds	23%
51- 65 year olds	25%
66+ year olds	38%
Number of respondents	13787

Answered by all

Sample data used if response information is missing

Q47 What is your religion?

	2014
No religion	21%
Buddhist	1%
Christian	68%
Hindu	1%
Jewish	1%
Muslim	3%
Sikh	1%
Other	2%
I would prefer not to say	3%
Number of respondents	13315

Answered by all

Q48 Which of the following best describes how you think of yourself?

	2014
Heterosexual / Straight	90%
Gay / Lesbian	2%
Bisexual	2%
Other	1%
I would prefer not to say	5%

Number of respondents	13016
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Answered by all

Q49 What is your ethnic group?

	2014
White	91%
Mixed	2%
Asian or Asian British	4%
Black or Black British	3%
Arab or other ethnic group	0%
Number of respondents	13244

Answered by all