

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS' MEETING**

**Meeting Date:** 28 October 2015

**Title and Author of Paper:** CQC Community Mental Health Survey 2015,  
Lisa Quinn Executive Director of Performance & Assurance

**Paper for Debate, Decision or Information:** Information

**Key Points to Note:**

- The report attached is the national comparison of survey data based on all Mental Health Trusts and Community Interest Companies with Mental Health functions which is produced and published by the CQC. The CQC published these survey results for on Wednesday 21<sup>st</sup> October 2015; this information was under embargo until that date.
- There were 850 NTW service users sent a questionnaire of which 830 were eligible<sup>1</sup> for the survey with a total of 227 responses. Response rate: 27% which is 2% lower than the national average. The NTW response rate in 2015 was higher than the 24% received in the 2014 survey.
- Following substantial redevelopments to the questionnaire for the 2014 survey to reflect changes in policy, best practice and patterns of service – the questionnaire has largely remained the same between 2014 and 2015. Therefore comparative evaluation can be made between 2014 and 2015 survey data.
- For all 10 sections, NTW were performing 'about the same' or 'better' than the other 54 providers involved.

**Budget implications:** none

**Equal Opportunities, Legal and Other Implications:** none

**Action Proposed and Person Responsible for Action:** for information only

**Outcome required:** for information only

**Date for completion:** n/a

**Reference to Other Papers / Strategy / Policies:** n/a

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## BOARD OF DIRECTORS

28 October 2015

### Community Mental Health Survey 2015

#### PURPOSE

To consider the results of the Community Patient Survey undertaken in 2015 and consider areas for improvement.

#### BACKGROUND

The 2015 survey of people who use community mental health services involved 55 NHS Trusts in England (including combined mental health and social care trusts, Foundation Trusts and community healthcare social enterprises that provide mental health services). Responses were received from more than 13,000 service users giving an overall national 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 1<sup>st</sup> September 2014 and 30<sup>th</sup> November 2014.

Surveys of community mental health services were carried out between 2004-2008 and 2010-2014. The questionnaire for the 2014 survey was substantially redeveloped and updated in order to reflect changes in policy, best practice and patterns of service. The questionnaire has largely remained the same between 2014 and 2015; therefore comparative evaluation can be made between 2014 and 2015 survey data. However, the results from the 2014 and 2015 survey are not comparable with the results from previous national community mental health surveys.

#### NTW RESULTS

- Participants: 850 (830 eligible<sup>1</sup>). Respondents 227. Response rate: 27%.
  - The Trusts 27% response rate in 2015 is an improvement on the 2014 response rate of 24%.
  - National response rate was 29% (NTW 2% lower than this national average).

<sup>1</sup> Eligible – outcome field used to record questionnaires returned – 1= returned usable, 2= undelivered, 3=service user died, 4=returned blank, 5=service user not eligible to complete, 6= not returned (reason not known)

#### Key demographic characteristics of the 227 service users who responded to the NTW survey

- 57% of respondents were female (55% in 2014) and 43% were male (45% in 2014). The gender response proportions are parallel to that of all trusts.
- 17% of respondents were aged under 35 (11% in 2014), 28% were aged 36 - 50 (25% in 2013), 27% were aged 51 - 65 (32% in 2014) and 28% of respondents were aged 66 and

over (33% in 2014). This is indicative of a higher proportion of younger respondents than in 2014, and comparative to other Trusts.

- The respondents were ethnically homogenous – 96% White and 3% ‘Not known’.

There are 10 sections of the survey. For all 10 sections, NTW were performing ‘about the same’ or ‘better’ than the other 54 providers involved. Nine out of the 10 sections scored ‘about the same’ as other Mental Health Trusts. NTW emerged as a ‘best performing trust’ in 1 section (S3. Planning Care). Despite such positive outcomes, when compared with the 2014 survey, scores have deteriorated in 9 out of 10 sections and remained static in 1 section (see table below). There has been a significant decline between the 2014 to 2015 score for 2 individualised questions these being:

S1 (Health or Social Care Workers) – Question 6. Did the person or people you saw understand how your mental health needs affect other areas of your life?

S4 (Reviewing your Care) – Question 16. Did you feel that decisions were made together by you and the person you saw during this discussion?

### 2014 – 2015 Comparison:

Section	2014 NTW (Lowest – Highest Trust Score)	2015 NTW (Lowest – Highest Trust Score)
1. Health or Social Care Workers	8.1 (7.3 – 8.4)	7.6 (6.8 – 8.2)
2. Organising your Care	8.9 (8.2 – 9.0)	8.7 (7.9 – 9.1)
3. Planning your Care	7.5 (6.5 – 7.8)	7.3 (6.1 – 7.6)
4. Reviewing your Care	8.0 (6.8 – 8.2)	7.5 (6.8 – 8.2)
5. Changes in who you see	7.0 (5.1 – 7.8)	6.3 (4.7 – 7.5)
6. Crisis Care	6.9 (5.4 – 7.3)	6.5 (5.1 – 7.2)
7. Treatments	7.4 (6.7 – 7.9)	7.3 (6.3 – 7.9)
8. Other Areas of Life	5.2 (4.0 – 6.1)	5.2 (3.9 – 5.8)
9. Overall Views of Care and Services	7.5 (6.7 – 7.8)	7.3 (6.4 – 7.7)
<b>10. Overall Experience</b>	<b>7.2</b>	<b>7.0</b>

### QUALITY HEALTH ANALYSIS

The Trust commissioned Quality Health to undertake the 2015 survey on the Trusts behalf and provided the reports from which the following information has been taken. The information detailed below is a comparison with 48 other Mental Health Trusts and Community Interest Companies with mental health functions.

There were a total of 227 eligible responses received in 2015 (nb 232 response were received but in 5 cases the service user was not eligible) and a response rate of 28% - 1% under the national response rate of 29%.

The results of the survey show that NTW fell within the highest 20% of other Trusts for 5 out of the 33 questions within the survey, and within the lowest 20% for 2 questions. For the remaining 26 questions NTW scored within the mid-range comparative to other Trusts who used Quality Health. The 2 questions in which NTW fell in the worst 20% were:

'Organising/ Planning/ Reviewing Care' Section:

Q. Felt that decisions were made together?

Q. Care either stayed the same or got better?

In comparison with the 2014 survey:

- 61% of the 2015 scores were worse than those from the 2014 survey.
- 39% of the 2015 scores had improved from those received in 2014.

Emerging themes from the 2015 survey comments report included:

1. Limited contact/ clinical time, in terms of both, frequency of contact and length of contact, from Nursing and Medical staff.
2. Long waiting times to a) access services, and b) receive appointments.
3. Not being seen consistently by the same healthcare professional known to the service user.

The findings will be considered by the relevant Community Services Sub-groups where an action plan will be developed and monitored.

## **RECOMMENDATIONS**

The Board is asked to note the information included in this report and consider any areas for improvement.

**Lisa Quinn**  
**Executive Director of Performance & Assurance**  
**October 2015**