

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 23 November 2016

Title and Author of Paper: CQC Community Mental Health Survey 2016.
Anna Cummings, Commissioning & Quality Assurance Officer - Experience & Effectiveness, Commissioning & Quality Assurance

Executive Lead: Lisa Quinn, Executive Director of Commissioning & Quality Assurance

Paper for Debate, Decision or Information: Information

Key Points to Note:

- In total 850 NTW service users were sent a questionnaire of which 825 were eligible¹ for the survey with a total of 222 responses. The NTW response rate was 27% which is 1% lower than the national average. The NTW response rate in 2016 is equivalent to the 2015 response rate.
- NTW 2015-2016 Comparison - For overall experience (section 10), the Trust score improved from 7.0 in 2015 to 7.2 in 2016 (where 0 is poor and 10 is very good). Scores improved in another 5 sections (sections 1, 4, 7, 8 & 9), deteriorated in 2 (sections 2 & 3) and remained static in 1 section (section 6). Please note a comparison for section 5 cannot be made between years as there was an addition of a new question in the 2016 survey.
- National Comparison - Overall for each of the 10 sections, NTW performed 'about the same' compared to the other 58 providers involved.

Risks Highlighted to Board : n/a

Does this affect any Board Assurance Framework/Corporate Risks? No

Please state Yes or No

If Yes please outline

Equal Opportunities, Legal and Other Implications: none

Outcome Required: Agreement on way forward and any additional work

Link to Policies and Strategies: n/a

¹ Eligible – outcome field used to record questionnaires returned – 1= returned usable, 2= undelivered, 3=service user died, B4=returned blank, 5=service user not eligible to complete, 6= not returned (reason not known)

CQC Community Mental Health Survey 2016

PURPOSE

To consider the results of the CQC Community Mental Health Survey undertaken in 2016 and consider areas for improvement.

BACKGROUND

The 2016 survey of people who use community mental health services involved 58 providers 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 28%. 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 2015 and 30th November 2015.

NTW RESULTS

- Participants: 850 (825 eligible). Respondents 222. Response rate: 27%.
 - This year's response rate of 27% is equivalent to the 2015 response rate CQ of 27%.
 - The national response rate was 28%, 1% higher than NTW's response rate.

Key demographic characteristics of the 222 service users who responded to the NTW survey

- 54% of respondents were female (57% in 2015) and 46% were male (43% in 2015).
- 13% of respondents were aged under 35 (17% in 2015), 28% were aged 36 - 50 (28% in 2015), 28% were aged 51 - 65 (27% in 2015) and 31% of respondents were aged 66 and over (28% in 2015). This is indicative of a higher proportion of respondents 66 and over and fewer younger respondents (18-35) than in 2015. .
- The respondents were ethnically homogenous – 95% white, 1% multiple ethnic group and 4% 'not known'.

NTW 2015 – 2016 Comparison:

There are 10 sections of the survey. A comparison between the 2015 and 2016 scores for each section are shown below. Please note a comparison for section 5 cannot be made between years as there have been changes to the questions and methodology in the 2016 survey. For overall experience (section 10), the Trust score improved from 7.0 in 2015 to 7.2 in 2016 (where 0 is poor and 10 is very good). Scores improved in another 5 sections (sections 1, 4, 7, 8 & 9), deteriorated in 2 (sections 2 & 3) and remained static in 1 section (section 6). There were significant changes between the 2015 and 2016 score for 2 individualised question:

S3 (Planning you care) – Question 11. Have you agreed with someone from NHS mental health services what care you will receive? – a significant reduction in 2016 score compared with the 2015 score.

S8 (Support and wellbeing) – Question 33. 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, a disability, or a condition such as diabetes, epilepsy, etc.)? – a significant improvement in 2016 score compared with the 2015 score.

Section	2015 NTW (Lowest – Highest Trust Score)	2016 NTW (Lowest – Highest Trust Score)
1. Health and Social Care Workers	7.6 (6.8 – 8.2)	7.9 (7.4 – 8.4)
2. Organising Care	8.7 (7.9 – 9.1)	8.6 (7.2 – 9.9)
3. Planning Care	7.3 (6.1 – 7.6)	7.0 (5.6 – 7.9)
4. Reviewing Care	7.5 (6.8 – 8.2)	7.9 (7.2 – 8.4)
5. Changes in who you see		6.0 (5.2 – 6.5)
6. Crisis Care	6.5 (5.1 – 7.2)	6.5 (5.8 – 7.1)
7. Treatments	7.3 (6.3 – 7.9)	7.6 (7.0 – 8.4)
8. Other Areas of Life/ Support and Wellbeing	5.2 (3.9 – 5.8)	5.3 (3.5 – 7.3)
9. Overall Views of Care and Services	7.3 (6.4 – 7.7)	7.6 (6.6 – 8.7)
10. Overall Experience	7.0	7.2

National Comparison (CQC Scored Benchmarking)

Overall for each of the 10 sections, NTW performed 'about the same' compared to the other 58 providers involved.

For 4 individualised questions, NTW performed better than most other Trusts, these were:

S2 (Organising Care) – Question 9. Do you know how to contact this person if you have a concern about your care? Question 10. How well does this person organise the care and services you need? Nationally, for 2 out of the 3 question in section 2 NTW performed better than most other Trust, and overall were rated as ‘about the same’ in comparison to the other provided. However, this section saw a reduction in the overall score when comparing the Trust’s 2015 and 2016 score (see table).

S4 (Reviewing Care) – Question 15. Were you involved as much as you wanted to be in discussing how your care is working?

S8 (Support and Wellbeing) – Question 33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?

Quality Health

The Trust commissioned Quality Health to undertake the 2016 Community Mental Health Survey on the Trusts behalf and provided the Trust with a comments report.

The emerging themes from the comments received in response to the two qualitative questions include:

Is there anything good about your care?

1. Staff/ Staff Attitude was the most frequently praised including the provision of supportive relationships, and being helpful and friendly.

Is there anything that could be improved?

1. Frequency and length of contact from nursing and medical staff.
2. Waiting times to a) access services, b) receive appointments and c) between changes of services/ consultants.
3. Being listened to.
4. Discharge and post-discharge care – this included concerns about length of treatment (premature discharge), what support is available post-discharge and re-accessing services.

RECOMMENDATIONS

The Board of Directors are asked to note the information included in this report and supporting documents and consider any areas for improvement.

Lisa Quinn

Executive Director of Commissioning & Quality Assurance

November 2016