

**Northumberland, Tyne and Wear NHS Foundation Trust**

**Board of Directors Meeting**

**Meeting Date:** 29th November 2017

**Title and Author of Paper:**

National CQC Community Mental Health Survey & National Inpatient Survey 2017  
Anna Foster, Deputy Director of Commissioning & Quality Assurance

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

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

**Key Points to Note:**

- The purpose of this paper is to share with the Board of Directors the results of two recently conducted patient experience surveys.
- The CQC Community Mental Health Survey 2017 results for the Trust were published by CQC on 15<sup>th</sup> November 2017 (Appendix 7)
- When comparing results with other providers, CQC identifies whether a Trust performed “better”, “worse” or “about the same” as the majority of trusts for each question. There are two areas in 2017 where NTW performed better than other trusts to an extent that is not considered to be through chance (and achieved the highest scores nationally). These relate to involving carers and explaining changes in who people see. There is also one area where NTW performed worse than expected, which is providing advice and support in finding support for financial advice or benefits.
- A separate survey of mental health inpatients has also taken place during 2017, which, unlike the community mental health survey, is not mandated by CQC, resulting in lower trust participation. CQC do not publish the results of this survey.
- The high level results of the inpatient survey were that two areas of improvement were identified, in relation to delayed transfers of care and service users feeling that that they were not always not listened to carefully by psychiatrists. NTW was the highest scoring trust in relation to the cleanliness of bathrooms and toilets, availability of activities at evenings and weekends, and service users being aware how to make complaints.
- The full results of both surveys are being considered by clinical services and improvement plans developed where appropriate.

**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:** Paper for Information

**Link to Policies and Strategies:** n/a

**2017 External Service User Experience Surveys:  
CQC Community Mental Health Service User Survey  
Mental Health Inpatient Survey**

## **EXECUTIVE SUMMARY**

The CQC published the results of the 2017 Community Mental Health survey this month.

This national survey gathered information from over 12,000 adults in receipt of community mental health services between September 2016 and November 2016. All English providers of NHS Mental Health services were included and NTW's response rate was in line with the national response rate of 26%.

This annual survey is a helpful benchmarking analysis, and complements the findings of our internal service user and carer experience tool (Points of You) with a broader range of questioning. It also provides the opportunity to compare performance against previous years and track trends, and helps to evaluate long term progress in achieving our Quality Goal of "Working with you, your carers and your family to support your journey".

Overall, the Trust scored 7.2/10 in response to the question about overall experience of care. This was within the expected range for the Trust and remains unchanged from the 2016 survey.

When comparing results with other providers, CQC identifies whether a Trust performed "better", "worse" or "about the same" as the majority of trusts for each question. There are two areas in 2017 where NTW performed better than other trusts to an extent that is not considered to be through chance. These relate to involving carers and explaining changes in who people see. There is also one area where NTW performed worse than expected, which is providing advice and support in finding support for financial advice or benefits.

While most questions remain within the expected ranges for the Trust, many saw slightly decreased scores compared with last year – most notably in the section focusing on "reviewing care". There was one area of improvement compared with 2016, in the section "changes in who you see". None of the year on year score changes are considered statistically significant.

A separate survey of mental health inpatients has also taken place during 2017, which, unlike the community mental health survey, is not mandated by CQC, resulting in lower trust participation. CQC do not publish the results of this survey.

As with the community mental health survey, this is an opportunity to compare results with the findings of our Points of You process and explore issues in further detail.

Individuals age 16-64 who had been admitted to an NTW acute mental health ward for at least 48 hours in the period 1<sup>st</sup> July 2016 to 31<sup>st</sup> December 2016 were surveyed and 22% responded.

Two areas of improvement identified were in relation to delayed transfers of care and service users feeling that they were not always listened to carefully by psychiatrists. High scoring areas in comparison to other trusts were cleanliness of bathrooms and toilets, availability of activities at evenings and weekends, and service users being aware how to make a complaint. There was also some areas of significant improvement compared to the last time the trust participated in this survey (2015), most notably in responding to specific dietary needs, explaining the purpose and side effects of medication and the reading of rights.

Quantitative comments made by participants of both surveys have been received and found to be broadly in line with the thematic analysis of Points of You comments received.

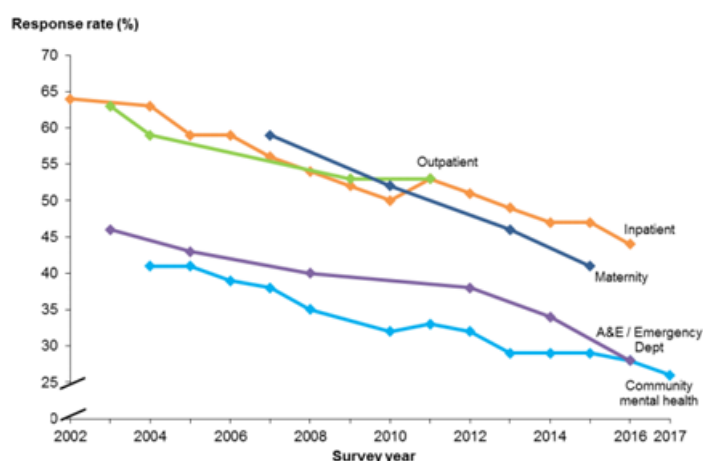
# CQC COMMUNITY MENTAL HEALTH SERVICE USER SURVEY 2017

## CONTEXT

The CQC Community Mental Health survey is mandatory and in 2017, the survey results represent 56 NHS trusts in England. CQC use the survey results to identify outlier trusts, and share the results with NHS England and NHS Improvement. Statistical techniques are used to take demographic differences into account and calculate expected ranges, and outlier results are considered very unlikely to have occurred by chance.

Trust level results are published as separate reports and the NTW report is attached separately at Appendix 7. 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 2016 and 30<sup>th</sup> November 2016.

Figure 1: response rates for established surveys in the NHS Patient Survey Programme



The national response rates to all CQC surveys are falling, and in 2017 the Trust response rate of 26% was the same as the national response rate, and remains unchanged from the previous year. A total of 211 NTW service users responded to the survey.

In 2018 the trust will be participating in a pilot scheme to explore the use of mobile phones in the survey collection.

Source: CQC 2017 Community Mental Health Survey: Quality and Methodology Report

The survey consists of 40 questions, encompassing the following topics:

- Health & Social Care Workers
- Organising Care
- Planning Care
- Reviewing Care
- Changes in who people see
- Crisis Care
- Treatments
- Support & Wellbeing
- Overall views of care and services
- Overall experience

Scores for each question are calculated out of ten, with 0 representing the worst possible result and 10 the best.

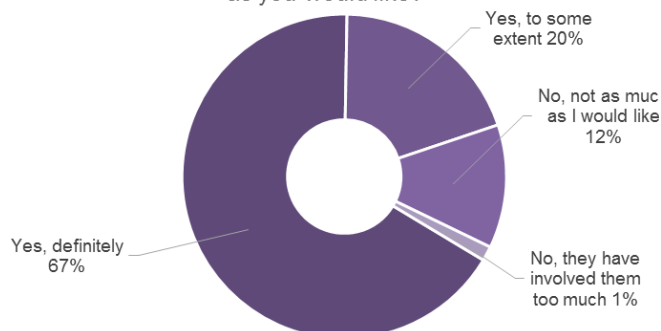
# CQC COMMUNITY MENTAL HEALTH SERVICE USER SURVEY 2017

## NTW 2017 RESULTS

The NTW results for 2017 are within expected ranges for all but three questions.

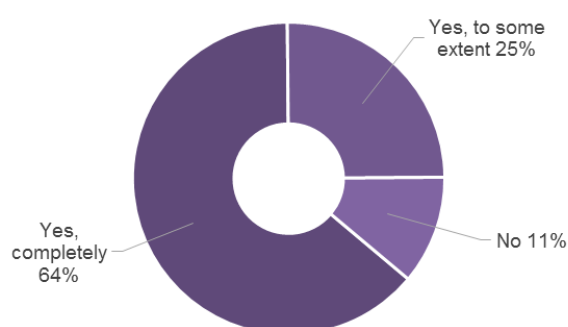
The trust is considered “better than expected” for two questions:

Q37: Have NHS MH Services involved a member of your family or someone else close to you as much as you would like?



NTW scored 7.8/10 for the above question

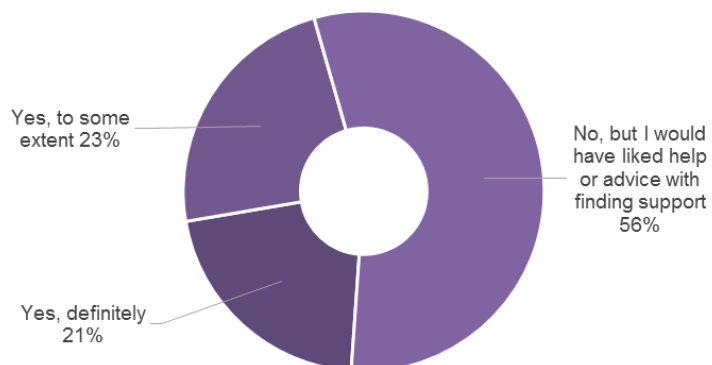
Q18: If, in the last 12 months, the people you see for your care have changed, were the reasons for this change explained to you at the time?



NTW scored 7.5/10 for the above question

There was one area where NTW scored lower than the expected range, in response to the following question:

Q34: In the last 12 months, did NHS MH services give you any help or advice with finding support for financial advice or benefits?



NTW scored 3.3/10 for this question, and the scores reported nationally ranged from 3.1 to 5.7.

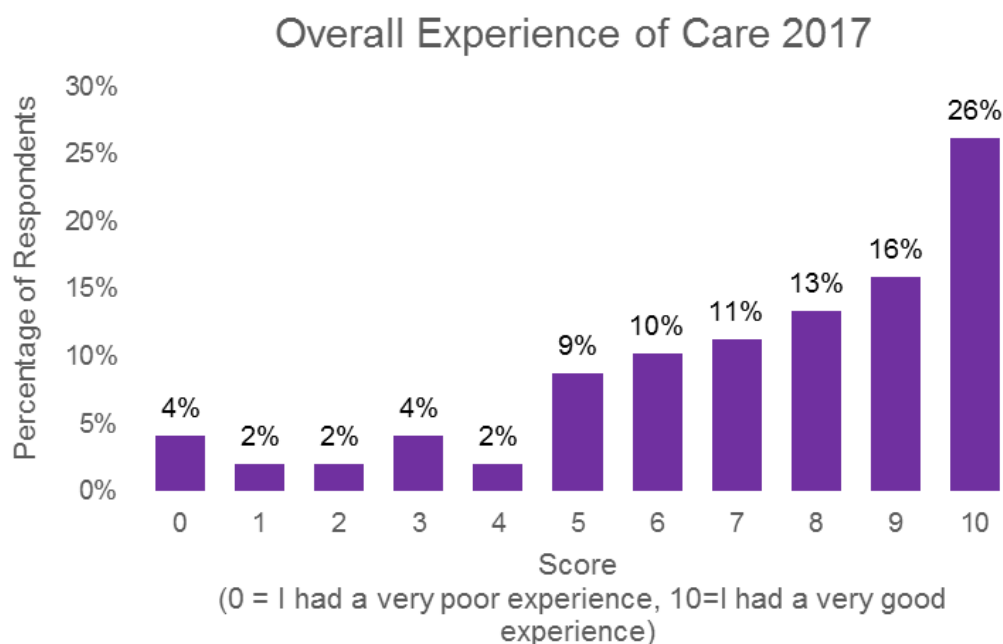
We are one of three trusts to be rated as “worse than expected” for this question.

Note that NTW scored 3.8/10 for the companion question Q33 “In the last 12 months, did NHS MH services give you any help or advice with finding support for finding or keeping work?”. This score was within expected ranges.

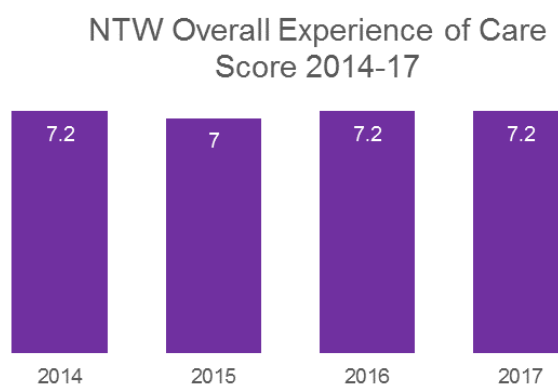
## CQC COMMUNITY MENTAL HEALTH SERVICE USER SURVEY 2017

The **overall experience** question (question 40) is used to evaluate long term progress against the Trust's service user and carer experience Quality Goal. In 2017, the NTW overall score was 7.2/10 (unchanged from 2016), and the national range of results was from 5.9 to 7.5.

A breakdown of the range of NTW responses is shown below, highlighting that 26% of respondents scored the Trust as 10/10 for overall experience:



The NTW result for this question has been relatively static for the last four years:



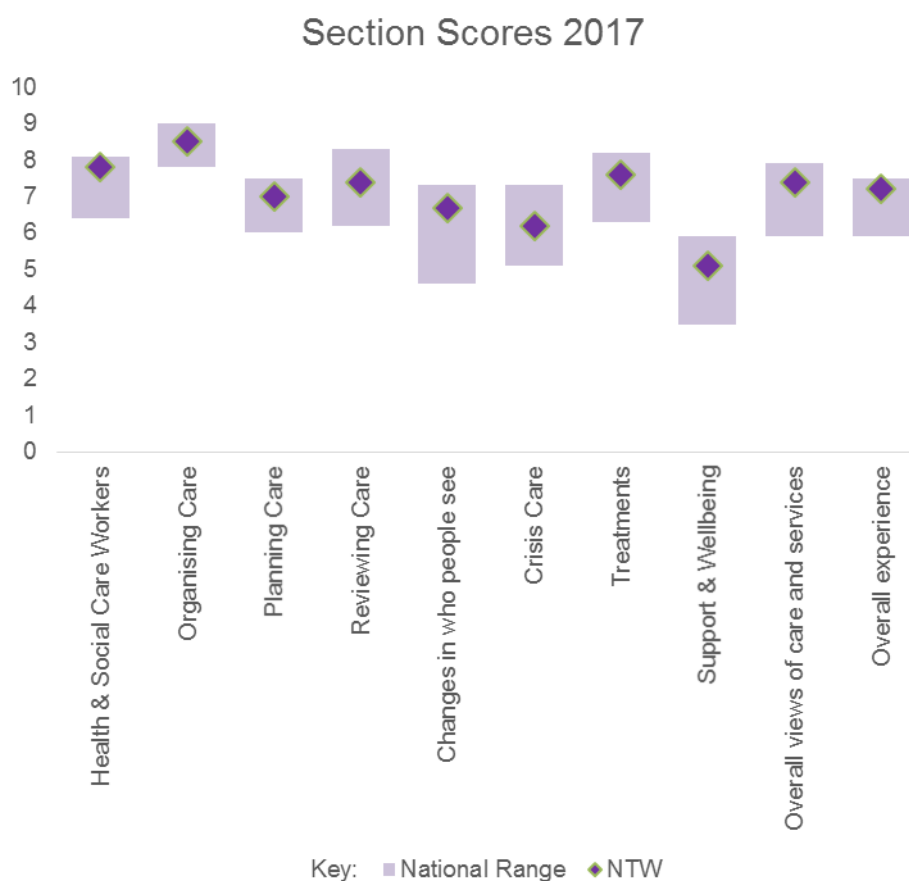
Appendix 1 shows a demographic analysis of NTW respondents. The full range of question responses for NTW are shown at Appendix 2, and analysis of changes compared with 2016 are shown at Appendix 3. A summary of comments received and comparison with Points of You is shown at Appendix 4.

## CQC COMMUNITY MENTAL HEALTH SERVICE USER SURVEY 2017

The NTW scores by section are shown below.

Section scores:	NTW 2017	Lowest trust score achieved 2017	Highest trust score achieved 2017
Health & Social Care Workers	7.8	6.4	8.1
Organising Care	8.5	7.8	9.0
Planning Care	7.0	6.0	7.5
Reviewing Care	7.4	6.2	8.3
Changes in who people see	6.7	4.6	7.3
Crisis Care	6.2	5.1	7.3
Treatments	7.6	6.3	8.2
Support & Wellbeing	5.1	3.5	5.9
Overall views of care and services	7.4	5.9	7.9
<b>Overall experience</b>	<b>7.2</b>	<b>5.9</b>	<b>7.5</b>

This information is also shown in graph form below, with the bar representing the range of trust scores and the diamond representing the NTW 2017 score:



# CQC COMMUNITY MENTAL HEALTH SERVICE USER SURVEY 2017

## NATIONAL RESULTS

CQC categorises each trust according to their results. No trusts have been categorised as “much better than expected”, and patients from three trusts experienced care that was “better than expected”:

- 2gether NHS Foundation Trust (this trust received the highest response rate to the survey, at 33%, and is currently rated “Good” by CQC)
- Humber NHS Foundation Trust (this trust is currently rated as “Requires Improvement” by CQC)
- Mersey Care NHS Foundation Trust (this trust is currently rated as “Good” by CQC).

One trust, Northamptonshire Healthcare NHS Foundation Trust, has been identified as achieving “worse than expected” with results that indicate patient experience that was substantially worse than elsewhere. This trust is currently rated as “Good” by CQC.

One trust, Isle of Wight NHS Trust, has been identified as achieving “much worse than expected”. This trust is currently rated “Inadequate” by CQC.

CQC, when publishing the results of the survey, stated:

*“Around two-thirds of respondents reported a positive experience of overall care. In addition, the vast majority of respondents said that they knew how to contact the person in charge of their care if they had concerns. Higher proportion of respondents this year also knew who to contact out of hours if they were experiencing a crisis.*

*However, substantial concerns remain about the quality of care some people experience when using community mental health services. There has been little notable improvement in survey results in the last year in the majority of areas.*

*The survey results suggest scope for further improvements in a number of areas including: crisis care, access and coordination of care, involvement in care, monitoring the effects of medication and receiving additional support.”*

A benchmarking analysis of trust results has been included at Appendix 5, showing the number of questions that were rated within the categories “worse than expected”, “better than expected” and “about the same as other trusts”.



# MENTAL HEALTH INPATIENT SURVEY 2017

## Mental Health Inpatient Survey 2017 – NTW Results Summary

A separate survey of mental health inpatients of working age has also taken place during 2017, which, unlike the community mental health survey, is not mandated by CQC, resulting in lower trust participation. The question content of the survey is determined by the Care Quality Commission however they do not publish the results of this survey.

As with the Community Mental Health Survey, this is an opportunity to compare results with the findings of our Points of You process and explore issues in further detail.

NTW last took part in this survey in 2015, and again participated in 2017 along with another 18 mental health trusts surveyed by the survey provider Quality Health. A total of 349 individuals age 16-64 who had been admitted to an NTW acute mental health ward for at least 48 hours in the period 1<sup>st</sup> July 2016 to 31<sup>st</sup> December 2016 were surveyed and 76 (22%) responded. The overall response rate to this survey across the 18 participating trusts has not been made available by the survey provider. Note that unlike the community mental health survey, there is an upper age limit of 64 therefore individuals admitted to elderly mental health wards were not included in the survey.

Two areas of improvement identified were in relation to delayed transfers of care and service users feeling that that they were not always not listened to carefully by psychiatrists. High scoring areas in comparison to other trusts were cleanliness of bathrooms and toilets, availability of activities at evenings and weekends, and service users being aware how to make a complaint.

There are also some areas of significant improvement compared to the last time the trust participated in this survey (2015), most notably in responding to specific dietary needs, explaining the purpose and side effects of medication and the reading of rights.

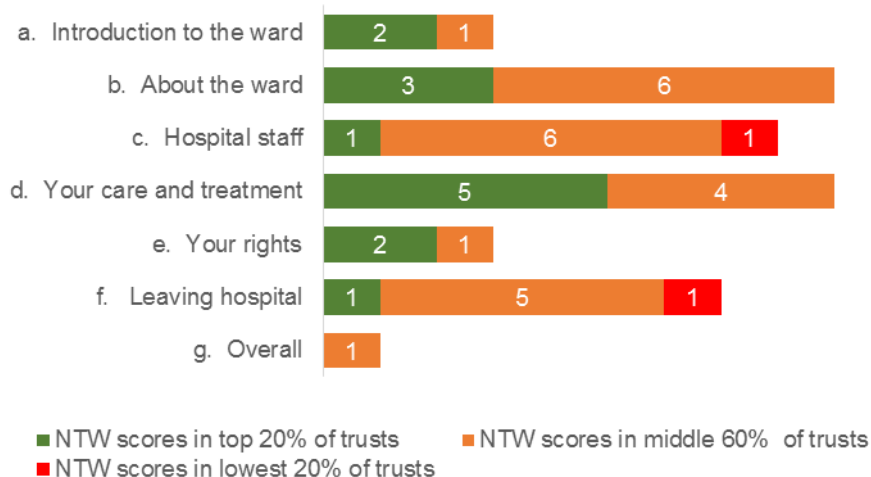
## MENTAL HEALTH INPATIENT SURVEY 2017

### NTW Analysis:

There were a total of 40 questions in the survey, covering the following topics:

	Number of questions	NTW scores in top 20% of trusts	NTW scores in middle 60% of trusts	NTW scores in lowest 20% of trusts
a. Introduction to the ward	3	2	1	0
b. About the ward	9	3	6	0
c. Hospital staff	8	1	6	1
d. Your care and treatment	9	5	4	0
e. Your rights	3	2	1	0
f. Leaving hospital	7	1	5	1
g. Overall	1	0	1	0
	40	35%	60%	5%

### 2017 Mental Health Inpatient Survey NTW Section Results



The majority of scores show improvement since the last survey conducted in 2015 (NTW did not undertake this survey in 2016). All but two of NTW's scores are in either the top 20% or middle 60%, when compared to the 18 organisations surveyed by Quality Health. The Trust scored comparatively better in questions relating to care and treatment than in other areas explored in the survey.

## MENTAL HEALTH INPATIENT SURVEY 2017

NTW results were in the highest 20% of trusts for more than a third of the questions and NTW achieved the highest score of all trusts participating in the survey for three questions:

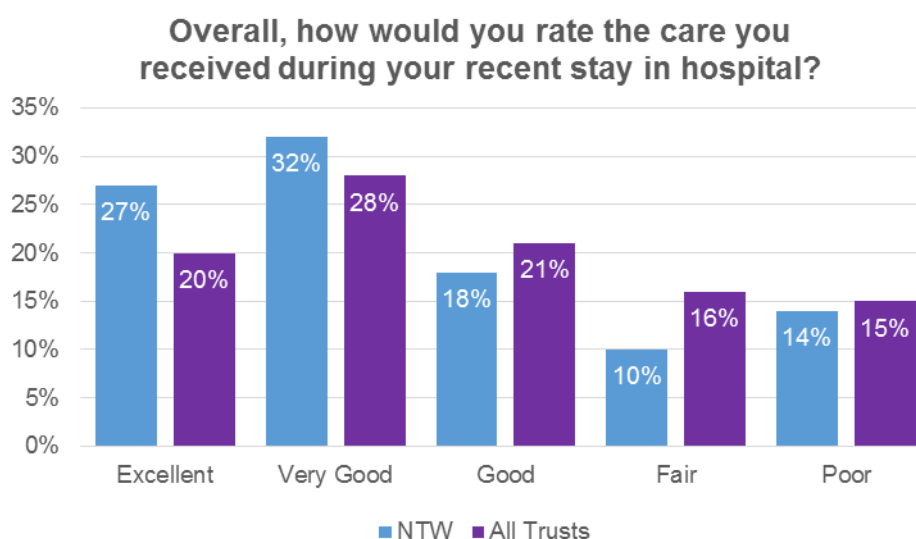
- toilets and bathrooms being very clean (59.2%)
- enough activities being available all of the time in the evenings and on weekends (25.7%), and
- service users being made aware of how to make a complaint (64.1%).

The scores for two questions fell within the bottom 20% of Trusts:

- whether service users feel that psychiatrists listen carefully to them (46.7%), and
- discharge not delayed for any reason (70.3%).

The last question in the survey asks individuals to rate their overall care received during their inpatient admission. NTW scored 58.9% in total for this question, which is an improvement against the 2015 score (53.7) and higher than the national average of 47.8% (which has decreased in each of the last two years). The survey scores to this question ranged from 32.4% (lowest scoring trust) to 71.4% (highest scoring trust).

The breakdown of responses to this question show that 27% of NTW respondents rated their care as “Excellent” and a further 32% rated their care as “Very Good”. Fourteen percent rated their care as poor, which is slightly below the survey average of 15%.



## MENTAL HEALTH INPATIENT SURVEY 2017

The most significant differences in NTW scores between the 2015 and 2017 surveys are shown below:-

No.	Question	2015	2017	Difference
<b>About the Ward</b>				
9	Always able to get specific dietary needs?	9.5%	45.5%	+36%
<b>Hospital Staff</b>				
15	Psychiatrists always listened carefully?	54.2%	46.7%	-7.5%
18	Always treated with respect and dignity by psychiatrist?	66%	60.3%	-5.7%
21	Always had confidence and trust in the nurses?	44.6%	57.9%	+13.3%
<b>Your Care and Treatment</b>				
24	Purpose of medication explained completely?	41.8%	56.5%	+14.7%
25	Told completely about the side effects of the medication?	24.1%	35%	+10.9%
<b>Your rights</b>				
36	When sectioned rights were explained completely?	36.2%	53.8%	+17.6%
37	Made aware of how to make a complaint?	52.3%	64.1%	+11.8%
<b>Leaving Hospital</b>				
40	Was your discharge delayed for any reason?	84.5%	70.3%	-14.2%

The report contains some recommendations in relation to the findings which will be considered and improvement plans developed where appropriate.

### Demographics and Comparison with Points of You

Key demographic characteristics of NTW respondents are attached at Appendix 6.

The survey results have been compared with Points of You (PoY) responses received in 2017-18 quarter two, highlighting some interesting findings.

For the PoY question “Did you feel safe?” the score for acute wards for adults of working age and psychiatric intensive care units was 7.9/10 (answered by 51 people in July-September 2017). The inpatient survey results for the question “During your most recent stay, did you feel safe?” was 37.3% (answered by 75 patients admitted July-December 2016).

For the PoY question “Did we listen to you?” the quarter 2 score for acute wards for adults of working age and psychiatric intensive care units was 7.2/10. The inpatient survey results for the questions “Did the psychiatrist(s) listen carefully to you?” was 46.7% and “Did the nurses listen carefully to you?” was 52%.

## **REPORT RECOMMENDATIONS**

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

**Anna Foster**

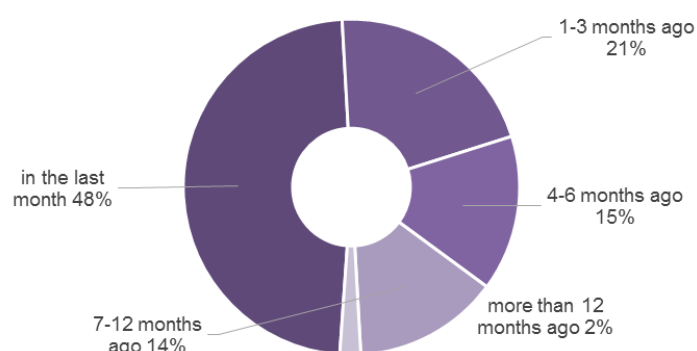
**Deputy Director of Commissioning & Quality Assurance**

**November 2017**

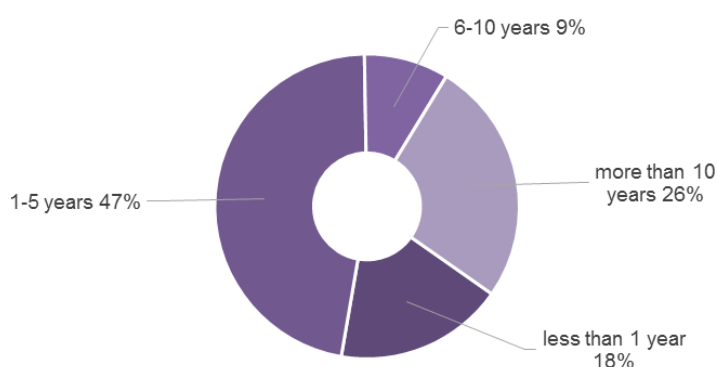
## Key demographic characteristics of the NTW service users who responded to the 2017 CQC Community Mental Health Survey

- 211 eligible NTW service users responded to the survey
- 55% of respondents were female (54% in 2016) and 45% were male (44% in 2016).
- 12% of respondents were aged under 35 (13% in 2016), 22% were aged 36 - 50 (28% in 2016), 28% were aged 51 - 65 (28% in 2016) and 37% of respondents were aged 66 and over (31% in 2016). This is indicative of a higher proportion of respondents 66 and over and fewer younger respondents (18-35) than in 2016.
- The respondents were ethnically homogenous – 96% white, 1% multiple ethnic group and not known 3%.

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

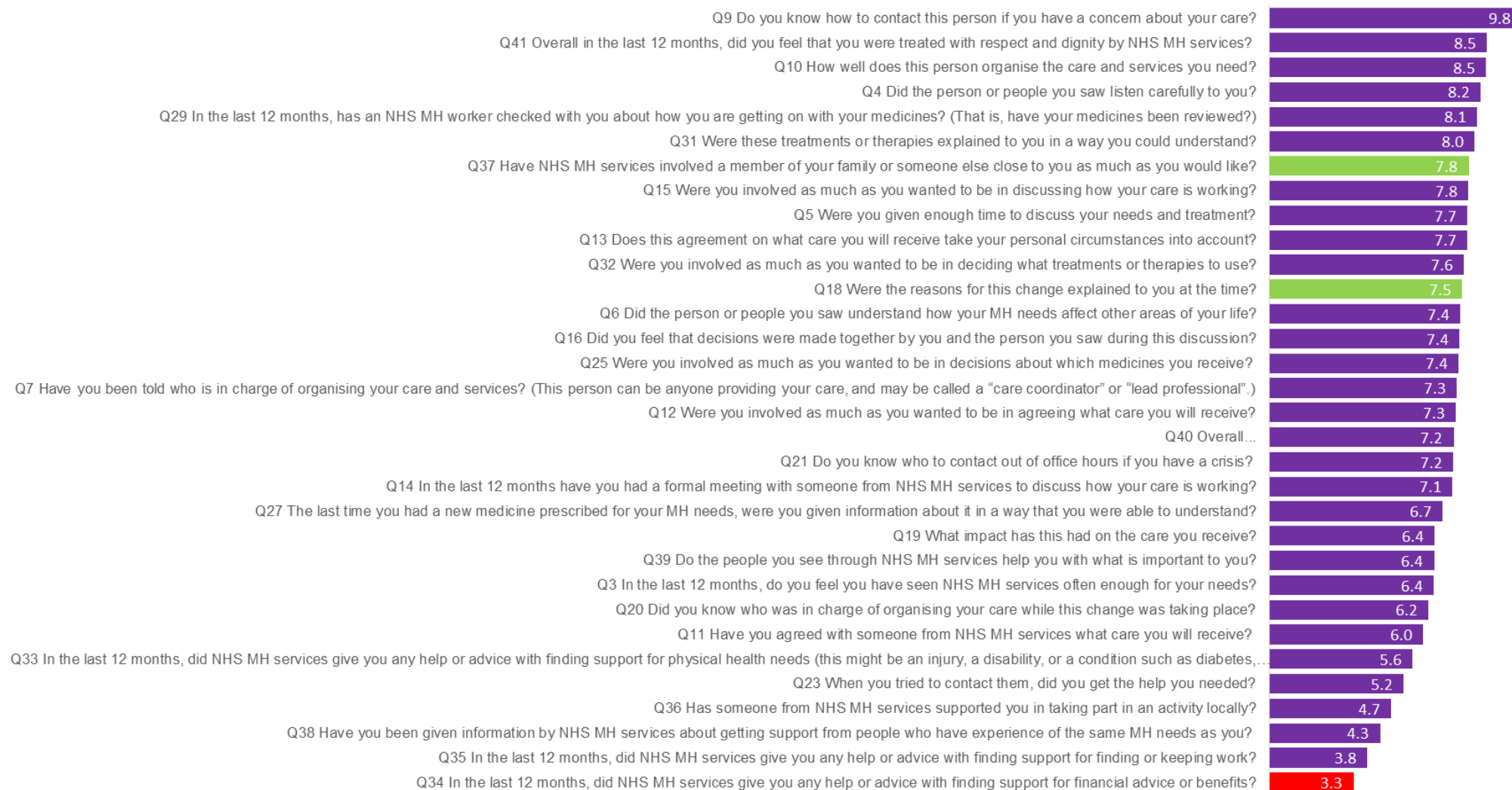


How long have you been in contact with NHS mental health services?



## Appendix 2

### 2017 CQC Community Mental Health Survey - NTW Results *Score out of 10. Higher is better*



## CQC COMMUNITY MENTAL HEALTH SURVEY 2017

### NTW 2016 vs 2017 Comparison:

There are 10 sections of the survey and a comparison between the 2016 and 2017 scores for each section are shown below. Scores improved in 1 section (section 5) in comparison to an improvement in 5 sections in 2016, scores deteriorated in 6 (sections 1, 2, 4, 6, 8 and 9) and remained static in 2 sections (sections 3 and 7). None of the year on year score changes are considered statistically significant.

Section	2016 NTW (Lowest – Highest Trust Score)	2017 NTW (Lowest – Highest Trust Score)
1. Health and Social Care Workers	7.9 (7.4 – 8.4)	7.8 (6.4 – 8.1)
2. Organising Care	8.6 (7.2 – 9.9)	8.5 (7.8 – 9.0)
3. Planning Care	7.0 (5.6 – 7.9)	7.0 (6.0 – 7.5)
4. Reviewing Care	7.9 (7.2 – 8.4)	7.4 (6.2 – 8.3)
5. Changes in who you see	6.0 (5.2 – 6.5)	6.7 (4.6 – 7.3)
6. Crisis Care	6.5 (5.8 – 7.1)	6.2 (5.1 – 7.3)
7. Treatments	7.6 (7.0 – 8.4)	7.6 (6.3 – 8.2)
8. Support and Wellbeing	5.3 (3.5 – 7.3)	5.1 (3.5 – 5.9)
9. Overall Views of Care and Services	7.6 (6.6 – 8.7)	7.4 (5.9 – 7.9)
<b>10. Overall Experience</b>	<b>7.2</b>	<b>7.2 (5.9 – 7.5)</b>

The following seven individual questions saw the most change from the previous year, although none were considered statistically significant:

Section	Question	2016	2017	Comments
Reviewing Care	Q15. Were you as involved as you wanted to be in discussing how your care is working?	8.4	7.8	
Reviewing Care	Q16. Did you feel that decisions were made together by you and the person you saw during this discussion?	8.0	7.4	
Changes in who people see	Q18. Were the reasons for this change explained to you at this time?	6.5	7.5	Better than expected. NTW is the highest scoring trust
Changes in who people see	Q20. Did you know who was in charge of organising your care while this change was taking place?	5.2	6.2	
Crisis Care	Q23. When you tried to contact them, did you get the help you needed?	5.8	5.2	
Support and Wellbeing	Q34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	4.2	3.3	Worse than expected
Support and Wellbeing	Q37. Have NHS mental health services involved a member of your family or someone close to you as much as you would like?	7.3	7.8	Better than expected. NTW is the highest scoring trust



## **CQC COMMUNITY MENTAL HEALTH SURVEY 2017**

### **QUALITATIVE QUESTIONS AND COMPARISON WITH POINTS OF YOU**

Alongside the survey results, the Trust has received and analysed qualitative comments made by NTW respondents to the following two questions:

#### **Is there anything good about your care?**

Staff/Staff Attitude and the provision of supportive relationships, being kind, caring, helpful and friendly were overwhelming the most frequently made comments from the 2017 survey. This is reflective of the comments made in the 2016 survey.

This information is reflective of comments received from our internal Points of You surveys from 822 responses (August – November 2017) there were 420 comments made in relation to staff/staff attitude, and 370 of those were positive comments.

The Points of You results also showed extremely positive comments in relation to the service quality/outcomes for services users. Of 116 responses, 97 were positive with comments thanking services for their help, support and advice.

#### **Is there anything that could be improved?**

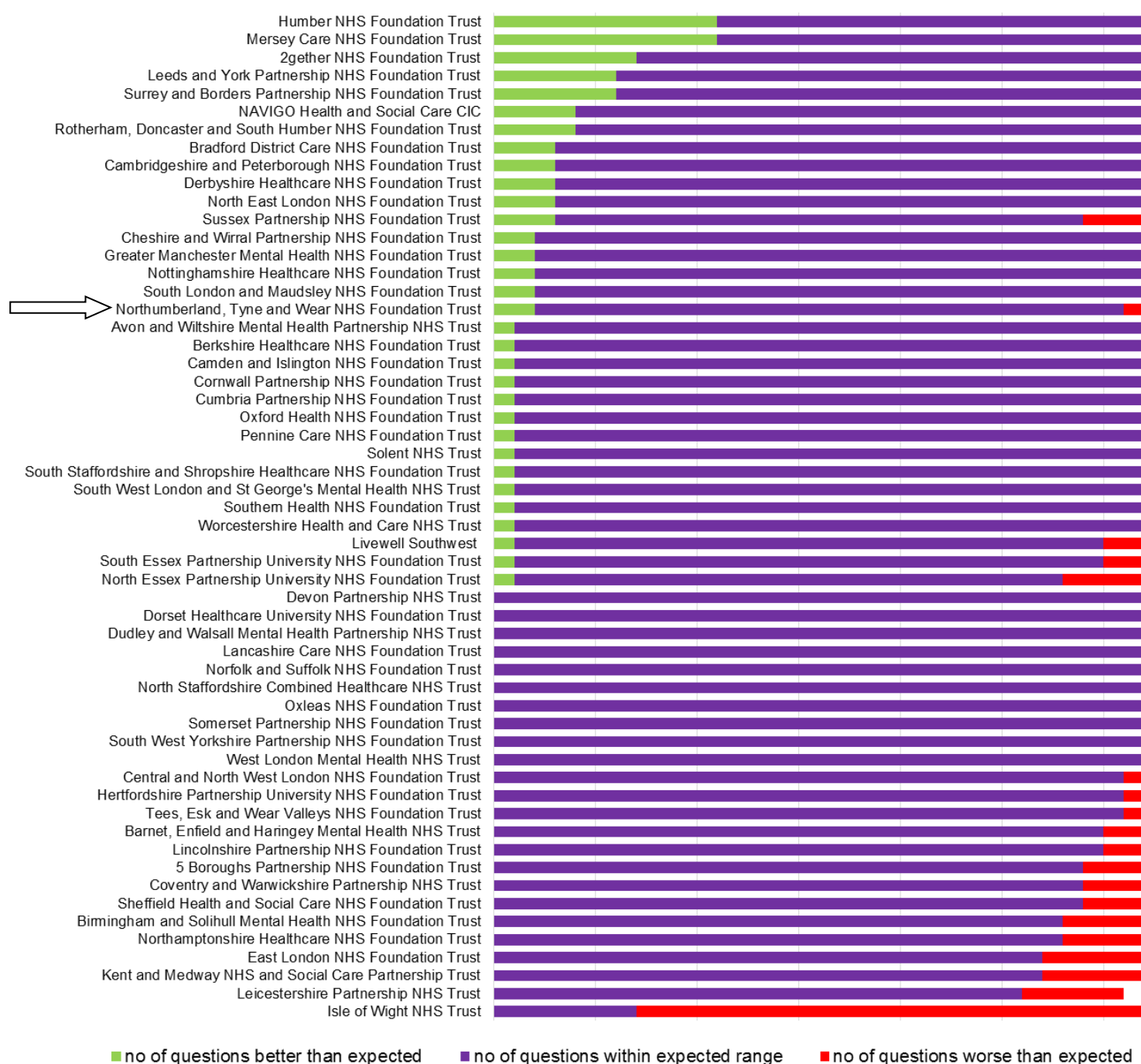
1. Continuity of care – the majority of the concerns raised were in relation to service users not seeing the same person at each appointment this affected the continuity of care and also that there were not sufficient staff available.
2. Accessing Services a) waiting times, and b) contact between appointments
3. Communication – service users felt that they were often not listened to and that they needed more time at appointments.

The two of the three key themes highlighted above are also those which receive the most negative comments from our internal Points of You surveys:-

1. Access to services – 31 comments were received of which 24 were negative. Comments received were in relation to waiting times, follow up appointments and services being underfunded.
2. Communications – 105 comments were received with 45 of those being negative and concerned service users feeling that they were not listened to and the availability of information.

## CQC COMMUNITY MENTAL HEALTH SURVEY 2017

## All Trust Results - Number of Questions Better or Worse than Expected

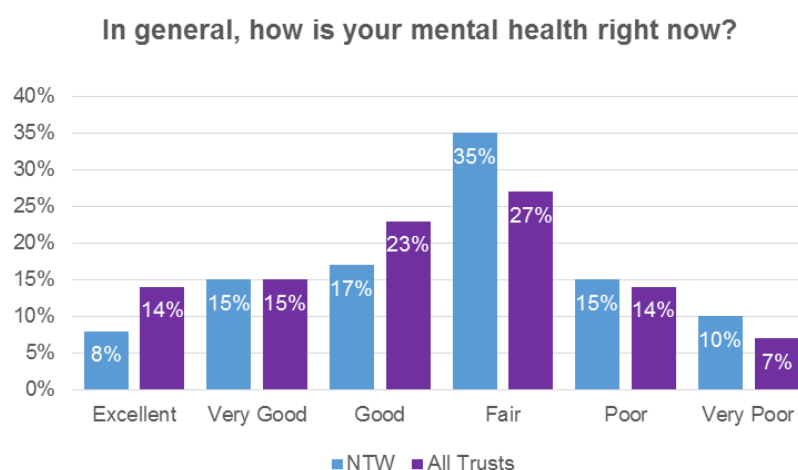


## INPATIENT SURVEY 2017 – DEMOGRAPHIC ANALYSIS

### Key demographic characteristics of the 76 NTW service users who responded to the survey

- 51% of respondents were male and 49% were female.
- 7% of respondents were aged 16 – 24, 16% were aged 25 - 34, 14% were aged 35 – 44, 37% of respondents were aged 45 – 54, 26% were aged 55 – 64. This is indicative of a higher proportion of respondents aged 45 - 64 with 63% being from this age group.
- The ethnicity of respondents was: 97% white, 1% Irish, 1% white and black Caribbean and 1% other ethnic background.

Survey respondents were asked “in general, how is your mental health right now?” and a breakdown of the responses is shown below. NTW respondents reported poorer mental health than other trusts:



NTW respondents typically have more physical health issues than other trusts, as highlighted in the following graph:

