

PUBLIC

<p>PAPER BOD 128/2011 (Agenda Item: 8)</p>
--

**Report to the Meeting of the
Oxford Health NHS Foundation Trust
Board of Directors**

28 September 2011

**The Care Quality Commission's Community Mental Health Service User
Survey 2011**

For: Information

This is a summary of the CQC Community Mental Health Service User Survey 2011 that was published on the CQC website in August and is being presented to the Board of Directors for information.

Report

On 9th August 2011, the Care Quality Commission published the standardized results of the 2011 Community Mental Health Service User Survey. This is a national survey undertaken by all NHS mental health service providers. For the Trust, the results for the 9 sections were about the same as other mental health providers with the exception of the care coordination section which was worse. Of the 39 questions reported on, 6 were worse than other mental health providers (in the bottom 20%) and 2 were better (in the top 20%), the remainder were about the same. An action plan has been agreed with the Mental Health and Children and Families Divisions which focuses on improving the experience of patients not on CPA through the application of some agreed standards.

Recommendation

The Board is asked to note this report.

Author and Title: Mike Foster, Deputy Director of Nursing

Lead Executive Director: Ros Alstead, Director of Nursing and Clinical Standards

PUBLIC

A risk assessment has been undertaken around the legal issues that this paper presents and there are no issues that need to be referred to the Trust Solicitors.

*This paper provides assurance and evidence against the Care Quality Commission Outcomes:1
Respecting and involving people who use services outcome 4 care and treatment and 16
Assessing and monitoring the quality of service provision*

**Care Quality Commission Community Mental Health Service
User Survey 2011**

Introduction

On 9th August 2011, the Care Quality Commission published the standardized results of the 2011 Community Mental Health Service User Survey. This is a national survey undertaken by all NHS mental health service providers. For the Trust, the results for the 9 sections were about the same as other mental health providers with the exception of the care coordination section which was worse. Of the 39 questions reported on, 6 were worse than other mental health providers (in the bottom 20%) and 2 were better (in the top 20%), the remainder were about the same. An action plan has been agreed with the Mental Health and Children and Families Divisions which focuses on improving the experience of patients not on CPA through the application of some agreed standards.

Summary of the results

Of the 793 eligible cases surveyed, 208 responded; this was a response rate of 26.23%. Approximately 2/3 of service users surveyed were not on CPA, and 1/3 service users were. It is not possible to differentiate between these 2 groups in the results.

Question Sections

<u>Section heading</u>	<u>Score out of 10 for your trust</u>	<u>How this score compares with other trusts</u>
Health and Social Care Workers	8.2	about the same
Medications	7.12	about the same
Talking therapies	7.08	about the same
Care Coordinator	7.66	Worse
Care Plan	7.07	about the same
Care Review	7.24	about the same
Crisis Care	6.37	about the same
Day to Day Living	5.47	about the same
Overall	6.25	about the same

PUBLIC

For some of the key questions, the results were mixed:

<u>Question</u>	<u>Trust response</u>	<u>Top performing trusts</u>	<u>Change from 2010</u>
Treated with respect and dignity by staff	yes definitely 90%	94%	Declined by 5%
Trust and confidence in last staff member seen	yes definitely 76%	85%	Declined by 7%
Told about side effects of medication	yes definitely 62%	63%	Declined by 5%
Worker checked about how getting on with medication	yes 65%	82%	Declined by 9%
Know who care coordinator is	67%	86%	Declined by 8%
Given/ offered a copy of care plan	75%	75%	Improved by 15%
Had care review in last 12 months	71%	81%	Improved by 2%
Have out of hours number to call	50%	66%	Improved by 6%
Support in getting help with physical health needs	38%	55%	Declined by 9%
Involved family as much as would like	60%	66%	Declined by 12%
Overall satisfaction	excellent and v-good 65%	74%	Declined by 2%

For the following questions the Trust was worse than other trusts (in the bottom 20%):

<u>Question</u>	<u>Website description</u>	<u>Score out of 10</u>
Did you have trust and confidence in <i>this</i> person?	<i>Trust and confidence</i> for having trust and confidence in the health or social care worker seen most recently	7.57
Were you given enough time to discuss your condition and	<i>Time</i> for being given enough time to	7.44

PUBLIC

treatment?	discuss their condition or treatment with the health or social care worker seen most recently	
In the last 12 months, has an NHS mental health or social care worker checked with you about how you are getting on with your medicines (i.e. have your medicines been reviewed)?	<i>Review of medicines</i> for having a mental health or social care worker check how they have been getting on with their medicine over the last 12 months	6.49
Do you know who your Care Co-ordinator (or lead professional) is?	<i>Care co-ordinator</i> for knowing who their care co-ordinator (or lead professional) is	6.74
In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your physical health needs?	<i>Support for Physical Health Needs</i> For those with physical health needs, receiving enough support from NHS mental health services in getting help, if they needed it, in the last 12 months	3.81
Overall, how would you rate the care you have received from NHS Mental Health Services in the last 12 months?	<i>Overall care</i> for receiving good overall care from NHS mental health services in the last 12 months	6.47

For the following questions the Trust was better than other trusts (in the top 20%):

<u>Question</u>	<u>Website description</u>	<u>Score out of 10</u>
Does your NHS care plan set out your goals? This might include the changes you want to make to your life as your care progresses or the things you want to achieve.	<i>Goals</i> For the care plan setting out their goals	7.11
Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?	<i>Asking about non-prescription drugs</i> For someone in NHS mental health services asking them about use of non-prescription drugs	5.79

PUBLIC

The survey was undertaken by Quality Health and they collected a number of comments from service users that are not published by the CQC but were given to the Trust. These were both positive:

- “I was seeing a doctor, he is the only person I have been able to talk to. I found is very helpful”
- “Am grateful and find service very good, supportive and listening to my needs. Helping me.”
- “Generally speaking everyone from whom I have been in contact has been very helpful and explained all that is being put forward”
- “I was being treated privately for about 18 months before the NHS became involved, the difference was staggering, NHS was far better”

And negative:

- “I have seen different doctors and locums in the last year and then I feel they don't know me.”
- “Was not given any contact numbers in case of relapse or problems out of surgery hours.”
- “When trying to come off some medication I was not informed about withdrawal symptoms and had to go back on to medication as a result.”

Discussion

There are a number of criticisms that can be made of the Community Mental Health Service User Survey; in particular its small sample size and failure to differentiate in the results between those on CPA and those not on CPA. Putting these aside, the Trust has failed to make the improvements one would hope for year on year. Overall, the results were disappointing: for the majority of sections the Trust was about the same as other mental health providers; in many key areas, there had been a decline in performance from the 2010 results; the trust was in the bottom 20% of trusts for 8 questions and only in the top 20% of trusts for 2.

The action plan for last year's survey focused on improving CPA performance. This did lead to improvements in 3 of the areas: given/ offered a copy of care plan; had care review in last 12 months; and have out of hours number to call. There was, however, a worrying decline in knowing who your care coordinator/lead professional is.

The decline in service users that were offered support for their physical health needs was also a particular worry as this was an area where it has been recognised that the trust needs to improve its quality of care. There have been a number of initiatives but these have mainly been focused on the mental health wards.

PUBLIC

Action Plan

Quality Health that undertakes the survey for the Trust and the Picker Institute that analyses and publishes the results for the CQC, both recommend that it is better to focus on improving in a small number of areas rather than a lot.

The results have been shared with the Mental Health and Children and Families Divisions and an action plan has been agreed with both divisions. There are already standards for service users that are on CPA. It has been agreed that the following standards should be applied to those not on CPA:

- Service users should know who their care coordinator or lead professional is
- Service users should be given a copy of their care plan
- Service users should have an annual care review meeting
- Service users should have their physical health checked
- Service users should have a contact number out of hours

This will require a change to CPA policy, but in the meantime divisions will be implementing this as divisional procedure. An audit tool will developed with a sample of service users not on CPA in teams being audited every 2 months.

Mike Foster, Deputy Director of Nursing
September 20th 2011