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

Board of Directors

BOD 06/2021
(Agenda item10)

27 January 2021

Results of the 2020 National Community Mental Health Patient Survey

For: Assurance

Executive Summary

This national survey looks at the experiences of people receiving community mental health services.

Below is a summary of the results which were published on 24th November 2020. The CQC have said they are not going to compare the 2020 results with the 2019 results or publish an outlier report as they have done in previous years because of the potential skew of feedback as the fieldwork coincided with COVID-19 wave 1.

There are several positives in the results where we have improved since 2019 or the comparator information we have from our contractor (Quality Health Ltd) indicates the Trust is above the average score. However there are still improvements to make. The Trust scored well in relation to questions on:

- involving family members,
- how to contact your Care Coordinator,
- how well the Care Coordinator organised their care, feeling treated with dignity and respect,
- how NHS therapies were explained and
- how a patient was asked how they are getting on with their medicines.

The key improvements areas are:

- patient involvement in care,
- knowing who to contact in a crisis,
- offering help with finding/ keeping work,

- supporting with physical healthcare needs, and
- increasing how often patients are asked for their feedback on care.

These are similar to the national areas identified for improvement. The Mental Health Directorates have developed an action plan to address these areas which will be overseen by the directorate quality group.

Governance Route/Escalation Process

The provisional results were shared with the Quality Sub-Committee in October and then the embargoed results were shared with the Executive Team on 23rd November 2020 ahead of the results being published by the CQC on 24th November 2020.

Recommendation

For the Board to be assured with progress and actions taken following receiving the survey results.

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1. *A risk assessment has been undertaken around the legal issues that this report presents and [there are no issues that need to be referred to the Trust Solicitors]*
2. **Strategic Objectives/Priorities** – *this report relates to or provides assurance and evidence against the following Strategic Objective(s)/Priority(ies) of the Trust*

1) Quality - Deliver the best possible clinical care and health outcomes

Methodology

The 2020 national community mental health survey was conducted between February to June 2020. A random selection of 1250 patients who are eligible were sent the survey and 345 responded, response rate of 28%. Patients were eligible if they were aged over 18, on CPA or not, had at least two contacts from a secondary mental health community team, one of which occurred between September-November 2019, and were not a current inpatient.

The fieldwork for the next 2021 survey is due to start in February 2021.

Demographics

60% of responders were female, we received responses from patients within each of the following age bands 18-35 (24%), 36-50 (17%), 51-65 (22%) and 66+ (37%). The majority of responses were from patients who identified with a white ethnicity (93%).

Results

Overall

The national results are presented as a score on a scale from 0 to 10. The higher the score the better a Trust is performing. Overall patients rated their experience as 7.1 this is the same as 2019 and very similar to the national average. 51% of patients rated their overall experience as an 8, 9 or 10. 81% of patients said we involved a family member or someone else close as much as they would like (this includes yes definitely and yes to some extent).

Below is the summary of the results across each section of the survey, there are between 1 and 5 questions in each section;

Patient survey	Patient response ?	Compared with other trusts ?
+ Health and social care workers	7.6/10	About the same
+ Organising care	8.6/10	About the same
+ Planning care	6.9/10	About the same
+ Reviewing care	7.6/10	About the same
+ Crisis care	6.7/10	About the same
+ Medicines	7.2/10	About the same

+ NHS Therapies	7.8/10	About the same
+ Support and wellbeing	5.1/10	About the same
+ Feedback	2.2/10	About the same
+ Overall views of care and services	7.5/10	About the same
+ Overall experience	7.1/10	About the same

Positives

The Trust scored well in relation to questions on:

- involving family members,
- how to contact your Care Coordinator,
- how well the Care Coordinator organised their care,
- feeling treated with dignity and respect,
- how NHS therapies were explained and how a patient was asked how they are getting on with their medicines.

Areas for Improvement

In the following questions were scored poorly (in some cases this was in line with other NHS Trusts, however we would want to improve this).

Question	Section of Survey	Response	Comparisons (from contractor)
Involved as much as you wanted to be in decisions in agreeing what care you will receive	Planning care 6.9 (3 questions asked in section)	54.8% yes definitely and 39.5% yes to some extent	Other Trusts – slightly worse 2019 similar
Knowing who to contact within the NHS in a crisis	Crisis care 6.7 (2 questions asked in section)	64.8% yes	Other Trusts – better (3 %) 2019 similar
Asked in the last 12 months to give your views on the quality of your care	Feedback score 2.2	22.6% yes	Other Trusts - slightly better 2019 similar

Question	Section of Survey	Response	Comparisons (from contractor)
	(1 question asked in section)		
Help or advice with finding support for finding/ keeping work in the last 12 months	Support and Wellbeing score 5.1	24% yes definitely and 29% yes to some extent	Other Trusts - slightly better 2019 similar
Help or advice with finding support for financial advice or benefits in the last 12 months	(5 questions asked in section)	31% yes definitely and 22% yes to some extent	Other Trusts - slightly better 2019 similar
Support in joining a group or taking part in an activity in the last 12 months		29% yes definitely and 40% yes to some extent	Other Trusts -same 2019 slightly improved
Support with physical health needs in the last 12 months		41% yes definitely and 26% yes to some extent.	Other Trusts -same 2019 similar

Comparisons

Although the CQC has not published detailed comparisons this year, 50 out of the 55 Mental Health Trusts use the same contractor to run the survey so we have a good idea from our internal results from the contractor where we lie nationally.

The Trust scored better than average on the following questions;

- Did the person understand how your mental health needs affect other areas of your life?
- Have you been told who is in charge of organising your care?
- Do you know how to contact this person (Care Coordinator) if you have a concern about your care?
- Overall in the last 12 month did you feel that you were treated with respect and dignity?
- Were these NHS therapies explained to you in a way you could understand?
- In the last 12 months has a worker checked with you about how you are getting on with your medicines?
- How well does this person (Care Coordinator) organise the care and services you need?

The Trust scored less positively compared to other NHS Trusts on the following questions;

- How well does the person organise the care and services you need?
- Did you feel that decisions were made together by you and the person?

- Would you know who to contact out of office hours if you have a crisis?

The full results are embedded below.



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Next steps

The Mental Health Directorates have developed an action plan to address each of these areas with monitoring through their quality groups and reporting into the Quality Sub-Committee quarterly.