

Community Mental Health Survey 2006
West London Mental Health NHS Trust

Collation of data from the Patient Survey 2006
(Healthcare Commission)

for the

North West London Patients' Parliament

*Data from the Healthcare Commission Survey
of Users of Mental Health Services in the
North West London Region*



13th October 2006



Collation of data from the Community Mental Health Survey 2006
To show Survey results of Users of Mental Health Services in the NWL Region

The Healthcare Commission Survey of Community Mental Health Services is a national survey of more than 19,000 people using mental health services provided in the community.

There are two Mental Health Trusts in the NW London Region that run inpatient and community mental health services, and we have collated the information from the national survey to show the scores for each NW London trust against the highest scores achieved in all trusts nationally.

MENTAL HEALTH SERVICES IN NORTH WEST LONDON	
Central & North West London MH Trust 104 sites	Mental health services for adults/older people in: ▪Brent ▪Westminster ▪Kensington & Chelsea ▪Harrow
	Mental health services for children in: ▪Brent, ▪Kensington & Chelsea ▪Hillingdon ▪Westminster
	Substance misuse services in: ▪Ealing ▪Hounslow ▪Hammersmith & Fulham
West London MH Trust - 30 sites (including Broadmoor high security hospital)	Mental health services for children, adults and older people in: ▪Ealing ▪Hounslow ▪Hammersmith and Fulham

For your information we also include a Summary of aggregate scores for a selection of questions from the National Survey below:

The survey found:

Most service users report being treated with respect and dignity by NHS staff

- 81% said they felt that their psychiatrist had definitely treated them with respect and dignity (up from 80% in 2005)
- 86% said they felt their community psychiatric nurse had definitely treated them with respect and dignity (up from 85% in 2005)
- 86% said they felt other healthcare professionals (including social workers, occupational therapists and psychologists) had definitely treated them with respect and dignity (up from 84% in 2005)
- 70% said they felt their psychiatrist had definitely listened carefully to them (up from 69% in 2005)



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The survey also highlights areas where progress needs to improve:

Access to crisis care and talking therapies needs to improve

- Only 49% of service users reported having the phone number of someone from their local NHS mental health service who they could contact out of office hours (up from 48% in 2005)
- 62% of those calling an out-of-hours contact number said they had spoken to someone immediately, down from 64% in 2005. Twenty one percent got through in an hour or less (down from 22% in 2005)
- Talking therapy had been received by 39% of respondents (compared with 40% in 2005), with 35% of those who had not received counselling sessions saying they would have liked to have them
- More than half (52%) of those who received counselling such as talking therapy said they definitely found it helpful, the same percentage as last year's survey

Involvement of service users in decisions about their care is patchy

- 42% of those who had taken medication to treat their mental health problems said that they had definitely been involved in decisions about this medication, up from 39% in 2005
- Every service user should have at least one care review a year to ensure that their care is appropriate for their current needs. Only 51% of service users report having a care review in the last 12 months, although this is up from 47% in 2005
- 68% felt that they were definitely given the chance to express their views during their care review meeting, up from 66% in 2005. Forty-nine percent said they definitely found the review helpful, up from 47% in 2005
- Every service user should be offered a copy of their care plan outlining their agreed programme of treatment. Forty-five percent of service users on the standard care programme approach said they had been offered a copy, up from 41% in 2005. This compared with 71% of those on the enhanced care programme approach (used for people with more acute mental health problems), up from 70% in 2005

Information and support for day to day living could improve

- Less than half (48%) of respondents who wanted information about local support groups for mental health service users said they received it
- Only 50% of respondents who would have liked help from mental health services in finding work said they had received any
- Sixty-eight percent of respondents who wanted help with receiving benefits had received it.



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PATIENT FOCUS		
Health professionals		
Q4 Did the psychiatrist listen carefully to you?	84	89
Q5 Did you have trust and confidence in the psychiatrist you saw?	76	85
Q6 Did the psychiatrist treat you with respect and dignity?	87	95
Q7 Were you given enough time to discuss your condition and treatment?	77	85
Q8 Have any of your appointments with a psychiatrist been cancelled or changed?	77	90
Q9 Were your last two appointments with the same psychiatrist?	74	93
Q11 Did the community psychiatric nurse listen carefully to you?	87	93
Q12 Did you have trust and confidence in the community psychiatric nurse?	78	92
Q13 Did the community psychiatric nurse treat you with respect and dignity?	88	99
Q16 Did the other health professional listen carefully to you?	91	95
Q17 Did the other health professional treat you with respect and dignity?	92	96
Medications		
Q19 Do you have a say in decisions about the medication you take?	56	71
Q21 Were the purposes of any new medications explained to you?	74	88
Q22 Were you told about possible side effects of any new medications?	58	66
Counselling		
Q23 In the last 12 months, did the provision of talking therapies meet your requirements?	73	87
Q25 If you had talking therapy, did you find it helpful?	67	79
Your care co-ordinator		
Q26 Have you been told who your care co-ordinator is?	58	95
Q27 Can you contact your care co-ordinator if you have a problem?	79	89
Your care plan		
Q28 Have you been given (or offered) a written or printed copy of your care plan?	39	86
Q29 Do you understand what is in your care plan?	72	84
Q30 Were you involved in deciding what was in your care plan?	45	72
Your care review		
Q31 In the last 12 months have you had a care review?	32	59
Q32 Were you told that you could bring a friend or relative to your care review meetings?	77	89
Q33 Were you given a chance to talk to your care co-ordinator about what would happen?	58	88
Q34 Were you given a chance to express your views at the meeting?	82	92



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Q35 Did you find the last care review helpful?	66	83
Support in the community		
Q37 Were the activities provided by the day centre or day hospital helpful?	70	88
Q38 In the last 12 months have you received any information about local support groups?	46	70
Q40 In the last 12 months have you received help with finding work?	42	64
Q41 In the last 12 months have you received help with getting benefits?	66	83
Crisis care		
Q42 Do you have the number of someone from NHS services that you can phone out of office hours?	39	83
Q44 The last time you called the number, how long did it take you to get through to someone?	-	92
Q45 The last time you called the number, did you get the help you wanted?	-	75
Your family or carer		
Q49 Has a member of your family or someone else close to you been given enough information?	54	66
Q50 Has a member of your family or someone else close to you had enough support?	42	56
Overall		
Q51 Overall, how would you rate the care you have received from Mental Health Services?	63	77
Q52 Do you have enough say in decisions about your care and treatment?	55	72
Q53 Has your diagnosis been discussed with you?	65	71



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Background Information		
The sample	This trust	All trusts
Number of respondents	218	19494
Response Rate (percentage) 34 39	34	39
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	42	43
Female	58	57
Age group (percentage)		
Aged 35 and younger	18	23
Aged 36-50	48	42
Aged 51-65	34	35
Ethnic group (percentage)		
White	67	93
Mixed	6	1
Asian or Asian British	14	2
Black or Black British	10	3
Chinese or other ethnic group	3	1