



## Community mental health survey 2017 Care Quality Commission

### If you only read four things:

1. The Care Quality Commission (CQC) undertook a survey of mental health service users aged 18 and over in 2017<sup>1</sup>. Around 47,600 people were invited to participate nationally; 246 local service users responded.
2. Nationally, many service users experienced poor quality care, and there was little improvement since 2014.
3. The Norfolk and Suffolk Foundation Trust (NSFT) performs worse than other trusts for crisis care. It performs “about the same” as other trusts in the other nine topic areas surveyed.
4. The lowest scores were for finding information and support from others and for finding or keeping work.

### Key points

The Care Quality Commission undertook a survey of mental health service users aged 18 and over in 2017<sup>1</sup>. Nationally around 47,600 people were invited to participate and there was a response rate of 26% overall. The CQC reviewed patient responses, and from these created a rating for each service.

Participants had to have received care or treatment for a mental health condition, including services provided under the Care Programme Approach (CPA). CPA is a package of care for people with mental health problems to assess their needs (including physical and financial) and set out what support they will receive<sup>2,3</sup>.

The survey did not include people only seen once for an assessment, current inpatients, people who have not been seen in person (i.e. only phone or email contact) and anyone primarily receiving treatment in specific areas such as psychological treatments from Improving Access to Psychological Therapies (IAPT), chronic fatigue/ME, psychosexual medicine (sexual dysfunction), drug and alcohol abuse, learning disability services, specialist forensic services, and gender identity.

### The numbers

#### National results

Many service users experienced poor quality care. There had been little improvement since the 2014 survey. Despite this, around two thirds (64%) said they had a positive experience of overall care.

However, needed improvements were identified in most other areas including information and involvement in decisions about:

- monitoring medication
- access and coordination of care
- crisis care
- involvement in care
- receiving additional support

#### Local findings

Responses were received from 246 service users at Norfolk and Suffolk Foundation Trust (NSFT). An interactive score board for NSFT can be found at [www.cqc.org.uk/provider/RMY/survey/6](http://www.cqc.org.uk/provider/RMY/survey/6)

In nine of the ten main patient survey areas the Trust was said to perform “about the same” as other trusts. Patient responses rated crisis care at 5.5/10. The CQC therefore rated Norfolk and Suffolk

Foundation Trust (NSFT) as “worse” for crisis care, meaning “the trust did not perform as well for that particular question compared to most other trusts that took part in the survey”.

The highest scores for any area were:

- being treated with respect and dignity (a fall from 9.4 in 2014) 8/10
- being able to contact the person organizing their care 9.5/10

The lowest scores were recorded for:

- information on support from others 3.8/10
- help finding support for finding or keeping work 3.6/10

## Conclusions

The responses are based on a small number of clients. However, the results calibrate with other user views from the “conversations’ workshops and other sources.

## Further information

Suffolk Mental Health Needs Assessment ([www.healthysuffolk.org.uk/jsna/reports/health-needs-assessments/mhna-2018](http://www.healthysuffolk.org.uk/jsna/reports/health-needs-assessments/mhna-2018))

## References

1. Care Quality Commission. Community mental health survey 2017. (2017). Available at: <http://www.cqc.org.uk/publications/surveys/community-mental-health-survey-2017>. (Accessed: 16th February 2018)
2. NHS Choices. Care Programme Approach. (2018). Available at: <https://www.nhs.uk/conditions/social-care-and-support/care-programme-approach/>. (Accessed: 22nd May 2018)
3. Rethink Mental Illness. Care Programme Approach. (2017). Available at: <https://www.rethink.org/diagnosis-treatment/treatment-and-support/cpa>. (Accessed: 22nd May 2018)