

National NHS patient survey programme

Survey of people who use community mental health services 2013

Full national results with 2012 comparisons

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care in England.

Our purpose:

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

Our role:

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

Survey of people who use community mental health services 2013

To improve the quality of services that the NHS delivers, it is important to understand what service users think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences.

The survey results are primarily intended to be used by NHS trusts to help them improve their performance. CQC have included data from the survey in the Quality and Risk Profiles for providers, which contributes to our assessment of compliance with the essential standards of quality and safety set by the government. In the future, questions from the survey will be used in the new CQC surveillance model. For more information on the consultation regarding how CQC is proposing to regulate trusts going forwards please see the further information section. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The Trust Development Authority will use the results to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

The 2013 survey of people who use community mental health services involved 58¹ NHS trusts in England (including combined mental health and social care trusts, Foundation Trusts and community healthcare social enterprises that provide mental health services). We received responses from more than 13,000 service users, a response rate of 29%. Service users aged 18² 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 July 2012 and 30 September 2012. The survey included service users in contact with local NHS mental health services, including

¹ One trust was excluded from the survey as it was unable to follow the sampling instructions as specified in the survey guidance

² Before last year, surveys included service users aged 16 and over. However, the 2012 survey was granted support from the National Information Governance Board (NIGB) under section 251 of the NHS Act 2006 on the condition that 16 and 17 year olds were excluded.

those who receive care under the Care Programme Approach (CPA). Fieldwork took place between February and June 2013.

Similar surveys of community mental health services were carried out in 2010, 2011 and 2012. They are part of a wider programme of NHS patient surveys, which covers a range of topics including acute Inpatient services, Outpatient, A&E (Emergency Department) and Maternity services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

This document provides tables showing the national results for the community mental health surveys carried out in 2012 and 2013.

The Care Programme Approach

The term 'Care Programme Approach' (CPA) describes the framework that was introduced in 1990 to support and coordinate effective mental health care for people with mental health problems in secondary mental health services. Although the policy has been revised over time, the CPA remains the central approach for coordinating the care for people in contact with these services who have more complex mental health needs and who need the support of a multidisciplinary team.

There are likely to be some differences in the experiences of service users for some questions depending on whether they receive community mental health services under the CPA or not. This is partly due to the different service requirements for people on CPA who, as a result, may have different patterns of care. Therefore the 'crosstabulations' section at the end of this document breaks down the results to some of the questions to look at the results dependent upon whether the respondent receives service on CPA or not.³

Interpreting the tables

The tables present the national results for each question for 2012 and 2013. The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' which is the number of people that the results are based on.

Where the column for 2012 is missing, this means that we cannot compare the results, either because the question was not asked in 2012, or because the question wording and / or the response categories have been changed. As a consequence the results are no longer comparable because we do not know if any change is caused by alterations in the survey instrument or variation in service performance.

The tables show all specific responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not help evaluate performance.

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent had not taken

³ Please note that the crosstabulations at the end of this document breaking down the results by CPA and survey year are based on unweighted data

any prescribed medications for their mental health condition at Q9 then they would be instructed to skip the questions about medication and go to Q17.

Multiple Response Questions

The survey included one question with a response option to “tick all that apply” (Q52). Where this is the case we have presented percentages for each option, out of all those eligible to answer that question (some respondents may have ticked more than one category). This means that the results add up to over 100%.

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2013 compared with the last time the survey was carried out in 2012.⁴ A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final column of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change.

↑ shows that there has been a statistically significant increase in results

↓ shows that there has been a statistically significant decrease in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen for question 50 where the proportion of respondents who say their mental health is excellent is the same in 2012 and 2013, yet there is an arrow indicating a significant change. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

Methodology

The results from each trust are given equal importance in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a 'weight' to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

Please note that there has been a change to the comparison methodology for this year only in order to take into account errors found in some trusts' 2012 sampling methodologies.

During the sample checking process for the 2013 survey, errors were found in how some trusts had previously drawn their samples. These errors included omitting service users with CPA status unknown from the sample, failing to combine different

⁴ We used a z-test to compare data between 2012 and 2013. Results are based on two-sided tests with a significance level of 0.05

databases before drawing the sample, and misunderstanding the guidance. A full report is available at <http://www.nhssurveys.org/survey/1318>.

These errors meant that the samples drawn were not representative, and so the response data was not representative. It is impossible to tell whether any changes between these trusts' 2012 data and their 2013 data is due to a genuine change in service, or simply due to correcting the errors.

Because more than 15% of trusts had their sampling methodologies corrected for 2013, it is not possible to compare the national results for 2013 directly with the 2012 results. To account for this, we have compared these trusts with a modified version of the 2012 data set. The modified version uses the true 2012 data from trusts where there has been no difference in methodology year-on-year; where we cannot use the 2012 data for a trust, we replaced it with their 2013 data.

Comparing the true 2013 data with this modified version of the 2012 data allows us to detect large national changes while still presenting an accurate picture of English mental health services in 2013. Where the national situation has changed from 2012 (in terms of genuine improvements or declines in service user experience), a difference will be detected, because there will be a difference within many of the trusts whose true 2012 data contributes to the modified 2012 results. Using this approach means that we can be sure that we will not pick up on false differences that might have been caused by trusts whose methodologies were corrected between the 2012 and 2013 surveys.

Due to this there may be a small difference in the results for some questions as published here from those published in 2012.

Further information

The full national results for the 2013 survey are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/PatientSurveyMentalHealth2013

The results for the 2010, 2011 and 2012 community mental health surveys can be found on the NHS surveys website at:

www.nhssurveys.org/surveys/290

Full details of the methodology for the survey can be found at:

<http://www.nhssurveys.org/surveys/675>

More information on the programme of NHS patient surveys is available at:

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on Quality and Risk Profiles (QRP) can be found at:

www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-grps

More information about CQC's consultation on changes to the way we inspect, regulate and monitor care services can be found here:

<http://www.cqc.org.uk/public/sharing-your-experience/consultations/consultation-changes-way-we-inspect-regulate-and-monitor>

Your Care and Treatment

Q1 When was the last time you saw someone from the NHS mental health services?

	Survey Year		Significant change 2012-2013
	2012	2013	
In the last month	57%	56%	
1-3 months ago	22%	22%	
4-6 months ago	12%	12%	
7-12 months ago	7%	8%	↑
More than 12 months ago	2%	3%	
Number of respondents	14350	13236	

Answered by all

Q2 Overall, how long have you been in contact with NHS mental health services?

	Survey Year		Significant change 2012-2013
	2012	2013	
Less than 1 year	14%	14%	
1 to 5 years	40%	38%	↓
6 to 10 years	13%	13%	
More than 10 years	31%	32%	↑
I am no longer in contact with NHS mental health services	2%	2%	
Number of respondents	14151	13065	

Answered by all who saw someone from NHS mental health services

Health and Social Care Workers

Q3 Which of the following NHS healthcare workers or social care workers have you seen most recently for your mental health condition?

	Survey Year		Significant change 2012-2013
	2012	2013	
CPN – Community Psychiatric Nurse	32%	32%	
Social Worker	8%	8%	
Psychiatrist	24%	23%	
Mental Health Support Worker	16%	16%	
Occupational Therapist	3%	3%	
Psychologist	7%	8%	↑
Psychotherapist	4%	4%	
Other NHS healthcare worker or social care worker	6%	6%	
Number of respondents	11772	10803	

Answered by all who saw someone from NHS mental health services

Q4 Did this person listen carefully to you?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	79%	78%	
Yes, to some extent	17%	18%	
No	4%	4%	
Number of respondents	14383	13287	

Answered by all who saw someone from NHS mental health services

Q5 Did this person take your views into account?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	73%	72%	
Yes, to some extent	22%	23%	
No	5%	5%	
Number of respondents	13032	12766	

Answered by all who saw someone from NHS mental health services

Q6 Did you have trust and confidence in this person?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	71%	70%	↓
Yes, to some extent	22%	23%	↑
No	7%	8%	↑
Number of respondents	14381	13256	

Answered by all who saw someone from NHS mental health services

Q7 Did this person treat you with respect and dignity?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	87%	86%	
Yes, to some extent	11%	11%	
No	2%	2%	
Number of respondents	14464	13341	

Answered by all who saw someone from NHS mental health services

Q8 Were you given enough time to discuss your condition and treatment?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	72%	70%	↓
Yes, to some extent	20%	21%	
No	8%	9%	↑
Number of respondents	14062	12773	

Answered by all who saw someone from NHS mental health services

Medications

Q9 In the last 12 months, have you taken any prescribed medication for your mental health condition?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	89%	89%	
No	11%	11%	
Number of respondents	14589	13461	

Answered by all who saw someone from NHS mental health services

Q10 Do you think your views were taken into account in deciding which medication to take?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	56%	56%	
Yes, to some extent	31%	32%	
No	12%	13%	
Number of respondents	12695	11745	

Answered by all who took prescribed medication in the last 12 months

Q11 In the last 12 months, has any new medication (e.g. tablets, injections, liquid medicines, etc.) been prescribed for you by an NHS mental health worker such as a psychiatrist or a community psychiatric nurse?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	45%	45%	
No	55%	55%	
Number of respondents	12568	11628	

Answered by all who took prescribed medication in the last 12 months

Q12 Were the purposes of the medication explained to you?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	68%	69%	
Yes, to some extent	25%	23%	↓
No	7%	8%	↑
Number of respondents	5662	5338	

Answered by all who were prescribed new medication in the last 12 months

Q13 Were you told about possible side effects of the medication?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	42%	43%	
Yes, to some extent	30%	29%	
No	28%	28%	
Number of respondents	5670	5343	

Answered by all who were prescribed new medication in the last 12 months

Q14 The last time you had a new medication prescribed for your mental health condition, were you given information about it in a way that was easy to understand?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	52%	52%	
Yes, to some extent	33%	32%	
No	15%	16%	
Number of respondents	5628	5292	

Answered by all who were prescribed new medication in the last 12 months

Q15 Have you been on any prescribed medication for 12 months or longer for your mental health condition?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	87%	87%	
No	13%	13%	
Number of respondents	12893	11932	

Answered by all who took prescribed medication in the last 12 months

Q16 In the last 12 months, has an NHS mental health worker or social care worker checked with you about how you are getting on with your medication - i.e. have your medicines been reviewed?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	77%	77%	
No	23%	23%	
Number of respondents	11112	10275	

Answered by all who had been on prescribed medication for more than 12 months

Talking Therapies

Q17 In the last 12 months have you received any of these sorts of talking therapies from NHS mental health services?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	39%	39%	
No	61%	61%	
Number of respondents	14269	13160	

Answered by all who saw someone from NHS mental health services

Q18 Did you find the NHS talking therapy you received in the last 12 months helpful?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	52%	52%	
Yes, to some extent	37%	37%	
No	11%	11%	
Number of respondents	5400	4843	

Answered by all who had received talking therapy from an NHS mental health worker in the last 12 months

Your Care Co-ordinator

Q19 Do you know who your Care Co-ordinator (or lead professional) is?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	69%	68%	↓
No	23%	24%	
Not sure	7%	8%	↑
Number of respondents	14379	13079	

Answered by all who saw someone from NHS mental health services

Q20 Can you contact your Care Co-ordinator (or lead professional) if you have a problem?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, always	74%	72%	↓
Yes, sometimes	22%	24%	↑
No	4%	4%	
Number of respondents	9956	8875	

Answered by all who knew who their Care Co-ordinator was

Q21 How well does your Care Co-ordinator (or lead professional) organise the care and services you need?

	Survey Year		Significant change 2012-2013
	2012	2013	
Very well	61%	60%	↓
Quite well	31%	32%	
Not very well	6%	6%	
Not at all well	2%	3%	
Number of respondents	9792	8701	

Answered by all who knew who their Care Co-ordinator was

Your Care Plan

Q22 Do you understand what is in your NHS care plan?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	35%	34%	
Yes, to some extent	26%	27%	
No, I don't understand it	9%	9%	
I do not have a care plan	30%	30%	
Number of respondents	12582	11402	

Answered by all who saw someone from NHS mental health services

Q23 Do you think your views were taken into account when deciding what was in your NHS care plan?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	54%	54%	
Yes, to some extent	35%	35%	
No	10%	11%	
Number of respondents	8771	7873	

Answered by all who had a care plan and understood what was in it

Q24 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.

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	43%	42%	
Yes, to some extent	40%	40%	
No	18%	18%	
Number of respondents	8607	7705	

Answered by all who had a care plan and who understood what was in it

Q25 Have NHS mental health services helped you start achieving these goals?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	45%	44%	
Yes, to some extent	47%	47%	
No	8%	9%	
Number of respondents	7143	6347	

Answered by all whose care plan set out their goals

Q26 Does your NHS care plan cover what you should do if you have a crisis (e.g. if you are not coping or if you may need to be admitted to a mental health ward)?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	54%	53%	
Yes, to some extent	27%	28%	
No	19%	19%	
Number of respondents	8548	7688	

Answered by all who had a care plan and who knew what was in it

Q27 Have you been given (or offered) a written or printed copy of your NHS care plan?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, in the last year	48%	48%	
Yes, more than one year ago	16%	17%	↑
No	36%	35%	
Number of respondents	8707	7887	

Answered by all who had a care plan

Your Care Review

Q28 In the last 12 months, have you had a care review meeting to discuss your care?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, I have had more than one	34%	33%	
Yes, I have had one	29%	29%	
No, I have not had a care review in the last 12 months	38%	38%	
Number of respondents	10823	9819	

Answered by all who saw someone from NHS mental health services

Respondents who had been in touch with mental health services for less than a year have been excluded from the base for this question

Q29 Were you told that you could bring a friend, relative or advocate to your care review meetings?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	80%	79%	
No	20%	21%	
Number of respondents	7007	6356	

Answered by all who had a care review meeting in the last 12 months

Q30 Before the review meeting, were you given a chance to talk to your care co-ordinator about what would happen?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	70%	70%	
No	30%	30%	
Number of respondents	6214	5576	

Answered by all who had a care review meeting in the last 12 months

Q31 Were you given a chance to express your views at the meeting?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	70%	69%	
Yes, to some extent	26%	26%	
No	4%	4%	
Number of respondents	7515	6801	

Answered by all who had a care review meeting in the last 12 months

Q32 Did you find the care review helpful?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	49%	48%	
Yes, to some extent	41%	42%	
No	10%	10%	
Number of respondents	7437	6752	

Answered by all who had a care review meeting in the last 12 months

Q33 Did you discuss whether you needed to continue using NHS mental health services?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	59%	58%	
Yes, to some extent	22%	23%	
No	19%	20%	
Number of respondents	7386	6712	

Answered by all who had a care review meeting in the last 12 months

Crisis Care

Q34 Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	59%	61%	↑
No	41%	39%	↓
Number of respondents	12649	11477	

Answered by all who saw someone from NHS mental health services

Q35 In the last 12 months, have you called this number?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	37%	37%	
No	63%	63%	
Number of respondents	7542	6936	

Answered by all who had an out-of-hours contact number for someone from NHS mental health services

Q36 The last time you called the number, did you get the help you wanted?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	50%	49%	
Yes, to some extent	30%	31%	
No	17%	17%	
I could not get through to anyone	3%	3%	
Number of respondents	2714	2482	

Answered by all who had called an out-of-hours contact number for someone from NHS mental health services

Day to Day Living

Q37 Has anyone in NHS mental health services ever asked you about your alcohol intake?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	69%	69%	
No	31%	31%	
Number of respondents	12685	11528	

Answered by all who saw someone from NHS mental health services

Q38 Has anyone in NHS mental health services ever asked you about your use of non-prescription drugs?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	49%	50%	
No	51%	50%	
Number of respondents	12371	11289	

Answered by all who saw someone from NHS mental health services

Q39 In the last 12 months, did anyone in NHS mental health services ask you about any physical health needs you might have?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes	57%	57%	
No	43%	43%	
Number of respondents	12303	11312	

Answered by all who saw someone from NHS mental health services

Q40 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your physical health needs?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	33%	32%	
Yes, to some extent	31%	31%	
No, but I would have liked support	36%	37%	
Number of respondents	9065	8524	

Answered by all who saw someone from NHS mental health services

Respondents who stated that they do not have any physical health needs have been excluded

Q41 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your care responsibilities (including looking after children)?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	30%	30%	
Yes, to some extent	31%	30%	
No, but I would have liked support	39%	39%	
Number of respondents	4485	4299	

Answered by all who saw someone from NHS mental health services
 Respondents who stated that they do not have any caring responsibilities or that they do not need support have been excluded

Q42 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with finding or keeping work (e.g. being referred to an employment scheme)?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	27%	27%	
Yes, to some extent	29%	30%	
No, but I would have liked support	44%	43%	
Number of respondents	3102	2780	

Answered by all who saw someone from NHS mental health services
 Respondents who stated that they are unable to work because of their mental health problems or that they do not need support have been excluded

Q43 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with finding and/or keeping your accommodation?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	37%	34%	
Yes, to some extent	26%	25%	
No, but I would have liked support	38%	40%	↑
Number of respondents	3620	3491	

Answered by all who saw someone from NHS mental health services
 Respondents who stated that they do not need support have been excluded

Q44 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits (e.g. Housing Benefit, Income Support, Disability Living Allowance)?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	37%	37%	
Yes, to some extent	26%	25%	
No, but I would have liked support	37%	39%	
Number of respondents	7102	6747	

Answered by all who saw someone from NHS mental health services
Respondents who stated that they do not need support have been excluded

Overall

Q45 Overall...

	2013
0 (I had a very poor experience)	2%
1	2%
2	2%
3	4%
4	4%
5	10%
6	8%
7	14%
8	20%
9	15%
10 (I had a very good experience)	18%
Number of respondents	12238

Answered by all who saw someone from NHS mental health services

Q46 Have NHS mental health services involved a member of your family or someone else close to you, as much as you would like?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, definitely	51%	53%	↑
Yes, to some extent	27%	25%	↓
No	22%	22%	
Number of respondents	10995	10071	

Answered by all who saw someone from NHS mental health services

About You

Q47 Who was the main person or people that filled in this questionnaire?

	Survey Year		Significant change 2012-2013
	2012	2013	
The service user/client (named on the front of the envelope)	66%	65%	
A friend or relative of the service user/client	20%	20%	
Both service user/client and friend/relative together	10%	10%	
The service user/client with the help of a health professional	4%	4%	
Number of respondents	14076	12867	

Answered by all who saw someone from NHS mental health services

Q48 Are you male or female?

	Survey Year		Significant change 2012-2013
	2012	2013	
Male	42%	43%	
Female	58%	57%	
Number of respondents	14944	13654	

Answered by all who saw someone from NHS mental health services

Data taken from response but if missing taken from sample data

Q49 What was your year of birth?

	Survey Year		Significant change 2012-2013
	2012	2013	
18-35 year olds	15%	14%	
36-50 year olds	26%	26%	
51-65 year olds	26%	26%	
66+ year olds	34%	35%	
Number of respondents	14944	13654	

Answered by all who saw someone from NHS mental health services

Age calculated from response but if missing calculated from sample data

Q50 In general, how is your mental health right now?

	Survey Year		Significant change 2012-2013
	2012	2013	
Excellent	6%	6%	↓
Very good	11%	11%	
Good	21%	20%	↓
Fair	35%	35%	
Poor	19%	20%	↑
Very poor	7%	8%	
Number of respondents	14311	13100	

Answered by all who saw someone from NHS mental health services

Q51 Have you been admitted to a hospital as a mental health patient in the last 12 months?

	Survey Year		Significant change 2012-2013
	2012	2013	
No	87%	87%	
Yes, once	10%	9%	
Yes, 2 or 3 times	2%	2%	
Yes, more than 3 times	1%	1%	
Number of respondents	14501	13294	

Answered by all who saw someone from NHS mental health services

Q52 Are you currently in paid work?

	Survey Year		Significant change 2012-2013
	2012	2013	
Yes, I am working between 1-15 hours a week	4%	4%	
Yes, I am working 16 or more hours a week	10%	10%	
No, I am retired	37%	37%	
No, I do voluntary work	7%	8%	
No, but I am a full time student	2%	2%	
No, other reason	40%	40%	
Number of respondents	14206	13006	

Answered by all who saw someone from NHS mental health services

Q53 What is your religion?

	Survey Year		Significant change 2012-2013
	2012	2013	
No religion	18%	20%	↑ ↓
Buddhist	1%	1%	
Christian	69%	68%	
Hindu	1%	1%	
Jewish	1%	1%	
Muslim	3%	3%	
Sikh	1%	1%	
Other	3%	3%	
I would prefer not to say	4%	3%	
Number of respondents	14247	13024	

Answered by all who saw someone from NHS mental health services

Q54 Which of the following best describes how you think of yourself?

	Survey Year		Significant change 2012-2013
	2012	2013	
Heterosexual/straight	88%	88%	
Gay/Lesbian	2%	2%	
Bisexual	2%	2%	
Other	2%	2%	
I would prefer not to say	6%	7%	
Number of respondents	13998	12802	

Answered by all who saw someone from NHS mental health services

Q55 What is your ethnic group?

	Survey Year		Significant change 2012-2013
	2012	2013	
White	91%	91%	↑
Mixed	1%	2%	
Asian or Asian British	4%	4%	
Black or Black British	3%	3%	
Arab or other ethnic group	1%	0%	
Number of respondents	14394	13088	

Answered by all who saw someone from NHS mental health services

Crosstabulations

The survey asked a series of questions where there could be a difference in responses based on whether the respondent is on CPA or not. The below tables are 'crosstabulations' of these questions which means that the results are analysed together to understand the relationship between them. Please note these tables are based on unweighted data.

Q19. Do you know who your Care Co-ordinator (or lead professional) is?

(answered by all who saw someone from NHS mental health services)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes	85%	84%	
	No	10%	11%	
	Not sure	5%	5%	
	Number of respondents	5768	5168	
Not on CPA or status unknown*	Yes	59%	58%	
	No	32%	33%	
	Not sure	9%	10%	↑
	Number of respondents	8610	7909	

Q22 Do you understand what is in your NHS care plan?

(answered by all who saw someone from NHS mental health services)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, definitely	48%	46%	↓
	Yes, to some extent	31%	32%	
	No, I don't understand it	8%	9%	
	I do not have a care plan	13%	14%	
	Number of respondents	5122	4529	
Not on CPA or status unknown*	Yes, definitely	26%	26%	
	Yes, to some extent	23%	23%	
	No, I don't understand it	9%	9%	
	I do not have a care plan	41%	42%	
	Number of respondents	7459	6872	

Q26 Does your NHS care plan cover what you should do if you have a crisis (e.g. if you are not coping or if you may need to be admitted to a mental health ward)?

(answered by all who had a care plan and who understood what was in it)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, definitely	60%	58%	↓
	Yes, to some extent	26%	28%	↑
	No	14%	14%	
	<i>Number of respondents</i>	4332	3829	
Not on CPA or status unknown*	Yes, definitely	48%	49%	
	Yes, to some extent	28%	27%	
	No	24%	24%	
	<i>Number of respondents</i>	4215	3859	

Q27 Have you been given (or offered) a written or printed copy of your NHS care plan?

(answered by all who had a care plan)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, in the last year	60%	59%	
	Yes, more than one year ago	15%	17%	↑
	No	24%	24%	
	<i>Number of respondents</i>	4347	3876	
Not on CPA or status unknown*	Yes, in the last year	39%	39%	
	Yes, more than one year ago	16%	17%	
	No	45%	44%	
	<i>Number of respondents</i>	4359	4010	

Q28 In the last 12 months have you had a care review meeting to discuss your care?

(answered by all who saw someone from NHS mental health services)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, I have had more than one	43%	42%	
	Yes, I have had one	33%	33%	
	No, I have not had a care review in the last 12 months	24%	26%	↑
	<i>Number of respondents</i>	<i>4647</i>	<i>4175</i>	
Not on CPA or status unknown *	Yes, I have had more than one	26%	26%	
	Yes, I have had one	26%	27%	
	No, I have not had a care review in the last 12 months	48%	47%	
	<i>Number of respondents</i>	<i>6175</i>	<i>5644</i>	

Q42 In the last 12 months, have you received support from anyone in NHS mental health services in getting help with finding or keeping work (e.g. being referred to an employment scheme)?

(answered by all who saw someone from NHS mental health services. Respondents who said that they do not need any help have been excluded)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, definitely	34%	34%	
	Yes, to some extent	32%	33%	
	No, but I would have liked support	34%	32%	
	<i>Number of respondents</i>	<i>1503</i>	<i>1344</i>	
Not on CPA or status unknown *	Yes, definitely	23%	21%	
	Yes, to some extent	26%	27%	
	No, but I would have liked support	52%	52%	
	<i>Number of respondents</i>	<i>1599</i>	<i>1435</i>	

Q43. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with finding and/or keeping your accommodation?

(answered by all who saw someone from NHS mental health services. Respondents who said that they do not need any help have been excluded)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, definitely	45%	43%	
	Yes, to some extent	28%	29%	
	No, but I would have liked support	27%	28%	
	<i>Number of respondents</i>	<i>1943</i>	<i>1822</i>	
Not on CPA or status unknown*	Yes, definitely	28%	25%	
	Yes, to some extent	22%	21%	
	No, but I would have liked support	50%	53%	↑
	<i>Number of respondents</i>	<i>1676</i>	<i>1669</i>	

Q44. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with financial advice or benefits?
(answered by all who saw someone from NHS mental health services. Respondents who said that they do not need any help have been excluded)

CPA Status	Response	Percentage		Significant change 2012-2013
		2012	2013	
On CPA	Yes, definitely	47%	46%	
	Yes, to some extent	28%	27%	
	No, but I would have liked support	25%	27%	
	<i>Number of respondents</i>	3327	3103	
Not on CPA or status unknown	Yes, definitely	28%	29%	
	Yes, to some extent	24%	23%	
	No, but I would have liked support	47%	48%	
	<i>Number of respondents</i>	3774	3643	