

## **Patient Survey Co-ordination Centre: Community Mental Health Survey 2017**

This is an e-mail about the Community Mental Health Survey 2017 from the Patient Survey Co-ordination Centre. We co-ordinate the survey at a national level on behalf of the Care Quality Commission (CQC). **This is the first ebulletin to trusts and covers information relating to the survey outline and what you need to do next.**

### **Survey contact information and using an approved contractor – action required**

This email has been sent to all our named trust contacts from the Community Mental Health Survey 2016. If contact details need to be updated for this year please let us know by responding to the mental health survey email [mh.cc@pickereurope.ac.uk](mailto:mh.cc@pickereurope.ac.uk)

By **6<sup>th</sup> January**, please also let us know whether you will be using an approved contractor, or if you are intending to carry out the survey in-house. A full list of contractors can be found at this link: <http://www.nhssurveys.org/approvedcontractors> If appointing a contractor, please confirm who your trust has signed up with by **20<sup>th</sup> January**.

### **Webinar – please hold the date**

The Co-ordination Centre is running a webinar for trusts about the 2017 community mental health survey on **17<sup>th</sup> January at 12pm** which is expected to last around an hour. To take part you will need a computer and a phone. We strongly encourage those who will be working on the survey to join as it will cover anything new, as well as important issues such as requirements under the Section 251 approval, and how to avoid some common mistakes.

### **Display posters**

A poster has been produced that we would like you to display in order to comply with the Section 251 approval. The Section 251 does not cover instances where someone has indicated that they do not want their information to be shared for purposes such as surveys. Putting these posters on display will help comply with this condition, and can also help boost your response rate and consequently make your final results more robust.

Please display the poster as soon as possible and until the end of February once survey fieldwork has started. The poster is available on the NHS Surveys website at: <http://www.nhssurveys.org/surveys/1025>

This poster alerts service users that they may be sent a survey and how they can prevent this from happening if they do not want to receive one. You will need to add contact details of someone at your trust, such as the patient experience team, who people can contact if they don't want to participate (which can be written in by hand). You will need to ensure that people who wish to opt out are not included in your survey sample.

### **Section 251 and Ethics Approvals**

We are awaiting the outcome of our applications for Section 251 and ethical approvals for the survey. When granted, the approval letters will be posted to the NHS surveys website <http://www.nhssurveys.org/surveys/1018>

The Section 251 approval allows the common law duty of confidentiality to be put aside in order to enable the processing of identifiable information without consent, for trusts who use an approved contractor.

### **Outline of the survey timetable**

We strongly advise you to start preparations for the survey as early as possible in order to maximise your fieldwork time and help you in achieving the best possible response rate. Subject to Section 251 and ethical approvals, the survey will run to the following timescale:

- A webinar for all trusts is scheduled for **17th January 2017 at 12pm**.
- Samples will need to be drawn in **January/ February 2017** for checking by the Co-ordination Centre;
- Fieldwork will run from **20<sup>th</sup> February to 23<sup>rd</sup> June 2017**;

In addition, the following dates will apply for those trusts choosing to do the survey in-house:

- Weekly monitoring starts **Thursday 2<sup>nd</sup> March 2017**;
- Data deadline **30<sup>th</sup> June 2017**.

Survey documents have been submitted as part of the Section 251 and ethical approvals and as such will be made available once this approval has been granted.

### **Sample size**

As in previous years, trusts will be required to submit a randomly drawn sample of 850 service users, who fit the eligibility criteria as outlined in the instruction manual.

### **Questionnaire**

The questionnaire will remain as per 2016 (with the exception of the CQC helpline number which appears on the front page).

### **CQC Flyer**

As in 2016 a flyer from CQC will need to be included with the first and third survey mailings. The flyer briefly explains the role and purpose of CQC and how the survey data will be used by them. This is an A5 sheet, and sufficient copies will be sent to all survey contractors and in-house trusts in early 2017.

### **Mental Health Care Cluster Code**

As in the previous two surveys, we would like you to collect people's mental health care clusters (also known as PbR currencies) when you draw your samples. We only have approval for you to submit this information directly to the Co-ordination Centre and not to approved contractors. The Co-ordination Centre will be in touch with specific instructions on how to submit this data. You must draw it at the same time as you draw your sample, however you should not submit it until the Co-ordination Centre has approved the main sample. Please ensure that this data is as complete and as up to date as possible.

### **Sample Declaration Form**

In 2015 we introduced a 'Sample Declaration Form' to help minimise breaches of the Section 251 approval when data is shared outside of the trust and to reduce the incidences of sampling errors being made. We have made a few clarifications to the form this year, and have also made available an Excel version which can be emailed to your Caldicott Guardian for sign-off rather than printed out. Whether you use the Word or Excel version, please ensure you allow time for this being signed off by starting sampling as soon as possible.

The Sample Declaration Form is submitted to either the approved contractor, or if you are an in-house trust, directly to the Co-ordination Centre, and you must wait for approval of your form before submitting your sample data. More information will be provided in the survey instruction manual. The form will be made available on the NHS surveys website here: <http://www.nhssurveys.org/surveys/1032>

Please don't hesitate to contact the Co-ordination Centre if you have any questions or need any further information: [mh.cc@pickereurope.ac.uk](mailto:mh.cc@pickereurope.ac.uk) or 01865 208 127.

All ebulletins can be found on the NHS Surveys website:

<http://www.nhssurveys.org/surveys/1044>

Kind regards,  
The Patient Survey Co-ordination Centre