Patient survey report 2009

Care Quality Commission

Mental health acute inpatient service users survey 2009

Lancashire Care NHS Foundation Trust

The mental health acute inpatient service users survey 2009 was coordinated by the mental health survey coordination centre at the National Centre for Social Research

NatCen
National Centre *for* Social Research

National NHS patient survey programme
Mental health acute inpatient service users survey 2009
The Care Quality Commission

About the Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people detained under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

The mental health acute inpatient service users survey 2009

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

This report provides the results of the first survey of mental health acute inpatient services in NHS trusts in England (including combined mental health and social care trusts and primary care trusts). This report shows how each trust scored for each question in the survey, in comparison with national benchmark results. It should be used to understand the trust's performance, and to identify areas for improvement.

Also available on our website is a set of tables showing the national results for the survey, and a briefing note highlighting the key national findings. These documents were produced by the Mental Health Survey Co-ordination Centre at the National Centre for Social Research.

Previous surveys carried out in 2004, 2005, 2006, 2007 and 2008 focused on community mental health services. They are part of a wider programme of NHS patient surveys, which covers a range of topics including adult (non mental health) inpatient services, outpatient services and non emergency ambulance services (category 'C' calls). To find out more about our programme, please visit our website (see further information section).

About the survey

The survey of acute adult inpatient mental health services involved 64[1] NHS trusts providing mental health inpatient services. We received responses from more than 7,527 people who used services, a response rate of 28%. People were eligible for the survey if they were aged 16-65, had stayed on an acute ward or a psychiatric intensive care unit (PICU) for at least 48 hours between 1 July 2008 and 31 December 2008 and were not current inpatients at the time of the survey. Fieldwork for the survey took place between April and June 2009.

[1]Although 66 trusts took part in the survey, two trusts did not have enough respondents to enable inclusion in the publication.

Interpreting the report

The benchmark scores are calculated by converting responses to particular questions into scores[2]. For each question in the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing.

Please note: the scores are **not percentages**, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience (e.g. ticked 'Yes' to a particular question), it means that the trust has scored 80 out of a maximum of 100. A 'scored' questionnaire showing the scores assigned to each question is available on our website (see 'Further Information' section).

Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all of the questions assess the trusts in any way, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of such a question would be Q29 "During your stay in hospital, did you have talking therapy?".

The graphs included in this report display the scores for this trust, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

- The red section (left hand end) shows the scores for the 20% of trusts with the lowest scores.
- The green section (right hand end) shows the scores for the 20% of trusts with the highest scores.
- The orange section (middle section) represents the range of scores for the remaining 60% of trusts.

A white diamond represents the score for this trust. If the diamond is in the green section of the bar, for example, it means that the trust is among the top 20% of trusts in England for that question. The line on either side of the diamond shows the amount of uncertainty surrounding the trust's score, as a result of random fluctuation.

Since the score is based on a sample of inpatients in a trust rather than all inpatients, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval[3] is calculated as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the 'true' score would fall within this interval.

[2]Trusts have differing profiles of patients. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than do men. Because the mix of patients varies across trusts this could potentially lead to the results for a trust appearing better or worse than they would if they had a slightly different profile of patients. To account for this we 'standardise' the data. Results have been standardised by the age and sex of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex profile reflects the national age-sex distribution (based on all of the respondents to the survey). It therefore enables results from trusts with different profiles of patients to be more accurately compared.

[3]A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before any conclusions are made.

When considering how a trust performs, it is very important to consider the confidence interval surrounding the score. If a trust's average score is in one colour, but either of its confidence limits are shown as falling into another colour, this means that you should be more cautious about the trust's result because, if the survey was repeated with a different random sample of people, it is possible their average score would be in a different place and would therefore show as a different colour.

The white diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts and background information about the patients that responded.

Notes on specific questions

Q28 and Q29: The information collected by Q28 ("During your stay in hospital, did you ever want talking therapy?") and Q29 ("During your stay in hospital did you have talking therapy?") is presented together to show whether the provision of talking therapy met the requirements of the person using the services. The combined question is numbered in this report as Q29 and has been reworded to read: "During your stay in hospital, did the provision of talking therapies meet your requirements?".

Q40 and Q41: Information from Q41 ("What was the main reason for the delay [to discharge]?") has been used to score Q40 ("Once you were due to leave hospital, was your discharge delayed for any reason?") to show whether discharge from hospital was delayed by potentially avoidable reasons. The combined question is numbered in this report as Q40.

Q45 and Q46: Information collected from Q45 ("Have you been contacted by a member of the mental health team since you left the hospital?") has been used to score Q46 ("About how long after you left hospital were you contacted?") The combined question is numbered in this report as Q46.

Q9 and Q14: The results for Q9 (Were you able to get the specific diet that you needed from the hospital?) and Q14 (Did you receive the help you needed from hospital staff with organising your home situation?) are not shown in this report. This is because there were not enough trusts with sufficient number of respondents to enable this data to be presented.

For further details, please see the 'scored' questionnaire on our website, which shows the scores assigned to each question.

Further information

Full details of the methodology of the survey:
http://www.nhspatientsurveys.org.uk

More information on the programme of NHS patient surveys is available on the patient survey section of the website at:
http://www.cqc.org.uk/nationalfindings/surveys.cfm

The 2009 survey of mental health acute inpatient services results, questionnaire and scoring can be found at:
http://www.cqc.org.uk/PatientSurveyMentalHealth2009

The results for the 2008 survey, which focused on community mental health services, can be found at:
http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys.cfm

More information on the 2008/2009 Annual Health Check is available on the Care Quality Commission's website:
http://www.cqc.org.uk/ahc0809

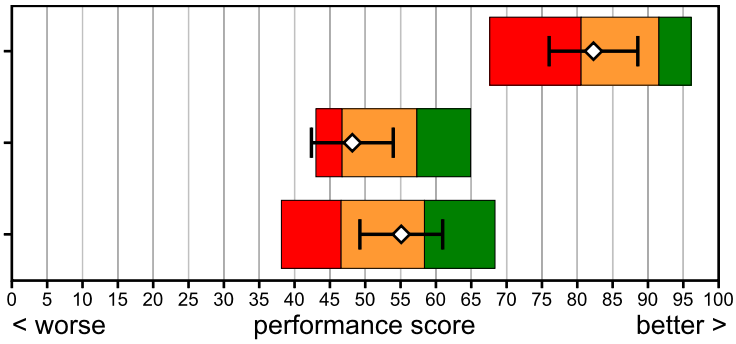
Mental health acute inpatient service users survey 2009
Lancashire Care NHS Foundation Trust

Introduction to the ward

When you arrived on the ward, did staff make you feel welcome?

When you arrived on the ward, did you feel that the staff knew about you and any previous care you had received?

When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals and visitors times?



About the ward

During your most recent stay, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

During your most recent stay, were you ever bothered by noise at night from hospital staff?

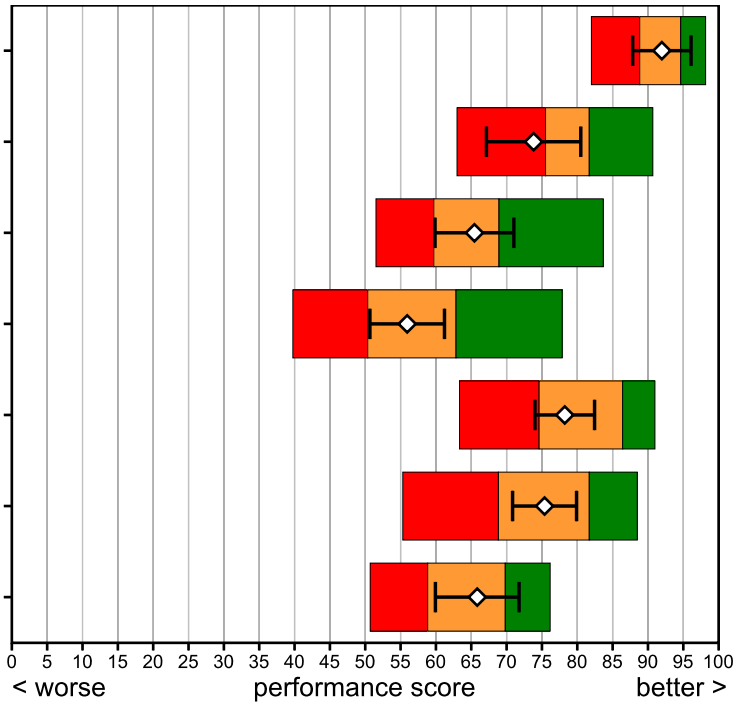
During your most recent stay did you feel safe?

How would you rate the hospital food?

In your opinion, how clean was the hospital room or ward that you were in?

How clean were the bathroom and toilets that you used in hospital?

Do you feel the hospital helped you to keep in touch with family or friends?



Best performing 20% of trusts

Intermediate 60% of trusts

Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)

This trust's results are not shown if there were fewer than 30 respondents.

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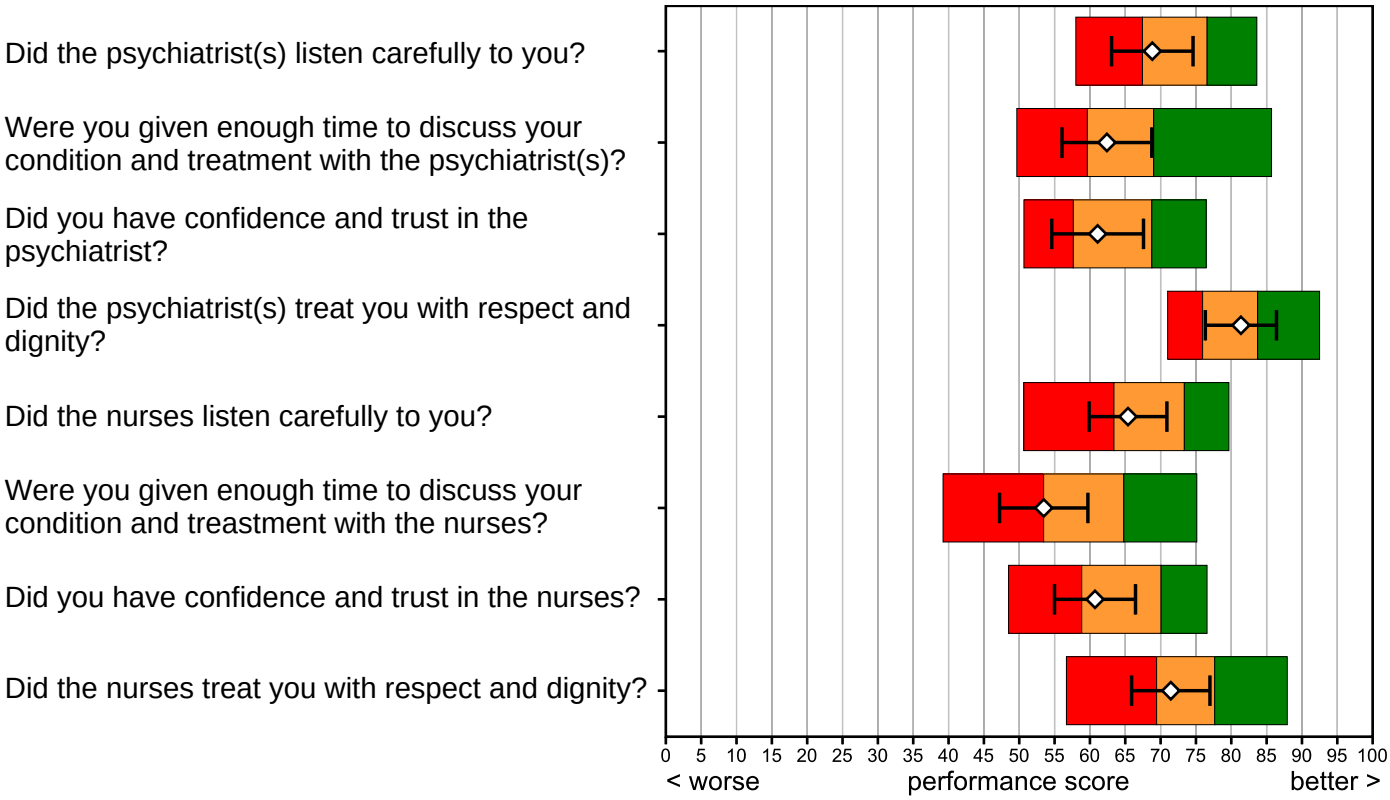
Hospital staff



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Your care and treatment

Did the hospital staff explain the purpose of this medication in a way you could understand?

Did the hospital staff explain the possible side effects of this medication in a way you could understand?

Were you given enough privacy when discussing your condition or treatment with the hospital staff?

Were you involved as much as you wanted to be in decisions about your care and treatment?

During your stay in hospital, did the provision of talking therapies meet your requirements?

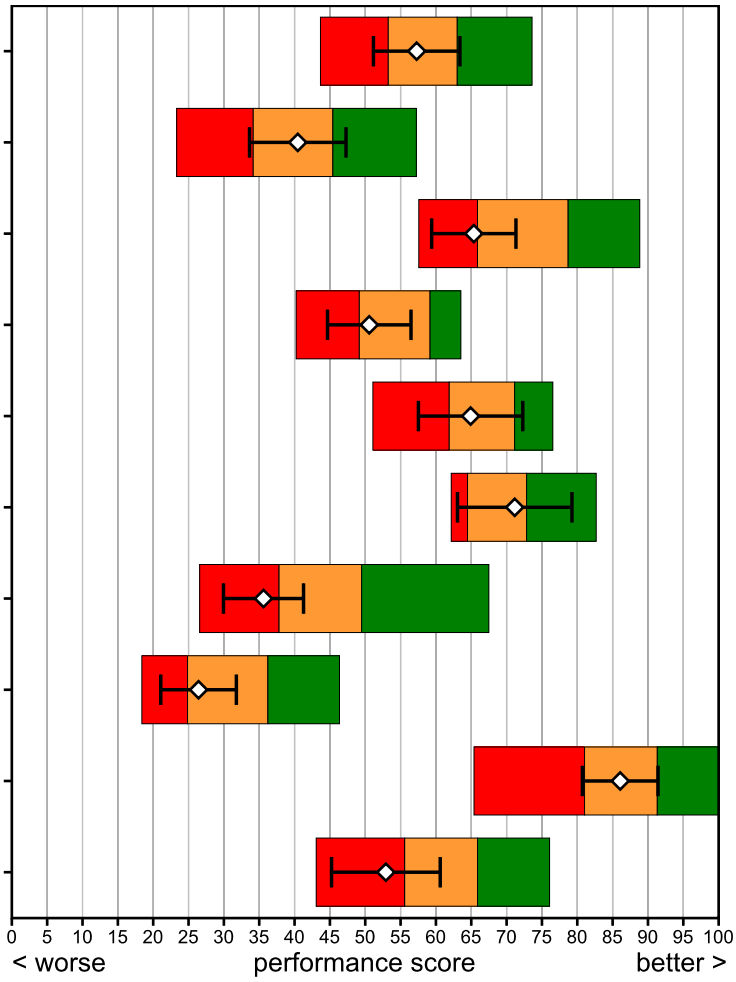
If you had talking therapy during your stay in hospital, did you find it helpful?

During your most recent stay, were there enough activities available during the day on weekdays?

During your most recent stay, were there enough activities available during evenings and/or weekends?

During your most recent stay, did you have any medical tests about your physical health?

During your most recent stay, do you feel that enough care was taken of any physical health problems you had?

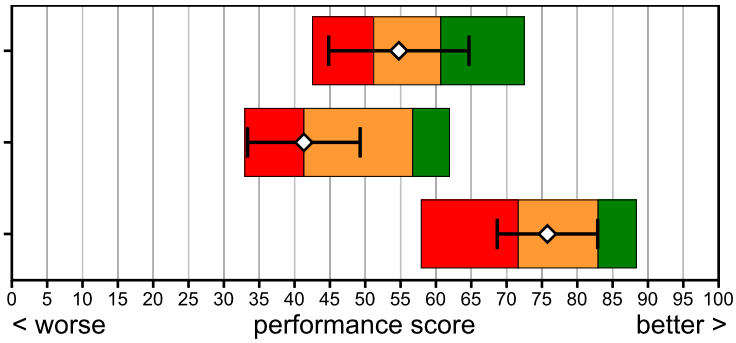


Your rights

When you were detained (sectioned), or soon after, were your rights explained to you in a way that you could understand?

During your most recent stay, were you made aware of how you could make a complaint if you had one?

During your most recent stay, do you feel that you were treated unfairly for any reason?



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Leaving Hospital

Do you think you were you given enough notice of your discharge from hospital?

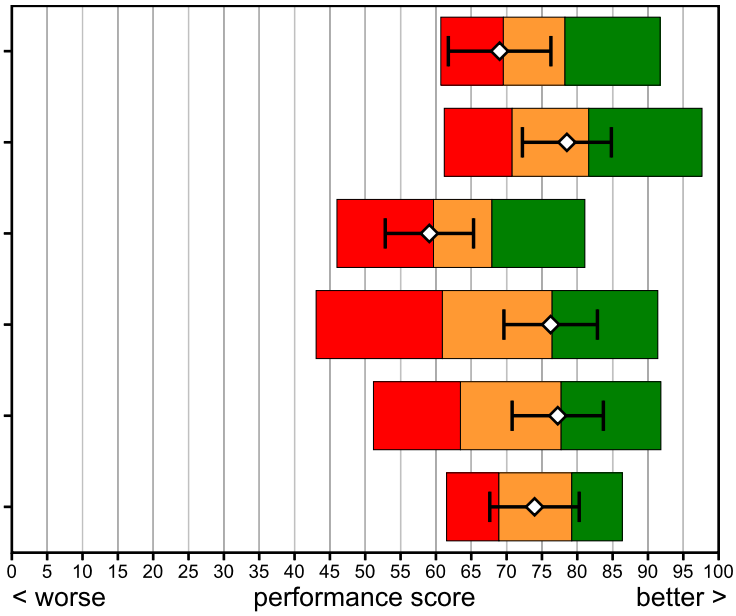
Once you were due to leave hospital, was your discharge delayed for any reason?

Did hospital staff take your family or home situation into acount when planning your discharge from hospital?

Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?

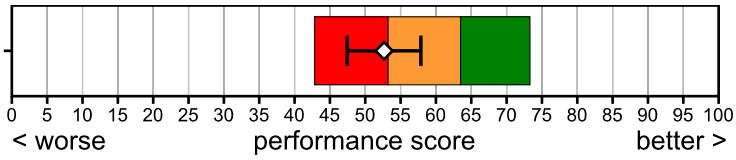
Before you left hospital, were you given information about how to get help in a crisis, or when urgent help is needed?

About how long after you left hospital were you contacted?



Overall

Overall, how would you rate the care you received during your recent stay in hospital?



Best performing 20% of trusts

Intermediate 60% of trusts

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		Scores for this NHS trust	95% Confidence Interval Lower	95% Confidence Interval Upper	Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
Introduction to the ward								
Q1	When you arrived on the ward, did staff make you feel welcome?	82	76	89	81	92	96	149
Q2	When you arrived on the ward, did you feel that the staff knew about you and any previous care you had received?	48	42	54	47	57	65	153
Q3	When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals and visitors times?	55	49	61	47	58	68	176
About the ward								
Q4	During your most recent stay, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	92	88	96	89	95	98	177
Q5	During your most recent stay, were you ever bothered by noise at night from hospital staff?	74	67	80	76	82	91	175
Q6	During your most recent stay did you feel safe?	65	60	71	60	69	84	175
Q7	How would you rate the hospital food?	56	51	61	50	63	78	170
Q10	In your opinion, how clean was the hospital room or ward that you were in?	78	74	82	75	86	91	175
Q11	How clean were the bathroom and toilets that you used in hospital?	75	71	80	69	82	88	177
Q12	Do you feel the hospital helped you to keep in touch with family or friends?	66	60	72	59	70	76	155
Hospital staff								
Q15	Did the psychiatrist(s) listen carefully to you?	69	63	75	67	77	84	168
Q16	Were you given enough time to discuss your condition and treatment with the psychiatrist(s)?	62	56	69	60	69	86	169
Q17	Did you have confidence and trust in the psychiatrist?	61	55	68	58	69	76	166
Q18	Did the psychiatrist(s) treat you with respect and dignity?	81	76	86	76	84	92	167
Q19	Did the nurses listen carefully to you?	65	60	71	63	73	80	175
Q20	Were you given enough time to discuss your condition and treastment with the nurses?	53	47	60	53	65	75	176
Q21	Did you have confidence and trust in the nurses?	61	55	66	59	70	77	175
Q22	Did the nurses treat you with respect and dignity?	71	66	77	69	78	88	174

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Your care and treatment							
Q24 Did the hospital staff explain the purpose of this medication in a way you could understand?	57	51	63	53	63	74	157
Q25 Did the hospital staff explain the possible side effects of this medication in a way you could understand?	40	34	47	34	45	57	150
Q26 Were you given enough privacy when discussing your condition or treatment with the hospital staff?	65	59	71	66	79	89	174
Q27 Were you involved as much as you wanted to be in decisions about your care and treatment?	51	45	56	49	59	64	173
Q29 During your stay in hospital, did the provision of talking therapies meet your requirements?	65	58	72	62	71	77	167
Q30 If you had talking therapy during your stay in hospital, did you find it helpful?	71	63	79	64	73	83	46
Q31 During your most recent stay, were there enough activities available during the day on weekdays?	36	30	41	38	49	67	170
Q32 During your most recent stay, were there enough activities available during evenings and/or weekends?	26	21	32	25	36	46	172
Q33 During your most recent stay, did you have any medical tests about your physical health?	86	81	91	81	91	100	168
Q34 During your most recent stay, do you feel that enough care was taken of any physical health problems you had?	53	45	61	56	66	76	117
Your rights							
Q36 When you were detained (sectioned), or soon after, were your rights explained to you in a way that you could understand?	55	45	65	51	61	73	69
Q37 During your most recent stay, were you made aware of how you could make a complaint if you had one?	41	33	49	41	57	62	152
Q38 During your most recent stay, do you feel that you were treated unfairly for any reason?	76	69	83	72	83	88	146

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Leaving Hospital							
Q39 Do you think you were you given enough notice of your discharge from hospital?	69	62	76	70	78	92	163
Q40 Once you were due to leave hospital, was your discharge delayed for any reason?	79	72	85	71	82	98	173
Q42 Did hospital staff take your family or home situation into acount when planning your discharge from hospital?	59	53	65	60	68	81	161
Q43 Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?	76	70	83	61	76	91	167
Q44 Before you left hospital, were you given information about how to get help in a crisis, or when urgent help is needed?	77	71	84	63	78	92	169
Q46 About how long after you left hospital were you contacted?	74	68	80	69	79	86	159
Overall							
Q47 Overall, how would you rate the care you received during your recent stay in hospital?	53	47	58	53	63	73	173

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Background information

The sample	This trust	All trusts
Number of respondents	180	7527
Response Rate (percentage)	28	28

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	49	45
Female	51	55
Age group (percentage)	(%)	(%)
Aged 35 and younger	22	26
Aged 36-50	46	43
Aged 51-65	32	31
Ethnic group (percentage)	(%)	(%)
White	96	87
Mixed	0	2
Asian or Asian British	3	4
Black or Black British	0	5
Chinese or other ethnic group	1	1