

Annex B: Mental Health trusts - User Experience domain

The source of the indicators for the User Experience domain is the 2010 community mental health services survey which forms part of the NHS national patient survey programme¹ which is coordinated by the Care Quality Commission (CQC). This programme collects structured and systematic feedback on the quality of service delivery from the patient/service users' point of view. In this way, it provides robust measures of NHS performance - at organisation, regional and national levels².

The indicators and methodology underpinning this domain are based on the approach adopted by the CQC in the 2009/10 Periodic Review for the 'patient experience' national priority indicator³.

This means that performance will be assessed by monitoring scores to a subset of survey questions, which are categorised under four distinct 'themes' or 'dimensions' that patients identify as service priorities. The four broad headings that that make up this domain are set out below:

- Access and waiting
- Safe, high quality coordinated care
- Better information more choice
- Building closer relationships

The scoring system used in this domain of the Performance Framework is based on the scoring and methodology used by CQC in the 2009/10 Periodic Review. This means that:

- Each organisation is scored on the subset of questions that make up the performance assessment
- The average score is calculated for each of the four User Experience dimensions
- Each of the four dimension scores are then summed to form a single measure of overall User Experience
- The performance of each organisation is then assessed by comparing the overall User Experience measure with the national average (calculated in

¹ Further details about the NHS national patient survey programme are available via the CQC and national NHS patient survey coordination centre websites:

<http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys.cfm>

<http://www.nhspatientsurveys.org.uk/>

² A similar survey covering this service has been conducted in recent years (details available via the weblinks in footnote 1 above), and results were used to monitor performance against PSA 19.1 (*Better Care For All*). This survey has been completely revised to reflect changes in service delivery arrangements, so continuity with these previous measures has been lost. However, the underlying methodology and reporting format has been retained, which is reflected in this new indicator. Further information on the PSA (including background information, progress updates, and data toolkits for local organisations to use to prioritise areas for improvement) are available from the DH website:

<http://www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients/index.htm>

³ Further information is available via the CQC website:

<http://www.cqc.org.uk/guidanceforprofessionals/nhstrusts/annualassessments/periodicreview2009/10/existingcommitment/experienceofpatientsmh.cfm>

terms of the number of standard deviations the score each organisation obtains is from the national average)

- Based on this comparison, each organisation is then rated in one of three performance categories:
 - Satisfactory = *Performing* (Green)
 - Below Average = *Performance under review* (Amber)
 - Poor = *Underperforming* (Red)

Rating	Criteria
Satisfactory = Performing (Green)	Organisation score \geq national average minus 2 standard deviations
Below Average = Performance under review (Amber)	Organisation score $<$ national average minus 2 standard deviations
Poor = Underperforming (Red)	Organisation score \leq national average minus 3 standard deviations

Within the overall Performance Framework, User Experience is used as a moderator of overall organisational performance. This means that if an organisation is rated as *Performing* on all other domains but is Poor or *Underperforming* on User Experience then it will be categorised overall as having its *Performance under review*. In this way, an organisation's performance is moderated by its score on User Experience.

The four User Experience dimensions are all derived from results to a subset of questions from the 2010 community mental health service survey. Each survey question is scored out of 100 using the following steps:

- Multiple-choice responses to questions are converted into a score using a pre-defined scoring regime (eg yes completely = 100; yes to some extent = 50; No = 0)
- Scores are standardised by age and gender to make comparisons between Trusts fair
- Standardised scores are then used to calculate an organisation's average score on that question

Work is ongoing to finalise the questions that will be used to develop scores for each of the four domains. Survey fieldwork is currently taking place, and is due for completion at the end of April 2010. Before final decisions are made on the question subsets that will be used, it is important that a number of statistical analyses are conducted on the final data to ensure that they are robust and fit for purpose. This work will take place in May 2010, and the final questions will be confirmed soon after this.

The final subset will consist of around 15-20 survey questions in total, which will capture issues that are important to service users, cover key policy and service delivery issues, and constitute a good discriminator for evaluating performance. The table below sets out some initial suggestions of questions which are candidates for selection – however, as noted above, this is subject to finalisation following statistical analyses on survey data when it becomes available.

User Experience – community mental health services survey	
Access & waiting	In the last 12 months have you had any talking therapies from NHS Mental Health Services? (Base: all) <u>AND</u> In the last 12 months, did you want talking therapy? (Base: all)
	Can you contact your Care Co-ordinator (or lead professional) if you have a problem? (Base: all who know their care coordinator)
	Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours? (Base: all)
Safe high quality coordinated care	Did you have trust and confidence in this person? (health or social care worker they saw last)? (Base: all)
	In the last 12 months, has a mental health or social care worker checked with you about how you are getting on with your medicines (i.e. have your medicines been reviewed)? (Base: all on prescribed medication for 12+ months)
	How well does your Care Co-ordinator (or lead professional) organise the care and services you need? (Base: all who know their care coordinator)
	In the last 12 months have you had a care review meeting to discuss your care plan? (Base: all)
	In the last 12 months, did anyone in mental health services ask you about any physical health needs you might have? (Base: all) <u>OR</u> In the last 12 months, did mental health services give you enough support in getting help for any physical health needs you had? (Base: all)
	In the last 12 months, have you received help from anyone in mental health services in getting financial advice or benefits (e.g. Housing Benefit, Income Support, Disability Living Allowance)? (Base: all)
Better information, more choice	Do you think your views were taken into account in deciding about which medicines to take? (Base: all prescribed medication)
	The last time you had a new medication prescribed for your mental health condition, were you give information about it in a way that was easy to understand? (Base: all prescribed new medication)

	Have you been given (or offered) a written or printed copy of your care plan? (Base: all)
	Do you understand what is in your care plan? (Base: all)
	Do you think your views were taken into account when deciding what was in your care plan? (Base: all who have a care plan)
	Does your care plan cover what you should do if you have a crisis (e.g. if you may need to be admitted to a mental health ward)? (Base: all who have a care plan)

Building closer relationships	Did this person listen carefully to you? (Base: all who saw a health or social care worker) <u>OR</u> Were you given enough time to discuss your condition and treatment? (Base: all who saw a health or social care worker)
	Did this person take your views into account? (Base: all who saw a health or social care worker)
	Did this person treat you with respect and dignity? (Base: all who saw a health or social care worker)
	Do you know who your Care Co-ordinator (or lead professional) is? (Base: all)