



Statistical bulletin:  
Overall patient experience scores

***2014 community mental health survey  
update***

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# Statistical bulletin: Overall patient experience scores

*2014 community mental health survey update*

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## Overall patient experience scores 2014 community mental health survey update

This publication updates this regular statistical series to include results from the community mental health survey, which surveyed patients who had been seen by NHS trusts between September and November 2013.

These statistics use a set of questions from the National Patient Survey Programme<sup>1</sup> to produce a set of overall scores that measure patient views on the care they receive.

NHS England produce separate sets of scores for different NHS services; this update focuses on the community mental health setting. **The next planned update is for the Accident and Emergency survey, expected in December 2014.**

### 1 2014 community mental health survey: key findings

The overall patient experience score for NHS community mental health services for 2014-15 is shown in table 1 below; the scores for each of the four domains used to construct the overall measure are also presented.

**Table 1: Patient experience scores for the community mental health survey, England, 2014-15**

	2014-15	95% confidence interval
Access & waiting	82.2	0.50
Safe, high quality, coordinated care	71.4	0.65
Better information, more choice	71.5	0.58
Building closer relationships	78.2	0.46
<b>Overall patient experience score</b>	<b>75.8</b>	<b>0.45</b>

Source: National Patient Survey Programme

The latest patient experience scores for Community mental health services are **not comparable** with scores for previous years due to changes in the underlying survey that is used as the data source.

Details of the survey changes are available in the *Development Report for the Community Mental Health Survey 2014* published by The Coordination Centre for the NHS Patient Survey Programme<sup>2</sup>. Information about the resulting changes to the overall patient experience scores is available in the *Notification of changes to the overall patient experience score for Community Mental Health* published by NHS England<sup>3</sup>.

<sup>1</sup> The National Patient Survey Programme is overseen by the Care Quality Commission (CQC) and covers a range of NHS settings on a rolling programme of surveys. The CQC publishes detailed results from each survey on its own website, whilst this publication provides an overall index score.

<sup>2</sup> <http://www.nhssurveys.org/surveys/750>

<sup>3</sup> <http://www.england.nhs.uk/statistics/2014/09/18/overall-patient-experience-scores-2014-community-mental-health-survey>

## 2 Overall scores update for 2014

### 2.1 Context and interpretation

The question that these scores seek to answer is “*has patient experience changed over time?*” These scores do not translate directly into descriptive words or ratings, but present results out of 100 for specific aspects of experience for NHS patients, after they have used the NHS. If patients reported all aspects of their care as ‘good’, we would expect a score of about 60. If they reported all aspects as ‘very good’, we would expect a score of about 80.

Scores for different aspects of care, or for different service settings, cannot be compared directly. For example, we cannot say that the NHS is ‘better’ at ‘access & waiting’ than it is at ‘information and choice’, or that mental health services are ‘better’ than outpatient services, but the results can be used to look at change over time **where methods have not changed**.

These statistics are conceptually different from measures of general public perception of the NHS, which are important in their own right but may be influenced by other factors such as the respondent’s political views. These statistics are not a satisfaction or approval measure, but a summarised set of scores, reported by patients, on those aspects of care that matter to patients.

A narrative summary of the underlying survey data has been published by the Care Quality Commission (CQC) and is available at the following link:

[www.cqc.org.uk/PatientSurveyMentalHealth2014](http://www.cqc.org.uk/PatientSurveyMentalHealth2014)

We have published a number of supporting documents to aid interpretation of these statistics, including a *methods, reasoning and scope* document. They can be found at:

[www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/](http://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/)

### 2.2 What is a confidence interval?

In these statistics, NHS England has used survey responses from around 13,500 patients to estimate the typical experience for all NHS mental health patients. Confidence intervals provide a range of values within which we are confident that the true value is likely to lie. In this publication, confidence intervals are expressed as a ‘plus or minus’ figure. For example, our overall score for the mental health survey has a confidence interval of plus or minus 0.45. This means that the true value is likely to lie in a range from 0.45 below our estimate to 0.45 above it.

Confidence intervals show how much variability there is in scores derived from survey data. It is important to look at the confidence intervals as well as the reported score. A more precise explanation is that the confidence interval gives the range that the true patient experience score lies in, at a given level of confidence. At the 95 per cent confidence level, on average, the confidence interval is expected to contain the true value around 95 per cent of the time.

If we were to repeat this survey 100 times, we would expect the stated confidence interval to contain the ‘true’ population value at least 95 times out of 100.

### 2.3 What lies beneath these headline scores?

The headline scores are calculated by taking the average score for small sets of survey questions.

### Access & waiting: two survey questions, 82.2

This domain captures information about whether patients know how to contact the person in charge of organising their care and services and if they know who to contact out of hours if they have a crisis.

### Safe, high quality coordinated care: four survey questions, 71.4

This domain includes questions about whether, in the last 12 months, NHS mental health services have reviewed the service user's care and medicines and whether NHS mental health services have given help or advice about finding support for any physical health needs. The fourth question aims to assess how well the person in charge of organising the respondent's care and services fulfils this role.

### Better information, more choice: five survey questions, 71.5

This domain captures feedback on whether NHS mental health services have agreed with the service user the care that they will receive and whether the service user felt involved enough in coming to this agreement. A further question aims to assess the extent to which the respondent feels that the agreement takes their personal circumstances into account.

Two questions are included to understand whether respondents were involved as much as they wanted to be in decisions about medicines, and treatments and therapies.

### Building closer relationships: four survey questions, 78.2

This domain uses four questions: one about whether the respondent was told who is in charge of organising their care and services and three about interpersonal relationships. These questions measure the extent that respondents felt that they were given enough time to discuss their needs and treatment, whether the person they spoke to understood how their mental health needs affect other areas of their life and whether they felt that, overall, over the last 12 months, NHS mental health services treated them with respect and dignity.

## **2.4 Trends in the scores**

The latest patient experience scores for Community mental health services are not comparable with scores for previous years due to changes in the underlying survey that is used as the data source.

## **2.5 Variations in the scores: demographics**

It is sensible to consider whether patient experience varies for patients in different demographic groups, but there are several difficulties in reporting scores for separate groups:

- i) Firstly, even for survey questions that are direct and objective, the results vary slightly by demographic group. For example, older patients tend to give more positive answers even to factual questions.
- ii) Our overall measure is adjusted to take account of these subjective variations by age and gender. When reporting on results for different groups we need to consider how these adjustments combine with the way we calculate the scores (for example, if we adjust by age, an age breakdown of results would show no differences).

- iii) For some demographic groups the number of responses is very small, and so the confidence interval on results is very large. For example, the number of responses from the Chinese ethnic group is typically fewer than 50 nationally.

These considerations mean that it is not possible to provide meaningful data on ethnic categories for NHS trust level data, but we are able to examine differences at national level. Table 2 below shows the overall score for each ethnic group in the 2014 data. We use a two-tailed t-test and a 5% threshold of significance to determine whether there are statistically significant differences in scores across the ethnic groups. As White British is the dominant ethnic group, other groups are compared with it. The groups with scores significantly different to White British are White & Black Caribbean, African and Any other Black background; all these groups have higher scores, reflecting more positive experience, than White British.

**Table 2: patient-experience scores for ethnic groups**

	Overall score	Confidence Interval	Number of respondents
White British	75.8	0.50	11474
White Irish	77.9	2.81	179
White Gypsy or Irish Traveller	*	*	*
Any other White	75.2	1.98	348
White & Black Caribbean	81.5 S	3.00	90
White & Black African	76.2	3.22	59
White & Asian	77.2	3.37	81
Any other mixed background	75.1	2.48	52
Indian	76.5	2.77	216
Pakistani	76.1	3.32	130
Bangladeshi	75.4	4.76	72
Chinese	82.6	4.72	35
Any other Asian Background	77.8	3.60	73
African	82.4 S	2.52	164
Caribbean	76.9	2.32	163
Any other Black background	87.9 S	2.68	38
Arab	*	*	*
Any other Ethnic group	*	*	*

Notes:

Results marked with \* are not available due to small sample sizes

Results marked with an S are significantly different from White British

Ethnic group is unknown for 543 respondents

## 2.6 Variation at NHS organisational level

We need to be cautious when considering these statistics at trust level due to the size of the confidence intervals (i.e. the range within which we can be sure the true score lies is wider for trusts than at national level). At national level, results are based on over 13,500 responses and we can be confident that the true score lies within a small range (in this case, plus or minus 0.45). For trust level data, we are typically looking at around 240 responses and we can only have confidence that scores are accurate within a range of plus or minus around 3 points.

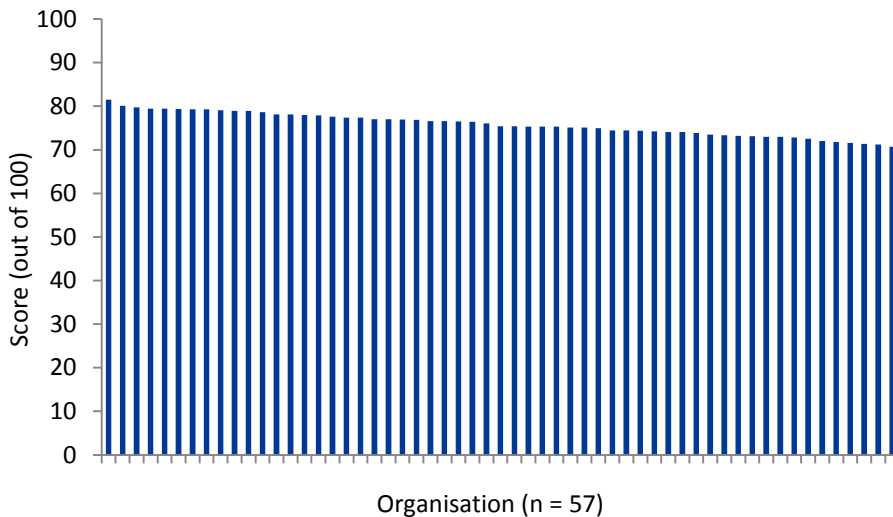
This means it can be difficult to assess whether scores for an individual trust are significantly



different from the average.

Figure 1 shows the overall patient experience score for each trust, with the higher scores towards the left and the lower towards the right. There are 57 trusts in 2014 with overall scores. Scores range from 70.7 to 81.5, with an average of 75.8. There are 11 trusts with scores that are significantly above the average and seven with scores that are significantly below the average.

**Figure 1: Trust level overall patient experience scores**



We may wish to consider whether different trusts have strengths and weaknesses in different areas, however trusts that score well in one domain tend to score well on other domains too. On average, if a trust scores 10 points more than another trust on one domain, it would, on average, score around 5 points higher on any other domain as well (formally there is a positive correlation of around 0.5).

### 3 Feedback

NHS England aims to make its National Statistics accessible, useful and appropriate for the needs of users. We welcome feedback, and comments can be sent by email to:

[England.feedback-data@nhs.net](mailto:England.feedback-data@nhs.net)

### 4 Background notes – The National Patient Survey Programme

These results are based on data from the NHS National Patient Survey Programme. These surveys are conducted on a rolling programme, with different NHS settings surveyed in different years. Settings include inpatients, outpatients, community mental health, and accident and emergency. The programme is coordinated by the Care Quality Commission (CQC), but each survey is paid for and carried out by individual NHS organisations.

The survey programme is designed to collect structured and systematic feedback on service delivery from the patients' actual experience. In this way the programme provides robust data on service issues that are important to patients, many of which would otherwise be unmeasured – e.g. staff behaviour, levels of involvement, information provision etc.

Fieldwork for each survey is usually carried out over a three-month period. Timings depend on the survey setting and are defined by CQC as part of the survey programme. Patients were

eligible for the 2014 adult mental health survey if they were aged 18 years or older, were receiving specialist care or treatment for a mental health condition and had been seen by the trust between 1 September 2013 and 30 November 2013.

Sample sizes and response rates vary depending on the survey setting and by question. More than 13,500 people responded to the mental health survey (a response rate of 29%). The CQC website includes information on the surveys and the CQC national survey publications (including percentage scores for individual questions and details of the number of respondents and response rates).

The CQC results for the mental health surveys can be found at:

[www.cqc.org.uk/PatientSurveyMentalHealth2014](http://www.cqc.org.uk/PatientSurveyMentalHealth2014)

CQC publish trust-level reports that detail information such as the trust scores for each survey question and associated confidence intervals and response numbers, this can be found at:

<http://www.nhssurveys.org/surveys/730>

## **5 Full set of tables: overall patient experience scores**

The following tables show results for the 'overall patient experience scores' for England, for different years and different NHS settings. Scores are based on results from the National Patient Survey Programme and are calculated in the same way each year so that the experience of NHS patients can be compared over time. The methodology for calculating these scores was agreed initially by the Department of Health and the Care Quality Commission (formerly the Healthcare Commission). NHS England, which is now responsible for the publication of the series, agrees with the adopted methodology.

This publication updates the patient experience scores, last updated with inpatient patient experience scores by the Department of Health in April 2014.

The information in these tables has been provided separately in CSV format, available alongside this publication. One CSV file contains results for acute trusts, and a separate CSV file contains results for mental-health trusts.

## Inpatient survey: national scores

	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2013-14 95% confidence interval
Access & waiting	83.8	84.9	85	84.2	84.3	84.3	84.6	<b>S</b> 0.20
Safe, high quality, coordinated care	64.9	65.3	64.4	64.6	65.4	65.4	66.4	<b>S</b> 0.24
Better information, more choice	66.7	67.7	66.8	67.2	68.2	68.2	68.8	<b>S</b> 0.27
Building closer relationships	83	83.2	82.9	83.0	84.6	84.6	84.7	0.17
Clean, friendly, comfortable place to be	78.1	79.2	79.1	79.4	79.8	79.8	80.1	<b>S</b> 0.15
<b>Inpatient overall patient experience score</b>	<b>75.3</b>	<b>76.0</b>	<b>75.6</b>	<b>75.7</b>	<b>75.6</b>	<b>76.5</b>	<b>76.9</b>	<b>S</b> <b>0.16</b>

Source: National Patient Survey Programme

Results marked with an **S** show a statistically significant change from 2012-13 to 2013-14

Details of the methodology can be found in the accompanying 'Methods, Reasoning and Scope' guidance at [www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/](http://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/)

## Outpatient survey: national scores

	2002-03	2004-05	2009-10	2009-10 adjusted <sup>2</sup>	2011-12		2011-12 95% confidence interval
Access & waiting <sup>1</sup>	68.2	69.0	72.5	73.3	74.9	<b>S</b>	0.17
Safe, high quality, coordinated care	83.0	82.2	83.2	83.2	83.6	<b>S</b>	0.18
Better information, more choice	77.2	77.3	79.1	79.1	78.6	<b>S</b>	0.35
Building closer relationships	86.4	86.5	87.3	87.3	87.7	<b>S</b>	0.18
Clean, friendly, comfortable place to be	69.7	68.5	70.9	70.9	71.3	<b>S</b>	0.20
<b>Outpatient overall patient experience score</b>	<b>76.9</b>	<b>76.7</b>	<b>78.6</b>	<b>78.8</b>	<b>79.2</b>	<b>S</b>	<b>0.18</b>

Source: National Patient Survey Programme

Results marked with an **S** show a statistically significant change from 2009-10 to 2011-12

### Notes:

1. The scoring regime used for the question about length of wait for an appointment (question A1 in 2002-03 and question 1 in 2004-05) has been adjusted from that published by the contractor appointed to run the NHS Survey Advice Centre, to allow comparison across years.
2. The 2009-10 score is adjusted to allow for direct comparison with 2011-12.

Details of the methodology can be found in the accompanying overall patient experience measure 'Methods, Reasoning and Scope' guidance at [www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/](http://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/)

## Accident and emergency department survey: national scores

	2004-05	2008-09	2012-13		2012-13 95% confidence interval
Access & waiting	69.4	66.6	64.3	<b>S</b>	0.20
Safe, high quality, coordinated care	74.7	75.1	74.5	<b>S</b>	0.33
Better information, more choice	73.5	74.4	74.8		0.44
Building closer relationships	80.4	81.3	80.8	<b>S</b>	0.24
Clean, friendly, comfortable place to be	81.0	81.4	82.2	<b>S</b>	0.22
<b>Accident and emergency overall patient experience score</b>	75.8	75.7	75.4	<b>S</b>	0.26

Source: National Patient Survey Programme

Results marked with an **S** show a statistically significant change from 2008-9 to 2012-13

Details of the methodology can be found in the accompanying overall patient experience measure 'Methods, Reasoning and Scope' guidance at [www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/](http://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/)

## Community mental health survey: national scores

Table 1	2014-15	
	2014-15	95% confidence interval
Access & waiting	82.2	0.50
Safe, high quality, coordinated care	71.4	0.65
Better information, more choice	71.5	0.58
Building closer relationships	78.2	0.46
<b>Community mental health overall patient experience score</b>	<b>75.8</b>	<b>0.45</b>

Source: National Patient Survey Programme

Due to redevelopment of the 2014 community mental health survey, the scores for 2014-15 are not comparable with previous years. Results from 2011-12 to 2013-14 are presented in table 2 below.

Details of the methodology can be found in the accompanying overall patient experience measure 'Methods, Reasoning and Scope' guidance at [www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/](http://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/)

Table 2	2011-12	2012-13	2012-13		2013-14	
			adjusted <sup>1</sup>	2013-14	95% confidence interval	
Access & waiting	71.1	72.4	72.4	72.4	0.58	
Safe, high quality, coordinated care	72.1	71.3	68	67.4	0.60	
Better information, more choice	68.3	69.1	65.8	65.4	0.59	
Building closer relationships	84.7	84.7	82.4	81.1	0.40	<b>S</b>
<b>Community mental health overall patient experience score</b>	<b>74.1</b>	<b>74.4</b>	<b>72.2</b>	<b>71.6</b>	<b>0.44</b>	<b>S</b>

Source: National Patient Survey Programme

### Notes:

1. The scoring regime was changed in 2013-14 to remove CPA-based scoring on certain questions in the community mental health service users survey. Due to this change, the 2013/14 national score is not comparable with previous years. To allow for direct comparison between 2013/14 and 2012/13, an adjusted score for 2012/13 has been calculated, incorporating the new scoring regime. Details of the change are available at: [http://www.nhssurveys.org/Filestore/MH13/MH13\\_Recommendation\\_to\\_discontinue\\_CPA-differentiated\\_scoring\\_v1.pdf](http://www.nhssurveys.org/Filestore/MH13/MH13_Recommendation_to_discontinue_CPA-differentiated_scoring_v1.pdf)