



**Notification of changes to the Overall
Patient Experience Score for
Community Mental Health Services**

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1 Introduction

The Overall Patient Experience Scores use a set of questions from the National Patient Survey Programme (NPSP) to produce measures of patient views on the care they receive. The Community Mental Health (CMH) Services Survey is part of the NPSP and is the administrative data source that underpins the overall experience score for Community Mental Health Services.

The CMH survey has been redeveloped for 2014 to 'align the survey with services as they will be provided and experienced in 2014' (Picker Institute Europe, 2014, p5)¹. The 2014 questionnaire includes questions that have been added since 2013 and new questions that directly replace, or are based on, questions from the 2013 questionnaire. We will use the new questionnaire to calculate the overall experience score for community mental health for 2014. **It is important to note that the survey changes mean that the score for 2014 will not be comparable with previous years.**

This document describes the changes to the overall patient experience score for community mental health for 2014. The survey questions that underpin the new score have been selected on the principle that they align with the content of the previous measure. It is not within the scope of this update to address the aspects of service that the overall scores measure.

2 Background

2.1 NPSP and the Community Mental Health Services Survey

The NPSP is co-ordinated by the Care Quality Commission (CQC) and covers a range of acute health care settings (including inpatient, outpatient and A&E) as well as community mental health services. The purpose of the NPSP is to understand, monitor and improve patients' and service users' experience of NHS services.

The CMH survey was carried out on a near-annual basis between 2003 and 2010² and has been conducted in every year since. The survey last underwent major redevelopment in 2010 and has remained largely unchanged, with only minor revisions, until 2014.

Redevelopment of the survey for 2014 has been undertaken by the National Patient Survey Coordination Centre (The Coordination Centre), managed by the Picker Institute on behalf of the Care Quality Commission (CQC). The process has resulted

¹ <http://www.nhssurveys.org/surveys/750>

² The survey was run with voluntary participation in 2003. Surveys were not conducted in 2006 or 2009.

in changes to the questionnaire and sampling period. Information about these latest changes is documented in the Development Report – Community Mental Health 2014³ produced by The Coordination Centre.

2.2 Overall Patient Experience Scores

The overall patient experience scores measure service-user reported experience of the NHS using questions from the NPSP. The scores provide a key measure of patient experience and, where calculation methods have been consistent, can be used to assess whether patient experience has changed over time.

The overall scores take results from individual survey questions, from individual respondents and aggregate these into a score that captures aspects of services of interest to people who use the NHS. The measure uses a set of 'domain' headings with survey questions grouped into each domain.

For CMH, the overall score uses selected questions from the CMH survey, grouped into the following four domains:

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

More information about the methods, reasoning and scope for the overall patient experience scores is available in the Methodology Statement on NHS England's website⁴.

Overall experience scores for community mental health services are available for the survey years from 2003 to 2007 and subsequently for 2011 to 2013⁵. There are several time-series breaks in the experience scores for CMH:

- Results for 2005 to 2007 are not comparable with those for 2003 and 2004 due to a change in question wording for one of the questions used to measure overall experience
- Results were not calculated for 2008 to 2010 as a series of changes to the survey meant that results were not comparable over time.
- A change to the scoring methodology for 2013 means that the calculated overall score is not comparable with results for 2011 and 2012⁶.

³ <http://www.nhssurveys.org/surveys/739>

⁴ <http://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/>

⁵ The Department of Health (DH) produced the overall scores from 2003 to 2012. The score for 2013 was calculated by NHS England following the transfer of responsibility for patient experience statistics from DH.

⁶ Adjusted scores were calculated for 2012 only to enable historic comparison of the 2013 results.

3 Changes to the Overall Patient Experience Score for Community Mental Health in 2014

For 2011 to 2013, the overall patient experience score for community mental health services is based on 15 questions from the community mental health survey. These 15 questions have been replaced or removed in the 2014 questionnaire. As a result, the overall score for 2014, based on questions from the new questionnaire, will not be comparable with previous years.

The following approach has been used to select questions to construct the measure for 2014:

1. Where questions used to calculate the score for 2013 have been replaced in the 2014 questionnaire, the replacement questions are used to construct the measure.
2. The new questions in the 2014 survey have been reviewed to check whether they align with the domains used to construct the overall score. Where questions map to a domain, they are used to construct the overall score.

The 2014 survey includes replacements for 13 questions previously used to construct the overall score and two new questions that align with the domains that make up the score.

3.1 Questions previously used to construct the overall score

Previous survey questions have been modified with the intention that the revised language makes the survey clearer and easier to answer, emphasises person-centred care and removes NHS-specific terms that may quickly drop out of use.

For the 13 questions that were previously used to construct the overall score and have been modified, the new versions of these questions will be used to calculate the overall score for 2014. The original and revised wordings for these questions are shown in Appendix A.

Two questions that were previously used to construct the overall measure have been removed from the 2014 survey, they are:

- Did **this** person take your views into account? (Q5)
- Did you have **trust** and **confidence** in **this** person? (Q6)

The Coordination Centre determined that these two questions are redundant because they measure the same underlying concept as three other survey questions. Of these five questions that measure the same concept, four, including the two that

have been removed, were used in the domain ‘building closer relationships’ (see Table 1).

Table 1: 2013 questions measuring the same underlying concept

Q no. 2013	Question text	Used in Overall Score	Replaced in 2014
4	Did this person listen carefully to you?		Y
5	Did this person take your views into account?	Y	
6	Did you have trust and confidence in this person?	Y	
7	Did this person treat you with respect and dignity ?	Y	Y
8	Were you given enough time to discuss your condition and treatment?	Y	Y

3.2 New questions added to the 2014 survey

In addition to modifying questions that were used in 2013, the 2014 survey includes new questions. There are 13 new questions in the 2014 survey and of these, two relate to the domains used to construct the overall scores:

- Did the person or people you saw **understand** how your mental health needs affect **other areas of your life**? (Question 7)
- Were you involved as much as you wanted to be in deciding what treatments or therapies to use? (Question 31)

Question 7 focuses on relationships between staff and service users and is a measure of ‘building closer relationships’. The question was added to the survey because the redevelopment process identified interpersonal relationships with care workers as an important aspect of care not fully covered in the 2013 survey.

Question 31 will be included in the domain ‘better information, more choice’. The question aims to ascertain how much choice patients had about their treatments or therapies. Questions about whether patients had choice about the care they will receive and the medicines they receive were already included as measures of ‘better information, more choice’ and the new versions of these questions for 2014 will also be included in the domain:

- Were you involved as much as you wanted to be in agreeing what care you will receive?
- Were you involved as much as you wanted to be in decisions about which medicines you receive?

4. 2014 Survey questions used to calculate the Overall Score

The overall score for community mental health services for 2014 will be updated based on the 13 questions that have direct replacements in the 2014 survey and the inclusion of the two new questions identified above, measuring 'better information, more choice' and 'building closer relationships'.

In line with the original methodology to construct the overall scores, the pre-existing scoring mechanism from the survey questions will be applied to calculate the scores. The question wording and scores for each response option are shown in Table 2.

Table 2: Full list of survey questions and scoring regime used for the overall score

2014 question text	
Access and waiting	
Do you know how to contact this person [the person in charge of organising the respondents care and services] if you have a concern about your care?	1 = 100 2 = 0 3 = M
Do you know who to contact out of hours if you have a crisis?	1 = 100 2 = 0 3 = M
Safe, high quality, coordinated care	
How well does this person [in charge of organising care & services] organise the care and services you need?	1 = 100 2 = 67 3 = 33 4 = 0
In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?	1 = 100 2 = 0 3 = M
In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines? (That is, have your medicines been reviewed?)	1 = 100 2 = 0 3 = M
In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs (this might be an injury, a disability, or a condition such as diabetes, epilepsy, etc)?	1 = 100 2 = 50 3 = 0 4 = M 5 = M 6 = M
BETTER INFORMATION, MORE CHOICE	
Have you agreed with someone from NHS mental health services what care you will receive?	1=100 2=50 3=0
Were you involved as much as you wanted to be in agreeing what care you will receive?	1 = 100 2 = 50 3 = 0 4 = M 5 = M
Does this agreement on what care you will receive take your personal circumstances into account?	1 = 100 2 = 50 3 = 0 4 = M
Were you involved as much as you wanted to be in decisions about which medicines you receive?	1 = 100 2 = 50 3 = 0

	4 = M
	5 = M
Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	1 = 100 2 = 50 3 = 0 4 = M 5 = M
BUILDING CLOSER RELATIONSHIPS	
Were you given enough time to discuss your needs and treatment?	1 = 100 2 = 50 3 = 0 4 = M
Did the person or people you saw understand how your mental health needs affect other areas of your life ?	1 = 100 2 = 50 3 = 0 4 = M
Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a “care coordinator” or “lead professional”.)	1 = 100 2 = 0 3 = M
Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	1 = 100 2 = 50 3 = 0

Notes:

M denotes Missing and is applied to cases where the response option is not used in the calculation of the question score.

Appendix A: Questions with direct replacements: question text from historic surveys and for 2014

Existing question text	2014 question text
ACCESS AND WAITING	
Can you contact your Care Co-ordinator (or lead professional) if you have a problem?	Do you know how to contact this person [the person in charge of organising the respondents care and services] if you have a concern about your care?
Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?	Do you know who to contact out of hours if you have a crisis?
SAFE, HIGH QUALITY, COORDINATED CARE	
In the last 12 months, has an NHS mental health or social care worker checked with you about how you are getting on with your medication - i.e. have your medicines been reviewed? (Please do not include reviews by your GP)	In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines? (That is, have your medicines been reviewed?)
How well does your Care Co-ordinator (or lead professional) organise the care and services you need?	How well does this person [in charge of organising care & services] organise the care and services you need?
In the last 12 months have you had a care review meeting to discuss your care?	In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working?
In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your physical health needs?	In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs (this might be an injury, a disability, or a condition such as diabetes, epilepsy, etc)?
BETTER INFORMATION, MORE CHOICE	
Do you think your views were taken into account in deciding which medication to take?	Were you involved as much as you wanted to be in decisions about which medicines you receive?
Have you been given (or offered) a written or printed copy of your NHS care plan?	Have you agreed with someone from NHS mental health services what care you will receive?
Do you think your views were taken into account when deciding what was in your NHS care plan?	Were you involved as much as you wanted to be in agreeing what care you will receive?
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.	Does this agreement on what care you will receive take your personal circumstances into account?
BUILDING CLOSER RELATIONSHIPS	
Did this person treat you with respect and dignity?	Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?
Were you given enough time to discuss your condition and treatment?	Were you given enough time to discuss your needs and treatment?
Do you know who your Care Co-ordinator (or lead professional) is?	Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional".)