



Statistical bulletin:
Overall Patient Experience Scores

2019 Community Mental Health Survey update

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Prepared by: NHS England and Improvement Analytical Services

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Overall Patient Experience Scores: 2019 Community Mental Health Survey update

This publication updates this regular statistical series to include results from the latest Community Mental Health Survey, which surveyed patients aged 18 years or older who received specialist care or treatment for a mental health condition and had been seen by the trust between September and November 2018. Fieldwork for the survey took place between February and June 2019.

These statistics use a set of questions from the NHS Patient Survey Programme¹ to produce a set of overall index scores that measure patient views on the care they receive. NHS England produces separate scores to measure three different NHS services: inpatients, community mental health and urgent and emergency care. This update focuses on the community mental health setting.

1 Overall Patient Experience Scores: 2019 Community Mental Health Survey update

The Overall Patient Experience Score for NHS community mental health services for 2019-20 is shown in Table 1 below; the scores for each of the four domains used to construct the overall measure are also presented. An overview of how the scores are constructed is provided in section 2.

Overall patient experience of community mental health services is **73.9 out of 100**. One question is not comparable to the previous year², therefore the domain that contains this question, as well as the overall patient experience score are not comparable to previous years. Of the comparable domains, none of the changes from the previous iteration are statistically significant.

Table 1: Patient experience scores for the Community Mental Health Survey, England, 2014-15 to 2019-20

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	95% confidence interval (2019-20)
Access & waiting	-	-	-	-	-	82.2	0.57
Safe, high quality, coordinated care	-	-	-	-	69.7	69.3	0.72
Better information, more choice	-	-	-	-	69.2	69.2	0.65
Building closer relationships	78.2	76.2	76.7	76.2	74.9	74.8	0.52
Overall patient experience score	-	-	-	-	-	73.9	0.51

Source: NHS Patient Survey Programme, Care Quality Commission

Further details of the methodology can be found in the accompanying Methods, reasoning and scope paper at:

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

The full set of tables is shown at the end of this publication.

¹ The NHS 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.

² Question 16 – ‘Do you know who to contact out of office hours within the NHS if you have a crisis?’ (Access & waiting domain) is not comparable to previous years due to a change in the wording of the question.

2 Methodology

2.1 Context and interpretation

The question that the Overall Patient Experience Scores seek to answer is “*has patient experience changed over time?*”

This is done using a series of questions (15 in the case of the Community Mental Health Survey) arranged across four domains, each of which measures one aspect of care:

1. Access & waiting
2. Safe, high quality, coordinated care
3. Better information more choice
4. Building closer relationships

There is a fifth domain included in other surveys that are a part of the NHS Patient Survey Programme, called ‘Clean, comfortable, friendly place to be’, which is not assessed as part of the Community Mental Health Survey.

Both the overall score and the domains are presented as a **score out of 100**, calculated by averaging a subset of the scored survey questions. The scores represent the extent to which the patient’s experience could be improved. A score of 0 reflects considerable scope for improvement, whereas a score of 100 refers to the most positive patient experience. Where there are a number of response options, they are placed at equal intervals on the scale.

Scores for **different aspects of care, or for different service settings, cannot be directly compared**. 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.

2.2 How the scores are constructed

The England level domain scores are an average of the trust level question scores used to feed into that domain. The Overall Patient Experience Score is an average of the domain scores.

Patient level survey data is used to calculate the trust level question scores by assigning each patient’s question response option with a ‘score’ between 0 and 100 (where higher scores reflect better reported experience) and calculating the average score for each question³ for each trust. For example, for the question ‘How well does this person organise the care and services you need?’ the following scoring applies:

³ Annex A details the 2019 Community Mental Health Survey scoring regime for each of the 15 questions that feed into the four domain scores and the Overall Patient Experience Score.

Response options	Scoring
Very well	100
Quite well	67
Not very well	33
Not at all well	0

The scoring mechanism is applied to respondent level results before being standardised to match the 2019 survey profile for age and gender. Weighted scores are then aggregated up to trust level to calculate trust scores, and the average of the trust scores is used to calculate the England level score, taking into account the varying trust responses rates.

The Care Quality Commission (CQC) has published a Statistical Release report presenting the underlying survey data, along with all the results for the 2019 Community Mental Health Survey, and is available at the following link:

<http://www.cqc.org.uk/cmhsurvey>

NHS England has published a number of supporting documents to aid interpretation of the Overall Patient Experience Score statistics, including a *Methods, reasoning and scope* document. They can be found at:

www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/

2.3 What is a confidence interval?

In these statistics, NHS England has used survey responses from around 12,550 patients to estimate the typical experience for all NHS community 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, the overall score for the 2019 Community Mental Health Survey has a confidence interval of plus or minus 0.51. This means that the true value is likely to lie in a range from 0.51 below our estimate to 0.51 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 provides the range within which the true patient experience score lies, 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. So, 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.

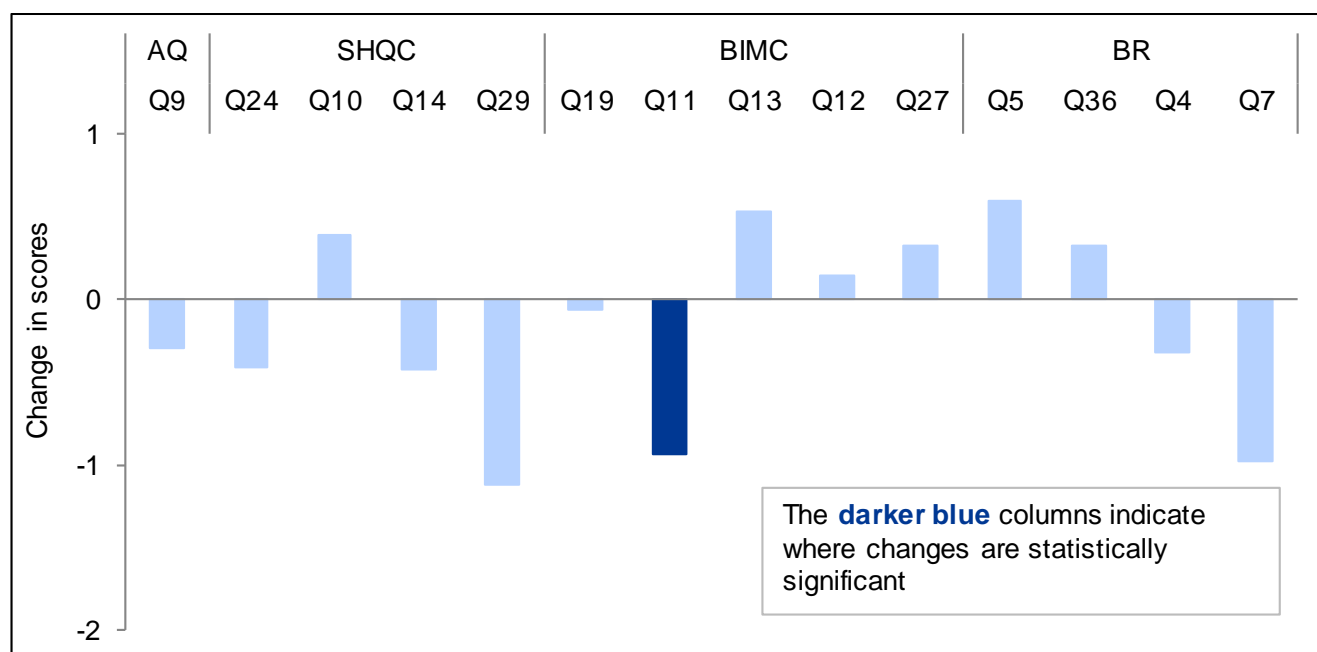
3 2019 Community Mental Health Survey update

3.1 What lies beneath these headline scores?

The headline scores (also called domain scores) are calculated by taking the average score for a small subset of scored survey questions. This section compares the headline scores in 2018-19 to those in 2019-20, with reference to the specific questions that feed into each domain.

Figure 1 below presents the difference in the question scores between 2018-19 and 2019-20. Eight of the questions within the domains have seen a decrease from 2018-19 to 2019-20, while six have seen an increase.

Figure 1: Change between question scores from 2018-19 to 2019-20, England⁴



3.1.1 Access & waiting

Two survey questions: domain score 82.2 (not comparable to 2018-19)

This domain assesses whether patients know how to contact the person in charge of organising their care and who to contact out of hours in the event of a crisis.

One of the two scored questions can be compared with last year's score: a similar proportion of patients report knowing how to contact someone if they were concerned about their care (score 96.5 in 2018 and 96.2 in 2019).

3.1.2 Safe, high quality coordinated care

Four survey questions: domain score decreasing from 69.7 to 69.3

This domain includes questions about whether, in the past 12 months, NHS mental health services have; reviewed the patient's care and medicines, have arranged a formal meeting to discuss how the patient's care is working, and provided help or advice about finding support for

⁴ Question 16 has been excluded from this figure as it is not comparable to previous years.

any physical health needs. It also assesses how well the person in charge of organising the patient's care fulfils this role.

Three of the four scored questions have decreased, and one question has increased, however none of the questions in this domain have significantly changed compared to the previous year.

3.1.3 Better information, more choice

Five survey questions: domain score has not changed from 69.2 compared with previous year

This domain assesses whether NHS mental health services involved patients as much as they wanted to be involved in agreeing what care they would receive and their medication, taking their personal circumstances into account. It also assesses whether NHS mental health services involved patients in deciding what treatments or therapies to use.

One of the five scored questions have significantly decreased: a smaller proportion of patients report that they agreed with someone from NHS mental health services what care they would receive (score decreasing from 59.3 to 58.4).

3.1.4 Building closer relationships

Four survey questions: domain score decreasing from 74.9 to 74.8

This domain captures feedback about the interpersonal relationships between the patient and the person or people they saw from NHS mental health services.

Two of the four scored questions have decreased, and two questions have increased, however none of the questions in this domain have significantly changed compared to the previous year.

3.2 Trends in the scores

Surveys of community mental health services were carried out between 2004-2008 and 2010-2019. Over time there have been a number of changes made to the survey including revisions to the eligible age range, adjustments to the scoring regime and major redevelopments that saw revisions to the survey methodology and the questionnaire content. These changes affect historical comparability:

- i) The 2004 and 2005 surveys included people aged 16-65 years. In 2006 the age range for the survey was extended to include people aged over 65.
- ii) The 2010 survey underwent a major redevelopment to reflect changes in policy, best practice and patterns of service, meaning that the results prior to 2010 were not comparable.
- iii) In 2012 the survey's sampling criteria changed to exclude 16 and 17 year olds.
- iv) In 2013 the scoring methodology was changed in to remove CPA-based scoring⁵ on certain questions.

⁵ Care Programme Approach (CPA) describes the framework, introduced in 1990, that aims to support and co-ordinate effective mental health care for people using secondary mental health services.

v) In 2014 the survey was subject to a second major redevelopment to reflect changes in policy and patterns of service, meaning that the **results prior to 2014 were not comparable**.

In 2019-20, one question from the 'Access & waiting' domain is not comparable to previous years due to changes in the wording of the question. Therefore, this domain score and the overall patient experience score are not comparable to previous year.

3.3 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) The overall score 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, in the 2019 Community Mental Health Survey, the number of responses from the White Gypsy or Irish Traveller ethnic group is 18 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 presents the Overall Patient Experience Score for each ethnic group represented in the 2019 Community Mental Health Survey. 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.

This shows that African patients reported a significantly higher overall score compared to the White British patients, reflecting more positive experiences. Conversely, none of the ethnic groups have significantly lower overall scores compared to the White British group, which would reflect less positive experiences.

Table 2: Overall Patient Experience Score for the Community Mental Health Survey for each ethnic group, England, 2019-20

Ethnicity	Overall score	Number of respondents
White British	73.9	10,268
White Irish	74.8	122
White Gypsy or Irish Traveller	*	18
Any other White	75.3	366
White & Black Caribbean	75.6	123
White & Black African	82.7	40
White & Asian	79.2	78
Any other mixed background	76.4	66
Indian	71.1	210
Pakistani	78.6	156
Bangladeshi	79.9	46
Chinese	72.8	41
Any other Asian background	75.9	122
African	82.4	S 160
Caribbean	74.9	138
Any other Black background	71.3	42
Arab	*	28
Any other ethnic group	60.1	37

Ethnic group is unknown for 490 respondents

Notes: Number of respondents refers to the number of people from an ethnicity group

*Results marked with * are not available due to small sample sizes of less than 30 respondents*

*Results marked **S** are significantly different from White British (based on the number of respondents included in the overall experience score calculation)*

Confidence intervals are not provided due to a review of the methodology

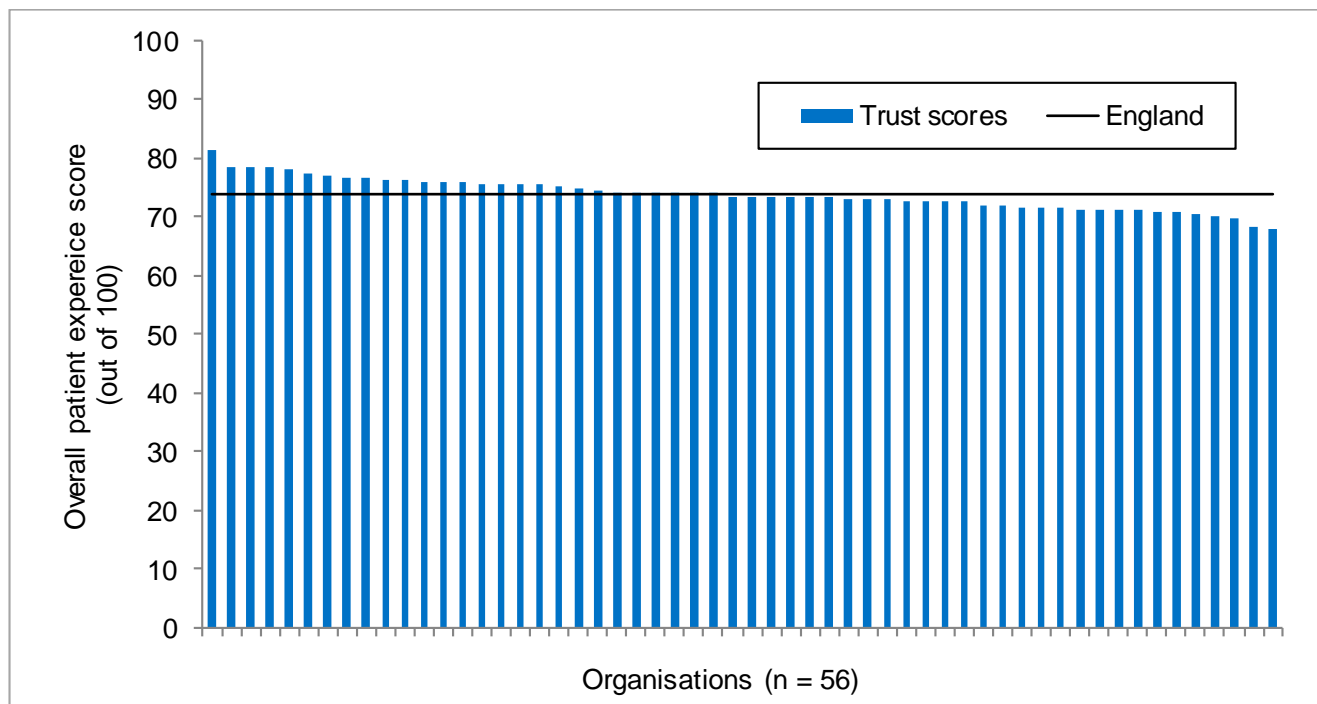
3.4 Variation at NHS organisational level

We need to be cautious when considering these statistics at trust level due to the larger size of the confidence intervals (i.e. there is more uncertainty around the estimates at trust level than at national level). At national level, results are based on 12,551 responses and we can be confident that the true score lies within a small range (in this case, plus or minus 0.51). For trust level data, the total number of responses is on average around 224. At this level, the level of confidence that we can have in the overall patient experience scores can range between plus or minus 2.6 to 4.7 points. This means it can be difficult to assess whether scores for an individual trust are significantly different from the average.

Figure 2 shows the Overall Patient Experience Score for each trust, with the higher scores towards the left and the lower towards the right. There were 56 participating organisations in the 2019 survey. Scores range from 68.0 to 81.5, with an average score of 73.9.

There are 6 trusts with scores that are significantly above the England average and 5 trusts with scores that are significantly below the England average.

Figure 2: Trust level Overall Patient Experience Scores, England, 2019-20



Due to the relatively large confidence intervals around trust level scores, there are relatively few statistically significant organisational level changes in results between years. A change is identified as significant over time using a t-test with a 5% threshold of statistical significance.

Table 3 below shows the number of trusts that recorded significant increases or decreases in their overall and domain scores between 2018-19 and 2019-20.

Table 3: Number of increased and decreased scores at trust level, 2018-19 to 2019-20

	Increase	Decrease
Overall scores	-	-
Access & waiting	-	-
Safe, high quality, coordinated care	0	3
Better information, more choice	1	0
Building closer relationships	2	2

Note: Changes are based on the 47 trusts with comparable data in 2018-19 and 2019-20.

The number of trusts who have increased or decreased for the 'Overall scores' and 'Access & waiting' are not available as these domains are not comparable.

Results at trust level are published in our diagnostic tool, which is available at:

<https://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/sup-info/>

4 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

5 Background notes – The NHS Patient Survey Programme

These results are based on data from the NHS 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 2019 Community Mental Health Survey if they were aged 18 years or older, had received specialist care or treatment for a mental health condition and had been seen by the trust between 1 September and 30 November 2018.

Trusts were given the choice of sampling in September, October or November 2018. Trusts drew a random sample from their records of 850 people who had been seen at the trust during the sampling period. Fieldwork for the survey took place between February and June 2019.

Sample sizes and response rates vary depending on the survey setting and by question. Around 12,500 service users responded to the 2019 Community Mental Health Survey, providing a response rate of 27%⁶ (28% in 2018). 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 2019 Community Mental Health Survey can be found at:

<http://www.cqc.org.uk/cmhsurvey>

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:

<https://nhssurveys.org/surveys/survey/05-community-mental-health/year/2019/>

⁶ The response rate quoted is an adjusted response rate. The adjusted base is calculated by subtracting the number of questionnaires returned as undeliverable or if someone had died from the total number of questionnaires sent out. The adjusted response rate is then calculated by dividing the number of returned useable questionnaires by the adjusted base.

6 Overview of survey changes

The most recent major redevelopment took place ahead of the 2014 survey to reflect changes in policy, best practice and patterns of service use. The methodological approach adopted for the 2019 survey is largely unchanged. Full details are available in the Quality and Methodology Report found here:

<http://www.cqc.org.uk/cmhsurvey>

Each year minor adjustments are made to the questionnaire in order to fulfil different strategic requirements as well as part of a process of continual improvement. The 2019 Community Mental Health Survey saw some changes to content of the questionnaire and covering letters.

Four new questions were added:

- Q6: Did the person or people you saw appear to be aware of your treatment history?
- Q20: Has the purpose of your medicines ever been discussed with you?
- Q21: Have the possible side-effects of your medicines ever been discussed with you?
- Q37: Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health

Five questions were removed:

The section titled 'Changes in who you see' was removed from the 2019 survey, this included the following questions: 'In the last 12 months, have the people you see for your care or services changed?', 'Were the reasons for this change explained to you at the time?', and 'What impact has this had on the care you receive?'

Two further questions were removed, one from the medicine section (Were you given information about your medicines in a way that you were able to understand?) and one questions from the NHS Therapies section (How long were you on the waiting list before your NHS therapy began?)

One question was amended:

- Q16: Do you know who to contact out of office hours within the **NHS** if you have a crisis?
This question has been changed to specifically highlight that this contact should be from within the NHS. This question is included in the Access and Waiting domain.

CQC's Survey Development Report, which outlines the changes that were proposed, and changes to protocol for the 2019 survey is available here:

<https://nhssurveys.org/surveys/survey/05-community-mental-health/year/2019/>

7 Historical sampling errors

During the sample checking for the 2019 survey, it was found that nine trusts had made errors in drawing their sample for the 2018 survey. These nine trusts were excluded from any trust-level historical comparisons produced for the 2019 survey (i.e. comparing 2019 data against 2018 data). CQC did not revise the 2018 Community Mental Health survey results for England, as exclusion of these trusts did not have a material impact on the England figures for the Community Mental Health Survey. In line with this decision, NHS England have not retrospectively excluded the trusts results from the England Overall Patient Experience Scores for the 2018 Community Mental Health survey update.

For more information on the sampling errors investigated in the 2019 survey please see the sampling errors report located at <https://nhssurveys.org/surveys/survey/05-community-mental-health/year/2019/>

8 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 NHS 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, which were last updated with the Urgent and Emergency Care Survey scores in October 2019.

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.

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/

Adult Inpatient Survey: national scores

	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	95% confidence interval (2018-19)
Access & waiting	83.8	84.9	85.0	84.2	83.8	84.3	84.6	83.8	84.5	82.9	83.5	82.3	S 0.20
Safe, high quality, coordinated care	64.9	65.3	64.4	64.6	64.8	65.4	66.1	65.5	66.3	66.1	66.8	65.8	S 0.22
Better information, more choice	66.7	67.7	66.8	67.2	67.2	68.2	68.8	68.9	69.3	68.0	68.6	67.3	S 0.26
Building closer relationships	83.0	83.2	82.9	83.0	83.0	84.6	84.7	84.6	85.4	85.5	85.8	85.0	S 0.15
Clean, friendly, comfortable place to be	78.1	79.2	79.1	79.4	79.4	79.8	80.1	80.1	81.1	81.1	81.4	80.8	S 0.13
Inpatient overall patient experience score	75.3	76.0	75.6	75.7	75.6	76.5	76.9	76.6	77.3	76.7	77.2	76.2	S 0.15

Source: National Patient Survey Programme

Notes:

1. In 2018-19 one trust had data excluded from two questions from the Access & waiting domain and one question from the Building closer relationships domain due to multiple errors in the printed survey. For the affected questions, domain and overall patient experience score, the scores are based on the remaining 143 trusts.
2. In 2017-18 there was a printing error on the survey affecting 27 trusts which resulted in data being excluded for these trusts for one question from the Safe, high quality, coordinated care domain. For this question, the domain and the overall patient experience score, the scores are calculated based on the remaining 121 trusts.

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/

Outpatient Survey: national scores

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

Source: NHS 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 scores are adjusted to allow for direct comparison with 2011-12.

Urgent and Emergency Care survey: national scores (2018-19)

Domain	2016-17	2018-19	2018-19 95% confidence interval
Access & waiting	65.1	64.4	S 0.23
Safe, high quality, coordinated care	-	79.4	0.31
Better information, more choice	77.7	77.2	0.46
Building closer relationships	83.6	83.4	0.23
Clean, friendly, comfortable place to be	-	84.5	0.22
Accident and Emergency Overall Patient Experience Score	-	77.8	0.26

Source: NHS Patient Survey Programme

Notes: One question from the 'Safe, high quality, coordinated care' domain and one question from the 'Clean, comfortable, friendly place to be' domain are not comparable to 2016-17, due to question changes in the survey. Therefore, results for these domains and the overall patient experience score are not comparable with 2016-17.

Results marked with an **S** show a statistically significant change from 2016-17 to 2018-19.

Accident and emergency department survey: national scores (2004-05 to 2014-15)

Domain	2004-05	2008-09	2012-13	2012-13 adjusted ²	2014-15	2014-15 95% confidence interval
Access & waiting ¹	69.4	66.6	64.3	67.0	67.7	0.22
Safe, high quality, coordinated care	74.7	75.1	74.5	74.5	76.0	0.35
Better information, more choice	73.5	74.4	74.8	74.8	75.8	0.47
Building closer relationships	80.4	81.3	80.8	80.8	81.9	0.25
Clean, friendly, comfortable place to be	81.0	81.4	82.2	82.2	84.2	0.24
Accident and Emergency Overall Patient Experience Score	75.8	75.7	75.4	75.9	77.2	0.28

Source: NHS Patient Survey Programme

Notes:

1. For 2014-15, the scoring regime used for the question "Overall, how long did your visit to the A&E department last?" (Question 9) has been amended based on expert advice.
2. The adjusted 2012-13 scores allow direct comparison with 2014-15 (see note 1).

Community Mental Health Survey: national scores (2014-15 to 2019-20 comparable domain)

Domain	2014-15 ¹	2015-16 ²	2016-17	2017-18	2018-19	2019-20	2019-20 95% confidence interval
Access & waiting	-	-	-	-	-	82.2	0.57
Safe, high quality, coordinated care	-	-	-	-	69.7	69.3	0.72
Better information, more choice	-	-	-	-	69.2	69.2	0.65
Building closer relationships	78.2	76.2	76.7	76.2	74.9	74.8	0.52
Community Mental Health Overall Patient Experience Score	-	-	-	-	-	73.9	0.51

Source: NHS Patient Survey Programme

Results marked with an **S** would show a statistically significant change from 2018-19 to 2019-20, however there were no significant changes between 2018-19 and 2019-20

A question from the 'Access & waiting' domain is not comparable to previous years due to question changes in the survey. Therefore, this domain score, as well as the overall patient experience score are also not comparable to previous years. Full scores for all domains in previous years are provided in the following table: Community Mental Health Survey: national scores (2014-15 to 2017-18).

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

Community Mental Health Survey: national scores (2014-15 to 2018-19 comparable domain)

Domain	2014-15 ¹	2015-16 ²	2016-17	2017-18	2018-19		2018-19 95% confidence interval
Access & waiting	-	-	-	-	83.5		0.53
Safe, high quality, coordinated care	-	-	-	-	69.7		0.70
Better information, more choice	-	-	-	-	69.2		0.64
Building closer relationships	78.2	76.2	76.7	76.2	74.9	S	0.51
Community Mental Health Overall Patient Experience Score	-	-	-	-	74.3		0.49

Source: NHS Patient Survey Programme

Results marked with an **S** show a statistically significant change from 2017-18 to 2018-19.

Some questions from the 'Access & waiting', 'Safe, high quality, coordinated care' and 'Better information, more choice' domains are not comparable to previous years due to question changes in the survey. Therefore, these domain scores as well as the overall patient experience score are also not comparable to previous years. Full scores for all domains in previous years are provided in the following table: Community Mental Health Survey: national scores (2014-15 to 2017-18).

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

Community Mental Health Survey: national scores (2014-15 to 2017-18)

Domain	2014-15	2015-16 ¹	2016-17	2017-18
Access & waiting	82.2	81.9	82.4	83.7
Safe, high quality, coordinated care	71.4	70.3	71.1	70.3
Better information, more choice	71.5	70.4	70.8	70.6
Building closer relationships	78.2	76.2	76.7	76.2
Community Mental Health Overall Patient Experience Score	75.8	74.7	75.2	75.2

Source: NHS Patient Survey Programme

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

Details of the 2014-15 survey changes are available in the Development Report published by the Coordination Centre at:

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

Information about the resulting changes to the overall patient experience scores for 2014-15 has been published by NHS England and is available at:

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

Notes: 1. 2015-16 data was revised in 2016 in line with revisions made to the 2015 Community Mental Health Survey by CQC after an error was uncovered.

Community Mental Health Survey: national scores (2011-12 to 2013-14)

Domain	2011-12	2012-13	2012-13 adjusted ¹	2013-14
Access & waiting	71.1	72.4	72.4	72.4
Safe, high quality, coordinated care	72.1	71.3	68.0	67.4
Better information, more choice	68.3	69.1	65.8	65.4
Building closer relationships	84.7	84.7	82.4	81.1
Community Mental Health Overall Patient Experience Score	74.1	74.4	72.2	71.6

Source: NHS Patient Survey Programme

Notes:

1. The scoring regime was changed in 2013-14 to remove CPA-based scoring on certain questions. Due to this change, the 2013-14 scores are 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

2. Over time there have been a number of changes made to the survey including revisions to the eligible age range and major developments to revise the methodology and the questionnaire content which affect historical comparability, for further details please see:

<http://www.nhssurveys.org/surveys/872>

9 Annex A - Overall Patient Experience Scores: 2019 Community Mental Health Survey update – Scoring regime for 2019-20

The table below presents the 2019 Community Mental Health Survey question number and wording together with the scoring regime for each of the 15 questions that feed into the four domain scores and the Overall Patient Experience Score.

Overall Patient Experience Scores: 2019 Community Mental Health Survey update – Scoring regime for 2019-20

No.	2019 Question Wording	Scoring
Domain: Access & waiting		
9	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=not scored
16	Do you know who to contact out of office hours within the NHS if you have a crisis? This should be a person or a team within NHS mental health services .	1=100 2=0 3=not scored
Domain: Safe, high quality, coordinated care		
24	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=not scored
10	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
14	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=not scored
29	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 4,5,6=not scored
Domain: Better information, more choice		
19	Were you involved as much as you wanted to be in decisions about which medicines you receive?	1=100 2=50 3=0 4,5=not scored
11	Have you agreed with someone from NHS mental health services what care you will receive?	1=100 2=50 3=0
13	Does this agreement on what care you will receive take your personal circumstances into account?	1=100 2=50 3=0 4=not scored
12	Were you involved as much as you wanted to be in agreeing what care you will receive?	1=100 2=50 3=0 4,5=not scored
27	Were you involved as much as you wanted to be in deciding what NHS therapies to use?	1=100 2=50 3=0 4,5=not scored

Domain: Building closer relationships		
5	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=not scored
36	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
4	Were you given enough time to discuss your needs and treatment?	1=100 2=50 3=0 4=not scored
7	Have you been told who is in charge of organising your care and services? [This person can be anyone providing your care, and maybe called a 'care coordinator' or 'lead professional']	1=100 2=0 3=not scored