

# National NHS patient survey programme

## *Mental health acute inpatient service users survey 2009*

### Full national results tables

#### **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.

The survey of acute adult inpatient mental health services involved 64 NHS trusts<sup>1</sup> providing mental health inpatient services (including combined mental health and social care trusts and primary care trusts). We received responses from more than 7,500 people who used services, a response rate of 28%. People were eligible for the survey if they were aged 16-64, 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.

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).

#### **Interpreting the tables**

The tables present the national percentage results<sup>2</sup> for each question. The bottom row shows the 'number of respondents' – that is the number of people that the results are based on.

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<sup>1</sup> Although 66 trusts took part in the survey, two trusts did not have enough respondents to enable inclusion in the publication.

<sup>2</sup> The results from each trust are given equal weight in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a 'weight' to the data. As a result of applying this

The tables show all specific responses to a question. Responses such as “don’t know” or “can’t remember” are not shown, as these do not help evaluate performance.

### **Filter questions**

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent did have any talking therapy at Q29, then they are instructed to skip past Q30 (asking whether talking therapy was helpful) and go straight to Q31.

### **Multiple Response Questions**

The survey included three questions with a response option to “tick all that apply” (Q38, Q51 and Q52). Where this is the case we have presented percentages for each option, out of all those eligible to answer that question (some respondents may have ticked more than one category). This means that the results add up to over 100%.

### **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>

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weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

**Q1. When you arrived on the ward, did staff make you feel welcome?**

Yes	85%
No	15%
Number of respondents	6269

**Answered by all**

**Q2. When you arrived on the ward, did you feel that the staff knew about you and any previous care you had received?**

Yes, definitely	28%
Yes, to some extent	47%
No	24%
<i>Number of respondents</i>	<i>6554</i>

**Answered by all**

**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?**

Yes, completely	36%
Yes, to some extent	35%
No	30%
<i>Number of respondents</i>	<i>7366</i>

**Answered by all**

**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?**

Yes	8%
No	92%
<i>Number of respondents</i>	<i>7422</i>

**Answered by all**

**Q5. During your most recent stay, were you ever bothered by noise at night from hospital staff?**

Yes	21%
No	79%
<i>Number of respondents</i>	<i>7397</i>

**Answered by all**

**Q6. During your most recent stay did you feel safe?**

Yes, always	45%
Yes, sometimes	39%
No	16%
<i>Number of respondents</i>	<i>7414</i>

**Answered by all**

**Q7. How would you rate the hospital food?**

Very good	25%
Good	34%
Fair	27%
Poor	14%
<i>Number of respondents</i>	<i>7188</i>

**Answered by all**

**Q8. Do you have a specific diet, for example because of your cultural or religious beliefs, because you have a particular health condition, or through personal choice?**

Yes	18%
No	82%
<i>Number of respondents</i>	<i>7175</i>

**Answered by all**

**Q9. Were you able to get the specific diet that you needed from the hospital?**

Yes, always	41%
Yes, sometimes	41%
No	18%
<i>Number of respondents</i>	<i>1391</i>

**Answered by respondents having a specific diet**

**Q10. In your opinion, how clean was the hospital room or ward that you were in?**

Very clean	53%
Fairly clean	39%
Not very clean	7%
Not at all clean	2%
<i>Number of respondents</i>	<i>7385</i>

**Answered by all**

**Q11. How clean were the bathroom and toilets that you used in hospital?**

Very clean	45%
Fairly clean	40%
Not very clean	11%
Not at all clean	4%
<i>Number of respondents</i>	<i>7414</i>

**Answered by all**

**Q12. Do you feel the hospital helped you to keep in touch with family or friends?**

Yes, definitely	45%
Yes, to some extent	39%
No, but I would have liked help	16%
<i>Number of respondents</i>	<i>6404</i>

**Answered by all**

**Q13. During your most recent stay, did you need any help from hospital staff with organising your home situation (e.g. payment of bills, looking after pets, taking care of relatives, keeping in touch with work)?**

Yes	22%
No	78%
<i>Number of respondents</i>	<i>7303</i>

**Answered by all**

**Q14. Did you receive the help you needed from hospital staff with organising your home situation?**

I received all the help I needed	43%
I received some of the help I needed	34%
I did not receive any help	23%
<i>Number of respondents</i>	<i>1694</i>

**Answered by respondents needing help with organising their home situation**

**Q15. Did the psychiatrist(s) listen carefully to you?**

Yes, always	57%
Yes, sometimes	30%
No	13%
<i>Number of respondents</i>	<i>7073</i>

**Answered by all**

**Q16. Were you given enough time to discuss your condition and treatment with the psychiatrist(s)?**

Yes, always	50%
Yes, sometimes	30%
No	19%
<i>Number of respondents</i>	<i>7096</i>

**Answered by respondents that saw a psychiatrist**

**Q17. Did you have confidence and trust in the psychiatrist?**

Yes, always	48%
Yes, sometimes	32%
No	21%
<i>Number of respondents</i>	<i>7088</i>

**Answered by respondents that saw a psychiatrist**

**Q18. Did the psychiatrist(s) treat you with respect and dignity?**

Yes, always	69%
Yes, sometimes	22%
No	9%
<i>Number of respondents</i>	<i>7099</i>

**Answered by respondents that saw a psychiatrist**

**Q19. Did the nurses listen carefully to you?**

Yes, always	48%
Yes, sometimes	40%
No	12%
<i>Number of respondents</i>	<i>7417</i>

**Answered by all**

**Q20. Were you given enough time to discuss your condition and treatment with the nurses?**

Yes, always	41%
Yes, sometimes	36%
No	23%
<i>Number of respondents</i>	<i>7402</i>

**Answered by all**

**Q21. Did you have confidence and trust in the nurses?**

Yes, always	45%
Yes, sometimes	39%
No	17%
<i>Number of respondents</i>	<i>7406</i>

**Answered by all**

**Q22. Did the nurses treat you with respect and dignity?**

Yes, always	56%
Yes, sometimes	34%
No	10%
<i>Number of respondents</i>	7389

**Answered by all**

**Q23. During your most recent stay, were you given any medication (including tablets, medicines and injections) as part of your treatment for your mental health?**

Yes	95%
No	5%
<i>Number of respondents</i>	7385

**Answered by all**

**Q24. Did the hospital staff explain the purpose of this medication in a way you could understand?**

Yes, completely	40%
Yes, to some extent	36%
No	24%
<i>Number of respondents</i>	6407

**Answered by respondents that were given medication as part of their treatment**

**Q25. Did the hospital staff explain the possible side effects of this medication in a way you could understand?**

Yes, completely	26%
Yes, to some extent	26%
No	48%
<i>Number of respondents</i>	6362

**Answered by respondents that were given medication as part of their treatment**

**Q26. Were you given enough privacy when discussing your condition or treatment with the hospital staff?**

Yes, always	58%
Yes, sometimes	29%
No	13%
<i>Number of respondents</i>	7364

**Answered by all**

**Q27. Were you involved as much as you wanted to be in decisions about your care and treatment?**

Yes, definitely	34%
Yes, to some extent	40%
No	27%
<i>Number of respondents</i>	<i>7356</i>

**Answered by all**

**Q28. During your stay in hospital, did you ever want talking therapy?**

Yes	52%
No	48%
<i>Number of respondents</i>	<i>7229</i>

**Answered by all**

**Q29. During your stay in hospital, did you have talking therapy?**

Yes	29%
No	71%
<i>Number of respondents</i>	<i>7244</i>

**Answered by all**

**Q30. If you had talking therapy during your stay in hospital, did you find it helpful?**

Yes, definitely	50%
Yes, to some extent	42%
No	8%
<i>Number of respondents</i>	<i>2092</i>

**Answered by respondents that had talking therapy**

**Q31. During your most recent stay, were there enough activities available for you to do during the day on weekdays (Monday to Friday)?**

Yes, all of the time	24%
Yes, some of the time	41%
No	35%
<i>Number of respondents</i>	<i>7291</i>

**Answered by all**

**Q32. During your most recent stay, were there enough activities available for you to do during evenings and/or weekends?**

Yes, all of the time	14%
Yes, some of the time	32%
No	54%
<i>Number of respondents</i>	<i>7302</i>

**Answered by all**

**Q33. During your most recent stay, did you have any medical tests about your physical health (e.g. having your blood pressure measured or having a blood or urine test)?**

Yes	86%
No	14%
<i>Number of respondents</i>	<i>7081</i>

**Answered by all**

**Q34. During your most recent stay, do you feel that enough care was taken of any physical health problems you had (e.g. diabetes, asthma, heart disease)?**

Yes, definitely	44%
Yes, to some extent	34%
No	22%
<i>Number of respondents</i>	<i>5141</i>

**Answered by all**

**Q35. At any time during your most recent admission were you detained (sectioned) under the Mental Health Act?**

Yes	44%
No	56%
<i>Number of respondents</i>	<i>7007</i>

**Answered by all**

**Q36. When you were detained (sectioned), or soon after, were your rights explained to you in a way that you could understand?**

Yes, completely	40%
Yes, to some extent	33%
No	27%
<i>Number of respondents</i>	<i>2786</i>

**Answered by respondents that were detained under the Mental Health Act**

**Q37. During your most recent stay, were you made aware of how you could make a complaint if you had one?**

Yes	48%
No	52%
<i>Number of respondents</i>	<i>6202</i>

**Answered by all**

**Q38. During your most recent stay, do you feel that you were treated unfairly because of:**

Your age	5%
Your sex	4%
Your race/ethnic background	4%
Your religion	4%
Your sexual orientation	3%
A disability you have	9%
Another reason	9%
None of these	70%
<i>Number of respondents</i>	6469

**Answered by all**

**Multiple response question**

**Q39. Do you think you were you given enough notice of your discharge from hospital?**

Yes	74%
No	26%
<i>Number of respondents</i>	6901

**Answered by all**

**Q40. Once you were due to leave hospital, was your discharge delayed for any reason?**

Yes	22%
No	78%
<i>Number of respondents</i>	7289

**Answered by all**

**Q41. What was the MAIN reason for the delay?**

I had to wait to see a doctor or nurse in charge of the ward	34%
I had to wait for suitable accommodation	9%
I had to wait for financial help	1%
I had to wait for community services to become available	7%
Something else	49%
<i>Number of respondents</i>	1551

**Answered by respondents that had their discharge delayed**

**Q42. As far as you know, did hospital staff take your family or home situation into account when planning your discharge from hospital?**

Yes, completely	49%
Yes, to some extent	31%
No	21%
<i>Number of respondents</i>	6616

**Answered by all**

**Q43. Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours?**

Yes	69%
No	31%
<i>Number of respondents</i>	<i>6942</i>

**Answered by all**

**Q44. Before you left hospital, were you given information about how to get help in a crisis, or when urgent help is needed?**

Yes	71%
No	29%
<i>Number of respondents</i>	<i>6718</i>

**Answered by all**

**Q45. Have you been contacted by a member of the mental health team since you left hospital?**

Yes	84%
No	16%
<i>Number of respondents</i>	<i>7148</i>

**Answered by all**

**Q46. About how long after you left hospital were you contacted?**

One week or less	75%
Two weeks	15%
Three weeks	3%
Four weeks or longer	7%
<i>Number of respondents</i>	<i>5367</i>

**Answered by respondents that were contacted by the mental health team after leaving hospital**

**Q47. Overall, how would you rate the care you received during your recent stay in hospital?**

Excellent	21%
Very good	28%
Good	24%
Fair	16%
Poor	12%
<i>Number of respondents</i>	<i>7283</i>

**Answered by all**

**Q48. Are you male or female?**

Male	45%
Female	55%
<i>Number of respondents</i>	<i>7229</i>

**Answered by all**

**Q49. What is your age?**

16-35	26%
36-50	43%
51-65	31%
<i>Number of respondents</i>	<i>7166</i>

**Answered by all**

**Q50. In general, how is your mental health right now?**

Excellent	12%
Very good	17%
Good	22%
Fair	30%
Poor	15%
Very poor	5%
<i>Number of respondents</i>	<i>7216</i>

**Answered by all**

**Q51. Other than your mental health condition, do you have any of the following long-standing conditions?**

I have a long-standing condition involving deafness or hearing impairment	5%
I have a long-standing condition involving blindness or partially sighted	4%
I have a long-standing condition involving a physical condition	24%
I have a long-standing condition involving a learning disability	8%
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	13%
I do not have a long-standing condition	60%
<i>Total specific responses</i>	<i>6905</i>

**Answered by all**

**Multiple response question**

**Q52. Does your physical or mental health cause you difficulty with any of the following?:**

This condition causes me difficulty with everyday activities that people of my age can usually do	49%
This condition causes me difficulty at work, in education, or training	39%
This condition causes me difficulty with access to buildings, streets, or transport vehicles	14%
This condition causes me difficulty with reading or writing	17%
This condition causes me difficulty with people's attitudes to me because of my condition	40%
This condition causes me difficulty with communicating, mixing with others, or socialising	53%
This condition causes me difficulty with other activities	14%
This condition does not cause me difficulty with any of these	24%
<i>Total specific responses</i>	7096

**Answered by those with a long-standing condition**  
**Multiple response question**

**Q53. Are you currently in paid work?**

Yes	15%
Yes, but I am currently on sick-leave	5%
No	67%
No, I am retired	6%
No, but I work on a casual or voluntary basis	7%
No, but I am a full-time student	1%
<i>Total specific responses</i>	7128

**Answered by all**

**Q54. Who was the main person or people that filled in this questionnaire?**

The service user/client	82%
A friend or relative of the service user/client	7%
Both the service user/client and friend/relative	6%
The service user/client with the help of a health professional	4%
<i>Total specific responses</i>	6968

**Answered by all**

**Q55. To which of these ethnic groups would you say you belong?**

White	88%
Mixed	2%
Asian or Asian British	4%
Black or Black British	5%
Chinese or other ethnic group	1%
<i>Number of respondents</i>	<i>7053</i>

**Answered by all**