Care Quality Commission
Mental Health Acute Inpatient Service Users Survey 2009
Summary Briefing

For the first time in 2009 the national mental health service user survey has assessed the experience and satisfaction of in-patients. The sample was of people who use services, discharged from in-patient wards (after a 48 hours stay or longer) during the period July – December 2008. The response rate nationally was lower (28% with a spread of 39% to 19%) than the usual response from the community survey. The number of responses is low, there are 22 Trusts with response numbers below 100, caused by smaller original samples and lower response rates. Confidence in the data is therefore lower than normal, particularly for questions with low numbers of respondents. This is a national methodological problem for CQC.

In summary the Trust appears to have scored reasonably well on
- cleanliness
- involvement
- receipt of talking therapies
- activities
- discharge planning.

However the Trust has scored poorly particularly on
- being made welcome
- explanation of medication and side effects
- physical health care
- Section 132 rights
- delayed discharges
- how to get help in a crisis.

The Trust has a comprehensive quality improvement programme running to address all of the issues raised by the survey and has already implemented a number of improvements since the latter half of 2008, when the people surveyed were in-patients. They include the launch of a Trust-wide crisis telephone helpline available 24 hours a day, seven days a week for anyone who may need support during a crisis and implementing a physical health action plan for people who use services.

The findings do however underline the importance of pressing ahead with our plans to develop new hospital services across Surrey and North East Hampshire to ensure we can dramatically improve patients’ experiences.

In October, the Trust is also launching its Carer and User of Services Experience Tracker Surveys. The two surveys will be asking carers, and those users of services receiving care in 24 hour services, what their experiences have been. The survey
will be available in a variety of formats to ease completion and encourage feedback. This new initiative will be ongoing and regularly reviewed and updated. The information gained from the surveys will be used to share good practice and identify areas for improvement.

The action plan to improve people’s experiences of our inpatient services will be monitored through our Acute Care Forum.