

# Inpatient and Community Survey 2017

## Community Mental Health – Report Summary

### Care and Treatment

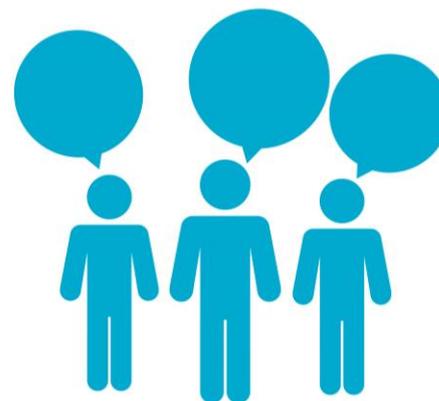
- 64% of service users said they had been seen often enough for their needs.

#### We will:

Consider what can be done to further improve the score in this section including looking at service user feedback and considering how service users can access services in other ways including over the phone or online if appropriate.

### Health and Social Care Workers

- 84.6% of service users said that the person they saw listened carefully to them.
- 76.8% of service users felt that the people they saw understood how their mental health needs affected other areas of life.
- 79.7% said they were given enough time to discuss their needs and treatment.



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#### We will:

Try even harder to improve these score

### Organising Care

- 76.2% of service users said they had been told who was in charge of organising their care.
- 97.5% said they knew how to contact this person if they had a concern about their care.
- 86.5% of service users felt their care was organised well.

#### We will:

Continue to make sure there is clarity and consistency about job titles and the roles and responsibilities of staff delivering care.

### Planning Care

- 58.6% of service users say they have agreed with someone from NHS mental health services about what care they will receive.
- 82.8% of service users report being involved as much as they wanted in agreeing their care with someone.
- 82.3% say that their care takes into account their personal circumstances.

#### We will:

Make sure that our service users develop their care plan with their mental health and social care professionals and are given a hard copy with an agreed date to review it.