



Mental Health Inpatient Survey 2017 Management Report

Leeds and York Partnership NHS Foundation Trust

**Produced 23 October 2017
by Quality Health**

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Background

The National Service User Survey (NPS) programme was introduced in 2001 by the Department of Health, and subsequently moved to the Healthcare Commission, and then to the Care Quality Commission in April 2009.

There is a rolling programme of service user surveys, which includes acute and non-acute Trusts.

Some Mental Health Trusts were first surveyed in 2003 (voluntarily); subsequently the survey (of community service users) has been mandatory. The first national survey of mental health inpatients was in 2009; this survey of inpatients in 2017 was undertaken voluntarily by 18 Mental Health Trusts.

The content of the 2017 Mental Health Inpatient Survey is identical to the national surveys run in previous years (2009-2016).

The question content of the National Service User Surveys is determined by the Care Quality Commission (CQC), as is the content of the covering letters that are sent to service users. A national MREC approval letter covers the ethical issues. Send-out is normally undertaken on the Trust's behalf by their approved contractor under an information governance agreement specified nationally and agreed between the parties. These arrangements were replicated for the 2017 voluntary survey of mental health in-patients.

The comparative data displayed in this report is from all the Trusts with Mental Health functions surveyed by Quality Health this year (18 Trusts decided to run the survey).

Introduction

The Mental Health Inpatient Survey was undertaken for Leeds and York Partnership NHS Foundation Trust between August and November 2016.

Questionnaires were sent to a consecutive sample of a maximum of 1,000 adults aged 16 to 64 (inclusive) who had a stay of at least 48 hours in an acute or psychiatric ward at the Trust between 1st July and 31st December 2016. A census of all eligible service users was used if fewer than 1,000 adults aged 16-64 had an inpatient stay during this period.

Response Rate

45 completed surveys were returned from the Trust's sample of 278. A group of 18 service users were excluded for the following reasons:

♦ Moved / not known at this address	17
♦ Ineligible	0
♦ Deceased	1

The response rate was 17% (45 usable responses from a usable sample of 260).

Report Contents

This report contains sections that describe the results from the survey, and sets out the full results in the same format as they appear in the questionnaire. It provides comparisons of the Trust's results against those of other Trusts undertaking the Survey in RAG charts and tables at the end of each section.

Due to the nature of this survey, the number of respondents in some Trusts fell below 50. In these cases the response data has to be treated as indicative only.

For comparative purposes, the report contains a section comparing the national results from the Mental Health Inpatient Service User Survey to those of the general Inpatient Survey in NHS acute hospitals, where this is possible.

This report also pulls together all the report's conclusions and action points into an Executive Summary.

The questionnaire provided space for respondents to write their own comments about any aspect of their care. The comments received are set out in a separate supplement to this report. These comments have been anonymised as far as it is possible to do so by the removal of names or other identifying features where these have been included.

Observations and Recommendations

Summary

All but one of Leeds and York Partnership NHS Foundation Trust's scores are in either the top 20% or middle 60%, when compared to the 18 organisations surveyed by Quality Health. The Trust has three of the best overall scores within Care and Treatment, these are for: purpose of medication explained completely; medication side effects explained completely, and given enough privacy when discussing condition or treatment. Just one score is in the bottom 20% of Trusts, and this relates to service users feeling unfairly treated during their most recent stay.

Overall the majority of scores show improvement since 2016, although all but one section of the survey has at least one declined score. The challenge will be to maintain and build on these improvements.

Introduction to the ward

Recommendation: Ensure that staff orientate service users to the ward effectively, taking into account service users' specific needs.

About the ward

Recommendation: Consider why some service users say there are high levels of noise from staff at night. If necessary, measure noise levels to ensure that staff are aware of actual levels and can take action where needed.

Recommendation: Although the Trust has one of the better scores for service users always feeling safe in hospital, the score is still low. Take further action to increase the number of service users who say they feel safe while in hospital - consider reasons why this might not be the case.

Recommendation: Some service users rate the food as only fair or poor. Review food quality and the operation of the catering contract.

Recommendation: Review the frequency and quality of the cleaning within toilets and bathrooms, in the light of the number of service users rating them not very, or not at all clean.

Recommendation: Ensure that service users' families and others close to them are as involved and kept in contact with as much as the service user wants them to be.

Hospital Staff

Recommendation: Seek ways to improve communication between service users and psychiatrists, as a means of addressing issues of confidence and trust voiced by patients.

Recommendation: Look at ways of increasing service users' feeling that they are treated with respect and dignity by psychiatrists.

Recommendation: Seek ways to improve communication between service users and nurses, as a means of addressing issues of confidence and trust voiced by service users. Revisit recruitment, skill mix, and training issues for nurses in the light of the lower scores that mental health nurses receive compared to general nurses in acute hospitals.

Observations and Recommendations (continued)

Care and Treatment

Recommendation: Healthcare professionals should use and adapt the person-centred approach to meet the needs of individual patients so that all patients have the opportunity to be involved in decisions about their care at the level they wish.

Your rights

Recommendation: Investigate reasons for service users feeling unfairly treated while in hospital.

Leaving Hospital

Recommendation: Review discharge procedures to ensure that service user's home situation is fully taken into account.

Recommendation: Ensure that all service users have an effective, local, out-of-hours phone number before they leave the ward.

Overall

Recommendation: Examine the reasons for scores on overall experience. Drill down into data if possible, to look for areas of care which are scored low and for any pockets of poor ratings from different groups or locations.

Reading the Report

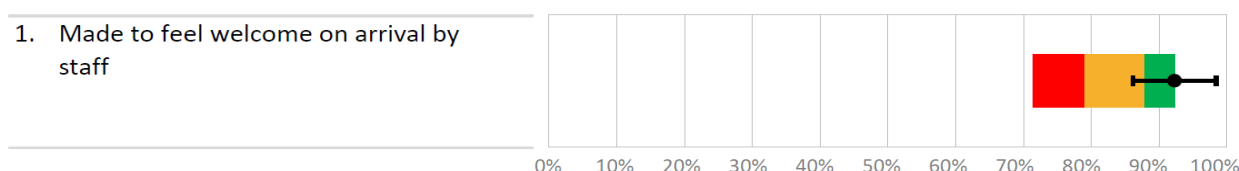
Important Note - Scored Questions

For each scored question in the survey, the individual responses are converted into scores on a scale from 0% to 100%. A score of 100% represents the best possible response and a score of 0% the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question is Q23 (*In the last 12 months, have you been receiving any medicines for your mental health needs?*).

Benchmark Charts and Tables - Scored Questions Only

The benchmark charts (example below) show results for scored questions only.



Each scored question has a bar that represents the range of results across all Trusts that took part in the survey with Quality Health.

The bar is divided into three segments as follows:

- A red section: the lowest-scoring 20% of Trusts
- An amber section: the intermediate 60% of Trusts
- A green section: the highest-scoring 20% of Trusts

The black circle represents the score for the Trust. If the circle is in the green section of the bar, it means that the Trust is among the top 20% of Trusts surveyed by Quality Health for that question. The line on either side of the circle shows the 95% confidence interval (the degree of uncertainty surrounding the Trust's score).

For the majority of questions, a positive measure is taken. However, a small number of questions are scored negatively. These negative questions are highlighted with a red border and a shaded background. For example:

"During your most recent stay, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?" - For this question the 'No' response is scored.

Reading the Report (continued)

Under each benchmark chart is a data table, detailing the following:

- The first column shows the question number and question text
- The second column shows the lowest score achieved across all Trusts in the Quality Health database
- The third column shows the highest value in the lowest scoring 20% of Trusts (i.e. the threshold or end of the red segment of the chart);
- The fourth column shows the lowest value in the highest scoring 20% of Trusts (i.e. the threshold or start of the green segment on the chart);
- The fifth column displays the highest score achieved across all Trusts in the Quality Health database
- The sixth column shows the base size or number of respondents for the question/Trust
- The seventh column shows the Trust's score for this year (as depicted by the black circle on the chart)
- The final column shows a RAG rating indicator. If a Trust's score falls within the lowest 20% of scores for that question, a red dot will be displayed. If a Trust's score falls within the intermediate 60% of scores for that question, an amber dot will be displayed. If a Trust's score falls within the highest 20% of scores for that question, a green dot will be displayed. If the Trust's score is suppressed, no RAG rating is displayed.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2016		
					Number of Respondents	Score	RAG Rating
1. Made to feel welcome on arrival by staff	71.4%	79.1%	87.9%	92.3%	13	92.3%	●

Longitudinal Charts - Scored Questions Only

Each scored question has a longitudinal chart showing the 2015, 2016 and 2017 scores for the Trust plotted against the equivalent score for all Trusts surveyed by Quality Health.

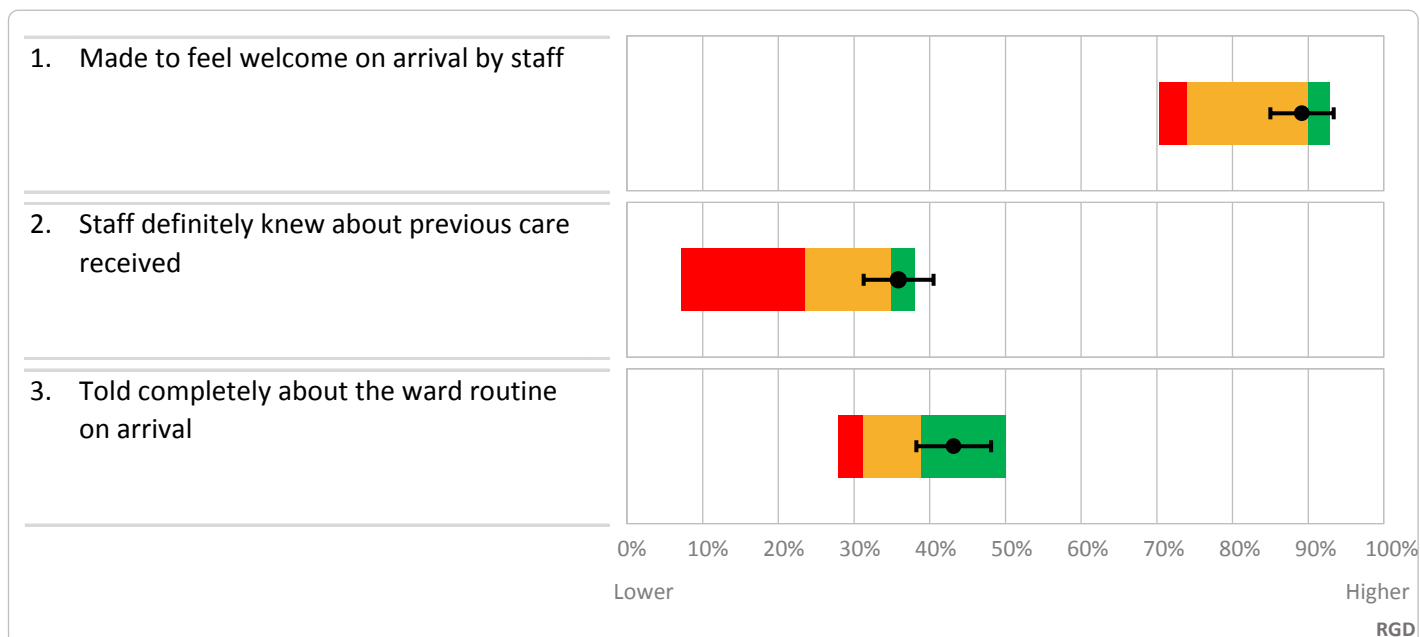
Compositional Charts - Raw Data - All Questions

The compositional chart uses data as reported in the Survey Results Manual (frequency tables) at the end of this report. It shows the range of responses to the specified question for the organisation and for all similar organisations in the Quality Health database (survey average). The vertical scale is always 0-100%. These charts exclude any non-specific responses such as don't know / can't remember.

Suppression

All scores within the benchmark charts and tables, and longitudinal charts pages are suppressed if fewer than 11 respondents have answered an individual question. When scores are suppressed, no RAG rating is assigned.

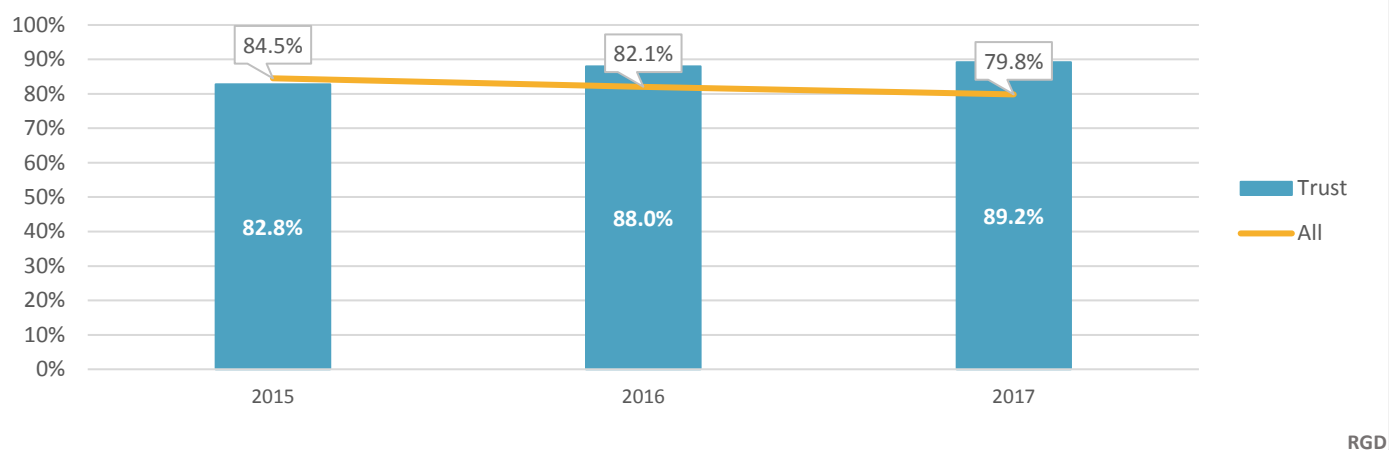
A. Introduction to the Ward - Benchmark Charts and Tables



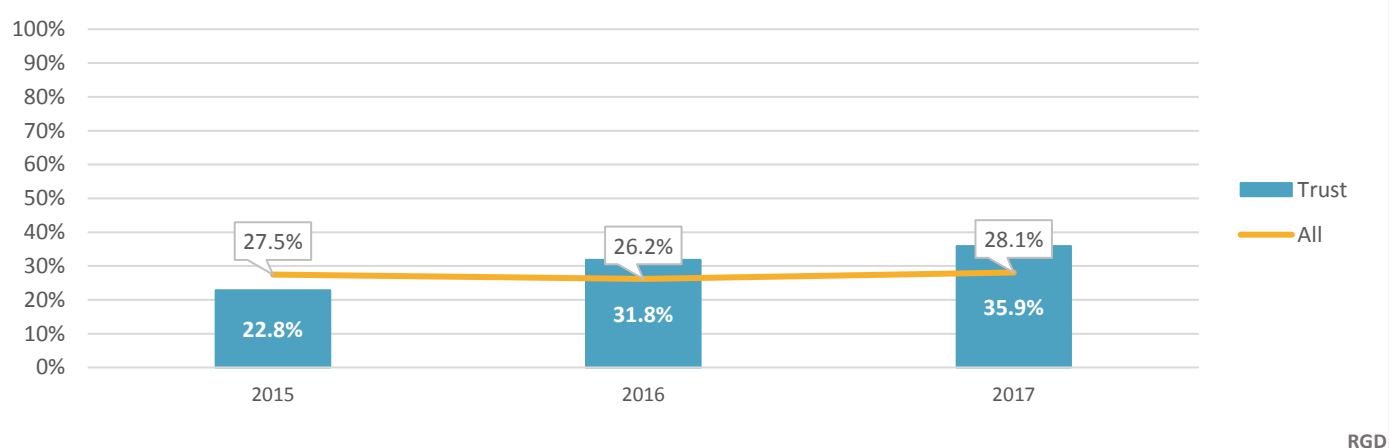
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
1. Made to feel welcome on arrival by staff	70.3%	74.0%	90.1%	92.9%	37	89.2%	●
2. Staff definitely knew about previous care received	7.1%	23.5%	35.0%	38.1%	39	35.9%	●
3. Told completely about the ward routine on arrival	27.9%	31.3%	38.9%	50.0%	44	43.2%	●

A. Introduction to the Ward - Longitudinal Charts

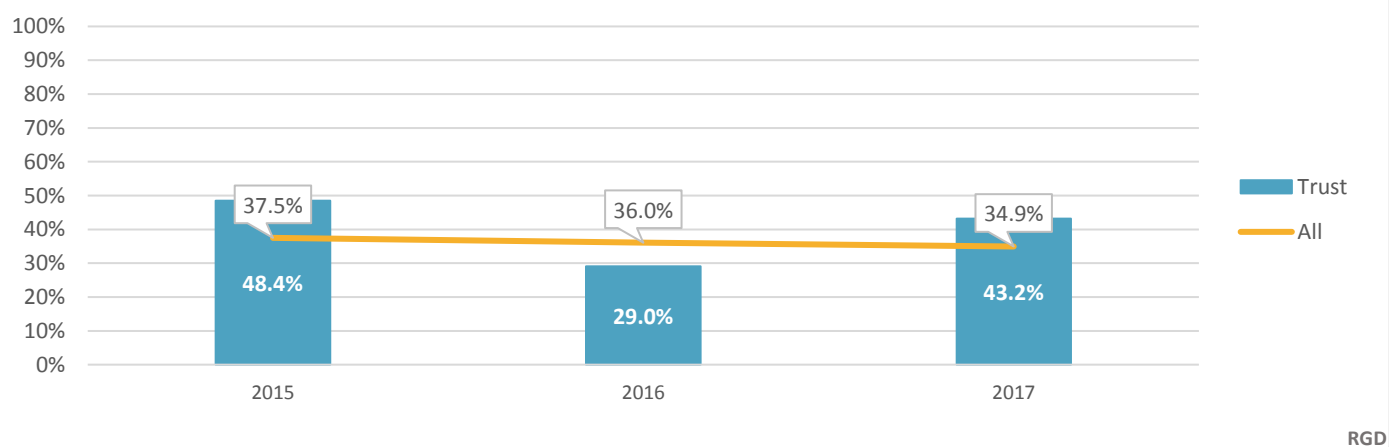
1. Made to feel welcome on arrival by staff



2. Staff definitely knew about previous care received

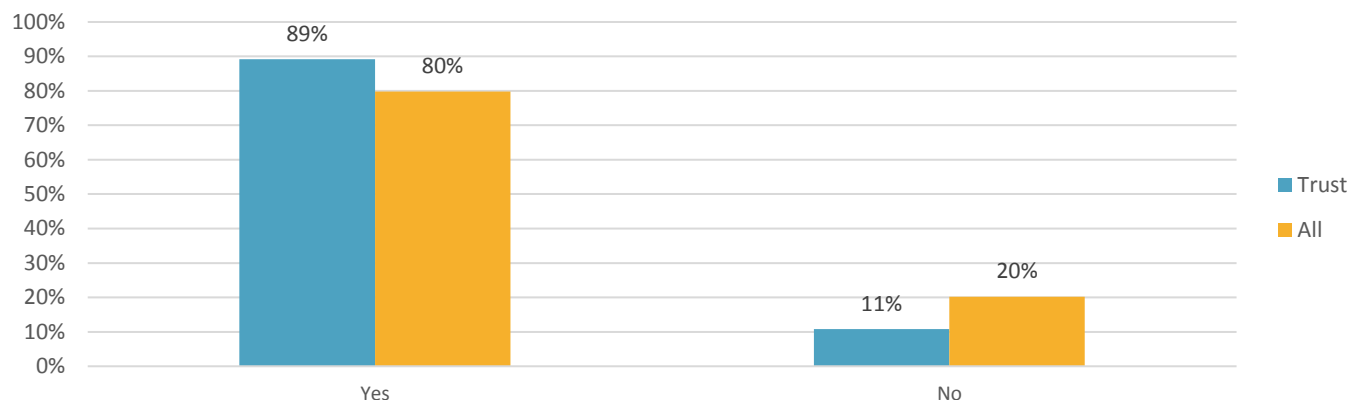


3. Told completely about the ward routine on arrival



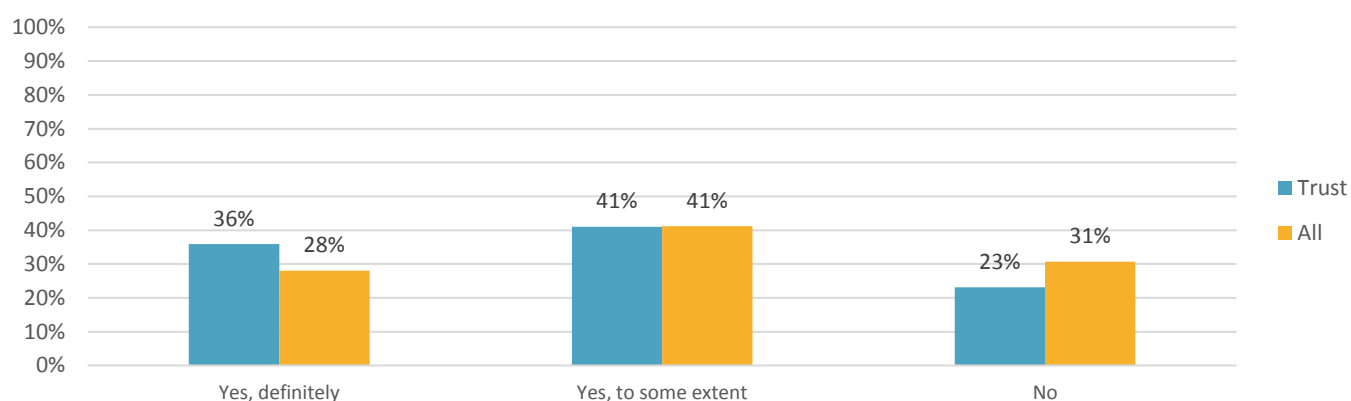
A. Introduction to the Ward - Compositional Charts

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



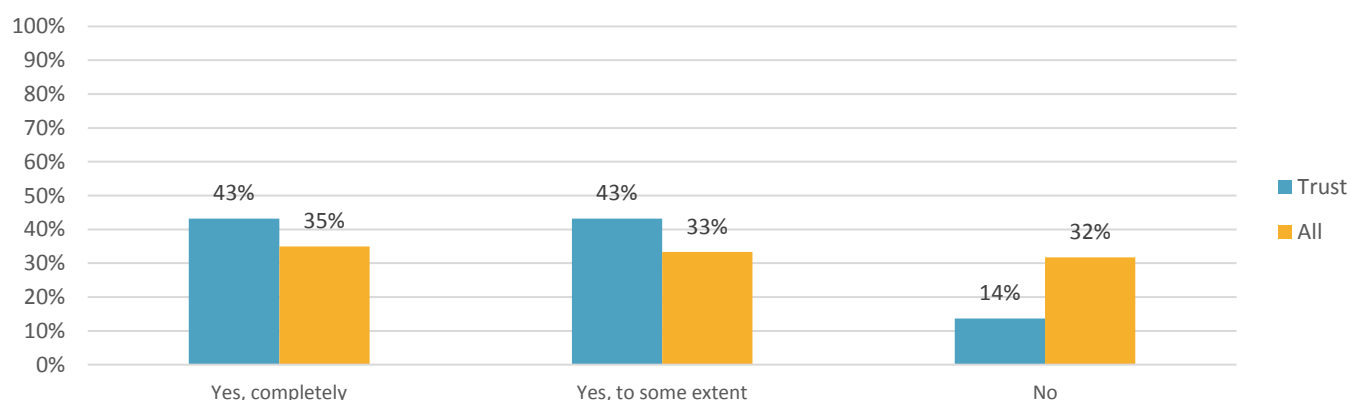
RGD

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



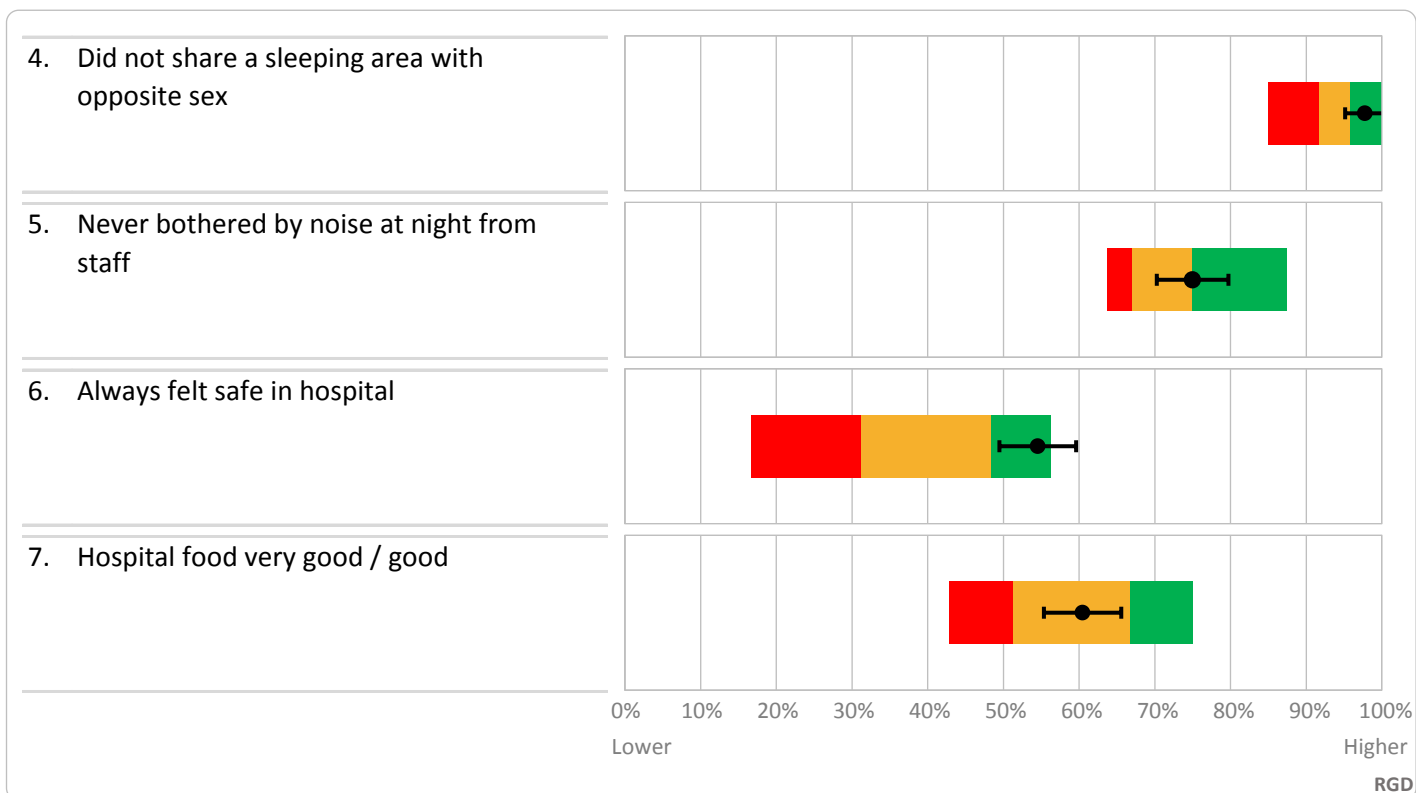
RGD

3. 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?



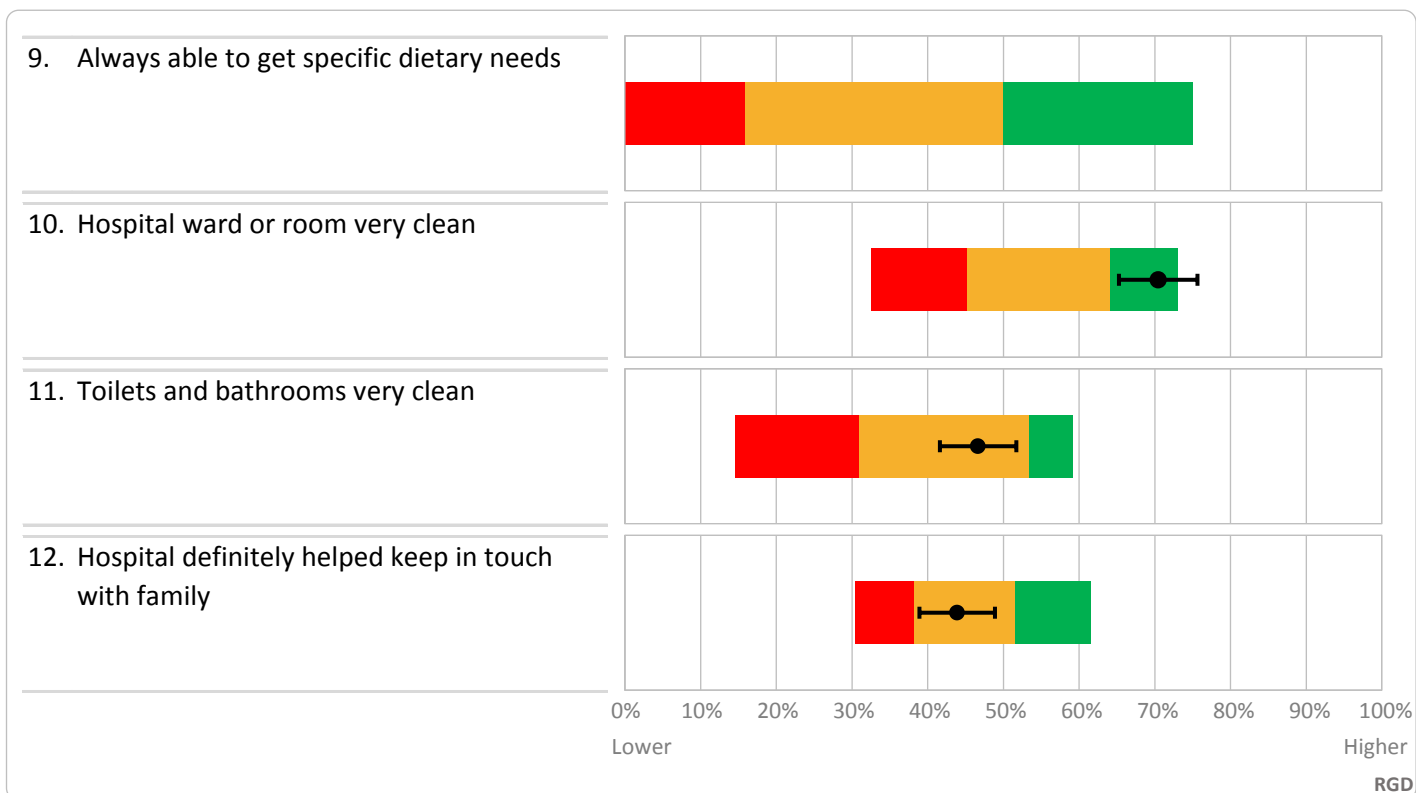
RGD

B. About the Ward - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
4. Did not share a sleeping area with opposite sex	85.0%	91.7%	95.8%	100.0%	45	97.8%	●
5. Never bothered by noise at night from staff	63.8%	67.0%	75.0%	87.5%	44	75.0%	●
6. Always felt safe in hospital	16.7%	31.2%	48.4%	56.3%	44	54.5%	●
7. Hospital food very good / good	42.9%	51.2%	66.8%	75.0%	43	60.5%	●

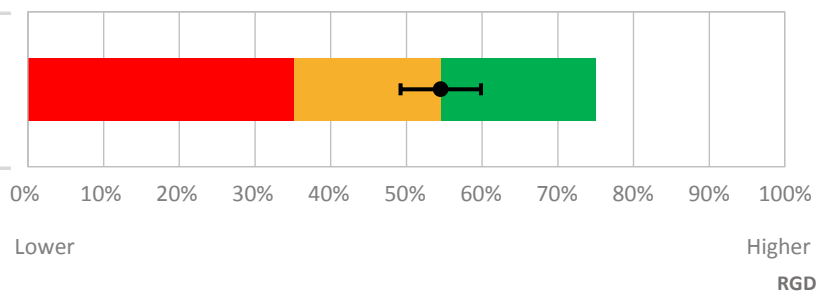
B. About the Ward - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
9. Always able to get specific dietary needs	0.0%	15.9%	50.0%	75.0%	8	-	
10. Hospital ward or room very clean	32.6%	45.2%	64.2%	73.1%	44	70.5%	●
11. Toilets and bathrooms very clean	14.6%	30.9%	53.5%	59.2%	45	46.7%	●
12. Hospital definitely helped keep in touch with family	30.4%	38.3%	51.5%	61.5%	41	43.9%	●

B. About the Ward - Benchmark Charts and Tables (continued)

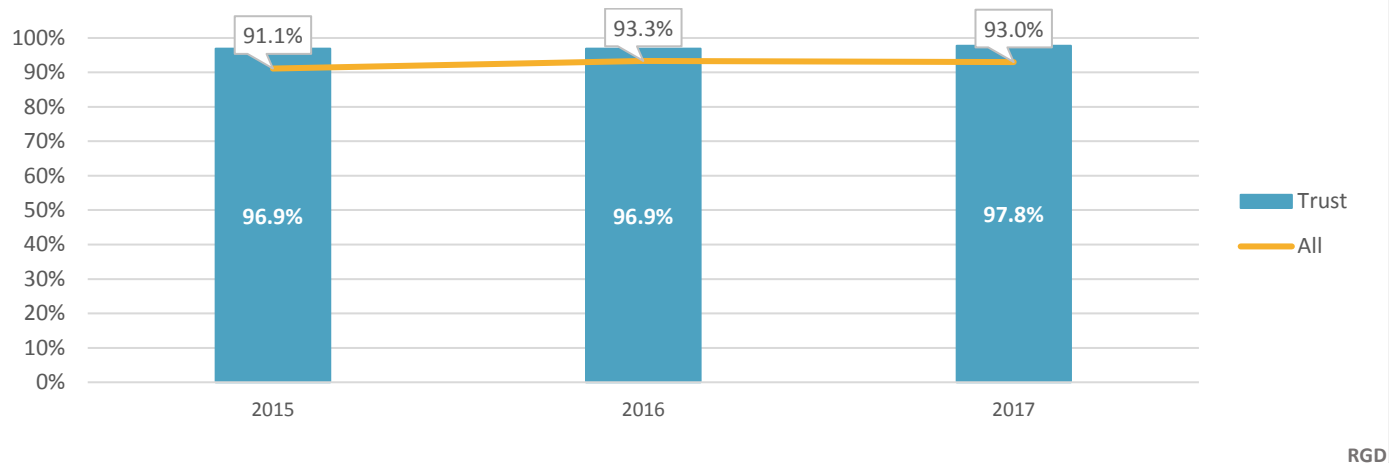
14. Received all the help needed from staff with home situation



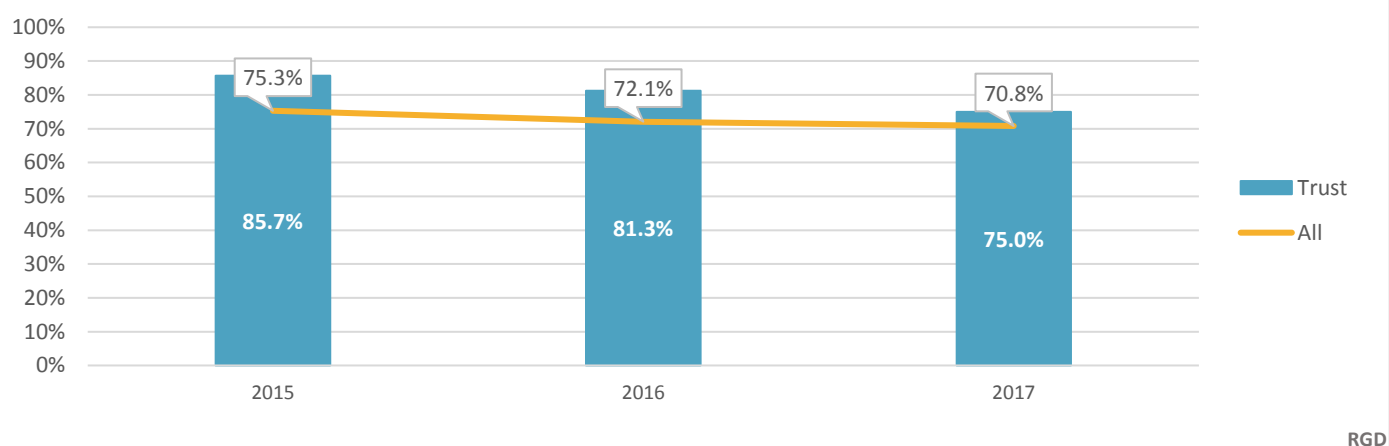
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
14. Received all the help needed from staff with home situation	0.0%	35.2%	54.5%	75.0%	11	54.5%	●

B. About the Ward - Longitudinal Charts

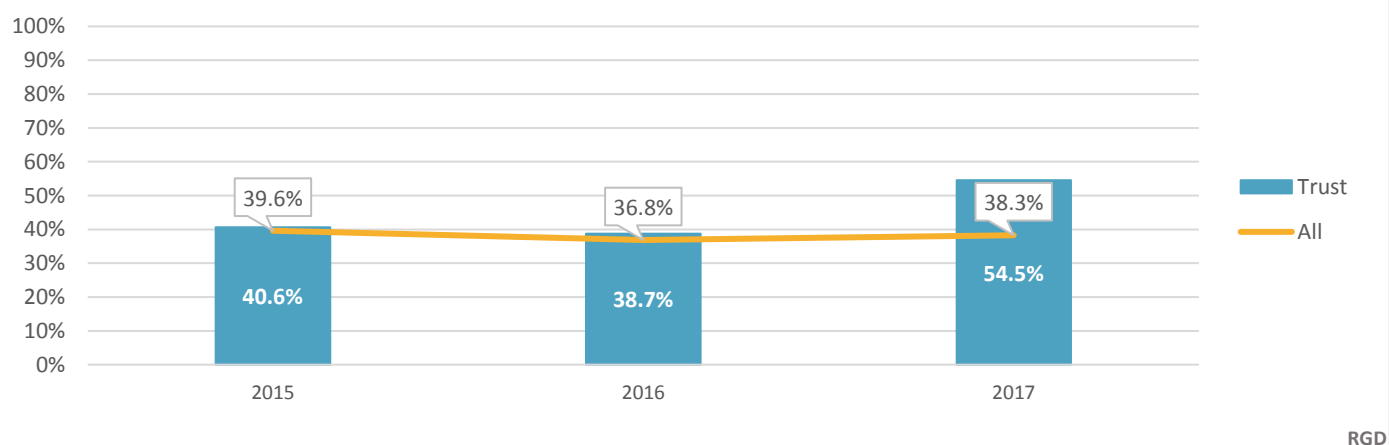
4. Did not share a sleeping area with opposite sex



5. Never bothered by noise at night from staff

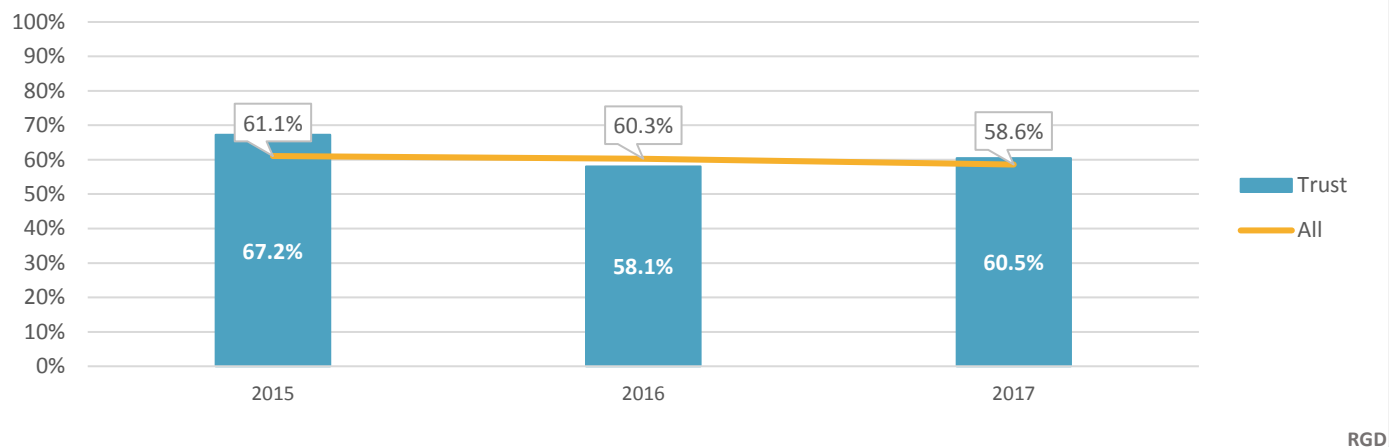


6. Always felt safe in hospital

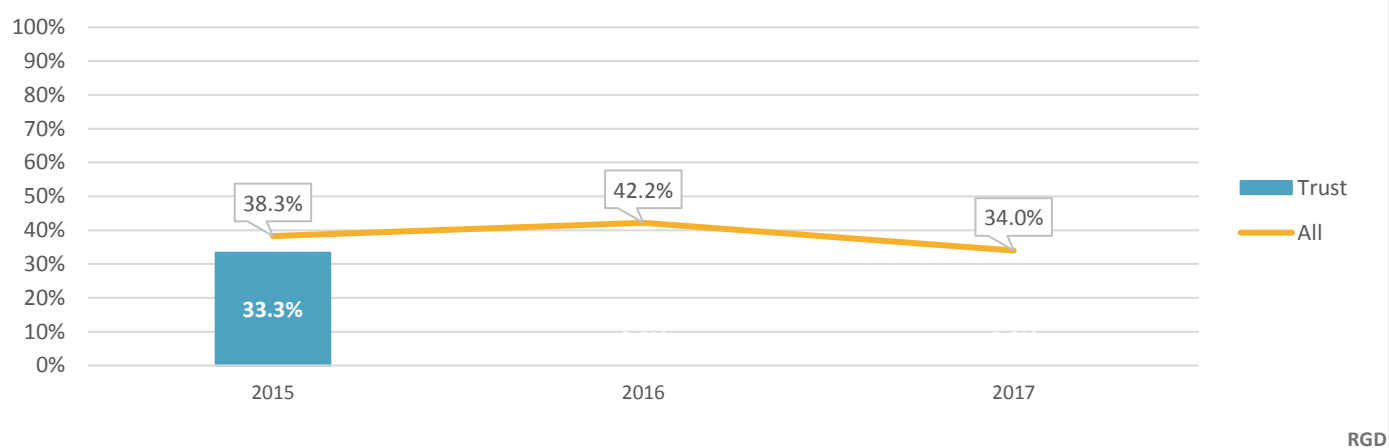


B. About the Ward - Longitudinal Charts (continued)

7. Hospital food very good / good

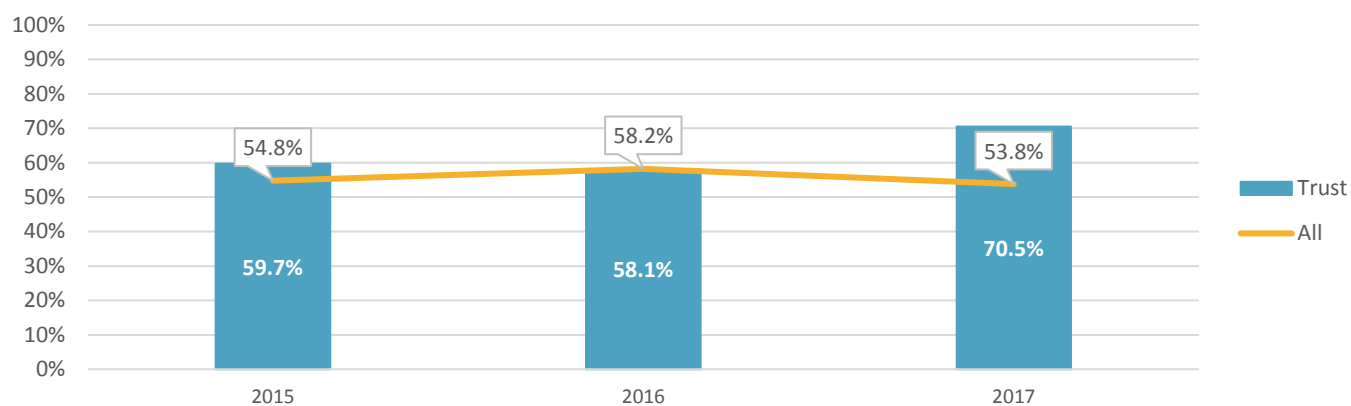


9. Always able to get specific dietary needs



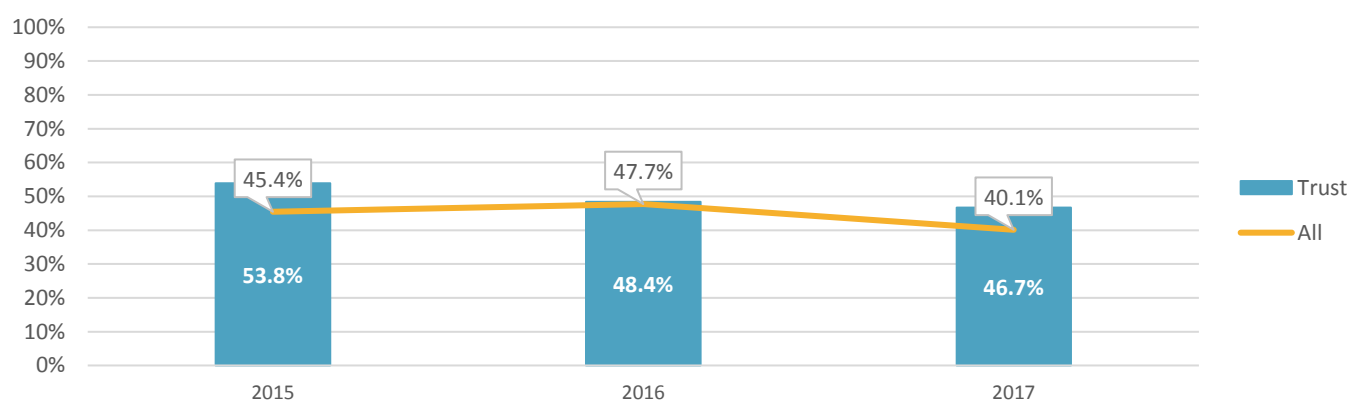
B. About the Ward - Longitudinal Charts (continued)

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



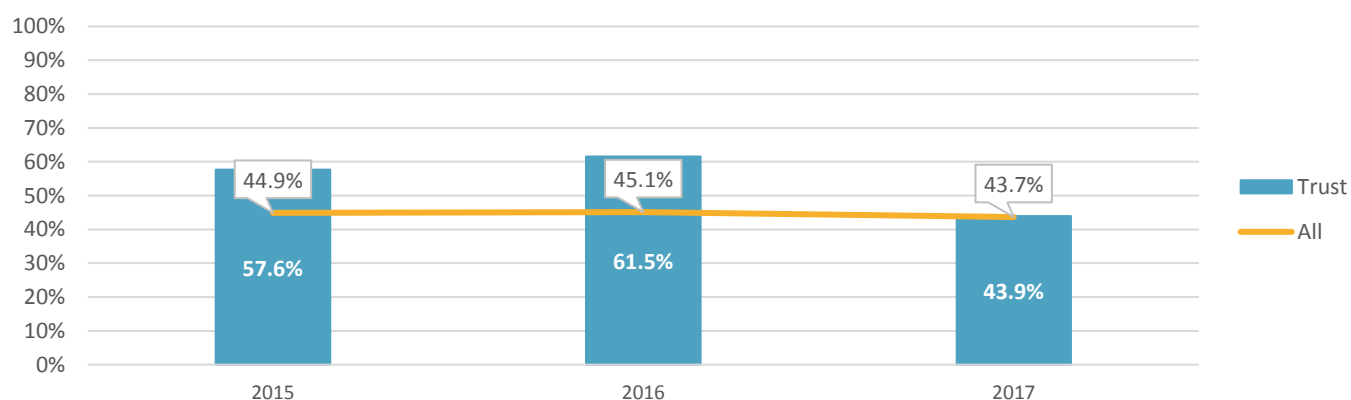
RGD

11. How clean were the toilets and bathrooms that you used in hospital?



RGD

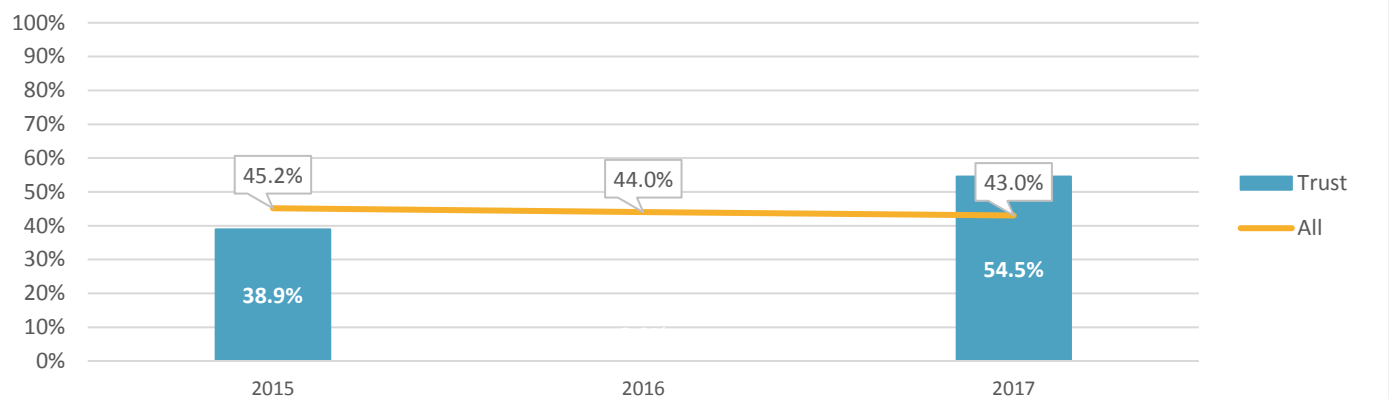
12. Do you feel the hospital helped you to keep in touch with family or friends?



RGD

B. About the Ward - Longitudinal Charts (continued)

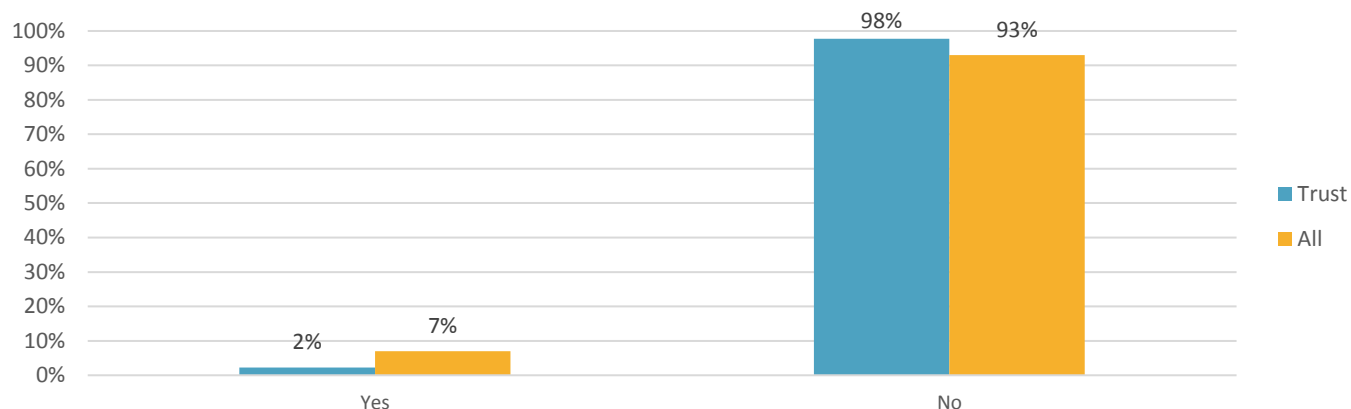
14. Did you receive the help you needed from hospital staff with organising your home situation?



RGD

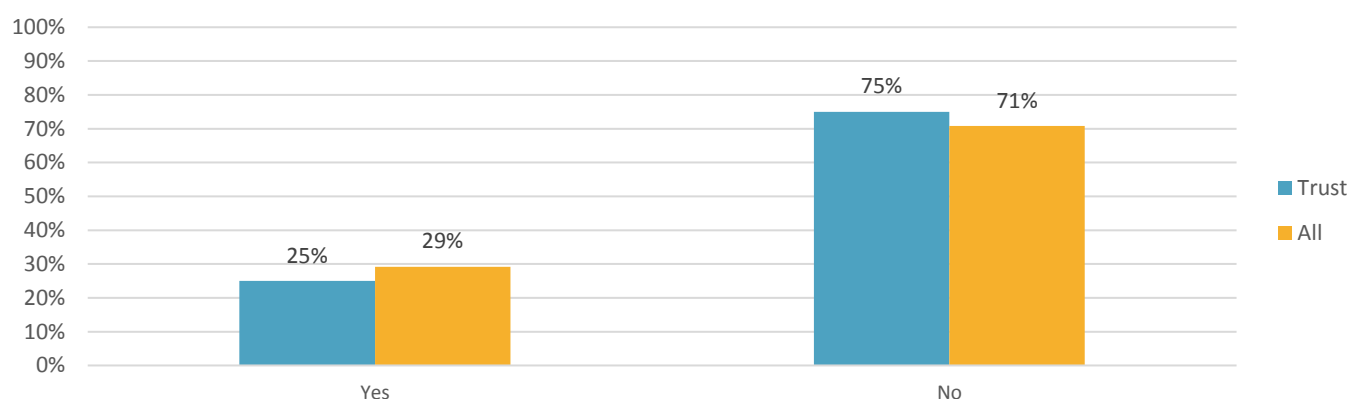
B. About the Ward - Compositional Charts

4. During your most recent stay, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?



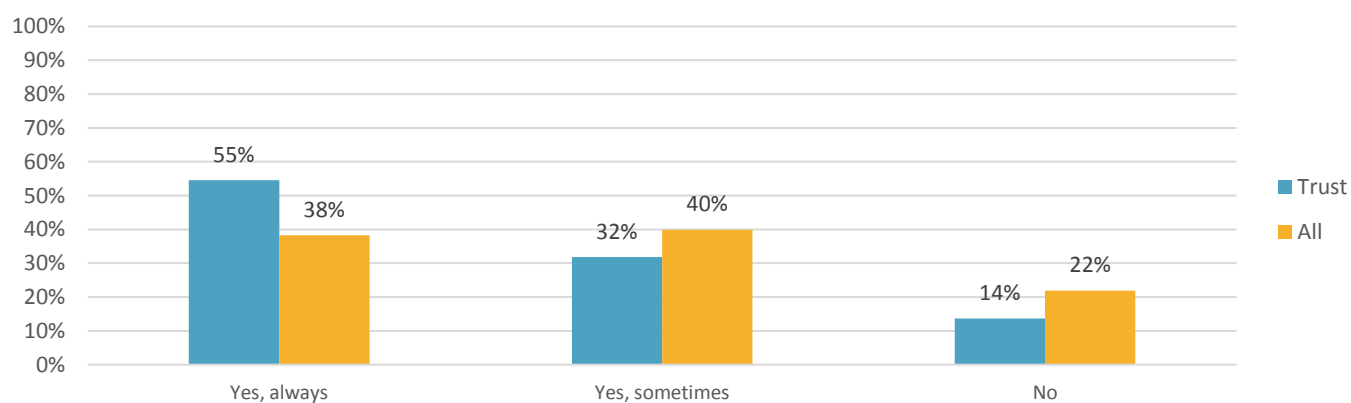
RGD

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



RGD

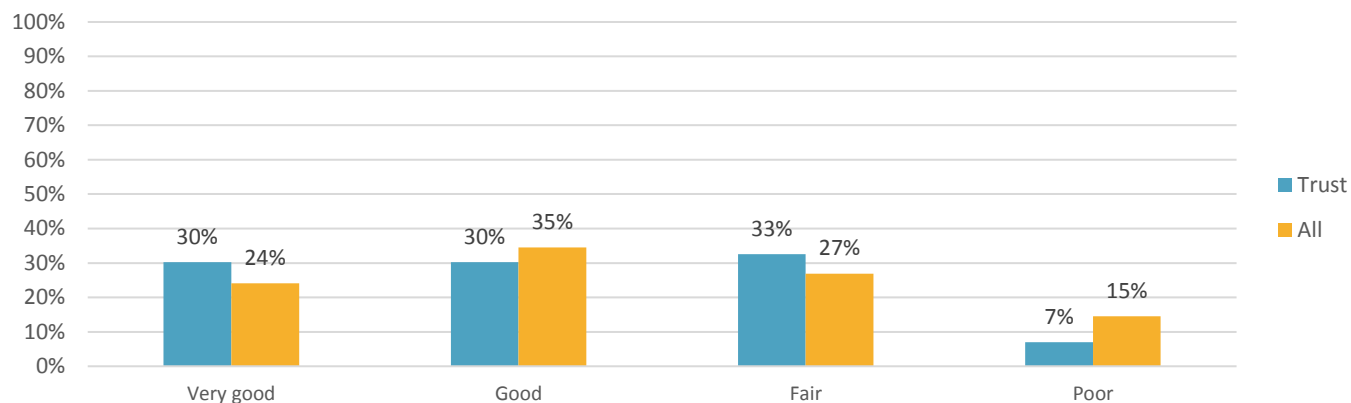
6. During your most recent stay, did you feel safe?



RGD

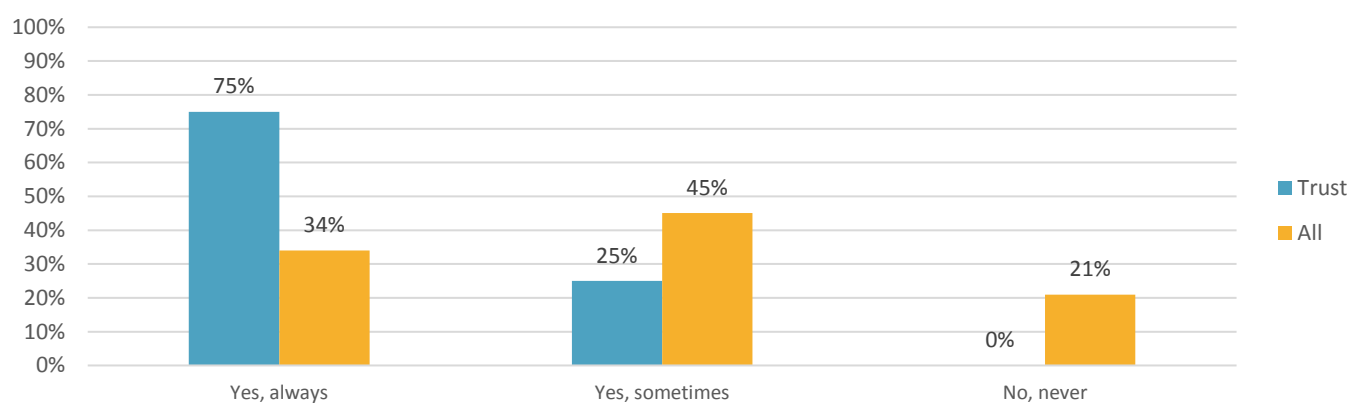
B. About the Ward - Compositional Charts

7. How would you rate the hospital food?



RGD

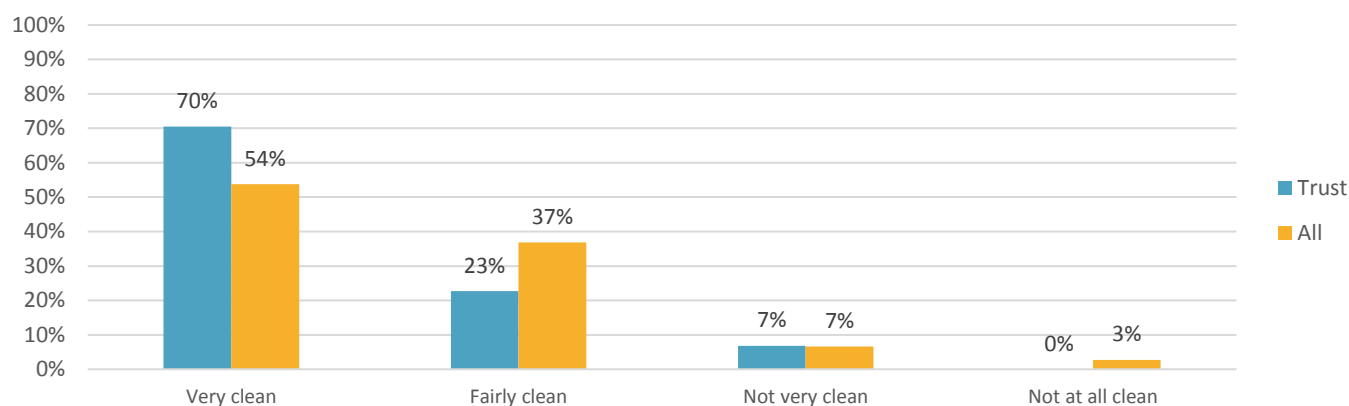
9. Were you able to get the specific diet that you needed from the hospital?



RGD

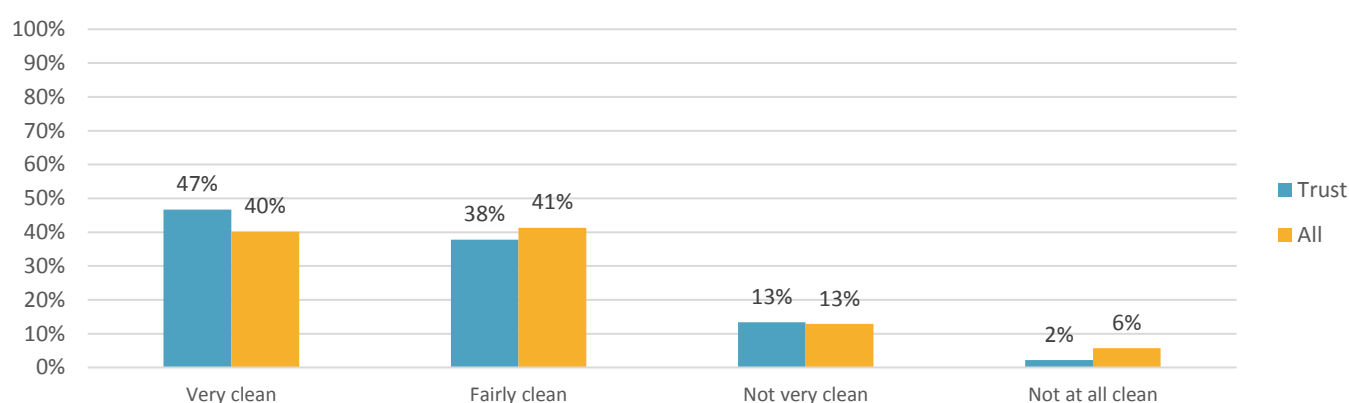
B. About the Ward - Compositional Charts (continued)

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



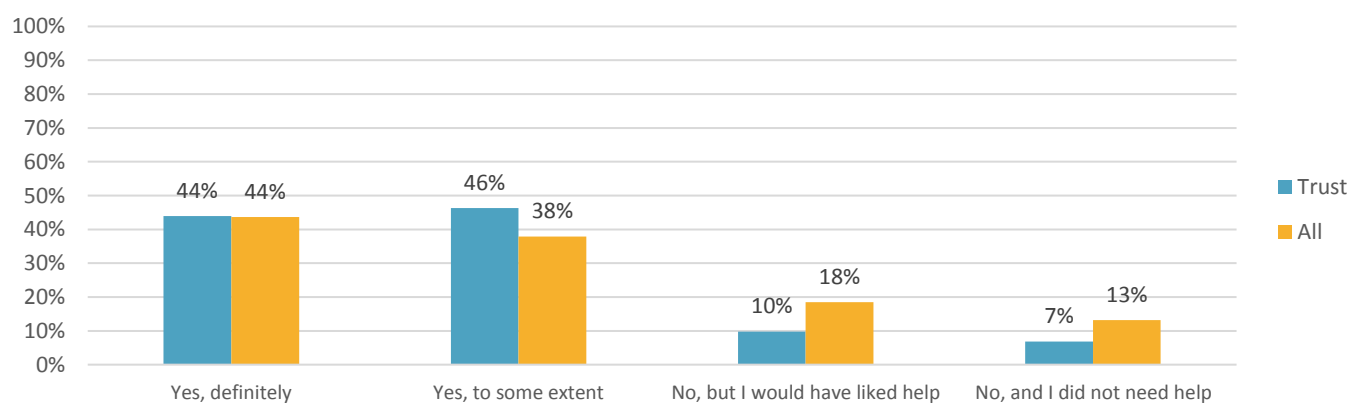
RGD

11. How clean were the toilets and bathrooms that you used in hospital?



RGD

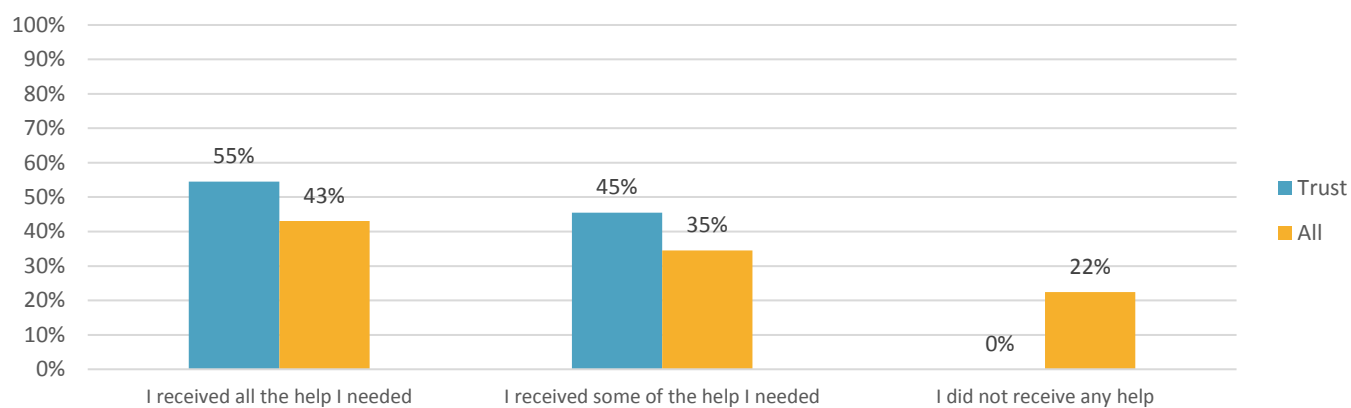
12. Do you feel the hospital helped you to keep in touch with family or friends?



RGD

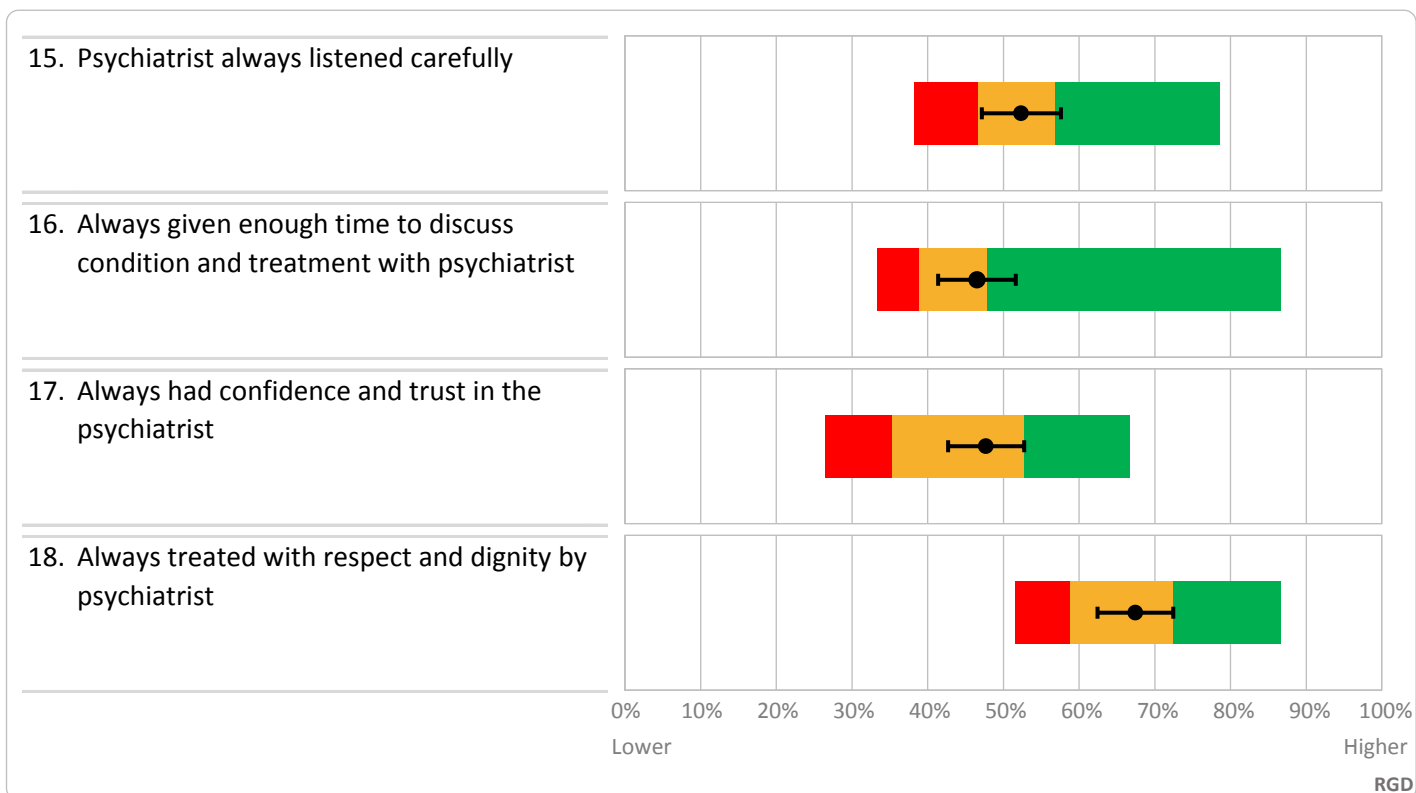
B. About the Ward - Compositional Charts (continued)

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



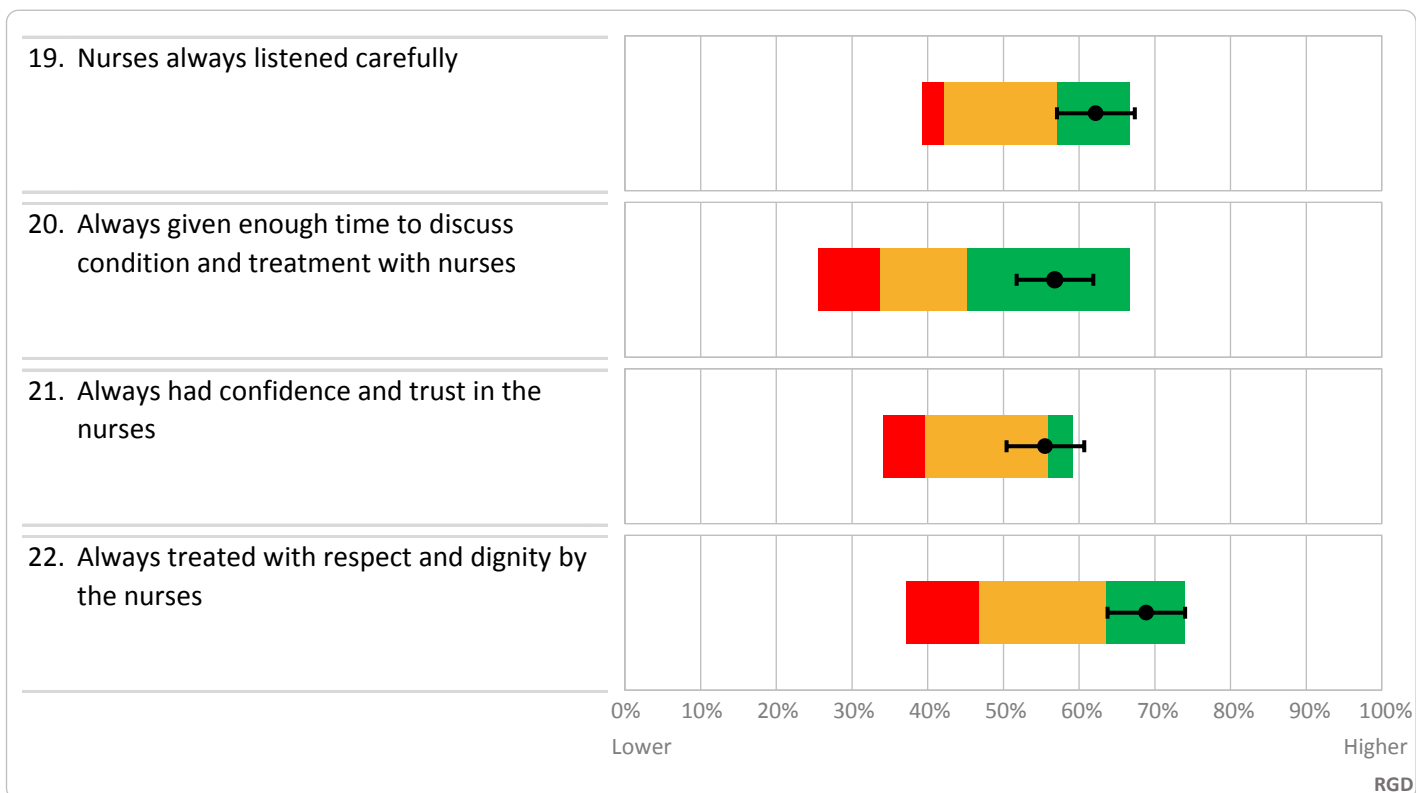
RGD

C. Hospital Staff - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
15. Psychiatrist always listened carefully	38.2%	46.7%	56.8%	78.6%	42	52.4%	●
16. Always given enough time to discuss condition and treatment with psychiatrist	33.3%	38.9%	47.9%	86.7%	43	46.5%	●
17. Always had confidence and trust in the psychiatrist	26.5%	35.3%	52.7%	66.7%	44	47.7%	●
18. Always treated with respect and dignity by psychiatrist	51.6%	58.8%	72.5%	86.7%	43	67.4%	●

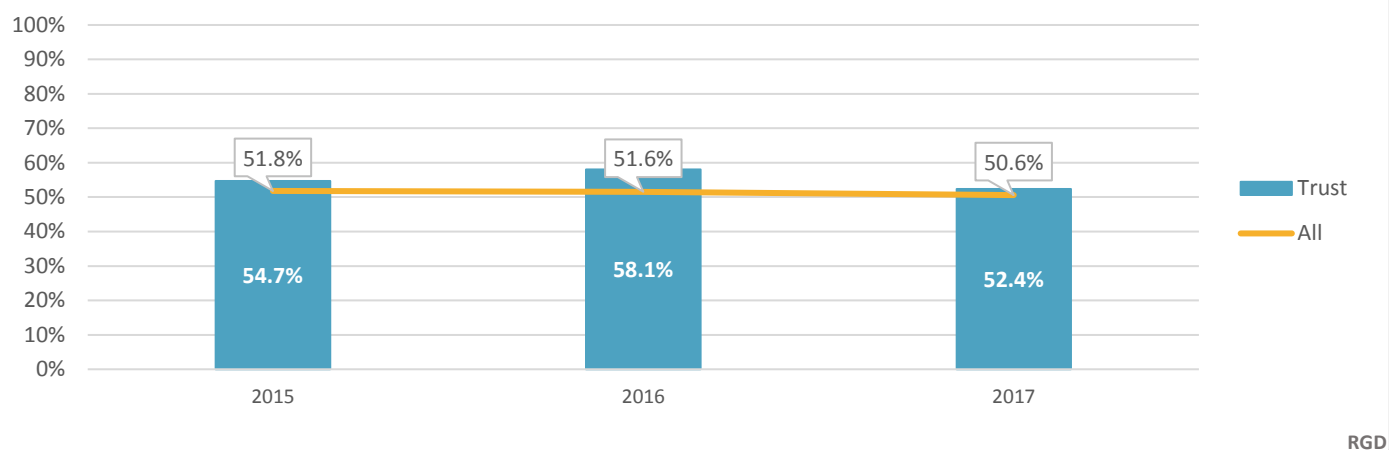
C. Hospital Staff - Benchmark Charts and Tables



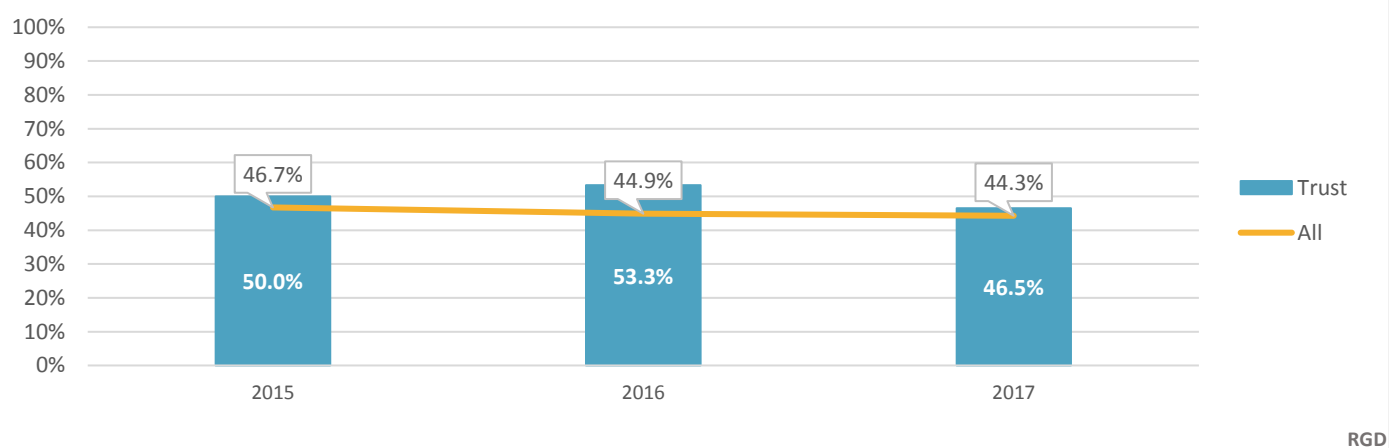
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
19. Nurses always listened carefully	39.3%	42.2%	57.0%	66.7%	45	62.2%	●
20. Always given enough time to discuss condition and treatment with nurses	25.6%	33.7%	45.2%	66.7%	44	56.8%	●
21. Always had confidence and trust in the nurses	34.1%	39.6%	56.0%	59.1%	45	55.6%	●
22. Always treated with respect and dignity by the nurses	37.2%	46.8%	63.5%	73.9%	45	68.9%	●

C. Hospital Staff - Longitudinal Charts

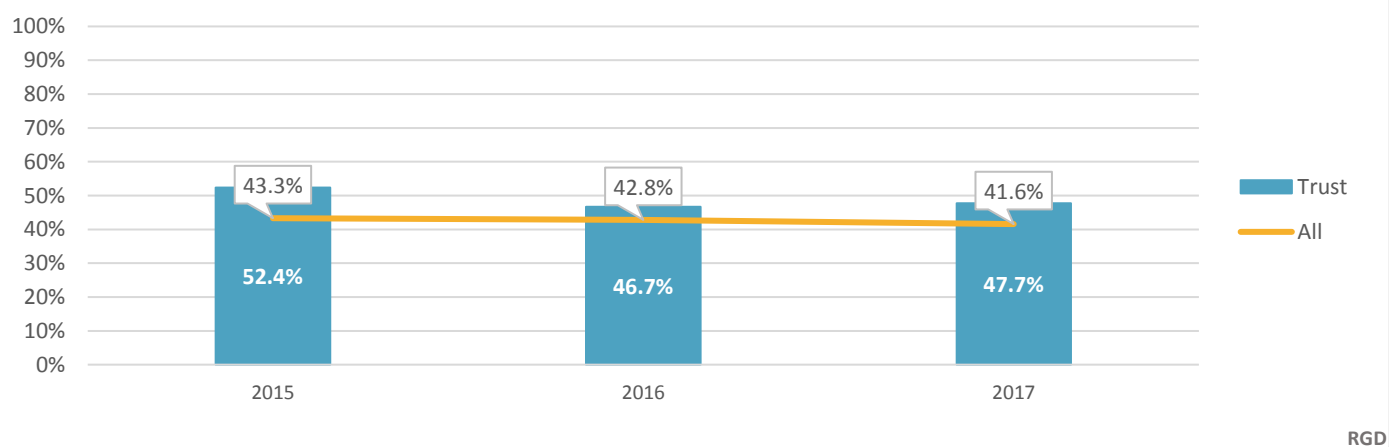
15. Psychiatrist always listened carefully



16. Always given enough time to discuss condition and treatment with psychiatrist

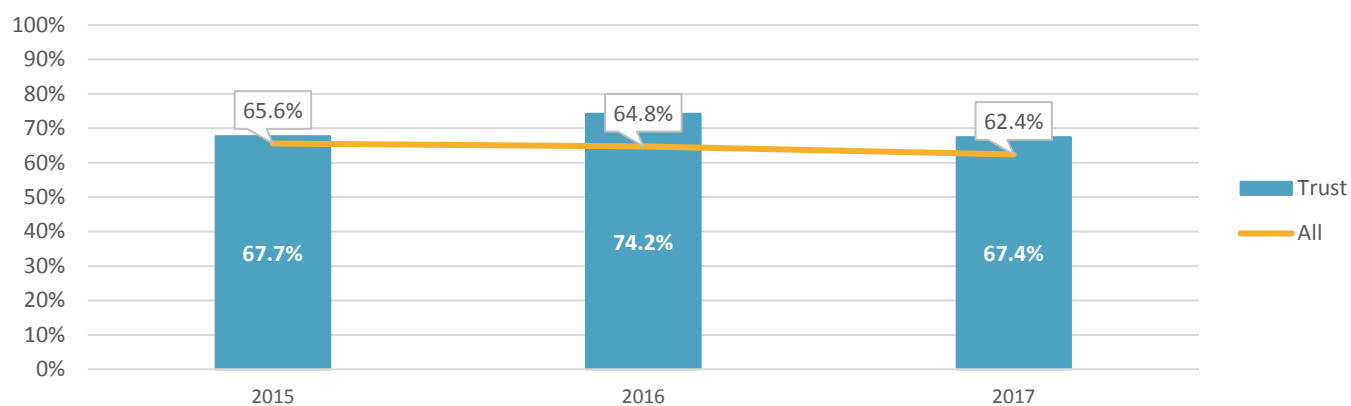


17. Always had confidence and trust in the psychiatrist



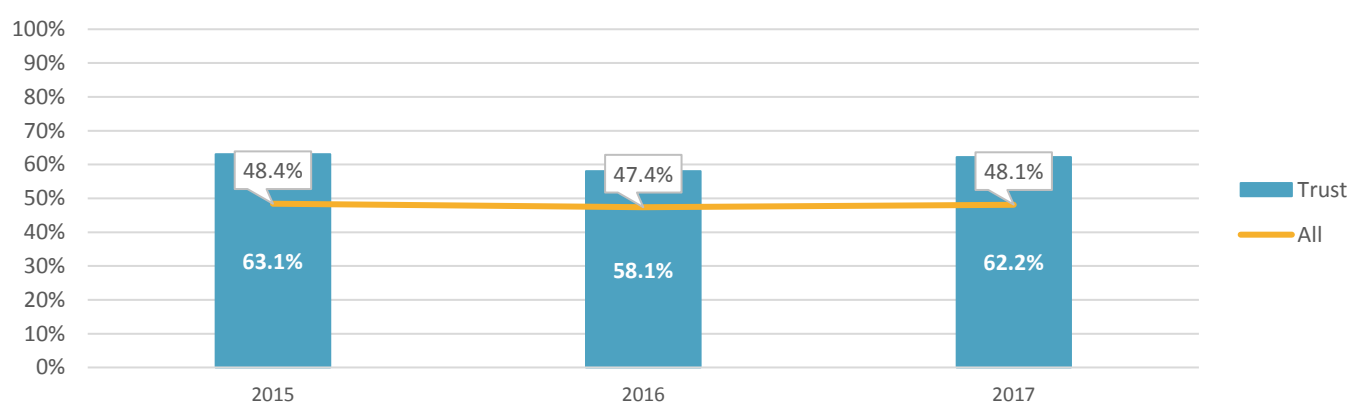
C. Hospital Staff - Longitudinal Charts (continued)

18. Always treated with respect and dignity by psychiatrist



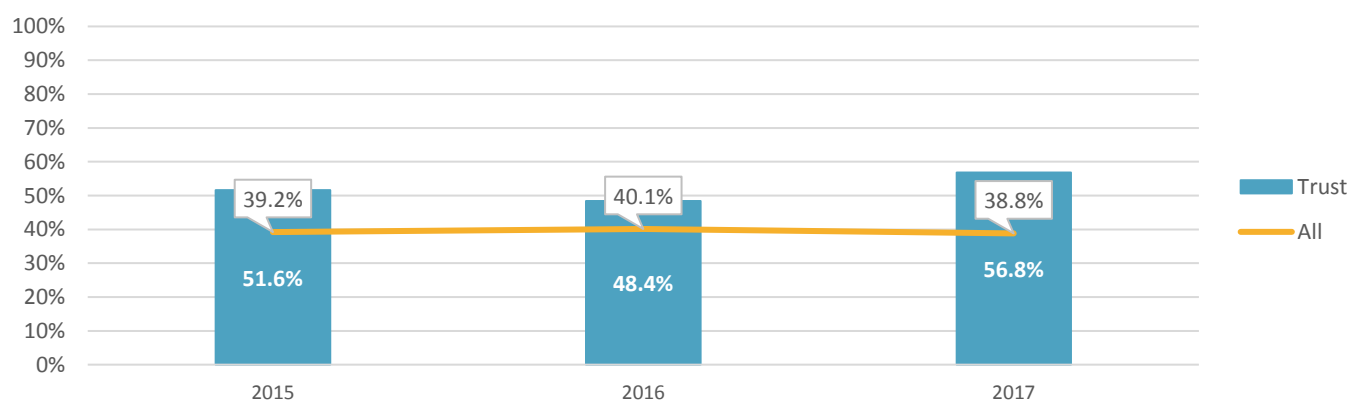
RGD

19. Nurses always listened carefully



RGD

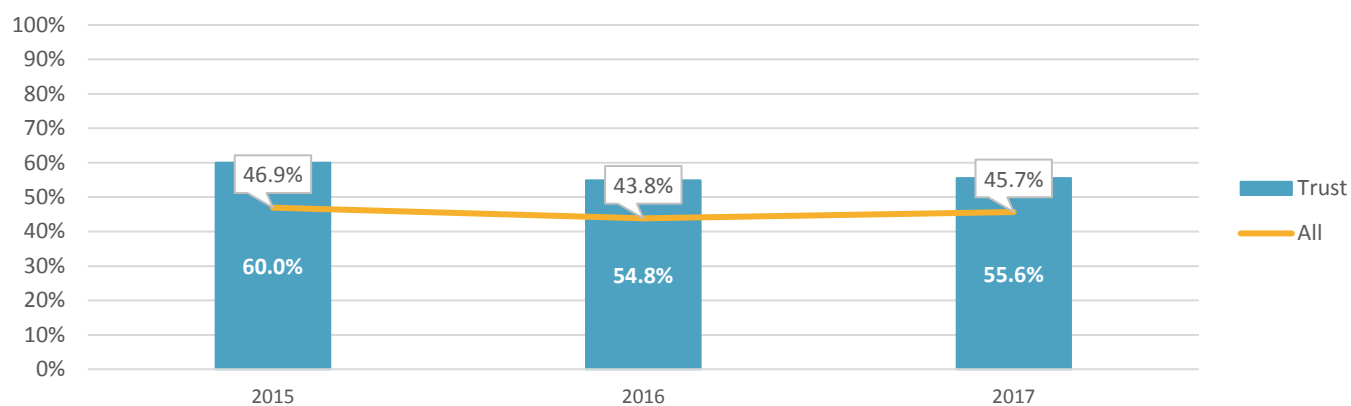
20. Always given enough time to discuss condition and treatment with nurses



RGD

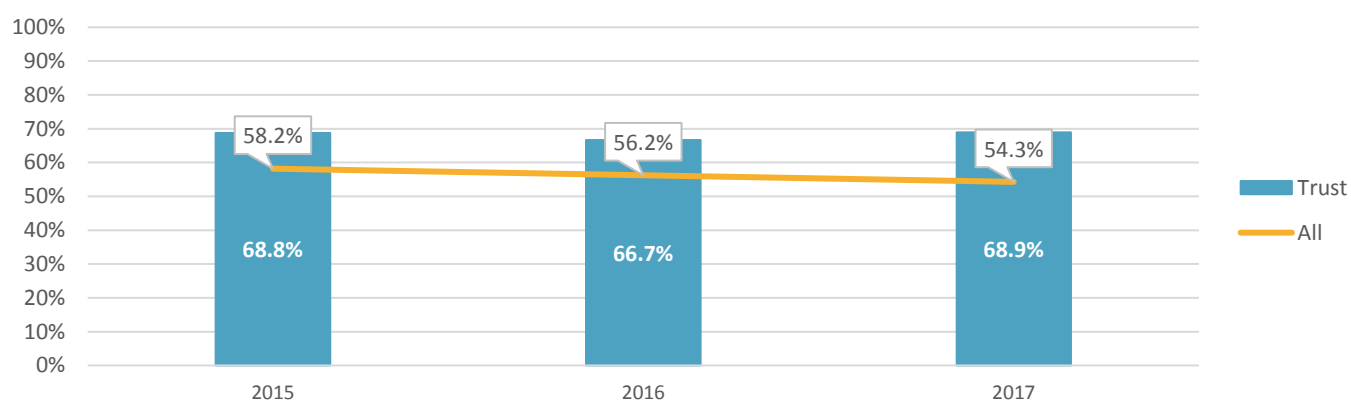
C. Hospital Staff - Longitudinal Charts (continued)

21. Always had confidence and trust in the nurses



RGD

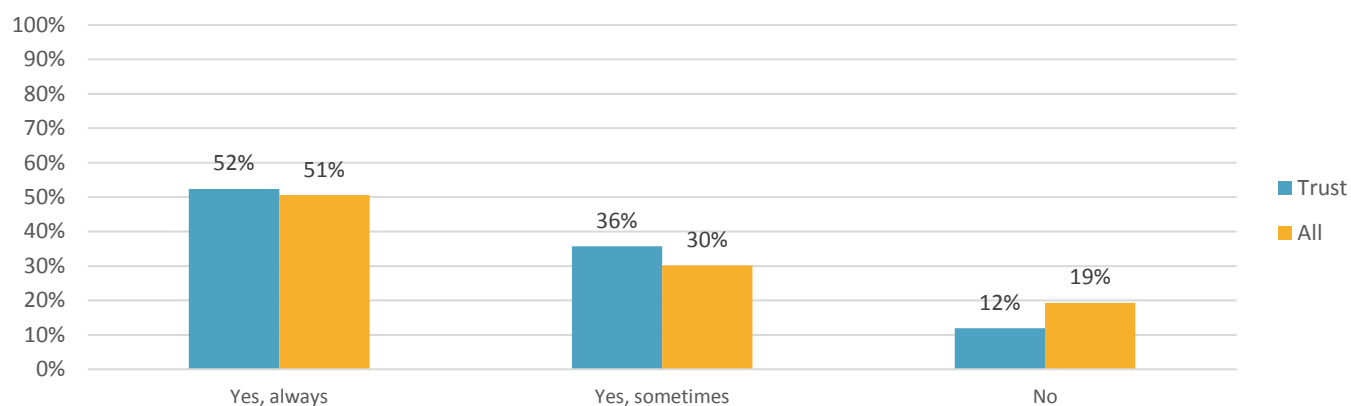
22. Always treated with respect and dignity by the nurses



RGD

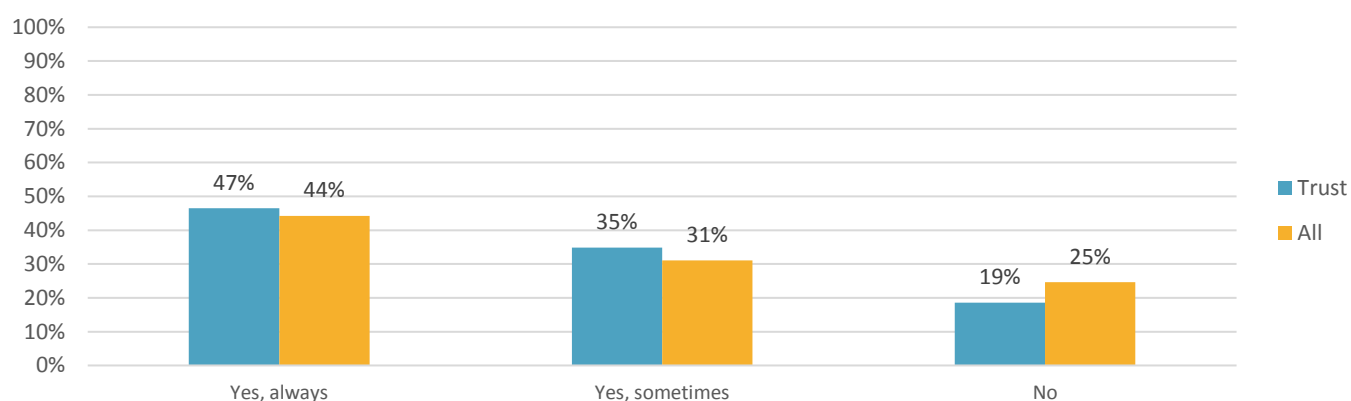
C. Hospital Staff - Compositional Charts

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



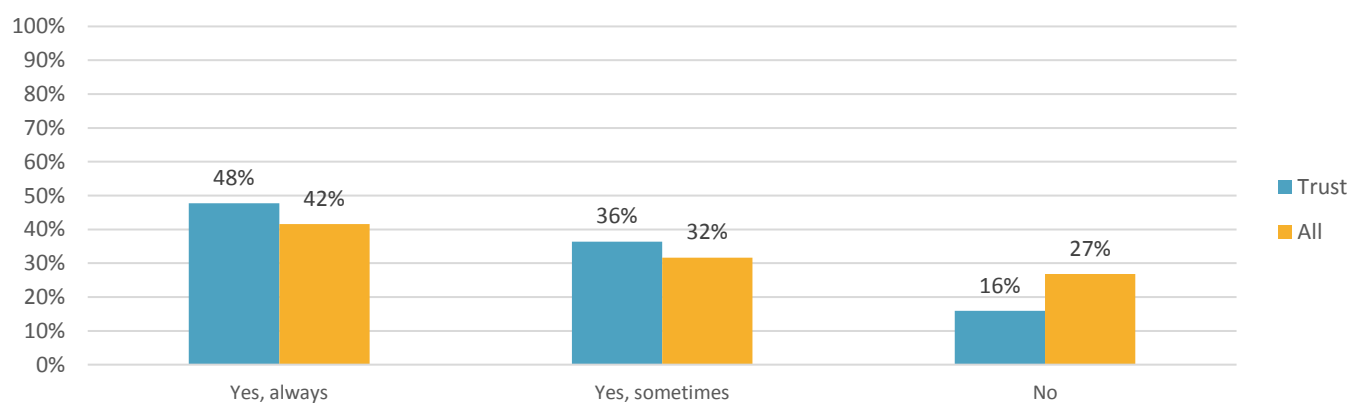
RGD

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



RGD

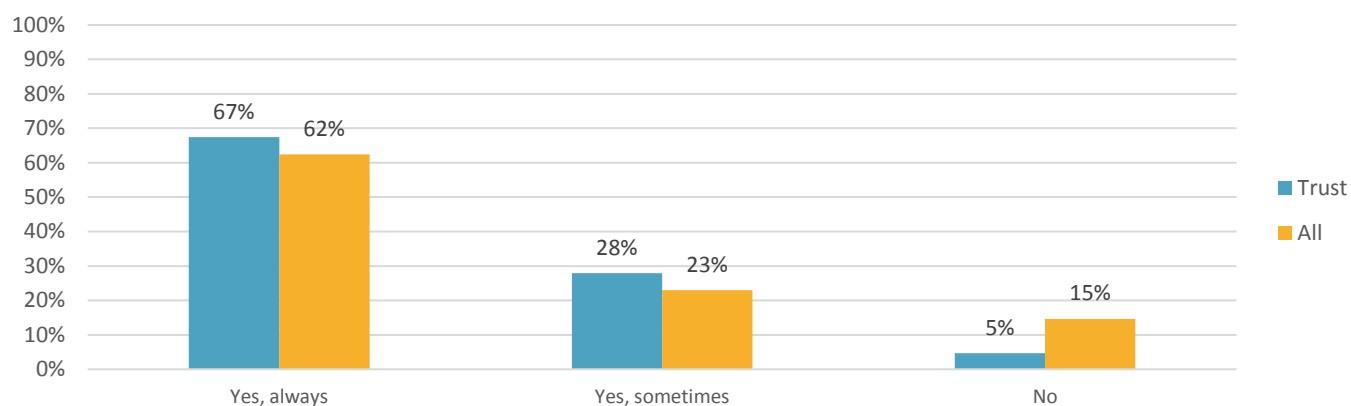
17. Did you have confidence and trust in the psychiatrist?



RGD

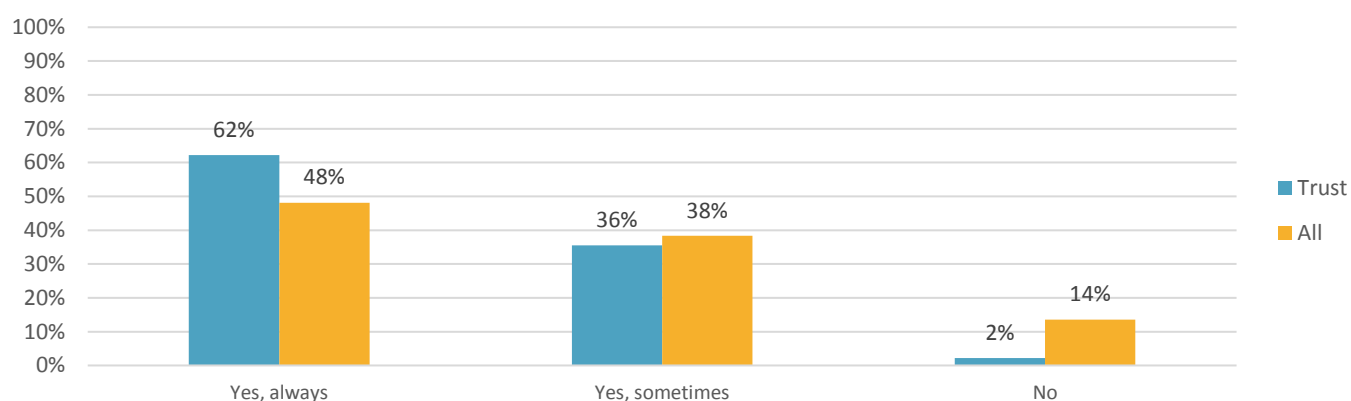
C. Hospital Staff - Compositional Charts (continued)

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



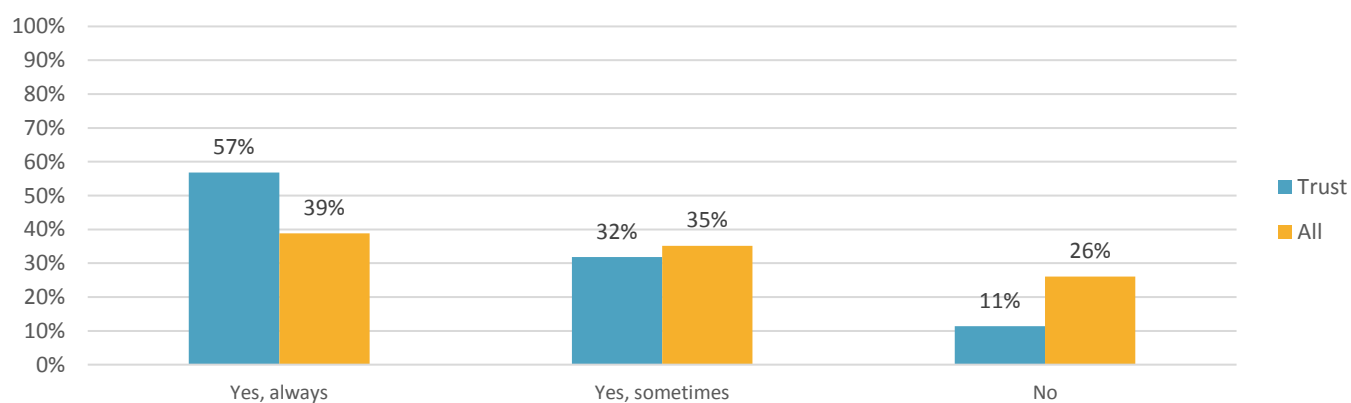
RGD

19. Did the nurses listen carefully to you?



RGD

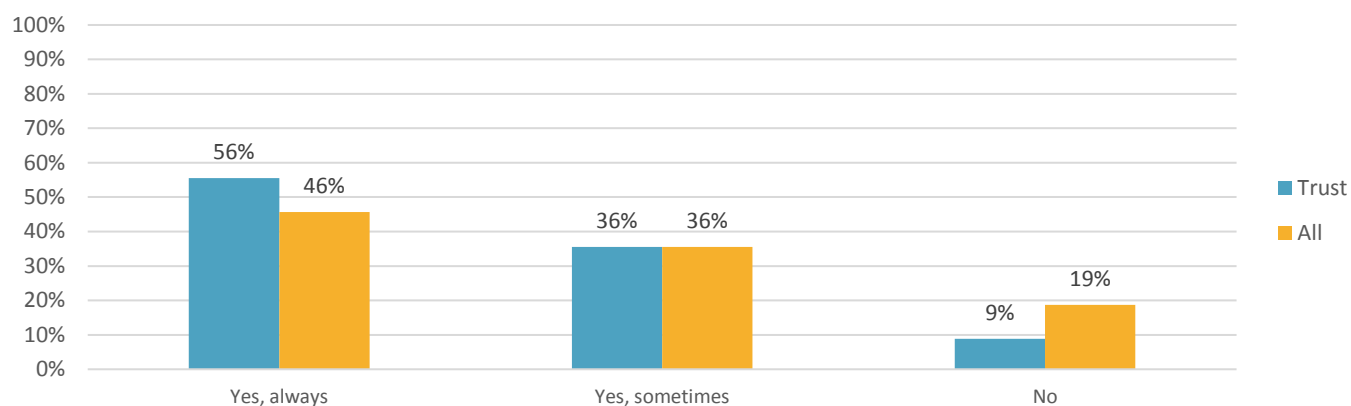
20. Were you given enough time to discuss your condition and treatment with the nurses?



RGD

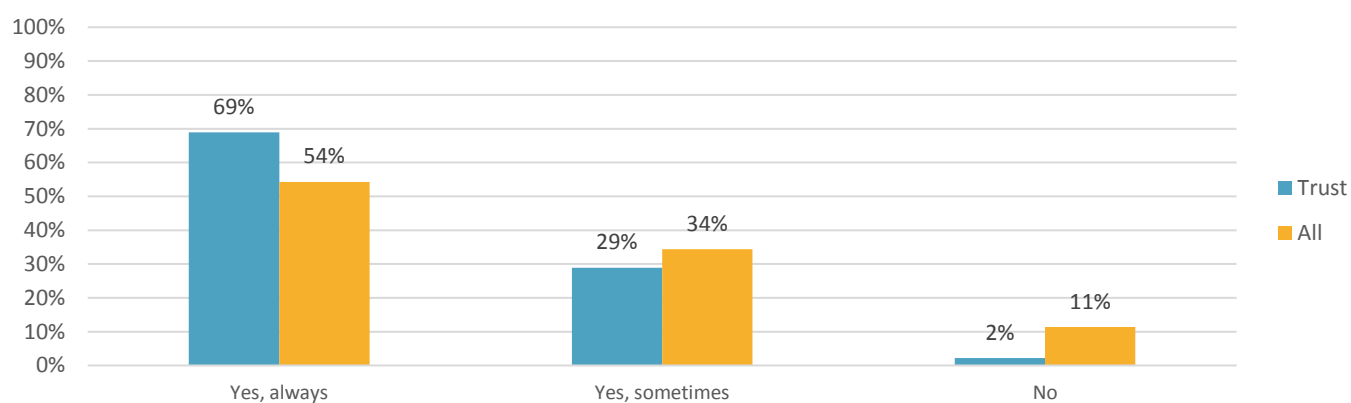
C. Hospital Staff - Compositional Charts (continued)

21. Did you have confidence and trust in the nurses?



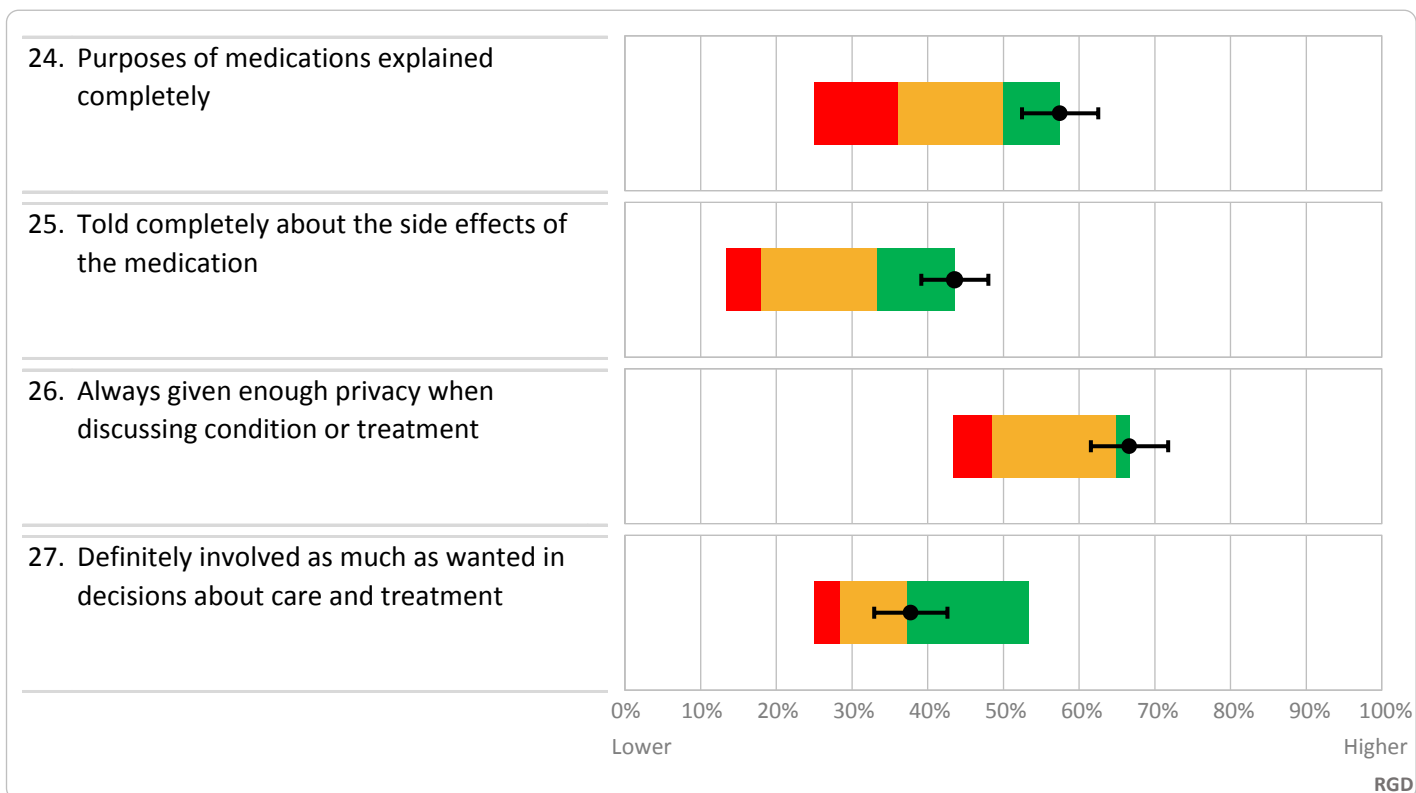
RGD

22. Did the nurses treat you with respect and dignity?



RGD

D. Your Care and Treatment - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
24. Purposes of medications explained completely	25.0%	36.2%	50.0%	57.5%	40	57.5%	●
25. Told completely about the side effects of the medication	13.3%	18.1%	33.3%	43.6%	39	43.6%	●
26. Always given enough privacy when discussing condition or treatment	43.4%	48.6%	64.9%	66.7%	45	66.7%	●
27. Definitely involved as much as wanted in decisions about care and treatment	25.0%	28.5%	37.3%	53.3%	45	37.8%	●

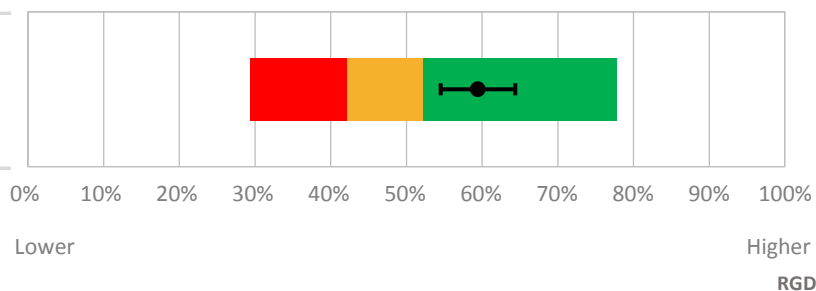
D. Your Care and Treatment - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
29. Had talking therapy if wanted	13.0%	20.5%	31.4%	44.9%	42	31.0%	●
30. Definitely found talking therapy helpful	22.2%	43.5%	66.7%	66.7%	14	50.0%	●
31. Enough activities available all of the time on weekdays	16.2%	19.9%	31.4%	39.1%	45	31.1%	●
32. Enough activities available all of the time in evenings and on weekends	7.1%	10.1%	20.5%	25.7%	45	22.2%	●

D. Your Care and Treatment - Benchmark Charts and Tables (continued)

34. Definitely felt enough care taken of physical health

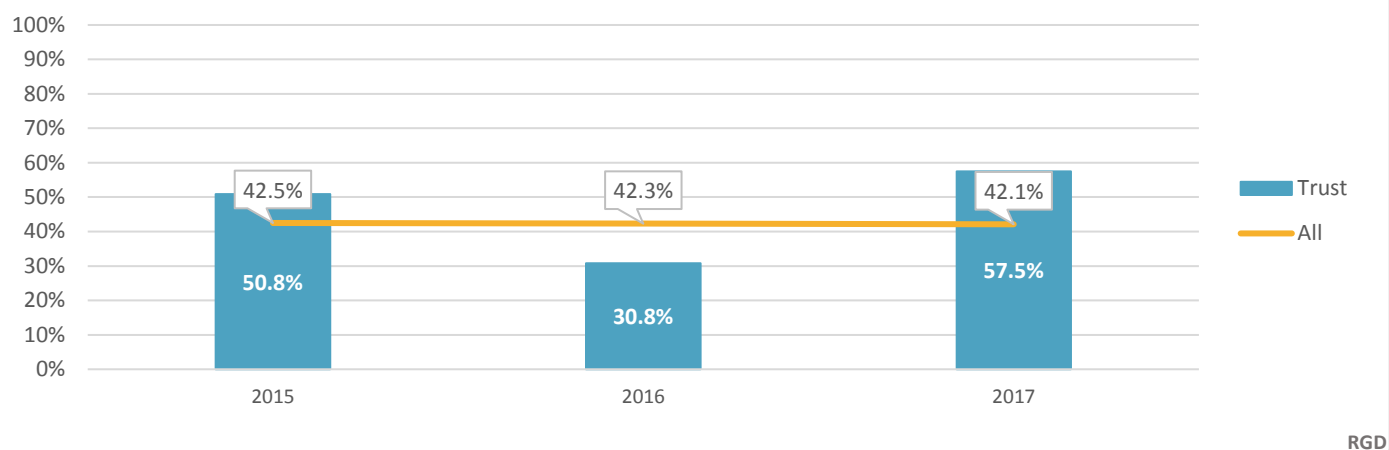


34. Definitely felt enough care taken of physical health

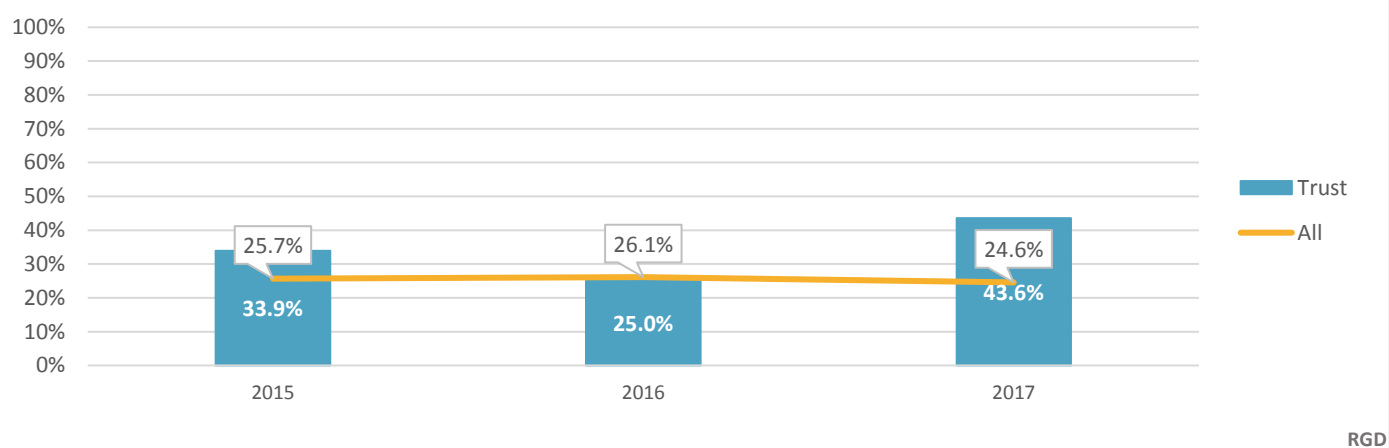
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
	29.4%	42.2%	52.2%	77.8%	37	59.5%	●

D. Your Care and Treatment - Longitudinal Charts

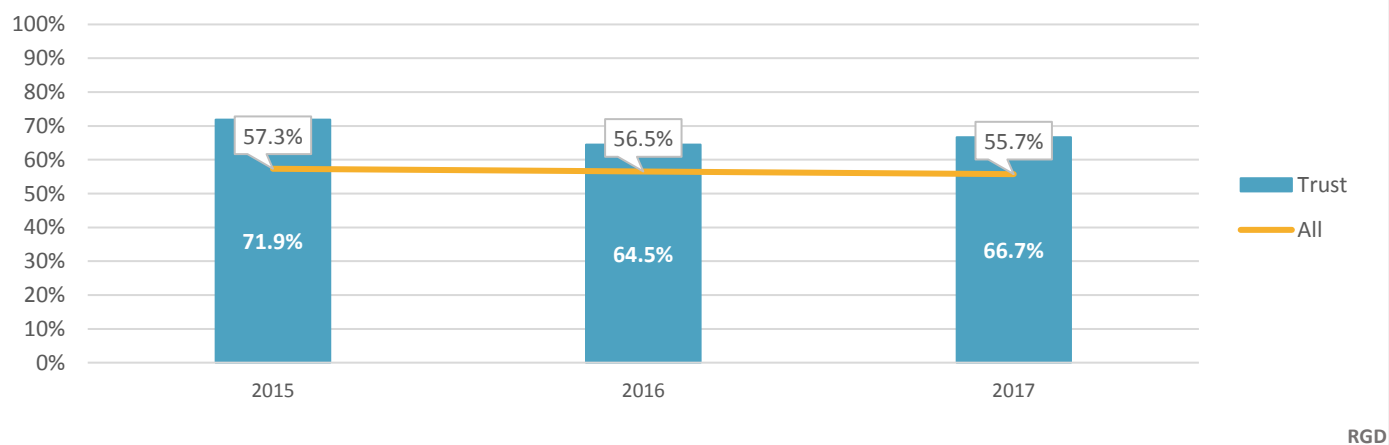
24. Purposes of medications explained completely



25. Told completely about the side effects of the medication

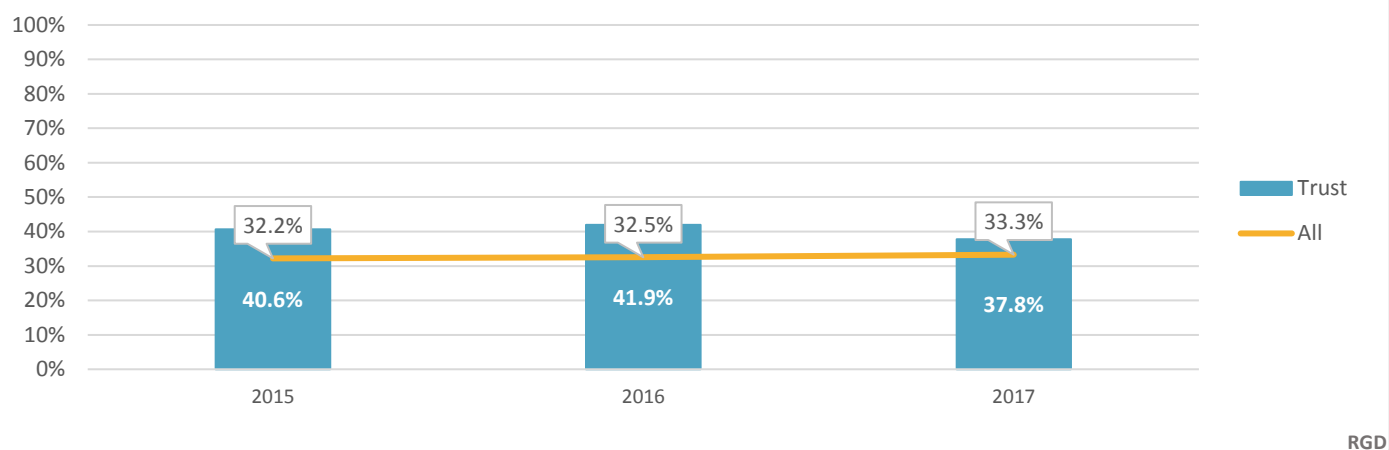


26. Always given enough privacy when discussing condition or treatment

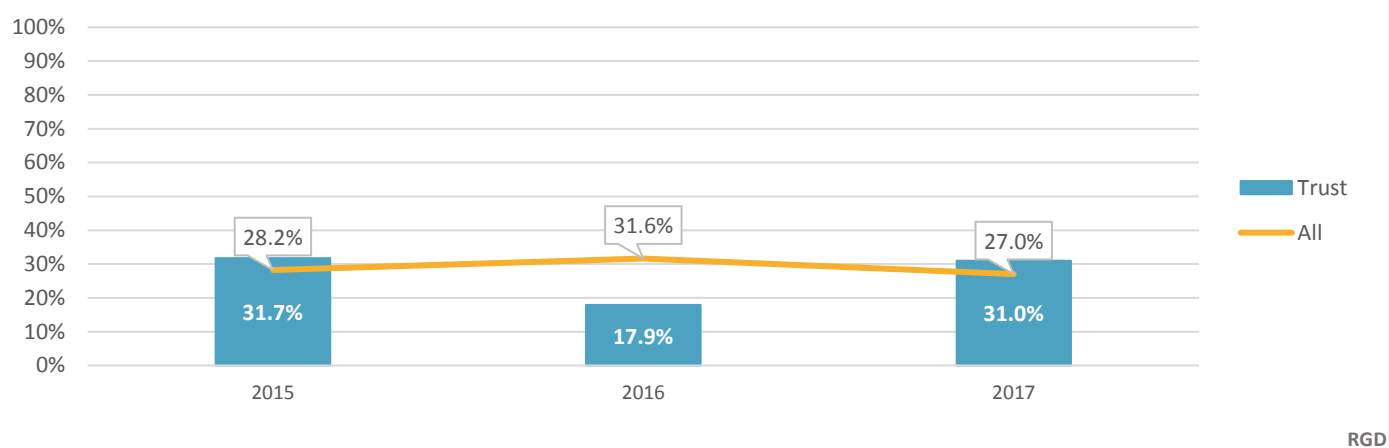


D. Your Care and Treatment - Longitudinal Charts (continued)

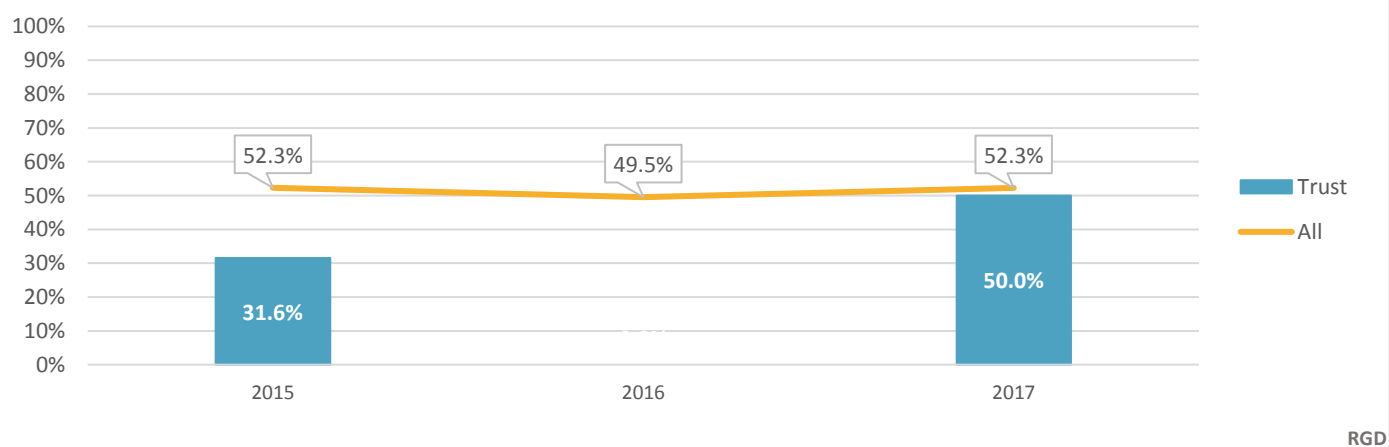
27. Definitely involved as much as wanted in decisions about care and treatment



29. Had talking therapy if wanted

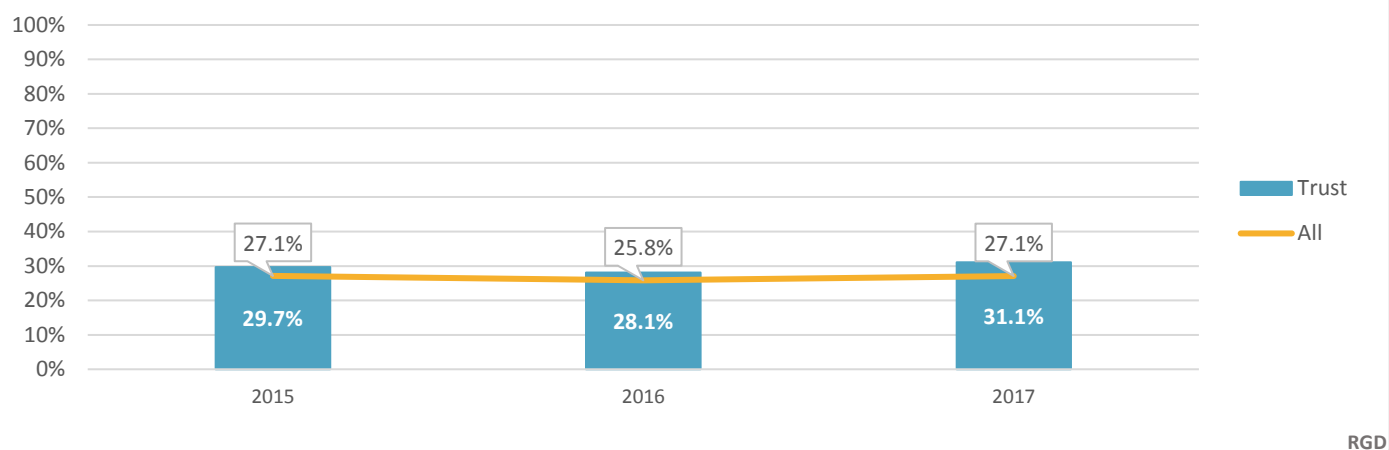


30. Definitely found talking therapy helpful

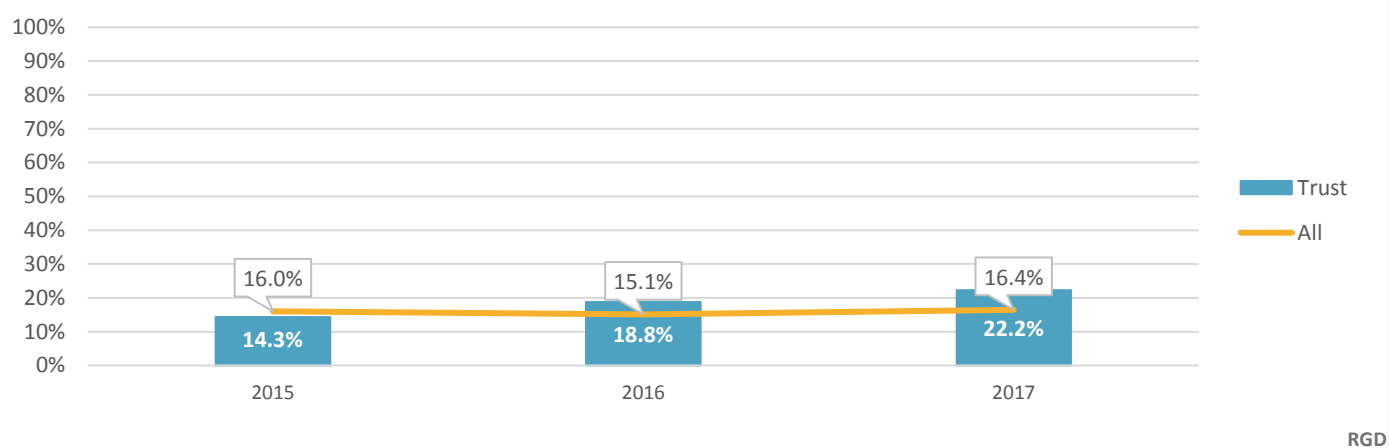


D. Your Care and Treatment - Longitudinal Charts (continued)

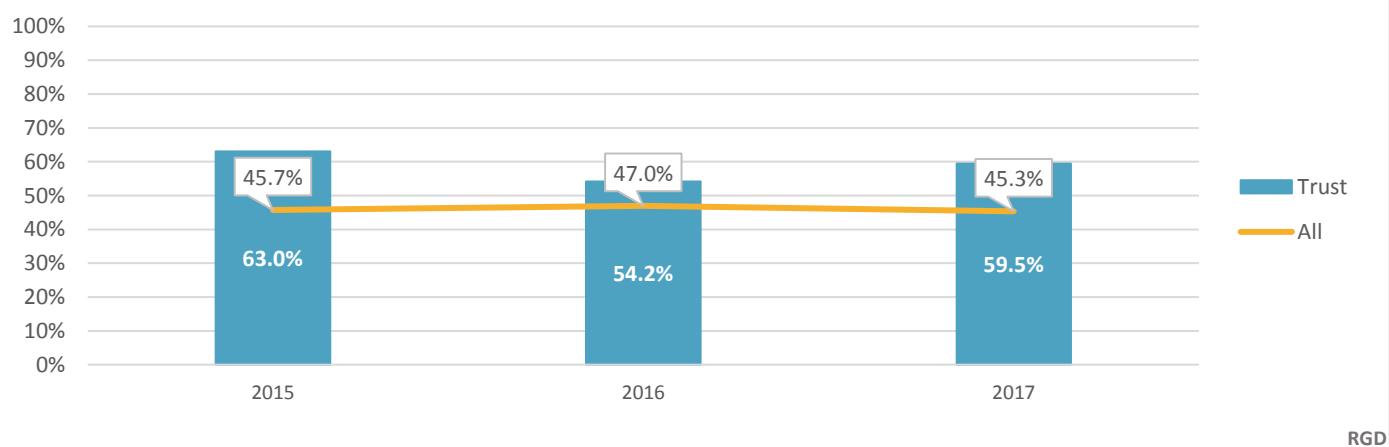
31. Enough activities available all of the time on weekdays



32. Enough activities available all of the time in evenings and on weekends

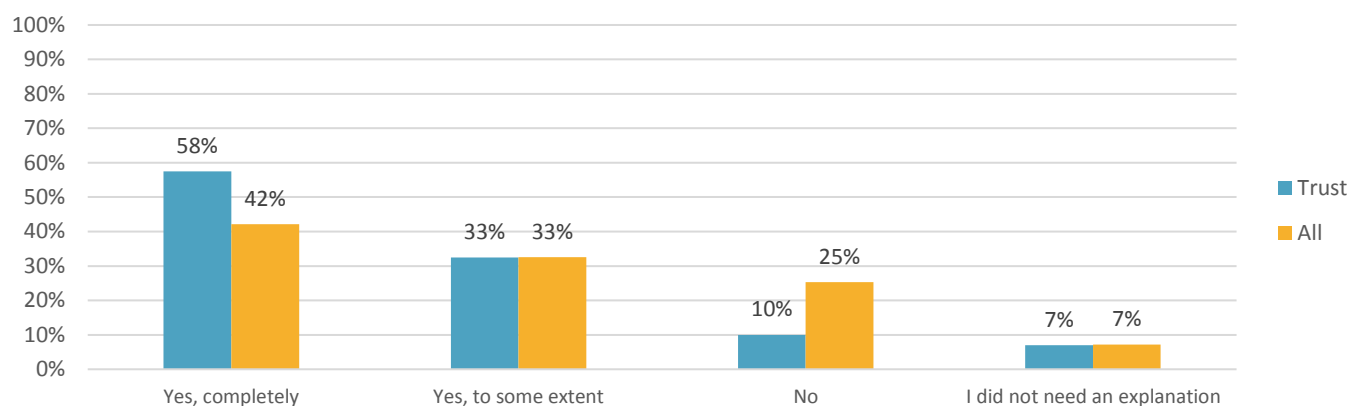


34. Definitely felt enough care taken of physical health



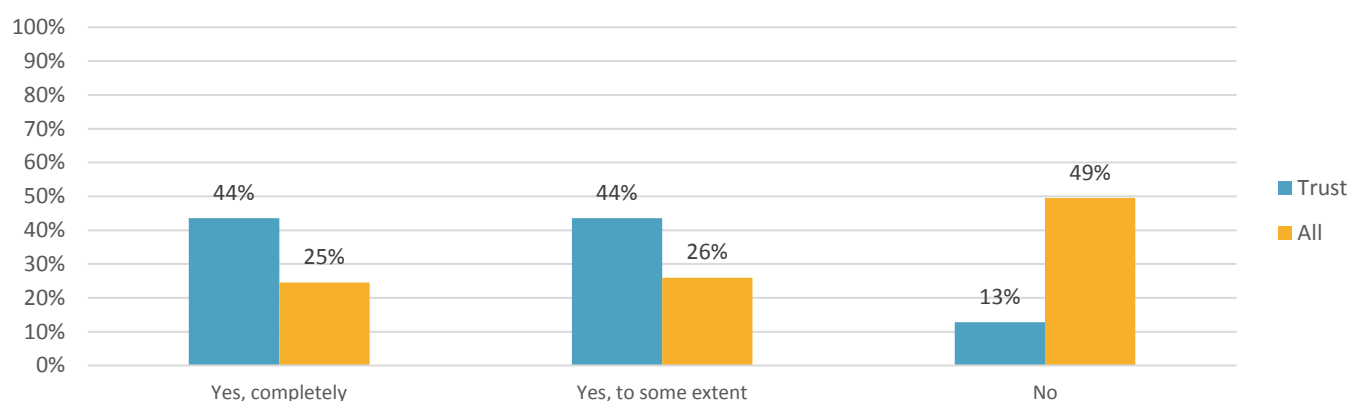
D. Your Care and Treatment - Compositional Charts

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



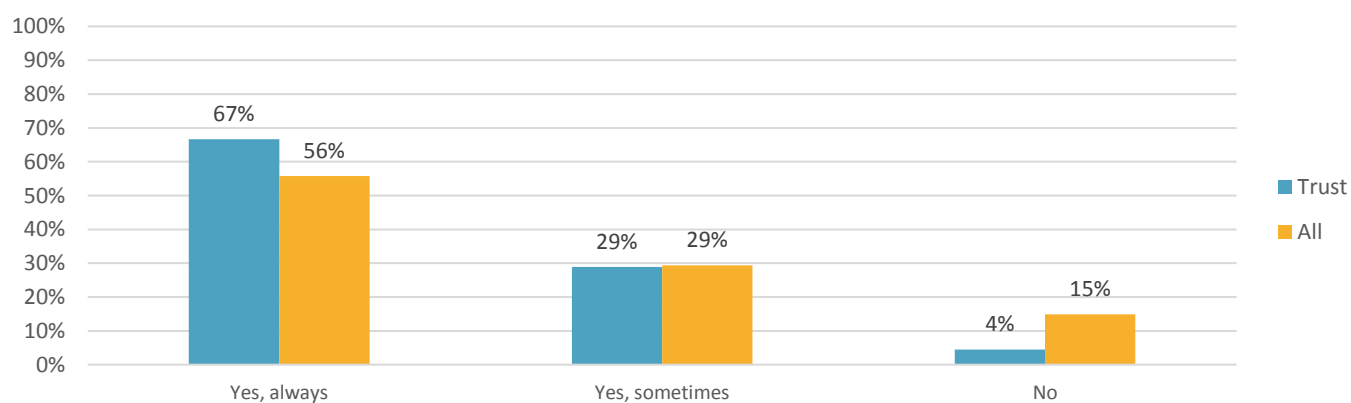
RGD

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



RGD

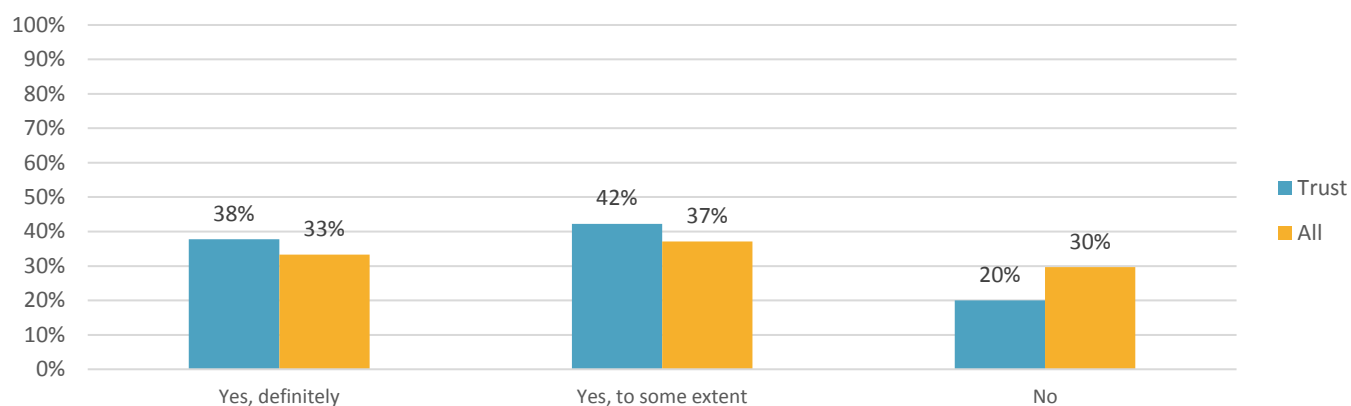
26. Were you given enough privacy when discussing your condition or treatment with the hospital staff?



RGD

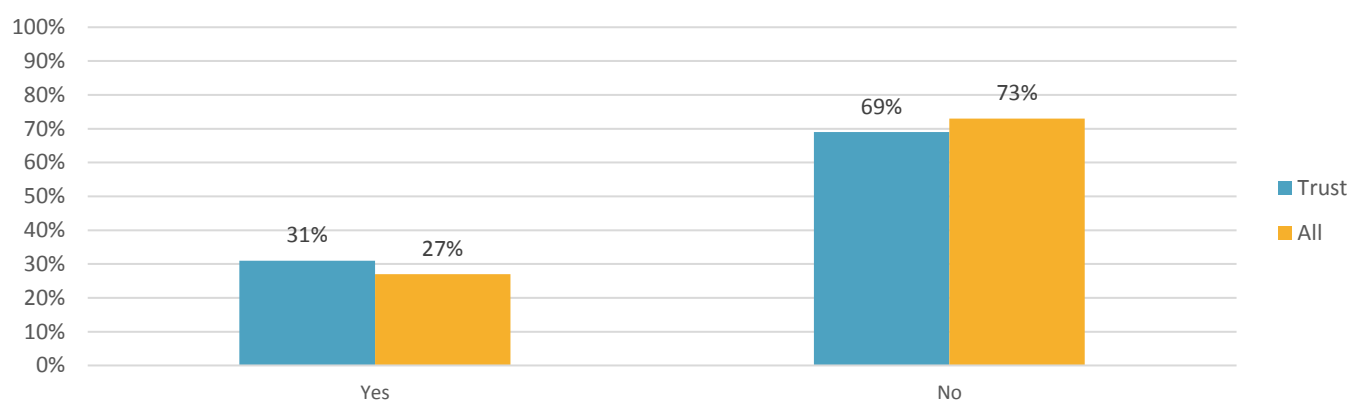
D. Your Care and Treatment - Compositional Charts (continued)

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



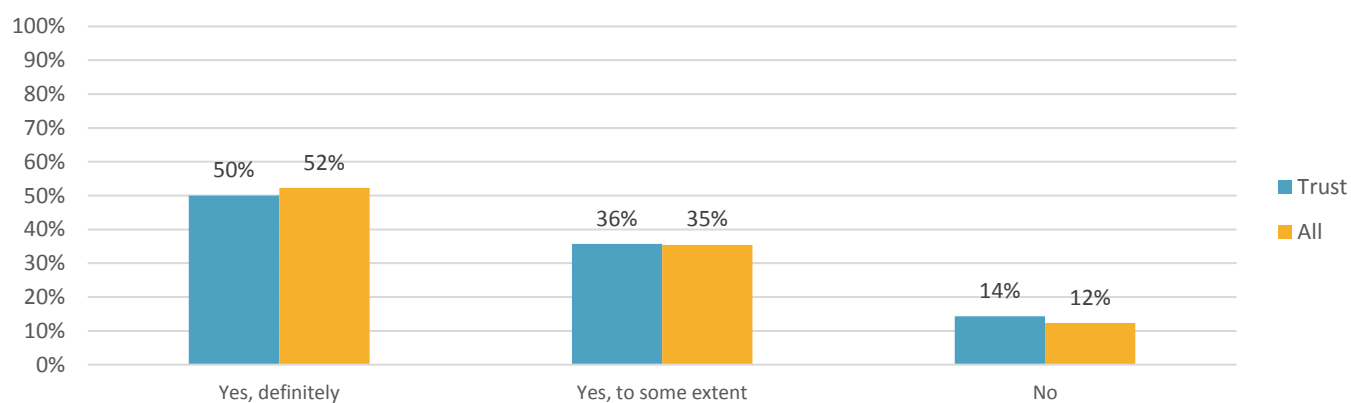
RGD

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



RGD

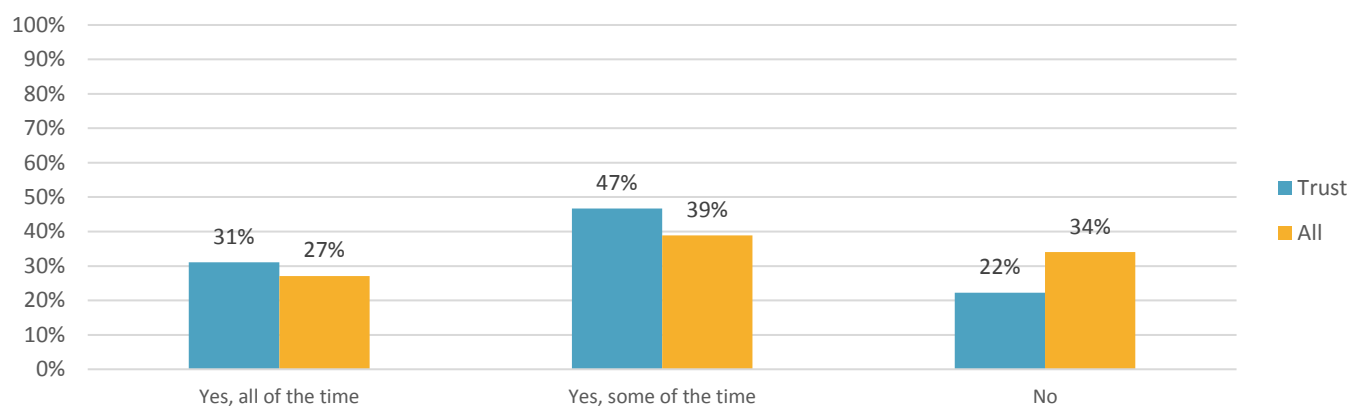
30. If you had talking therapy during your stay in hospital, did you find it helpful?



RGD

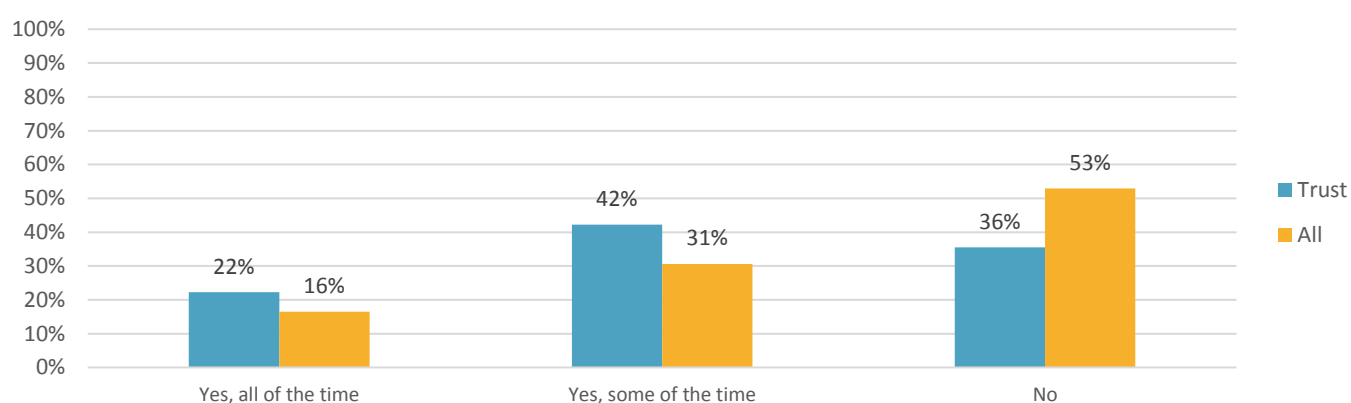
D. Your Care and Treatment - Compositional Charts (continued)

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



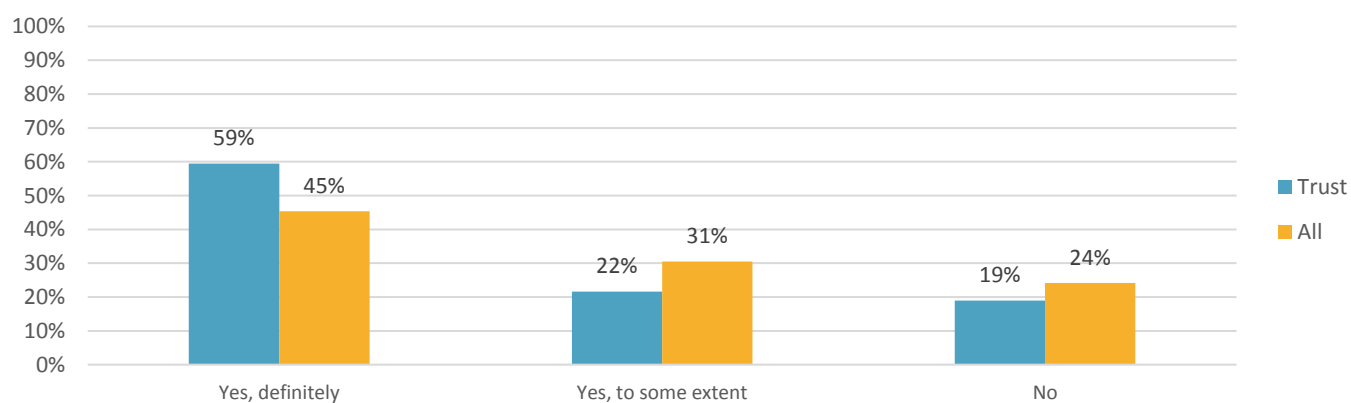
RGD

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



RGD

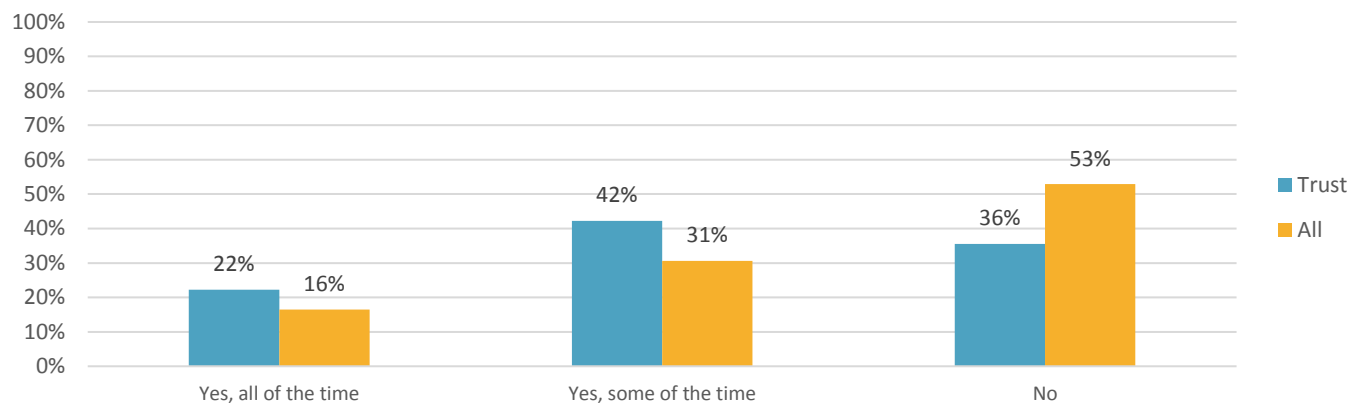
34. During your most recent stay, do you feel that enough care was taken of any physical health problems you had (e.g. diabetes, asthma, heart disease)?



RGD

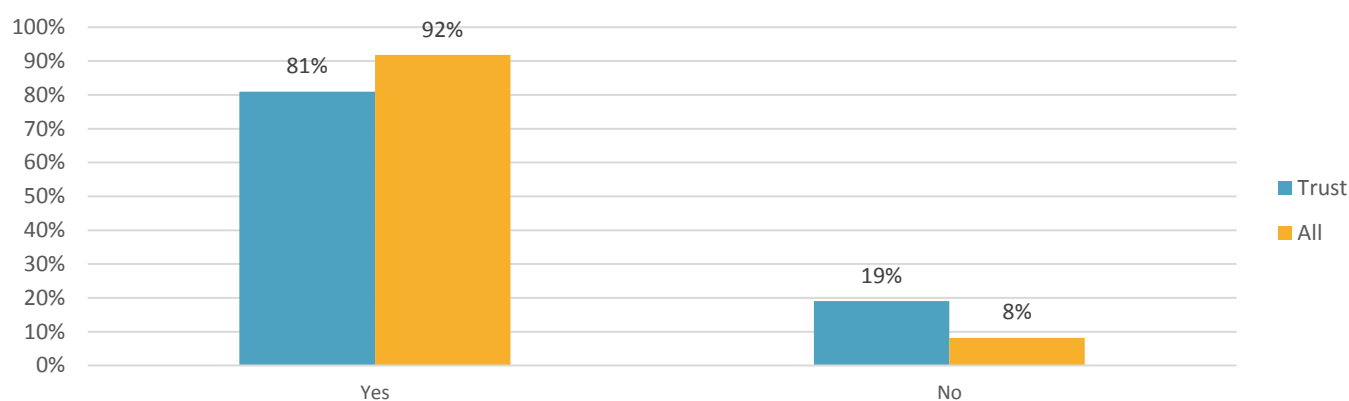
D. Your Care and Treatment - Compositional Charts (continued)

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



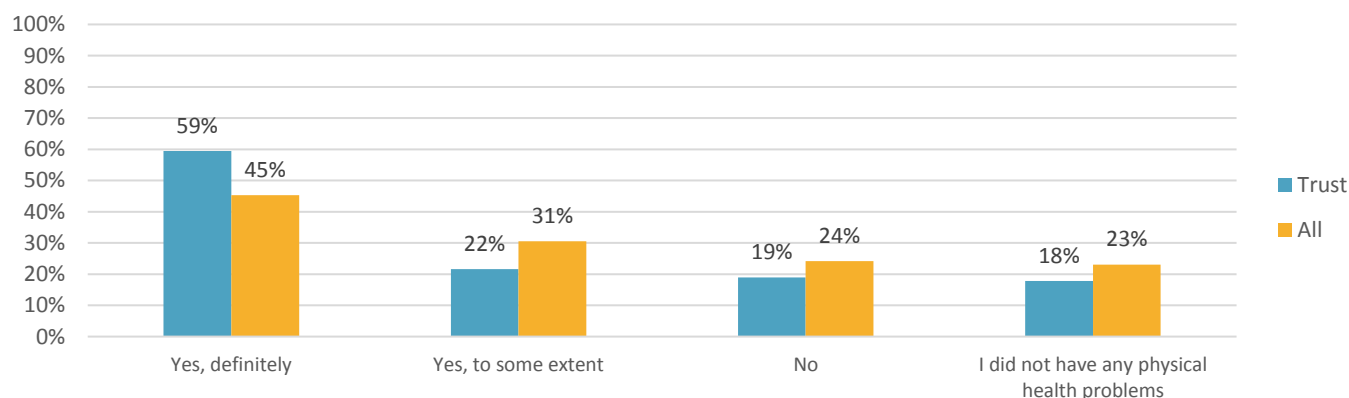
RGD

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



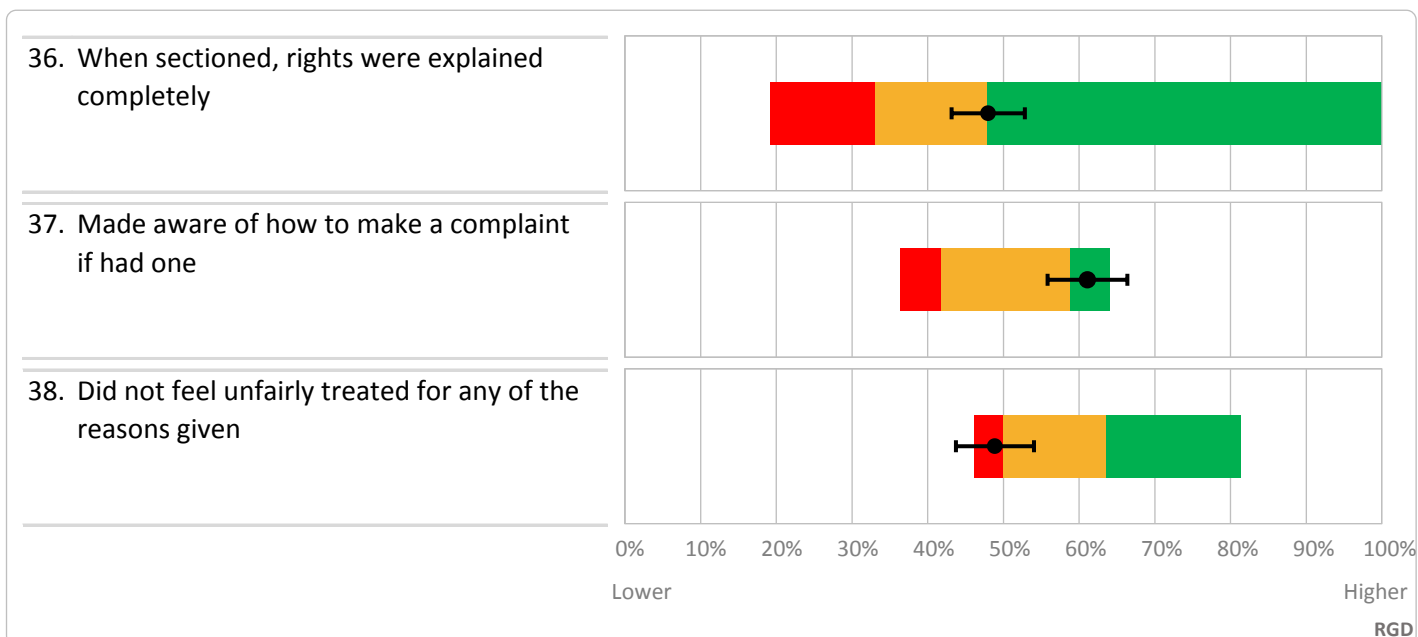
RGD

34. 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)?



RGD

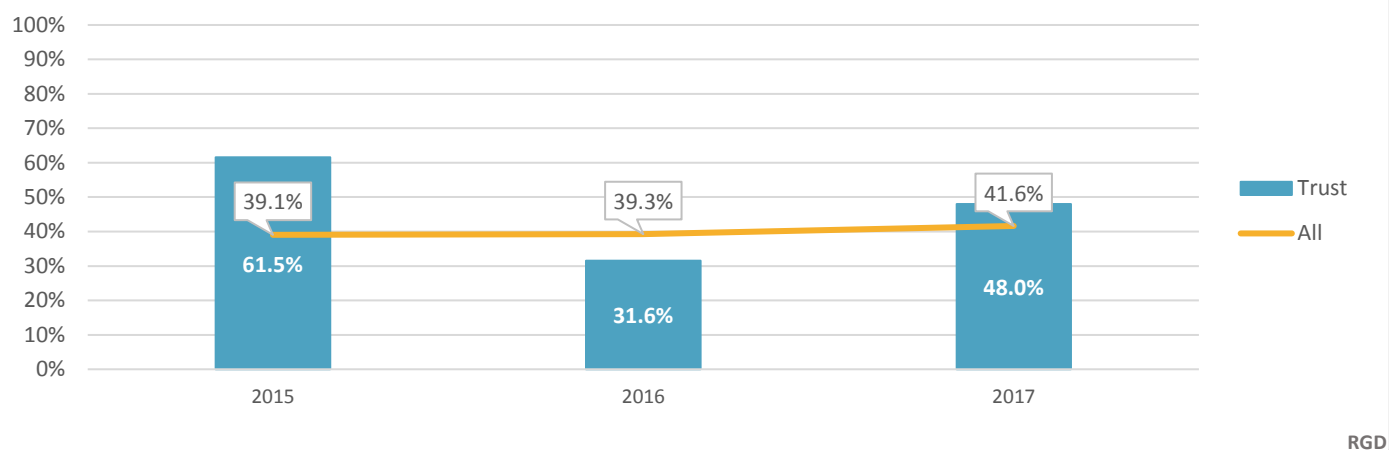
E. Your Rights - Benchmark Charts and Tables



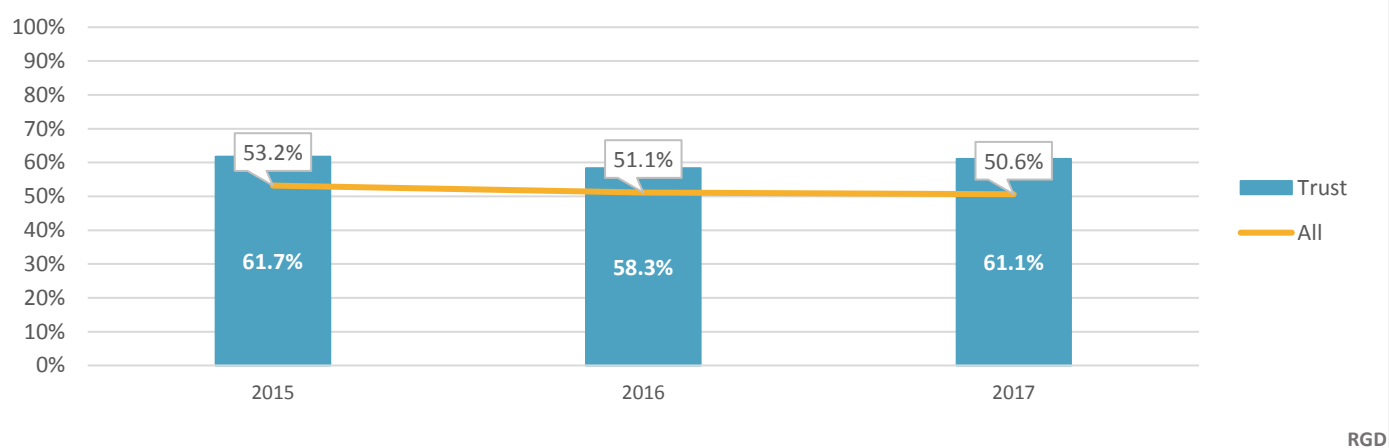
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 20177		
					Number of Respondents	Score	RAG Rating
36. When sectioned, rights were explained completely	19.2%	33.0%	47.8%	100.0%	25	48.0%	●
37. Made aware of how to make a complaint if had one	36.4%	41.8%	58.9%	64.1%	36	61.1%	●
38. Did not feel unfairly treated for any of the reasons given	46.2%	50.0%	63.5%	81.3%	45	48.9%	●

E. Your Rights - Longitudinal Charts

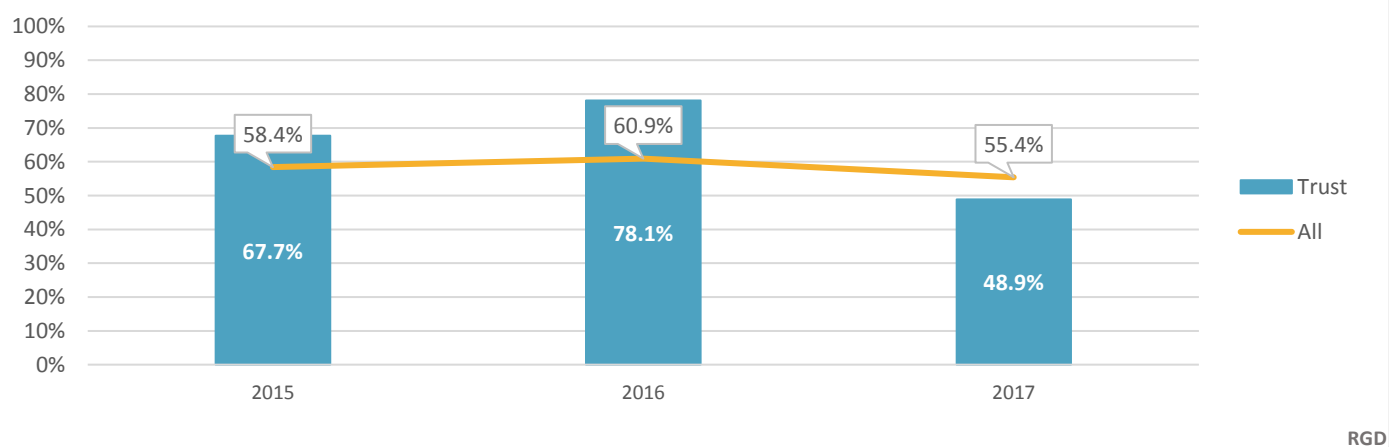
36. When sectioned, rights were explained completely



37. Made aware of how to make a complaint if had one

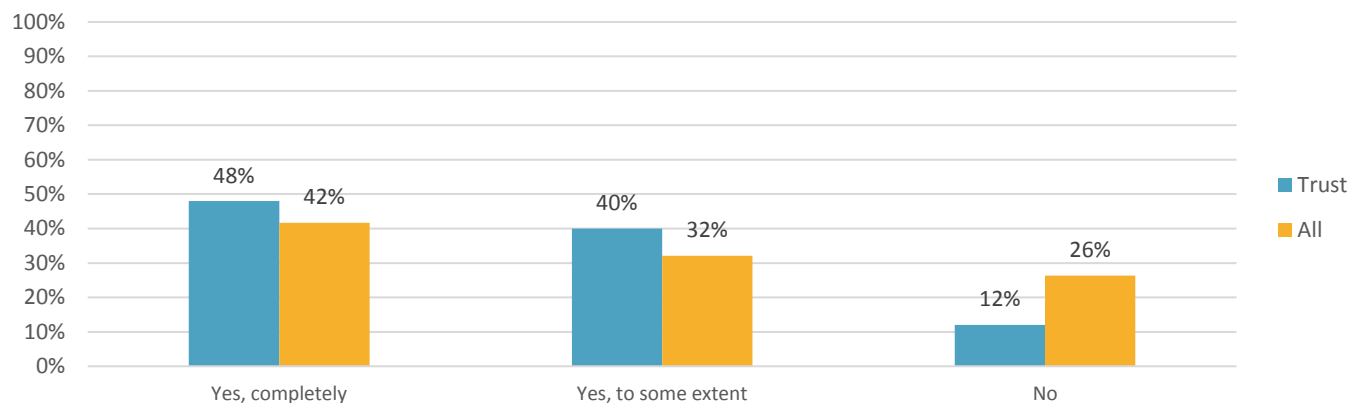


38. Did not feel unfairly treated for any of the reasons given



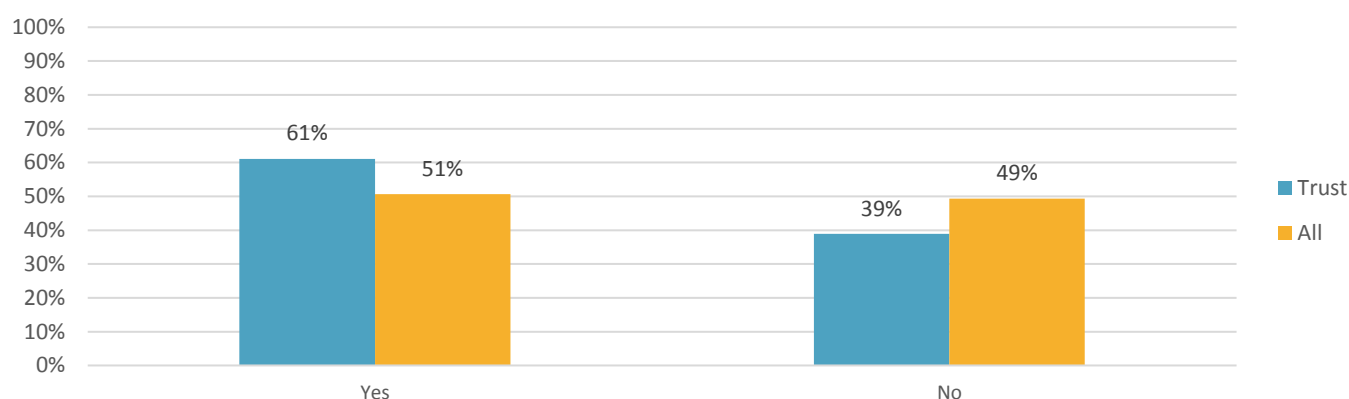
E. Your Rights - Compositional Charts

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



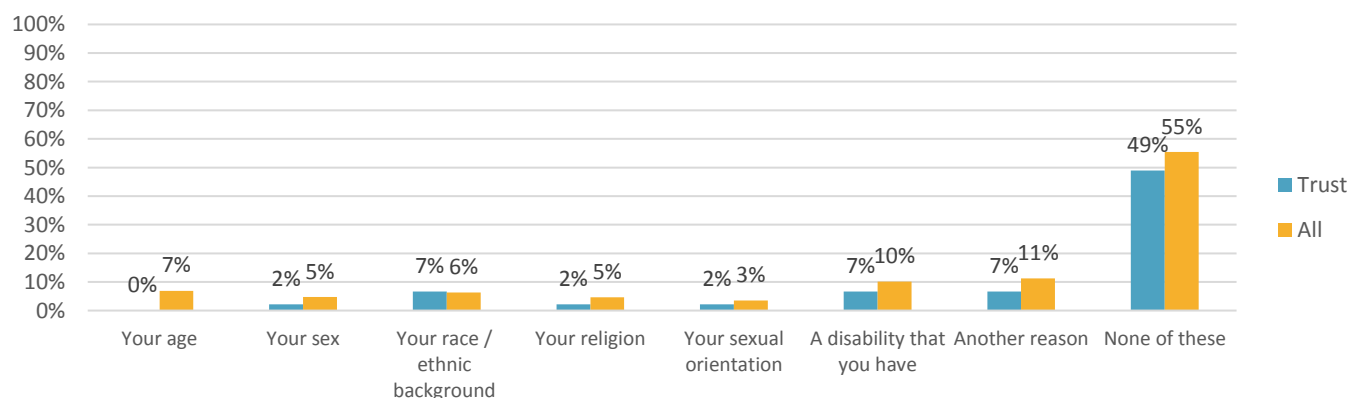
RGD

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



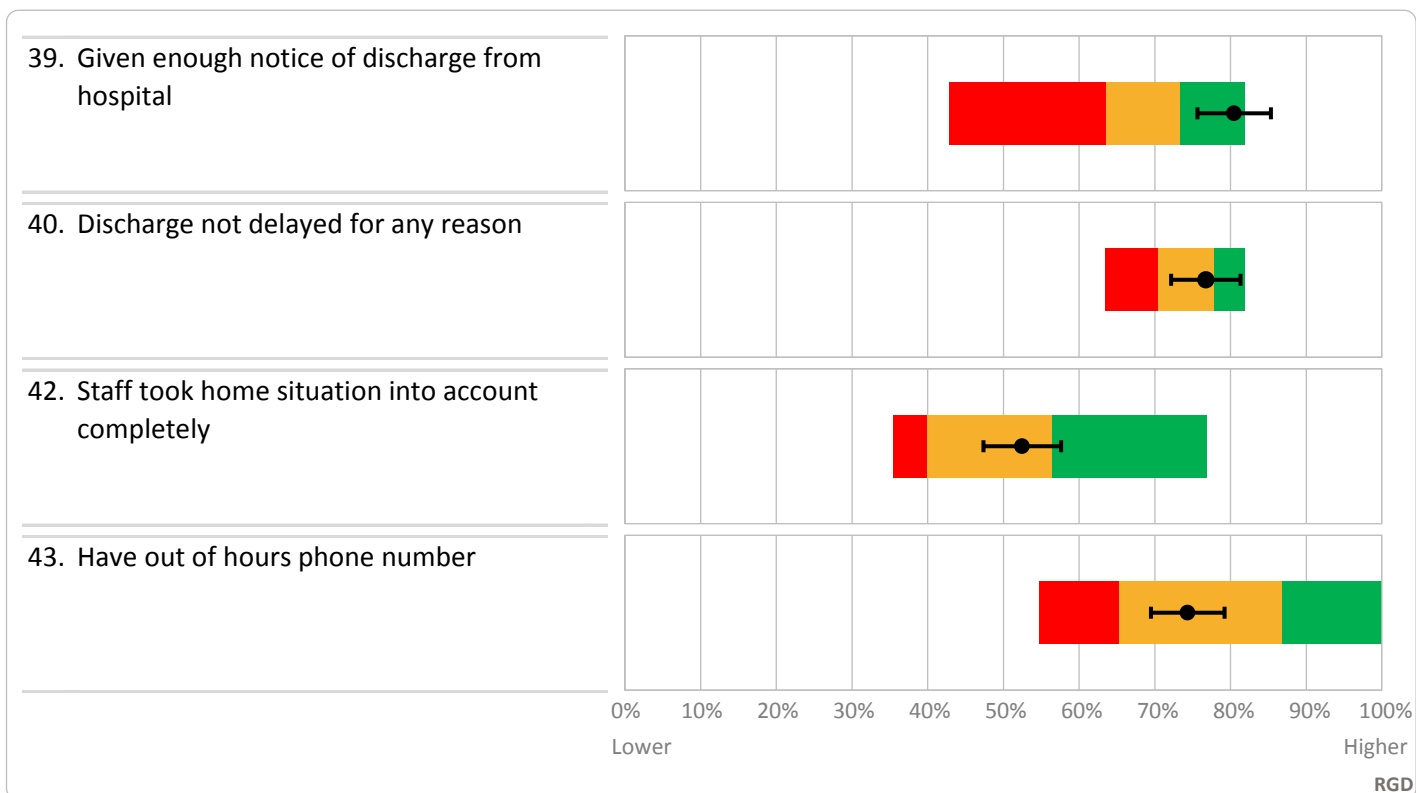
RGD

38. During your most recent stay, do you feel that you were treated unfairly because of any of the reasons below?



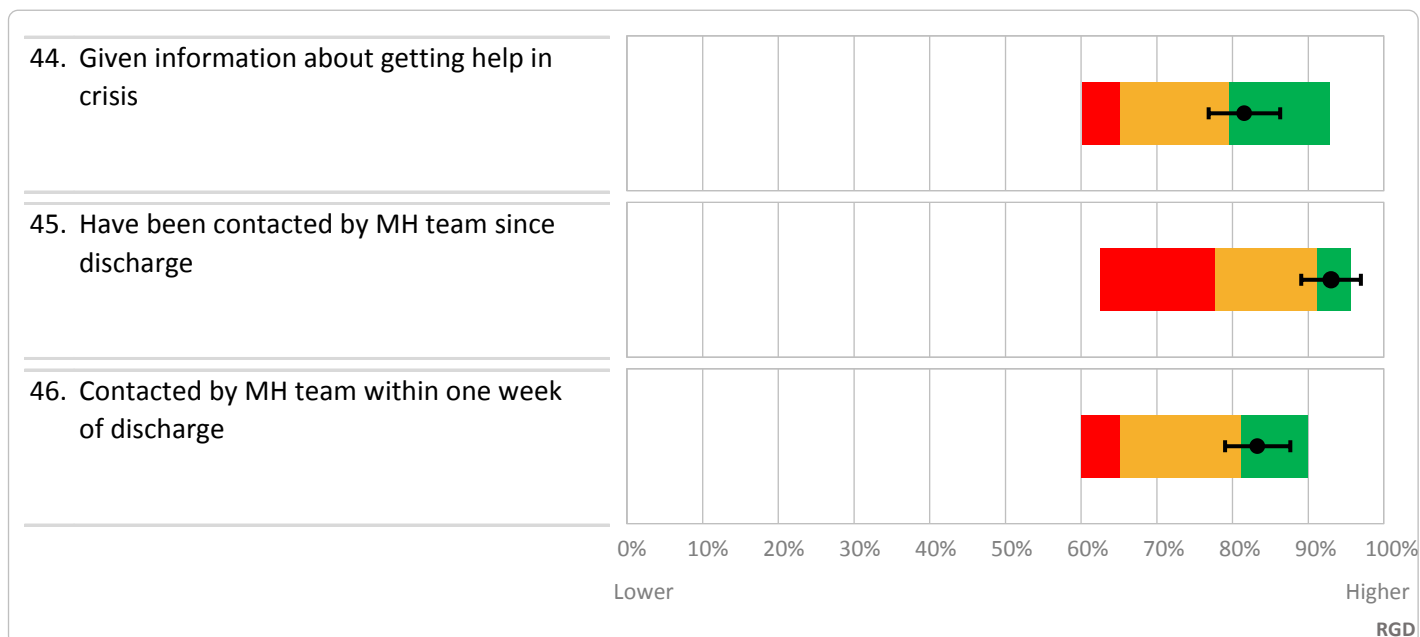
RGD

F. Leaving Hospital - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
39. Given enough notice of discharge from hospital	42.9%	63.6%	73.3%	81.8%	41	80.5%	●
40. Discharge not delayed for any reason	63.5%	70.5%	77.8%	81.8%	43	76.7%	●
42. Staff took home situation into account completely	35.5%	40.0%	56.5%	76.9%	40	52.5%	●
43. Have out of hours phone number	54.8%	65.2%	86.9%	100.0%	39	74.4%	●

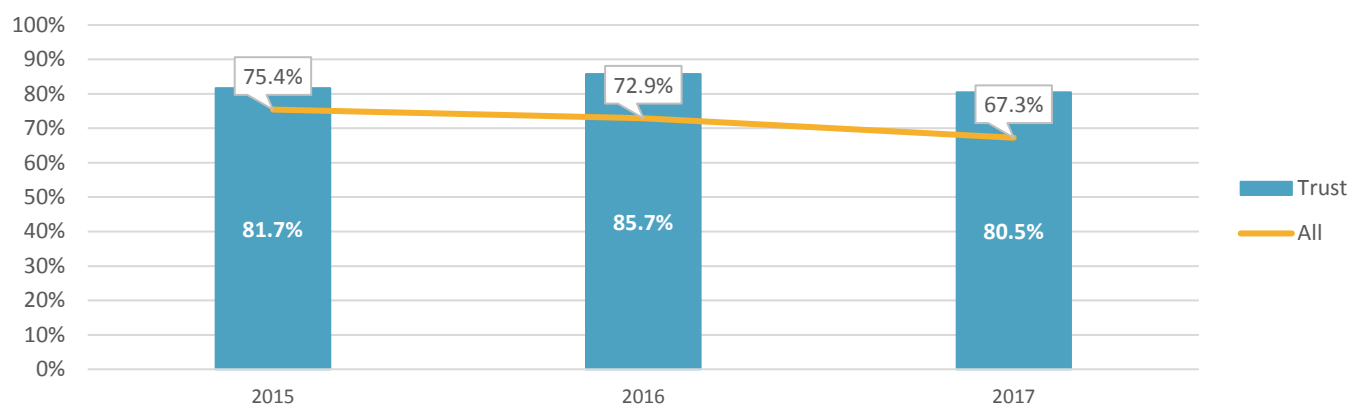
F. Leaving Hospital - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
44. Given information about getting help in crisis	60.2%	65.2%	79.5%	92.9%	38	81.6%	●
45. Have been contacted by MH team since discharge	62.5%	77.7%	91.1%	95.7%	43	93.0%	●
46. Contacted by MH team within one week of discharge	60.0%	65.2%	81.1%	90.0%	36	83.3%	●

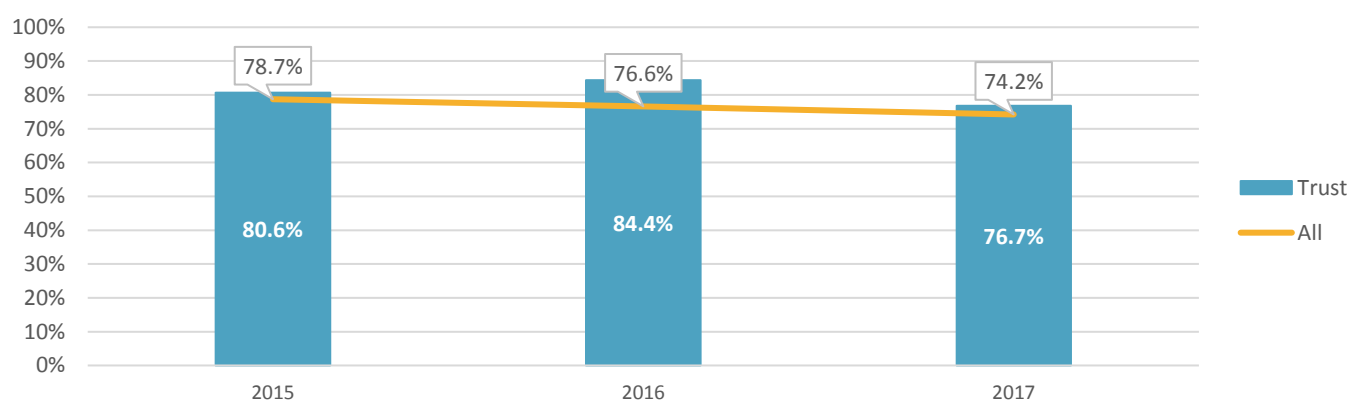
F. Leaving Hospital - Longitudinal Charts

39. Given enough notice of discharge from hospital



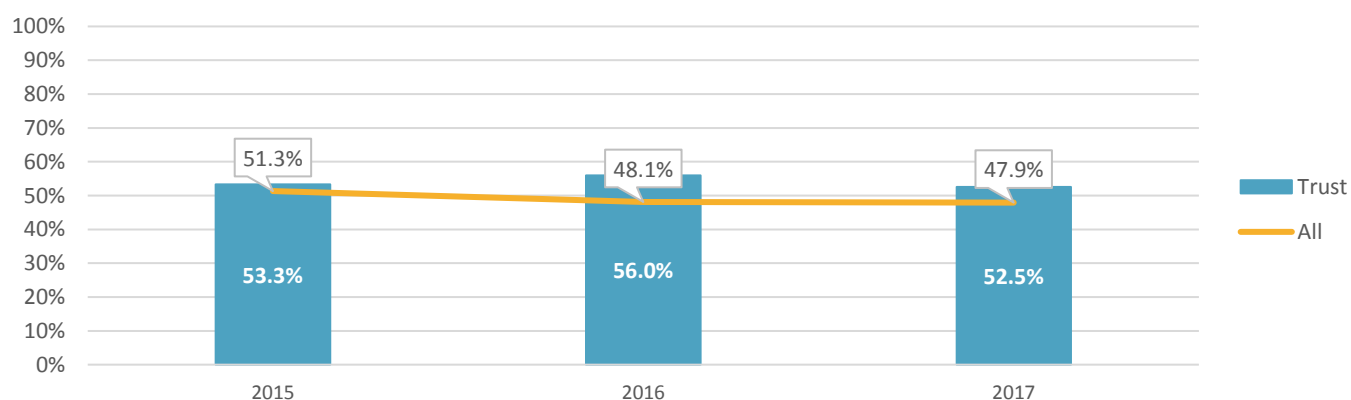
RGD

40. Discharge not delayed for any reason



RGD

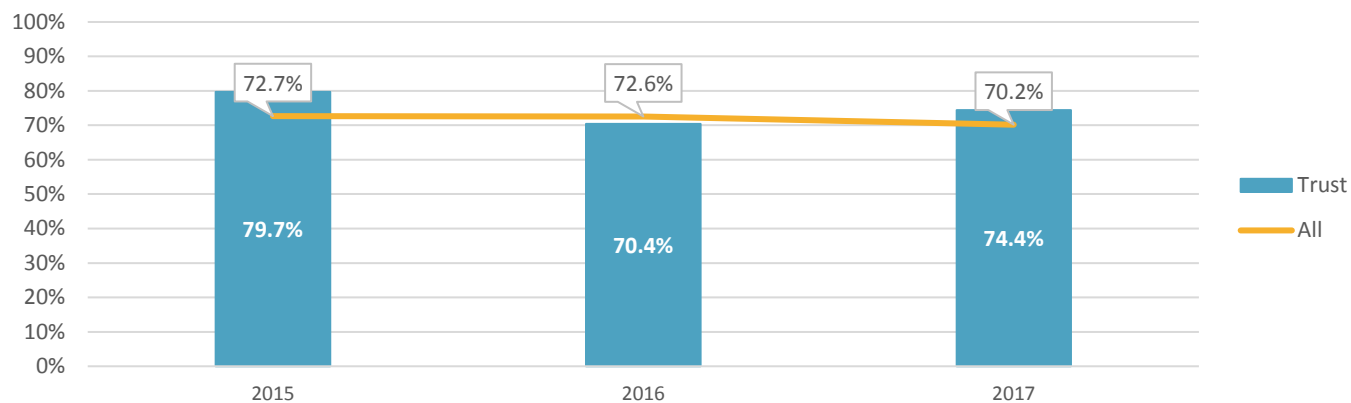
42. Staff took home situation into account completely



RGD

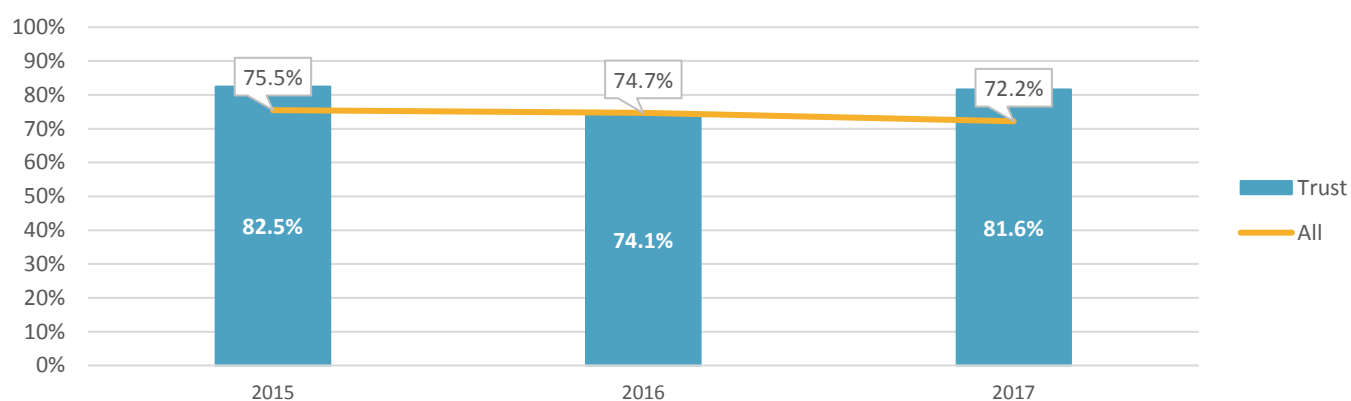
F. Leaving Hospital - Longitudinal Charts (continued)

43. Have out of hours phone number



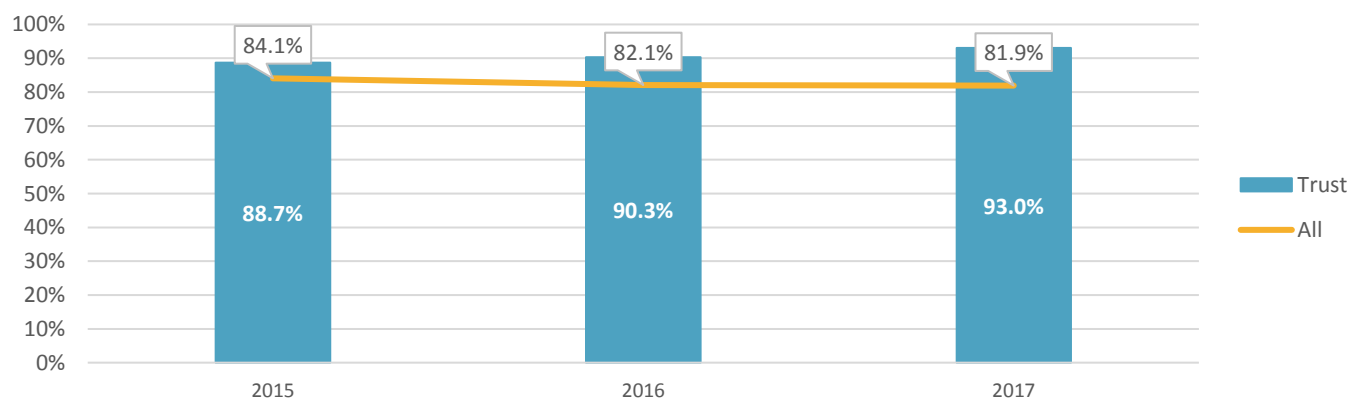
RGD

44. Given information about getting help in crisis



RGD

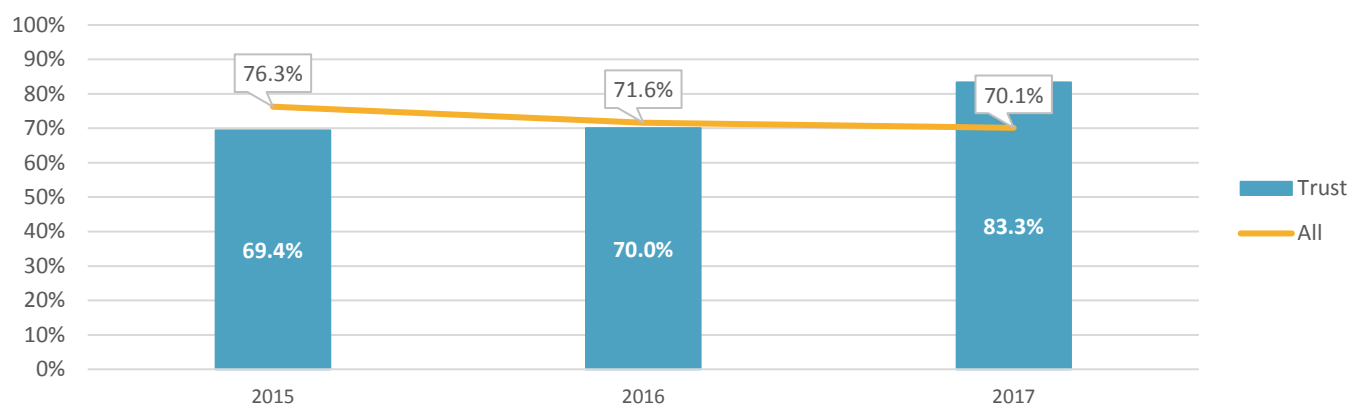
45. Have been contacted by MH team since discharge



RGD

F. Leaving Hospital - Longitudinal Charts (continued)

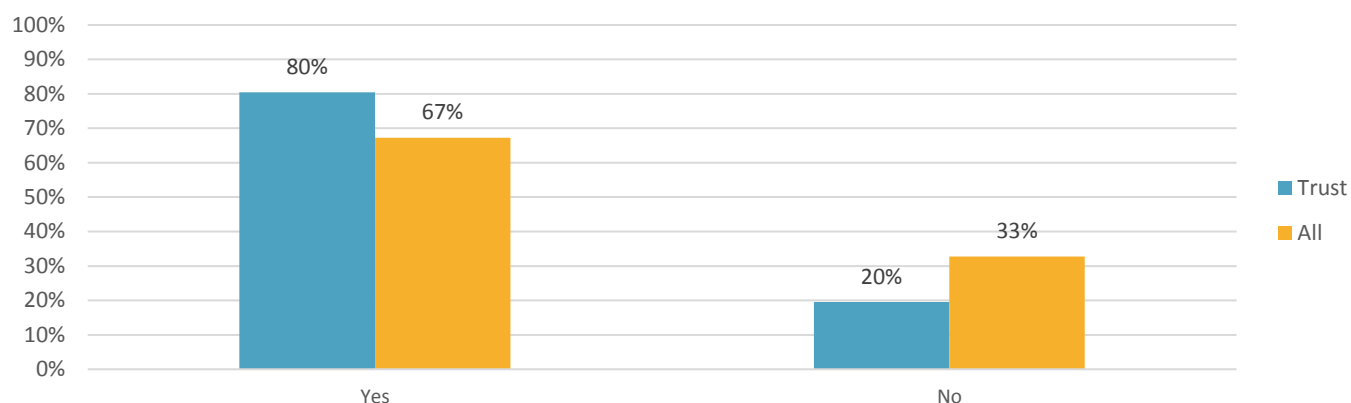
46. Contacted by MH team within one week of discharge



RGD

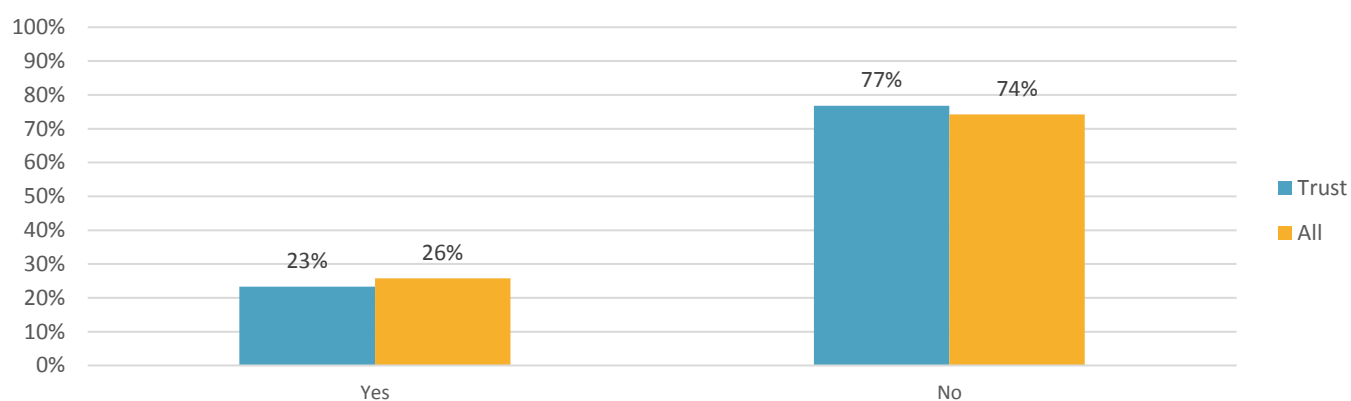
F. Leaving Hospital - Compositional Charts

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



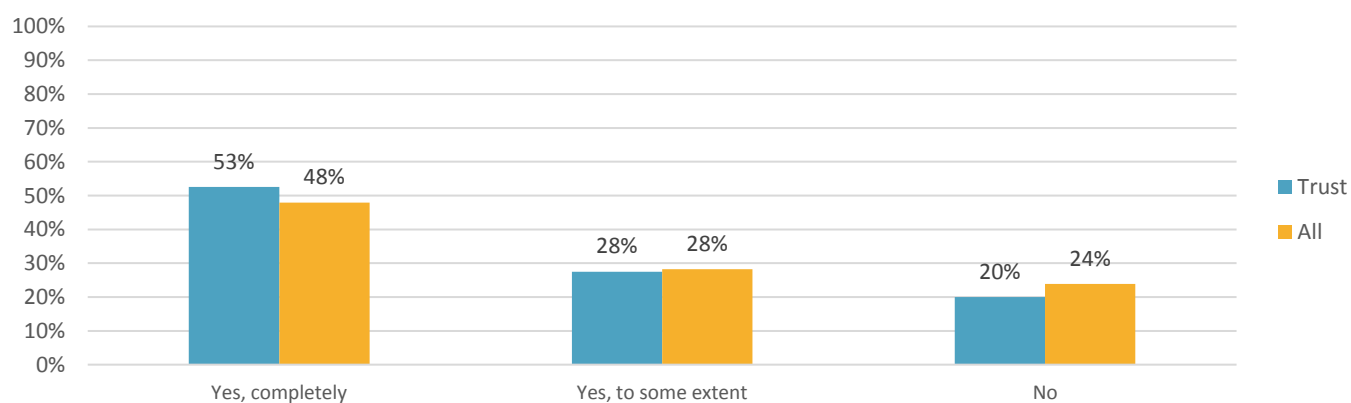
RGD

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



RGD

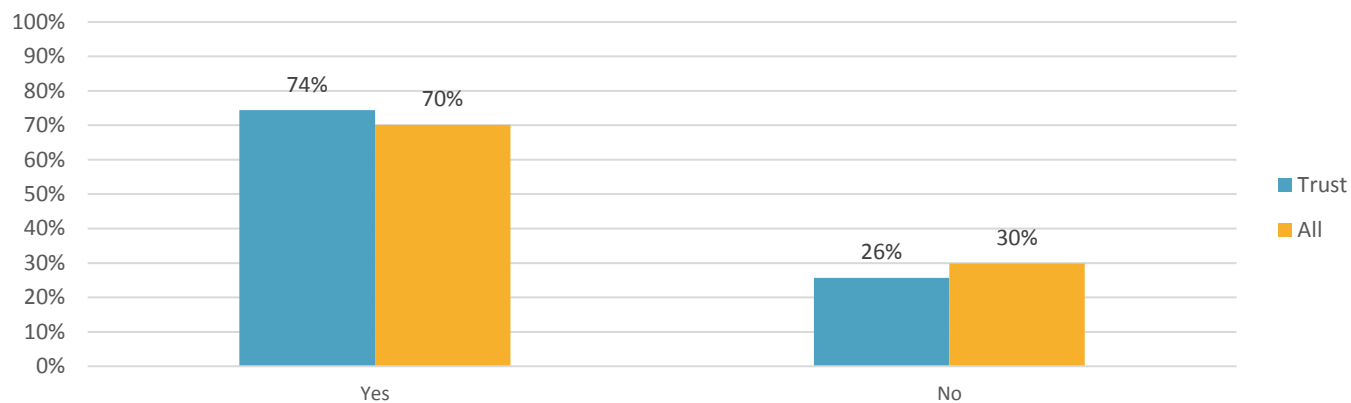
42. As far as you know, did hospital staff take your family or home situation into account when planning your discharge from hospital?



RGD

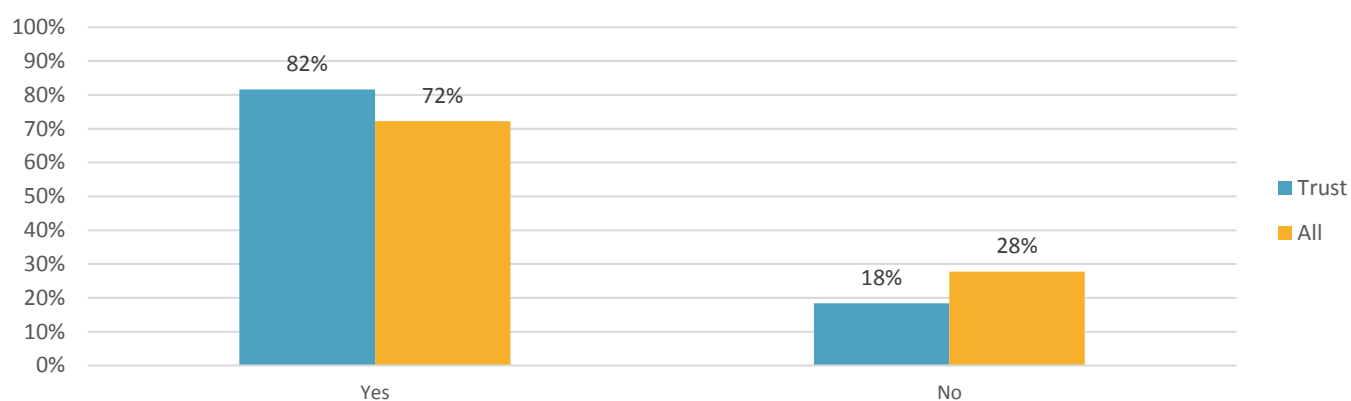
F. Leaving Hospital - Compositional Charts (continued)

43. Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?



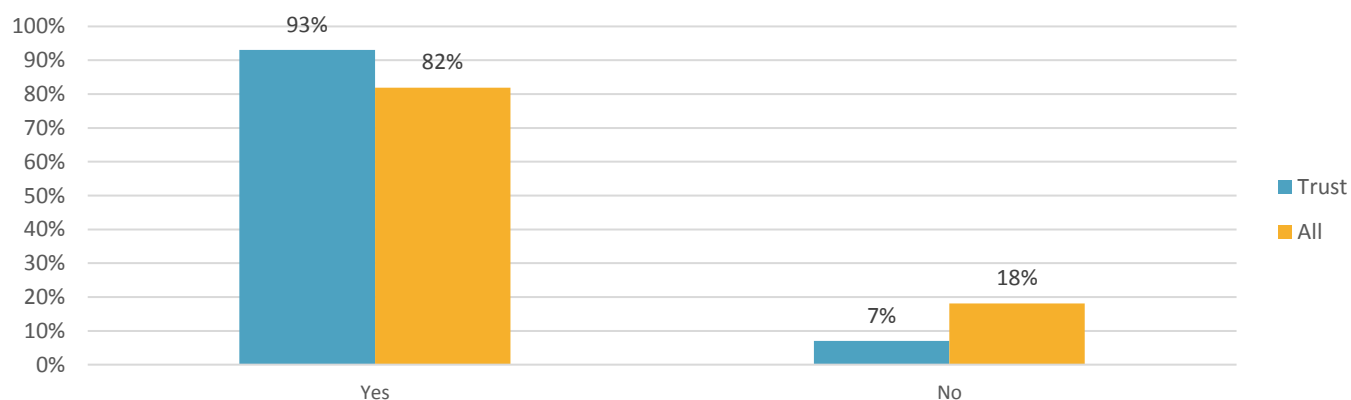
RGD

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



RGD

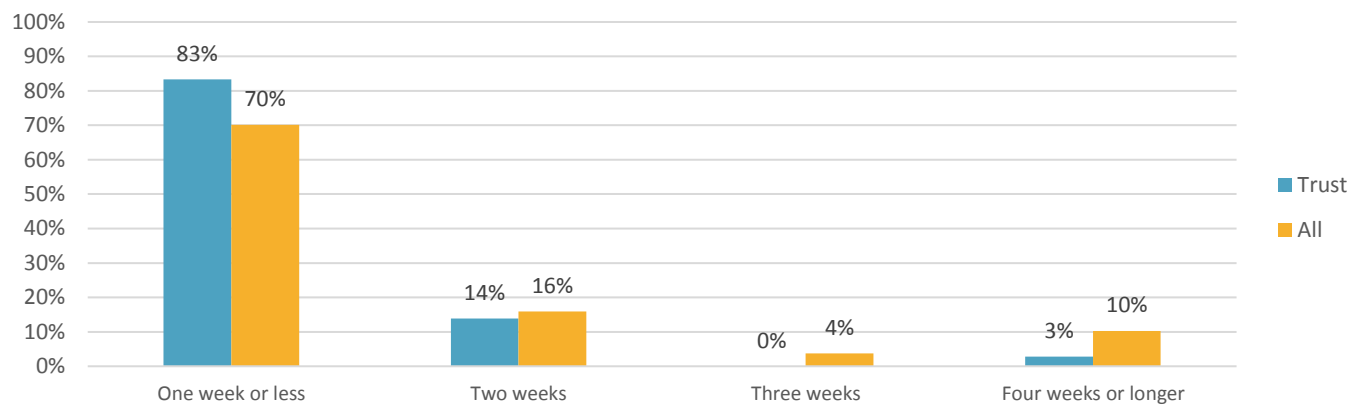
45. Have you been contacted by a member of the mental health team since you left hospital?



RGD

F. Leaving Hospital - Compositional Charts (continued)

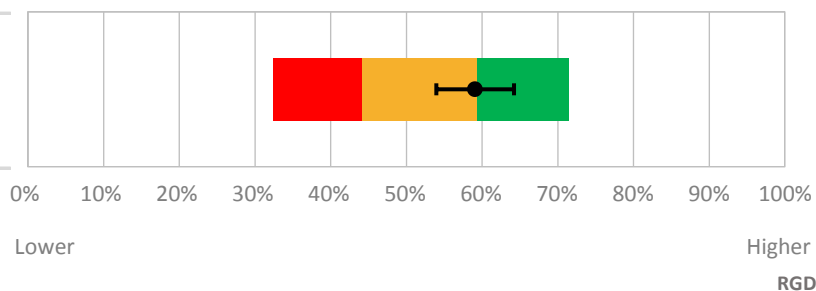
46. About how long after you left hospital were you contacted?



RGD

G. Overall - Benchmark Charts and Tables

47. Overall care during stay excellent / very good

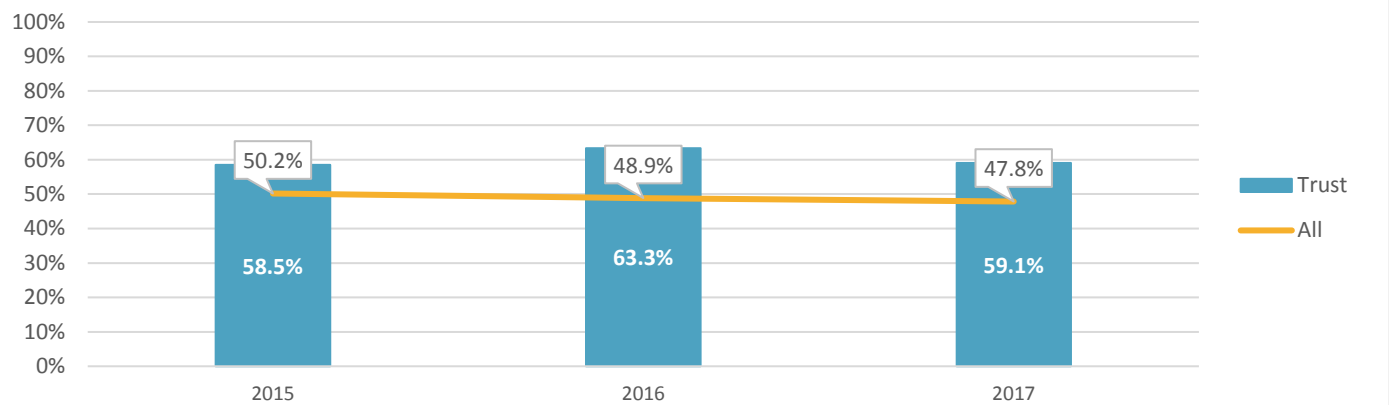


47. Overall care during stay excellent / very good

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2017		
					Number of Respondents	Score	RAG Rating
47. Overall care during stay excellent / very good	32.4%	44.2%	59.4%	71.4%	44	59.1%	●

G. Overall - Longitudinal Charts

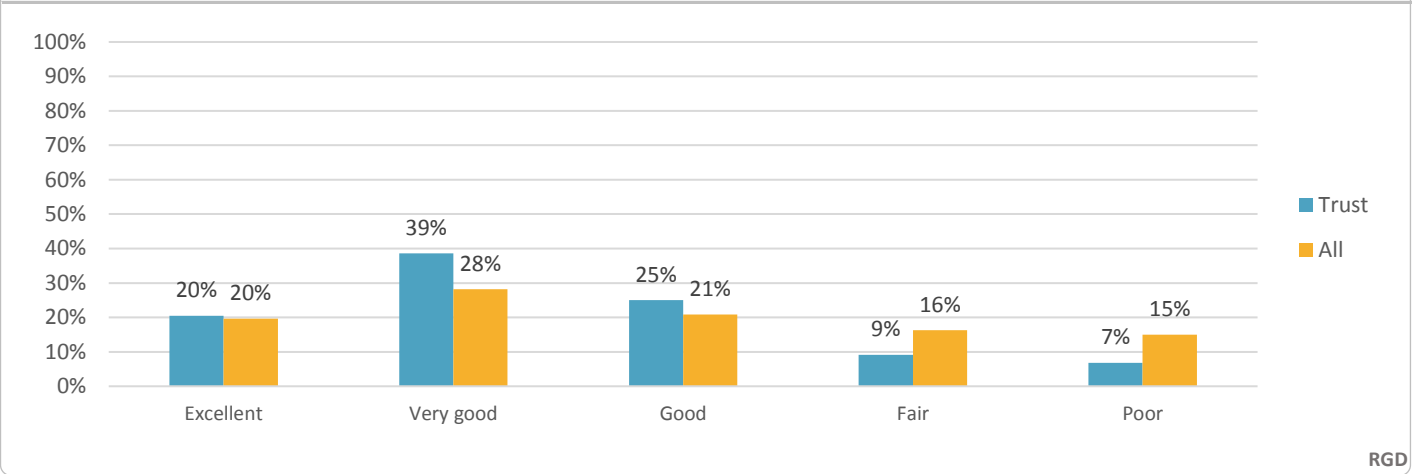
47. Overall care during stay excellent / very good



RGD

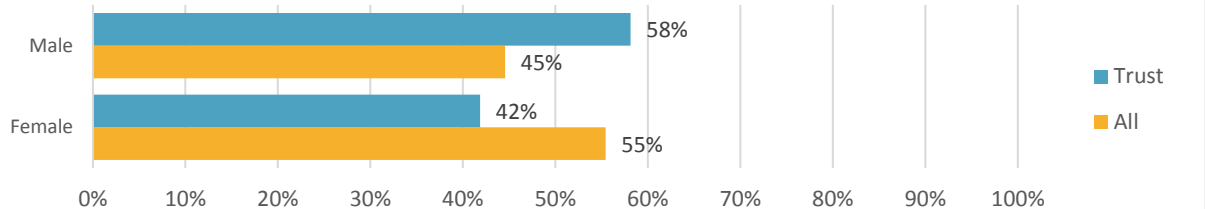
G. Overall - Compositional Charts

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



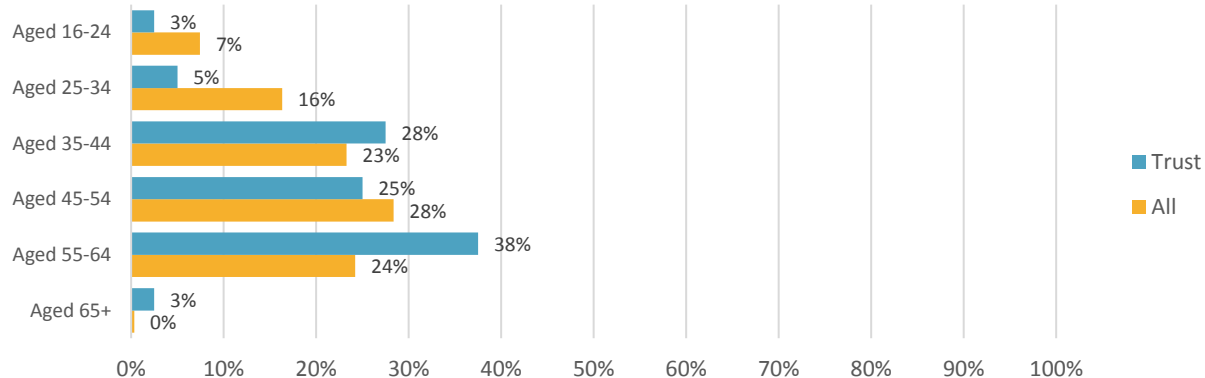
Demographic Characteristics

Gender



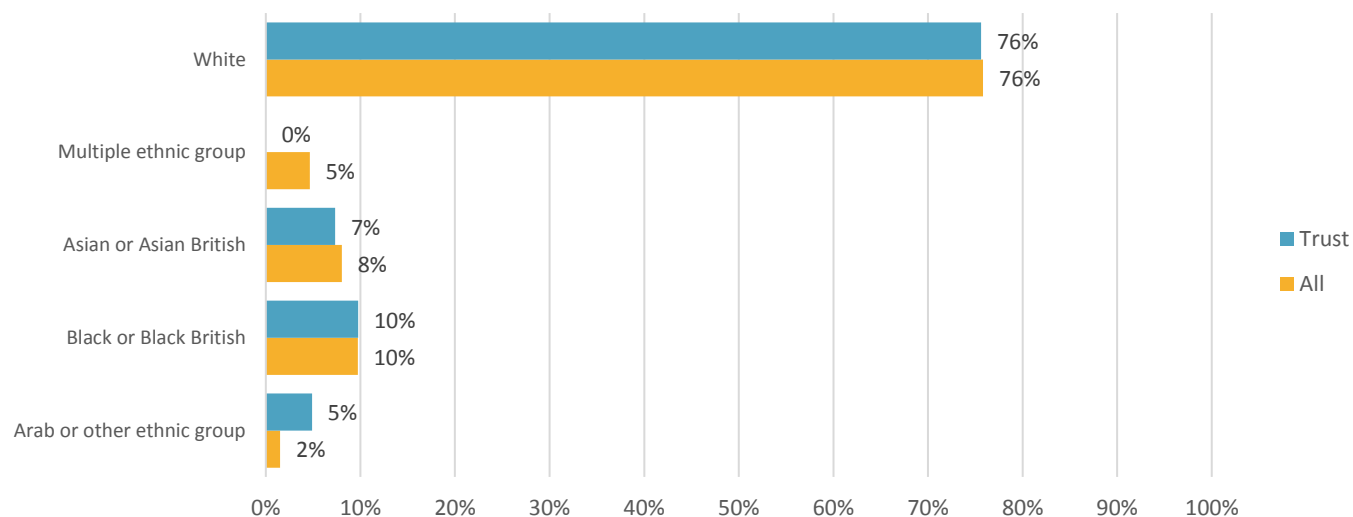
RGD

Age Group



RGD

Ethnic Group



RGD

This section of the report sets out the results from the 2017 Mental Health Acute Inpatient Service User Survey for Leeds and York Partnership NHS Foundation Trust, ordered in exactly the same way as the survey questionnaire sent to service users. All the figures shown are derived from the raw, unstandardised, data.

Reading the columns of figures

The results are shown firstly in absolute numbers (#) then as percentage responses (%). The first two columns show the data for the last time your organisation participated in the survey, the next two columns show your organisation's data for the current survey and the final two columns show the data for the other Quality Health client organisations participating in the survey.

The purpose of presenting the figures in this way is to give a direct, at-a-glance, comparison between the organisation's 2017 results and the overall results from the Quality Health client database for this survey.

Conventions

The percentages are calculated after excluding those respondents that did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The 'Missing' figures show the number of respondents who did not reply to that particular question. In some cases, the 'Missing' figure is quite high because it includes respondents who did not answer that question or group of questions because it was not applicable to their circumstances (e.g. Q30).

On some questions there are also some figures/responses which are italicised and marked with an asterisk. These figures have been recalculated to exclude responses where the question was not applicable to the respondent's circumstances, or they felt unable to give a definite answer. For example, on questions such as Q1 about whether staff made the patient feel welcome when they arrived on the ward, those not answering (Missing) and those saying "Can't remember" are excluded from the percentage calculated for the asterisked responses.

Changes made to the data

There are a number of questions which are 'routed' (i.e. where respondents are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that respondents give to these questions and the data is corrected to account for this. For example, if response 2 in question 8 is ticked and the respondent goes on to answer questions 9 onwards, then any data entered for question 9 will be deleted as the respondent should not have answered it.

A. INTRODUCTION TO THE WARD

1. When you arrived on the ward, did staff make you feel welcome?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	22	88%	33	89%	835	80%
* No	3	12%	4	11%	211	20%
Can't remember	6	19%	7	16%	196	16%
Missing	1		1		18	

2. When you arrived on the ward, did you feel that the staff knew about you and any previous care you had received?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	7	32%	14	36%	301	28%
* Yes, to some extent	10	45%	16	41%	442	41%
* No	5	23%	9	23%	329	31%
Don't know / Can't remember	9	29%	5	11%	177	14%
Missing	1		1		11	

3. 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?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, completely	9	29%	19	43%	429	35%
Yes, to some extent	16	52%	19	43%	409	33%
No	6	19%	6	14%	390	32%
Missing	1		1		32	

B. ABOUT THE WARD

4. During your most recent stay, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	1	3%	1	2%	87	7%
No	31	97%	44	98%	1157	93%
Missing	0		0		16	

5. During your most recent stay, were you ever bothered by noise at night from hospital staff?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	6	19%	11	25%	362	29%
No	26	81%	33	75%	878	71%
Missing	0		1		20	

6. During your most recent stay, did you feel safe?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	12	39%	24	55%	476	38%
Yes, sometimes	10	32%	14	32%	496	40%
No	9	29%	6	14%	272	22%
Missing	1		1		16	

7. How would you rate the hospital food?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Very good	10	32%	13	30%	290	24%
* Good	8	26%	13	30%	416	35%
* Fair	10	32%	14	33%	324	27%
* Poor	3	10%	3	7%	175	15%
I did not have any hospital food	1	3%	1	2%	36	3%
Missing	0		1		19	

B. ABOUT THE WARD (continued)

8. 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?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	4	13%	7	17%	294	24%
No	27	87%	34	83%	909	76%
Missing	1		4		57	

9. Were you able to get the specific diet that you needed from the hospital?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	2	40%	6	75%	104	34%
Yes, sometimes	2	40%	2	25%	138	45%
No, never	1	20%	0	0%	64	21%
Missing	27		37		954	

10. In your opinion, how clean was the hospital room or ward that you were in?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Very clean	18	58%	31	70%	667	54%
Fairly clean	11	35%	10	23%	457	37%
Not very clean	0	0%	3	7%	82	7%
Not at all clean	2	6%	0	0%	34	3%
Missing	1		1		20	

11. How clean were the toilets and bathrooms that you used in hospital?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Very clean	15	48%	21	47%	499	40%
* Fairly clean	8	26%	17	38%	514	41%
* Not very clean	6	19%	6	13%	160	13%
* Not at all clean	2	6%	1	2%	71	6%
I did not use a toilet or bathroom	0	0%	0	0%	5	0%
Missing	1		0		11	

B. ABOUT THE WARD (continued)

12. Do you feel the hospital helped you to keep in touch with family or friends?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	16	62%	18	44%	471	44%
* Yes, to some extent	6	23%	19	46%	409	38%
* No, but I would have liked help	4	15%	4	10%	199	18%
No, and I did not need help	5	16%	3	7%	164	13%
Missing	1		1		17	

13. During your most recent stay, did you need any help from hospital staff with organising your home situation?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	9	29%	11	26%	319	26%
No	22	71%	32	74%	902	74%
Missing	1		2		39	

14. Did you receive the help you needed from hospital staff with organising your home situation?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
I received all the help I needed	7	70%	6	55%	142	43%
I received some of the help I needed	1	10%	5	45%	114	35%
I did not receive any help	2	20%	0	0%	74	22%
Missing	22		34		930	

C. HOSPITAL STAFF

15. Did the psychiatrist(s) listen carefully to you?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, always	18	58%	22	52%	604	51%
* Yes, sometimes	9	29%	15	36%	360	30%
* No	4	13%	5	12%	230	19%
Did not see a psychiatrist	0	0%	1	2%	37	3%
Missing	1		2		29	

16. Were you given enough time to discuss your condition and treatment with the psychiatrist(s)?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	16	53%	20	47%	528	44%
Yes, sometimes	10	33%	15	35%	371	31%
No	4	13%	8	19%	294	25%
Missing	2		2		67	

17. Did you have confidence and trust in the psychiatrist?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	14	47%	21	48%	495	42%
Yes, sometimes	8	27%	16	36%	377	32%
No	8	27%	7	16%	319	27%
Missing	2		1		69	

18. Did the psychiatrist(s) treat you with respect and dignity?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	23	74%	29	67%	745	62%
Yes, sometimes	5	16%	12	28%	274	23%
No	3	10%	2	5%	175	15%
Missing	1		2		66	

C. HOSPITAL STAFF (continued)

19. Did the nurses listen carefully to you?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	18	58%	28	62%	597	48%
Yes, sometimes	11	35%	16	36%	475	38%
No	2	6%	1	2%	168	14%
Missing	1		0		20	

20. Were you given enough time to discuss your condition and treatment with the nurses?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	15	48%	25	57%	480	39%
Yes, sometimes	8	26%	14	32%	435	35%
No	8	26%	5	11%	322	26%
Missing	1		1		23	

21. Did you have confidence and trust in the nurses?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	17	55%	25	56%	568	46%
Yes, sometimes	11	35%	16	36%	442	36%
No	3	10%	4	9%	233	19%
Missing	1		0		17	

22. Did the nurses treat you with respect and dignity?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	20	67%	31	69%	672	54%
Yes, sometimes	9	30%	13	29%	425	34%
No	1	3%	1	2%	141	11%
Missing	2		0		22	

D. YOUR CARE AND TREATMENT

23. During your most recent stay, were you given any medication (including tablets, medicines and injections) as part of the treatment for your mental health?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	31	97%	44	98%	1174	95%
No	1	3%	1	2%	61	5%
Missing	0		0		25	

24. Did the hospital staff explain the purpose of this medication in a way you could understand?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, completely	8	31%	23	58%	456	42%
* Yes, to some extent	13	50%	13	33%	353	33%
* No	5	19%	4	10%	274	25%
I did not need an explanation	4	13%	3	7%	84	7%
Missing	2		2		93	

25. Did the hospital staff explain the possible side effects of this medication in a way you could understand?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, completely	7	25%	17	44%	264	25%
* Yes, to some extent	8	29%	17	44%	279	26%
* No	13	46%	5	13%	532	49%
I did not need an explanation	2	7%	5	11%	97	8%
Missing	2		1		88	

26. Were you given enough privacy when discussing your condition or treatment with the hospital staff?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, always	20	65%	30	67%	690	56%
Yes, sometimes	10	32%	13	29%	364	29%
No	1	3%	2	4%	184	15%
Missing	1		0		22	

D. YOUR CARE AND TREATMENT (continued)

27. Were you involved as much as you wanted to be in decisions about your care and treatment?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, definitely	13	42%	17	38%	411	33%
Yes, to some extent	14	45%	19	42%	458	37%
No	4	13%	9	20%	366	30%
Missing	1		0		25	

28. During your stay in hospital, did you ever want talking therapy?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	9	30%	18	42%	665	54%
No	21	70%	25	58%	560	46%
Missing	2		2		35	

29. During your stay in hospital, did you have talking therapy?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	5	18%	13	31%	329	27%
No	23	82%	29	69%	889	73%
Missing	4		3		42	

30. If you had talking therapy during your stay in hospital, did you find it helpful?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, definitely	2	33%	7	50%	174	52%
Yes, to some extent	3	50%	5	36%	118	35%
No	1	17%	2	14%	41	12%
Missing	26		31		927	

D. YOUR CARE AND TREATMENT (continued)

31. During your most recent stay, were there enough activities available for you to do during the day on weekdays (Monday to Friday)?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, all of the time	9	28%	14	31%	333	27%
Yes, some of the time	14	44%	21	47%	478	39%
No	9	28%	10	22%	418	34%
Missing	0		0		31	

32. During your most recent stay, were there enough activities available for you to do during evenings and/or weekends?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes, all of the time	6	19%	10	22%	201	16%
Yes, some of the time	10	31%	19	42%	374	31%
No	16	50%	16	36%	647	53%
Missing	0		0		38	

33. During your most recent stay, did you have any medical tests about your physical health (e.g. having your blood pressure measures or having a blood or urine test)?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	26	93%	34	81%	1086	92%
* No	2	7%	8	19%	97	8%
Don't know	4	13%	2	5%	61	5%
Missing	0		1		16	

34. 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)?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, definitely	13	54%	22	59%	428	45%
* Yes, to some extent	7	29%	8	22%	288	31%
* No	4	17%	7	19%	228	24%
I did not have any physical health problems	7	23%	8	18%	282	23%
Missing	1		0		34	

E. YOUR RIGHTS

35. At any time during your most recent admission were you detained (sectioned) under the Mental Health Act?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	20	63%	27	69%	699	60%
* No	12	38%	12	31%	464	40%
Don't know	0	0%	5	11%	69	6%
Missing	0		1		28	

36. When you were detained (sectioned), or soon after, were your rights explained to you in a way that you could understand?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, completely	6	32%	12	48%	261	42%
* Yes, to some extent	9	47%	10	40%	201	32%
* No	4	21%	3	12%	165	26%
Don't know / Can't remember	1	5%	0	0%	70	10%
Missing	12		20		563	

37. During your most recent stay, were you made aware of how you could make a complaint if you had one?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	14	58%	22	61%	527	51%
* No	10	42%	14	39%	514	49%
Don't know / Can't remember	7	23%	9	20%	197	16%
Missing	1		0		22	

E. YOUR RIGHTS (continued)

38. During your most recent stay, do you feel that you were treated unfairly because of any of the reasons below?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Your age	0	0%	0	0%	87	7%
Missing	32		45		1173	
Your sex	0	0%	1	2%	60	5%
Missing	32		44		1200	
Race / ethnic background	0	0%	3	7%	80	6%
Missing	32		42		1180	
Your religion	1	3%	1	2%	58	5%
Missing	31		44		1202	
Your sexual orientation	0	0%	1	2%	44	3%
Missing	32		44		1216	
A disability that you have	0	0%	3	7%	128	10%
Missing	32		42		1132	
Another reason	3	9%	3	7%	141	11%
Missing	29		42		1119	
None of these	25	78%	22	49%	698	55%
Missing	7		23		562	
Don't know	2	6%	7	16%	126	10%
Missing	30		38		1134	

F. LEAVING HOSPITAL

39. Do you think you were given enough notice of your discharge from hospital?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	24	86%	33	80%	768	67%
* No	4	14%	8	20%	374	33%
Don't know	3	10%	4	9%	92	7%
Missing	1		0		26	

40. Once you were due to leave hospital, was your discharge delayed for any reason?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	5	16%	10	23%	317	26%
No	27	84%	33	77%	912	74%
Missing	0		2		31	

41. What was the MAIN reason for the delay?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
I had to wait to see a doctor or nurse in charge of the ward	2	50%	1	10%	96	32%
I had to wait for suitable accommodation	0	0%	1	10%	42	14%
I had to wait for financial help	0	0%	1	10%	6	2%
I had to wait for community services to become available	0	0%	1	10%	22	7%
Something else	2	50%	6	60%	134	45%
Missing	28		35		960	

42. As far as you know, did hospital staff take your family or home situation into account when planning your discharge from hospital?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes, completely	14	56%	21	53%	526	48%
* Yes, to some extent	10	40%	11	28%	310	28%
* No	1	4%	8	20%	262	24%
Don't know / Can't remember	5	17%	3	7%	120	10%
Missing	2		2		42	

F. LEAVING HOSPITAL (continued)

43. Do you have the number of someone from your local NHS mental health service that you can phone out of office hours?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	19	70%	29	74%	804	70%
* No	8	30%	10	26%	342	30%
Don't know / Can't remember	5	16%	5	11%	71	6%
Missing	0		1		43	

44. Before you left hospital, were you given information about how to get help in a crisis, or when urgent help is needed?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	20	74%	31	82%	795	72%
* No	7	26%	7	18%	306	28%
Don't know / Can't remember	4	13%	5	12%	113	9%
Missing	1		2		46	

45. Have you been contacted by a member of the mental health team since you left hospital?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* Yes	28	90%	40	93%	960	82%
* No	3	10%	3	7%	212	18%
Don't know / Can't remember	1	3%	2	4%	46	4%
Missing	0		0		42	

46. About how long after you left hospital were you contacted?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
* One week or less	14	70%	30	83%	582	70%
* Two weeks	5	25%	5	14%	132	16%
* Three weeks	0	0%	0	0%	31	4%
* Four weeks or longer	1	5%	1	3%	85	10%
Don't know / Can't remember	7	26%	4	10%	127	13%
Missing	5		5		303	

G. OVERALL

47. Overall, how would you rate the care you received during your recent stay in hospital?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Excellent	7	23%	9	20%	237	20%
Very good	12	40%	17	39%	341	28%
Good	5	17%	11	25%	252	21%
Fair	4	13%	4	9%	197	16%
Poor	2	7%	3	7%	181	15%
Missing	2		1		52	

H. ABOUT YOU

48. Are you male or female?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Male	13	45%	25	58%	537	45%
Female	16	55%	18	42%	668	55%
Missing	3		2		55	

49. Age Band:	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
16-24	1	3%	1	3%	88	7%
25-34	4	13%	2	5%	193	16%
35-44	8	27%	11	28%	275	23%
45-54	12	40%	10	25%	335	28%
55-64	5	17%	15	38%	286	24%
65+	0	0%	1	3%	4	0%
Missing	2		5		79	

50. In general, how is your mental health right now?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Excellent	4	13%	6	14%	165	14%
Very good	6	19%	11	25%	182	15%
Good	9	28%	9	20%	270	23%
Fair	8	25%	9	20%	329	27%
Poor	5	16%	6	14%	173	14%
Very poor	0	0%	3	7%	78	7%
Missing	0		1		63	

H. ABOUT YOU (continued)

51. Other than your mental health condition, do you have any of the following longstanding conditions?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Deafness or severe hearing impairment	1	3%	2	4%	53	4%
Missing	31		43		1207	
Blindness or partially sighted	1	3%	0	0%	25	2%
Missing	31		45		1235	
A long-standing physical condition	8	25%	10	22%	302	24%
Missing	24		35		958	
A learning disability	0	0%	2	4%	116	9%
Missing	32		43		1144	
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	3	9%	9	20%	186	15%
Missing	29		36		1074	
No, I do not have a long-standing condition	20	63%	25	56%	635	50%
Missing	12		20		625	

H. ABOUT YOU (continued)

52. Does your physical or mental health cause you difficulty with any of the following?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Everyday activities that people your age can usually do	11	34%	23	51%	619	49%
Missing	21		22		641	
At work, in education, or training	11	34%	14	31%	476	38%
Missing	21		31		784	
Access to buildings, streets or vehicles	2	6%	8	18%	190	15%
Missing	30		37		1070	
Reading or writing	5	16%	6	13%	255	20%
Missing	27		39		1005	
People's attitudes to you because of your condition	10	31%	9	20%	501	40%
Missing	22		36		759	
Communicating, mixing with others, or socialising	13	41%	21	47%	673	53%
Missing	19		24		587	
Any other activity	7	22%	4	9%	207	16%
Missing	25		41		1053	
No difficulty with any of these	9	28%	10	22%	250	20%
Missing	23		35		1010	

53. Are you currently in paid work?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
Yes	4	13%	9	20%	208	17%
Yes, but I am currently on sick leave	1	3%	3	7%	42	4%
No	22	69%	31	69%	809	68%
No, I am retired	2	6%	1	2%	40	3%
No, but I work on a casual or voluntary basis	3	9%	1	2%	85	7%
No, but I am a full-time student	0	0%	0	0%	13	1%
Missing	0		0		63	

H. ABOUT YOU (continued)

54. Who was the main person or people that filled in this questionnaire?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
The service user/client (named on the front of the envelope)	24	80%	34	77%	934	81%
A friend or relative of the service user/client	4	13%	8	18%	89	8%
Both service user/client and friend/relative together	0	0%	1	2%	75	6%
The service user/client with the help of a health professional	2	7%	1	2%	58	5%
Missing	2		1		104	

H. ABOUT YOU (continued)

55. To which of these ethnic groups would you say you belong?	RGD - 2016		RGD - 2017		ALL	
	#	%	#	%	#	%
A. White						
British	23	79%	31	76%	825	70%
Irish	0	0%	0	0%	18	2%
Any other White background	1	3%	0	0%	54	5%
B. Mixed						
White and Black Caribbean	1	3%	0	0%	16	1%
White and Black African	0	0%	0	0%	14	1%
White and Asian	0	0%	0	0%	11	1%
Any other mixed background	0	0%	0	0%	14	1%
C. Asian or Asian British						
Indian	2	7%	1	2%	44	4%
Pakistani	0	0%	2	5%	18	2%
Bangladeshi	0	0%	0	0%	9	1%
Any other Asian background	0	0%	0	0%	24	2%
D. Black or Black British						
Caribbean	0	0%	0	0%	35	3%
African	0	0%	4	10%	70	6%
Any other Black background	1	3%	0	0%	10	1%
E. Chinese or Other Ethnic Group						
Chinese	0	0%	1	2%	3	0%
Any other ethnic background	1	3%	2	5%	18	2%
Missing	3		4		77	