



Mental Health Community Service User Survey 2018 Management Report

Leeds and York Partnership NHS Foundation Trust

Produced by Quality Health Ltd

Table of Contents

Background	3
Introduction	4
Observations and Recommendations	5
Reading the Report	8
Your Care and Treatment	11
Your Health and Social Care Workers	14
Organising Your Care	17
Planning Your Care	20
Reviewing Your Care	23
Changes in Who You See	26
Crisis Care	29
Medicines	32
NHS Therapies	35
Support and Wellbeing	38
Overall	44
Demographic Characteristics	47
Detailed Results Table	49

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.

The Department has set out a rolling programme of service user surveys, and acute and non-acute Trusts are also involved in the programme.

Some Mental Health organisations were first surveyed in 2003 (voluntarily), and since then all such organisations have been surveyed on a compulsory basis. The 2009 national survey was a survey of mental health inpatients. Then, in 2010 the CQC reverted to the Community Mental Health Service Users Survey, with substantial revisions to the content of the questionnaire but using the same basic methodology, i.e. postal survey, with samples drawn from all adults aged 18 and over from both the CPA and Non-CPA portions of the organisation's service user records. All surveys since 2011 have followed this methodology. Whilst new questions have been added to the structure in 2018, none of them are evaluative/scored so will not appear in any scoring. There are however, some changes to existing questions that makes them no longer comparable, this is indicated on the longitudinal charts with a text box and in the DRT with a "-".

The question content of the National Service User Surveys is determined nationally, as is the content of the covering letters that are sent to service users. A national REC approval letter covers the ethical issues. Send-out is normally undertaken on the organisation's behalf by their approved contractor under Data Security Agreements made between the contractor and the organisation.

The comparative data displayed in this report is from the 53 Mental Health Trusts and Community Interest Companies with mental health functions surveyed by Quality Health this year (95% of the total number of surveyed organisations). Those organisations which undertook larger samples have had that data incorporated into the dataset for this Management Report. All your data is also accessible to you through the Quality Health reporting and analysis system SOLAR.

Introduction

The National Service User Survey was undertaken for Leeds and York Partnership NHS Foundation Trust between February and June 2018.

The sample for the survey was generated at random on the agreed national protocol from all clients on the CPA and Non-CPA Register seen between 1st September and 30th November 2017.

A small number of people were included in some samples who said that they had not been in contact with mental health services for a number of years, or that they had never been in contact with these services.

In Leeds and York Partnership NHS Foundation Trust, 1% of respondents said that they had never seen anyone from NHS mental health services.

Response Rate

Of the 216 completed surveys returned from the basic sample of 850, 26 were excluded for the following reasons:

◆ Moved / not known at this address	15
◆ Ineligible	0
◆ Deceased	11

The response rate was 26% (216 usable responses from a usable sample of 824).

Observations and Recommendations

Summary

The overall results for the Trust present a mixed picture. There are many scores in the top 20% range but also some in the intermediate and bottom range. It is recommended the Trust focus on those scores in the bottom 20% range.

Your Care and Treatment

Service users who report they feel they are seen often enough for their needs is in the intermediate 60% range of all Trusts surveyed. This suggests there is room for improvement.

Recommendation: Ensure service users are seen often enough for their needs. Review where this is not happening and take action.

Your Health and Social Care Workers

Some service users report not being given long enough to discuss their needs and treatment, this score has declined since 2017 and places the Trust in the intermediate 60% range.

Recommendation: Ensure that service users' views are taken into account and engaged with effectively when discussing their condition and care and seek to ensure they are given enough time to discuss their treatment plan.

Organising Your Care

All scores have declined in this section of the survey. In particular, many service users report that their care is not organised well. This score is in the bottom 20% range.

Recommendation: Ensure there is clarity and consistency in the organisation and with service users as to job titles and the roles and responsibilities of the staff members involved in care. Review why some service users feel their care is not effectively organised.

Planning Your Care

The Trust's scores for planning care are all in the intermediate 60% range. Scores for service users feeling they are involved in decisions about their care, and that their care agreement takes their personal circumstances into account, have both fallen since 2017.

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.

Reviewing Your Care

Many service users report not having an official 12 month review meeting. In addition, some service users feel that decisions aren't being made jointly in these meetings.

Recommendation: Have, at least, one formal annual review with the patient to discuss how their care is working. Have a developed proforma so that all aspects of support, care and treatment are considered to ensure continuity across disciplines.

Recommendation: Promote shared decision-making and self-management so that people using mental health services are actively involved in shared decision-making and supported in self-management.

Observations and Recommendations

Changes in Who You See

There has been improvement in this section of the survey. However, some service users are still reporting that a change in who they see has had a negative impact on their care. This score is in the intermediate 60% of Trusts surveyed.

Recommendation: Ensure that the organisation has a range of resources available to proactively measure service user experience. These resources might include rooms available for focus groups, consumables, and the use of incentives or expenses for volunteers and electronic systems to capture data and feedback.

Crisis Care

Some service users do not know how to make contact with the out of hours service. This score is in the intermediate 60% range. Some service users report not getting the level of service they had wanted from the out of hours service. This score is also in the intermediate range.

Recommendation: Review arrangements for ensuring patients know who to contact during out of office hours if they have a crisis. Consider ways of making this information more accessible and understandable.

Recommendation: Review range and level of support provided by the out of office hours service. Consider more detailed engagement with patients to understand better what help they needed and their response to the help that was available.

Medicines

The Trust scores well for involvement in decisions around medication, this score is in the top 20%. The Trust has improved its score for 12 month reviews, and this is within the upper 60% range.

Recommendation: Continue to assess arrangements for the regular review of patient medication and its effectiveness. Be aware that service users' concerns about medicines, and whether they need them, affect how and whether they take their prescribed medication.

NHS Therapies

Some service users report not fully understanding these therapies, and not feeling involved in deciding which ones to use.

Recommendation: Seek ways to improve participation of service users in decisions about their therapies and ensure these are explained to them in a way they understand.

Support and Wellbeing

The Trust scores well for providing signposting advice to service users on finding or keeping work, access to local activities, and involvement of family members. All these scores are in the top 20% range.

However, the score for offering advice to service users on finding support for finance or access to benefits is in the bottom 20% range.

Recommendation: Review the offer of support towards service users for accessing social security, other benefits, and financial advice considering the numbers of service users who need information and additional support on these matters.

Observations and Recommendations

Overall

The overall rating of care is in the intermediate 60% range of all Trusts surveyed by Quality Health. In addition, the score for respect and dignity is also in the intermediate 60% range.

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

Recommendation: Consider why some service users do not feel they are treated with respect and dignity by NHS Mental Health Services. Look for specific areas which may impact on this score. Communication is often key.

Reading the Report

Important Note – Standardised and Raw Data

Throughout the report, a combination of standardised and raw data has been used to provide the Trust with a comprehensive view of the survey results.

Each type of data has a distinct and different purpose and it is important that the Trust has access to both to be able to assess the survey outcomes.

Standardised Data

Used in both the *Benchmark Charts and Tables* and the *Longitudinal Charts*.

This data provides the Trust with an indication of how scores rank when directly compared with the average scores, whilst suppressing any differences that may be present due to local variation in terms of patient demographic profile. Standardising the data in this way ensures that any comparisons drawn are reliable when determining variations in scores and top and bottom performers.

The process undertaken to standardise the data is based on national methodology used by the CQC to produce the national benchmark reports and should be useful to provide an indication of what a Trust's national results are likely to be. However, please be advised that there will be minor differences between the numbers in this report and a Trust's official national benchmark report as Quality Health only has access to a proportion of the data whilst the national standardisation process will be based on the full dataset available for all Trusts.

Raw Data

Used in the *Compositional Charts*.

This data provides the Trust with an unadjusted view of exactly how service users have responded to the survey. This view of the data is important to ensure the Trust has full visibility of the survey results as a dataset in its own right. Comparisons with the unadjusted survey averages are also provided for information.

Important Note - Scored Questions

For each scored question in the survey, the individual (standardised) 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 Q24 (*Have you been receiving any medicines for your mental health needs for 12 months or longer?*).

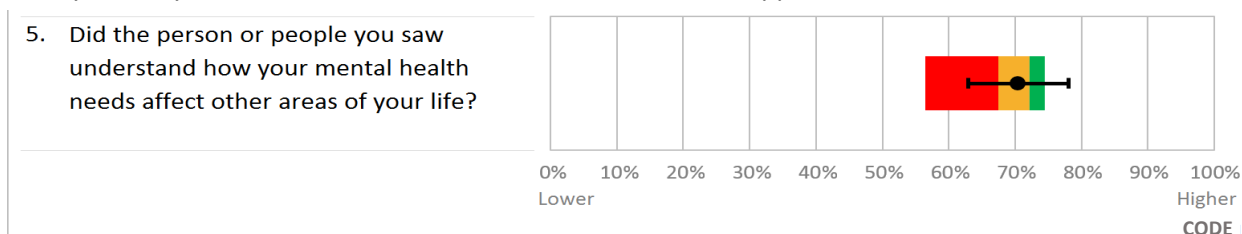
For full details of the scoring please refer to the Scored Questionnaire which can be accessed here:

<http://www.nhssurveys.org/survey/2063>

Reading the Report (continued)

Benchmark Charts and Tables - Standardised Data - Scored Questions Only

The benchmark charts (example below) use data which has been standardised by age and gender. This means that the results have been adjusted to match the profile of all service users who have completed the 2018 survey and any variations due to local differences have been suppressed.



The standardisation process means that the scores reported in this chart will usually be different from those shown in the Compositional Charts or in the Detailed Results Table.

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).

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.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018	
					Number of Respondents	Score RAG Rating
3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	40.1%	57.3%	63.7%	67.9%	199	58.5% ●

Reading the Report (continued)

Longitudinal Charts - Standardised Data - Scored Questions Only

Each scored question has a longitudinal chart showing the 2016, 2017 and 2018 scores for the Trust plotted against the equivalent score for all Trusts surveyed by Quality Health. These charts also use data which has been standardised by age and gender.

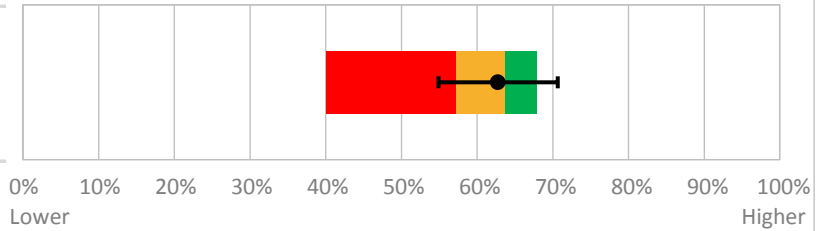
2016 scores used in the longitudinal charts may vary slightly from those in 2016's report as the data has had additional cleansing applied which was introduced in 2017. This is to ensure scores are comparable to 2017/18 scores. Also, data for trusts who were not surveyed by Quality Health in 2017 has been provided by the Co-ordination Centre. This data has been added to the dataset before standardisation which may affect weighting but should bring score weighting closer to the weighting applied to national results by the Co-ordination Centre.

Compositional Charts - Raw Data - Scored Questions Only

The compositional chart uses raw, unstandardised data as reported in the Detailed Results Table (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.

Your Care and Treatment - Benchmark Charts and Tables

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?

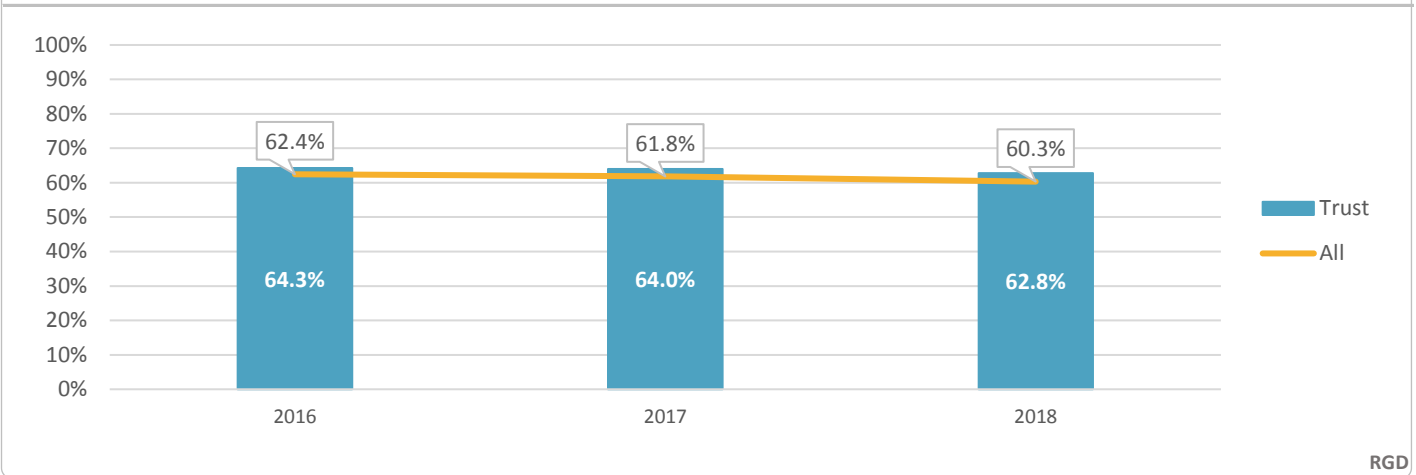


RGD

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018	
					Number of Respondents	Score
3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	40.1%	57.3%	63.7%	67.9%	202	62.8% ●

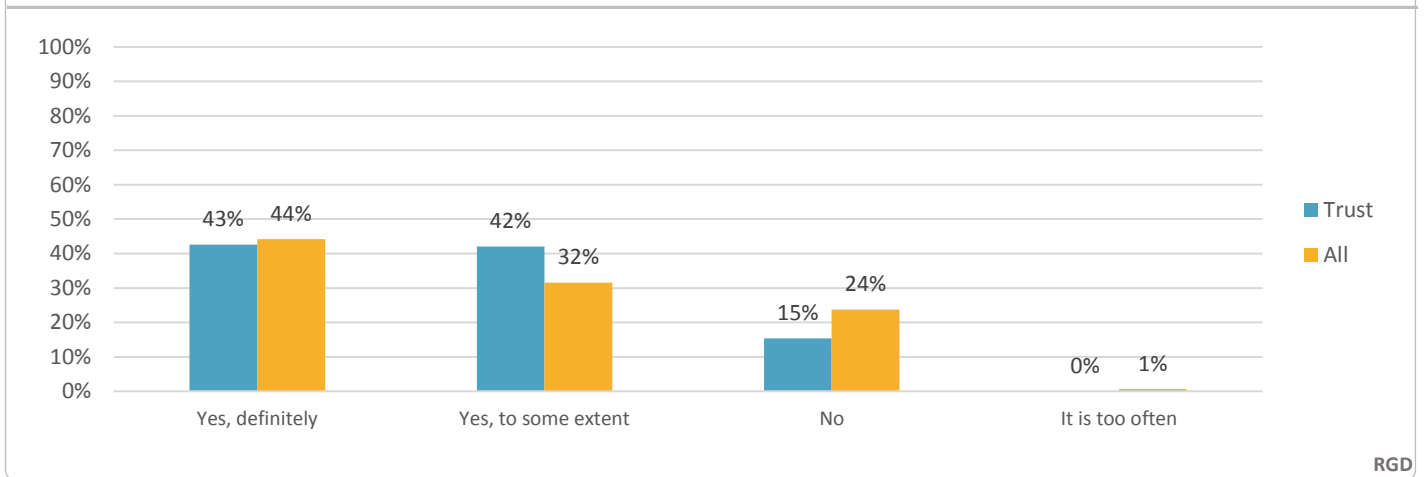
Your Care and Treatment - Longitudinal Charts

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?

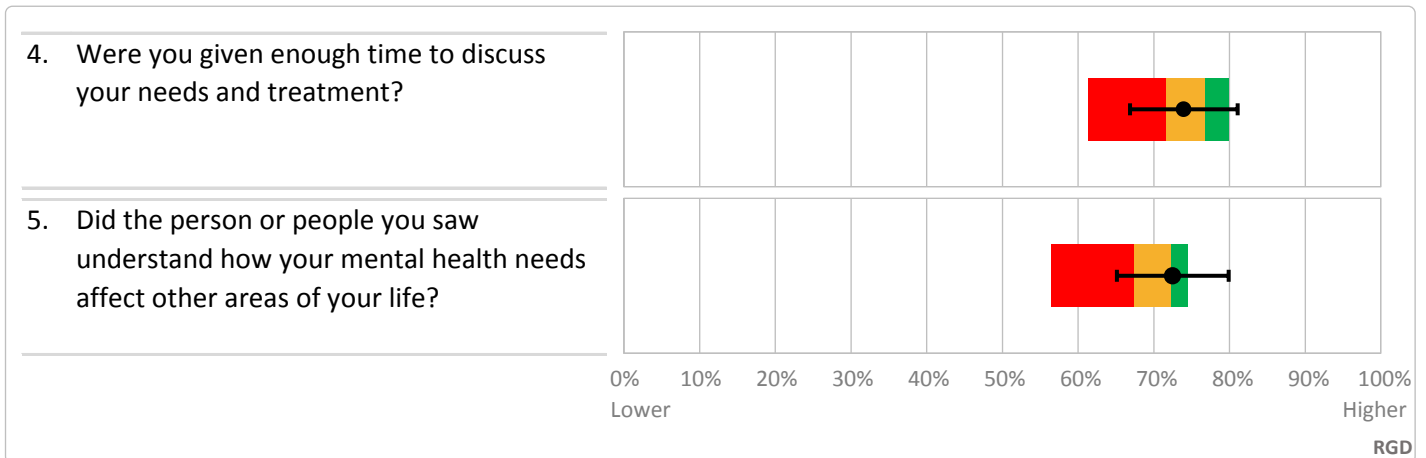


Your Care and Treatment - Compositional Charts

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?



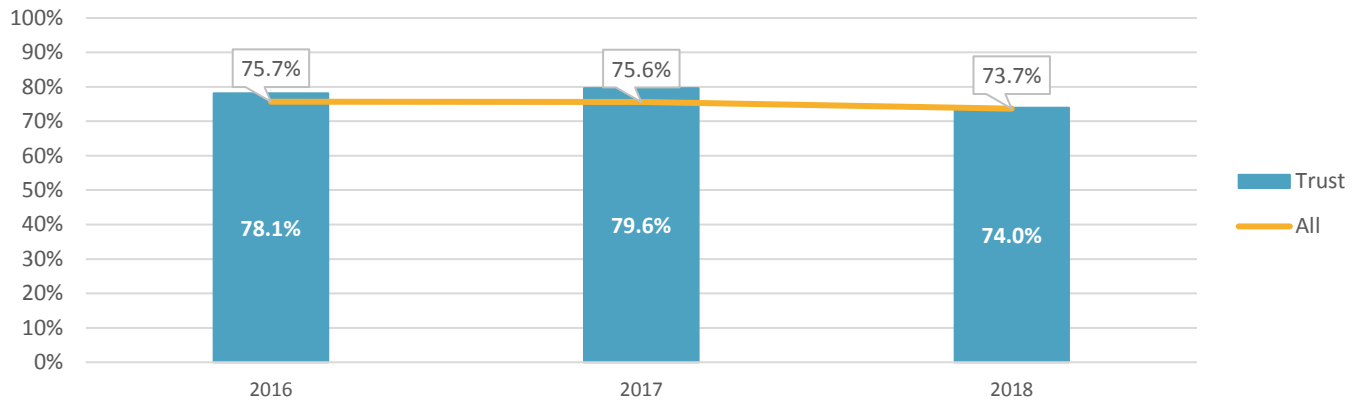
Your Health and Social Care Workers - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
4. Were you given enough time to discuss your needs and treatment?	61.3%	71.7%	76.8%	80.0%	202	74.0%	●
5. Did the person or people you saw understand how your mental health needs affect other areas of your life?	56.5%	67.4%	72.2%	74.5%	201	72.5%	●

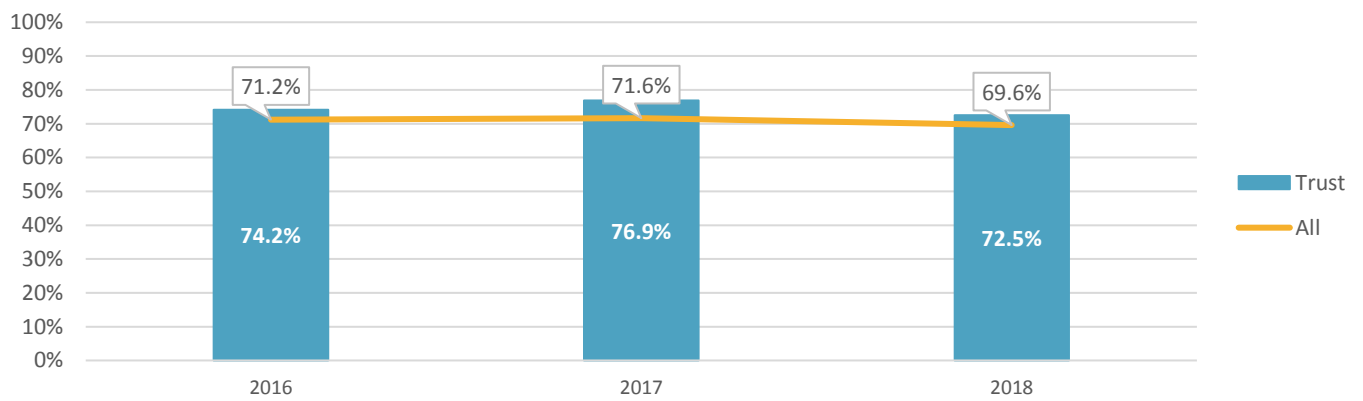
Your Health and Social Care Workers - Longitudinal Charts

4. Were you given enough time to discuss your needs and treatment?



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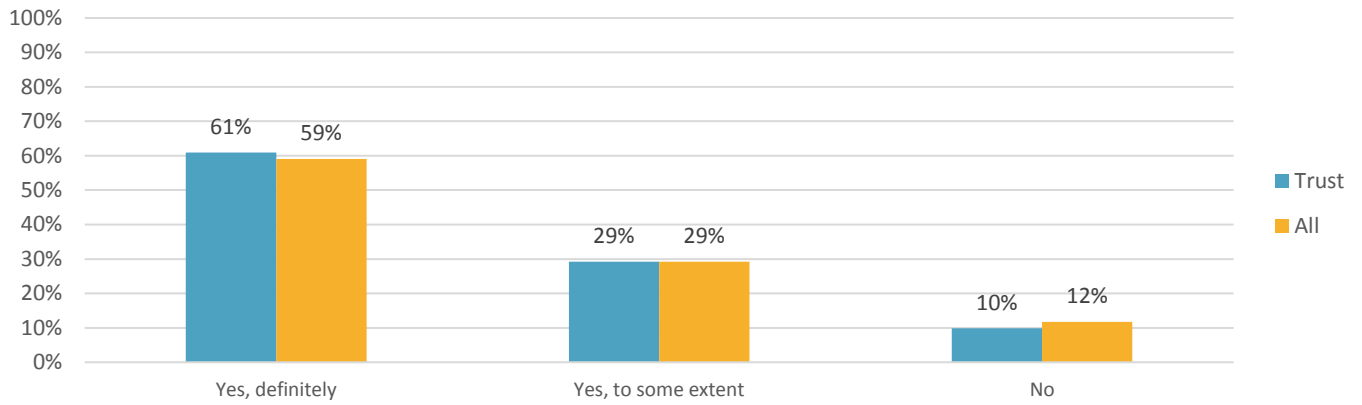
5. Did the person or people you saw understand how your mental health needs affect other areas of your life?



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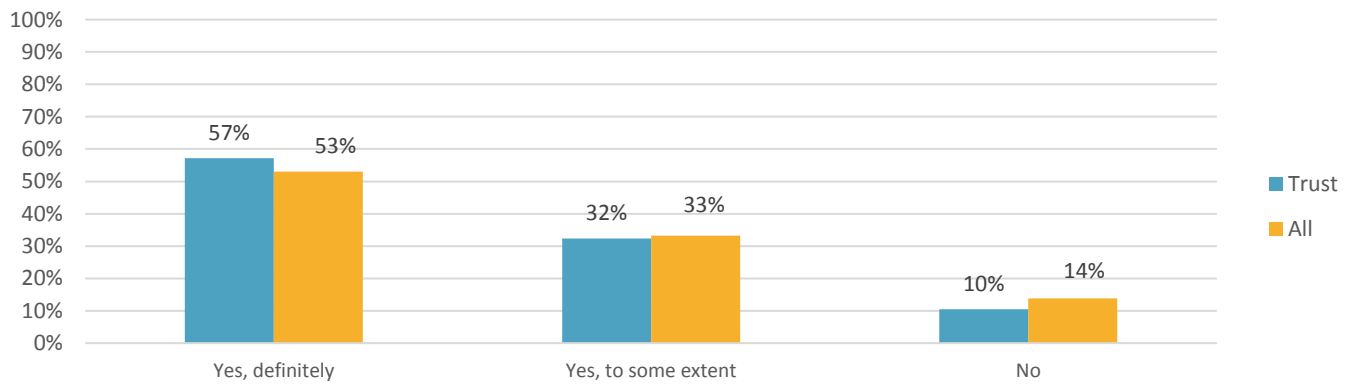
Your Health and Social Care Workers - Compositional Charts

4. Were you given enough time to discuss your needs and treatment?



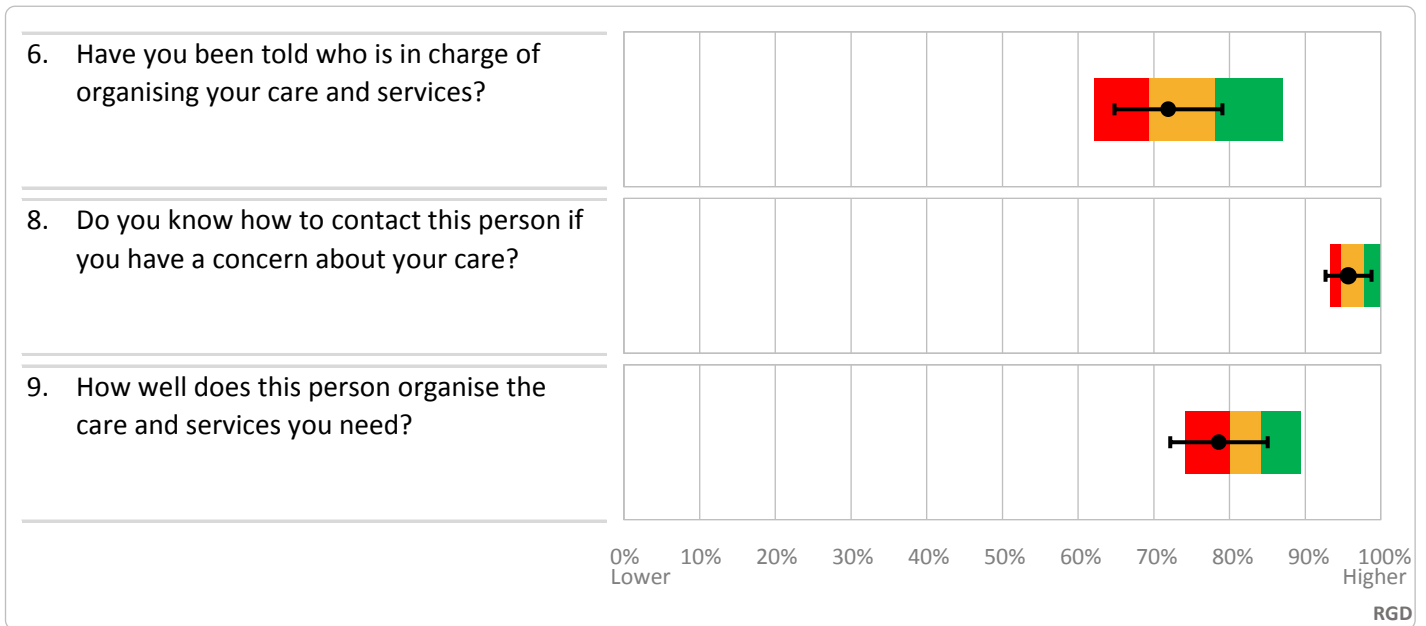
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5. Did the person or people you saw understand how your mental health needs affect other areas of your life?



RGD

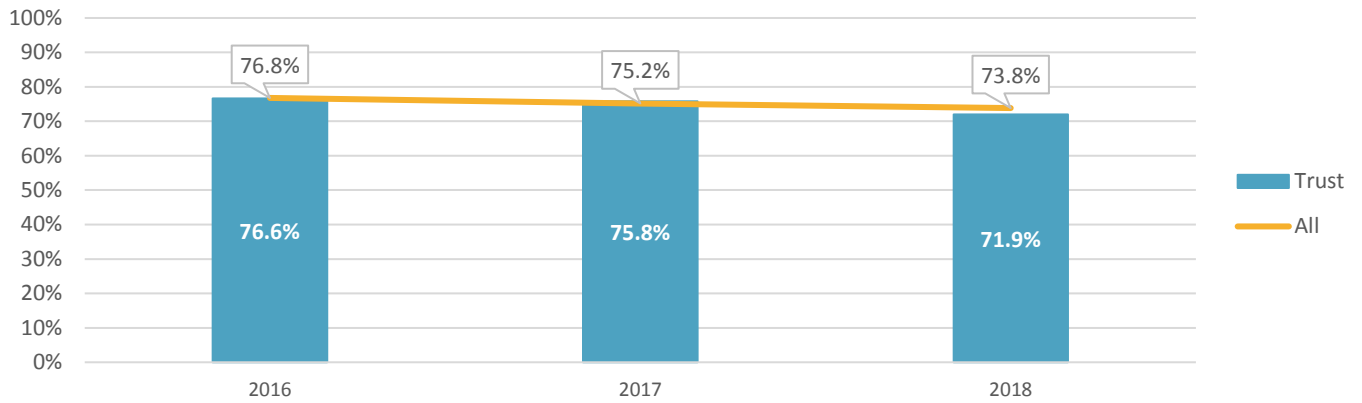
Organising Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
6. Have you been told who is in charge of organising your care and services?	62.2%	69.5%	78.1%	87.0%	172	71.9%	●
8. Do you know how to contact this person if you have a concern about your care?	93.3%	94.8%	97.8%	100.0%	89	95.7%	●
9. How well does this person organise the care and services you need?	74.2%	80.1%	84.2%	89.4%	92	78.6%	●

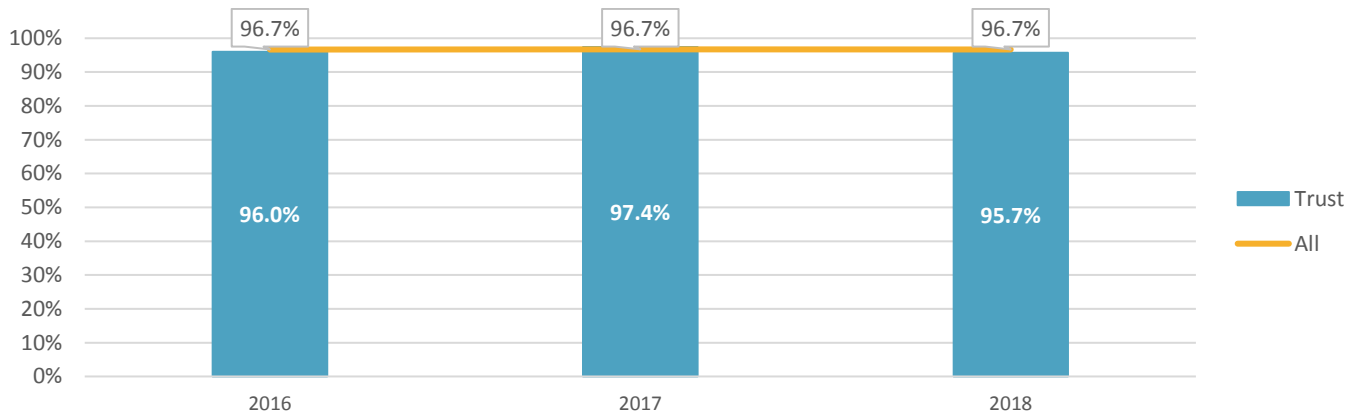
Organising Your Care - Longitudinal Charts

6. Have you been told who is in charge of organising your care and services?



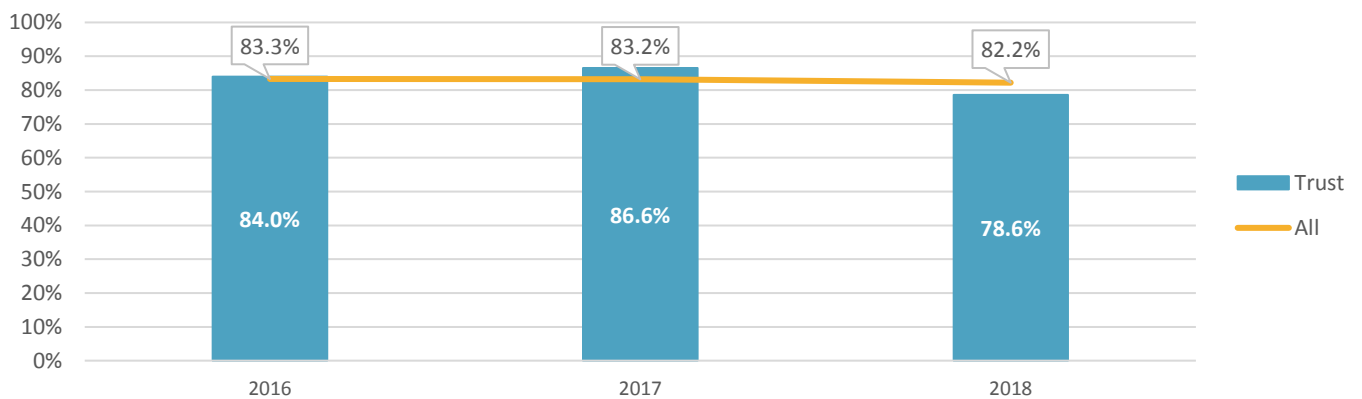
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8. Do you know how to contact this person if you have a concern about your care?



RGD

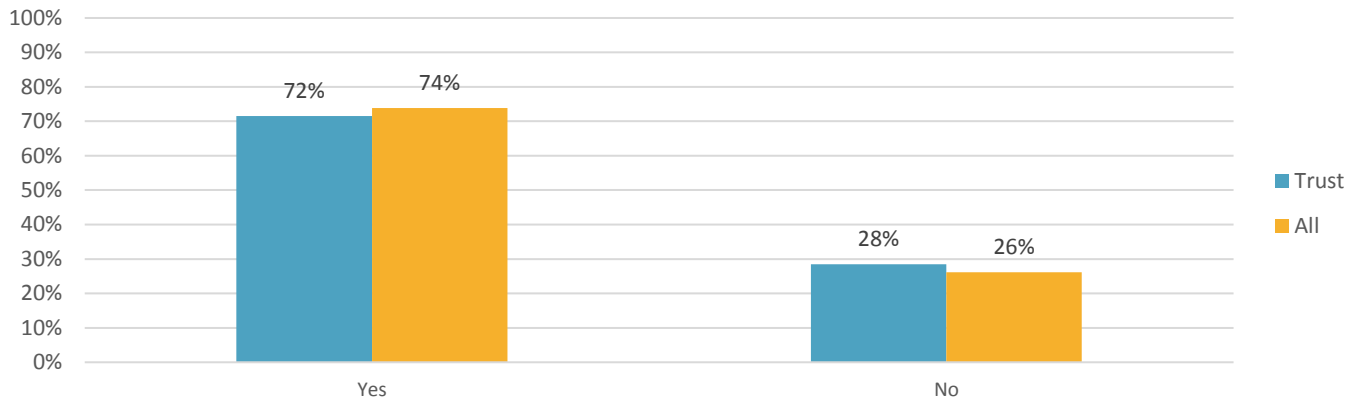
9. How well does this person organise the care and services you need?



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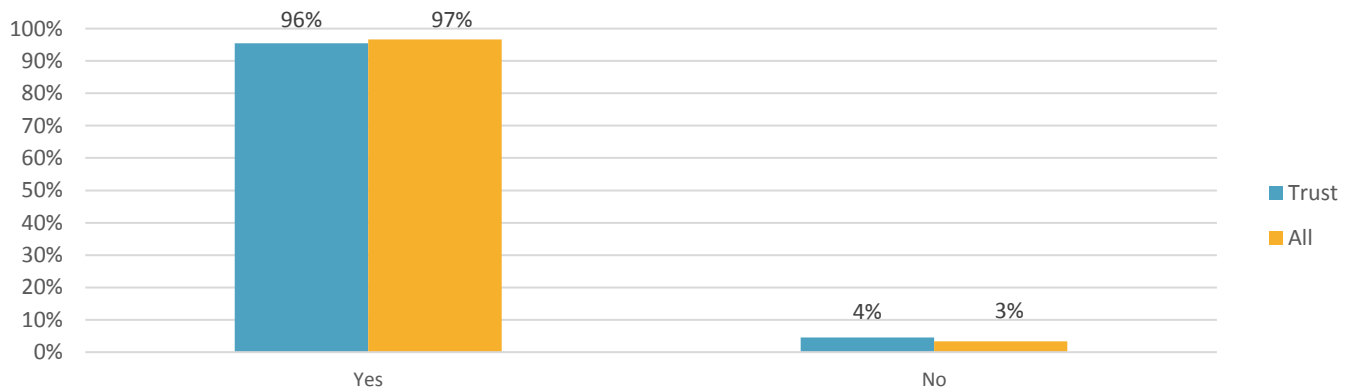
Organising Your Care - Compositional Charts

6. Have you been told who is in charge of organising your care and services?



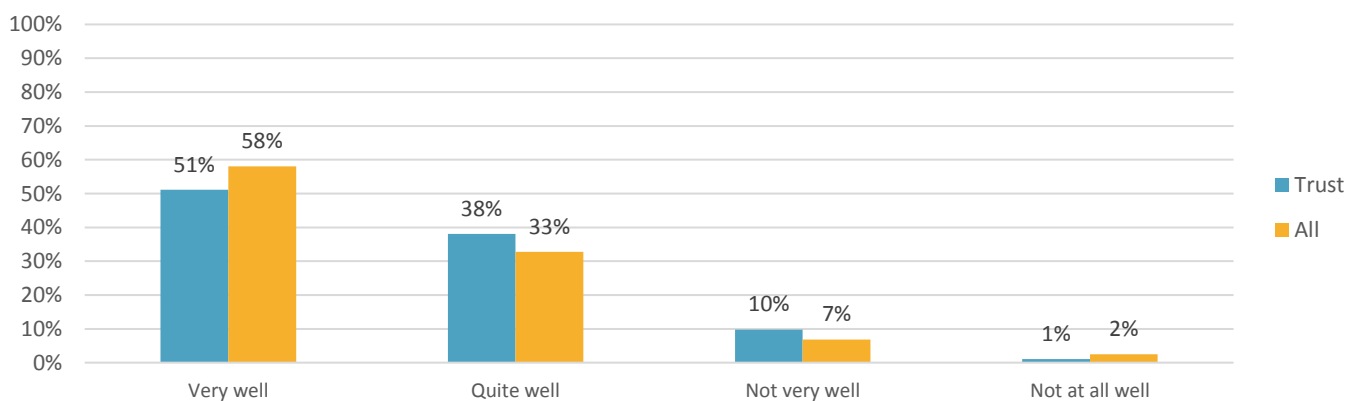
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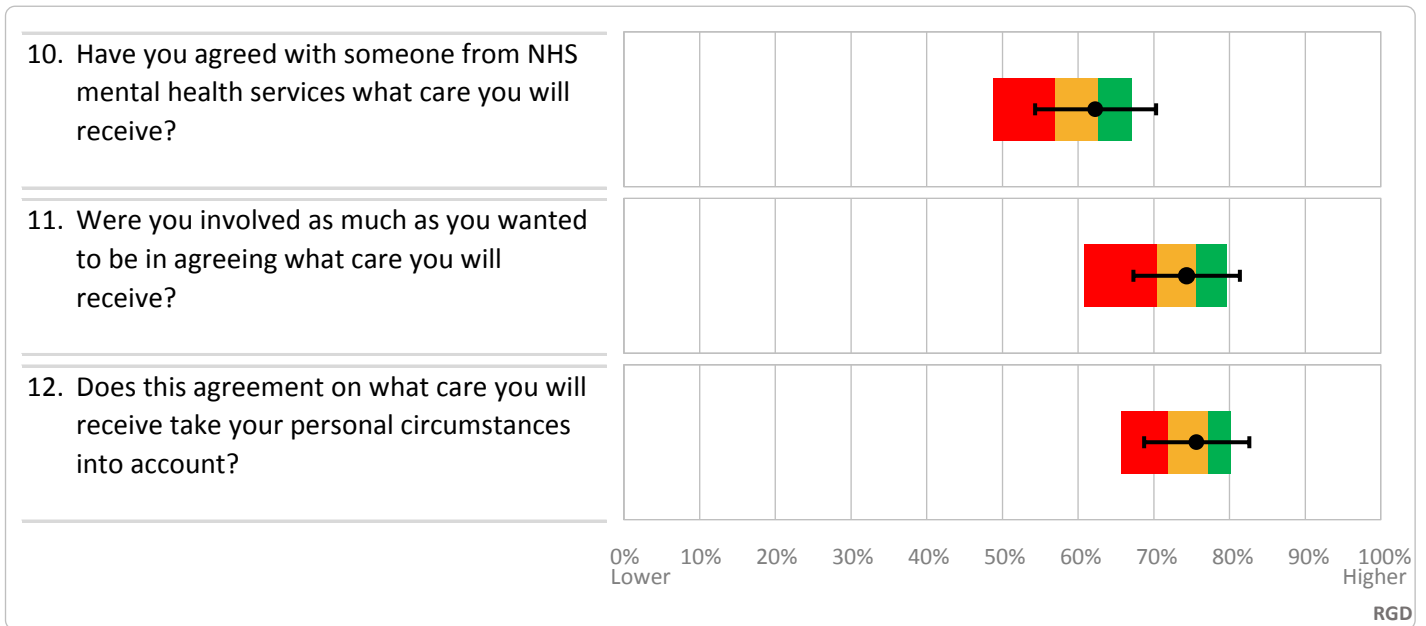
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9. How well does this person organise the care and services you need?



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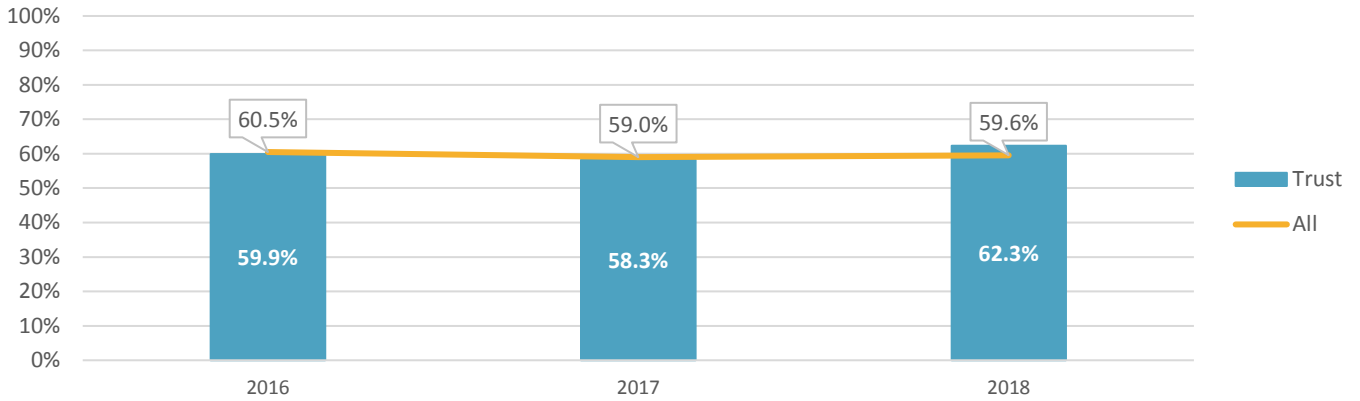
Planning Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
10. Have you agreed with someone from NHS mental health services what care you will receive?	48.8%	57.0%	62.7%	67.1%	201	62.3%	●
11. Were you involved as much as you wanted to be in agreeing what care you will receive?	60.8%	70.4%	75.7%	79.7%	156	74.3%	●
12. Does this agreement on what care you will receive take your personal circumstances into account?	65.7%	71.8%	77.3%	80.2%	153	75.7%	●

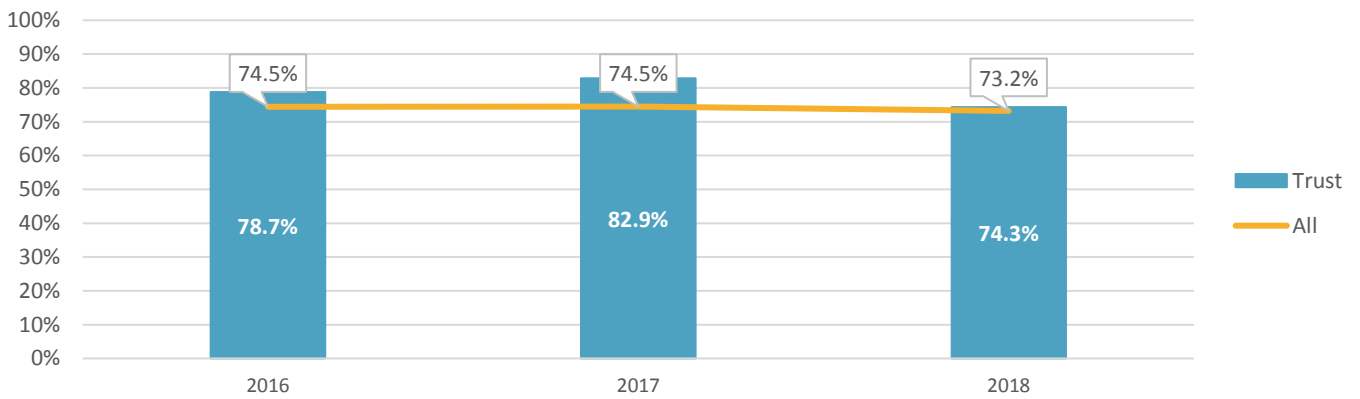
Planning Your Care - Longitudinal Charts

10. Have you agreed with someone from NHS mental health services what care you will receive?



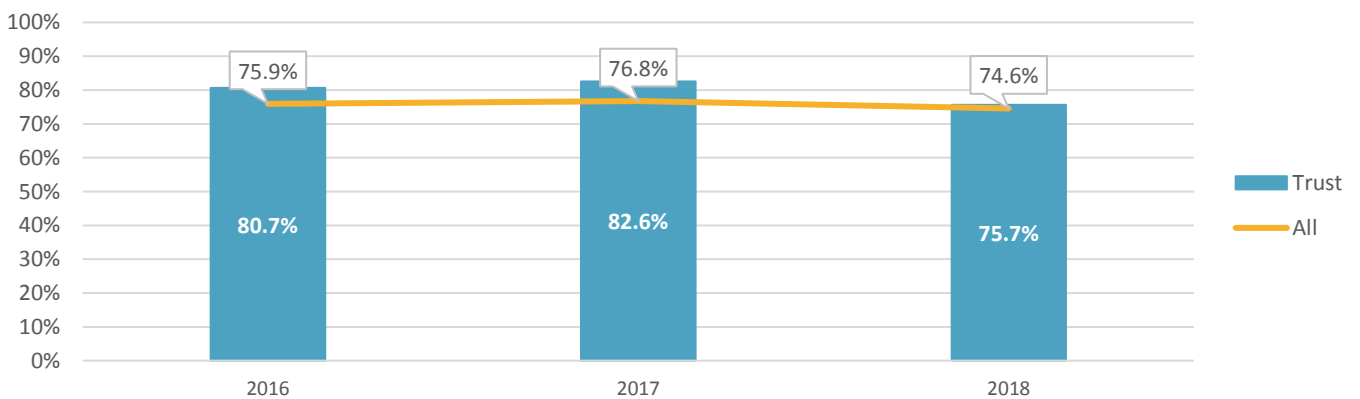
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11. Were you involved as much as you wanted to be in agreeing what care you will receive?



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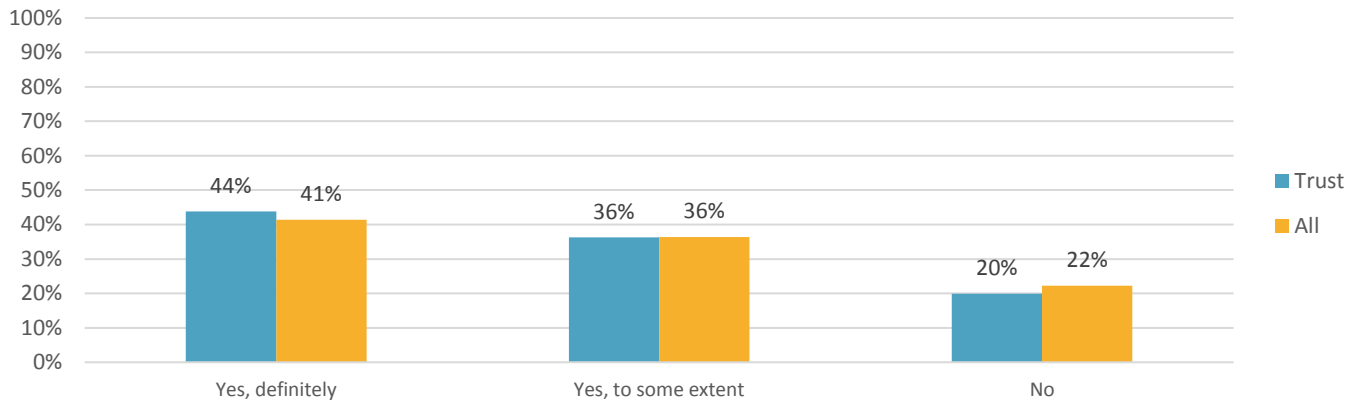
12. Does this agreement on what care you will receive take your personal circumstances into account?



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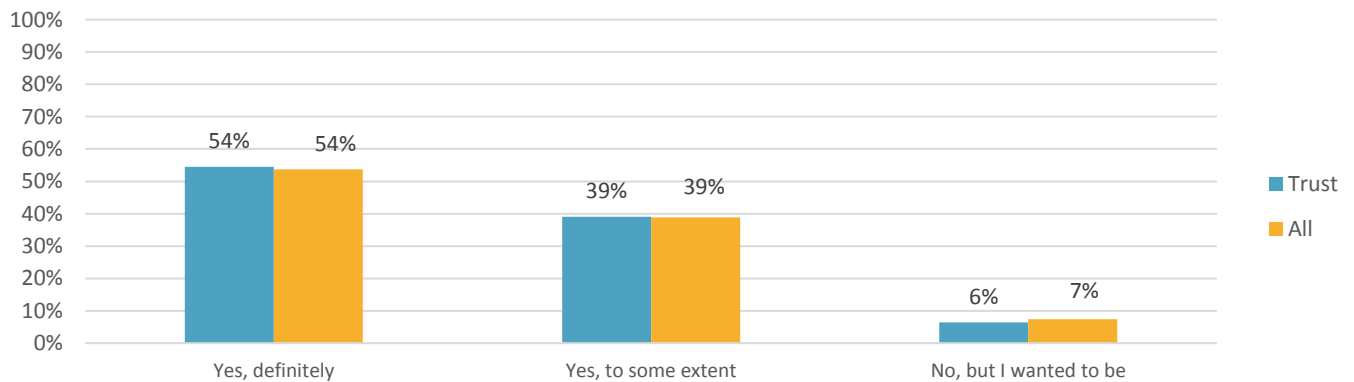
Planning Your Care - Compositional Charts

10. Have you agreed with someone from NHS mental health services what care you will receive?



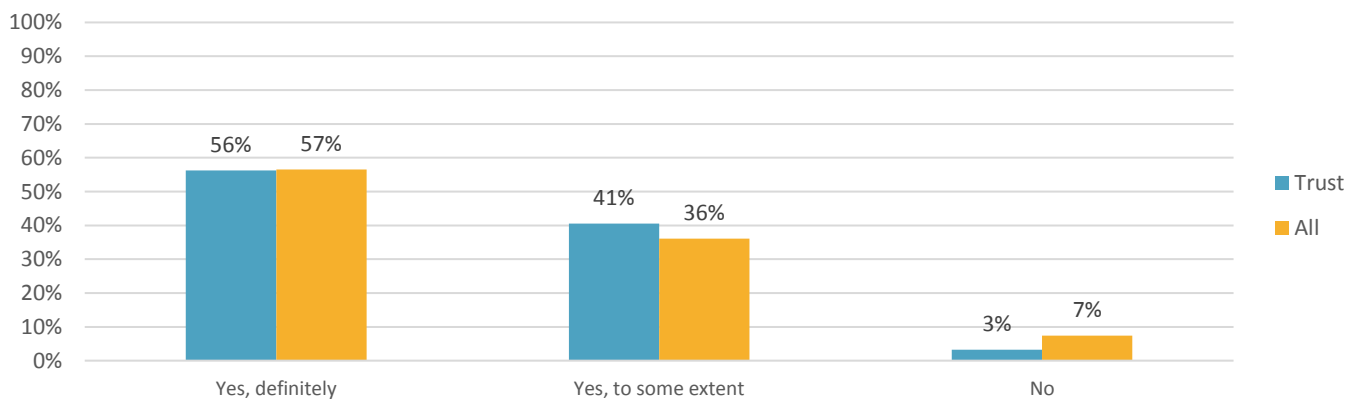
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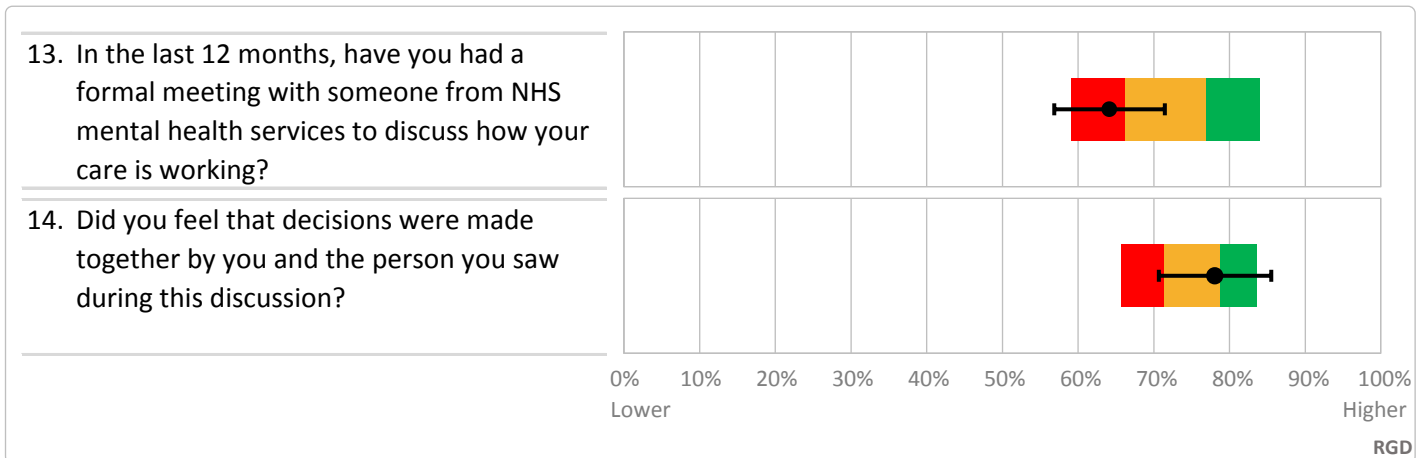
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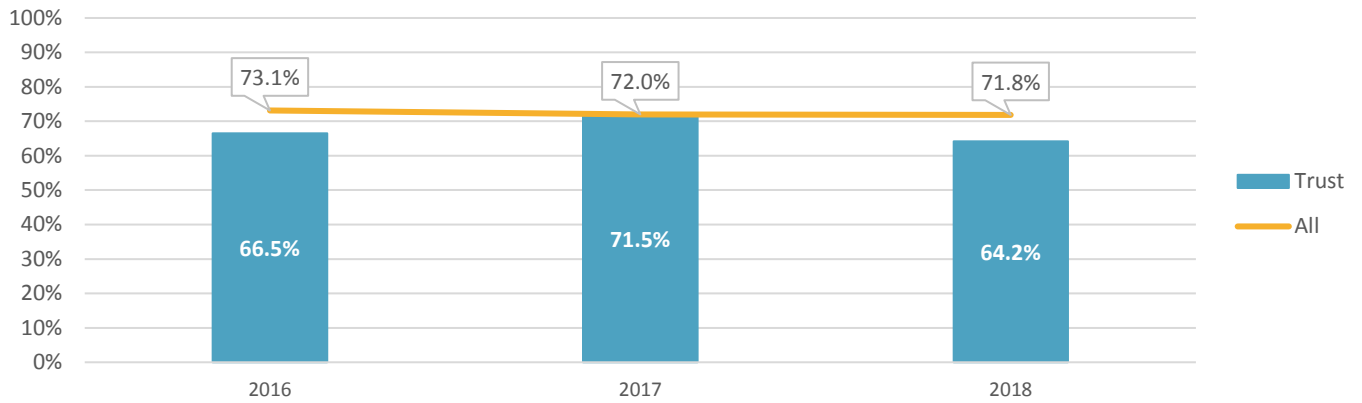
Reviewing Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
13. 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?	59.1%	66.2%	77.0%	84.1%	156	64.2%	●
14. Did you feel that decisions were made together by you and the person you saw during this discussion?	65.7%	71.4%	78.7%	83.6%	94	78.1%	●

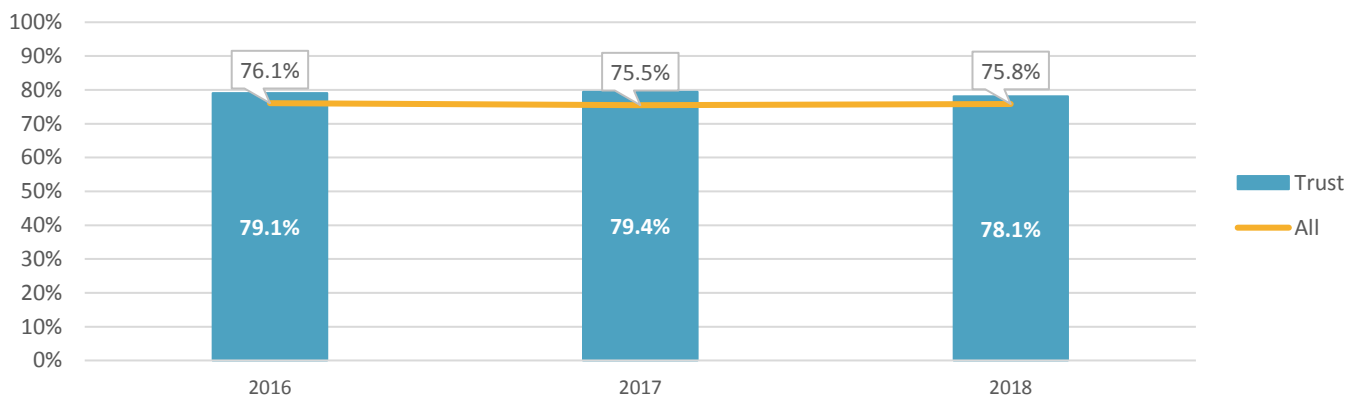
Reviewing Your Care - Longitudinal Charts

13. 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?



RGD

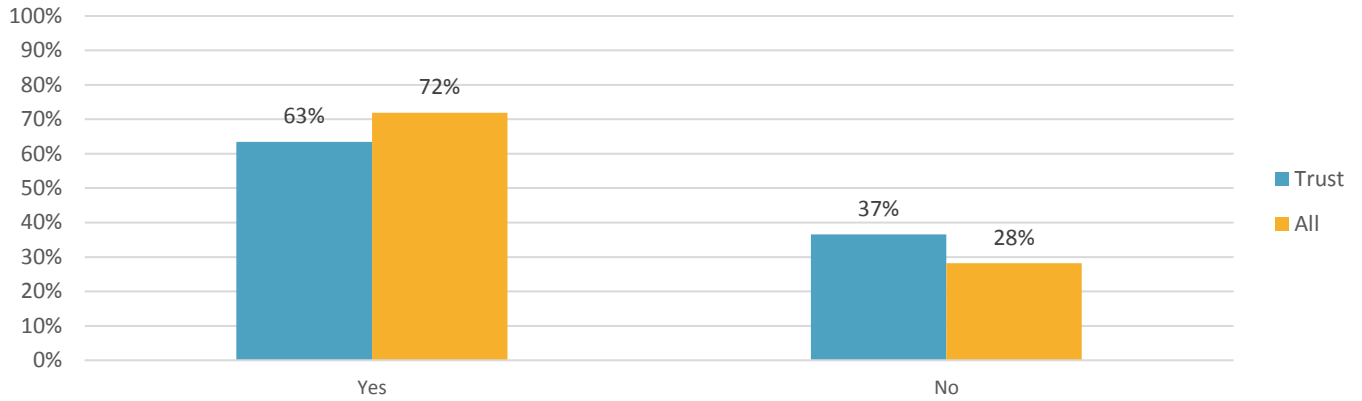
14. Did you feel that decisions were made together by you and the person you saw during this discussion?



RGD

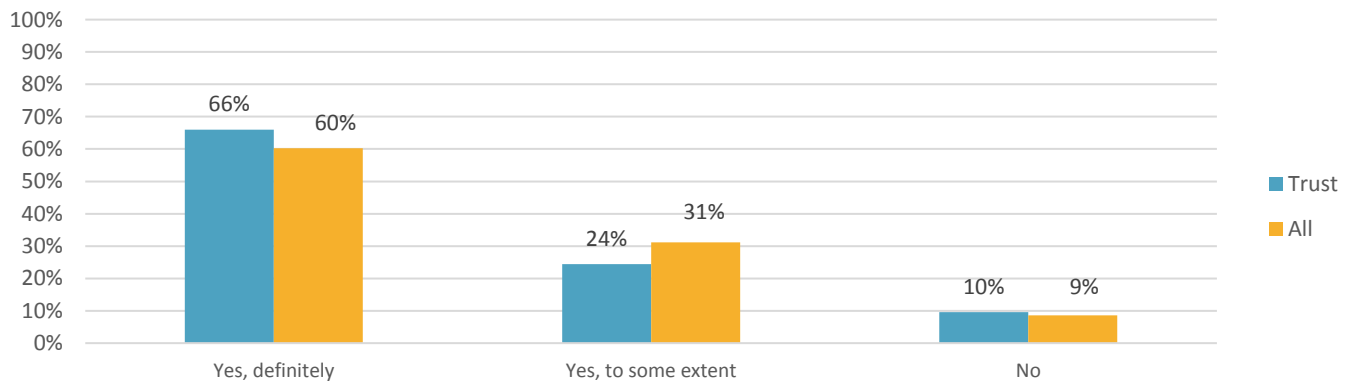
Reviewing Your Care - Compositional Charts

13. 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?



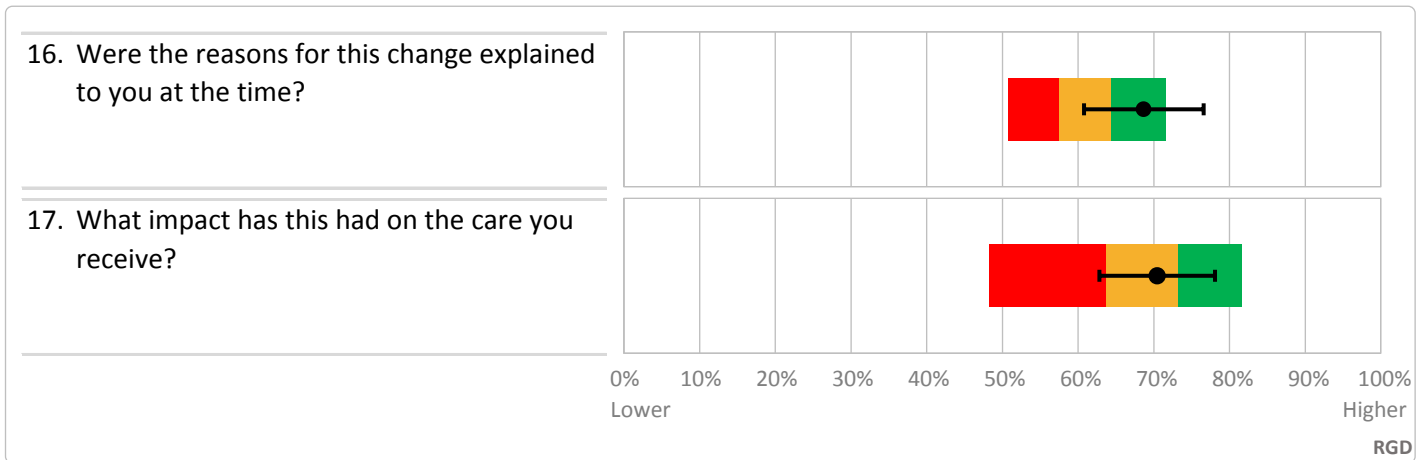
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14. Did you feel that decisions were made together by you and the person you saw during this discussion?



RGD

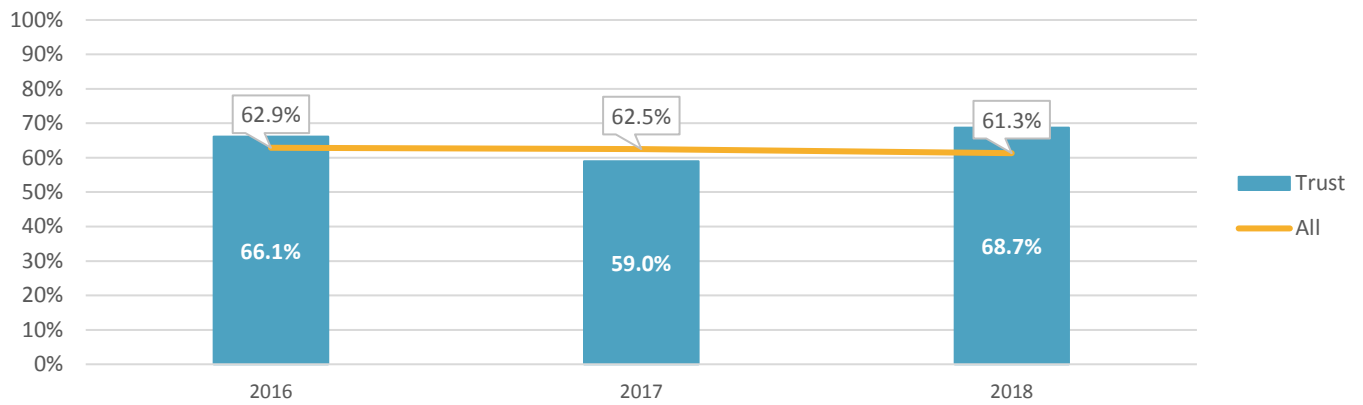
Changes in Who You See - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
16. Were the reasons for this change explained to you at the time?	50.7%	57.6%	64.4%	71.5%	73	68.7%	●
17. What impact has this had on the care you receive?	48.2%	63.7%	73.3%	81.7%	65	70.5%	●

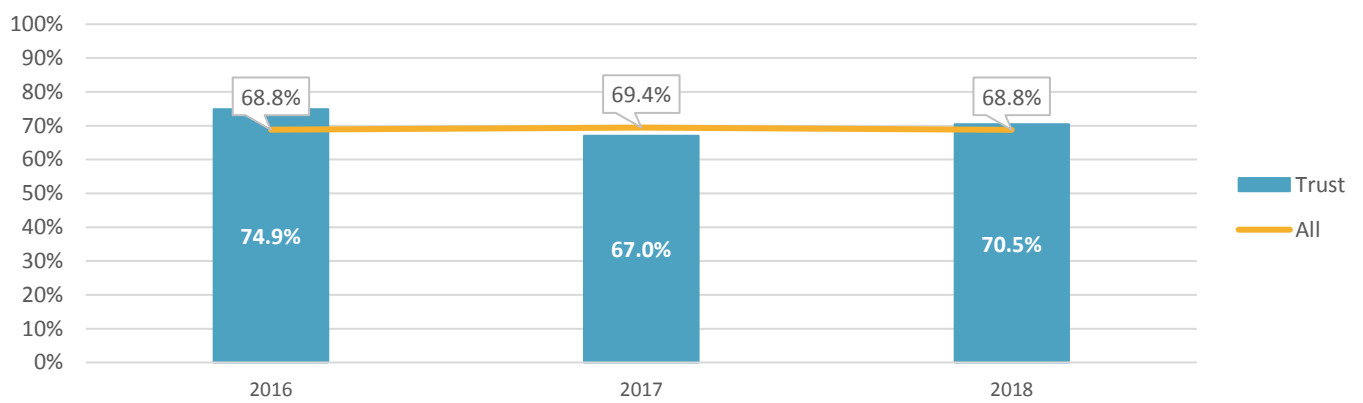
Changes in Who You See - Longitudinal Charts

16. Were the reasons for this change explained to you at the time?



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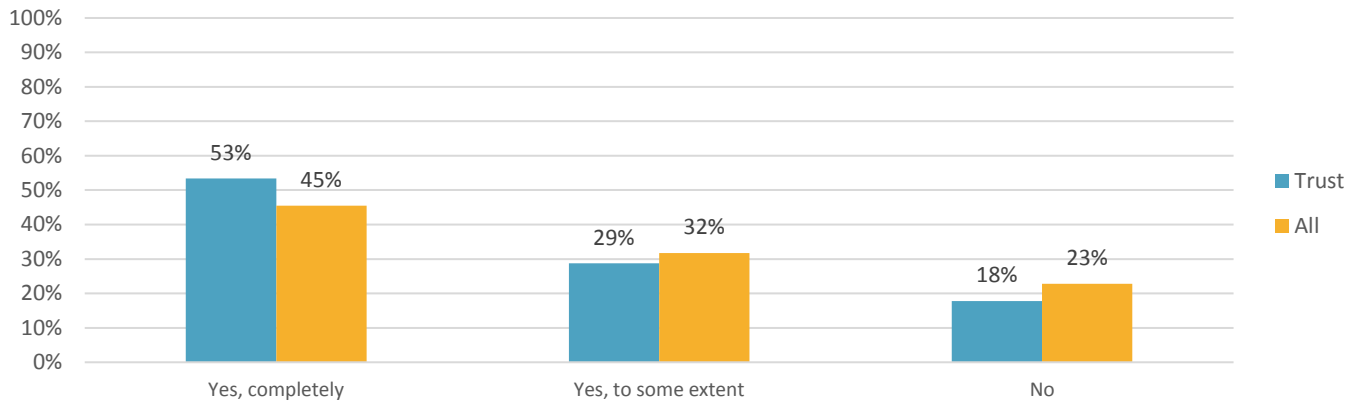
17. What impact has this had on the care you receive?



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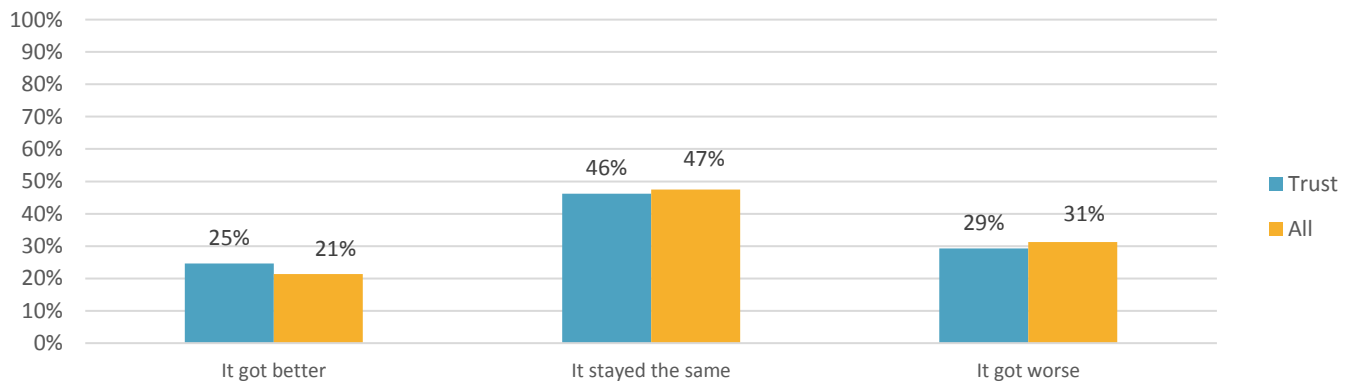
Changes in Who You See - Compositional Charts

16. Were the reasons for this change explained to you at the time?



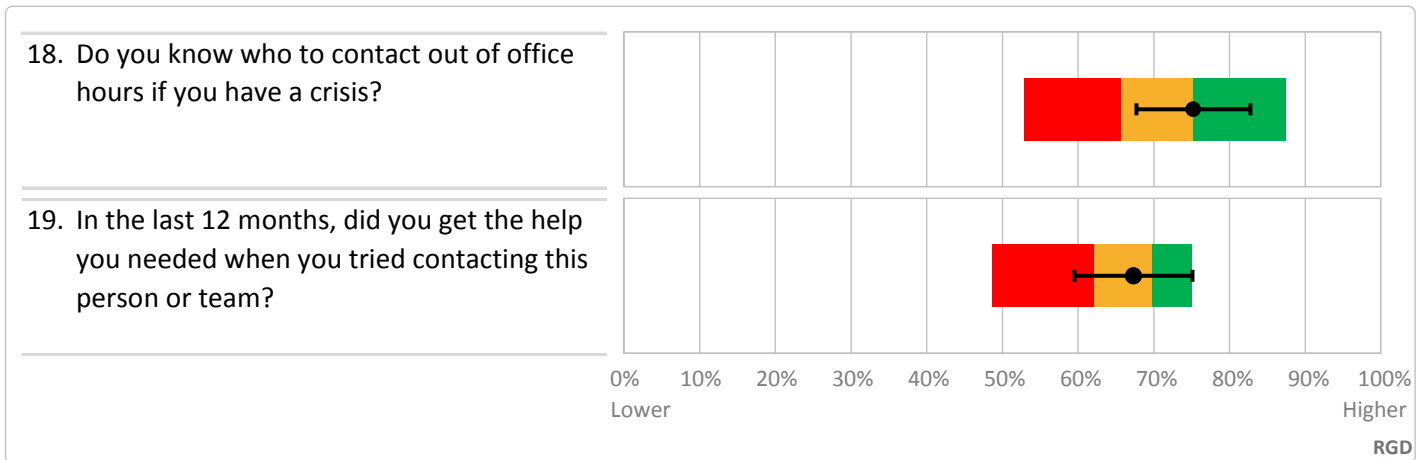
RGD

17. What impact has this had on the care you receive?



RGD

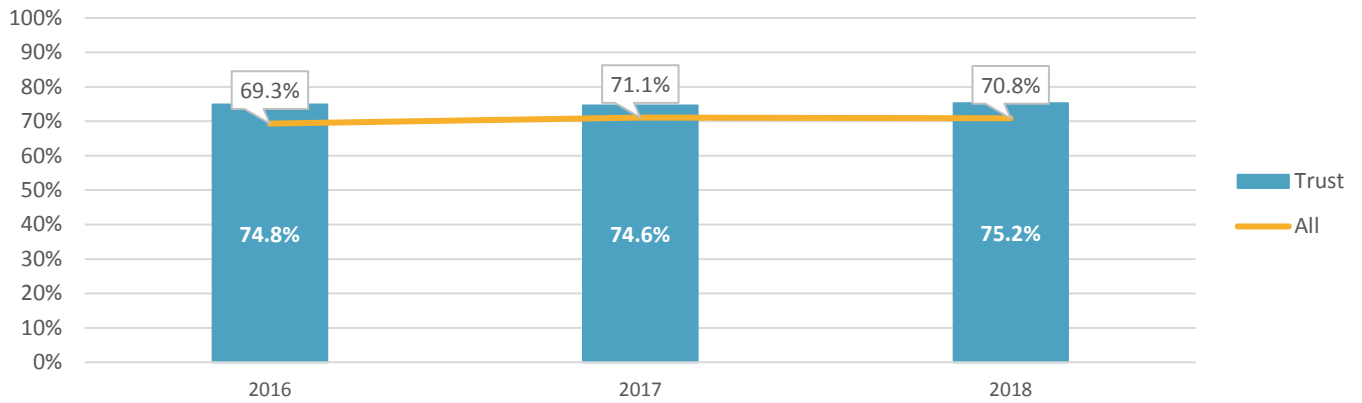
Crisis Care - Benchmark Charts and Tables



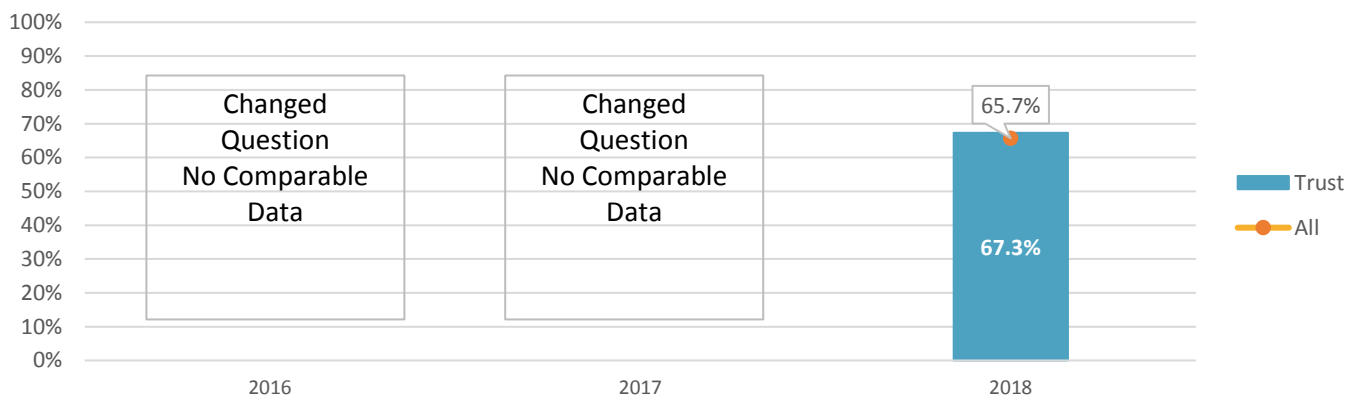
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
18. Do you know who to contact out of office hours if you have a crisis?	53.0%	65.7%	75.2%	87.5%	173	75.2%	●
19. In the last 12 months, did you get the help you needed when you tried contacting this person or team?	48.6%	62.1%	69.7%	75.0%	77	67.3%	●

Crisis Care - Longitudinal Charts

18. Do you know who to contact out of office hours if you have a crisis?

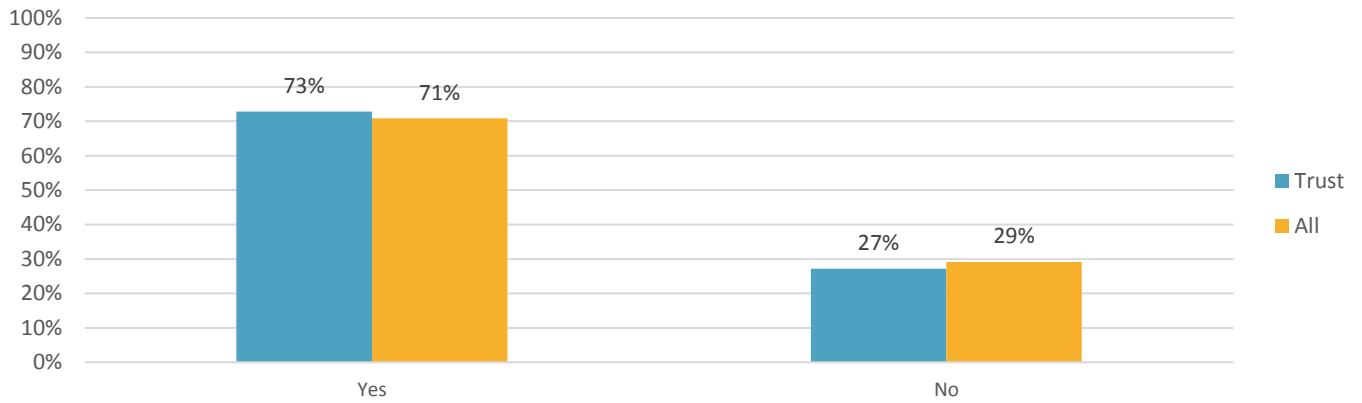


19. In the last 12 months, did you get the help you needed when you tried contacting this person or team?



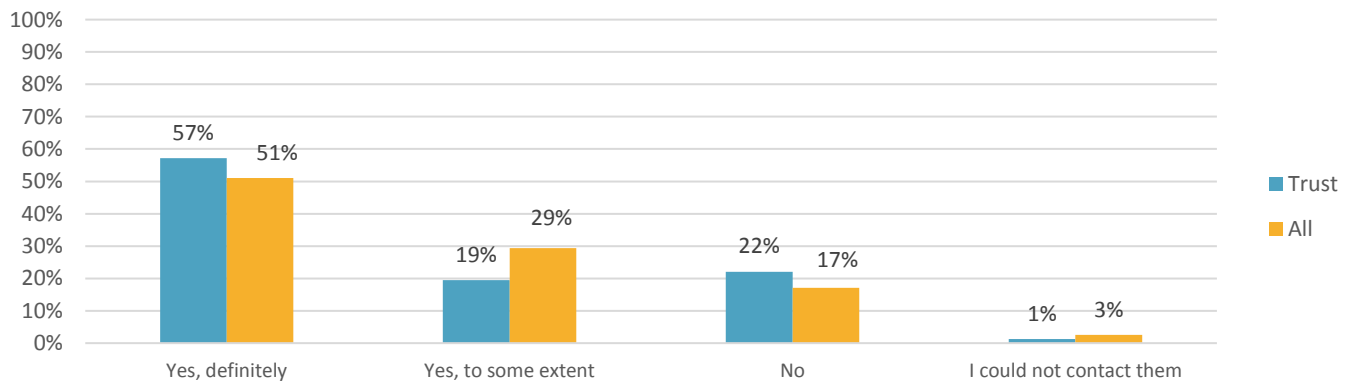
Crisis Care - Compositional Charts

18. Do you know who to contact out of office hours if you have a crisis?



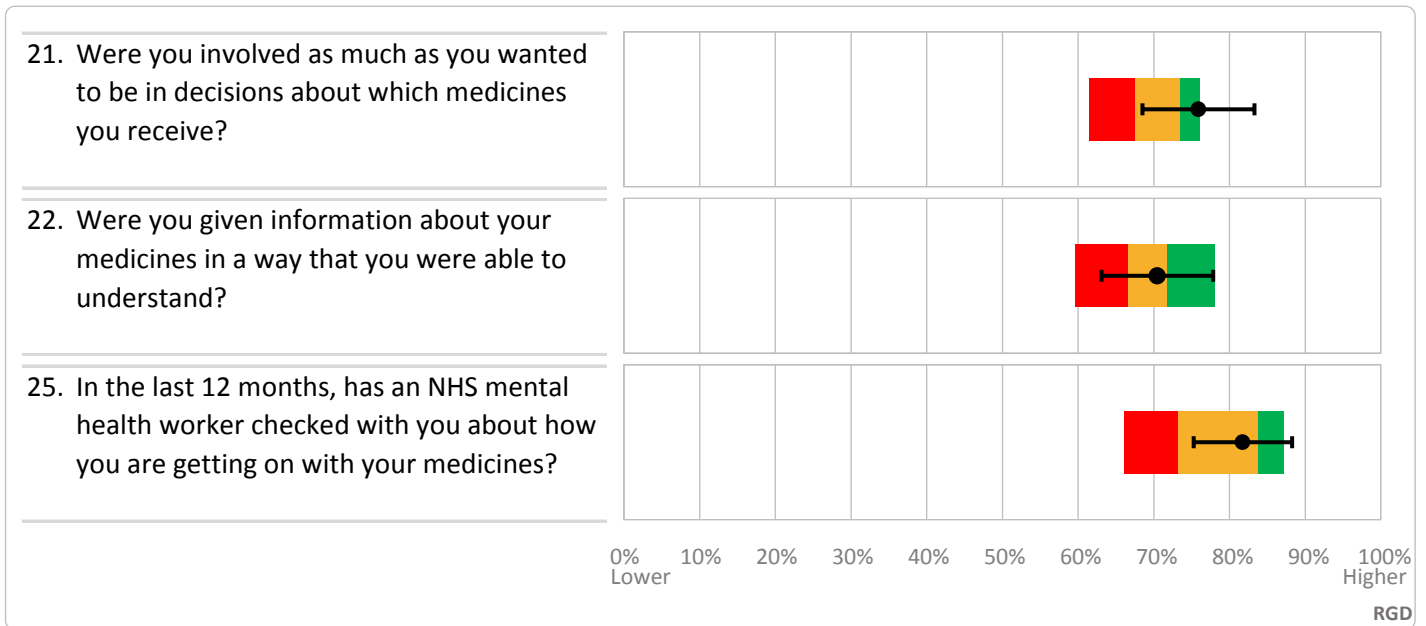
RGD

19. In the last 12 months, did you get the help you needed when you tried contacting this person or team?



RGD

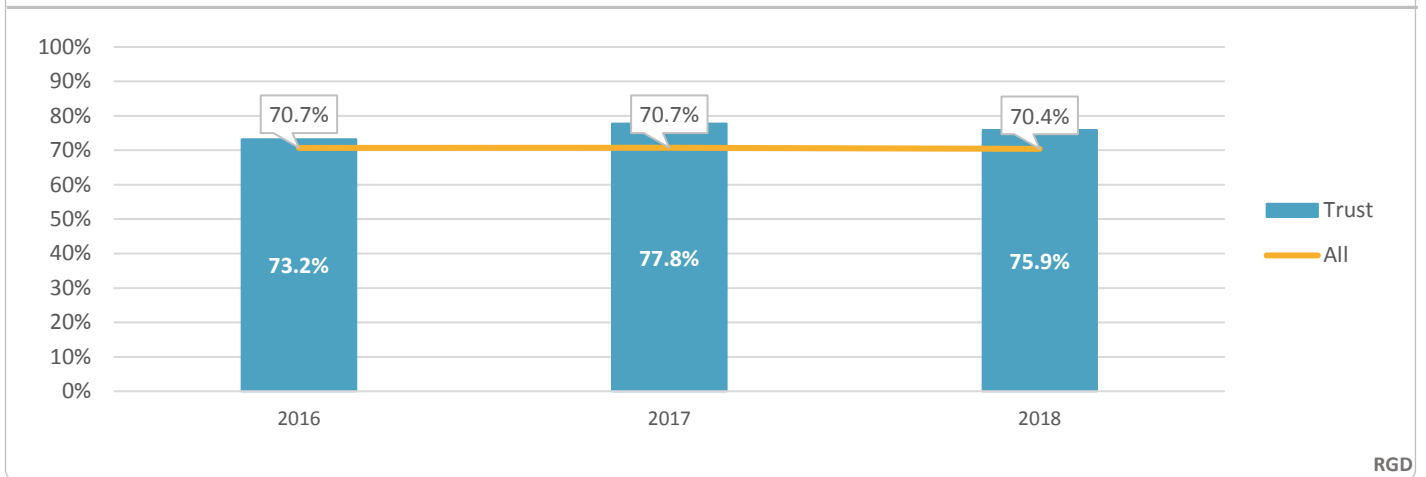
Medicines - Benchmark Charts and Tables



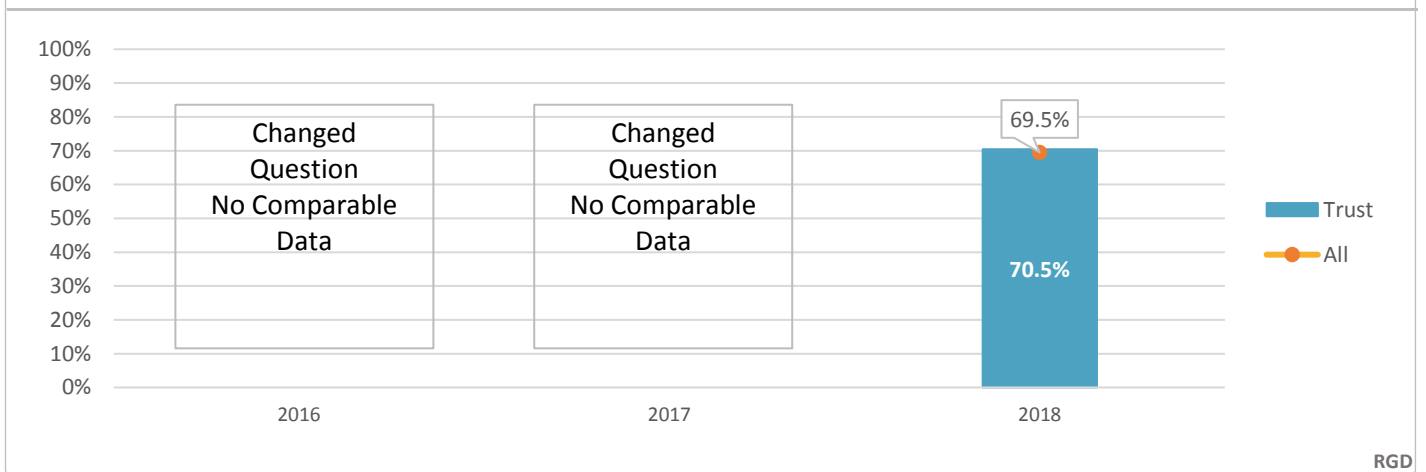
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
21. Were you involved as much as you wanted to be in decisions about which medicines you receive?	61.4%	67.6%	73.5%	76.1%	150	75.9%	●
22. Were you given information about your medicines in a way that you were able to understand?	59.7%	66.6%	71.8%	78.1%	166	70.5%	●
25. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	66.1%	73.2%	83.8%	87.2%	133	81.8%	●

Medicines - Longitudinal Charts

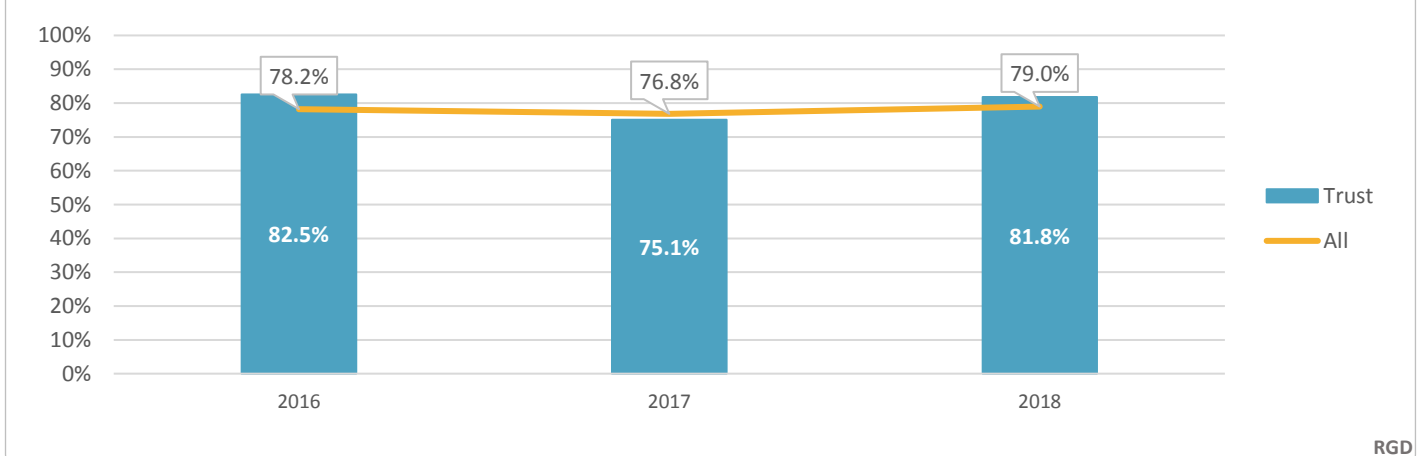
21. Were you involved as much as you wanted to be in decisions about which medicines you receive?



22. Were you given information about your medicines in a way that you were able to understand?

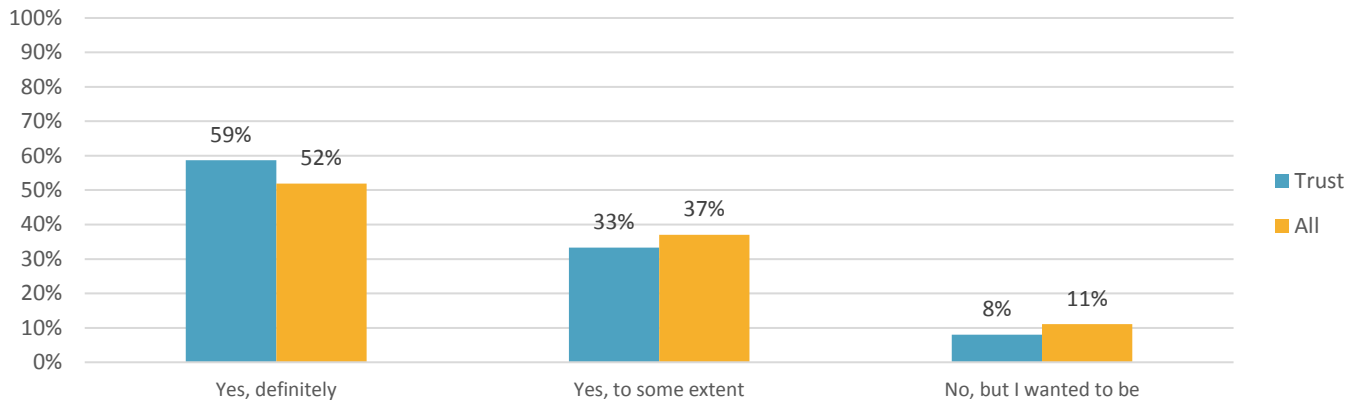


25. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?



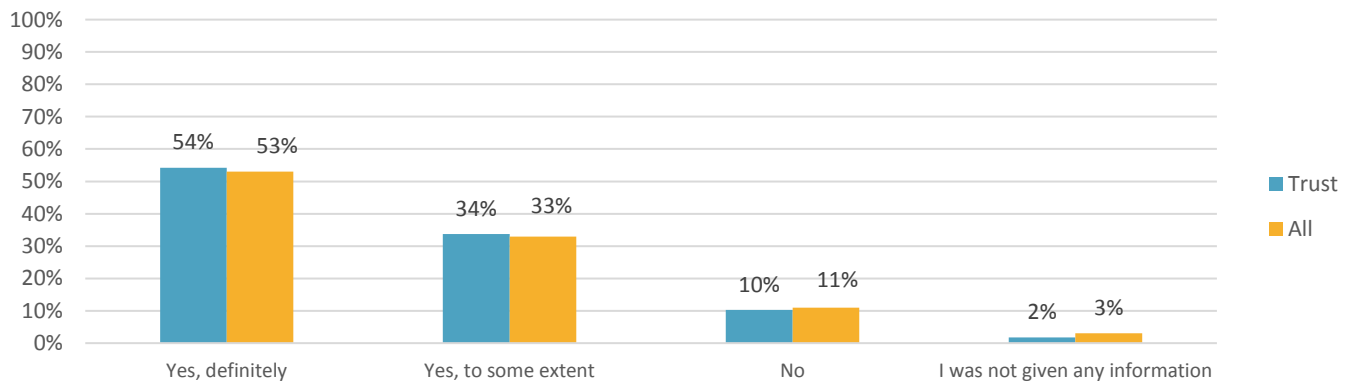
Medicines - Compositional Charts

21. Were you involved as much as you wanted to be in decisions about which medicines you receive?



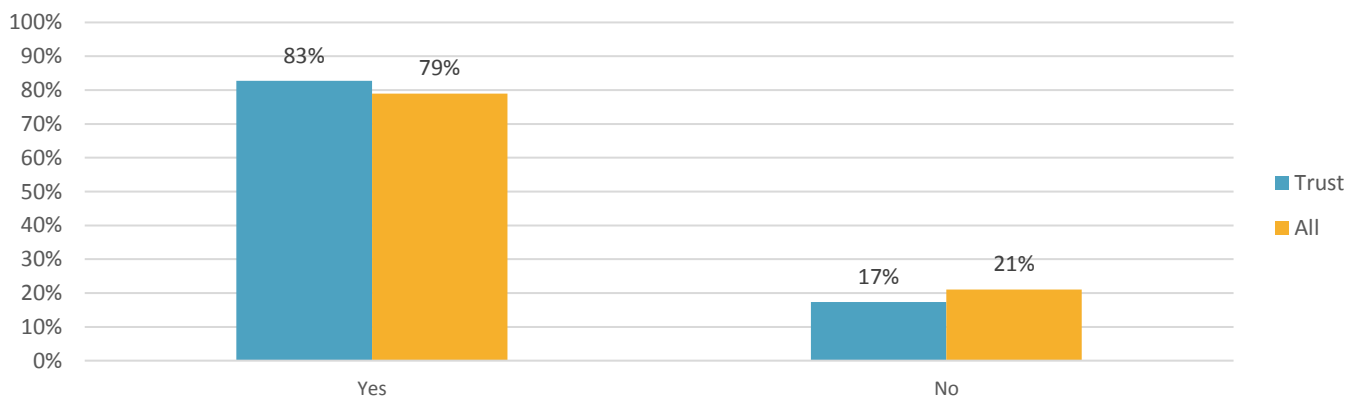
RGD

22. Were you given information about your medicines in a way that you were able to understand?



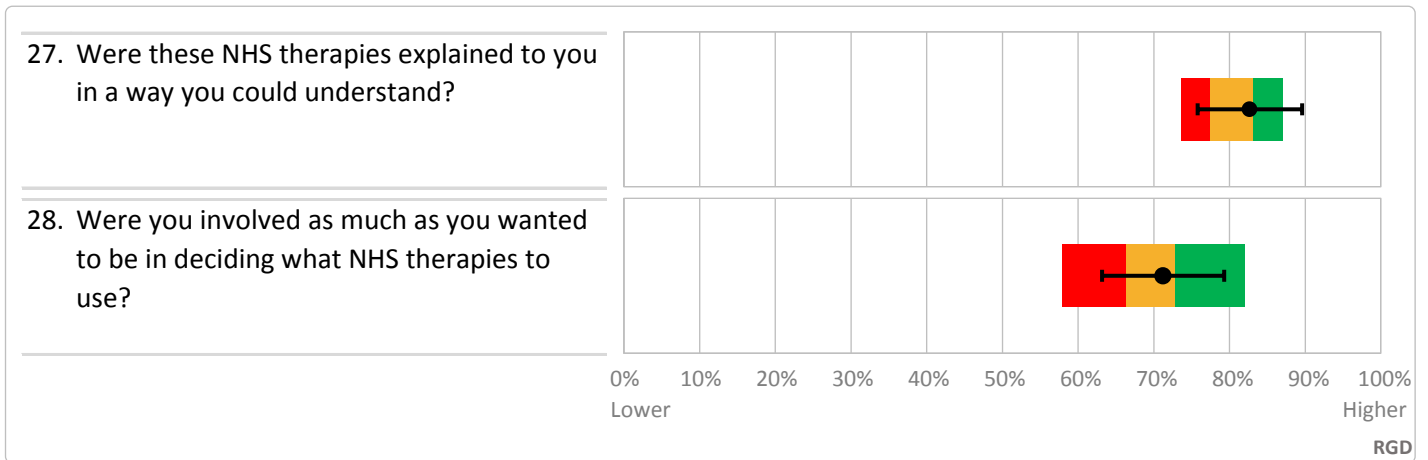
RGD

25. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?



RGD

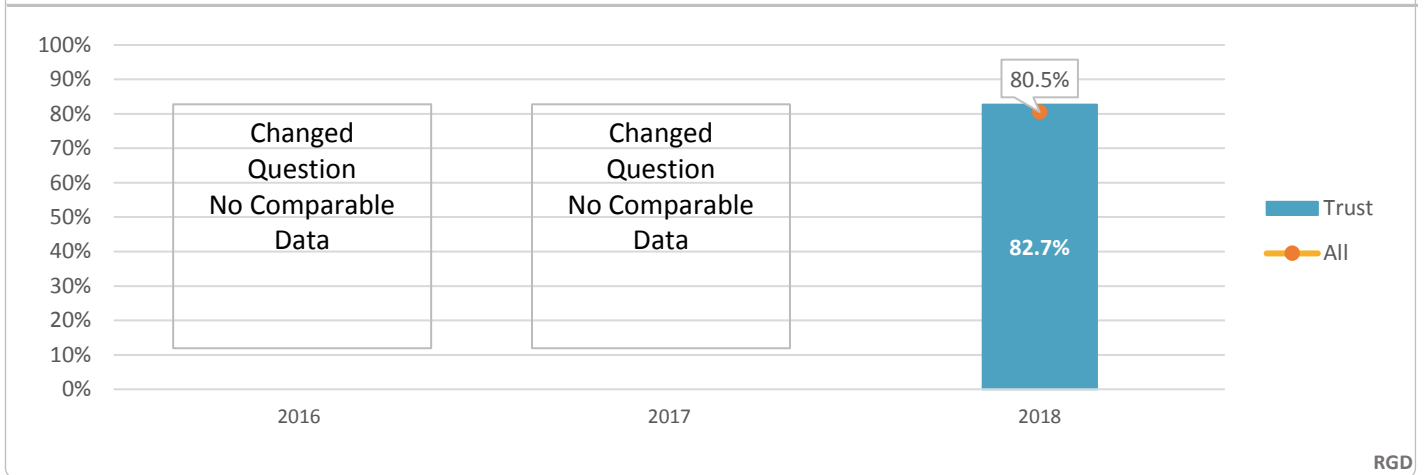
NHS Therapies - Benchmark Charts and Tables



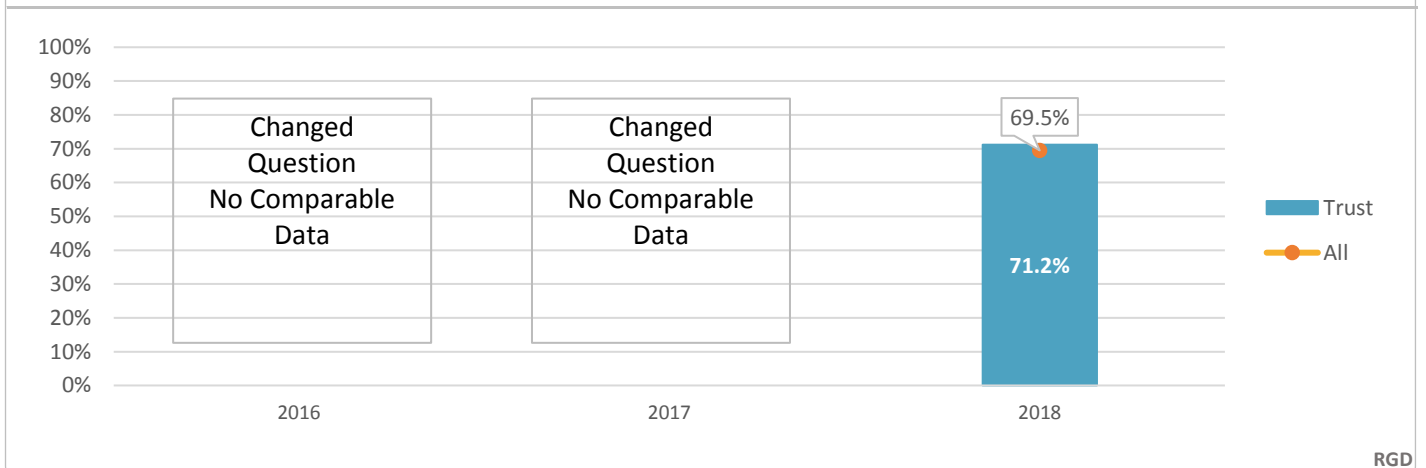
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
27. Were these NHS therapies explained to you in a way you could understand?	73.7%	77.5%	83.1%	87.1%	59	82.7%	●
28. Were you involved as much as you wanted to be in deciding what NHS therapies to use?	58.0%	66.3%	72.8%	82.0%	56	71.2%	●

NHS Therapies - Longitudinal Charts

27. Were these NHS therapies explained to you in a way you could understand?

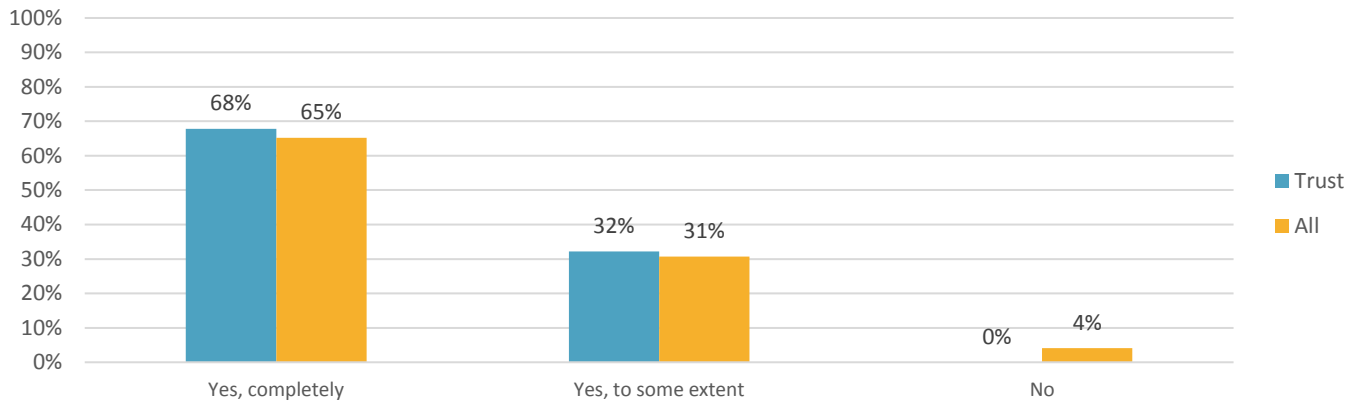


28. Were you involved as much as you wanted to be in deciding what NHS therapies to use?



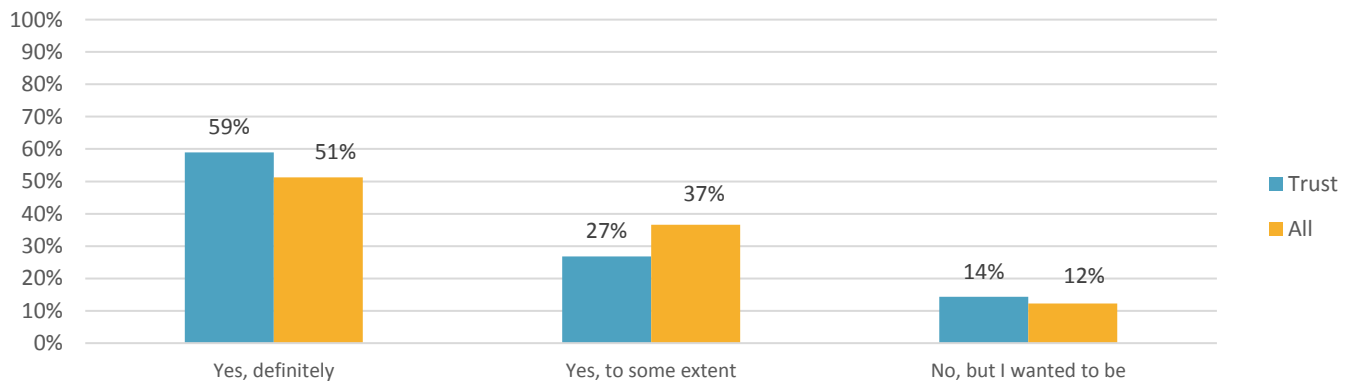
NHS Therapies - Compositional Charts

27. Were these NHS therapies explained to you in a way you could understand?



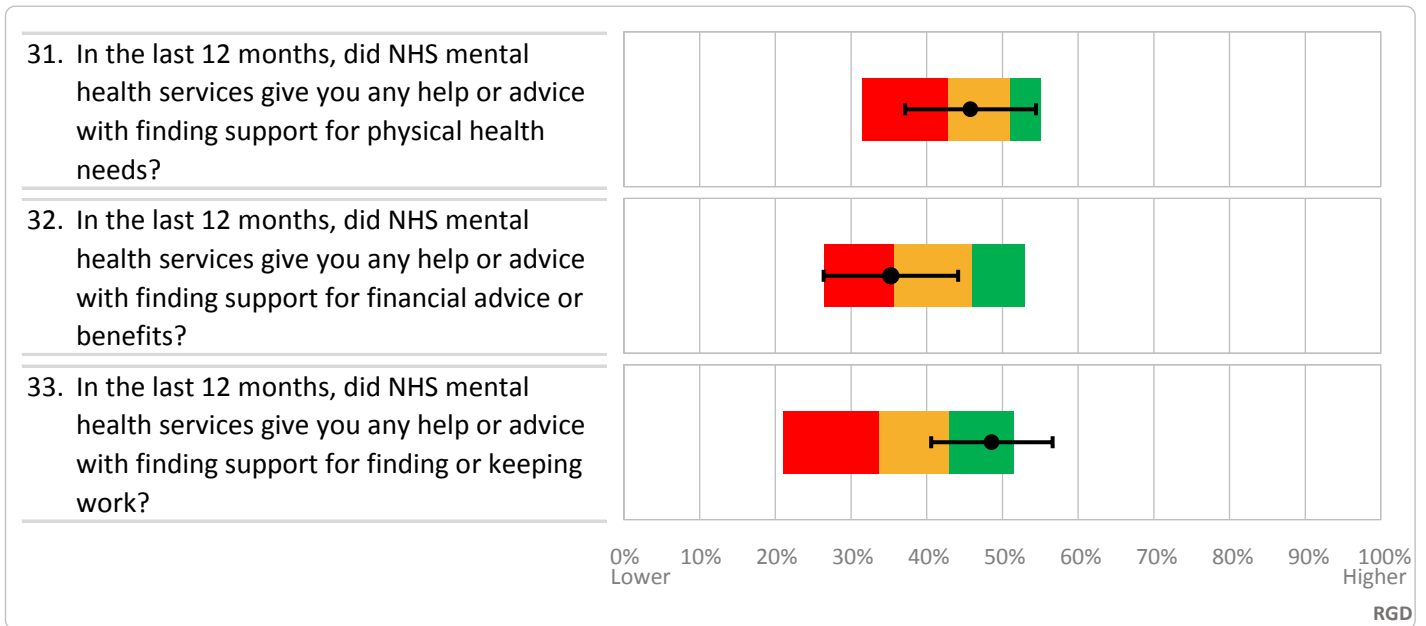
RGD

28. Were you involved as much as you wanted to be in deciding what NHS therapies to use?



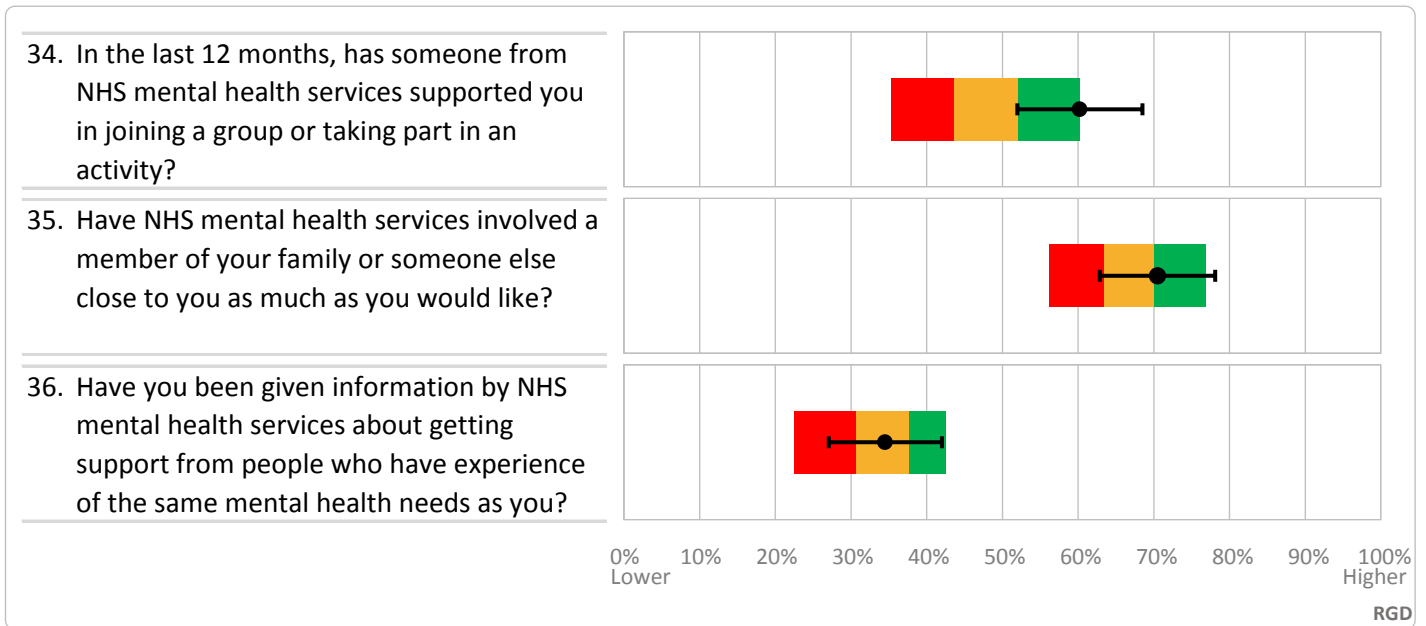
RGD

Support and Wellbeing - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
31. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	31.5%	42.9%	51.1%	55.1%	87	45.8%	●
32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	26.4%	35.7%	46.0%	52.9%	94	35.3%	●
33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	21.1%	33.7%	43.0%	51.4%	44	48.6%	●

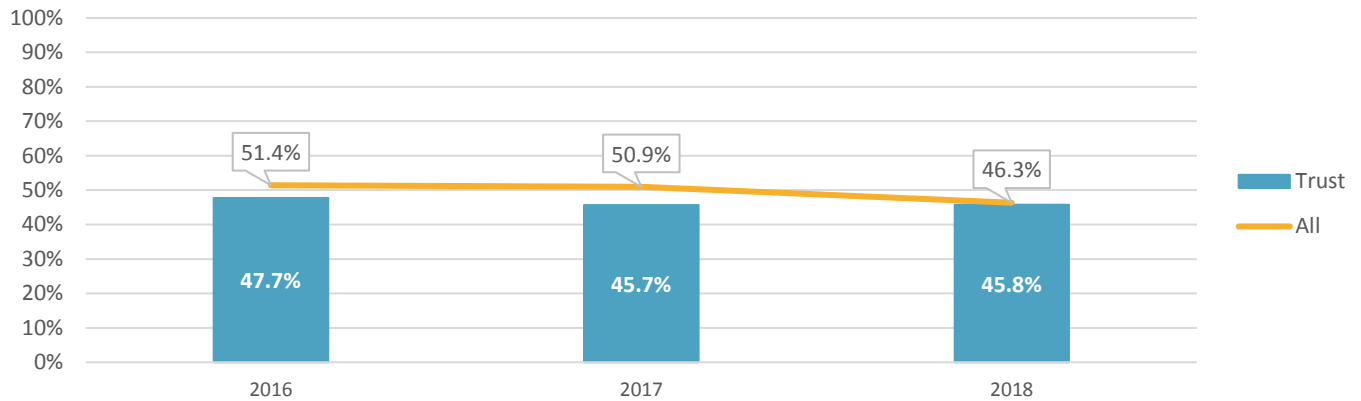
Support and Wellbeing - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
34. In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	35.3%	43.6%	52.1%	60.2%	103	60.2%	●
35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	56.2%	63.4%	70.1%	76.9%	137	70.5%	●
36. Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?	22.5%	30.8%	37.7%	42.5%	126	34.5%	●

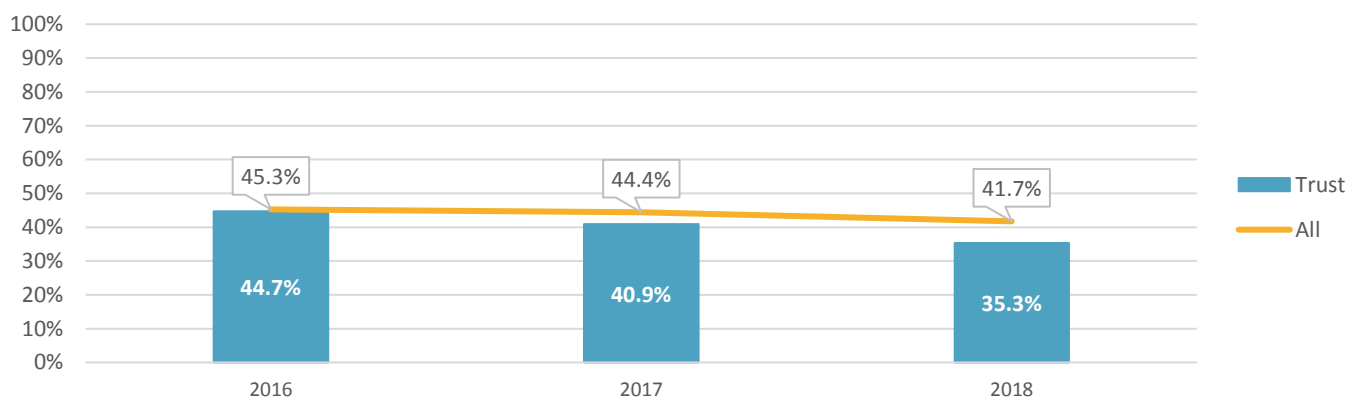
Support and Wellbeing - Longitudinal Charts

31. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?



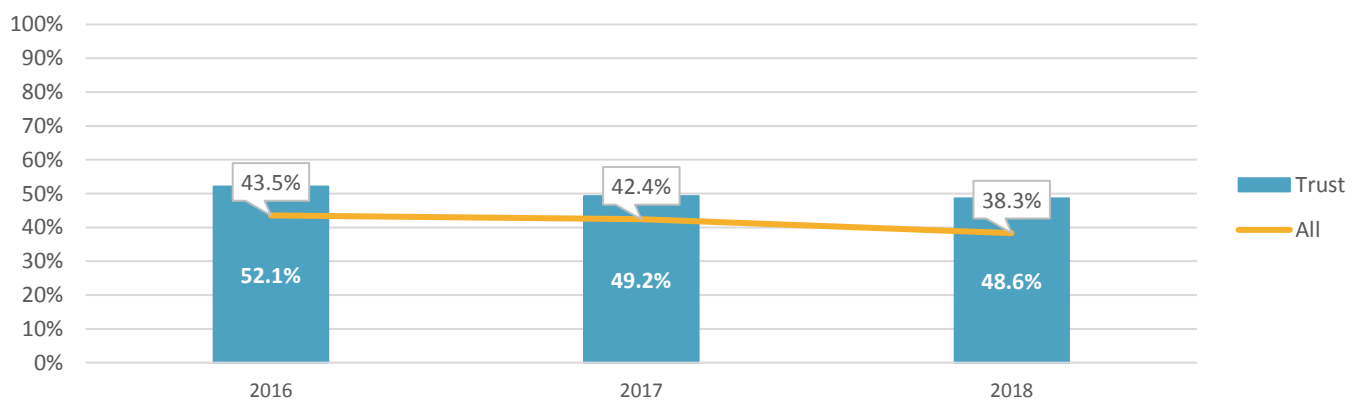
RGD

32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?



RGD

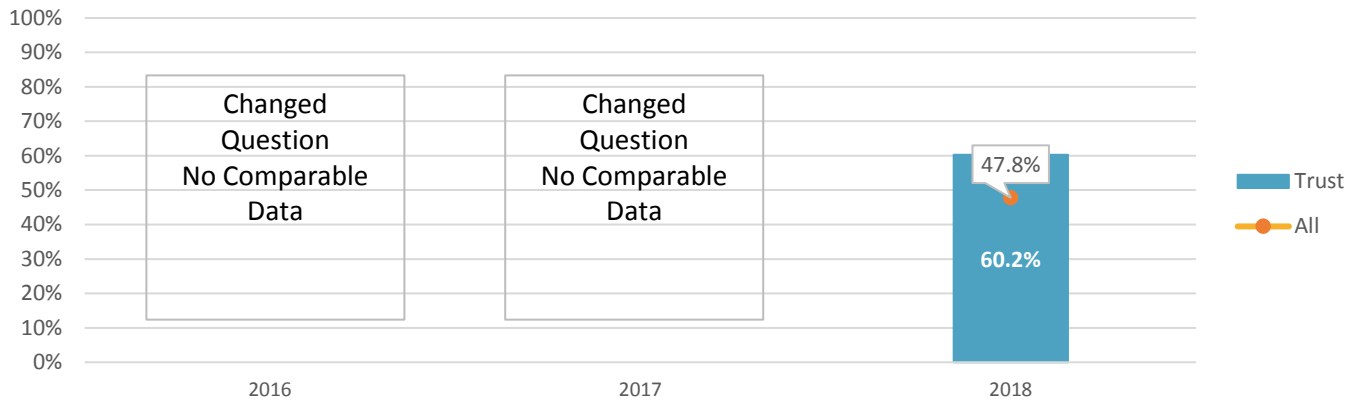
33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?



RGD

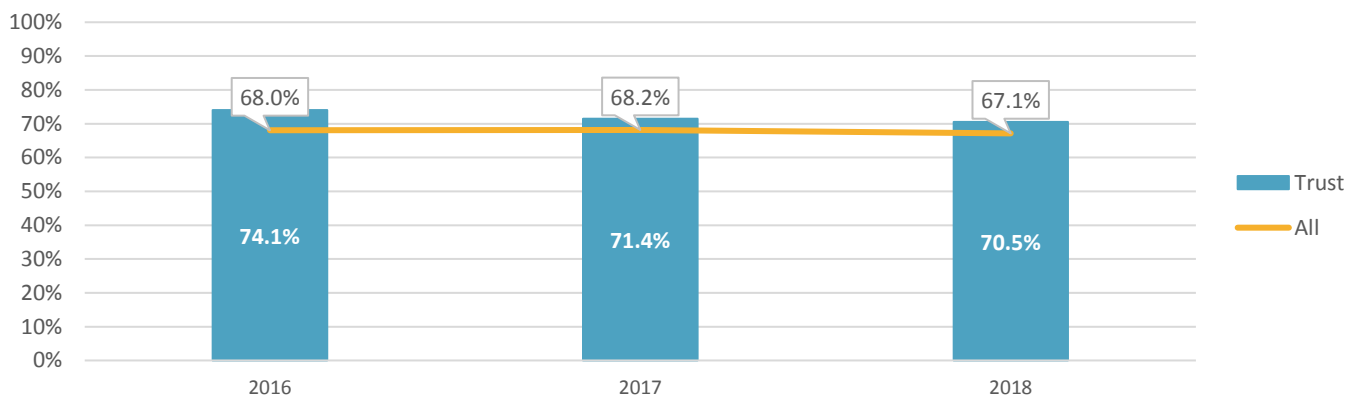
Support and Wellbeing - Longitudinal Charts (continued)

34. In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?



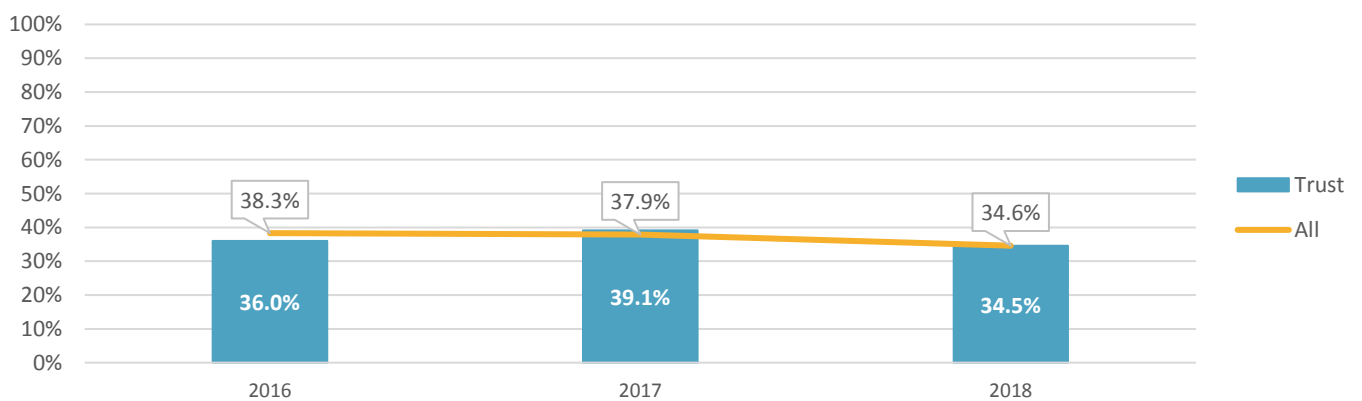
RGD

35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?



RGD

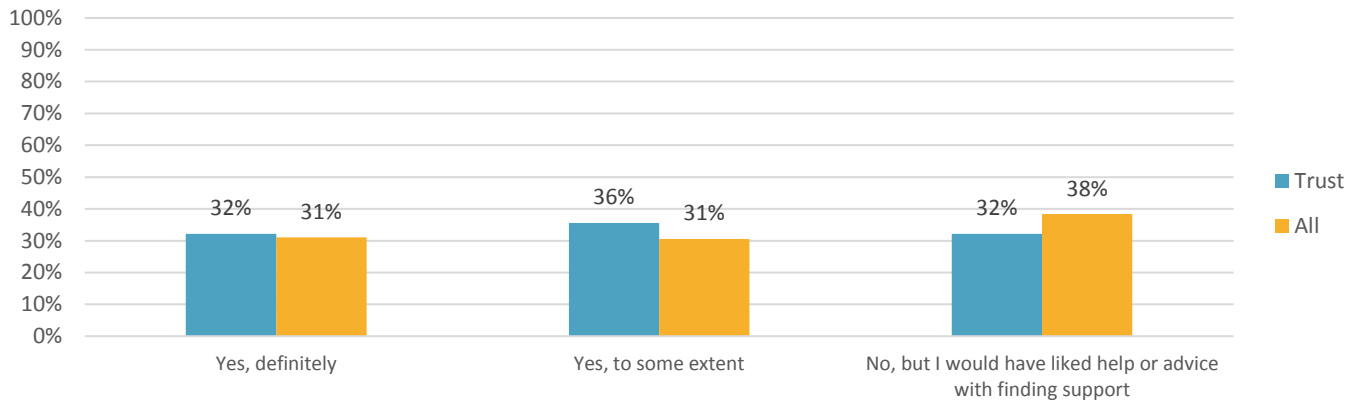
36. Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?



RGD

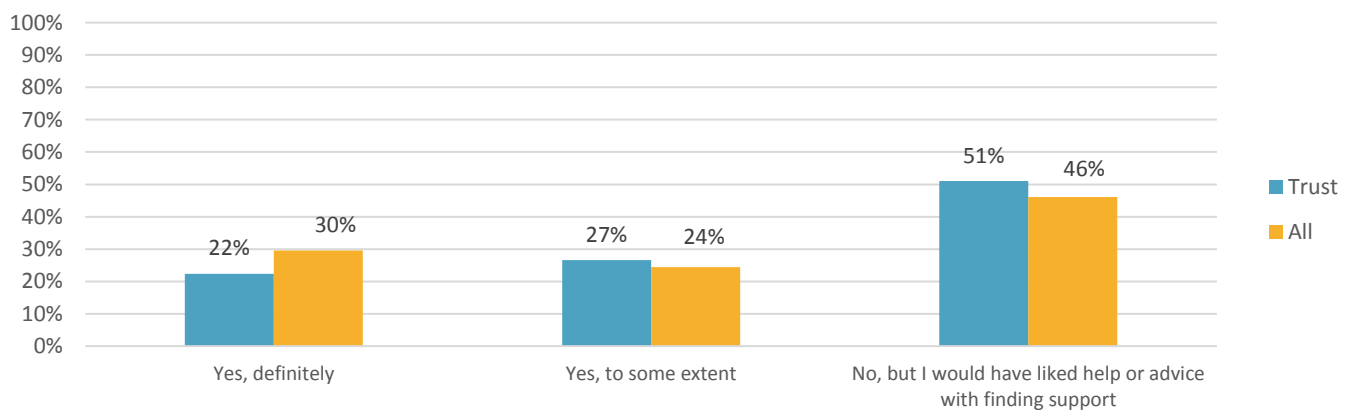
Support and Wellbeing - Compositional Charts

31. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?



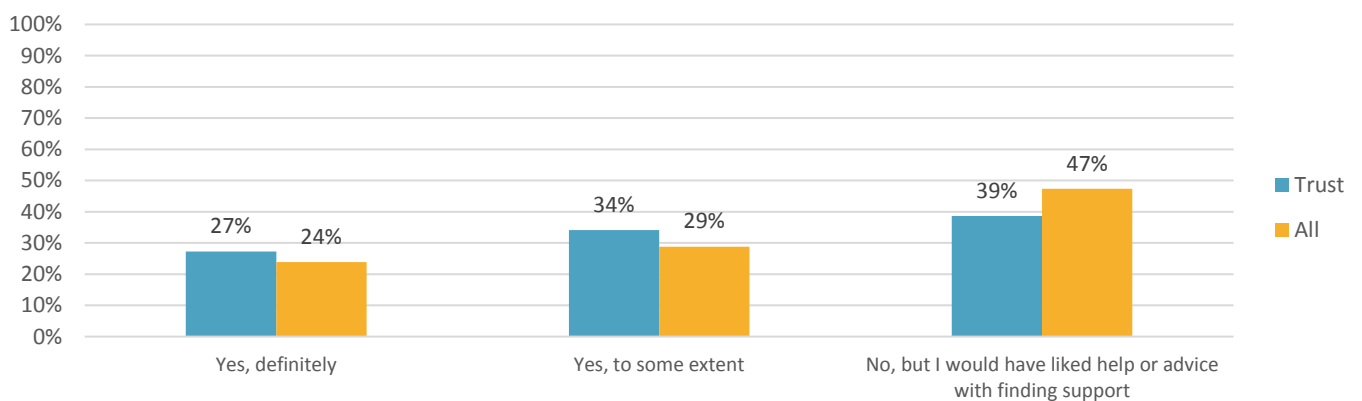
RGD

32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?



RGD

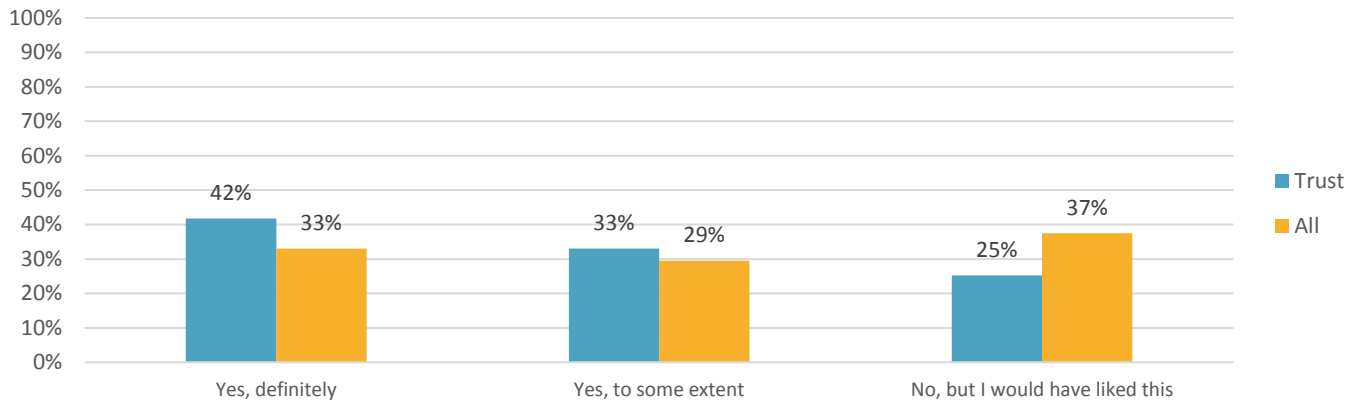
33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?



RGD

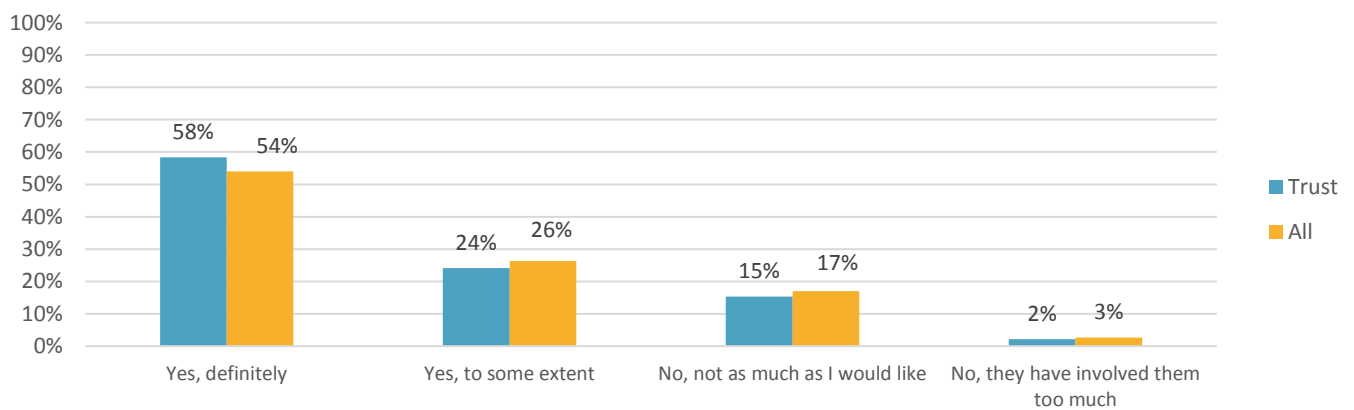
Support and Wellbeing - Compositional Charts (continued)

34. In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?



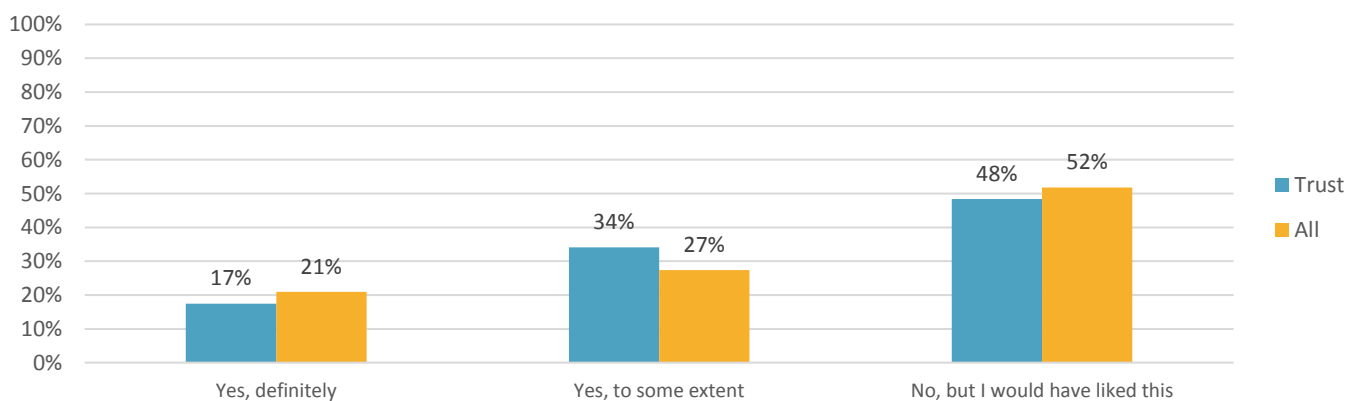
RGD

35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?



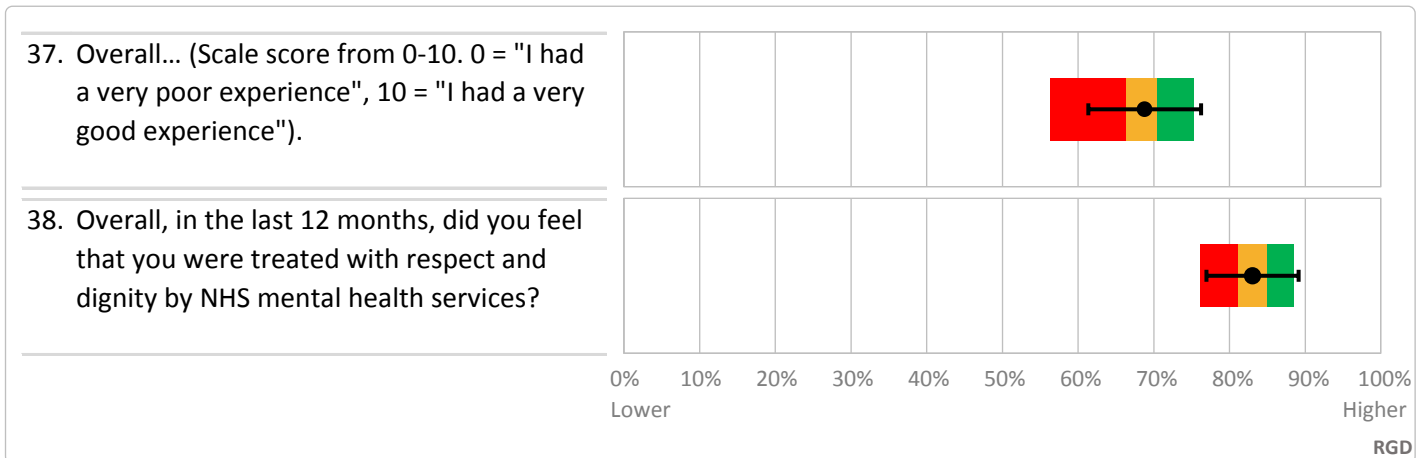
RGD

36. Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?



RGD

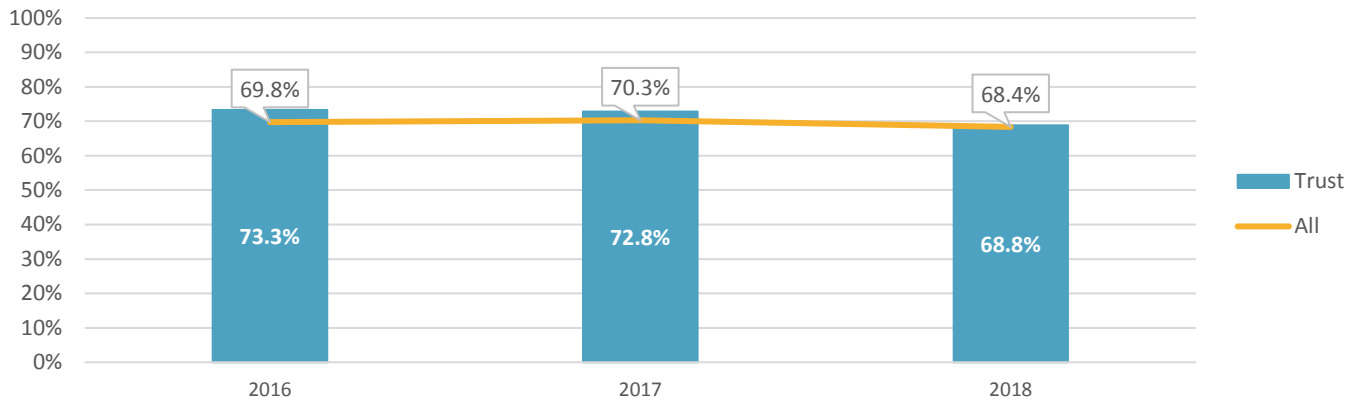
Overall - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2018		
					Number of Respondents	Score	RAG Rating
37. Overall... (Scale score from 0-10. 0 = "I had a very poor experience", 10 = "I had a very good experience").	56.3%	66.4%	70.4%	75.3%	197	68.8%	●
38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	76.2%	81.1%	85.0%	88.5%	203	83.0%	●

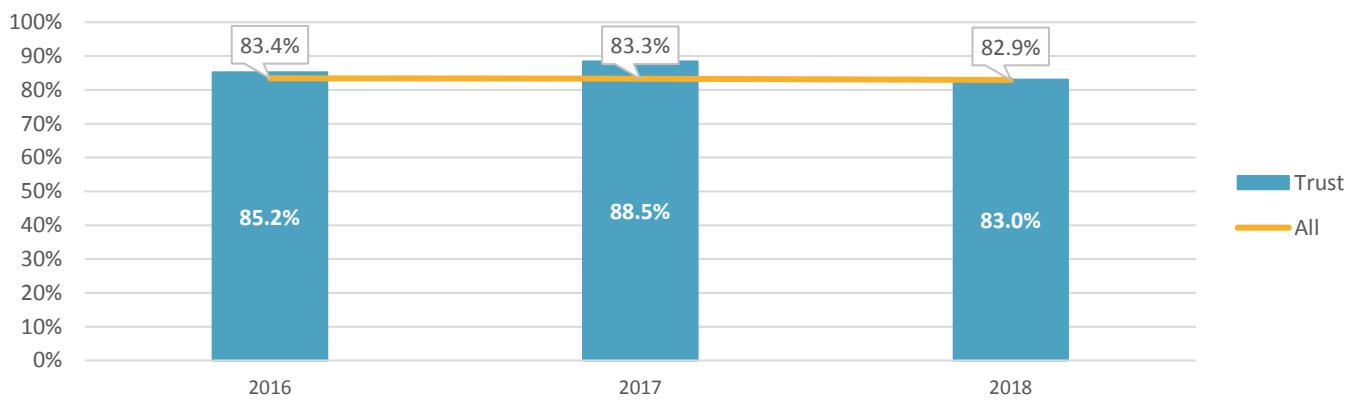
Overall - Longitudinal Charts

37. Overall... (Scale score from 0-10. 0 = "I had a very poor experience", 10 = "I had a very good experience").



RGD

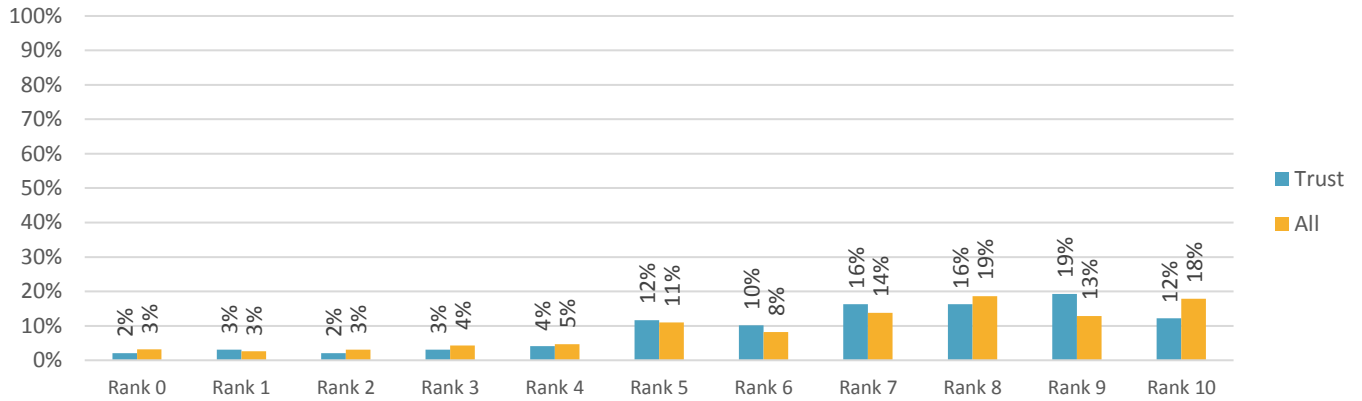
38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?



RGD

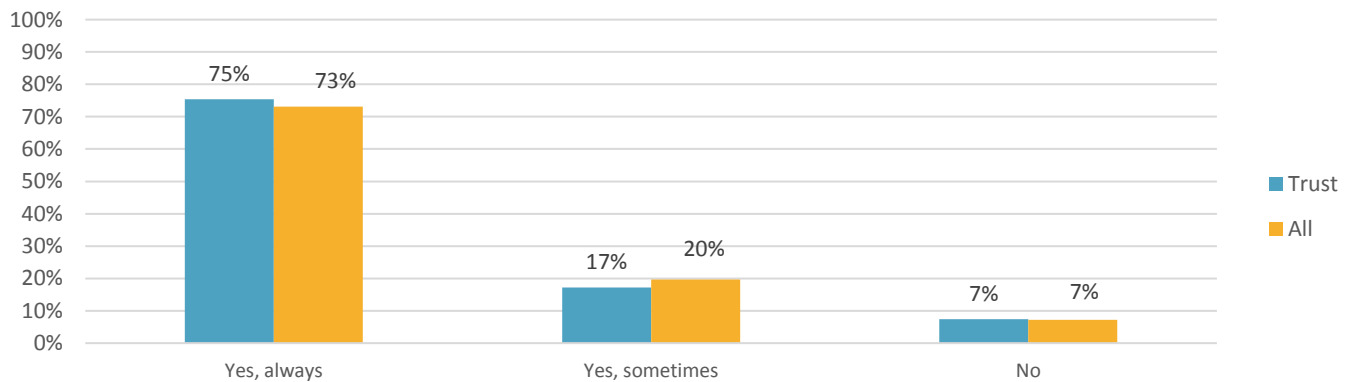
Overall - Compositional Charts

37. Overall... (Scale score from 0-10. 0 = "I had a very poor experience", 10 = "I had a very good experience").



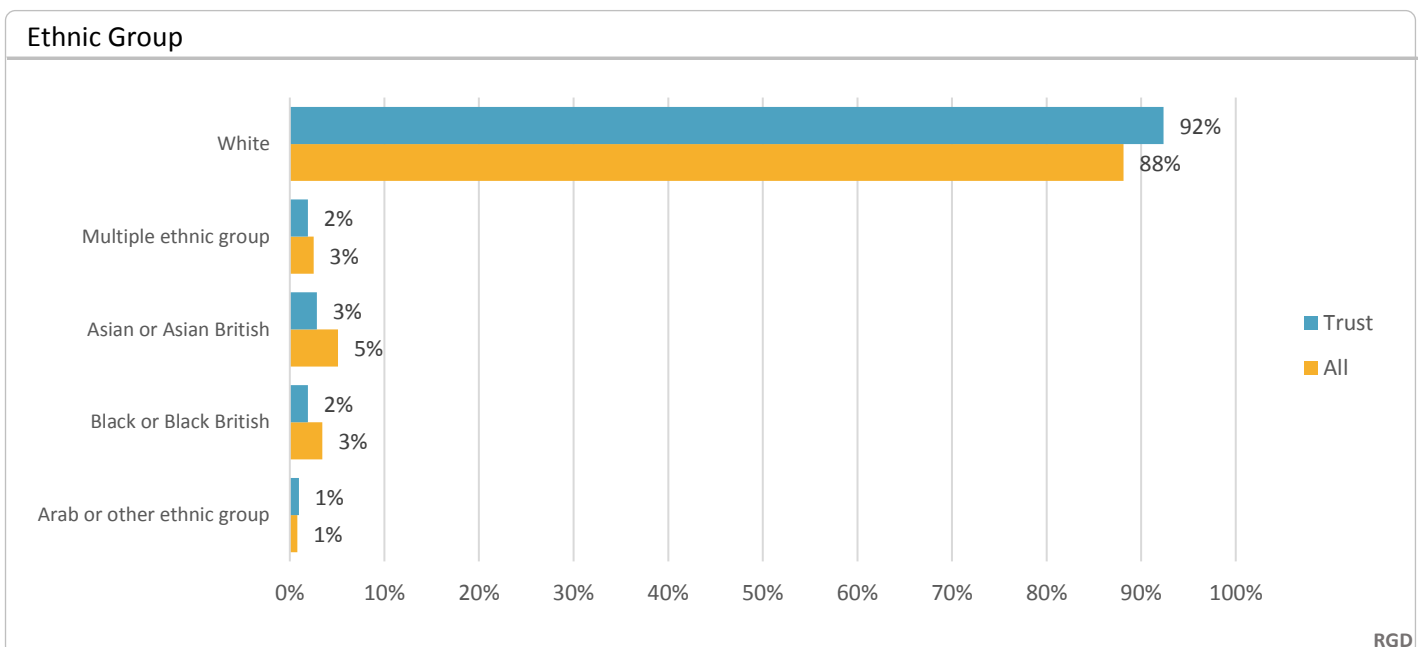
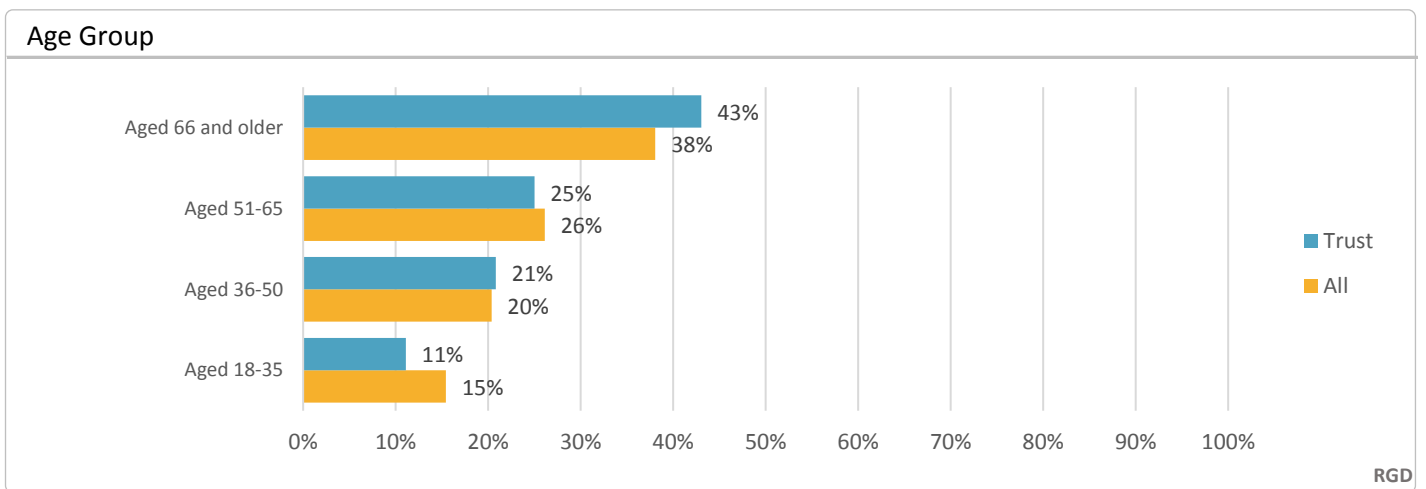
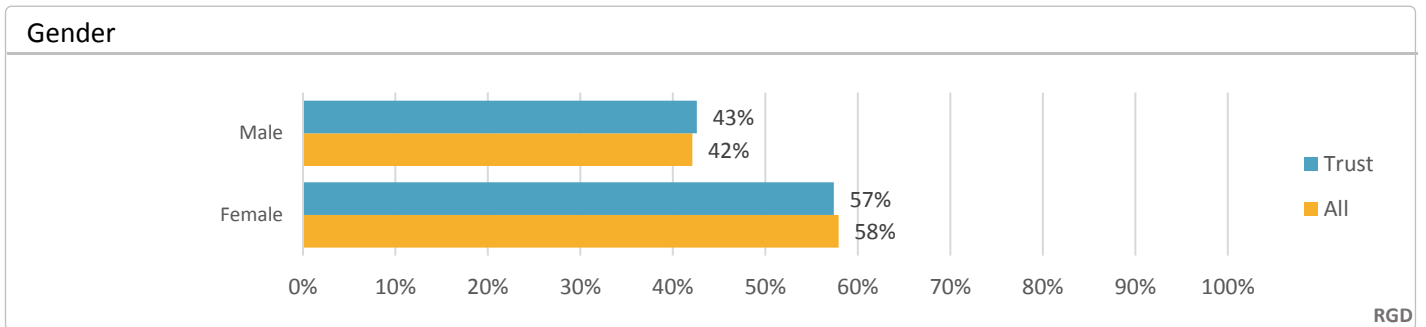
RGD

38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

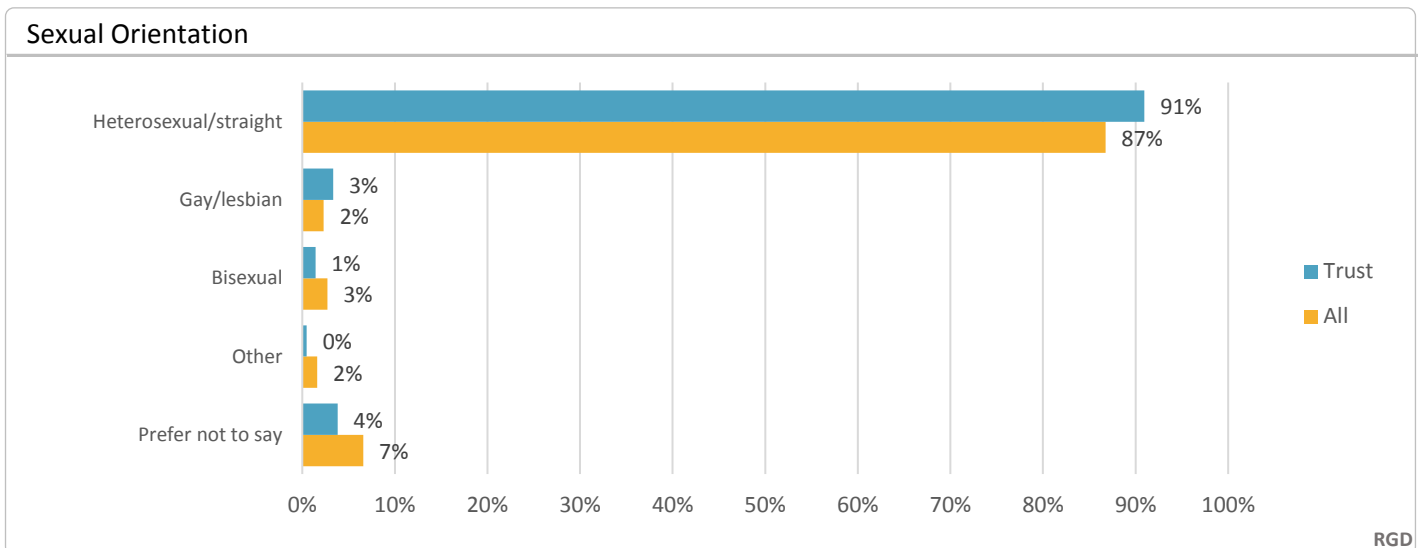
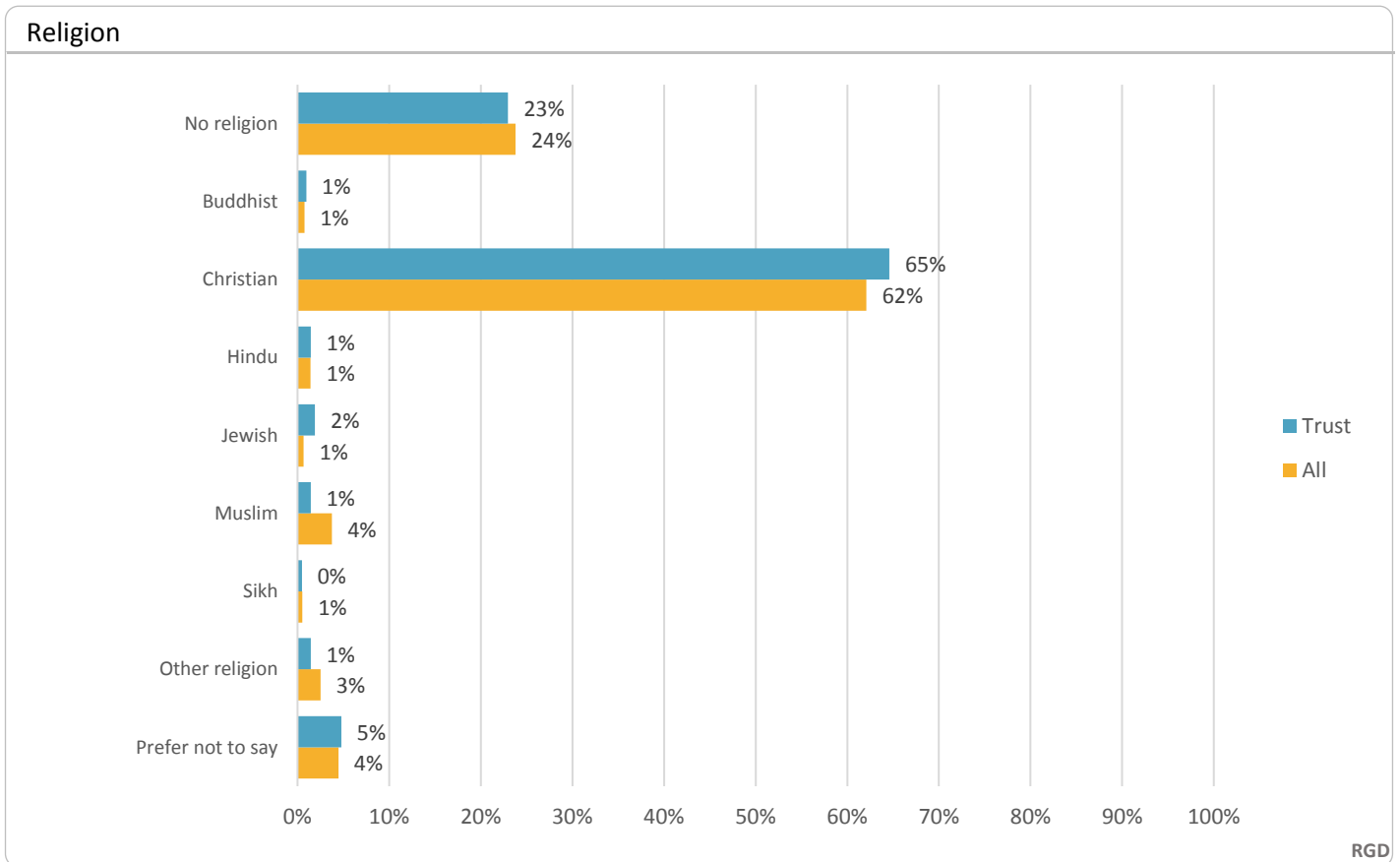


RGD

Demographic Characteristics



Demographic Characteristics (continued)



Detailed Results Table

This section of the report sets out the results from the 2018 Mental Health Community 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 2018 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. Q14).

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 Q4 about whether the respondent was given enough time to discuss their needs and treatment, those not answering (Missing) and those saying "Don't know / 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 7 in question 1 is ticked and the respondent goes on to answer questions 2-38, then any data entered for these questions will be deleted as the respondent should not have answered them.

Since the initial tables of detailed results were provided by Quality Health we have been able to clarify the cleansing rules applied to a number of questions reported. This affects Q7 and Q40 - Q41. As such there may be variations in the base sizes when comparing to the initial tables of detailed results.

Cleansing

Responses to questions 8, 9, 13 and 14 in the 2016/17 data have been cleansed in the same way as 2018 with the further cleansing guidance to ensure the results are comparable. 2018 cleansing stipulates that responses to questions 8 and 9 are removed if the respondent stated that their GP is in charge of organising their care and services, as the results would not be attributable to the mental health trust. Also, responses to question 13 and 14 were removed if, in question 2, the respondent identified that they had been in touch with mental health services for less than a year.

YOUR CARE AND TREATMENT

1. When was the last time you saw someone from NHS mental health services?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>In the last month</i>	87	42%	105	52%	6,951	49%
* <i>1-3 months ago</i>	61	29%	53	26%	3,667	26%
* <i>4-6 months ago</i>	41	20%	33	16%	2,187	16%
* <i>7-12 months ago</i>	13	6%	10	5%	948	7%
* <i>More than 12 months ago</i>	6	3%	1	0%	299	2%
Don't know/can't remember	1	0%	7	3%	260	2%
I have never seen anyone from NHS mental health services	0	0%	3	1%	202	1%
Missing	4		4		189	

2. Overall, how long have you been in contact with NHS mental health services?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>Less than 1 year</i>	35	17%	43	22%	2,563	19%
* <i>1 to 5 years</i>	84	42%	74	38%	5,119	38%
* <i>6 to 10 years</i>	22	11%	15	8%	1,737	13%
* <i>More than 10 years</i>	60	30%	65	33%	4,104	30%
I am no longer in contact with NHS mental health services	6	3%	3	1%	327	2%
Don't know / Can't remember	1	0%	8	4%	357	3%
Missing	5		8		496	

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>Yes, definitely</i>	98	49%	86	43%	6,089	44%
* <i>Yes, to some extent</i>	60	30%	85	42%	4,347	32%
* <i>No</i>	41	21%	31	15%	3,266	24%
* <i>It is too often</i>	1	1%	0	0%	87	1%
Don't know	9	4%	5	2%	440	3%
Missing	4		9		474	

YOUR HEALTH AND SOCIAL CARE WORKERS

4. Were you given enough time to discuss your needs and treatment?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>Yes, definitely</i>	133	67%	123	61%	8,106	59%
* <i>Yes, to some extent</i>	54	27%	59	29%	4,004	29%
* <i>No</i>	13	7%	20	10%	1,613	12%
Don't know/ can't remember	6	3%	6	3%	520	4%
Missing	7		8		460	

5. Did the person or people you saw understand how your mental health needs affect other areas of your life?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>Yes, definitely</i>	115	60%	115	57%	7,149	53%
* <i>Yes, to some extent</i>	64	33%	65	32%	4,484	33%
* <i>No</i>	14	7%	21	10%	1,862	14%
Don't know / Can't remember	8	4%	5	2%	599	4%
Missing	12		10		609	

ORGANISING YOUR CARE

6. Have you been told who is in charge of organising your care and services?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	133	76%	123	72%	8,670	74%
* No	41	24%	49	28%	3,073	26%
Not Sure	30	15%	33	16%	2,231	16%
Missing	9		11		729	

7. Is the main person in charge of organising your care and services...	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
A GP	-	-	30	24%	2,035	23%
Missing	-		94		6,860	
Another type of NHS health or social care worker	-	-	90	73%	6,570	74%
Missing	-		34		2,325	
Don't know / not sure	-	-	9	7%	515	6%
Missing	-		115		8,380	

8. Do you know how to contact this person if you have a concern about your care?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	106	97%	85	96%	6,350	97%
* No	3	3%	4	4%	218	3%
Not sure	4	4%	7	7%	280	4%
Missing	100		120		7,855	

9. How well does this person organise the care and services you need?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Very well	75	68%	47	51%	3,865	58%
Quite well	28	25%	35	38%	2,181	33%
Not very well	6	5%	9	10%	455	7%
Not at all well	2	2%	1	1%	162	2%
Missing	102		124		8,040	

PLANNING YOUR CARE

10. Have you agreed with someone from NHS mental health services what care you will receive?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Yes, definitely	88	44%	88	44%	5,775	41%
Yes, to some extent	59	30%	73	36%	5,085	36%
No	53	27%	40	20%	3,105	22%
Missing	13		15		738	

11. Were you involved as much as you wanted to be in agreeing what care you will receive?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	95	68%	85	54%	5,583	54%
* Yes, to some extent	42	30%	61	39%	4,037	39%
* No, but I wanted to be	3	2%	10	6%	765	7%
No, but I did not want to be	5	3%	5	3%	109	1%
Don't know / Can't remember	5	3%	6	4%	452	4%
Missing	63		49		3,757	

12. Does this agreement on what care you will receive take your personal circumstances into account?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	96	71%	86	56%	5,786	57%
* Yes, to some extent	32	24%	62	41%	3,690	36%
* No	8	6%	5	3%	758	7%
Don't know / can't remember	11	7%	13	8%	636	6%
Missing	66		50		3,833	

REVIEWING YOUR CARE

13. 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?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	117	73%	99	63%	7,726	72%
* No	44	27%	57	37%	3,028	28%
Don't know / can't remember	11	6%	9	5%	826	7%
Missing	41		51		3,123	

14. Did you feel that decisions were made together by you and the person you saw during this discussion?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	75	65%	62	66%	4,524	60%
* Yes, to some extent	30	26%	23	24%	2,337	31%
* No	11	9%	9	10%	645	9%
I did not want to be involved in making decisions	1	1%	1	1%	63	1%
Don't know / can't remember	0	0%	3	3%	163	2%
Missing	96		118		6,971	

CHANGES IN WHO YOU SEE

15. In the last 12 months, have the people you see for your care or services changed?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	67	37%	77	41%	5,119	41%
* Yes, but this was because I requested the change	2	1%	6	3%	310	2%
* Yes, but this was because I moved home	2	1%	6	3%	262	2%
* No	106	59%	98	52%	6,211	50%
* My care has started but not changed	4	2%	3	2%	609	5%
Don't know / not sure	13	7%	12	6%	1,342	10%
Missing	19		14		850	

16. Were the reasons for this change explained to you at the time?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, completely	29	45%	39	53%	2,222	45%
* Yes, to some extent	18	28%	21	29%	1,552	32%
* No	18	28%	13	18%	1,116	23%
No explanation was needed	1	2%	3	4%	248	5%
Missing	147		140		9,565	

17. What impact has this had on the care you receive?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* It got better	10	18%	16	25%	953	21%
* It stayed the same	27	48%	30	46%	2,118	47%
* It got worse	19	34%	19	29%	1,394	31%
Not sure	9	14%	8	11%	599	12%
Missing	148		143		9,639	

CRISIS CARE

18. Do you know who to contact out of office hours if you have a crisis?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	135	75%	126	73%	8,838	71%
* No	45	25%	47	27%	3,637	29%
Not sure	14	7%	25	13%	1,449	10%
Missing	19		18		779	

19. In the last 12 months, did you get the help you needed when you tried contacting this person or team?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	-	-	44	57%	3,025	51%
* Yes, to some extent	-	-	15	19%	1,742	29%
* No	-	-	17	22%	1,014	17%
* I could not contact them	-	-	1	1%	149	3%
I have not tried contacting them in the last 12 months	-	-	48	38%	2,688	31%
Can't remember	-	-	2	2%	152	2%
Missing	-	-	89		5,933	

MEDICINES

20. In the last 12 months, have you been receiving any medicines for your mental health needs?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Yes	164	81%	167	81%	11,543	82%
No	38	19%	38	19%	2,489	18%
Missing	11		11		671	

21. Were you involved as much as you wanted to be in decisions about which medicines you receive?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	97	63%	88	59%	5,458	52%
* Yes, to some extent	45	29%	50	33%	3,900	37%
* No, but I wanted to be	13	8%	12	8%	1,164	11%
No, but I did not want to be	3	2%	6	4%	489	4%
Don't know / Can't remember	4	2%	11	7%	518	4%
Missing	51		49		3,174	

22. Were you given information about your medicines in a way that you were able to understand?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	-	-	90	54%	5,979	53%
* Yes, to some extent	-	-	56	34%	3,721	33%
* No	-	-	17	10%	1,240	11%
* I was not given any information	-	-	3	2%	344	3%
I did not need any information	-	-	1	1%	195	2%
Missing	-		49		3,224	

23. Do you feel your medicines have helped your mental health?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	-	-	63	45%	4,653	45%
* Yes, to some extent	-	-	63	45%	4,305	42%
* No	-	-	15	11%	1,328	13%
Not sure	-	-	23	14%	1,257	11%
Missing	-		52		3,160	

MEDICINES (continued)

24. Have you been receiving any medicines for your mental health needs for 12 months or longer?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	138	86%	144	89%	9,582	85%
* No	22	14%	18	11%	1,694	15%
Not sure	3	2%	6	4%	272	2%
Missing	50		48		3,155	

25. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	98	78%	110	83%	7,169	79%
* No	28	22%	23	17%	1,909	21%
Don't know / Can't remember	13	9%	8	6%	510	5%
Missing	74		75		5,115	

NHS THERAPIES

26. In the last 12 months, have you received any NHS therapies for your mental health needs that do not involve medicines?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes	-	-	58	38%	4,845	45%
* No, but I would have liked this	-	-	47	31%	2,955	27%
* No, but I did not mind	-	-	49	32%	2,954	27%
This was not appropriate for me	-	-	39	19%	2,213	16%
Don't know / can't remember	-	-	13	6%	908	7%
Missing	-	-	10		828	

27. Were these NHS therapies explained to you in a way you could understand?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, completely	-	-	40	68%	3,128	65%
* Yes, to some extent	-	-	19	32%	1,474	31%
* No	-	-	0	0%	197	4%
No explanation was needed	-	-	0	0%	104	2%
Missing	-	-	157		9,800	

28. Were you involved as much as you wanted to be in deciding what NHS therapies to use?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	-	-	33	59%	2,359	51%
* Yes, to some extent	-	-	15	27%	1,684	37%
* No, but I wanted to be	-	-	8	14%	563	12%
No, but I did not want to be	-	-	1	2%	103	2%
Don't know / can't remember	-	-	2	3%	166	3%
Missing	-	-	157		9,828	

NHS THERAPIES (continued)

29. Do you feel your NHS therapies have helped your mental health?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>Yes, definitely</i>	-	-	24	46%	1,838	42%
* <i>Yes, to some extent</i>	-	-	20	38%	1,856	42%
* <i>No</i>	-	-	8	15%	693	16%
Not sure	-	-	7	12%	490	10%
Missing	-	-	157		9,826	

30. How long were you on the waiting list before your NHS therapy began?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* <i>Less than 1 month</i>	-	-	16	32%	1,033	26%
* <i>Between 1 and 2 months</i>	-	-	11	22%	898	22%
* <i>Between 2 and 6 months</i>	-	-	17	34%	1,083	27%
* <i>Between 6 months and 1 year</i>	-	-	4	8%	541	13%
* <i>More than 1 year</i>	-	-	2	4%	464	12%
Don't know / can't remember	-	-	8	14%	807	17%
Missing	-	-	158		9,877	

SUPPORT AND WELLBEING

31. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	30	31%	28	32%	2,169	31%
* Yes, to some extent	26	27%	31	36%	2,135	31%
* No, but I would have liked help or advice with finding support	40	42%	28	32%	2,681	38%
I have support and did not need help/advice to find it	30	16%	20	10%	1,566	12%
I do not need support for this	41	21%	54	27%	2,803	21%
I do not have physical health needs	26	13%	37	19%	2,153	16%
Missing	20		18		1,196	

32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	27	28%	21	22%	2,295	30%
* Yes, to some extent	26	27%	25	27%	1,898	24%
* No, but I would have liked help or advice with finding support	45	46%	48	51%	3,581	46%
I have support and did not need help/advice to find it	35	18%	26	13%	1,915	14%
I do not need support for this	65	33%	78	39%	4,016	29%
Missing	15		18		998	

33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	15	33%	12	27%	820	24%
* Yes, to some extent	15	33%	15	34%	989	29%
* No, but I would have liked help or advice with finding support	16	35%	17	39%	1,624	47%
I have support and did not need help/advice to find it	8	4%	14	7%	634	5%
I do not need support for this	50	26%	58	29%	3,573	27%
I am not currently in or seeking work	87	46%	84	42%	5,791	43%
Missing	22		16		1,272	

SUPPORT AND WELLBEING (continued)

34. In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	-	-	43	42%	2,488	33%
* Yes, to some extent	-	-	34	33%	2,216	29%
* No, but I would have liked this	-	-	26	25%	2,820	37%
I did not want this / I did not need this	-	-	99	49%	6,135	45%
Missing	-	-	14		1,044	

35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	67	58%	80	58%	4,942	54%
* Yes, to some extent	30	26%	33	24%	2,413	26%
* No, not as much as I would like	15	13%	21	15%	1,561	17%
* No, they have involved them too much	4	3%	3	2%	242	3%
My friends or family did not want to be involved	5	3%	8	4%	364	3%
I did not want my friends or family to be involved	36	19%	29	14%	2,215	16%
This does not apply to me	31	16%	28	14%	1,900	14%
Missing	25		14		1,066	

36. Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Yes, definitely	29	24%	22	17%	1,732	21%
* Yes, to some extent	30	25%	43	34%	2,262	27%
* No, but I would have liked this	60	50%	61	48%	4,284	52%
I did not want this	68	36%	76	38%	5,113	38%
Missing	26		14		1,312	

OVERALL

37. Overall... (Scale score from 0-10. 0 = "I had a very poor experience", 10 = "I had a very good experience").	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
* Rank 0	3	2%	4	2%	417	3%
* Rank 1	3	2%	6	3%	342	3%
* Rank 2	8	4%	4	2%	413	3%
* Rank 3	4	2%	6	3%	562	4%
* Rank 4	11	6%	8	4%	617	5%
* Rank 5	17	9%	23	12%	1,448	11%
* Rank 6	13	7%	20	10%	1,080	8%
* Rank 7	22	12%	32	16%	1,819	14%
* Rank 8	32	17%	32	16%	2,464	19%
* Rank 9	28	15%	38	19%	1,702	13%
* Rank 10	46	25%	24	12%	2,358	18%
Ambiguous	1	1%	1	1%	207	2%
Missing	25		18		1,274	

38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Yes, always	158	79%	153	75%	10,159	73%
Yes, sometimes	34	17%	35	17%	2,741	20%
No	7	4%	15	7%	1,002	7%
Missing	14		13		801	

ABOUT YOU

39. Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Yes	-	-	184	92%	12,641	93%
No	-	-	16	8%	902	7%
Missing	-	-	16		1,160	

ABOUT YOU (continued)

40. Do you have any of the following?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Breathing problem, such as asthma	-	-	38	20%	2,873	21%
Missing	-		155		10,549	
Blindness or partial sight	-	-	11	6%	785	6%
Missing	-		182		12,637	
Cancer in the last 5 years	-	-	10	5%	589	4%
Missing	-		183		12,833	
Dementia or Alzheimer's disease	-	-	34	18%	2,570	19%
Missing	-		159		10,852	
Deafness or hearing loss	-	-	41	21%	2,073	15%
Missing	-		152		11,349	
Diabetes	-	-	32	17%	2,027	15%
Missing	-		161		11,395	
Heart problem, such as angina	-	-	21	11%	1,515	11%
Missing	-		172		11,907	
Joint problem, such as arthritis	-	-	66	34%	4,254	32%
Missing	-		127		9,168	
Kidney or liver disease	-	-	8	4%	603	4%
Missing	-		185		12,819	
Learning disability	-	-	15	8%	1,137	8%
Missing	-		178		12,285	
Mental health condition	-	-	140	73%	9,630	72%
Missing	-		53		3,792	
Neurological condition	-	-	18	9%	1,439	11%
Missing	-		175		11,983	
Another long-term condition	-	-	44	23%	3,292	25%
Missing	-		149		10,130	

ABOUT YOU (continued)

41. Do any of these reduce your ability to carry out day-to-day activities?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Yes, a lot	-	-	101	53%	7,283	56%
Yes, a little	-	-	63	33%	4,408	34%
No, not at all	-	-	27	14%	1,362	10%
Missing	-	-	25		1,650	

42. Who was the main person or people that filled in this questionnaire?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
The person named on the front of the envelope (the service user/client)	132	67%	137	65%	8,984	65%
A friend or relative of the service user/client	37	19%	44	21%	2,996	22%
Both service user/client and friend/relative together	20	10%	24	11%	1,484	11%
The service user/client with the help of a health professional	9	5%	5	2%	446	3%
Missing	15		6		793	

43. Are you male or female?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Male	79	37%	92	43%	6,189	42%
Female	134	63%	124	57%	8,514	58%
Missing	0		0		0	

44. Age group (derived from Q44. "What was your year of birth?")	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Aged 18-35	22	10%	24	11%	2,271	15%
Aged 36-50	51	24%	45	21%	2,995	20%
Aged 51-65	46	22%	54	25%	3,840	26%
Aged 66 and older	94	44%	93	43%	5,597	38%
Missing	0		0		0	

ABOUT YOU (continued)

45. What is your religion?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
No religion	49	24%	48	23%	3,366	24%
Buddhist	1	0%	2	1%	106	1%
Christian	135	67%	135	65%	8,782	62%
Hindu	0	0%	3	1%	202	1%
Jewish	3	1%	4	2%	95	1%
Muslim	4	2%	3	1%	531	4%
Sikh	3	1%	1	0%	75	1%
Other	2	1%	3	1%	358	3%
I would prefer not to say	6	3%	10	5%	631	4%
Missing	10		7		557	

46. Which of the following best describes how you think of yourself?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
Heterosexual / straight	178	93%	191	91%	12,033	87%
Gay / lesbian	3	2%	7	3%	321	2%
Bisexual	4	2%	3	1%	378	3%
Other	2	1%	1	0%	224	2%
I would prefer not to say	5	3%	8	4%	914	7%
Missing	21		6		833	

ABOUT YOU (continued)

47. What is your ethnic group?	RGD 2017		RGD 2018		2018	
	Respondents	%	Respondents	%	Respondents	%
English / Welsh / Scottish / Northern Irish / British	189	91%	189	90%	11,791	84%
Irish	0	0%	2	1%	134	1%
Gypsy or Irish Traveller	1	0%	0	0%	21	0%
Any other White background	3	1%	3	1%	451	3%
White and Black Caribbean	3	1%	1	0%	132	1%
White and Black African	1	0%	1	0%	47	0%
White and Asian	1	0%	1	0%	88	1%
Any other Mixed / multiple ethnic background	2	1%	1	0%	86	1%
Indian	1	0%	4	2%	319	2%
Pakistani	0	0%	2	1%	176	1%
Bangladeshi	1	0%	0	0%	55	0%
Chinese	0	0%	0	0%	32	0%
Any other Asian background	1	0%	0	0%	135	1%
African	5	2%	1	0%	217	2%
Caribbean	0	0%	3	1%	202	1%
Any other Black / African / Caribbean background	0	0%	0	0%	66	0%
Arab	0	0%	1	0%	60	0%
Any other ethnic group	0	0%	1	0%	54	0%
Missing	5		6		637	