



Mental Health Inpatient Survey 2021

**Leeds and York Partnership NHS
Foundation Trust**

Management Report

Produced by IQVIA UK&I Healthcare

© 2020. All rights reserved. IQVIA® is a registered trademark of IQVIA Inc. in the United States, the European Union, and various other countries.



Table of Contents

Background	3
Introduction	4
Observations and Recommendations	5
Reading the Report	7
Significant differences from 2020	10
Questions above or below thresholds	11
Top & Bottom 5 Questions	14
A. INTRODUCTION TO THE WARD	15
B. WARD STAFF	24
C. YOUR CARE AND TREATMENT	29
D. YOUR RIGHTS	35
E. LEAVING HOSPITAL	38
F. OVERALL	44
Demographic Characteristics	47
Detailed Results Table	48

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.

A number of Mental Health Trusts were first surveyed in 2003 (voluntarily); subsequently the survey (of community service users) has been mandatory. The first and only **national** survey of mental health **inpatients** was in 2009.

From 2010 onwards IQVIA has continued to administer the mental health inpatient survey for those Trusts wishing to voluntarily participate.

This 2021 survey of mental health inpatients was undertaken voluntarily by 12 Mental Health Trusts.

Introduction

The Mental Health Inpatient Survey was undertaken for Leeds and York Partnership NHS Foundation Trust between December 2021 and April 2022.

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 January 2021 and 30th June 2021. 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

25 completed surveys were returned from the Trust's sample of 155. A group of 13 service users were excluded for the following reasons:

♦ Moved / not known at this address	10
♦ Ineligible	2
♦ Deceased	1

The response rate was 18% (25 usable responses from a usable sample of 142).

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.

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.

Summary and Recommendations

Summary

The Trust's scores are predominantly in the bottom-20% range when compared to the other organisations surveyed by IQVIA, with 25 scores in the bottom-20% and none in the top-20%. There have been 3 significant declines since 2020. These are for explaining rights when sectioned, the purpose of medications and the daily routine of the ward. The Trust should look to improve scores where they are in the bottom range, and those which are low in their own right.

There are a number of areas for improvement for Leeds and York Partnership NHSFT, so it is recommended that the organisation selects a few of the most significantly poor performing areas to focus on for improvement. These include reviewing the ward welcome processes, explaining patient's rights when sectioned and ensuring service users feel involved in their care.

Introduction to the ward

Recommendation: Review arrival processes. Ensure that all patients are made to feel welcome on arrival, staff are aware of the patient's previous care and provide clear information about the ward routine.

Recommendation: Ensure that service users' families and others close to them are as involved and kept in contact as much as the service user wants them to be. Provide assistance in contacting friends and family if the service user needs it.

Recommendation: Many service users rate the food as only fair or poor and said it did not meet their dietary requirements. Review food quality, variety on offer and the operation of the catering contract.

Recommendation: Review the cleaning contract in light of the scores for cleanliness in wards and bathroom facilities - ensure that there is a clear line of responsibility for this.

Ward staff

Recommendation: Ensure that adequate time is given to patients during discussions with staff, in light of the number of patients saying they do not always feel they are given enough time, and look to understand why some patients feel staff do not listen during these encounters.

Recommendation: Some patients feel that they don't have trust and confidence in staff and/or that they are not treated with respect and dignity. Seek to understand why this is and resolve legitimate problems.

Summary and Recommendations (Continued)

Your care and treatment

Recommendation: Ensure that all service users are given information on the purposes of medications for their condition, and about any relevant and significant side effects they may encounter, as this issue is known to be one of the most important issues from the patient's perspective.

Recommendation: Many patients would like to be more involved in decisions made about their care. Continue to review methods by which staff can involve patients in decisions about their care and treatment and where these conversations take place.

Recommendation: Review provision of activities for patients due to the low score in this area. Where possible, seek to offer a variety of activities for patients to take part in during their stay.

Recommendation: Review how you offer care, advice, information and access, for meeting service users' physical health needs e.g. disability, long standing condition, injury.

Your rights

Recommendation: Ensure that all service users detained under the Mental Health Act are given information on their rights under the Act at the time of being sectioned.

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

Leaving hospital

Recommendation: Review discharge procedures. Many service users felt that they were not given adequate notice of their discharge. This could also be linked to feeling that their home situation was not fully taken into account.

Recommendation: Prioritise making sure that all patients have information on who to contact about getting help if they are in crisis.

Recommendation: Ensure that staff take the time to explain next steps in the patient's care before they are discharged.

Overall

Recommendation: Consider why many 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.

Recommendation: The reasons for the poor score on overall experience will be likely linked to the low scoring areas mentioned above. Drill down into data if possible to look for reasons behind this and for any pockets of poor ratings from different groups or locations.

Reading the Report

Important Note - Scored Questions

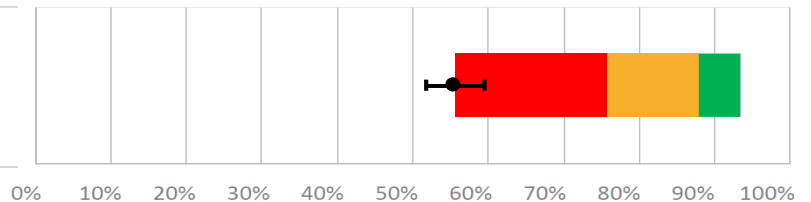
For each scored question in the survey, the individual responses are converted into scores on a scale from 0% to 100%. A score of 100% represents the best possible response and a score of 0% the worst. The higher the score for each question, the better the Trust is performing.

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 Q10 (Did you need any help from hospital staff with organising your home situation?).

Benchmark Charts and Tables - Scored Questions Only

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

1. Made to feel welcome on arrival by staff



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

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 IQVIA 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).

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 IQVIA 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 IQVIA 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 2021		
					Number of Respondents	Score	RAG Rating
1. Made to feel welcome on arrival by staff	55.6%	75.7%	87.9%	93.3%	18	55.6%	●

Longitudinal Charts - Scored Questions Only

Each scored question has a longitudinal chart showing the 2019, 2020 and 2021 scores for the Trust plotted against the equivalent score for all Trusts surveyed by IQVIA. Additionally, where possible the year on year change is presented and differences which are statistically significant have been highlighted, green for positive differences and red for negative differences. Where there is no comparable trust data, columns will be blank.

Compositional Charts - Raw Data - All Questions

The compositional chart uses data as reported in the Detailed Results Table 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 IQVIA 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.

Reading the Report (continued)

Suppression

All scores within the benchmark charts and tables, and longitudinal charts pages are suppressed if fewer than 5 respondents have answered an individual question. When scores are suppressed, no RAG rating is assigned.

Dashboards

Dashboards are included at the beginning of the report, summarising results where your organisation shows a statistically significant change from 2020 or falls in the highest or lowest scoring 20% of Trusts. The top and bottom 5 scores for your organisation are also presented.

Significant differences from 2020

This section of the report sets out all questions where there is a statistically significant positive difference between organisation scores for 2020 and 2021.

2020		2021		2020 vs 2021 Difference	2020 vs 2021 Sig
Responses	Trust Score	Responses	Trust Score		

There are no questions with a statistically significant positive difference between 2020 and 2021 for the Trust.

This section of the report sets out all questions where there is a statistically significant negative difference between organisation scores for 2020 and 2021.

	2020		2021		2020 vs 2021 Difference	2020 vs 2021 Sig
	Responses	Trust Score	Responses	Trust Score		
25. When sectioned, rights were explained completely	37	43.2%	17	5.9%	-37%	Sig.
3. Told about the daily routine of the ward	53	45.3%	24	16.7%	-29%	Sig.
17. Purposes of medications explained understandably	51	43.1%	25	20.0%	-23%	Sig.

Questions above or below thresholds

This section of the report summarises all questions that fall above or below the benchmarking thresholds for 2021. A green marker indicates a score that falls on or above the highest 80% threshold.

Below are the scores falling on or above the highest 80% threshold.

Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021	
				Number of Respondents	Score RAG Rating

For Leeds and York Partnership NHS Foundation Trust there are no questions that fall above the 80% threshold.

Questions above or below thresholds

This section of the report summarises all questions that fall above or below the benchmarking thresholds for 2021. A red marker indicates a score that falls on or below the lowest 20% threshold.

Below are the scores falling on or below the lowest 20% threshold.

		Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
						Number of Respondents	Score	RAG Rating
Q1	Made to feel welcome on arrival by staff	56%	76%	88%	93%	18	56%	●
Q2	Staff definitely knew about previous care received	14%	21%	35%	47%	21	14%	●
Q3	Told about the daily routine of the ward	17%	29%	48%	70%	24	17%	●
Q4	Able to keep in touch with family and friends	38%	45%	59%	67%	22	41%	●
Q5	Enough help from staff to keep in touch with family and friends	28%	42%	56%	71%	21	29%	●
Q7	Offered food that met any dietary needs or requirements	36%	48%	63%	78%	11	36%	●
Q8	Hospital food very good / good	32%	56%	68%	83%	22	32%	●
Q9	Ward environment (including room, toilets, and bathroom) very clean	28%	48%	68%	79%	25	28%	●
Q11	Received all the help needed from staff with home situation	0%	30%	62%	88%	5	20%	●
Q12	Staff listened	26%	36%	49%	65%	25	32%	●
Q13	Given enough time to speak with staff	23%	26%	47%	50%	24	25%	●
Q14	Had confidence and trust in staff	27%	33%	52%	59%	24	33%	●
Q15	Treated with respect and dignity by ward staff	38%	45%	64%	86%	23	43%	●
Q17	Purposes of medications explained understandably	17%	30%	53%	65%	25	20%	●
Q19	Able to discuss your condition or treatment without being overheard	28%	35%	52%	64%	25	28%	●
Q20	Definitely involved as much as wanted in decisions about care and treatment	4%	18%	30%	50%	23	4%	●
Q21	Enough activities available all of the time	8%	13%	33%	58%	24	8%	●

Questions above or below thresholds

This section of the report summarises all questions that fall above or below the benchmarking thresholds for 2021. A red marker indicates a score that falls on or below the lowest 20% threshold.

Below are the scores falling on or below the lowest 20% threshold.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
Q23	20%	38%	53%	60%	20	20%	●
Q25	6%	28%	50%	60%	17	6%	●
Q27h	48%	54%	62%	75%	25	48%	●
Q28	32%	40%	48%	56%	25	32%	●
Q31	20%	25%	49%	57%	20	20%	●
Q32	62%	69%	83%	86%	21	62%	●
Q34	29%	32%	43%	51%	24	29%	●
Q38	46%	53%	77%	83%	24	46%	●

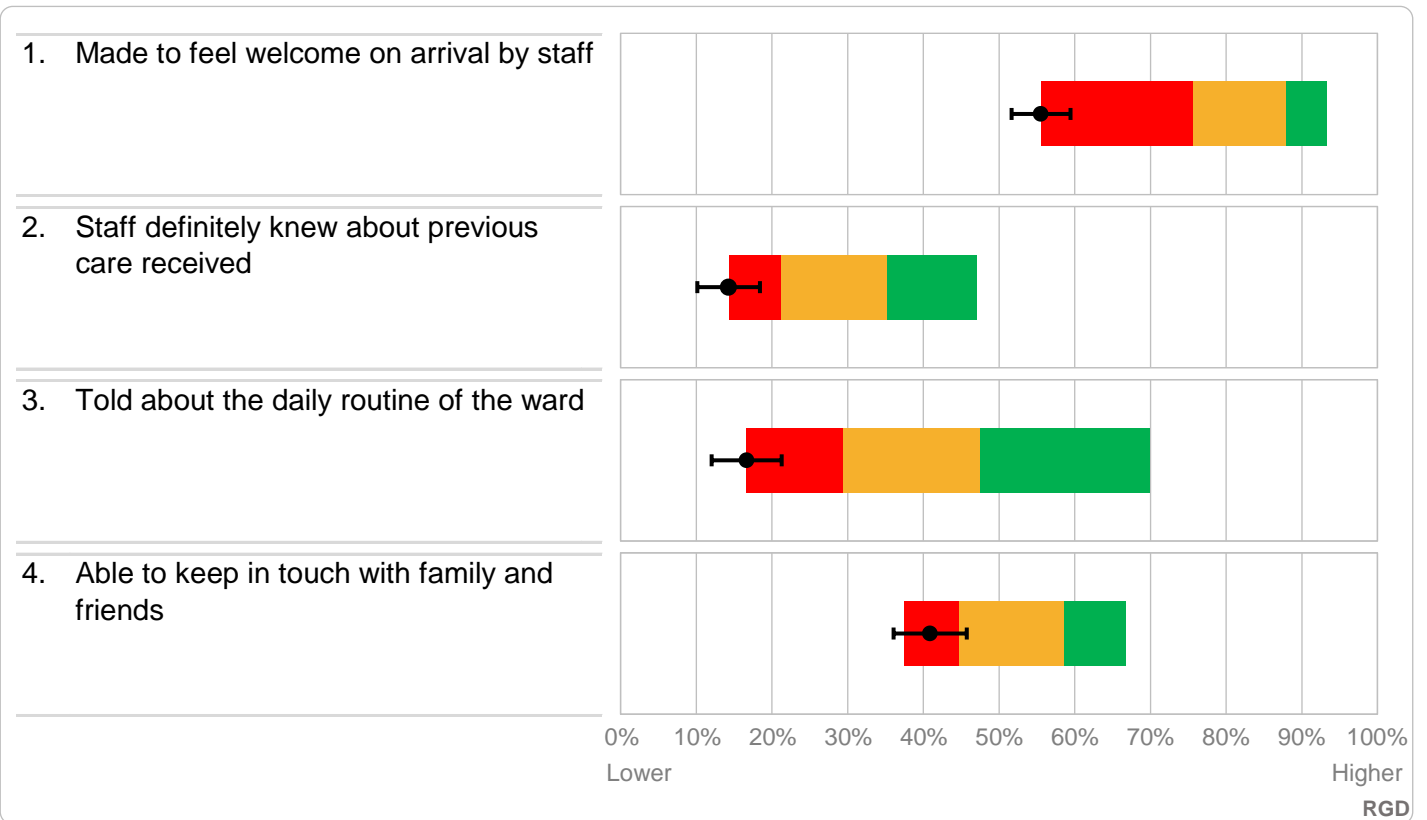
Top & Bottom Five Questions

This section of the report summarises your organisation's highest and lowest scoring results for the current year across the entire survey.

Top 5 Questions	Score
Q36 Contacted by MH team within one week of discharge	84.2%
Q35 Have been contacted by MH team since discharge	82.6%
Q29 Discharge not delayed for any reason	79.2%
Q32 Given information about getting help in crisis	61.9%
Q33 Understood information about how to get help in a crisis	58.3%

Bottom 5 Questions	Score
Q20 Definitely involved as much as wanted in decisions about care and treatment	4.3%
Q25 When sectioned, rights were explained completely	5.9%
Q21 Enough activities available all of the time	8.3%
Q2 Staff definitely knew about previous care received	14.3%
Q3 Told about the daily routine of the ward	16.7%

INTRODUCTION TO THE WARD - Benchmark Charts and Tables



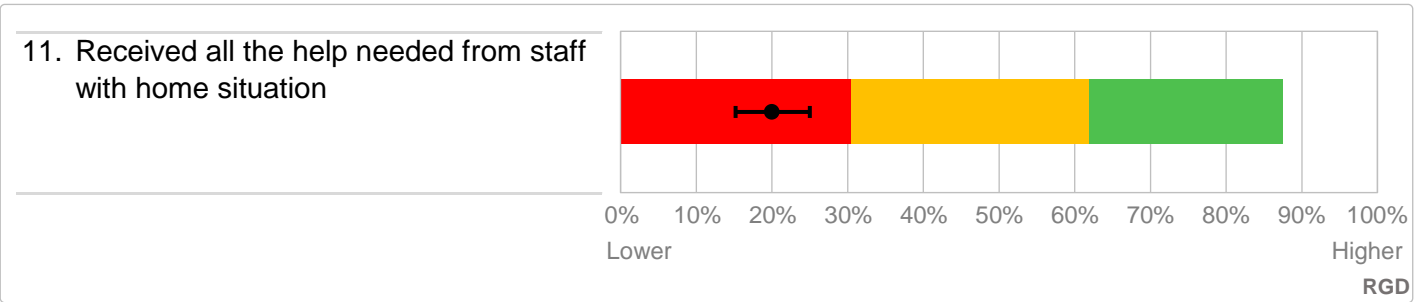
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
1. Made to feel welcome on arrival by staff	55.6%	75.7%	87.9%	93.3%	18	55.6%	●
2. Staff definitely knew about previous care received	14.3%	21.3%	35.3%	47.1%	21	14.3%	●
3. Told about the daily routine of the ward	16.7%	29.4%	47.6%	70.0%	24	16.7%	●
4. Able to keep in touch with family and friends	37.5%	44.8%	58.6%	66.7%	22	40.9%	●

INTRODUCTION TO THE WARD - Benchmark Charts and Tables (continued)



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
5. Enough help from staff to keep in touch with family and friends	28.0%	42.2%	55.7%	70.6%	21	28.6%	●
7. Offered food that met any dietary needs or requirements	36.4%	47.5%	62.8%	77.8%	11	36.4%	●
8. Hospital food very good / good	31.8%	55.5%	68.1%	83.3%	22	31.8%	●
9. Ward environment (including room, toilets, and bathroom) very clean	28.0%	47.6%	68.4%	79.3%	25	28.0%	●

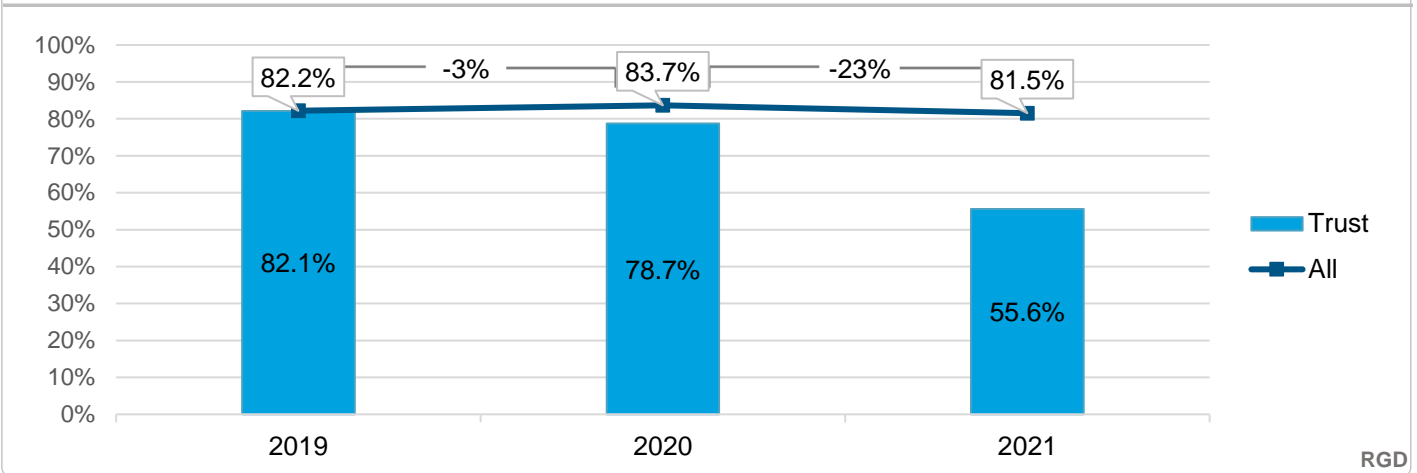
INTRODUCTION TO THE WARD - Benchmark Charts and Tables (continued)



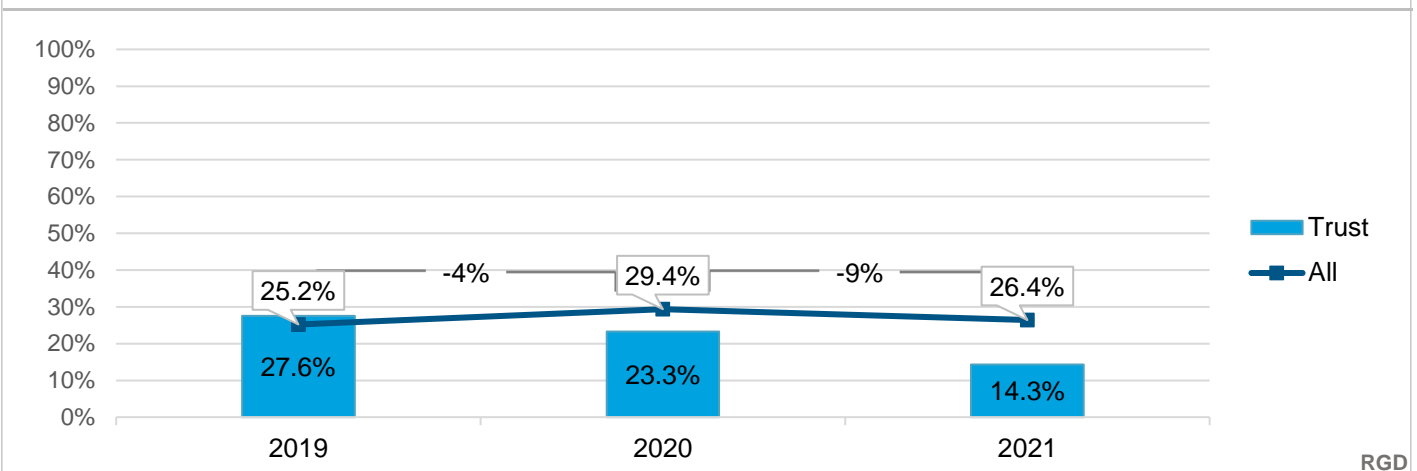
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
11. Received all the help needed from staff with home situation	0.0%	30.4%	62.0%	87.5%	5	20.0%	●

INTRODUCTION TO THE WARD - Longitudinal Charts

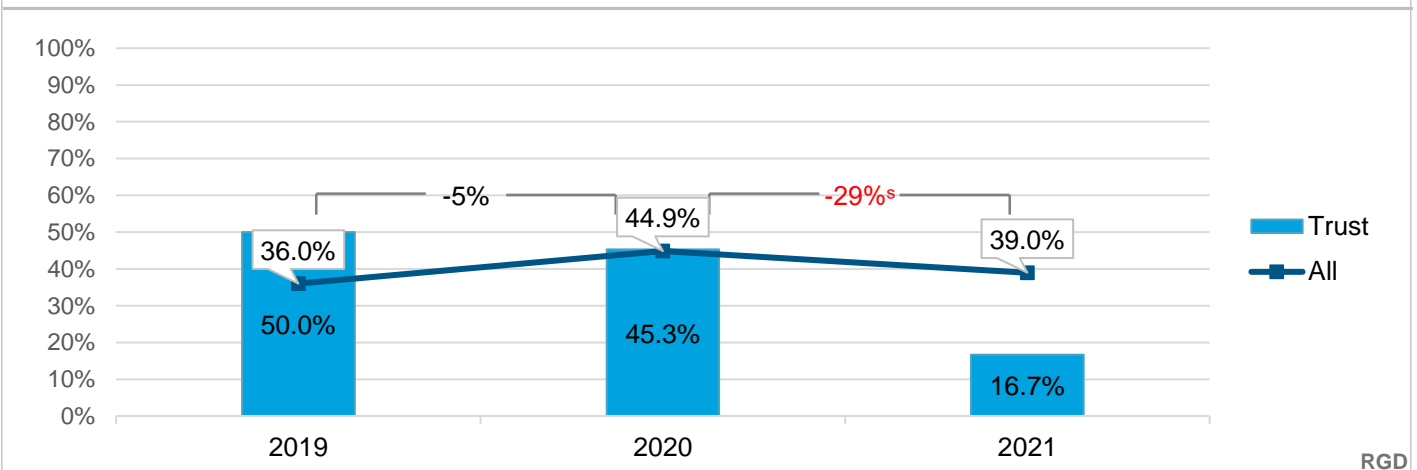
1. Made to feel welcome on arrival by staff



2. Staff definitely knew about previous care received

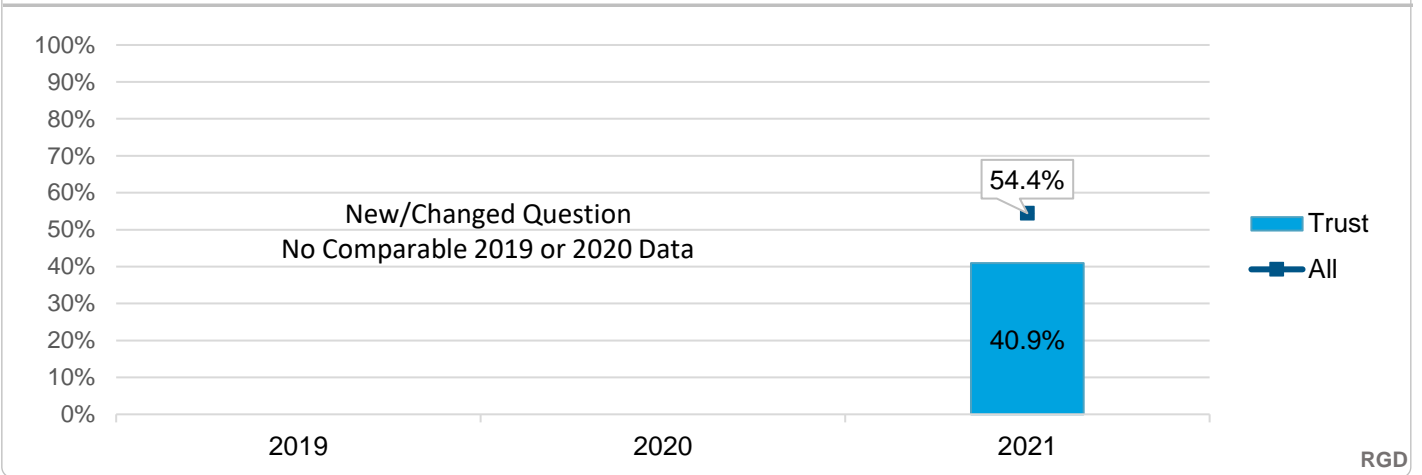


3. Told about the daily routine of the ward

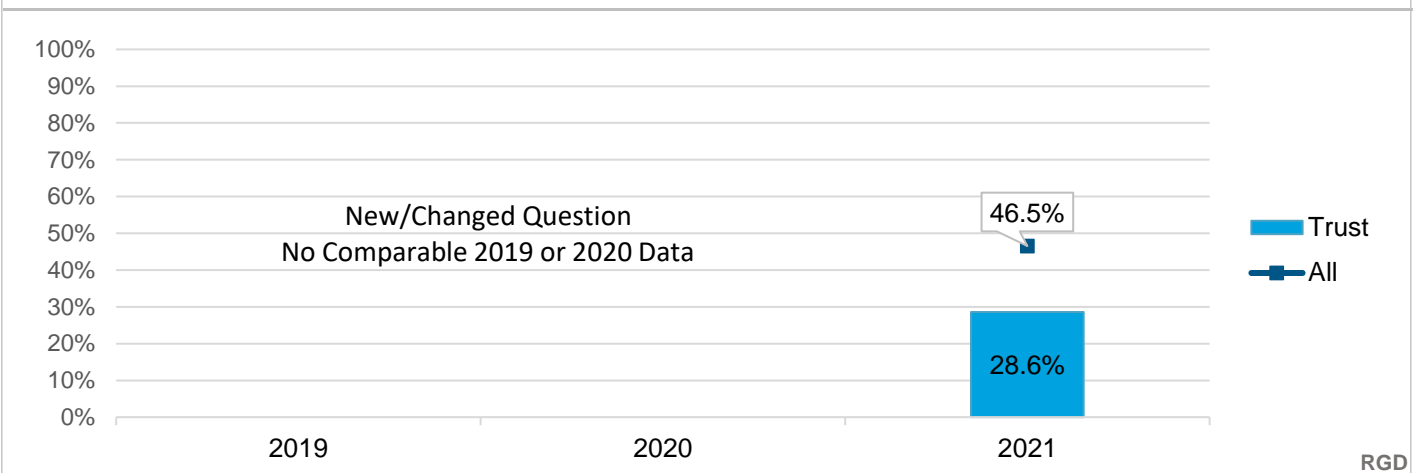


INTRODUCTION TO THE WARD - Longitudinal Charts (continued)

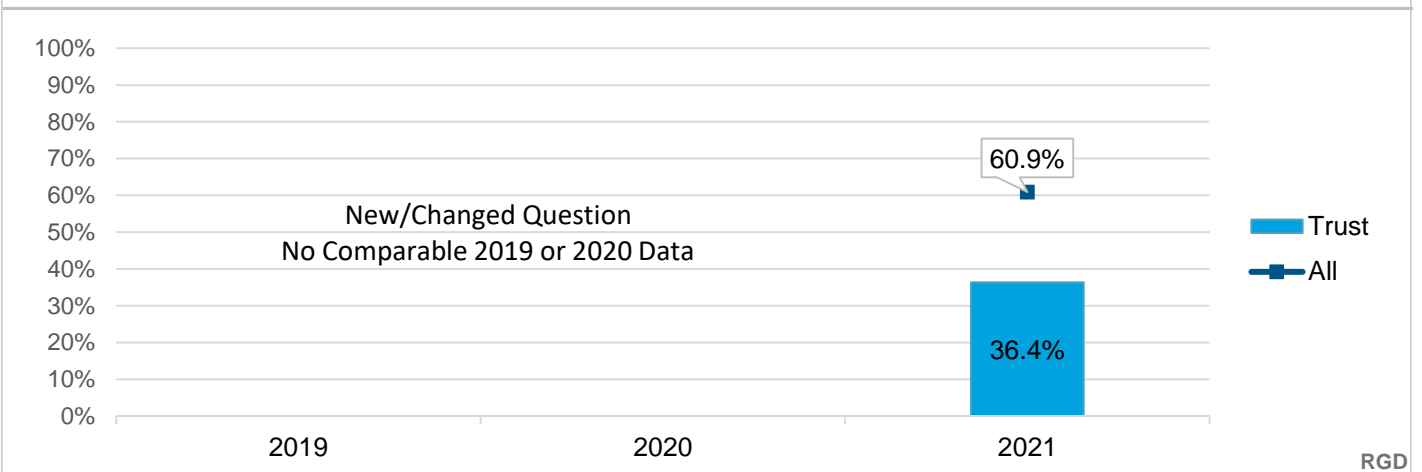
4. Able to keep in touch with family and friends



5. Enough help from staff to keep in touch with family and friends

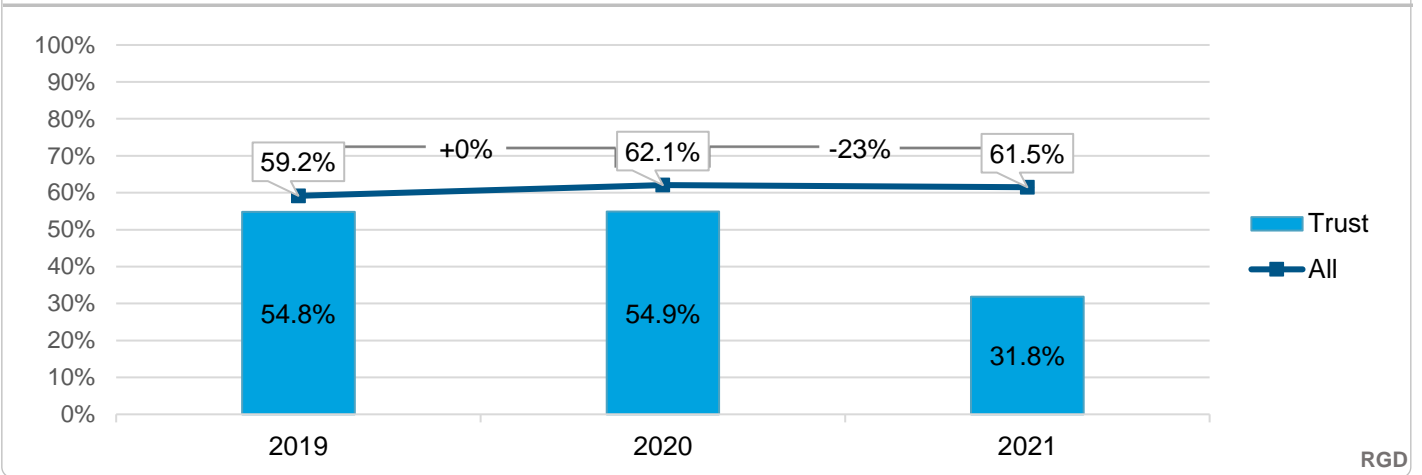


7. Offered food that met any dietary needs or requirements

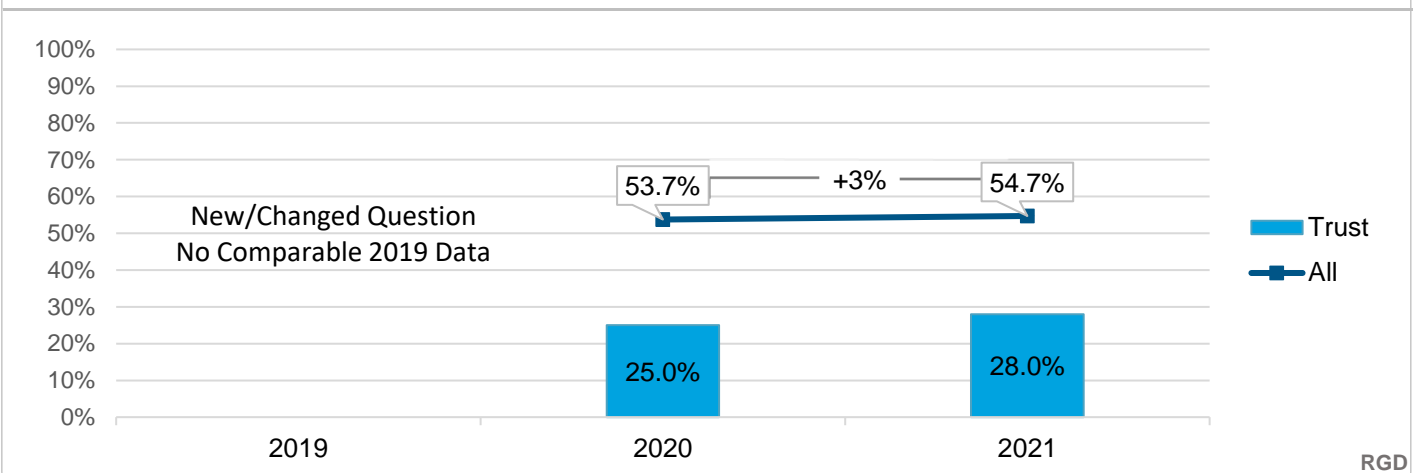


INTRODUCTION TO THE WARD - Longitudinal Charts (continued)

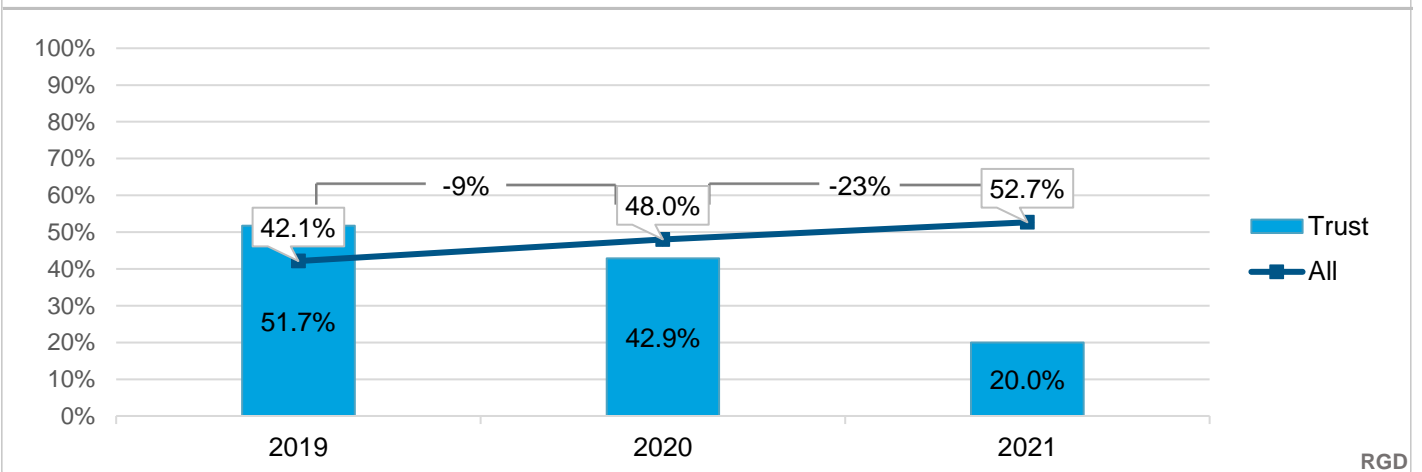
8. Hospital food very good / good



9. Ward environment (including room, toilets, and bathroom) very clean

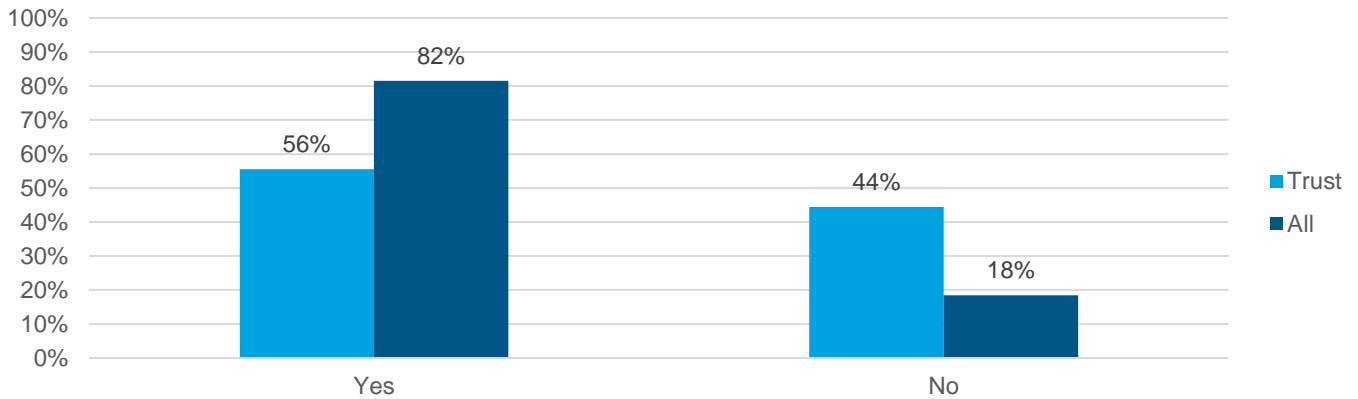


11. Received all the help needed from staff with home situation



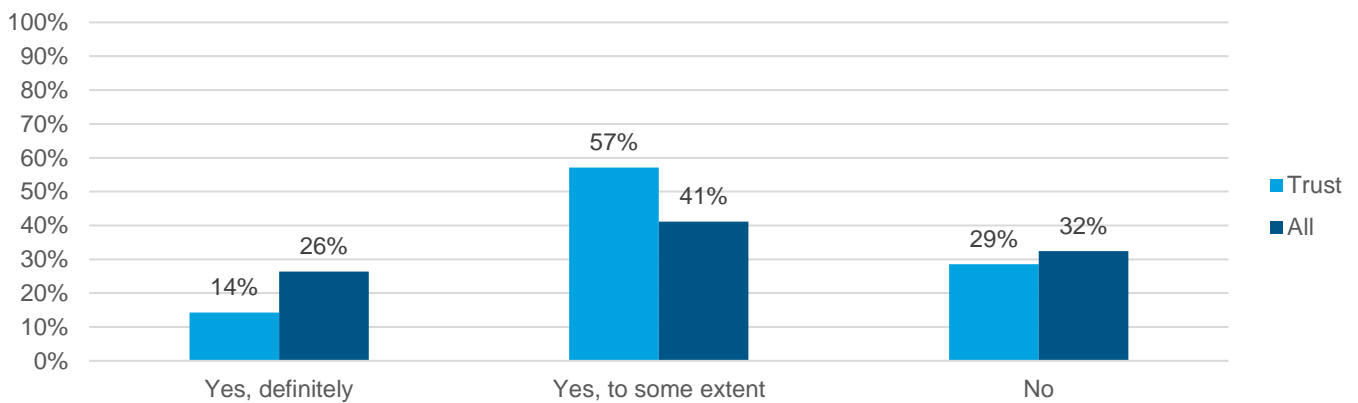
INTRODUCTION TO THE WARD - Compositional Charts

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



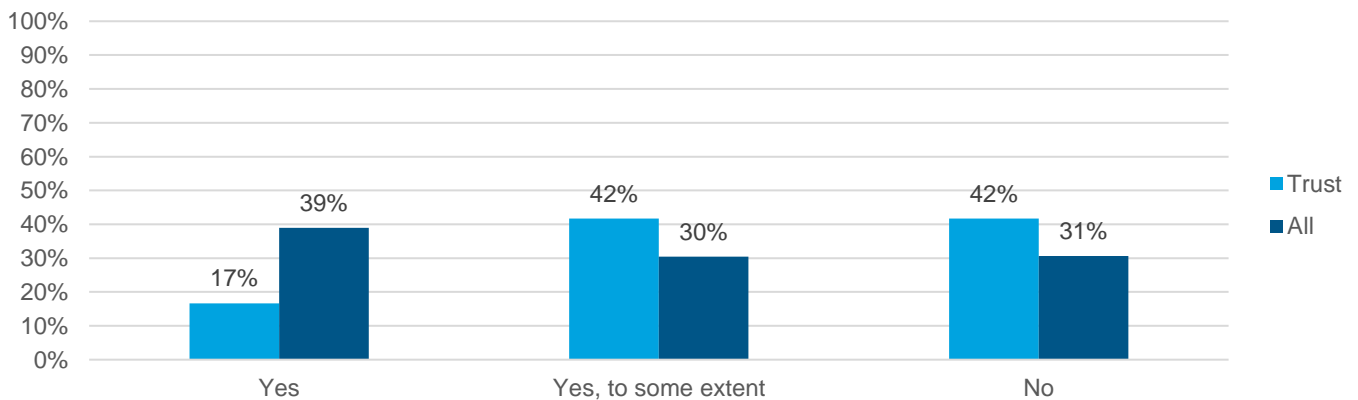
RGD

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



RGD

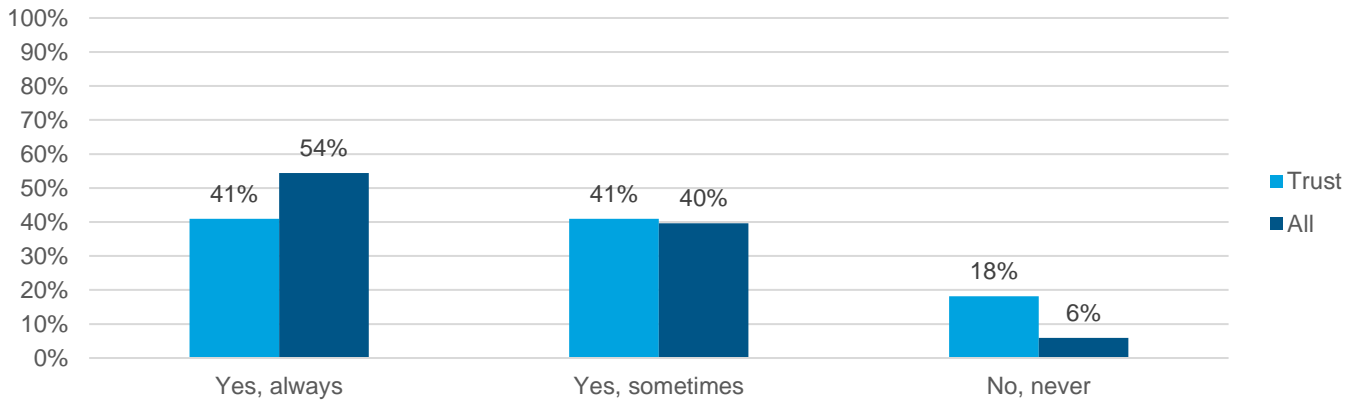
3. When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals and visiting times?



RGD

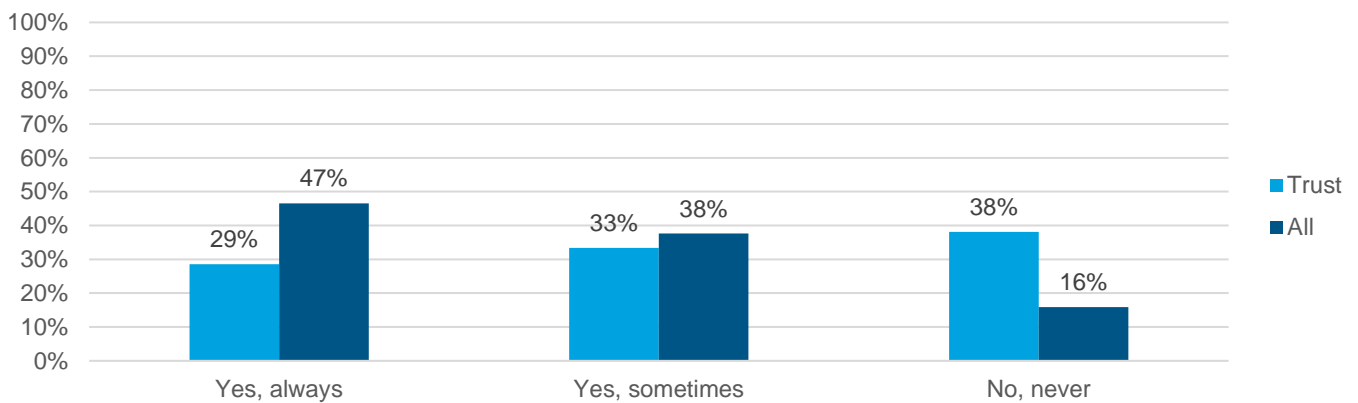
INTRODUCTION TO THE WARD - Compositional Charts (continued)

4. Were you able to keep in touch with your family and friends during your stay?



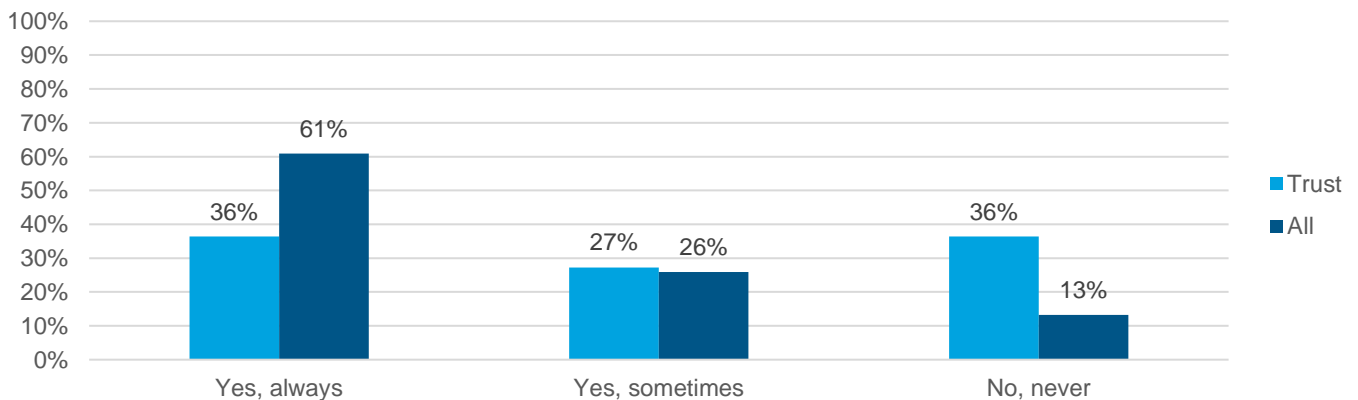
RGD

5. Did you get enough help from staff to keep in touch with your family and friends?



RGD

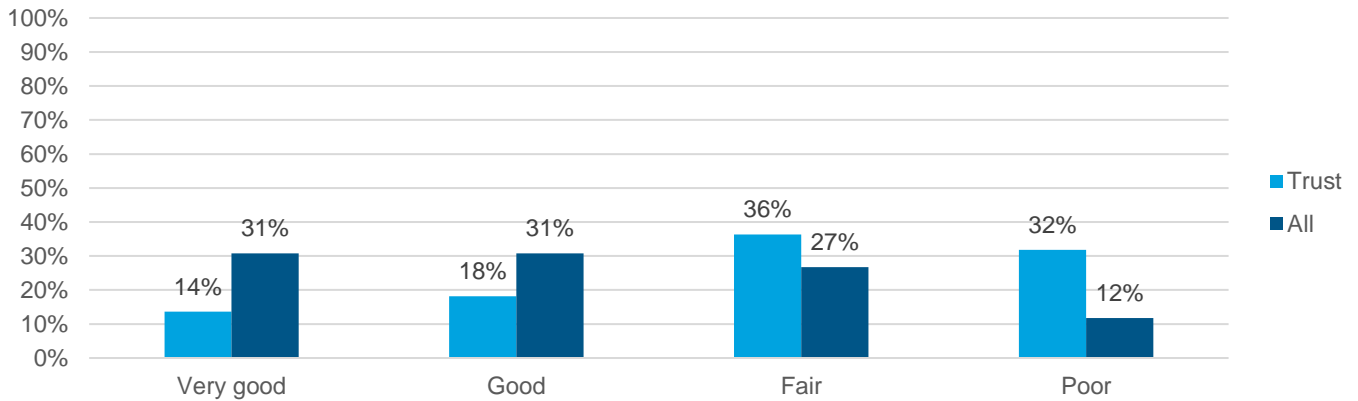
7. Were you offered food that met any dietary needs or requirements you had?



RGD

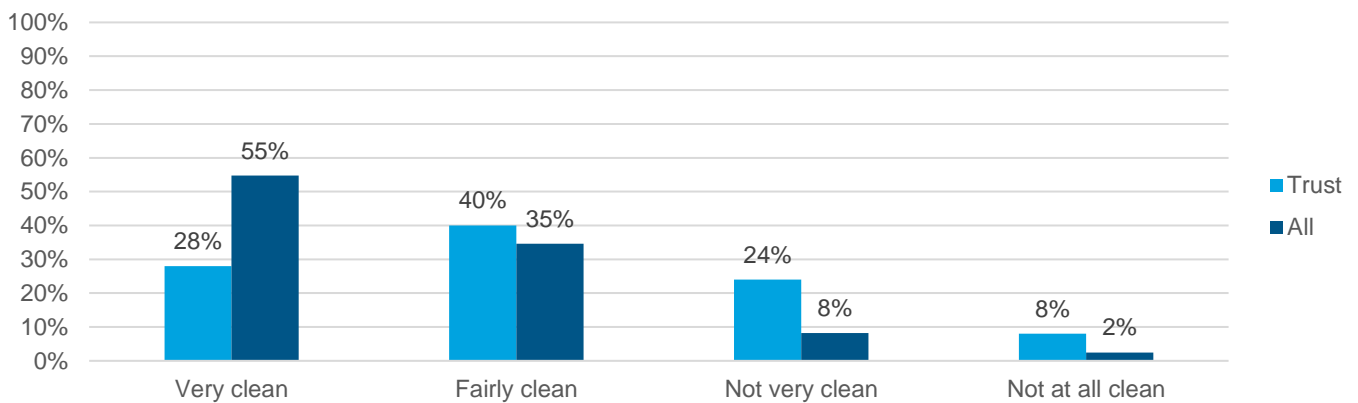
INTRODUCTION TO THE WARD - Compositional Charts (continued)

8. How would you rate the hospital food?



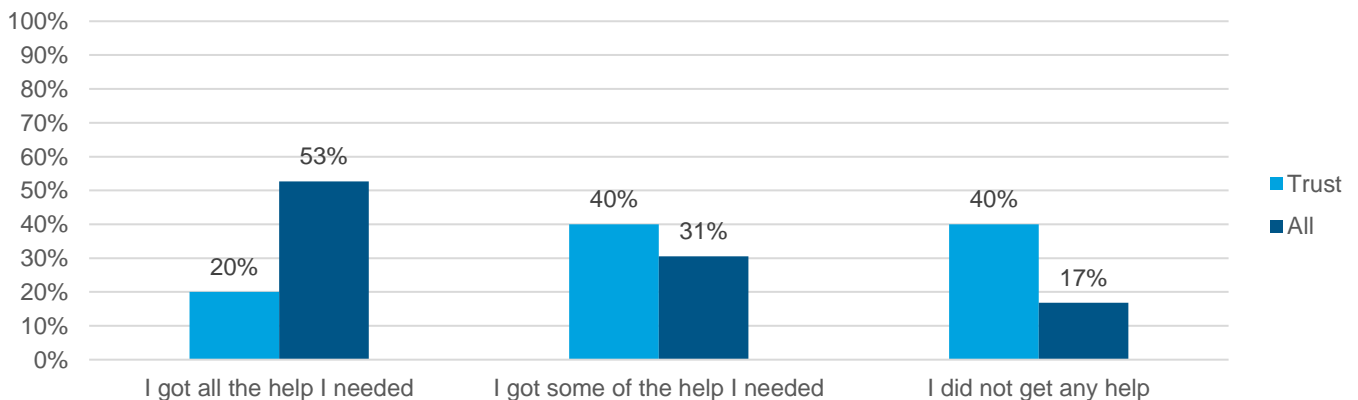
RGD

9. How clean was the ward environment including your room, toilets and bathroom?



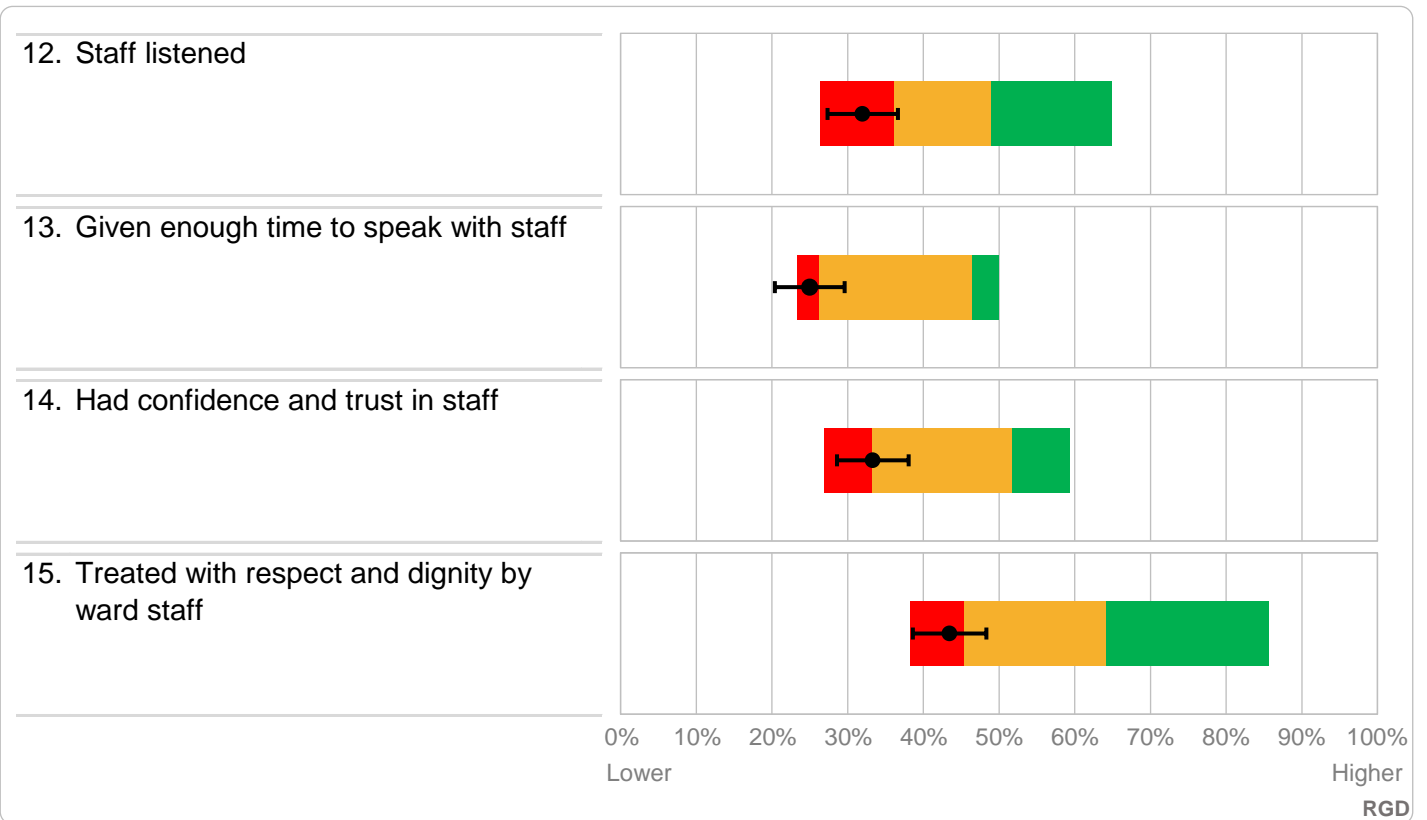
RGD

11. Did you get the help you needed from hospital staff with organising your home situation?



RGD

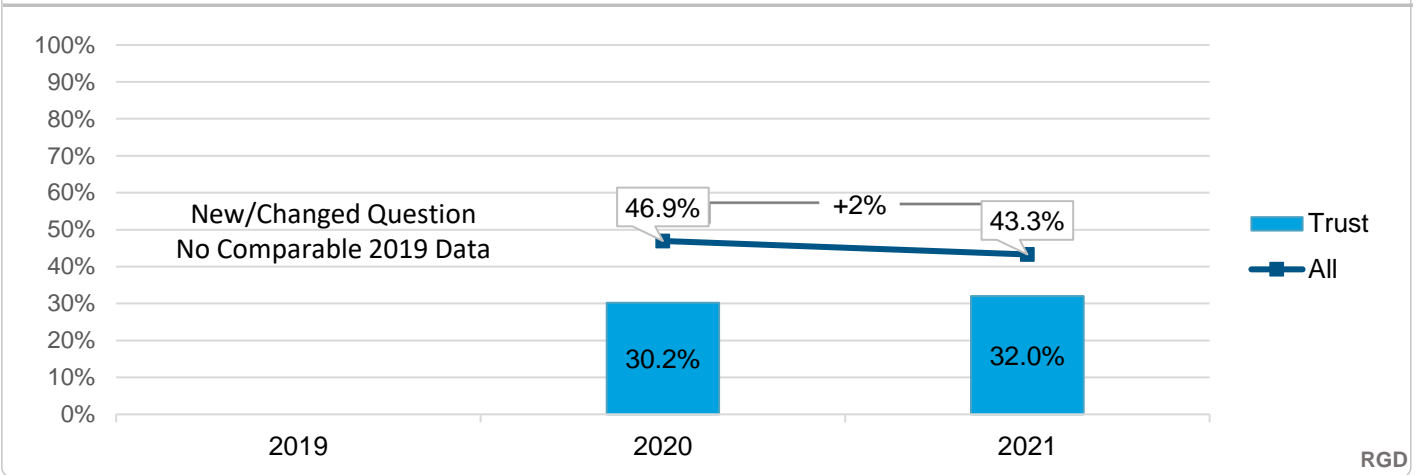
WARD STAFF - Benchmark Charts and Tables



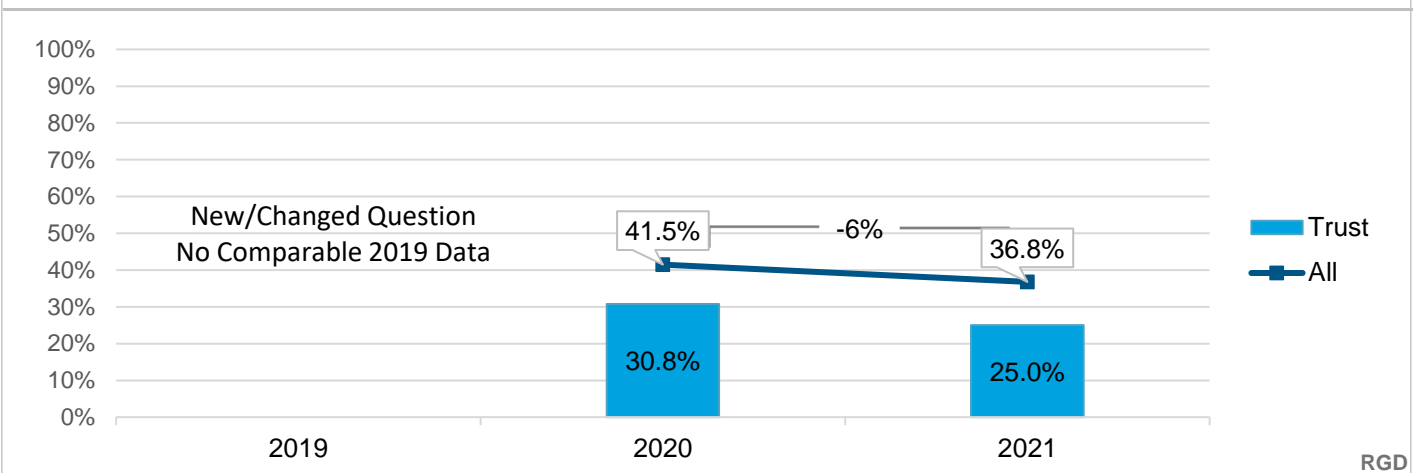
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
12. Staff listened	26.3%	36.2%	49.0%	64.9%	25	32.0%	●
13. Given enough time to speak with staff	23.3%	26.2%	46.5%	50.0%	24	25.0%	●
14. Had confidence and trust in staff	26.8%	33.3%	51.7%	59.3%	24	33.3%	●
15. Treated with respect and dignity by ward staff	38.3%	45.3%	64.2%	85.7%	23	43.5%	●

WARD STAFF - Longitudinal Charts

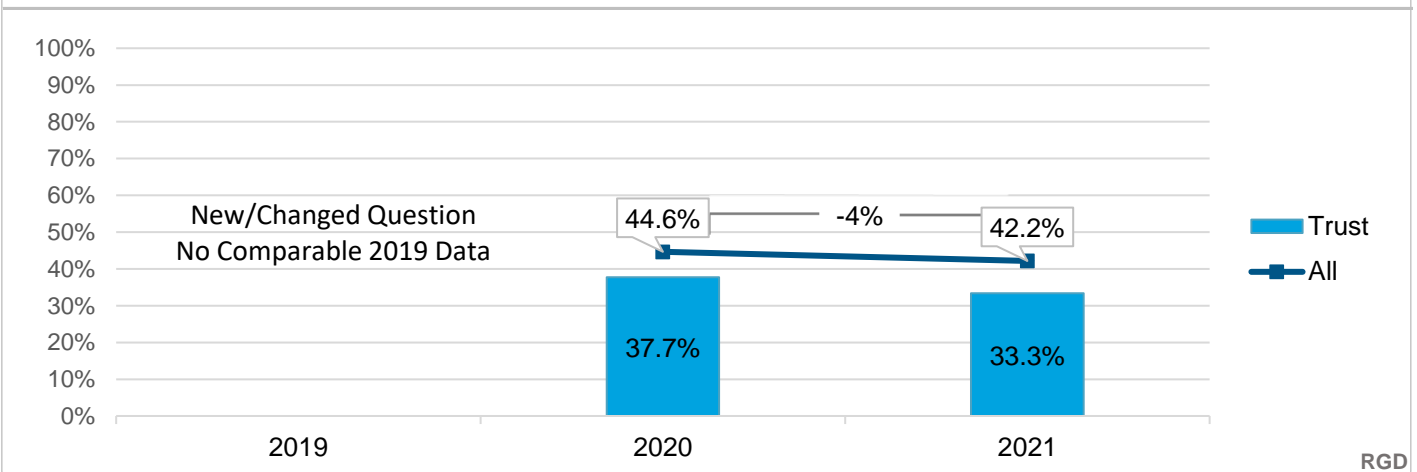
12. Staff listened



13. Given enough time to speak with staff

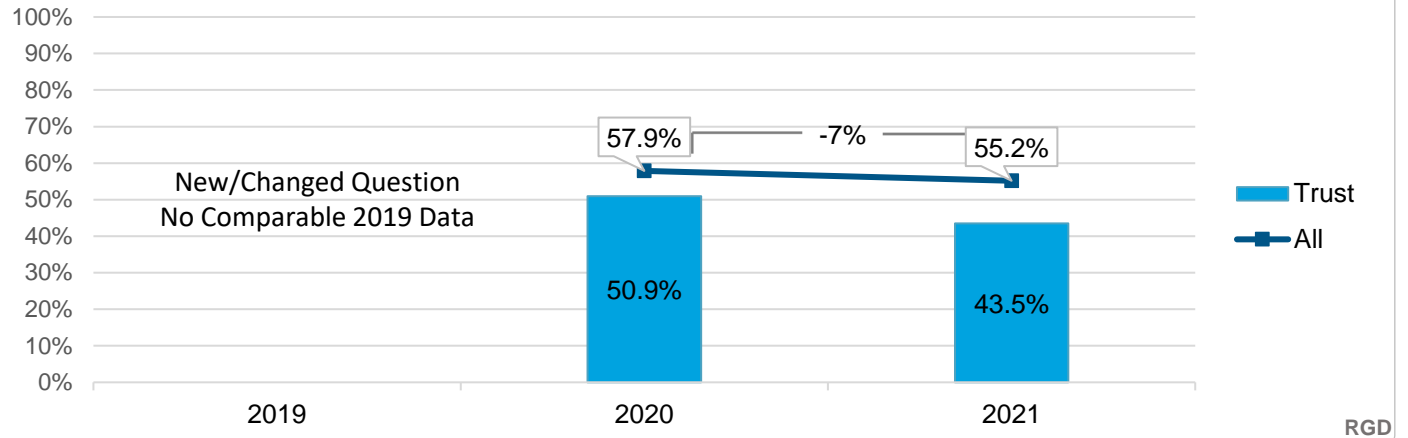


14. Had confidence and trust in staff



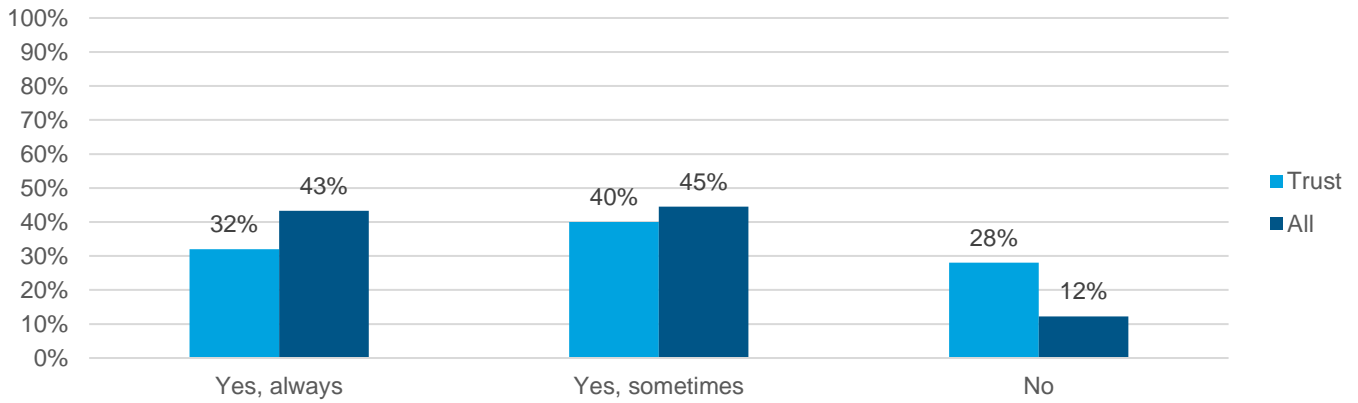
WARD STAFF - Longitudinal Charts (continued)

15. Treated with respect and dignity by ward staff



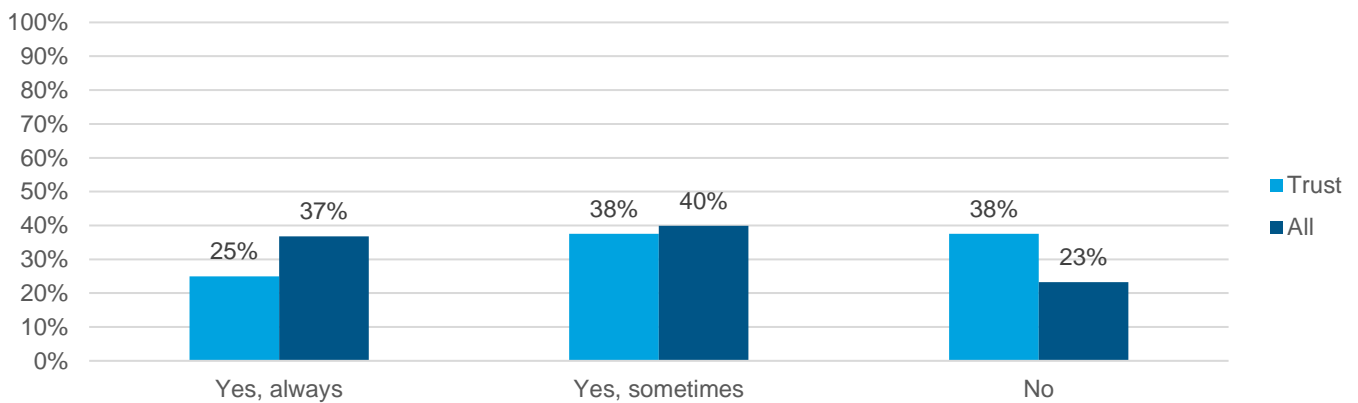
WARD STAFF - Compositional Charts

12. Did staff listen to you?



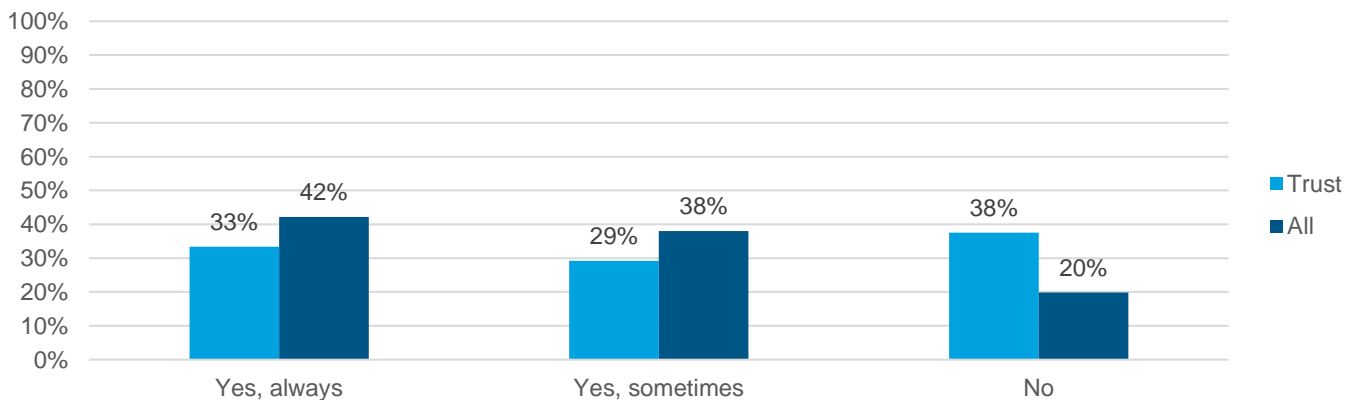
RGD

13. Were you given enough time to speak with staff?



RGD

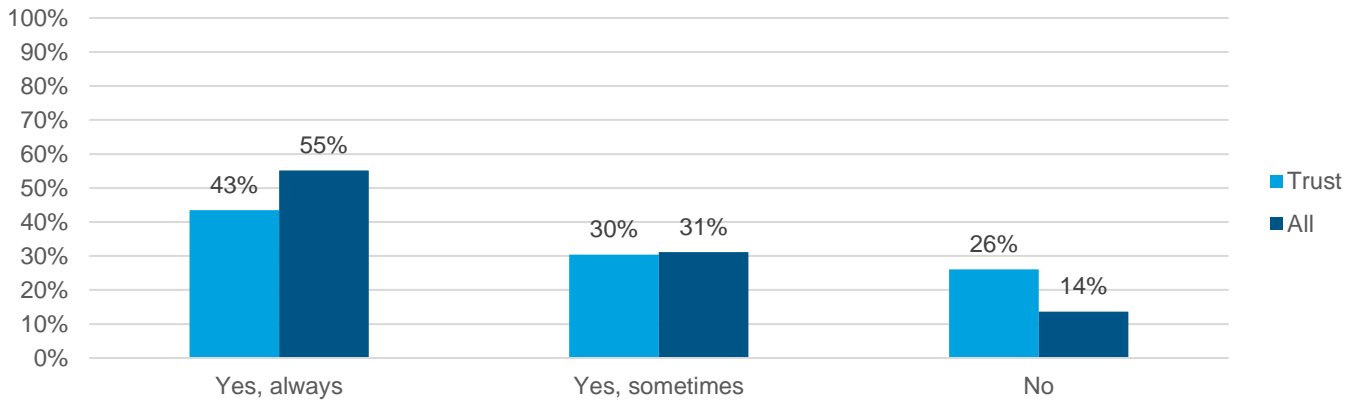
14. Did you have confidence and trust in the staff on the ward?



RGD

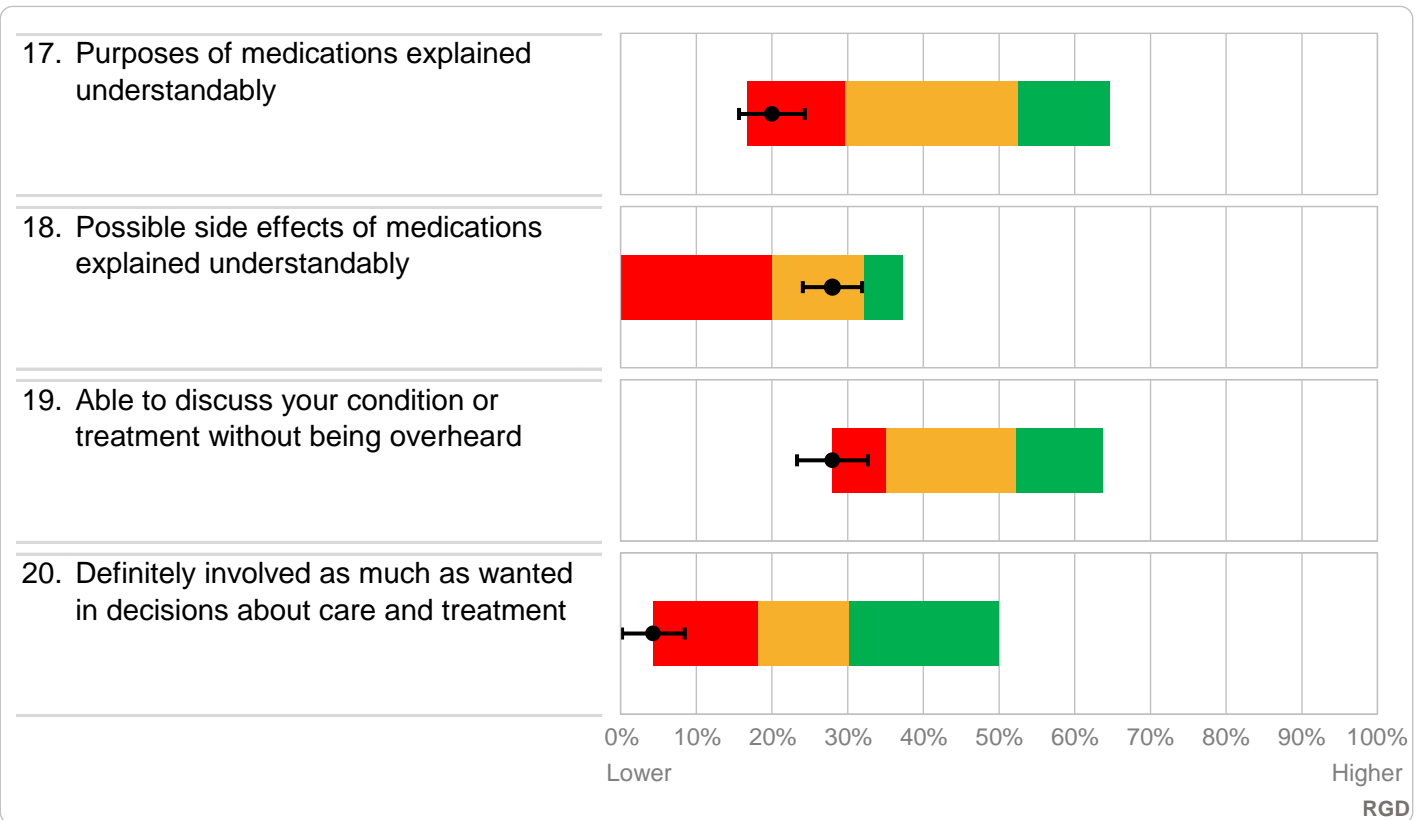
WARD STAFF - Compositional Charts (continued)

15. Did the staff on the ward treat you with respect and dignity?



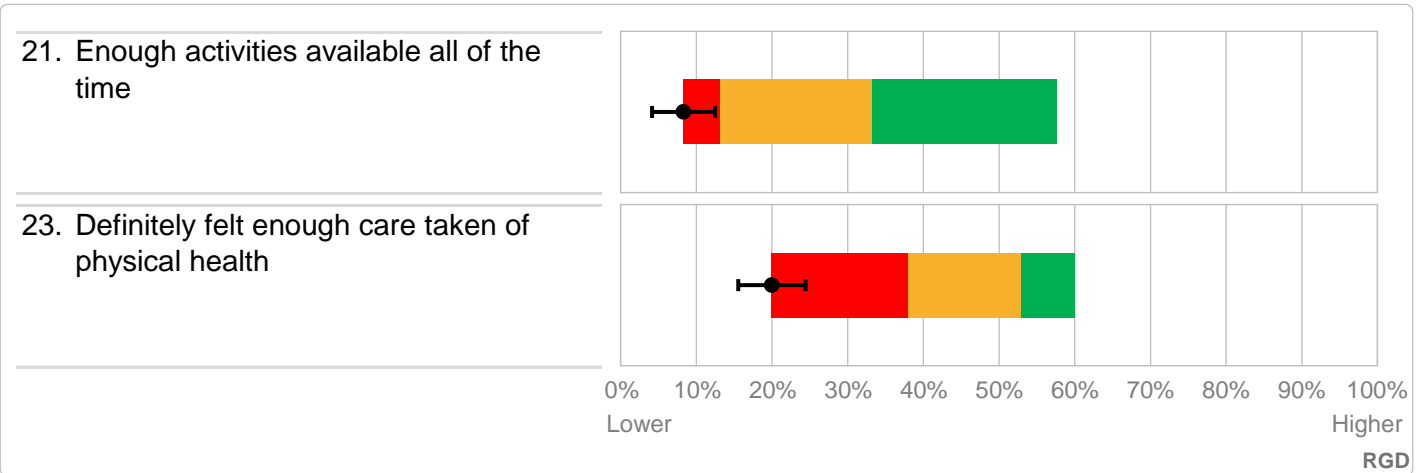
RGD

YOUR CARE AND TREATMENT - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
17. Purposes of medications explained understandably	16.7%	29.7%	52.6%	64.7%	25	20.0%	●
18. Possible side effects of medications explained understandably	0.0%	20.0%	32.1%	37.3%	25	28.0%	●
19. Able to discuss your condition or treatment without being overheard	28.0%	35.1%	52.2%	63.6%	25	28.0%	●
20. Definitely involved as much as wanted in decisions about care and treatment	4.3%	18.2%	30.2%	50.0%	23	4.3%	●

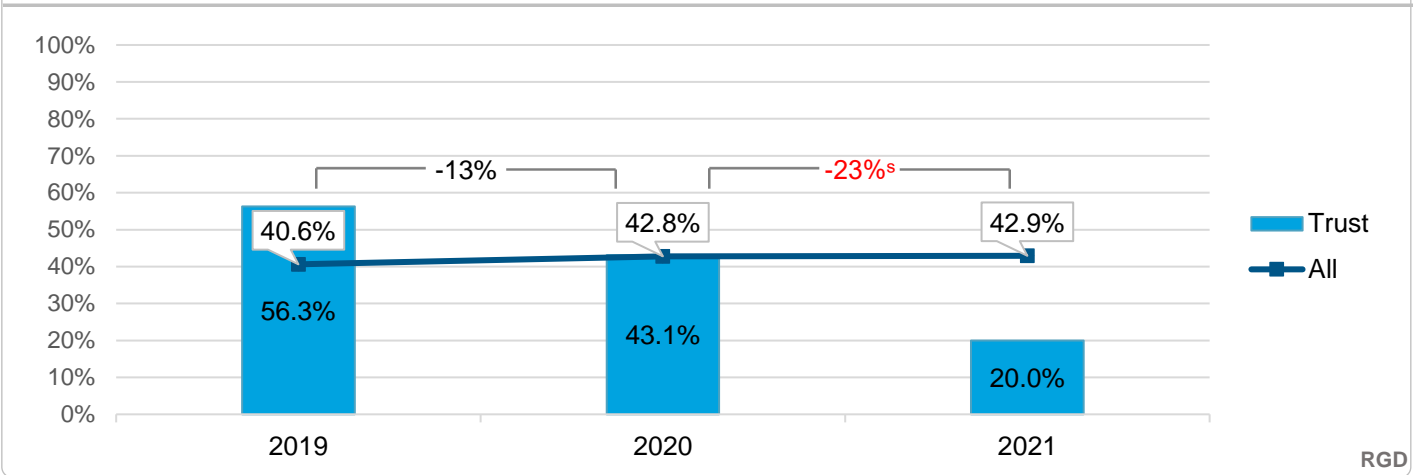
YOUR CARE AND TREATMENT - Benchmark Charts and Tables (continued)



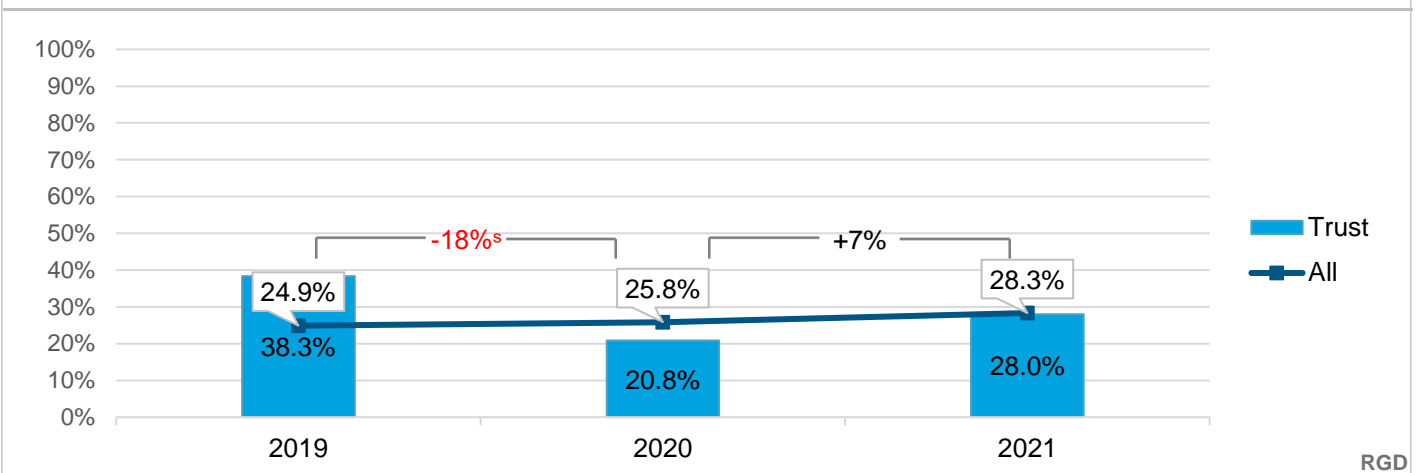
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
21. Enough activities available all of the time	8.3%	13.2%	33.3%	57.6%	24	8.3%	●
23. Definitely felt enough care taken of physical health	20.0%	38.1%	52.9%	60.0%	20	20.0%	●

YOUR CARE AND TREATMENT - Longitudinal Charts

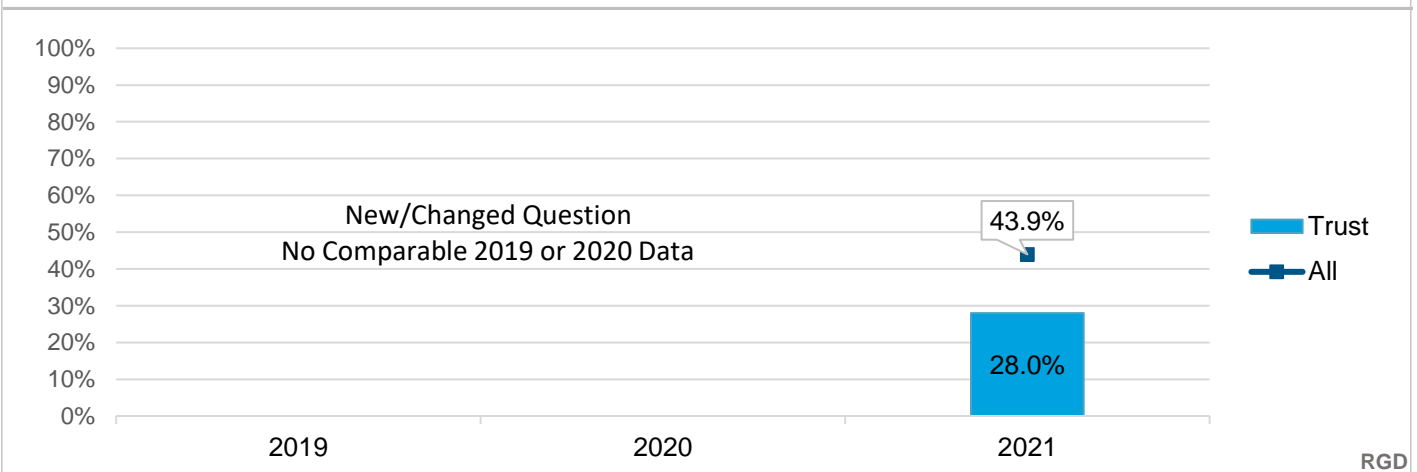
17. Purposes of medications explained understandably



18. Possible side effects of medications explained understandably

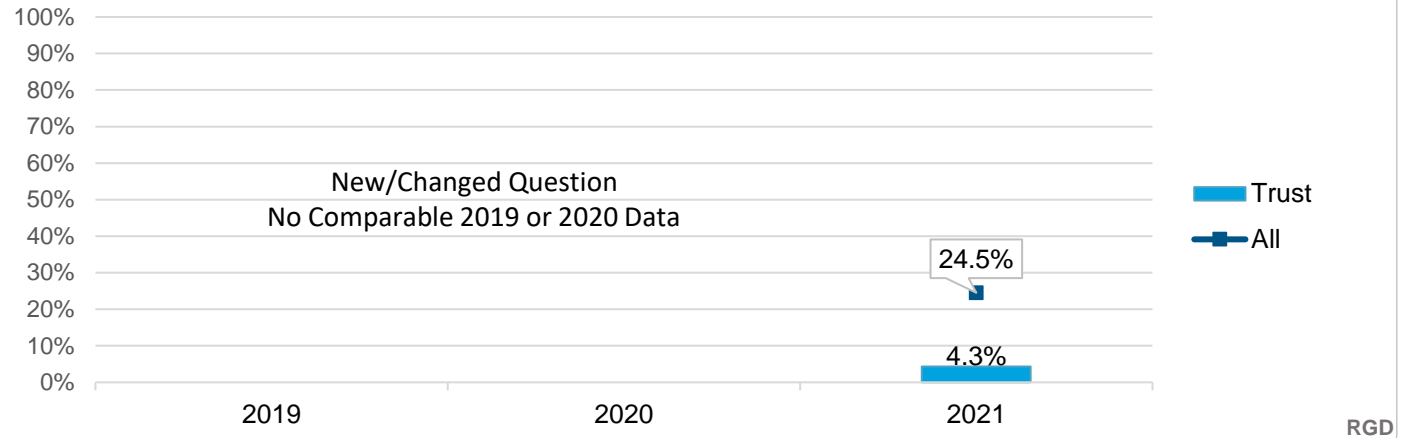


19. Able to discuss your condition or treatment without being overheard

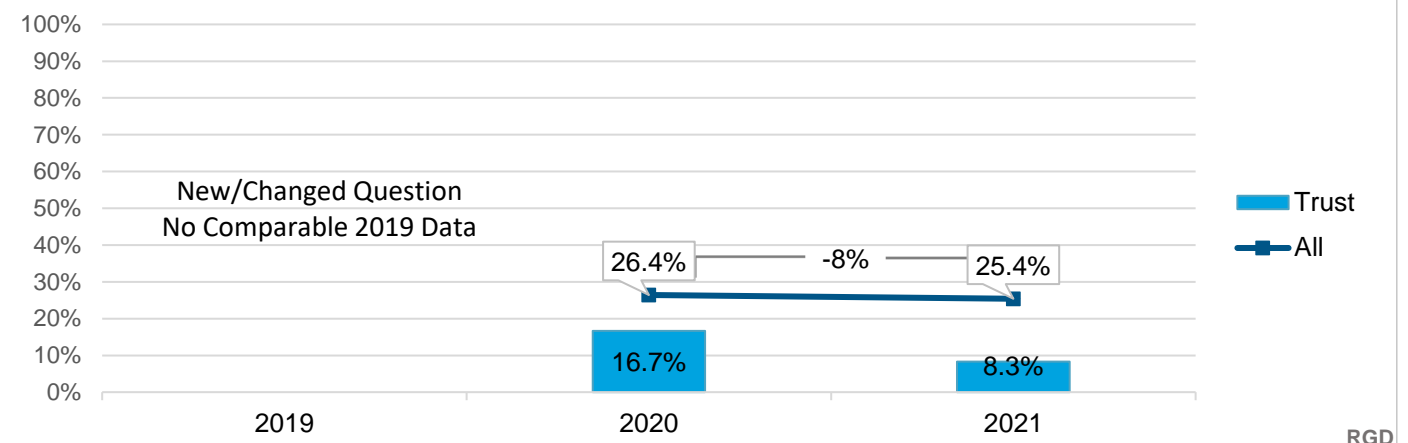


YOUR CARE AND TREATMENT - Longitudinal Charts (continued)

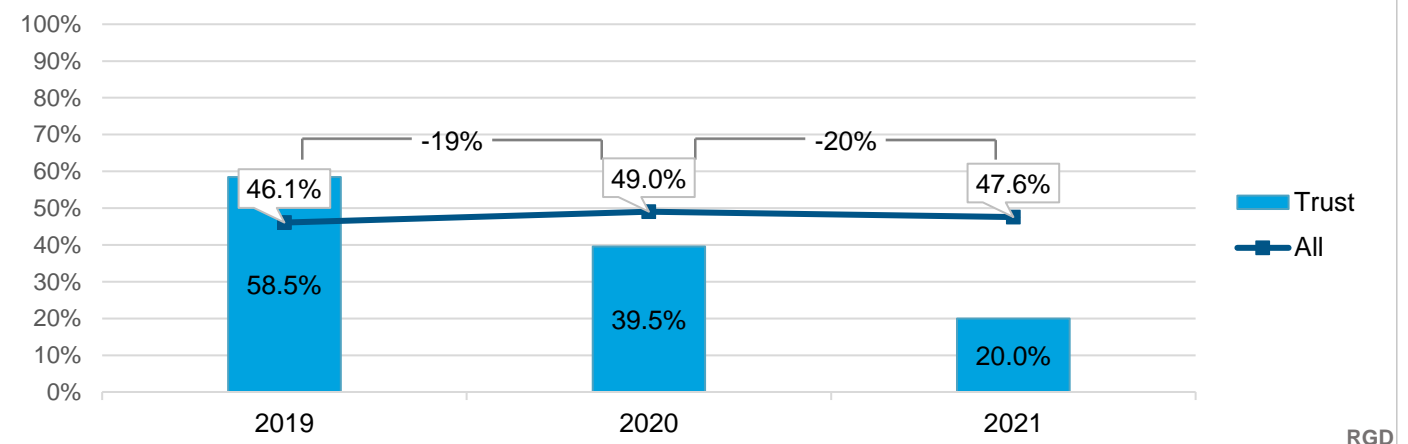
20. Definitely involved as much as wanted in decisions about care and treatment



21. Enough activities available all of the time

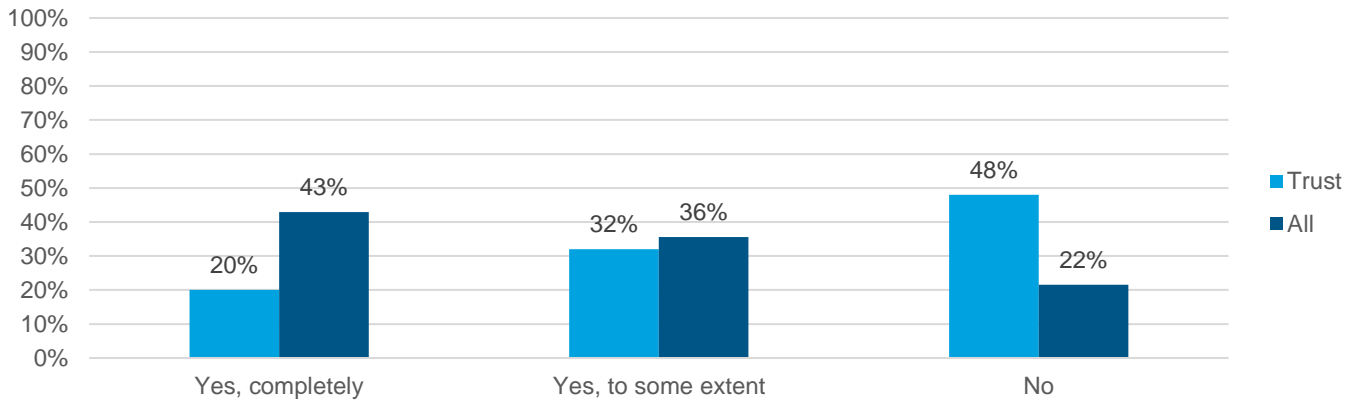


23. Definitely felt enough care taken of physical health



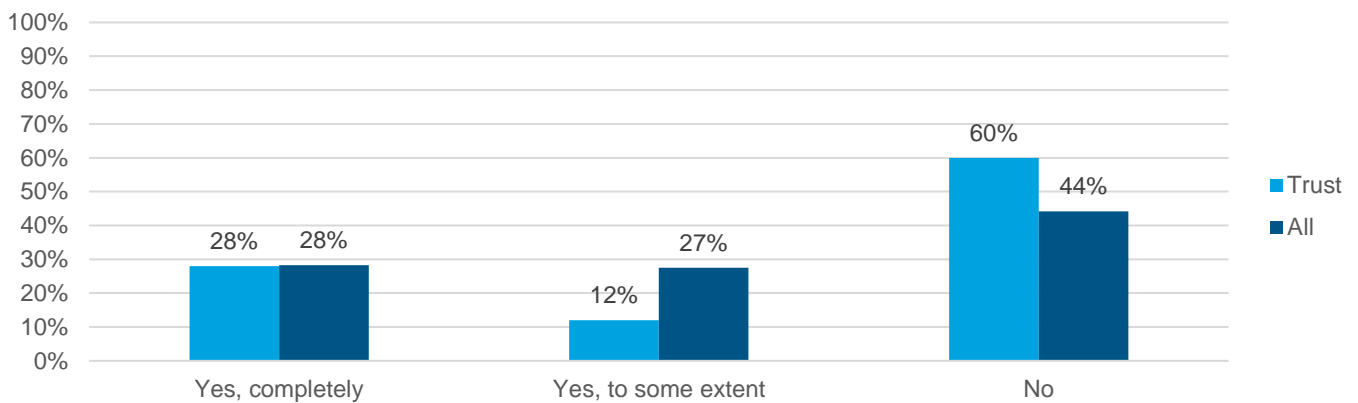
YOUR CARE AND TREATMENT - Compositional Charts

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



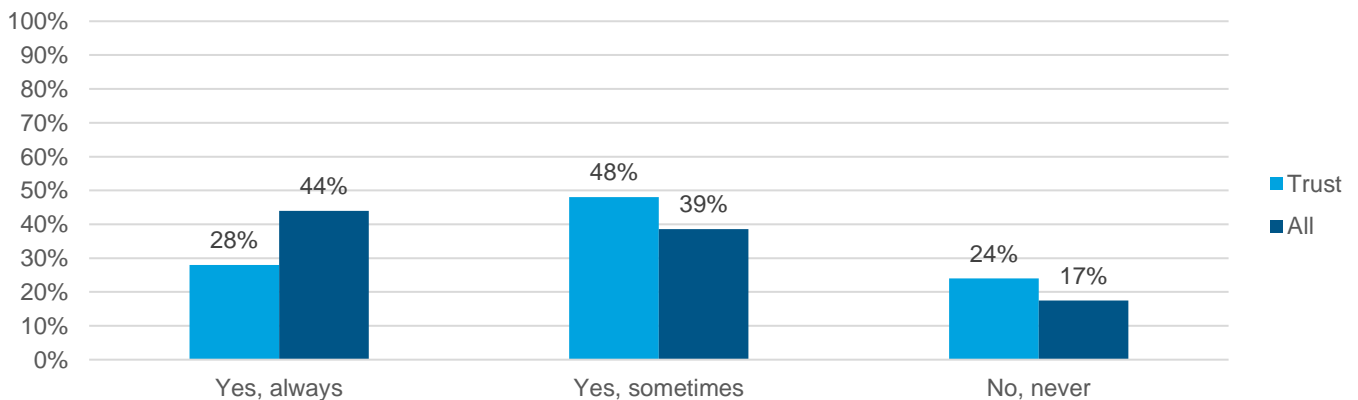
RGD

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



RGD

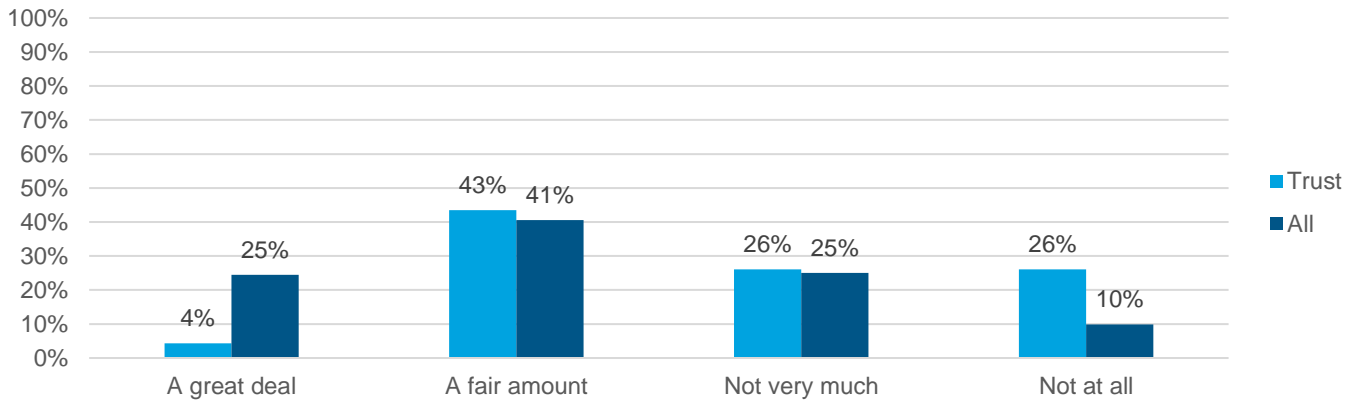
19. Were you able to discuss your condition or treatment with hospital staff without being overheard?



RGD

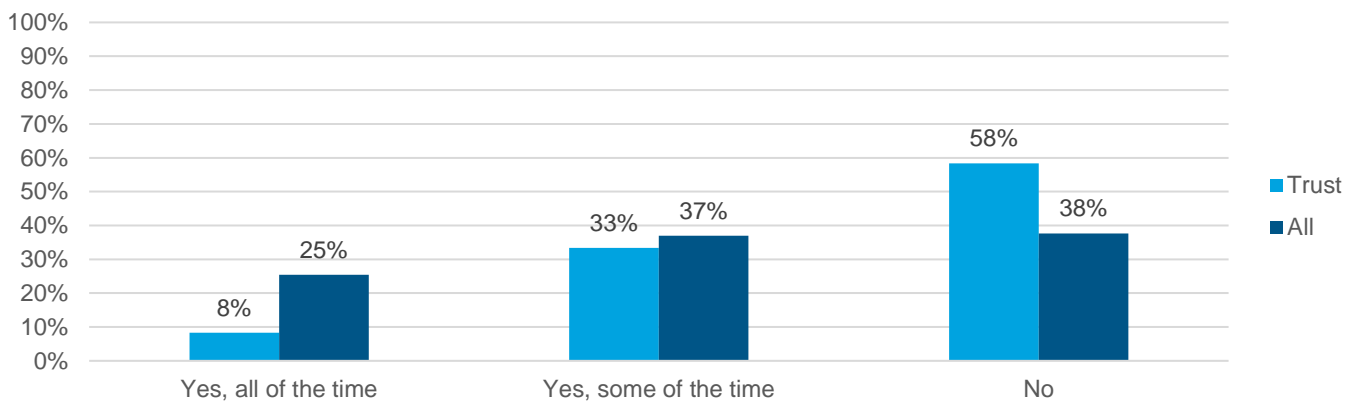
YOUR CARE AND TREATMENT - Compositional Charts (continued)

20. To what extent did staff looking after you involve you in decisions about your care and treatment?



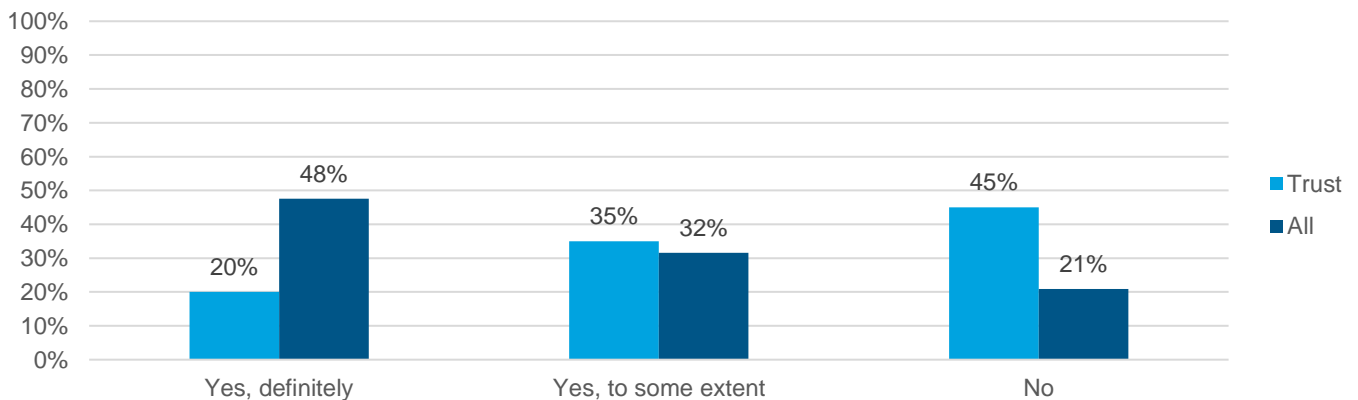
RGD

21. Were there enough activities available for you to do during your stay?



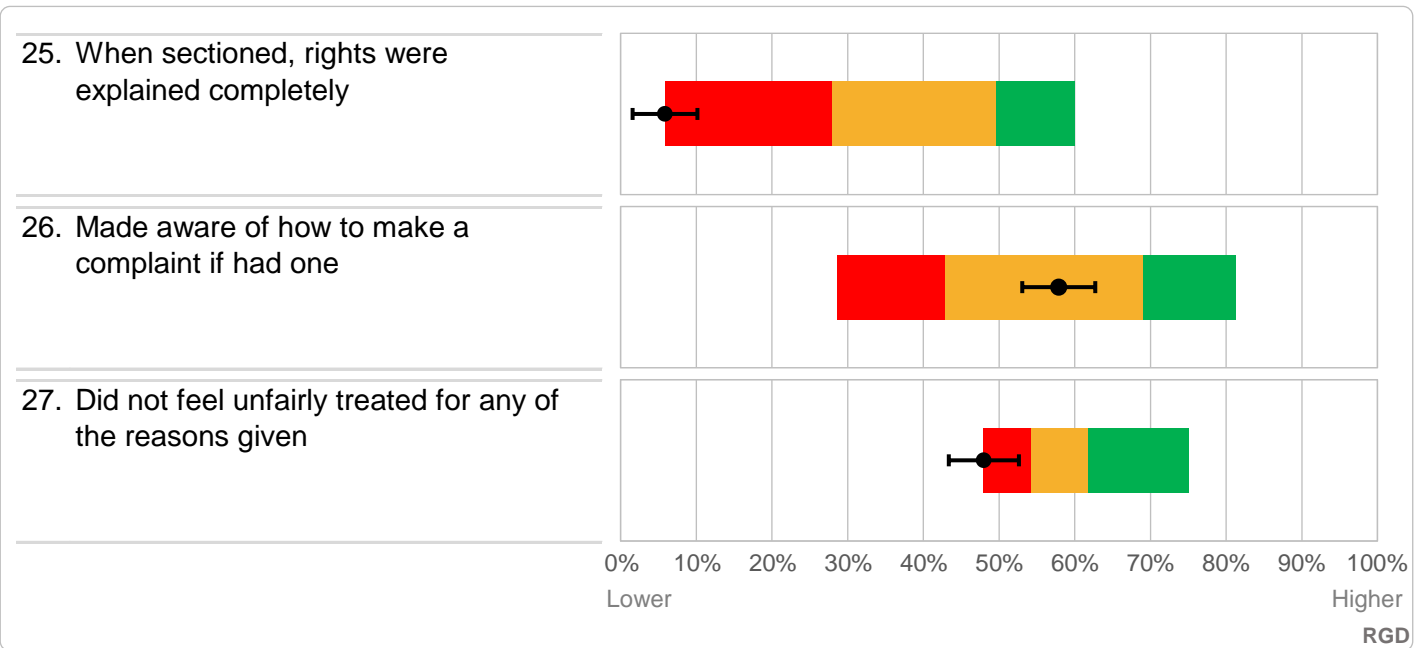
RGD

23. Do you feel that enough care was taken of any physical health problems you had (e.g. diabetes, asthma, heart disease)?



RGD

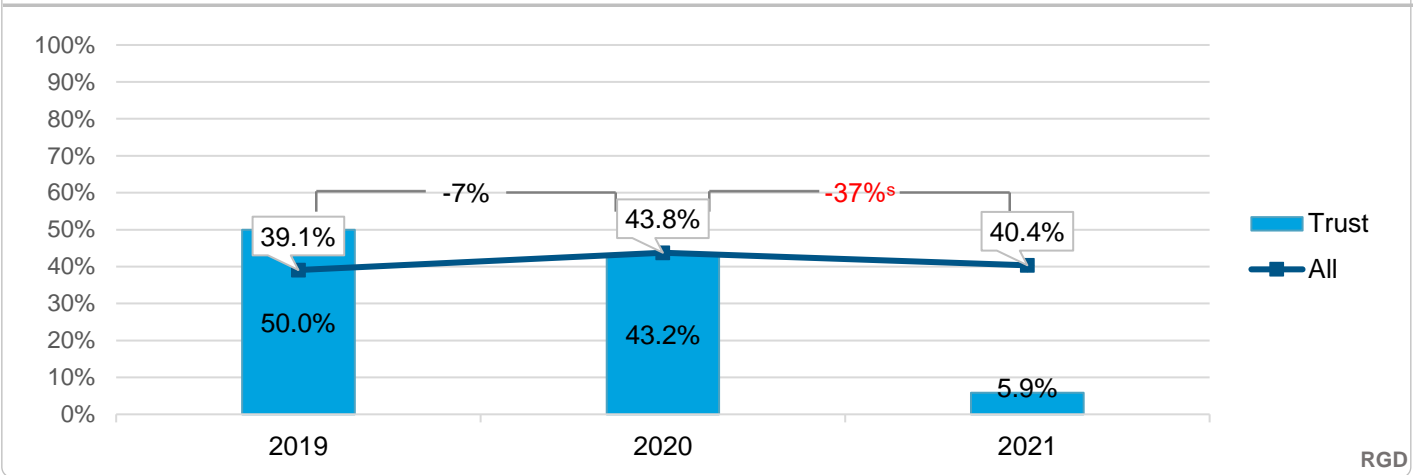
YOUR RIGHTS - Benchmark Charts and Tables



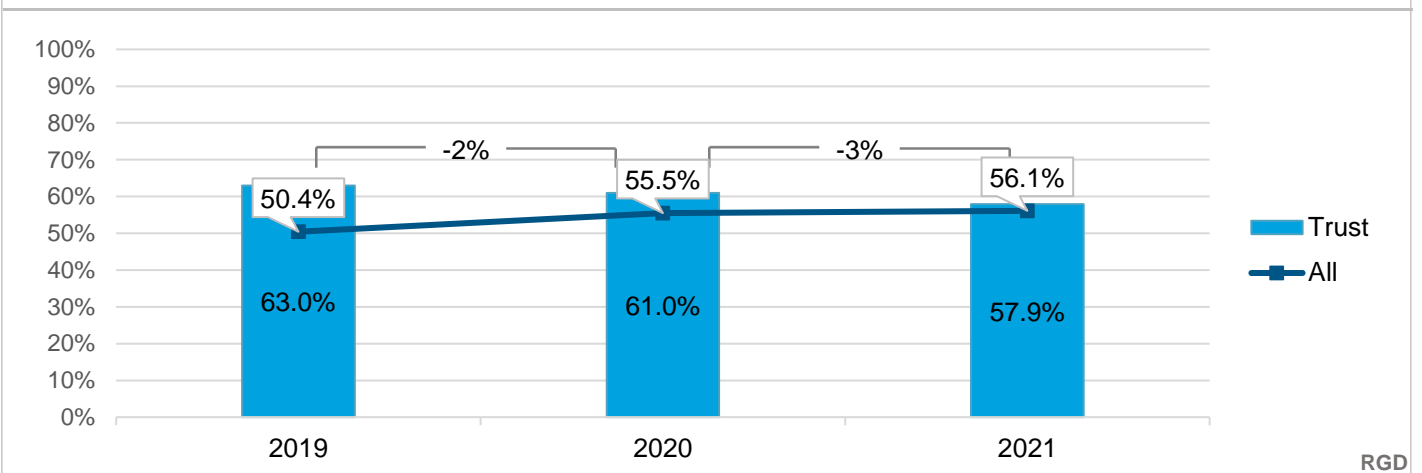
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
25. When sectioned, rights were explained completely	5.9%	28.0%	49.7%	60.0%	17	5.9%	●
26. Made aware of how to make a complaint if had one	28.6%	42.8%	69.1%	81.3%	19	57.9%	●
27. Did not feel unfairly treated for any of the reasons given	48.0%	54.2%	61.8%	75.0%	25	48.0%	●

YOUR RIGHTS - Longitudinal Charts

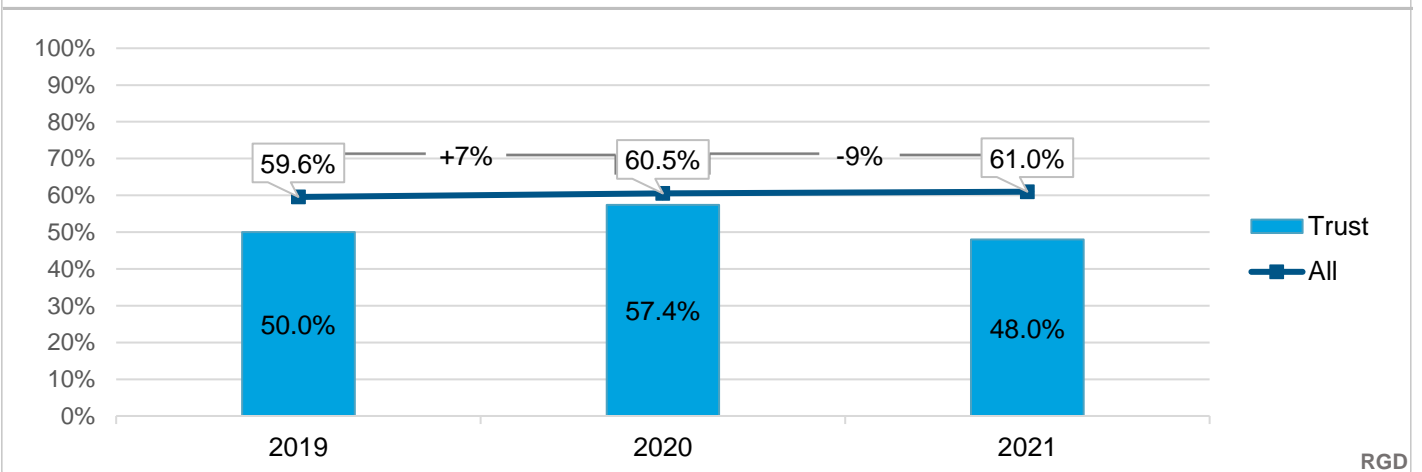
25. When sectioned, rights were explained completely



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

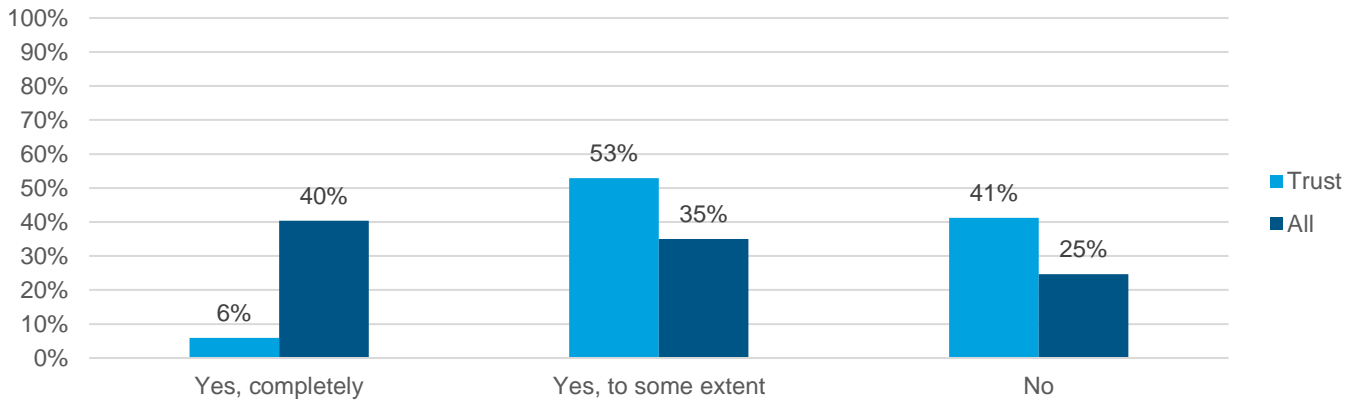


27. Did not feel unfairly treated for any of the reasons given



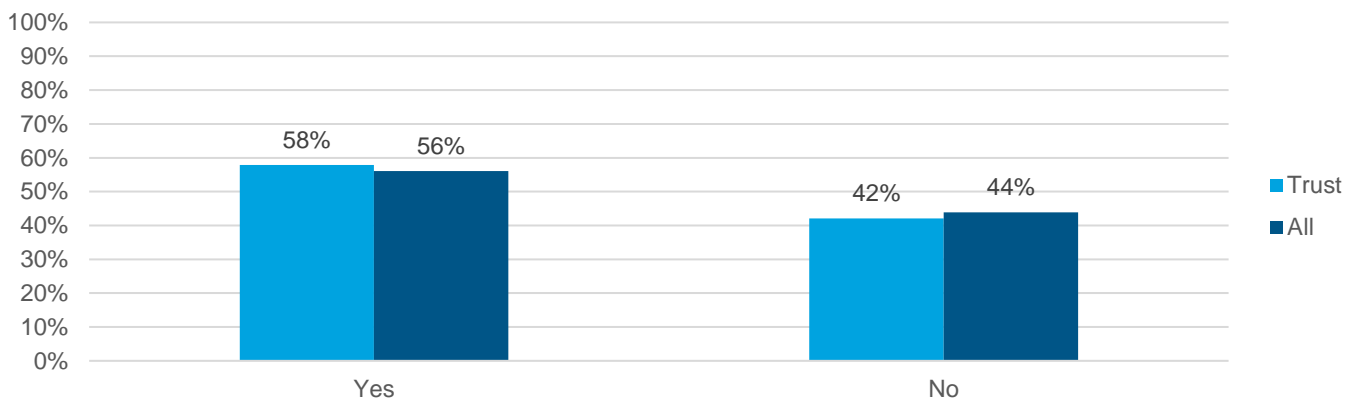
YOUR RIGHTS - Compositional Charts

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



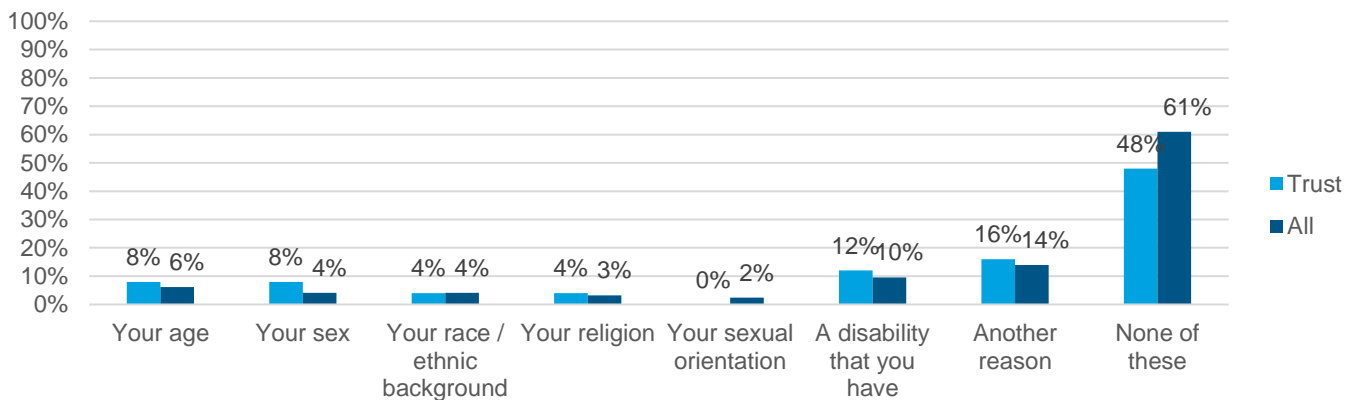
RGD

26. Were you made aware of how you could make a complaint if you had one?



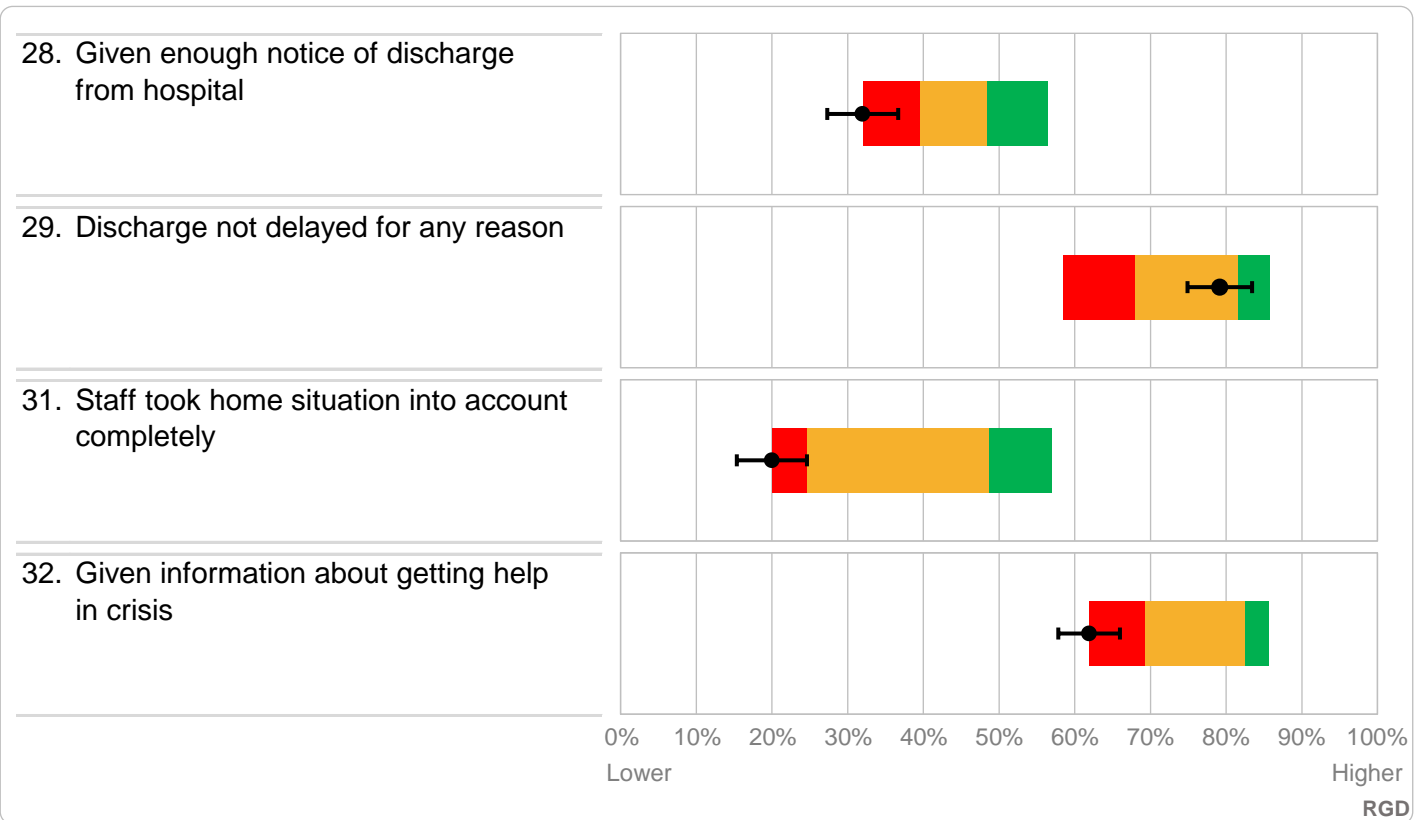
RGD

27. Do you feel that you were treated unfairly for any of the reasons below?



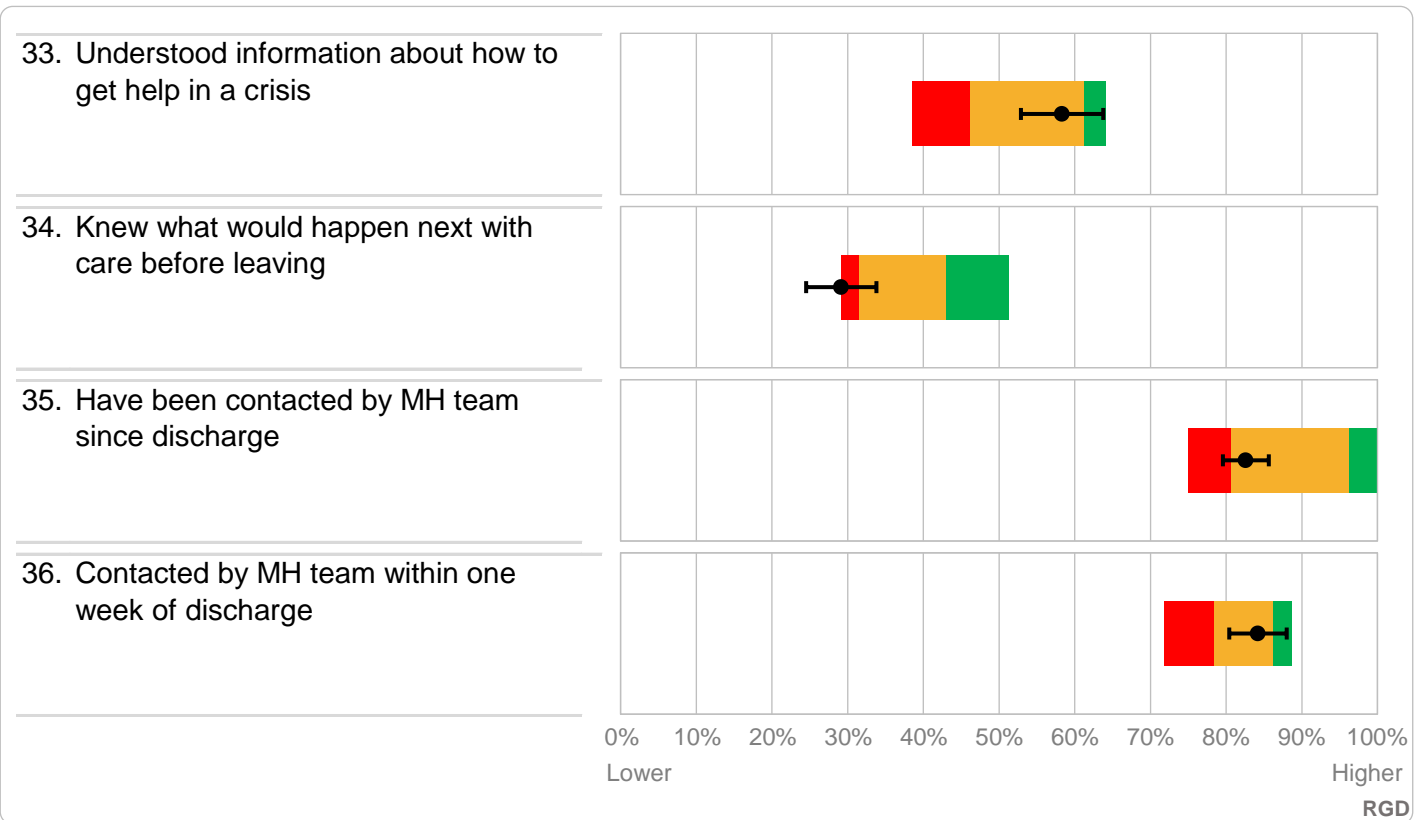
RGD

LEAVING HOSPITAL - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
28. Given enough notice of discharge from hospital	32.0%	39.6%	48.4%	56.4%	25	32.0%	●
29. Discharge not delayed for any reason	58.5%	68.0%	81.5%	85.7%	24	79.2%	●
31. Staff took home situation into account completely	20.0%	24.7%	48.7%	56.9%	20	20.0%	●
32. Given information about getting help in crisis	61.9%	69.3%	82.6%	85.7%	21	61.9%	●

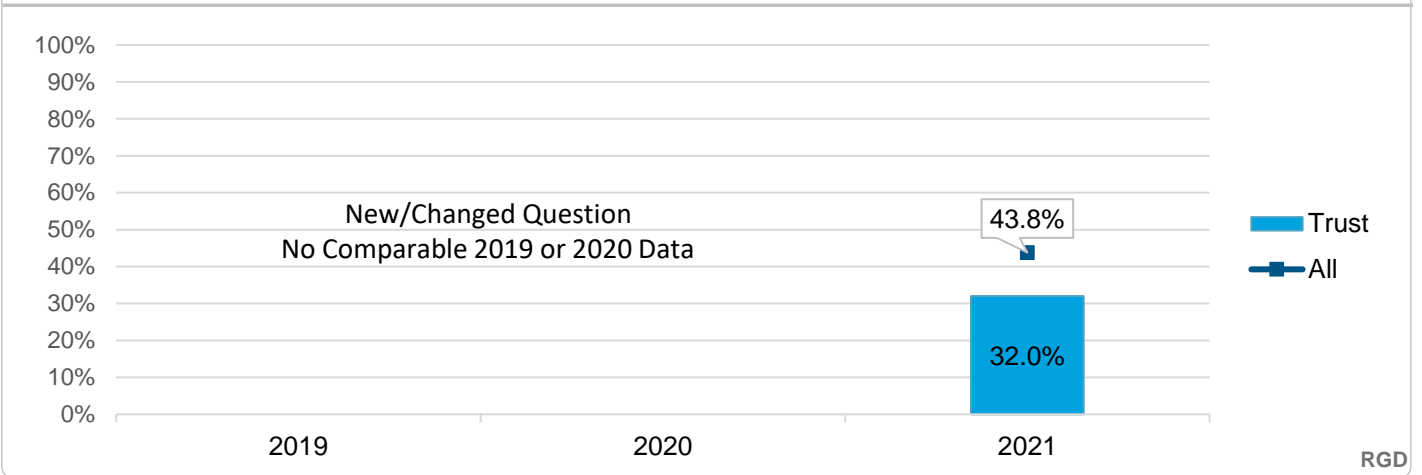
LEAVING HOSPITAL - Benchmark Charts and Tables (continued)



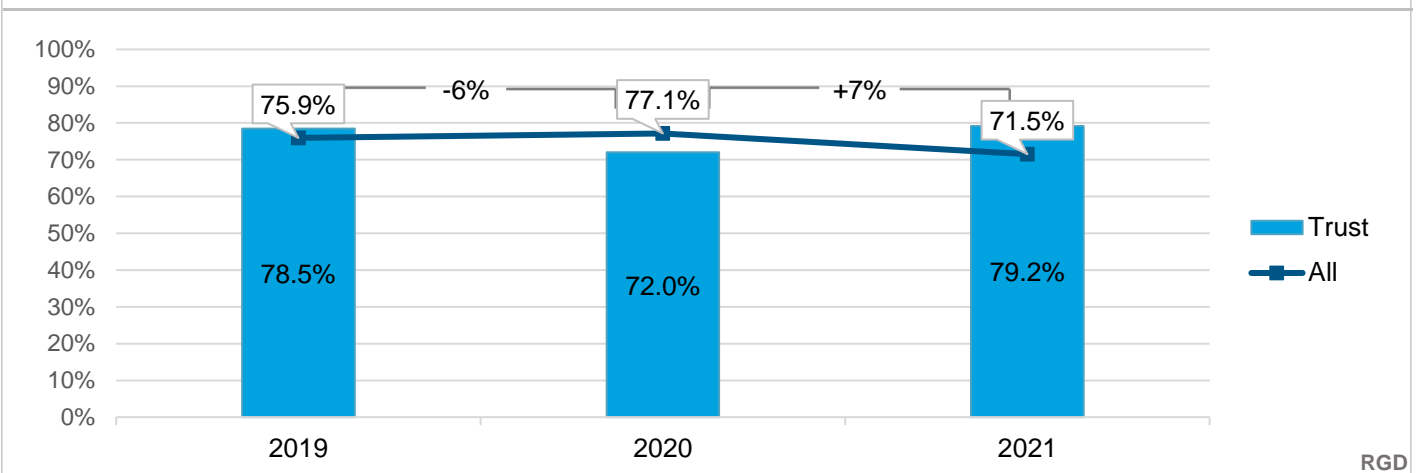
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
33. Understood information about how to get help in a crisis	38.5%	46.1%	61.2%	64.1%	12	58.3%	●
34. Knew what would happen next with care before leaving	29.2%	31.6%	43.1%	51.3%	24	29.2%	●
35. Have been contacted by MH team since discharge	75.0%	80.7%	96.2%	100.0%	23	82.6%	●
36. Contacted by MH team within one week of discharge	71.9%	78.4%	86.2%	88.6%	19	84.2%	●

LEAVING HOSPITAL - Longitudinal Charts

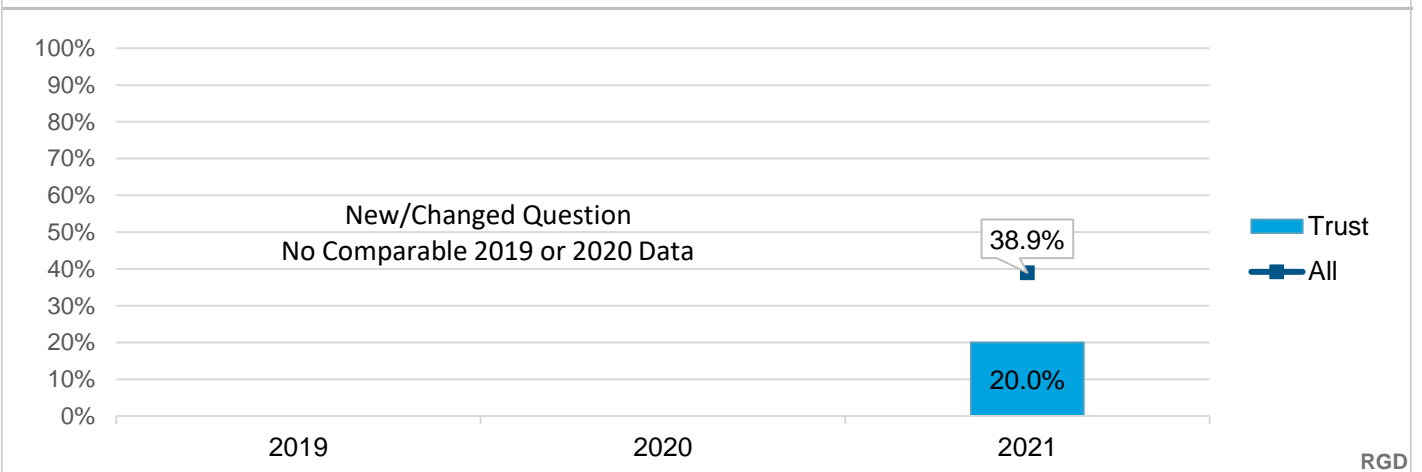
28. Given enough notice of discharge from hospital



29. Discharge not delayed for any reason

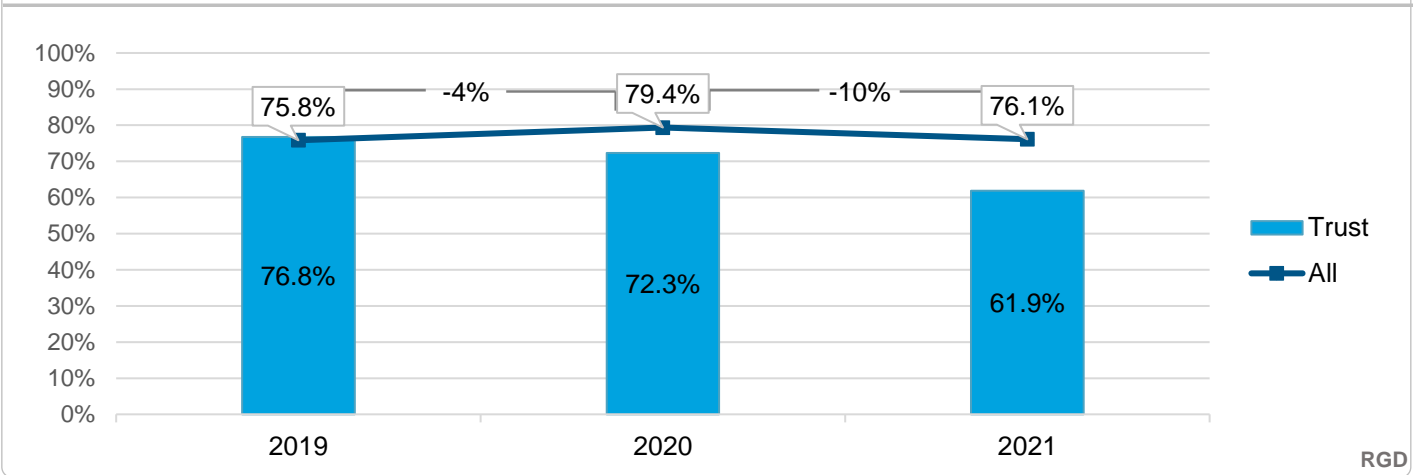


31. Staff took home situation into account completely

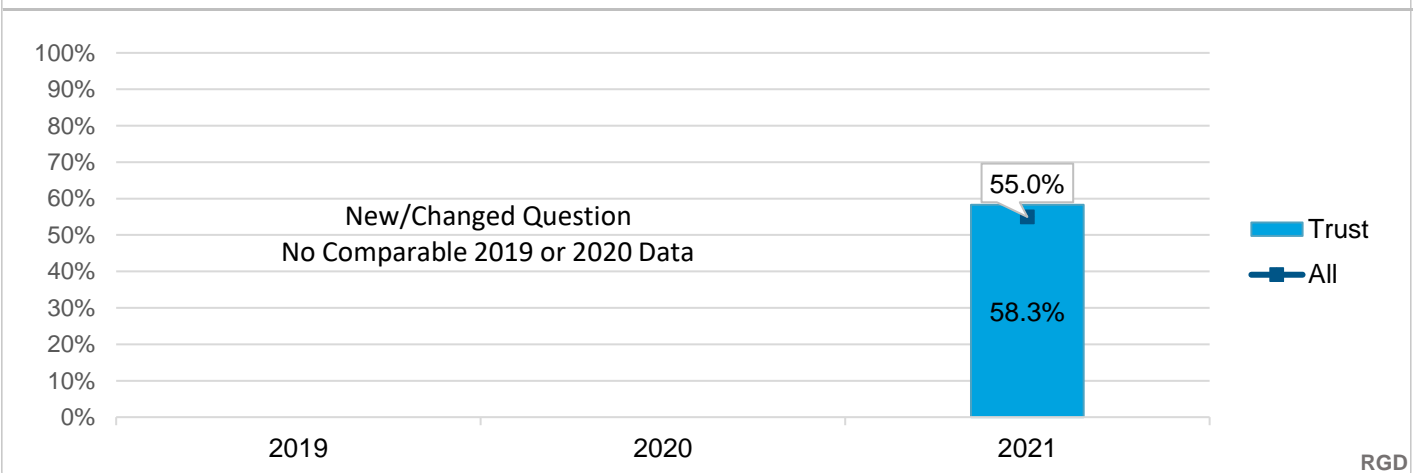


LEAVING HOSPITAL - Longitudinal Charts (continued)

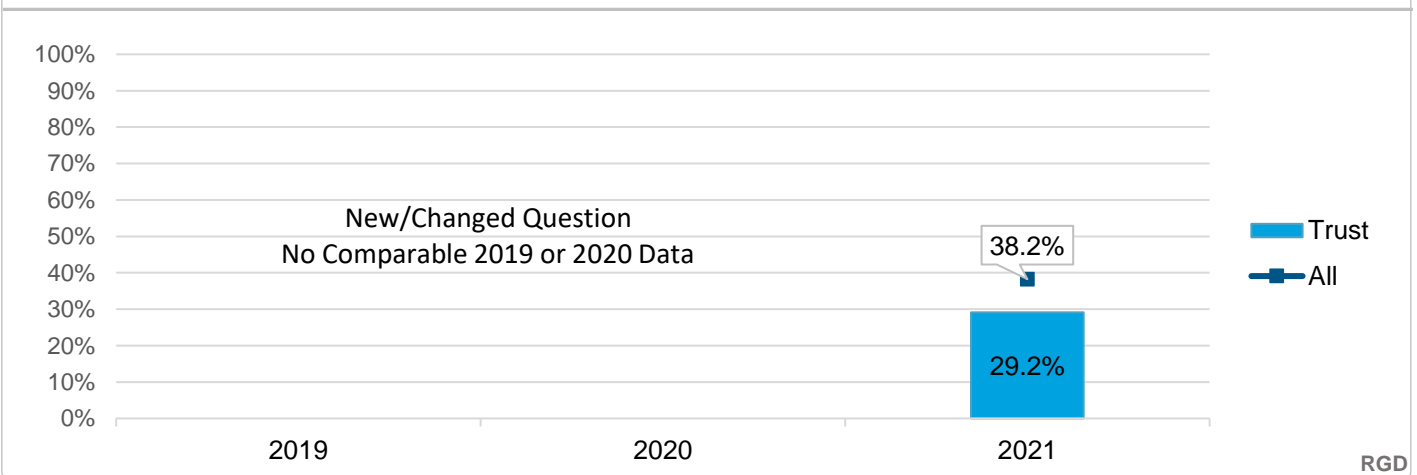
32. Given information about getting help in crisis



33. Understood information about how to get help in a crisis

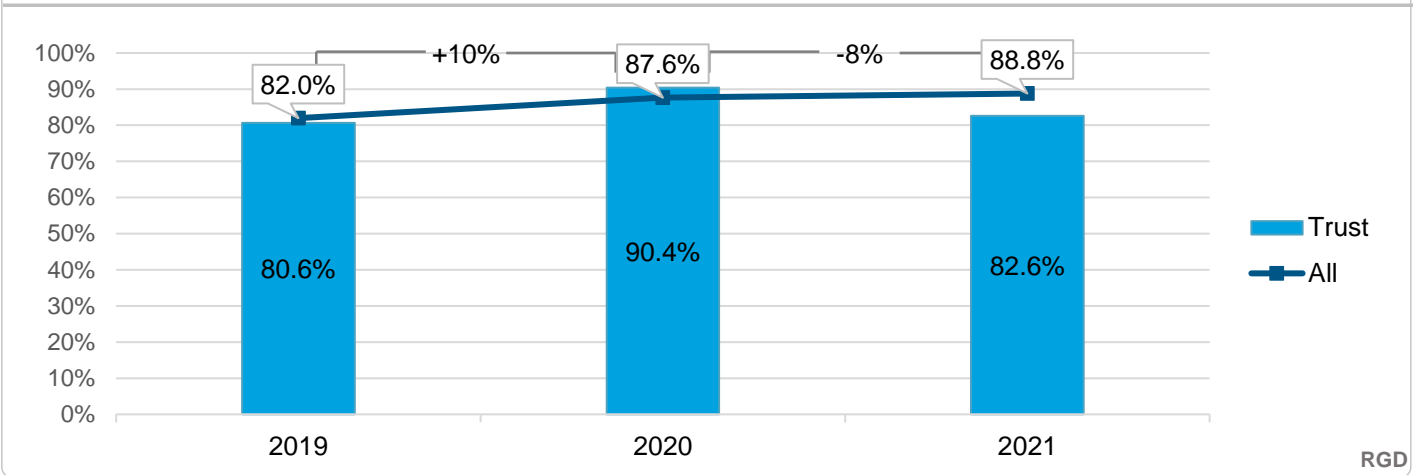


34. Knew what would happen next with care before leaving

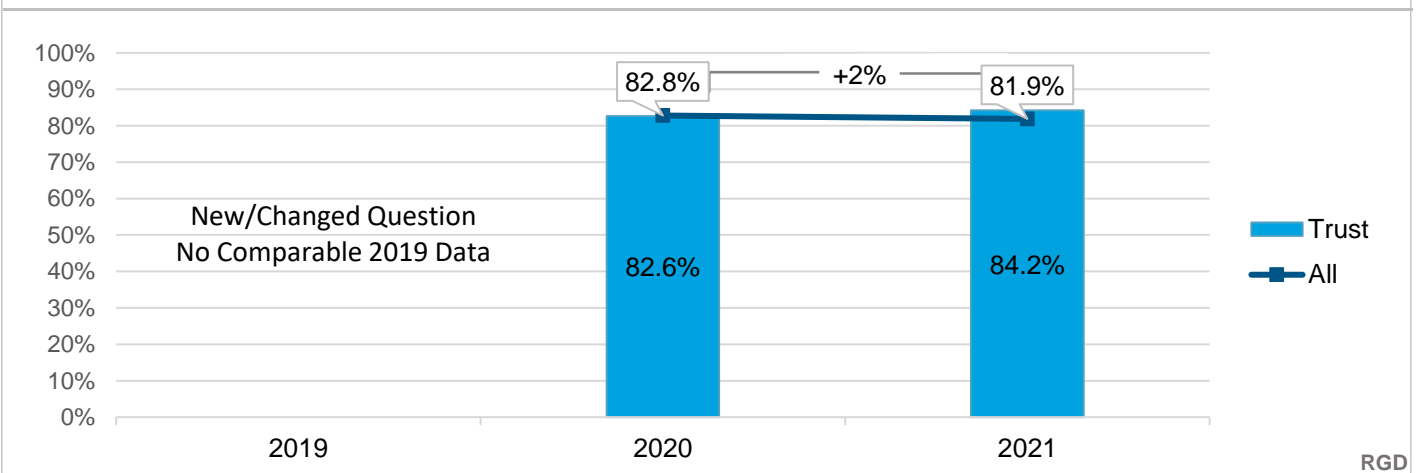


LEAVING HOSPITAL - Longitudinal Charts (continued)

35. Have been contacted by MH team since discharge

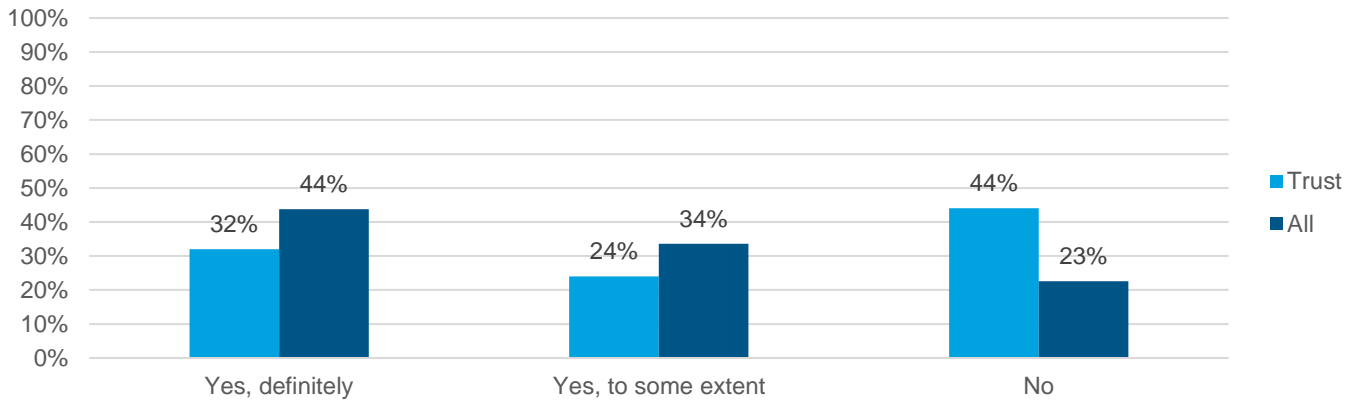


36. Contacted by MH team within one week of discharge



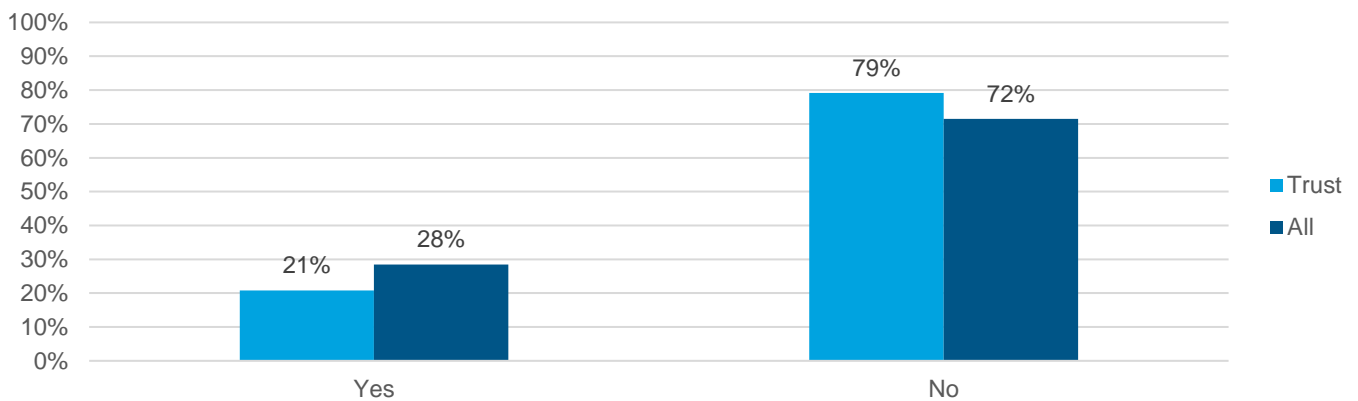
LEAVING HOSPITAL - Compositional Charts

28. Were you given enough notice about when you were going to leave hospital?



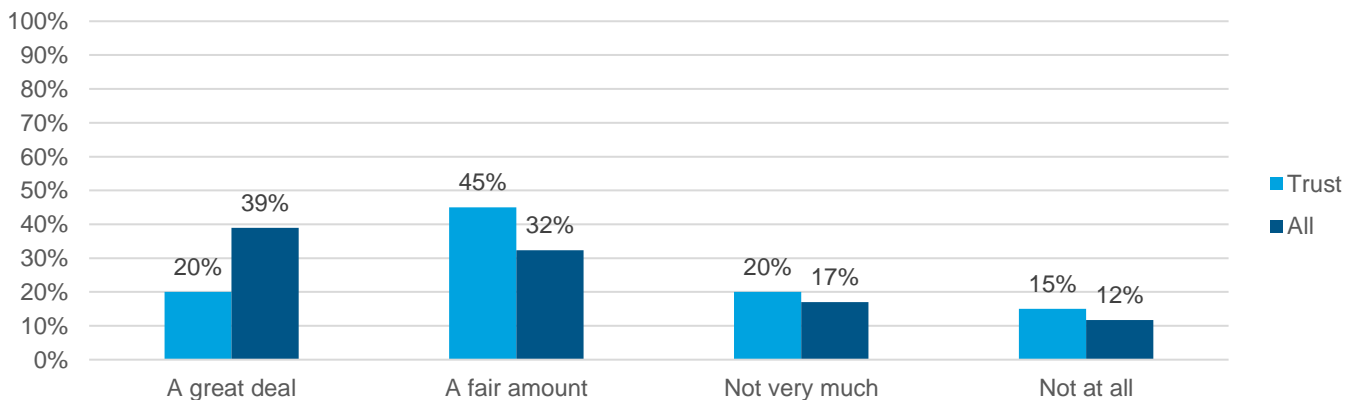
RGD

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



RGD

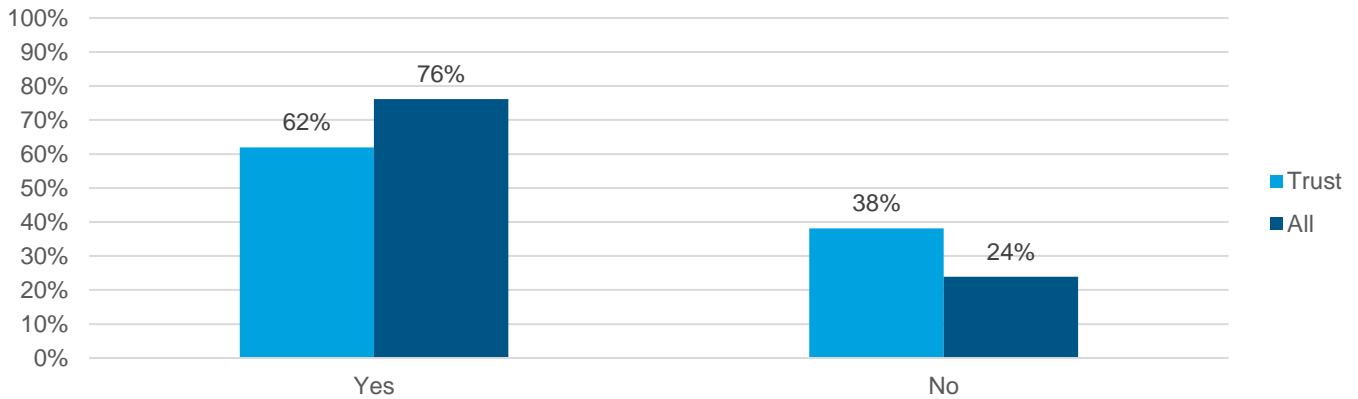
31. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?



RGD

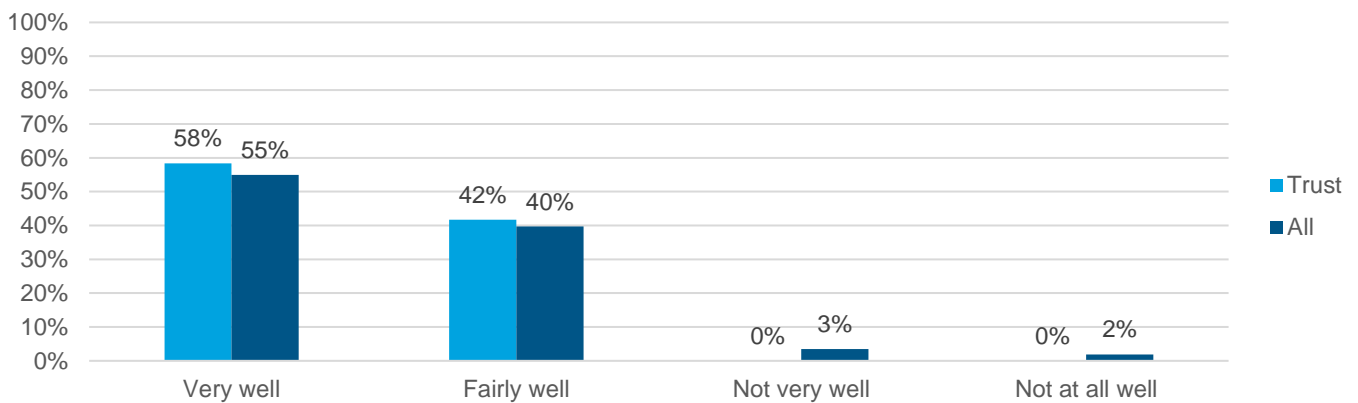
LEAVING HOSPITAL - Compositional Charts (continued)

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



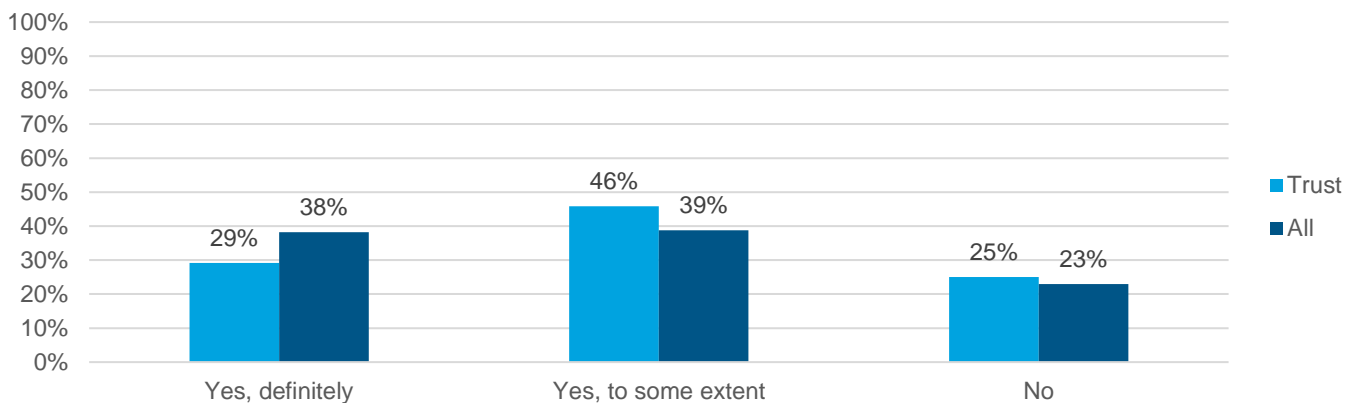
RGD

33. To what extent did you understand the information you were given about how to get help in a crisis or when urgent help is needed?



RGD

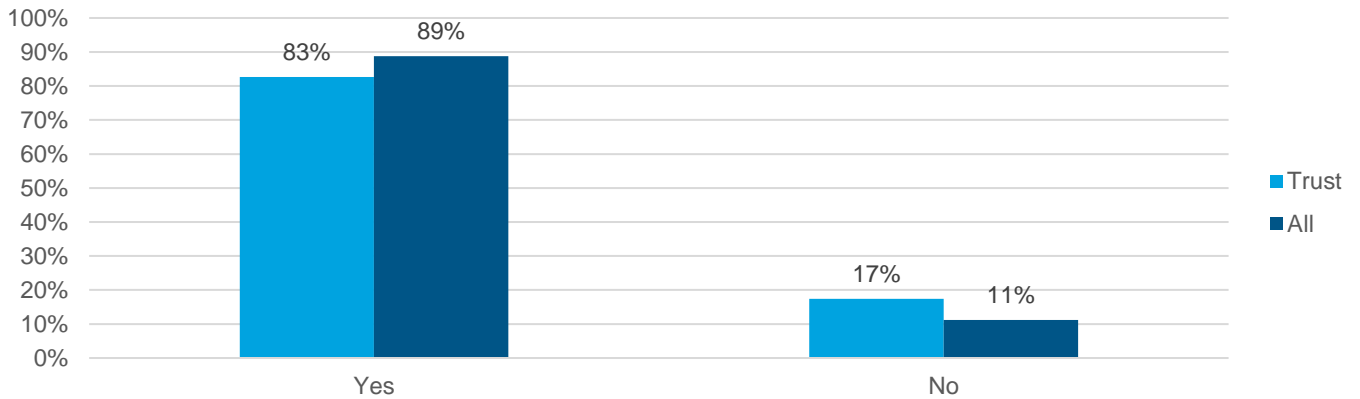
34. Before you left hospital, did you know what would happen next with your care?



RGD

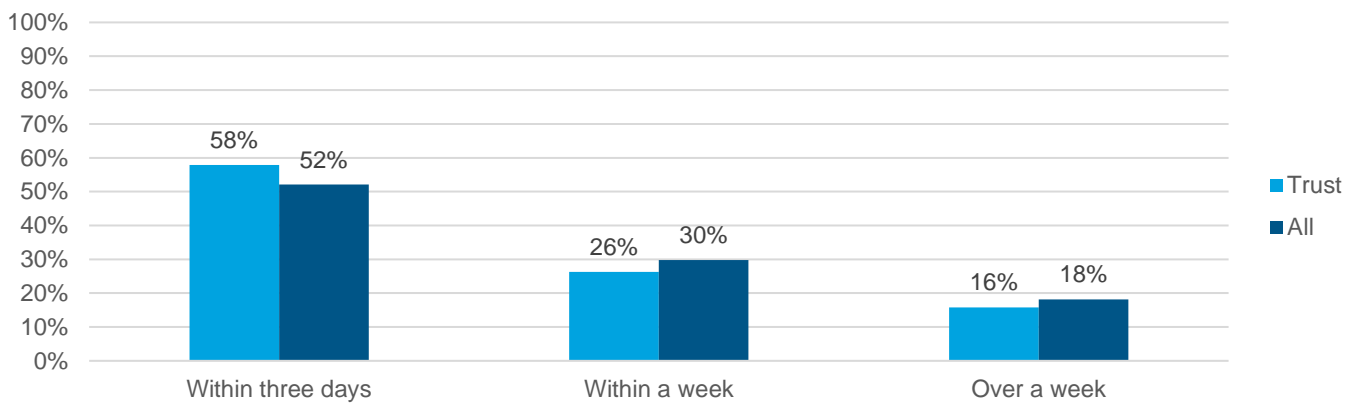
LEAVING HOSPITAL - Compositional Charts (continued)

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



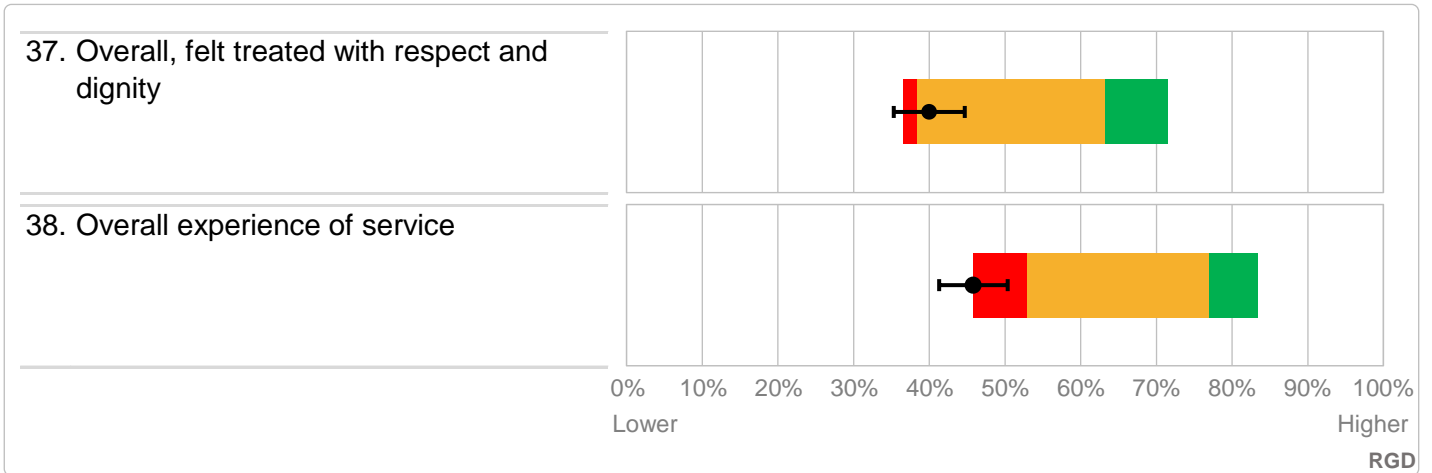
RGD

36. Around how long after you left hospital were you contacted?



RGD

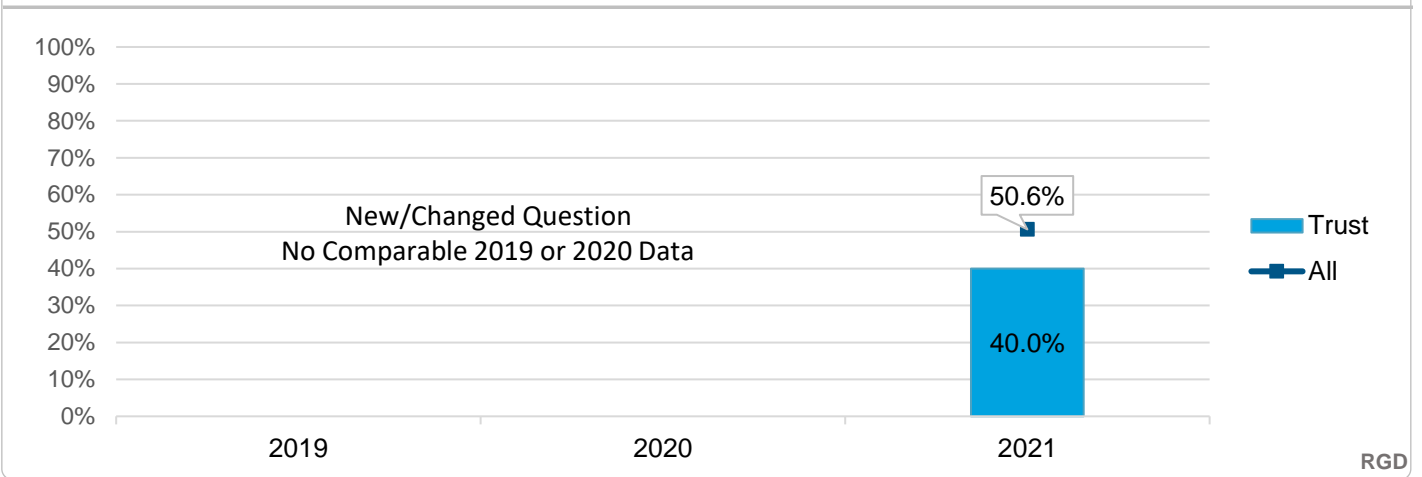
OVERALL - Benchmark Charts and Tables



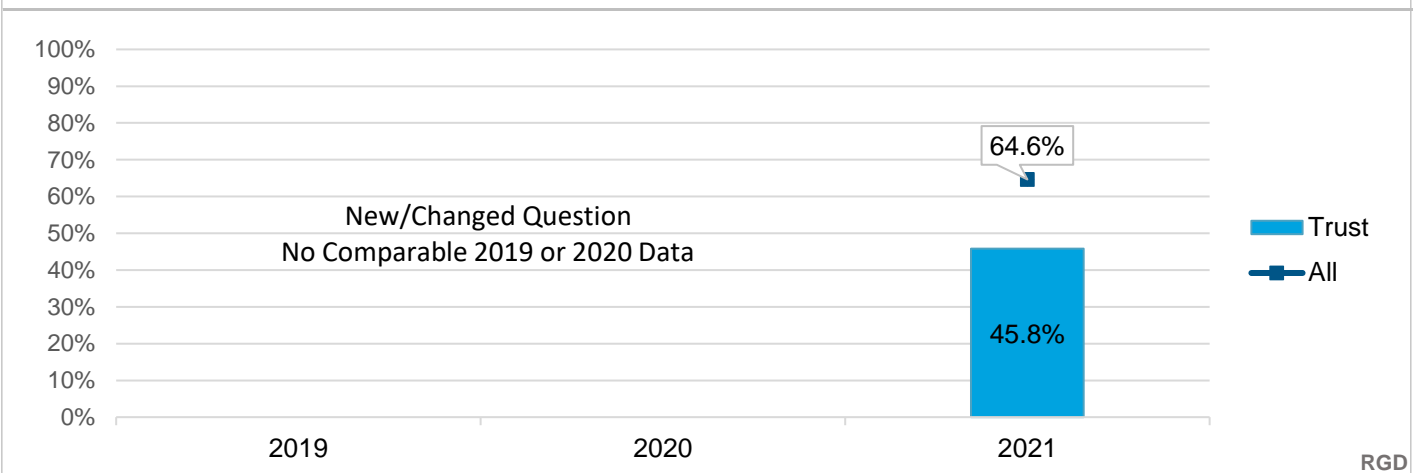
	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
37. Overall, felt treated with respect and dignity	36.6%	38.4%	63.2%	71.4%	25	40.0%	●
38. Overall experience of service	45.8%	53.0%	77.0%	83.3%	24	45.8%	●

OVERALL - Longitudinal Charts

37. Overall, felt treated with respect and dignity

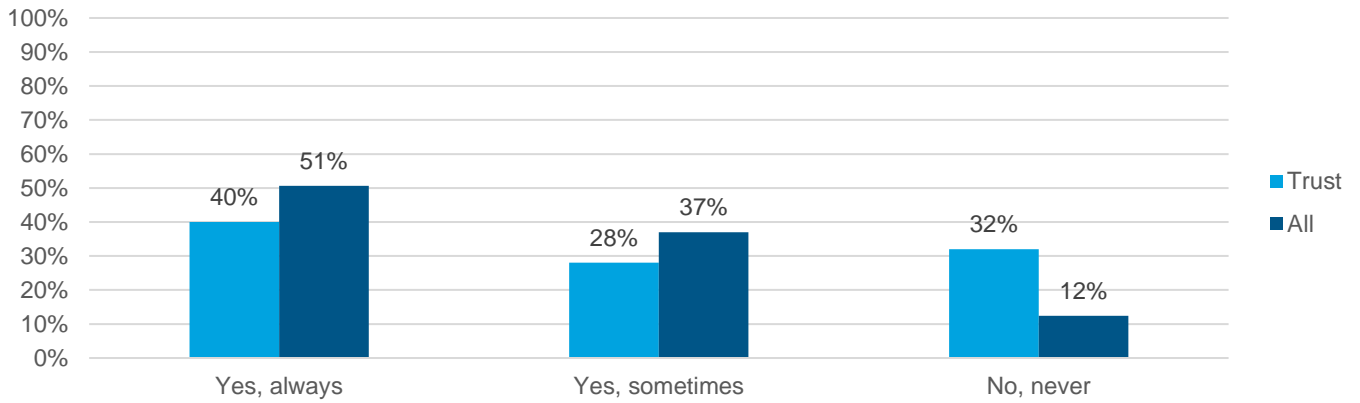


38. Overall experience of service



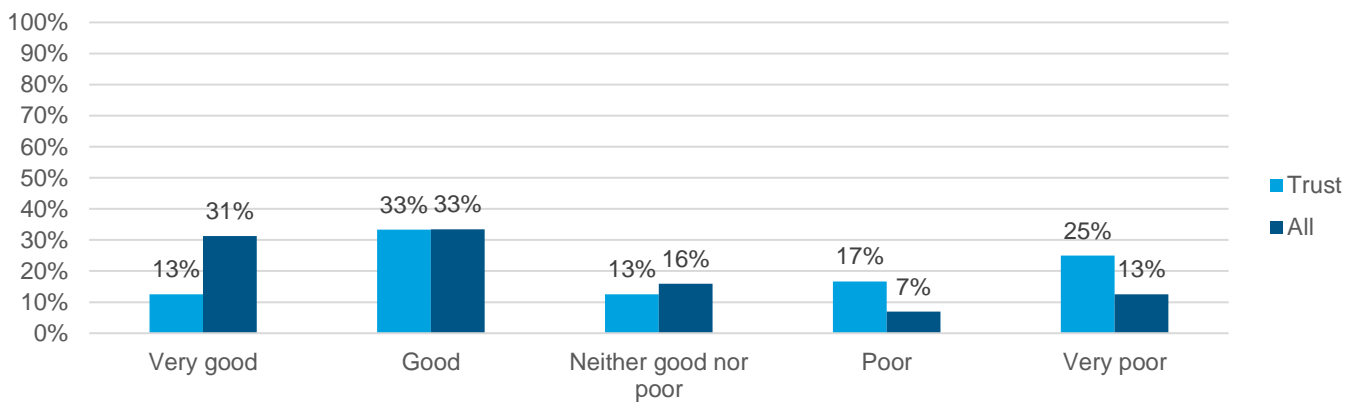
OVERALL - Compositional Charts

37. Overall, did you feel you were treated with respect and dignity while you were in the hospital?



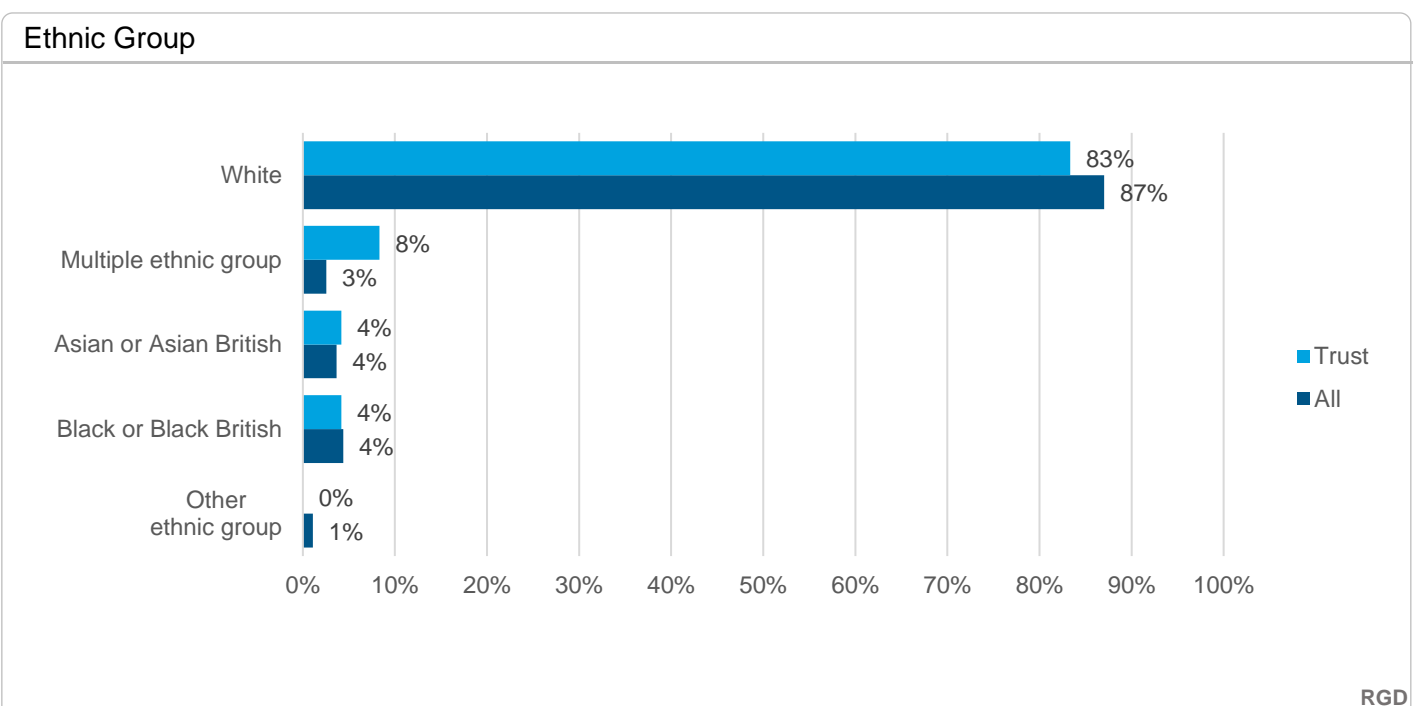
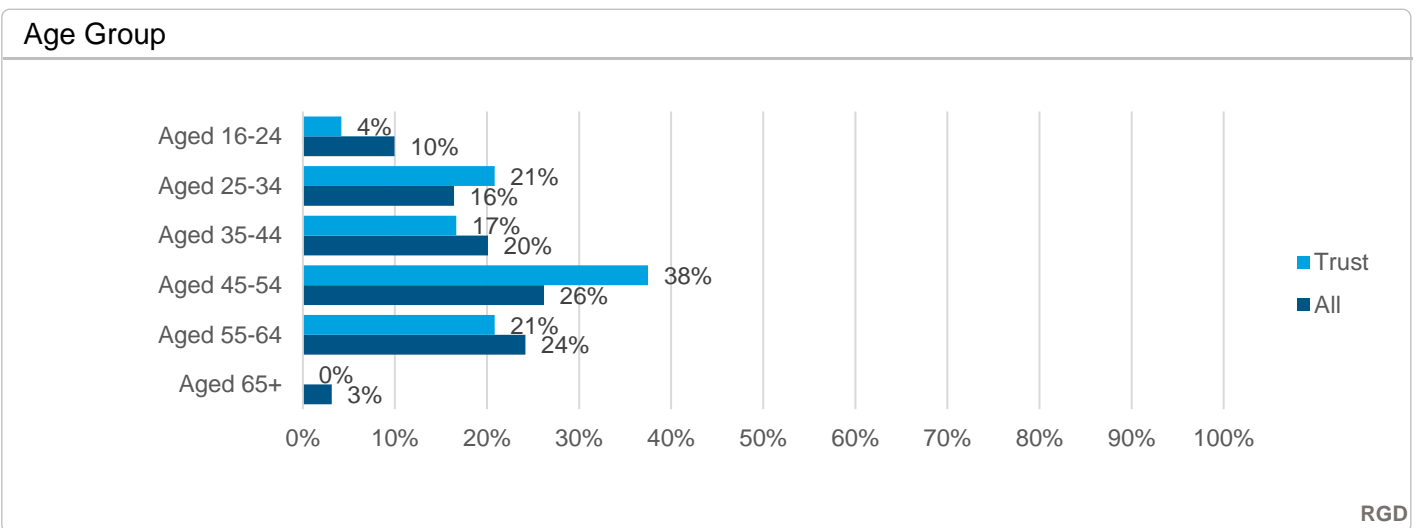
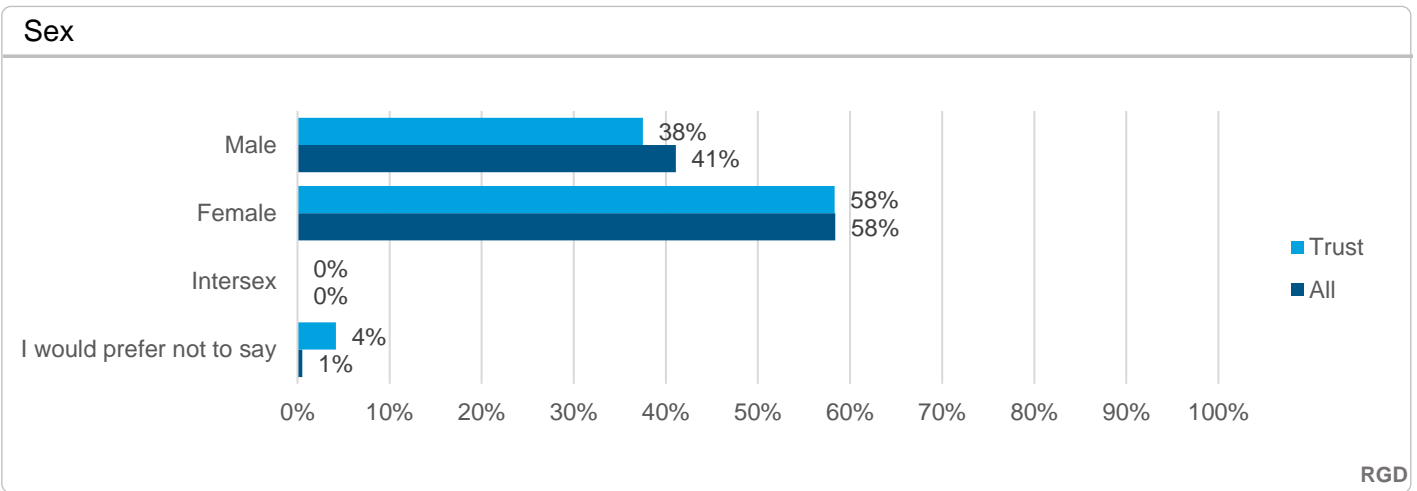
RGD

38. Thinking about the service we provide. Overall, how was your experience of our service?



RGD

Demographic Characteristics



Survey Results

This report sets out the final results from the 2021 Mental Health Acute Inpatient Service User Survey, ordered in exactly the same way as in the survey questionnaire completed by respondents.

Fieldwork for this survey was carried out between November 2021 and April 2022.

Reading the columns of figures

The results are shown firstly in absolute numbers then as percentage responses. The first two columns show the data from 2020 if 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 all IQVIA client organisations participating in the survey for the current year.

The purpose of presenting the figures in this way is to give a direct, at-a-glance, comparison between the organisation's 2021 results and the overall results from the IQVIA 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 the staff made the respondent feel welcome upon arrival, those not answering (Missing) and those saying "Can't remember" are excluded from the percentage calculated for the asterisked responses.

INTRODUCTION TO THE WARD

Q1. When you arrived on the ward, did staff make you feel welcome?	RGD - 2020		RGD - 2021		2021 All	
* Yes	37	79%	10	56%	384	82%
* No	10	21%	8	44%	87	18%
Can't remember	6	11%	7	28%	105	18%
Missing	1		0		11	

Q2. When you arrived on the ward, did you feel that the staff knew about you and any previous care you had received?	RGD - 2020		RGD - 2021		2021 All	
* Yes, definitely	10	23%	3	14%	127	26%
* Yes, to some extent	26	60%	12	57%	198	41%
* No	7	16%	6	29%	156	32%
Don't know / can't remember	10	19%	4	16%	94	16%
Missing	1		0		12	

Q3. When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals and visiting times?	RGD - 2020		RGD - 2021		2021 All	
Yes	24	45%	4	17%	219	39%
Yes, to some extent	16	30%	10	42%	171	30%
No	13	25%	10	42%	172	31%
Missing	1		1		25	

INTRODUCTION TO THE WARD (continued)

Q4. Were you able to keep in touch with your family and friends during your stay?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Yes, always</i>	-	-	9	41%	294	54%
* <i>Yes, sometimes</i>	-	-	9	41%	214	40%
* <i>No, never</i>	-	-	4	18%	32	6%
I did not need / want to keep in touch	-	-	0	0%	22	4%
Don't know / can't remember	-	-	1	4%	8	1%
Missing	-	-	2		17	

Q5. Did you get enough help from staff to keep in touch with your family and friends?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Yes, always</i>	-	-	6	29%	235	47%
* <i>Yes, sometimes</i>	-	-	7	33%	190	38%
* <i>No, never</i>	-	-	8	38%	80	16%
I did not need / want to keep in touch	-	-	1	5%	44	8%
Don't know / can't remember	-	-	0	0%	22	4%
Missing	-	-	3		16	

INTRODUCTION TO THE WARD (continued)

Q6. Were you ever prevented from sleeping at night by any of the following?	RGD - 2020		RGD - 2021		2021 All	
Noise from other patients	-	-	16	64%	282	48%
Missing	-	-	9		305	
Noise from staff	-	-	7	28%	156	27%
Missing	-	-	18		431	
Hospital lighting	-	-	8	32%	180	31%
Missing	-	-	17		407	
Something else	-	-	4	16%	109	19%
Missing	-	-	21		478	
None of these	-	-	4	16%	182	31%
Missing	-	-	21		405	

Q7. Were you offered food that met any dietary needs or requirements you had?	RGD - 2020		RGD - 2021		2021 All	
* Yes, always	-	-	4	36%	226	61%
* Yes, sometimes	-	-	3	27%	96	26%
* No, never	-	-	4	36%	49	13%
I did not have any dietary needs or requirements	-	-	9	41%	185	33%
I did not have any hospital food	-	-	2	9%	9	2%
Missing	-	-	3		22	

INTRODUCTION TO THE WARD (continued)

Q8. How would you rate the hospital food?	RGD - 2020		RGD - 2021		2021 All	
* <i>Very good</i>	10	20%	3	14%	170	31%
* <i>Good</i>	18	35%	4	18%	170	31%
* <i>Fair</i>	12	24%	8	36%	148	27%
* <i>Poor</i>	11	22%	7	32%	65	12%
I did not have any hospital food	1	2%	-	-	-	-
Missing	2		3		34	

Q9. How clean was the ward environment including your room, toilets and bathroom?	RGD - 2020		RGD - 2021		2021 All	
* <i>Very clean</i>	13	25%	7	28%	308	55%
* <i>Fairly clean</i>	28	54%	10	40%	195	35%
* <i>Not very clean</i>	9	17%	6	24%	46	8%
* <i>Not at all clean</i>	2	4%	2	8%	14	2%
Don't know / can't remember	0	0%	0	0%	10	2%
Missing	2		0		14	

Q10. Did you need any help from hospital staff with organising your home situation (e.g. payment of bills, looking after pets, taking care of relatives, keeping in touch with work)?	RGD - 2020		RGD - 2021		2021 All	
Yes	14	26%	4	17%	119	22%
No	40	74%	19	83%	431	78%
Missing	0		2		37	

INTRODUCTION TO THE WARD (continued)

Q11. Did you get the help you needed from hospital staff with organising your home situation?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
I got all the help I needed	6	43%	1	20%	69	53%
I got some of the help I needed	3	21%	2	40%	40	31%
I did not get any help	5	36%	2	40%	22	17%
Missing	40		20		456	

WARD STAFF

Q12. Did staff listen to you?	RGD - 2020		RGD - 2021		2021 All	
Yes, always	16	30%	8	32%	248	43%
Yes, sometimes	32	60%	10	40%	255	45%
No	5	9%	7	28%	70	12%
Missing	1		0		14	

Q13. Were you given enough time to speak with staff?	RGD - 2020		RGD - 2021		2021 All	
Yes, always	16	31%	6	25%	210	37%
Yes, sometimes	22	42%	9	38%	228	40%
No	14	27%	9	38%	133	23%
Missing	2		1		16	

Q14. Did you have confidence and trust in the staff on the ward?	RGD - 2020		RGD - 2021		2021 All	
Yes, always	20	38%	8	33%	242	42%
Yes, sometimes	21	40%	7	29%	218	38%
No	12	23%	9	38%	114	20%
Missing	1		1		13	

Q15. Did the staff on the ward treat you with respect and dignity?	RGD - 2020		RGD - 2021		2021 All	
Yes, always	27	51%	10	43%	315	55%
Yes, sometimes	19	36%	7	30%	178	31%
No	7	13%	6	26%	78	14%
Missing	1		2		16	

YOUR CARE AND TREATMENT

Q16. Were you given any medication (including tablets, medicines and injections) as part of the treatment for your mental health?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes	53	98%	23	100%	556	98%
No	1	2%	0	0%	12	2%
Missing	0		2		19	

Q17. Did the hospital staff explain the purpose of this medication in a way you could understand?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* Yes, completely	22	43%	5	20%	215	43%
* Yes, to some extent	18	35%	8	32%	178	36%
* No	11	22%	12	48%	108	22%
I did not need an explanation	2	4%	0	0%	58	10%
Missing	1		0		28	

Q18. Did the hospital staff explain the possible side effects of this medication in a way you could understand?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* Yes, completely	10	21%	7	28%	139	28%
* Yes, to some extent	19	40%	3	12%	135	27%
* No	19	40%	15	60%	217	44%
I did not need an explanation	3	6%	0	0%	62	11%
Missing	3		0		34	

YOUR CARE AND TREATMENT (continued)

Q19. Were you able to discuss your condition or treatment with hospital staff without being overheard?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes, always	-	-	7	28%	254	44%
Yes, sometimes	-	-	12	48%	223	39%
No, never	-	-	6	24%	101	17%
Missing	-	-	0		9	

Q20. To what extent did staff looking after you involve you in decisions about your care and treatment?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>A great deal</i>	-	-	1	4%	136	25%
* <i>A fair amount</i>	-	-	10	43%	225	41%
* <i>Not very much</i>	-	-	6	26%	139	25%
* <i>Not at all</i>	-	-	6	26%	55	10%
I was not able to be involved	-	-	0	0%	18	3%
I didn't want to be involved	-	-	0	0%	3	1%
Missing	-	-	2		11	

Q21. Were there enough activities available for you to do during your stay?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes, all of the time	9	17%	2	8%	145	25%
Yes, some of the time	24	44%	8	33%	211	37%
No	21	39%	14	58%	215	38%
Missing	0		1		16	

YOUR CARE AND TREATMENT (continued)

Q22. Did you have any medical tests about your physical health (e.g. having your blood pressure measured or having a blood or urine test)?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes	46	87%	20	80%	527	90%
No	3	6%	3	12%	30	5%
Don't know	4	8%	2	8%	27	5%
Missing	1		0		3	

Q23. Do you feel that enough care was taken of any physical health problems you had (e.g. diabetes, asthma, heart disease)?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Yes, definitely</i>	17	40%	4	20%	196	48%
* <i>Yes, to some extent</i>	17	40%	7	35%	130	32%
* <i>No</i>	9	21%	9	45%	86	21%
I did not have any physical health problems	11	20%	5	20%	165	29%
Missing	0		0		10	

YOUR RIGHTS

Q24. At any time during your admission were you detained (sectioned) under the Mental Health Act?

	RGD - 2020		RGD - 2021		2021 All	
Yes	41	79%	20	83%	373	66%
No	10	19%	3	13%	158	28%
Don't know	1	2%	1	4%	37	7%
Missing	2		1		19	

Q25. When you were detained (sectioned), or soon after, were your rights explained to you in a way that you could understand?

	RGD - 2020		RGD - 2021		2021 All	
* Yes, completely	16	43%	1	6%	136	40%
* Yes, to some extent	16	43%	9	53%	118	35%
* No	5	14%	7	41%	83	25%
Don't know / can't remember	3	8%	3	15%	43	11%
Missing	14		5		207	

Q26. Were you made aware of how you could make a complaint if you had one?

	RGD - 2020		RGD - 2021		2021 All	
* Yes	25	61%	11	58%	262	56%
* No	16	39%	8	42%	205	44%
Don't know / can't remember	12	23%	4	17%	106	18%
Missing	1		2		14	

YOUR RIGHTS (continued)

Q27. Do you feel that you were treated unfairly for any of the reasons below?	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Your age	3	6%	2	8%	36	6%
Missing	51		23		551	
Your sex	2	4%	2	8%	24	4%
Missing	52		23		563	
Your race / ethnic background	3	6%	1	4%	24	4%
Missing	51		24		563	
Your religion	5	9%	1	4%	19	3%
Missing	49		24		568	
Your sexual orientation	0	0%	0	0%	14	2%
Missing	54		25		573	
A disability that you have	6	11%	3	12%	56	10%
Missing	48		22		531	
Another reason	5	9%	4	16%	82	14%
Missing	49		21		505	
None of these	31	57%	12	48%	358	61%
Missing	23		13		229	
Don't know	4	7%	3	12%	49	8%
Missing	50		22		538	

LEAVING HOSPITAL

Q28. Were you given enough notice about when you were going to leave hospital?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes, definitely	-	-	8	32%	254	44%
Yes, to some extent	-	-	6	24%	195	34%
No	-	-	11	44%	131	23%
Missing	-	-	0		7	

Q29. Once you were due to leave hospital, was your discharge delayed for any reason?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes	14	28%	5	21%	159	28%
No	36	72%	19	79%	399	72%
Missing	4		1		29	

Q30. What was the MAIN reason for the delay?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
I had to wait to see a doctor or nurse in charge of the ward	1	8%	0	0%	34	21%
I had to wait for suitable accommodation	2	15%	0	0%	13	8%
I had to wait for financial help (e.g. getting benefits, paying bills, crisis loans)	0	0%	0	0%	0	0%
I had to wait for community services to become available (e.g. support workers)	0	0%	2	40%	11	7%
I had to wait for medication	9	69%	3	60%	73	46%
Something else	1	8%	0	0%	29	18%
Missing	41		20		427	

LEAVING HOSPITAL (continued)

Q31. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>A great deal</i>	-	-	4	20%	183	39%
* <i>A fair amount</i>	-	-	9	45%	152	32%
* <i>Not very much</i>	-	-	4	20%	80	17%
* <i>Not at all</i>	-	-	3	15%	55	12%
It was not necessary	-	-	1	4%	69	12%
Don't know / can't remember	-	-	3	13%	36	6%
Missing	-	-	1		12	

Q32. Before you left hospital, were you given information about how to get help in a crisis, or when urgent help is needed?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Yes</i>	34	72%	13	62%	379	76%
* <i>No</i>	13	28%	8	38%	119	24%
Don't know / can't remember	4	8%	3	13%	76	13%
Missing	3		1		13	

LEAVING HOSPITAL (continued)

Q33. To what extent did you understand the information you were given about how to get help in a crisis or when urgent help is needed?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Very well</i>	-	-	7	58%	205	55%
* <i>Fairly well</i>	-	-	5	42%	148	40%
* <i>Not very well</i>	-	-	0	0%	13	3%
* <i>Not at all well</i>	-	-	0	0%	7	2%
Don't know / can't remember	-	-	1	8%	8	2%
Missing	-	-	12		206	

Q34. Before you left hospital, did you know what would happen next with your care?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes, definitely	-	-	7	29%	218	38%
Yes, to some extent	-	-	11	46%	221	39%
No	-	-	6	25%	131	23%
Missing	-	-	1		17	

Q35. Have you been contacted by a member of the mental health team since you left hospital?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Yes</i>	47	90%	19	83%	490	89%
* <i>No</i>	5	10%	4	17%	62	11%
Don't know / can't remember	0	0%	1	4%	21	4%
Missing	2		1		14	

LEAVING HOSPITAL (continued)

Q36. Around how long after you left hospital were you contacted?	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Within three days	25	54%	11	58%	250	52%
Within a week	13	28%	5	26%	143	30%
Over a week	8	17%	3	16%	87	18%
Missing	8		6		107	

OVERALL

Q37. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Yes, always	-	-	10	40%	290	51%
Yes, sometimes	-	-	7	28%	212	37%
No, never	-	-	8	32%	71	12%
Missing	-	-	0		14	

Q38. Thinking about the service we provide. Overall, how was your experience of our service?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
* <i>Very good</i>	-	-	3	13%	175	31%
* <i>Good</i>	-	-	8	33%	187	33%
* <i>Neither good nor poor</i>	-	-	3	13%	89	16%
* <i>Poor</i>	-	-	4	17%	39	7%
* <i>Very poor</i>	-	-	6	25%	70	13%
Don't know	-	-	0	0%	7	1%
Missing	-	-	1		20	

ABOUT YOU

Q39. Who was the main person or people that filled in this questionnaire?	RGD - 2020		RGD - 2021		2021 All	
The service user/client (named on the front of the envelope)	45	92%	19	86%	464	86%
A friend or relative of the service user/client	2	4%	2	9%	21	4%
Both service user/client and friend/relative together	1	2%	0	0%	32	6%
The service user/client with the help of a health professional	1	2%	1	5%	23	4%
Missing	5		3		47	

Q40a. At birth were you registered as...	RGD - 2020		RGD - 2021		2021 All	
Male	-	-	9	38%	230	41%
Female	-	-	14	58%	327	58%
Intersex	-	-	0	0%	0	0%
I would prefer not to say	-	-	1	4%	3	1%
Missing	-		1		27	

Q40b. Is your gender the same as the sex you were registered as at birth?	RGD - 2020		RGD - 2021		2021 All	
Yes	-	-	22	96%	541	98%
No	-	-	0	0%	6	1%
No, please write your gender below	-	-	0	0%	2	0%
I would prefer not to say	-	-	1	4%	4	1%
Missing	-		2		34	

ABOUT YOU (continued)

Q41. Age range (taken from "What was your year of birth?")	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
16-24	9	17%	1	4%	54	10%
25-34	13	25%	5	21%	89	16%
35-44	11	21%	4	17%	109	20%
45-54	10	19%	9	38%	142	26%
55-64	9	17%	5	21%	131	24%
65+	0	0%	0	0%	17	3%
Missing	2		1		45	

ABOUT YOU (continued)

Q42. Other than your mental health condition, do you have any of the following long-term conditions?

	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
Speech impairment	1	2%	2	8%	21	4%
Missing	53		23		566	
Physical impairment	2	4%	3	12%	69	12%
Missing	52		22		518	
Cognitive impairment	1	2%	0	0%	24	4%
Missing	53		25		563	
Learning disability	5	9%	3	12%	65	11%
Missing	49		22		522	
Longstanding illness	10	19%	4	16%	98	17%
Missing	44		21		489	
Another long-term condition	11	20%	5	20%	136	23%
Missing	43		20		451	
I do not have another long-term condition	23	43%	9	36%	206	35%
Missing	31		16		381	
I prefer not to say	3	6%	2	8%	50	9%
Missing	51		23		537	

ABOUT YOU (continued)

Q43. What is your religion?	<i>RGD - 2020</i>		<i>RGD - 2021</i>		<i>2021 All</i>	
No religion	10	20%	7	30%	184	34%
Buddhist	2	4%	1	4%	5	1%
Christian	26	51%	10	43%	279	51%
Hindu	2	4%	0	0%	2	0%
Jewish	0	0%	0	0%	3	1%
Muslim	6	12%	0	0%	16	3%
Sikh	2	4%	0	0%	3	1%
Other	1	2%	1	4%	19	3%
I prefer not to say	2	4%	4	17%	32	6%
Missing	3		2		44	

ABOUT YOU (continued)

Q44. To which of these ethnic groups would you say you belong?	RGD - 2020		RGD - 2021		2021 All	
English/Welsh/Scottish/Northern Irish/British	33	69%	20	83%	445	81%
Irish	0	0%	0	0%	4	1%
Gypsy or Irish Traveller	1	2%	0	0%	4	1%
Any other white background:	2	4%	0	0%	23	4%
White and Black Caribbean	0	0%	0	0%	4	1%
White and Black African	0	0%	1	4%	2	0%
White and Asian	1	2%	0	0%	2	0%
Any other mixed background:	0	0%	1	4%	6	1%
Indian	4	8%	0	0%	5	1%
Pakistani	1	2%	0	0%	7	1%
Bangladeshi	0	0%	1	4%	3	1%
Chinese	0	0%	0	0%	2	0%
Any other Asian background:	0	0%	0	0%	3	1%
Caribbean	1	2%	1	4%	7	1%
African	3	6%	0	0%	15	3%
Any other Black background:	0	0%	0	0%	2	0%
Arab	0	0%	0	0%	2	0%
Any other ethnic background:	1	2%	0	0%	4	1%
I prefer not to say	1	2%	0	0%	7	1%
Missing	6		1		40	