



Community Mental Health Service User Survey 2021

Leeds and York Partnership NHS
Foundation Trust

Management Report

Produced by Quality Health



Table of Contents

Background	3
Introduction	4
Observations and Recommendations	5
Reading the Report	6
Questions above or below thresholds	10
Top & Bottom Five Questions	12
Your Care and Treatment	13
Your Health and Social Care Workers	16
Organising Your Care	19
Planning Your Care	22
Reviewing Your Care	25
Crisis Care	28
Medicines	31
NHS Therapies	34
Support and Wellbeing	37
Overall	42
Demographic Characteristics	45
Detailed Results Table	47

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. No new scored questions have been added to the structure in 2020.

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 50 Mental Health Trusts and Community Interest Companies with mental health functions surveyed by Quality Health this year (91% 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 2021.

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 2020.

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

In Leeds and York Partnership NHS Foundation Trust, 3% of respondents said that they had never seen anyone from NHS mental health services.

Response Rate

Of the 323 completed surveys returned from the sample (basic plus additional where applicable) of 1250, 24 were excluded for the following reasons:

- | | |
|-------------------------------------|----|
| ◆ Moved / not known at this address | 14 |
| ◆ Ineligible | 1 |
| ◆ Deceased | 9 |

The response rate was 26% (323 usable responses from a usable sample of 1226).

Observations and Recommendations

Summary

The majority of scores within Leeds and York Partnership NHS Foundation Trust sit in the intermediate 60% of the Trusts surveyed by Quality Health. There are 6 scores in the top 20% range and 3 scores in the bottom 20% range. The Trust is doing well in the area of offering an adequate amount of appointments to patients.

The Trust should map the previous years' action plans against the improved and top-performing scores to identify what has been successful, however, you should take into consideration that it may take a couple of years before improvements become apparent in the survey results. Consider the context of how the Trust has performed in comparison to the 'All Trusts' scores over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future. While it's important to look at where the Trust scores on the RAG charts, trends over time are a clearer indicator as to whether performance has improved.

Identify areas for improvement by looking at the questions where the Trust's scores are at the lower end of the intermediate 60% or in the bottom 20% ranges. It's also important to consider the scores that are low in their own right, irrespective of their position when benchmarked, for example the scores around Support and Wellbeing. Review changes in the longitudinal data to establish if there has been a decline or stagnation in results across multiple years. There has been a downward trend in results across the survey between 2020 and 2021. The unique nature of care provision during the Covid-19 pandemic will have affected scores and the Trust should take this into account. Improvement is needed in supplying patients with a point of contact in case of concerns with their care, as well as providing them with the help they need during a crisis; both areas scored particularly low. The Trust also needs to focus on the scores within Your Health and Social Care Workers, Planning Your Care, Reviewing Your Care and Support and Wellbeing, as individual measures within these areas have dipped from the previous year.

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 Q21 (*In the last 12 months, have you been receiving any medicines for your mental health needs?*).

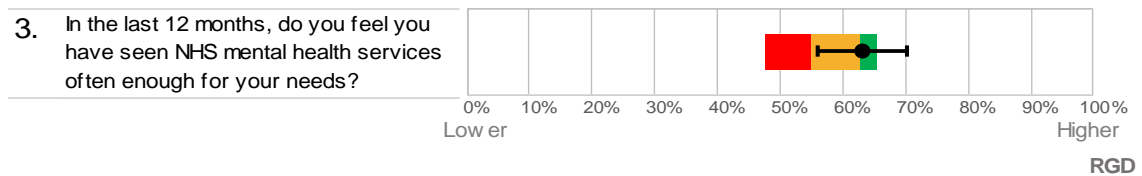
For full details of the scoring please refer to the Scored Questionnaire which can be accessed here:

<https://nhssurveys.org/surveys/survey/05-community-mental-health/year/2021/>

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 2021 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).

Reading the Report (continued)

Benchmark Charts and Tables - Standardised Data - Scored Questions Only (continued)

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

- The first column shows the question number and question text
- The second column shows the lowest score achieved across all Trusts in the Quality Health database
- The third column shows the highest value in the lowest scoring 20% of Trusts (i.e. the threshold or end of the red segment of the chart)
- The fourth column shows the lowest value in the highest scoring 20% of Trusts (i.e. the threshold or start of the green segment on the chart)
- The fifth column displays the highest score achieved across all Trusts in the Quality Health database
- The sixth column shows the base size or number of respondents for the question/Trust
- The seventh column shows the Trust's score for this year (as depicted by the black circle on the chart)
- The final column shows a RAG rating indicator. If a Trust's score falls within the lowest 20% of scores for that question, a red dot will be displayed. If a Trust's score falls within the intermediate 60% of scores for that question, an amber dot will be displayed. If a Trust's score falls within the highest 20% of scores for that question, a green dot will be displayed.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					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?	47.6%	55.1%	62.7%	65.3%	292	63.0%	●

Reading the Report (continued)

Longitudinal Charts - Standardised Data - 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 Quality Health. These charts also use data which has been standardised by age and gender.

Scores from previous years in the longitudinal charts may vary slightly from those in 2020's report as the data may have additional cleansing applied. This is to ensure scores are comparable.

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.

Questions above or below thresholds

This section of the report summarises all questions which are above or below the benchmarking thresholds when compared to all Trusts contracted to Quality Health for 2021. A green marker indicates a score which is above the 80% threshold.

Below are the scores which are **above** the 80% threshold.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					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?	48%	55%	63%	65%	292	63.0%	●
5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?	53%	62%	68%	72%	258	69.4%	●
9. Did the person or people you saw appear to be aware of your treatment history?	58%	67%	72%	78%	270	73.1%	●
16. Does this agreement on what care you will receive take into account your needs in other areas of your life?	60%	64%	70%	72%	212	70.1%	●
34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?	23%	35%	45%	55%	56	46.1%	●
38. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	12%	15%	23%	32%	257	23.7%	●

Questions above or below thresholds

This section of the report summarises all questions which are above or below the benchmarking thresholds when compared to all Trusts contracted to Quality Health for 2021. A red marker indicates a score which is below the 20% threshold.

Below are the scores which are **below** the 20% threshold.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
12. Do you know how to contact this person if you have a concern about your care?	94%	95%	98%	99%	189	94.7%	●
15. Were you involved as much as you wanted to be in agreeing what care you will receive?	67%	71%	74%	80%	219	70.2%	●
20. Thinking about the last time you tried to contact this person or team, did you get the help needed?	51%	62%	70%	74%	137	57.9%	●

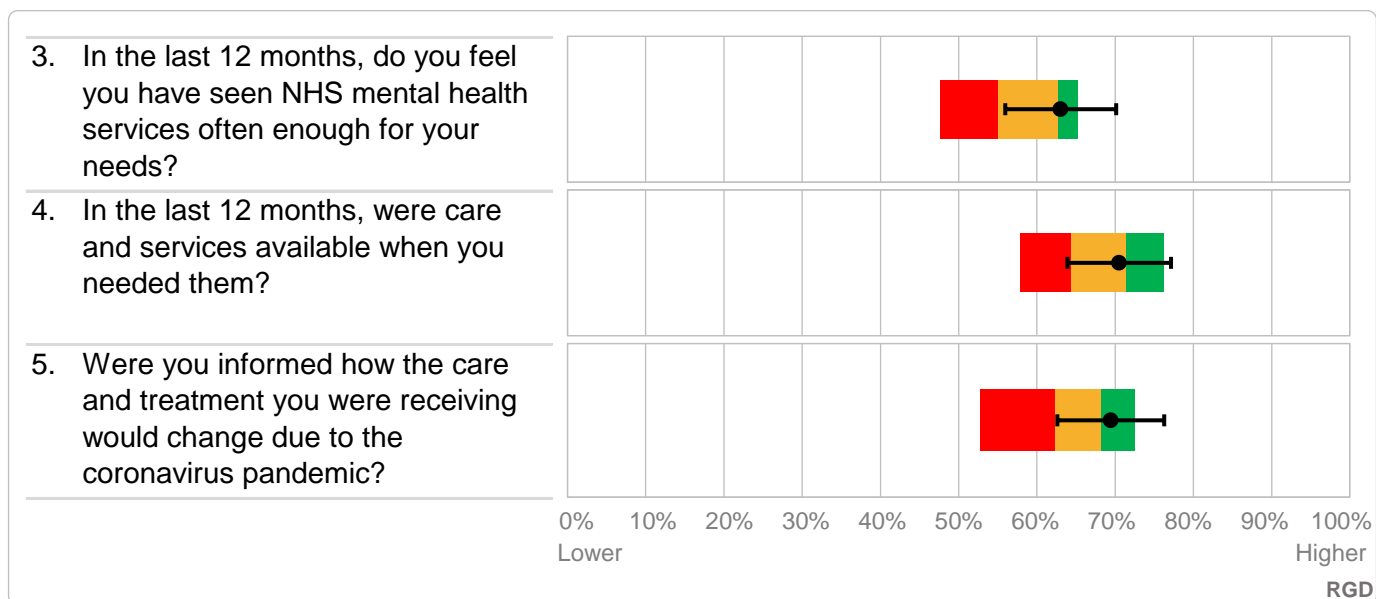
Top & Bottom Five Questions

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
12.	Do you know how to contact this person if you have a concern about your care?	94.7%
37.	Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	85.1%
13.	How well does this person organise the care and services you need?	82.2%
28.	Were these NHS talking therapies explained to you in a way you could understand?	79.8%
18.	Did you feel that decisions were made together by you and the person you saw during this discussion?	78.7%

Bottom 5 Questions		Score
38.	Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	23.7%
33.	In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	39.0%
34.	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?	46.1%
32.	In the last 12 months, did NHS mental health services support you with your physical health needs?	46.2%
20.	Thinking about the last time you tried to contact this person or team, did you get the help needed?	57.9%

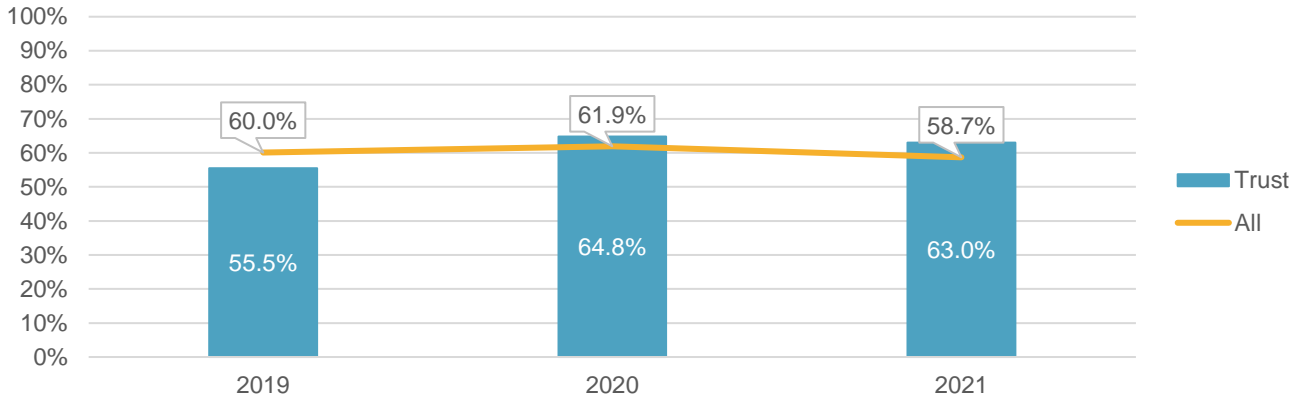
Your Care and Treatment - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	47.6%	55.1%	62.7%	65.3%	292	63.0%	●
4. In the last 12 months, were care and services available when you needed them?	57.9%	64.4%	71.4%	76.2%	279	70.5%	●
5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?	52.7%	62.3%	68.2%	72.5%	258	69.4%	●

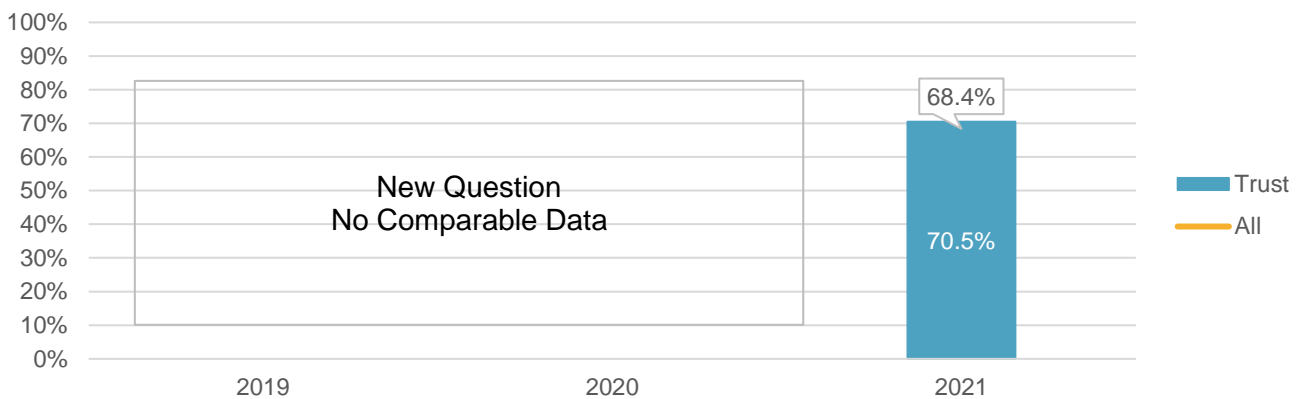
Your Care and Treatment - Longitudinal Charts

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



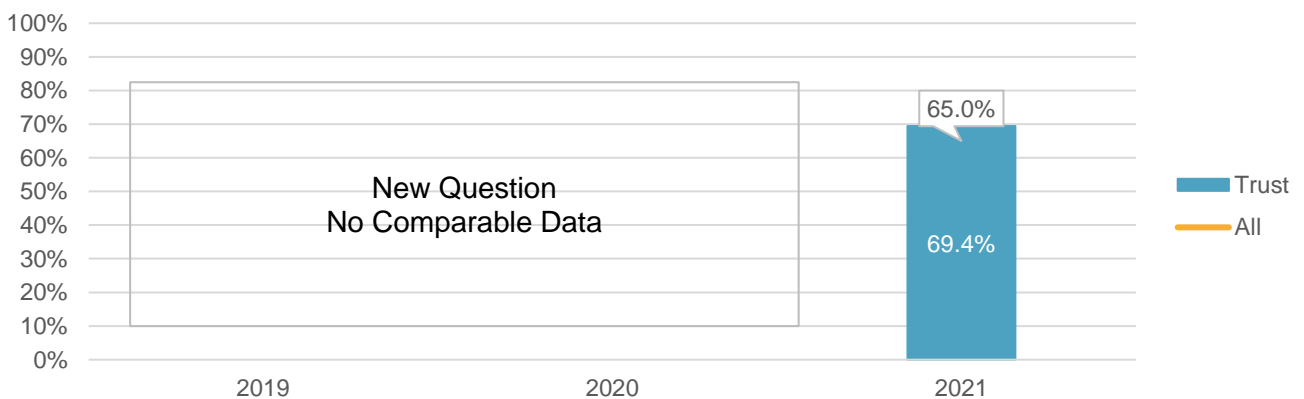
RGD

4. In the last 12 months, were care and services available when you needed them?



RGD

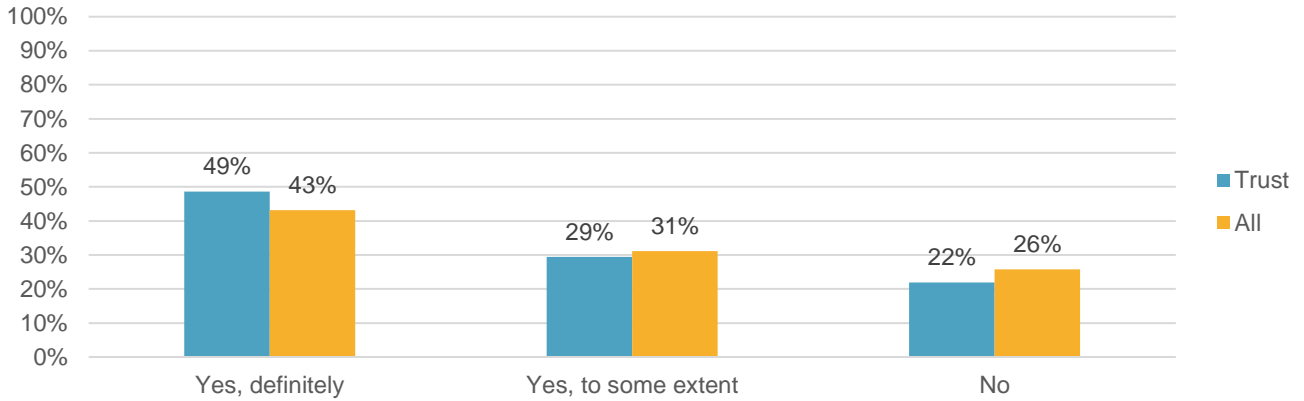
5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?



RGD

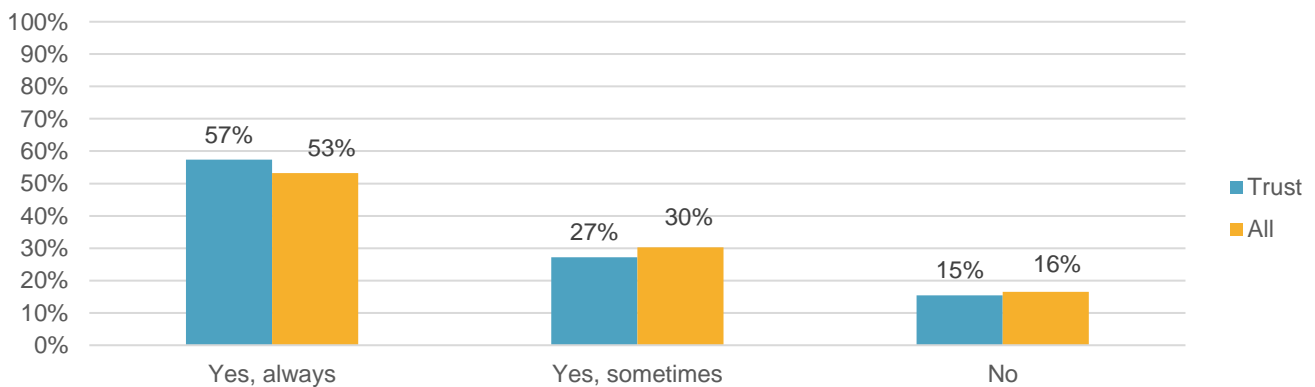
Your Care and Treatment - Compositional Charts

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



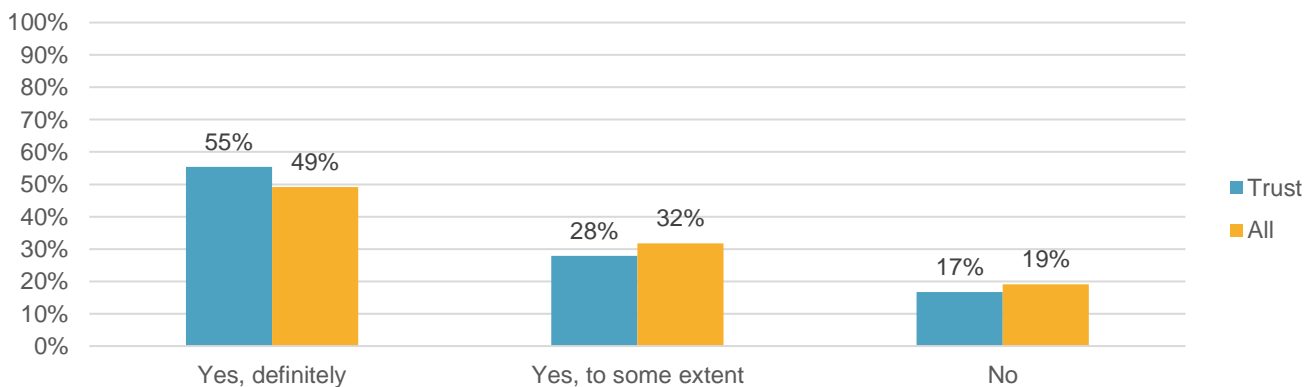
RGD

4. In the last 12 months, were care and services available when you needed them?



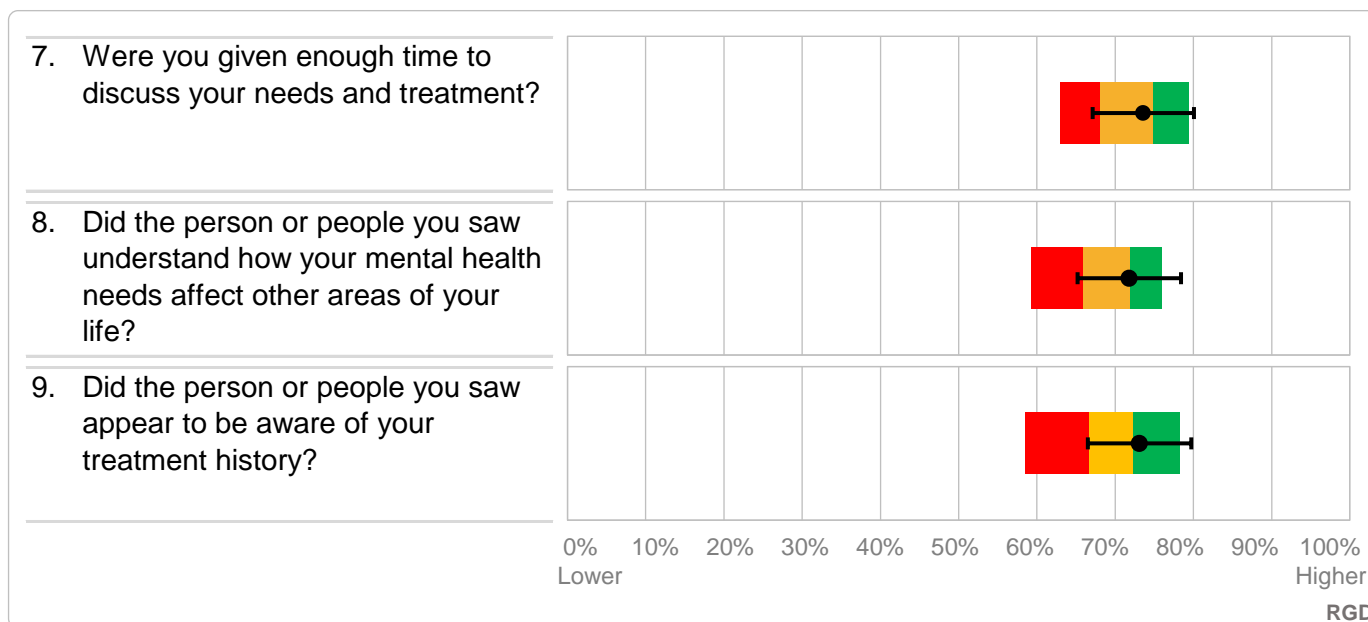
RGD

5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?



RGD

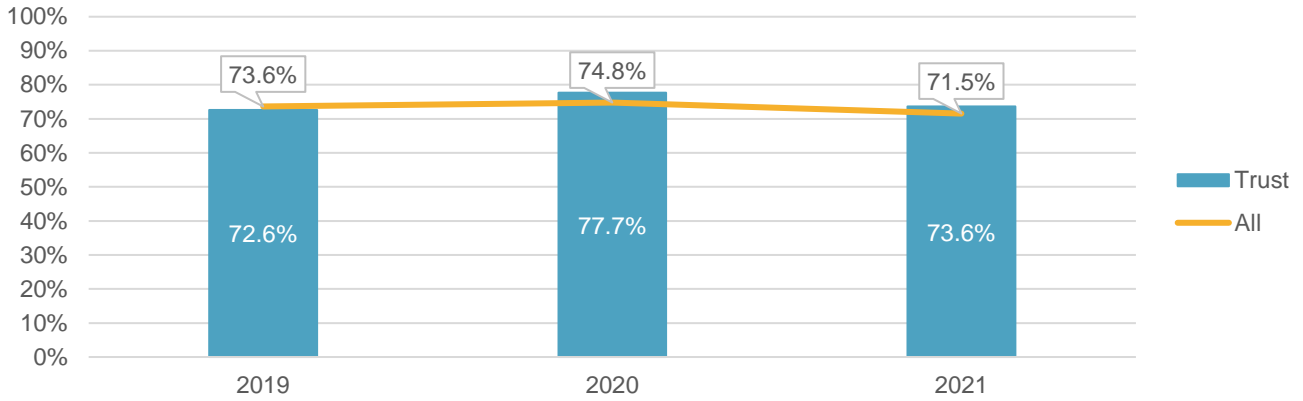
Your Health and Social Care Workers - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
7. Were you given enough time to discuss your needs and treatment?	62.9%	68.1%	74.8%	79.3%	287	73.6%	●
8. Did the person or people you saw understand how your mental health needs affect other areas of your life?	59.3%	65.9%	71.9%	75.9%	289	71.8%	●
9. Did the person or people you saw appear to be aware of your treatment history?	58.5%	66.6%	72.3%	78.3%	270	73.1%	●

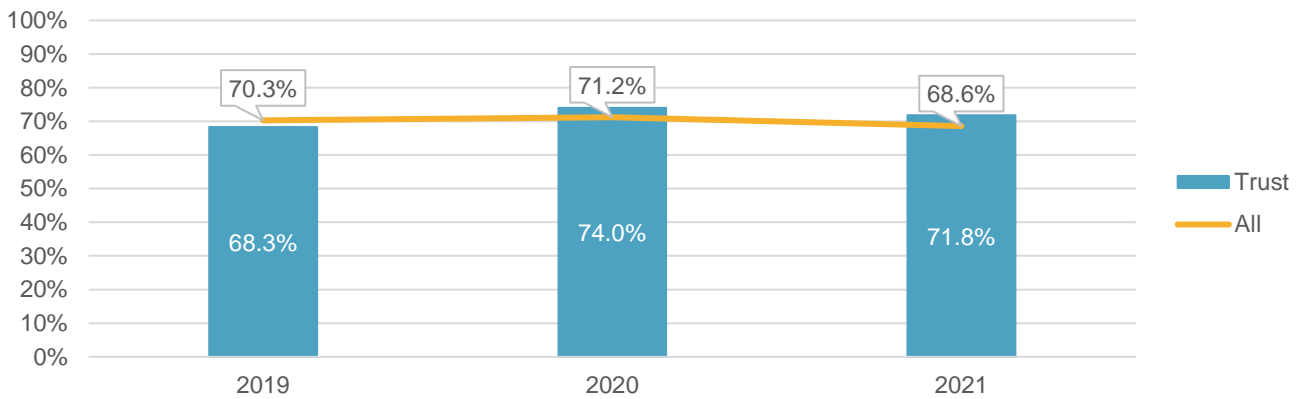
Your Health and Social Care Workers - Longitudinal Charts

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



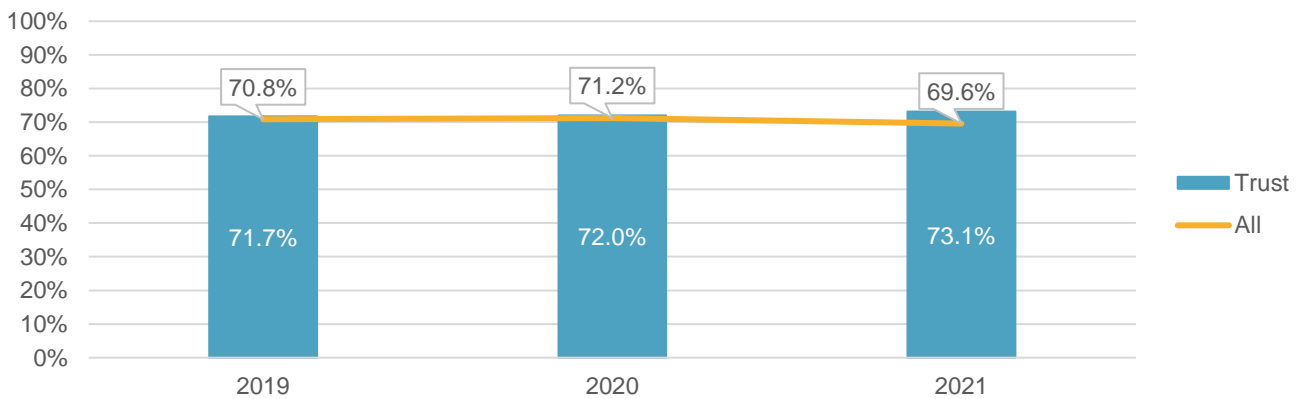
RGD

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



RGD

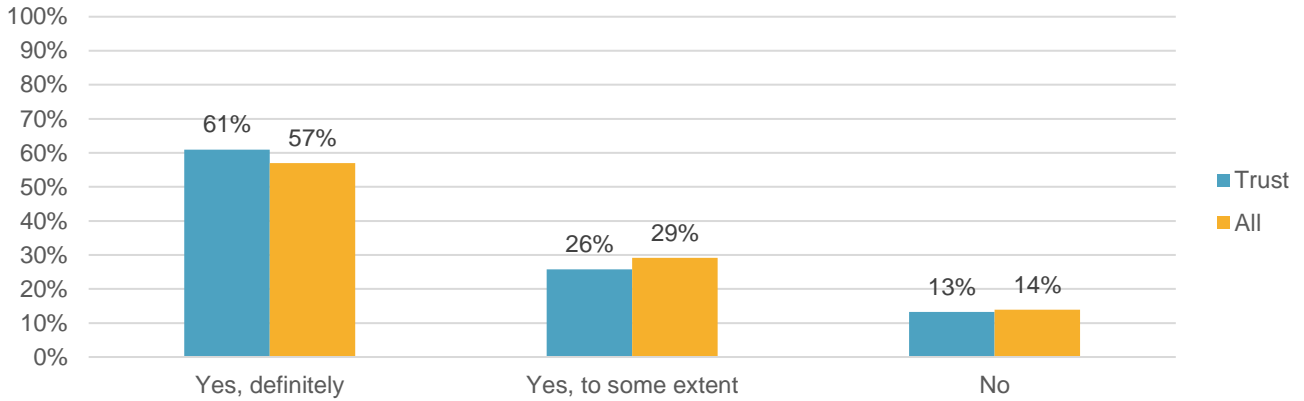
9. Did the person or people you saw appear to be aware of your treatment history?



RGD

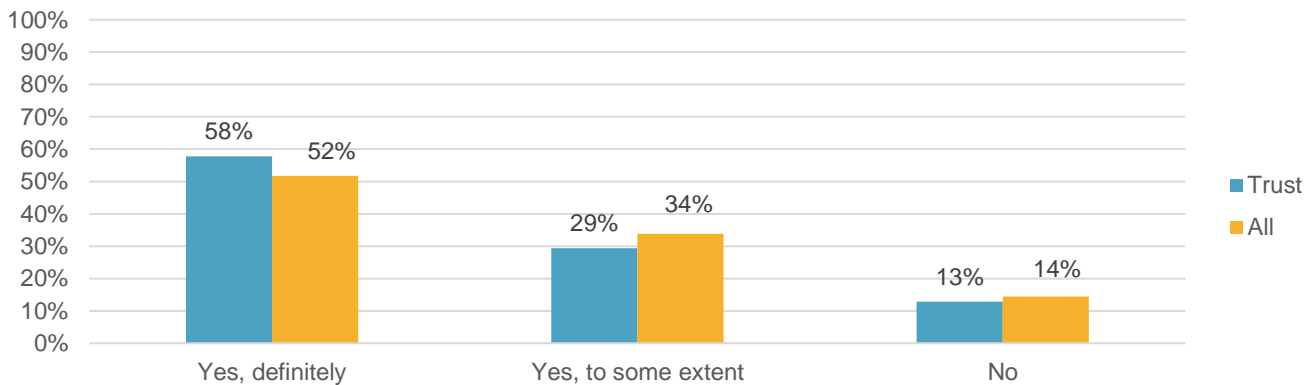
Your Health and Social Care Workers - Compositional Charts

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



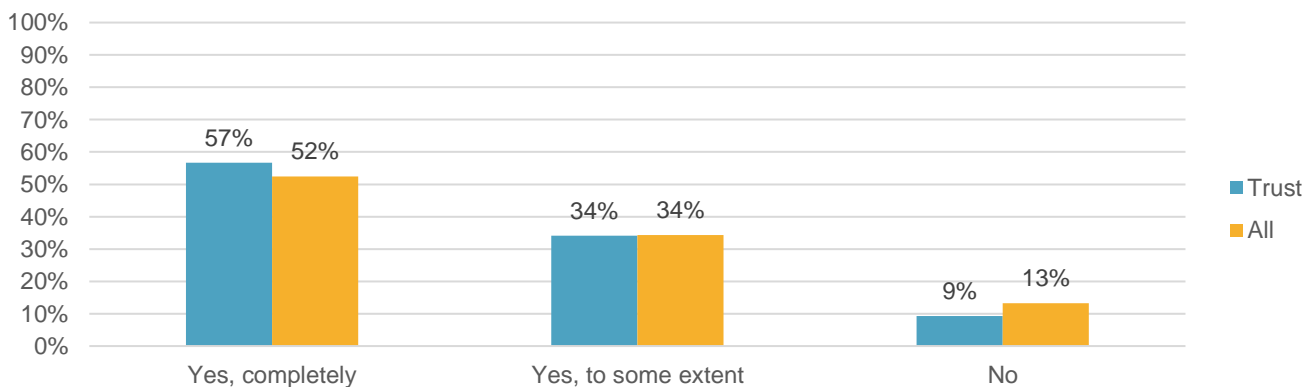
RGD

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



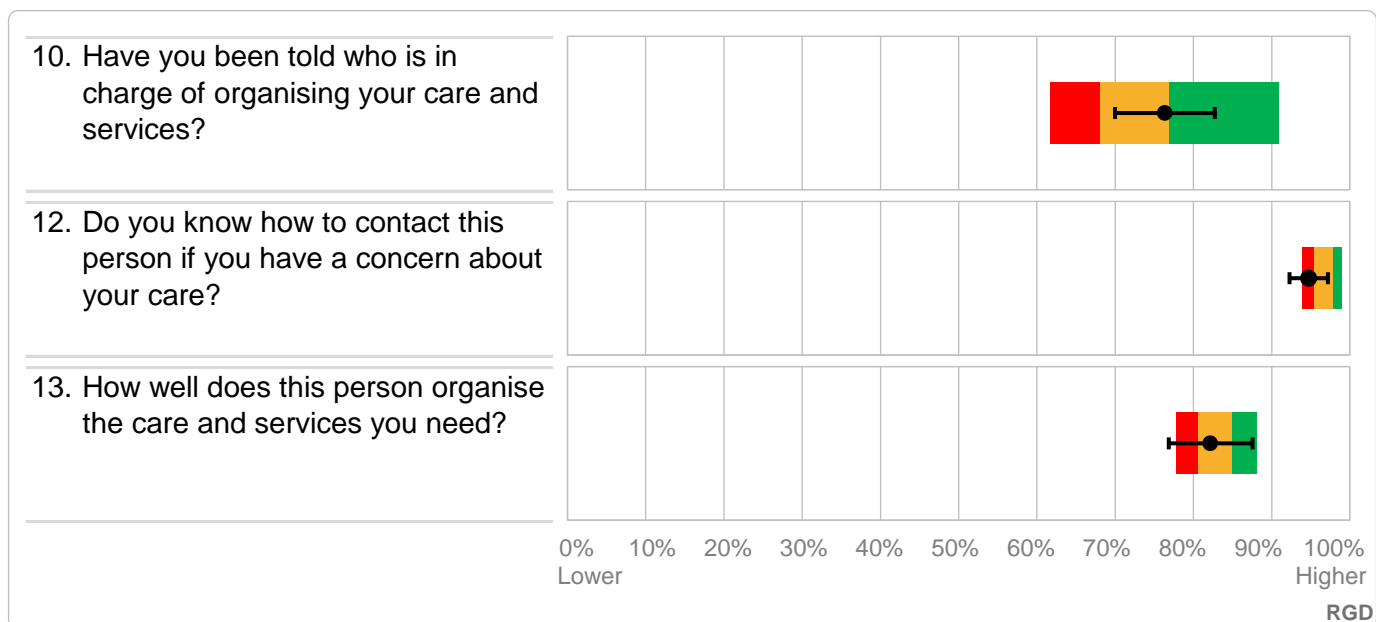
RGD

9. Did the person or people you saw appear to be aware of your treatment history?



RGD

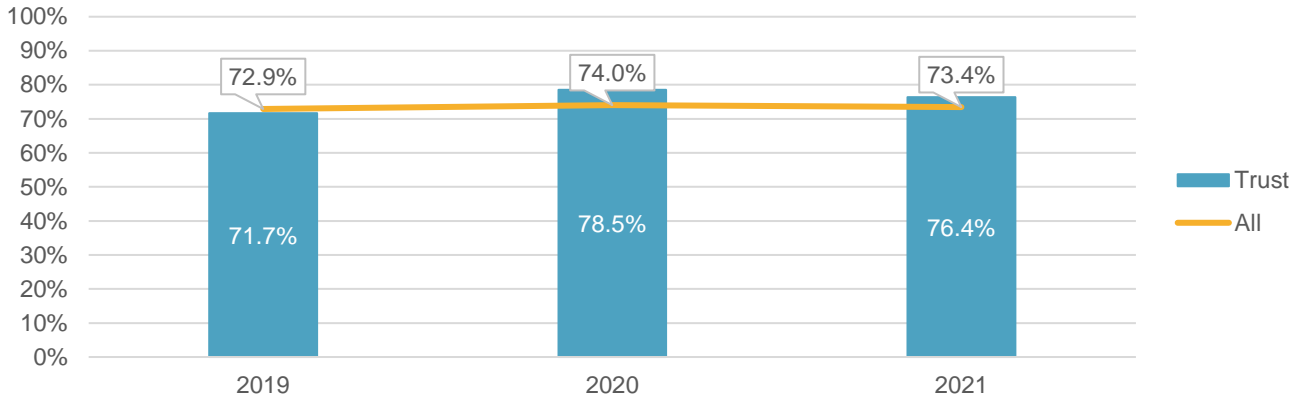
Organising Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
10. Have you been told who is in charge of organising your care and services?	61.7%	68.1%	76.9%	91.0%	248	76.4%	●
12. Do you know how to contact this person if you have a concern about your care?	93.9%	95.5%	97.9%	99.0%	189	94.7%	●
13. How well does this person organise the care and services you need?	77.9%	80.6%	84.9%	88.1%	181	82.2%	●

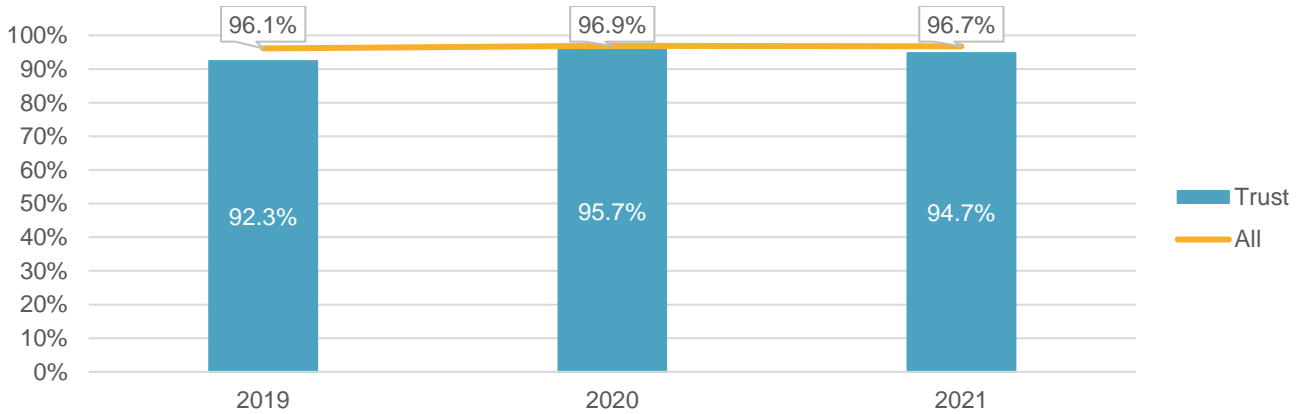
Organising Your Care - Longitudinal Charts

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



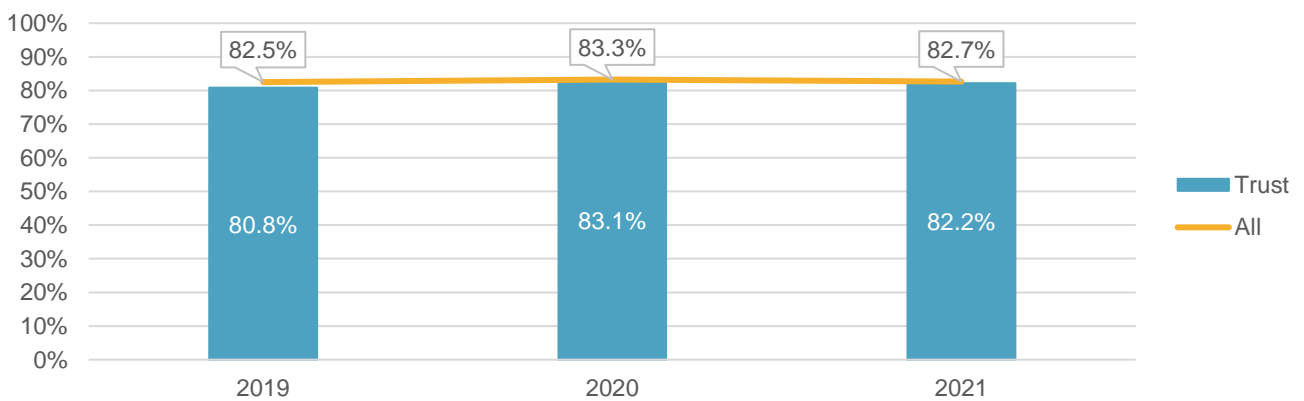
RGD

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



RGD

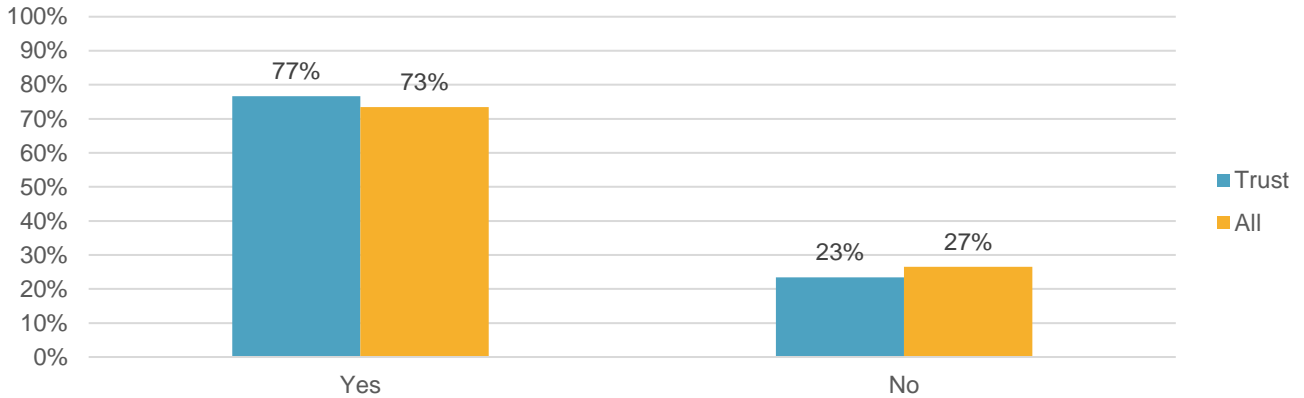
13. How well does this person organise the care and services you need?



RGD

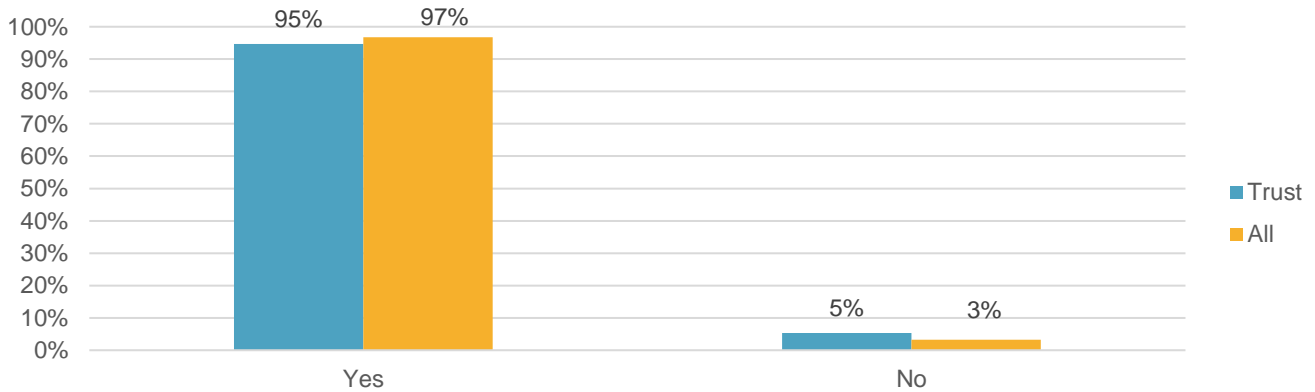
Organising Your Care - Compositional Charts

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



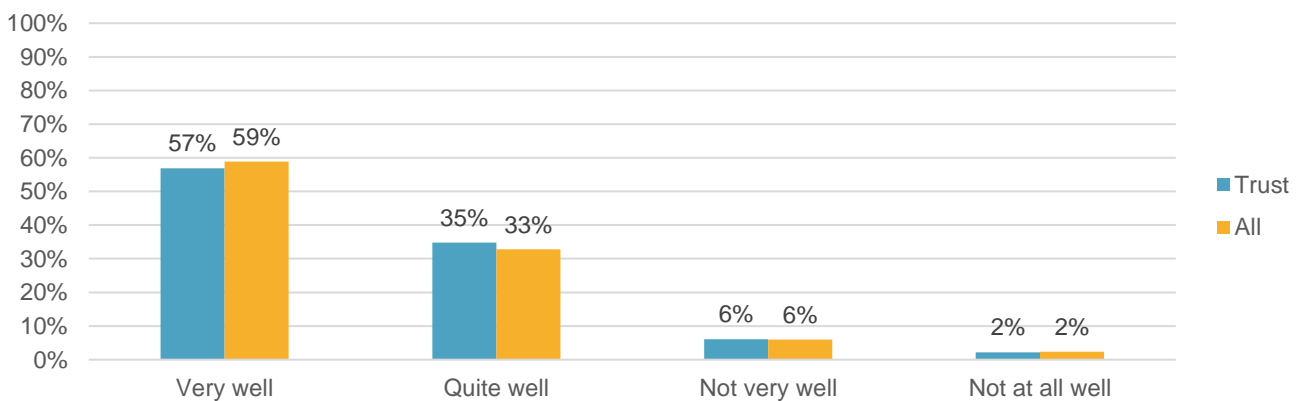
RGD

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



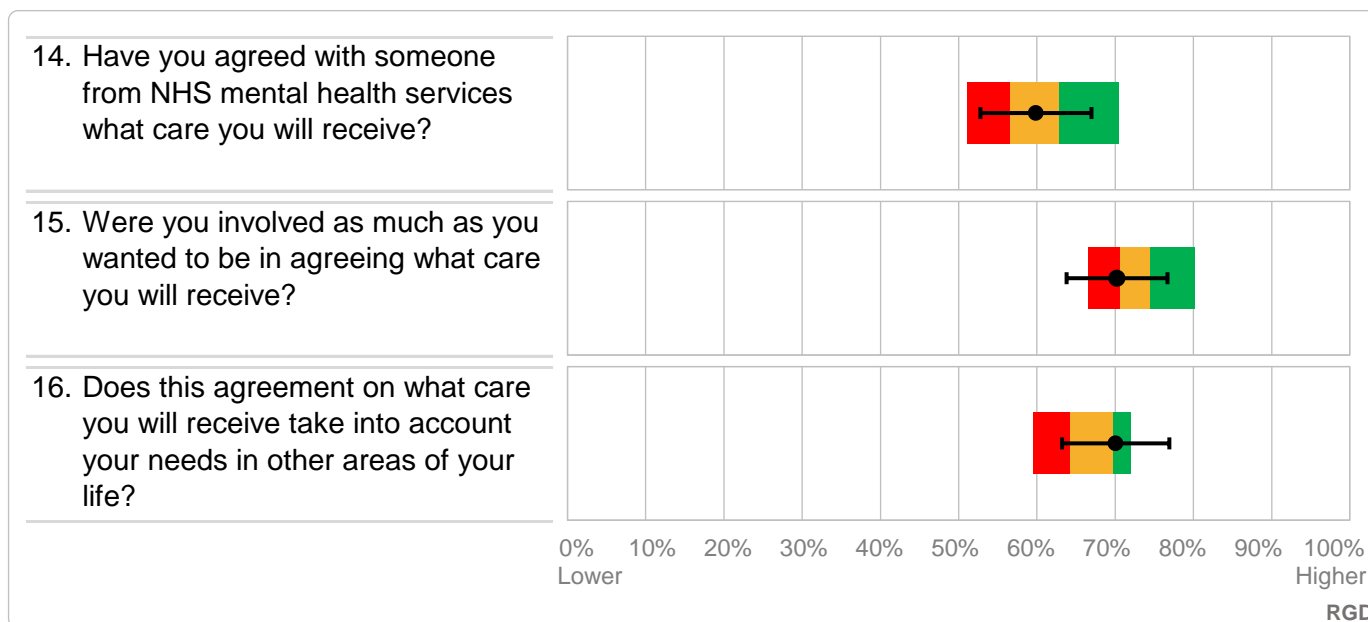
RGD

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



RGD

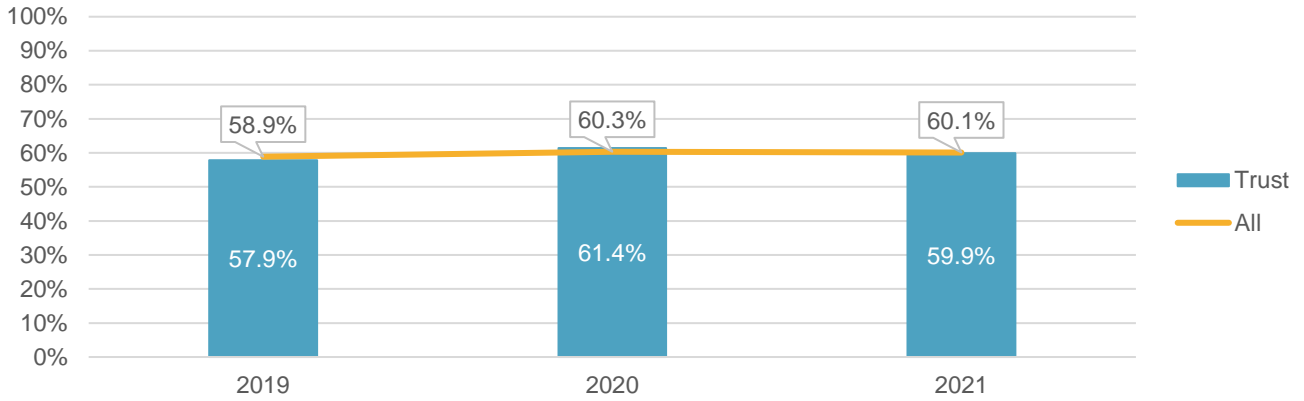
Planning Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
14. Have you agreed with someone from NHS mental health services what care you will receive?	51.0%	56.5%	62.9%	70.5%	294	59.9%	●
15. Were you involved as much as you wanted to be in agreeing what care you will receive?	66.6%	70.6%	74.5%	80.1%	219	70.2%	●
16. Does this agreement on what care you will receive take into account your needs in other areas of your life?	59.6%	64.2%	69.7%	72.0%	212	70.1%	●

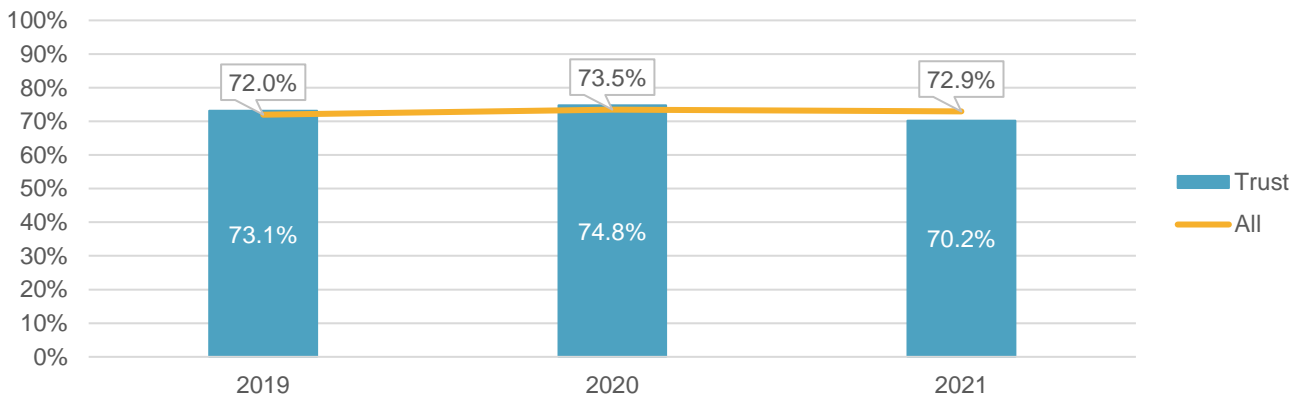
Planning Your Care - Longitudinal Charts

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



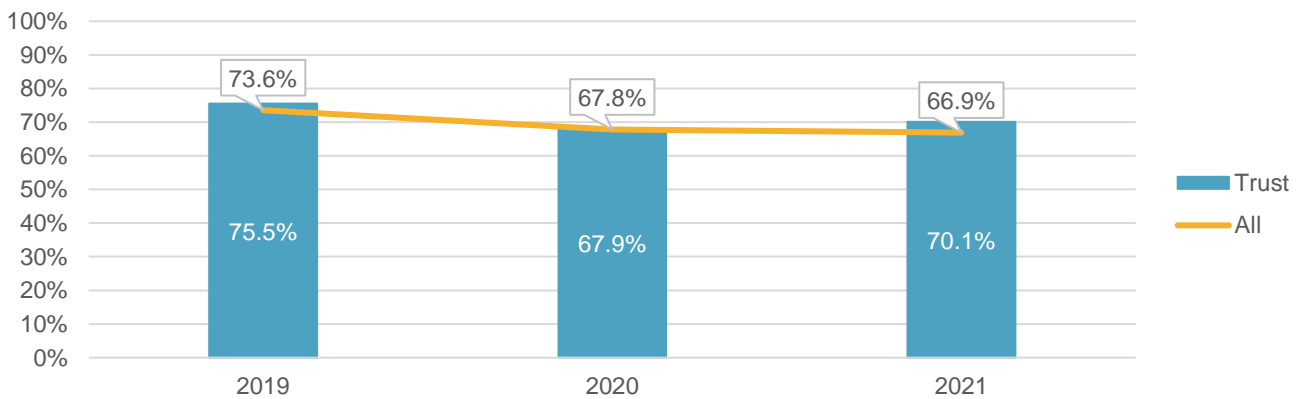
RGD

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



RGD

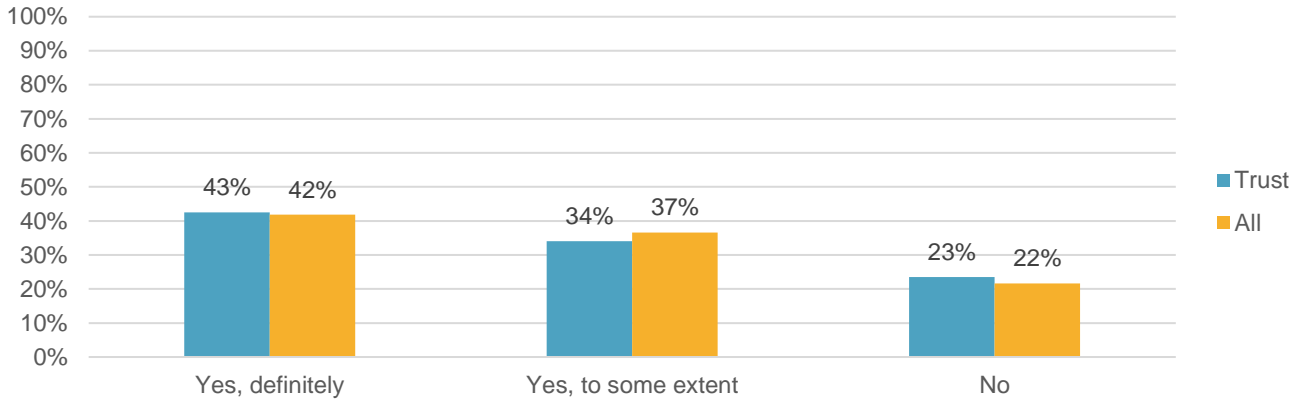
16. Does this agreement on what care you will receive take into account your needs in other areas of your life?



RGD

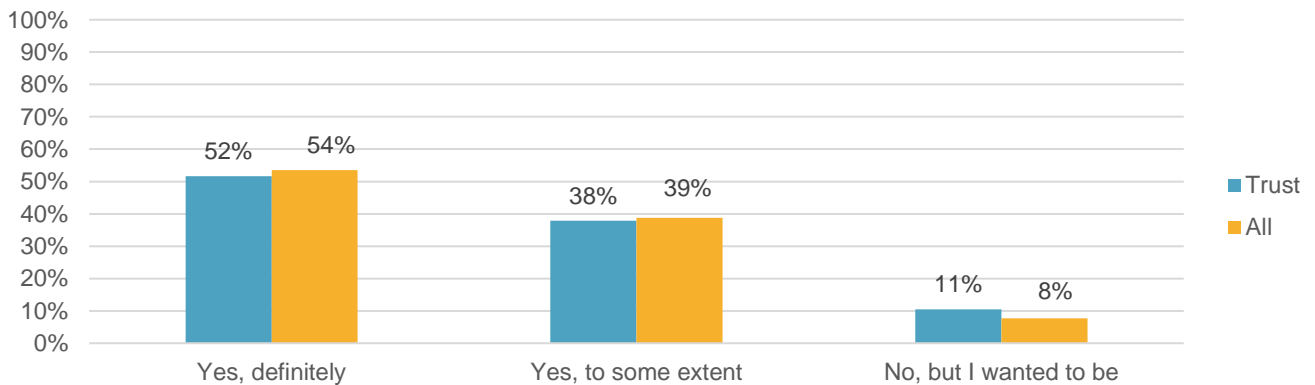
Planning Your Care - Compositional Charts

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



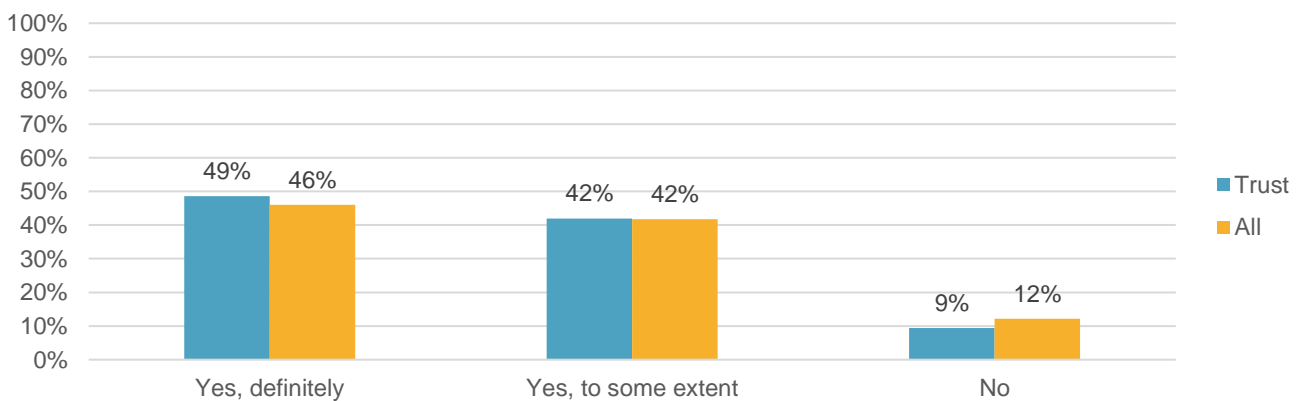
RGD

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



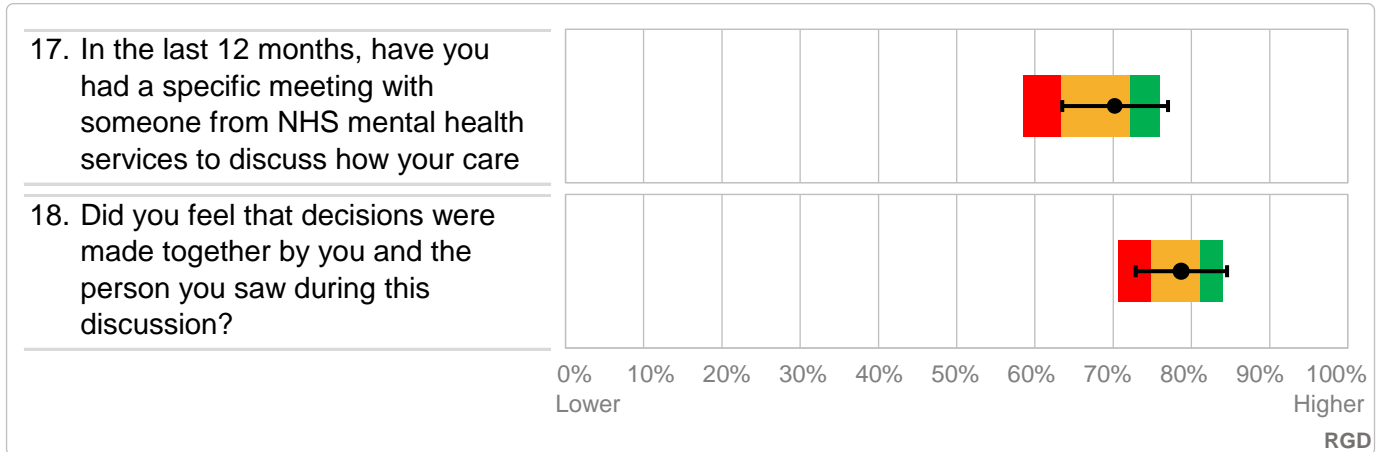
RGD

16. Does this agreement on what care you will receive take into account your needs in other areas of your life?



RGD

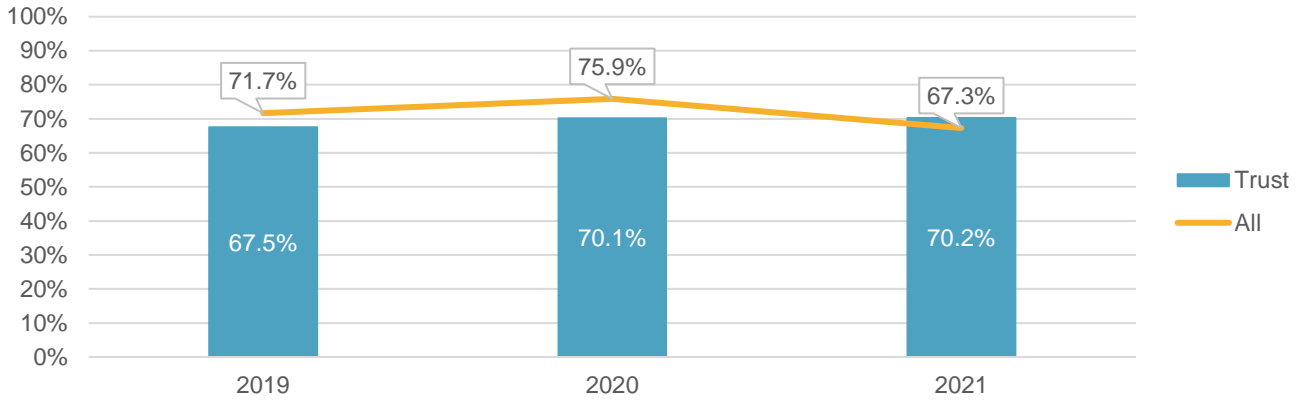
Reviewing Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
17. In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care	58.5%	63.4%	72.2%	76.0%	283	70.2%	●
18. Did you feel that decisions were made together by you and the person you saw during this discussion?	70.7%	74.8%	81.1%	84.0%	191	78.7%	●

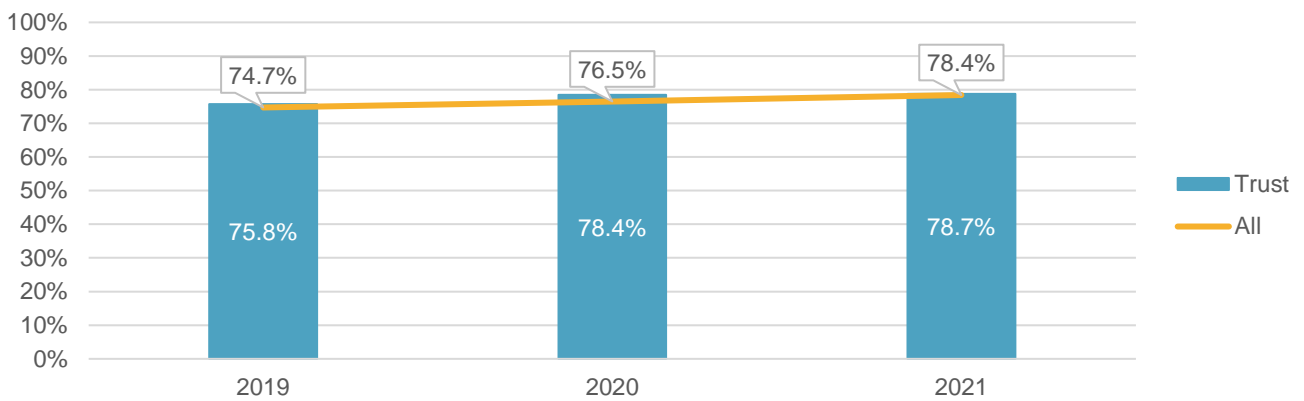
Reviewing Your Care - Longitudinal Charts

17. In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working?



RGD

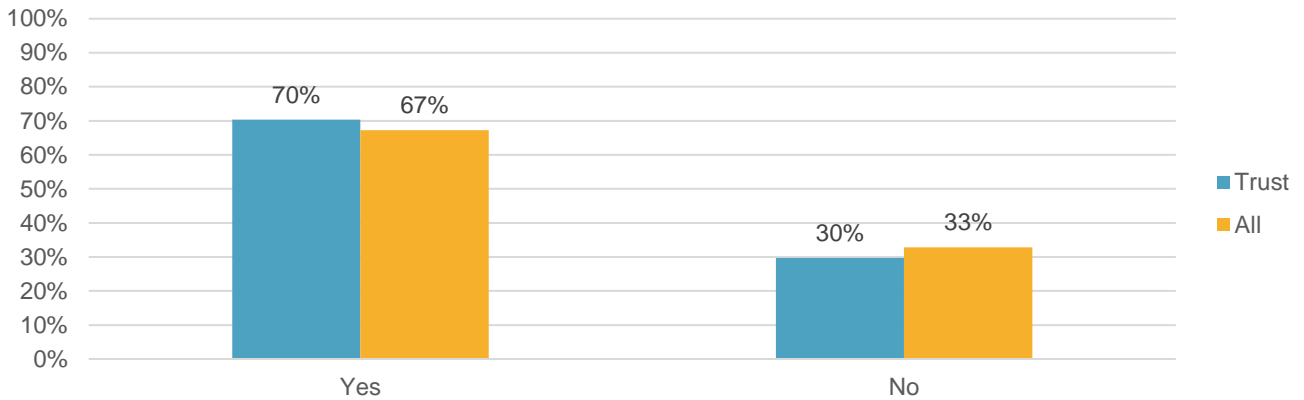
18. Did you feel that decisions were made together by you and the person you saw during this discussion?



RGD

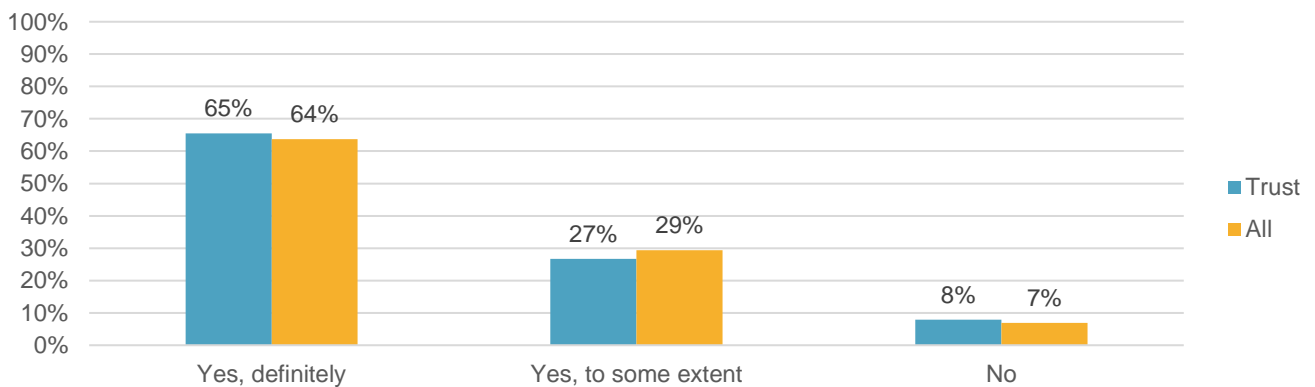
Reviewing Your Care - Compositional Charts

17. In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working?



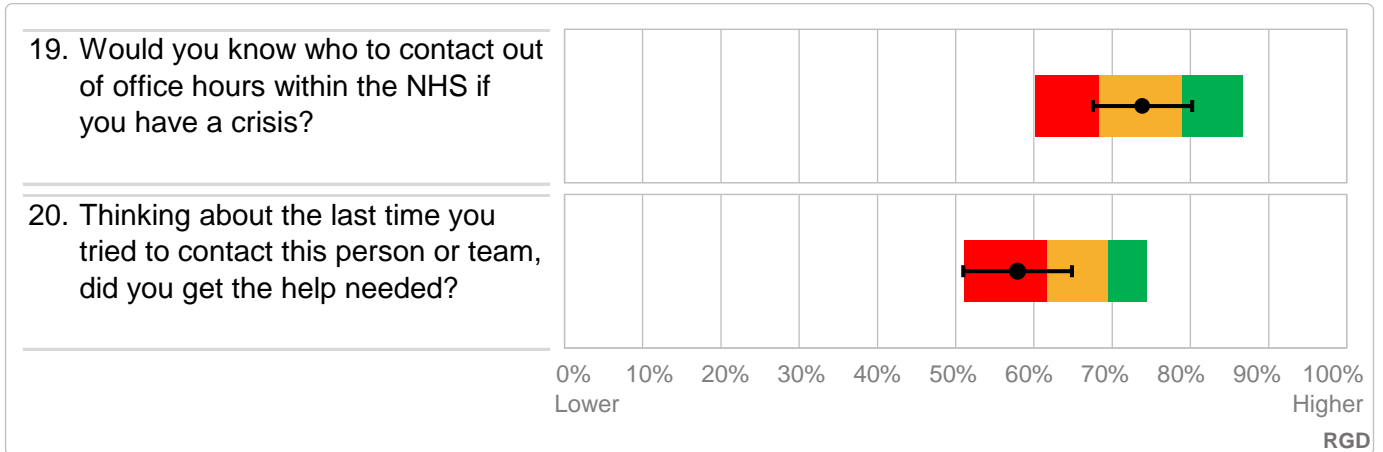
RGD

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



RGD

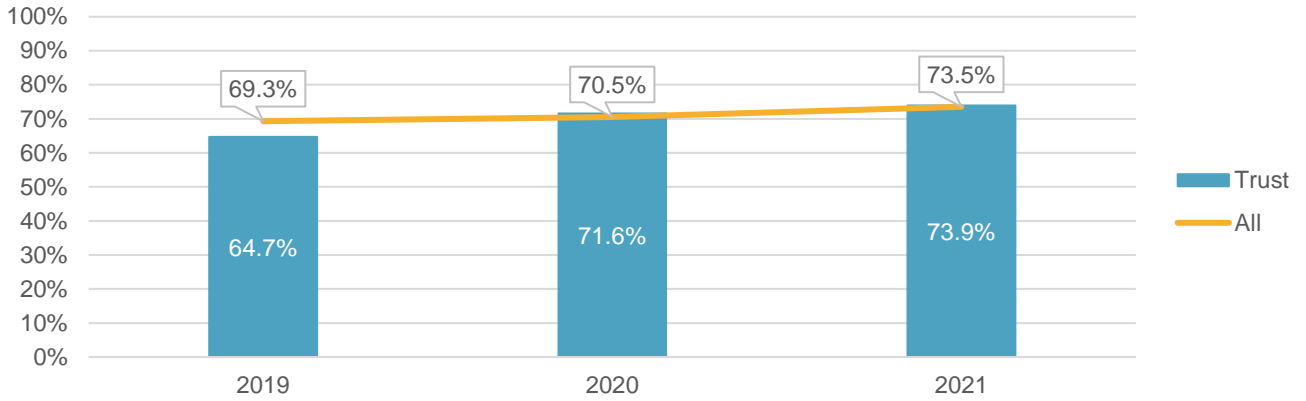
Crisis Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
19. Would you know who to contact out of office hours within the NHS if you have a crisis?	60.2%	68.4%	79.0%	86.7%	264	73.9%	●
20. Thinking about the last time you tried to contact this person or team, did you get the help needed?	51.1%	61.8%	69.5%	74.4%	137	57.9%	●

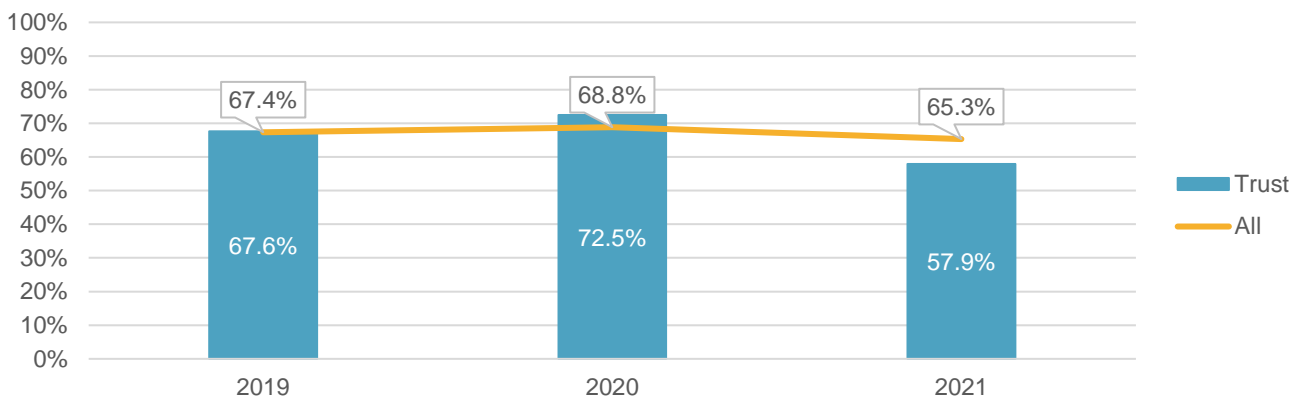
Crisis Care - Longitudinal Charts

19. Would you know who to contact out of office hours within the NHS if you have a crisis?



RGD

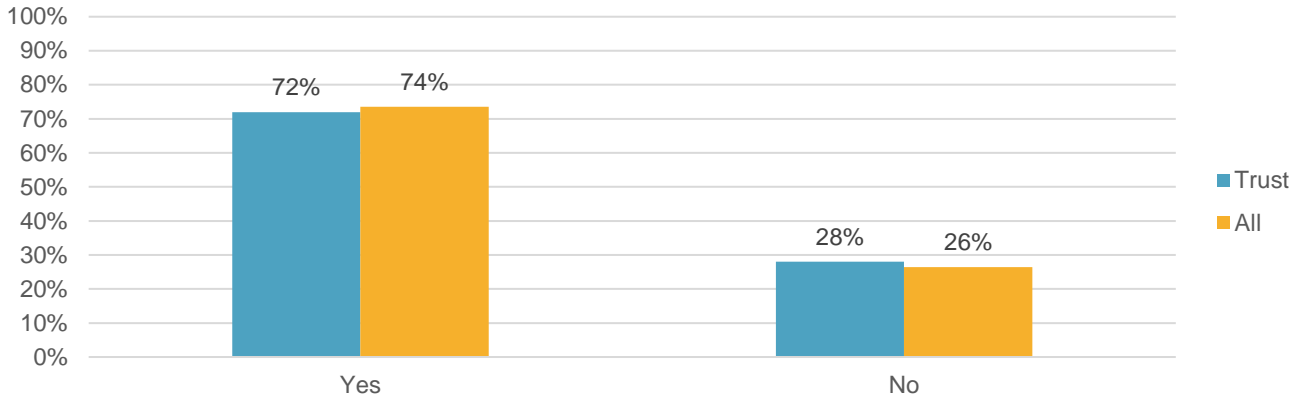
20. Thinking about the last time you tried to contact this person or team, did you get the help needed?



RGD

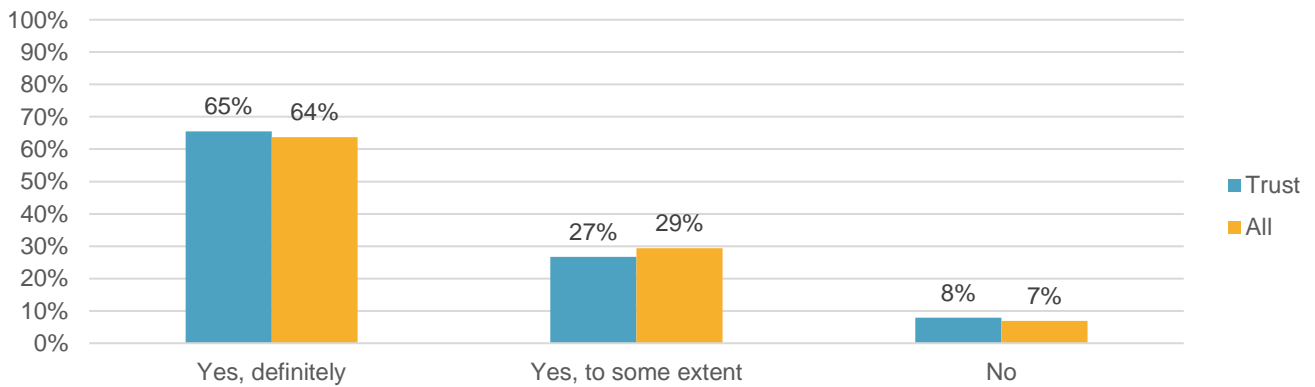
Crisis Care - Compositional Charts

19. Would you know who to contact out of office hours within the NHS if you have a crisis?



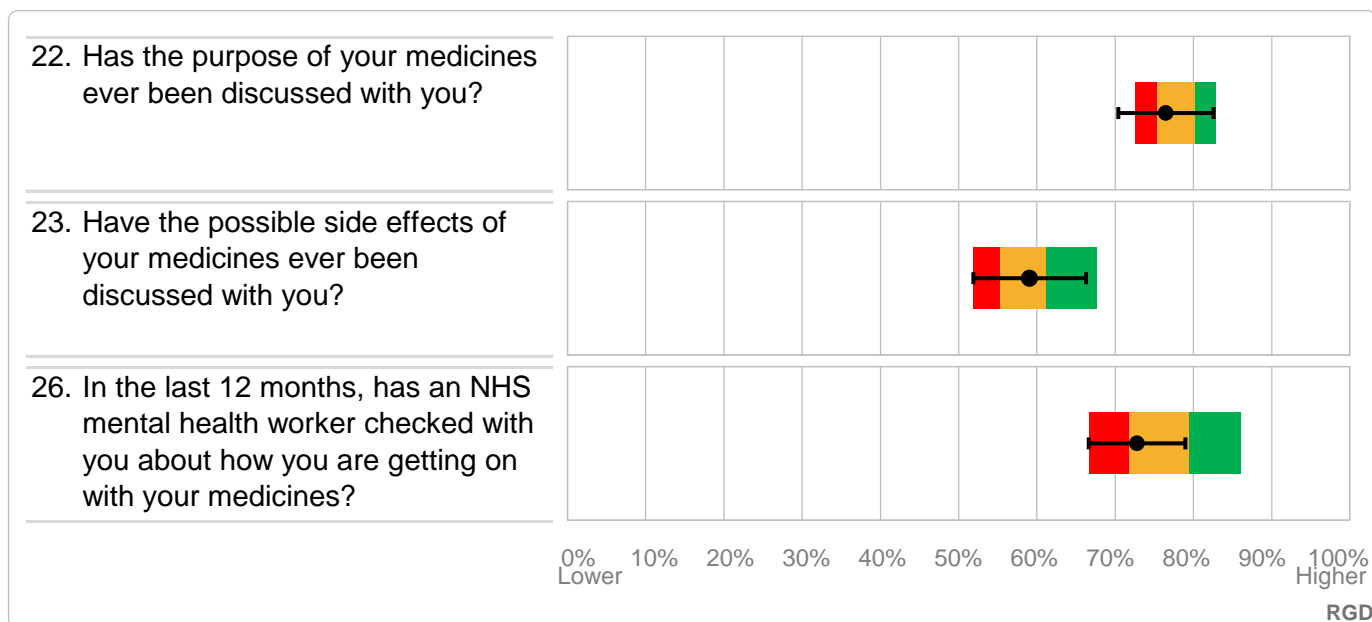
RGD

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



RGD

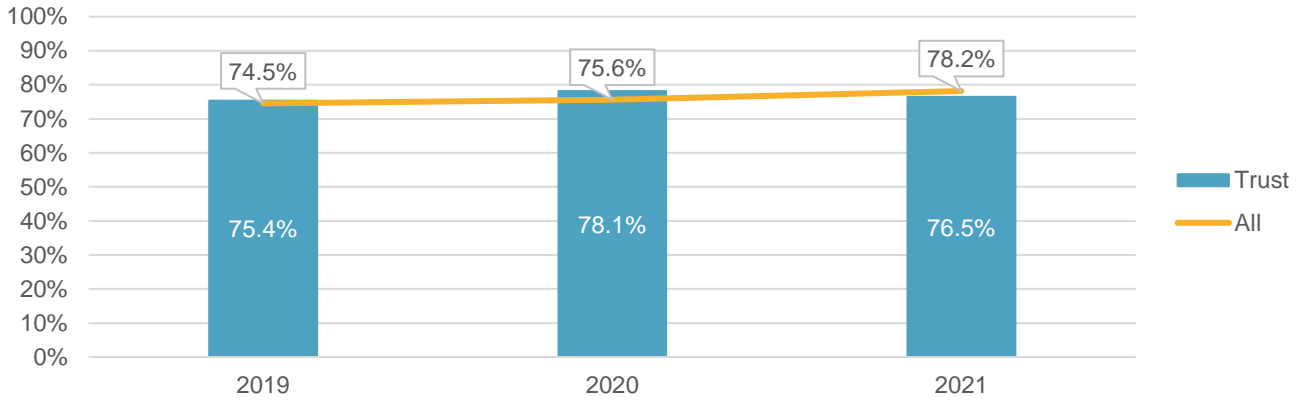
Medicines - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
22. Has the purpose of your medicines ever been discussed with you?	72.6%	75.4%	80.2%	82.9%	228	76.5%	●
23. Have the possible side effects of your medicines ever been discussed with you?	51.8%	55.3%	61.2%	67.6%	226	59.1%	●
26. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	66.7%	71.8%	79.4%	86.0%	190	72.8%	●

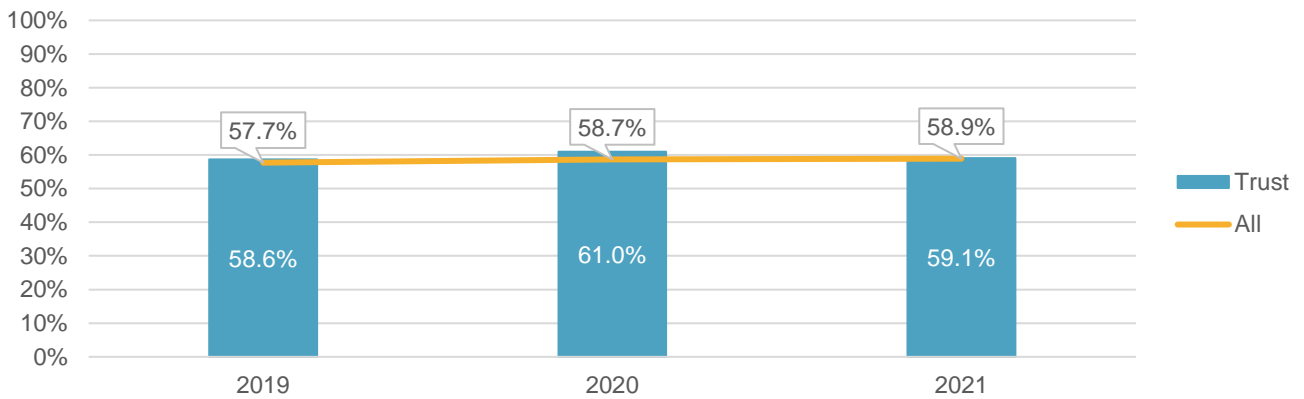
Medicines - Longitudinal Charts

22. Has the purpose of your medicines ever been discussed with you?



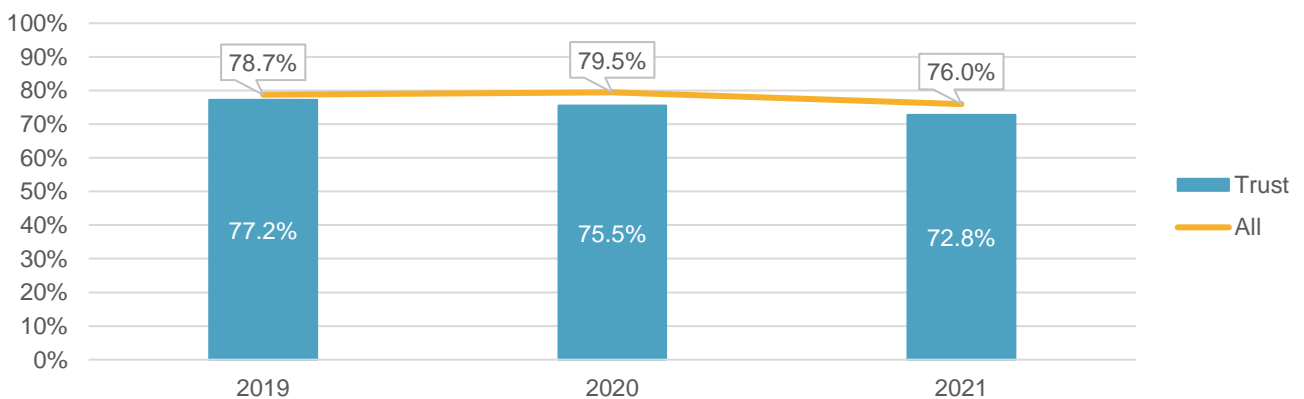
RGD

23. Have the possible side effects of your medicines ever been discussed with you?



RGD

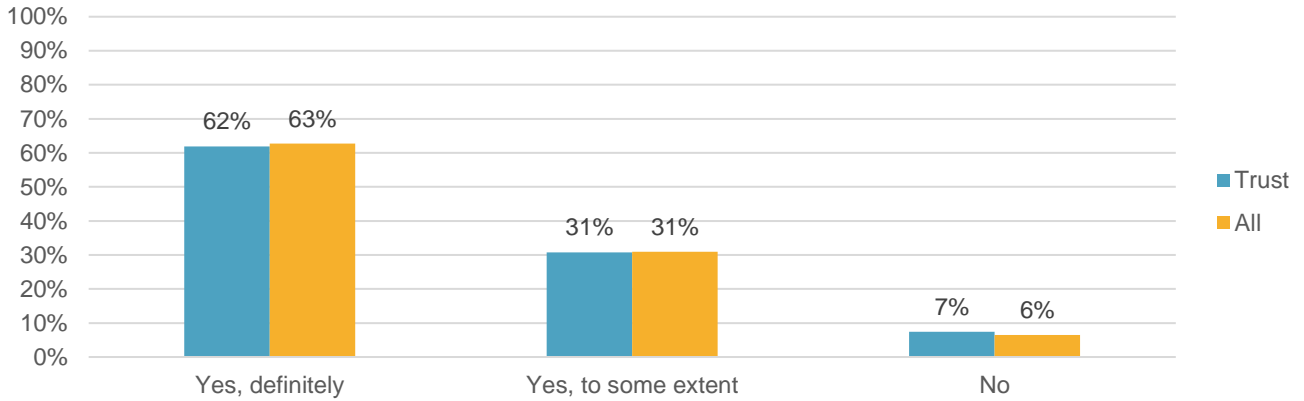
26. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?



RGD

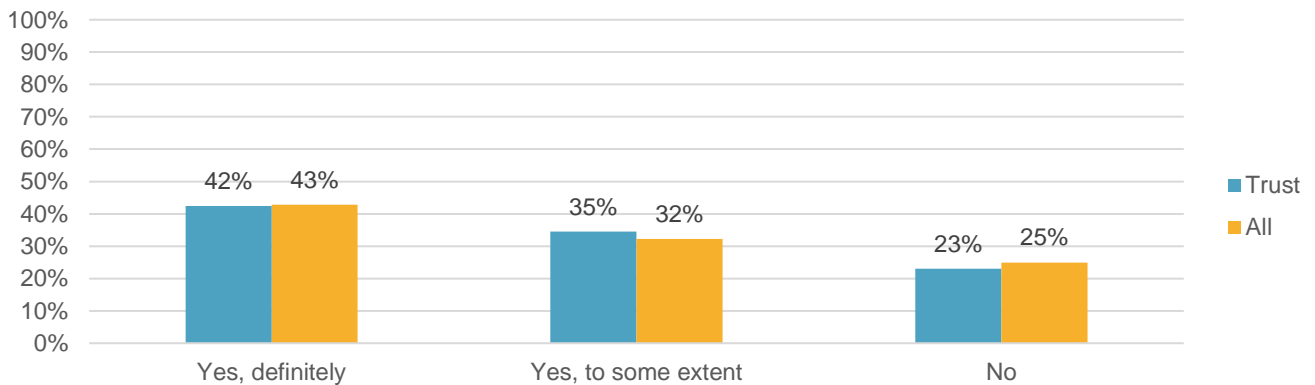
Medicines - Compositional Charts

22. Has the purpose of your medicines ever been discussed with you?



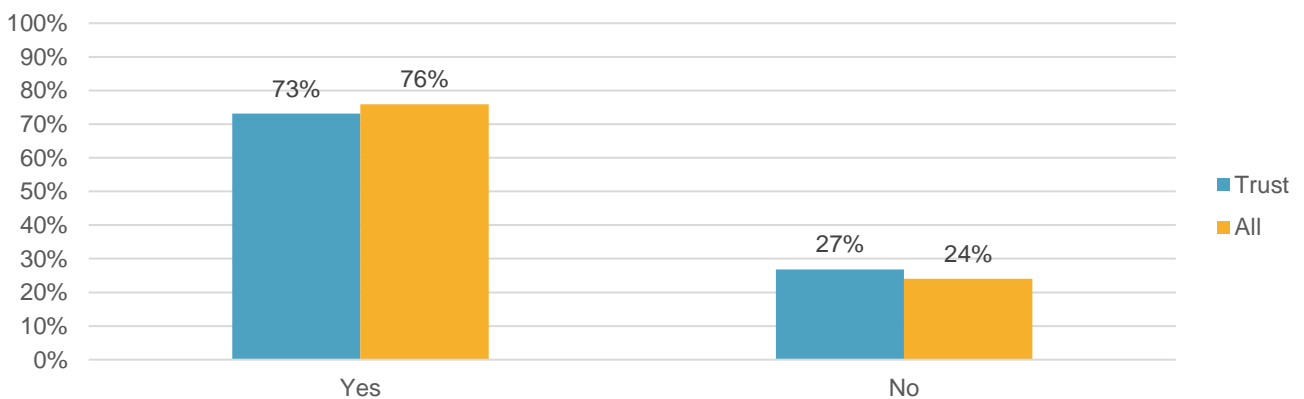
RGD

23. Have the possible side effects of your medicines ever been discussed with you?



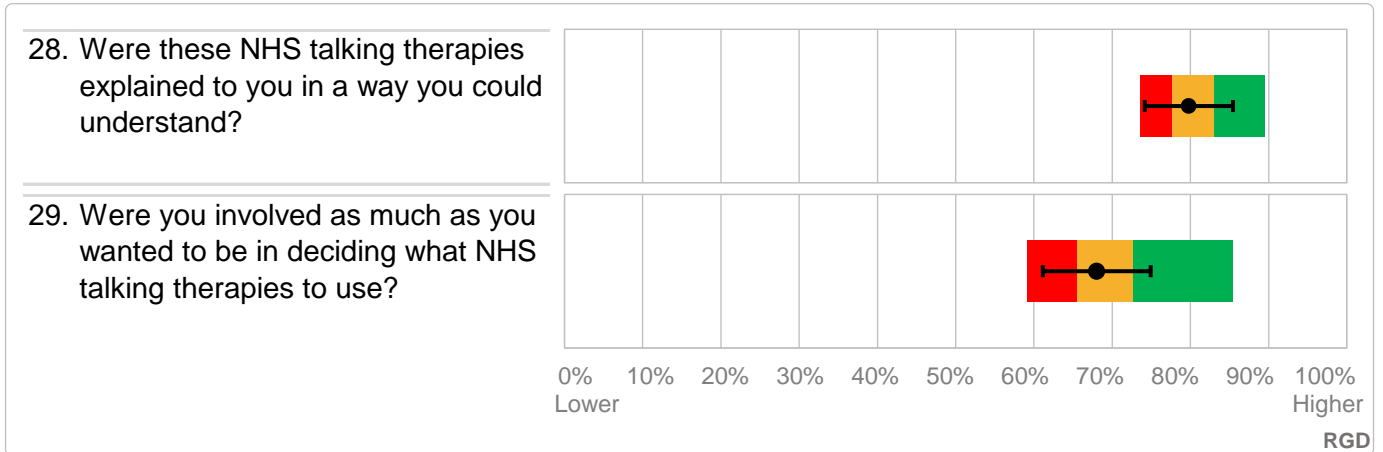
RGD

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



RGD

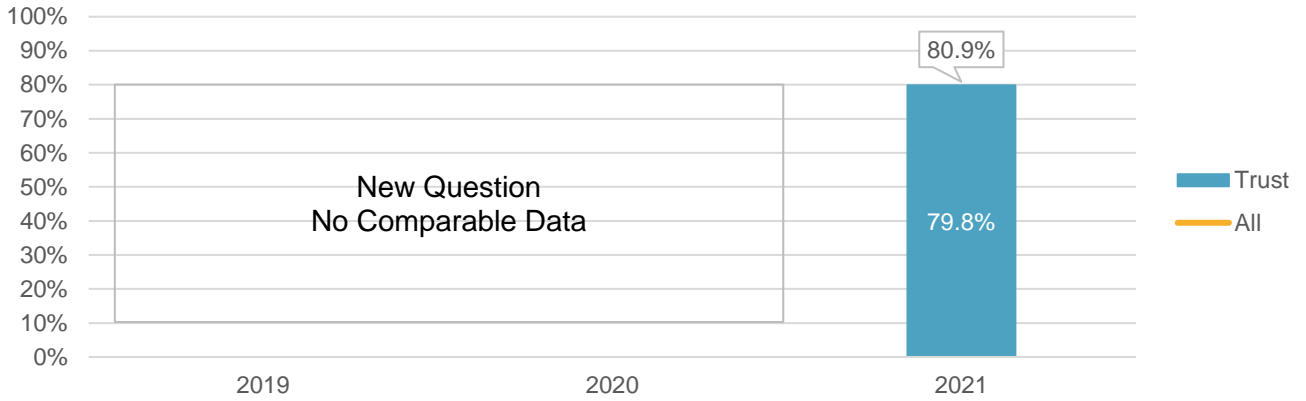
NHS Therapies - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
28. Were these NHS talking therapies explained to you in a way you could understand?	73.6%	77.7%	83.0%	89.5%	91	79.8%	●
29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?	59.2%	65.5%	72.7%	85.4%	79	68.0%	●

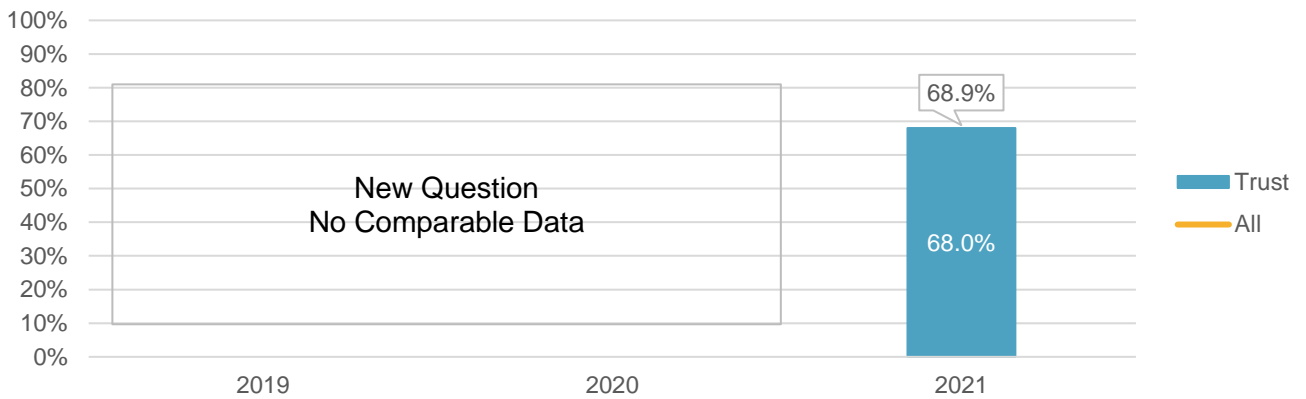
NHS Therapies - Longitudinal Charts

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



RGD

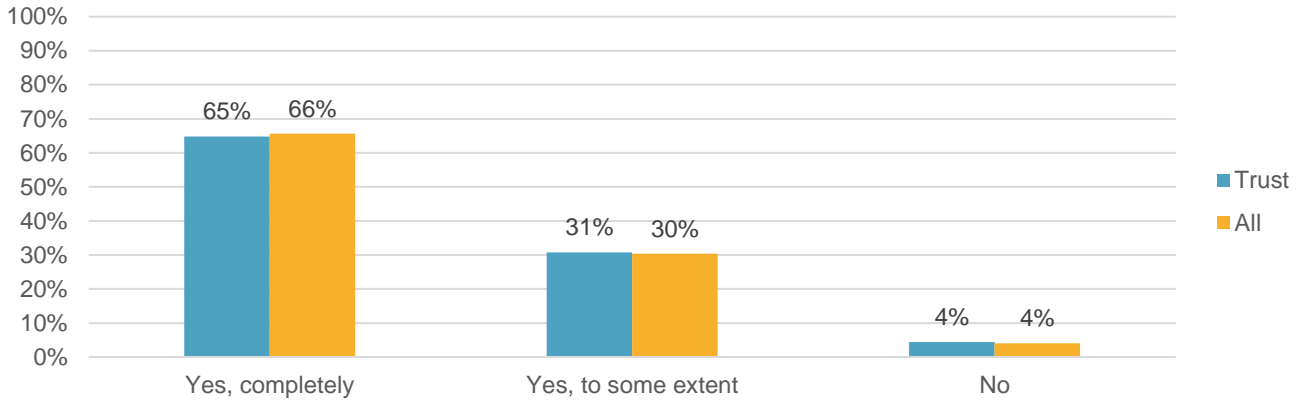
29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?



RGD

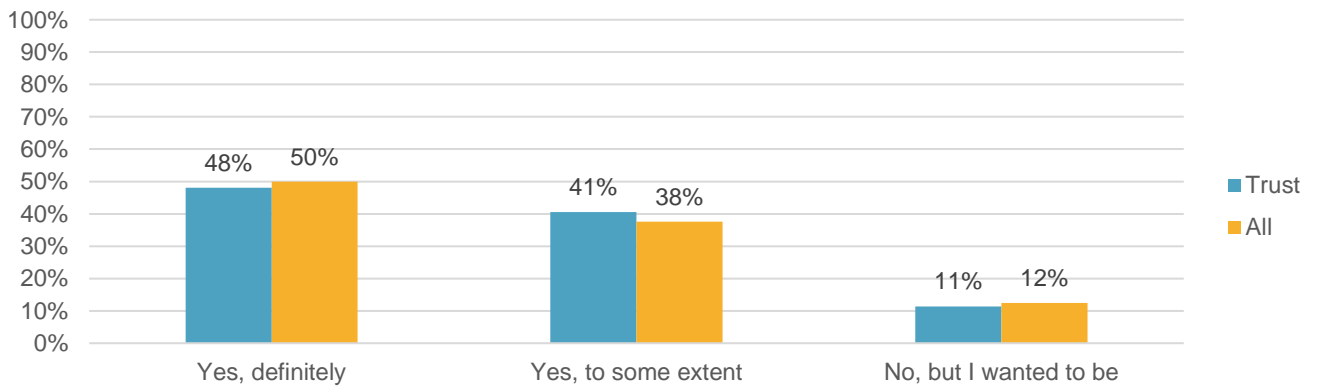
NHS Therapies - Compositional Charts

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



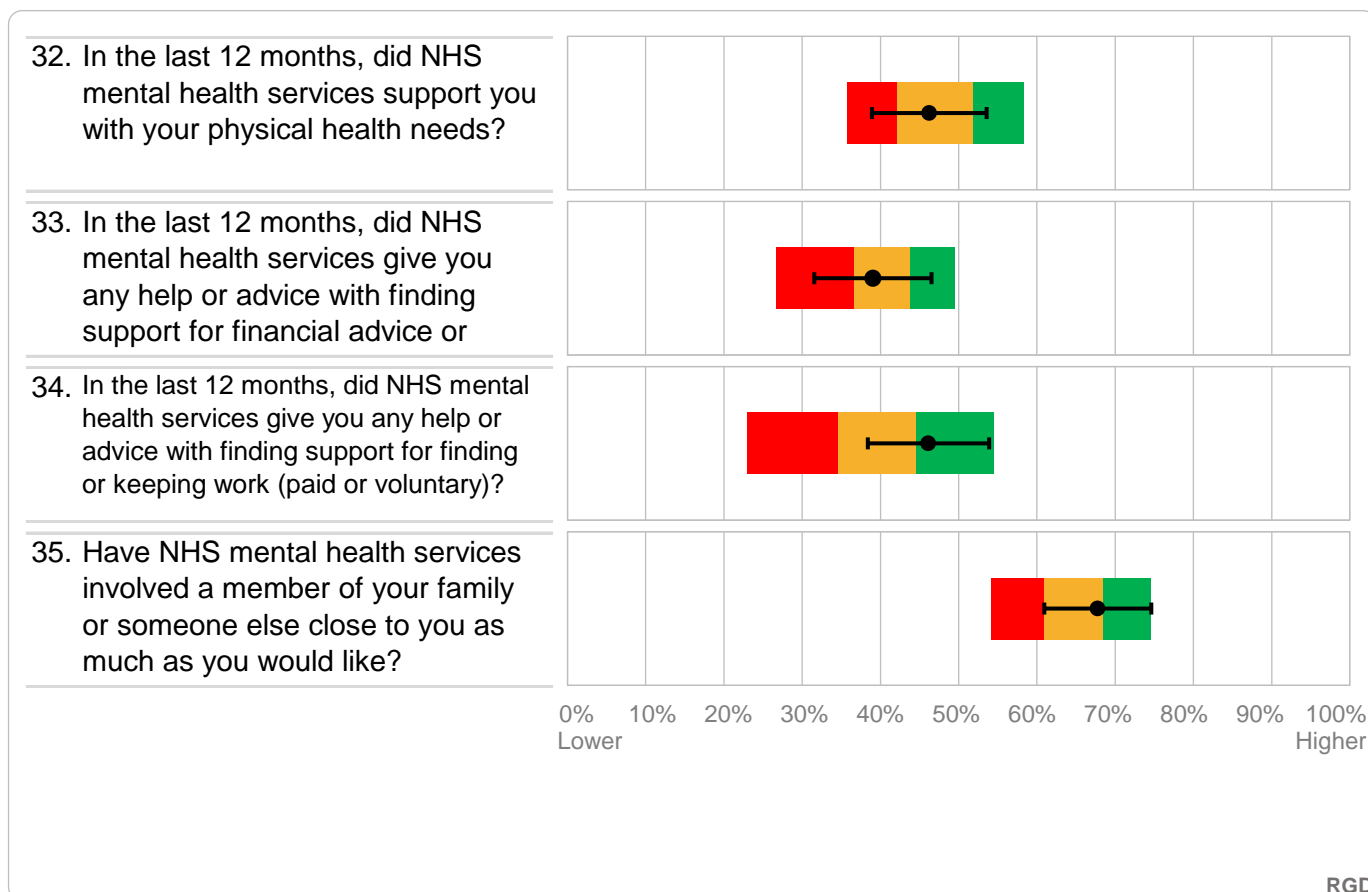
RGD

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



RGD

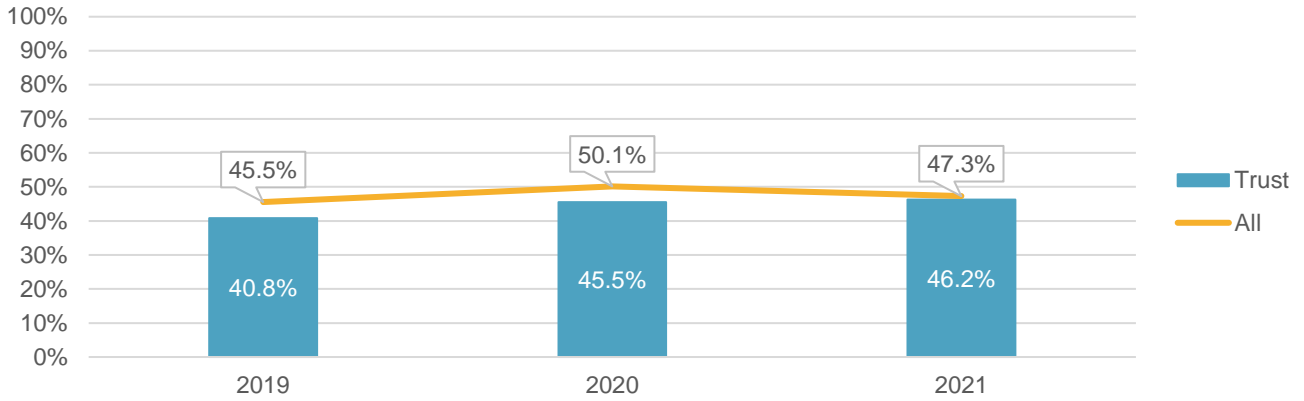
Support and Wellbeing - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
32. In the last 12 months, did NHS mental health services support you with your physical health needs?	35.8%	42.1%	51.9%	58.3%	147	46.2%	●
33. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or	26.7%	36.7%	43.8%	49.4%	134	39.0%	●
34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?	22.9%	34.5%	44.6%	54.5%	56	46.1%	●
35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	54.2%	61.0%	68.5%	74.6%	205	67.8%	●

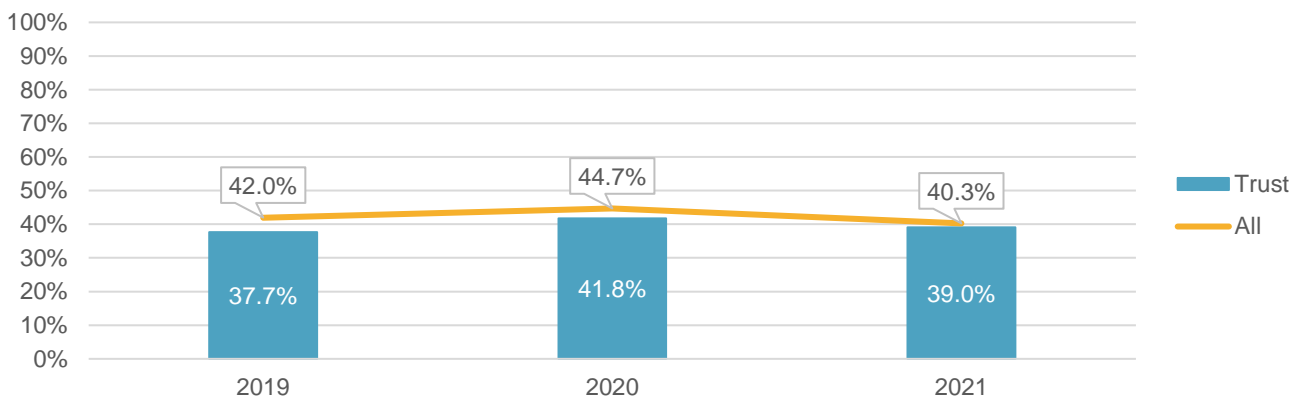
Support and Wellbeing - Longitudinal Charts

32. In the last 12 months, did NHS mental health services support you with your physical health needs?



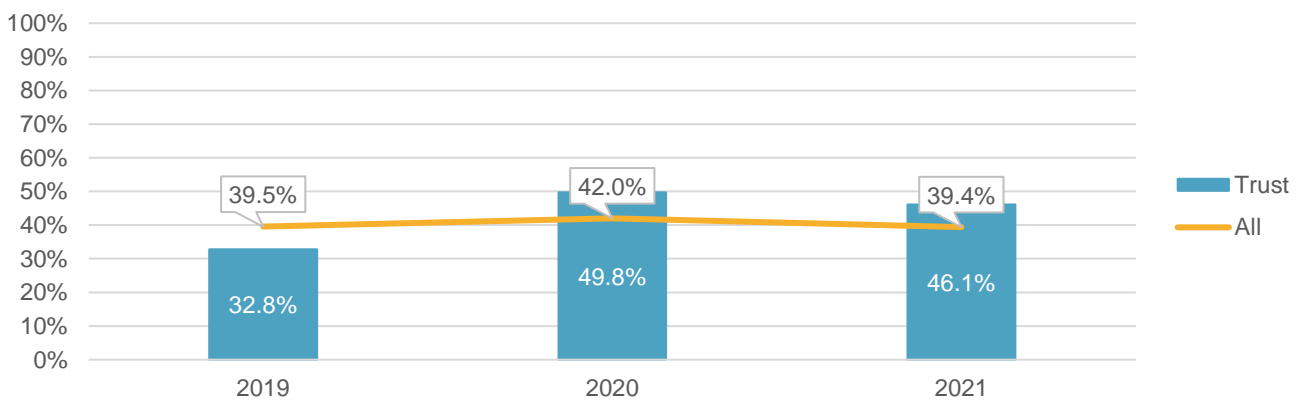
RGD

33. 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

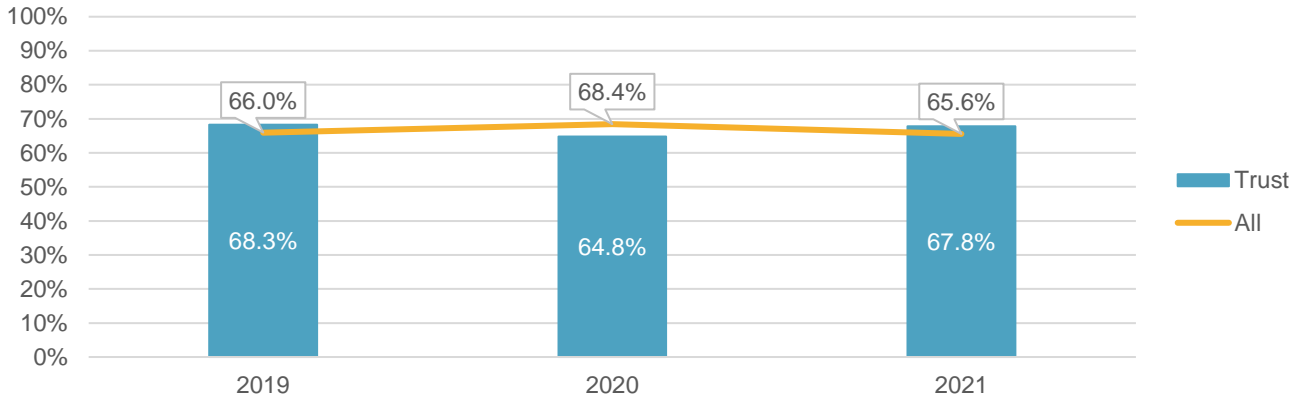
34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?



RGD

Support and Wellbeing - Longitudinal Charts (continued)

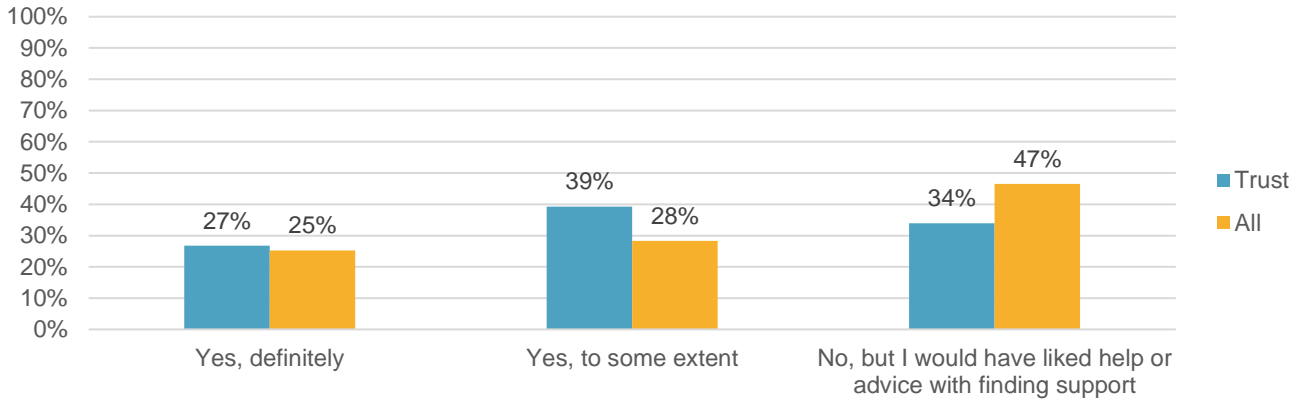
35. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?



RGD

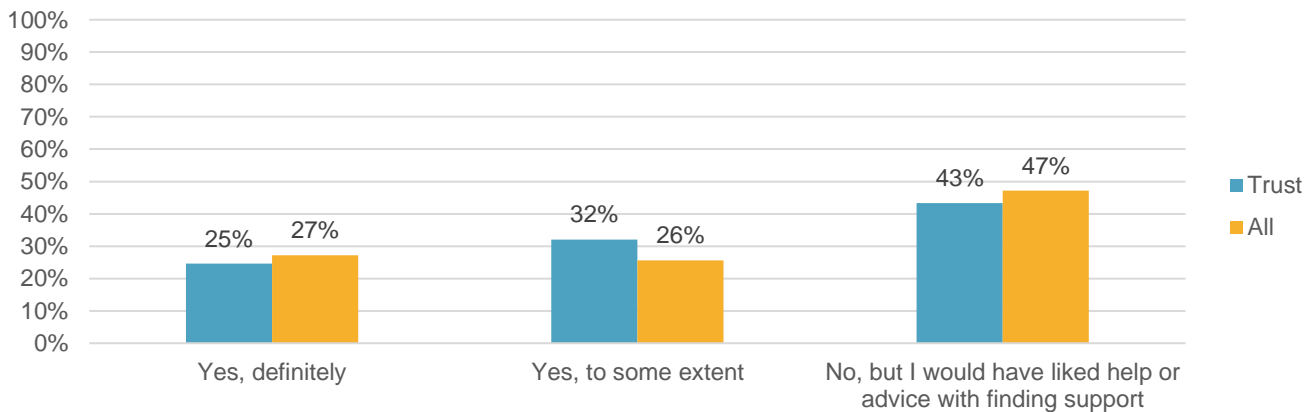
Support and Wellbeing - Compositional Charts

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



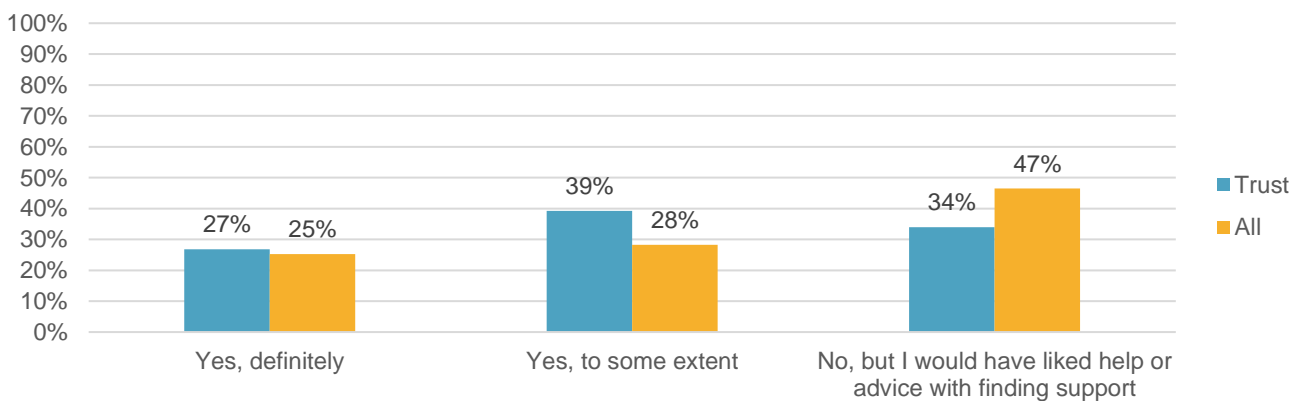
RGD

33. 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

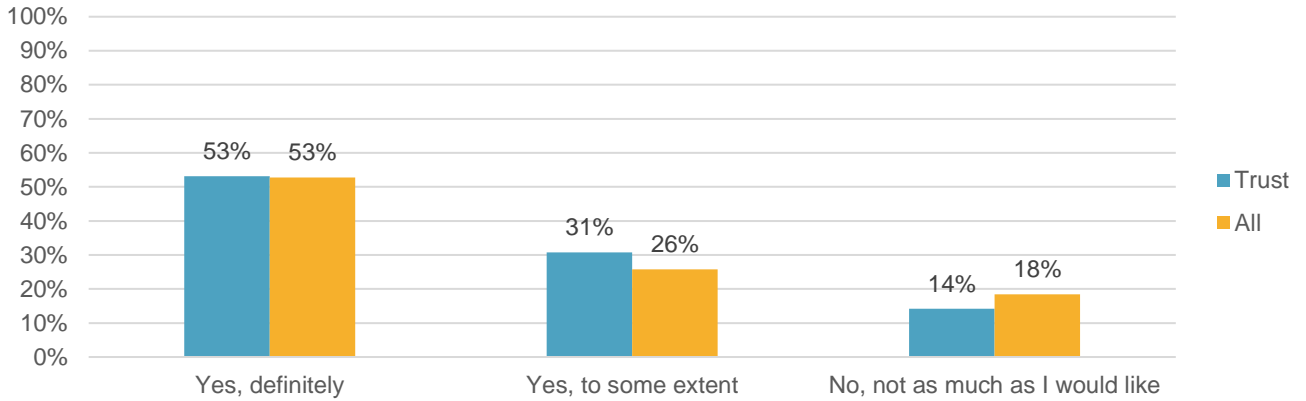
34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?



RGD

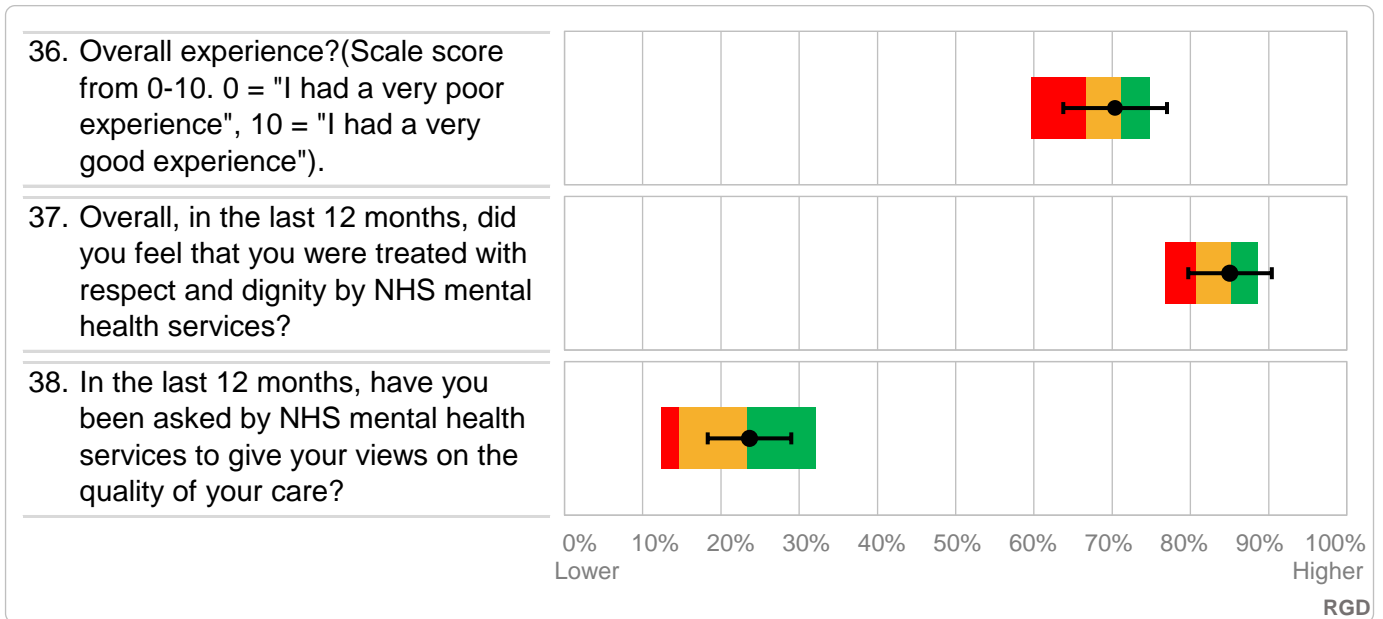
Support and Wellbeing - Compositional Charts (continued)

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

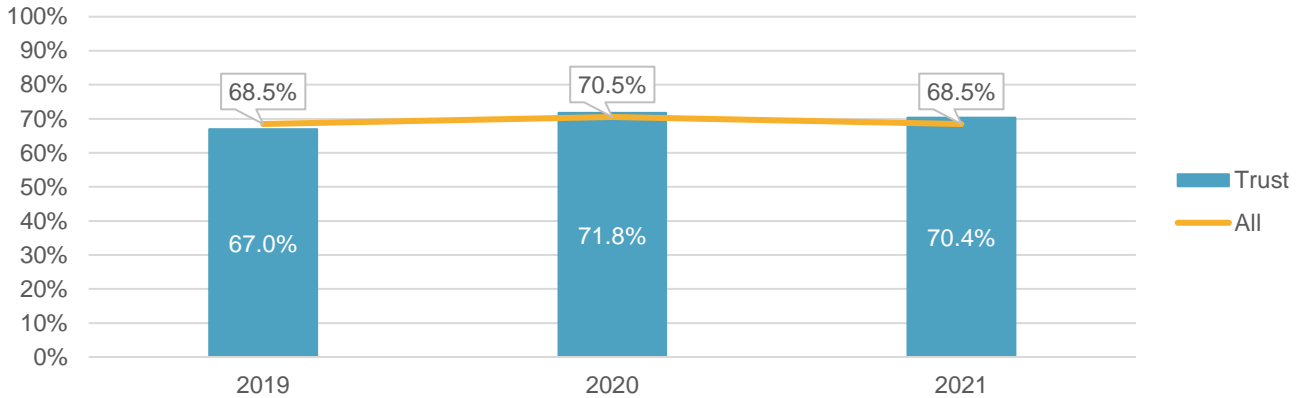
Overall - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2021		
					Number of Respondents	Score	RAG Rating
36. Overall experience?(Scale score from 0-10. 0 = "I had a very poor experience", 10 = "I had a very good experience").	59.7%	66.6%	71.2%	74.8%	287	70.4%	●
37. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	76.8%	80.7%	85.2%	88.7%	301	85.1%	●
38. In the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	12.3%	14.7%	23.3%	32.1%	257	23.7%	●

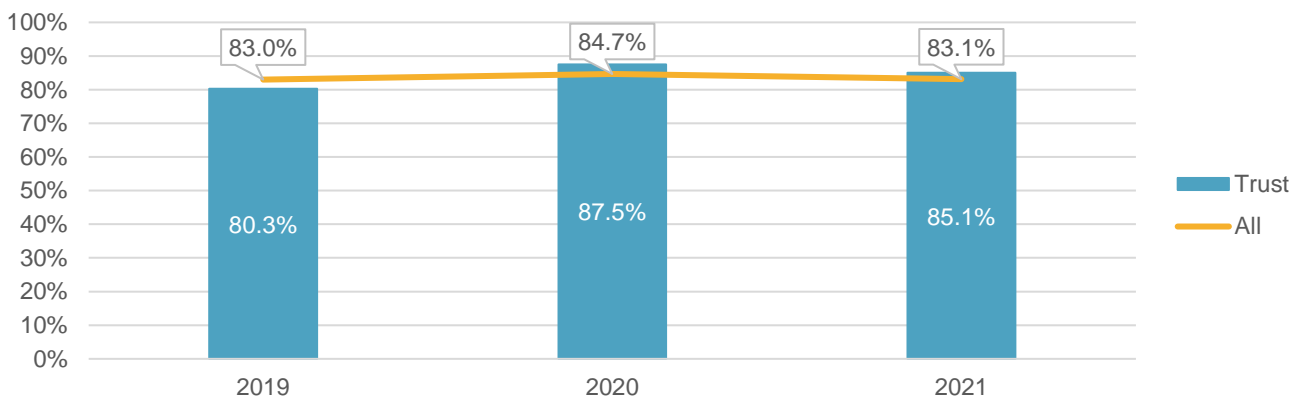
Overall - Longitudinal Charts

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



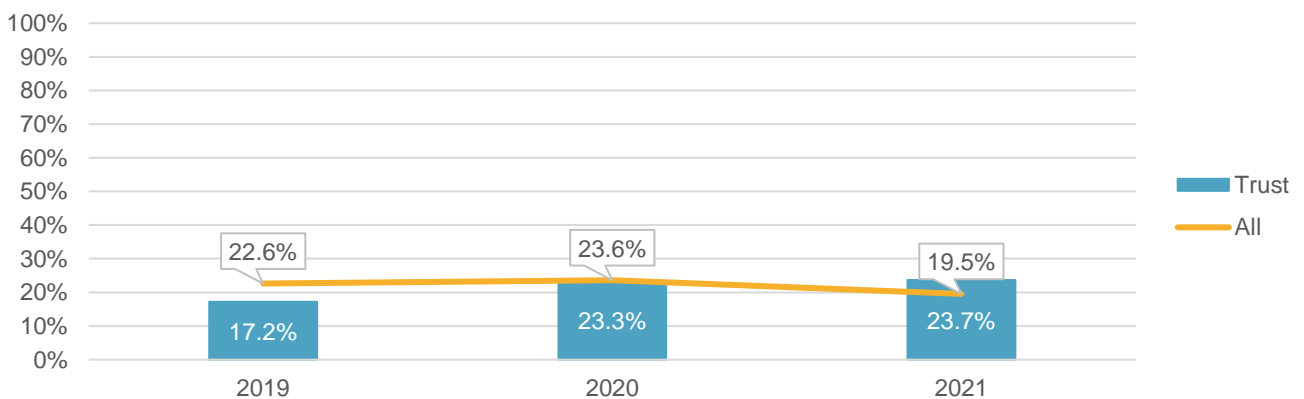
RGD

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



RGD

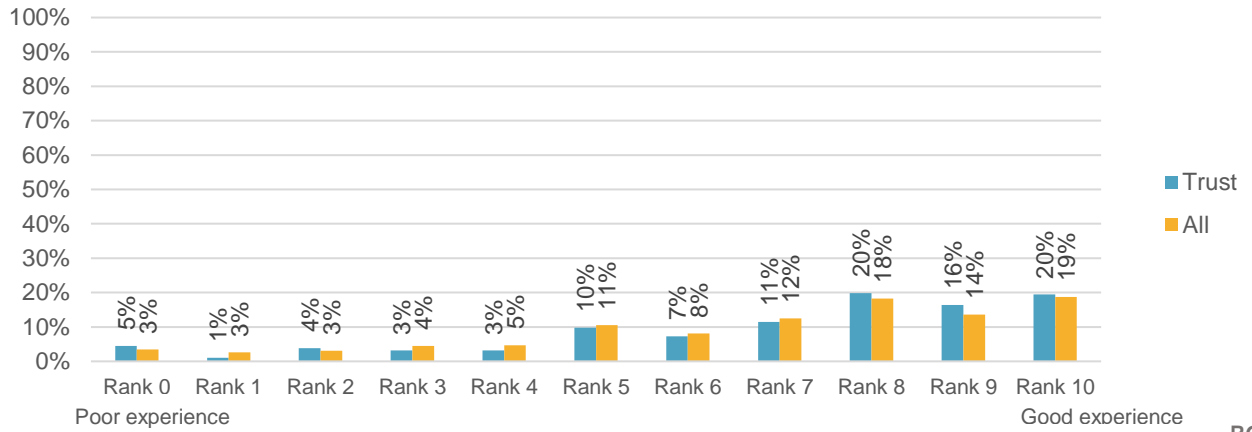
38. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?



RGD

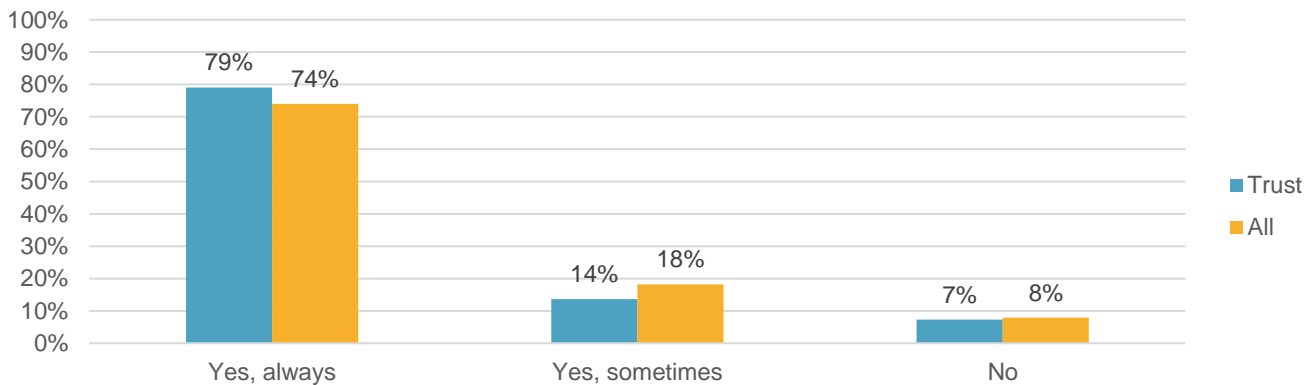
Overall - Compositional Charts

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



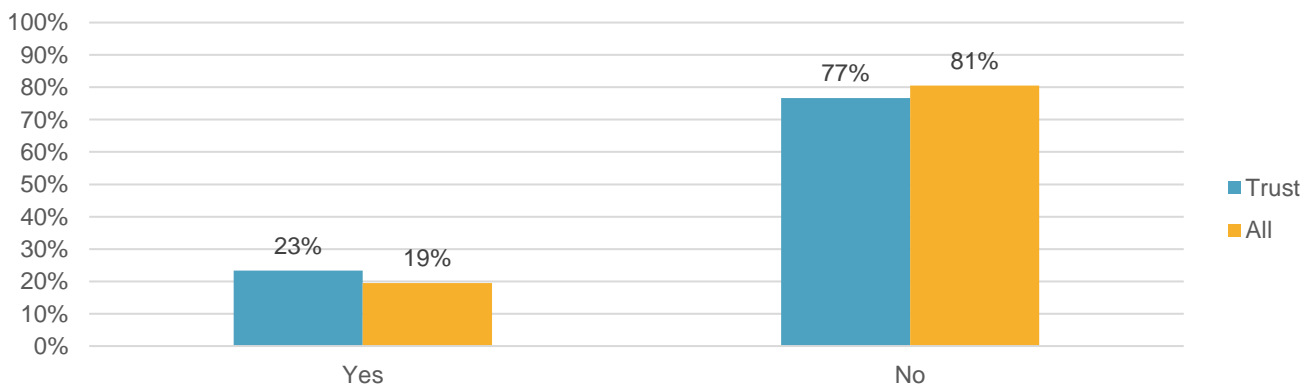
RGD

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



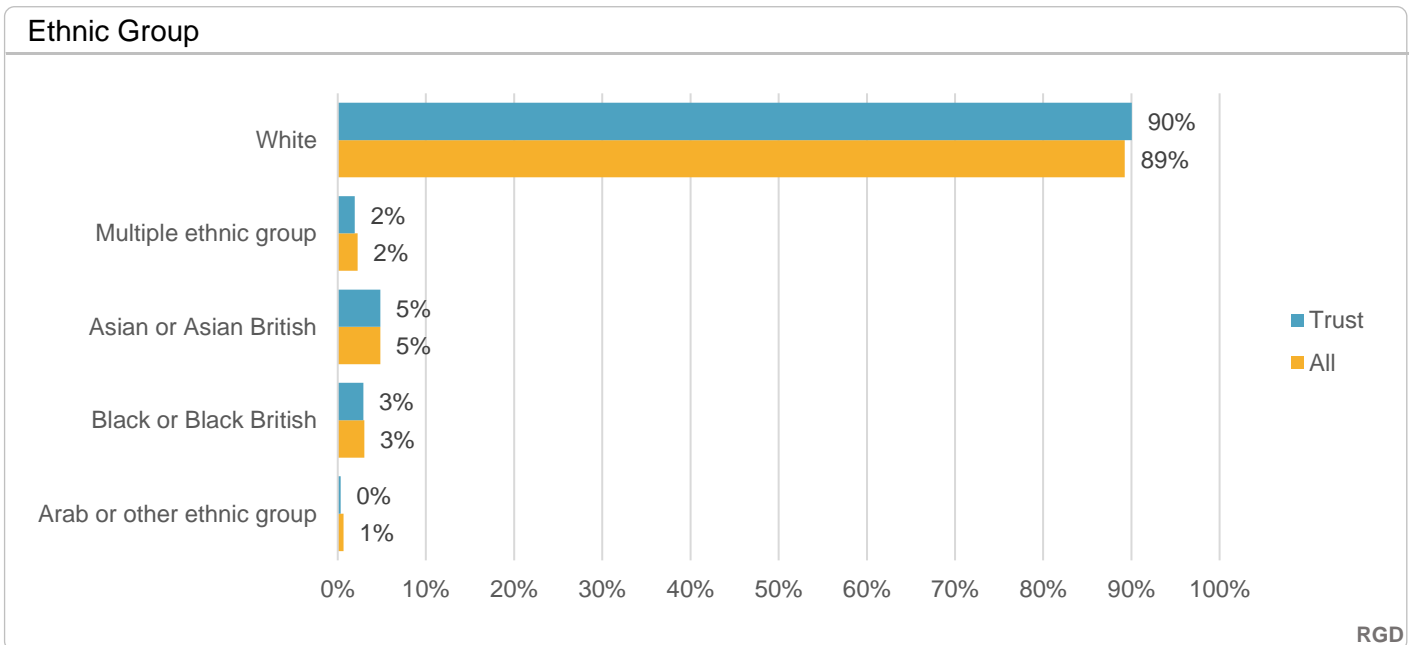
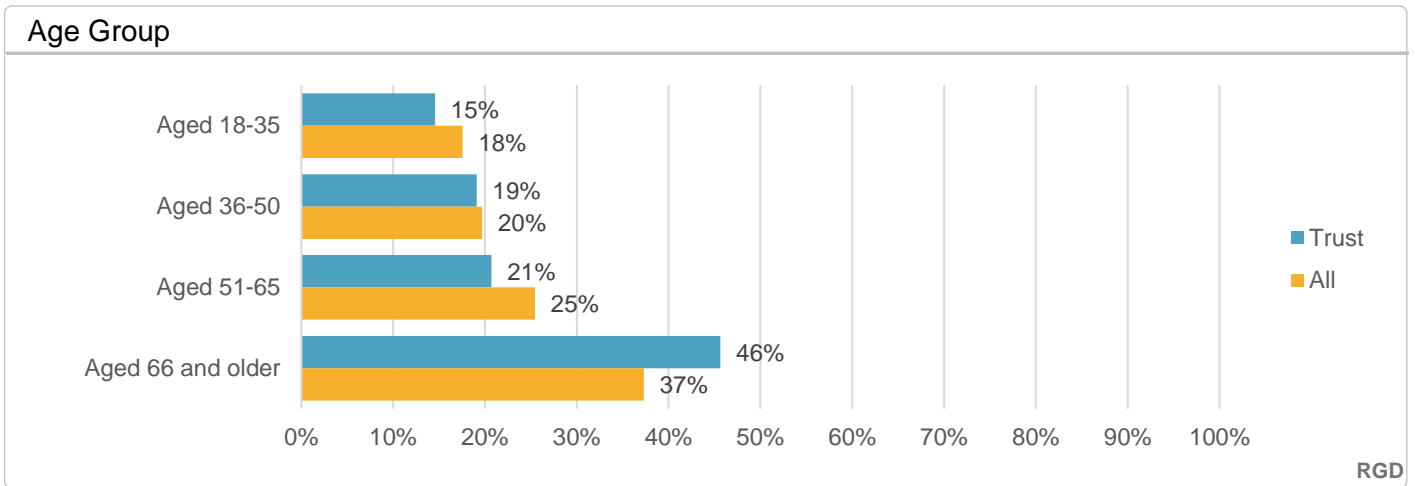
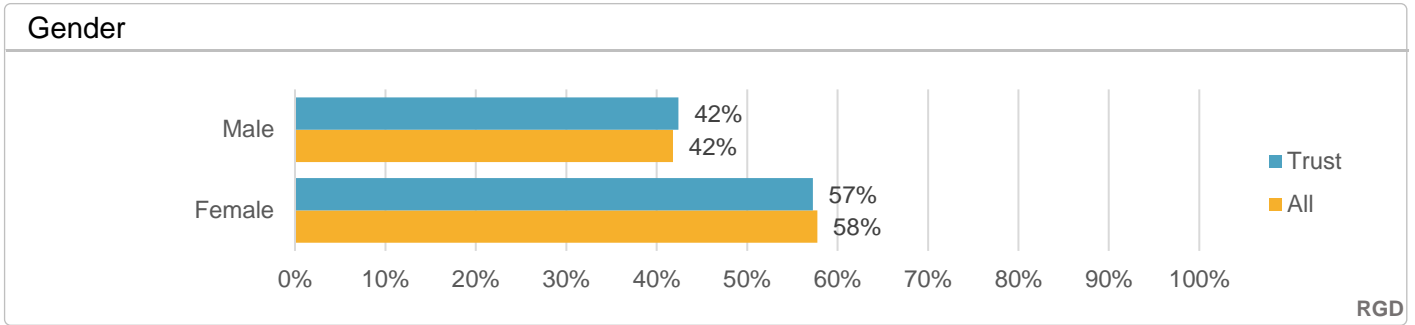
RGD

38. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?

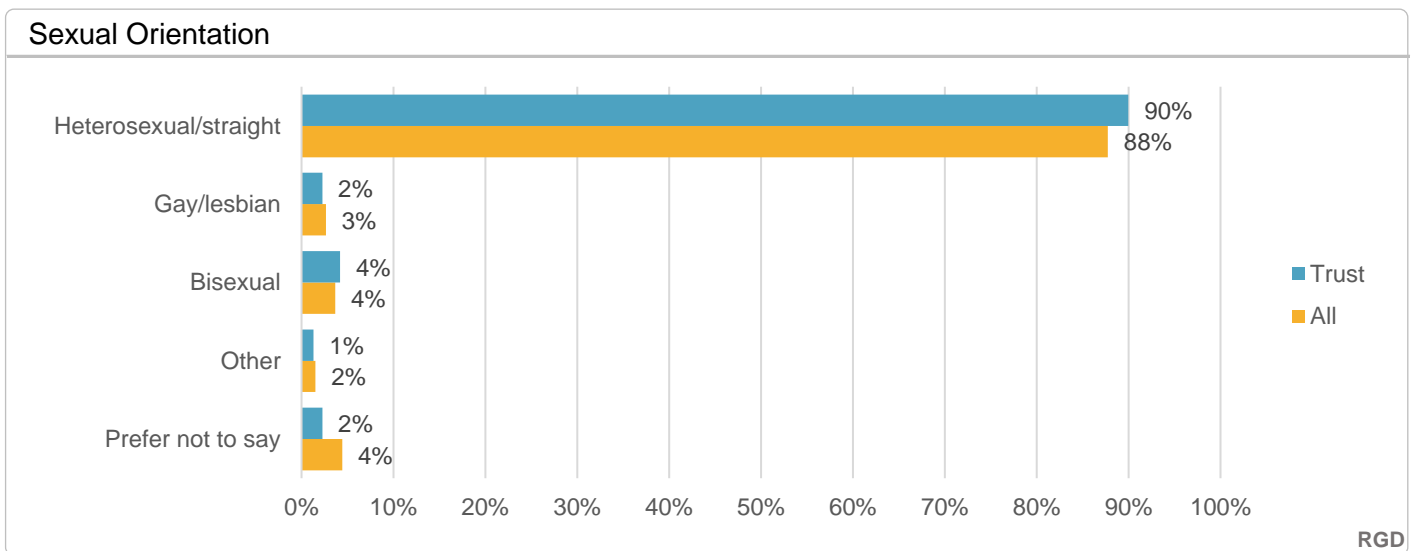
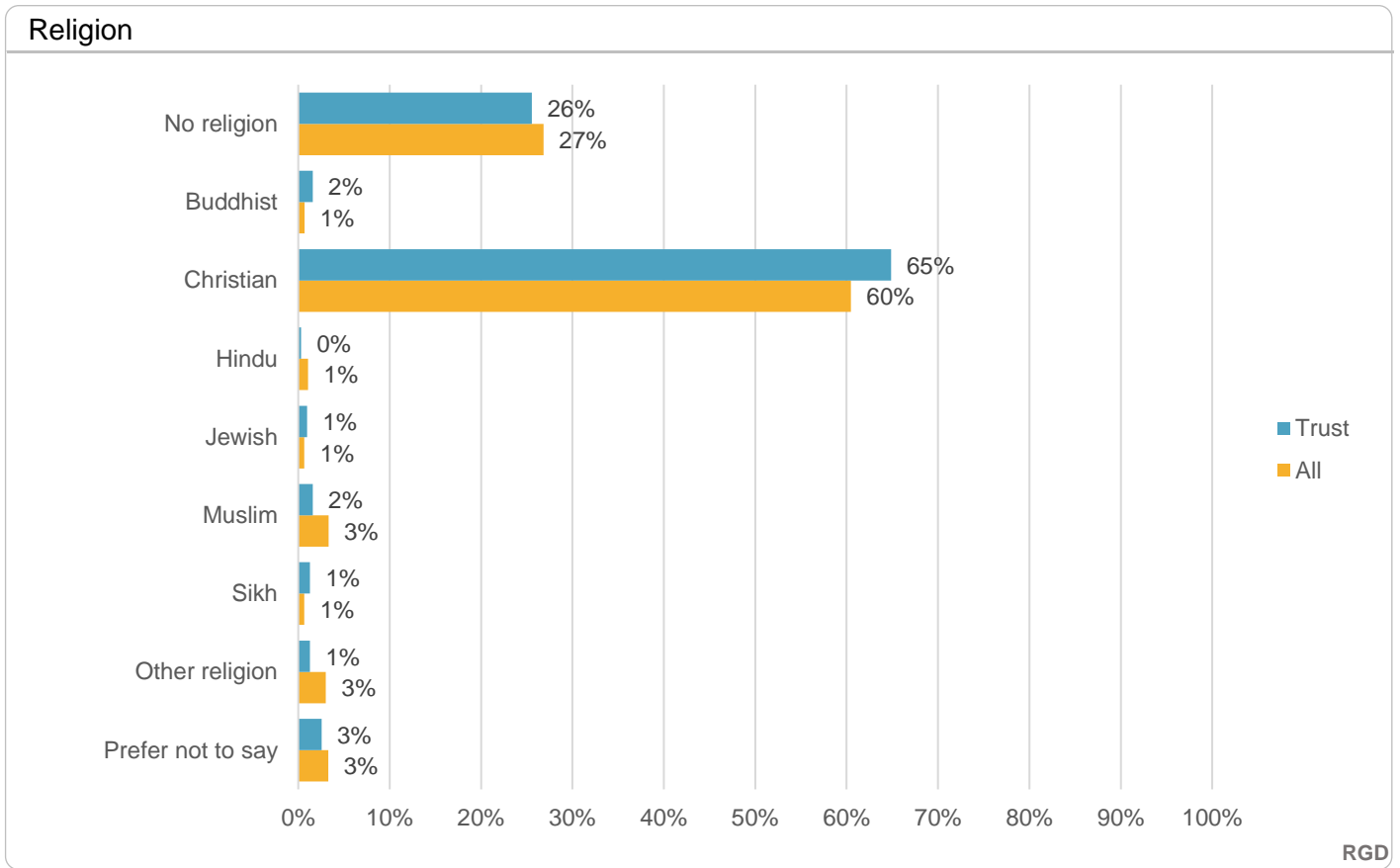


RGD

Demographic Characteristics



Demographic Characteristics (continued)



Detailed Results Table

This section of the report sets out the results from the 2021 Community Mental Health 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 (Respondents) then as percentages (%). The first two columns show the 2020 data, 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 2020, 2021 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.

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 4 in question 1 is ticked and the respondent goes on to answer questions 2-37, then any data entered for these questions will be deleted as the respondent should not have answered them.

Cleansing

Where questions are comparable, responses from 2019 data have been cleansed in the same way as 2020 with the further cleansing guidance to ensure the results are comparable.

YOUR CARE AND TREATMENT

1. When was the last time you saw someone from NHS mental health services?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>In the last 12 months</i>	308	98%	280	94%	14,336	94%
* <i>More than 12 months ago</i>	6	2%	19	6%	963	6%
Don't know / can't remember	9	3%	10	3%	526	3%
I have never seen anyone from NHS mental health services	0	0%	11	3%	453	3%
Missing	7		3		295	

2. Overall, how long have you been in contact with NHS mental health services?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Less than 1 year</i>	80	27%	59	20%	2,942	20%
* <i>1 to 5 years</i>	113	38%	116	40%	5,642	38%
* <i>6 to 10 years</i>	24	8%	28	10%	1,834	12%
* <i>More than 10 years</i>	82	27%	85	30%	4,430	30%
I am no longer in contact with NHS mental health services	11	3%	7	2%	395	3%
Don't know / can't remember	8	3%	5	2%	415	3%
Missing	12		23		915	

3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	135	47%	142	49%	6,552	43%
* <i>Yes, to some extent</i>	102	36%	86	29%	4,729	31%
* <i>No</i>	50	17%	64	22%	3,910	26%
It is too often	1	0%	2	1%	99	1%
Don't know	29	9%	12	4%	486	3%
Missing	13		17		797	

YOUR CARE AND TREATMENT (continued)

4. In the last 12 months, were care and services available when you needed them?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, always</i>	-	-	160	57%	7,589	53%
* <i>Yes, sometimes</i>	-	-	76	27%	4,320	30%
* <i>No</i>	-	-	43	15%	2,347	16%
Service(s) were available, but not the service I needed	-	-	12	4%	823	5%
Don't know / can't remember	-	-	11	4%	558	4%
Missing	-	-	21		936	

5. Were you informed how the care and treatment you were receiving would change due to the coronavirus pandemic?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	-	-	143	55%	6,527	49%
* <i>Yes, to some extent</i>	-	-	72	28%	4,209	32%
* <i>No</i>	-	-	43	17%	2,529	19%
My care and treatment did not change	-	-	21	7%	1,052	7%
I did not receive care and treatment before the pandemic	-	-	15	5%	738	5%
Don't know / can't remember	-	-	8	3%	470	3%
Missing	-	-	21		1,048	

6. Do you feel changes in your care and treatment due to the coronavirus pandemic affected your mental health?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, my mental health improved</i>	-	-	20	9%	806	7%
* <i>Yes, my mental health got worse</i>	-	-	103	46%	5,236	46%
* <i>No, the changes did not affect my mental health</i>	-	-	99	45%	5,287	47%
Don't know / not sure	-	-	31	12%	1,641	13%
Missing	-	-	70		3,603	

YOUR HEALTH AND SOCIAL CARE WORKERS

7. Were you given enough time to discuss your needs and treatment?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	191	62%	175	61%	8,496	57%
* <i>Yes, to some extent</i>	91	30%	74	26%	4,341	29%
* <i>No</i>	24	8%	38	13%	2,069	14%
Don't know / can't remember	14	4%	13	4%	696	4%
Missing	10		23		971	

8. Did the person or people you saw understand how your mental health needs affect other areas of your life?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	179	59%	167	58%	7,628	52%
* <i>Yes, to some extent</i>	87	29%	85	29%	4,997	34%
* <i>No</i>	36	12%	37	13%	2,129	14%
Don't know / can't remember	19	6%	12	4%	872	6%
Missing	9		22		947	

9. Did the person or people you saw appear to be aware of your treatment history?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, completely</i>	151	54%	153	57%	7,454	52%
* <i>Yes, to some extent</i>	102	36%	92	34%	4,880	34%
* <i>No</i>	27	10%	25	9%	1,878	13%
Don't know / can't remember	26	8%	18	6%	770	5%
Not applicable - I had no treatment prior to this	11	3%	6	2%	477	3%
Missing	13		29		1,114	

ORGANISING YOUR CARE

10. Have you been told who is in charge of organising your care and services?		RGD 2020		RGD 2021		2021	
		#	%	#	%	#	%
* Yes		191	77%	190	77%	9,451	73%
* No		56	23%	58	23%	3,416	27%
Not Sure		73	23%	48	16%	2,723	17%
Missing		10		27		983	

11. Is the main person in charge of organising your care and services...		RGD 2020		RGD 2021		2021	
		#	%	#	%	#	%
A GP		53	28%	41	24%	2,084	23%
Missing		138		127		6,981	
Another type of NHS health or social care worker		131	49%	148	54%	7,162	51%
Missing		138		127		6,981	
Don't know / not sure		14	9%	16	11%	579	8%
Missing		138		127		6,981	

12. Do you know how to contact this person if you have a concern about your care?		RGD 2020		RGD 2021		2021	
		#	%	#	%	#	%
* Yes		133	96%	179	95%	8,914	97%
* No		6	4%	10	5%	295	3%
Not sure		6	4%	7	4%	342	4%
Missing		185		127		7,022	

13. How well does this person organise the care and services you need?		RGD 2020		RGD 2021		2021	
		#	%	#	%	#	%
Very well		86	60%	103	57%	5,426	59%
Quite well		47	33%	63	35%	3,019	33%
Not very well		7	5%	11	6%	554	6%
Not at all well		4	3%	4	2%	215	2%
Missing		186		142		7,359	

PLANNING YOUR CARE

14. Have you agreed with someone from NHS mental health services what care you will receive?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Yes, definitely	134	43%	125	43%	6,479	42%
Yes, to some extent	112	36%	100	34%	5,671	37%
No	68	22%	69	23%	3,352	22%
Missing	16		29		1,071	

15. Were you involved as much as you wanted to be in agreeing what care you will receive?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes, definitely	136	58%	113	52%	6,211	54%
* Yes, to some extent	80	34%	83	38%	4,497	39%
* No, but I wanted to be	19	8%	23	11%	894	8%
No, but I did not want to be	2	1%	2	1%	128	1%
Don't know / can't remember	12	5%	8	3%	518	4%
Missing	81		94		4,325	

16. Does this agreement on what care you will receive take into account your needs in other areas of your life?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes, definitely	101	46%	103	49%	5,183	46%
* Yes, to some extent	92	42%	89	42%	4,707	42%
* No	28	13%	20	9%	1,375	12%
Don't know / can't remember	22	9%	16	7%	904	7%
Missing	87		95		4,404	

REVIEWING YOUR CARE

17. In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes	156	71%	199	70%	9,855	67%
* No	65	29%	84	30%	4,809	33%
Don't know / can't remember	18	8%	20	7%	993	6%
Missing	91		20		916	

18. Did you feel that decisions were made together by you and the person you saw during this discussion?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes, definitely	92	62%	125	65%	6,103	64%
* Yes, to some extent	48	32%	51	27%	2,819	29%
* No	8	5%	15	8%	664	7%
I did not want to be involved in making decisions	1	1%	5	3%	78	1%
Don't know / can't remember	5	3%	2	1%	157	2%
Missing	176		125		6,752	

CRISIS CARE

19. Would you know who to contact out of office hours within the NHS if you have a crisis?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes	193	70%	190	72%	10,114	74%
* No	84	30%	74	28%	3,638	26%
Not sure	42	13%	33	11%	1,825	12%
Missing	11		26		996	

20. Thinking about the last time you tried to contact this person or team, did you get the help needed?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes, definitely	-	-	63	46%	3,816	51%
* Yes, to some extent	-	-	36	26%	2,174	29%
* No	-	-	32	23%	1,326	18%
* I could not contact them	-	-	6	4%	209	3%
I have not tried contacting them	-	-	50	27%	2,317	23%
Don't know / can't remember	-	-	1	1%	203	2%
Missing	-	-	135		6,528	

MEDICINES

21. In the last 12 months, have you been receiving any medicines for your mental health needs?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Yes	255	80%	234	78%	12,777	82%
No	64	20%	65	22%	2,865	18%
Missing	11		24		931	

22. Has the purpose of your medicines ever been discussed with you?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	153	62%	141	62%	7,798	63%
* <i>Yes, to some extent</i>	76	31%	70	31%	3,843	31%
* <i>No</i>	17	7%	17	7%	800	6%
Don't know / can't remember	10	4%	5	2%	357	3%
Missing	74		90		3,775	

23. Have the possible side effects of your medicines ever been discussed with you?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	112	46%	96	42%	5,223	43%
* <i>Yes, to some extent</i>	73	30%	78	35%	3,930	32%
* <i>No</i>	58	24%	52	23%	3,044	25%
Don't know / can't remember	15	6%	9	4%	591	5%
Missing	72		88		3,785	

MEDICINES (continued)

24. Do you feel your medicines have helped your mental health?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	103	46%	93	43%	5,177	45%
* <i>Yes, to some extent</i>	97	43%	86	40%	4,927	43%
* <i>No</i>	25	11%	35	16%	1,427	12%
Not sure	32	12%	21	9%	1,250	10%
Missing	73		88		3,792	

25. Have you been receiving any medicines for your mental health needs for 12 months or longer?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes</i>	197	79%	196	86%	10,709	85%
* <i>No</i>	52	21%	33	14%	1,859	15%
Not sure	9	3%	6	3%	288	2%
Missing	72		88		3,717	

26. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes</i>	133	76%	139	73%	7,594	76%
* <i>No</i>	42	24%	51	27%	2,408	24%
Don't know / can't remember	19	10%	6	3%	626	6%
Missing	136		127		5,945	

NHS THERAPIES

27. In the last 12 months, have you received any NHS talking therapies for your mental health needs that do not involve medicines?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes	-	-	88	38%	4,896	41%
* No, but I would have liked this	-	-	74	32%	3,750	32%
* No, but I did not mind	-	-	72	31%	3,158	27%
This was not appropriate for me	-	-	43	14%	2,598	17%
Don't know / can't remember	-	-	20	7%	1,110	7%
Missing	-	-	26		1,061	

28. Were these NHS talking therapies explained to you in a way you could understand?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes, completely	-	-	59	65%	3,188	66%
* Yes, to some extent	-	-	28	31%	1,476	30%
* No	-	-	4	4%	196	4%
No explanation was needed	-	-	0	0%	99	2%
Missing	-	-	232		11,614	

29. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes, definitely	-	-	38	48%	2,268	50%
* Yes, to some extent	-	-	32	41%	1,707	38%
* No, but I wanted to be	-	-	9	11%	567	12%
No, but I did not want to be	-	-	3	3%	140	3%
Don't know / can't remember	-	-	6	7%	258	5%
Missing	-	-	235		11,633	

NHS THERAPIES (continued)

30. Do you feel your NHS talking therapies have helped your mental health?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	-	-	40	47%	1,946	43%
* <i>Yes, to some extent</i>	-	-	34	40%	1,883	42%
* <i>No</i>	-	-	11	13%	676	15%
Not sure	-	-	5	6%	424	9%
Missing	-	-	233		11,644	

31. Overall, how did you feel about the length of time you waited before receiving NHS talking therapies?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>The waiting time was appropriate</i>	-	-	50	65%	2,576	59%
* <i>The waiting time was too long</i>	-	-	26	34%	1,718	40%
* <i>The waiting time was too short</i>	-	-	1	1%	47	1%
I did not have to wait for NHS therapies	-	-	9	10%	504	10%
Missing	-	-	237		11,728	

SUPPORT AND WELLBEING

32. In the last 12 months, did NHS mental health services support you with your physical health needs?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	45	28%	47	32%	2,564	32%
* <i>Yes, to some extent</i>	50	32%	44	30%	2,428	30%
* <i>No, but I would have liked support</i>	63	40%	56	38%	3,020	38%
I have support and did not need NHS mental health services to provide it	31	10%	31	11%	1,593	10%
I do not need support for this	67	22%	58	20%	3,084	20%
I do not have physical health needs	54	17%	52	18%	2,511	17%
Missing	20		35		1,373	

33. 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 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	45	26%	33	25%	2,168	27%
* <i>Yes, to some extent</i>	52	31%	43	32%	2,040	26%
* <i>No, but I would have liked help or advice with finding support</i>	73	43%	58	43%	3,758	47%
I have support and did not need help / advice to find it	39	12%	43	15%	2,332	15%
I do not need support for this	104	33%	119	40%	4,874	32%
Missing	17		27		1,401	

34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	23	31%	15	27%	975	25%
* <i>Yes, to some extent</i>	23	31%	22	39%	1,093	28%
* <i>No, but I would have liked help or advice with finding support</i>	29	39%	19	34%	1,798	47%
I have support and did not need help / advice to find it	17	6%	15	5%	770	5%
I do not need support for this	99	32%	94	33%	4,435	30%
I am not currently in or seeking work	116	38%	120	42%	5,860	39%
Missing	23		38		1,642	

SUPPORT AND WELLBEING (continued)

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 2020		RGD 2021		2021	
	#	%	#	%	#	%
* <i>Yes, definitely</i>	114	53%	109	53%	5,424	53%
* <i>Yes, to some extent</i>	53	25%	63	31%	2,648	26%
* <i>No, not as much as I would like</i>	44	21%	29	14%	1,890	18%
* <i>No, they have involved them too much</i>	3	1%	4	2%	320	3%
My friends or family did not want to be involved	6	2%	5	2%	301	2%
I did not want my friends or family to be involved	50	16%	51	17%	2,429	16%
This does not apply to me	46	15%	35	12%	2,139	14%
Missing	14		27		1,422	

OVERALL

36. Overall experience?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Rank 0 (I had a very poor experience)	6	2%	13	5%	509	3%
* Rank 1	6	2%	3	1%	386	3%
* Rank 2	4	1%	11	4%	455	3%
* Rank 3	15	5%	9	3%	659	4%
* Rank 4	9	3%	9	3%	693	5%
* Rank 5	30	10%	28	10%	1,546	11%
* Rank 6	28	10%	21	7%	1,192	8%
* Rank 7	29	10%	33	11%	1,837	12%
* Rank 8	63	21%	57	20%	2,692	18%
* Rank 9	42	14%	47	16%	2,000	14%
* Rank 10 (I had a very good experience)	62	21%	56	20%	2,751	19%
Ambiguous	5	2%	5	2%	185	1%
Missing	31		31		1,668	

37. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Yes, always	251	80%	238	79%	11,364	74%
Yes, sometimes	50	16%	41	14%	2,790	18%
No	12	4%	22	7%	1,207	8%
Missing	17		22		1,212	

38. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
* Yes	60	23%	60	23%	2,574	19%
* No	206	77%	197	77%	10,631	81%
Not sure	54	17%	46	15%	2,206	14%
Missing	10		20		1,162	

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 2020		RGD 2021		2021	
	#	%	#	%	#	%
Yes	288	92%	269	86%	14,246	90%
No	26	8%	44	14%	1,579	10%
Missing	16		10		748	

ABOUT YOU (continued)

40. Do you have any of the following?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Autism or autism spectrum condition	-	-	11	4%	857	6%
Missing	-		263		13,738	
Breathing problem, such as asthma	66	22%	58	21%	3,215	22%
Missing	232		216		11,380	
Blindness or partial sight	22	7%	17	6%	709	5%
Missing	276		257		13,886	
Cancer in the last 5 years	14	5%	8	3%	606	4%
Missing	284		266		13,989	
Dementia or Alzheimer's disease	63	21%	51	19%	2,495	17%
Missing	235		223		12,100	
Deafness or hearing loss	52	17%	48	18%	2,182	15%
Missing	246		226		12,413	
Diabetes	47	16%	47	17%	2,266	16%
Missing	251		227		12,329	
Heart problem, such as angina	37	12%	24	9%	1,618	11%
Missing	261		250		12,977	
Joint problem, such as arthritis	104	35%	88	32%	4,597	31%
Missing	194		186		9,998	
Kidney or liver disease	21	7%	7	3%	715	5%
Missing	277		267		13,880	
Learning disability	24	8%	12	4%	1,223	8%
Missing	274		262		13,372	
Mental health condition	204	68%	200	73%	10,744	74%
Missing	94		74		3,851	
Neurological condition	45	15%	33	12%	1,536	11%
Missing	253		241		13,059	
Stroke	-	-	9	3%	474	3%
Missing	-		265		14,121	
Another long-term condition	74	25%	66	24%	3,678	25%
Missing	224		208		10,917	

ABOUT YOU (continued)

41. Do any of these reduce your ability to carry out day-to-day activities?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Yes, a lot	152	51%	145	54%	7,784	54%
Yes, a little	116	39%	97	36%	5,123	36%
No, not at all	28	9%	26	10%	1,410	10%
Missing	34		55		2,256	

42. Who was the main person or people that filled in this questionnaire?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
The person named on the front of the envelope (the service user / client)	216	68%	216	70%	10,652	68%
A friend or relative of the service user / client	64	20%	61	20%	3,067	20%
Both service user / client and friend / relative together	33	10%	24	8%	1,578	10%
The service user / client with the help of a health professional	5	2%	8	3%	413	3%
Missing	12		14		863	

43. Age Band (Calculated from Q43 - What was your year of birth?)	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Aged 18-35	44	14%	45	15%	2,691	18%
Aged 36-50	58	18%	59	19%	3,021	20%
Aged 51-65	65	21%	64	21%	3,902	25%
Aged 66 and older	150	47%	141	46%	5,720	37%
Missing	13		14		1,239	

44. At birth were you registered as...	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Male	-	-	134	42%	6,763	42%
Female	-	-	181	57%	9,341	58%
Intersex	-	-	0	0%	6	0%
I would prefer not to say	-	-	1	0%	64	0%
Missing	-	-	7		399	

ABOUT YOU (continued)

45. Is your gender the same as the sex you were registered as at birth?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Yes	-	-	308	99%	15,767	98%
No	-	-	3	1%	150	1%
I would prefer not to say	-	-	1	0%	96	1%
Missing	-	-	11		560	

46. What is your religion?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
No religion	73	23%	80	26%	4,291	27%
Buddhist	0	0%	5	2%	109	1%
Christian	205	64%	203	65%	9,669	60%
Hindu	2	1%	1	0%	174	1%
Jewish	6	2%	3	1%	105	1%
Muslim	10	3%	5	2%	530	3%
Sikh	3	1%	4	1%	105	1%
Other	9	3%	4	1%	484	3%
I would prefer not to say	13	4%	8	3%	524	3%
Missing	9		10		582	

47. Which of the following best describes how you think of yourself?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
Heterosexual / straight	271	85%	278	90%	13,861	88%
Gay / lesbian	6	2%	7	2%	418	3%
Bisexual	12	4%	13	4%	578	4%
Other	4	1%	4	1%	240	2%
I would prefer not to say	24	8%	7	2%	700	4%
Missing	13		14		776	

ABOUT YOU (continued)

48. What is your ethnic group?	RGD 2020		RGD 2021		2021	
	#	%	#	%	#	%
English / Welsh / Scottish / Northern Irish / British	282	89%	275	88%	13,537	85%
Irish	1	0%	1	0%	127	1%
Gypsy or Irish Traveller	0	0%	0	0%	25	0%
Any other White background	6	2%	4	1%	523	3%
White and Black Caribbean	1	0%	3	1%	121	1%
White and Black African	2	1%	2	1%	45	0%
White and Asian	1	0%	1	0%	110	1%
Any other Mixed / multiple ethnic background	2	1%	0	0%	85	1%
Indian	7	2%	5	2%	299	2%
Pakistani	3	1%	1	0%	195	1%
Bangladeshi	1	0%	0	0%	64	0%
Chinese	0	0%	1	0%	57	0%
Any other Asian background	1	0%	8	3%	155	1%
African	2	1%	5	2%	250	2%
Caribbean	4	1%	4	1%	177	1%
Any other Black / African / Caribbean background	1	0%	0	0%	51	0%
Arab	0	0%	1	0%	43	0%
Any other ethnic group	2	1%	0	0%	60	0%
Missing	14		12		649	