



Community Mental Health Service User Survey 2022

Leeds and York Partnership NHS
Foundation Trust

Management Report

Produced by IQVIA UK&I Healthcare

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Background

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

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. Five new scored questions have been added to the structure in 2022, and three removed.

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 49 Mental Health Trusts and Community Interest Companies with mental health functions surveyed by IQVIA 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 IQVIA 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 2022.

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 2021.

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

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

Response Rate

Of the 295 completed surveys returned from the sample (basic plus additional where applicable) of 1250, 26 were excluded for the following reasons:

♦ Moved / not known at this address	20
♦ Ineligible	0
♦ Deceased	6

The response rate was 24% (295 usable responses from a usable sample of 1224).

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 IQVIA. All the remaining scores are in the top-20% range, therefore there are none sitting in the lower-20% range. The Trust performed particularly well in Your Health and Social Care Workers, where all scores are in the upper range.

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%. 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. Despite some declines in scores, there has been a noticeable upwards trend in results across the survey between 2021 and 2022; around two-thirds of scores have improved from the previous year. It is important to note, that the unique nature of care provision during the Covid-19 pandemic will have significantly affected scores over the previous few years and the Trust should take this into account. The Trust should focus and look particularly at questions such as service users getting an opportunity to feed back outside of this survey or service users being told who is in charge of organising their care, which have seen decline since the last survey.

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 IQVIA 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.

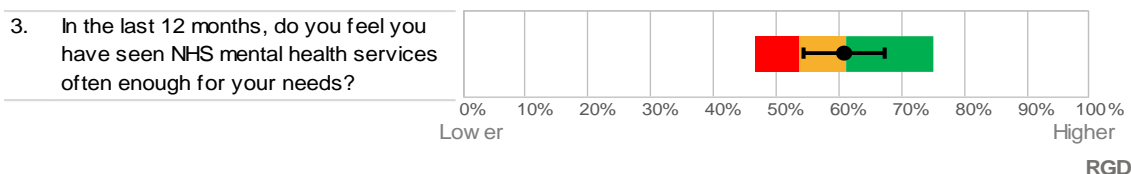
It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question is Q23 (*In the last 12 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/wp-content/surveys/05-community-mental-health/04-analysis-reporting/2022/Scored%20Questionnaire_V3.0.pdf

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 2022 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 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)

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 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.

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					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?	46.6%	53.7%	61.2%	75.2%	266	60.8%	●

Longitudinal Charts - Standardised Data - Scored Questions Only

Each scored question has a longitudinal chart showing the 2020, 2021 and 2022 scores for the Trust plotted against the equivalent score for all Trusts surveyed by IQVIA. 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 2021'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 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.

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 IQVIA for 2022. 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 2022		
					Number of Respondents	Score	RAG Rating
Q4. In the last 12 months, have you and someone from NHS mental health services agreed how your care and treatment would be delivered?	61.7%	68.5%	74.9%	86.5%	273	77.7%	●
Q6. Have you received your care and treatment in the way you agreed?	74.4%	80.1%	85.0%	87.0%	211	85.7%	●
Q7. Were you given enough time to discuss your needs and treatment?	61.8%	68.7%	74.1%	83.6%	260	77.8%	●
Q8. Did the person or people you saw understand how your mental health needs affect other areas of your life?	59.3%	65.4%	71.2%	79.9%	257	76.1%	●
Q9. Did the person or people you saw appear to be aware of your treatment history?	58.1%	65.1%	72.4%	80.1%	245	73.0%	●
Q12. How well does this person organise the care and services you need?	75.8%	79.8%	84.6%	90.0%	132	86.7%	●
Q16. Were you involved as much as you wanted to be in deciding what care you will receive?	67.0%	71.8%	76.3%	83.4%	182	77.3%	●
Q17. Did decisions on what care you will receive take into account your needs in other areas of your life?	62.9%	66.7%	72.1%	80.3%	180	75.7%	●
Q20. Would you know who to contact out of office hours within the NHS if you had a crisis?	61.1%	66.0%	74.5%	86.6%	243	74.6%	●
Q21. Thinking about the last time you contacted this person or team, did you get the help you needed?	51.1%	60.4%	68.5%	76.1%	137	68.6%	●
Q27. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	60.8%	70.3%	79.6%	87.2%	174	82.0%	●

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 IQVIA for 2022. A green marker indicates a score which is above the 80% threshold.

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

Q35. 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)?

Q37. Overall...

Q38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
Q35. 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)?	25.6%	33.4%	44.9%	57.8%	77	45.8%	●
Q37. Overall...	61.3%	63.9%	69.5%	78.2%	252	70.5%	●
Q38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	74.4%	78.9%	85.2%	90.8%	267	86.3%	●

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 IQVIA for 2022. 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 2022	
				Number of Respondents	Score
					RAG Rating

For Leeds and York Partnership NHS Foundation Trust there are no questions that fall below the 20% threshold.

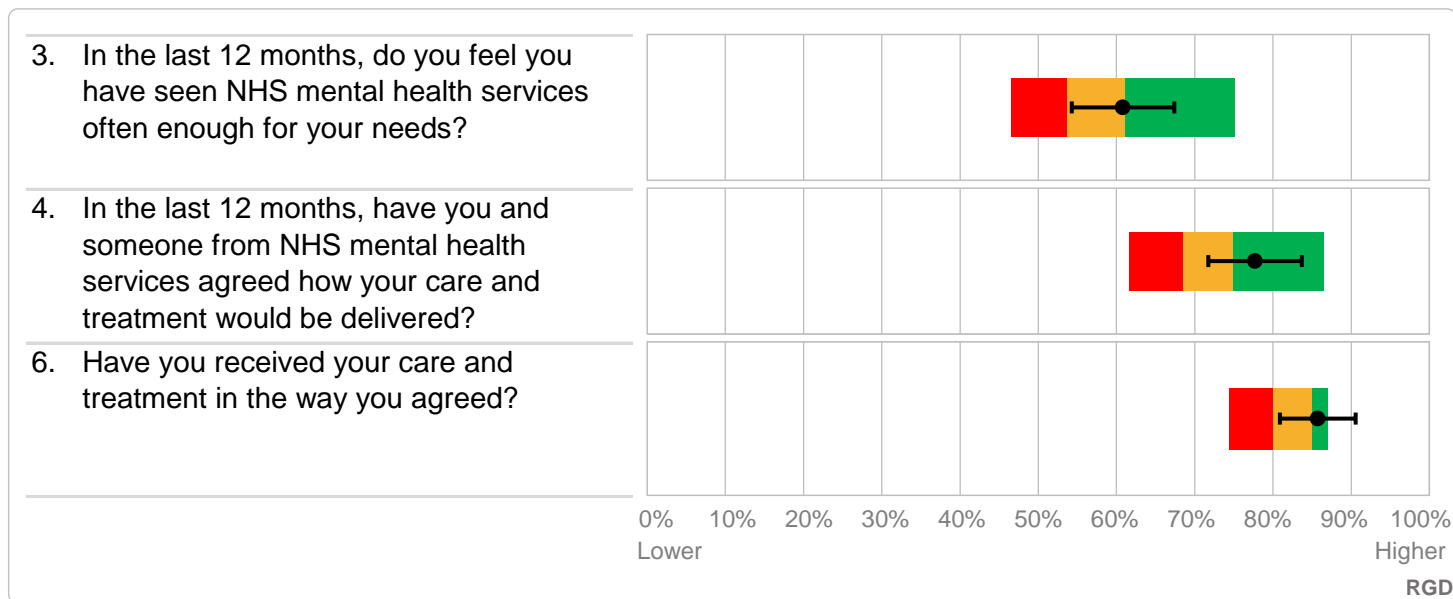
Top & Bottom Five Questions

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
Q13. Do you know how to contact this person if you have a concern about your care?	97.6%
Q12. How well does this person organise the care and services you need?	86.7%
Q38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	86.3%
Q6. Have you received your care and treatment in the way you agreed?	85.7%
Q27. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	82.0%

Bottom 5 Questions	Score
Q39. 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?	16.0%
Q34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	40.0%
Q35. 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)?	45.8%
Q33. In the last 12 months, did NHS mental health services support you with your physical health needs?	48.8%
Q22. How do you feel about the length of time it took you to get through to this person or team?	57.2%

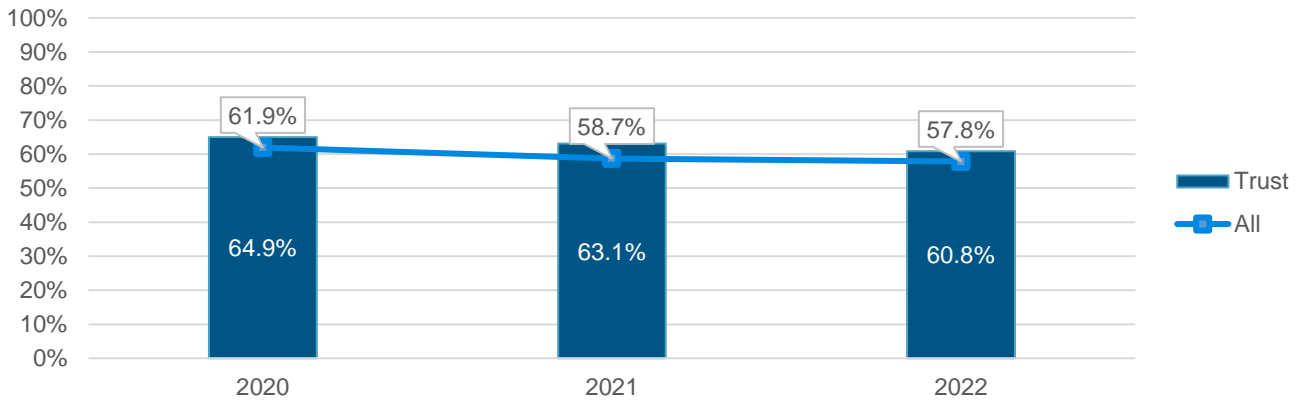
Your Care and Treatment - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					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?	46.6%	53.7%	61.2%	75.2%	266	60.8%	●
4. In the last 12 months, have you and someone from NHS mental health services agreed how your care and treatment would be delivered?	61.7%	68.5%	74.9%	86.5%	273	77.7%	●
6. Have you received your care and treatment in the way you agreed?	74.4%	80.1%	85.0%	87.0%	211	85.7%	●

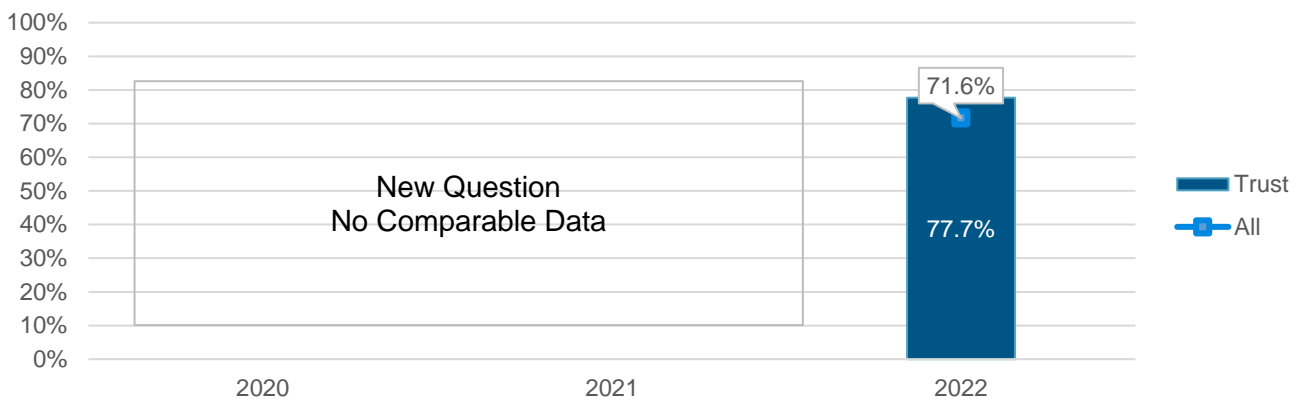
Your Care and Treatment - Longitudinal Charts

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



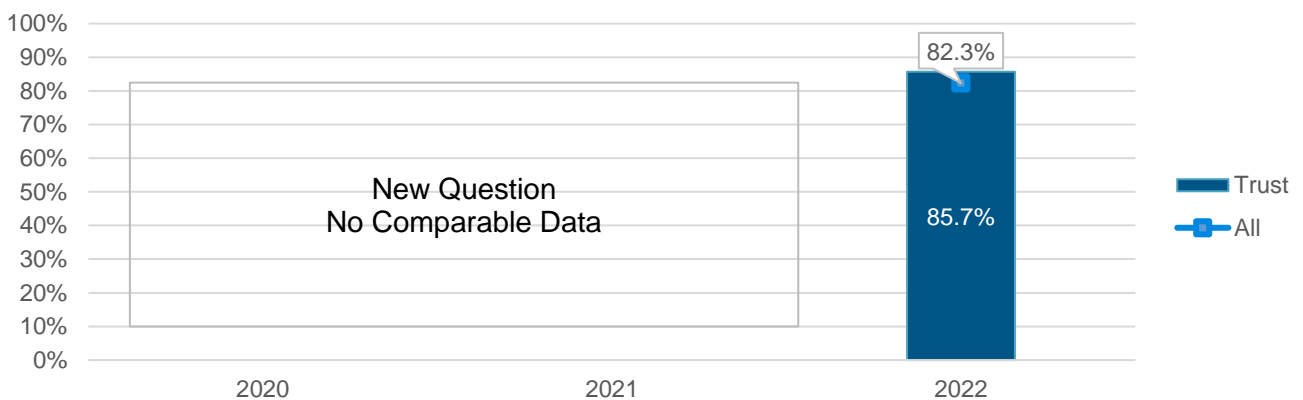
RGD

4. In the last 12 months, have you and someone from NHS mental health services agreed how your care and treatment would be delivered?



RGD

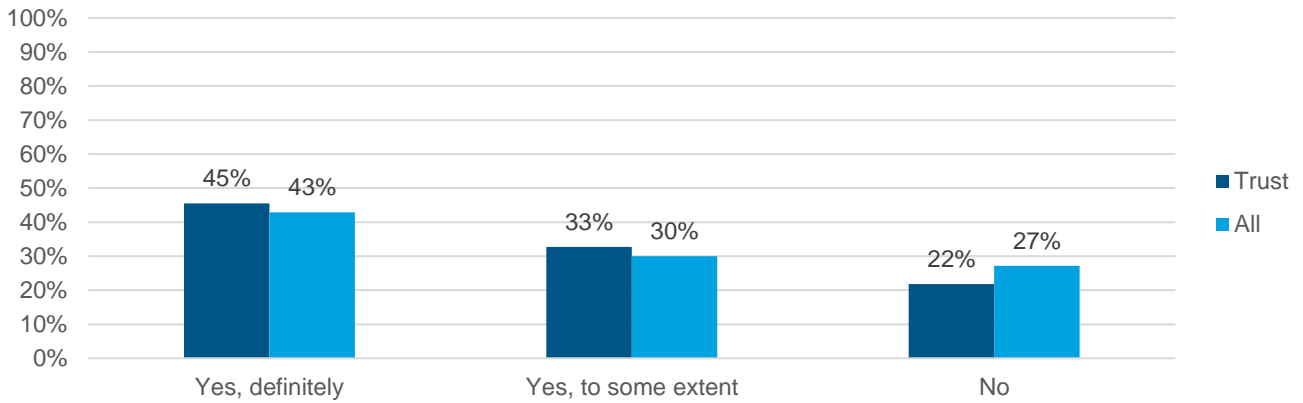
6. Have you received your care and treatment in the way you agreed?



RGD

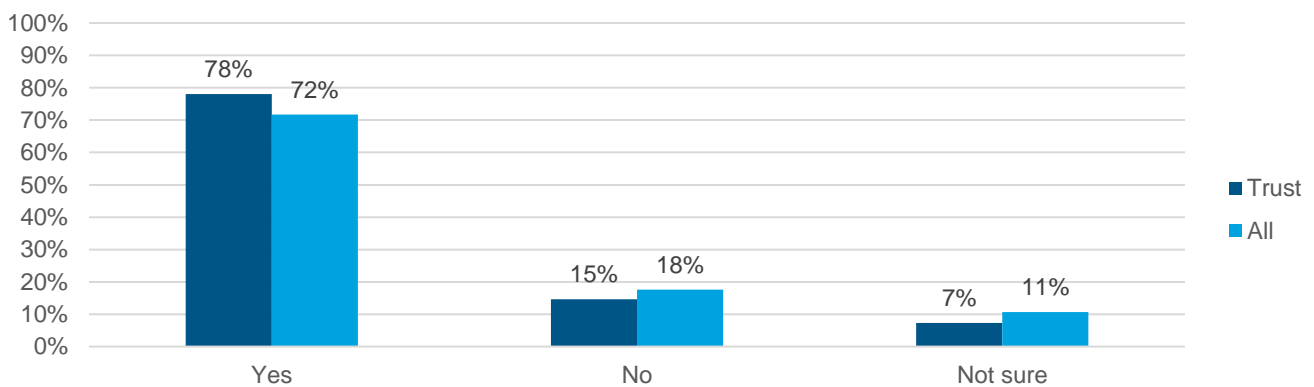
Your Care and Treatment - Compositional Charts

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



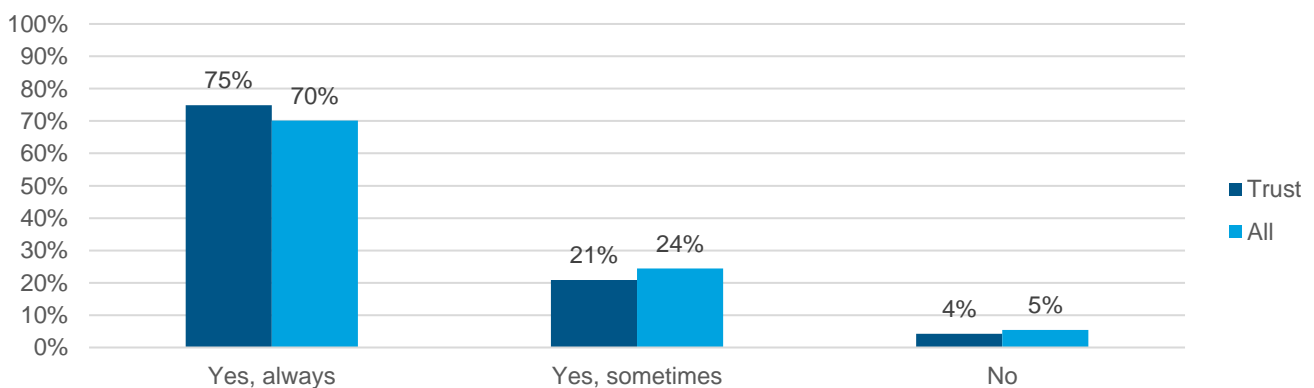
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4. In the last 12 months, have you and someone from NHS mental health services agreed how your care and treatment would be delivered?



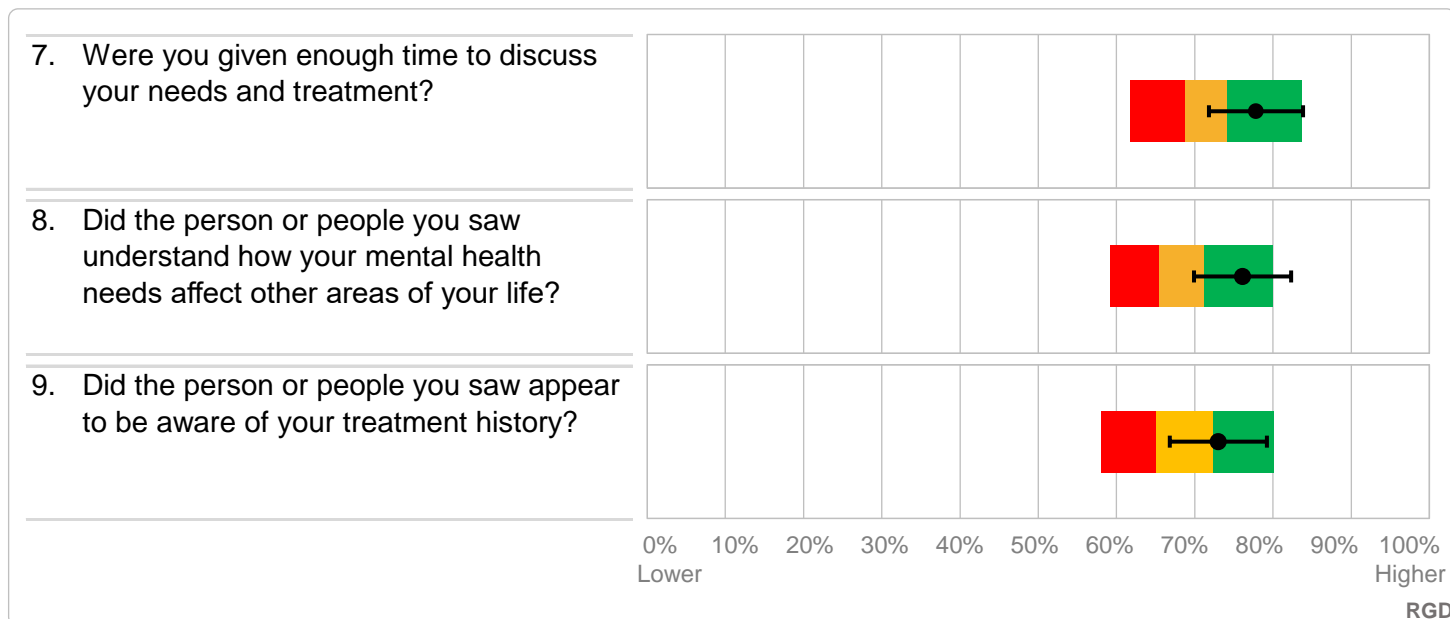
RGD

6. Have you received your care and treatment in the way you agreed?



RGD

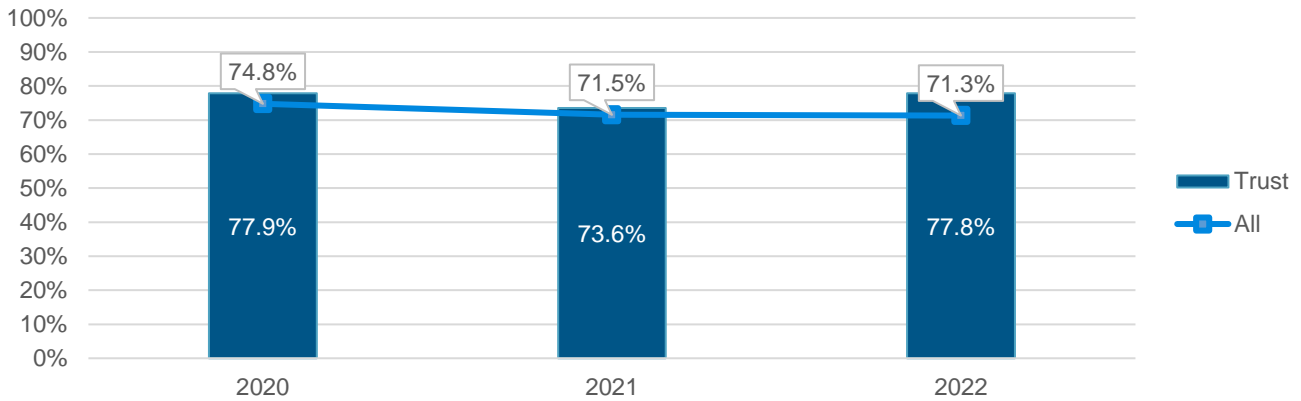
Your Health and Social Care Workers - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
7. Were you given enough time to discuss your needs and treatment?	61.8%	68.7%	74.1%	83.6%	260	77.8%	●
8. Did the person or people you saw understand how your mental health needs affect other areas of your life?	59.3%	65.4%	71.2%	79.9%	257	76.1%	●
9. Did the person or people you saw appear to be aware of your treatment history?	58.1%	65.1%	72.4%	80.1%	245	73.0%	●

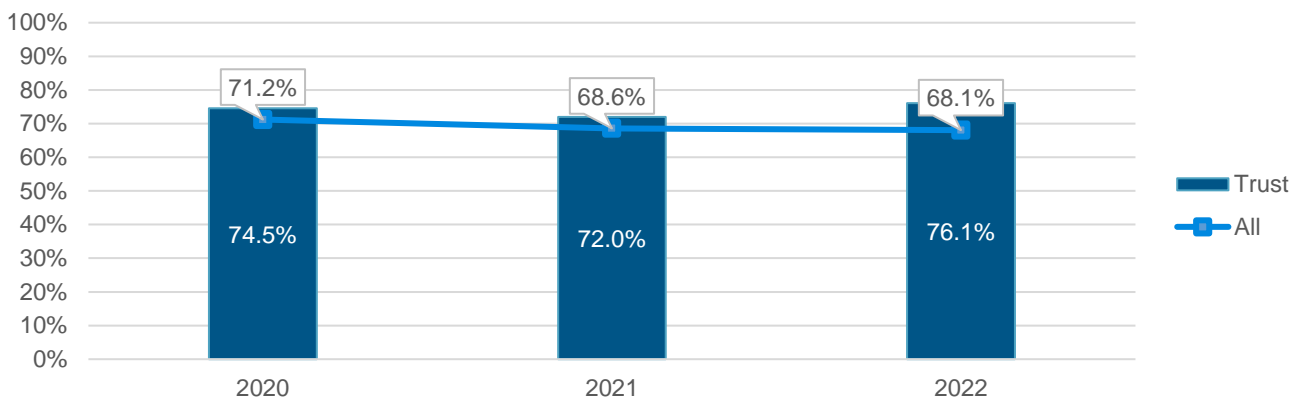
Your Health and Social Care Workers - Longitudinal Charts

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



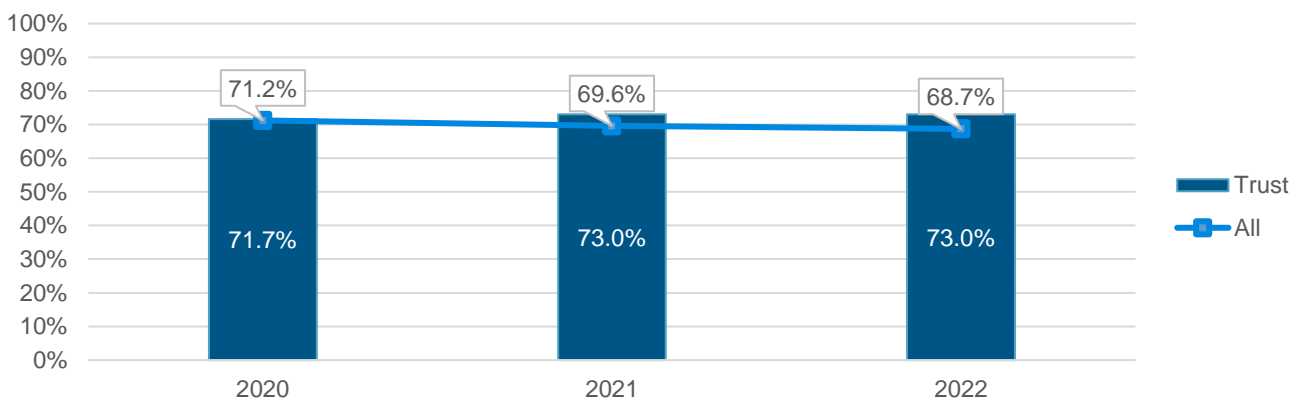
RGD

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



RGD

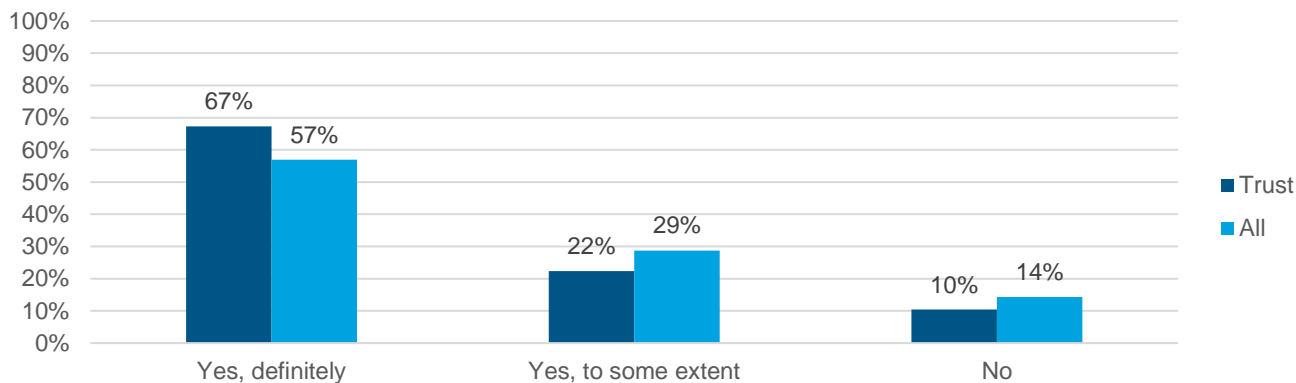
9. Did the person or people you saw appear to be aware of your treatment history?



RGD

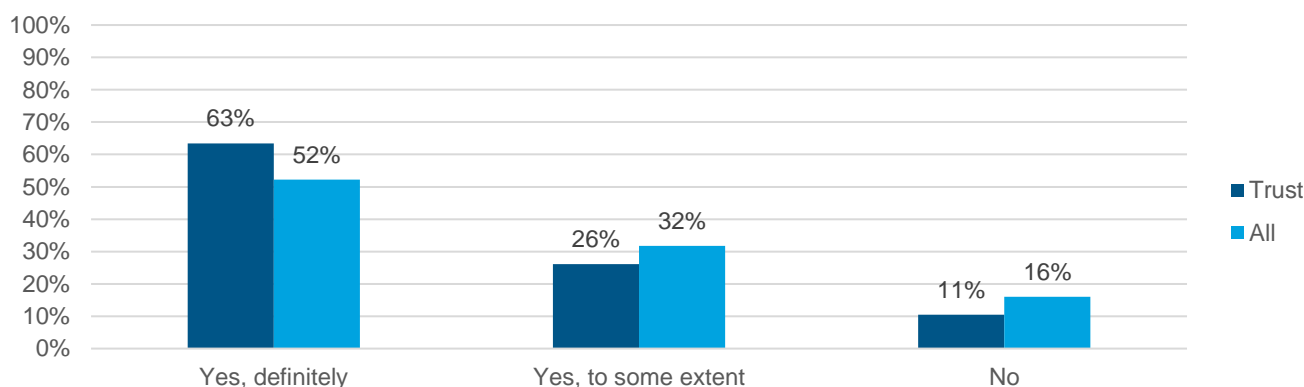
Your Health and Social Care Workers - Compositional Charts

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



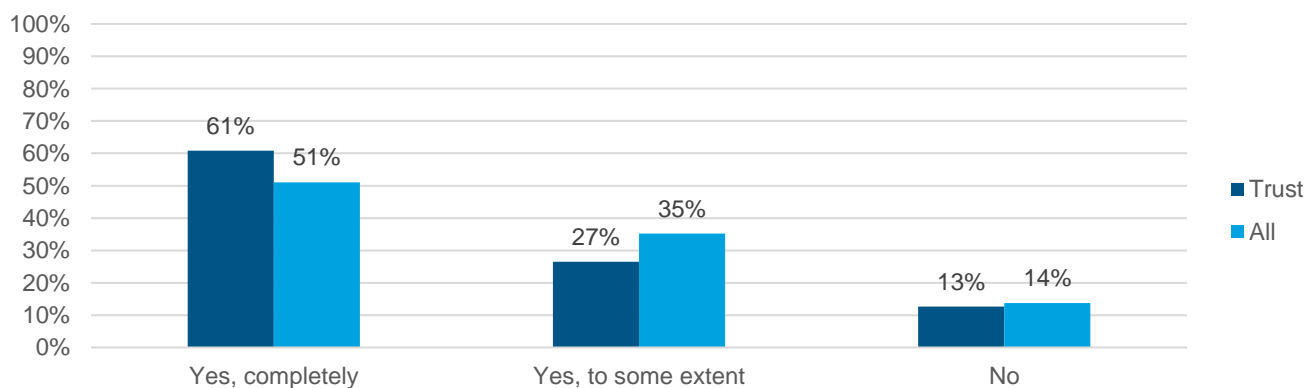
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8. Did the person or people you saw understand how your mental health needs affect other areas of your life?



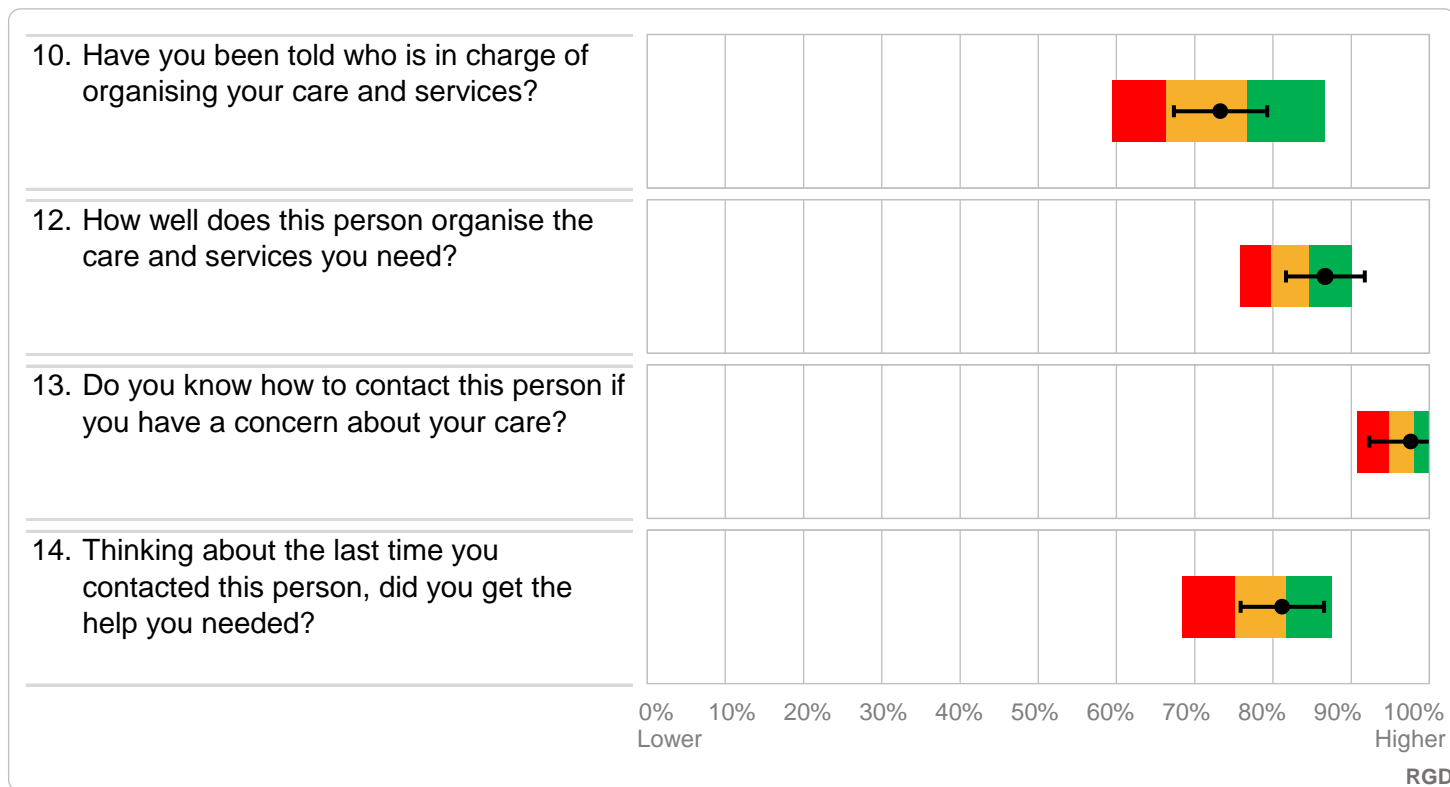
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9. Did the person or people you saw appear to be aware of your treatment history?



RGD

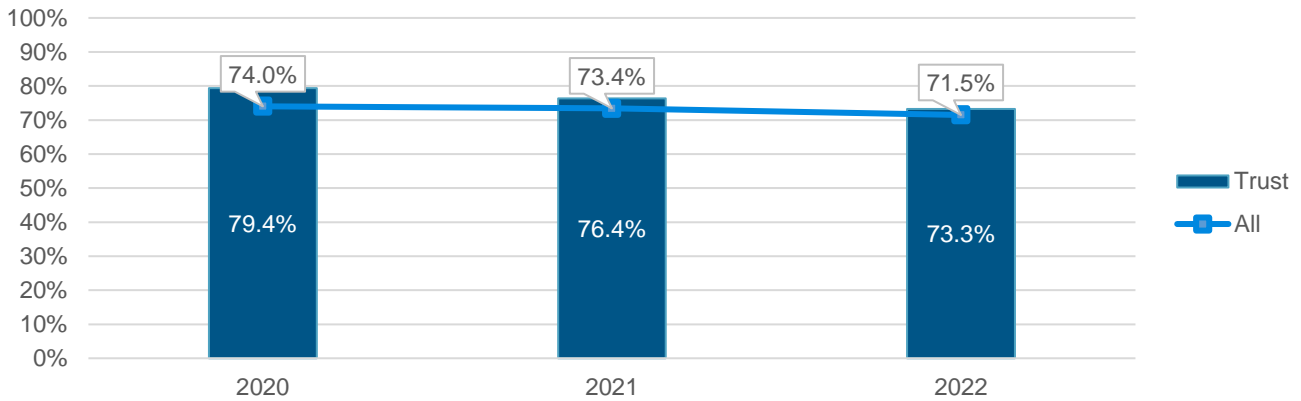
Organising Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
10. Have you been told who is in charge of organising your care and services?	59.5%	66.4%	76.7%	86.6%	231	73.3%	●
12. How well does this person organise the care and services you need?	75.8%	79.8%	84.6%	90.0%	132	86.7%	●
13. Do you know how to contact this person if you have a concern about your care?	90.8%	94.9%	98.1%	100.0%	133	97.6%	●
14. Thinking about the last time you contacted this person, did you get the help you needed?	68.3%	75.2%	81.8%	87.6%	156	81.2%	●

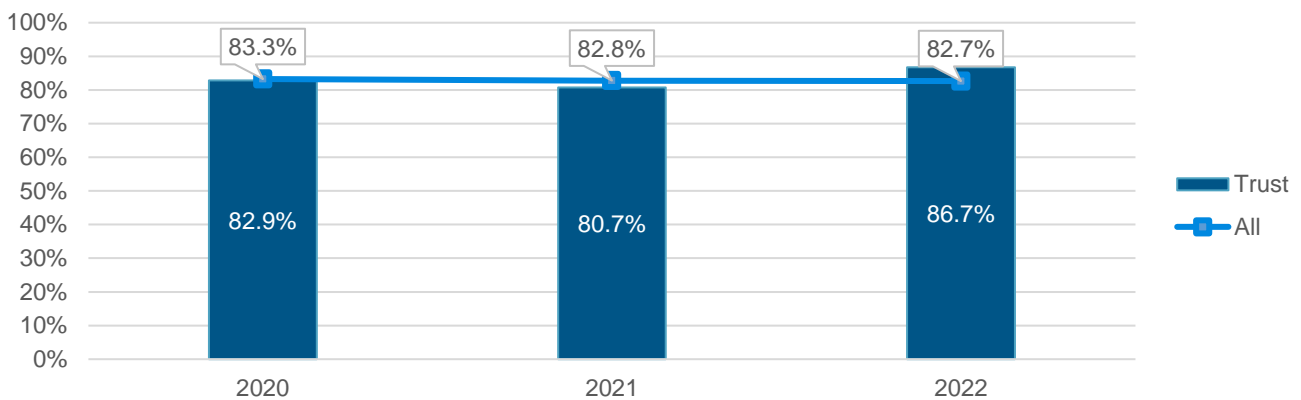
Organising Your Care - Longitudinal Charts

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



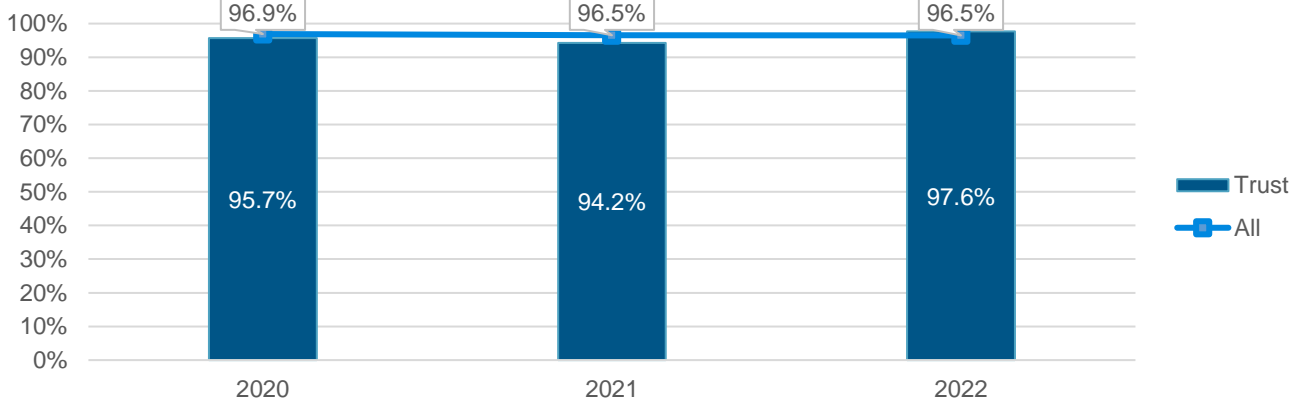
RGD

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



RGD

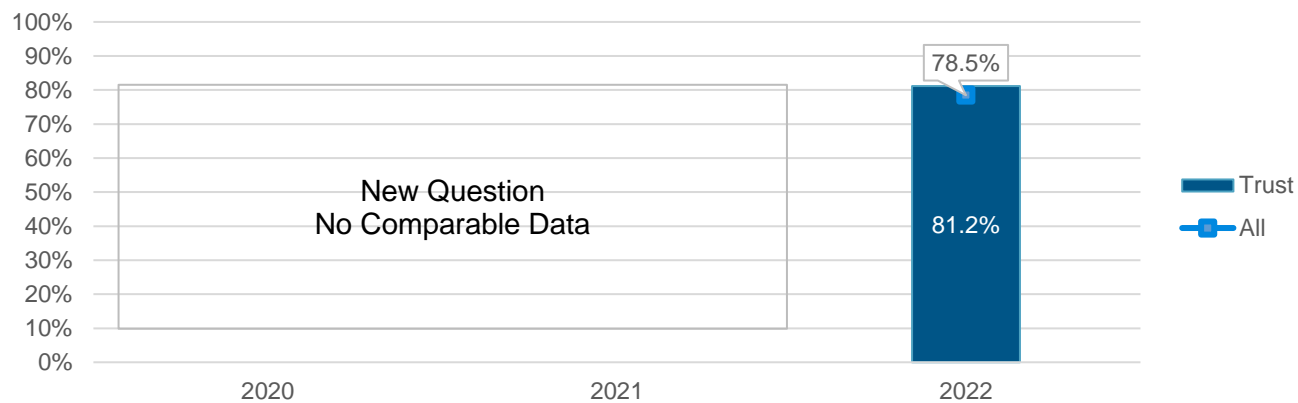
13. Do you know how to contact this person if you have a concern about your care?



RGD

Organising Your Care - Longitudinal Charts

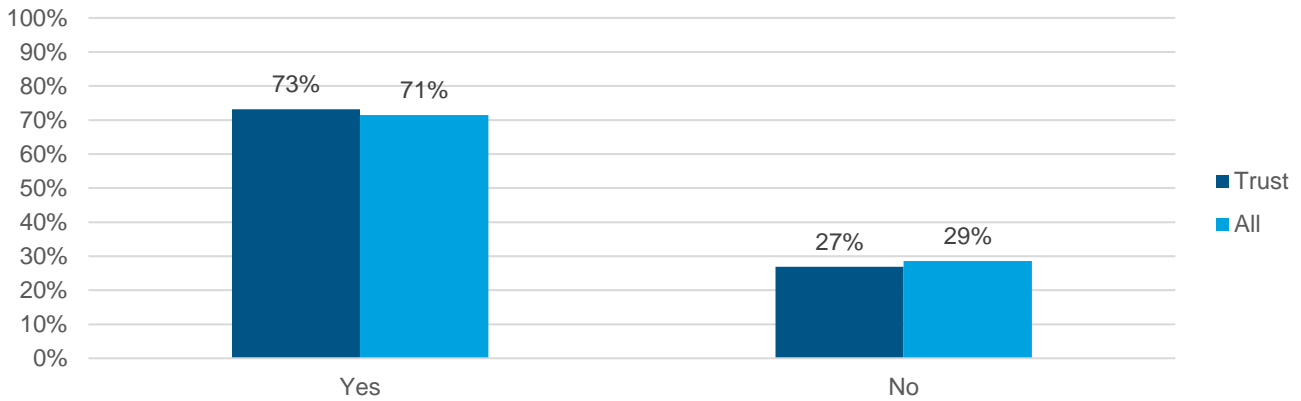
14. Thinking about the last time you contacted this person, did you get the help you needed?



RGD

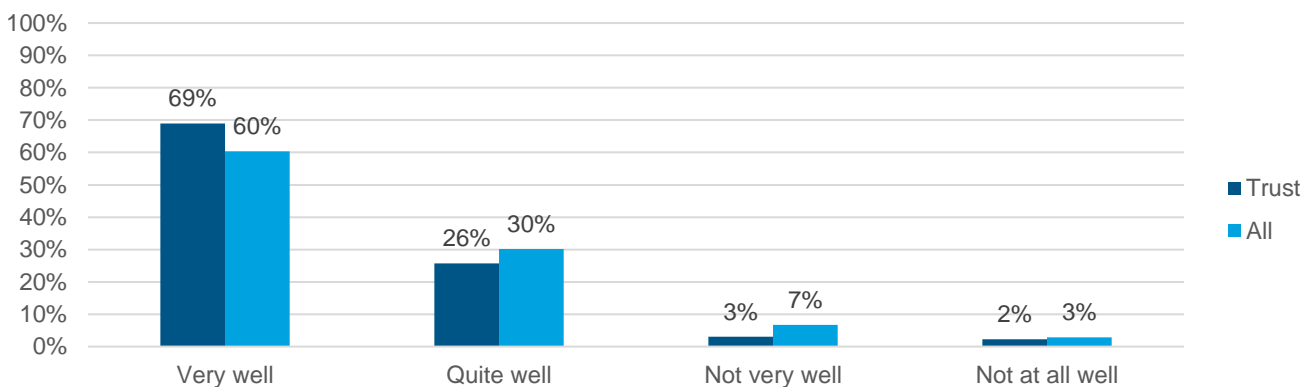
Organising Your Care - Compositional Charts

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



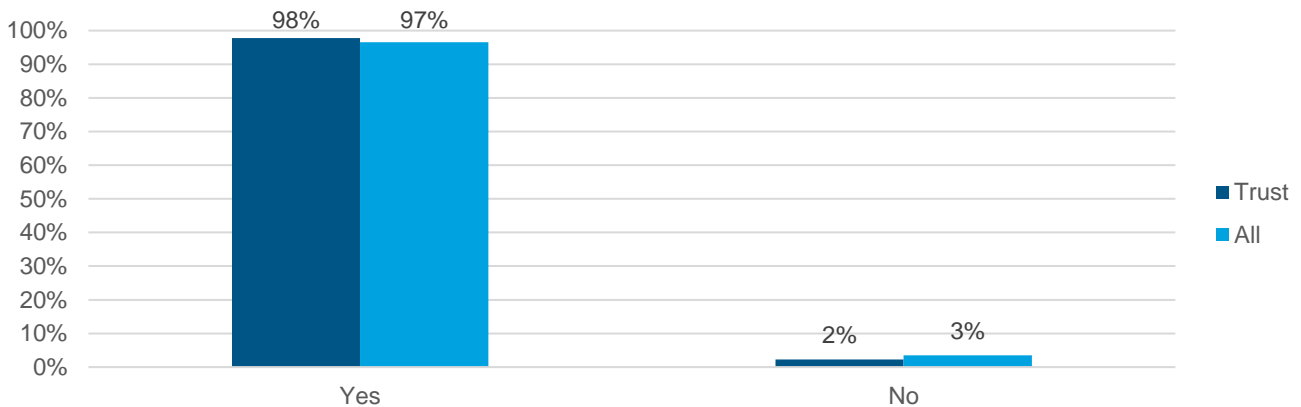
RGD

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



RGD

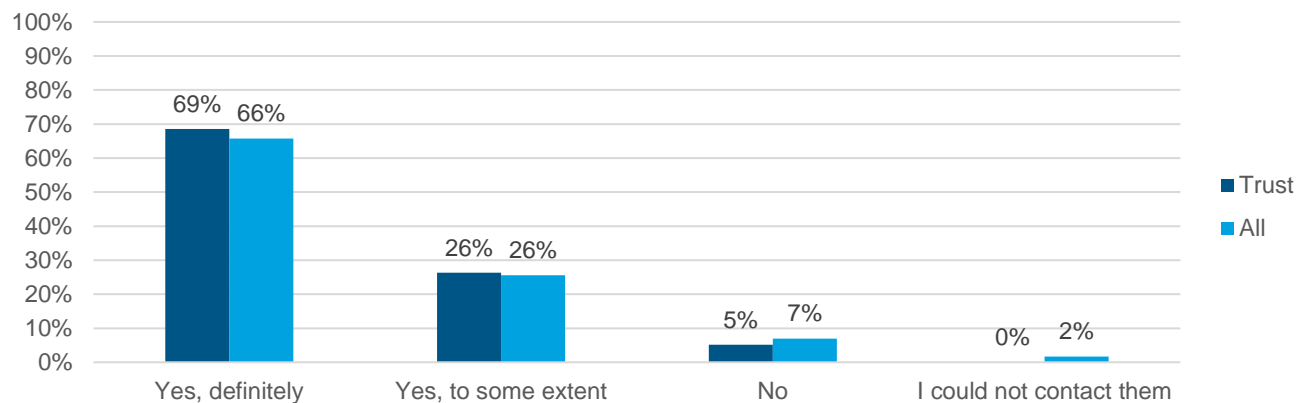
13. Do you know how to contact this person if you have a concern about your care?



RGD

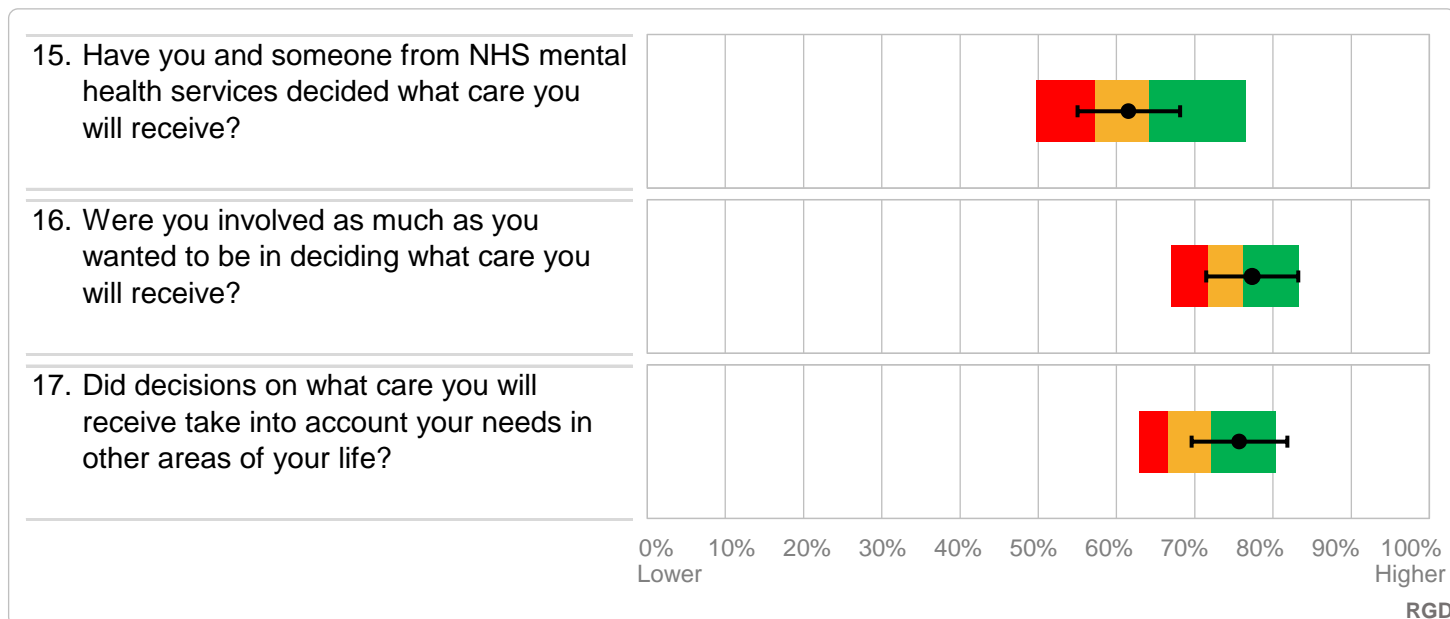
Organising Your Care - Compositional Charts

14. Thinking about the last time you contacted this person, did you get the help you needed?



RGD

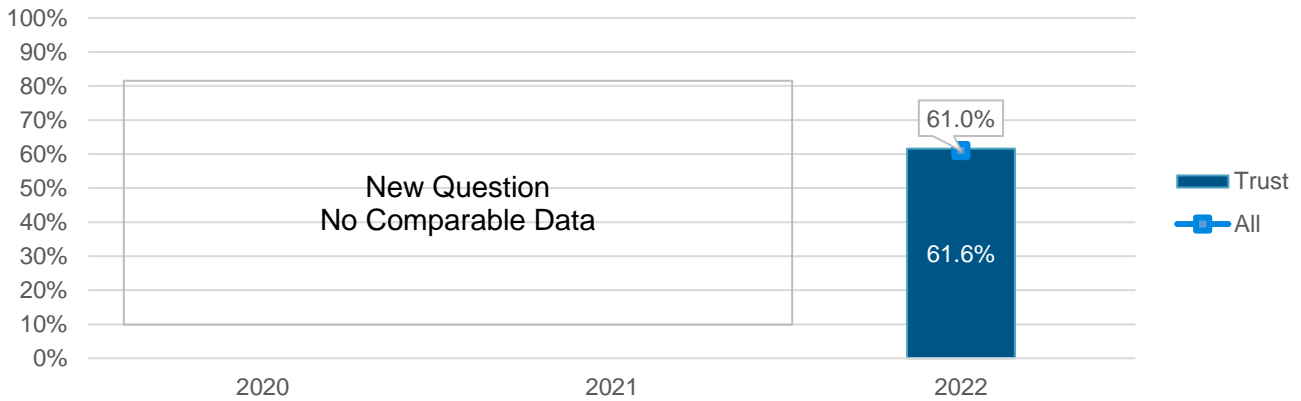
Planning Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
15. Have you and someone from NHS mental health services decided what care you will receive?	49.8%	57.3%	64.2%	76.5%	244	61.6%	●
16. Were you involved as much as you wanted to be in deciding what care you will receive?	67.0%	71.8%	76.3%	83.4%	182	77.3%	●
17. Did decisions on what care you will receive take into account your needs in other areas of your life?	62.9%	66.7%	72.1%	80.3%	180	75.7%	●

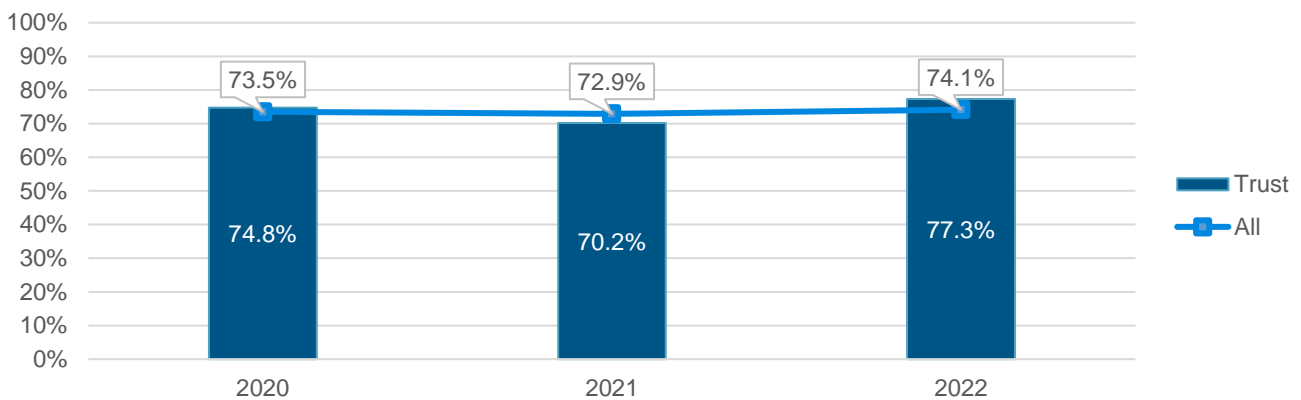
Planning Your Care - Longitudinal Charts

15. Have you and someone from NHS mental health services decided what care you will receive?



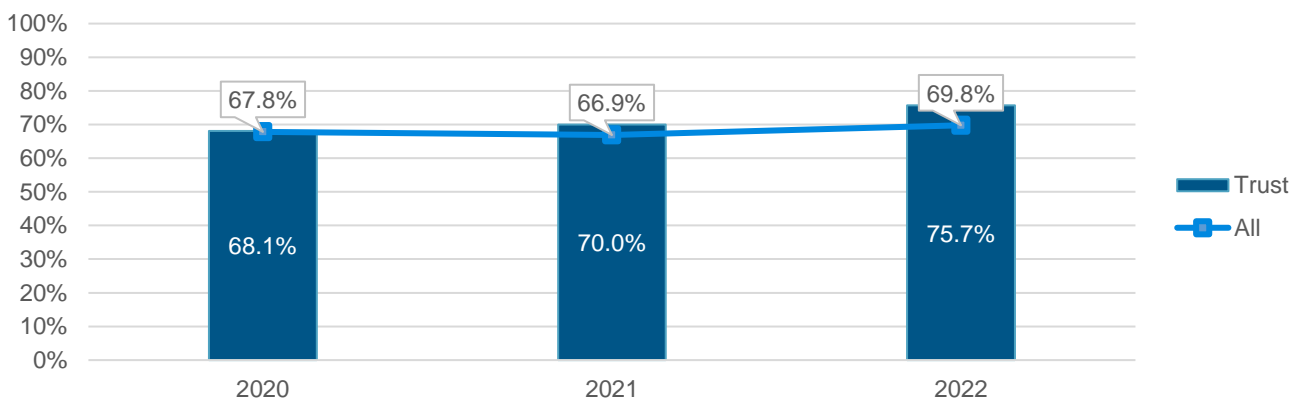
RGD

16. Were you involved as much as you wanted to be in deciding what care you will receive?



RGD

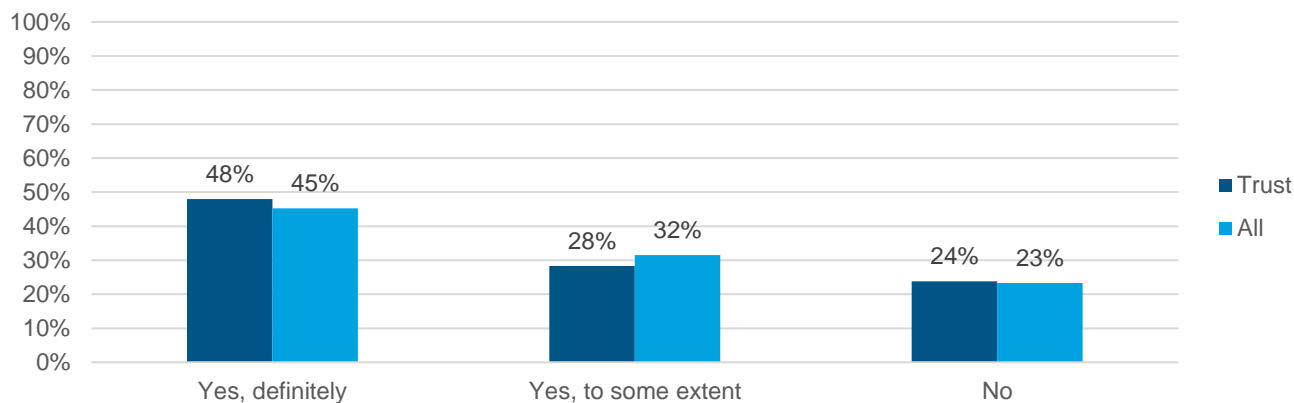
17. Did decisions on what care you will receive take into account your needs in other areas of your life?



RGD

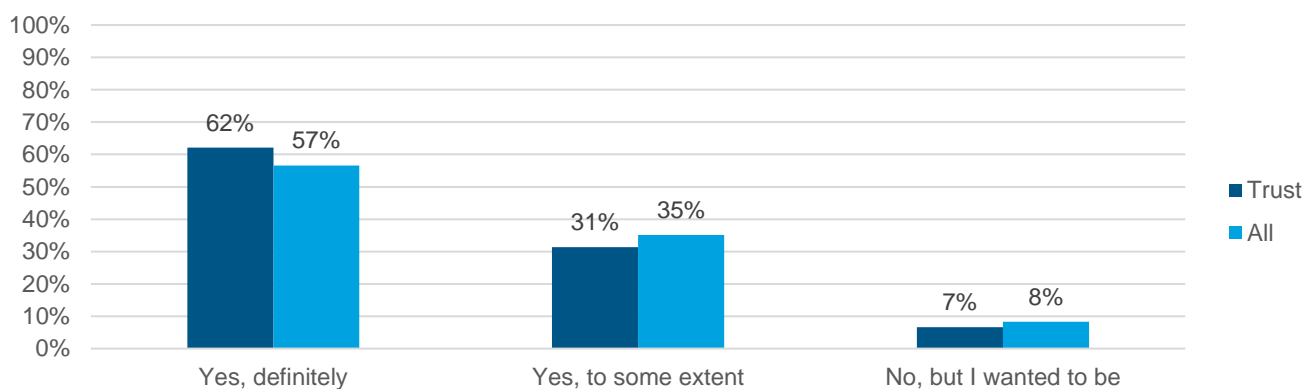
Planning Your Care - Compositional Charts

15. Have you and someone from NHS mental health services decided what care you will receive?



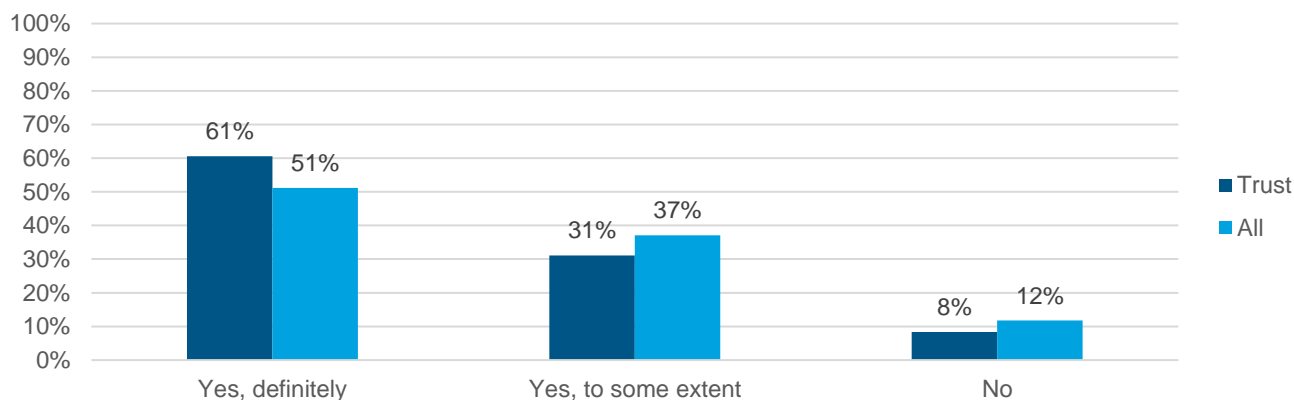
RGD

16. Were you involved as much as you wanted to be in deciding what care you will receive?



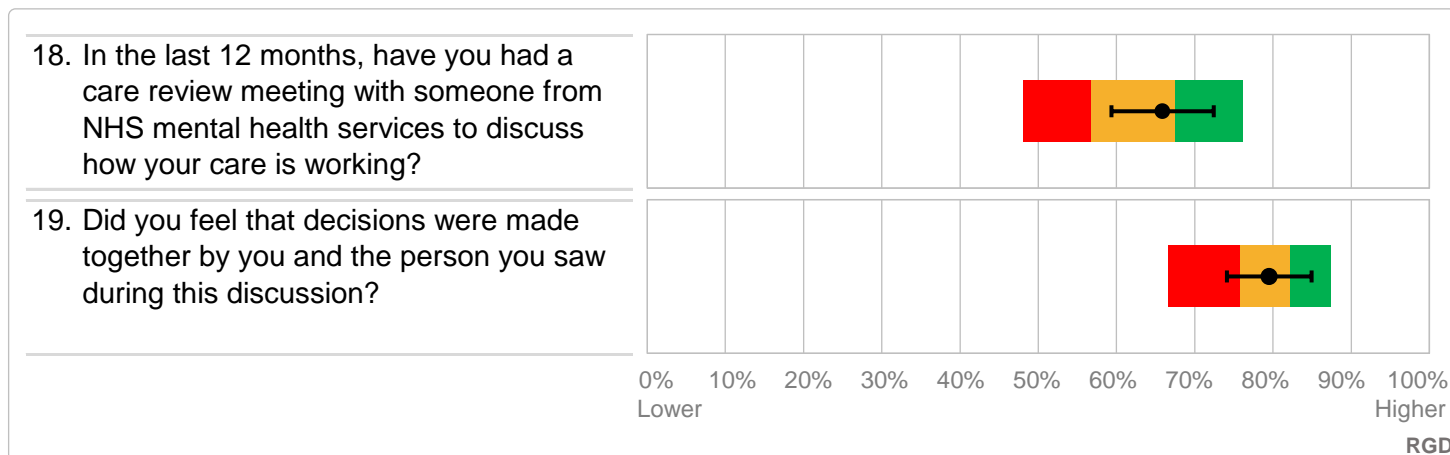
RGD

17. Did decisions on what care you will receive take into account your needs in other areas of your life?



RGD

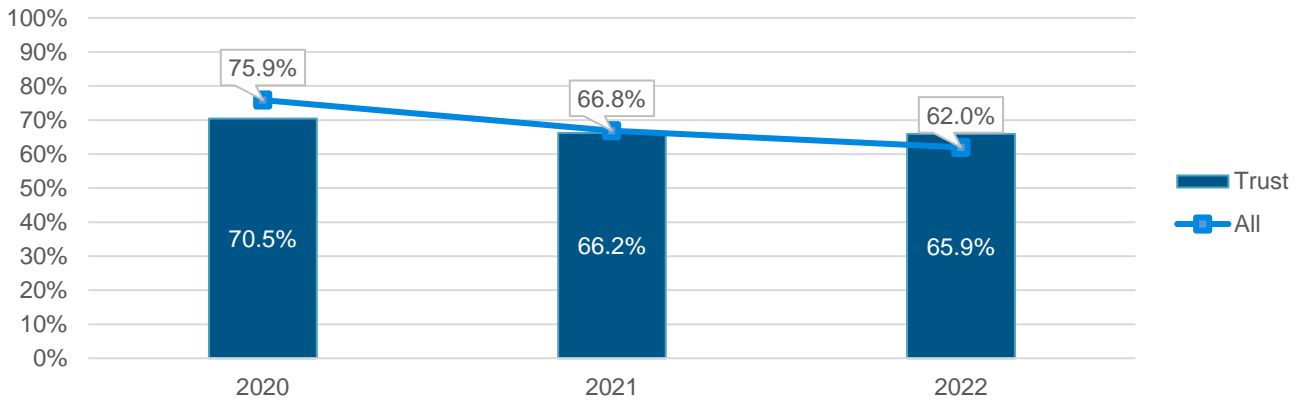
Reviewing Your Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
18. In the last 12 months, have you had a care review meeting with someone from NHS mental health services to discuss how your care is working?	48.1%	56.7%	67.5%	76.1%	192	65.9%	●
19. Did you feel that decisions were made together by you and the person you saw during this discussion?	66.6%	75.8%	82.2%	87.4%	121	79.5%	●

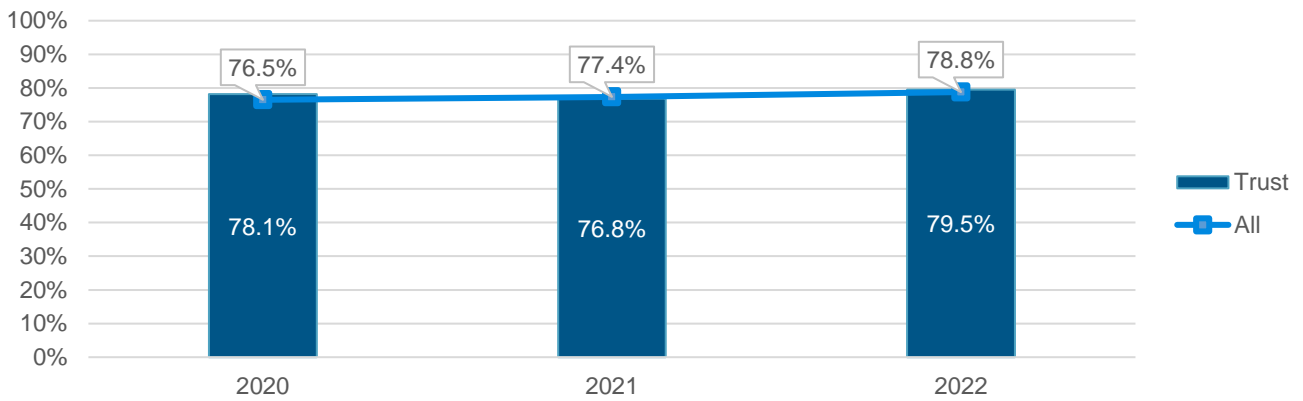
Reviewing Your Care - Longitudinal Charts

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



RGD

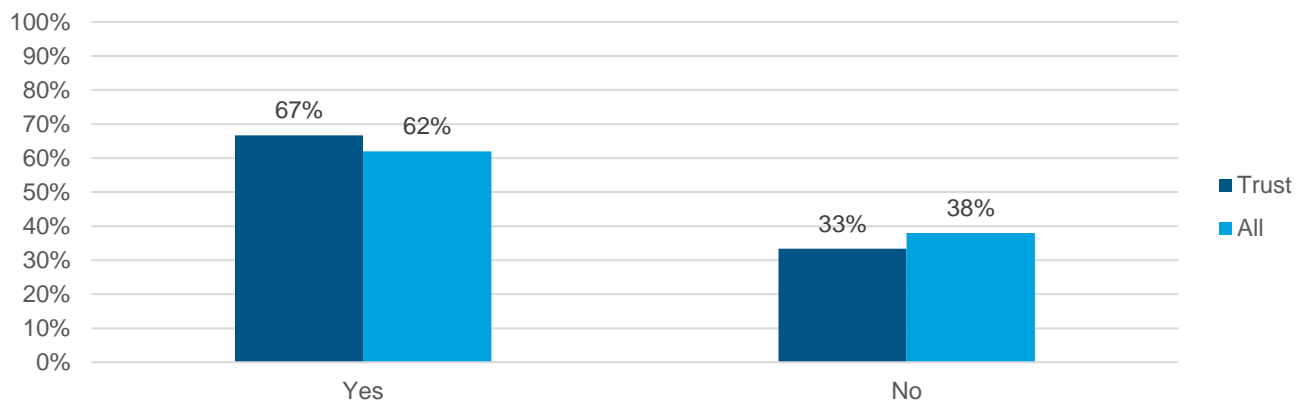
19. Did you feel that decisions were made together by you and the person you saw during this discussion?



RGD

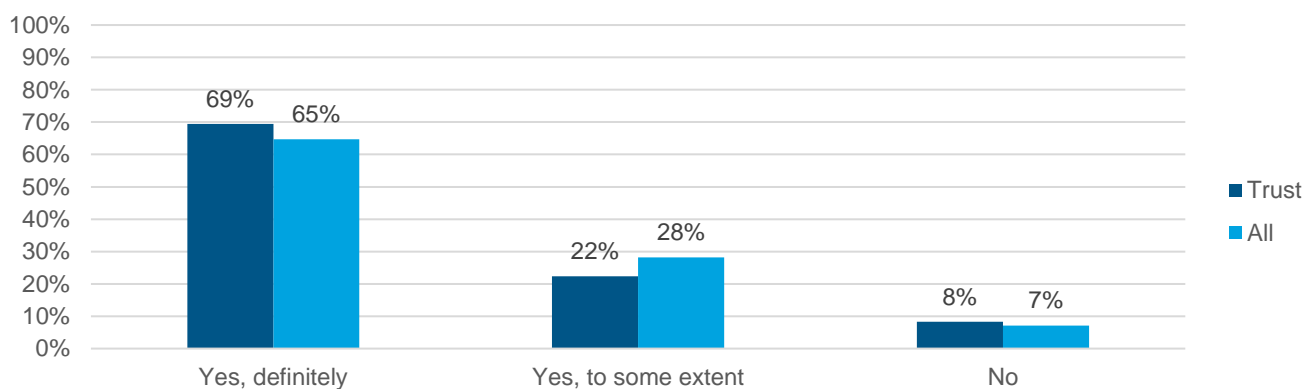
Reviewing Your Care - Compositional Charts

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



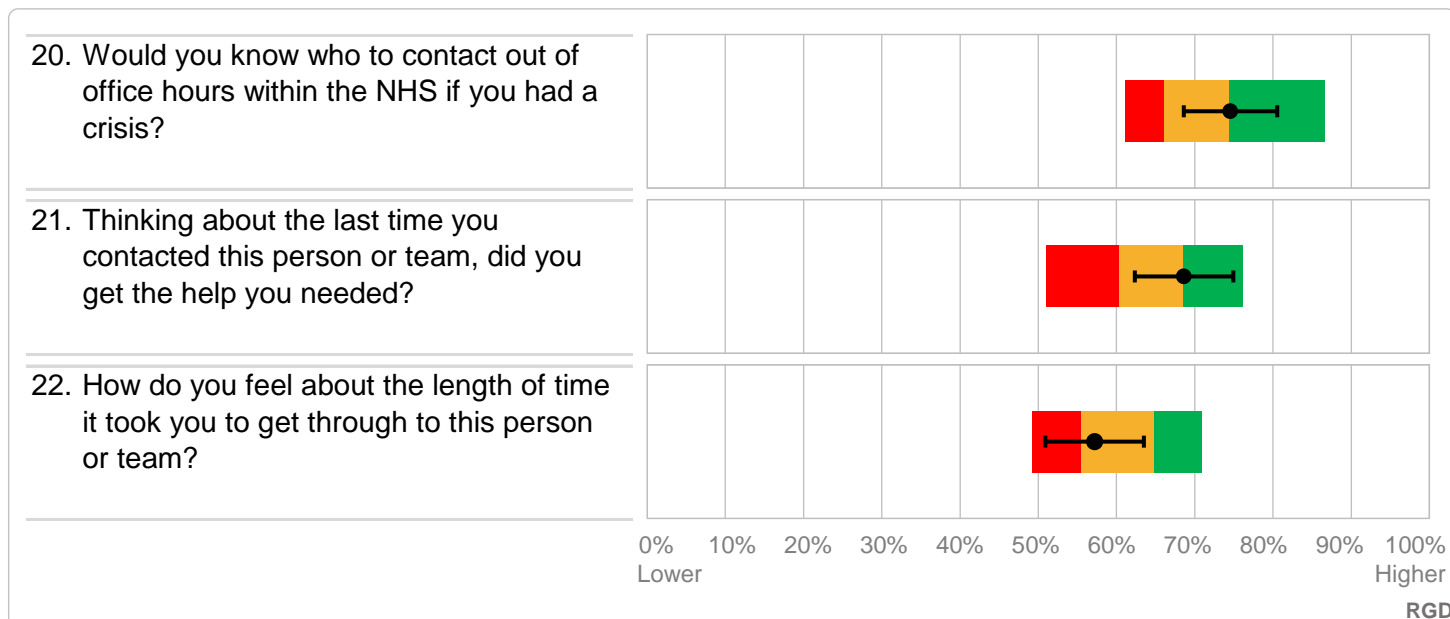
RGD

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



RGD

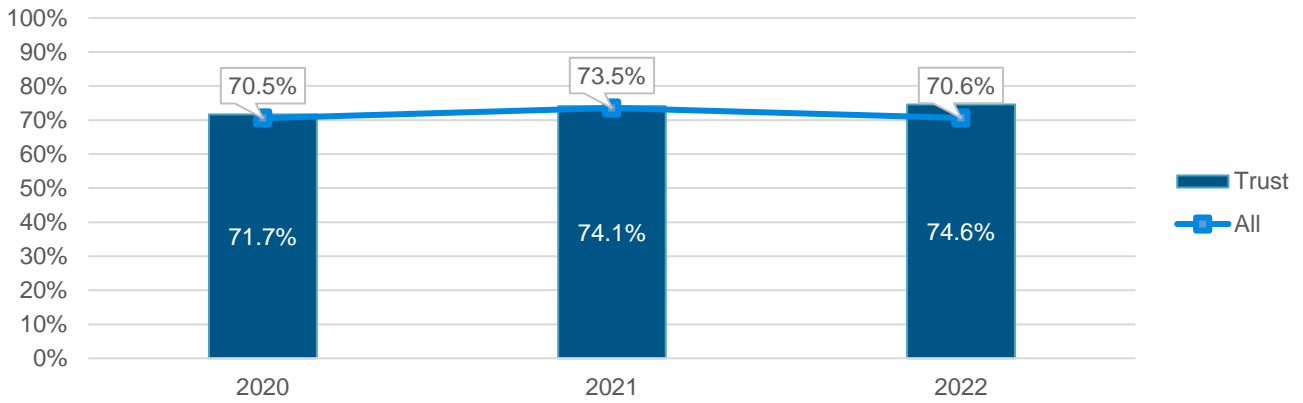
Crisis Care - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
20. Would you know who to contact out of office hours within the NHS if you had a crisis?	61.1%	66.0%	74.5%	86.6%	243	74.6%	●
21. Thinking about the last time you contacted this person or team, did you get the help you needed?	51.1%	60.4%	68.5%	76.1%	137	68.6%	●
22. How do you feel about the length of time it took you to get through to this person or team?	49.2%	55.5%	64.8%	70.8%	119	57.2%	●

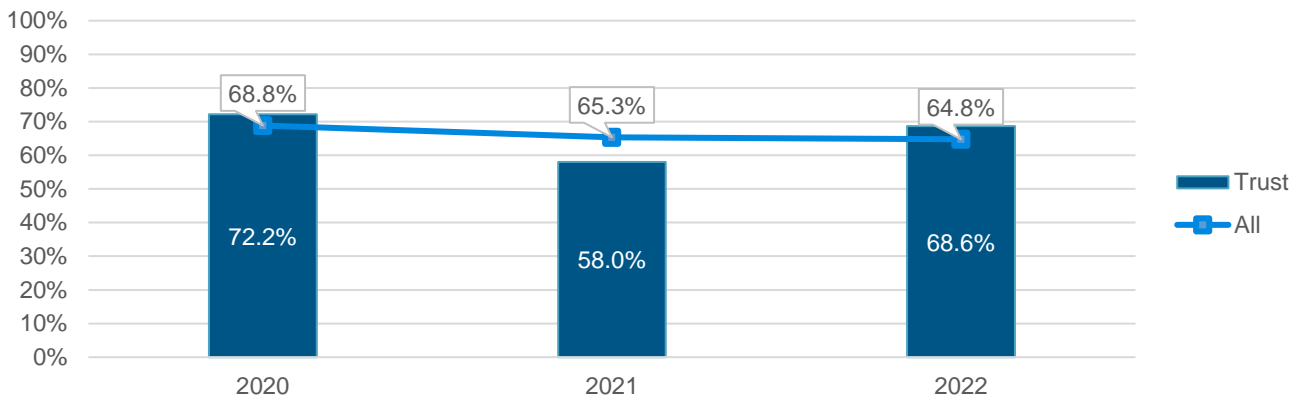
Crisis Care - Longitudinal Charts

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



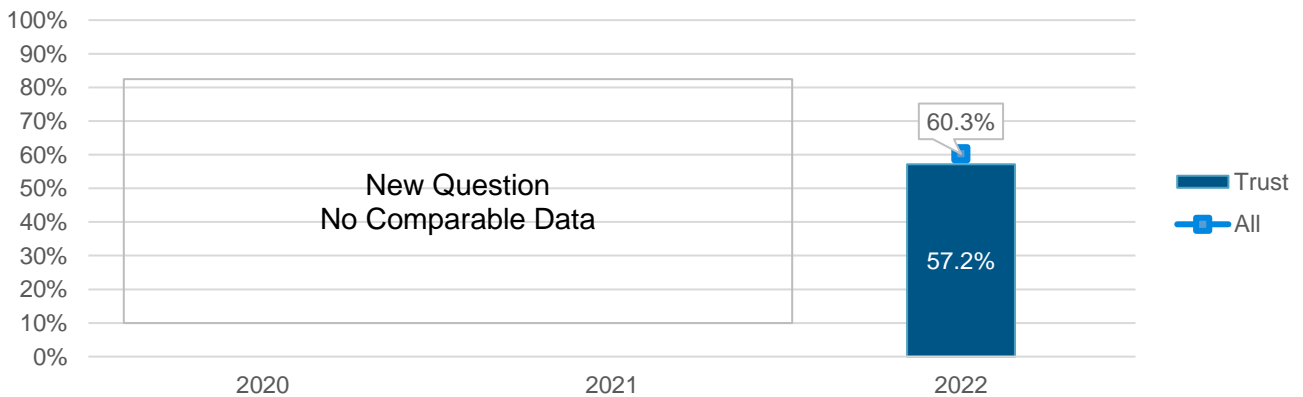
RGD

21. Thinking about the last time you contacted this person or team, did you get the help you needed?



RGD

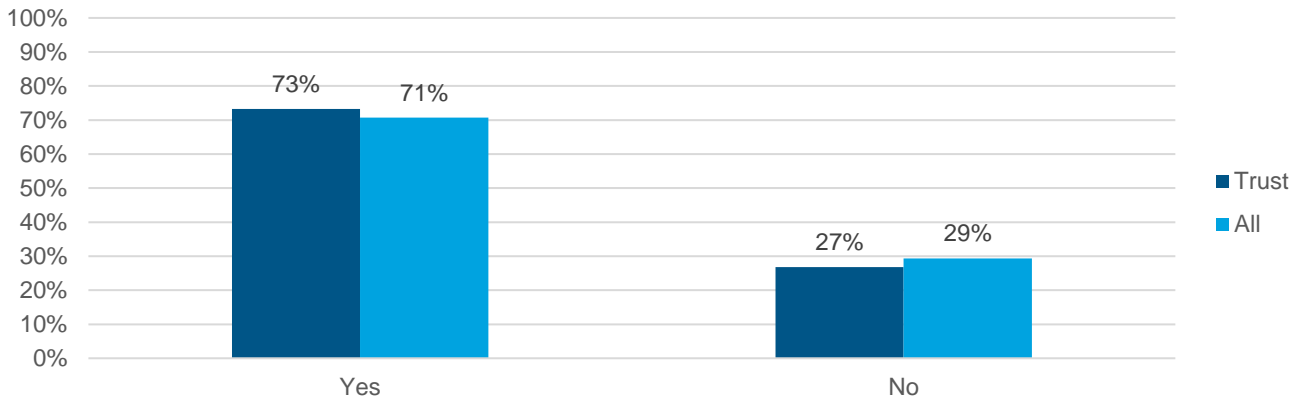
22. How do you feel about the length of time it took you to get through to this person or team?



RGD

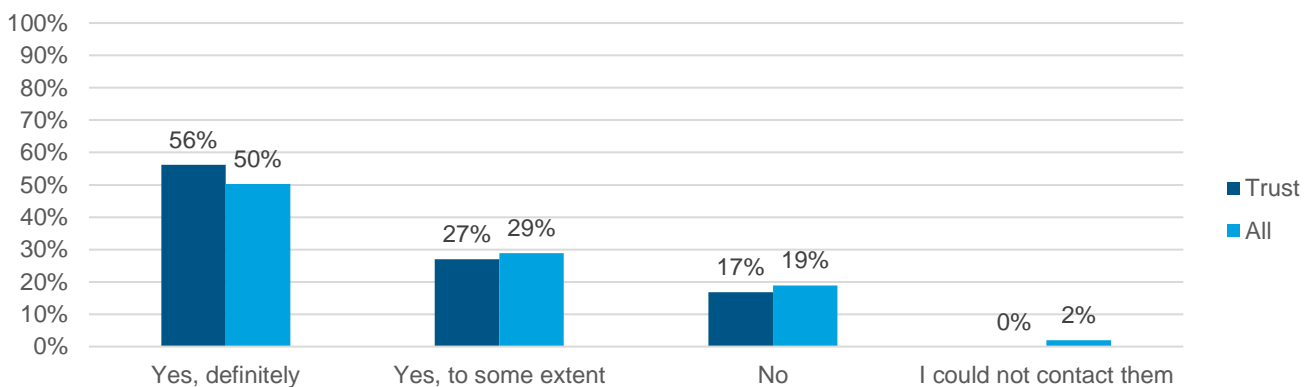
Crisis Care - Compositional Charts

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



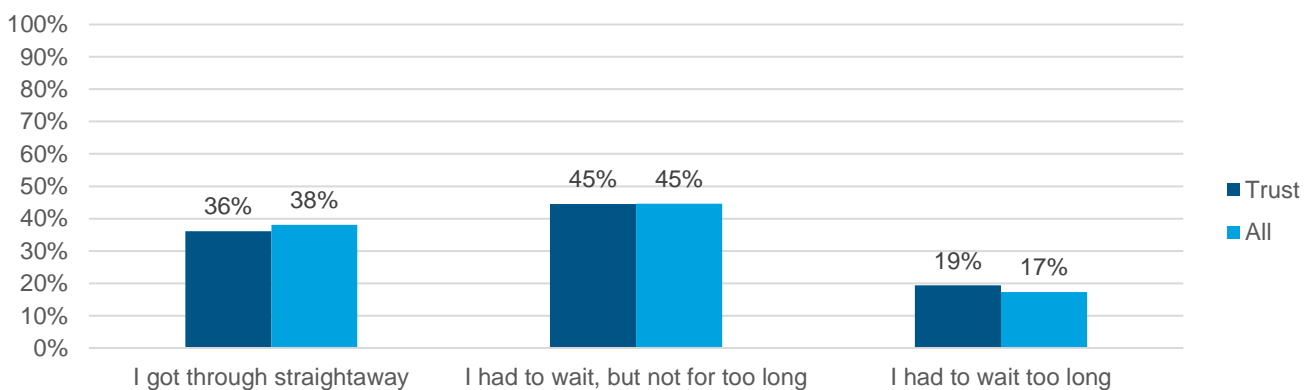
RGD

21. Thinking about the last time you contacted this person or team, did you get the help you needed?



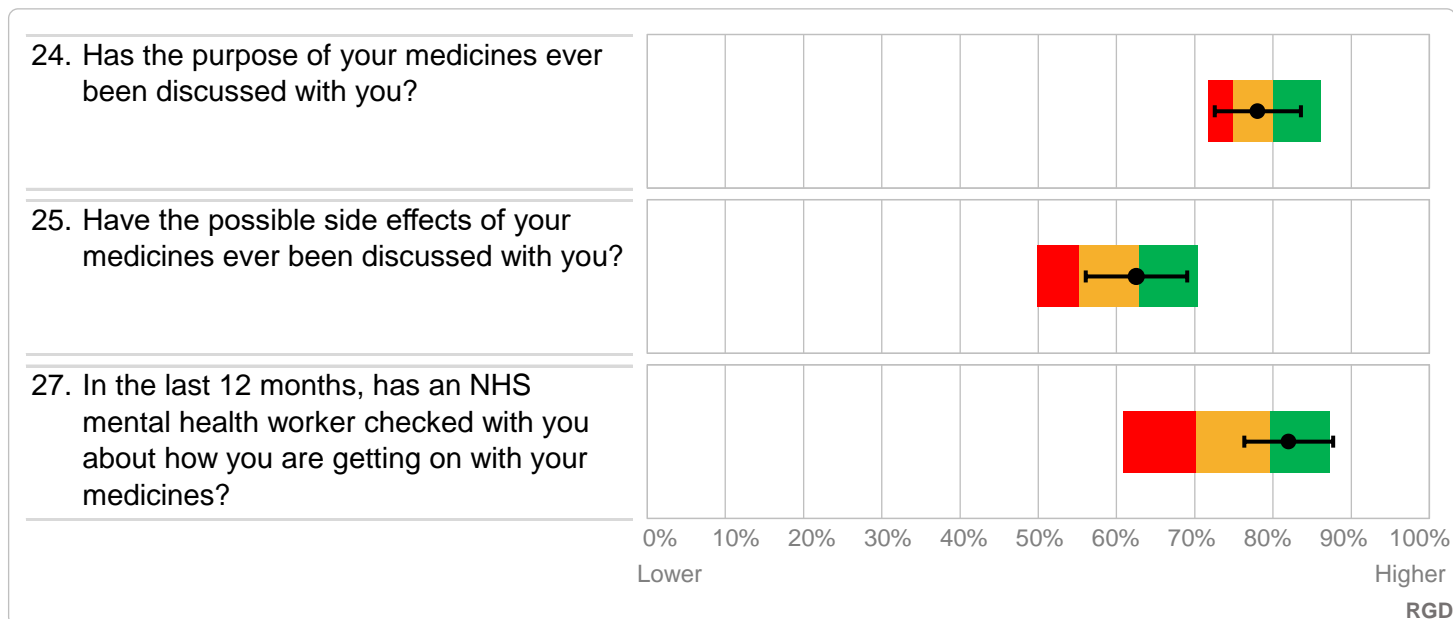
RGD

22. How do you feel about the length of time it took you to get through to this person or team?



RGD

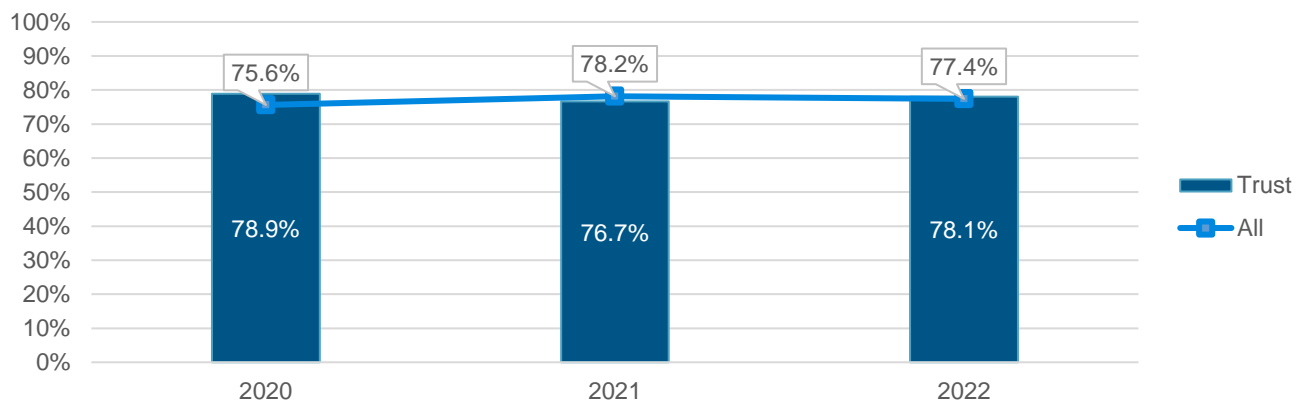
Medicines - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
24. Has the purpose of your medicines ever been discussed with you?	71.7%	74.9%	80.1%	86.1%	215	78.1%	●
25. Have the possible side effects of your medicines ever been discussed with you?	49.8%	55.2%	62.9%	70.5%	208	62.6%	●
27. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	60.8%	70.3%	79.6%	87.2%	174	82.0%	●

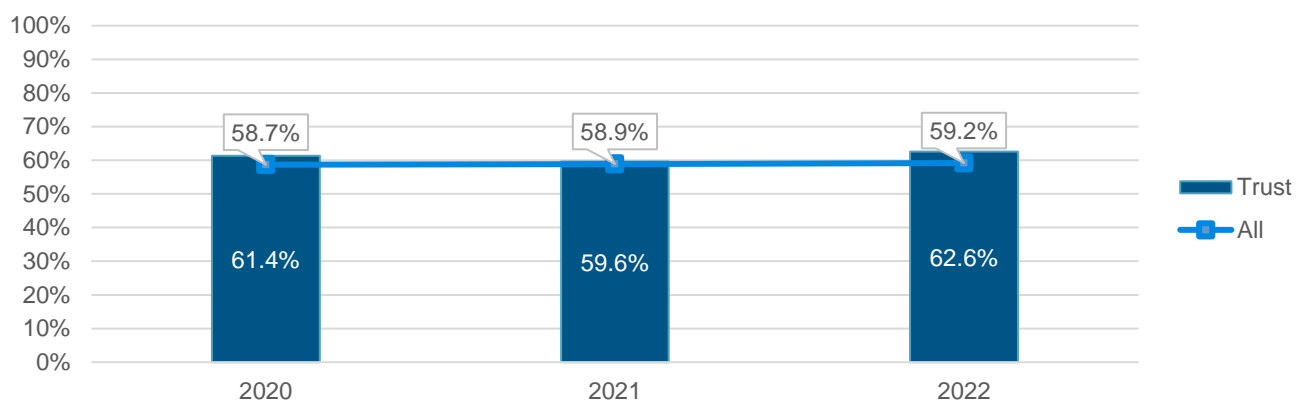
Medicines - Longitudinal Charts

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



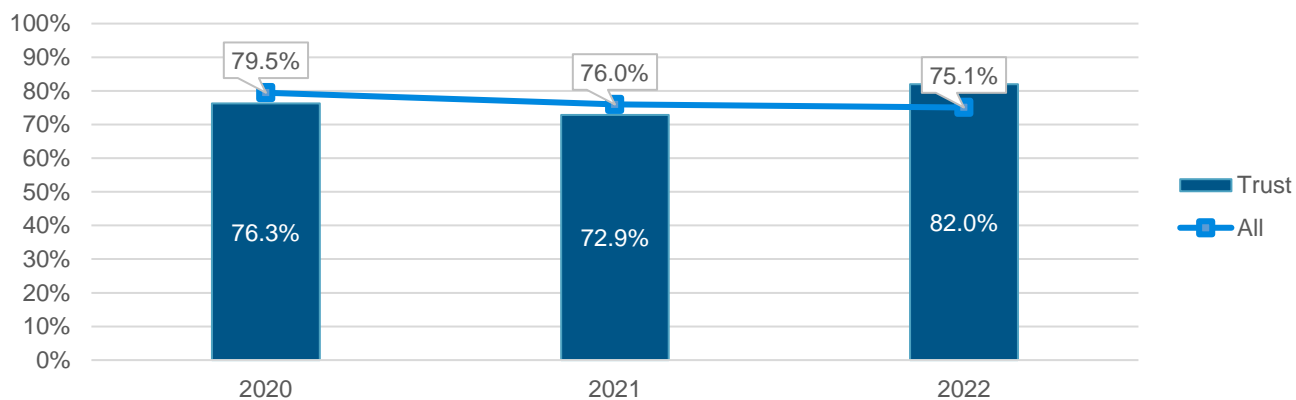
RGD

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



RGD

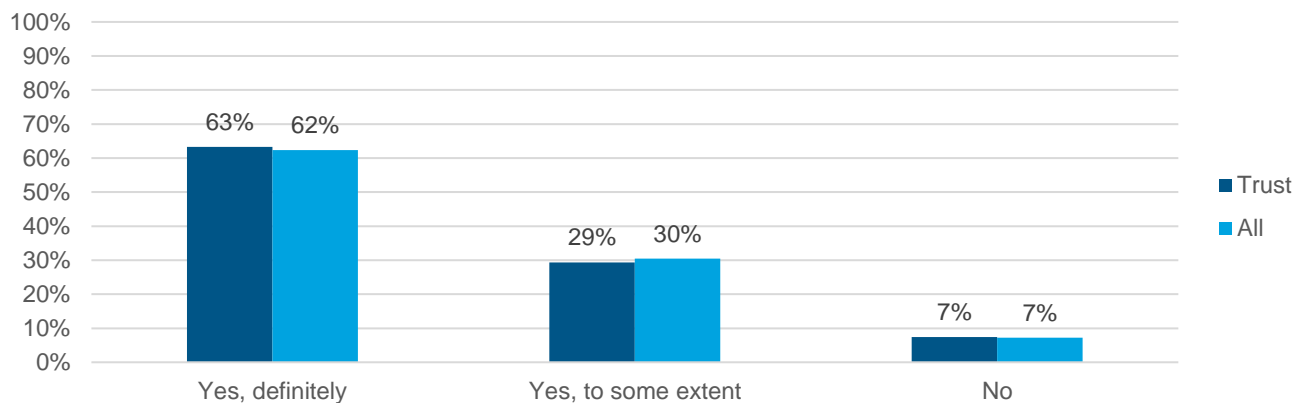
27. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?



RGD

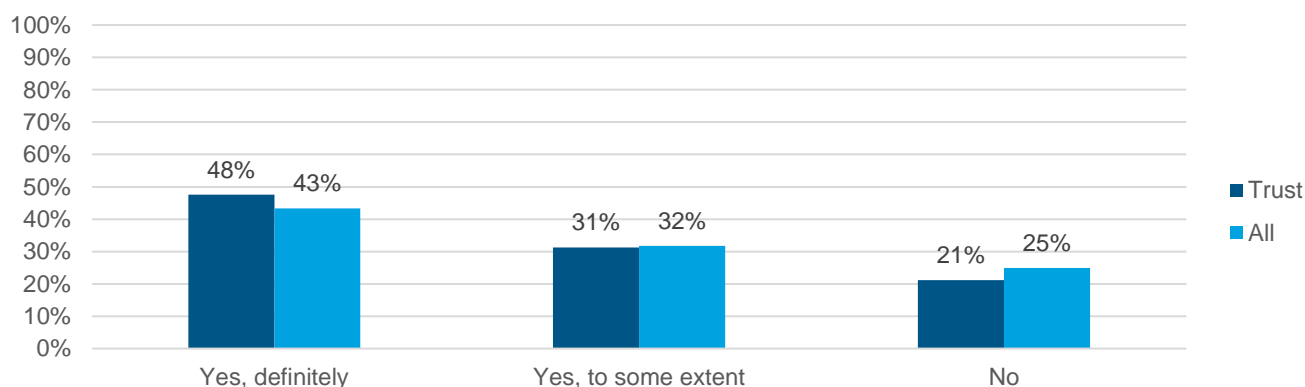
Medicines - Compositional Charts

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



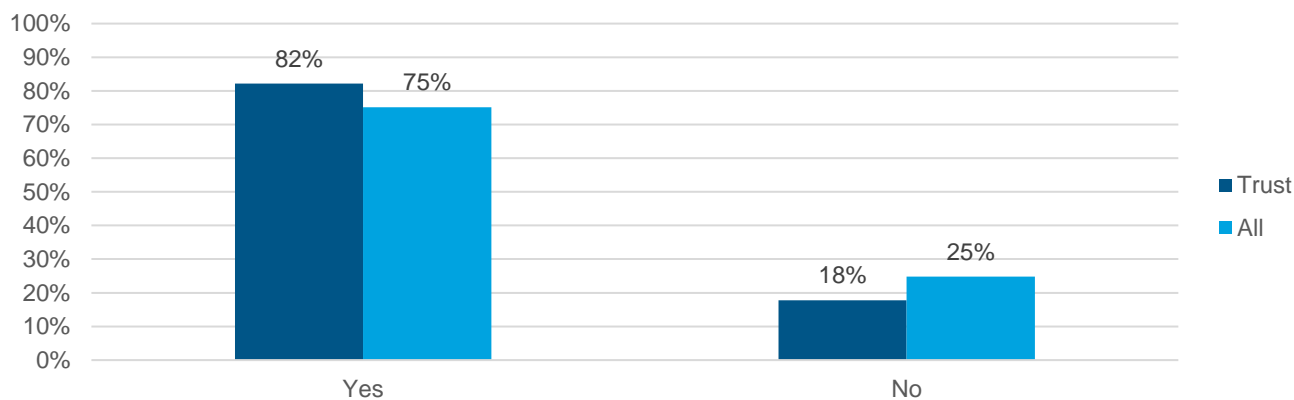
RGD

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



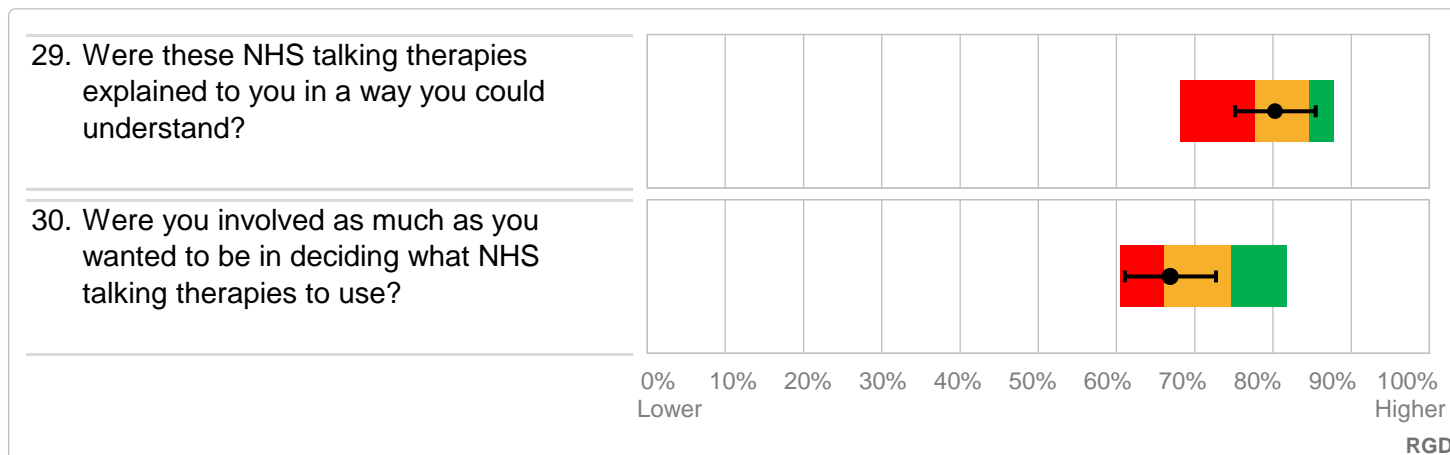
RGD

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



RGD

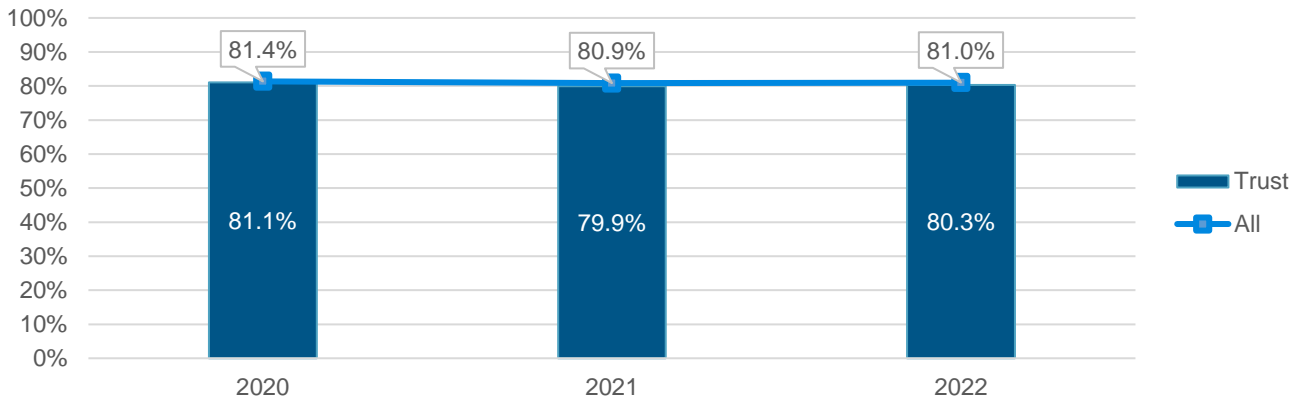
NHS Talking Therapies - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
29. Were these NHS talking therapies explained to you in a way you could understand?	68.1%	77.7%	84.6%	87.7%	84	80.3%	●
30. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?	60.5%	66.2%	74.6%	81.8%	84	66.9%	●

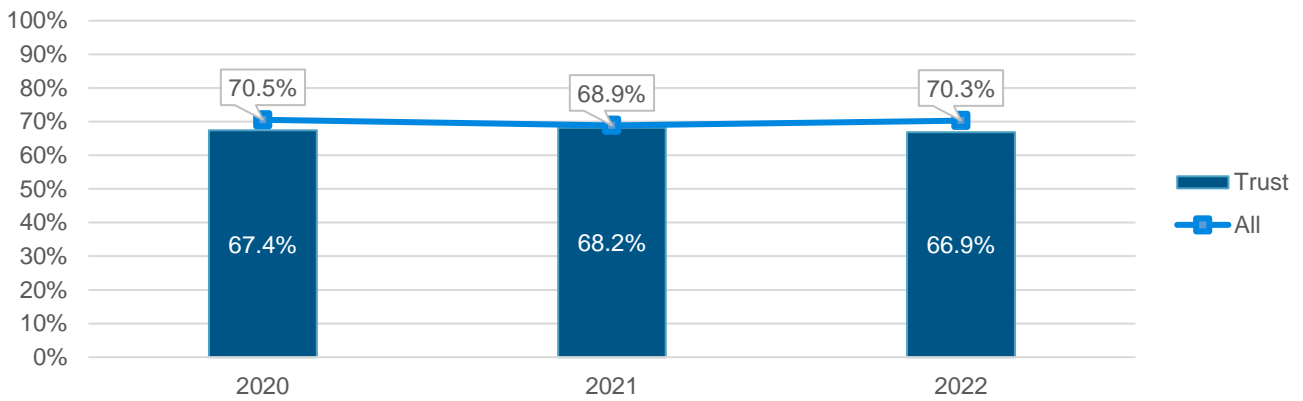
NHS Talking Therapies - Longitudinal Charts

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



RGD

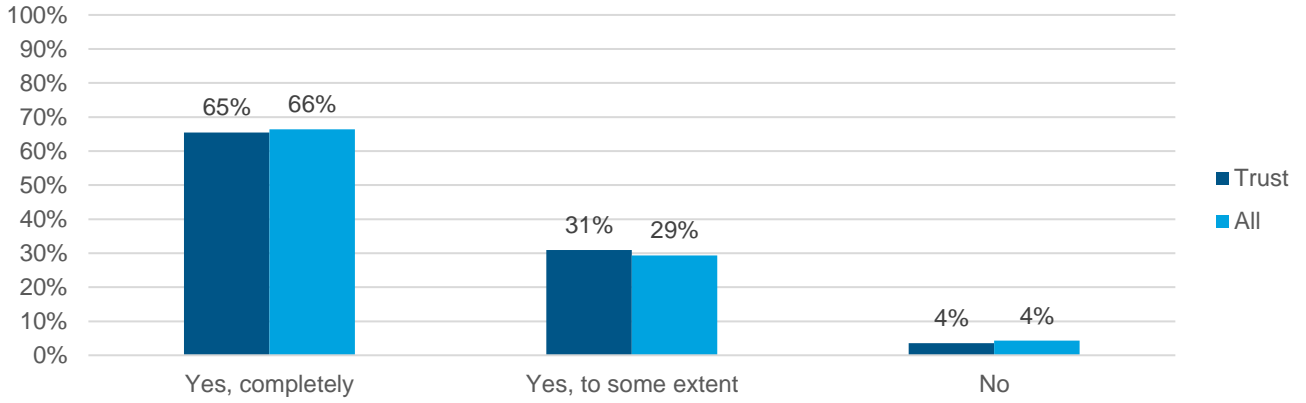
30. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?



RGD

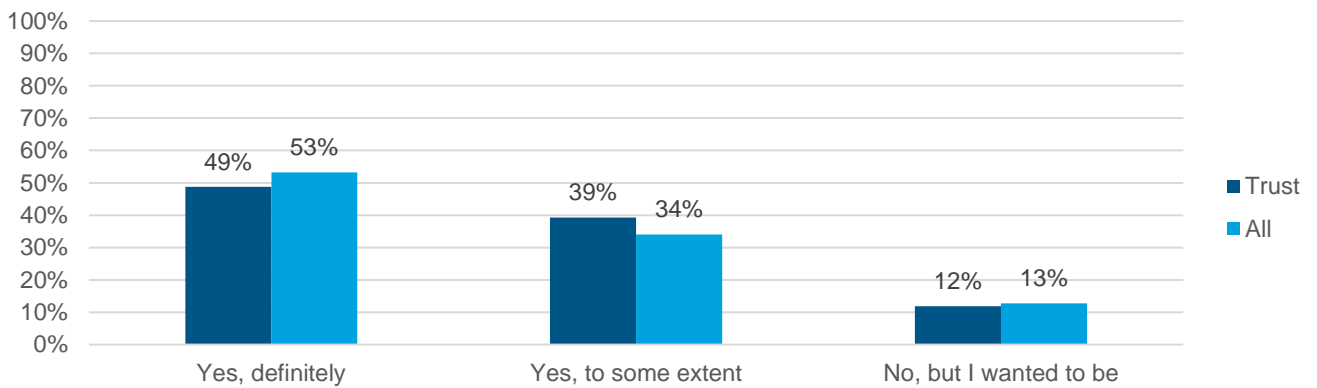
NHS Talking Therapies - Compositional Charts

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



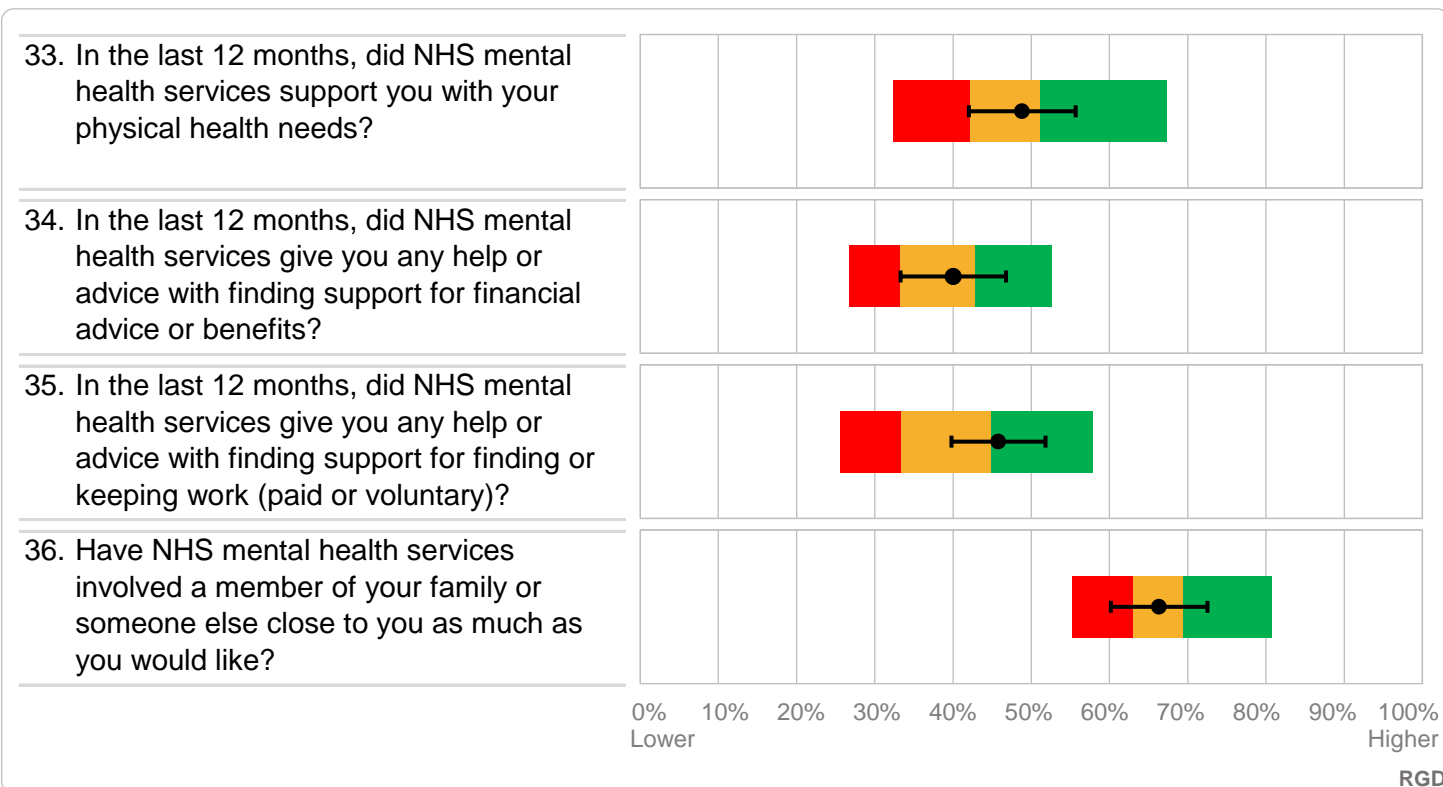
RGD

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



RGD

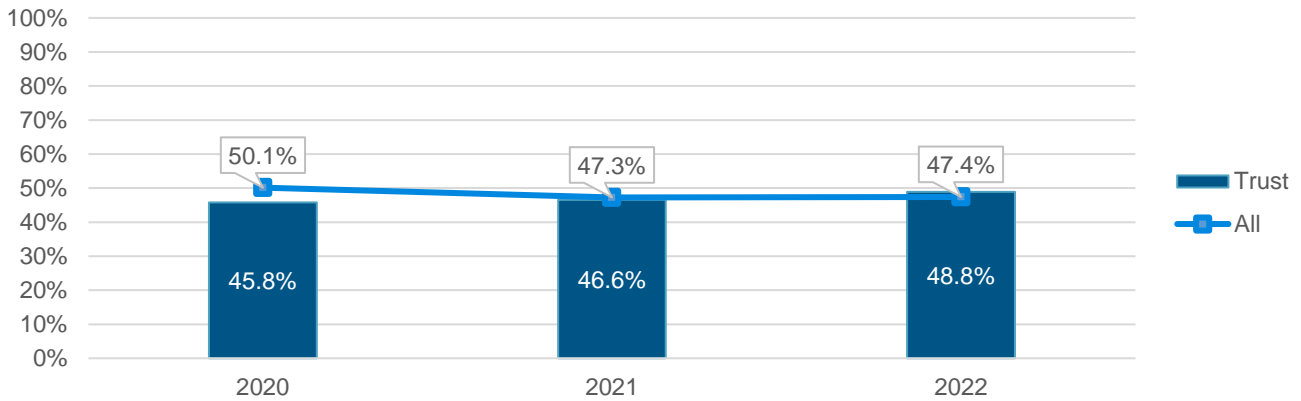
Support and Wellbeing - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
33. In the last 12 months, did NHS mental health services support you with your physical health needs?	32.3%	42.2%	51.1%	67.3%	136	48.8%	●
34. In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	26.7%	33.2%	42.8%	52.7%	135	40.0%	●
35. 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)?	25.6%	33.4%	44.9%	57.8%	77	45.8%	●
36. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	55.2%	63.0%	69.4%	80.7%	190	66.3%	●

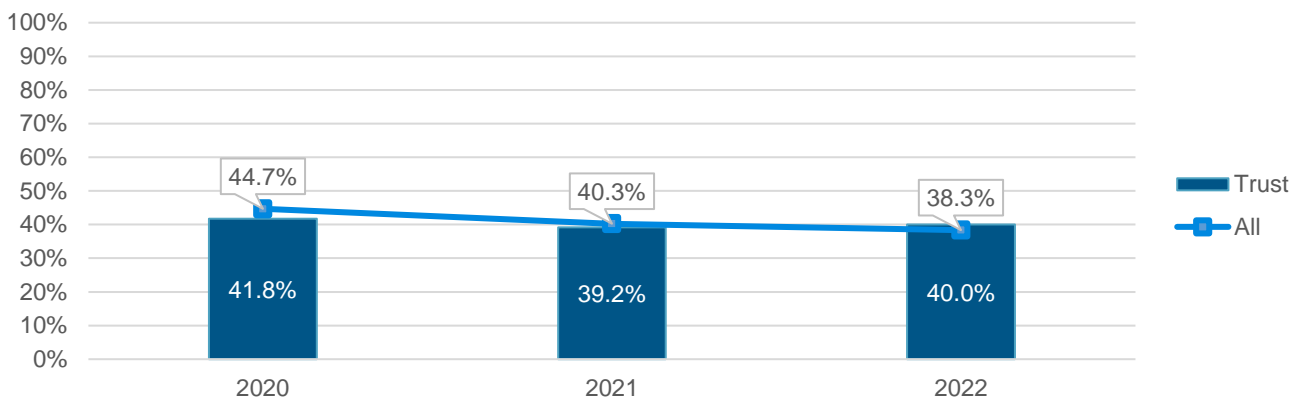
Support and Wellbeing - Longitudinal Charts

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



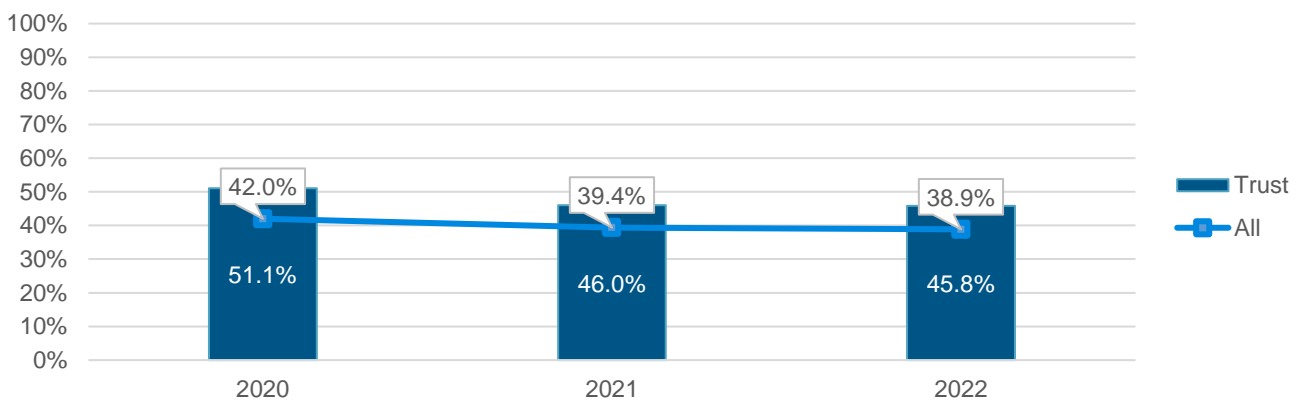
RGD

34. 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

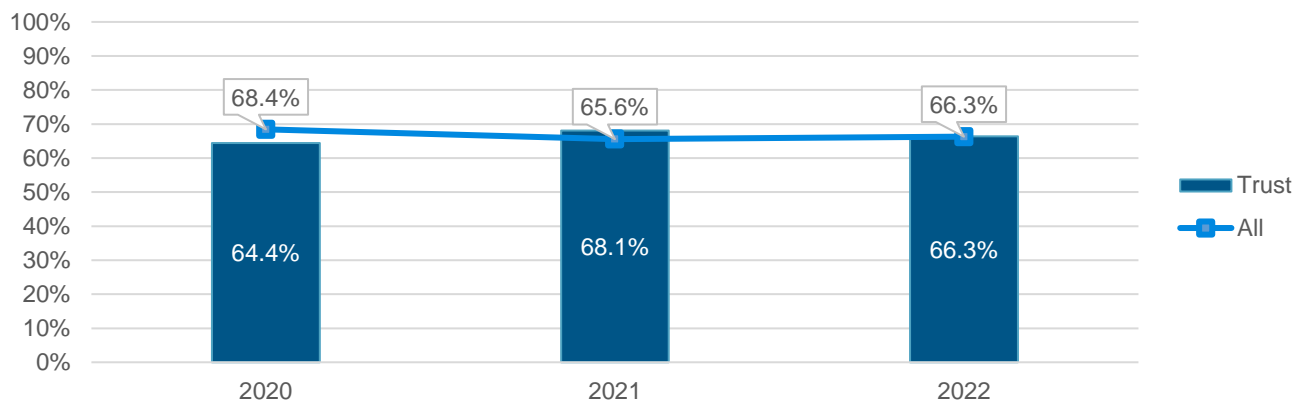
35. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?



RGD

Support and Wellbeing - Longitudinal Charts (continued)

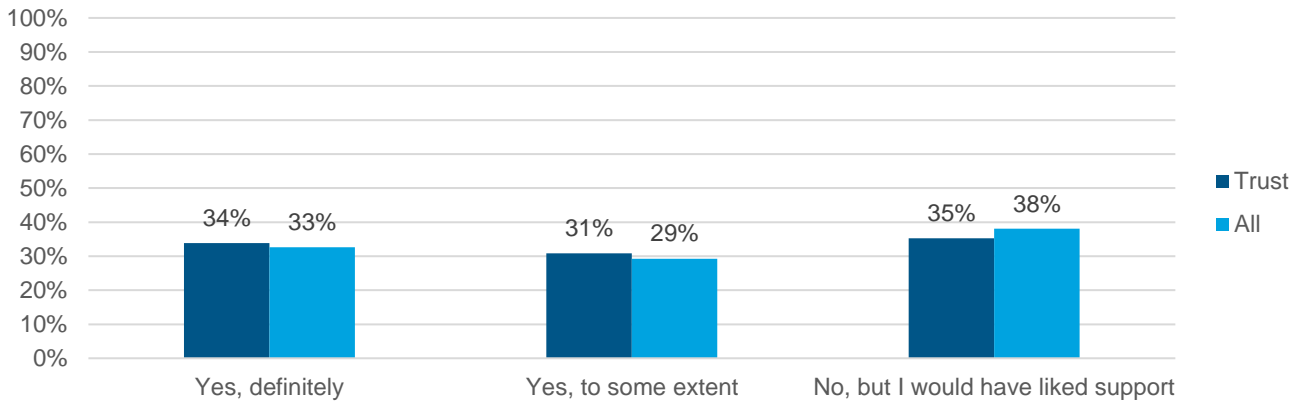
36. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?



RGD

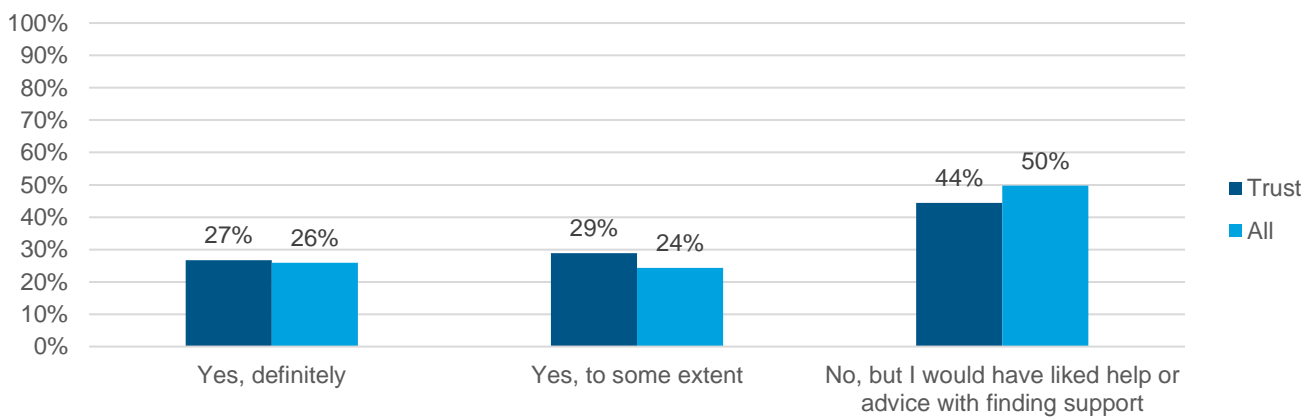
Support and Wellbeing - Compositional Charts

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



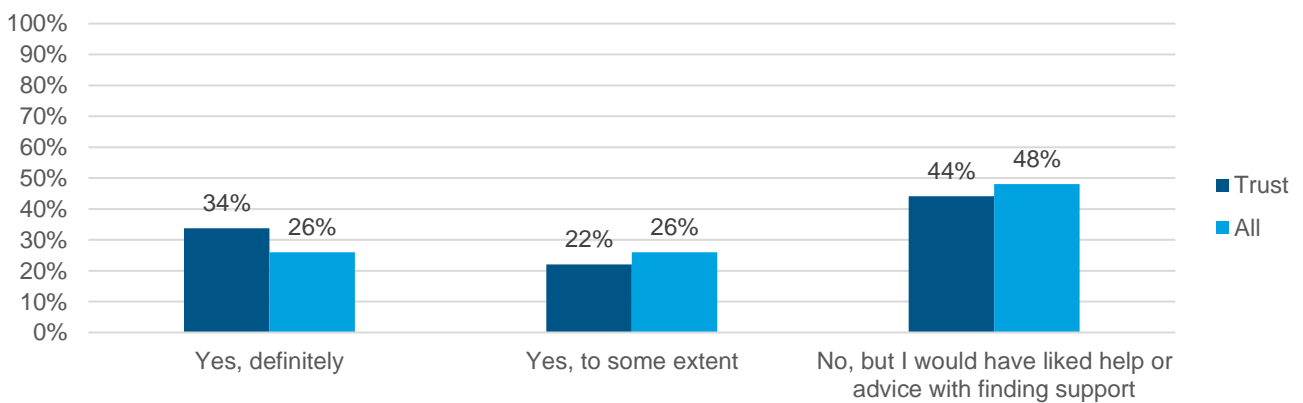
RGD

34. 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

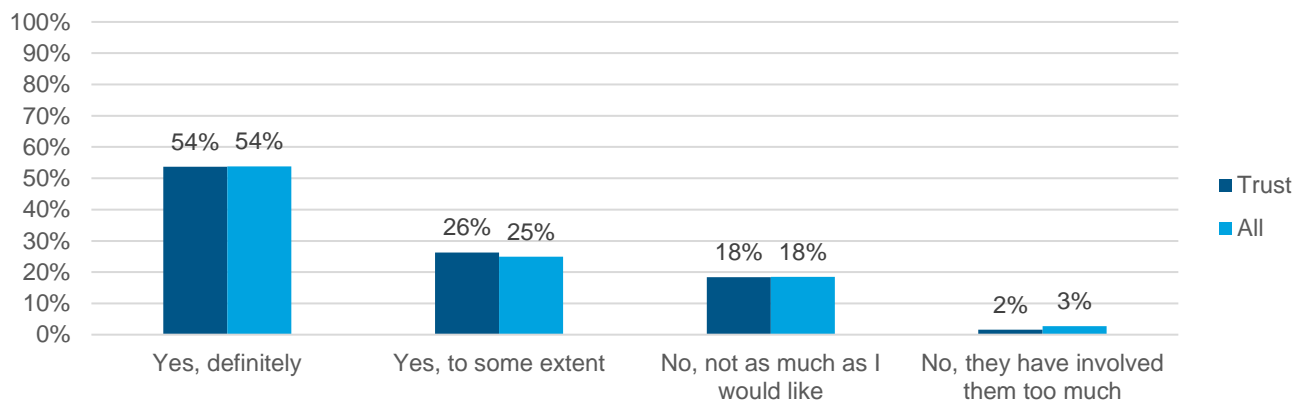
35. In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?



RGD

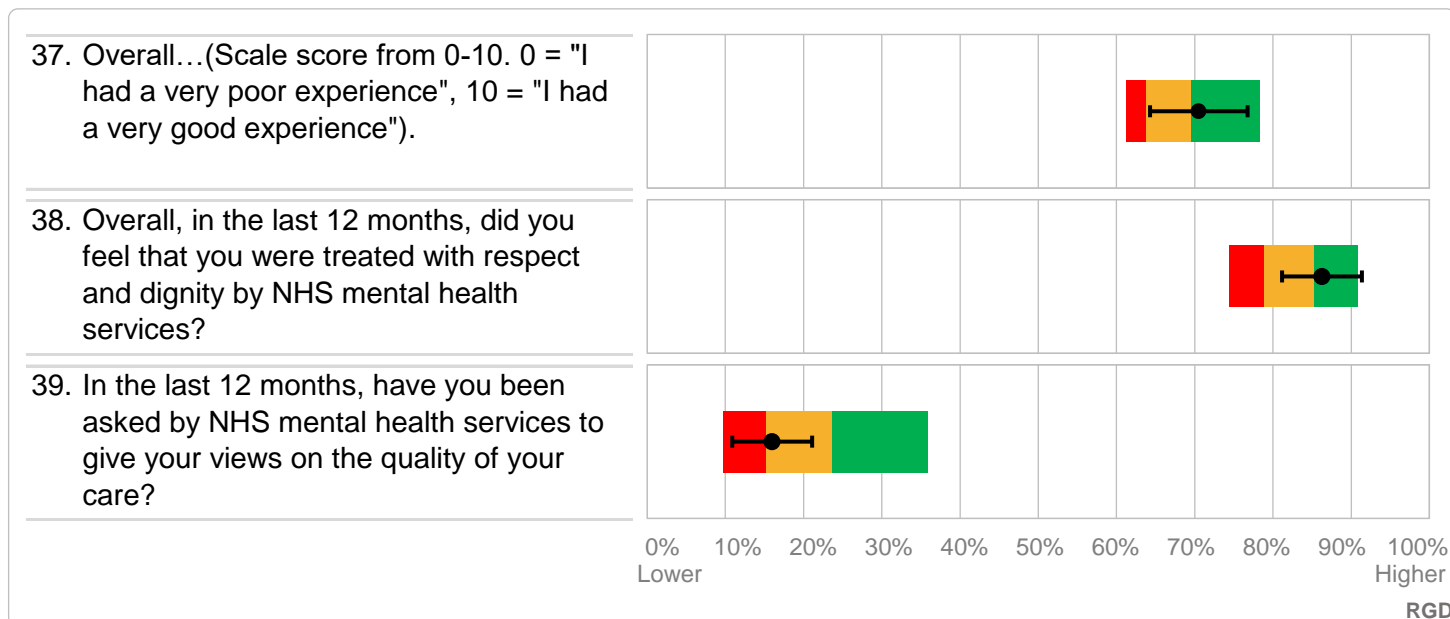
Support and Wellbeing - Compositional Charts (continued)

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



RGD

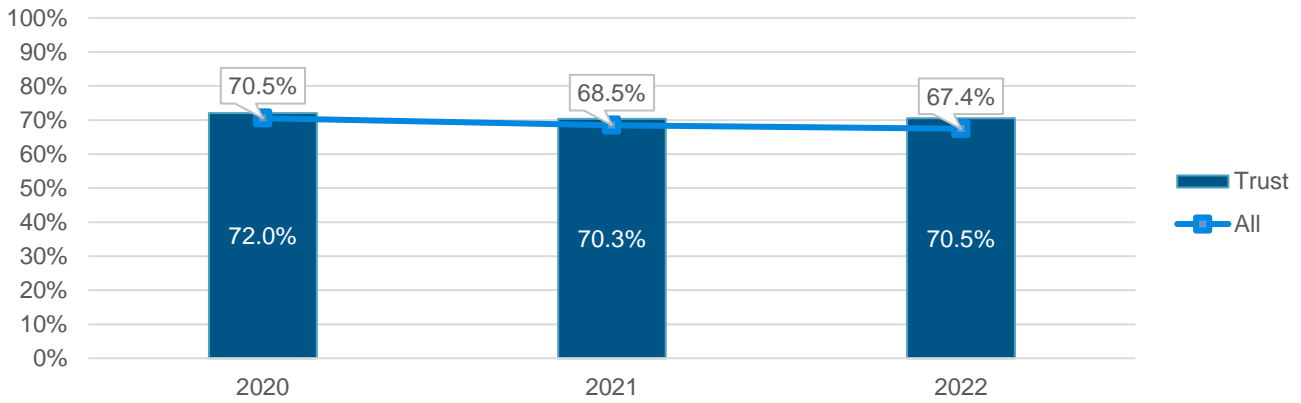
Overall - Benchmark Charts and Tables



	Lowest Scoring Trust	Lowest 20% Threshold	Highest 80% Threshold	Highest Scoring Trust	This Trust 2022		
					Number of Respondents	Score	RAG Rating
37. Overall...(Scale score from 0-10. 0 = "I had a very poor experience", 10 = "I had a very good experience").	61.3%	63.9%	69.5%	78.2%	252	70.5%	●
38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	74.4%	78.9%	85.2%	90.8%	267	86.3%	●
39. In the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	9.8%	15.2%	23.7%	35.9%	229	16.0%	●

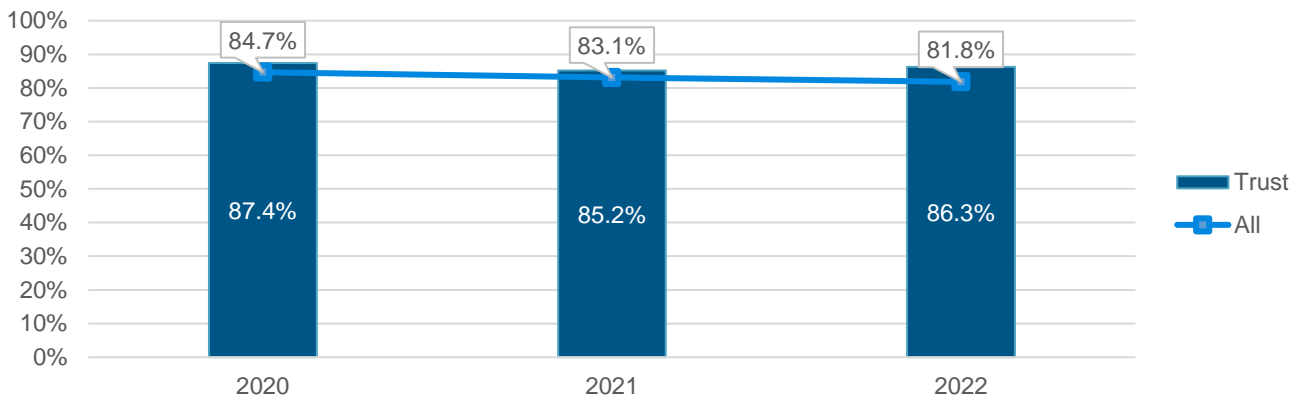
Overall - Longitudinal Charts

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



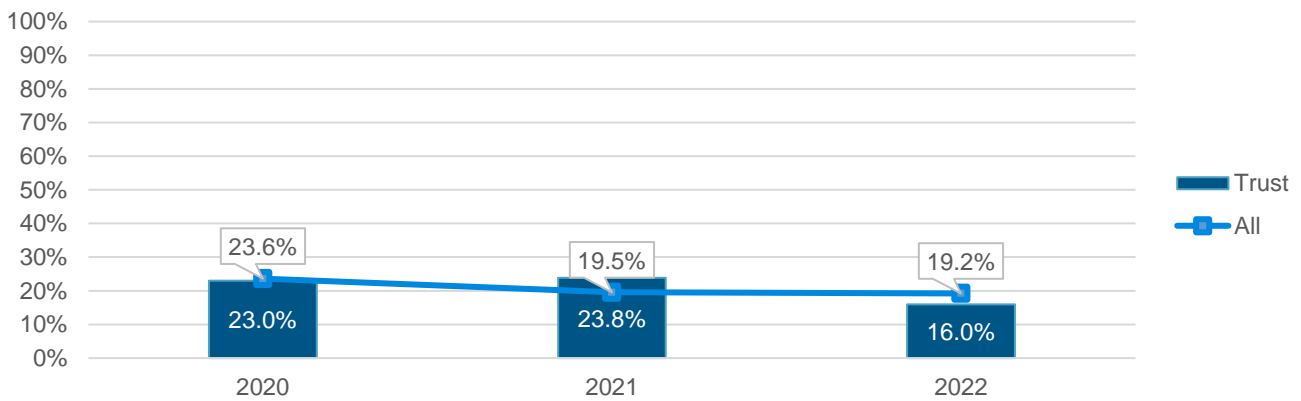
RGD

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



RGD

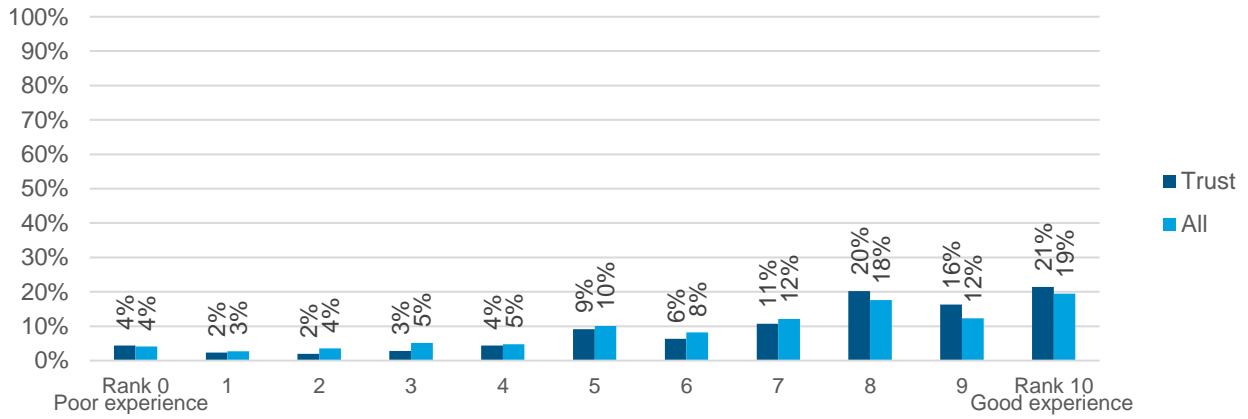
39. Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?



RGD

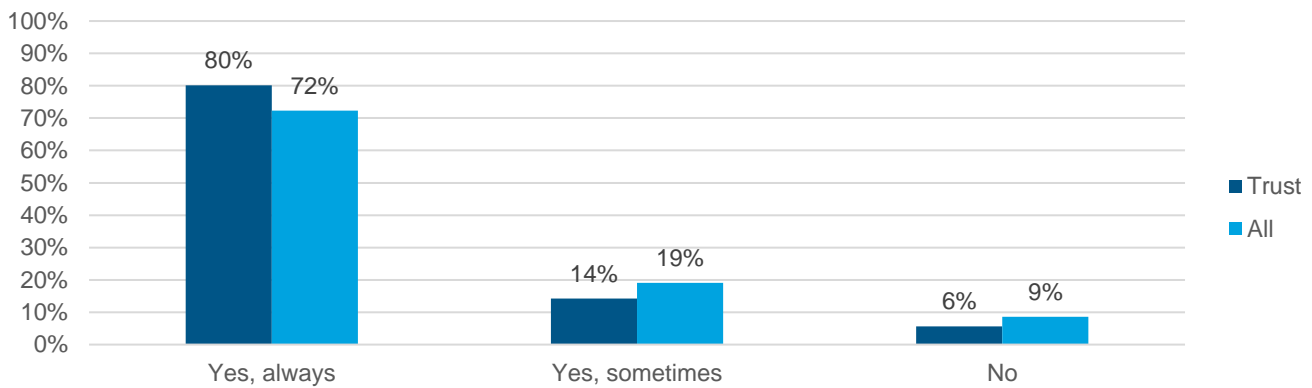
Overall - Compositional Charts

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



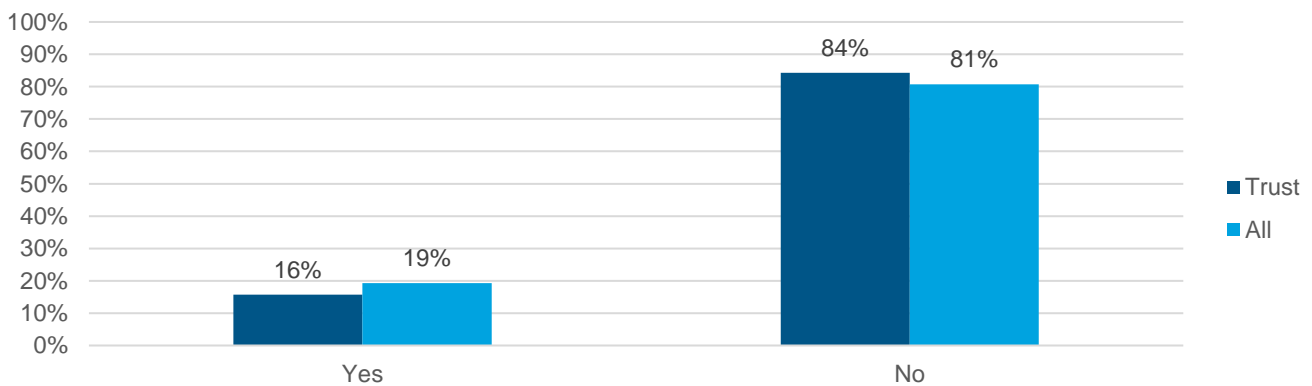
RGD

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



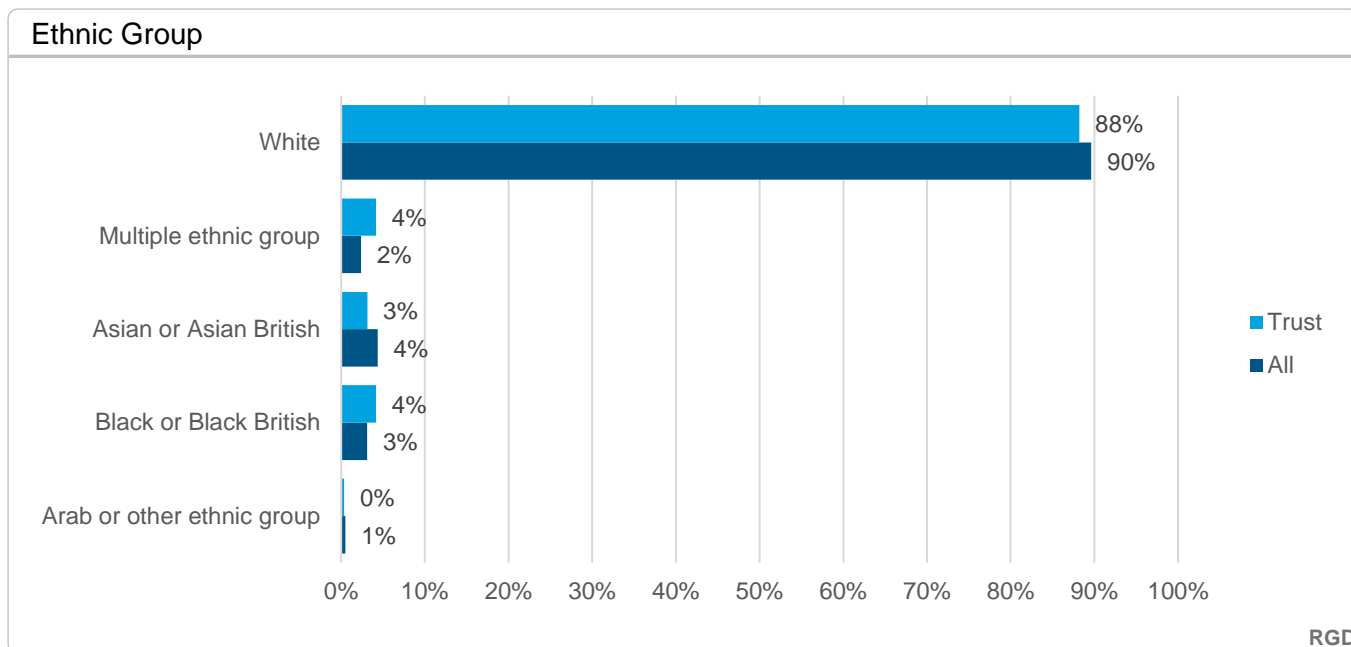
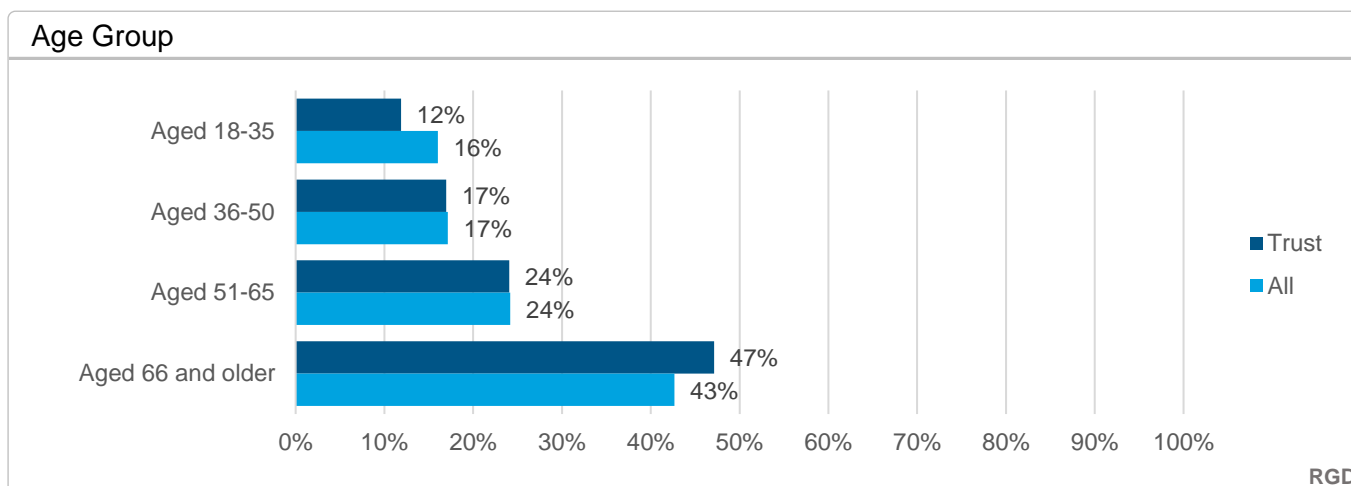
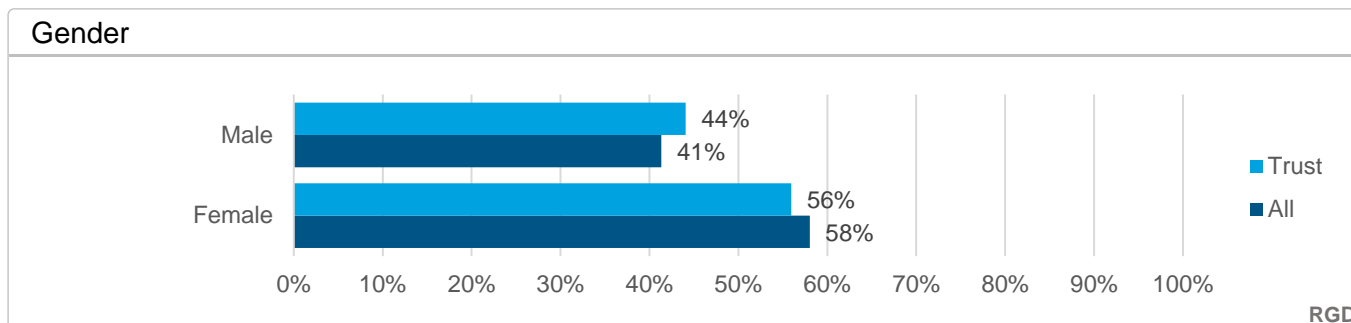
RGD

39. 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?

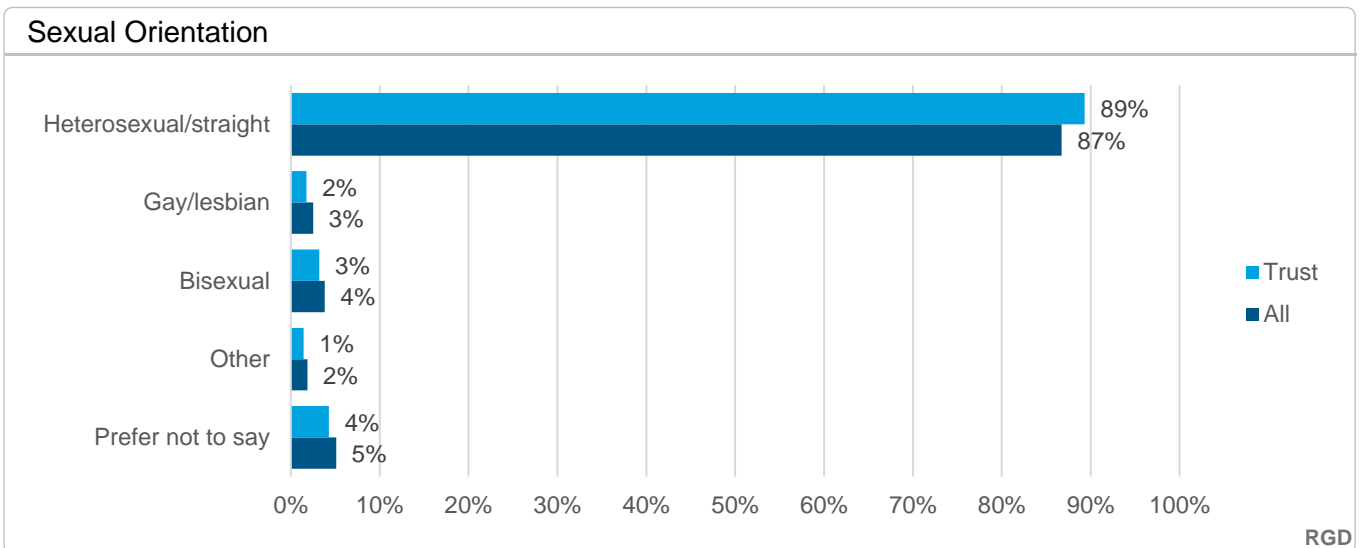
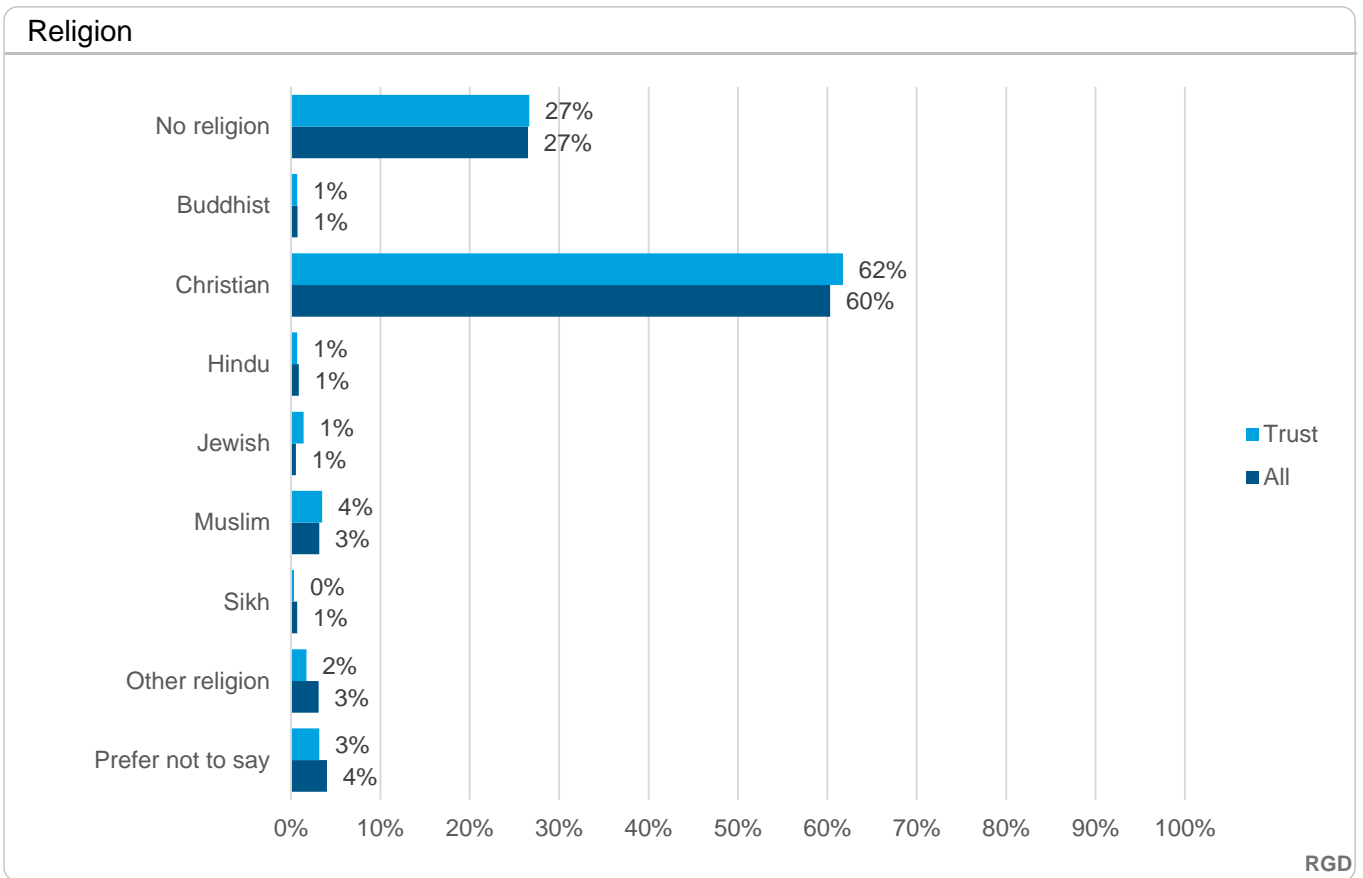


RGD

Demographic Characteristics



Demographic Characteristics (continued)



Detailed Results Table

This section of the report sets out the results from the 2022 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 your organisation's data for the previous survey (where available), the next two columns show your organisation's data for the current survey and the final two columns show the data for the other IQVIA 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 2021, 2022 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. Q12).

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 Q6 about whether the respondent has received their care in the way agreed, 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 2-39, 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 2021 data have been cleansed in the same way as 2022 with the further cleansing guidance to ensure the results are comparable.

YOUR CARE AND TREATMENT

Q1. When was the last time you saw someone from NHS mental health services?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
In the last 12 months	280	88%	255	89%	11,202	89%
More than 12 months ago	19	6%	13	5%	603	5%
Don't know / can't remember	10	3%	7	2%	397	3%
I have never seen anyone from NHS mental health services	11	3%	13	5%	328	3%
Missing	3		7		261	

Q2. Overall, how long have you been in contact with NHS mental health services?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
Less than 1 year	59	20%	63	23%	2,540	21%
1 to 5 years	116	39%	87	32%	4,283	35%
6 to 10 years	28	9%	24	9%	1,359	11%
More than 10 years	85	28%	77	28%	3,251	27%
I am no longer in contact with NHS mental health services	7	2%	10	4%	313	3%
Don't know / can't remember	5	2%	12	4%	347	3%
Missing	23		22		698	

YOUR CARE AND TREATMENT (continued)

Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* <i>Yes, definitely</i>	142	49%	121	45%	5,052	43%
* <i>Yes, to some extent</i>	86	29%	87	33%	3,531	30%
* <i>No</i>	64	22%	58	22%	3,208	27%
It is too often	2	1%	0	0%	60	0%
Don't know / can't remember	12	4%	10	4%	276	2%
Missing	17		19		664	

Q4. In the last 12 months, have you and someone from NHS mental health services agreed how your care and treatment would be delivered?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* <i>Yes</i>	-	-	213	78%	8,635	72%
* <i>No</i>	-	-	40	15%	2,123	18%
* <i>Not sure</i>	-	-	20	7%	1,285	11%
Missing	-		22		748	

Q5. Did you agree that your care and treatment would be delivered.....

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
In person	-	-	179	84%	6,718	78%
Missing	-		33		1,850	
By video call	-	-	43	20%	1,698	20%
Missing	-		169		6,870	
By telephone	-	-	96	45%	4,377	51%
Missing	-		116		4,191	

YOUR CARE AND TREATMENT (continued)

Q6. Have you received your care and treatment in the way you agreed?	<i>RGD - 2021</i>		<i>RGD - 2022</i>		2022	
* Yes, always	-	-	158	75%	5,954	70%
* Yes, sometimes	-	-	44	21%	2,074	24%
* No	-	-	9	4%	462	5%
Don't know / can't remember	-	-	3	1%	122	1%
Missing	-	-	81	-	4,179	-

YOUR HEALTH AND SOCIAL CARE WORKERS

Q7. Were you given enough time to discuss your needs and treatment?	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	175	61%	175	67%	6,592	57%
* Yes, to some extent	74	26%	58	22%	3,325	29%
* No	38	13%	27	10%	1,656	14%
Don't know / can't remember	13	4%	10	4%	509	4%
Missing	23		25		709	

Q8. Did the person or people you saw understand how your mental health needs affect other areas of your life?	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	167	58%	163	63%	5,984	52%
* Yes, to some extent	85	29%	67	26%	3,637	32%
* No	37	13%	27	11%	1,836	16%
Don't know / can't remember	12	4%	13	5%	599	5%
Missing	22		25		735	

Q9. Did the person or people you saw appear to be aware of your treatment history?	RGD - 2021		RGD - 2022		2022	
* Yes, completely	153	57%	149	61%	5,608	51%
* Yes, to some extent	92	34%	65	27%	3,870	35%
* No	25	9%	31	13%	1,507	14%
Don't know / can't remember	18	6%	19	7%	660	5%
Not applicable - I had no treatment prior to this	6	2%	5	2%	409	3%
Missing	29		26		737	

ORGANISING YOUR CARE

Q10. Have you been told who is in charge of organising your care and services?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes	190	77%	169	73%	7,194	71%
* No	58	23%	62	27%	2,878	29%
Not sure	48	16%	38	14%	1,939	16%
Missing	27		26		780	

Q11. Is the main person in charge of organising your care and services...

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
A GP	41	21%	41	24%	1,524	21%
Missing	155		130		5,679	
Another type of NHS health or social care worker	148	76%	127	74%	5,524	77%
Missing	48		44		1,679	
Don't know / not sure	16	8%	7	4%	484	7%
Missing	180		164		6,719	

Q12. How well does this person organise the care and services you need?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* <i>Very well</i>	83	54%	91	69%	3,573	60%
* <i>Quite well</i>	56	36%	34	26%	1,785	30%
* <i>Not very well</i>	11	7%	4	3%	396	7%
* <i>Not at all well</i>	4	3%	3	2%	170	3%
Missing	169		163		6,867	

ORGANISING YOUR CARE (continued)

Q13. Do you know how to contact this person if you have a concern about your care?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes	149	94%	130	98%	5,581	97%
* No	9	6%	3	2%	200	3%
Not sure	7	4%	3	2%	231	4%
Missing	158		159		6,779	

Q14. Thinking about the last time you contacted this person, did you get the help you needed?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes, definitely	-	-	107	69%	4,358	66%
* Yes, to some extent	-	-	41	26%	1,695	26%
* No	-	-	8	5%	461	7%
* I could not contact them	-	-	0	0%	113	2%
I have not tried contacting them	-	-	12	7%	489	7%
Don't know / can't remember	-	-	1	1%	93	1%
Missing	-		126		5,582	

PLANNING YOUR CARE

Q15. Have you and someone from NHS mental health services decided what care you will receive?

	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	-	-	117	48%	5,012	45%
* Yes, to some extent	-	-	69	28%	3,496	32%
* No	-	-	58	24%	2,582	23%
Don't know / can't remember	-	-	25	9%	913	8%
Missing	-	-	26		788	

Q16. Were you involved as much as you wanted to be in deciding what care you will receive?

	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	113	52%	113	62%	4,683	57%
* Yes, to some extent	83	38%	57	31%	2,902	35%
* No, but I wanted to be	23	11%	12	7%	688	8%
No, but I did not want to be	2	1%	1	1%	93	1%
Don't know / can't remember	8	3%	4	2%	177	2%
Missing	94		108		4,248	

Q17. Did decisions on what care you will receive take into account your needs in other areas of your life?

	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	103	49%	109	61%	4,124	51%
* Yes, to some extent	89	42%	56	31%	2,985	37%
* No	20	9%	15	8%	946	12%
No, but I did not want / need them to	-	-	3	2%	186	2%
Don't know / can't remember	16	7%	5	3%	276	3%
Missing	95		107		4,274	

REVIEWING YOUR CARE

Q18. In the last 12 months, have you had a care review meeting with someone from NHS mental health services to discuss how your care is working?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes	149	66%	128	67%	5,402	62%
* No	76	34%	64	33%	3,314	38%
Don't know / can't remember	19	8%	19	9%	798	8%
Missing	79		84		3,277	

Q19. Did you feel that decisions were made together by you and the person you saw during this discussion?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes, definitely	90	63%	84	69%	3,400	65%
* Yes, to some extent	42	29%	27	22%	1,481	28%
* No	12	8%	10	8%	375	7%
I did not want to be involved in making decisions	3	2%	1	1%	42	1%
Don't know / can't remember	1	1%	2	2%	91	2%
Missing	175		171		7,402	

CRISIS CARE

Q20. Would you know who to contact out of office hours within the NHS if you had a crisis?

	RGD - 2021		RGD - 2022		2022	
* Yes	190	72%	178	73%	7,444	71%
* No	74	28%	65	27%	3,083	29%
Not sure	33	11%	29	11%	1,358	11%
Missing	26		23		906	

Q21. Thinking about the last time you contacted this person or team, did you get the help you needed?

	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	63	46%	77	56%	2,807	50%
* Yes, to some extent	36	26%	37	27%	1,610	29%
* No	32	23%	23	17%	1,057	19%
* I could not contact them	6	4%	0	0%	111	2%
I have not tried contacting them	50	27%	32	18%	1,651	22%
Don't know / can't remember	1	1%	6	3%	167	2%
Missing	135		120		5,388	

Q22. How do you feel about the length of time it took you to get through to this person or team?

	RGD - 2021		RGD - 2022		2022	
* I got through straightaway	-	-	43	36%	1,890	38%
* I had to wait, but not for too long	-	-	53	45%	2,218	45%
* I had to wait too long	-	-	23	19%	861	17%
Don't know / can't remember	-	-	11	8%	325	6%
Missing	-		165		7,497	

MEDICINES

Q23. In the last 12 months, have you been receiving any medicines for your mental health needs?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		2022	
Yes	234	78%	222	82%	9,632	80%
No	65	22%	50	18%	2,357	20%
Missing	24		23		802	

Q24. Has the purpose of your medicines ever been discussed with you?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		2022	
* <i>Yes, definitely</i>	141	62%	136	63%	5,833	62%
* <i>Yes, to some extent</i>	70	31%	63	29%	2,851	30%
* <i>No</i>	17	7%	16	7%	679	7%
Don't know / can't remember	5	2%	10	4%	264	3%
Missing	90		70		3,164	

Q25. Have the possible side effects of your medicines ever been discussed with you?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		2022	
* <i>Yes, definitely</i>	96	42%	99	48%	3,962	43%
* <i>Yes, to some extent</i>	78	35%	65	31%	2,906	32%
* <i>No</i>	52	23%	44	21%	2,279	25%
Don't know / can't remember	9	4%	14	6%	467	5%
Missing	88		73		3,177	

MEDICINES (continued)

Q26. Have you been receiving any medicines for your mental health needs for 12 months or longer?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
Yes	196	83%	187	84%	7,982	83%
No	33	14%	30	14%	1,442	15%
Not sure	6	3%	5	2%	229	2%
Missing	88		73		3,138	

Q27. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes	139	73%	143	82%	5,642	75%
* No	51	27%	31	18%	1,864	25%
Don't know / can't remember	6	3%	11	6%	397	5%
Missing	127		110		4,888	

NHS TALKING THERAPIES

Q28. In the last 12 months, have you received any NHS talking therapies for your mental health needs that do not involve medicines?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
Yes	88	30%	88	33%	3,695	31%
No, but I would have liked this	74	25%	58	21%	2,870	24%
No, but I did not mind	72	24%	49	18%	2,370	20%
This was not appropriate for me	43	14%	47	17%	2,096	18%
Don't know / can't remember	20	7%	28	10%	782	7%
Missing	26		25		978	

Q29. Were these NHS talking therapies explained to you in a way you could understand?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* <i>Yes, completely</i>	59	65%	55	65%	2,435	66%
* <i>Yes, to some extent</i>	28	31%	26	31%	1,077	29%
* <i>No</i>	4	4%	3	4%	158	4%
No explanation was needed	0	0%	3	3%	73	2%
Missing	232		208		9,048	

Q30. Were you involved as much as you wanted to be in deciding what NHS talking therapies to use?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* <i>Yes, definitely</i>	38	48%	41	49%	1,853	53%
* <i>Yes, to some extent</i>	32	41%	33	39%	1,186	34%
* <i>No, but I wanted to be</i>	9	11%	10	12%	444	13%
No, but I did not want to be	3	3%	3	3%	91	2%
Don't know / can't remember	6	7%	1	1%	160	4%
Missing	235		207		9,057	

NHS TALKING THERAPIES (continued)

Q31. Do you feel your NHS talking therapies have helped your mental health?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
Yes, definitely	40	44%	38	43%	1,537	42%
Yes, to some extent	34	38%	36	41%	1,344	36%
No	11	12%	10	11%	504	14%
Not sure	5	6%	4	5%	305	8%
Missing	233		207		9,101	

Q32. Overall, how did you feel about the length of time you waited before receiving NHS talking therapies?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
The waiting time was appropriate	50	58%	51	60%	1,967	54%
The waiting time was too long	26	30%	25	29%	1,354	37%
The waiting time was too short	1	1%	1	1%	34	1%
I did not have to wait for NHS talking therapies	9	10%	8	9%	308	8%
Missing	237		210		9,128	

SUPPORT AND WELLBEING

Q33. In the last 12 months, did NHS mental health services support you with your physical health needs?

	RGD - 2021		RGD - 2022		2022	
* <i>Yes, definitely</i>	47	32%	46	34%	2,079	33%
* <i>Yes, to some extent</i>	44	30%	42	31%	1,865	29%
* <i>No, but I would have liked support</i>	56	38%	48	35%	2,425	38%
I have support and did not need NHS mental health services to provide it	31	11%	24	9%	1,266	11%
I do not need support for this	58	20%	62	24%	2,200	19%
I do not have physical health needs	52	18%	40	15%	1,803	15%
Missing	35		33		1,153	

Q34. 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 - 2021		RGD - 2022		2022	
* <i>Yes, definitely</i>	33	25%	36	27%	1,692	26%
* <i>Yes, to some extent</i>	43	32%	39	29%	1,585	24%
* <i>No, but I would have liked help or advice with finding support</i>	58	43%	60	44%	3,243	50%
I have support and did not need help / advice to find it	43	15%	33	12%	1,639	14%
I do not need support for this	119	40%	98	37%	3,479	30%
Missing	27		29		1,153	

SUPPORT AND WELLBEING (continued)

Q35. 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 - 2021		RGD - 2022		2022	
* Yes, definitely	15	27%	26	34%	817	26%
* Yes, to some extent	22	39%	17	22%	817	26%
* No, but I would have liked help or advice with finding support	19	34%	34	44%	1,512	48%
I have support and did not need help / advice to find it	15	5%	11	4%	611	5%
I do not need support for this	94	33%	79	30%	3,289	29%
I am not currently in or seeking work	120	42%	96	37%	4,416	39%
Missing	38		32		1,329	

Q36. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?

	RGD - 2021		RGD - 2022		2022	
* Yes, definitely	109	53%	102	54%	4,361	54%
* Yes, to some extent	63	31%	50	26%	2,022	25%
* No, not as much as I would like	29	14%	35	18%	1,498	18%
* No, they have involved them too much	4	2%	3	2%	222	3%
My friends or family did not want to be involved	5	2%	3	1%	269	2%
I did not want my friends or family to be involved	51	17%	40	15%	1,677	14%
This does not apply to me	35	12%	34	13%	1,609	14%
Missing	27		28		1,133	

OVERALL

Q37. Overall...

	RGD - 2021		RGD - 2022		2022	
* 0 - I had a very poor experience	13	5%	11	4%	460	4%
* 1	3	1%	6	2%	305	3%
* 2	11	4%	5	2%	400	4%
* 3	9	3%	7	3%	582	5%
* 4	9	3%	11	4%	540	5%
* 5	28	10%	23	9%	1,132	10%
* 6	21	7%	16	6%	920	8%
* 7	33	11%	27	11%	1,365	12%
* 8	57	20%	51	20%	1,985	18%
* 9	47	16%	41	16%	1,387	12%
* 10 - I had a very good experience	56	20%	54	21%	2,193	19%
Ambiguous	5	2%	3	1%	108	1%
Missing	31		40		1,414	

Q38. Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?

	RGD - 2021		RGD - 2022		2022	
Yes, always	238	79%	214	80%	8,509	72%
Yes, sometimes	41	14%	38	14%	2,249	19%
No	22	7%	15	6%	1,013	9%
Missing	22		28		1,020	

OVERALL (continued)

Q39. 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?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
* Yes	60	23%	36	16%	1,958	19%
* No	197	77%	193	84%	8,218	81%
Not sure	46	15%	41	15%	1,596	14%
Missing	20		25		1,019	

ABOUT YOU

Q40. 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?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
Yes	269	86%	256	93%	10,978	93%
No	44	14%	19	7%	787	7%
Missing	10		20		1,026	

Q41. Do you have any of the following?

	<i>RGD - 2021</i>		<i>RGD - 2022</i>		<i>2022</i>	
Autism or autism spectrum condition	11	4%	16	6%	713	6%
Missing	263		250		10,799	
Breathing problem, such as asthma	58	21%	56	21%	2,454	21%
Missing	216		210		9,058	
Blindness or partial sight	17	6%	13	5%	652	6%
Missing	257		253		10,860	
Cancer in the last 5 years	8	3%	12	5%	536	5%
Missing	266		254		10,976	
Dementia or Alzheimer's disease	51	19%	60	23%	2,268	20%
Missing	223		206		9,244	
Deafness or hearing loss	48	18%	55	21%	1,942	17%
Missing	226		211		9,570	
Diabetes	47	17%	38	14%	1,786	16%
Missing	227		228		9,726	
Heart problem, such as angina	24	9%	31	12%	1,409	12%
Missing	250		235		10,103	

ABOUT YOU (continued)

Q41. Do you have any of the following? (continued)	RGD - 2021		RGD - 2022		2022	
Joint problem, such as arthritis	88	32%	93	35%	3,640	32%
Missing	186		173		7,872	
Kidney or liver disease	7	3%	14	5%	594	5%
Missing	267		252		10,918	
Learning disability	12	4%	12	5%	983	9%
Missing	262		254		10,529	
Mental health condition	200	73%	184	69%	8,118	71%
Missing	74		82		3,394	
Neurological condition	33	12%	27	10%	1,268	11%
Missing	241		239		10,244	
Stroke	9	3%	7	3%	399	3%
Missing	265		259		11,113	
Another long-term condition	66	24%	68	26%	2,978	26%
Missing	208		198		8,534	
Q42. Do any of these reduce your ability to carry out day-to-day activities?						
Yes, a lot	145	54%	144	55%	6,146	54%
Yes, a little	97	36%	95	36%	3,989	35%
No, not at all	26	10%	24	9%	1,243	11%
Missing	55		32		1,413	

ABOUT YOU (continued)

Q43. Who was the main person or people that filled in this questionnaire?	RGD - 2021		RGD - 2022		2022	
The person named on the front of the envelope (the service user / client)	216	70%	193	70%	8,090	67%
A friend or relative of the service user / client	61	20%	58	21%	2,479	21%
Both service user / client and friend / relative together	24	8%	21	8%	1,212	10%
The service user / client with the help of a health professional	8	3%	4	1%	307	3%
Missing	14		19		703	

Q44. Age Band (Calculated from Q44 - What was your year of birth?)	RGD - 2021		RGD - 2022		2022	
Aged 18-35	48	15%	35	12%	2,047	16%
Aged 36-50	62	19%	50	17%	2,193	17%
Aged 51-65	67	21%	71	24%	3,092	24%
Aged 66 and older	146	45%	139	47%	5,454	43%
Missing	0		0		5	

Q45. At birth were you registered as...	RGD - 2021		RGD - 2022		2022	
Male	137	42%	130	44%	5,287	41%
Female	185	57%	165	56%	7,422	58%
Intersex	0	0%	0	0%	8	0%
I would prefer not to say	1	0%	0	0%	74	1%
Missing	0		0		0	

Q46. Is your gender the same as the sex you were registered as at birth?	RGD - 2021		RGD - 2022		2022	
Yes	308	99%	278	99%	12,058	98%
No, please write your gender below	3	1%	3	1%	138	1%
I would prefer not to say	1	0%	1	0%	88	1%
Missing	11		13		507	

ABOUT YOU (continued)

Q47. What is your religion?	RGD - 2021		RGD - 2022		2022	
No religion	80	26%	76	27%	3,267	27%
Buddhist	5	2%	2	1%	92	1%
Christian	203	65%	176	62%	7,428	60%
Hindu	1	0%	2	1%	108	1%
Jewish	3	1%	4	1%	68	1%
Muslim	5	2%	10	4%	389	3%
Sikh	4	1%	1	0%	86	1%
Other	4	1%	5	2%	381	3%
I would prefer not to say	8	3%	9	3%	495	4%
Missing	10		10		477	

Q48. Which of the following best describes how you think of yourself?	RGD - 2021		RGD - 2022		2022	
Heterosexual / Straight	278	90%	251	89%	10,505	87%
Gay / Lesbian	7	2%	5	2%	303	3%
Bisexual	13	4%	9	3%	462	4%
Other	4	1%	4	1%	225	2%
I would prefer not to say	7	2%	12	4%	617	5%
Missing	14		14		679	

ABOUT YOU (continued)

Q49. What is your ethnic group?	RGD - 2021		RGD - 2022		2022	
English / Welsh / Scottish / Northern Irish / British	275	88%	245	85%	10,552	86%
Irish	1	0%	4	1%	86	1%
Gypsy or Irish Traveller	0	0%	0	0%	17	0%
Any other White background	4	1%	5	2%	394	3%
White and Black Caribbean	3	1%	3	1%	100	1%
White and Black African	2	1%	3	1%	44	0%
White and Asian	1	0%	4	1%	84	1%
Any other Mixed / multiple ethnic background	0	0%	2	1%	67	1%
Indian	5	2%	3	1%	220	2%
Pakistani	1	0%	2	1%	127	1%
Bangladeshi	0	0%	1	0%	49	0%
Chinese	1	0%	1	0%	41	0%
Any other Asian background	8	3%	2	1%	100	1%
African	5	2%	5	2%	206	2%
Caribbean	4	1%	7	2%	147	1%
Any other Black / African / Caribbean background	0	0%	0	0%	30	0%
Arab	1	0%	1	0%	28	0%
Any other ethnic group	0	0%	0	0%	35	0%
Missing	12		7		464	