

SUMMARY OF RESULTS MENTAL HEALTH INPATIENT SURVEY **SEPTEMBER 2014 – AUGUST 2015**

Introduction

This report summarises the results of the returned questionnaires that had been distributed to Inpatients internally by the Mental Health Unit (MHU) staff during the period 26 August 2014 – 24 August 2015. The full results of the survey are attached.

A total of 47 patients responded out of the 52 patients who were given the questionnaire, giving an overall response rate of 90%. 3 patients did not receive a questionnaire for clinical reasons.

The MHU and the Department of Community Mental Health (DCMH) are asked to review the results in more detail, with particular consideration to the free-text comments to determine priorities and where required provide a written action plan for service improvements.

Incident Raised

No incidents have been raised.

Patient Referral

Out of the 45 patients who responded to this question, 13 were referred via the DCMH / Psychiatrist, 12 by the GP, 18 were referred via other means such as RMP, Welfare, A&E or the hospital, and 2 patients self-referred.

Previous Admission

83% (39 out of 47 patients) had not been to the MHU previously.

Length of Stay

35% of patients were admitted for longer than 2 weeks, with 30% staying between 1 – 2 weeks. 20% stayed between 1-3 days and 15% between 3 – 7 days.

Key Findings

Overall Satisfaction

Out of 47 patients who responded to the question, 81% felt that they benefited Very Much or Mostly from their stay at the MHU. 100% thought that the overall quality of care received was very good or good. Comments received relating to this included:

“Enabled me to re-focus with the support from staff and fellow patients”
“The MHU has helped me through alcohol withdrawal, something which I was unable to do in the community”
“Without my stay here I would be a completely different person and not for the right reasons. It has been fantastic”
“Finally I have a diagnosis and a means of getting better”
“Good facilities, understanding and non-judgemental staff and a clear plan of action for me”
“Being treated like a person made me feel better”

NHS Mental Health Services 2014 survey = 66%

The responses to the NHS question are graded from 1 – 10 (10 being I had a very good experience). We have taken the percentages from 7 – 10 as a comparison.

Provision of Information – Prior to Admission

When asked whether they had been given information about the MHU before admission, 31% of patients admitted via the CMHT or the GP responded saying that they had. This means that 69% did not receive any information before admission.

The DCMH and PCC are asked to note and review

Provision of Information – During Admission

85% of patients reported that they were informed who their Nurse Key Worker would be in the hospital. 89% also reported that they were informed who their named Doctor / Psychologist was and 70% of patients were informed who their community key-worker would be.

89% of patients did receive adequate information regarding their 'care plan'. When asked to rate the quality of this information, 94% rated this as very good or good. Positive comments included:

"All information was clear and concise"
"I was given a therapy plan at the start of the week"
"Always kept up to date"
"Explanations were given in detail"

NHS Mental Health Services 2014 survey = 77% (similar question)

Healthcare Professionals

When asked how confident were you with the Doctors / Psychologist, 98% of patients stated that they were confident either all of the time or some of the time. 98% were confident all or some of the time with the nursing staff. Some extremely positive comments were received about members of staff, these were forwarded to the HOM / PSS. Other positive comments received were:

"All were incredibly friendly and helpful – my key workers especially"
"Friendly and approachable"
"I found all the staff to be very professional and helpful"
"Quite clear, understanding and very professional"
"Made me relax"
"Seemed to be working in my best interest"

Adequate time with the Doctor / Psychologist

76% of patients felt they had adequate time with the Doctor / Psychologist during their stay in hospital. Some comments received included:

"Expected to see them more"
"Not enough time spent on some issues"
"I feel I did, however think maybe an extra session would be better"
"Saw once a week"

NHS Mental Health Services 2014 survey (to a very similar question) = 90%

Accommodation

When asked 'How do you rate the quality of the accommodation', 98% of patients rated the accommodation as very good or good. 98% of patients also rated the quality of the hospital facilities as very good or good. Comments which highlight the positive responses are:

"Extremely clean, high standard throughout"
"With a single room with en-suite shower room, I could hardly complain"
"Accommodation is fit for purpose"
"I did not feel like I was in hospital. I felt very safe"

Privacy and Dignity

Out of all the patients, 100% felt that during the stay at the MHU their privacy and dignity was "Yes, always or Yes, sometimes" respected. Positive comments highlighted in many free text comments included:

"The members of staff and patients respected each other"
"Staff very understanding"
"Always knocked at door"
"The door was always closed when speaking to the nurses"

NHS Mental Health Services 2014 survey = 94%

Quality of Food

Overall, 83% of patients rated the food as being very good or good. Some comments received included:

"Good choice and amount"
"Was good that I could help myself and get what I needed"
"Best hospital food I have had"
"Healthy filling and plenty of it"

There is no comparison available in the NHS Mental Health Services 2014 Survey

Facilities

98% of patients rated the hospital facilities as Very Good or Good. Suggestions for improvements included three patients who would have like to have free WIFI and four patients who would have like to have greater availability of the TV.

Discharge Arrangements

85% (39 patients) felt they were ready for discharge from the MHU, but only 70% being made aware prior to discharge of their 'aftercare' plan.

The MHU and CMHT are asked to note and provide actions to improve discharge planning.

Discharge from Hospital

Although 81% of patients felt they benefited either "Very Much or Mostly" from their stay at the hospital, and 85% felt they were ready for discharge. Some comments received included:

"Was unprepared. Only told the day before"

"I feel better in myself here. Do not know how I will react to being along again in MQ"

"I did not feel good about going back but it needed to be done"

"Do not know what to expect when I am released from this hospital"

Inpatient Support

34% stated that they were not contacted by their unit or equivalent during their stay.

The DCMH and Chain of Command are asked to note and review

Distribution:

GSTT HOM – Gütersloh Region / GSTT Head of SHC Operations

GSTT HOM's – Other Regions for Information only

GSTT Head of Clinical Governance & Assurance (Germany)

Director of BFGHS

LLP Director of Medicine and Clinical Governance

SSAFA Medical Director

Head of SHC Operations

DGP Mental Health Unit

DCMH Consultant Psychiatrist

DCMH Lead CPN



THE VIEWS OF INPATIENTS IN THE EvKB MENTAL HEALTH UNIT

QUALITY OF CARE SURVEY CONDUCTED IN

SEPTEMBER 14 – AUGUST 15

STATISTICAL & COMMENTS REPORT

CONTENTS

- Response Rates
- Raw Data Report
- Free Text Comments

ID Numbers	566 - 612
Inpatient Dates	26/08/14 – 24/08/15
Report Issued	26/10/15

Response Rate	MHU
Discharged	55
Distributed	52
Returns	47
Response Rate	90%

Q01 Are you:

Military	38	81%
UKBC/Dependant	9	19%
Total of Above	47	100%
No Response	0	
Grand Total	47	

Q02 How long was your stay at the Unit?

1 - 3 days	9	20%
3 - 7 days	7	15%
1 - 2 weeks	14	30%
Longer than 2 weeks	16	35%
Total of Above	46	100%
No Response	1	
Grand Total	47	

Q03a Did you see anyone from your local Department of Community Mental Health		14/15	13/14	12/13	11/12
Yes	27	57%	56%	61%	61%
No	20	43%	44%	39%	39%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q04a How were you referred to the MHU?		14/15	13/14	12/13	11/12
Self	2	4%	22%	15%	13%
Community MH team/Psychiatrist	13	29%	29%	34%	41%
GP	12	27%	14%	23%	30%
Other	18	40%	35%	28%	16%
Total of Above	45	100%			
No Response	2				
Grand Total	47				

Q05a Were you given any information about the MHU before admission? (excludes self-referral and other means)		Excluding Self Referrals and other means			
		14/15	13/14	12/13	11/12
Yes	8	31%	42%	42%	35%
No	18	69%	58%	58%	65%
Total	26	100%			
No Response	1				
Grand Total	27				

Q06a Were you informed who your Nurse key worker was?
(hospital)

		14/15	13/14	12/13	11/12
Yes	40	85%	85%	87%	87%
No	7	15%	15%	13%	13%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q06b Were you informed who your named Doctor / Psychologist was?

		14/15	13/14	12/13	11/12
Yes	42	89%	93%	97%	91%
No	5	11%	7%	3%	9%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q06c Were you informed who your community key-worker was?

		14/15	13/14	12/13	11/12
Yes	33	70%	75%	78%	65%
No	14	30%	25%	22%	35%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q07a Were you informed about any restrictions / limitations placed on you?

		14/15	13/14	12/13	11/12
Yes	33	70%	73%	86%	85%
No	14	30%	27%	14%	15%
Total	47	100%			
No Response	0				
Grand Total	47				

Q07b If yes, were you given a reason for this?

		14/15	13/14	12/13	11/12
Yes	28	88%	95%	95%	85%
No	4	12%	5%	5%	15%
Total of Above	32	100%			
No Response	1				
Grand Total	33				

Q08a Did you feel the ward rules and routines were fair?

		14/15	13/14	12/13	11/12
Yes	44	96%	96%	99%	97%
No	2	4%	4%	1%	3%
Total of Above	46	100%			
No Response	1				
Grand Total	47				

Q09a Were you given adequate information about your 'care plan'

		14/15	13/14	12/13	11/12
Yes	41	89%	91%	89%	91%
No	5	11%	9%	11%	9%
Total of Above	46	100%			
No Response	1				
Grand Total	47				

Q09b Please rate the quality of that information.

		14/15	13/14	12/13	11/12
Very Good	21	46%	48%	55%	52%
Good	22	48%	46%	40%	41%
Poor	3	6%	4%	5%	6%
Very Poor	0	0%	2%	0%	1%
Total of Above	46	100%			
No Response	1				
Grand Total	47				

Q10a How many sessions were you offered with your nurse Key worker?

		14/15	13/14	12/13	11/12
Daily	18	44%	48%	42%	37%
3x/week	5	12%	23%	23%	32%
2x/week	10	24%	15%	25%	22%
1x/week	8	20%	14%	10%	9%
Total of Above	41	100%			
No Response	6				
Grand Total	47				

Q10b How confident were you with the nursing staff?

		14/15	13/14	12/13	11/12
All of the time	33	70%	76%	75%	69%
Some of the time	13	28%	18%	24%	29%
Rarely	1	2%	4%	1%	1%
Never	0	0%	2%	0%	1%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q11a Did you feel that you had adequate time with the Doctors / Psychologists?

		14/15	13/14	12/13	11/12
Yes	35	76%	87%	93%	85%
No	11	24%	13%	7%	15%
Total of Above	46	100%			
No Response	1				
Grand Total	47				

Q12a How confident were you with the Doctors/Psychologist

		14/15	13/14	12/13	11/12
All of the time	39	83%	78%	79%	66%
Some of the time	7	15%	20%	20%	32%
Rarely	1	2%	0%	1%	2%
Never	0	0	2%	0%	0%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q13a During your stay in the MHU was your privacy and dignity respected?

		14/15	13/14	12/13	11/12
Yes always	41	87%	89%	89%	86%
Yes sometimes	6	13%	9%	10%	12%
No	0	0	2%	1%	2%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q14a How do you rate the quality of the accommodation?

		14/15	13/14	12/13	11/12
Very Good	25	53%	56%	46%	59%
Good	20	43%	42%	53%	39%
Poor	2	4%	2%	1%	2%
Very Poor	0	0%	0%	0%	0%
Total	47	100%			
No Response	0				
Grand Total	47				

Q14c How do you rate the quality of the Hospital facilities?

		14/15	13/14	12/13	11/12
Very Good	21	45%	46%	44%	54%
Good	25	53%	48%	53%	43%
Poor	1	2%	6%	3%	3%
Very Poor	0	0%	0%	0%	0%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q15a What was the food like?

		14/15	13/14	12/13	11/12
Very Good	17	36%	28%	15%	19%
Good	22	47%	57%	47%	47%
Poor	7	15%	13%	28%	28%
Very Poor	1	2%	2%	10%	6%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q16a Did you feel ready for discharge?

		14/15	13/14	12/13	11/12
Yes	39	85%	85%	92%	83%
No	7	15%	15%	8%	17%
Total of Above	46	100%			
No Response	1				
Grand Total	47				

Q17 Are you aware of your 'aftercare' plan i.e. the plan for you once you have been discharged?

		14/15	13/14	12/13	11/12
Yes	33	70%	81%	87%	83%
No	14	30%	19%	13%	17%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q18a Do you feel that you have benefited from your stay at the MHU?

		14/15	13/14	12/13	11/12
Very much	24	51%	62%	69%	58%
Mostly	14	30%	29%	27%	29%
Very little	6	13%	4%	3%	9%
Not at all	3	6%	5%	1%	4%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q19a Were you contacted by your unit or equivalent, while you were here?

		14/15	13/14	12/13	11/12
Yes	31	66%	72%	76%	58%
No	16	34%	28%	24%	42%
Total of Above	47	100%			
No Response	0				
Grand Total	47				

Q20a What is your overall opinion of the quality of the care you received?

		14/15	13/14	12/13	11/12
Very Good	27	57%	62%	72%	71%
Good	20	43%	36%	28%	23%
Poor	0	0	2%	0%	6%
Very Poor	0	0	0%	0%	0%
Total of above	47	100%			
No Response	0				
Grand Total	47				

Q22 Finally, have you been to this MHU previously?

Yes	8	17%	
No	39	83%	
Total of above	47	100%	
No Response	0		
Grand Total	47		