

SUMMARY OF RESULTS MENTAL HEALTH INPATIENT SURVEY SEPTEMBER 2013 – AUGUST 2014

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 27 August 2013 – 25 August 2014. The full results of the survey are attached.

A total of 55 patients responded out of the 56 patients who were given the questionnaire, giving an overall response rate of 98%. 6 patients did not receive a questionnaire for clinical reasons.

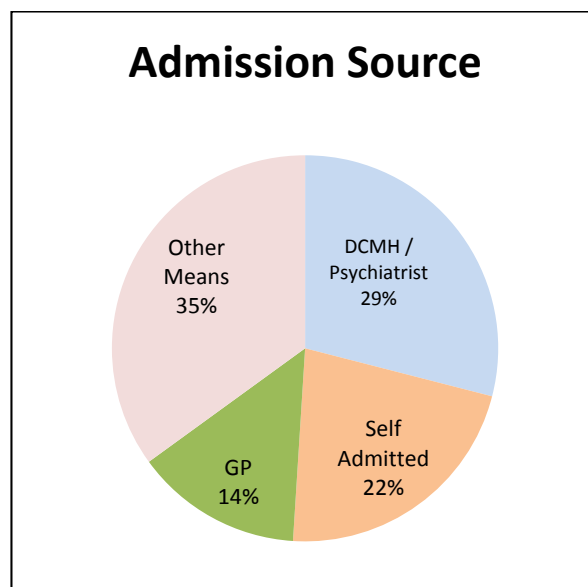
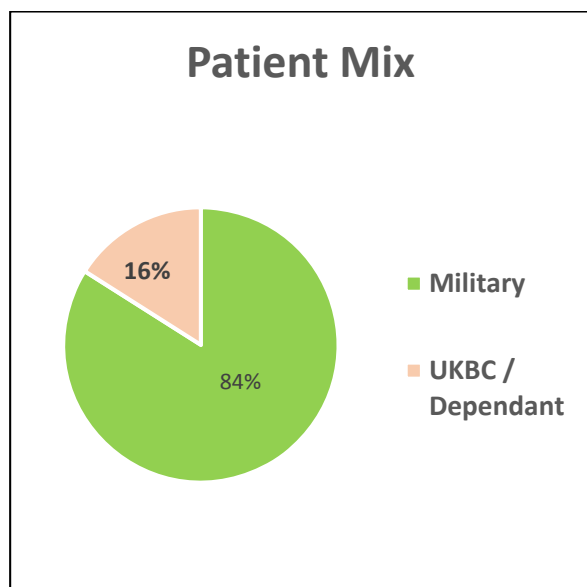
The MHU and the Department of Community Mental Health (DCMH) are asked to review the results in more detail, with particular consideration to the free-text comments to determine priorities and where required provide a written action plan for service improvements.

Incident Raised

One incident was raised following free text comments received. This was reported on SHC QRM for appropriate action.

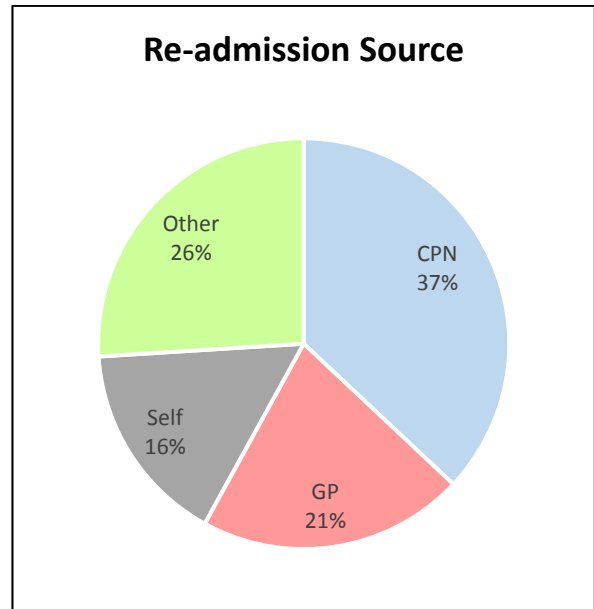
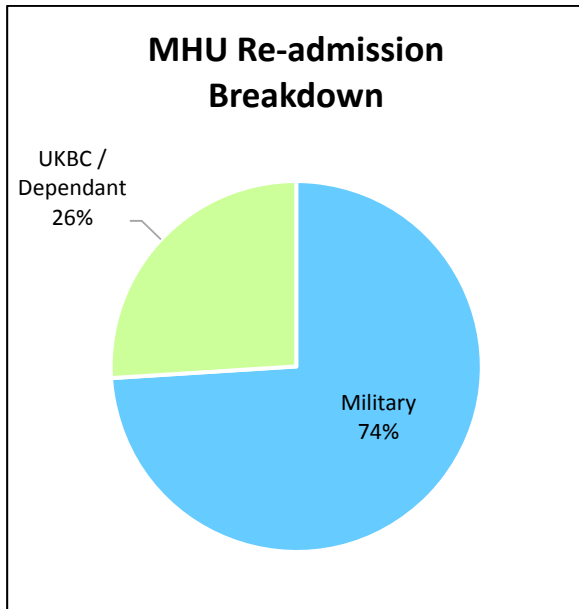
Patient Mix

The charts below display the patient mix and also how the patients were referred to the MHU. 29% of patients were referred via the DCMH / Psychiatrist and 14% by the GP. 35% were referred via other means such as RMP, Welfare, A&E and hospital. With 22% being self-referrals.



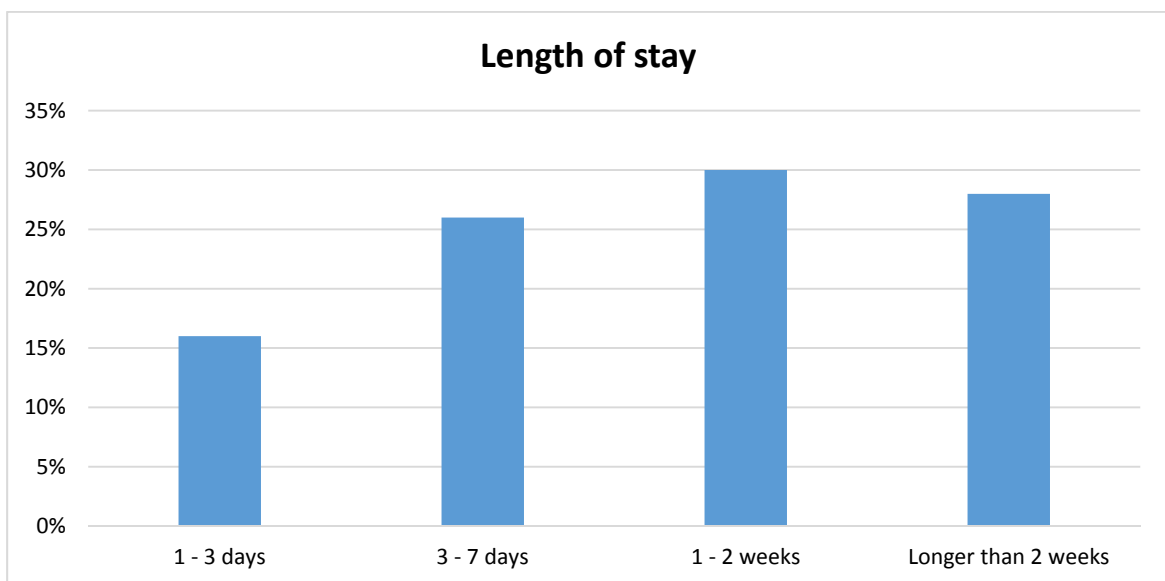
Previous Admission

Out of 55 patients who responded to the question, 65% of patients had not been to the MHU previously. The graph below highlights the patient mix of those re-admissions along with the re-admission source type.



Length of Stay

The bar chart below highlights that 28% of patients were admissions for longer than 2 weeks, with 30% being between 1 – 2 weeks.



Key Findings

Overall Satisfaction

Out of 55 patients who responded to the question, 91% felt that they benefited Very Much or Mostly from their stay at the MHU. 98% thought that the overall quality of care received was very good or good. Comments received relating to this included:

"Makes time to listen and makes me smile."

"Nurses / doctors / Psychologists were absolutely brilliant."

"Very welcoming place with friendly people and a friendly atmosphere. Lots of good therapy as well."

"Always there to talk. Very friendly and approachable."

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.

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. 94% 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:

"I could tell them anything."

"Helpful, patient and friendly offering a wide array of treatments."

"They are well trained and excellent."

"There was always somebody when I needed them."

Adequate time with the Doctor / Psychologist

87% of patients felt they had adequate time with the Doctor / Psychologist during their stay in hospital.

"Exactly right amount of time."

"Had enough time to get all my points across."

"A bit longer with the Psychologist would have been better."

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

Facilities

When asked 'How do you rate the quality of the accommodation', 98% of patients rated the accommodation as very good or good. 94% of patients rated the quality of hospital facilities as very good or good. Comments which highlight the positive responses are:

"All rooms clean and useful."

"Nice room, quiet location."

"Comfortable beds, excellent kitchen facilities and lovely hot shower."

"Good programme with access to a wide range of occupational distractions."

"Gym, pool, cafeteria, internet. All that was needed."

"Swimming pool, Gym and occupational therapy. All very good."

Privacy and Dignity

Out of the 55 patients who responded, 89% felt that during the stay at the MHU their privacy and dignity was “always” respected. Positive comments highlighted in many free text comments included:

“They respect our privacy and dignity.”

“Lovely room. Staff always knocked before they entered.”

“Was given time to myself if needed.”

NHS Mental Health Services 2014 survey = 94%

Provision of Information – During Admission

85% of patients reported that they were informed who their Nurse Key Worker would be in the Unit. 93% also reported that they were informed who their named Doctor / Psychologist was and 75% of patients were informed who their community key-worker would be.

91% 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 my workers were extremely professional.”

“Everything was explained in the fullest detail.”

“Very clear information plan.”

“Briefing every day and appointment with the doctor as well.”

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

Quality of Food

Overall, 85% of patients rated the food as being very good or good. Some comments received included:

“Sometimes my meal was given away or it was wrong from what I had ordered.”

“Loved the English breakfast! German food different but edible.”

“Loads to eat at all times.”

“Good variety, generally ok.”

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

Areas for Improvement

Provision of Information – Prior to Admission

When asked whether you were given information about the MHU before admission, 42% of patients admitted via the CMHT or the GP responded saying that they had. This means that 58% did not receive any information before admission. Comments highlighting this include:

“But very briefly.”

“What they do and what it is like.”

“I have been told to go to hospital and ward (named).”

The DCMH and PCC are asked to note and review

Inpatient Support

When asked if the patient saw anyone from their local DCMH during their inpatient stay, 44% stated No. There is no connection to any specific length of stay.

28% also 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

Facilities

Although the comments received regarding the facilities are very positive, some comments received highlighted:

“Internet was poor and not having very good WIFI access.”

“Would benefit from WIFI.”

“Needs wireless internet and larger TV.”

“Needs bigger gym. More machines and kit.”

The MHU are asked to note and review

Discharge Arrangements

85% of patients felt they were ready for discharge from the MHU with 81% 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.

Distribution:

GSTT HOM – Gütersloh Region

GSTT HOM’s – Other Regions for Information only

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 13 – AUGUST 14

STATISTICAL & COMMENTS REPORT

CONTENTS

- Response Rates
- Raw Data Report

ID Numbers	511 – 565
Inpatient Dates	27/08/13 – 25/08/14
Report Issued	21/10/14

Response Rate	MHU
Discharged	62
Distributed	56
Returns	55
Response Rate	98%

Q01 Are you:

Military	46	84%
UKBC/Dependant	9	16%
Total of Above	55	100%
No Response	0	
Grand Total	55	

Q02 How long was your stay at the Unit?

1 - 3 days	8	16%
3 - 7 days	14	26%
1 - 2 weeks	16	30%
Longer than 2 weeks	15	28%
Total of Above	53	100%
No Response	2	
Grand Total	55	

Q03a Did you see anyone from your local Department of Community Mental Health		13/14	12/13	11/12	10/11
Yes	30	56%	61%	61%	69%
No	24	44%	39%	39%	31%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

Q04a How were you referred to the MHU?		13/14	12/13	11/12	10/11
Self	12	22%	15%	13%	23%
Community MH team/Psychiatrist	16	29%	34%	41%	45%
GP	8	14%	23%	30%	17%
Other	19	35%	28%	16%	15%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q05a Were you given any information about the MHU before admission? (excludes self-referral and other means)		Excluding Self Referrals and other means			
		13/14	12/13	11/12	10/11
Yes	10	42%	42%	35%	41%
No	14	58%	58%	65%	59%
Total	24	100%			

Q06a Were you informed who your Nurse key worker was? (hospital)		13/14	12/13	11/12	10/11
Yes	47	85%	87%	87%	87%
No	8	15%	13%	13%	13%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q06b Were you informed who your named Doctor / Psychologist was?		13/14	12/13	11/12	10/11
Yes	51	93%	97%	91%	92%
No	4	7%	3%	9%	8%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q06c Were you informed who your community key-worker was?		13/14	12/13	11/12	10/11
Yes	41	75%	78%	65%	65%
No	14	25%	22%	35%	35%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q07a Were you informed about any restrictions / limitations placed on you?		13/14	12/13	11/12	10/11
Yes	40	73%	86%	85%	79%
No	15	27%	14%	15%	21%
Total	55	100%			
No Response	0				
Grand Total	55				

Q07b If yes, were you given a reason for this?		13/14	12/13	11/12	10/11
Yes	38	95%	95%	85%	92%
No	2	5%	5%	15%	8%
Total of Above	40	100%			
No Response	0				
Grand Total	40				

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

		13/14	12/13	11/12	10/11
Yes	53	96%	99%	97%	90%
No	2	4%	1%	3%	10%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

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

		13/14	12/13	11/12	10/11
Yes	50	91%	89%	91%	86%
No	5	9%	11%	9%	14%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q09b Please rate the quality of that information.

		12/13	12/13	11/12	10/11
Very Good	26	48%	55%	52%	51%
Good	25	46%	40%	41%	37%
Poor	2	4%	5%	6%	10%
Very Poor	1	2%	0%	1%	2%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

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

		13/14	12/13	11/12	10/11
Daily	25	48%	42%	37%	27%
3x/week	12	23%	23%	32%	26%
2x/week	8	15%	25%	22%	31%
1x/week	7	14%	10%	9%	16%
Total of Above	52	100%			
No Response	3				
Grand Total	55				

Q10b How confident were you with the nursing staff?		13/14	12/13	11/12	10/11
All of the time	42	76%	75%	69%	66%
Some of the time	10	18%	24%	29%	30%
Rarely	2	4%	1%	1%	4%
Never	1	2%	0%	1%	0%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q11a Did you feel that you had adequate time with the Doctors / Psychologists?		13/14	12/13	11/12	10/11
Yes	47	87%	93%	85%	85%
No	7	13%	7%	15%	15%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

Q12a How confident were you with the Doctors/Psychologist		13/14	12/13	11/12	10/11
All of the time	43	78%	79%	66%	69%
Some of the time	11	20%	20%	32%	29%
Rarely	0	0%	1%	2%	1%
Never	1	2%	0%	0%	1%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q13a During your stay in the MHU was your privacy and dignity respected?		13/14	12/13	11/12	10/11
Yes always	49	89%	89%	86%	80%
Yes sometimes	5	9%	10%	12%	18%
No	1	2%	1%	2%	2%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q14a How do you rate the quality of the accommodation?

		13/14	12/13	11/12	10/11
Very Good	31	56%	46%	59%	48%
Good	23	42%	53%	39%	49%
Poor	1	2%	1%	2%	2%
Very Poor	0	0%	0%	0%	1%
Total	55	100%			
No Response	0				
Grand Total	55				

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

		13/14	12/13	11/12	10/11
Very Good	25	46%	44%	54%	37%
Good	26	48%	53%	43%	59%
Poor	3	6%	3%	3%	4%
Very Poor	0	0%	0%	0%	1%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

Q15a What was the food like?

		13/14	12/13	11/12	10/11
Very Good	15	28%	15%	19%	9%
Good	30	57%	47%	47%	49%
Poor	7	13%	28%	28%	31%
Very Poor	1	2%	10%	6%	11%
Total of Above	53	100%			
No Response	2				
Grand Total	55				

Q16a Did you feel ready for discharge?

		13/14	12/13	11/12	10/11
Yes	46	85%	92%	83%	78%
No	8	15%	8%	17%	22%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

Q17 Are you aware of your 'aftercare' plan i.e. the plan for you once you have been discharged?					
		13/14	12/13	11/12	10/11
Yes	44	81%	87%	83%	75%
No	10	19%	13%	17%	25%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

Q18a Do you feel that you have benefited from your stay at the MHU?					
		13/14	12/13	11/12	10/11
Very much	34	62%	69%	58%	60%
Mostly	16	29%	27%	29%	21%
Very little	2	4%	3%	9%	14%
Not at all	3	5%	1%	4%	5%
Total of Above	55	100%			
No Response	0				
Grand Total	55				

Q19a Were you contacted by your unit or equivalent, while you were here?					
		13/14	12/13	11/12	10/11
Yes	39	72%	76%	58%	63%
No	15	28%	24%	42%	37%
Total of Above	54	100%			
No Response	1				
Grand Total	55				

Q20a What is your overall opinion of the quality of the care you received?					
		13/14	12/13	11/12	10/11
Very Good	34	62%	72%	71%	65%
Good	20	36%	28%	23%	29%
Poor	1	2%	0%	6%	3%
Very Poor	0	0%	0%	0%	3%
Total of above	55	100%			
No Response	0				
Grand Total	55				

Q22 Finally, have you been to this MHU previously?		
Yes	19	35%
No	36	65%
Total of above	55	100%
No Response	0	
Grand Total	55	