

Leicestershire Partnership NHS Trust: CQC Community Mental Health Service User Survey 2018

A quantitative equality analysis considering age,
ethnicity, and gender: Summary of findings

FOR PUBLICATION

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Introduction

Aim and context

The present report looks at the 2018 Care Quality Commission's Community Mental Health Service User Survey. The analysis aims to identify equality issues arising from Leicestershire Partnership NHS Trust's service users' responses to the survey. Also considered are three-year trends (2016 to 2018) for the equality issues identified.

Overall in 2018, 243* service users from Leicestershire Partnership NHS Trust responded to the survey across the three clinical divisions:

- 53% from Adult Mental Health and Learning Disability Services;
- 39% from Community Health Services;
- 8% from Family, Young People, and Children's Services.

* Please note that not all service users responded to every question in the survey and that not all service users provided information about their protected characteristics.

The Care Quality Commission's Community Mental Health Service User Survey covers several topic areas: care and treatment, health and social care workers, organising care, planning care, reviewing care, changes in professionals seen, crisis care, treatments, support and well-being, and overall rating of care. In terms of the protected characteristics, breakdowns were available by age, ethnicity, and gender (although ethnicity was not available for the 2017 breakdowns). Unfortunately, breakdowns by each of these protected characteristics were not available separately, within each of the three clinical divisions.

The Equality Act (2010)

The Equality Act (2010) describes a 'public sector equality duty' (section 149). The 'public sector equality duty' applies to listed public authorities (including NHS Trusts) and others who exercise public functions.

149 Public sector equality duty:

- (1) A public authority must, in the exercise of its functions, have due regard to the need to—
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- (2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).
- (3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
 - (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

- (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The public sector equality duty covers people across nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership*; pregnancy and maternity; race; religion or belief; sex; sexual orientation. (*Marriage or civil partnership status is only covered by the first aim of the public sector equality duty, to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.)

Listed public authorities must publish information to demonstrate compliance with the duty imposed by section 149(1) of the Act, at least annually. The information that a listed public authority publishes in compliance with paragraph (1) must include, in particular, information relating to persons who share a relevant protected characteristic who are—

- (a) its employees;
- (b) other persons affected by its policies and practices.

Although, only listed public authorities with 150 or more employees need publish information on their workforce.

Regarding other persons affected by its policies and practices, the types of information that listed authorities could publish to demonstrate compliance include¹:

- Records kept of how it has had due regard in making decisions, including any analysis undertaken and the evidence used.
- Relevant performance information, especially those relating to outcomes, for example information about levels of educational attainment for boys and girls, health outcomes for people from different ethnic minorities, and reported incidences of disability-related harassment.
- Access to and satisfaction with services, including complaints.
- Any quantitative and qualitative research undertaken, for example patient surveys and focus groups.
- Details of, and feedback from, any engagement exercises.

A note on the anonymisation of information about service users within this report

This report contains counts of numbers of service users, analysed in several tables, by their protected characteristics (e.g., age group, gender, ethnicity). The use of these tables to produce aggregated summaries of service user counts has the effect of anonymising much of the information and protecting the identities of individual service users. Protected characteristic groups with very small counts of service users that could, potentially, be used to identify individual service users are excluded from the analyses at source.

¹ This guidance is taken from the technical guidance published by the Equality and Human Rights Commission: Equality Act 2010 Technical Guidance on the Public Sector Equality Duty England (August 2014), page 69

Summary of main findings

Question	Comparison to National Benchmark at 2018 ● equivalent to benchmark / improving ● worse than benchmark / deteriorating	LPT Overall			National Benchmark			Three-year trend ● national ● LPT
		2016	2017	2018	2016	2017	2018	
In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs? Table 1	especially service users aged 18 to 35 years old and women	75%	72%	68%	78%	77%	76%	
Were you given enough time to discuss your needs and treatment? Table 1	especially service users aged 18 to 35 years old and women	86%	86%	79%	88%	88%	88%	
Did the person or people you saw understand how your mental health needs affect other areas of your life? Table 1	especially service users aged 18 to 35 years old and women	84%	89%	79%	87%	87%	86%	
Have you been told who is in charge of organising your care and services? Table 2		74%	68%	66%	77%	75%	74%	
Have you agreed with someone from NHS mental health services what care you will receive? Table 3		75%	71%	72%	78%	76%	78%	
Were you involved as much as you wanted to be in agreeing what care you will receive? Table 3	especially service users aged 18 to 35 years old and 36 to 50 years old, BME people, and men	92%	90%	85%	93%	92%	93%	
Does this agreement on what care you will receive take your personal circumstances into account? Table 3	particularly service users aged 18 to 35 years old and women	91%	89%	88%	93%	93%	93%	
In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working? Table 4	especially service users aged 18 to 35 years old, White people, and women	66%	65%	63%	72%	72%	72%	
Did you feel that decisions were made together by you and the person you saw during this discussion? Table 4		92%	83%	90%	92%	91%	91%	
Do you know who to contact out of office hours if you have a crisis? Table 5	especially service users aged 66 years old and over, White people, and women	54%	55%	52%	70%	71%	71%	
In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs? Table 6	especially women	61%	48%	46%	66%	56%	62%	
In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits? Table 6	especially women	45%	60%	37%	58%	65%	54%	
In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work? Table 6	especially women	41%	32%	33%	58%	57%	53%	
In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity? Table 6	especially service users aged 66 years old and over, and women	46%	47%	48%	60%	58%	63%	
Have NHS mental health services involved a member of your family or someone else close to you as much as you would like? Table 7	particularly service users aged 18 to 35 years old and BME people	78%	82%	76%	83%	83%	82%	
Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you? Table 7	especially service users aged 66 years old and over, and women	40%	40%	32%	52%	52%	48%	
Overall please indicate whether you had a very good or poor experience. Table 8	especially service users aged 18 to 35 years old and women	51%	52%	39%	53%	54%	49%	
Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? Table 8	especially service users aged 18 to 35 years old	92%	94%	88%	93%	93%	93%	

Appendix of analyses

A key to the colour coding in the tables of analysis can be found in Table 9.

Your care and treatment / Your health and social care workers

- In 2018, compared to the national benchmark, LPT's service users were
 - less likely to report that they had seen NHS mental health services often enough for their needs (or more),
 - less likely to feel they had been given enough time to discuss their needs and treatment,
 - less likely to feel that the person or people they saw understood how their mental health needs affected other areas of their life.
- There was a trend for these issues to disproportionately affect service users aged 18 to 35 years old and women.
- This reflects a worsening of the positions seen in 2017 and 2016.
- Please refer to Table 1.

Table 1: In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs? / Were you given enough time to discuss your needs and treatment? / Did the person or people you saw understand how your mental health needs affect other areas of your life? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?			Were you given enough time to discuss your needs and treatment?			Did the person or people you saw understand how your mental health needs affect other areas of your life?		
	% Yes, definitely / Yes, to some extent / It is too often ¹			% Yes, definitely / Yes, to some extent ²			Yes, definitely / Yes, to some extent ²		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
National Benchmark	76.3% (10523/13789)	77.1% (9813/12721)	77.9% (9615/12341)	88.2% (12110/13723)	88.4% (11157/12626)	88.4% (10797/12214)	86.2% (11633/13495)	86.9% (10632/12238)	86.6% (10407/12013)
LPT Overall	67.6% (152/225)	71.7% (152/212)	74.9% (182/243)	79.0% (177/224)	85.6% (179/209)	86.0% (209/243)	79.2% (171/216)	89.0% (178/200)	84.4% (200/237)
Age Group (years)									
18-35	39.4% (13/33)	58.6% (17/29)	62.9% (22/35)	54.3% (19/35)	72.7% (24/33)	78.8% (26/33)	60.0% (21/35)	77.4% (24/31)	85.7% (30/35)
36-50	62.3% (33/53)	56.5% (26/46)	70.0% (42/60)	81.8% (45/55)	80.0% (36/45)	72.1% (44/61)	84.9% (45/53)	83.7% (36/43)	73.3% (44/60)
51-65	69.6% (32/46)	70.2% (40/57)	75.0% (51/68)	80.9% (38/47)	87.7% (50/57)	91.4% (64/70)	77.3% (34/44)	89.3% (50/56)	86.8% (59/68)
66+	79.6% (74/93)	86.3% (69/80)	83.8% (67/80)	86.2% (75/87)	93.2% (69/74)	94.9% (75/79)	84.5% (71/84)	97.1% (68/70)	90.5% (67/74)
Ethnicity									
BME	65.7% (23/35)	-	85.0% (34/40)	74.3% (26/35)	-	92.3% (36/39)	79.4% (27/34)	-	87.8% (36/41)
White	69.5% (107/154)	-	74.7% (136/182)	79.6% (121/152)	-	86.9% (159/183)	79.7% (118/148)	-	85.8% (151/176)
Gender									
Female	66.2% (90/136)	69.1% (85/123)	75.8% (94/124)	77.9% (106/136)	83.6% (102/122)	86.9% (106/122)	75.8% (100/132)	86.8% (99/114)	88.5% (108/122)
Male	69.7% (62/89)	75.3% (67/89)	73.9% (88/119)	80.7% (71/88)	88.5% (77/87)	85.1% (103/121)	84.5% (71/84)	91.9% (79/86)	80.0% (92/115)

¹ % calculated out of the total responding "Yes, definitely" "Yes, to some extent" "It is too often" and "No"

² % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No"

Organising your care

- In 2018, compared to the national benchmark, LPT's service users were less likely to report having been told who is in charge of their care.
- This reflects a worsening of the positions seen in 2017 and 2016.
- Please refer to Table 2.

Table 2: Have you been told who is in charge of organising your care and services? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Have you been told who is in charge of organising your care and services? % Yes ¹		
		2018	2017	2016
National Benchmark		73.8% (8670/11743)	75.2% (8244/10963)	76.9% (8182/10640)
LPT Overall		65.6% (126/192)	67.9% (114/168)	73.9% (147/199)
Age Group (years)	18-35	53.3% (16/30)	51.9% (14/27)	65.5% (19/29)
	36-50	64.3% (27/42)	77.8% (28/36)	73.3% (33/45)
	51-65	70.5% (31/44)	69.0% (29/42)	74.1% (40/54)
	66 +	68.4% (52/76)	68.3% (43/63)	77.5% (55/71)
Ethnicity	BME	73.3% (22/30)	-	78.8% (26/33)
	White	69.4% (93/134)	-	75.0% (114/152)
Gender	Female	67.8% (78/115)	63.9% (62/97)	79.0% (79/100)
	Male	62.3% (48/77)	73.2% (52/71)	68.7% (68/99)

¹ % calculated out of the total responding "Yes" and "No"

Planning your care

- In 2018, compared to the national benchmark, LPT's service users were less likely to feel they were involved as much as they wanted to be in agreeing the care they will receive.
- There was a trend for this issue to disproportionately affect service users aged 18 to 35 years old and 36 to 50 years old, BME people, and men.
- This reflects a worsening of the positions seen in 2017 and 2016.
- Additionally, service users aged 18 to 35 years old and women were less likely to feel that the agreement on the care to be received took into account their personal circumstances.
- Please refer to Table 3.

Table 3: Have you agreed with someone from NHS mental health services what care you will receive? / Were you involved as much as you wanted to be in agreeing what care you will receive? / Does this agreement on what care you will receive take your personal circumstances into account? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	Have you agreed with someone from NHS mental health services what care you will receive? % Yes, definitely / Yes, to some extent ¹			Were you involved as much as you wanted to be in agreeing what care you will receive? % Yes, definitely / Yes, to some extent ²			Does this agreement on what care you will receive take your personal circumstances into account? % Yes, definitely / Yes, to some extent ¹		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
	National Benchmark	77.8% (10860/13965)	75.7% (9683/12794)	77.5% (9642/12434)	92.6% (9620/10385)	92.3% (8607/9321)	92.6% (8587/9272)	92.6% (9476/10234)	93.1% (8491/9125)
LPT Overall	72.3% (167/231)	71.5% (153/214)	75.4% (181/240)	84.5% (131/155)	90.1% (128/142)	92.1% (164/178)	87.5% (133/152)	89.2% (124/139)	91.4% (160/175)
Age Group (years)									
18-35	62.9% (22/35)	69.7% (23/33)	74.3% (26/35)	76.2% (16/21)	86.4% (19/22)	96.0% (24/25)	65.0% (13/20)	95.2% (20/21)	81.5% (22/27)
36-50	81.8% (45/55)	89.1% (41/46)	74.6% (44/59)	73.8% (31/42)	87.2% (34/39)	91.1% (41/45)	85.7% (36/42)	83.3% (30/36)	90.2% (37/41)
51-65	79.2% (38/48)	76.8% (43/56)	81.2% (56/69)	83.3% (30/36)	86.5% (32/37)	90.7% (49/54)	85.3% (29/34)	80.5% (33/41)	92.3% (48/52)
66 +	66.7% (62/93)	58.2% (46/79)	71.4% (55/77)	96.4% (54/56)	97.7% (43/44)	92.6% (50/54)	98.2% (55/56)	100.0% (41/41)	96.4% (53/55)
Ethnicity									
BME	75.8% (25/33)	-	82.5% (33/40)	75.0% (18/24)	-	94.1% (32/34)	87.5% (21/24)	-	87.5% (28/32)
White	74.1% (117/158)	-	74.4% (134/180)	88.0% (95/108)	-	92.3% (120/130)	90.7% (97/107)	-	92.2% (119/129)
Gender									
Female	75.5% (105/139)	72.0% (90/125)	82.6% (100/121)	86.6% (84/97)	85.7% (72/84)	95.0% (95/100)	85.6% (83/97)	82.9% (68/82)	91.6% (87/95)
Male	67.4% (62/92)	70.8% (63/89)	68.1% (81/119)	81.0% (47/58)	96.6% (56/58)	88.5% (69/78)	90.9% (50/55)	98.2% (56/57)	91.3% (73/80)

¹ % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No"

² % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No, but I wanted to be"

Reviewing your care

- In 2018, compared to the national benchmark, LPT's service users were less likely to report having had a formal meeting in the last 12 months with someone from NHS mental health services to discuss how their care is working.
- There was a trend for this issue to disproportionately affect service users aged 18 to 35 years old, White people, and women.
- This reflects a worsening of the positions seen in 2017 and 2016; however, the percentage of LPT's service users who felt that decisions were made together by them and the person they saw during this discussion was equivalent to the national benchmark – an improvement on the position seen in 2017.
- Please refer to Table 4.

Table 4: In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working? / Did you feel that decisions were made together by you and the person you saw during this discussion? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	In the last 12 months have you had a formal meeting with someone from NHS mental health services to discuss how your care is working? % Yes ¹			Did you feel that decisions were made together by you and the person you saw during this discussion? % Yes, definitely / Yes, to some extent ²		
	2018	2017	2016	2018	2017	2016
National Benchmark	71.8% (7726/10754)	72.0% (7149/9925)	72.4% (8498/11736)	91.4% (6861/7506)	90.5% (6215/6867)	92.0% (7480/8132)
LPT Overall	63.4% (111/175)	65.1% (110/169)	65.7% (151/230)	89.8% (97/108)	83.0% (88/106)	92.4% (134/145)
Age Group (years)						
18-35	46.2% (12/26)	67.9% (19/28)	71.0% (22/31)	100.0% (13/13)	73.7% (14/19)	85.7% (18/21)
36-50	68.2% (30/44)	66.7% (24/36)	44.8% (26/58)	82.8% (24/29)	87.5% (21/24)	92.3% (24/26)
51-65	63.4% (26/41)	63.8% (30/47)	72.5% (50/69)	96.0% (24/25)	82.1% (23/28)	91.7% (44/48)
66 +	67.2% (43/64)	63.8% (37/58)	73.6% (53/72)	87.8% (36/41)	85.7% (30/35)	96.0% (48/50)
Ethnicity						
BME	66.7% (20/30)	-	75.0% (30/40)	95.0% (19/20)	-	93.1% (27/29)
White	61.5% (75/122)	-	64.9% (111/171)	89.0% (65/73)	-	92.5% (98/106)
Gender						
Female	61.3% (68/111)	60.4% (55/91)	64.7% (75/116)	87.9% (58/66)	83.6% (46/55)	91.5% (65/71)
Male	67.2% (43/64)	70.5% (55/78)	66.7% (76/114)	92.9% (39/42)	82.4% (42/51)	93.2% (69/74)

¹ % calculated out of the total responding "Yes " and "No"

² % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No"

Crisis care

- In 2018, compared to the national benchmark, LPT's service users were less likely to know who to contact out of office hours if they had a crisis.
- There was a trend for this issue to disproportionately affect service users aged 66 years old and over, White people, and women.
- This reflects a similar position to those seen 2017 and 2016.
- Please refer to Table 5.

Table 5: Do you know who to contact out of office hours if you have a crisis? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Do you know who to contact out of office hours if you have a crisis?		
		2018	2017	2016
National Benchmark		70.8% (8838/12475)	71.2% (8251/11595)	69.5% (7773/11184)
LPT Overall		51.7% (105/203)	55.2% (100/181)	53.9% (117/217)
Age Group (years)	18-35	53.1% (17/32)	50.0% (15/30)	56.3% (18/32)
	36-50	69.4% (34/49)	70.3% (26/37)	73.5% (36/49)
	51-65	61.5% (24/39)	64.6% (31/48)	55.6% (35/63)
	66 +	36.1% (30/83)	42.4% (28/66)	38.4% (28/73)
Ethnicity	BME	60.6% (20/33)	-	66.7% (22/33)
	White	51.9% (70/135)	-	51.2% (84/164)
Gender	Female	47.1% (56/119)	52.8% (56/106)	54.6% (59/108)
	Male	58.3% (49/84)	58.7% (44/75)	53.2% (58/109)

¹% calculated out of the total responding "Yes " and "No"

Support and Wellbeing

- In 2018, compared to the national benchmark, LPT's service users were
 - less likely to report that, in the last 12 months, NHS mental health services had given them help or advice with finding support for physical health needs,
 - less likely to report that, in the last 12 months, NHS mental health services had given them help or advice with finding support for financial advice or benefits,
 - less likely to report that, in the last 12 months, NHS mental health services had given them help or advice with finding support for finding or keeping work,
 - less likely to report that, in the last 12 months, someone from NHS mental health services had supported them in joining a group or taking part in an activity.
- There was a trend for these issues to disproportionately affect women.
- A lack of support with taking part in an activity or joining a group was also disproportionately more likely to affect service users aged 66 years old and over.
- In terms of the level of help or advice with finding support for physical health needs, help or advice with finding support for financial advice or benefits, and support joining a group or taking part in an activity, the positions were either similar to or worse than those seen in 2017 and 2016.
- The level of help or advice with finding support for finding or keeping work has remained below the national benchmark since at least 2016.
- Please refer to Table 6.

Table 6: In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs? / In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits? / In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work? / In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs? % Yes, definitely / Yes, to some extent ¹			In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits? % Yes, definitely / Yes, to some extent ¹		
	2018	2017	2016	2018	2017	2016
	National Benchmark	61.6% (4304/6985)	56.3% (4001/7106)	66.2% (4324/6534)	53.9% (4193/7774)	65.4% (4423/6768)
LPT Overall	46.3% (50/108)	48.5% (47/97)	61.1% (80/131)	37.4% (49/131)	60.2% (59/98)	45.5% (55/121)
Age Group (years)						
18-35	26.7% (4/15)	46.7% (7/15)	41.2% (7/17)	28.0% (7/25)	57.1% (8/14)	44.0% (11/25)
36-50	46.7% (14/30)	39.3% (11/28)	45.9% (17/37)	38.7% (12/31)	63.0% (17/27)	31.4% (11/35)
51-65	51.9% (14/27)	50.0% (13/26)	70.0% (28/40)	39.3% (11/28)	53.8% (14/26)	42.4% (14/33)
66 +	50.0% (18/36)	57.1% (16/28)	75.7% (28/37)	40.4% (19/47)	64.5% (20/31)	67.9% (19/28)
Ethnicity						
BME	42.9% (9/21)	-	70.8% (17/24)	37.5% (9/24)	-	58.3% (14/24)
White	48.5% (32/66)	-	58.9% (56/95)	38.0% (30/79)	-	43.0% (37/86)
Gender						
Female	44.1% (26/59)	44.6% (25/56)	63.8% (44/69)	34.8% (24/69)	57.9% (33/57)	46.7% (28/60)
Male	49.0% (24/49)	53.7% (22/41)	58.1% (36/62)	40.3% (25/62)	63.4% (26/41)	44.3% (27/61)

	In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work? % Yes, definitely / Yes, to some extent ¹			In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?*		
	2018	2017	2016	2018	2017	2016
	National Benchmark	52.7% (1809/3433)	57.1% (1904/3332)	58.2% (1925/3306)	62.5% (4704/7524)	58.3% (3747/6424)
LPT Overall	33.3% (20/60)	32.4% (12/37)	40.6% (26/64)	48.3% (58/120)	46.7% (43/92)	45.5% (51/112)
Age Group (years)						
18-35	29.4% (5/17)	36.4% (4/11)	38.1% (8/21)	48.0% (12/25)	28.6% (4/14)	50.0% (9/18)
36-50	33.3% (7/21)	26.7% (4/15)	26.1% (6/23)	53.1% (17/32)	56.0% (14/25)	30.3% (10/33)
51-65	30.8% (4/13)	33.3% (2/6)	56.3% (9/16)	53.8% (14/26)	48.1% (13/27)	48.4% (15/31)
66 +	44.4% (4/9)	40.0% (2/5)	75.0% (3/4)	40.5% (15/37)	46.2% (12/26)	56.7% (17/30)
Ethnicity						
BME	29.4% (5/17)	-	75.0% (9/12)	46.2% (12/26)	-	60.0% (12/20)
White	36.7% (11/30)	-	36.4% (16/44)	52.2% (36/69)	-	43.0% (34/79)
Gender						
Female	29.4% (10/34)	33.3% (7/21)	42.4% (14/33)	48.1% (37/77)	40.7% (22/54)	48.3% (29/60)
Male	38.5% (10/26)	31.3% (5/16)	38.7% (12/31)	48.8% (21/43)	55.3% (21/38)	42.3% (22/52)

¹ % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No, but I would have liked help or advice with finding support"

² % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No, but I would have liked this"

* Phrased differently in 2017 and 2016: Has someone from NHS mental health services supported you in taking part in an activity locally?

- In 2018, there was a trend for service users aged 18 to 35 years old and BME people to be less likely to report that NHS mental health services had involved a member of their family or someone else close to them as much as they would like.
- In 2018, compared to the national benchmark, LPT's service users were less likely to report that they had been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them.
- There was a trend for this issue to disproportionately affect service users aged 66 years old and over, and women.
- The likelihood of LPT's service users reporting that they had been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them has remained below the national benchmark since at least 2016.
- Please refer to Table 7.

Table 7: Have NHS mental health services involved a member of your family or someone else close to you as much as you would like? / Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?			Have you been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as you?		
	% Yes, definitely / Yes, to some extent ¹			% Yes, definitely / Yes, to some extent ²		
	2018	2017	2016	2018	2017	2016
National Benchmark	82.5% (7355/8916)	82.9% (7006/8448)	82.6% (6793/8227)	48.2% (3994/8278)	51.8% (4061/7838)	51.8% (3853/7436)
LPT Overall	75.9% (104/137)	81.8% (112/137)	78.5% (124/158)	32.4% (46/142)	40.0% (50/125)	39.6% (57/144)
Age Group						
18-35	58.3% (14/24)	70.8% (17/24)	77.3% (17/22)	25.9% (7/27)	24.0% (6/25)	44.0% (11/25)
36-50	77.4% (24/31)	75.9% (22/29)	66.7% (22/33)	28.9% (11/38)	44.8% (13/29)	27.8% (10/36)
Age Group (years)						
51-65	68.4% (13/19)	73.3% (22/30)	73.0% (27/37)	48.5% (16/33)	44.4% (16/36)	37.2% (16/43)
66 +	84.1% (53/63)	94.4% (51/54)	87.9% (58/66)	27.3% (12/44)	42.9% (15/35)	50.0% (20/40)
Ethnicity						
BME	59.1% (13/22)	-	77.8% (21/27)	24.0% (6/25)	-	45.0% (9/20)
White	83.7% (77/92)	-	79.0% (94/119)	37.9% (33/87)	-	40.7% (44/108)
Gender						
Female	72.9% (51/70)	79.2% (61/77)	78.7% (59/75)	29.1% (25/86)	30.7% (23/75)	41.9% (31/74)
Male	79.1% (53/67)	85.0% (51/60)	78.3% (65/83)	37.5% (21/56)	54.0% (27/50)	37.1% (26/70)

¹ % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No, not as much as I would like"

² % calculated out of the total responding "Yes, definitely" "Yes, to some extent" and "No, but I would have liked this"

Overall

- In 2018, compared to the national benchmark, LPT's service users were less likely to rate their overall experience using the most positive ranks (ranks 8 to 10, where rank 0 indicates a very poor experience and rank 10 indicates a very good experience).
- There was a trend for those aged 18 to 35 years old and women to be least likely to rate their overall experience using the most positive ranks.
- In 2018, compared to the national benchmark, LPT's service users were also less likely to feel that they were treated with respect and dignity by NHS mental health services.
- There was a trend for those aged 18 to 35 years old to be disproportionately less likely to feel that they were treated with respect and dignity by NHS mental health services.
- This reflects a worsening of the positions seen in 2017 and 2016 for both indicators.
- Please refer to Table 8.

Table 8: Overall please indicate whether you had a very good or poor experience. / Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	Overall please indicate whether you had a very good or poor experience. % Rank 8 / Rank 9 / Rank 10 (I had a very good experience) ¹			Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? % Yes, always / Yes, sometimes ²		
	2018	2017	2016	2018	2017	2016
	National Benchmark	49.3% (6524/13222)	53.6% (6623/12359)	53.2% (6360/11948)	92.8% (12900/13902)	92.9% (11938/12849)
LPT Overall	38.6% (85/220)	52.2% (106/203)	50.8% (120/236)	88.3% (204/231)	93.8% (197/210)	92.3% (227/246)
Age Group (years)						
18-35	22.9% (8/35)	41.9% (13/31)	41.2% (14/34)	77.1% (27/35)	87.5% (28/32)	86.1% (31/36)
36-50	31.5% (17/54)	42.2% (19/45)	39.3% (24/61)	83.9% (47/56)	93.5% (43/46)	91.7% (55/60)
51-65	52.2% (24/46)	49.1% (26/53)	48.5% (32/66)	93.8% (45/48)	96.4% (53/55)	91.4% (64/70)
66 +	42.4% (36/85)	64.9% (48/74)	66.7% (50/75)	92.4% (85/92)	94.8% (73/77)	96.3% (77/80)
Ethnicity						
BME	45.7% (16/35)	-	57.5% (23/40)	88.6% (31/35)	-	92.7% (38/41)
White	43.2% (63/146)	-	50.0% (88/176)	89.7% (140/156)	-	93.5% (172/184)
Gender						
Female	37.9% (50/132)	52.9% (63/119)	55.0% (66/120)	89.1% (123/138)	91.9% (113/123)	91.9% (113/123)
Male	39.8% (35/88)	51.2% (43/84)	46.6% (54/116)	87.1% (81/93)	96.6% (84/87)	92.7% (114/123)

¹ % calculated out of the total responding "Rank 0 (I had a very poor experience) " "Rank 1" "Rank 2" "Rank 3" "Rank 4" "Rank 5" "Rank 6" "Rank 7" "Rank 8" "Rank 9" "Rank 10 (I had a very good experience) "

² % calculated out of the total responding "Yes, always" "Yes, sometimes" and "No"









Appendix of analytical methods

Data available from the Care Quality Commission’s 2018 Community Mental Health Service User Survey, through Quality Health’s reporting portal (Survey Online Analysis & Reporting - S.O.L.A.R.), were analysed against the national benchmark in terms of the available protected characteristic breakdowns: age group, ethnicity, and gender. Only statistically significant findings, and findings that provide context, are considered in the present report.

Analysis of questions with yes or no response categories

For comparisons between LPT’s respondents and the national benchmark, respondents were grouped according to whether they responded “yes” or “no.” The odds of responding “yes” were calculated for the national benchmark and for LPT (overall and in breakdown groups, e.g., by age band, gender or service), and were compared using an odds ratio. Statistically significant deviations from even odds of responding “yes” are flagged in the results tables ($\alpha = .05$, Bonferroni correction applied for multiple comparisons).

Table 9: Key to interpreting tables of results for questions with yes or no response categories

	National benchmark
	A subgroup with significantly higher odds of responding “yes” than those not in the subgroup, to a large degree
	A subgroup with significantly higher odds of responding “yes” than those not in the subgroup, to a medium degree
	A subgroup with significantly higher odds of responding “yes” than those not in the subgroup, to a small degree
	A subgroup with statistically even odds of responding “yes” compared to those not in the subgroup
	A subgroup with significantly lower odds of responding “yes” than those not in the subgroup, to a small degree
	A subgroup with significantly lower odds of responding “yes” than those not in the subgroup, to a medium degree
	A subgroup with significantly lower odds of responding “yes” than those not in the subgroup, to a large degree

(Essentially, greens indicate higher odds of responding “yes” and yellows/oranges/reds indicate lower odds of responding “yes”.)