

2016 Community Mental Health Survey, Summary for the North of England

The 2016 survey of people who use community mental health services involved 58 providers of NHS mental health services in England (including combined mental health and social care trusts, Foundation Trusts and community healthcare social enterprises that provide mental health services). 16 providers are in the North of England.

The survey results are available for each trust on the CQC website (<http://www.cqc.org.uk/content/community-mental-health-survey-2016>). Scores were assigned to each of 32 questions. The scores were then categorised so that the survey data is shown in a simplified way, identifying whether a trust performed 'better' or 'worse' or 'about the same' as the majority of other trusts for each question.

Overall Experience

Of the 16 Mental Health trusts in the North, one trust (Greater Manchester West Mental Health NHS Foundation Trust) scored 'Better than most trusts' for Overall Experience (*compared to 2 trusts nationally*), 7 trusts are in the top 20%, 2 are in the bottom 20% and 7 are in the middle 60%.

Section Summary

The scores for the 32 questions were then grouped by 'Section', e.g. Health and Social Care Workers.

Section Summary	No. of North Region Trusts (out of total of 16)		No. of English Trusts (out of total of 58)	
	'Better than most'	'Worse than most'	'Better than most'	'Worse than most'
Overall views of care and services	1	0	3	2
Health and social care workers	1	0	3	2
Organising care	3	0	4	3
Planning care	0	0	1	1
Reviewing Care	0	0	2	3
Changes in who people see	0	0	1	2
Crisis care	1	0	2	1
Treatments	1	0	6	0
Support and wellbeing	0	0	2	2
Overall experience	1	0	2	4

The majority of Trusts in the North scored 'about the same' for each section as a whole and none scored 'Worse than most'. 3 trusts scored 'Better than most' for Organising Care.

Outliers by Trust

Outliers by Trust	'Better than most'	'About the same'	'Worse than most'	Total Questions
5 Boroughs Partnership NHS Foundation Trust	3	29		32
Bradford District Care Trust	1	31		32
Cheshire And Wirral Partnership NHS Foundation Trust	5	27		32
Cumbria Partnership NHS Foundation Trust	1	30	1	32
Greater Manchester West Mental Health NHS Foundation Trust	10	22		32
Humber NHS Foundation Trust		32		32
Lancashire Care NHS Foundation Trust	1	31		32
Leeds And York Partnership NHS Foundation Trust		31	1	32
Manchester Mental Health And Social Care Trust	2	30		32
Mersey Care NHS Trust	5	27		32
Northumberland, Tyne And Wear NHS Foundation Trust	4	28		32
Pennine Care NHS Foundation Trust	6	26		32
Rotherham, Doncaster And South Humber NHS Foundation Trust	3	29		32
Sheffield Health & Social Care NHS Foundation Trust		31	1	32
South West Yorkshire Partnership NHS Foundation Trust		32		32
Tees, Esk And Wear Valleys NHS Foundation Trust	4	28		32
Total	45	464	3	512

12 trusts (75%) in the North scored 'Better than most' on at least 1 question, of which 4 (25%) scored 'Better' for at least 5 questions (compared to 48% and 11% nationally).

3 trusts (19%) in the North scored 'Worse than most' on 1 question only (compared to 22 or 39% of trusts nationally scoring 'Worse' for between 1 and 13 questions)

Significant Changes since 2015

7 trusts (44%) in the North show a statistically significant increase since 2015 in at least 1 question (compared to 20 or 36% of trusts nationally).

6 trusts (38%) in the North show a statistically significant decrease since 2015 in at least one question (compared to 14 or 25% of trusts nationally).

Trust Name	Type	Region	Overall experience	Questions where trust are an outlier (of 32)		Questions where there has been significant change since 2015 (of 27)	
				-	+	-	+
Greater Manchester West Mental Health NHS Foundation Trust	North	Lancashire & Greater Manchester	7.5	0	10	0	1
5 Boroughs Partnership NHS Foundation Trust	North	Cheshire & Merseyside	7.5	0	3	0	1
Cheshire And Wirral Partnership NHS Foundation Trust	North	Cheshire & Merseyside	7.4	0	5		
Tees, Esk And Wear Valleys NHS Foundation Trust	North	Cumbria & North East	7.4	0	4	0	0
Mersey Care NHS Trust	North	Cheshire & Merseyside	7.4	0	5	3	0
South West Yorkshire Partnership NHS Foundation Trust	North	Yorkshire & Humber	7.3	0	0	0	0
Leeds And York Partnership NHS Foundation Trust	North	Yorkshire & Humber	7.3	1	0	0	2
Northumberland, Tyne And Wear NHS Foundation Trust	North	Cumbria & North East	7.2	0	4	1	0
Rotherham, Doncaster And South Humber NHS Foundation Trust	North	Yorkshire & Humber	7.1	0	3	1	1
Humber NHS Foundation Trust	North	Yorkshire & Humber	7.1	0	0	2	0
Pennine Care NHS Foundation Trust	North	Lancashire & Greater Manchester	7.1	0	6	0	1
Bradford District Care Trust	North	Yorkshire & Humber	7.0	0	1	1	1
Manchester Mental Health And Social Care Trust	North	Lancashire & Greater Manchester	6.9	0	2	0	0
Sheffield Health & Social Care NHS Foundation Trust	North	Yorkshire & Humber	6.9	1	0	0	1
Cumbria Partnership NHS Foundation Trust	North	Cumbria & North East	6.8	1	1		
Lancashire Care NHS Foundation Trust	North	Lancashire & Greater Manchester	6.7	0	1	1	0

Key

Positive outlier
 Upper quintile* but not an outlier
 within middle 60% of trusts
 Lower quintile* but not an outlier
 Negative outlier

*based on national quintiles

2015 comparison data not available

(Table above taken from 2016 CQC Community MH Survey Tool – North Region Trusts)

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