

NEWS RELEASE

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Patients asked to share their views on mental health services

People who use inpatient mental health services in Leicester, Leicestershire and Rutland are being asked to share their views as part of the Care Quality Commission's (CQC) national patient survey programme.

Eight hundred questionnaires have been sent to a sample of people in the area who have used Leicestershire Partnership NHS Trust (LPT's) inpatient services recently.

The CQC survey asks about their experiences and the care they received from LPT's services, which provides local NHS mental health care, including the quality of their care and treatment, medication management, communication with health and social care workers, information and day to day living.

LPT plans to use this feedback to improve the quality of care provided and the experience of those people who use the service. The results will be used to help the Trust highlight where there is room for improvement and to better understand what matters most to patients, their families and carers.

Questionnaires have been sent by an independent organisation called Quality Health; this is to provide assurance to people completing the surveys that the data made available to the Trust is on an anonymous basis. The results of the surveys will be presented in a form that does not allow any individual's answers to be identified. The findings are expected to be published by the CQC later in the summer. If people receive a survey and have any queries or concerns they can contact Quality Health directly on 0800 7831775 (Mon-Fri).

Notes to Editors

1. Leicestershire Partnership NHS Trust provides a range of health and wellbeing services mainly for people living in the city of Leicester and the neighbouring counties of Leicestershire and Rutland. We serve a population of one million and have a budget in excess of £282 million and employ almost 5,500 staff. For more information visit www.leicspart.nhs.uk

Our mission: To advance health and wellbeing for you and your community

Our vision: To become an integrated Foundation Trust with a passion for quality and excellence

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