

MEDIA RELEASE

05 April 2016

ES_08_16

CQC call to community mental health service users

The Care Quality Commission (CQC) is asking hundreds of people for their views on the mental health care they received in the community from Leicestershire Partnership NHS Trust (LPT).

Questionnaires have been sent to a sample group of more than 800 people in Leicester, Leicestershire and Rutland. They are being asked to give feedback on the quality of care and treatment they have received. Questions in the survey cover areas such as communication, medication management and day-to-day living support.

Taking part in the survey is voluntary and responses are completely confidential. The questionnaires managed and reviewed by an independent company, Quality Health, who will share the anonymous findings with the LPT services who provide mental health care for adults, older people or young people in the community.

LPT will use the anonymous findings of the survey, along with other service user and carer feedback such as the Friends and Family Test, to identify areas where good practice can be shared and built on and where improvements can be made.



Dr Peter Miller, chief executive of LPT, said: "I would encourage everyone who receives a survey to complete and return it before the closing date in June.

"The anonymous feedback we get is invaluable in helping us to continue improving our services. For example, in our adult community mental health teams we are piloting new training and guidelines for our administration staff to help ensure that service users and carers who call our services receive high standards of customer service.

“We are in the process of updating the information we give to service users so they know where and how to get help when they need it urgently, we’re exploring how we can increase support for adult community mental health service users’ physical health, and we are promoting our *Choice and Medication online resource to help people find out more about mental health conditions, treatments and medications.”

The closing date for returning surveys is **Friday 24 June 2016**. Anyone who receives a survey and has questions about it can ring Quality Health free of charge on 0800 783 1775.

* Find out more about the [Choice and Medication](#) online resource at www.leicspart.nhs.uk

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NOTES TO EDITORS

Leicestershire Partnership NHS Trust (LPT) provides a range of health and wellbeing services mainly for people living Leicester, Leicestershire and. Trust serves a population of one million, has a budget in excess of £282 million and employs approximately 5,400 staff. For more information visit www.leicspart.nhs.uk

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