

Leicestershire Partnership NHS Trust: CQC Community Mental Health Service User Survey 2019

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

FOR PUBLICATION

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1 Introduction

1.1 Aim

The present report looks at the 2019 Care Quality Commission's Community Mental Health Service User Survey, and trends from 2016 to 2019. The analysis aims to identify equality issues arising from Leicestershire Partnership NHS Trust's service users' responses to the survey.

1.2 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.

The present report considers the 2019 Care Quality Commission's Community Mental Health Service User Survey which covers several topic areas: care and treatment, health and social care workers, organising care, planning care, reviewing care, crisis care, medicines, therapies, support and well-being, and overall rating of care. The analysis also looks at trends over time, from 2016 to 2019. In terms of the protected characteristics, breakdowns were available by age, ethnicity, and gender (although ethnicity was not available for the 2017 breakdowns).

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

2 Summary of main findings

A narrative summary of the main findings is given below; followed a tabulated summary (Table 1).

- **LPT's service users aged 18 to 35 years old were less likely to feel that they had seen NHS mental health services at least often enough for their needs**

In 2019, compared to the national benchmark (76.1%, 9795/12874), overall LPT's service users were similarly likely to feel that they had seen NHS mental health services at least often enough for their needs (72.3, 170/235); however, LPT's service users aged 18 to 35 years old were less likely to feel that they had seen NHS mental health services at least often enough for their needs (54.8%, 23/42) – a trend that was also apparent in 2018. Please refer to Table 2.

- **LPT's service users aged 36 to 50 years old were less likely to feel that they had been given enough time to discuss their needs and treatment**

In 2019, compared to the national benchmark (87.7%, 11267/12842), overall LPT's service users were similarly likely to feel that they had been given enough time to discuss their needs and treatment (85.8%, 205/239); however, LPT's service users aged 36 to 50 years old were less likely to feel that they had been given enough time to discuss their needs and treatment (71.4%, 30/42). Meanwhile, LPT's service users aged 18 to 35 years old were more likely to feel that they had been given enough time to discuss their needs and treatment in 2019 (82.9%, 34/41) than in 2018 (54.3%, 19/35). Please refer to Table 3.

- **In 2019, LPT's service users aged 18 to 35 years old, and women, were more likely to feel that the person they saw understood how their mental health needs affected other areas of their life than in 2018**

In 2019, compared to the national benchmark (86.5%, 10966/12675), overall LPT's service users were similarly likely to feel that the person they saw understood how their mental health needs affected other areas of their life (87.4%, 201/230), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). This represents an improvement on the position observed for LPT's service users in 2018 (79.2%, 171/216). In particular, LPT's service users aged 18 to 35 years old were more likely to feel that the person they saw understood how their mental health needs affected other areas of their life in 2019 (87.5%, 35/40) than in 2018 (60.0%, 21/35); and LPT's female service users were more likely to feel that the person they saw understood how their mental health needs affected other areas of their life in 2019 (85.6%, 119/139) than in 2018 (75.8%, 100/132). Please refer to Table 4.

- **Compared to the national benchmark, LPT's service users were similarly likely to have been told who is in charge of organising their care and services, irrespective of age, ethnicity or gender**

In 2019, compared to the national benchmark (72.9%, 7882/10814), overall LPT's service users were similarly likely to have been told who is in charge of organising their care and services (69.4%, 129/186), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (73.8%, 8670/11743), LPT's service users were less likely to have been told who is in charge of organising their care and services (65.6%, 126/192). Please refer to Table 5.

- **Amongst LPT's service users aged 66 years old and above, the percentage who had agreed with someone from NHS mental health services what care they will receive had increased between 2017 and 2019**

In 2019, compared to the national benchmark (77.0%, 10020/13013), overall LPT's service users were similarly likely to have agreed with someone from NHS mental health services what care they will receive (76.9%, 183/238), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). Amongst LPT's service users aged 66 years old and above, in 2019, 75.3% (64/85) had agreed with someone from NHS mental health services what care they will receive – reflecting an improvement over two years for this group of people from a low of 58.2% (46/79) in 2017 through 66.7% (62/93) in 2018. Please refer to Table 6.

- **Compared to the national benchmark, LPT's service users were similarly likely to have been involved as much as they had wanted in agreeing what care they would receive, irrespective of age, ethnicity, or gender**

In 2019, compared to the national benchmark (92.5%, 8835/9549), overall LPT's service users were similarly likely to have been involved as much as they had wanted in agreeing what care they would receive (91.4%, 159/174), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (92.6%, 9620/10385), LPT's service users were less likely to have been involved as much as they had wanted in agreeing what care they would receive (84.5%, 131/155) – with especially low levels of involvement at LPT for service users aged 18 to 35 years old (76.2%, 16/21) and 36 to 50 years old (73.8%, 31/42), and for BME (75.0%, 18/24) and male (81.0%, 47/58) service users. Please refer to Table 7. The topic of this question relates to outcome 2.2 of the Equality Delivery System (People are informed and supported to be as involved as they wish to be in decisions about their care).

- **LPT's service users aged 18 to 35 years old and 36 to 50 years old were less likely to feel that the agreement on what care they would receive took their personal circumstances into account**

In 2019, compared to the national benchmark (92.9%, 8651/9312), overall LPT's service users were similarly likely to feel that this agreement on what care they would receive took their personal circumstances into account (89.0%, 146/164); however, LPT's service users aged 18 to 35 years old were less likely to feel that this agreement on what care they would receive took their personal circumstances into account (79.3%, 23/29), as were LPT's service users aged 36 to 50 years old (80.0%, 24/30). A similar trend was apparent in 2018 for LPT's service users aged 18 to 35 years old, but not for LPT's service users aged 36 to 50 years old. Please refer to Table 8.

- **LPT's service users aged 18 to 35 years old were less likely to have had a formal meeting with someone from NHS mental health services to discuss how their care is working, whilst, for service users aged 36 to 50 years old, this indicator had improved between 2016 and 2019**

In 2019, compared to the national benchmark (71.7%, 7196/10043), overall LPT's service users were similarly likely to have had a formal meeting with someone from NHS mental health services to discuss how their care is working (68.3%, 123/180); however, LPT's service users aged 18 to 35 years old were less likely to have had a formal meeting with someone from NHS mental health services to discuss how their care is working (44.8%, 13/29). A similar trend was apparent in 2018 for LPT's service users aged 18 to 35 years old. Amongst LPT's service users aged 36 to 50 years old, in 2019, 78.4% (29/37) had had a formal meeting with someone from NHS mental health services to discuss how their care is working – reflecting an improvement over four years for this group of people from a low of 44.8% (26/58) in 2016, through 66.7% (24/36) in 2017 and 68.2% (30/44) in 2018. Please refer to Table 9.

- **Compared to the national benchmark, LPT's service users were similarly likely to feel that decisions were made together by them and the person they saw during this discussion, irrespective of age, ethnicity or gender**

In 2019, compared to the national benchmark (91.8%, 6389/6962), overall LPT's service users were similarly likely to feel that decisions were made together by them and the person they saw during this discussion (90.8%, 108/119), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). Please refer to Table 10. The topic of this question relates to outcome 2.2 of the Equality Delivery System (People are informed and supported to be as involved as they wish to be in decisions about their care).

- **LPT's service users aged 18 to 35 years old, 66 years old and over, White service users, and both men and women were less likely to know who to contact out of office hours if they have a crisis**

In 2019, compared to the national benchmark (69.3%, 7986/11526), LPT's service users were less likely to know who to contact out of office hours if they have a crisis (53.9%, 110/204) – a pattern that has been evident since at least 2016. Levels of knowledge about who to contact out of office hours if they have a crisis were especially low for LPT's service users aged 18 to 35 years old (47.2%, 17/36) and 66 years old and over (47.1%, 33/70), and for White (50.3%, 76/151) and both female (52.7%, 68/129) and male (56.0%, 42/75) service users. Please refer to Table 11.

- **Compared to the national benchmark LPT's service users were similarly likely to have received help or advice from NHS mental health services with finding support for physical health needs, irrespective of age, ethnicity, or gender**

In 2019, compared to the national benchmark (61.3%, 4151/6767), overall LPT's service users were similarly likely to have received help or advice from NHS mental health services with finding support for physical health needs (51.6%, 65/126), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (61.6%, 4304/6985), LPT's service users were less likely to have received help or advice from NHS mental health services with finding support for physical health needs (46.3%, 50/108) – with especially low levels for LPT's female service users (44.1%, 26/59). Please refer to Table 12.

- **LPT's service users aged 36 to 50 years old, White service users and men were less likely to have received help or advice from NHS mental health services with finding support for financial advice or benefits**

In 2019, compared to the national benchmark (54.7%, 4101/7504), LPT's service users were less likely to have received help or advice from NHS mental health services with finding support for financial advice or benefits (41.7%, 55/132) – a pattern that was also evident in 2018. In 2019, the levels of people who received help or advice from NHS mental health services at LPT with finding support for financial advice or benefits were especially low amongst service users aged 36 to 50 years old (27.6%, 8/29), White service users (40.9%, 38/93), and male service users (38.2%, 21/55). Please refer to Table 13.

- **LPT's service users aged 18 to 35 years old, White service users and women were less likely to have received help or advice from NHS mental health services with finding support for finding or keeping work**

In 2019, compared to the national benchmark (54.6%, 1791/3281), LPT's service users were less likely to have received help or advice from NHS mental health services with finding support for finding or keeping work (32.1%, 18/56) – a pattern that has been evident since at least 2016. In 2019, the levels of people who received help or advice from NHS mental health services at LPT with finding support for finding or keeping work were especially low amongst service users aged 18 to 35 years old (17.6%, 3/17), White service users (23.3%, 7/30), and female service users (22.2%, 8/36). Please refer to Table 14.

- **Compared to the national benchmark LPT's service users were similarly likely to have been supported by NHS mental health services in joining a group or taking part in an activity, irrespective of age, ethnicity or gender**

In 2019, compared to the national benchmark (63.0%, 4487/7125), LPT's service users were similarly likely to have been supported by NHS mental health services in joining a group or taking part in an activity (55.6%, 74/133), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (62.5%, 4704/7524), LPT's service users were less likely to have been supported by NHS mental health services in joining a group or taking part in an activity (48.3%, 58/120) – with especially low levels for service users aged 66 years old and above (40.5%, 15/37) and for female service users (48.1%, 37/77). Please refer to Table 15.

- **LPT's service users aged 18 to 35 years old were 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, whilst this indicator had improved for BME service users in 2019 compared to 2018**

In 2019, compared to the national benchmark (81.1%, 7039/8675), overall LPT's service users were similarly 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 (80.1%, 117/146); however, LPT's service users aged 18 to 35 years old were 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 (57.1%, 12/21) – a trend that was also apparent in 2018. Meanwhile, LPT's BME service users were more 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 2019 (95.7%, 22/23) than in 2018 (59.1%, 13/22). Please refer to Table 16.

- **Compared to the national benchmark, LPT's service users were similarly likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them, irrespective of age, ethnicity or gender – with improvements since 2018 for service users aged 66 years old and above and for BME service users**

In 2019, compared to the national benchmark (48.4%, 3806/7865), overall LPT's service users were similarly likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them (41.0%, 57/139), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (48.2%, 3994/8278), LPT's service users were less likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them (32.4%, 46/142) – with especially low levels at LPT for service users aged 66 years old and above (27.3%, 12/44) and for female service users (29.1%, 25/86). LPT's service users aged 66 years old and above were more likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them in 2019 (54.1%, 20/37) than in 2018 (27.3%, 12/44). Additionally, LPT's BME service users were more likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them in 2019 (60.9%, 14/23) than in 2018 (24.0%, 6/25). Please refer to Table 17.

- **White service users were less likely to have been asked by NHS mental health services to give their views on the quality of their care**

In 2019, compared to the national benchmark (22.6%, 2533/11206), LPT's service users were less likely to have been asked by NHS mental health services to give their views on the quality of their care (14.8%, 31/209) – with especially low levels at LPT for White service users (13.0%, 21/161). This question was new to the Community Mental Health Service User Survey in 2019. Please refer to Table 18.

- **Compared to the national benchmark, LPT's service users were similarly likely to indicate they had had a good experience of NHS mental health services, irrespective of age, ethnicity or gender**

Survey respondents were asked to rate their experience of NHS mental health services on a scale of 1 to 10, very poor to very good. For the purposes of the present analysis, scores of 8 and above have been taken to indicate a good experience. In 2019, compared to the national benchmark (50.1%, 6258/12492), overall LPT's service users were similarly likely to indicate they had had a good experience of NHS mental health services (43.8%, 102/233), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (49.3%, 6524/13222), LPT's service users were less likely to indicate they had had a good experience of NHS mental health services (38.6%, 85/220) – with especially low levels at LPT for service users aged 18 to 35 years old

(22.9%, 8/35) and for female service users (37.9%, 50/132). Over the past four years, there has been a generally downwards trend in the likelihood of reporting a good experience amongst service users aged 66 years old and above (from 66.7%, 50/75, in 2016, through 64.9%, 48/74, in 2017 and 42.4%, 36/85, in 2018, to 50.6%, 43/85, in 2019) and amongst female service users (from 55.0%, 66/120, in 2016, through 52.9%, 63/119, in 2017 and 37.9%, 50/132, in 2018 to 43.4%, 63/145, in 2019). The topic of this question relates to outcome 2.3 of the Equality Delivery System (People report positive experiences of the NHS). Please refer to Table 19.

- **Compared to the national benchmark, LPT's service users were similarly likely to feel that they had been treated with respect and dignity by NHS mental health services, irrespective of age, ethnicity or gender**

In 2019, compared to the national benchmark (92.7%, 12056/13002), overall LPT's service users were similarly likely to feel that they had been treated with respect and dignity by NHS mental health services (90.1%, 219/243), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (92.8%, 12900/13902), LPT's service users were less likely to feel that they had been treated with respect and dignity by NHS mental health services (88.3%, 204/231) – with especially low levels at LPT for service users aged 18 to 35 years old (77.1%, 27/35). Please refer to Table 20.

Table 1: Tabulated summary of main findings

Question	Groups that fared worse at LPT in 2019	Groups showing improvement over time at LPT	Groups showing deterioration over time at LPT	LPT overall						National Benchmark							
				% Positive responses				Trends over time		% Positive responses				Trends over time			
				2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019	2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	18-35yrs			75%	72%	68%	72%	–	–	–	78%	77%	76%	76%	↓	–	–
Were you given enough time to discuss your needs and treatment?	36-50yrs	18-35yrs		86%	86%	79%	86%	–	–	–	88%	88%	88%	88%	–	–	–
Did the person or people you saw understand how your mental health needs affect other areas of your life?		18-35yrs, Women		84%	89%	79%	87%	–	–	↑	87%	87%	86%	87%	–	–	–
Have you been told who is in charge of organising your care and services?				74%	68%	66%	69%	–	–	–	77%	75%	74%	73%	↓	↓	–
Have you agreed with someone from NHS mental health services what care you will receive?		66+yrs		75%	71%	72%	77%	–	–	–	78%	76%	78%	77%	–	↑	–
Were you involved as much as you wanted to be in agreeing what care you will receive?				92%	90%	85%	91%	–	–	–	93%	92%	93%	93%	–	–	–
Does this agreement on what care you will receive take your personal circumstances into account?	18-35, 36-50yrs			91%	89%	88%	89%	–	–	–	93%	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?	18-35yrs	36-50yrs		66%	65%	63%	68%	–	–	–	72%	72%	72%	72%	–	–	–
Did you feel that decisions were made together by you and the person you saw during this discussion?				92%	83%	90%	91%	–	–	–	92%	91%	91%	92%	–	↑	–
Do you know who to contact out of office hours within the NHS if you have a crisis?	18-35, 66+yrs, White, Men, Women			54%	55%	52%	54%	–	–	–	70%	71%	71%	69%	–	↓	↓

% Positive responses: benchmark ●; worse than the benchmark to a small ●, medium ●, or large ● degree; equivalent to benchmark ○; better than the benchmark to a small ●, medium ●, or large ● degree.

Trends over time: deterioration to a small ●, medium ●, or large ● degree; static; improvement to a small ●, medium ●, or large ● degree.

Table 1 is continued overleaf...

Table 1 continued: Tabulated summary of main findings

Question	Groups that fared worse at LPT in 2019	Groups showing improvement over time at LPT	Groups showing deterioration over time at LPT	LPT overall						National Benchmark									
				% Positive responses				Trends over time		% Positive responses				Trends over time					
				2016	2017	2018	2019	2016	2017	2018	2019	2016	2017	2018	2019	2016	2017	2018	2019
In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?				61%	48%	46%	52%	–	–	–		66%	56%	62%	61%	↓	↑	–	
In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits?	36-50yrs, White, Men		36-50yrs, Men	45%	60%	37%	42%	–	↓	–		58%	65%	54%	55%	↓	↓	–	
In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work?	18-35yrs, White, Women			41%	32%	33%	32%	–	–	–		58%	57%	53%	55%	↓	↓	–	
In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?				46%	47%	48%	56%	–	–	–		60%	58%	63%	63%	↑	↑	–	
Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	18-35yrs		BME	78%	82%	76%	80%	–	–	–		83%	83%	82%	81%	↓	↓	↓	
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?		66+yrs	BME	40%	40%	32%	41%	–	–	–		52%	52%	48%	48%	↓	↓	–	
Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	White						15%								23%				
Overall please indicate whether you had a very good or poor experience.			66+yrs, Women	51%	52%	39%	44%	–	–	–		53%	54%	49%	50%	↓	↓	–	
Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?				92%	94%	88%	90%	–	–	–		93%	93%	93%	93%	–	–	–	

% Positive responses: benchmark ◐; worse than the benchmark to a small ◑, medium ◒, or large ◓ degree; equivalent to benchmark ◔; better than the benchmark to a small ◕, medium ◖, or large ◗ degree.

Trends over time: deterioration to a small ◑, medium ◒, or large ◓ degree; static ◔; improvement to a small ◕, medium ◖, or large ◗ degree.

3 Appendix of analyses

3.1 Your care and treatment

3.1.1 Frequency of contact with NHS mental health services

In 2019, compared to the national benchmark (76.1%, 9795/12874), overall LPT's service users were similarly likely to feel that they had seen NHS mental health services at least often enough for their needs (72.3, 170/235); however, LPT's service users aged 18 to 35 years old were less likely to feel that they had seen NHS mental health services at least often enough for their needs (54.8%, 23/42) – a trend that was also apparent in 2018. Please refer to Table 2.

Table 2: In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs? 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?				Trend		
		% Yes, definitely / Yes, to some extent / It is too often*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		77.9% (9615/12341)	77.1% (9813/12721)	76.3% (10523/13789)	76.1% (9795/12874)	↓	–	–
LPT Overall		74.9% (182/243)	71.7% (152/212)	67.6% (152/225)	72.3% (170/235)	–	–	–
Age Group (years)	18-35	62.9% (22/35)	58.6% (17/29)	39.4% (13/33)	54.8% (23/42)	–	–	–
	36-50	70.0% (42/60)	56.5% (26/46)	62.3% (33/53)	69.0% (29/42)	–	–	–
	51-65	75.0% (51/68)	70.2% (40/57)	69.6% (32/46)	70.0% (42/60)	–	–	–
	66+	83.8% (67/80)	86.3% (69/80)	79.6% (74/93)	82.5% (66/80)	–	–	–
Ethnicity	BME	85.0% (34/40)		65.7% (23/35)	78.8% (26/33)	–	–	–
	White	74.7% (136/182)		69.5% (107/154)	72.5% (124/171)	–	–	–
Gender	Female	75.8% (94/124)	69.1% (85/123)	66.2% (90/136)	70.7% (104/147)	–	–	–
	Male	73.9% (88/119)	75.3% (67/89)	69.7% (62/89)	75.0% (66/88)	–	–	–

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

3.2 Your health and social care workers

3.2.1 Time to discuss needs and treatment

In 2019, compared to the national benchmark (87.7%, 11267/12842), overall LPT's service users were similarly likely to feel that they had been given enough time to discuss their needs and treatment (85.8%, 205/239); however, LPT's service users aged 36 to 50 years old were less likely to feel that they had been given enough time to discuss their needs and treatment (71.4%, 30/42). Meanwhile, LPT's service users aged 18 to 35 years old were more likely to feel that they had been given enough time to discuss their needs and treatment in 2019 (82.9%, 34/41) than in 2018 (54.3%, 19/35). Please refer to Table 3.

Table 3: Were you given enough time to discuss your needs and treatment? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Were you given enough time to discuss your needs and treatment? % Yes, definitely / Yes, to some extent*				Trend		
		2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
National Benchmark		88.4% (10797/12214)	88.4% (11157/12626)	88.2% (12110/13723)	87.7% (11267/12842)	–	–	–
LPT Overall		86.0% (209/243)	85.6% (179/209)	79.0% (177/224)	85.8% (205/239)	–	–	–
Age Group (years)	18-35	78.8% (26/33)	72.7% (24/33)	54.3% (19/35)	82.9% (34/41)	–	–	↑
	36-50	72.1% (44/61)	80.0% (36/45)	81.8% (45/55)	71.4% (30/42)	–	–	–
	51-65	91.4% (64/70)	87.7% (50/57)	80.9% (38/47)	90.0% (54/60)	–	–	–
	66+	94.9% (75/79)	93.2% (69/74)	86.2% (75/87)	89.4% (76/85)	–	–	–
Ethnicity	BME	92.3% (36/39)		74.3% (26/35)	84.4% (27/32)	–	–	–
	White	86.9% (159/183)		79.6% (121/152)	86.4% (152/176)	–	–	–
Gender	Female	86.9% (106/122)	83.6% (102/122)	77.9% (106/136)	84.0% (126/150)	–	–	–
	Male	85.1% (103/121)	88.5% (77/87)	80.7% (71/88)	88.8% (79/89)	–	–	–

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

3.2.2 Professional's understanding of how mental health needs affect other areas of a service user's life

In 2019, compared to the national benchmark (86.5%, 10966/12675), overall LPT's service users were similarly likely to feel that the person they saw understood how their mental health needs affected other areas of their life (87.4%, 201/230), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). This represents an improvement on the position observed for LPT's service users in 2018 (79.2%, 171/216). In particular, LPT's service users aged 18 to 35 years old were more likely to feel that the person they saw understood how their mental health needs affected other areas of their life in 2019 (87.5%, 35/40) than in 2018 (60.0%, 21/35); and LPT's female service users were more likely to feel that the person they saw understood how their mental health needs affected other areas of their life in 2019 (85.6%, 119/139) than in 2018 (75.8%, 100/132). Please refer to Table 4.

Table 4: 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

		Did the person or people you saw understand how your mental health needs affect other areas of your life?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		86.6% (10407/12013)	86.9% (10632/12238)	86.2% (11633/13495)	86.5% (10966/12675)	–	–	–
LPT Overall		84.4% (200/237)	89.0% (178/200)	79.2% (171/216)	87.4% (201/230)	–	–	↑
Age Group (years)	18-35	85.7% (30/35)	77.4% (24/31)	60.0% (21/35)	87.5% (35/40)	–	–	↑
	36-50	73.3% (44/60)	83.7% (36/43)	84.9% (45/53)	73.8% (31/42)	–	–	–
	51-65	86.8% (59/68)	89.3% (50/56)	77.3% (34/44)	87.7% (50/57)	–	–	–
	66+	90.5% (67/74)	97.1% (68/70)	84.5% (71/84)	92.6% (75/81)	–	–	–
Ethnicity	BME	87.8% (36/41)		79.4% (27/34)	93.8% (30/32)	–	–	–
	White	85.8% (151/176)		79.7% (118/148)	87.5% (147/168)	–	–	–
Gender	Female	88.5% (108/122)	86.8% (99/114)	75.8% (100/132)	85.6% (119/139)	–	–	↑
	Male	80.0% (92/115)	91.9% (79/86)	84.5% (71/84)	90.1% (82/91)	–	–	–

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

3.3 Organising your care

3.3.1 Knowledge of who is in charge of organising care and services

In 2019, compared to the national benchmark (72.9%, 7882/10814), overall LPT's service users were similarly likely to have been told who is in charge of organising their care and services (69.4%, 129/186), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (73.8%, 8670/11743), LPT's service users were less likely to have been told who is in charge of organising their care and services (65.6%, 126/192). Please refer to Table 5.

Table 5: 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?				Trend		
		% Yes*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		76.9% (8182/10640)	75.2% (8244/10963)	73.8% (8670/11743)	72.9% (7882/10814)	↓	↓	–
LPT Overall		73.9% (147/199)	67.9% (114/168)	65.6% (126/192)	69.4% (129/186)	–	–	–
Age Group (years)	18-35	65.5% (19/29)	51.9% (14/27)	53.3% (16/30)	54.5% (18/33)	–	–	–
	36-50	73.3% (33/45)	77.8% (28/36)	64.3% (27/42)	58.1% (18/31)	–	–	–
	51-65	74.1% (40/54)	69.0% (29/42)	70.5% (31/44)	79.6% (39/49)	–	–	–
	66+	77.5% (55/71)	68.3% (43/63)	68.4% (52/76)	73.8% (48/65)	–	–	–
Ethnicity	BME	78.8% (26/33)		73.3% (22/30)	80.0% (20/25)	–	–	–
	White	75.0% (114/152)		69.4% (93/134)	71.0% (98/138)	–	–	–
Gender	Female	79.0% (79/100)	63.9% (62/97)	67.8% (78/115)	66.7% (80/120)	–	–	–
	Male	68.7% (68/99)	73.2% (52/71)	62.3% (48/77)	74.2% (49/66)	–	–	–

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

3.4 Planning your care

3.4.1 Agreement regarding the care to be received

In 2019, compared to the national benchmark (77.0%, 10020/13013), overall LPT's service users were similarly likely to have agreed with someone from NHS mental health services what care they will receive (76.9%, 183/238), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). Amongst LPT's service users aged 66 years old and above, in 2019, 75.3% (64/85) had agreed with someone from NHS mental health services what care they will receive – reflecting an improvement over two years for this group of people from a low of 58.2% (46/79) in 2017 through 66.7% (62/93) in 2018. Please refer to Table 6.

Table 6: Have you agreed with someone from NHS mental health services what care you will receive? 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?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		77.5% (9642/12434)	75.7% (9683/12794)	77.8% (10860/13965)	77.0% (10020/13013)	–	↑	–
LPT Overall		75.4% (181/240)	71.5% (153/214)	72.3% (167/231)	76.9% (183/238)	–	–	–
Age Group (years)	18-35	74.3% (26/35)	69.7% (23/33)	62.9% (22/35)	78.6% (33/42)	–	–	–
	36-50	74.6% (44/59)	89.1% (41/46)	81.8% (45/55)	76.7% (33/43)	–	–	–
	51-65	81.2% (56/69)	76.8% (43/56)	79.2% (38/48)	75.9% (44/58)	–	–	–
	66+	71.4% (55/77)	58.2% (46/79)	66.7% (62/93)	75.3% (64/85)	–	↑	–
Ethnicity	BME	82.5% (33/40)		75.8% (25/33)	84.8% (28/33)	–		–
	White	74.4% (134/180)		74.1% (117/158)	75.4% (132/175)	–		–
Gender	Female	82.6% (100/121)	72.0% (90/125)	75.5% (105/139)	75.2% (112/149)	–	–	–
	Male	68.1% (81/119)	70.8% (63/89)	67.4% (62/92)	79.8% (71/89)	–	–	–

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

3.4.2 Involvement in agreeing the care to be received

In 2019, compared to the national benchmark (92.5%, 8835/9549), overall LPT's service users were similarly likely to have been involved as much as they had wanted in agreeing what care they would receive (91.4%, 159/174), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (92.6%, 9620/10385), LPT's service users were less likely to have been involved as much as they had wanted in agreeing what care they would receive (84.5%, 131/155) – with especially low levels of involvement at LPT for service users aged 18 to 35 years old (76.2%, 16/21) and 36 to 50 years old (73.8%, 31/42), and for BME (75.0%, 18/24) and male (81.0%, 47/58) service users. Please refer to Table 7. The topic of this question relates to outcome 2.2 of the Equality Delivery System (People are informed and supported to be as involved as they wish to be in decisions about their care).

Table 7: Were you involved as much as you wanted to be in agreeing what care you will receive? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Were you involved as much as you wanted to be in agreeing what care you will receive?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		92.6% (8587/9272)	92.3% (8607/9321)	92.6% (9620/10385)	92.5% (8835/9549)	–	–	–
LPT Overall		92.1% (164/178)	90.1% (128/142)	84.5% (131/155)	91.4% (159/174)	–	–	–
Age Group (years)	18-35	96.0% (24/25)	86.4% (19/22)	76.2% (16/21)	83.9% (26/31)	–	–	–
	36-50	91.1% (41/45)	87.2% (34/39)	73.8% (31/42)	90.3% (28/31)	–	–	–
	51-65	90.7% (49/54)	86.5% (32/37)	83.3% (30/36)	90.9% (40/44)	–	–	–
	66+	92.6% (50/54)	97.7% (43/44)	96.4% (54/56)	95.0% (57/60)	–	–	–
Ethnicity	BME	94.1% (32/34)		75.0% (18/24)	88.5% (23/26)	–	–	–
	White	92.3% (120/130)		88.0% (95/108)	92.0% (115/125)	–	–	–
Gender	Female	95.0% (95/100)	85.7% (72/84)	86.6% (84/97)	91.7% (99/108)	–	–	–
	Male	88.5% (69/78)	96.6% (56/58)	81.0% (47/58)	90.9% (60/66)	–	–	–

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

3.4.3 Care to be received and taking into account personal circumstances

In 2019, compared to the national benchmark (92.9%, 8651/9312), overall LPT's service users were similarly likely to feel that this agreement on what care they would receive took their personal circumstances into account (89.0%, 146/164); however, LPT's service users aged 18 to 35 years old were less likely to feel that this agreement on what care they would receive took their personal circumstances into account (79.3%, 23/29), as were LPT's service users aged 36 to 50 years old (80.0%, 24/30). A similar trend was apparent in 2018 for LPT's service users aged 18 to 35 years old, but not for LPT's service users aged 36 to 50 years old. Please refer to Table 8.

Table 8: 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

		Does this agreement on what care you will receive take your personal circumstances into account?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		93.0% (8529/9173)	93.1% (8491/9125)	92.6% (9476/10234)	92.9% (8651/9312)	–	–	–
LPT Overall		91.4% (160/175)	89.2% (124/139)	87.5% (133/152)	89.0% (146/164)	–	–	–
Age Group (years)	18-35	81.5% (22/27)	95.2% (20/21)	65.0% (13/20)	79.3% (23/29)	–	–	–
	36-50	90.2% (37/41)	83.3% (30/36)	85.7% (36/42)	80.0% (24/30)	–	–	–
	51-65	92.3% (48/52)	80.5% (33/41)	85.3% (29/34)	90.5% (38/42)	–	–	–
	66+	96.4% (53/55)	100.0% (41/41)	98.2% (55/56)	96.4% (54/56)	–	–	–
Ethnicity	BME	87.5% (28/32)		87.5% (21/24)	88.5% (23/26)	–	–	–
	White	92.2% (119/129)		90.7% (97/107)	90.7% (107/118)	–	–	–
Gender	Female	91.6% (87/95)	82.9% (68/82)	85.6% (83/97)	88.0% (88/100)	–	–	–
	Male	91.3% (73/80)	98.2% (56/57)	90.9% (50/55)	90.6% (58/64)	–	–	–

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

3.5 Reviewing your care

3.5.1 Formal meeting with someone from NHS mental health services to discuss how care is working

In 2019, compared to the national benchmark (71.7%, 7196/10043), overall LPT's service users were similarly likely to have had a formal meeting with someone from NHS mental health services to discuss how their care is working (68.3%, 123/180); however, LPT's service users aged 18 to 35 years old were less likely to have had a formal meeting with someone from NHS mental health services to discuss how their care is working (44.8%, 13/29). A similar trend was apparent in 2018 for LPT's service users aged 18 to 35 years old. Amongst LPT's service users aged 36 to 50 years old, in 2019, 78.4% (29/37) had had a formal meeting with someone from NHS mental health services to discuss how their care is working – reflecting an improvement over four years for this group of people from a low of 44.8% (26/58) in 2016, through 66.7% (24/36) in 2017 and 68.2% (30/44) in 2018. Please refer to Table 9.

Table 9: 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? 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?				Trend		
		% Yes*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		72.4% (8498/11736)	72.0% (7149/9925)	71.8% (7726/10754)	71.7% (7196/10043)	–	–	–
LPT Overall		65.7% (151/230)	65.1% (110/169)	63.4% (111/175)	68.3% (123/180)	–	–	–
Age Group (years)	18-35	71.0% (22/31)	67.9% (19/28)	46.2% (12/26)	44.8% (13/29)	–	–	–
	36-50	44.8% (26/58)	66.7% (24/36)	68.2% (30/44)	78.4% (29/37)	↑	–	–
	51-65	72.5% (50/69)	63.8% (30/47)	63.4% (26/41)	66.7% (34/51)	–	–	–
	66+	73.6% (53/72)	63.8% (37/58)	67.2% (43/64)	73.7% (42/57)	–	–	–
Ethnicity	BME	75.0% (30/40)		66.7% (20/30)	76.0% (19/25)	–	–	–
	White	64.9% (111/171)		61.5% (75/122)	69.2% (92/133)	–	–	–
Gender	Female	64.7% (75/116)	60.4% (55/91)	61.3% (68/111)	63.3% (69/109)	–	–	–
	Male	66.7% (76/114)	70.5% (55/78)	67.2% (43/64)	76.1% (54/71)	–	–	–

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

3.5.2 Decisions made together with the person from NHS mental health services

In 2019, compared to the national benchmark (91.8%, 6389/6962), overall LPT's service users were similarly likely to feel that decisions were made together by them and the person they saw during this discussion (90.8%, 108/119), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). Please refer to Table 10. The topic of this question relates to outcome 2.2 of the Equality Delivery System (People are informed and supported to be as involved as they wish to be in decisions about their care).

Table 10: 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

		Did you feel that decisions were made together by you and the person you saw during this discussion?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		92.0% (7480/8132)	90.5% (6215/6867)	91.4% (6861/7506)	91.8% (6389/6962)	–	↑	–
LPT Overall		92.4% (134/145)	83.0% (88/106)	89.8% (97/108)	90.8% (108/119)	–	–	–
Age Group (years)	18-35	85.7% (18/21)	73.7% (14/19)	100.0% (13/13)	92.3% (12/13)	–	–	–
	36-50	92.3% (24/26)	87.5% (21/24)	82.8% (24/29)	85.2% (23/27)	–	–	–
	51-65	91.7% (44/48)	82.1% (23/28)	96.0% (24/25)	87.5% (28/32)	–	–	–
	66+	96.0% (48/50)	85.7% (30/35)	87.8% (36/41)	97.6% (41/42)	–	–	–
Ethnicity	BME	93.1% (27/29)		95.0% (19/20)	94.1% (16/17)	–	–	–
	White	92.5% (98/106)		89.0% (65/73)	91.1% (82/90)	–	–	–
Gender	Female	91.5% (65/71)	83.6% (46/55)	87.9% (58/66)	89.2% (58/65)	–	–	–
	Male	93.2% (69/74)	82.4% (42/51)	92.9% (39/42)	92.6% (50/54)	–	–	–

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

3.6 Crisis care

3.6.1 Knowledge of who to contact out of office hours if in a crisis

In 2019, compared to the national benchmark (69.3%, 7986/11526), LPT's service users were less likely to know who to contact out of office hours if they have a crisis (53.9%, 110/204) – a pattern that has been evident since at least 2016. Levels of knowledge about who to contact out of office hours if they have a crisis were especially low for LPT's service users aged 18 to 35 years old (47.2%, 17/36) and 66 years old and over (47.1%, 33/70), and for White (50.3%, 76/151) and both female (52.7%, 68/129) and male (56.0%, 42/75) service users. Please refer to Table 11.

Table 11: 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 within the NHS if you have a crisis?				Trend		
		% Yes*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		69.5% (7773/11184)	71.2% (8251/11595)	70.8% (8838/12475)	69.3% (7986/11526)	–	↓	↓
LPT Overall		53.9% (117/217)	55.2% (100/181)	51.7% (105/203)	53.9% (110/204)	–	–	–
Age Group (years)	18-35	56.3% (18/32)	50.0% (15/30)	53.1% (17/32)	47.2% (17/36)	–	–	–
	36-50	73.5% (36/49)	70.3% (26/37)	69.4% (34/49)	63.2% (24/38)	–	–	–
	51-65	55.6% (35/63)	64.6% (31/48)	61.5% (24/39)	62.7% (32/51)	–	–	–
	66+	38.4% (28/73)	42.4% (28/66)	36.1% (30/83)	47.1% (33/70)	–	–	–
Ethnicity	BME	66.7% (22/33)		60.6% (20/33)	58.6% (17/29)	–	–	–
	White	51.2% (84/164)		51.9% (70/135)	50.3% (76/151)	–	–	–
Gender	Female	54.6% (59/108)	52.8% (56/106)	47.1% (56/119)	52.7% (68/129)	–	–	–
	Male	53.2% (58/109)	58.7% (44/75)	58.3% (49/84)	56.0% (42/75)	–	–	–

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

3.7 Support and wellbeing

3.7.1 Assistance with finding support for physical health needs

In 2019, compared to the national benchmark (61.3%, 4151/6767), overall LPT's service users were similarly likely to have received help or advice from NHS mental health services with finding support for physical health needs (51.6%, 65/126), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (61.6%, 4304/6985), LPT's service users were less likely to have received help or advice from NHS mental health services with finding support for physical health needs (46.3%, 50/108) – with especially low levels for LPT's female service users (44.1%, 26/59). Please refer to Table 12.

Table 12: In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs? 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*				Trend		
		2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
National Benchmark		66.2% (4324/6534)	56.3% (4001/7106)	61.6% (4304/6985)	61.3% (4151/6767)	↓	↑	–
LPT Overall		61.1% (80/131)	48.5% (47/97)	46.3% (50/108)	51.6% (65/126)	–	–	–
Age Group (years)	18-35	41.2% (7/17)	46.7% (7/15)	26.7% (4/15)	31.2% (5/16)	–	–	–
	36-50	45.9% (17/37)	39.3% (11/28)	46.7% (14/30)	50.0% (13/26)	–	–	–
	51-65	70.0% (28/40)	50.0% (13/26)	51.9% (14/27)	51.4% (19/37)	–	–	–
	66+	75.7% (28/37)	57.1% (16/28)	50.0% (18/36)	56.1% (23/41)	–	–	–
Ethnicity	BME	70.8% (17/24)		42.9% (9/21)	65.2% (15/23)	–		–
	White	58.9% (56/95)		48.5% (32/66)	53.0% (44/83)	–		–
Gender	Female	63.8% (44/69)	44.6% (25/56)	44.1% (26/59)	53.9% (41/76)	–	–	–
	Male	58.1% (36/62)	53.7% (22/41)	49.0% (24/49)	48.0% (24/50)	–	–	–

* % 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"

3.7.2 Assistance with finding support for financial advice or benefits

In 2019, compared to the national benchmark (54.7%, 4101/7504), LPT's service users were less likely to have received help or advice from NHS mental health services with finding support for financial advice or benefits (41.7%, 55/132) – a pattern that was also evident in 2018. In 2019, the levels of people who received help or advice from NHS mental health services at LPT with finding support for financial advice or benefits were especially low amongst service users aged 36 to 50 years old (27.6%, 8/29), White service users (40.9%, 38/93), and male service users (38.2%, 21/55). Please refer to Table 13.

Table 13: In the last 12 months, did NHS mental health services give you any help or advice with finding support for financial advice or benefits? 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 financial advice or benefits? % Yes, definitely / Yes, to some extent*				Trend		
		2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
National Benchmark		57.9% (4010/6926)	65.4% (4423/6768)	53.9% (4193/7774)	54.7% (4101/7504)	↓	↓	–
LPT Overall		45.5% (55/121)	60.2% (59/98)	37.4% (49/131)	41.7% (55/132)	–	↓	–
Age Group (years)	18-35	44.0% (11/25)	57.1% (8/14)	28.0% (7/25)	28.6% (6/21)	–	–	–
	36-50	31.4% (11/35)	63.0% (17/27)	38.7% (12/31)	27.6% (8/29)	–	↓	–
	51-65	42.4% (14/33)	53.8% (14/26)	39.3% (11/28)	48.6% (17/35)	–	–	–
	66+	67.9% (19/28)	64.5% (20/31)	40.4% (19/47)	46.2% (18/39)	–	–	–
Ethnicity	BME	58.3% (14/24)		37.5% (9/24)	63.6% (14/22)	–	–	–
	White	43.0% (37/86)		38.0% (30/79)	40.9% (38/93)	–	–	–
Gender	Female	46.7% (28/60)	57.9% (33/57)	34.8% (24/69)	44.2% (34/77)	–	–	–
	Male	44.3% (27/61)	63.4% (26/41)	40.3% (25/62)	38.2% (21/55)	–	↓	–

* % 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"

3.7.3 Assistance with finding support for finding or keeping work

In 2019, compared to the national benchmark (54.6%, 1791/3281), LPT's service users were less likely to have received help or advice from NHS mental health services with finding support for finding or keeping work (32.1%, 18/56) – a pattern that has been evident since at least 2016. In 2019, the levels of people who received help or advice from NHS mental health services at LPT with finding support for finding or keeping work were especially low amongst service users aged 18 to 35 years old (17.6%, 3/17), White service users (23.3%, 7/30), and female service users (22.2%, 8/36). Please refer to Table 14.

Table 14: In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work? 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 finding or keeping work? % Yes, definitely / Yes, to some extent*				Trend		
		2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
National Benchmark		58.2% (1925/3306)	57.1% (1904/3332)	52.7% (1809/3433)	54.6% (1791/3281)	↓	↓	–
LPT Overall		40.6% (26/64)	32.4% (12/37)	33.3% (20/60)	32.1% (18/56)	–	–	–
Age Group (years)	18-35	38.1% (8/21)	36.4% (4/11)	29.4% (5/17)	17.6% (3/17)	–	–	–
	36-50	26.1% (6/23)	26.7% (4/15)	33.3% (7/21)	37.5% (6/16)	–	–	–
	51-65	56.3% (9/16)	33.3% (2/6)	30.8% (4/13)	26.7% (4/15)	–	–	–
	66+	75.0% (3/4)	40.0% (2/5)	44.4% (4/9)	50.0% (2/4)	–	–	–
Ethnicity	BME	75.0% (9/12)		29.4% (5/17)	56.2% (9/16)	–	–	–
	White	36.4% (16/44)		36.7% (11/30)	23.3% (7/30)	–	–	–
Gender	Female	42.4% (14/33)	33.3% (7/21)	29.4% (10/34)	22.2% (8/36)	–	–	–
	Male	38.7% (12/31)	31.3% (5/16)	38.5% (10/26)	50.0% (10/20)	–	–	–

* % 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"

3.7.4 Assistance with joining a group or taking part in an activity

In 2019, compared to the national benchmark (63.0%, 4487/7125), LPT's service users were similarly likely to have been supported by NHS mental health services in joining a group or taking part in an activity (55.6%, 74/133), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (62.5%, 4704/7524), LPT's service users were less likely to have been supported by NHS mental health services in joining a group or taking part in an activity (48.3%, 58/120) – with especially low levels for service users aged 66 years old and above (40.5%, 15/37) and for female service users (48.1%, 37/77). Please refer to Table 15.

Table 15: 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, has someone from NHS mental health services supported you in joining a group or taking part in an activity? † % Yes, definitely / Yes, to some extent*				Trend		
		2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
National Benchmark		59.7% (3720/6234)	58.3% (3747/6424)	62.5% (4704/7524)	63.0% (4487/7125)	↑	↑	–
LPT Overall		45.5% (51/112)	46.7% (43/92)	48.3% (58/120)	55.6% (74/133)	–	–	–
Age Group (years)	18-35	50.0% (9/18)	28.6% (4/14)	48.0% (12/25)	43.3% (13/30)	–	–	–
	36-50	30.3% (10/33)	56.0% (14/25)	53.1% (17/32)	57.1% (16/28)	–	–	–
	51-65	48.4% (15/31)	48.1% (13/27)	53.8% (14/26)	52.9% (18/34)	–	–	–
	66+	56.7% (17/30)	46.2% (12/26)	40.5% (15/37)	62.9% (22/35)	–	–	–
Ethnicity	BME	60.0% (12/20)		46.2% (12/26)	73.1% (19/26)	–		–
	White	43.0% (34/79)		52.2% (36/69)	52.3% (46/88)	–		–
Gender	Female	48.3% (29/60)	40.7% (22/54)	48.1% (37/77)	53.6% (45/84)	–	–	–
	Male	42.3% (22/52)	55.3% (21/38)	48.8% (21/43)	59.2% (29/49)	–	–	–

* % 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?

3.7.5 Involvement of a family member or someone close

In 2019, compared to the national benchmark (81.1%, 7039/8675), overall LPT's service users were similarly 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 (80.1%, 117/146); however, LPT's service users aged 18 to 35 years old were 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 (57.1%, 12/21) – a trend that was also apparent in 2018. Meanwhile, LPT's BME service users were more 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 2019 (95.7%, 22/23) than in 2018 (59.1%, 13/22). Please refer to Table 16.

Table 16: Have NHS mental health services involved a member of your family or someone else close to you as much as you would like? 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?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		82.6% (6793/8227)	82.9% (7006/8448)	82.5% (7355/8916)	81.1% (7039/8675)	↓	↓	↓
LPT Overall		78.5% (124/158)	81.8% (112/137)	75.9% (104/137)	80.1% (117/146)	–	–	–
Age Group (years)	18-35	77.3% (17/22)	70.8% (17/24)	58.3% (14/24)	57.1% (12/21)	–	–	–
	36-50	66.7% (22/33)	75.9% (22/29)	77.4% (24/31)	73.9% (17/23)	–	–	–
	51-65	73.0% (27/37)	73.3% (22/30)	68.4% (13/19)	78.9% (30/38)	–	–	–
	66+	87.9% (58/66)	94.4% (51/54)	84.1% (53/63)	91.5% (54/59)	–	–	–
Ethnicity	BME	77.8% (21/27)		59.1% (13/22)	95.7% (22/23)	–		↑
	White	79.0% (94/119)		83.7% (77/92)	80.0% (88/110)	–		–
Gender	Female	78.7% (59/75)	79.2% (61/77)	72.9% (51/70)	78.8% (67/85)	–	–	–
	Male	78.3% (65/83)	85.0% (51/60)	79.1% (53/67)	82.0% (50/61)	–	–	–

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

3.7.6 Information about getting support from people who have experience of the same mental health needs

In 2019, compared to the national benchmark (48.4%, 3806/7865), overall LPT's service users were similarly likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them (41.0%, 57/139), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (48.2%, 3994/8278), LPT's service users were less likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them (32.4%, 46/142) – with especially low levels at LPT for service users aged 66 years old and above (27.3%, 12/44) and for female service users (29.1%, 25/86). LPT's service users aged 66 years old and above were more likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them in 2019 (54.1%, 20/37) than in 2018 (27.3%, 12/44). Additionally, LPT's BME service users were more likely to have been given information by NHS mental health services about getting support from people who have experience of the same mental health needs as them in 2019 (60.9%, 14/23) than in 2018 (24.0%, 6/25). Please refer to Table 17.

Table 17: 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 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?				Trend		
		% Yes, definitely / Yes, to some extent*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		51.8% (3853/7436)	51.8% (4061/7838)	48.2% (3994/8278)	48.4% (3806/7865)	↓	↓	–
LPT Overall		39.6% (57/144)	40.0% (50/125)	32.4% (46/142)	41.0% (57/139)	–	–	–
Age Group (years)	18-35	44.0% (11/25)	24.0% (6/25)	25.9% (7/27)	31.2% (10/32)	–	–	–
	36-50	27.8% (10/36)	44.8% (13/29)	28.9% (11/38)	27.6% (8/29)	–	–	–
	51-65	37.2% (16/43)	44.4% (16/36)	48.5% (16/33)	47.1% (16/34)	–	–	–
	66+	50.0% (20/40)	42.9% (15/35)	27.3% (12/44)	54.1% (20/37)	–	–	↑
Ethnicity	BME	45.0% (9/20)		24.0% (6/25)	60.9% (14/23)	–		↑
	White	40.7% (44/108)		37.9% (33/87)	39.0% (39/100)	–		–
Gender	Female	41.9% (31/74)	30.7% (23/75)	29.1% (25/86)	37.2% (32/86)	–	–	–
	Male	37.1% (26/70)	54.0% (27/50)	37.5% (21/56)	47.2% (25/53)	–	–	–

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

3.8 Overall

3.8.1 Surveyed about views on the quality of care, outside of the present questionnaire

In 2019, compared to the national benchmark (22.6%, 2533/11206), LPT's service users were less likely to have been asked by NHS mental health services to give their views on the quality of their care (14.8%, 31/209) – with especially low levels at LPT for White service users (13.0%, 21/161). This question was new to the Community Mental Health Service User Survey in 2019. Please refer to Table 18.

Table 18: Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Aside from in this questionnaire, in the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care? % Yes*			
		2016	2017	2018	2019
National Benchmark					22.6% (2533/11206)
LPT Overall					14.8% (31/209)
Age Group (years)	18-35				16.7% (6/36)
	36-50				17.6% (6/34)
	51-65				19.6% (10/51)
	66+				10.1% (8/79)
Ethnicity	BME				26.1% (6/23)
	White				13.0% (21/161)
Gender	Female				15.8% (21/133)
	Male				13.2% (10/76)

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

3.8.2 Overall rating of the experience of NHS mental health services

Survey respondents were asked to rate their experience of NHS mental health services on a scale of 1 to 10, very poor to very good. For the purposes of the present analysis, scores of 8 and above have been taken to indicate a good experience. In 2019, compared to the national benchmark (50.1%, 6258/12492), overall LPT's service users were similarly likely to indicate they had had a good experience of NHS mental health services (43.8%, 102/233), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (49.3%, 6524/13222), LPT's service users were less likely to indicate they had had a good experience of NHS mental health services (38.6%, 85/220) – with especially low levels at LPT for service users aged 18 to 35 years old (22.9%, 8/35) and for female service users (37.9%, 50/132). Over the past four years, there has been a generally downwards trend in the likelihood of reporting a good experience amongst service users aged 66 years old and above (from 66.7%, 50/75, in 2016, through 64.9%, 48/74, in 2017 and 42.4%, 36/85, in 2018, to 50.6%, 43/85, in 2019) and amongst female service users (from 55.0%, 66/120, in 2016, through 52.9%, 63/119, in 2017 and 37.9%, 50/132, in 2018 to 43.4%, 63/145, in 2019). The topic of this question relates to outcome 2.3 of the Equality Delivery System (People report positive experiences of the NHS). Please refer to Table 19.

Table 19: Overall please indicate whether you had a very good or poor experience.

		Overall please indicate whether you had a very good or poor experience. % Rank 8 / Rank 9 / Rank 10 (I had a very good experience)*				Trend		
		2016	2017	2018	2019	2016 to 2019	2017 to 2019	2018 to 2019
National Benchmark		53.2% (6360/11948)	53.6% (6623/12359)	49.3% (6524/13222)	50.1% (6258/12492)	↓	↓	–
LPT Overall		50.8% (120/236)	52.2% (106/203)	38.6% (85/220)	43.8% (102/233)	–	–	–
Age Group (years)	18-35	41.2% (14/34)	41.9% (13/31)	22.9% (8/35)	34.1% (14/41)	–	–	–
	36-50	39.3% (24/61)	42.2% (19/45)	31.5% (17/54)	38.1% (16/42)	–	–	–
	51-65	48.5% (32/66)	49.1% (26/53)	52.2% (24/46)	46.6% (27/58)	–	–	–
	66+	66.7% (50/75)	64.9% (48/74)	42.4% (36/85)	50.6% (43/85)	↓	–	–
Ethnicity	BME	57.5% (23/40)		45.7% (16/35)	45.2% (14/31)	–	–	–
	White	50.0% (88/176)		43.2% (63/146)	45.7% (79/173)	–	–	–
Gender	Female	55.0% (66/120)	52.9% (63/119)	37.9% (50/132)	43.4% (63/145)	↓	–	–
	Male	46.6% (54/116)	51.2% (43/84)	39.8% (35/88)	44.3% (39/88)	–	–	–

* % 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) "

3.8.3 Treatment with dignity and respect

In 2019, compared to the national benchmark (92.7%, 12056/13002), overall LPT's service users were similarly likely to feel that they had been treated with respect and dignity by NHS mental health services (90.1%, 219/243), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender (no information was available regarding other protected characteristics). In contrast, in 2018, compared to the national benchmark (92.8%, 12900/13902), LPT's service users were less likely to feel that they had been treated with respect and dignity by NHS mental health services (88.3%, 204/231) – with especially low levels at LPT for service users aged 18 to 35 years old (77.1%, 27/35). Please refer to Table 20.

Table 20: 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, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?				Trend		
		% Yes, always / Yes, sometimes*				2016 to 2019	2017 to 2019	2018 to 2019
		2016	2017	2018	2019			
National Benchmark		92.7% (11509/12418)	92.9% (11938/12849)	92.8% (12900/13902)	92.7% (12056/13002)	–	–	–
LPT Overall		92.3% (227/246)	93.8% (197/210)	88.3% (204/231)	90.1% (219/243)	–	–	–
Age Group (years)	18-35	86.1% (31/36)	87.5% (28/32)	77.1% (27/35)	83.3% (35/42)	–	–	–
	36-50	91.7% (55/60)	93.5% (43/46)	83.9% (47/56)	86.0% (37/43)	–	–	–
	51-65	91.4% (64/70)	96.4% (53/55)	93.8% (45/48)	88.5% (54/61)	–	–	–
	66+	96.3% (77/80)	94.8% (73/77)	92.4% (85/92)	95.5% (84/88)	–	–	–
Ethnicity	BME	92.7% (38/41)		88.6% (31/35)	94.1% (32/34)	–	–	–
	White	93.5% (172/184)		89.7% (140/156)	91.6% (164/179)	–	–	–
Gender	Female	91.9% (113/123)	91.9% (113/123)	89.1% (123/138)	90.2% (138/153)	–	–	–
	Male	92.7% (114/123)	96.6% (84/87)	87.1% (81/93)	90.0% (81/90)	–	–	–

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









4 Appendix of analytical methods

Data available from the Care Quality Commission’s 2019 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, overall and 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.

4.1 Comparisons between LPT’s respondents and the national benchmark, across groups or subgroups, within a given year

For comparisons between LPT’s respondents and the national benchmark, respondents were grouped according to whether they responded positively or negatively. The odds of responding positively were calculated for the national benchmark and for LPT (overall and in breakdown groups, e.g., by age band, gender or ethnic group), and were compared using an odds ratio. Statistically significant deviations from even odds of responding positively are flagged in the results tables ($\alpha = .05$, Bonferroni correction applied for multiple comparisons).








Key to interpreting within-year trends (table columns labelled 2016, 2017, 2018, and 2019):

	Reference benchmark (national benchmark or LPT overall)
	A subgroup with significantly higher odds of responding positively than those not in the subgroup, to a large degree
	A subgroup with significantly higher odds of responding positively than those not in the subgroup, to a medium degree
	A subgroup with significantly higher odds of responding positively than those not in the subgroup, to a small degree
	A subgroup with statistically even odds of responding positively compared to those not in the subgroup
	A subgroup with significantly lower odds of responding positively than those not in the subgroup, to a small degree
	A subgroup with significantly lower odds of responding positively than those not in the subgroup, to a medium degree
	A subgroup with significantly lower odds of responding positively than those not in the subgroup, to a large degree

4.2 Comparisons across years, within a given group or subgroup

For comparisons across years, within a given group or subgroup (e.g., within the national benchmark, within LPT's service users overall, or within LPT's service users aged 18 to 35 years old), a Chi-squared test for trend was calculated over the period of interest (or an odds ratio was used where the period of interest spanned just two years). Statistically significant deviations from no trend are flagged in the results tables.

Key to interpreting trends over time (table columns labelled 2016 to 2019, 2017 to 2019, and 2018 to 2019):

	Improving to a large degree
	Improving to a medium degree
	Improving to a small degree
	Static
	Deteriorating to a small degree
	Deteriorating to a medium degree
	Deteriorating to a large degree