

Leicestershire Partnership NHS Trust: CQC Community Mental Health Service User Survey 2020

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 2020 Care Quality Commission's Community Mental Health Service User Survey and trends from 2018 to 2020. 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 2020 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 2018 to 2020. In terms of the protected characteristics, breakdowns were available by age, ethnicity, and gender.

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

This version of the report has been redacted and edited to allow publication on a publicly accessible website. The 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. However, some analyses contain very small counts of service users in some protected characteristic groups, especially when broken down by certain domains of interest. Such small counts could, potentially, be used to identify individual service users, even after aggregation. Consequently, these small counts might be considered personal data and “special category” personal data that are protected by the General Data Protection Regulations (Data Protection Act 2018) and other legislation. Where there is a risk that individuals could be identified from a small count, these counts have been redacted from the tables. Where the redacted count can be deduced from other counts in a table, these other counts have been redacted as well. In the present report, as a start point for the

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

anonymisation process, counts below 10 have been redacted to mitigate the risk that individuals might be identifiable. The anonymisation process has followed guidance issued by the Information Commissioner's Office². In the tables of analysis throughout this report, the term "REDACTED" is used to indicate a redacted number.

² Information Commissioner's Office: Anonymisation: managing data protection risk code of practice (November 2012)

2 Summary of main findings

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

2.1 LPT overall

- **Negative points**
 - **less likely to know who to contact out of office hours if in a crisis**
 - national benchmark, 70.5%, 10480/14856
 - LPT's service users overall, 55.8%, 164/294
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 11
 - **less likely to feel that the time waited before receiving NHS therapies was appropriate or shorter**
 - national benchmark, 61.9%, 3649/5897
 - LPT's service users overall, 46.8%, 44/94
 - please refer to Table 12
 - **less likely to have received help or advice with finding support for financial advice or benefits**
 - national benchmark, 58.3%, 5522/9470
 - LPT's service users overall, 45.3%, 82/181
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 14
 - **less likely to have received help or advice with finding support for finding or keeping work**
 - national benchmark, 57.1%, 2589/4536
 - LPT's service users overall, 40.8%, 31/76
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 15
 - **less likely to have received support with joining a group or taking part in an activity**
 - national benchmark, 63.7%, 5826/9140
 - LPT's service users overall, 53.8%, 92/171
 - a similar trend was apparent in 2018
 - please refer to Table 16

- **Positive points**

- **those feeling that they had been given enough time to discuss their needs and treatment had improved**
 - from 79.0%, 177/224 in 2018 to 87.3%, 295/338 in 2020
 - please refer to Table 3
- **professionals' understanding of how mental health needs affect other areas of a service user's life had improved**
 - from 79.2%, 171/216 in 2018 to 87.3%, 290/332 in 2020
 - please refer to Table 4
- **involvement in agreeing the care to be received had improved**
 - from 84.5%, 131/155 in 2018 to 92.6%, 237/256 in 2020
 - please refer to Table 7
- **the percentage receiving help or advice from NHS mental health services with finding support for physical health needs had improved**
 - from 46.3%, 50/108 in 2018 to 63.0%, 104/165 in 2020
 - please refer to Table 13
- **percentage reporting a good experience of NHS mental health services had improved**
 - from 22.3%, 49/220 in 2018 to 30.7%, 100/326 in 2020
 - please refer to Table 19
- **percentage reporting a poor experience of NHS mental health services had decreased**
 - from 48.2%, 106/220 in 2018 to 36.5%, 119/326 in 2020
 - please refer to Table 20
- **percentage feeling they had been treated with respect and dignity by NHS mental health services had improved**
 - from 88.3%, 204/231 in 2018 to 93.3%, 319/342 in 2020
 - please refer to Table 21

2.2 Service users aged 18 to 35 years old

- **Negative points**
 - **less likely to feel that they had seen NHS mental health services at least often enough for their needs**
 - national benchmark, 78.2%, 13013/16650
 - LPT's service users overall, 75.2%, 255/339
 - LPT's service users aged 18 to 35 years old, 59.3%, 35/59
 - this trend was also apparent in 2019 and 2018
 - please refer to Table 2.
 - **less likely to feel that they had been given enough time to discuss their needs and treatment**
 - national benchmark, 88.7%, 14750/16636
 - LPT's service users overall, 87.3%, 295/338, an improvement from 79.0%, 177/224 in 2018
 - LPT's service users aged 18 to 35 years old, 73.3%, 44/60
 - this trend was also apparent in 2018
 - please refer to Table 3
 - **less likely to know who was in charge of organising their care and services**
 - national benchmark, 74.0%, 10289/13900
 - LPT's service users overall, 70.3%, 189/269
 - LPT's service users aged 18 to 35 years old, 52.1%, 25/48
 - please refer to Table 5
 - **less likely to have had a specific meeting with someone from NHS mental health services to discuss how their care is working**
 - national benchmark, 75.9%, 9687/12769
 - LPT's service users overall, 71.0%, 176/248
 - LPT's service users aged 18 to 35 years old, 57.8%, 26/45
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 9
 - **less likely to feel that the time waited before receiving NHS therapies was appropriate or shorter**
 - national benchmark, 61.9%, 3649/5897
 - LPT's service users overall, 46.8%, 44/94
 - LPT's service users aged 18 to 35 years old, 26.1%, 6/23
 - please refer to Table 12
- **Positive points:**
 - **professionals' understanding of how mental health needs affect other areas of a service user's life had improved**
 - from 60.0%, 21/35 in 2018 to 83.3%, 50/60 in 2020
 - please refer to Table 4

- **the care received now largely took into account needs in other areas of life**
 - 65.0%, 13/20 in 2018 and 78.7%, 37/47 in 2020
 - please refer to Table 8

- **NHS mental health services now often involved a family member or someone close to the service user**
 - 58.3%, 14/24 in 2018 and 80.6%, 25/31 in 2020
 - please refer to Table 17

- **the percentage who reported a poor experience of NHS mental health service had dropped**
 - from 77.1%, 27/35 in 2018 to 43.6%, 24/55 in 2020
 - please refer to Table 20

- **most now felt they had been treated with dignity and respect**
 - 77.1%, 27/35 in 2018 and 88.3%, 53/60 in 2020
 - please refer to Table 21

2.3 Service users aged 36 to 50 years old

- **Negative points**
 - **less likely to feel that the time waited before receiving NHS therapies was appropriate or shorter**
 - national benchmark, 61.9%, 3649/5897
 - LPT's service users overall, 46.8%, 44/94
 - LPT's service users aged 36 to 50 years old, 16.7%, 3/18
 - please refer to Table 12
 - **less likely to have received help or advice with finding support for financial advice or benefits**
 - national benchmark, 58.3%, 5522/9470
 - LPT's service users overall, 45.3%, 82/181
 - LPT's service users aged 36 to 50 years old, 29.6%, 8/27
 - please refer to Table 14
 - **less likely to report that NHS mental health services had involved a family member or someone close to the service user**
 - national benchmark, 83.5%, 9384/11239
 - LPT's service users overall, 83.3%, 169/203
 - LPT's service users aged 36 to 50 years old, 60.9%, 14/23
 - please refer to Table 17
- **Positive points**
 - **involvement in agreeing the care to be received had improved**
 - from 73.8%, 31/42 in 2018 to 92.1%, 35/38 in 2020
 - please refer to Table 7

2.4 Service users aged 51 to 65 years old

- **Negative points**
 - **less likely to have received help or advice with finding support for financial advice or benefits**
 - national benchmark, 58.3%, 5522/9470
 - LPT's service users overall, 45.3%, 82/181
 - LPT's service users aged 51 to 65 years old, 40.3%, 25/62
 - please refer to Table 14

2.5 Service users aged 66 years old and over

- **Negative points**
 - **less likely to know who to contact out of office hours if in a crisis**
 - national benchmark, 70.5%, 10480/14856
 - LPT's service users overall, 55.8%, 164/294
 - LPT's service users aged 66 years old and over, 41.6%, 47/113
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 11

- **Positive points**
 - **those feeling that they had been given enough time to discuss their needs and treatment had improved**
 - from 86.2%, 75/87 in 2018 to 95.9%, 116/121 in 2020
 - please refer to Table 3

 - **the percentage receiving help or advice from NHS mental health services with finding support for physical health needs had improved**
 - from 50.0%, 18/36 in 2018 to 75.0%, 36/48 in 2020
 - please refer to Table 13

 - **the percentage who reported a poor experience of NHS mental health services had dropped**
 - from 44.7%, 38/85 in 2018 to 29.8%, 36/121 in 2020
 - please refer to Table 20

2.6 BME service users

- **Negative points**
 - **less likely to feel that the time waited before receiving NHS therapies was appropriate or shorter**
 - national benchmark, 61.9%, 3649/5897
 - LPT's service users overall, 46.8%, 44/94
 - LPT's BME service users, 10.0%, 1/10
 - please refer to Table 12

- **Positive points**
 - **those feeling that they had been given enough time to discuss their needs and treatment had improved**
 - from 74.3%, 26/35 in 2018 to 97.5%, 39/40 in 2020
 - please refer to Table 3

 - **involvement in agreeing the care to be received had improved**
 - from 75.0%, 18/24 in 2018 to 96.2%, 25/26 in 2020
 - please refer to Table 7

 - **percentage reporting that NHS mental health services had involved a family member or someone close to the service user had improved**
 - from 59.1%, 13/22 in 2018 to 92.0%, 23/25 in 2020
 - please refer to Table 17

2.7 White service users

- **Negative points**
 - **less likely to know who to contact out of office hours if in a crisis**
 - national benchmark, 70.5%, 10480/14856
 - LPT's service users overall, 55.8%, 164/294
 - LPT's White service users, 57.7%, 128/222
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 11
 - **less likely to have received help or advice with finding support for financial advice or benefits**
 - national benchmark, 58.3%, 5522/9470
 - LPT's service users overall, 45.3%, 82/181
 - LPT's White service users, 47.0%, 63/134
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 14
- **Positive points:**
 - **professionals' understanding of how mental health needs affect other areas of a service user's life had improved**
 - from 79.7%, 118/148 in 2018 to 88.3%, 218/247 in 2020
 - please refer to Table 4
 - **percentage who had a specific meeting with someone from NHS mental health services to discuss how their care is working had improved**
 - from 61.5%, 75/122 in 2018 to 73.3%, 137/187 in 2020
 - please refer to Table 9
 - **the percentage receiving help or advice from NHS mental health services with finding support for physical health needs had improved**
 - from 48.5%, 32/66 in 2018 to 65.3%, 77/118 in 2020
 - please refer to Table 13

2.8 Female service users

- **Negative points**
 - **less likely to feel that the agreement on the care to be received takes into account their needs in other areas of their life**
 - national benchmark, 88.7%, 10764/12139
 - LPT's service users overall, 83.7%, 206/246
 - LPT's female service users, 81.8%, 108/132
 - please refer to Table 8
 - **less likely to know who to contact out of office hours if in a crisis**
 - national benchmark, 70.5%, 10480/14856
 - LPT's service users overall, 55.8%, 164/294
 - LPT's female service users, 54.7%, 81/148
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 11
 - **less likely to feel that the time waited before receiving NHS therapies was appropriate or shorter**
 - national benchmark, 61.9%, 3649/5897
 - LPT's service users overall, 46.8%, 44/94
 - LPT's female service users, 39.1%, 18/46
 - please refer to Table 12
 - **less likely to have received help or advice with finding support for financial advice or benefits**
 - national benchmark, 58.3%, 5522/9470
 - LPT's service users overall, 45.3%, 82/181
 - LPT's female service users, 43.3%, 42/97
 - a similar trend was apparent in 2018
 - please refer to Table 14
 - **less likely to have received support with joining a group or taking part in an activity**
 - national benchmark, 63.7%, 5826/9140
 - LPT's service users overall, 53.8%, 92/171
 - LPT's female service users, 49.4%, 43/87
 - a similar trend was apparent in 2018
 - please refer to Table 16
 - **less likely to report a good experience of NHS mental health services**
 - national benchmark, 33.9%, 5471/16154
 - LPT's service users overall, 30.7%, 100/326
 - LPT's female service users, 25.9%, 44/170
 - please refer to Table 19

- **Positive points:**
 - **professionals' understanding of how mental health needs affect other areas of a service user's life had improved**
 - from 75.8%, 100/132 in 2018 to 85.2%, 150/176 in 2020
 - please refer to Table 4
 - **percentage who had received help or advice from NHS Mental Health Services with finding support for finding or keeping work had improved**
 - from 22.2%, 8/36 in 2019 to 45.9%, 17/37 in 2020
 - please refer to Table 15

2.9 Male service users

- **Negative points**
 - **less likely to know who to contact out of office hours if in a crisis**
 - national benchmark, 70.5%, 10480/14856
 - LPT's service users overall, 55.8%, 164/294
 - LPT's male service users, 56.8%, 83/146
 - a similar trend was apparent in 2019 and 2018
 - please refer to Table 11
 - **less likely to have received help or advice with finding support for finding or keeping work**
 - national benchmark, 57.1%, 2589/4536
 - LPT's service users overall, 40.8%, 31/76
 - LPT's male service users, 35.9%, 14/39
 - please refer to Table 15
- **Positive points**
 - **those feeling that they had been given enough time to discuss their needs and treatment had improved**
 - from 80.7%, 71/88 in 2018 to 91.3%, 147/161 in 2020
 - please refer to Table 3
 - **percentage reporting a good experience of NHS mental health services had improved**
 - from 19.3%, 17/88 in 2018 to 35.9%, 56/156 in 2020
 - please refer to Table 19
 - **percentage feeling they had been treated with respect and dignity by NHS mental health services had improved**
 - from 87.1%, 81/93 in 2018 to 95.1%, 155/163 in 2020
 - please refer to Table 21

Table 1: Tabulated summary of main findings

Question	Groups that fared worse at LPT in 2020	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	
				2018	2019	2020	2018-2020	2019-2020	2018	2019	2020	2018-2020	2019-2020
In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	18-35yrs			67.6%	72.3%	75.2%	–	–	76.3%	76.1%	78.2%	↑	↑
Were you given enough time to discuss your needs and treatment?	18-35yrs	66+yrs, BME, Male		79.0%	85.8%	87.3%	↑	–	88.2%	87.7%	88.7%	–	↑
Did the person or people you saw understand how your mental health needs affect other areas of your life?		18-35yrs, White, Female		79.2%	87.4%	87.3%	↑	–	86.2%	86.5%	87.7%	↑	↑
Have you been told who is in charge of organising your care and services?	18-35yrs			65.6%	69.4%	70.3%	–	–	73.8%	72.9%	74.0%	–	↑
Have you agreed with someone from NHS mental health services what care you will receive?				72.3%	76.9%	77.4%	–	–	77.8%	77.0%	78.6%	–	↑
Were you involved as much as you wanted to be in agreeing what care you will receive?		36-50yrs, BME		84.5%	91.4%	92.6%	↑	–	92.6%	92.5%	92.7%	–	–
Does this agreement on what care you will receive take into account your needs in other areas of your life?	Female			87.5%	89.0%	83.7%	–	–	92.6%	92.9%	88.7%	↓	↓
In the last 12 months, have you had a specific meeting with someone from NHS mental health services to discuss how your care is working?	18-35yrs	White		63.4%	68.3%	71.0%	–	–	71.8%	71.7%	75.9%	↑	↑
Did you feel that decisions were made together by you and the person you saw during this discussion?				89.8%	90.8%	93.5%	–	–	91.4%	91.8%	92.3%	↑	–
Would you know who to contact out of office hours within the NHS if you had a crisis?	66+yrs, White, Female, Male			51.7%	53.9%	55.8%	–	–	70.8%	69.3%	70.5%	–	↑

% 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 2020	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			
				2018	2019	2020	2018 to 2020	2019 to 2020	2018	2019	2020	2018 to 2020	2019 to 2020		
Overall, how did you feel about the length of time you waited before receiving NHS therapies?	18-35yrs, 36-50yrs, BME, Female					46.8%					61.9%				
In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs?	Female	66+yrs, White				46.3%	51.6%	63.0%	↑	–	61.6%	61.3%	65.3%	↑	↑
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, 51-65yrs, White, Female					37.4%	41.7%	45.3%	–	–	53.9%	54.7%	58.3%	↑	↑
In the last 12 months, did NHS mental health services give you any help or advice with finding support for finding or keeping work (paid or voluntary)?	Male	Female				33.3%	32.1%	40.8%	–	–	52.7%	54.6%	57.1%	↑	↑
In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	Female					48.3%	55.6%	53.8%	–	–	62.5%	63.0%	63.7%	–	–
Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	36-50yrs	BME				75.9%	80.1%	83.3%	–	–	82.5%	81.1%	83.5%	↑	↑
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?							14.8%	19.0%	–	–	22.6%	23.6%		–	–
Overall please indicate whether you had a very good or poor experience. – promoters	Female	Male				22.3%	25.3%	30.7%	↑	–	30.7%	31.6%	33.9%	↑	↑
Overall please indicate whether you had a very good or poor experience. – detractors (a lower score is desirable in terms of the percentage of detractors)		18-35yrs, 66+yrs				48.2%	42.5%	36.5%	↓	–	36.9%	37.2%	33.2%	↓	↓
Overall, in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?		Male				88.3%	90.1%	93.3%	↑	–	92.8%	92.7%	93.4%	–	↑

% 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 2020, compared to the national benchmark (78.2%, 13013/16650), 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 (75.2%, 255/339); 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 (59.3%, 35/59) – a trend that was also apparent in 2019 and 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* 2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		76.3% (10523/13789)	76.1% (9795/12874)	78.2% (13013/16650)	↑	↑
LPT Overall		67.6% (152/225)	72.3% (170/235)	75.2% (255/339)	–	–
Age Group (years)	18-35	39.4% (13/33)	54.8% (23/42)	59.3% (35/59)	–	–
	36-50	62.3% (33/53)	69.0% (29/42)	70.2% (33/47)	–	–
	51-65	69.6% (32/46)	70.0% (42/60)	70.7% (70/99)	–	–
	66+	79.6% (74/93)	82.5% (66/80)	87.3% (110/126)	–	–
Ethnicity	BME	65.7% (23/35)	78.8% (26/33)	81.6% (31/38)	–	–
	White	69.5% (107/154)	72.5% (124/171)	76.0% (193/254)	–	–
Gender	Female	66.2% (90/136)	70.7% (104/147)	71.1% (128/180)	–	–
	Male	69.7% (62/89)	75.0% (66/88)	79.9% (127/159)	–	–

* % 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 2020, compared to the national benchmark (88.7%, 14750/16636), overall LPT's service users were similarly likely to feel that they had been given enough time to discuss their needs and treatment (87.3%, 295/338); representing an improvement over two years on the position observed in 2018 for LPT (79.0%, 177/224). In particular, the position over two years has improved for people aged 66 years old and over (from 86.2%, 75/87 in 2018 to 95.9%, 116/121 in 2020), BME people (from 74.3%, 26/35 in 2018 to 97.5%, 39/40 in 2020), and men (from 80.7%, 71/88 in 2018 to 91.3%, 147/161 in 2020). However, LPT's service users aged 18 to 35 years old were less likely to feel that they had been given enough time to discuss their needs and treatment (73.3%, 44/60). 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	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		88.2% (12110/13723)	87.7% (11267/12842)	88.7% (14750/16636)	–	↑
LPT Overall		79.0% (177/224)	85.8% (205/239)	87.3% (295/338)	↑	–
Age Group (years)	18-35	54.3% (19/35)	82.9% (34/41)	73.3% (44/60)	–	–
	36-50	81.8% (45/55)	71.4% (30/42)	85.7% (42/49)	–	–
	51-65	80.9% (38/47)	90.0% (54/60)	85.0% (85/100)	–	–
	66+	86.2% (75/87)	89.4% (76/85)	95.9% (116/121)	↑	–
Ethnicity	BME	74.3% (26/35)	84.4% (27/32)	97.5% (39/40)	↑	–
	White	79.6% (121/152)	86.4% (152/176)	86.5% (218/252)	–	–
Gender	Female	77.9% (106/136)	84.0% (126/150)	83.6% (148/177)	–	–
	Male	80.7% (71/88)	88.8% (79/89)	91.3% (147/161)	↑	–

* % 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 2020, compared to the national benchmark (87.7%, 14364/16379), 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 (87.3%, 290/332); representing an improvement over two years on the position observed in 2018 for LPT (79.2%, 171/216). In particular, the position over two years has improved for people aged 18 to 35 years old (from 60.0%, 21/35 in 2018 to 83.3%, 50/60 in 2020), White people (from 79.7%, 118/148 in 2018 to 88.3%, 218/247 in 2020), and women (from 75.8%, 100/132 in 2018 to 85.2%, 150/176 in 2020). 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? % Yes, definitely / Yes, to some extent*			Trend	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		86.2% (11633/13495)	86.5% (10966/12675)	87.7% (14364/16379)	↑	↑
LPT Overall		79.2% (171/216)	87.4% (201/230)	87.3% (290/332)	↑	–
Age Group (years)	18-35	60.0% (21/35)	87.5% (35/40)	83.3% (50/60)	↑	–
	36-50	84.9% (45/53)	73.8% (31/42)	87.0% (40/46)	–	–
	51-65	77.3% (34/44)	87.7% (50/57)	82.8% (82/99)	–	–
	66+	84.5% (71/84)	92.6% (75/81)	92.5% (111/120)	–	–
Ethnicity	BME	79.4% (27/34)	93.8% (30/32)	89.2% (33/37)	–	–
	White	79.7% (118/148)	87.5% (147/168)	88.3% (218/247)	↑	–
Gender	Female	75.8% (100/132)	85.6% (119/139)	85.2% (150/176)	↑	–
	Male	84.5% (71/84)	90.1% (82/91)	89.7% (140/156)	–	–

* % 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 2020, compared to the national benchmark (74.0%, 10289/13900), overall LPT's service users were similarly likely to have been told who is in charge of organising their care and services (70.3%, 189/269); however, LPT's service users aged 18 to 35 years old were less likely to have been told who is in charge of organising their care and services (52.1%, 25/48). 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? % Yes*			Trend	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		73.8% (8670/11743)	72.9% (7882/10814)	74.0% (10289/13900)	–	↑
LPT Overall		65.6% (126/192)	69.4% (129/186)	70.3% (189/269)	–	–
Age Group (years)	18-35	53.3% (16/30)	54.5% (18/33)	52.1% (25/48)	–	–
	36-50	64.3% (27/42)	58.1% (18/31)	67.6% (23/34)	–	–
	51-65	70.5% (31/44)	79.6% (39/49)	73.8% (62/84)	–	–
	66+	68.4% (52/76)	73.8% (48/65)	78.4% (76/97)	–	–
Ethnicity	BME	73.3% (22/30)	80.0% (20/25)	66.7% (22/33)	–	–
	White	69.4% (93/134)	71.0% (98/138)	72.4% (147/203)	–	–
Gender	Female	67.8% (78/115)	66.7% (80/120)	67.4% (95/141)	–	–
	Male	62.3% (48/77)	74.2% (49/66)	73.4% (94/128)	–	–

* % 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 2020, compared to the national benchmark (78.6%, 13227/16830), overall LPT's service users were similarly likely to have agreed with someone from NHS mental health services what care they will receive (77.4%, 264/341), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender. 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*			2018 to 2020	2019 to 2020
		2018	2019	2020		
National Benchmark		77.8% (10860/13965)	77.0% (10020/13013)	78.6% (13227/16830)	–	↑
LPT Overall		72.3% (167/231)	76.9% (183/238)	77.4% (264/341)	–	–
Age Group (years)	18-35	62.9% (22/35)	78.6% (33/42)	81.7% (49/60)	–	–
	36-50	81.8% (45/55)	76.7% (33/43)	80.0% (40/50)	–	–
	51-65	79.2% (38/48)	75.9% (44/58)	83.8% (83/99)	–	–
	66+	66.7% (62/93)	75.3% (64/85)	70.4% (88/125)	–	–
Ethnicity	BME	75.8% (25/33)	84.8% (28/33)	77.5% (31/40)	–	–
	White	74.1% (117/158)	75.4% (132/175)	75.6% (192/254)	–	–
Gender	Female	75.5% (105/139)	75.2% (112/149)	77.8% (140/180)	–	–
	Male	67.4% (62/92)	79.8% (71/89)	77.0% (124/161)	–	–

* % 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 2020, compared to the national benchmark (92.7%, 11746/12669), 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 (92.6%, 237/256); representing an improvement over two years on the position observed in 2018 for LPT (84.5%, 131/155). In particular, the position over two years has improved for people aged 36 to 50 years old (from 73.8%, 31/42 in 2018 to 92.1%, 35/38 in 2020), and BME people (from 75.0%, 18/24 in 2018 to 96.2%, 25/26 in 2020). 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 much 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*			2018 to 2020	2019 to 2020
		2018	2019	2020		
National Benchmark		92.6% (9620/10385)	92.5% (8835/9549)	92.7% (11746/12669)	–	–
LPT Overall		84.5% (131/155)	91.4% (159/174)	92.6% (237/256)	↑	–
Age Group (years)	18-35	76.2% (16/21)	83.9% (26/31)	91.5% (43/47)	–	–
	36-50	73.8% (31/42)	90.3% (28/31)	92.1% (35/38)	↑	–
	51-65	83.3% (30/36)	90.9% (40/44)	89.0% (73/82)	–	–
	66+	96.4% (54/56)	95.0% (57/60)	97.7% (84/86)	–	–
Ethnicity	BME	75.0% (18/24)	88.5% (23/26)	96.2% (25/26)	↑	–
	White	88.0% (95/108)	92.0% (115/125)	92.6% (176/190)	–	–
Gender	Female	86.6% (84/97)	91.7% (99/108)	93.4% (128/137)	–	–
	Male	81.0% (47/58)	90.9% (60/66)	91.6% (109/119)	–	–

* % 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 takes into account needs in other areas of life

In 2020, compared to the national benchmark (88.7%, 10764/12139), overall LPT's service users were similarly likely to feel that this agreement on what care they would receive took into account their needs in other areas of their life (83.7%, 206/246); however, LPT's female service users were less likely to feel that this agreement on what care they would receive took into account their needs in other areas of their life (81.8%, 108/132). Please refer to Table 8.

Table 8: Does this agreement on what care you will receive take into account your needs in other areas of your life? Analysed by age group, ethnicity, and gender, compared against the national benchmark

	Does this agreement on what care you will receive take into account your needs in other areas of your life? % Yes, definitely / Yes, to some extent*			Trend		
	2018**	2019**	2020	2018 to 2020	2019 to 2020	
National Benchmark	92.6% (9476/10234)	92.9% (8651/9312)	88.7% (10764/12139)	↓	↓	
LPT Overall	87.5% (133/152)	89.0% (146/164)	83.7% (206/246)	–	–	
Age Group (years)	18-35	65.0% (13/20)	79.3% (23/29)	–	–	
	36-50	85.7% (36/42)	80.0% (24/30)	–	–	
	51-65	85.3% (29/34)	90.5% (38/42)	–	–	
	66+	98.2% (55/56)	96.4% (54/56)	90.5% (76/84)	–	–
Ethnicity	BME	87.5% (21/24)	88.5% (23/26)	88.5% (23/26)	–	–
	White	90.7% (97/107)	90.7% (107/118)	83.4% (151/181)	–	–
Gender	Female	85.6% (83/97)	88.0% (88/100)	81.8% (108/132)	–	–
	Male	90.9% (50/55)	90.6% (58/64)	86.0% (98/114)	–	–

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

** Question previously phrased: Does this agreement on what care you will receive take your personal circumstances into account?

3.5 Reviewing your care

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

In 2020, compared to the national benchmark (75.9%, 9687/12769), overall LPT's service users were similarly likely to have had a specific meeting with someone from NHS mental health services to discuss how their care is working (71.0%, 176/248); however, LPT's service users aged 18 to 35 years old were less likely to have had a specific meeting with someone from NHS mental health services to discuss how their care is working (57.8%, 26/45). A similar trend was apparent in 2019 and 2018 for LPT's service users aged 18 to 35 years old. The position has improved over the past two years for White people (from 61.5%, 75/122 in 2018 to 73.3%, 137/187 in 2020). Please refer to Table 9.

Table 9: In the last 12 months have you had a specific 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 specific meeting with someone from NHS mental health services to discuss how your care is working?			Trend	
		2018**	% Yes* 2019**	2020	2018 to 2020	2019 to 2020
National Benchmark		71.8% (7726/10754)	71.7% (7196/10043)	75.9% (9687/12769)	↑	↑
LPT Overall		63.4% (111/175)	68.3% (123/180)	71.0% (176/248)	–	–
Age Group (years)	18-35	46.2% (12/26)	44.8% (13/29)	57.8% (26/45)	–	–
	36-50	68.2% (30/44)	78.4% (29/37)	70.0% (28/40)	–	–
	51-65	63.4% (26/41)	66.7% (34/51)	76.2% (64/84)	–	–
	66+	67.2% (43/64)	73.7% (42/57)	73.7% (56/76)	–	–
Ethnicity	BME	66.7% (20/30)	76.0% (19/25)	59.3% (16/27)	–	–
	White	61.5% (75/122)	69.2% (92/133)	73.3% (137/187)	↑	–
Gender	Female	61.3% (68/111)	63.3% (69/109)	69.4% (86/124)	–	–
	Male	67.2% (43/64)	76.1% (54/71)	72.6% (90/124)	–	–

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

** Question previously phrased: 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?

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

In 2020, compared to the national benchmark (92.3%, 8671/9395), 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 (93.5%, 159/170), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender. 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 much 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? % Yes, definitely / Yes, to some extent*			Trend	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		91.4% (6861/7506)	91.8% (6389/6962)	92.3% (8671/9395)	↑	–
LPT Overall		89.8% (97/108)	90.8% (108/119)	93.5% (159/170)	–	–
Age Group (years)	18-35	100.0% (13/13)	92.3% (12/13)	88.5% (23/26)	–	–
	36-50	82.8% (24/29)	85.2% (23/27)	88.5% (23/26)	–	–
	51-65	96.0% (24/25)	87.5% (28/32)	98.4% (60/61)	–	–
	66+	87.8% (36/41)	97.6% (41/42)	92.7% (51/55)	–	–
Ethnicity	BME	95.0% (19/20)	94.1% (16/17)	100.0% (15/15)	–	–
	White	89.0% (65/73)	91.1% (82/90)	92.5% (123/133)	–	–
Gender	Female	87.9% (58/66)	89.2% (58/65)	92.7% (76/82)	–	–
	Male	92.9% (39/42)	92.6% (50/54)	94.3% (83/88)	–	–

* % 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 2020, compared to the national benchmark (70.5%, 10480/14856), LPT's service users were less likely to know who to contact out of office hours if they have a crisis (55.8%, 164/294) – a pattern that has been evident since at least 2016. Levels of knowledge about who to contact out of office hours in case of a crisis were especially low for LPT's service users aged 66 years old and over (41.6%, 47/113). Please refer to Table 11.

Table 11: Would you know who to contact out of office hours if you had a crisis? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Would you know who to contact out of office hours within the NHS if you had a crisis?			Trend	
		2018**	% Yes* 2019**	2020	2018 to 2020	2019 to 2020
National Benchmark		70.8% (8838/12475)	69.3% (7986/11526)	70.5% (10480/14856)	–	↑
LPT Overall		51.7% (105/203)	53.9% (110/204)	55.8% (164/294)	–	–
Age Group (years)	18-35	53.1% (17/32)	47.2% (17/36)	62.7% (32/51)	–	–
	36-50	69.4% (34/49)	63.2% (24/38)	60.0% (27/45)	–	–
	51-65	61.5% (24/39)	62.7% (32/51)	70.4% (57/81)	–	–
	66+	36.1% (30/83)	47.1% (33/70)	41.6% (47/113)	–	–
Ethnicity	BME	60.6% (20/33)	58.6% (17/29)	50.0% (14/28)	–	–
	White	51.9% (70/135)	50.3% (76/151)	57.7% (128/222)	–	–
Gender	Female	47.1% (56/119)	52.7% (68/129)	54.7% (81/148)	–	–
	Male	58.3% (49/84)	56.0% (42/75)	56.8% (83/146)	–	–

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

** Question previously phrased: Do you know who to contact out of office hours within the NHS if you have a crisis?

3.7 NHS Therapies

3.7.1 Time waited before receiving NHS therapies

In 2020, compared to the national benchmark (61.9%, 3649/5897), LPT's service users were less likely to feel that the time waited for NHS therapies was appropriate or shorter (46.8%, 44/94); especially service users aged 18 to 35 years old (26.1%, 6/23), service users aged 36 to 50 years old (16.7%, 3/18), BME service users (10.0%, 1/10), and female service users (39.1%, 18/46). Please refer to Table 12.

Table 12: Overall, how did you feel about the length of time you waited before receiving NHS therapies? Analysed by age group, ethnicity, and gender, compared against the national benchmark

		Overall, how did you feel about the length of time you waited before receiving NHS therapies? % The waiting time was appropriate / The waiting time was too short / I did not have to wait for NHS therapies*		
		2018**	2019**	2020
National Benchmark				61.9% (3649/5897)
LPT Overall				46.8% (44/94)
Age Group (years)	18-35			26.1% (6/23)
	36-50			16.7% (3/18)
	51-65			56.0% (14/25)
	66+			77.8% (21/27)
Ethnicity	BME			10.0% (1/10)
	White			56.7% (38/67)
Gender	Female			39.1% (18/46)
	Male			54.2% (26/48)

* % calculated out of the total responding "The waiting time was appropriate," "The waiting time was too short," "I did not have to wait for NHS therapies," and "The waiting time was too long"

** Question new in 2020

3.8 Support and wellbeing

3.8.1 Assistance with finding support for physical health needs

In 2020, compared to the national benchmark (65.3%, 5627/8617), 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 (63.0%, 104/165); representing an improvement over two years on the position observed in 2018 for LPT (46.3%, 50/108). In particular, the position over two years has improved for people aged 66 years old and over (from 50.0%, 18/36 in 2018 to 75.0%, 36/48 in 2020), and White people (from 48.5%, 32/66 in 2018 to 65.3%, 77/118 in 2020). 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 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	
		2018	2019	2020	2018 to 2020	2019 to 2020
		National Benchmark		61.6% (4304/6985)	61.3% (4151/6767)	65.3% (5627/8617)
LPT Overall		46.3% (50/108)	51.6% (65/126)	63.0% (104/165)	↑	–
Age Group (years)	18-35	26.7% (4/15)	31.2% (5/16)	55.2% (16/29)	–	–
	36-50	46.7% (14/30)	50.0% (13/26)	48.3% (14/29)	–	–
	51-65	51.9% (14/27)	51.4% (19/37)	64.8% (35/54)	–	–
	66+	50.0% (18/36)	56.1% (23/41)	75.0% (36/48)	↑	–
Ethnicity	BME	42.9% (9/21)	65.2% (15/23)	59.1% (13/22)	–	–
	White	48.5% (32/66)	53.0% (44/83)	65.3% (77/118)	↑	–
Gender	Female	44.1% (26/59)	53.9% (41/76)	61.0% (50/82)	–	–
	Male	49.0% (24/49)	48.0% (24/50)	65.1% (54/83)	–	–

* % 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"

3.8.2 Assistance with finding support for financial advice or benefits

In 2020, compared to the national benchmark (58.3%, 5522/9470), 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 (45.3%, 82/181) – a pattern that was also evident in 2018 and 2019. In 2020, 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 (29.6%, 8/27), service users aged 51 to 65 years old (40.3%, 25/62), White service users (47.0%, 63/134), and female service users (43.3%, 42/97). 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 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	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		53.9% (4193/7774)	54.7% (4101/7504)	58.3% (5522/9470)	↑	↑
LPT Overall		37.4% (49/131)	41.7% (55/132)	45.3% (82/181)	–	–
Age Group (years)	18-35	28.0% (7/25)	28.6% (6/21)	41.2% (14/34)	–	–
	36-50	38.7% (12/31)	27.6% (8/29)	29.6% (8/27)	–	–
	51-65	39.3% (11/28)	48.6% (17/35)	40.3% (25/62)	–	–
	66+	40.4% (19/47)	46.2% (18/39)	60.0% (33/55)	–	–
Ethnicity	BME	37.5% (9/24)	63.6% (14/22)	48.0% (12/25)	–	–
	White	38.0% (30/79)	40.9% (38/93)	47.0% (63/134)	–	–
Gender	Female	34.8% (24/69)	44.2% (34/77)	43.3% (42/97)	–	–
	Male	40.3% (25/62)	38.2% (21/55)	47.6% (40/84)	–	–

* % 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"

3.8.3 Assistance with finding support for finding or keeping work

In 2020, compared to the national benchmark (57.1%, 2589/4536), 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 (40.8%, 31/76) – a pattern that has been evident since at least 2016. The level of people who received help or advice from NHS mental health services at LPT with finding support for finding or keeping work was especially low amongst male service users (35.9%, 14/39). Meanwhile, the position since last year has improved for female service users (from 22.2%, 8/36 in 2019 to 45.9%, 17/37 in 2020). Please refer to Table 15.

Table 15: 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 (paid or voluntary)?			Trend	
		% Yes, definitely / Yes, to some extent*			2018 to 2020	2019 to 2020
		2018	2019	2020		
National Benchmark		52.7% (1809/3433)	54.6% (1791/3281)	57.1% (2589/4536)	↑	↑
LPT Overall		33.3% (20/60)	32.1% (18/56)	40.8% (31/76)	–	–
Age Group (years)	18-35	29.4% (5/17)	17.6% (3/17)	33.3% (6/18)	–	–
	36-50	33.3% (7/21)	37.5% (6/16)	35.3% (6/17)	–	–
	51-65	30.8% (4/13)	26.7% (4/15)	40.0% (10/25)	–	–
	66+	44.4% (R)	50.0%(R)	50.0% (7/14)	–	–
Ethnicity	BME	29.4% (5/17)	56.2% (9/16)	50.0% (6/12)	–	–
	White	36.7% (11/30)	23.3% (7/30)	44.2% (23/52)	–	–
Gender	Female	29.4% (10/34)	22.2% (8/36)	45.9% (17/37)	–	↑
	Male	38.5% (10/26)	50.0% (10/20)	35.9% (14/39)	–	–

* % 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"

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

In 2020, compared to the national benchmark (63.7%, 5826/9140), 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 (53.8%, 92/171). The level of people who had been supported by NHS mental health services in joining a group or taking part in an activity was especially low amongst female service users (49.4%, 43/87). Please refer to Table 16.

Table 16: 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		
	2018	2019	2020	2018 to 2020	2019 to 2020	
National Benchmark	62.5% (4704/7524)	63.0% (4487/7125)	63.7% (5826/9140)	–	–	
LPT Overall	48.3% (58/120)	55.6% (74/133)	53.8% (92/171)	–	–	
Age Group (years)	18-35	48.0% (12/25)	43.3% (13/30)	56.2% (18/32)	–	–
	36-50	53.1% (17/32)	57.1% (16/28)	46.4% (13/28)	–	–
	51-65	53.8% (14/26)	52.9% (18/34)	48.1% (25/52)	–	–
	66+	40.5% (15/37)	62.9% (22/35)	60.7% (34/56)	–	–
Ethnicity	BME	46.2% (12/26)	73.1% (19/26)	55.6% (10/18)	–	–
	White	52.2% (36/69)	52.3% (46/88)	53.5% (68/127)	–	–
Gender	Female	48.1% (37/77)	53.6% (45/84)	49.4% (43/87)	–	–
	Male	48.8% (21/43)	59.2% (29/49)	58.3% (49/84)	–	–

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

3.8.5 Involvement of a family member or someone close

In 2020, compared to the national benchmark (83.5%, 9384/11239), 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 (83.3%, 169/203); however, LPT's service users aged 36 to 50 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 (60.9%, 14/23). Meanwhile, the position over two years has improved for BME service users (from 59.1%, 13/22 in 2018 to 92.0%, 23/25 in 2020). Please refer to Table 17.

Table 17: 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? % Yes, definitely / Yes, to some extent*			Trend	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		82.5% (7355/8916)	81.1% (7039/8675)	83.5% (9384/11239)	↑	↑
LPT Overall		75.9% (104/137)	80.1% (117/146)	83.3% (169/203)	–	–
Age Group (years)	18-35	58.3% (14/24)	57.1% (12/21)	80.6% (25/31)	–	–
	36-50	77.4% (24/31)	73.9% (17/23)	60.9% (14/23)	–	–
	51-65	68.4% (13/19)	78.9% (30/38)	83.3% (40/48)	–	–
	66+	84.1% (53/63)	91.5% (54/59)	88.9% (88/99)	–	–
Ethnicity	BME	59.1% (13/22)	95.7% (22/23)	92.0% (23/25)	↑	–
	White	83.7% (77/92)	80.0% (88/110)	82.2% (129/157)	–	–
Gender	Female	72.9% (51/70)	78.8% (67/85)	81.0% (81/100)	–	–
	Male	79.1% (53/67)	82.0% (50/61)	85.4% (88/103)	–	–

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

3.9 Overall

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

In 2020, compared to the national benchmark (23.6%, 3406/14420), LPT's service users were similarly likely to have been asked by NHS mental health services to give their views on the quality of their care (19.0%, 56/294). 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?*		Trend		
		2018**	% Yes 2019	2020	2018 to 2020	2019 to 2020
National Benchmark			22.6% (2533/11206)	23.6% (3406/14420)	–	–
LPT Overall			14.8% (31/209)	19.0% (56/294)	–	–
Age Group (years)	18-35		16.7% (6/36)	29.6% (16/54)	–	–
	36-50		17.6% (6/34)	14.6% (6/41)	–	–
	51-65		19.6% (10/51)	14.6% (12/82)	–	–
	66+		10.1% (8/79)	18.6% (21/113)	–	–
Ethnicity	BME		26.1% (6/23)	21.9% (7/32)	–	–
	White		13.0% (21/161)	18.8% (42/224)	–	–
Gender	Female		15.8% (21/133)	19.6% (30/153)	–	–
	Male		13.2% (10/76)	18.4% (26/141)	–	–

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

** Question new in 2019

3.9.2 Overall rating of the experience of NHS mental health services: Promoters – those most positive about the service received

Survey respondents were asked to rate their experience of NHS mental health services on a scale of 0 to 10, very poor to very good. For the purposes of the present analysis, scores of 9 and above have been taken to indicate a good experience (those who give a rating of 9 or 10 are considered to be “promoters” – those who were most positive about the service received). In 2020, compared to the national benchmark (33.9%, 5471/16154), overall LPT’s service users were similarly likely to indicate that they had had a good experience of NHS mental health services (30.7%, 100/326). This represents an improvement on the position over two years for LPT’s service users overall (from 22.3%, 49/220 in 2018 to 30.7%, 100/326 in 2020), and in particular for male service users (from 19.3%, 17/88 in 2018 to 35.9%, 56/156 in 2020). However, in 2020, female service users were less likely to indicate that they had had a good experience NHS mental health services (25.9%, 44/170). 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: Promoters – those most positive about the service received.

		Overall please indicate whether you had a very good or poor experience.			Trend	
		% Rank 9 / Rank 10 (I had a very good experience)*			2018 to 2020	2019 to 2020
		2018	2019	2020		
National Benchmark		30.7% (4060/13222)	31.6% (3953/12492)	33.9% (5471/16154)	↑	↑
LPT Overall		22.3% (49/220)	25.3% (59/233)	30.7% (100/326)	↑	–
Age Group (years)	18-35	14.3% (5/35)	14.6% (6/41)	21.8% (12/55)	–	–
	36-50	14.8% (8/54)	19.0% (8/42)	28.6% (14/49)	–	–
	51-65	30.4% (14/46)	29.3% (17/58)	28.1% (27/96)	–	–
	66+	25.9% (22/85)	31.8% (27/85)	38.0% (46/121)	–	–
Ethnicity	BME	25.7% (9/35)	29.0% (9/31)	29.7% (11/37)	–	–
	White	26.0% (38/146)	26.0% (45/173)	31.7% (77/243)	–	–
Gender	Female	24.2% (32/132)	25.5% (37/145)	25.9% (44/170)	–	–
	Male	19.3% (17/88)	25.0% (22/88)	35.9% (56/156)	↑	–

* % 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) "

3.9.3 Overall rating of the experience of NHS mental health services: Detractors – those most negative about the service received

Survey respondents were asked to rate their experience of NHS mental health services on a scale of 0 to 10, very poor to very good. For the purposes of the present analysis, scores of 6 and below have been taken to indicate a poor experience (those who give a rating of 6 or below are considered to be “detractors” – those who were most negative about the service received). In 2020, compared to the national benchmark (33.2%, 5362/16154), overall LPT’s service users were similarly likely to indicate that they had had a poor experience of NHS mental health services (36.5%, 119/326). This represents an improvement on the position over two years for LPT’s service users overall (from 48.2%, 106/220 in 2018 to 36.5%, 119/326 in 2020). In particular, there was an improvement on the position over two years for service users aged 18 to 35 years old, who had been especially likely to report a poor experience of NHS mental health services in 2018 (from 77.1%, 27/35 in 2018 to 43.6%, 24/55 in 2020). There was also an improvement on the position over two years for service users aged 66 years old and over (from 44.7%, 38/85 in 2018 to 29.8%, 36/121 in 2020). Please refer to Table 20.

Table 20: Overall please indicate whether you had a very good or poor experience: Detractors – those most negative about the service received.

		Overall please indicate whether you had a very good or poor experience.**			Trend**	
		% Rank 0 (I had a very poor experience) / Rank 1 / Rank 2 / Rank 3 / Rank 4 / Rank 5 / Rank 6*			2018	2019
		2018	2019	2020	to 2020	to 2020
National Benchmark		36.9% (4879/13222)	37.2% (4647/12492)	33.2% (5362/16154)	↓	↓
LPT Overall		48.2% (106/220)	42.5% (99/233)	36.5% (119/326)	↓	–
Age Group (years)	18-35	77.1% (27/35)	51.2% (21/41)	43.6% (24/55)	↓	–
	36-50	51.9% (28/54)	50.0% (21/42)	40.8% (20/49)	–	–
	51-65	28.3% (13/46)	36.2% (21/58)	38.5% (37/96)	–	–
	66+	44.7% (38/85)	37.6% (32/85)	29.8% (36/121)	↓	–
Ethnicity	BME	40.0% (14/35)	41.9% (13/31)	35.1% (13/37)	–	–
	White	44.5% (65/146)	40.5% (70/173)	35.0% (85/243)	–	–
Gender	Female	50.8% (67/132)	44.8% (65/145)	39.4% (67/170)	–	–
	Male	44.3% (39/88)	38.6% (34/88)	33.3% (52/156)	–	–

* % 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) "

** please note that, unlike the other metrics considered in this report, a decrease or lower value for this metric is desirable

3.9.4 Treatment with dignity and respect

In 2020, compared to the national benchmark (93.4%, 15752/16872), overall LPT's service users were similarly likely to feel that they had been treated with respect and dignity by NHS mental health services (93.3%, 319/342), with no statistically significant differences observed across the protected characteristics of age, ethnicity and gender. The position over two years has improved for LPT's service users overall (from 88.3%, 204/231 in 2018 to 93.3%, 319/342 in 2020); especially for male service users (from 87.1%, 81/93 in 2018 to 95.1%, 155/163 in 2020). Please refer to Table 21.

Table 21: 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? % Yes, always / Yes, sometimes*			Trend	
		2018	2019	2020	2018 to 2020	2019 to 2020
National Benchmark		92.8% (12900/13902)	92.7% (12056/13002)	93.4% (15752/16872)	–	↑
LPT Overall		88.3% (204/231)	90.1% (219/243)	93.3% (319/342)	↑	–
Age Group (years)	18-35	77.1% (27/35)	83.3% (35/42)	88.3% (53/60)	–	–
	36-50	83.9% (47/56)	86.0% (37/43)	91.8% (45/49)	–	–
	51-65	93.8% (45/48)	88.5% (54/61)	90.8% (89/98)	–	–
	66+	92.4% (85/92)	95.5% (84/88)	97.7% (128/131)	–	–
Ethnicity	BME	88.6% (31/35)	94.1% (32/34)	97.6% (40/41)	–	–
	White	89.7% (140/156)	91.6% (164/179)	93.3% (238/255)	–	–
Gender	Female	89.1% (123/138)	90.2% (138/153)	91.6% (164/179)	–	–
	Male	87.1% (81/93)	90.0% (81/90)	95.1% (155/163)	↑	–

* % 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 2020 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 2018, 2019, and 2020):

	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. Statistically significant deviations from no trend are flagged in the results tables.

Key to interpreting trends over time (table columns labelled 2018 to 2020 and 2019 to 2020):

	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