

Applying the NHS Performance Framework to Mental Health Trusts in 2011/12

Annex B: User Experience Domain

The source of the indicators for the User Experience domain is the 2010/11 community mental health services survey. This forms part of the NHS national patient survey programme (NPSP)¹, coordinated by the Care Quality Commission (CQC).

The NPSP collects structured and systematic feedback on the quality of service delivery from the patient/service users' points of view. In this way, it provides robust measures of NHS performance, at organisational, regional and national levels.

Scoring

Performance on User Experience is assessed under four distinct "themes" that patients identify as service priorities, shown in Figure 1 below. Each theme consists of a number of individual questions in the survey, shown in Figure 2 on page 2. Each organisation is scored on the individual survey questions within the theme, and an average score for each organisation is calculated for each of the four User Experience themes.

For each theme, organisation performance is compared to the national average score for the theme. Organisations that score more than one standard deviation below the national average are deemed to have 'failed' on that indicator. This pass mark remains unchanged throughout 2011/12. The scores needed to pass are:

Figure 1: Scores needed by organisations to pass each theme	National average	Standard deviation of trust averages	Score needed to pass
Access and waiting	71.1	4.9	66.2
Safe, high quality, coordinated care	72.1	3.4	68.7
Better information, more choice	68.3	2.6	65.7
Building closer relationships	84.7	2.2	82.5

Overall performance on the User Experience domain is then determined by counting the number of total 'passes' achieved, which is then used to classify performance. Each theme has an equal weighting in this process:

Performance Assessment	Score (out of 4 themes)
Underperforming	0 or 1 passes
Performance under review	2 or 3 passes

¹ For results from across the NHS National Patient Survey Programme, see www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys.cfm

For guidance on running local surveys consistent with the NPSP, see www.nhssurveys.org/localsurveys

For DH Overall Patient Experience Scores, methodology, and data toolkits to help local organisations understand their performance and prioritise areas for improvement:

www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients

Performing	4 passes
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The questions feeding in to these themes are shown in Figure 2 below, shown in the same order that they appeared in for the 2010/11 framework.

The 2010/11 version of this framework, in the Access and Waiting theme, contained questions on offering talking therapies. However, talking therapies may not always be appropriate, so those questions are now excluded from this framework.

Figure 2: User Experience questions, including question numbers from the 2010/11 Community Mental Health Services Survey

Access and waiting	22. Can you contact your Care Co-ordinator (or lead professional) if you have a problem? [All who know their care coordinator]
	36. Do you have the number of someone from your local NHS Mental Health Service that you can phone out of office hours? [All]
Safe, high quality, coordinated care	16. In the last 12 months, has an NHS mental health worker or social care worker checked with you about how you are getting on with your medication - i.e. have your medicines been reviewed? (Please do not include reviews by your GP) [All on prescribed medication for 12+ months]
	23. How well does your Care Co-ordinator (or lead professional) organise the care and services you need? [All who know their care coordinator]
	30. In the last 12 months have you had a care review meeting to discuss your care? [All]
	42. In the last 12 months, have you received support from anyone in NHS mental health services in getting help with your physical health needs? [All]
Better information, more choice	10. Do you think your views were taken into account in deciding which medication to take? [All prescribed medication in last 12 months]
	29. Have you been given (or offered) a written or printed copy of your NHS care plan? [All]
	25. Do you think your views were taken into account when deciding what was in your NHS care plan? [All who have a care plan]
	26. Does your NHS care plan set out your goals? This might include the changes you want to make to your life as your care progresses or the things you want to achieve. [All who have a care plan]
Building closer relationships	5. Did this person take your views into account? [All]
	6. Did you have trust and confidence in this person? [All]
	7. Did this person treat you with respect and dignity? [All who saw a health or social care worker]
	8. Were you given enough time to discuss your condition and treatment? [All]
	21. Do you know who your Care Co-ordinator (or lead professional) is? [All]