

MEDIA RELEASE

9 August 2011

Patients give high rating to mental health services

Service users across North Yorkshire and York have given a glowing assessment of their NHS mental health services according to survey results released today (Tuesday 9 August 2011).

The 2011 Community Mental Health Survey has been published by the Care Quality Commission - the independent regulator of health and adult social care services in England.

Over the eight different categories of care measured, mental health services in North Yorkshire and York scored better than most other trusts in four of those categories, including a score of over 9 out of 10 for staff (see “health and social care workers”).

The survey involved 65 NHS trusts in England, including combined mental health and social care trusts, Foundation Trusts and primary care trusts that provide mental health services.

Service users aged 16 and over were eligible for the survey if they were seen at the trust between 1 July 2010 and 30 September 2010 and had received specialist care or treatment for a mental health condition. At the time of the survey, the majority of mental health services in North Yorkshire and York were provided by NHS North Yorkshire and York (a primary care trust).

John Clare, associate director of mental health services at NHS North Yorkshire and York, said: “To improve the quality of services we deliver it is important to understand what service users think about their care and treatment.

“We’re delighted that we’ve been given such a good assessment by people who have used our services. This underlines our belief that we offer excellent mental health services across all our specialist areas.

“These results will be a boost for our hard working staff – particularly as they were rated very highly indeed by service users in the survey.

“We will also use this valuable feedback to make sure we tackle any specific areas where there were concerns raised by service users so we can continue to improve.”

Results of 2011 Community Mental Health Survey for NHS North Yorkshire and York

Overview table

Section heading	Score out of 10	How this score compares with other trusts
Health and Social Care Workers	9.02	better
Medications	7.44	about the same
Talking therapies	7.46	about the same
Care Coordinator	8.76	better
Care Plan	7.35	better
Care Review	7.71	about the same
Crisis Care	6.68	about the same
Day to Day Living	6.75	better
Overall	7.28	better

For more information about the survey and to see the results in full, visit the CQC website at:

<http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/communitymentalhealthservices.cfm>

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**For further information contact the NHS North Yorkshire and York
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