



SURVEY OF COMMUNITY MENTAL HEALTH SERVICES

- *At the start of 2016, a questionnaire was sent to 850 people who received community mental health services. Responses were received from 207 people at West London Mental Health NHS Trust.*
- *Based on their responses, WLMHT was given a score out of 10 for each question (the higher the score the better).*
- *For each question, WLMHT also received a rating of 'About the same', 'Better' or 'Worse'.*





WLMHT ONE OF WORST PERFORMING

Ten areas assessed.

WLMHT underperformed in five out of ten areas.

- *Health & Social Care Workers - listening, feeling listened to*
- *Organising care - being informed of who is in charge of organising their care*
- *Planning care - being involved as much as they would like in agreeing their care*
- *Support and wellbeing - support for physical health needs*
- *Support and wellbeing - support to find financial advice or benefits*
- *Overall poor experience*

CQC has written to WLMHT to urge them to review their results and to outline what actions they will take to address the areas of concern.

KCSC will collate and feed in your views and report back to the Health and Wellbeing Forum on WLMHT's plans for improvement.



10 MINUTE TABLE DISCUSSION AND FEEDBACK