# Trends Analysis Report

Mental Health

## ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of Mental Health services.

**The Coding**
Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Croydon Patient Experience Panel.

**The Care Pathway**
Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).

**Disclaimer**
The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

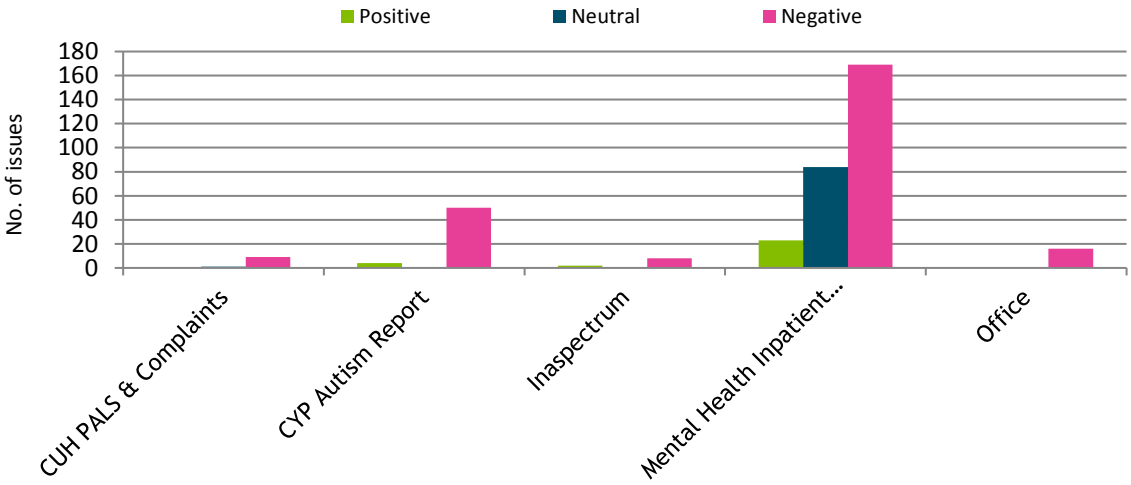
## SECTION 1: REPORT CONTENT

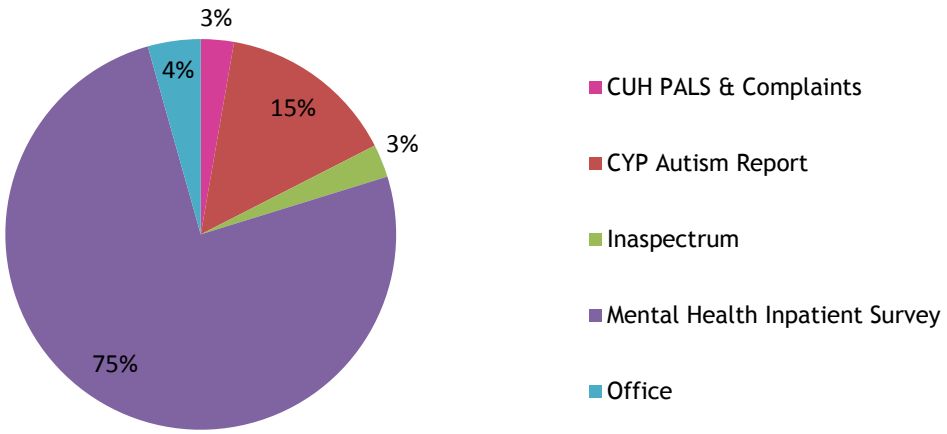
Healthwatch Croydon has identified 387 issues during the period below:

**1.1: Reporting Period:** **From:** 01/07/2015
**To:** 29/02/2016

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each stage of the Care Pathway (Section 3).

1.2: Top Data Origin




**The Data in this Report**
75% of the service user comments originate from the Mental Health Inpatient Survey, with the remainder from other sources.

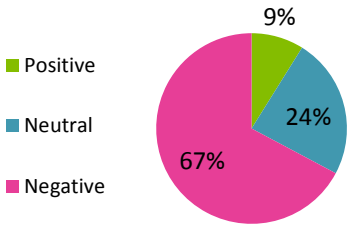
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 07/03/2016

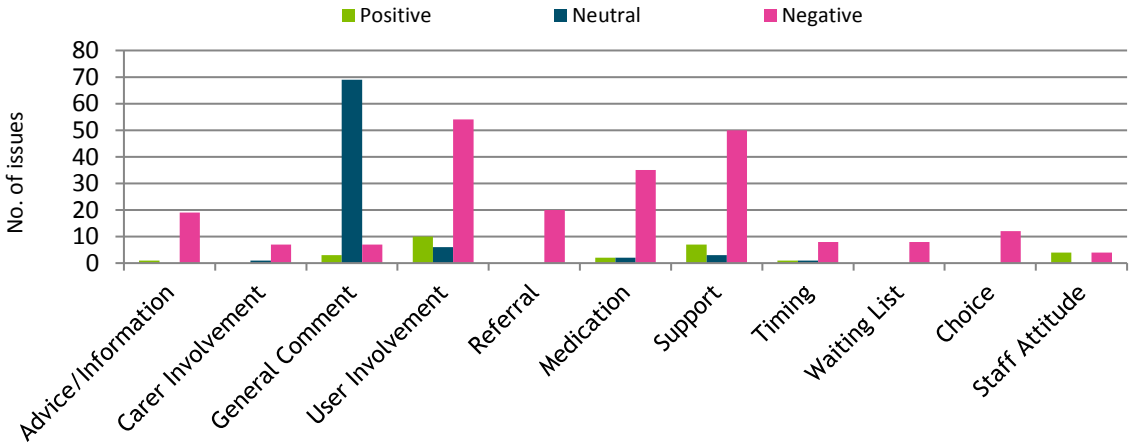
## SECTION 2.1: TOP OVERALL TRENDS

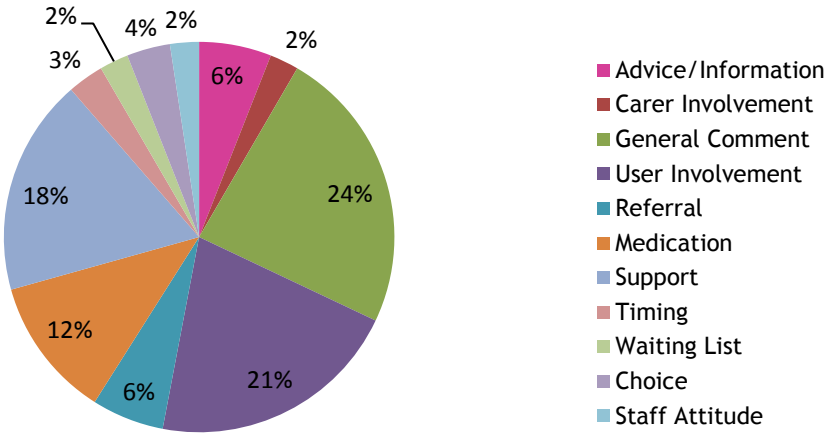
### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 68% negative.




### 2.1.2 Top Trends

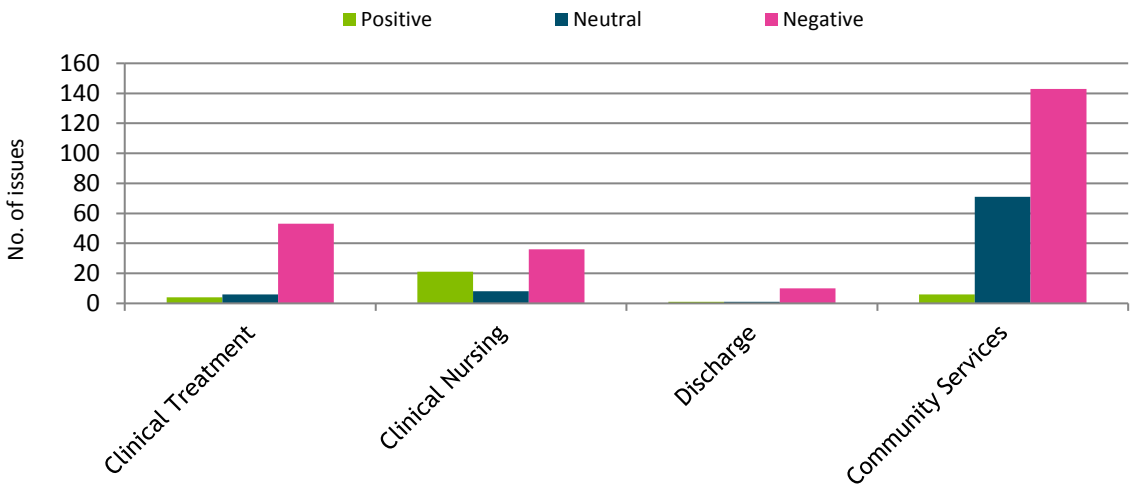


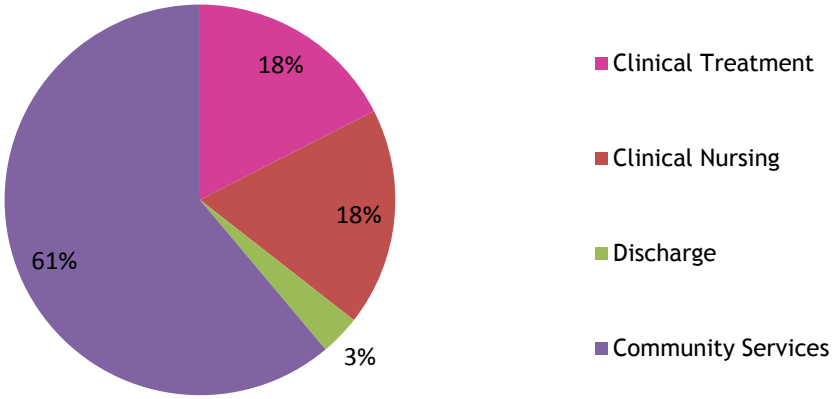




**Trends to Watch:**
Comments suggest there are clear negative trends on User Involvement, with people not feeling listened to, or involved in care planning, and decisions about them.
Support is also a clear trend, with comments suggesting admissions could have been avoided, if adequate support was available from primary and community care services.
Medication is also an issue, with side effects and consent cited.

## SECTION 3: CARE PATHWAY

### 3.1 Care Pathway



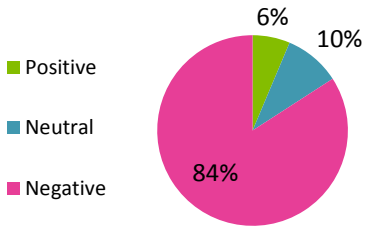




**Trends to Watch:**
More than half of comments relate to community based services, such as GP's, Social Services and the Community Mental Health Team, and sentiment is clearly negative, according to comments.

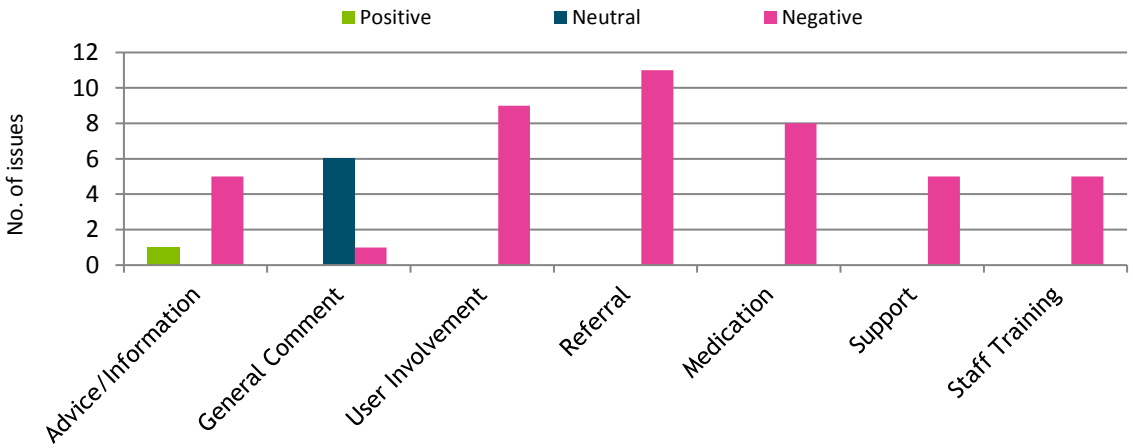
## SECTION 3.4: CLINICAL TREATMENT

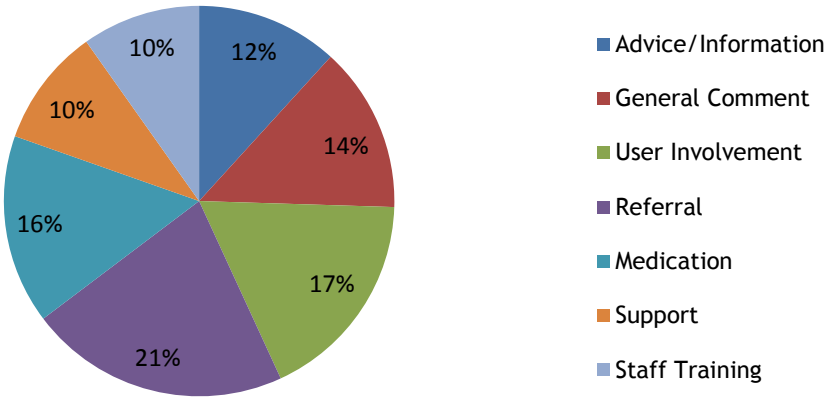
### 3.4.1 Sentiment:

Overall sentiment about Clinical Treatment is 84% negative.




### 3.4.2 Most Reported Aspects of Clinical Treatment



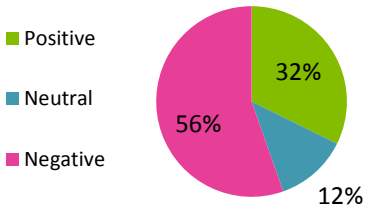




**Trends to Watch:**
Most comments relate to GP services and patients cite lack of Referral and User Involvement, plus Medication issues.

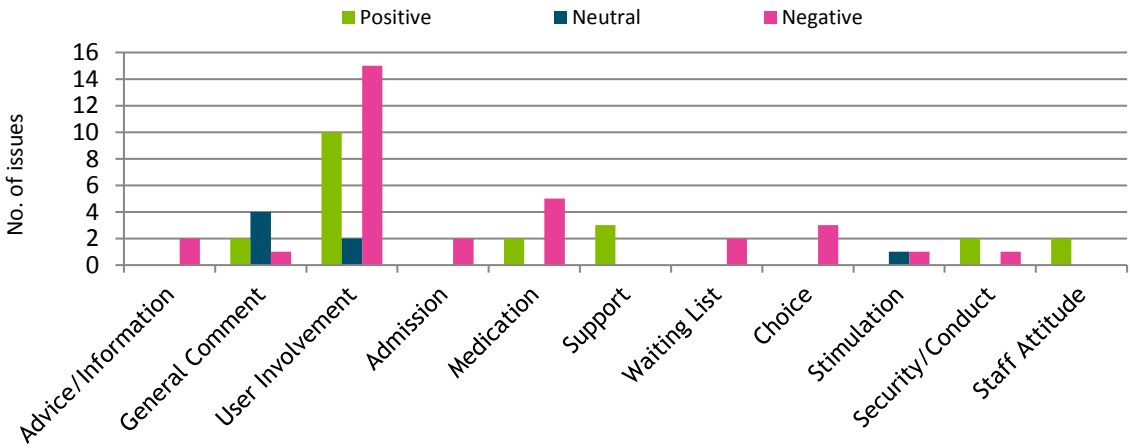
## SECTION 3.5: CLINICAL NURSING

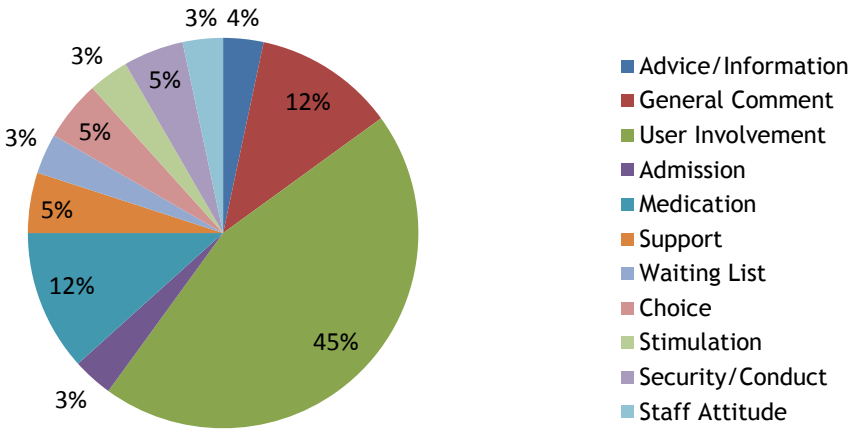
### 3.5.1 Sentiment:

Overall sentiment about Clinical Nursing is 56% negative.




### 3.5.2 Most Reported Aspects of Clinical Nursing



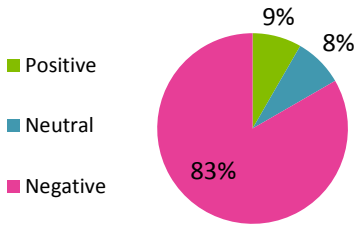




**Trends to Watch:**
Most comments relate to Bethlam Hospital and patients comment most on User Involvement, where sentiment is mixed.

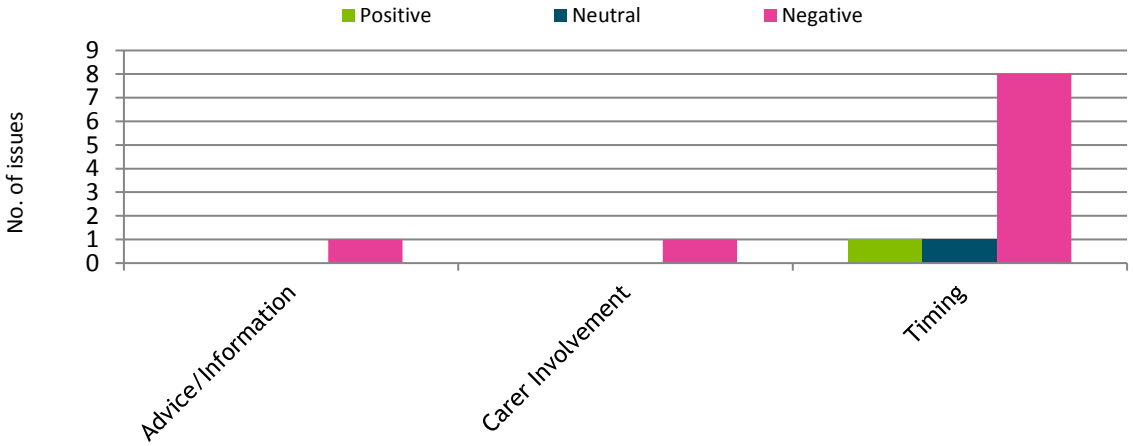
## SECTION 3.6: DISCHARGE

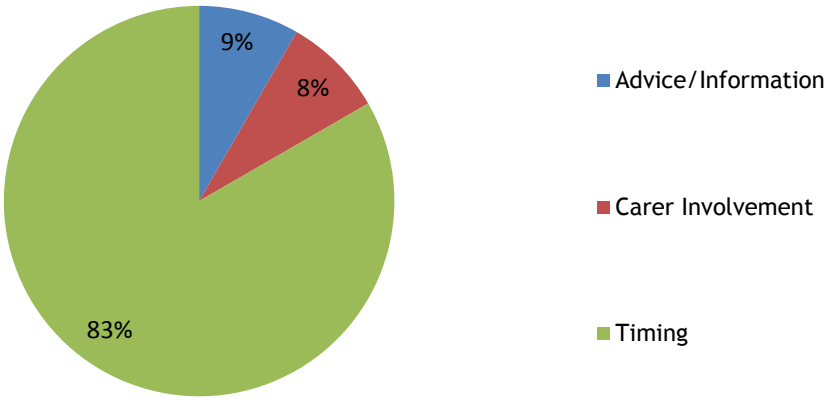
### 3.6.1 Sentiment:

Overall sentiment about Discharge is 83% negative.




### 3.6.2 Most Reported Aspects of Discharge



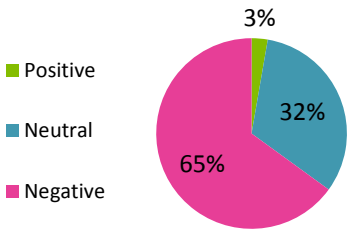




**Trends to Watch:**
Some patients feel they were discharged before feeling ready.

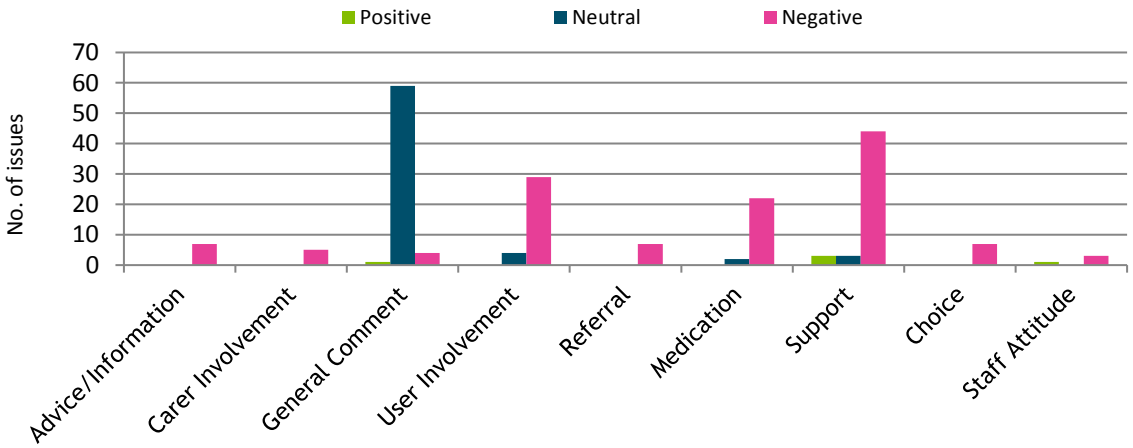
## SECTION 3.8: COMMUNITY

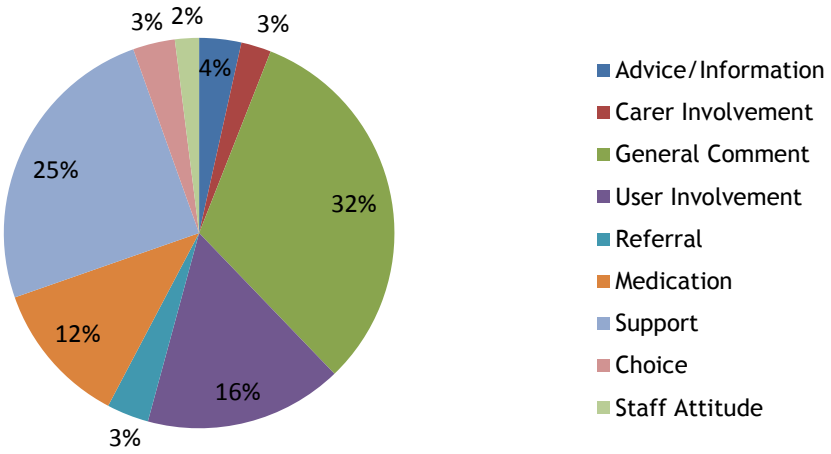
### 3.8.1 Sentiment:

Overall sentiment about Community is 65% negative.




### 3.8.2 Most Reported Aspects of Community




**Trends to Watch:**
Most comments relate to Community Mental Health and Social Services.
Lack of Support and User Involvement are cited as issues, along with Medication.