

Psychological Therapies Spotlight Audit Service User Survey

Frequently Asked Questions

What is the National Clinical Audit of Anxiety and Depression (NCAAD)?

The NCAAD is part of the National Clinical Audit Programme. The NCAAD measures the performance of mental health Trusts and services against national guidelines, and then helps them to improve. It is commissioned by the Healthcare Quality Improvement Partnership (HQIP) on behalf of NHS England.

The NCAAD is looking at lots of different areas, one of which is to see whether people who receive psychological therapy are getting the best support available.

The main aims of the audit are to measure:

- **Access** – whether people were able to get the help they needed;
- **Appropriateness** – whether people received the right sort of help for their problems;
- **Acceptability** – whether the treatment was acceptable to people;
- **Outcomes** – whether the treatment helped people to recover or not.

All services who deliver psychological therapy (talking treatment) in England have been asked to sign up to take part.

How did you know how to contact me?

Each service that is taking part was asked to send out a questionnaire to all people who have recently ended therapy. The questionnaire has been sent from the services themselves and not from the NCAAD team. The NCAAD have no access to your personal details (e.g. name or address) and no one can identify who you are if you complete this questionnaire.

How will my views be used in the audit?

Your views are a very important part of this audit which is why you and thousands of other people are being asked to complete the questionnaire about your experience of psychological therapy.

We are looking at all the information to see what therapists and services are doing well, and what they are not doing so well. The audit should lead to better quality care being offered by services which is why your input is so important.

Do I have to complete the questionnaire?

No - taking part is voluntary and if you don't want to take part, you don't have to.

Will anyone know what I have said?

Your responses are confidential. We ask you not to write any details on the questionnaire which would identify you, so please be as honest in your answers as you can.

The code on the front of the questionnaire only identifies the service you have used. It does not identify you in any way. Lots of questionnaires are sent out by each service so we will not be able to identify the responses of any one individual.

The service and your therapist will never know whether you have completed the questionnaire or not.

The information collected for this audit will only be used for the purposes for which it was collected. Questionnaires will be destroyed once the analysis has been completed.

Can I find out what the results are?

The NCAAD will produce reports which explain the findings of the audit. This will inform the work of the service you used but will also help us understand how the psychological therapy system is working, and where improvements are needed.

A national report will be published and made readily available on the NCAAD website (www.rcpsych.ac.uk/ncaad).

Can I get help completing the questionnaire?

If you need help completing the questionnaire, you could:

- Ask a friend, relative or carer for support;
- Ask another professional involved in your treatment (e.g. care coordinator) for support.

When does the questionnaire need to be completed by?

All questionnaires need to be completed by **Friday 21 December 2018**.

If you would like to read more about the National Clinical Audit of Anxiety and Depression, please visit our website: www.rcpsych.ac.uk/NCAAD

Below are some helplines and links which you may find helpful:

- **Adfam:** National charity working with families affected by drugs and alcohol. Publications and resources, online message board and local support groups. Web: www.adfam.org.uk
- **Anxiety UK Infoline – 0344 477 5774.**
Offers practical advice and information on support services that are available. Open weekdays 9.30am – 5.30pm. You can also email support@anxietyuk.org.uk or chat online via their website
- **Carers Direct - 0300 123 1053**
Confidential information, advice and support for Carers. Lines are open 9am to 8pm Monday to Friday, 11am to 4pm at weekends. Request a free call back or an interpreted call back in one of more than 170 languages www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx
- **Carers UK – 0808 808 7777**
Information, advice and support for Carers including information about practical issues, looking after yourself and details of local support groups. Lines are open Monday to Wednesday 10am to 4pm (listening service available Mondays and Tuesdays, from 9am – 7pm) Web: www.carersuk.org
- **HOPELine – 0800 068 4141.**
Offers confidential advice and support to young people aged under the age of 35 who may be having thoughts of suicide. Open 10am-10pm weekdays, 2-10pm weekends. You can also text 07786 209697 or email pat@papyrus-uk.org
- **Mind – Infoline: 0300 123 3393**
The Infoline offers information and advice on all issues relating to mental health and information about Mind associations and other support services in your area. Lines are open **9am to 6pm**. Email: info@mind.org.uk Web: <http://www.mind.org.uk/>
- **National Self-Harm Network**
Network supporting people and their families on issues around self-harm. Information, campaigning and practical support, including discussion forums. Postal address: NSHN, PO Box 7264, Nottingham, NG1 6WJ. Email: info@nshn.co.uk Web: www.nshn.co.uk
- **National Survivor User Network**
A diverse, inclusive user-led network which aims to improve the lives of people who experience mental distress.
Postal address: NSUN, PO Box 74752, London, E11 9GD. Email: info@nsun.org.uk
Web: <https://www.nsun.org.uk>
- **NHS Direct – 0845 46 47 or 111 depending on where you live:**
A 24-hour telephone advice and information service which is part of the National Health Service. (Note – NHS direct has an obligation to call out emergency services if they are concerned about your safety.)
- **Samaritans – FREE Helpline 116 123**
Confidential emotional support for anyone, 24 hours a day, 7 days a week. You can also e-mail jo@samaritans.org for support, or write to 'Chris' P.O. Box 9090, Stirling, FK8 2SA. Some centres also offer face to face support, usually by appointment.
- **Saneline – 0300 304 7000**
Offers practical care and support to anybody affected by mental health problems. Open every day of the year between 4:30pm – 10:30pm