

National Clinical Audit of Psychosis

Early Intervention in Psychosis 2019-2020 Audit

Service user survey data

NCAP Team

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Service user survey

Veenu Gupta

Returns:

Total sample = 2,374

Number of Trusts = 56

Service user survey questions

Asked service users about their experience of:

- Care - whether service users felt heard and listened to
- Care plans, including emergency contact numbers
- Family/friend/carer involvement
- Medication
 - Whether it was offered
 - Discussion of side effects
- Therapy
 - Offer of CBTp and Family Intervention
- Physical health, including smoking interventions
- Employment
- Housing and benefits

Demography

Age and gender

	Number (%)	Mode age range	Age min - max
Total sample	2,291 (100)	18-25	Under 18-50+
Male	1,184 (52)	18-25	Under 18-50+
Female	1,086 (47)	26-35	Under 18-50+
Other	21 (<1)	18-25	Under 18-50+

Demography

Ethnicity

Ethnic group	Number (%)
White	1,527 (66)
Black or Black British	243 (11)
Asian or Asian British	232 (10)
Mixed	119 (5)
Other ethnic groups	139 (6)
Would rather not say	42 (2)

Service user survey key findings

Service user survey key findings

Experience of care



- **89% (2,091/2,350)** of service users said that their mental health had improved since they had been under the care of their EIP team



- **83% (1,956/2,348)** of service users said that they felt heard and listened to by their EIP worker/ team 'a lot' or 'quite a lot'

Care planning and crisis numbers



- **52% (1,217/2,330)** of service users said they had a copy of their care plan and knew where it was
- **21% (497/2,330)** of service users said they had a copy but did not know where their care plan was



- **89% (2,062/2,308)** of service users said that they had an emergency contact number to call

Service user survey key findings

Medication and psychological therapies



- **78% (1,706/2,181)** of service users felt that they were involved in the decision on which medication they could take



- **72% (1,557/2,169)** of service users said that they were given written or online information about their medication

Physical health



- **48% (1,089/2,274)** of survey respondents felt that they were in good physical health
- **23% (274/1,185)** of service users were not as healthy as they wanted to be and were not getting help with this

Service user survey key findings

Employment and practical help



- **33% (748/2,286)** of service users said that they currently have a job



- **84% (1,778/2,125)** of service users said that they did not have any problems with housing or benefits
- **7% (144/2,125)** of service users said that they had problems with housing or benefits but were not getting help

Service user survey data that links to the Standards



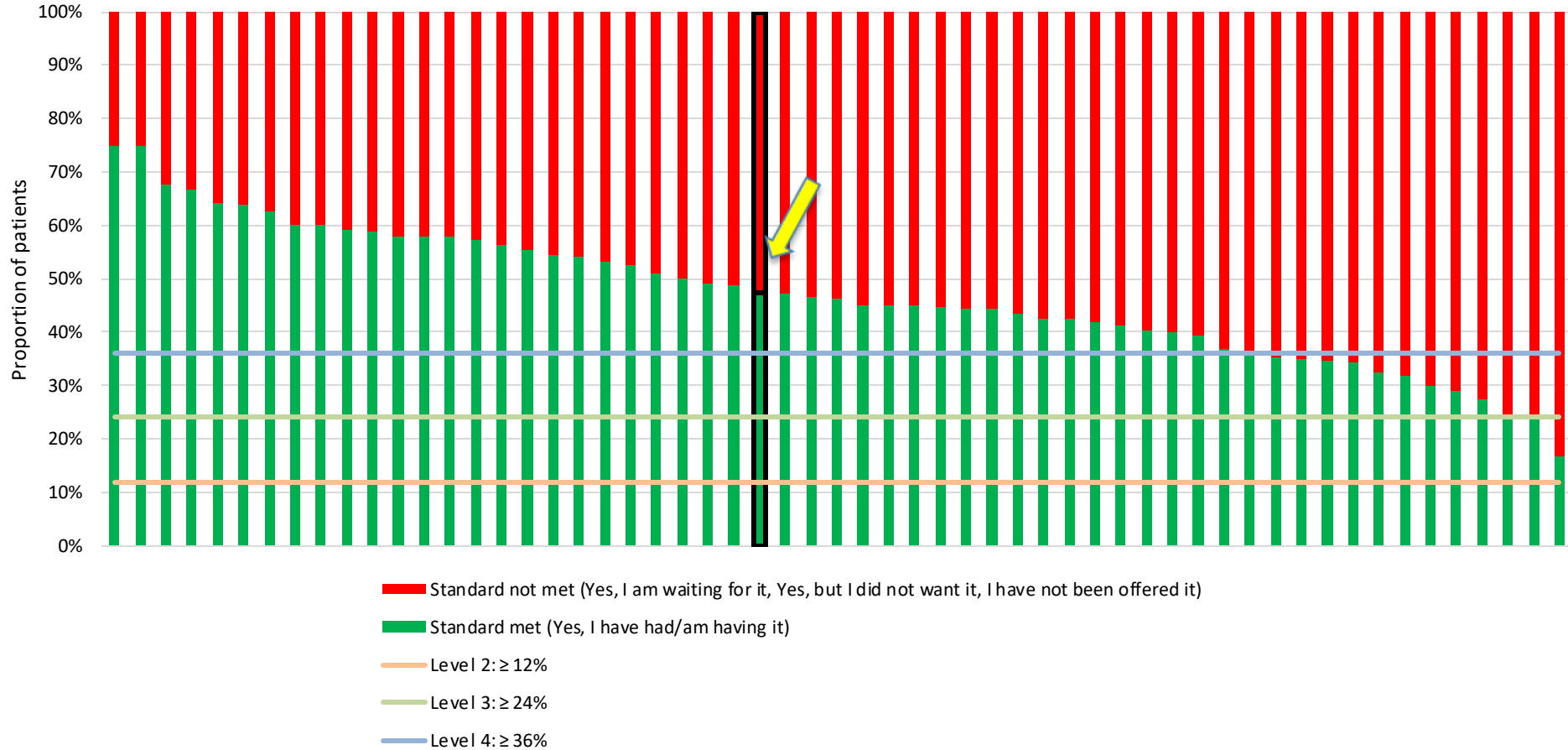
= Total National Sample (TNS)

Interventions (psychological & pharmacological)

Service user survey data

Standard 2: Service users with first episode of psychosis take up Cognitive Behavioural Therapy for psychosis (CBTp).

Proportion of people with FEP who reported taking up CBTp (n=2,280)



Percentage who took up CBTp:

Service user survey = 47% EIP 2019-20 case note audit = 49%

EIP spotlight audit = 46% EIPN self-assessment = 34%

Findings are from the NCAP EIP 2019/2020 national report that is not yet published, may be subject to change and not for onward sharing.

Service user survey data

Standard 3: Service users with first episode psychosis and their families take up Family Interventions.

Proportion of people with FEP who reported taking up Family Interventions (n=2,211)



Percentage who took up Family Interventions:

Service user survey = 27% EIP 2019-20 case note audit = 21%

EIP spotlight audit = 22% EIPN self-assessment = 18%

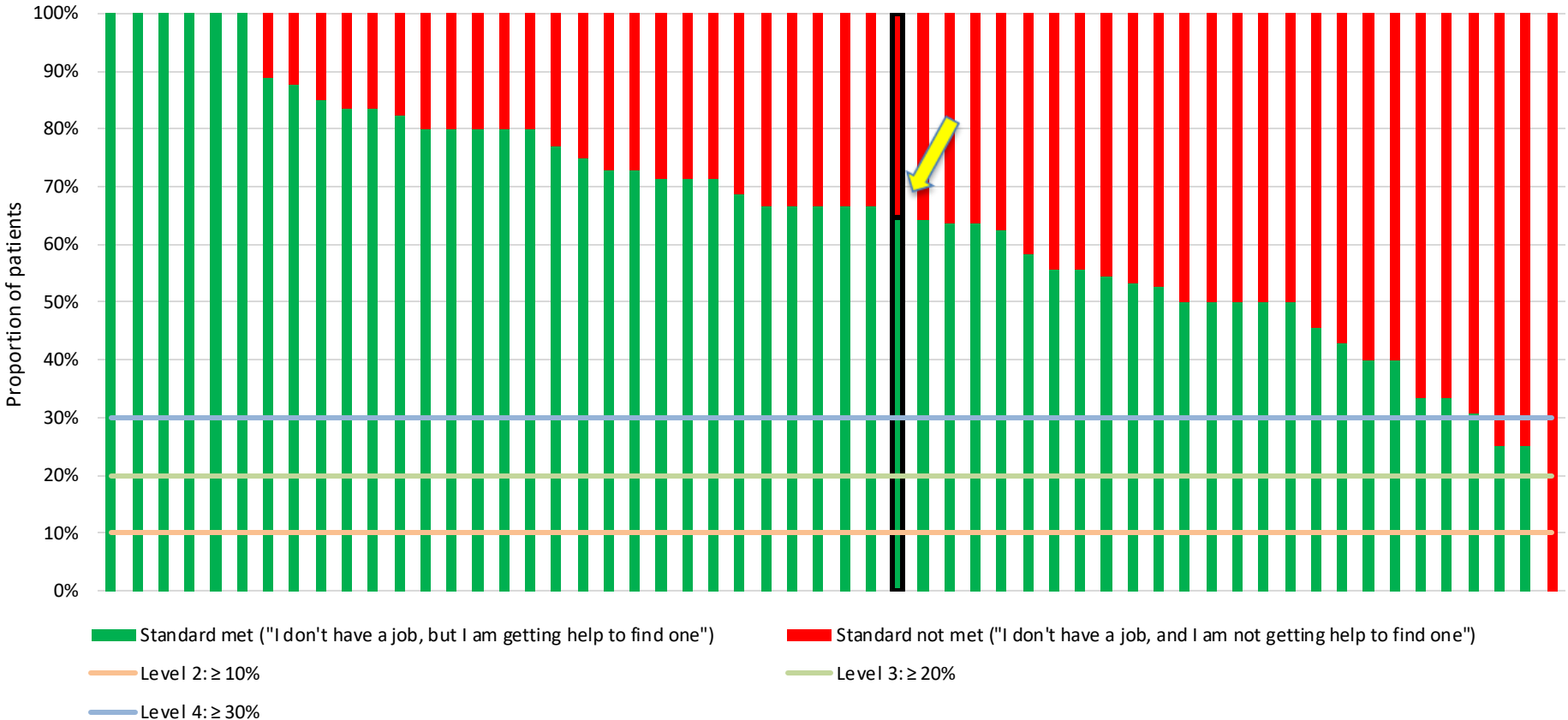
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Supported employment and education programmes

Service user survey data

Standard 5: Service users with first episode psychosis take up supported employment and education programmes.

Proportion of people with FEP who felt able work, who were getting help to find a job (n = 561)



Percentage of patients not in work who took up supported employment programmes:

Service user survey = 65% EIP 2019-20 case note audit = 31%

EIP spotlight audit = 28% EIPN self-assessment = 22%

Findings are from the NCAP EIP 2019/2020 national report that is not yet published, may be subject to change and not for onward sharing.

Physical health (screening & intervention)

Service user survey data

Standard 7: Service users are offered relevant interventions for their physical health for the following measures:

Smoking cessation

Proportion of people with FEP who reported being offered to help give up smoking (n=803)



Percentage of patients who were offered relevant interventions for their physical health:

Service user survey = 72% offered (14% received, 57% refused)

EIP 2019-20 case note audit = 91% offered (58% received, 33% refused)

EIP spotlight audit = 88% offered (54% received, 34% refused)

No EIPN self-assessment comparison available (data analysed differently)

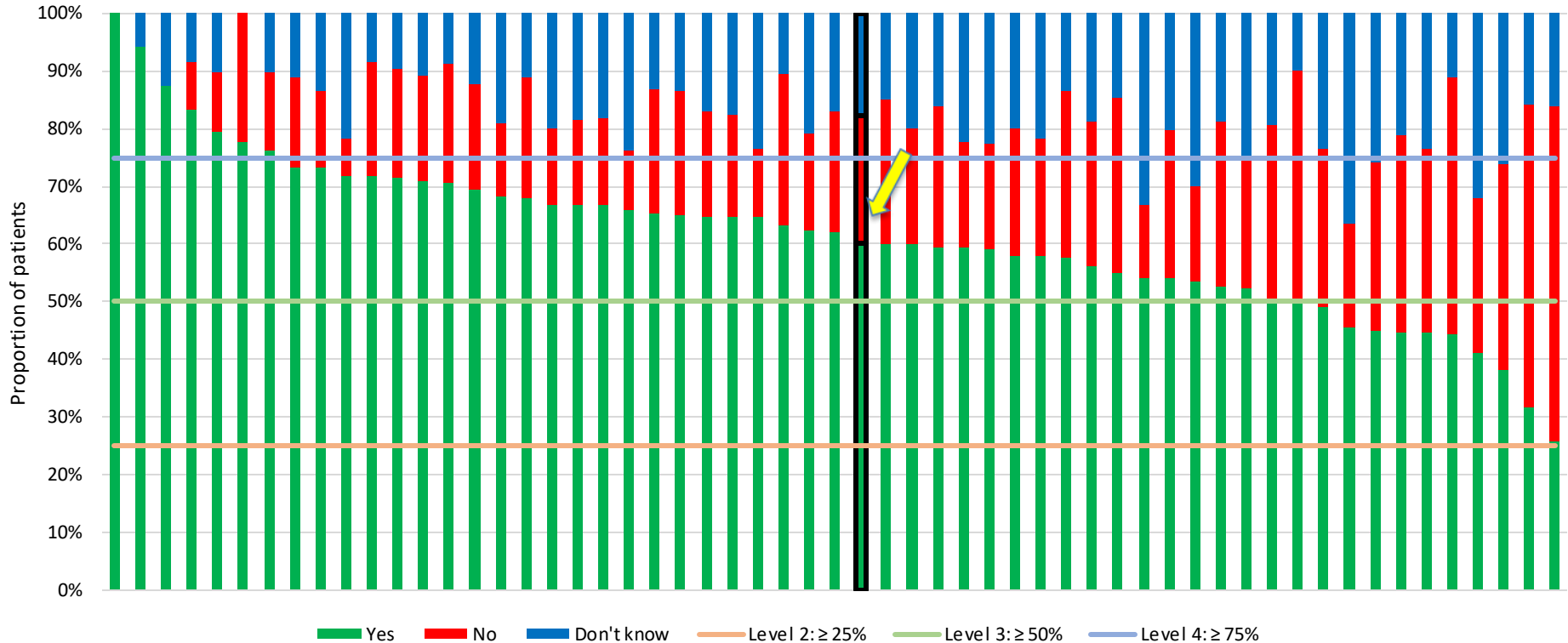
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Carer-focused education and support programmes

Service user survey data

Standard 8: Carers take up or are referred to carer-focused education and support programmes.

Proportion of people with FEP reporting that their identified family member, friend or carer had been offered carer-focused education and support programmes (n = 2,329)



Percentage of carers who took up or were referred to carer-focused education and support programmes:

Service user survey = 60% EIP 2019-20 = 61% case note audit

No EIP spotlight audit comparison available No EIPN self-assessment comparison available

Thank you!