National Clinical Audit of Psychosis

*Early Intervention in Psychosis 2019-2020 Audit*

**Service user survey data**

NCAP Team

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*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
Veenu Gupta

Returns:
Total sample = 2,374
Number of Trusts = 56

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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

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## Demography
### Age and gender

<table>
<thead>
<tr>
<th></th>
<th>Number (%)</th>
<th>Mode age range</th>
<th>Age min - max</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total sample</strong></td>
<td>2,291 (100)</td>
<td>18-25</td>
<td>Under 18-50+</td>
</tr>
<tr>
<td><strong>Male</strong></td>
<td>1,184 (52)</td>
<td>18-25</td>
<td>Under 18-50+</td>
</tr>
<tr>
<td><strong>Female</strong></td>
<td>1,086 (47)</td>
<td>26-35</td>
<td>Under 18-50+</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>21 (&lt;1)</td>
<td>18-25</td>
<td>Under 18-50+</td>
</tr>
</tbody>
</table>

*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.*
<table>
<thead>
<tr>
<th>Ethnic group</th>
<th>Number (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>1,527 (66)</td>
</tr>
<tr>
<td>Black or Black British</td>
<td>243 (11)</td>
</tr>
<tr>
<td>Asian or Asian British</td>
<td>232 (10)</td>
</tr>
<tr>
<td>Mixed</td>
<td>119 (5)</td>
</tr>
<tr>
<td>Other ethnic groups</td>
<td>139 (6)</td>
</tr>
<tr>
<td>Would rather not say</td>
<td>42 (2)</td>
</tr>
</tbody>
</table>

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Service user survey key findings

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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

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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

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Service user survey data that links to the Standards

= Total National Sample (TNS)

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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%

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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

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Service user survey data

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

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%

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Physical health
(screening & intervention)

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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)

Service user survey data

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

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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

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Thank you!

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