

National Audit of EP Services: Frequently Asked Questions

What is this National Audit of EIP services?

The Government expects the NHS to offer people a high standard of care. This should be in line with national guidance about what works best. The Government then funds 'audits' to see if people are getting this care.

This national audit exists to see whether people who use EIP services are getting the best support available. It looks at a range of aspects of your care. It is run by the Centre for Quality Improvement at the Royal College of Psychiatrists.

How will my views help the audit?

Your views are an incredibly important part of this audit. We are asking you and hundreds of other people who have experience of EIP services to fill in a survey. Last time we heard from 2,323 people who use services and this year we'd like to hear from even more!

Mental health professionals from across England and Wales are also sending in information as part of the audit. They will fill out a questionnaire about the treatment they have provided to some people they treated over the last year (a sample). The questionnaire asks about things like whether people received interventions such as CBTp (Cognitive Behavioural Therapy for Psychosis) or physical health screening. The Centre for Quality Improvement will then look at all of this information to see which individual organisations are doing well, and how services are performing. It will also look at what aspects of care might need to improve.

It is important that the audit hears from as many people as possible so it can really see how services are working. Your feedback will be anonymous. However, you do not have to complete the questionnaire if you don't want to, it is voluntary. Your service will not know if you have responded and the audit team will not be able to identify you.

To thank you for taking part we are running a prize draw for a £100 voucher for the high street shop of your choice (see enclosed postcard). If you enter the prize draw then Rethink Mental Illness will be sent your name and contact details and will store this information safely. The winners will be drawn on **9 December 2019**. Rethink Mental Illness will write to the prize winners to let them know they have won a prize and details will also be available at rethink.org/auditofpsychosis

How do I get help completing the questionnaire?

If you need help completing the questionnaire, you can always ask a relative, friend or carer for support. You can also contact us at Rethink Mental Illness. We are working with the Centre for Quality Improvement on this project and would be happy to offer you support. Our Campaigns Team will be able to answer your questions about the audit.

You can get in touch with them in a number of ways:

Phone: 020 7840 3132 or 020 7840 3088

(this number is the cost of a local call – if local calls are free on your tariff, the call will be free)

Email: campaigns@rethink.org

Post: Rethink Mental Illness, 15th Floor, 89 Albert Embankment, London SE1 7TP

They can answer any queries you may have about the project and talk through the questions to help you complete it. Rethink Mental Illness can also offer wider information and advice about mental health through these contact details. Information about the audit is also available at **rethink.org/auditofpsychosis**

Will anyone know what I've said?

No, **your response is anonymous**. The audit team can not identify you from the number on the front of the questionnaire. You do not have to write any details on the questionnaire which would identify you, such as your name or address. We hope you will therefore feel you can be as honest in your answers as possible.

As this information is anonymous, your health professionals will never know whether you have completed the questionnaire. It certainly won't affect the care you receive. Questionnaires will be destroyed once they have been analysed.

When do I need to return the questionnaire?

All questionnaires need to be returned to the team at the Centre for Quality Improvement by **31 October 2019**. The address is already printed on the envelope and the postage has been paid for.

How can I find out the results of this national audit for mental health care?

We plan to produce a report which explains the findings of this audit. This will let you know how your local Trust or Health Board is doing. It will also help the Government understand how mental health services are working across the country and where improvements are needed.

This report will be published on our website **rethink.org/auditofpsychosis**

**Thank you for your interest in the audit and we hope you will take part.
It really does make a difference!**