

## Information for Trust and Health Board staff: Responding to queries from people completing the National Clinical Audit of Psychosis (NCAP) service-user questionnaire

Your Trust/organisation or Health Board will be contacting a large number of people using your Early Intervention in Psychosis (EIP) services with a questionnaire for the National Clinical Audit of Psychosis (NCAP). In the materials we have produced for people taking part in the audit, this is referred to as the National Audit of EIP services. Your Trust/organisation or Health Board will be asking people for their views on the care they receive. We want you and your colleagues to feel supported throughout this audit process and to feel confident responding to questions about it. Below we have outlined the support available to you if people who receive surveys get in touch with you. We hope you find it helpful.

### Support from the Rethink Mental Illness helpline

Rethink Mental Illness is providing a range of support and information for staff and people filling in the questionnaire. We hope this will reduce the workload for you and your colleagues.

If people have any queries about completing the questionnaires, please ask them to contact the Campaigns Team at Rethink Mental Illness. Our staff have been briefed on the questionnaire and will be able to answer any questions. They can be contacted via the details below. These contact details have been shared in the supporting documents for people who use EIP services. You can also call on their behalf.

**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](mailto:campaigns@rethink.org)**

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

The team can also signpost people to sources of mental health advice and information across England, Wales and Northern Ireland. Further details can be found at **[rethink.org/advice](https://rethink.org/advice)**

### Online support

You can find information on our dedicated webpage at **[rethink.org/auditofpsychosis](https://rethink.org/auditofpsychosis)**. This includes information about the audit and contact details for queries. It also contains the supporting information we have developed for people filling in the questionnaire.

### Involving your PALS team

Some people may prefer to discuss the questionnaire in person with a member of your Trust/Health Board's PALS team or local patient advice service. We hope that the web link above, which outlines the project, will be helpful for PALS staff. They are also welcome to get in touch through the contact details above with any specific queries.

**Thank you, and good luck!**