

National Clinical Audit of Psychosis (NCAP): Guide to getting feedback from people who use your services

Introduction

This is the second phase of the National Clinical Audit of Psychosis (NCAP) - formally the National Audit of Schizophrenia (NAS). A key part of the audit process is getting the views of people who use Early Intervention in Psychosis (EIP) services. This information helps assess the quality of prescribing, physical health monitoring and experiences of treatment and outcomes in Trusts/organisations and Health Boards across the country. This will then help your organisation to compare its performance with national standards and against other services. It also highlights good practice and areas where there is potential to improve.

In the NAS service user and carer survey in 2014 the audit team heard from 2,323 people who use mental health services and 1,163 carers. This year we have been funded to carry out a service user survey and would like to gather even more feedback to inform the audit. To support this, Rethink Mental Illness has developed a range of resources and information to encourage more people to respond.

We have also developed this guide, based on learning from the first phase of the audit. It contains information, advice and things to consider when contacting people to take part in the survey. The more people we hear from, the more insightful and valuable the final audit report will be.

Below we outline the process involved in contacting people about the survey, with recommendations to make participation as easy and rewarding as possible.

Asking people to complete the survey

How should I approach people to complete the survey?

After using the sampling methods outlined in Pack 1, your organisation should now have a list of up to 150 people to invite to participate in the audit. They can participate by filling in a survey.

The sections below outline when people should be contacted and the information you should send out to them. We hope this information will be useful and will help ensure a good response rate from people using services in your Trust/organisation or Health Board.

Timeframe for people to get involved

Trusts/organisations must ensure that participants receive their questionnaire packs (including all the information outlined below) by the **31 July 2019** at the latest.

At the end of August 2019 Trusts/organisations will receive another pack from the NCAP team. This will include the reminder materials to send out. These reminder packs should be sent to all participants by **15 September 2019**. All questionnaires should be returned to the NCAP team by the **31 October 2019**.

What will people receive in their survey pack?

The pack that your Trust/organisation will send out to people should include:

- A covering letter outlining what is involved and why individuals have been contacted. This letter should be signed by a health professional the person knows within the EIP team.
- The questionnaire for people using EIP services.
- A pre-paid envelope to return the questionnaire.
- A prize draw postcard.
- A promotional leaflet about the audit.
- A 'Frequently Asked Questions' document.

Things to consider when making contact with people

1. Be sensitive and don't inadvertently share confidential information

To ensure confidentiality, please contact people with **windowless envelopes** and ideally envelopes which do not have pre-printed text, such as the name of the Trust/organisation or Health Board.

Many people are also currently receiving information about benefit changes and might be quite worried about this. This information is often sent out in brown envelopes. It might therefore be helpful to consider using a **white envelope** when contacting people.

In the first round of the audit, some organisations used envelopes with address windows. This revealed the words 'Schizophrenia' and 'Royal College of Psychiatrists'. People who received the surveys felt that this led others, such as neighbours or flat mates, to assume that they had a mental illness. Given the stigma associated with mental illness, it is important that Trusts/organisations and Health Boards are sensitive to this.

2. Ensure that postage is fully paid and deliverable

In some cases we found the type of envelopes used by pilot Trusts led to them not being delivered. There were also instances where people had to pay postage to receive them. Please ensure that postage is fully paid by your Trust or Health Board when sending out the letters. Information should also be sent in standard sized envelopes to ensure delivery.

How can I support people once they have received the questionnaire?

1. Language used in relation to the project

Some people with a clinical diagnosis of schizophrenia or psychosis may not be aware of, or may disagree with, this diagnosis. They may consider themselves to have another condition, such as depression. Please be sensitive to this when discussing the questionnaire.

2. Support to complete the questionnaire

We hope that the supporting information will make it as straightforward as possible for people to complete the questionnaire and send it back. However, in the first phase we discovered that some people did need extra support to complete the questionnaire. We also found that some people worried about their information not being kept anonymous.

Rethink Mental Illness will offer people support to complete the questionnaire. Recipients can contact our Rethink Mental Illness Campaigns Team on the details overleaf. Our staff will be briefed to offer

people support and to reassure them that their responses will be kept completely anonymous. The Rethink Mental Illness contact details have been shared in the supporting documents for people who use people who use EIP services.

Please ensure you are mindful and respectful towards the privacy of the service user, if helping someone fill out the survey. Healthcare staff (including those from PALS and other local patient support services) can get information on the project from the Campaigns Team and the Rethink Mental Illness webpages via **rethink.org/auditofpsychosis**

3. Accessibility of information

The template cover letter and reminder letter aims to be accessible. It will use lay language and explain any unusual terms.

If people contact the Trust or Health Board about this directly, please let staff know they can contact our Campaigns Team for this extra support on the person's behalf.

Where do I go for further information?

For support around completing the survey, please contact the Campaigns Team at Rethink Mental Illness via:

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

For other queries, please contact the National Clinical Audit of Psychosis team on:

Phone: 020 3701 2602/ 2756

Email: NCAP@rcpsych.ac.uk