

National Audit Office survey of NHS Mental Health Trusts - Progress in improving NHS mental health services in England

(untitled)

1. Overall, **how helpful** have you found the **available support and guidance** for improving mental health services (including workforce planning and data collection) provided by: *

	Very Helpful	Quite helpful	Neither helpful nor unhelpful	Quite unhelpful	Very unhelpful	Don't know	Not applicable
NHSE nationally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional NHSE teams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Education England (HEE) nationally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional HEE leads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NHS Digital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(untitled)

2.2 Next, potential barriers relating to **workforce**. To what extent have these been a significant barrier to efforts to improve mental health services in your trust?

If there are other significant workforce-related barriers, please type details in the box below and select level of significance. (If no other barriers, please select "Not applicable".) *

	Very significant	Quite significant	Slightly significant	Not significant at all	Don't know	Not applicable
Shortages of specific NHS staff groups (please say which groups in the comments box)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over-reliance on temporary or agency staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff morale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="Other workforce"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

2.4 Finally, are there any **other** potential barriers? To what extent have these been a significant barrier to efforts to improve mental health services in your trust?

If there are other significant barriers not listed, please type details in the box below and select level of significance. (If no other barriers, please select "Not applicable".) *

	Very significant	Quite significant	Slightly significant	Not significant at all	Don't know	Not applicable
Facilities not fit for purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reductions in in-patient capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poorly developed patient care pathways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increases in demand outstripping provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact of COVID-19 pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulatory burden or limitations (please specify in the comments box)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other barrier (pl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

3. You said that workforce shortages were a very or quite significant barrier to improving mental health services. Below is a list of possible reasons for staff shortages - please indicate the extent to which each applies for your trust. It would also be helpful to indicate where these particularly apply to any specific staff groups. *

	Extent to which statement applies for your trust			Please enter any specific staff groups this applies to
	Applies a lot	Applies a little	Does not apply	
Problems recruiting the staff we need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Problems retaining the staff we need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
High turnover of staff moving between different mental health service areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Competition for staff from other NHS and non-NHS healthcare providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Staff choosing to work in private practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Competition for staff from non-health sector employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Posts left vacant because of financial pressures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Other reason (if any, please select how it applies and say what in comments box below - if no other reason, select "does not apply")	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

Comments

5. Overall, to what extent are there **well-established pathways** for people using your mental health services ... *

	Very well-established	Quite well-established	Not very well-established	Not well-established at all	Don't know	Not applicable
Between the different mental health services that your trust provides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and mental health services provided by other NHS providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and mental health services provided by voluntary, community or independent providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and GP/primary care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and community health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and general acute health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and social care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between your trust's services and other community						

services, including those provided by local government or voluntary/charitable providers?

(untitled)

6. **Over the last year**, have you had to do any of the following to manage demand and pressures on your service provision? *

	Yes - across all/most services provided	Yes - for some services provided	No	Don't know	Not applicable
Raise thresholds for admission or receiving treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make more use of out-of-area services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow waiting times for people waiting for services to increase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow numbers of people waiting for services to increase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change the staff mix in service provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce staffing levels for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redeploy staff between services/areas where possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase use of temporary or bank staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make more use of online service provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make more use of group-based treatments or interventions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide additional information or support to people on the waiting list for treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Withdraw or reduce provision of some mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Withdraw or reduce provision of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Withdraw or reduce provision of any non-mental health services you may provide

Agree changes in your service contracts (to reduce your commitments)

Secure increases in funding

Increase the amount of service provision that you contract out

Reduce planned capital investment in order to fund activities

Other actions (please say wh

(untitled)

7. Thinking about the longer term goal to close the gap between mental and physical health services, what do you think the three most important things are for your trust and ICS to address?

*

1.

2.

3.

8. Thinking about the longer term goal to close the gap between mental and physical health services, what do you think the three most important things are for national bodies, including DHSC, NHSE, HEE and NHS Digital, to address? *

1.

2.

3.

(untitled)

9. Please let us know who has completed the survey (in case we have any queries about the answers you have given).

Name

Email address

Role in trust

Name of Trust

10. We may wish to speak to small number of respondents to explore in more detail particular issues emerging from the survey. As with the general survey, we may report anonymised findings from these interviews. If you are happy to be contacted for a short interview (up to an hour), please indicate this below. *

- Yes, I am happy to be contacted for a further interview
- No, I do not wish to be contacted for a further interview