

## **P-831 - THE SATISFACTION OF SERVICE USERS ABOUT THE WORK AND SERVICES PROVIDED BY SOUTH CHERWELL CMHT (JULIER CENTRE) FEB 2011**

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The aim of this audit was to identify the performance of the Bicester component of the North Oxfordshire Community Mental health team across a selected number of patient satisfaction questions that are related to patient awareness of CPA.

### **Methodology:**

The domain for audit included the following items:

1. Knowledge of the care coordinator
2. Accessibility of the care coordinator
3. Provision of a written care plan in the last year
4. CPA meeting in the last year
5. How well does the care coordinator organise the care and services
6. Whether physical health issues were covered during the regular interviews
7. Whether drug/alcohol issues were covered during interview

The care coordinators were blinded re the service users' responses.

The standard to be attained was placed at 95% positive responses by patients . In terms of staff responses, the standard was set at 100% positive responses. We have set our goal at 95%. It is clear that we have achieved our goal in three of the seven parameters covered .

The results with other parameters were less than identified goal but they were higher than those obtained from the audits done by Oxford Health trust and national NHS surveys.

There is a communication issue which needs signposting: that is evident by the difference between service users responses and their care coordinators.

1. Discussing the results with the CMHT and trying to implement it into quality plan.
2. Discussing ways on improving staff-patient communications.
3. Re-Audit after a period of time to allow time for the changes to occur.