

Trust level data for: Central and North West London NHS Foundation Trust



Report of the second round of the National Audit of Schizophrenia (NAS2) 2014

This report contains a summary of the national findings from the second round of the National Audit of Schizophrenia for your Trust/Health Board. Please refer to the full national report for more information. www.rcpsych.ac.uk/quality/NAS/reports

This report may be of interest to a wide variety of staff in the Trust as well as to Trust Board members and others and we would encourage its circulation. At the end is a template to assist the appropriate staff in developing an Action Plan to address areas where improvement is required.

Commissioned by

All Trusts/Health Boards were asked to return 100 returns for the audit of practice. Trusts were also asked to send out 200 service user surveys to get 50 returns (expected return rate of 25%).

The number of returns received for your Trust are listed below:

- **Audit of practice:** 105
- **Service user survey:** 30
- **Carer survey:** 15 (surveys passed to carer via service user)

Notable findings from your Trust:

- Monitoring of Physical Health risk factors was below average in your Trust and well below what should be provided. It was particularly poor for monitoring of BMI, glucose control, lipids and blood pressure (Table 2, Standard 4).
- Performance on prescribing of antipsychotic medications was above the average for your Trust (Table 3).
- The availability and uptake of CBT was above average but was poor for Family Interventions. Overall the provision of Psychological Therapies was below what should be provided (Table 1, Standards 14a and b).

This summary report contains:

- **Page 1:** Summary comments for your Trust
- **Pages 2-4:** Tables with key comparisons between total sample and your Trust
- **Page 5-6:** Local action planning toolkit template

Please refer to the full national report to benchmark the performance of your Trust/Health Board against other organisations. Figure and page numbers of relevant charts in the full report have been included in the summary tables for this purpose.

Further breakdown of data for your Trust for local interpretation:

- **Pages 7:** Demographics
- **Pages 8-13:** Service user responses

Table 1: Service provision and experience

Standard / Indicator	Total sample (%)	Your Trust (NAS059) (%)	Reference in main report
Standard 1 – service users' experience of care has been positive			
Proportion of service users reporting that they were satisfied with the care they received over the last 12 months (<i>very satisfied</i> and <i>fairly satisfied</i> combined)	88%	93%	Figure 2 page 62
Standard 2 – service users report positive outcomes			
Proportion of service users reporting that services had helped them to achieve good mental health in the last year (<i>a lot</i> and <i>a little</i> combined)	86%	93%	Figure 4 page 64
Standard 3 – carers' satisfaction			
Proportion of carers reporting satisfaction with the support and information they have been provided within the past 12 months (<i>somewhat satisfied</i> and <i>very satisfied</i> combined)	80%	87%	Figure 7 page 69
Standard 14a – CBT offered			
Proportion of service users offered CBT	39%	45%	Figure 25 page 108
Proportion of service users who took up CBT	19%	18%	
Proportion of services users reporting they had received CBT	18%	27%	Figure 26 page 109
Standard 14b – Family Intervention offered			
Proportion of service users offered family intervention	19%	16%	Figure 27 page 110
Proportion of service users who took up family intervention	8%	4%	
Proportion of services users reporting they had received family intervention	12%	0%	Figure 28 page 111
Standards 15 & 16 – care planning and crisis planning			
Proportion of service users with a current care plan	95%	96%	Figure 11 page 72
Proportion of service users reporting they have a care plan	75%	63%	Figure 12 page 73
Proportion of service users reporting they know how to get help from mental health services in a crisis	74%	82%	Figure 13 page 74

Table 2: Physical Health

Standard / Indicator	Total sample (%)	Your Trust (NAS059) (%)	Reference in main report
Standard 4 – monitoring of physical health risk factors			
Monitoring of five risk factors (family history excluded)	33%	16%	Figure 32 page 117
Monitoring of smoking	89%	87%	Figure 33 page 120
Monitoring of BMI	52%	43%	Figure 35 page 121
Monitoring of glucose control	57%	41%	Figure 38 page 124
Monitoring of lipids	57%	35%	Figure 39 page 124
Monitoring of blood pressure	61%	48%	Figure 41 page 126
Monitoring of alcohol consumption	70%	82%	Figure 44 page 135
Monitoring of substance misuse	89%	89%	Figure 45 page 135
Standard 5 – intervention offered for identified physical health risks			
Intervention for smoking	59%	80%	Table 33 page 131
Intervention for BMI > or = 25kg/m ²	71%	82%	Figure 43 page 132
Intervention for abnormal glucose control	36%	28%	Table 33 page 131
Intervention for elevated blood pressure	25%	30%	
Intervention for alcohol misuse	74%	100%	Table 35 page 136
Intervention for substance misuse	73%	78%	

Table 3: Prescribing practice

Standard / Indicator	Total sample (%)	Your Trust (NAS059) (%)	Reference in main report
Standard 6 – provision of information about medication			
Service users said they received information	48%	64%	Figure 15 page 77
Trusts said they provided information	37%	38%	Figure 16 page 78
Standard 7 - involvement in prescribing decision			
Service users felt involved	71%	79%	Figure 17 page 79
Trusts said they involved the service user	54%	54%	Figure 18 page 80
Standard 8 – antipsychotic monotherapy			
Frequency of polypharmacy (cases not on clozapine)	11%	8%	Figure 19 page 84
Rationale documented if polypharmacy (non-clozapine)*	71%	63%	
Frequency of polypharmacy (cases on clozapine)	7%	0%	Figure 20 page 85
Rationale documented if polypharmacy (clozapine)*	73%	0%	
Standard 9 – dose within BNF maximum			
Frequency of high dose (>100% BNF)	10%	4%	Figure 22 page 90
Rationale documented for high dose*	37%	75%	
Standard 10a – investigation of medication adherence in those with poor symptom response			
Frequency in cases not on clozapine	67%	61%	Table 22 page 95
Frequency in cases on clozapine	73%	75%	
Standard 10b – investigation of alcohol and substance misuse in those with poor symptom response			
Frequency in cases not on clozapine	62%	71%	Table 22 page 95
Frequency in cases on clozapine	56%	50%	
Standard 12 – pathway to clozapine			
Prescribed three or more antipsychotics before clozapine	57%	29%	Figure 23 page 99
Service users not in remission and not on clozapine <u>without</u> a reason normally considered as appropriate	28%	25%	Table 25 page 102
Standard 13 – augmentation of clozapine			
Frequency of use of augmentation strategy in service users on clozapine	26%	0%	Table 26 page 105

- * The percentage of cases with a documented rationale (for polypharmacy and high-dose prescribing) is a percentage of those cases receiving polypharmacy or high-dose prescribing respectively, not a percentage of all cases.
- Standard 11 has not been included due to small denominators.

Second round of the National Audit of Schizophrenia

Action Planning Toolkit

This has been provided as a separate document, which can also be downloaded from www.rcpsych.ac.uk/quality/NAS/resources





Name of organisation:

Contact:

This action planning toolkit is optional, and has been added at the request of participating Trusts. We have included suggested headings in the template, but the content is editable. You may find it useful to include areas highlighted as particular strengths or areas for improvement within your organisation and/or include the recommendations made in the national report.

We encourage sharing of good practice to improve the standard of care for people with schizophrenia. We would therefore like you to forward your completed worksheet to us at NAS@rcpsych.ac.uk. We also suggest that you disseminate these widely within your organisation as well as on your web pages. NAS and Rethink Mental Illness will be monitoring Trust websites for local action planning.

Resources:

	The NAS team: Please feel free to contact the project team at NAS@rcpsych.ac.uk and/or your local audit lead if you have any questions about this toolkit or your local findings.
	Slide sets: Slide sets will be sent and an electronic copy will be posted to the NAS audit lead.
	Regional events: NAS will be holding regional learning events across England and Wales. Full details of these and how to book a place can be found at www.rcpsych.ac.uk/quality/nas/events
	National report: The national report was published in October 2014 and contains recommendations and signposting to change interventions aimed at improving clinical practice.

Action planning template

Dissemination

Who does the report or the summary need to be sent to
<i>e.g. medical staff, nursing staff, governors, primary care leads, pharmacists</i>

Service user and carer involvement

Priorities for improvement	Actions taken		
	Action/s agreed	By whom?	By when?
<i>e.g. provision of information, involvement in decisions, carer support</i>			

Physical Health Care

Priorities for improvement	Actions taken		
	Action/s agreed	By whom?	By when?
<i>e.g. screening, smoking cessation, measuring BMI, liaison with primary care</i>			

Prescribing practice

Priorities for improvement	Actions taken		
	Action/s agreed	By whom?	By when?
<i>e.g. high dose prescribing, polypharmacy, use of clozapine</i>			

Improving access to psychological and psychosocial interventions

Priorities for improvement	Actions taken		
	Action/s agreed	By whom?	By when?
<i>e.g. access to CBT, family therapy, employment support</i>			

Date for meeting to review progress: _____

Table 4: Demographics

Key demographic characteristics		National average N=5,608 n (%)	Your Trust (NAS059) N (%)
Age (in years)	Mean age in years (\pm SD)	46 (\pm 13)	44 (\pm 9)
	Range in years	18-96	23-63
	Age bands		
	18-24 years	148 (2.6%)	1 (1%)
	25-34 years	1,011 (18%)	20 (19%)
	35-44 years	1,427 (25.4%)	26 (24.8%)
	45-54 years	1,552 (27.7%)	40 (38.1%)
	55-64 years	967 (17.2%)	18 (17.1%)
	65 years and over	503 (9%)	0 (0%)
Gender	Male	3,655 (65.2%)	77 (73.3%)
	Female	1,949 (34.8%)	28 (26.7%)
	Not stated	4 (0.1%)	0 (0%)
Diagnostic group (ICD-10)	Schizophrenia	4,686 (83.6%)	96 (91.4%)
	Schizoaffective disorder	922 (16.4%)	9 (8.6%)
Ethnic groups	White	4,400 (78.5%)	43 (41%)
	Asian/Asian British	446 (8%)	15 (14.3%)
	Black/Black British	454 (8.1%)	35 (33.3%)
	Chinese or other	108 (1.9%)	5 (4.8%)
	Mixed	116 (2.1%)	4 (3.8%)
	Not stated	84 (1.5%)	3 (2.9%)
Type of clinical team	Assertive Outreach	689 (12.3%)	9 (1.9%)
	Community Mental Health	4,035 (72%)	79 (75.2%)
	Crisis Resolution	13 (0.2%)	0 (0%)
	Early Intervention	239 (4.3%)	2 (1.9%)
	Other	632 (11.3%)	15 (14.3%)

Table 5: Service user responses

The quality of care you received		TNS	NAS059	TNS	NAS059	TNS	NAS059	TNS	NAS059
		n (%)		n (%)		n (%)		n (%)	
		Yes, very satisfied		Yes, fairly satisfied		No, not really satisfied		No, not satisfied at all	
Q1	Are you satisfied with the times and places of your appointments?	2,053 (62)	15 (52)	989 (30)	13 (45)	196 (6)	0 (0)	88 (3)	1 (3)
		Yes, very satisfied		Yes, fairly satisfied		No, not really satisfied		No, not satisfied at all	
Q2	Are you satisfied with the amount of time available for talking with members of the service about your problems?	1,907 (57)	14 (47)	991 (30)	12 (40)	310 (9)	3 (10)	122 (4)	1 (3)
		Yes, very satisfied		Yes, fairly satisfied		No, not really satisfied		No, not satisfied at all	
Q3	Do you feel confident that members of the service are competent in dealing with your problems?	1,848 (56)	12 (40)	1,050 (32)	16 (53)	301 (9)	1 (3)	120 (4)	1 (3)
		Yes, very satisfied		Yes, fairly satisfied		No, not really satisfied		No, not satisfied at all	
Q4	Taking everything into consideration, are you pleased with the care you have received from the service so far?	1,883 (57)	14 (47)	1,047 (31)	14 (47)	280 (8)	1 (3)	120 (4)	1 (3)
		Yes, very satisfied		Yes, fairly satisfied		No, not really satisfied		No, not satisfied at all	
Q5	How satisfied are you with the service you received at your GP surgery during the past 12 months?	1,951 (58)	15 (50)	1,034 (31)	12 (40)	235 (7)	3 (10)	107 (3)	0 (0)

Getting help from people you know when you need it		TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059
		Yes, I know their name		Yes, but I do not know or I am unsure of their name				No, I do not have a key worker or a care coordinator	
Q6	Do you have a key worker or a care coordinator?	2,474 (75)	24 (80)	278 (8)	2 (7)			566 (17)	4 (13)
		Yes						No	
Q7	Do you know how to contact your key worker?	2,429 (93)	25 (96)					174 (7)	1 (4)
		Very satisfied		Fairly satisfied		Not really satisfied		Not satisfied at all	
Q8	How satisfied are you with your access to your key worker or care coordinator within the last 12 months?	1,630 (61)	15 (58)	774 (29)	9 (35)	185 (7)	1 (4)	76 (3)	1 (4)
		Yes, there has been one change		Yes, there has been more than one change				No, there has been no change	
Q9	Has there been a change in your key worker or care coordinator in the last year?	829 (31)	6 (23)	278 (11)	4 (15)			1,535 (58)	16 (62)
		Yes, there has been one change		Yes, there has been more than one change				No, there has been no change	
Q10	Has there been a change in your psychiatrist in the last year?	902 (27)	8 (27)	310 (9)	5 (17)			2,084 (63)	17 (57)
		Yes, I have a number for mental health services I can ring in an emergency		Yes, I would go to the Accident and Emergency department				No, I do not know how I can get help in an emergency	
Q11	Do you know how to get help for your mental health if there is a crisis or emergency and you need help right away?	2,381 (74)	23 (82)	354 (11)	4 (14)			485 (15)	1 (4)

Getting help from people you know when you need it		TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059
		Yes, I have a copy and know where it is		Yes, I have a care plan but do not know where it is				No, I do not have a care plan	
Q12	Do you have a care plan that provides you and other people with information about what your main health issues are and what help you are getting with these?	1,656 (51)	13 (43)	818 (25)	6 (20)			799 (24)	11 (37)
		Yes, I have a copy and know where it is		Yes, I have an advance directive but do not know where it is				No, I do not have an advance directive	
Q13	Do you have an advance directive that provides you and other people with information about what you would like to happen should you become unwell?	706 (22)	6 (21)	307 (10)	8 (29)			2,229 (69)	14 (50)

Medication		TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n(%)	NAS059
		Yes, in a way I could easily understand		Yes, but not in a way I could easily understand		No, not at all		I don't know/ can't remember		I am not on any medication for my mental health	
Q14	Was the purpose of the current medication for your mental health explained to you, including what could happen if you stopped taking it?	2,304 (69)	19 (66)	429 (13)	8 (28)	272 (8)	0 (0)	275 (8)	2 (7)	39 (1)	0 (0)
		Yes, in a way I could easily understand		Yes, but not in a way I could easily understand		No, not at all		I don't know/ can't remember			
Q15	Were the side effects of the medications discussed with you?	1,887 (58)	20 (71)	379 (12)	4 (14)	651 (20)	2 (7)	329 (10)	2 (7)		
		Yes, definitely		Yes, to some extent		No		I don't know/ can't remember			
Q16	Were your views taken into account when deciding which medication to prescribe?	1,333 (41)	15 (54)	987 (30)	7 (25)	655 (20)	5 (18)	274 (8)	1 (4)		
		Yes, in a way I could easily understand		Yes, but not in a way I could easily understand		No, I did not receive any written/online information		I don't know/ can't remember			
Q17	Were you given written or online information about your medication	1,233 (39)	14 (50)	261 (8)	4 (14)	1,191 (38)	6 (21)	452 (14)	4 (14)		

Your physical health		TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059
		Yes, I have been weighed and my weight has been discussed with me		Yes, I have been weighed but I do not know the result		No, I have not been weighed		No, I did not wish to be weighed	
Q18	Has your weight been checked by a nurse or doctor in the last 12 months?	2,470 (74)	20 (69)	315 (10)	4 (14)	462 (14)	4 (14)	75 (2)	1 (3)
		Yes, I have had my blood pressure checked and the result was discussed with me		Yes, I have had my blood pressure checked but I do not know the result		No, I have not had my blood pressure checked		No, I did not wish to have my blood pressure checked	
Q19	Has your blood pressure been checked by a nurse or doctor in the last 12 months?	2,590 (78)	25 (83)	420 (13)	3 (10)	272 (8)	0 (0)	46 (1)	2 (7)
		Yes, I have and the results were discussed with me		Yes, I have had a blood test but I do not know the results		No, I have not had blood tests in the past 12 months		No, I did not wish to have a blood test	
Q20	Have you had blood tests carried out in the last 12 months?	2,250 (68)	21 (70)	664 (20)	8 (27)	304 (9)	0 (0)	97 (3)	1 (3)
		I smoke and I am getting help to stop smoking		I smoke and I am not getting help to stop smoking		I smoke and I do not want help to stop		I do not smoke	
Q21	In relation to smoking cigarettes:	262 (8)	2 (7)	430 (13)	4 (14)	888 (27)	8 (28)	1,727 (52)	15 (52)

Other types of treatment and help		TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059	TNS n (%)	NAS059
		I do not have a job and I am getting help to find one		I do not have a job and I am <u>not</u> getting help to find one		I do not have a job and I am not looking for one at this time		I have a job	
Q22	In relation to work and employment:	330 (10)	7 (24)	355 (11)	3 (10)	2,158 (68)	16 (55)	331 (10)	3 (10)
		I am involved in activities during my day (e.g. education/ volunteering/ drop-in group)		I am not involved in activities but I am getting help with this		I am not involved in activities and I am not getting help with this		I am not involved in activities but I'm ok with that for the moment	
Q23	In relation to other activities:	1,158 (36)	12 (46)	380 (12)	2 (8)	241 (8)	2 (8)	1,440 (45)	10 (38)
		I have had or I am having this treatment		I have not received this treatment		I do not want to receive this treatment			
Q24	In relation to Cognitive Behavioural Therapy (CBT):	567 (19)	7 (27)	1,413 (46)	9 (35)	1,092 (36)	10 (38)		
		I have had or I am having this treatment		I have not received this treatment		I do not want to receive this treatment			
Q25	In relation to family intervention (also called family therapy):	366 (12)	0 (0)	1,372 (45)	12 (50)	1,324 (43)	12 (50)		
Overall									
		Helped a lot		Helped a little		Made little difference		Made me worse	
Q26	To what extent have services helped you to achieve good mental health in the last year?	2,013 (61)	22 (73)	816 (25)	6 (20)	355 (11)	2 (7)	112 (3)	0 (0)