

## **Mental health outcomes – PDCN services**

### Patient Information Leaflet

#### ***Introduction***

This information leaflet gives a brief overview of why, how, and when we ask those seen within our services to answer a range of questions about mental health and wellbeing.

For the reasons outlined below, it's really important for us to get feedback directly from you. We'd like to thank you for taking the time and making the effort to engage with us on this.

#### ***Why are Essex Partnership University NHS Foundation Trust (EPUT) asking questions about mental health/wellbeing and collecting OMs?***

In order to understand the effects of the treatment we provide, we recognise that it's vital for us to hear directly from those that we support.

The responses that you give to the questions we ask help us to assess how you, as an individual, may be responding to the treatment provided. Your health professional may use this information to support the work you do together.

Being able to measure these effects helps us to get a clearer picture of 'what works for who' and benchmark our overall impact as a service. It also influences the case we can make for NHS mental health service provision.

Whenever we make this case and present the data, *it will always be fully anonymised*. We would therefore please ask you to answer the questions as honestly as you can.

#### ***How will my data be kept secure?***

The security of your data is our top priority. In order to implement this OM initiative, our processes have been through a full Data Protection Impact Assessment (DPIA) process. This has involved these processes being scrutinised and approved by EPUT's Information Governance specialists.

To access the Privacy Policy which gives full details of how we process your data, as well as your rights under General Data Protection Regulations (GDPR), please visit: <https://eput.nhs.uk/privacy-policy/>

#### ***How are the Trust collecting OMs?***

We want to be able to collect your responses digitally. Feedback we've received from EPUT's Service Development Collaborative group of patients suggests that digital questionnaires may be most convenient for people to engage with.

Links to the questionnaires will be sent by SMS to the mobile number listed on your record.

Importantly, by reducing our reliance on hard-copy paper records, digital questionnaires help us to be more efficient whilst also protecting the security of your data. Reducing paper usage through a 'digital-first' approach is also a central aim of the NHS as a whole.

We do appreciate that in certain circumstances, people may struggle to engage digitally. We really want to hear from everyone, so if you are not able to respond to the digital questionnaires, you can let us know and we can explore alternative options.

### ***When will I be asked to complete OM questionnaires?***

We will be sending out links and asking you to complete these questions roughly every quarter.

At the beginning and end of treatment, we ask a larger number of questions (the 'FULL quota'). This greater level of detail helps us to develop a fuller picture of your mental health and wellbeing 'before' and 'after' treatment. A smaller number of questions will be asked quarterly for people who are actively in-treatment (the 'BRIEF quota'). The schedule is outlined in more detail below:

1. **Pre-treatment (sent shortly before treatment begins. If there has been an assessment phase as part of your journey, this quota of questions may be asked twice: once pre-assessment, and then again pre-treatment):** FULL quota (68 questions)
2. **In-treatment (sent quarterly during treatment):** BRIEF quota (26 questions)
3. **End of treatment (sent shortly after completion):** FULL quota (68 questions)
4. **Post-treatment (one quarter after completion):** FREE TEXT quota (7 open questions inviting reflection)
5. **Post-treatment (two quarters after completion):** FULL quota (68 questions)

### ***What questionnaires will I be asked to complete?***

We have selected validated and evidence-based OM tools. These mainly consist of versions of the 'Clinical Outcomes in Routine Evaluation' (CORE) questionnaire, the 'Recovering Quality of Life' (ReQoL) questionnaire, and the DIALOG questionnaire.

These questionnaires are widely-used in similar services and settings, which helps us with our bench-marking. The vast majority of questions will invite multiple-choice responses.

For full details on these questionnaires, as well as links to the research that underpins their usage in mental health services, please refer to our full list of frequently asked questions (FAQs) online: <https://www.eput.nhs.uk/support/how-we-measure-mental-health-outcomes-in-personality-disorder-complex-needs-services/>

### ***Where can I find out more?***

For our full frequently asked questions page, please follow the link above

If you've any further questions about this that you don't feel are addressed by the information provided, you can get in touch with EPUT on 0300 123 0808 and leave your message with the Psychotherapy South-East Admin Team.

Please request for your message to be passed to the Outcome Measures Team and a member of our group will address your query.