

Primary Research and Data Collection from Service User Attitude Questionnaire

This document should be read or used as a reference to appendix 1 and chapters 2, 8 and 9 of Plymouth's Mental Health Accommodation Strategy.

Appendix 6 has been used to present all the data collected and inputted from an attitude questionnaire distributed to service users accessing mental health services across the inpatient, community psychiatric and community voluntary supported housing sector.

For easy reference to the questions used in the service user questionnaire, appendix 1 should be consulted. The purpose of appendix 6 is the presentation of the raw data collected as a result of the implementation of the questionnaire.

The original questionnaire consisted of 20 questions broken down into four sections, five questions to each section. Each section has its own theme and each question within the section relates to that theme. Arranging and presenting the data in this way allows for ease of reference, examination and comparison.

This appendix is therefore arranged in two parts. Part one presents the overall number and percentage of responses to each of the questions posed. These are ordered in the same way the questionnaire was arranged. Under each question number is listed the possible responses the service user could have selected. For example; agree, strongly agree, disagree and strongly disagree.

The numbers in the first column represent the actual number of responses attributed to each statement in the questionnaire. The second column provides the same information only as a percentage.

Part two presents the same data again only broken down and comparable by service sector. It presents the actual number of responses and non responses to each question attributable to its individual service sector.

Each question is distinguishable by the number attributed to it, for example 1.1 to 1.5 represents all the questions in section one and 4.1 to 4.5 represent all the questions in section 4.

The final part of section two shows the total number of responses measurable, being 3060.

Part One

Overall Number of Responses & Percentages

Section One

Question 1.1

Agree/Strongly Agree	132	87.42%
Disagree/Strongly Disagree	19	12.58%
Number of Responses	151	

Question 1.2

Agree/Strongly Agree	136	90.67%
Disagree/Strongly Disagree	14	9.33%
Number of Responses	150	

Question 1.3

Agree/Strongly Agree	110	73.83%
Disagree/Strongly Disagree	39	26.17%
Number of Responses	149	

Question 1.4

Agree/Strongly Agree	130	86.67%
Disagree/Strongly Disagree	20	13.33%
Number of Responses	150	

Question 1.5

Agree/Strongly Agree	79	70.54%
Disagree/Strongly Disagree	33	29.46%
Number of Responses	112	

Section Two

Question 2.1

Agree/Strongly Agree	135	92.47%
Disagree/Strongly Disagree	11	7.53%
Number of Responses	146	

Question 2.2

Agree	87	59.59%
Strongly Agree	39	26.71%
Disagree	17	11.64%
Strongly Disagree	3	2.05%
Number of Responses	146	

Question 2.3

Agree/Strongly Agree	90	65.69%
Disagree/Strongly Disagree	47	34.31%
Number of Responses	137	

Question 2.4

Agree	85	59.86%
Strongly Agree	43	30.28%
Disagree	11	7.75%
Strongly Disagree	3	2.11%
Number of Responses	142	

Question 2.5

Agree	94	64.38%
Strongly Agree	39	26.71%
Disagree	8	5.48%
Strongly Disagree	5	3.42%
Number of Responses	146	

Section Three

Question 3.1

Agree	45	32.37%
Strongly Agree	12	8.63%
Disagree	54	38.85%
Strongly Disagree	28	20.14%
Number of Responses	139	

Question 3.2

Agree	76	51.70%
Strongly Agree	47	31.97%
Disagree	24	16.33%
Strongly Disagree	0	0.00%
Number of Responses	147	

Question 3.3

Agree/Strongly Agree	122	84.72%
Disagree/Strongly Disagree	22	15.28%
Number of Responses	144	

Question 3.4

Agree/Strongly Agree	103	70.07%
Disagree/Strongly Disagree	44	29.93%
Number of Responses	147	

Question 3.5

Agree/Strongly Agree	125	85.62%
Disagree/Strongly Disagree	21	14.38%
Number of Responses	146	

Section Four

Question 4.1

Agree/Strongly Agree	117	79.05%
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Disagree/Strongly Disagree	31	20.95%
Number of Responses	148	

Question 4.2

Agree	74	52.11%
Strongly Agree	28	19.72%
Disagree	33	23.24%
Strongly Disagree	7	4.93%
Number of Responses	142	

Question 4.3

Agree	81	55.86%
Strongly Agree	41	28.28%
Disagree	18	12.41%
Strongly Disagree	5	3.45%
Number of Responses	145	

Question 4.4

Agree/Strongly Agree	143	95.97%
Disagree/Strongly Disagree	6	4.03%
Number of Responses	149	

Question 4.5

Agree	81	54.36%
Strongly Agree	61	40.94%
Disagree	6	4.03%
Strongly Disagree	1	0.67%
Number of Responses	149	

Part Two

Comparing Responses by service sector

Section One

Community Psychiatric Services

Question	1.1	1.2	1.3	1.4	1.5
Agree	28	23	23	31	22
Strongly Agree	12	18	8	11	9
Disagree	4	2	13	3	13
Strongly Disagree	1	2	1	0	0
No Response	0	0	0	0	1

Inpatients & Rehabilitation Services

Question	1.1	1.2	1.3	1.4	1.5
Agree	19	19	18	18	20
Strongly Agree	4	8	6	5	4
Disagree	7	4	7	6	6
Strongly Disagree	1	0	0	1	1
No Response	1	1	1	2	1

Community & Voluntary Sector

Question	1.1	1.2	1.3	1.4	1.5
Agree	39	45	41	49	37
Strongly Agree	30	23	14	16	20
Disagree	5	5	14	9	14
Strongly Disagree	1	1	4	1	1
No Response	1	2	3	1	4

Section Two

Community Psychiatric Services

Question	2.1	2.2	2.3	2.4	2.5
Agree	26	28	25	24	29
Strongly Agree	12	9	4	11	6
Disagree	3	4	11	6	4
Strongly Disagree	3	3	4	3	5
No Response	1	1	1	1	1

Inpatient & Rehabilitation Services

Question	2.1	2.2	2.3	2.4	2.5
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Agree	20	19	13	21	21
Strongly Agree	8	6	3	4	8
Disagree	2	5	12	3	1
Strongly Disagree	1	0	0	0	0
No Response	1	2	4	4	2

Community & Voluntary Sector

Question	2.1	2.2	2.3	2.4	2.5
Agree	40	40	37	40	44
Strongly agree	29	24	8	28	25
Disagree	2	8	15	2	3
Strongly Disagree	0	0	5	0	0
No Response	5	4	11	6	4

Section Three

Community Psychiatric Services

Question	3.1	3.2	3.3	3.4	3.5
Agree	10	21	23	31	29
Strongly Agree	2	13	15	5	9
Disagree	20	9	6	5	3
Strongly Disagree	12	0	0	3	2
No Response	1	2	1	1	2

Inpatients & Rehabilitation Services

Question	3.1	3.2	3.3	3.4	3.5
Agree	9	14	21	13	17
Strongly Agree	1	10	4	1	2
Disagree	13	5	4	12	8
Strongly Disagree	4	0	0	2	2
No Response	5	3	3	4	3

Community & Voluntary Sector

Question	3.1	3.2	3.3	3.4	3.5
Agree	26	41	39	42	44
Strongly Agree	9	24	20	11	24
Disagree	21	10	12	15	5
Strongly Disagree	12	0	0	7	1
No Response	8	1	5	1	2

Section Four

Community Psychiatric Services

Question	4.1	4.2	4.3	4.4	4.5
Agree	23	21	23	26	19
Strongly Agree	9	10	13	17	21
Disagree	10	10	6	1	3
Strongly Disagree	2	3	1	0	1
No Response	1	1	2	1	1

Inpatients & Rehabilitation Services

Question	4.1	4.2	4.3	4.4	4.5
Agree	19	19	17	22	19
Strongly Agree	5	4	7	7	11
Disagree	6	5	4	2	1
Strongly Disagree	1	1	2	0	0
No Response	1	3	2	1	1

Community & Voluntary Sector

Question	4.1	4.2	4.3	4.4	4.5
Agree	34	34	41	49	43
Strongly Agree	27	14	21	22	29

Disagree	11	18	8	2	2
Strongly Disagree	1	3	2	1	0
No Response	3	7	4	2	2

Total Number of Responses by Sector

Community Psychiatric Services

Total Number of Responses

Agree	485	53.89%
Strongly Agree	214	23.78%
Disagree	136	15.11%
Strongly Disagree	46	5.11%
Number of non Responses	19	2.11%
Total	900	

Inpatients & Rehabilitation Services

Total Number of Responses

Agree	358	55.94%
Strongly Agree	108	16.88%
Disagree	113	17.66%
Strongly Disagree	16	2.50%
Number of non Responses	45	7.03%
Total	640	

Community & Voluntary Sector

Total Number of Responses

Agree	805	52.96%
Strongly Agree	418	27.50%
Disagree	181	11.91%
Strongly Disagree	40	2.63%
Number of non Responses	76	5.00%
Total	1520	

Overall Total of Possible Responses

	Total No of Possible Responses	Percentage	Total no of Possible Results
Agree	1648	53.86%	3060
Strongly Agree	740	24.18%	3060
Disagree	430	14.05%	3060
Strongly Disagree	102	3.33%	3060
Number of non Responses	140	4.58%	3060
Total	3060		