

LICENCE AGREEMENT

BETWEEN

- (1) **HEALTHCARE QUALITY IMPROVEMENT PARTNERSHIP** (company number 06498947) whose registered office is at 70 Wimpole Street, London W1G 8AX (the “**AUTHORITY**”); and
- (2) (“the **LICENSEE**”)

Recital:

The Authority has agreed to grant the Licensee a limited non exclusive royalty free revocable licence to use the Audit Tool upon the terms and conditions of this Agreement.

Operative provisions:

1 DEFINITIONS AND INTERPRETATION

1.1 In this Agreement the following words shall have the following meanings:

“Audit Tool”	means the data collection tool known as the Service User Survey developed by the National Audit of Schizophrenia (NAS) in relation to the NAS project under a contract with the Authority as set out in Schedule 1, and shall be interpreted as including any Updated Audit Tool;
“Intellectual Property Rights”	means patents, trademarks, copyrights, rights to extract information from a database, design rights and all rights or forms of protection of a similar nature or having equivalent or the similar effect to any of them which may subsist anywhere in the world, whether or not any of them are registered and including applications for registration of public domain, including but not limited to information comprising or relating to concepts, discoveries, data, designs, formulae, ideas, inventions, methods, models, procedures, designs for experiments and tests and results of experimentation and testing, processes, specifications and techniques, laboratory records, clinical data, manufacturing data and information contained in submissions to regulatory authorities;
“Loss”	means all costs, claims, liabilities and expenses (including reasonable legal expenses);
“Territory”	means England and Wales;
“Updated Audit Tool”	means any modified, improved or corrected version of the Audit Tool as created or developed by the Licensee and approved by the Authority in accordance with Clause 4;

	the carrying out of the Initial Health Assessment and the Review Health Assessments for Looked After Children and children in care;
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1.2 In this Agreement (except where the context otherwise requires):

- 1.2.1 use of the singular includes the plural (and *vice versa*) and use of any gender includes the other genders;
- 1.2.2 a reference to a party is to a party to this Agreement and shall include that party's personal representatives, successors or permitted assignees;
- 1.2.3 a reference to persons includes natural persons, firms, partnerships, bodies corporate and corporations, and associations, organisations, governments, states, foundations, trusts and other unincorporated bodies (in each case whether or not having separate legal personality and irrespective of their jurisdiction of origin, incorporation or

5 INTELLECTUAL PROPERTY

5.1 The Audit Tool is the confidential information

6.3 Notwithstanding the provisions of Clause 6.2 above the

10 NOTICES

- 10.1 Any notice to be given under this Agreement shall be in writing, addressed to the Authority Representative or Licensed Representative (as appropriate) and either delivered personally, sent and

- 12.4 If any provision of this Agreement (or part of any provision) is found by any court or other authority of competent jurisdiction or illegal, the other provisions will remain unaffected and in force.
- 12.5 Nothing in this Agreement will be construed as constituting or evidencing any partnership, contract of employment or joint venture of any kind between either of the parties or as authorising either party to act as agent for the other. Neither party will have authority to make representations for,

National audit for mental health Service User Survey

Why you are being asked to complete this questionnaire:

The Government expects the NHS to offer service users a high standard of care in line with national best practice. To see whether or not that care is being offered, it runs 'audits'.

This national audit of mental health exists to see whether people who use mental health services are getting the best support available.

Your views are an incredibly important part of this audit, which is why you and hundreds of other people who have experience of mental health services are being approached to fill in the questionnaire.

Frequently asked questions:

Please read the Frequently Asked Questions sheet, which was included with this questionnaire. This will answer the questions:

- What is this national audit of mental health?
- How do my views feed into this audit?
- How do I get help completing the questionnaire?
- Will anyone know what I've said?
- How can I find out the results of this national audit of mental health?
- When does the questionnaire need to be completed by?

How to complete the questionnaire:

Please complete this paper copy of the questionnaire and return it in the Freepost envelope provided by the 30th November 2011. You do not need a stamp.

If you would prefer, you can complete this questionnaire online by following the instructions at: www.nhs.uk/mentalhealthaudit. Your views are an important part of this audit.

Please read the Frequently Asked Questions sheet, which was included with this questionnaire. This will answer the questions:

- How
- Will a
- How
- Whe

About your mental health medication(s)

Q1-Q5 relate to the last time you had a new medication prescribed for your mental health. (If you have never been prescribed medication for your mental health please tick 'I can't say').

Q1	Was the purpose of the medication explained to you?	
	Yes, in a way I could easily understand	☐
	Yes, but not in a way I could easily understand	☐
	No, not at all	☐
	I can't say	☐
Q2	Were the side effects of the medication discussed with you?	
	Yes, in a way I could easily understand	☐
	Yes, but not in a way I could easily understand	☐
	No, not at all	☐
	I can't say	☐
Q3	Do you think your views were taken into account when deciding which medication to take?	
	Yes, definitely	☐
	Yes, to some extent	☐
	No	☐
	I can't say	☐
Q4	Were you given written information about the medication (or an appropriate alternative, if written information is not easily accessible for you)?	
	Yes	☐
	No	☐
	I can't say	☐
Q5	Was this information written or presented to you in a way you could easily understand?	
	Yes, definitely	☐
		☐

Q6

In the past 12 months, have you had a general physical health check-up with your mental health team, psychiatrist, GP or practice nurse?

Yes.....

No

I can't say.....

☐

☐

☐

Example copy

About what is happening in your life

Each question in this section contains a statement about a particular aspect of your life, followed by a question about how your experience relates to this statement.

There are a few things you should bear in mind while completing the next section:

1. These questions are about what is happening in your life. It is not about anybody else
2. This is not a test. There are no right or wrong answers
3. Each question asks how things are at the moment

The place you live in should meet your individual needs.

**You shouldn't have to worry about having to move out, and it shouldn't be too out-of-the-way.
You should be able to come and go when you want, be alone when you want and not be harassed by the people you live with, by staff or by neighbours.**

Q7 How does the place you live in compare with the above description? (please tick one box only)

- As good as this ☐
- Worse than this ☐
- Very much worse than this..... ☐

You should have enough money to pay bills, stay out of debt and not miss meals. You should not have to feel isolated or cut off from society because of lack of money.

Q8 How does your money situation compare with this description? (please tick one box only)

- As good as this ☐
- Worse than this ☐
- Very much worse than this..... ☐

Many people find they need help with claiming benefits, filling in forms, and working out how to manage their money. You should get as much help as you need to do these things.

Q9 How does the help you get compare with this description? (please tick one box only)

- As good as this ☐
- Worse than this ☐
- Very much worse than this..... ☐

You should have the opportunity of spending your day in some form of regular and meaningful activity. This could be working, studying, training, going to a day centre or to a day hospital.

Q10 **How does the way you spend your day compare with this description? (please tick one box only)**

As good as this ☐
☐

You should be able to get help from your local mental health services when you need it, throughout the week, at any time of the day or night.

Q14 How does your ability to get help from the mental health services compare with this description? (please tick one box only)

- As good as this ☐
- Worse than this ☐
- Very much worse than this..... ☐

A range of services should be available to you, and you should be able to choose those which best meet your needs, including complementary/alternative therapies, counselling and psychotherapy.

You should be able to choose a worker of your choice (for example being able to choose their sex or ethnic background), and be able to change workers if you don't get on.

Q15 How does the range of choice you have compare with this description? (please tick one box only)

- As good as this ☐
- Worse than this ☐
- Very much worse than this..... ☐

Doctors, nurses, social workers and other mental health workers should show you respect, be honest with you and discuss things with you in a way you can understand.

They should be trustworthy and do what they say they will. They should offer regular appointments, not miss appointments and not keep you waiting. They should keep information about you confidential or ask your permission before passing it on to others. If they pass on information, it should be accurate and save you from having to repeat yourself to new mental health workers.

Q16 How does your situation compare with this description? (please tick one box only)

- As good as this ☐
- Worse than this ☐
- Very much worse than this..... ☐

Mental health workers should not pressurise you to do anything you don't want to, or take decisions on your behalf without getting your permission first. Even if you have been 'sectioned', people should listen to you and take your opinions seriously.

Q17 **How does your situation compare with this description? (please tick one box only)**

As good as this ☐

Worse than this ☐

Very much worse than this..... ☐

You should be able to put your views across to people in authority. This can be difficult for several reasons, such as the effects of medication, if English is not your first language, or if the situation is frightening or intimidating.

If you want, you should have someone (an advocate) to help or support you, or speak for you. You should feel this person really understands what you want and genuinely represents your views when he/she speaks on your behalf.

Q18 **How do your circumstances compare with this description? (please tick one box only)**

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