



Your Experience of Service

What consumers say about NSW Mental Health Services

2015-2016

Acknowledgments

This report has benefited from advice and feedback from a range of experts. InforMH is grateful to the members of the NSW YES Advisory Committee and colleagues at BEING, NSW Ministry of Health Mental Health Branch and The Bureau of Health Information for their input.

This report would not have been possible without the many consumers who have taken the time and effort to complete a YES questionnaire and the many NSW Health and BEING staff who have worked together to implement this important initiative.

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InforMH
Health System Information
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Please note that there is the potential for minor revisions of data in this report.

Please check with InforMH for any amendments

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Foreword

Consumer experience of care must be at the centre of all efforts to improve NSW Mental Health Services.

BEING and the NSW Ministry of Health are committed to putting the consumer voice at the centre of efforts to evaluate and improve mental health services. The Your Experience of Service (YES) Questionnaire asks consumers about their experiences of mental health care. It is offered to consumers of NSW Hospital, Community and Community Residential Public Mental Health Services.

This report provides results from the first full year of implementation of YES in NSW. It examines which consumers responded to YES, what they have said about their experiences and whether different groups of consumers reported different experiences. In 2015-16, more than 13,000 completed questionnaires were received from hospital and community settings. This provides a very strong foundation for the next stages of YES implementation. We aim to increase this number, by making it easier for many more consumers to provide feedback.

This first NSW report is one of many strategies for supporting the YES rollout. YES is now available in 21 community languages. All NSW Mental Health Services now receive monthly and quarterly YES reports. YES return rates have been included as a Safety and Quality Service Measure in performance agreements between the Ministry of Health and the NSW Local Health Districts & Speciality Health Networks.

Data can only lead to service improvement when there is strong local leadership and management. The Action and Change Phase of YES is about consumers and Mental Health Services working together to understand the results of the YES questionnaires and to plan and monitor change.

We would like to thank the many consumers who have taken the time and effort to complete YES Questionnaires, and the many BEING and NSW Health staff who have worked together to implement this important initiative.



Dr Karin Lines
Executive Director Mental Health Branch
NSW Ministry of Health



Dr Peri O'Shea
Chief Executive Officer
BEING

Executive Summary

Your Experience of Service (YES) is a nationally developed questionnaire designed to gather information from consumers about their experiences of care. YES was rolled out in NSW Mental Health Services in early 2015. This report summarises feedback from consumers of NSW Mental Health Services for the first full year of YES collection, from July 2015 to June 2016.

How many people completed a YES?

- More than 13,500 YES questionnaires were returned, with collections increasing in each quarter.
- NSW aims to ensure that all consumers are offered the YES questionnaire. It is not easy to calculate a “completion rate” that is comparable to other surveys, because we do not know how many consumers were offered an opportunity to complete the YES questionnaire in that time.
- More YES questionnaires were received from hospital than community settings. For hospitals, more than 9700 questionnaires were returned, compared with more than 45,000 episodes of care. There were nearly 4000 community questionnaires returned, compared with more than 180,000 episodes of community care. Increasing uptake, particularly in community settings, needs to be a priority for the second year of YES implementation.

Who completed a YES?

- For hospital care, people who completed a YES were a representative cross-section of all people receiving care, apart from for people under 18 or over 65. However for community care, Aboriginal people, Young people (under 25 years of age) and people having brief contact (two weeks or less) were much less likely to complete a YES.

What experiences did people report?

- Most people completing a YES report a positive experience of care. Around 2/3 of people reported that their overall experience was Very Good (28%) or Excellent (38%). The average score for all questions was 85/100, where 80 is “Very Good” and 100 is “Excellent”.
- The most positive experience was reported for domains of Safety (87/100) and Staff Attitudes (87/100). While still positive, the lowest scores were reported for domains of Information (80/100) and Access to Staff (78).
- In all settings, the highest scoring question was “Your individuality and values were respected”, and the lowest scoring question asked about “Access to peer support”.

Did some groups of consumers report different experiences?

- Less positive experience was reported by people in hospital, people treated involuntarily, and people identifying as neither Male nor Female. Younger adults (aged 25-34) and people with three to four weeks of total contact also reported less positive experiences. People completing YES with assistance from Peer Workers reported a slightly less positive experience (81/100) and people receiving help from family or friends reported a more positive experience (86/100).
- Overall and for all domains, consumers of community services reported more positive experiences than consumers of hospital services. However consumers of hospital services also reported Safety (86/100) and Staff Attitudes (86/100) as the most positively scoring domains.



Your Experience of Service

Your Experience of Service (YES) has been designed to help Public Mental Health Services work with consumers to improve the care and support that they provide. In NSW, implementation of YES began in March 2015. This report summarises the first full year (2015-16) of YES data from NSW services.

Development of the YES Questionnaire

The Fourth National Mental Health Plan (2009) committed Australian Mental Health Services to reporting on consumer and carer experiences and perceptions of care. In 2010 the National Consumer Experiences of Care Project was launched, to develop a suitable national measure. This project was funded by the Commonwealth Department of Health. It was led by the Victorian Department of Health and Human Services, and guided by the Mental Health Information Strategy Standing Committee (MHISSC). The project set out to establish a questionnaire that:

- Incorporates evidence from existing measures
- Measures the recovery orientation of care from a consumer perspective
- Measures the degree to which consumers see themselves as being involved and engaged in their own care
- Is psychometrically robust
- Is suitable for use in adult mental health services to inform service level quality improvement.

YES was developed and named in partnership with consumers, and based on the recovery standards of the Australian National Standards for Mental Health Services (2010). Between 2011 and 2013 YES was developed and tested through extensive national consultation, several waves of trialling and revision, and assessment of reliability and psychometrics. A full report of the project is available at <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-conexp>.

YES Framework

Collection of data is only one component of service improvement. YES data must be acted on within a broader framework. The NSW YES Framework consists of four stages – data collection, data analysis, reporting and feedback and action and change.



More information on the Action and Change Framework can be found at <http://being.org.au/wp-content/uploads/2015/07/MH-CoPES-Principles.pdf>

When and how is YES offered?

All consumers of NSW Hospital, Community and Community Residential Services aged 11 or older should be provided the opportunity to complete a YES Questionnaire. This should occur on discharge from a service, or if people have longer contact with services (e.g. Non Acute Hospital Wards or Community Teams) then they should be given an opportunity to complete the YES questionnaire at least annually. YES is currently completed as a paper form.

YES is completed anonymously, and does not record a person's name, address or other identifying information. The consumer places the completed YES in a sealed envelope which can be deposited in collection boxes in some services or posted to a free pre-paid mailing address. Forms are collated and scanned, and results are loaded into a secure database operated by InforMH, Health System Information & Performance Reporting Branch of the NSW Ministry of Health.

Reporting on YES

It is essential that services receive data quickly to allow them to undertake the action and change component of the framework. The YES reports routinely produced in 2016 included:

- Return rates for Community and Hospital Services (Monthly)
- Overall experience of care for each LHD/SHN (Monthly)
- Results for each individual ward and community team (Quarterly)
- All raw data and free text responses (Quarterly).

Yes and MH-CoPES

Measuring consumers' perceptions of care has been a long term priority in NSW. In 2004 the Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) project commenced. More information about the MH-CoPES can be found at <http://being.org.au/resources/yes/about-mh-copes/>.

The vision for the project was:

- To develop a formal mechanism for consumers' voices to be recognised in practice and recognised as essential to guiding services
- To develop tools and processes which assist services to become more responsive and accountable to consumers
- To augment existing quality processes in NSW Mental Health Services by developing a mechanism whereby consumers' views contribute to continuous service improvement
- To establish a formal mechanism that builds dialogue and partnership within NSW Mental Health Services around issues that are important to consumers.

The MH-CoPES project developed two questionnaires measuring consumer perceptions and experience of care, one for hospital and one for community. It also developed the Action and Change Framework that has been continued for YES.

The experience and data from the NSW MH-CoPES project formed an important foundation for the development of YES. BEING was closely involved in the development of YES. Changing the questionnaire from MH-CoPES to YES allows NSW to support national comparison of services.

EQuIPNational Standards

All NSW Health Mental Health Services are accredited under EQuIPNational. This accreditation program ensures that services meet that National Safety and Quality Health Service Standards. There are 15 standards, and Standard 2 focuses on partnering with consumers. If services actively engage with the YES Questionnaire and associated Framework this will help them demonstrate this standard.

More information about the standards can be found at <http://www.achs.org.au/publications-resources/equipnational/>



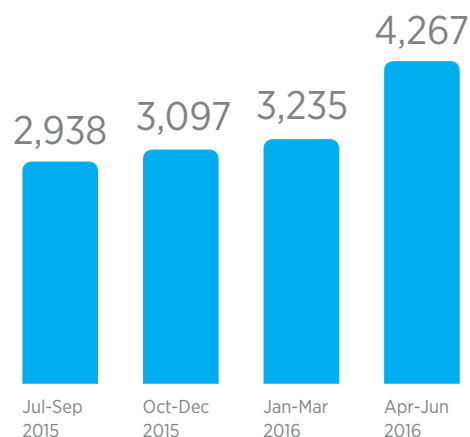
How many consumers completed a YES?



In 2015-16

13,537

YES questionnaires were returned (1,128 per month)



NSW has set an ambitious target, that all consumers of mental health services should have an opportunity to provide feedback on their experiences.

YES should be offered to all people, including people with only one brief contact and people whose only contact may have been by telephone or videoconference. In some of the situations it may be difficult to ensure that YES is offered, and even where offered people may be unwilling to complete it. If people see more than one team, we hope that YES would be offered by each team, and calculate our targets accordingly.

For most surveys, the “completion rate” is the proportion of people offered the survey who go on to complete the survey. YES questionnaires are offered to consumers in many ways, and the number of questionnaires offered to people is not recorded. Therefore it is not possible to calculate a simple completion rate.

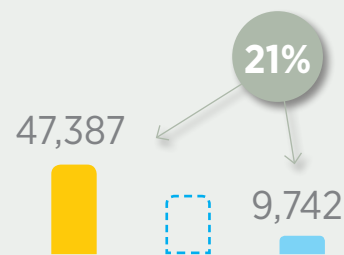
Compared to the number of people seen by mental health services, rates of completion are still low, particularly in community mental health services.

Caution is needed in comparing these results with those from other consumer satisfaction surveys, or those from the YES Questionnaire in other Australian states. Some services or states use a snapshot or sample method, distributing a questionnaire to an identified group of consumers, or running a questionnaire only for a specific week or month in a year. These methods will result in higher and more accurate return rates.

Currently NSW LHDs/SHNs use a range of approaches to offering YES questionnaires. Most use a “continuous” approach in hospital settings, offering all people a YES questionnaire at or near discharge. In community settings, many LHDs/SHNs offer YES on a “continuous” basis, for example displaying the questionnaire for completion in public areas or waiting rooms. Some LHDs/SHNs use a sample approach, encouraging completion in a particular week or month of the year. Some use a mixture of these approaches.

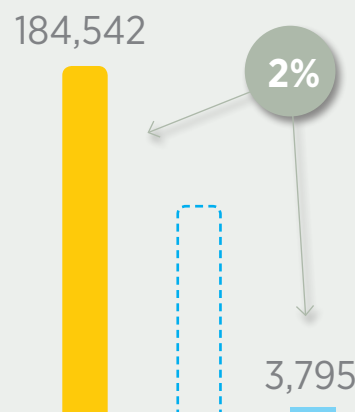
More work is needed to understand how these different approaches influence which consumers get to complete a YES, and how to calculate a realistic and achievable target, particularly for community mental health services.

- Episodes of care
- YES offered
- YES returned



HOSPITAL EPISODES

All hospital episodes ending in the year, plus people still in hospital on 30 June 2016



COMMUNITY EPISODES

All episodes of at least one contact between a person and a community team within the year (2015-2016)

Which consumers completed a YES?

Before looking at results from YES questionnaires it is important to know who completed one. This will tell us whether the results are representative of as many consumers as possible, and whether there are some groups of consumers whose views are not being heard.

Encouragingly, response rates did not appear lower in men, people who identify as Aboriginal or Torres Strait Islander in the hospital setting or people speaking a language other than English.

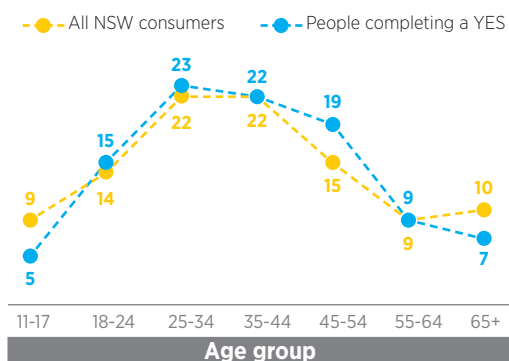
For hospital care, people completing a YES were a representative cross-section of all people receiving care,

apart from for people aged under 18 years and over 65 years.

However for community care, Aboriginal people, Young people and people having brief contact (two weeks or less) were much less likely to complete a YES. Therefore caution is needed in interpreting community responses.

Percent of consumers who are ...

HOSPITAL



● All NSW consumers ● People completing a YES

50
●
46

10
●
9

10
●
9

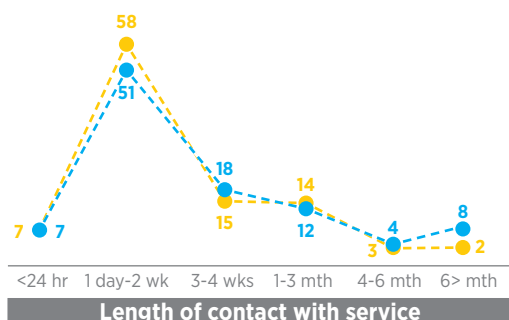
Female

Indigenous

Language other than English

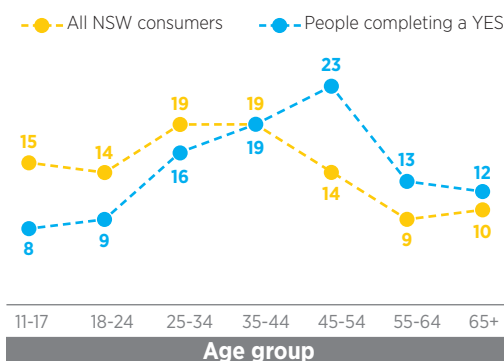
Gender and Culture

● All NSW consumers ● People completing a YES



Length of contact with service

COMMUNITY



● All NSW consumers ● People completing a YES

50
●
49

10
●
6

11
●
10

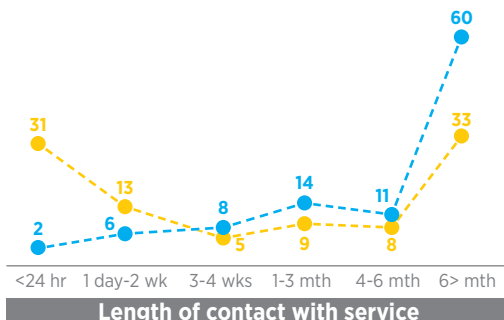
Female

Indigenous

Language other than English

Gender and Culture

● All NSW consumers ● People completing a YES

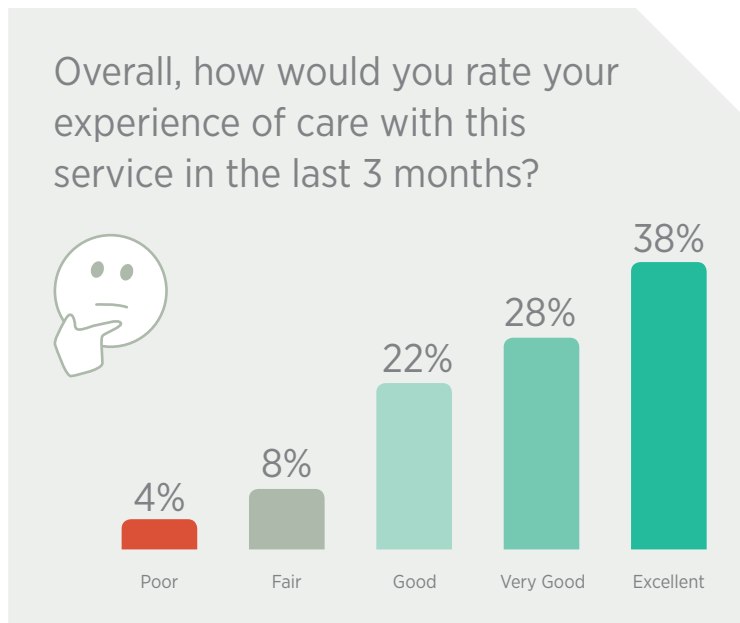


Length of contact with service



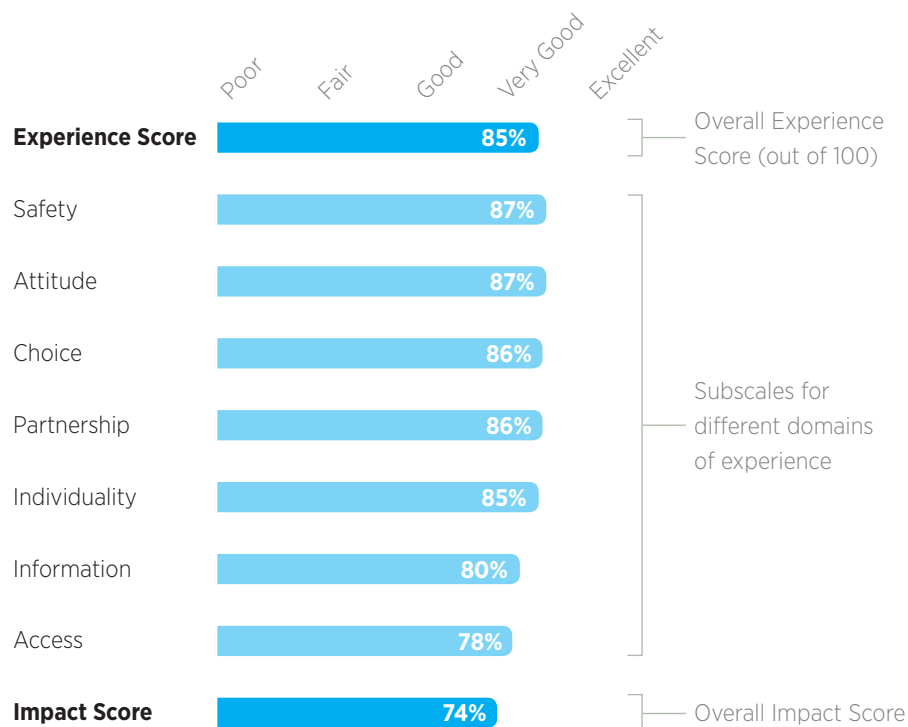
What did consumers say about their experience?

Most people who completed a YES, report a positive experience of care. The YES Questionnaire provides two ways of summarising people's overall experience. Question 26 asks for the person's overall experience. Around 2/3 of people completing a YES reported that their overall experience was Very Good (28%) or Excellent (38%).



The scores from all YES experience questions can also be added to calculate an overall "Experience Score" out of 100. This means that all aspects of the person's experience contribute to their score. It also allows calculation of separate scores for different aspects of experience. An "Impact Score" can also be calculated, showing the consumer's rating of the impact the service had on their sense of wellbeing, hopefulness and ability to manage their day to day life (Questions 23 to 26).

All domains scored in the "Very Good" range. The most positive experiences were reported for questions measuring Safety and Staff Attitudes. Relative to these, people rated their Access to Staff and Information less positively.



Do some groups of consumers report a different experience?

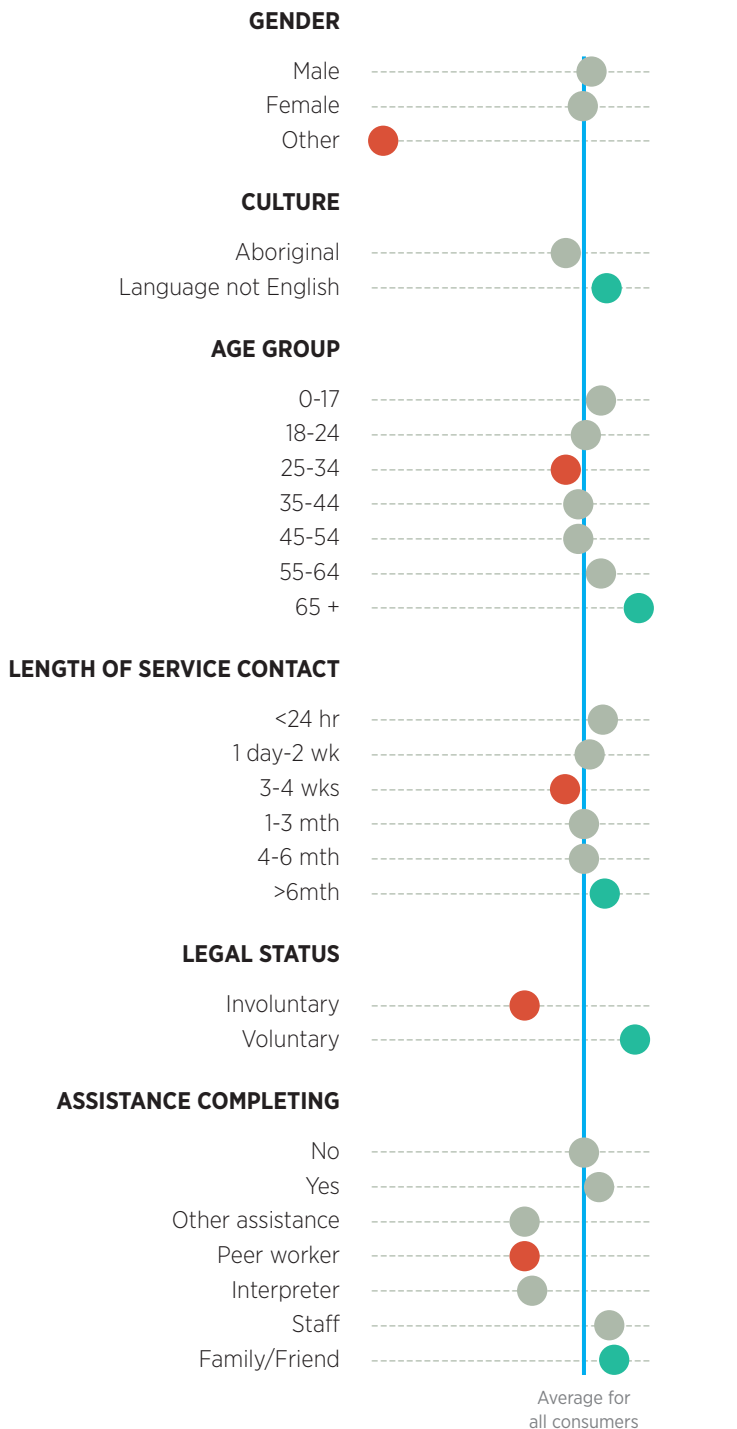
It is important to understand whether some groups of consumers have a more positive or negative experience of care. This helps services target improvements where they are most needed. It also helps in understanding whether apparent differences in YES scores between services might be due to differences in the types of consumer seen.

This graph shows the average overall “Experience Score” (out of 100) for different groups of consumers. All subgroups of consumers reported an overall experience in the “Very Good” range. However some groups differed significantly from the NSW average.

Less positive experience was reported by people treated involuntarily, and by people identifying as neither Male nor Female. Younger adults (aged 25-34) and people with 3-4 weeks of total contact also reported less positive experiences. Some of these findings may relate to whether people were treated in hospital rather than in a community setting.

People over 65 years of age, with longer periods of contact and being treated voluntarily reported more positive experiences. Unexpectedly, people reporting that their language spoken at home was not English also reported slightly but significantly more positive experience.

Overall people who received help in completing YES did not report a different experience. However people completing YES with assistance from Peer Workers reported a slightly less positive experience (81/100) and people receiving help from family or friends reported a more positive experience (86/100).



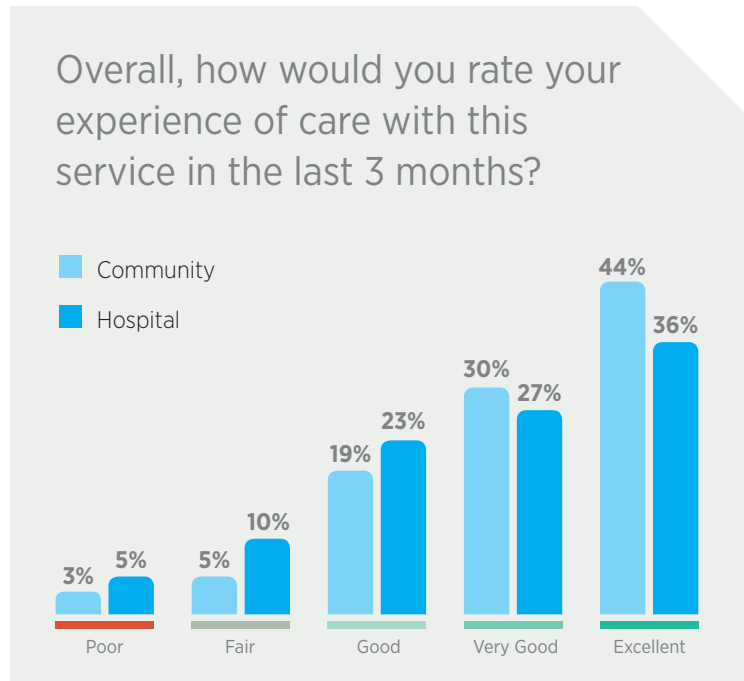
- Significantly higher compared to the average for all consumers
- Significantly lower compared to the average for all consumers
- Not significantly different to the average for all consumers
- Average for all consumers

Note that whether a difference is significant is influenced by (i) the average score and (ii) the number of responses. Some scores may be further from the average for all consumers but not significantly different because they are based on a very small number of responses.

How do community and hospital services compare?

The same YES Questionnaire is used in hospital and community services, allowing us to compare experiences in these settings. For community care it is important to remember that response rates are low, and the views of older consumers and people with longer service contact are more likely to be represented.

Overall, how would you rate your experience of care with this service in the last 3 months?








Overall and for all domains, consumers of community services reported more positive experiences than consumers of hospital services.

Responses showed a similar pattern for hospital and community services, with higher scores in domains of Safety and Staff Attitude, and lower scores in domains of Information and Access. Overall consumers reported more positive ratings of experience than of the impact of services on their overall wellbeing and hope for the future.








Highest scoring questions

COMMUNITY






-  **Q6** Your individuality and values were respected (such as your culture, faith or gender identity, etc.)
-  **Q4** Your privacy was respected
-  **Q1** You felt welcome at this service
-  **Q2** Staff showed respect for how you were feeling
-  **Q11** The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)

HOSPITAL






-  **Q6** Your individuality and values were respected (such as your culture, faith or gender identity, etc.)
-  **Q10** Your opinions about the involvement of family or friends in your care were respected
-  **Q4** Your privacy was respected
-  **Q1** You felt welcome at this service
-  **Q2** Staff showed respect for how you were feeling

Lowest scoring questions

COMMUNITY

-  **Q22** Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)
-  **Q21** Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)
-  **Q18** Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)
-  **Q19** Explanation of your rights and responsibilities
-  **Q20** Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)

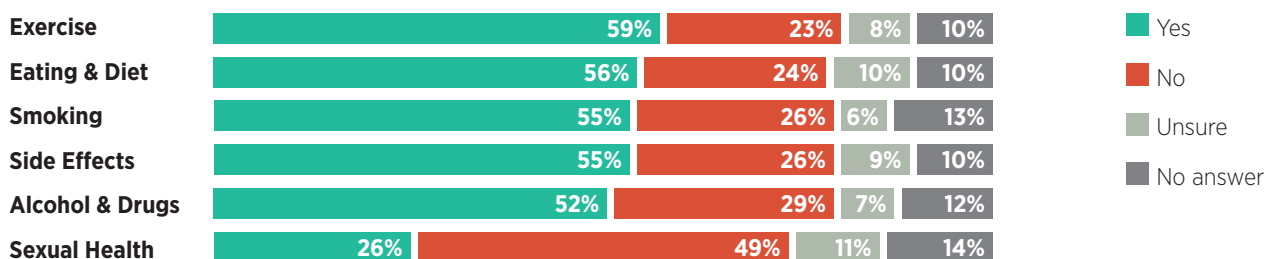
HOSPITAL

-  **Q22** Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)
-  **Q21** Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)
-  **Q18** Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)
-  **Q19** Explanation of your rights and responsibilities
-  **Q20** Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)

Informing people about physical health

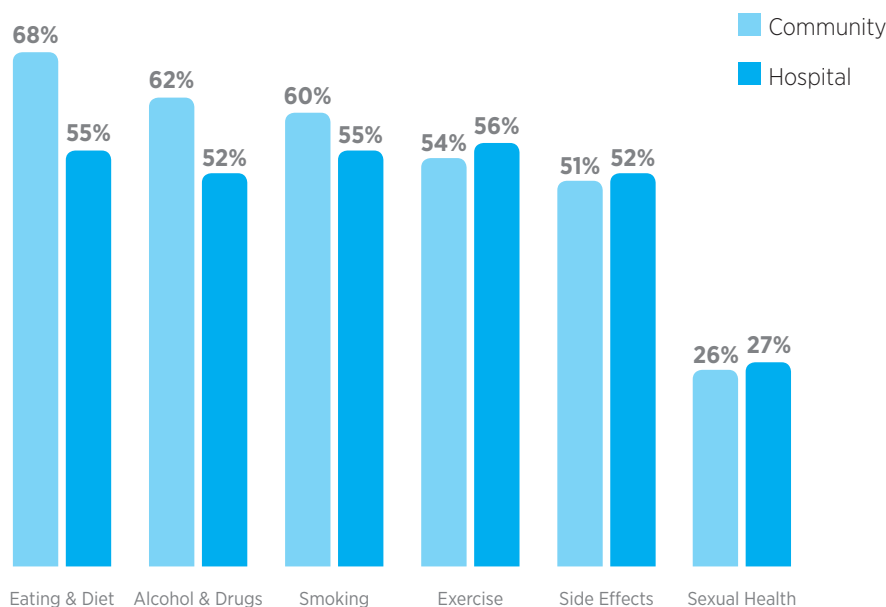
The YES Questionnaire is a national instrument, but additional questions can be added. NSW has added six questions about whether consumers have been provided with information on aspects of their physical health care. These questions are based on the Healthy Active Lives (HeAL) Declaration (http://media.wix.com/ugd/3536bf_81c20d5af8e14e7b978d913f00a85397.pdf.)

Up to a third of consumers reported that they were unsure, or did not answer these questions. More than half of all consumers, and around two thirds of people who gave a specific answer, reported that they had been provided with information about most issues. Only around one quarter of consumers reported being provided with information about sexual health.



Overall, how many consumers report receiving information about aspects of their physical health care?

Consumers of hospital services were less likely than consumers of community services to report being informed about Eating and Diet, Alcohol and Drugs and Smoking.



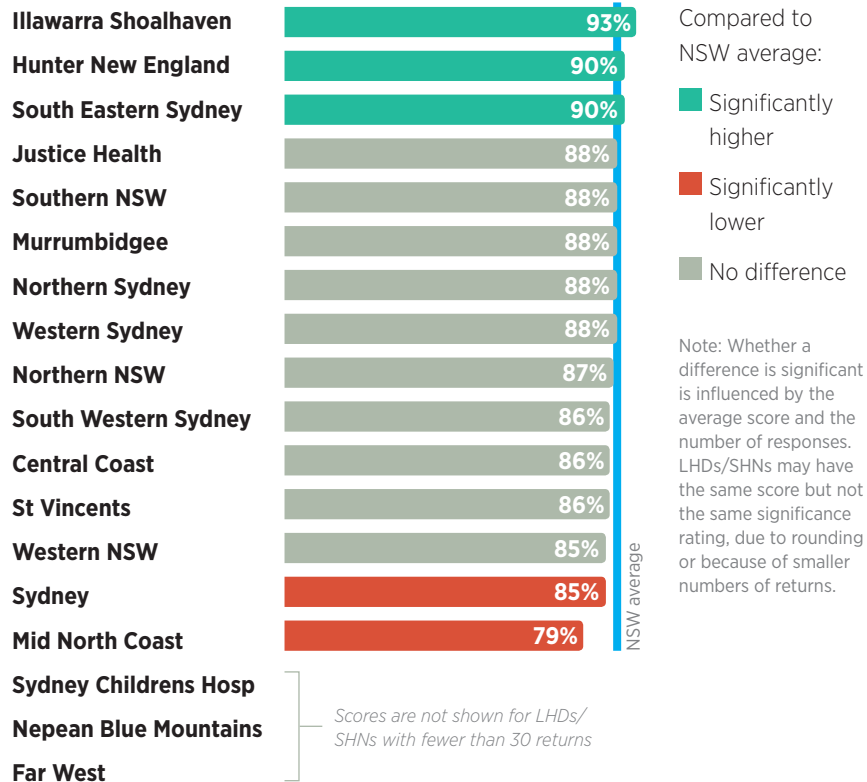
How do Local Health Districts and Specialty Health Networks compare?

This section summarises differences in overall experience and subscale scores for LHDs/SHNs and services. Consumers of hospital and community services report different experiences. Therefore in the following sections, hospital and community results are presented separately. If the results are combined it is possible that LHDs/SHNs will appear to have different results merely because they have a different mix of hospital and community responses. In this report we only present differences where there are 30 or more responses for an individual LHD/SHN or service. More detailed reports are provided to LHDs/SHNs which include answers for all questions and all services.

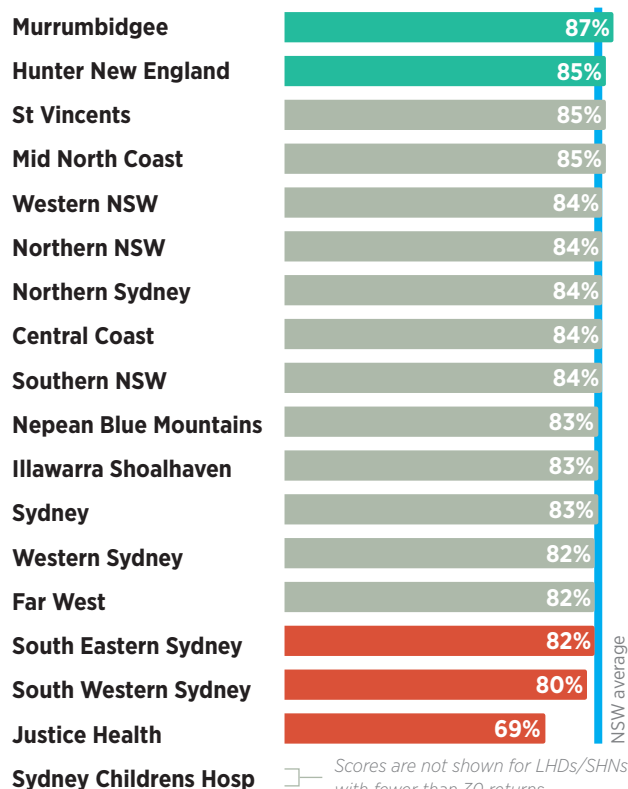
Consumers of community services from all LHDs/SHNs reported average responses in the “Very Good” to “Excellent” range. Three LHDs (Illawarra Shoalhaven, Hunter New England, South Eastern Sydney) had significantly more positive Experience Scores than the NSW average. Three LHDs/SHNs had fewer than 30 community YES returns.

Overall, consumers of hospital services reported slightly less positive responses, but average responses remained in the “Very Good” to “Excellent” range. Consumers from two LHDs (Murrumbidgee, Hunter New England) reported significantly more positive experience scores than the NSW average.

COMMUNITY



HOSPITAL



YES domain results: Community catchment services

Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Hornsby C&Y Amb	39	93	●	●	●	●	●	●	●	●
Shoalhaven Amb	54	93	●	●	●	●	●	●	●	●
Wollongong/Shellharbour Amb	68	92	●	●	●	●	●	●	●	●
Canterbury Amb	51	91	●	●	●	●	●	●	●	●
Newc/Lake Macq Amb	369	90	●	●	●	●	●	●	●	●
Hornsby Adult Amb	117	90	●	●	●	●	●	●	●	●
Eastern Suburbs Amb	206	90	●	●	●	●	●	●	●	●
Northern Beaches C&Y Amb	35	90	●	●	●	●	●	●	●	●
Eurobodalla Amb	56	89	●	●	●	●	●	●	●	●
Tweed Amb	38	89	●	●	●	●	●	●	●	●
Northern Beaches Adult Amb	231	89	●	●	●	●	●	●	●	●
Murrumbidgee Amb	114	89	●	●	●	●	●	●	●	●
Justice Health Amb	49	88	●	●	●	●	●	●	●	●
New England Amb	32	88	●	●	●	●	●	●	●	●
St George Amb	34	88	●	●	●	●	●	●	●	●
Parramatta Amb	406	88	●	●	●	●	●	●	●	●
WSLHD Adult Amb	133	87	●	●	●	●	●	●	●	●
Blacktown Amb	70	87	●	●	●	●	●	●	●	●
Gosford Amb	111	86	●	●	●	●	●	●	●	●
Orange Amb	138	86	●	●	●	●	●	●	●	●
St Vincents Amb	59	86	●	●	●	●	●	●	●	●
Wyong Amb	131	86	●	●	●	●	●	●	●	●
Croydon Amb	142	86	●	●	●	●	●	●	●	●
RNS Adult Amb	272	85	●	●	●	●	●	●	●	●
Rivendell Amb	31	85	●	●	●	●	●	●	●	●
Ryde Adult Amb	85	85	●	●	●	●	●	●	●	●
Bankstown Amb	43	84	●	●	●	●	●	●	●	●
Camperdown/Redfern Amb	81	84	●	●	●	●	●	●	●	●
Dubbo Amb	46	83	●	●	●	●	●	●	●	●
Marrickville Amb	70	83	●	●	●	●	●	●	●	●
Hastings Macleay Amb	53	80	●	●	●	●	●	●	●	●

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. Catchments may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

YES domain results: Hospitals

Hospital	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Shoalhaven Hosp	96	92	●	●	●	●	●	●	●	●
Armidale Hosp	158	92	●	●	●	●	●	●	●	●
Bathurst Hosp	152	90	●	●	●	●	●	●	●	●
South Eastern Regional Hosp	73	89	●	●	●	●	●	●	●	●
Kempsey Hosp	122	89	●	●	●	●	●	●	●	●
St Josephs Hosp	60	87	●	●	●	●	●	●	●	●
Wagga Wagga Hosp	248	87	●	●	●	●	●	●	●	●
Tweed Hosp	59	87	●	●	●	●	●	●	●	●
Manly Hosp	336	87	●	●	●	●	●	●	●	●
Blacktown Hosp	366	87	●	●	●	●	●	●	●	●
Westmead Hosp	50	87	●	●	●	●	●	●	●	●
Wyong Hosp	192	86	●	●	●	●	●	●	●	●
HNE Mater Hosp	324	86	●	●	●	●	●	●	●	●
Greenwich Hosp	47	85	●	●	●	●	●	●	●	●
Port Macquarie Hosp	149	85	●	●	●	●	●	●	●	●
St Vincents Hosp	363	84	●	●	●	●	●	●	●	●
Sutherland Hosp	209	84	●	●	●	●	●	●	●	●
Nepean Hosp	93	84	●	●	●	●	●	●	●	●
RPA Hosp	378	84	●	●	●	●	●	●	●	●
RNS Hosp	349	84	●	●	●	●	●	●	●	●
Coffs Harbour Hosp	423	83	●	●	●	●	●	●	●	●
Hornsby Hosp	634	83	●	●	●	●	●	●	●	●
Liverpool Hosp	119	83	●	●	●	●	●	●	●	●
Wollongong Hosp	183	83	●	●	●	●	●	●	●	●
POW Hosp	419	82	●	●	●	●	●	●	●	●
Orange Hosp	603	82	●	●	●	●	●	●	●	●
Lismore Hosp	90	82	●	●	●	●	●	●	●	●
Gosford Hosp	363	82	●	●	●	●	●	●	●	●
Kenmore Hosp	30	82	●	●	●	●	●	●	●	●
Goulburn Hosp	218	82	●	●	●	●	●	●	●	●
Concord Hosp	397	82	●	●	●	●	●	●	●	●
Broken Hill Hosp	32	82	●	●	●	●	●	●	●	●
John Hunter Hosp	56	81	●	●	●	●	●	●	●	●
Rivendell Hosp	41	81	●	●	●	●	●	●	●	●
Shellharbour Hosp	392	81	●	●	●	●	●	●	●	●
Macquarie Hosp	115	80	●	●	●	●	●	●	●	●
Tamworth Hosp	61	79	●	●	●	●	●	●	●	●
Morriset Hosp	92	78	●	●	●	●	●	●	●	●
St George Hosp	272	78	●	●	●	●	●	●	●	●
Cumberland Hosp	445	78	●	●	●	●	●	●	●	●
Campbelltown Hosp	59	74	●	●	●	●	●	●	●	●
Forensic Hosp	56	71	●	●	●	●	●	●	●	●

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. Catchments may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.



Summary reports for each Local Health District and Specialty Health Network

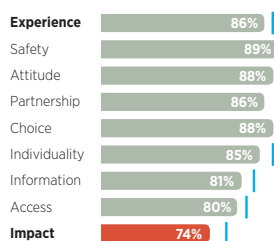
These summary reports show consumer experience for individual teams and wards within each LHD/SHN. More detailed data for all teams and wards is also provided to LHDs/SHNs for local Action and Change activities.

HERE IS HOW TO READ THESE REPORTS:

Average results for whole LHD/SHN, showing Experience Score, subscale scores and Impact Score.

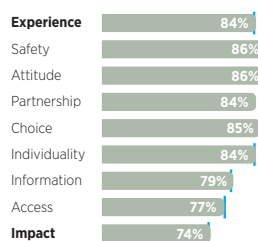
COMMUNITY TEAMS

253 returns



HOSPITAL WARDS

607 returns



Average results for NSW are shown in the blue lines.

Results for the LHD/SHN are shown as a bar.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Wyong Hosp	207	86	●	●	●	●	●	●	●	●
Gosford Amb	117	86	●	●	●	●	●	●	●	●
Wyong Amb	133	86	●	●	●	●	●	●	●	●
Gosford Hosp	400	82	●	●	●	●	●	●	●	●
Central Coast Amb	3									

Returns and results for each group of services in the LHD/SHN. These are either Hospitals, or "catchment" groups of community services.

On all charts the colour of the dot shows whether the score is significantly

- higher
- lower or
- the same

INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Miri Miri WYO	38	91	●	●	●	●	●	●	●	●
MH SMHSOP GSHC	62	90	●	●	●	●	●	●	●	●
Mental Health WYO	150	85	●	●	●	●	●	●	●	●
MH Acute Care Team WYHC	93	83	●	●	●	●	●	●	●	●
Mental Health GOS	400	82	●	●	●	●	●	●	●	●
MH Acute Care Team GSHC	41	82	●	●	●	●	●	●	●	●

Returns and results for individual services in the LHD/SHN. These are either hospital wards or individual community teams.

when compared to the NSW average.

Hospitals and community team averages are compared separately.

Results have been rounded for display.

For LHDs/SHNs with many teams, only teams with the five highest and lowest Overall Experience scores are shown.

Scores are only shown for services or groups of services where 30 or more YES questionnaires have been received.

However scores from all teams contribute to the LHD/SHN or service group average.

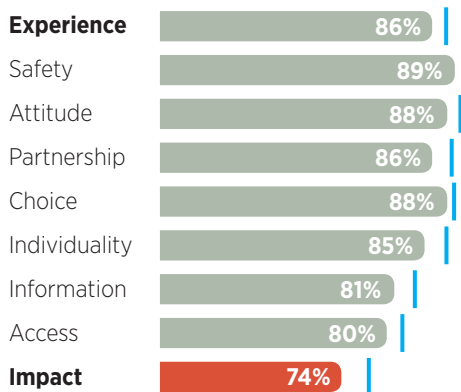
Whether a result is significantly different from the average is influenced by the score AND the number of responses.

Therefore two teams may have the same score but different significance ratings.

Central Coast Local Health District

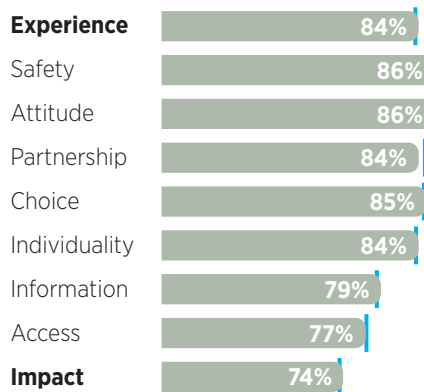
COMMUNITY TEAMS

253 returns



HOSPITAL WARDS

607 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Wyong Hosp	207	86	●	●	●	●	●	●	●	●
Gosford Amb	117	86	●	●	●	●	●	●	●	●
Wyong Amb	133	86	●	●	●	●	●	●	●	●
Gosford Hosp	400	82	●	●	●	●	●	●	●	●
Central Coast Amb	3									

INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Older Persons Acute Inpatient Wyong	38	91	●	●	●	●	●	●	●	●
SMHSOP Community Gosford/Wyong	62	90	●	●	●	●	●	●	●	●
Wyong Mental Health Inpatient Unit	150	85	●	●	●	●	●	●	●	●
Wyong Acute Care Team	93	83	●	●	●	●	●	●	●	●
Gosford Mental Health Inpatient Unit	400	82	●	●	●	●	●	●	●	●
Gosford Acute Care Team	41	82	●	●	●	●	●	●	●	●

Far West Local Health District

COMMUNITY TEAMS

16 returns

Experience

Safety
Attitude
Partnership
Choice
Individuality
Information
Access

Impact



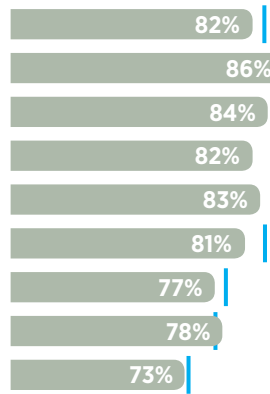
HOSPITAL WARDS

34 returns

Experience

Safety
Attitude
Partnership
Choice
Individuality
Information
Access

Impact



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Broken Hill Hosp	34	82 ●	●	●	●	●	●	●	●	●
Broken Hill Amb	9									
Dareton Amb	7									

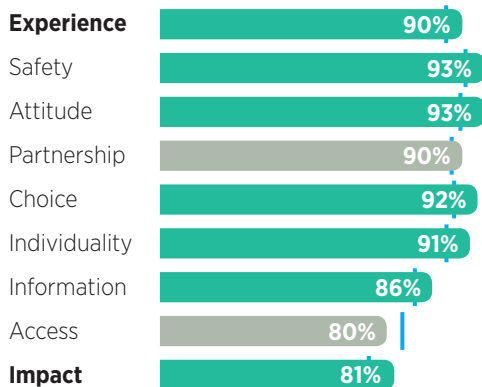
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Broken Hill Adult Acute MHIPS	34	82 ●	●	●	●	●	●	●	●	●

Hunter New England Local Health District

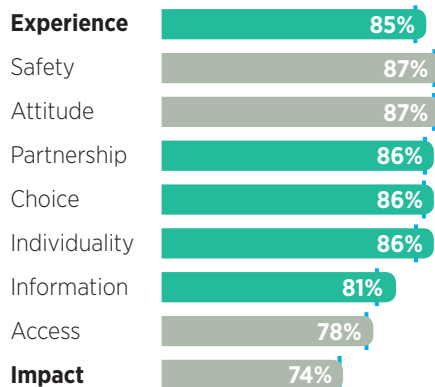
COMMUNITY TEAMS

417 returns



HOSPITAL WARDS

790 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Armidale Hosp	171	92	●	●	●	●	●	●	●	●
Newc/Lake Macq Amb	377	90	●	●	●	●	●	●	●	●
New England Amb	32	88	●	●	●	●	●	●	●	●
HNE Mater Hosp	348	86	●	●	●	●	●	●	●	●
John Hunter Hosp	59	81	●	●	●	●	●	●	●	●
Tamworth Hosp	63	79	●	●	●	●	●	●	●	●
Morrisset Hosp	97	78	●	●	●	●	●	●	●	●

Manning Base Hosp (27 returns), Maitland Hosp (25 returns), Taree Manning Amb (7 returns), Maitland Amb (1 return)

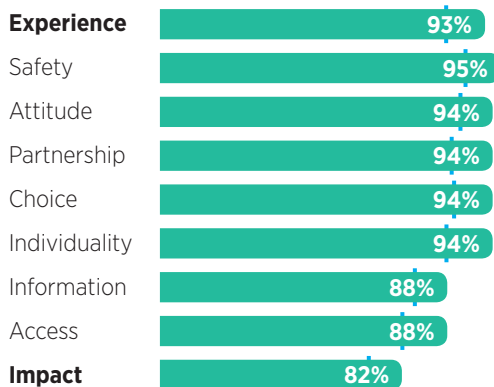
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Older Persons Outpatients (McAuley)	37	97	●	●	●	●	●	●	●	●
MH Substance Use Service - Community	113	92	●	●	●	●	●	●	●	●
Armidale Hosp Clark Ctr - Ac Inpat Serv	171	92	●	●	●	●	●	●	●	●
Centre for Psychotherapy	45	91	●	●	●	●	●	●	●	●
Lake Macqu Supp Recov	48	90	●	●	●	●	●	●	●	●
Top 5 and bottom 5 are shown										
Lake Macquarie MH Unit	55	82	●	●	●	●	●	●	●	●
Nexus C&A Inpat Svce	59	81	●	●	●	●	●	●	●	●
Tamworth Hosp Banksia MHU - Ac Inpat Serv	63	79	●	●	●	●	●	●	●	●
Morrisset Clinical Rehabilitation Unit	50	78	●	●	●	●	●	●	●	●
Morrisset Medium Secure Unit	32	76	●	●	●	●	●	●	●	●

Illawarra Shoalhaven Local Health District

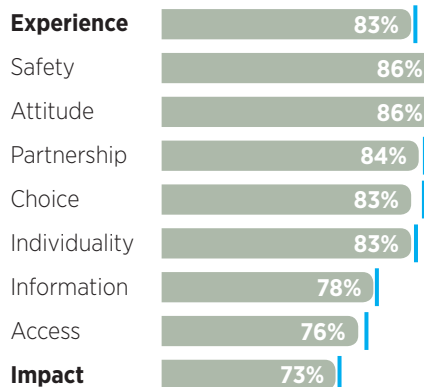
COMMUNITY TEAMS

127 returns



HOSPITAL WARDS

709 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Shoalhaven Amb	57	93	●	●	●	●	●	●	●	●
Wollongong/Shellharbour Amb	70	92	●	●	●	●	●	●	●	●
Shoalhaven Hosp	96	92	●	●	●	●	●	●	●	●
Wollongong Hosp	194	83	●	●	●	●	●	●	●	●
Shellharbour Hosp	419	81	●	●	●	●	●	●	●	●

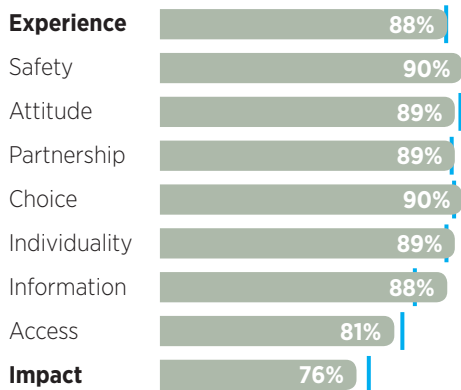
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Shoalhaven Subacute Unit	96	92	●	●	●	●	●	●	●	●
Wollongong Hosp SMHSOP Inpt Serv	31	92	●	●	●	●	●	●	●	●
Wollongong PECC	50	86	●	●	●	●	●	●	●	●
Shellharbour Hosp Nonacute MH Inpt Serv	41	85	●	●	●	●	●	●	●	●
Mirraboook Shellhbr Hosp Ac Inp Care	227	81	●	●	●	●	●	●	●	●
Shellhbr Hosp Eloura Acute Inpatient	119	79	●	●	●	●	●	●	●	●
Wgong Act MH Inpat Serv	113	78	●	●	●	●	●	●	●	●

Justice Health & Forensic Mental Health Network

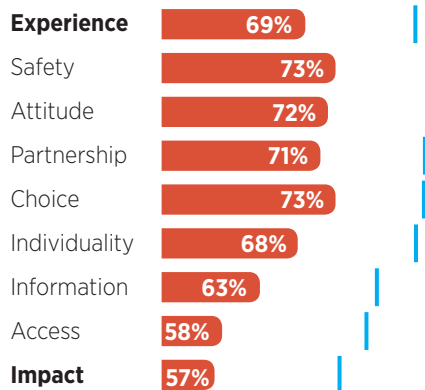
COMMUNITY TEAMS

49 returns



HOSPITAL WARDS

93 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Justice Health Amb	49	88 ●	●	●	●	●	●	●	●	●
Forensic Hosp	57	71 ●	●	●	●	●	●	●	●	●
MRRC	20									
Long Bay Hosp	16									

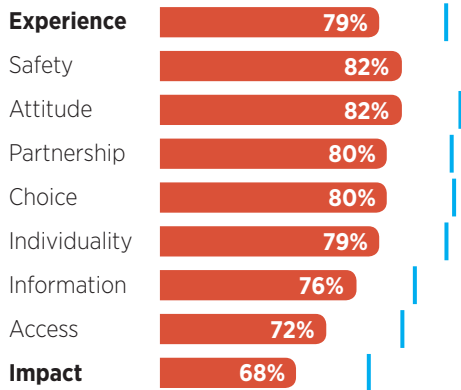
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
JH CIT	44	89 ●	●	●	●	●	●	●	●	●

Mid North Coast Local Health District

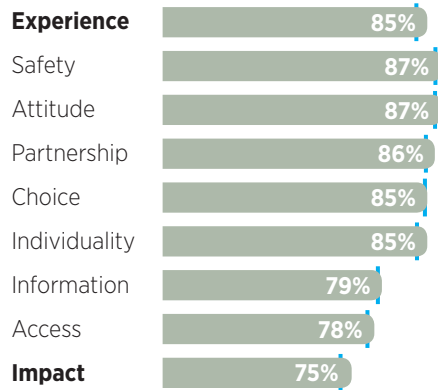
COMMUNITY TEAMS

84 returns



HOSPITAL WARDS

753 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Kempsey Hosp	134	89	●	●	●	●	●	●	●	●
Port Macquarie Hosp	161	85	●	●	●	●	●	●	●	●
Coffs Harbour Hosp	458	83	●	●	●	●	●	●	●	●
Hastings Macleay Amb	53	80	●	●	●	●	●	●	●	●
Coffs Harbour Amb	31	77	●	●	●	●	●	●	●	●

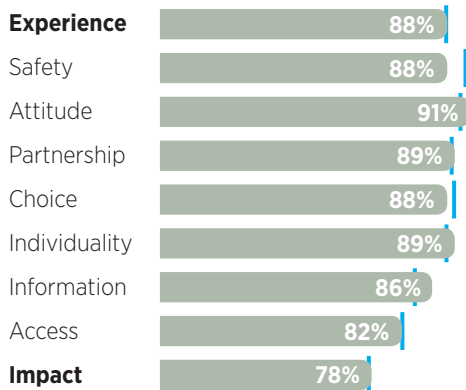
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Macleay MH Ac Inp Serv	134	89	●	●	●	●	●	●	●	●
Hastings MH Ac Inp Serv	161	85	●	●	●	●	●	●	●	●
Coffs Harb MH Ac Inp Serv	433	83	●	●	●	●	●	●	●	●

Murrumbidgee Local Health District

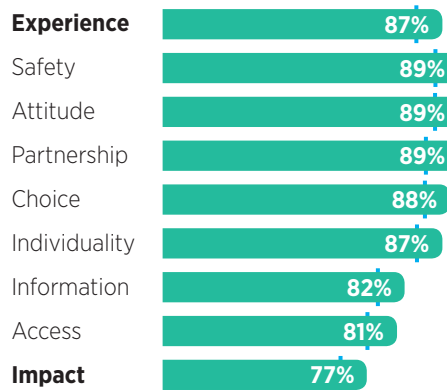
COMMUNITY TEAMS

123 returns



HOSPITAL WARDS

259 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Murrumbidgee Amb	123	88 ●	●	●	●	●	●	●	●	●
Wagga Wagga Hosp	259	87 ●	●	●	●	●	●	●	●	●

INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Wagga Wagga Mental Health Recovery Unit	76	90 ●	●	●	●	●	●	●	●	●
Wagga Wagga CMHS - Adult	67	87 ●	●	●	●	●	●	●	●	●
Wagga Wagga MH - Acute Unit	142	87 ●	●	●	●	●	●	●	●	●
Wagga Wagga MH - HDU	40	83 ●	●	●	●	●	●	●	●	●

Nepean Blue Mountains Local Health District

COMMUNITY TEAMS

15 returns

Experience

- Safety
- Attitude
- Partnership
- Choice
- Individuality
- Information
- Access

Impact

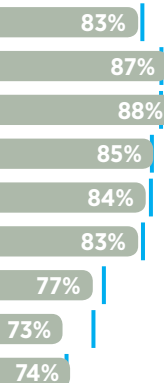
HOSPITAL WARDS

103 returns

Experience

- Safety 83%
- Attitude 87%
- Partnership 88%
- Choice 85%
- Individuality 83%
- Information 77%
- Access 73%

Impact



— NSW Average

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Nepean Hosp	100	84	●	●	●	●	●	●	●	●
Penrith Amb	12									
Blue Mountains Hosp	3									
Blue Mtns & Lithgow Amb	2									
NBMLHD Amb	1									

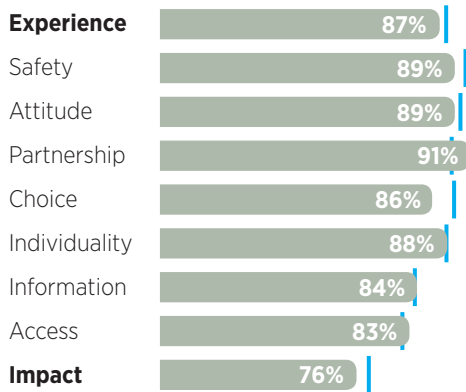
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Nepean Emerg Psych Serv	39	86	●	●	●	●	●	●	●	●
Nepean Older Persons MH Unit	48	85	●	●	●	●	●	●	●	●

Northern NSW Local Health District

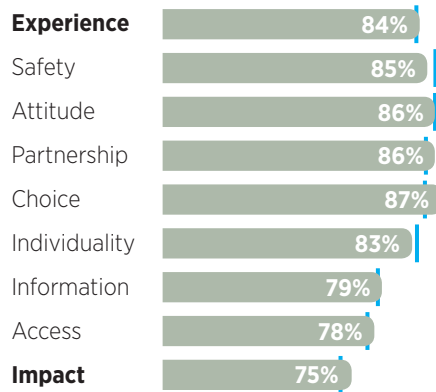
COMMUNITY TEAMS

54 returns



HOSPITAL WARDS

161 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Tweed Amb	40	89 ●	●	●	●	●	●	●	●	●
Tweed Hosp	62	87 ●	●	●	●	●	●	●	●	●
Lismore Hosp	99	82 ●	●	●	●	●	●	●	●	●
Richmond Amb	9									
Clarence Amb	5									

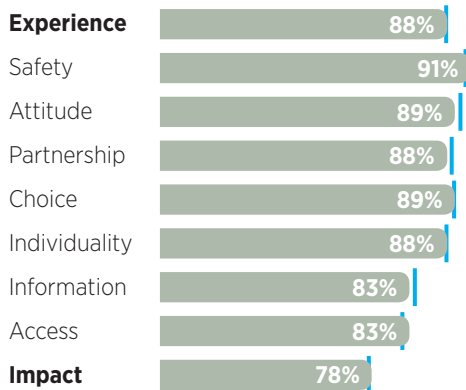
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Tweed-Byron - MH Ac Inpat Serv	62	87 ●	●	●	●	●	●	●	●	●
Lismore Adult Mental Health Unit	99	82 ●	●	●	●	●	●	●	●	●

Northern Sydney Local Health District

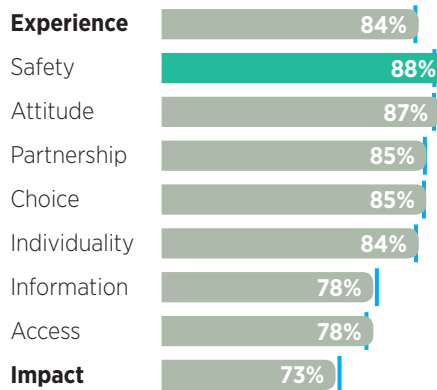
COMMUNITY TEAMS

844 returns



HOSPITAL WARDS

1,608 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Hornsby C&Y Amb	40	93	●	●	●	●	●	●	●	●
Hornsby Adult Amb	123	90	●	●	●	●	●	●	●	●
Northern Beaches C&Y Amb	35	90	●	●	●	●	●	●	●	●
Northern Beaches Adult Amb	243	89	●	●	●	●	●	●	●	●
Manly Hosp	355	87	●	●	●	●	●	●	●	●
RNS Adult Amb	276	85	●	●	●	●	●	●	●	●
Greenwich Hosp	52	85	●	●	●	●	●	●	●	●
Ryde Adult Amb	91	85	●	●	●	●	●	●	●	●
RNS Hosp	376	84	●	●	●	●	●	●	●	●
Hornsby Hosp	671	83	●	●	●	●	●	●	●	●
Macquarie Hosp	127	80	●	●	●	●	●	●	●	●

Coral Tree Hosp (27 returns), North Shore/Ryde C&Y Amb (22 returns), NSLHD C&Y Amb (12 returns), NSLHD Adult Amb (2 returns)

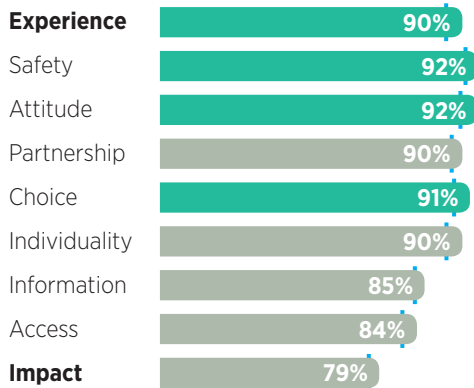
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
WRS Community HKH	50	95	●	●	●	●	●	●	●	●
CYMHS Community HKH	40	93	●	●	●	●	●	●	●	●
Frenchs Forest Community NB	62	92	●	●	●	●	●	●	●	●
Mona Vale Community NB	41	91	●	●	●	●	●	●	●	●
BEIC NB	34	90	●	●	●	●	●	●	●	●
Top 5 and bottom 5 are shown										
Brolga Unit CYMHS HKH	32	84	●	●	●	●	●	●	●	●
MHICU HKH	85	82	●	●	●	●	●	●	●	●
Adult IPU HKH	275	81	●	●	●	●	●	●	●	●
Adult MHIPU RNS	148	80	●	●	●	●	●	●	●	●
East Wing IPU NB	56	73	●	●	●	●	●	●	●	●

South Eastern Sydney Local Health District

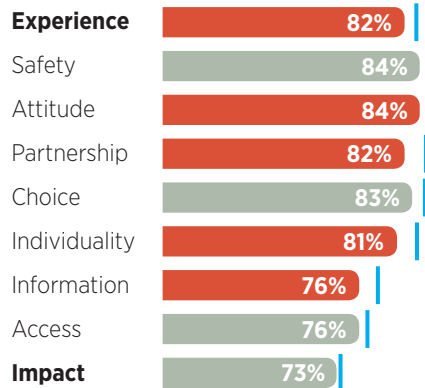
COMMUNITY TEAMS

273 returns



HOSPITAL WARDS

971 returns



— NSW Average

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Eastern Suburbs Amb	213	90 ●	●	●	●	●	●	●	●	●
St George Amb	35	88 ●	●	●	●	●	●	●	●	●
Sutherland Hosp	227	84 ●	●	●	●	●	●	●	●	●
POW Hosp	453	82 ●	●	●	●	●	●	●	●	●
St George Hosp	291	78 ●	●	●	●	●	●	●	●	●
Sutherland Amb	25									

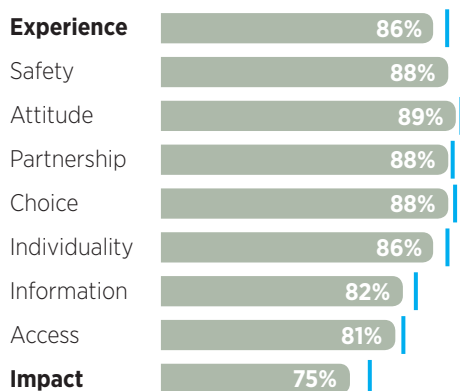
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
ES MH Adolescent Amb - POW	117	91 ●	●	●	●	●	●	●	●	●
ES PECC IPU - POW	173	89 ●	●	●	●	●	●	●	●	●
STG PECC IPU	59	88 ●	●	●	●	●	●	●	●	●
Older Persons MHU - STG	70	85 ●	●	●	●	●	●	●	●	●
TSH Acute IPU	219	84 ●	●	●	●	●	●	●	●	●
ES MHICU - POW	35	78 ●	●	●	●	●	●	●	●	●
ES Gen Acute Kiloh - POW	213	77 ●	●	●	●	●	●	●	●	●
STG Adult Acute IPU	162	71 ●	●	●	●	●	●	●	●	●

South Western Sydney Local Health District

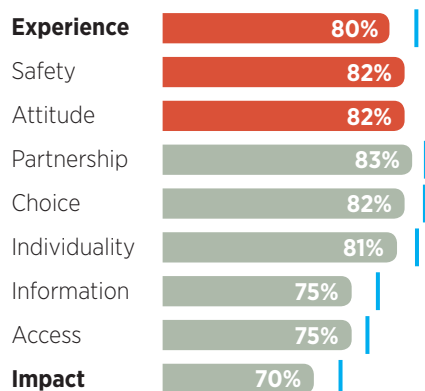
COMMUNITY TEAMS

110 returns



HOSPITAL WARDS

207 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Bankstown Amb	44	84 ●	●	●	●	●	●	●	●	●
Liverpool Hosp	128	83 ●	●	●	●	●	●	●	●	●
Campbelltown Hosp	61	74 ●	●	●	●	●	●	●	●	●
Braeside Amb	25									
Liverpool Amb	23									
Braeside Hosp	18									
Macarthur Amb	16									
Wingecarribee Amb	1									
SWSLHD Amb	1									

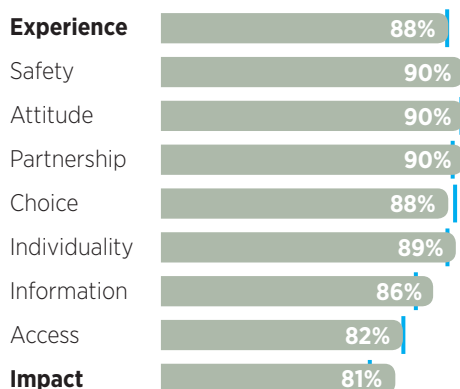
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Liverpool Hosp PECC	45	85 ●	●	●	●	●	●	●	●	●
Liverpool MHU West Ward	32	83 ●	●	●	●	●	●	●	●	●
Bankstown Case Mgmt & Ext Hrs Serv	38	83 ●	●	●	●	●	●	●	●	●
Liverpool MHU South Ward	31	80 ●	●	●	●	●	●	●	●	●
Waratah Adult MH Unit	44	74 ●	●	●	●	●	●	●	●	●

Southern NSW Local Health District

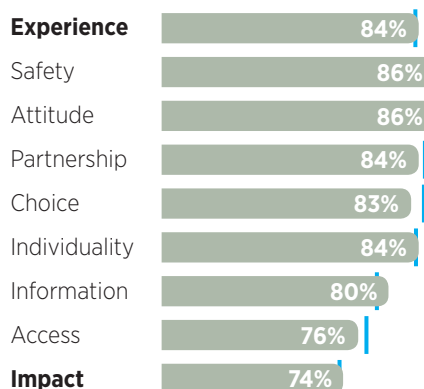
COMMUNITY TEAMS

136 returns



HOSPITAL WARDS

339 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
South Eastern Regional Hosp	77	89 ●	●	●	●	●	●	●	●	●
Eurobodalla Amb	57	89 ●	●	●	●	●	●	●	●	●
Kenmore Hosp	30	82 ●	●	●	●	●	●	●	●	●
Goulburn Hosp	231	82 ●	●	●	●	●	●	●	●	●
Queanbeyan Amb	29									
Bega Amb	20									
Goulburn Amb	19									
Cooma Amb	11									
Giles Court	1									

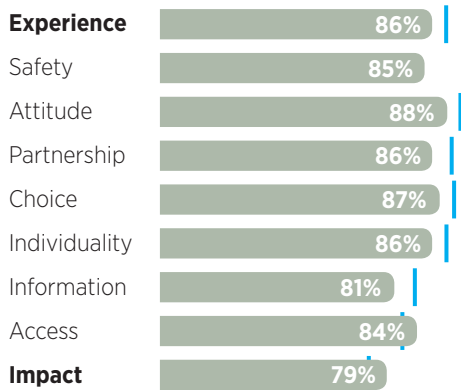
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
SE Regional Hosp Mental Health Service	77	89 ●	●	●	●	●	●	●	●	●
Eurobodalla Comm Ad	45	87 ●	●	●	●	●	●	●	●	●
Chisholm Ross - Ac Inpat Serv	231	82 ●	●	●	●	●	●	●	●	●

St Vincents Health Network

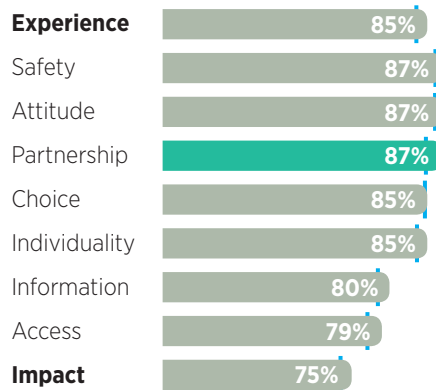
COMMUNITY TEAMS

59 returns



HOSPITAL WARDS

452 returns



— NSW Average

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
St Josephs Hosp	60	87 ●	●	●	●	●	●	●	●	●
St Vincents Amb	59	86 ●	●	●	●	●	●	●	●	●
St Vincents Hosp	392	84 ●	●	●	●	●	●	●	●	●

INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
St Vincents PECC Service	162	89 ●	●	●	●	●	●	●	●	●
St Josephs Ac PG Inp Serv	60	87 ●	●	●	●	●	●	●	●	●
St Vincents Crisis Team	49	84 ●	●	●	●	●	●	●	●	●
St Vincents Caritas - Ac Inpat Serv	230	81 ●	●	●	●	●	●	●	●	●

Sydney Children's Hospitals Network

COMMUNITY TEAMS

3 returns

Experience

- Safety
- Attitude
- Partnership
- Choice
- Individuality
- Information
- Access

Impact

HOSPITAL WARDS

29 returns

Experience

- Safety
- Attitude
- Partnership
- Choice
- Individuality
- Information
- Access

Impact

— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

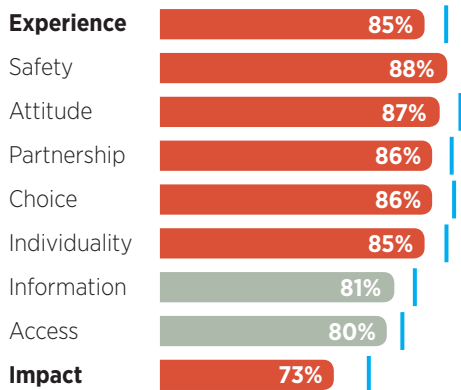
Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Sydney Childrens Hosp	17									
CHW Hosp	12									
CHW Amb	3									

Sydney

Local Health District

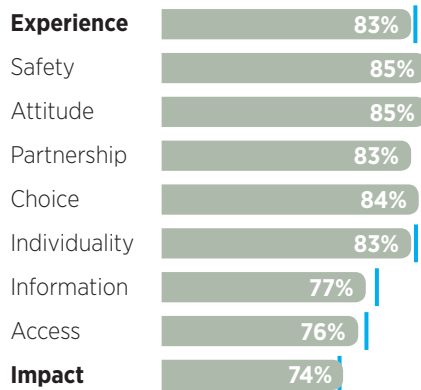
COMMUNITY TEAMS

414 returns



HOSPITAL WARDS

883 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Canterbury Amb	57	91	●	●	●	●	●	●	●	●
Croydon Amb	149	86	●	●	●	●	●	●	●	●
Rivendell Amb	31	85	●	●	●	●	●	●	●	●
Camperdown/Redfern Amb	88	84	●	●	●	●	●	●	●	●
RPA Hosp	402	84	●	●	●	●	●	●	●	●
Marrickville Amb	71	83	●	●	●	●	●	●	●	●
Concord Hosp	438	82	●	●	●	●	●	●	●	●
Rivendell Hosp	43	81	●	●	●	●	●	●	●	●
SLHD Amb	18									

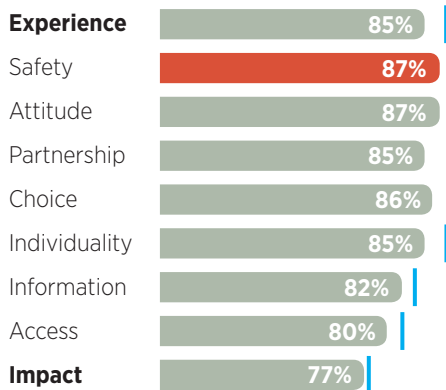
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Canterbury Core Mental Health Team	43	90	●	●	●	●	●	●	●	●
Croydon Core Mental Health Team	100	89	●	●	●	●	●	●	●	●
Missenden Short Stay Unit	134	87	●	●	●	●	●	●	●	●
Rivendell Outpatient Clinic	31	85	●	●	●	●	●	●	●	●
Missenden Acute Unit	190	85	●	●	●	●	●	●	●	●
Top 5 and bottom 5 are shown										
CCMH Jara Older Persons Acute	37	81	●	●	●	●	●	●	●	●
CCMH Kirkbride Acute	43	79	●	●	●	●	●	●	●	●
CCMH Broughton Rehab	49	77	●	●	●	●	●	●	●	●
Missenden High Dependency Unit	61	76	●	●	●	●	●	●	●	●
Croydon Assertive Outreach Team	33	74	●	●	●	●	●	●	●	●

Western NSW Local Health District

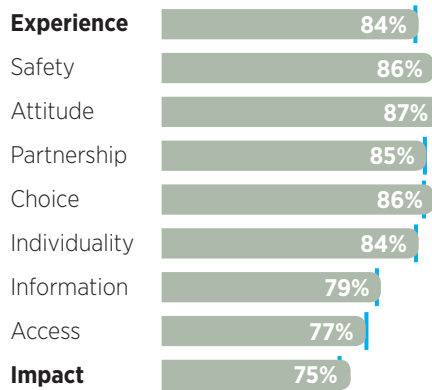
COMMUNITY TEAMS

192 returns



HOSPITAL WARDS

811 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Bathurst Hosp	154	90	●	●	●	●	●	●	●	●
Orange Amb	143	86	●	●	●	●	●	●	●	●
Dubbo Amb	49	83	●	●	●	●	●	●	●	●
Orange Hosp	634	82	●	●	●	●	●	●	●	●
Dubbo Hosp	23									

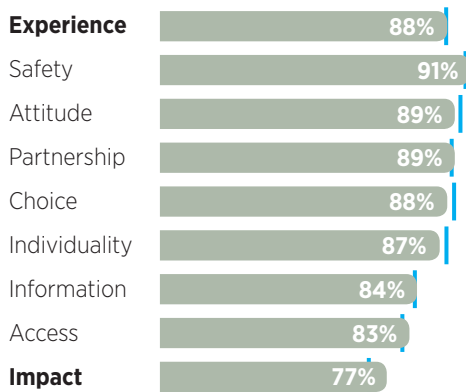
INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Bathurst Adult Acute MHIPS	154	90	●	●	●	●	●	●	●	●
Orange HS Lachlan SMHSOP Acute	39	89	●	●	●	●	●	●	●	●
Orange SHIPS Activity Service	55	86	●	●	●	●	●	●	●	●
Orange HS Amaroo Adult Ext Care MHIPS	126	85	●	●	●	●	●	●	●	●
Orange HS Lachlan Adult MHIPS	322	83	●	●	●	●	●	●	●	●
Orange HS Bloomfield Turon Adult Rehab MHIPS	57	75	●	●	●	●	●	●	●	●

Western Sydney Local Health District

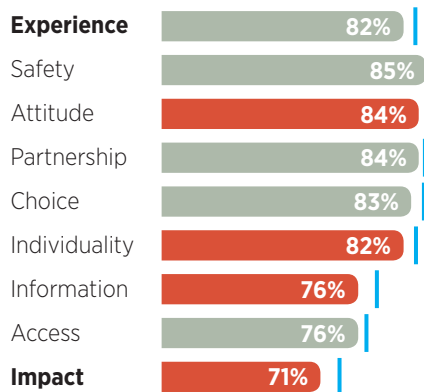
COMMUNITY TEAMS

626 returns



HOSPITAL WARDS

933 returns



— NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

HOSPITAL OR COMMUNITY CATCHMENT

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Parramatta Amb	418	88	●	●	●	●	●	●	●	●
WSLHD Adult Amb	136	87	●	●	●	●	●	●	●	●
Blacktown Amb	71	87	●	●	●	●	●	●	●	●
Blacktown Hosp	390	87	●	●	●	●	●	●	●	●
Westmead Hosp	51	87	●	●	●	●	●	●	●	●
Cumberland Hosp	474	78	●	●	●	●	●	●	●	●
Mount Druitt Hosp (18 returns), SYDNEY WEST AHS (1 return)										

INDIVIDUAL WARD OR COMMUNITY TEAM

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Safety	Attitude	Partnership	Choice	Individuality	Information	Access	Impact
Merrylands Aged Care	61	94	●	●	●	●	●	●	●	●
Comm Rehab Serv East Cluster	66	89	●	●	●	●	●	●	●	●
Inpat PG Serv - Westmead C4b	32	89	●	●	●	●	●	●	●	●
Blacktown PSSU	333	88	●	●	●	●	●	●	●	●
Merrylands MHT	136	88	●	●	●	●	●	●	●	●
Top 5 and bottom 5 are shown										
Cumberland Hainsworth - Ac Inpat Serv	160	77	●	●	●	●	●	●	●	●
Rehab Inpat Serv - Cumberland Waratah	36	76	●	●	●	●	●	●	●	●
Blacktown Hosp - Ac Inp Serv	34	76	●	●	●	●	●	●	●	●
Cumberland Paringa - Ac Inpat Serv	82	74	●	●	●	●	●	●	●	●
Cumberland Yaralla - Int Care Serv	31	70	●	●	●	●	●	●	●	●



Your Experience of Service

Service:

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put a cross in just one box for each question, like this ...

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------

These questions ask **how often** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt welcome at this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Your privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff showed hopefulness for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff made an effort to see you when you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You had access to your treating doctor or psychiatrist when you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. You believe that you would receive fair treatment if you made a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your opinions about the involvement of family or friends in your care were respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions ask **how often** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
12. You were listened to in all aspects of your care and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Staff discussed the effects of your medication and other treatments with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. You had opportunities to discuss your progress with the staff caring for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. There were activities you could do that suited you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions ask **how well** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Poor	Fair	Good	Very Good	Excellent	Not Applicable
18. Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Explanation of your rights and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As a result of your experience with the service in the last 3 months or less please rate the following:	Poor	Fair	Good	Very Good	Excellent
23. The effect the service had on your hopefulness for the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The effect the service had on your ability to manage your day to day life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. The effect the service had on your overall well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Overall, how would you rate your experience of care with this service in the last 3 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions ask **if** we did the following things ...

In the last 3 months, has the service advised you about the following:	Yes	No	Not sure	Not Applicable
27. Healthy eating and diet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Alcohol and drug use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Sexual health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Exercise and physical activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Possible physical side effects of some medications (such as weight gain, diabetes or heart disease)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. My experience would have been better if ...

.....

.....

.....

34. The best things about this service were ...

.....

.....

.....

This information helps to show whether some groups of people are missing out on giving their feedback. It also shows if some groups of people have a better or worse experience than others. Knowing this helps to focus efforts to build better services. No information collected in this section will be used to identify you.

What is your gender?

- Male Female Other

What is the main language you speak at home?

- English Other

Are you of Aboriginal or Torres Strait Island origin?

- No
 Yes - Aboriginal
 Yes - Torres Strait Islander
 Yes - Aboriginal and Torres Strait Islander

What is your age?

- Under 18 years 18 to 24 years
 25 to 34 years 35 to 44 years
 45 to 54 years 55 to 64 years
 65 years and over

How long have you been receiving care from this service on this occasion?

- Less than 24 hours 1 day to 2 weeks
 3 to 4 weeks 1 to 3 months
 4 to 6 months More than 6 months

At any point during the last 3 months were you receiving involuntary treatment (such as an involuntary patient or on a community treatment order) under Mental Health Legislation?

- Yes, involuntary patient/on a community treatment order
 No, I was always a voluntary patient
 Not Sure

Did someone help you complete this survey?

- No
 Yes - family or friend
 Yes - language or cultural interpreter
 Yes - consumer worker or peer worker
 Yes - another staff member from the service
 Yes - someone else

Thank you for your time and comments
Please place the completed questionnaire in the envelope provided and return by mail

InforMH
 Reply Paid 3975
 Sydney NSW 2001

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Technical Information

YES development and validation

The development, validation and psychometric properties of the YES Questionnaire are described in detail at <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-conexp>.

YES NSW collection method

NSW protocols are based on the national “YES Guide for Organisations”, available at <https://mhsa.aihw.gov.au/committees/mhssc/YES-survey/>

The stages of YES distribution, collection and reporting in NSW are:

- *Distribution to services:* LHDs/SHNs order blank YES questionnaires and pre-addressed envelopes using the same on-line ordering process as other NSW Health forms
- *Sampling periods:* NSW Health recommends that YES is offered to all consumers on discharge from a service and at least annually for people in ongoing contact with services. LHDs/SHNs differ in their approach, and some focus on periodic (annual or six-monthly) census periods
- *Identifying services:* Before distribution, services enter a four digit unique service code in the service identification box on page 1 of the YES Questionnaire
- *Offering:* Services are encouraged to promote the availability of YES through posters and the display of collection boxes and to include offering of YES in service discharge protocols. Services are encouraged to use peer workers to promote and support YES collection wherever possible

- *Returning:* Consumers place completed YES questionnaires in a sealed, reply-paid envelope or collection boxes provided
- Completed questionnaires are collated and scanned by a commercial scanning organisation under contract to NSW Health
- Data is provided monthly to the InforMH, Health System Information & Performance Reporting Branch, NSW Ministry of Health, within two weeks of the end of the reporting period
- Data received by InforMH is checked, validated and stored in a secure, purpose-built SQL database on password-protected NSW Health servers
- Data analysis and reporting is conducted by staff of InforMH.

Identification of NSW services

In order to report on services, all services must first be accurately identified. The YES Questionnaire is anonymous and contains no information that would allow it to be linked to other data sources to confirm the service that a person has been in contact with.

All NSW Mental Health Services are registered in a central database, the Mental Health Service Entity Register (MH-SER), and have a unique four digit numerical code within that database. This four digit code is used in YES reporting because (i) it can be more accurately scanned and read than a handwritten service name, and (ii) it allows data on YES questionnaire return rates or responses to be accurately compared to other data on the same service.

Before distribution, services enter a four digit unique service code in the service identification box on page 1 of the YES survey. If service codes are missing or invalid on the YES return, the response cannot be attributed to an individual LHD/SHN or service.

Services are provided with a Monthly report showing the number of returns with missing service identifiers, and the details of any handwritten names. The rate of service identification error has declined steadily.

To minimise missing data for this first report, all records without valid service identifier codes (n = 1832) were examined. Of these, 359 had handwritten service names, and 168 of these (47%) allowed identification and remapping to an existing service. Most of these were for hospital wards with unique names (eg, “Hainsworth”, “Kestrel”, “Panorama Clinic”). Written codes could not be mapped to a service where they identified only a service type (eg. “CAMHS”, “PECC”), a location without detail of the service (eg. “Hornsby”, “Newcastle”), or a ward name shared by more than one NSW hospital wards (eg “Banksia”).

Analysis

Initial data manipulation for the analyses in this report was conducted in Excel. Analyses in this report were conducted using Stata SE v13. Missing, invalid or duplicate answers were recoded as null. YES returns with less than 12 of the first 22 questions completed were excluded from analysis (5.6% of records). Overall scores and domain scores were constructed following the methods used in national YES development.

YES questions use two scoring scales:

Frequency Scale	Performance Scale	Numerical Score
Always	Excellent	5
Usually	Very Good	4
Sometimes	Good	3
Rarely	Fair	2
Never	Poor	1

During YES development, the interval properties of these scales were tested in mental health consumers and a population panel. These ordinal scales were found to have interval properties allowing them to be treated as integer variables for scoring purposes.

DOMAIN	YES Questions included
Individuality	6, 16, 21
Choice	10, 12, 15
Attitude	1, 2, 4, 5, 7, 19
Information	14, 18
Partnership	13, 17
Access	8, 20, 22
Safety	3, 9
Impact	23, 24, 25, 26
Experience index	(100* Average of validly completed questions 1-22)/5

Individual question scores were summed to domain scores using the domains proposed during the development of the YES questionnaire. Following implementation of YES in several states, analysis of pooled data is being undertaken to identify other possible domain structures. Therefore it is likely that the number, names or content of the domains used in this report may be modified in future.

Descriptive statistics, including 95% confidence intervals of the mean, were calculated using Stata "Survey" commands. LHD/SHN totals were calculated for all settings (hospital and community). Setting-specific averages and confidence intervals were also calculated separately for hospital and community services. Testing of significant differences was conducted by comparing the average and 95% confidence intervals (CI) for an LHD/SHN against the NSW average, or the average for a service against the average for other services of the same setting (hospital or community). Non-overlapping 95% confidence intervals were used to define statistically significant differences: this provides a conservative test of statistical significance¹.

No standardisation or weighting of items was undertaken when comparing services, but this approach will be examined for future reporting.

About InforMH

InforMH is a unit of the Health System Information & Performance Reporting (HSIPR) Branch of the NSW Ministry of Health. InforMH is responsible for data collection, analysis and reporting for NSW Mental Health Services.

To contact InforMH

Telephone: (02) 8877 5120
 Email: INFORMH@health.nsw.gov.au
 Postal address:
 PO Box 169
 North Ryde 1670

About BEING

BEING is the independent, state-wide peak organisation for people with a lived experience of mental illness (consumers) in NSW.

We work with consumers to achieve and support systemic change.

To contact BEING

Telephone: (02) 9332 0200
 Email: info@being.org.au
 Postal address:
 Collective Purpose
 Suite 501, Level 5, 80 William Street
 Woolloomooloo NSW 2011

¹ Schenker, N., & Gentleman, J. F. (2001). On judging the significance of differences by examining the overlap between confidence intervals. *The American Statistician*, 55(3), 182-186.



