

Queensland Health

Your Experience of Service

Statewide Report

2017



What Consumers Say
About Queensland Public
Mental Health Services

Mental Health Alcohol
and Other Drugs Branch



Your Experience of Service — 2017 Statewide Report

Published by the State of Queensland (Queensland Health), August 2017



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Foreword

Consumer outcomes improve when engaged as partners in their treatment and care, and service improvements are measurably enhanced when consumers and carers participate in the planning, implementation, delivery and evaluation of services. Positive consumer outcomes are the first priority of every person working in Queensland's public mental health services.

The Your Experience of Service (YES) initiative asks consumers, parents, guardians and carers about their experiences of Queensland's public mental health services, and serves as a starting point for Hospital and Health Services to engage with their consumers and carers to identify opportunities for service improvement initiatives and actions. Combined with consumer and carer input and other organisational data, the YES survey is a valuable tool for our services to better understand consumer's and carer's experience, gauge the success of quality improvement initiatives and plan for future opportunities.

I am pleased to present the 2017 Your Experience of Service Statewide Report. During the collection period 23 October to 1 December 2017, more than 4000 YES and Family of Youth surveys were completed and returned. Each year the report format is reviewed to ensure information is presented in a way which maximises its usefulness for services and the public. This edition includes dedicated pages for each Hospital and Health Service to provide an overview of key results and enable comparisons. In addition, quality improvement activities undertaken as part of the YES initiative have been included for Townsville and Mackay Hospital and Health Services to demonstrate tangible benefits which arise from participation in this process.

It is important to acknowledge the significant time and effort invested in this program of work by consumer and carer workers, peer support workers, administrative staff, clinical staff and the executive teams. I thank you for your contribution, and encourage you to think about how consumers and carers can be integrated further into service planning, implementation, delivery and evaluation activities.

Thank you to all the consumers and carers who completed a survey. Understanding your perspective is critical to providing services that are responsive to your needs. This is a key principle underpinning Queensland's plan for mental health, alcohol and other drug services, Connecting Care to Recovery 2016–2021: recognising the expertise of individuals, families, carers and peer support workers in policy, planning, delivery and evaluation of services improves communication, supports meaningful and influential partnerships and fosters integration and coordination of care resulting in high quality services and better outcomes.

By working together we can continue to make our services better.



Associate Professor John Allan

Executive Director

Mental Health Alcohol and Other Drugs Branch

June 2018

Summary

Your Experience of Service Questionnaire

- ▶ There were 17,670 service episodes during the collection period where consumers across Queensland participated in at least one face to face interaction with their mental health service provider, and were in scope to be offered a survey.
- ▶ Eighty per cent of consumers in scope to be offered a survey were accessing community mental health services.
- ▶ 3,244 surveys were completed and returned for analysis, which equates to 18 per cent of consumers who were in scope.
- ▶ Survey completion rates across Queensland have declined overall for the past two years, however this was not uniform across the state with nine mental health services increasing completion rates from 2016.
- ▶ Results are generally positive, with 69 per cent of consumers rating their overall experience of care with the service in the last three months as either very good or excellent.
- ▶ Mental health consumers accessing community services and community bed based services recorded more positive experiences than those in admitted patient settings.
- ▶ In all service settings, consumers scored questions relating to respect the highest, and those relating to the provision of information and support, and the impact the service had on their overall wellbeing the lowest.
- ▶ Statewide, experience scores over the past three collections (2015 to 2017) have been stable in both community and admitted patient settings, however community bed based settings experience scores increased in 2016 and again in 2017.

Family of Youth Questionnaire

- ▶ There were 2,787 service episodes during the collection period where families, parents or carers of young people accessing public mental health services across Queensland participated in at least one face to face interaction with their mental health service provider, and were in scope to be offered a survey.
- ▶ 845 surveys were completed and returned for analysis, which equates to 30 per cent of parents, families or carers who were in scope.
- ▶ Survey completion rates across Queensland have decreased slightly over the past two years.
- ▶ Asked about their overall satisfaction with the treatment their child receives, 87 per cent of parents, families and carers of young people agreed or strongly agreed with the statement.
- ▶ Parents, families and carers of young people accessing admitted patient services recorded higher experience scores than those in community services, however just 4 per cent of surveys completed were for admitted services.
- ▶ In both admitted and community service settings, carers scored questions relating to respect and safety the highest, and those relating to service outcomes the lowest.
- ▶ Statewide, experience scores across the past three collections (2015 to 2017) declined marginally in community settings and increased in admitted patient settings.

Introduction

What we do

The **YES** initiative consists of two surveys that ask people and parents, families and guardians of young people who use Queensland's public mental health services about their experiences of care. This information is used by Hospital and Health Services to identify what they are doing well and opportunities to improve service delivery. The initiative is coordinated by the Mental Health Alcohol and Other Drugs Branch and implemented by all Hospital and Health Services across Queensland.

Why we do it

There are many reasons to ask consumers, families and carers about their experiences of care.

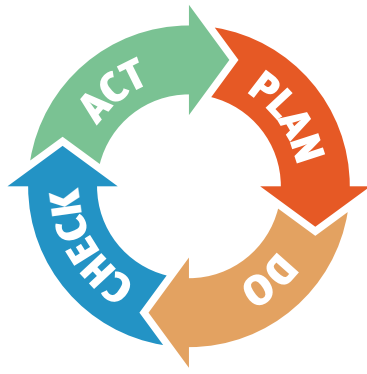
These include:

- ▶ To provide a mechanism for consumers to provide feedback to services about their experiences; a fundamental right of all health service users
- ▶ To understand what consumers think about the services they receive – the survey is one of several methods **HHSs** use to determine the efficacy of the services they provide and to inform quality improvement plans
- ▶ Routine collection of experience data assists **HHSs** to:
 - ▶▶ Identify what they are doing well, and where they can do better
 - ▶▶ Make plans and take action on items identified by consumers as not meeting expectations
 - ▶▶ Monitor previous action plans to determine if they have had a measurable impact
 - ▶▶ Compare how they are doing with other **HHSs** providing similar types of mental health interventions, and to learn from each other where examples of outstanding service are identified
- ▶ Research demonstrates improved outcomes for consumers when they are active participants in their own health care. Of course being actively involved means more than simply filling out a survey: it includes shared decision-making between clinical staff and service users, participating in setting treatment goals and development of a care plan. The survey asks questions about each of these.
- ▶ Policies and legislation: recognition of the benefits of consumer participation in health care services has a long history, extending from the National Mental Health Strategy in 1992, as articulated in the First National Mental Health Plan, through to the recently released Fifth National Mental Health and Suicide Prevention Plan. In addition, Standard Two of the National Safety and Quality Health Service Standards requires that health care services involve consumers as partners in the design, delivery and evaluation of health care systems and services, as well as in their own care.

How we do it

The **YES** and **Family of Youth** surveys are collected in Queensland as an annual snapshot, with the majority of mental health services offering and collecting the survey over a four week period. Rural and child and adolescent inpatient units have a six week collection period which provides more opportunities to offer the survey to a smaller cohort of consumers. Both the **YES** and **Family of Youth** surveys were offered from 23 October to 1 December 2017.

Completing either of the experience surveys is voluntary and all responses are anonymous. No identifying information is requested or recorded, and reply paid envelopes are provided with every survey to preserve confidentiality of responses.



Surveys are offered to consumers, parents, families, carers or guardians during a face to face interaction with Hospital and Health Service staff during the collection period. Surveys may be offered by consumer and carer workers, peer support workers, administrative and clinical staff, depending on local processes. Offering the survey in this way has been found to yield the best response rates, and provides an opportunity for surveyors to clarify any queries or concerns about completion of the survey, or to provide assistance if required.

Survey results are aggregated into reports provided to **HHSs** for review, communication to stakeholders and planning quality improvement initiatives. To protect anonymity, services must receive ten or more completed surveys to receive detailed reports. Reports are available at both the team level and across the entire mental health service.

About the Survey Questionnaires

Your Experience of Service

The **YES** questionnaire was developed nationally after extensive consultation with consumers and consumer groups, and has been utilised across four states (Queensland, Victoria, New South Wales and trialled in South Australia) with a view to nationwide implementation. The **YES** questionnaire was finalised in 2014 and has been used in Queensland since 2015. It asks consumers whether they felt respected, their individuality was valued, they felt safe, they were actively supported to participate in their treatment and care, they were provided information and support, and to what degree the service made a difference to their lives.

Family of Youth

The **Family of Youth** questionnaire has been in use since 2010. The survey was developed in the United States under the auspices of the Mental Health Statistics Improvement Program and the National Research Institute of the National Association of State and Mental Health Program Directors. The questionnaire is offered to parents, carers and guardians of children and young people accessing mental health services to measure their perceptions of the care provided. The instrument asks about their overall satisfaction with the service, how involved they felt in their child's care, whether their individuality was valued, whether they were treated with respect, whether services were accessible and appropriate, and whether their child's outcomes had improved.

Carer Experience Survey

In 2017 the Carer Experience Survey questionnaire was piloted in six Hospital and Health Services across Queensland. This questionnaire broadens the scope to include not only parents, families and guardians of child and youth service consumers, but also the experiences of carers who may be caring for adults and older people. An evaluation of the pilot collection is underway with the objective of establishing a methodology for the **CES** collection. The evaluation will note recommendations and actions required to support the implementation of the **CES** across all Queensland Hospital and Health Services.

Results from the Carer Experience Survey pilot will be reported separately.

Who is in scope to be offered a survey?

All people aged 13 and over who stay in an admitted patient or community bed based facility overnight or longer.

People aged 13 and over who access community services and attend at least one appointment in person during the collection period.

Parents, families and carers of all young people who stay in an admitted patient facility for one night or longer during the collection period.

Parents, families and carers of young people who access community services and attend at least one appointment in person during the collection period.

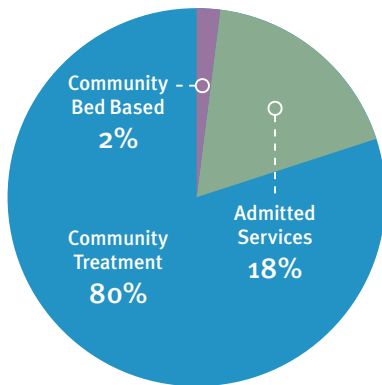
Ideally, every consumer aged 13 and over who has contact with their mental health service during the collection period will be offered a survey. There will be exceptions however, for example if consumers are unwell or if offering the survey is likely to cause distress.

Participation

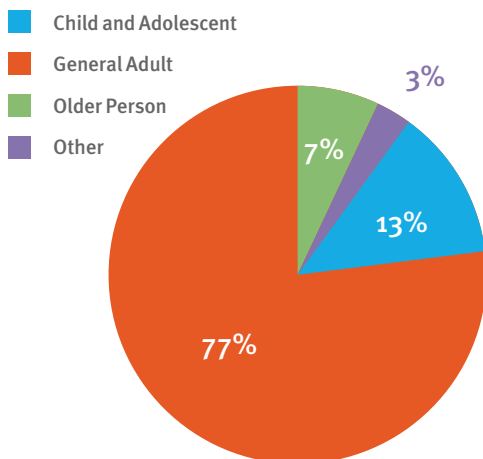
All sixteen Hospital and Health Services providing public mental health services participate in the **YES** initiative annually, however one service received less than ten survey returns and has been excluded from this report. Results have been included in the statewide dataset for analysis.

Your Experience of Service

In 2017 there were 17,670 consumers across Queensland who received care from their mental health service during the collection period, the majority of whom were accessing community mental health services.



The majority of in-scope consumers were accessing general adult mental health services. Thirteen per cent were accessing services primarily targeted for children and adolescents, and a further seven per cent of in-scope consumers were accessing services primarily targeted for older persons.



Mental Health Service Settings

Community Treatment Services

A range of assessment and treatment services provided by specialist multidisciplinary teams to support individuals in the community.

Admitted Services

Hospital bed-based care and treatment for individuals in a safe environment delivered through inpatient units, secure mental health rehabilitation units and extended care services. This type of care is provided to individuals who are experiencing an episode of mental illness not able to be managed in a less restrictive setting, such as community treatment or community bed based services.

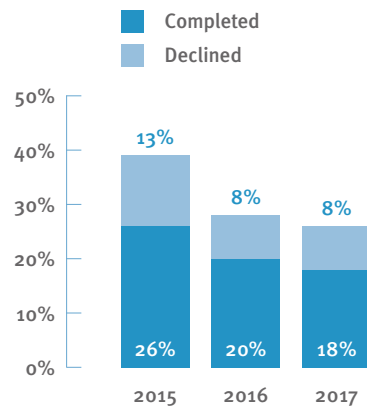
Community Bed Based Services

Short and medium to long-term recovery-oriented treatment for individuals delivered in the least-restrictive environment in the community as close to home and community as possible.

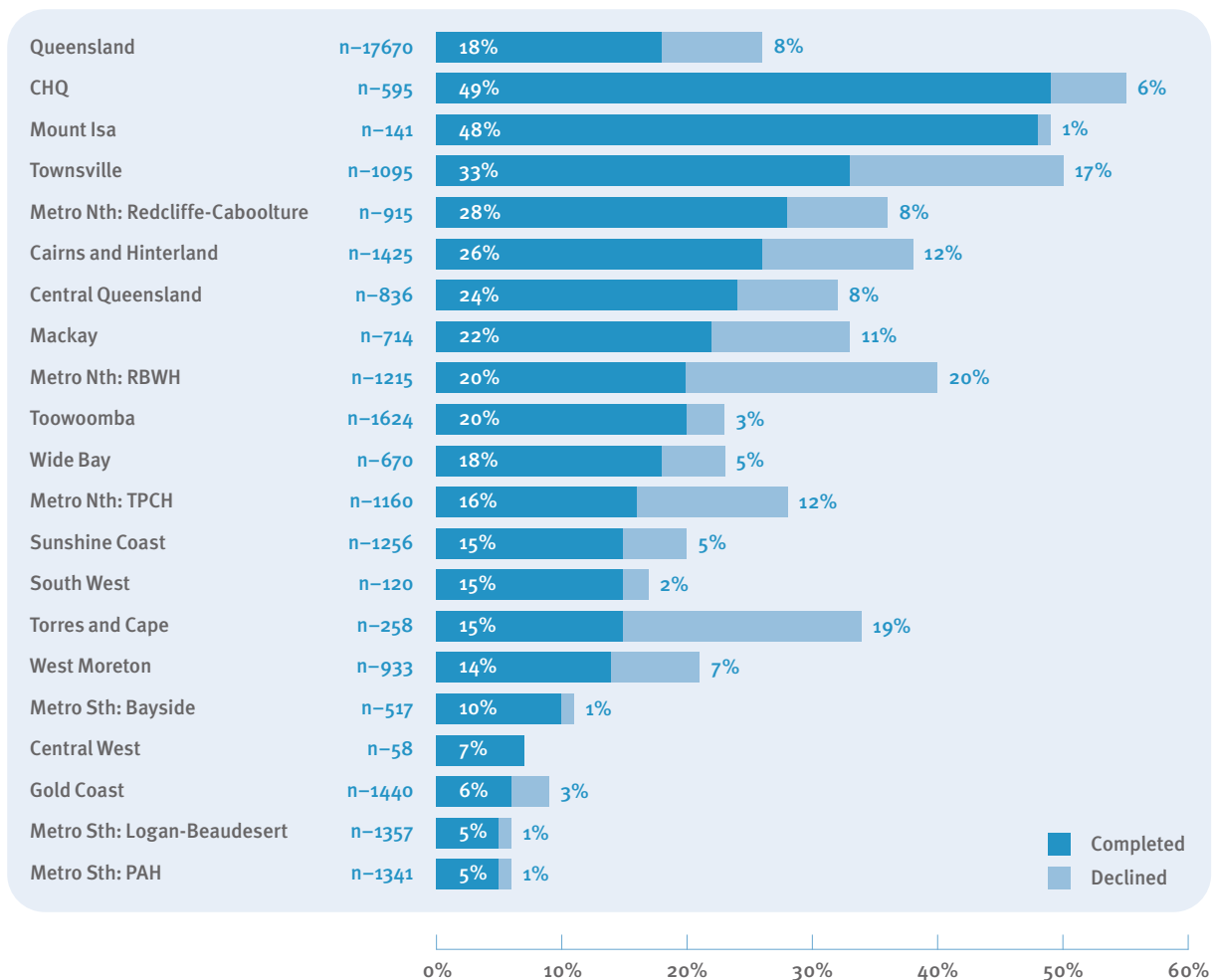
In 2017, 3,244 **YES** questionnaires were completed and returned to **MHAODB**, representing 18 per cent of people in scope to be offered a survey. An additional 1338 surveys (8%) were returned indicating that a survey had been offered to the consumer but they elected not to complete the survey. This is indicated by a checkbox with the text “No thanks, I don’t want to complete this questionnaire”.

Comparison of data over the past three years demonstrates an overall decline in the proportion of surveys returned since 2015. This was not uniform across the state however, with Children’s Health Queensland, Mount Isa, Cairns, Mackay, Toowoomba, Wide Bay, South West, Torres and Cape and Redcliffe-Caboolture in Metro North increasing their survey completion rates between 2016 and 2017.

While this trend is disappointing, **MHAODB** continues to work with services to find ways to increase participation by people who use Queensland’s public mental health services.



The following figure illustrates the range of survey return rates by **HHSs** in Queensland. While the Statewide average was a survey completion rate of 18 per cent, the range across the state varied from 49 per cent in Children’s Health Queensland through to 5 per cent in services within the Metro South **HHS**. The number of consumers in scope to be offered a survey is indicated by ‘n’.

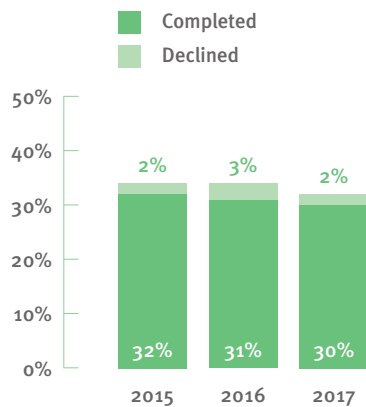


Family of Youth

Participation rates for the **Family of Youth** questionnaire should be viewed with some caution. While there is some ability to calculate who is in scope, this is an imperfect measure as services are encouraged to offer the survey to as many parents, families, carers and guardians as possible. So while technically family members who participate in a provision of service are counted as 'in scope', services are encouraged to offer the survey more broadly to include those who may be waiting for children or young people who are meeting with their clinical team.

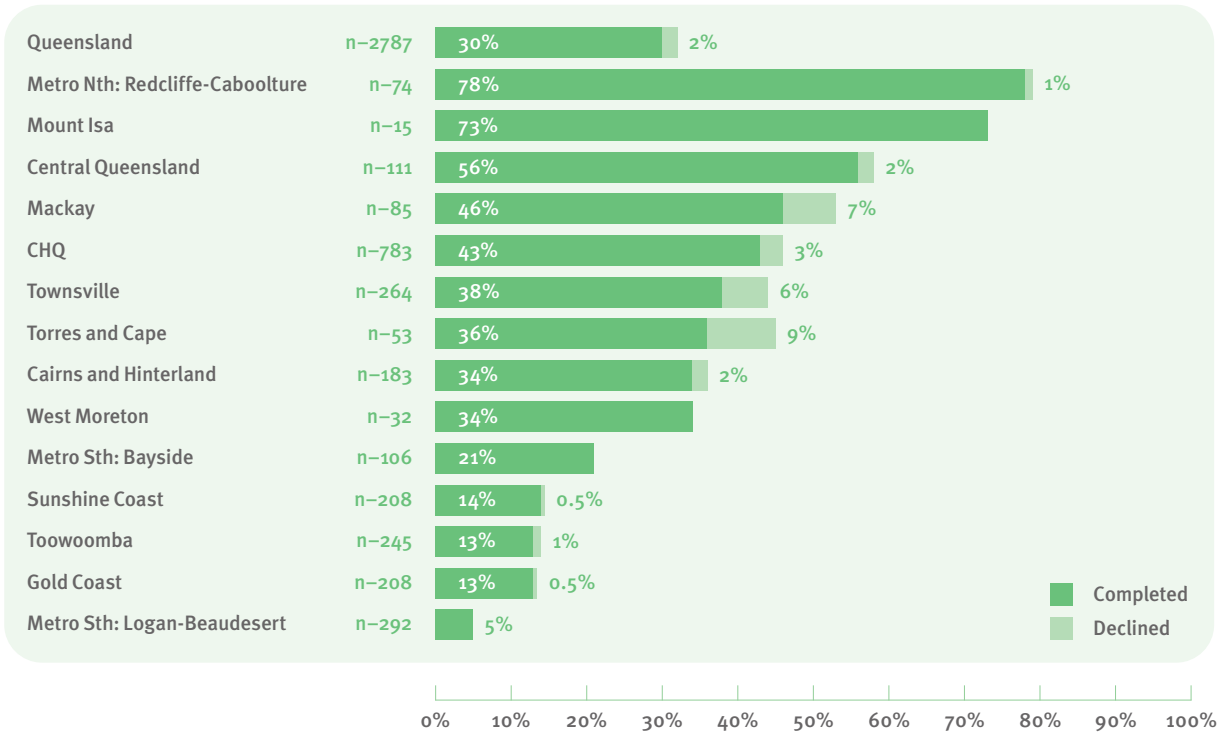
The Prince Charles and Princess Alexandra Hospitals do not provide child and adolescent mental health services, and are therefore excluded from the list below. In addition, services which received less than ten completed surveys have also been excluded (Central West, South West, the Royal Brisbane and Women's Hospital and Wide Bay).

The survey completion rate across Queensland was 30 per cent in 2017. The range across the state varied from a high of 78 per cent in Redcliffe-Caboolture to 5 per cent in the Metro South: Logan-Beaudesert mental health service.



In 2017, 2,787 parents, families, carers or guardians were considered in scope to be offered a **Family of Youth** questionnaire. Of these, 845 (30%) were returned, and another 65 (2%) were returned indicating that the family member did not wish to complete the survey.

Participation rates over the past three years have seen a slight decline, however remain reasonably stable over this time.



Who Completed a Survey

YES

It is important to look at which consumers completed a survey to ensure that the results can be considered as representative of the perspectives of all consumers. There are some variations between the proportions of groups responding to the survey compared to those who were in scope. Rounding to the nearest whole number means that totals may add up to more than 100.

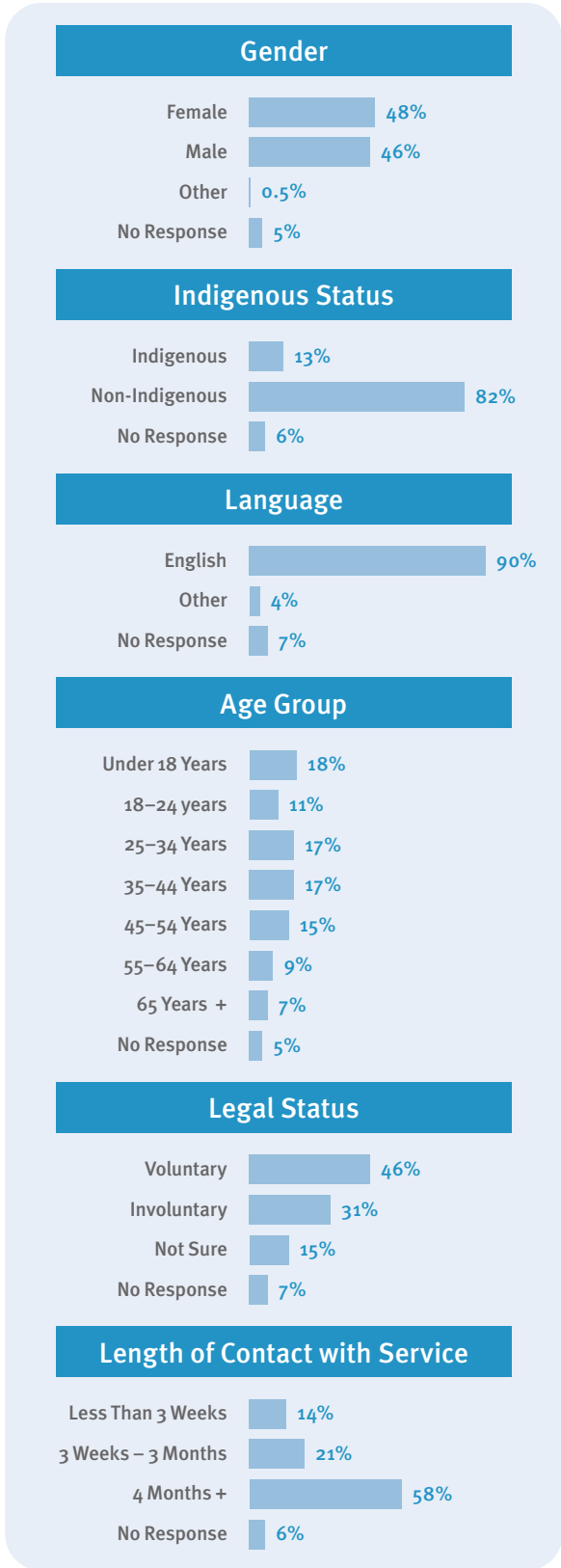
The following groups appear to be over-represented in the sample of respondents:

- 0.5% of respondents have nominated 'Other' as their gender, compared with 0.1% of all inscope consumers
- Consumers whose first language is one other than English make up 4% of respondents but 2% of inscope consumers
- 2% of respondents indicated their length of contact with the service was less than 24 hours, compared with 0.2% of inscope consumers
- 48% of respondents indicated their length of contact with the service was more than six months, compared with 41% of inscope consumers
- 18% of respondents indicated they were under 18 years of age, compared with 14% of inscope consumers

The following groups of people appear to be under-represented in the sample of respondents:

- 46% of respondents stated they were male, compared with 53% of inscope consumers
- 17% of respondents indicated they were 25–34 years, compared with 19% of inscope consumers
- 17% of respondents indicated they were 35–44 years, compared with 20% of inscope consumers
- 7% of respondents indicated they were aged 65 years and over, compared with 9% of inscope consumers
- 46% of respondents identified as voluntary consumers, compared with 54% of inscope consumers
- 31% of respondents identified as involuntary consumers, compared with 46% of inscope consumers

Respondents did not always complete one or all of the demographic questions which impacts the ability to accurately determine which groups are over or under-represented.

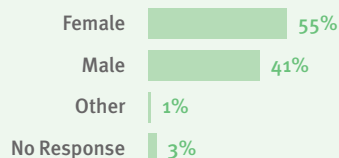


Family of Youth

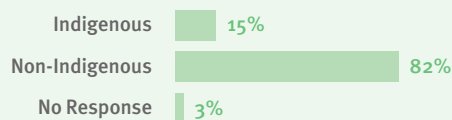
Typically, less information is captured and stored in information systems about the parents, families and carers of children and young people. It is therefore not always possible to compare characteristics of respondents to a broader population of people in scope for the collection.

The following groups of people provided responses to the **Family of Youth** survey.

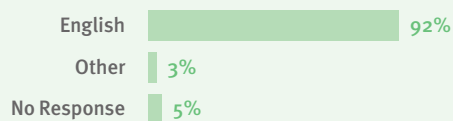
Child's Gender



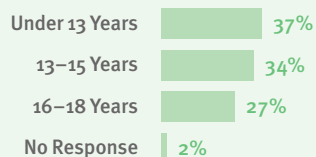
Indigenous Status



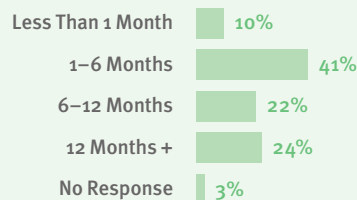
Language



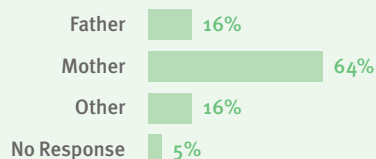
Age Group



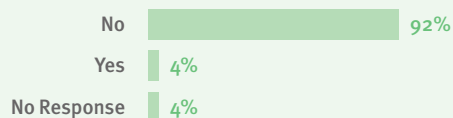
Length of Contact with Service



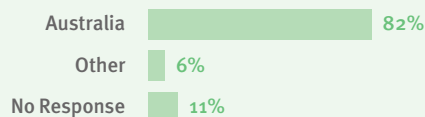
Relationship to Child



South Sea Islander Ancestry



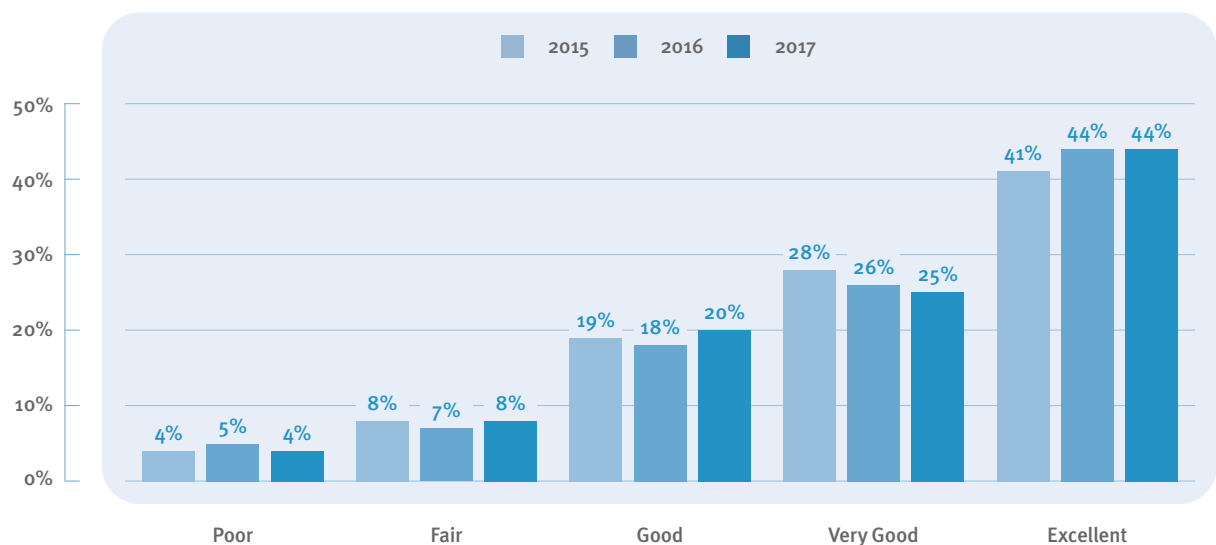
Country of Birth



What Consumers Said About Their Experiences

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

The majority of respondents reported their experience of care as Excellent or Very Good in 2017 (69%). This is consistent with previous years.



Experience and Impact Scores

An overall experience score out of 100 has been calculated based on responses to questions 1 to 22 of the **YES** survey. These questions ask whether consumers felt respected, their individuality was valued, they felt safe, they were supported to participate in their treatment and care and they were provided information and support.

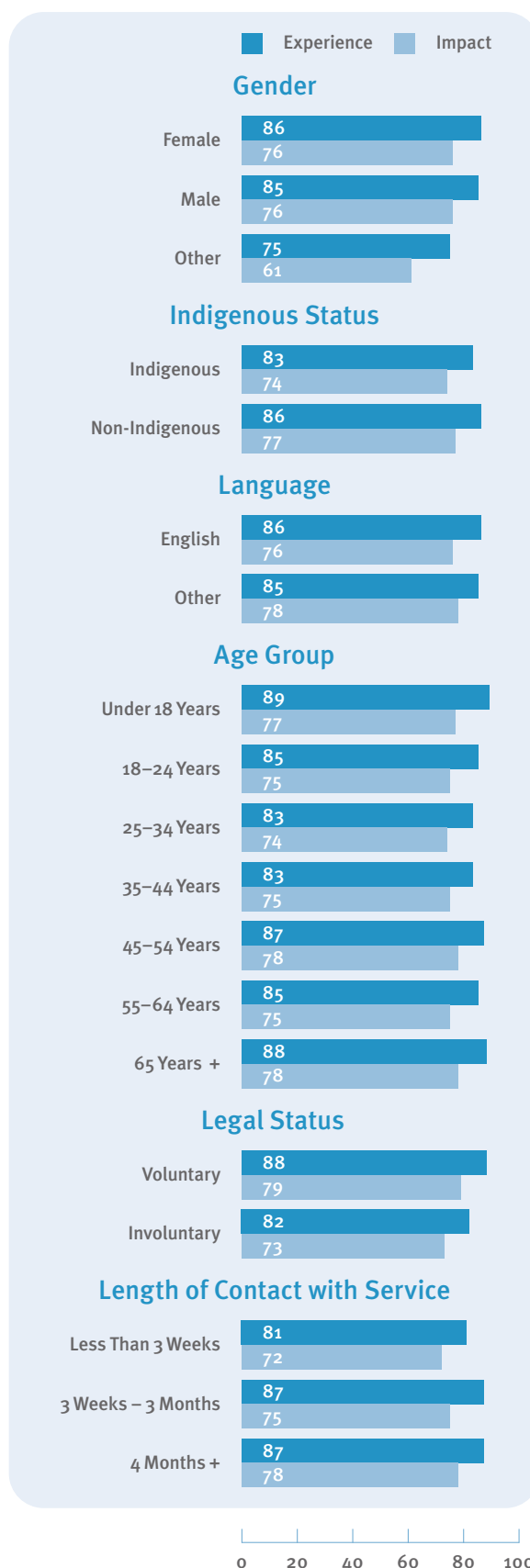
Four questions construct the domain Making a difference, which measures the impact of the service on the consumer's recovery. Questions relate to the effect the service had on the consumer's hopefulness for the future (Q23), ability to manage their day to day life (Q24), overall well-being (Q25) and their experience of care with the service in the last three months (Q26). For brevity, this has been termed 'impact' below.

For both measures, higher scores indicate a better experience or impact as perceived by the survey respondent.

Significance Testing

Comparison of experience and impact scores between groups of people demonstrates that:

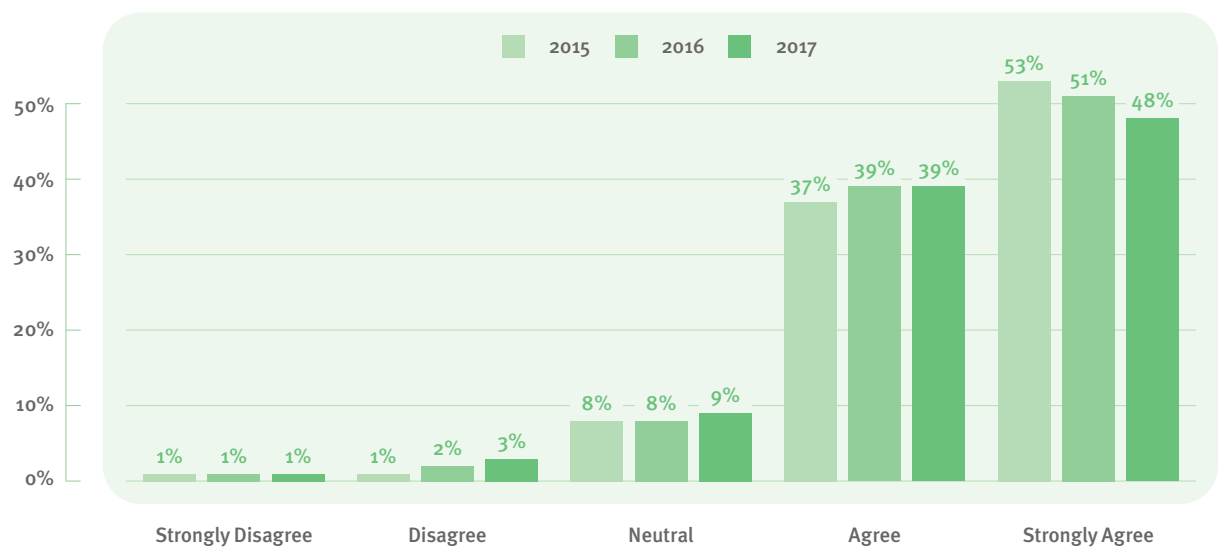
- ▶ There is no significant difference in the experience and impact scores between males and females; results for consumers who have indicated that they do not identify as male or female are presented, however the number of responses is too small to test for significance.
- ▶ Non-Indigenous consumers report a higher experience and impact score than Indigenous consumers.
- ▶ People under 18 and over 65 report higher experience scores compared to other age groups.
- ▶ People in age categories 18–24, 25–34 and 55–64 differ significantly in impact scores to people in age categories 45–54 and 65 years and over.
- ▶ Voluntary consumers report a higher experience and impact score than Involuntary consumers.
- ▶ Consumers in contact with the service less than three weeks report a lower experience score.
- ▶ Impact scores increase with the length of contact with the service; the difference in scores in these categories are statistically significant.



What Parents, Carers and Families Said About Their Experiences

Overall, I am satisfied with the treatment my child receives

In 2017, 87 per cent of respondents agreed or strongly agreed with the statement 'Overall, I am satisfied with the treatment my child receives'. This has decreased from 90 per cent over the previous two years.



Experience and Impact Scores

An overall experience score out of 100 has been calculated based on responses to questions 1 to 15 of the **Family of Youth** survey. These ask parents, families and carers about their overall satisfaction with the service, how involved they felt in their child's care, whether their individuality was valued, whether they were treated with respect and whether services were accessible and appropriate.

Seven questions contribute to the 'impact' score, which measures the impact of the service on the child or adolescent's recovery. Questions relate to the young person's ability to manage daily life (Q16), how they get along with family members (Q17) and friends (Q18), how they are doing in school (Q19) and their ability to cope (Q20). Remaining questions ask the parent, family member or carer about their satisfaction with daily life (Q21) and whether their child feels better overall (Q22).

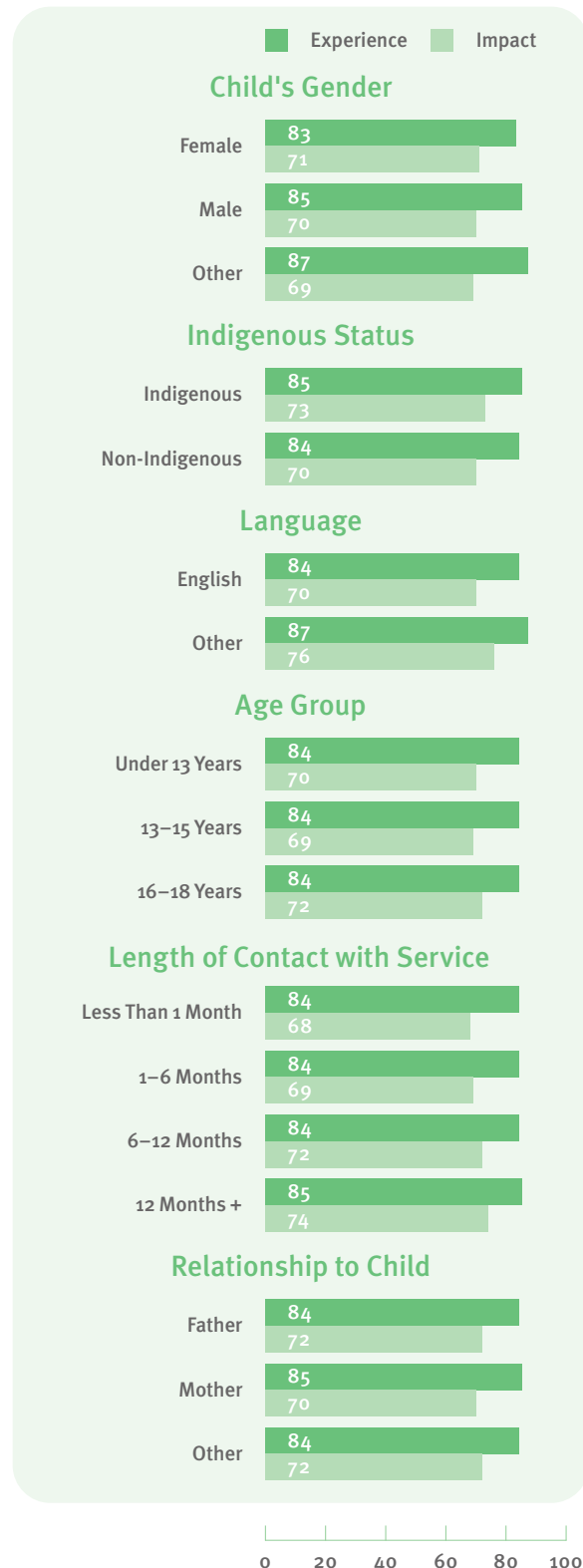
For both measures, higher scores indicate a better experience or impact as perceived by the survey respondent.

Significance Testing

Fewer **Family of Youth** surveys are returned overall, which means that the number of people in some categories is too small to complete significance testing. This includes young people whose gender is identified as being neither male nor female, and the number of people indicating that their primary language was one other than English.

Of those groups which had sufficient returns to complete tests of significance, few differences were found:

- ▶ Parents and families with males report a higher experience score than those accessing services for young people who are female.
- ▶ Parents and families who had contact with the service for more than twelve months reported significantly improved impacts compared to those accessing the service for shorter periods of time.



Comparison of Hospital and Health Services

Domains

Your Experience of Service

The **YES** survey has been designed so that questions of a similar nature or theme can be grouped into domains and a score calculated for each. **YES** domains are described below.

Making a Difference	Describes how the service contributed to outcomes for individuals. It includes social and emotional wellbeing and physical health.
Ensuring Safety and Fairness	Describes how services provide individuals with a physically and emotionally safe environment.
Showing Respect	Describes how the service provides individuals with a welcoming environment where they are recognised, valued and treated with dignity.
Supporting Active Participation	Describes how the service provides opportunities for engagement, choice and involvement in the process of service delivery.
Providing Information and Support	Describes how the service works for individuals. It includes resources such as written information, a care plan, and access to peer support.
Valuing Individuality	Describes how the service meets individuals' needs. It includes sensitivity to culture, gender and faith and the importance of personal values and beliefs.

Comparison of mental health services with statewide domain averages reveal that most do not deviate significantly (indicated by the grey dots). Where services score significantly above the statewide domain averages, they do so on most domains.

Mental Health Service	Making a Difference	Safety	Respect	Participation	Information and Support	Individuality
Cairns	●	●	●	●	●	●
Central Qld	●	●	●	●	●	●
CHQ	●	●	●	●	●	●
Gold Coast	●	●	●	●	●	●
Mackay	●	●	●	●	●	●
Metro Nth: RBWH	●	●	●	●	●	●
Metro Nth: Redcliffe-Caboolture	●	●	●	●	●	●
Metro Nth: TPCB	●	●	●	●	●	●
Metro Sth: Bayside	●	●	●	●	●	●
Metro Sth: Logan-Beaudesert	●	●	●	●	●	●
Metro Sth: PAH	●	●	●	●	●	●
Mount Isa	●	●	●	●	●	●
South West – not significance tested	●	●	●	●	●	●
Sunshine Coast	●	●	●	●	●	●
Toowoomba	●	●	●	●	●	●
Torres and Cape	●	●	●	●	●	●
Townsville	●	●	●	●	●	●
West Moreton	●	●	●	●	●	●
Wide Bay	●	●	●	●	●	●

- Average domain score is not significantly higher or lower than the statewide domain score
- Average domain score is significantly higher than the statewide domain score
- Average domain score is significantly lower than the statewide domain score
- Not enough responses for a valid statistical test – <30 surveys

Caution should be exercised when interpreting results. Smaller Hospital and Health Services may offer mental health treatment in community settings only, while others provide treatment in admitted patient settings for short or extended periods of time. Because cohorts of consumers generally rate their experience differently depending on where they are accessing treatment, this can impact overall ratings for services.

Family of Youth

Satisfaction with Service	Describes general satisfaction with the treatment received by the young person.
Accessibility of Service	Describes how services meet the needs of parents, families and carers in terms of location and appointment times.
Appropriateness of Care	Describes how the service provides treatment which is right for the young person and their family.
Needs Were Met	Describes how the service provides sufficient support to both the young person and family members.
Involvement in Care	Describes how the service includes parents and families in choosing and being involved in treatment services and goals.
Respect and Safety	Describes how the service respects and accommodates the uniqueness of young people and their families.
Outcomes of Care	Describes how the service contributed to outcomes for individuals.

Comparison between services has only been done where a minimum of 30 completed Family of Youth surveys were received, therefore a number of **HHSs** who offered the survey to families, parents and carers have been excluded from the list below (i.e. Central West, Gold Coast, Metro South, Mount Isa, South West, Torres and Cape, West Moreton and Wide Bay **HHSs**).

Mental Health Service	Satisfaction with Service	Accessibility of Service	Appropriateness of Care	Needs Were Met	Involvement of Care	Respect and Safety	Outcomes of Care
Cairns	●	●	●	●	●	●	●
Central Qld	●	●	●	●	●	●	●
CHQ	●	●	●	●	●	●	●
Mackay	●	●	●	●	●	●	●
Metro Nth: Red-Cab	●	●	●	●	●	●	●
Sunshine Coast	●	●	●	●	●	●	●
Toowoomba	●	●	●	●	●	●	●
Townsville	●	●	●	●	●	●	●

There was little variation between the experiences of respondents to the **Family of Youth** survey across the state, with the exception of Metro North (Redcliffe-Caboolture) which scored significantly above the statewide average on four of the seven survey domains.

Experience Scores

Your Experience of Service

An overall experience score out of 100 has been calculated based on responses to questions 1–22 of the **YES** survey. Questions 23–26 ask about the impact the service has had on the consumer, and are therefore excluded from the calculation of an experience score. Dashed lines indicate the statewide average.

The following figures illustrate the experience score for each mental health service by service setting. Scores in admitted settings show a greater variation of consumer experience than in either community or community bed based settings.

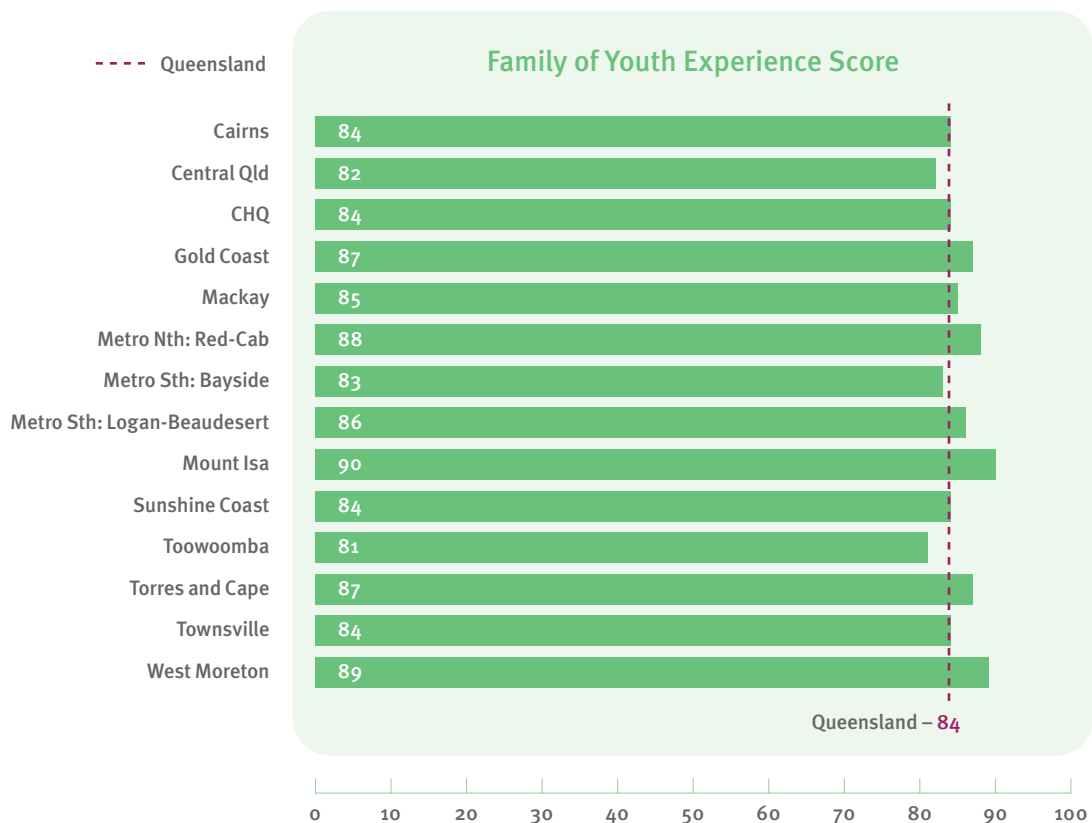


Not all **HHSs** provide services in all settings: Children’s Health Queensland and Gold Coast **HHSs** provide admitted and community services, while Mount Isa, South West and Torres and Cape **HHSs** only provide services in the community. In addition, services which received less than 10 completed surveys have been excluded. These include admitted services in Metro South (Bayside), and community bed based services in Mackay and Metro South (Logan-Beaudesert and Princess Alexandra Hospital).

Family of Youth

An overall experience score out of 100 has been calculated based on responses to questions 1–15 of the **Family of Youth** survey. Questions 16–22 ask about the impact the service has had on the consumer, and are therefore excluded from the calculation of an experience score.

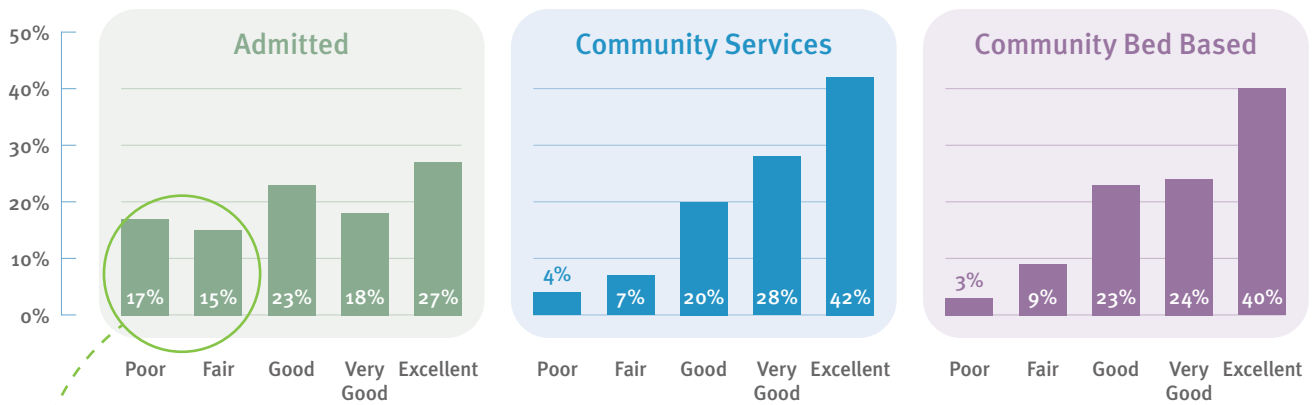
The following figures illustrate the experience score for each mental health service organisation. These scores are inclusive of community and inpatient settings. Where services have reported to receive less than ten completed surveys, they have been excluded.



Spotlight

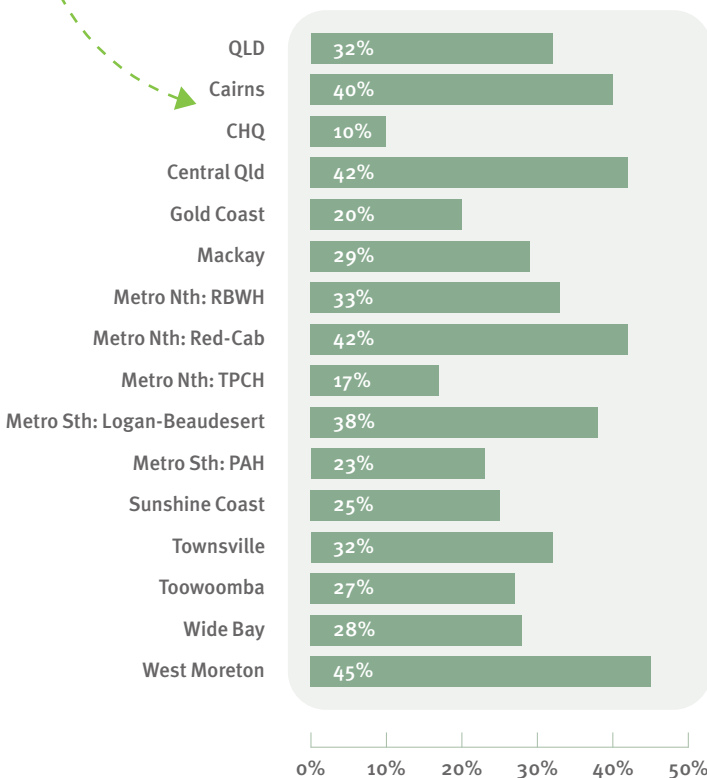
“Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:”

Question 19 Explanation of your rights and responsibilities



Proportion of survey respondents in admitted settings selecting ‘Poor’ or ‘Fair’ by mental health service.

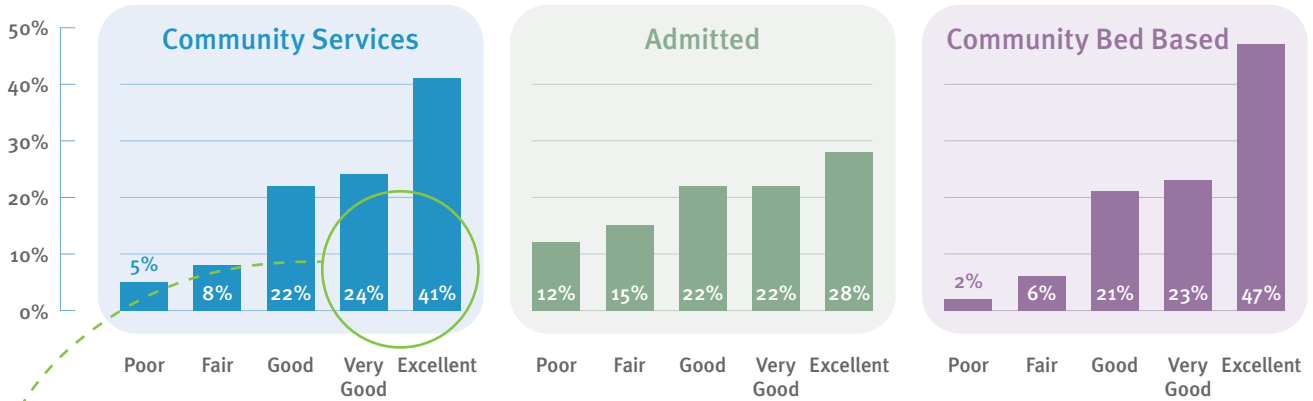
NOTE: Lower scores are favourable for this question.



My experience would have been better if...

...There was better and consistent communication once my 'episode' improves. Being given too much info all at once when you aren't thinking clearly means you can't remember/digest the info for later.

Question 20 Access to peer support



Proportion of survey respondents in community settings selecting 'Very Good' or 'Excellent' by mental health service.

NOTE: Higher scores are favourable for this question.

