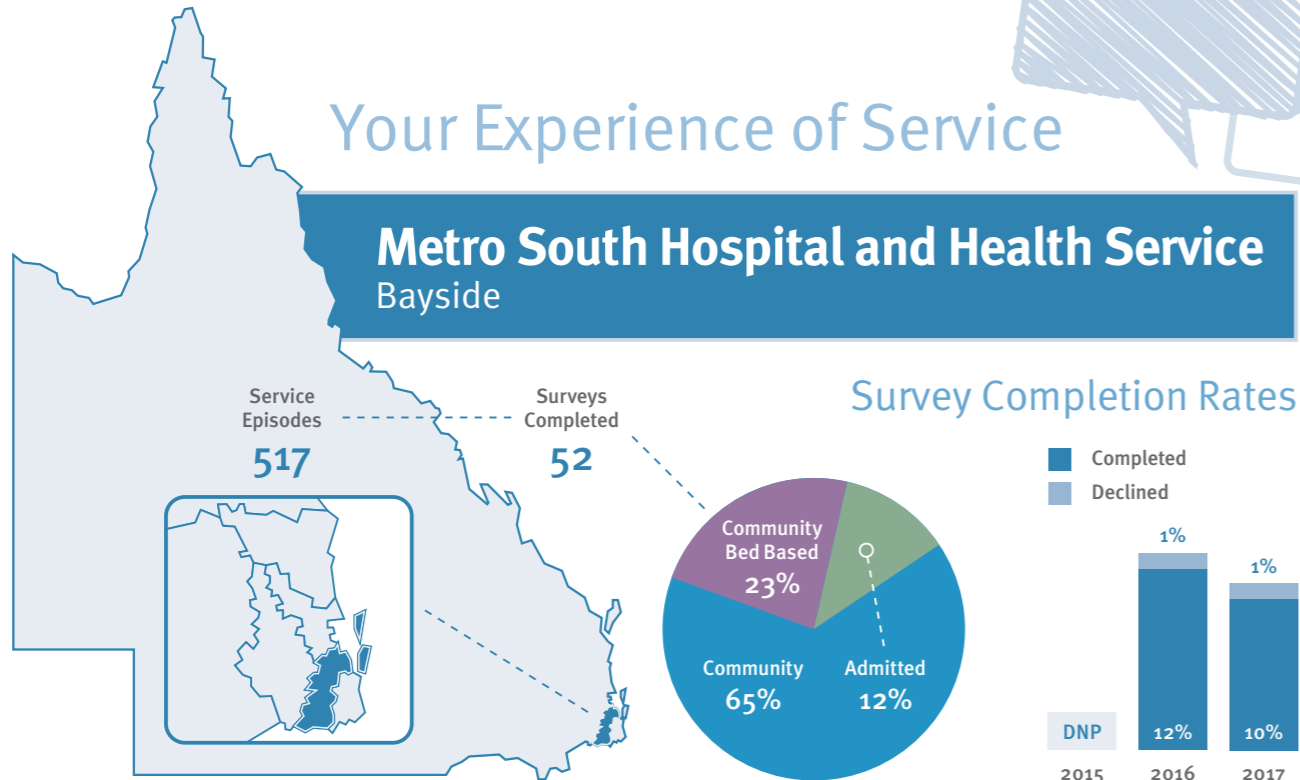


Your Experience of Service

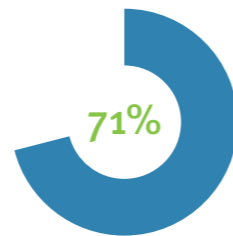
Metro South Hospital and Health Service Bayside



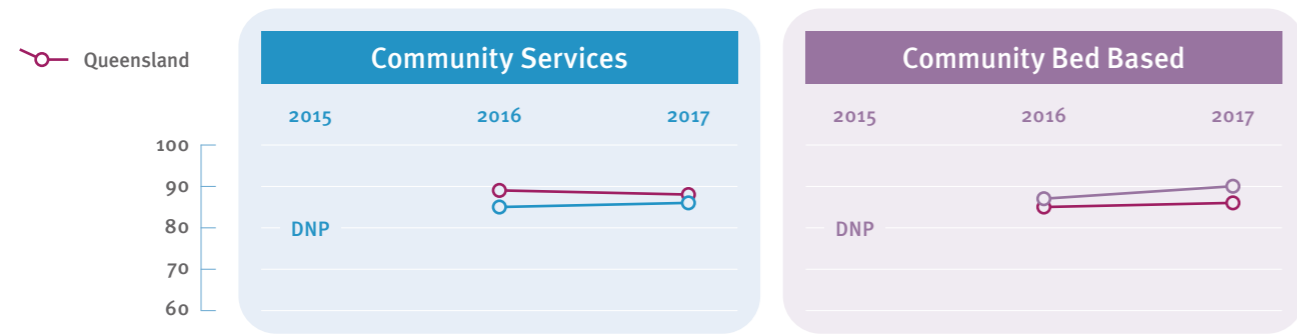
Overall how would you rate your experience of care with this service in the last 3 months?



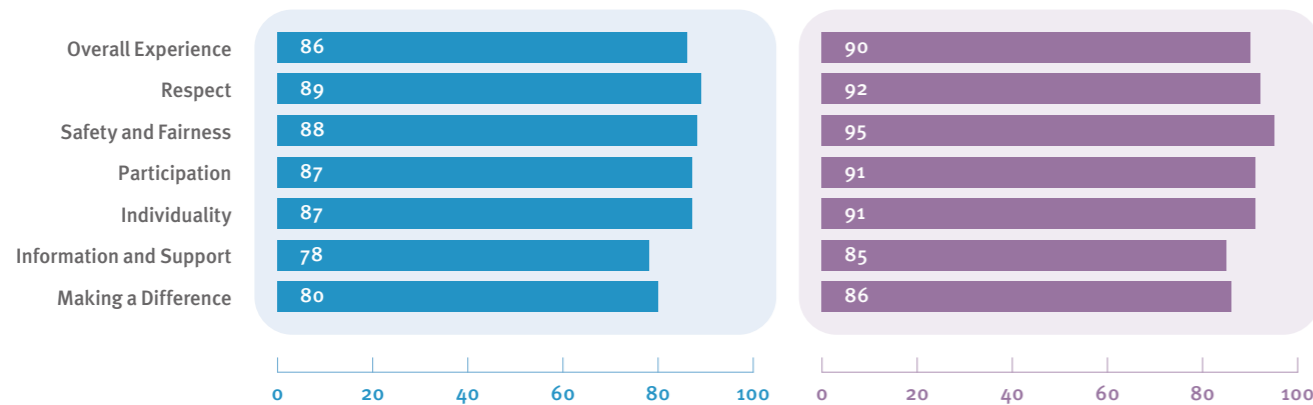
Very Good or Excellent



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.46** Q6. Your individuality and values were respected
- 4.44** Q3. You felt safe using this service
- 4.39** Q4. Your privacy was respected

Lowest Scoring Questions

- 3.82** Q23. The effect the service had on your hopefulness for the future
- 3.78** Q18. Information given to you about this service
- 3.67** Q19. Explanation of your rights and responsibilities

Scale

5 – Highest Score
1 – Lowest Score

- 4.47** Q2. Staff showed respect for how you were feeling
- 4.39** Q10. Your opinions about the involvement of family or friends in your care were respected

The best things about this service were...

- ...Peer support.
- ...Making friends, enjoying (sometimes) my life here.
- ...Communication, getting good practice at talking with people.
- ...The helpfulness and the respect the staff give to me.
- ...The nursing staff are amazing. True carers who listen and treat everyone with respect.

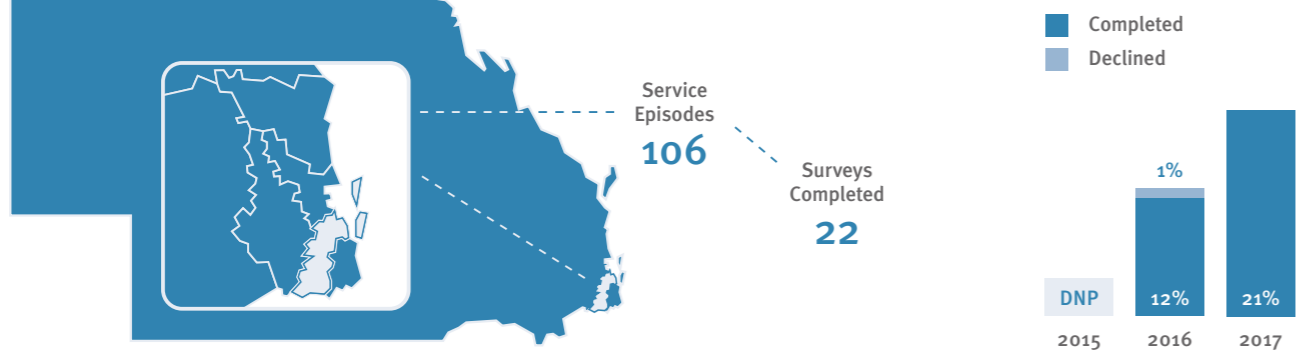
My experience would have been better if...

- ...As a first time inpatient I would have appreciated some written information/flow chart about the process and the way the ward operates i.e. meal/visit times, patients telephone numbers, prohibited items, org charts with photos. Use the boards on the walls by the beds to put names of doctor, registrar, medical doctor or have a written form with this information.
- ...I was aware of any diagnosis that I had or was informed of what I was treated for.
- ...I had more time to understand my situation and treatment.

Family of Youth

Metro South Hospital and Health Service Bayside

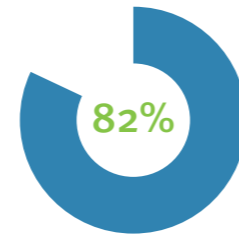
Survey Completion Rates



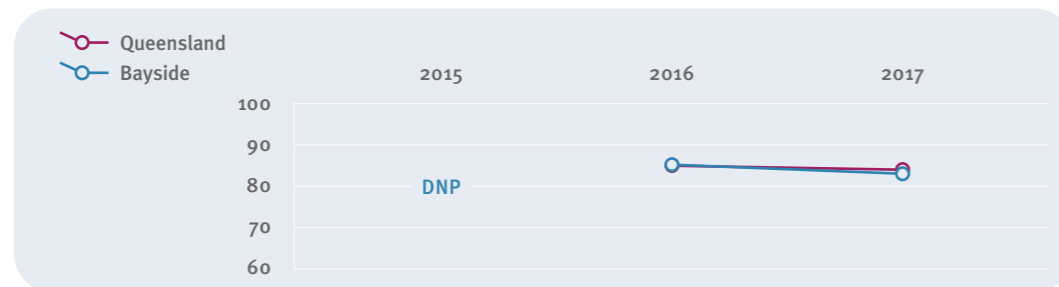
Overall, I am satisfied with the treatment my child receives



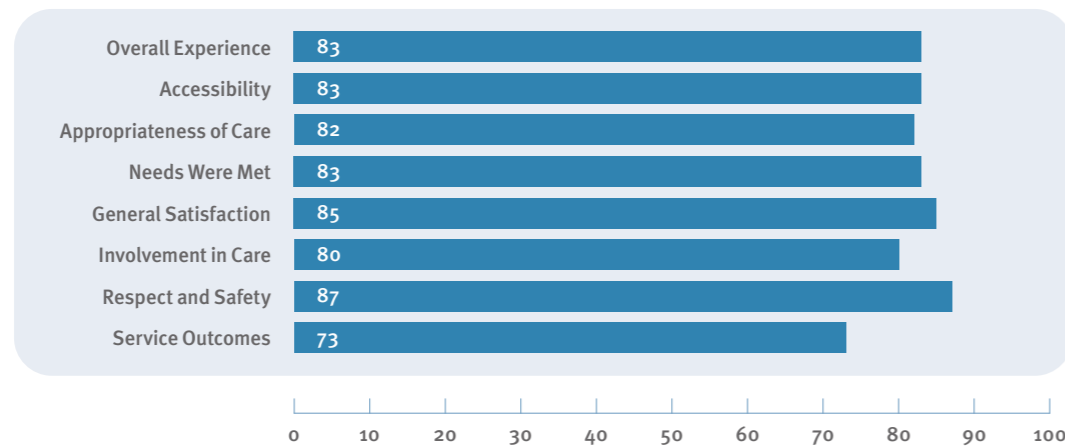
Agree or Strongly Agree



Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.45 Q14. Staff speak with me in a way that I understand
- 4.27 Q4. The people helping my child stick with us no matter what

Lowest Scoring Questions

- 3.76 Q18. My child gets along better with friends and other people
- 3.57 Q19. My child is doing better in school and/or work
- 3.38 Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

- 4.52 Q12. Staff treat me with respect
- 4.27 Q1. Overall, I am satisfied with the treatment my child receives
- 4.23 Q15. Staff are sensitive to my cultural/ethnic background
- 3.65 Q22. Overall my child feels better
- 3.52 Q20. My child is better able to cope when things go wrong

What has been the most helpful thing about the services you and your child receive?

- Gaining knowledge that allows me to help my child, understanding their needs better and knowing I have support also.
- The 'Do as I Do' parents session. It helped me understand anxiety and how best to help my child.
- Seeing the same person or people at each appointment.

What would improve services here?

- Peer groups going through the same problem with my child.
- Opportunity for day programs/intensive services when 1 hour sessions might not suffice for situations.

Additional comments...

- Excellent service. It has helped our daughter and our family as a whole.
- Draft step or goal based plans (adaptable) with child so they have a clearer understanding where treatment may lead.