

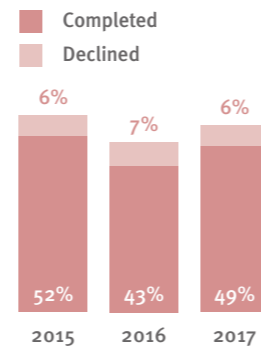
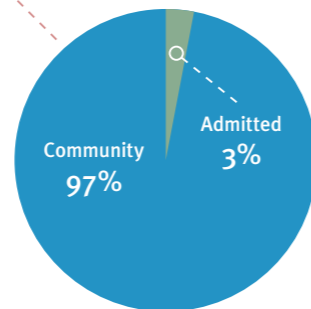
# Your Experience of Service

## Children's Health Queensland Hospital and Health Service

Service Episodes  
**595**

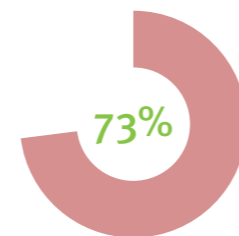
Surveys Completed  
**290**

### Survey Completion Rates

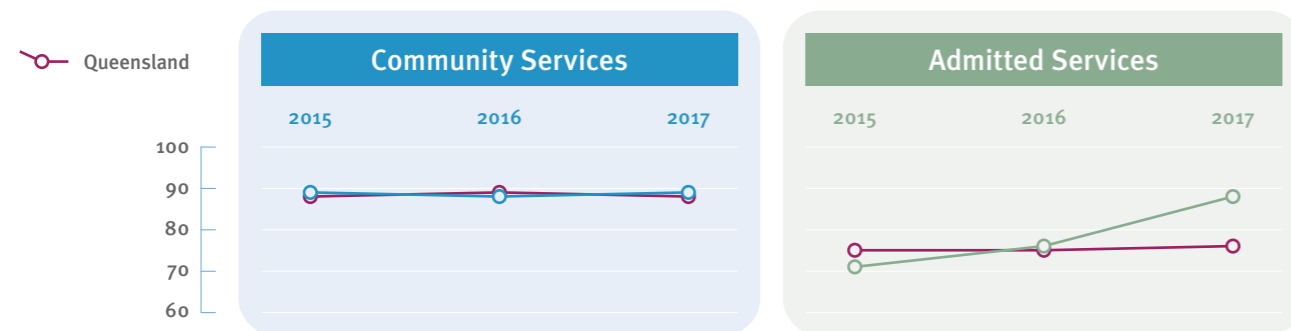


Overall how would you rate your experience of care with this service in the last 3 months?

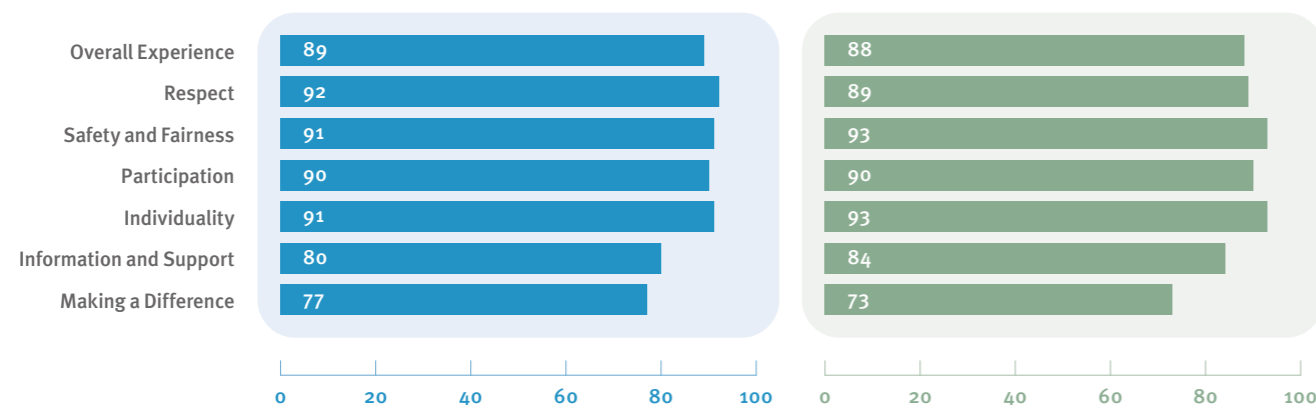
Very Good or Excellent



### Overall Experience Scores 2015–2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

**Scale**  
5 – Highest Score  
1 – Lowest Score

- 4.76**  
Q6. Your individuality and values were respected
- 4.71**  
Q1. You felt welcome at this service
- 4.70**  
Q17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted
- 4.66**  
Q2. Staff showed respect for how you were feeling
- 4.65**  
Q11. The facilities and environment met your needs

### Lowest Scoring Questions

- 4.03**  
Q21. Development of a care plan with you that considered all of your needs
- 3.86**  
Q20. Access to peer support
- 3.81**  
Q25. The effect the service had on your overall well-being
- 3.76**  
Q23. The effect the service had on your hopefulness for the future
- 3.74**  
Q24. The effect the service had on your ability to manage your day to day life

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

- ...The best things about the service was the hope it gave me.
- ...I felt respected and safe in this environment.
- ...I know that I am safe with telling them anything and I wasn't made to feel uncomfortable. I did activities that suited my liking and wasn't pushed to open up.
- ...Making good and supportive friends.

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

- ...My experience would've been better if the atmosphere was friendlier; I felt anxious almost every time I came. This makes it harder to open up to psychiatrists and social workers.
- ...There were more appointment times available so I didn't have to miss school.
- ...I felt I was not listened to sometimes and people assumed what I wanted (often opposite to what I wanted).

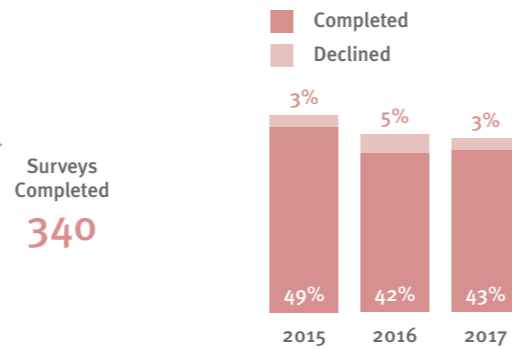
# Family of Youth

**Children's Health Queensland**  
Hospital and Health Service



Service Episodes  
**783**

## Survey Completion Rates



Surveys Completed  
**340**

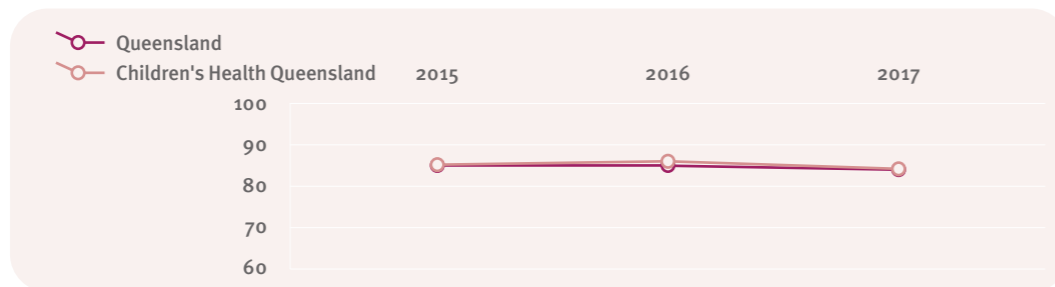
Overall, I am satisfied with the treatment my child receives



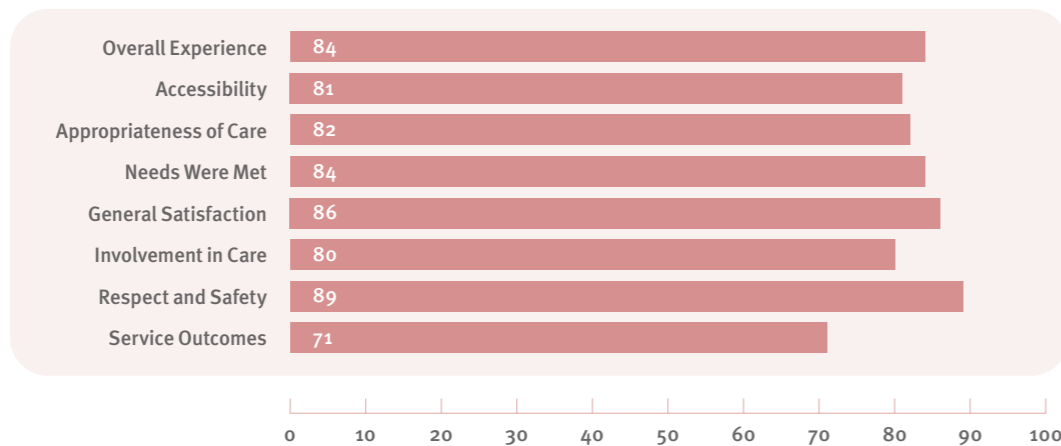
Agree or Strongly Agree



## Overall Experience Scores 2015-2017



## Experience Scores by Domain 2017



## Highest Scoring Questions

**Scale**  
5 – Highest Score  
1 – Lowest Score

- 4.67**  
Q12. Staff treat me with respect
- 4.61**  
Q14. Staff speak with me in a way that I understand
- 4.40**  
Q6. I participate in my child's treatment
- 4.34**  
Q13. Staff respect my family's religious/spiritual beliefs
- 4.30**  
Q15. Staff are sensitive to my cultural/ethnic background

## Lowest Scoring Questions

- 3.65**  
Q18. My child gets along better with friends and other people
- 3.64**  
Q22. Overall my child feels better
- 3.45**  
Q20. My child is better able to cope when things go wrong
- 3.45**  
Q19. My child is doing better in school and/or work
- 3.27**  
Q21. I am satisfied with our family life right now

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

Our psychologist has been very pro-active in her treatment and liaises with other specialist services to provide us with maximum support.

I am able to understand what my child is going through developmentally and the carers can put words to my child's feelings. When I understand my child's development I am more compassionate.

Someone that actually listens to my child, rather than just nodding and writing. More equal input/participation between clinician and my child/family rather than rigid instructions and no real input or feedback.

## What would improve services here?

Provide an initial info pack with phone numbers and outline help for different scenarios.

Home visits, school visits to talk directly with staff so they can better understand how to assist my child at school.

## Additional comments...

CYMHS has quite literally given us our lives back. We cannot emphasise enough how important this service has been.

Some sibling partnership/co-operation/trust workshops would be great.