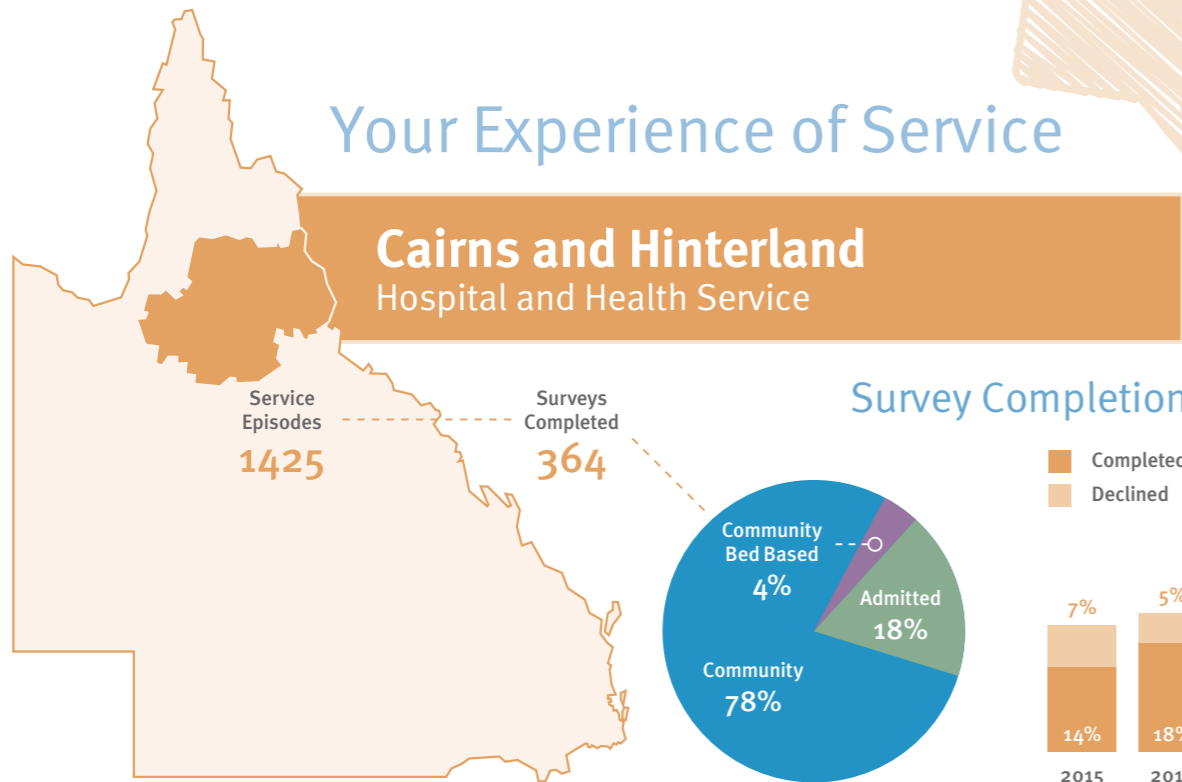
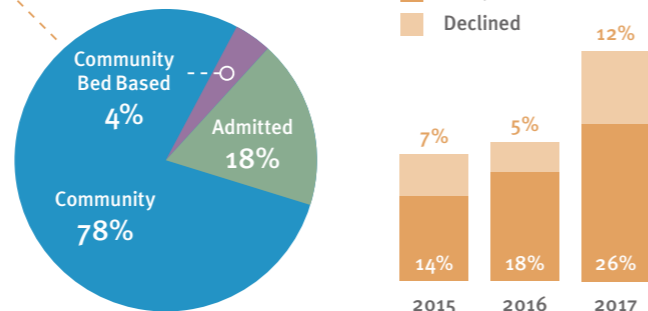


Your Experience of Service



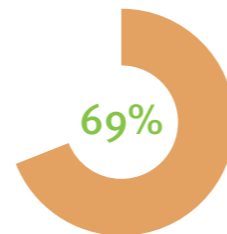
Survey Completion Rates



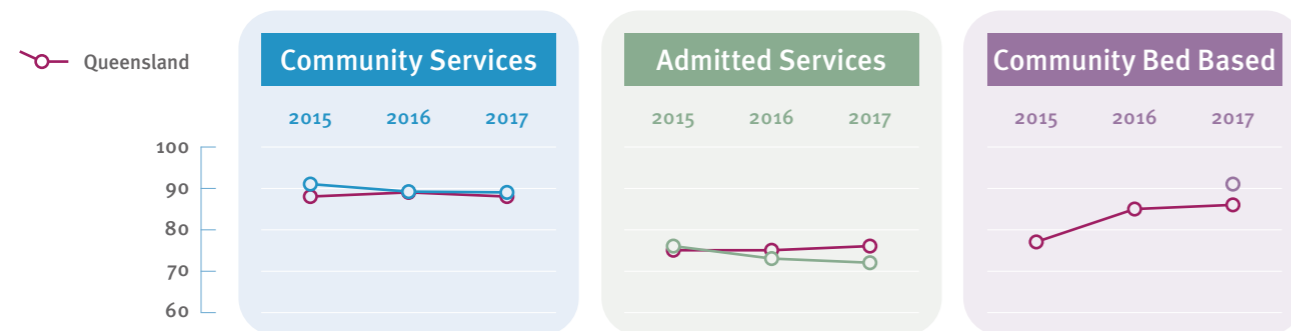
Overall how would you rate your experience of care with this service in the last 3 months?



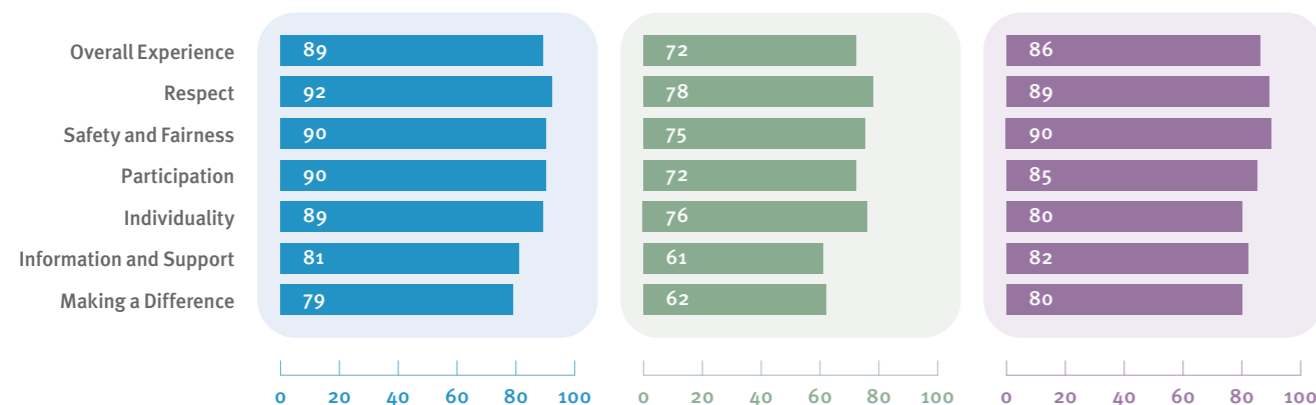
Very Good or Excellent



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.54 Q4. Your privacy was respected
- 4.50 Q6. Your individuality and values were respected

Lowest Scoring Questions

- 3.85 Q21. Development of a care plan with you that considered all of your needs
- 3.80 Q25. The effect the service had on your overall well-being
- 3.67 Q23. The effect the service had on your hopefulness for the future

Scale

5 – Highest Score
1 – Lowest Score

- 4.57 Q1. You felt welcome at this service
- 4.53 Q2. Staff showed respect for how you were feeling
- 4.47 Q10. Your opinions about the involvement of family or friends in your care were respected

The best things about this service were...

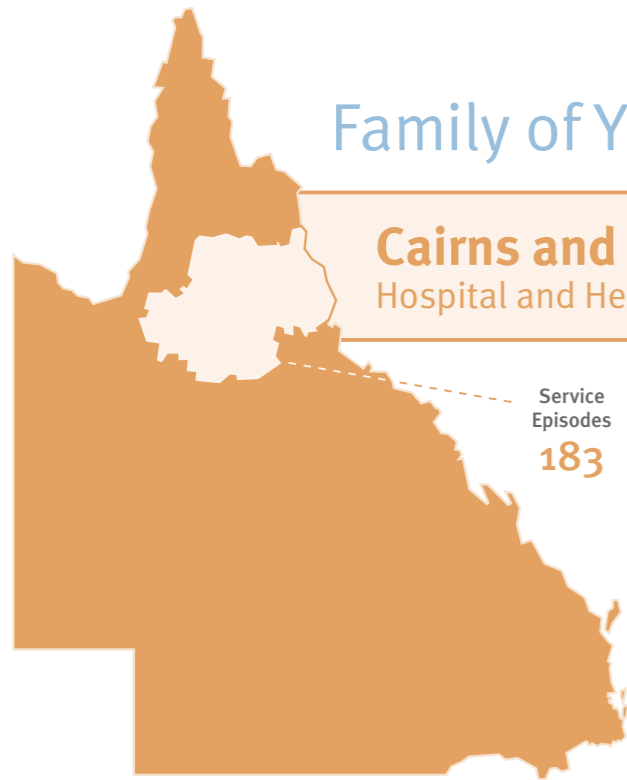
- ...Learning to do things in a different way and also having someone there that is willing to listen and help.
- ...The way my carer was supportive and listened without judgement. The way she always focused on the positive.
- The allied health professionals and administrative staff who are always welcoming and respectful. If it wasn't for them I wouldn't be in the community and enjoying a certain level of independence.

My experience would have been better if...

- ...It was easier to get to a discussion on what drugs would do and what would suit me better.
- ...I saw the same psychiatrist and not a different one at each meeting or review I had.
- ...I knew more about my diagnosis and medication

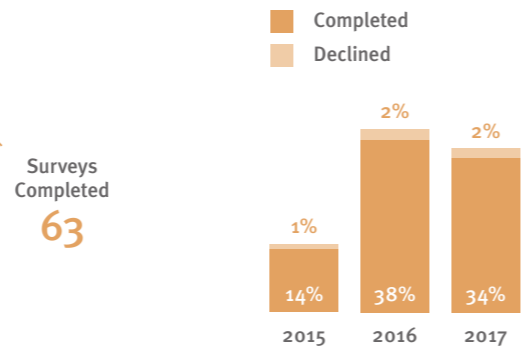
Family of Youth

Cairns and Hinterland Hospital and Health Service



Service Episodes
183

Survey Completion Rates



Surveys Completed
63

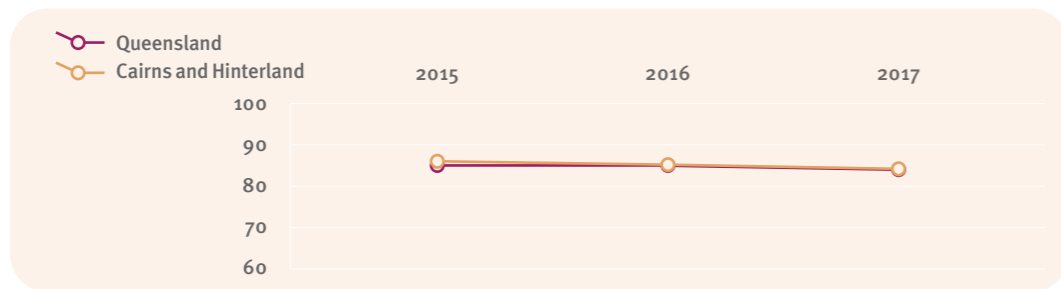
Overall, I am satisfied with the treatment my child receives



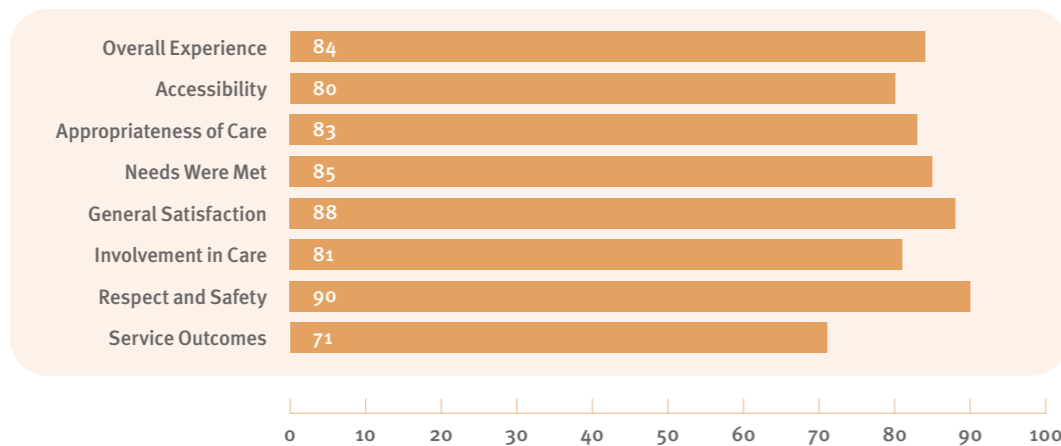
Agree or Strongly Agree



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.59** Q14. Staff speak with me in a way that I understand
- 4.40** Q13. Staff respect my family's religious/spiritual beliefs

Lowest Scoring Questions

- 3.64** Q22. Overall my child feels better
- 3.52** Q20. My child is better able to cope when things go wrong
- 3.34** Q21. I am satisfied with our family life right now

Scale
5 – Highest Score
1 – Lowest Score

- 4.70** Q12. Staff treat me with respect
- 4.47** Q6. I participate in my child's treatment
- 4.39** Q1. Overall, I am satisfied with the treatment my child receives

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

- The staff takes action not just talking. Easy to contact – return with answers and updates always, extremely organised.
- Consistency – seeing the same person/people each session so they get to know my child and their needs.
- My child can receive services at school, during school hours.
- Strategies for dealing with behavioural issues.

What would improve services here?

- Continuity – 3 people have seen my child in 6 months.
- More appointments in out of school hours.

Additional comments...

- Thank you CYMHS staff – from Admin to Clinicians – all provide support, help and genuine care for the kids and families.