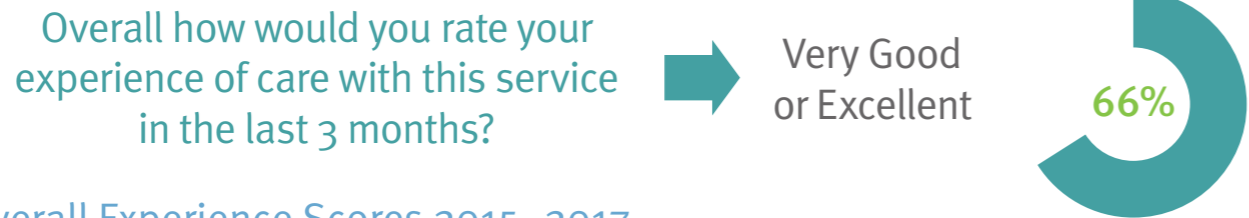
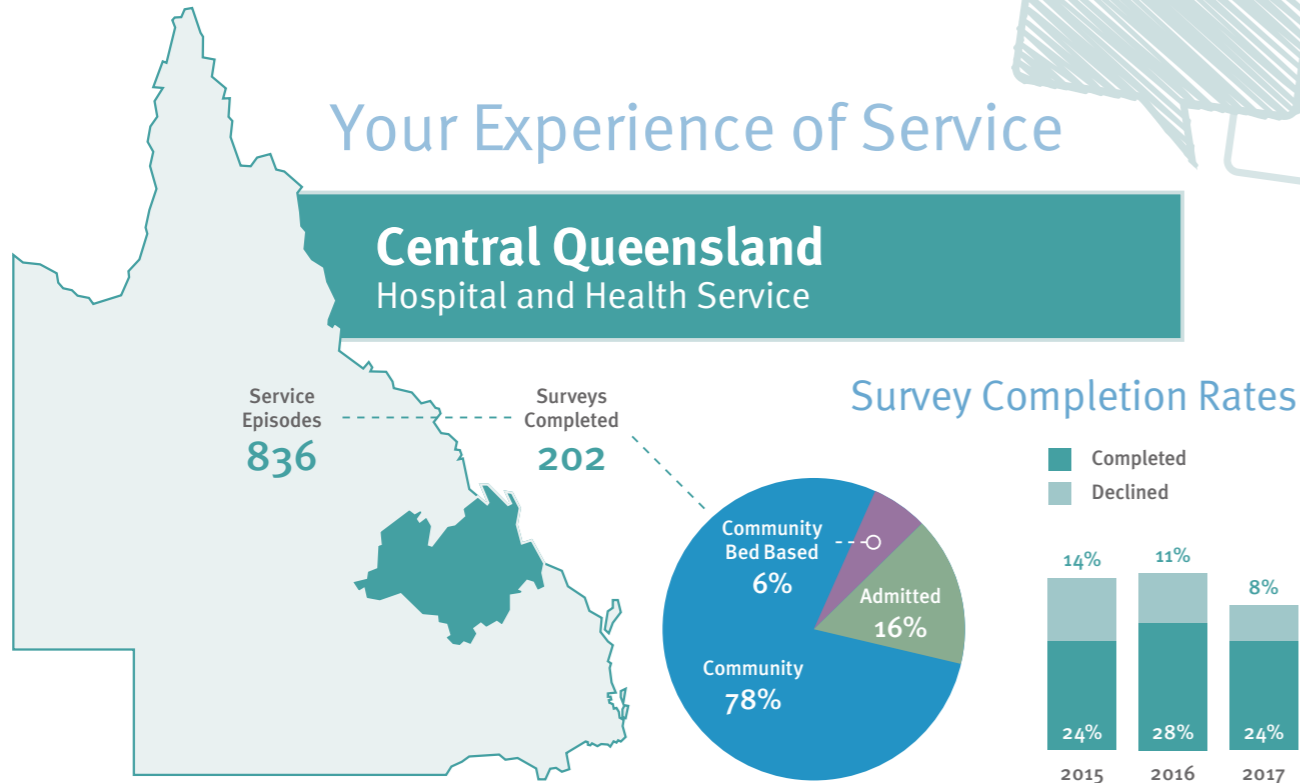
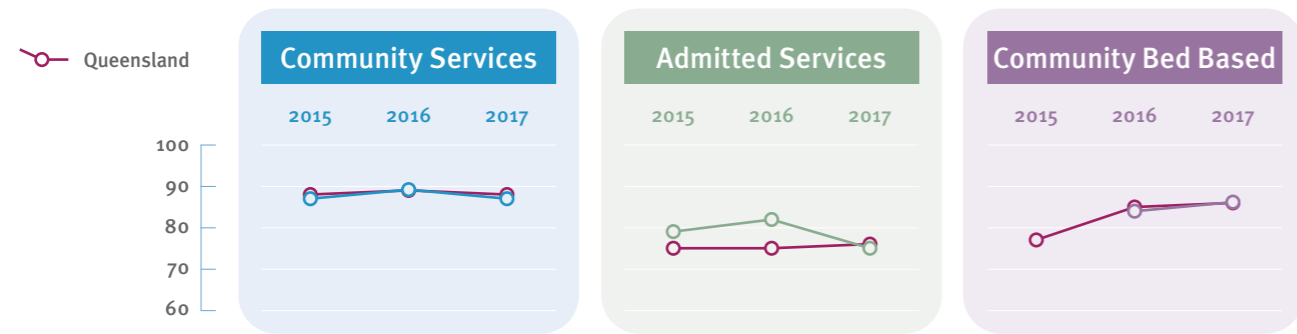


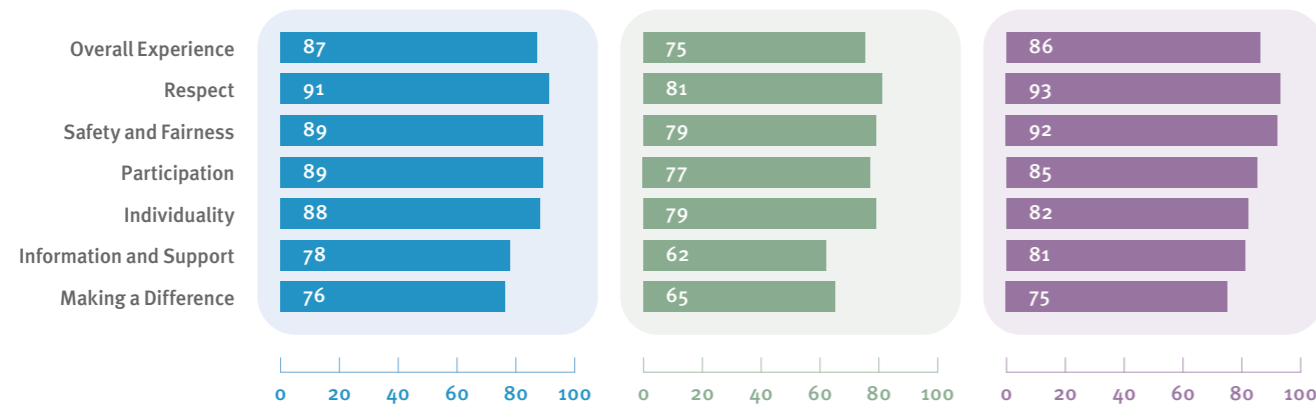
Your Experience of Service



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- Scale**
5 – Highest Score
1 – Lowest Score
- 4.53** Q1. You felt welcome at this service
 - 4.55** Q6. Your individuality and values were respected
 - 4.51** Q10. Your opinions about the involvement of family or friends in your care were respected
 - 4.49** Q11. The facilities and environment met your needs

Lowest Scoring Questions

- 3.74** Q20. Access to peer support
- 3.66** Q25. The effect the service had on your overall well-being
- 3.69** Q22. Convenience of the location for you
- 3.62** Q23. The effect the service had on your hopefulness for the future
- 3.61** Q24. The effect the service had on your ability to manage your day to day life

The best things about this service were...

- ...Feeling heard and respected and supported. Responded to in desperate time of need.
- ...The Patients Rights advisor (without her help I wouldn't have known my rights).
- ...Having members seeing me grow as a person and not a piece of paper. I am a person! With feelings and dreams to achieve.
- ...The friendliness and kindness. Also their helpfulness to our transport needs.

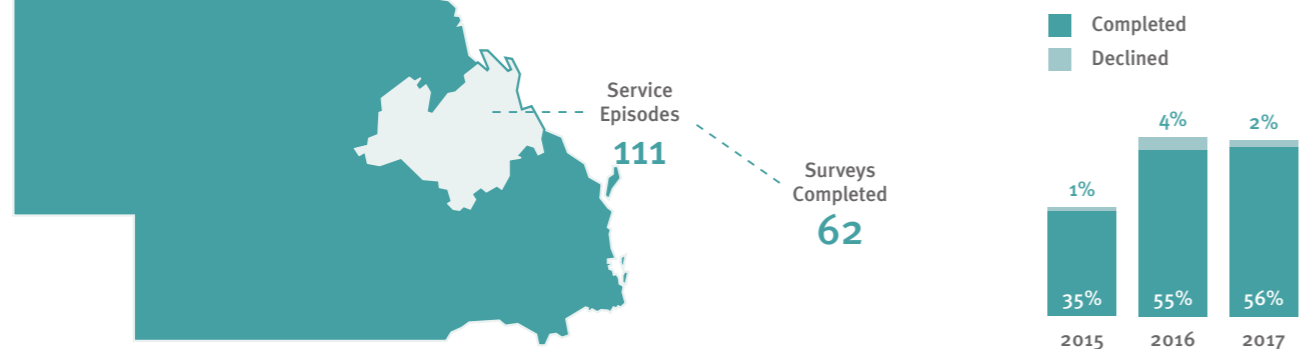
My experience would have been better if...

- ...I had my rights explained. Information on my medication and on my care plan. If doctors chased me up instead of me having to annoy every staff member to have my voice heard!!!
- ...You asked the right questions.
- ...I had been given the chance to consult with my psych previous to my admission.
- ...There were more activities and chores or structure throughout the day.

Family of Youth

Central Queensland Hospital and Health Service

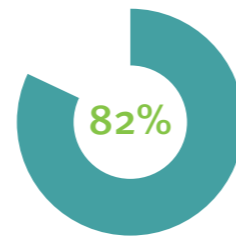
Survey Completion Rates



Overall, I am satisfied with the treatment my child receives



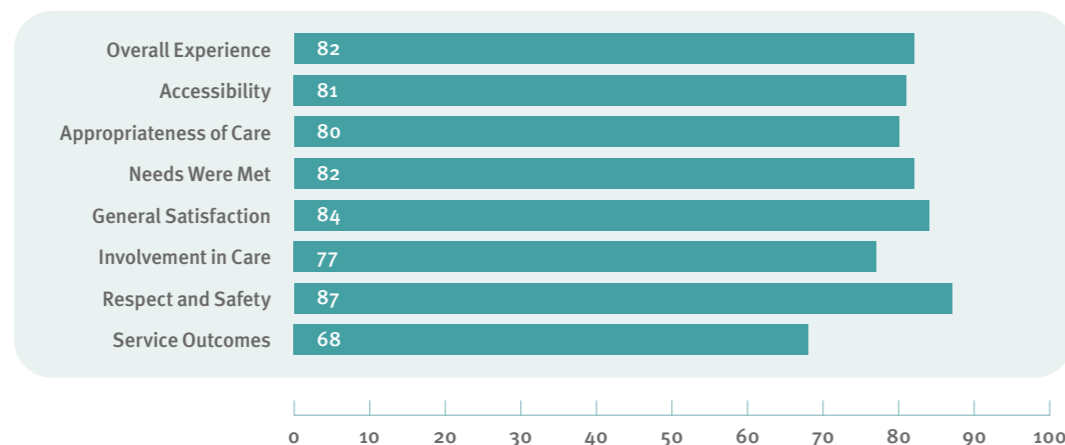
Agree or Strongly Agree



Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.52** Q14. Staff speak with me in a way that I understand
- 4.56** Q12. Staff treat me with respect
- 4.28** Q6. I participate in my child's treatment
- 4.21** Q15. Staff are sensitive to my cultural/ethnic background
- 4.19** Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

- 3.47** Q19. My child is doing better in school and/or work
- 3.46** Q16. My child is better at handling daily life
- 3.24** Q21. I am satisfied with our family life right now
- 3.24** Q20. My child is better able to cope when things go wrong
- 3.22** Q22. Overall, my child feels better

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

- The fantastic insight, compassion and flexibility from our clinician. Also the additional training courses.
- Having information to help me know and understand particular behaviours.
- Having someone for my child to speak to that I trust is doing right by them.

What would improve services here?

- It would be more comfortable/less confronting if the kids service was separated from the adults and the needle exchange.
- Appointments not being cancelled as often.

Additional comments...

- The Doctor we have is amazing. She listens without judgement.
- The only drawback is the time/distances we have to travel – 400km round trip/5hrs travelling.