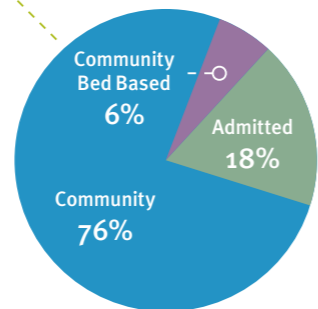
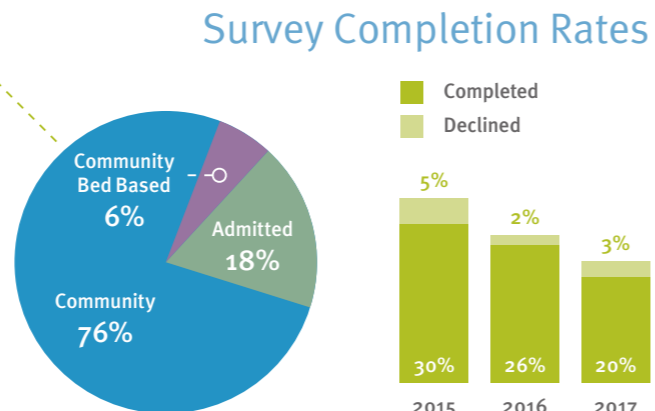


Your Experience of Service

Darling Downs Hospital and Health Service



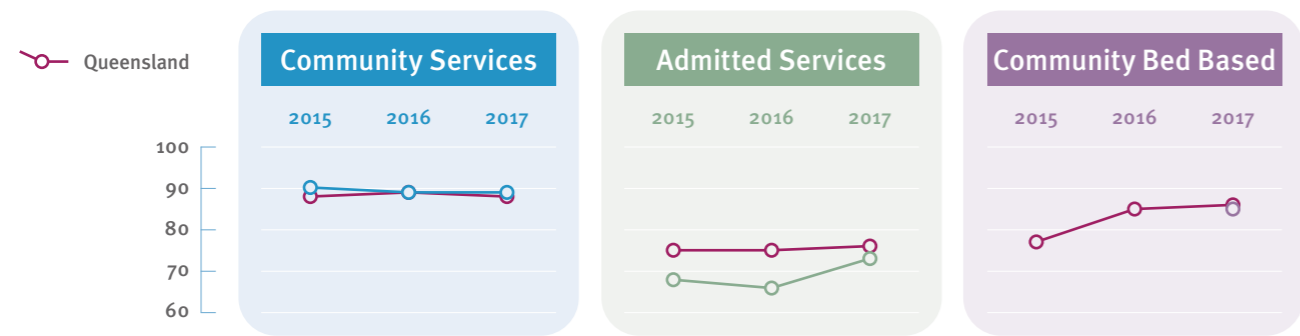
Overall how would you rate your experience of care with this service in the last 3 months?



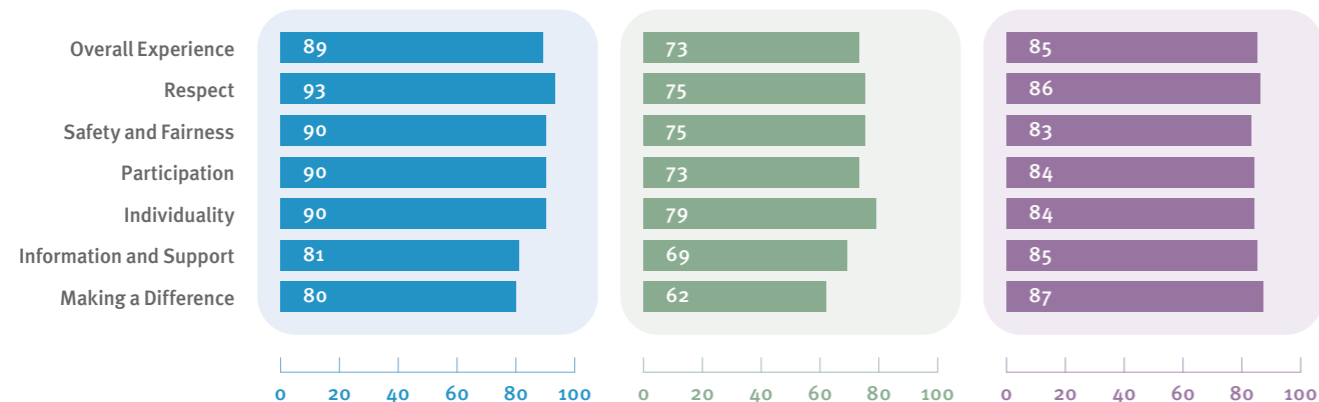
Very Good or Excellent



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.53 Q2. Staff showed respect for how you were feeling
- 4.51 Q4. Your privacy was respected

Scale
5 - Highest Score
1 - Lowest Score

- 4.54 Q6. Your individuality and values were respected
- 4.52 Q10. Your opinions about the involvement of family or friends in your care were respected
- 4.48 Q1. You felt welcome at this service

Lowest Scoring Questions

- 3.93 Q19. Explanation of your rights and responsibilities
- 3.87 Q22. Convenience of the location for you
- 3.85 Q25. The effect the service had on your overall well-being
- 3.84 Q23. The effect the service had on your hopefulness for the future
- 3.80 Q24. The effect the service had on your ability to manage your day to day life

The best things about this service were...

- ...The continuity – the same persons treating me for over three years. I feel safe and able to be myself. They give me hope.
- ...It felt and feels like they really care about you and your wellbeing and present and future as a person, not just a number and another job to get through.
- ...My peer support worker is extremely professional and her help improved my life and my life outlook for the better. She helped me see the light at the end of the tunnel and she has been consistent.
- ...Video calls saves us driving to different towns.

My experience would have been better if...

- ...Some level of peer support was available.
- ...I had access with one carer rather than multiple carers.
- ...Someone from similar cultural background.
- ...Things written in the report had been chased up and verified.

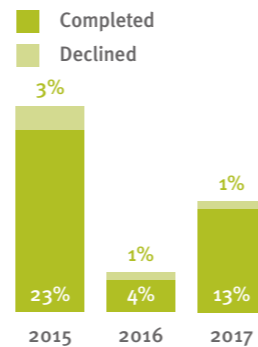
Family of Youth

Darling Downs
Hospital and Health Service

Survey Completion Rates

Service Episodes
245

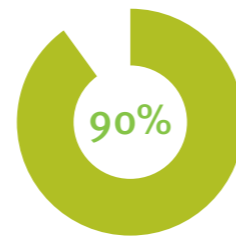
Surveys Completed
31



Overall, I am satisfied with the treatment my child receives



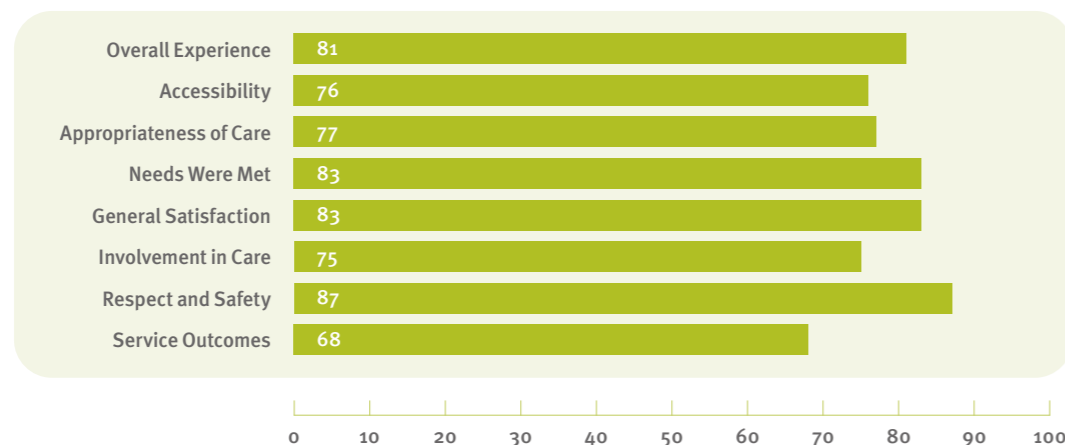
Agree or Strongly Agree



Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.38** Q15. Staff are sensitive to my cultural/ethnic background
- 4.32** Q13. Staff respect my family's religious/spiritual beliefs
- 4.23** Q5. I feel my child has someone to talk to when he/she is troubled

Lowest Scoring Questions

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

Scale
5 – Highest Score
1 – Lowest Score

4.42 Q14. Staff speak with me in a way that I understand

4.32 Q12. Staff treat me with respect

4.23 Q5. I feel my child has someone to talk to when he/she is troubled

3.50 Q17. My child gets along better with family members

3.27 Q19. My child is doing better in school and/or work

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

- Indigenous liaison is fantastic. Counsellors very helpful after crisis.
- The staff helped us understand our child's condition and how best to cope with it.
- It helps my child feel they are not alone. My child has been given ideas/ways/suggestions to help them.

What would improve services here?

- More peer based programs especially forming relationships with others.
- Weekend sessions so that both mum and dad who both work can come for sessions with child together.
- It took a mental health crisis with hospital admission to receive the help we had been asking for.

Additional comments...

- Without the help of our psychologist we would not have gotten through our son's illness.
- We have only started, we have a long way to go but are happy with the service/staff so far.