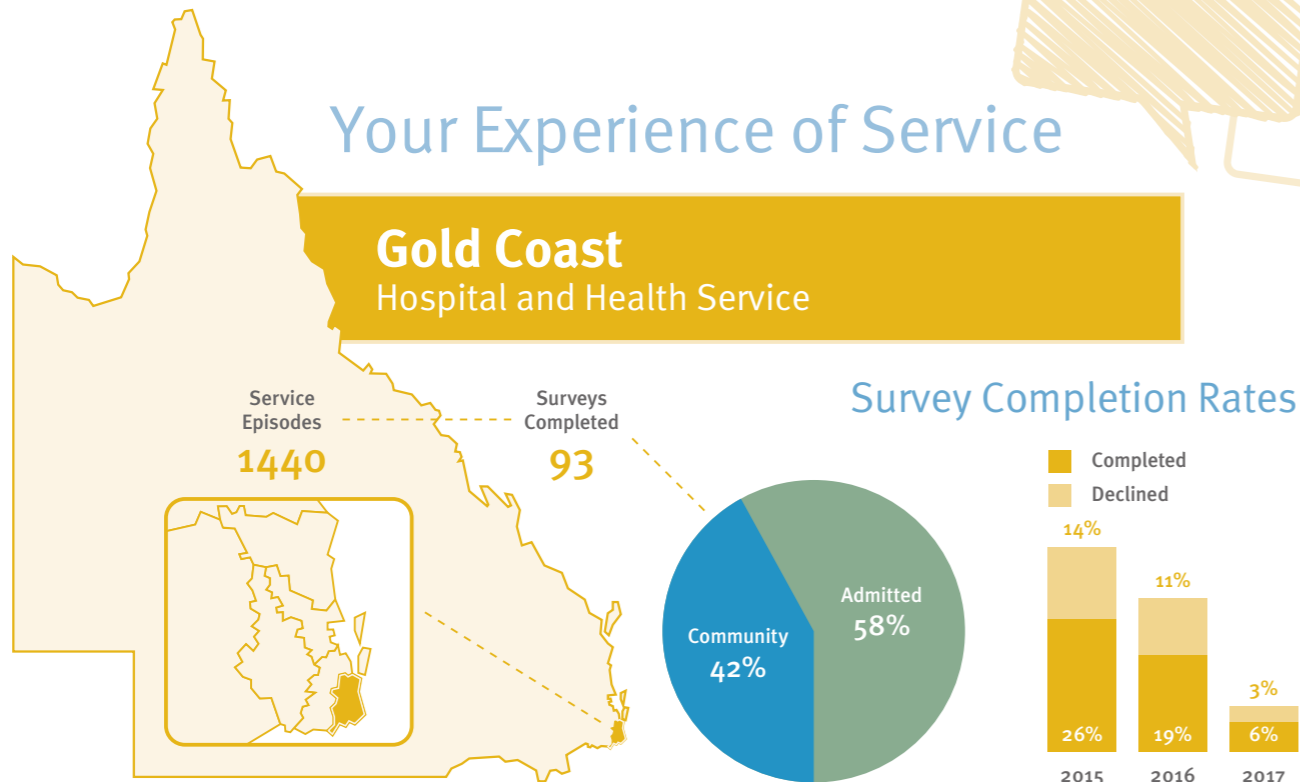
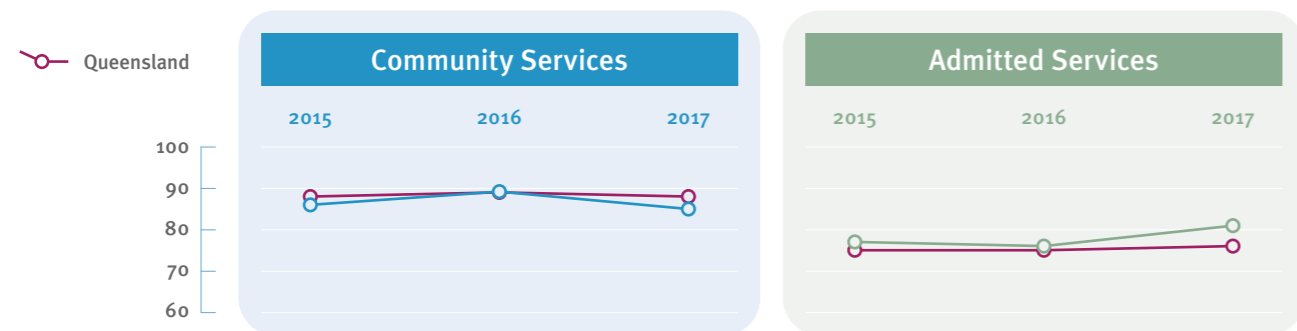


Your Experience of Service

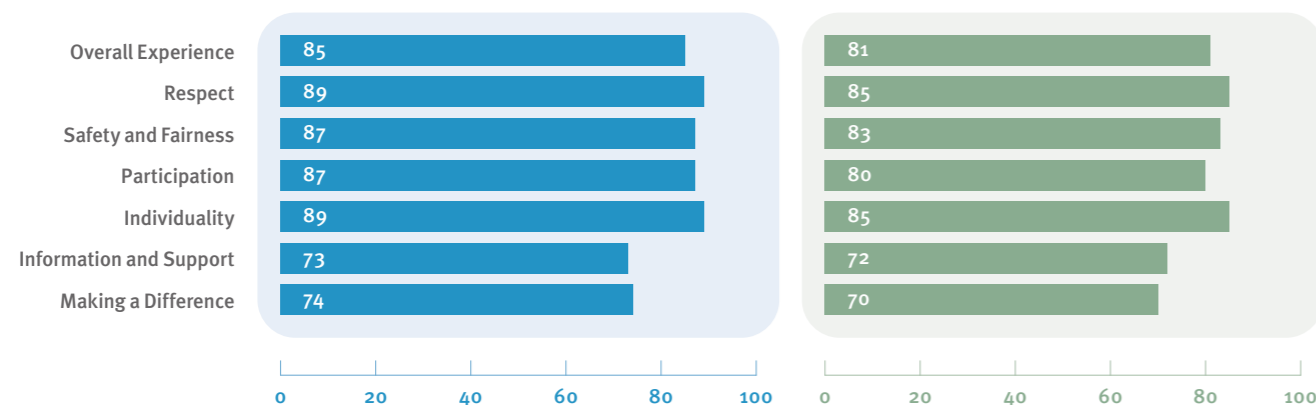


Overall how would you rate your experience of care with this service in the last 3 months? → **Very Good or Excellent** **59%**

Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



The best things about this service were...

- ...The staff were outstanding; the collaboration between my community supports and the inpatient team; the capacity to receive treatment with my baby; the positive, caring, encouraging environment.
- ...You are doing your job very well. You provide very sound suggestions, you are nice and clear. I always have the feeling that if I have a problem you will solve the issue. You are kind and considerate.
- ...No judgement on who you are, everyone is treated fairly and equally. Staff has saved my life. Literally. Thank you.

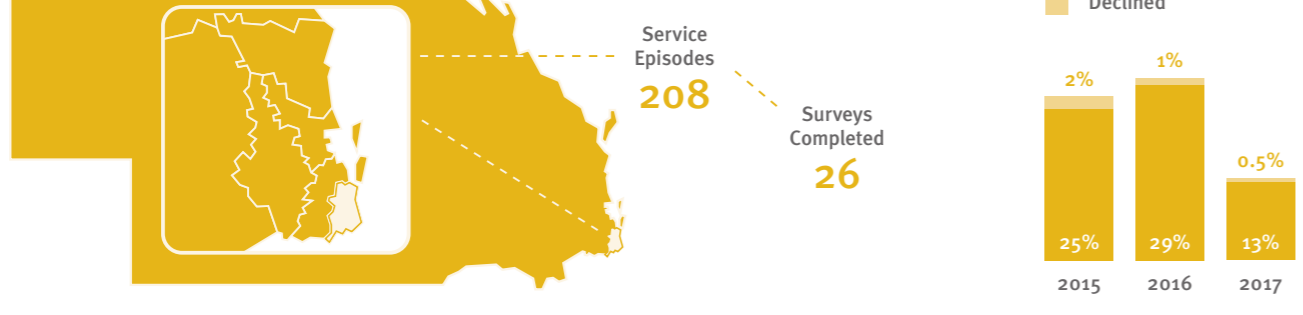
My experience would have been better if...

- ...There was more communication from staff members about how the ward works or what was happening.
- ...The nursing staff were consistent, different rules on different days by different staff. Better communication between doctor, nurses, patient and family members regarding treatment, leave and family meetings.
- ...Doctors didn't change all the time.

Family of Youth

Gold Coast
Hospital and Health Service

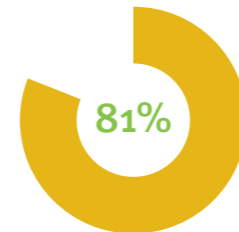
Survey Completion Rates



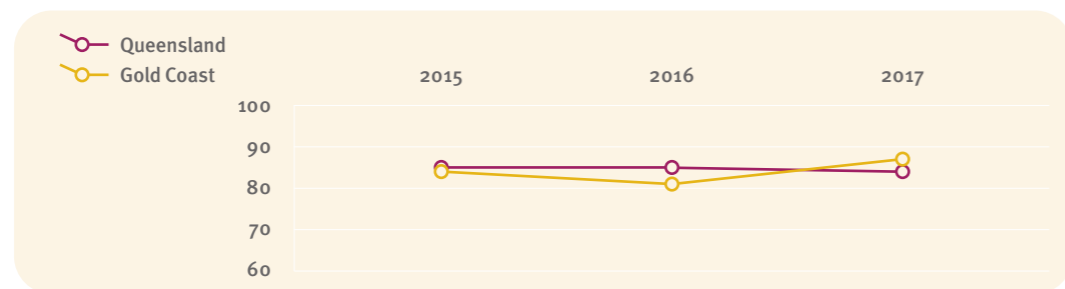
Overall, I am satisfied with the treatment my child receives



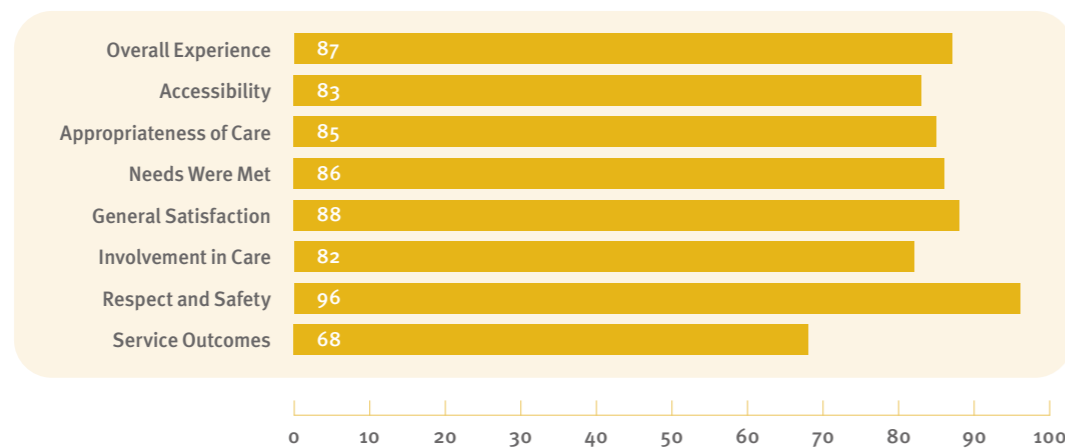
Agree or Strongly Agree



Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

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

Lowest Scoring Questions

- 3.50** Q22. Overall my child feels better
- 3.43** Q17. My child gets along better with family members
- 3.42** Q20. My child is better able to cope when things go wrong
- 3.39** Q18. My child gets along better with friends and other people
- 2.90** 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?

- The ongoing support and positivity. Teaching coping skills for depression and anxiety.
- Having someone to talk to with the same goals as myself regarding my child.
- Working together with my child's school.
- My child finds it easy to converse with his clinician (no psycho babble).

What would improve services here?

- Longer opening hours – to 6pm.
- If there was a way to help the young person engage with the service.

Additional comments...

- Staff are extremely good. Helpful, considerate and thoughtful (this is a huge help to families).