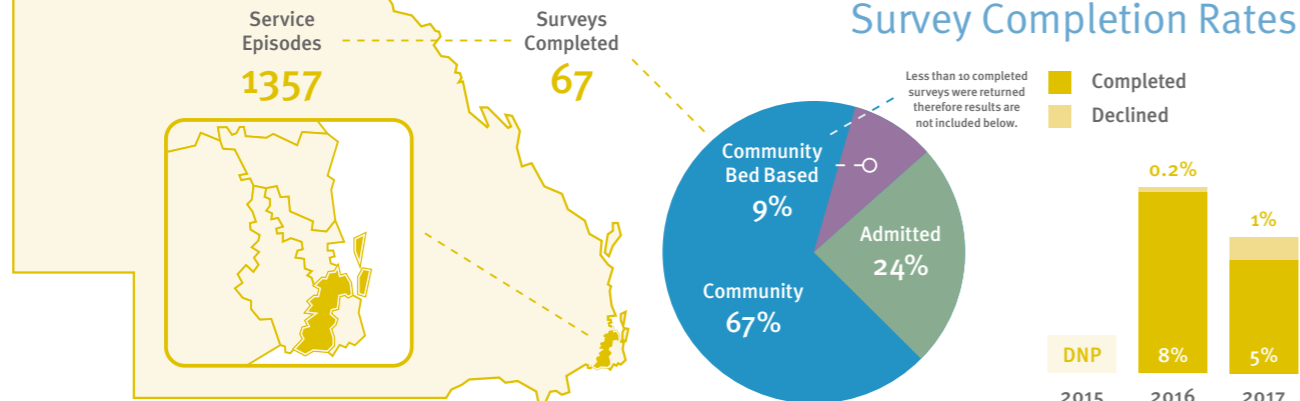


# Your Experience of Service

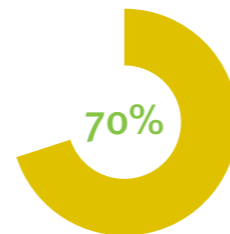
## Metro South Hospital and Health Service Logan-Beaudesert



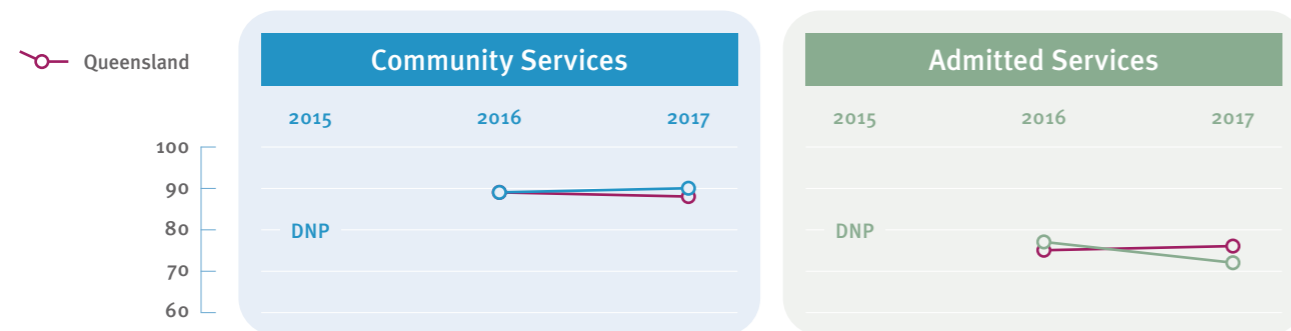
Overall how would you rate your experience of care with this service in the last 3 months?



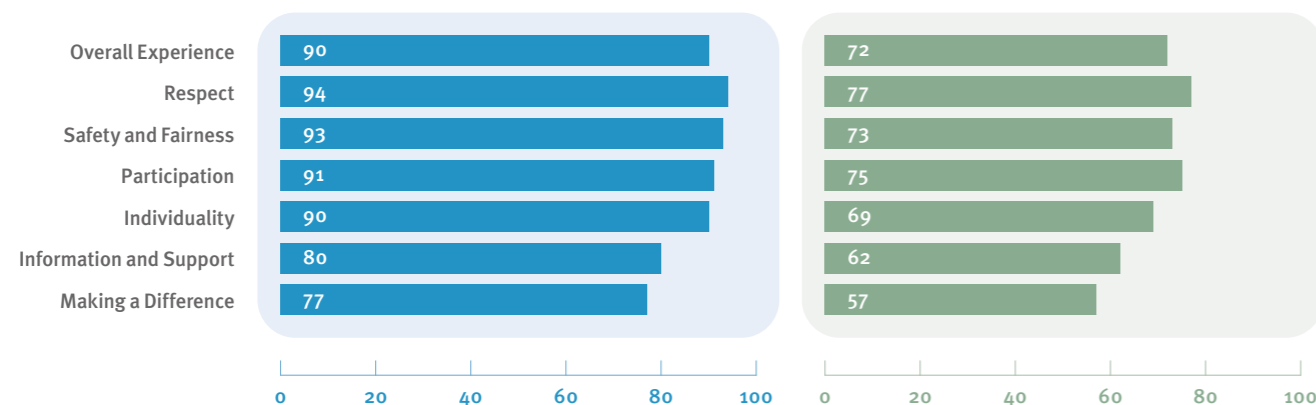
Very Good or Excellent



### Overall Experience Scores 2015-2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

**4.67**  
Q6. Your individuality and values were respected

**4.55**  
Q1. You felt welcome at this service

### Scale

5 – Highest Score  
1 – Lowest Score

**4.67**  
Q10. Your opinions about the involvement of family or friends in your care were respected

**4.57**  
Q2. Staff showed respect for how you were feeling

**4.52**  
Q4. Your privacy was respected

### Lowest Scoring Questions

**3.78**  
Q20. Access to peer support

**3.71**  
Q19. Explanation of your rights and responsibilities

**3.48**  
Q25. The effect the service had on your overall well-being

**3.72**  
Q23. The effect the service had on your hopefulness for the future

**3.57**  
Q24. The effect the service had on your ability to manage your day to day life

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

...The involvement of the Peer Support Workers made available by the 2016 Mental Health Act and some inspired nursing.

...Peer support and pharmacy staff.

...Never gave up. Learning insight. Excellent and beyond happy.

...All the staff especially the office staff are always willing to help.

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

...The new after hours care and support was designed better like it used to – sometimes it is helpful but generally it makes me worse.

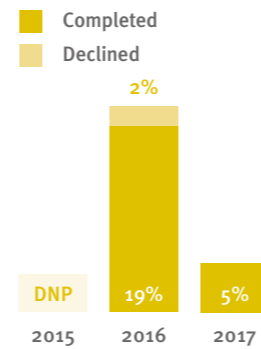
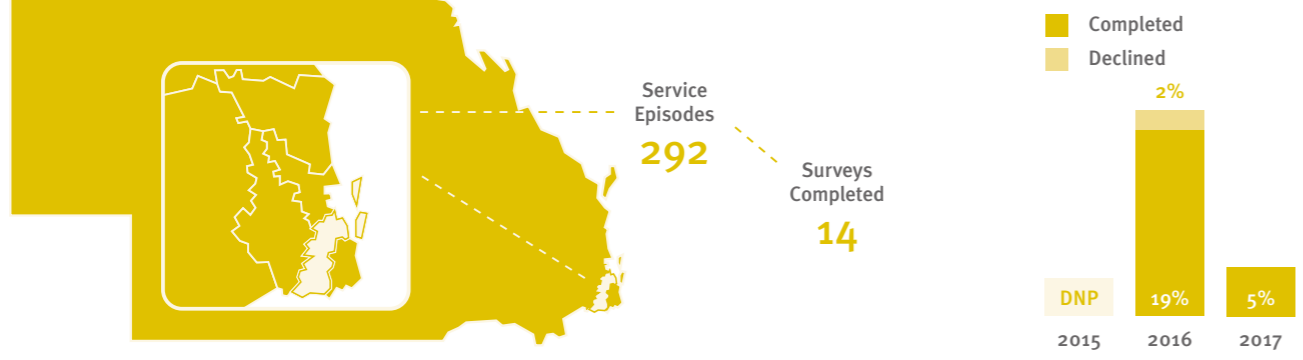
...I would have been better if my surroundings were more stimulating.

...I need to organise medicine which is the best option for me. If I can live a happy healthy life, make plans for the future.

# Family of Youth

## Metro South Hospital and Health Service Logan-Beaudesert

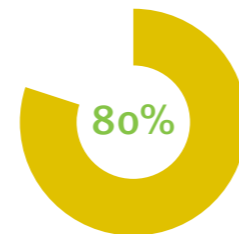
### Survey Completion Rates



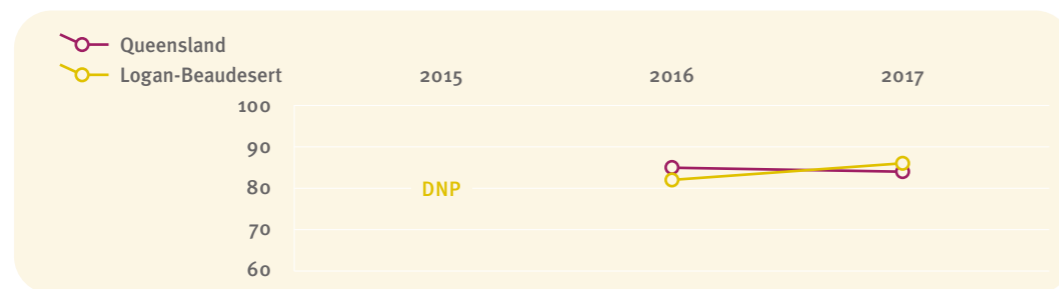
Overall, I am satisfied with the treatment my child receives



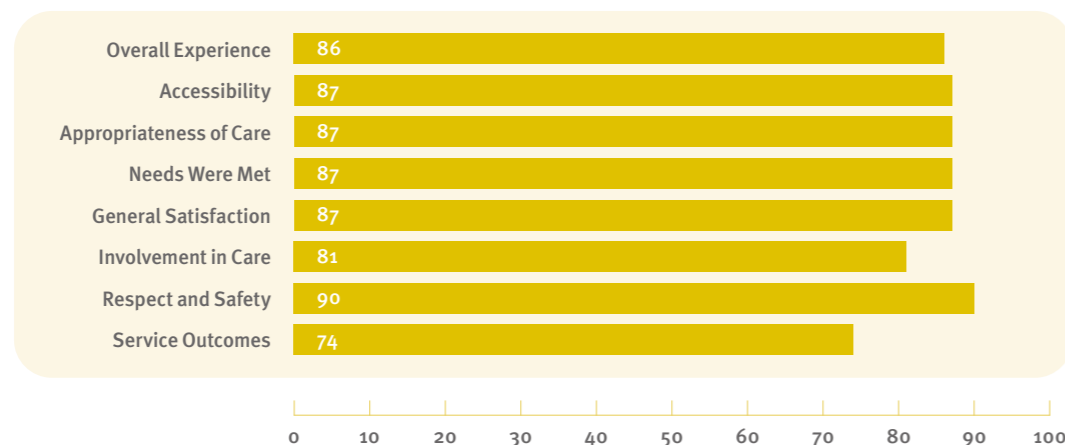
Agree or Strongly Agree



### Overall Experience Scores 2015–2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

4.53  
Q14. Staff speak with me in a way that I understand

4.43  
Q15. Staff are sensitive to my cultural/ethnic background

### Lowest Scoring Questions

3.73  
Q2. I helped to choose my child's services

3.62  
Q19. My child is doing better in school and/or work

3.50  
Q21. I am satisfied with our family life right now

### Scale

5 – Highest Score  
1 – Lowest Score

4.60  
Q12. Staff treat me with respect

4.47  
Q8. The location of the service is convenient for us

4.43  
Q4. The people helping my child stick with us no matter what

3.71  
Q20. My child is better able to cope when things go wrong

3.57  
Q18. My child gets along better with friends and other people

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

- Very supportive for both child and parent. Will bring forward appointment if needed and change to weekly as soon as the need arises.
- My child sees things through others eyes. She has learned to control her emotions.
- Always friendly, helpful and understanding of our needs.

### What would improve services here?

- Maybe being able to call and receive a call back quicker.
- Later hours offered. eg. Evening.

### Additional comments...

- I'm thankful for any help we get and I am very grateful for this service.
- My child is progressing well, but still early days but very happy with the service and our clinician.