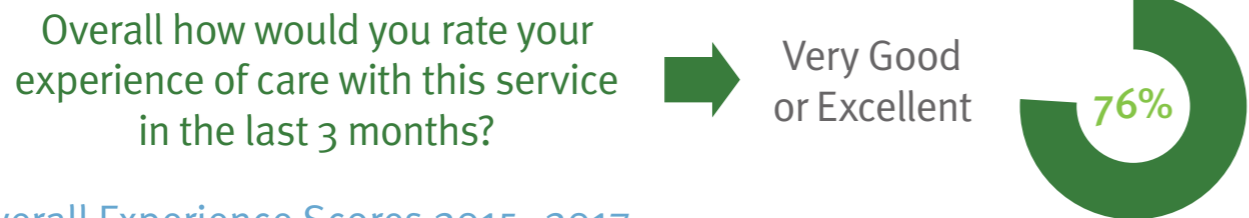
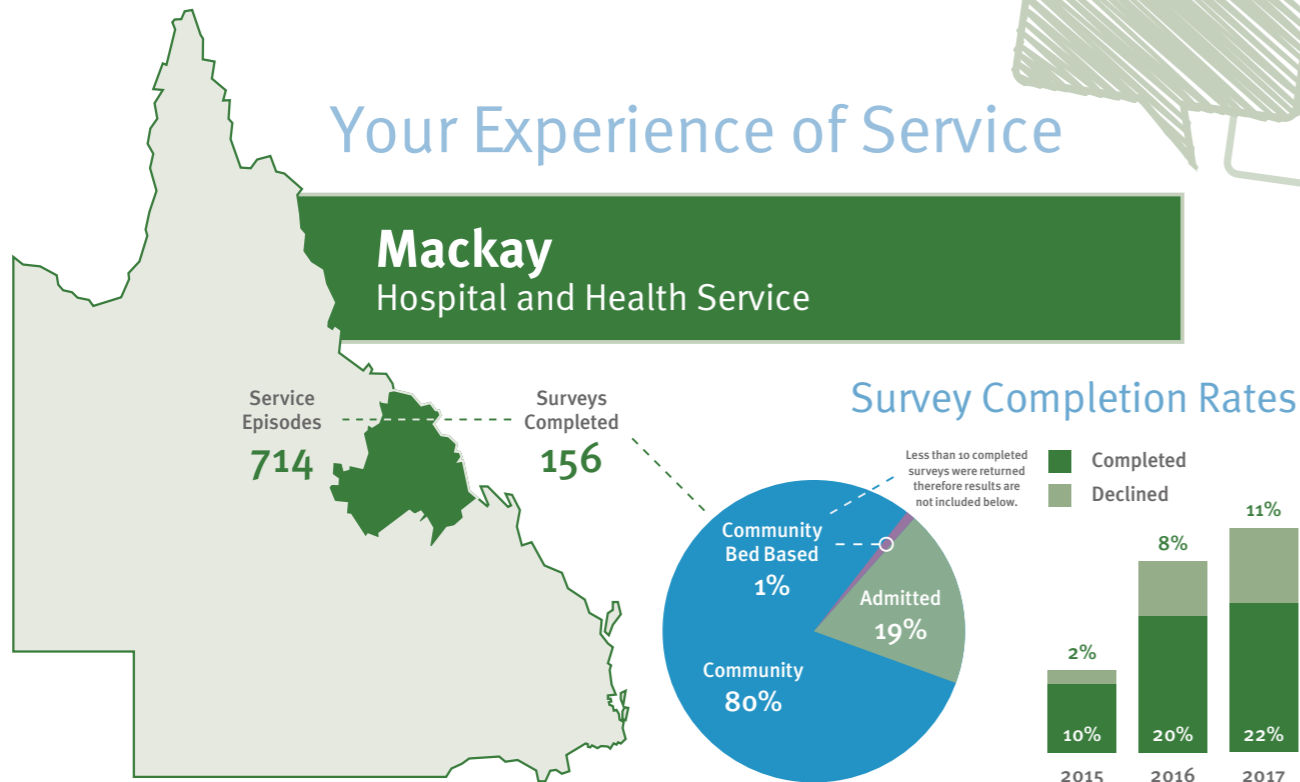
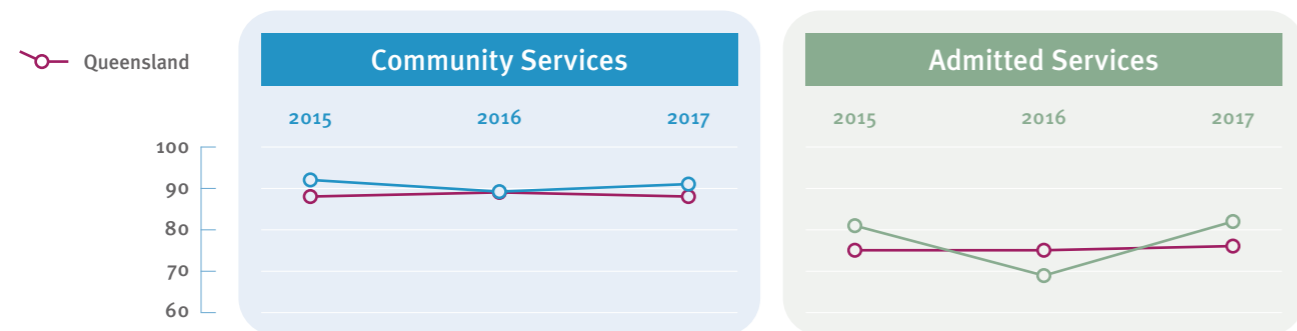


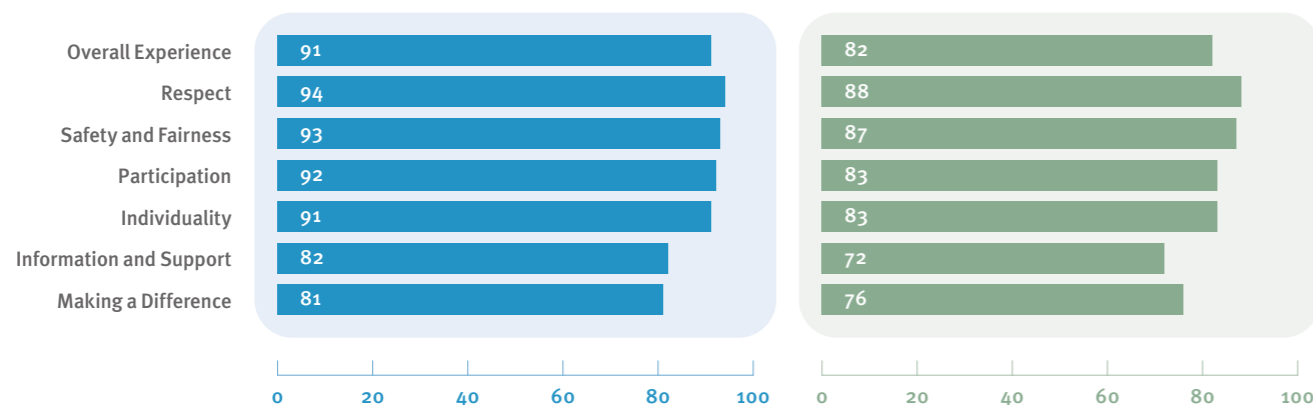
Your Experience of Service



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.74** Q6. Your individuality and values were respected
- 4.75** Q4. Your privacy was respected
- 4.71** Q2. Staff showed respect for how you were feeling
- 4.70** Q1. You felt welcome at this service

Lowest Scoring Questions

- 4.01** Q18. Information given to you about this service
- 3.98** Q23. The effect the service had on your hopefulness for the future
- 3.94** Q25. The effect the service had on your overall well-being
- 3.91** Q24. The effect the service had on your ability to manage your day to day life
- 3.91** Q20. Access to peer support

The best things about this service were...

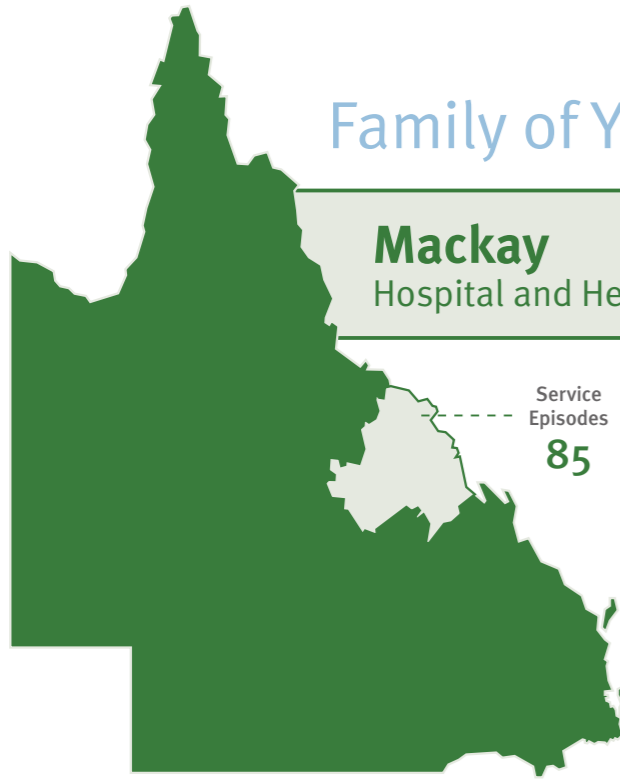
- Texting mobile with appointment details, fasting blood tests.
- ...Prompt attention to any of my concerns. Accessing voluntary programs i.e. wellbeing and quit smoking programs.
- ...That they care about me.
- ...Feeling welcomed in the environment.

My experience would have been better if...

- ...I was consistently seeing the same person, not someone different every 3 months.
- ...I could have involved my family and partner as well.
- ...Not waiting 7 hours to be admitted.
- ...There was not as much pity, but helping with the person with their problems.

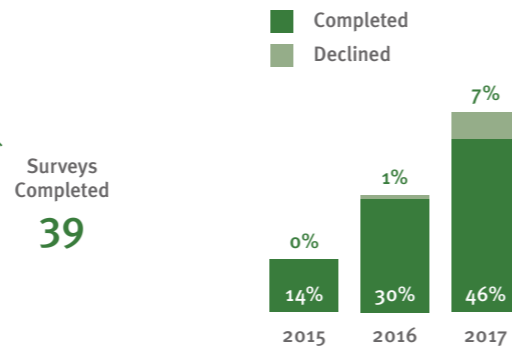
Family of Youth

Mackay
Hospital and Health Service



Service Episodes
85

Survey Completion Rates

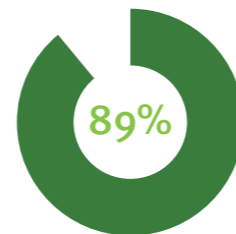


Surveys Completed
39

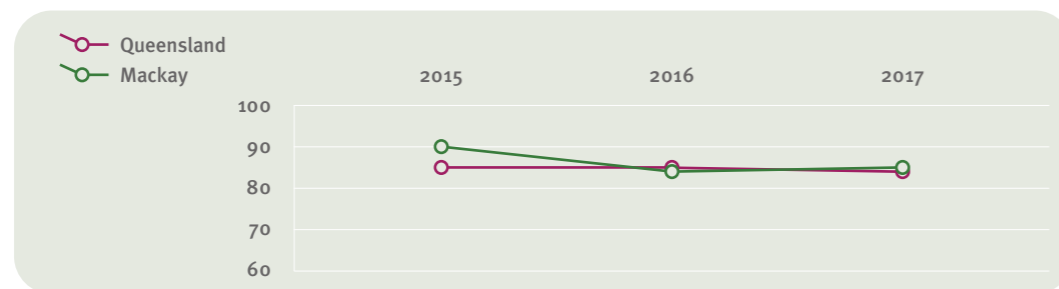
Overall, I am satisfied with the treatment my child receives



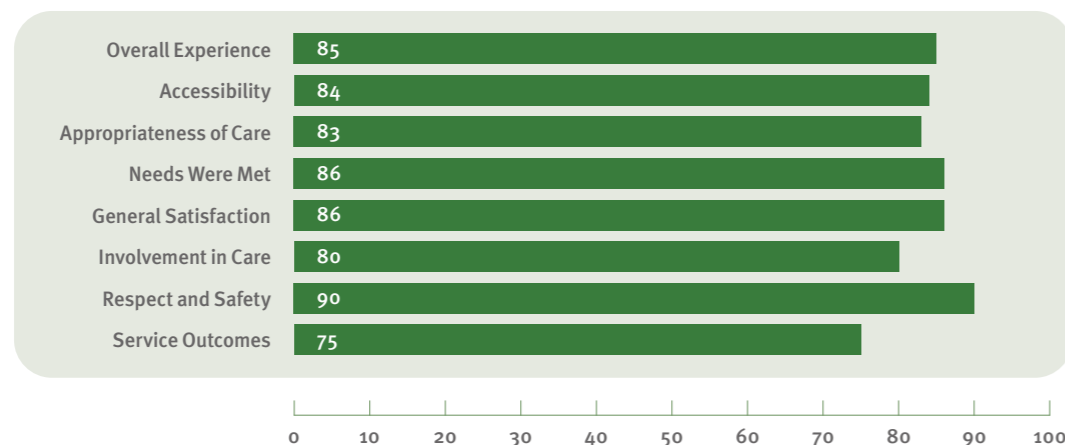
Agree or Strongly Agree



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

4.58
Q14. Staff speak with me in a way that I understand

4.35
Q13. Staff respect my family's religious/spiritual beliefs

Lowest Scoring Questions

3.85
Q17. My child gets along better with family members

3.57
Q2. I helped to choose my child's services

3.51
Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.68
Q12. Staff treat me with respect

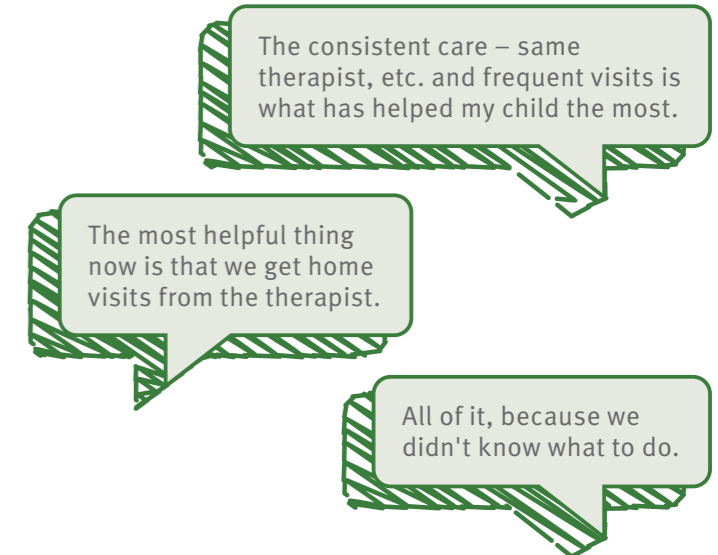
4.49
Q5. I feel my child has someone to talk to when he/she is troubled

4.35
Q15. Staff are sensitive to my cultural/ethnic background

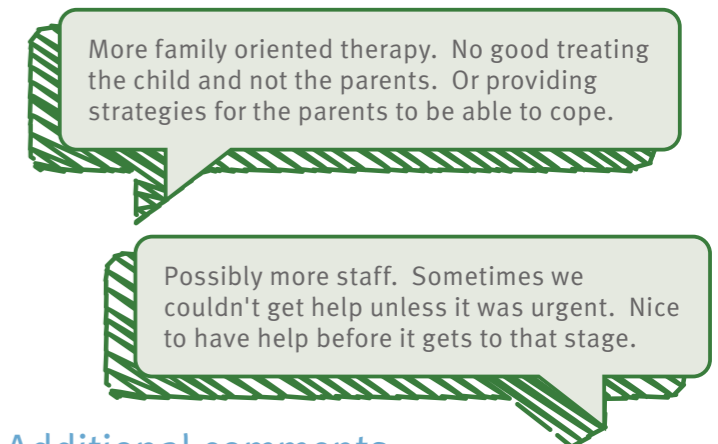
3.69
Q20. My child is better able to cope when things go wrong

3.53
Q19. My child is doing better in school and/or work

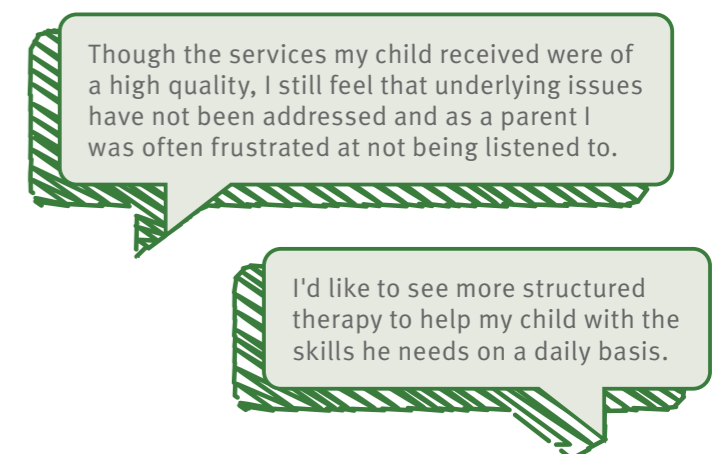
What has been the most helpful thing about the services you and your child receive?



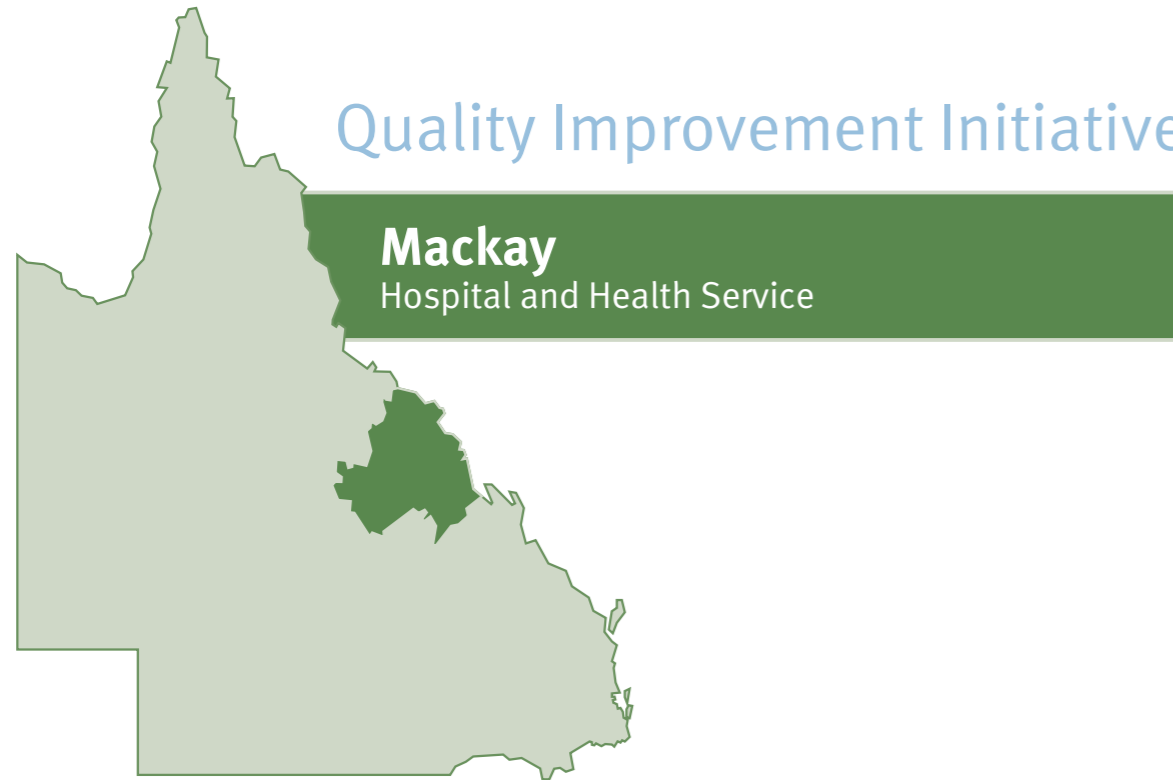
What would improve services here?



Additional comments...



Quality Improvement Initiative



Initiatives and Activities:

| | |
|----------------------------|---|
| <p>Peer Support</p> | <p>The system of Peer Support Workers in the Mental Health Inpatient Unit was strengthened to include a six month training workshop and increased involvement in ward activities. Originally delivered as a one off opportunity, development of a structured training package is currently being finalised and will be offered on a regular basis. Role titles changed from Consumer Companions to Peer Support Workers. Name badges have been provided to Peer Support Workers and posters of staff are on display so they are more easily identified.</p> |
| <p>Peer Groups</p> | <p>A weekly peer group 'Mind Body and Soul' has been established to encourage social inclusion and the promotion of mental and physical wellbeing. Activities include coffee conversations, yoga, tai chi and guest speakers. The group is available to consumers living independently in the community, inpatients and Step Up Step Down residents.</p> |

| | |
|---|---|
| <p>Medication Information</p> | <p>The Mental Health Pharmacist runs a weekly medication group on the inpatient unit. Medication information is included in the ward orientation booklet, a medication information stand at Community Mental Health, and posters displayed throughout the service.</p> |
| <p>Mental Health Information</p> | <p>The Independent Patient Rights Advisor holds a weekly two hour clinic in the Mental Health Inpatient Unit for consumers and carers explaining the benefits of family/carer involvement, the role of nominated support persons and the advanced health directive.</p> |
| <p>Staff Education</p> | <p>Staff education and resources have been developed on information sharing and family/carer involvement, and is now available for all new and existing mental health staff.</p> |
| <p>Carer Groups</p> | <p>A monthly carer group provides a supportive environment where information and support is provided.</p> |
| <p>Tackling Stigma</p> | <p>The Shatter Mental Health Stigma Initiative was developed and rolled out across the Mackay Hospital and Health Service, extending to other Hospital and Health Services across the state. The initiative included development of an education module, t-shirts, a weekly mental health awareness day in which staff can wear their shirt to work, and pledges of support which will be displayed across the Hospital and Health Service and local community.</p> |