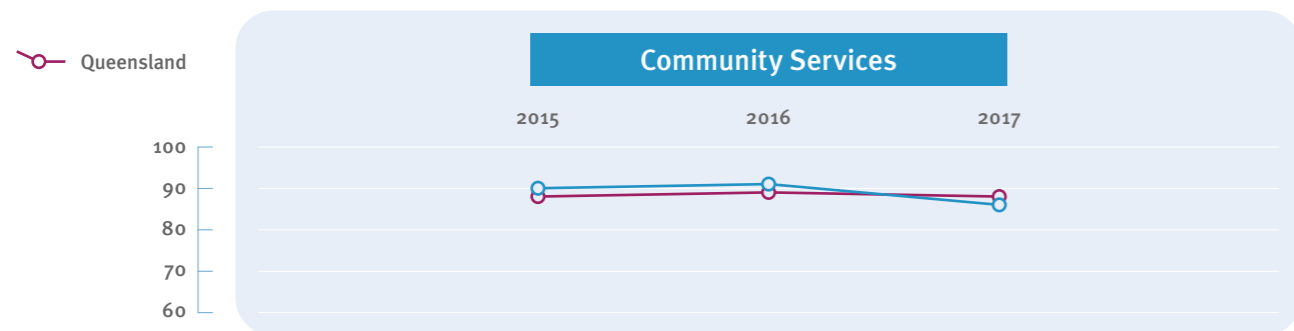


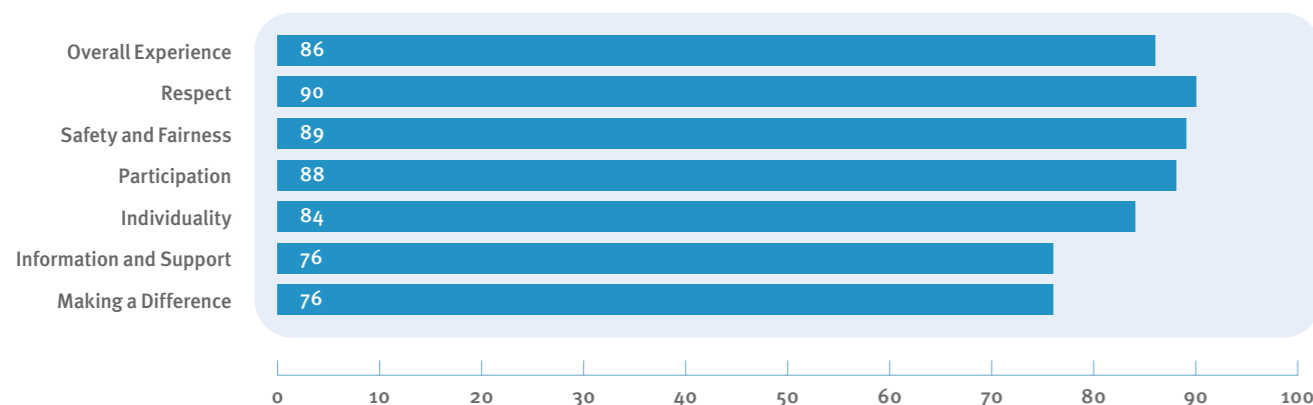
Your Experience of Service



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.59** Q7. Staff made an effort to see you when you wanted
- 4.53** Q1. You felt welcome at this service

Lowest Scoring Questions

- 3.80** Q23. The effect the service had on your hopefulness for the future
- 3.77** Q25. The effect the service had on your overall well-being
- 3.75** Q24. The effect the service had on your ability to manage your day to day life
- 3.54** Q20. Access to peer support

Scale

5 - Highest Score
1 - Lowest Score

4.62

Q4. Your privacy was respected

4.53

Q14. Staff discussed the effects of your medication and other treatments with you

4.51

Q3. You felt safe using this service

3.78

Q18. Information given to you about this service

3.75

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

The best things about this service were...

...The workers were truly caring and really listened to what I had to say. They really connected with me, which made the experience wonderful.

...It was great to talk to someone who understands.

...Being close to our home. Not having to travel to the coast.

...HHOT (Homeless Health Outreach Team) supports clients with hospital/clinic appointments and overall well-being, and also depot administration.

My experience would have been better if...

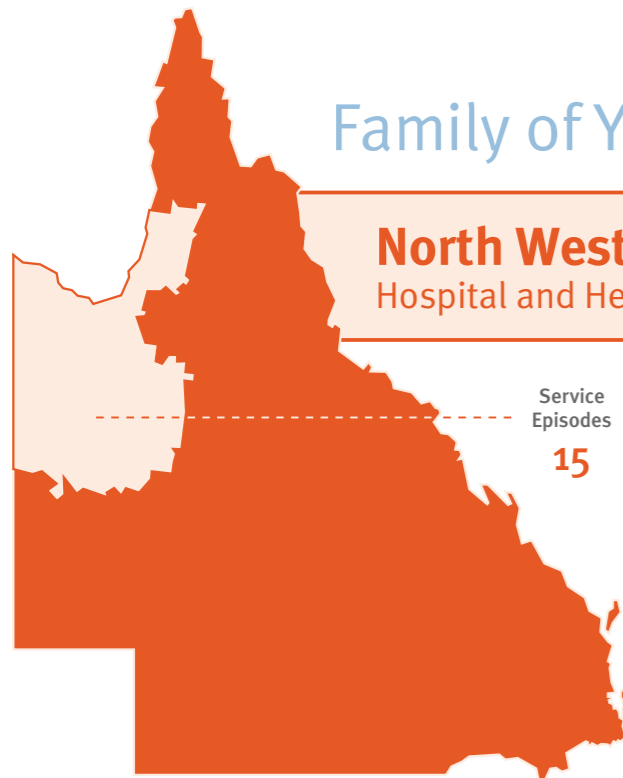
...I were listened to a little more about my wishes towards treatments.

...There was a continuity of care, not seeing a different health professional every time. Going over the same story with lots of different people.

...Nothing. I feel safe.

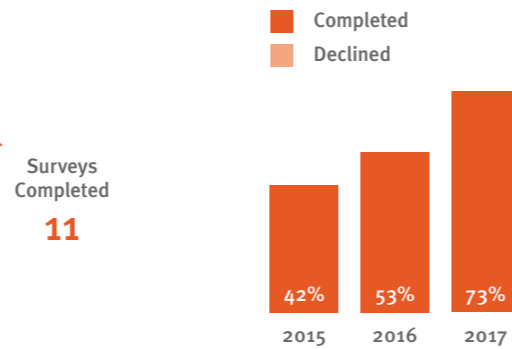
Family of Youth

North West Hospital and Health Service



Service Episodes
15

Survey Completion Rates



Surveys Completed
11

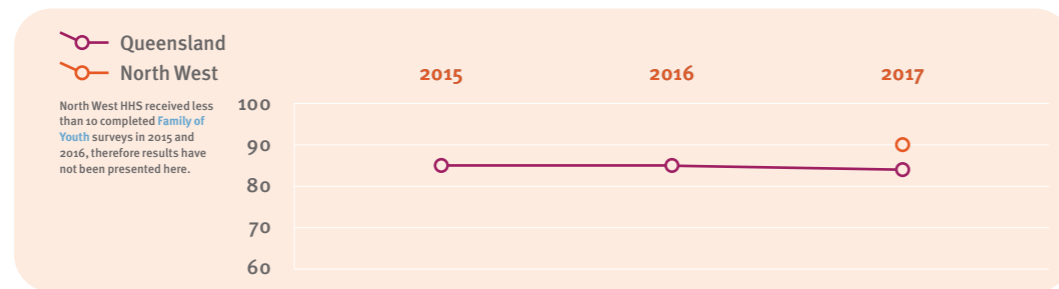
Overall, I am satisfied with the treatment my child receives



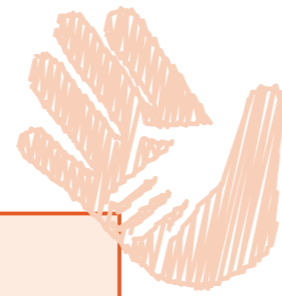
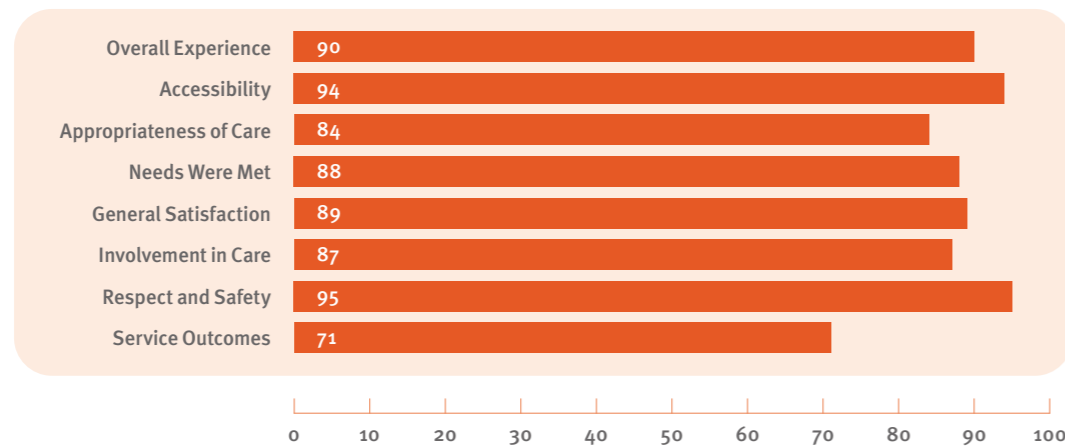
Agree or Strongly Agree



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.82** Q12. Staff treat me with respect
- 4.73** Q14. Staff speak with me in a way that I understand

Lowest Scoring Questions

- 3.63** Q17. My child gets along better with family members
- 3.40** Q21. I am satisfied with our family life right now
- 3.22** Q20. My child is better able to cope when things go wrong

Scale

5 - Highest Score
1 - Lowest Score

4.86

Q15. Staff are sensitive to my cultural/ethnic background

4.73

Q8. The location of the service is convenient for us

4.64

Q9. Treatment is available at times that are convenient for us

3.50

Q22. Overall, my child feels better

3.29

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?

Learning that it is a common thing (depression). He's not alone and there are many options and help available.

Getting the help needed and being heard. Focus being on the patient and doing what will be best for them.

Open communication between us and the service.

What would improve services here?

Having better access to specialists in person.

Additional comments...

The staff are always pleasant, respectful and helpful.

My child has only had two sessions, so too early to notice any change, but he is happy and willing to attend.

Thank you!