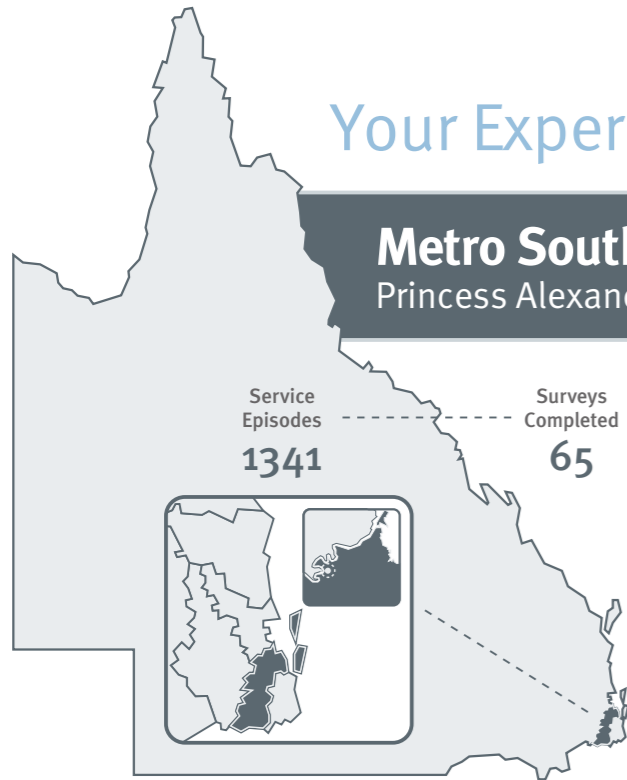
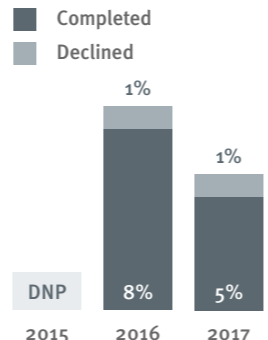
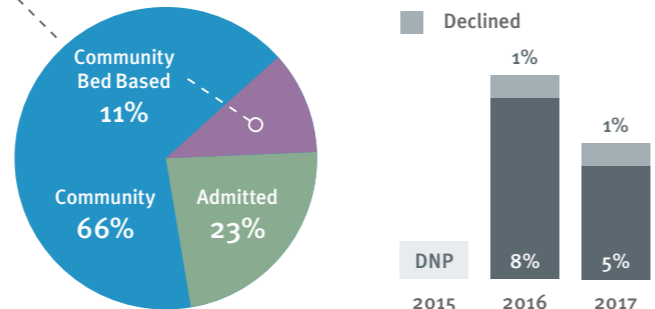


Your Experience of Service

Metro South Hospital and Health Service Princess Alexandra Hospital



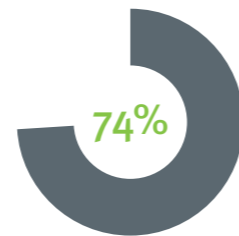
Survey Completion Rates



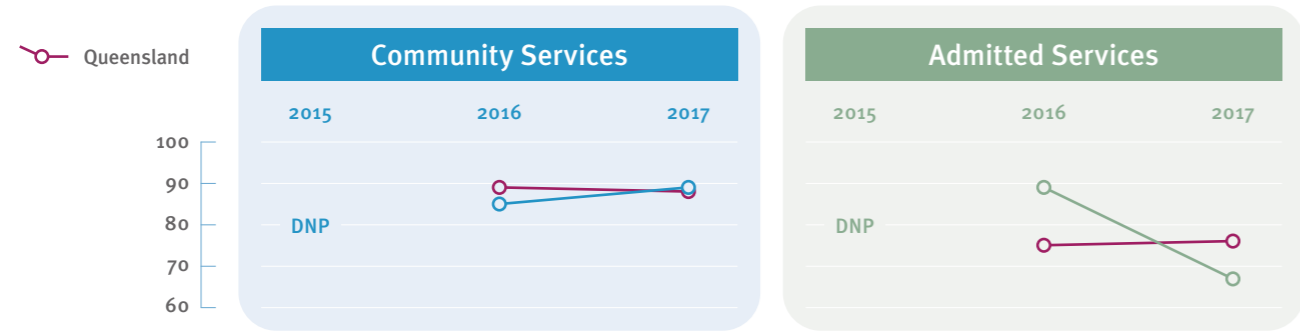
Overall how would you rate your experience of care with this service in the last 3 months?



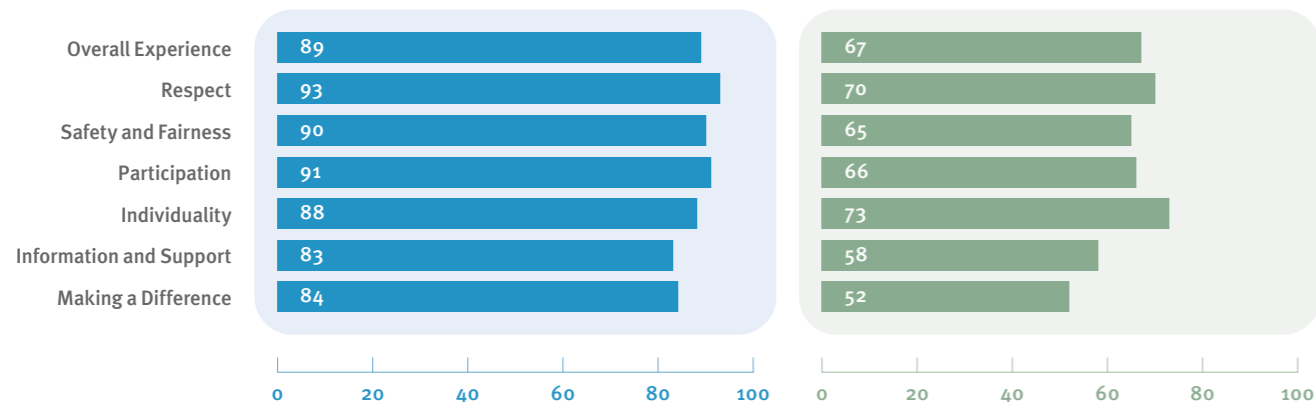
Very Good or Excellent



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

4.43
Q2. Staff showed respect for how you were feeling

4.40
Q17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted

Lowest Scoring Questions

3.90
Q19. Explanation of your rights and responsibilities

3.85
Q18. Information given to you about this service

3.76
Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.56

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

4.42

Q4. Your privacy was respected

4.39

Q6. Your individuality and values were respected

3.85

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

3.83

Q20. Access to peer support

The best things about this service were...

...Everything – excellent, compassionate, tolerant and understanding professional staff.

Being surrounded by people I felt I can connect with and relate to.

...There is hope.

...Great support from the doctors and nurses and ongoing support from my social worker.

My experience would have been better if...

...If my pronouns were respected and used.

...My psychiatrist had treated me like a person, not a problem.

...I could get more transport. More home visits.

...I did not have to repeat my situation to each staff member or answer standard questions more than once.