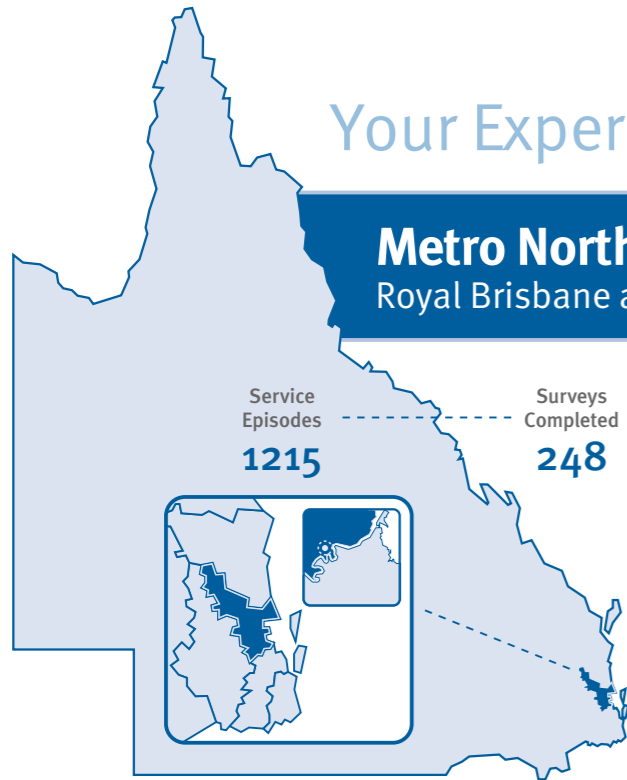
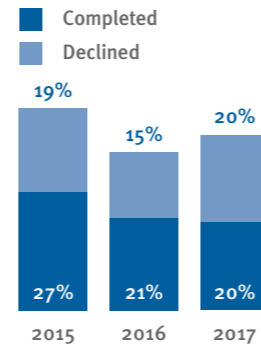
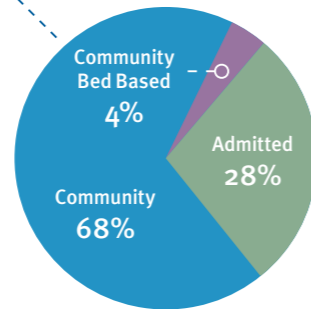


# Your Experience of Service

## Metro North Hospital and Health Service Royal Brisbane and Women's Hospital



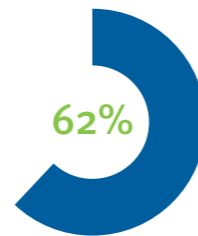
### Survey Completion Rates



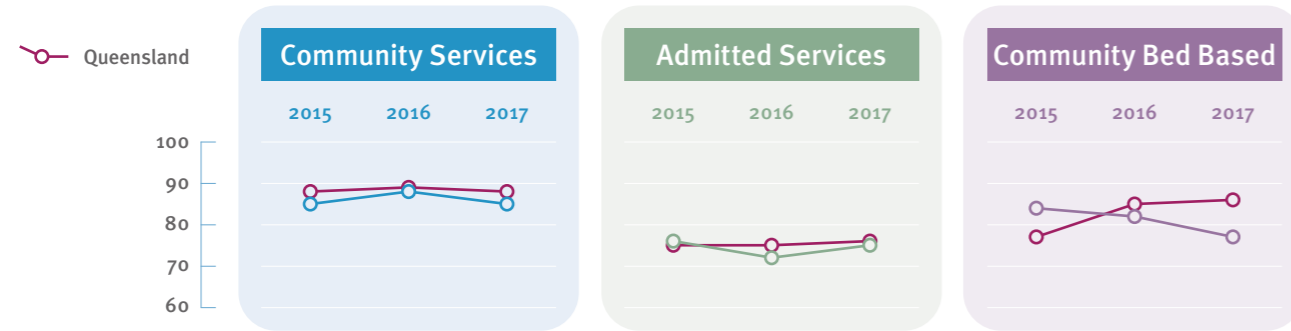
Overall how would you rate your experience of care with this service in the last 3 months?



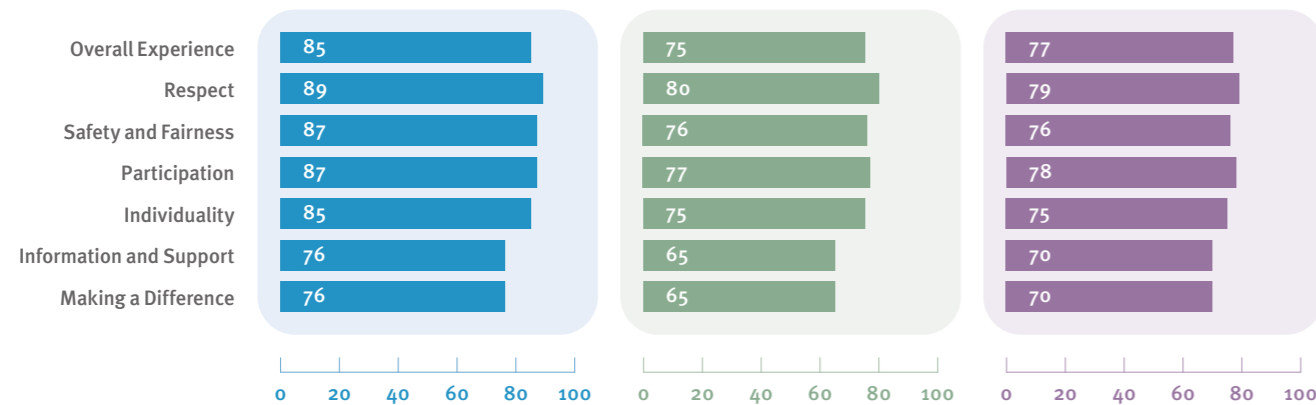
Very Good or Excellent



### Overall Experience Scores 2015-2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

#### Scale

5 – Highest Score  
1 – Lowest Score

4.41

Q1. You felt welcome at this service

4.33

Q6. Your individuality and values were respected

4.33

Q2. Staff showed respect for how you were feeling

4.33

Q7. Staff made an effort to see you when you wanted

4.32

Q3. You felt safe using this service

### Lowest Scoring Questions

3.62

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

3.58

Q19. Explanation of your rights and responsibilities

3.58

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

3.56

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

3.55

Q20. Access to peer support

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

...Fantastic therapy, learning about myself, support is wonderful, it is very challenging but couldn't have come this far without it. Just absolutely excellent service, best experience and hope for my recovery.

...Staff showing hopefulness for the future and confidence in my abilities.

...High level of support provided by psychologist and also psychiatrist. Felt comfortable and that I was provided with appropriate information pertaining to medications, side effects, etc.

...The kindness of staff.

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

...I was listened to and informed better during my emergency mental health ward admission, and properly discharged with support (discharge reports to treating doctors, assistance requested making complaint, more than one outpatient visit and reconnection with disability support services).

...I felt some of the things I have been saying had been brushed off and not dealt with seriously.

...Next of kin notified and involved ASAP.

...Things were explained better.