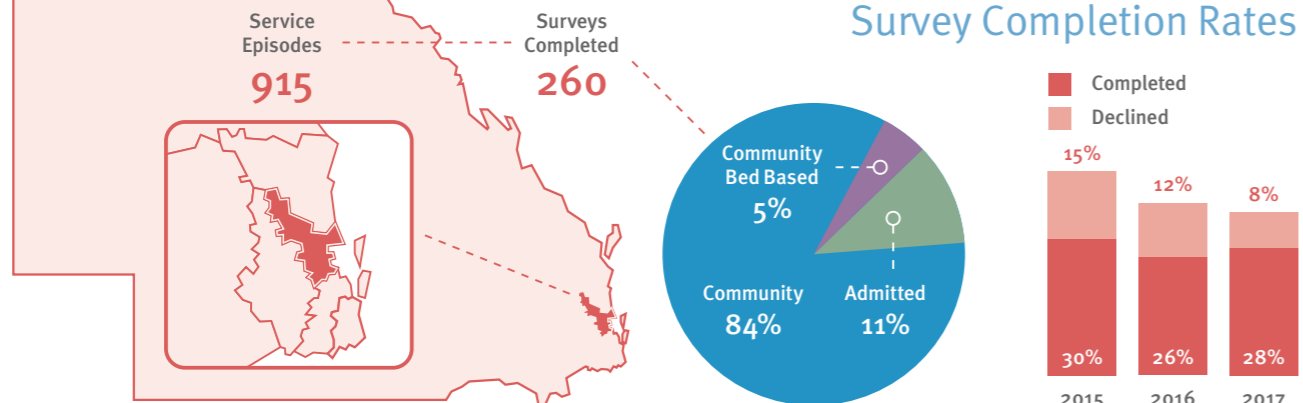


# Your Experience of Service

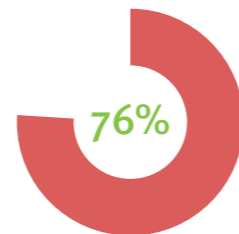
## Metro North Hospital and Health Service Redcliffe-Caboolture



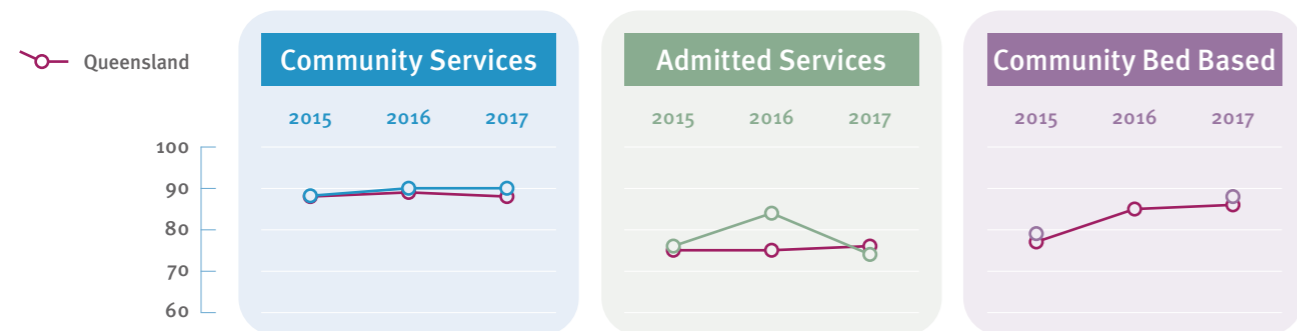
Overall how would you rate your experience of care with this service in the last 3 months?



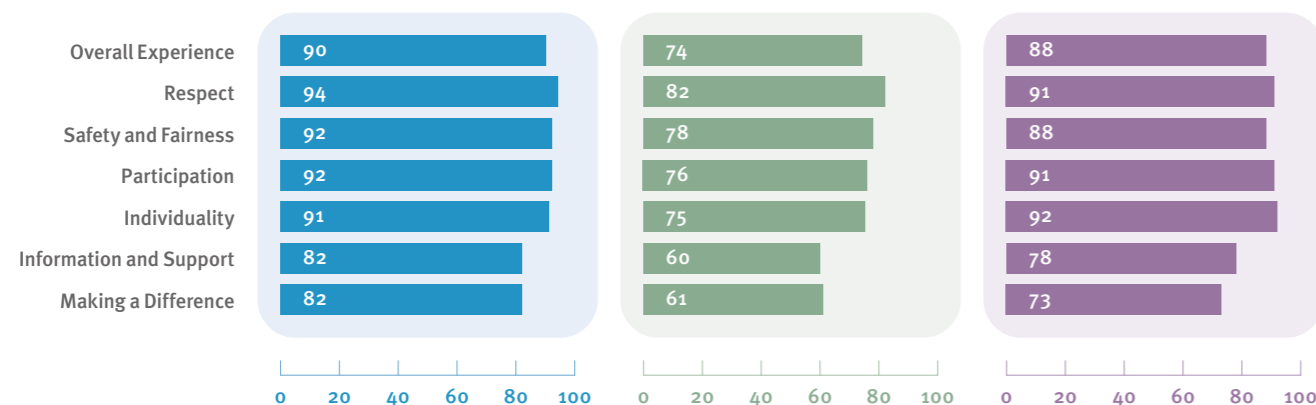
Very Good or Excellent



### Overall Experience Scores 2015–2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

**Scale**  
5 – Highest Score  
1 – Lowest Score

- 4.71** Q1. You felt welcome at this service
- 4.69** Q6. Your individuality and values were respected
- 4.67** Q3. Your privacy was respected
- 4.65** Q2. Staff showed respect for how you were feeling
- 4.65** Q7. Staff made an effort to see you when you wanted

### Lowest Scoring Questions

- 3.93** Q25. The effect the service had on your overall well-being
- 3.92** Q20. Access to peer support
- 3.92** Q23. The effect the service had on your hopefulness for the future
- 3.91** Q19. Explanation of your rights and responsibilities
- 3.87** Q24. The effect the service had on your ability to manage your day to day life

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

- ...The staff are compassionate and accepting regardless of what is happening in my life. They meet me where I am at.
- ...That the outcome was independent living.
- ...Redcliffe Mental Health provides a good service with additional support available for things like quitting smoking. Staff also provide good advice and support and different strategies to work through problems.
- ...They are working with me not for me.

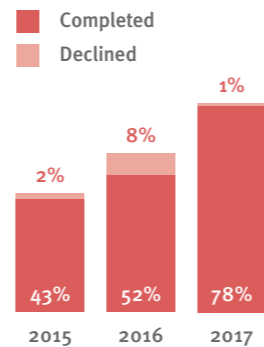
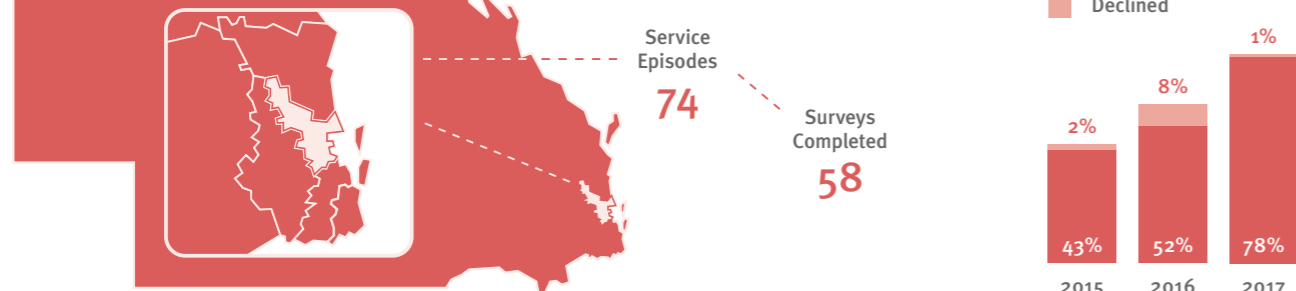
### My experience would have been better if...

- ...I could be properly listened to. I know my own mind and body. I don't like being told how to feel or how I should be. I know already. We need to be heard properly.
- ...My mental health clinician didn't change regularly so I don't have to re-tell my story.
- ...In waiting room – a staff member was talking to a client in the waiting room and it was a conversation that should have been held in private.
- ...We need more rooms for case workers for privacy.

# Family of Youth

## Metro North Hospital and Health Service Redcliffe-Caboolture

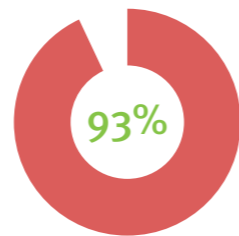
### Survey Completion Rates



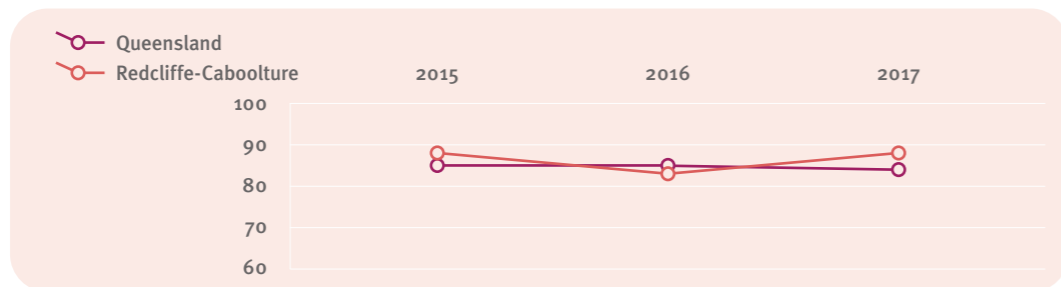
Overall, I am satisfied with the treatment my child receives



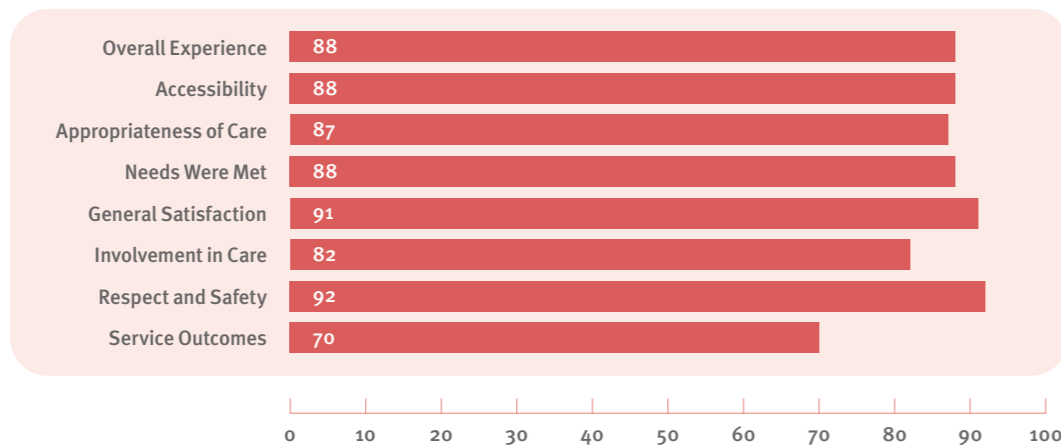
Agree or Strongly Agree



### Overall Experience Scores 2015–2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

- 4.67 Q14. Staff speak with me in a way that I understand
- 4.53 Q1. Overall, I am satisfied with the treatment my child receives

### Scale

5 – Highest Score  
1 – Lowest Score

- 4.77 Q12. Staff treat me with respect
- 4.53 Q13. Staff respect my family's religious/spiritual beliefs
- 4.50 Q15. Staff are sensitive to my cultural/ethnic background

### Lowest Scoring Questions

- 3.55 Q22. Overall my child feels better
- 3.45 Q20. My child is better able to cope when things go wrong
- 3.28 Q19. My child is doing better in school and/or work

- 3.53 Q18. My child gets along better with friends and other people
- 3.36 Q21. I am satisfied with our family life right now

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

- Having someone to talk to regularly and helping to implement different things with her school to alleviate some of the anxiety.
- That they changed things to suit my child.
- Early start, but at this stage is just helpful the service is listening to us.

### What would improve services here?

- More seamless flow from initial hospitalisation to better/quicker response to get into programs that help.
- Later appointment times for working parents.

### Additional comments...

- I feel my child requires more intensive and frequent assistance.
- I think the service provided has been great as we have had a rough time prior to the service.