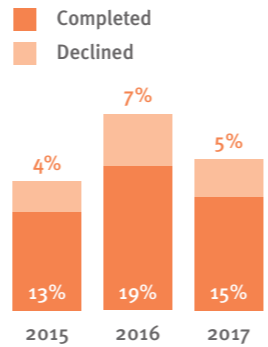
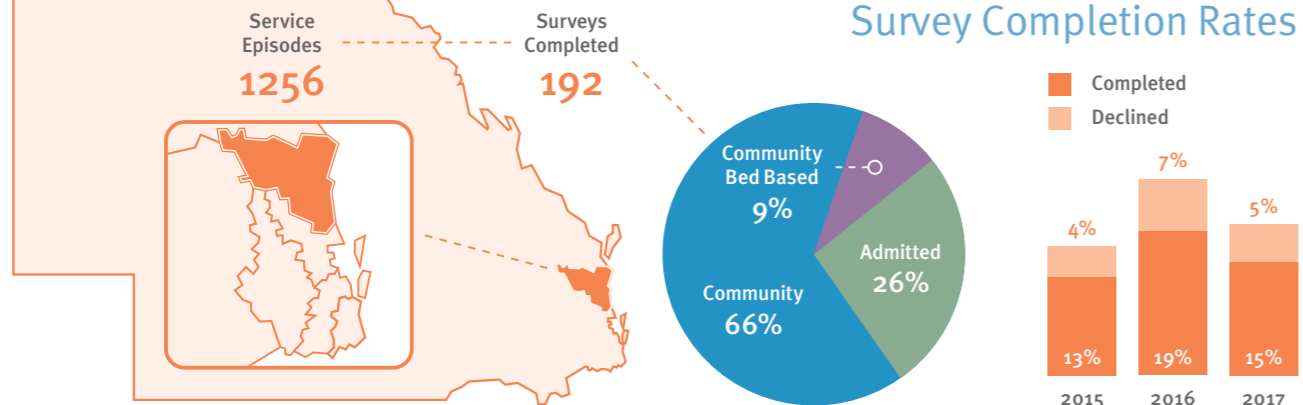


Your Experience of Service

Sunshine Coast Hospital and Health Service



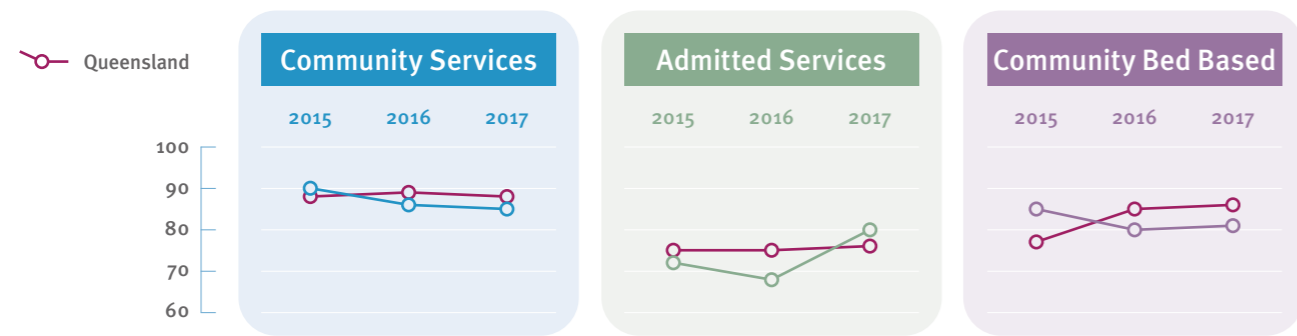
Overall how would you rate your experience of care with this service in the last 3 months?



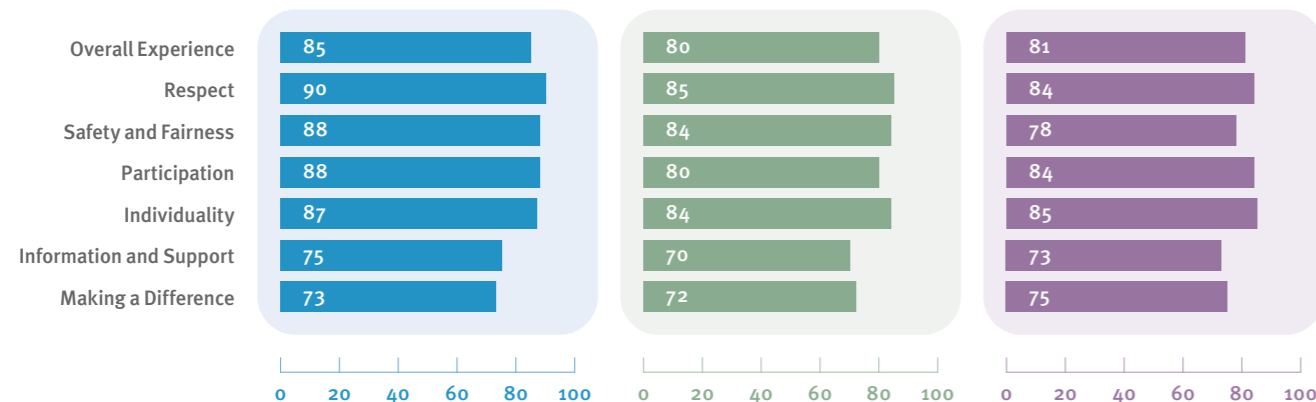
Very Good or Excellent



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.45 Q1. You felt welcome at this service
- 4.43 Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

- 3.65 Q22. Convenience of the location for you
- 3.62 Q25. The effect the service had on your overall well-being
- 3.55 Q23. The effect the service had on your hopefulness for the future

Scale

5 - Highest Score
1 - Lowest Score

4.54

Q6. Your individuality and values were respected

4.44

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

4.42

Q4. Your privacy was respected

3.65

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

3.62

Q21. Development of a care plan with you that considered all of your needs

The best things about this service were...

...The fact that my husband has been involved in my treatment. The service has been very much geared to my wellbeing.

...The team came and visited me! and I felt that there might be some hope for me!

...Support and being given the responsibility for my own health. I am trusted.

...I think the outpatient system is a brilliant idea and is working for all stakeholders – patients, care workers and the state (i.e. cost)

My experience would have been better if...

...More communication between care team and patient eg. explaining results of tests, discussing discharge plans etc.

...I was not involved much in my care plan.

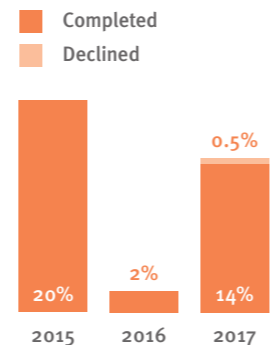
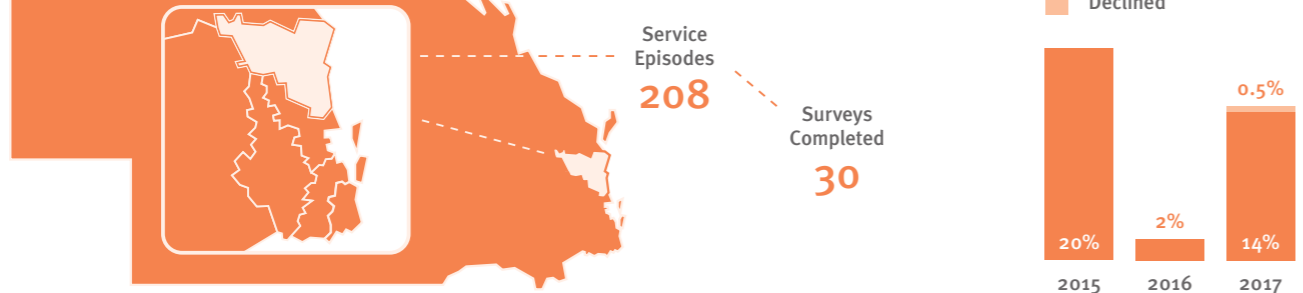
...Individual lifestyle was taken more into consideration where don't 'fit' common ideals.

...I was listened to better during my crisis points.

Family of Youth

Sunshine Coast Hospital and Health Service

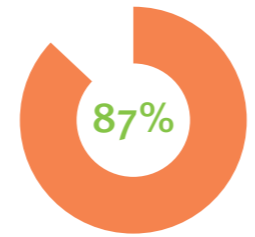
Survey Completion Rates



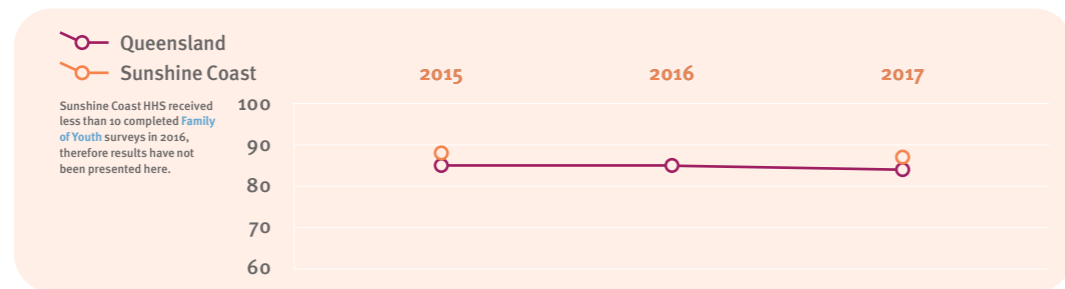
Overall, I am satisfied with the treatment my child receives



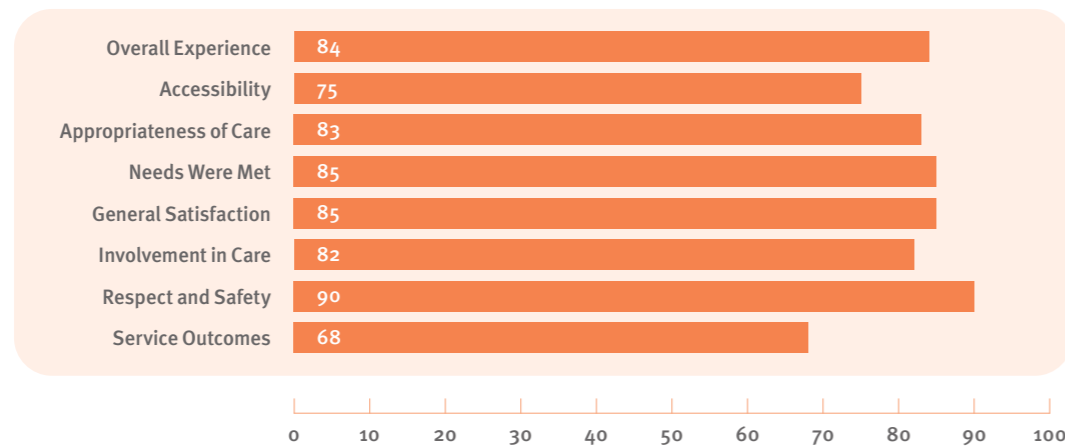
Agree or Strongly Agree



Overall Experience Scores 2015–2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.70** Q14. Staff speak with me in a way that I understand
- 4.70** Q12. Staff treat me with respect
- 4.48** Q13. Staff respect my family's religious/spiritual beliefs
- 4.45** Q6. I participate in my child's treatment
- 4.30** Q4. The people helping my child stick with us no matter what

Lowest Scoring Questions

- 3.50** Q16. My child is better at handling daily life
- 3.37** Q20. My child is better able to cope when things go wrong
- 3.30** Q18. My child gets along better with friends and other people
- 3.30** Q19. My child is doing better in school and/or work
- 3.20** 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?

- The right people are available when we need them.
- Developing strategies to help my child cope with every day life situations.
- That my child is talking to someone.

What would improve services here?

- More specific goals and interventions.
- More flexible times to be seen.
- Let more families know how to get help.

Additional comments...

- Very pleased with the psychologist who worked with us.