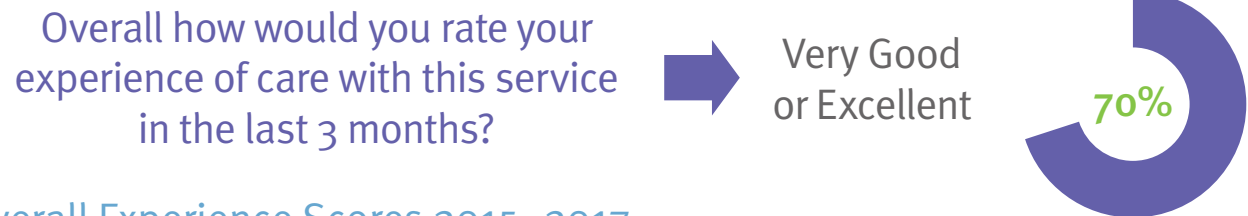
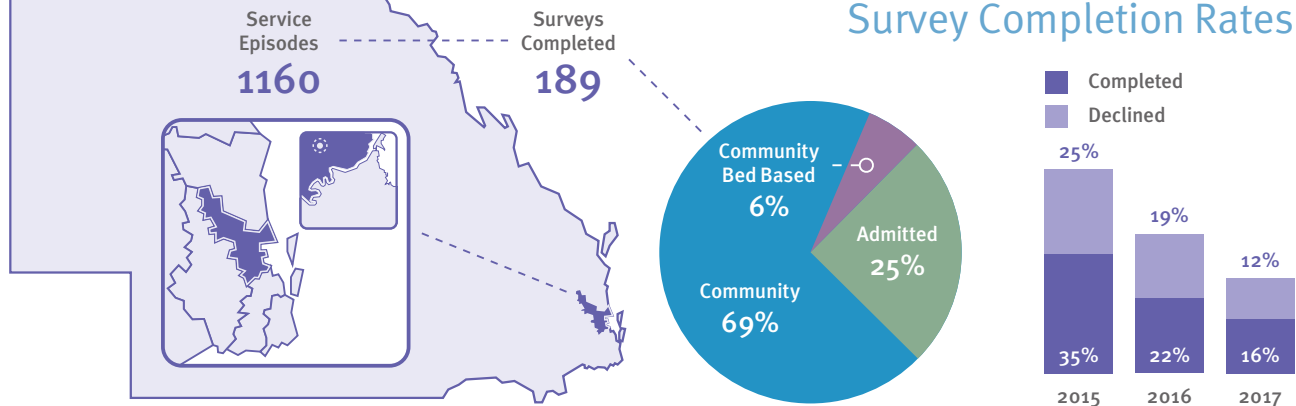
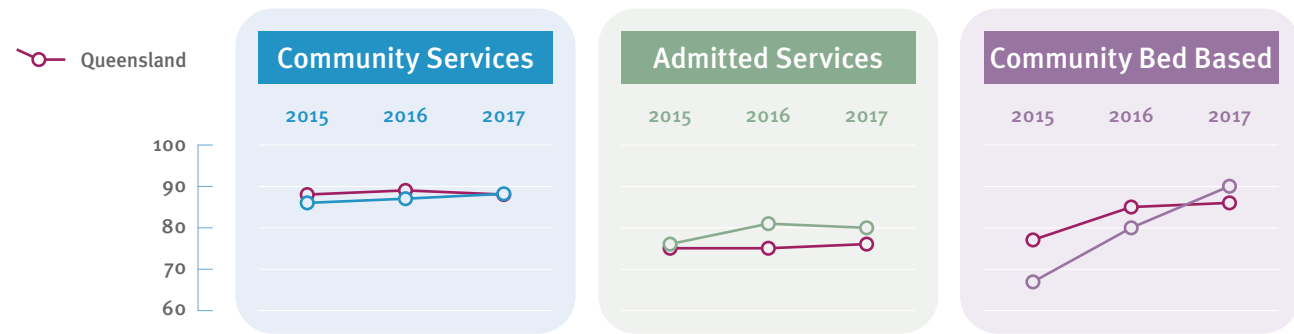


# Your Experience of Service

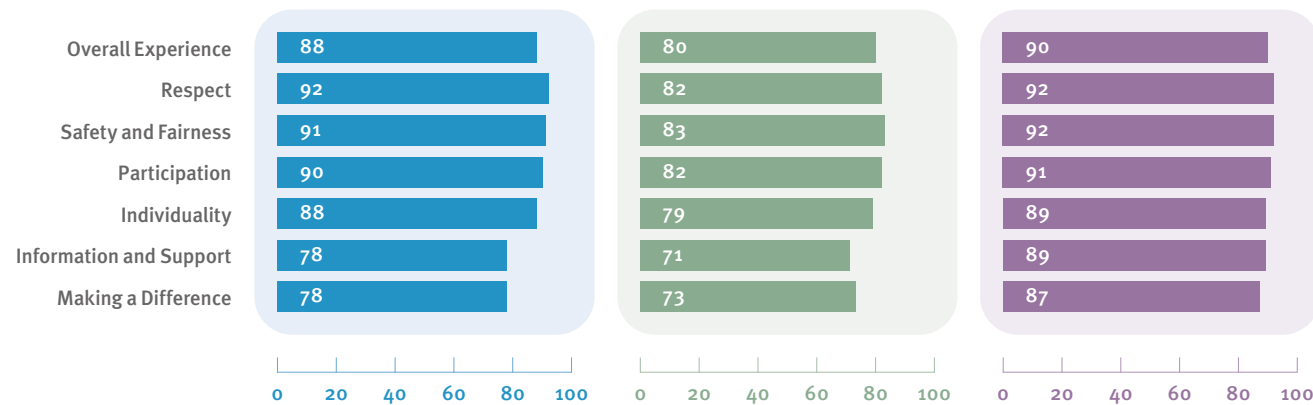
## Metro North Hospital and Health Service The Prince Charles Hospital



### Overall Experience Scores 2015-2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

- 4.58** Q3. You felt safe using this service
- 4.55** Q4. Your privacy was respected
- 4.55** Q1. You felt welcome at this service
- 4.54** Q10. Your opinions about the involvement of family or friends in your care were respected

### Lowest Scoring Questions

- 3.89** Q18. Information given to you about this service
- 3.82** Q24. The effect the service had on your ability to manage your day to day life
- 3.76** Q19. Explanation of your rights and responsibilities

### Scale

5 – Highest Score  
1 – Lowest Score

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

- ...The availability of my case manager during my most urgent times of need. The times my case manager knows that she won't be around, she organizes for another therapist to be available for me.
- ...The expertise in medication, constant check-ups, genuine care, respect – I am overwhelmingly impressed.
- ...Having fortnightly access to my case worker and regular consultations with my psychiatrist. These were always very supportive and caring.
- ...The change in my mental health.

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

- ...Somehow I need to be told that the future will be brighter. They make the present great – but don't hold much hope.
- ...Nurses explained more to me about my overall state of health and what I'm being treated for. They only ever did this when I asked.
- ...Help to understand more medical terms. Make me understand better. English is not good.