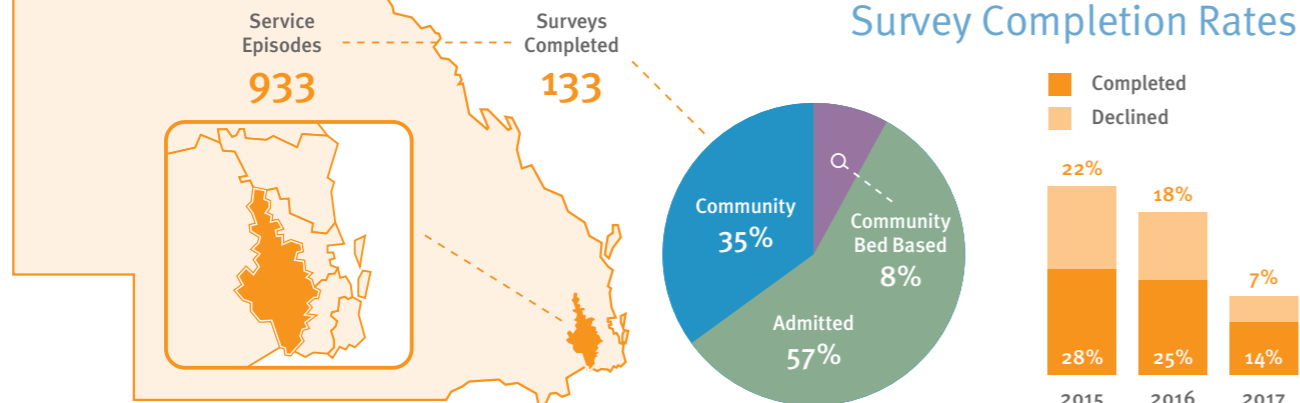
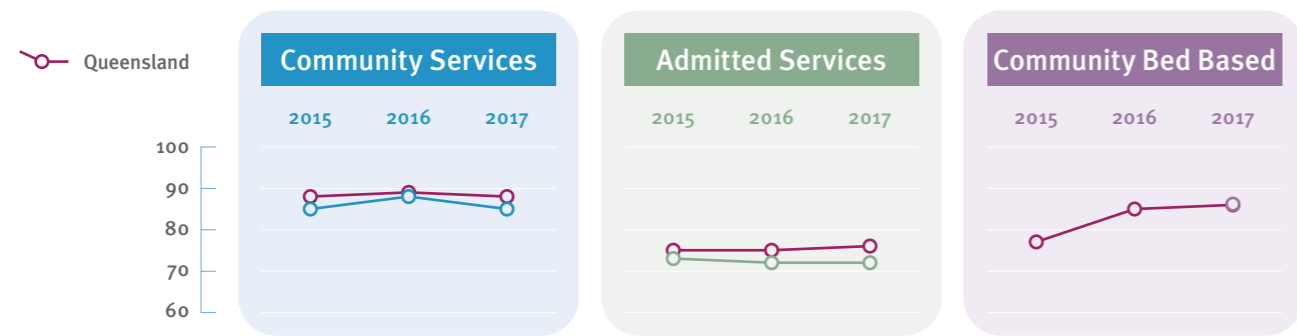


# Your Experience of Service

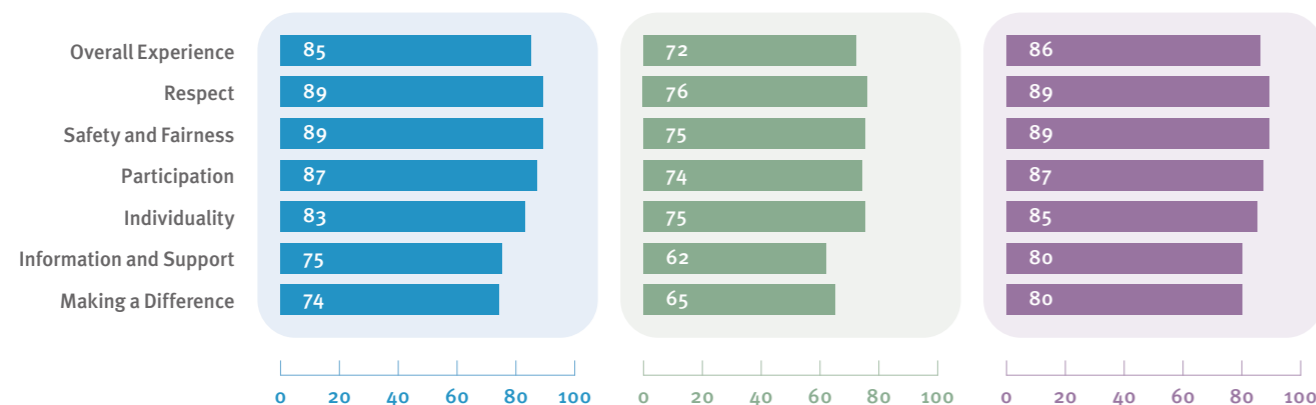
## West Moreton Hospital and Health Service



### Overall Experience Scores 2015-2017



### Experience Scores by Domain 2017



### Highest Scoring Questions

- 4.27 Q4. Your privacy was respected
- 4.25 Q3. You felt safe using this service
- 4.23 Q11. The facilities and environment met your needs

### Lowest Scoring Questions

- 3.47 Q24. The effect the service had on your ability to manage your day to day life
- 3.41 Q23. The effect the service had on your hopefulness for the future
- 3.29 Q19. Explanation of your rights and responsibilities

### Scale

5 - Highest Score  
1 - Lowest Score

- 4.25 Q6. Your individuality and values were respected
- 4.18 Q10. Your opinions about the involvement of family or friends in your care were respected

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

- ...I'm on the right dosage of medication. I'm no longer suicidal. Being able to support each other and help one another.
- ...I had the same consultant and if it was changed I got told and also told a little information about them. Also the amount of support I was given.
- ...Caring and understanding, experienced staff.
- ...Having the case manager pick me up for appointments.

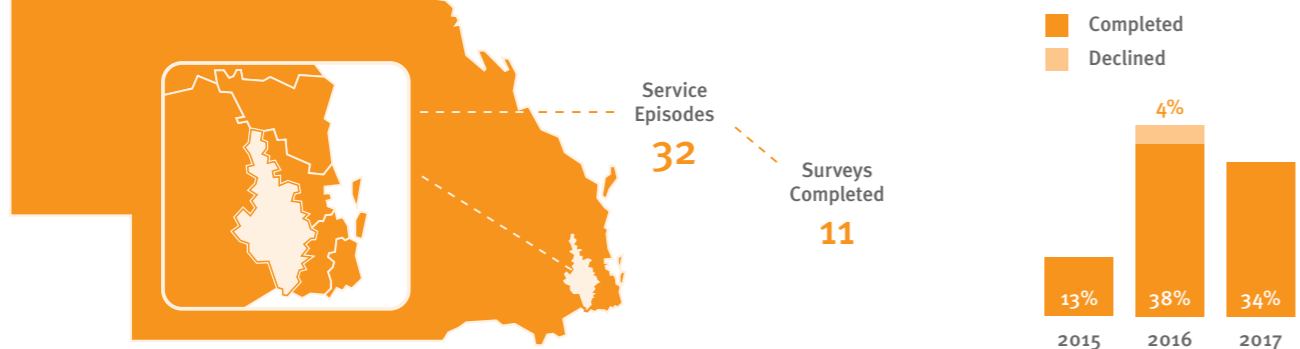
### My experience would have been better if...

- ...There were more nurses, case managers and peer workers.
- ...I had a care plan/crisis plan.
- ...Empathise that we're independent individuals and help us understand that.
- ...Involvement of family in my care.

# Family of Youth

**West Moreton**  
Hospital and Health Service

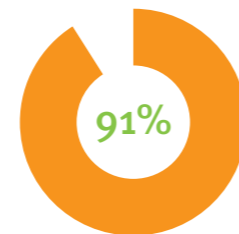
## Survey Completion Rates



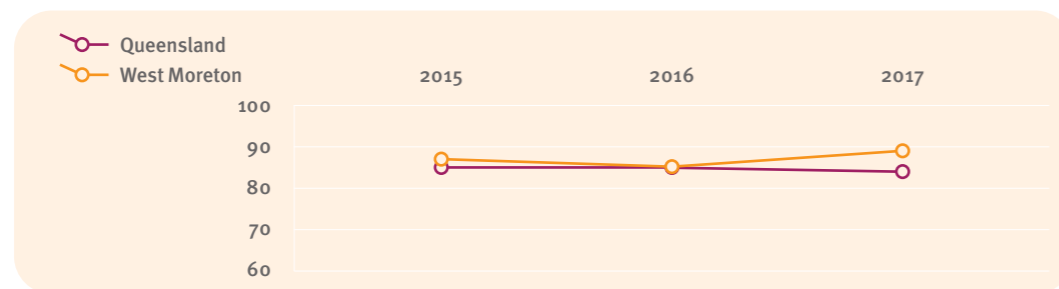
Overall, I am satisfied with the treatment my child receives



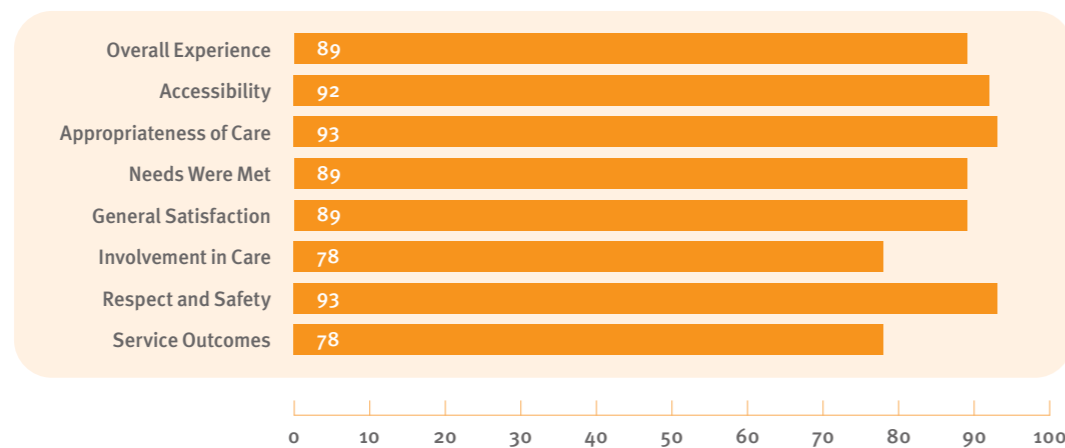
Agree or Strongly Agree



## Overall Experience Scores 2015–2017



## Experience Scores by Domain 2017



## Highest Scoring Questions

- 4.73**  
Q8. The location of the service is convenient for us
- 4.64**  
Q7. The treatment my child and/or family receives is right for us

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

- 4.82**  
Q12. Staff treat me with respect
- 4.64**  
Q14. Staff speak with me in a way that I understand
- 4.55**  
Q15. Staff are sensitive to my cultural/ethnic background

## Lowest Scoring Questions

- 3.82**  
Q16. My child is better at handling daily life
- 3.82**  
Q18. My child gets along better with friends and other people
- 3.82**  
Q20. My child is better able to cope when things go wrong
- 3.82**  
Q21. I am satisfied with our family life right now
- 3.43**  
Q2. I helped to choose my child's services

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

Consistency, building good relationships, easy to approach and understanding.

We have only just begun with these services but I am feeling positive and confident that the services are appropriate and will reach our expectations for support, information, resources and tools to move forward in an appropriate and positive way.

## What would improve services here?

Being able to do counselling at the school.

Accessibility.

Training seminar.