

What's Next

Roll out of the Carer Experience Survey (CES)

A project to support the pilot and implementation of a carer experience measure has been commenced by the Mental Health Alcohol and Other Drugs Branch. In May 2017, the Branch obtained a licence to utilise the Carer Experience Survey for the purposes of implementation across Queensland public mental health services.

Implementation of the **CES** in Queensland was undertaken as a pilot collection across a sample of Queensland public mental health services alongside the 2017 **YES** and **Family of Youth** surveys. An evaluation of the Carer Experience Survey pilot will inform the planning and implementation of the mental health carer experience measure across Queensland public mental health services.

Increase uptake of YES surveys in languages other than English by CALD mental health consumers

The **YES** survey was translated into 23 community languages early in 2017 and offered for the first time during the collection in October – November 2017. Despite enthusiasm on the part of services, practical obstacles have impacted on the number of surveys returned that were completed in languages other than English. The Mental Health Alcohol and Other Drugs Branch will continue to work with key stakeholders to identify impediments and improve processes so more **CALD** consumers can complete a **YES** survey in their language during the next collection.

Further development of making experience surveys available on tablet devices

An initial pilot was undertaken with the Gold Coast Hospital and Health Service in 2016 to offer experience surveys on tablet devices. This option was extended to all services with available hardware in 2017, with five Hospital and Health Services collecting a portion of their surveys using this method. Overall this accounted for a total of four per cent of all surveys returned. Queensland Health is looking to increase their use in future collections.

Review of the YES protocol and timing

A framework has been developed to guide the collection, reporting and use of consumer and carer experience of care information through the provision of tools, information and support for consumers and Queensland public mental health services.

A review of key components of the framework, including the timing and duration of the collection, will be conducted during the first half of 2018 to ensure these align with the expectations and needs of Hospital and Health Services.

Appendix 1

Participating Services

Mental Health Service	Service Abbreviation
Cairns and Hinterland	CNS
Central Queensland	CQ
Children's Health Queensland	CHQ
Darling Downs	TWBA
Gold Coast	GC
Mackay	MKY
Metro North	RC – Redcliffe-Caboolture
	RBWH – Royal Brisbane and Women's Hospital
	TPCH – The Prince Charles Hospital
Metro South	BAY – Bayside
	LB – Logan-Beaudesert
	PAH – Princess Alexandra Hospital
North West	MTI
South West	SW
Sunshine Coast	SC
Torres and Cape	T&C
Townsville	TSV
West Moreton	WM
Wide Bay	WB

NOTE: Central West Hospital and Health Service participated in the 2017 collection however less than ten completed surveys were returned, so for the purpose of reporting this service has been excluded.

Appendix 2

Your Experience of Service: Average Response for each question by Mental Health Service Organisation

Question	QLD	CNS	CQ	CHQ	GC	MKY	Metro North		
							RBWH	RC	TPCH
Inscope	17670	1425	836	595	1440	714	1215	915	1160
N	3244	364	202	290	93	156	248	260	189

Making a Difference

Q23. The effect the service had on your hopefulness for the future	3.7	3.7	3.6	3.8	3.6	4.0	3.6	3.9	3.8
Q24. The effect the service had on your ability to manage your day to day life	3.7	3.7	3.6	3.7	3.5	3.9	3.6	3.9	3.8
Q25. The effect the service had on your overall well-being	3.8	3.8	3.7	3.8	3.6	3.9	3.6	3.9	3.8
Q26. Overall, how would you rate your experience of care with this service in the last 3 months?	4.0	4.0	3.9	4.1	3.7	4.2	3.8	4.1	4.0

Providing Information and Support

Q18. Information given to you about this service	3.9	3.9	3.8	4.1	3.6	4.0	3.7	4.1	3.9
Q19. Explanation of your rights and responsibilities	3.8	3.9	3.8	4.0	3.6	4.1	3.6	3.9	3.8
Q20. Access to peer support	3.8	3.8	3.7	3.9	3.6	3.9	3.5	3.9	3.9
Q21. Development of a care plan with you that considered all of your needs	3.9	3.9	3.8	4.0	3.6	4.0	3.7	4.0	3.9

Valuing Individuality

Q6. Your individuality and values were respected	4.6	4.5	4.6	4.8	4.6	4.7	4.3	4.7	4.5
Q16. There were activities you could do that suited you	4.1	4.1	4.0	4.3	4.1	4.1	3.8	4.2	4.0

Supporting Active Participation

Q8. You had access to your treating doctor or psychiatrist when you needed	4.2	4.2	4.2	4.3	4.0	4.3	4.2	4.3	4.3
Q10. Your opinions about the involvement of family or friends in your care were respected	4.5	4.5	4.5	4.6	4.2	4.7	4.2	4.6	4.5
Q13. Staff worked as a team in your care and treatment	4.3	4.3	4.2	4.4	4.2	4.4	4.2	4.5	4.4
Q14. Staff discussed the effects of your medication and other treatments with you	4.3	4.2	4.3	4.4	4.1	4.5	4.1	4.4	4.4
Q15. You had opportunities to discuss your progress with the staff caring for you	4.4	4.4	4.3	4.6	4.2	4.6	4.3	4.6	4.4
Q17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	4.4	4.4	4.4	4.7	4.3	4.5	4.2	4.5	4.4

Showing Respect

Q1. You felt welcome at this service	4.5	4.6	4.5	4.7	4.4	4.7	4.4	4.7	4.6
Q2. Staff showed respect for how you were feeling	4.5	4.5	4.5	4.7	4.3	4.7	4.3	4.7	4.5
Q4. Your privacy was respected	4.5	4.5	4.4	4.6	4.5	4.7	4.3	4.7	4.6
Q5. Staff showed hopefulness for your future	4.4	4.4	4.4	4.6	4.3	4.6	4.2	4.5	4.4
Q7. Staff made an effort to see you when you wanted	4.4	4.4	4.4	4.6	4.4	4.6	4.3	4.6	4.5
Q12. You were listened to in all aspects of your care and treatment	4.4	4.4	4.5	4.5	4.3	4.6	4.2	4.5	4.4

Ensuring Safety and Fairness

Q3. You felt safe using this service	4.5	4.5	4.4	4.6	4.4	4.6	4.3	4.6	4.6
Q9. You believe that you would receive fair treatment if you made a complaint	4.2	4.2	4.2	4.5	4.0	4.5	3.9	4.4	4.2
Q11. The facilities and environment met your needs	4.5	4.4	4.5	4.6	4.3	4.6	4.3	4.6	4.5

Location

Q22. Convenience of the location for you	3.9	3.9	3.7	4.1	3.8	4.1	3.7	4.0	4.0
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Metro South			MTI	SW	SC	TWBA	T&C	TSV	WM	WB
BAY	LB	PAH								
517	1357	1341	141	120	1256	1624	258	1095	933	670
52	67	65	67	18	192	320	38	365	133	121

3.8	3.7	3.9	3.8	4.1	3.6	3.8	4.0	3.7	3.4	4.0
3.9	3.6	3.8	3.8	3.9	3.7	3.8	3.9	3.7	3.5	3.9
3.9	3.5	3.9	3.8	3.8	3.6	3.8	4.1	3.8	3.5	4.0
3.9	3.9	4.1	4.0	4.3	3.8	4.0	4.2	4.0	3.6	4.2

3.8	3.8	3.9	3.8	4.1	3.7	3.9	3.8	3.8	3.4	4.1
3.7	3.7	3.9	3.9	4.0	3.7	3.9	3.9	3.8	3.3	4.0
3.7	3.8	3.8	3.5	3.8	3.7	3.9	4.1	3.8	3.5	4.0
3.8	3.9	4.0	4.0	4.0	3.6	4.0	3.9	3.8	3.5	4.1

4.5	4.7	4.4	4.5	4.8	4.5	4.5	4.8	4.6	4.2	4.6
4.0	3.9	4.1	3.9	4.3	4.0	4.2	4.2	4.1	3.6	4.3

4.1	4.1	4.1	4.5	4.3	4.1	4.2	4.3	4.2	3.7	4.4
4.4	4.7	4.6	4.4	4.9	4.4	4.5	4.7	4.5	4.2	4.6
4.1	4.3	4.2	4.3	4.8	4.2	4.2	4.5	4.3	3.9	4.4
4.3	4.3	4.2	4.5	4.4	4.3	4.2	4.5	4.3	3.9	4.5
4.3	4.4	4.3	4.4	4.9	4.4	4.4	4.8	4.4	4.0	4.5
4.3	4.4	4.4	4.3	4.9	4.3	4.4	4.5	4.4	4.1	4.5

4.4	4.6	4.4	4.5	4.9	4.4	4.5	4.7	4.5	4.2	4.7
4.5	4.6	4.4	4.4	4.7	4.4	4.5	4.7	4.5	4.1	4.7
4.4	4.5	4.4	4.6	4.9	4.4	4.5	4.7	4.5	4.3	4.7
4.2	4.5	4.4	4.4	4.9	4.3	4.4	4.7	4.4	4.1	4.5
4.3	4.3	4.4	4.6	4.8	4.4	4.4	4.6	4.5	3.9	4.6
4.3	4.4	4.4	4.4	4.8	4.4	4.4	4.6	4.4	4.0	4.5

4.4	4.5	4.4	4.5	4.8	4.3	4.4	4.8	4.4	4.3	4.5
4.1	4.2	4.0	4.4	4.6	4.3	4.2	4.2	4.3	3.7	4.4
4.4	4.5	4.4	4.4	4.9	4.3	4.4	4.5	4.5	4.2	4.6

3.8	4.0	4.0	4.0	4.4	3.7	3.9	4.1	3.9	3.6	3.9
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Appendix 3

Family of Youth: Average Response for each question by Mental Health Service Organisation

Question	QLD	CNS	CQ	CHQ	GC	MKY	Metro Nth
							RC
Inscope	2787	183	111	783	208	85	74
N	845	63	62	340	26	39	58

Overall Satisfaction

Q1. Overall, I am satisfied with the treatment my child receives	4.3	4.4	4.2	4.3	4.4	4.3	4.5
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Involvement in the Process of Care

Q2. I helped to choose my child's services	3.8	3.8	3.5	3.7	3.8	3.6	4.0
Q3. I helped to choose my child's treatment goals	3.9	3.9	3.7	3.9	4.0	4.0	3.9
Q6. I participate in my child's treatment	4.3	4.5	4.3	4.4	4.4	4.3	4.4

Felt Needs Were Met

Q4. The people helping my child stick with us no matter what	4.3	4.3	3.9	4.3	4.2	4.3	4.5
Q5. I feel my child has someone to talk to when he/she is troubled	4.2	4.2	4.1	4.1	4.4	4.5	4.4
Q10. My family gets the help we want for my child	4.1	4.2	4.0	4.1	4.1	4.2	4.3
Q11. My family gets as much help as we need for my child	4.0	4.0	3.8	3.9	4.0	4.0	4.2
Q14. Staff speak with me in a way that I understand	4.6	4.6	4.5	4.6	4.8	4.6	4.7

Respect and Safety

Q12. Staff treat me with respect	4.7	4.7	4.6	4.7	4.8	4.7	4.8
Q13. Staff respect my family's religious/spiritual beliefs	4.4	4.4	4.2	4.3	4.7	4.4	4.5
Q15. Staff are sensitive to my cultural/ethnic background	4.3	4.3	4.2	4.3	4.8	4.3	4.5

Accessibility

Q7. The treatment my child and/or family receives is right for us	4.1	4.2	4.0	4.1	4.2	4.2	4.3
Q8. The location of the service is convenient for us	4.1	4.0	4.0	4.0	4.2	4.1	4.4

Appropriateness of Care

Q9. Treatment is available at times that are convenient for us	4.1	4.0	4.1	4.1	4.1	4.3	4.4
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Service Outcomes

Q16. My child is better at handling daily life	3.7	3.7	3.5	3.7	3.6	3.9	3.8
Q17. My child gets along better with family members	3.6	3.7	3.5	3.6	3.4	3.8	3.6
Q18. My child gets along better with friends and other people	3.6	3.6	3.5	3.6	3.4	3.9	3.5
Q19. My child is doing better in school and/or work	3.4	3.4	3.5	3.4	3.6	3.5	3.3
Q20. My child is better able to cope when things go wrong	3.4	3.5	3.2	3.4	3.4	3.7	3.5
Q21. I am satisfied with our family life right now	3.3	3.3	3.2	3.3	2.9	3.5	3.4
Q22. Overall, my child feels better	3.6	3.6	3.2	3.6	3.5	3.8	3.5

Metro South		MTI	SC	TWBA	T&C	TSV	WM
BAY	LB						
106	292	15	208	245	53	264	32
22	14	11	30	31	19	99	11

4.3	4.3	4.5	4.3	4.2	4.4	4.2	4.5
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3.9	3.7	4.3	3.9	3.5	4.2	3.9	3.4
4.0	4.1	4.2	4.0	3.7	3.9	4.0	3.9
4.1	4.3	4.5	4.4	4.0	4.2	4.2	4.2

4.3	4.4	4.4	4.3	4.2	4.2	4.3	4.5
4.2	4.3	4.4	4.2	4.2	4.2	4.2	4.3
4.0	4.3	4.4	4.0	4.0	4.5	4.0	4.5
3.9	4.1	4.2	3.9	3.9	4.0	3.9	4.4
4.5	4.5	4.7	4.7	4.4	4.7	4.6	4.6

4.5	4.6	4.8	4.7	4.3	4.7	4.6	4.8
4.2	4.3	4.6	4.5	4.3	4.6	4.2	4.5
4.2	4.4	4.9	4.3	4.4	4.7	4.2	4.5

4.1	4.3	4.2	4.2	3.9	4.3	4.1	4.6
4.2	4.5	4.7	3.7	3.9	4.2	4.1	4.7

4.1	4.3	4.6	3.8	3.7	4.2	4.0	4.5
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3.9	3.9	3.8	3.5	3.6	4.1	3.5	3.8
3.9	3.8	3.6	3.5	3.5	4.2	3.5	4.0
3.8	3.6	3.3	3.3	3.6	4.1	3.5	3.8
3.6	3.6	4.0	3.3	3.3	3.9	3.2	4.0
3.5	3.7	3.2	3.4	3.3	3.9	3.3	3.8
3.4	3.5	3.4	3.2	3.2	4.1	3.1	3.8
3.7	3.8	3.5	3.6	3.5	4.3	3.4	4.0



