



Your Experience of Service

What consumers
say about NSW
Mental Health
Services

2018–2019

*Summary reports for Local Health Districts
and Specialty Health Networks*



Health



Acknowledgments

We gratefully acknowledge the support of members of the YES Advisory Committee and colleagues at Being, the NSW Ministry of Health Mental Health Branch and the Bureau of Health Information. Many thanks to the Aboriginal Strategic Leadership Group and the Aboriginal and Torres Strait Islander staff members who provided guidance and feedback. Most importantly, thank you to the many consumers who take the time and effort to complete a YES questionnaire and the Being and NSW Health staff who have worked together to improve services using the YES feedback.

Report produced by:

InforMH
System Information and Analytics Branch
NSW Ministry of Health

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Please note that there is the potential for minor revisions of the data in this report.

Please check with InforMH for any amendments:

INFORMH@health.nsw.gov.au



Introduction to the supplement

This is a supplement to the report *What consumers say about NSW Mental Health Services: Your Experience of Service 2018–19*.

The supplement provides detailed reports for each Local Health District (LHD) and Specialty Health Network (SHN).

The structure of the questionnaire

Detailed technical information on the Your Experience of Service (YES) questionnaire is included in this supplement to the main report. YES gathers information from consumers about their experience of care. The questionnaire includes 32 multiple choice questions, two free text questions and seven demographic questions.

YES questions are grouped into six domains

YES questions have been grouped into domains based on statistical analysis. The domains have been named through a national consumer consultation process.

Showing respect: the service provides the individual consumer with a welcoming environment where they are recognised, valued and treated with dignity.

Ensuring safety and fairness: the service provides individuals with a physically and emotionally safe environment and treats them reasonably and fairly.

Valuing individuality: the service meets the individual's needs, including sensitivity to culture, gender, personal values and beliefs.

Supporting active participation: the service provides opportunities for engagement, choice and involvement in the person's own care and support.

Providing information and support: the service provides resources such as written information, a care plan and access to peer support.

Impact: the service makes a difference to the individual's social and emotional well-being and physical health.

For more information on which questions are in each domain please see Appendix 3.



Interpreting the LHD/SHN summaries

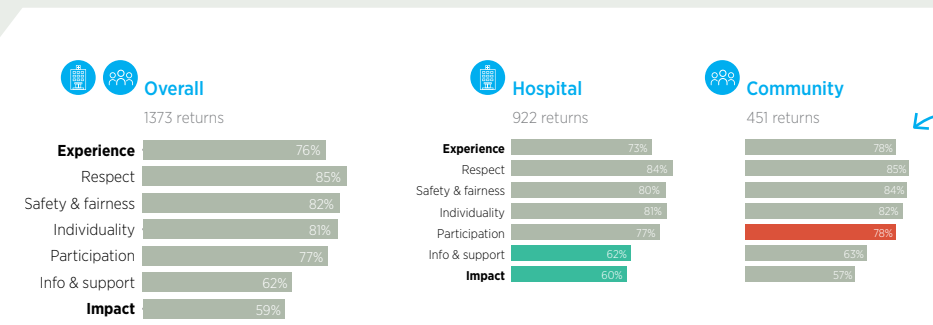
These summary reports show the proportion of consumers who reported an excellent or very good experience overall. This measure is used to compare LHDs/SHNs and to define targets. Targets have been set separately for domains using different question types. For more information about how these targets have been calculated please see Appendix 2.

The summaries show results for individual community teams and hospital units within each LHD/SHN where at least 30 YES questionnaires were returned. More detailed data for all teams and units is also provided quarterly to LHDs/SHNs for local Action and Change activities.

This year more detailed information has been included at the LHD/SHN level. This includes data on representativeness, the experience of Aboriginal and Torres Strait Islander consumer, and experiences across different age groups.

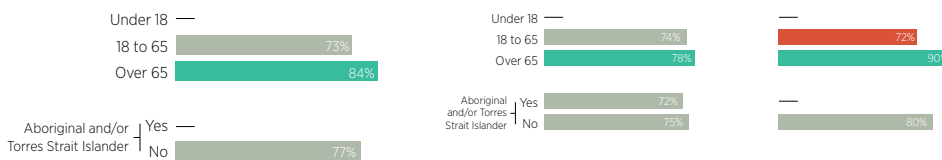
Here is how to read these reports:

Average results for whole LHD/SHN, showing the percentage of people reporting an excellent or very good score overall and in each domain.



Hospital and community team averages are compared separately. Separate performance targets are defined for different settings (hospital or community) and domains.

Overall experience for key groups (% with Experience Index excellent or very good)



Returns and results for individual services in the LHD/SHN. These are either hospital wards or community teams (labelled as H and C respectively in the 'setting' column).

Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
OPMHS South	C	52	92%	●	●	●	●	●
OPMHS North	C	66	91%	●	●	●	●	●
PECC WYO	H	87	84%	●	●	●	●	●
Miri Miri WYO	H	74	78%	●	●	●	●	●
Acute Care Team GSHC	C	105	77%	●	●	●	●	●
Mental Health GOS	H	322	74%	●	●	●	●	●
Mental Health WYO	H	359	69%	●	●	●	●	●
Acute Care Team WYHC	C	87	62%	●	●	●	●	●

● Better than target
● Just below target
● Below target
H = Hospital
C = Community

Please note separate targets are used for different domains. See Appendix 2 for more information.

On all charts the colour shows whether the percentage is
● Better than target
● Just below target
● Below target

Percentages have been rounded for display. This means that colours and numbers may appear not to match. The colour reflects the true performance against the target.



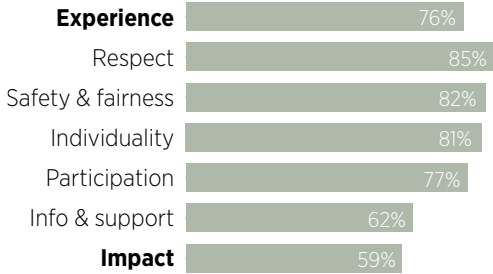
LHD/SHN summary reports

Central Coast Local Health District



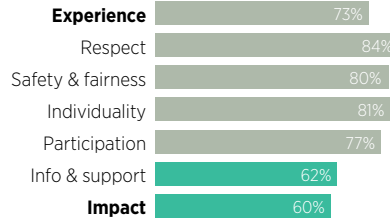
Overall

1373 returns



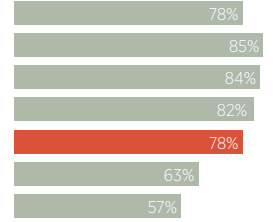
Hospital

922 returns

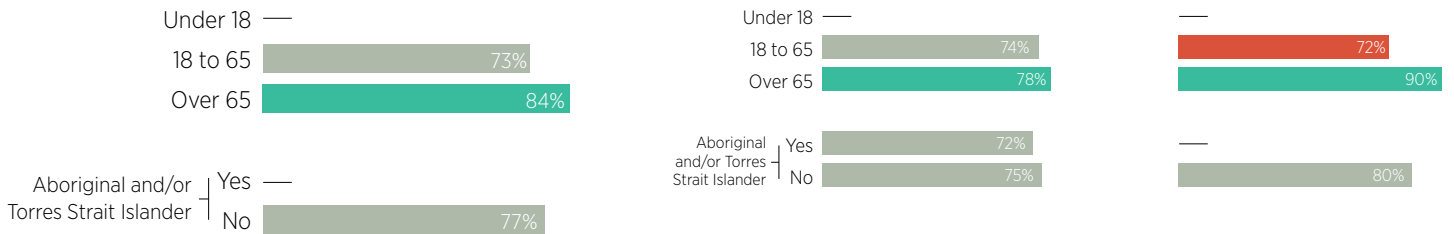


Community

451 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
OPMHS South	C	52	92%	●	●	●	●	●
OPMHS North	C	66	91%	●	●	●	●	●
PECC WYO	H	87	84%	●	●	●	●	●
Miri Miri WYO	H	74	78%	●	●	●	●	●
Acute Care Team GSHC	C	105	77%	●	●	●	●	●
Mental Health GOS	H	322	74%	●	●	●	●	●
Mental Health WYO	H	359	69%	●	●	●	●	●
Acute Care Team WYHC	C	87	62%	●	●	●	●	●

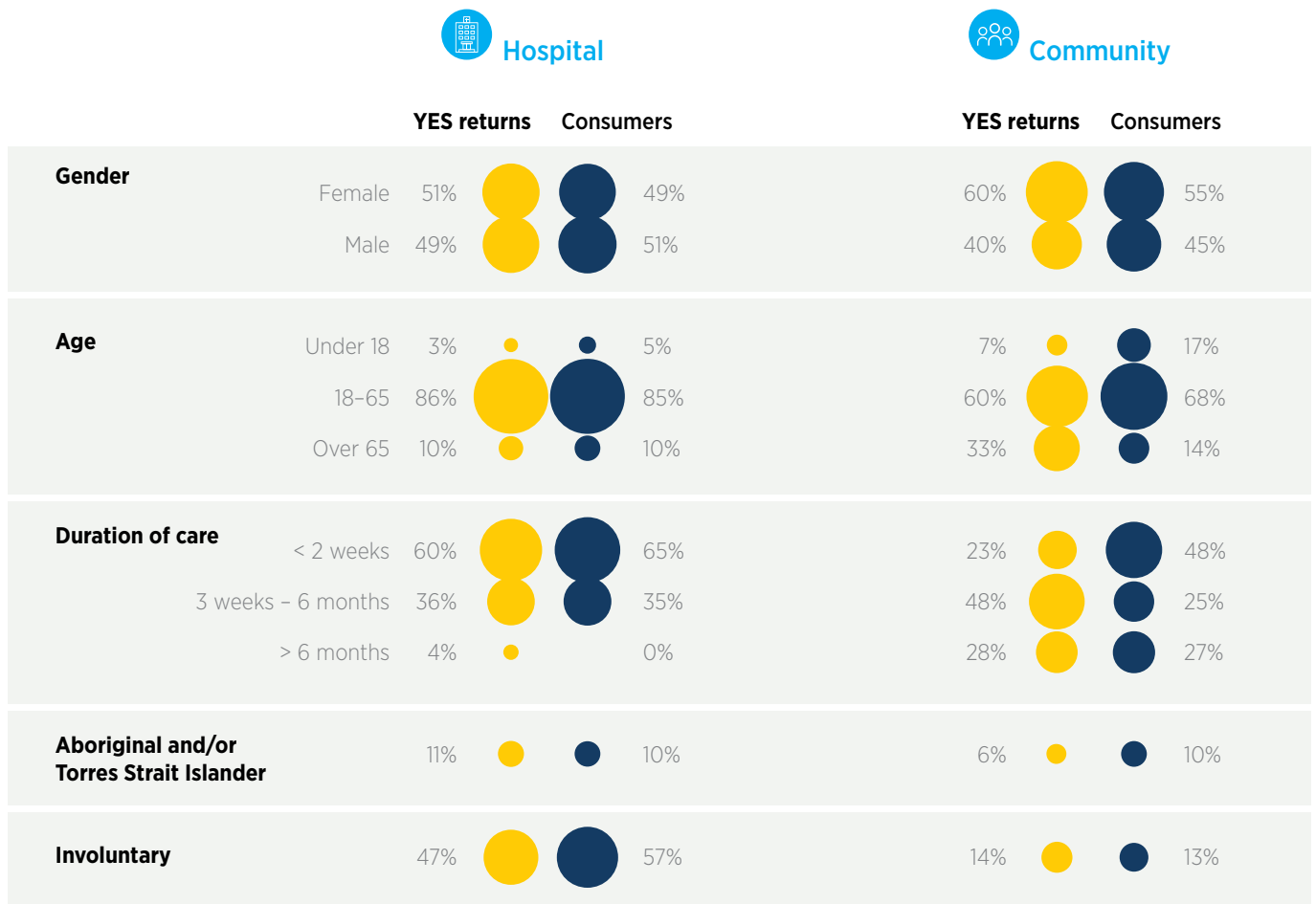
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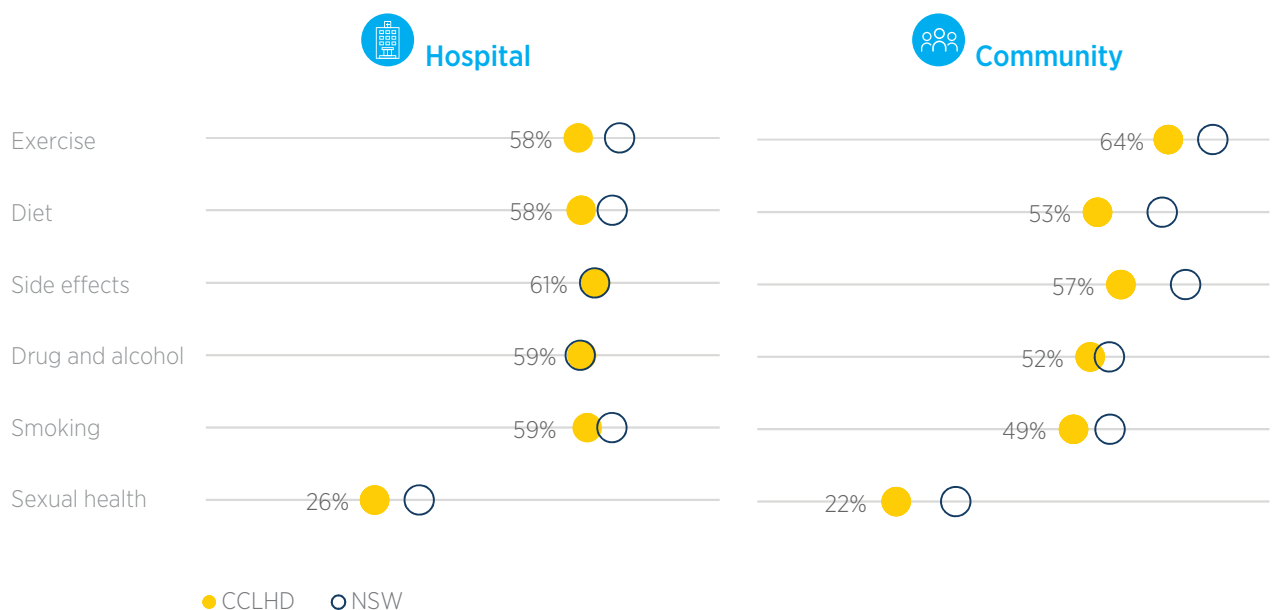
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

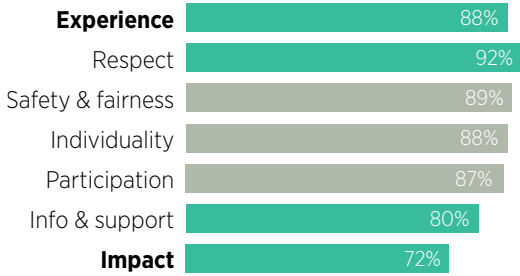


Far West Local Health District



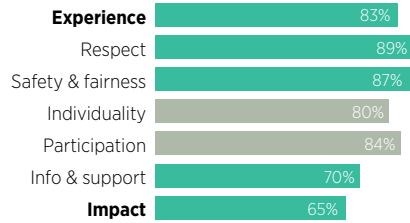
Overall

240 returns



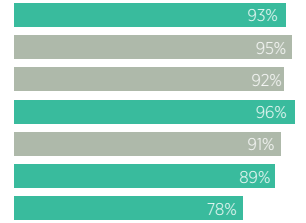
Hospital

163 returns

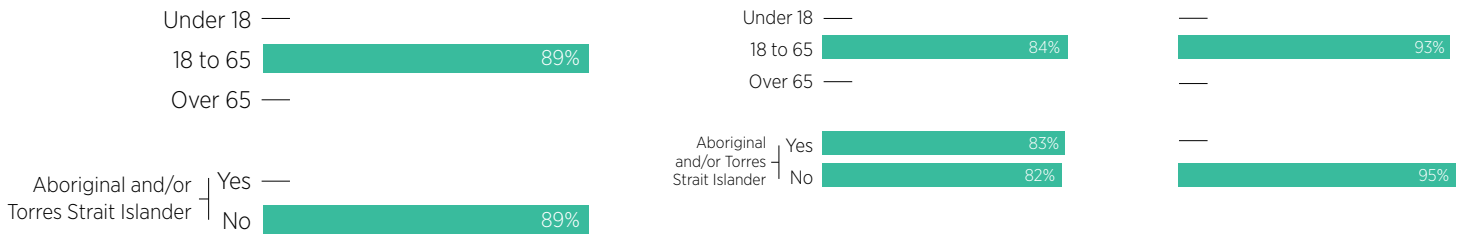


Community

77 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

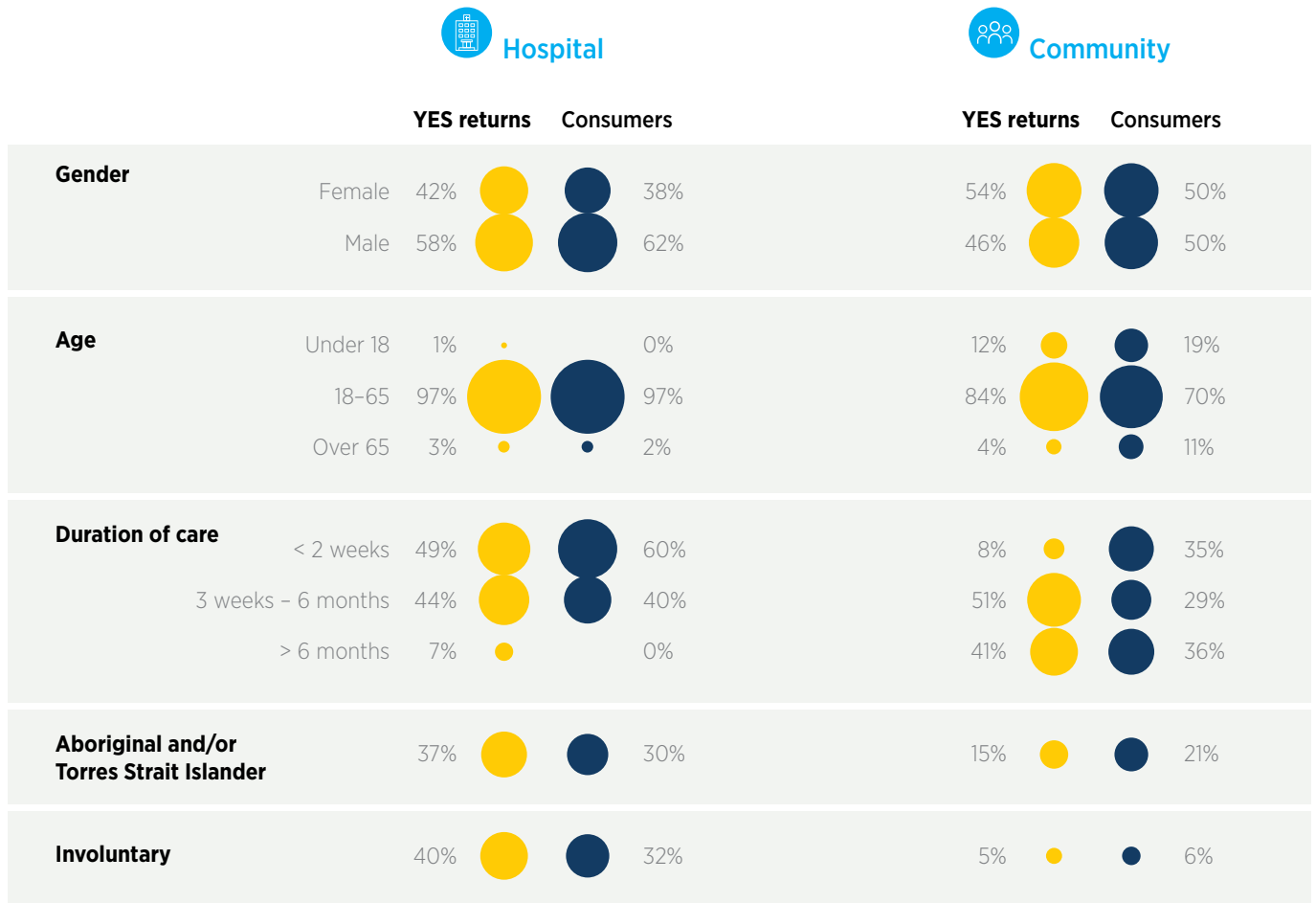
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
BH Adult CMHS	C	67	94%	●	●	●	●	●
BHH Rehab MHS Inpt	H	54	87%	●	●	●	●	●
BH ADULT MHIPTU ACUTE	H	98	81%	●	●	●	●	●

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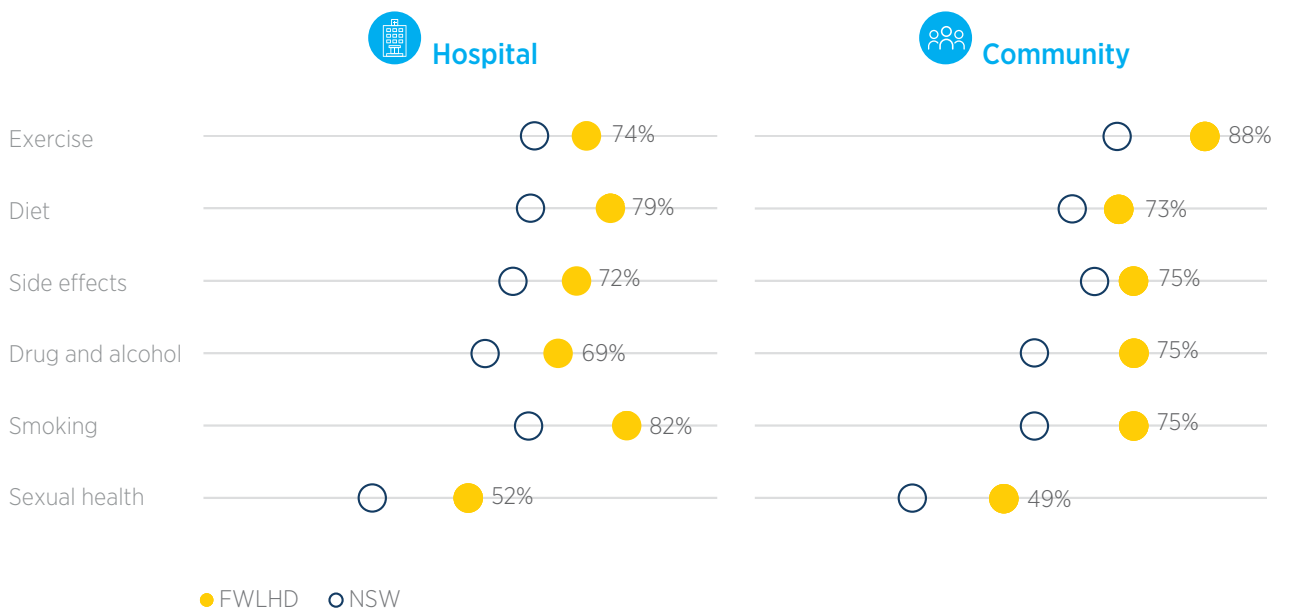
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How representative are the YES returns?



Information on physical health (HeAL)

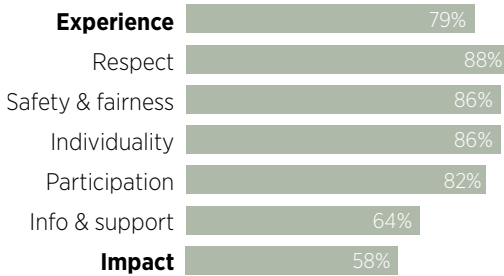
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Hunter New England Local Health District

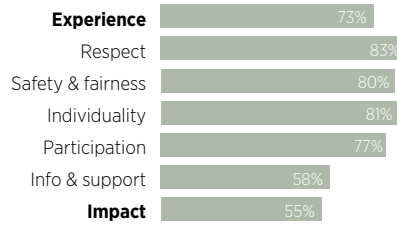
Overall

2599 returns



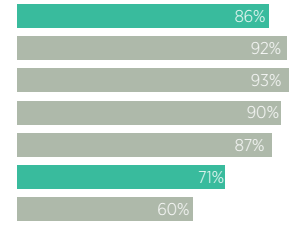
Hospital

1992 returns

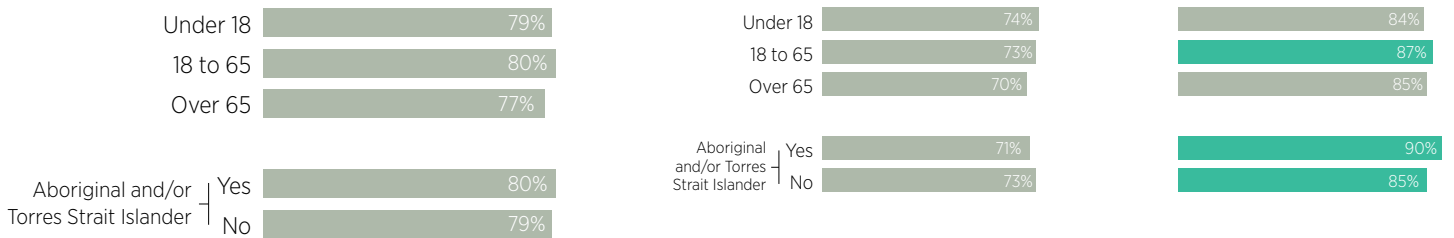


Community

607 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

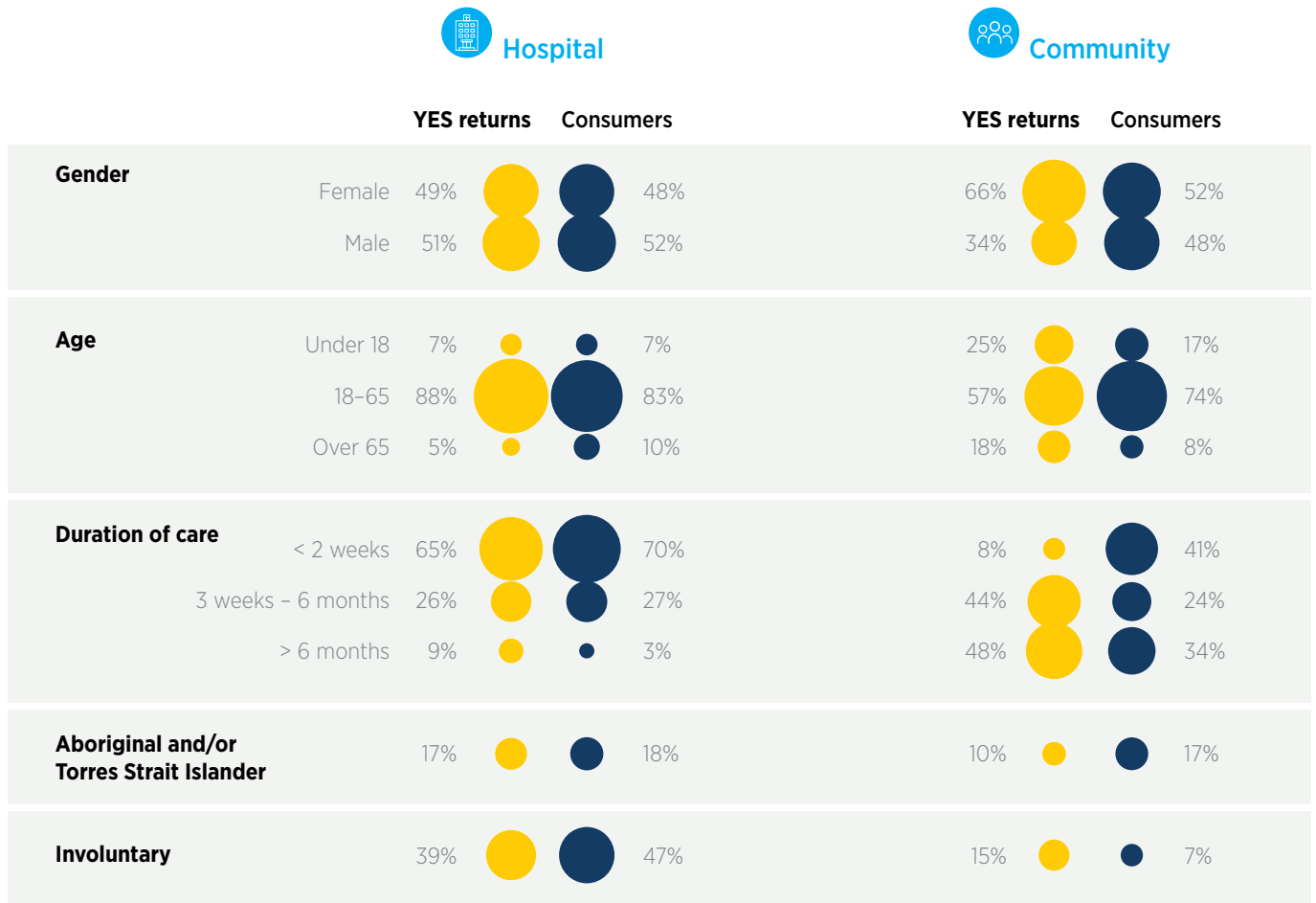
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
MHSUS	C	40	100%	●	●	●	●	●
Ctr for Psych	C	37	95%	●	●	●	●	●
CAMHS Hunter Valley	C	71	89%	●	●	●	●	●
OP Lake Macquarie	C	34	88%	●	●	●	●	●
Clark Centre	H	212	86%	●	●	●	●	●
ISMHU	H	95	86%	●	●	●	●	●
Newcastle CMHT	C	41	85%	●	●	●	●	●
Lake Macquarie CMHT	C	54	85%	●	●	●	●	●
CAMHS Newcastle	C	109	83%	●	●	●	●	●
Mater PECC	H	109	83%	●	●	●	●	●
Hunter Valley CMHT	C	30	83%	●	●	●	●	●
Mater MHUOP	H	33	79%	●	●	●	●	●
MHSUS-S	H	127	78%	●	●	●	●	●
CAMHS NEXUS	H	116	76%	●	●	●	●	●
Mater LMMHU	H	253	69%	●	●	●	●	●
Morisset CRU	H	74	69%	●	●	●	●	●
Mater NMHU	H	186	69%	●	●	●	●	●
Maitland MHU	H	174	67%	●	●	●	●	●
Tamworth Banksia	H	169	66%	●	●	●	●	●
MHSUS-N	H	81	65%	●	●	●	●	●
Morisset MSU	H	49	63%	●	●	●	●	●
Taree MHU	H	95	55%	●	●	●	●	●

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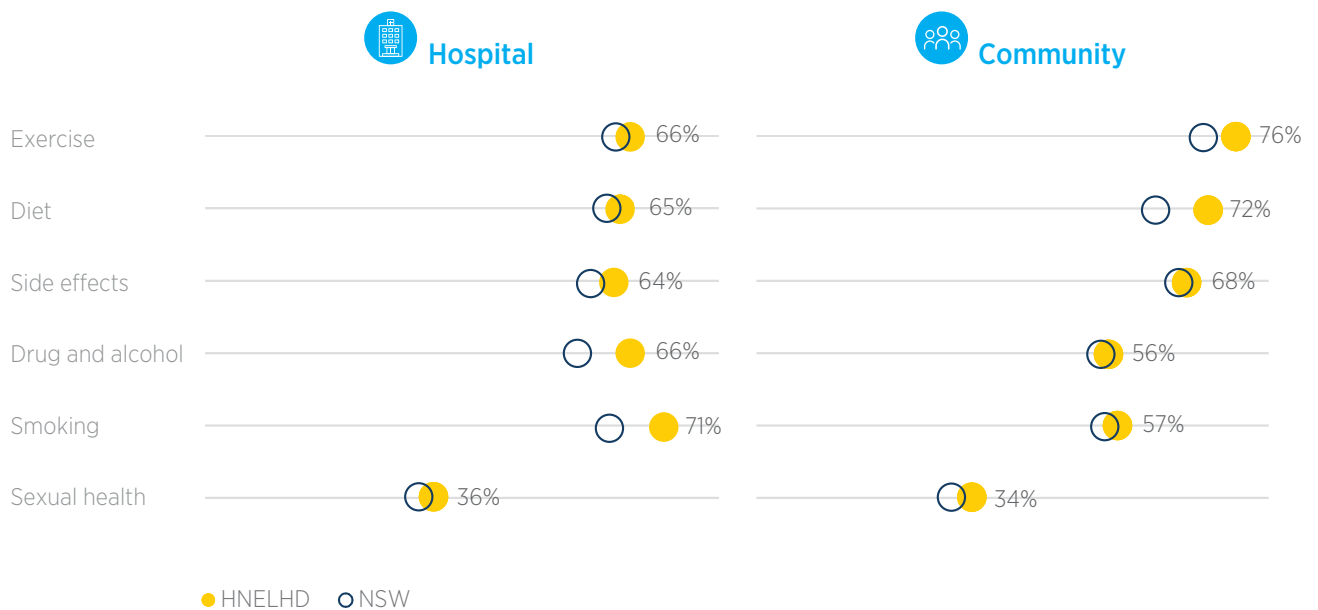
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How representative are the YES returns?



Information on physical health (HeAL)

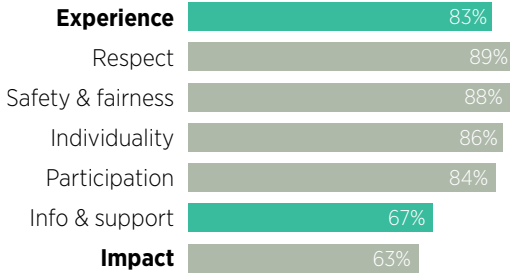
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Illawarra Shoalhaven Local Health District

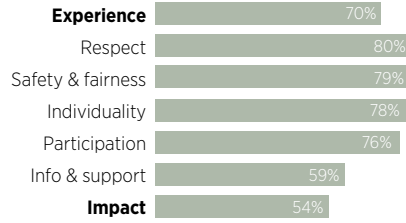
Overall

903 returns



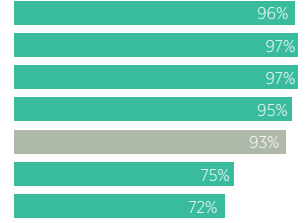
Hospital

664 returns

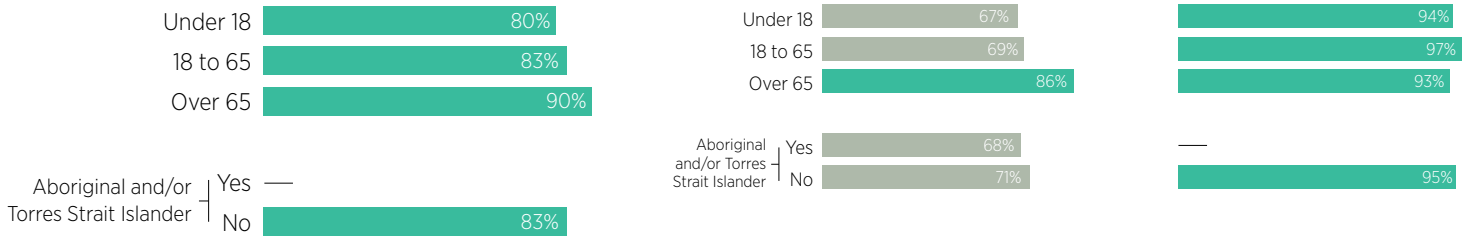


Community

239 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

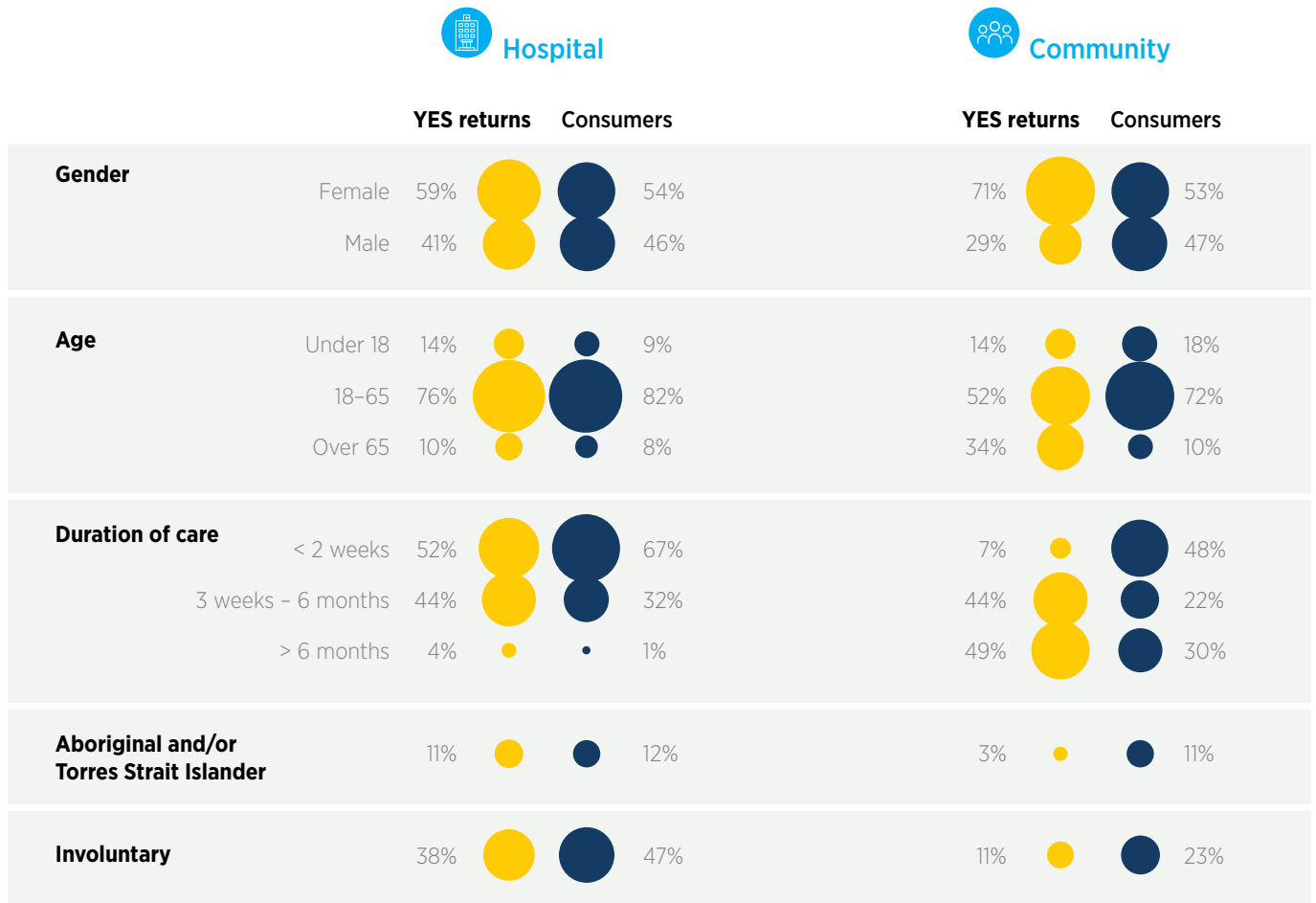
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Illawarra Child Adol	C	32 100%	●	●	●	●	●	●
Shoalhaven CMH Rehab	C	33 97%	●	●	●	●	●	●
Illawarra Older Per	C	43 95%	●	●	●	●	●	●
Shoalhaven Older Per	C	37 95%	●	●	●	●	●	●
Psych Emergency Care	H	37 84%	●	●	●	●	●	●
Shoalhaven Sub Acute	H	120 83%	●	●	●	●	●	●
Older Person IPU	H	48 83%	●	●	●	●	●	●
Adolescent IPU	H	85 69%	●	●	●	●	●	●
Rehabilitation Unit	H	49 67%	●	●	●	●	●	●
Wollongong Acute IPU	H	83 63%	●	●	●	●	●	●
Mirrabook Acute IPU	H	122 61%	●	●	●	●	●	●
Eloura Acute IPU	H	58 59%	●	●	●	●	●	●

- Better than target
- Just below target
- Below target
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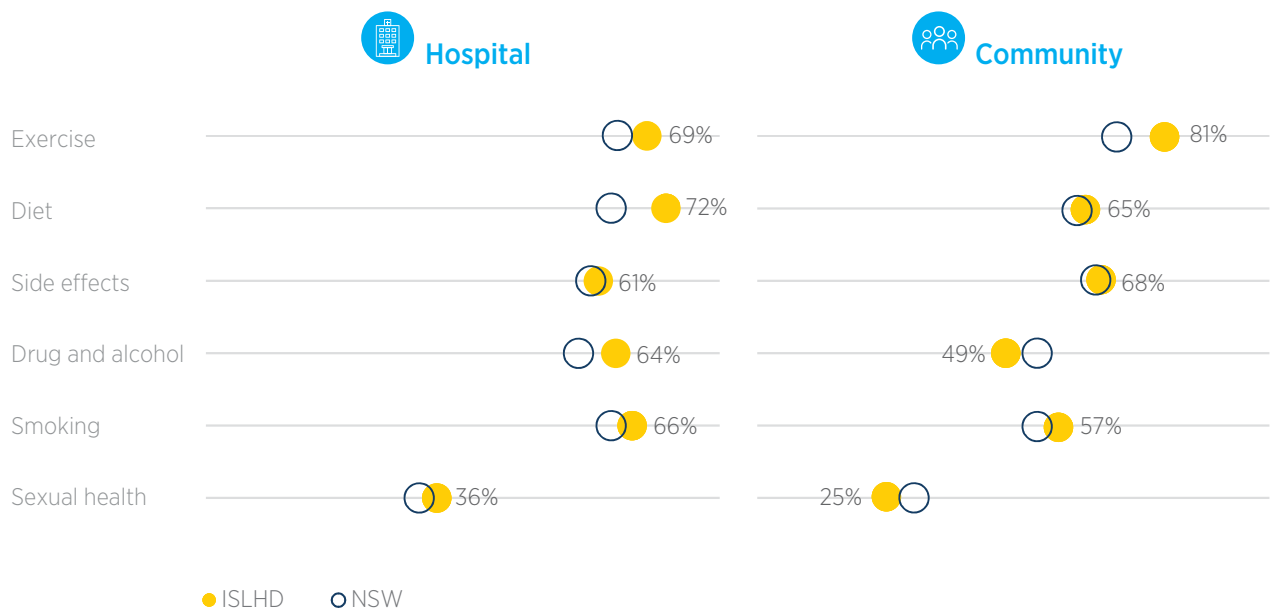
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How representative are the YES returns?



Information on physical health (HeAL)

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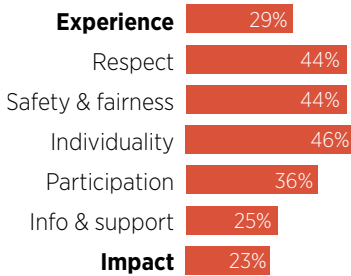


Justice Health and Forensic Mental Health Network



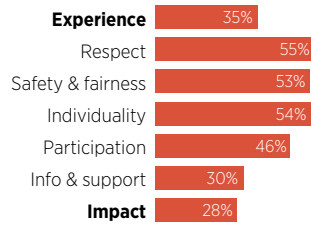
Overall

816 returns



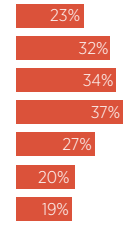
Hospital

156 returns

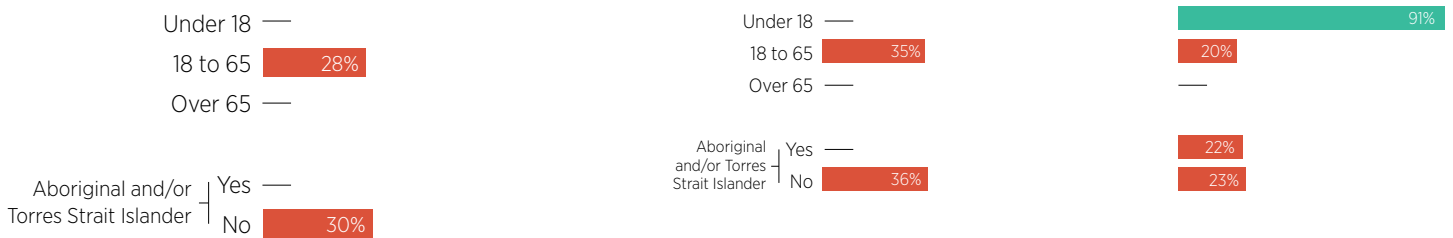


Community

660 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Com Integration Team	C	36	100%	●	●	●	●	●
MRRC MHSU POD 19	H	37	46%	●	●	●	●	●
Adult Amb Svc	C	606	18%	●	●	●	●	●

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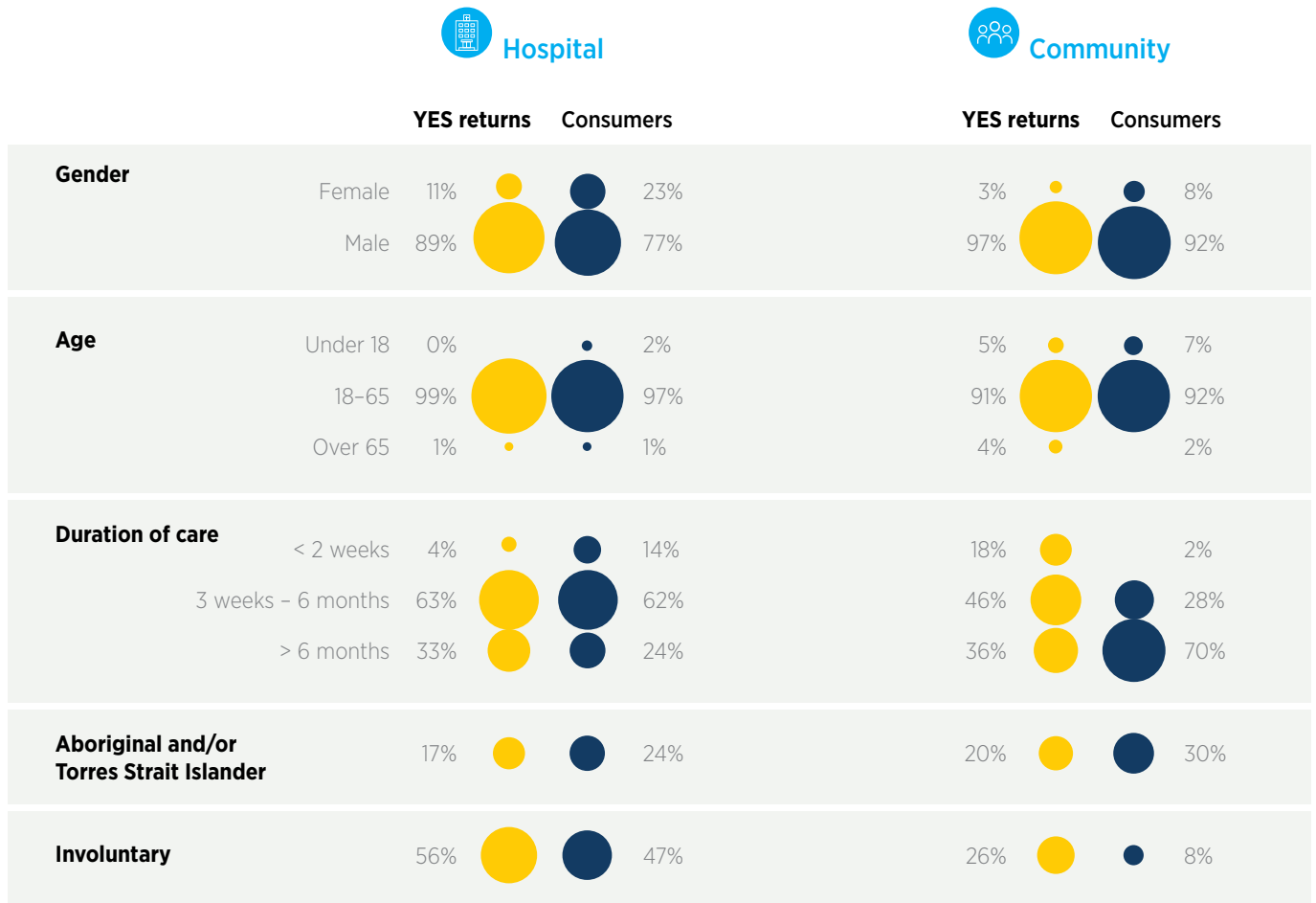
Please note separate targets are used for different domains. See Appendix 2 for more information.

Note

Caution is needed when comparing results for the Justice Health and Forensic Mental Health Network to other LHDs and SHNs. People report less positive experiences in inpatient and involuntary care. All consumers in the Forensic Hospital and Long Bay Hospital are receiving involuntary care, and a large proportion of community team responses are from people receiving outreach care in a corrections setting.

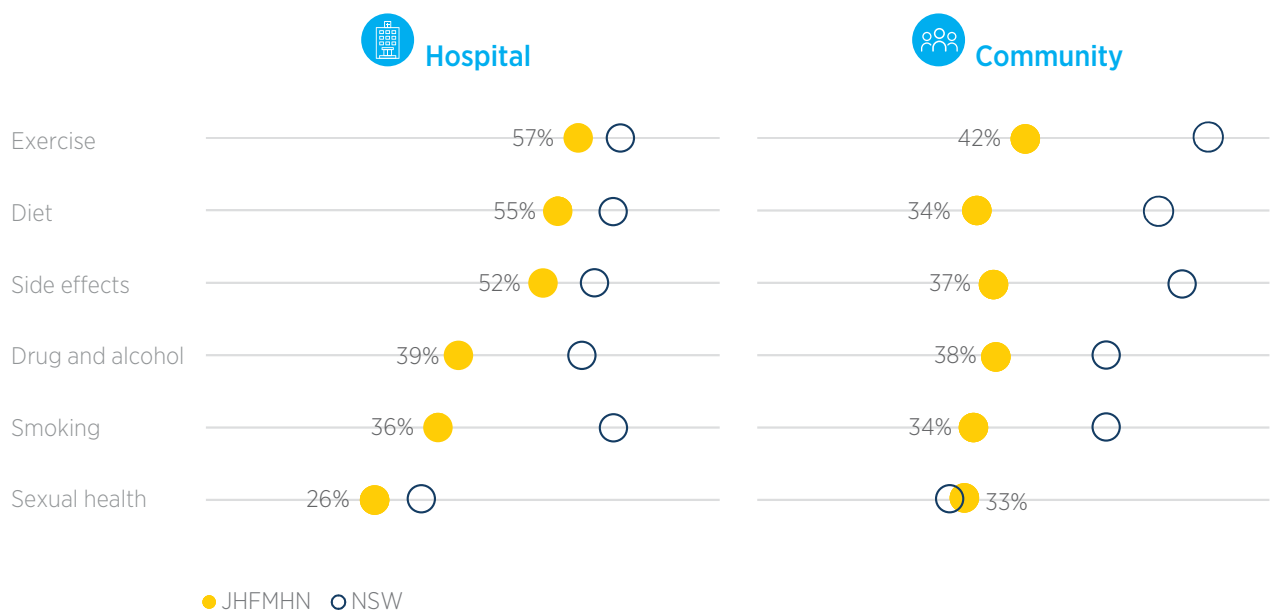
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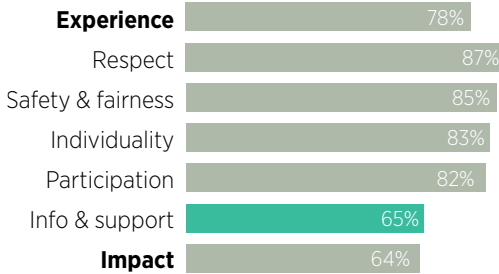


Mid North Coast Local Health District



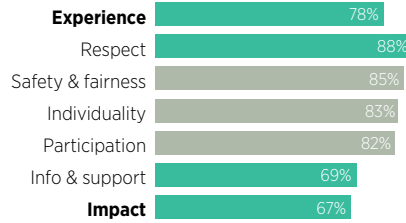
Overall

1257 returns



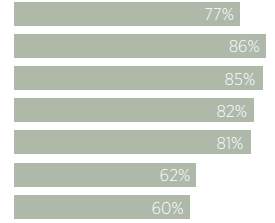
Hospital

880 returns

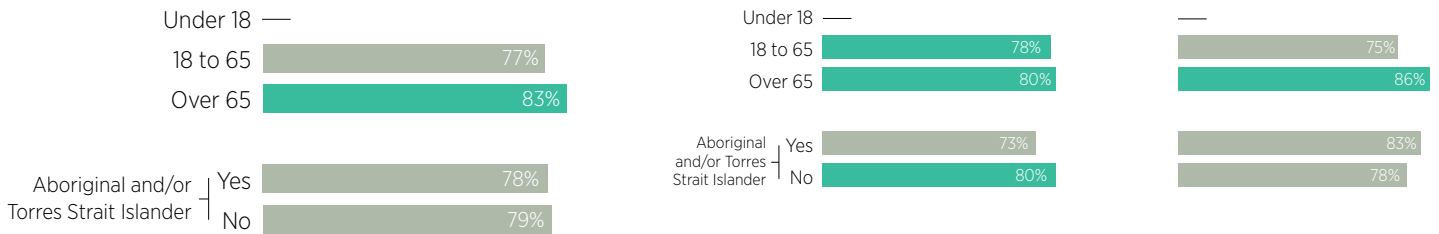


Community

377 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

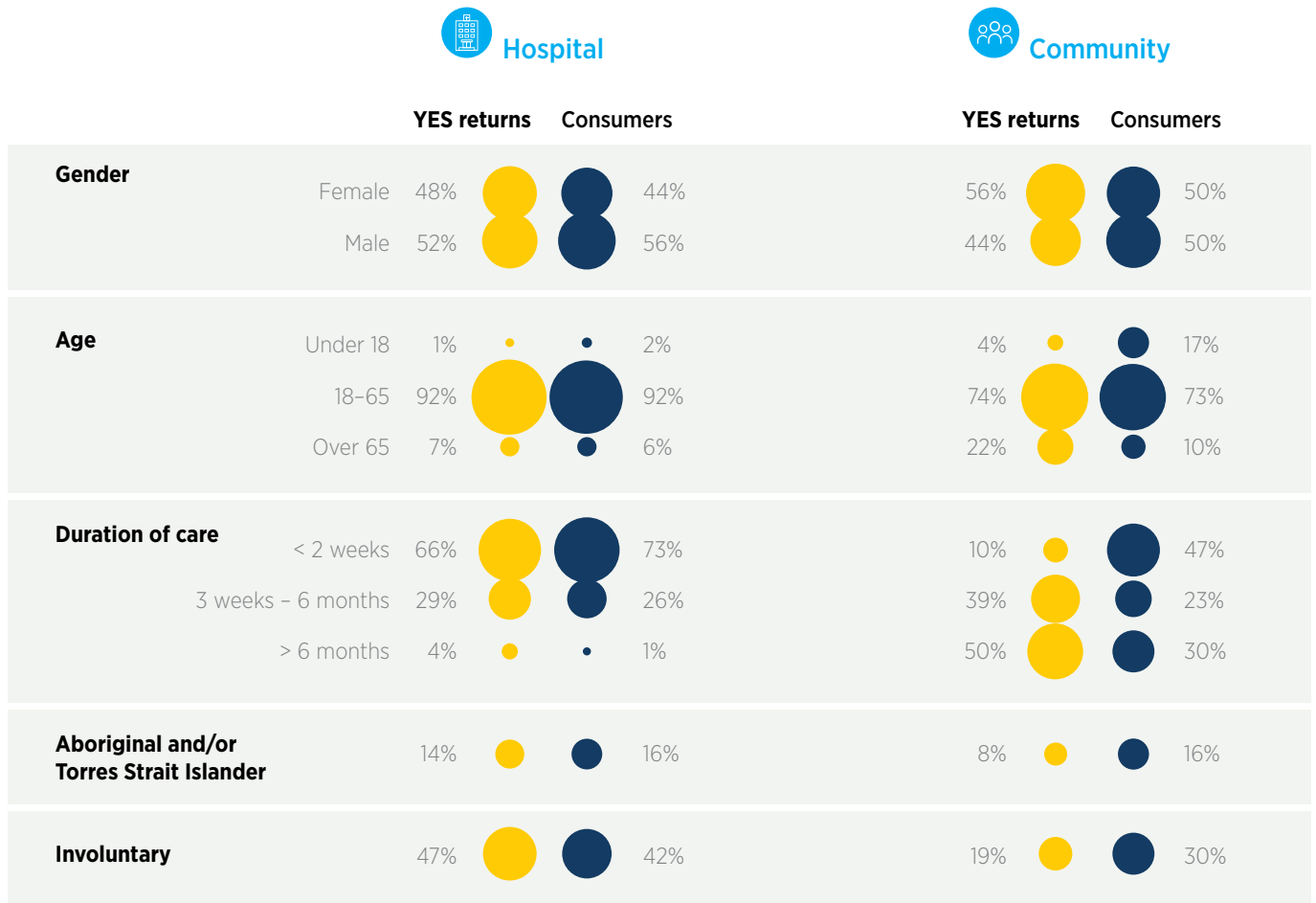
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Por MH Acute Care Srv	C 30	87%	●	●	●	●	●	●
Kem MH Ac Inpt Srv	H 169	86%	●	●	●	●	●	●
Kem MH Adult Srv	C 90	86%	●	●	●	●	●	●
Kem MH Acute Care Srv	C 31	84%	●	●	●	●	●	●
Por MH Ac Inpt Srv	H 301	83%	●	●	●	●	●	●
Cof SMHSOP	C 31	81%	●	●	●	●	●	●
Cof MH Rehab Inpt Srv	H 40	78%	●	●	●	●	●	●
Cof MH Ac Inpt Srv	H 307	69%	●	●	●	●	●	●
Cof MH Adult Srv	C 54	69%	●	●	●	●	●	●
Cof MH Acute Care Srv	C 50	56%	●	●	●	●	●	●

- Better than target
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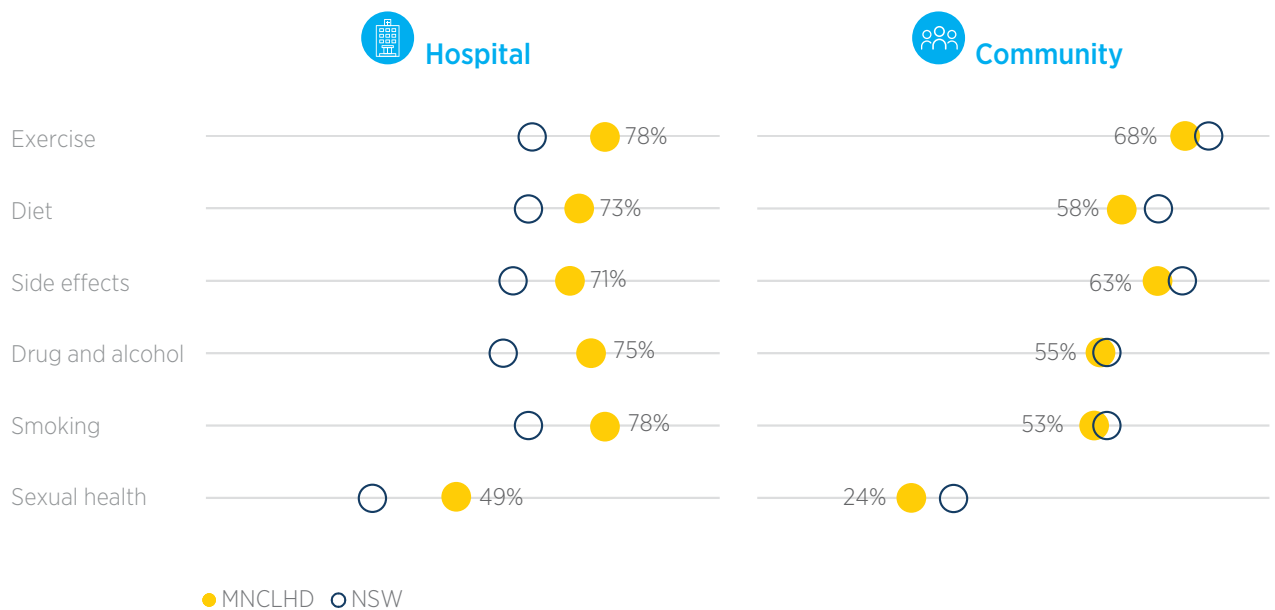
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How representative are the YES returns?



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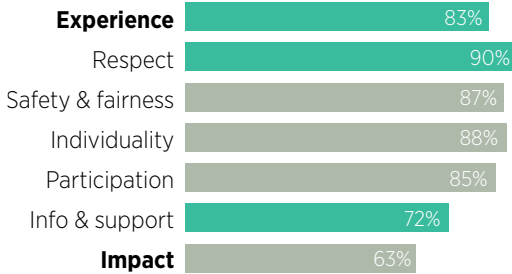


Murrumbidgee Local Health District



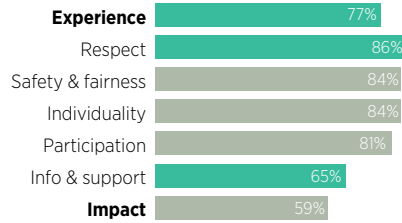
Overall

746 returns



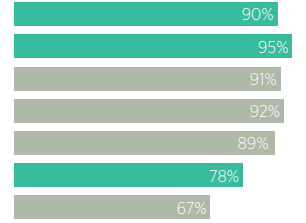
Hospital

540 returns

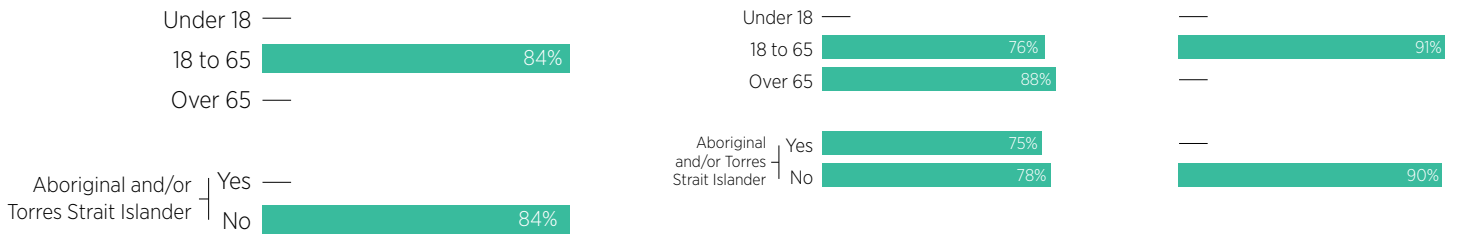


Community

206 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

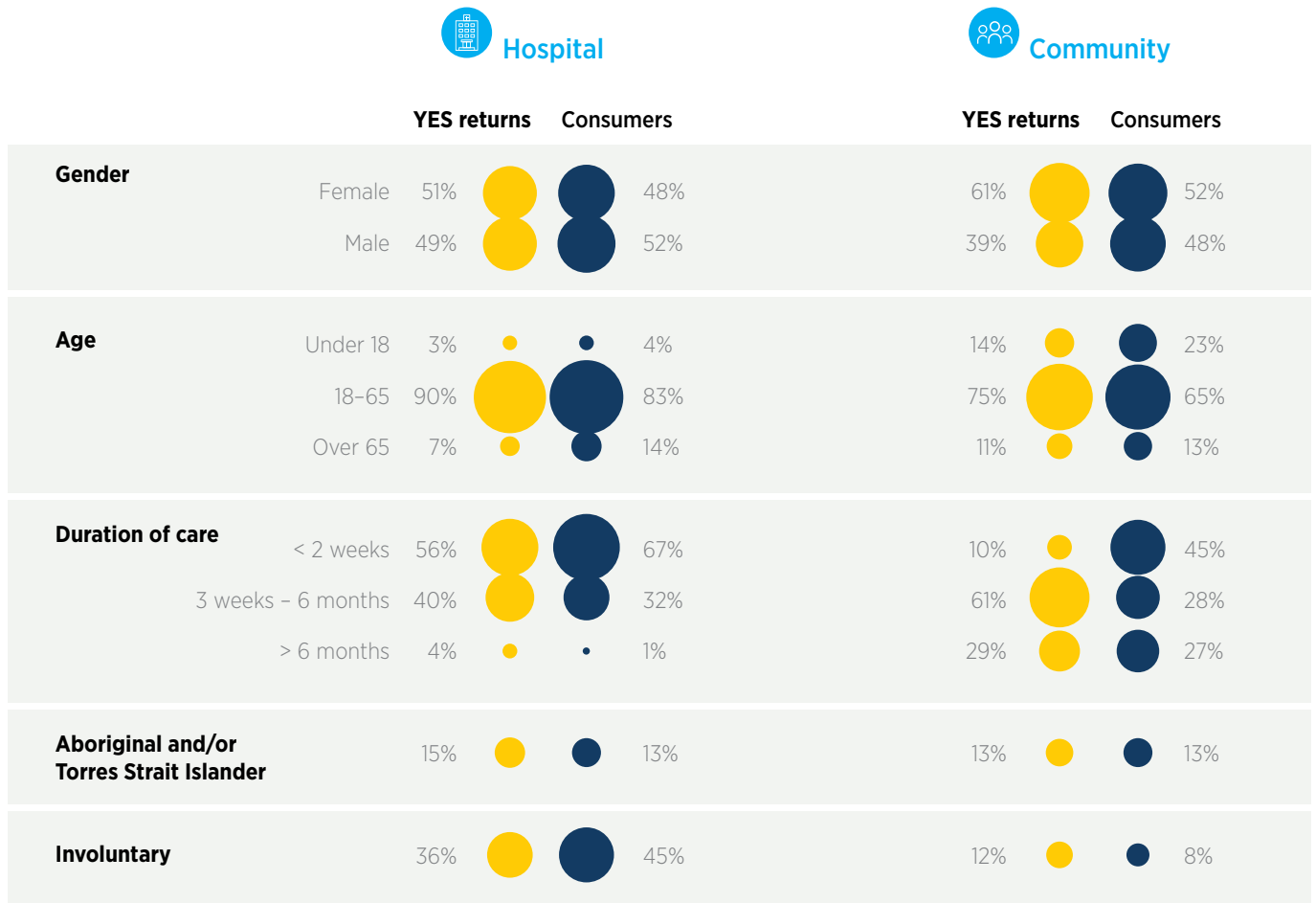
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Wagga Wagga MHS Sub Acute IU	H 87	89%	●	●	●	●	●	●
Wagga Wagga CMHS AD	C 50	82%	●	●	●	●	●	●
Wagga Wagga MHS Acute IU	H 375	73%	●	●	●	●	●	●

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C = Community

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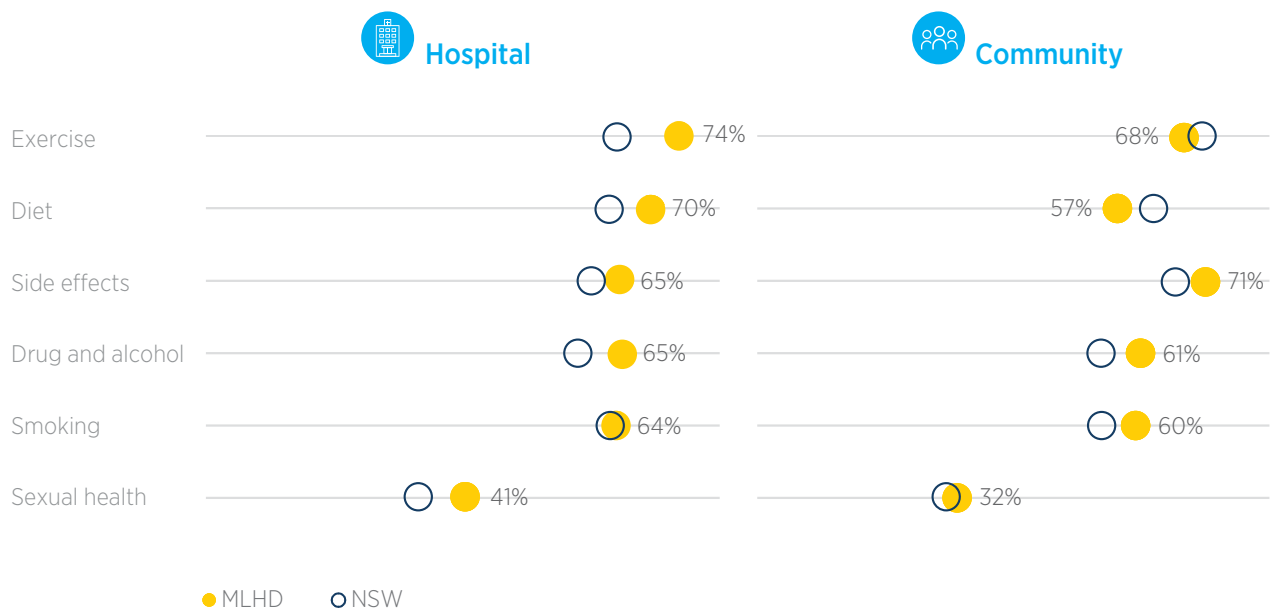
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How representative are the YES returns?



Information on physical health (HeAL)

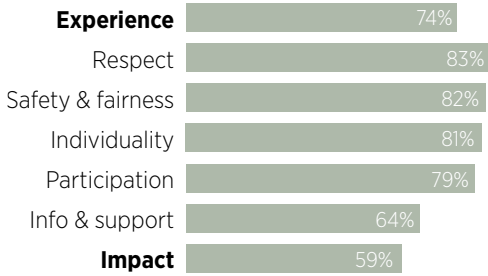
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Nepean Blue Mountains Local Health District

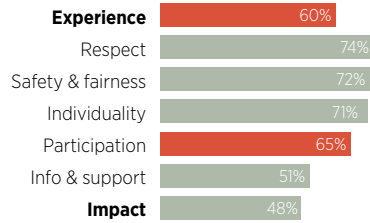
Overall

1072 returns



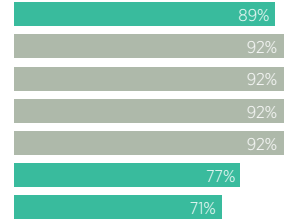
Hospital

406 returns

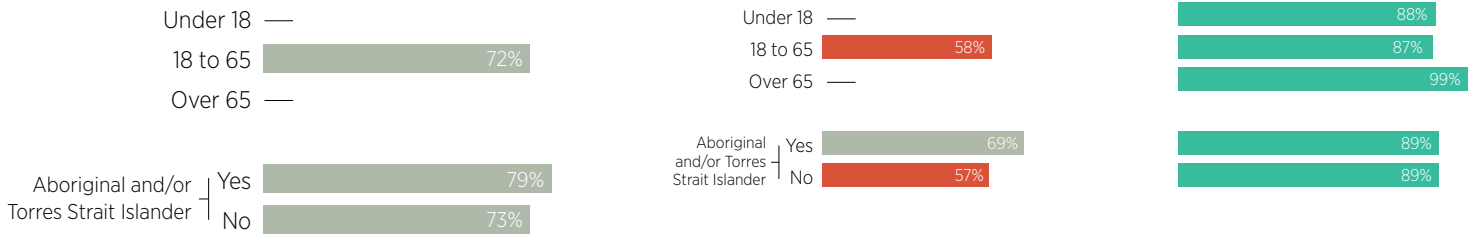


Community

666 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

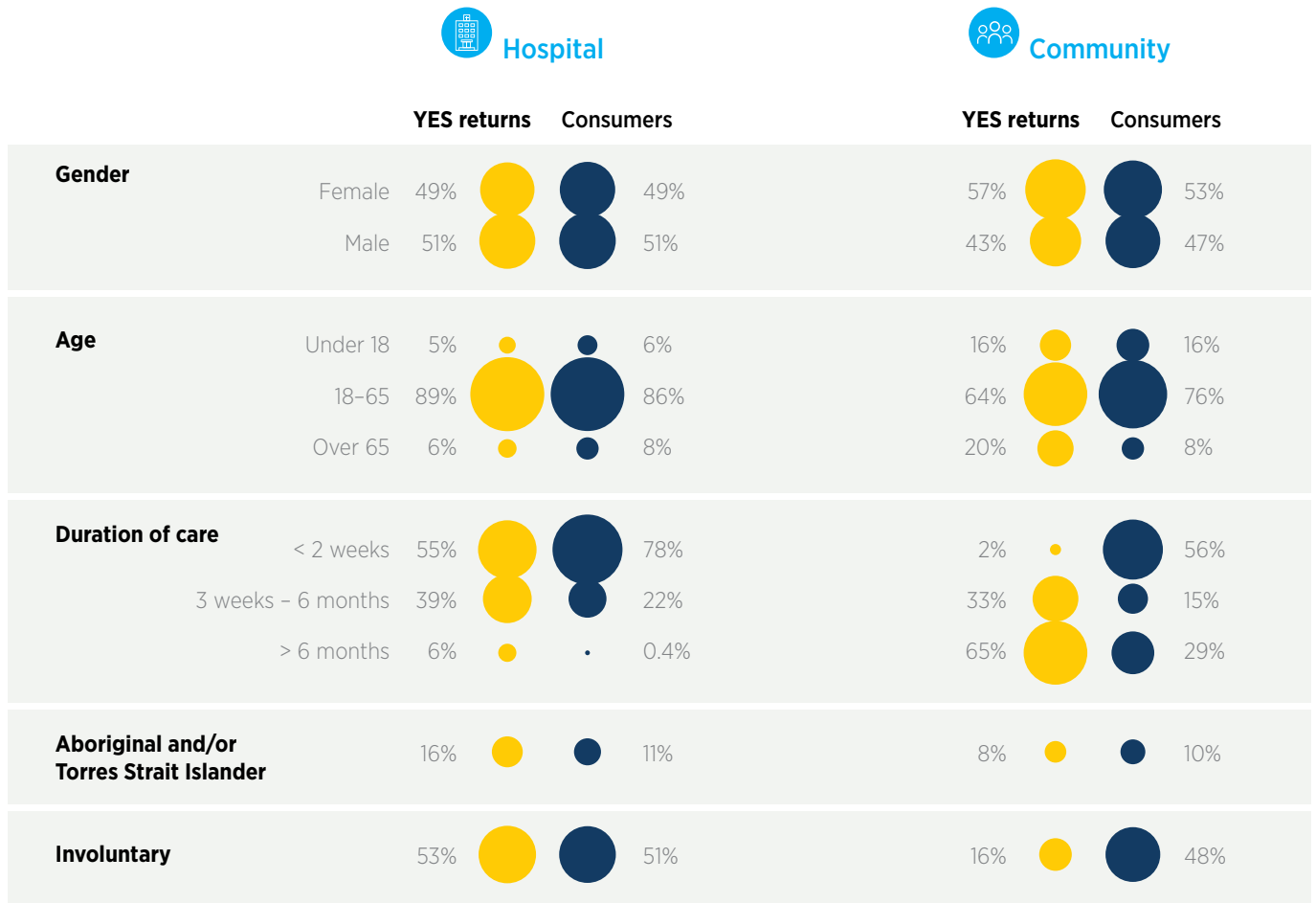
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Nep Anxiety Clinic	C	104	100%	●	●	●	●	●
Mountains OPCT	C	56	100%	●	●	●	●	●
Plains OPCT	C	53	100%	●	●	●	●	●
Penrith MH Team	C	35	94%	●	●	●	●	●
CYMHS A&T	C	82	88%	●	●	●	●	●
Windsor MH Team	C	69	83%	●	●	●	●	●
St Marys MH Team	C	45	76%	●	●	●	●	●
Katoomba MH Team	C	42	69%	●	●	●	●	●
BM MH Acute Unit	H	101	61%	●	●	●	●	●
Nepean MH HDU	H	63	60%	●	●	●	●	●
PECC	H	35	57%	●	●	●	●	●
Nepean MH Acute	H	166	54%	●	●	●	●	●

- Better than target
- Just below target
- Below target
- H = Hospital
- C = Community

Please note separate targets are used for different domains. See Appendix 2 for more information.

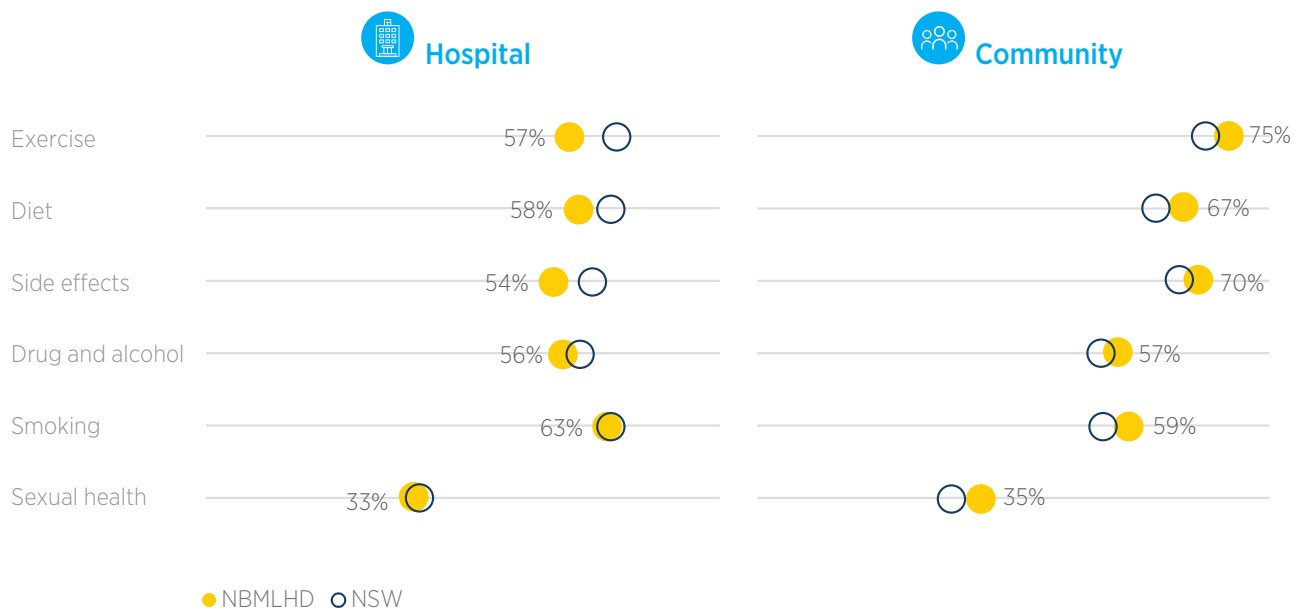
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

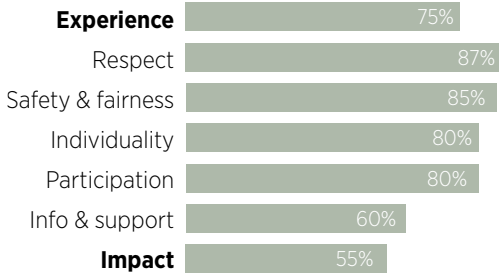


Northern NSW Local Health District



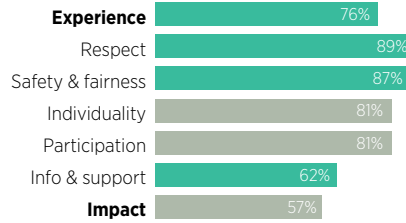
Overall

822 returns



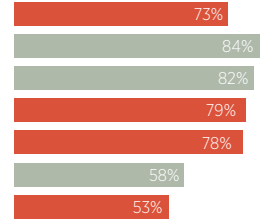
Hospital

494 returns

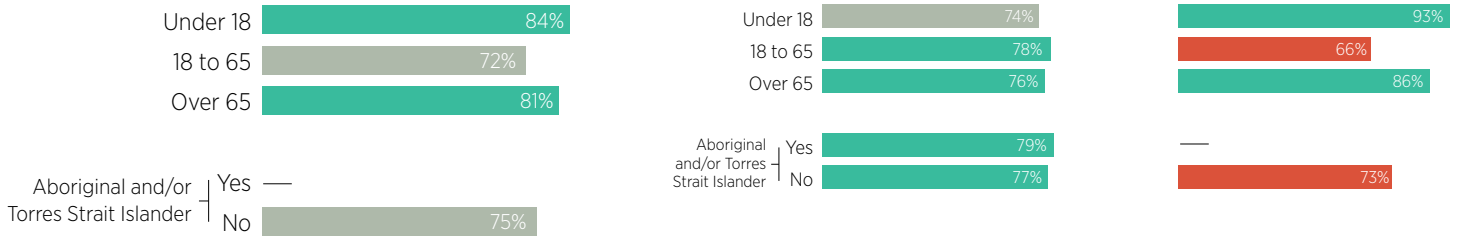


Community

328 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

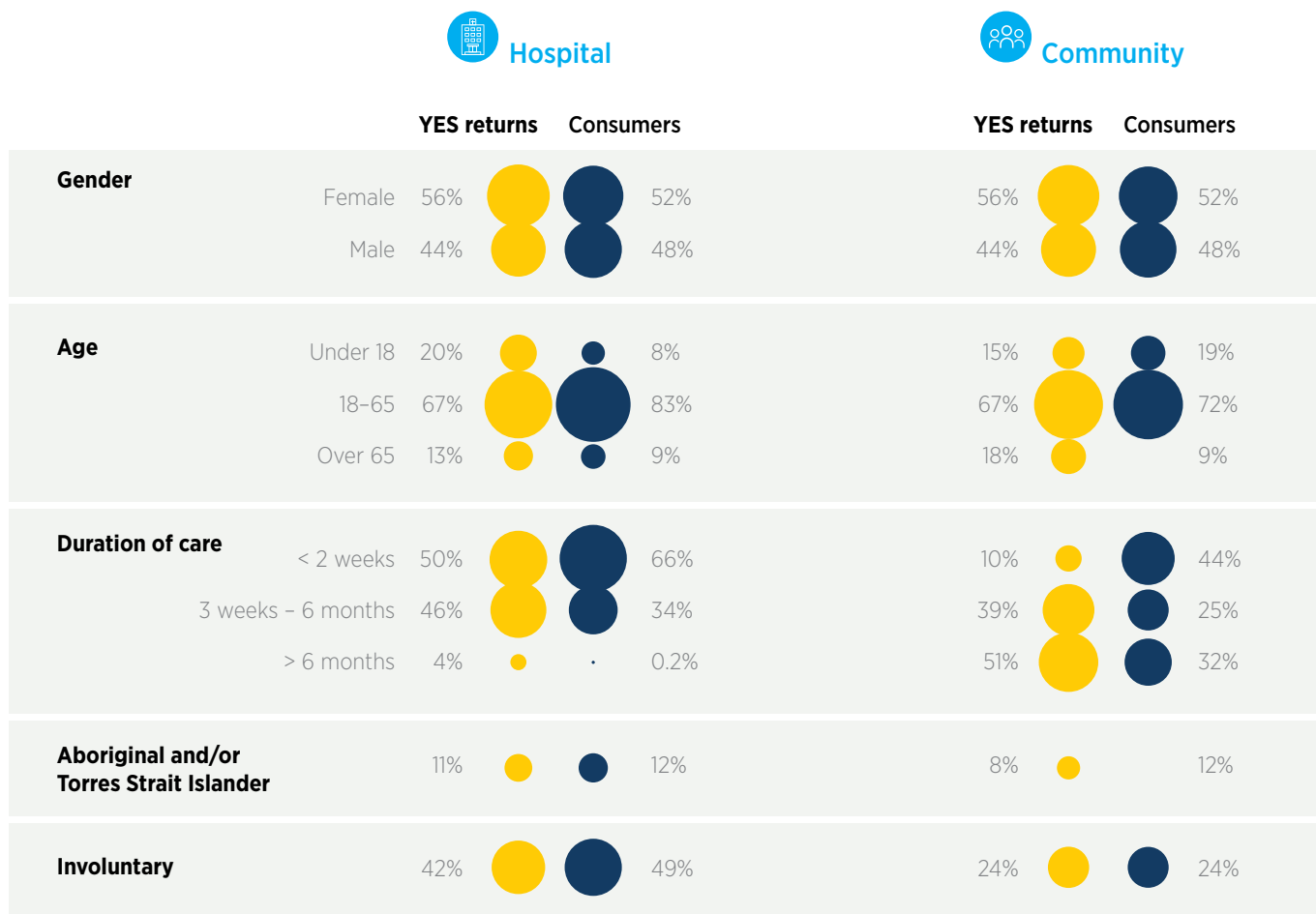
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Tuckeroo Byron Sub Acute MHU	H 120	85%	●	●	●	●	●	●
Tweed CMHS YP	C 30	83%	●	●	●	●	●	●
Tweed-Byron CMHS OP	C 35	83%	●	●	●	●	●	●
Lilli Pili LIS OPMHU	H 63	76%	●	●	●	●	●	●
Kurrajong MHU	H 109	76%	●	●	●	●	●	●
Kamala C&A MHU	H 86	74%	●	●	●	●	●	●
Tweed CMHS AT	C 47	68%	●	●	●	●	●	●
Tallowood - LAMHU	H 93	68%	●	●	●	●	●	●
Tweed CMHS TT	C 96	56%	●	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
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C = Community

Please note separate targets are used for different domains. See Appendix 2 for more information.

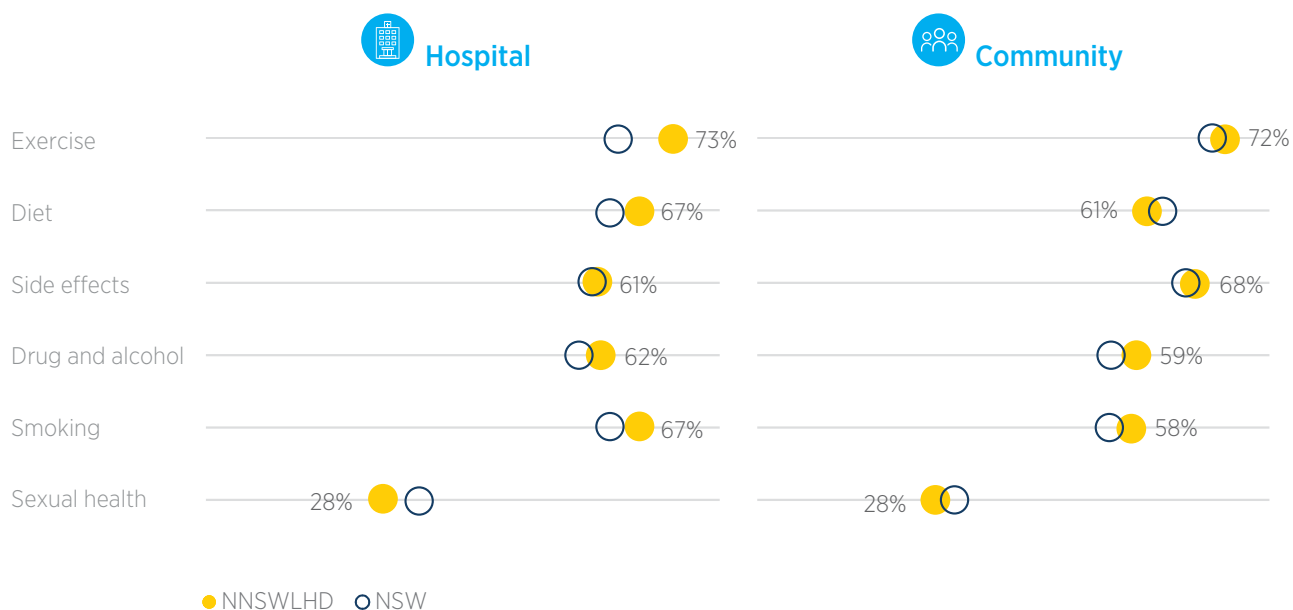
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

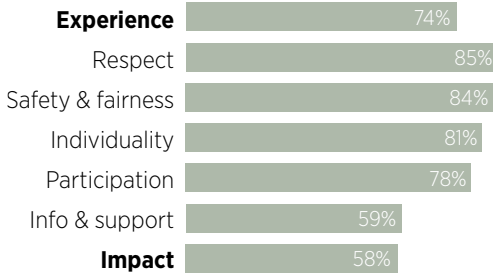
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Northern Sydney Local Health District

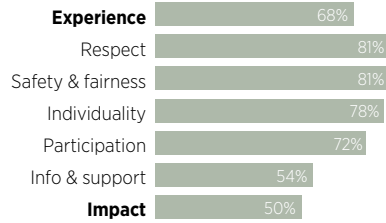
Overall

3445 returns



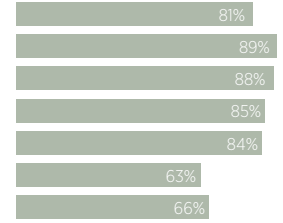
Hospital

2352 returns

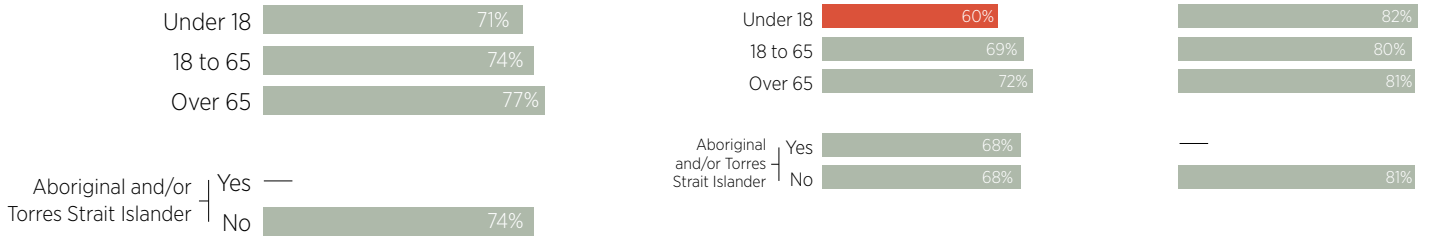


Community

1093 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

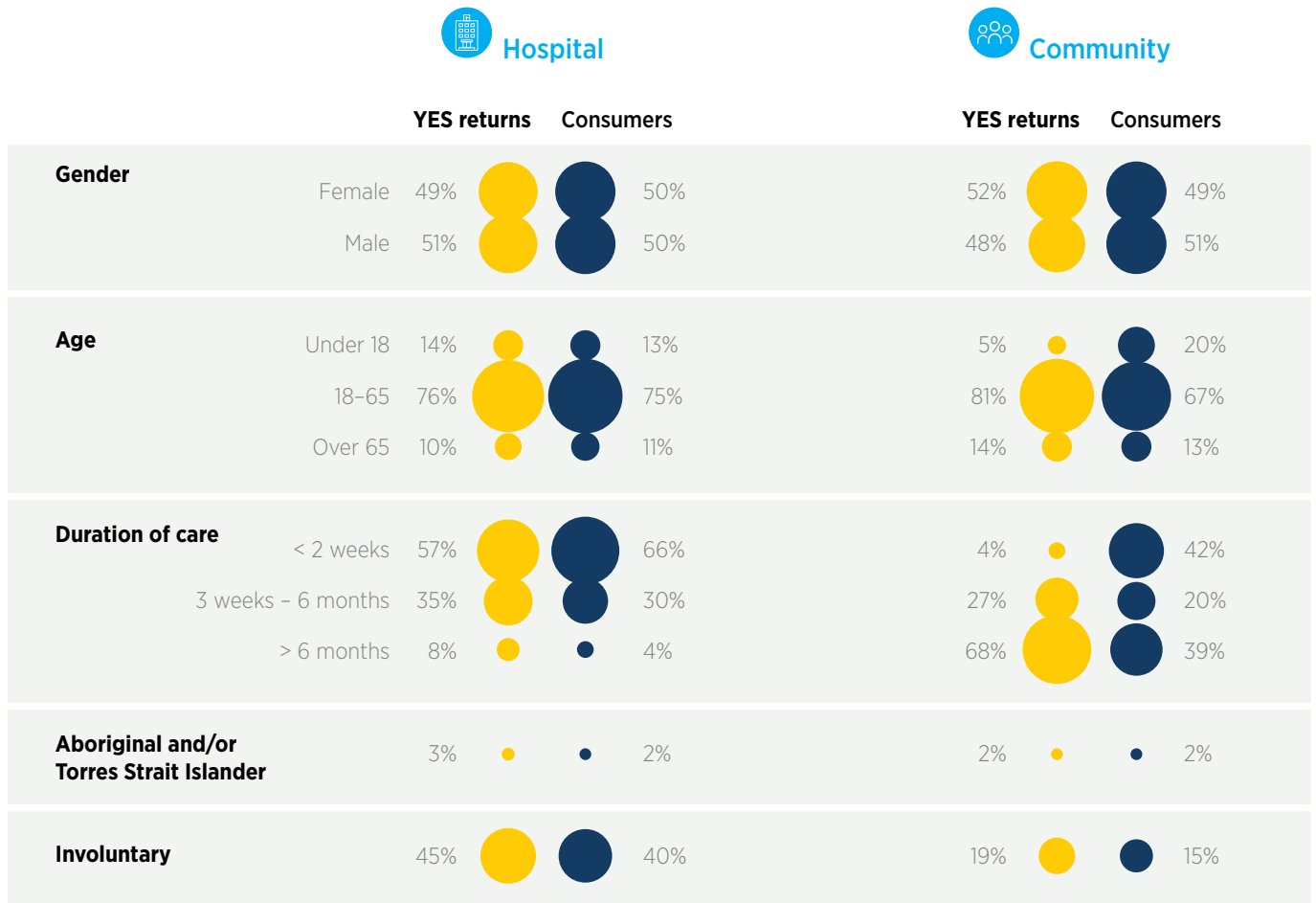
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
MH CYMHS HKHC	C	40	93%	●	●	●	●	●
Family Unit CT	H	138	91%	●	●	●	●	●
MH OPMHS BCHC	C	43	86%	●	●	●	●	●
MH Acute RNSC	C	153	85%	●	●	●	●	●
Figtree IU MCQ	H	39	85%	●	●	●	●	●
MH Frenchs Frst BCHC	C	58	84%	●	●	●	●	●
MH Mona Vale BCHC	C	165	84%	●	●	●	●	●
PECC RNSH	H	326	80%	●	●	●	●	●
MH Early Int RNSC	C	40	80%	●	●	●	●	●
Riverglen OP IU GW	H	132	79%	●	●	●	●	●
MH Acute RHC	C	86	77%	●	●	●	●	●
MH AOT RHC	C	67	76%	●	●	●	●	●
Psych Emergency MLY	H	58	74%	●	●	●	●	●
MH AOT RNSC	C	64	73%	●	●	●	●	●
PECC HKH	H	219	72%	●	●	●	●	●
OPMHS AIU MLY	H	47	70%	●	●	●	●	●
Parkview IU MCQ	H	131	69%	●	●	●	●	●
Henley IU MCQ	H	52	67%	●	●	●	●	●
MH Queenscliff BCHC	C	33	67%	●	●	●	●	●
MH ICU HKH	H	73	66%	●	●	●	●	●
Acute IU HKH	H	385	64%	●	●	●	●	●
MH AOT PH	C	33	64%	●	●	●	●	●
MH IU RNSH	H	278	60%	●	●	●	●	●
Brolga CYMHS IU HKH	H	172	53%	●	●	●	●	●

- Better than target
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Please note separate targets are used for different domains. See Appendix 2 for more information.

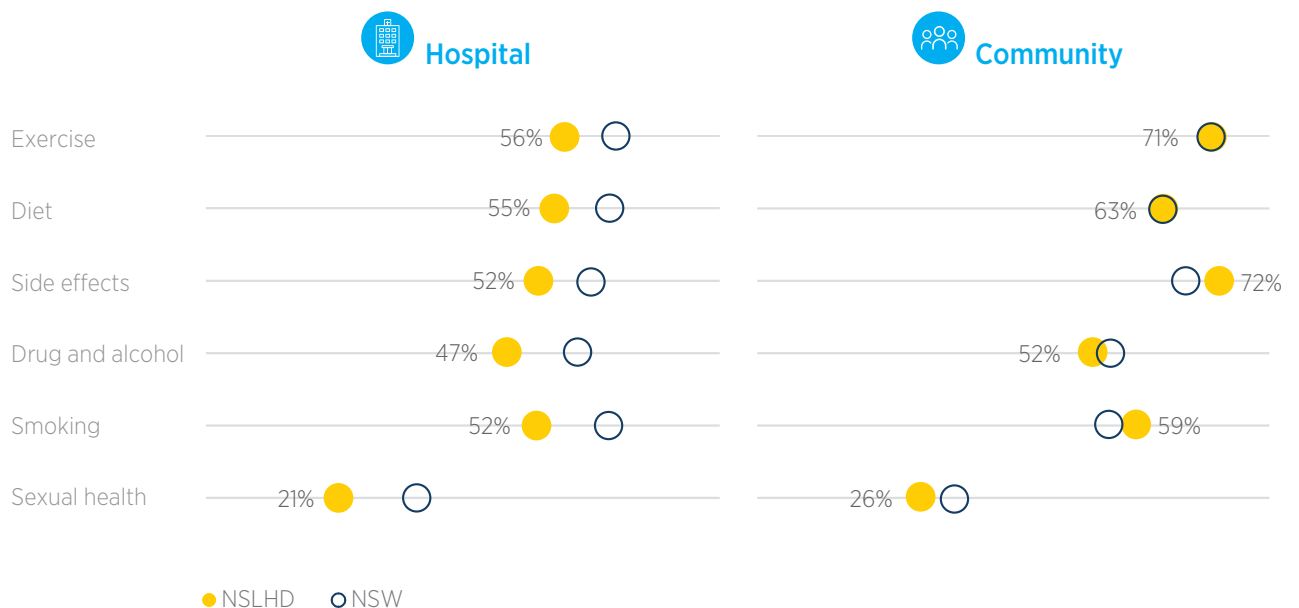
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How representative are the YES returns?



Information on physical health (HeAL)

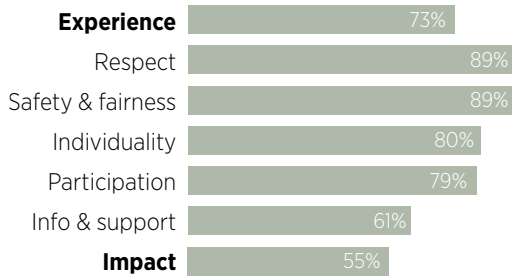
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



St Vincent's Health Network

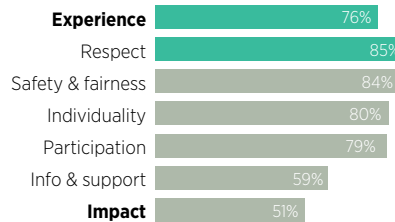
Overall

612 returns



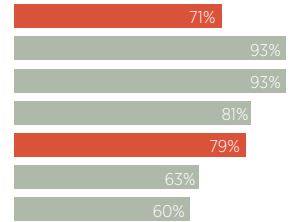
Hospital

570 returns



Community

42 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
St Vincents PECC	H 224	91%	●	●	●	●	●	●
St Vin Caritas Acute	H 274	62%	●	●	●	●	●	●

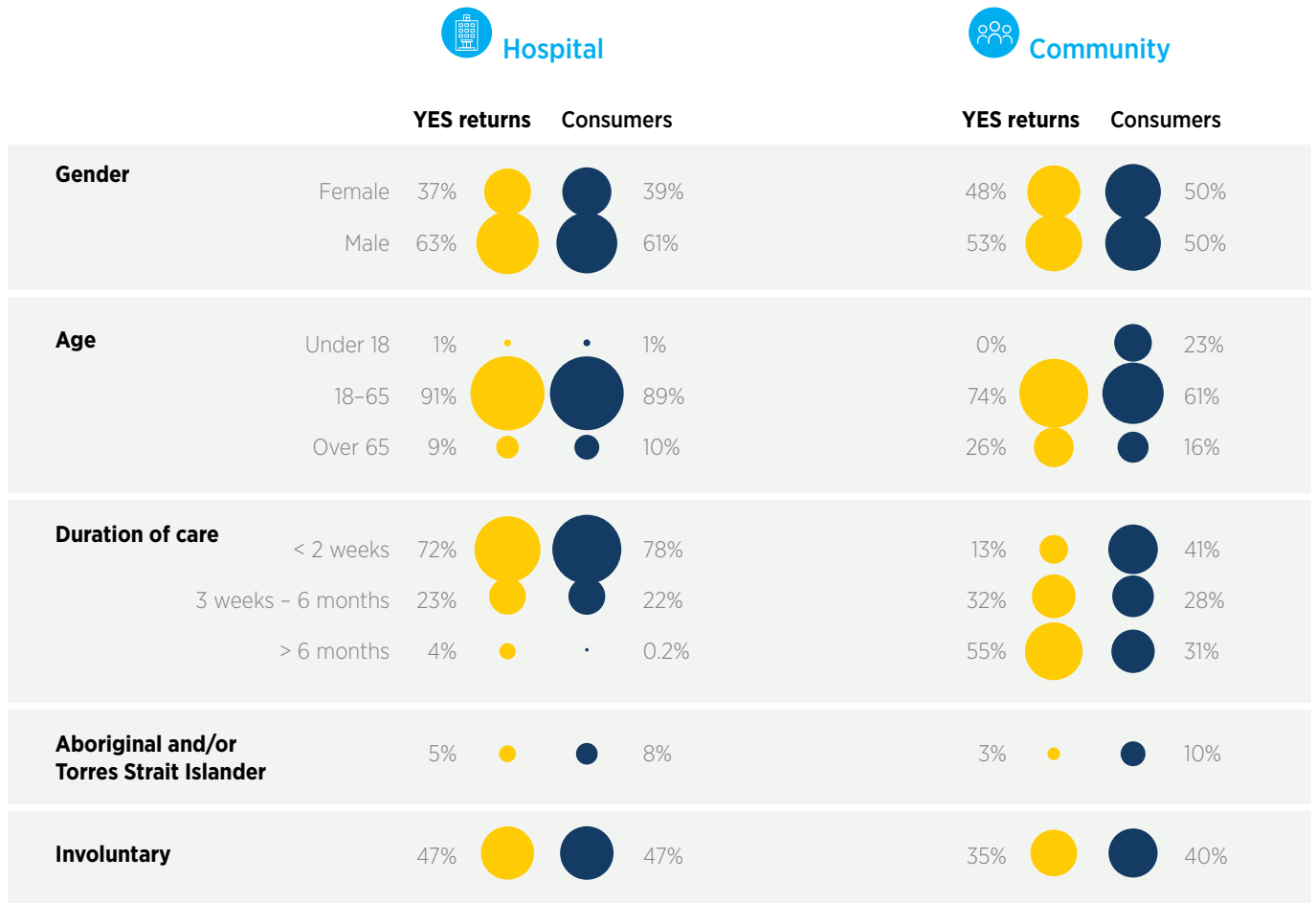
- Better than target
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H = Hospital
C = Community

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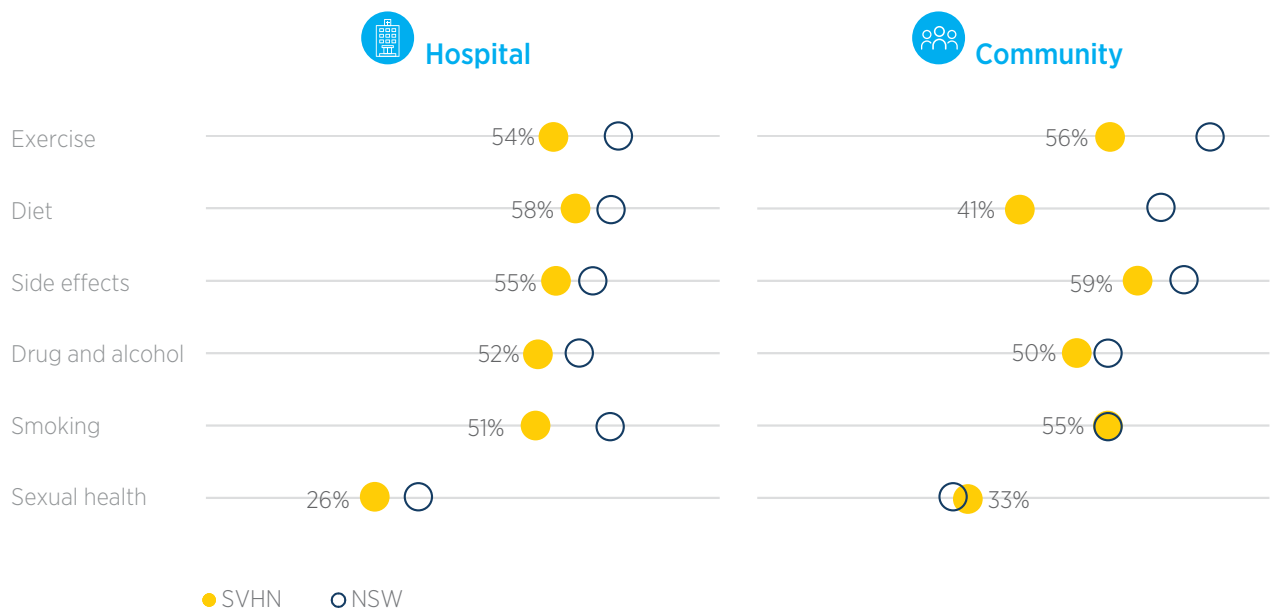
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How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

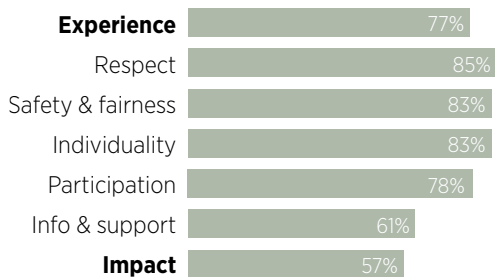


South Eastern Sydney Local Health District



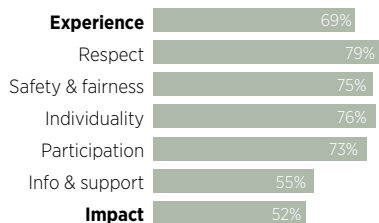
Overall

1650 returns



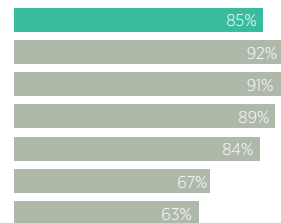
Hospital

1197 returns

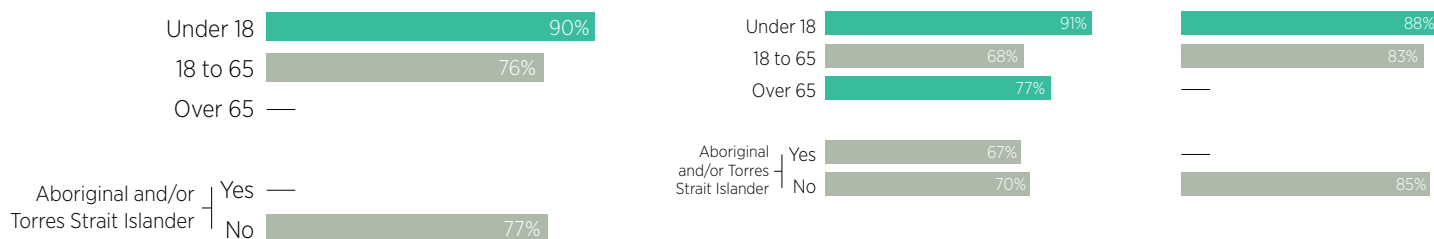


Community

453 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

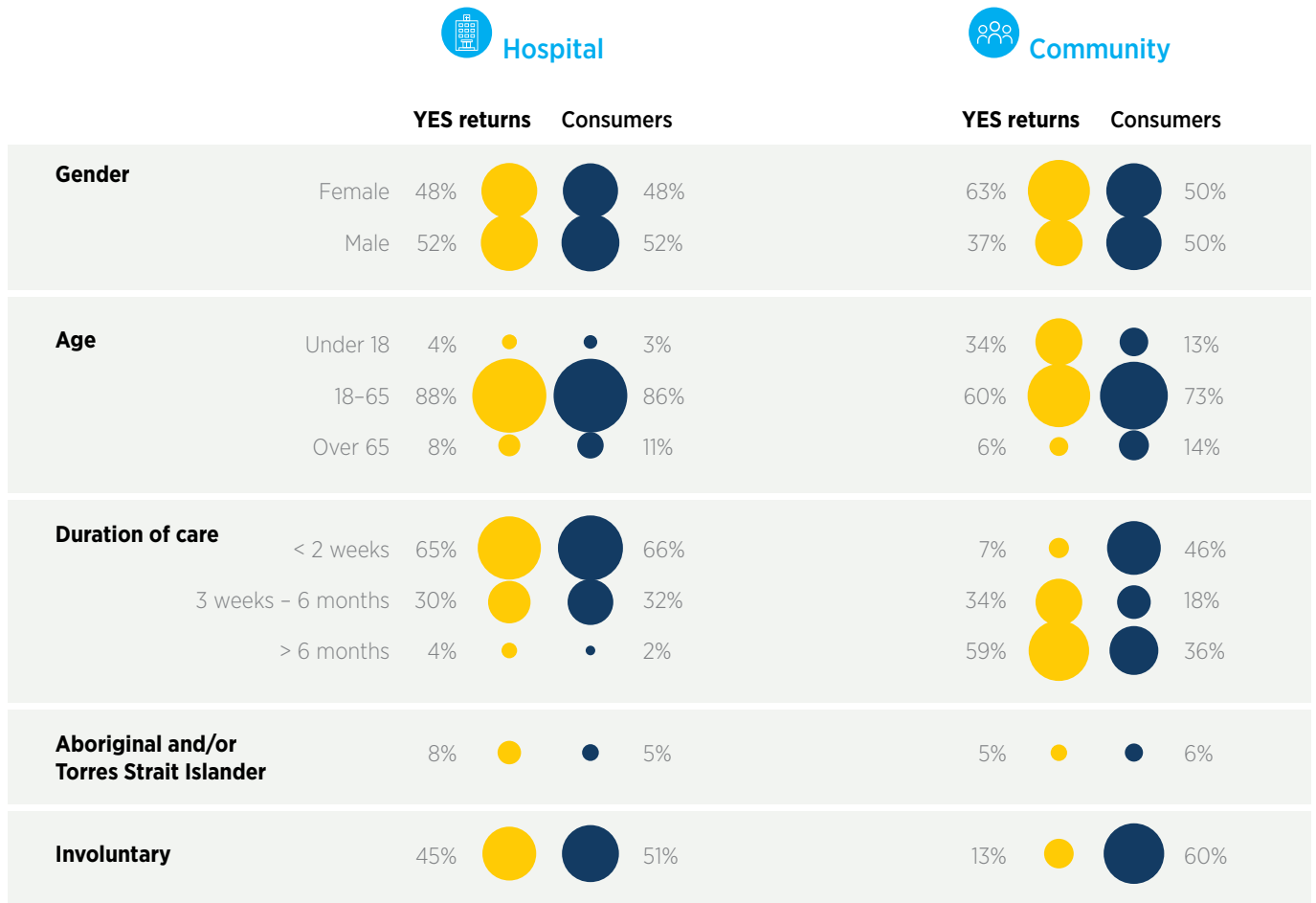
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
ESMH Headspace Amb	C	49	96%	●	●	●	●	●
ESMH Adolescent Amb	C	117	88%	●	●	●	●	●
POWMH PECC IPU	H	259	82%	●	●	●	●	●
STGMH PECC IPU	H	117	81%	●	●	●	●	●
POWMH OP IPU	H	33	79%	●	●	●	●	●
STGMH Directions Amb	C	89	75%	●	●	●	●	●
ESMH Acute Care Amb	C	30	73%	●	●	●	●	●
TSHMH Acute IPU	H	208	72%	●	●	●	●	●
POWMH Kiloh Gen IPU	H	161	57%	●	●	●	●	●
STGMH Acute IPU	H	76	47%	●	●	●	●	●
POWMH Kiloh Obs IPU	H	99	43%	●	●	●	●	●

- Better than target
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 - Below target
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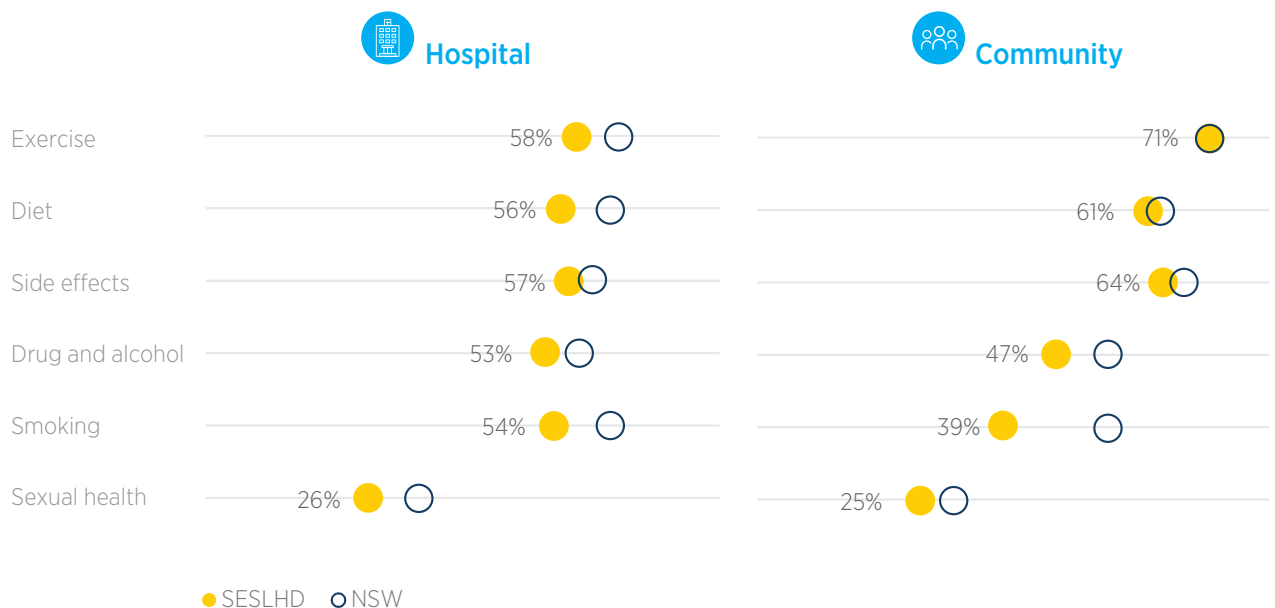
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How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

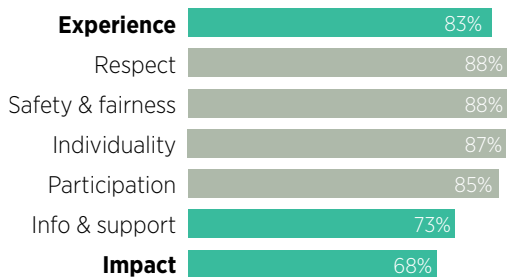


South Western Sydney Local Health District



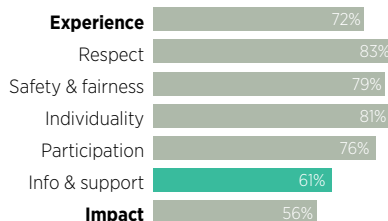
Overall

1128 returns



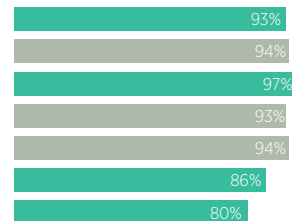
Hospital

1042 returns

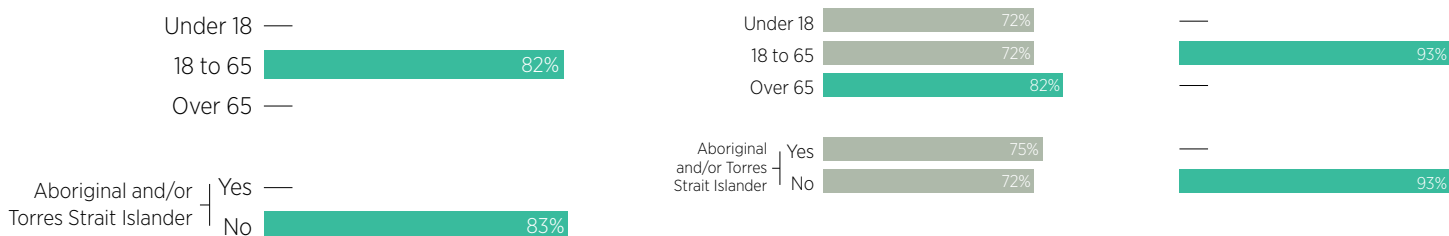


Community

86 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

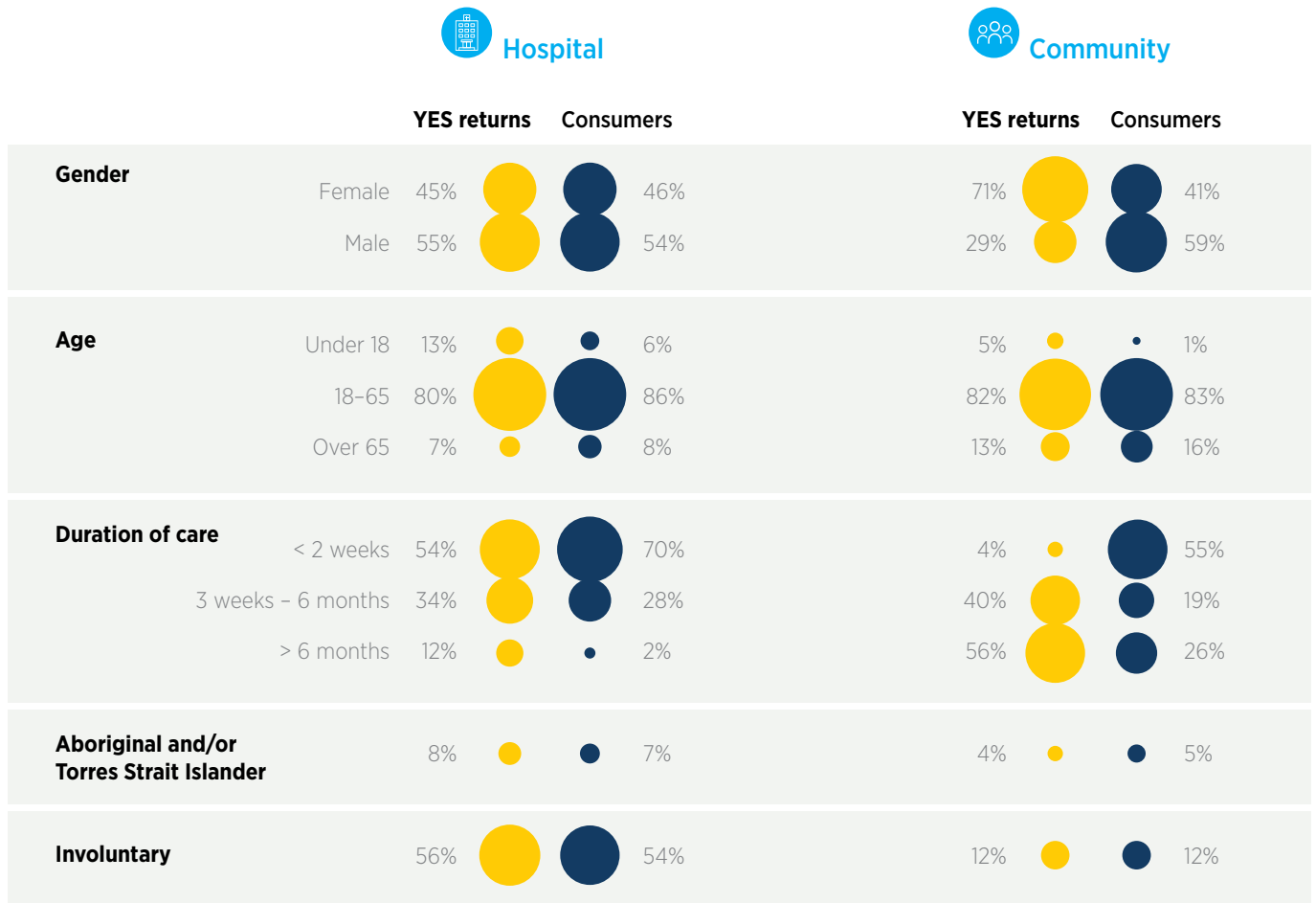
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
SWSLHD MH SPIMHT	C	33	100%	●	●	●	●	●
BRA MHU C Ward	H	34	82%	●	●	●	●	●
LIV MHU PECC	H	186	78%	●	●	●	●	●
LIV MHU HDU	H	95	76%	●	●	●	●	●
LIV MHU West	H	148	72%	●	●	●	●	●
LIV MHU East	H	192	71%	●	●	●	●	●
CTN MHU Gna Ka Lun	H	100	71%	●	●	●	●	●
LIV MHU Sub Acute	H	46	65%	●	●	●	●	●
LIV MHU North	H	76	57%	●	●	●	●	●

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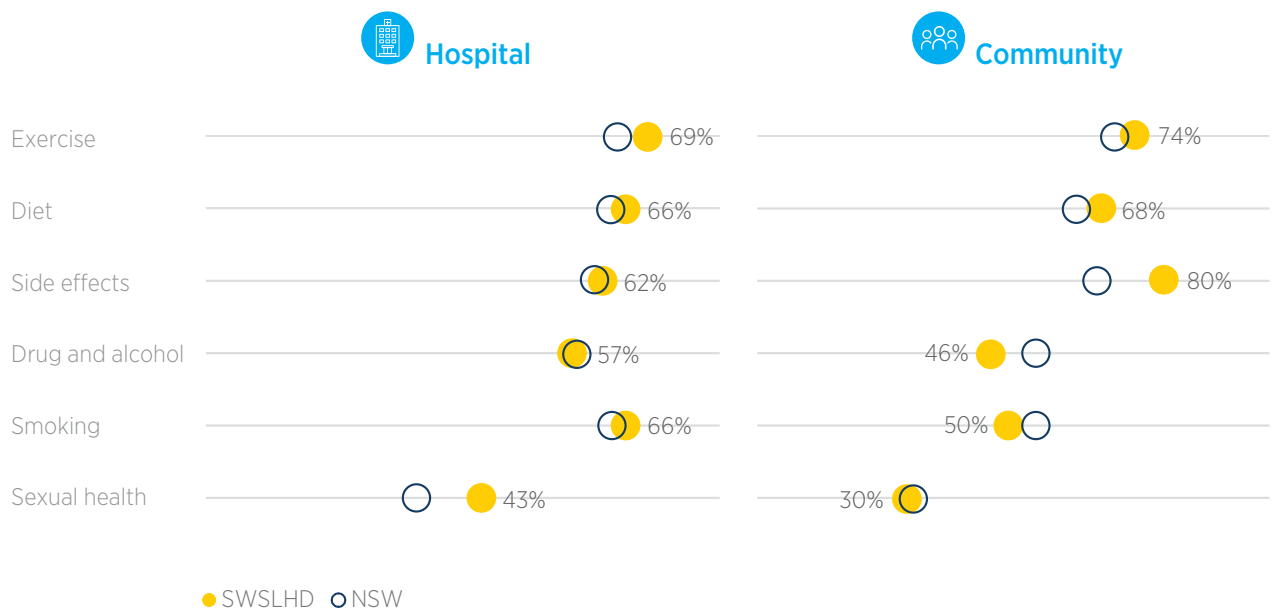
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How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

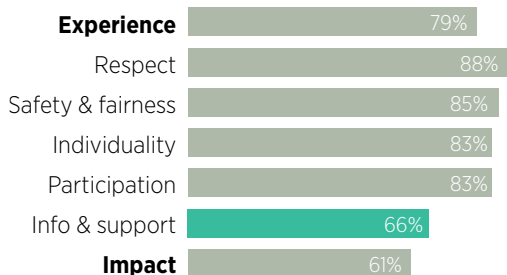


Southern NSW Local Health District



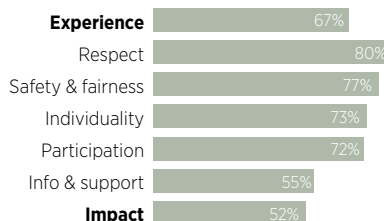
Overall

1185 returns



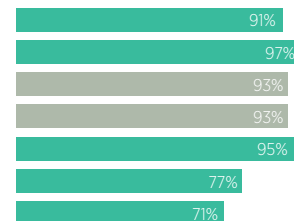
Hospital

878 returns

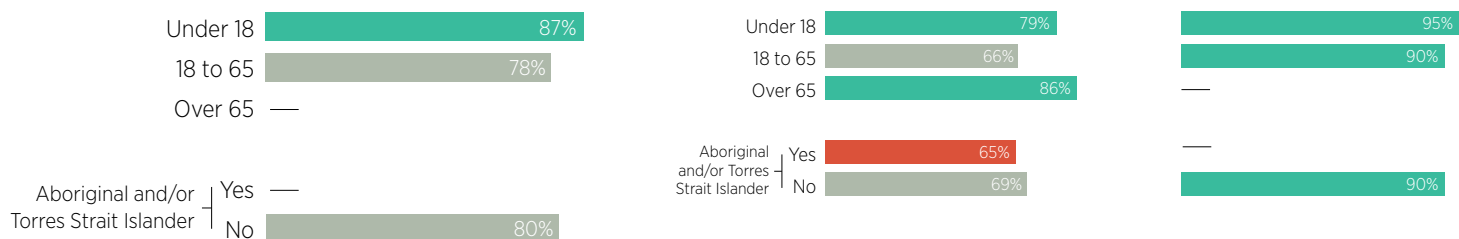


Community

307 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Gbn CAMHS	C	60	93%	●	●	●	●	●
Gbn Adult	C	44	91%	●	●	●	●	●
Euro Adult	C	43	91%	●	●	●	●	●
KN Ext Care	H	42	76%	●	●	●	●	●
SERH MH Inpat Serv	H	277	73%	●	●	●	●	●
Gbn MH Inpat Serv	H	473	63%	●	●	●	●	●

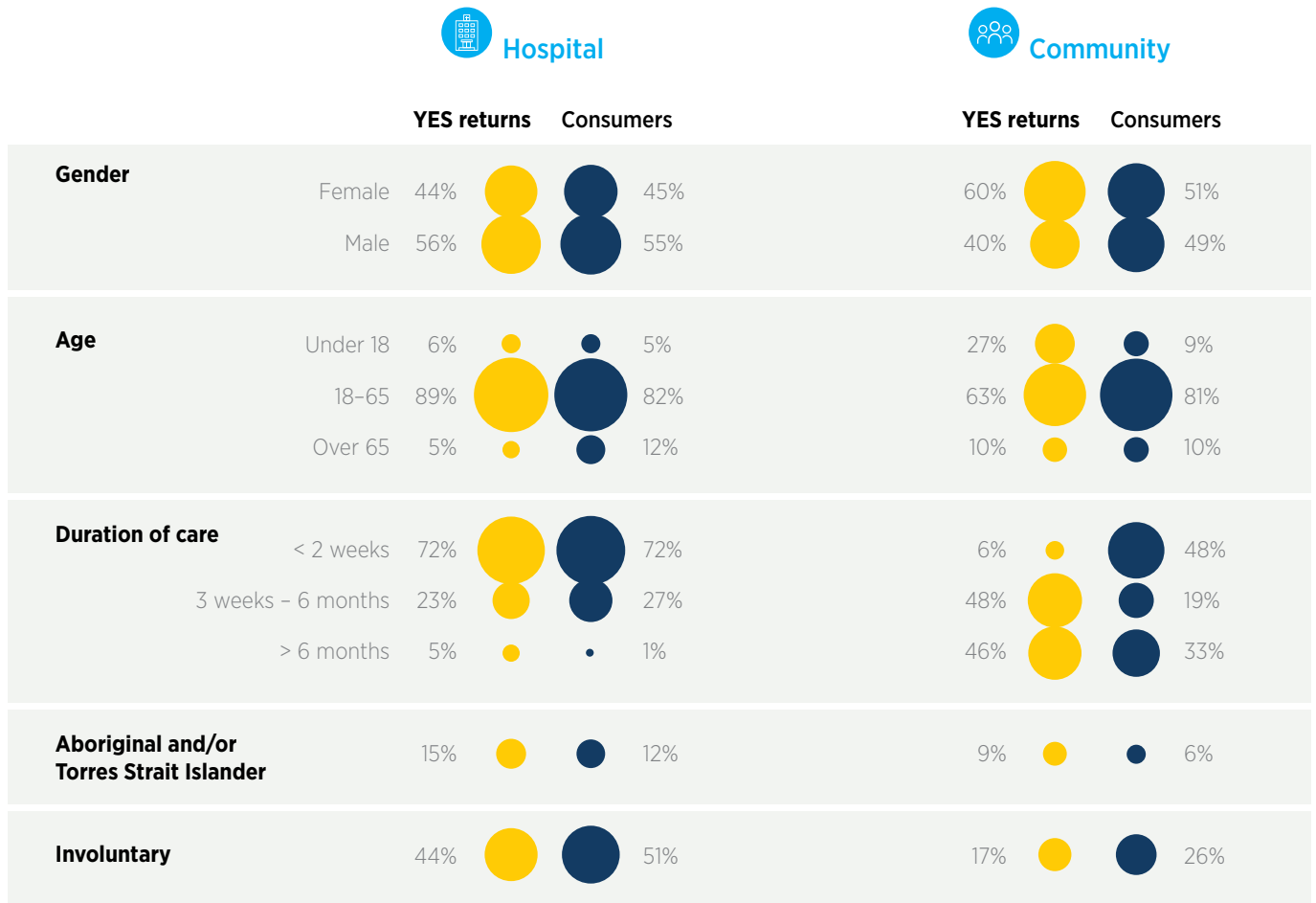
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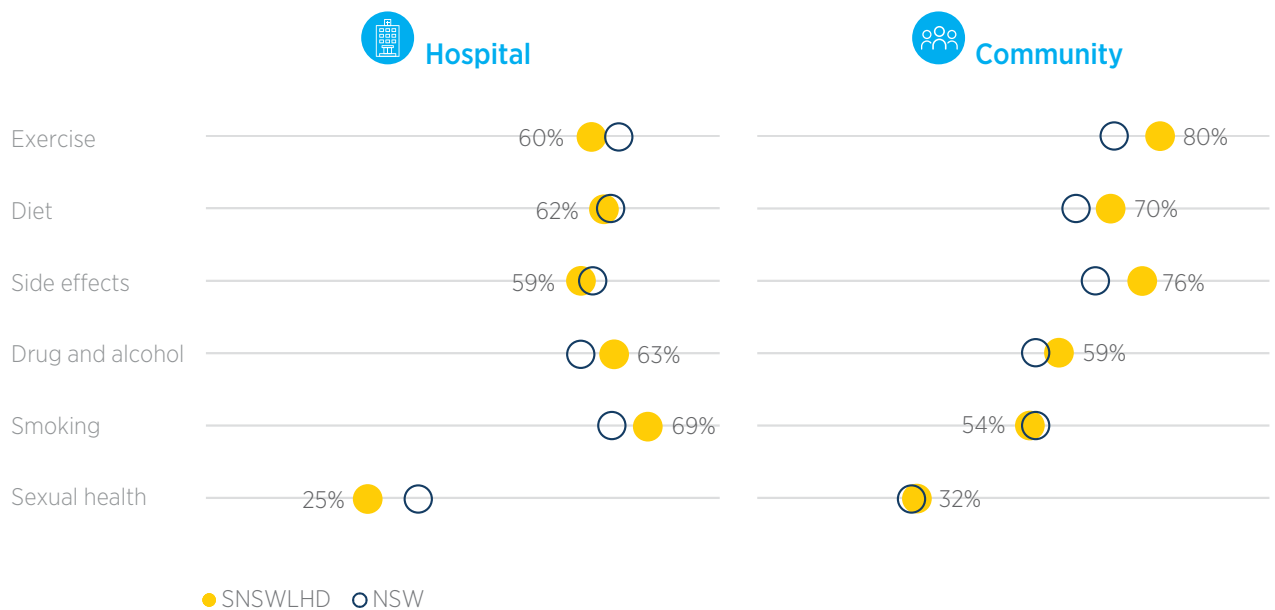
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How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

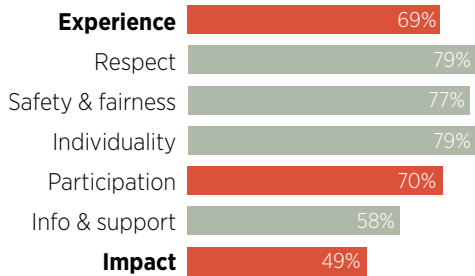


Sydney Children's Hospitals Network



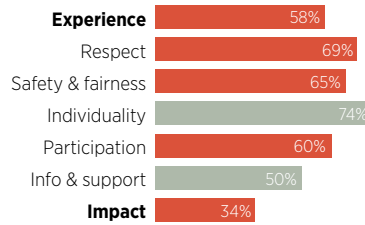
Overall

214 returns



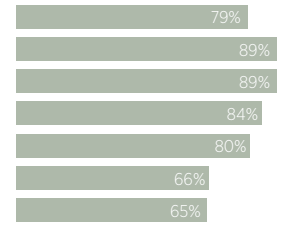
Hospital

177 returns

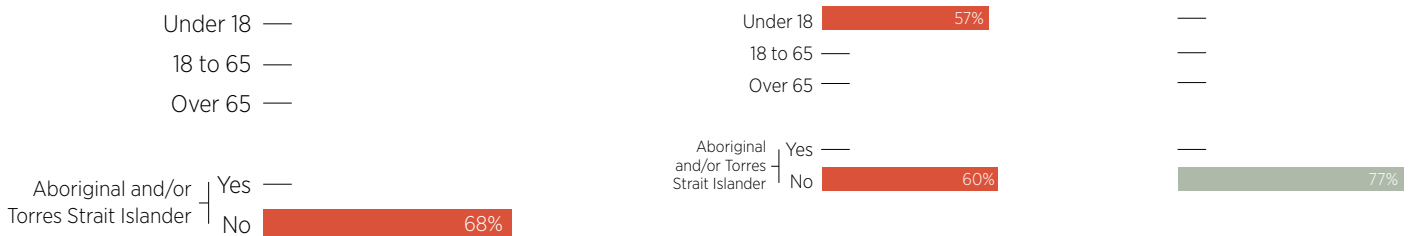


Community

37 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
CHW Psych Med Svc	C	32	78%	●	●	●	●	●
Saunders Unit	H	115	61%	●	●	●	●	●
Hall Ward	H	53	53%	●	●	●	●	●

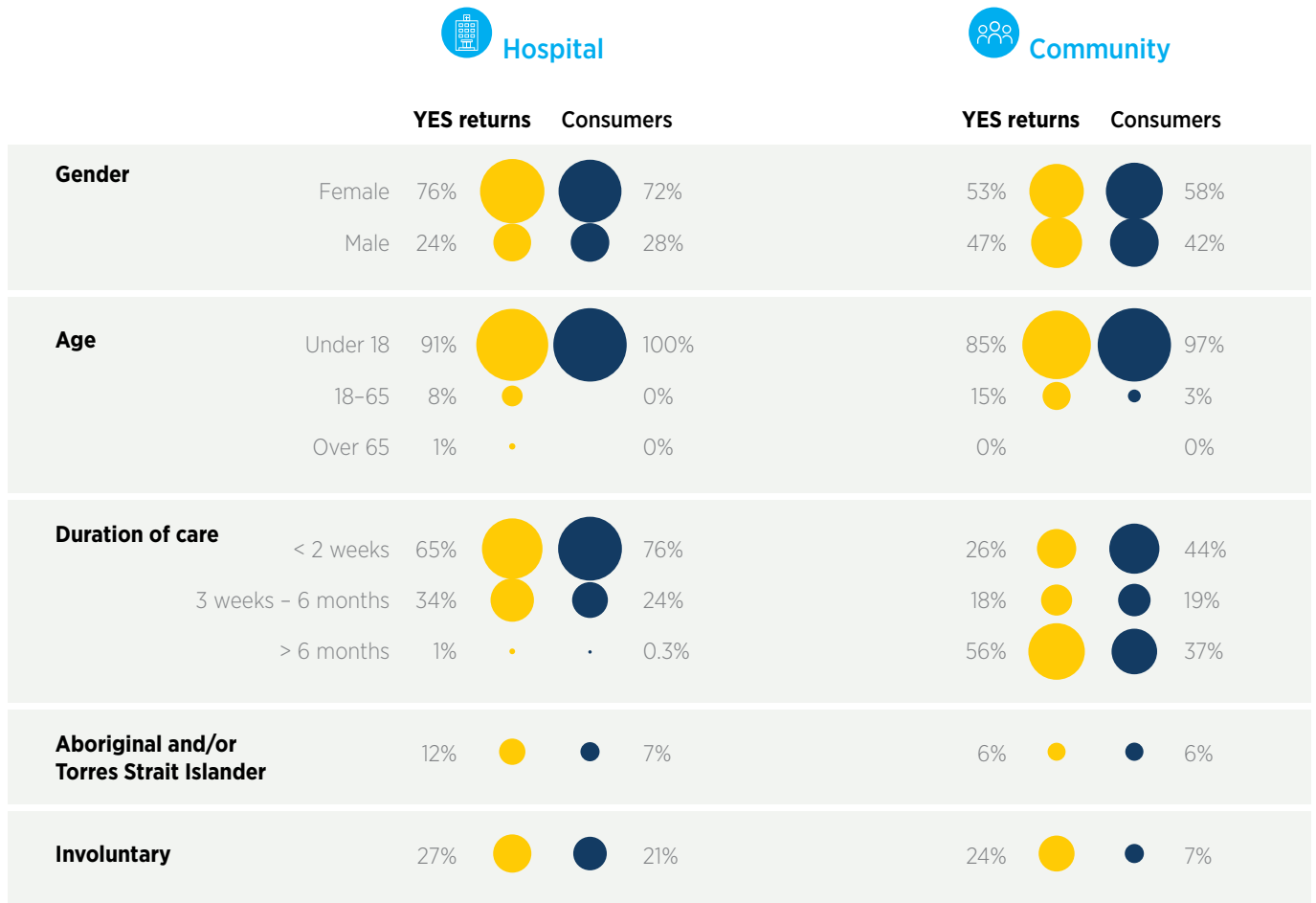
- Better than target
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- Below target

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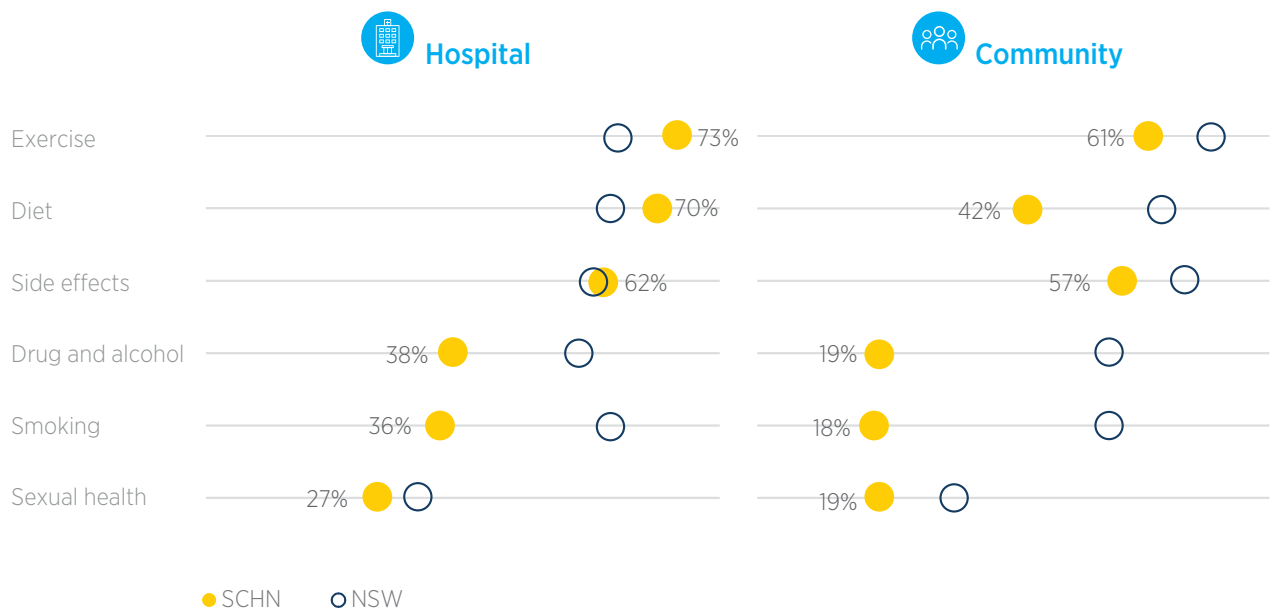
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How representative are the YES returns?



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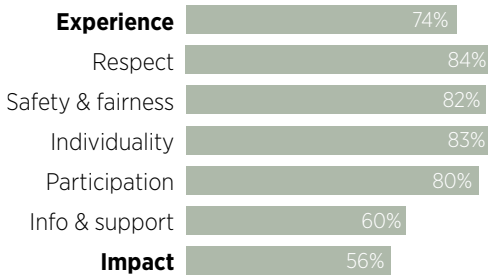


Sydney Local Health District



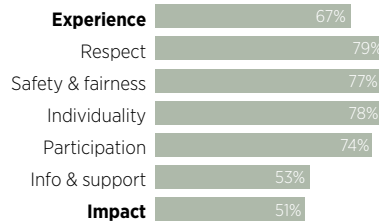
Overall

1775 returns



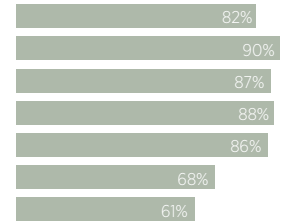
Hospital

1152 returns

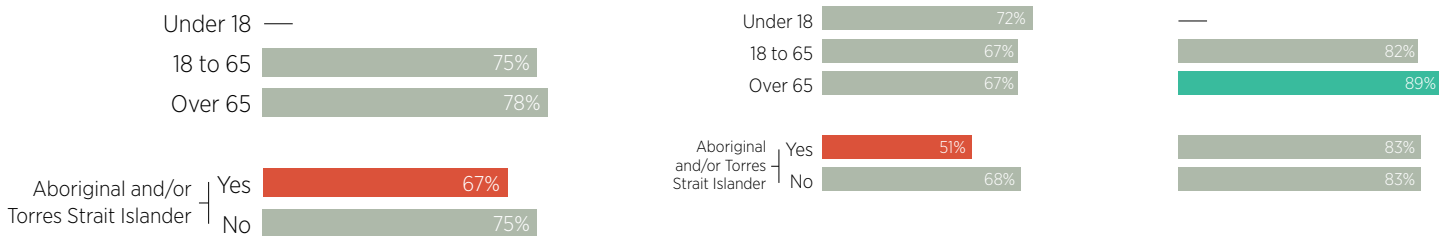


Community

623 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

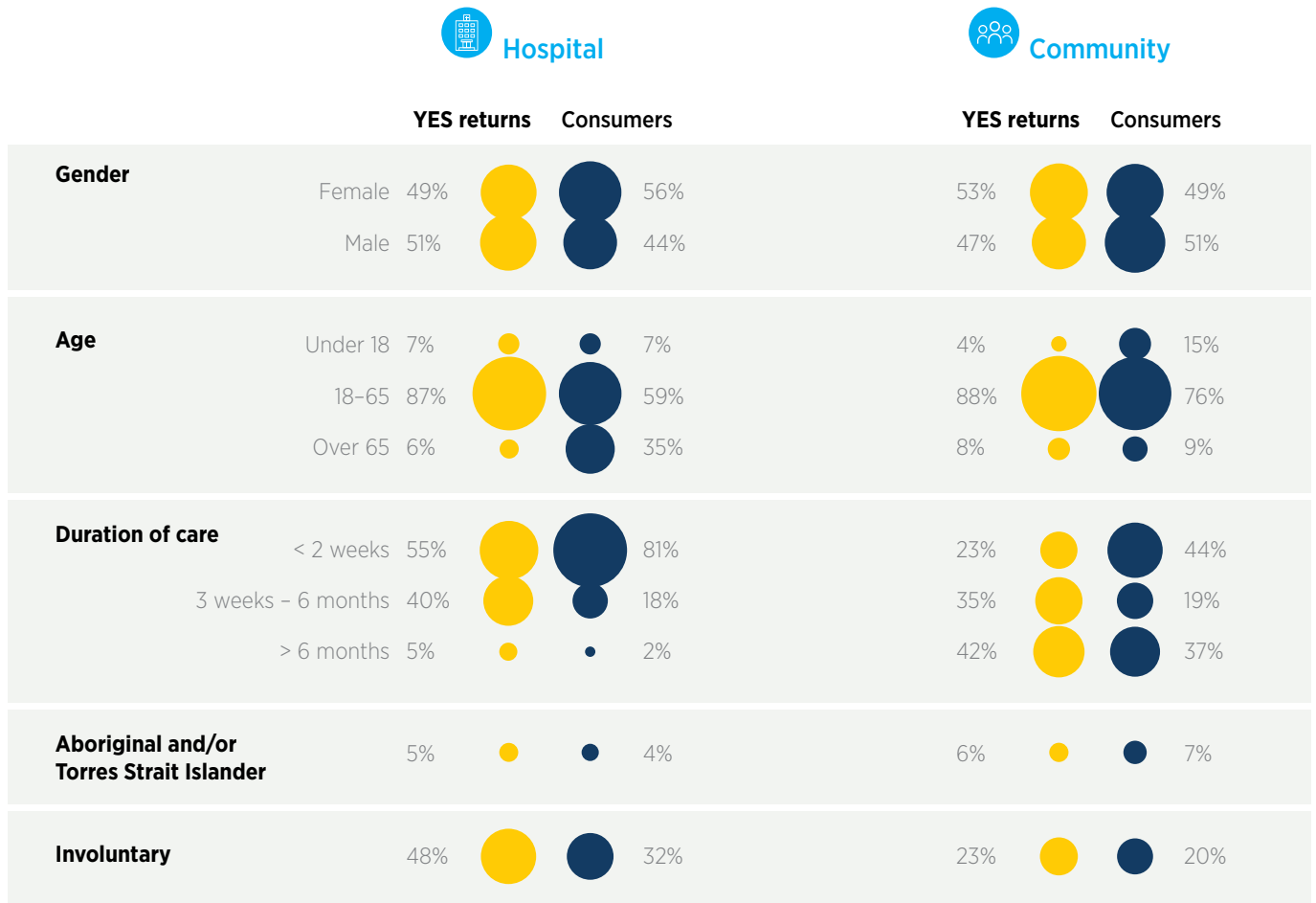
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Camperdown hEIT	C	42	100%	●	●	●	●	●
Camperdown OPMH	C	30	97%	●	●	●	●	●
Croydon ACS	C	55	93%	●	●	●	●	●
CMR ACS	C	37	92%	●	●	●	●	●
Camperdown MATT	C	32	84%	●	●	●	●	●
MMHS Short Stay Unit	H	121	84%	●	●	●	●	●
Canterbury ACS	C	40	80%	●	●	●	●	●
Marrickville Core	C	53	77%	●	●	●	●	●
Croydon Core	C	50	76%	●	●	●	●	●
Eurella stepup/down	C	79	76%	●	●	●	●	●
Rivendell Inpt Svc	H	61	75%	●	●	●	●	●
MMHS Acute Unit	H	222	74%	●	●	●	●	●
CC Norton Inpt Svc	H	193	65%	●	●	●	●	●
CC Jara Inpt Svc	H	63	65%	●	●	●	●	●
MMHS HDU North	H	46	61%	●	●	●	●	●
CC Manning Inpt Svc	H	237	59%	●	●	●	●	●
Canterbury Core	C	45	58%	●	●	●	●	●
CC McKay West Inp Sv	H	37	43%	●	●	●	●	●

- Better than target
- Just below target
- Below target
- H = Hospital
- C = Community

Please note separate targets are used for different domains. See Appendix 2 for more information.

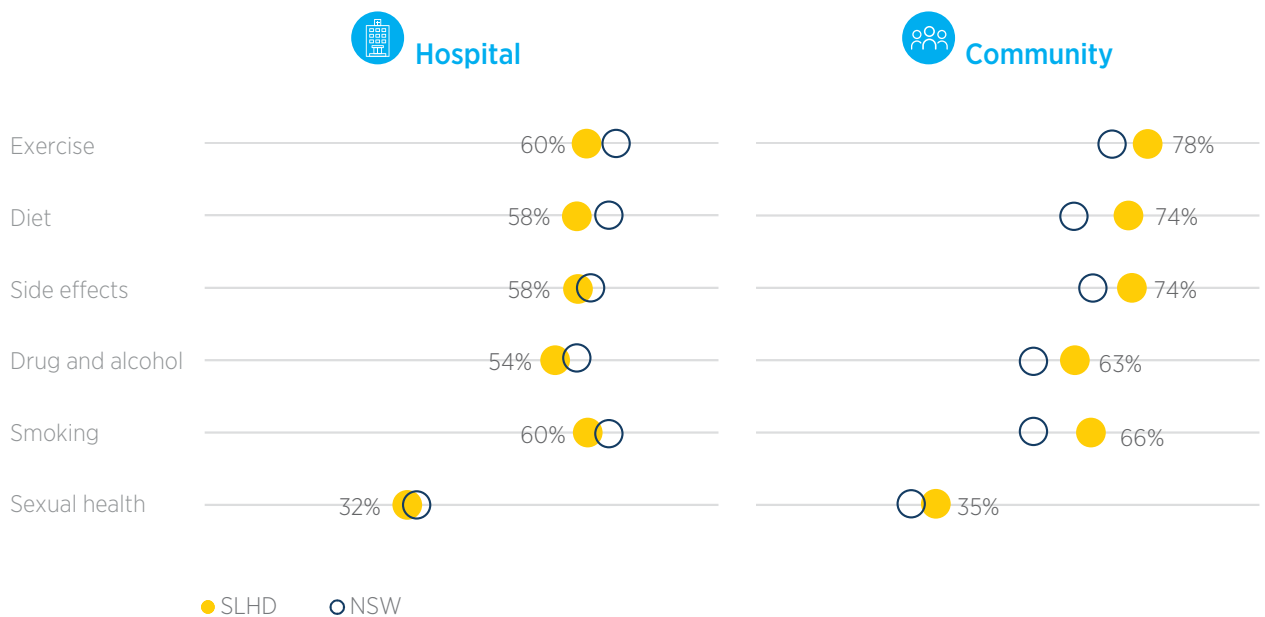
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average

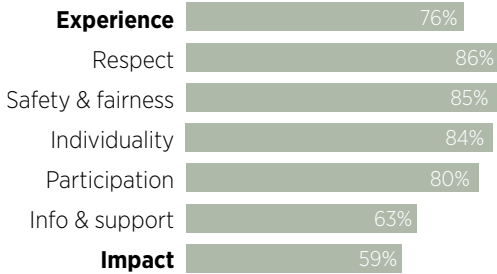


Western NSW Local Health District



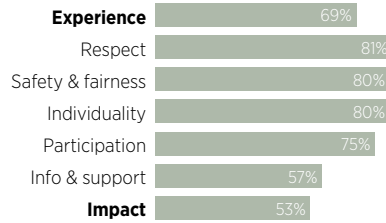
Overall

1822 returns



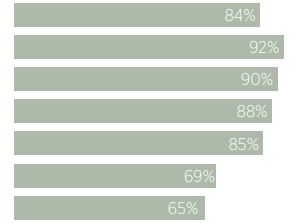
Hospital

1360 returns

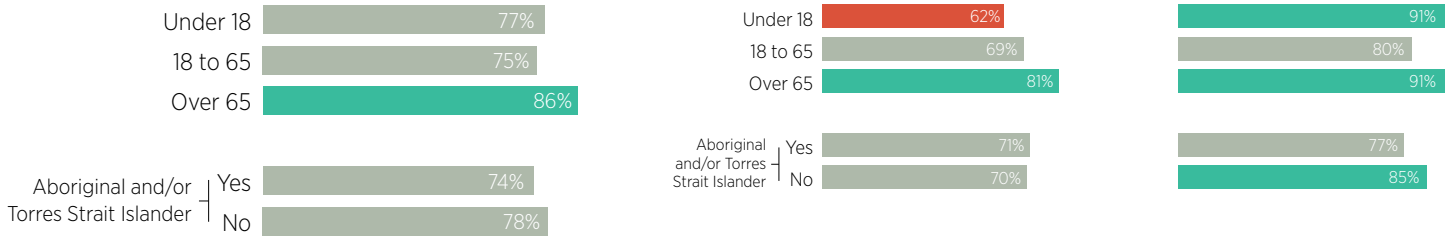


Community

462 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

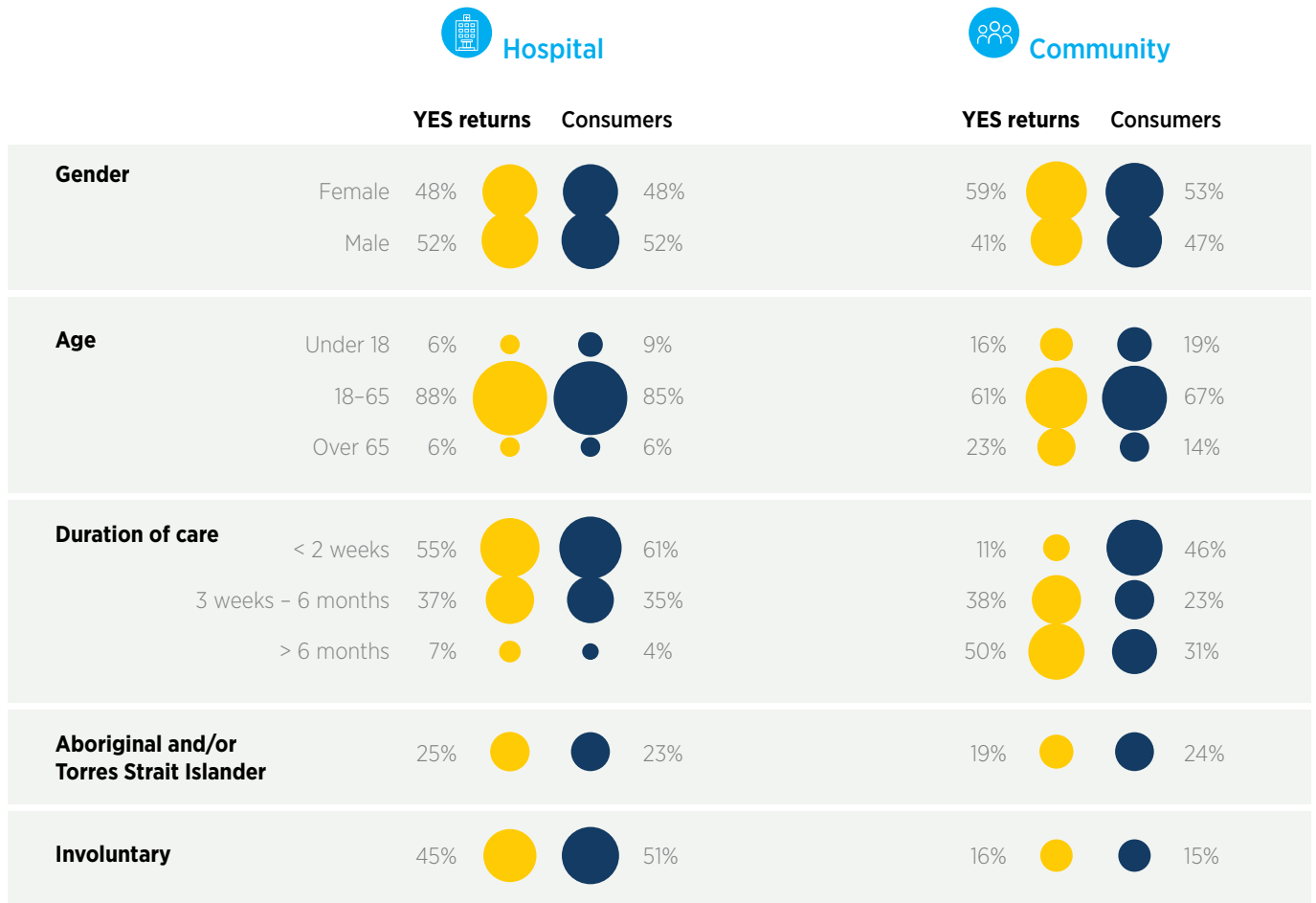
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Orange Pine Lodge Yth Day Prog	C	30	100%	●	●	●	●	●
Orange Adult CMHS	C	46	93%	●	●	●	●	●
Dubbo Sub Acute	H	178	93%	●	●	●	●	●
Mudgee CMHS	C	35	86%	●	●	●	●	●
Orange CYF CAMHS	C	32	84%	●	●	●	●	●
Bathurst Panorama	H	195	82%	●	●	●	●	●
Orange OP MHIPU	H	46	78%	●	●	●	●	●
Bathurst Adult CMHT	C	79	71%	●	●	●	●	●
Orange Amaroo Acute	H	145	70%	●	●	●	●	●
Orange CA MHIPU	H	63	68%	●	●	●	●	●
Dubbo Adult MHIPU	H	102	68%	●	●	●	●	●
Dubbo MH AACT	C	36	67%	●	●	●	●	●
Orange Lachlan Acute	H	293	64%	●	●	●	●	●
Orange Lachlan MHICU	H	112	52%	●	●	●	●	●
Orange Manara MHIPU	H	73	47%	●	●	●	●	●
Orange Turon Rehab	H	49	33%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

Please note separate targets are used for different domains. See Appendix 2 for more information.

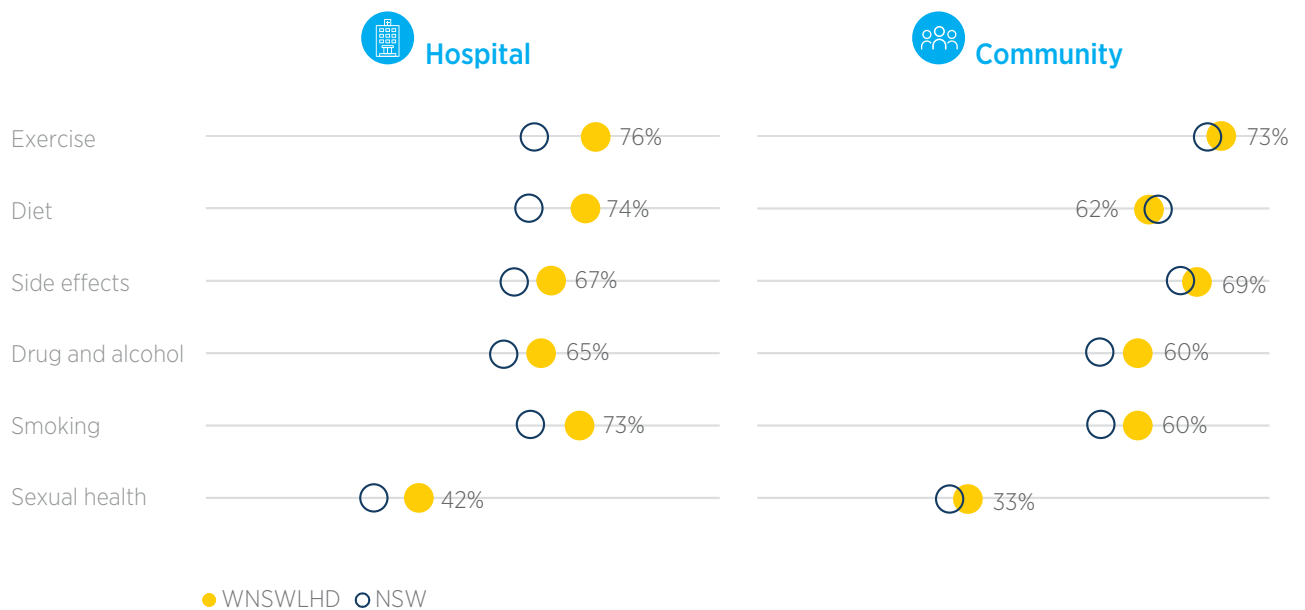
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

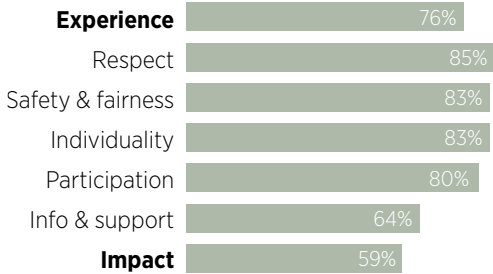
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Western Sydney Local Health District

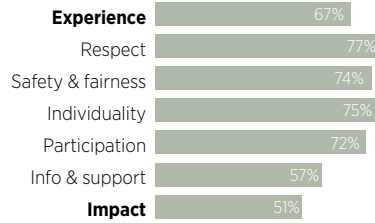
Overall

3108 returns



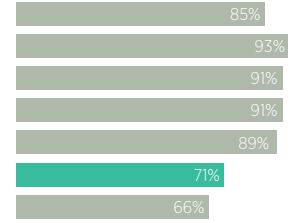
Hospital

1806 returns

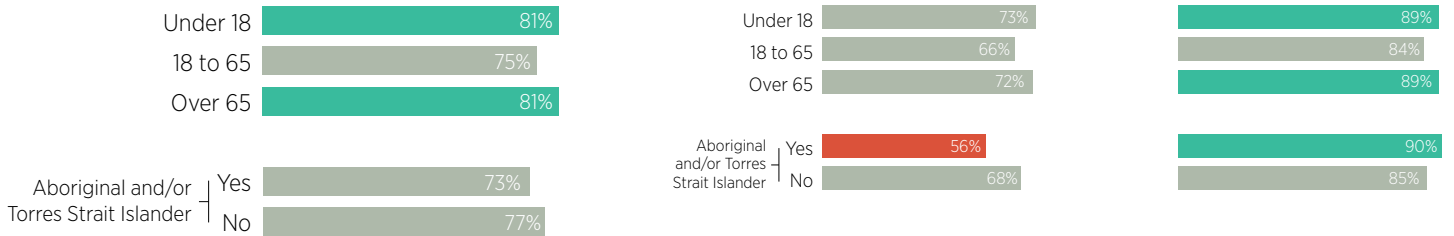


Community

1302 returns



Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team

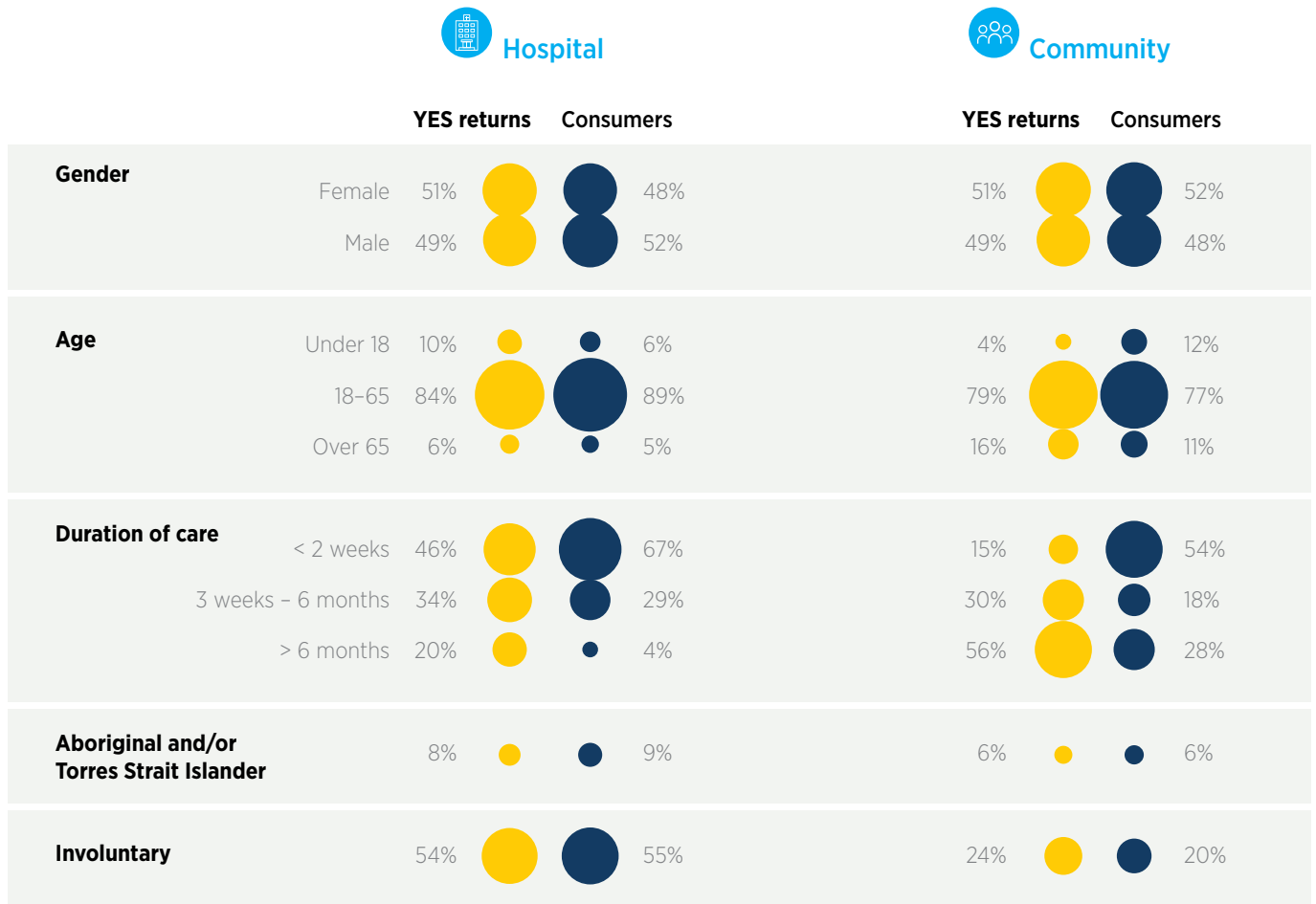
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
BL Aged Care Psy Tm	C	42	100%	●	●	●	●	●
CHIP Residential Svc	C	35	97%	●	●	●	●	●
Merrylands Aged Care	C	190	92%	●	●	●	●	●
Therapy and Clin Sup	C	87	91%	●	●	●	●	●
BL Early Int Team	C	79	90%	●	●	●	●	●
Auburn CMH	C	92	89%	●	●	●	●	●
Willow Rehab Serv	H	51	88%	●	●	●	●	●
Banksia Rehab IP	H	58	88%	●	●	●	●	●
BL Access and Assmt	C	74	84%	●	●	●	●	●
Comm Rehab East	C	93	83%	●	●	●	●	●
BL Case Mgmt Svc	C	62	82%	●	●	●	●	●
BL Psych Short Stay	H	317	78%	●	●	●	●	●
BL Hostel and Res Svc	C	39	77%	●	●	●	●	●
Riverview Ac Inpat	H	196	76%	●	●	●	●	●
Prev Early Int Svc	C	43	74%	●	●	●	●	●
Bunya Rehab Inpat	H	31	74%	●	●	●	●	●
C4A Ac Inpat Serv	H	76	74%	●	●	●	●	●
Redbank Act Adol Ut	H	92	73%	●	●	●	●	●
Acacia Rehab Inpt	H	70	71%	●	●	●	●	●
ME Comm Acute Care	C	91	70%	●	●	●	●	●
C4B PG Inpat Serv	H	69	70%	●	●	●	●	●
F11 Melaleuca Unit	H	51	69%	●	●	●	●	●
Hainsworth Ac Inpat	H	176	67%	●	●	●	●	●
Boronia Rehab IP	H	55	60%	●	●	●	●	●
Yaralla ICU	H	33	58%	●	●	●	●	●
Paringa Ac Inpat	H	96	57%	●	●	●	●	●
Bungarribee House	H	199	53%	●	●	●	●	●
Waratah Rehab IP	H	154	32%	●	●	●	●	●

- Better than target
- Just below target
- Below target
- H = Hospital
- C = Community

Please note separate targets are used for different domains. See Appendix 2 for more information.

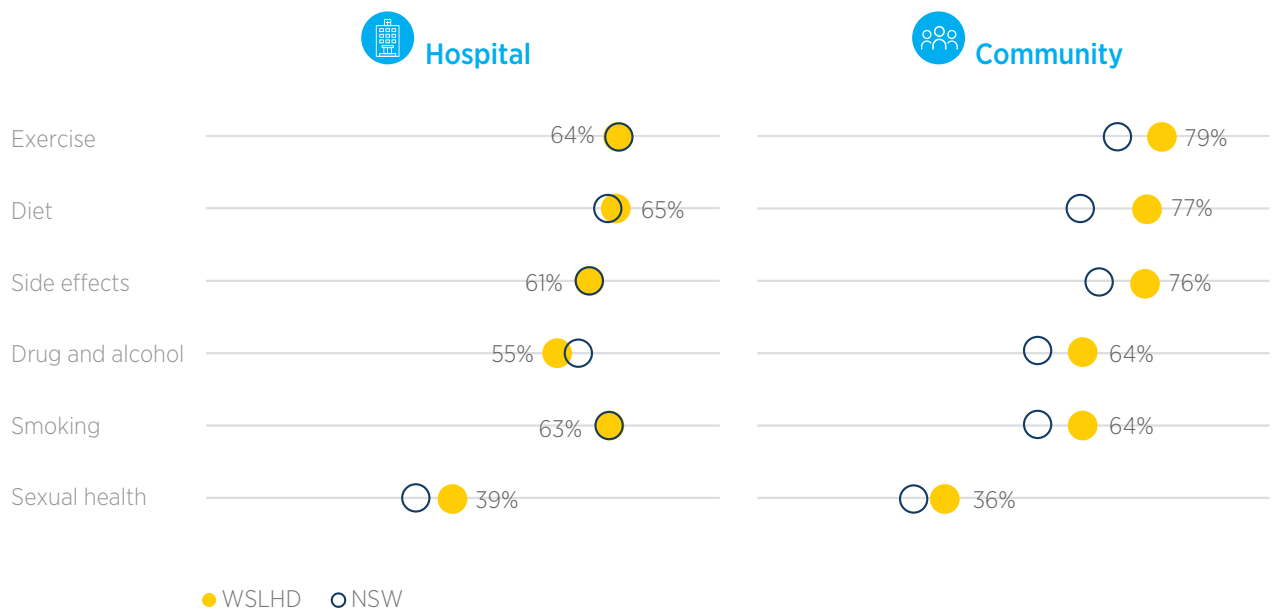
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average





Appendix 1 – YES questionnaire

Your Experience of Service

Service:

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put a cross in just one box for each question, like this ...

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------

These questions ask **how often** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt welcome at this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Your privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff showed hopefulness for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff made an effort to see you when you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You had access to your treating doctor or psychiatrist when you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. You believe that you would receive fair treatment if you made a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your opinions about the involvement of family or friends in your care were respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions ask **how often** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
12. You were listened to in all aspects of your care and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Staff discussed the effects of your medication and other treatments with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. You had opportunities to discuss your progress with the staff caring for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. There were activities you could do that suited you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions ask **how well** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Poor	Fair	Good	Very Good	Excellent	Not Applicable
18. Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Explanation of your rights and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



As a result of your experience with the service in the last 3 months or less please rate the following:	Poor	Fair	Good	Very Good	Excellent
23. The effect the service had on your hopefulness for the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The effect the service had on your ability to manage your day to day life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. The effect the service had on your overall well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Overall, how would you rate your experience of care with this service in the last 3 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions ask **if** we did the following things ...

In the last 3 months, has the service advised you about the following:	Yes	No	Not sure	Not Applicable
27. Healthy eating and diet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Alcohol and drug use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Sexual health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Exercise and physical activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Possible physical side effects of some medications (such as weight gain, diabetes or heart disease)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

.....

.....

.....

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

.....

.....

.....

This information helps to show whether some groups of people are missing out on giving their feedback. It also shows if some groups of people have a better or worse experience than others. Knowing this helps to focus efforts to build better services. No information collected in this section will be used to identify you.

What is your gender?

- Male Female Other

What is the main language you speak at home?

- English Other

Are you of Aboriginal or Torres Strait Island origin?

- No
 Yes - Aboriginal
 Yes - Torres Strait Islander
 Yes - Aboriginal and Torres Strait Islander

What is your age?

- Under 18 years 18 to 24 years
 25 to 34 years 35 to 44 years
 45 to 54 years 55 to 64 years
 65 years and over

How long have you been receiving care from this service on this occasion?

- Less than 24 hours 1 day to 2 weeks
 3 to 4 weeks 1 to 3 months
 4 to 6 months More than 6 months

At any point during the last 3 months were you receiving involuntary treatment (such as an involuntary patient or on a community treatment order) under Mental Health Legislation?

- Yes, involuntary patient/on a community treatment order
 No, I was always a voluntary patient
 Not Sure

Did someone help you complete this survey?

- No
 Yes - family or friend
 Yes - language or cultural interpreter
 Yes - consumer worker or peer worker
 Yes - another staff member from the service
 Yes - someone else

Thank you for your time and comments
Please place the completed questionnaire in the envelope provided and return by mail

InforMH
 Reply Paid 3975
 Sydney NSW 2001

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Appendix 2 – Technical information

The YES targets

The NSW targets have been set based on the best performing 25 per cent of NSW mental health services. The overall experience target is that 80 per cent of consumers report an excellent or very good overall experience (75% for hospital consumers, 85% for community consumers).

For LHD/SHN performance reporting a lower tolerance limit is required. Based on the 25th percentile of service scores, the 'not performing' range is defined as below 70 per cent (65% for hospital services and 75% for community services).



Setting a YES target

A target for YES scores should have several properties. It should be clear and understandable to services and consumers. It should allow hospital and community results to be combined into a single LHD/SHN figure, without being biased by a different mix of hospital and community services in different LHDs. It should be consistent, not requiring separate targets for each LHD/SHN. It should be challenging but achievable, reflecting good performance but able to be achieved by some services.

Many consumer experience surveys use the 75th percentile of current performance as a target. This creates a target that can drive change and that is achievable. Compared to higher targets it is less likely to be influenced by a small number of unrepresentative or unique services.

Domain targets

Different YES domains use different question types, leading to different distributions of scores. Therefore performance targets need to be set separately for different domains. The same methodology used to calculate the overall experience target was applied to the two rating scales (frequency and performance). The targets were calculated separately for hospital and community services. Table 1 summarises the targets used within this report.

Table 1: Performance targets, by question type and domain

Question type	Domains	Overall		Community		Hospital	
		Low	High	Low	High	Low	High
Overall	Experience index	<70%	>80%	<75%	>85%	<65%	>75%
Frequency scales	Individuality, Participation, Respect, Safety	<75%	>90%	<80%	>95%	<70%	>85%
Performance scales	Information and support, Impact	<50%	>65%	<55%	>70%	<45%	>60%

Appendix 3 – YES domains

Showing respect	
Q1	You felt welcome at this service
Q2	Staff showed respect for how you were feeling
Q4	Your privacy was respected
Q5	Staff showed hopefulness for your future
Q7	Staff made an effort to see you when you wanted
Q12	You were listened to in all aspects of your care and treatment
Ensuring safety and fairness	
Q3	You felt safe using this service
Q9	You believe that you would receive fair treatment if you made a complaint
Q11	The facilities and environment met your needs
Valuing individuality	
Q6	Your individuality and values were respected
Q16	There were activities you could do that suited you
Supporting active participation	
Q8	You had access to your treating doctor or psychiatrist when you needed
Q10	Your opinions about the involvement of family or friends in your care were respected
Q13	Staff worked as a team in your care and treatment
Q14	Staff discussed the effects of your medication and other treatments with you
Q15	You had opportunities to discuss your progress with the staff caring for you
Q17	You had opportunities for your family and carers to be involved in your treatment and care if you wanted
Providing information and support	
Q18	Information given to you about this service
Q19	Explanation of your rights and responsibilities
Q20	Access to peer support
Q21	Development of a care plan with you that considered all of your needs
Impact	
Q23	The effect the service had on your hopefulness for the future
Q24	The effect the service had on your ability to manage your day to day life
Q25	The effect the service had on your overall well-being
Q26	Overall, how would you rate your experience of care with this service in the last 3 months

Overall Experience (100 x Average of validly completed questions 1-22)/5

Note: Question 22 was removed from the domain structure but continues to contribute to the overall score



