



# Your Experience of Service

What consumers say about NSW Mental Health Services

## 2016-2017



Health

### **Acknowledgements**

HSIPR and the team at InforMH acknowledges the support of members of the YES Advisory Committee and colleagues at BEING, NSW Ministry of Health Mental Health Branch and The Bureau of Health Information. Most importantly, thank you to the many consumers who have taken the time and effort to complete a YES Questionnaire and the BEING and NSW Health staff who have worked together to continue this important initiative. Together we continue to strive towards our vision of *“Better Data, Better Decisions, Better Care”*.

### **Report produced by:**

InforMH  
Health System Information  
& Performance Reporting Branch  
NSW Ministry of Health

Published November 2017

Please note that there is the potential for minor revisions of data in this report.  
Please check with InforMH for any amendments



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# Foreword

Listening to the consumer voice is essential for evaluating and improving NSW mental health services. Your Experience of Service (YES) was introduced in NSW public Mental Health services in 2015, and its use continues to grow strongly. In 2016-17 more than 22,000 YES Questionnaires were completed, an increase of more than 50% on the previous year.

Health System Information and Performance Reporting (HSIPR) is a Branch within the NSW Ministry of Health whose primary role is to support the data, information and analytical needs of the NSW public health system. A priority initiative of HSIPR has been the YES Project, which works in collaboration with NSW Local Health Districts and Specialty Health Networks (LHDs/SHNs) to offer all consumers of public mental health services an opportunity to give feedback on their experience. Through this information, we can assist services to make better decisions which will result in better care for consumers and their family and carers.

This report includes important messages for the NSW community and for everyone involved in planning and delivering mental health care. People of all ages, sexes and cultural backgrounds provided feedback using YES. Most of those people reported positive experiences of mental health care. They told us that they felt safe, and that staff related to them with respect and hope. However, there are also challenges and areas for improvement. We need to work harder to ensure that the voice of younger people and those receiving brief crisis care are also included within YES. People who receive care against their will report a much less positive experience: we need to ensure that services work to minimise the use of involuntary care. When involuntary care is necessary, services must work hard to ensure that people are treated with respect and dignity. There is significant variation in YES results between services, and we need to help services explore the reasons for these differences. We need to continue to improve how we provide information to consumers, carers and families, and genuinely involve people in decisions about their care.

A key component of the YES Framework is the Action and Change phase. This sees consumers and mental health services working together to understand and utilise the results of the YES Questionnaire to plan and monitor change. Data can lead to service improvement at a local level where leadership and management is strong.

We would like to thank the many consumers who have taken the time and effort to complete YES Questionnaires, and the BEING and NSW Health staff across LHDs/SHNs who have worked together to implement change as guided by the consumer voice.



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# Executive Summary

Your Experience of Service is a nationally developed questionnaire designed to gather information from consumers about their experiences of care. This report summarises the second full year of YES data and explores change across hospital and community mental health services.

## How many people completed a YES?

More than 22,000 YES Questionnaires were returned in 2016-17, an increase of more than 50% from the previous year. The estimated return rate for hospital services was 31%. There were more than 6,500 community questionnaires returned, a 70% increase compared to 2015-16. However this only represents an estimated 5% of NSW community mental health consumers.

## Who completed a YES?

For hospital care, people who completed YES were a representative cross-section of all people receiving care. For community care, younger people (under 25 years of age) and people having very brief (single day only) contact were much less likely to complete YES. People from a wide variety of cultural backgrounds completed YES: more than 1,700 people indicated that they spoke a language other than English at home (8% of hospital returns, 11% of community returns), and more than 101 different languages were identified.

## What experiences did people report?

Most people completing YES reported a positive experience of care. Around 2/3 of all people completing YES reported that their overall experience was Very Good (28%) or Excellent (39%). In community settings, more people reported that their overall experience was Excellent (46%) compared to hospital environments (36%). The most positive experiences were reported for domains measuring Respect, Safety and Fairness. While still positive, the lowest scores were reported for the Information and Support domain.

The Healthy Active Lives (HeAL) questions ask whether services provide information on six key domains of physical health. Most people in hospital were provided information on eating and diet (63%), smoking (63%), exercise (63%) and medication side effects (59%). For people in community care, information was provided most often on exercise (73%), medication side effects (69%) and eating and diet (65%). More than half of people (56% of community respondents, 51% of hospital respondents) received information on four or more of the HeAL domains.

## Did some groups of consumers report different experiences?

People treated in hospital settings reported significantly less positive experiences than people receiving community care. In both settings the least positive experience was reported by people who were treated involuntarily.

In community services, men and Aboriginal people reported a significantly less positive experience, but this pattern was not seen in hospital services. Older people reported a more positive experience in both hospital and community settings. People under 18 years reported significantly more positive experience in community care, but more negative experience than other age groups in hospital care.

Overall, receiving help in completing YES was not associated with differences in experience. However, people who completed YES with assistance from peer workers reported a slightly less positive experience.

# Your Experience of Service

Your Experience of Service (YES) has been designed and named in partnership with mental health consumers throughout Australia. Its purpose is to help public Mental Health services work with consumers to improve the care and support that they provide. YES was implemented in NSW in March 2015 (see Appendix 1 YES Questionnaire). This report summarises the second year of YES data from NSW services. For information regarding the development of YES, please see Appendix 2 Technical Information.

## When and how is YES offered?

YES should be offered to all consumers of NSW hospital, community and community residential services aged 11 years or older. If people see more than one team, we hope that YES would be offered by each team. Currently each NSW Local Health District (LHD) or Speciality Health Network (SHN) has chosen a method of administration that best suits their local needs. Some use a “continuous” method, where people are offered YES during every hospital stay or community health centre visit. Others use a “snapshot” approach where people are encouraged to complete YES in a particular week or month of the year. Some services combine both approaches. These different approaches may contribute to differences in results between services, because they alter the number or type of consumers who respond in each service.

## Reporting on YES

NSW Health has worked to provide services with rapid feedback on YES return rates and results. All NSW services receive monthly reports on return rates and overall experience, and quarterly reports for each individual ward or community team. All data, including free text responses, are sent to LHDs and SHNs quarterly.

## Action and Change

The aim of YES collection and reporting is to support service improvement. NSW Health services involve consumers in improvement using the “Action and Change Framework”. This is an essential component of the YES initiative in NSW.

**Q34** *The best things about this service were...*

**“A safe environment where staff are highly professional and compassionate”**



### Data Collection

Hearing from people who use the service about their experiences of using mental health services.



### Action and Change

Consumers and Mental Health Services to make change happen!



### Data Analysis

Putting consumers' views together with other people's who are in a similar situation - finding common experiences and feedback.



### Reporting and Feedback

Using the information gathered to let services know where they can improve.



# How many consumers completed a YES?



In 2016-17

## 22,479

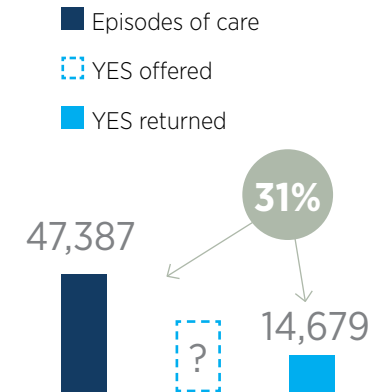
YES Questionnaires were returned.

This is an overall increase of more than 50% compared to last year, and an increase of more than 70% in community returns.

NSW is committed to an ambitious target, that all consumers of mental health services should have an opportunity to provide feedback on their experience of care. In 2016-17 22,479 YES Questionnaires were returned. Of these, 1,193 (5%) did not identify a valid mental health service, leaving 21,216 YES Questionnaires which could be included in the analysis. This is an overall increase of more than 50% compared to last year, and an increase of more than 70% in community returns. These are encouraging increases and reflect significant efforts by many service managers, peer workers and clinicians.

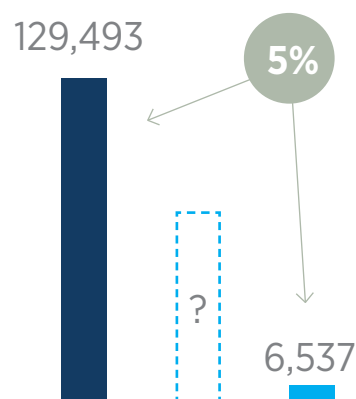
For most surveys, the “completion rate” is the proportion of people offered the survey who go on to complete the survey. The method used to distribute YES in NSW makes it challenging to calculate a precise completion rate. YES Questionnaires are offered to consumers in many ways and the number of questionnaires offered to people is not recorded. Therefore it is not possible to calculate a simple completion rate. We estimate that nearly one third of hospital consumers and around 5% of community consumers completed a YES Questionnaire in 2016-17. The method used to estimate community return rates has been modified compared to the previous report (see Appendix 2 Technical Information).

Because different methods are used, caution is needed when comparing YES return rates or results with those from other consumer satisfaction surveys, or those from the YES Questionnaire in other Australian States and Territories.



### Hospital episodes

All hospital episodes ending in the year, plus people still in hospital on June 30



### Community episodes

Episodes of at least one individual, face-to-face contact between a person and a community team within the year

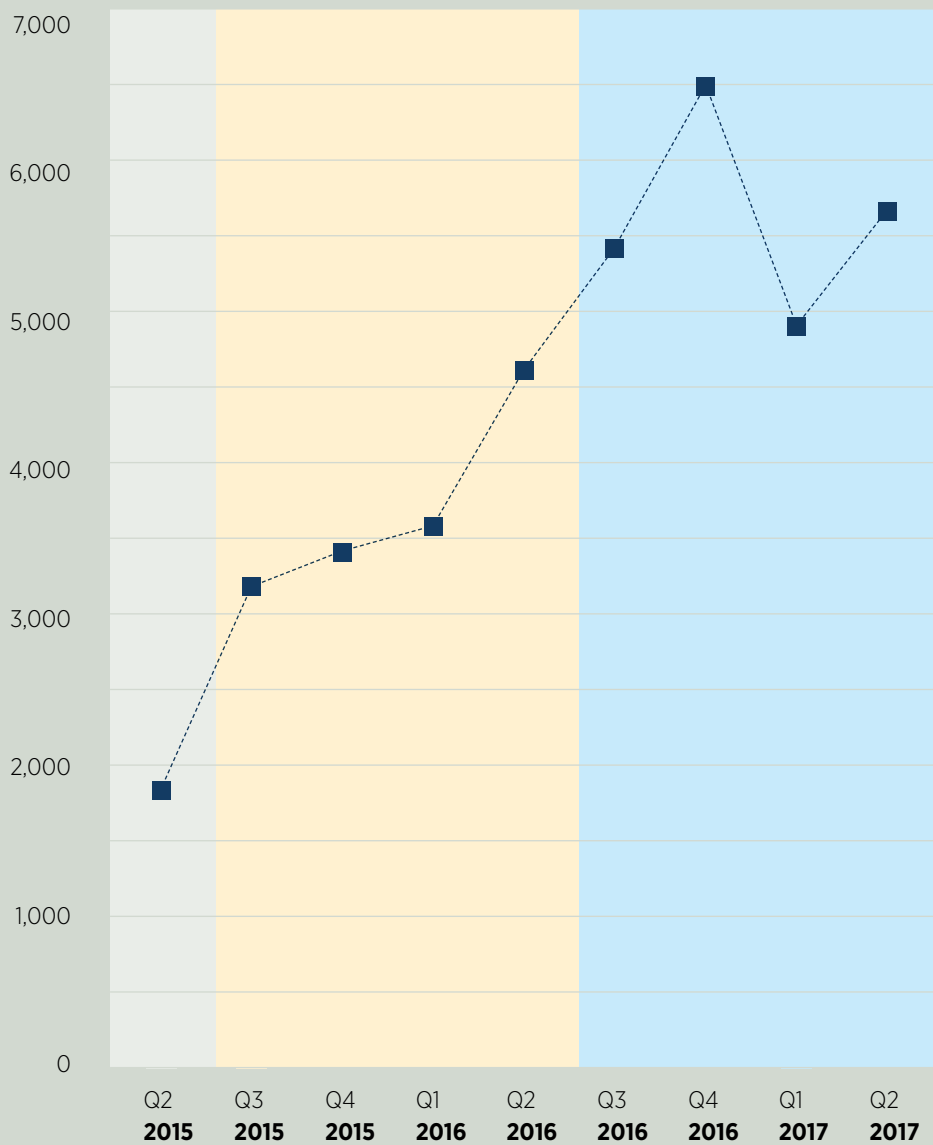


2015-16

**14,794**  
returns

2016-17

**22,479**  
returns



# What did consumers say about their experience?

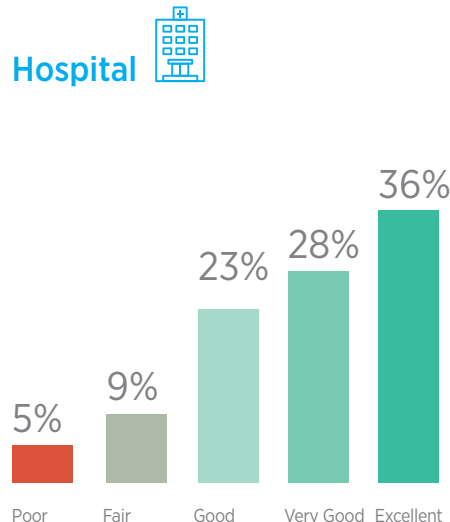
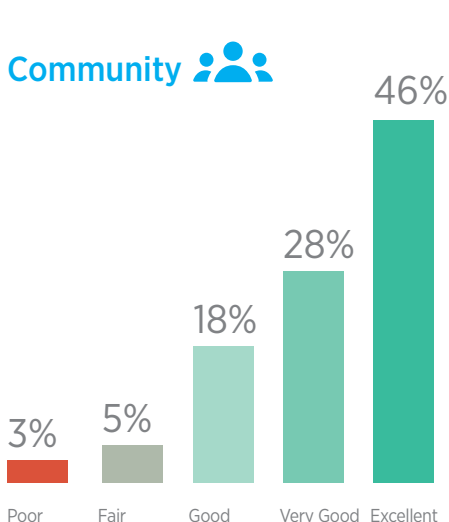
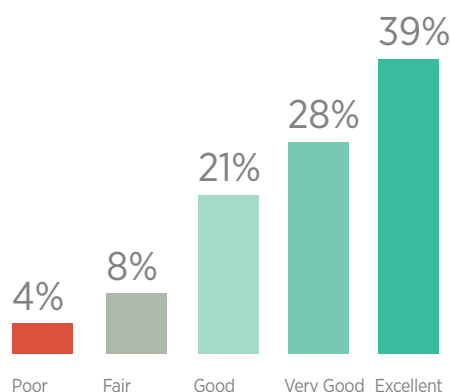
Since its implementation, YES has continued to develop with the input of consumers, carers and clinicians. YES questions are grouped together into different “domains” of service experience. Over the last year, NSW cooperated with other states to review these domains. After analysis of anonymous data from NSW and Queensland, the number of domains was reduced and the alignment of questions to domains was modified slightly. The names of these new domains were changed based on a national consumer consultation. For more details of the changes to YES domains, please see Appendix 3 YES Domain Changes.

Most people who completed YES reported a positive experience of care. The YES Questionnaire provides two ways of summarising people’s overall experience. Question 26 asks for the person’s overall experience, or scores from all YES experience questions can be added to calculate an overall “Experience Score” out of 100. Around 2/3 of people completing a YES reported that their overall experience was Very Good (28% of people) or Excellent (39%).

People completing YES in community settings continue to report a more positive experience than people in hospital care. In community settings nearly three quarters (74%) of people reported that their overall experience was Very Good (28%) or Excellent (46%). In hospital settings, 64% of people reported a Very Good or Excellent experience.



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



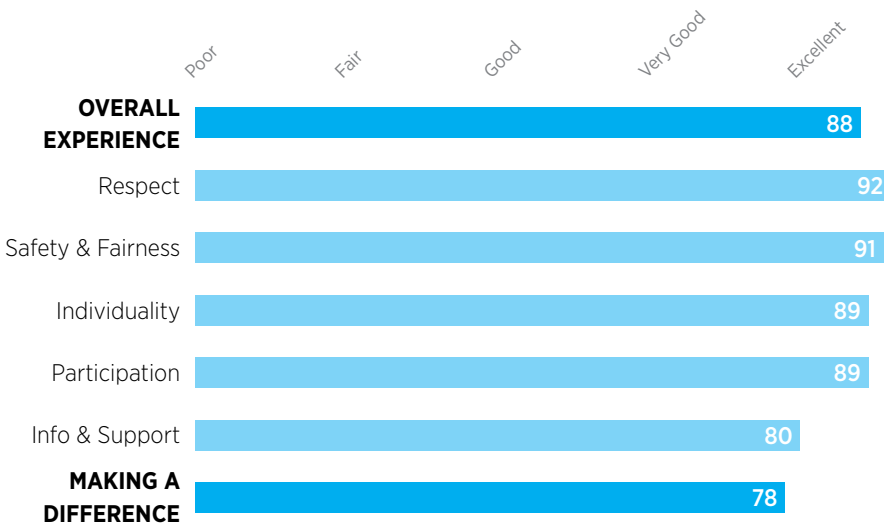
**Q33** *My experience would have been better if...*

“ *There were more group activities*

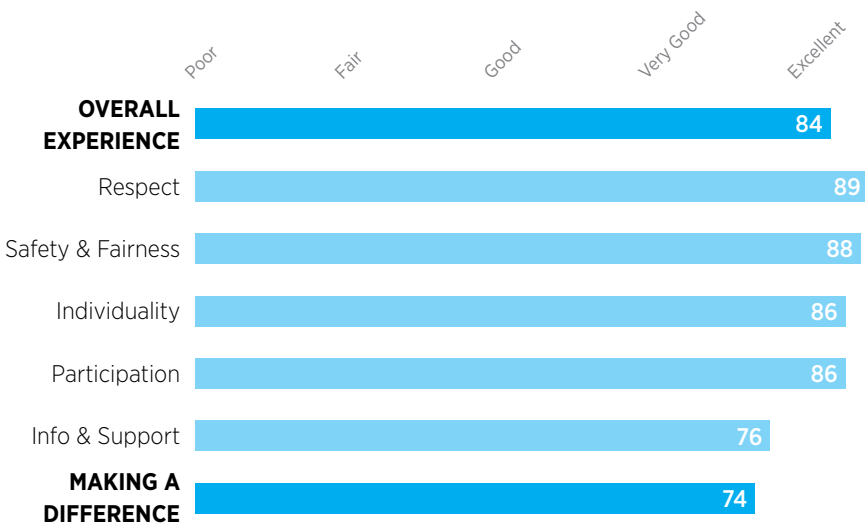
“ *The effects of my medication were explained to me*

The most positive experiences were reported for questions measuring Respect, Safety and Fairness. Relative to these, people rated their access to Information and Support less positively. The same pattern was seen in both community and hospital settings.

### Community



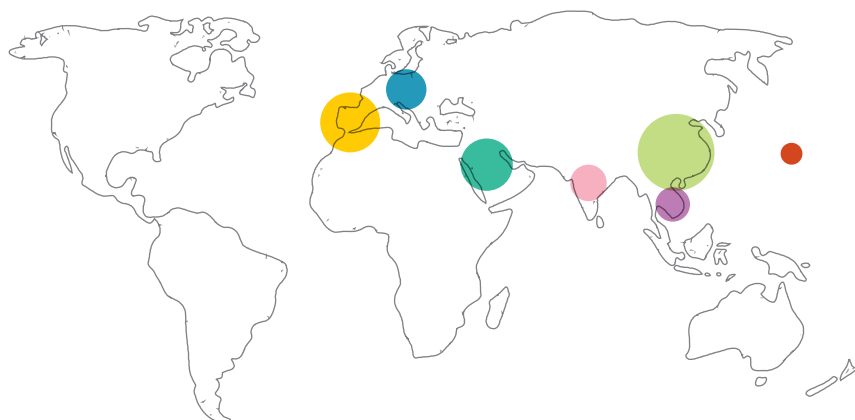
### Hospital



# Which consumers completed a YES?

NSW aims to ensure that all consumers are provided with the opportunity to complete YES. By understanding who is completing YES, we can determine if the results are representative of the consumer population; this will allow us to identify if some groups are not accurately represented in the results. The 2016-17 results are similar to the findings of the previous year. A representative cross section of hospital consumers completed YES, with no major differences in return rates between men and women, Indigenous and non-Indigenous consumers, people treated involuntarily or people with very short admissions. Return rates in people under 18 years or over 65 years were only slightly lower than for other age groups. People returning YES from community services were reasonably representative in gender and cultural background, but were more likely to be over 35 years and to have 6 months or more of contact with the mental health services. People aged under 25 years with very brief community contacts (1 day only) remain under-represented in YES returns for community mental health services.

It is important that people from all cultures have the opportunity to provide feedback on their experience. The YES Questionnaires returned reflect the cultural diversity of the NSW community. There were 1,786 YES Questionnaires completed by people who indicated that they spoke a language other than English at home. These made up 8% of YES returns from hospital services and 11% of returns from community services. Despite this, only 64 people indicated that an interpreter assisted them to complete the YES Questionnaire. To support YES rollout, in 2017 NSW also released translated versions of YES in 21 community languages. These were released part way through the year and have not yet been extensively promoted, therefore the number of returns of these questionnaires was modest: 65 translated YES Questionnaires were returned, mostly using Chinese (traditional or modern) and Arabic versions.



**Language spoken at home for YES returns in 2016-17. 8% of returns (1,786 in total) identified a language other than English. All languages with more than 20 returns are shown.**

## East Asia (426)

Chinese	124
Cantonese	118
Mandarin	104
Korean	59
Other	21

## Southern Europe (332)

Greek	85
Spanish	82
Italian	76
French	34
Other	55

## South & Central Asia (290)

Arabic	174
Turkish	39
Other	77

## Eastern Europe (224)

Croatian	50
Russian	31
Serbian	31
German	30
Polish	29
Macedonian	22
Other	31

## Southern Asia (202)

Hindi	46
Farsi	37
Bengali	35
Other	84

## South East Asia (191)

Vietnamese	78
Tagalog	32
Other	81

## Other (121)

Sth Pacific	67
African	20
European	13
Other	21

# Do some groups of consumers report a different experience?

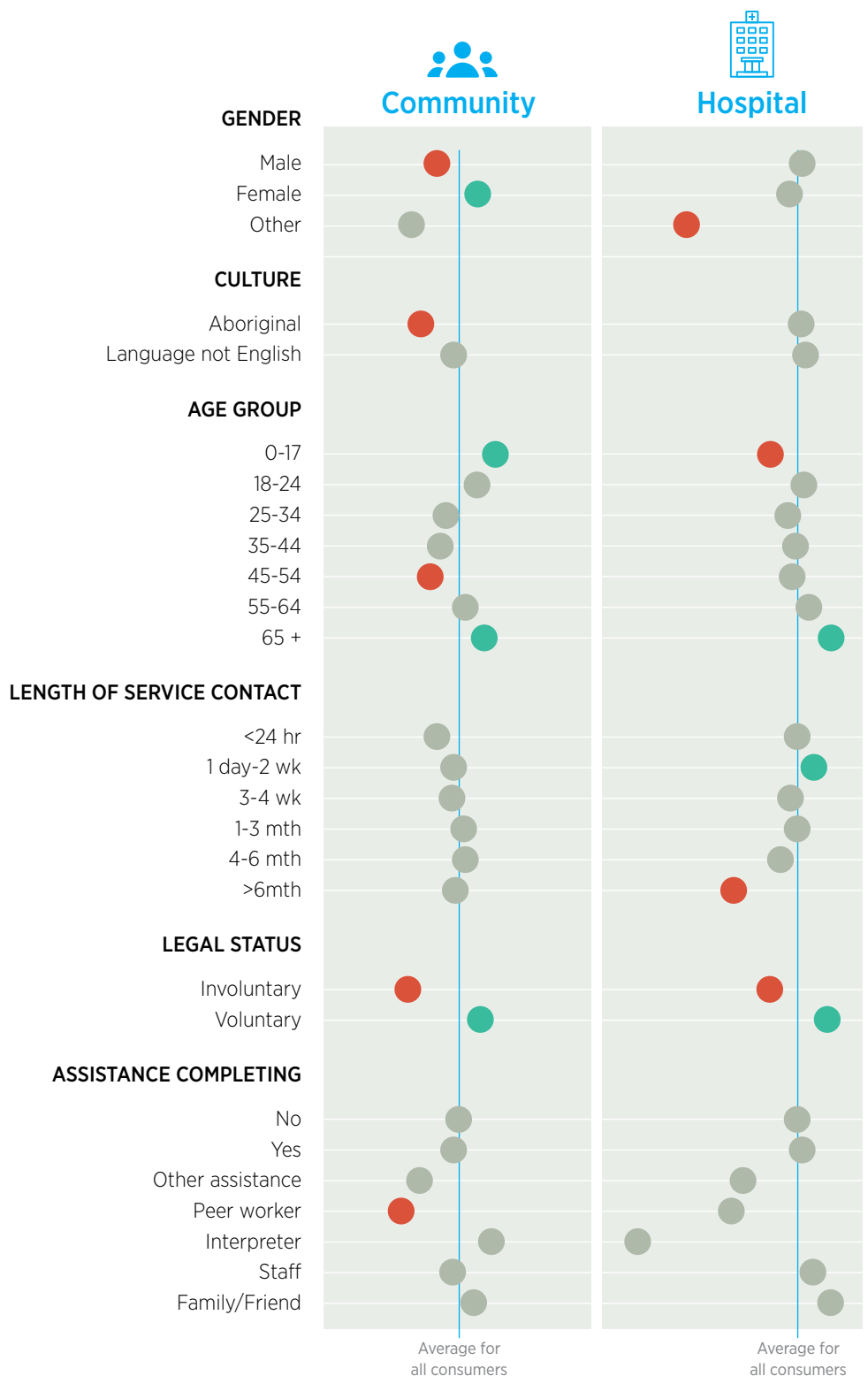
These graphs show the average overall “Experience Score” (out of 100) for different groups of consumers. Hospital and community results are shown separately because consumers in different settings report different experiences.

Overall, 28% of people who responded said that they had received involuntary care, and these people consistently reported a less positive experience, in both hospital and community services.

In community services, men and Aboriginal people reported a significantly less positive experience, but this pattern was not seen in hospital services.

There is a complex relationship between age and reported YES experience. Overall, older people reported a more positive experience in both hospital and community settings. People under 18 years reported significantly more positive experiences in community care, but more negative experiences than other age groups in hospital care.

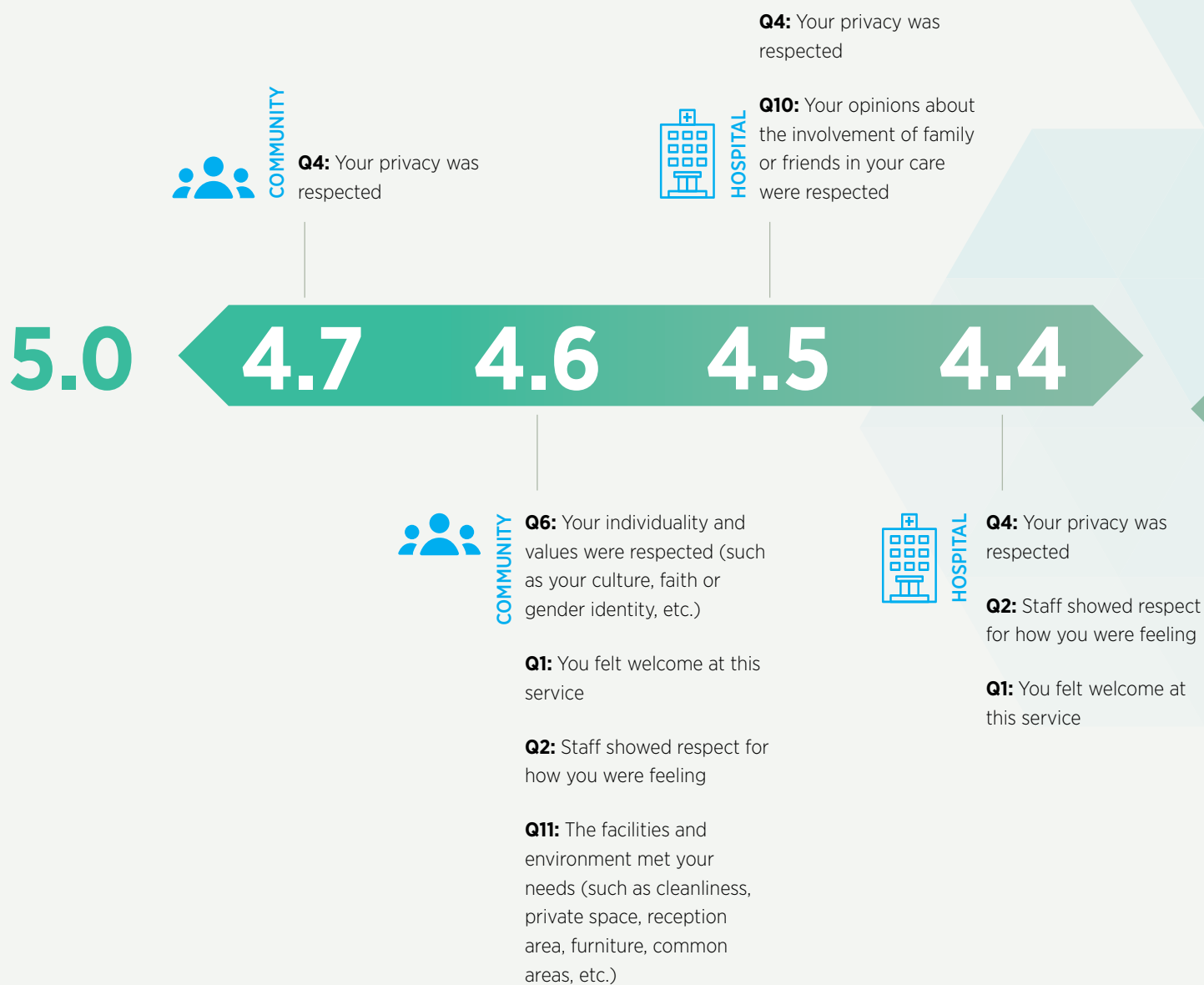
Overall, people who received help in completing YES did not report a different experience from those who completed YES without assistance. However people in community care who completed YES with assistance from peer workers (1.4% of returns) reported a slightly less positive experience (84/100) than those who did not receive assistance.



- Significantly higher compared to the average for all consumers
- Significantly lower compared to the average for all consumers
- Not significantly different to the average for all consumers
- Average for all consumers

Note that whether a difference is significant is influenced by (i) the average score and (ii) the number of responses. Some scores may be further from the average for all consumers but not significantly different because they are based on a very small number of responses.

# Highest scoring questions



# Lowest scoring questions

**Q22:** Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)



**Q20:** Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)



**Q20:** Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)

**Q19:** Explanation of your rights and responsibilities

**Q18:** 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.)



4.1

4.0

3.9

3.8

3.7



COMMUNITY

**Q21:** Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)

**Q18:** 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.)

**Q19:** Explanation of your rights and responsibilities



HOSPITAL

**Q22:** Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)

**Q21:** Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)



# How do LHDs and SHNs compare?

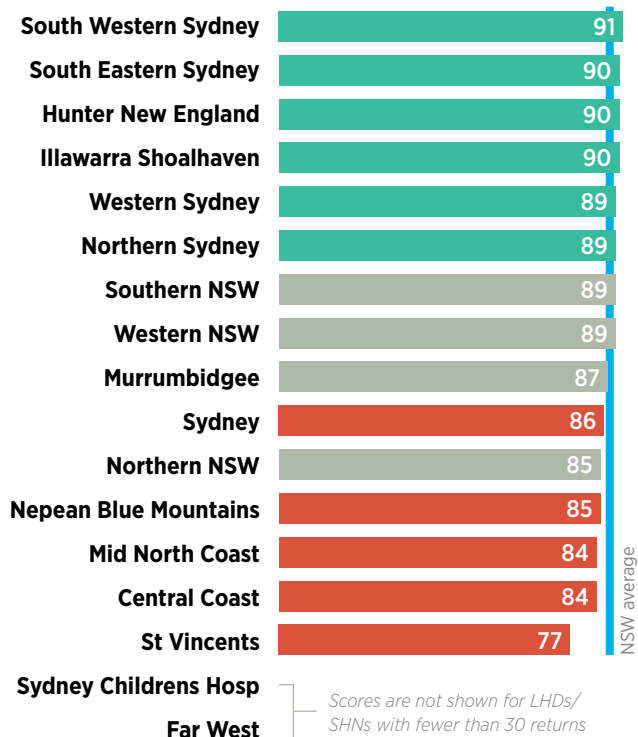
This section summarises differences in overall experience and subscale scores for LHDs and SHNs. In this report, we only present differences where there are 30 or more responses for an individual LHD/SHN. More detailed reports are provided to LHDs/SHNs which include answers for all questions and all services.

Two LHDs/SHNs had fewer than 30 community YES returns. Consumers of community services from all LHDs/SHNs report average responses in the “Very Good” to “Excellent” range. Six LHDs had significantly more positive Experience Scores than the NSW average.

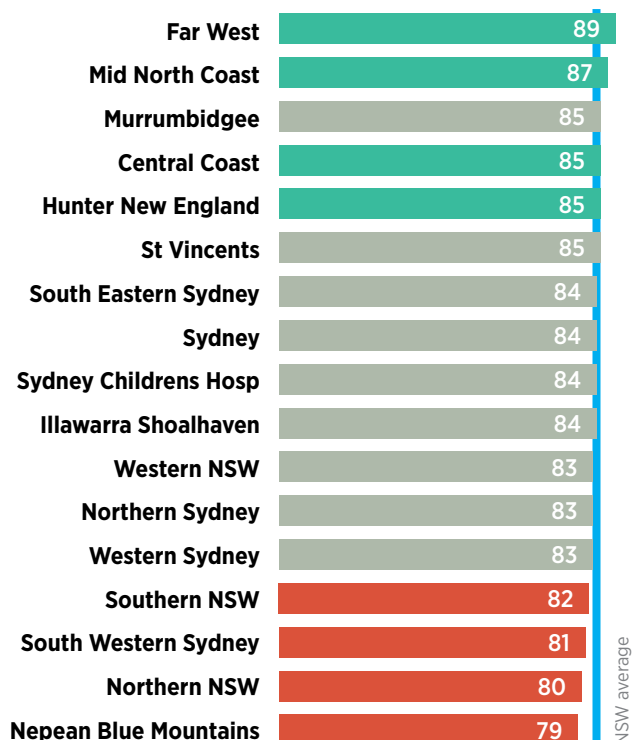
Overall, consumers of hospital services report slightly less positive responses, but average responses remained in the “Very Good” to “Excellent” range. Consumers from four LHDs report significantly more positive Experience Scores than the NSW average.

The following pages summarise more detailed results, showing individual hospitals and community service “catchments”. These catchments are groups of community teams that typically form part of one larger local service. Many large LHDs/SHNs organise their services into distinct geographical catchments in this way, and these local services often work in an integrated way with one or more individual hospitals.

## Community



## Hospital



Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

Justice Health and Forensic Mental Health Network results are reported separately on page 28



*Q33 My experience would  
have been better if...*

**“ There was better  
communication  
between staff and more  
respect for the needs  
and wishes of patients**

*Q34 The best things about  
this service were...*

**“ All staff were caring and  
respectful. When suffering  
a mental illness respect is  
of the utmost importance.  
I always felt respected.  
Thank you**

# YES domain results: Community

## Community Catchment

	All returns	Valid returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Maitland	122	114	94	●	●	●	●	●	●
Macarthur	32	32	94	●	●	●	●	●	●
Hornsby Adult	84	72	94	●	●	●	●	●	●
St George	135	132	92	●	●	●	●	●	●
Goulburn	58	53	92	●	●	●	●	●	●
Hornsby Child and Youth	74	71	92	●	●	●	●	●	●
Shoalhaven	116	108	91	●	●	●	●	●	●
Eastern Suburbs	313	301	90	●	●	●	●	●	●
North Shore/Ryde Child and Youth	84	77	90	●	●	●	●	●	●
Dubbo	78	75	90	●	●	●	●	●	●
Cooma	35	35	90	●	●	●	●	●	●
New England	161	158	90	●	●	●	●	●	●
Blacktown	322	288	90	●	●	●	●	●	●
Eurobodalla	90	87	90	●	●	●	●	●	●
Liverpool	90	87	90	●	●	●	●	●	●
Newcastle/Lake Macquarie	629	606	90	●	●	●	●	●	●
Parramatta	773	752	90	●	●	●	●	●	●
Bankstown	37	35	90	●	●	●	●	●	●
Royal North Shore Adult	211	206	89	●	●	●	●	●	●
Wollongong/Shellharbour	178	176	89	●	●	●	●	●	●
Northern Beaches Adult	225	212	89	●	●	●	●	●	●
Orange	232	226	88	●	●	●	●	●	●
Tweed/Byron	37	35	88	●	●	●	●	●	●
Queanbeyan	158	158	88	●	●	●	●	●	●
Croydon	231	223	88	●	●	●	●	●	●
Gosford	155	148	88	●	●	●	●	●	●
Western Sydney LHD Adult	137	136	88	●	●	●	●	●	●
Murrumbidgee	195	169	87	●	●	●	●	●	●
Canterbury	94	91	87	●	●	●	●	●	●
Marrickville	137	136	87	●	●	●	●	●	●
Ryde Adult	190	167	86	●	●	●	●	●	●
Bega	45	43	86	●	●	●	●	●	●
Hastings Macleay	137	130	86	●	●	●	●	●	●
Penrith	96	86	85	●	●	●	●	●	●
Sutherland	42	42	85	●	●	●	●	●	●
Nepean Blue Mountains LHD	55	49	83	●	●	●	●	●	●
Wyong	150	147	80	●	●	●	●	●	●
Coffs Harbour	46	42	79	●	●	●	●	●	●
Camperdown/Redfern	122	118	79	●	●	●	●	●	●
St Vincent's	44	41	77	●	●	●	●	●	●
Justice Health	206	198	69	●	●	●	●	●	●

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# YES domain results: Hospitals



Hospital	All returns	Valid returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Coral Tree	71	71	96	●	●	●	●	●	●
Braeside	33	31	93	●	●	●	●	●	●
Armidale	226	205	93	●	●	●	●	●	●
Shoalhaven	65	65	91	●	●	●	●	●	●
Kempsey	157	149	90	●	●	●	●	●	●
Dubbo	107	103	89	●	●	●	●	●	●
Broken Hill	142	136	89	●	●	●	●	●	●
Bathurst	196	193	88	●	●	●	●	●	●
Westmead	136	129	88	●	●	●	●	●	●
St Joseph's	78	77	88	●	●	●	●	●	●
Port Macquarie	211	187	87	●	●	●	●	●	●
Royal Prince Alfred	502	473	86	●	●	●	●	●	●
Wyong	340	318	86	●	●	●	●	●	●
Sydney Children's	54	53	86	●	●	●	●	●	●
Manly	383	362	86	●	●	●	●	●	●
Wagga Wagga	441	421	85	●	●	●	●	●	●
Prince of Wales	398	360	85	●	●	●	●	●	●
Coffs Harbour	364	341	85	●	●	●	●	●	●
South East Regional (Bega)	263	241	85	●	●	●	●	●	●
Newcastle HNE Mater	915	858	85	●	●	●	●	●	●
John Hunter	123	113	85	●	●	●	●	●	●
Maitland	88	79	84	●	●	●	●	●	●
Wollongong	258	243	84	●	●	●	●	●	●
Sutherland	348	321	84	●	●	●	●	●	●
Gosford	448	406	84	●	●	●	●	●	●
St George	256	240	84	●	●	●	●	●	●
St Vincent's	468	430	84	●	●	●	●	●	●
Hornsby	914	847	84	●	●	●	●	●	●
Morisset	125	117	84	●	●	●	●	●	●
Tamworth	400	367	83	●	●	●	●	●	●
Royal North Shore	565	530	83	●	●	●	●	●	●
Concord	565	527	83	●	●	●	●	●	●
Greenwich	79	73	83	●	●	●	●	●	●
Blacktown	575	540	83	●	●	●	●	●	●
Shellharbour	480	459	83	●	●	●	●	●	●
Rivendell	47	46	82	●	●	●	●	●	●
Orange	1,060	1,004	82	●	●	●	●	●	●
Cumberland	671	634	81	●	●	●	●	●	●
Liverpool	391	358	81	●	●	●	●	●	●
Nepean	155	139	81	●	●	●	●	●	●
Goulburn	450	430	81	●	●	●	●	●	●
Bankstown	31	29	80	●	●	●	●	●	●
Lismore	148	140	79	●	●	●	●	●	●
Tweed	48	44	78	●	●	●	●	●	●
Kenmore	106	102	78	●	●	●	●	●	●
Campbelltown	91	85	78	●	●	●	●	●	●
Macquarie	352	315	76	●	●	●	●	●	●
Forensic	125	121	74	●	●	●	●	●	●
Metropolitan Remand and Reception Centre	58	56	74	●	●	●	●	●	●
Long Bay	38	36	67	●	●	●	●	●	●

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Informing people about physical health

NSW has included six additional questions within YES, based on the Healthy Active Lives (HeAL) Declaration [http://media.wix.com/ugd/3536bf\\_81c20d5af8e14e7b978d913f00a85397.pdf](http://media.wix.com/ugd/3536bf_81c20d5af8e14e7b978d913f00a85397.pdf)

Of people who answered these questions, slightly more than half were provided with information on four or more of these health domains (56% of community respondents, 51% of hospital respondents). Information was provided least often on sexual health, with just under a third of people recalling information being provided. For people in hospital, information was provided most often on eating and diet (63%), smoking (63%), and exercise (63%). Only 59% of people recalled being provided information on medication side effects. For people in community care, information was provided most often on exercise (73%), medication side effects (69%) and eating and diet (65%).

To look at the overall amount of information being provided, a “HeAL Score” was constructed. This measures the number of domains where a person recalled being provided information. A maximum score of 6 would mean that a person recalled being provided with information on all 6 health domains (eating and diet, smoking, alcohol and drugs, sexual health, exercise and medication side effects). For more information on how this score was constructed, see Appendix 2 Technical Information.

The figure opposite shows differences between Local Health Districts and Speciality Health Networks in people’s recollection of being provided information on these physical health topics. On average, people reported being provided with information in 3 to 4 of the 6 HeAL domains. Community mental health consumers recalled being provided with information in significantly more domains than the state average in Hunter New England, Western Sydney, Sydney and Southern NSW LHDs. For hospitals, more information was recalled by consumers at Far West, Western NSW and Mid North Coast LHDs. The figure also shows individual questions where consumers reported being provided with information significantly more or less often than the state average.

*Q33 My experience would have been better if...*



***There was more information on things like how smoking can impact you***

Local Health District/Specialty Health Network

	HeAL Score	Eating & Diet	Smoking	Alcohol & Drugs	Sexual Health	Exercise	Side Effects
Far West	4.3	●	●	●	●	●	●
Western NSW	3.7	●	●	●	●	●	●
Hunter New England	4.1	●	●	●	●	●	●
Mid North Coast	3.3	●	●	●	●	●	●
Murrumbidgee	3.6	●	●	●	●	●	●
Western Sydney	3.7	●	●	●	●	●	●
Sydney	3.9	●	●	●	●	●	●
Southern NSW	4.0	●	●	●	●	●	●
Illawarra Shoalhaven	3.3	●	●	●	●	●	●
South Western Sydney	3.6	●	●	●	●	●	●
Nepean Blue Mountains	3.5	●	●	●	●	●	●
Central Coast	3.0	●	●	●	●	●	●
Northern NSW	4.1	●	●	●	●	●	●
St Vincents Health Network	2.9	●	●	●	●	●	●
Sydney Childrens Hospitals Network	0.7	●	●	●	●	●	●
South Eastern Sydney	2.8	●	●	●	●	●	●
Northern Sydney	3.1	●	●	●	●	●	●
Justice Health	2.8	●	●	●	●	●	●
<b>NSW</b>	<b>3.4</b>						

Local Health District/Specialty Health Network

	HeAL Score	Eating & Diet	Smoking	Alcohol & Drugs	Sexual Health	Exercise	Side Effects
Far West	4.0	●	●	●	●	●	●
Western NSW	3.9	●	●	●	●	●	●
Hunter New England	3.7	●	●	●	●	●	●
Mid North Coast	3.8	●	●	●	●	●	●
Murrumbidgee	3.6	●	●	●	●	●	●
Western Sydney	3.4	●	●	●	●	●	●
Sydney	3.3	●	●	●	●	●	●
Southern NSW	3.2	●	●	●	●	●	●
Illawarra Shoalhaven	3.5	●	●	●	●	●	●
South Western Sydney	3.3	●	●	●	●	●	●
Nepean Blue Mountains	3.1	●	●	●	●	●	●
Central Coast	3.3	●	●	●	●	●	●
Northern NSW	3.0	●	●	●	●	●	●
St Vincents Health Network	3.1	●	●	●	●	●	●
Sydney Childrens Hospitals Network	3.2	●	●	●	●	●	●
South Eastern Sydney	3.2	●	●	●	●	●	●
Northern Sydney	2.9	●	●	●	●	●	●
Justice Health	3.0	●	●	●	●	●	●
<b>NSW</b>	<b>3.6</b>						

# What has changed?

This report looks at data for the second full year of YES implementation in NSW, 2016-17, and so it is possible to look for changes since 2015-16. There are several reasons to be cautious when interpreting apparent changes. Firstly, if an individual service or LHD/SHN has had a large increase in return rates since last year, changes in Experience Scores might be due to changes in the type of consumer responding, rather than changes in the service. This may particularly influence results from community services, because these are increasing from low return rates. Secondly, we have used a statistical technique to identify larger changes which are less likely to be due to normal variations (see Appendix 2 Technical Information). However, with any statistical technique some real changes are likely to be missed if a service's return rates are low and some apparent changes may still have arisen purely by normal variation. Therefore, any changes reported here should be seen as a starting point for LHDs/SHNs and services to look for possible explanations.

Most LHDs/SHNs had a significant increase in the number of returns, defined as an increase of more than 10% compared with 2015-16. Significant increases in overall Experience Scores were seen for South Eastern Sydney (Hospital services), South Western Sydney (Community services) and Western Sydney (Community services). A significant reduction in Experience Scores was seen for Justice Health community services, however the 2015-16 results were based on very low numbers of returns and this change should therefore be interpreted with caution. The figure opposite shows that a number of other LHDs/SHNs had significant changes in scores for individual YES domains.

These results summarise returns for a whole LHD/SHN. For services to use their YES results to monitor Action and Change, detailed results for individual services are needed. These results are being provided to LHDs/SHNs for their use.

*Q34 The best things about this service were...*

“ *The empowerment meetings each morning. As a new patient you feel welcomed from the start of your admission* ”

	Returns			Experience			Domains					
	2015-2016	2016-2017	Change	2015-2016	2016-2017	Change	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
<b>Local Health District/Specialty Health Network</b>												
Central Coast	245	297	▲	86	84							
Far West	16	7	▼	-	-							
Hunter New England	409	897	▲	90	90							
Illawarra Shoalhaven	127	284	▲	93	90							
Justice Health	49	198	▲	88	69	▼	▼	▼	▼	▼	▼	▼
Murrumbidgee	123	169	▲	88	87							
Mid North Coast	82	172	▲	79	84							
Nepean Blue Mountains	13	156	▲	-	85							
Northern NSW	51	37	▼	87	85							
Northern Sydney	813	852		88	89						▲	
Sydney Childrens Hospitals Network	3	3		-	-							
South Eastern Sydney	265	476	▲	90	90							
Sydney	385	587	▲	85	86							
Southern NSW	129	376	▲	88	89							
St Vincents Health Network	59	41	▼	86	77							▼
South Western Sydney	105	197	▲	86	91	▲	▲	▲				▲
Western NSW	184	301	▲	85	89		▲		▲	▲		
Western Sydney	611	1177	▲	88	89	▲	▲	▲				▲
<b>NSW</b>	<b>3669</b>	<b>6227</b>	<b>▲</b>	<b>88</b>	<b>88</b>							

	Returns			Experience			Domains					
	2015-2016	2016-2017	Change	2015-2016	2016-2017	Change	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
<b>Local Health District/Specialty Health Network</b>												
Central Coast	555	724	▲	84	85							
Far West	32	136	▲	82	89							
Hunter New England	763	1761	▲	85	85							
Illawarra Shoalhaven	672	767	▲	83	84							
Justice Health	91	218	▲	69	73							
Murrumbidgee	252	421	▲	87	85							
Mid North Coast	694	677		85	87		▲					▲
Nepean Blue Mountains	96	165	▲	83	79		▼					
Northern NSW	149	213	▲	84	80		▼	▼	▼			▼
Northern Sydney	1508	2198	▲	84	83							
Sydney Childrens Hospitals Network	28	82	▲	83	84							
South Eastern Sydney	900	921		82	84	▲	▲		▲	▲		
Sydney	816	1046	▲	83	84							
Southern NSW	322	773	▲	84	82							
St Vincents Health Network	423	507	▲	85	85							
South Western Sydney	194	503	▲	80	81							
Western NSW	767	1300	▲	84	83							
Western Sydney	878	1322	▲	82	83							
<b>NSW</b>	<b>9140</b>	<b>13734</b>	<b>▲</b>	<b>83</b>	<b>84</b>							

▲ Significant increase compared to 2015-16  
▼ Significant decrease compared to 2015-16



# Summary reports for each Local Health District and Specialty Health Network



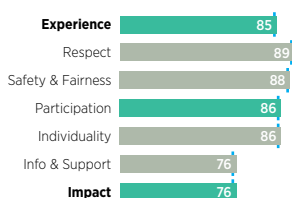
These summary reports show consumer experience for individual teams and wards within each LHD/SHN. More detailed data for all teams and wards is also provided to LHDs/SHNs for local Action and Change activities.

## Here is how to read these reports:

**Average results for whole LHD/SHN**, showing Experience Score, subscale scores and Impact Score.

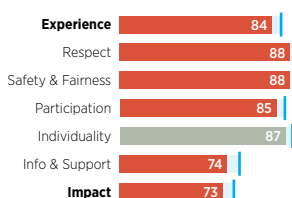
### Hospital Wards

788 returns



### Community Teams

xxx returns



**Average results for NSW** are shown in the blue lines.

Results for the LHD/SHN are shown as a bar where there are 30 or more returns.

Returns and results for each **group of services** in the LHD/SHN. These are either Hospitals, or "catchment" groups of community services.

### Hospital or Community Catchment

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Gosford Community	155	88	●	●	●	●	●	●
Wyong Hosp	340	86	●	●	●	●	●	●
Gosford Hosp	448	84	●	●	●	●	●	●
Wyong Community	150	80	●	●	●	●	●	●
Central Coast Community	2							

On all charts the colour of the dot shows whether the score is significantly

- higher
- lower or
- the same

Returns and results for **individual services** in the LHD/SHN. These are either hospital wards or individual community teams.

### Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Youth MHS Gateway Centre	30	90	●	●	●	●	●	●
Older Persons Acute Inpatient Wyong	51	89	●	●	●	●	●	●
Gosford Acute Care Team	74	86	●	●	●	●	●	●
Wyong Mental Health Inpatient Unit	277	85	●	●	●	●	●	●
Gosford Mental Health Inpatient Unit	448	85	●	●	●	●	●	●
Wyong Acute care Team	82	81	●	●	●	●	●	●

when compared to the NSW average.

For LHDs/SHNs with many teams, only teams with the five highest and lowest Overall Experience Scores are shown.

Scores are only shown for services or groups of services where **30** or more YES Questionnaires have been received.

However scores from all teams contribute to the LHD/SHN or service group average.

Hospitals and community team averages are compared separately.

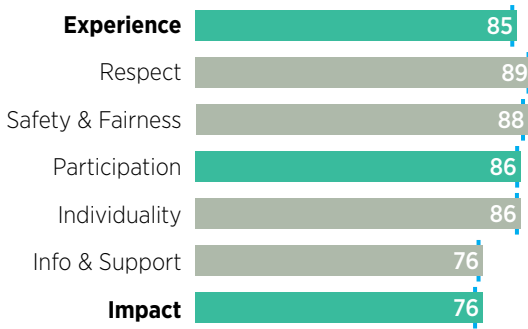
Results have been rounded for display.

Whether a result is significantly different from the average is influenced by the score AND the number of responses. Therefore two teams may have the same score but different significance ratings.

# Central Coast Local Health District

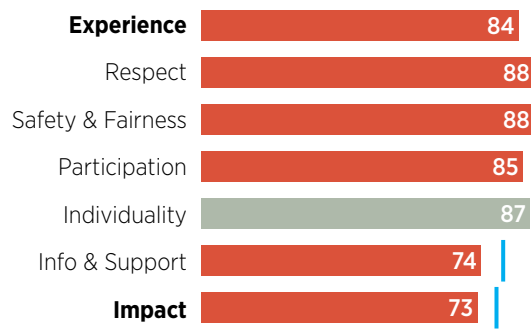
## Hospital Wards

788 returns



## Community Teams

307 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Gosford Community	155	88	●	●	●	●	●	●
Wyong Hospital	340	86	●	●	●	●	●	●
Gosford Hospital	448	84	●	●	●	●	●	●
Wyong Community	150	80	●	●	●	●	●	●
Central Coast Community	2							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Youth MHS Gateway Centre	30	90	●	●	●	●	●	●
Older Persons Acute Inpatient Wyong	51	89	●	●	●	●	●	●
Gosford Acute Care Team	74	86	●	●	●	●	●	●
Wyong Mental Health Inpatient Unit	277	85	●	●	●	●	●	●
Gosford Mental Health Inpatient Unit	448	84	●	●	●	●	●	●
Wyong Acute Care Team	82	81	●	●	●	●	●	●

NSW Average

Compared to NSW average:

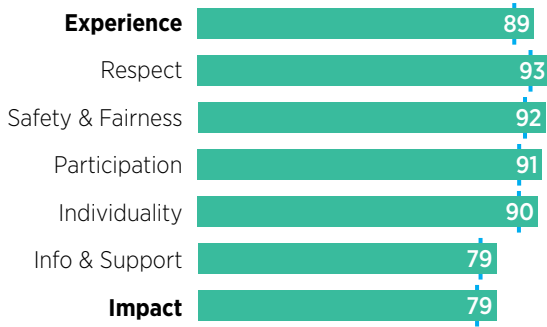
- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Far West Local Health District

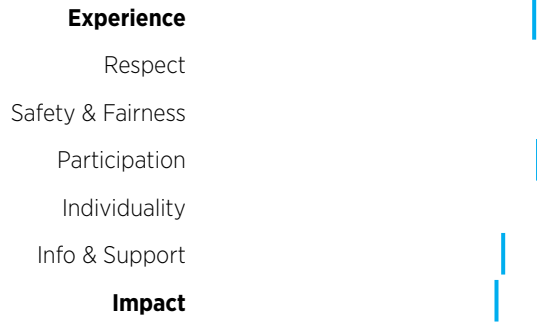
## Hospital Wards

142 returns



## Community Teams

7 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Broken Hill Hospital	142	89	●	●	●	●	●	●
Broken Hill Community	5							
Dareton Community	2							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Broken Hill - Mental Health - Rehab	63	93	●	●	●	●	●	●
Broken Hill Adult Acute MHIPS	79	86	●	●	●	●	●	●

NSW Average

Compared to NSW average:

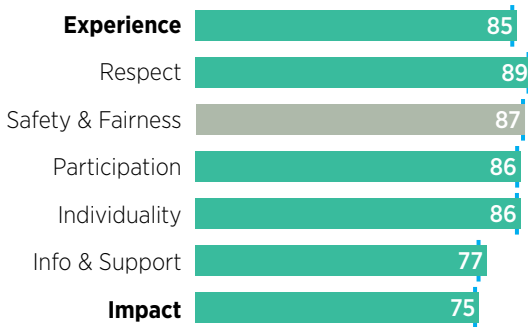
- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Hunter New England Local Health District

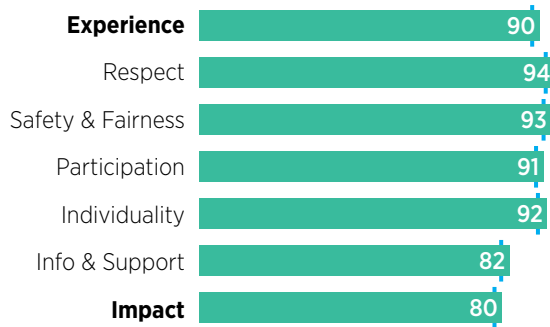
## Hospital Wards

1,899 returns



## Community Teams

932 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Maitland Community	122	94	●	●	●	●	●	●
Armidale Hospital	226	93	●	●	●	●	●	●
New England Community	161	90	●	●	●	●	●	●
Newcastle/Lake Macquarie Community	629	90	●	●	●	●	●	●
Newcastle HNE Mater	915	85	●	●	●	●	●	●
John Hunter Hospital	123	85	●	●	●	●	●	●
Maitland Hospital	88	84	●	●	●	●	●	●
Morrisset Hospital	125	84	●	●	●	●	●	●
Tamworth Hospital	400	83	●	●	●	●	●	●
Manning Base Hospital	22							
Taree Manning Community	20							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
HNE Child & Adolescent Mental Health - Hunter Valley	36	97	●	●	●	●	●	●
HNE Child & Adolescent Mental Health - Lake Macquarie	32	95	●	●	●	●	●	●
MH Substance Use Service - Community	146	93	●	●	●	●	●	●
Hunter Valley Mental Health Team	84	93	●	●	●	●	●	●
Armidale Hospital Clark Centre - Acute Inpatient Service	226	93	●	●	●	●	●	●
Newcastle Mental Health Team	132	84	●	●	●	●	●	●
Tamworth Hosp Banksia MHU - Acute Inpatient Service	399	83	●	●	●	●	●	●
Lake Macquarie MH Unit	264	83	●	●	●	●	●	●
HNE Mater Newcastle Mental Health Inpatient Unit	317	82	●	●	●	●	●	●
Morrisset Medium Secure Unit	30	75	●	●	●	●	●	●

NSW Average

Compared to NSW average:

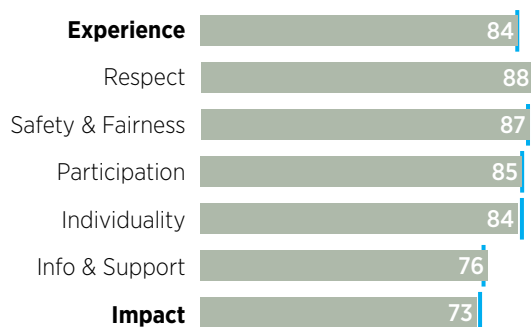
- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Illawarra Shoalhaven Local Health District

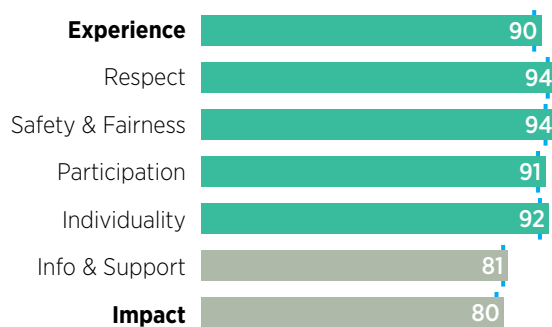
## Hospital Wards

803 returns



## Community Teams

294 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Shoalhaven Community	116	91	●	●	●	●	●	●
Shoalhaven Hospital	65	91	●	●	●	●	●	●
Wollongong/Shellharbour Community	178	89	●	●	●	●	●	●
Wollongong Hospital	258	84	●	●	●	●	●	●
Shellharbour Hospital	480	83	●	●	●	●	●	●

## Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Top 5 ↑	Shoalhaven CMH Rehabilitation Service	34	96	●	●	●	●	●
	Shoalhaven Subacute Unit	65	91	●	●	●	●	●
	Shoalhaven CMH Specialist Older Persons Service	35	91	●	●	●	●	●
	Illawarra CMH Child & Adolescent Service	88	90	●	●	●	●	●
	Wollongong Hospital SMHSOP Inpatient Service	50	89	●	●	●	●	●
Bottom 5 ↓	Illawarra CMH Case Management Team	37	83	●	●	●	●	●
	Shellharbour Hospital Adolescent Mental Health Inpatient Unit	53	82	●	●	●	●	●
	Wollongong Acute MH Inpatient Service	134	81	●	●	●	●	●
	Shellharbour Hospital Eloura Acute Inpatient	84	80	●	●	●	●	●
	Shellharbour Hospital Nonacute MH Inpatient Service	44	79	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

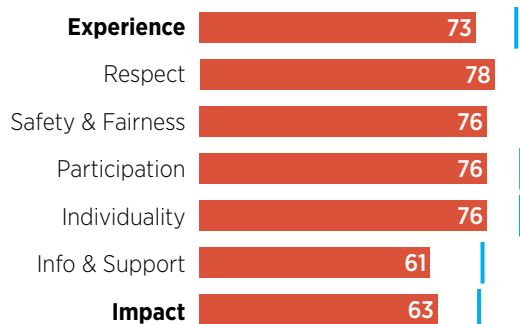
● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Justice Health and Forensic Mental Health Network

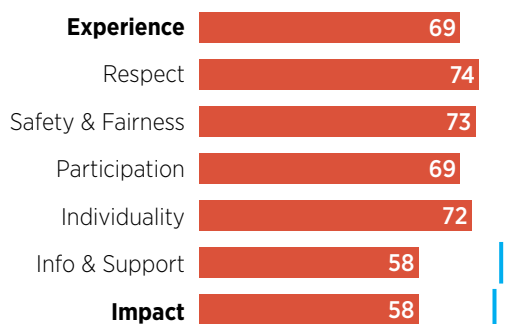
## Hospital Wards

226 returns



## Community Teams

206 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Forensic Hospital	125	74	●	●	●	●	●	●
Metropolitan Remand and Reception Centre	58	74	●	●	●	●	●	●
Justice Health Community	206	69	●	●	●	●	●	●
Long Bay Hospital	38	67	●	●	●	●	●	●
Mulawa	5							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
JH Community Integration Team	33	94	●	●	●	●	●	●
Dee Why-Mixed-Long Stay Inpatient Unit	36	75	●	●	●	●	●	●
Justice Health Adult Ambulatory Service	154	61	●	●	●	●	●	●

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 Justice Health inpatients are receiving involuntary care, and a large proportion of community team responses are from people receiving outreach care in a corrections setting.

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

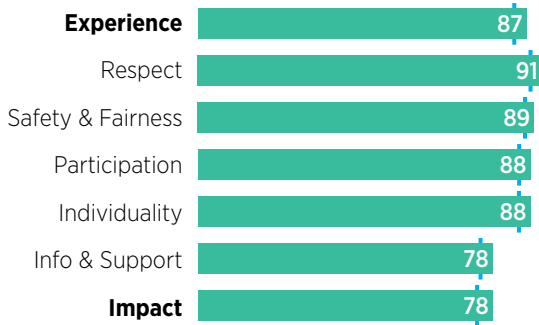
● No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Mid North Coast Local Health District

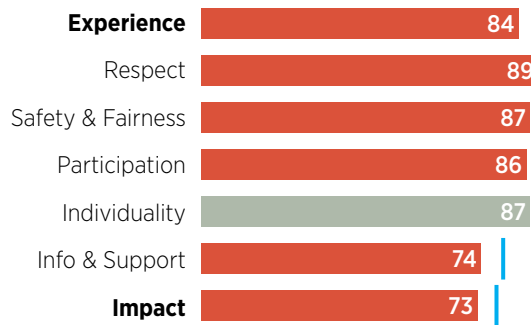
## Hospital Wards

732 returns



## Community Teams

183 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Kempsey Hospital	157	90	●	●	●	●	●	●
Port Macquarie Hospital	211	87	●	●	●	●	●	●
Hastings Macleay Community	137	86	●	●	●	●	●	●
Coffs Harbour Hospital	364	85	●	●	●	●	●	●
Coffs Harbour Community	46	79	●	●	●	●	●	●

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Macleay MH Acute Inpatient Service	157	90	●	●	●	●	●	●
Kempsey Mental Health Service For Adults	41	88	●	●	●	●	●	●
Hastings MH Acute Inpatient Service	211	87	●	●	●	●	●	●
Port Macquarie Mental Health Acute Care Service	66	85	●	●	●	●	●	●
Coffs Harbour MH Acute Inpatient Service	290	85	●	●	●	●	●	●
North Coast Mental Health Rehabilitation Inpatient Unit	74	84	●	●	●	●	●	●
Coffs Harbour Mental Health Acute Care Service	46	79	●	●	●	●	●	●

NSW Average

Compared to NSW average:

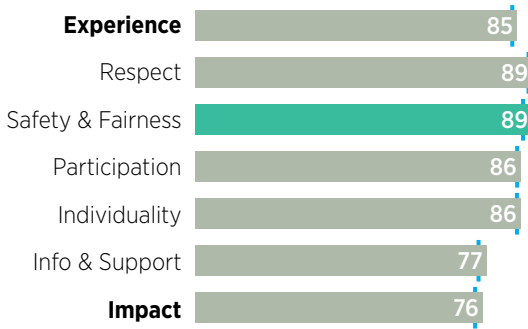
- Significantly higher
- Significantly lower
- No difference

Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.

# Murrumbidgee Local Health District

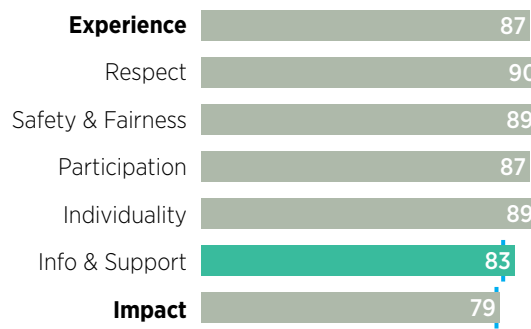
## Hospital Wards

441 returns



## Community Teams

195 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Murrumbidgee Community	195	87	●	●	●	●	●	●
Wagga Wagga Hospital	441	85	●	●	●	●	●	●

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Wagga Wagga Mental Health Recovery Unit	99	91	●	●	●	●	●	●
Wagga Wagga CMHS - Adult	131	86	●	●	●	●	●	●
Wagga Wagga MH - High Dependency Unit	42	84	●	●	●	●	●	●
Wagga Wagga MH - Acute Unit	298	83	●	●	●	●	●	●

NSW Average

Compared to NSW average:

- Significantly higher
- Significantly lower
- No difference

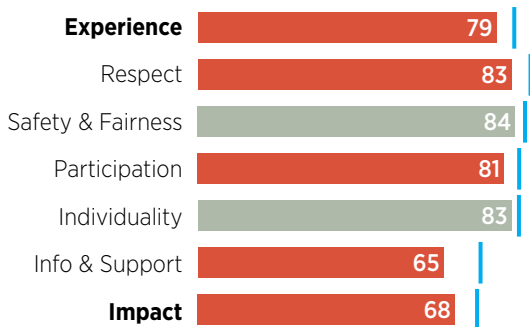
Note: Whether a difference is significant is influenced by the average score and the number of responses. LHDs/SHNs may have the same score but not the same significance rating, due to rounding or because of smaller numbers of returns.



# Nepean Blue Mountains Local Health District

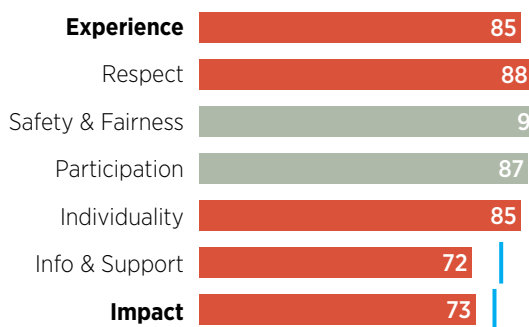
## Hospital Wards

183 returns



## Community Teams

172 returns



## Hospital or Community Catchment

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Penrith Community	96	85	●	●	●	●	●	●
Nepean Blue Mountains LHD Community	55	83	●	●	●	●	●	●
Nepean Hospital	155	81	●	●	●	●	●	●
Blue Mountains Hospital	28							
Blue Mountains & Lithgow Community	20							
Hawkesbury Community	1							

## Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Nepean Emergency Psychiatric Service	35	85	●	●	●	●	●	●
Nepean Older Persons MH Unit	58	84	●	●	●	●	●	●
NBM Penrith Mental Health Team	38	83	●	●	●	●	●	●
NBM Specialist MH Service for Older People	55	83	●	●	●	●	●	●
NBM Nepean Mental Health Acute Unit	62	75	●	●	●	●	●	●

| NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

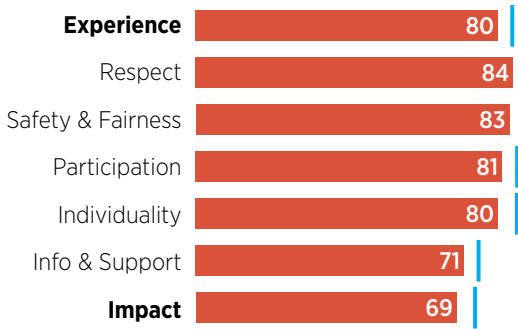
● No difference

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# Northern NSW Local Health District

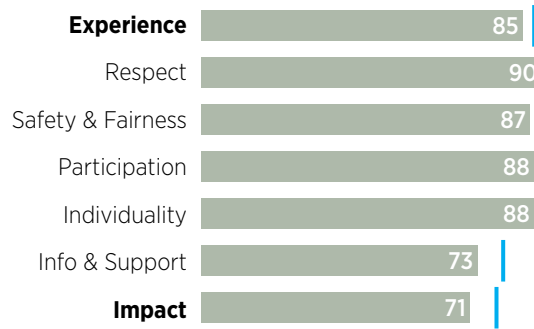
## Hospital Wards

225 returns



## Community Teams

39 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Tweed/Byron Community	37	88	●	●	●	●	●	●
Lismore Hospital	148	79	●	●	●	●	●	●
Tweed Hospital	48	78	●	●	●	●	●	●
Byron Central Hospital	29							
Richmond Community	2							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Tweed Mental Health Treatment Team	36	88	●	●	●	●	●	●
Kamala - Child & Adolescent MHU	55	81	●	●	●	●	●	●
Tweed-Byron - MH Acute Inpatient Service	48	78	●	●	●	●	●	●
Lismore Adult Mental Health Unit	93	78	●	●	●	●	●	●

NSW Average

Compared to NSW average:

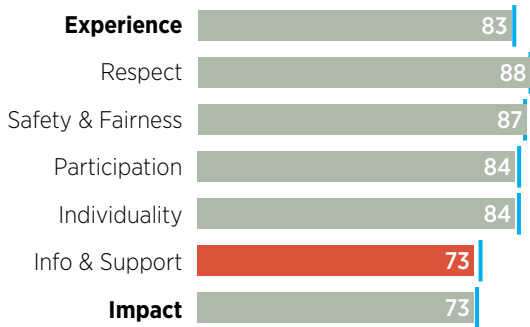
- Significantly higher
- Significantly lower
- No difference

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# Northern Sydney Local Health District

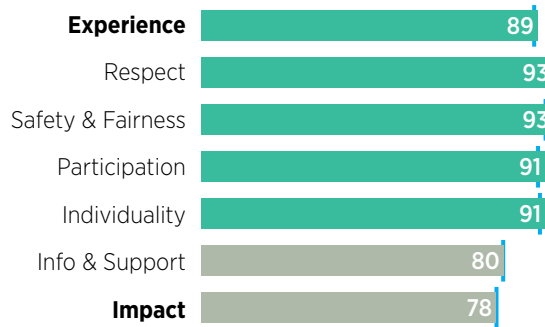
## Hospital Wards

2,364 returns



## Community Teams

925 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Coral Tree Hospital	71	96	●	●	●	●	●	●
Hornsby Adult Community	84	94	●	●	●	●	●	●
Hornsby Child and Youth Community	74	92	●	●	●	●	●	●
North Shore/Ryde Child and Youth Community	84	90	●	●	●	●	●	●
Royal North Shore Adult Community	211	89	●	●	●	●	●	●
Northern Beaches Adult Community	225	89	●	●	●	●	●	●
Ryde Adult Community	190	86	●	●	●	●	●	●
Manly Hospital	383	86	●	●	●	●	●	●
Hornsby Hospital	914	84	●	●	●	●	●	●
Royal North Shore Hospital	565	83	●	●	●	●	●	●
Greenwich Hospital	79	83	●	●	●	●	●	●
Macquarie Hospital	352	76	●	●	●	●	●	●
NSLHD Child and Youth Community	24							
NSLHD Adult Community	17							
Northern Beaches Child and Youth Community	16							

## Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
<b>Top 5</b>								
↑ Coral Tree Child & Adolescent Inpatient Service	71	96	●	●	●	●	●	●
WRS Community Hornsby Ku-ring-gai	36	94	●	●	●	●	●	●
Frenchs Forest Community Northern Beaches	69	92	●	●	●	●	●	●
CYMHS Community Hornsby Ku-ring-gai	74	92	●	●	●	●	●	●
↓ Lower Nth Shore Acute Community Service	108	91	●	●	●	●	●	●
<b>Bottom 5</b>								
East Wing Inpatient Unit Northern Beaches	54	79	●	●	●	●	●	●
Macquarie Acute Mental Health Inpatient Service	137	79	●	●	●	●	●	●
Macquarie Bridgeview Extended Care Service	30	77	●	●	●	●	●	●
Macquarie Henley Rehabilitation Service	43	77	●	●	●	●	●	●
Macquarie Manning Extended Care Service	32	67	●	●	●	●	●	●

NSW Average

Compared to NSW average:

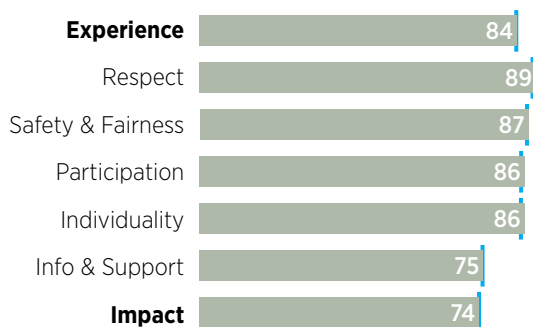
- Significantly higher
- Significantly lower
- No difference

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# South Eastern Sydney Local Health District

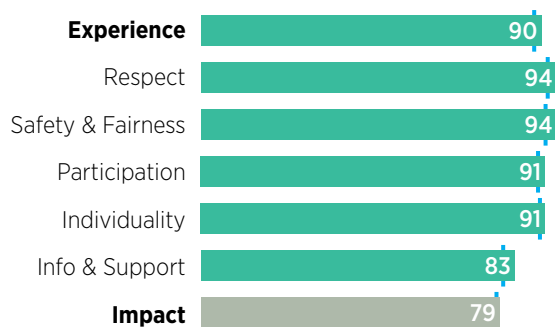
## Hospital Wards

1,002 returns



## Community Teams

491 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
St George Community	135	92	●	●	●	●	●	●
Eastern Suburbs Community	313	90	●	●	●	●	●	●
Prince of Wales Hospital	398	85	●	●	●	●	●	●
Sutherland Community	42	85	●	●	●	●	●	●
Sutherland Hospital	348	84	●	●	●	●	●	●
St George Hospital	256	84	●	●	●	●	●	●
South Eastern Sydney Illawarra AHS	1							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
STG Child & Adolescent Ambulatory MH	89	94	●	●	●	●	●	●
ES MH Adolescent Community - Prince of Wales	192	92	●	●	●	●	●	●
ES PECC Inpatient Unit - Prince of Wales	222	89	●	●	●	●	●	●
Older Persons MHU - STG	108	87	●	●	●	●	●	●
STG PECC Inpatient Unit	87	87	●	●	●	●	●	●
TSH Rehabilitation Inpatient Unit	37	85	●	●	●	●	●	●
TSH Acute Inpatient Unit	311	84	●	●	●	●	●	●
ES MHICU - Prince of Wales	46	80	●	●	●	●	●	●
ES Observation Adult Acute IP Kiloh - Prince of Wales	30	79	●	●	●	●	●	●
ES Gen Acute Kiloh - Prince of Wales	67	78	●	●	●	●	●	●
STG Adult Acute Inpatient Unit	61	74	●	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

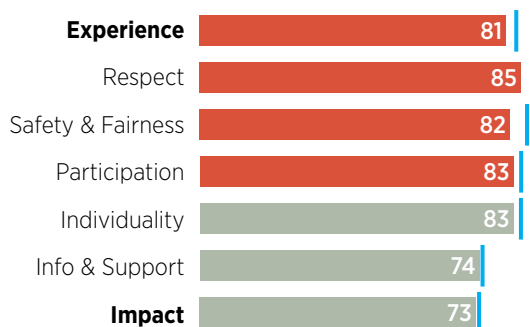
● No difference

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# South Western Sydney Local Health District

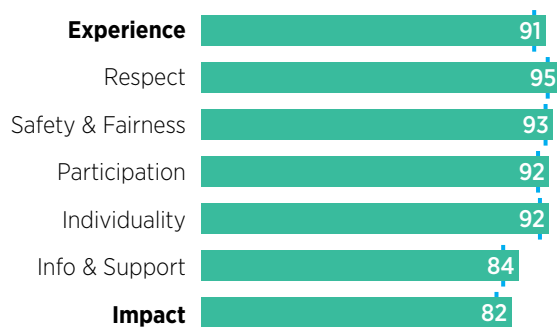
## Hospital Wards

546 returns



## Community Teams

204 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Macarthur Community	32	94	●	●	●	●	●	●
Braeside Hospital	33	93	●	●	●	●	●	●
Liverpool Community	90	90	●	●	●	●	●	●
Bankstown Community	37	90	●	●	●	●	●	●
Liverpool Hospital	391	81	●	●	●	●	●	●
Bankstown Hospital	31	80	●	●	●	●	●	●
Campbelltown Hospital	91	78	●	●	●	●	●	●
SWSLHD Community	20							
Braeside Community	17							
Wingecarribee Community	8							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Braeside Aged Care Psychiatric Service	33	93	●	●	●	●	●	●
Liverpool-Fairfield Recovery Program	45	88	●	●	●	●	●	●
Liverpool Hospital MH Inpatient Service - East Ward	89	82	●	●	●	●	●	●
Liverpool Hospital - Mental Health High Dependency Unit	50	82	●	●	●	●	●	●
Liverpool Hospital PECC	114	81	●	●	●	●	●	●
Liverpool MHU South Ward	78	80	●	●	●	●	●	●
Liverpool MHU West Ward	59	80	●	●	●	●	●	●
Bankstown Hospital - Acute Inpatient Service	31	80	●	●	●	●	●	●
Gna Ka Lun Acute Adolescent Inpatient Service	70	77	●	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

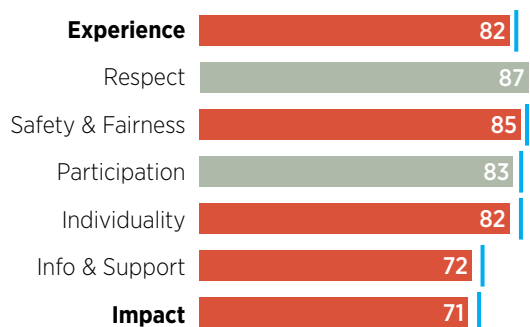
● No difference

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# Southern NSW Local Health District

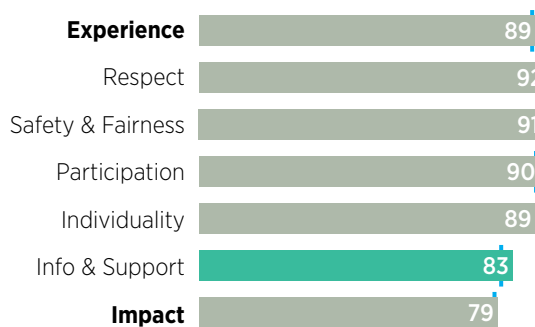
## Hospital Wards

819 returns



## Community Teams

386 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Goulburn Community	58	92	●	●	●	●	●	●
Cooma Community	35	90	●	●	●	●	●	●
Eurobodalla Community	90	90	●	●	●	●	●	●
Queanbeyan Community	158	88	●	●	●	●	●	●
Bega Community	45	86	●	●	●	●	●	●
South East Regional Hospital (Bega)	263	85	●	●	●	●	●	●
Goulburn Hospital	450	81	●	●	●	●	●	●
Kenmore Hospital	106	78	●	●	●	●	●	●

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Goulburn Community Adult	38	92	●	●	●	●	●	●
Eurobodalla Community Adult	75	89	●	●	●	●	●	●
Queanbeyan Community Adult Mental Health Team	133	88	●	●	●	●	●	●
SE Regional Hospital Mental Health Service	263	85	●	●	●	●	●	●
Kenmore Aged Care	45	83	●	●	●	●	●	●
Chisholm Ross - Acute Inpatient Service	450	81	●	●	●	●	●	●
Kenmore Extended Care	61	74	●	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

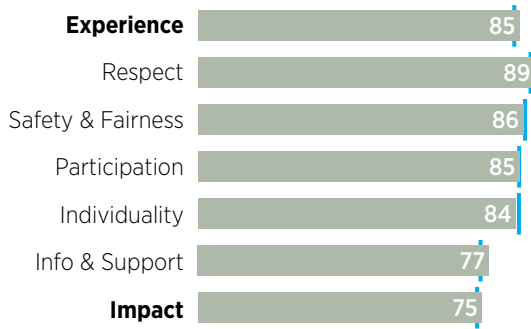
● No difference

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# St Vincent's Health Network

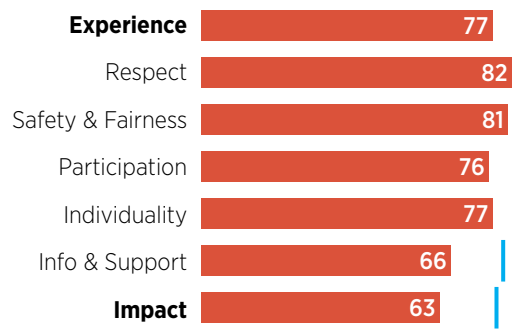
## Hospital Wards

546 returns



## Community Teams

44 returns



## Hospital or Community Catchment

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
St Joseph's Hospital	78	88	●	●	●	●	●	●
St Vincent's Hospital	468	84	●	●	●	●	●	●
St Vincent's Community	44	77	●	●	●	●	●	●

## Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
St Joseph's Acute PG Inpatient Service	78	88	●	●	●	●	●	●
St Vincent's PECC Service	119	87	●	●	●	●	●	●
St Vincent's Caritas - Acute Inpatient Service	349	83	●	●	●	●	●	●

NSW Average

Compared to NSW average:

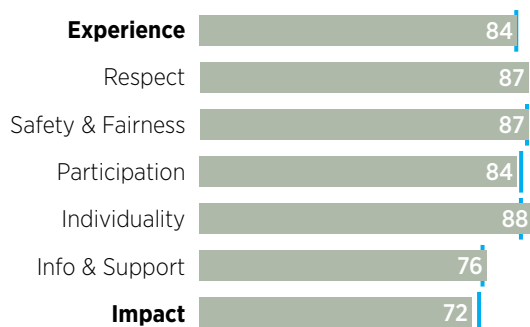
- Significantly higher
- Significantly lower
- No difference

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# Sydney Children's Hospitals Network

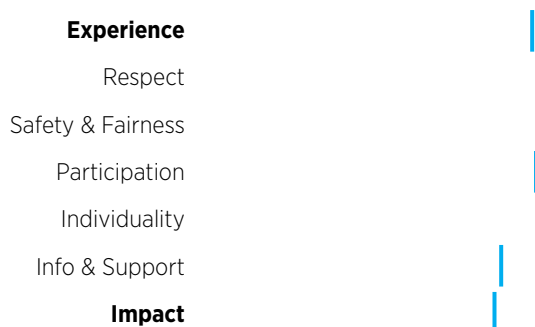
## Hospital Wards

83 returns



## Community Teams

3 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Sydney Children's Hospital	54	86	●	●	●	●	●	●
Children's Hospital Westmead	29							
Children's Hospital Westmead Community	3							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Sydney Children's Hospital Child & Adolescent Mental Health Inpatient Service	54	86	●	●	●	●	●	●

| NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

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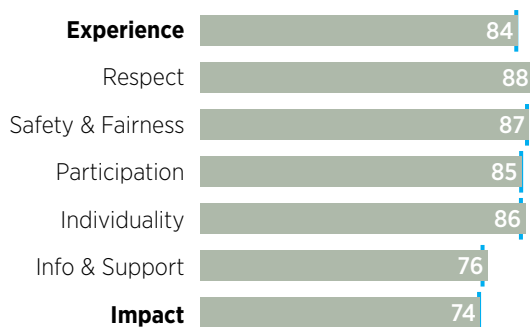


# Sydney

## Local Health District

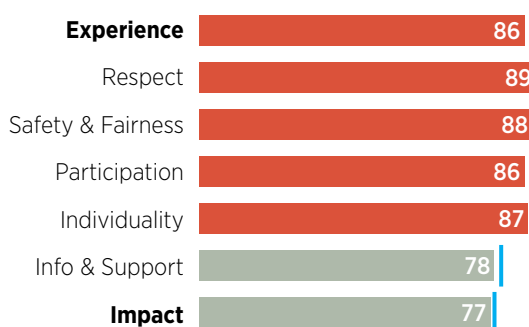
### Hospital Wards

1,114 returns



### Community Teams

605 returns



### Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Croydon Community	231	88	●	●	●	●	●	●
Canterbury Community	94	87	●	●	●	●	●	●
Marrickville Community	137	87	●	●	●	●	●	●
Royal Prince Alfred Hospital	502	86	●	●	●	●	●	●
Concord Hospital	565	83	●	●	●	●	●	●
Rivendell Hospital	47	82	●	●	●	●	●	●
Camperdown/Redfern Community	122	79	●	●	●	●	●	●
Rivendell Community	12							
SLHD Community	9							

### Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Top 5	Croydon Acute Care Service	59	89	●	●	●	●	●
	Missenden Short Stay Unit	175	88	●	●	●	●	●
	Croydon Core Mental Health Team	114	87	●	●	●	●	●
	Missenden Acute Unit	220	87	●	●	●	●	●
	Canterbury Core Mental Health Team	84	87	●	●	●	●	●
Bottom 5	Rivendell Inpatient Service	47	82	●	●	●	●	●
	CCMH Broughton Rehab	47	82	●	●	●	●	●
	Missenden High Dependency Unit	84	82	●	●	●	●	●
	Concord Hospital Norton Acute Inpatient Service	212	80	●	●	●	●	●
	Camperdown Core Mental Health Team	49	74	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

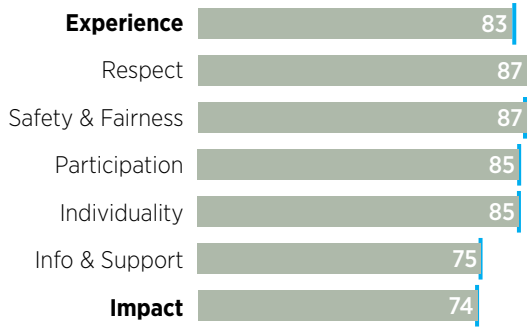
● No difference

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# Western NSW Local Health District

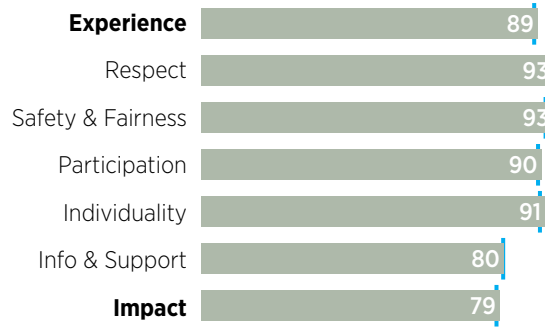
## Hospital Wards

1,363 returns



## Community Teams

311 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Dubbo Community	78	90	●	●	●	●	●	●
Dubbo Hospital	107	89	●	●	●	●	●	●
Orange Community	232	88	●	●	●	●	●	●
Bathurst Hospital	196	88	●	●	●	●	●	●
Orange Hospital	1,060	82	●	●	●	●	●	●
WNSWLHD Community	1							

## Individual Ward or Community Team

	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Top 5	Dubbo Mental Health Rehabilitation and Recovery Unit	36	95	●	●	●	●	●
	Orange Child Youth & Family Community Mental Health Service	33	90	●	●	●	●	●
	Bathurst Adult Acute MHIPS	196	88	●	●	●	●	●
	Dubbo Adult Care & Coordination Community MHS	51	88	●	●	●	●	●
	Bathurst Adult Community Mental Health Team	35	87	●	●	●	●	●
Bottom 5	Orange HS Bloomfield - Lachlan Adult MHICU	211	81	●	●	●	●	●
	Orange HS Bloomfield - Child & Adolescent Acute MHIPS	41	81	●	●	●	●	●
	Orange HS Bloomfield - Manara State-Wide Rehabilitation MHIPS	71	76	●	●	●	●	●
	Orange HS Bloomfield - Windamere - Castlereagh Clinic State-Wide Rehab MHIPS	51	72	●	●	●	●	●
	Orange HS Bloomfield - Turon Adult Rehab MHIPS	42	68	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

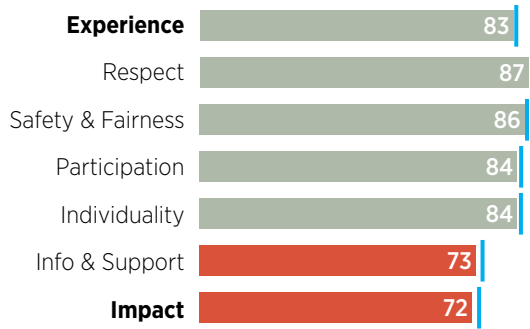
● No difference

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# Western Sydney Local Health District

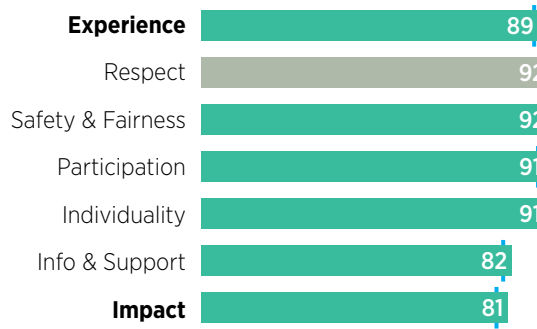
## Hospital Wards

1,403 returns



## Community Teams

1,233 returns



## Hospital or Community Catchment

Hospital or Community Catchment	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Blacktown Community	322	90	●	●	●	●	●	●
Parramatta Community	773	90	●	●	●	●	●	●
Westmead Hospital	136	88	●	●	●	●	●	●
WSLHD Adult Community	137	88	●	●	●	●	●	●
Blacktown Hospital	575	83	●	●	●	●	●	●
Cumberland Hospital	671	81	●	●	●	●	●	●
Mount Druitt Hospital	21							
WSLHD C&Y Community	1							

## Individual Ward or Community Team

Individual Ward or Community Team	Returns	Overall Experience (out of 100)	Individuality	Respect	Info & Support	Participation	Safety & Fairness	Impact
Merrylands Aged Care	206	95	●	●	●	●	●	●
Blacktown Clozapine Clinic	35	95	●	●	●	●	●	●
Blacktown Aged Care Psychiatry Community Team	75	94	●	●	●	●	●	●
Blacktown Access and Assessment Mental Health Team	55	91	●	●	●	●	●	●
Community Rehabilitation Service Eastern Cluster SWAHS	94	91	●	●	●	●	●	●
Cumberland Bunya - Rehab Inpatient Service	41	82	●	●	●	●	●	●
Rehab Inpatient Service - Cumberland Boronia	72	81	●	●	●	●	●	●
Cumberland Paringa - Acute Inpatient Service	138	77	●	●	●	●	●	●
Blacktown Hospital - Acute Inpatient Service	130	76	●	●	●	●	●	●
Rehab Inpat Serv - Cumberland Waratah	118	74	●	●	●	●	●	●

NSW Average

Compared to NSW average:

● Significantly higher

● Significantly lower

● No difference

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# 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"/>
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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"/>	
2. Staff showed respect for how you were feeling	<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"/>	
4. Your privacy was respected	<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"/>	
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"/>	
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"/>	
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"/>	
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"/>	
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"/>	
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"/>	

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 Islander 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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# Technical Information

## YES development and validation

The development, validation and psychometric properties of the YES Questionnaire are described in detail at <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-conexp>

## YES NSW collection method

NSW protocols are based on the national “YES Guide for Organisations”, available at <http://mhsa.aihw.gov.au/committees/mhissc/YES-survey/>

The stages of YES distribution, collection and reporting in NSW are:

- Distribution to services: LHDs/SHNs order blank YES Questionnaires and pre-addressed envelopes using the same on-line ordering process as other NSW Health forms
- Sampling periods: NSW Health recommends that YES is offered to all consumers on discharge from a service and at least annually for people in ongoing contact with services. LHDs/SHNs differ in their approach, and some focus on periodic (annual or six-monthly) census periods
- Identifying services: Before distribution, services enter a four digit unique service code in the service identification box on page 1 of the YES Questionnaire
- Offering: Services are encouraged to promote the availability of YES through posters and the display of collection boxes and to include offering of YES in service discharge protocols. Services are encouraged to use peer workers to promote and support YES collection wherever possible
- Returning: Consumers place completed YES Questionnaires in a sealed, reply-paid envelope or collection boxes provided
- Completed questionnaires are collated and scanned by a commercial scanning organisation under contract to NSW Health
- Data is provided monthly to InforMH, Health System Information & Performance Reporting Branch, NSW Ministry of Health, within two weeks of the end of the reporting period
- Data received by InforMH is checked, validated and stored in a secure, purpose-built SQL database on password-protected NSW Health servers
- Data analysis and reporting is conducted by staff of InforMH.



## Identification of NSW services

The YES Questionnaire is anonymous and contains no information that would allow it to be linked to other data sources to confirm the service that a person has been in contact with. Therefore, in order to report on services, all services must be accurately identified on the YES Questionnaire.

All NSW Mental Health Services are registered in a central database, the Mental Health Service Entity Register (MH-SER), and have a unique four digit numerical code. This four digit code is used in YES reporting because (i) it can be more accurately scanned than a handwritten service name, and (ii) it allows data on YES Questionnaire return rates or responses to be accurately compared to other data on the same service.

Before distribution, services enter a four digit unique service code in the service identification box on page 1 of the YES survey. If service codes are missing or invalid on the YES return, the response cannot be attributed to an individual LHD/SHN or service.

Services are provided with a monthly report showing the number of returns with missing service identifiers, and the details of any handwritten names. The rate of service identification error has declined steadily.

In 2016-17, of 22,479 completed YES Questionnaires received, 20,935 (93%) had a valid 4-digit service identifier entered. To minimise missing data, records with an invalid numerical code were first examined by checking the original scanned questionnaires. Several services had used incorrect stamps which included numbers such as postcodes which were detected by scanning software. Where the service could be accurately identified these were corrected. Second, records with no numerical codes were examined to check for hand written service names. There were 367 such records, and 212 of these could be mapped to an existing service. Written names could not be mapped to a service where they identified only a service type (e.g. "CAMHS", "PECC"), a location without detail of the service (e.g. "Hornsby", "Newcastle"), or a ward name shared by more than one NSW hospital ward (e.g. "Banksia"). Together these steps recovered 351 questionnaires (2%), leaving 1,193 questionnaires (5%) lost to analysis.

## Analysis

Initial data manipulation for this report was conducted in Excel. Analyses in this report were conducted using Stata SE v13. Missing, invalid or duplicate answers were recoded as null. YES returns with less than 12 of the first 22 questions completed were excluded from analysis. Overall scores and domain scores were constructed following the methods used in the national YES development.

YES questions use two scoring scales:

Frequency Scale	Performance Scale	Numerical Score
Always	Excellent	5
Usually	Very Good	4
Sometimes	Good	3
Rarely	Fair	2
Never	Poor	1

During YES development, the interval properties of these scales were tested in mental health consumers and a population panel. These ordinal scales were found to have interval properties allowing them to be treated as integer variables for scoring purposes.

Since the publication of the 2015-16 YES Report, the national Mental Health Information Strategy Standing Committee (MHISSC) has conducted further work on the domain structure of the YES Questionnaire, using data from NSW and Queensland. This work has proposed slight modification to the initial domain structure, and a reduction in the number of domains. Appendix 3 YES Domain Changes summarises the new domains and the allocation of questions to those domains. The names of the new domains were developed following consumer consultations conducted by the Australian Mental Health Outcomes and Classification Network (AMHOCN).

Descriptive statistics, including 95% confidence intervals of the mean, were calculated using Stata "Survey" commands. LHD/SHN totals were calculated for all settings (hospital and community). Averages and confidence intervals were calculated separately for hospital and community services. Testing of significant differences between services or over time was conducted by comparing the average and 95% confidence intervals for an LHD/SHN against the NSW average, or the average for a service against the average for other services of the same setting (hospital or community). Non-overlapping 95% confidence intervals were used to define statistically significant differences: this provides a conservative test of statistical significance<sup>1</sup>. Significant increases in YES return rates were defined using an arbitrary threshold of plus or minus 10%.

No standardisation or weighting of items was undertaken when comparing services.

### *Q34 The best things about this service were...*

**“ The group activities, they helped to keep you busy and taught you about mental health**

<sup>1</sup> Schenker, N., & Gentleman, J. F. (2001). On judging the significance of differences by examining the overlap between confidence intervals. *The American Statistician*, 55(3), 182-186.

## Estimation of return rates

To estimate return rates the following denominators were used:

For hospital episodes: the number of episodes of hospital care ending in the year (separations), including same-day episodes, plus the number of people remaining in hospital on June 30 2017.

For community episodes: the number of episodes where an individual had at least one face-to-face contact with a community mental health team within the year. In the current report people whose only service contact in the year occurred by telephone were excluded, because until there is an electronic version of YES it is currently difficult for those people to have an opportunity to complete the questionnaire. Those episodes were not excluded in the 2015-16 report, so caution is needed when comparing return rates for the two years. Those episodes are also not currently excluded in routine reporting to LHDs/SHNs: this will be reviewed in 2017-18.

## Calculation of a HeAL Score

To simplify analysis of responses to the 6 “Healthy Active Lives” (HeAL) questions, a single HeAL Score was calculated, as follows:

1: Recode HeAL questions (Q27-Q32):  
“No” or “Not Sure” = 0, “Yes” = 1.  
“Not Applicable”, missing or multiple answers = null.

2: Calculate HeAL Score

$$= 6 \times \frac{\sum_{Q27}^{Q32} \text{Score}}{\sum_{Q27}^{Q32} \text{Count}}$$

3: Set HeAL Score = null if number of validly completed HeAL questions = 2 or less.

This provides a score for all people who completed three or more HeAL questions, with possible values from 0 to 6, representing the number of HeAL items for which information was provided, after adjusting for any missing questions in the HeAL section.

# YES Domain Changes

Original Domain

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

## **Overall Experience** **(100\*Average of validly completed questions 1-22)/5**

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

Q33 *My experience would  
have been better if...*

“ *My rights and  
responsibilities  
were explained  
to me*



Q34 *The best things about this service were...*

**“** *The staff, they listened to me and gave me all the advice I needed to keep me going and not give up. They made me feel strong*



