



What consumers
say about NSW
Mental Health
Services



Your Experience of Service

2019-2020

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



Health



Acknowledgments

We gratefully acknowledge the support of members of the YES advisory committee and colleagues at BEING, the NSW Ministry of Health Mental Health Branch and the System Purchasing Branch.

Most importantly, thank you to the many consumers who take the time and effort to complete a YES questionnaire and the BEING and NSW Health staff who have worked together to improve services using the YES feedback.

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InforMH
System Information and Analytics Branch
NSW Ministry of Health

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

Please check with InforMH for any amendments:

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Introduction to the supplement

This is a supplement to the report *What Consumers say about NSW Mental Health Services: Your Experience of Service 2019–2020*.

The supplement provides detailed reports for each Local Health District (LHD) and Speciality Health Network (SHN), as well as detailed technical information on the Your Experience of Service (YES) questionnaire.

The structure of the questionnaire

The YES questionnaire gathers information from consumers about their experience of care. It includes 32 multiple choice questions, two free text questions and seven demographic questions.

YES questions are grouped into six domains

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

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

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

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

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

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

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

For more information on which questions relate to each domain, please see Appendix 3.



Interpreting the LHD/SHN summaries

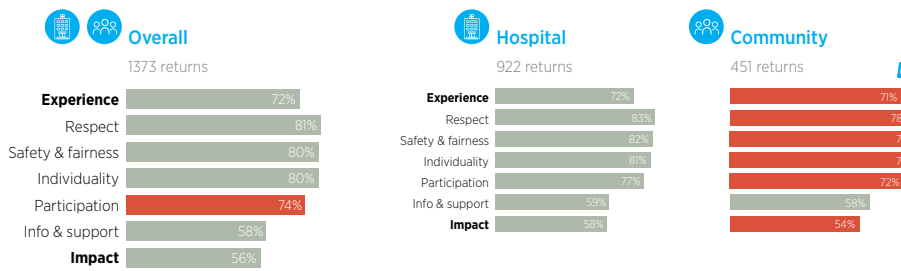
These summary reports show the percentage of consumers who reported an excellent or very good experience overall. This measure is used to compare LHDs/SHNs and to define targets.

Targets have been set separately for domains using different question types.

For more information about how these targets have been calculated, please see Appendix 2.

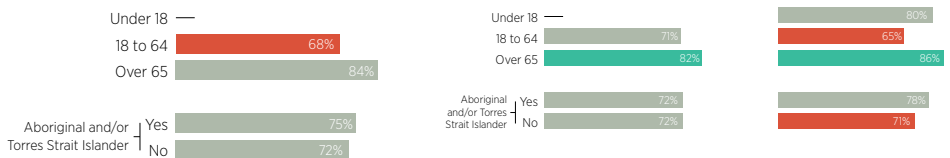
Here is how to read these reports:

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



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

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



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

Individual Hospital Unit or Community Team

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

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

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

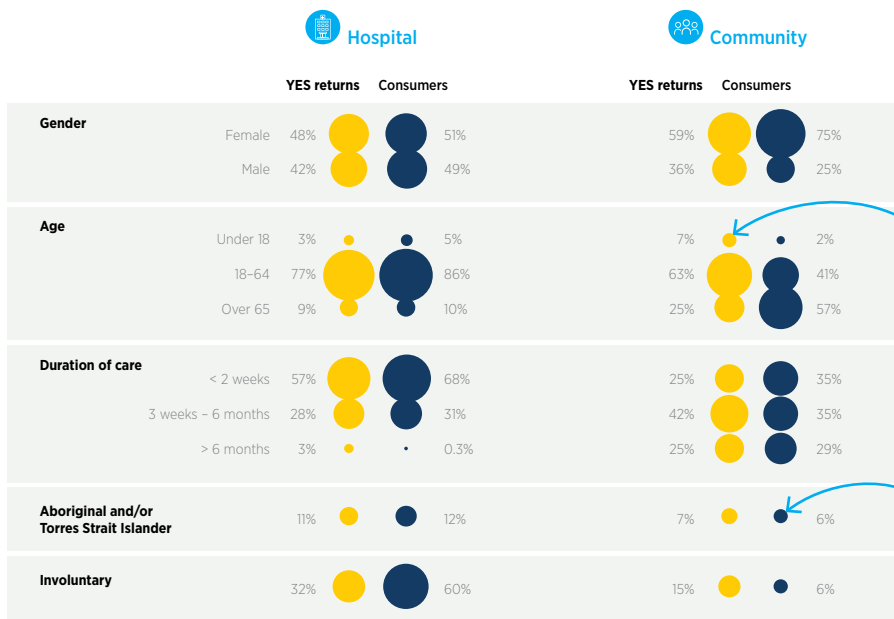
Please note separate targets are used for different domains. See Appendix 2 for more information.

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

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

This supplement also includes data on representativeness, the experience of Aboriginal and Torres Strait Islander consumers, and experiences across different age groups.

How representative are the YES returns?

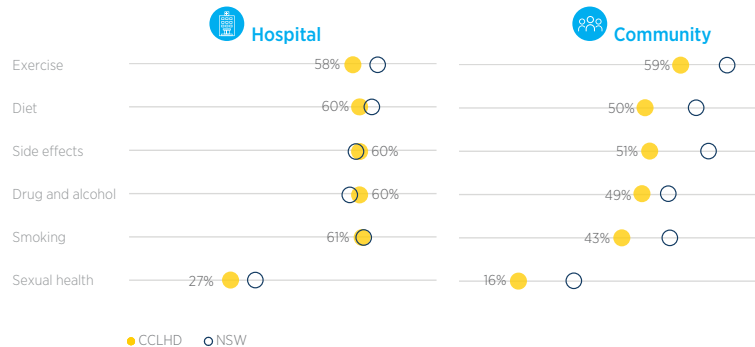


The yellow circles show the proportion of YES questionnaires completed by different groups.

The blue circles show which groups of consumers accessed services in the LHD/SHN.

Information on physical health (HeAL)

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



This graph shows the percentage of people who recalled receiving information about physical health.

The yellow circles show the LHD/SHN percentage and the blue circles show the NSW average.

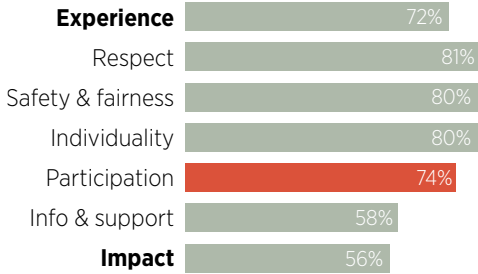
LHD/SHN summary reports

Central Coast Local Health District



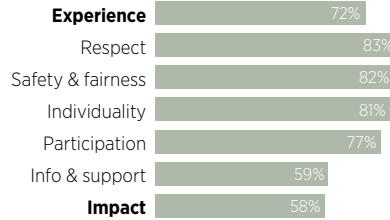
Overall

1544 returns



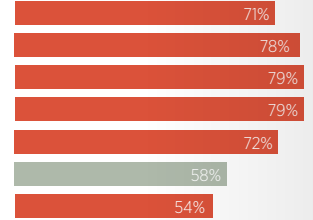
Hospital

936 returns

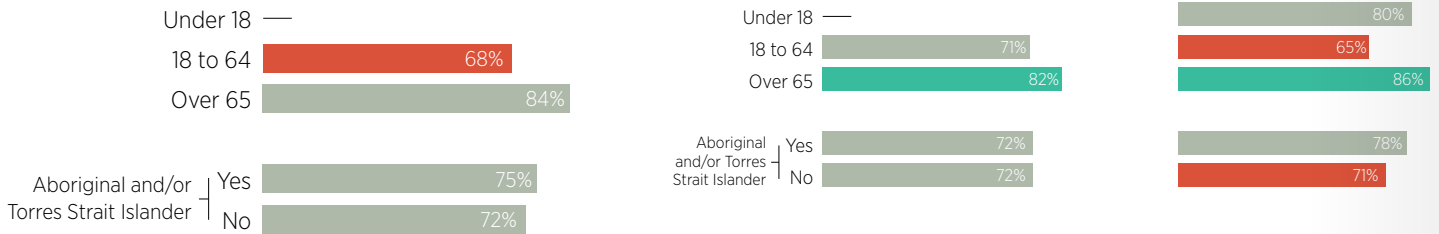


Community

608 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
OPMHS North	C	80	86%	●	●	●	●	●
Miri Miri WYO	H	67	84%	●	●	●	●	●
OPMHS South	C	41	80%	●	●	●	●	●
PECC WYO	H	135	78%	●	●	●	●	●
Mental Health WYO	H	354	70%	●	●	●	●	●
Mental Health GOS	H	302	69%	●	●	●	●	●
MH Acute Care GSHC	C	146	64%	●	●	●	●	●
MH Acute Care WYHC	C	165	61%	●	●	●	●	●

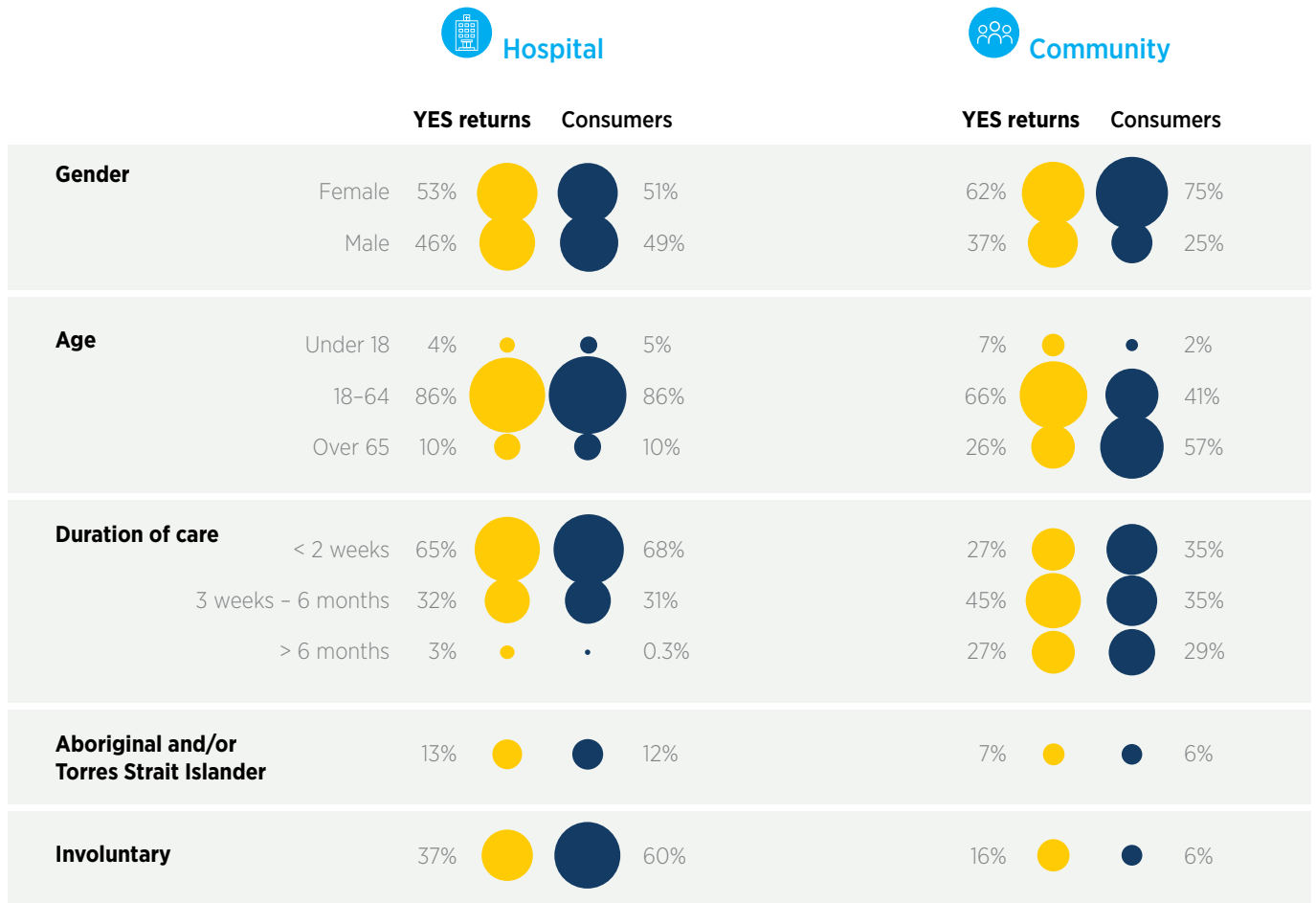
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

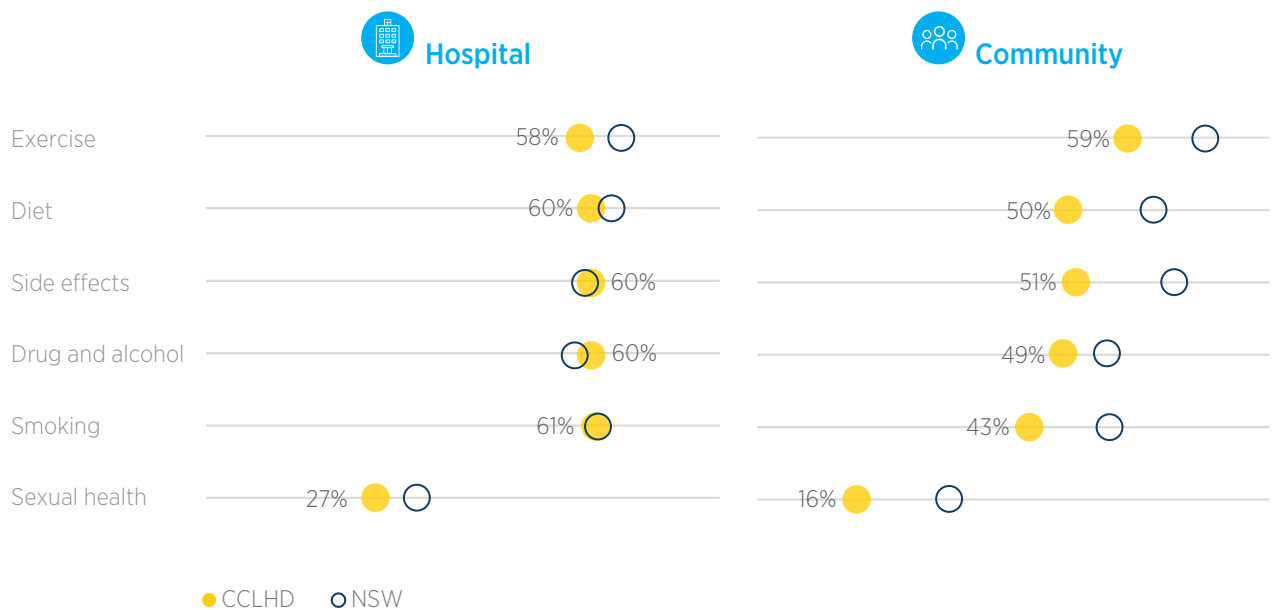
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

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

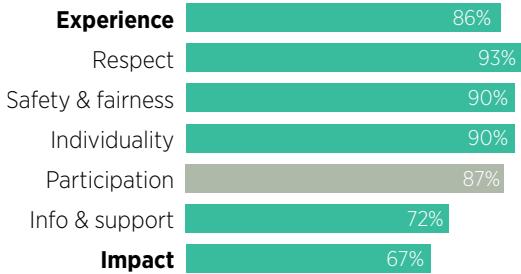


Far West Local Health District



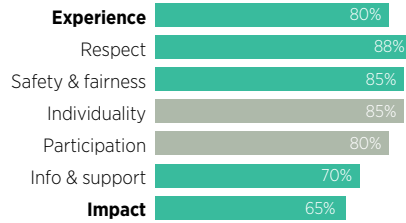
Overall

204 returns



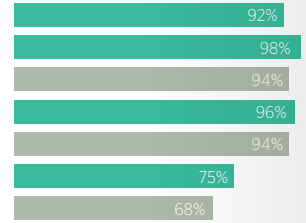
Hospital

152 returns

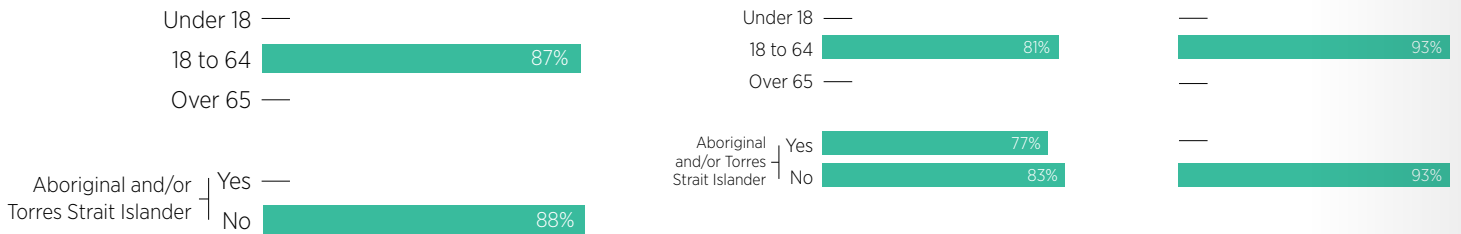


Community

52 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
BHH Rehab MHS Inpt	H 40	93%	●	●	●	●	●	●
BH Adult CMHS	C 39	90%	●	●	●	●	●	●
BH ADULT MHIPTU ACUTE	H 98	74%	●	●	●	●	●	●

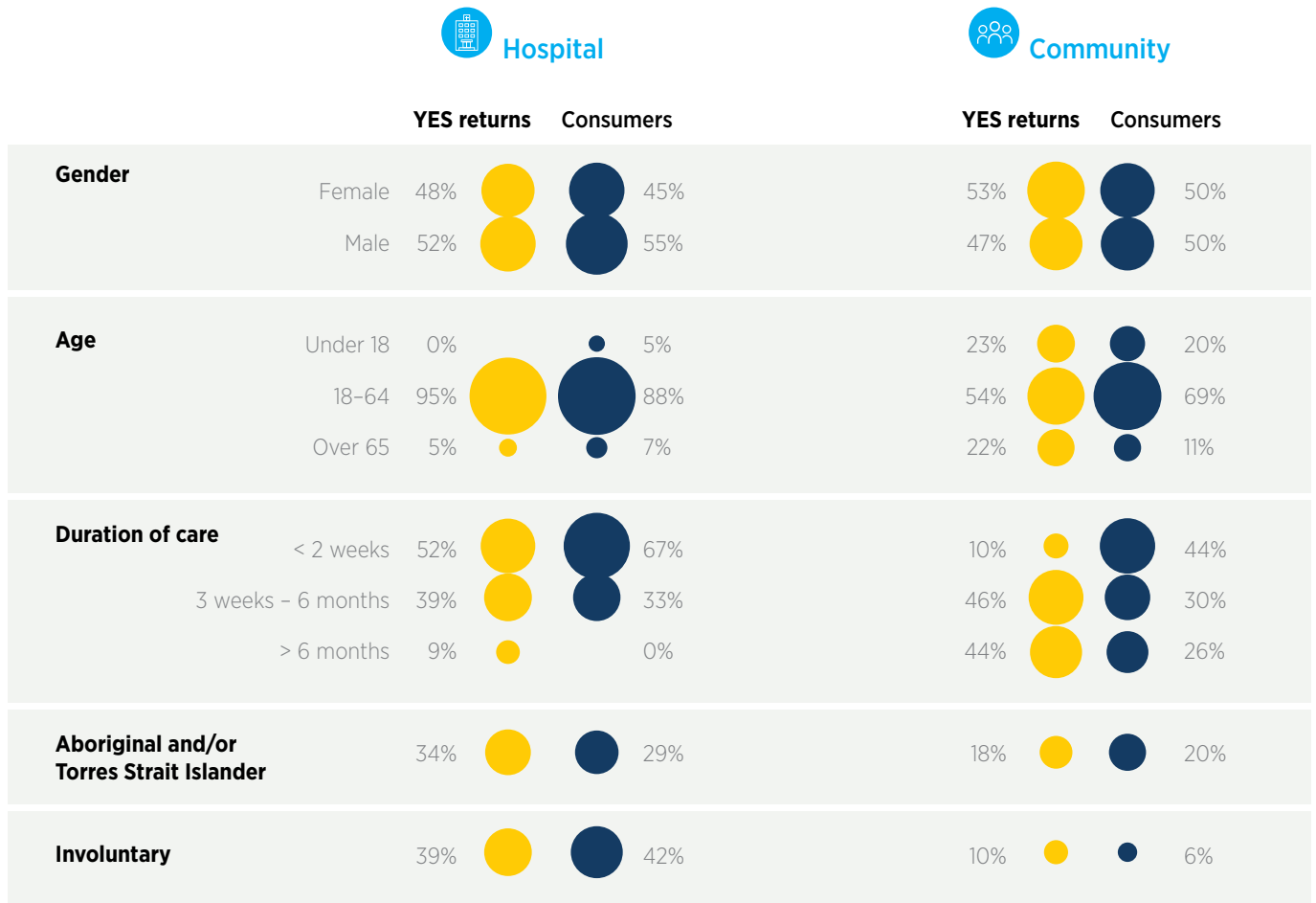
- Better than target
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- Below target

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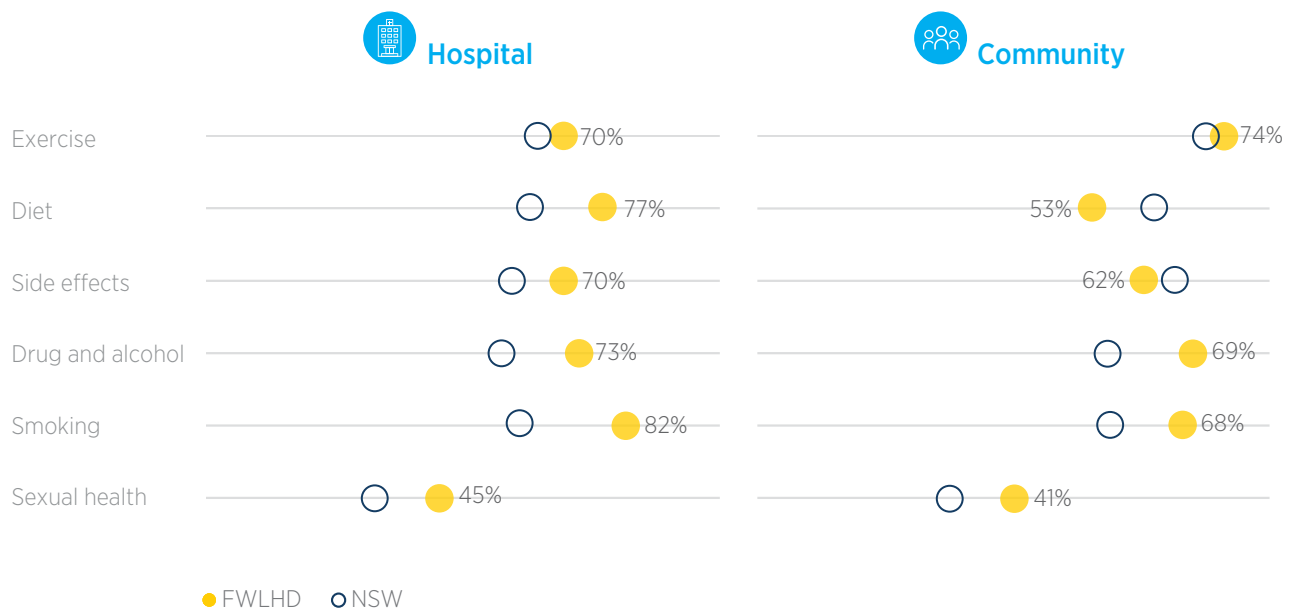
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How representative are the YES returns?



Information on physical health (HeAL)

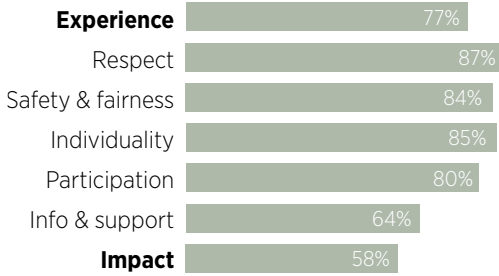
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Hunter New England Local Health District

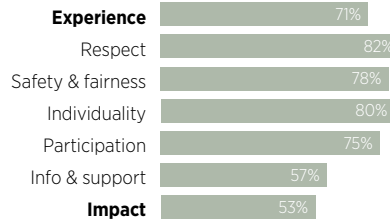
Overall

2957 returns



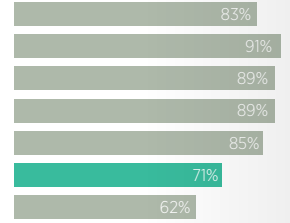
Hospital

2184 returns

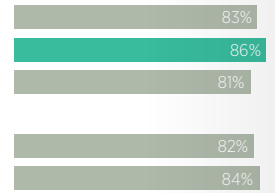
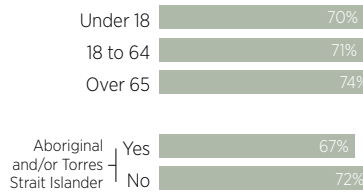
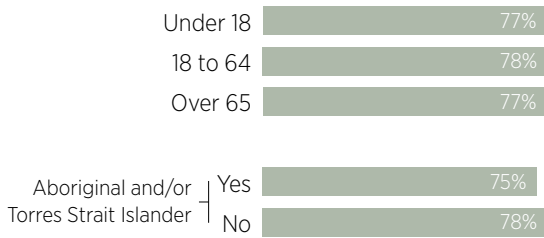


Community

773 returns



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



Individual Hospital Unit or Community Team

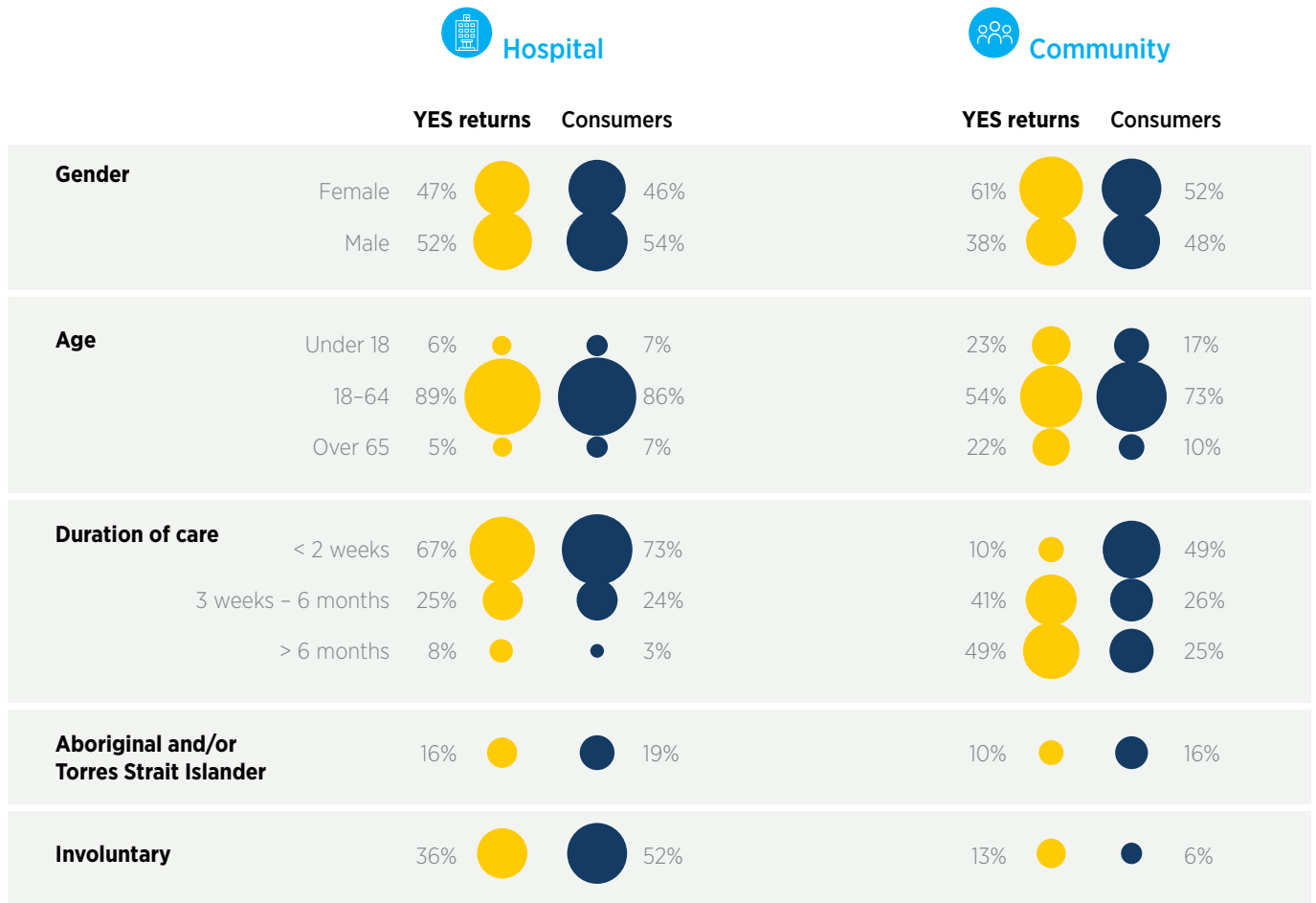
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
CAMHS Lake Mac	C 39	95%	●	●	●	●	●	●
MHSUS	C 71	93%	●	●	●	●	●	●
Newcastle CMHT	C 47	87%	●	●	●	●	●	●
ISMHU	H 96	86%	●	●	●	●	●	●
Lake Macquarie CMHT	C 87	86%	●	●	●	●	●	●
Mater PECC	H 56	86%	●	●	●	●	●	●
Clark Centre	H 233	85%	●	●	●	●	●	●
Peel CMHT	C 32	81%	●	●	●	●	●	●
OP Lake Macquarie	C 53	81%	●	●	●	●	●	●
CAMHS Newcastle	C 109	80%	●	●	●	●	●	●
OP Hunter Valley	C 49	80%	●	●	●	●	●	●
Morisset CRU	H 62	76%	●	●	●	●	●	●
Taree MHU	H 193	74%	●	●	●	●	●	●
Maitland MHU	H 247	74%	●	●	●	●	●	●
Mater LMMHU	H 256	72%	●	●	●	●	●	●
MHSUS-S	H 69	71%	●	●	●	●	●	●
OP Newcastle	C 43	70%	●	●	●	●	●	●
CAMHS NEXUS	H 95	69%	●	●	●	●	●	●
MHSUS-N	H 117	68%	●	●	●	●	●	●
Mater NMHU	H 270	64%	●	●	●	●	●	●
Morisset MSU	H 35	57%	●	●	●	●	●	●
Tamworth Banksia	H 175	41%	●	●	●	●	●	●

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

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

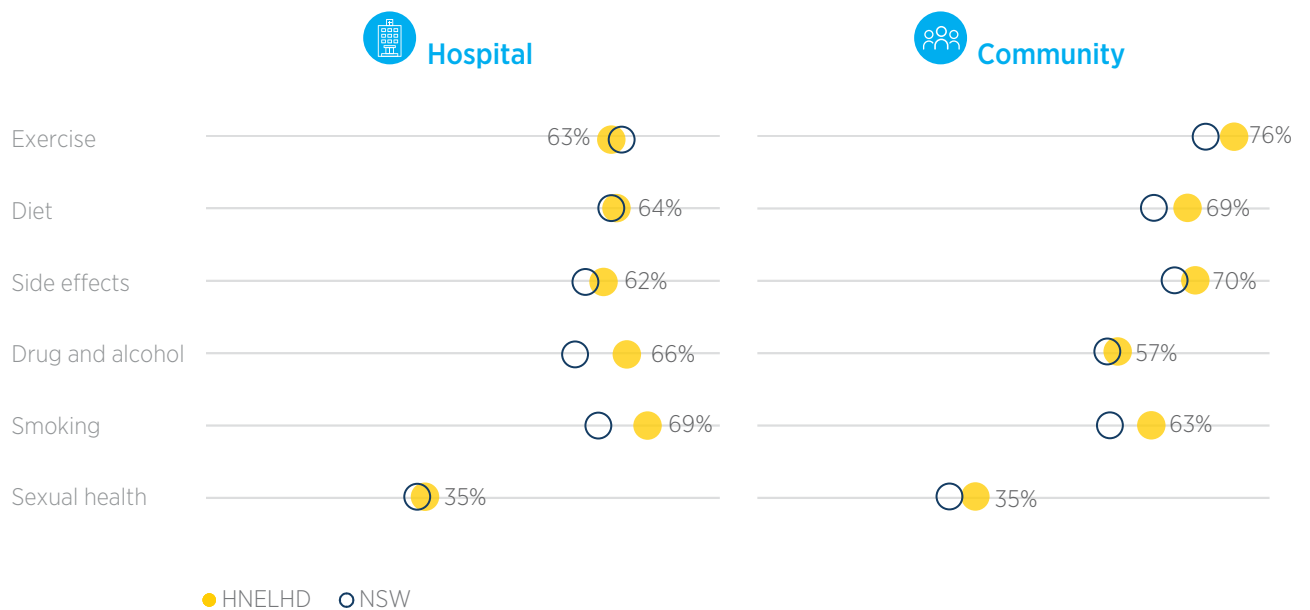
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How representative are the YES returns?



Information on physical health (HeAL)

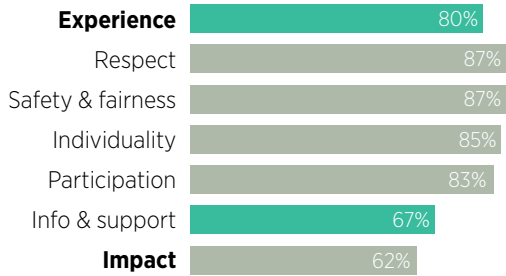
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Illawarra Shoalhaven Local Health District

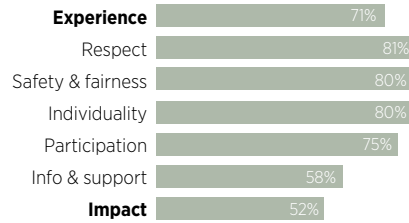
Overall

887 returns



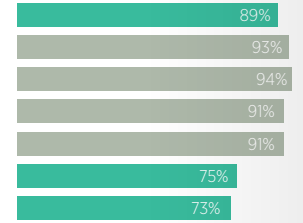
Hospital

653 returns

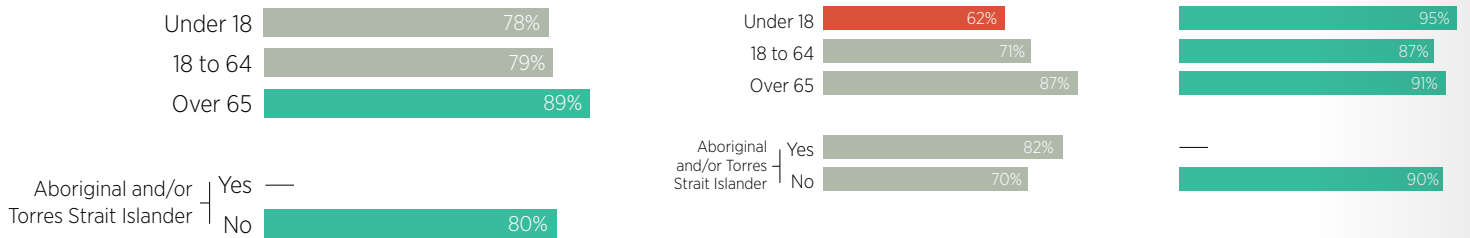


Community

234 returns



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



Individual Hospital Unit or Community Team

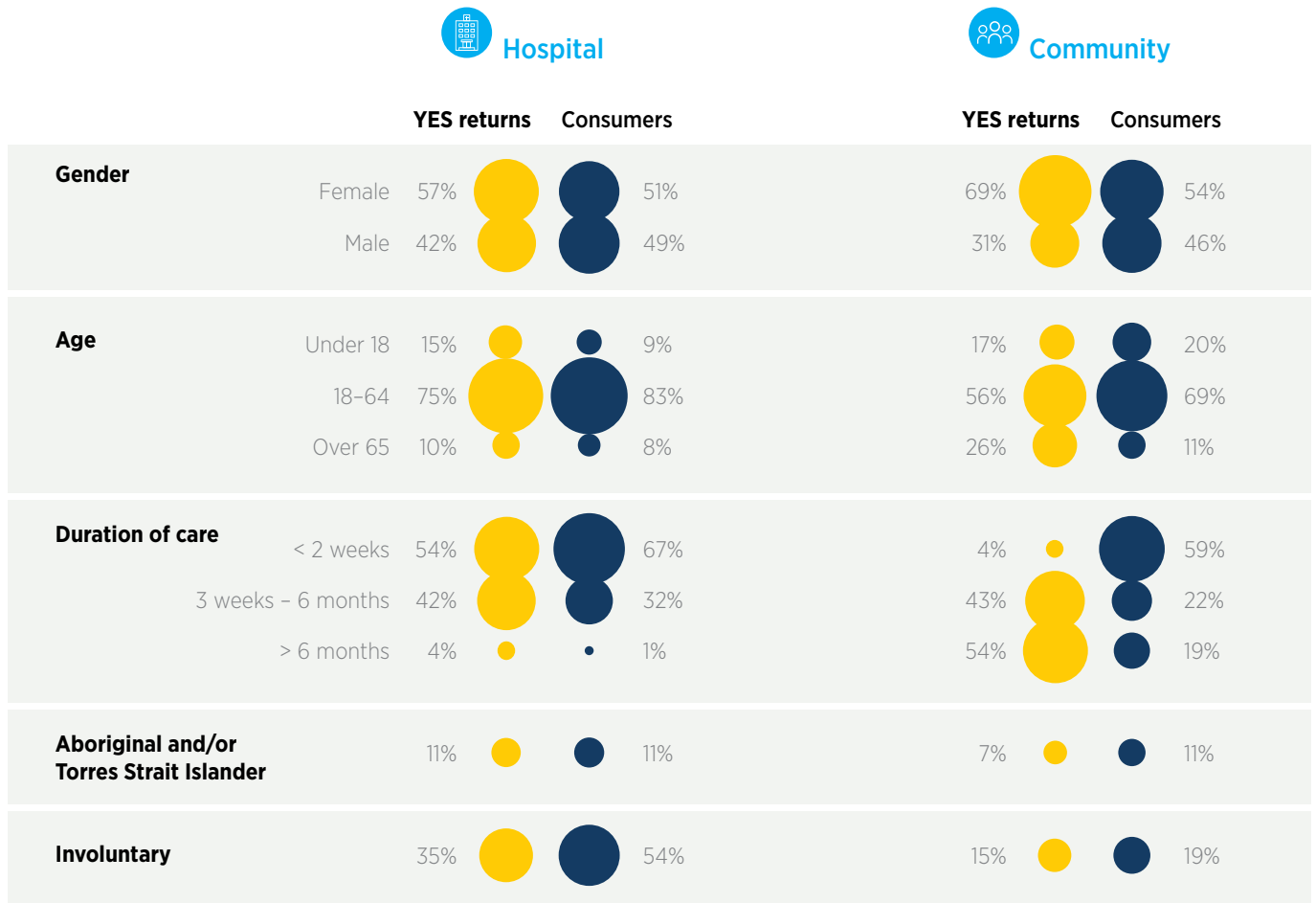
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Shoalhaven Child Adol	C 33	100%	●	●	●	●	●	●
Psych Emergency Care	H 30	93%	●	●	●	●	●	●
Shoalhaven CMH Rehab	C 30	93%	●	●	●	●	●	●
Illawarra Older Per	C 30	87%	●	●	●	●	●	●
Older Person IPU	H 65	86%	●	●	●	●	●	●
Shoalhaven Sub Acute	H 96	85%	●	●	●	●	●	●
Rehabilitation Unit	H 51	73%	●	●	●	●	●	●
Wollongong Acute IPU	H 89	71%	●	●	●	●	●	●
Adolescent IPU	H 76	59%	●	●	●	●	●	●
Mirrabook Acute IPU	H 156	59%	●	●	●	●	●	●

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

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

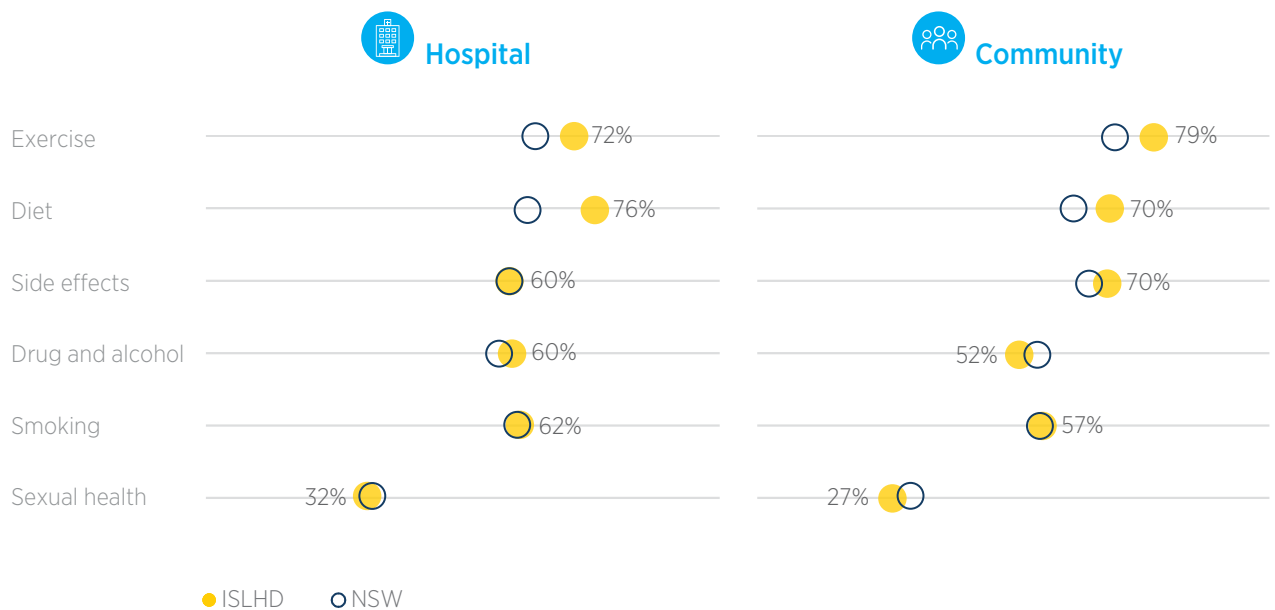
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How representative are the YES returns?



Information on physical health (HeAL)

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

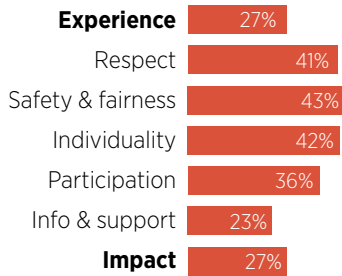


Justice Health and Forensic Mental Health Network



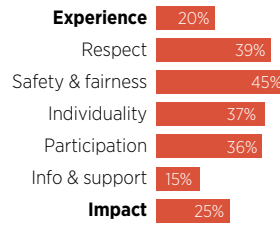
Overall

474 returns



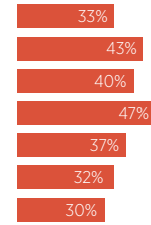
Hospital

105 returns

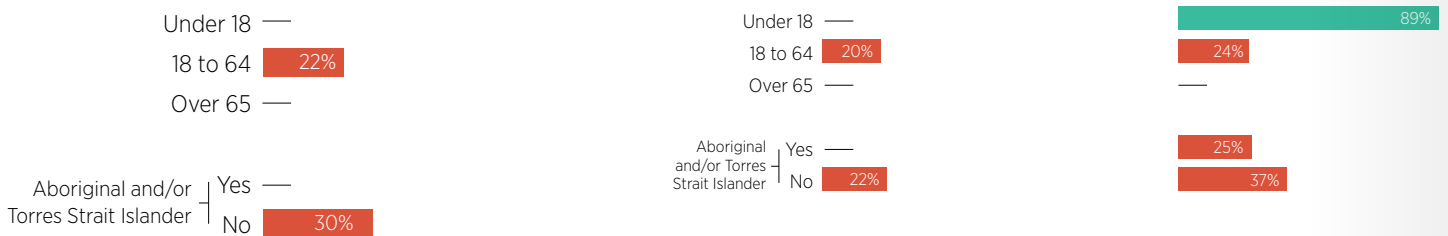


Community

369 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Com Integration Team	C	47	100%	●	●	●	●	●
Adult Amb Svc	C	309	23%	●	●	●	●	●
MRRC MHSU POD 19	H	31	19%	●	●	●	●	●

- Better than target
- Just below target
- Below target

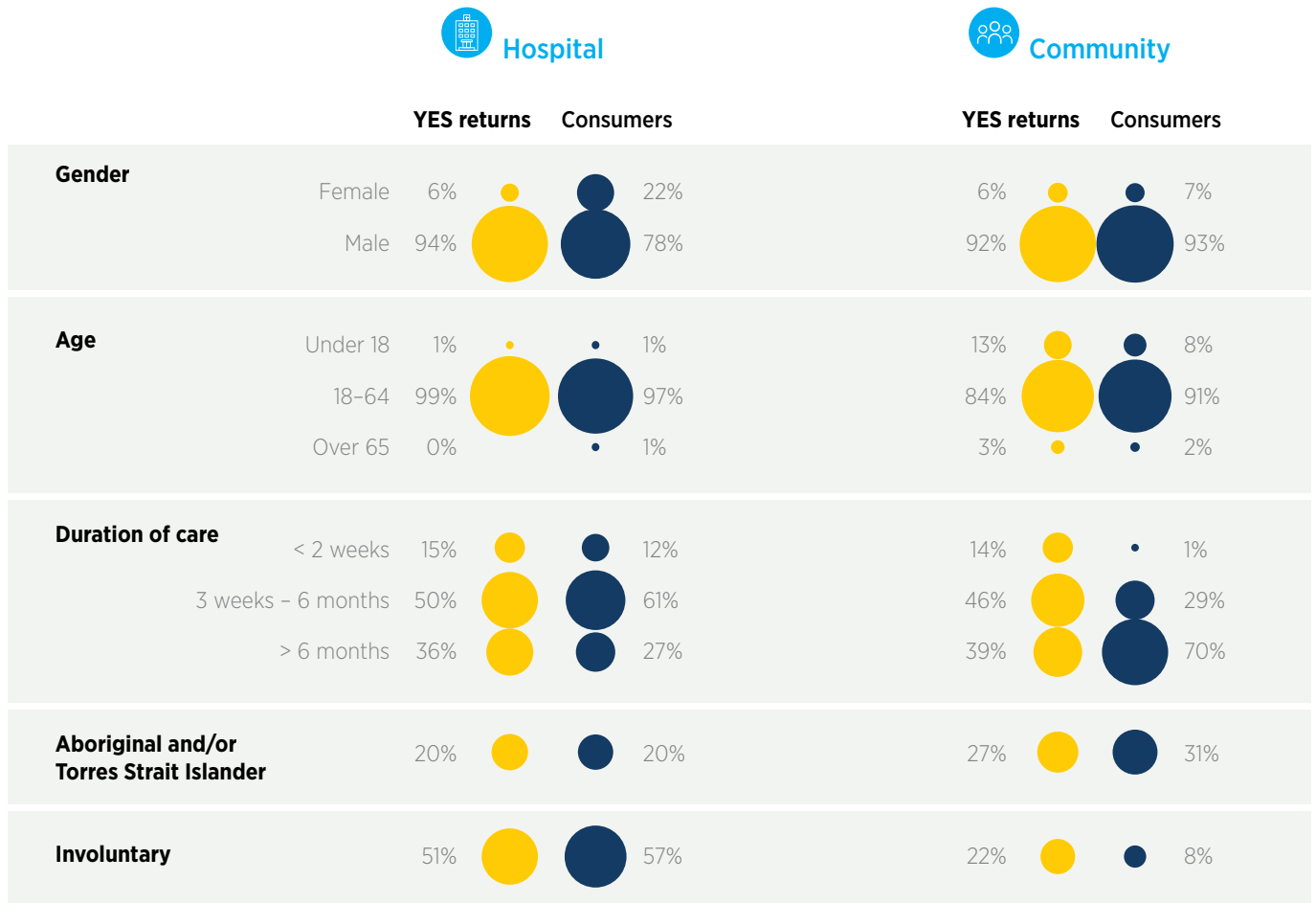
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Note: Caution is needed when comparing results for the Justice Health and Forensic Mental Health Network to other LHDs and SHNs. People report less positive experiences in inpatient and involuntary care. All consumers in the Forensic Hospital and Long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

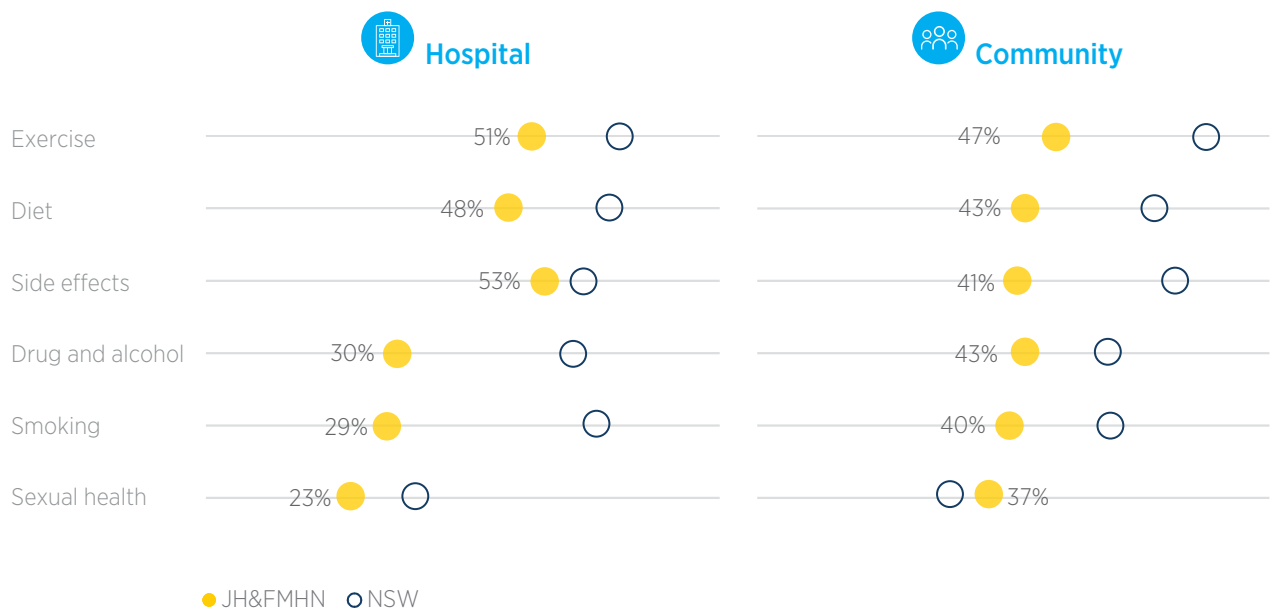
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How representative are the YES returns?



Information on physical health (HeAL)

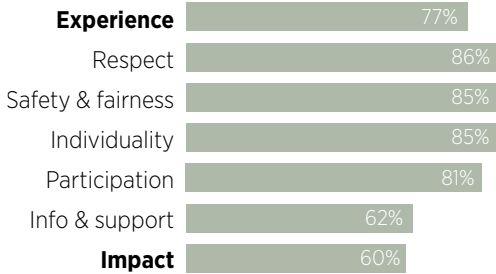
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Mid North Coast Local Health District

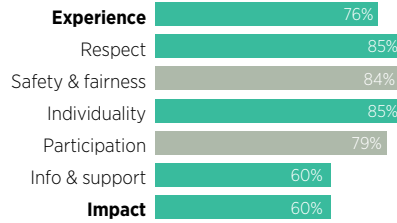
Overall

928 returns



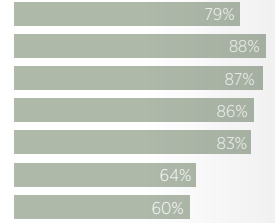
Hospital

716 returns

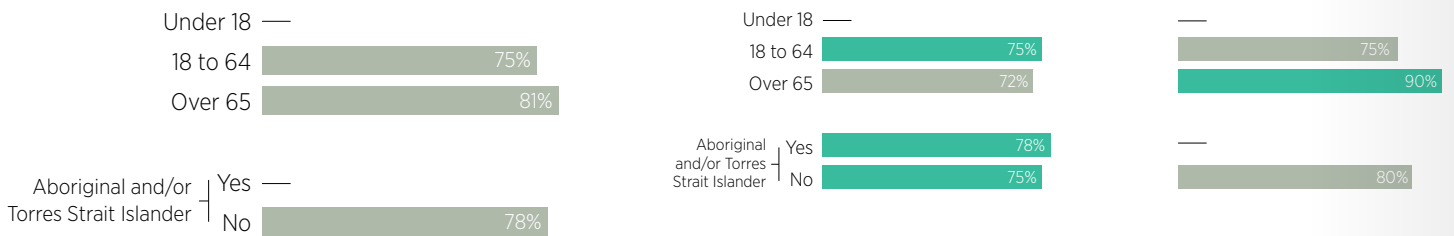


Community

212 returns



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



Individual Hospital Unit or Community Team

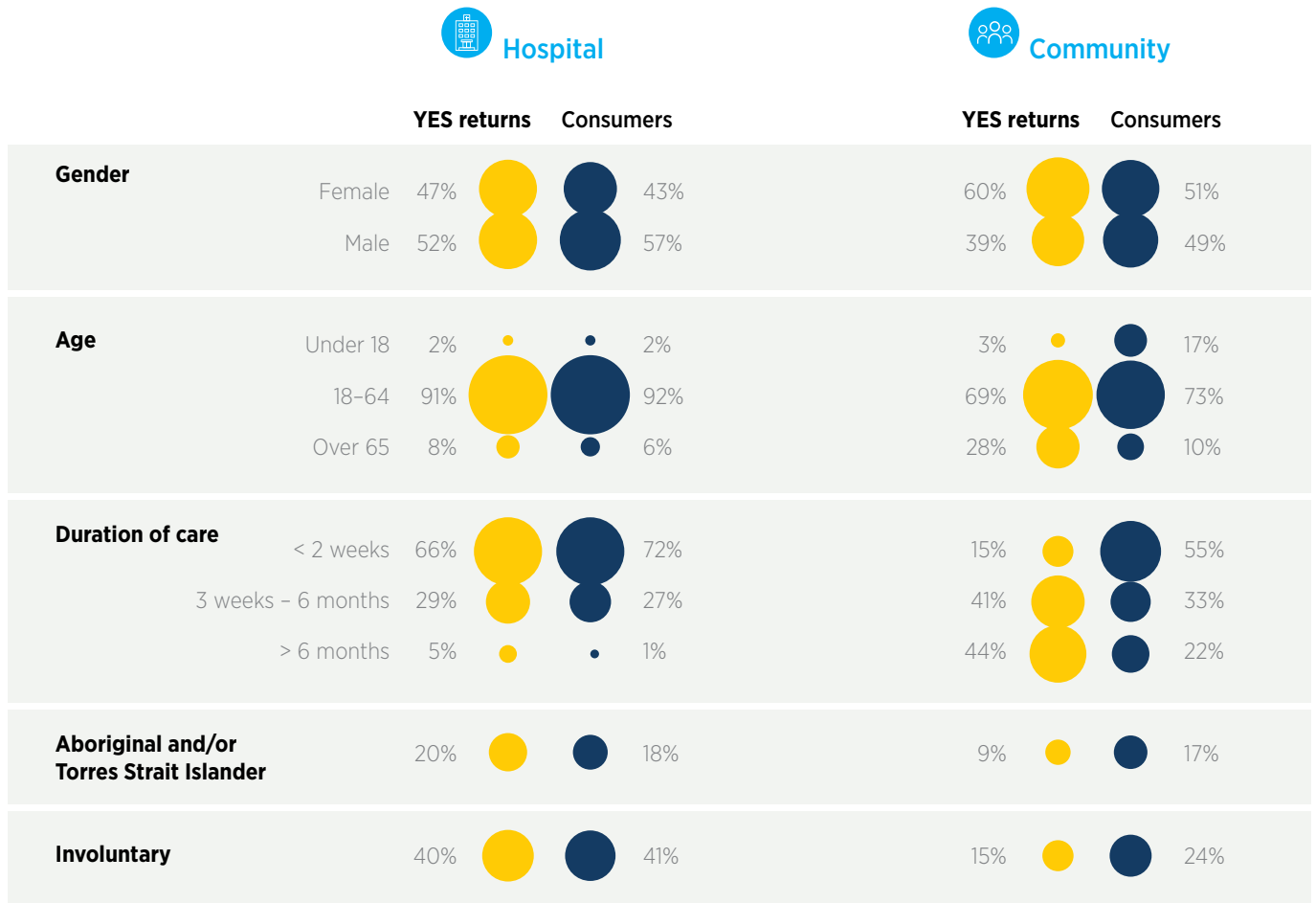
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Kem MH Adult Srv	C	43	95%	●	●	●	●	●
Kem MH Ac Inpt Srv	H	154	90%	●	●	●	●	●
Cof MH Rehab Inpt	H	55	82%	●	●	●	●	●
Cof MH Adult Srv	C	32	81%	●	●	●	●	●
Por MH Ac Inpt Srv	H	152	79%	●	●	●	●	●
Cof MH Ac Inpt Srv	H	291	65%	●	●	●	●	●
Cof MH Acute Care Srv	C	40	55%	●	●	●	●	●

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 - Below target
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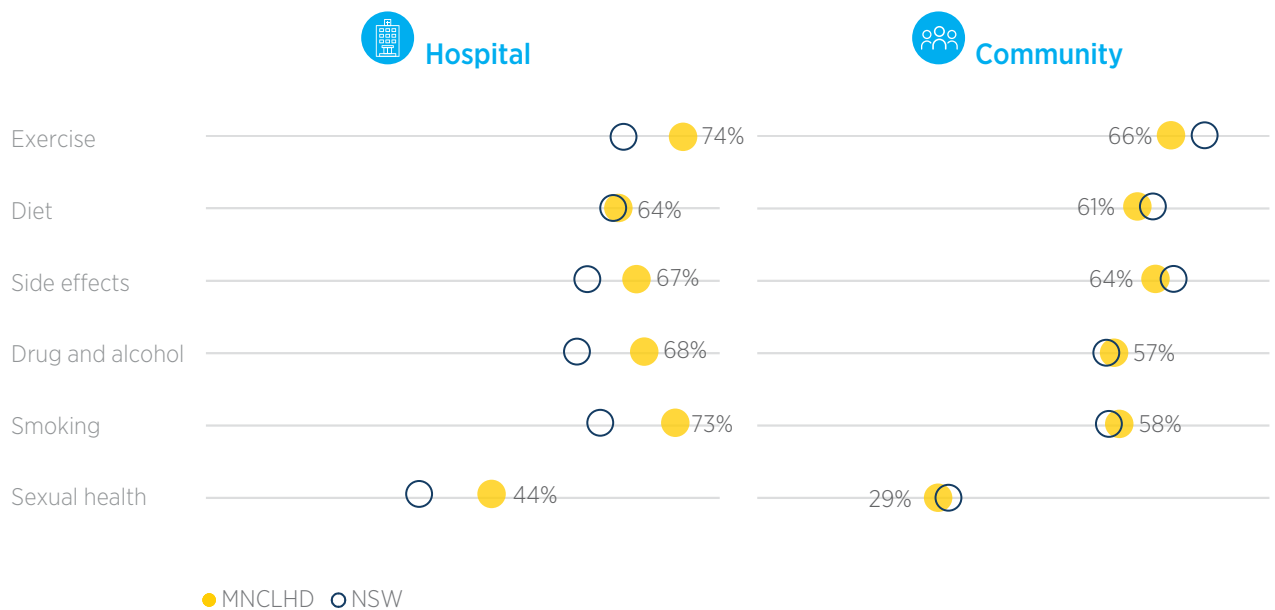
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How representative are the YES returns?



Information on physical health (HeAL)

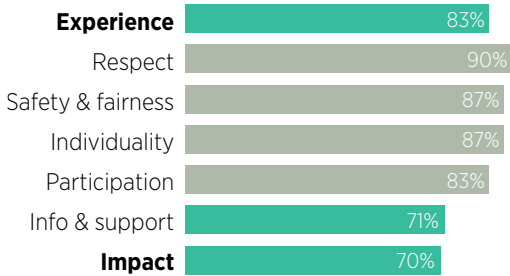
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Murrumbidgee Local Health District

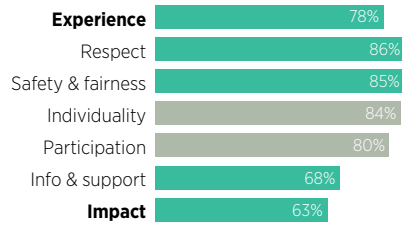
Overall

549 returns



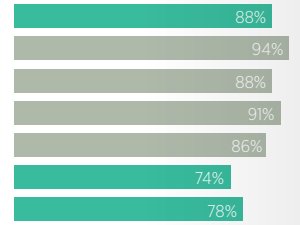
Hospital

470 returns

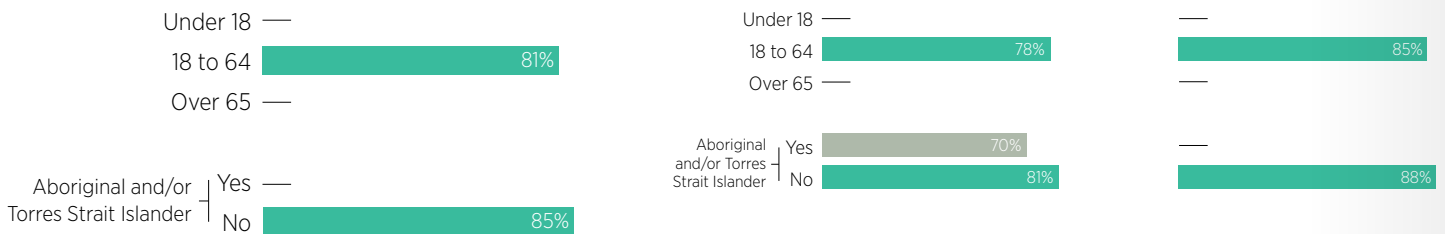


Community

79 returns



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



Individual Hospital Unit or Community Team

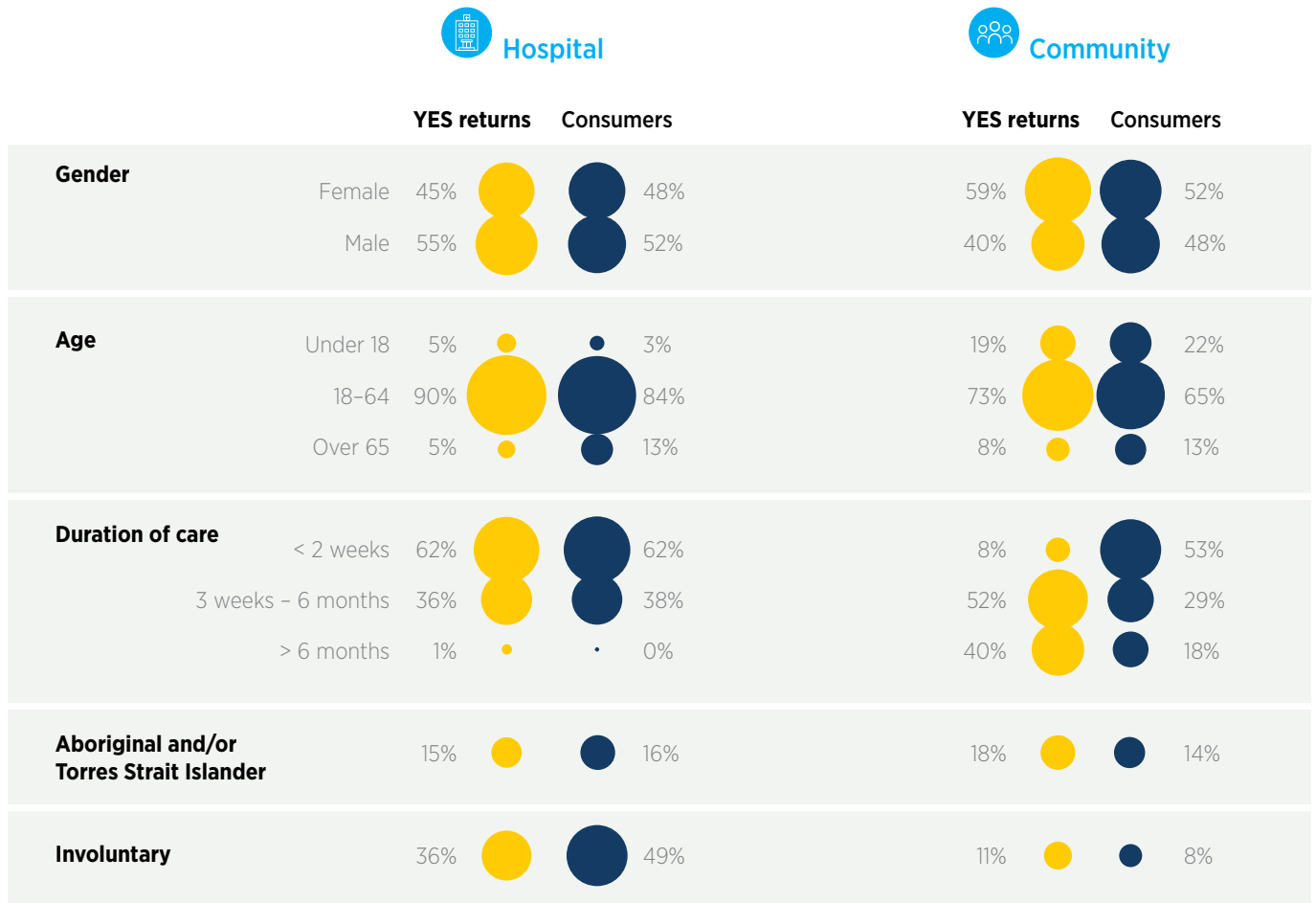
	Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Wagga Wagga MHS Sub Acute IU	H	85	91%	●	●	●	●	●	●
Wagga Wagga MHS Acute IU	H	317	74%	●	●	●	●	●	●

- Better than target
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 - Below target
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C = Community

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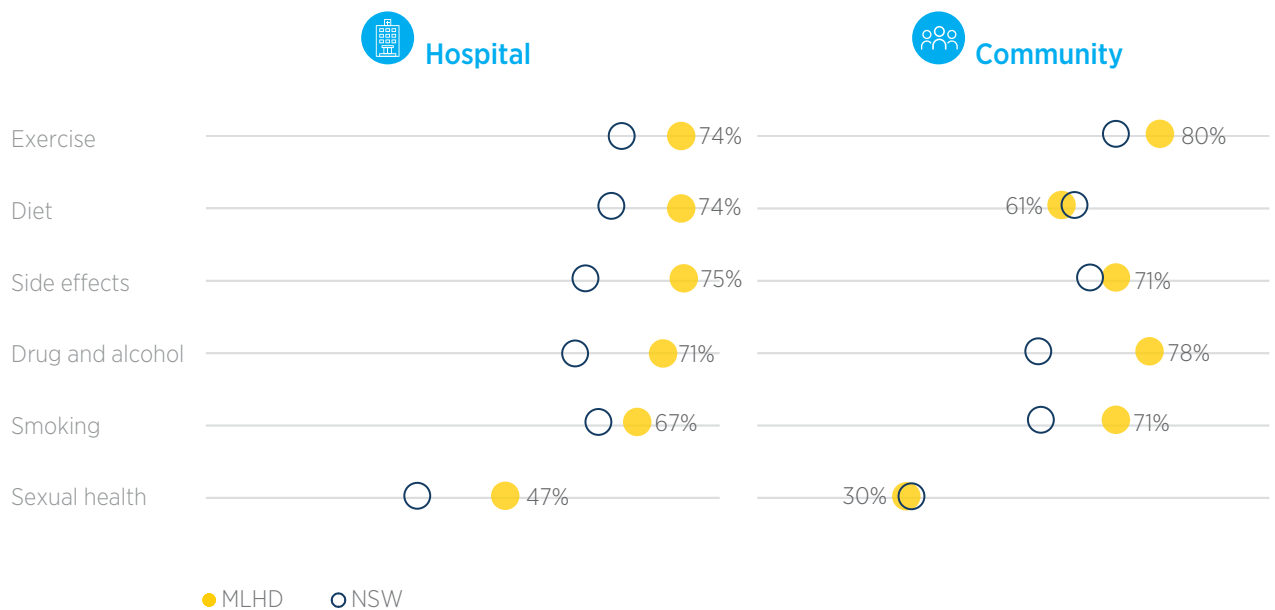
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How representative are the YES returns?



Information on physical health (HeAL)

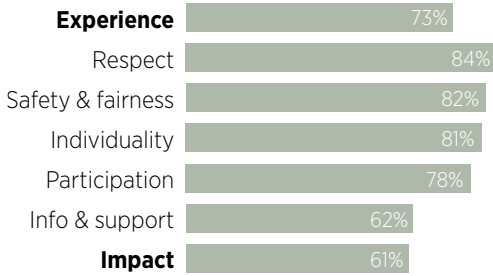
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Nepean Blue Mountains Local Health District

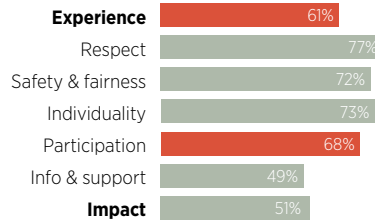
Overall

1360 returns



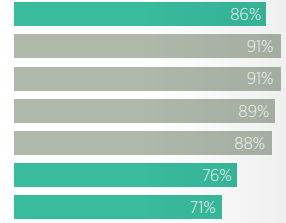
Hospital

692 returns

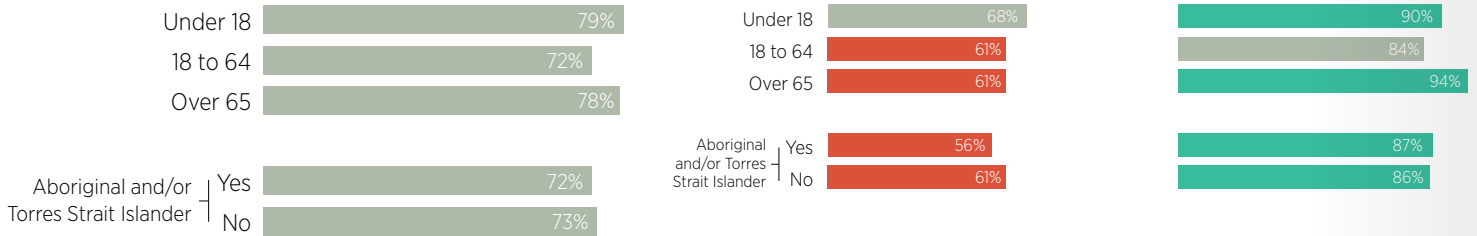


Community

668 returns



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



Individual Hospital Unit or Community Team

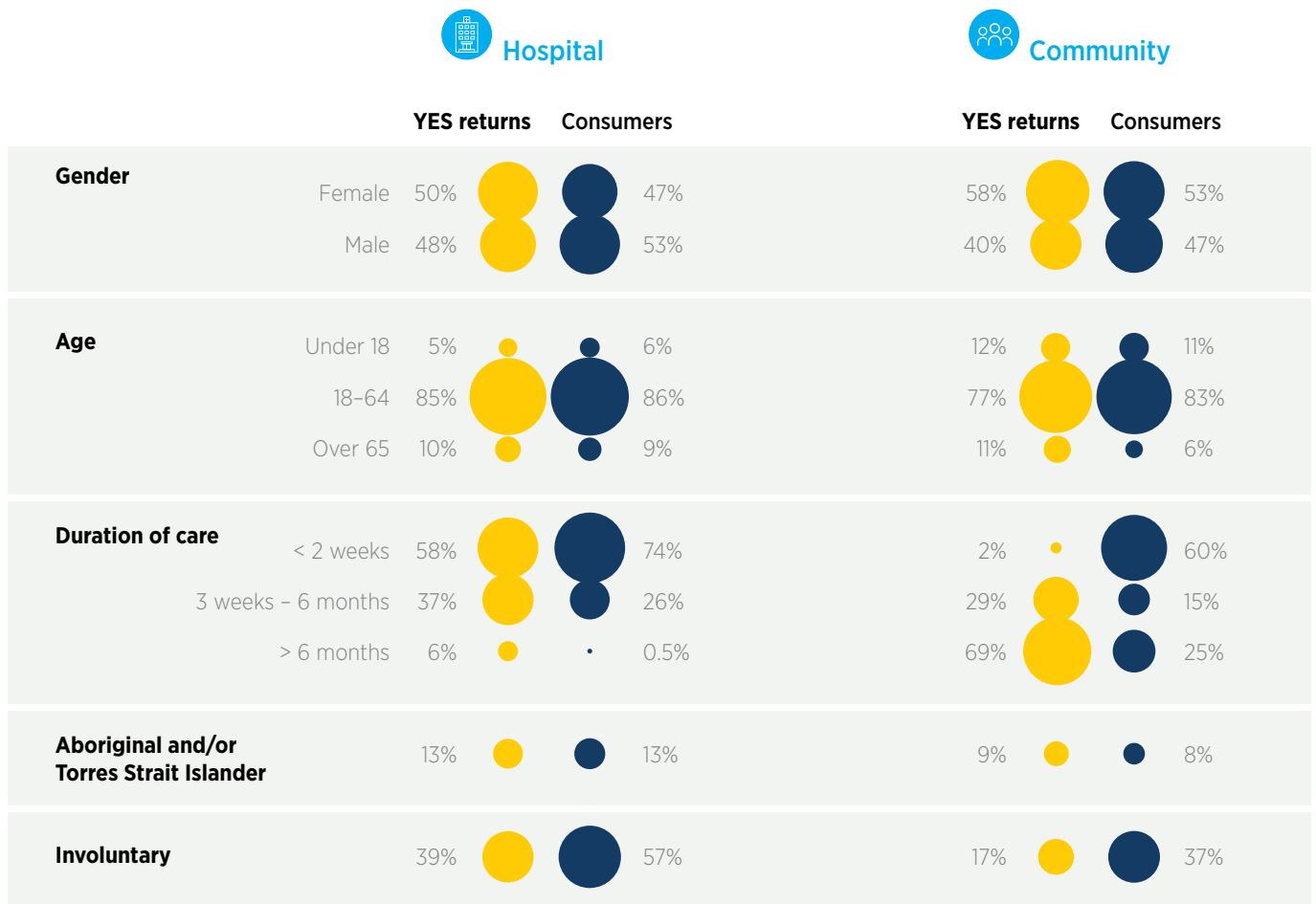
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Nep Anxiety Clinic	C	74	100%	●	●	●	●	●
Katoomba MH Team	C	33	97%	●	●	●	●	●
Springwood MH Team	C	58	95%	●	●	●	●	●
Plains OPCT	C	38	89%	●	●	●	●	●
CYMHS A&T	C	71	87%	●	●	●	●	●
Penrith MH Team	C	100	84%	●	●	●	●	●
St Marys MH Team	C	30	83%	●	●	●	●	●
PECC	H	105	81%	●	●	●	●	●
Windsor MH Team	C	50	80%	●	●	●	●	●
Nepean MH HDU	H	72	75%	●	●	●	●	●
Nepean OPMHU	H	61	57%	●	●	●	●	●
BM MH Acute Unit	H	126	56%	●	●	●	●	●
Nepean MH Acute	H	296	52%	●	●	●	●	●
Lithgow MH Team	C	40	40%	●	●	●	●	●

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

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

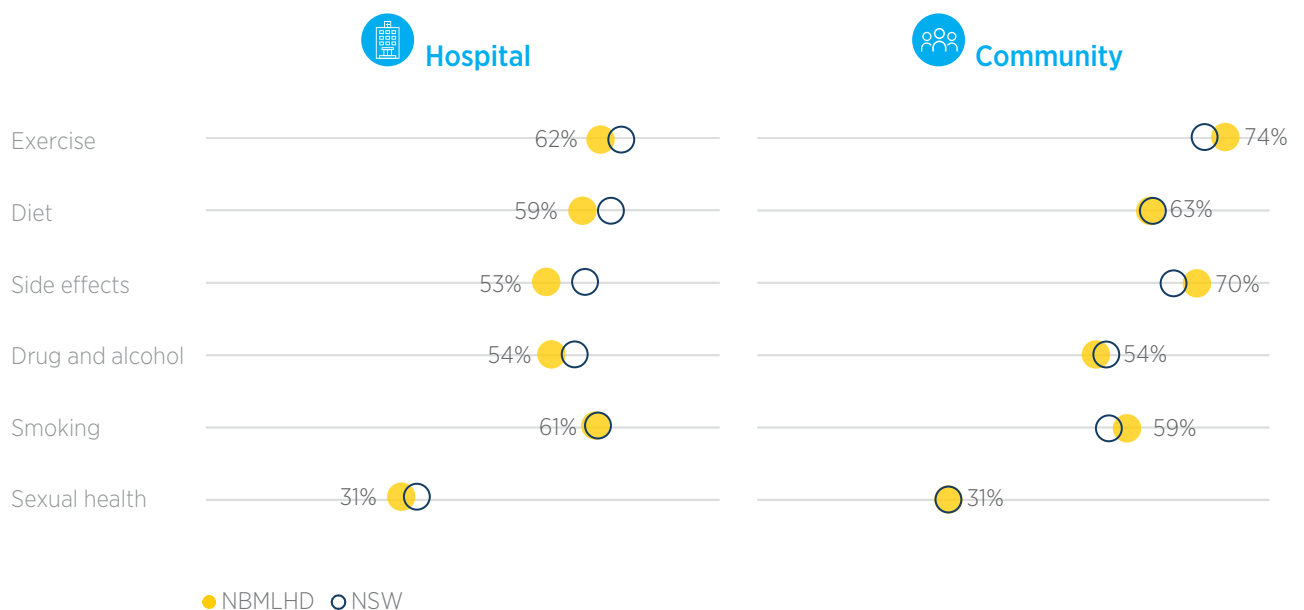
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

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

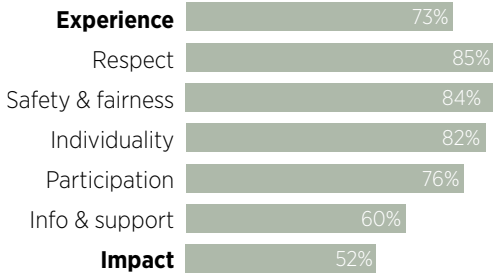


Northern NSW Local Health District



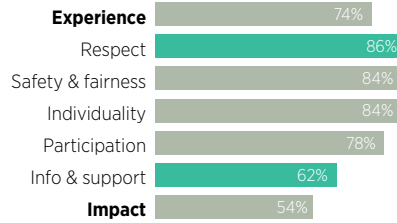
Overall

785 returns



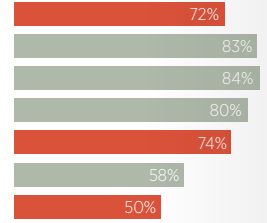
Hospital

589 returns

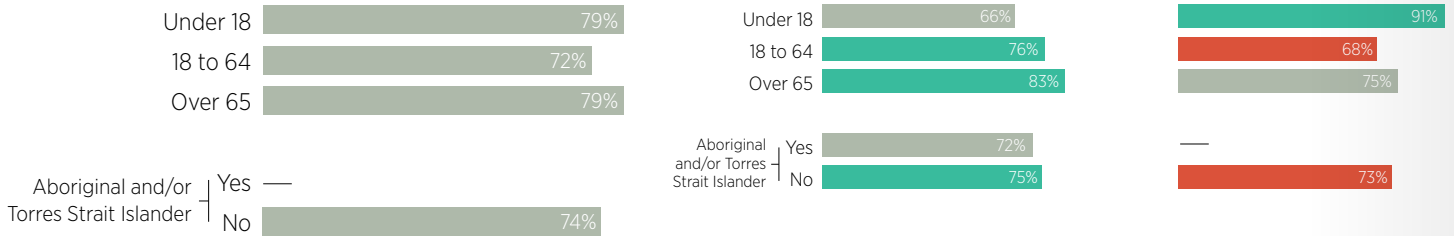


Community

196 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Tuckeroo MH SubAcute	H	95	86%	●	●	●	●	●
Lilli Pilli LIS OPMHU	H	77	83%	●	●	●	●	●
Kurrajong MHU	H	120	73%	●	●	●	●	●
Tallowood - LAMHU	H	147	65%	●	●	●	●	●
Kamala C&A MHU	H	103	65%	●	●	●	●	●
Tweed CMHS AT	C	70	59%	●	●	●	●	●

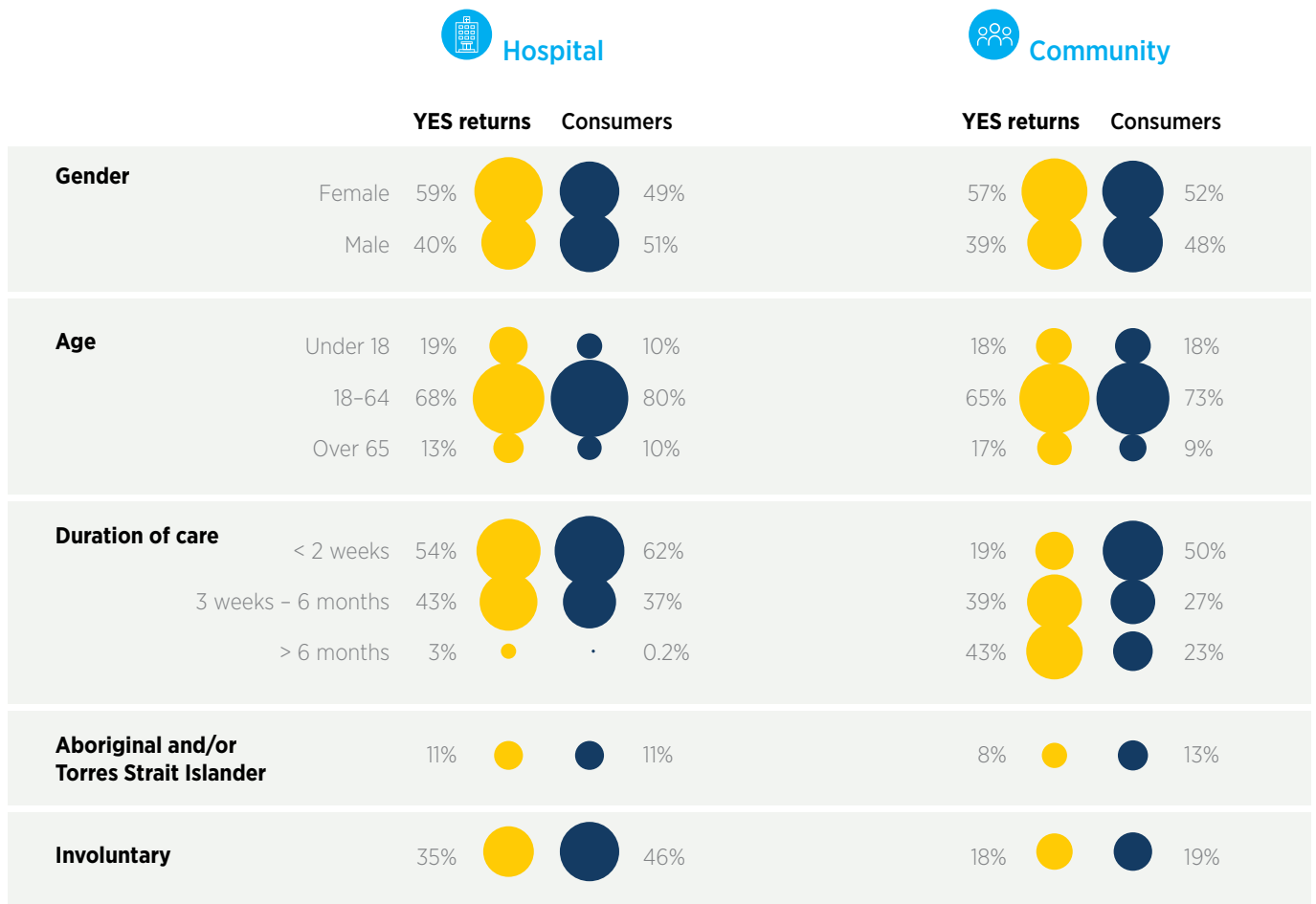
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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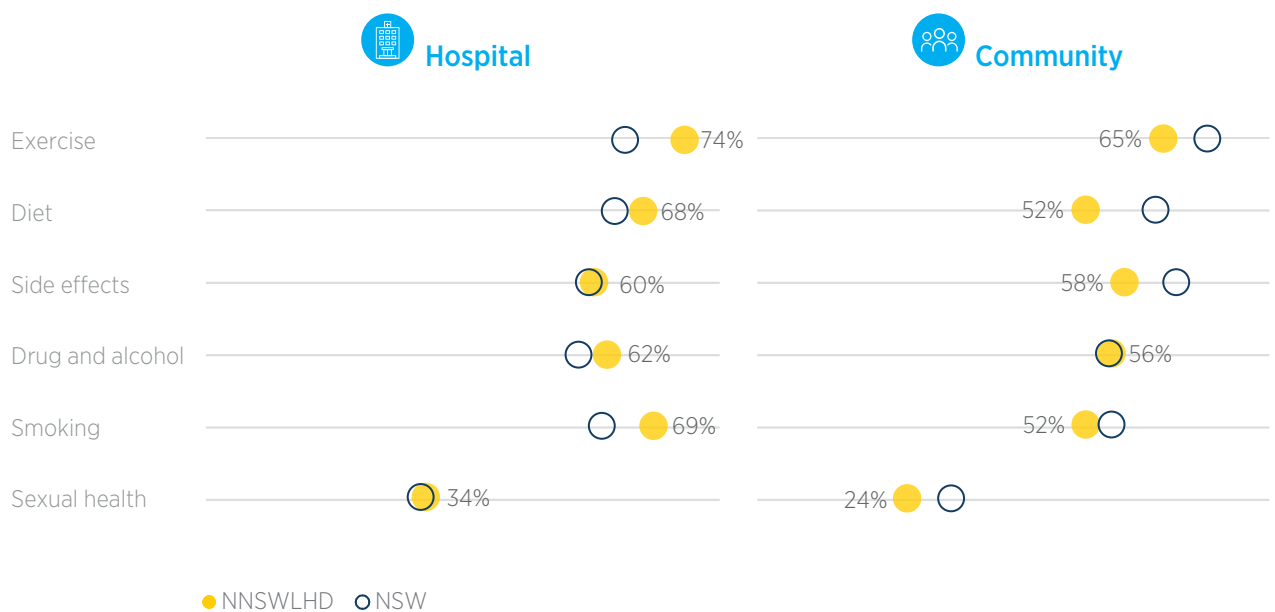
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How representative are the YES returns?



Information on physical health (HeAL)

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

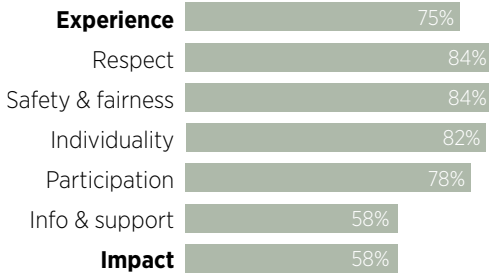


Northern Sydney Local Health District



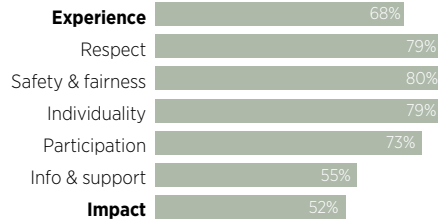
Overall

2444 returns



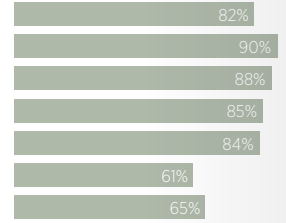
Hospital

1842 returns

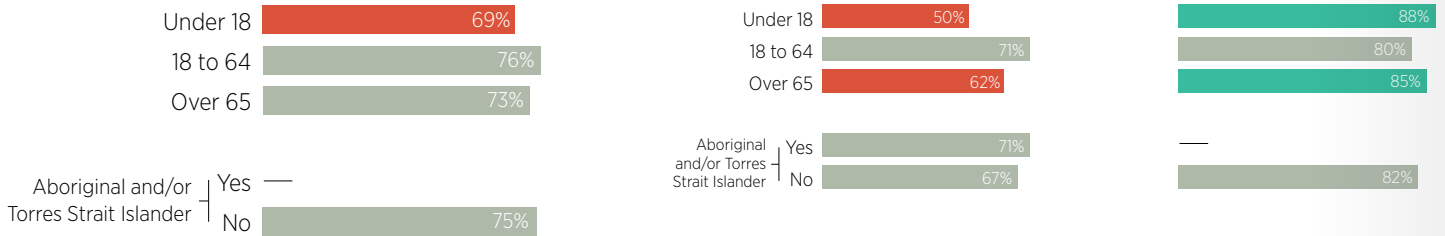


Community

602 returns



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



Individual Hospital Unit or Community Team

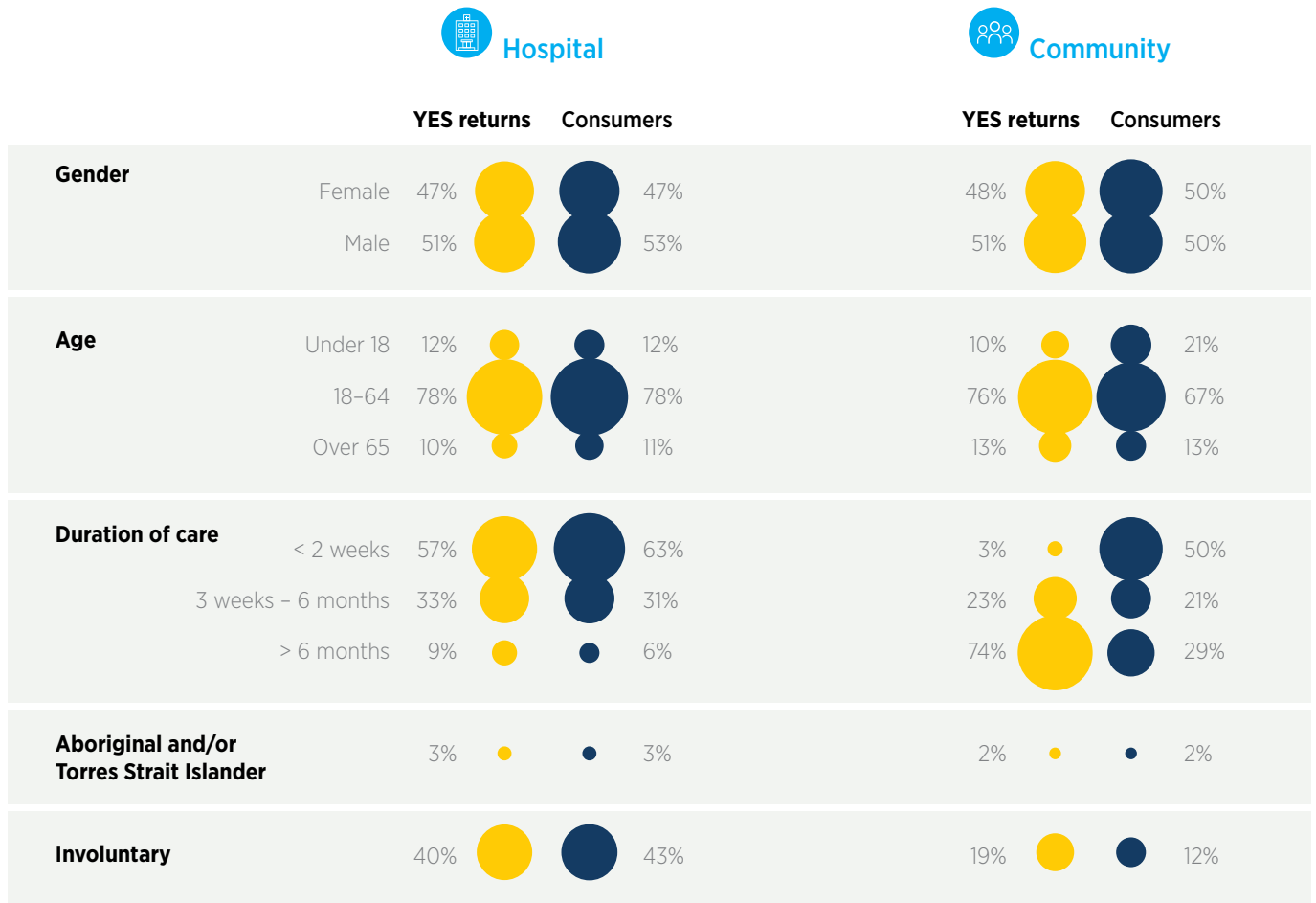
Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
CY Coral Tree	H	95	89%	●	●	●	●	●	●
NB Frenchs Forest CMH	C	45	87%	●	●	●	●	●	●
NSR PECC RNSH	H	228	86%	●	●	●	●	●	●
NSR ACT LNS	C	65	85%	●	●	●	●	●	●
NB OPMHS	C	38	84%	●	●	●	●	●	●
HK PECC	H	149	81%	●	●	●	●	●	●
Greenwich OPMH Unit	H	100	80%	●	●	●	●	●	●
NSR ACT Ryde	C	39	79%	●	●	●	●	●	●
NB Queenscliff CMH	C	33	79%	●	●	●	●	●	●
NSR AOT Ryde	C	36	78%	●	●	●	●	●	●
NSR MH Inpt Unit RNSH	H	233	69%	●	●	●	●	●	●
NSR AOT LNS	C	58	69%	●	●	●	●	●	●
MQH Bridgeview Unit	H	30	67%	●	●	●	●	●	●
MQH Parkview Unit	H	78	65%	●	●	●	●	●	●
MQH Henley Unit	H	40	65%	●	●	●	●	●	●
HK AMH Unit	H	436	62%	●	●	●	●	●	●
HK MHICU	H	43	56%	●	●	●	●	●	●
CY Brolga Unit	H	143	44%	●	●	●	●	●	●

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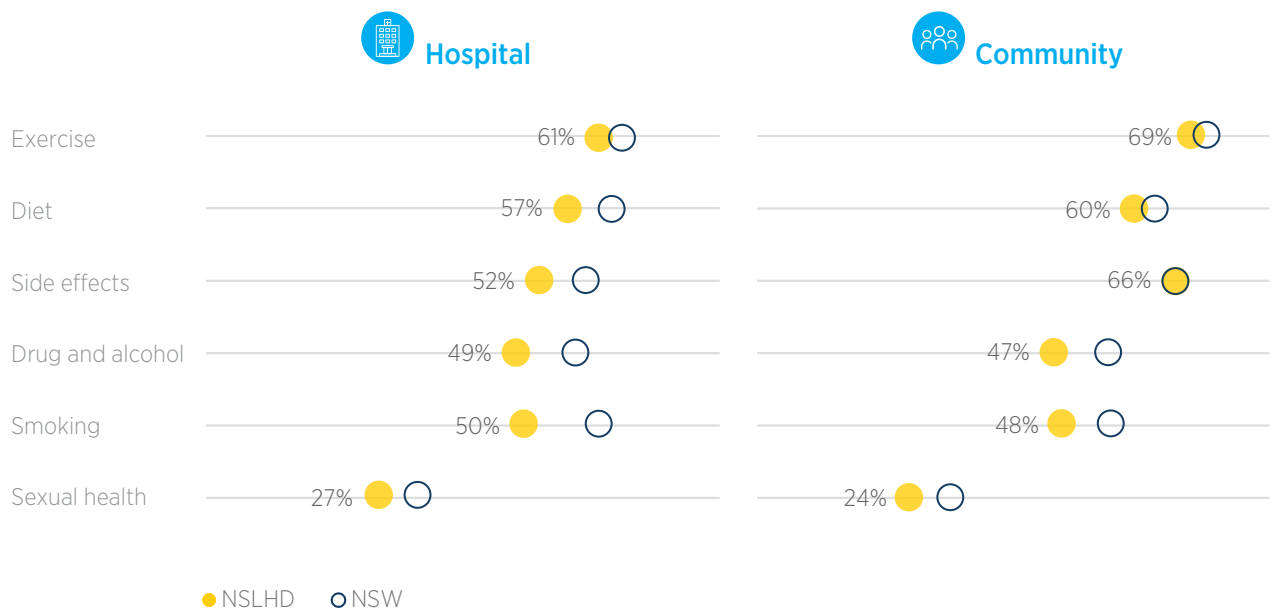
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How representative are the YES returns?



Information on physical health (HeAL)

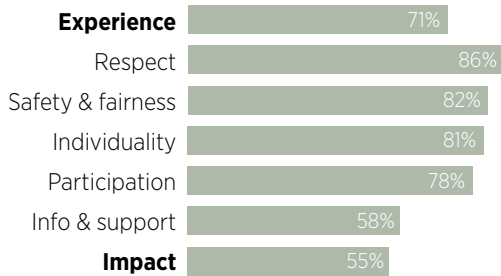
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



St Vincent's Health Network

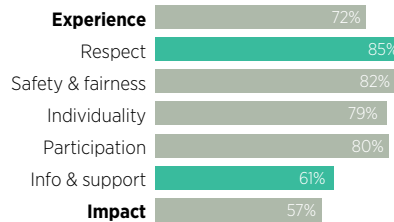
Overall

745 returns



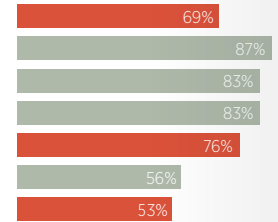
Hospital

699 returns

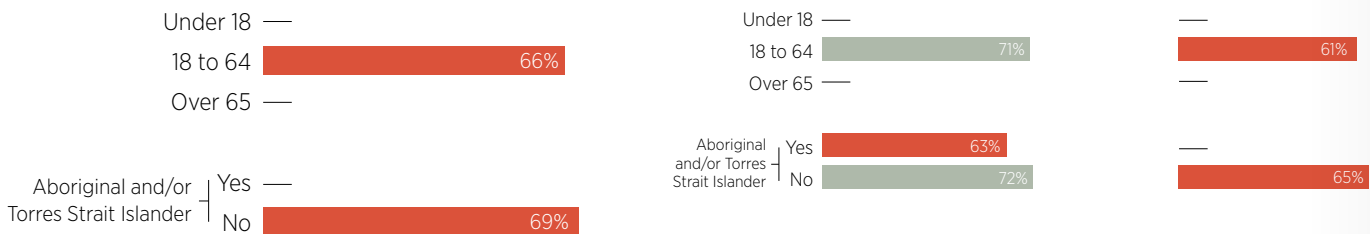


Community

46 returns



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



Individual Hospital Unit or Community Team

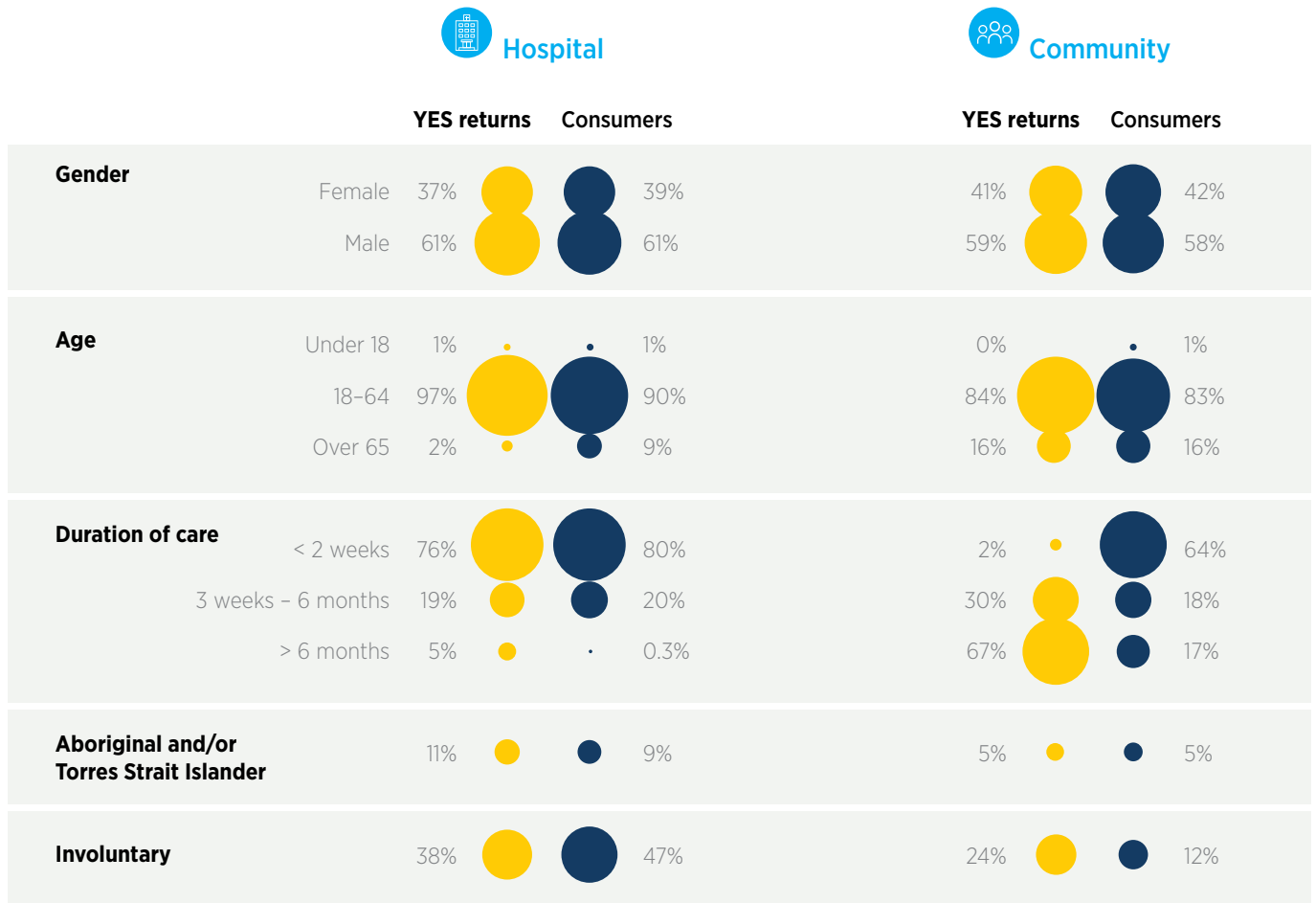
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
St Vincents PECC	H 282	83%	●	●	●	●	●	●
St Vincents Caritas	H 354	64%	●	●	●	●	●	●

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 - Below target
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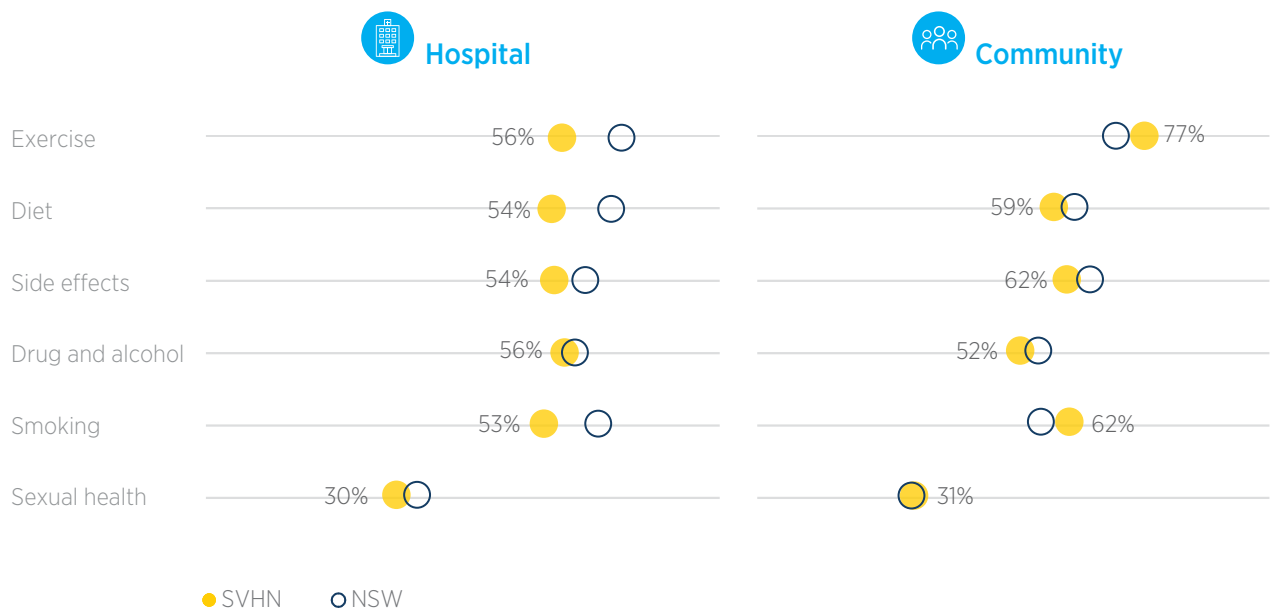
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How representative are the YES returns?



Information on physical health (HeAL)

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

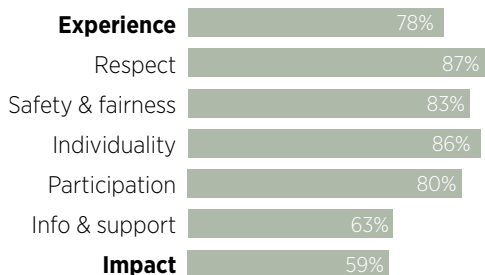


South Eastern Sydney Local Health District



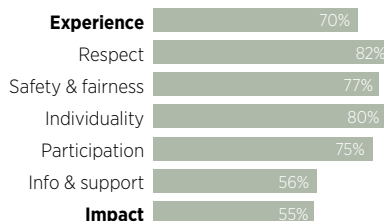
Overall

1265 returns



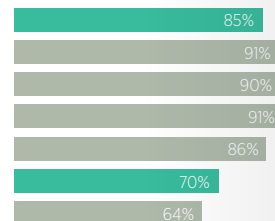
Hospital

996 returns

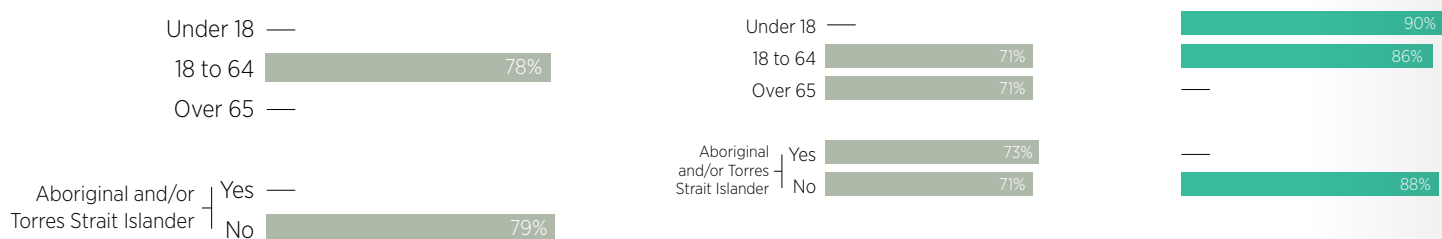


Community

269 returns



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



Individual Hospital Unit or Community Team

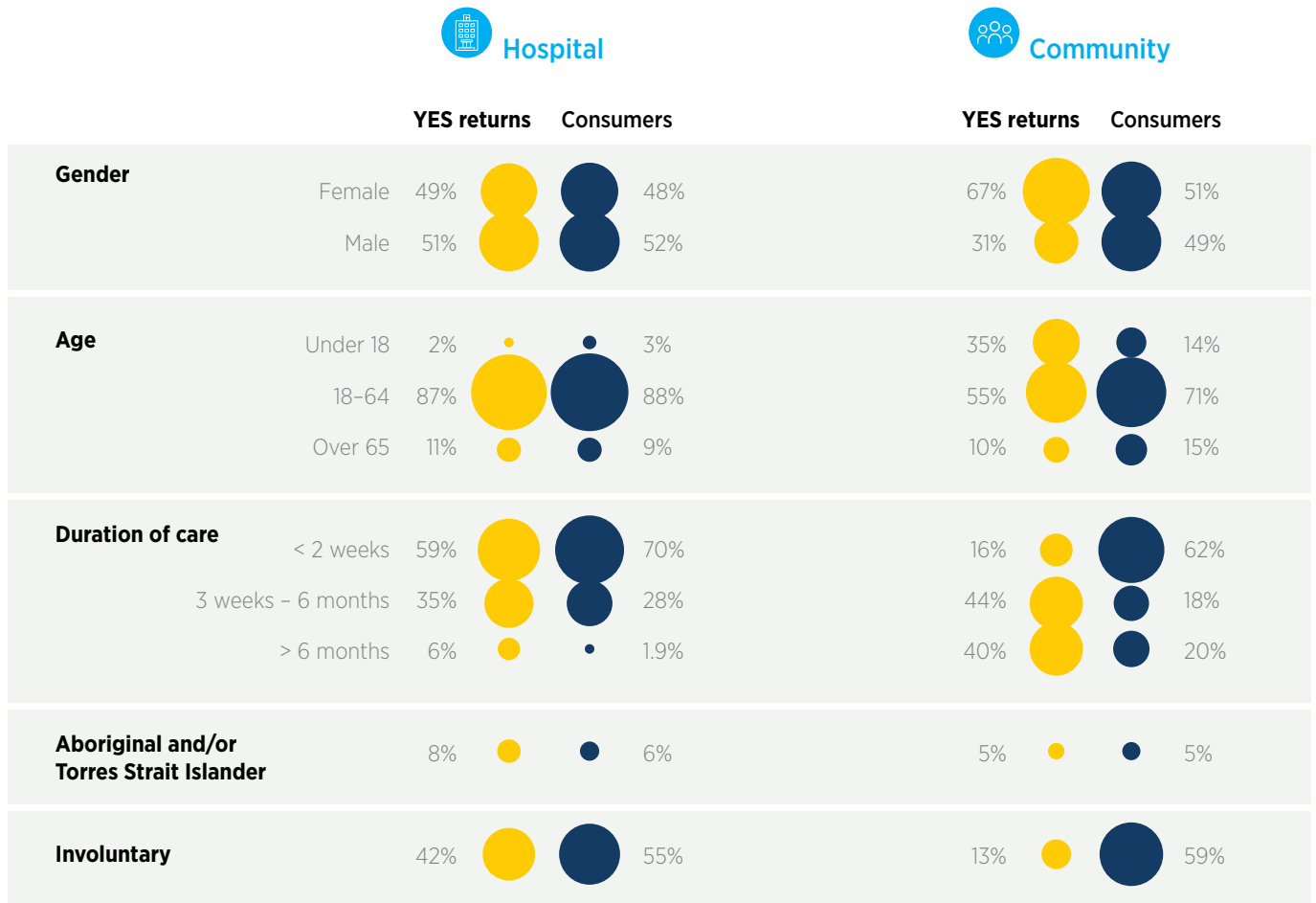
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
ESMH Headspace Amb	C	76	95%	●	●	●	●	●
ESMH Adolescent Amb	C	65	86%	●	●	●	●	●
POWMH PECC IPU	H	115	84%	●	●	●	●	●
STGMH OP IPU	H	32	81%	●	●	●	●	●
ESMH Acute Care Amb	C	45	76%	●	●	●	●	●
STGMH Acute IPU	H	92	75%	●	●	●	●	●
POWMH OP IPU	H	41	73%	●	●	●	●	●
TSHMH Acute IPU	H	190	69%	●	●	●	●	●
POWMH MHICU IPU	H	34	68%	●	●	●	●	●
STGMH PECC IPU	H	42	67%	●	●	●	●	●
POWMH Kiloh Obs IPU	H	106	65%	●	●	●	●	●
POWMH Kiloh Gen IPU	H	188	61%	●	●	●	●	●

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

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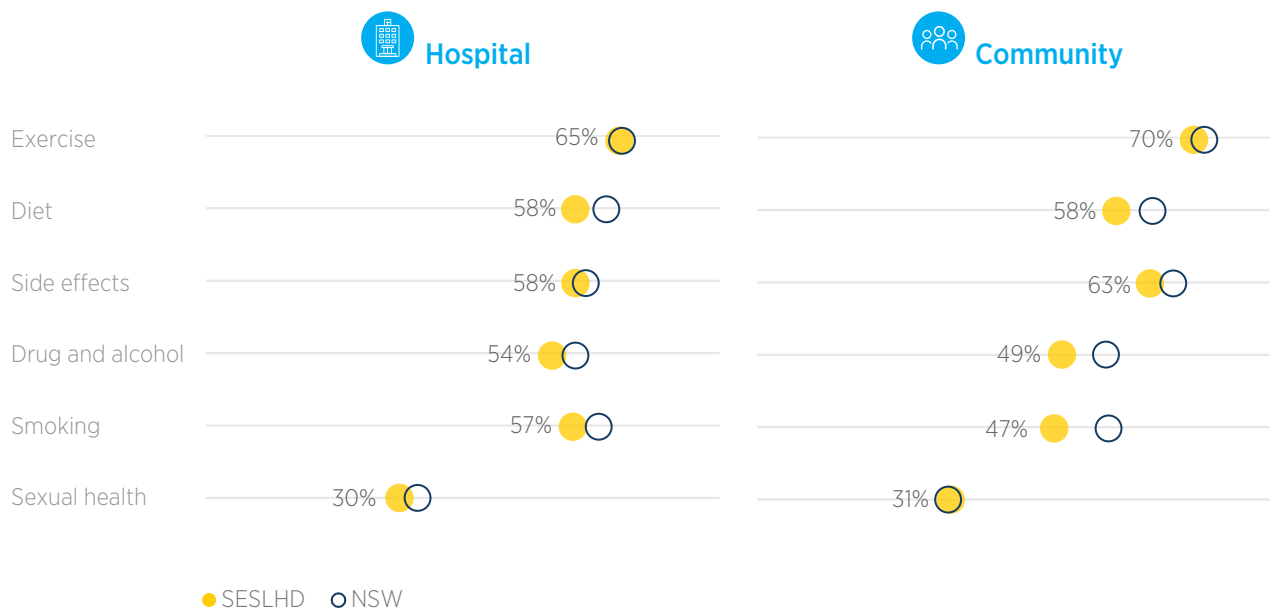
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How representative are the YES returns?



Information on physical health (HeAL)

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

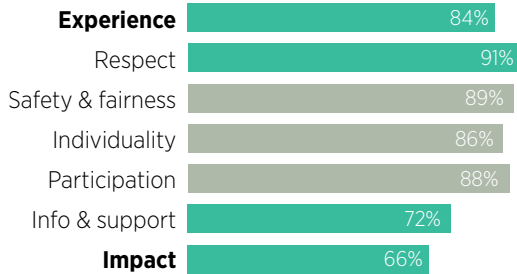


South Western Sydney Local Health District



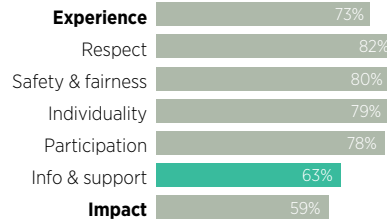
Overall

736 returns



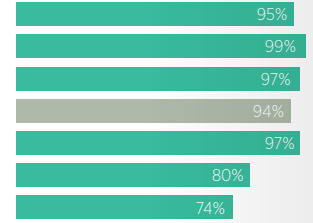
Hospital

625 returns

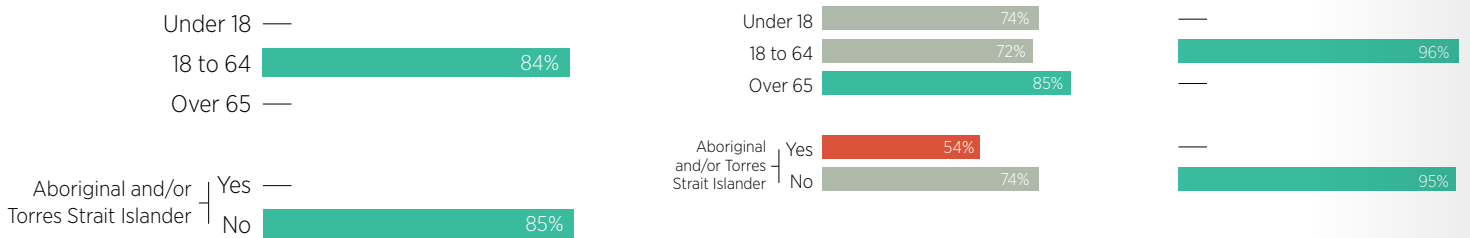


Community

111 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
SWSLHD MH SPIMHT	C	48	100%	●	●	●	●	●
LIV MHU PECC	H	110	75%	●	●	●	●	●
CTN MHU Gna Ka Lun	H	39	74%	●	●	●	●	●
LIV MHU West	H	122	71%	●	●	●	●	●
LIV MHU East	H	125	71%	●	●	●	●	●
LIV MHU HDU	H	62	71%	●	●	●	●	●
CTN MHU Birunji	H	31	71%	●	●	●	●	●

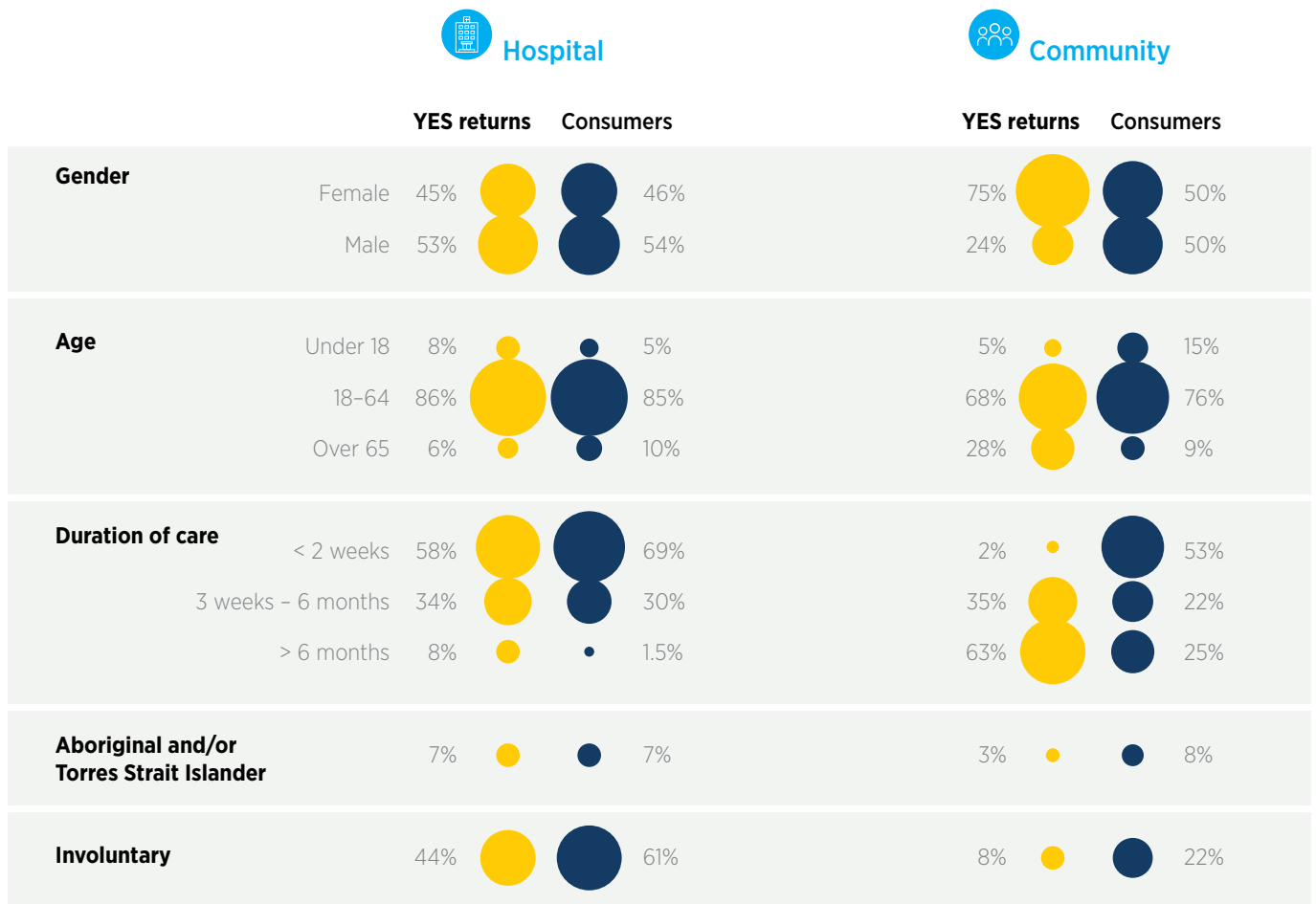
- Better than target
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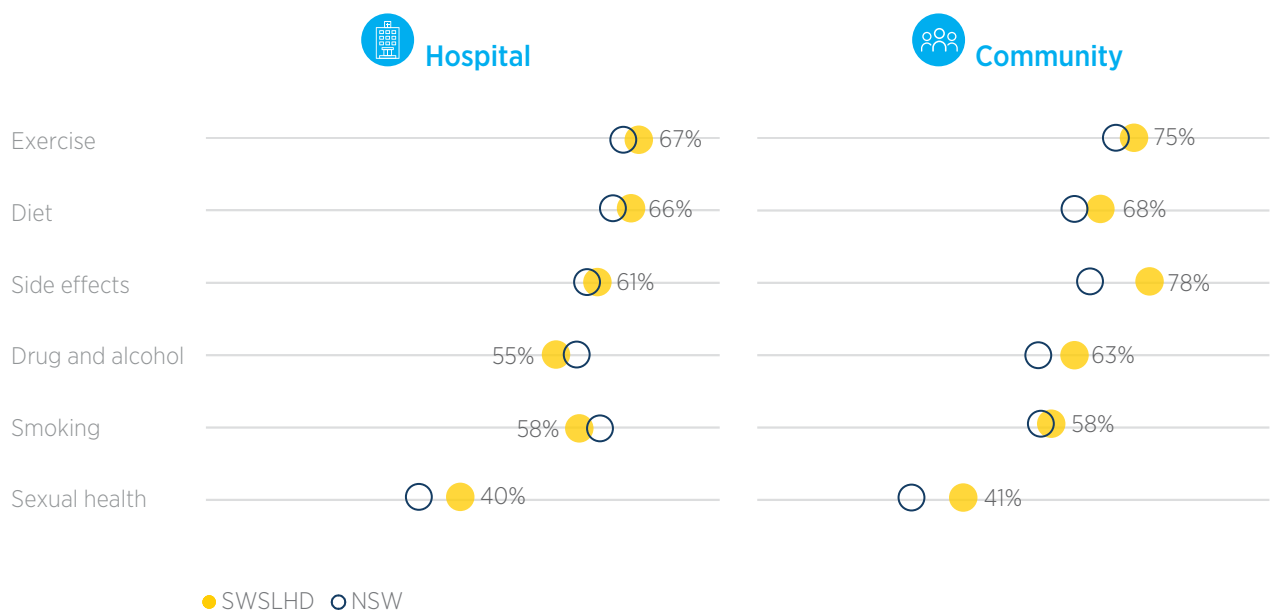
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How representative are the YES returns?



Information on physical health (HeAL)

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

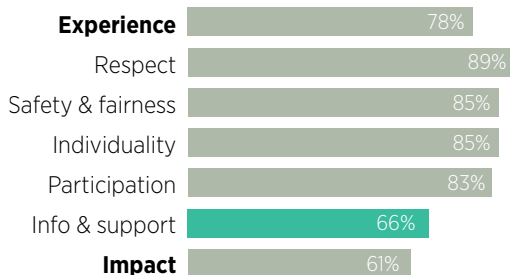


Southern NSW Local Health District



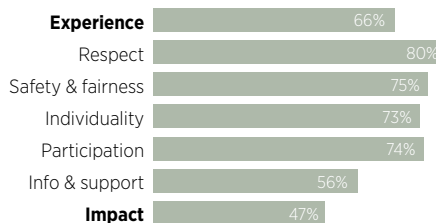
Overall

979 returns



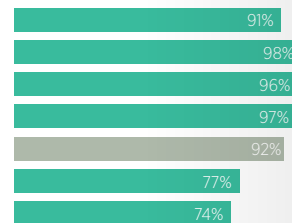
Hospital

805 returns

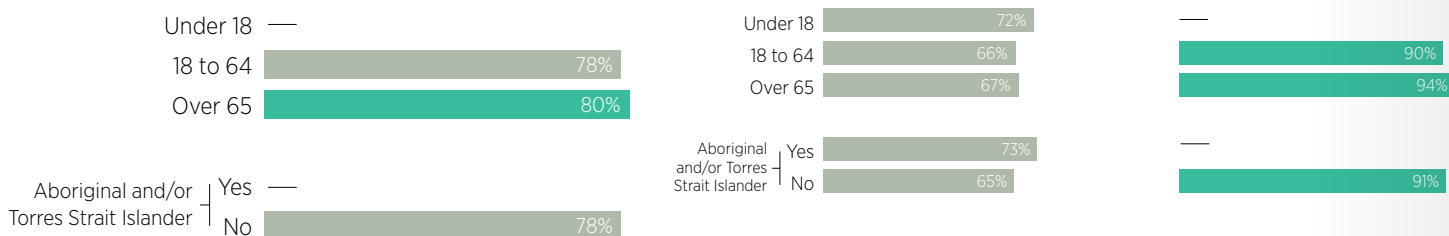


Community

174 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
SERH MH Inpt Svc	H 210	76%	●	●	●	●	●	●
KN Ext Care	H 50	70%	●	●	●	●	●	●
Gbn MH Inpt Svc	H 453	61%	●	●	●	●	●	●

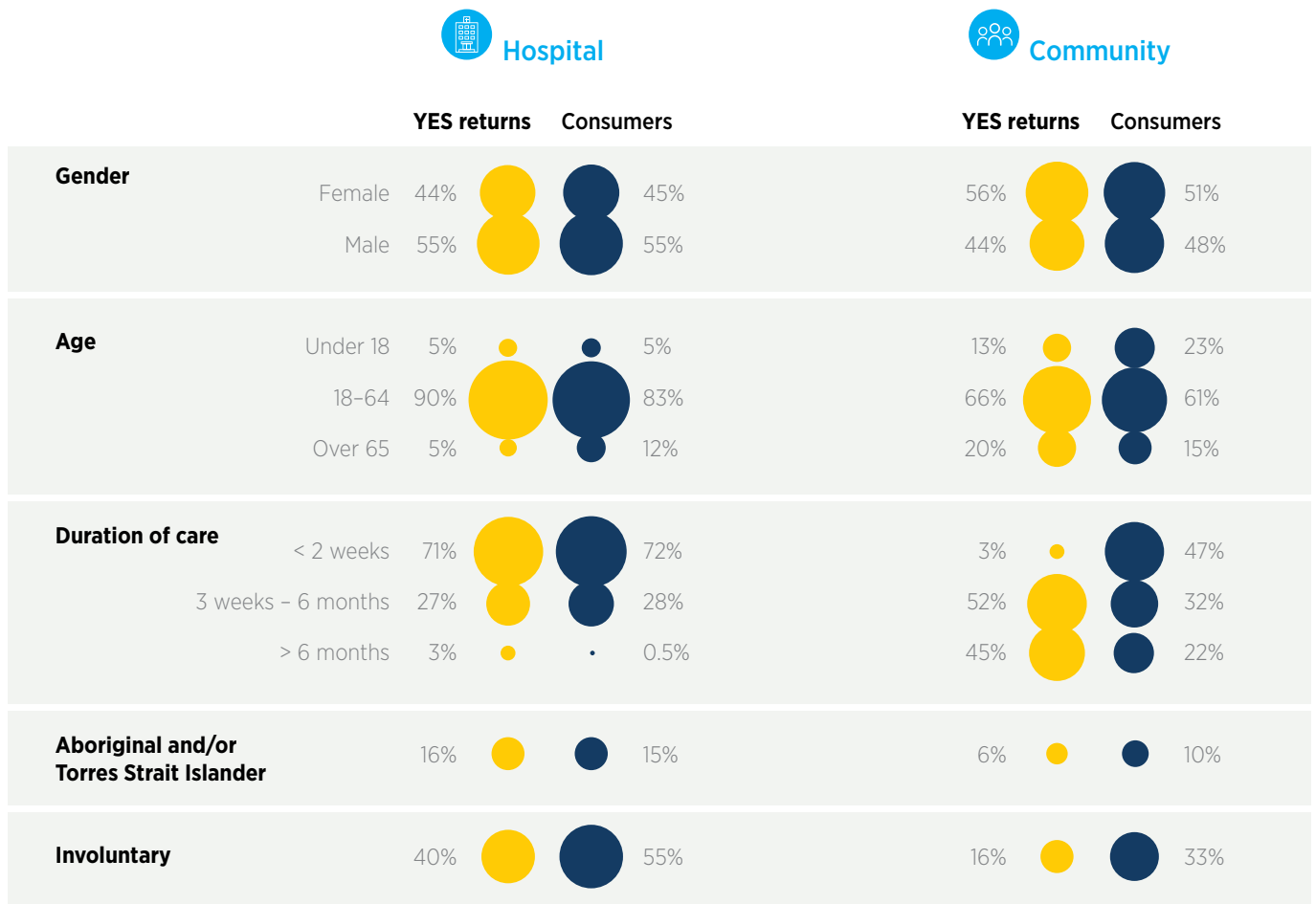
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How representative are the YES returns?



Information on physical health (HeAL)

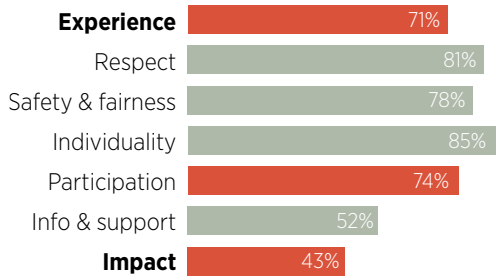
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Sydney Children's Hospitals Network

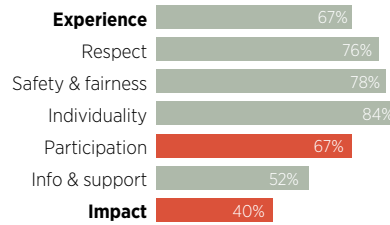
Overall

273 returns



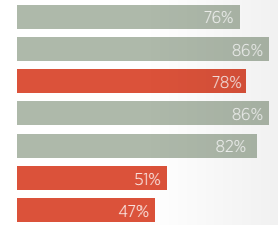
Hospital

223 returns

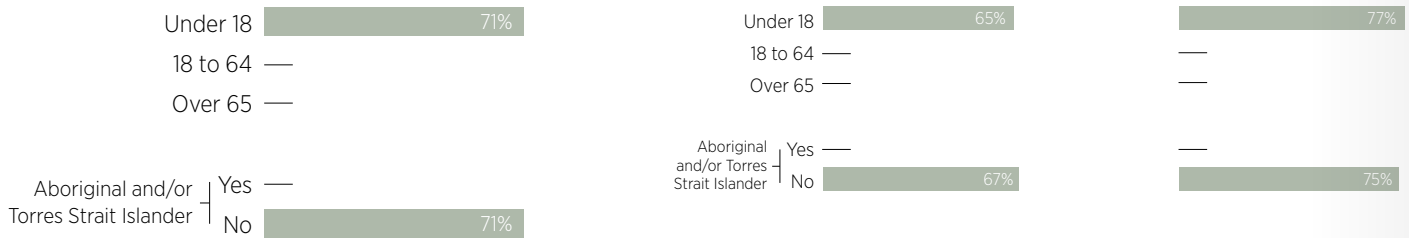


Community

50 returns



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



Individual Hospital Unit or Community Team

Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
CHW Psych Med Svc	C 48	75%	●	●	●	●	●	●
Saunders Unit	H 109	71%	●	●	●	●	●	●
Hall Ward	H 102	63%	●	●	●	●	●	●

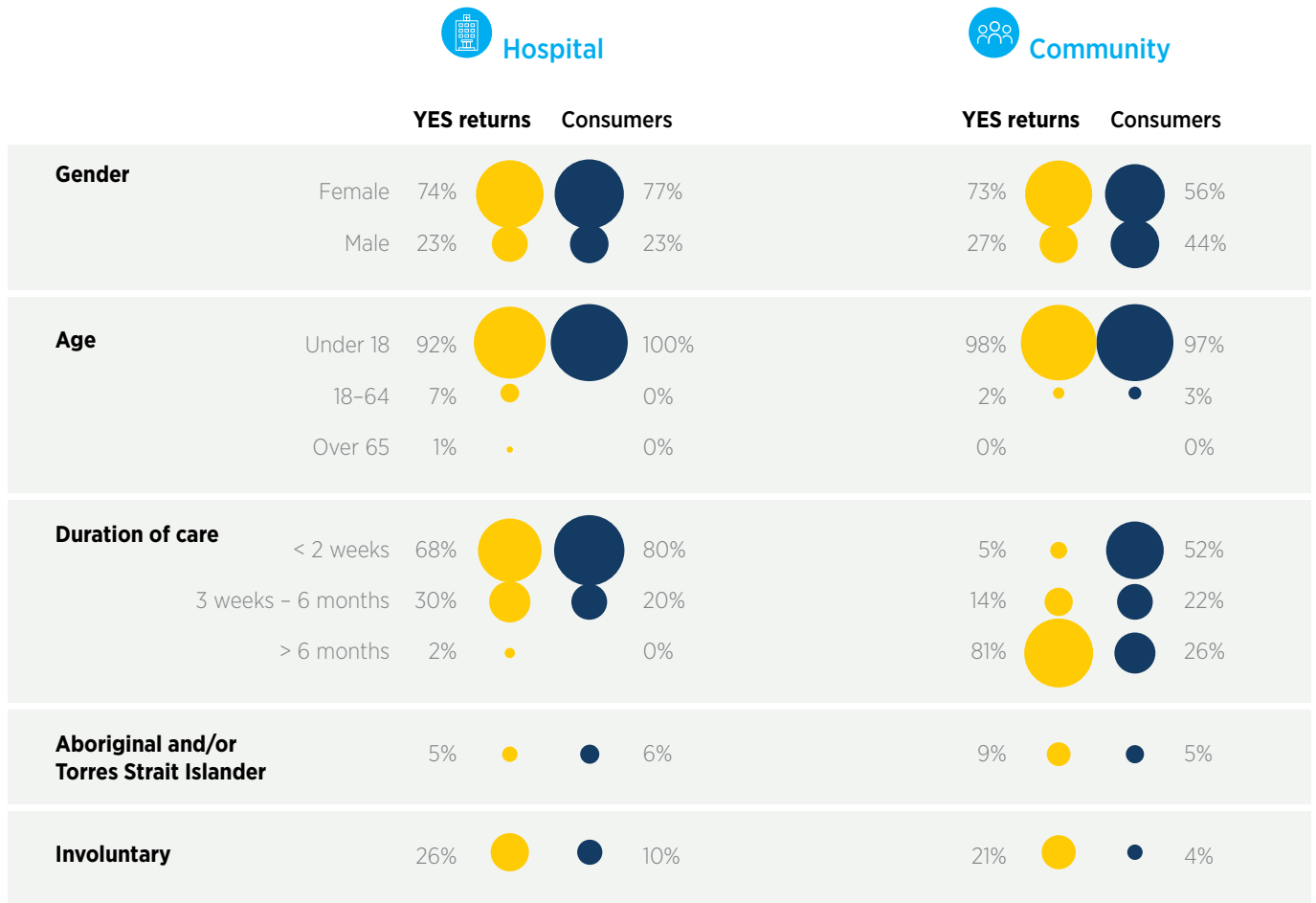
- Better than target
- Just below target
- Below target

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C = Community

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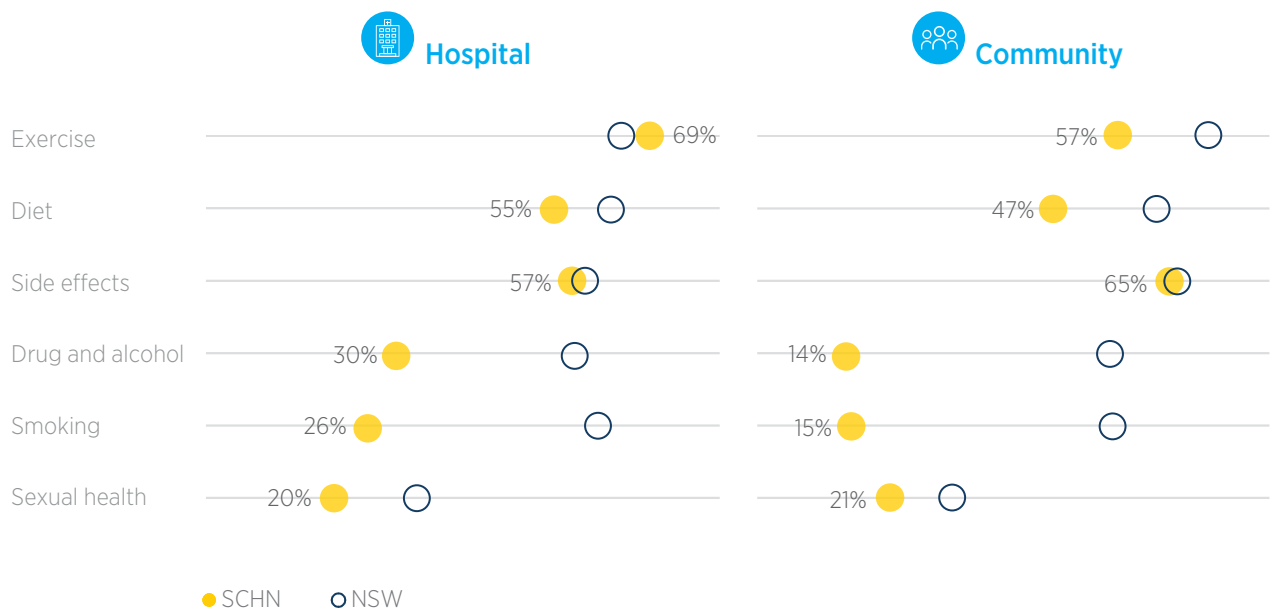
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How representative are the YES returns?



Information on physical health (HeAL)

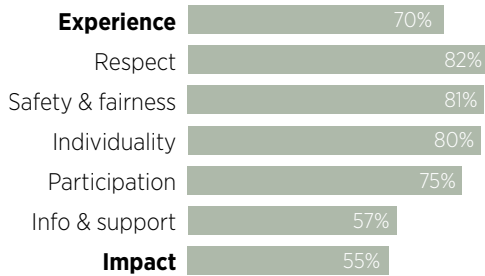
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Sydney Local Health District

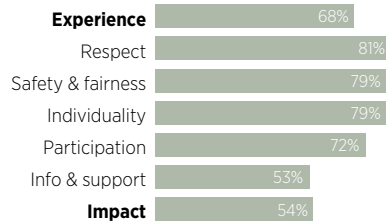
Overall

1539 returns



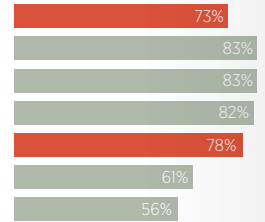
Hospital

1009 returns

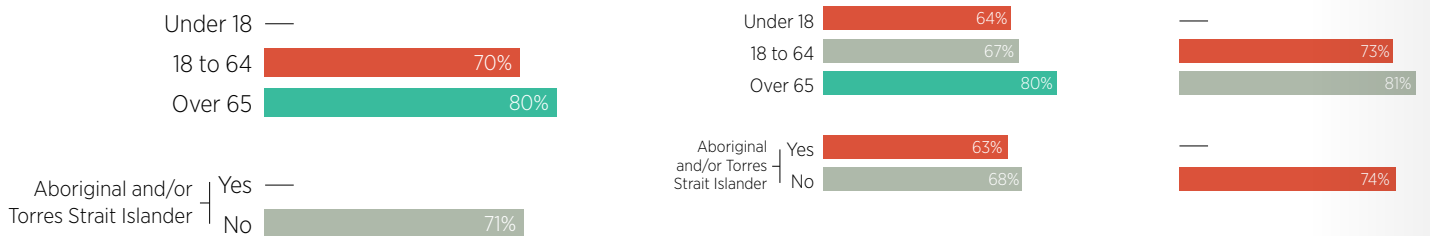


Community

530 returns



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



Individual Hospital Unit or Community Team

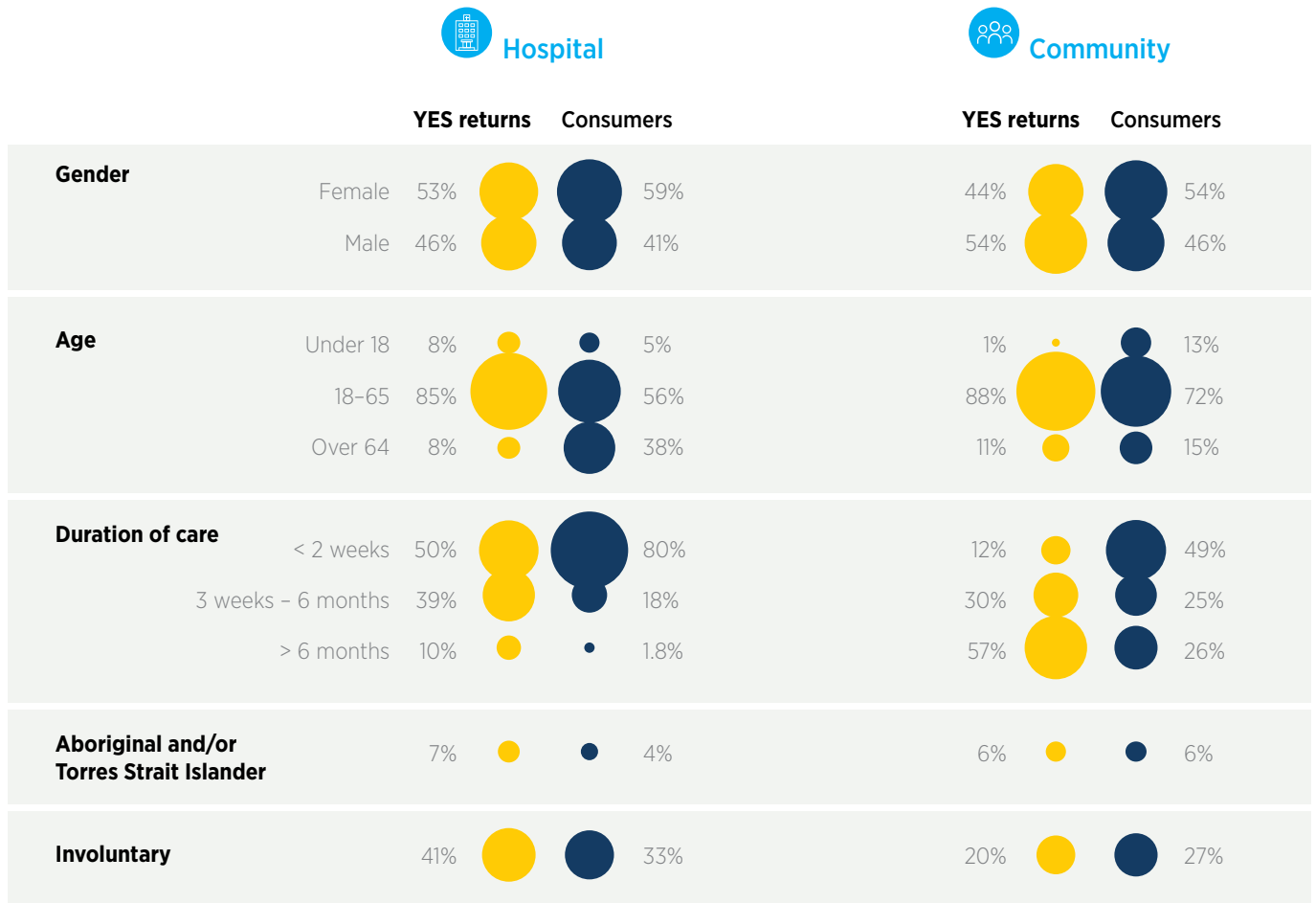
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
CRGH MH Day Prog	H 39	95%	●	●	●	●	●	●
Croydon Core	C 53	83%	●	●	●	●	●	●
Budawa	C 69	78%	●	●	●	●	●	●
MMHS Short Stay Unit	H 134	77%	●	●	●	●	●	●
Canterbury Core	C 51	71%	●	●	●	●	●	●
CC Jara Inpt Svc	H 36	69%	●	●	●	●	●	●
CC Norton Inpt Svc	H 113	69%	●	●	●	●	●	●
CC Manning Inpt Svc	H 172	69%	●	●	●	●	●	●
MMHS Acute Unit	H 223	67%	●	●	●	●	●	●
Redfern Core	C 44	66%	●	●	●	●	●	●
Rivendell Inpt Svc	H 34	65%	●	●	●	●	●	●
Marrickville Core	C 88	64%	●	●	●	●	●	●
Camperdown Core	C 36	50%	●	●	●	●	●	●

● Better than target
 ● Just below target
 ● Below target
 H = Hospital
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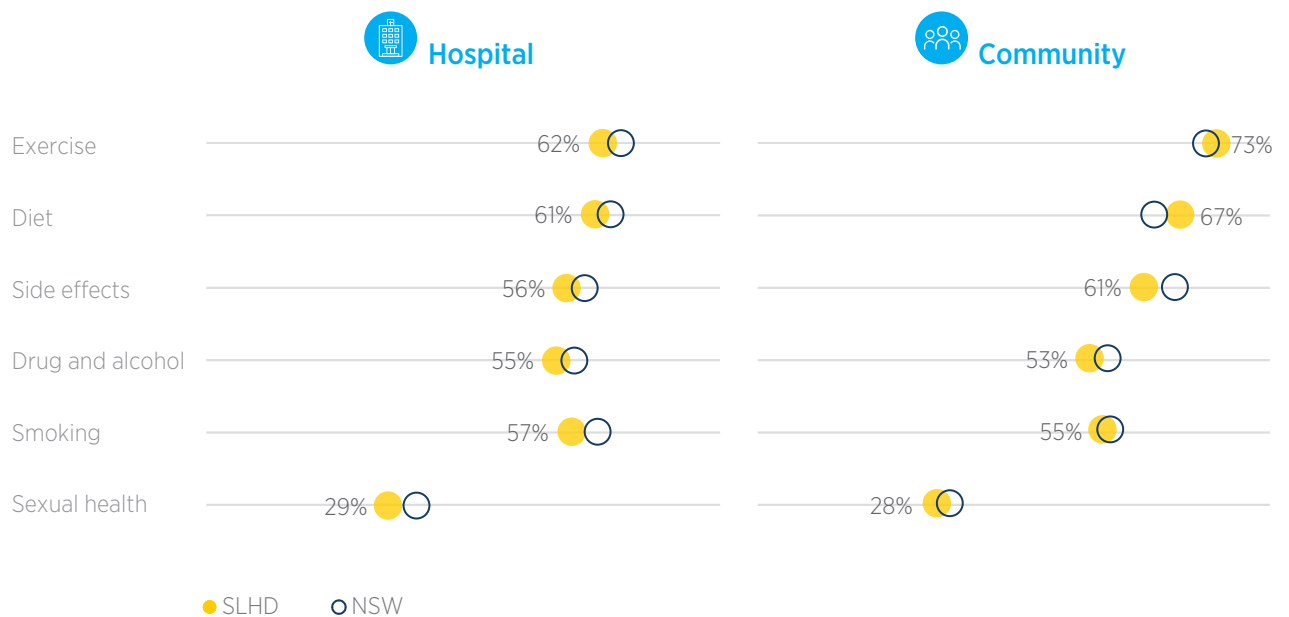
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

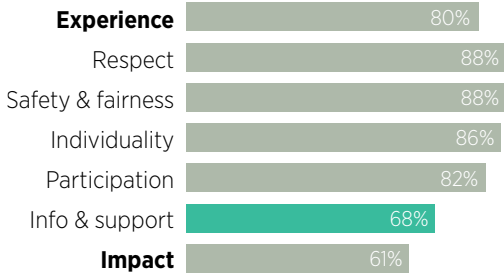
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Western NSW Local Health District

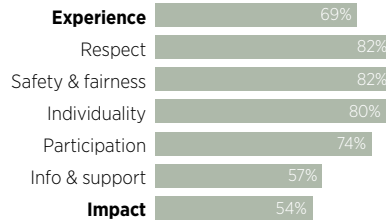
Overall

1548 returns



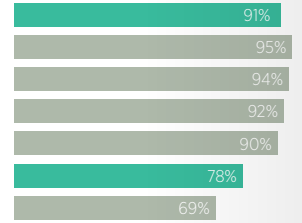
Hospital

1186 returns

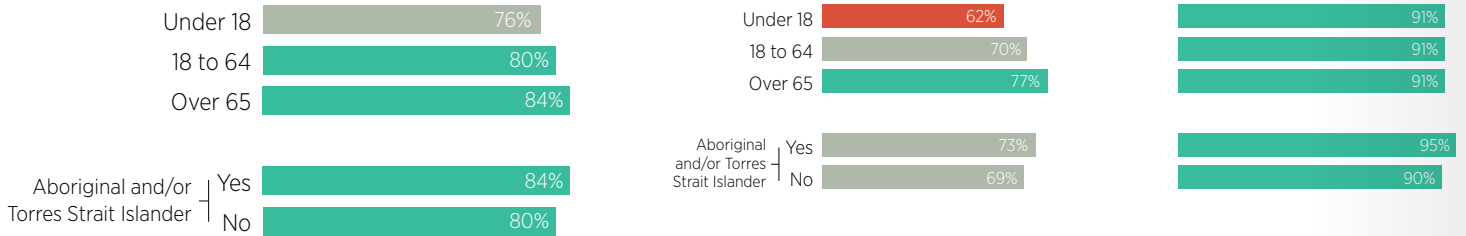


Community

362 returns



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



Individual Hospital Unit or Community Team

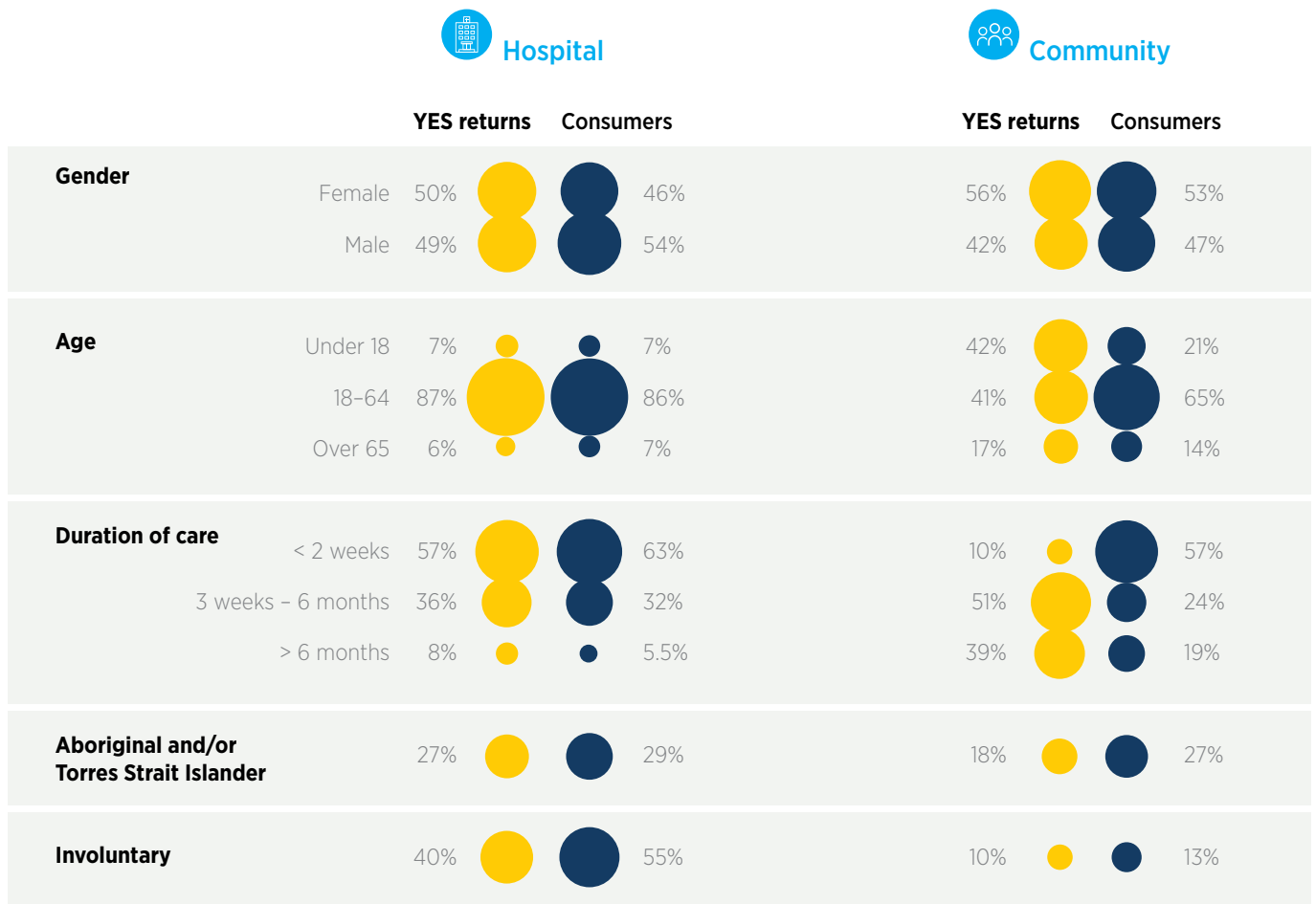
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Orange Pine Lodge	C	38	97%	●	●	●	●	●
Orange Adult CMHS	C	38	95%	●	●	●	●	●
Bathurst OP CMHS	C	32	91%	●	●	●	●	●
Bathurst CA CMHS	C	75	89%	●	●	●	●	●
Dubbo Sub Acute	H	181	87%	●	●	●	●	●
Bathurst CMHS	C	31	84%	●	●	●	●	●
Orange CYF CAMHS	C	33	82%	●	●	●	●	●
Bathurst Panorama	H	177	79%	●	●	●	●	●
Orange OP MHIPU	H	49	73%	●	●	●	●	●
Dubbo Adult MHIPU	H	105	71%	●	●	●	●	●
Orange Lachlan MHICU	H	38	71%	●	●	●	●	●
Orange Amaroo Acute	H	119	69%	●	●	●	●	●
Orange Lachlan Acute	H	205	68%	●	●	●	●	●
Orange CA MHIPU	H	64	61%	●	●	●	●	●
Orange Manara MHIPU	H	81	40%	●	●	●	●	●
Orange Turon Rehab	H	69	38%	●	●	●	●	●

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

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

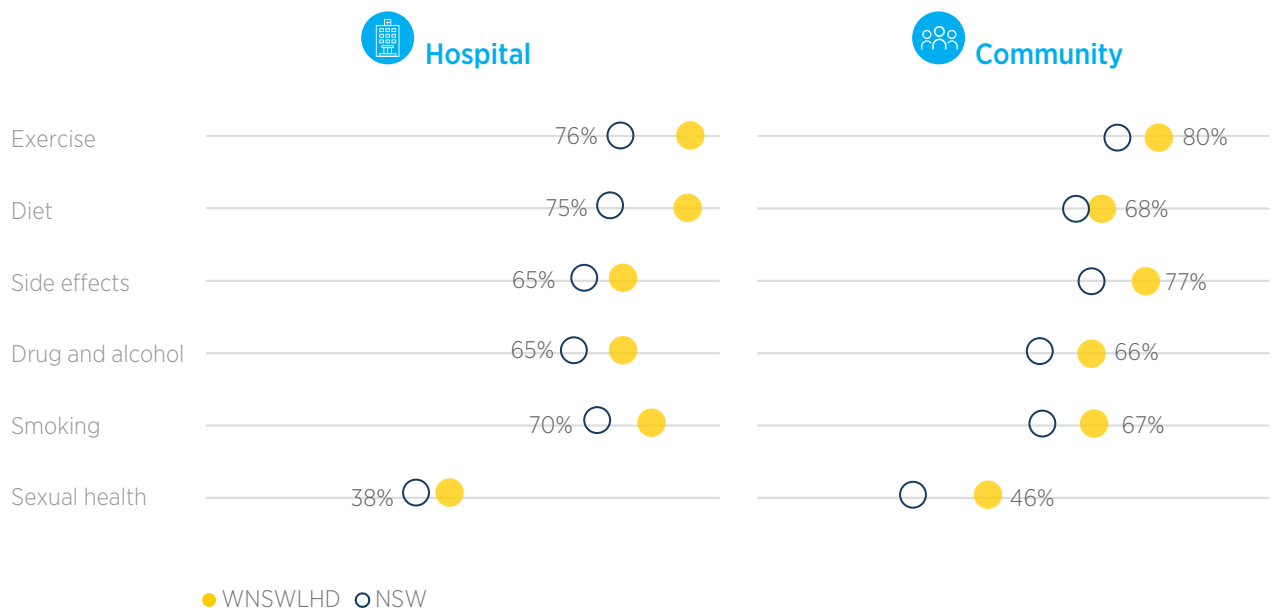
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

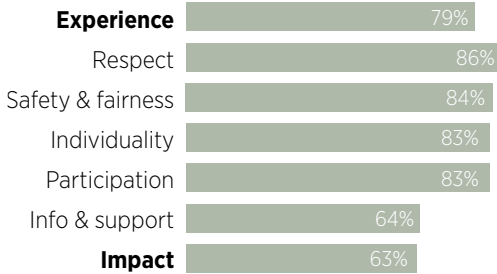
The below graphs show the percentage of people who recall being given information about physical health and how this compares to NSW average



Western Sydney Local Health District

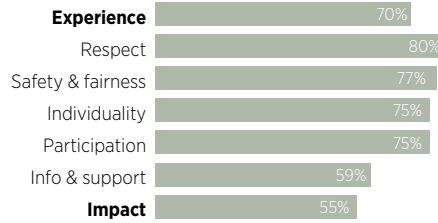
Overall

3114 returns



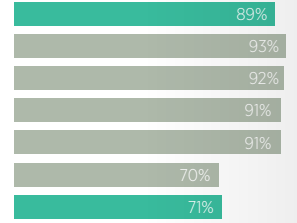
Hospital

1797 returns

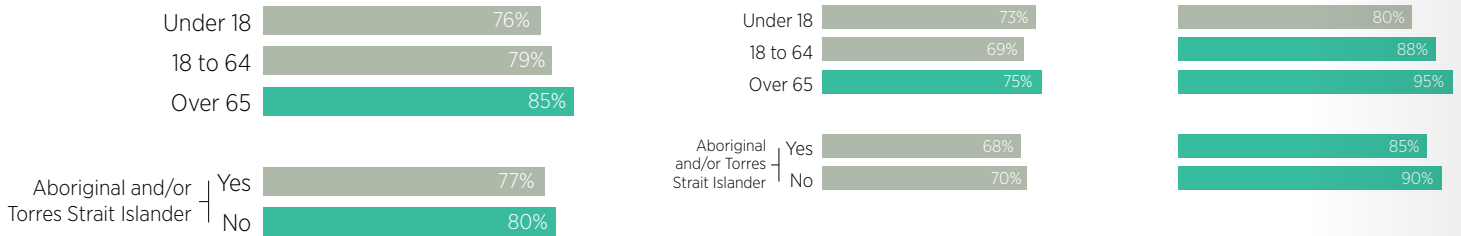


Community

1317 returns



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



Individual Hospital Unit or Community Team

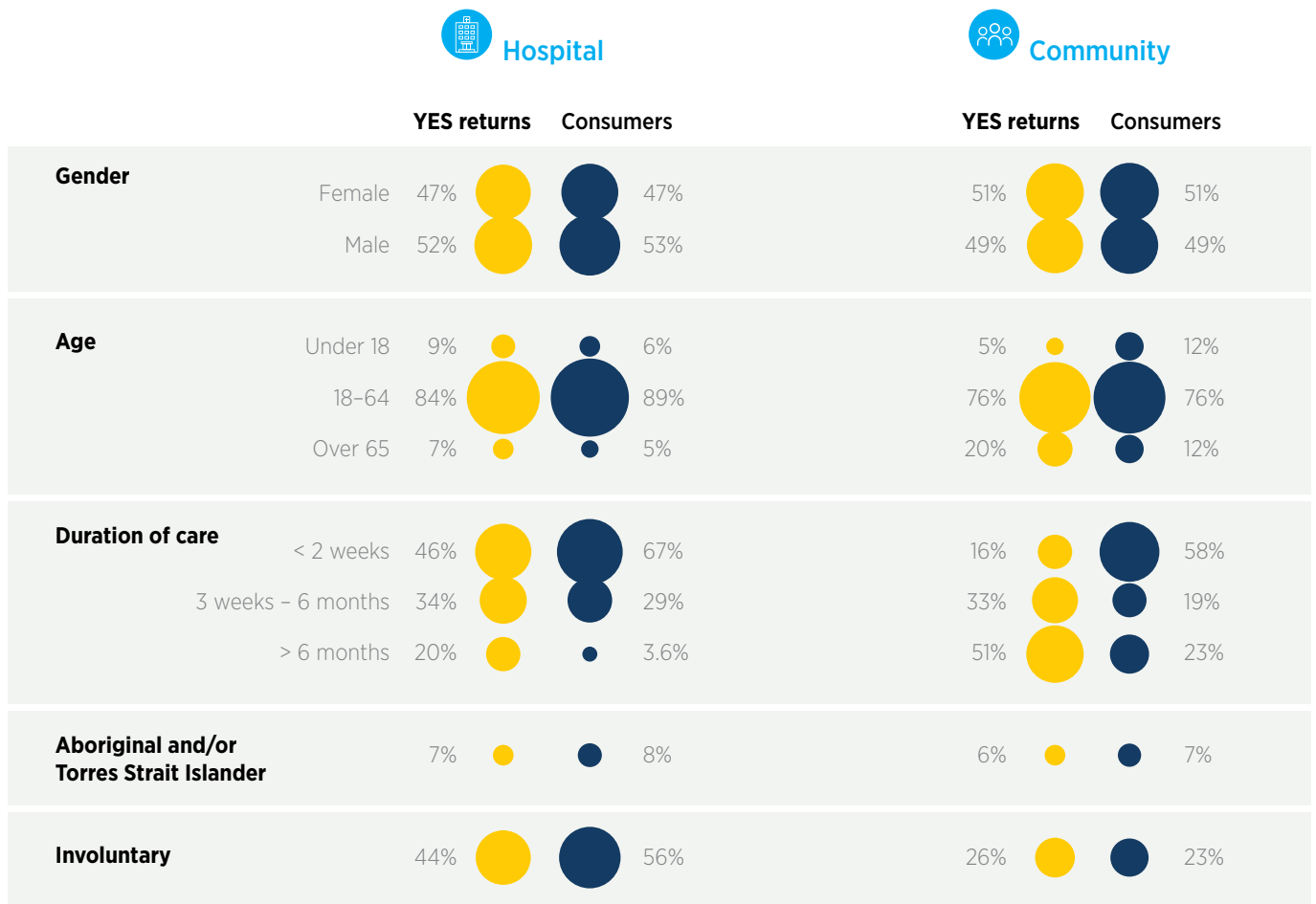
Setting	Returns	% excellent or very good	Respect	Safety	Individuality	Participation	Info & support	Impact
Auburn CMH	C	130	97%	●	●	●	●	●
BL Comm OPMH Tm	C	66	95%	●	●	●	●	●
Merrylands CommOPMH	C	192	95%	●	●	●	●	●
BL Case Mgmt Svc	C	56	91%	●	●	●	●	●
Comm Rehab East	C	100	91%	●	●	●	●	●
Hills MHT	C	98	90%	●	●	●	●	●
Parramatta City CMH	C	64	89%	●	●	●	●	●
Therapy and Clin Sup	C	53	89%	●	●	●	●	●
BL Early Int Team	C	47	87%	●	●	●	●	●
Acacia Rehab Inpt	H	71	86%	●	●	●	●	●
Prev Early Int Svc	C	78	86%	●	●	●	●	●
Banksia Rehab Inpt	H	59	83%	●	●	●	●	●
BL Hostel & Res Svc	C	63	79%	●	●	●	●	●
BL Access and Assmt	C	58	79%	●	●	●	●	●
Riverview Ac Inpt	H	197	79%	●	●	●	●	●
BL Psych Short Stay	H	311	78%	●	●	●	●	●
Redbank Act Adol Ut	H	97	73%	●	●	●	●	●
C4B PG Inpt	H	74	72%	●	●	●	●	●
ME Comm Acute Care	C	70	71%	●	●	●	●	●
Boronia Rehab Inpt	H	79	71%	●	●	●	●	●
Willow Rehab Inpt	H	30	70%	●	●	●	●	●
F11 Melaleuca Unit	H	98	67%	●	●	●	●	●
Bungarribee House	H	224	66%	●	●	●	●	●
C4A Acute Inpt	H	84	62%	●	●	●	●	●
Paringa Ac Inpt	H	82	56%	●	●	●	●	●
Hainsworth Ac Inpt	H	107	56%	●	●	●	●	●
Waratah Rehab Inpt	H	133	50%	●	●	●	●	●

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

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

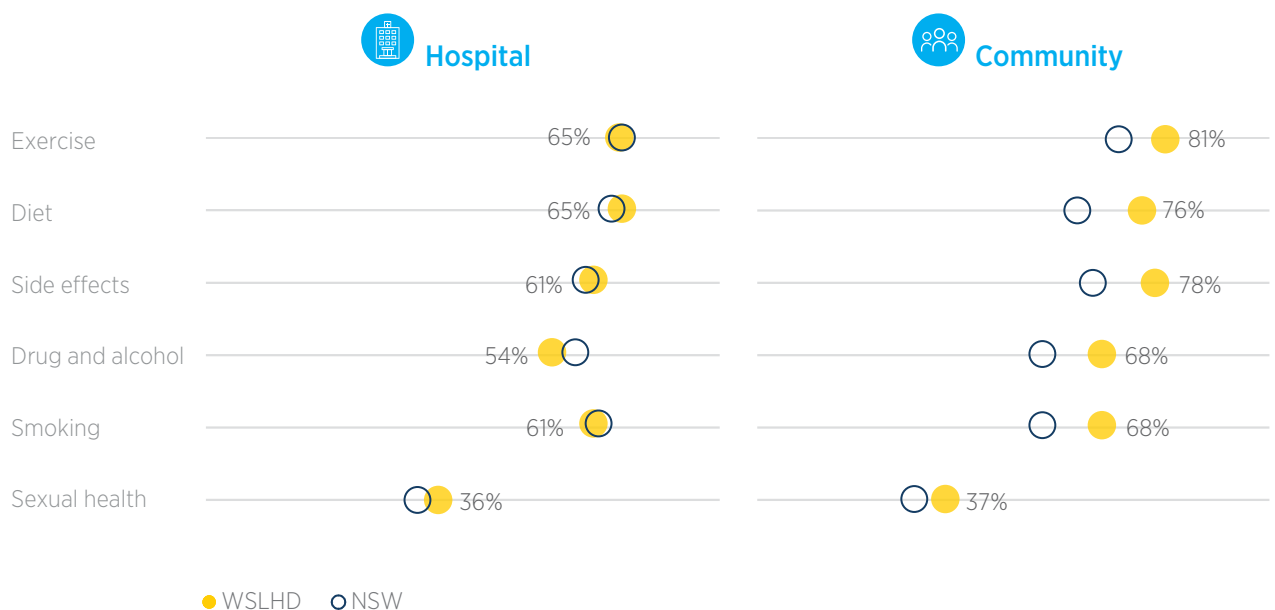
Results are only shown for teams or subgroups where more than 30 returns were received

How representative are the YES returns?



Information on physical health (HeAL)

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





Appendix 1 – YES questionnaire

Your Experience of Service

Service:

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

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

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

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

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

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

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

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

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

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



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

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

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

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

.....

.....

.....

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

.....

.....

.....

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

What is your gender?

- Male Female Other

What is the main language you speak at home?

- English Other

Are you of Aboriginal or Torres Strait Island origin?

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

What is your age?

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

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

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

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

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

Did someone help you complete this survey?

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

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

InforMH
 Reply Paid 3975
 Sydney NSW 2001

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Appendix 2 – Technical information

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>

Identification of NSW services

The YES questionnaire is anonymous and contains no identifying information. 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.

If service codes are missing or invalid, 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 when compared with previous years.

Analysis

Initial data manipulation for this report was conducted using SAS and statistical analyses were conducted using Stata SE v15. 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.

The YES targets

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

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



Hospital target

75%



Community target

85%



LHD/SHN target

80%

Setting a YES target




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

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

Domain targets

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

Performance targets, by question type and domain

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

Appendix 3 – YES domains

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

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

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



