



What consumers
say about NSW
Mental Health
Services



Your Experience of Service

2020-2021

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

Acknowledgements

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 *Your Experience of Service 2020–2021: What consumers say about NSW Mental Health Services*. 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.

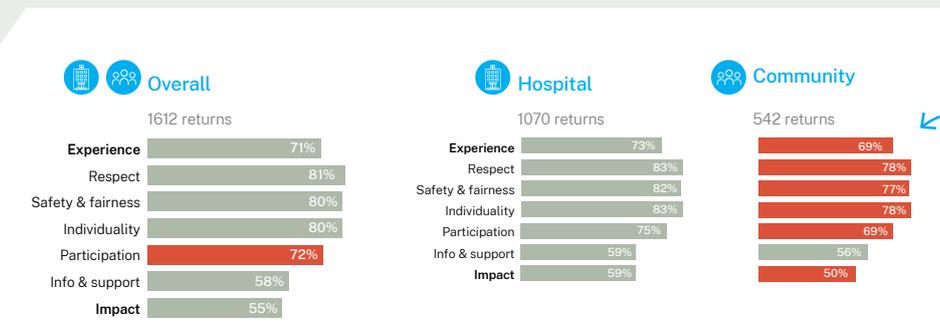
Interpreting the LHD/SHN summaries

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.

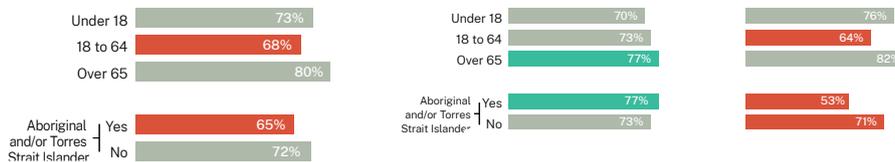
Here is how to read these reports:

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).

Setting	Returns	% excellent or very good	Respect	Safety & fairness	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

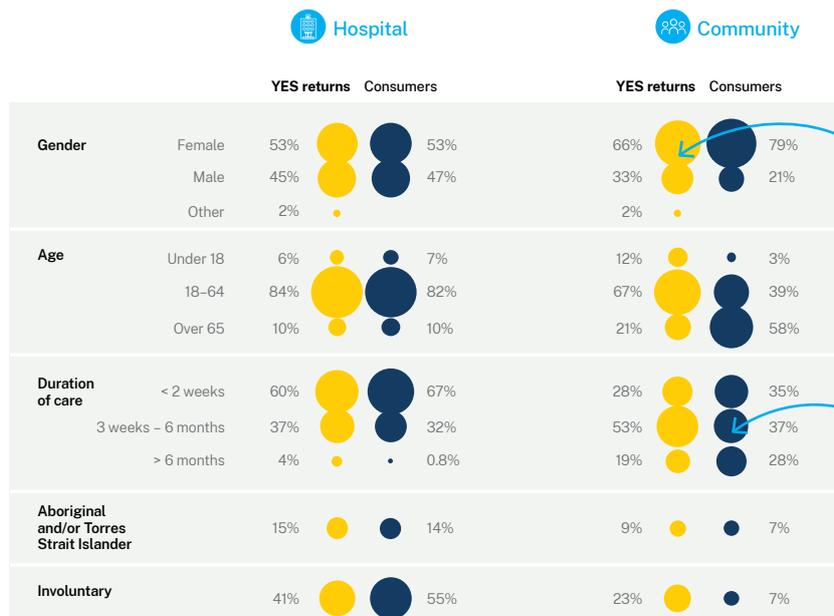
Please note that separate targets are used for different domains. See Appendix 2 for more information.

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



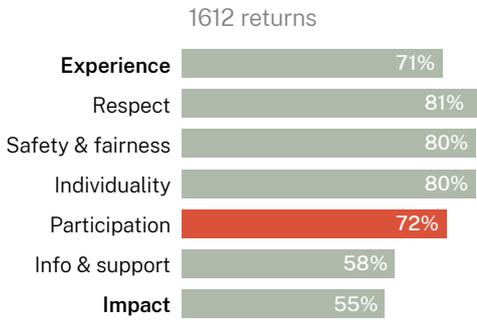
This graph shows the percentage of people who recalled receiving information about physical health. The yellow circles show the LHD/SHN percentage and the blue circles show the NSW average.

The background of the entire page is a vibrant blue color with a complex, repeating geometric pattern of overlapping triangles and diamonds in various shades of blue, creating a textured, crystalline effect.

LHD/SHN summary reports

Central Coast Local Health District

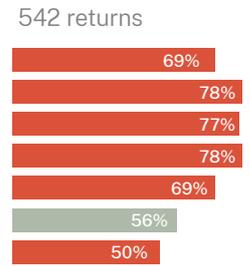
Overall



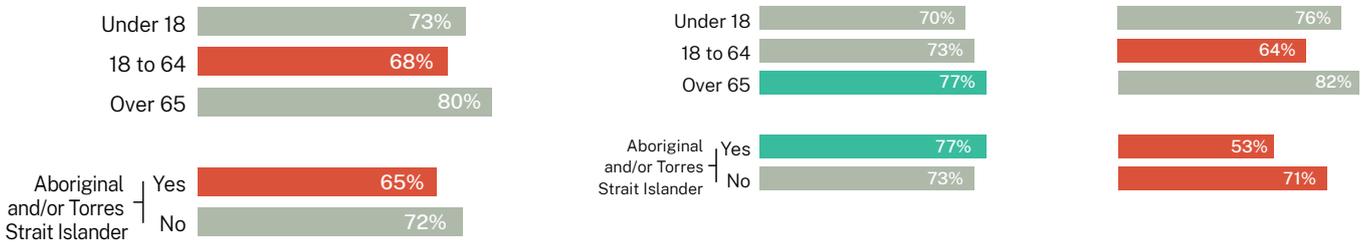
Hospital



Community



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



Individual Hospital Unit or Community Team

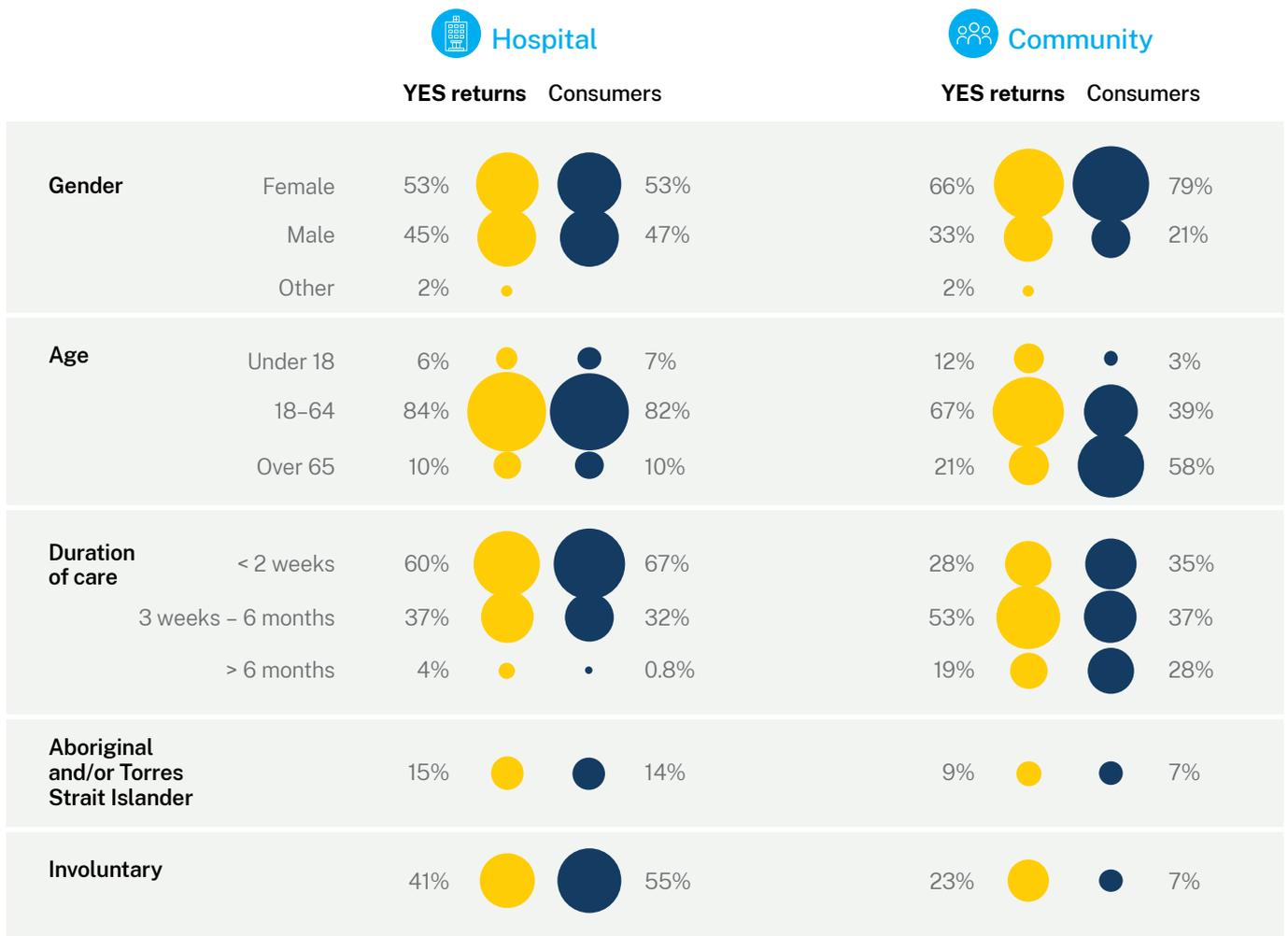
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
OPMHS North	C 37	94	●	●	●	●	●	●
CAMHS 2 GATC	C 36	81	●	●	●	●	●	●
PECC WYO	H 150	80	●	●	●	●	●	●
Miri Miri WYO	H 79	78	●	●	●	●	●	●
Mental Health WYO	H 377	73	●	●	●	●	●	●
OPMHS South	C 39	70	●	●	●	●	●	●
Mental Health GOS	H 464	70	●	●	●	●	●	●
MH Acute Care WYHC	C 168	65	●	●	●	●	●	●
MH Acute Care GSHC	C 138	57	●	●	●	●	●	●

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

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

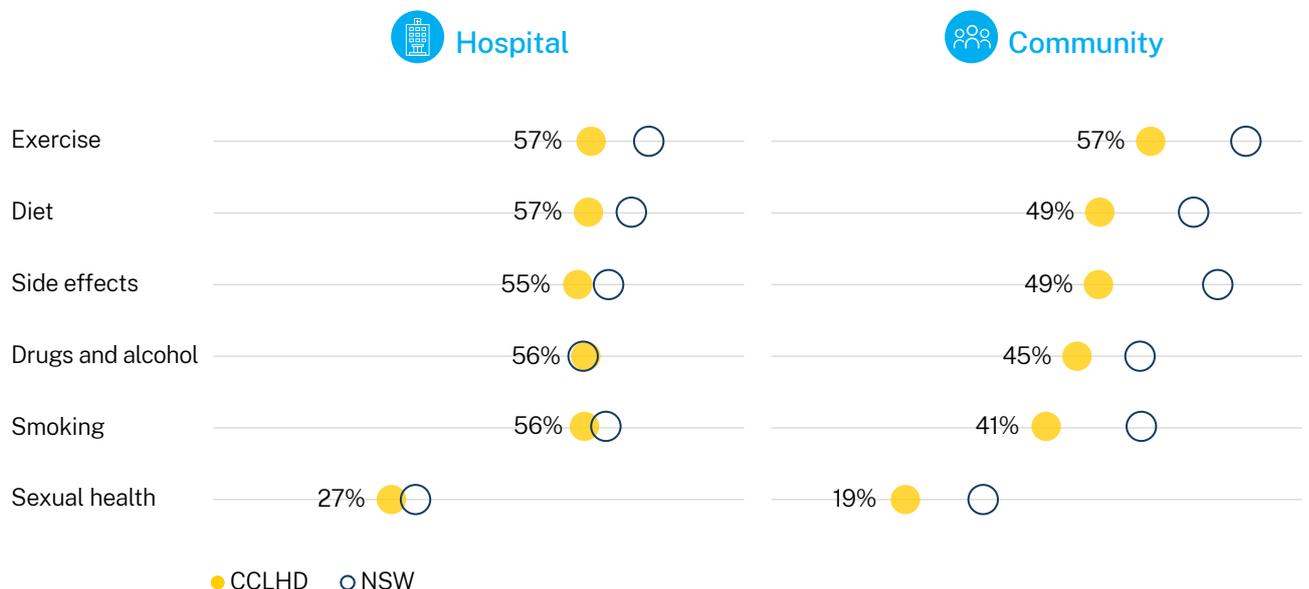
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



Information on physical health (HeAL)

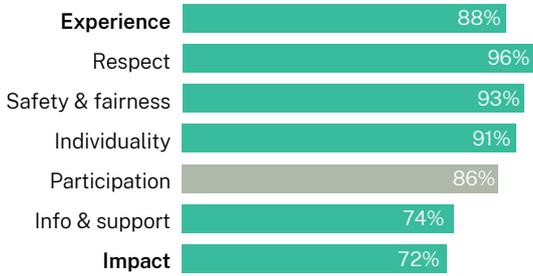
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Far West Local Health District

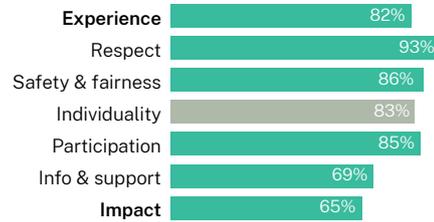
Overall

162 returns



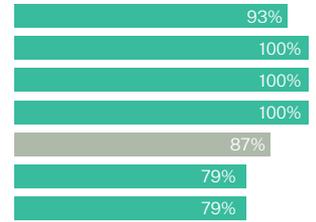
Hospital

130 returns

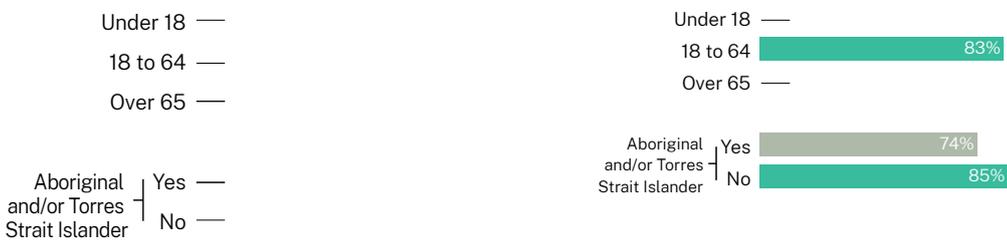


Community

32 returns



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



Individual Hospital Unit or Community Team

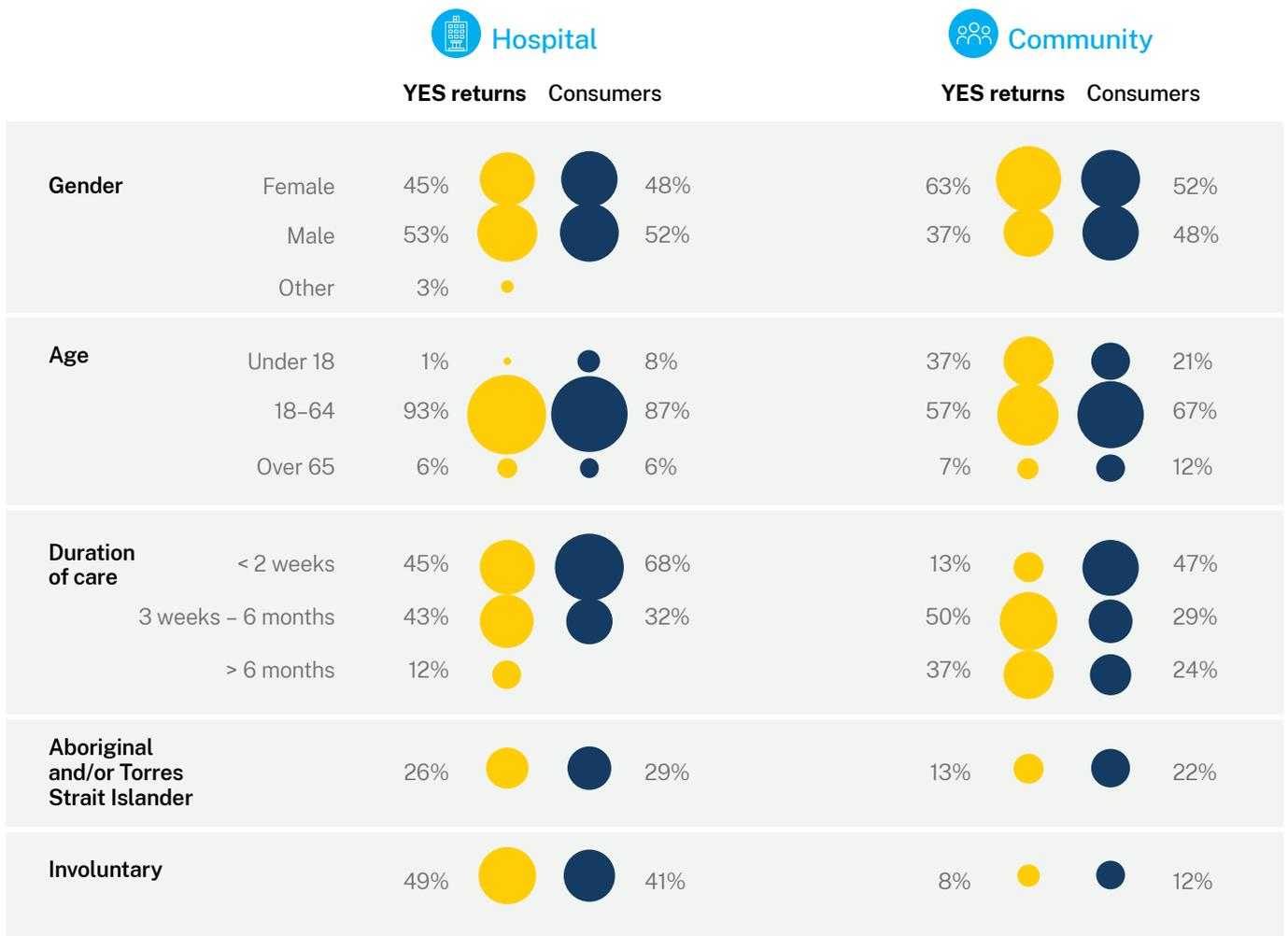
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
BHH Rehab MHS Inpt	H 45	88	●	●	●	●	●	●
BH ADULT MHIPU ACUTE	H 85	78	●	●	●	●	●	●

- Better than target
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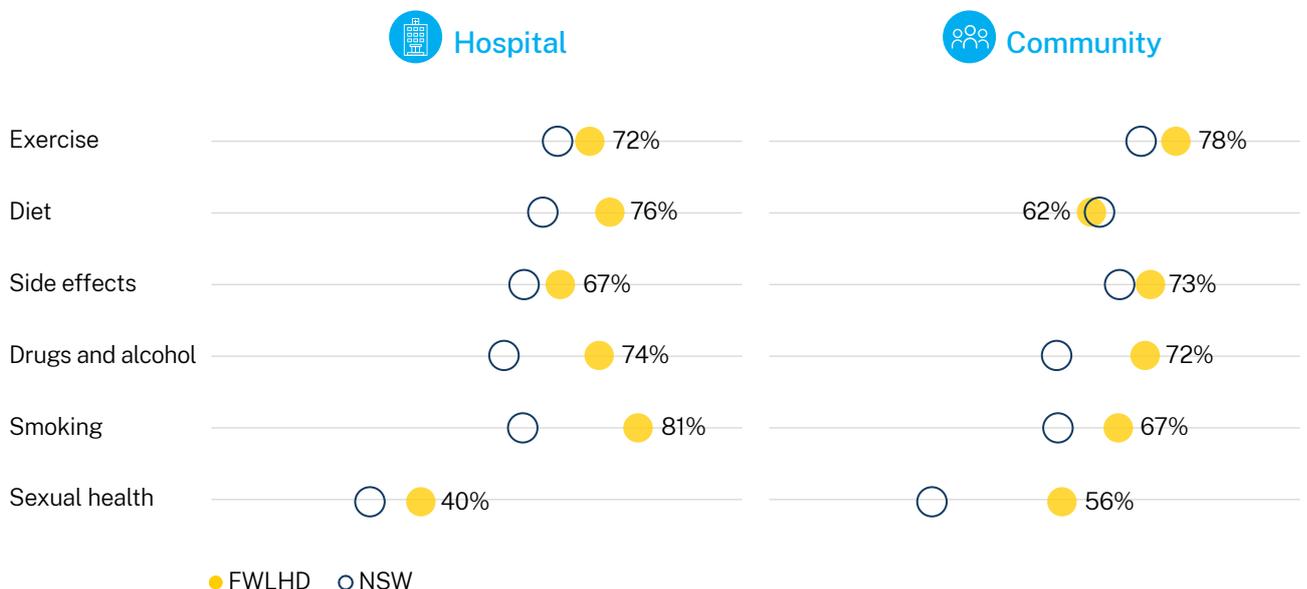
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How representative are the YES returns?



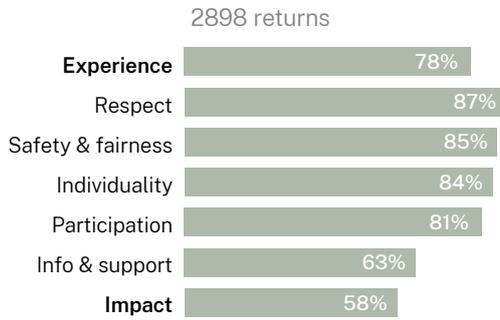
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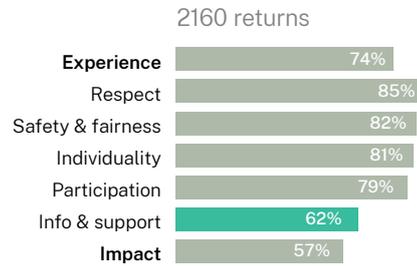


Hunter New England Local Health District

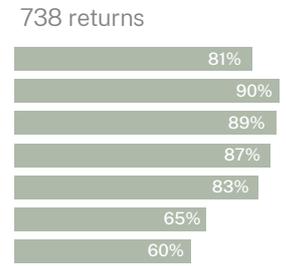
Overall



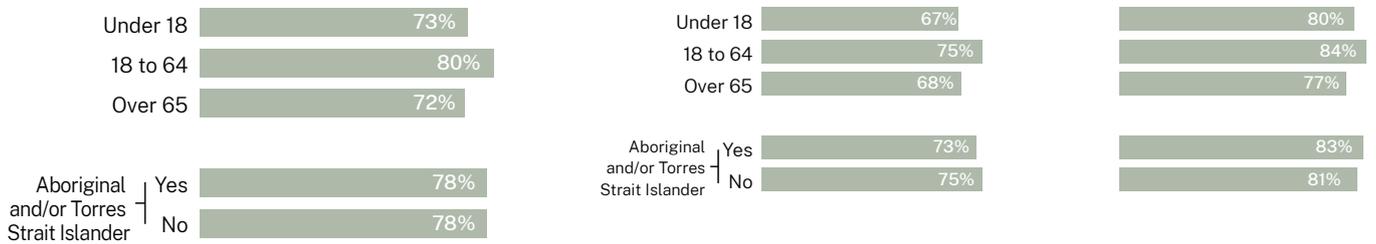
Hospital



Community



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



Individual Hospital Unit or Community Team

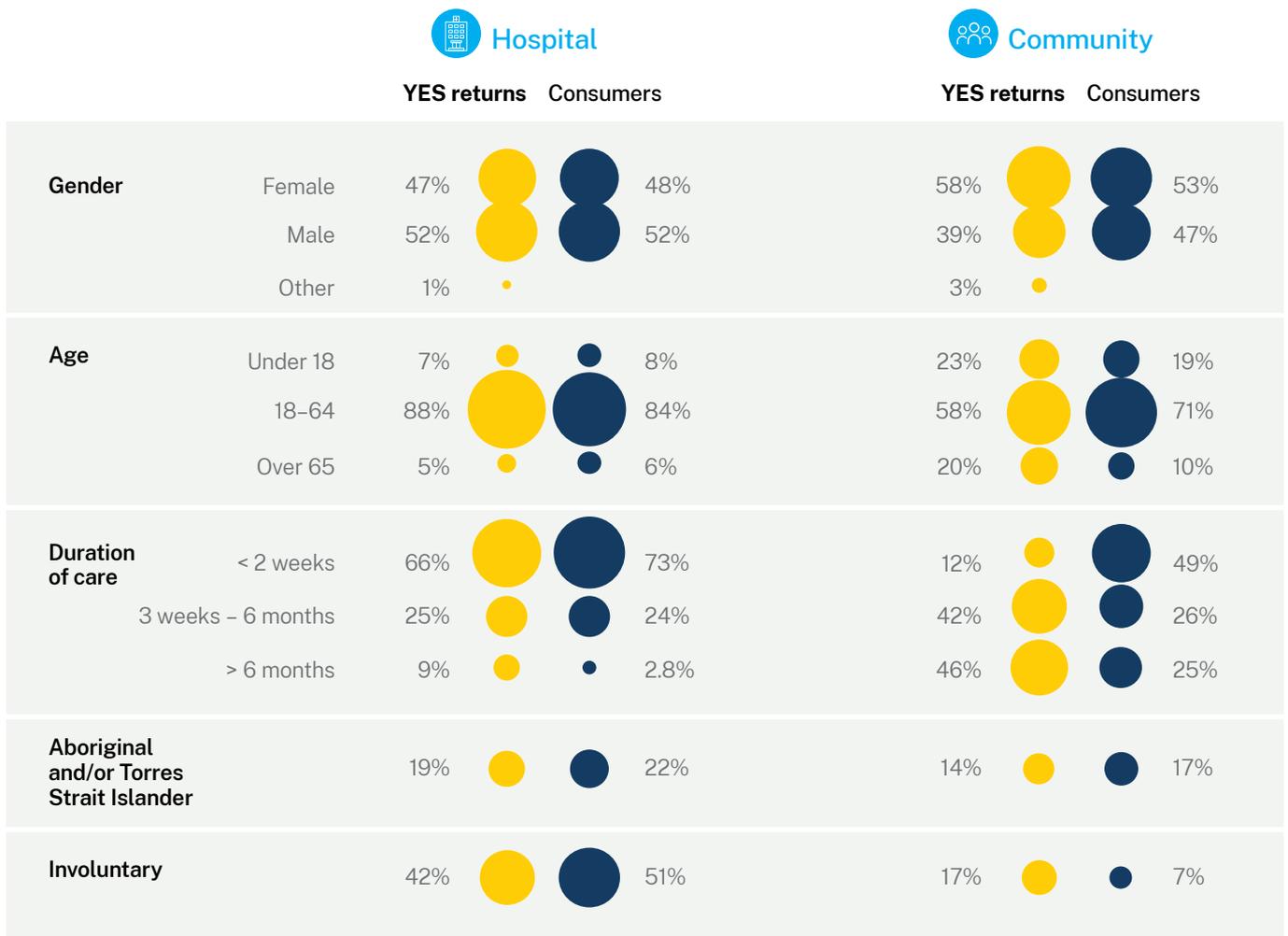
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
MHSUS	C	92	97	●	●	●	●	●
Ctr for Psych	C	36	91	●	●	●	●	●
ISMHU	H	83	91	●	●	●	●	●
Newcastle CMHT	C	30	90	●	●	●	●	●
Clark Centre	H	220	87	●	●	●	●	●
Mater PECC	H	65	84	●	●	●	●	●
CAMHS Hunter Valley	C	69	82	●	●	●	●	●
Taree MHU	H	268	81	●	●	●	●	●
CAMHS Newcastle	C	87	79	●	●	●	●	●
MHSUS-N	H	156	77	●	●	●	●	●
Mater LMMHU	H	357	77	●	●	●	●	●
Morisset MSU	H	46	76	●	●	●	●	●
OP Hunter Valley	C	42	75	●	●	●	●	●
Hunter Valley CMHT	C	50	74	●	●	●	●	●
Lake Macquarie CMHT	C	69	72	●	●	●	●	●
OP Lake Macquarie	C	49	72	●	●	●	●	●
MHSUS-S	H	135	71	●	●	●	●	●
Mater MHICU	H	77	71	●	●	●	●	●
Mater NMHU	H	198	70	●	●	●	●	●
Maitland MHU	H	155	68	●	●	●	●	●
CAMHS NEXUS	H	138	67	●	●	●	●	●
Morisset CRU	H	114	64	●	●	●	●	●
Mater MHUOP	H	33	59	●	●	●	●	●
Tamworth Banksia	H	78	42	●	●	●	●	●

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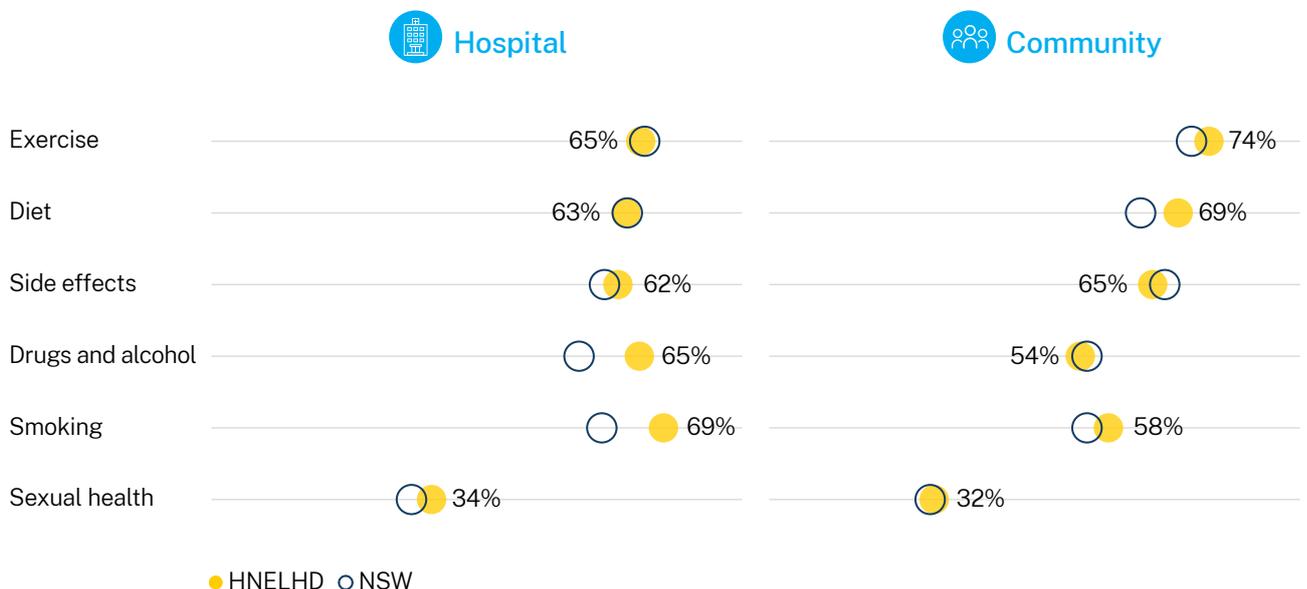
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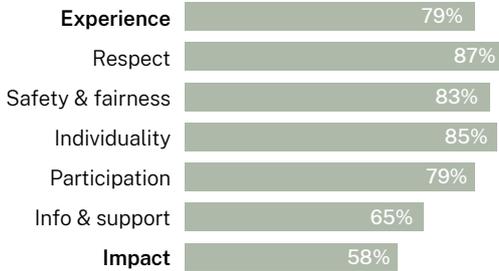
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Illawarra Shoalhaven Local Health District

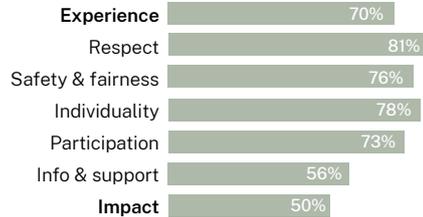
Overall

1184 returns



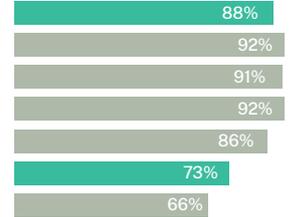
Hospital

860 returns

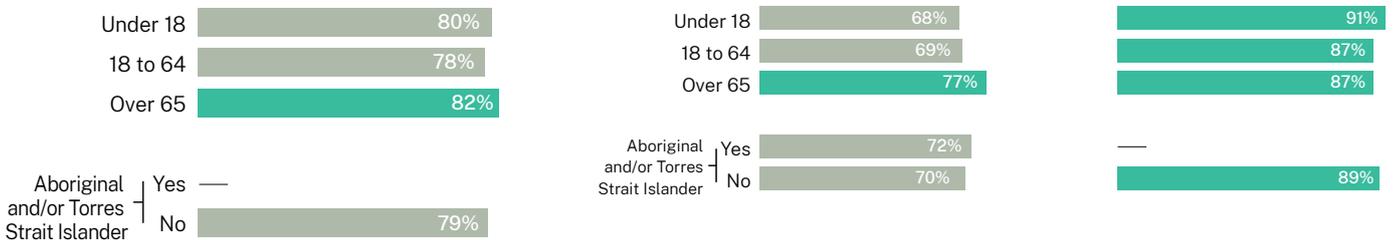


Community

324 returns



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



Individual Hospital Unit or Community Team

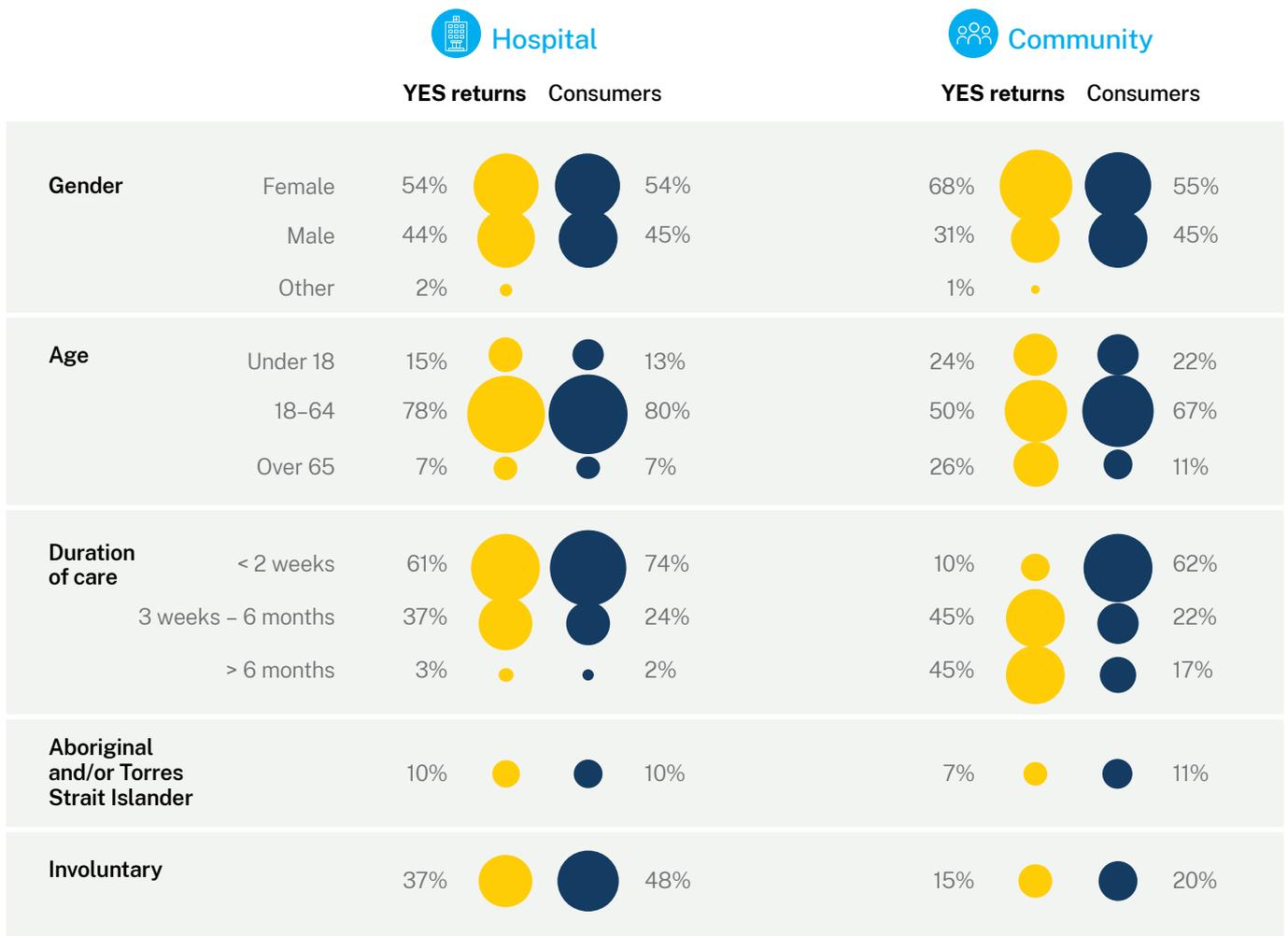
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Illawarra CMH Rehab	C	48	98	●	●	●	●	●
Illawarra Child Adol	C	43	97	●	●	●	●	●
Illawarra Older Per	C	47	93	●	●	●	●	●
Psych Emergency Care	H	41	88	●	●	●	●	●
Shoalhaven Sub Acute	H	101	78	●	●	●	●	●
Older Person IPU	H	78	76	●	●	●	●	●
Shoalhaven Older Per	C	39	74	●	●	●	●	●
Eloura Acute IPU	H	115	71	●	●	●	●	●
Mirrabook Acute IPU	H	179	71	●	●	●	●	●
Adolescent IPU	H	130	69	●	●	●	●	●
Rehabilitation Unit	H	53	59	●	●	●	●	●
Wollongong Acute IPU	H	163	59	●	●	●	●	●

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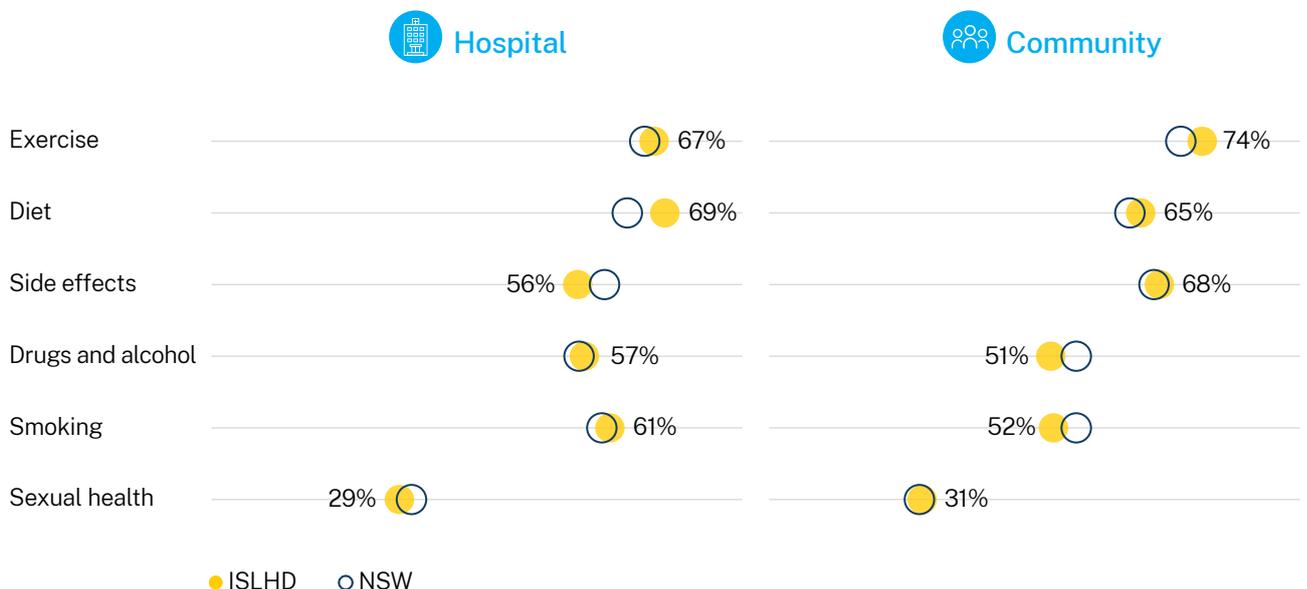
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How representative are the YES returns?



Information on physical health (HeAL)

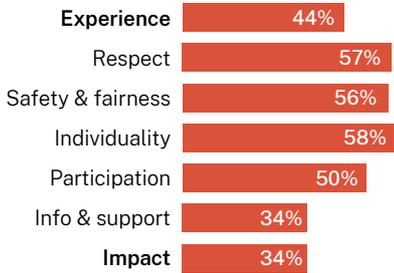
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Justice Health and Forensic Mental Health Network

Overall

397 returns



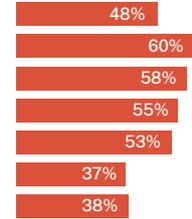
Hospital

107 returns

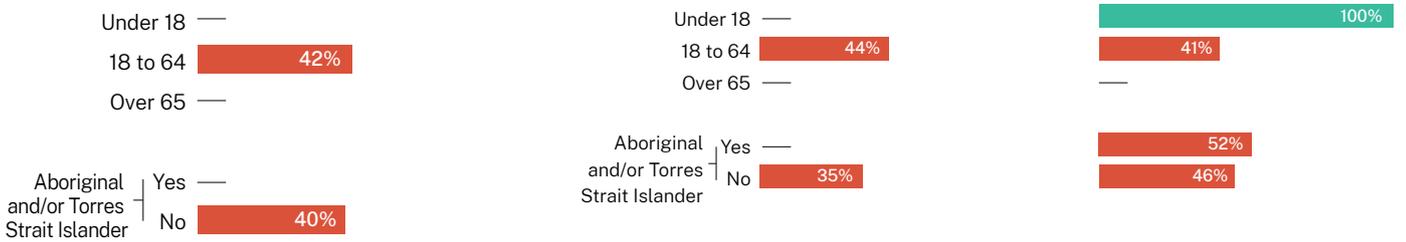


Community

290 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 & fairness	Individuality	Participation	Info & support	Impact
Com Integration Team	C 34	100	●	●	●	●	●	●
Adult Amb Svc	C 227	36	●	●	●	●	●	●

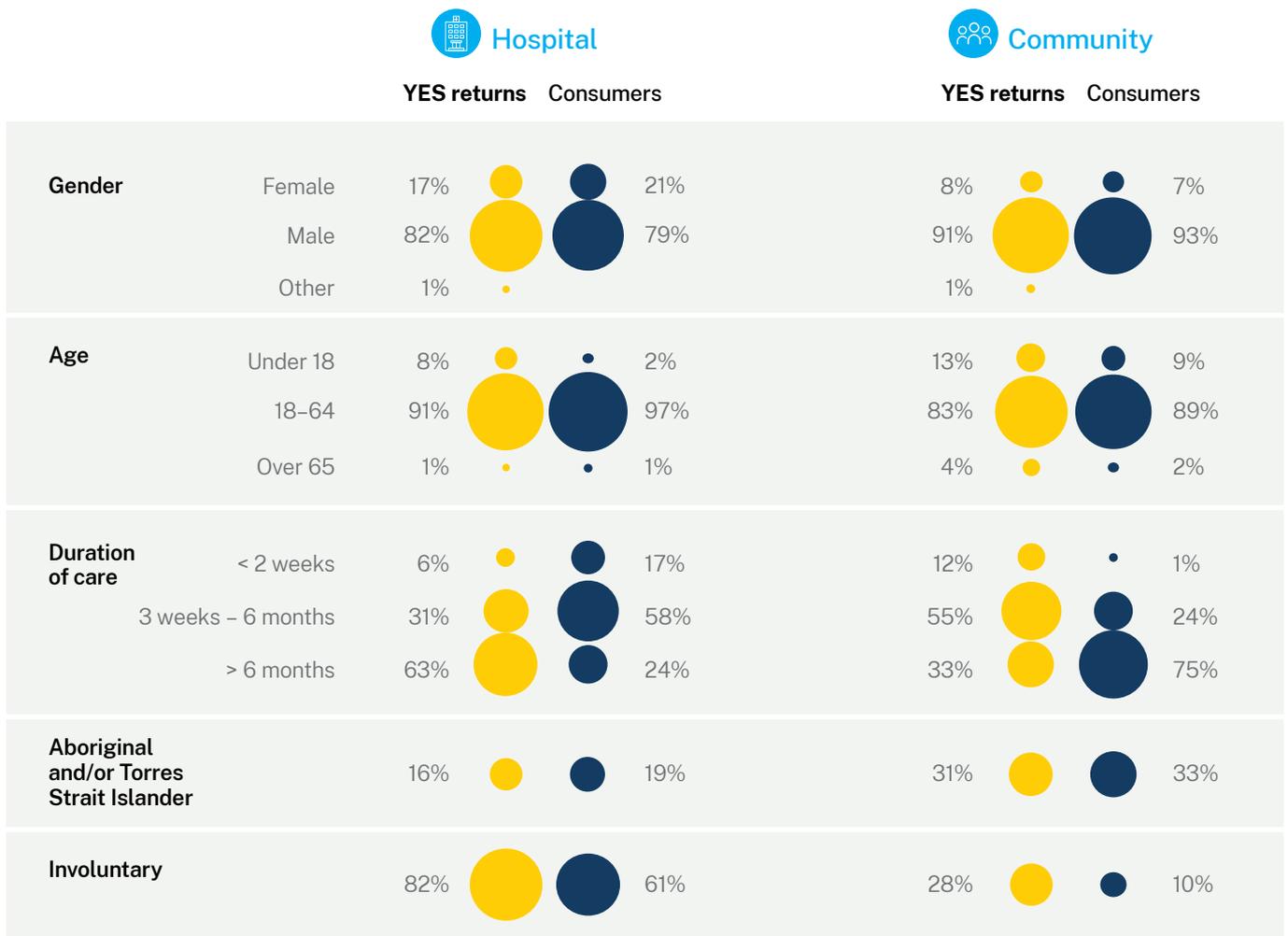
- Better than target
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Note: Caution is needed when comparing results for the Justice Health and Forensic Mental Health Network to other LHDs and SHNs. People report less positive experiences in inpatient and involuntary care. All consumers in the Forensic 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.

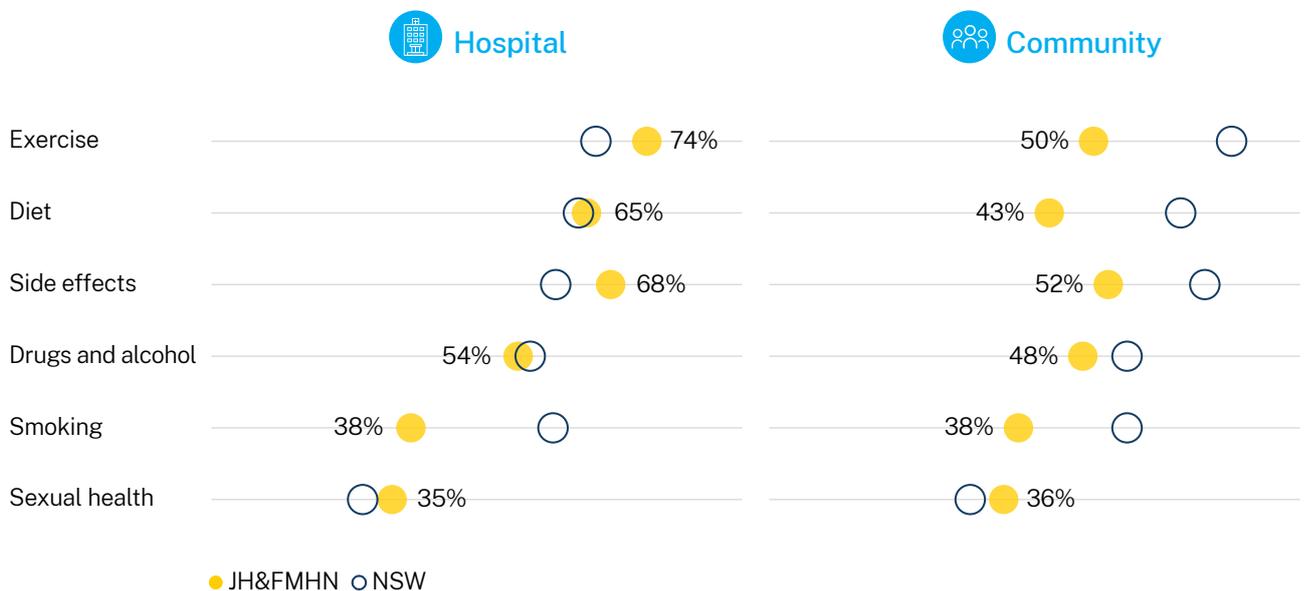
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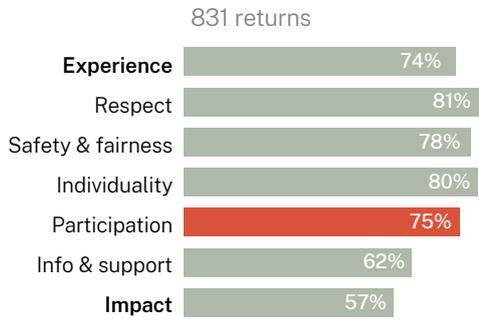
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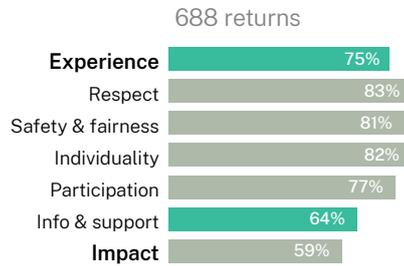


Mid North Coast Local Health District

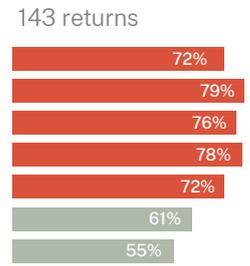
Overall



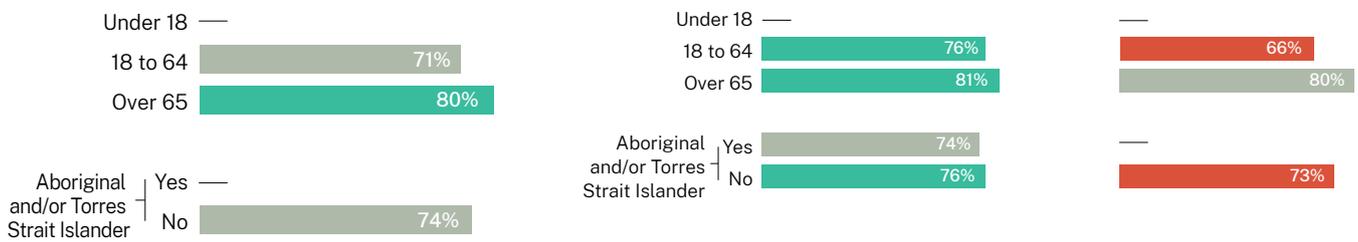
Hospital



Community



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



Individual Hospital Unit or Community Team

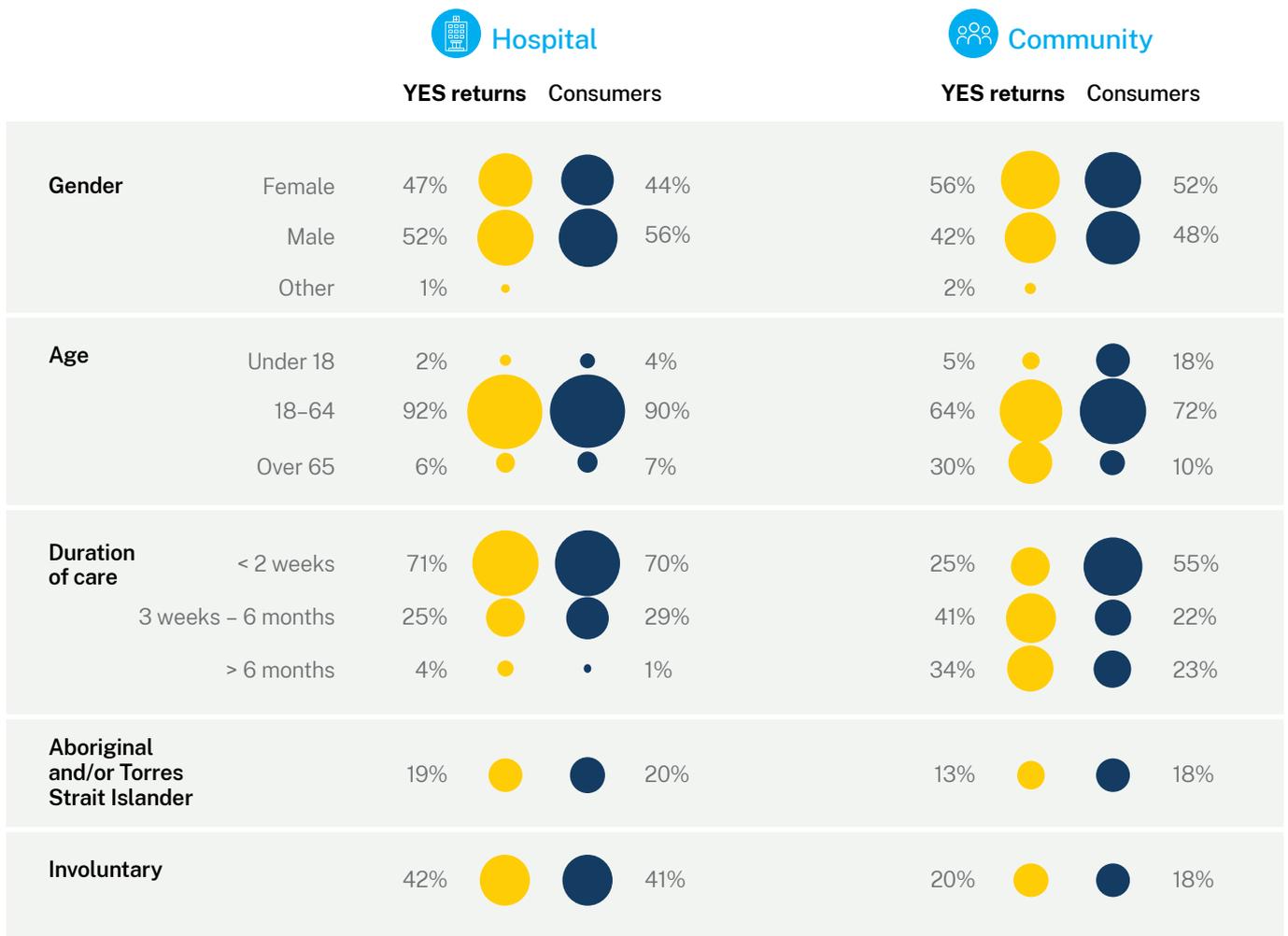
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Kem MH Adult Srv	C 32	97	●	●	●	●	●	●
Kem MH Ac Inpt Srv	H 198	88	●	●	●	●	●	●
Por MH Ac Inpt Srv	H 198	75	●	●	●	●	●	●
Cof MH Ac Inpt Srv	H 263	66	●	●	●	●	●	●
Cof MH Acute Care Srv	C 61	52	●	●	●	●	●	●

- Better than target
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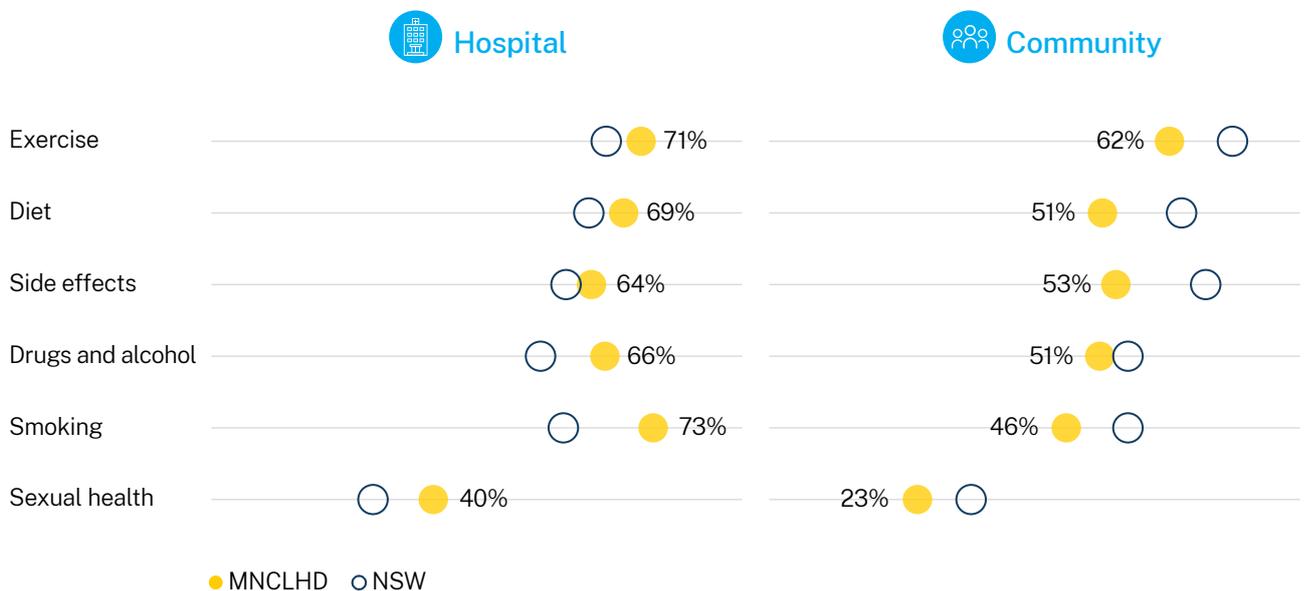
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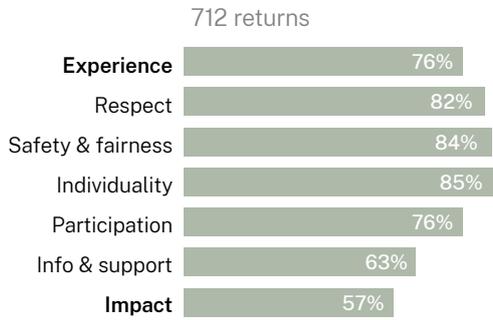
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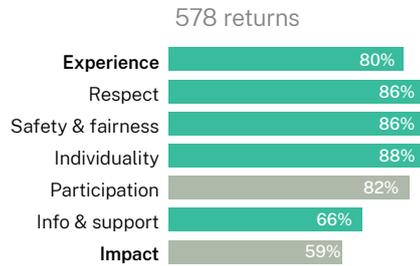


Murrumbidgee Local Health District

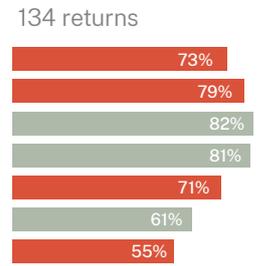
Overall



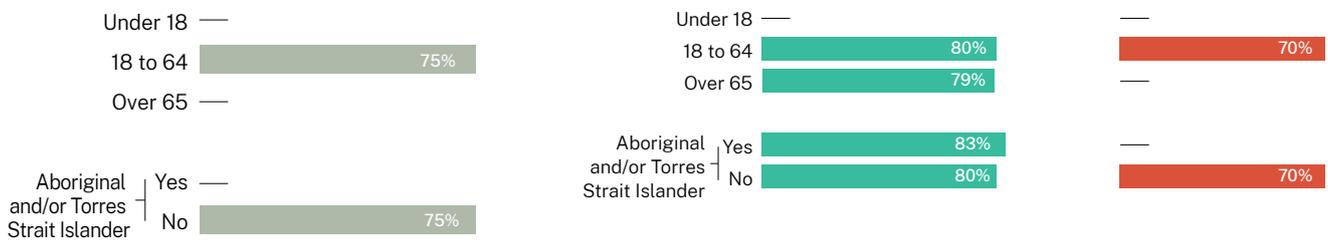
Hospital



Community



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



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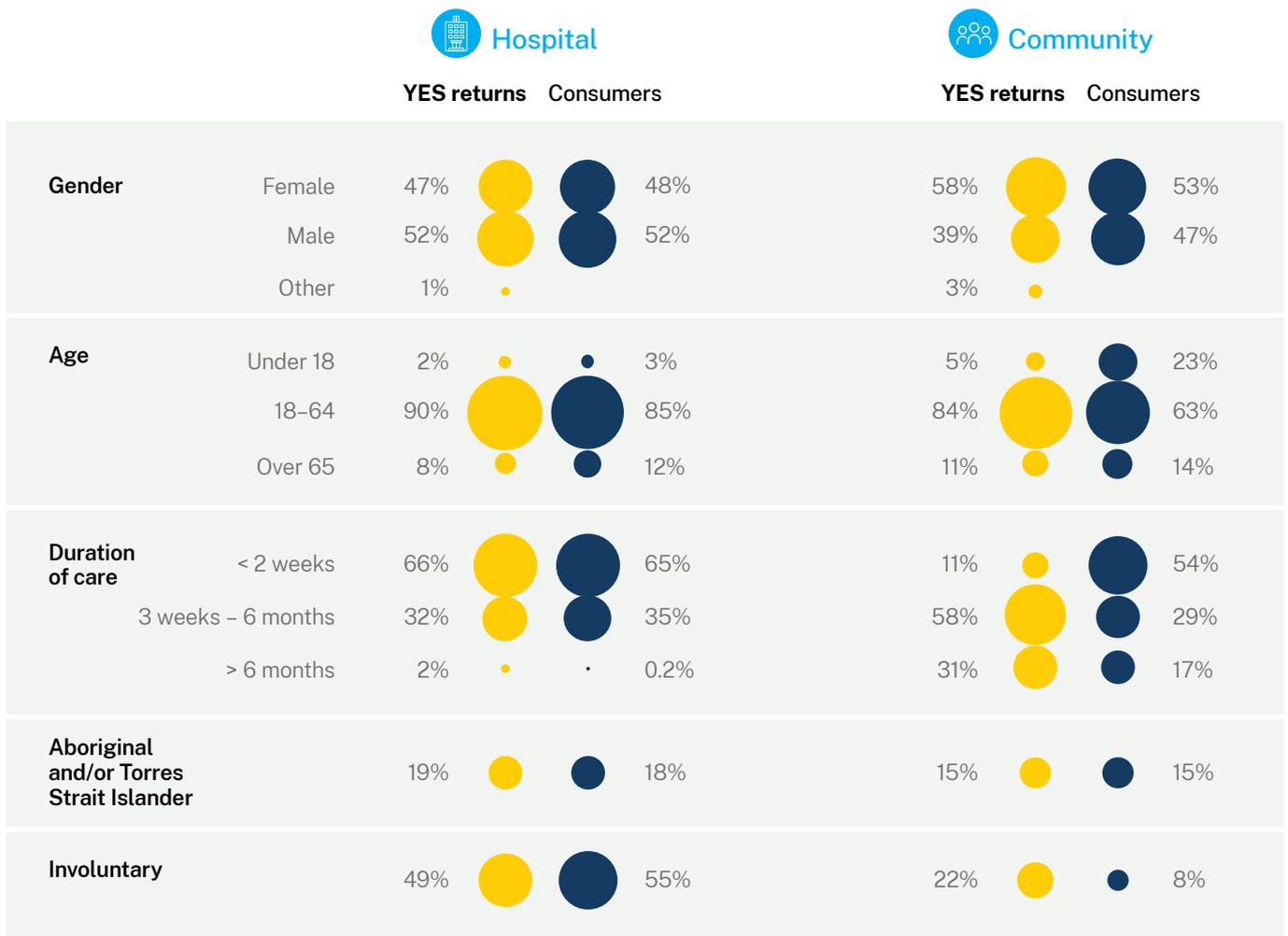
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
WW MHS Sub Acute IU	H 38	100	●	●	●	●	●	●
WW MHS Acute IU	H 499	79	●	●	●	●	●	●
WW Yathong OP IU	H 41	76	●	●	●	●	●	●
Wagga Wagga CMHS AD	C 44	70	●	●	●	●	●	●

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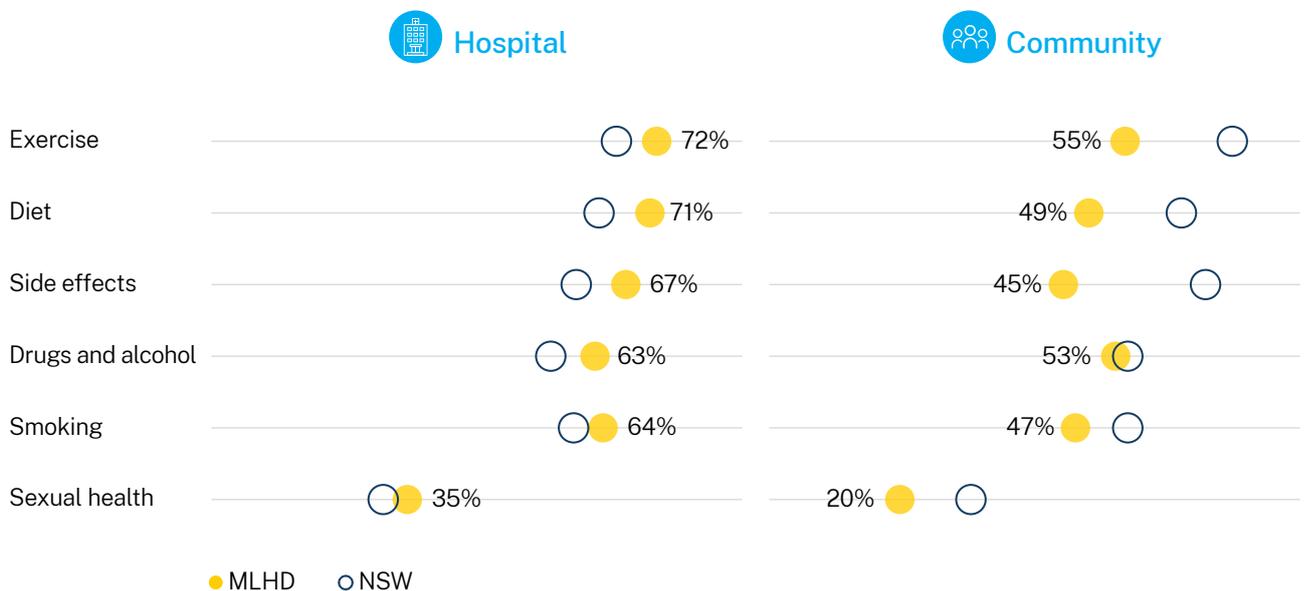
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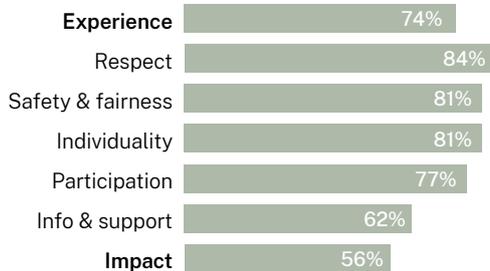
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Nepean Blue Mountains Local Health District

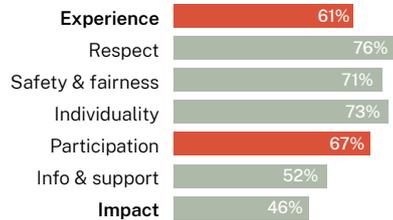
Overall

1051 returns



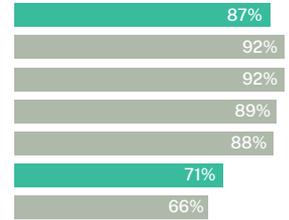
Hospital

621 returns

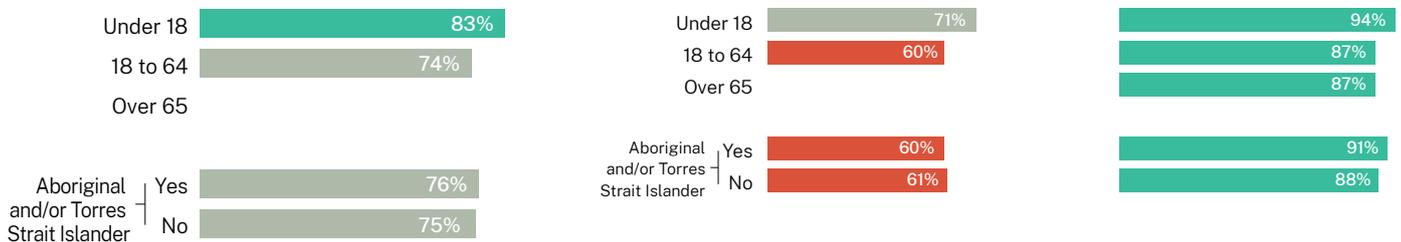


Community

430 returns



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



Individual Hospital Unit or Community Team

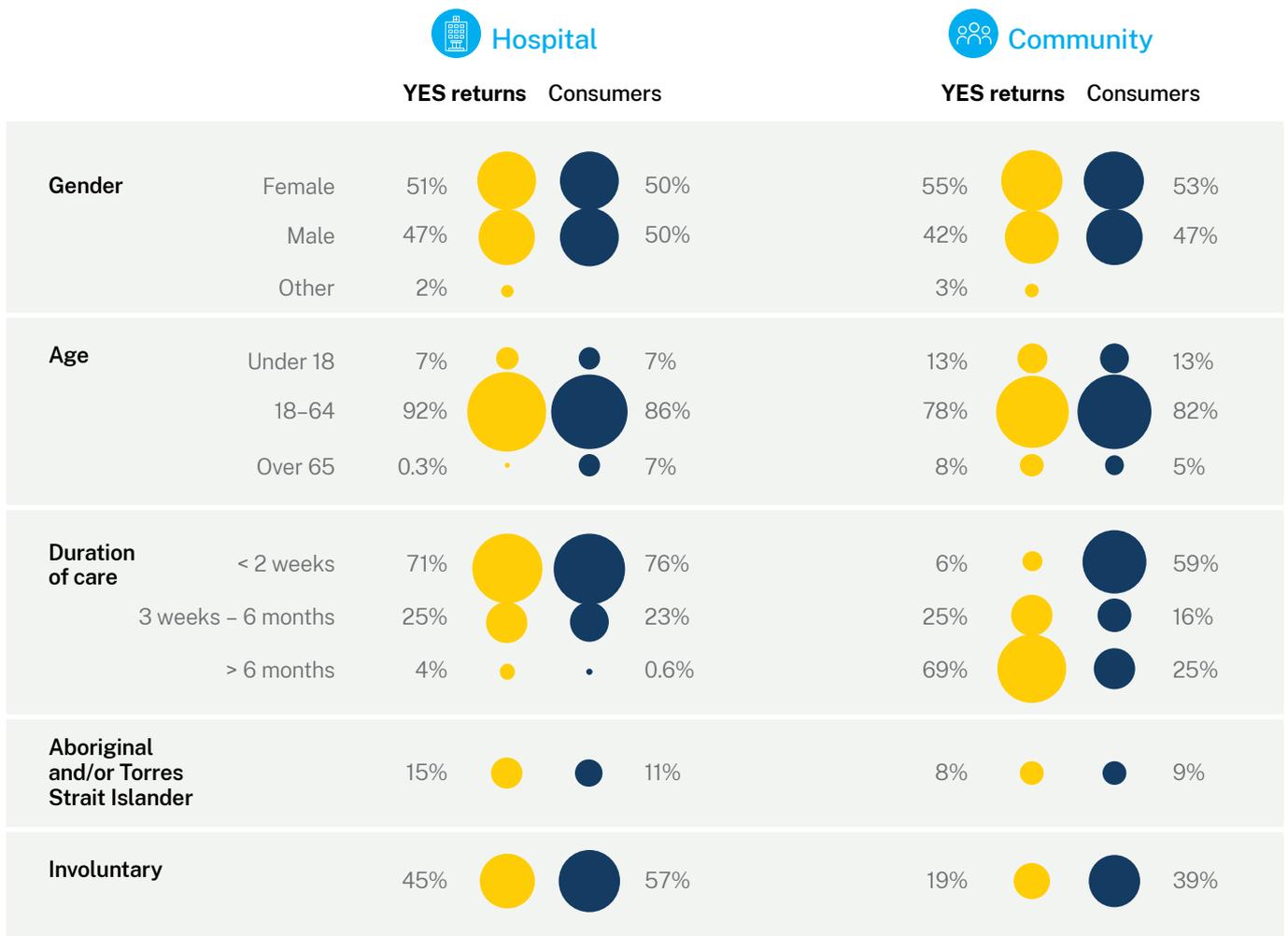
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
CYMHS A&T	C 35	97	●	●	●	●	●	●
Whole Family Team	C 43	95	●	●	●	●	●	●
Windsor MH Team	C 51	92	●	●	●	●	●	●
Springwood MH Team	C 52	88	●	●	●	●	●	●
Katoomba MH Team	C 38	87	●	●	●	●	●	●
PECC	H 205	79	●	●	●	●	●	●
Penrith MH Team	C 79	79	●	●	●	●	●	●
St Marys MH Team	C 31	74	●	●	●	●	●	●
BM MH Acute Unit	H 104	65	●	●	●	●	●	●
Nepean MH HDU	H 107	48	●	●	●	●	●	●
Nepean MH Acute	H 202	48	●	●	●	●	●	●

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

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

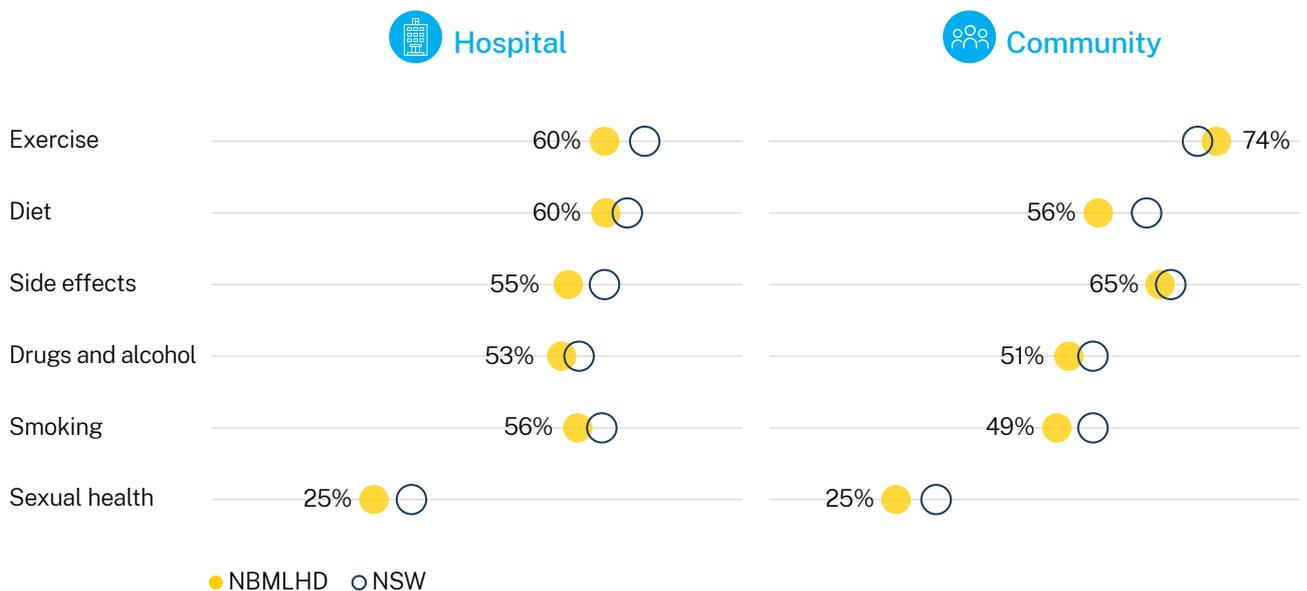
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



Information on physical health (HeAL)

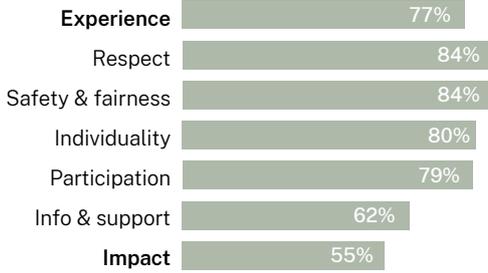
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Northern NSW Local Health District

Overall

822 returns



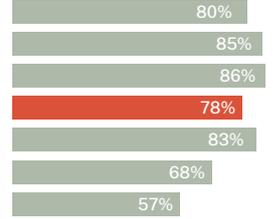
Hospital

676 returns

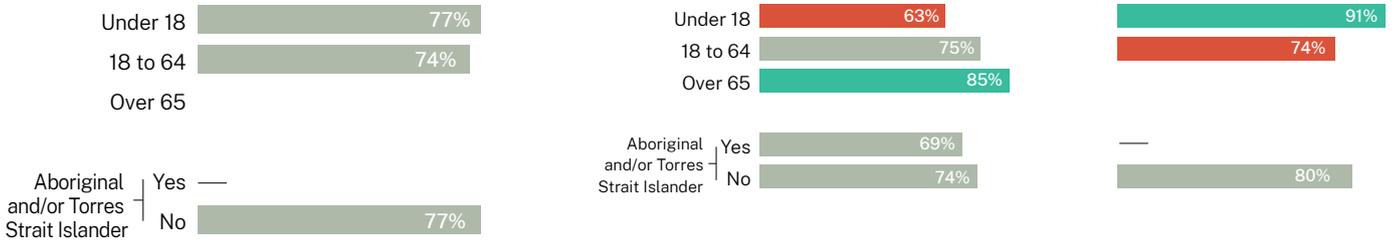


Community

146 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 & fairness	Individuality	Participation	Info & support	Impact
Tuckeroo MH SubAcute	H 163	91	●	●	●	●	●	●
Lilli Pilli LIS OPMHU	H 92	78	●	●	●	●	●	●
Tallowood - LAMHU	H 184	67	●	●	●	●	●	●
Tweed CMHS AT	C 36	63	●	●	●	●	●	●
Kamala C&A MHU	H 106	62	●	●	●	●	●	●
Kurrajong MHU	H 131	62	●	●	●	●	●	●

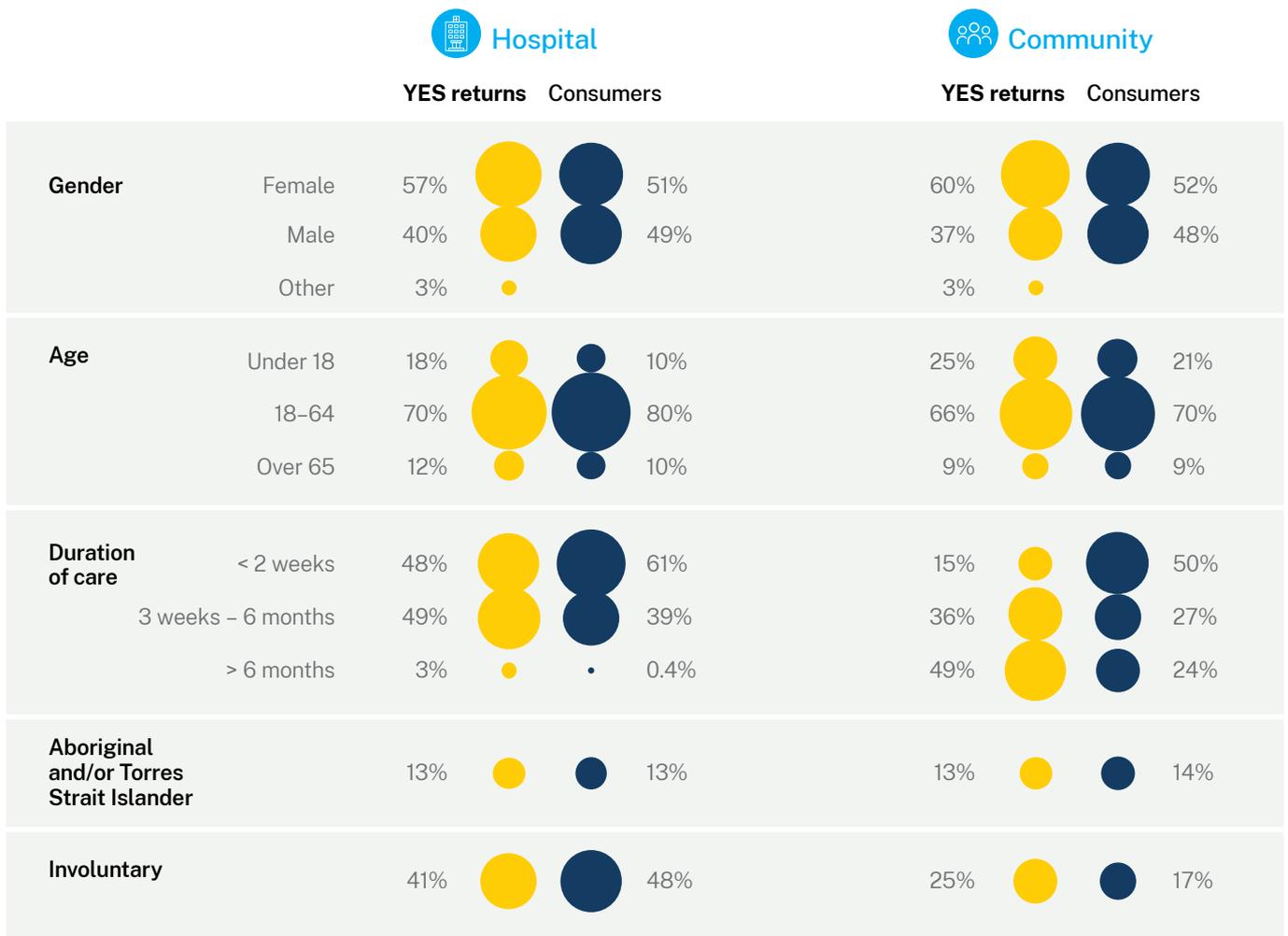
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- Below target

H = Hospital
C = Community

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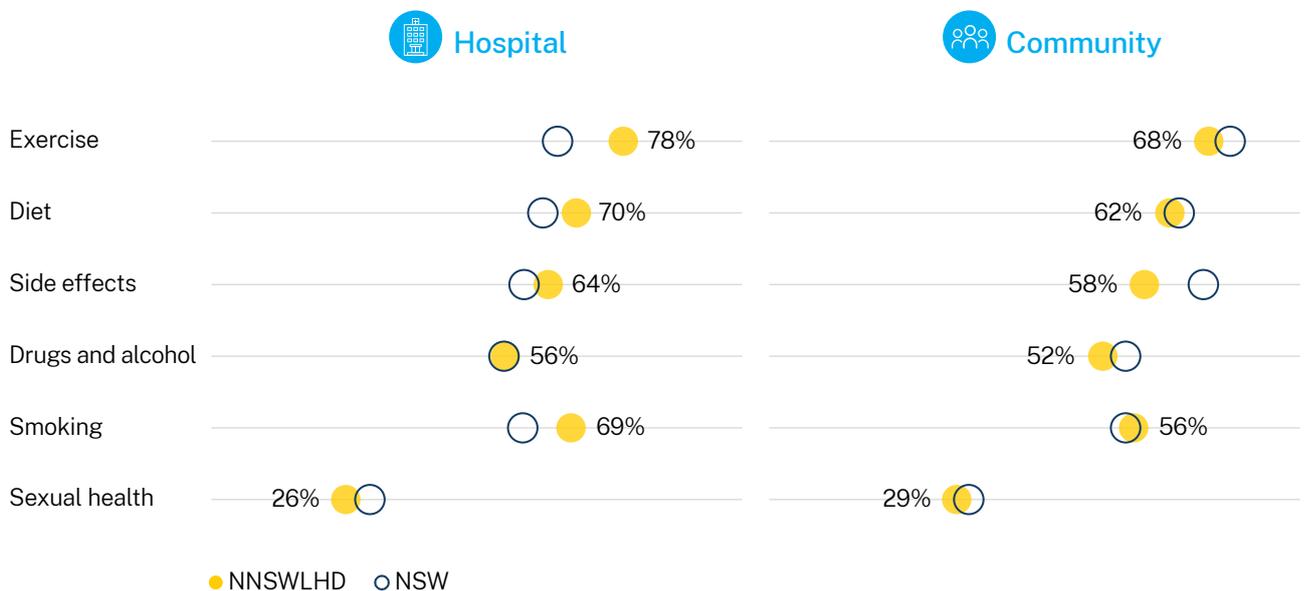
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



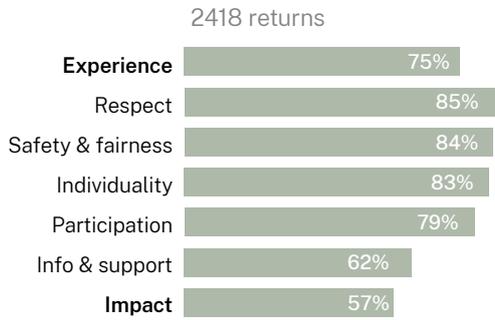
Information on physical health (HeAL)

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



Northern Sydney Local Health District

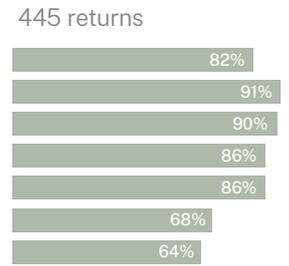
Overall



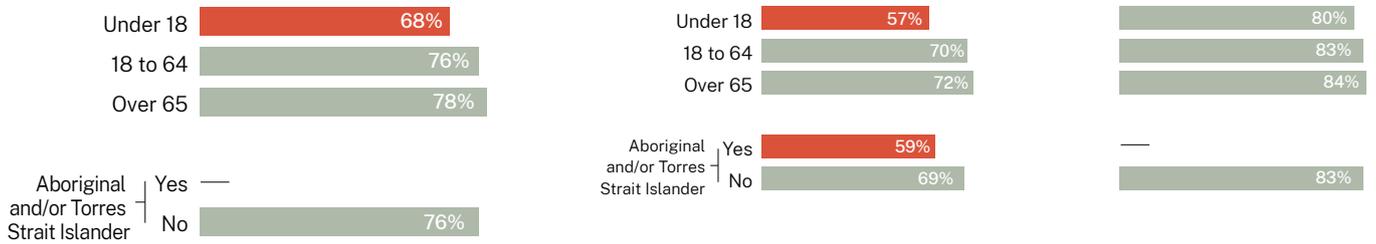
Hospital



Community



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 & fairness	Individuality	Participation	Info & support	Impact
CY Coral Tree	H 91	89	●	●	●	●	●	●
HK PECC	H 65	87	●	●	●	●	●	●
Greenwich OPMH Unit	H 87	86	●	●	●	●	●	●
NSR ACT Ryde	C 82	83	●	●	●	●	●	●
NSR PECC RNSH	H 343	81	●	●	●	●	●	●
MQH Parkview Unit	H 111	73	●	●	●	●	●	●
HK MHICU	H 74	71	●	●	●	●	●	●
MQH Henley Unit	H 47	71	●	●	●	●	●	●
NSR MH Inpt Unit RNSH	H 298	69	●	●	●	●	●	●
HK ACT	C 38	68	●	●	●	●	●	●
HK AMH Unit	H 496	65	●	●	●	●	●	●
MQH Bridgeview Unit	H 89	56	●	●	●	●	●	●
CY Brolga Unit	H 160	54	●	●	●	●	●	●
MQH Figtree Unit	H 40	50	●	●	●	●	●	●

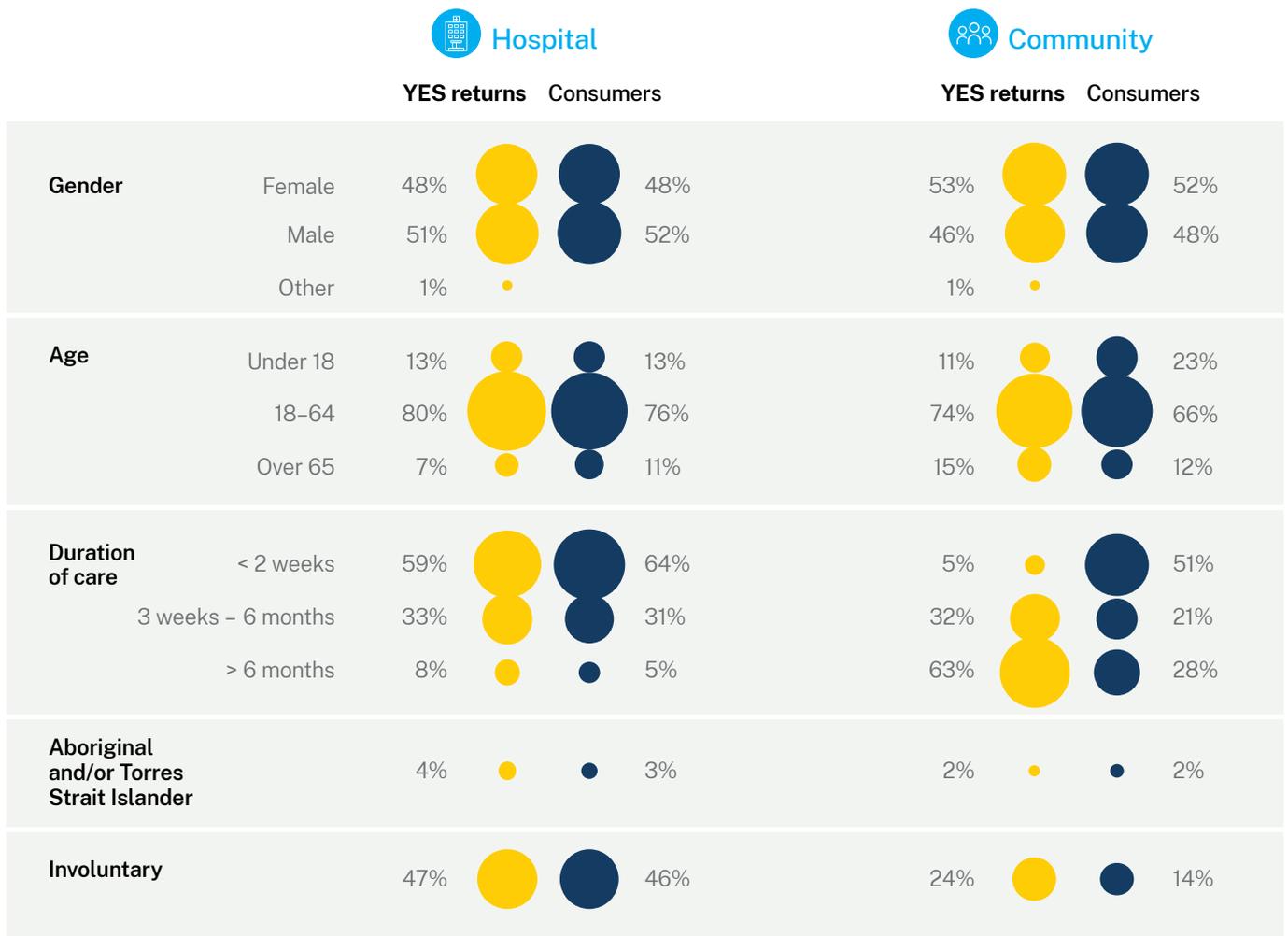
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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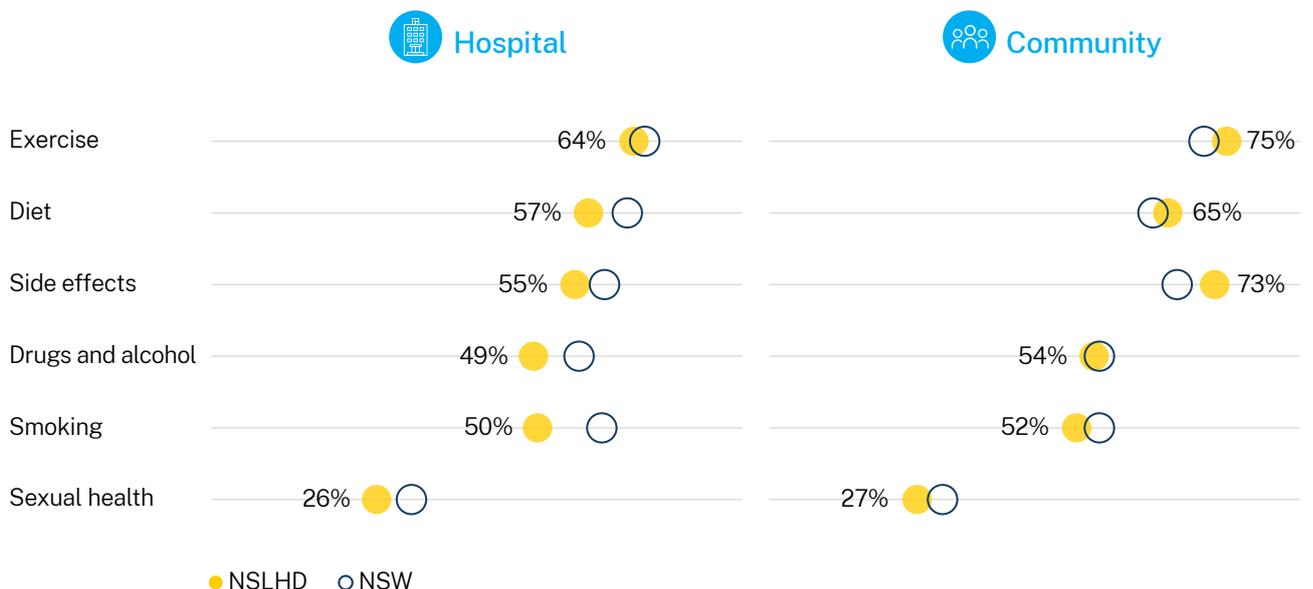
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How representative are the YES returns?



Information on physical health (HeAL)

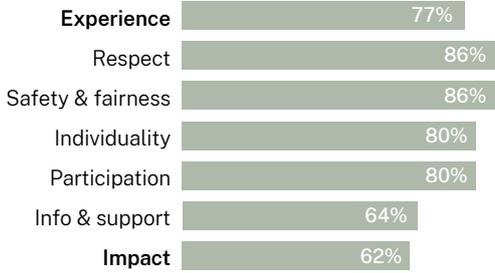
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



St Vincent's Health Network

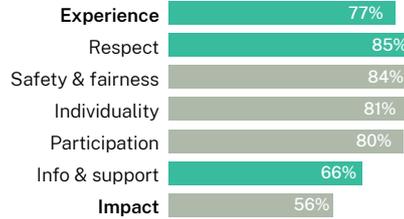
Overall

720 returns



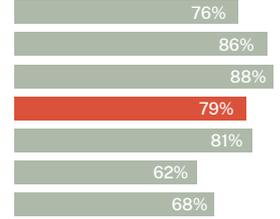
Hospital

677 returns



Community

43 returns



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



Individual Hospital Unit or Community Team

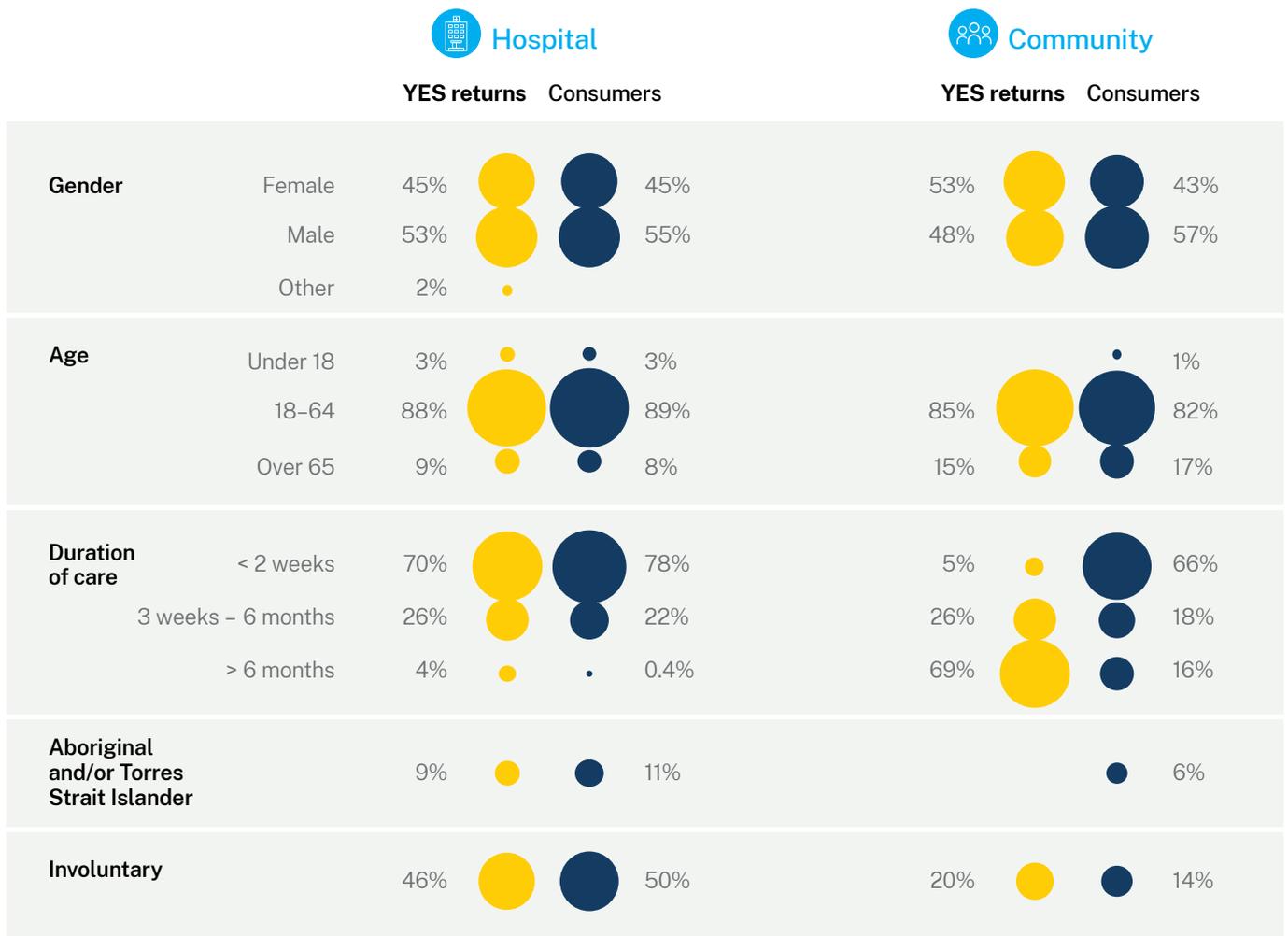
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
St Vincents PECC	H 290	85	●	●	●	●	●	●
St Josephs AcPG Inpt	H 38	78	●	●	●	●	●	●
St Vincents Caritas	H 347	69	●	●	●	●	●	●

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

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

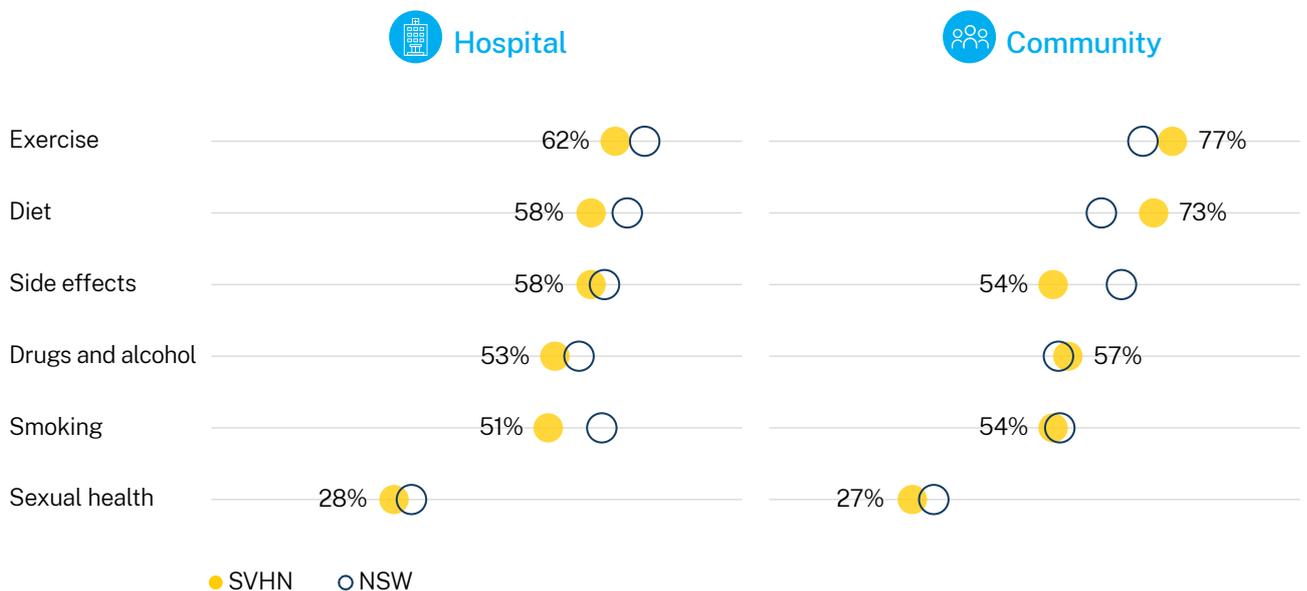
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



Information on physical health (HeAL)

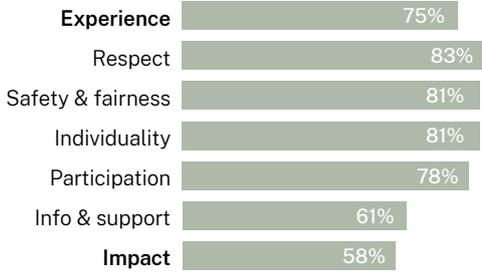
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



South Eastern Sydney Local Health District

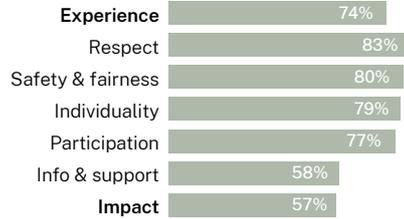
Overall

1769 returns



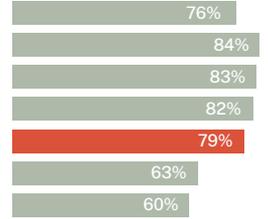
Hospital

1011 returns

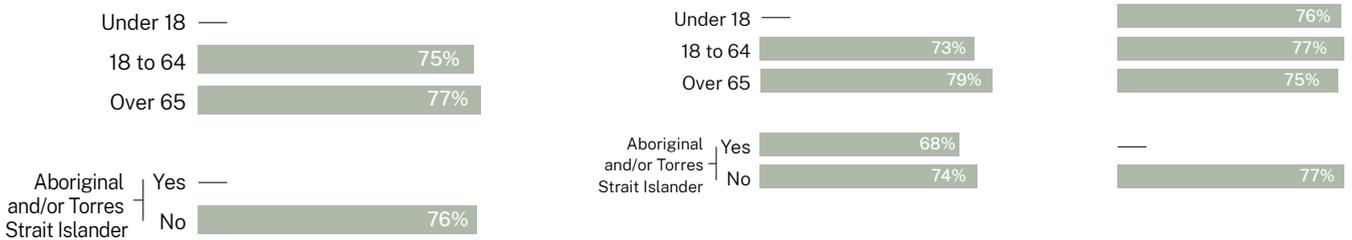


Community

758 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 & fairness	Individuality	Participation	Info & support	Impact
POWMH PECC IPU	H 70	87	●	●	●	●	●	●
STG ACMH T1	C 75	84	●	●	●	●	●	●
STGMH CAMH Amb	C 43	83	●	●	●	●	●	●
STGMH PECC IPU	H 129	82	●	●	●	●	●	●
ESMH Adolescent Amb	C 123	80	●	●	●	●	●	●
STGMH OP IPU	H 124	79	●	●	●	●	●	●
TSHMH Acute IPU	H 235	75	●	●	●	●	●	●
STGMH Directions Amb	C 170	73	●	●	●	●	●	●
TSHMH Rehab IPU	H 68	71	●	●	●	●	●	●
POWMH Kiloh Gen IPU	H 117	67	●	●	●	●	●	●
ESMH Acute Care Amb	C 91	67	●	●	●	●	●	●
POWMH Kiloh Obs IPU	H 46	66	●	●	●	●	●	●
ESMH Adult MH T1 Amb	C 71	64	●	●	●	●	●	●
STGMH Acute IPU	H 161	62	●	●	●	●	●	●

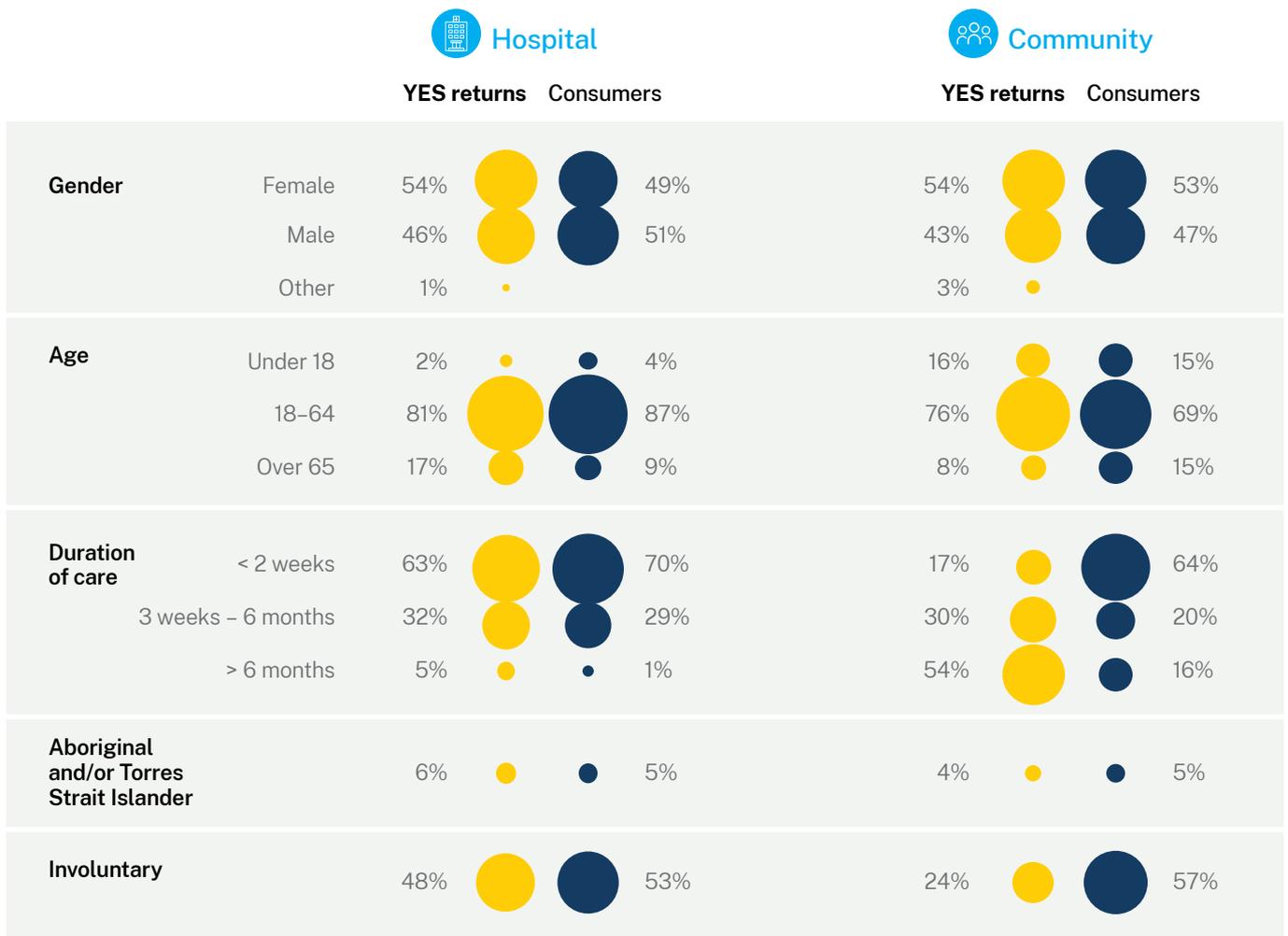
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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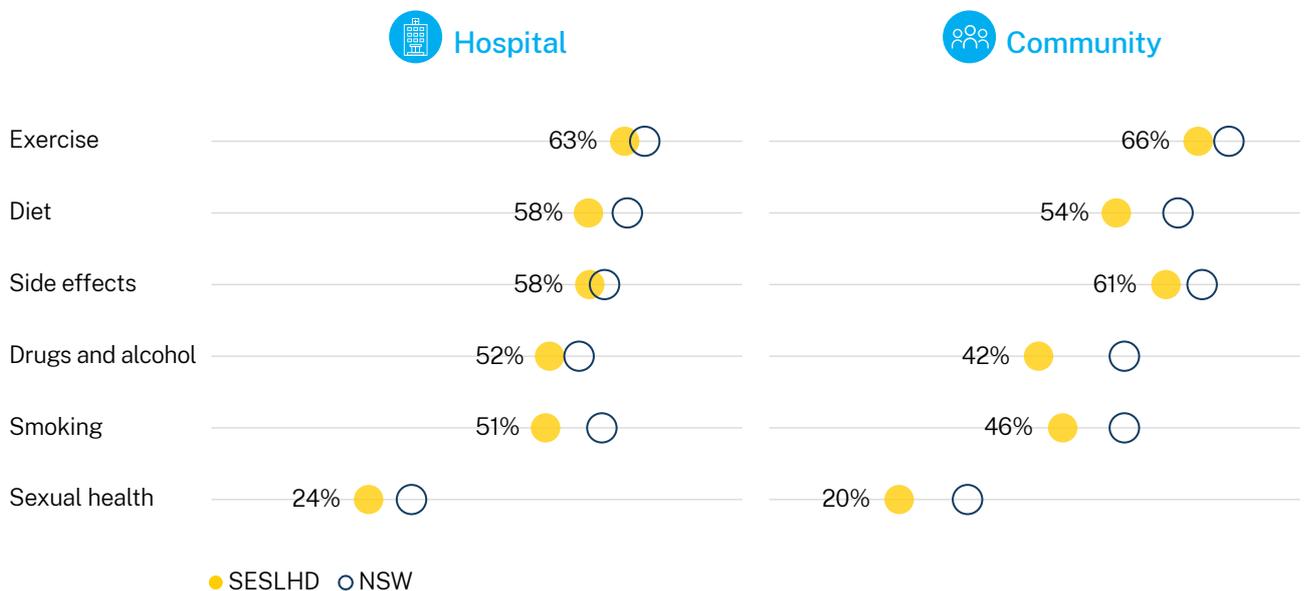
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How representative are the YES returns?



Information on physical health (HeAL)

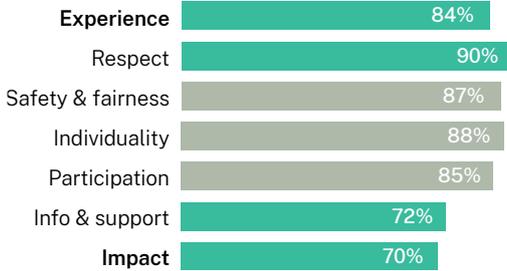
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



South Western Sydney Local Health District

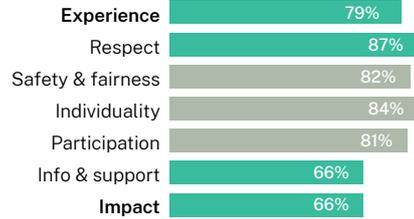
Overall

773 returns



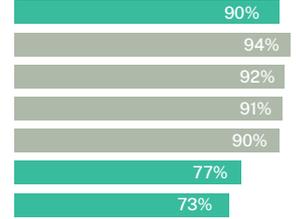
Hospital

659 returns

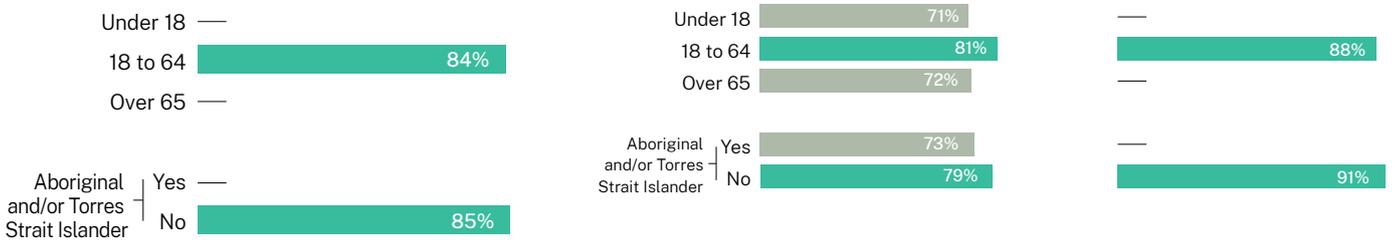


Community

114 returns



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



Individual Hospital Unit or Community Team

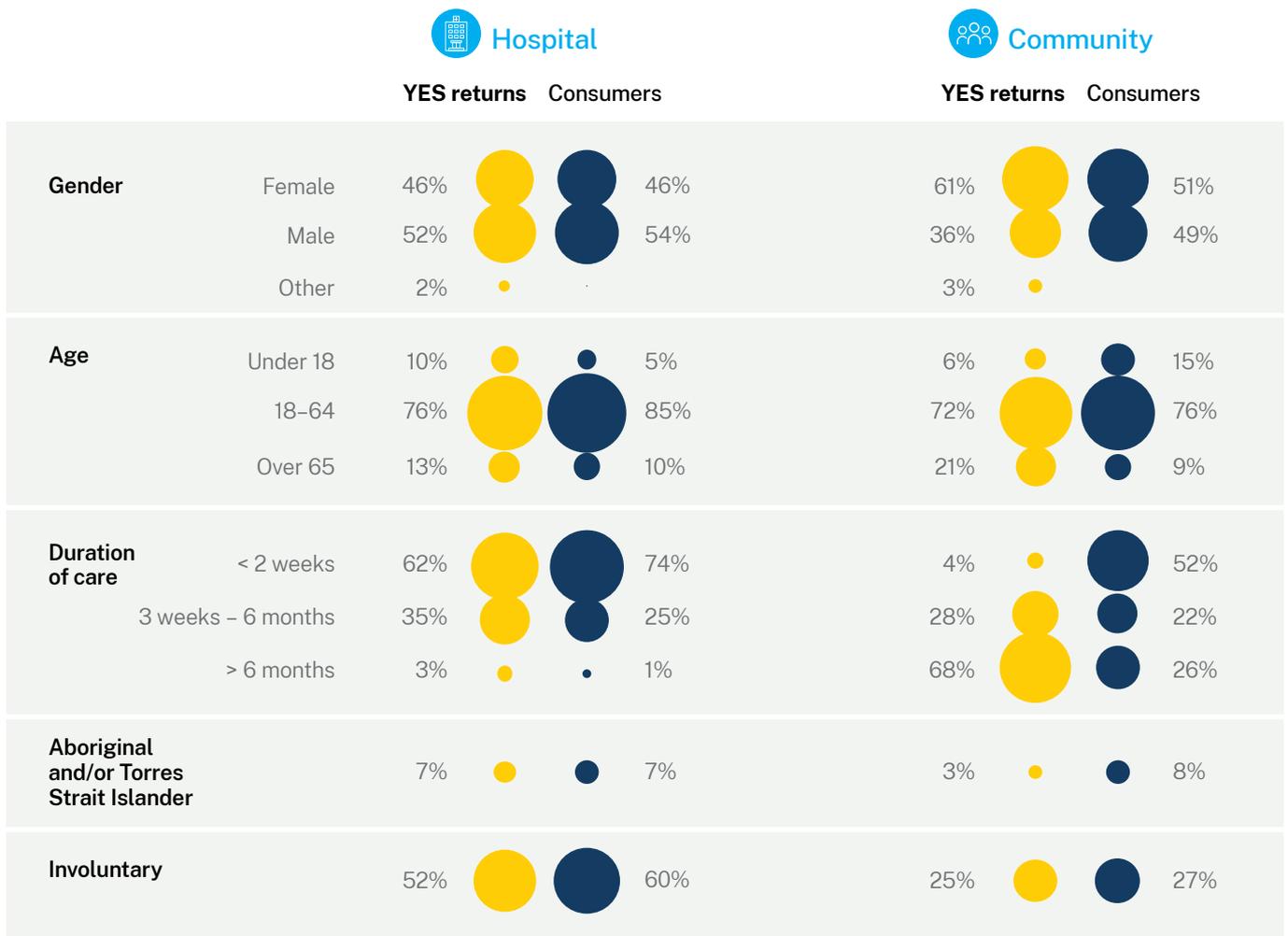
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
CTN MHU Waratah	H 63	85	●	●	●	●	●	●
LIV MHU PECC	H 161	84	●	●	●	●	●	●
LIV MHU West	H 121	83	●	●	●	●	●	●
LIV MHU East	H 76	81	●	●	●	●	●	●
BRA MHU C Ward	H 65	75	●	●	●	●	●	●
CTN MHU Gna Ka Lun	H 52	68	●	●	●	●	●	●
LIV MHU HDU	H 66	60	●	●	●	●	●	●

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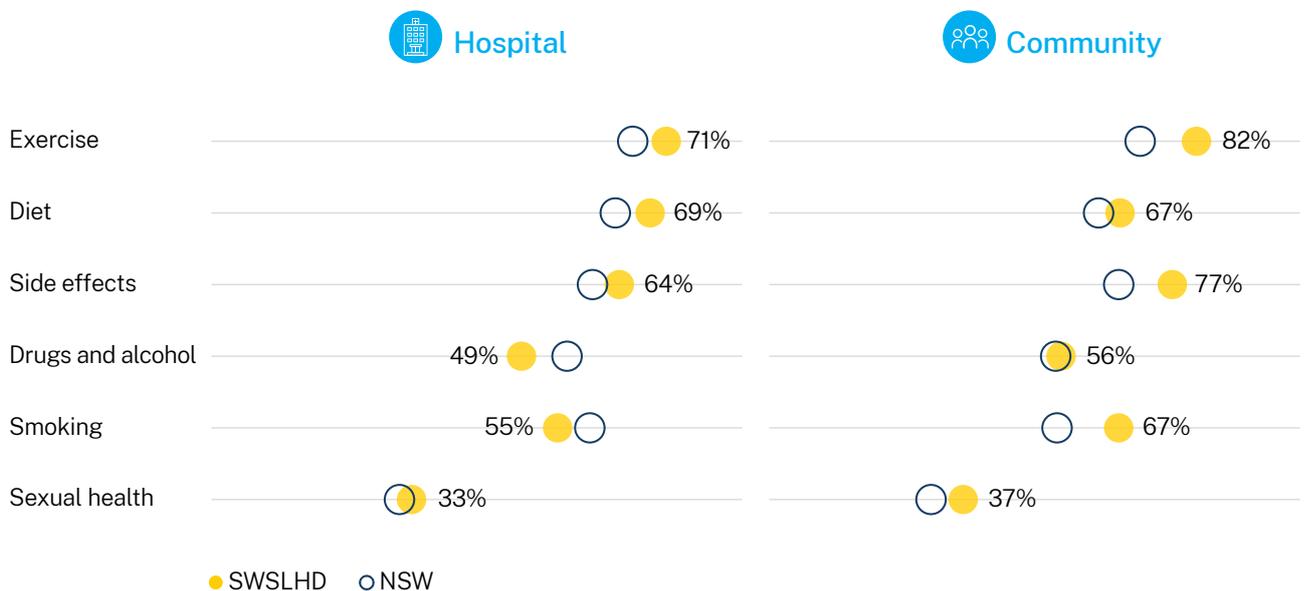
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How representative are the YES returns?



Information on physical health (HeAL)

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

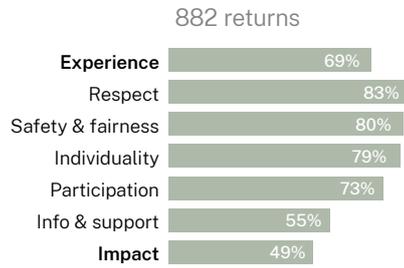


Southern NSW Local Health District

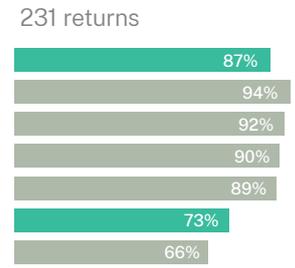
Overall



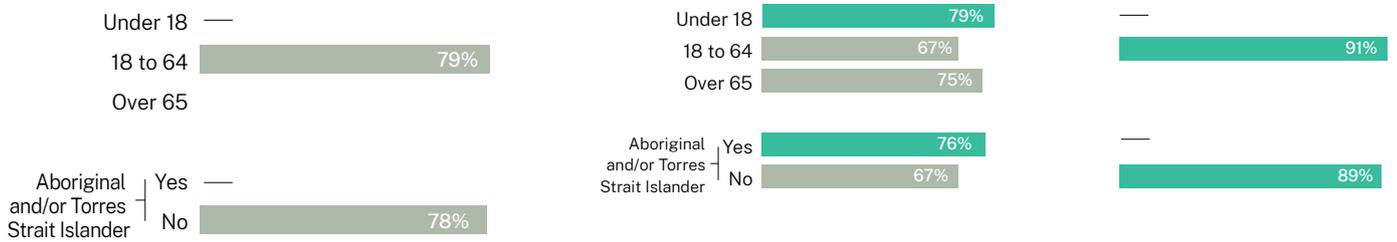
Hospital



Community



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



Individual Hospital Unit or Community Team

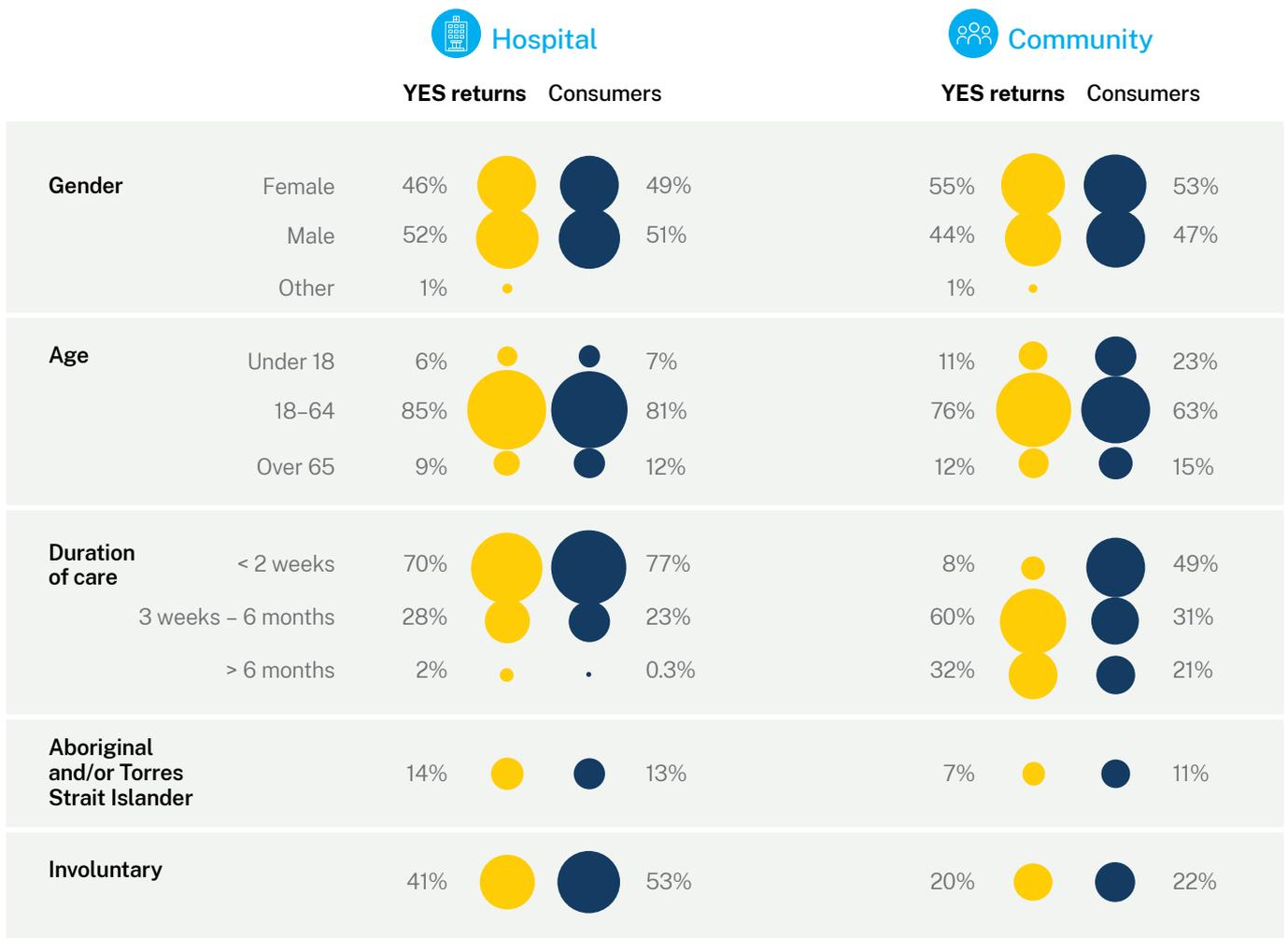
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Euro Adult	C 48	93	●	●	●	●	●	●
Qbn Adult	C 35	87	●	●	●	●	●	●
SERH MH Inpt Svc	H 262	76	●	●	●	●	●	●
KN Aged Care	H 39	71	●	●	●	●	●	●
Gbn MH Inpt Svc	H 528	66	●	●	●	●	●	●

- Better than target
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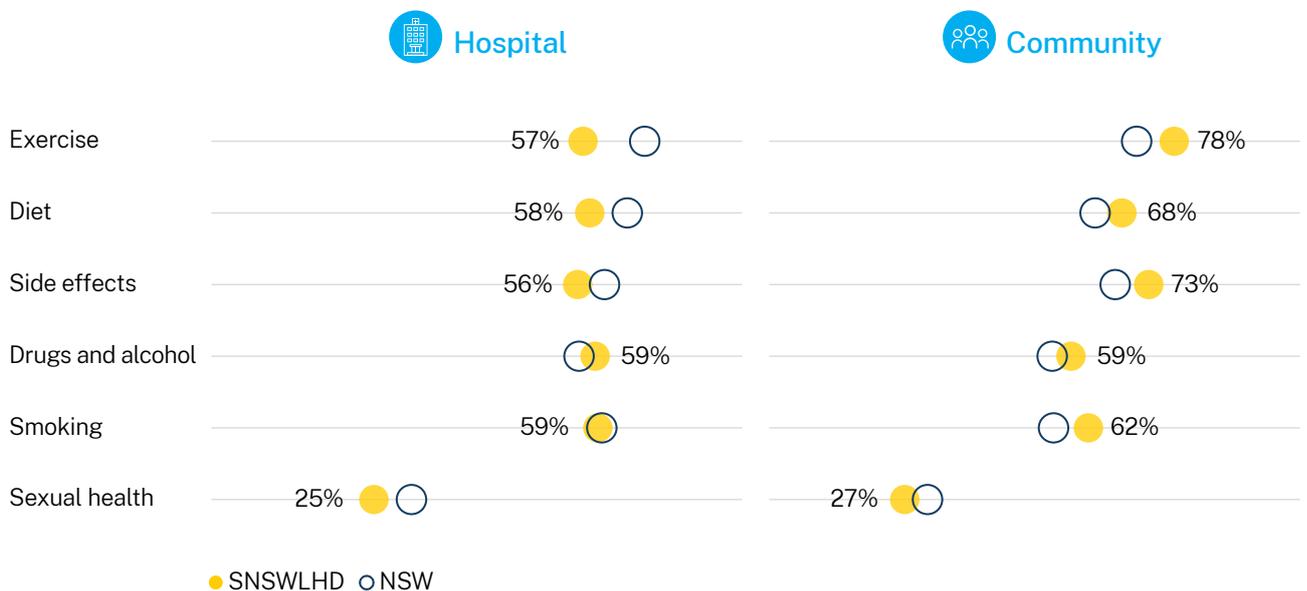
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How representative are the YES returns?



Information on physical health (HeAL)

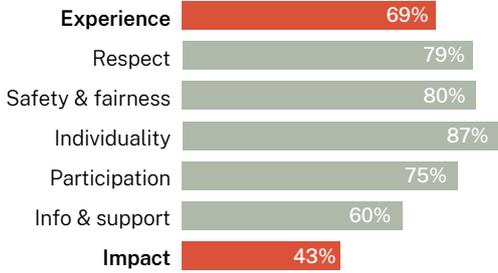
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Sydney Children's Hospitals Network

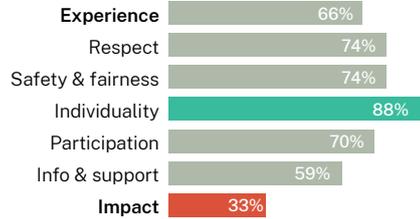
Overall

250 returns



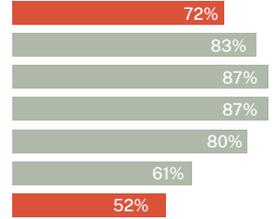
Hospital

220 returns

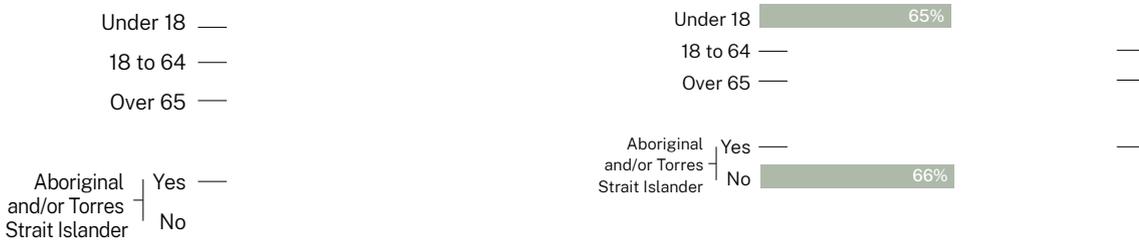


Community

30 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 & fairness	Individuality	Participation	Info & support	Impact
Saunders Unit	H 108	72	●	●	●	●	●	●
Hall Ward	H 112	60	●	●	●	●	●	●

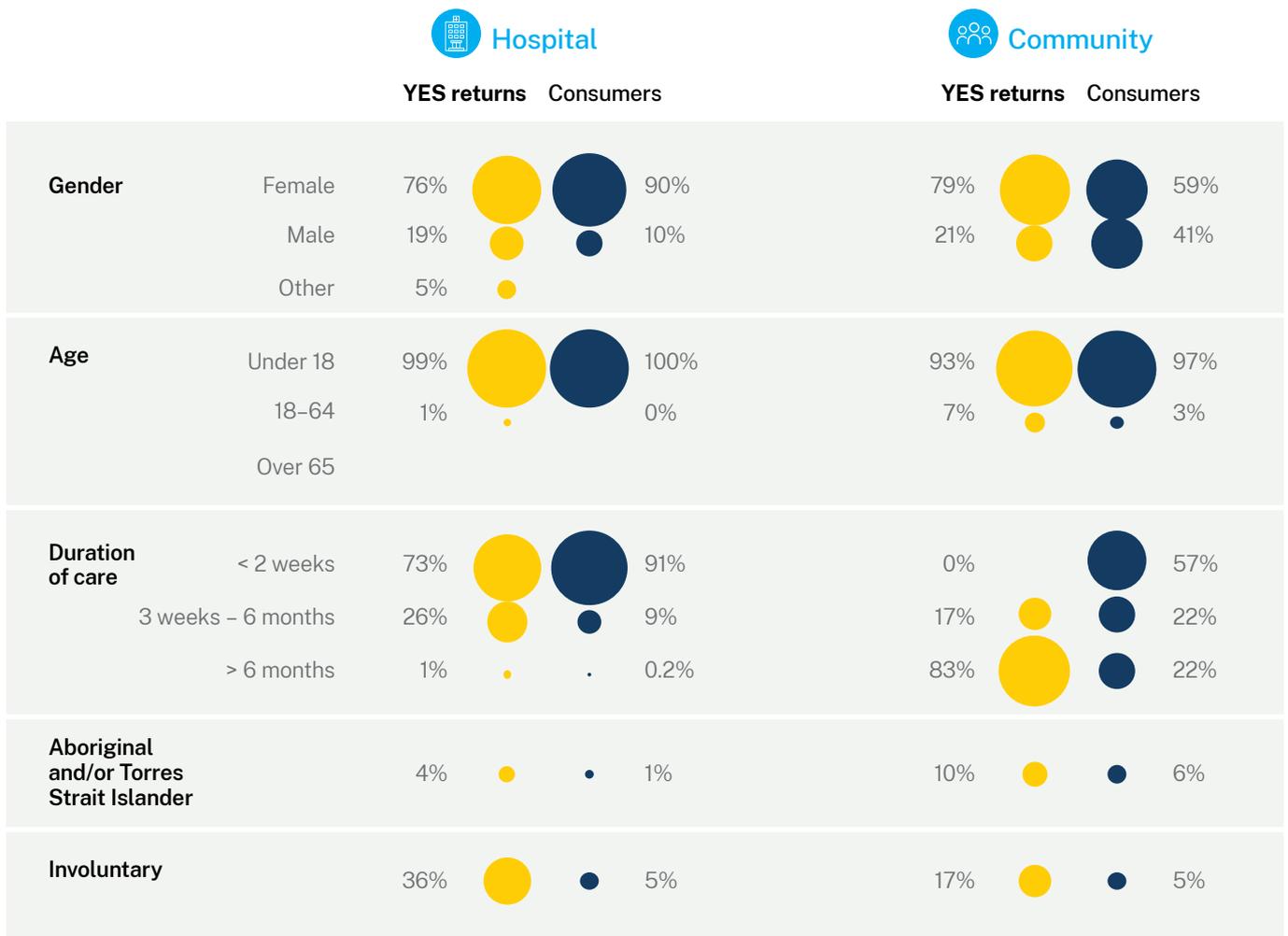
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- Below target

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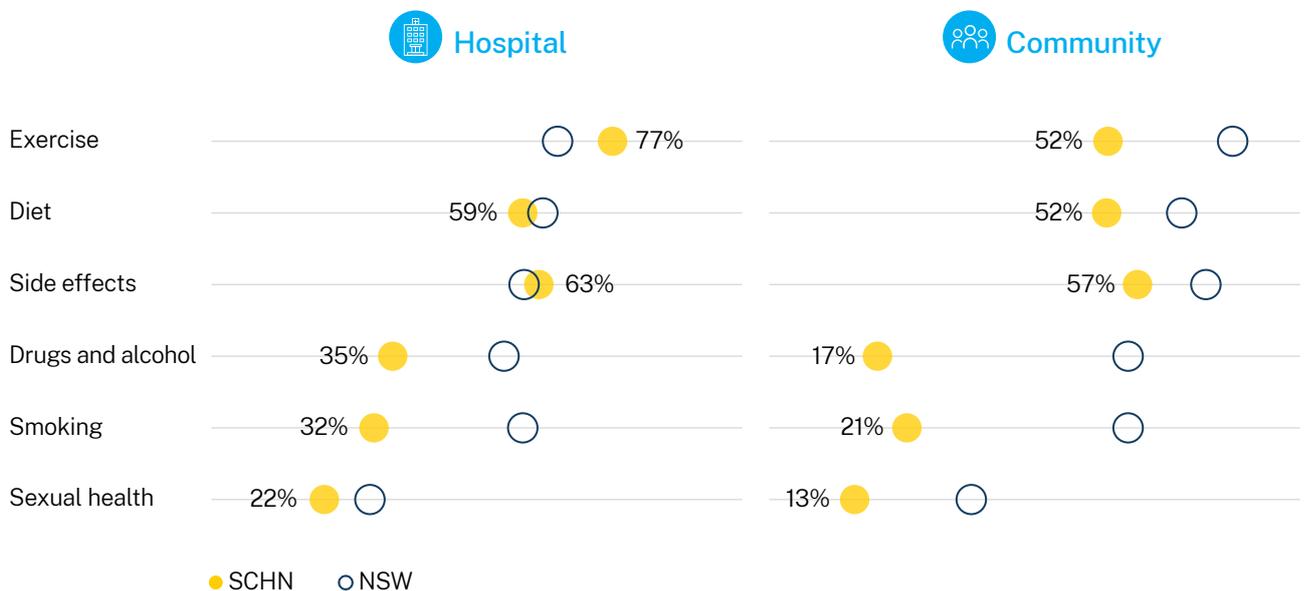
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



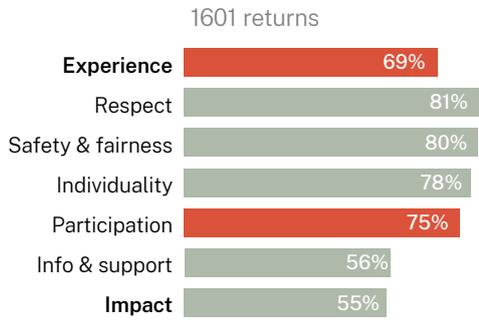
Information on physical health (HeAL)

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Sydney Local Health District

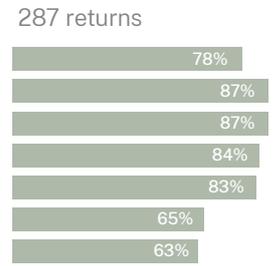
Overall



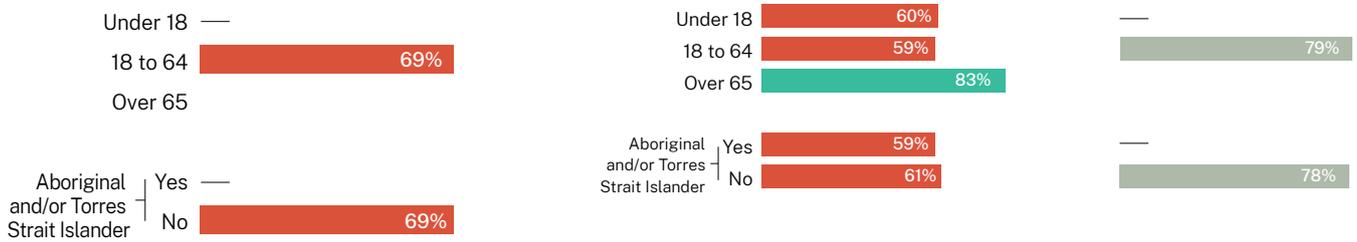
Hospital



Community



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 & fairness	Individuality	Participation	Info & support	Impact
Marrickville Core	C	42	83	●	●	●	●	●
CC Jara Inpt Svc	H	56	83	●	●	●	●	●
Croydon Core	C	36	78	●	●	●	●	●
Budawa	C	53	76	●	●	●	●	●
MMHS Short Stay Unit	H	206	71	●	●	●	●	●
CC Norton Inpt Svc	H	183	60	●	●	●	●	●
CC Manning Inpt Svc	H	320	58	●	●	●	●	●
MMHS Acute Unit	H	291	58	●	●	●	●	●
CC Broughton Inp Svc	H	37	57	●	●	●	●	●
Rivendell Inpt Svc	H	71	56	●	●	●	●	●
CC McKay West Inp Sv	H	51	43	●	●	●	●	●

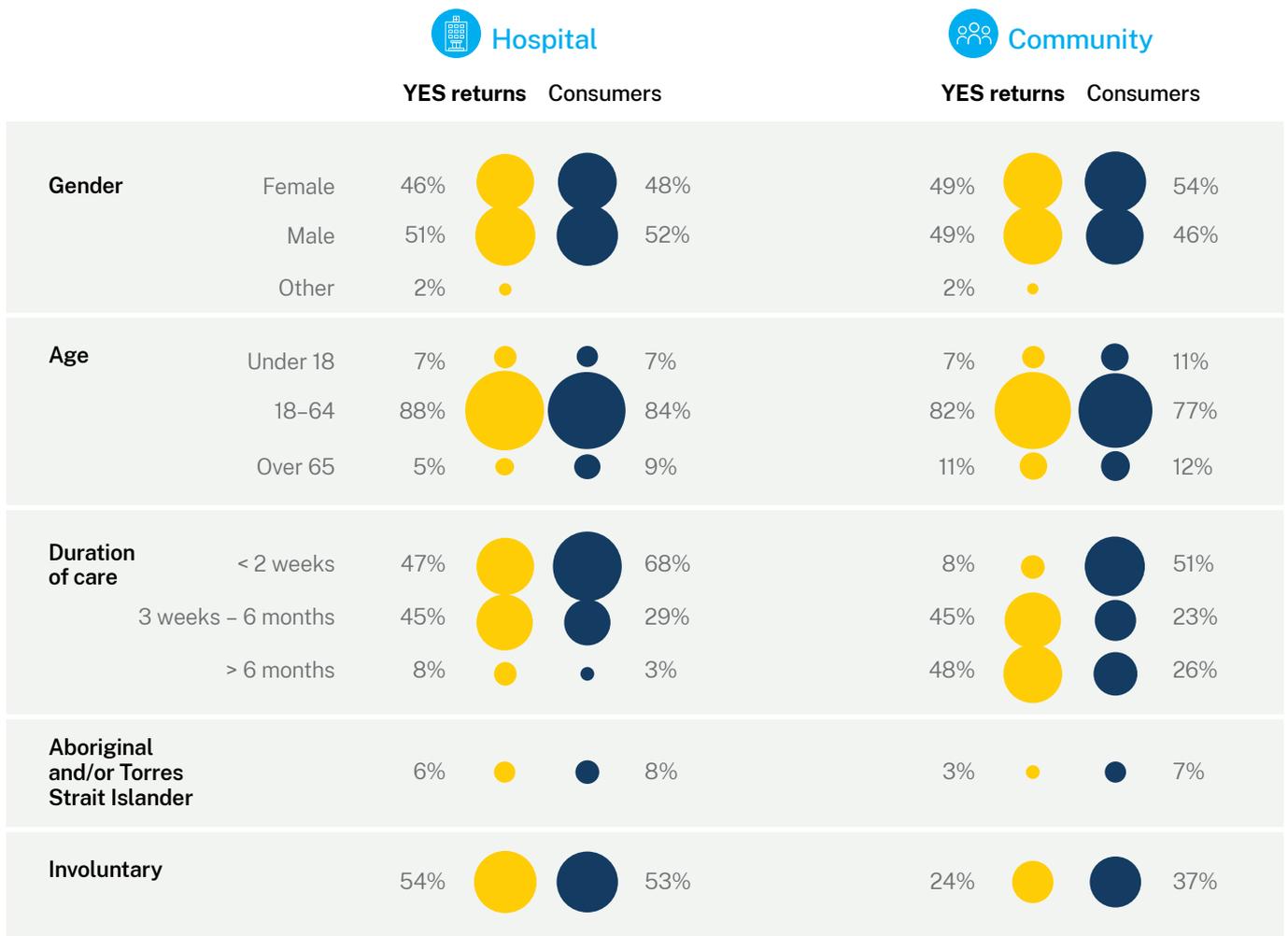
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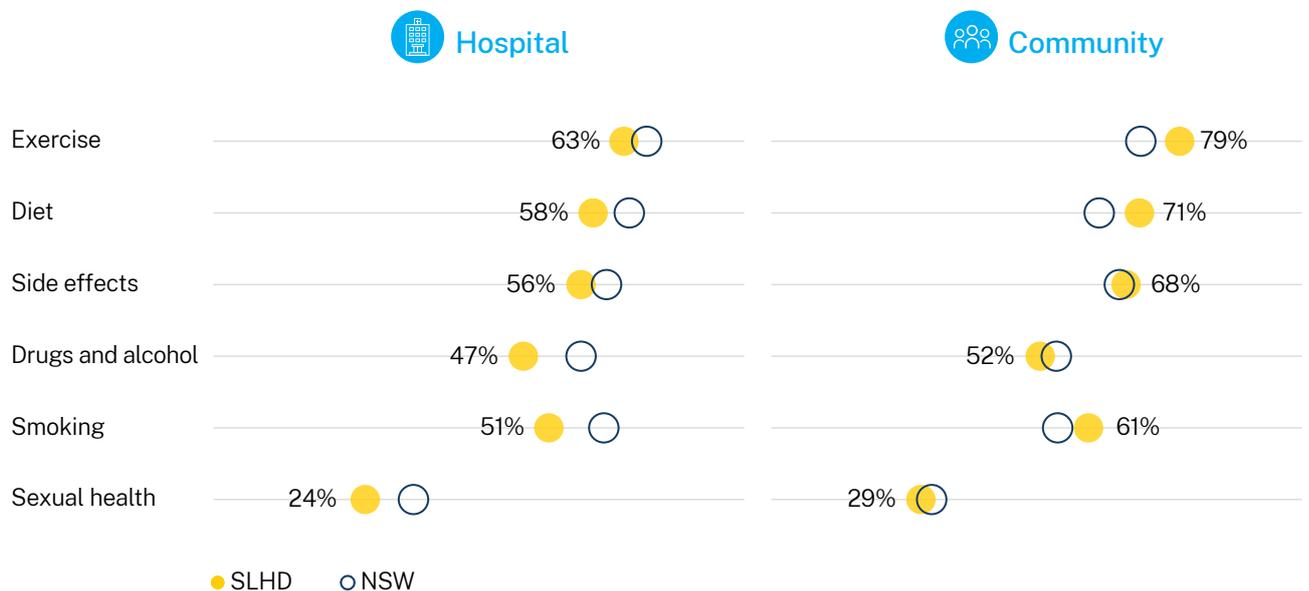
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How representative are the YES returns?



Information on physical health (HeAL)

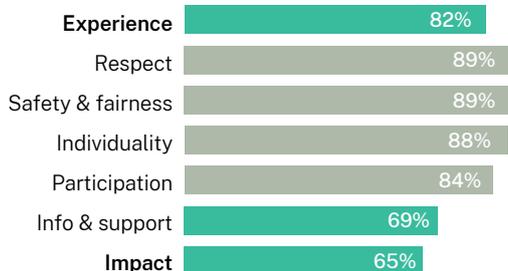
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Western NSW Local Health District

Overall

1459 returns



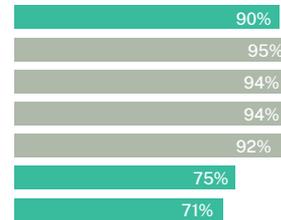
Hospital

1038 returns

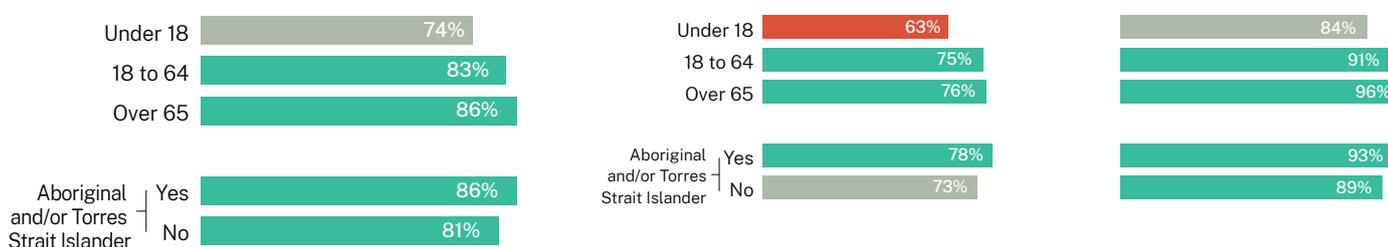


Community

421 returns



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



Individual Hospital Unit or Community Team

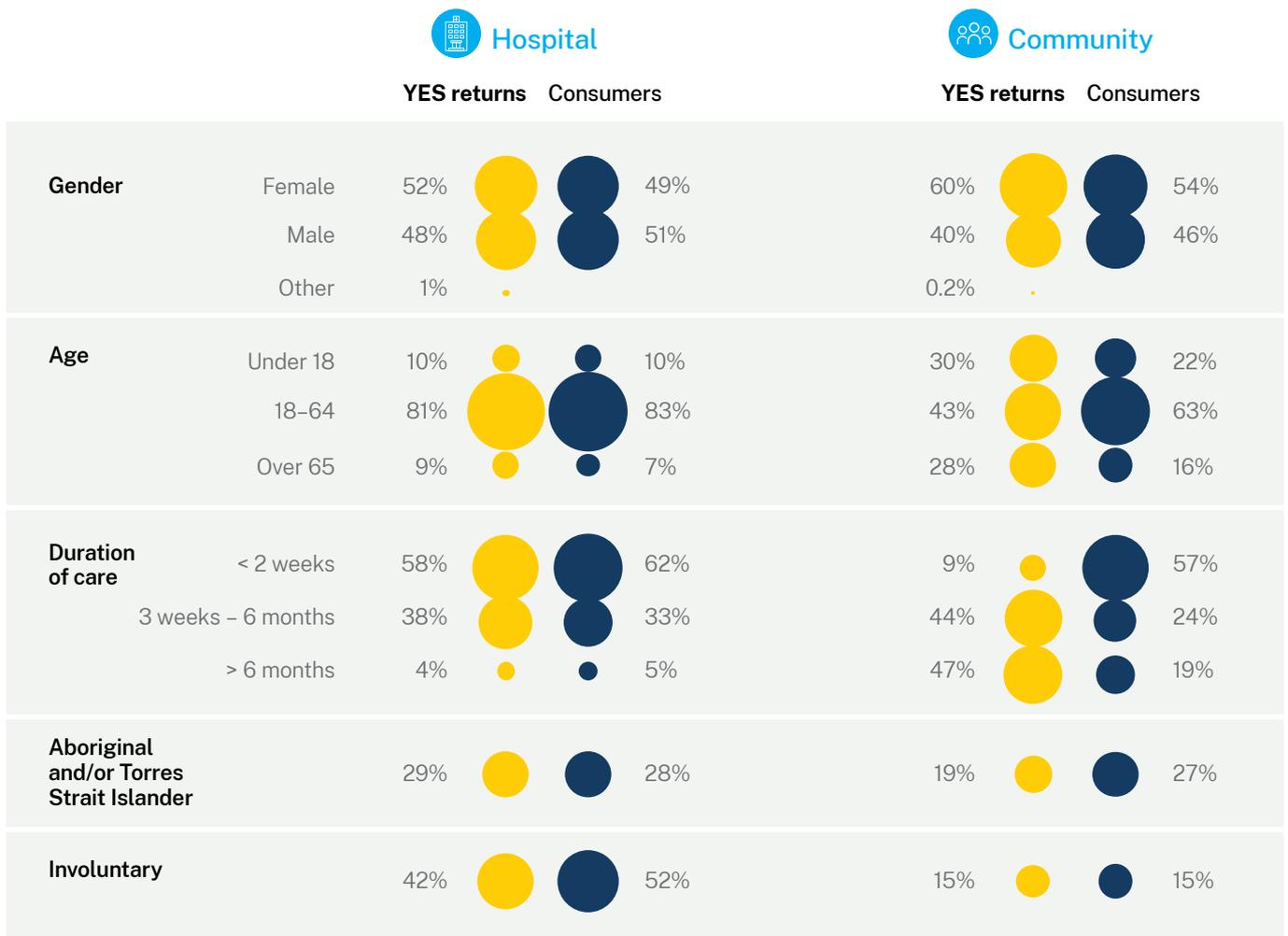
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Orange FACT CMHS	C 51	96	●	●	●	●	●	●
Orange OP CMHS	C 77	95	●	●	●	●	●	●
Parkes CMHS	C 35	94	●	●	●	●	●	●
Dubbo Sub Acute	H 227	93	●	●	●	●	●	●
Bathurst CA CMHS	C 33	91	●	●	●	●	●	●
Bathurst Panorama	H 96	85	●	●	●	●	●	●
Orange ICYF CMHS	C 55	76	●	●	●	●	●	●
Orange OP MHIPU	H 46	76	●	●	●	●	●	●
Amaroo Acute	H 172	70	●	●	●	●	●	●
Orange Lachlan Acute	H 178	68	●	●	●	●	●	●
Dubbo Adult MHIPU	H 159	65	●	●	●	●	●	●
Orange CA MHIPU	H 88	61	●	●	●	●	●	●

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

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

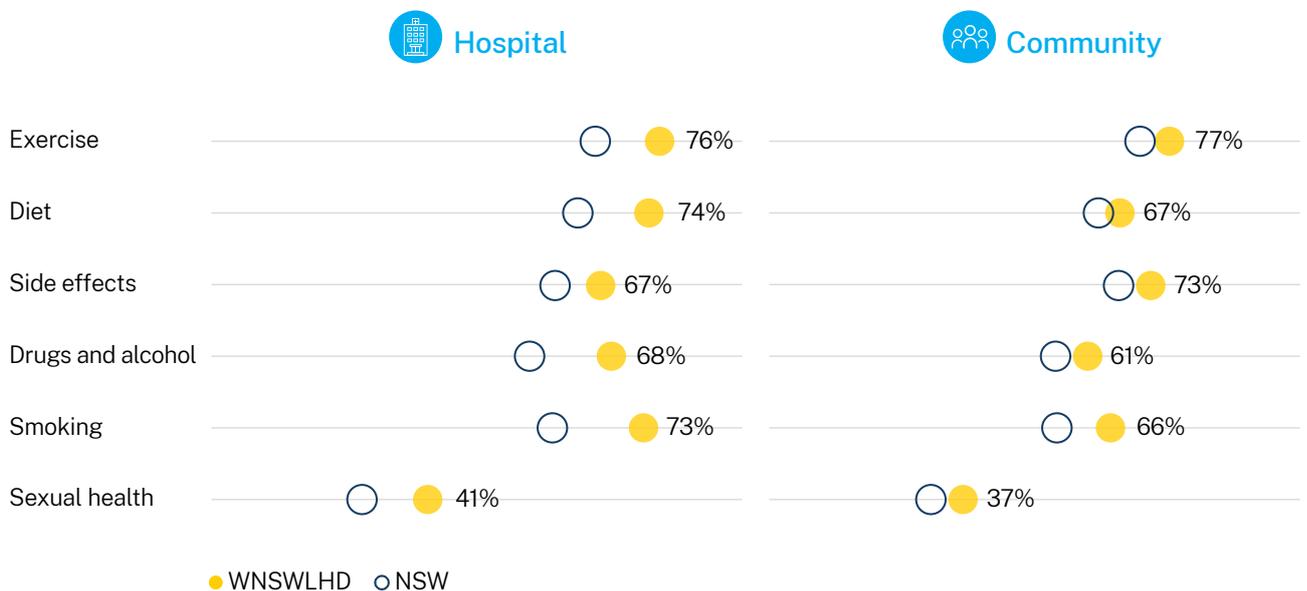
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



Information on physical health (HeAL)

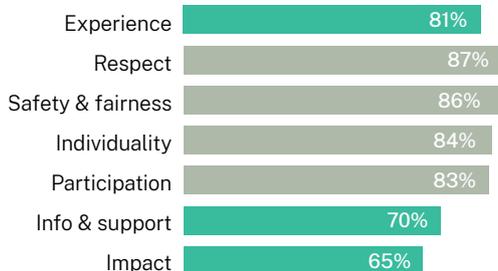
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Western Sydney Local Health District

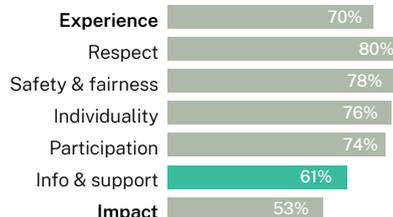
Overall

3390 returns



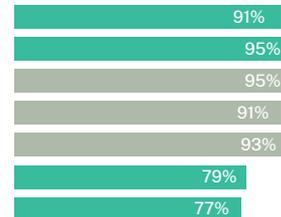
Hospital

2068 returns

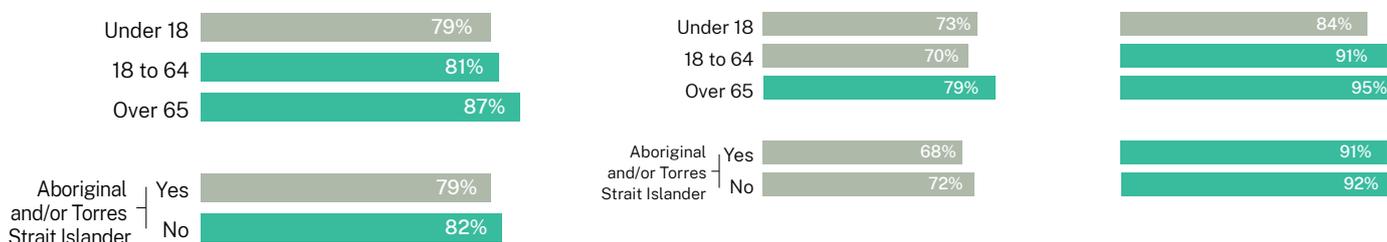


Community

1322 returns



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



Individual Hospital Unit or Community Team

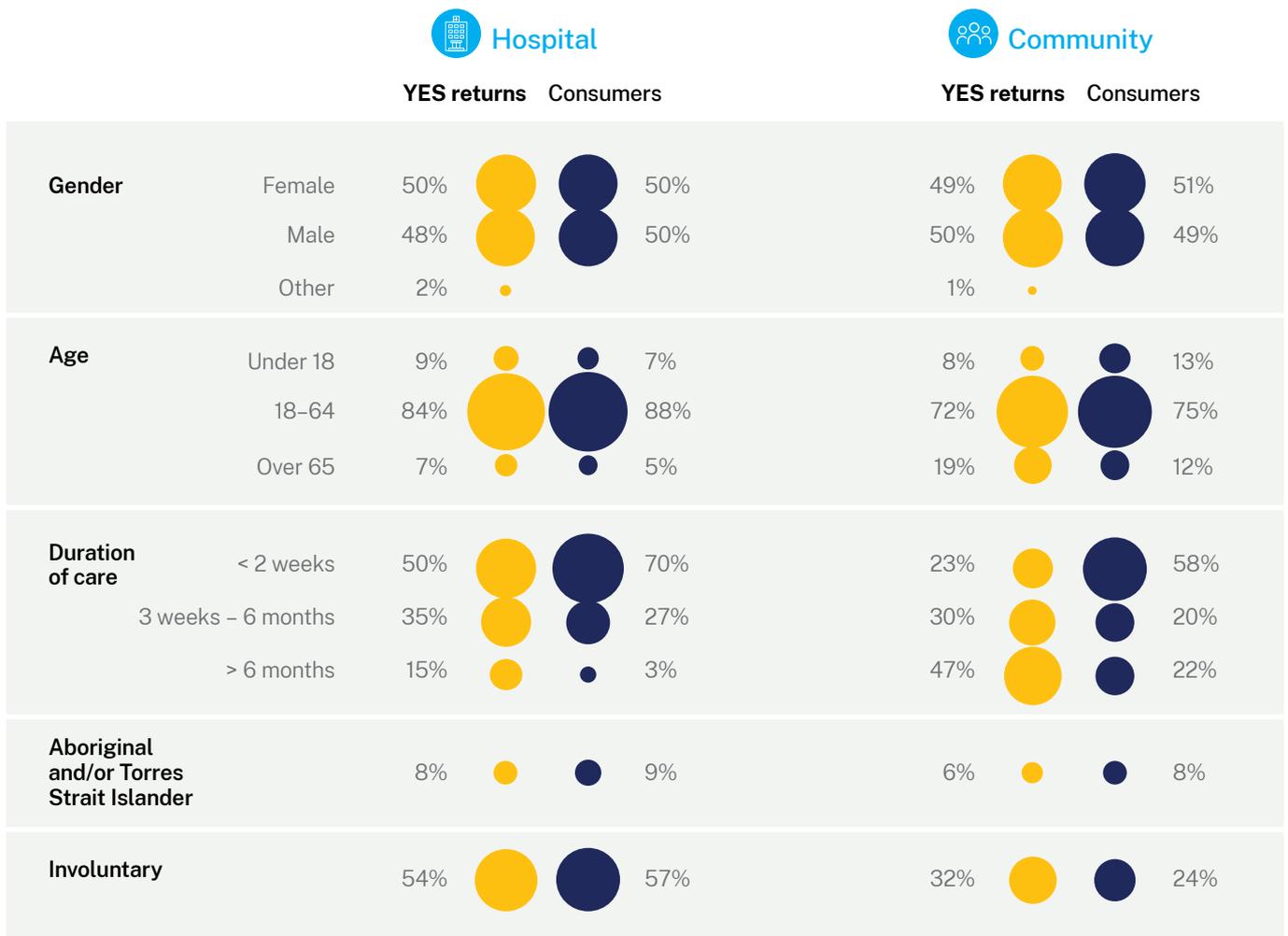
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
BL Case Mgmt Svc	C	39	97	●	●	●	●	●
Merrylands CommOPMH	C	211	96	●	●	●	●	●
Comm Rehab East	C	106	95	●	●	●	●	●
Acacia Rehab Inpt	H	52	94	●	●	●	●	●
BL Access and Assmt	C	110	94	●	●	●	●	●
BL Comm OPMH Tm	C	76	92	●	●	●	●	●
Hills MHT	C	111	92	●	●	●	●	●
Auburn CMH	C	120	91	●	●	●	●	●
Prev Early Int Svc	C	101	90	●	●	●	●	●
C4B PG Inpt	H	81	90	●	●	●	●	●
Parramatta City CMH	C	110	89	●	●	●	●	●
Banksia Rehab Inpt	H	56	86	●	●	●	●	●
Child Youth Nav Team	C	30	83	●	●	●	●	●
Willow Rehab Inpt	H	78	81	●	●	●	●	●
ME Comm Acute Care	C	160	81	●	●	●	●	●
BL PECC	H	345	78	●	●	●	●	●
Redbank Act Adol Ut	H	126	75	●	●	●	●	●
F11 Melaleuca Unit	H	117	73	●	●	●	●	●
Bungarribee House	H	368	70	●	●	●	●	●
Riverview Ac Inpt	H	207	70	●	●	●	●	●
C4A Acute Inpt	H	125	66	●	●	●	●	●
Boronia Rehab Inpt	H	61	62	●	●	●	●	●
Yaralla ICU	H	46	61	●	●	●	●	●
Paringa Ac Inpt	H	106	56	●	●	●	●	●
Waratah Rehab Inpt	H	136	54	●	●	●	●	●
Hainsworth Ac Inpt	H	144	50	●	●	●	●	●

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

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

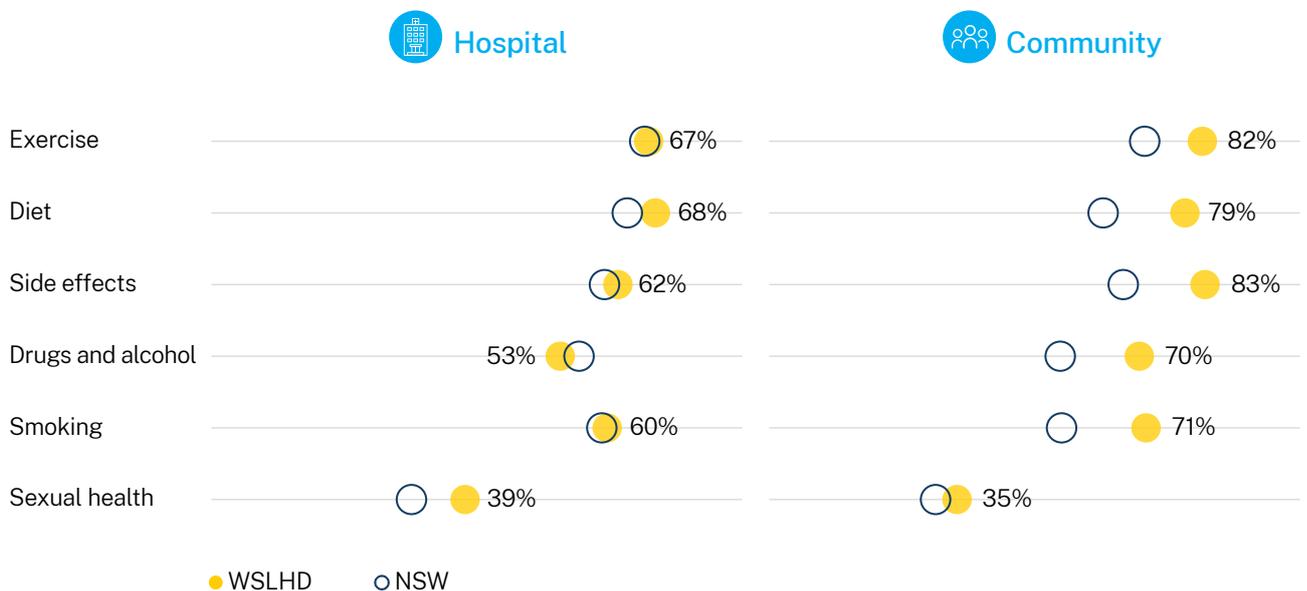
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the 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"/>					
2. Staff showed respect for how you were feeling	<input type="checkbox"/>					
3. You felt safe using this service	<input type="checkbox"/>					
4. Your privacy was respected	<input type="checkbox"/>					
5. Staff showed hopefulness for your future	<input type="checkbox"/>					
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>					
7. Staff made an effort to see you when you wanted	<input type="checkbox"/>					
8. You had access to your treating doctor or psychiatrist when you needed	<input type="checkbox"/>					
9. You believe that you would receive fair treatment if you made a complaint	<input type="checkbox"/>					
10. Your opinions about the involvement of family or friends in your care were respected	<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"/>					

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"/>					
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"/>					
14. Staff discussed the effects of your medication and other treatments with you	<input type="checkbox"/>					
15. You had opportunities to discuss your progress with the staff caring for you	<input type="checkbox"/>					
16. There were activities you could do that suited you	<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"/>					

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"/>					
19. Explanation of your rights and responsibilities	<input type="checkbox"/>					
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	<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"/>					
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	<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"/>				
24. The effect the service had on your ability to manage your day to day life	<input type="checkbox"/>				
25. The effect the service had on your overall well-being	<input type="checkbox"/>				
26. Overall, how would you rate your experience of care with this service in the last 3 months?	<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:

<https://www.amhocn.org/your-experience-service-surveys>

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).



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 & fairness	<75%	>90%	<80%	>95%	<70%	>85%
Performance scales	Information & 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.

