



What consumers
say about NSW
Mental Health
Services



Your Experience of Service

2021-2022

*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 2021–2022: 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.



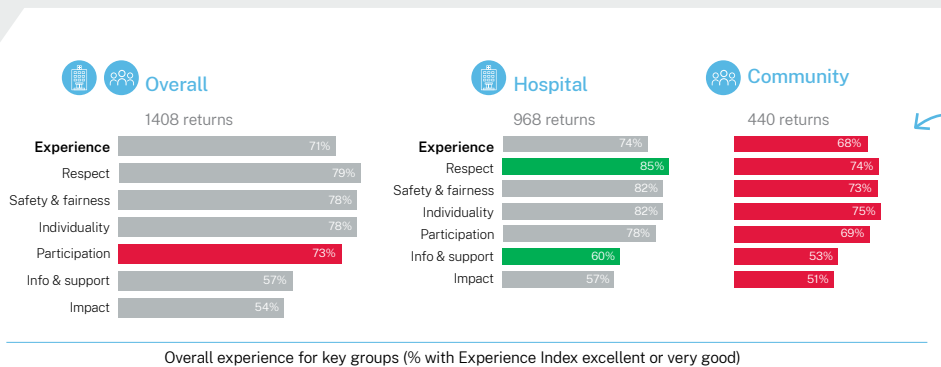
Interpreting the LHD/SHN summaries

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.

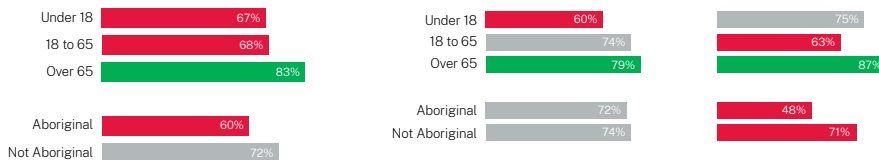
Here is how to read these reports:

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).

Individual Hospital Unit or Community Team

Service	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Miri Miri WYO	H	66	77%	●	●	●	●	●	●
Mental Health WYO	H	310	76%	●	●	●	●	●	●
PECC WYO	H	135	75%	●	●	●	●	●	●
Mental Health GOS	H	343	71%	●	●	●	●	●	●
MH Acute Care WYHC	C	118	62%	●	●	●	●	●	●
MH Acute Care GSHC	C	118	59%	●	●	●	●	●	●

● 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?

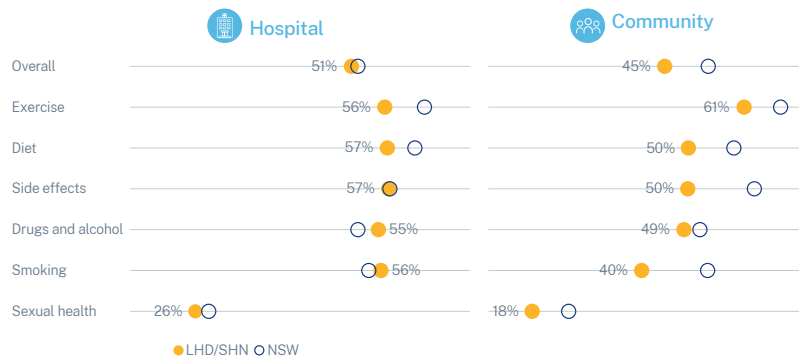


The yellow circles show the proportion of YES questionnaires completed by different groups.

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.



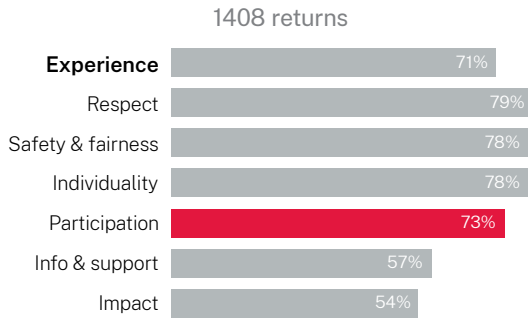
This graph shows the percentage of people who recalled receiving information about physical health. The yellow circles show the LHD/SHN percentage and the blue circles show the NSW average.



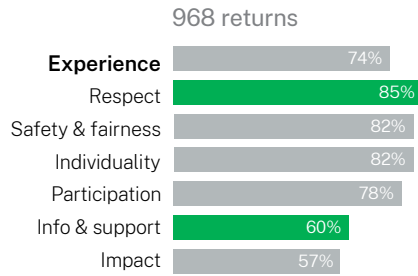
LHD/SHN summary reports

Central Coast Local Health District

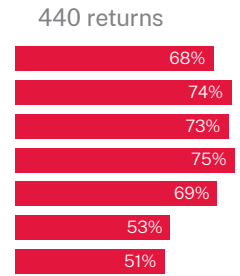
Overall



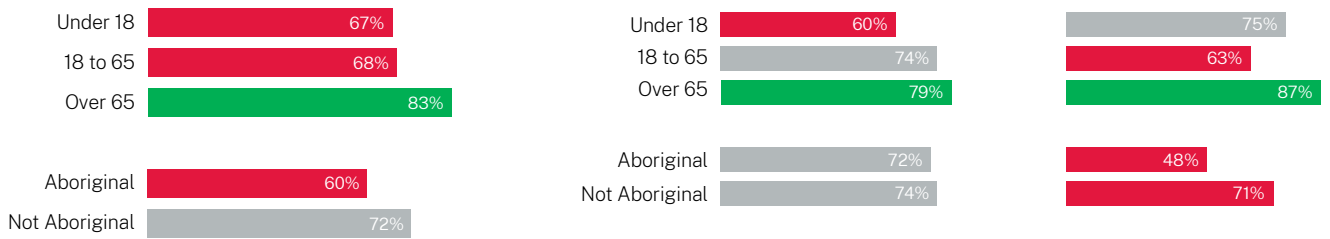
Hospital



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
Miri Miri WYO	H 66	77	●	●	●	●	●	●
Mental Health WYO	H 310	76	●	●	●	●	●	●
PECC WYO	H 135	75	●	●	●	●	●	●
Mental Health GOS	H 343	71	●	●	●	●	●	●
MH Acute Care WYHC	C 118	62	●	●	●	●	●	●
MH Acute Care GSHC	C 118	59	●	●	●	●	●	●

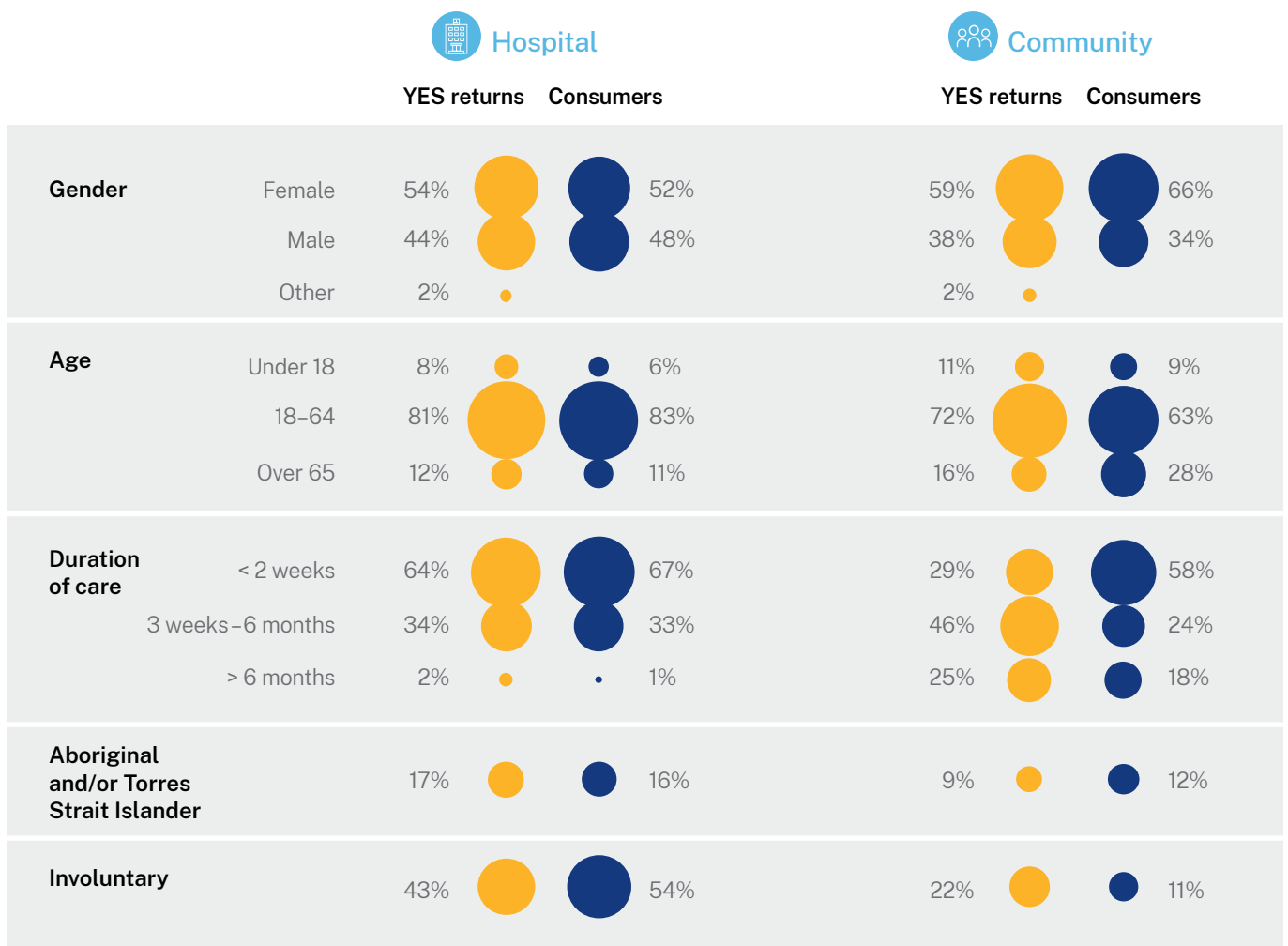
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

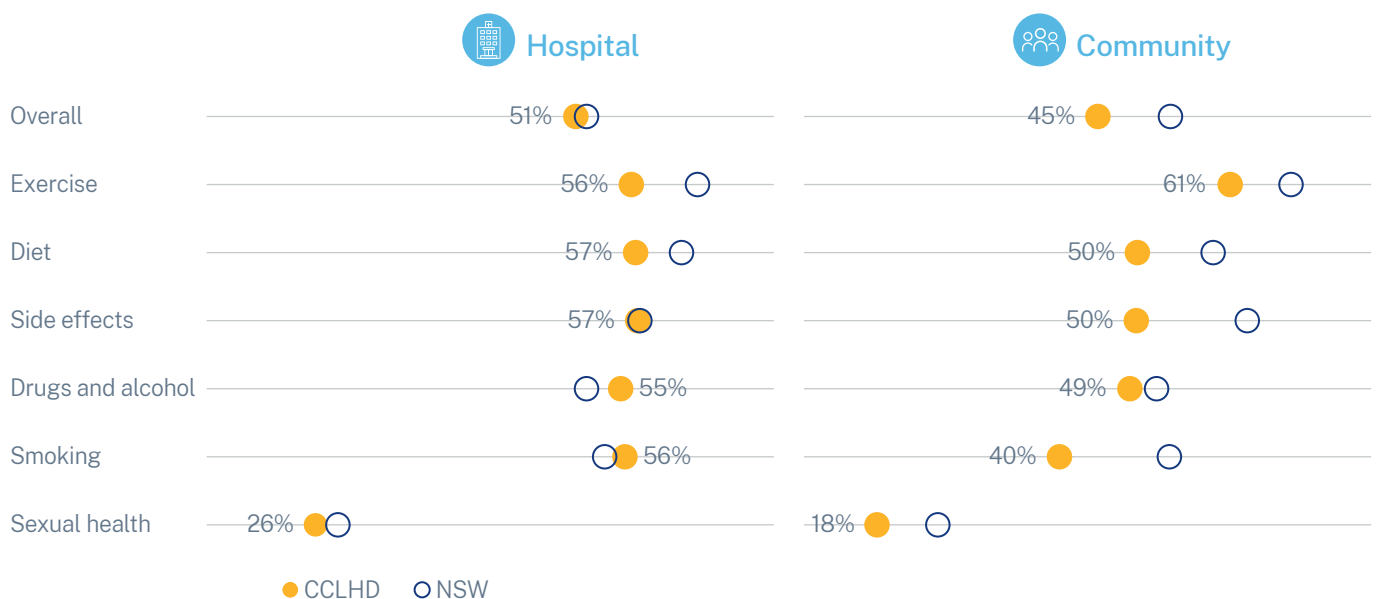
Results are only shown for teams or subgroups where more than 30 returns were received.

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

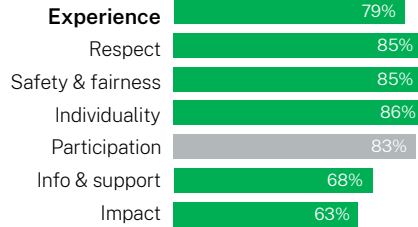
Overall

173 returns



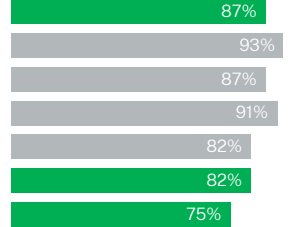
Hospital

126 returns

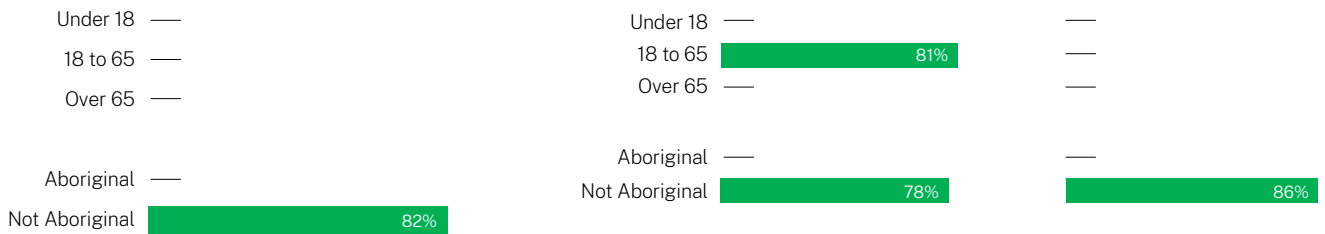


Community

47 returns



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



Individual Hospital Unit or Community Team

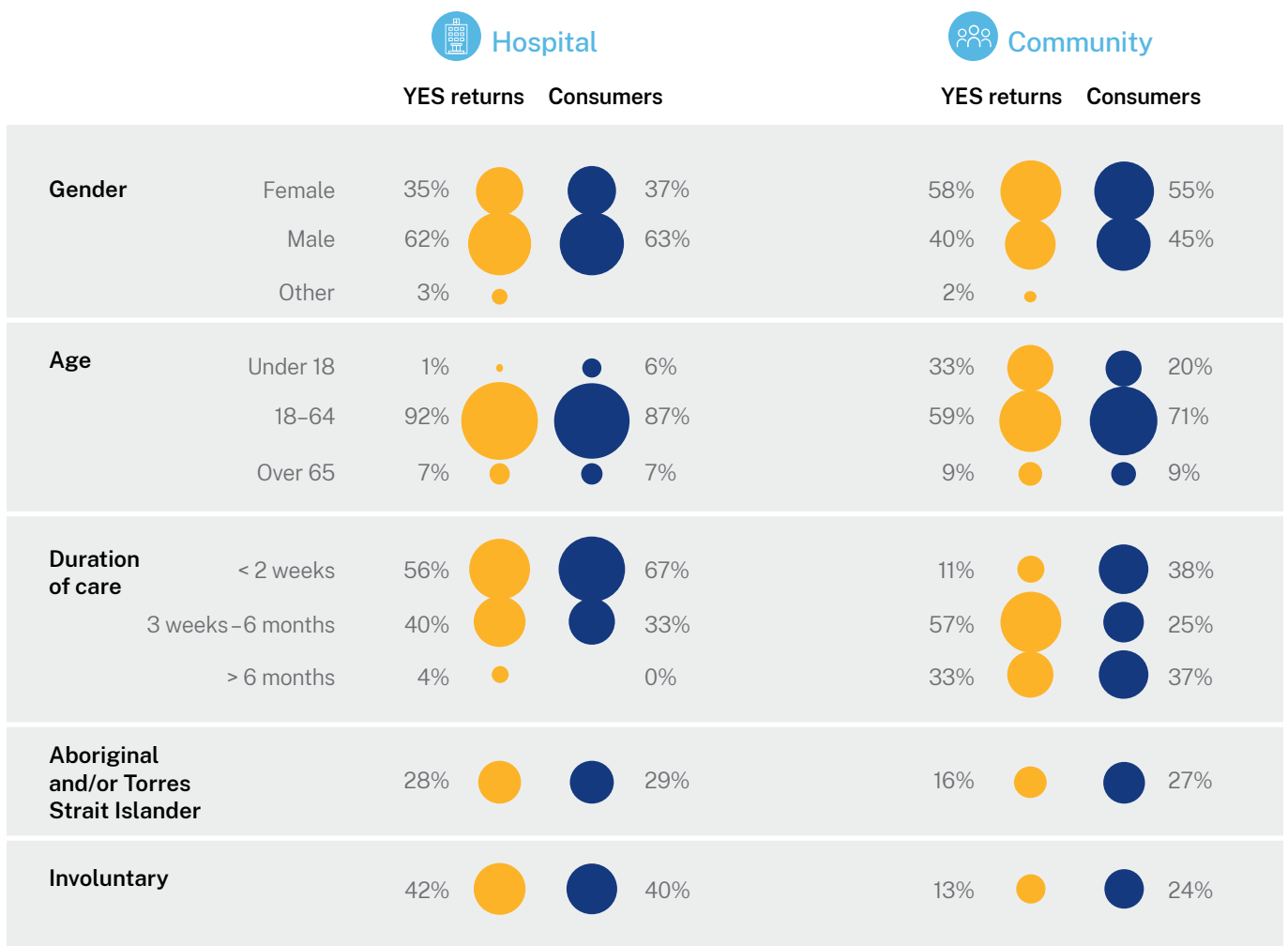
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
BHH Rehab MHS Inpt	H 39	85	●	●	●	●	●	●
BH Adult MHIPU Acute	H 79	76	●	●	●	●	●	●

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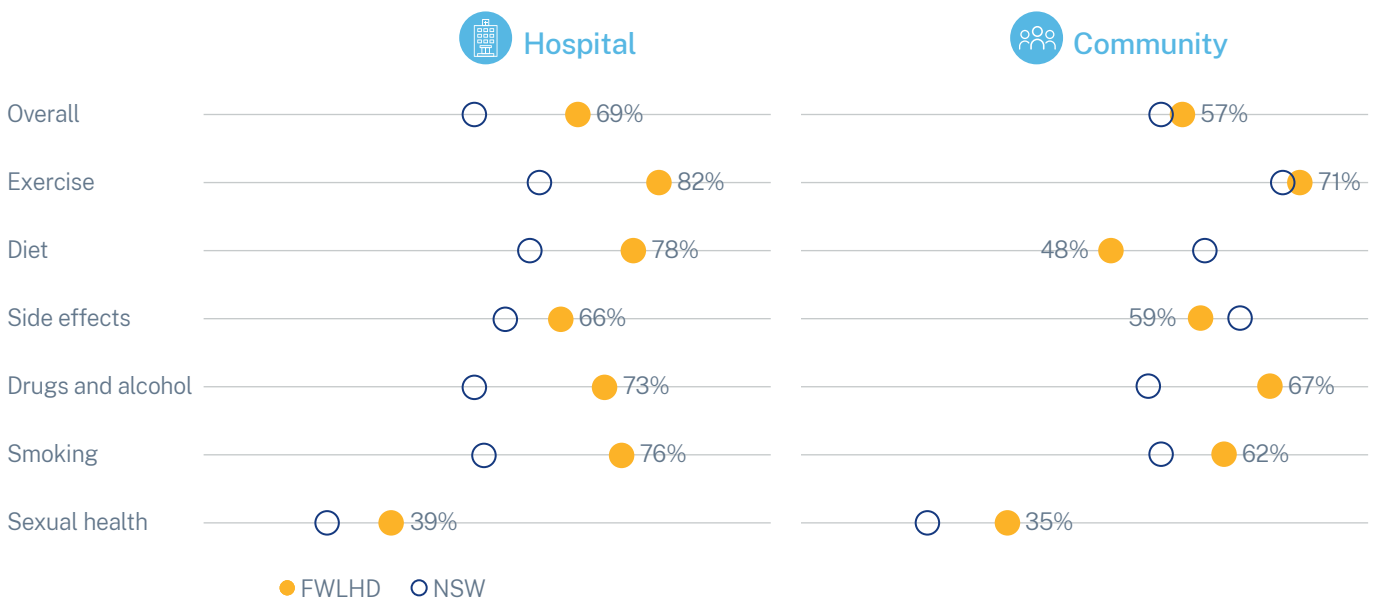
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How representative are the YES returns?



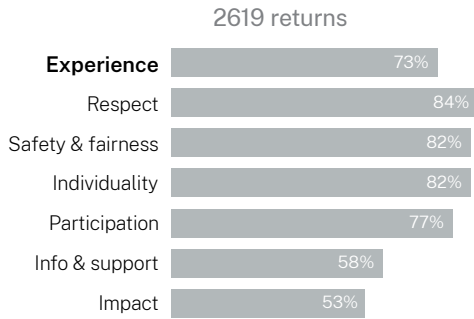
Information on physical health (HeAL)

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

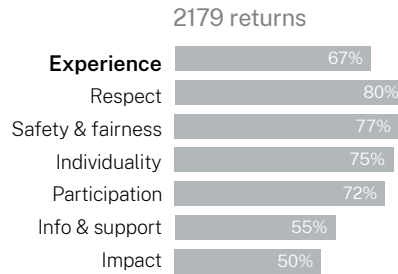


Hunter New England Local Health District

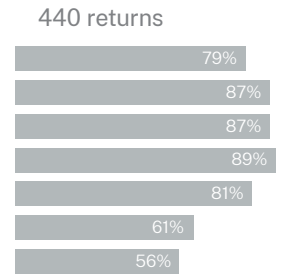
Overall



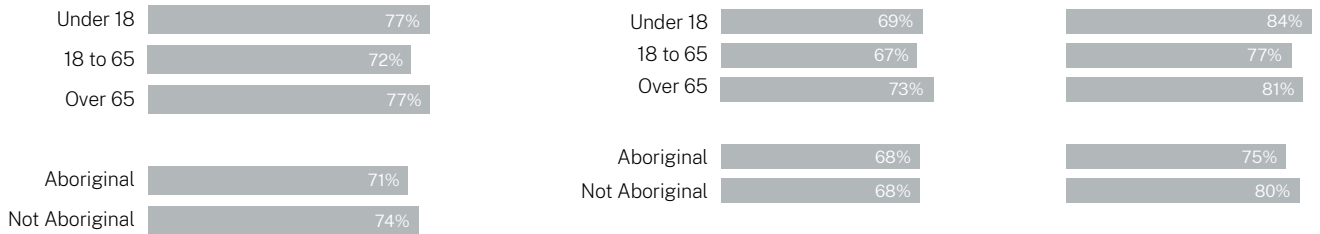
Hospital



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
ISMHU	H 73	89	●	●	●	●	●	●
OP Lake Macquarie	C 50	88	●	●	●	●	●	●
MHSUS-S	H 38	84	●	●	●	●	●	●
Taree MHU	H 195	84	●	●	●	●	●	●
Clark Centre	H 173	83	●	●	●	●	●	●
CAMHS Newcastle	C 64	80	●	●	●	●	●	●
Mater MHUOP	H 75	79	●	●	●	●	●	●
Ctr for Psych	C 44	70	●	●	●	●	●	●
Lake Macquarie CMHT	C 77	70	●	●	●	●	●	●
Morisset MSU	H 33	70	●	●	●	●	●	●
CAMHS NEXUS	H 128	70	●	●	●	●	●	●
Mater LMMHU	H 269	68	●	●	●	●	●	●
Morisset CRU	H 77	68	●	●	●	●	●	●
Mater MHICU	H 83	65	●	●	●	●	●	●
MHSUS-N	H 62	65	●	●	●	●	●	●
Maitland MHU	H 171	58	●	●	●	●	●	●
Mater NMHU	H 196	58	●	●	●	●	●	●
Mater PECC	H 204	55	●	●	●	●	●	●
Tamworth Banksia	H 185	51	●	●	●	●	●	●

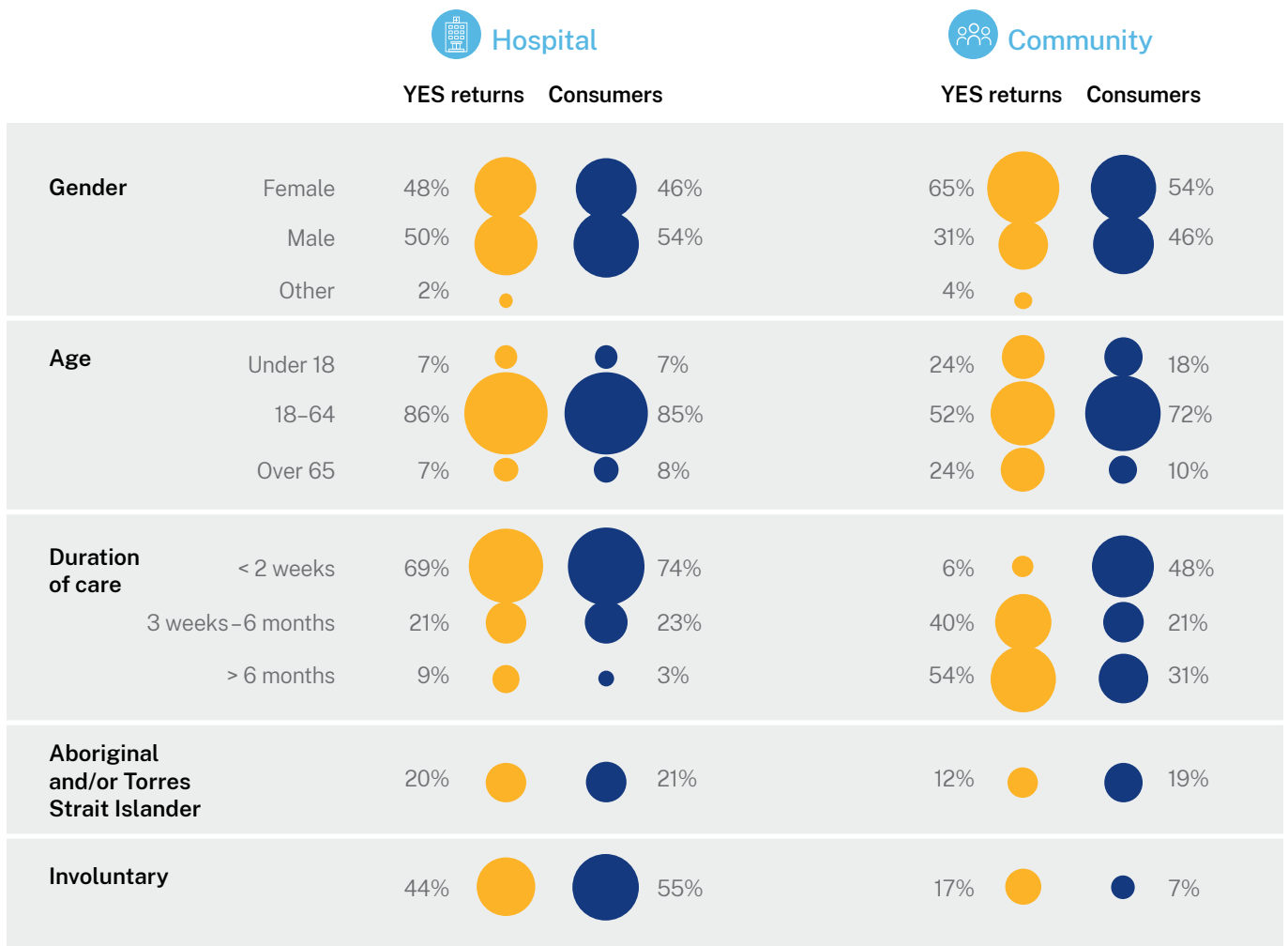
- Better than target
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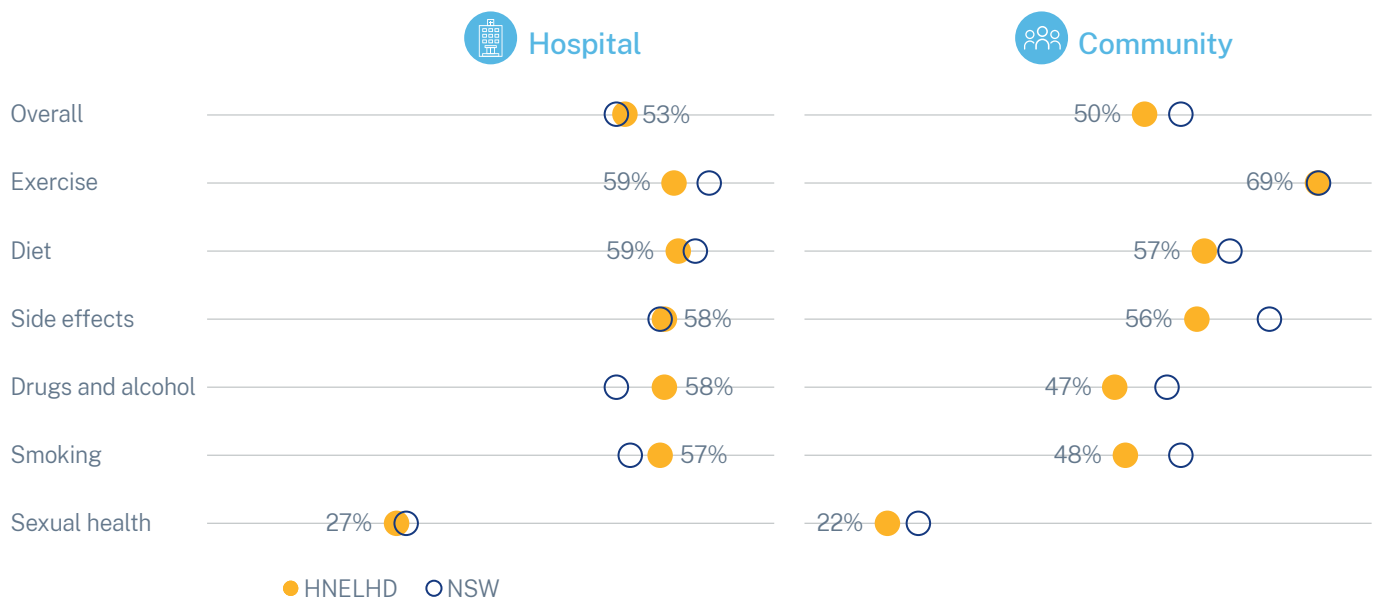
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How representative are the YES returns?



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.



Illawarra Shoalhaven Local Health District

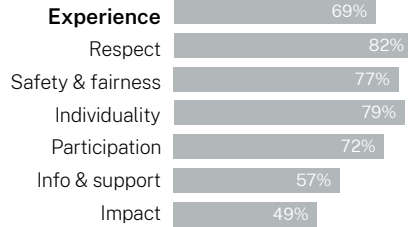
Overall

1243 returns



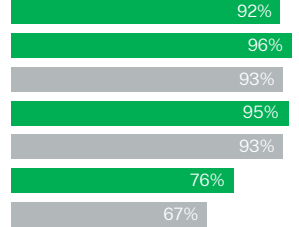
Hospital

992 returns

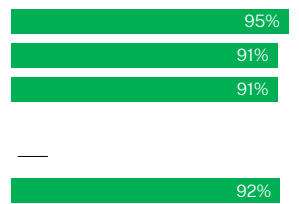
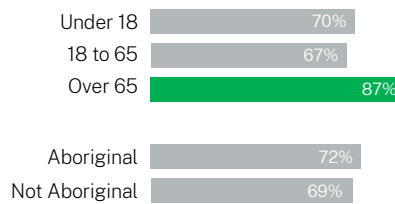
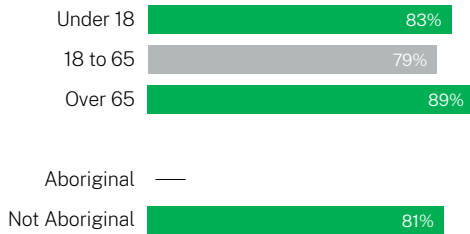


Community

251 returns



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



Individual Hospital Unit or Community Team

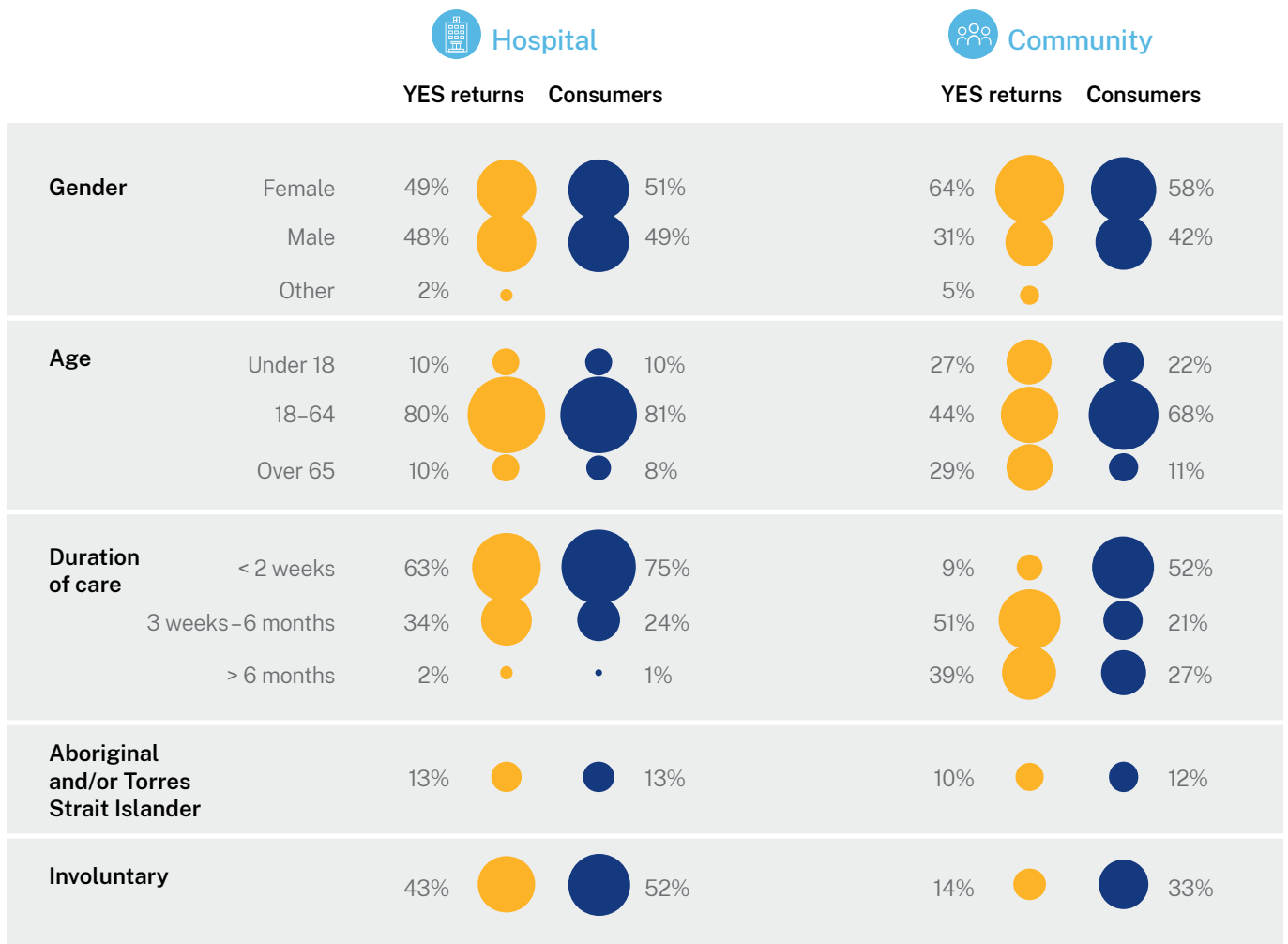
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Illawarra Older Per	C 35	97	●	●	●	●	●	●
Illawarra Child Adol	C 33	94	●	●	●	●	●	●
Older Person IPU	H 81	90	●	●	●	●	●	●
Shoalhaven Older Per	C 30	87	●	●	●	●	●	●
Rehabilitation Unit	H 30	83	●	●	●	●	●	●
Shoalhaven Sub Acute	H 52	77	●	●	●	●	●	●
Adolescent IPU	H 84	73	●	●	●	●	●	●
Mirrabook Acute IPU	H 243	67	●	●	●	●	●	●
Wollongong Acute IPU	H 162	64	●	●	●	●	●	●
Eloura Acute IPU	H 224	63	●	●	●	●	●	●

- 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.

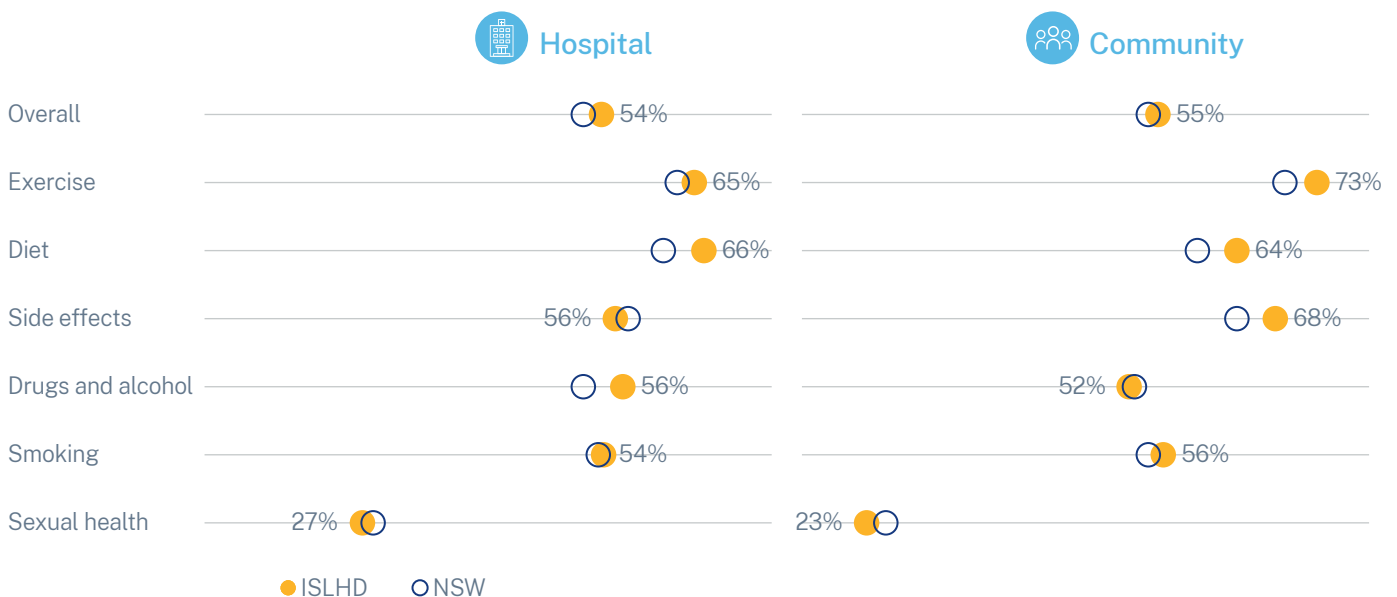
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How representative are the YES returns?



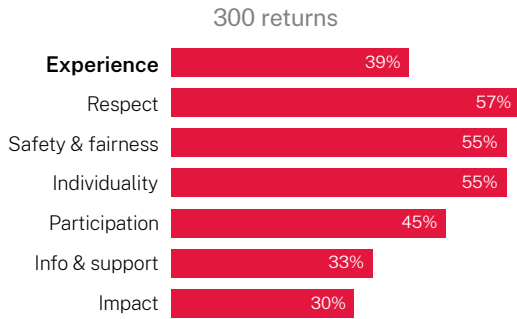
Information on physical health (HeAL)

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

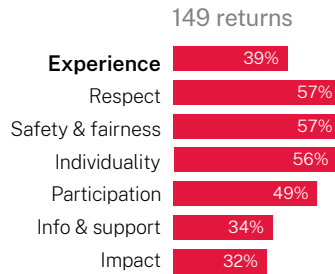


Justice Health and Forensic Mental Health Network

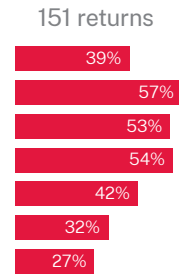
Overall



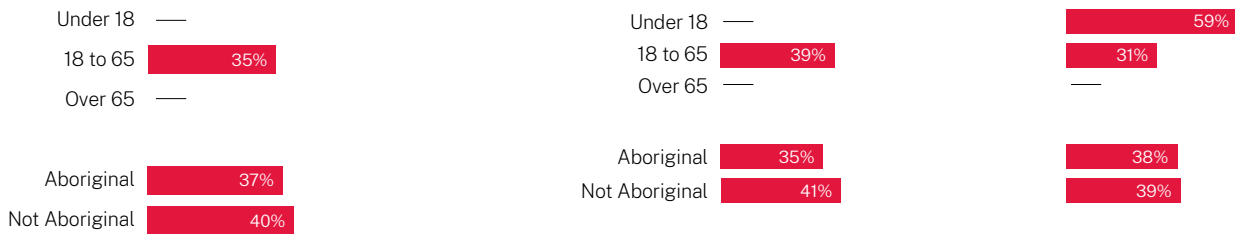
Hospital



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
JH MRRC MHSU POD 19	H	34	56	●	●	●	●	●
Adolescent Amb Svc	C	33	48	●	●	●	●	●
Adult Amb Svc	C	97	25	●	●	●	●	●

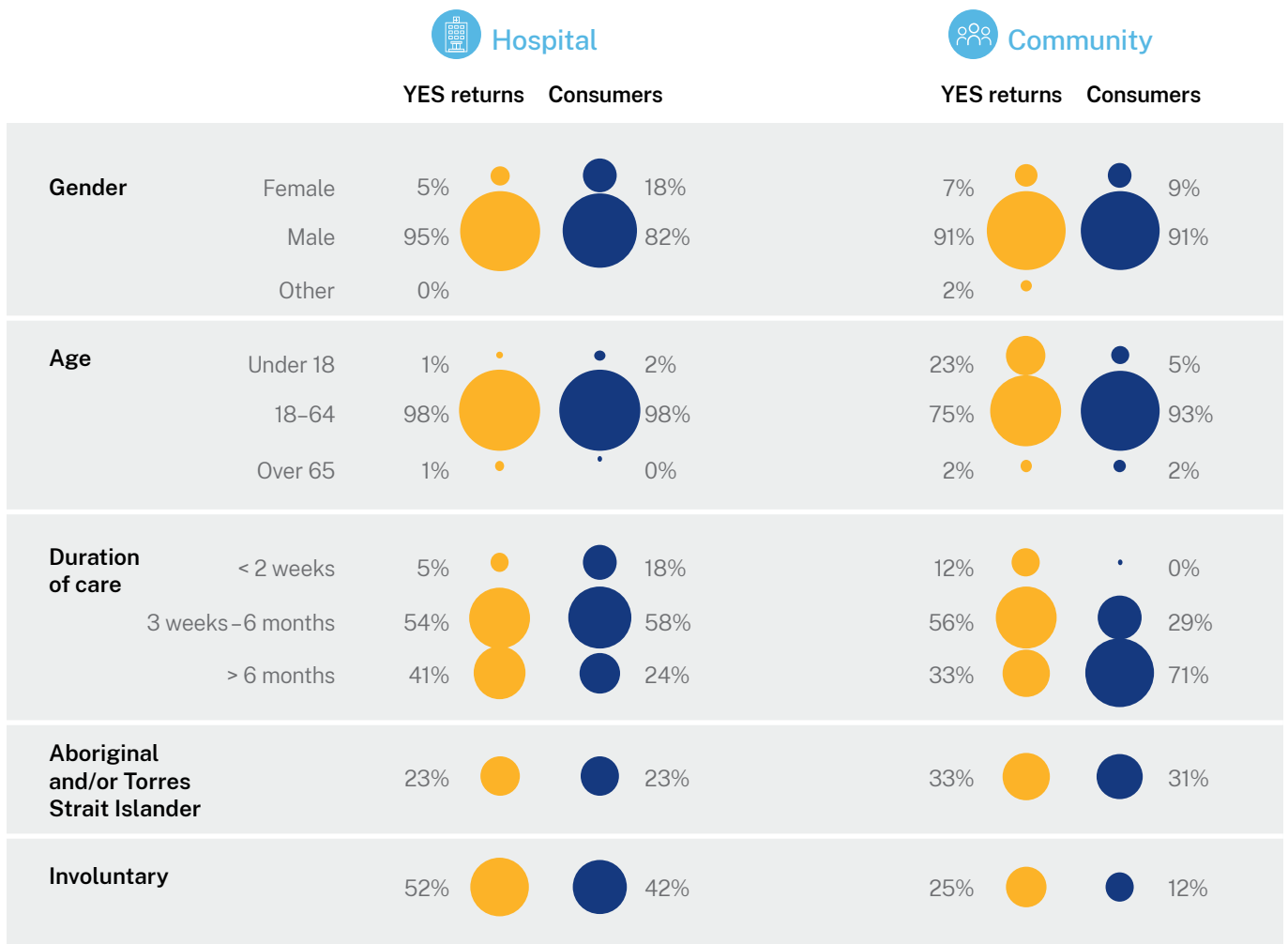
- Better than target
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C = Community

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

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

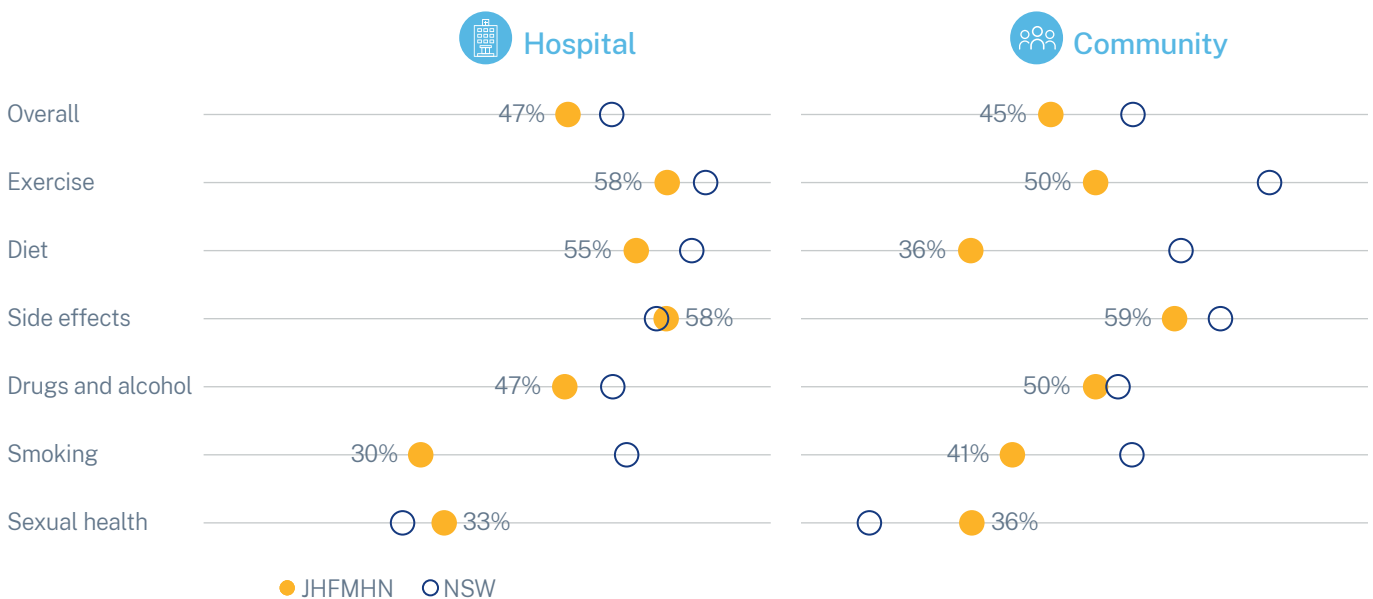
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How representative are the YES returns?



Information on physical health (HeAL)

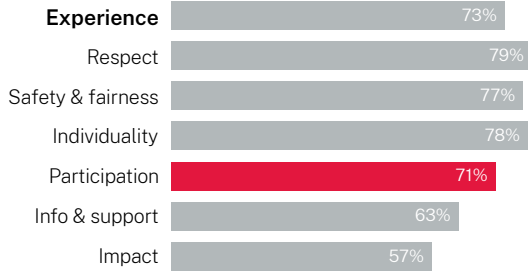
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Mid North Coast Local Health District

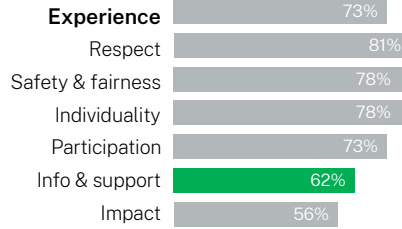
Overall

588 returns



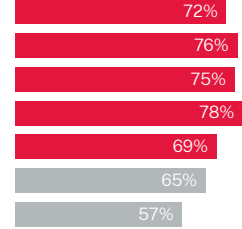
Hospital

449 returns

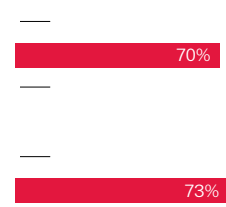
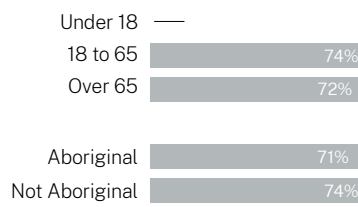
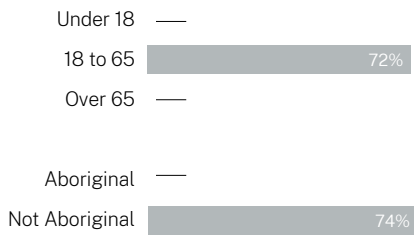


Community

139 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
Por MH Acute Care Srv	C 34	94	●	●	●	●	●	●
Kem MH Ac Inpt Srv	H 88	89	●	●	●	●	●	●
Cof MH Rehab Inpt	H 36	83	●	●	●	●	●	●
Por MH Ac Inpt Srv	H 178	73	●	●	●	●	●	●
Cof MH Ac Inpt Srv	H 111	56	●	●	●	●	●	●
Cof MH Acute Care Srv	C 59	47	●	●	●	●	●	●

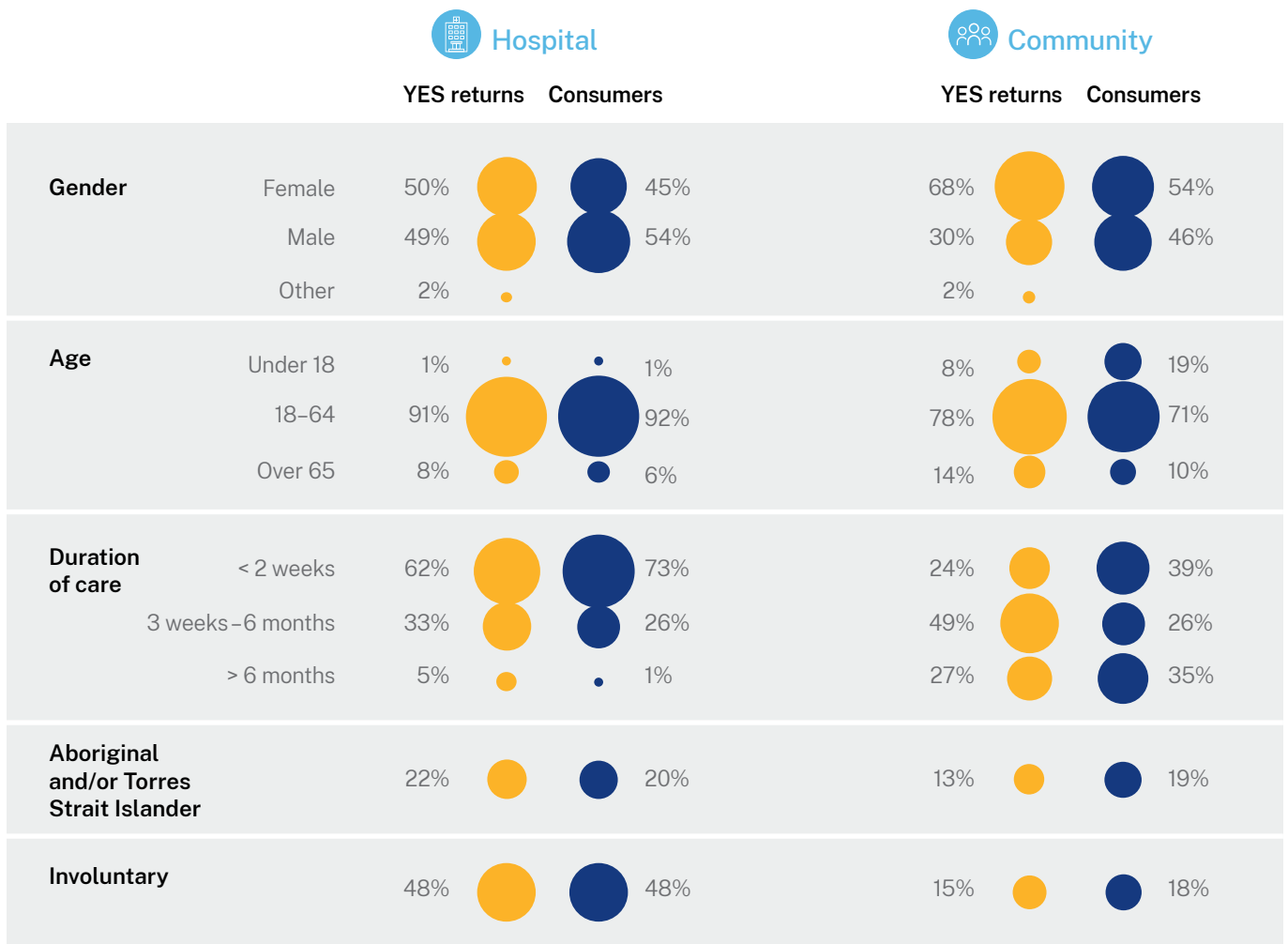
- Better than target
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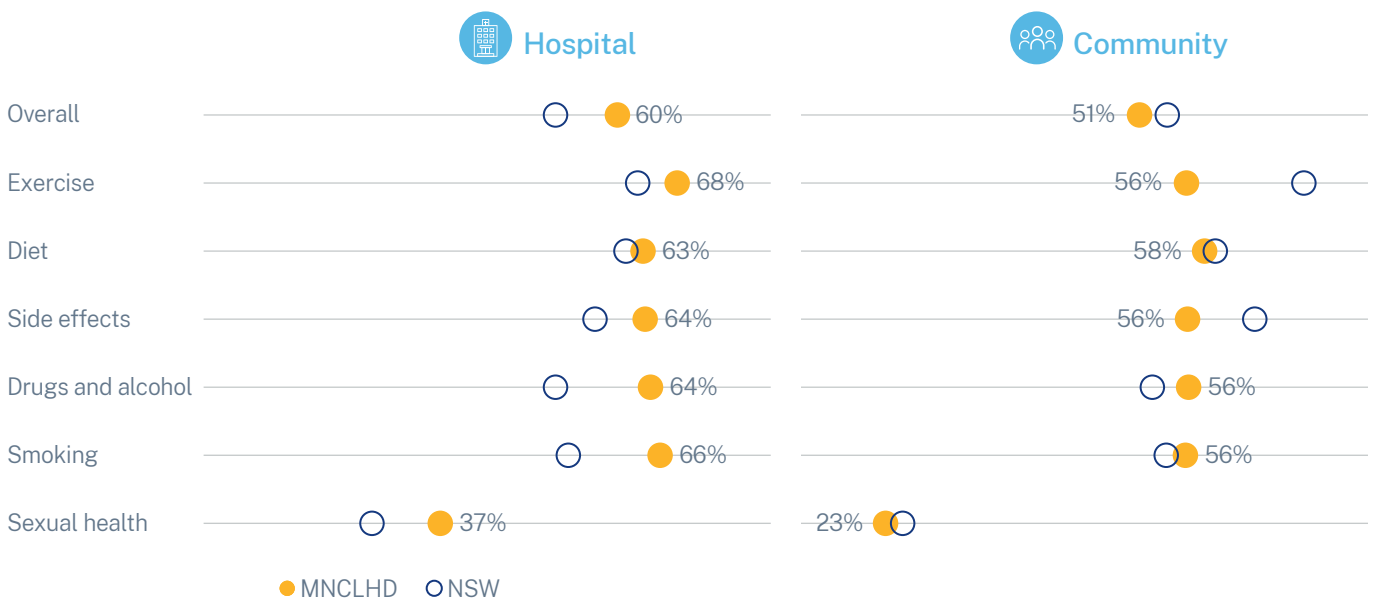
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How representative are the YES returns?



Information on physical health (HeAL)

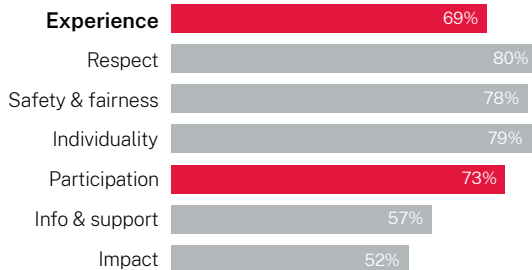
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Murrumbidgee Local Health District

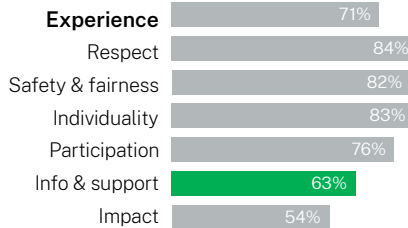
Overall

708 returns



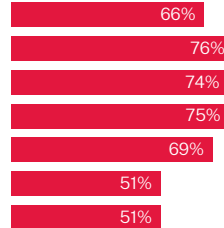
Hospital

522 returns

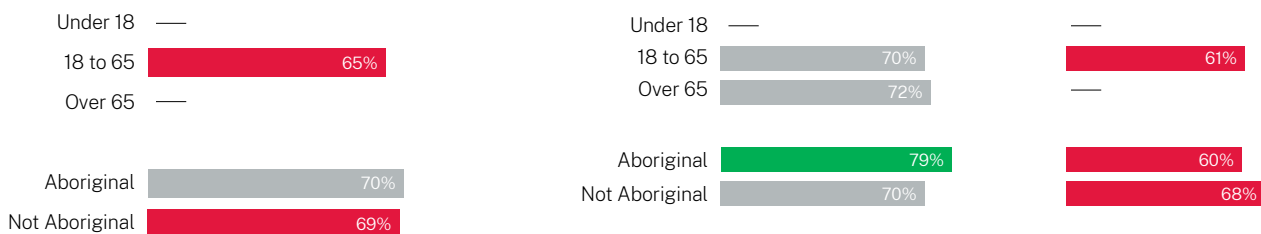


Community

186 returns



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



Individual Hospital Unit or Community Team

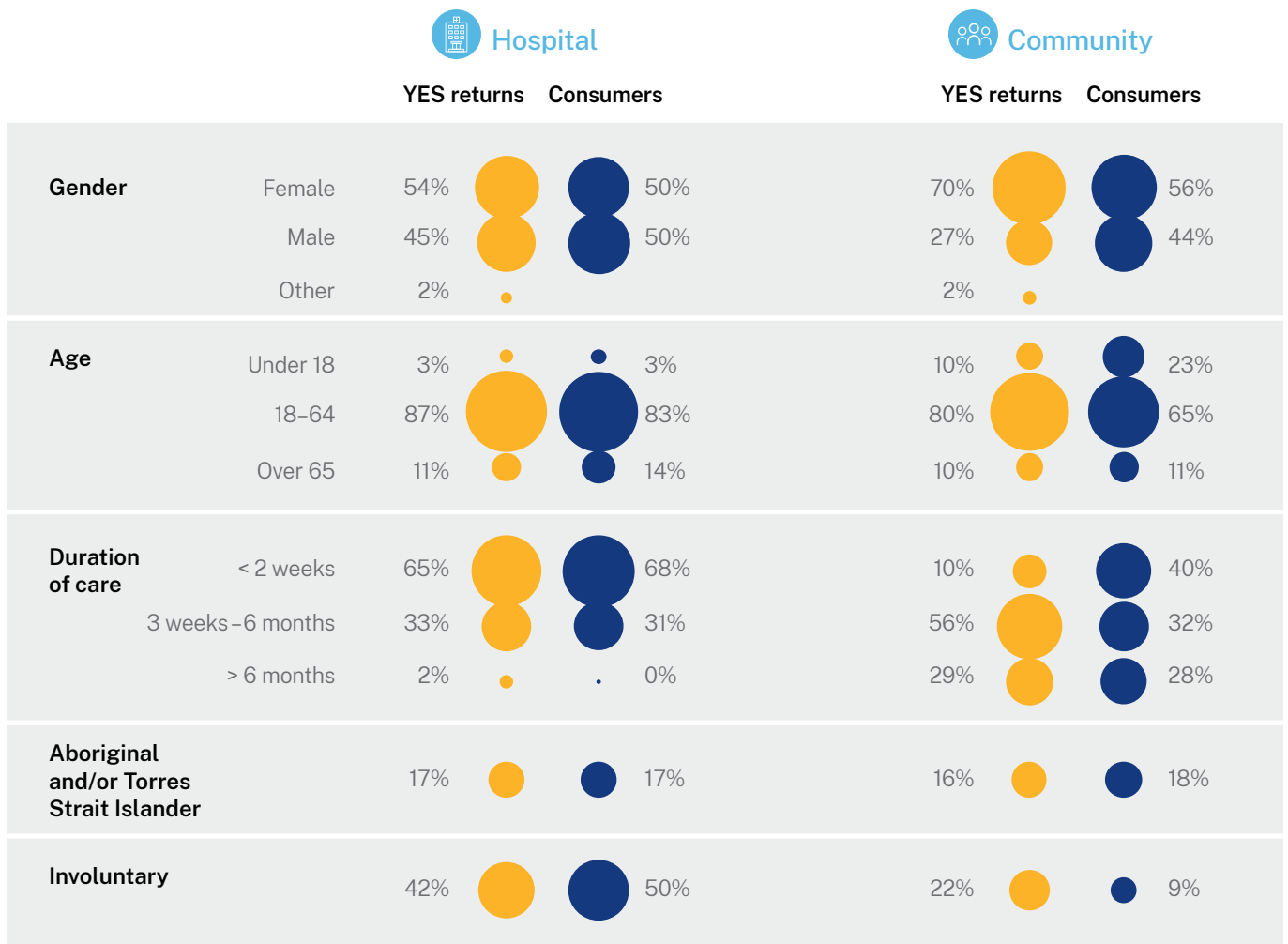
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
WW MHS Sub Acute IU	H 45	82	●	●	●	●	●	●
WW Yathong OP IU	H 53	75	●	●	●	●	●	●
Griffith CMHS AD	C 45	71	●	●	●	●	●	●
WW MHS Acute IU	H 371	69	●	●	●	●	●	●
Wagga Wagga CMHS AD	C 37	59	●	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
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Please note that separate targets are used for different domains. See Appendix 2 for more information.

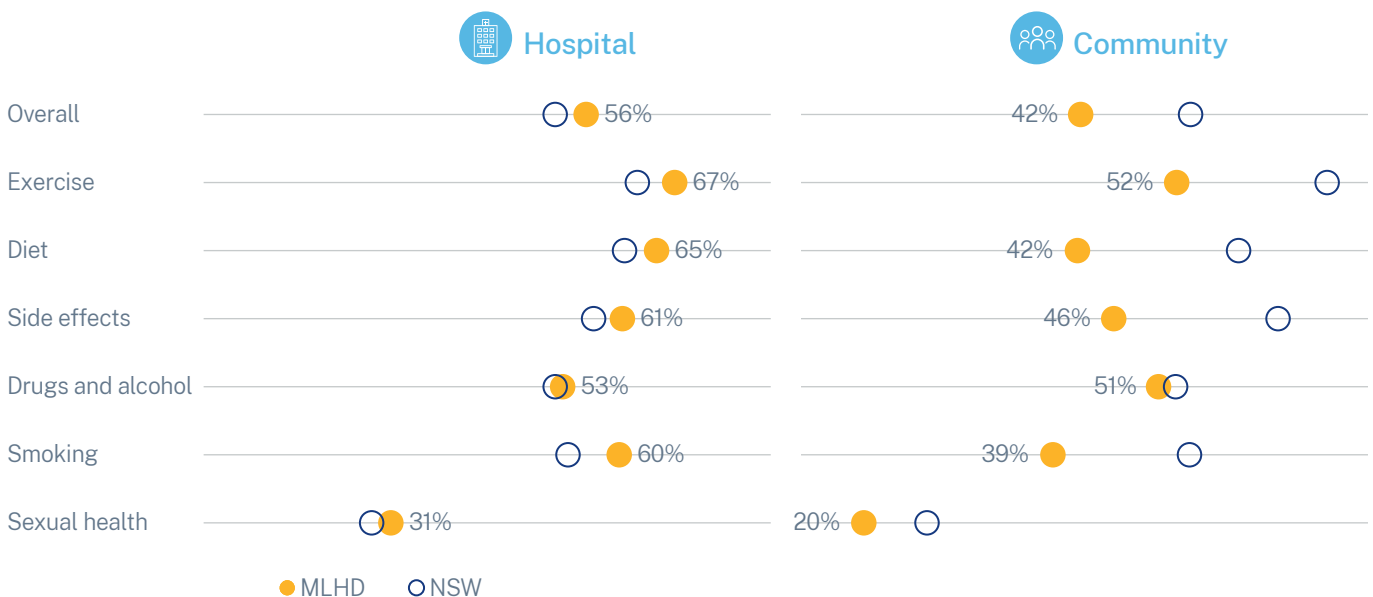
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Information on physical health (HeAL)

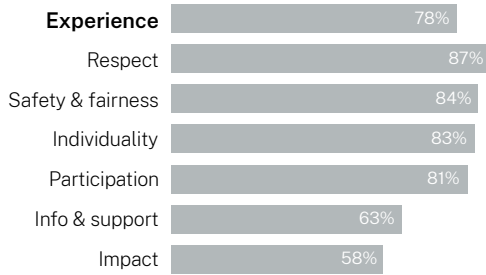
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Nepean Blue Mountains Local Health District

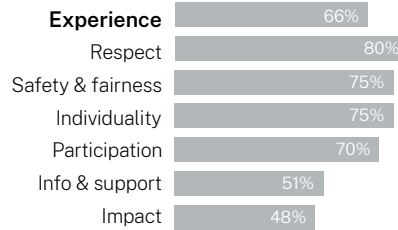
Overall

641 returns



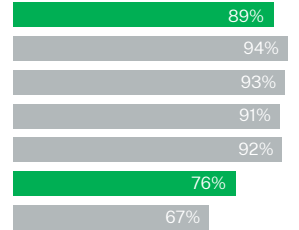
Hospital

538 returns

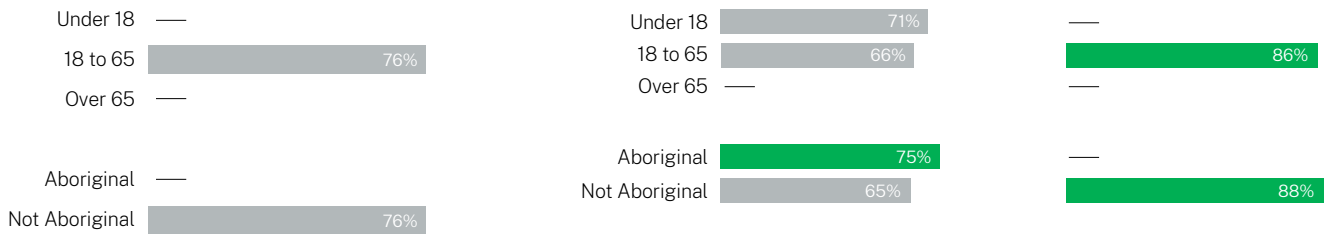


Community

103 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
PECC	H 183	80	●	●	●	●	●	●
Nepean MH HDU	H 89	64	●	●	●	●	●	●
BM MH Acute Unit	H 96	58	●	●	●	●	●	●
Nepean MH Acute	H 104	52	●	●	●	●	●	●

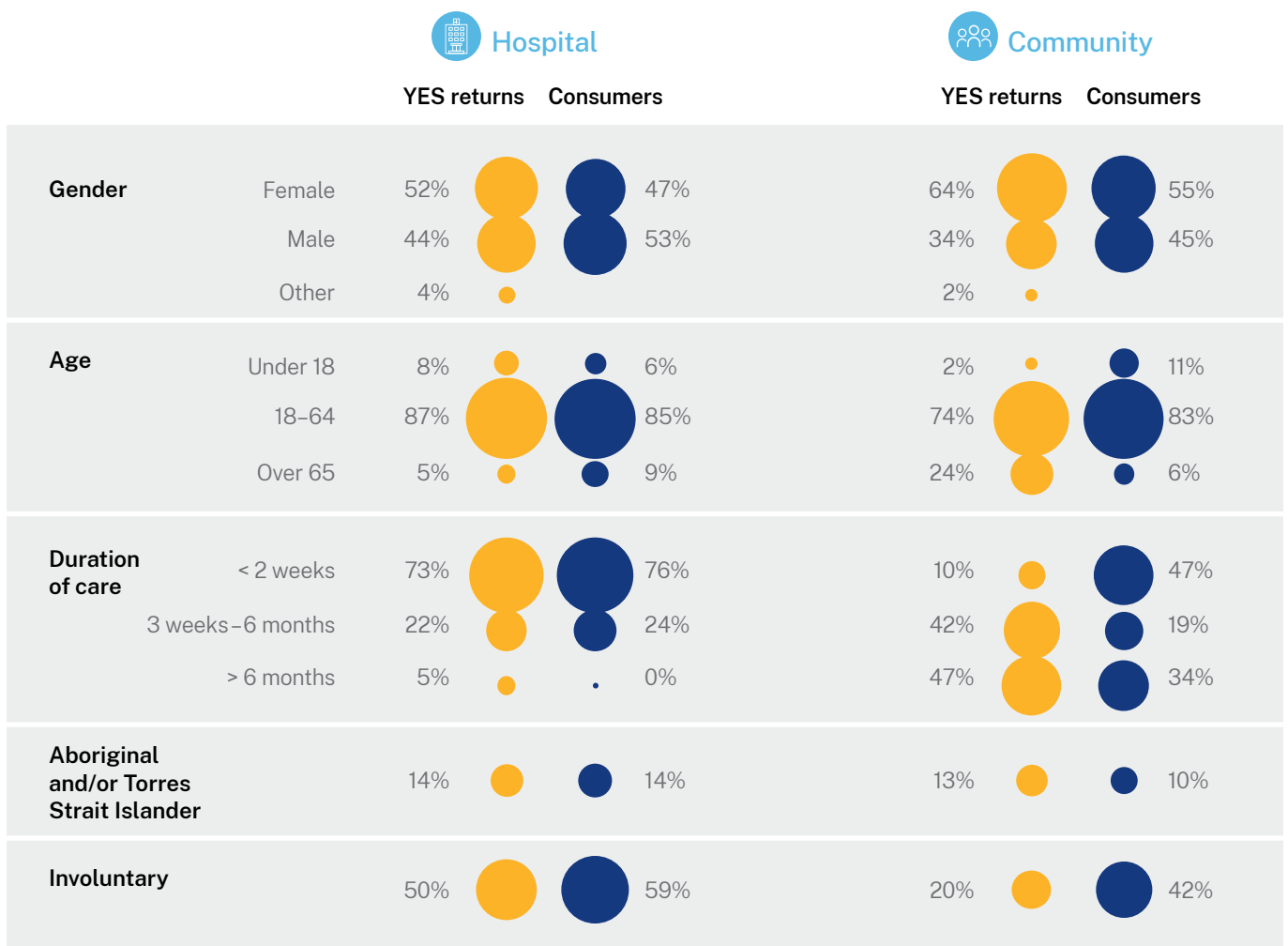
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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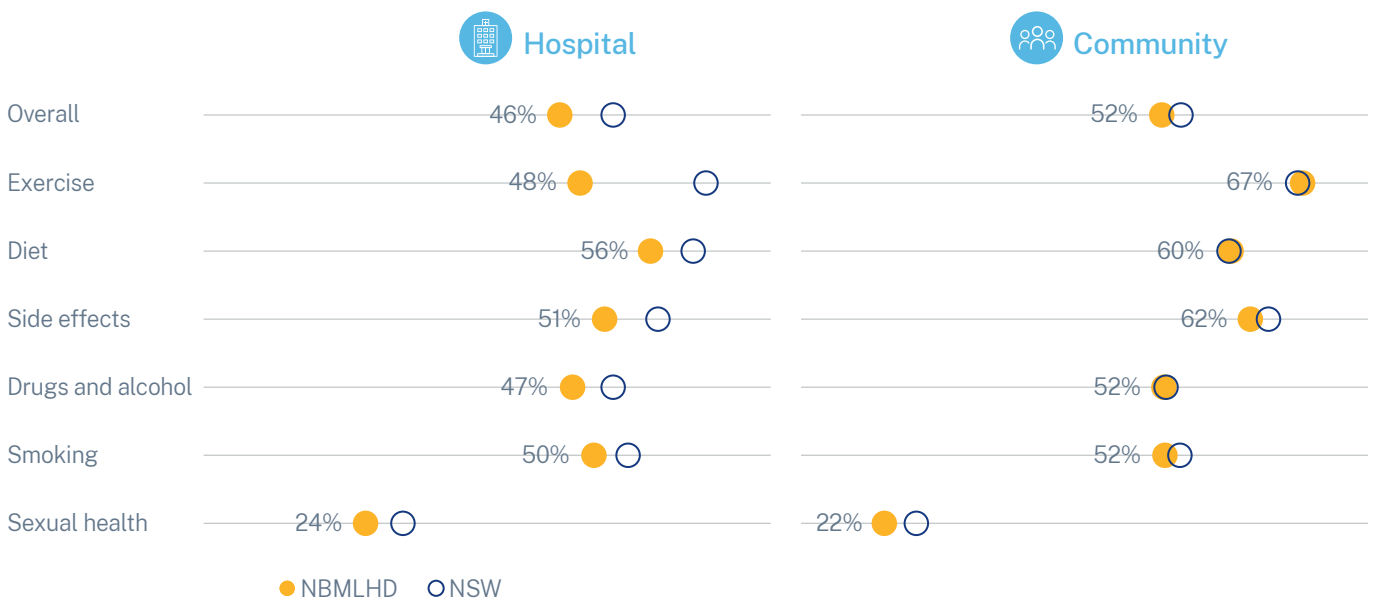
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



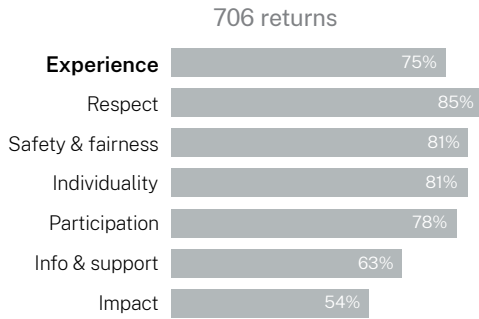
Information on physical health (HeAL)

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

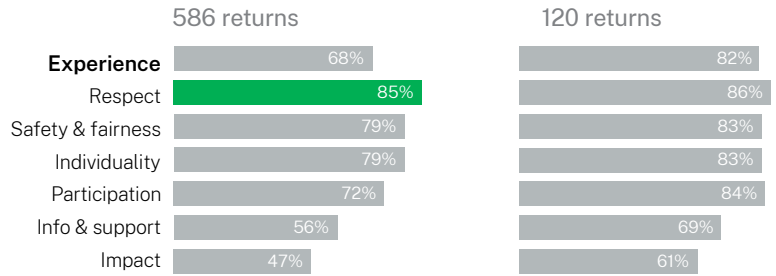


Northern NSW Local Health District

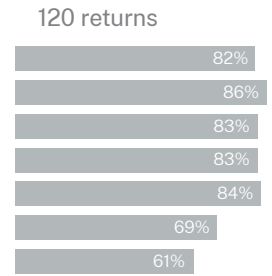
Overall



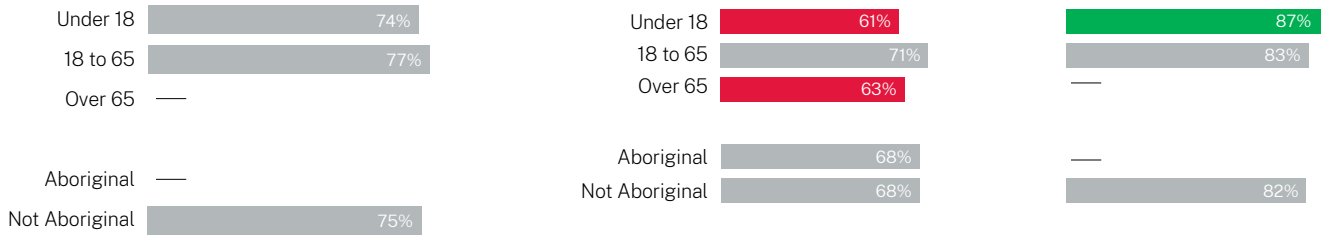
Hospital



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
Tuckeroo MH SubAcute	H 127	84	●	●	●	●	●	●
Lilli Pilli LIS OPMHU	H 49	67	●	●	●	●	●	●
Kurrajong MHU	H 124	65	●	●	●	●	●	●
Tallowood - LAMHU	H 126	63	●	●	●	●	●	●
Kamala C&A MHU	H 113	60	●	●	●	●	●	●

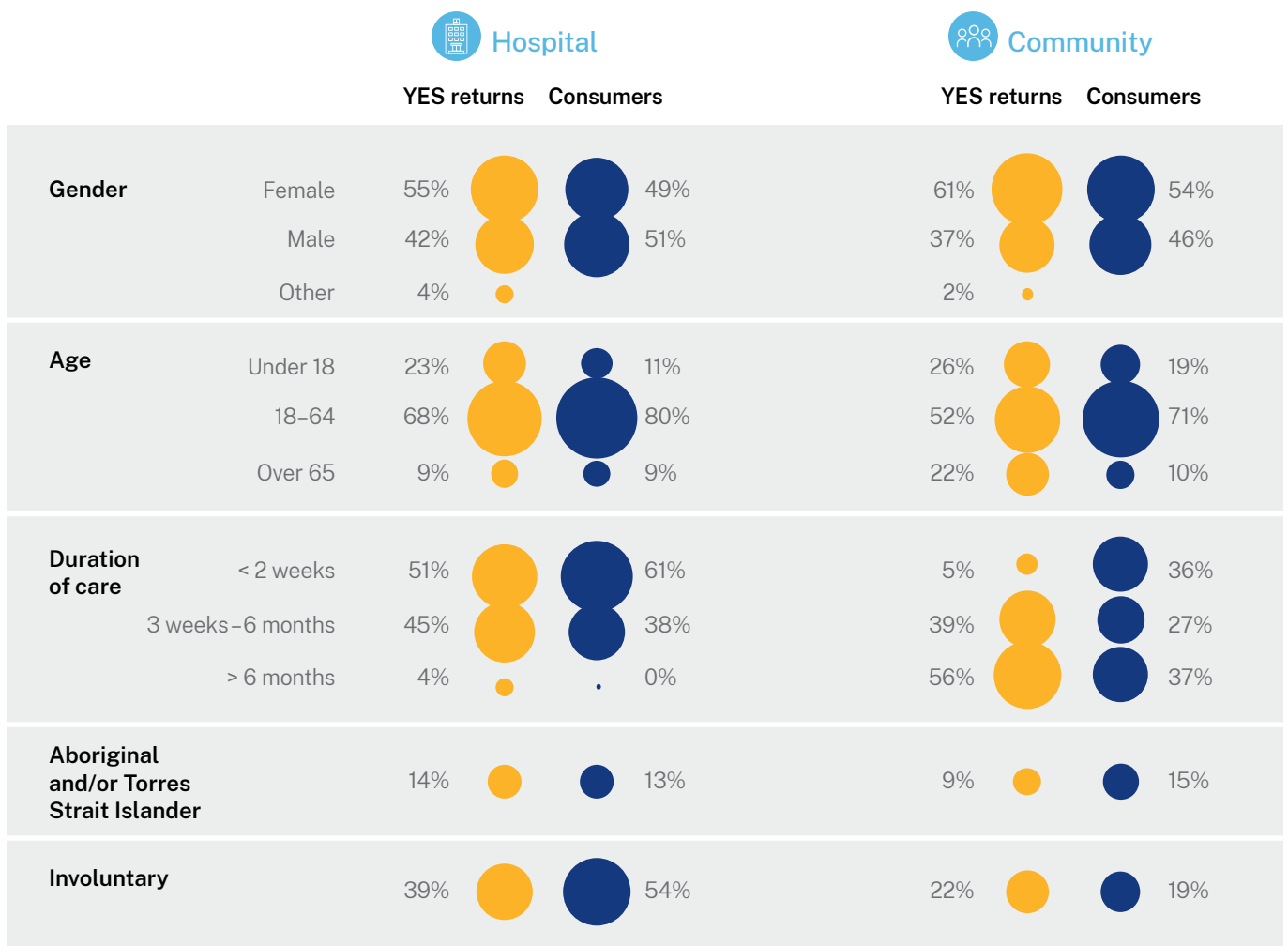
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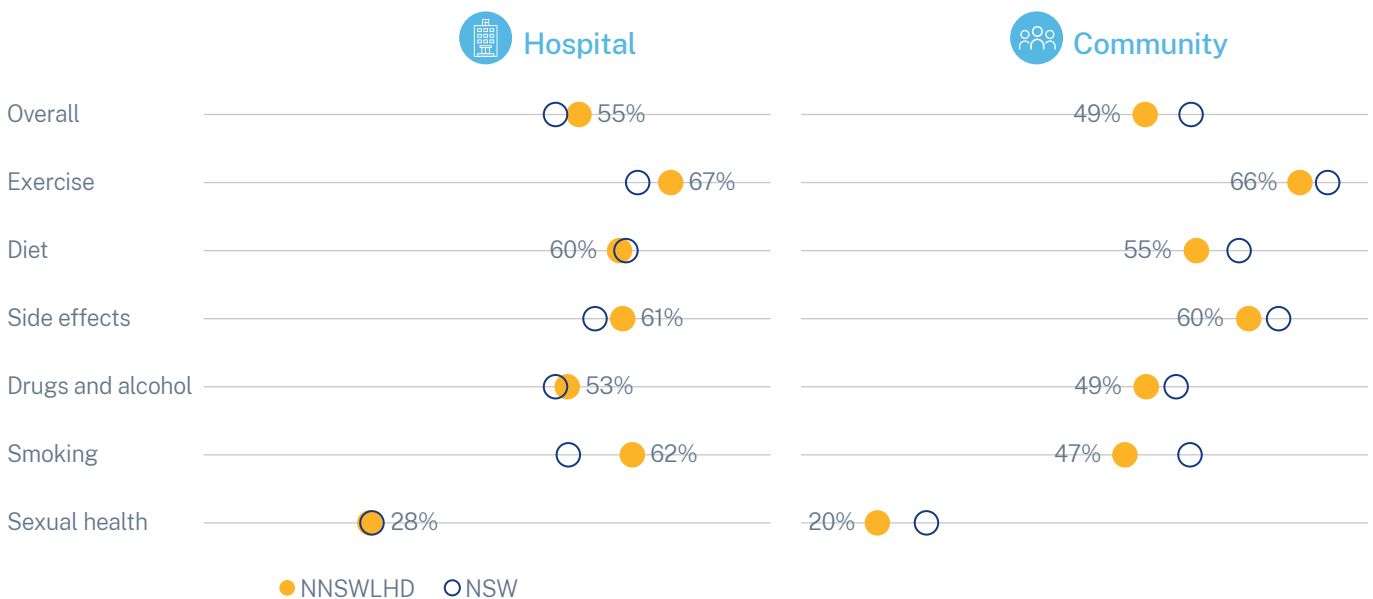
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How representative are the YES returns?



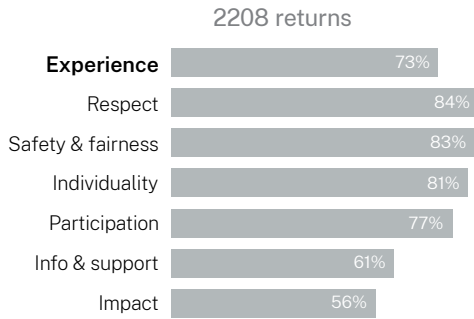
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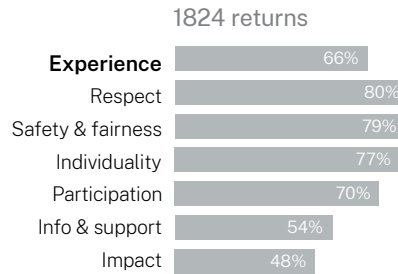


Northern Sydney Local Health District

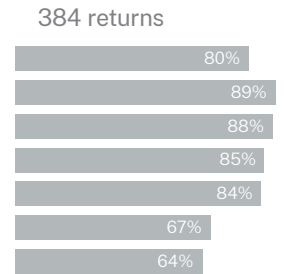
Overall



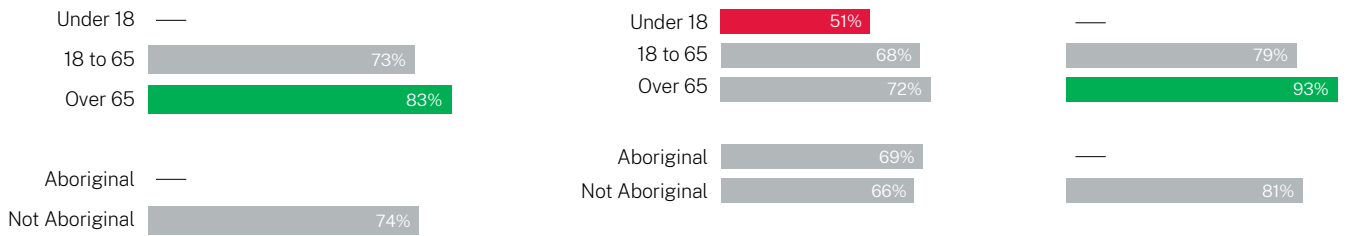
Hospital



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 89	98	●	●	●	●	●	●
NB Frenchs Forest CMH	C 72	85	●	●	●	●	●	●
NSR PECC RNSH	H 236	80	●	●	●	●	●	●
HK PECC	H 165	78	●	●	●	●	●	●
MQH Henley Unit	H 38	74	●	●	●	●	●	●
Greenwich OPMH Unit	H 105	73	●	●	●	●	●	●
MQH Figtree Unit	H 30	73	●	●	●	●	●	●
NSR AOT Ryde	C 36	72	●	●	●	●	●	●
NSR ACT LNS	C 39	72	●	●	●	●	●	●
MQH Parkview Unit	H 44	68	●	●	●	●	●	●
NSR MH Inpt Unit RNSH	H 252	63	●	●	●	●	●	●
HK AMH Unit	H 470	60	●	●	●	●	●	●
MQH Bridgeview Unit	H 51	51	●	●	●	●	●	●
CY Brolga Unit	H 118	38	●	●	●	●	●	●

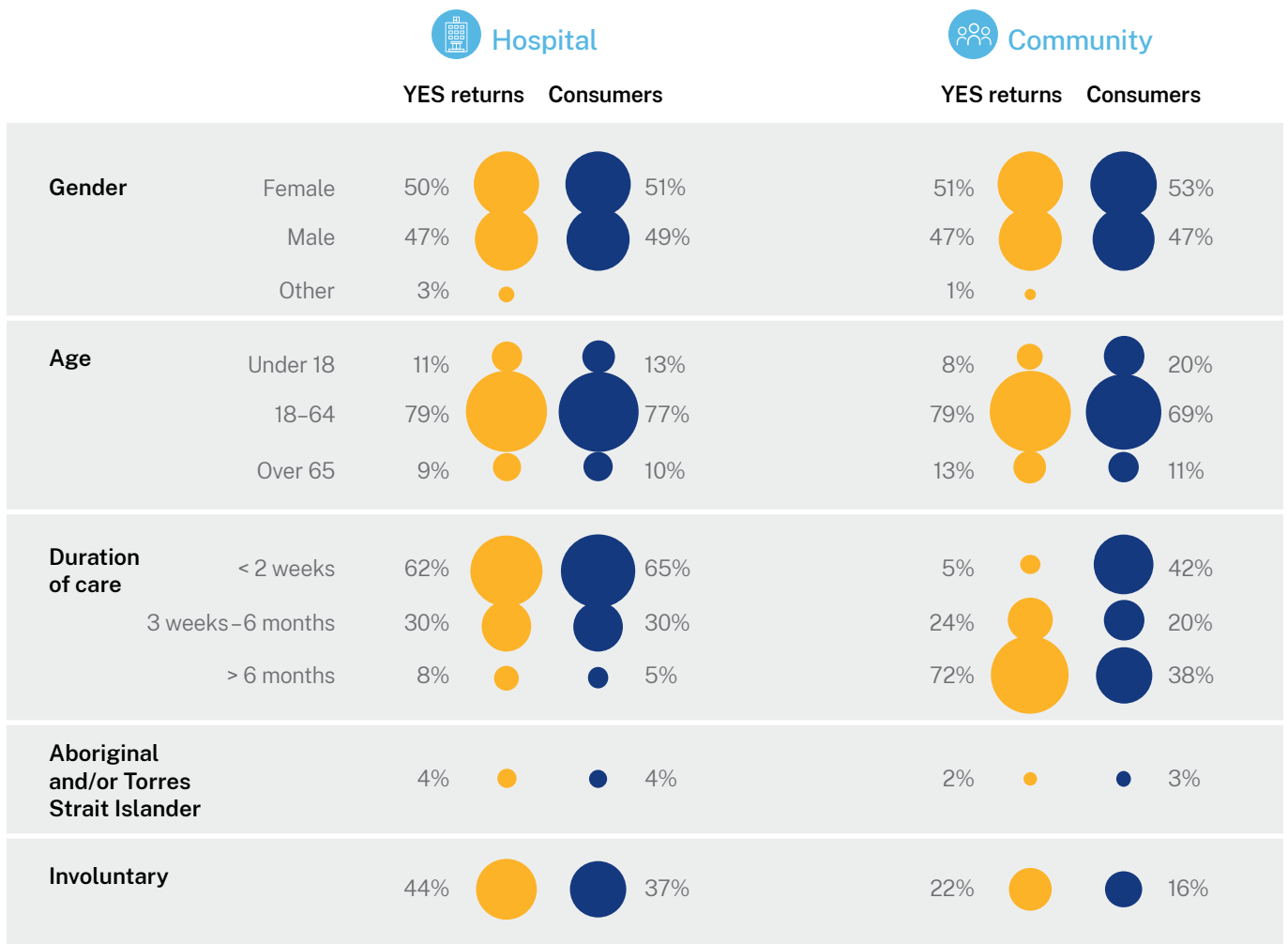
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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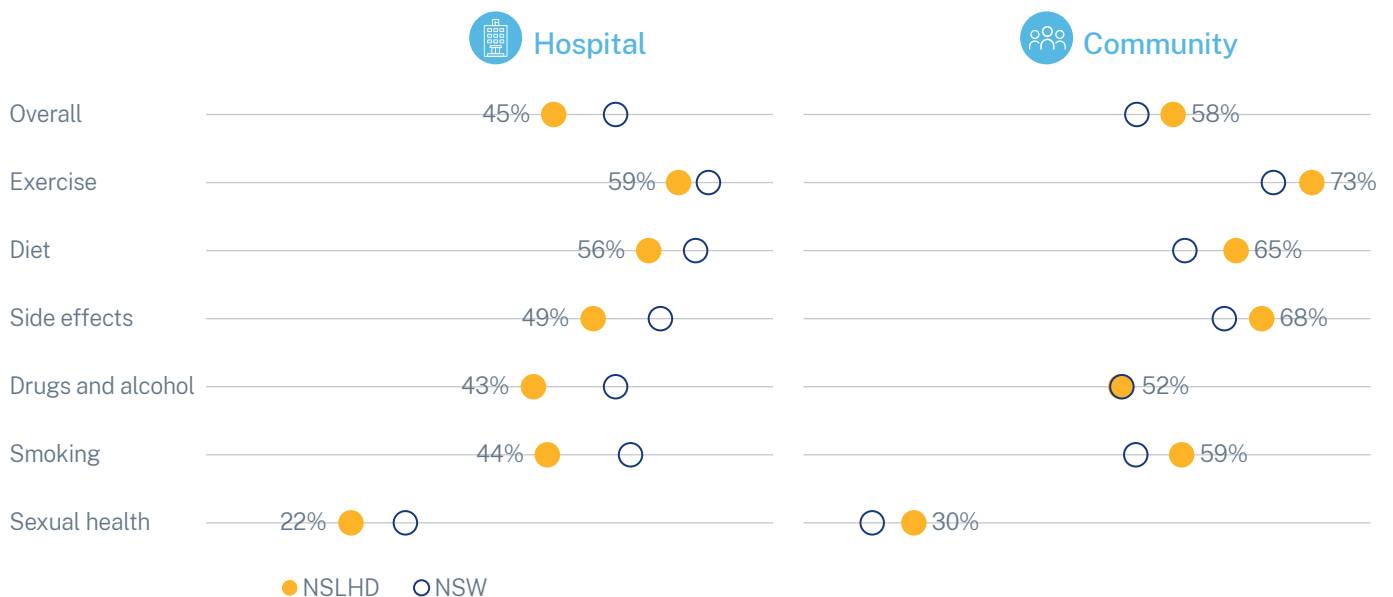
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How representative are the YES returns?



Information on physical health (HeAL)

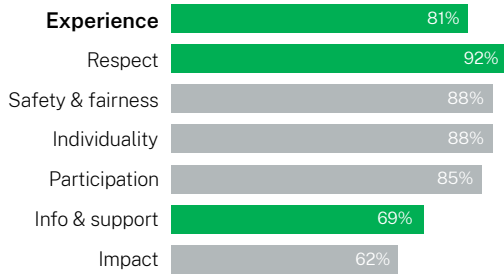
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



St Vincent's Health Network

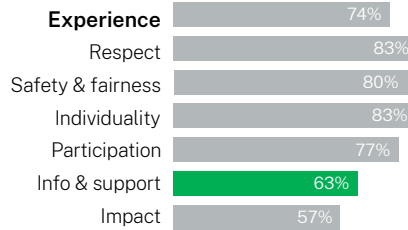
Overall

669 returns



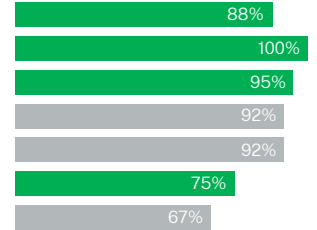
Hospital

533 returns

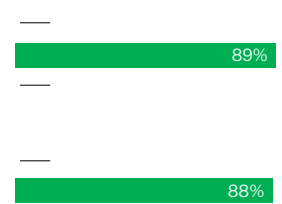
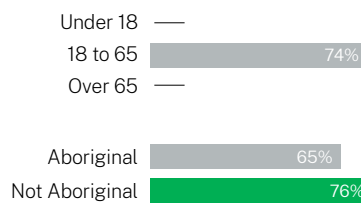
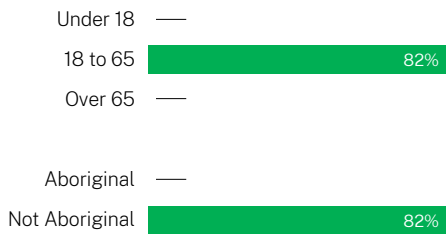


Community

136 returns



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



Individual Hospital Unit or Community Team

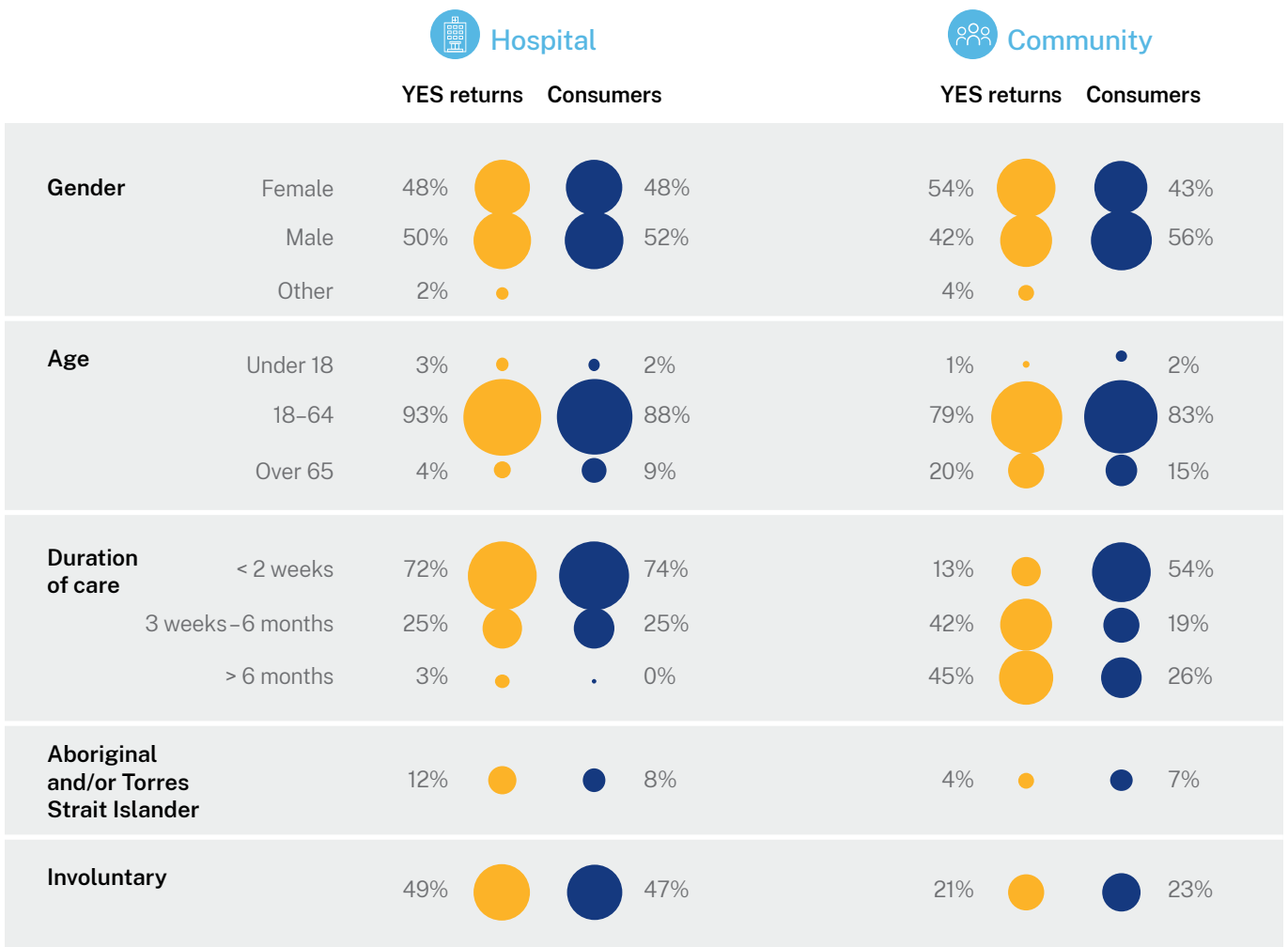
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
SVMH Safe Haven	C 38	95	●	●	●	●	●	●
St Vincents PECC	H 213	85	●	●	●	●	●	●
SVMHS Rehab Svc	C 39	74	●	●	●	●	●	●
St Vincents Caritas	H 266	65	●	●	●	●	●	●

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

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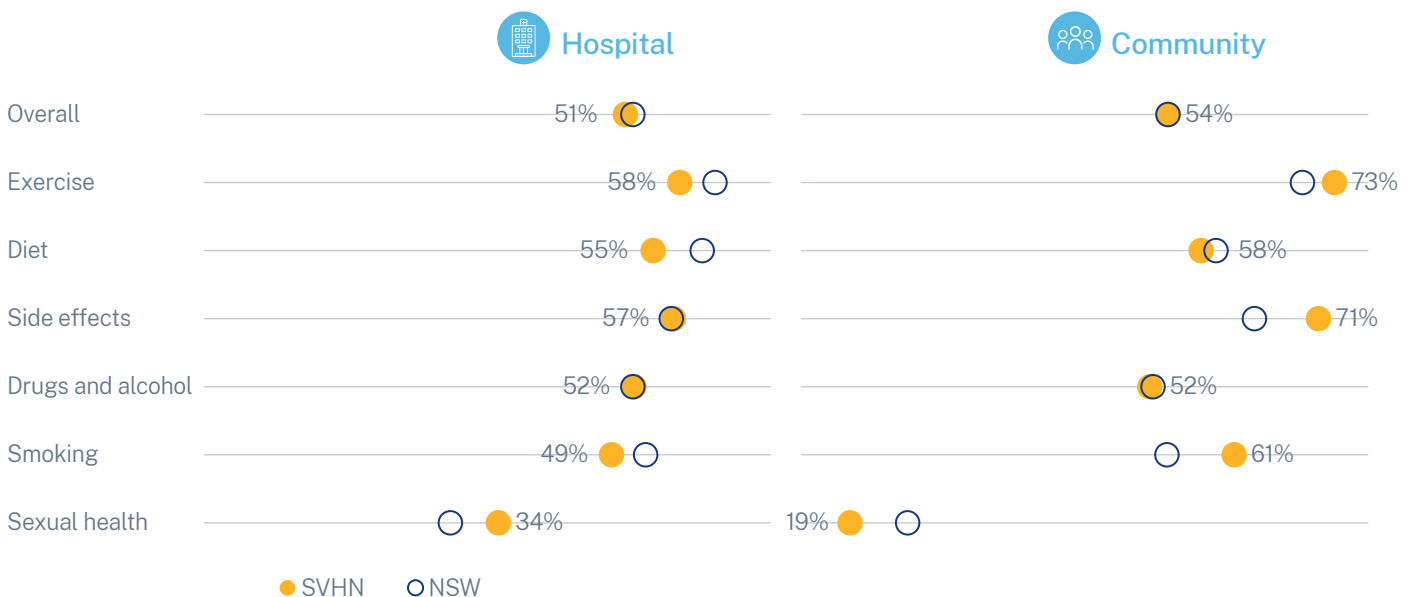
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



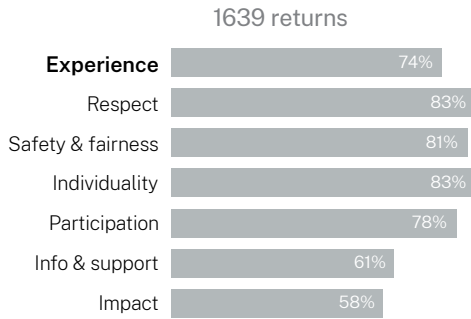
Information on physical health (HeAL)

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

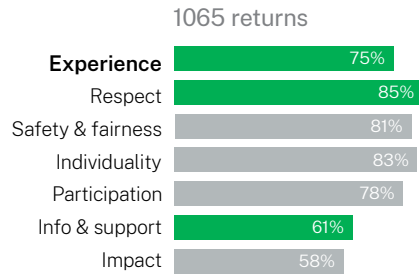


South Eastern Sydney Local Health District

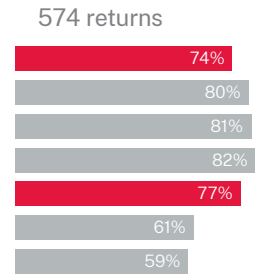
Overall



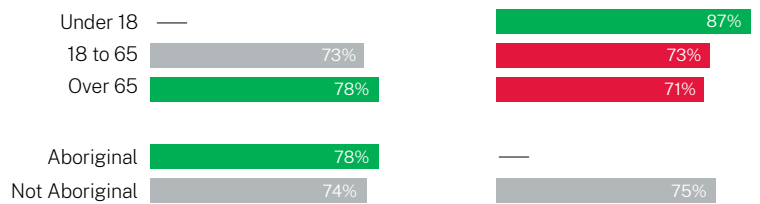
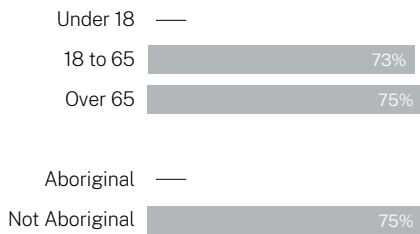
Hospital



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
ESMH Headspace Amb	C 39	97	●	●	●	●	●	●
POWMH PECC IPU	H 81	88	●	●	●	●	●	●
STGMH PECC IPU	H 41	85	●	●	●	●	●	●
POWMH OP IPU	H 42	83	●	●	●	●	●	●
STGMH OP IPU	H 123	79	●	●	●	●	●	●
POWMH Rehab IPU	H 58	78	●	●	●	●	●	●
STGMH Acute IPU	H 162	77	●	●	●	●	●	●
TSHMH Acute IPU	H 256	74	●	●	●	●	●	●
STG ACMH T1	C 203	72	●	●	●	●	●	●
POWMH Kiloh Obs IPU	H 48	71	●	●	●	●	●	●
TSHMH Rehab IPU	H 73	67	●	●	●	●	●	●
ESMH Adult MH T1 Amb	C 49	65	●	●	●	●	●	●
ESMH Acute Care Amb	C 77	64	●	●	●	●	●	●
POWMH Kiloh Gen IPU	H 63	48	●	●	●	●	●	●

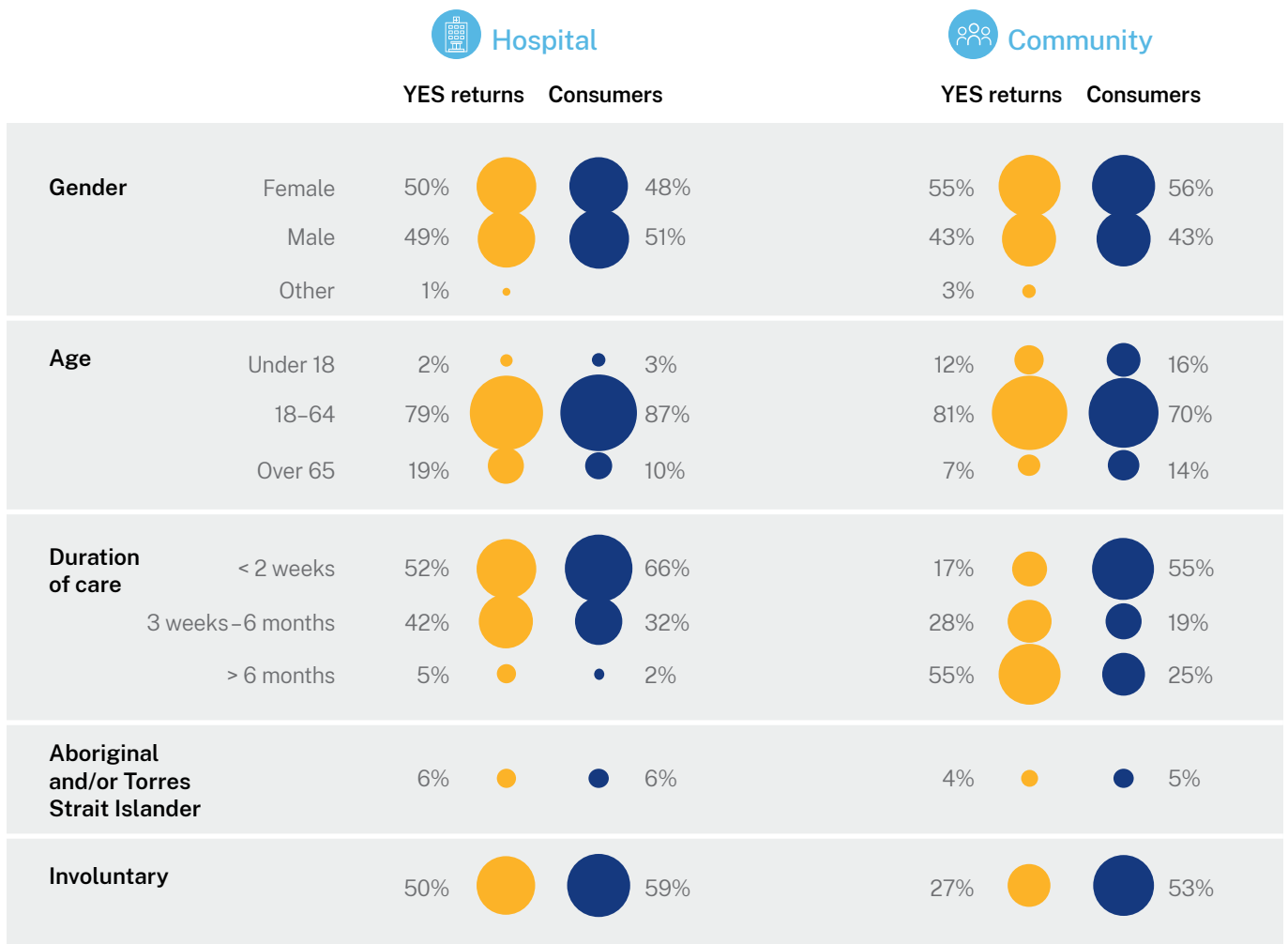
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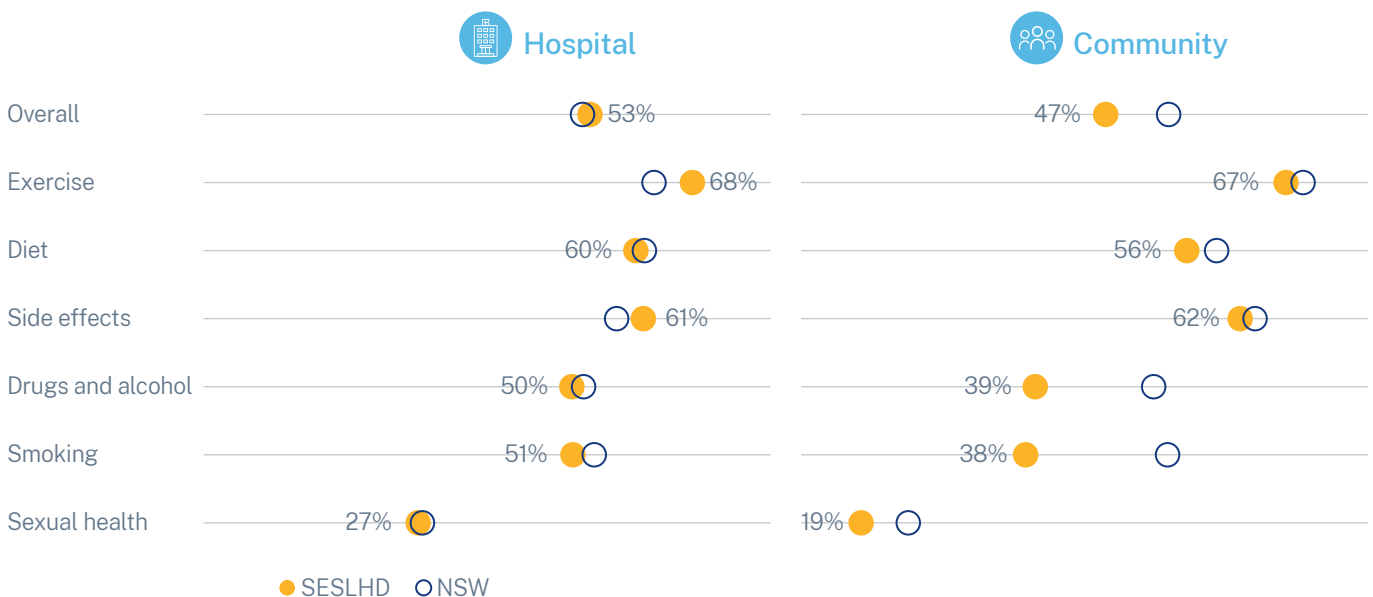
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How representative are the YES returns?



Information on physical health (HeAL)

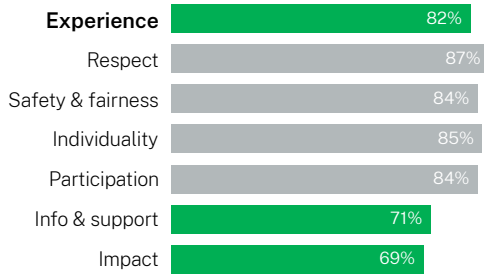
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



South Western Sydney Local Health District

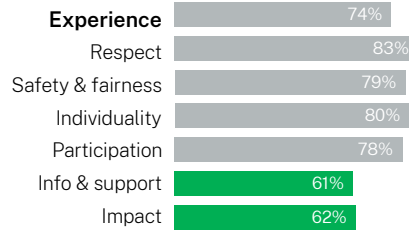
Overall

556 returns



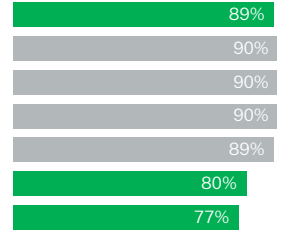
Hospital

462 returns

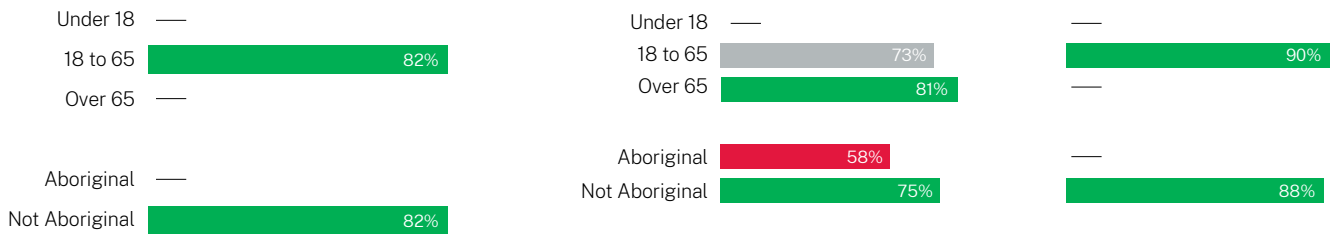


Community

94 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
BRA MHU C Ward	H 36	86	●	●	●	●	●	●
LIV MHU PECC	H 69	84	●	●	●	●	●	●
LIV MHU East	H 50	80	●	●	●	●	●	●
CTN MHU Waratah	H 31	77	●	●	●	●	●	●
BNK MHU Banks House	H 85	68	●	●	●	●	●	●
LIV MHU West	H 113	64	●	●	●	●	●	●

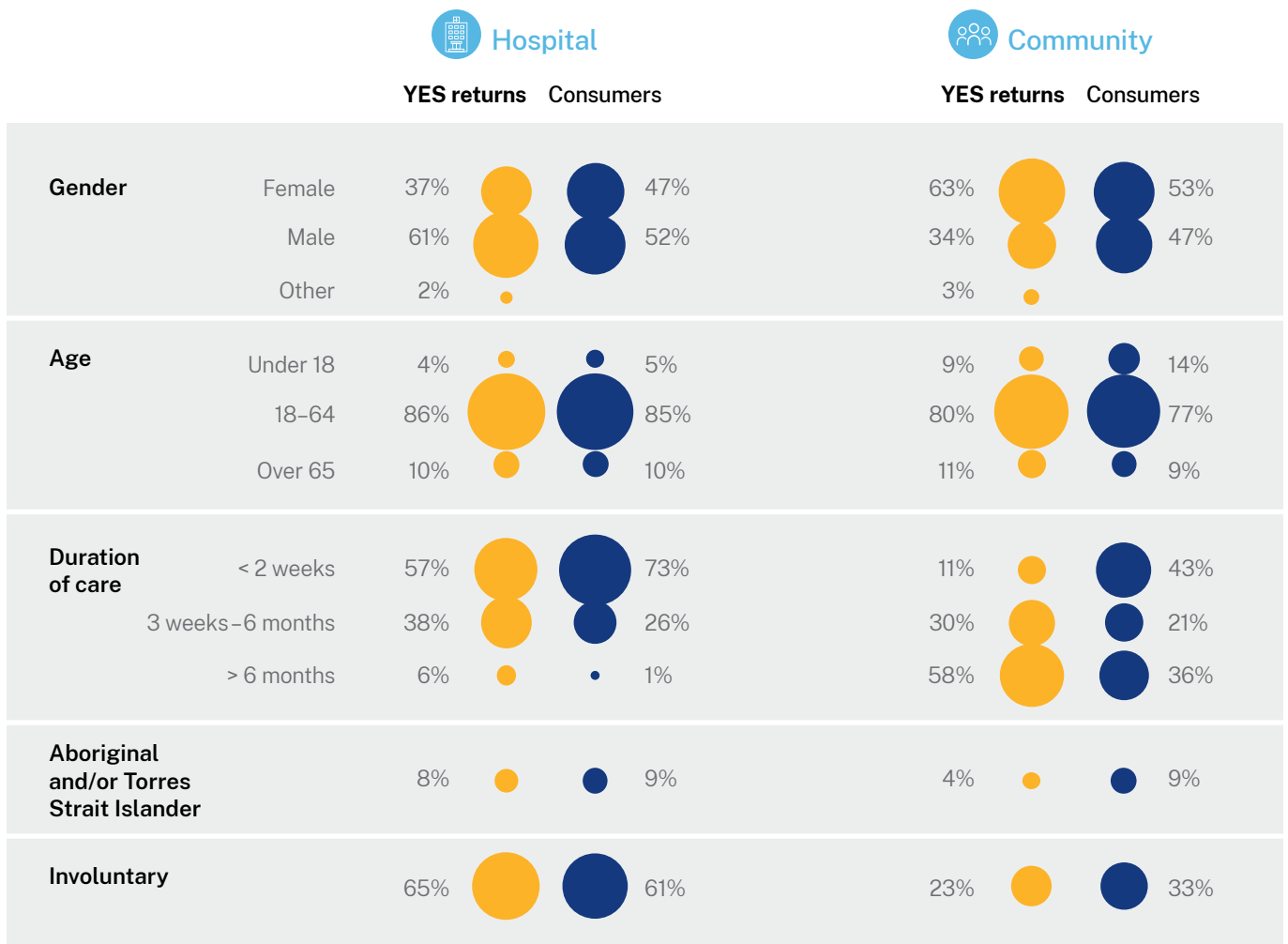
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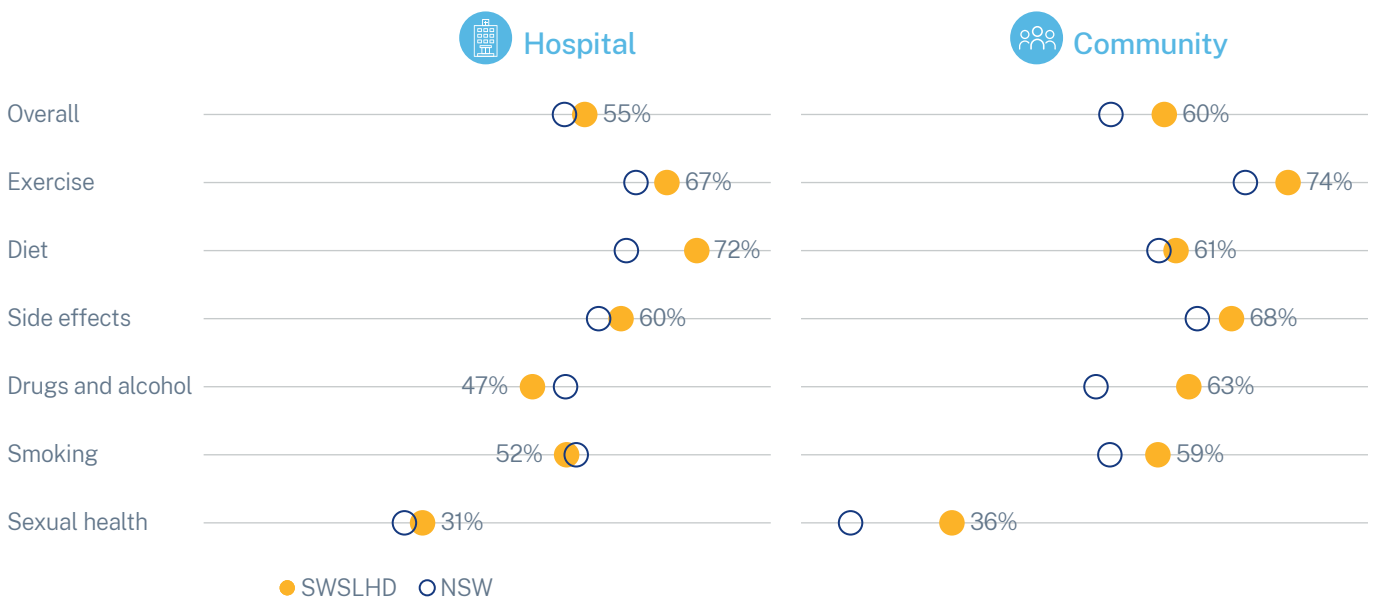
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How representative are the YES returns?



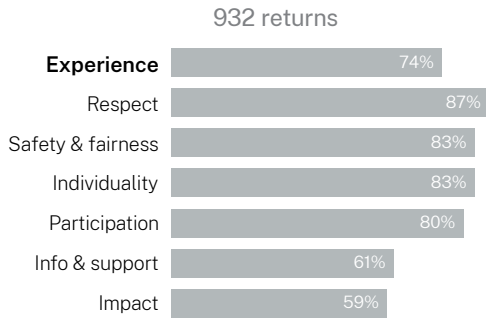
Information on physical health (HeAL)

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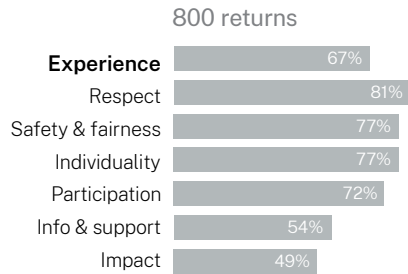


Southern NSW Local Health District

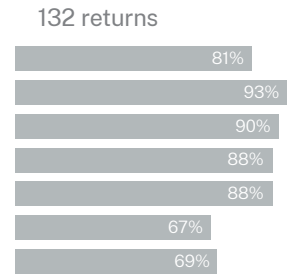
Overall



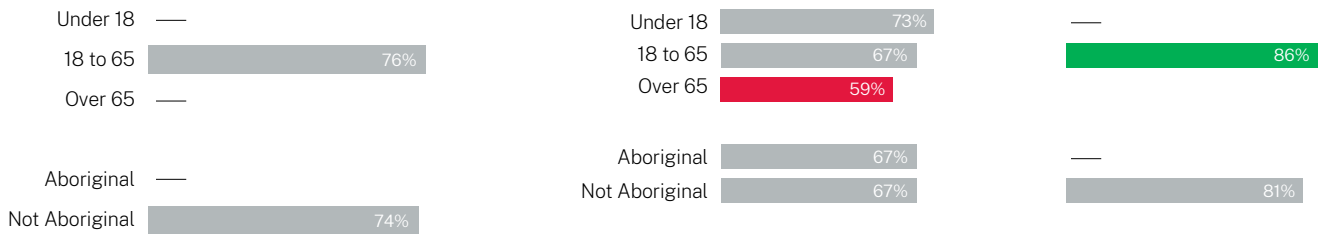
Hospital



Community



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



Individual Hospital Unit or Community Team

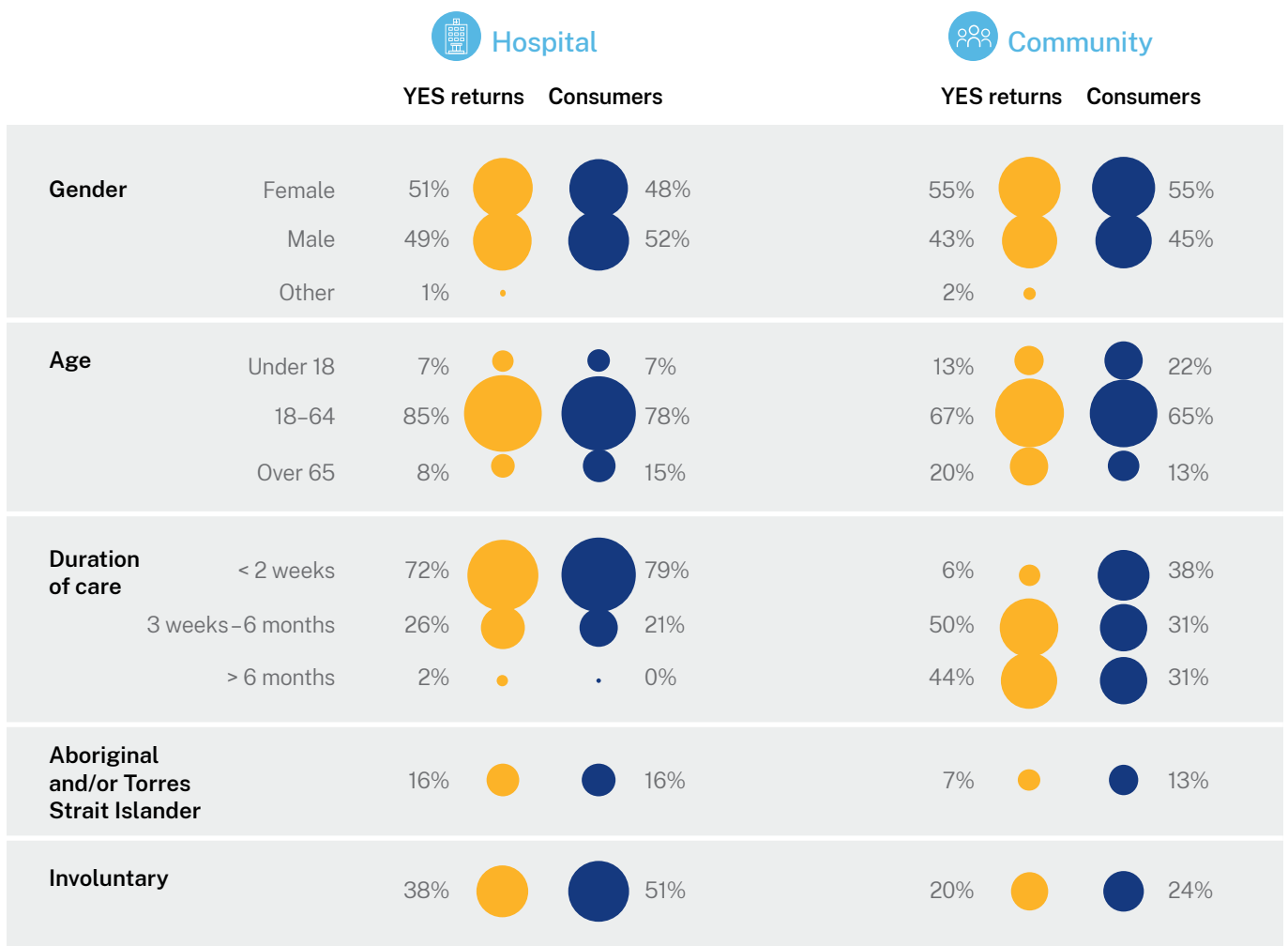
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Gbn Adult	C 37	84	●	●	●	●	●	●
SERH MH Inpt Svc	H 265	75	●	●	●	●	●	●
Gbn MH Inpt Svc	H 380	62	●	●	●	●	●	●

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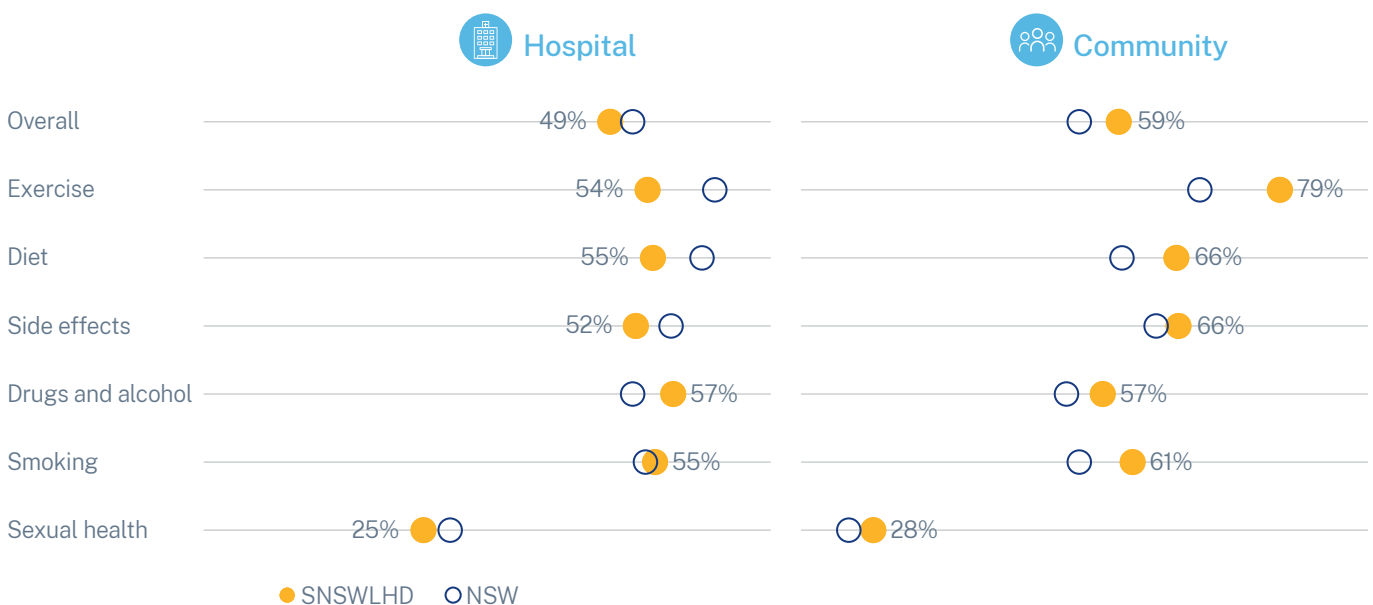
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How representative are the YES returns?



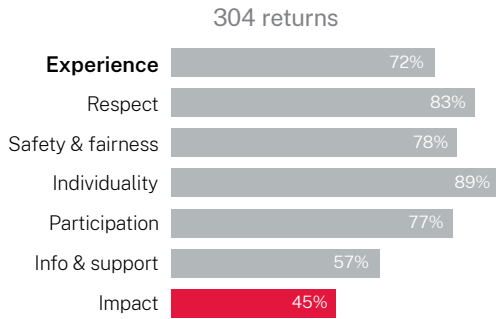
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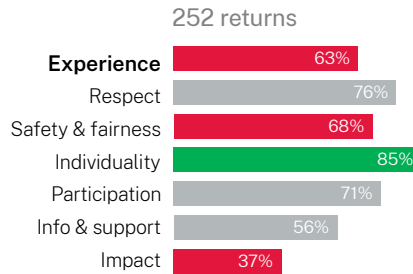


Sydney Children's Hospitals Network

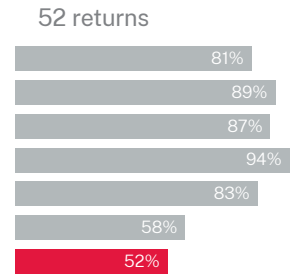
Overall



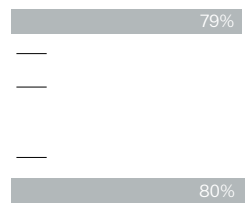
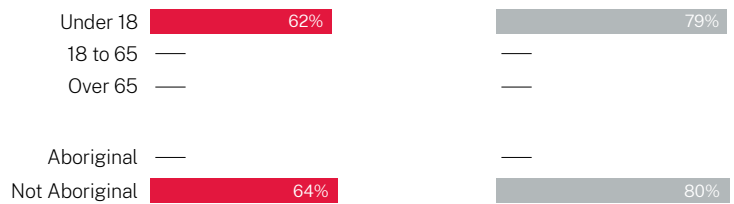
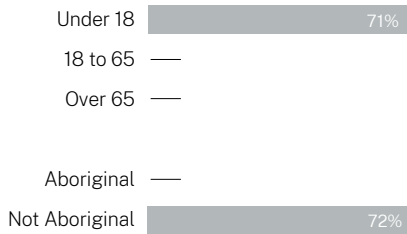
Hospital



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
CHW Psych Med Svc	C 44	80	●	●	●	●	●	●
Saunders Unit	H 118	75	●	●	●	●	●	●
Hall Ward	H 109	50	●	●	●	●	●	●

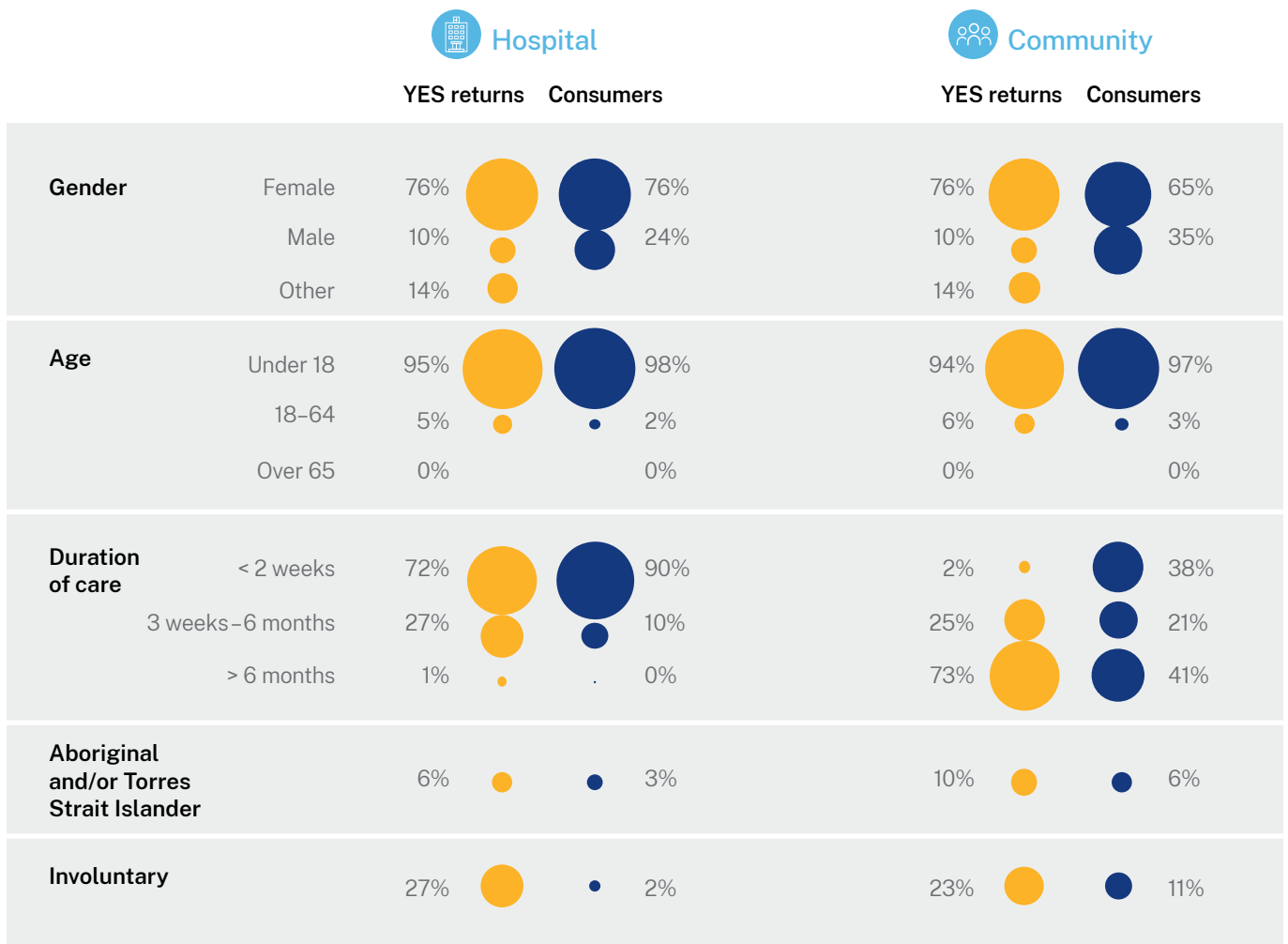
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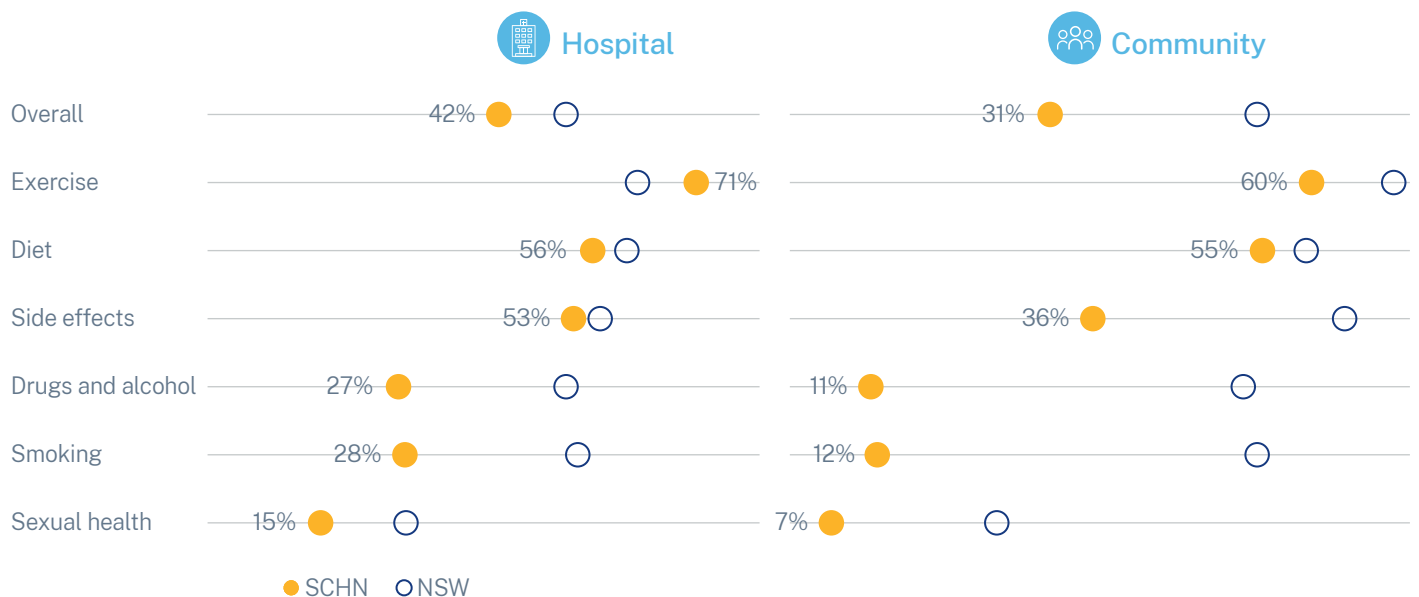
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How representative are the YES returns?



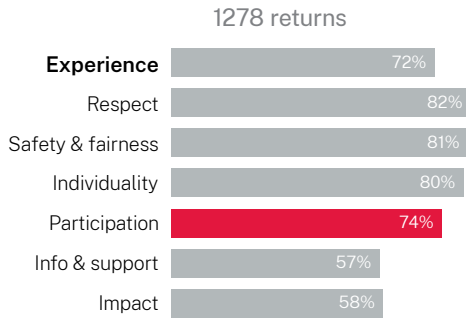
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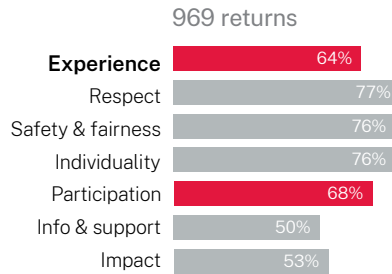


Sydney Local Health District

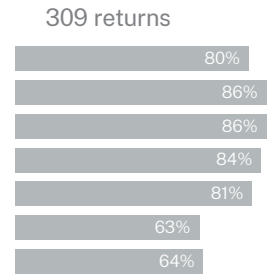
Overall



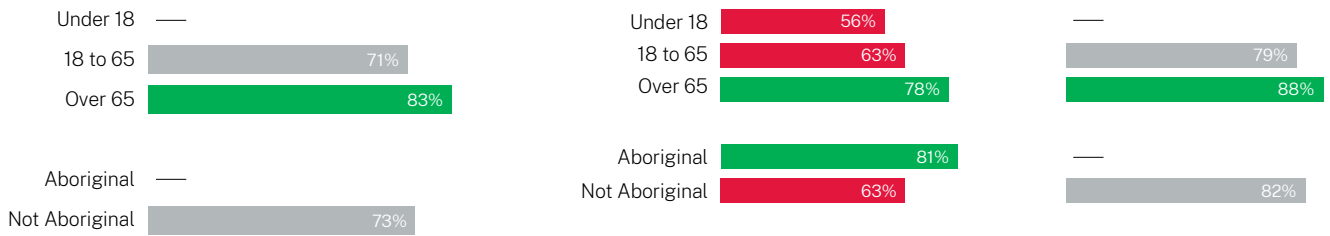
Hospital



Community



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



Individual Hospital Unit or Community Team

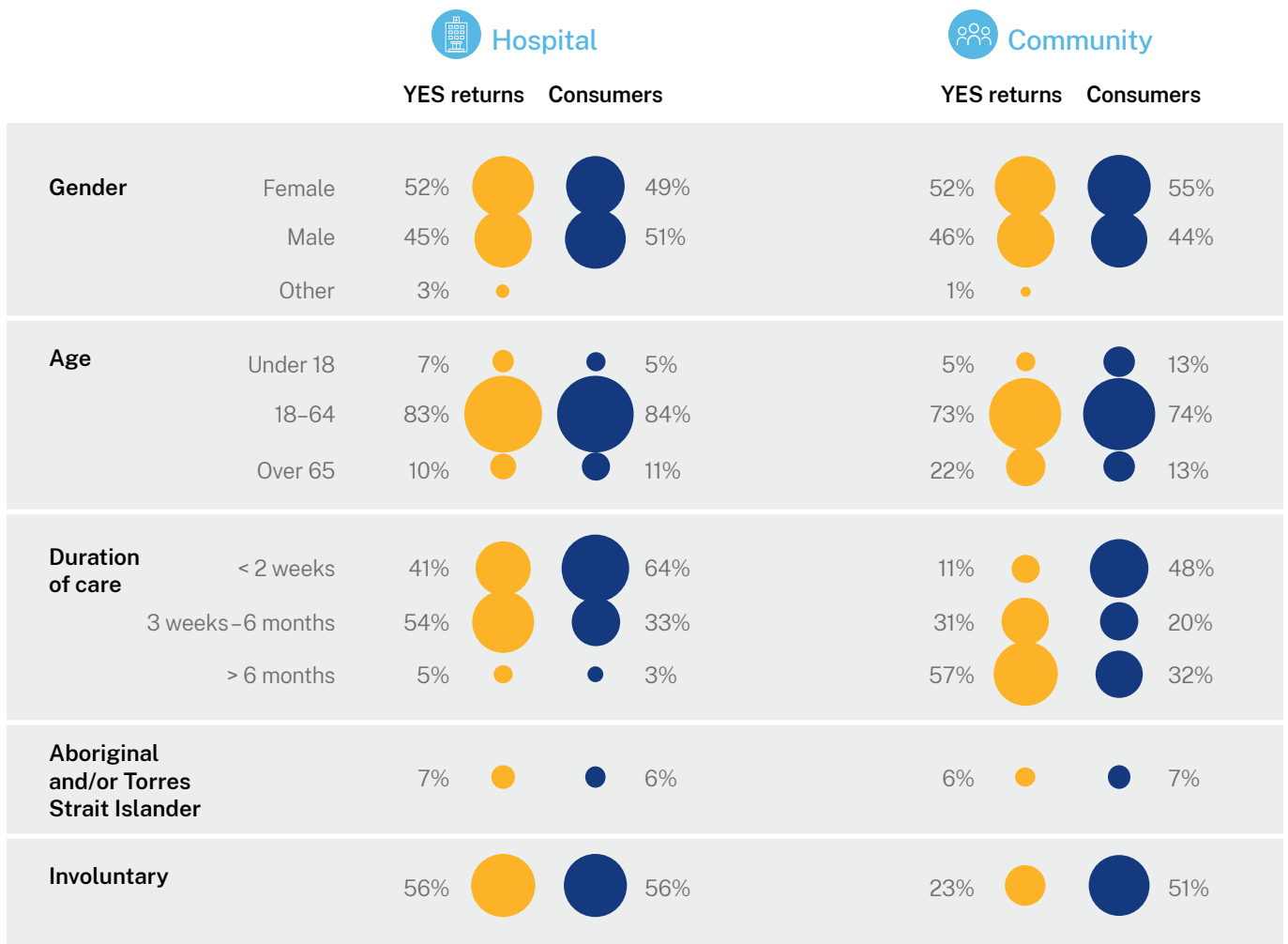
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
CP OPMH	C 61	90	●	●	●	●	●	●
CC Jara Inpt Svc	H 69	83	●	●	●	●	●	●
Marrickville Core	C 45	80	●	●	●	●	●	●
MMHS Short Stay Unit	H 158	65	●	●	●	●	●	●
MMHS Acute Unit	H 271	65	●	●	●	●	●	●
CC Norton Inpt Svc	H 93	65	●	●	●	●	●	●
CC Manning Inpt Svc	H 124	64	●	●	●	●	●	●
CMR ACS	C 38	63	●	●	●	●	●	●
CC Manning East Inpt	H 50	60	●	●	●	●	●	●
Rivendell Inpt Svc	H 44	59	●	●	●	●	●	●

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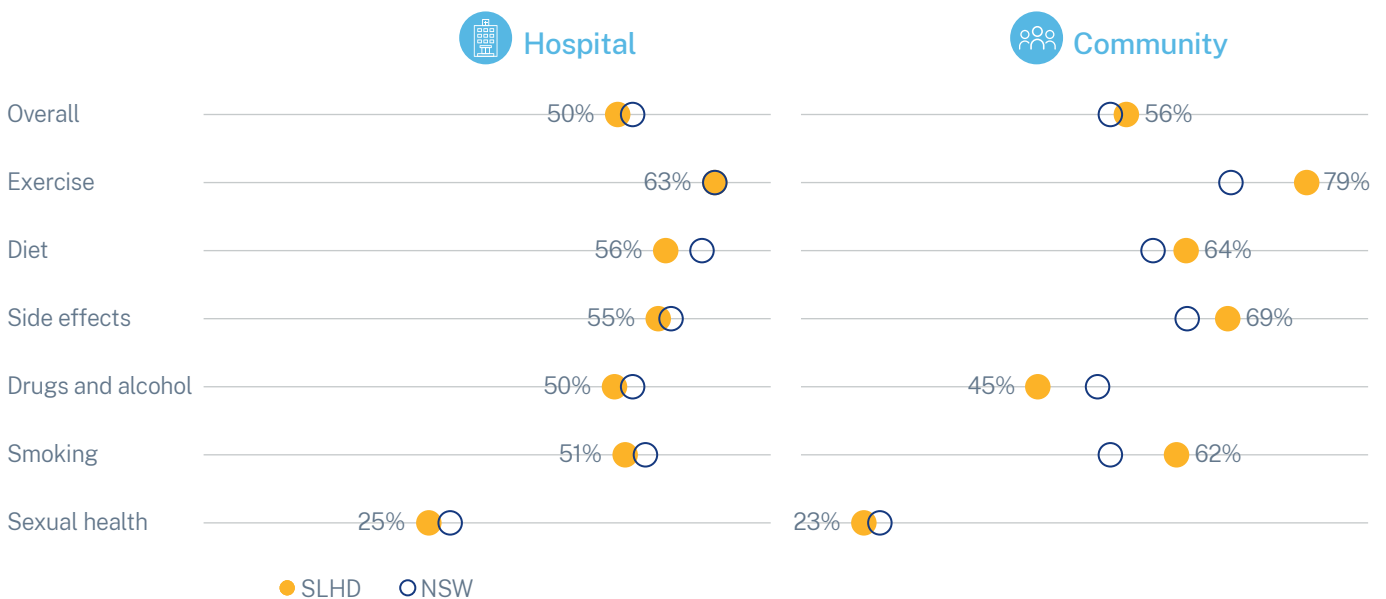
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How representative are the YES returns?



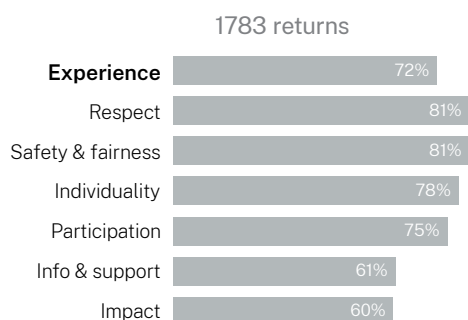
Information on physical health (HeAL)

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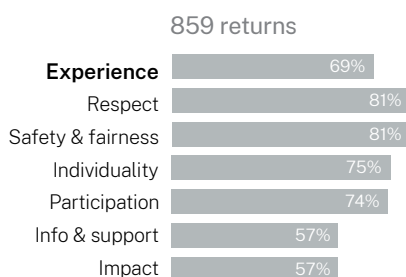


Western NSW Local Health District

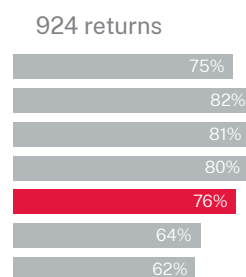
Overall



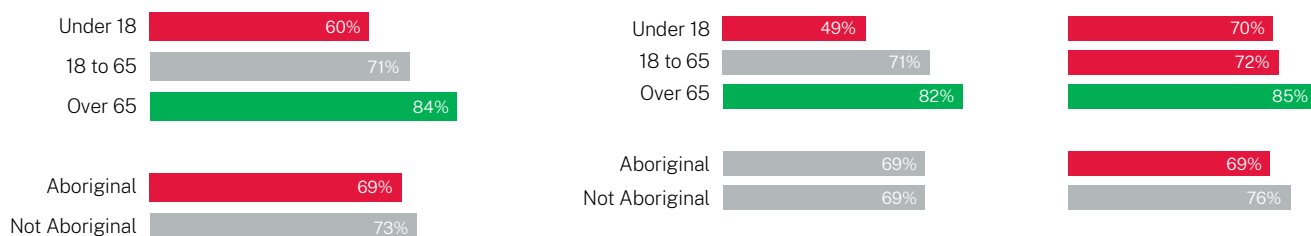
Hospital



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
Bathurst OP CMHS	C 38	95	●	●	●	●	●	●
Dubbo Sub Acute	H 207	89	●	●	●	●	●	●
Orange OP CMHS	C 85	88	●	●	●	●	●	●
Parokes CMHS	C 40	85	●	●	●	●	●	●
Bathurst FACT	C 113	85	●	●	●	●	●	●
Dubbo OP CMHS	C 38	84	●	●	●	●	●	●
Orange OP MHIPIU	H 50	80	●	●	●	●	●	●
Orange FACT CMHS	C 47	77	●	●	●	●	●	●
Orange Lachlan Acute	H 34	74	●	●	●	●	●	●
Cowra CMHS	C 51	73	●	●	●	●	●	●
Orange ACCT CMHS	C 45	71	●	●	●	●	●	●
Mudgee CMHS	C 58	69	●	●	●	●	●	●
Bathurst ACCT	C 96	67	●	●	●	●	●	●
Orange Lachlan MHICU	H 39	67	●	●	●	●	●	●
Amaroo Acute	H 119	66	●	●	●	●	●	●
Orange MHEC CMHS	C 45	58	●	●	●	●	●	●
Dubbo MH AACT	C 82	57	●	●	●	●	●	●
Dubbo Adult MHIPIU	H 180	56	●	●	●	●	●	●
Orange CA MHIPIU	H 100	47	●	●	●	●	●	●

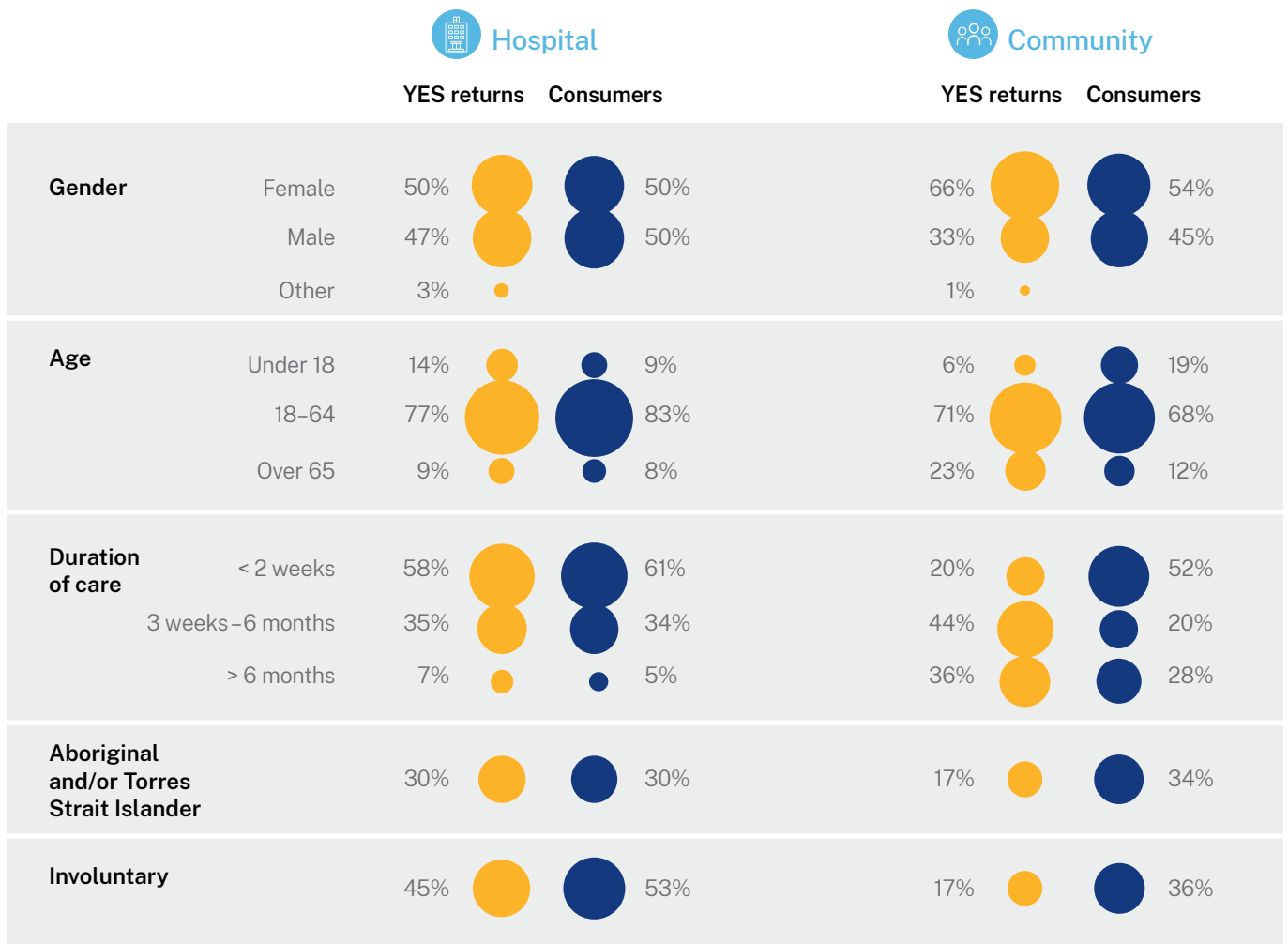
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

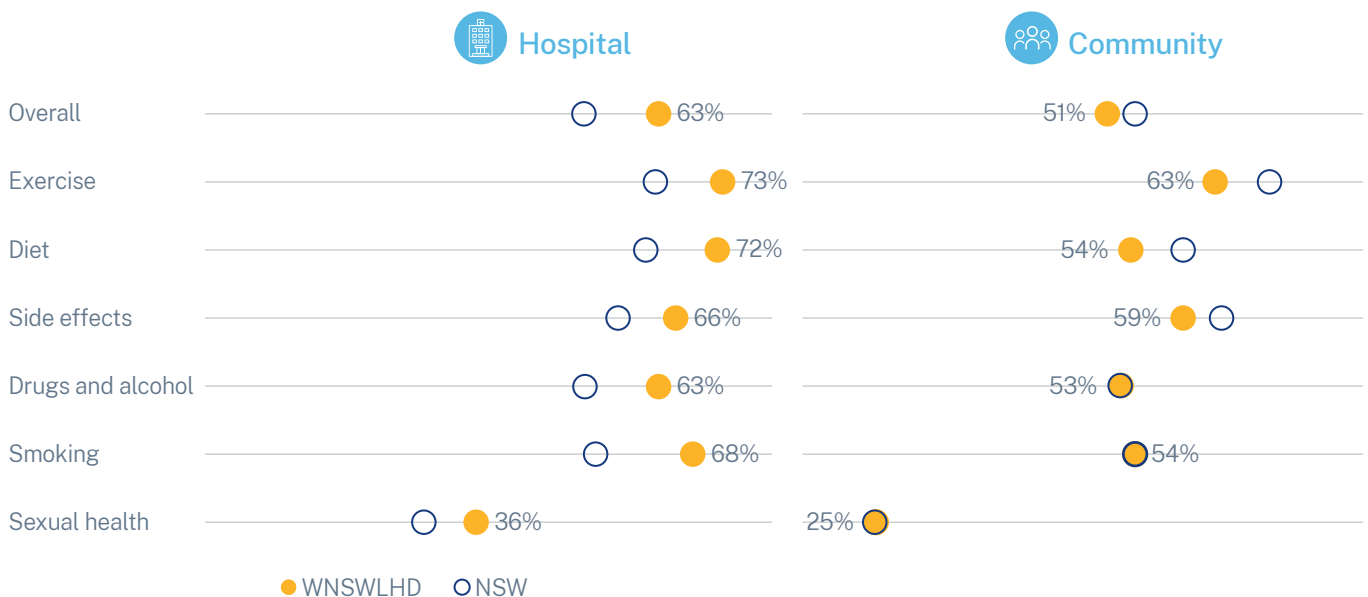
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



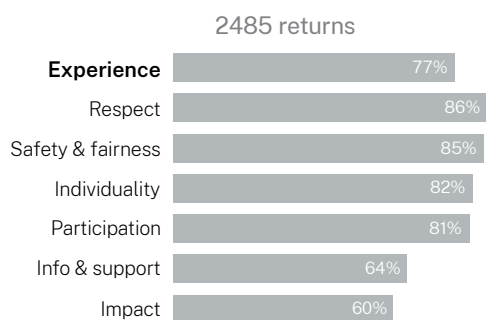
Information on physical health (HeAL)

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

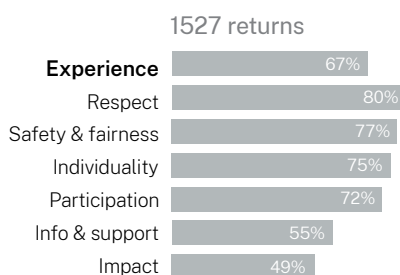


Western Sydney Local Health District

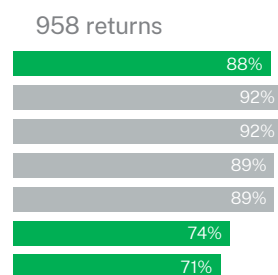
Overall



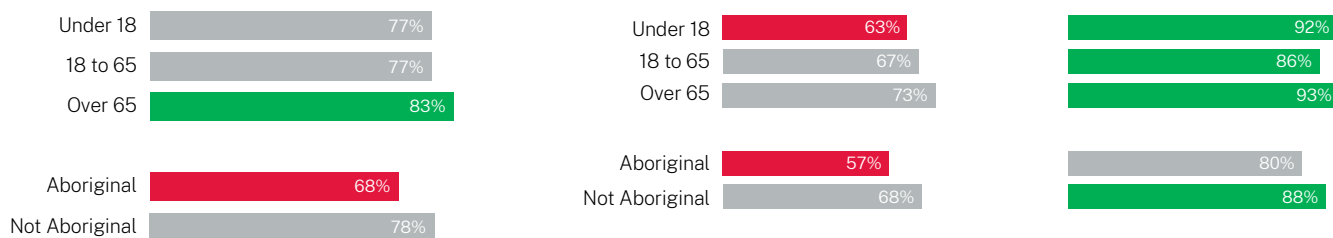
Hospital



Community



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



Individual Hospital Unit or Community Team

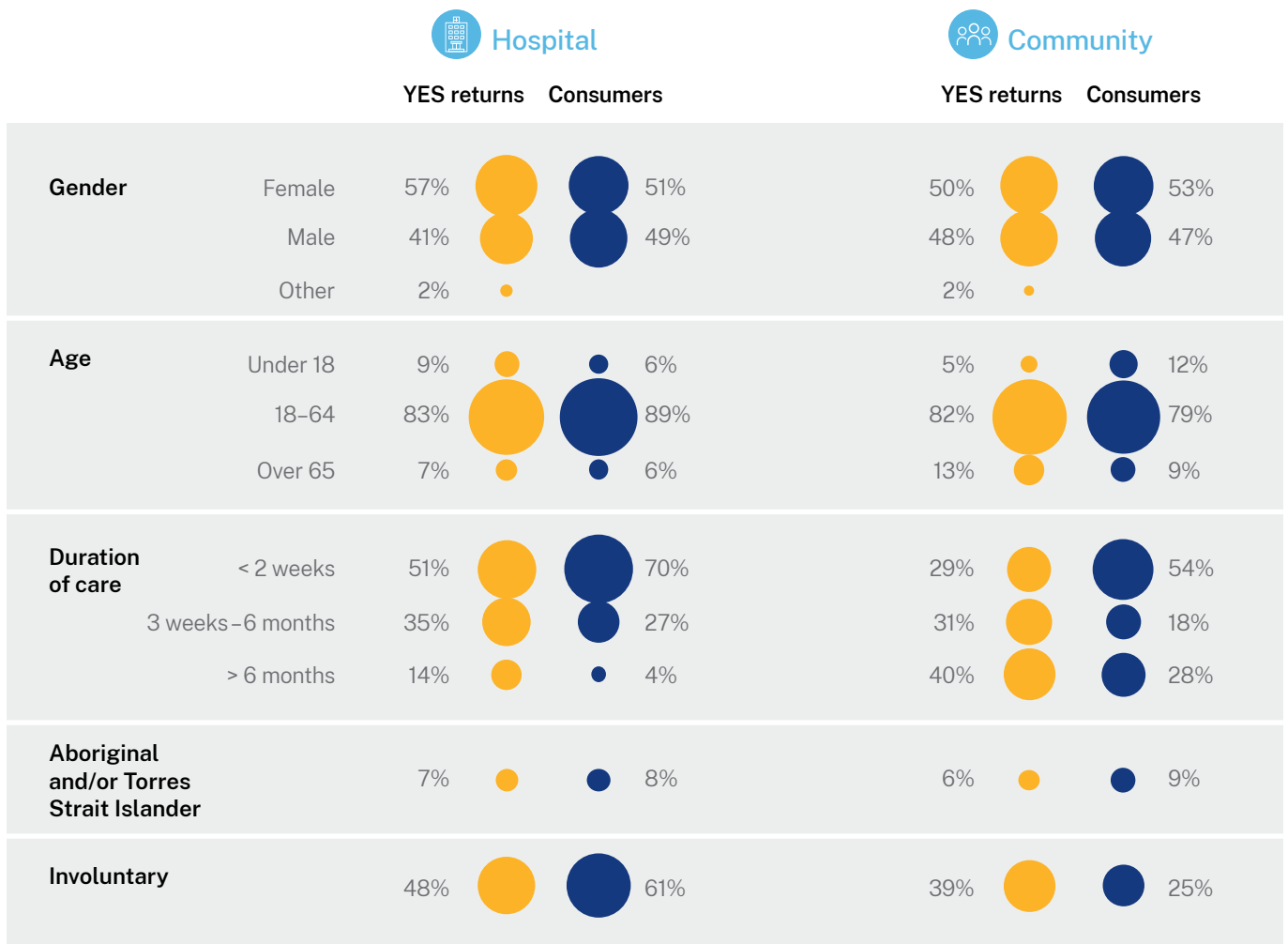
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Parramatta CCCT	C 47	98	●	●	●	●	●	●
BL Comm OPMH Tm	C 39	95	●	●	●	●	●	●
Granville ART	C 107	92	●	●	●	●	●	●
Merrylands Comm OPMH	C 61	90	●	●	●	●	●	●
Willow Rehab Inpt	H 60	88	●	●	●	●	●	●
Parramatta ACT	C 278	86	●	●	●	●	●	●
Blacktown CCCT	C 39	82	●	●	●	●	●	●
Waratah Rehab Inpt	H 145	74	●	●	●	●	●	●
F11 Melaleuca Unit	H 125	74	●	●	●	●	●	●
Auburn CCCT	C 60	73	●	●	●	●	●	●
BL PECC	H 213	73	●	●	●	●	●	●
Acacia Rehab Inpt	H 69	71	●	●	●	●	●	●
Riverview Ac Inpt	H 208	69	●	●	●	●	●	●
C4B PG Inpt	H 42	69	●	●	●	●	●	●
C4A Acute Inpt	H 58	69	●	●	●	●	●	●
Redbank Act Adol Ut	H 132	64	●	●	●	●	●	●
Bungarribee House	H 171	60	●	●	●	●	●	●
Hainsworth Ac Inpt	H 56	59	●	●	●	●	●	●
Paringa Ac Inpt	H 87	37	●	●	●	●	●	●

- 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.

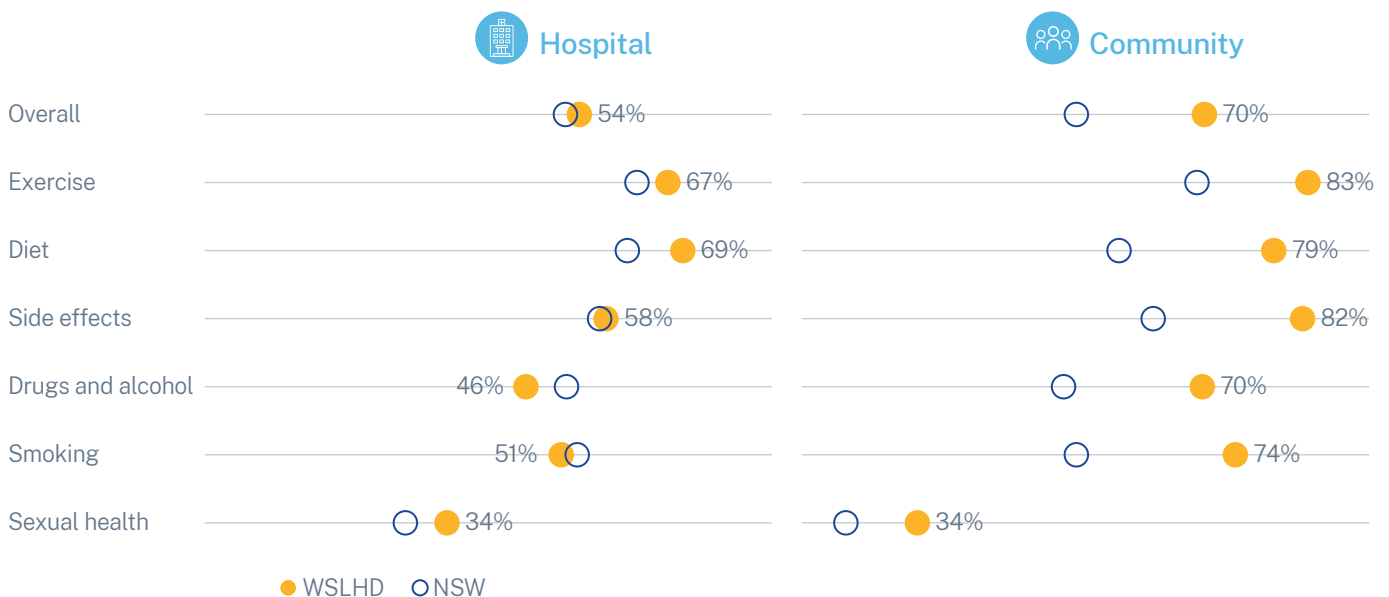
Results are only shown for teams or subgroups where more than 30 returns were received.

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"/>	<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:

<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
Making a difference/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.

