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.

#### Report produced by:

InforMH System Information and Analytics Branch NSW Ministry of Health

Published November 2022

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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SHPN (SIA) 220858 ISBN 978-1-76023-342-6



### 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.

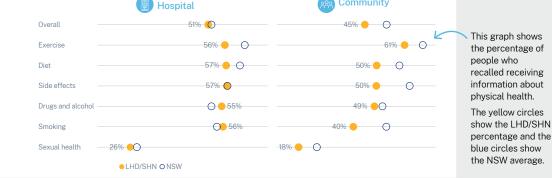
#### Here is how to read these reports:



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.



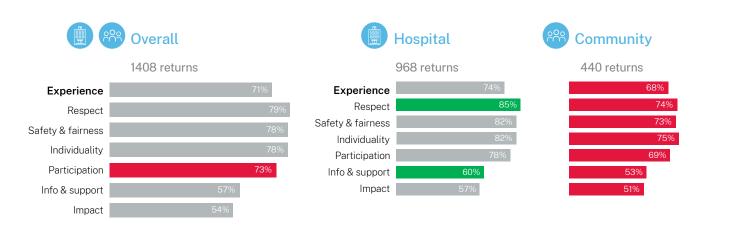


# LHD/SHN summary reports

Your Experience of Service: What consumers say about NSW Mental Health Services 2021–2022 Supplement

**X** 7

### Central Coast Local Health District



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



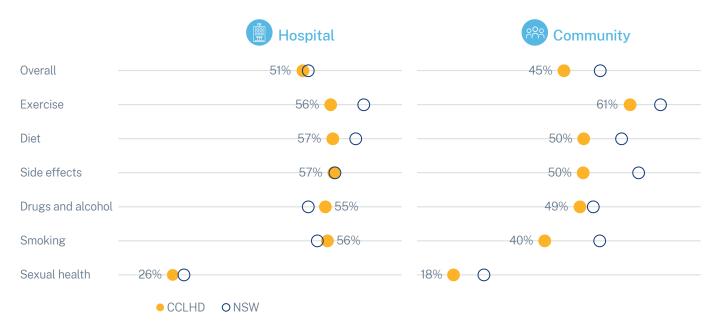
Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
Miri Miri WYO	Н	66	77 🔴	٠	٠	٠		٠		Better than
Mental Health WYO	Н	310	76 🔵					٠		target
PECC WYO	Н	135	75 🔵	•	•			٠		Just below
Mental Health GOS	Н	343	71 🔴					٠		
MH Acute Care WYHC	С	118	62 🔴	•	•	٠	•	•	•	target
MH Acute Care GSHC	С	118	59 🔴	٠	٠	٠	٠	٠	٠	Below target
										H = Hospital

C = Community

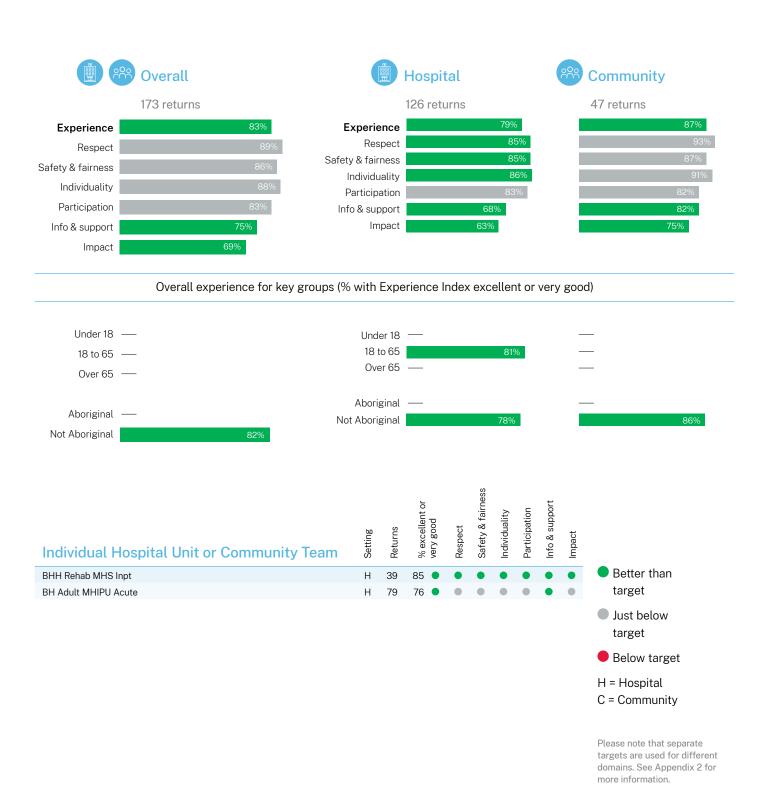
Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	ം സ്റ്റ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	54%	52%	59%	66%
	Male Other	44%	48%	38%	34%
Age	Under 18 18–64 Over 65	8% 81% 12%	6% 83% 11%	11% 72% 16%	9% 63% 28%
Duration of care 3 we	< 2 weeks weks – 6 months > 6 months	64% 34% 2%	67% 33% • 1%	29% 46% 25%	58% 24% 18%
Aboriginal and/or Torres Strait Islande		17%	16%	9% 😑	12%
Involuntary		43%	54%	22%	11%

#### Information on physical health (HeAL)



### Far West Local Health District



		Hos	spital	community	
		YES returns	Consumers	YES returns Consumers	
Gender	Female	35%	37%	58%	
	Male	62%	63%	40%	
	Other	3%	•	2%	
Age	Under 18	1% •	6%	33% 🔴 🔵 20%	
	18-64	92%	87%	59%	
	Over 65	7%	7%	9% • 9%	
Duration	< 2 weeks	56%	67%	11% 😑 🔵 38%	
of care 3 w	veeks–6 months	40%	33%	57%	
	> 6 months	4%	0%	33% 🭎 🍎 37%	
Aboriginal and/or Torre Strait Island		28%	29%	16% 😑 27%	
Involuntary		42%	40%	13% 🔴 24%	

### Information on physical health (HeAL)



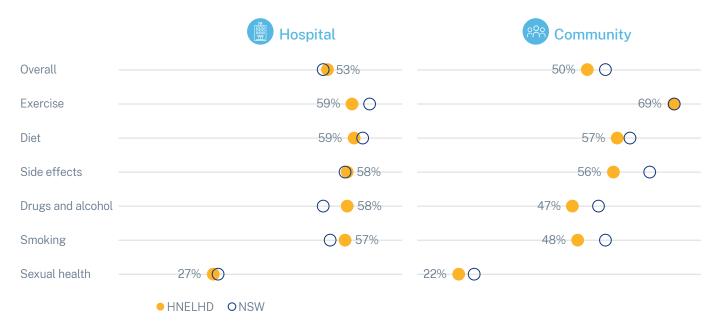


### Hunter New England Local Health District

			(app)									
	Overall		E	Hos	spit	al						Community
	2619 returns			2179	9 ret	turns	S					440 returns
Experience	73%	Exp	perience	•			67	%				79%
Respect	84%		Respec	t				80%	ó			87%
Safety & fairness	82%	Safety &	k fairnes:	5				77%				87%
Individuality	82%	Ind	lividuality	/				75%				89%
			ticipatior				7	2%				81%
Participation	77%	Info 8	& suppor				5%				- 5	61%
Info & support	58%		Impac	t		509	%				. 1	56%
Impact	53%											
	Overall experience for	key groups (% w	/ith Exp	perien	ce lı	ndex	exce	ellen	it or	very	g00	d)
Under 18	77%		Under 18	3			69	1%			1	84%
18 to 65	72%		18 to 65				67	_			- i	77%
Over 65	77%		Over 65	5			7	'3%			- i	81%
Over 05	//%											
_		А	borigina	l			68	%				75%
Aboriginal	71%	Not A	borigina	l			68	%				80%
Not Aboriginal	74%											
							SS					
				t or			irne	~	Ľ	port		
			20 00	ellen	poc	t	& fa	ualit	patic	ddns		
		·· -	Setting Returns	exce	very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
Individual Ho	spital Unit or Commu	nity leam	Se Se	%	Ve	Re	Sa	<u>u</u>	Ра	l	<u>=</u>	
ISMHU			H 73	89	٠	٠	٠	٠	٠	٠	٠	
OP Lake Macquarie			C 50			•	•	•	•	•	•	
MHSUS-S			H 38		•	•	•	•		•	•	Better than
Taree MHU			H 195		•		•	•	•	•	•	target
Clark Centre			H 173 C 64		-							Just below
CAMHS Newcastle Mater MHUOP			C 64 H 75				-					target
Ctr for Psych			C 44						•			Below target
Lake Macquarie CMH	Т		C 77			•			•	•	•	
Morisset MSU			Н 33									H = Hospital
CAMHS NEXUS			H 128				•	•			•	C = Community
Mater LMMHU			H 269	68		٠		٠	٠	٠		
Morisset CRU			H 77	68						٠		Please note that separate
Mater MHICU			Н 83	65				•	•			targets are used for different
MHSUS-N			H 62	65		٠			٠			domains. See Appendix 2 for more information.
Maitland MHU			H 171	58	٠	٠		٠	٠	٠	٠	
Mater NMHU			H 196			٠		٠	٠	٠		
Mater PECC			H 204			•	•	•	•	•	•	
Tamworth Banksia			H 185	51	•	•	•	•	•	•	•	

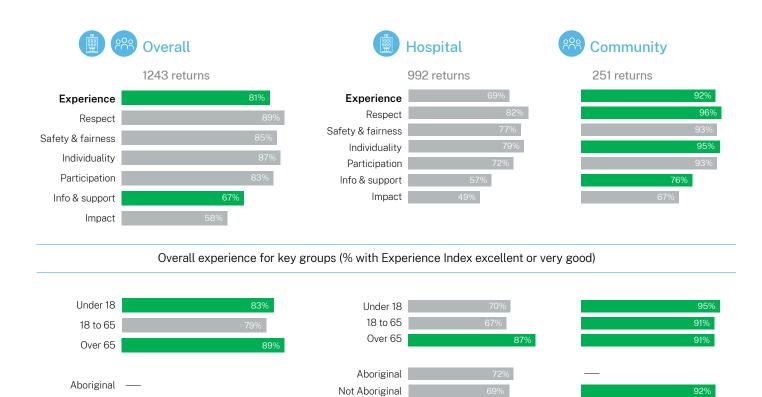
		Hos	spital	ന്നെ Comn	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	48%	46%	65%	54%
	Male Other	50% 2%	54%	31%	46%
Age	Under 18 18–64 Over 65	7% 86% 7%	7% 85% 8%	24% 52% 24%	18% 72% 10%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	69% 21% 9%	74% 23% • 3%	6% 40% 54%	48% 21% 31%
Aboriginal and/or Torres Strait Islande		20%	21%	12%	19%
Involuntary		44%	55%	17%	• 7%

### Information on physical health (HeAL)





### Illawarra Shoalhaven Local Health District



Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
Illawarra Older Per	С	35	97 🔵	٠		٠	٠	•	٠	Better than
Illawarra Child Adol	С	33	94 🔵				٠		•	target
Older Person IPU	Н	81	90 🔵	•	•	•		•		Just below
Shoalhaven Older Per	С	30	87 🔵		٠	٠		٠	•	
Rehabilitation Unit	Н	30	83 🔵		٠			٠		target
Shoalhaven Sub Acute	Н	52	77 🔴	•	٠	٠	٠	٠	•	Below target
Adolescent IPU	Н	84	73 🔴			٠			٠	=   aanita
Mirrabook Acute IPU	Н	243	67 🔴							H = Hospital
Wollongong Acute IPU	Н	162	64 🔴				٠			C = Community
Eloura Acute IPU	Н	224	63 🔴			٠	٠		٠	

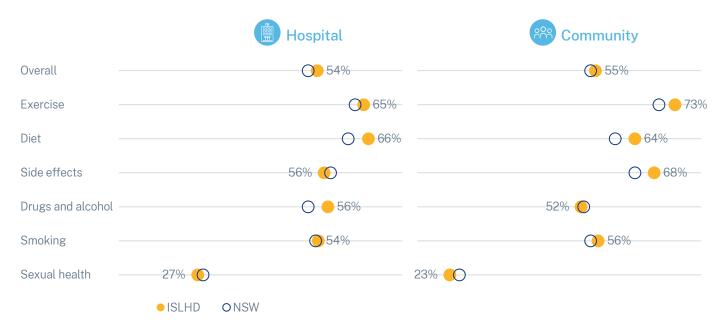
Please note that separate targets are used for different domains. See Appendix 2 for more information.

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

Not Aboriginal

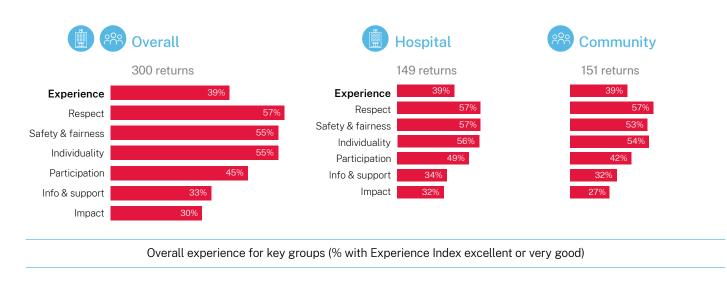
		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
- ·					
Gender	Female	49%	51%	64%	58%
	Male	48%	49%	31%	42%
	Other	2%	•	5% 😑	-
Age	Under 18	10%	10%	27%	22%
	18-64	80%	81%	44%	68%
	Over 65	10%	8%	29%	11%
Duration of care	< 2 weeks	63%	75%	9%	52%
3	weeks-6 months	34%	24%	51%	21%
	> 6 months	2% •	• 1%	39%	27%
Aboriginal and/or Torr Strait Islan		13% 😑	13%	10% 🔴	12%
Involuntary	/	43%	52%	14% 🔴	33%

### Information on physical health (HeAL)





### Justice Health and Forensic Mental Health Network





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.



### Information on physical health (HeAL)



### Mid North Coast Local Health District

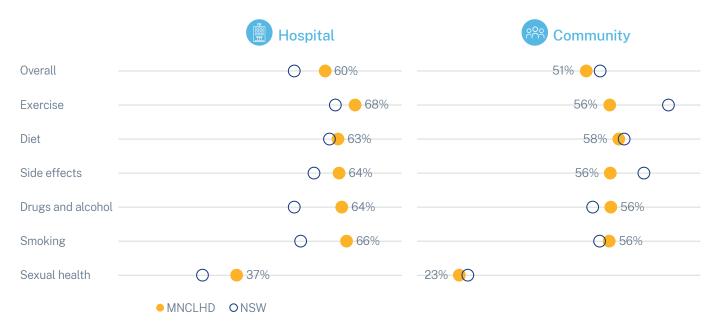


Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	Ref Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	50%	45%	68%	54%
	Male	49%	54%	30%	46%
	Other	2%		2%	
Age	Under 18	1%	1%	8%	19%
	18-64	91%	92%	78%	71%
	Over 65	8%	6%	14%	10%
Duration of care	< 2 weeks	62%	73%	24%	39%
3 we	eeks–6 months	33%	26%	49%	26%
	> 6 months	5% 😑	• 1%	27%	35%
Aboriginal and/or Torres Strait Islande		22%	20%	13% 😑	19%
Involuntary		48%	48%	15%	18%

### 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.



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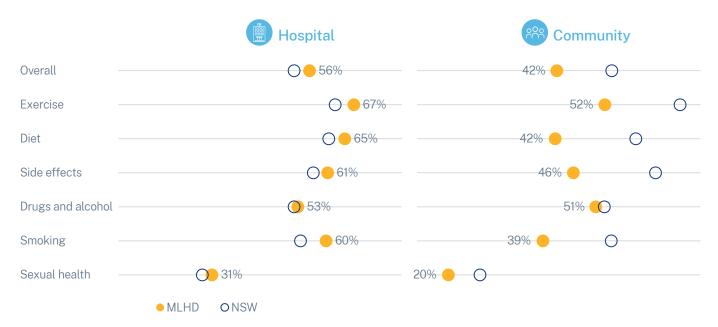
### Murrumbidgee Local Health District



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

		Hos	spital	ര്സ് Comn	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	54%	50%	70%	56%
	Male	45%	50%	27%	44%
	Other	2%		2%	
Age	Under 18	3%	3%	10%	23%
	18–64	87%	83%	80%	65%
	Over 65	11%	14%	10%	11%
Duration of care	< 2 weeks	65%	68%	10%	40%
3 we	eks-6 months	33%	31%	56%	32%
	> 6 months	2%	. 0%	29%	28%
Aboriginal and/or Torres Strait Islande		17%	17%	16%	18%
Involuntary		42%	50%	22%	9%

### Information on physical health (HeAL)





### Nepean Blue Mountains Local Health District

	all			Hospi						Community
641 re	eturns			538 ret	urns					103 returns
Experience	78%	Ex	perience			66%	_			89
Respect	87%		Respect	_		809	%			
fety & fairness	84%		& fairness			75% 75%				<u> </u>
Individuality	83%		dividuality articipation			70%				c
Participation	81%		& support		51%					76%
Info & support	63%		Impact		48%					67%
Impact	58%									
Ov	erall experience for key g	groups (% ·	with Exp	erience l	ndex e	xceller	nt or	very	good	))
Under 18 —			Under 18			71%				
18 to 65	76%		18 to 65			66%				
Over 65	7070		Over 65						_	_
Over 05										
			Aboriginal			75%	1		_	_
Aboriginal —	76%				(	<b>75%</b> 65%	I			
Aboriginal —— Not Aboriginal		Not	Aboriginal Aboriginal	é excellent or ery good		65%	-	nfo & support	mpact	
Aboriginal — Not Aboriginal	76% Unit or Community	Not	Aboriginal Aboriginal Gefruus	8 % excellent or very good			Participation	Info & support	Impact	
Aboriginal — Not Aboriginal		Not	Aboriginal Aboriginal Setting H 183	<ul> <li>9 % excellent or</li> <li> wery good</li> </ul>		65%	-	Info & support	Impact	<ul> <li>Better than</li> </ul>
Aboriginal — Not Aboriginal		Not	Aboriginal Aboriginal Settrus H 183	80 鱼		65%	-	<ul> <li>Info &amp; support</li> </ul>	Impact	<ul> <li>Better than target</li> </ul>
Aboriginal — Not Aboriginal — ndividual Hospital		Not	Aboriginal Aboriginal effruge H 183 H 89	80 • 64 •		65%	-	<ul> <li>Info &amp; support</li> </ul>	Impact	<ul> <li>Better than</li> </ul>
Aboriginal — Not Aboriginal Abori		Not	Aboriginal Aboriginal Etting Seffting H 183 H 89 H 96	80 • 64 • 58 •		65%	-	<ul> <li>Info &amp; support</li> </ul>	•	<ul> <li>Better than target</li> <li>Just below</li> </ul>
Aboriginal — Not Aboriginal Abori		Not	Aboriginal Aboriginal Etting Seffting H 183 H 89 H 96	80 • 64 • 58 •		65%	-	Info & support	•	<ul> <li>Better than target</li> <li>Just below target</li> </ul>

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

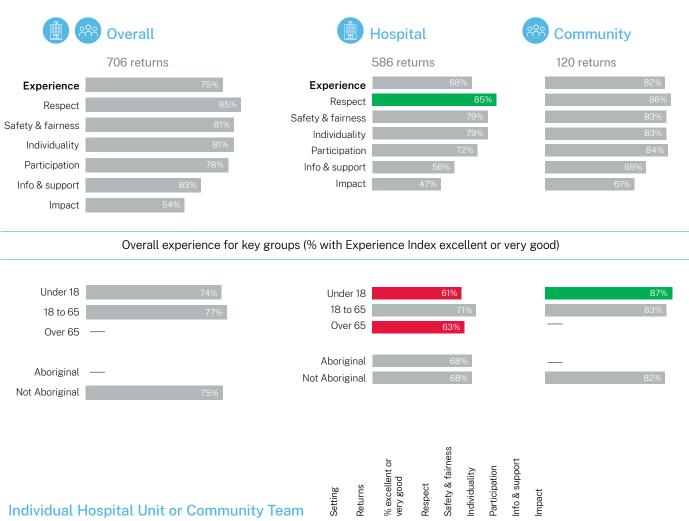
Results are only shown for teams or subgroups where more than 30 returns were received.

		Hos	spital	ം സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	52% 44%	47%	64% 34%	55%
	Other	4% 😑		2% •	
Age	Under 18 18–64 Over 65	8% 87% 5%	6% 85% 9%	2% 74% 24%	11% 83% 6%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	73% 22% 5%	76% 24% . 0%	10% 42% 47%	47% 19% 34%
Aboriginal and/or Torres Strait Islande		14%	14%	13%	• 10%
Involuntary		50%	59%	20%	42%

### Information on physical health (HeAL)



### Northern NSW Local Health District



individual hospital offic of Community ream	S	£	% \$	£	S	<u> </u>	д.	<u> </u>	<u> </u>	
Tuckeroo MH SubAcute	H 12	27	84 🔵	٠	•	٠		٠	٠	<ul> <li>Better than</li> </ul>
Lilli Pilli LIS OPMHU	H 4	49	67 🔴	٠						target
Kurrajong MHU	H 12	24	65 🔴							Just below
Tallowwood - LAMHU	H 12	26	63 🔴							
Kamala C&A MHU	H 1	113	60 🔴				•		•	target
										Below target

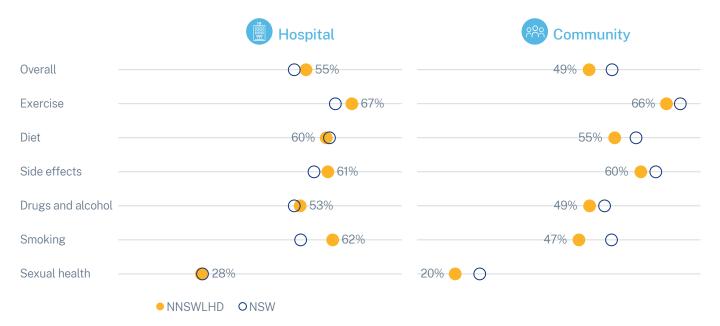
Please note that separate targets are used for different domains. See Appendix 2 for more information.

H = Hospital C = Community

		Hos	spital	ം സ്റ്റ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	55%	49%	61%	54%
	Other	4%		2%	10/0
Age	Under 18 18–64 Over 65	23% 68% 9%	11% 80% 9%	26% 52% 22%	19% 71% 10%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	51% 45% 4%	61% 38% 0%	5% 39% 56%	36% 27% 37%
Aboriginal and/or Torres Strait Islande		14%	13%	9% 🔴	15%
Involuntary		39%	54%	22%	19%

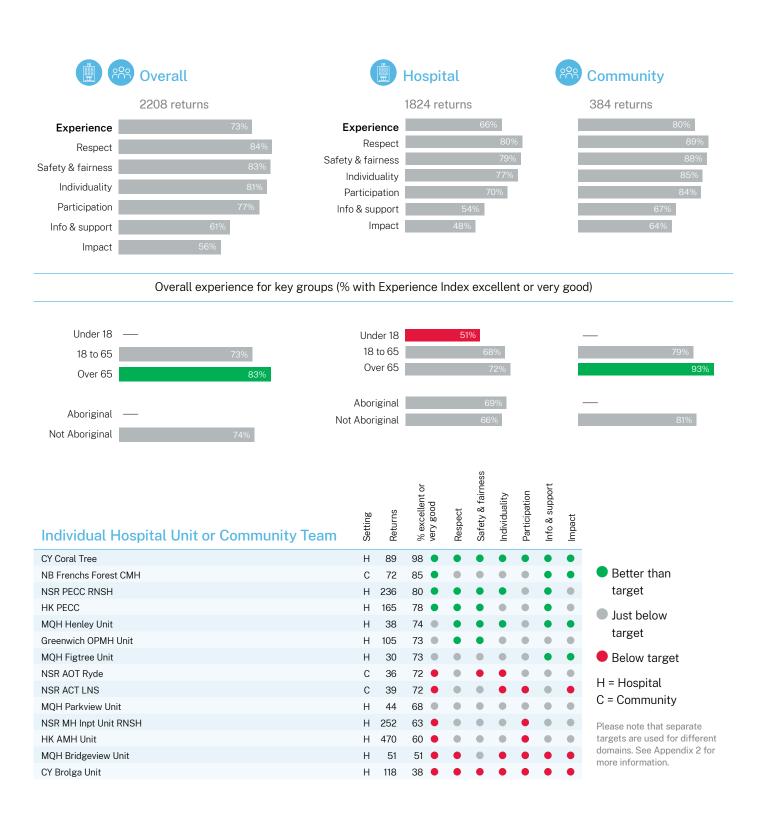
### Information on physical health (HeAL)

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



🎾 25

### Northern Sydney Local Health District



			spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	50% 47%	51%	51%	53%
	Other	3%		1%	
Age	Under 18 18–64 Over 65	11% 79% 9%	13% 77% 10%	8% 79% 13%	20% 69% 11%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	62% 30% 8%	65% 30% 5%	5% 24% 72%	42% 20% 38%
Aboriginal and/or Torres Strait Islande		4% 😑	• 4%	2% •	• 3%
Involuntary		44%	37%	22%	16%

### 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.



1/ 27

### St Vincent's Health Network

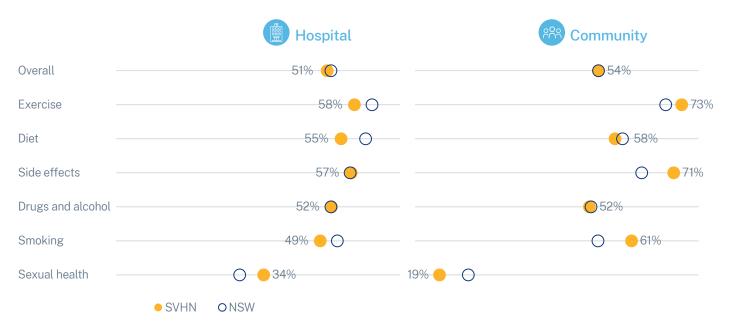


Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	48%	48%	54%	43%
	Other	2%	3270	4%	0070
Age	Under 18 18–64 Over 65	3% 93% 4%	• 2% 88% 9%	1% 79% 20%	2% 83% 15%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	72% 25% 3%	74% 25% • 0%	13% 42% 45%	54% 19% 26%
Aboriginal and/or Torres Strait Islande		12%	• 8%	4% •	• 7%
Involuntary		49%	47%	21%	23%

### 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.



29

### South Eastern Sydney Local Health District



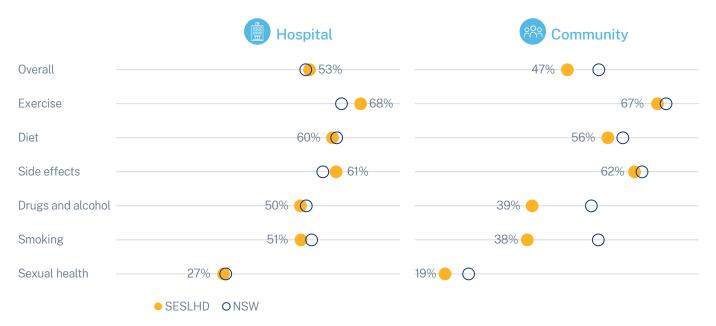
#### Overall experience for key groups (% with Experience Index excellent or very good)



Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
ESMH Headspace Amb	С	39	97 🔵	٠	٠			٠		Better than
POWMH PECC IPU	Н	81	88 🔵	•	•	٠	٠	٠	•	target
STGMH PECC IPU	Н	41	85 🔵	٠		•	٠	•		Just below
POWMH OP IPU	Н	42	83 🔵	٠		•	٠			
STGMH OP IPU	Н	123	79 🔵	٠						target
POWMH Rehab IPU	Н	58	78 🔵			•		٠	•	Below target
STGMH Acute IPU	Н	162	77 🔴	٠					•	U - Ucopital
TSHMH Acute IPU	Н	256	74 🔴					٠		H = Hospital
STG ACMH T1	С	203	72 🔴	۲	•		٠			C = Community
POWMH Kiloh Obs IPU	Н	48	71 🔴	٠	•			•		
TSHMH Rehab IPU	н	73	67 🔴							Please note that separate
ESMH Adult MH T1 Amb	С	49	65 🔴	٠	•	٠	٠			targets are used for different
ESMH Acute Care Amb	С	77	64 🔴	٠	٠	•	٠	٠	٠	domains. See Appendix 2 for more information.
POWMH Kiloh Gen IPU	Н	63	48 🔴	٠	٠	٠	٠	٠	٠	more mornation.

		Hos	spital	ം സ്റ്റ് Comn	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	50% 49%	48% 51%	55% 43%	56%
	Other	1% •	•	3% •	•
Age	Under 18 18–64 Over 65	2% 79%	3% 87% 10%	12% 81%	16% 70% 14%
Duration of care 3 we	< 2 weeks eks-6 months	52% 42%	66% 32%	17% <b>—</b> 28% <b>—</b>	55%
	> 6 months	5% 🔴	• 2%	55%	25%
Aboriginal and/or Torres Strait Islande		6% 😑	• 6%	4% •	• 5%
Involuntary		50%	59%	27%	53%

### Information on physical health (HeAL)





### South Western Sydney Local Health District



Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairnes:	Individuality	Participation	Info & support	Impact	
BRA MHU C Ward	Н	36	86 🔵	٠	٠	٠		٠	٠	Better than
LIV MHU PECC	Н	69	84 🔵	•				•	•	target
LIV MHU East	Н	50	80 🔵	•				•	•	Just below
CTN MHU Waratah	Н	31	77 🔴	•	•	٠		٠	•	
BNK MHU Banks House	Н	85	68 🔵						•	target
LIV MHU West	Н	113	64 🔴							Below target
										H = Hospital

S

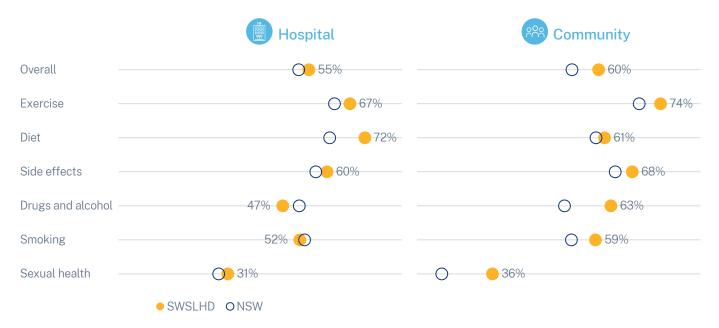
Please note that separate targets are used for different domains. See Appendix 2 for more information.

C = Community

		Hos	spital	Ref Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	37%	47%	63%	53%
	Male	61%	52%	34%	47%
	Other	2%	•	3%	•
Age	Under 18	4%	5%	9%	14%
	18-64	86%	85%	80%	77%
	Over 65	10%	10%	11%	9%
Duration of care	< 2 weeks	57%	73%	11%	43%
	eeks-6 months	38%	26%	30%	21%
	> 6 months	6%	• 1%	58%	36%
Aboriginal and/or Torres Strait Islande		8% 😑	9%	4% 😐	9%
Involuntary		65%	61%	23%	33%

### 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.



33

### Southern NSW Local Health District

	rall		H	Hospi	tal						Community
932 r	returns			800 re	turns						132 returns
Experience	74%	Expe	erience			67		_			81%
Respect	87%		Respect				819			- 3	93%
fety & fairness	83%	Safety & t					77% 77%			- 1	90% 88%
Individuality	83%		viduality icipation				72%			- 1	88%
Participation	80%		support		5	4%				- 1	67%
Info & support	61%		Impact		499	%					69%
Impact	59%										
Ov	verall experience for key	groups (% wi	th Expe	erience	Index	exc	eller	nt or	very	g00	d)
Under 18 —			10				700/				
18 to 65	76%		Jnder 18 18 to 65			67	73% %				86%
	/0%		Over 65			59%	/0				00%
Over 65											
		Ab	ooriginal			67	%			-	
Aboriginal —		Not Ab	ooriginal			67	%				81%
Not Aboriginal	74%										
			ing rns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	act	
ndividual Hospital	Unit or Community	<b>/ Team</b>	Setting Returns	% ex very	Resp	Safe	Indiv	Part	Info	Impact	
on Adult			C 37	84 🜒					٠	٠	<ul> <li>Better than</li> </ul>
RH MH Inpt Svc		ł	H 265	75 🔵	٠	٠	٠	٠	٠	٠	target
		1	H 380	62 🔴			•	•	•	•	<ul> <li>Just below</li> </ul>
on MH Inpt Svc											target
on MH Inpt Svc											<ul> <li>Below target</li> </ul>
n MH Inpt Svc											-

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.

		Hos	spital	comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	51%	48%	55%	55%
	Male Other	49%	52%	43%	45%
Age	Under 18 18–64 Over 65	7% 85% 8%	7% 78% 15%	13% 67% 20%	22% 65% 13%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	72% 26% 2%	79% 21% 0%	6% 50% 44%	38% 31% 31%
Aboriginal and/or Torres Strait Islande		16%	16%	7% 🔴	13%
Involuntary		38%	51%	20%	24%

### Information on physical health (HeAL)



### Sydney Children's Hospitals Network



H = Hospital

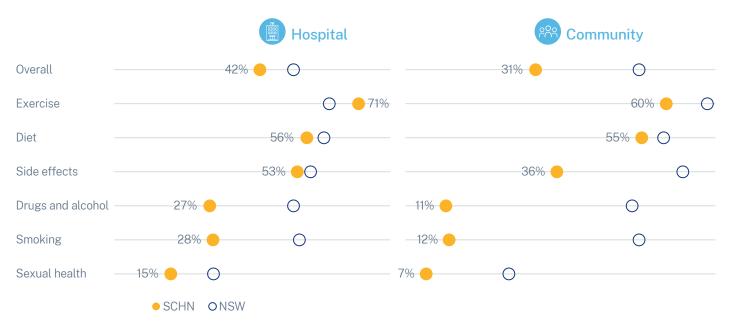
C = Community

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

		Hos	spital	ന്നു Comn	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	76%	76%	76%	65%
	Male	10%	24%	10%	35%
	Other	14%	•	14%	
Age	Under 18	95%	98%	94%	97%
	18-64	5%	• 2%	6%	• 3%
	Over 65	0%	0%	0%	0%
Duration of care	< 2 weeks	72%	90%	2% •	38%
3 w	veeks–6 months	27%	10%	25%	21%
	>6 months	1%	. 0%	73%	41%
Aboriginal and/or Torre Strait Island		6% 😑	• 3%	10%	• 6%
Involuntary		27%	• 2%	23%	11%

## 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 Local Health District



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	
СР ОРМН	С	61	90 🔵		٠					Better than
CC Jara Inpt Svc	Н	69	83 🔵	٠	٠	٠	٠		٠	target
Marrickville Core	С	45	80 🔍				•		•	Just below
MMHS Short Stay Unit	Н	158	65 🔵		٠	•				
MMHS Acute Unit	Н	271	65 🔵				٠			target
CC Norton Inpt Svc	Н	93	65 🔵				٠			Below target
CC Manning Inpt Svc	Н	124	64 🔴		٠					
CMR ACS	С	38	63 🔴	•	•	•	•	•		H = Hospital
CC Manning East Inpt	Н	50	60 🔴		•		•	•		C = Community
Rivendell Inpt Svc	Н	44	59 🔴	٠	٠	٠	٠	٠	٠	

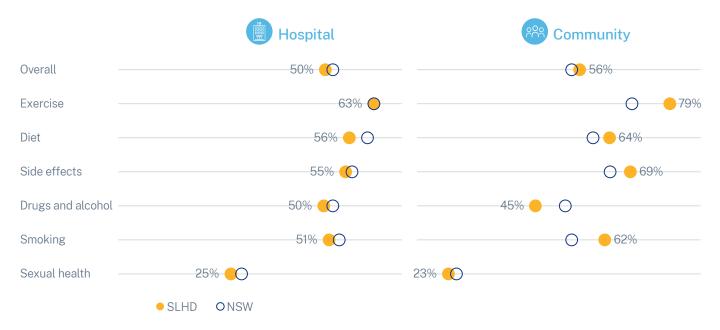
Please note that separate targets are used for different domains. See Appendix 2 for more information.

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

		Hos	spital	Real Community					
		YES returns	Consumers	YES returns	Consumers				
Gender	Female	52%	49%	52%	55%				
	Male	45%	51%	46%	44%				
	Other	3% •	-	1% •	-				
Age	Under 18	7%	5%	5%	13%				
	18-64	83%	84%	73%	74%				
	Over 65	10%	11%	22%	13%				
Duration	< 2 weeks	41%	64%	11%	48%				
of care 3 we	eeks-6 months	54%	33%	31%	20%				
	> 6 months	5%	• 3%	57%	32%				
Aboriginal and/or Torres Strait Islande		7% 🔴	• 6%	6% 🔴	• 7%				
Involuntary		56%	56%	23%	51%				

## 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.



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# Western NSW Local Health District



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



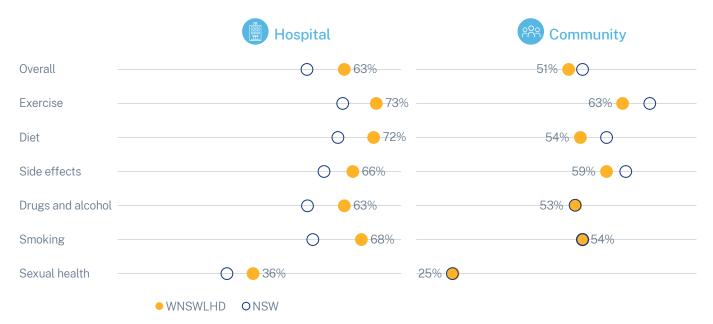
Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
Bathurst OP CMHS	С	38	95 🔵	٠	٠	٠		٠	٠	Better than
Dubbo Sub Acute	Н	207	89 🔵	٠	٠	٠		٠	٠	target
Orange OP CMHS	С	85	88 🔵						٠	Just below
Parkes CMHS	С	40	85 🔵							target
Bathurst FACT	С	113	85 🔵		٠			٠	٠	laigei
Dubbo OP CMHS	С	38	84 🔍	•	•	•		•	٠	Below target
Orange OP MHIPU	Н	50	80 🔵	٠	٠	٠			٠	LI = Lloopital
Orange FACT CMHS	С	47	77 🔴					٠	٠	H = Hospital
Orange Lachlan Acute	Н	34	74 🔴	٠				٠		C = Community
Cowra CMHS	С	51	73 🔴	•	•	•				
Orange ACCT CMHS	С	45	71 🔴		•			•	٠	Please note that separate
Mudgee CMHS	С	58	69 🔴	٠	٠	٠	٠		٠	targets are used for different
Bathurst ACCT	С	96	67 🔴	٠	٠	٠	٠		٠	domains. See Appendix 2 for more information.
Orange Lachlan MHICU	Н	39	67 🔴						٠	more information.
Amaroo Acute	Н	119	66 🔍	•						
Orange MHEC CMHS	С	45	58 🔴	•		٠	•	٠	٠	
Dubbo MH AACT	С	82	57 🔴	٠	٠	٠	٠	٠	٠	
Dubbo Adult MHIPU	Н	180	56 🔴	٠		٠	٠		٠	
Orange CA MHIPU	Н	100	47 🔴	٠	٠	٠	٠	٠	٠	

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

		Hos	spital	8 Community					
		YES returns	Consumers	YES returns	Consumers				
Gender	Female Male Other	50% 47%	50% 50%	66% 33%	54% 45%				
Age	Under 18 18–64 Over 65	14% 77% 9%	9% 83% 8%	6% 71% 23%	19% 68% 12%				
Duration of care 3 we	< 2 weeks eeks – 6 months > 6 months	58% 35% 7%	61% 34% 5%	20% 44% 36%	52% 20% 28%				
Aboriginal and/or Torres Strait Islande		30%	30%	17%	34%				
Involuntary		45%	53%	17%	36%				

## 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

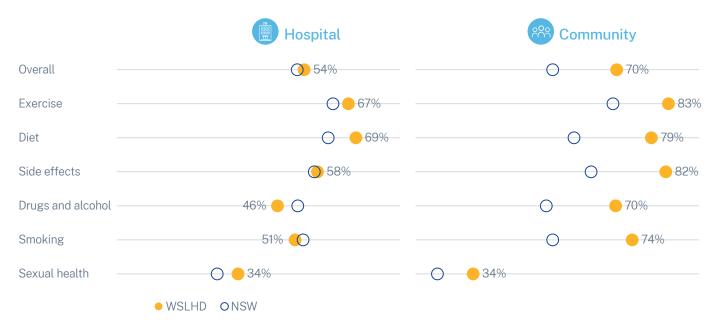
Safety & fairness 85% Individuality 82%	Experience Resper fety & fairnes Individualiti Participatic Info & suppo Impac	et singer set	return 49	67 7 55% %	80% 77% 75% 72%		Werv	200	Community 958 returns 88% 92% 92% 89% 89% 74% 71%
Under 18 77% 18 to 65 77% Over 65 83%	Under 1 18 to 6 Over 6 Aborigin Not Aborigin	8 <b></b> 5 <b></b> 5 <b></b>		<mark>63%</mark> 67	% 73%				92% 86% 93% 80% 88%
Not Aboriginal 78%	Setting	veturits % excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	act	
Individual Hospital Unit or Community Team	Setting	verv	Res	Safe	Indiv	Parti	Info	Impact	Better than
Individual Hospital Unit or Community Team Parramatta CCCT	C 4		• •	Safe	• Indiv	Parti	• Info	e	<ul> <li>Better than target</li> </ul>
		7 98 🕻	• Bes	• Safe	• Indiv	• Parti	• Info	• Imp	target
Parramatta CCCT	C 4	7 98 ( 9 95 (	e e	• Safe	<ul> <li>Indiv</li> </ul>	e e Parti	• •	• •	target Just below
Parramatta CCCT BL Comm OPMH Tm	C 4 C 3	7 98 9 95 7 92	e e e	• Safe	• Indiv	Earti	• •	• •	target Just below target
Parramatta CCCT BL Comm OPMH Tm Granville ART Merrylands Comm OPMH Willow Rehab Inpt	C 4 C 3 C 10 C 6 H 6	7     98       9     95       7     92       1     90       0     88	<ul> <li>Kes</li> </ul>	<ul> <li>Safe</li> </ul>	<ul> <li>Indiv</li> </ul>	<ul> <li>Parti</li> </ul>	• •	• • •	target Just below
Parramatta CCCT BL Comm OPMH Tm Granville ART Merrylands Comm OPMH Willow Rehab Inpt Parramatta ACT	C 4 C 33 C 10 C 6 H 6 C 27	7     98       9     95       7     92       1     90       0     88       3     86		Safe	• •	Parti	• • •	• •	target Just below target
Parramatta CCCT BL Comm OPMH Tm Granville ART Merrylands Comm OPMH Willow Rehab Inpt Parramatta ACT Blacktown CCCT	C 4 C 33 C 10 C 6 H 6 C 27 C 3	7     98       9     95       9     95       7     92       1     90       0     88       3     86       9     82		Safe	Indiv	Parti	Info 4	• • • •	target <ul> <li>Just below</li> <li>target</li> <li>Below target</li> </ul>
Parramatta CCCT BL Comm OPMH Tm Granville ART Merrylands Comm OPMH Willow Rehab Inpt Parramatta ACT Blacktown CCCT Waratah Rehab Inpt	C 4 C 33 C 10 C 6 H 6 C 274 C 33 H 14	7     98       9     95       7     92       1     90       0     88       3     86       9     82       5     74		Safr	• •	Parti		• • • •	target <ul> <li>Just below target</li> <li>Below target</li> <li>H = Hospital</li> </ul>
Parramatta CCCT BL Comm OPMH Tm Granville ART Merrylands Comm OPMH Willow Rehab Inpt Parramatta ACT Blacktown CCCT Waratah Rehab Inpt F11 Melaleuca Unit	C 4 C 3: C 10 C 6 H 6 C 27: C 3: H 14: H 12:	7     98       9     95       7     92       1     90       0     88       3     86       9     82       5     74		Safe	•	Parti		<ul> <li>•</li> <li>•&lt;</li></ul>	<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> </ul>
Parramatta CCCT BL Comm OPMH Tm Granville ART Merrylands Comm OPMH Willow Rehab Inpt Parramatta ACT Blacktown CCCT Waratah Rehab Inpt F11 Melaleuca Unit Auburn CCCT	C 4 C 3: C 10 C 6 H 6 C 27 C 3: H 14: H 12: C 6	7     98       9     95       9     95       1     90       0     88       3     86       9     82       5     74       5     74       0     73		Safe	Indiv	Barti			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECC	C 4 C 33 C 10 C 6 H 6 C 27 C 33 H 14 H 12 C 6 H 12	7     98       9     95       9     95       1     90       0     88       3     86       9     82       5     74       5     74       60     73       3     73		Safe	<ul> <li>Indiv</li> <li>Indiv</li> </ul>	Parti		<ul> <li>•</li> <li>•&lt;</li></ul>	<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> <li>Please note that separate targets are used for different domains. See Appendix 2 for</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECCAcacia Rehab Inpt	C 4 C 33 C 10 C 6 H 6 C 27 C 3 H 14 H 12 C 6 H 21 H 6	7     98       9     95       9     95       1     90       0     88       3     86       9     82       5     74       0     73       3     73       9     71		Saf	<ul> <li>Indiv</li> <li>Indiv</li> </ul>	Parti			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECC	C 4 C 33 C 10 C 6 H 6 C 27 C 33 H 14 H 12 C 6 H 12	7     98       9     95       9     95       1     90       0     88       3     86       9     82       5     74       0     73       3     73       9     71       9     69		Safe	Indiv Indivi	Parti			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> <li>Please note that separate targets are used for different domains. See Appendix 2 for</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECCAcacia Rehab InptRiverview Ac Inpt	C 4 C 33 C 10 C 6 H 6 C 27 C 3 H 14 H 12 C 6 H 21 H 6 H 21	7       98         9       95         9       95         7       92         1       90         0       88         3       86         9       82         5       74         5       74         60       73         9       71         3       73         9       71         3       69         2       69		Safe	Indiv Indiv Indiv	Parti			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> <li>Please note that separate targets are used for different domains. See Appendix 2 for</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECCAcacia Rehab InptRiverview Ac InptC4B PG Inpt	C 4 C 3: C 10 C 6 H 6 C 27 C 3: H 14 H 12 C 6 H 21: H 6 H 20: H 20:	7       98         9       95         9       95         7       92         1       90         0       88         3       86         9       82         5       74         5       74         60       73         9       71         3       69         2       69         3       69		Safe	Indiv Indiv Indiv Indiv Indiv	•     •     •     •     •       •     •     •     •     •     •			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> <li>Please note that separate targets are used for different domains. See Appendix 2 for</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECCAcacia Rehab InptRiverview Ac InptC4B PG InptC4A Acute Inpt	C 4 C 3: C 10 C 6 H 6 C 27 C 3: H 14 H 12 C 6 H 12 C 6 H 20 H 21 H 6 H 20 H 20 H 5	7       98         9       95         9       95         7       92         1       90         0       88         0       88         9       82         0       82         5       74         0       73         0       73         9       71         0       73         9       71         3       69         2       69         3       69		Safe	Indiv Indiv Indiv Indiv Indiv	e e e e e e e e e e e e e e e e e e e			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> <li>Please note that separate targets are used for different domains. See Appendix 2 for</li> </ul>
Parramatta CCCTBL Comm OPMH TmGranville ARTMerrylands Comm OPMHWillow Rehab InptParramatta ACTBlacktown CCCTWaratah Rehab InptF11 Melaleuca UnitAuburn CCCTBL PECCAcacia Rehab InptRiverview Ac InptC4B PG InptC4A Acute InptRedbank Act Adol Ut	C 4 C 33 C 10 C 6 H 6 C 27 C 33 H 14 H 12 C 6 H 12 C 6 H 21 C 6 H 21 C 6 H 21 C 6 H 21 C 6 H 5 H 5 H 13	7       98         9       95         9       95         7       92         1       90         0       88         3       86         9       82         5       74         0       73         9       71         13       69         2       64         1       60		Safe Control Control C	Indiv Indiv Indiv Indiv Indiv	e e e e e e e e e e e e e e e e e e e			<ul> <li>target</li> <li>Just below target</li> <li>Below target</li> <li>H = Hospital C = Community</li> <li>Please note that separate targets are used for different domains. See Appendix 2 for</li> </ul>

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

		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	57%	51%	50%	53%
Gender	Male	41%	49%	48%	47%
	Other	2%		2% •	
Age	Under 18	9% 😑	• 6%	5% -	12%
	18–64	83%	89%	82%	79%
	Over 65	7%	6%	13%	9%
Duration of care	< 2 weeks	51%	70%	29%	54%
	eeks–6 months	35%	27%	31%	18%
	> 6 months	14%	• 4%	40%	28%
Aboriginal and/or Torres Strait Islande		7% 😑	• 8%	6% 😑	9%
Involuntary		48%	61%	39%	25%

## 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.





## 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 ...

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

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						
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)						
14. Staff discussed the effects of your medication and other treatments with you						
15. You had opportunities to discuss your progress with the staff caring for you						
16. There were activities you could do that suited you						
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted						

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.)						
19. Explanation of your rights and responsibilities						
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)						
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)						
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)						



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					
24. The effect the service had on your ability to manage your day to day life					
25. The effect the service had on your overall well-being					
26. Overall, how would you rate your experience of care with this service in the last 3 months?					

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				
28. Smoking				
29. Alcohol and drug use				
30. Sexual health				
31. Exercise and physical activity				
32. Possible physical side effects of some medications (such as weight gain, diabetes or heart disease)				

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?	<ul> <li>No</li> <li>Yes - Aboriginal</li> <li>Yes - Torres Strait Islander</li> <li>Yes - Aboriginal and Torres Strait Islander</li> </ul>
What is your age?	Under 18 years18 to 24 years25 to 34 years35 to 44 years45 to 54 years55 to 64 years65 years and over
How long have you been receiving care from this service on this occasion?	Less than 24 hours1 day to 2 weeks3 to 4 weeks1 to 3 months4 to 6 monthsMore 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?	<ul> <li>Yes, involuntary patient/on a community treatment order</li> <li>No, I was always a voluntary patient</li> <li>Not Sure</li> </ul>
Did someone help you complete this survey?	No Yes - family or friend Yes - language or cultural interpreter
Thank you for your time and comments <b>Please place the completed questionnaire</b> <b>in the envelope provided and return by mail</b> InforMH Reply Paid 3975 Sydney NSW 2001	Yes - consumer worker or peer worker Yes - another staff member from the service Yes - someone else
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Mental Health & Wellbeing Consumer Advisory Group



# 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

		Overall 📄 ᅇ		Community 💦		Hospital 🟢	
Question type	Domains	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.

