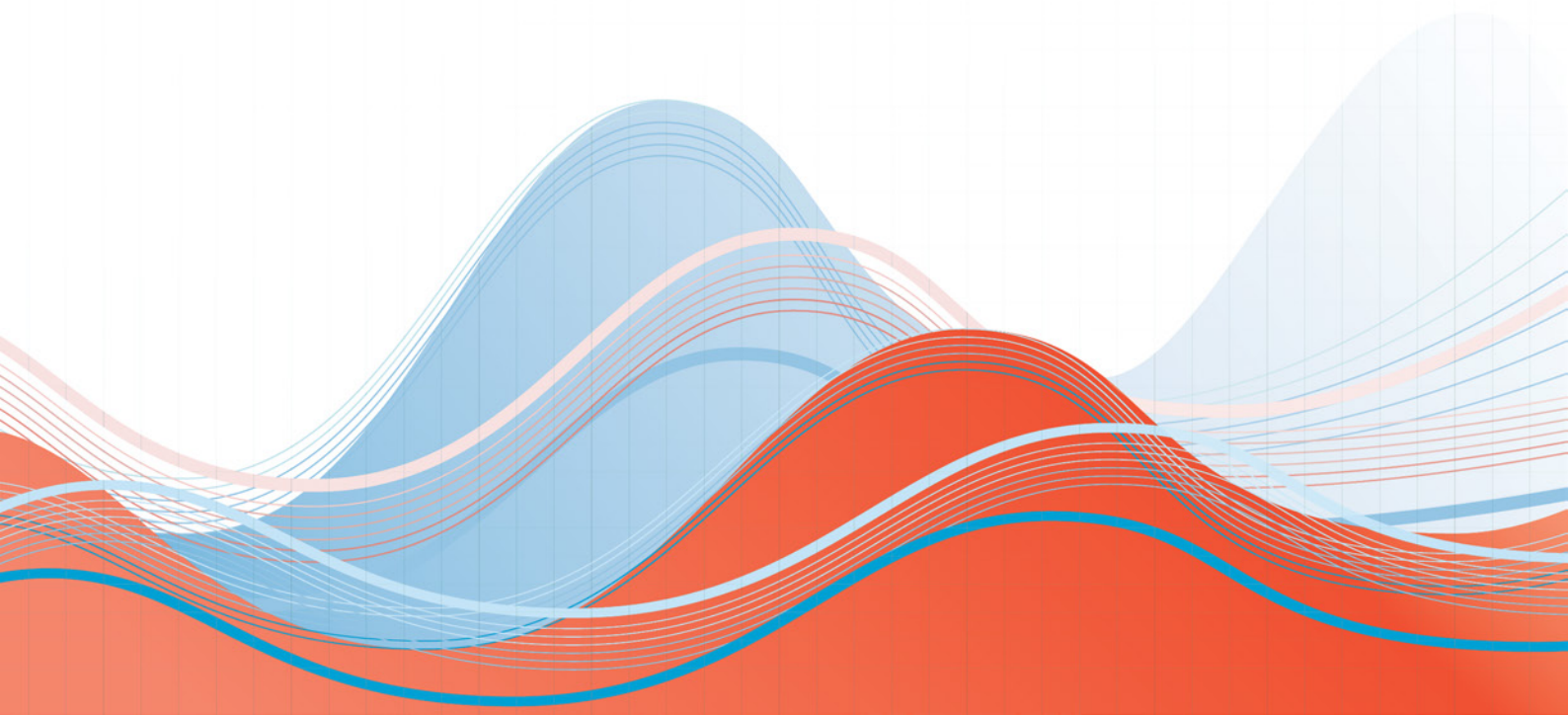


# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Central Coast Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Central Coast LHD mental health inpatient services. It is based upon 79 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Central Coast LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

# Central Coast LHD: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

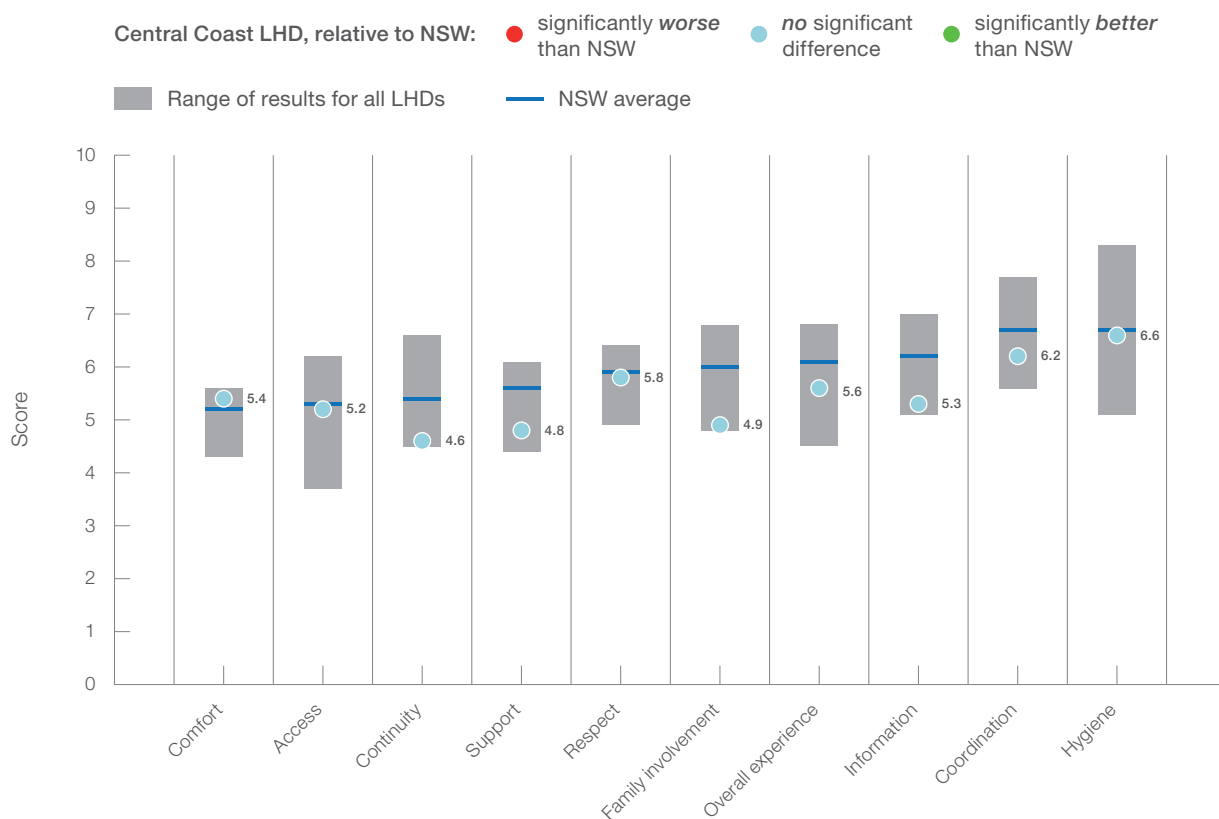
This graph shows for each aspect of care:

- scores for Central Coast LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Central Coast LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Central Coast LHD** Aspects of care scores relative to other LHDs and NSW average

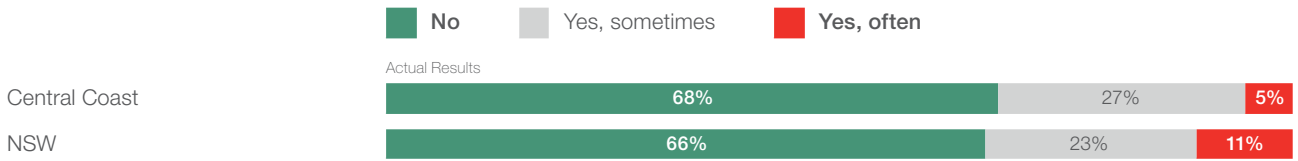


Mental Health Inpatients  
LHDs

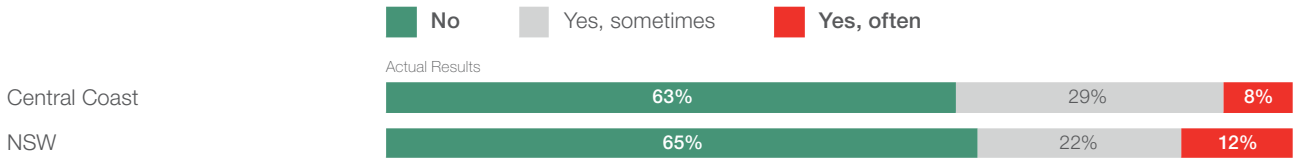
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**Central Coast LHD: What patients rated most positively in mental health services in this LHD <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

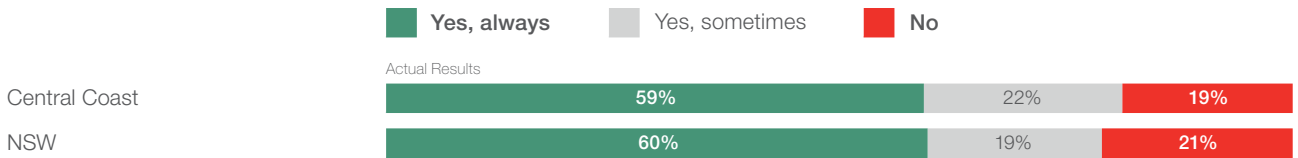
HIGHEST: Did nurses talk in front of you as if you weren't there?



SECOND HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?

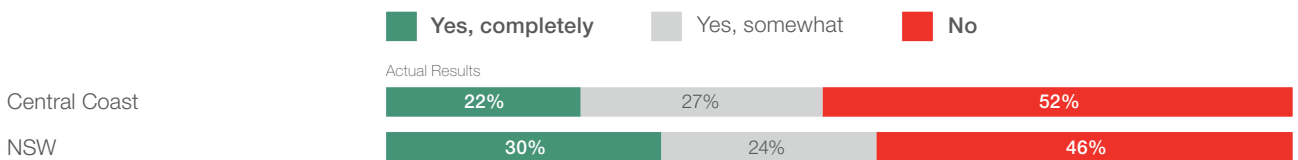


THIRD HIGHEST: Did your healthcare providers / staff wash or clean their hands after providing care for you?

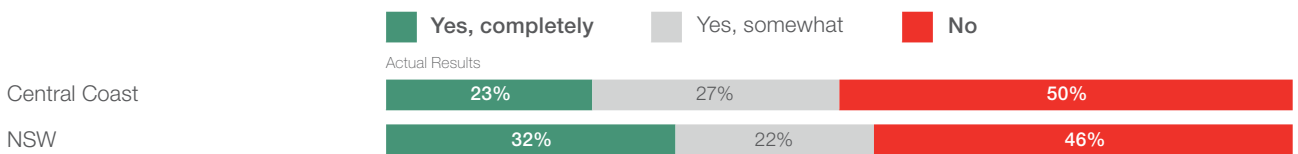


**Central Coast LHD: What patients rated most negatively in mental health services in this LHD <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

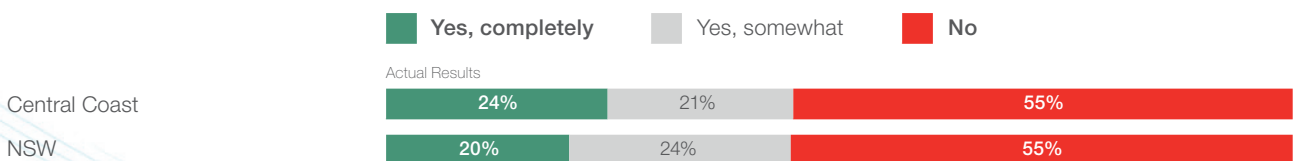
LOWEST: Did they tell you what danger signals about your condition to watch for after you went home?



SECOND LOWEST: Did someone tell you about medication side effects to watch for when you went home?



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



## Central Coast LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

Rating	Central Coast	Metropolitan LHDs	New South Wales
Excellent	14%	19%	20%
Very good	29%	25%	25%
Good	24%	27%	28%
Fair	18%	16%	15%
Poor	15%	13%	12%

Standardised results<sup>3</sup>

Rating	Central Coast	Metropolitan LHDs	New South Wales
Excellent	15%	17%	20%
Very good	25%	26%	25%
Good	32%	31%	28%
Fair	17%	16%	15%
Poor	12%	11%	12%

### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Central Coast LHD

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	14%	31%	20%	22%	13%
Rating of treatment	12%	23%	28%	15%	21%
Accuracy of food items	20%	25%	25%	15%	15%
Courtesy of admission staff	24%	22%	27%	15%	11%

Standardised results<sup>3</sup> for Central Coast LHD

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	14%	25%	32%	18%	11%
Rating of treatment	11%	22%	31%	23%	14%
Accuracy of food items	17%	26%	32%	16%	9%
Courtesy of admission staff	22%	24%	29%	16%	9%

## Central Coast LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	49%	47%
	40 years and over	51%	53%
Highest level of education completed	Less than Year 12 at secondary school	51%	43%
	Completed Year 12 at secondary school	18%	20%
	Trade or technical certificate or diploma	22%	19%
	University graduate	7%	13%
	Post graduate / higher degree	2%	5%
Health Status	Poor / Fair	41%	39%
	Good	39%	37%
	Very Good / Excellent	20%	24%
Sex	Male	41%	45%
	Female	59%	55%
Stays in hospital in last 6 months	Only this time	53%	53%
	This time and one other time	24%	23%
	This time and more than one other time	23%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.
4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

## Download our reports

The reports, *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care* and *Volume 2, Community Mental Health*, and related materials are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

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- *Performance Profiles* for LHDs and local mental health facilities.



## About the Bureau

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The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW statutory health corporation is intended or should be inferred.

### To contact the Bureau of Health Information

Telephone: +61 2 8644 2100

Fax: +61 2 8644 2119

Email: [enquiries@bhi.nsw.gov.au](mailto:enquiries@bhi.nsw.gov.au)

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

Web: [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

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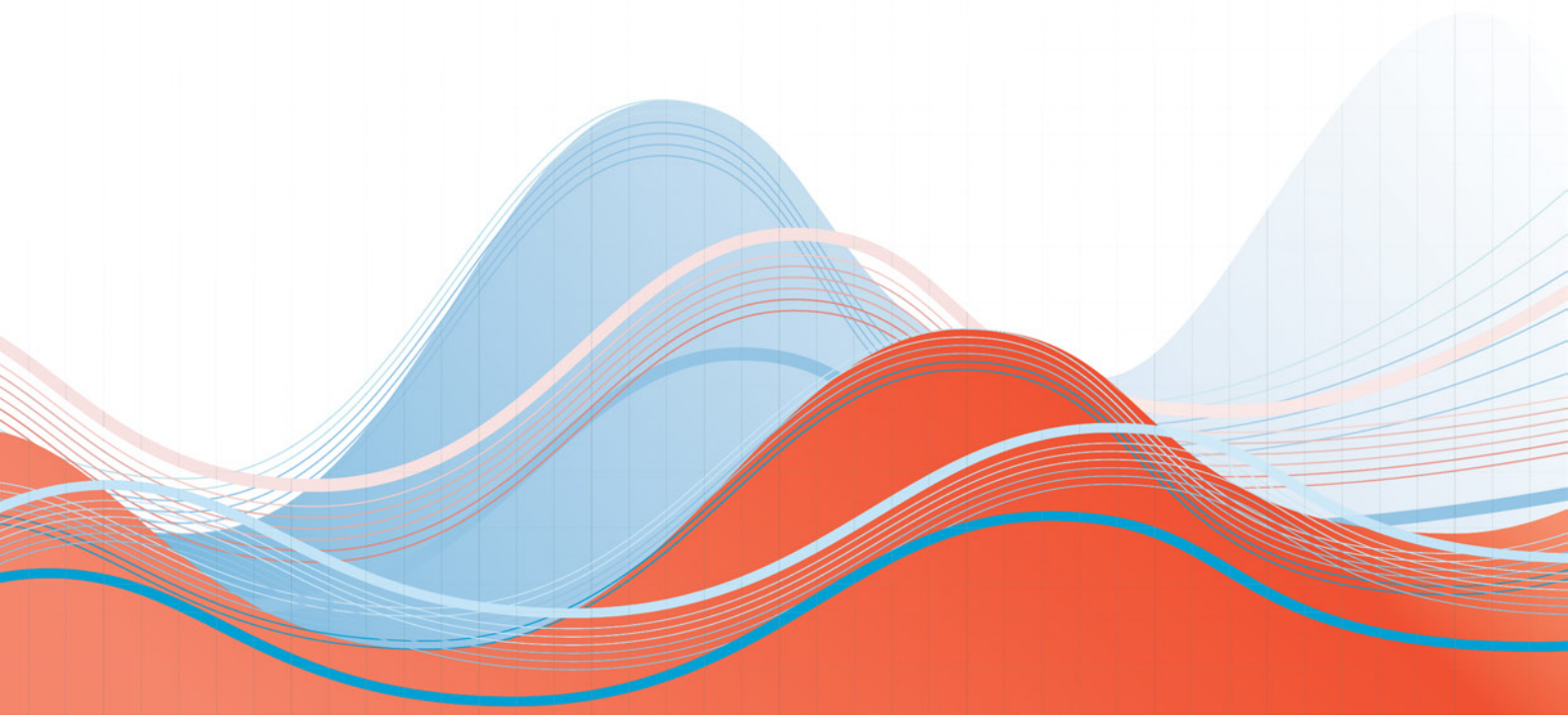
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Hunter New England Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Hunter New England LHD mental health inpatient services. It is based upon 105 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Hunter New England LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)



# Hunter New England LHD: performance profile NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

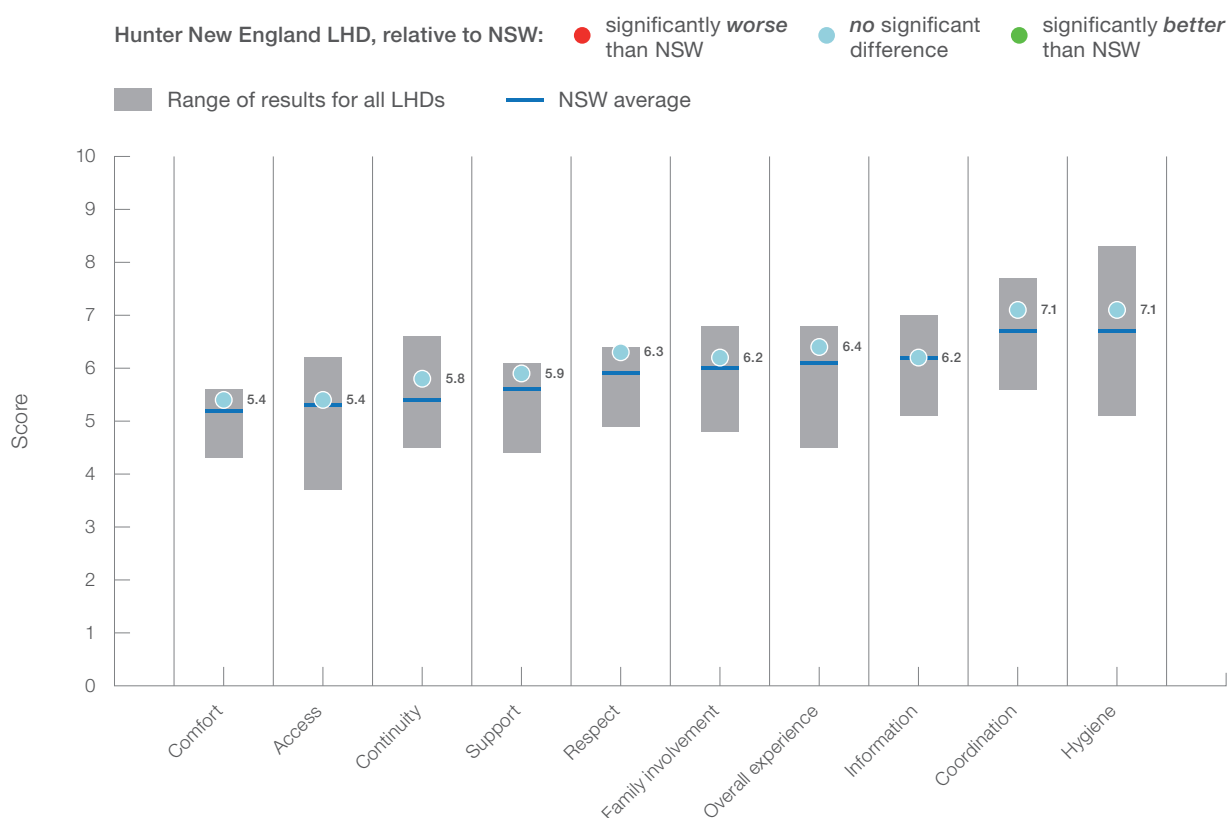
This graph shows for each aspect of care:

- scores for Hunter New England LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Hunter New England LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Hunter New England LHD** Aspects of care scores relative to other LHDs and NSW average



Mental Health Inpatients  
LHDs

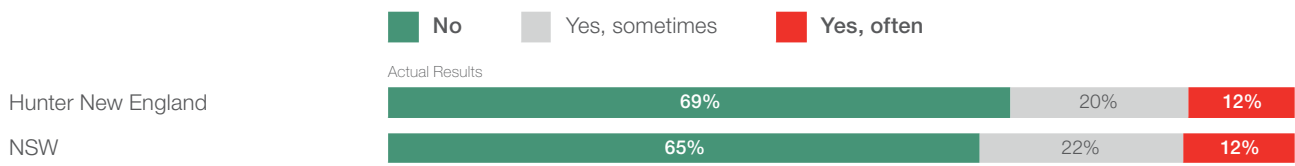
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**Hunter New England LHD: What patients rated most positively in mental health services in this LHD<sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

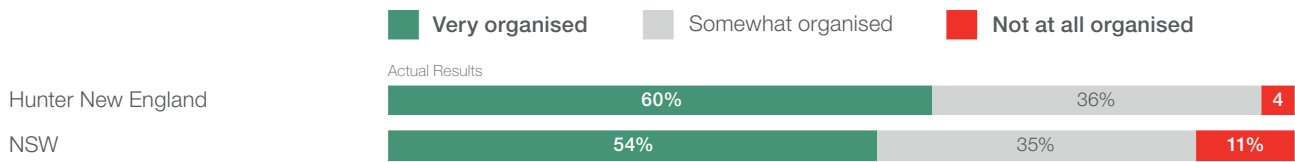
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



SECOND HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?

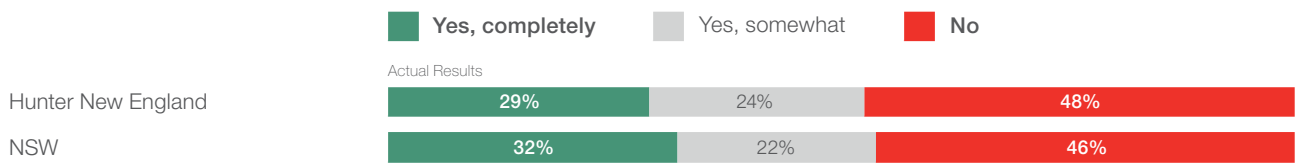


THIRD HIGHEST: How organised was the care you received in the emergency department?

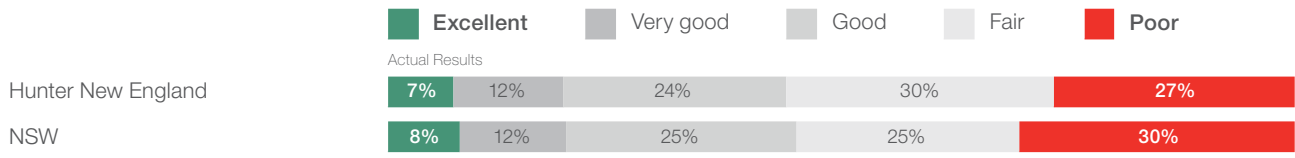


**Hunter New England LHD: What patients rated most negatively in mental health services in this LHD<sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

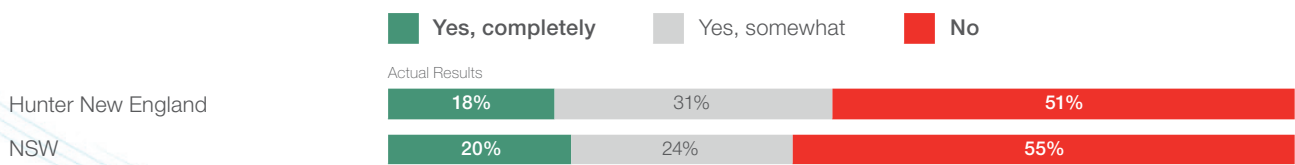
LOWEST: Did someone tell you about medication side effects to watch for when you went home?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



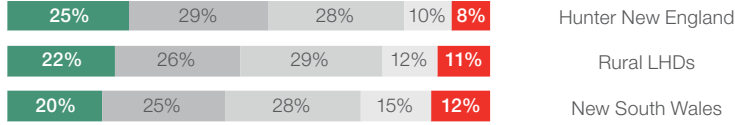
## Hunter New England LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

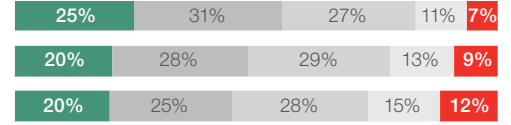
Key to patient ratings: Excellent Very good Good Fair Poor

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

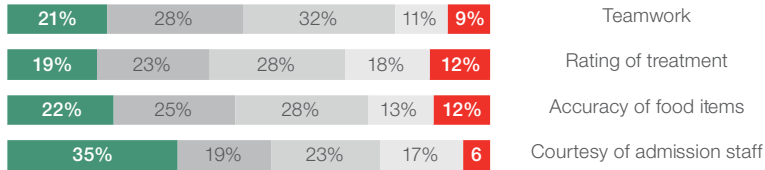


Standardised results<sup>3</sup>

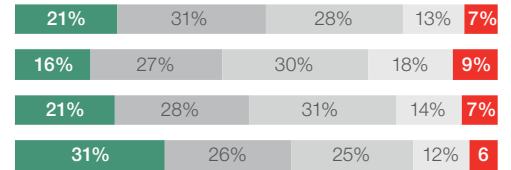


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Hunter New England LHD



Standardised results<sup>3</sup> for Hunter New England LHD



## Hunter New England LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	90%	95%
	Aboriginal / Torres Strait Islander	10%	5%
Age	Under 40 years	44%	47%
	40 years and over	56%	53%
Highest level of education completed	Less than Year 12 at secondary school	48%	43%
	Completed Year 12 at secondary school	16%	20%
	Trade or technical certificate or diploma	19%	19%
	University graduate	14%	13%
	Post graduate / higher degree	3%	5%
Health Status	Poor / Fair	36%	39%
	Good	45%	37%
	Very Good / Excellent	19%	24%
Sex	Male	35%	45%
	Female	65%	55%
Stays in hospital in last 6 months	Only this time	52%	53%
	This time and one other time	28%	23%
	This time and more than one other time	20%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.
4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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Postal address:

PO Box 1770, Chatswood

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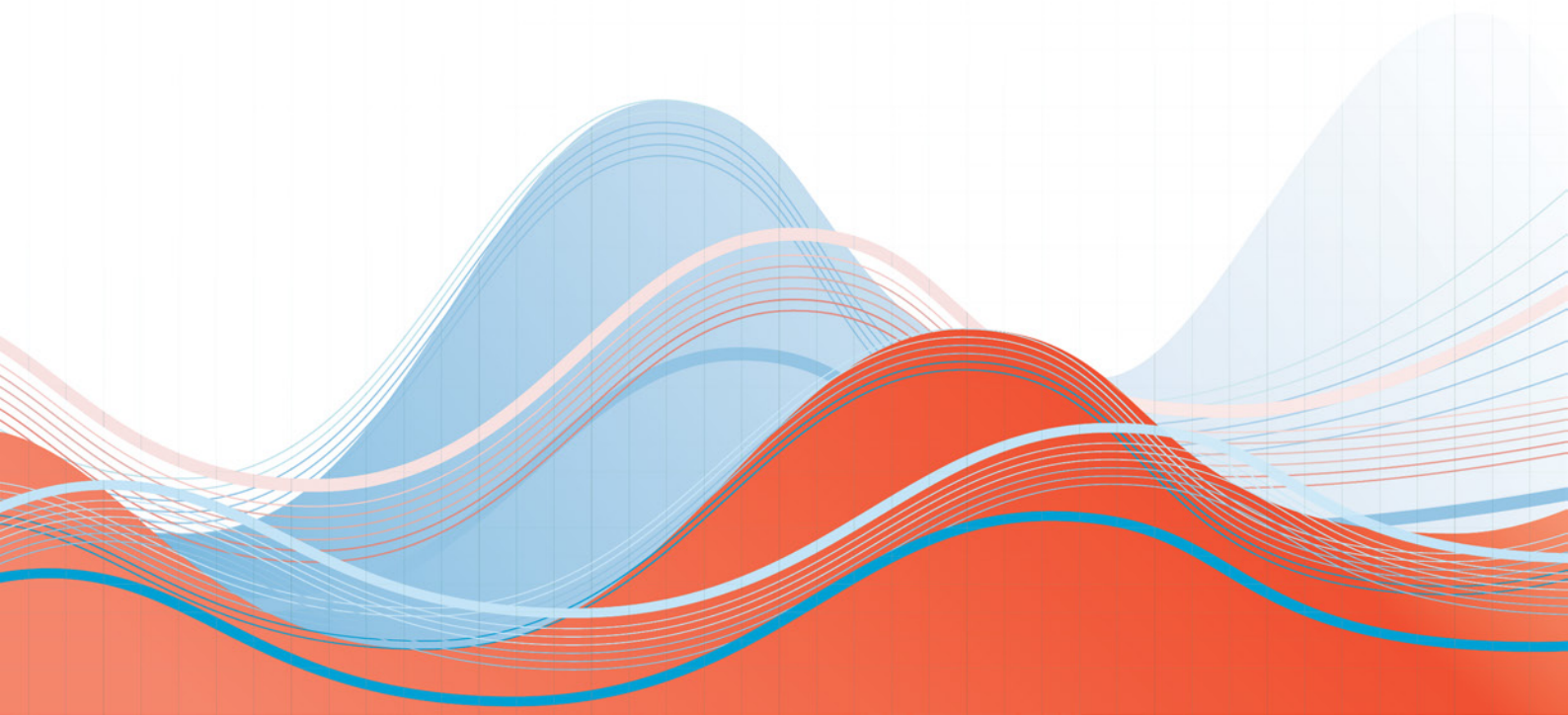
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Illawarra Shoalhaven Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Illawarra Shoalhaven LHD mental health inpatient services. It is based upon 82 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Illawarra Shoalhaven LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
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# Illawarra Shoalhaven LHD: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

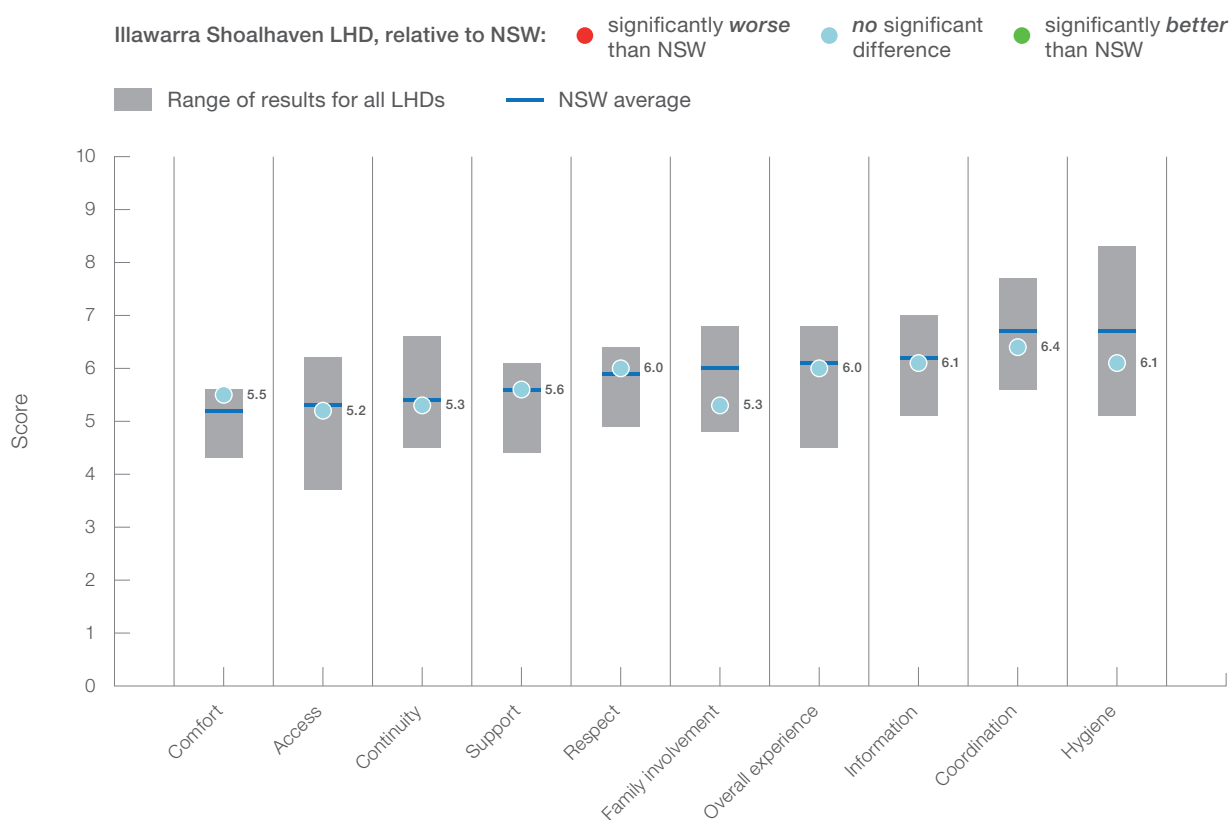
This graph shows for each aspect of care:

- scores for Illawarra Shoalhaven LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Illawarra Shoalhaven LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: *Illawarra Shoalhaven LHD* Aspects of care scores relative to other LHDs and NSW average

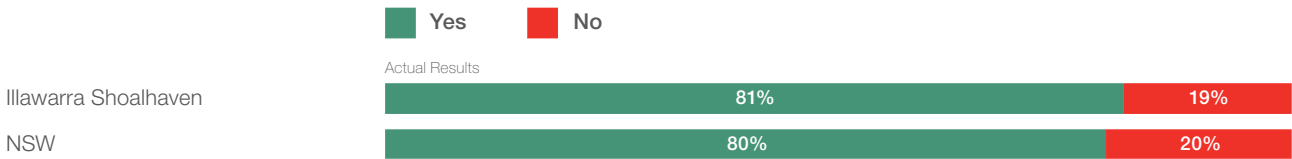


Mental Health Inpatients LHDs

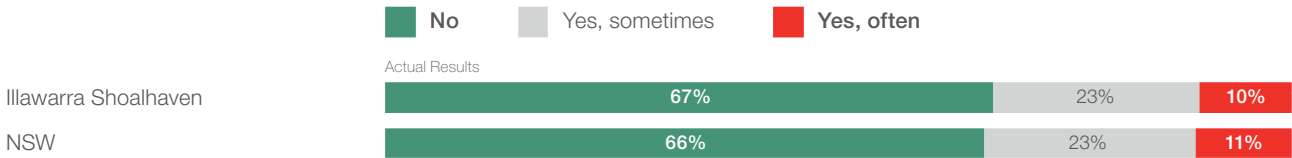
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**Source:** NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**Illawarra Shoalhaven LHD: What patients rated most positively in mental health services in this LHD** <sup>1</sup>  
NSW Health Patient Survey, February 2010 and 2011

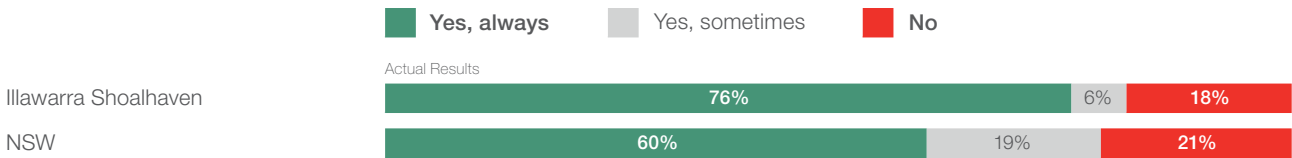
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



SECOND HIGHEST: Did nurses talk in front of you as if you weren't there?

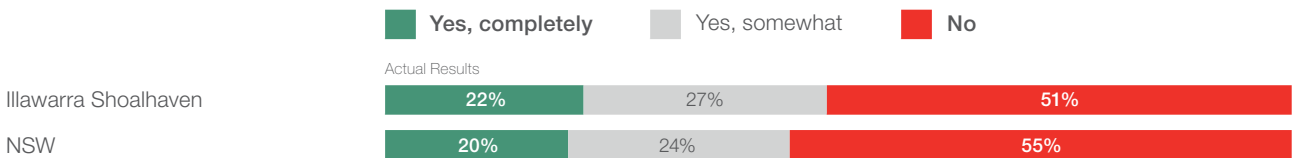


THIRD HIGHEST: Did your healthcare providers / staff wash or clean their hands after providing care for you?

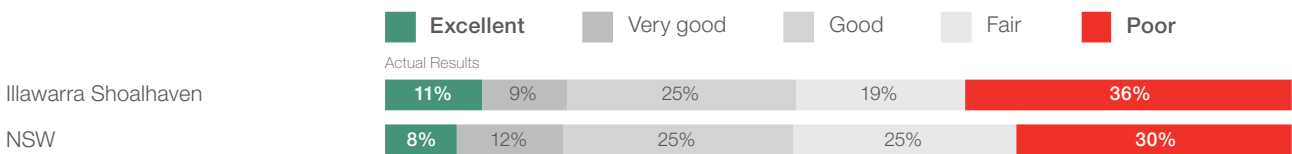


**Illawarra Shoalhaven LHD: What patients rated most negatively in mental health services in this LHD** <sup>1</sup>  
NSW Health Patient Survey, February 2010 and 2011

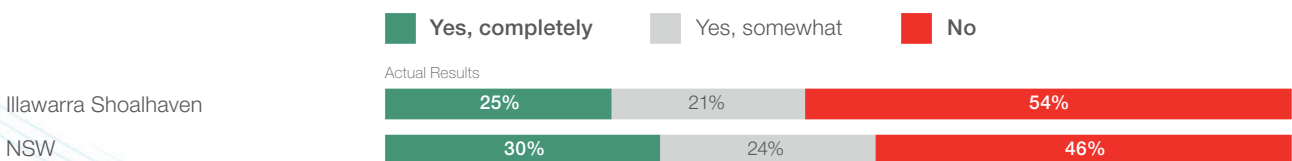
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



SECOND LOWEST: Availability of parking



THIRD LOWEST: Did they tell you what danger signals about your condition to watch for after you went home?





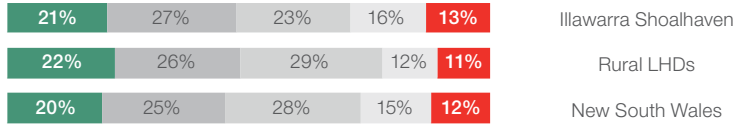
## Illawarra Shoalhaven LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

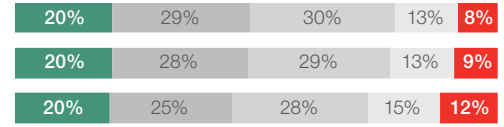
Key to patient ratings: Excellent Very good Good Fair Poor

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

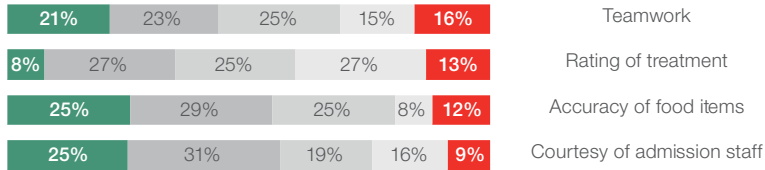


Standardised results<sup>3</sup>

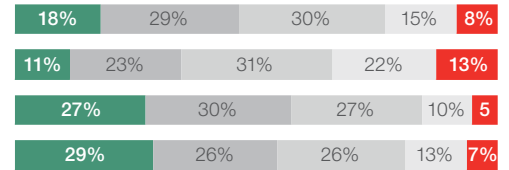


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Illawarra Shoalhaven LHD



Standardised results<sup>3</sup> for Illawarra Shoalhaven LHD



## Illawarra Shoalhaven LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	95%	95%
	Aboriginal / Torres Strait Islander	5%	5%
Age	Under 40 years	37%	47%
	40 years and over	63%	53%
Highest level of education completed	Less than Year 12 at secondary school	48%	43%
	Completed Year 12 at secondary school	11%	20%
	Trade or technical certificate or diploma	26%	19%
	University graduate	15%	13%
	Post graduate / higher degree	0%	5%
Health Status	Poor / Fair	61%	39%
	Good	24%	37%
	Very Good / Excellent	15%	24%
Sex	Male	53%	45%
	Female	47%	55%
Stays in hospital in last 6 months	Only this time	58%	53%
	This time and one other time	16%	23%
	This time and more than one other time	26%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.
4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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Postal address:

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New South Wales 2057, Australia

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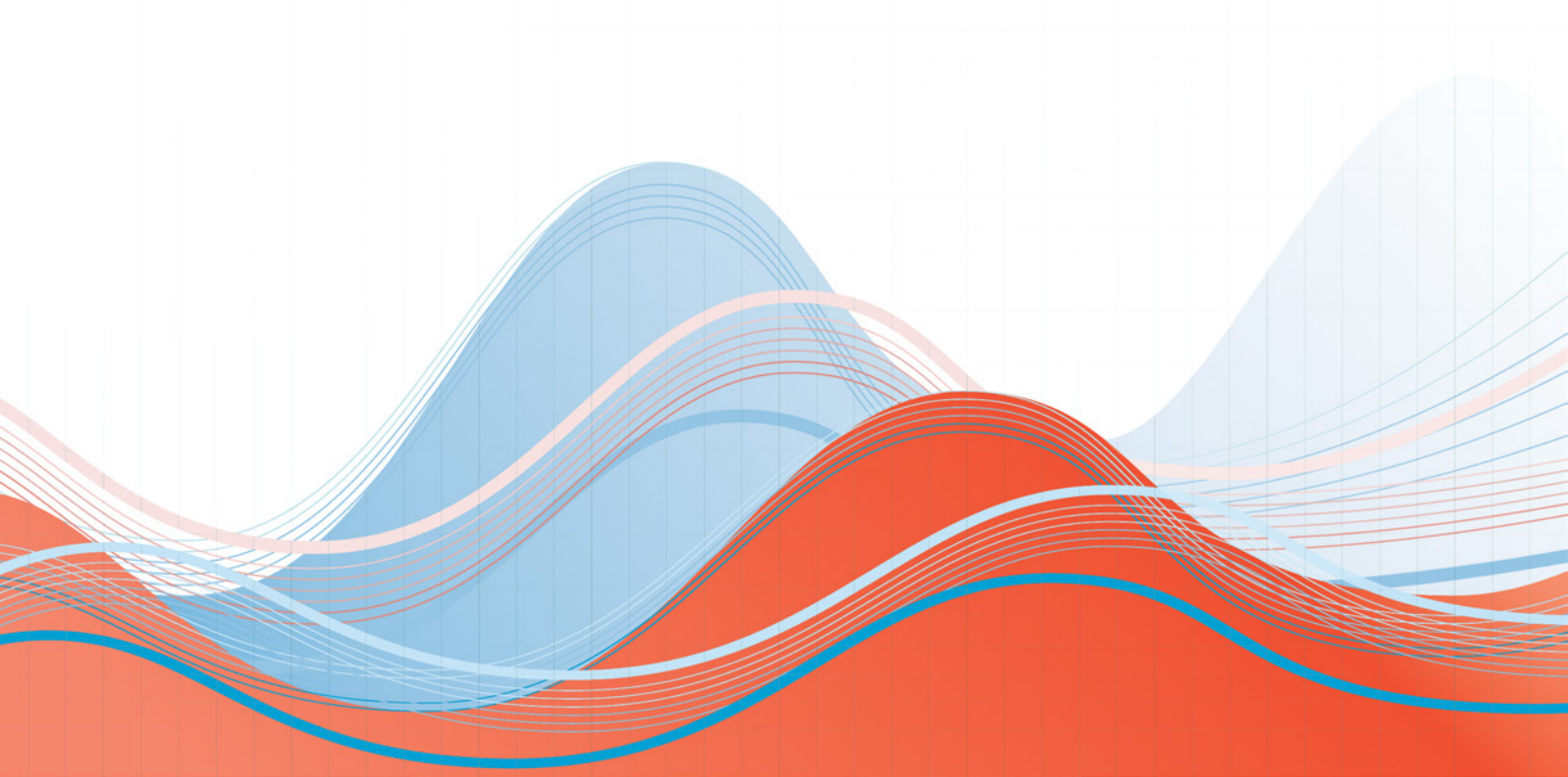
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Nepean Blue Mountains Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Nepean Blue Mountains LHD mental health inpatient services. It is based upon 32 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Nepean Blue Mountains LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

# Nepean Blue Mountains LHD: performance profile NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

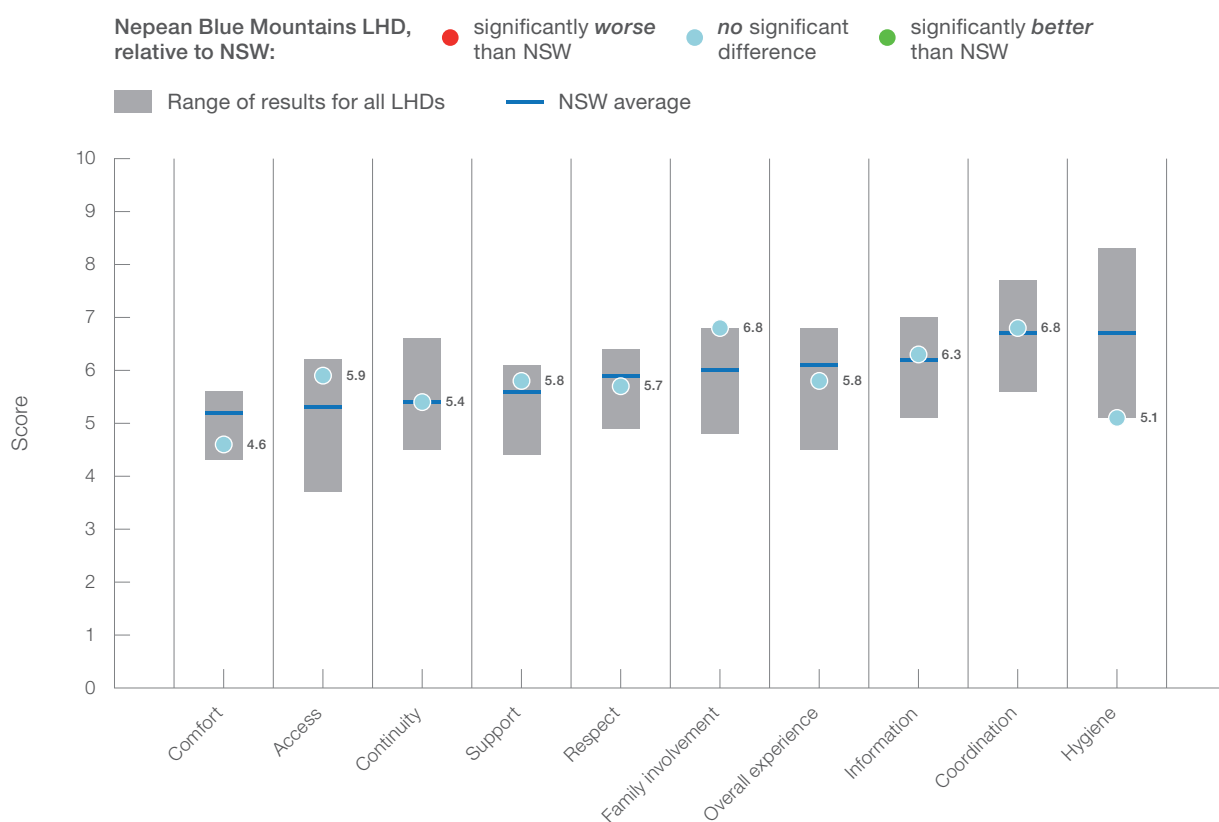
This graph shows for each aspect of care:

- scores for Nepean Blue Mountains LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Nepean Blue Mountains LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Nepean Blue Mountains LHD** Aspects of care scores relative to other LHDs and NSW average

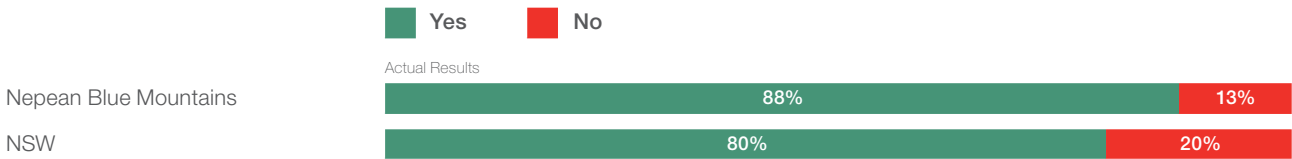


Mental Health Inpatients  
LHDs

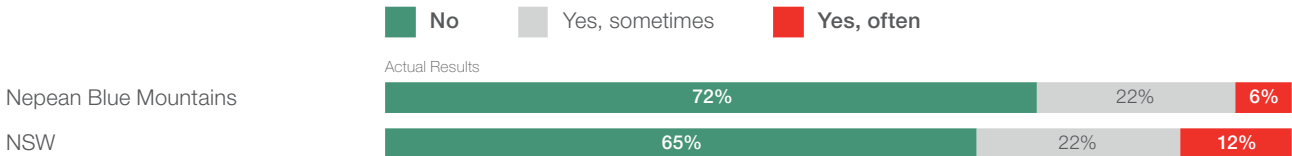
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**Nepean Blue Mountains LHD: What patients rated most positively in mental health services in this LHD** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

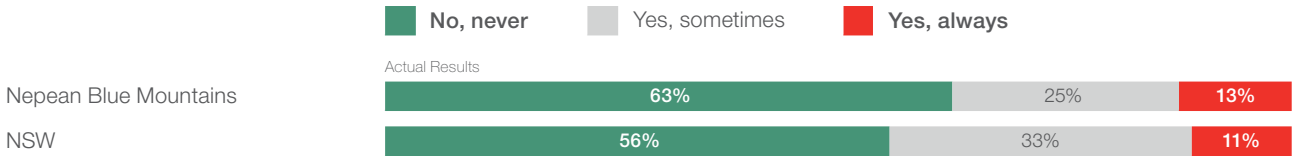
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



SECOND HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?

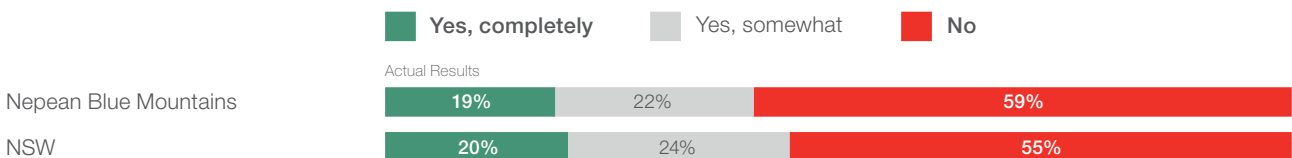


THIRD HIGHEST: Sometimes in the hospital, one doctor, healthcare professional, or nurse will say one thing and another will say something quite different. Did this happen to you?

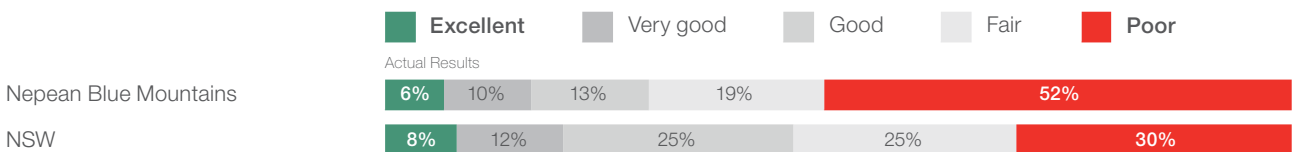


**Nepean Blue Mountains LHD: What patients rated most negatively in mental health services in this LHD** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

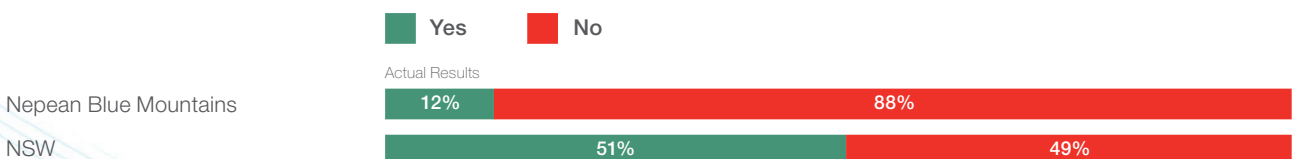
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



SECOND LOWEST: Availability of parking



THIRD LOWEST: Was a hand basin and / or alcohol hand wash available in your room or at your bedside?



## Nepean Blue Mountains LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

Rating	Excellent	Very good	Good	Fair	Poor
Nepean Blue Mountains	8%	39%	24%	15%	15%
Metropolitan LHDs	19%	25%	27%	16%	13%
New South Wales	20%	25%	28%	15%	12%

Standardised results<sup>3</sup>

Rating	Excellent	Very good	Good	Fair	Poor
Nepean Blue Mountains	16%	26%	32%	16%	11%
Metropolitan LHDs	17%	26%	31%	16%	11%
New South Wales	20%	25%	28%	15%	12%

### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Nepean Blue Mountains LHD

Rating	Excellent	Very good	Good	Fair	Poor
Teamwork	8%	35%	29%	12%	15%
Rating of treatment	17%	24%	30%	12%	17%
Accuracy of food items	15%	23%	9%	19%	34%
Courtesy of admission staff	25%	30%	15%	21%	9%

Standardised results<sup>3</sup> for Nepean Blue Mountains LHD

Rating	Excellent	Very good	Good	Fair	Poor
Teamwork	14%	26%	32%	17%	11%
Rating of treatment	15%	26%	31%	18%	10%
Accuracy of food items	8%	16%	32%	25%	19%
Courtesy of admission staff	25%	25%	28%	15%	8%

## Nepean Blue Mountains LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	94%	95%
	Aboriginal / Torres Strait Islander	6%	5%
Age	Under 40 years	52%	47%
	40 years and over	48%	53%
Highest level of education completed	Less than Year 12 at secondary school	30%	43%
	Completed Year 12 at secondary school	30%	20%
	Trade or technical certificate or diploma	24%	19%
	University graduate	13%	13%
	Post graduate / higher degree	3%	5%
Health Status	Poor / Fair	41%	39%
	Good	40%	37%
	Very Good / Excellent	19%	24%
Sex	Male	45%	45%
	Female	55%	55%
Stays in hospital in last 6 months	Only this time	59%	53%
	This time and one other time	15%	23%
	This time and more than one other time	26%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
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Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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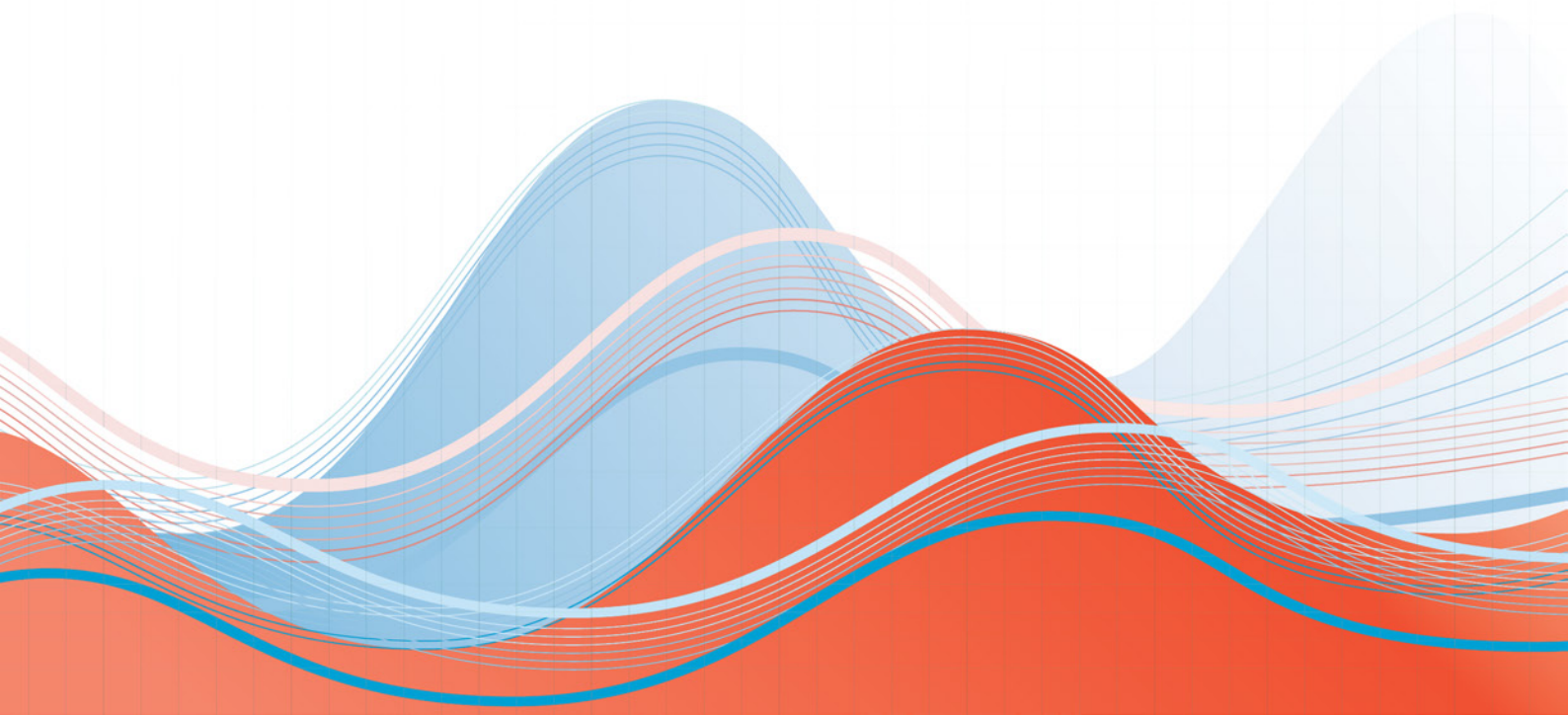


# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Northern NSW Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Northern NSW LHD mental health inpatient services. It is based upon 29 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Northern NSW LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
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- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
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# Northern NSW LHD: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

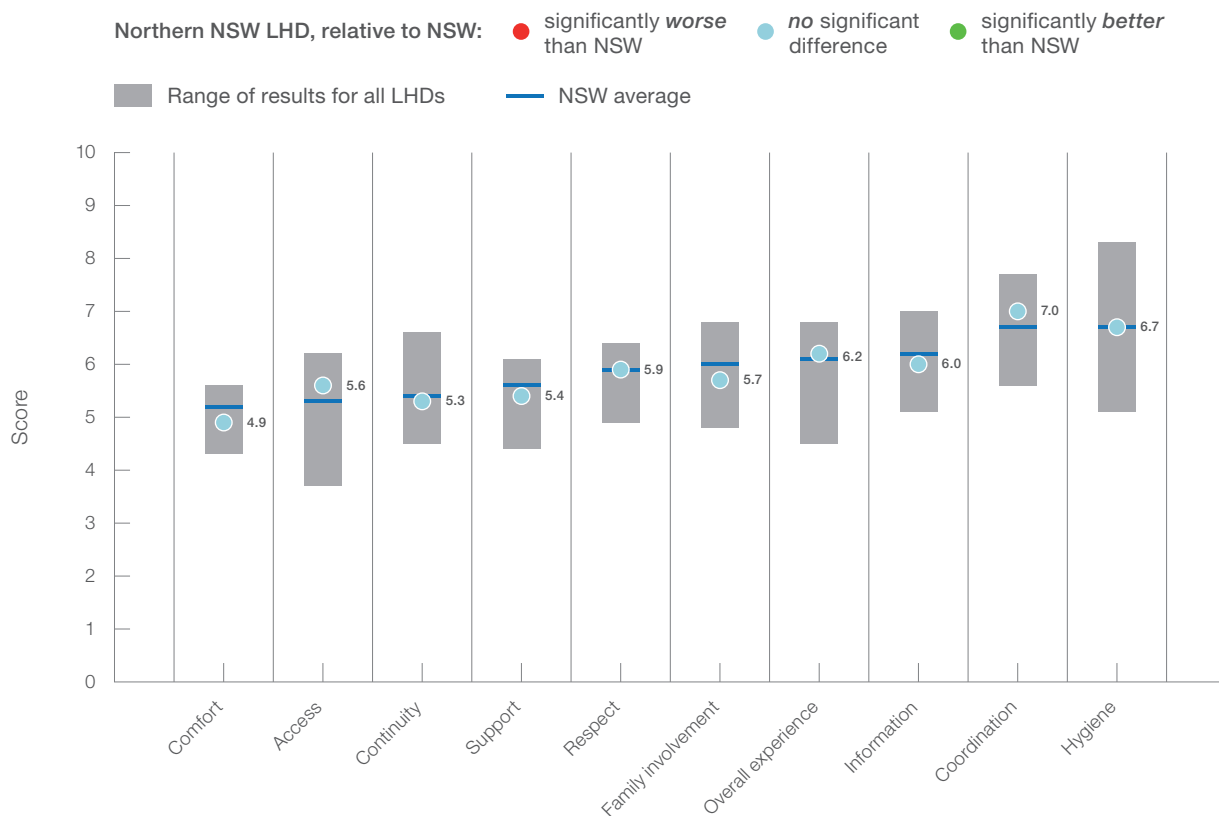
This graph shows for each aspect of care:

- scores for Northern NSW LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Northern NSW LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Northern NSW LHD** Aspects of care scores relative to other LHDs and NSW average

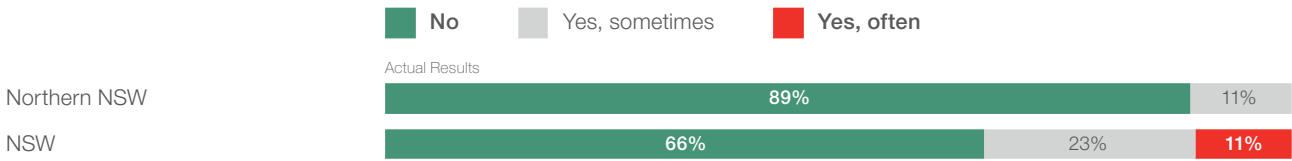


Mental Health Inpatients  
LHDs

Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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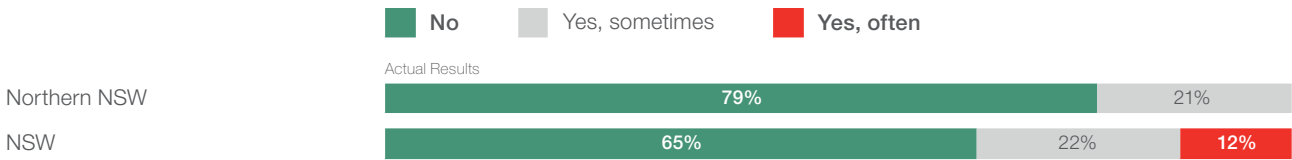
HIGHEST: Did nurses talk in front of you as if you weren't there?



SECOND HIGHEST: Did you know who to call if you needed help or had more questions after you left?

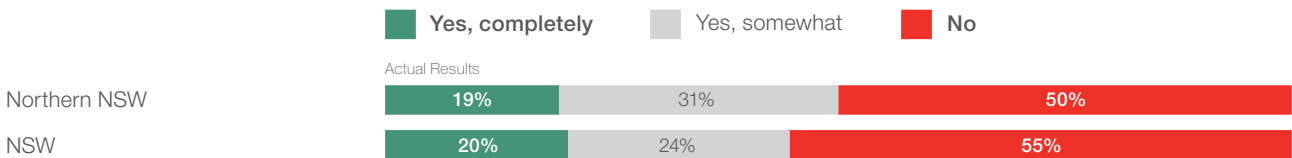


THIRD HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?

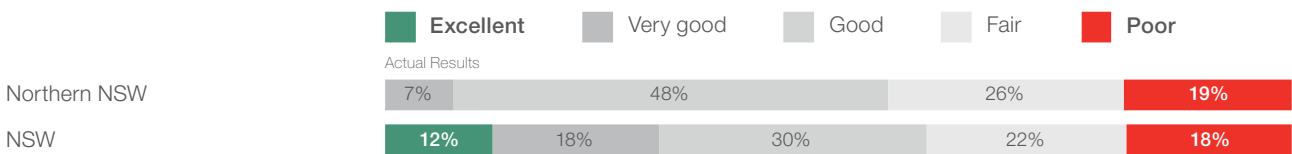


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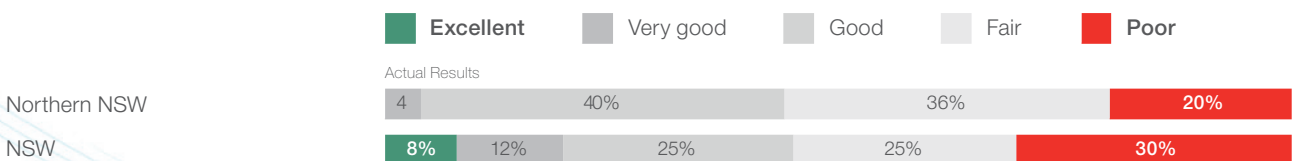
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



SECOND LOWEST: Taste of the food



THIRD LOWEST: Availability of parking



## Northern NSW LHD: Patient experiences with inpatient mental health services

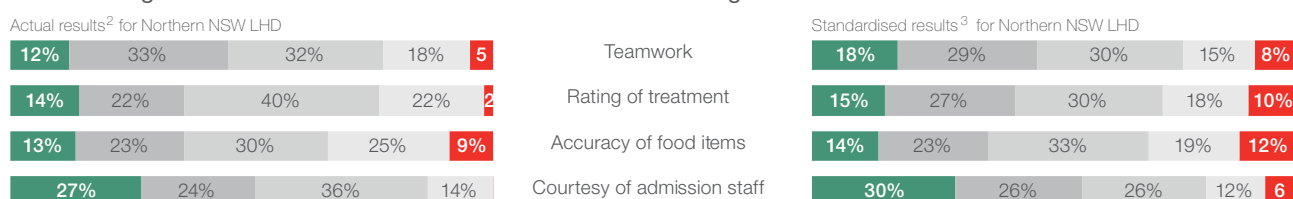
NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services



### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>



## Northern NSW LHD: Characteristics of patients who completed the survey

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Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	97%	95%
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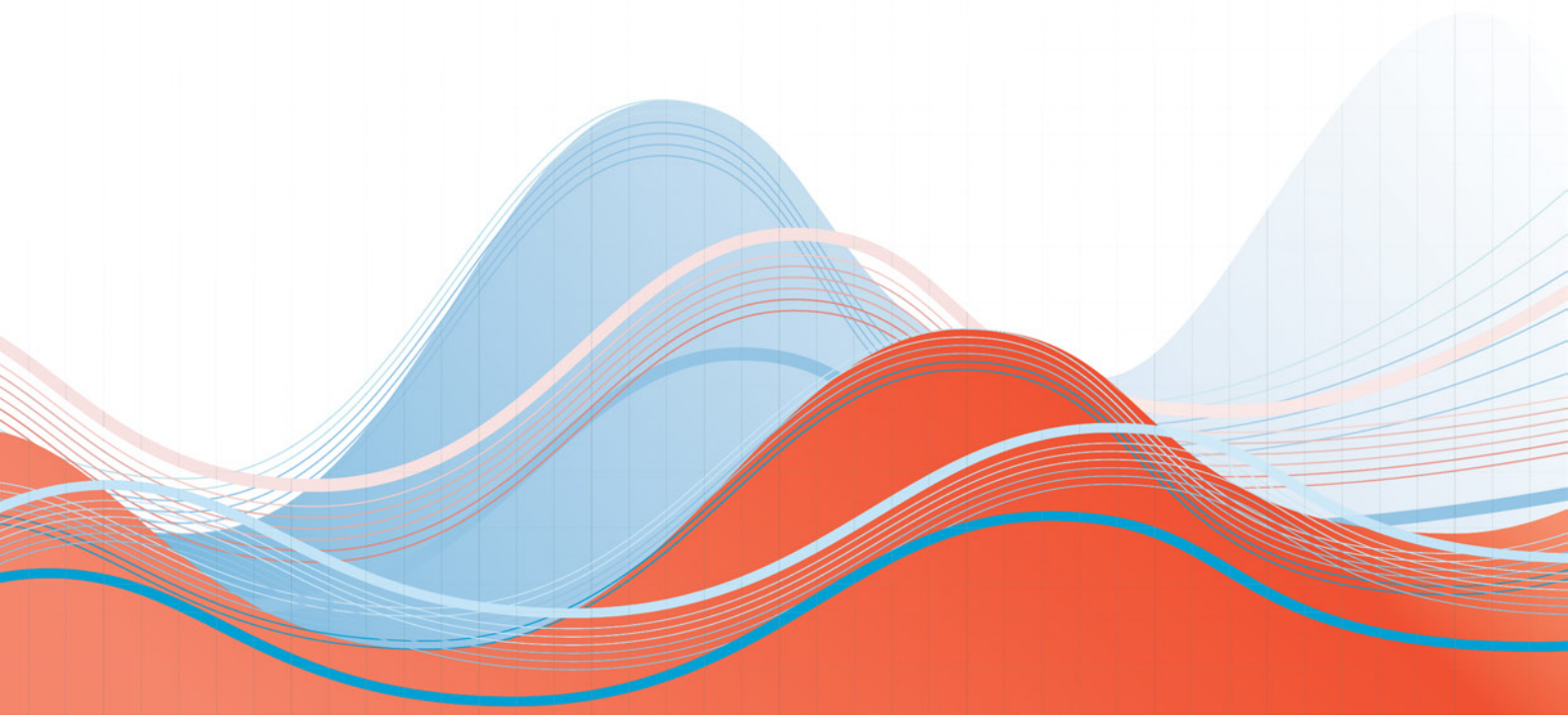
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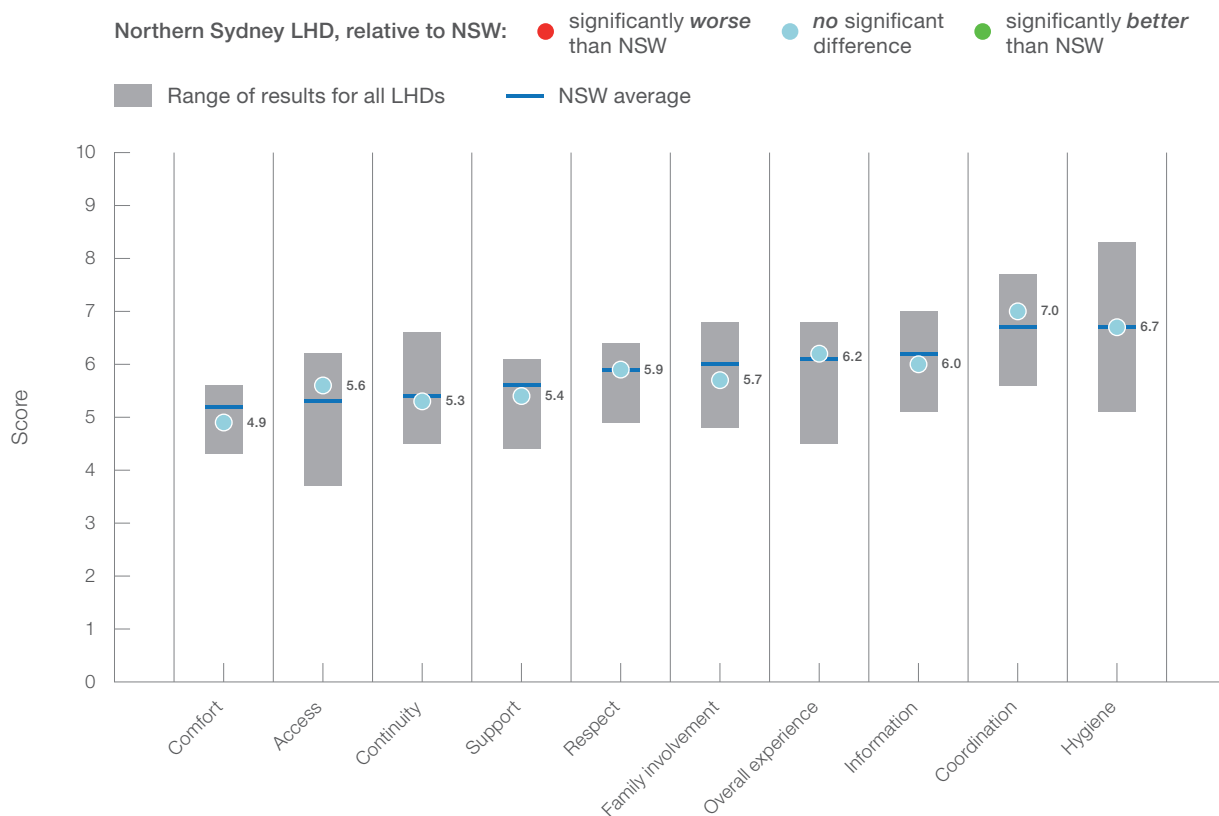
This graph shows for each aspect of care:

- scores for Northern Sydney LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Northern Sydney LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Northern Sydney LHD** Aspects of care scores relative to other LHDs and NSW average



Mental Health Inpatients  
LHDs

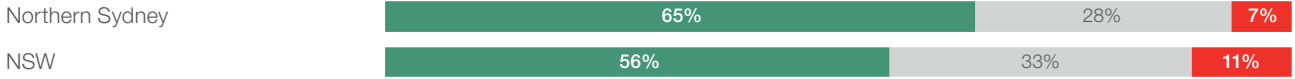
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**Northern Sydney LHD: What patients rated most positively in mental health services in this LHD <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

HIGHEST: Sometimes in the hospital, one doctor, healthcare professional, or nurse will say one thing and another will say something quite different. Did this happen to you?

**No, never**    Yes, sometimes    **Yes, always**

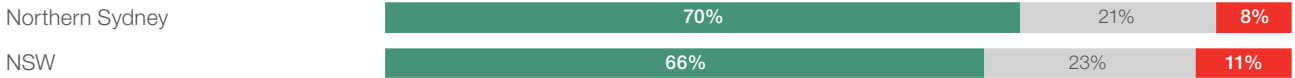
Actual Results



SECOND HIGHEST: Did nurses talk in front of you as if you weren't there?

**No**    Yes, sometimes    **Yes, often**

Actual Results



THIRD HIGHEST: Did you know who to call if you needed help or had more questions after you left?

**Yes**    **No**

Actual Results



**Northern Sydney LHD: What patients rated most negative in mental health services in this LHD <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

LOWEST: Did they tell you what danger signals about your condition to watch for after you went home?

**Yes, completely**    Yes, somewhat    **No**

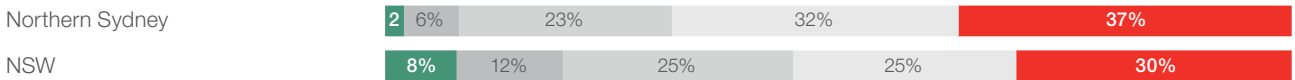
Actual Results



SECOND LOWEST: Availability of parking

**Excellent**    Very good    Good    Fair    **Poor**

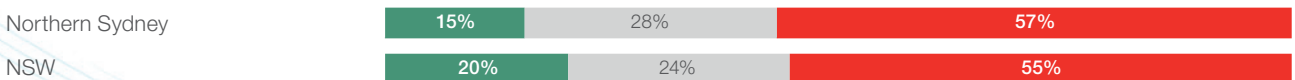
Actual Results



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*

**Yes, completely**    Yes, somewhat    **No**

Actual Results



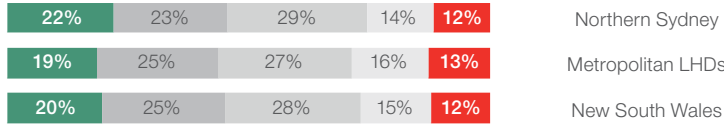
## Northern Sydney LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

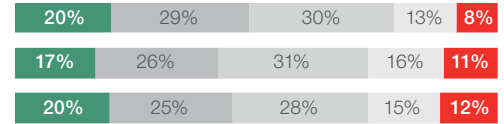
Key to patient ratings: Excellent Very good Good Fair Poor

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

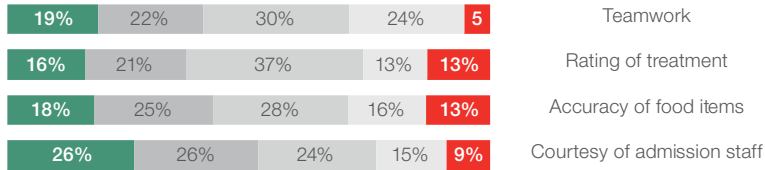


Standardised results<sup>3</sup>

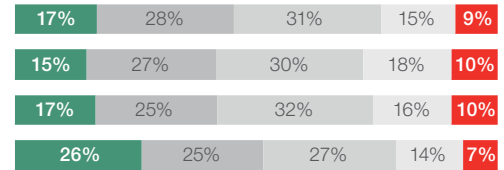


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Northern Sydney LHD



Standardised results<sup>3</sup> for Northern Sydney LHD



## Northern Sydney LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	99%	95%
	Aboriginal / Torres Strait Islander	1%	5%
Age	Under 40 years	47%	47%
	40 years and over	53%	53%
Highest level of education completed	Less than Year 12 at secondary school	26%	43%
	Completed Year 12 at secondary school	19%	20%
	Trade or technical certificate or diploma	25%	19%
	University graduate	20%	13%
	Post graduate / higher degree	10%	5%
Health Status	Poor / Fair	36%	39%
	Good	39%	37%
	Very Good / Excellent	25%	24%
Sex	Male	39%	45%
	Female	61%	55%
Stays in hospital in last 6 months	Only this time	53%	53%
	This time and one other time	19%	23%
	This time and more than one other time	28%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.  
 1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)  
 2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.  
 3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.  
 4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.  
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

## Download our reports

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- *Performance Profiles* for LHDs and local mental health facilities.



## About the Bureau

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Telephone: +61 2 8644 2100

Fax: +61 2 8644 2119

Email: [enquiries@bhi.nsw.gov.au](mailto:enquiries@bhi.nsw.gov.au)

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

Web: [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

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Sydney (NSW); 2013.

Published October 2013

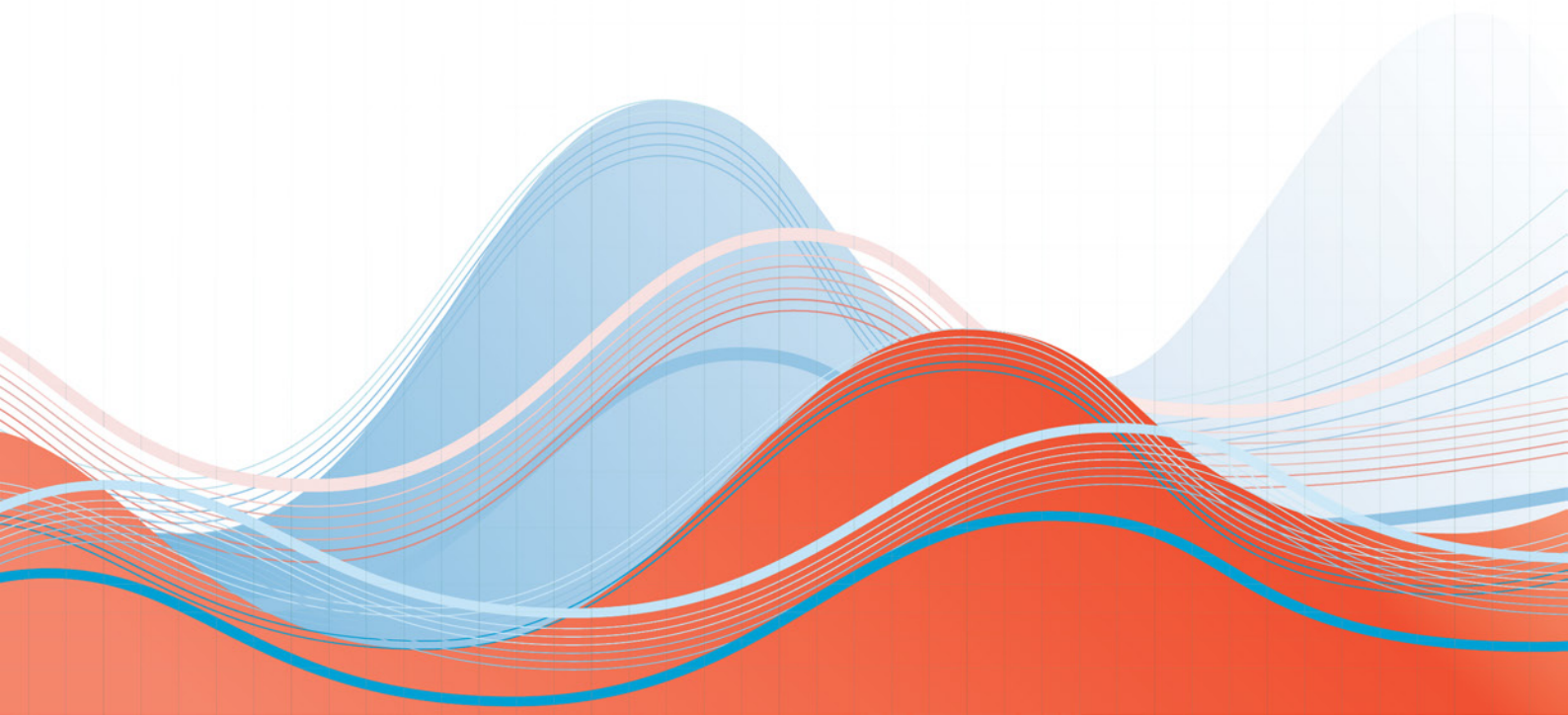
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
South Eastern Sydney Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of South Eastern Sydney LHD mental health inpatient services. It is based upon 114 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of South Eastern Sydney LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

# South Eastern Sydney LHD: performance profile NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

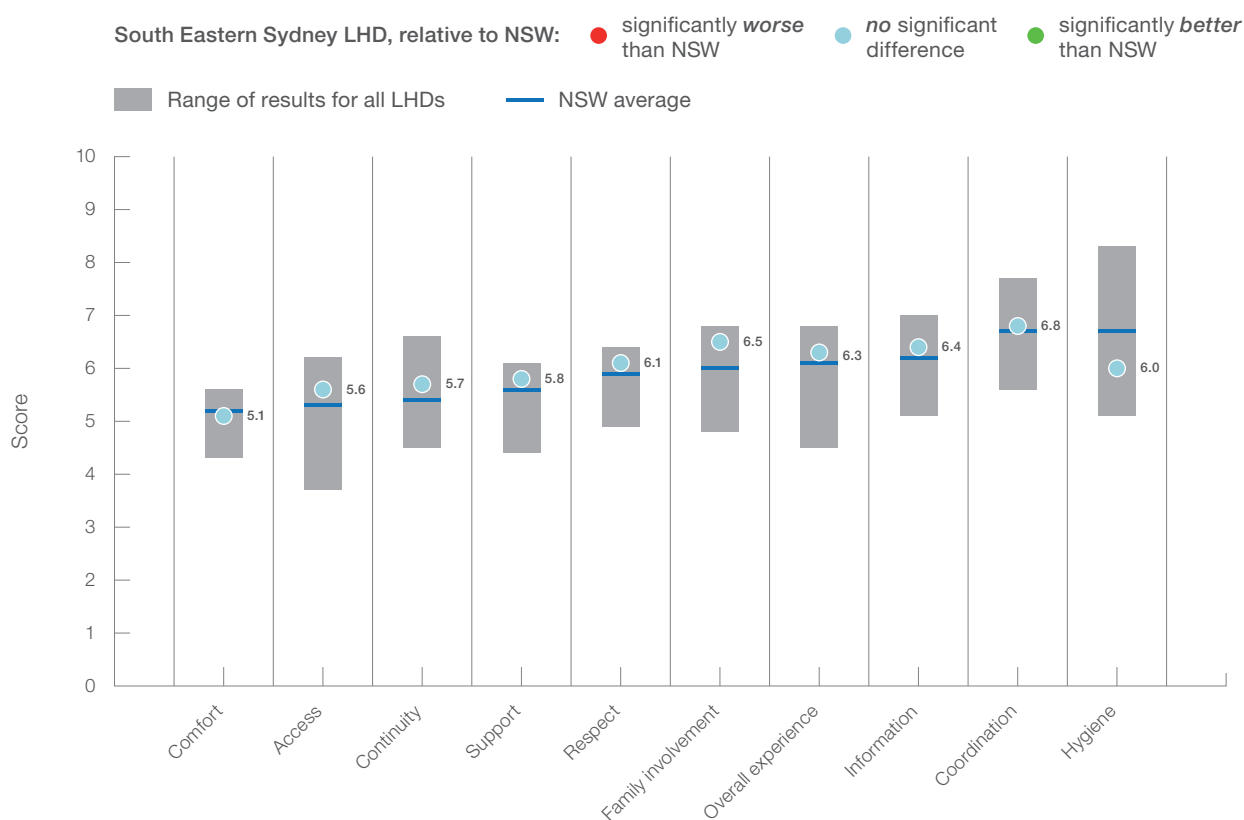
This graph shows for each aspect of care:

- scores for South Eastern Sydney LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for South Eastern Sydney LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **South Eastern Sydney LHD** Aspects of care scores relative to other LHDs and NSW average



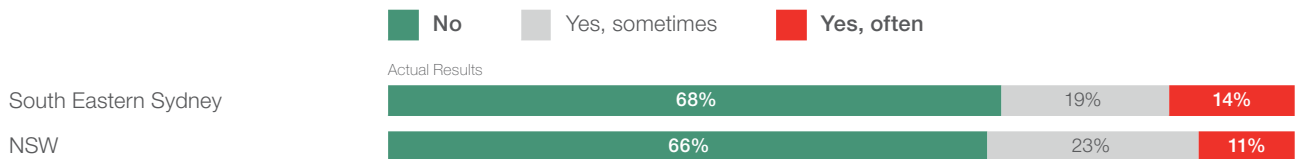
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**South Eastern Sydney LHD: What patients rated most positively in mental health services in this LHD<sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

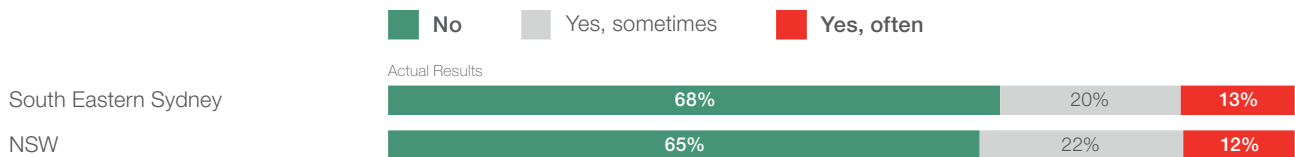
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



SECOND HIGHEST: Did nurses talk in front of you as if you weren't there?

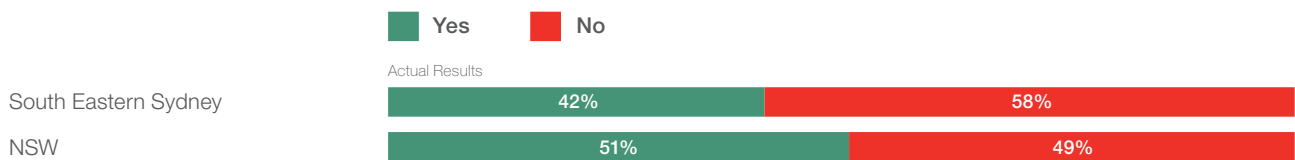


THIRD HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?

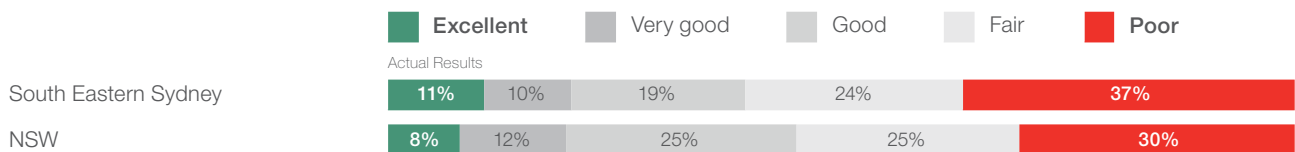


**South Eastern Sydney LHD: What patients rated most negatively in mental health services in this LHD<sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

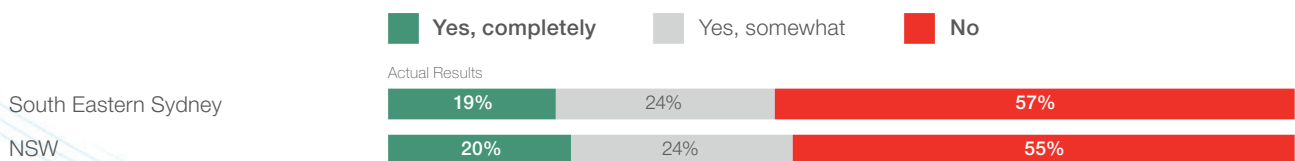
LOWEST: Was a hand basin and / or alcohol hand wash available in your room or at your bedside?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*





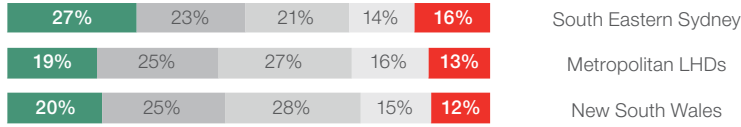
## South Eastern Sydney LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

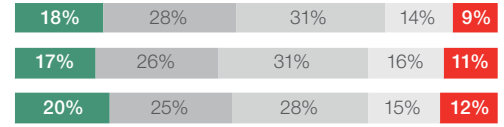
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

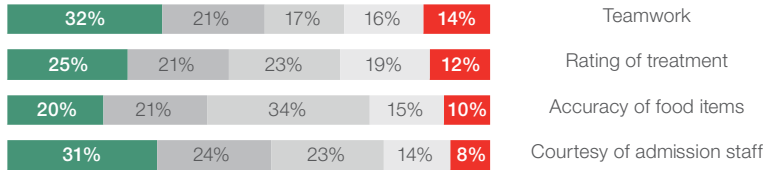


Standardised results<sup>3</sup>

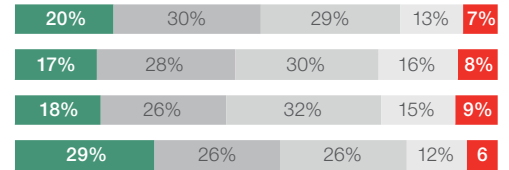


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for South Eastern Sydney LHD



Standardised results<sup>3</sup> for South Eastern Sydney LHD



## South Eastern Sydney LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	48%	47%
	40 years and over	52%	53%
Highest level of education completed	Less than Year 12 at secondary school	36%	43%
	Completed Year 12 at secondary school	20%	20%
	Trade or technical certificate or diploma	23%	19%
	University graduate	15%	13%
	Post graduate / higher degree	6%	5%
Health Status	Poor / Fair	42%	39%
	Good	34%	37%
	Very Good / Excellent	24%	24%
Sex	Male	39%	45%
	Female	61%	55%
Stays in hospital in last 6 months	Only this time	61%	53%
	This time and one other time	23%	23%
	This time and more than one other time	17%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.

3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.

4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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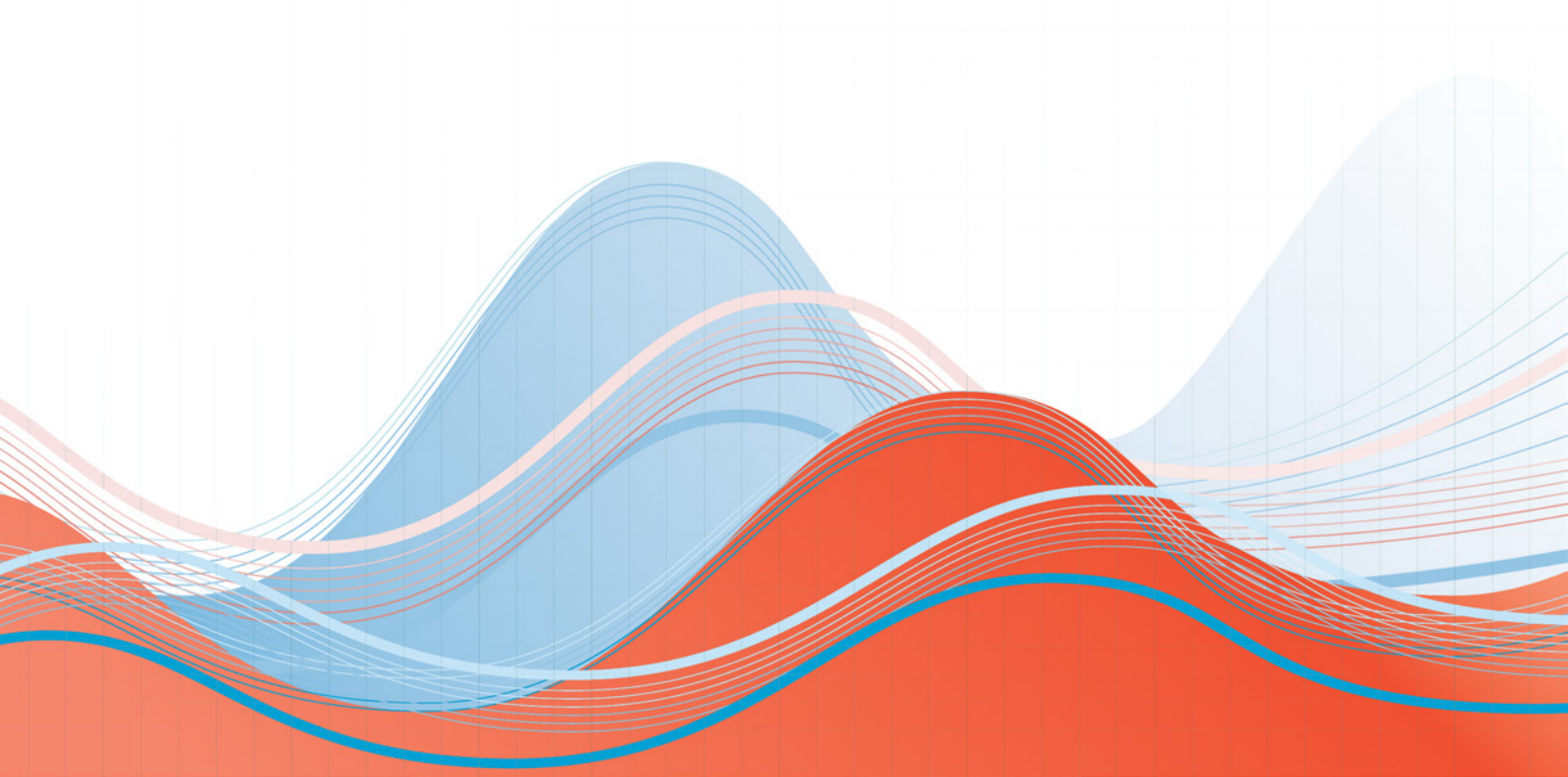
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
South Western Sydney Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of South Western Sydney LHD mental health inpatient services. It is based upon 143 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of South Western Sydney LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

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# South Western Sydney LHD: performance profile NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

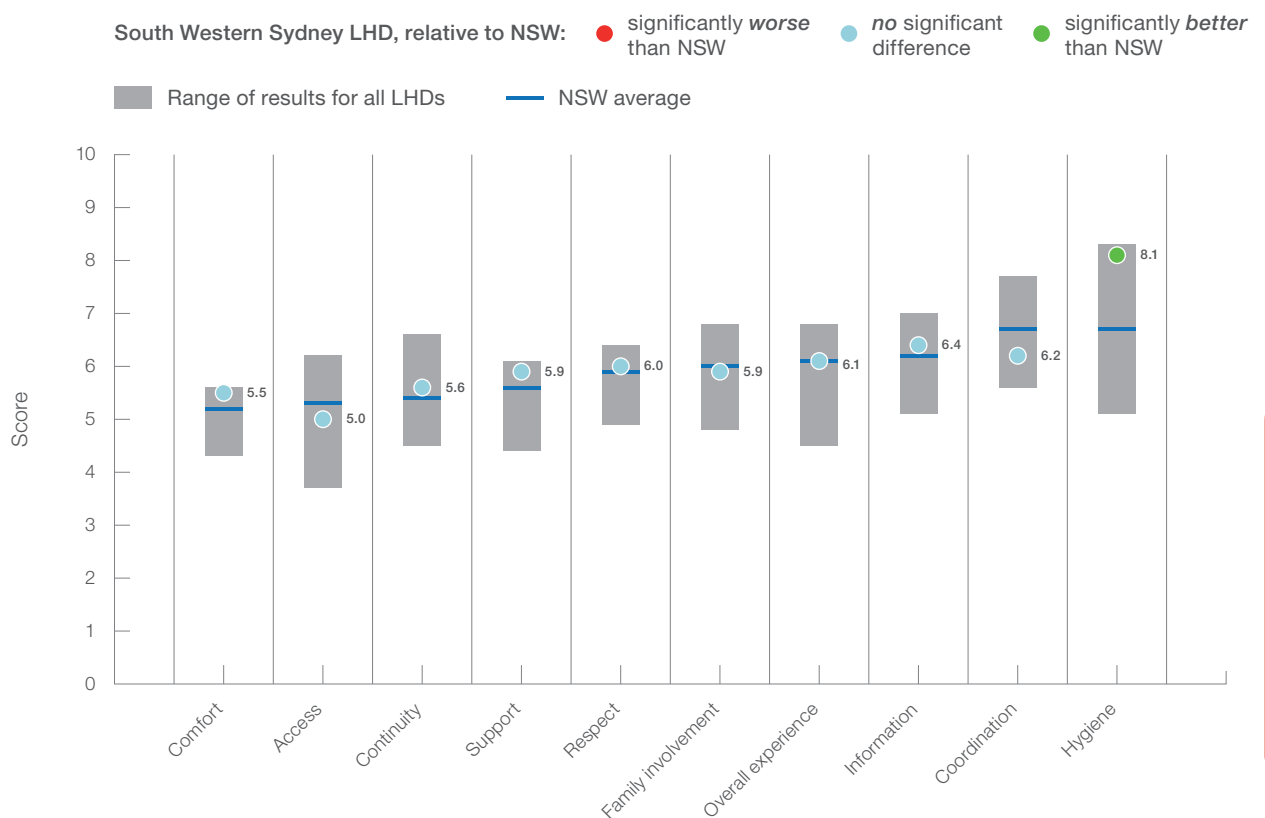
This graph shows for each aspect of care:

- scores for South Western Sydney LHD (shown as a dot)
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The graph also illustrates results of significance testing for South Western Sydney LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **South Western Sydney LHD** Aspects of care scores relative to other LHDs and NSW average

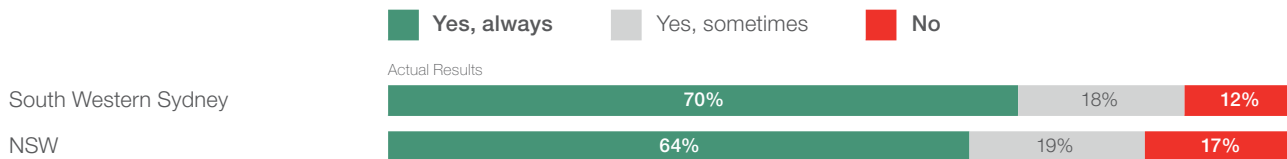


Mental Health Inpatients  
LHDs

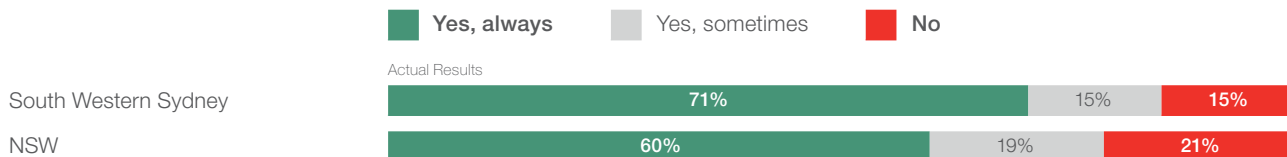
**Note:** Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
**Source:** NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**South Western Sydney LHD: What patients rated most positively in mental health services in this LHD** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

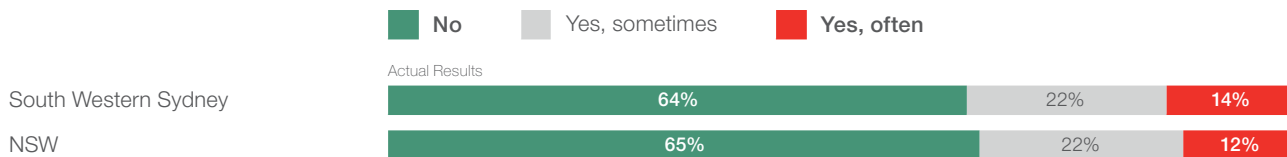
HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



SECOND HIGHEST: Did your healthcare providers / staff wash or clean their hands after providing care for you?

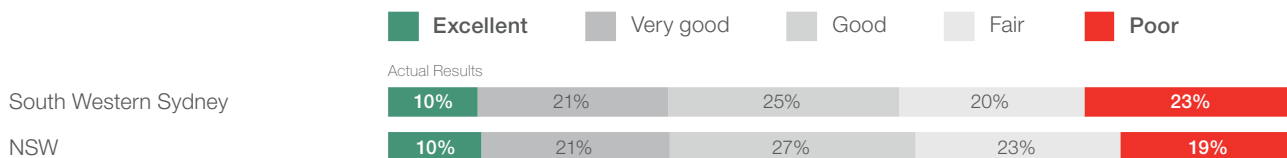


THIRD HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?

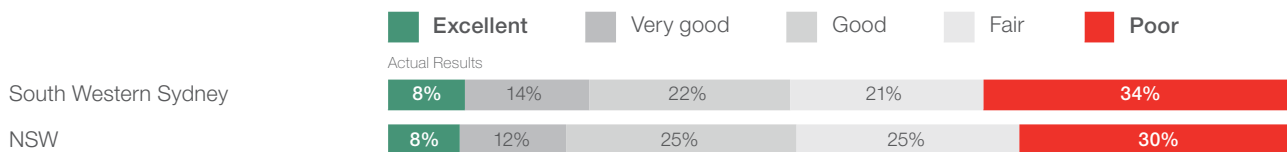


**South Western Sydney LHD: What patients rated most negatively in mental health services in this LHD** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

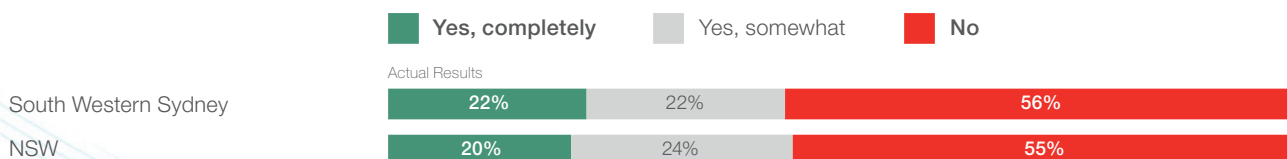
LOWEST: How would you rate the availability of your doctors or healthcare professionals?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



## South Western Sydney LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

Rating	Excellent	Very good	Good	Fair	Poor
South Western Sydney	18%	24%	30%	14%	14%
Metropolitan LHDs	19%	25%	27%	16%	13%
New South Wales	20%	25%	28%	15%	12%

Standardised results<sup>3</sup>

Rating	Excellent	Very good	Good	Fair	Poor
South Western Sydney	16%	26%	32%	16%	11%
Metropolitan LHDs	17%	26%	31%	16%	11%
New South Wales	20%	25%	28%	15%	12%

### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for South Western Sydney LHD

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	15%	25%	28%	17%	16%
Rating of treatment	16%	25%	27%	18%	14%
Accuracy of food items	24%	26%	27%	12%	11%
Courtesy of admission staff	26%	19%	26%	15%	15%

Standardised results<sup>3</sup> for South Western Sydney LHD

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	12%	24%	32%	19%	12%
Rating of treatment	14%	26%	31%	19%	10%
Accuracy of food items	20%	27%	31%	14%	8%
Courtesy of admission staff	21%	23%	29%	17%	9%

## South Western Sydney LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	95%	95%
	Aboriginal / Torres Strait Islander	5%	5%
Age	Under 40 years	58%	47%
	40 years and over	42%	53%
Highest level of education completed	Less than Year 12 at secondary school	50%	43%
	Completed Year 12 at secondary school	25%	20%
	Trade or technical certificate or diploma	14%	19%
	University graduate	5%	13%
	Post graduate / higher degree	5%	5%
Health Status	Poor / Fair	41%	39%
	Good	36%	37%
	Very Good / Excellent	22%	24%
Sex	Male	53%	45%
	Female	47%	55%
Stays in hospital in last 6 months	Only this time	47%	53%
	This time and one other time	24%	23%
	This time and more than one other time	29%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.
4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

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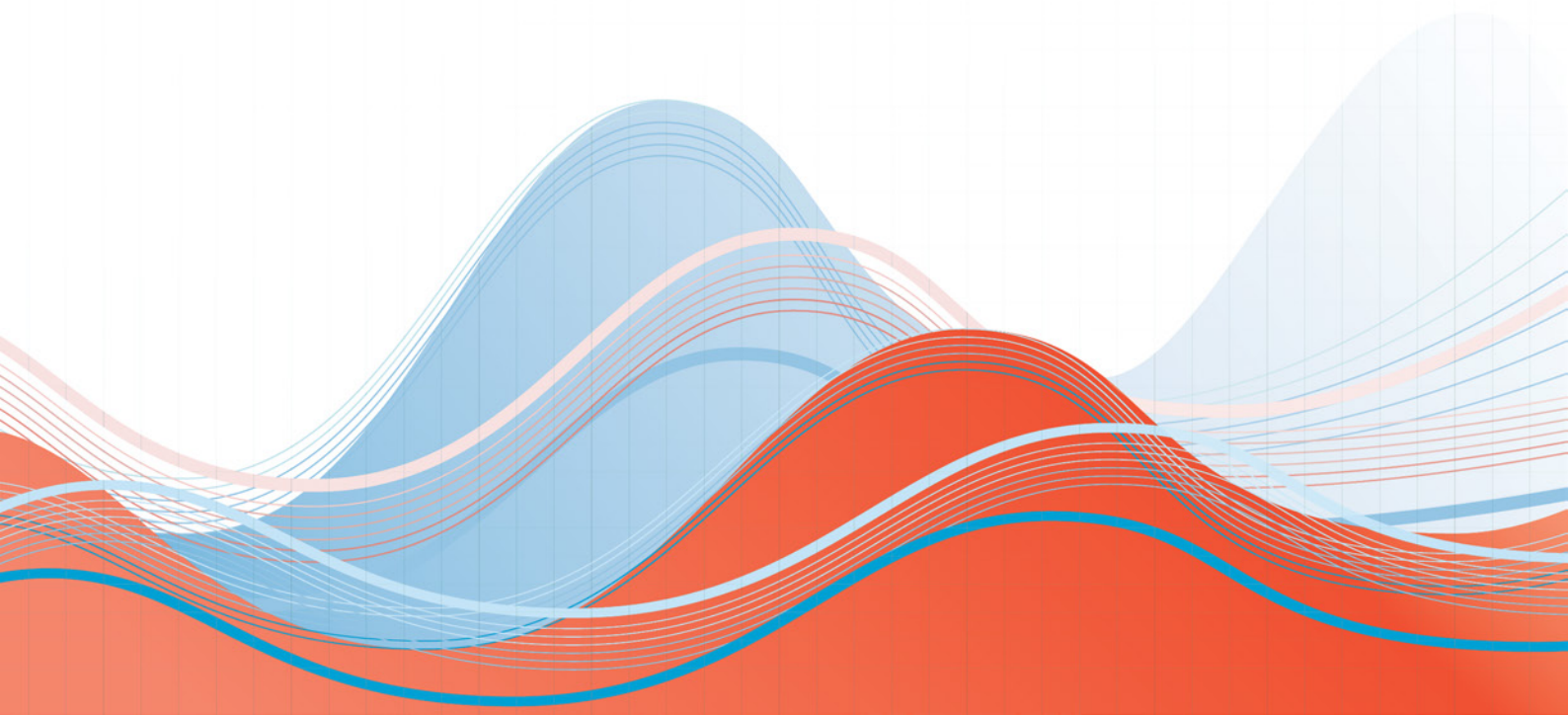


# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
St Vincent's Health Network



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of St Vincent's HN mental health inpatient services. It is based upon 46 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of St Vincent's HN. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

# St Vincent's HN: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

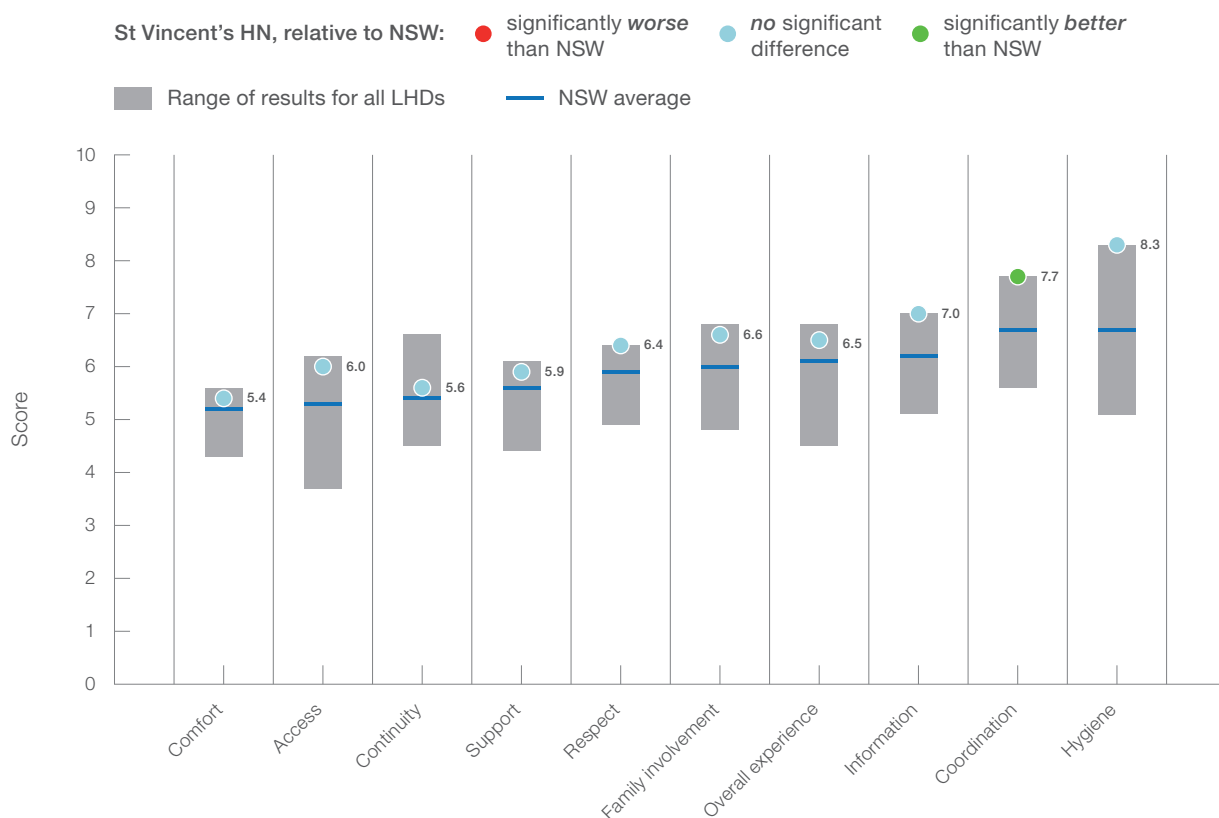
This graph shows for each aspect of care:

- scores for St Vincent's HN (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for St Vincent's HN compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

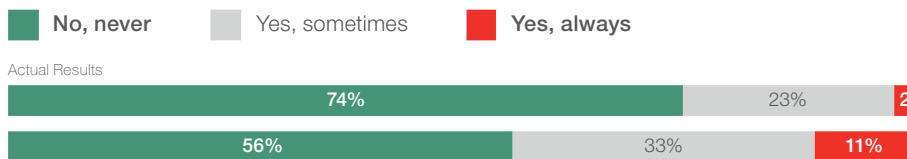
Figure 1: **St Vincent's HN** Aspects of care scores relative to other LHDs and NSW average



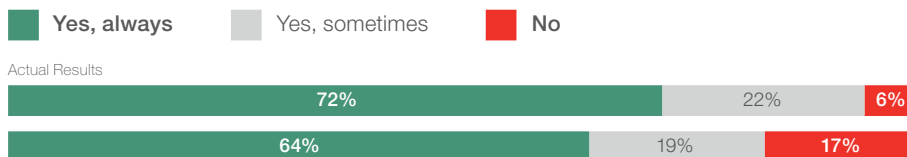
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**St Vincent's HN: What patients rated most positively in mental health services in this LHD<sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

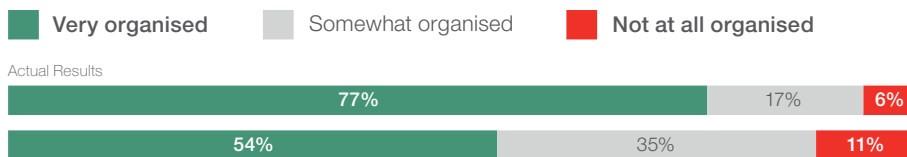
HIGHEST: Sometimes in the hospital, one doctor, healthcare professional, or nurse will say one thing and another will say something quite different. Did this happen to you?



SECOND HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?

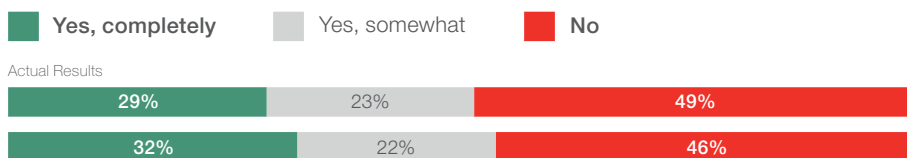


THIRD HIGHEST: How organised was the care you received in the emergency department?

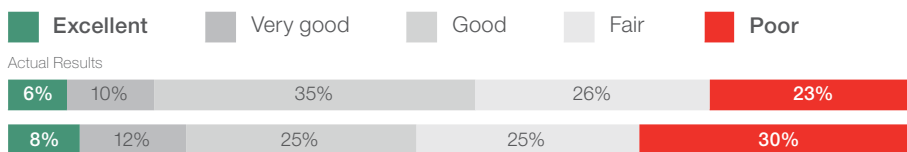


**St Vincent's HN: What patients rated most negatively in mental health services in this LHD<sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

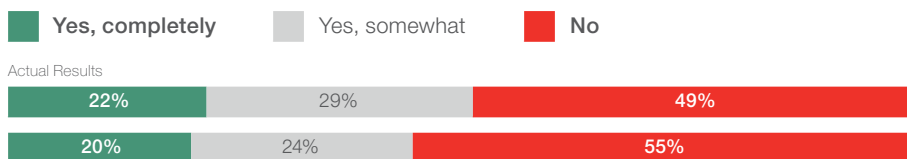
LOWEST: Did someone tell you about medication side effects to watch for when you went home?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



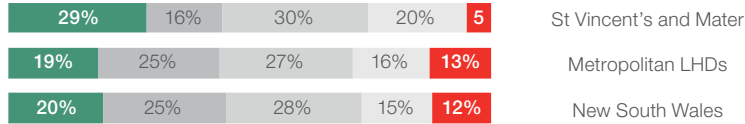
## St Vincent's HN: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

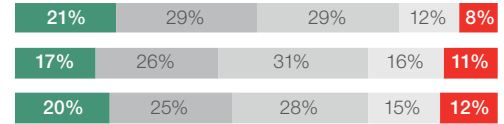
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

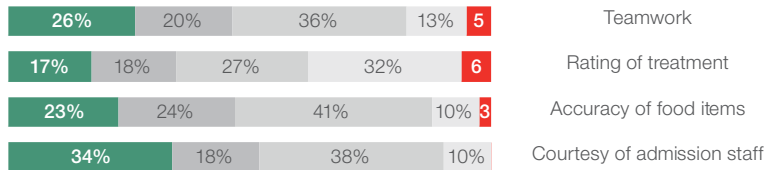


Standardised results<sup>3</sup>

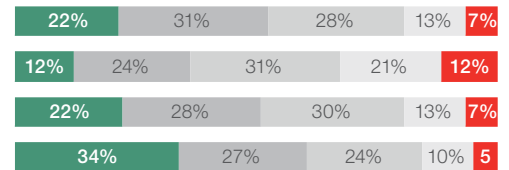


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for St Vincent's Health Network



Standardised results<sup>3</sup> for St Vincent's Health Network



## St Vincent's HN: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	100%	95%
	Aboriginal / Torres Strait Islander	0%	5%
Age	Under 40 years	53%	47%
	40 years and over	47%	53%
Highest level of education completed	Less than Year 12 at secondary school	28%	43%
	Completed Year 12 at secondary school	20%	20%
	Trade or technical certificate or diploma	17%	19%
	University graduate	19%	13%
	Post graduate / higher degree	16%	5%
Health Status	Poor / Fair	31%	39%
	Good	45%	37%
	Very Good / Excellent	24%	24%
Sex	Male	44%	45%
	Female	56%	55%
Stays in hospital in last 6 months	Only this time	59%	53%
	This time and one other time	22%	23%
	This time and more than one other time	19%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.

3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.

4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

## Download our reports

The reports, *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care* and *Volume 2, Community Mental Health*, and related materials are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

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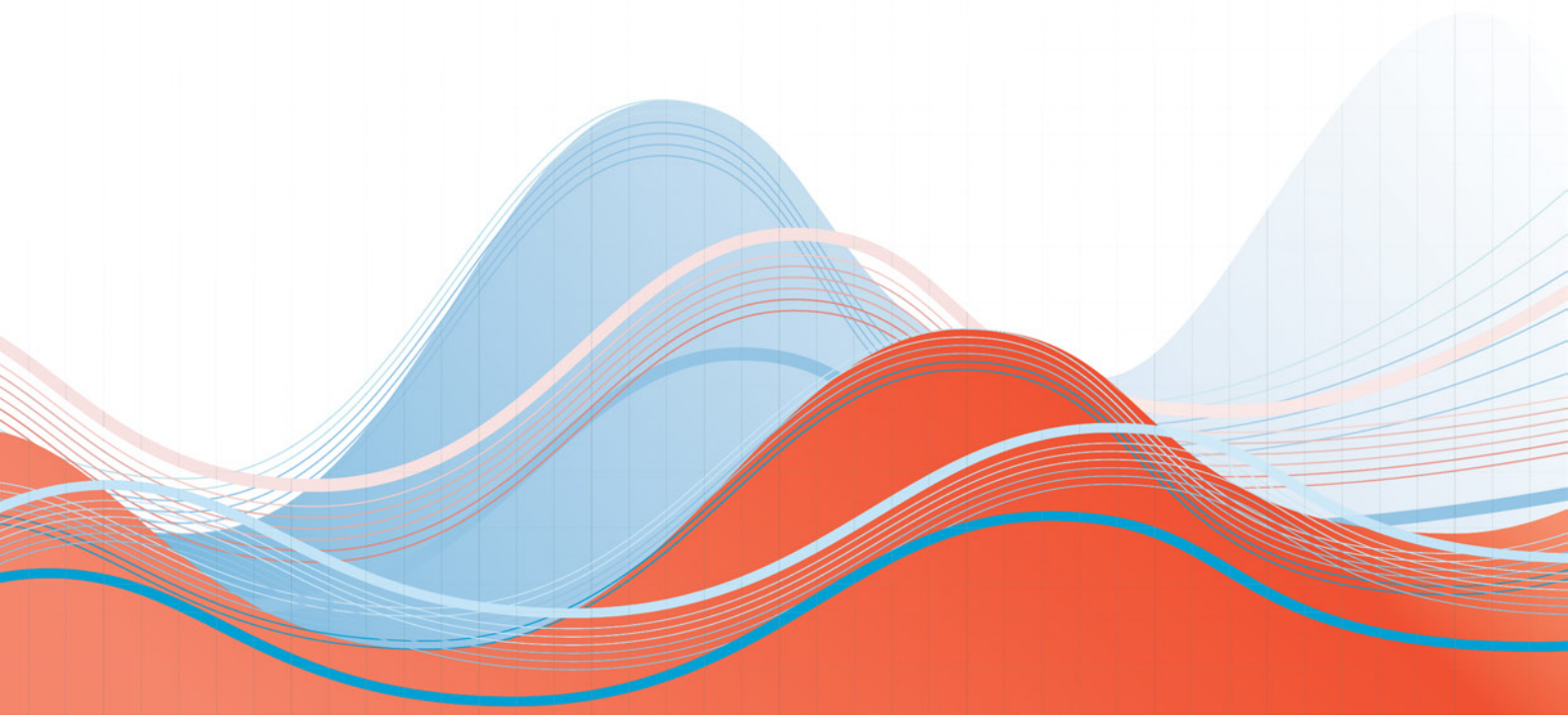
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Sydney Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Sydney LHD mental health inpatient services. It is based upon 99 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Sydney LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)



# Sydney LHD: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

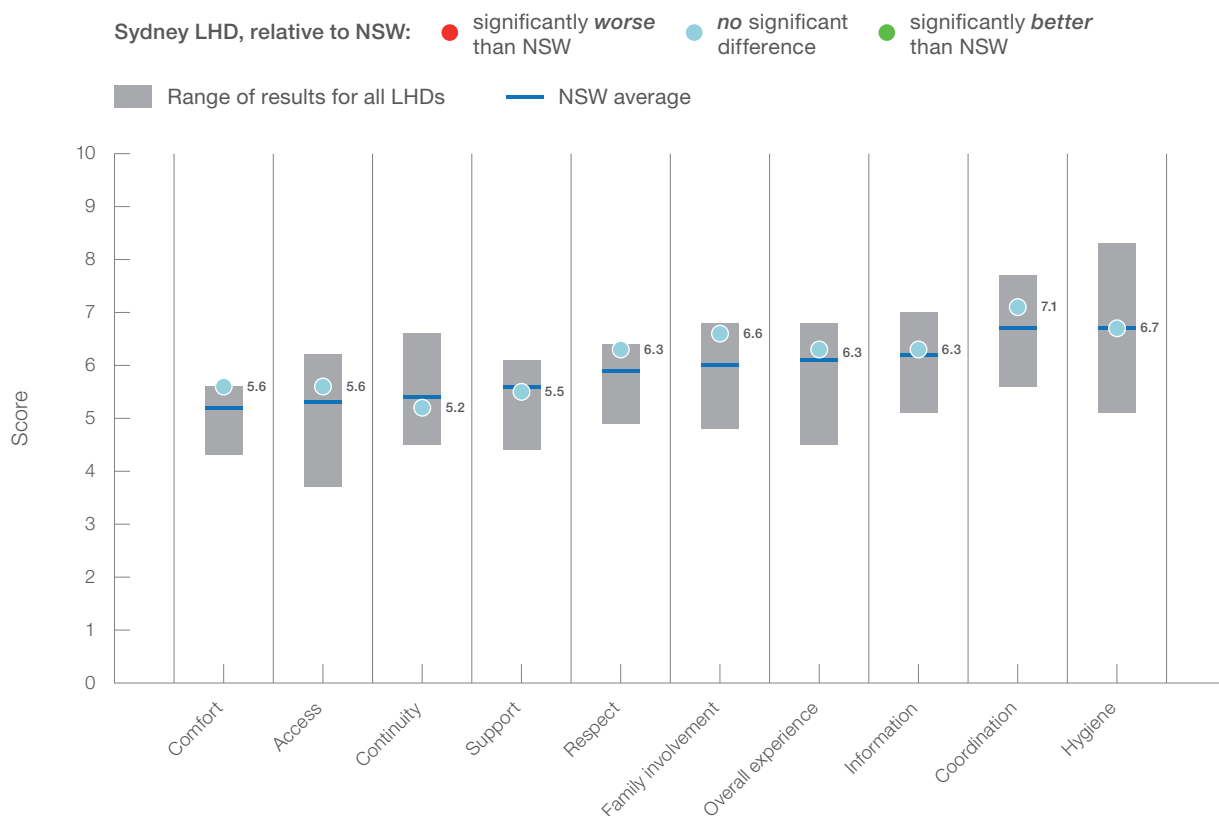
This graph shows for each aspect of care:

- scores for Sydney LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Sydney LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Sydney LHD** Aspects of care scores relative to other LHDs and NSW average

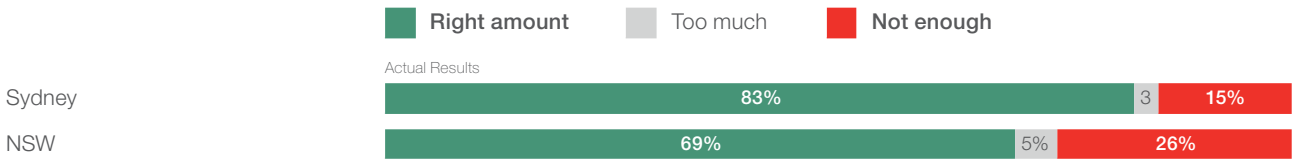


Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

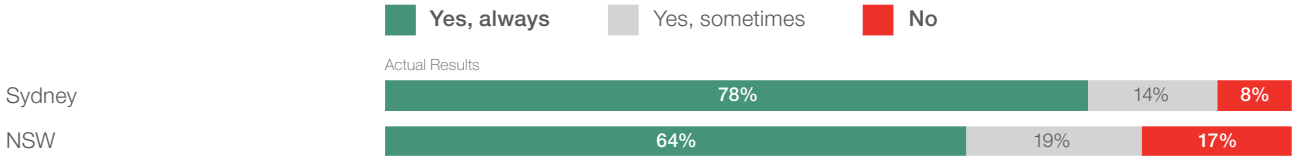
**Sydney LHD:** What patients rated most positively in mental health services in this LHD <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

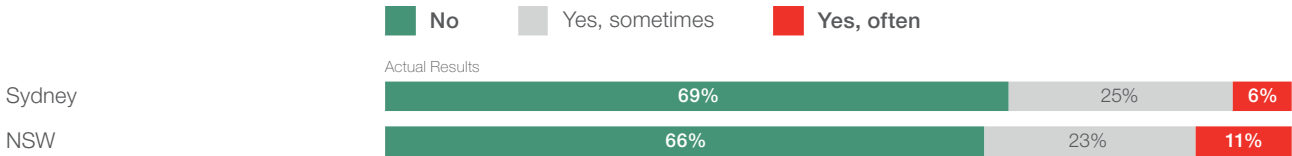
HIGHEST: How much information about your condition or treatment was given to your family or someone close to you?



SECOND HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



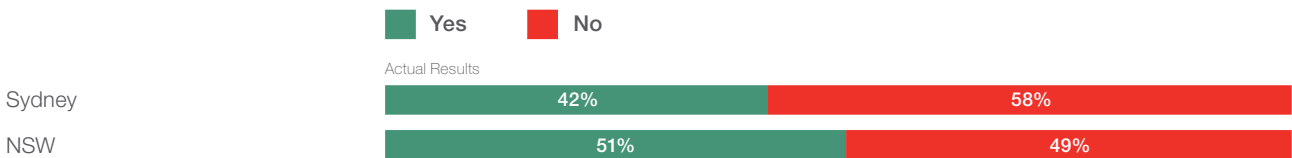
THIRD HIGHEST: Did nurses talk in front of you as if you weren't there?



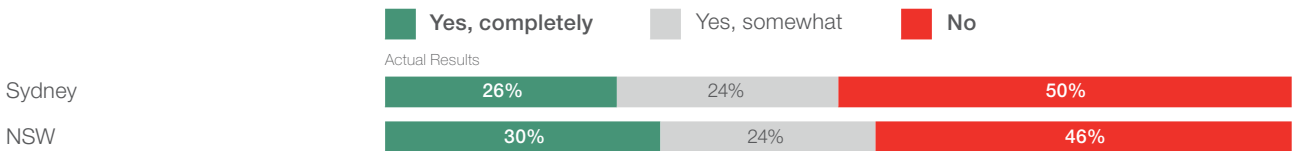
**Sydney LHD:** What patients rated most positively in mental health services in this LHD <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

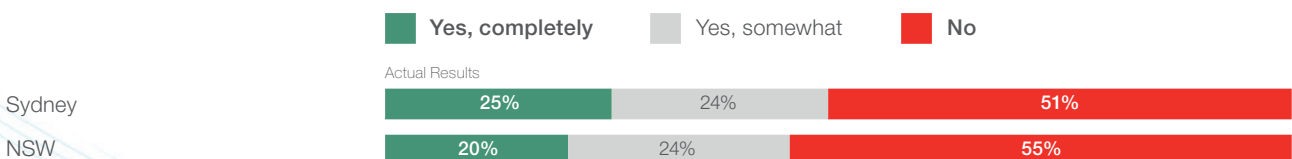
LOWEST: Was a hand basin and / or alcohol hand wash available in your room or at your bedside?



SECOND LOWEST: Did they tell you what danger signals about your condition to watch for after you went home?



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



## Sydney LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: Excellent Very good Good Fair Poor

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

Rating	Excellent	Very good	Good	Fair	Poor
Sydney	14%	32%	35%	14%	6%
Metropolitan LHDs	19%	25%	27%	16%	13%
New South Wales	20%	25%	28%	15%	12%

Standardised results<sup>3</sup>

Rating	Excellent	Very good	Good	Fair	Poor
Sydney	17%	27%	31%	15%	10%
Metropolitan LHDs	17%	26%	31%	16%	11%
New South Wales	20%	25%	28%	15%	12%

### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Sydney LHD

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	18%	27%	33%	17%	5%
Rating of treatment	12%	25%	32%	20%	11%
Accuracy of food items	17%	22%	40%	15%	6%
Courtesy of admission staff	24%	27%	30%	11%	8%

Standardised results<sup>3</sup> for Sydney LHD

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	16%	28%	31%	16%	9%
Rating of treatment	12%	23%	31%	22%	13%
Accuracy of food items	16%	24%	33%	17%	10%
Courtesy of admission staff	24%	25%	28%	15%	8%

## Sydney LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	47%	47%
	40 years and over	53%	53%
Highest level of education completed	Less than Year 12 at secondary school	37%	43%
	Completed Year 12 at secondary school	20%	20%
	Trade or technical certificate or diploma	19%	19%
	University graduate	19%	13%
	Post graduate / higher degree	5%	5%
Health Status	Poor / Fair	30%	39%
	Good	43%	37%
	Very Good / Excellent	26%	24%
Sex	Male	52%	45%
	Female	48%	55%
Stays in hospital in last 6 months	Only this time	55%	53%
	This time and one other time	27%	23%
	This time and more than one other time	18%	24%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
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4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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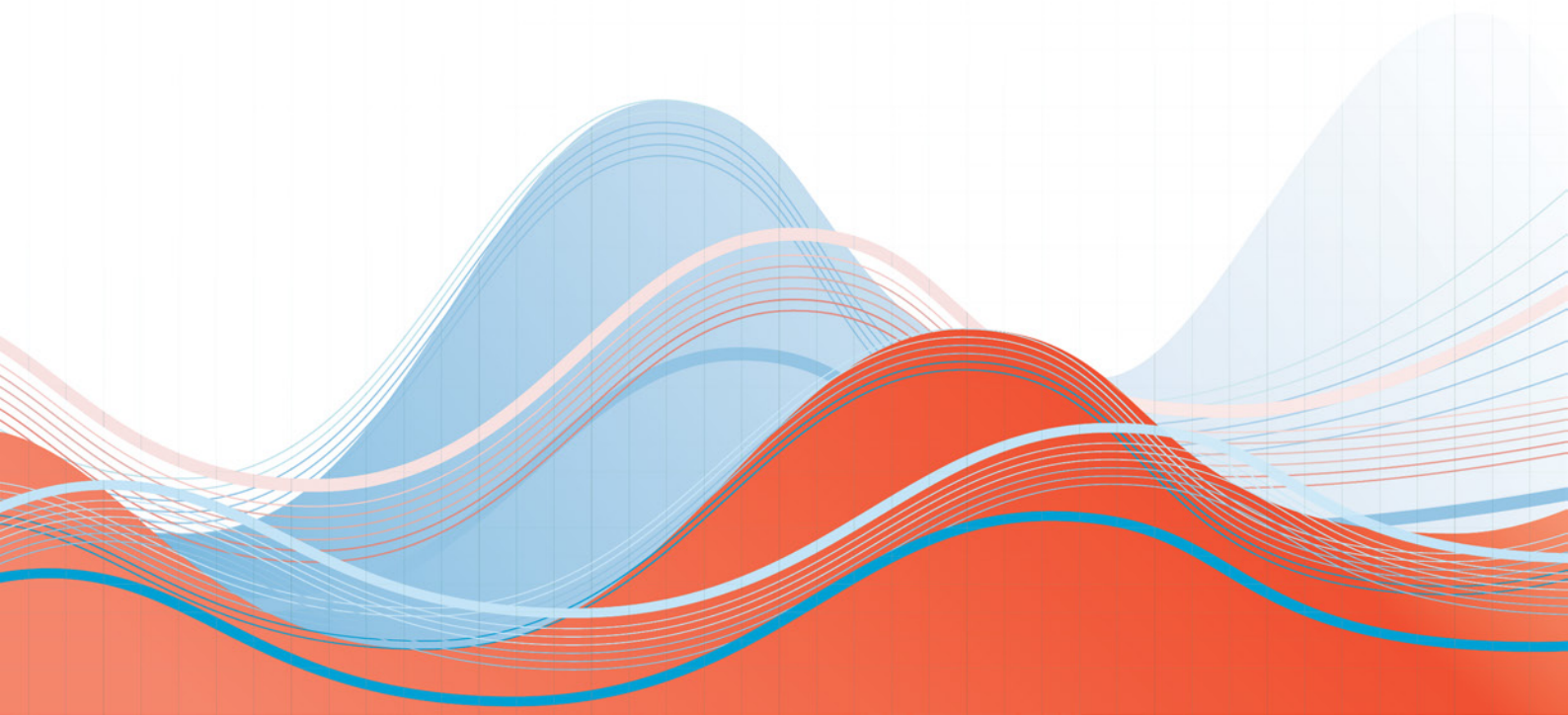
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Western NSW Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Western NSW LHD mental health inpatient services. It is based upon 40 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Western NSW LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

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# Western NSW LHD: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

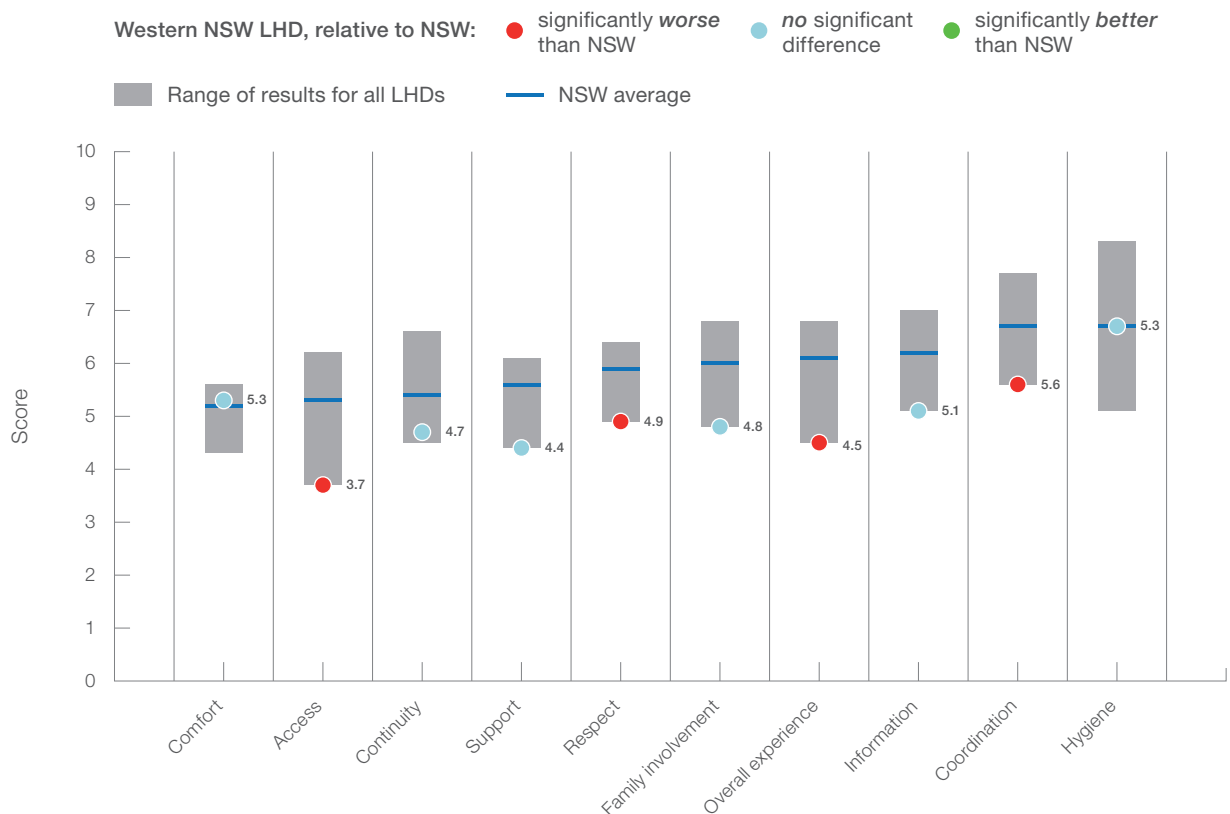
This graph shows for each aspect of care:

- scores for Western NSW LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Western NSW LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Western NSW LHD** Aspects of care scores relative to other LHDs and NSW average

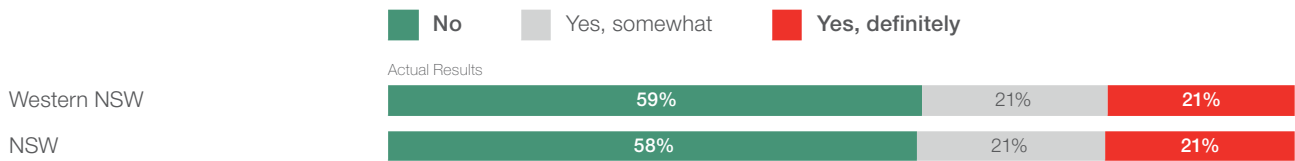


Mental Health Inpatients  
LHDs

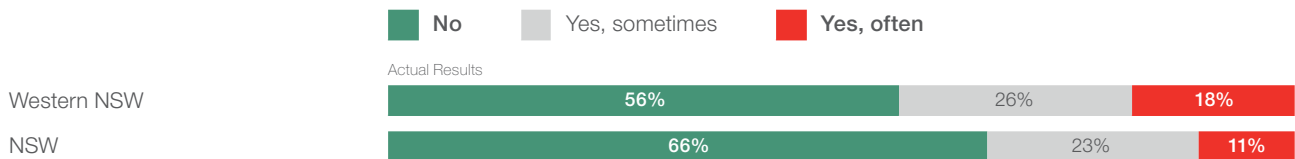
**Note:** Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
**Source:** NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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 NSW Health Patient Survey, February 2010 and 2011

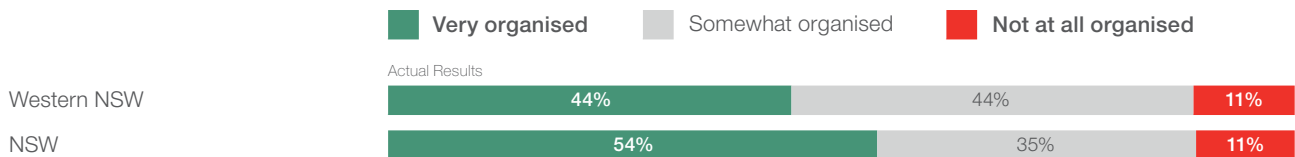
HIGHEST: Do you feel you had to wait an unnecessarily long time to go to your ward or room?



SECOND HIGHEST: Did nurses talk in front of you as if you weren't there?

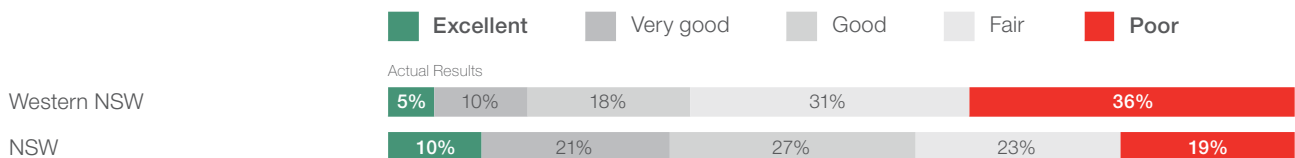


THIRD HIGHEST: How organised was the care you received in the emergency department?

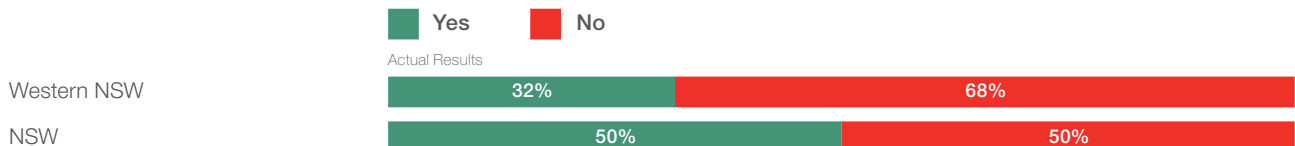


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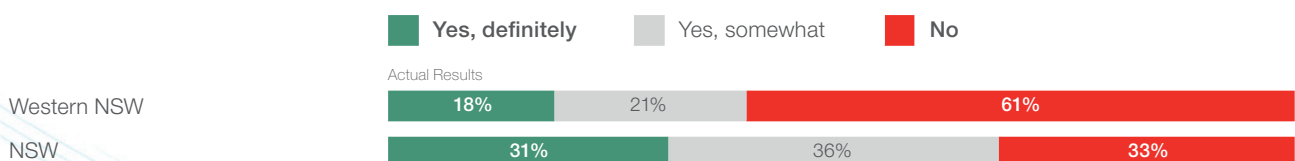
LOWEST: How would you rate the availability of your doctors or healthcare professionals?



SECOND LOWEST: If you had to wait to go to your ward or room, did someone from the hospital explain the reason for the delay?



THIRD LOWEST: Did you have enough say about your treatment?





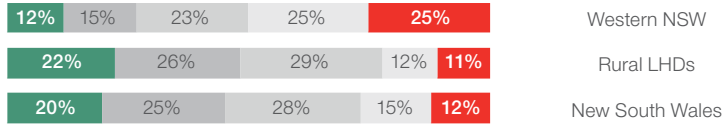
## Western NSW LHD: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

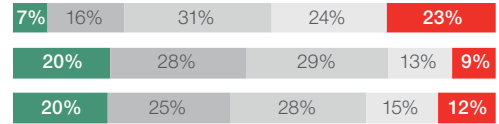
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

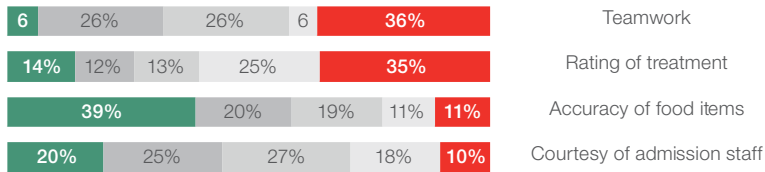


Standardised results<sup>3</sup>

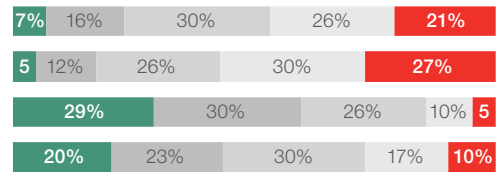


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Western NSW LHD



Standardised results<sup>3</sup> for Western NSW LHD



## Western NSW LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This LHD	NSW
Aboriginal status	Non-Aboriginal	79%	95%
	Aboriginal / Torres Strait Islander	21%	5%
Age	Under 40 years	44%	47%
	40 years and over	56%	53%
Highest level of education completed	Less than Year 12 at secondary school	47%	43%
	Completed Year 12 at secondary school	13%	20%
	Trade or technical certificate or diploma	20%	19%
	University graduate	8%	13%
	Post graduate / higher degree	12%	5%
Health Status	Poor / Fair	34%	39%
	Good	30%	37%
	Very Good / Excellent	36%	24%
Sex	Male	36%	45%
	Female	64%	55%
Stays in hospital in last 6 months	Only this time	40%	53%
	This time and one other time	32%	23%
	This time and more than one other time	28%	24%

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
3. Standardised for age, sex, self-reported health status, Aboriginal status, level of education and number of hospital stays.
4. Patient ratings for factors most associated with overall ratings of care are based on analysis of all respondents to the *Mental Health Inpatient* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

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Fax: +61 2 8644 2119

Email: [enquiries@bhi.nsw.gov.au](mailto:enquiries@bhi.nsw.gov.au)

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

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Published October 2013

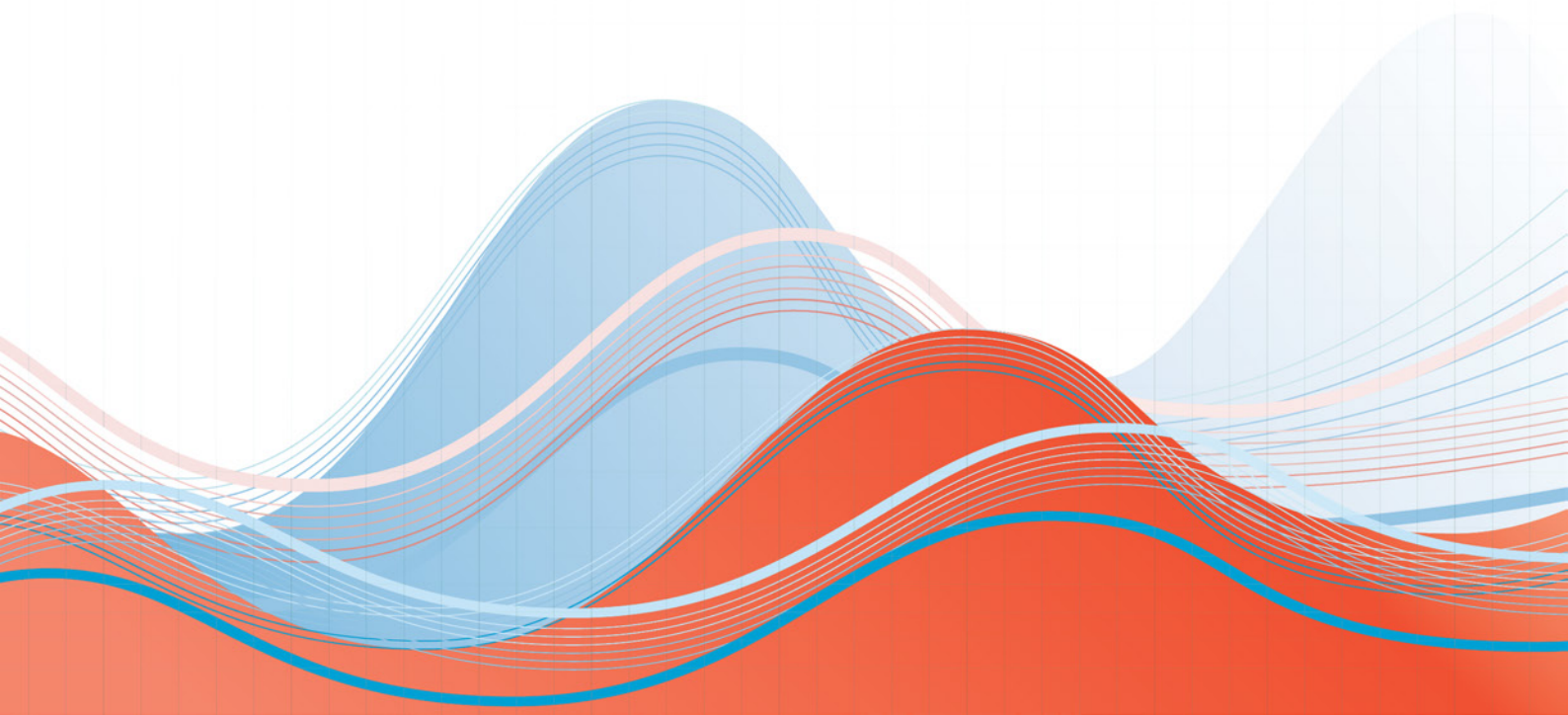
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Western Sydney Local Health District



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and hospital included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.

This profile report offers a detailed snapshot of the performance of Western Sydney LHD mental health inpatient services. It is based upon 90 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Western Sydney LHD. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

# Western Sydney LHD: performance profile

## NSW Mental Health Inpatient Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

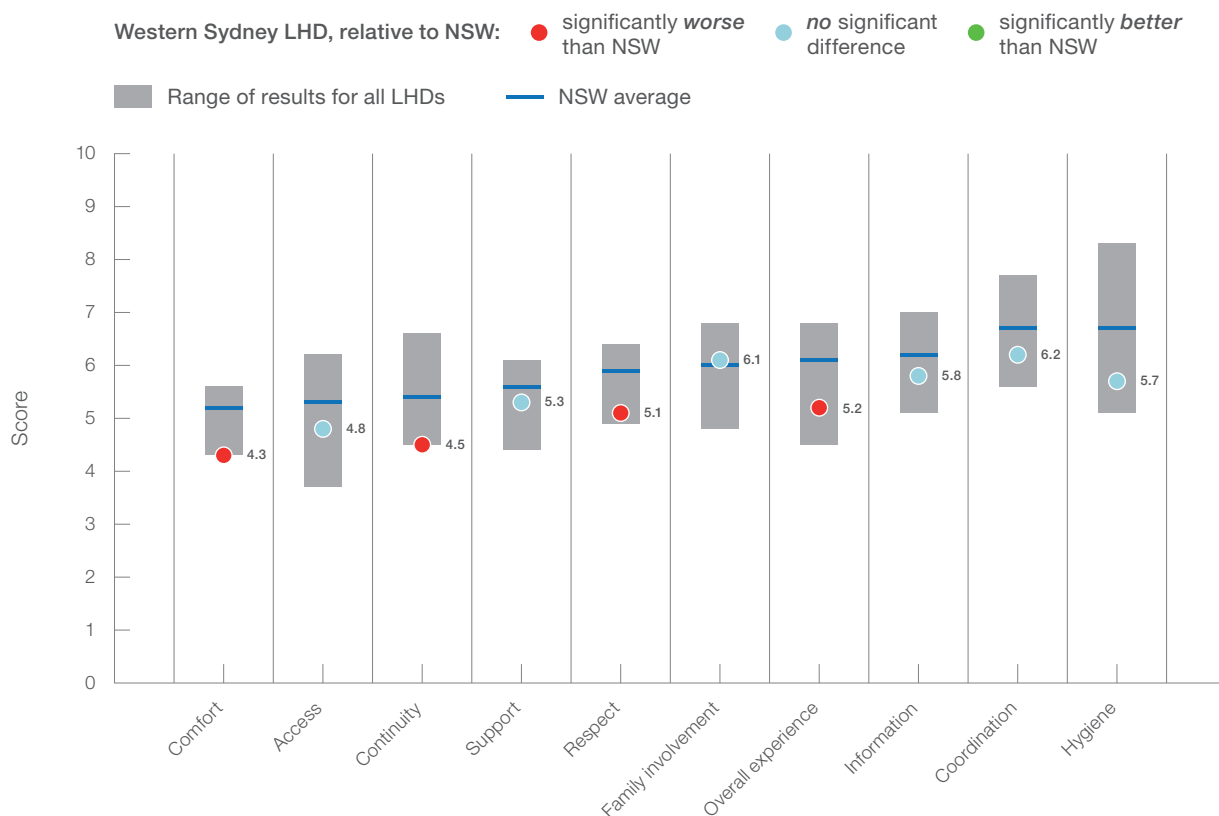
This graph shows for each aspect of care:

- scores for Western Sydney LHD (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW LHDs (shown as a grey block).

The graph also illustrates results of significance testing for Western Sydney LHD compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent an LHD is significantly lower than NSW.

Figure 1: **Western Sydney LHD** Aspects of care scores relative to other LHDs and NSW average

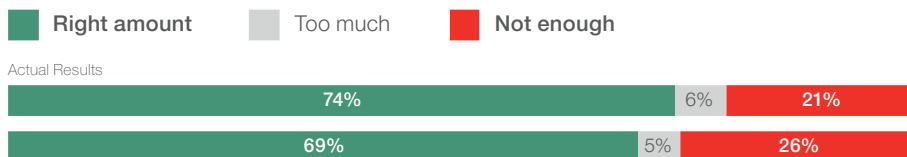


Mental Health Inpatients  
LHDs

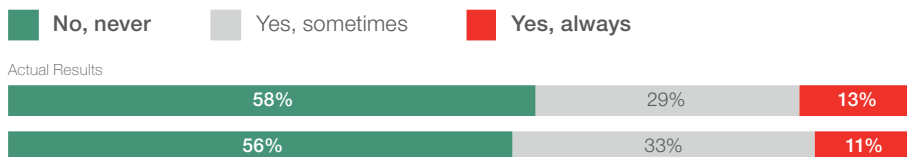
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Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**Western Sydney LHD: What patients rated most positively in mental health services in this LHD <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

HIGHEST: How much information about your condition or treatment was given to your family or someone close to you?



SECOND HIGHEST: Sometimes in the hospital, one doctor, healthcare professional, or nurse will say one thing and another will say something quite different. Did this happen to you?

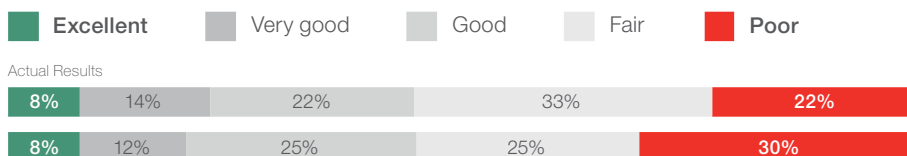


THIRD HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?



**Western Sydney LHD: What patients rated most negatively in mental health services in this LHD <sup>1</sup>**  
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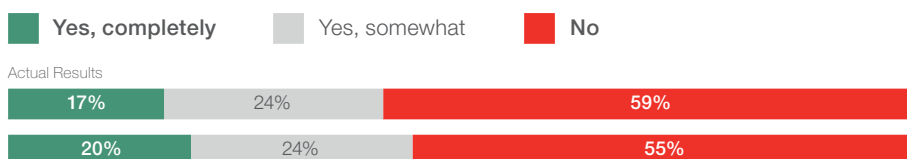
LOWEST: Availability of parking



SECOND LOWEST: Was a hand basin and / or alcohol hand wash available in your room or at your bedside?



THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



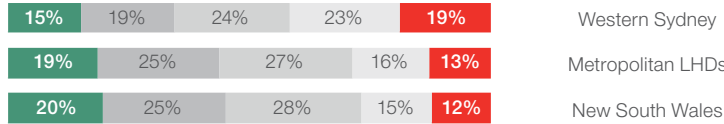
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NSW Health Patient Survey, February 2010 and 2011

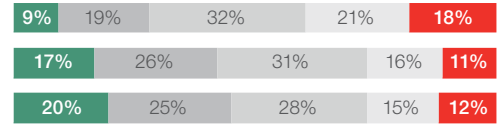
Key to patient ratings: Excellent Very good Good Fair Poor

### Overall patient ratings of inpatient mental health care services

Actual results<sup>2</sup>

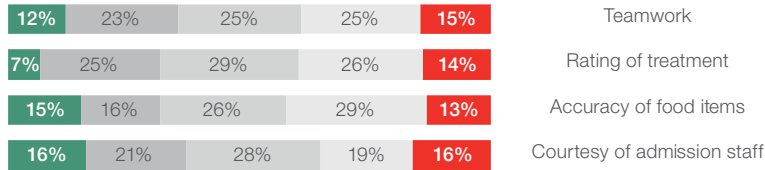


Standardised results<sup>3</sup>

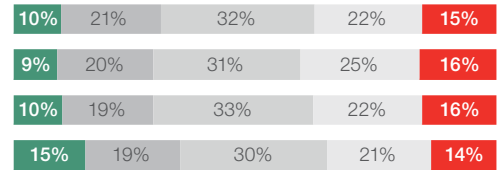


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Age	Under 40 years	50%	47%
	40 years and over	50%	53%
Highest level of education completed	Less than Year 12 at secondary school	48%	43%
	Completed Year 12 at secondary school	26%	20%
	Trade or technical certificate or diploma	14%	19%
	University graduate	9%	13%
	Post graduate / higher degree	3%	5%
Health Status	Poor / Fair	39%	39%
	Good	32%	37%
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Sex	Male	49%	45%
	Female	51%	55%
Stays in hospital in last 6 months	Only this time	49%	53%
	This time and one other time	24%	23%
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(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.  
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