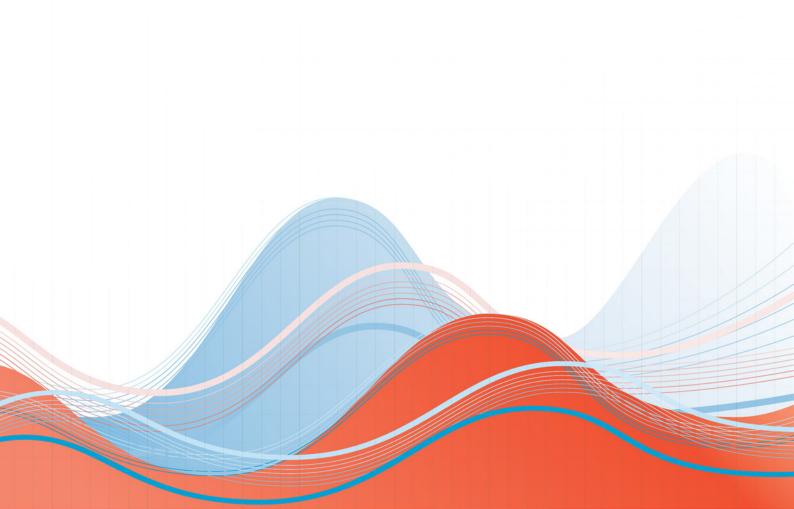


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Bankstown Mental Health Service



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Bankstown Mental Health Service. It is based upon 147 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Bankstown Mental Health Service. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Bankstown Mental Health Service: Bankstown Mental Health Service.

Bankstown Mental Health Service NSW Community Mental Health 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.

This graph shows for each aspect of care:

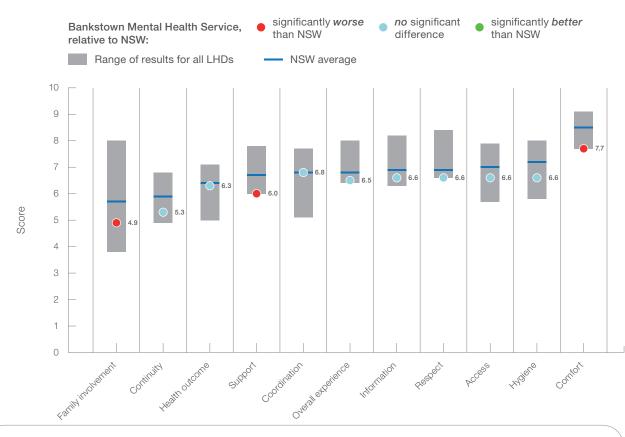
- scores for Bankstown Mental Health Service (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Bankstown Mental Health Service compared to the NSW average.

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

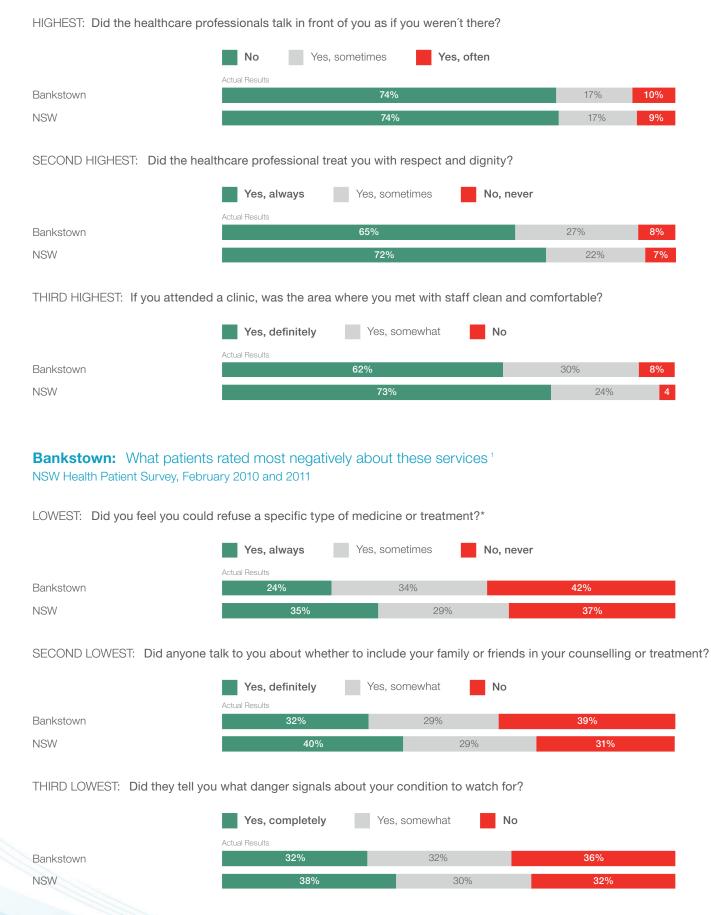
Figure 1: Bankstown Mental Health Service Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

2

Bankstown: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011



3

Bankstown: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011



Standardised re	esults ³		
20%	29%	31%	13% <mark>7%</mark>
22%	30%	30%	11% <mark>7%</mark>
24%	29%	28%	12% 7%

Patient ratings for those factors most associated with overall ratings of care⁴

12%

Actual results	² for Bank	stown				
27%	2	2%	31%	9%	11%	Courtesy
20%	26%	, D	30%	14%	10%	Teamwork
17%	19%	31%	19	9%	15%	Availability of healthcare professionals

28%

24%

Standardise	Standardised results ³ for Bankstown						
23%	2	8%	29%	0	13%	7%	
18%	28%		34%		14%	7%	
12%	23%	3	4%	19%	6 1	2%	

Bankstown: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	8%	12%
	20 to 59 years	83%	74%
	60 years and over	9%	14%
Days spent in bed due to illness in last month	None	52%	53%
	One day	6%	7%
	Two days	6%	7%
	Three days	3%	6%
	Four days	6%	5%
	Five-to-seven days	9%	7%
	Eight-to-ten days	4%	4%
	More than ten days	14%	12%
Stayed in hospital in last 6 months	No	74%	72%
	Yes, only one time	13%	17%
	Yes, more than one time	12%	11%
Self-rated mental health status	Poor / Fair	51%	45%
	Good	27%	30%
	Very Good / Excellent	22%	25%

New South Wales

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011.

Download our reports

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The suite of products includes:

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- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



About the Bureau

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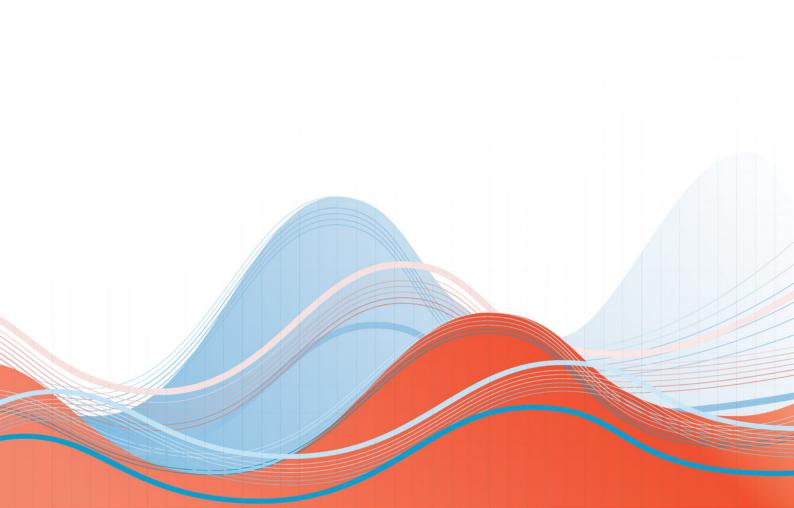


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Broken Hill Region facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Broken Hill Region facility group community mental health services. It is based upon 34 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Broken Hill Region facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Broken Hill Region facility group: Broken Hill Child & Adolescent Service, Broken Hill Mental Health and Counselling Team, Broken Hill Transition Support, Lower Southern Sector Mental Health & Counselling Team.

Broken Hill Region: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

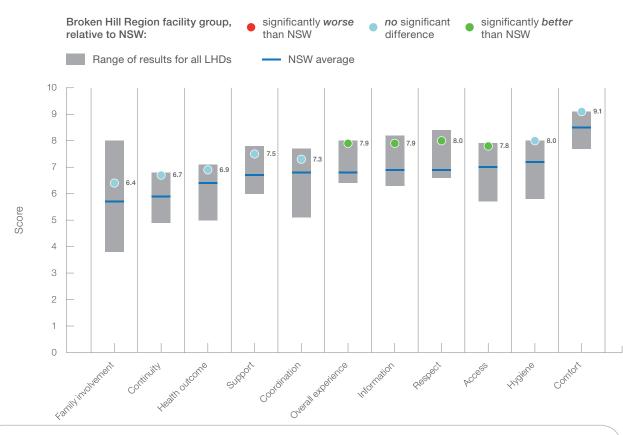
- scores for Broken Hill Region facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Broken Hill Region facility group compared to the NSW average.

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

Figure 1: **Broken Hill Region facility group** Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Broken Hill Region: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: Did the healthcare professional treat you with respect and dignity?

	Yes, always Yes, sometimes No, never		
	Actual Results		
Broken Hill Region	86%	11%	3
NSW	72%	22% 7%	%
	When you saw the doctor or healthcare professional, did he or she give y the reasons for your visit? Yes, definitely Actual Results		in
Broken Hill Region	83%	17%	
NSW	61%	30% 10%	,

THIRD HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

	Yes, definitely	Yes, somewhat	No	
	Actual Results			
Broken Hill Region		82%		19%
NSW		73%		24% 4

Broken Hill Region: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?

	Yes, definitely	Yes, somewhat	No			
	Actual Results					
Broken Hill Region	36%	3	1%	33%		
NSW	40%		29%	31%		
SECOND LOWEST: Did they tell y	ou what danger signa	ls about your conditi	on to watch for?			
		-				
	Yes, completely	Yes, somewhat	No			
	Actual Results	~	2.10/			
Broken Hill Region	49	%	21%	30%		
NSW	38%		30%	32%		
THIRD LOWEST: How would you rate the availability of your healthcare professionals?						
	_			_		
	Excellent	Very good G	iood Fair	Poor		

Broken Hill Region

NSW

26%

Actual Results 18%

18%

3

12%

15%

29%

31%

Broken Hill Region: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patier	nt ratings:	Exceller	nt Very go	od	Good Fair Poor				
Overall patie	ent ratings	of commu	nity mer	ntal ł	nealth services	Standardised results	3 ³		
30%	45	5%	16%	9%	Broken Hill Region	34%	33%	23%	6 7% <mark>4</mark>
23%	30%	28%	12%	8%	Rural LHDs	23%	30%	29%	11% 6
24%	29%	28%	12%	7%	New South Wales	24%	29%	28%	12% 7%

Patient ratings for those factors most associated with overall ratings of care⁴

129

Actual results ² for Broken Hill Region						
27%	54%	10%	6			
19%	39%	26%	16	5%		

29%

18%

		Standardised re	esults ³ for Broker	n Hill Region			
6 <mark>3</mark>	Courtesy	35%	3	31%	22%	8%	6 <mark>4</mark>
16%	Teamwork	22%	30%	3	2%	12%	5
% 6	Availability of healthcare	19%	29%	319	6	13%	7%

Broken Hill Region: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	15%	12%
	20 to 59 years	65%	74%
	60 years and over	20%	14%
Days spent in bed due to illness in last month	None	74%	53%
	One day	2%	7%
	Two days	6%	7%
	Three days	10%	6%
	Four days	0%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	0%	4%
	More than ten days	0%	12%
Stayed in hospital in last 6 months	No	80%	72%
	Yes, only one time	13%	17%
	Yes, more than one time	7%	11%
Self-rated mental health status	Poor / Fair	45%	45%
	Good	31%	30%
	Very Good / Excellent	24%	25%

1. Based upon a scale which incorporates all response options. See the Technical Supplement available at 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, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community

Mental Health 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 Outpatient Survey, 2010 and 2011.

Download our reports

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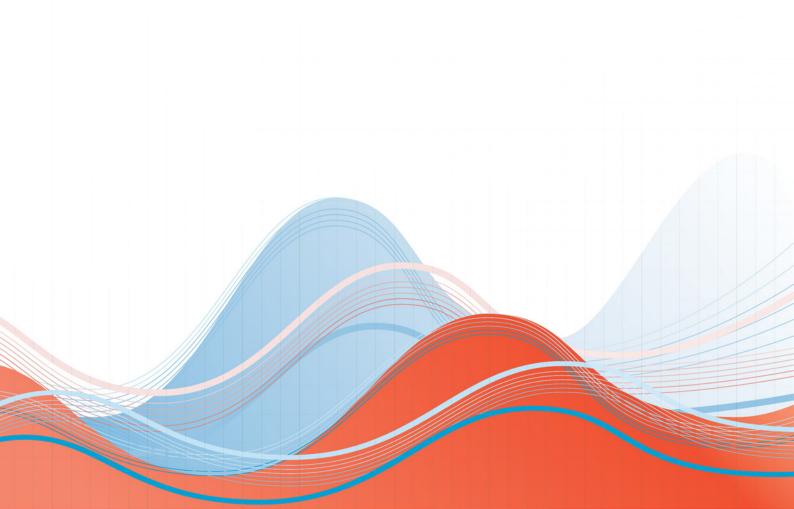


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Canterbury Mental Health Service



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Canterbury Mental Health Service community mental health services. It is based upon 154 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Canterbury Mental Health Service. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Canterbury Mental Health Service: Canterbury Mental Health Service.

Canterbury Mental Health Service NSW Community Mental Health 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.

This graph shows for each aspect of care:

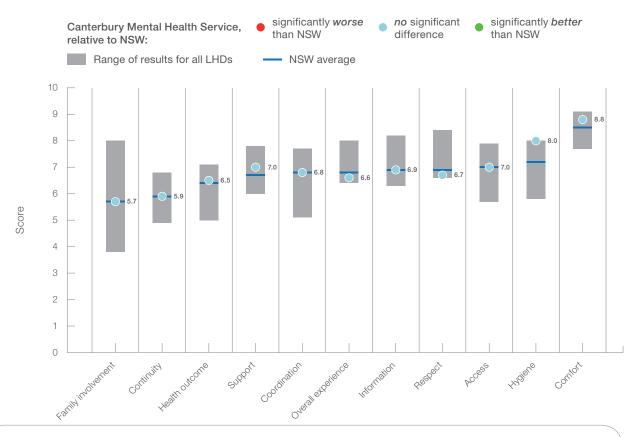
- scores for Canterbury Mental Health Service (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Canterbury Mental Health Service compared to the NSW average.

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

Figure 1: *Canterbury Mental Health Service* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

2

Canterbury: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable? Yes, somewhat Yes, definitely No Actual Results Canterbury 21% 2 77% NSW 24% 4 73% SECOND HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you? Yes, always Yes, sometimes No, never Actual Results Canterbury 80% 14% NSW 64% 18% THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back? Yes, sometimes Yes, always No, never Actual Results Canterbury 53% 26% 21% NSW 51% 30% 19%

Canterbury: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	Yes, sometimes	No, ne	ever
	Actual Results			
Canterbury	24%	27%		49%
NSW	35%	29%		37%

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

	Yes, completely	es, somewhat No	
	Actual Results		
Canterbury	37%	29%	34%
NSW	38%	30%	32%

THIRD LOWEST: Did someone tell you about medication side effects to watch for?

	Yes, completely	Yes, somewhat No	
	Actual Results		
Canterbury	40%	28%	32%
NSW	39%	31%	31%

Canterbury: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to pati	ient ratings:	Exceller	nt Very good	Good	Fair	Poor	
Overall patient ratings of community mental health services							
19%	27%	28%	19% <mark>7%</mark>	D	Canter	bury	
24%	28%	29%	12% <mark>7%</mark>		Metropolita	an LHDs	

Standardised r	results ³			
18%	28%	32%	14%	8%
22%	30%	30%	11%	7%
24%	29%	28%	12%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

12% 7%

Actual results	² for Canterl	oury			
23%	24%	29%	18%	6	Courtesy
16%	22%	38%	19%	5	Teamwork
19%	17%	37%	20%	6	Availability of healthcare professionals

28%

24%

Standardis	Standardised results ³ for Canterbury							
21%	28%	30%	14%	8%				
14%	25%	36%	17%	8%				
15%	26%	33%	16%	9%				

Canterbury: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	1%	12%
	20 to 59 years	84%	74%
	60 years and over	15%	14%
Days spent in bed due to illness in last month	None	45%	53%
	One day	10%	7%
	Two days	10%	7%
	Three days	9%	6%
	Four days	4%	5%
	Five-to-seven days	4%	7%
	Eight-to-ten days	2%	4%
	More than ten days	16%	12%
Stayed in hospital in last 6 months	No	77%	72%
	Yes, only one time	14%	17%
	Yes, more than one time	10%	11%
Self-rated mental health status	Poor / Fair	43%	45%
	Good	26%	30%
	Very Good / Excellent	30%	25%

New South Wales

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011.

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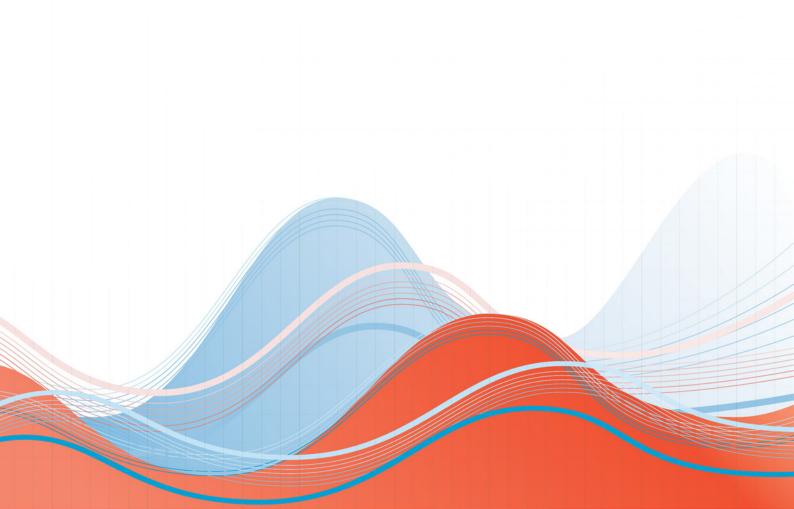


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Central Coast facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Central Coast facility group community mental health services. It is based upon 131 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Central Coast facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Central Coast facility group: Acute Home Based Treatment Team - Central Coast, Central Coast Mental Health Consultation and Liaison, Central Intake & Emergency Assessment Service - Central Coast, GP Shared Care Team - Central Coast, Rehabilitation Assertive Follow-up Team, Therapy Team - Central Coast.

1

Central Coast facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

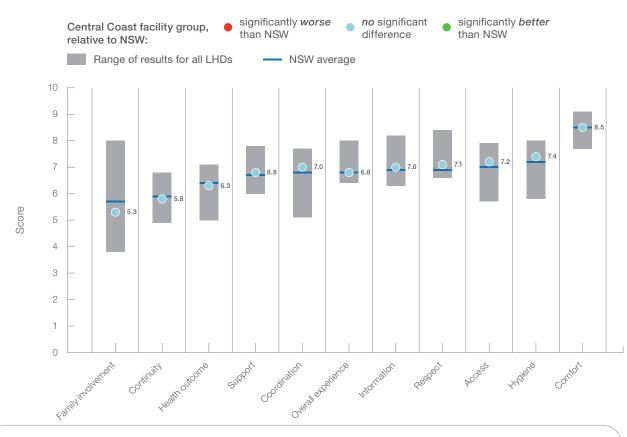
- scores for Central Coast facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

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

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

Figure 1: *Central Coast facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

Central Coast: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

No
Yes, sometimes

Actual Results

Central Coast

NSW

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

10%

	Actual Results	
Central Coast	73%	24% 3
NSW	73%	24% 4

THIRD HIGHEST: When you had appointments, were you kept waiting a long time?

	No	Yes, sometimes	Yes, alway	rs		
	Actual Results				0.40/	
Central Coast		74%			21%	5%
NSW		60%		32%	, D	9%

Central Coast: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?

	Yes, definitely	Yes, somewhat No	
	Actual Results	_	
Central Coast	30%	32%	38%
NSW	40%	29%	31%
SECOND LOWEST: Did yo	ou feel you could refuse a spec	Yes, sometimes No, nev	
Central Coast	33%	33%	34%
NSW	35%	29%	37%
THIRD LOWEST: Did some	eone tell you about medication	side effects to watch for?	

 Yes, completely
 Yes, somewhat
 No

 Actual Results
 31%
 38%
 31%

 NSW
 39%
 31%
 31%

3

Central Coast: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	nt ratings:	Excellent	Very good Goo	od Fair Poor		
Overall patie Actual results ²	ent ratings of	communi	ty mental hea	alth services	Standardised resu	llts ³
26%	32%	24%	11% 7%	Central Coast	26%	329
24%	28%	29%	12% <mark>7%</mark>	Metropolitan LHDs	22%	30%
24%	29%	28%	12% <mark>7%</mark>	New South Wales	24%	29%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ²	for Central Coas	st				
33%	29	9%	26%		8% 4	L Courte
25%	25%		36%		11%	3 Teamw
18%	29%	32	2%	13%	6 <mark>8%</mark>	Availability of profession

	Standardised res	sults ³ for Centra	l Coast			
Courtesy	34%	3	1%	23%	8	% 4
Teamwork	24%	31%		30%	119	6 5
lability of healthcare professionals	19%	29%	319	%	13%	7%

27%

30%

28%

9% 5

11% 7%

12% 7%

Central Coast: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Sub-group	This hospital	NSW
Jnder 20 years	2%	12%
20 to 59 years	89%	74%
50 years and over	9%	14%
None	52%	53%
Dne day	4%	7%
īwo days	10%	7%
Three days	5%	6%
Four days	7%	5%
ive-to-seven days	9%	7%
Eight-to-ten days	3%	4%
Nore than ten days	10%	12%
No	72%	72%
/es, only one time	15%	17%
/es, more than one time	13%	11%
Poor / Fair	46%	45%
Good	32%	30%
/ery Good / Excellent	22%	25%
	Inder 20 years 0 to 59 years 0 years and over Ione Dne day ivo days hree days our days ive-to-seven days ight-to-ten days Nore than ten days Io fes, only one time fes, more than one time Yoor / Fair Good	Inder 20 years2%0 to 59 years89%0 years and over9%Ione52%Ione day4%wo days10%hree days5%our days7%ive-to-seven days9%ight-to-ten days3%More than ten days10%Io72%fes, more than one time13%Yoor / Fair46%Good32%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient 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

The suite of products includes:

- Patient Perspectives: Mental health services in NSW public facilities. The main reports present data from the NSW Health Mental Health Survey, conducted in February 2010 and February 2011.
- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

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.

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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Central Western Sydney Mental Health facility group

Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Central Western Sydney Mental Health facility group community mental health services. It is based upon 162 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Central Western Sydney Mental Health facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Central Western Sydney Mental Health facility group: Blacktown Access and Assessment Mental Health Team, Blacktown Aged Care Psychiatry Community Team, Blacktown Case Management Service, Blacktown Clozapine Clinic, Blacktown Early Intervention Team, Blacktown Hospital - Acute Inpatient Service, Blacktown Hospital Consultation Liaison, Blacktown Hostel and Residential Services, Blacktown Mental Health Outpatient Service, Blacktown Paediatric Mental Health Team, Blacktown Psychiatric Emergency Care (PECC) Service, Blacktown Therapies and Clinical Suport.

Central Western Sydney Mental Health NSW Community Mental Health 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.

This graph shows for each aspect of care:

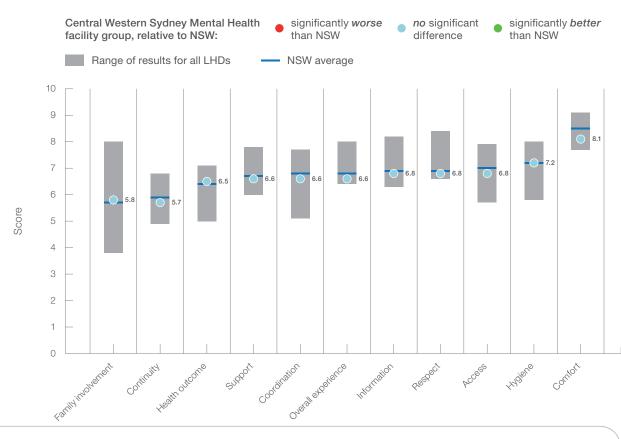
- scores for Central Western Sydney Mental Health facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Central Western Sydney Mental Health facility group compared to the NSW average.

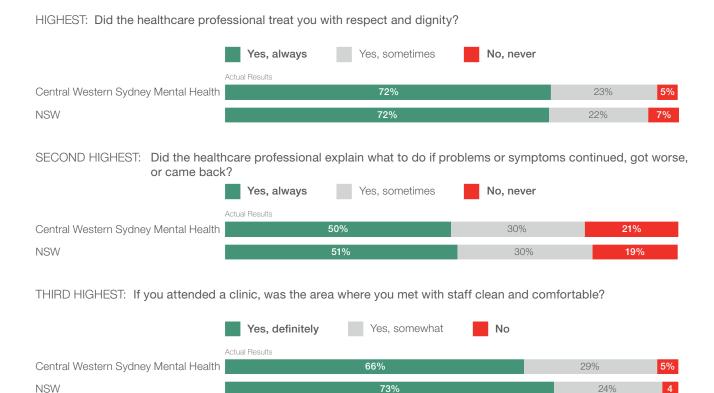
As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent a facility group is significantly lower than NSW.

Figure 1: *Central Western Sydney Mental Health facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Central Western Sydney Mental Health: What patients rated most positively about these services 1 NSW Health Patient Survey, February 2010 and 2011



Central Western Sydney Mental Health: What patients rated most negatively about these services 1 NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	/es, sometimes No,	never
Central Western Sydney Mental Health	Actual Results 31%	22%	47%
NSW	35%	29%	37%
SECOND LOWEST: Did they tell y	ou what danger signals ab	out your condition to wate	ch for?
	Yes, completely	Yes, somewhat	No
Central Western Sydney Mental Health	Actual Results 37%	26%	38%
NSW	38%	30%	32%
THIRD LOWEST: Did someone tel	you about self-help or su	Ipport groups you could v	vork with?
	Yes, always	/es, sometimes No,	never
Central Western Sydney Mental Health	Actual Results 36%	30%	34%

3

12% 6

10%

13% 6

17%

Central Western Sydney Mental Health: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to pat	ient ratings:	Excellen	t Very good	Good Fair Poor				
Overall pa	tient ratings	of commun	ity mental h	ealth services	Standardised re	e ulta ³		
21%	28%	33%	10% <mark>8%</mark>	Central WS Mental Health	21%	30%	31%	12% <mark>7%</mark>
24%	28%	29%	12% <mark>7%</mark>	Metropolitan LHDs	22%	30%	30%	11% <mark>7%</mark>
24%	29%	28%	12% 7%	New South Wales	24%	29%	28%	12% <mark>7%</mark>
				tod with overall ratings of	4			

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ²	for Central WS	6 Mei	ntal Health				
25%	26%		28%		14	%	7%
22%	24%		30%		14%	D	9%
12%	31%		26%	16	%	1	5%

	Standardised results ³ for Central WS Mental He				
Courtesy	24%	29	1%	28%	
Teamwork	18%	28%		34%	
Availability of healthcare professionals	14%	25%	3	34%	·

Central Western Sydney Mental Health: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	7%	12%
	20 to 59 years	84%	74%
	60 years and over	9%	14%
Days spent in bed due to illness in last month	None	45%	53%
	One day	6%	7%
	Two days	7%	7%
	Three days	6%	6%
	Four days	7%	5%
	Five-to-seven days	11%	7%
	Eight-to-ten days	4%	4%
	More than ten days	14%	12%
Stayed in hospital in last 6 months	No	74%	72%
	Yes, only one time	15%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	45%	45%
	Good	29%	30%
	Very Good / Excellent	26%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011. Metropolitan community mental health services

Nestern Sydney Local Health District

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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Child and Adolescent Mental Health Services, North Sydney Central Coast Area Health Service (CAM NSCCAHS) facility group

Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Child and Adolescent Mental Health Services, North Sydney Central Coast Area Health Service (CAM NSCCAHS) community mental health services. It is based upon 159 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of CAM NSCCAHS facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in CAM NSCCAHS facility group: Central Coast Child & Adolescent Mental Health Service, Young People's Early Psychosis Intervention (YPPI), Youth Mental Health, Vocational Education Training & Employment (VETE) Mental Health Program, Homsby Ku-ring-gai Child & Adolescent Team, Coral Tree Non Inpatient Service, Lower North Shore Parenting & Child Behaviour Team (PCBT), Royal North Shore Child and Adolescent Psychiatry, Royal North Shore Psychosis In Young People (PIYP), Northern Beaches Child and Family Counselling Service, Northern Beaches Adolescent Team, Ryde Child and Adolescent Service.

CAM NSCCAHS facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

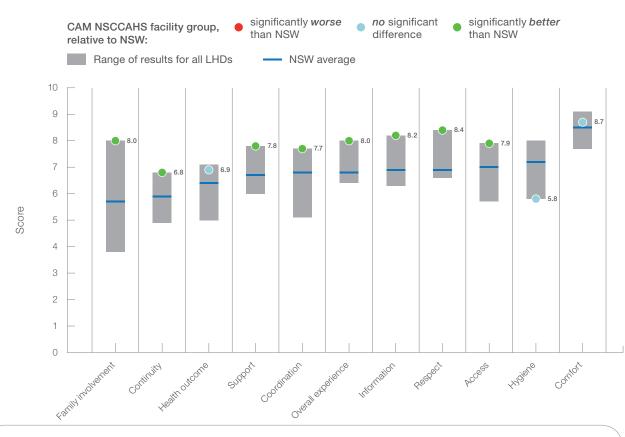
- scores for CAM NSCCAHS facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for CAM NSCCAHS facility group compared to the NSW average.

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

Figure 1: CAM NSCCAHS facility group Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

2

Metropolitan community mental health services Northern Sydney and Central Coast Local Health Districts

CAM NSCCAHS: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: Did the healthcare professional treat you with respect and dignity?

CAM NSCCAHS	Actual Results	89%			9%
NSW		72%		22%	7
SECOND HIGHEST: Did	the healthcare professionals	s talk in front of you as	if you weren't the	ere?	
	No	es, sometimes	′es, often		
	Actual Results		,		
CAM NSCCAHS		88%			10%
NSW		74%		17%	9%
THIRD HIGHEST: When	you saw the doctor or health	care professional, did	he or she give voi	u a chance to	explain t
	is for your visit?				onpraint
	Yes, definitely	Yes, somewhat	No		
CAM NSCCAHS	Actual Results	80%			19%
NSW		61%		30%	10%
NSW Health Patient Surve	Vhat patients rated most ey, February 2010 and 2011 tell you about self-help or su				
NSW Health Patient Surve	ey, February 2010 and 2011				
NSW Health Patient Surve	ey, February 2010 and 2011 tell you about self-help or su				
NSW Health Patient Surve	ey, February 2010 and 2011 tell you about self-help or su	upport groups you cou Yes, sometimes	ld work with?	34%	
NSW Health Patient Surve	ey, February 2010 and 2011 tell you about self-help or su Yes, always Actual Results	upport groups you cou Yes, sometimes	ld work with?	_	3%
NSW Health Patient Surve _OWEST: Did someone CAM NSCCAHS NSW	ey, February 2010 and 2011 tell you about self-help or su Yes, always Actual Results 41%	Yes, sometimes	Id work with? No, never 25% 32%	28	
NSW Health Patient Surve _OWEST: Did someone CAM NSCCAHS NSW	ey, February 2010 and 2011 tell you about self-help or su Yes, always Actual Results	Yes, sometimes	Id work with? No, never 25% 32%	28	
NSW Health Patient Surve _OWEST: Did someone CAM NSCCAHS NSW	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s	Yes, sometimes	Id work with? No, never 25% 32%	28	
NSW Health Patient Surve _OWEST: Did someone CAM NSCCAHS NSW	ey, February 2010 and 2011 tell you about self-help or su Yes, always Actual Results 41% your healthcare providers / s	Upport groups you cou Yes, sometimes	Id work with? No, never 25% 32% r hands after prov	28	
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s	Yes, sometimes	Id work with? No, never 25% 32% r hands after prov	28 viding care for 37%	
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did CAM NSCCAHS	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s Actual Results Actual Results	Yes, sometimes Yes, sometimes Staff wash or clean thei Yes, sometimes	Id work with? No, never 25% 32% r hands after prov No, never 10% 18	28 viding care for 37%	21%
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did CAM NSCCAHS	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s	Yes, sometimes Yes, sometimes Staff wash or clean thei Yes, sometimes	Id work with? No, never 25% 32% r hands after prov No, never 10% 18	28 viding care for 37%	r you? 21%
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did CAM NSCCAHS	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s Actual Results Actual Results	Yes, sometimes Yes, sometimes Staff wash or clean thei Yes, sometimes	Id work with? No, never 25% 32% r hands after prov No, never 10% 18	28 viding care for 37%	r you? 21%
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did CAM NSCCAHS NSW THIRD LOWEST: Did you	ey, February 2010 and 2011 tell you about self-help or su Yes, always Actual Results 41% Your healthcare providers / s Actual Results Yes, always Actual Results	Apport groups you cou Yes, sometimes Apport groups you cou Yes, sometimes Yes, sometimes 53% 61%	Id work with? No, never 25% 32% r hands after prov No, never 10% 18 ands before provi No, never	28 viding care for 37% iding care for	21%
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did CAM NSCCAHS NSW THIRD LOWEST: Did you	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s Actual Results Ur healthcare providers / staf	Yes, sometimes Yes, sometimes Yes, sometimes Yes, sometimes 53% 61%	Id work with? No, never 25% 32% r hands after prov No, never 10% 18 ands before provi	28 viding care for 37%	21%
NSW Health Patient Surve LOWEST: Did someone CAM NSCCAHS NSW SECOND LOWEST: Did CAM NSCCAHS NSW THIRD LOWEST: Did you	ey, February 2010 and 2011 tell you about self-help or su Ves, always Actual Results 41% 41% your healthcare providers / s Actual Results Ur healthcare providers / staf	Apport groups you cou Yes, sometimes Apport groups you cou Yes, sometimes Staff wash or clean their Yes, sometimes 53% 61% If wash or clean their ha Yes, sometimes 55%	Id work with? No, never 25% 32% r hands after prov No, never 10% 18 ands before provi No, never	28 viding care for 37% iding care for 38%	21% you?

CAM NSCCAHS: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patier	nt ratings:	Excellen	t Very goo	d Good	Fair	Poor		
Overall patie Actual results ²	nt ratings	of commun	ity ment	al health:	services		Standardis	sed results ³
36%		42%	15%	6 <mark>2</mark>	CAM NSC	CAHS	3	4%
24%	28%	29%	12% 7	7%	Metropolita	an LHDs	22%	

Standardised re	sults ³						
34%		339	%	23%	5 7	%	4
22%	3	0%	30	0%	11%	79	⁄⁄₀
24%	1	29%	28	3%	12%	79	6

Patient ratings for those factors most associated with overall ratings of care⁴

12% 7%

28%

Actual results ² for	CAM NSCCAHS		
519	%	32%	10% 6 1
27%	36%	25%	9% <mark>3</mark>
27%	32%	27%	10% 4

24%

Courtesy
Teamwork
Availability of healthcare professionals

New South Wales

	Standardised results ³ for CAM NSCCAHS								
	42	%	4	30%	19%	6	3		
	25%	31%	D	30%	6	10%	4		
care	22%	31%		30%	-	12%	6		

CAM NSCCAHS: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Age groupUnder 20 years92%12%20 to 59 years60 years and over6%7%Days spent in bed due to illness in last monthNone75%53%One day6%7%7%Two days6%7%7%There days6%7%6%Four days5%6%7%Five-to-seven days3%7%Eight-to-ten days1%4%Stayed in hospital in last 6 monthsNo8%72%Kes, only one time1%1%1%Yes, nore than one time6%11%1%Stelf-rated mental health statusPor / Fair32%4%Good3%37%3%3%Yey Good / Excellent3%3%3%	Characteristic	Sub-group	This hospital	NSW
Add per spent in bed due to illness in last month60 years and over0%14%Days spent in bed due to illness in last monthNone75%53%One day6%7%7%7%Two days6%7%7%6%Twee days5%6%6%6%Five-to-seven days3%7%6%Eight-to-ten days3%7%4%More than ten days4%12%1%Stayed in hospital in last 6 monthsNo84%72%Yes, nore than one time6%11%1%Self-rated mental health statusPoor / Fair32%45%God31%30%30%	Age group	Under 20 years	92%	12%
Days spent in bed due to illness in last monthNone75%53%One day6%7%Two days6%7%Two days6%6%Four days5%6%Four days1%5%Four days3%7%Eight-to-ten days3%7%More than ten days4%12%Stayed in hospital in last 6 monthsNo84%Yes, only one time10%17%Yes, more than one time6%11%Self-rated mental health statusPoor / Fair32%Good31%30%		20 to 59 years	8%	74%
One day6%7%Two days6%7%Three days5%6%Four days5%6%Four days1%5%Five-to-seven days3%7%Eight-to-ten days1%4%More than ten days4%12%Stayed in hospital in last 6 monthsNo84%Yes, only one time10%11%Yes, only one time6%11%Self-rated mental health statusPoor / Fair32%Good31%30%		60 years and over	0%	14%
Two days 6% 7% Three days 5% 6% Four days 5% 6% Four days 1% 5% Four days 1% 5% Four days 3% 7% Eight-to-ten days 3% 4% More than ten days 4% 12% Stayed in hospital in last 6 months No 84% 72% Yes, only one time 10% 17% Stayed in hospital in last 6 months No 84% 72% More than ten days 6% 11% 17% Stayed in hospital in last 6 months No 84% 72% More than one time 6% 11% 17% Self-rated mental health status Poor / Fair 32% 45% Good 31% 30% 31%	Days spent in bed due to illness in last month	None	75%	53%
Three days5%6%Four days1%5%Five-to-seven days3%7%Eight-to-ten days1%4%More than ten days4%12%No84%72%Yes, only one time1%1%Yes, more than one time6%11%Self-rated mental health statusPoor / Fair32%45%Good3%3%3%		One day	6%	7%
Four days 1% 5% Five-to-seven days 3% 7% Eight-to-ten days 1% 4% More than ten days 4% 12% Stayed in hospital in last 6 months No 84% 72% Yes, only one time 10% 17% Self-rated mental health status Poor / Fair 6% 11% Good 30% 30% 30%		Two days	6%	7%
Five-to-seven days 3% 7% Eight-to-ten days 1% 4% More than ten days 4% 12% Stayed in hospital in last 6 months No 84% 72% Yes, only one time 10% 17% Self-rated mental health status Poor / Fair 32% 45% Good 31% 30%		Three days	5%	6%
Fight-to-ten days 1% 4% More than ten days 4% 12% Stayed in hospital in last 6 months No 84% 72% Yes, only one time 10% 17% Self-rated mental health status Poor / Fair 32% 45% Good 31% 30%		Four days	1%	5%
More than ten days4%12%Stayed in hospital in last 6 monthsNo84%72%Yes, only one time10%17%Yes, more than one time6%11%Self-rated mental health statusPoor / Fair32%45%Good31%30%		Five-to-seven days	3%	7%
Stayed in hospital in last 6 months No 84% 72% Yes, only one time 10% 17% Yes, more than one time 6% 11% Self-rated mental health status Poor / Fair 32% 45% Good 31% 30%		Eight-to-ten days	1%	4%
Yes, only one time 10% 17% Yes, more than one time 6% 11% Self-rated mental health status Poor / Fair 32% 45% Good 31% 30%		More than ten days	4%	12%
Yes, more than one time6%11%Self-rated mental health statusPoor / Fair32%45%Good31%30%	Stayed in hospital in last 6 months	No	84%	72%
Self-rated mental health status Poor / Fair 32% 45% Good 31% 30%		Yes, only one time	10%	17%
Good 31% 30%		Yes, more than one time	6%	11%
	Self-rated mental health status	Poor / Fair	32%	45%
Very Good / Excellent 37% 25%		Good	31%	30%
		Very Good / Excellent	37%	25%

1. Based upon a scale which incorporates all response options. See the Technical Supplement available at 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, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community

Mental Health 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 Outpatient Survey, 2010 and 2011.

Metropolitan community mental health services Northern Sydney and Central Coast Local Health Districts

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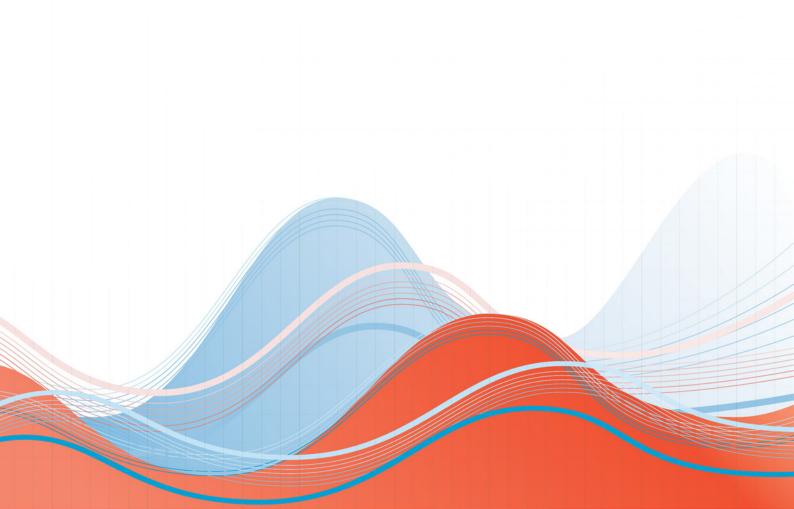


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Coffs Clarence facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Coffs Clarence facility group community mental health services. It is based upon 139 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Coffs Clarence facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Coffs Clarence facility group: Bellingen Mental Health Service for Adults, Coffs Harbour Mental Health Acute Care Service, Coffs Harbour Mental Health Consultation Liaison Service, Coffs Harbour Mental Health Service for Young People, Coffs Harbour Mental Health Service for Adults, Coffs Mental Health Service for Older Persons, Coffs Clarence Mental Health Vocational Educational Training and Employment Service, Coffs Harbour Mental Health Community Rehabilitation Service, Coffs / Clarence Mental Health Service for Older People, Grafton Acute Care Service, Grafton Mental Health Service for Adults, Grafton Aboriginal Emotional Wellbeing Service, Grafton Mental Health Service for Young People, Macksville Mental Health Service for Adults, North Coast Mental Health Vocational Education Training and Employment Service.

Coffs Clarence facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

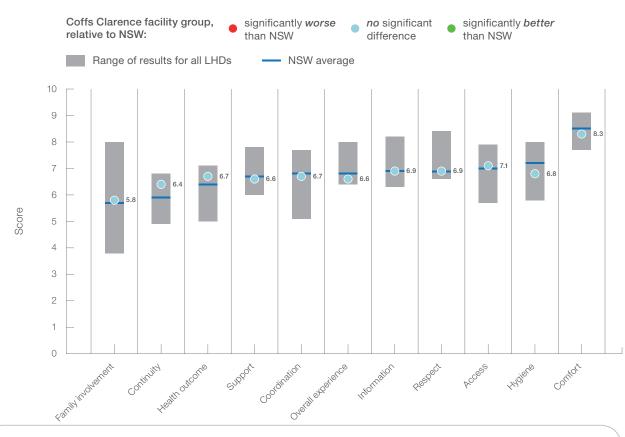
- scores for Coffs Clarence facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Coffs Clarence facility group compared to the NSW average.

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

Figure 1: Coffs Clarence facility group Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

2

Coffs Clarence: What patients rated most postitively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?

	Yes, always	Yes, sometimes	No, never	
	Actual Results			
Coffs Clarence		57%	25%	18%
NSW		51%	30%	19%

SECOND HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

	Yes, definitely	Yes, somewhat	No		
	Actual Results				
Coffs Clarence		71%		24%	5%
NSW		73%		24%	4

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

	No	Yes, sometimes	Yes, often		
	Actual Results				
Coffs Clarence		75%		16%	10%
NSW		74%		17%	9%

Coffs Clarence: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	Yes, s	sometimes	No, ne	ever
	Actual Results				
Coffs Clarence	34%		24%		42%
NSW	35%		29%		37%

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

	Yes, always	Yes, sometimes	No, ne	ver	
	Actual Results				
Coffs Clarence	44%		21%		35%
NSW		61%		18%	21%

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

Excellent Very good Good	Fair	Poor	
Actual Results			
Coffs Clarence 18% 26% 27%	6	20%	9%
NSW 18% 26% 31	1%	15%	10%

Coffs Clarence: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to pati	ent ratings:	Exceller	t Very good Goo	od Fair Poor	
Overall pat	ient ratings c	of commur	nity mental hea	Ith services	Standardised results ³
24%	26%	32%	10% 8%	Coffs Clarence	22%
23%	30%	28%	12% <mark>8%</mark>	Rural LHDs	23%
24%	29%	28%	12% <mark>7%</mark>	New South Wales	24%

Standardised re	sults ³			
22%	30%	30%	12%	7%
23%	30%	29%	11%	6
24%	29%	28%	12%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual result	s ² for Coffs Clarence	ce			Standardised r	esults ³ for Cof	fs Clarence	
27%	32%	23%	5 12% <mark>6</mark>	Courtesy	27%	309	% 27%	11% 5
21%	28%	26%	14% 10%	Teamwork	18%	28%	34%	14% 6
18%	26%	27%	20% 9%	Availability of healthcare professionals	16%	27%	33%	15% 9%

Coffs Clarence: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	10%	12%
	20 to 59 years	80%	74%
	60 years and over	10%	14%
Days spent in bed due to illness in last month	None	51%	53%
	One day	8%	7%
	Two days	4%	7%
	Three days	7%	6%
	Four days	7%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	2%	4%
	More than ten days	13%	12%
Stayed in hospital in last 6 months	No	74%	72%
	Yes, only one time	15%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	44%	45%
	Good	27%	30%
	Very Good / Excellent	29%	25%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011. Rural community mental health services Mid North Coast Local Health District

Download our reports

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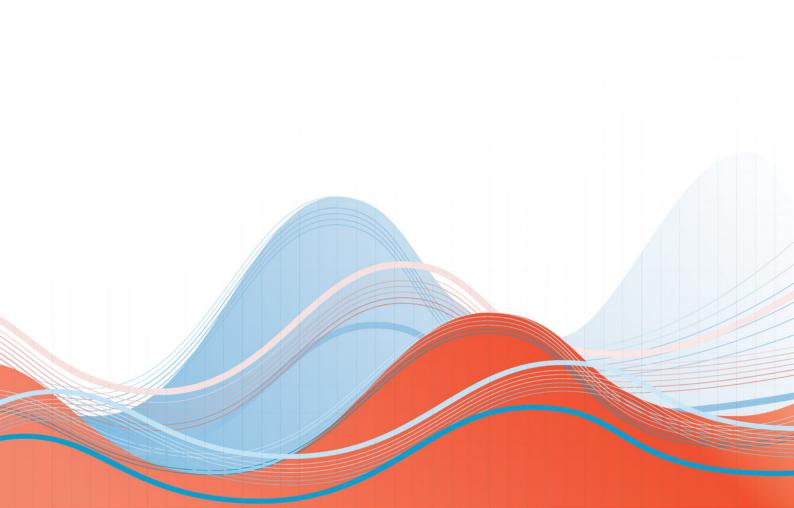


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Dubbo Region facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Dubbo Region facility group community mental health services. It is based upon 112 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Dubbo Region facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Dubbo Region facility group: Dubbo Base Hospital - Mental Health Emergency Department Clinical Nurse Consultant, Dubbo Child & Adolescent Mental Health Worker, Dubbo Community Mental Health Team, Dubbo Specialist Mental Health Older Persons Team, Dubbo Psychiatric Services, Lyndarra Mental Health Team, Upper Western Sector Mental Health & Counselling Team, Mental Health Rehabilitation Team, Mudgee Community Mental Health Team, Mudgee Child & Adolescent Mental Health Worker, Nyngan / Cobar Mental Health and Drug & Alcohol Worker.

Dubbo Region facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

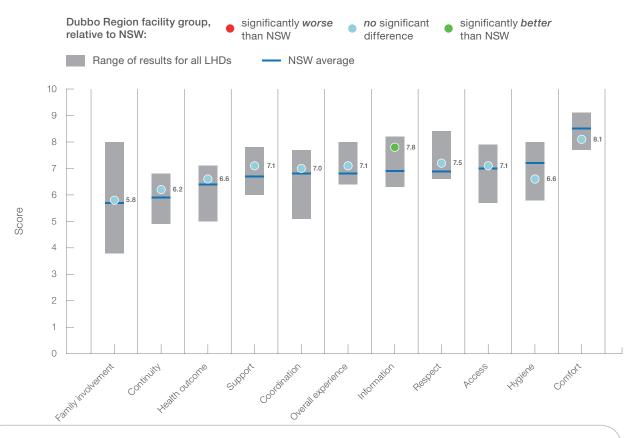
- scores for Dubbo Region facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Dubbo Region facility group compared to the NSW average.

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

Figure 1: *Dubbo Region facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

2

Dubbo Region: What patients rated most positively about these services 1 NSW Health Patient Survey, February 2010 and 2011

	Yes, definitely	Yes, somewhat	No	
	Actual Results	roo, comornat		
Dubbo Region	Actual nesults	74%		23%
NSW		61%		30% 10%
SECOND HIGHEST: Dic	the healthcare professional	treat you with respect ar	nd dignity?	
	Yes, always	Yes, sometimes	No, never	
	Actual Results			
Dubbo Region		74%		23%
NSW		72%		22% 79
	back? Yes, always	Yes, sometimes	No, never	
THIRD HIGHEST: Did th came	back?	Yes, sometimes	No, never	
came	back?	_		19%
came Dubbo Region	back? Yes, always	57%	25%	19%
came Dubbo Region	back? Yes, always	_		19% 19%
came Dubbo Region	back? Yes, always	57%	25%	
came Dubbo Region NSW	back? Yes, always Actual Results	57% 51%	25%	
came Dubbo Region NSW Dubbo Region: Wi	back? Yes, always	57% 51%	25%	
came Dubbo Region NSW Dubbo Region: Wh NSW Health Patient Surv	back? Yes, always Actual Results Actual Results Actual Results Actual Results	57% 51% egatively about these	25% 30% services 1	
came Dubbo Region NSW Dubbo Region: Wh NSW Health Patient Surv	back? Yes, always Actual Results	57% 51% egatively about these	25% 30% services 1	
came Dubbo Region NSW Dubbo Region: Wh NSW Health Patient Surv	back? Yes, always Actual Results Actual Results Actual Results Actual Results	57% 51% egatively about these	25% 30% services 1	
came Dubbo Region NSW Dubbo Region: Wh NSW Health Patient Surv	back? Yes, always Actual Results Actual Res	57% 51% egatively about these upport groups you could	25% 30% Services ¹ work with?	
came Dubbo Region NSW Dubbo Region: Wh NSW Health Patient Surv	back? Yes, always Actual Results Actual Results Actual Results Actual Results That patients rated most ne rey, February 2010 and 2011 tell you about self-help or su	57% 51% egatively about these upport groups you could Yes, sometimes	25% 30% Services ¹ work with?	

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

	Excellent	Very good	Good	air Poo	r
	Actual Results				
Dubbo Region	21%	23%	28%	15%	13%
NSW	18%	26%	31%	15%	10%

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

Yes No Actual Results 56% Dubbo Region 44% NSW 68%

Dubbo Region: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	ent ratings:	Excellent	Very good Go	od Fair Poor	
Overall pat	ient ratings of	communit	y mental hea	alth services	Standardised results
25%	36%	24%	9% 5	Dubbo Region	26%
23%	30%	28%	12% <mark>8%</mark>	Rural LHDs	23%
24%	29%	28%	12% <mark>7%</mark>	New South Wales	24%

Standardised re:	sults ³		
26%	32%	28%	10% 5
23%	30%	29%	11% 6
24%	29%	28%	12% 7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual res	ults ² for	Dubbo	Region

30%	309	% 2	9% 6%	5 Courtesy	28%
24%	27%	26%	20%	4 Teamwork	18%
21%	23%	28%	15% 13%	Availability of healthcare	15%

Standardised results ³ for Dubbo Region										
SY	28	28%		30%		26%		10% 5		
rk	18%		28%			34%		13%	6	
ealthcare	15%	26	6%		33	%	16	%	9%	

Dubbo Region: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	18%	12%
	20 to 59 years	70%	74%
	60 years and over	12%	14%
Days spent in bed due to illness in last month	None	61%	53%
	One day	8%	7%
	Two days	4%	7%
	Three days	5%	6%
	Four days	3%	5%
	Five-to-seven days	11%	7%
	Eight-to-ten days	3%	4%
	More than ten days	4%	12%
Stayed in hospital in last 6 months	No	86%	72%
	Yes, only one time	10%	17%
	Yes, more than one time	4%	11%
Self-rated mental health status	Poor / Fair	47%	45%
	Good	27%	30%
	Very Good / Excellent	26%	25%

1. Based upon a scale which incorporates all response options. See the Technical Supplement available at www.bhi.nsw.gov.au

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community*

Mental Health 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 Outpatient Survey, 2010 and 2011.

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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: East Western Sydney Mental Health facility group

Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of East Western Sydney Mental Health facility group community mental health services. It is based upon 176 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of East Western Sydney Mental Health facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in East Western Sydney Mental Health facility group: Auburn Community Mental Health, Community Rehabilitation Service Eastern Cluster Sydney West Area Health Service, Dundas Mental Health Team, Anxiety Clinic, Merrylands Aged Care, Merrylands Mental Health Team, Parramatta City Community Mental Health, Paramatta Eating Disorder Day Treatment Program, Redbank House Adolescent Program, Hills Mental Health Team.

East Western Sydney Mental Health NSW Community Mental Health 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.

This graph shows for each aspect of care:

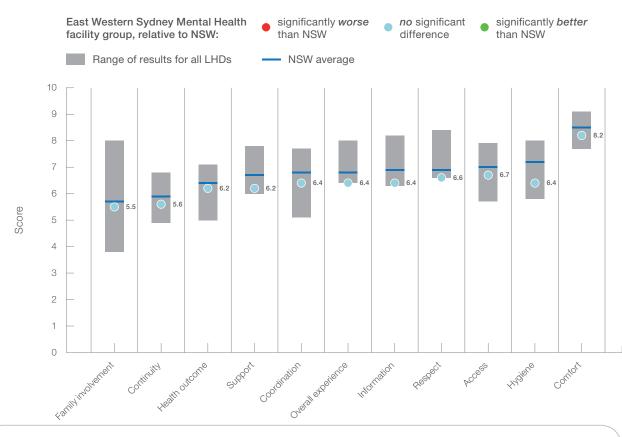
- scores for East Western Sydney Mental Health facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for East Western Sydney Mental Health facility group compared to the NSW average.

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

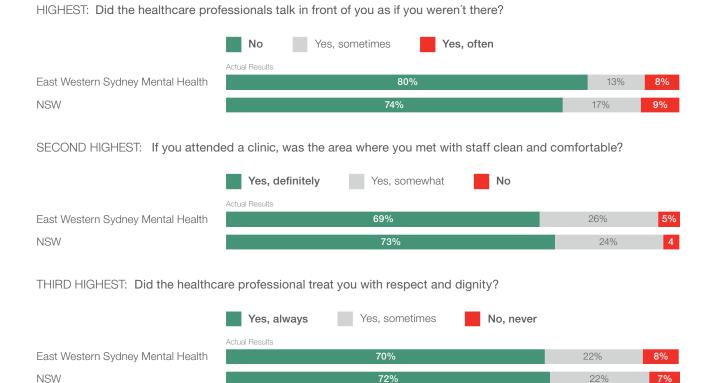
Figure 1: *East Western Sydney Mental Health facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

East Western Sydney Mental Health: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

Now Health allent ourvey, repruary 2010 and 2011



East Western Sydney Mental Health: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	Yes, sometimes	No, never
	Actual Results		
East Western Sydney Mental Health	27%	34%	40%
NSW	35%	29%	37%
SECOND LOWEST: Did they tell	you what danger signal	s about your condition to	watch for?
	you mat danger eighar		
	Yes, completely	Yes, somewhat	No
	Actual Results		
East Western Sydney Mental Health	31%	31%	38%
NSW	38%	30%	32%
THIRD LOWEST: Did anyone talk	to you about whether t	to include your family or fr	iends in your counselling or treatmer
	Yes, definitely	Yes, somewhat	No

3

East Western Sydney Mental Health: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	ent ratings:	Excellen	t Very good	Good Fair Poor							
Overall patient ratings of community mental health services Actual results ² Standardised results ³											
22%	22%	32%	12% 12%	East WS Mental Health	17%	28%	33%	14% 8%			
24%	28%	29%	12% <mark>7%</mark>	Metropolitan LHDs	22%	30%	30%	11% <mark>7%</mark>			
24%	29%	28%	12% 7%	New South Wales	24%	29%	28%	12% <mark>7%</mark>			
Patient ratings for those factors most associated with overall ratings of care ⁴											

Actual results² for East WS Mental Health 24% 22% 36% 10% 8% 39% 15% Availabilit 33% 16% 18%

	Standardise	d results ³ for	results ³ for East WS Mental Health				
Courtesy	22%	28%	0	30%		13%	7%
Teamwork	16%	26%		35%		16%	8%
lability of healthcare professionals	13%	24%		34%	1	8%	11%

East Western Sydney Mental Health: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	8%	12%
	20 to 59 years	80%	74%
	60 years and over	12%	14%
Days spent in bed due to illness in last month	None	58%	53%
	One day	8%	7%
	Two days	5%	7%
	Three days	1%	6%
	Four days	5%	5%
	Five-to-seven days	4%	7%
	Eight-to-ten days	5%	4%
	More than ten days	15%	12%
Stayed in hospital in last 6 months	No	80%	72%
	Yes, only one time	10%	17%
	Yes, more than one time	9%	11%
Self-rated mental health status	Poor / Fair	45%	45%
	Good	29%	30%
	Very Good / Excellent	26%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

4

Metropolitan community mental health services

Nestern Sydney Local Health District

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- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



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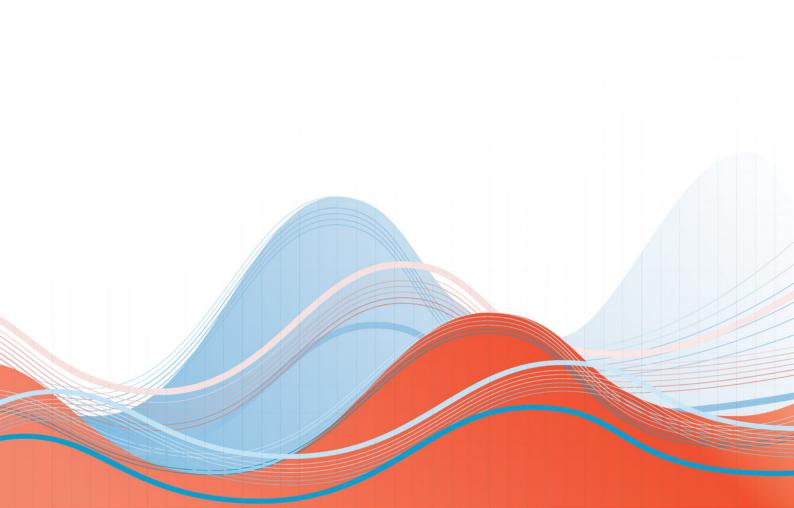


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Hastings Macleay facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Hastings Macleay facility group community mental health services. It is based upon 127 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Hastings Macleay facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Hastings Macleay facility group: Kempsey Mental Health Acute Care Service, Kempsey Mental Health Consultation Liaison Service, Kempsey Mental Health Service for Adults, Kempsey Mental Health Service for Young People, Kempsey Mental Health Emergency Care Service, Hastings-Macleay Mental Health Service for Older People, Port Macquarie Mental Health Consultation Liaison Service, Port Macquarie Mental Health Acute Care Service, Port Macquarie Mental Health Community Rehabilitation Service, Port Macquarie Mental Health Emergency Care Service, Port Macquarie Mental Health Service for Adults, Port Macquarie Mental Health Service for Young People.

Hastings Macleay: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

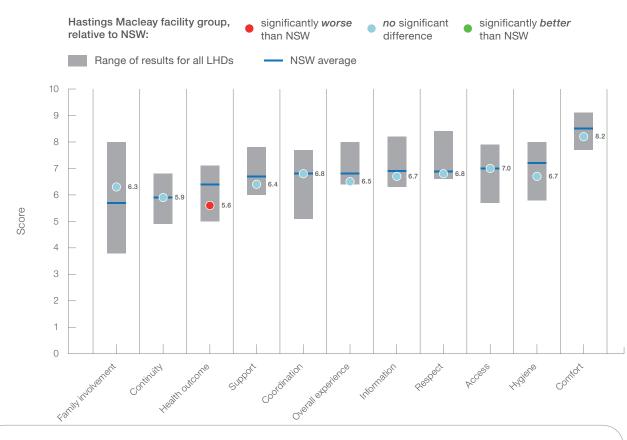
- scores for Hastings Macleay facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Hastings Macleay facility group compared to the NSW average.

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

Figure 1: *Hastings Macleay facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

Hastings Macleay: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

	Actual Results			
Hastings Macleay	77%		15%	7%
NSW	74%		17%	9%
SECOND HIGHEST: Whe	n you had appointments, were you kept waiting a lo	ong time? s, always		
	Actual Results			
Hastings Macleay	70%		27%	3
NSW	60%	32%		9%
THIRD HIGHEST: After yo	u were referred, did you have to wait a long time for	r services to start?		

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

 No
 Yes, somewhat
 Yes, definitely

 Actual Results
 Actual Results

 NSW
 68%
 20%

Hastings Macleay: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, completely	Yes, so	omewhat	No				
	Actual Results							
Hastings Macleay	33%		42%		26%			
NSW	39%		31%		31%			
SECOND LOWEST: How would you rate the availability of your healthcare professionals?								
	Excellent	Very good	Good	Fair	Poor			
	Actual Results							
Hastings Macleay	13%	29%	30%		18%	10%		

31%

15%

10%

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

18%

	Yes, completely	Yes, somewhat No	
	Actual Results		
Hastings Macleay	40%	30%	30%
NSW	38%	30%	32%

NSW

Hastings Macleay

Hastings Macleay: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	ent ratings:	Excellent	Very good Go	od Fair Poor				
Overall pati	ent ratings	of communi	ty mental hea	alth services	Standardised res	ulte ³		
23%	31%	28%	8% 10%	Hastings Macleay	24%	31%	29%	10% 6
23%	30%	28%	12% <mark>8%</mark>	Rural LHDs	23%	30%	29%	11% 6
24%	29%	28%	12% <mark>7%</mark>	New South Wales	24%	29%	28%	12% 7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results	² for Hastings Macle	eay			Standardised	results ³ for Hasti	ngs Macleay	
25%	34%	25%	12% 4	Courtesy	28%	30%	26%	10% 5
16%	35%	31%	10% <mark>8%</mark>	Teamwork	20%	29%	32%	12% 6
13%	29%	30%	17% 10%	Availability of healthcare professionals	16%	27%	33%	15% 9%

Hastings Macleay: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	25%	12%
	20 to 59 years	69%	74%
	60 years and over	5%	14%
Days spent in bed due to illness in last month	None	51%	53%
	One day	9%	7%
	Two days	7%	7%
	Three days	13%	6%
	Four days	6%	5%
	Five-to-seven days	4%	7%
	Eight-to-ten days	6%	4%
	More than ten days	5%	12%
Stayed in hospital in last 6 months	No	70%	72%
	Yes, only one time	20%	17%
	Yes, more than one time	10%	11%
Self-rated mental health status	Poor / Fair	57%	45%
	Good	22%	30%
	Very Good / Excellent	21%	25%

1. Based upon a scale which incorporates all response options. See the Technical Supplement available at 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, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community

Mental Health 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 Outpatient Survey, 2010 and 2011.

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4

Rural community mental health services Mid North Coast Local Health District

Download our reports

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The suite of products includes:

- Patient Perspectives: Mental health services in NSW public facilities. The main reports present data from the NSW Health Mental Health Survey, conducted in February 2010 and February 2011.
- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



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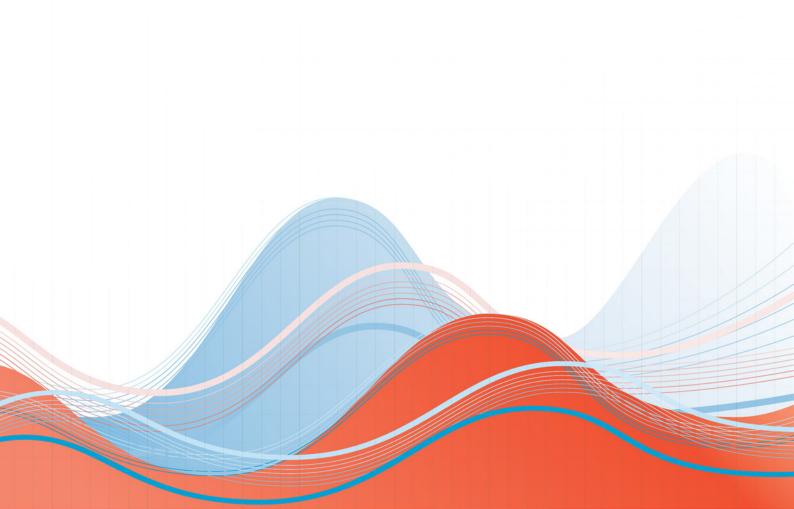


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Hornsby facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Hornsby facility group community mental health services. It is based upon 162 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Hornsby facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Hornsby facility group: Hornsby Ku-ring-gai Acute Care Team, Hornsby Ku-ring-gai Hospital Clozapine Clinic, Hornsby Assertive Outreach and Residential, Wahroonga Rehabilitation Service.

Hornsby facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

- scores for Hornsby facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Hornsby facility group compared to the NSW average.

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

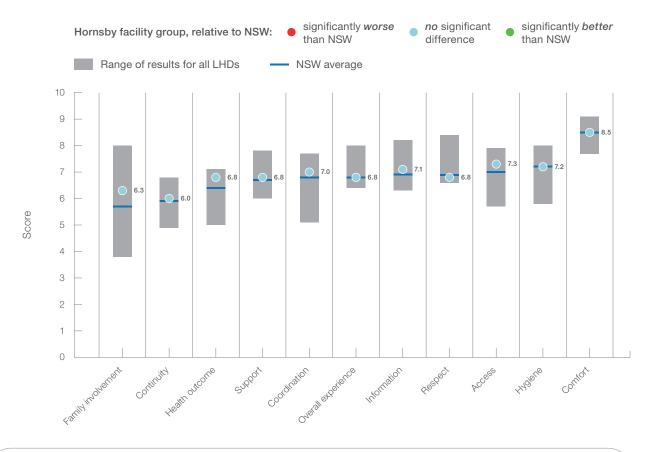


Figure 1: Hornsby facility group Aspects of care scores relative to other facilities and NSW average

Note: Results for facility groups 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 2, Community Mental Health.* Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Hornsby: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

Yes, somewhat Yes, definitely No Actual Results Hornsby 27% 72% 1 NSW 24% 4 73% SECOND HIGHEST: After you were referred, did you have to wait a long time for services to start? Yes, somewhat Yes, definitely No Actual Results Hornsby 75% NSW 68% 20% THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there? No Yes, sometimes Yes, often Actual Results Hornsby 20% NSW 17%

HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

Hornsby: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	Yes, sometimes	No, never
	Actual Results		
Hornsby	31%	23%	46%
NSW	35%	29%	37%

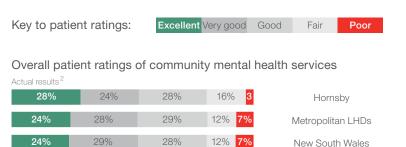
SECOND LOWEST: Did someone tell you about medication side effects to watch for?

	Yes, completely Yes	s, somewhat No	
	Actual Results		
Hornsby	37%	31%	31%
NSW	39%	31%	31%

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

	Yes, completely	Yes, somewhat No	
	Actual Results		
Hornsby	36%	36%	28%
NSW	38%	30%	32%

Hornsby: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011



Standardised re	esults ³		
24%	31%	29%	11% 6
22%	30%	30%	11% <mark>7%</mark>
24%	29%	28%	12% 7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results	² for Hornsby				Standardised re	esults ³ for Horns	sby	
25%	28%	31%	13% <mark>3</mark>	Courtesy	26%	29%	28%	11% 6
22%	22%	34%	18% 4	Teamwork	18%	28%	34%	14% 6
21%	19%	38%	18% <mark>4</mark>	Availability of healthcare professionals	17%	28%	32%	15% <mark>8%</mark>

Hornsby: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	5%	12%
	20 to 59 years	87%	74%
	60 years and over	9%	14%
Days spent in bed due to illness in last month	None	54%	53%
	One day	9%	7%
	Two days	7%	7%
	Three days	4%	6%
	Four days	4%	5%
	Five-to-seven days	5%	7%
	Eight-to-ten days	4%	4%
	More than ten days	13%	12%
Stayed in hospital in last 6 months	No	73%	72%
	Yes, only one time	15%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	42%	45%
	Good	30%	30%
	Very Good / Excellent	28%	25%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011.

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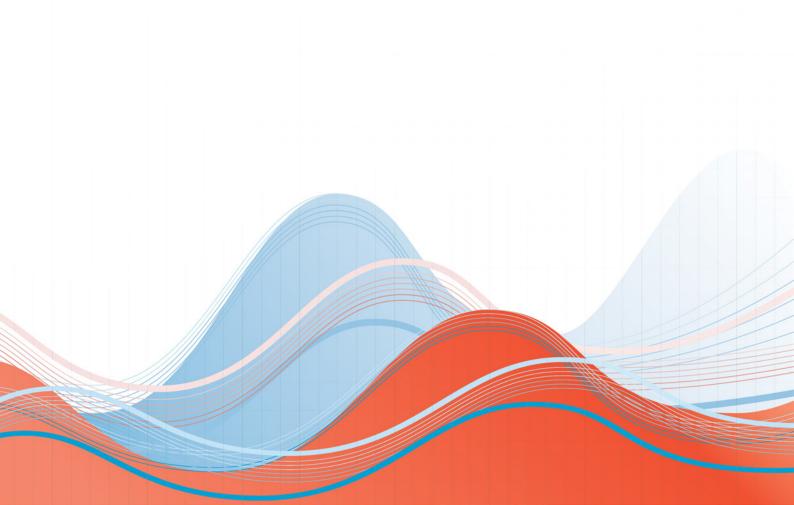


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Hunter New England Community facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Hunter New England Community facility group community mental health services. It is based upon 165 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Hunter New England Community facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Hunter New England Community facility group: Child & Adolescent, Forensic, General & Adult, Older People.

1

Hunter New England Community facility NSW Community Mental Health 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.

This graph shows for each aspect of care:

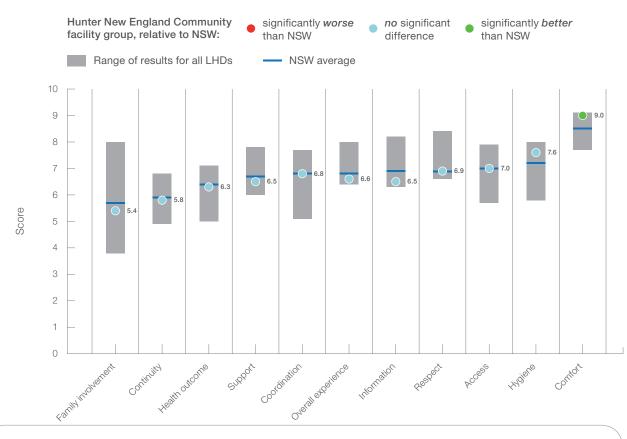
- scores for Hunter New England
 Community facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

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

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

Figure 1: *Hunter New England Community facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

Hunter New England Community: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011



	Actual Results		
Hunter New England Community	72%	24%	4
NSW	72%	22%	7%

Hunter New England Community: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

37% 22% 42% 39% 31% 31% uld refuse a specific type of medicine or treatment?* as, always Yes, sometimes No, never as, always Yes, sometimes 39% 37% 24% 39% 35% 29% 37% danger signals about your condition to watch for? es, completely Yes, somewhat Yes, somewhat No
alld refuse a specific type of medicine or treatment?* es, always Yes, sometimes No, never suits 37% 24% 35% 29% 35% 29% 37% danger signals about your condition to watch for? es, completely Yes, somewhat No
es, always Yes, sometimes No, never usuits 37% 24% 39% 35% 29% 37% danger signals about your condition to watch for? es, completely Yes, somewhat No usuits
37% 24% 39% 35% 29% 37% danger signals about your condition to watch for? es, completely Yes, somewhat No
37% 24% 39% 35% 29% 37% danger signals about your condition to watch for? es, completely Yes, somewhat No
danger signals about your condition to watch for? es, completely Yes, somewhat No
es, completely Yes, somewhat No
usults
38% 30% 32%
38% 30%

Hunter New England Community: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

New South Wales

Key to pati	ent ratings:	Excellent	Very good	Good	Fair	Poor	
Overall patient ratings of community mental health services							
Actual results ² 21%	29%	31%	13% 6	ŀ	Hunter New Commu	0	
23%	30%	28%	12% 8%	D	Rural L	HDs	

Standardised re	sults ³		
21%	30%	31%	12% <mark>7%</mark>
23%	30%	29%	11% 6
24%	29%	28%	12% <mark>7%</mark>

10% 5

12% 5

Patient ratings for those factors most associated with overall ratings of care⁴

12% 7%

Actual results ²	for Hunter	New Engla	nd Commun	ty		
31%		26%	28%	6	10%	5
23%	289	6	29%		15%	5
20%	20%	(36%	119	6 13	%

28%

	Standardised results ³ for Hunter New England Community						
Courtesy	29%	3	0%	26%	ś 1		
Teamwork	21%	30%		32%	12		
lability of healthcare professionals	16%	27%	33	5%	15%		

Hunter New England Community: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	13%	12%
	20 to 59 years	68%	74%
	60 years and over	18%	14%
Days spent in bed due to illness in last month	None	55%	53%
	One day	5%	7%
	Two days	10%	7%
	Three days	4%	6%
	Four days	3%	5%
	Five-to-seven days	6%	7%
	Eight-to-ten days	3%	4%
	More than ten days	14%	12%
Stayed in hospital in last 6 months	No	60%	72%
	Yes, only one time	26%	17%
	Yes, more than one time	15%	11%
Self-rated mental health status	Poor / Fair	46%	45%
	Good	30%	30%
	Very Good / Excellent	24%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

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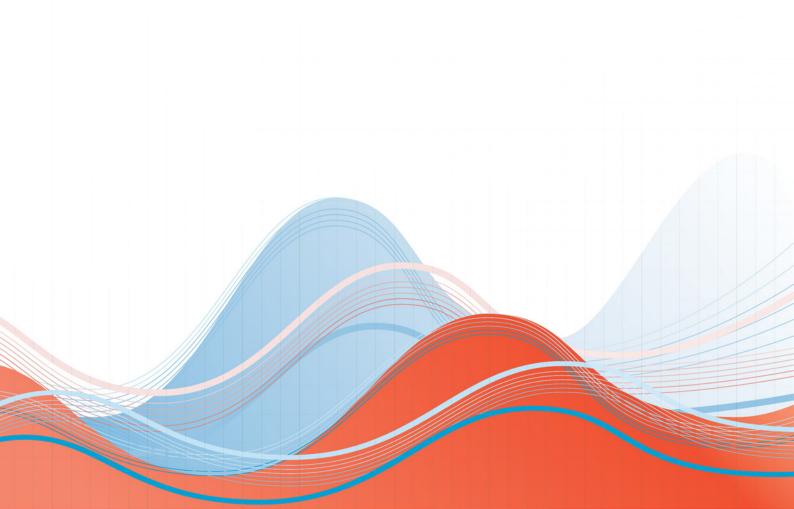


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Hunter New England Mater facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Hunter New England Mater facility group community mental health services. It is based upon 34 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Hunter New England Mater facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Hunter New England Mater facility group: Hunter New England Mater Mental Health Service, Psychiatric Emergency Care Centre.

Hunter New England Mater facility group NSW Community Mental Health 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.

This graph shows for each aspect of care:

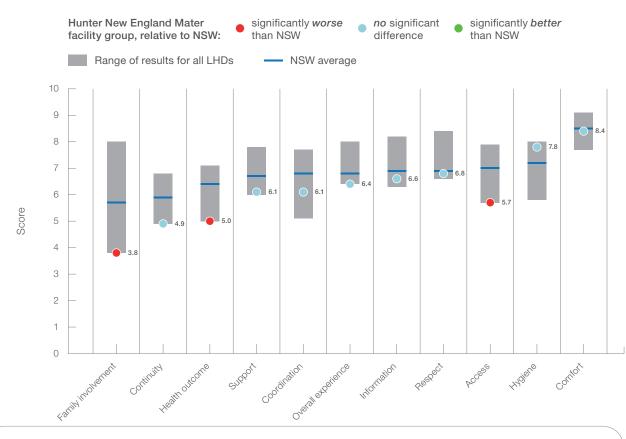
- scores for Hunter New England Mater facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

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

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

Figure 1: *Hunter New England Mater facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Hunter New England Mater: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable? Yes, definitely Yes, somewhat No Actual Results 25% 3 Hunter New England Mater 72% NSW 24% 4 73% SECOND HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there? No Yes, sometimes Yes, often Actual Results Hunter New England Mater 74% 17% NSW 17% THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back? Yes, sometimes Yes, always No, never Actual Results Hunter New England Mater 29% 48% NSW 51% 30% Hunter New England Mater: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011 LOWEST: Did the doctors, nurses or healthcare professionals give your family or someone close to you all the information they needed to help you recover? Yes, definitely Yes, somewhat No

	Actual Results			
Hunter New England Mater	6%	52%		42%
NSW		41%	33%	27%

SECOND LOWEST: Did your family or someone else close to you have enough opportunity to talk to your doctor or healthcare professional?

Yes, definitely	Yes, somewhat	No	
Actual Results			
24%	30%		46%
45%		31%	24%
	Actual Results 24%	Actual Results	Actual Results 24% 30%

THIRD LOWEST: Did someone tell you about self-help or support groups you could work with?

	Yes, always	Yes, sometimes	No, never	
	Actual Results			
Hunter New England Mater	24%	31%		45%
NSW	41%		32%	28%
PATIENT PERSPECTIVES: Performa	ance Profiles - Volume 2, Communi	ty Mental Health Oct	ober 2013 www.bh	i.nsw.gov.au

H Ν

11% 5

13%

19%

Hunter New England Mater: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to pat	ient ratings	Excelle	ent Very good	Good Fair Poor				
Overall pa Actual results ²	tient ratings	s of commu	inity mental h	nealth services	Standardised r	esults ³		
23%	17%	33%	14% 13%	Hunter New England Mater	19%	28%	32%	13% 8%
23%	30%	28%	12% <mark>8%</mark>	Rural LHDs	23%	30%	29%	11% 6
24%	29%	28%	12% <mark>7%</mark>	New South Wales	24%	29%	28%	12% <mark>7%</mark>

Patient ratings for those factors most associated with overall ratings of care⁴

			d Mater	ew Englan	Hunter	esults ² for l	Actual re
Courte	10%	12%	20%	9%		28%	2
Teamw	13%	8%	31%		3%	38	10%
Availability of I	10%		33%	20%		27%	9%

	Standardised results ³ for Hunter New England Mater					Mater
Courtesy	27%		30%		2	7%
Teamwork	18%	28%	6		34%	
ability of healthcare professionals	12%	23%		34%		199

Hunter New England Mater: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	5%	12%
	20 to 59 years	80%	74%
	60 years and over	15%	14%
Days spent in bed due to illness in last month	None	61%	53%
	One day	0%	7%
	Two days	6%	7%
	Three days	4%	6%
	Four days	7%	5%
	Five-to-seven days	7%	7%
	Eight-to-ten days	9%	4%
	More than ten days	7%	12%
Stayed in hospital in last 6 months	No	67%	72%
	Yes, only one time	6%	17%
	Yes, more than one time	27%	11%
Self-rated mental health status	Poor / Fair	61%	45%
	Good	26%	30%
	Very Good / Excellent	13%	25%

1. Based upon a scale which incorporates all response options. See the Technical Supplement available at 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, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community

Mental Health 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 Outpatient Survey, 2010 and 2011.

Download our reports

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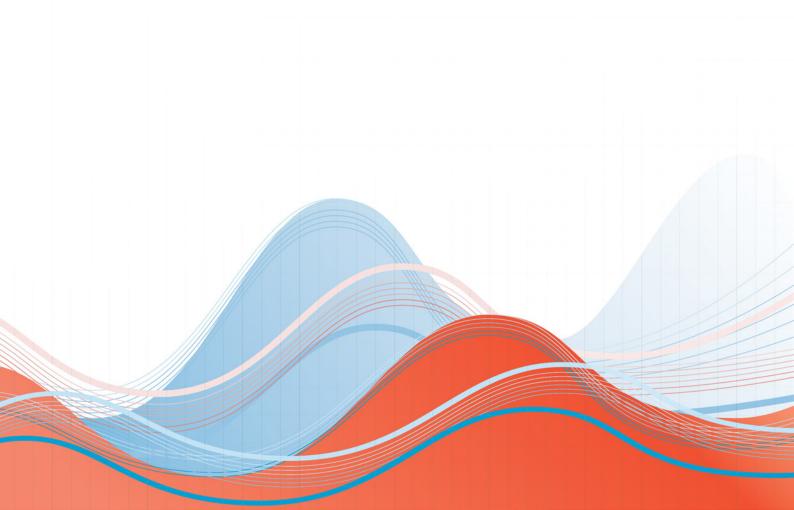


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Illawarra facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Illawarra facility group community mental health services. It is based upon 172 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Illawarra facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Illawarra facility group: Fernhill Place Rehabilitation Service, Lake Illawarra Community Mental Health Team, Lake Illawarra Acute Assessment Team, Specialist Psychological Services, Eating Disorders Illawarra, Shoalhaven Community Mental Health Team, Child & Adolescent Service Shoalhaven, Eating Dis Prog Shoalhaven, Nowra Youth Mental Health, Specialist Mental Health Services for Older Persons - Shoalhaven, The Junction Rehabilitation Service, Ulladulla Community Mental Health Service, Wollongong Community Mental Health Team, Wollongong Accom, Child & Adolescent Service Wollongong, Specialist Mental Health Services For Older Persons - Wollongong, Wollongong PECC Ambulatory Care, Wollongong Youth Mental Health.

Illawarra facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

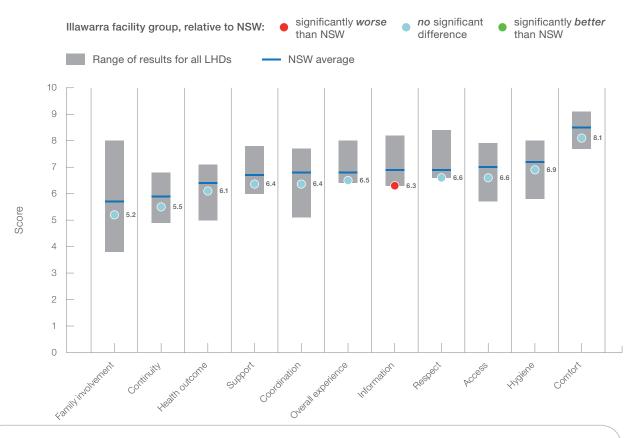
- scores for Illawarra facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

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

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

Figure 1: *Illawarra facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Illawarra: What patients rated most positively about these services¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

Yes, definitely Yes, somewhat No Actual Results Illawarra 24% 69% 7% NSW 24% 4 73% SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity? Yes, always Yes, sometimes No, never Actual Results Illawarra 70% 21% NSW 72% 22% THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?

 No
 Yes, sometimes
 Yes, often

 Actual Results
 Actual Results
 16%
 13%

 NSW
 74%
 17%
 9%

Illawarra: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?

	Yes, definitely	Yes, somewhat No	
	Actual Results	_	
Illawarra	31%	33%	36%
NSW	40%	29%	31%
	d they tell you what danger signals at	hout your condition to watch fo	r?
SECOND LOWEST. DR	i they tell you what danger signals at	Sour your condition to watch to	1 !
	Yes, completely	Yes, somewhat No	
	Actual Results	070/	000/
Illawarra	34%	27%	39%
NSW	38%	30%	32%
THIRD LOWEST: Did yo	ou feel you could refuse a specific ty	pe of medicine or treatment?*	
	Yes, always	Yes, sometimes No, neve	er
	Actual Results		
Illawarra	35%	27%	38%
Individin d			
NSW	35%	29%	37%

3

Illawarra: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011



29%

28%

24%

24%

	Standardised
Illawarra	18%
Metropolitan LHDs	22%
New South Wales	24%

Standardised re	esults ³		
18%	28%	32%	14% <mark>8%</mark>
22%	30%	30%	11% <mark>7</mark> 9
24%	29%	28%	12% 7%

12% 16%

Patient ratings for those factors most associated with overall ratings of care⁴

12%

12% 7%

Actual results	s ² for Illawarra				Standardise	ed results ³ for II	lawarra
25%	31%	6 21%	14% 9 %	Courtesy	24%	299	% 28%
15%	27%	33%	10% 15%	Teamwork	15%	26%	36%
12%	29%	30%	14% 15%	Availability of healthcare professionals	14%	25%	34%

Illawarra: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	10%	12%
	20 to 59 years	76%	74%
	60 years and over	14%	14%
Days spent in bed due to illness in last month	None	54%	53%
	One day	5%	7%
	Two days	7%	7%
	Three days	6%	6%
	Four days	6%	5%
	Five-to-seven days	9%	7%
	Eight-to-ten days	3%	4%
	More than ten days	11%	12%
Stayed in hospital in last 6 months	No	71%	72%
	Yes, only one time	16%	17%
	Yes, more than one time	12%	11%
Self-rated mental health status	Poor / Fair	54%	45%
	Good	29%	30%
	Very Good / Excellent	17%	25%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011. Metropolitan community mental health services Illawarra Shoalhaven Local Health District

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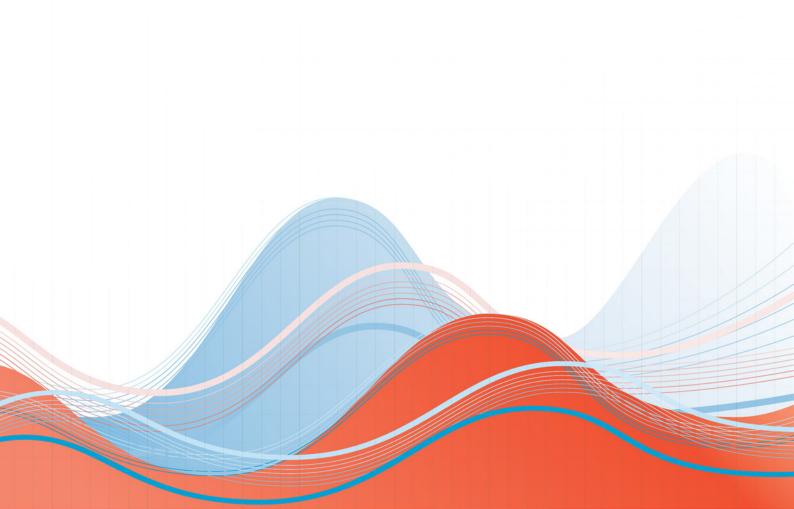


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Liverpool Mental Health Service



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Liverpool Mental Health Service community mental health services. It is based upon 174 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Liverpool Mental Health Service. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Liverpool Mental Health Service: Liverpool Mental Health Service.

Liverpool Mental Health Service NSW Community Mental Health 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.

This graph shows for each aspect of care:

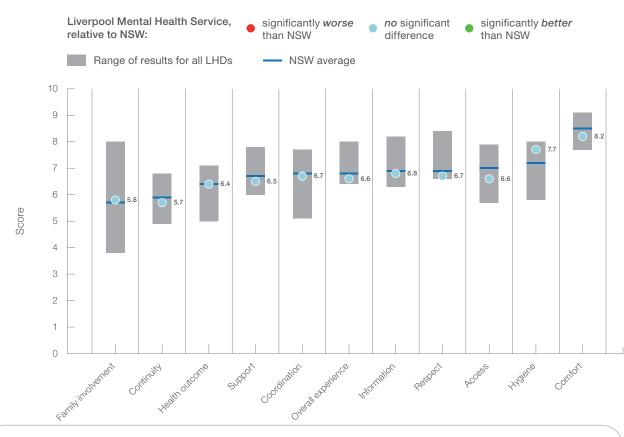
- scores for Liverpool Mental Health Service (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Liverpool Mental Health Service compared to the NSW average.

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

Figure 1: *Liverpool Mental Health Service* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Liverpool: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?

	Yes, always	Yes, sometimes	No, never	
	Actual Results			
Liverpool		51%	27%	22%
NSW		51%	30%	19%

SECOND HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

	Yes, definitely Yes, somewhat No)	
	Actual Results		
Liverpool	69%	25%	6%
NSW	73%	24%	4

THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

	Yes, always	Yes, sometimes	No, never		
	Actual Results				
Liverpool		69%		20%	11%
NSW		72%		22%	7%

Liverpool: What patients rated most negatively about these services 1 NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	Yes, sometimes	No, never
	Actual Results		
Liverpool	27%	29%	44%
NSW	35%	29%	37%

SECOND LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?

	Yes, definitely	Yes, somewhat No	
	Actual Results		
Liverpool	39%	27%	33%
NSW	40%	29%	31%

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

	Yes, completely	Yes, somewhat No	
	Actual Results		
Liverpool	40%	26%	34%
NSW	38%	30%	32%

3

Liverpool: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to pat	ient ratings:	Excellent	Very good	Good	Fair	Poor	
Overall patient ratings of community mental health services							
16%	29%	34%	13% <mark>7%</mark>		Liverp	lood	
24%	28%	29%	12% 7%	D	Metropolita	an LHDs	

28%

24%

Standardised re	esults ³			
19%	29%	32%	13%	8%
22%	30%	30%	11%	7%
24%	29%	28%	12%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

12%

Actual results ²	² for Liverpool				Standardised	results ³ for Live	rpool	
20%	26%	34%	13% <mark>8%</mark>	Courtesy	21%	28%	30%	14% 8
19%	27%	35%	11% <mark>8%</mark>	Teamwork	19%	28%	33%	13%
17%	22%	37%	14% 10%	Availability of healthcare professionals	16%	27%	33%	16% 9

New South Wales

Liverpool: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	17%	12%
	20 to 59 years	77%	74%
	60 years and over	7%	14%
Days spent in bed due to illness in last month	None	46%	53%
	One day	7%	7%
	Two days	3%	7%
	Three days	5%	6%
	Four days	5%	5%
	Five-to-seven days	5%	7%
	Eight-to-ten days	3%	4%
	More than ten days	26%	12%
Stayed in hospital in last 6 months	No	74%	72%
	Yes, only one time	12%	17%
	Yes, more than one time	14%	11%
Self-rated mental health status	Poor / Fair	44%	45%
	Good	34%	30%
	Very Good / Excellent	22%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

4

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

The suite of products includes:

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- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



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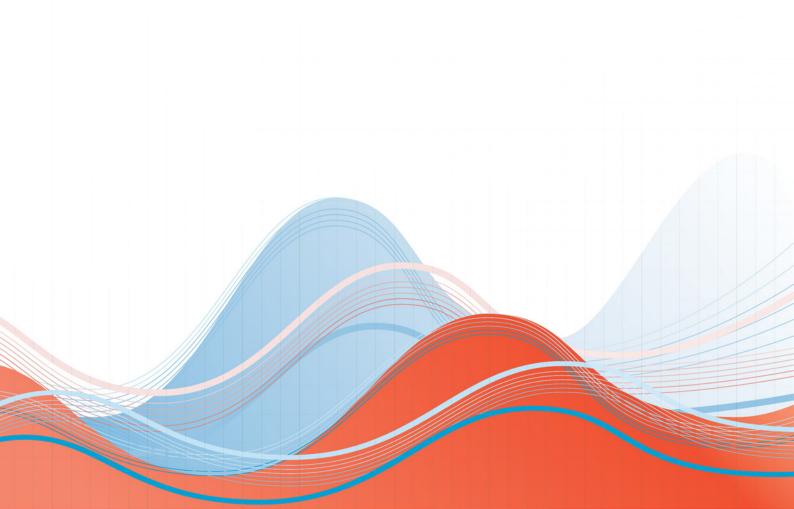


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: MacArthur Mental Health Service



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of MacArthur Mental Health Service. It is based upon 138 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of MacArthur Mental Health Service. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in MacArthur Mental Health Service: MacArthur Mental Health Service.

MacArthur Mental Health Service NSW Community Mental Health 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.

This graph shows for each aspect of care:

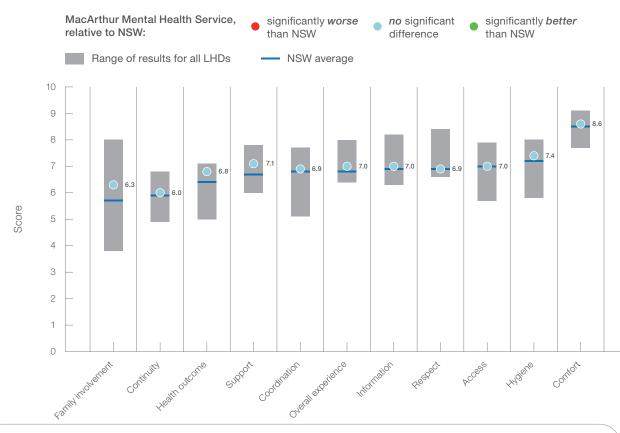
- scores for MacArthur Mental Health Service (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for MacArthur Mental Health Service compared to the NSW average.

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

Figure 1: *MacArthur Mental Health Service* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

2

Community Mental Health

Facilities

MacArthur: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

Yes, definitely Yes, somewhat No Actual Results MacArthur 25% 2 74% NSW 24% 4 73% SECOND HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there? No Yes, sometimes Yes, often Actual Results MacArthur 76% 15% NSW 74% 17% THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

	Yes, always	Yes, sometimes	No, never		
	Actual Results				
MacArthur		69%		27%	5%
NSW		72%		22%	7%

MacArthur: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always Yes,	sometimes No, ne	ever
	Actual Results		
MacArthur	39%	26%	35%
NSW	35%	29%	37%
NSW	35%	29%	37%

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

	Yes, completely Ye	s, somewhat No	
	Actual Results		
MacArthur	36%	36%	28%
NSW	39%	31%	31%

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

	Yes, completely	Yes, somewhat No	
	Actual Results		
MacArthur	39%	30%	31%
NSW	38%	30%	32%

3

MacArthur: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	ent ratings:	Excellent	Very good	Good	Fair	Poor
Overall pati Actual results ²	ent ratings o	of communit	ty mental	health	services	
26%	26%	30%	11% 6		MacArt	hur
24%	28%	29%	12% <mark>7%</mark>		Metropolita	n LHDs
24%	29%	28%	12% 7%		New South	n Wales

Standardised re	esults ³		
23%	31%	29%	11% 6
22%	30%	30%	11% <mark>7%</mark>
24%	29%	28%	12% 7%

27%

11% 6

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ²	for MacArthur					Standardised	results ³ for Ma	cArthur
28%	28%	24%	15%	5	Courtesy	26%	30%	6
20%	27%	36%	11%	6	Teamwork	19%	29%	
21%	22%	28%	22%	7%	Availability of healthcare	16%	27%	ć

11%	6	Teamwork	19%	29%	33%	13% 6
6	7%	Availability of healthcare professionals	16%	27%	33%	15% 9%
		P				

MacArthur: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	18%	12%
	20 to 59 years	73%	74%
	60 years and over	9%	14%
Days spent in bed due to illness in last month	None	51%	53%
	One day	11%	7%
	Two days	6%	7%
	Three days	7%	6%
	Four days	2%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	3%	4%
	More than ten days	13%	12%
Stayed in hospital in last 6 months	No	67%	72%
	Yes, only one time	22%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	43%	45%
	Good	32%	30%
	Very Good / Excellent	25%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Nepean Blue Mountains Mental Health facility group

Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Nepean Blue Mountains Mental Health facility group community mental health services. It is based upon 158 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Nepean Blue Mountains Mental Health facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

1

^(*) Included in Nepean Blue Mountains Mental Health facility group: Blue Mountains Hospital Consultation Liaison Psychiatry, Blue Mountians Mental Health Access Team, Hawkesbury Mental Health Team, Katoomba Mental Health Team, Lithgow Community Mental Health Team, Homeless Persons Mental Health, Prevention Early Intervention Recovery Service, Penrith Mental Health Team, Child & Adolescent Mental Health Service - Penrith, Early Psychosis Intervention - Penrith, Plains Mental Health Access Team, Springwood Mental Health Team, St Marys Mental Health Team, Aged Care Psychiatry - Western Sector Sydney West.

Nepean Blue Mountains Mental Health NSW Community Mental Health 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.

This graph shows for each aspect of care:

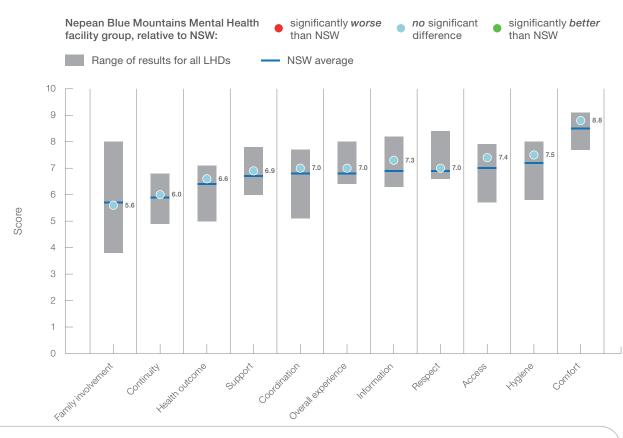
- scores for Nepean Blue Mountains Mental Health facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Nepean Blue Mountains Mental Health facility group compared to the NSW average.

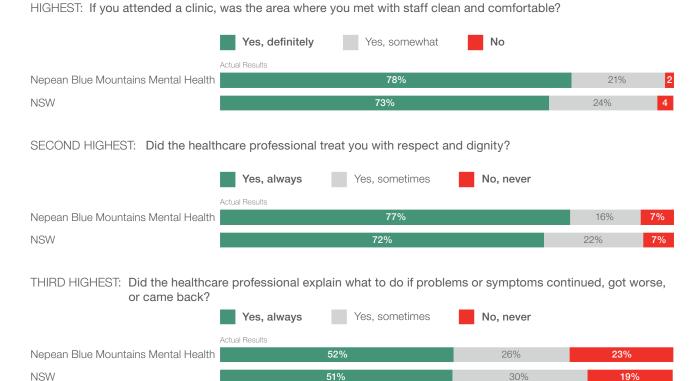
As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent a facility group is significantly lower than NSW.

Figure 1: *Nepean Blue Mountains Mental Health facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Nepean Blue Mountains Mental Health: What patients rated most positively about these services 1 NSW Health Patient Survey, February 2010 and 2011



Nepean Blue Mountains Mental Health: What patients rated most negatievly about these services 1 NSW Health Patient Survey, February 2010 and 2011

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

Nepean Blue Mountains Mental Health	32%	26%	42%
NSW	35%	29%	37%
SECOND LOWEST: Did someone	tell you about medicatio	n side effects to watch for?	
	Yes, completely	Yes, somewhat	0
	Actual Results		
Nepean Blue Mountains Mental Health	37%	27%	36%
NSW	39%	31%	31%

epean Blue Mountains Mental Health	37%	28%	35%
SW	40%	29%	31%
	10 / 0	2070	01/0

11% 6 11% 7% 12% 7%

Nepean Blue Mountains Mental Health: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to patie	nt ratings:	Excellent	Very good	Good	Fair	Poor				
Overall patie Actual results ²	ent ratings o	f communi	ty mental	health	services	6	St	andardised re	sults ³	
22%	34%	26%	14% 4	1	NBM Ment	al Health		23%	31%	30%
24%	28%	29%	12% <mark>7%</mark>		Metropolit	an LHDs		22%	30%	30%
24%	29%	28%	12% <mark>7%</mark>		New Sout	h Wales		24%	29%	28%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ²	for NBM Mental Health	
Actual results	Ior Nervan vientan realth	

32	%	289	%	279	%	9% 4
17%	28	3%		38%	1	1% 5
17%	3	33%		27%	15%	9%

Standardised results ³ for NBM Mental Health							
Courtesy	31%	30	1%	25%	9%	5 <mark>5</mark>	
Teamwork	18%	28%	34%		14%	6	
ilability of healthcare professionals	19%	29%	32%	. 1	4%	8%	

Nepean Blue Mountains Mental Health: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	11%	12%
	20 to 59 years	78%	74%
	60 years and over	11%	14%
Days spent in bed due to illness in last month	None	53%	53%
	One day	10%	7%
	Two days	7%	7%
	Three days	6%	6%
	Four days	5%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	5%	4%
	More than ten days	6%	12%
Stayed in hospital in last 6 months	No	68%	72%
	Yes, only one time	21%	17%
	Yes, more than one time	12%	11%
Self-rated mental health status	Poor / Fair	43%	45%
	Good	32%	30%
	Very Good / Excellent	24%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

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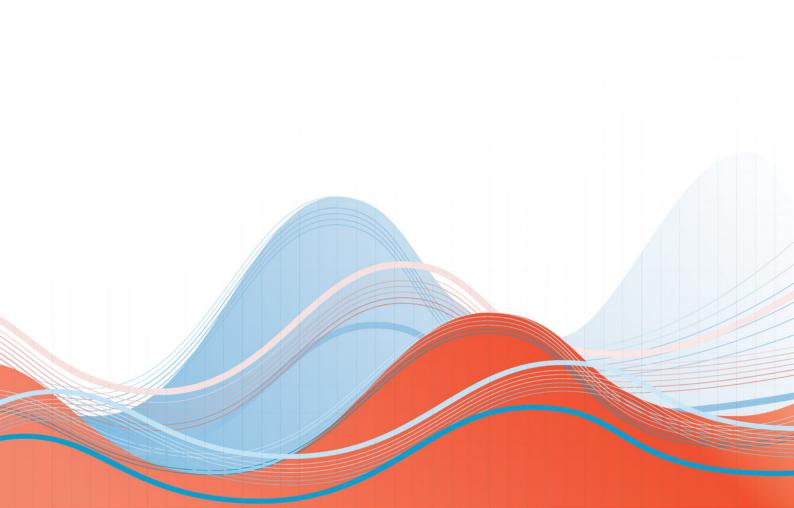


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Northern Beaches facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Northern Beaches facility group community mental health services. It is based upon 157 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Northern Beaches facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Northern Beaches facility group: Frenchs Forest Community Mental Health, Manly Mental Health Emergency Department Clinical Nurse Consultant, Mona Vale Mental Health Team, Beaches Early Intervention Clinicians, Northern Beaches Assertive Outreach Team, Northern Beaches Clozapine Clinic, Northern Beaches Extended Hours Team, Queenscliff Community Mental Health Team.

Northern Beaches: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

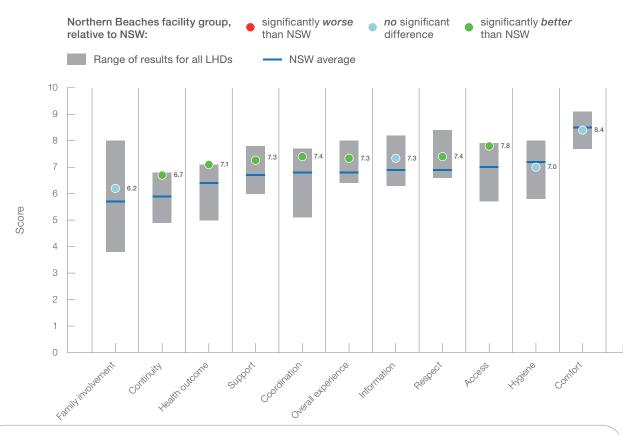
- scores for Northern Beaches facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

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

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

Figure 1: *Northern Beaches facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

Northern Beaches

Northern Beaches: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011



	Yes, always	res, sometimes	No, never		
	Actual Results				
Northern Beaches		75%		21%	5%
NSW		72%		22%	7%

Northern Beaches: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?

	Yes, definitely Yes, s	omewhat No	
	Actual Results		
Northern Beaches	38%	33%	30%
NSW	40%	29%	31%
SECOND LOWEST: Did y	you feel you could refuse a specific type o		
	Yes, always Yes, son	netimes No, never	
Northern Beaches	41%	34%	25%
NSW	35%	29%	37%
THIRD LOWEST: Did they	y tell you what danger signals about your	condition to watch for?	
	Yes, completely Yes	, somewhat No	
	Actual Results	, somewhat No	
Northern Beaches		, somewhat No	22%
Northern Beaches	Actual Results		22% 32%
	Actual Results 45%	33%	
	Actual Results 45%	33%	

Northern Beaches: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011



Availability

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ² for N	Jorthern	Beaches	5				
42%		27	%	209	%	7%	5
30%	ć	31%		25%		10%	3
28%	26	%	26	%	16	6%	3

	Standardised results ³ for Northern Beach				
Courtesy	39%		30%		
Teamwork	28%		32%		
lability of healthcare professionals	24%	31	1%		
10.0.000.000					

Northern Beaches: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Age groupUnder 20 years1%12%20 to 59 years80%74%60 years and over10%14%Days spent in bed due to illness in last monthNone58%One day8%7%Two days7%7%Three days6%6%Four days4%5%Five-to-seven days6%7%Eight-to-ten days3%4%Stayed in hospital in last 6 monthsNo81%Yes, more than one time7%11%	Characteristic	Sub-group	This hospital	NSW
bit bed due to illness in last month60 years and over10%14%Days spent in bed due to illness in last monthNone58%53%One day0%8%7%Two days7%7%7%Three days6%6%6%Four days6%5%5%Five-to-seven days6%7%Eight-to-ten days6%12%More than ten days9%12%Stayed in hospital in last 6 monthsNo81%72%Yes, only one time12%17%	Age group	Under 20 years	1%	12%
Days spent in bed due to illness in last monthNone58%53%One day0ne day8%7%Two days7%7%Three days6%6%Four days4%5%Five-to-seven days6%7%Eight-to-ten days3%4%More than ten days9%12%Stayed in hospital in last 6 monthsNo81%72%Yes, only one time12%17%		20 to 59 years	89%	74%
One day 8% 7% Two days 7% 7% Three days 6% 6% Four days 4% 5% Four days 6% 7% Import days 6% 7% Four days 6% 7% Import days 3% 4% Import days 9% 12% Import days 81% 72% Import days 12% 17%		60 years and over	10%	14%
Two days7%7%Three days6%6%Four days4%5%Five-to-seven days6%7%Eight-to-ten days6%7%More than ten days9%12%Stayed in hospital in last 6 monthsNo81%72%Yes, only one time12%17%	Days spent in bed due to illness in last month	None	58%	53%
Three days6%6%Four days4%5%Four days6%7%Five-to-seven days6%7%Eight-to-ten days3%4%More than ten days9%12%Stayed in hospital in last 6 monthsNo81%72%Yes, only one time12%17%		One day	8%	7%
Four days 4% 5% Five-to-seven days 6% 7% Eight-to-ten days 3% 4% More than ten days 9% 12% Stayed in hospital in last 6 months No 81% 72% Yes, only one time 12% 17%		Two days	7%	7%
Five-to-seven days 6% 7% Eight-to-ten days 3% 4% More than ten days 9% 12% Stayed in hospital in last 6 months No 81% 72% Yes, only one time 12% 17%		Three days	6%	6%
Eight-to-ten days 3% 4% More than ten days 9% 12% Stayed in hospital in last 6 months No 81% 72% Yes, only one time 12% 17%		Four days	4%	5%
More than ten days 9% 12% Stayed in hospital in last 6 months No 81% 72% Yes, only one time 12% 17%		Five-to-seven days	6%	7%
Stayed in hospital in last 6 months No 81% 72% Yes, only one time 12% 17%		Eight-to-ten days	3%	4%
Yes, only one time 12% 17%		More than ten days	9%	12%
	Stayed in hospital in last 6 months	No	81%	72%
Yes, more than one time 7% 11%		Yes, only one time	12%	17%
		Yes, more than one time	7%	11%
Self-rated mental health statusPoor / Fair45%	Self-rated mental health status	Poor / Fair	45%	45%
Good 23% 30%		Good	23%	30%
Very Good / Excellent 31% 25%		Very Good / Excellent	31%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

20%

28%

29%

7% <mark>3</mark>

9% 4

11% 6

4

Download our reports

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- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



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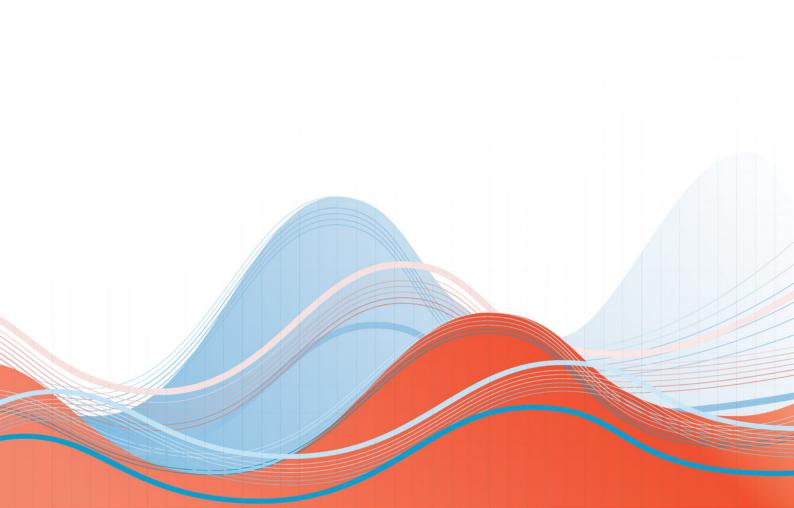


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: North Shore Ryde facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of North Shore Ryde facility group community mental health services. It is based upon 158 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of North Shore Ryde facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in North Shore Ryde facility group: Cremorne Mental Health, Royal North Shore Assertive Outreach Team, Royal North Shore Hospital - Emergency Department Mental Health Clinical Nurse Consultant, Royal North Shore Consultation / Liaison, Royal North Shore Hospital Community Acute Services, Ryde Acute Services, Ryde Assertive Outreach Team, Ryde Community Mental Health Service Emergency Department Clinical Nurse Consultant.

North Shore Ryde: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

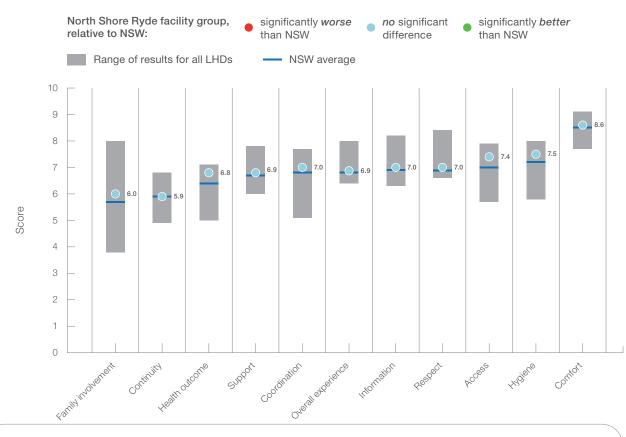
- scores for North Shore Ryde facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for North Shore Ryde facility group compared to the NSW average.

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

Figure 1: *North Shore Ryde facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

North Shore Ryde

North Shore Ryde: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

	Yes, definitely Yes, somewhat No Actual Results Actual Results	
North Shore Ryde	73%	25%
NSW	73%	24%
SECOND HIGHEST: Did the	e healthcare professional treat you with respect and dignity?	
	Yes, always Yes, sometimes No, ne	ever
North Shore Ryde	Actual Results 70%	26%
NSW	72%	22% 7
THIRD HIGHEST: Did the he	ealthcare professionals talk in front of you as if you weren't th	ere?
	No Yes, sometimes Yes, often	
North Shore Ryde	Actual Results 73%	18% 99
NSW	74%	17% 99
NSW Health Patient Survey,		ces 1
NSW Health Patient Survey,		
NSW Health Patient Survey,	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results	ever
NSW Health Patient Survey, LOWEST: Did you feel you North Shore Ryde	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24%	ever 40%
NSW Health Patient Survey,	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results	ever
NSW Health Patient Survey, _OWEST: Did you feel you North Shore Ryde	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24%	ever 40%
NSW Health Patient Survey, _OWEST: Did you feel you North Shore Ryde	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24% 35% 29%	ever 40% 37%
NSW Health Patient Survey, LOWEST: Did you feel you North Shore Ryde NSW SECOND LOWEST: Did sor	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24% 37% 35% 29% meone tell you about medication side effects to watch for? Yes, completely Yes, somewhat	ever 40% 37%
NSW Health Patient Survey, LOWEST: Did you feel you North Shore Ryde NSW SECOND LOWEST: Did sor	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24% 37% 35% 29% meone tell you about medication side effects to watch for? Yes, completely Yes, somewhat Actual Results	ever 40% 37%
NSW Health Patient Survey, LOWEST: Did you feel you North Shore Ryde NSW SECOND LOWEST: Did sor	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24% 37% 35% 29% meone tell you about medication side effects to watch for? Yes, completely Yes, somewhat Actual Results 30% 40%	ever 40% 37% 37%
NSW Health Patient Survey, LOWEST: Did you feel you North Shore Ryde NSW SECOND LOWEST: Did sor	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes No, ne Actual Results 24% 37% 29% meone tell you about medication side effects to watch for? Yes, completely Yes, somewhat No Actual Results 30% 40% 39% 31%	ever 40% 37% 37% 30% 30% 31%
NSW Health Patient Survey, LOWEST: Did you feel you North Shore Ryde NSW SECOND LOWEST: Did sor North Shore Ryde	February 2010 and 2011 could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes Actual Results 24% 35% 29% meone tell you about medication side effects to watch for? Yes, completely Yes, somewhat 30% 40% 39% 31%	ever 40% 37% 37% 30% 30% 31%

North Shore Ryde: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	nt ratings:	Excellen	<mark>t</mark> Very good Go	ood Fair Poor		
Overall patie Actual results ²	ent ratings of	f commun	ity mental he	alth services	Standardised re	sults ³
31%	23%	22%	15% <mark>8%</mark>	North Shore Ryde	24%	31%
24%	28%	29%	12% <mark>7%</mark>	Metropolitan LHDs	22%	30%
24%	29%	28%	12% 7%	New South Wales	24%	29%

29% 10% 6 30% 11% 7% 28% 12% 7%

25%

9% 5 11% 5 12%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual resu	llts ² for North	Shore Ryde				Standardised resul	ts ³ for North Shc	ore Ryde
3	4%	25%	24%	12%	5 Courtesy	31%	30%	:
23%	30	0%	29%	12%	6 Teamwork	22%	30%	319
25%	. 20	6%	27%	15% 7	% Availability of healthcare professionals	21%	30%	30%

North Shore Ryde: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	2%	12%
	20 to 59 years	89%	74%
	60 years and over	9%	14%
Days spent in bed due to illness in last month	None	54%	53%
	One day	7%	7%
	Two days	5%	7%
	Three days	5%	6%
	Four days	3%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	4%	4%
	More than ten days	14%	12%
Stayed in hospital in last 6 months	No	68%	72%
	Yes, only one time	21%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	38%	45%
	Good	35%	30%
	Very Good / Excellent	27%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011. Metropolitan community mental health services Northern Sydney Local Health District

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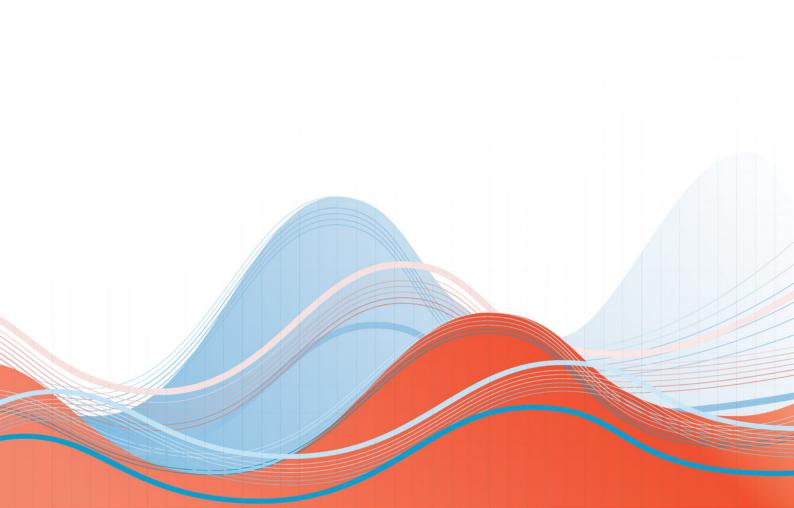


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Orange Region facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Orange Region facility group community mental health services. It is based upon 149 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Orange Region facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Orange Region facility group: Bathurst Community Mental Health Team, CADIA House - Ambulatory Mental Health Service, Child & Adolescent Mental Health Team, Condobolin Community Mental Health Team, Cowra Community Mental Health Team, Forbes Community Mental Health Team, Mental Health Emergency Care - Rural Access Project, Mental Health Consultation Liaison Nurse Emergency Department, Older Persons Mental Health Team - Southern & Eastern Clusters, SHIPS Activity Centre Service, SHIPS Ambulatory Team, SHIPS Community Residential Team, Orange Community Mental Health Team, Parkes Community Mental Health Team, Pine Lodge Youth Day Program.

Orange Region facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

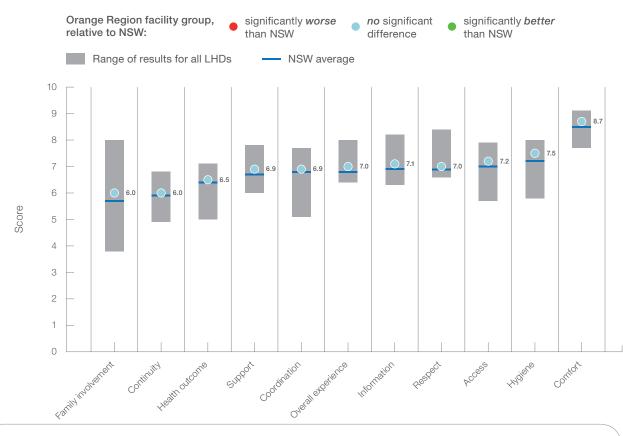
- scores for Orange Region facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Orange Region facility group compared to the NSW average.

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

Figure 1: *Orange Region facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Orange Region: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

Yes, definitely Yes, somewhat No Actual Results 22% 2 Orange Region 76% 24% 4 NSW 73% SECOND HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back? Yes, always Yes, sometimes No, never Actual Results Orange Region 59% 27% NSW 51% 30% THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there? No Yes, sometimes Yes, often Actual Results 75% Orange Region 18% NSW 17% **Orange Region:** What patients rated most negatively about these services¹ NSW Health Patient Survey, February 2010 and 2011 LOWEST: Did you feel you could refuse a specific type of medicine or treatment?* Yes, always Yes, sometimes No, never Actual Results Orange Region 36% 29% 35% NSW 35% 29% 37% SECOND LOWEST: Did someone tell you about self-help or support groups you could work with? Yes, sometimes Yes, always No, never Actual Results Orange Region 36% 32%

NSW

Rural community mental health services

41%

	Actual Results		
Orange Region	35%	37%	28%
NSW	39%	31%	31%

32%

3

Orange Region: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	nt ratings:	Excellent	Very good	Good Fair Poor		
Overall patie Actual results ²	ent ratings of	communit	y mental l	health services	Standardised resu	ults ³
26%	33%	25%	12% 4	Orange Region	28%	32%
23%	30%	28%	12% <mark>8%</mark>	Rural LHDs	23%	30%
24%	29%	28%	12% 7%	New South Wales	24%	29%

Standardised re	sults ³					
28%	32%	32%			9% 5	
23%	30%		29%	1	1%	6
24%	29%		28%	12	%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ²	for Orange Regior	n			Standardised re	esults ³ for Orange F	Region	
28%	32%	22%	12% 5	Courtesy	29%	30%	26%	10% 5
20%	25%	35%	15% 5	Teamwork	19%	29%	33%	13% 6
18%	31%	31%	13% 7%	Availability of healthcare professionals	20%	30%	31%	13% <mark>7%</mark>

Orange Region: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	15%	12%
	20 to 59 years	75%	74%
	60 years and over	11%	14%
Days spent in bed due to illness in last month	None	54%	53%
	One day	6%	7%
	Two days	10%	7%
	Three days	3%	6%
	Four days	6%	5%
	Five-to-seven days	9%	7%
	Eight-to-ten days	5%	4%
	More than ten days	7%	12%
Stayed in hospital in last 6 months	No	78%	72%
	Yes, only one time	12%	17%
	Yes, more than one time	10%	11%
Self-rated mental health status	Poor / Fair	52%	45%
	Good	30%	30%
	Very Good / Excellent	18%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011. Rural community mental health services Western NSW Local Health District

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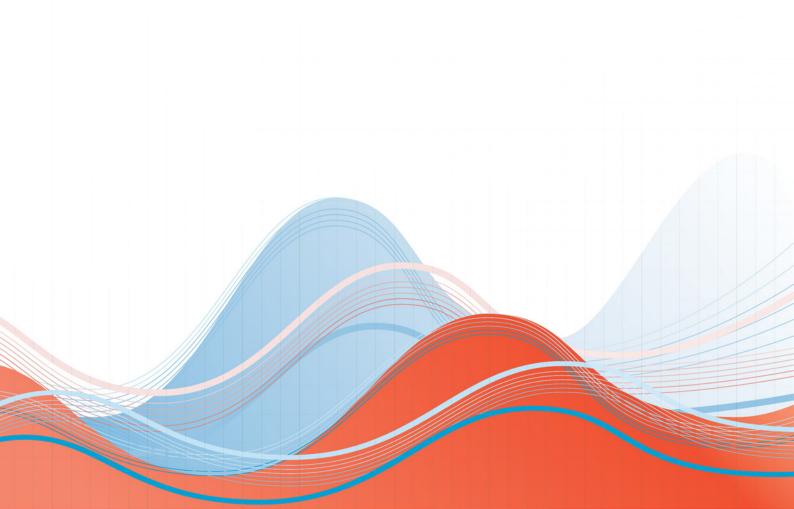


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Prince of Wales facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Prince of Wales facility group community mental health services. It is based upon 123 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Prince of Wales facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in Prince of Wales facility group: Bondi Junction Youth Mental Health, Eastern Suburbs Acute Care Team, Eastern Suburbs Adult Outpatient Service, Eastern Suburbs Aged Care Mental Health Service, Eastern Suburbs Child & Adolescent Mental Health - Child, Eastern Suburbs Consultation Liaision Psychiatry, Eastern Suburbs Comm Medicine, Neuropsychiatric Institute Outpatients, Eastern Suburbs Early Psychosis Program, Eastern Suburbs Mental Health Services Case Management & Assessment Team, Eastern Suburbs Mobile Community Treatment Team, Eastern Suburbs Rehabilitation Service.

Prince of Wales facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

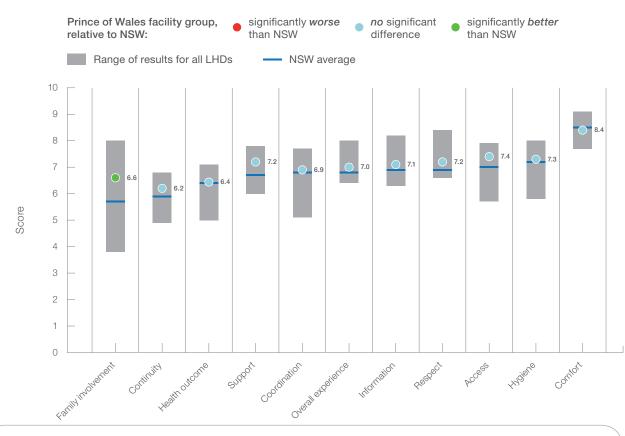
- scores for Prince of Wales facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Prince of Wales facility group compared to the NSW average.

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

Figure 1: *Prince of Wales facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Prince of Wales: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

	Yes, definitely	Yes, somewhat	No	
	Actual Results	70%		050/
Prince of Wales		72%		25%
NSW		73%		24%
SECOND HIGHEST: Did t	he healthcare professional	treat you with respect a	and dignity?	
	Yes, always	Yes, sometimes	No, never	
	Actual Results			
Prince of Wales		72%		23%
VSW		72%		22%
HIRD HIGHEST: Did the I or came	healthcare professional ex	plain what to do if probl	lems or symptoms co	ntinued, got wors
or came	Yes, always	Yes, sometimes	No, never	
	Actual Results			
				170/
Prince of Wales		54%	29%	17%
Prince of Wales NSW Prince of Wales: Wh	nat patients rated most	51%	30%	17%
NSW		51%	30%	_
NSW Prince of Wales: Wh NSW Health Patient Survey		51% negatively about the	30% Pse services 1	_
NSW Prince of Wales: Wh NSW Health Patient Survey	y, February 2010 and 2011	51% negatively about the	30% Pse services 1	_
NSW Prince of Wales: Wh NSW Health Patient Survey	y, February 2010 and 2011 u could refuse a specific ty	51% negatively about the ope of medicine or treate	30% ese services 1 ment?*	_
ISW Prince of Wales: Wh ISW Health Patient Survey OWEST: Did you feel you	y, February 2010 and 2011 u could refuse a specific ty Yes, always	51% negatively about the ope of medicine or treate	30% ese services ¹ ment?* No, never	_
ISW Prince of Wales: Wr ISW Health Patient Survey OWEST: Did you feel you Prince of Wales	y, February 2010 and 2011 u could refuse a specific ty Yes, always Actual Results	51% negatively about the ype of medicine or treatr Yes, sometimes	30% ese services 1 ment?* No, never	19%
Prince of Wales: Wh NSW Health Patient Survey COWEST: Did you feel you Prince of Wales	y, February 2010 and 2011 u could refuse a specific ty Yes, always Actual Results 33%	51% negatively about the ope of medicine or treatr Yes, sometimes 31% 299	30% ese services 1 ment?* No, never	36%
NSW Prince of Wales: Wh NSW Health Patient Survey LOWEST: Did you feel you Prince of Wales NSW	y, February 2010 and 2011 u could refuse a specific ty Yes, always Actual Results 33% 35%	51% negatively about the ope of medicine or treatr Yes, sometimes 31% 299	30% ese services 1 ment?* No, never	36%
NSW Prince of Wales: Wh NSW Health Patient Survey LOWEST: Did you feel you Prince of Wales NSW	y, February 2010 and 2011 u could refuse a specific ty Yes, always Actual Results 33% 35% ou doing better in your wor	51% negatively about the ype of medicine or treatr Yes, sometimes 31% 299	30% ese services 1 ment?* No, never	36%
Prince of Wales: Wh NSW Health Patient Survey COWEST: Did you feel you Prince of Wales NSW SECOND LOWEST: Are yo	y, February 2010 and 2011 u could refuse a specific ty Ves, always Actual Results 33% 35% ou doing better in your wor Ves, definitely Actual Results	51% negatively about the ype of medicine or treatr Yes, sometimes 31% 299	30% ese services 1 ment?* No, never	36% 37%

Actual Results Prince of Wales 42% 31% 28% 31% NSW 39% 31%

Prince of Wales: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patie	nt ratings:	Excellen	Very good	Good Fair Poor		
Overall patie Actual results ²	ent ratings of	f commun	ity menta	I health services	Standardised re	sults ³
28%	27%	27%	11% 7%	Prince of Wales	22%	31%
24%	28%	29%	12% <mark>7%</mark>	Metropolitan LHDs	22%	30%
24%	29%	28%	12% 7%	New South Wales	24%	29%

 Standardised results³
 30%
 11%
 6

 22%
 31%
 30%
 11%
 7%

 22%
 30%
 30%
 11%
 7%

 24%
 29%
 28%
 12%
 7%

Patient ratings for those factors most associated with overall ratings of care⁴

A	ctual results ² fo	r Prince of Wales				Standardised results ³ for Prince of Wales				
	33%	27%	25%	7% <mark>7%</mark>	Courtesy	30%	30%	25%	10% 5	
	25%	31%	25%	13% 5	Teamwork	23%	30%	31%	11% 5	
	22%	30%	26%	17% 6	Availability of healthcare professionals	20%	29%	31%	13% <mark>7%</mark>	

Prince of Wales: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	16%	12%
	20 to 59 years	69%	74%
	60 years and over	15%	14%
Days spent in bed due to illness in last month	None	39%	53%
	One day	8%	7%
	Two days	3%	7%
	Three days	11%	6%
	Four days	8%	5%
	Five-to-seven days	12%	7%
	Eight-to-ten days	2%	4%
	More than ten days	17%	12%
Stayed in hospital in last 6 months	No	72%	72%
	Yes, only one time	16%	17%
	Yes, more than one time	12%	11%
Self-rated mental health status	Poor / Fair	42%	45%
	Good	24%	30%
	Very Good / Excellent	35%	25%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient 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

The suite of products includes:

- Patient Perspectives: Mental health services in NSW public facilities. The main reports present data from the NSW Health Mental Health Survey, conducted in February 2010 and February 2011.
- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

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.

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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Specialist Mental Health for Older Persons, North Sydney Central Coast Area Health Service (SMOP NSCCAHS) facility group

Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Specialist Mental Health for Older Persons, North Sydney Central Coast Area Health Service (SMOP NSCCAHS) facility group community mental health services. It is based upon 172 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of SMOP NSCCAHS facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in SMOP NSCCAHS facility group: Central Coast Older Persons Mental Health, Hornsby Aged Care, Community Mental Health Services for Older People, Behavioural Assessment and Intervention Service, Northern Beaches Community Aged Care Psychiatry Team, Ryde Mental Health Services for Older People.

SMOP NSCCAHS: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

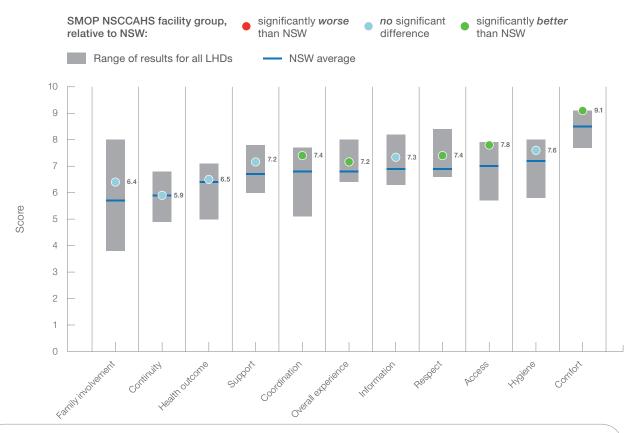
- scores for SMOP NSCCAHS facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for SMOP NSCCAHS facility group compared to the NSW average.

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

Figure 1: **SMOP NSCCAHS facility group** Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

SMOP NSCCAHS: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

	Yes, definitely	Yes, somewhat	No		
	Actual Results				
SMOP NSCCAHS		82%			17%
NSW		73%		24%	, D
SECOND HIGHEST: Did th	e healthcare professional treat you	with respect and di	gnity?		
	Yes, always	s, sometimes	No, never		
SMOP NSCCAHS	Actual Results	83%			14%
ISW		72%		22%	1170
NO V V		1270		2270	
HIRD HIGHEST: After you	were referred, did you have to wait	t a long time for serv	vices to start?		
	No Yes, somew	hat Yes, defi	initely		
SMOP NSCCAHS	Actual Results	81%			16%
NSW		68%		20%	119
SMOP NSCCAHS: W NSW Health Patient Survey,	/hat patients rated most negat February 2010 and 2011	ively about these			
SMOP NSCCAHS: W NSW Health Patient Survey,	/hat patients rated most negat	ively about these			
SMOP NSCCAHS: W NSW Health Patient Survey, _OWEST: Did they tell you	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results	ively about these andition to watch for Yes, somewhat	?	249(
SMOP NSCCAHS: W NSW Health Patient Survey, _OWEST: Did they tell you	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 34%	ively about these ondition to watch for Yes, somewhat 32%	?	34%	
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results	ively about these andition to watch for Yes, somewhat	?	34% 32%	2
SMOP NSCCAHS: W NSW Health Patient Survey, _OWEST: Did they tell you	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 34%	ively about these ondition to watch for Yes, somewhat 32% 30%	? No		2
SMOP NSCCAHS: W NSW Health Patient Survey, _OWEST: Did they tell you	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 34% 38% u feel you could refuse a specific ty Yes, always	ively about these ondition to watch for Yes, somewhat 32% 30%	? No		
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you SMOP NSCCAHS NSW SECOND LOWEST: Did you	Ihat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 34% 38% u feel you could refuse a specific ty	ively about these ondition to watch for Yes, somewhat 32% 30% ype of medicine or tr	? No reatment?*		
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you SMOP NSCCAHS NSW SECOND LOWEST: Did you	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 38% u feel you could refuse a specific ty Yes, always Yes, always Yes, always	ively about these ondition to watch for Yes, somewhat 32% 30% ype of medicine or tr s, sometimes	? No reatment?*	32%	
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you SMOP NSCCAHS NSW SECOND LOWEST: Did you SMOP NSCCAHS	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 38% u feel you could refuse a specific ty Actual Results Yes, always Yes, always 36% 35%	ively about these ondition to watch for Yes, somewhat 32% 30% ype of medicine or tr s, sometimes 32% 29%	? No reatment?* No, never	32% 33%	
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you SMOP NSCCAHS NSW SECOND LOWEST: Did you SMOP NSCCAHS	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 34% 38% u feel you could refuse a specific ty Actual Results Yes, always Yes, always 36% 35% cone tell you about medication side	ively about these andition to watch for Yes, somewhat 32% 30% ype of medicine or tr s, sometimes 32% 29%	? No reatment?* No, never	32% 33%	
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you SMOP NSCCAHS NSW SECOND LOWEST: Did you SMOP NSCCAHS	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 38% u feel you could refuse a specific ty Actual Results Yes, always Yes, always 35% wone tell you about medication side Yes, completely	ively about these ondition to watch for Yes, somewhat 32% 30% ype of medicine or tr s, sometimes 32% 29%	? No reatment?* No, never	32% 33%	
SMOP NSCCAHS: W NSW Health Patient Survey, LOWEST: Did they tell you SMOP NSCCAHS NSW SECOND LOWEST: Did you SMOP NSCCAHS NSW	/hat patients rated most negat February 2010 and 2011 what danger signals about your co Yes, completely Actual Results 34% 38% u feel you could refuse a specific ty Actual Results Yes, always Yes, always 36% 35% cone tell you about medication side	ively about these andition to watch for Yes, somewhat 32% 30% ype of medicine or tr s, sometimes 32% 29%	? No reatment?* No, never	32% 33%)

SMOP NSCCAHS: Patient experiences with community 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 community mental health services
 Actual results²
 Standardis

 21%
 29%
 39%
 8%
 4
 SMOP NSCCAHS
 19%

 24%
 28%
 29%
 12%
 7%
 Metropolitan LHDs
 22%

12% 7%

Standardised re	esults ³			
19%	29%	32%	13%	8%
22%	30%	30%	11%	7%
24%	29%	28%	12%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for SMOP NSCCAHS

24%

29%	34%	6 309	% 6% <mark>1</mark>
20%	31%	36%	9% 4
19%	29%	36%	11% 5

28%

	0
Courtesy	
Teamwork	
Availability of healthcare professionals	

New South Wales

	Standardised results ³ for SMOP NSCCAHS									
	29%	þ	3	30%)	26	%	10	%	5
	19%		28%			33%		13%	, D	6
ncare	16%	26	%		33	%	1	6%	9	%

SMOP NSCCAHS: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	0%	12%
	20 to 59 years	2%	74%
	60 years and over	98%	14%
Days spent in bed due to illness in last month	None	60%	53%
	One day	6%	7%
	Two days	5%	7%
	Three days	4%	6%
	Four days	3%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	6%	4%
	More than ten days	9%	12%
Stayed in hospital in last 6 months	No	65%	72%
	Yes, only one time	24%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	41%	45%
	Good	40%	30%
	Very Good / Excellent	19%	25%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011. Metropolitan community mental health services Northem Sydney and Central Coast Local Health Districts

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To contact the Bureau of Health Information

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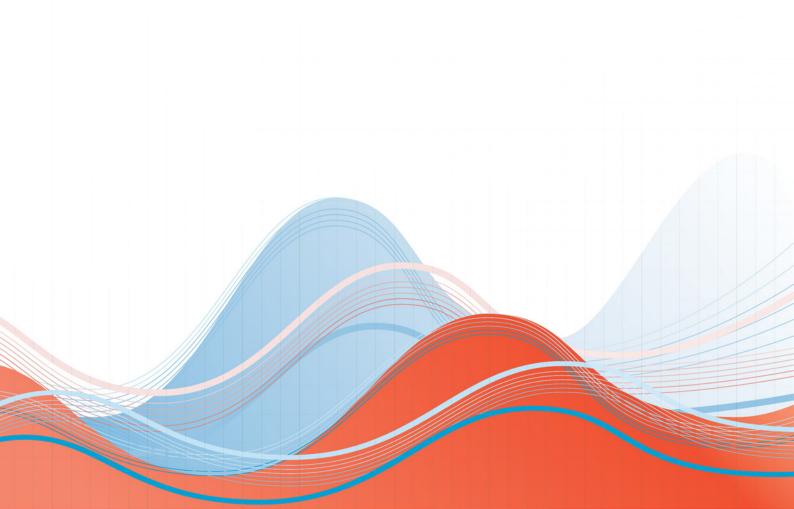


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: St George facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of St George facility group community mental health services. It is based upon 188 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of St George facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

^(*) Included in St George facility group: Rockdale Youth Mental Health, St George Acute Community Care Team, St George Mental Health Connections Team, St George Mental Health Directions Team, St George Mental Health Outlook Team, St George Older Adult Psychiatry Service, St George Psychiatric Emergency Care Centre Ambulatory Care, St George Mental Health Child Youth & Family Team, St George Mental Health Intensive Care & Assessment Team, St George Rehabilitation Service.

St George facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

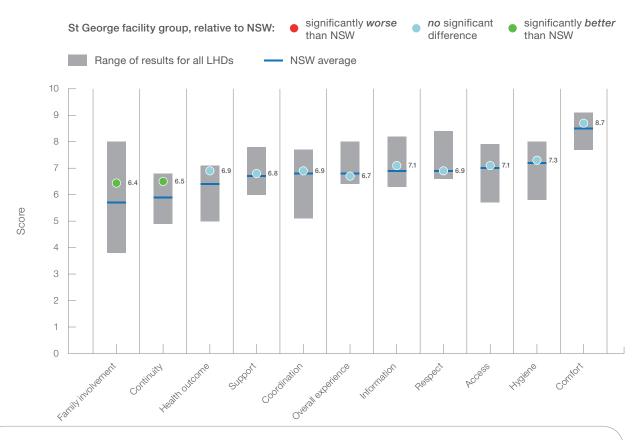
- scores for St George facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for St George facility group compared to the NSW average.

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

Figure 1: *St George facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

St George: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable? Yes, somewhat Yes, definitely No Actual Results St George 21% 2 77% 4 NSW 24% 73% SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity? Yes, always Yes, sometimes No, never Actual Results St George 71% 23% NSW 72% 22% THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back? Yes, always Yes, sometimes No, never

	Actual Results		
St George	52%	31%	17%
NSW	51%	30%	19%

St George: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

I	Yes, always	Yes, sometimes	No, never
A	Actual Results		
St George	28%	28%	44%
NSW	35%	29%	37%

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

	Yes, completely Yes, s	somewhat No	
	Actual Results		
St George	42%	29%	28%
NSW	38%	30%	32%

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

	Excellent	Very good	Good Fair	Poor	
	Actual Results				
St George	18%	24%	36%	16% 6	%
NSW	18%	26%	31%	15% 10 %	6

St George: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings:Excellent Very goodGoodFairPoorOverall patient ratings of community mental health servicesActual results 221%28%30%14%6St George24%28%29%12%7%Metropolitan LHDs

28%

24%

Standardised re	esults ³			
19%	29%	31%	13%	7%
22%	30%	30%	11%	7%
24%	29%	28%	12%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

12% 7%

Actual results ²	² for St George				Standardised r	esults ³ for St (George	
27%	26%	29%	15% <mark>4</mark>	Courtesy	25%	29%	28%	12% 6
17%	26%	37%	16% 4	Teamwork	17%	27%	35%	15% <mark>7%</mark>
18%	24%	36%	16% 6	Availability of healthcare professionals	16%	27%	33%	15% 9%

New South Wales

St George: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	4%	12%
	20 to 59 years	75%	74%
	60 years and over	21%	14%
Days spent in bed due to illness in last month	None	56%	53%
	One day	8%	7%
	Two days	10%	7%
	Three days	5%	6%
	Four days	6%	5%
	Five-to-seven days	3%	7%
	Eight-to-ten days	4%	4%
	More than ten days	9%	12%
Stayed in hospital in last 6 months	No	79%	72%
	Yes, only one time	11%	17%
	Yes, more than one time	9%	11%
Self-rated mental health status	Poor / Fair	39%	45%
	Good	35%	30%
	Very Good / Excellent	26%	25%

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011.

Download our reports

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The suite of products includes:

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- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



About the Bureau

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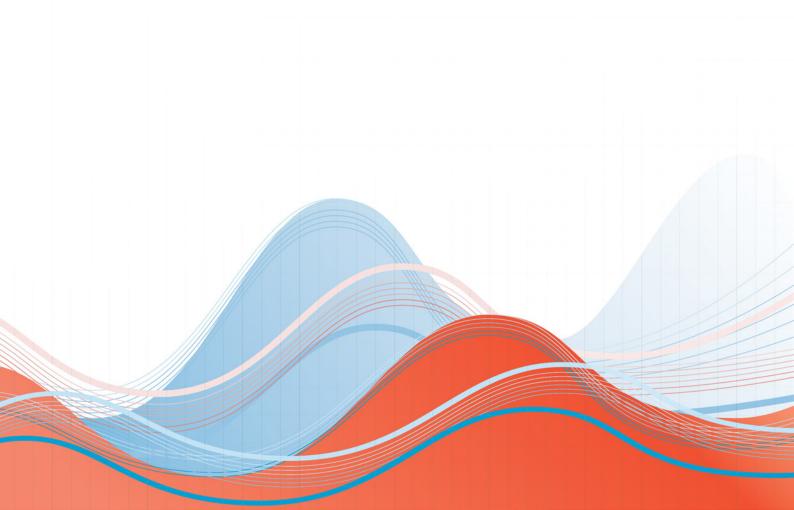


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Sutherland facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Sutherland facility group community mental health services. It is based upon 154 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Sutherland facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Sutherland facility group: Sutherland Acute Community Treatment Team (ACCT), Sutherland Continued and Extended Care Team (CONNECT), Sutherland Mental Health ACCESS Team, Sutherland Older Adult Service, Sutherland Specific Treatment and Rehabilitation Team (START), Sutherland Child & Adolescent Psychiatry, Sutherland Perinatal Mental Health, Sutherland Youth Mental Health, Sutherland Working With Families.

Sutherland facility group: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

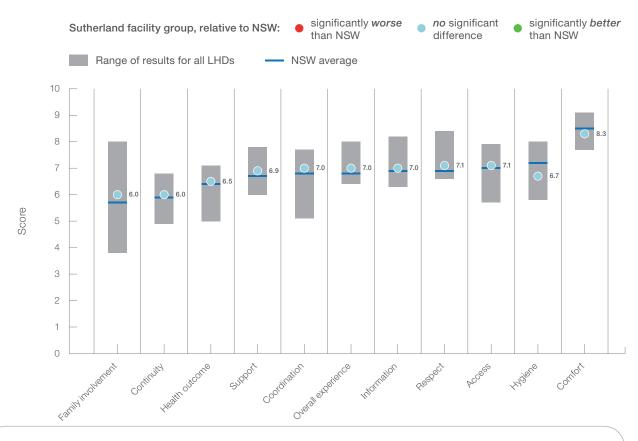
- scores for Sutherland facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Sutherland facility group compared to the NSW average.

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

Figure 1: *Sutherland facility group* Aspects of care scores relative to other facilities and NSW average



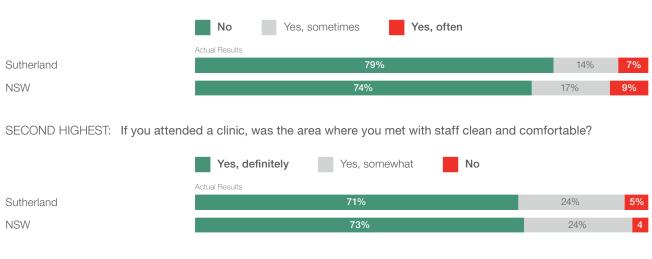
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Community Mental Health

Facilities

Sutherland: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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



THIRD HIGHEST: When you had appointments, were you kept waiting a long time?

	No	Yes, sometimes	Yes, always		
	Actual Results				
Sutherland		69%		26%	5%
NSW		60%		32%	9%

Sutherland: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

LOWEST: Did someone tell you about self-help or support groups you could work with?

	Yes, always	Yes, sometimes No, never	
	Actual Results		
Sutherland	35%	38%	27%
NSW	41%	32%	28%

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

	Yes, completely	Yes, somewhat No	
	Actual Results		
Sutherland	34%	40%	26%
NSW	39%	31%	31%

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

	Yes, always	Yes, sometimes No, neve	er
	Actual Results		
Sutherland	32%	43%	24%
NSW	35%	29%	37%

Sutherland: Patient experiences with community 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 community mental health services Actual results² 28% 23% 10% 8% Sutherland 24% 29% 12% Metropolitan LHDs

28%

24%

Standardised results ³									
26%	32%		28%		10%	6 5			
22%	30%		30%		11%	7%			
24%	29%		28%	1	2%	7%			

Patient ratings for those factors most associated with overall ratings of care⁴

12%

Actual results	² for Sutherland				Standardised	results ³ for Sutherla	and	
32%	34%	6 22%	6 8% <mark>5</mark>	Courtesy	34%	319	% 23	% 8% 4
20%	32%	29%	13% 6	Teamwork	21%	30%	32%	12% 5
20%	21%	40%	12% 7%	Availability of healthcare professionals	18%	28%	32%	14% 8%

New South Wales

Sutherland: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	1%	12%
	20 to 59 years	87%	74%
	60 years and over	13%	14%
Days spent in bed due to illness in last month	None	48%	53%
	One day	6%	7%
	Two days	11%	7%
	Three days	5%	6%
	Four days	6%	5%
	Five-to-seven days	9%	7%
	Eight-to-ten days	4%	4%
	More than ten days	11%	12%
Stayed in hospital in last 6 months	No	78%	72%
	Yes, only one time	12%	17%
	Yes, more than one time	9%	11%
Self-rated mental health status	Poor / Fair	45%	45%
	Good	32%	30%
	Very Good / Excellent	23%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011.

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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

Performance Profile: Sydney South West Eastern Zone facility group

Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Sydney South West Eastern Zone facility group community mental health services. It is based upon 150 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Sydney South West Eastern Zone facility group. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Sydney South West Eastern Zone facility group: Camperdown, Croydon Health Centre, Marrickville, Redfern Mental Health.

1

Sydney South West Eastern Zone NSW Community Mental Health 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.

This graph shows for each aspect of care:

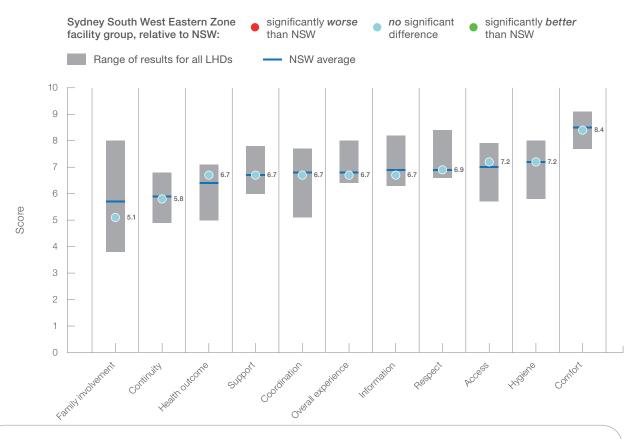
- scores for Sydney South West Eastern Zone facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Sydney South West Eastern Zone facility group compared to the NSW average.

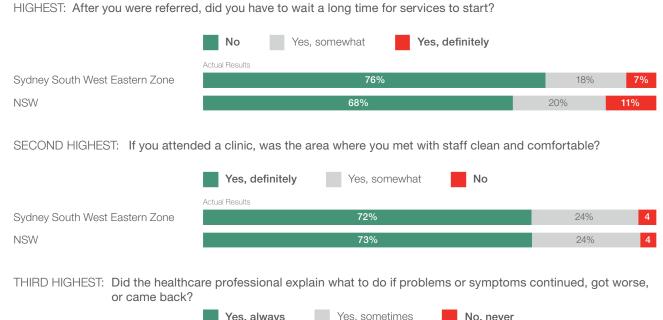
As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent a facility group is significantly lower than NSW.

Figure 1: *Sydney South West Eastern Zone facility group* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Sydney South West Eastern Zone: What patients rated most positively about these services 1 NSW Health Patient Survey, February 2010 and 2011



	Yes, always	Yes, sometimes	No, never	
	Actual Results			
Sydney South West Eastern Zone		52%	30%	18%
NSW		51%	30%	19%

Sydney South West Eastern Zone: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, always	Yes, sometimes	No, never
	Actual Results		
Sydney South West Eastern Zone	28%	36%	36%
NSW	35%	29%	37%

SECOND LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?

	Yes, definitely	Yes, somewhat No	
Sydney South West Eastern Zone	32%	30%	39%
NSW	40%	29%	31%

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

28%	37%
30%	32%
35% 38%	
	_

Sydney South West Eastern Zone: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011

Key to pati	ent ratings:	Excellen	<mark>t</mark> Very good Gc	ood Fair Poor	l i	
Overall pat	ient ratings o	f commun	ity mental he	alth services	Standardised re	sults ³
23%	27%	32%	11% <mark>7%</mark>	SSW Eastern Zone	22%	30%
24%	28%	29%	12% 7%	Metropolitan LHDs	22%	30%
24%	29%	28%	12% <mark>7%</mark>	New South Wales	24%	29%

Standardised re	sults ³			
22%	30%	30%	11%	6
22%	30%	30%	11%	7%
24%	29%	28%	12%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

Actual results ² for SSW Eastern Zone						Standardised res	ults ³ for SSW	Eastern Zone			
	26%	30%	27%	9%	8%	Courtesy	26%	30%	27%	11%	6
	20%	23%	36%	16%	5	Teamwork	18%	28%	34%	14%	7%
	17%	28%	33%	15%	6	Availability of healthcare professionals	18%	28%	32%	14% 8	8%

Sydney South West Eastern Zone: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	3%	12%
	20 to 59 years	87%	74%
	60 years and over	10%	14%
Days spent in bed due to illness in last month	None	55%	53%
	One day	9%	7%
	Two days	4%	7%
	Three days	3%	6%
	Four days	2%	5%
	Five-to-seven days	6%	7%
	Eight-to-ten days	4%	4%
	More than ten days	16%	12%
Stayed in hospital in last 6 months	No	80%	72%
	Yes, only one time	15%	17%
	Yes, more than one time	5%	11%
Self-rated mental health status	Poor / Fair	46%	45%
	Good	28%	30%
	Very Good / Excellent	26%	25%

(*) 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

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

3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month. 4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the Community Mental Health 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 Outpatient Survey, 2010 and 2011. Sydney Local Health District

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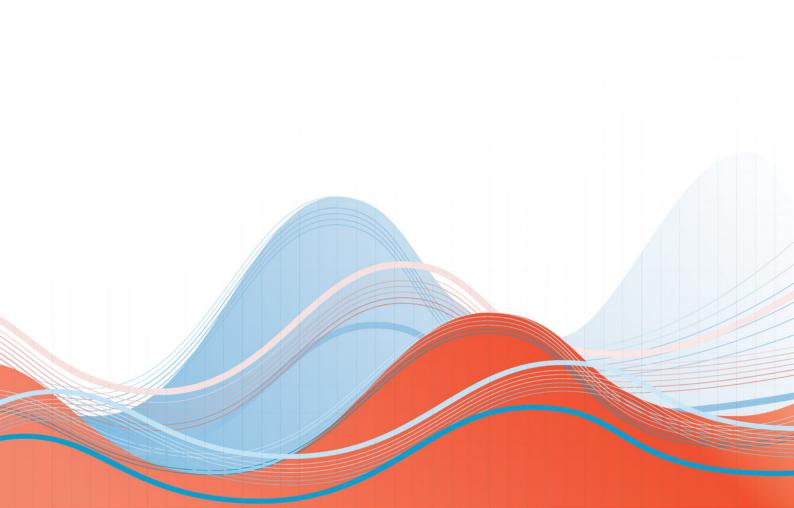


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health February 2010 and February 2011

> Performance Profile: Wingecarribee facility group



Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health.*

This profile report offers a detailed snapshot of the performance of Wingecarribee facility community mental health services. It is based upon 62 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for some individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.*

The profile builds on the main report, providing another layer of detail about local performance of Wingecarribee facility. 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 community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health 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 community mental health services
- The lowest rated aspect of care for community mental health 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

(*) Included in Wingecarribee facility group: Bowral Mental Health Service.

Wingecarribee facility: performance profile NSW Community Mental Health 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.

This graph shows for each aspect of care:

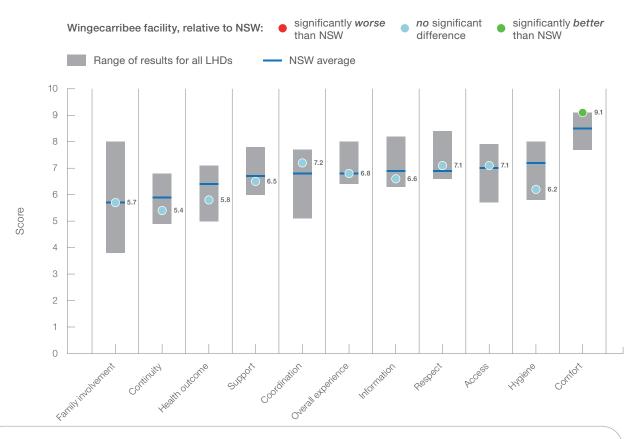
- scores for Wingecarribee facility (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

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

The graph also illustrates results of significance testing for Wingecarribee facility compared to the NSW average.

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

Figure 1: *Wingecarribee facility* Aspects of care scores relative to other facilities and NSW average



Note: Results for facility groups 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 2, Community Mental Health.
 Source: NSW Ministry of Health, NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011.

Wingecarribee: What patients rated most positively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable? Yes, definitely Yes, somewhat No Actual Results Wingercarribee 83% 16% 1 4 NSW 24% 73% SECOND HIGHEST: After you were referred, did you have to wait a long time for services to start? No Yes, somewhat Yes, definitely Actual Results Wingercarribee 80% NSW 68% 20% THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity? Yes, sometimes Yes, always No, never Actual Results Wingercarribee 749 NSW 22% 72%

Wingecarribee: What patients rated most negatively about these services ¹ NSW Health Patient Survey, February 2010 and 2011

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

	Yes, completely	Yes, somewhat	No
	Actual Results		
Wingercarribee	25%	36%	39%
NSW	39%	31%	31%
SECOND LOWEST: Did th	ey tell you what danger signals	about your condition to wat	tch for?
	Yes, completely	Yes, somewhat	No
	Actual Results		
Wingercarribee	32%	28%	39%
NSW	38%	30%	32%
THIRD LOWEST: Did you	feel you could refuse a specific	type of medicine or treatme	ent?*
	Yes, always	Yes, sometimes No	o, never
	Actual Results		

29%

NSW

35%

3

37%

Wingecarribee: Patient experiences with community mental health services NSW Health Patient Survey, February 2010 and 2011



Standardised re	sults ³				
26%	32%	27%		9%	5
22%	30%	30%	1	1%	7%
24%	29%	28%	12	2%	7%

Patient ratings for those factors most associated with overall ratings of care⁴

12% 7%

28%

Actual results ² for Winge	ecarribee	
37%	32%	

24%

379	%	3	2%	17%	12% <mark>3</mark>	Courtesy	34%	6
24%	27	7%	31%		12% 5	Teamwork	21%	
20%	319	6	31%		9% 9%	Availability of healthcare	19%	

	Standardised	l results ³	for Winge	ecarribee			
esy	349	%	3	31%	23%	8	% 4
vork	21%	29	9%	3	2%	12%	6
healthcare	19%	29	%	319	6	13%	7%

Wingecarribee: Characteristics of patients who completed the survey NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	29%	12%
	20 to 59 years	59%	74%
	60 years and over	11%	14%
Days spent in bed due to illness in last month	None	52%	53%
	One day	6%	7%
	Two days	3%	7%
	Three days	7%	6%
	Four days	3%	5%
	Five-to-seven days	4%	7%
	Eight-to-ten days	9%	4%
	More than ten days	16%	12%
Stayed in hospital in last 6 months	No	73%	72%
	Yes, only one time	16%	17%
	Yes, more than one time	10%	11%
Self-rated mental health status	Poor / Fair	44%	45%
	Good	23%	30%
	Very Good / Excellent	33%	25%

New South Wales

(*) 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

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

Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
 Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* 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 Outpatient Survey, 2010 and 2011.

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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

The suite of products includes:

- Patient Perspectives: Mental health services in NSW public facilities. The main reports present data from the NSW Health Mental Health Survey, conducted in February 2010 and February 2011.
- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

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.

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at www.bhi.nsw.gov.au for any amendments.