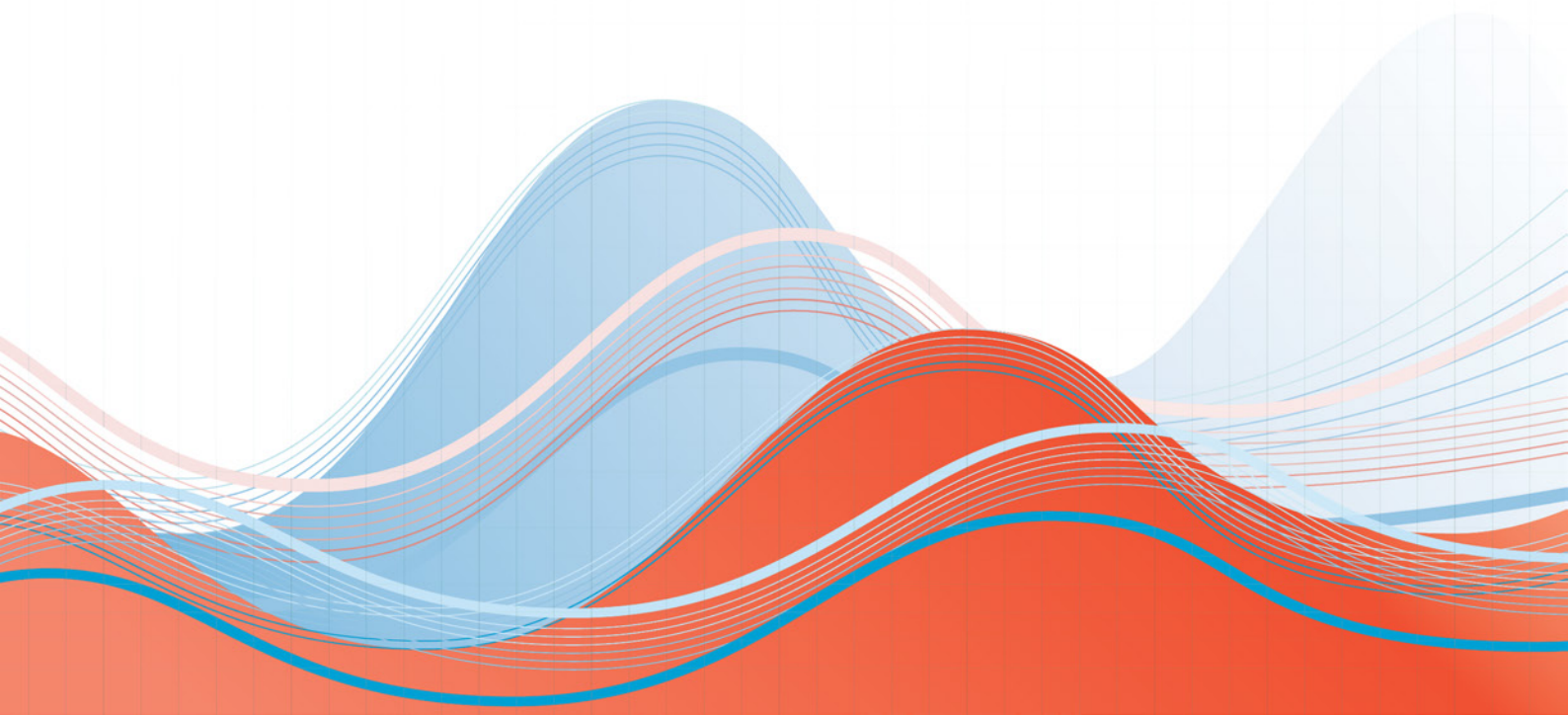


Patient Perspectives

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.

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.

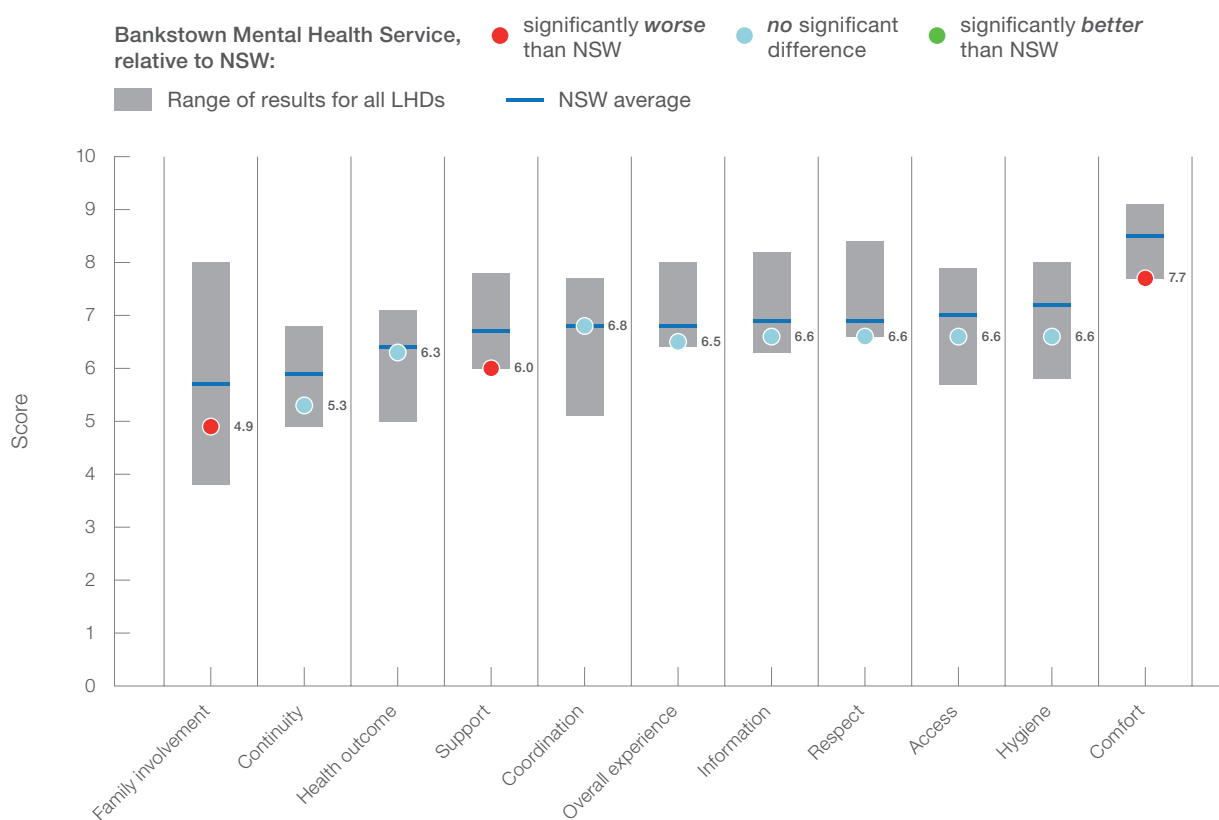
This graph shows for each aspect of care:

- 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).

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



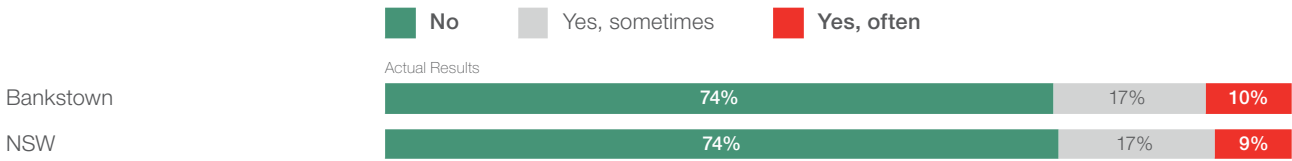
Community Mental Health
Facilities

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*.

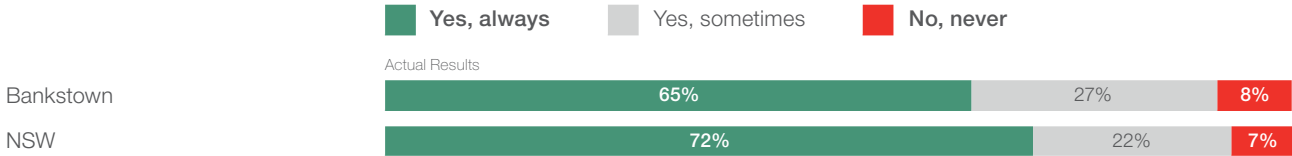
Bankstown: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

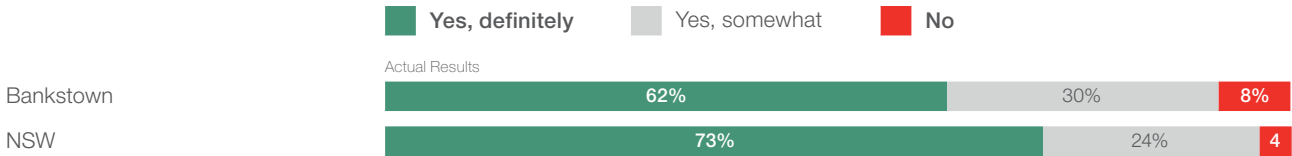
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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



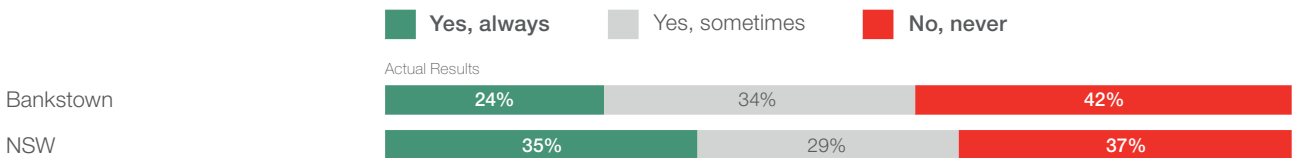
THIRD HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



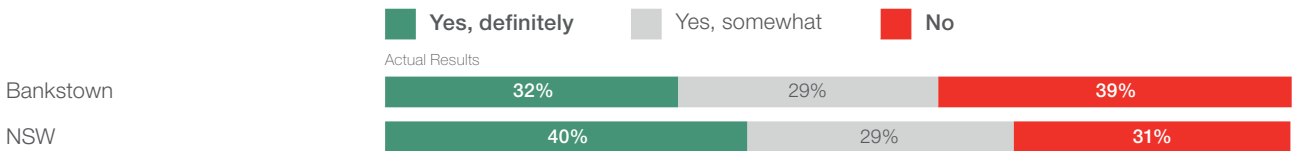
Bankstown: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

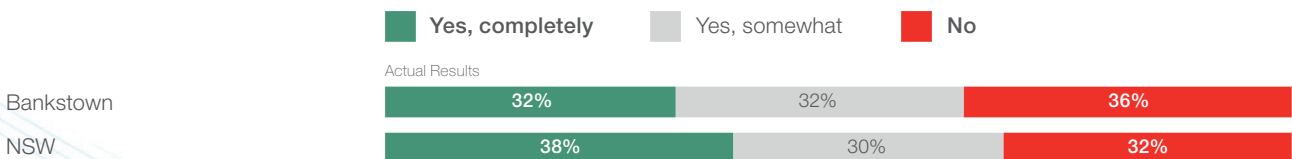
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



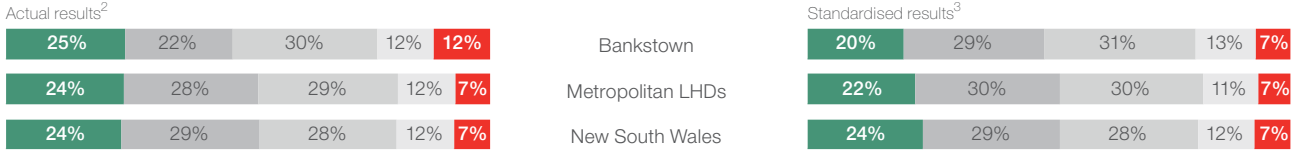
THIRD LOWEST: Did they tell you what danger signals about your condition to watch for?



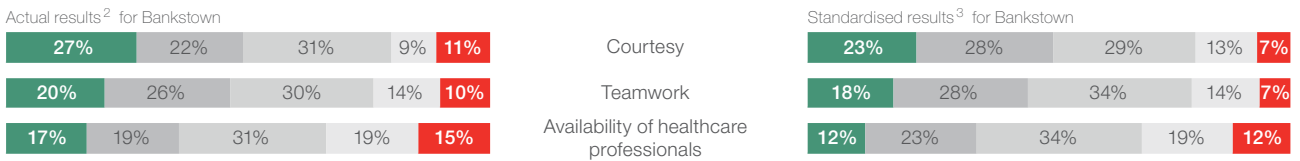
Bankstown: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services



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



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%

(*) 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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The main reports present data from the *NSW Health Mental Health Survey*, conducted in February 2010 and February 2011.
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Postal address:

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New South Wales 2057, Australia

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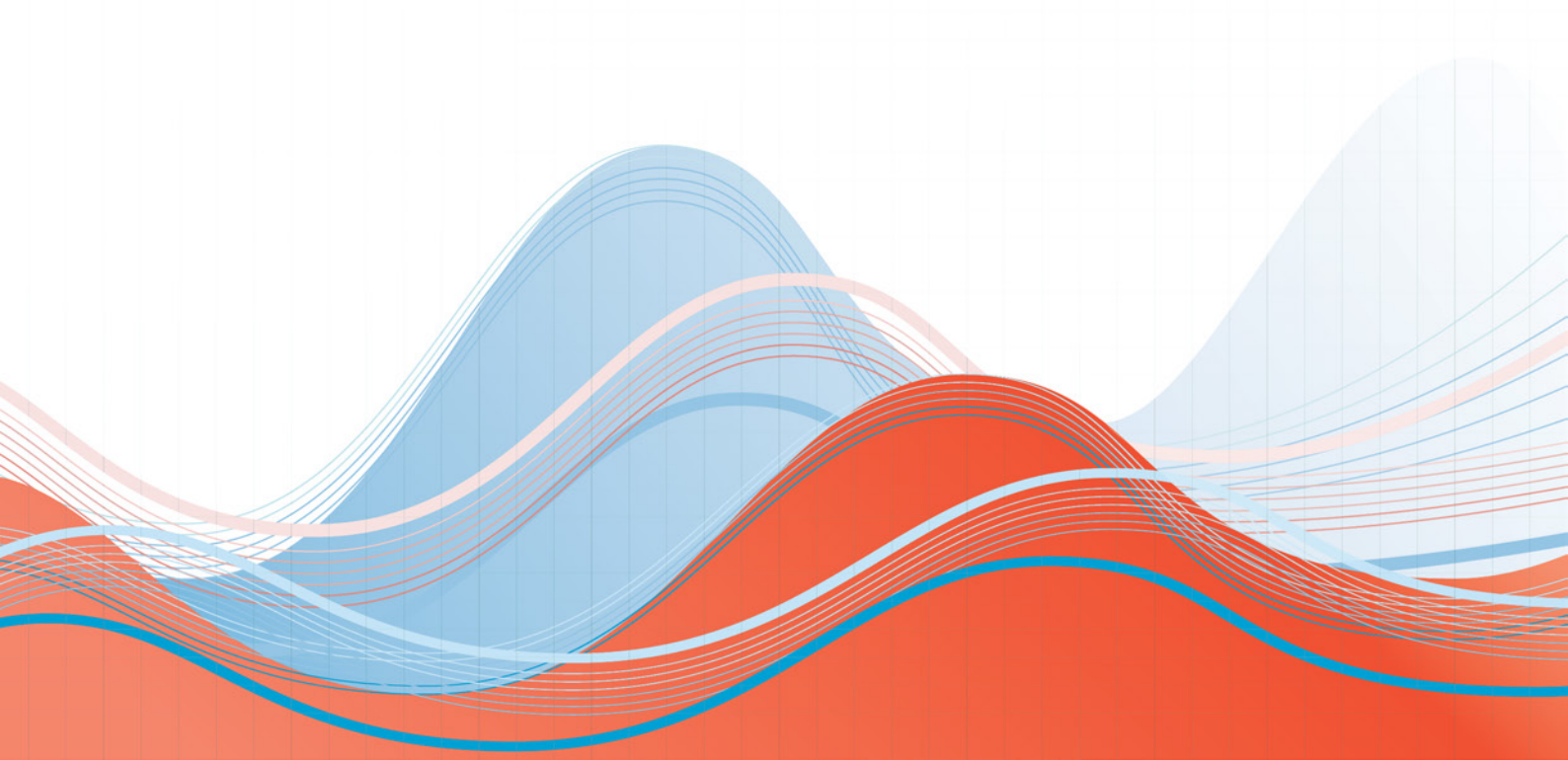
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Patient Perspectives

Mental health services in NSW public facilities

Volume 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.

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.

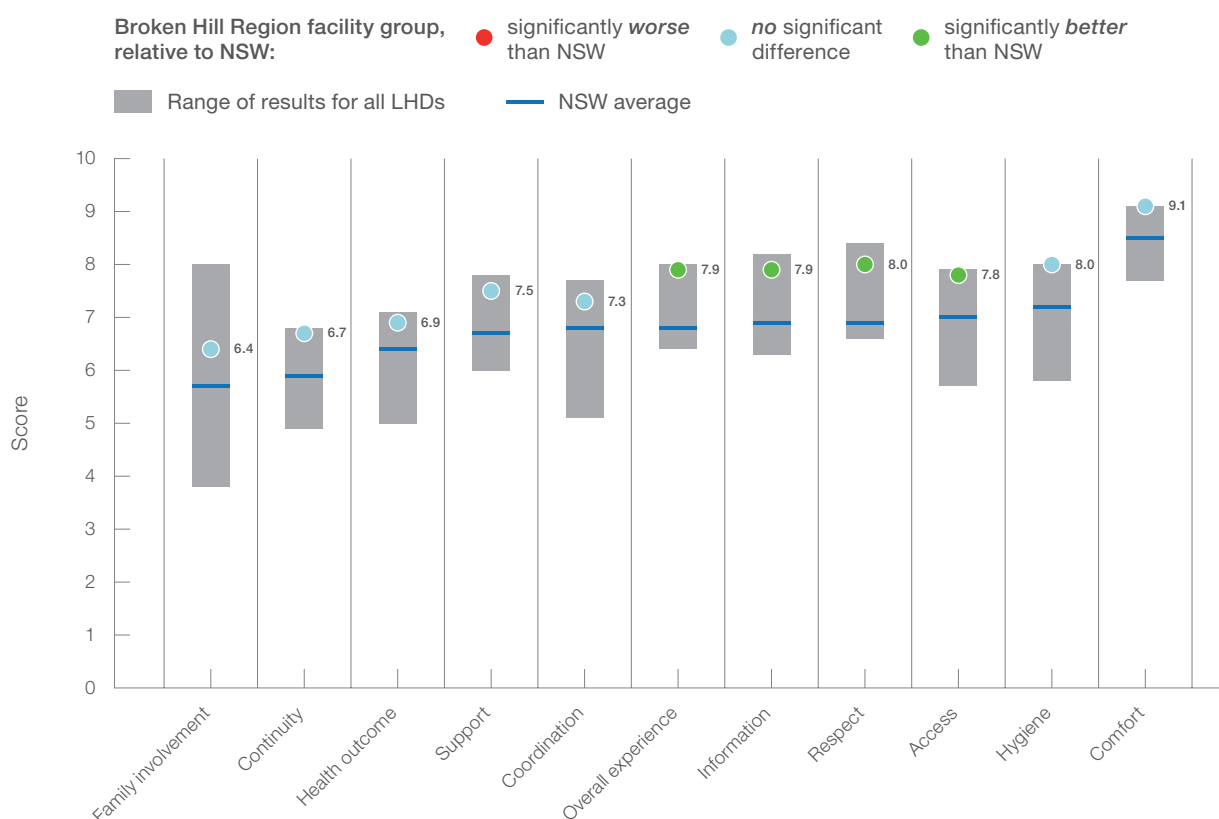
This graph shows for each aspect of care:

- 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).

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 services¹

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

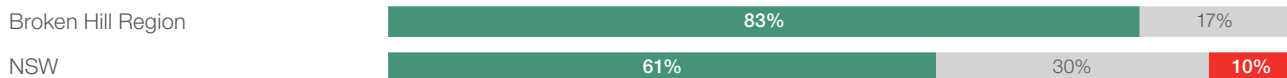
Actual Results



SECOND HIGHEST: When you saw the doctor or healthcare professional, did he or she give you a chance to explain the reasons for your visit?

Yes, definitely Yes, somewhat No

Actual Results



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: What patients rated most negatively about these services¹

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

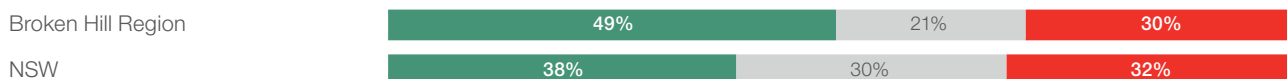
Actual Results



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

Yes, completely Yes, somewhat No

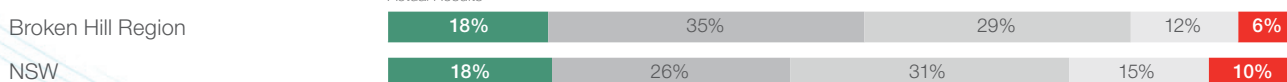
Actual Results



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

Excellent Very good Good Fair Poor

Actual Results



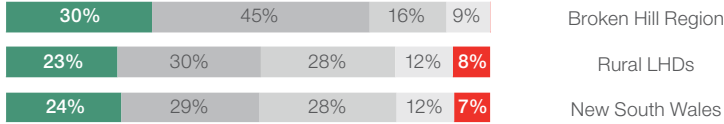
Broken Hill Region: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

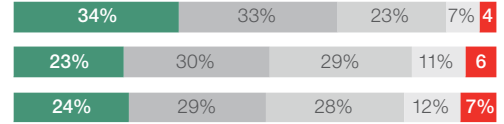
Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services

Actual results²

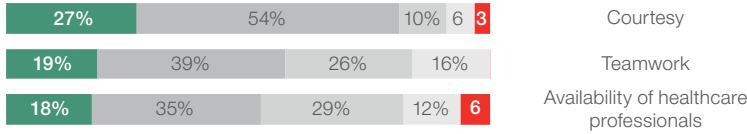


Standardised results³

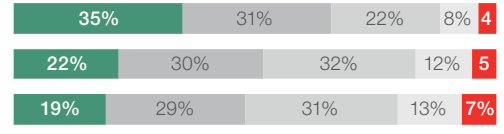


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Broken Hill Region



Standardised results³ for Broken Hill Region



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*.

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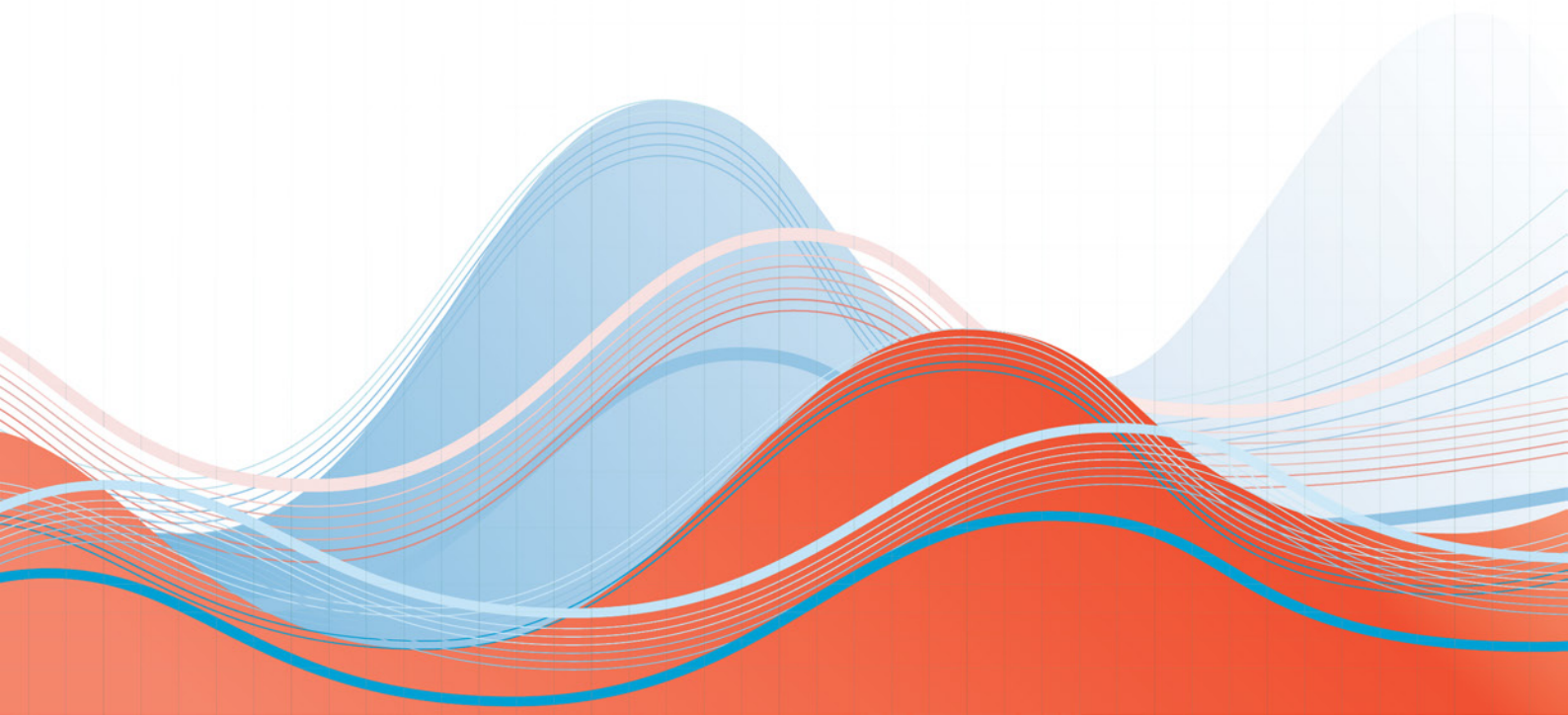
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Patient Perspectives

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.

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.

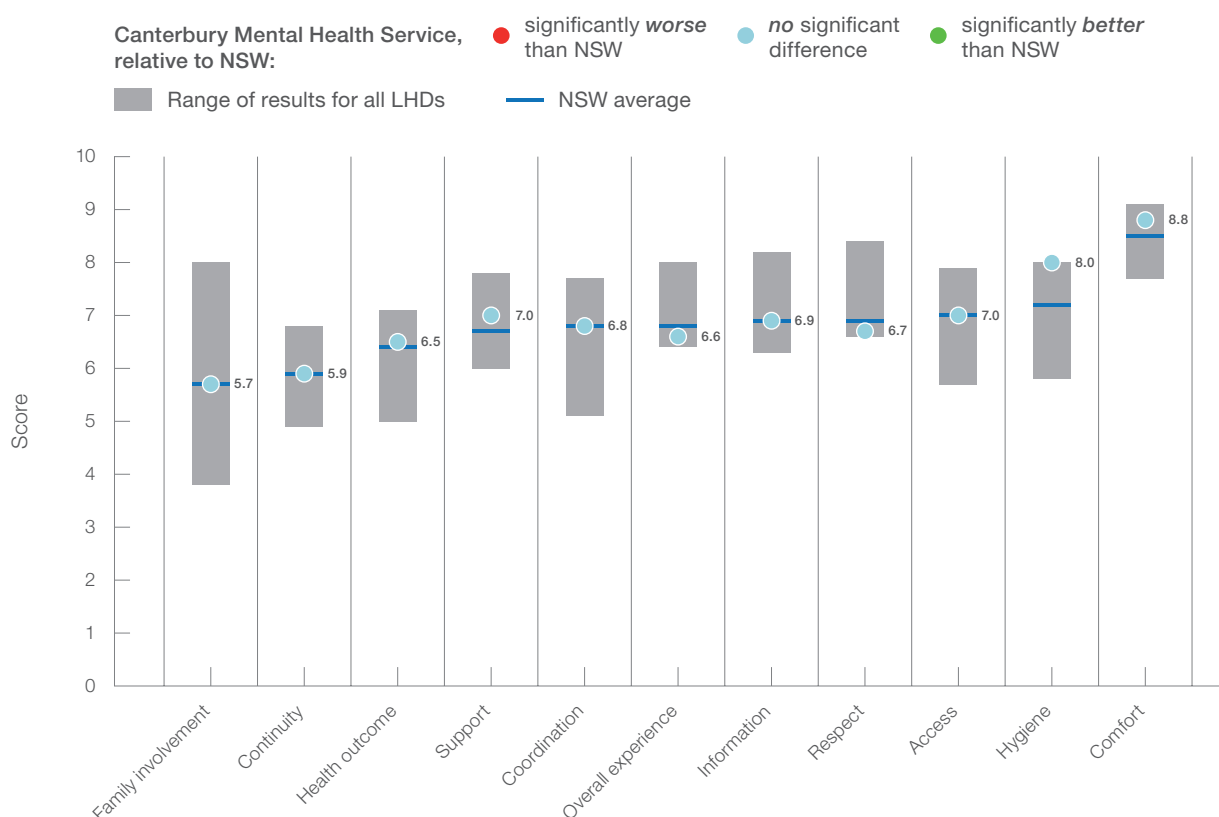
This graph shows for each aspect of care:

- 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).

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*.

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, definitely Yes, somewhat No

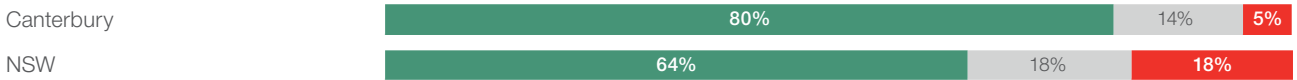
Actual Results



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

Yes, always Yes, sometimes No, never

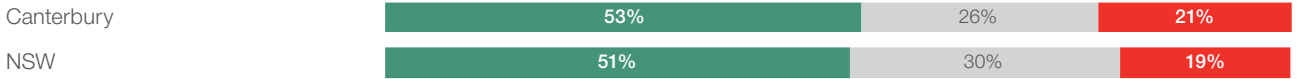
Actual Results



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



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, never

Actual Results



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

Yes, completely Yes, somewhat No

Actual Results



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

Yes, completely Yes, somewhat No

Actual Results



Canterbury: 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 results ²						Standardised results ³				
19%	27%	28%	19%	7%	Canterbury	18%	28%	32%	14%	8%
24%	28%	29%	12%	7%	Metropolitan LHDs	22%	30%	30%	11%	7%
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

Actual results ² for Canterbury						Standardised results ³ for Canterbury				
23%	24%	29%	18%	6	Courtesy	21%	28%	30%	14%	8%
16%	22%	38%	19%	5	Teamwork	14%	25%	36%	17%	8%
19%	17%	37%	20%	6	Availability of healthcare professionals	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%

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

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Fax: +61 2 8644 2119

Email: enquiries@bhi.nsw.gov.au

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

Web: www.bhi.nsw.gov.au

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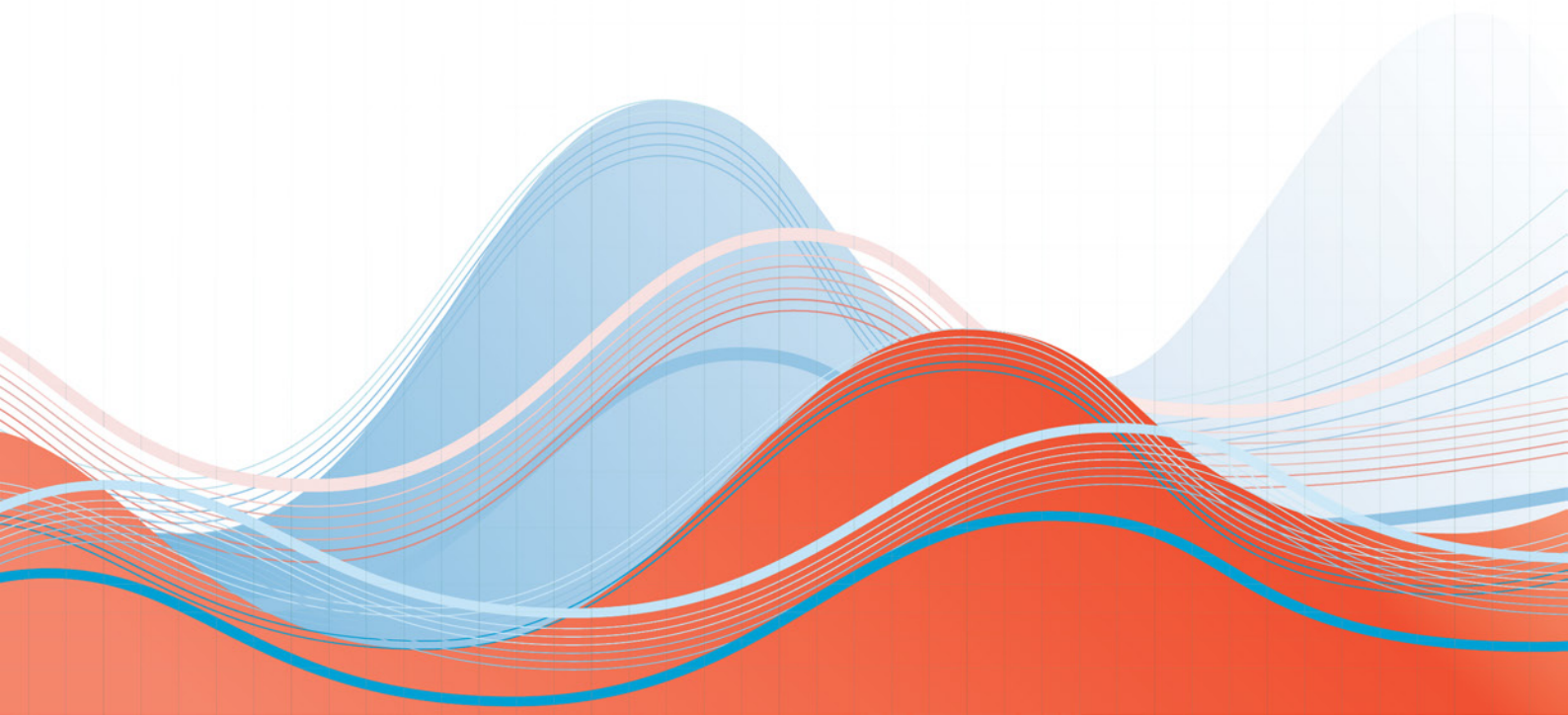
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Patient Perspectives

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.

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.

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.

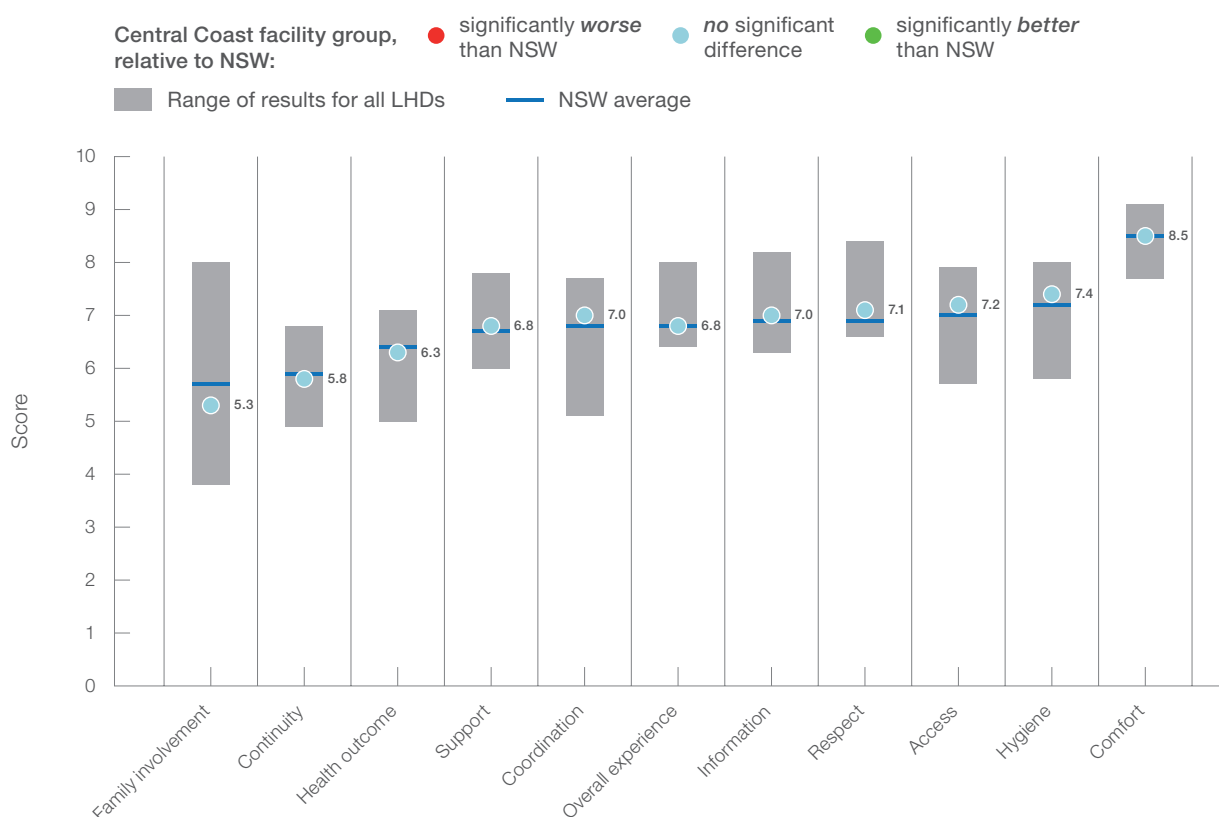
This graph shows for each aspect of care:

- 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).

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

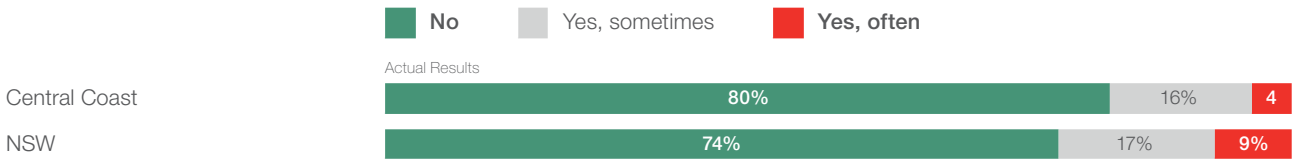


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

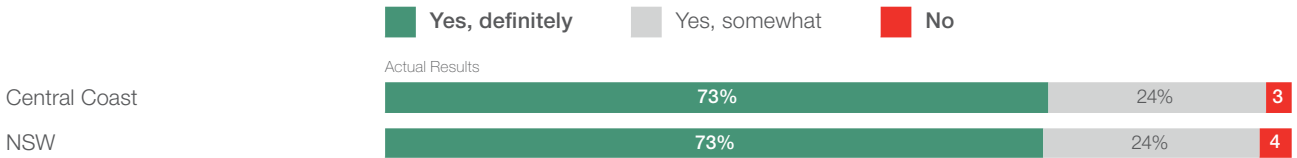
Central Coast: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

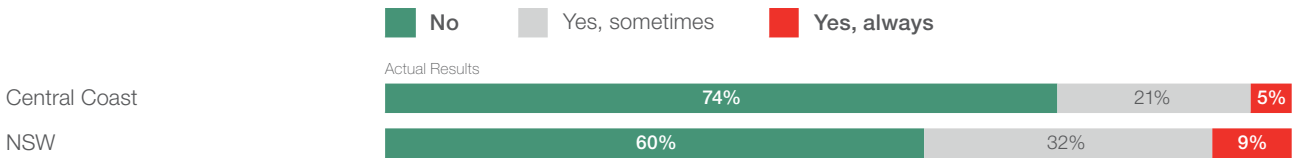
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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



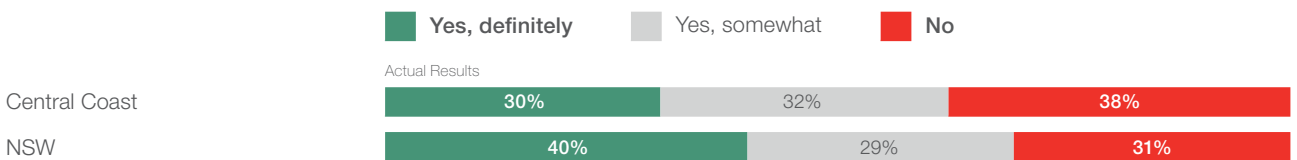
THIRD HIGHEST: When you had appointments, were you kept waiting a long time?



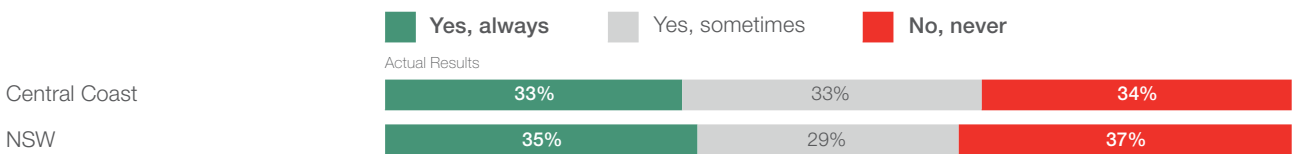
Central Coast: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

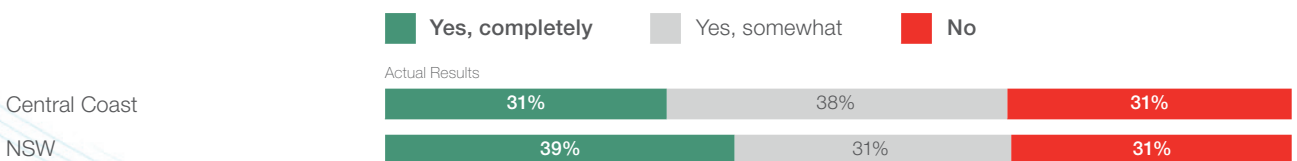
LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?



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



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

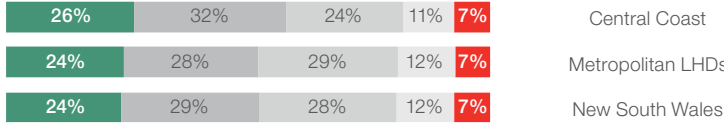


Central Coast: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

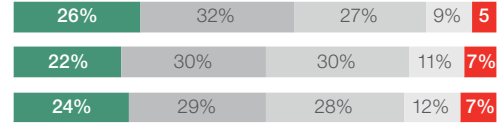
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

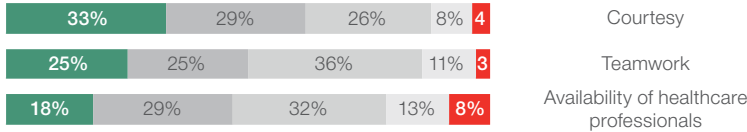


Standardised results³

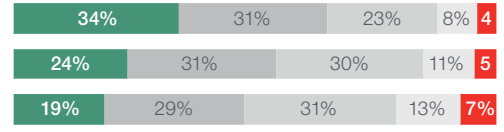


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Central Coast



Standardised results³ for Central Coast



Central Coast: 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	52%	53%
	One day	4%	7%
	Two days	10%	7%
	Three days	5%	6%
	Four days	7%	5%
	Five-to-seven days	9%	7%
	Eight-to-ten days	3%	4%
	More than ten days	10%	12%
Stayed in hospital in last 6 months	No	72%	72%
	Yes, only one time	15%	17%
	Yes, more than one time	13%	11%
Self-rated mental health status	Poor / Fair	46%	45%
	Good	32%	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*.

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

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- *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

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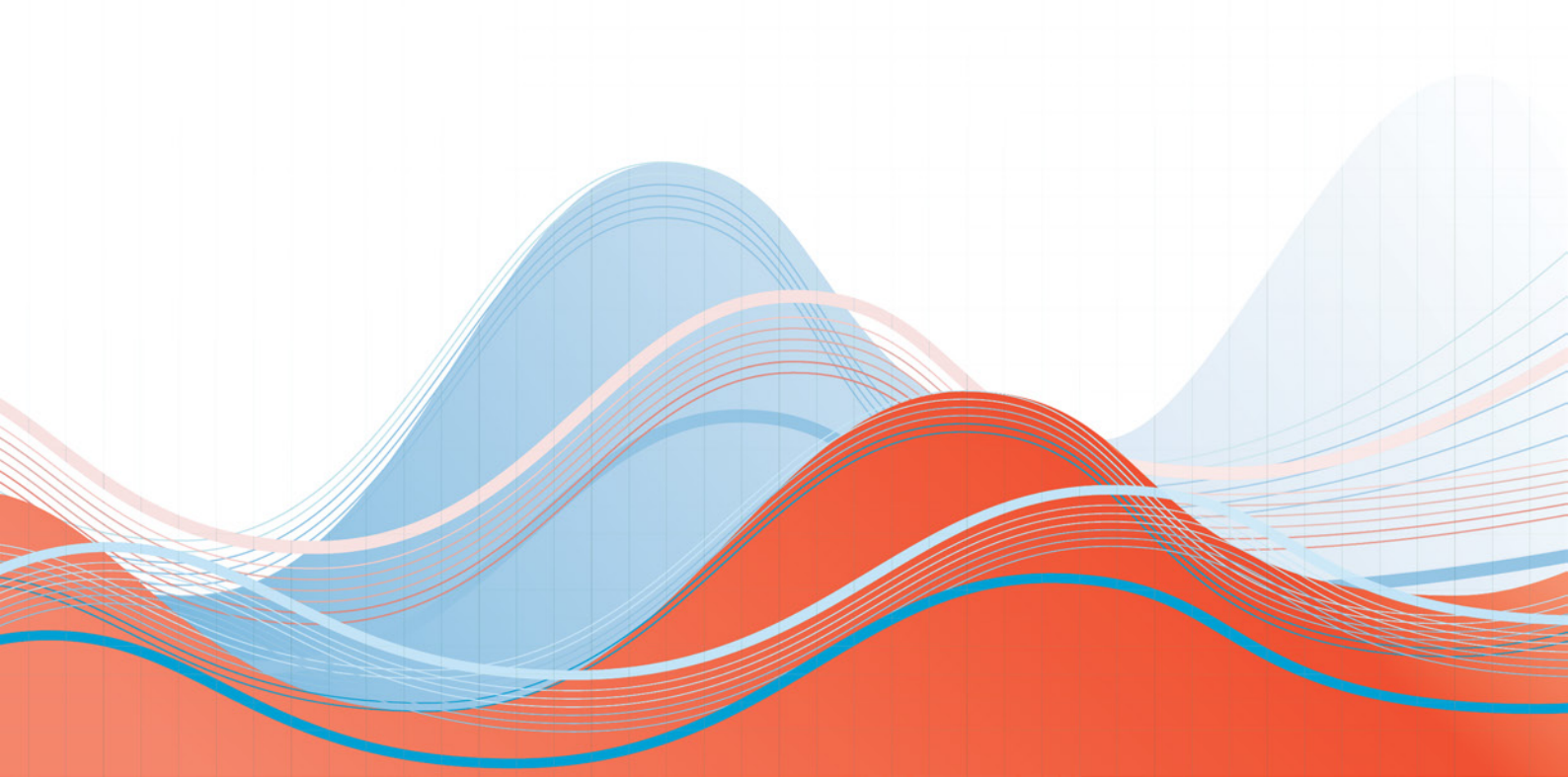
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Patient Perspectives

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 Support.

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.

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.

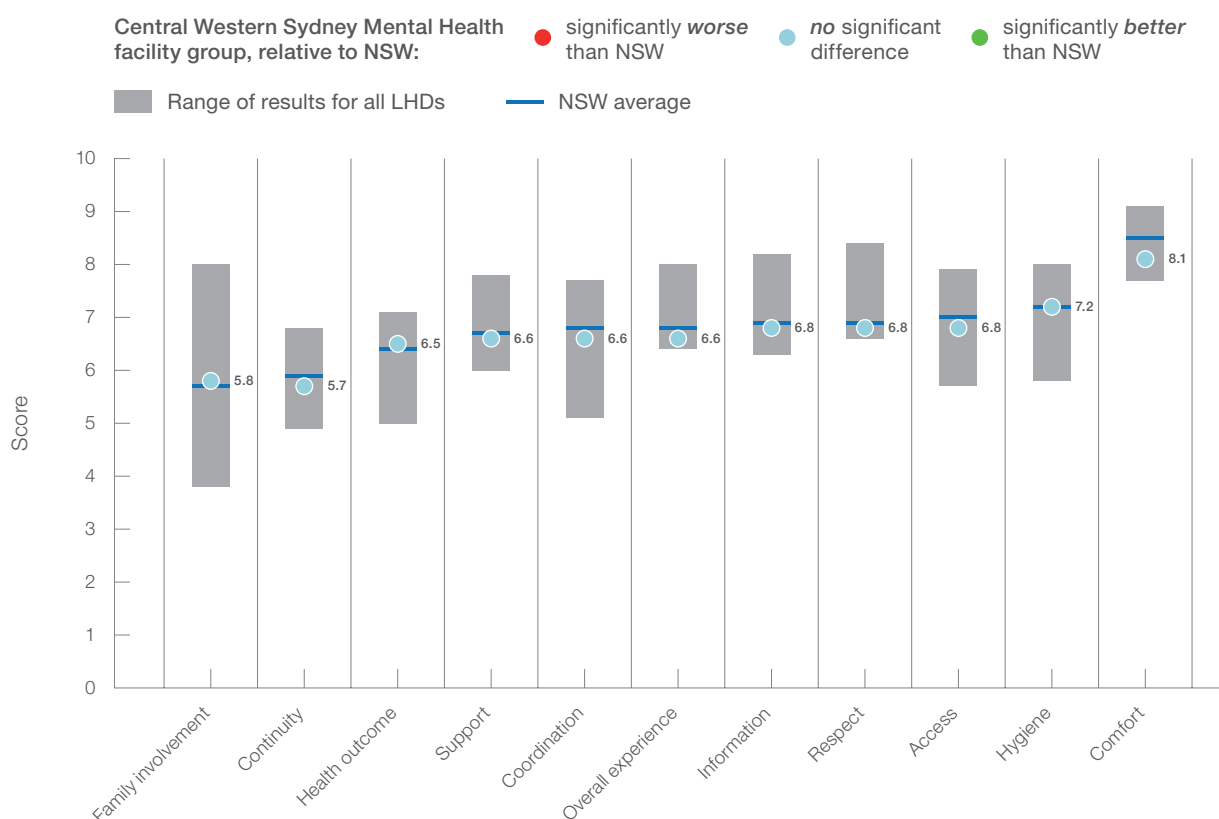
This graph shows for each aspect of care:

- 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).

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

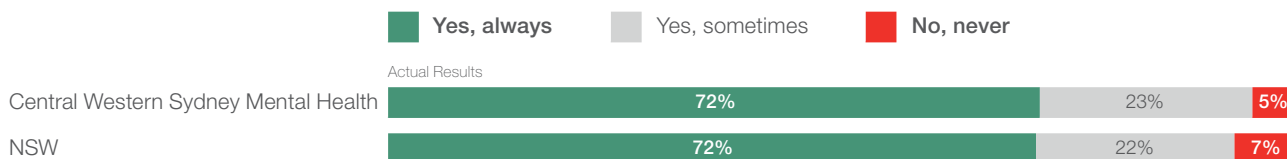


Community Mental Health
Facilities

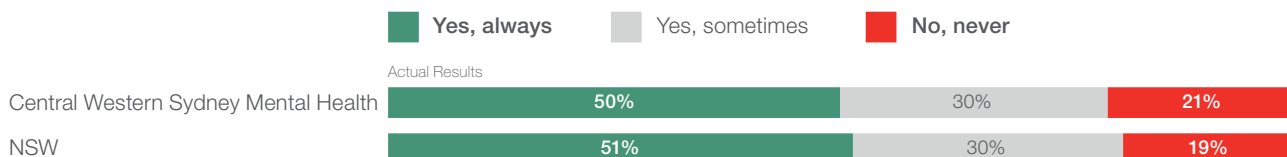
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

Central Western Sydney Mental Health: What patients rated most positively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

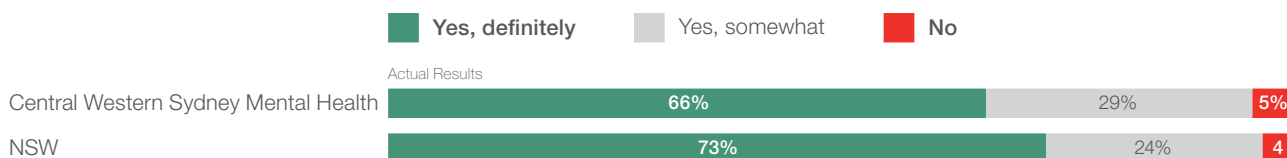
HIGHEST: Did the healthcare professional treat you with respect and dignity?



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

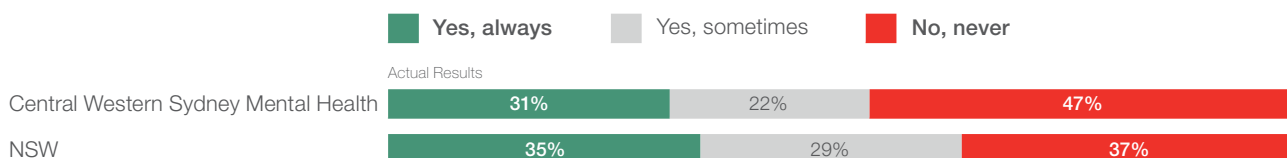


THIRD HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

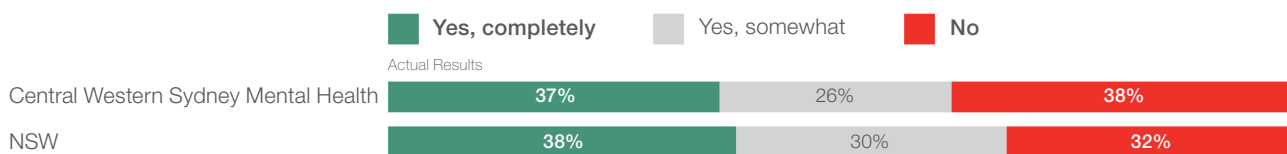


Central Western Sydney Mental Health: What patients rated most negatively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

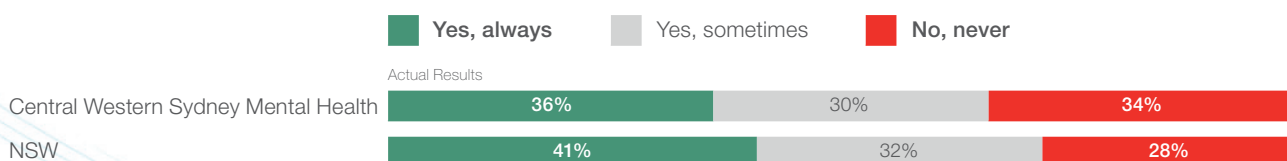
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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



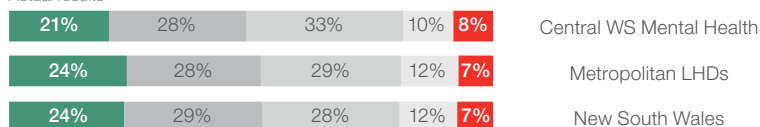
Central Western Sydney Mental Health: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

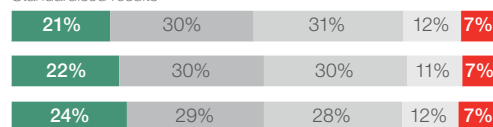
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

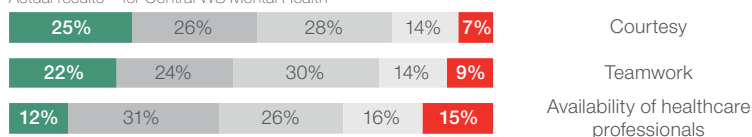


Standardised results³

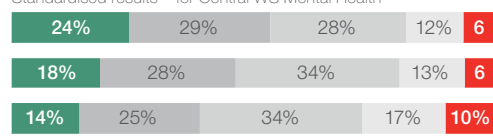


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Central WS Mental Health



Standardised results³ for Central WS Mental Health



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*.

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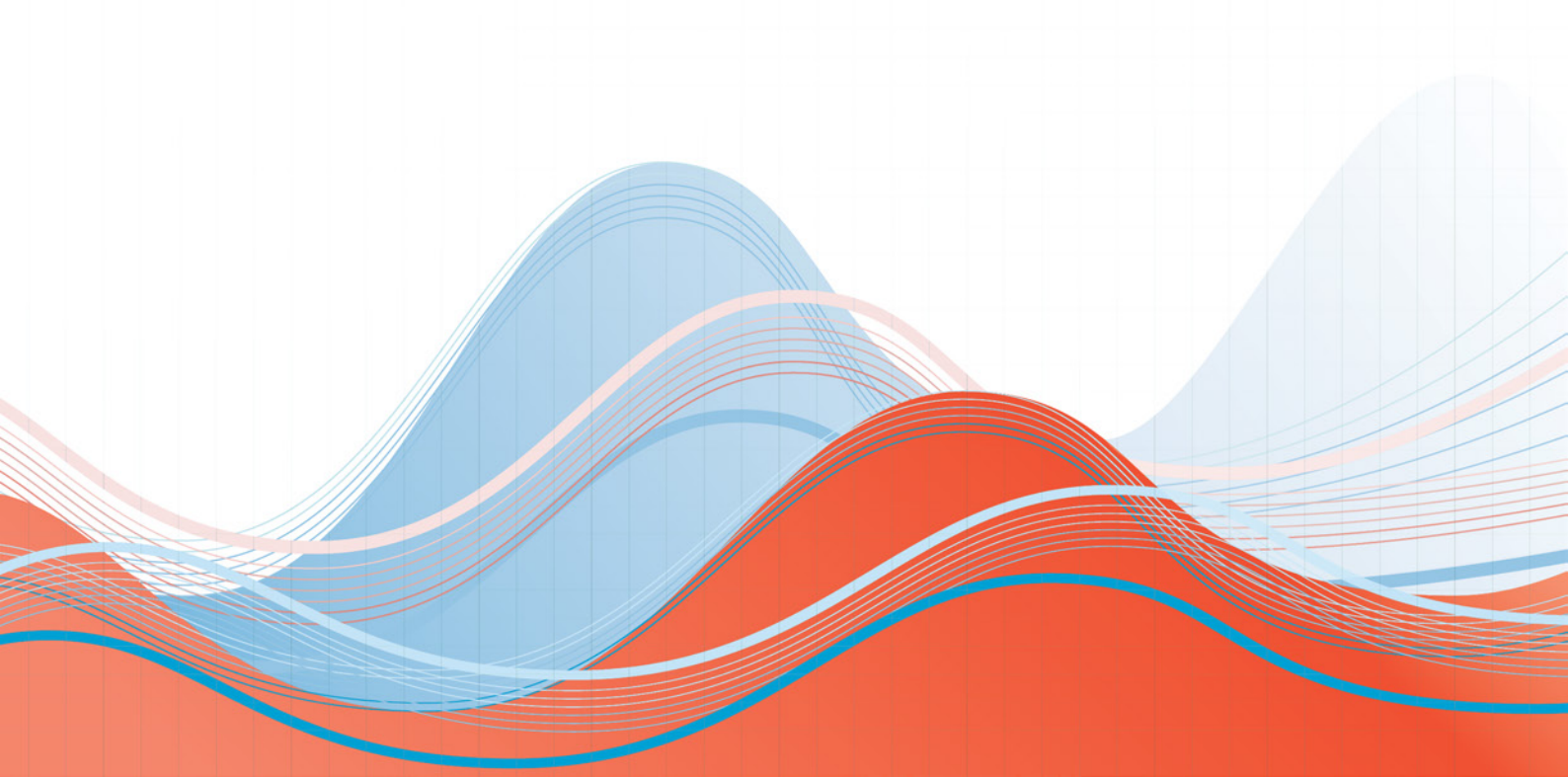
Patient Perspectives

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 (YPEI), Youth Mental Health, Vocational Education Training & Employment (VETE) Mental Health Program, Hornsby 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.

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.

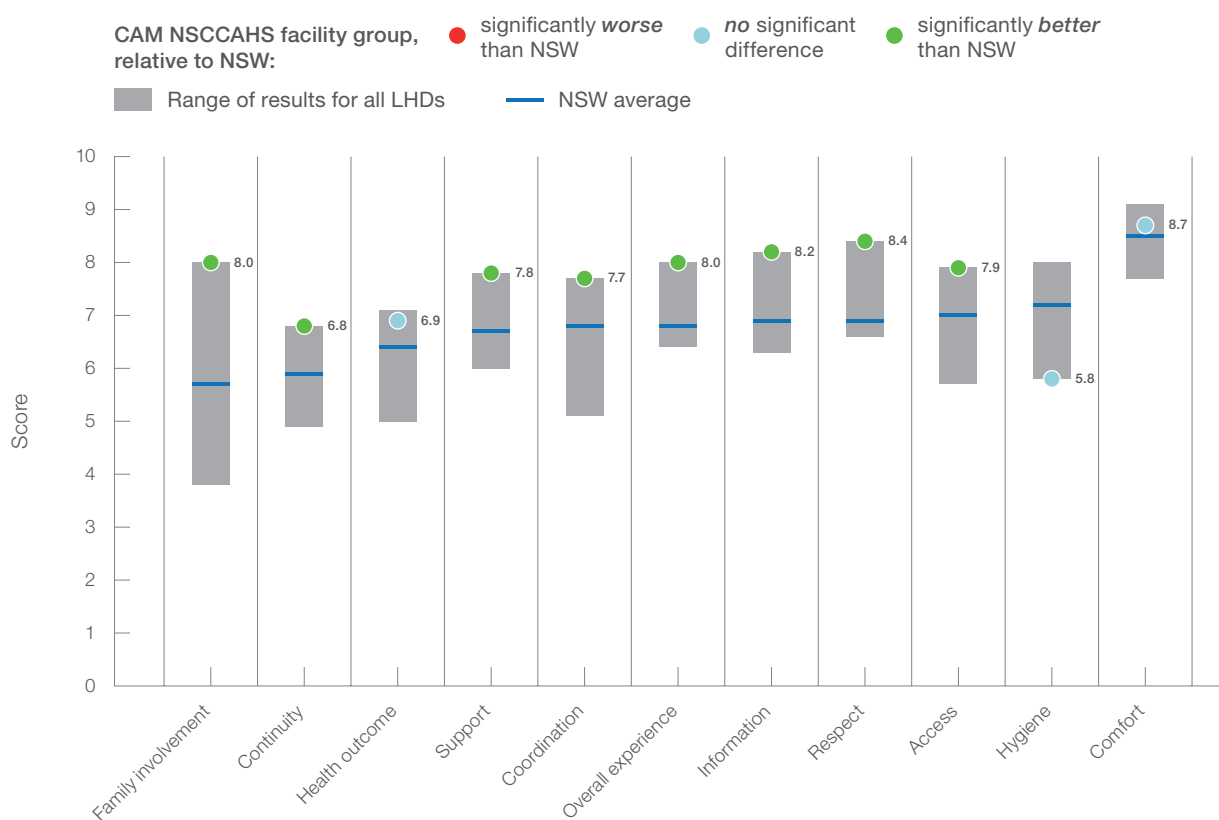
This graph shows for each aspect of care:

- 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).

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

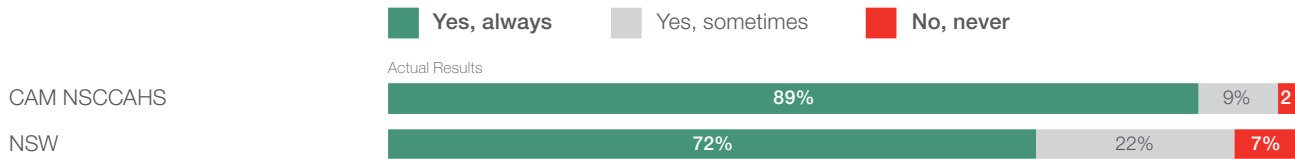


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

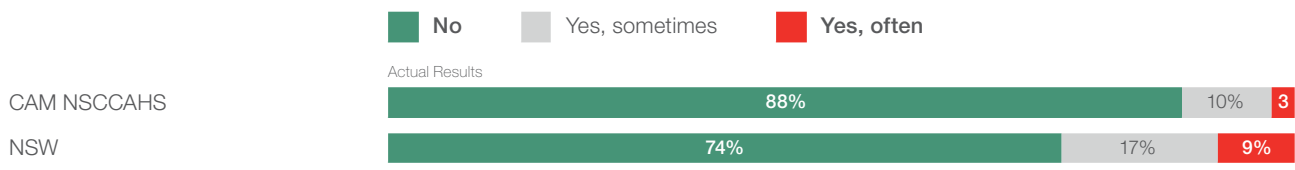
CAM NSCCAHS: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

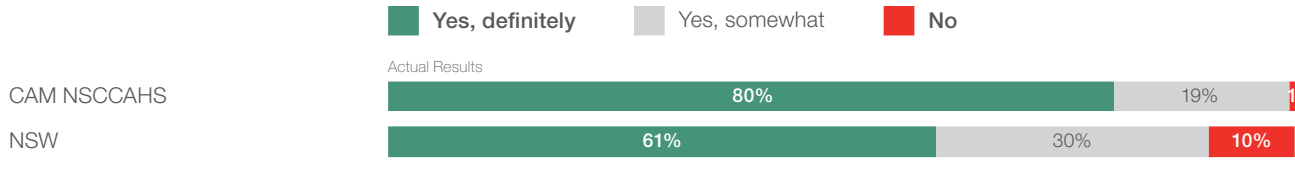
HIGHEST: Did the healthcare professional treat you with respect and dignity?



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



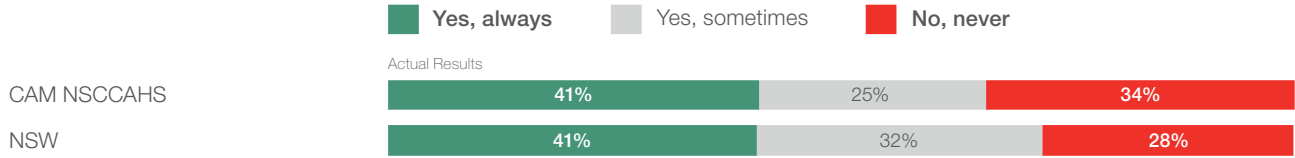
THIRD HIGHEST: When you saw the doctor or healthcare professional, did he or she give you a chance to explain the reasons for your visit?



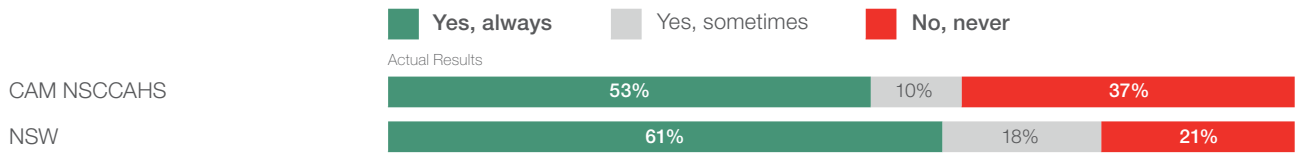
CAM NSCCAHS: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

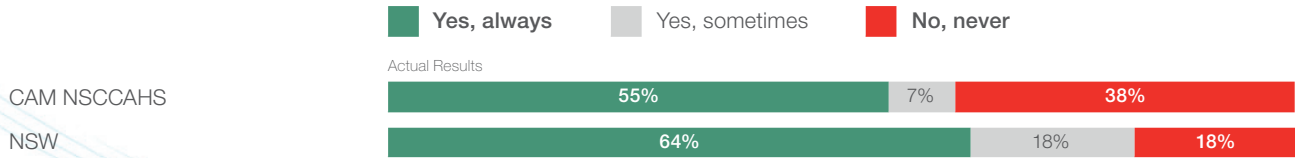
LOWEST: Did someone tell you about self-help or support groups you could work with?



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



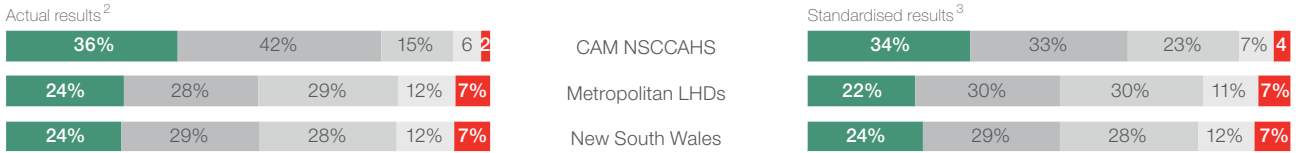
THIRD LOWEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



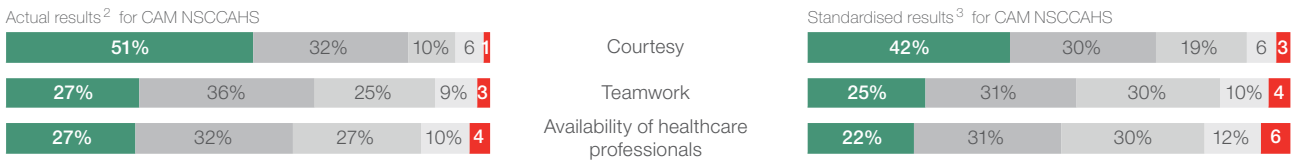
CAM NSCCAHS: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

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

Overall patient ratings of community mental health services



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



CAM 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	92%	12%
	20 to 59 years	8%	74%
	60 years and over	0%	14%
Days spent in bed due to illness in last month	None	75%	53%
	One day	6%	7%
	Two days	6%	7%
	Three days	5%	6%
	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%
	Yes, more than one time	6%	11%
Self-rated mental health status	Poor / Fair	32%	45%
	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*.

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The suite of products includes:

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



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Fax: +61 2 8644 2119

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Postal address:

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New South Wales 2057, Australia

Web: www.bhi.nsw.gov.au

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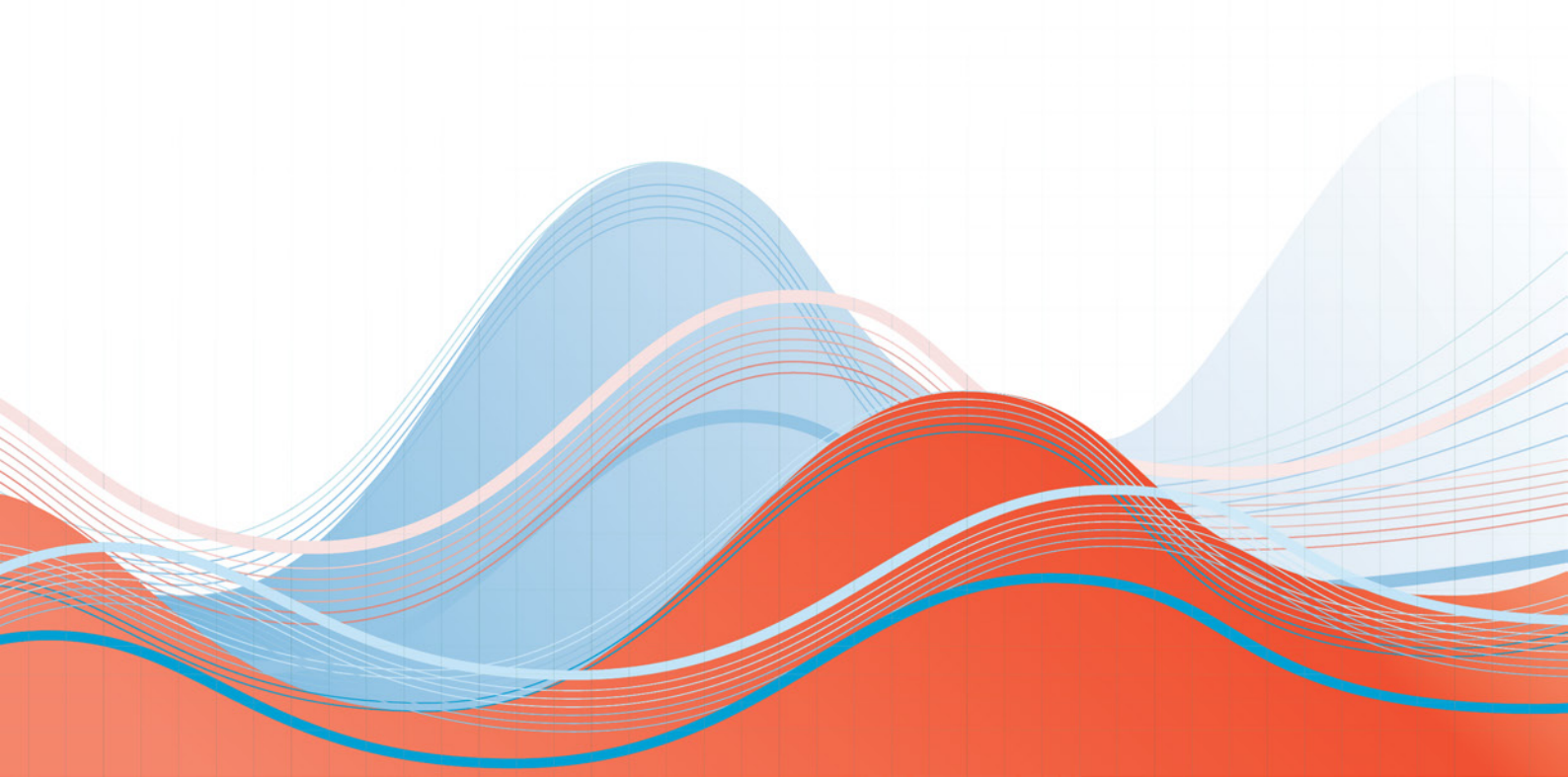
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Patient Perspectives

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.

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.

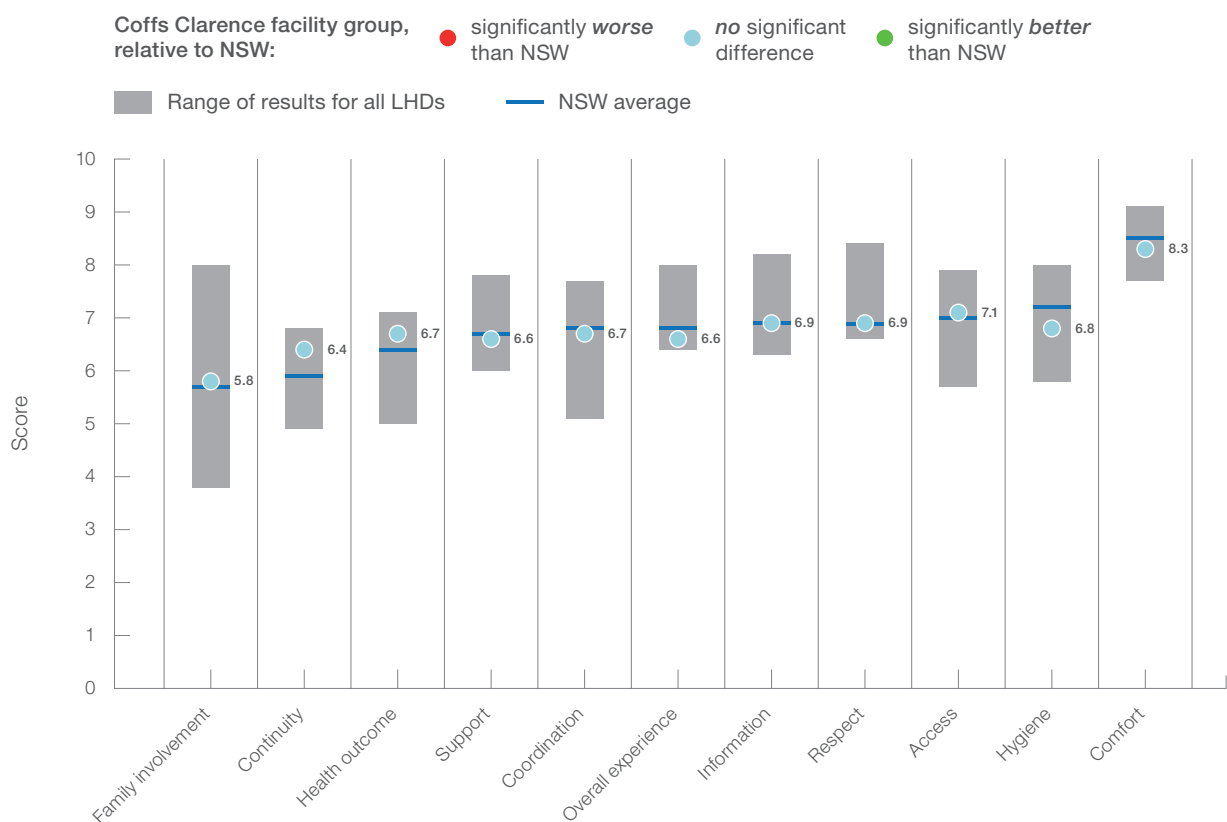
This graph shows for each aspect of care:

- 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).

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

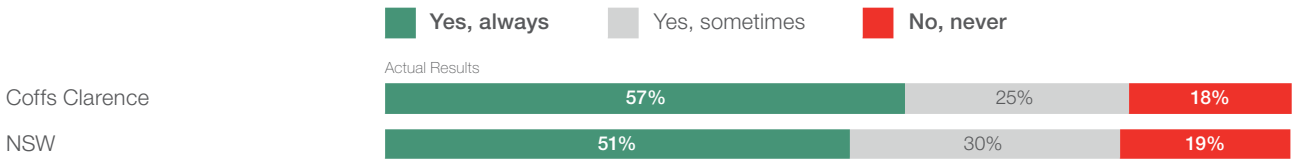


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

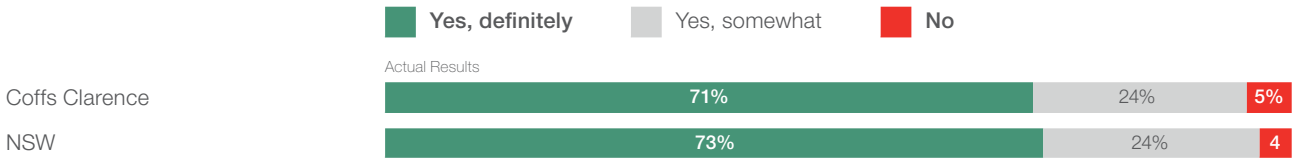
Coffs Clarence: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

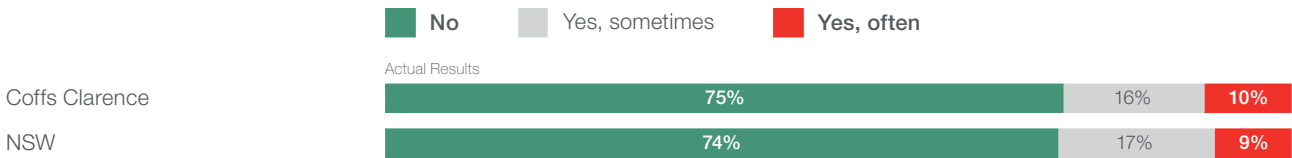
HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?



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



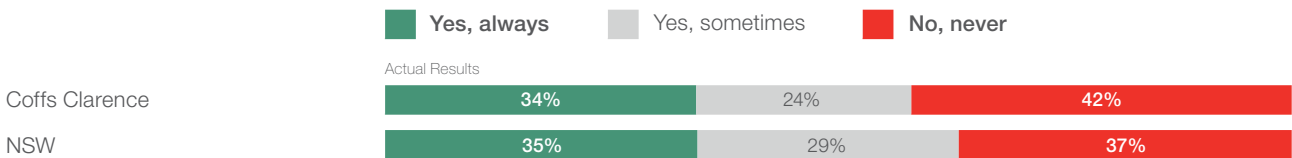
THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



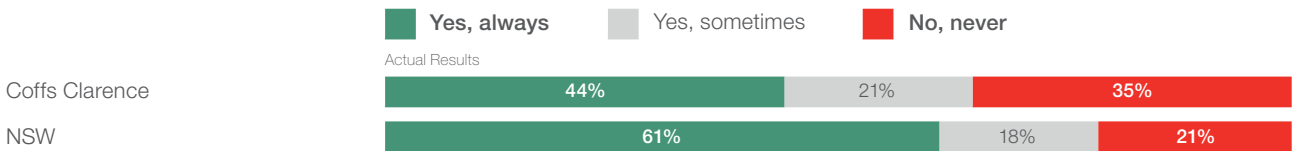
Coffs Clarence: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

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



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



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



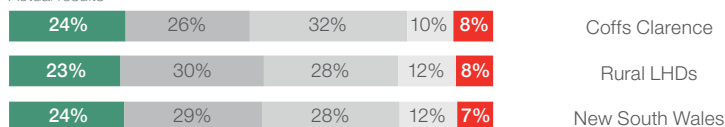
Coffs Clarence: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

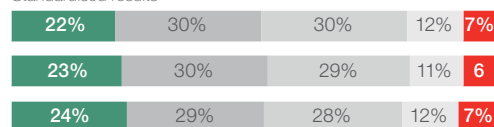
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

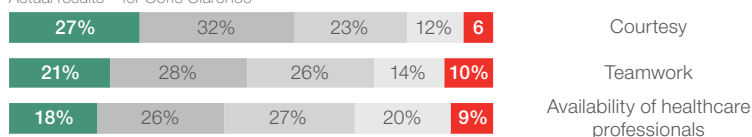


Standardised results³

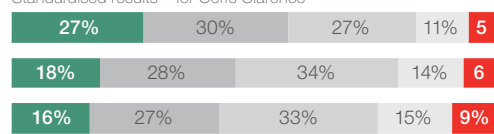


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Coffs Clarence



Standardised results³ for Coffs Clarence



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.
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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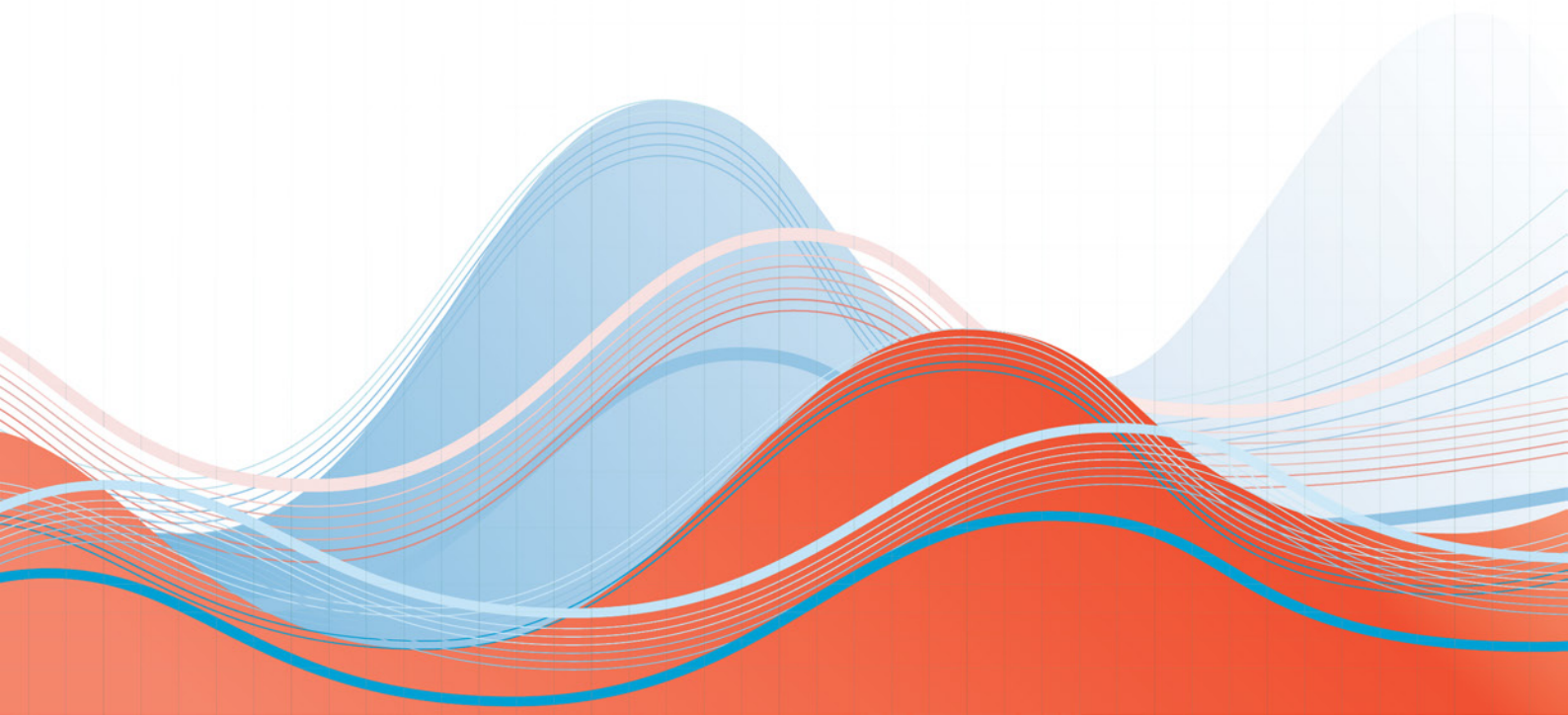
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Patient Perspectives

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.

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.

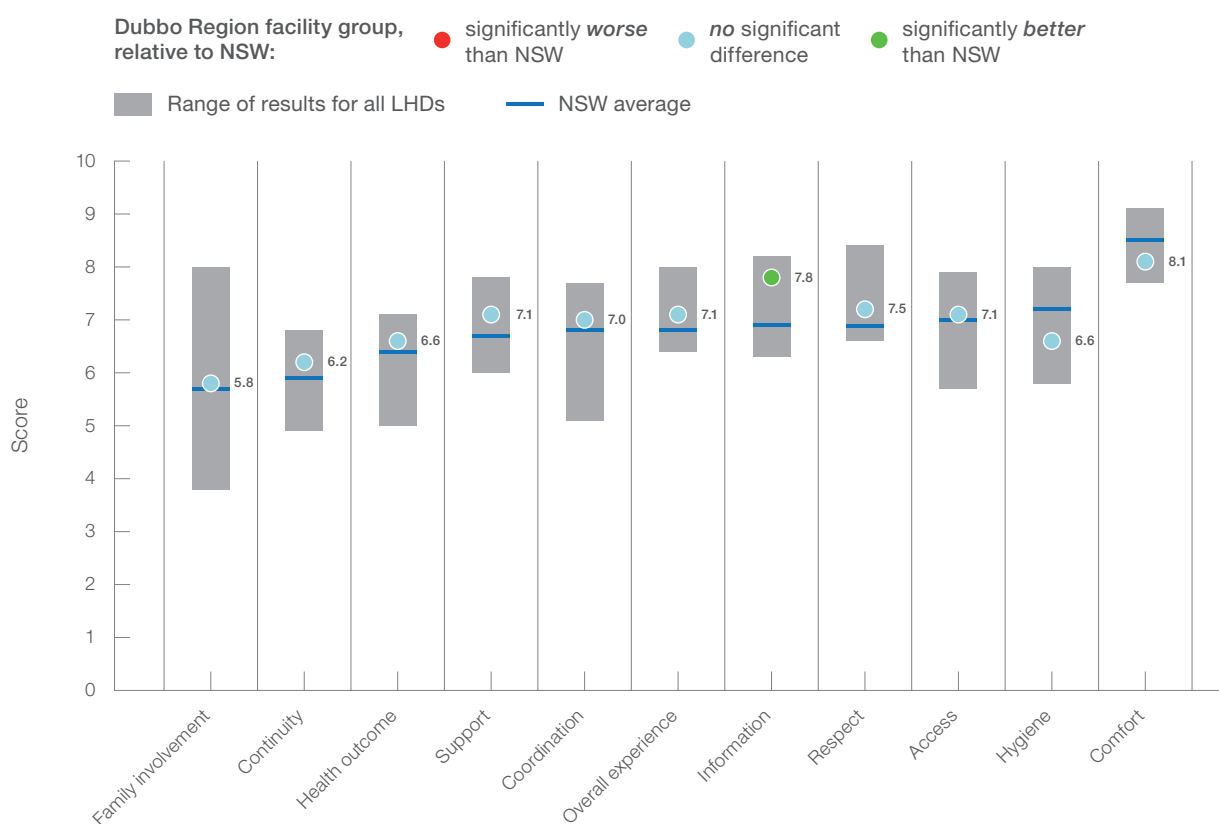
This graph shows for each aspect of care:

- 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).

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

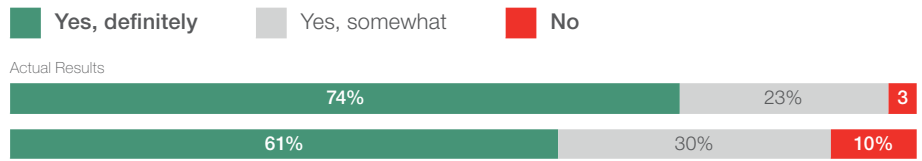


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

Dubbo Region: What patients rated most positively about these services¹

NSW Health Patient Survey, February 2010 and 2011

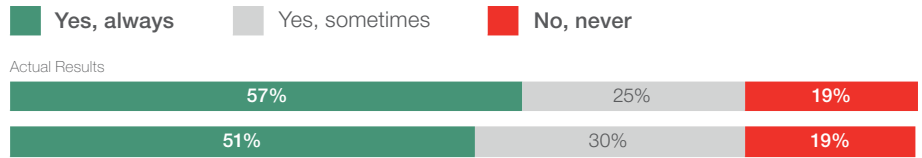
HIGHEST: When you saw the doctor or healthcare professional, did he or she give you a chance to explain the reasons for your visit?



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



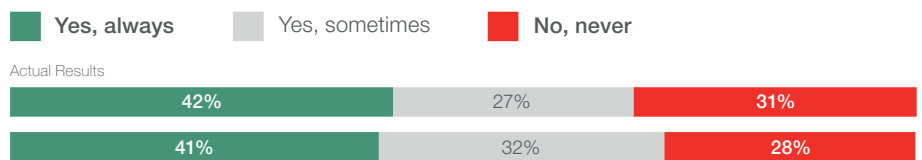
THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?



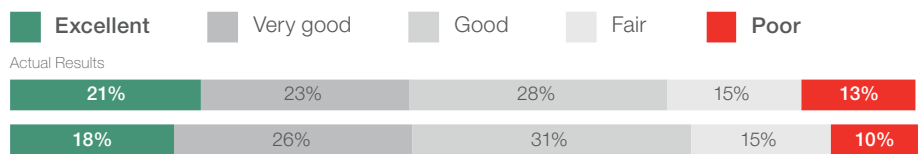
Dubbo Region: What patients rated most negatively about these services¹

NSW Health Patient Survey, February 2010 and 2011

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



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



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



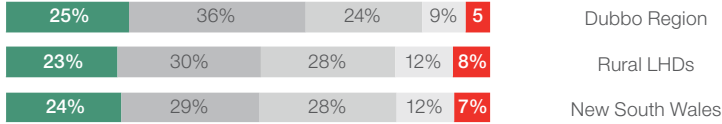
Dubbo Region: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

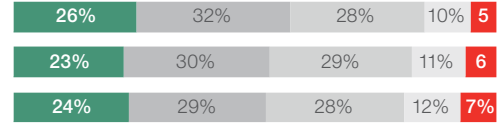
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

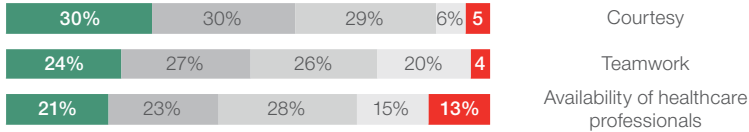


Standardised results³

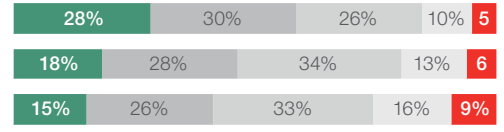


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Dubbo Region



Standardised results³ for Dubbo Region



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.
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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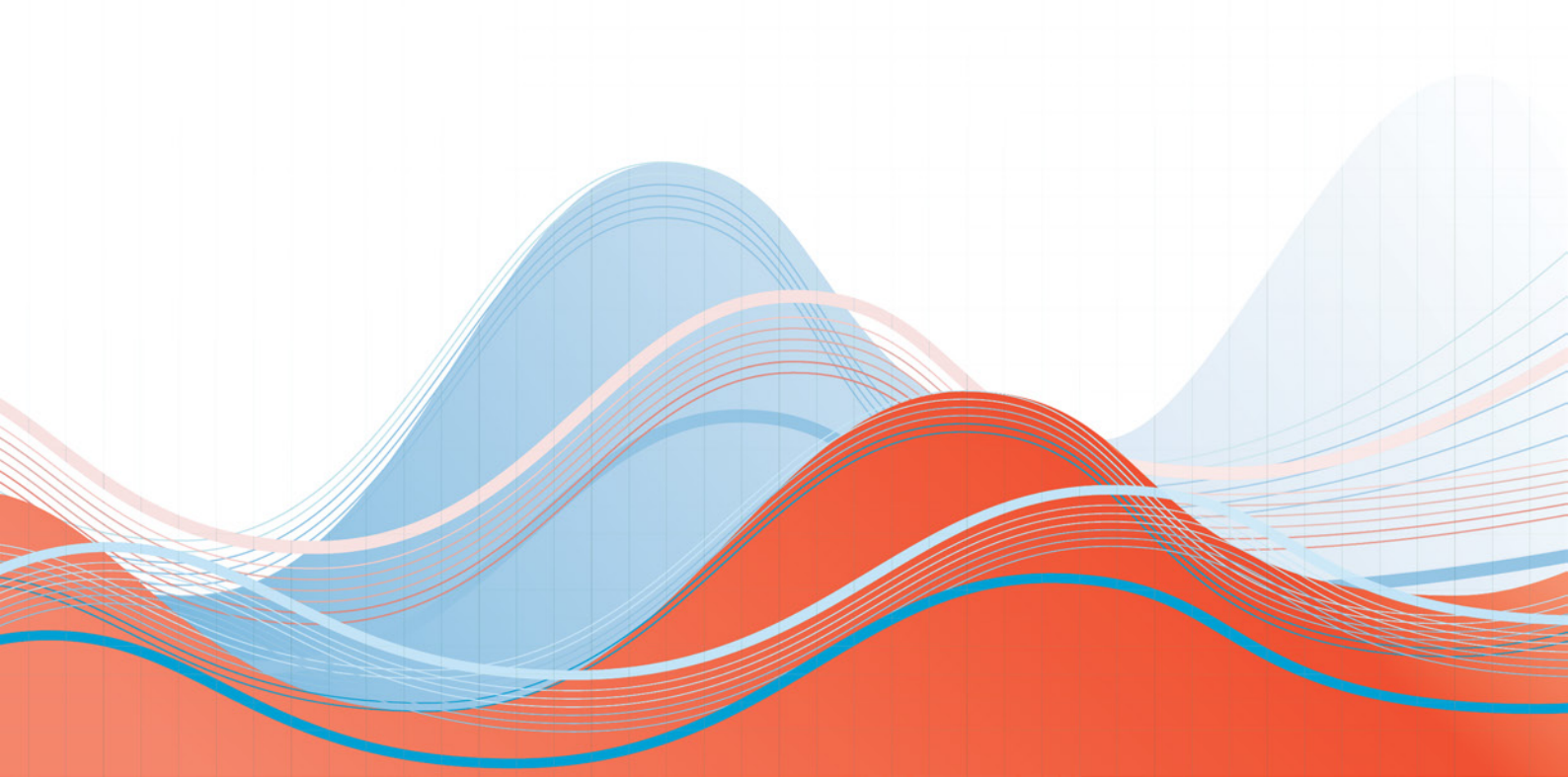
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Patient Perspectives

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, Parramatta 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.

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.

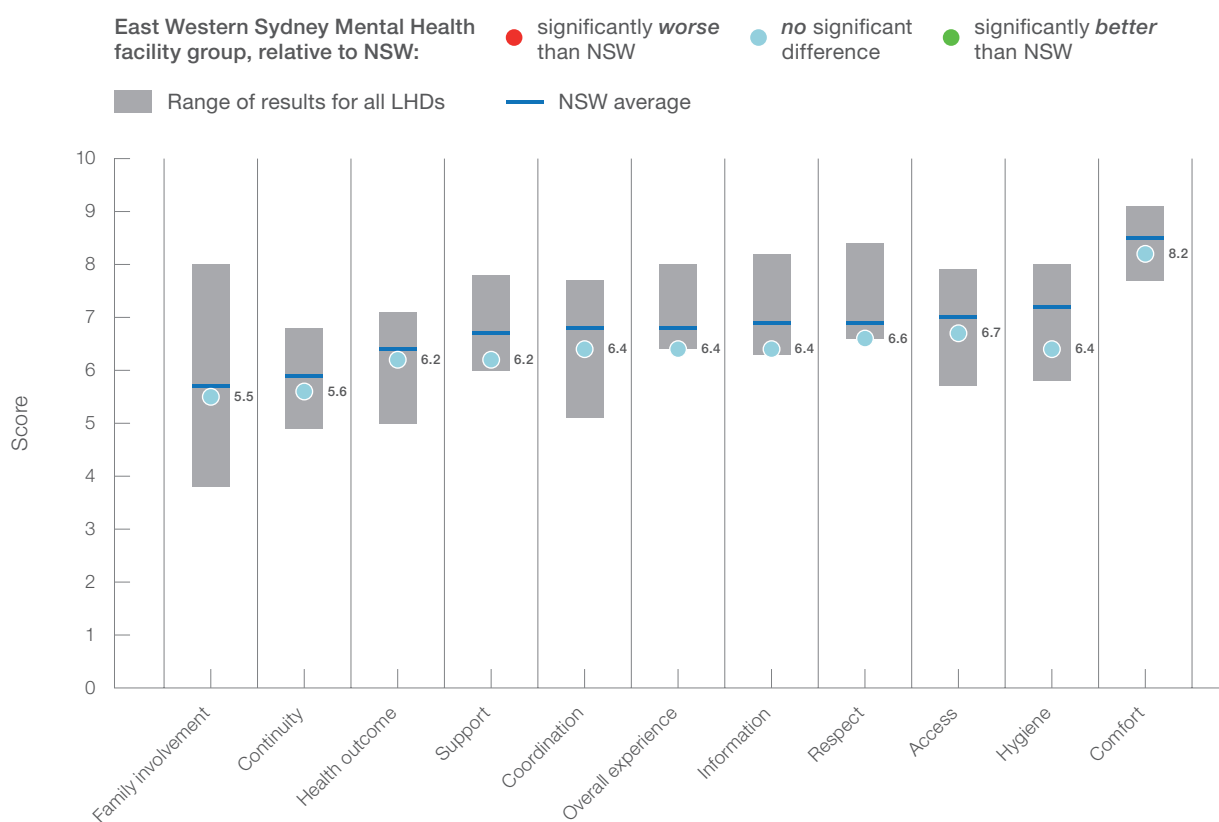
This graph shows for each aspect of care:

- 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).

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.

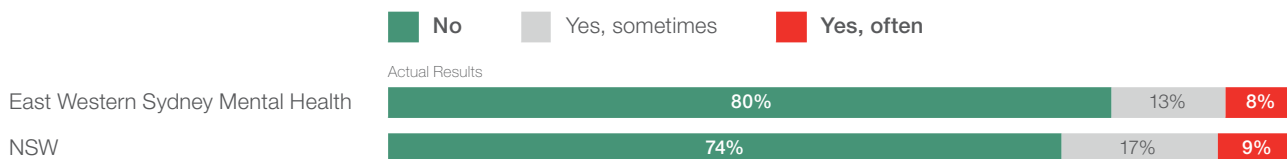
Figure 1: **East Western Sydney Mental Health facility group** Aspects of care scores relative to other facilities and NSW average



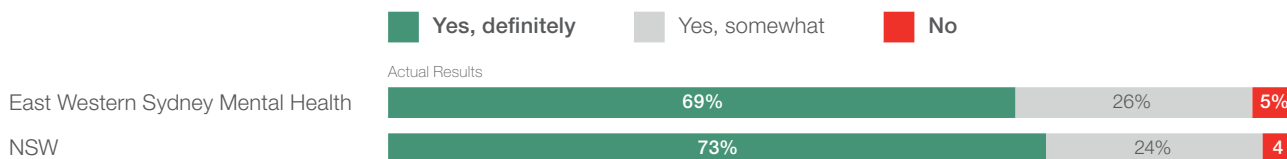
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

East Western Sydney Mental Health: What patients rated most positively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

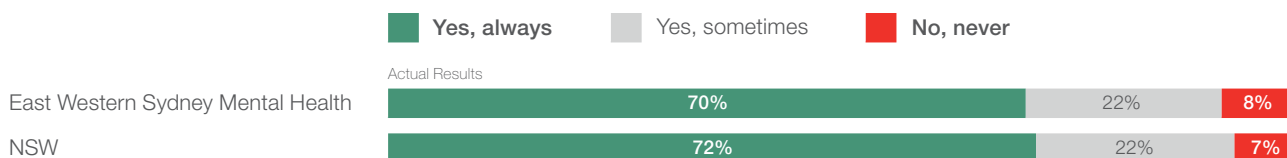
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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

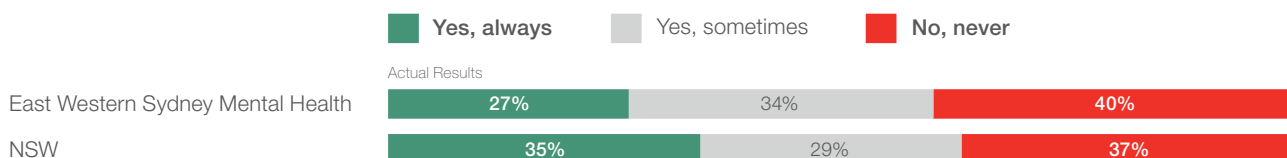


THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

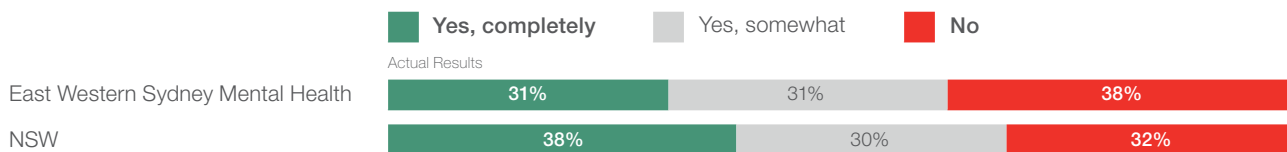


East Western Sydney Mental Health: What patients rated most negatively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

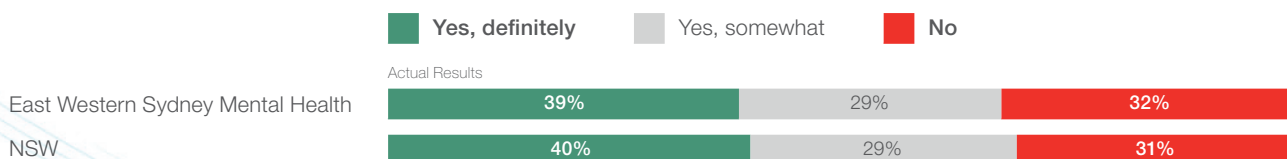
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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



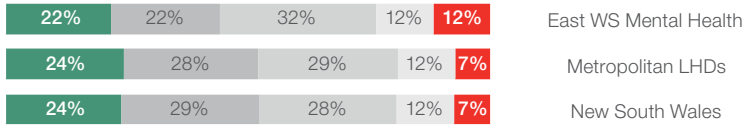
East Western Sydney Mental Health: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

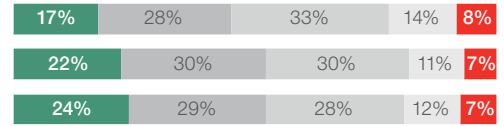
Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services

Actual results²

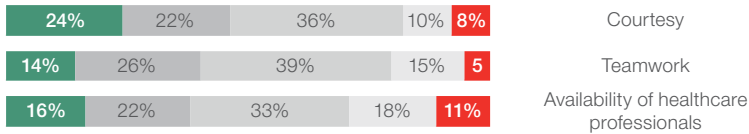


Standardised results³

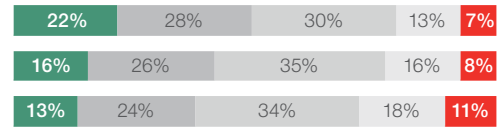


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for East WS Mental Health



Standardised results³ for East WS Mental Health



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*.

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Fax: +61 2 8644 2119

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Postal address:

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Web: www.bhi.nsw.gov.au

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Sydney (NSW); 2013.

Published October 2013

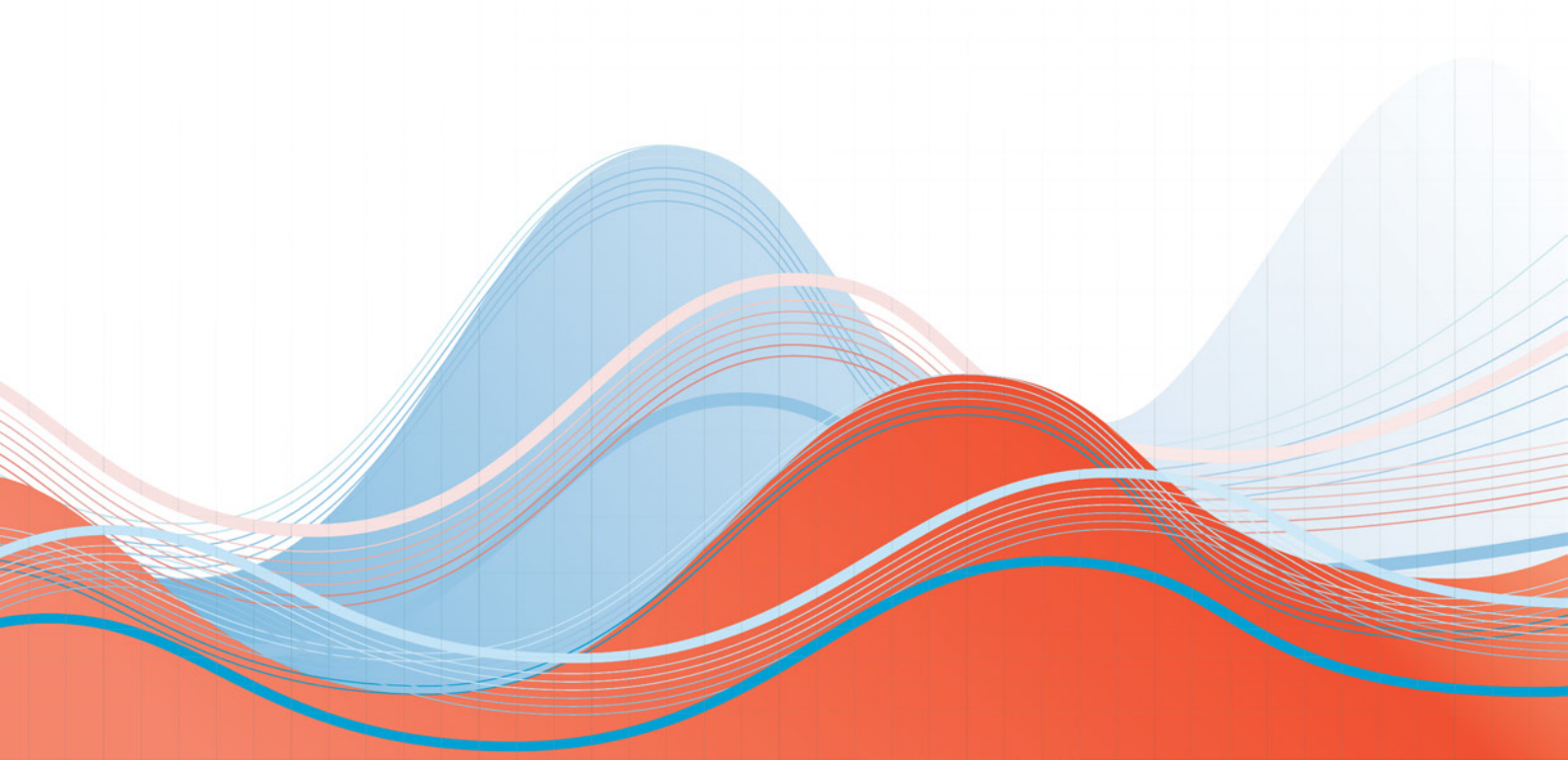
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Patient Perspectives

Mental health services in NSW public facilities

Volume 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.

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.

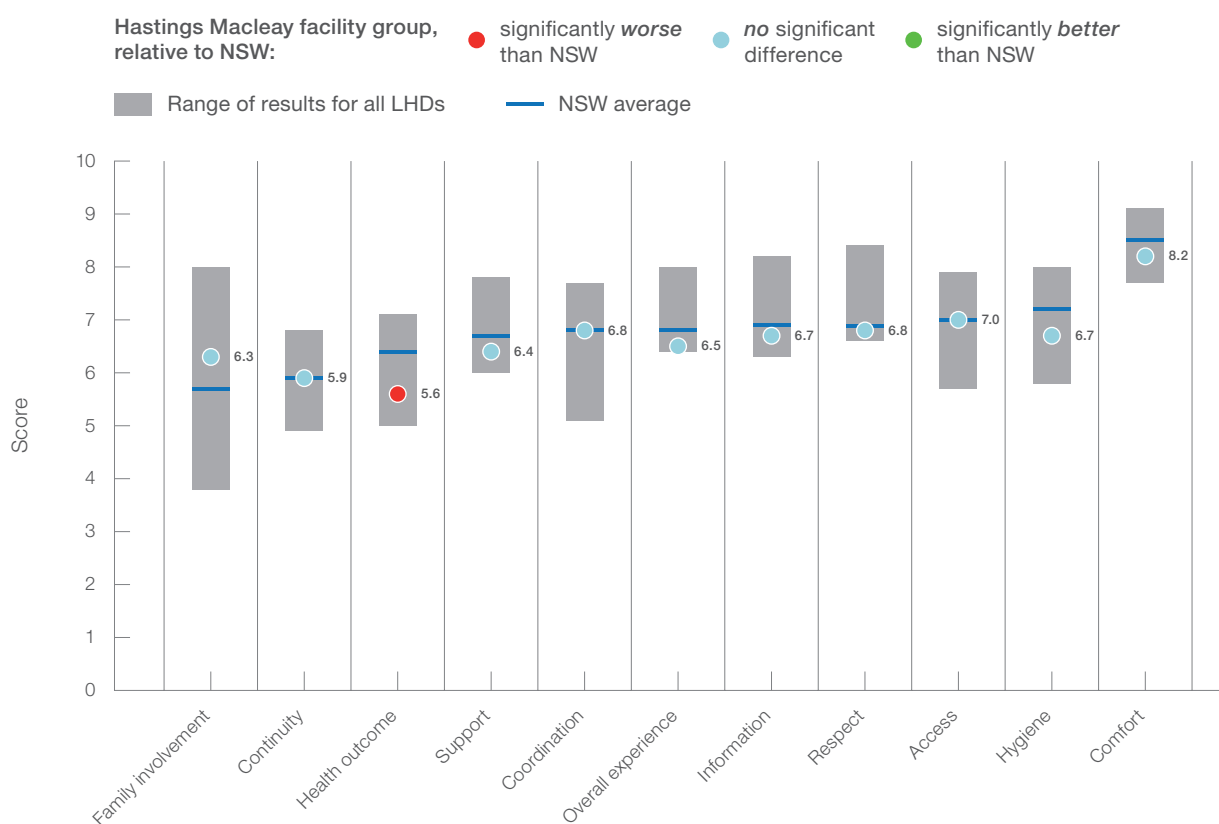
This graph shows for each aspect of care:

- 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).

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

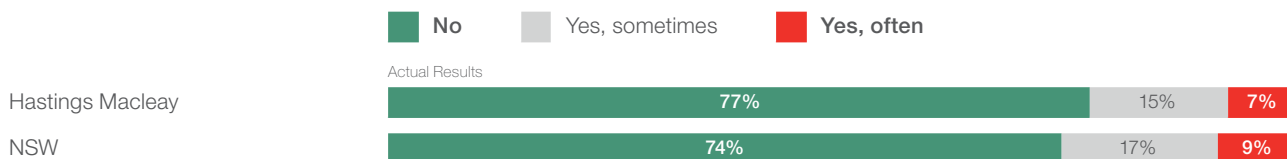


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

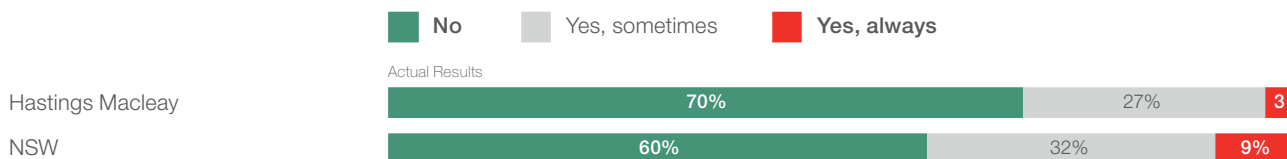
Hastings Macleay: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

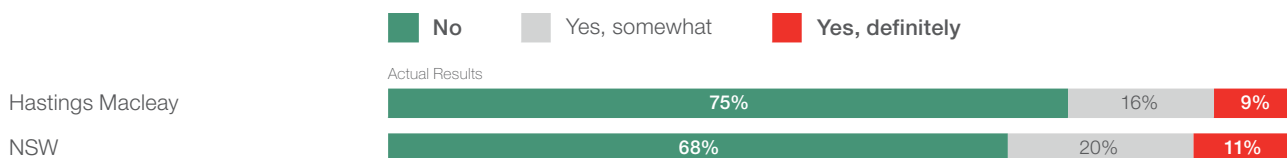
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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



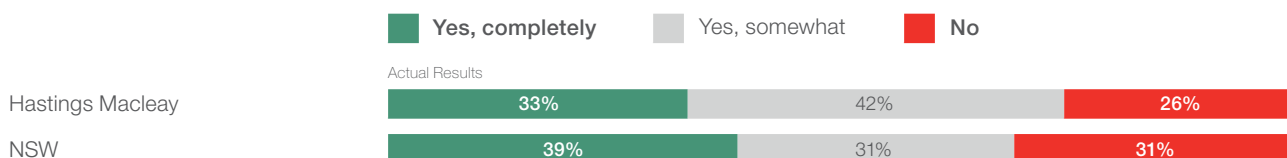
THIRD HIGHEST: After you were referred, did you have to wait a long time for services to start?



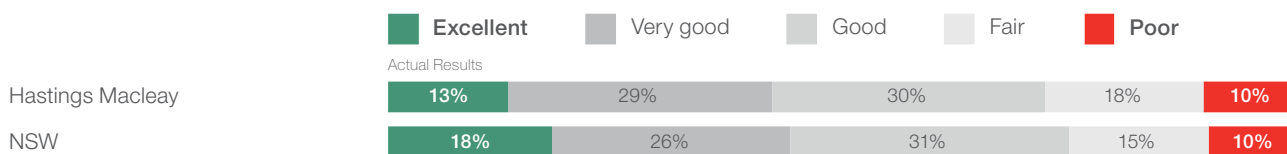
Hastings Macleay: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

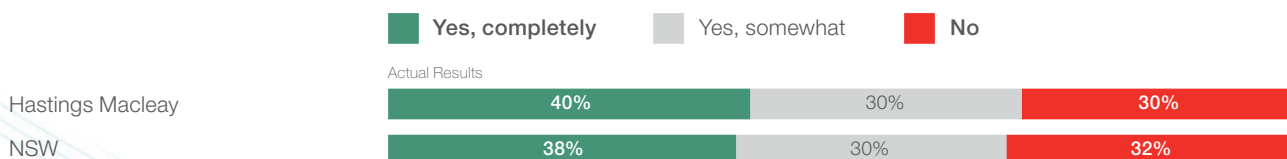
LOWEST: Did someone tell you about medication side effects to watch for?



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



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



Hastings Macleay: 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

Rating	Excellent	Very good	Good	Fair	Poor
Hastings Macleay	23%	31%	28%	8%	10%
Rural LHDs	23%	30%	28%	12%	8%
New South Wales	24%	29%	28%	12%	7%

Standardised results³

Rating	Excellent	Very good	Good	Fair	Poor
Hastings Macleay	24%	31%	29%	10%	6%
Rural LHDs	23%	30%	29%	11%	6%
New South Wales	24%	29%	28%	12%	7%

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

Actual results² for Hastings Macleay

Factor	Excellent	Very good	Good	Fair	Poor
Courtesy	25%	34%	25%	12%	4%
Teamwork	16%	35%	31%	10%	8%
Availability of healthcare professionals	13%	29%	30%	17%	10%

Standardised results³ for Hastings Macleay

Factor	Excellent	Very good	Good	Fair	Poor
Courtesy	28%	30%	26%	10%	5%
Teamwork	20%	29%	32%	12%	6%
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%

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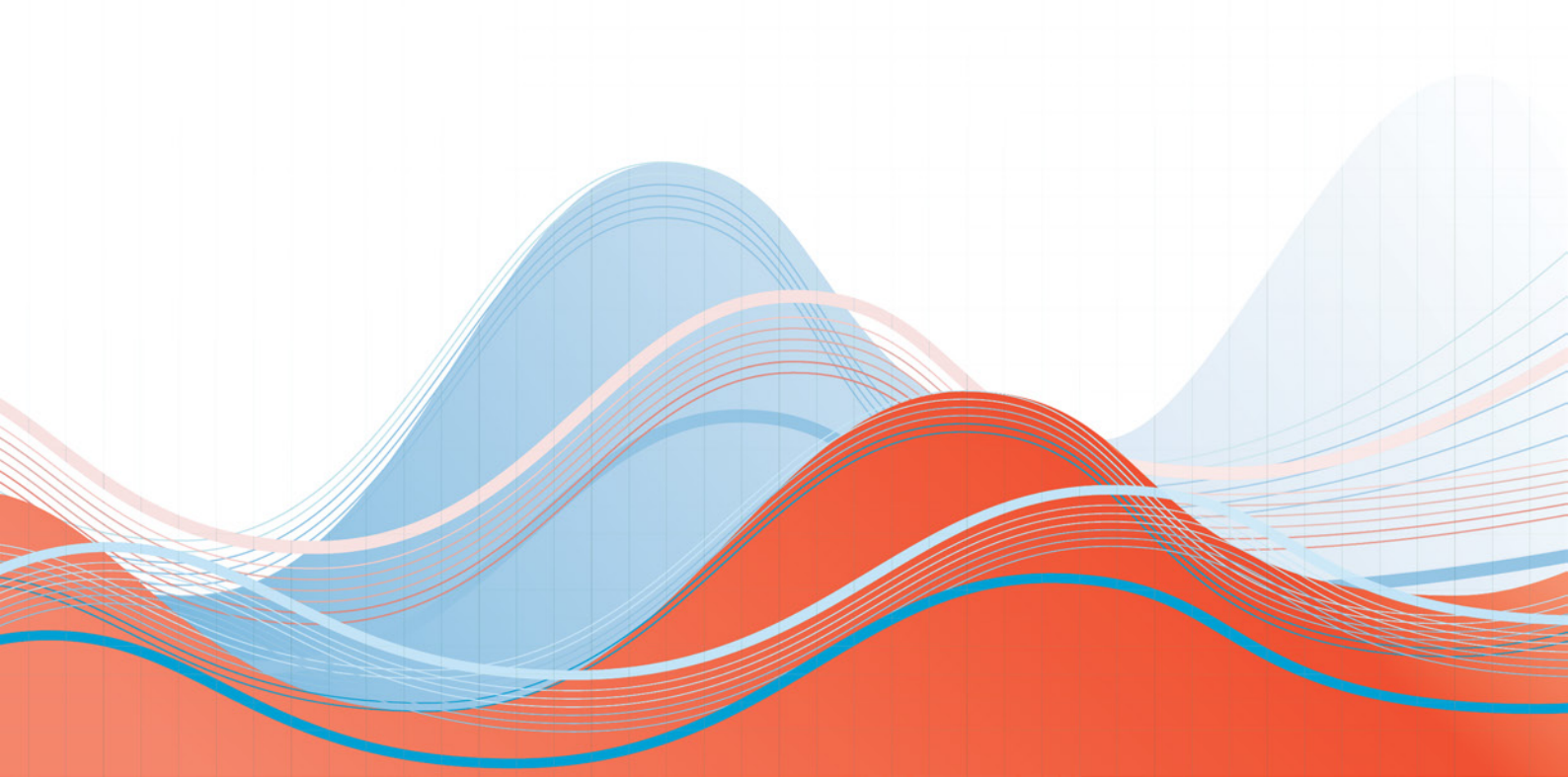
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Patient Perspectives

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.

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.

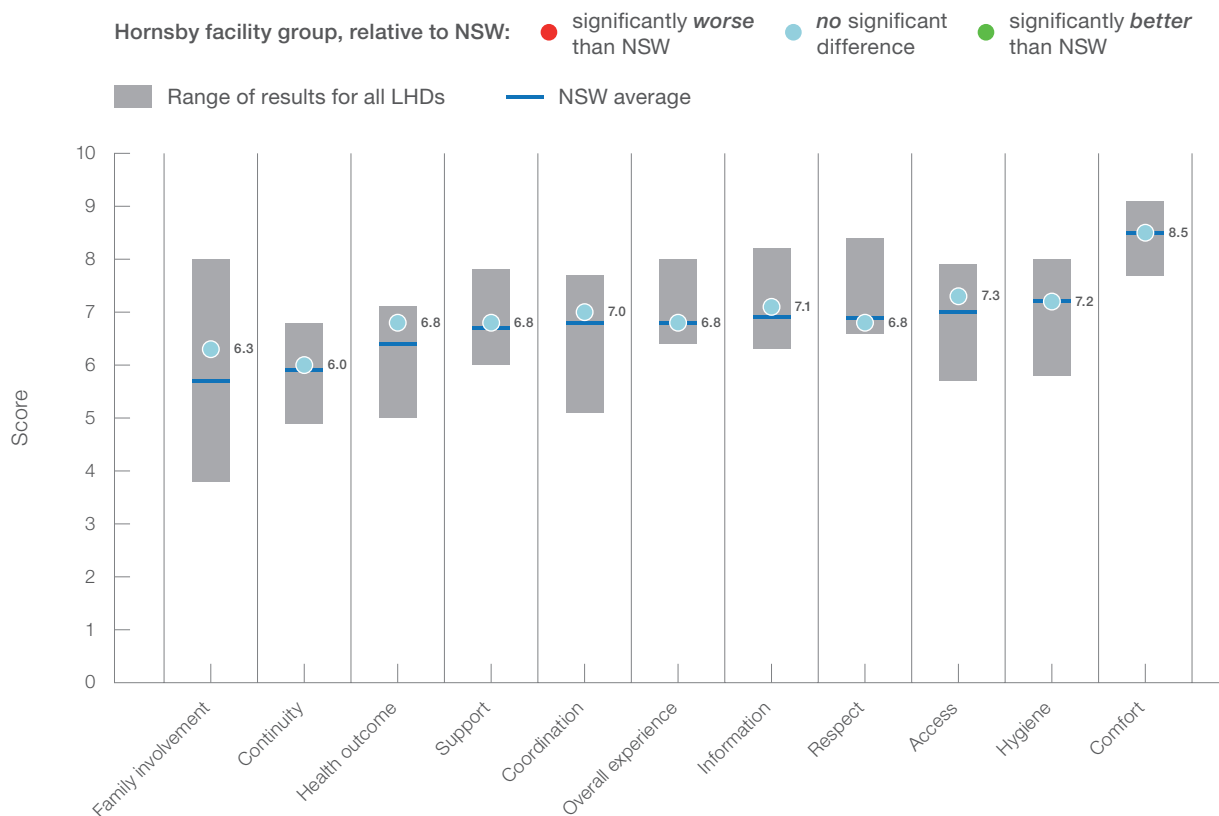
This graph shows for each aspect of care:

- 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).

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

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

■ Yes, definitely
 ■ Yes, somewhat
 ■ No

Actual Results



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



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: 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



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

■ Yes, completely
 ■ Yes, somewhat
 ■ No

Actual Results



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

■ Yes, completely
 ■ Yes, somewhat
 ■ No

Actual Results

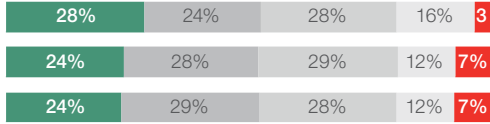


Hornsby: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

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

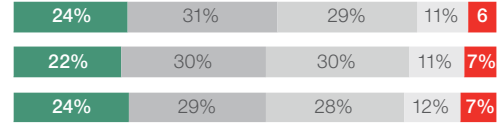
Overall patient ratings of community mental health services

Actual results²



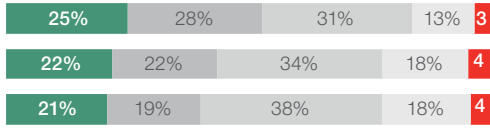
Hornsby
Metropolitan LHDs
New South Wales

Standardised results³



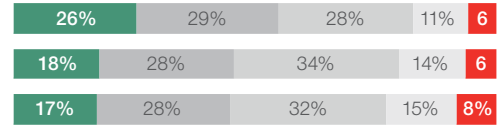
Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Hornsby



Courtesy
Teamwork
Availability of healthcare professionals

Standardised results³ for Hornsby



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.
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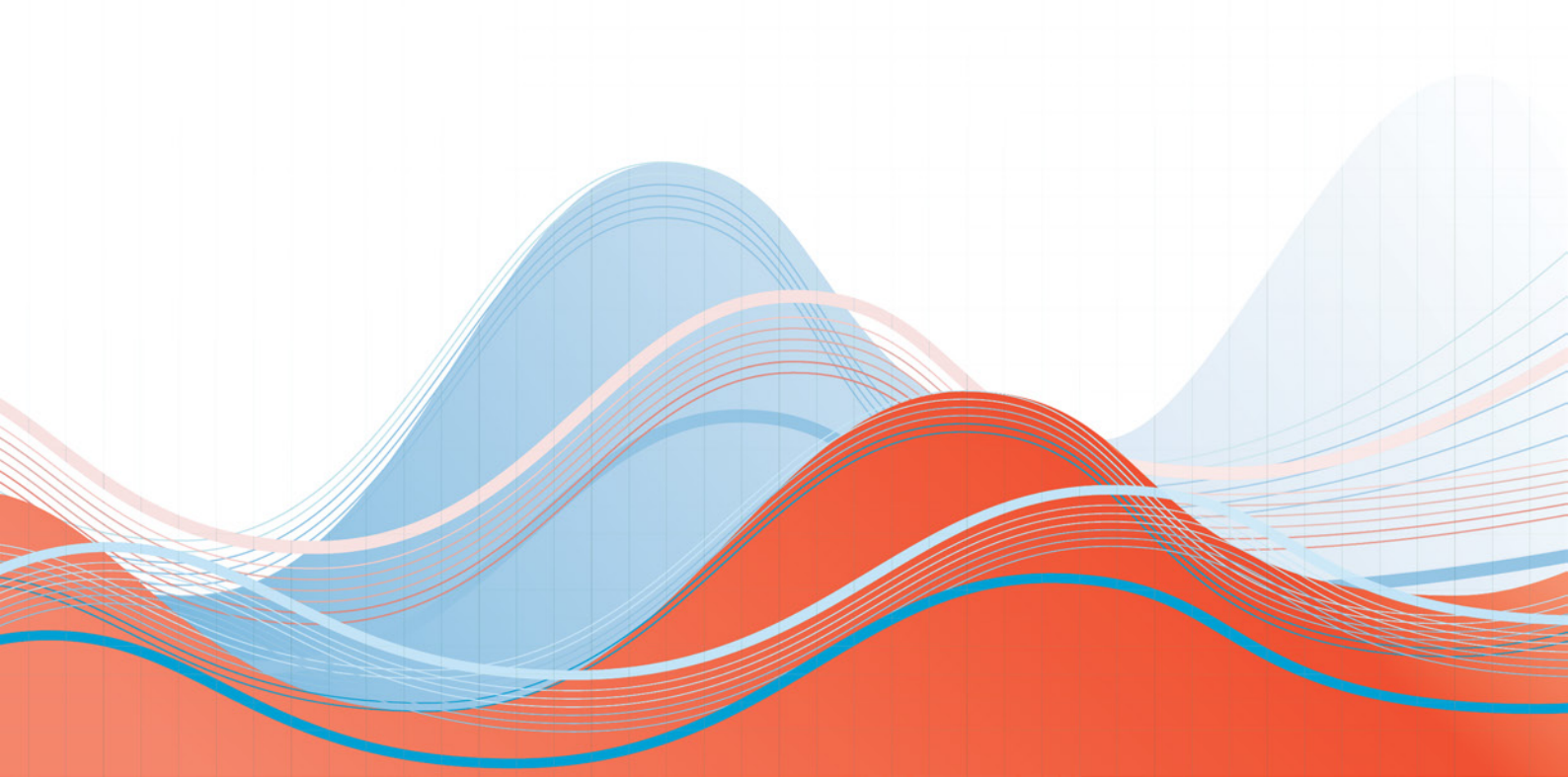
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Patient Perspectives

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.

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.

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.

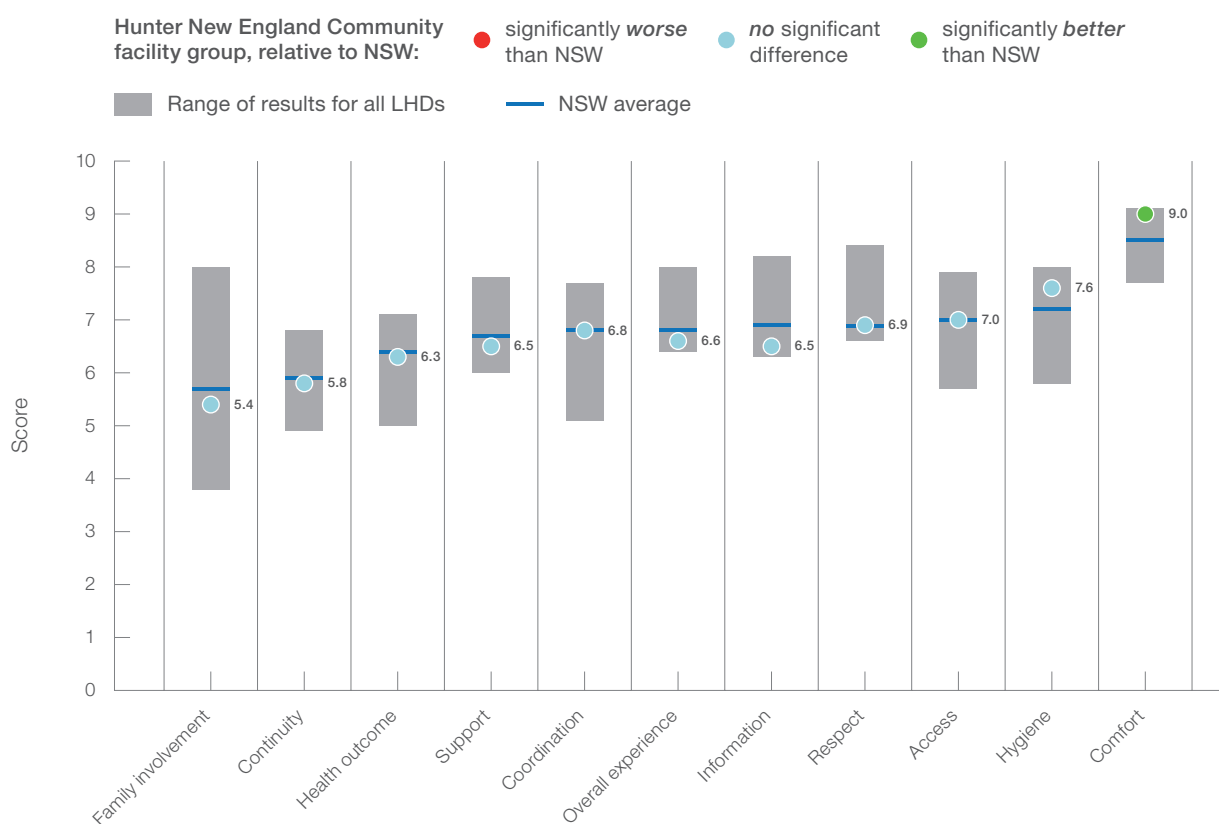
This graph shows for each aspect of care:

- 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).

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

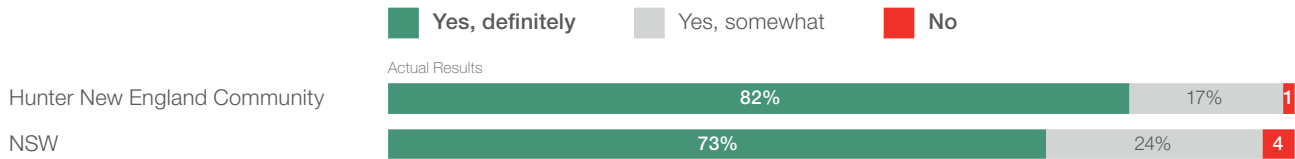


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

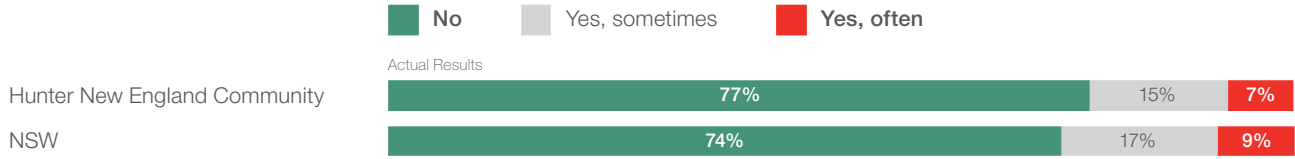
Hunter New England Community: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

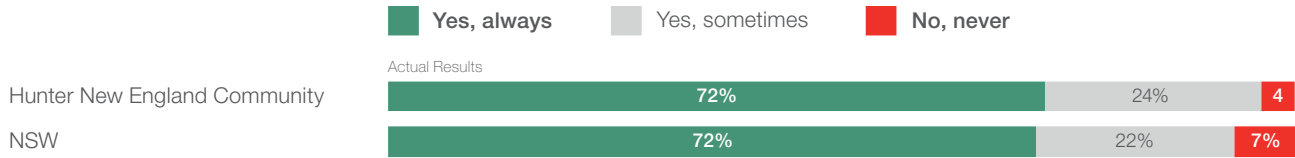
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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



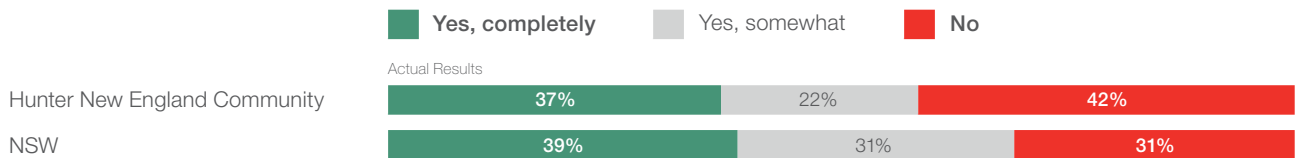
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



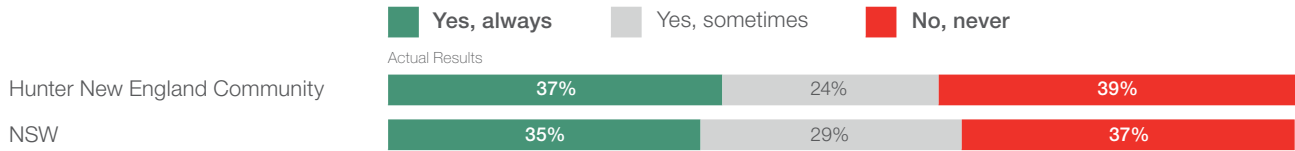
Hunter New England Community: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

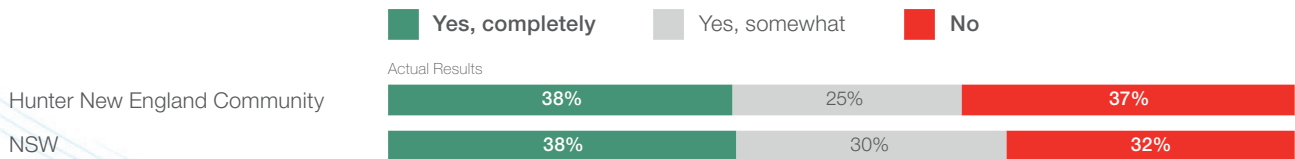
LOWEST: Did someone tell you about medication side effects to watch for?



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



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



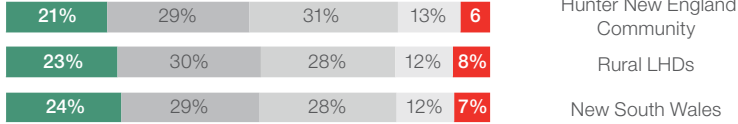
Hunter New England Community: Patient experiences with community mental health services

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

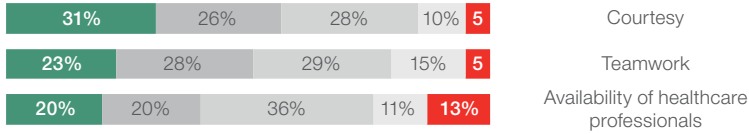


Standardised results³

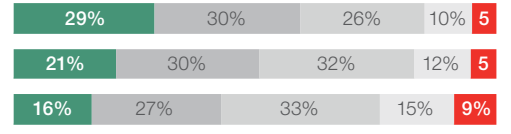


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Hunter New England Community



Standardised results³ for Hunter New England Community



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*.

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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Fax: +61 2 8644 2119

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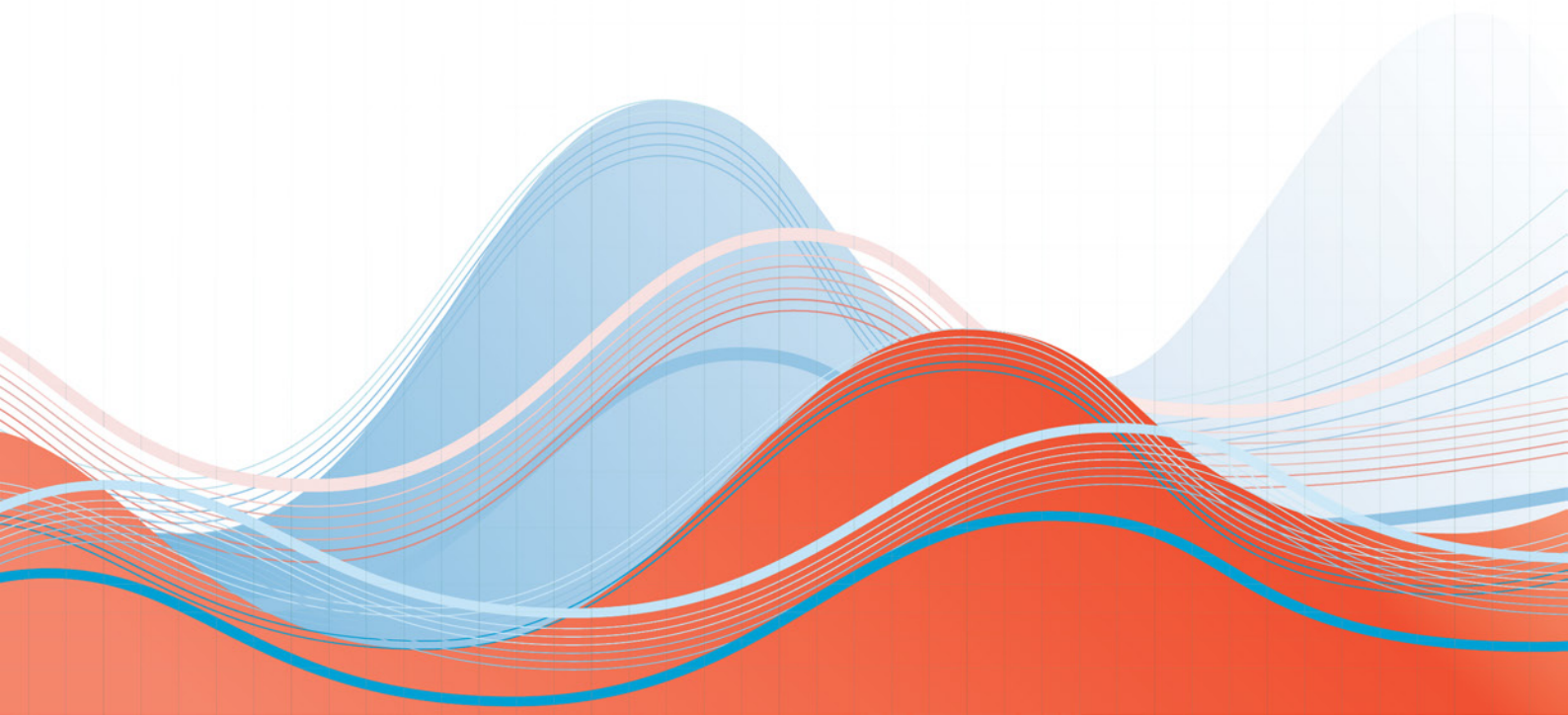
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Patient Perspectives

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.

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.

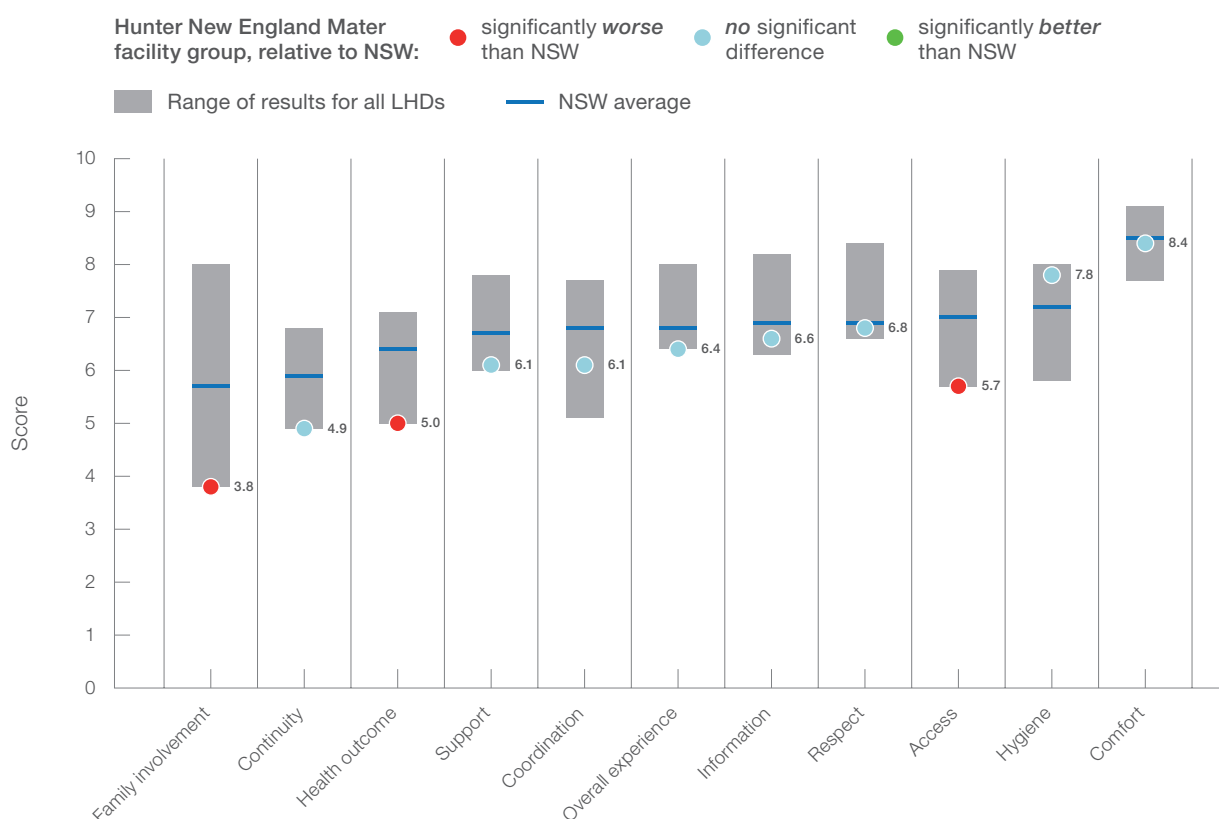
This graph shows for each aspect of care:

- 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).

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



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

■ No
 ■ Yes, sometimes
 ■ Yes, often

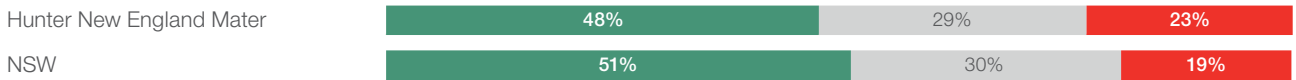
Actual Results



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



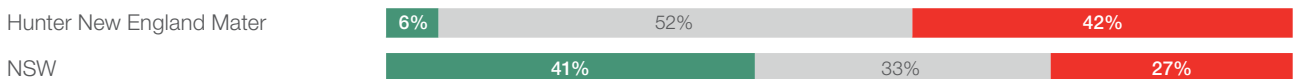
Hunter New England Mater: What patients rated most negatively about these services ¹

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



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



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

■ Yes, always
 ■ Yes, sometimes
 ■ No, never

Actual Results

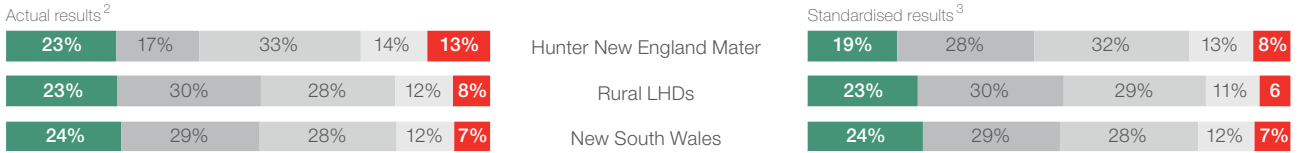


Hunter New England Mater: Patient experiences with community mental health services

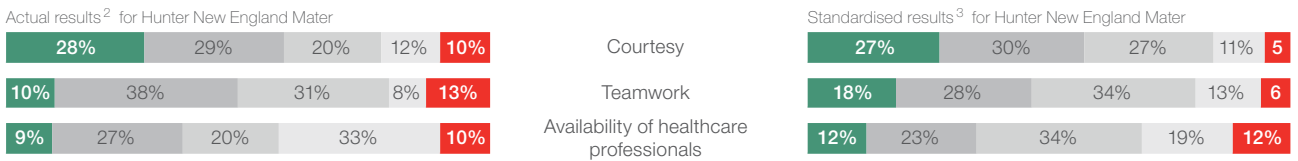
NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services



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



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*.

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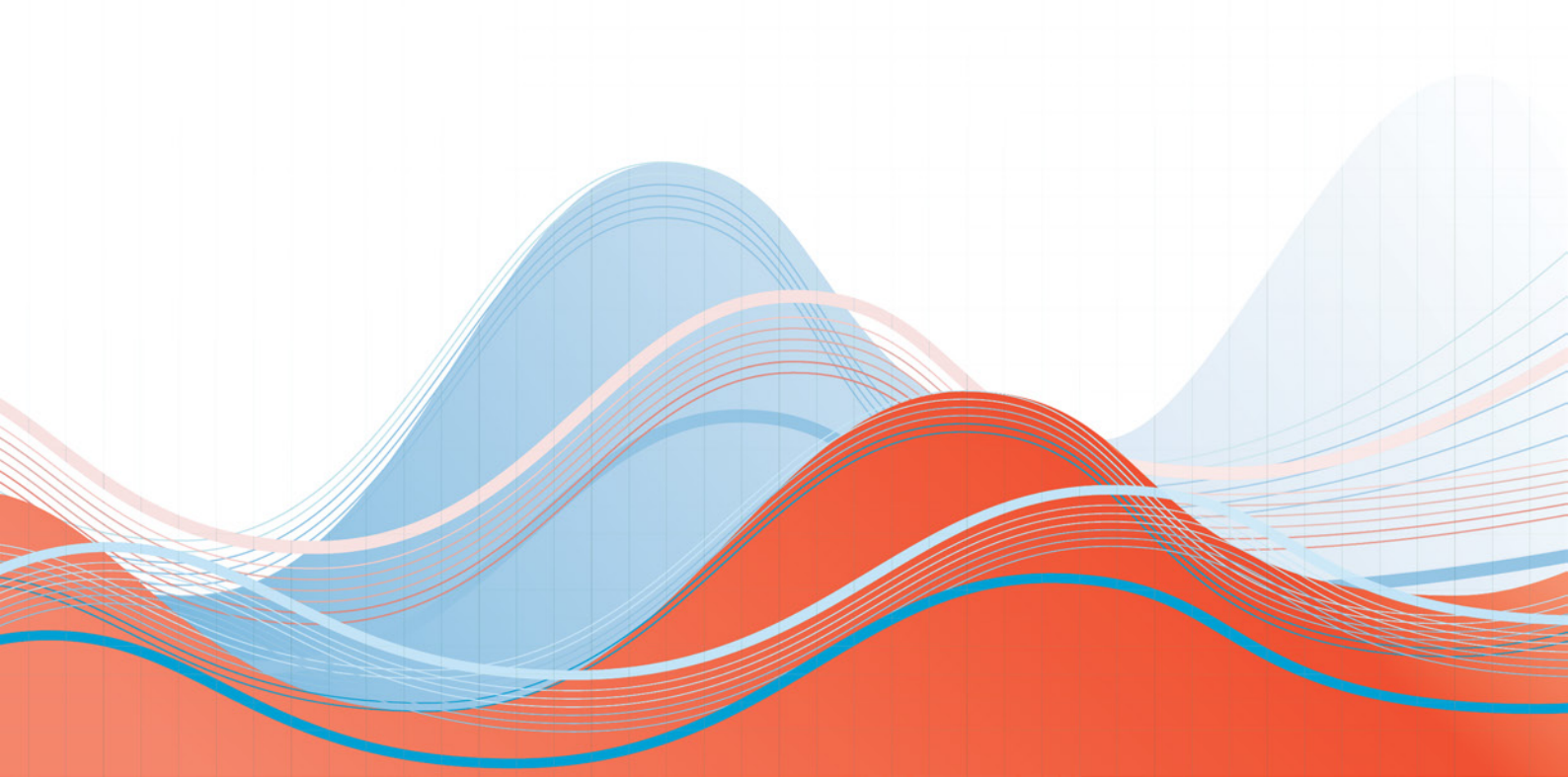
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Patient Perspectives

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.

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.

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).

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*.

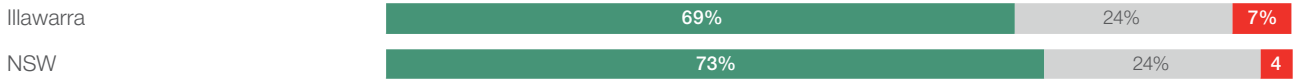
Illawarra: What patients rated most positively about these services¹

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



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

■ Yes, always
 ■ Yes, sometimes
 ■ No, never

Actual Results



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

■ No
 ■ Yes, sometimes
 ■ Yes, often

Actual Results



Illawarra: What patients rated most negatively about these services¹

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



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

■ Yes, completely
 ■ Yes, somewhat
 ■ No

Actual Results



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

■ Yes, always
 ■ Yes, sometimes
 ■ No, never

Actual Results

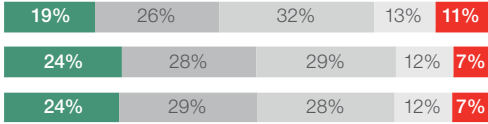


Illawarra: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

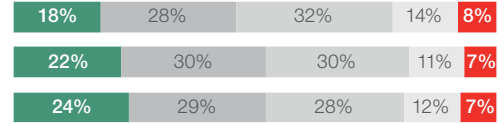
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

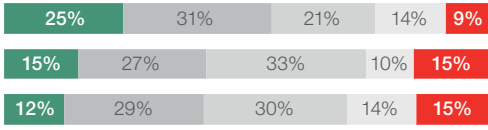


Standardised results³

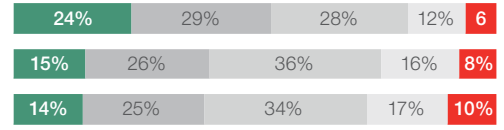


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Illawarra



Standardised results³ for Illawarra



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

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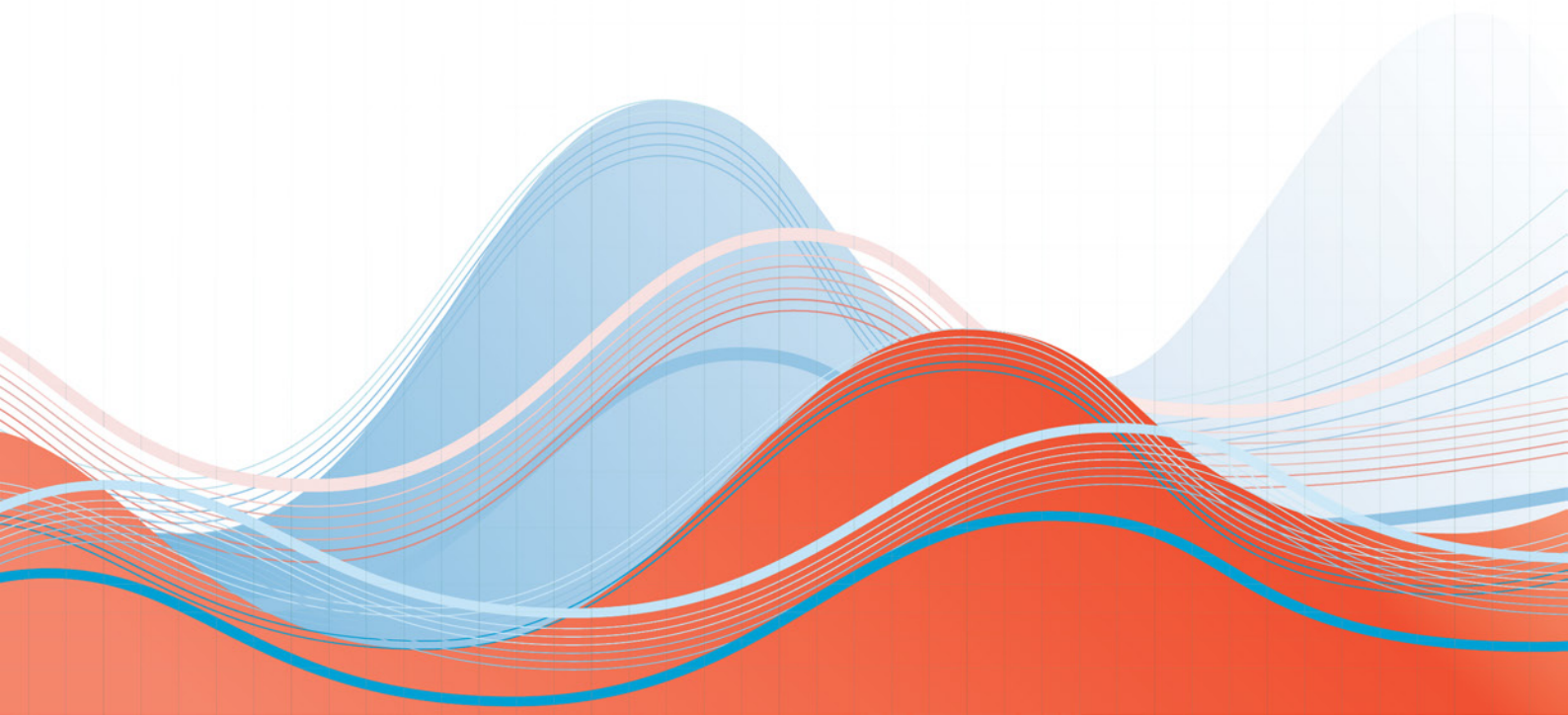
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Patient Perspectives

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.

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.

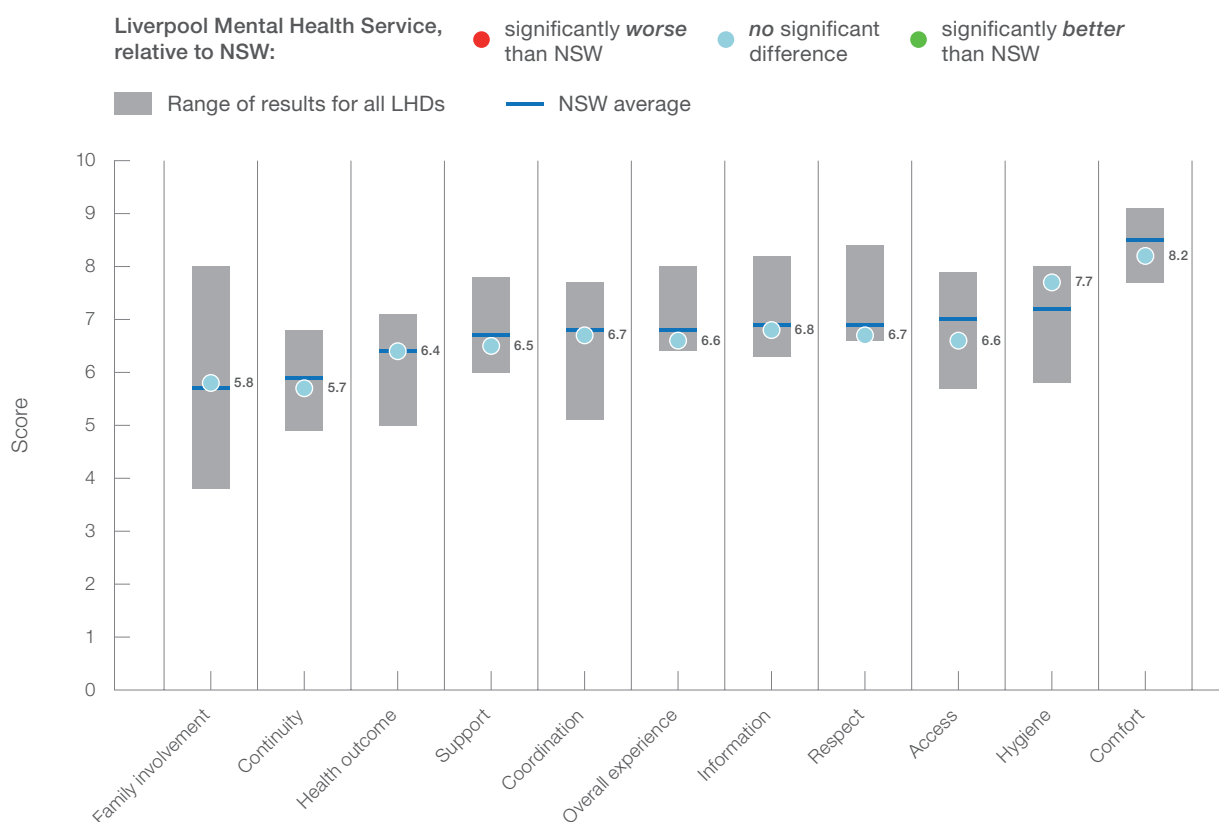
This graph shows for each aspect of care:

- 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).

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

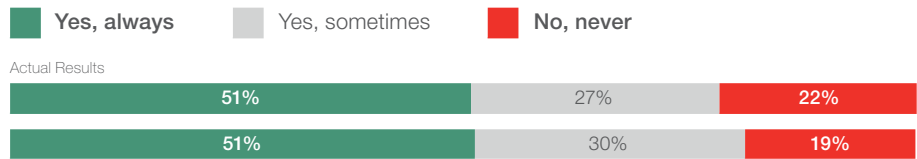


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

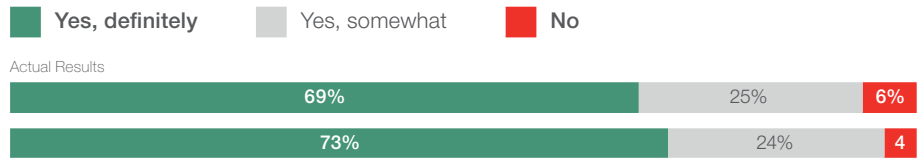
Liverpool: What patients rated most positively about these services ¹

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?



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



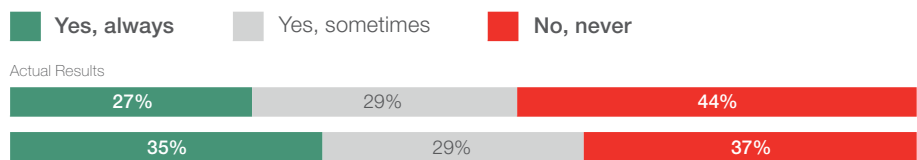
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



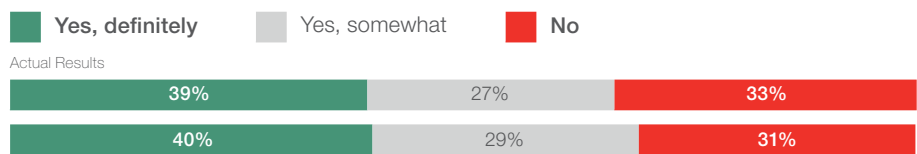
Liverpool: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

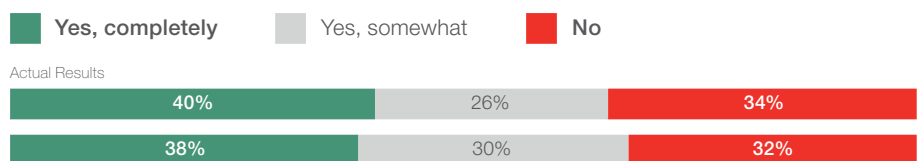
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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

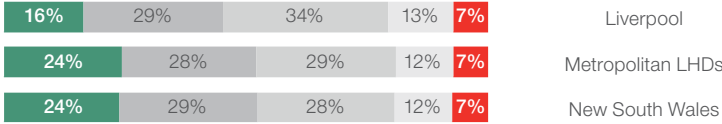


Liverpool: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

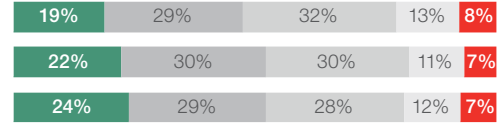
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

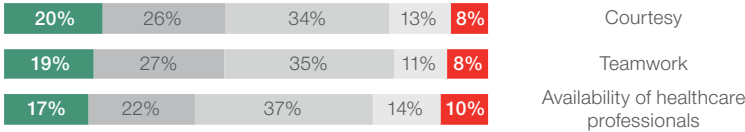


Standardised results³

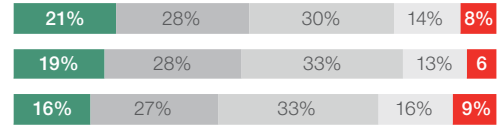


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Liverpool



Standardised results³ for Liverpool



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*.

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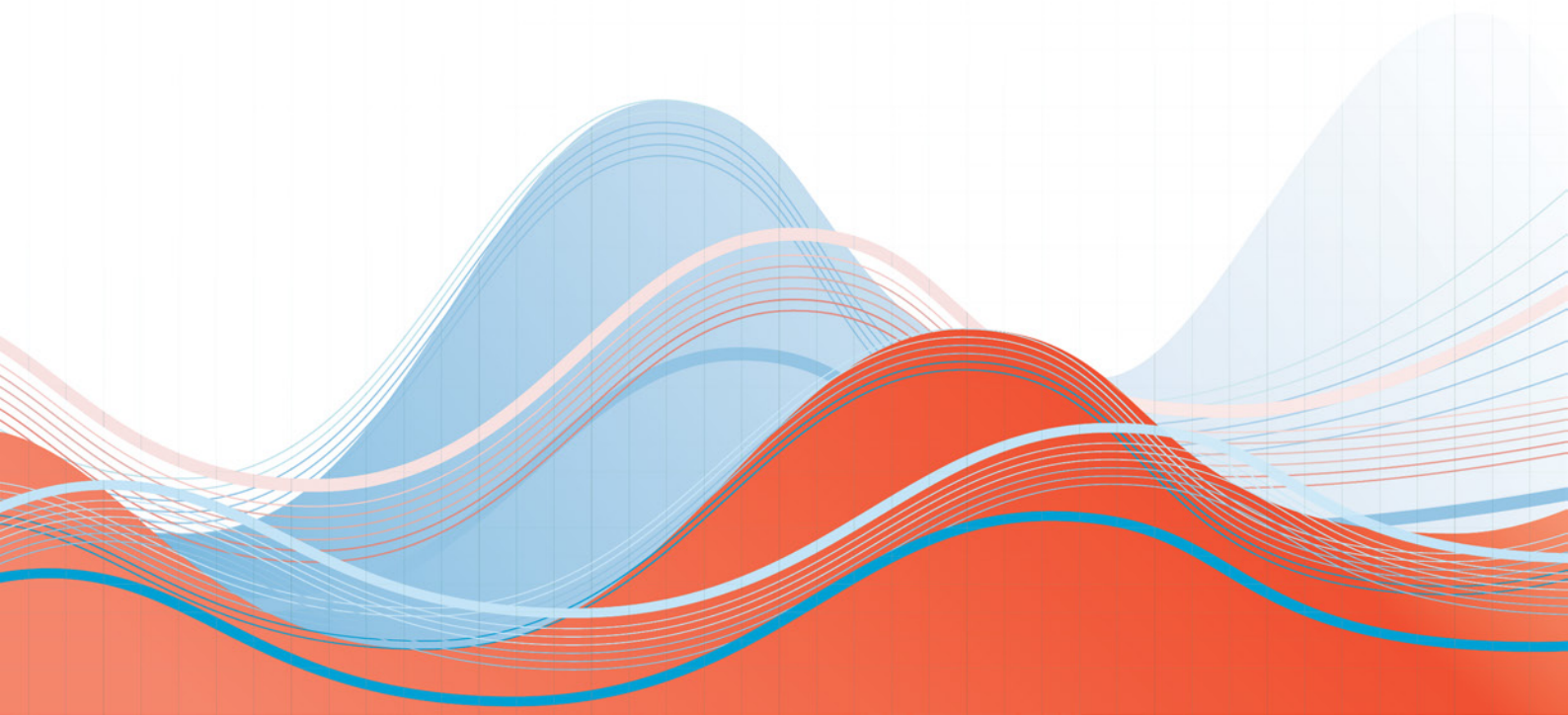
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Patient Perspectives

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.

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.

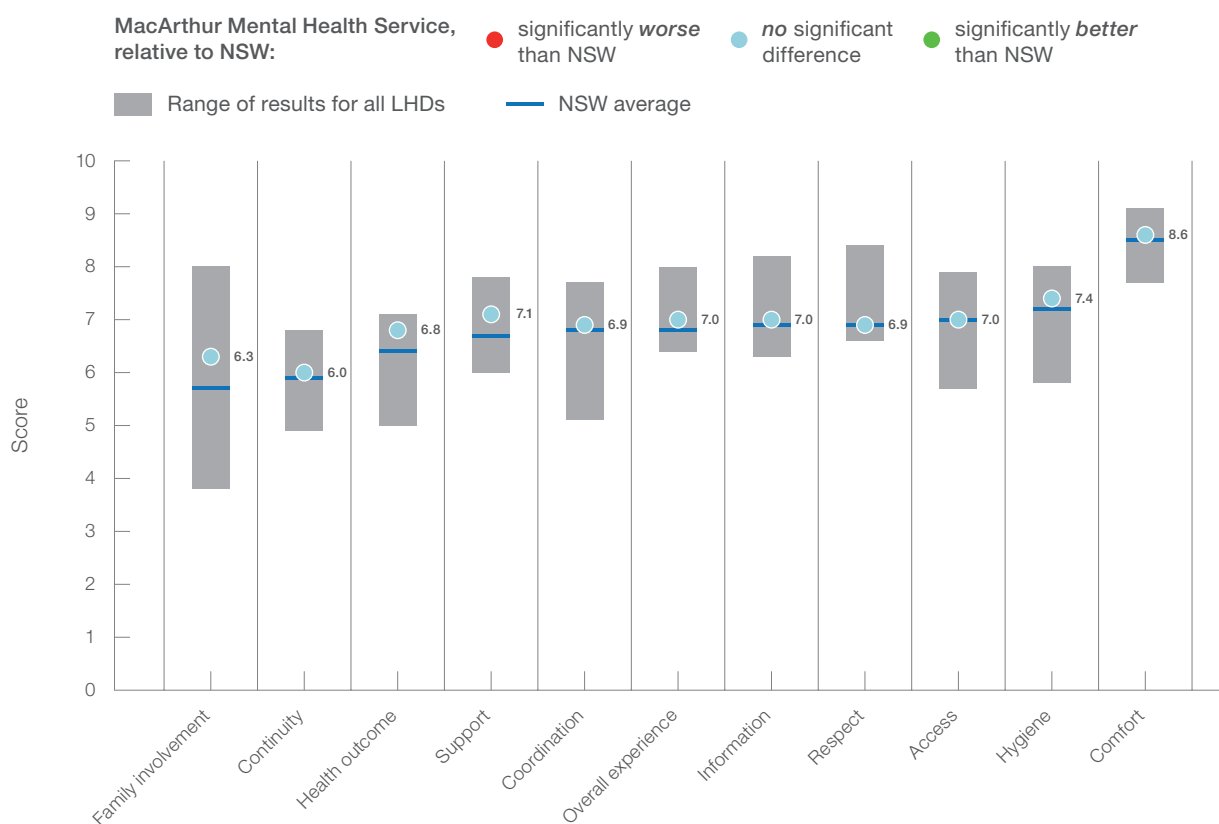
This graph shows for each aspect of care:

- 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).

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

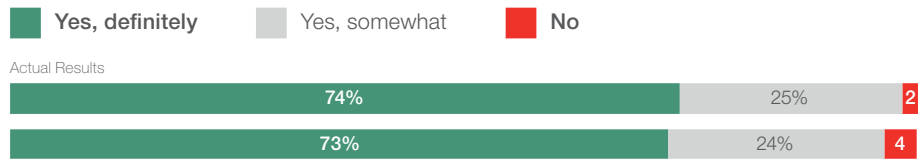


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

MacArthur: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

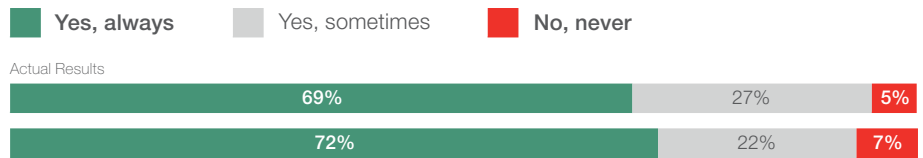
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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



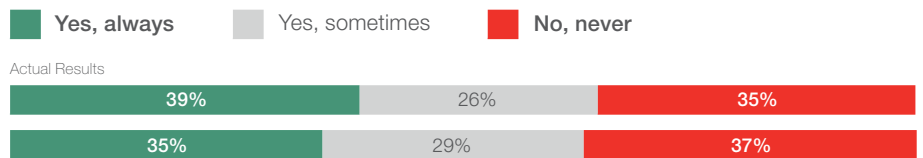
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



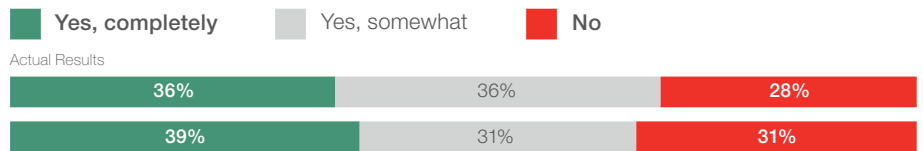
MacArthur: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

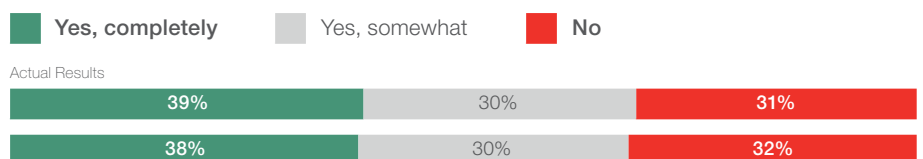
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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



MacArthur: 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

26%	26%	30%	11%	6	MacArthur
24%	28%	29%	12%	7%	Metropolitan LHDs
24%	29%	28%	12%	7%	New South Wales

Standardised results³

23%	31%	29%	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 results² for MacArthur

28%	28%	24%	15%	5	Courtesy
20%	27%	36%	11%	6	Teamwork
21%	22%	28%	22%	7%	Availability of healthcare professionals

Standardised results³ for MacArthur

26%	30%	27%	11%	6
19%	29%	33%	13%	6
16%	27%	33%	15%	9%

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

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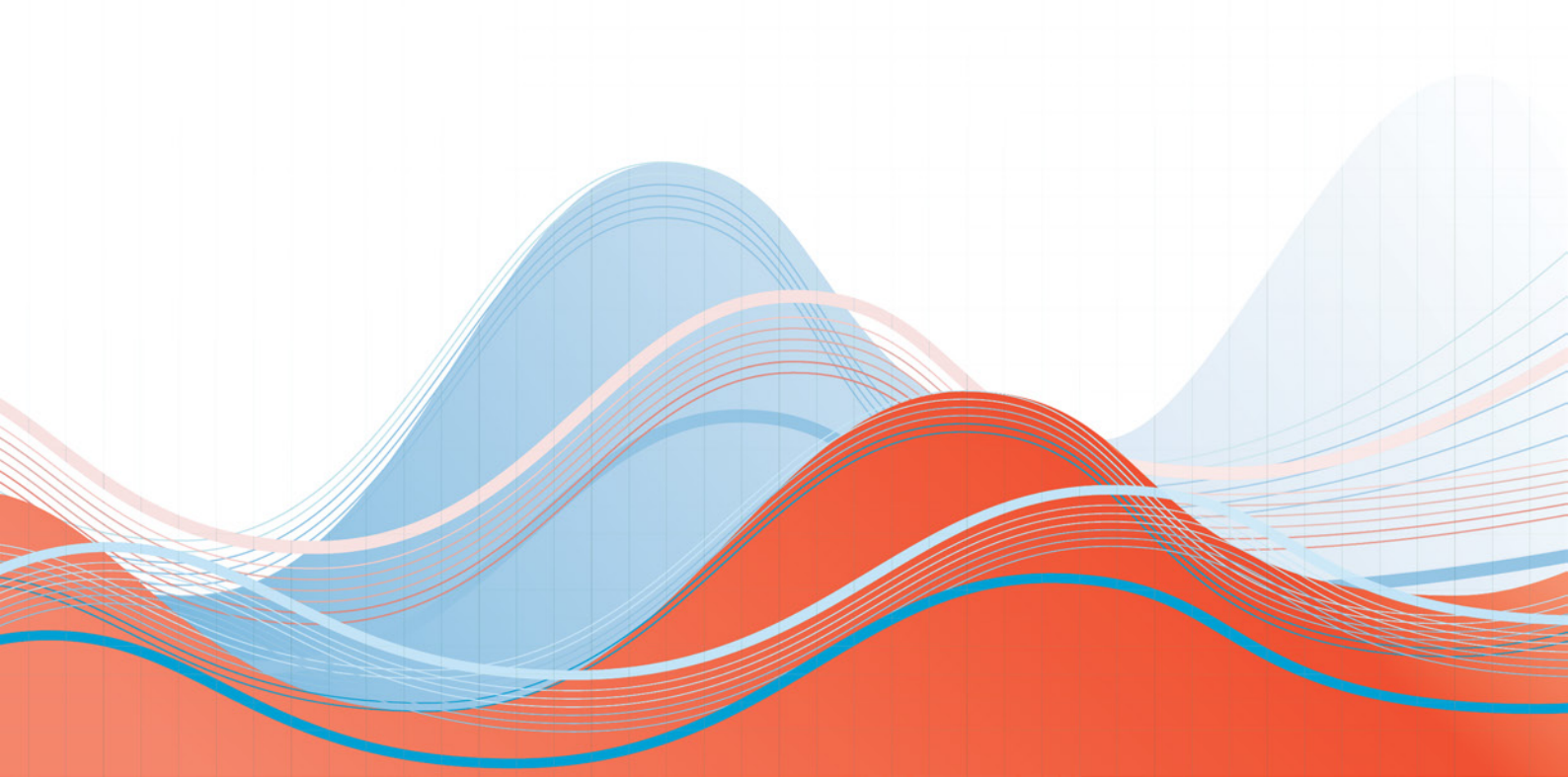
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Patient Perspectives

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

(*) Included in Nepean Blue Mountains Mental Health facility group: Blue Mountains Hospital Consultation Liaison Psychiatry, Blue Mountains 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.

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.

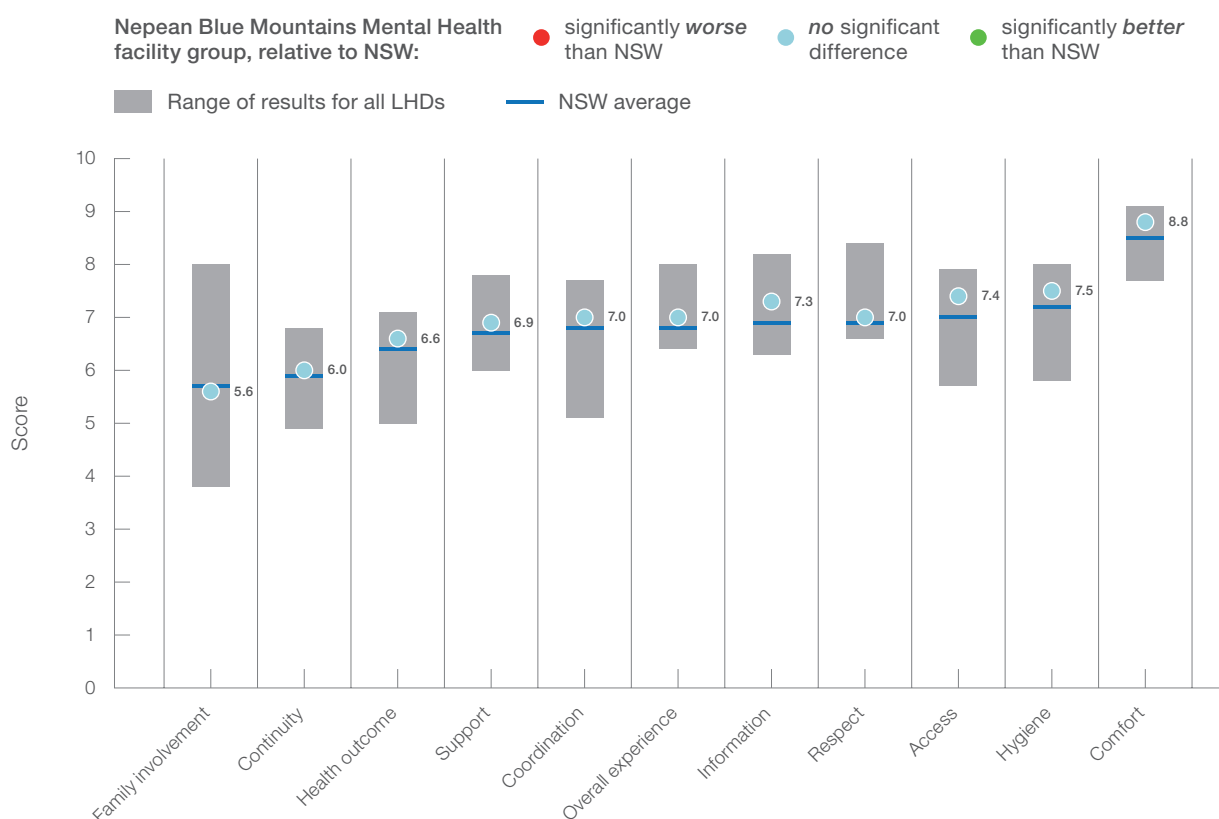
This graph shows for each aspect of care:

- 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).

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.

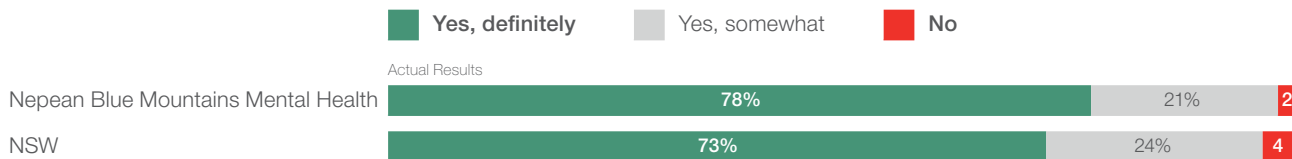
Figure 1: **Nepean Blue Mountains Mental Health facility group** Aspects of care scores relative to other facilities and NSW average



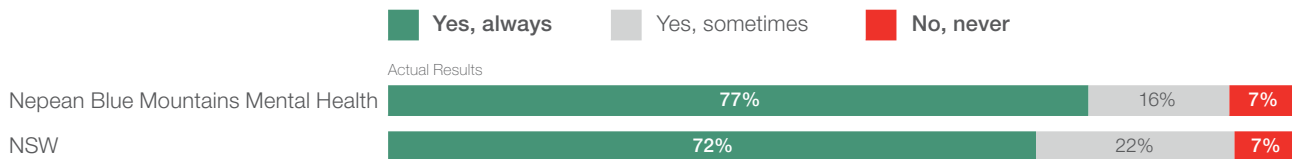
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

Nepean Blue Mountains Mental Health: What patients rated most positively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

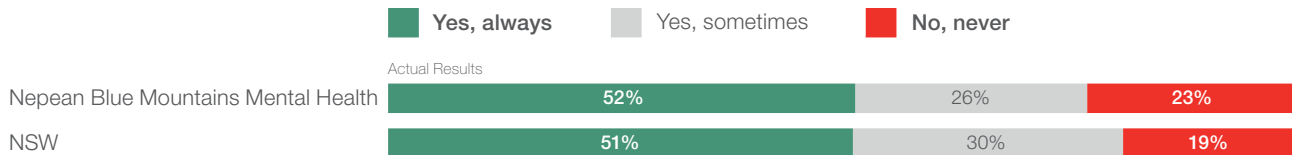
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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

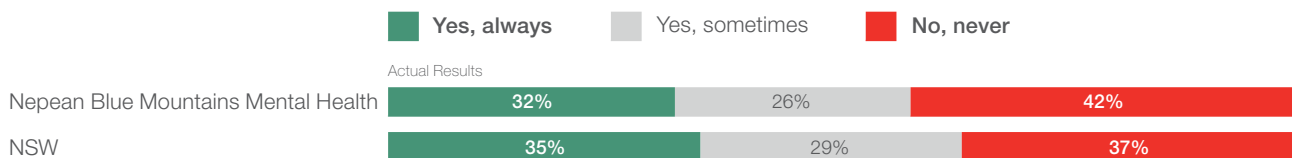


THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?

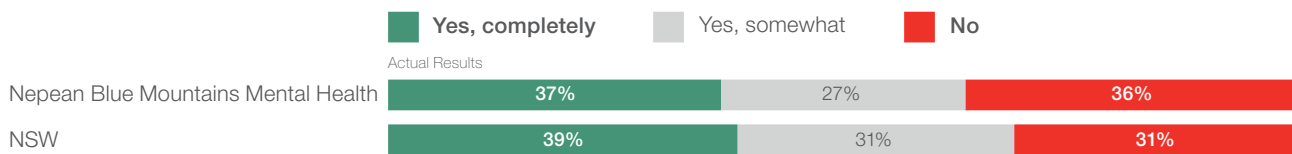


Nepean Blue Mountains Mental Health: What patients rated most negatively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

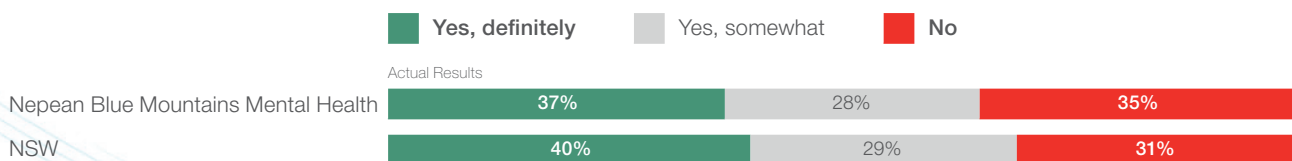
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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



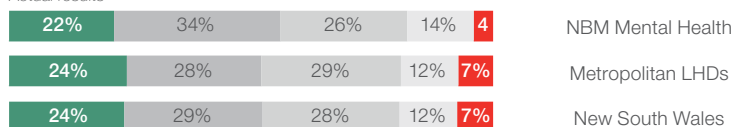
Nepean Blue Mountains Mental Health: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

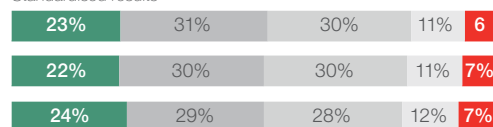
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

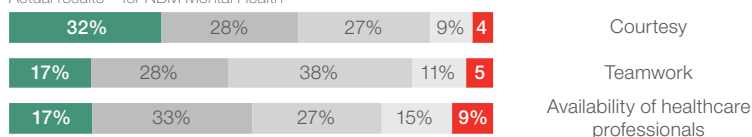


Standardised results³

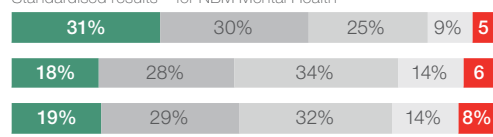


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for NBM Mental Health



Standardised results³ for NBM Mental Health



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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The suite of products includes:

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The main reports present data from the *NSW Health Mental Health Survey*, conducted in February 2010 and February 2011.
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- *Performance Profiles* for LHDs and local mental health facilities.



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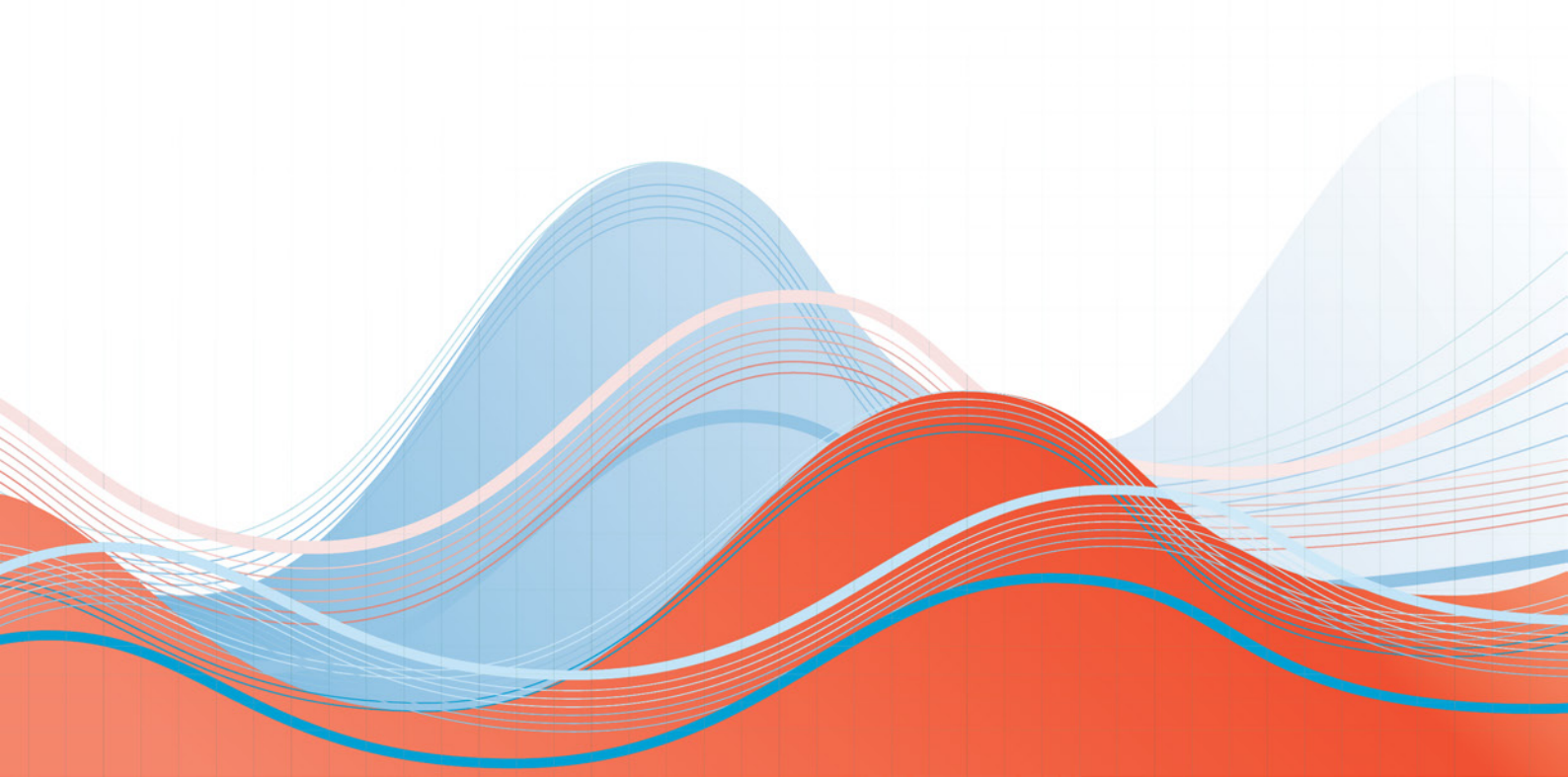
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Patient Perspectives

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.

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.

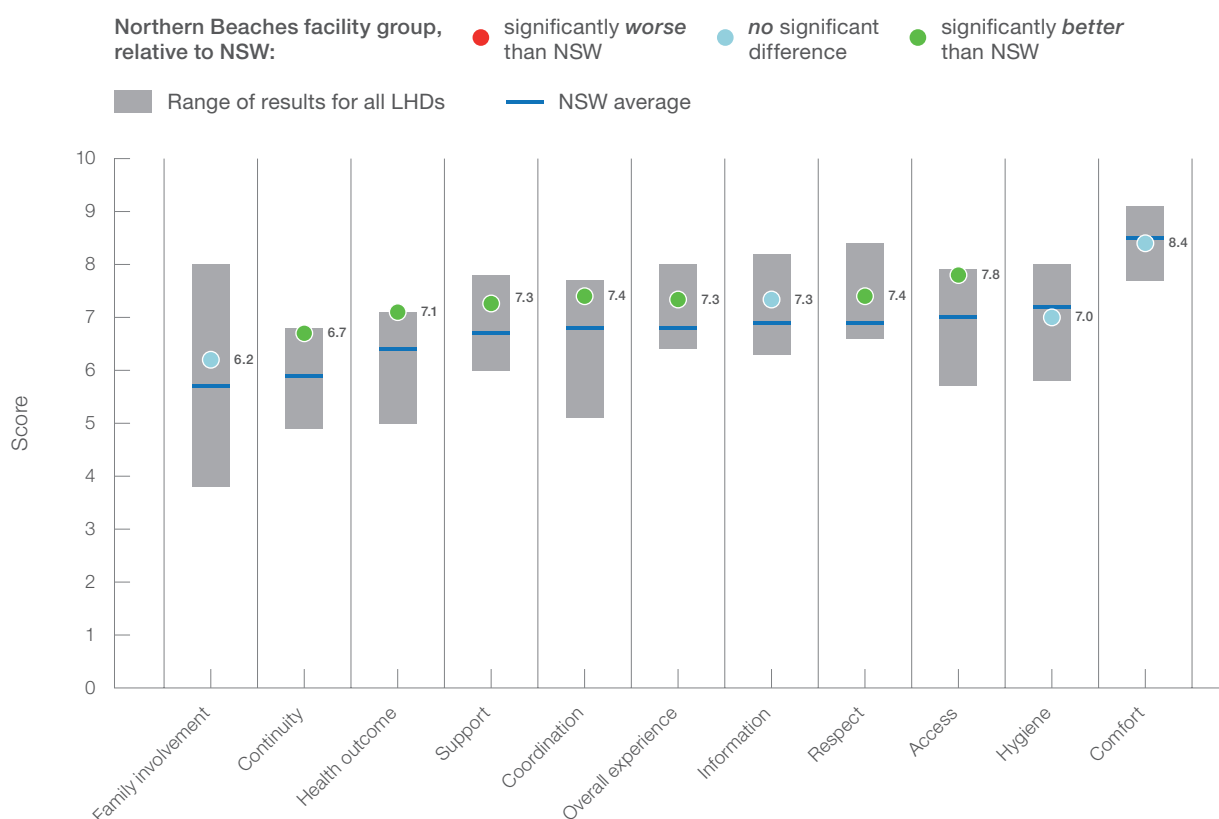
This graph shows for each aspect of care:

- 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).

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

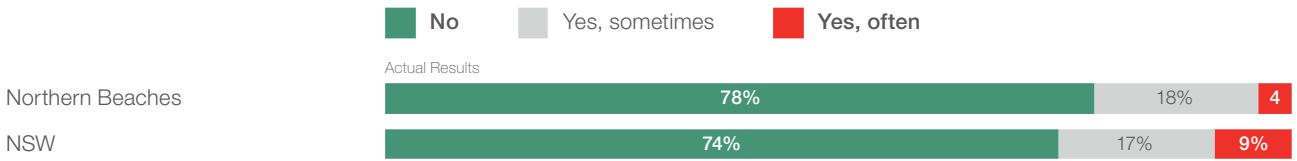


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

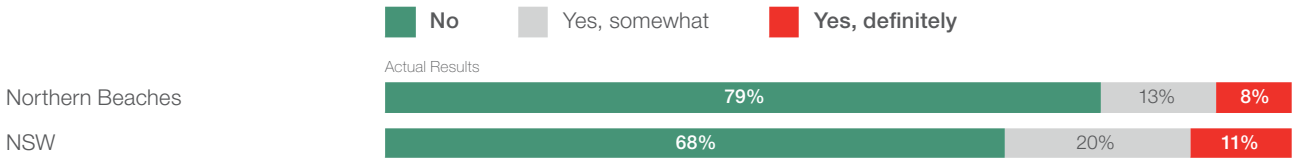
Northern Beaches: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

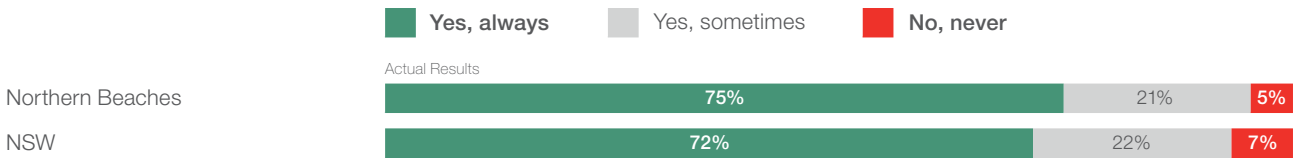
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



SECOND HIGHEST: After you were referred, did you have to wait a long time for services to start?



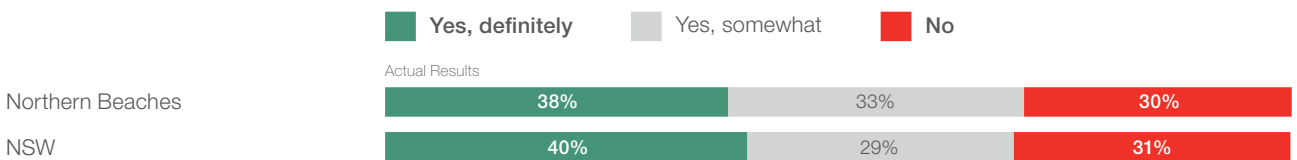
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



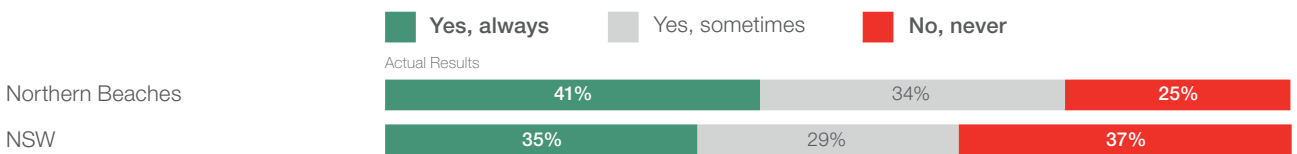
Northern Beaches: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

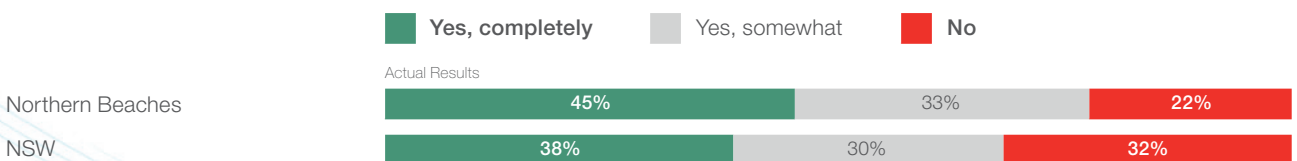
LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?



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



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



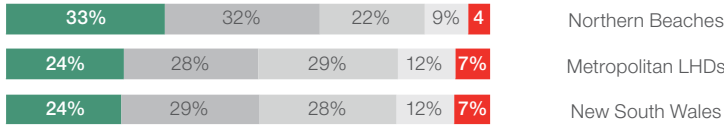
Northern Beaches: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

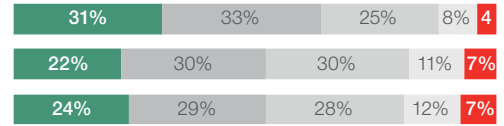
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

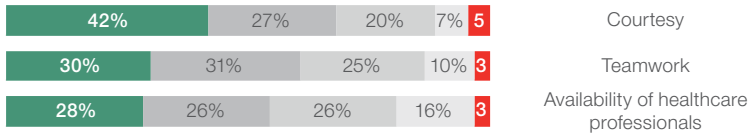


Standardised results³

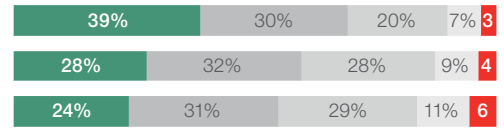


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Northern Beaches



Standardised results³ for Northern Beaches



Northern Beaches: 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	89%	74%
	60 years and over	10%	14%
Days spent in bed due to illness in last month	None	58%	53%
	One day	8%	7%
	Two days	7%	7%
	Three days	6%	6%
	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%
	Yes, more than one time	7%	11%
Self-rated mental health status	Poor / Fair	45%	45%
	Good	23%	30%
	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*.

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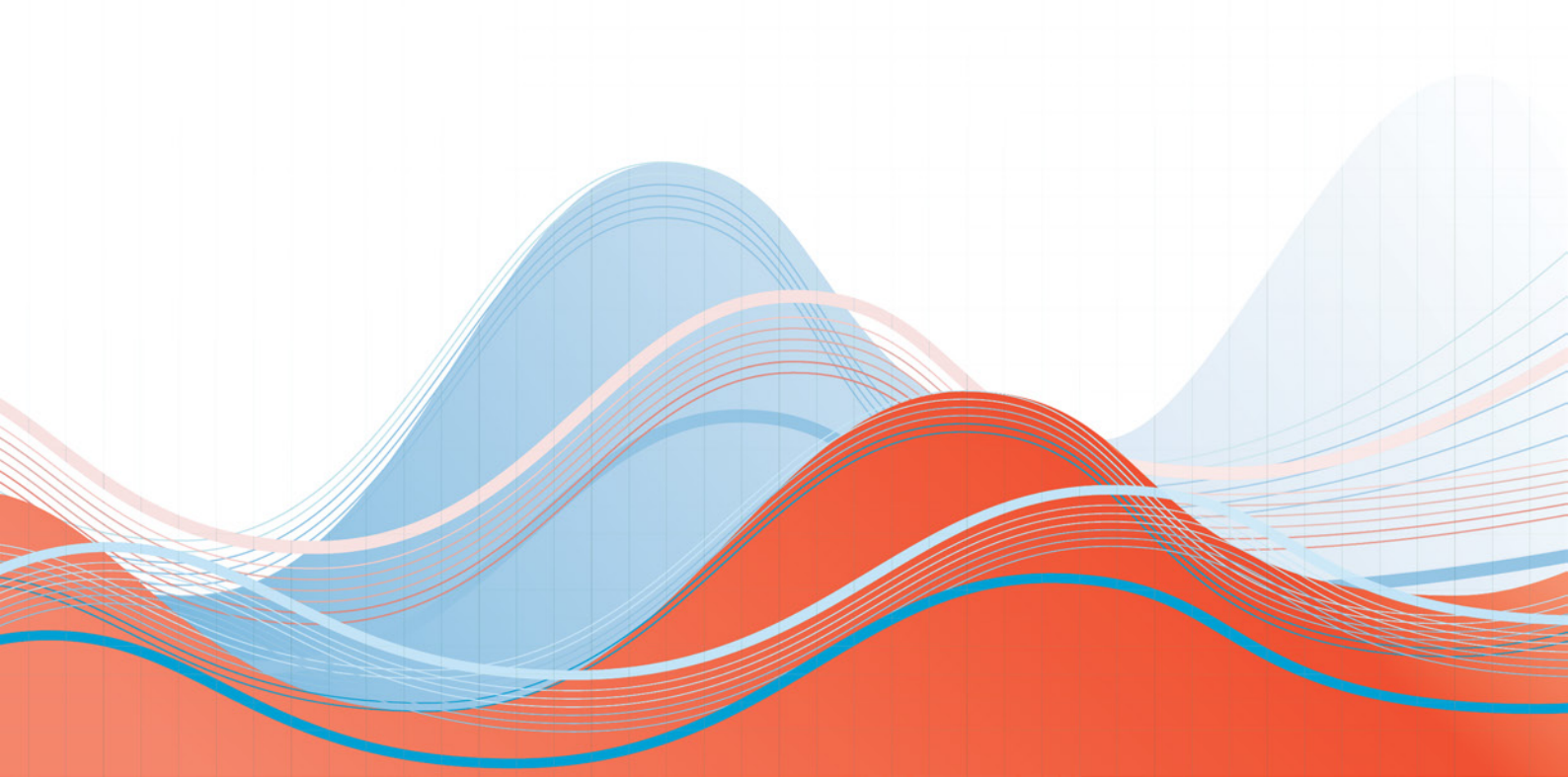
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Patient Perspectives

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
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- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for 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.

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.

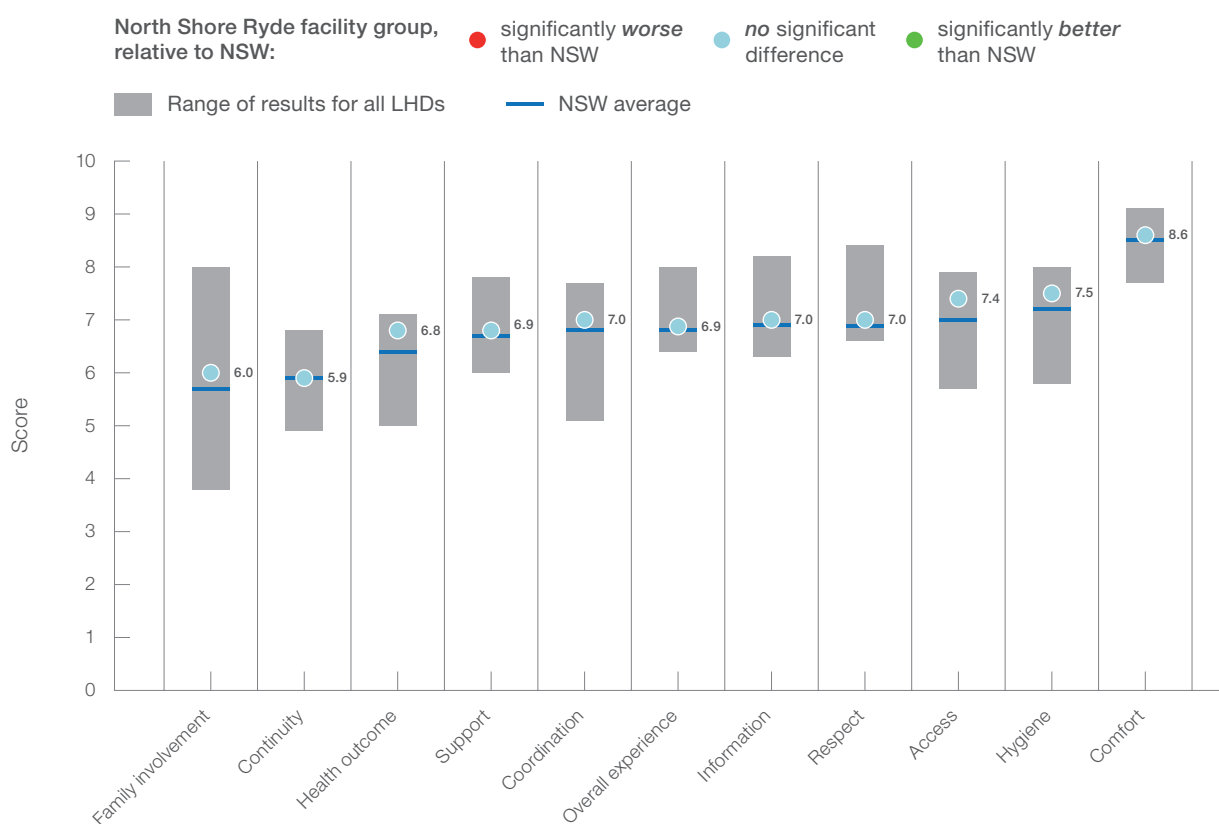
This graph shows for each aspect of care:

- 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).

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: 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?



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



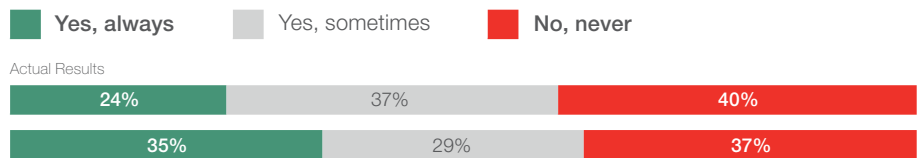
THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



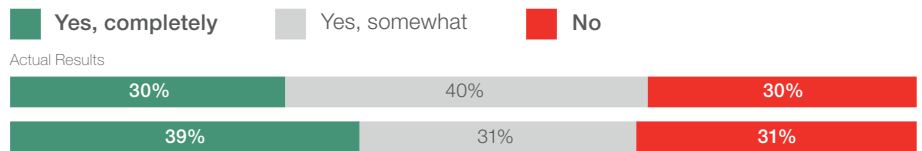
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NSW Health Patient Survey, February 2010 and 2011

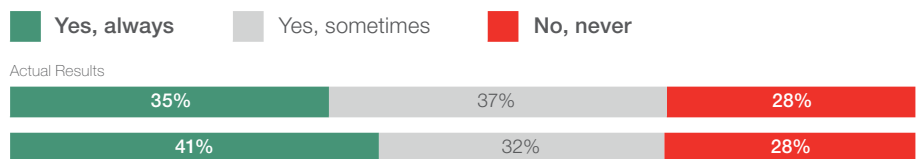
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



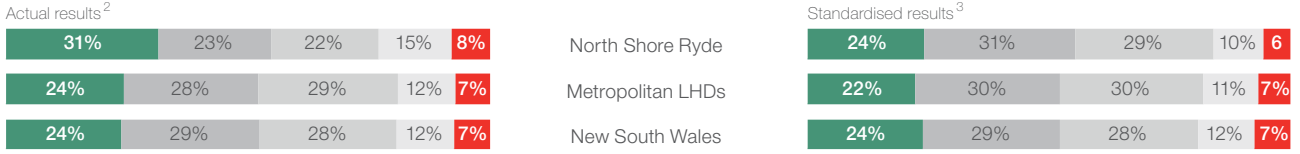
THIRD LOWEST: Did someone tell you about self-help or support groups you could work with?



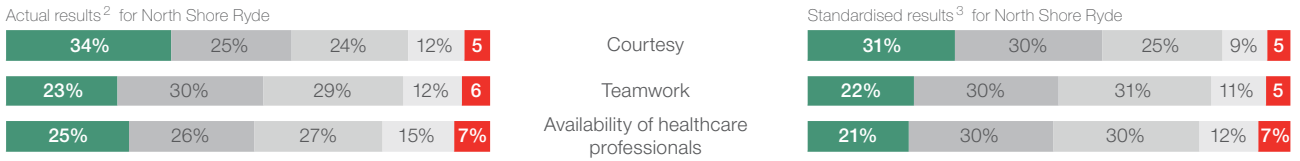
North Shore Ryde: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

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

Overall patient ratings of community mental health services



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



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

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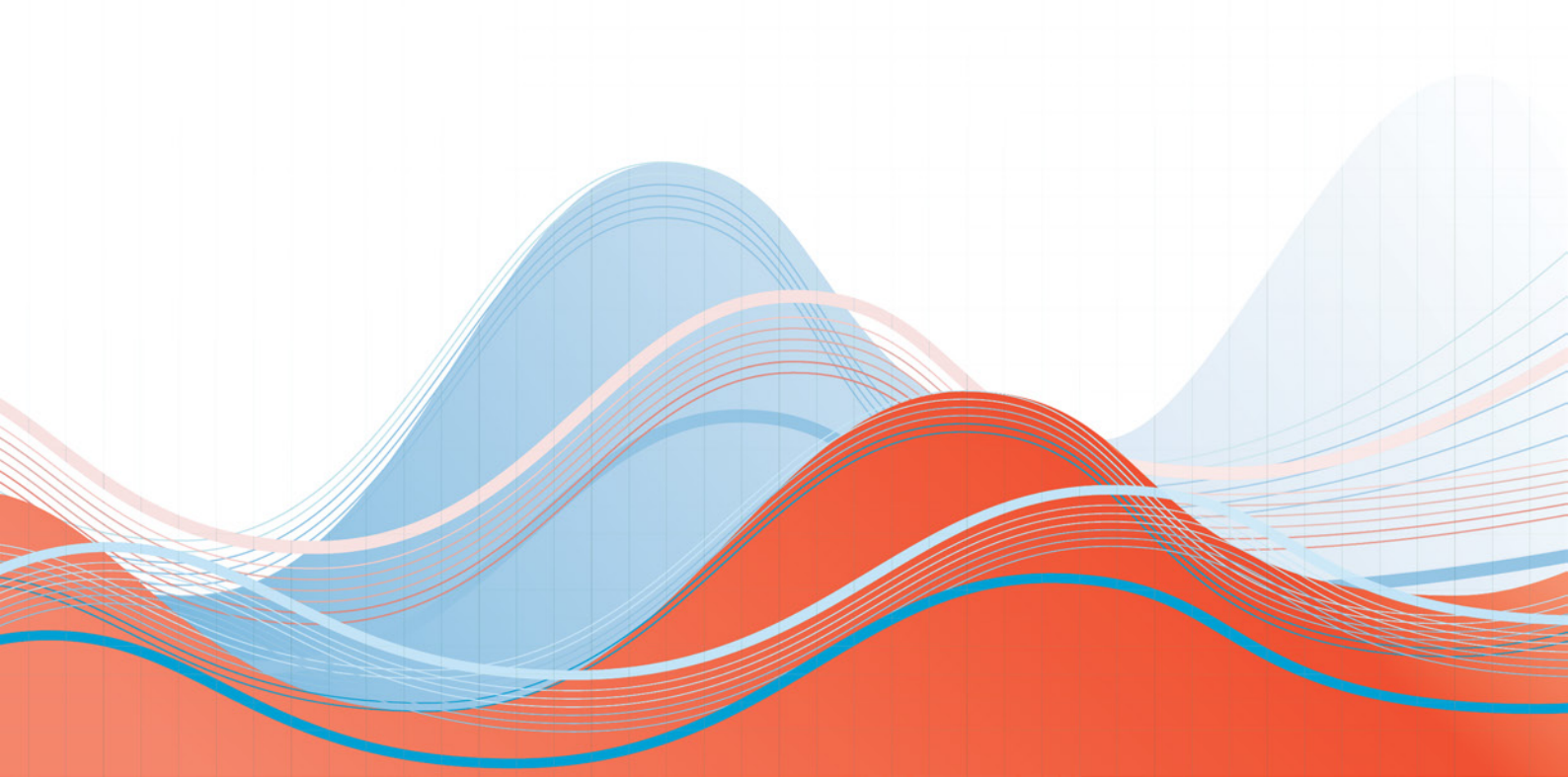
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Patient Perspectives

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
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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.

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.

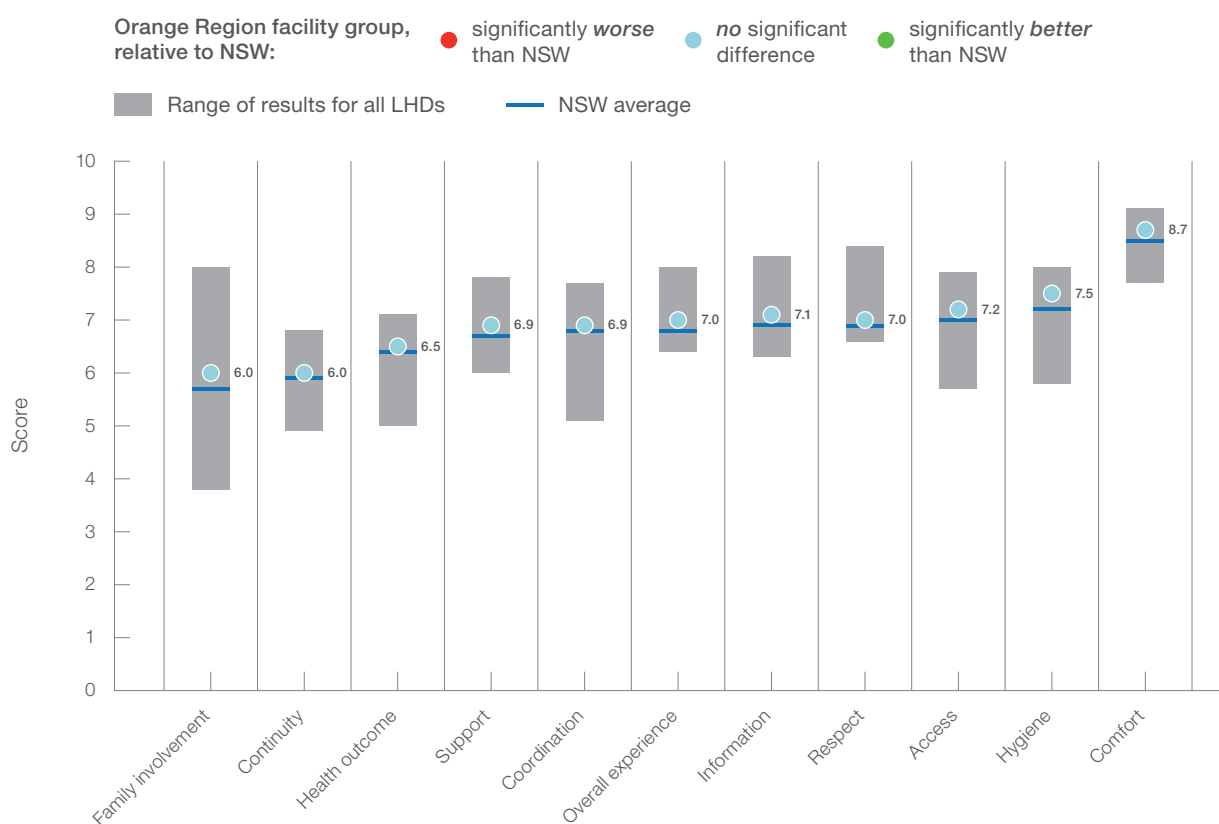
This graph shows for each aspect of care:

- 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).

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

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

■ Yes, definitely
 ■ Yes, somewhat
 ■ No

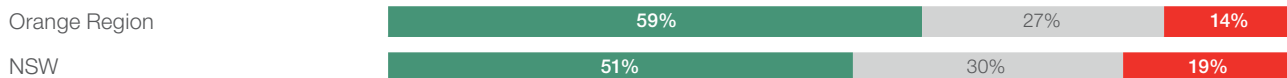
Actual Results



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



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

■ No
 ■ Yes, sometimes
 ■ Yes, often

Actual Results



Orange Region: 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



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

■ Yes, always
 ■ Yes, sometimes
 ■ No, never

Actual Results



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

■ Yes, completely
 ■ Yes, somewhat
 ■ No

Actual Results



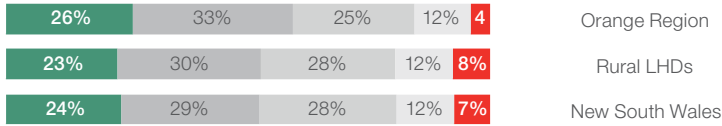
Orange Region: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

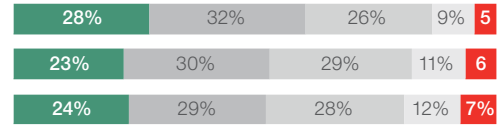
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

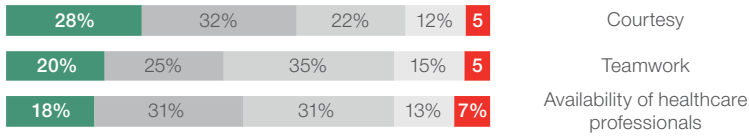


Standardised results³

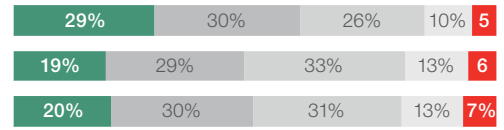


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Orange Region



Standardised results³ for Orange Region



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*.

Download our reports

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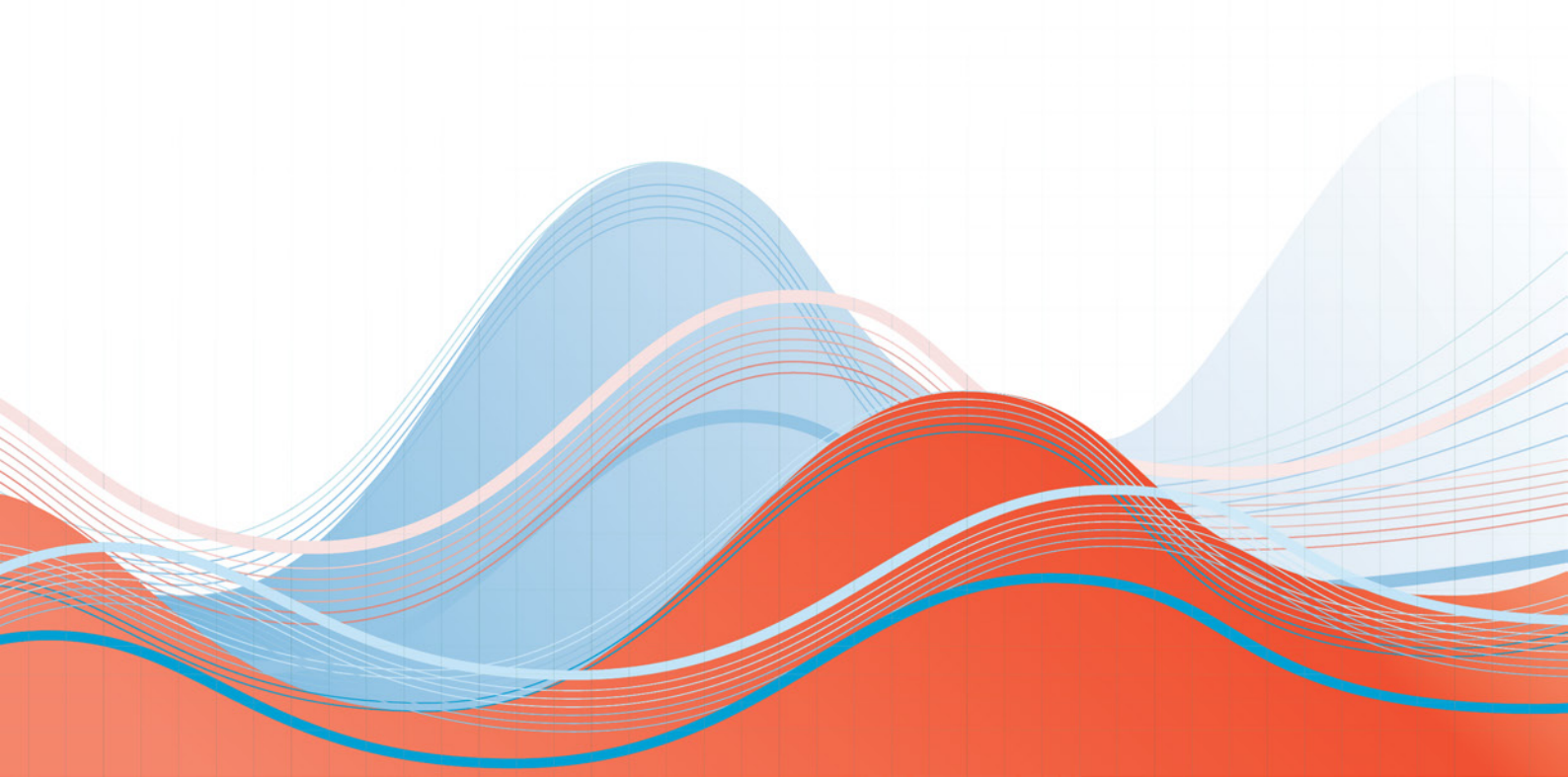
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Patient Perspectives

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 - Adolescent, Eastern Suburbs Child & Adolescent Mental Health - Child, Eastern Suburbs Consultation Liaison Psychiatry, Eastern Suburbs Comm Medicine, Neuropsychiatric Institute Outpatients, Eastern Suburbs Early Psychosis Program, Eastern Suburbs Mental Health Services Bilingual Team, 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.

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.

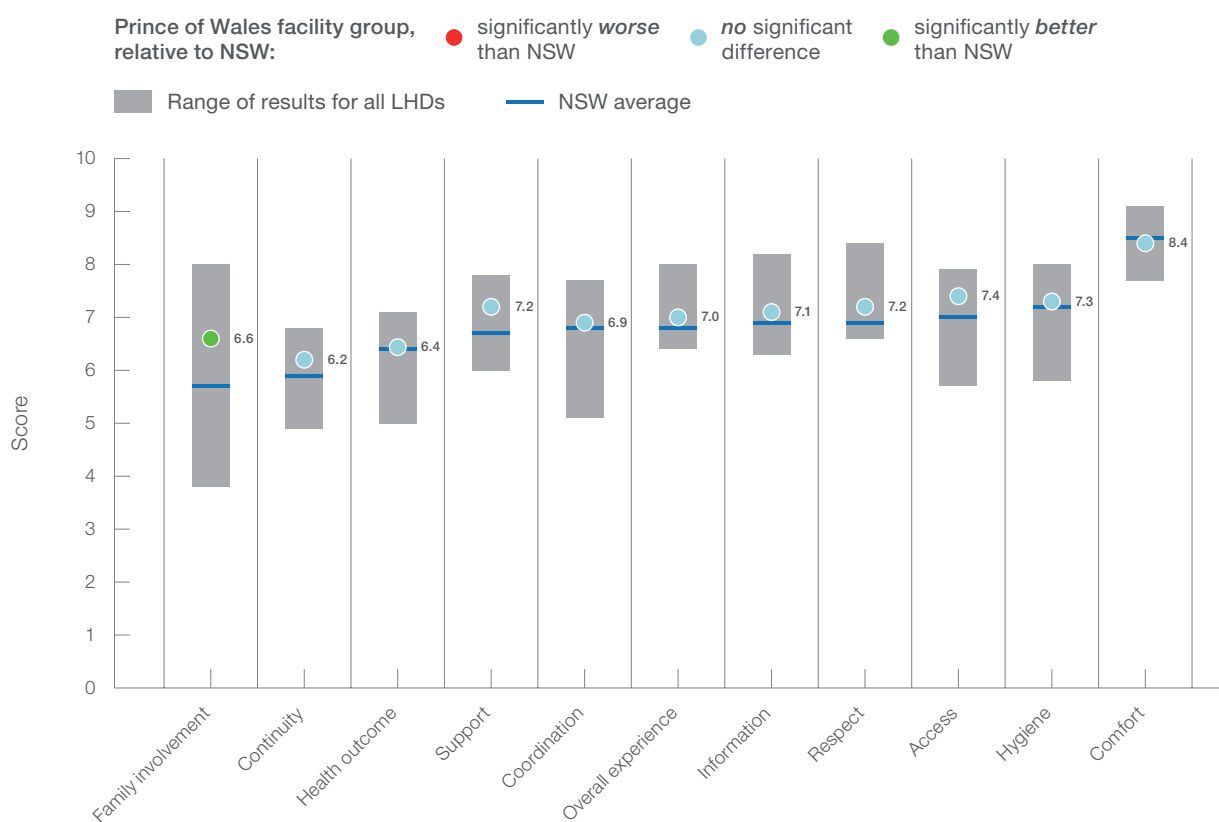
This graph shows for each aspect of care:

- 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).

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

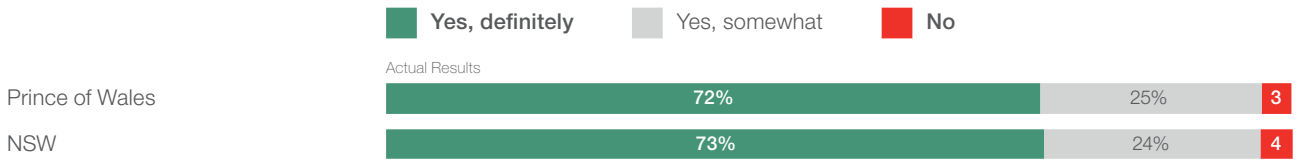


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

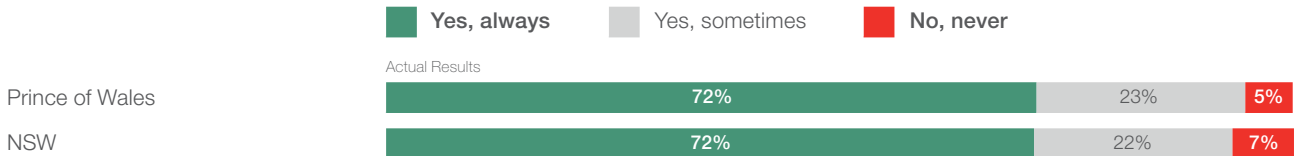
Prince of Wales: What patients rated most positively about these services¹

NSW Health Patient Survey, February 2010 and 2011

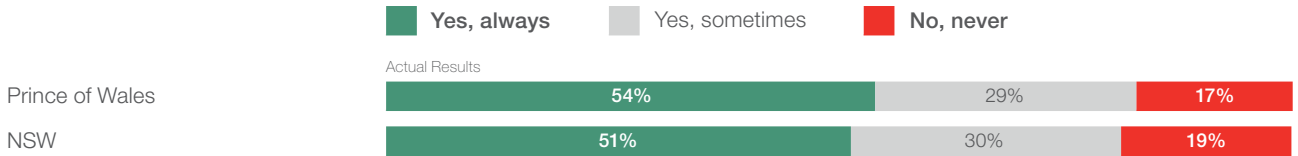
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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



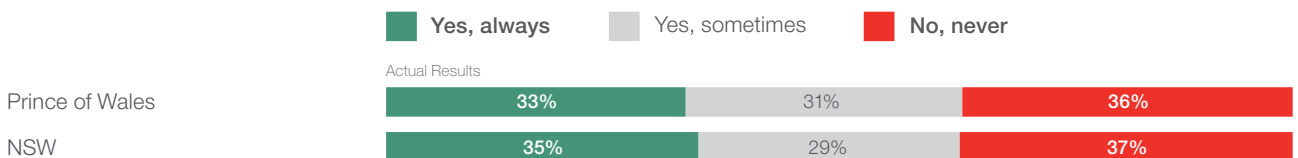
THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?



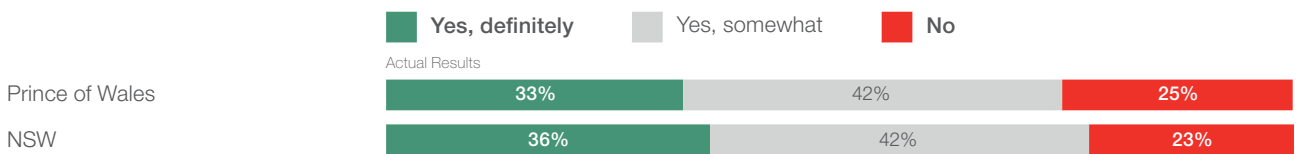
Prince of Wales: What patients rated most negatively about these services¹

NSW Health Patient Survey, February 2010 and 2011

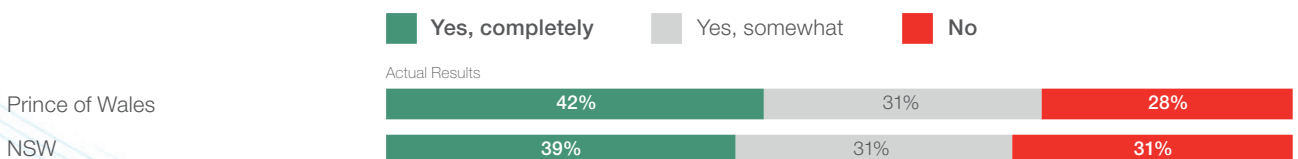
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



SECOND LOWEST: Are you doing better in your work, school, or other usual activities?



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



Prince of Wales: 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

Rating	Prince of Wales	Metropolitan LHDs	New South Wales
Excellent	28%	24%	24%
Very good	27%	28%	29%
Good	27%	29%	28%
Fair	11%	12%	12%
Poor	7%	7%	7%

Standardised results³

Rating	Prince of Wales	Metropolitan LHDs	New South Wales
Excellent	22%	22%	24%
Very good	31%	30%	29%
Good	30%	30%	28%
Fair	11%	11%	12%
Poor	6%	7%	7%

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

Actual results² for Prince of Wales

Rating	Courtesy	Teamwork	Availability of healthcare professionals
Excellent	33%	25%	22%
Very good	27%	31%	30%
Good	25%	25%	26%
Fair	7%	13%	17%
Poor	7%	5%	6%

Standardised results³ for Prince of Wales

Rating	Courtesy	Teamwork	Availability of healthcare professionals
Excellent	30%	23%	20%
Very good	30%	30%	29%
Good	25%	31%	31%
Fair	10%	11%	13%
Poor	5%	5%	7%

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.
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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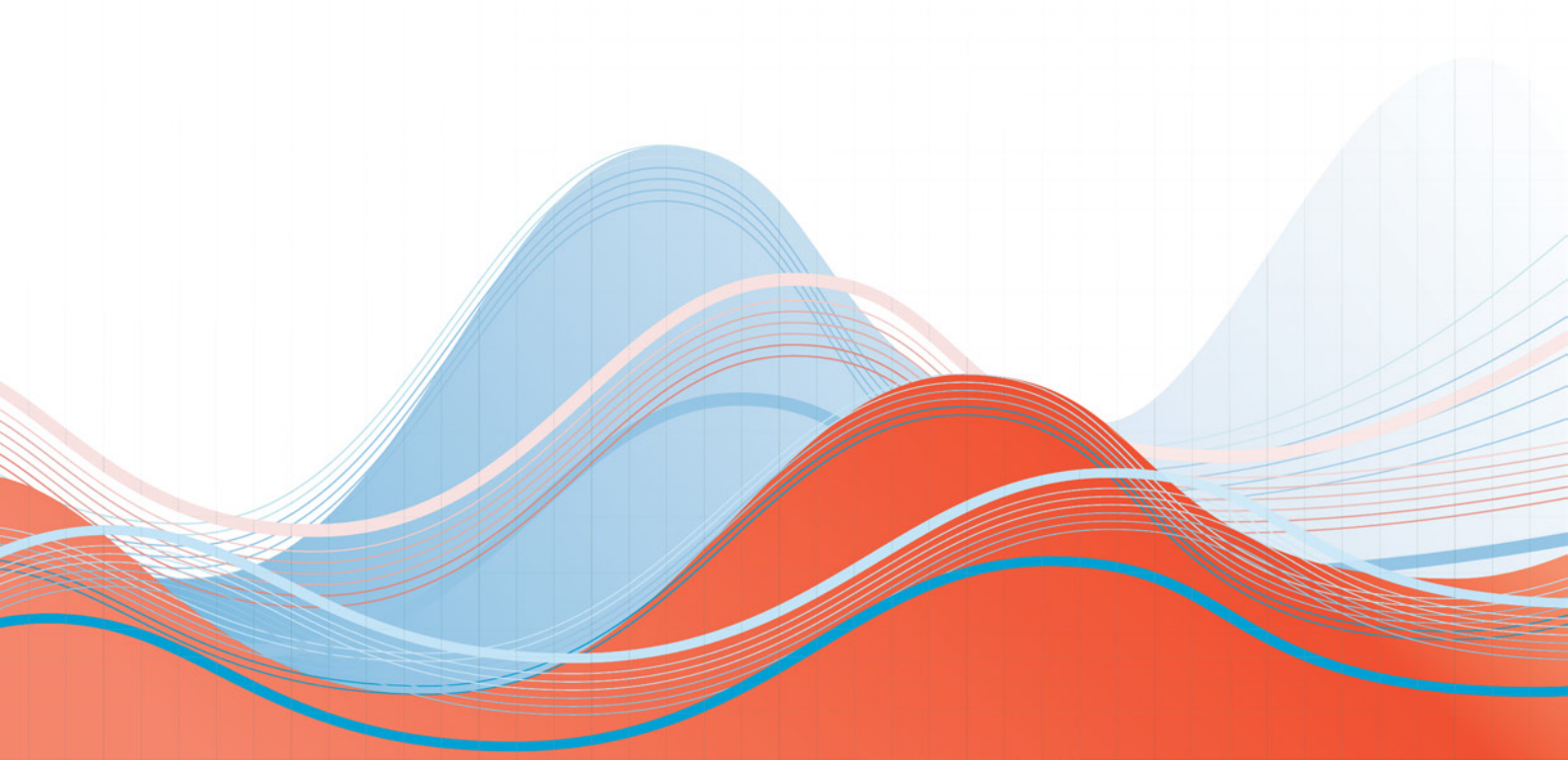
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Patient Perspectives

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.

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.

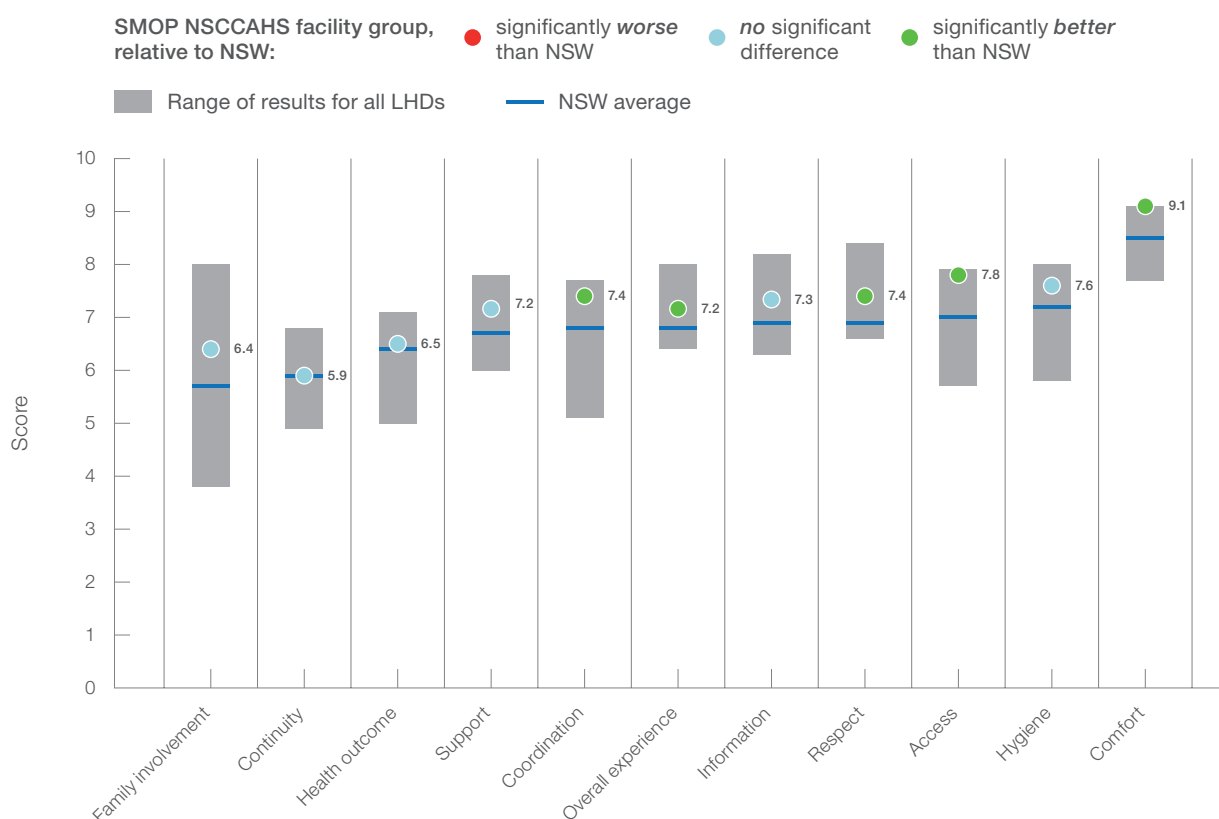
This graph shows for each aspect of care:

- 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).

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

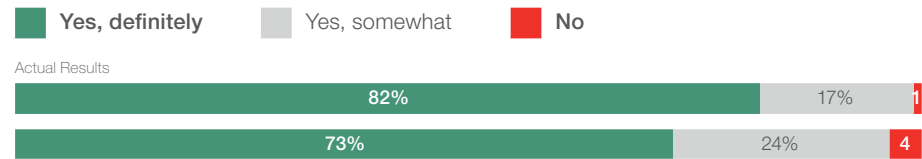


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

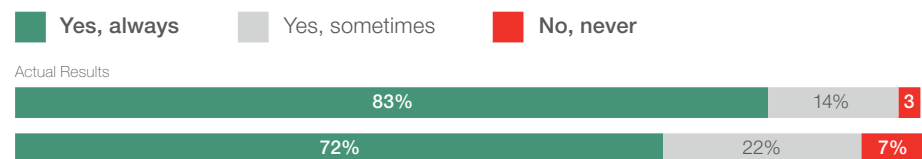
SMOP NSCCAHS: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

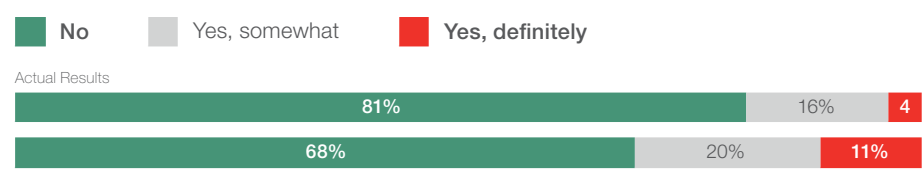
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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



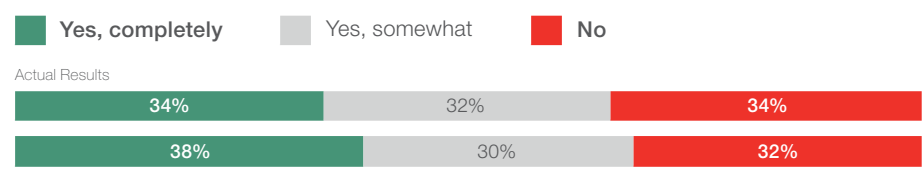
THIRD HIGHEST: After you were referred, did you have to wait a long time for services to start?



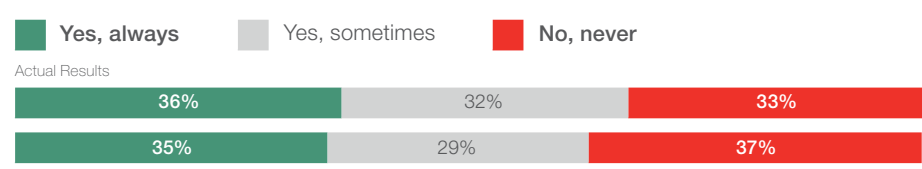
SMOP NSCCAHS: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

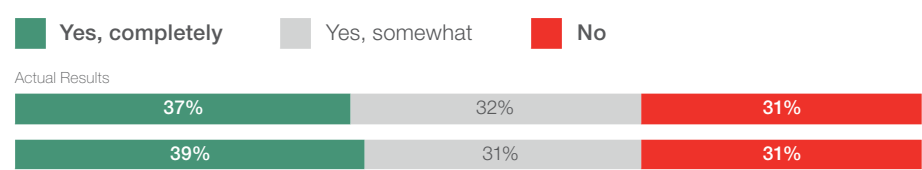
LOWEST: Did they tell you what danger signals about your condition to watch for?



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



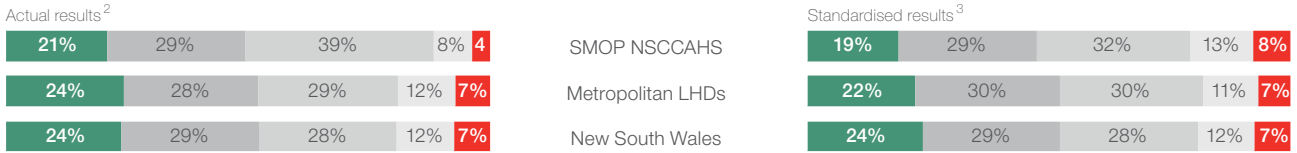
THIRD LOWEST: Did someone tell you about medication side effects to watch for?



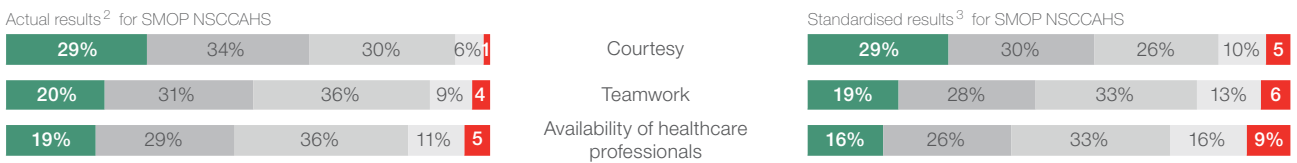
SMOP NSCCAHS: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

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

Overall patient ratings of community mental health services



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



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
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 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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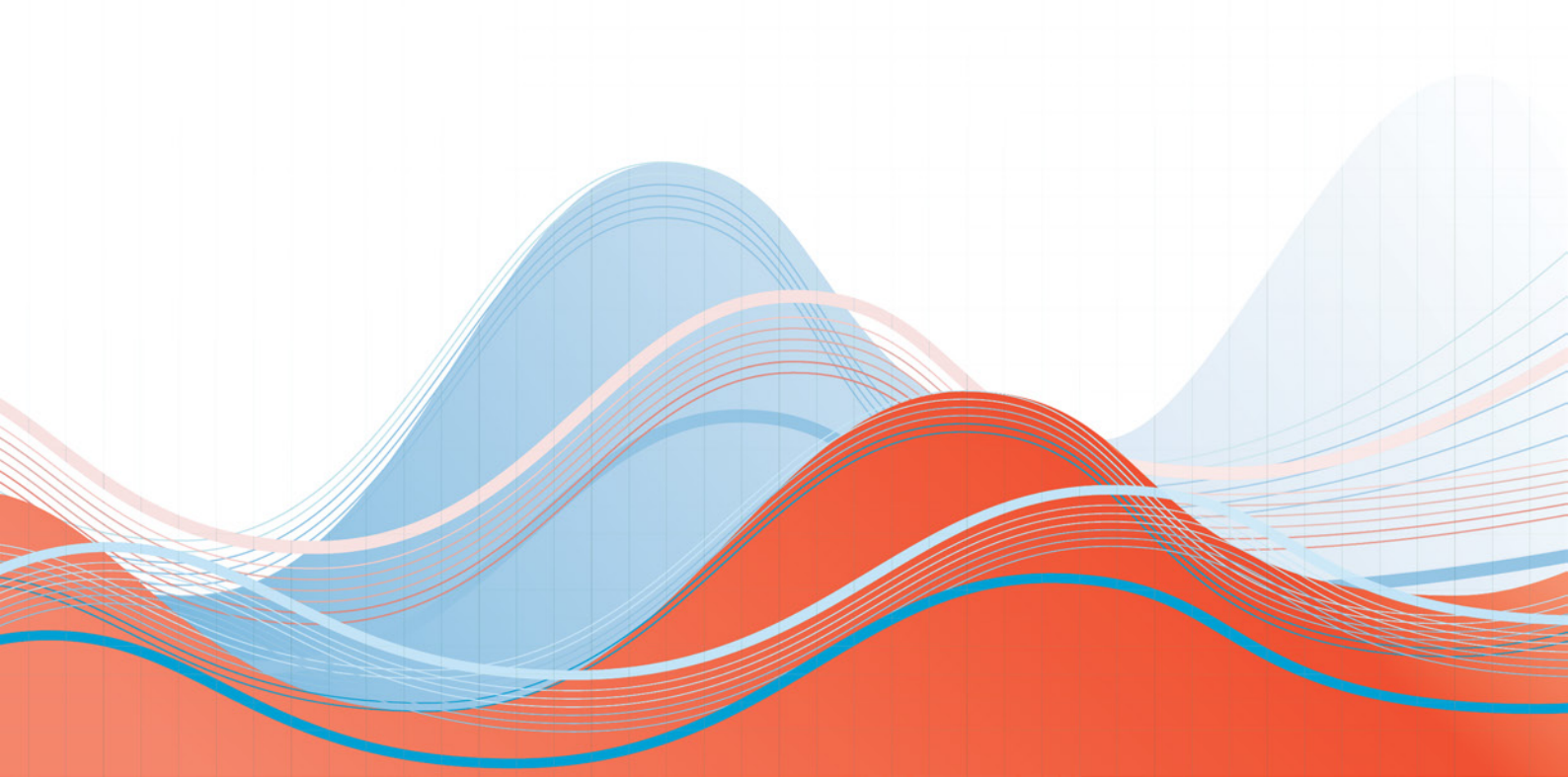
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Patient Perspectives

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.

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.

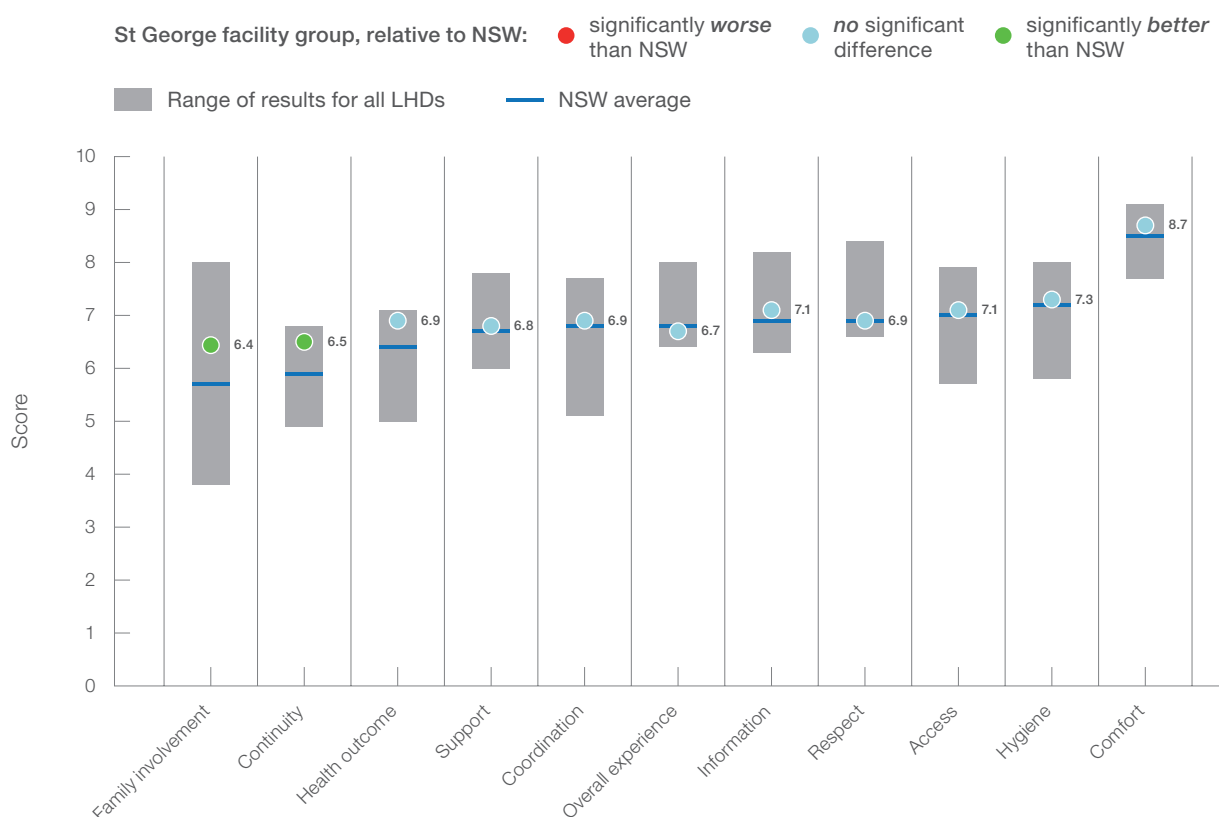
This graph shows for each aspect of care:

- 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).

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*.

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, definitely Yes, somewhat No

Actual Results



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

Yes, always Yes, sometimes No, never

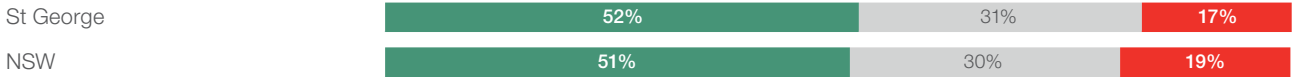
Actual Results



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: 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



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

Yes, completely Yes, somewhat No

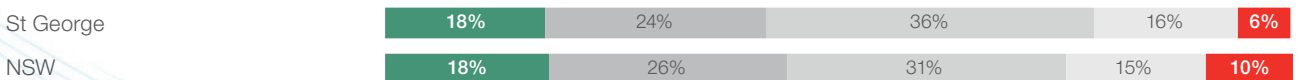
Actual Results



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

Excellent Very good Good Fair Poor

Actual Results



St George: 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

Rating	Excellent	Very good	Good	Fair	Poor
St George	21%	28%	30%	14%	6%
Metropolitan LHDs	24%	28%	29%	12%	7%
New South Wales	24%	29%	28%	12%	7%

Standardised results³

Rating	Excellent	Very good	Good	Fair	Poor
St George	19%	29%	31%	13%	7%
Metropolitan LHDs	22%	30%	30%	11%	7%
New South Wales	24%	29%	28%	12%	7%

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

Actual results² for St George

Factor	Excellent	Very good	Good	Fair	Poor
Courtesy	27%	26%	29%	15%	4%
Teamwork	17%	26%	37%	16%	4%
Availability of healthcare professionals	18%	24%	36%	16%	6%

Standardised results³ for St George

Factor	Excellent	Very good	Good	Fair	Poor
Courtesy	25%	29%	28%	12%	6%
Teamwork	17%	27%	35%	15%	7%
Availability of healthcare professionals	16%	27%	33%	15%	9%

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.
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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Fax: +61 2 8644 2119

Email: enquiries@bhi.nsw.gov.au

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

Web: www.bhi.nsw.gov.au

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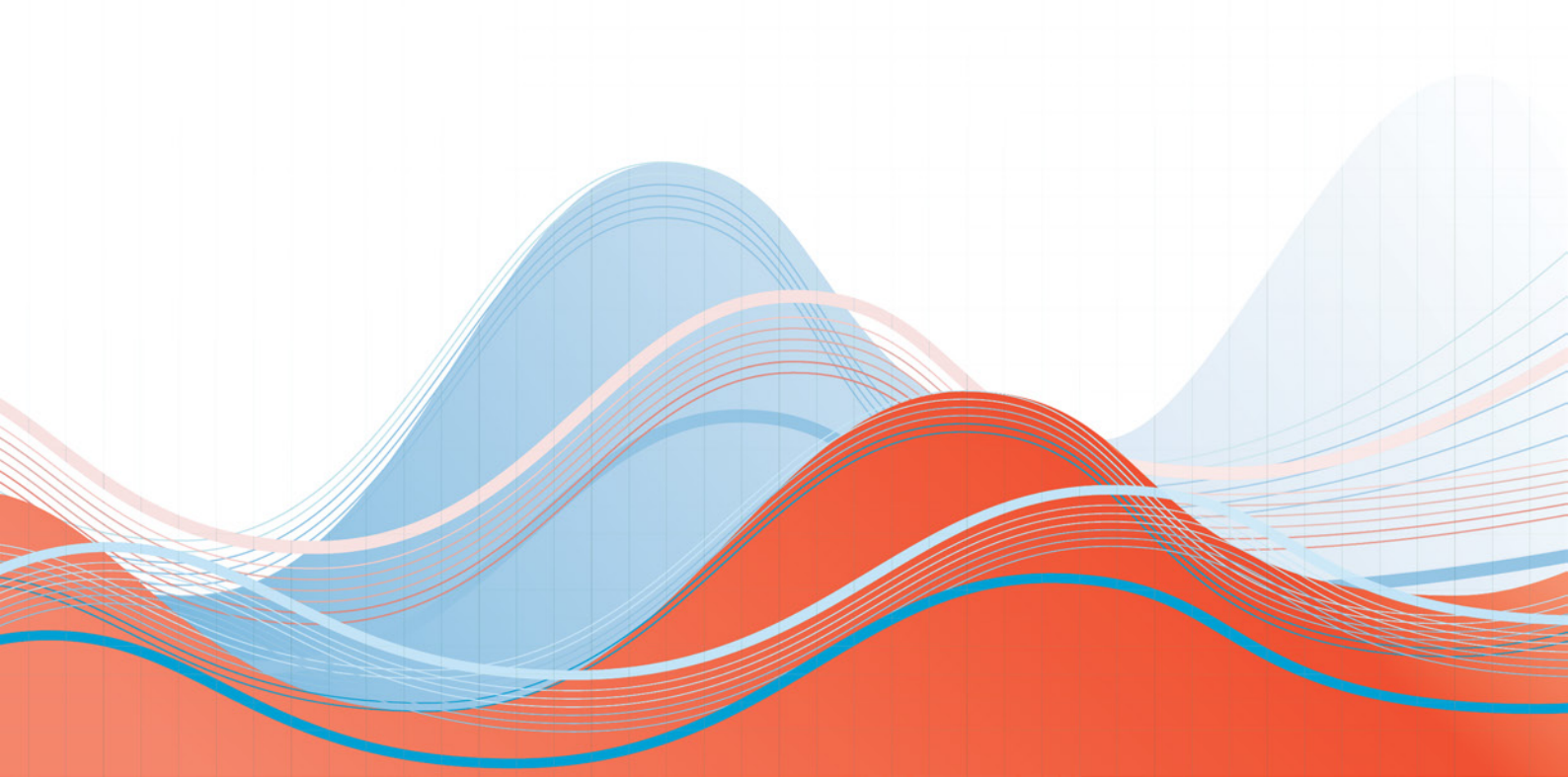
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Patient Perspectives

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.

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.

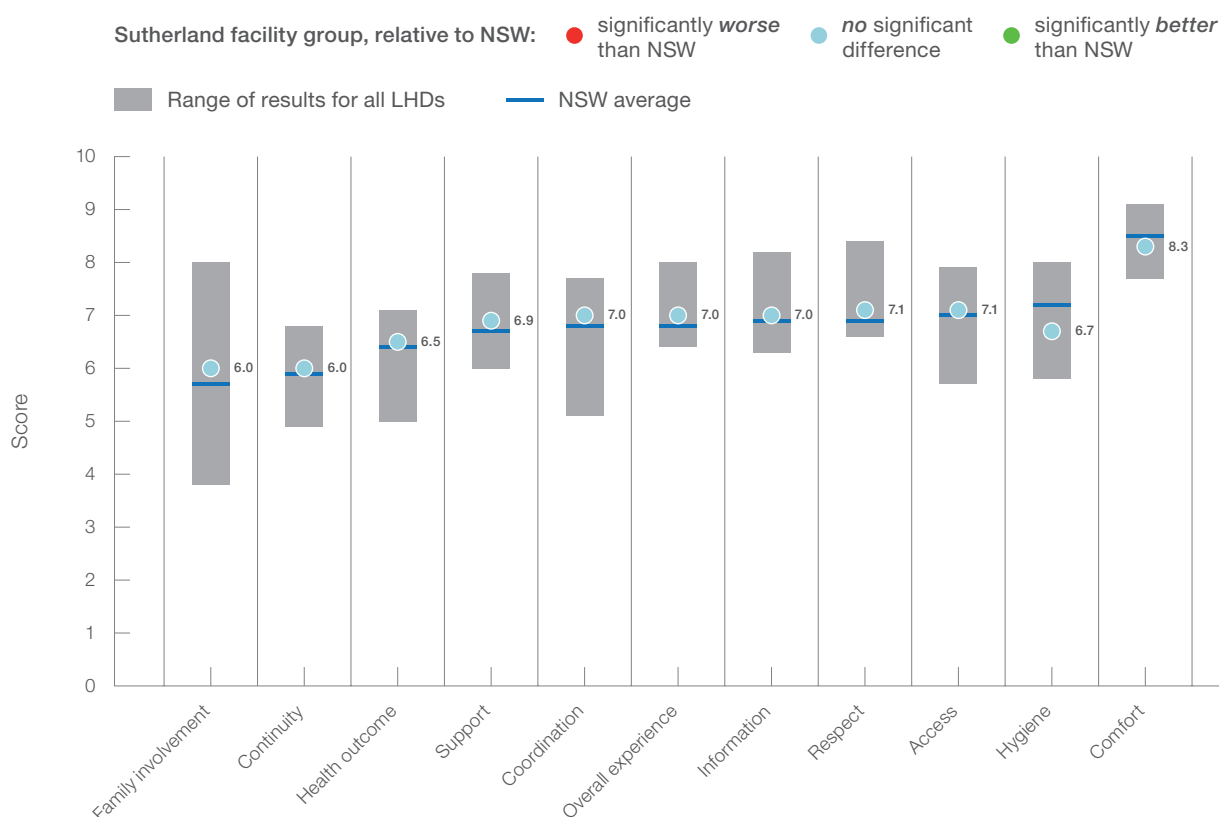
This graph shows for each aspect of care:

- 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).

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

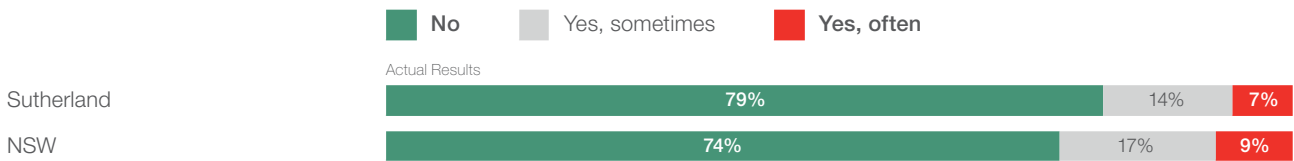


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

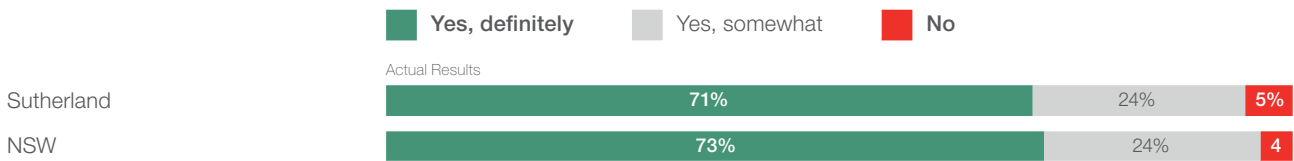
Sutherland: What patients rated most positively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

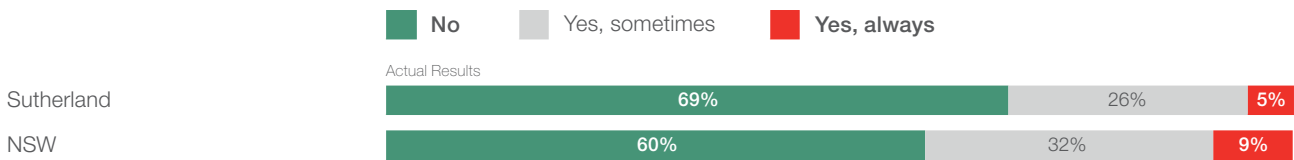
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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



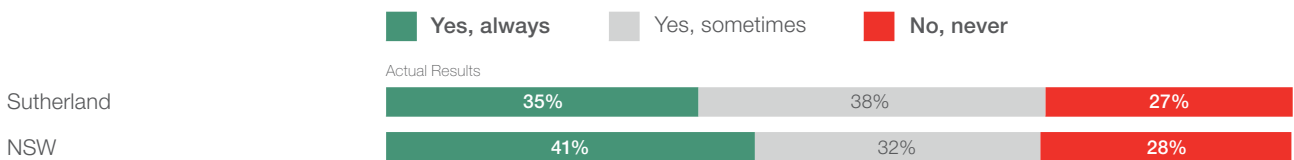
THIRD HIGHEST: When you had appointments, were you kept waiting a long time?



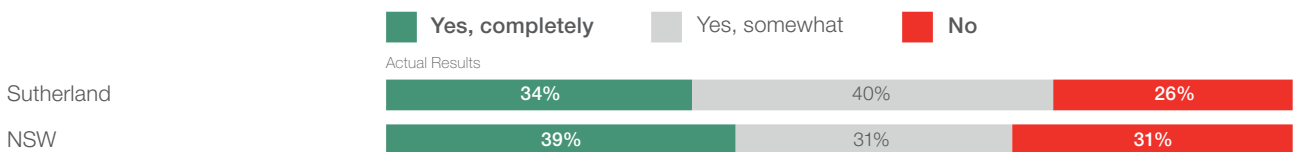
Sutherland: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

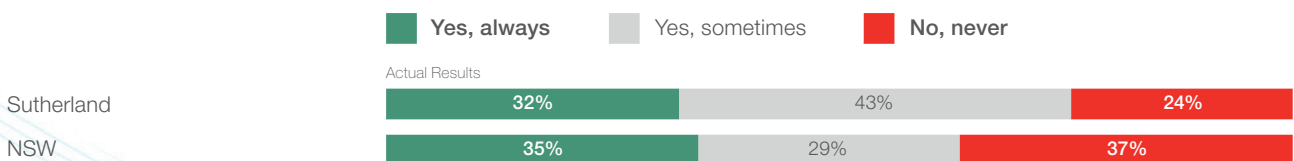
LOWEST: Did someone tell you about self-help or support groups you could work with?



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



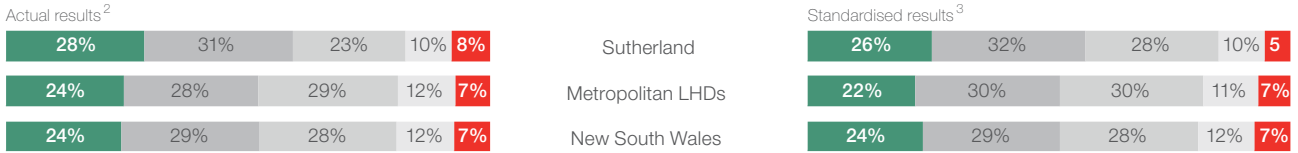
THIRD LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



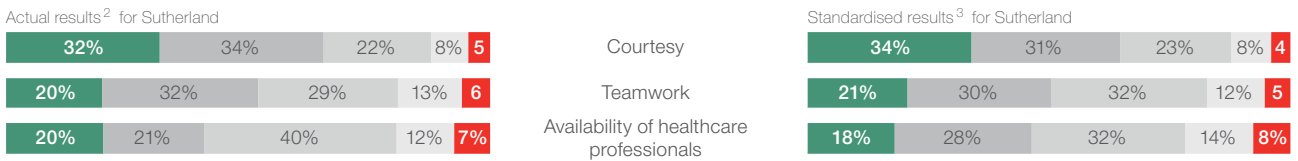
Sutherland: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services



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



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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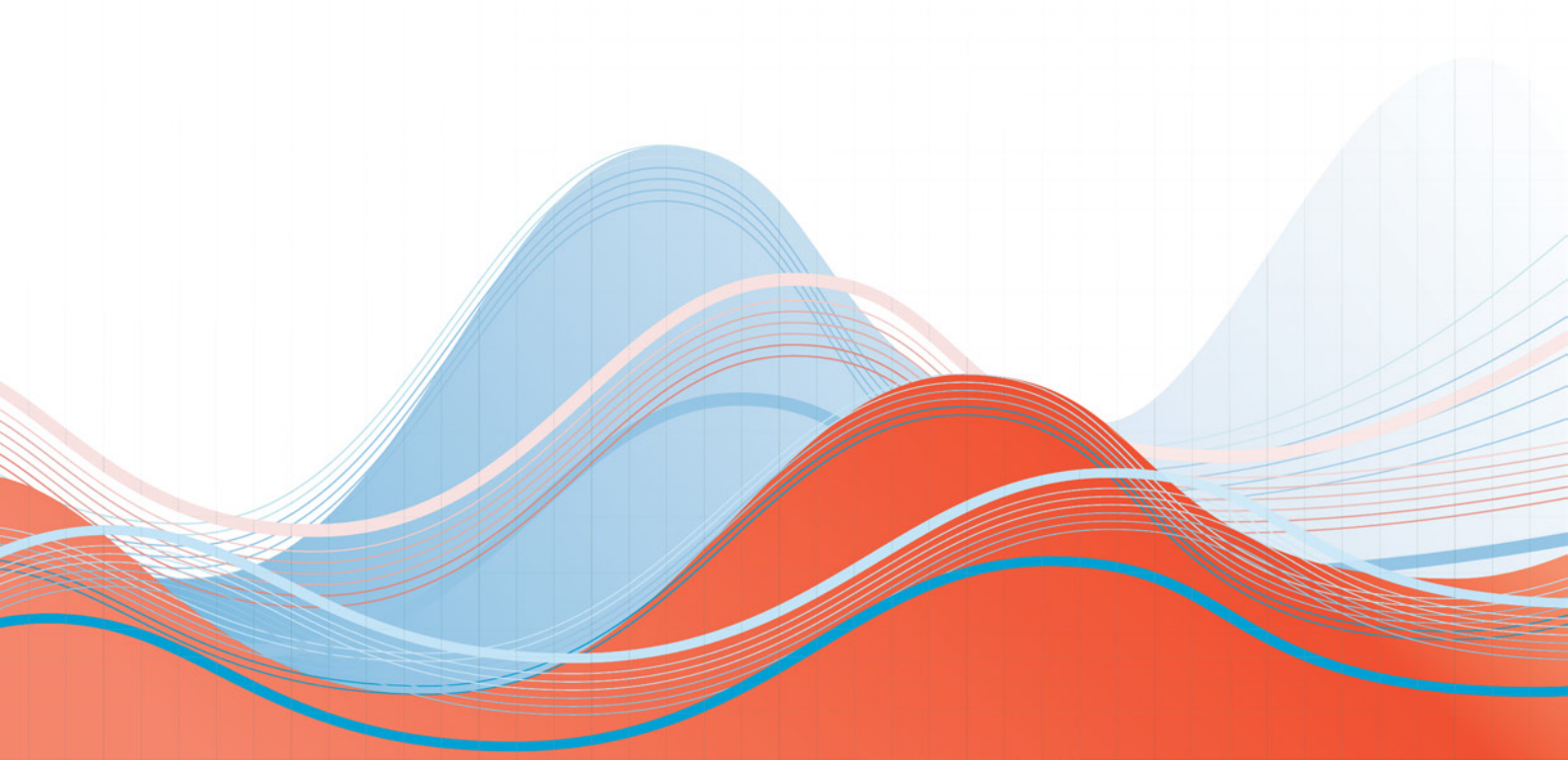
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Patient Perspectives

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.

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.

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.

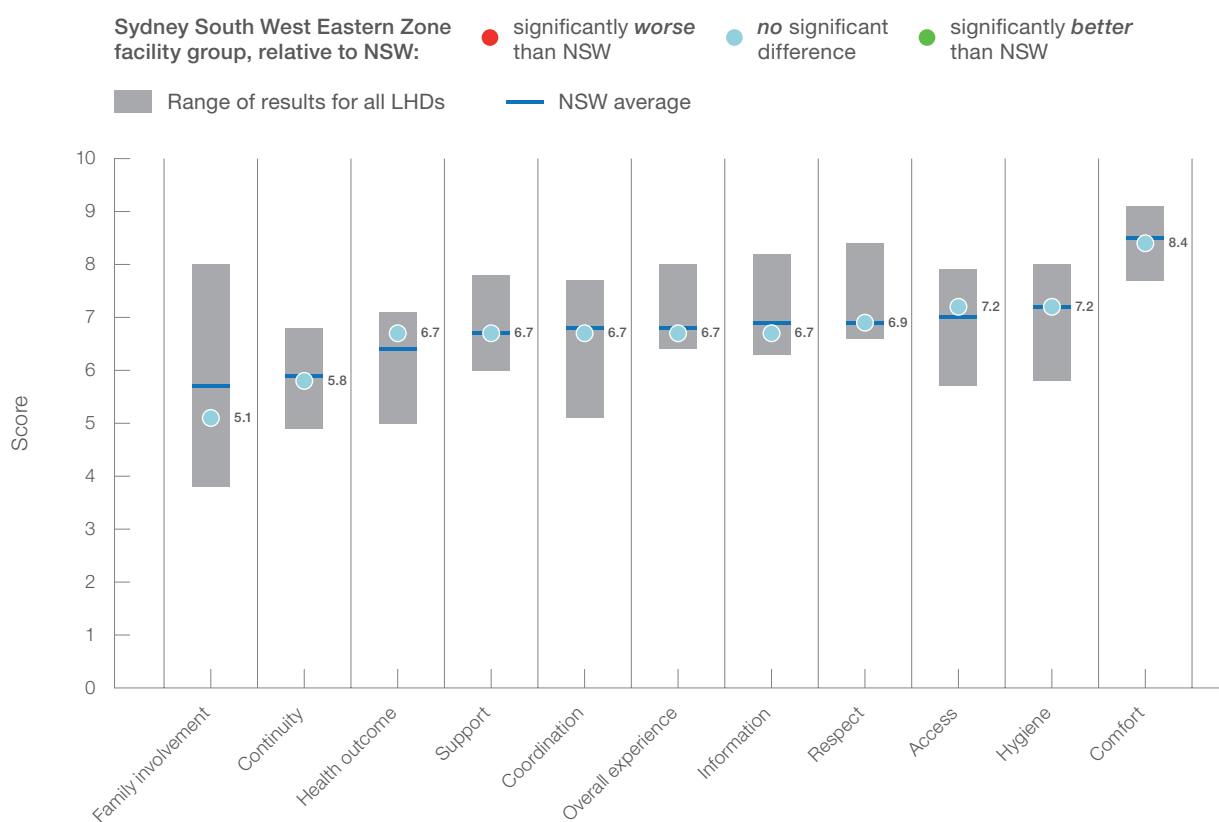
This graph shows for each aspect of care:

- 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).

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.

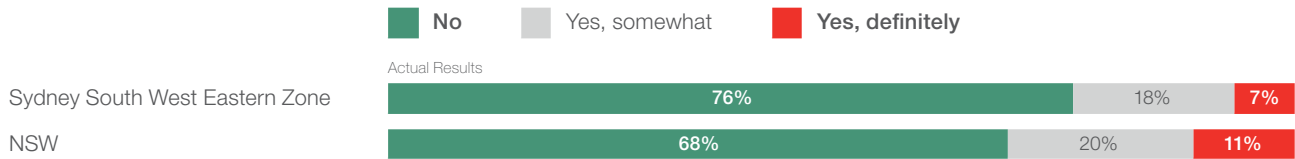
Figure 1: **Sydney South West Eastern Zone facility group** Aspects of care scores relative to other facilities and NSW average



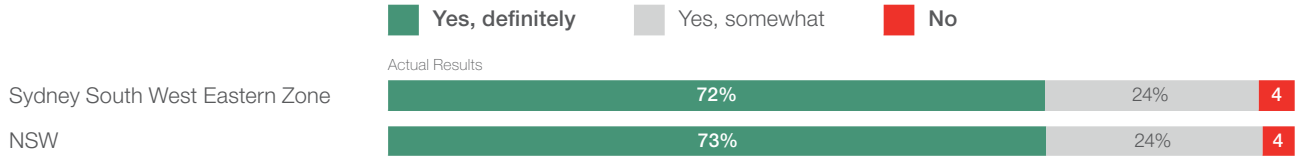
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

Sydney South West Eastern Zone: What patients rated most positively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

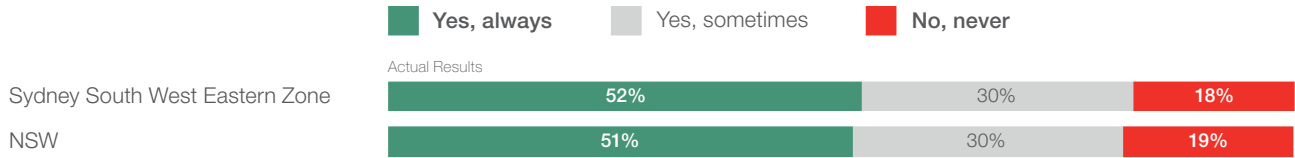
HIGHEST: After you were referred, did you have to wait a long time for services to start?



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

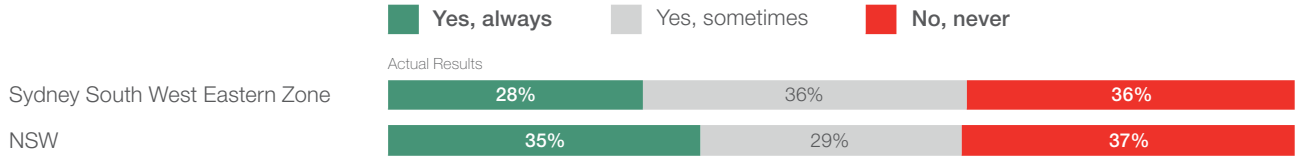


THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?

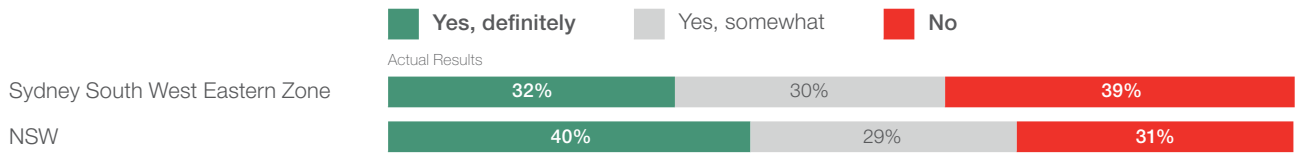


Sydney South West Eastern Zone: What patients rated most negatively about these services¹
 NSW Health Patient Survey, February 2010 and 2011

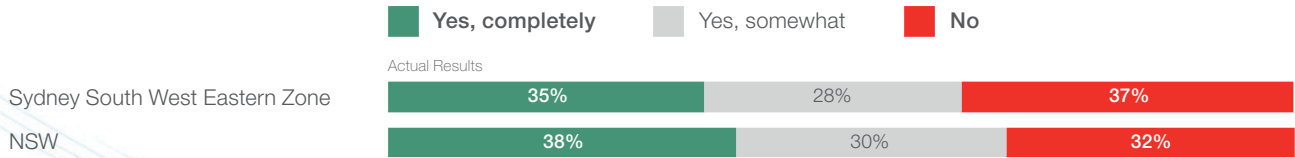
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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



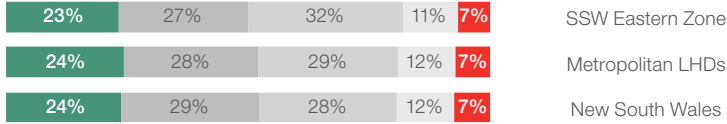
Sydney South West Eastern Zone: Patient experiences with community mental health services

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

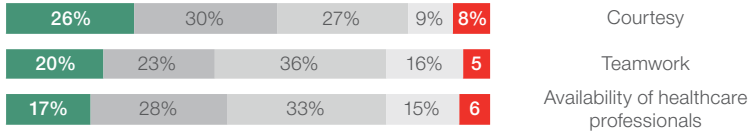


Standardised results³

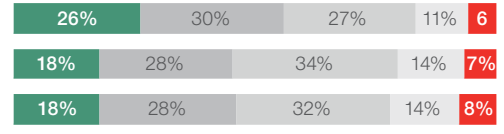


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for SSW Eastern Zone



Standardised results³ for SSW Eastern Zone



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.
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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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Telephone: +61 2 8644 2100

Fax: +61 2 8644 2119

Email: enquiries@bhi.nsw.gov.au

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

Web: www.bhi.nsw.gov.au

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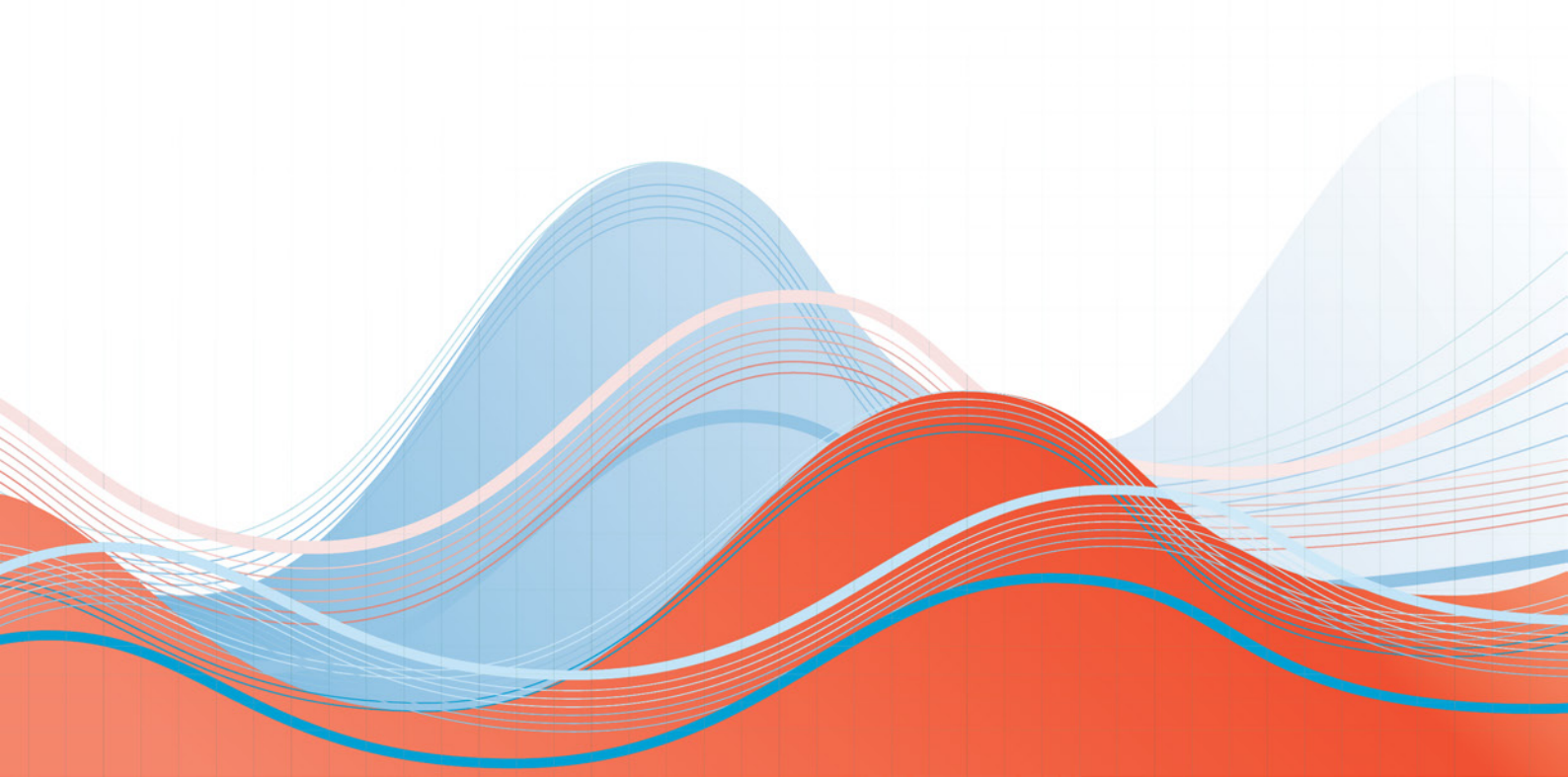
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Patient Perspectives

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.

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.

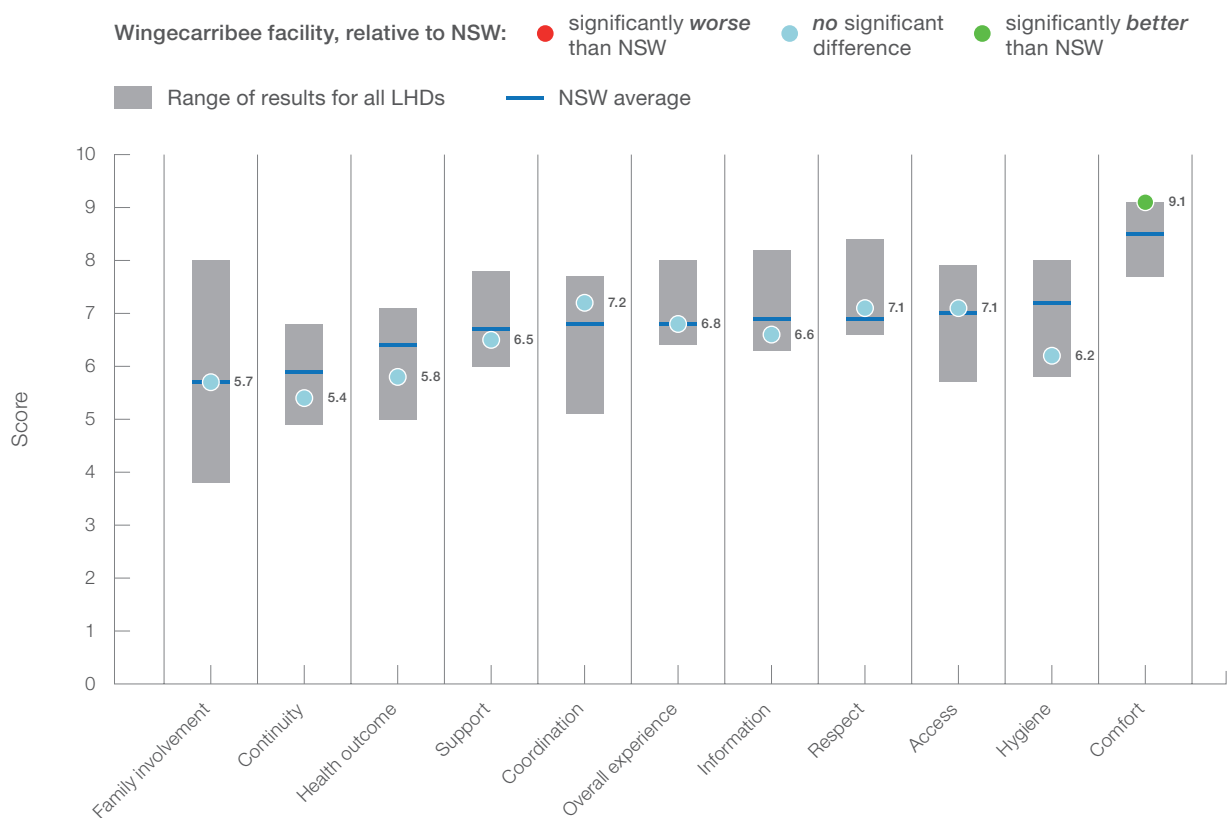
This graph shows for each aspect of care:

- 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).

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

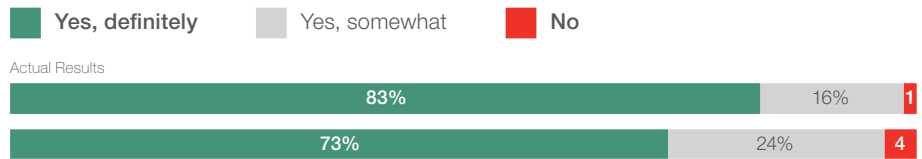


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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



SECOND HIGHEST: After you were referred, did you have to wait a long time for services to start?



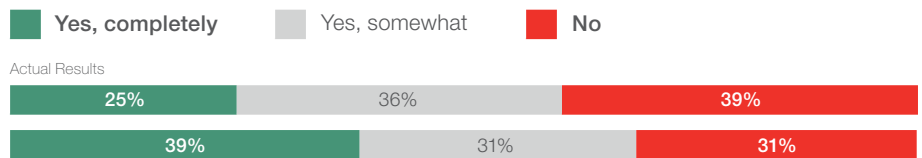
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



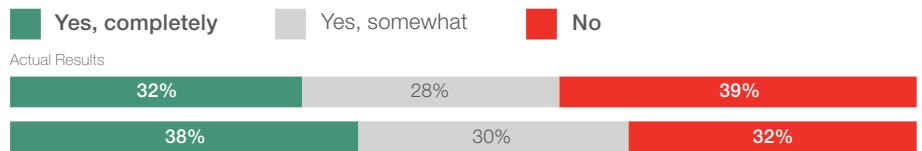
Wingecarribee: What patients rated most negatively about these services ¹

NSW Health Patient Survey, February 2010 and 2011

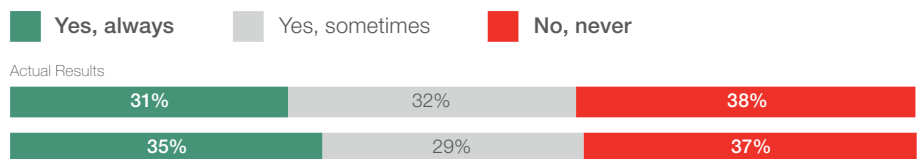
LOWEST: Did someone tell you about medication side effects to watch for?



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



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

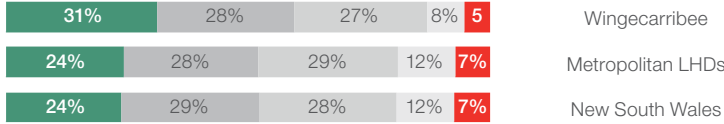


Wingecarribee: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

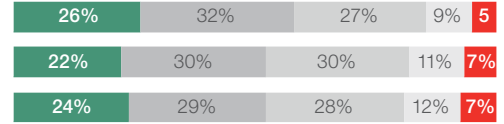
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results²

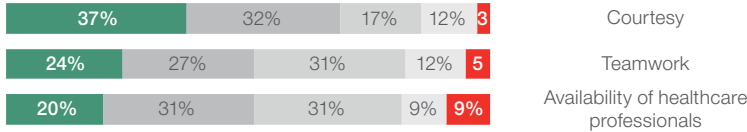


Standardised results³

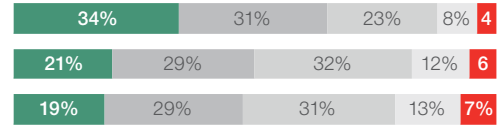


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Wingecarribee



Standardised results³ for Wingecarribee



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%

(*) 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*.

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.



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