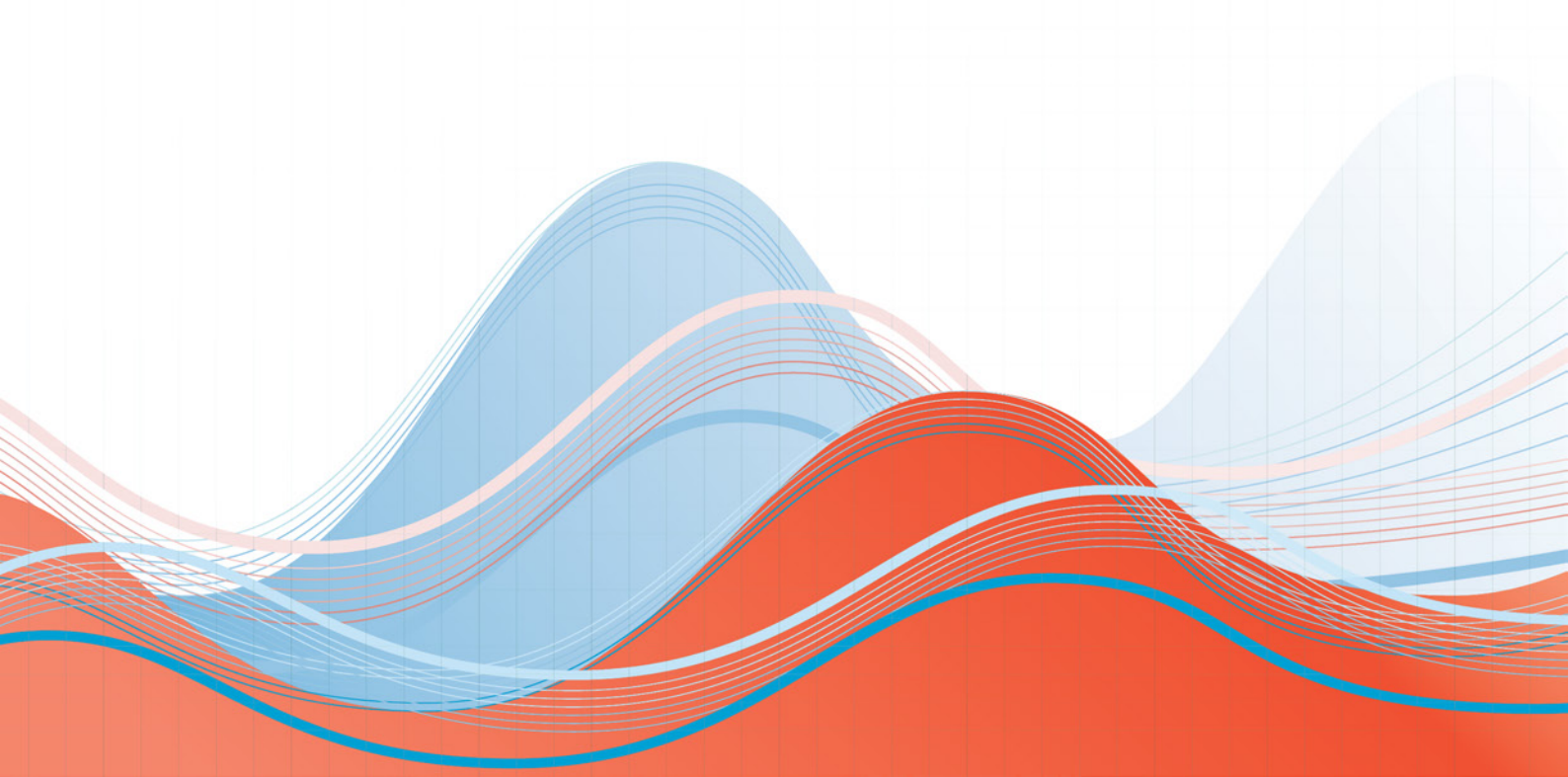


Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Far West Local Health District



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 Far West LHD 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.

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

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

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

- An overall account of how 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

Far West LHD: 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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

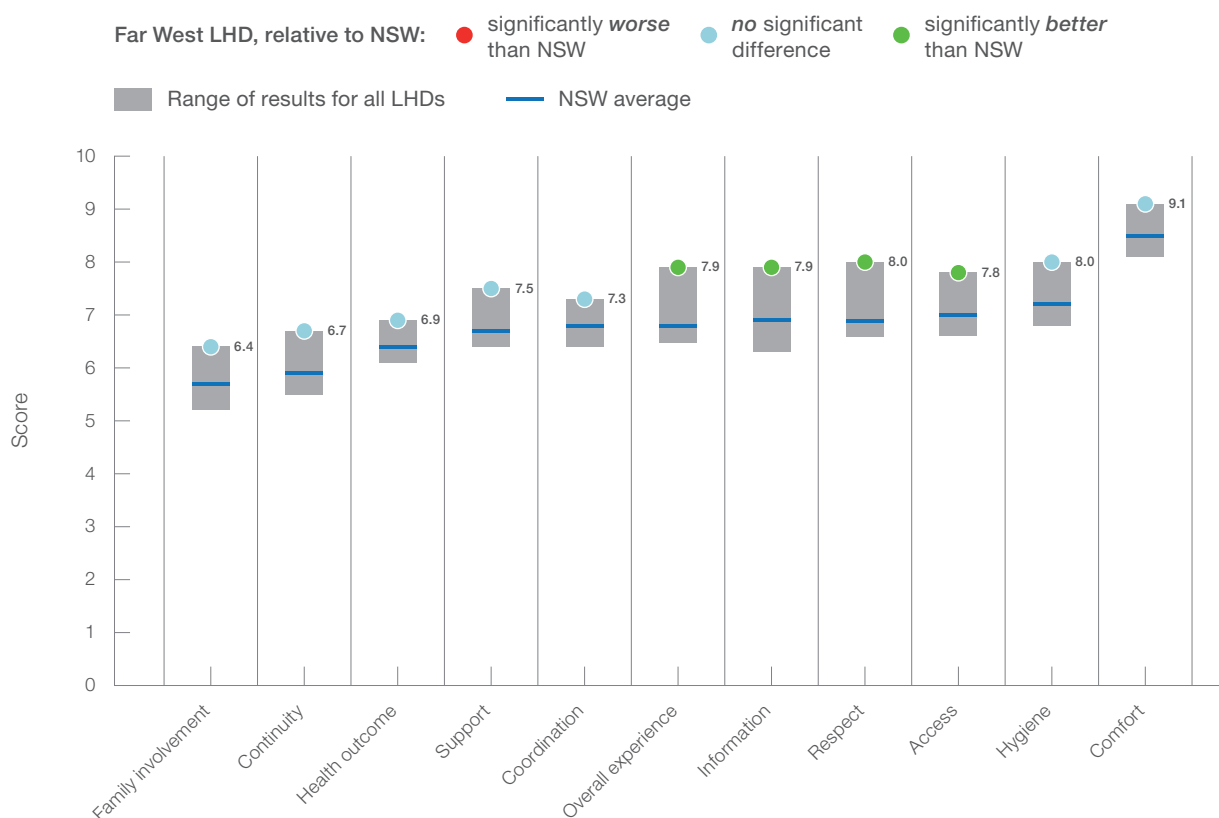
This graph shows for each aspect of care:

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

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

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

Figure 1: *Far West LHD* Aspects of care scores relative to other LHDs 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*.

Far West LHD: What patients rated most positively about these outpatient 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

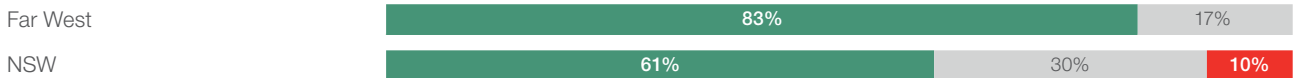
Actual Results



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



Far West LHD: What patients rated most negatively about these outpatient 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: Are you doing better in your work, school, or other usual activities?

■ Yes, definitely
 ■ Yes, somewhat
 ■ No

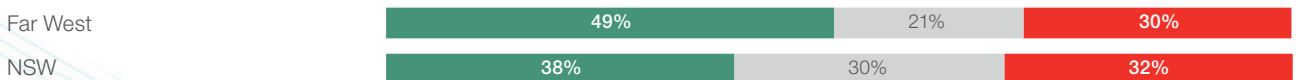
Actual Results



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

■ Yes, completely
 ■ Yes, somewhat
 ■ No

Actual Results



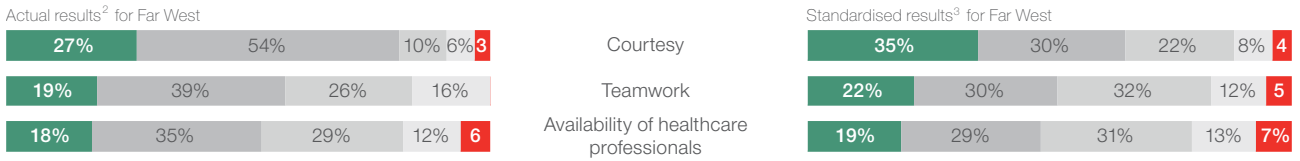
Far West LHD: Patient experiences with community mental health services
NSW Health Patient Survey, February 2010 and 2011

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



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

| Characteristic | Sub-group | This LHD | 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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About the Bureau

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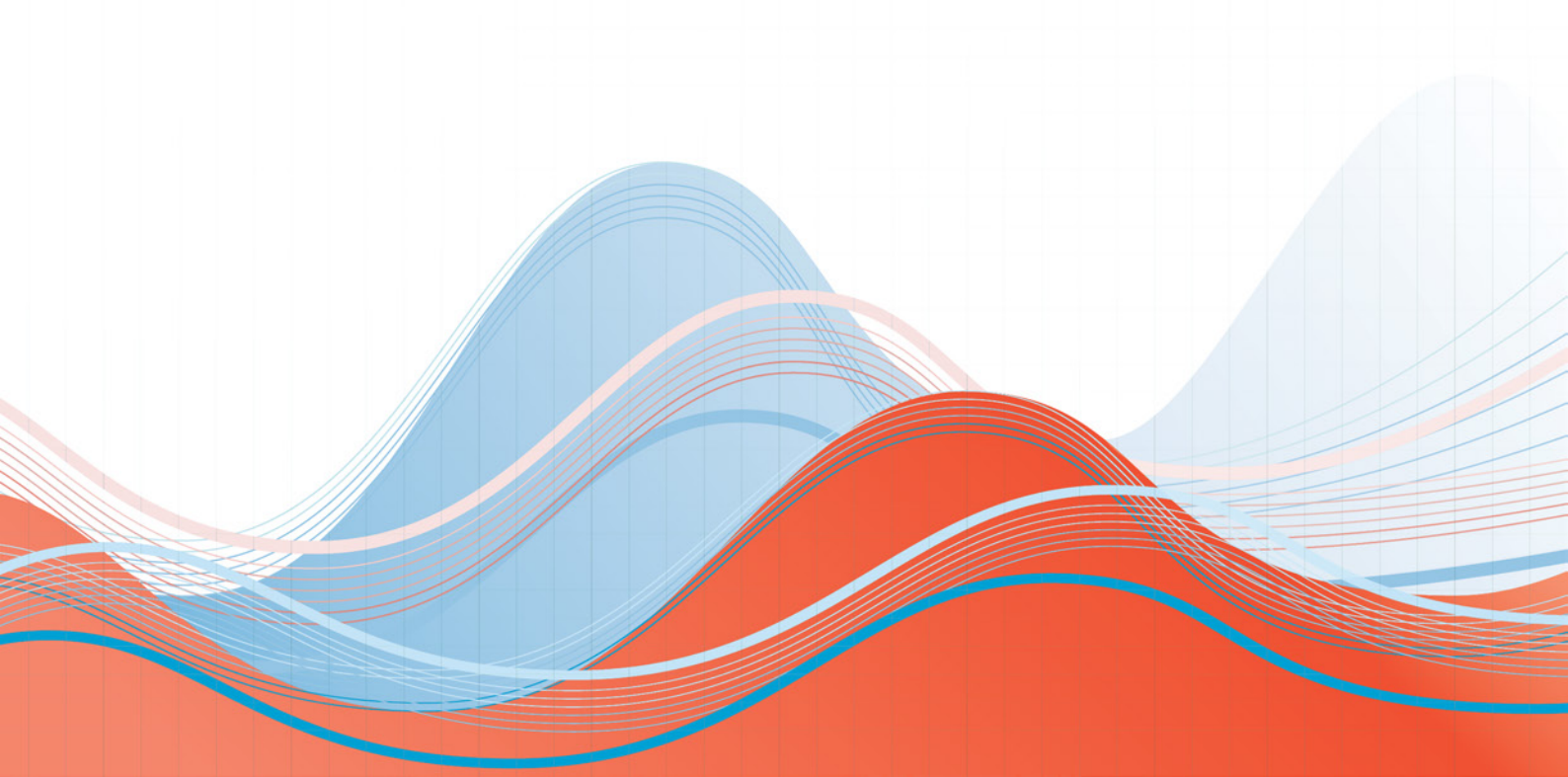
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Hunter New England Local Health District



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 LHD community mental health services. It is based upon 199 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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

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

- An overall account of how 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

Hunter New England LHD: 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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

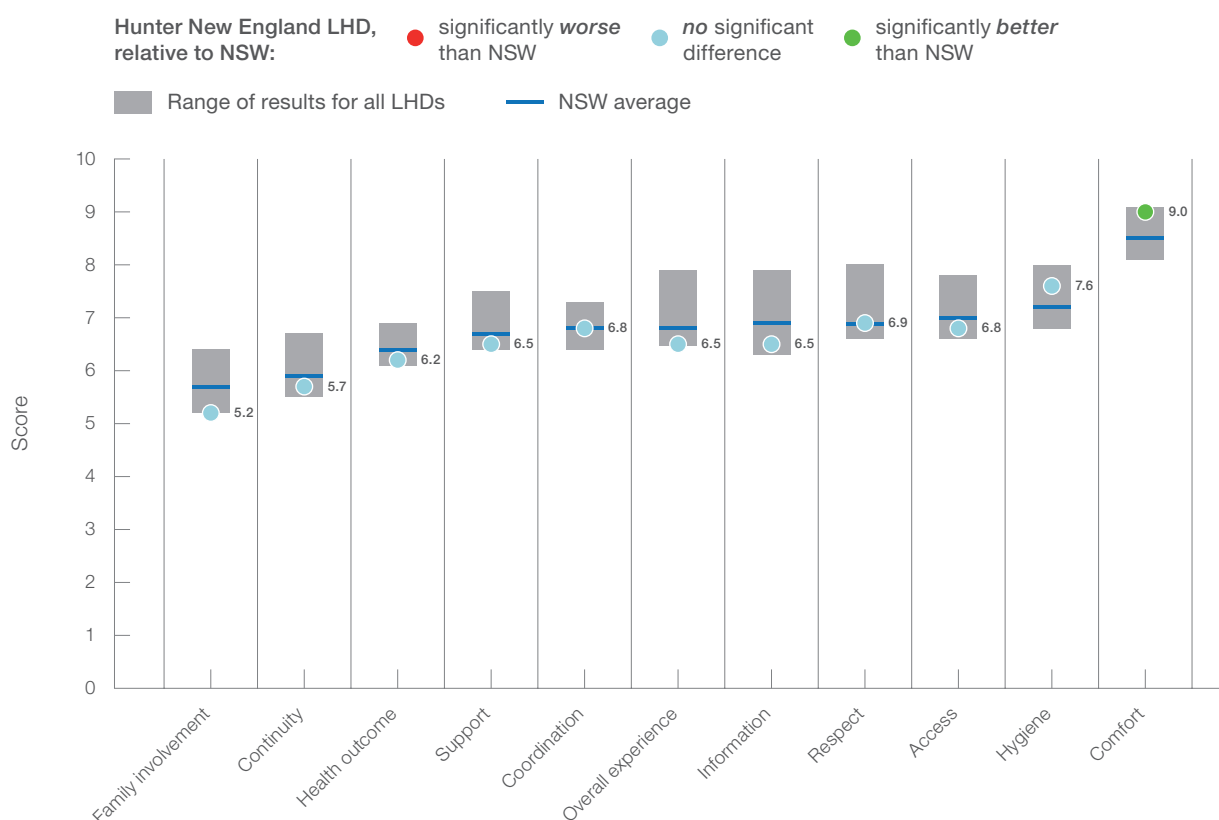
This graph shows for each aspect of care:

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

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

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

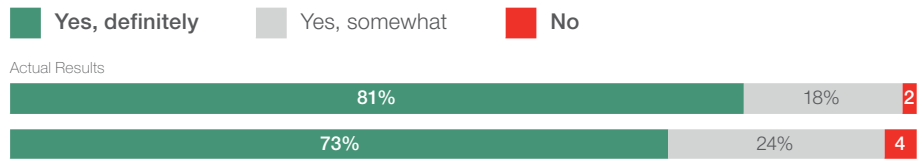
Figure 1: **Hunter New England LHD** Aspects of care scores relative to other LHDs and NSW average



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 LHD: What patients rated most positively about these outpatient 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?

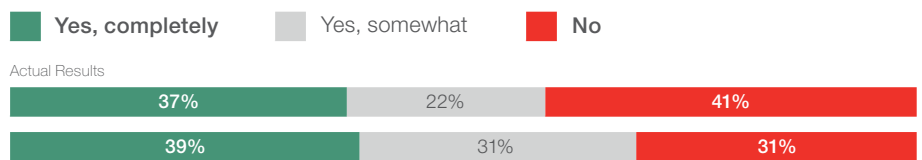


THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

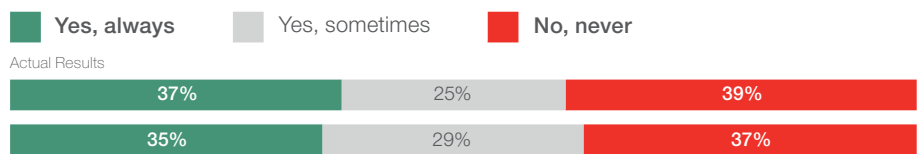


Hunter New England LHD: What patients rated most negatively about these outpatient services ¹
 NSW Health Patient Survey, February 2010 and 2011

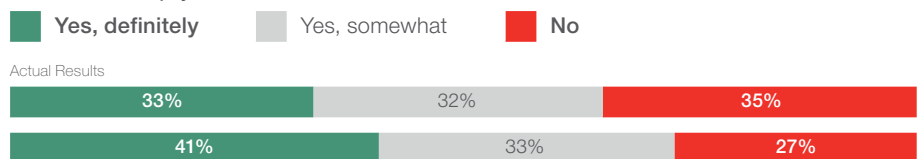
LOWEST: Did someone tell you about medication side effects to watch for?



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



THIRD LOWEST: Did the doctors, nurses or healthcare professionals give your family or someone close to you all the information they needed to help you recover?



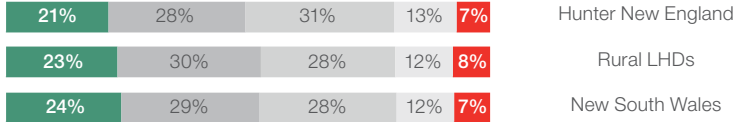
Hunter New England LHD: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

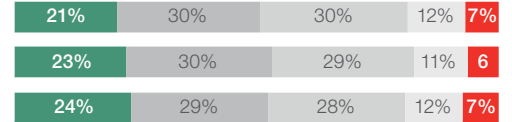
Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services

Actual results

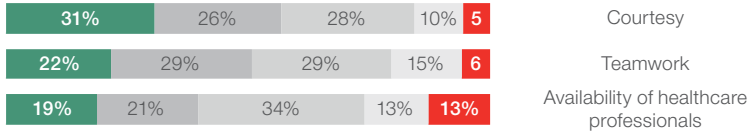


Standardised results

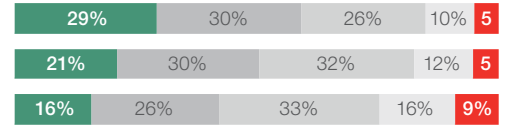


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Hunter New England



Standardised results³ for Hunter New England



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

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 13% | 12% |
| | 20 to 59 years | 69% | 74% |
| | 60 years and over | 18% | 14% |
| Days spent in bed due to illness in last month | None | 55% | 53% |
| | One day | 4% | 7% |
| | Two days | 10% | 7% |
| | Three days | 4% | 6% |
| | Four days | 3% | 5% |
| | Five-to-seven days | 6% | 7% |
| | Eight-to-ten days | 4% | 4% |
| | More than ten days | 13% | 12% |
| Stayed in hospital in last 6 months | No | 60% | 72% |
| | Yes, only one time | 24% | 17% |
| | Yes, more than one time | 16% | 11% |
| Self-rated mental health status | Poor / Fair | 47% | 45% |
| | Good | 29% | 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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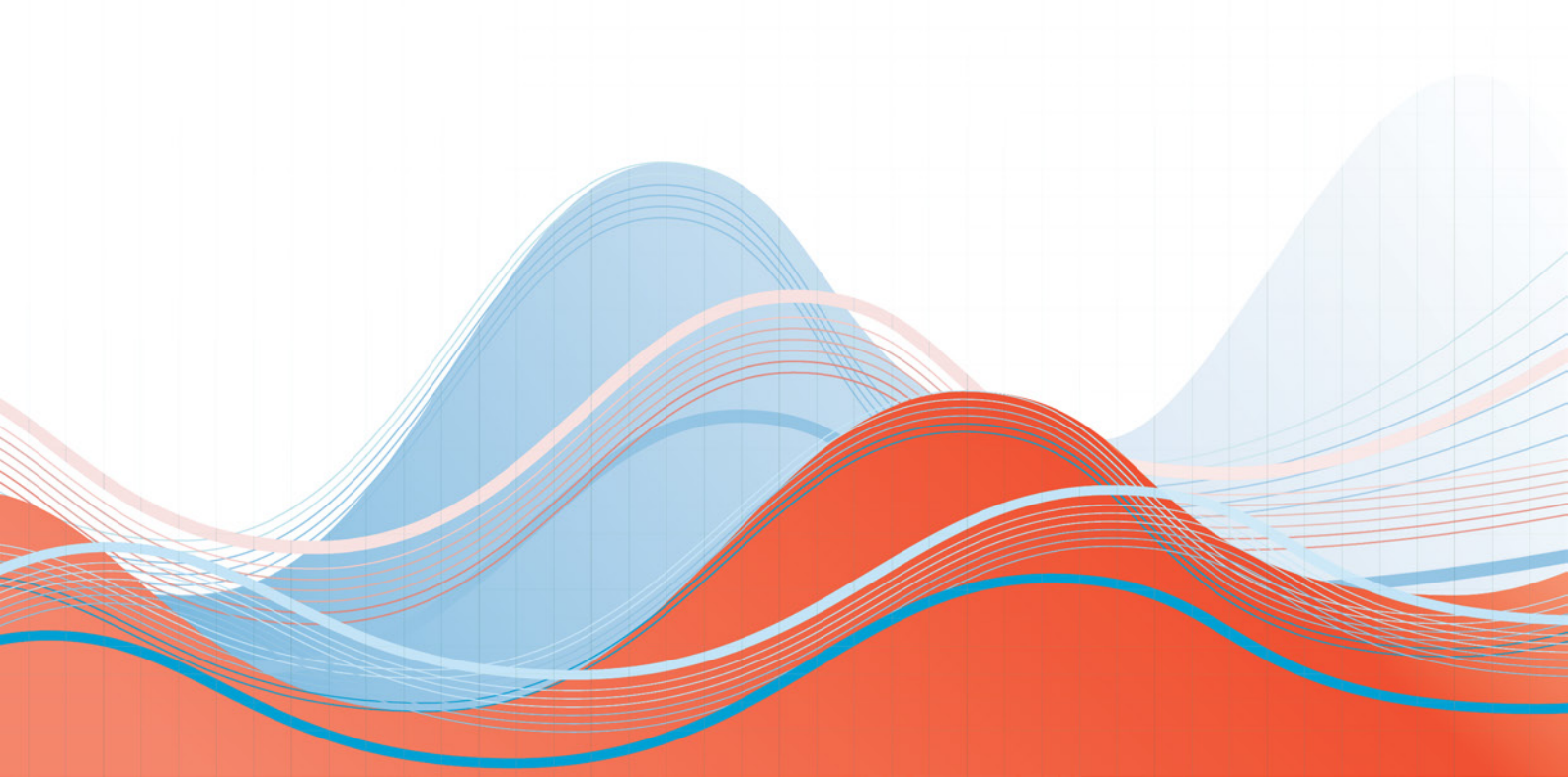
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Illawarra Shoalhaven Local Health District



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 Shoalhaven LHD 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.

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

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

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

- An overall account of how 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

Illawarra Shoalhaven LHD: 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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

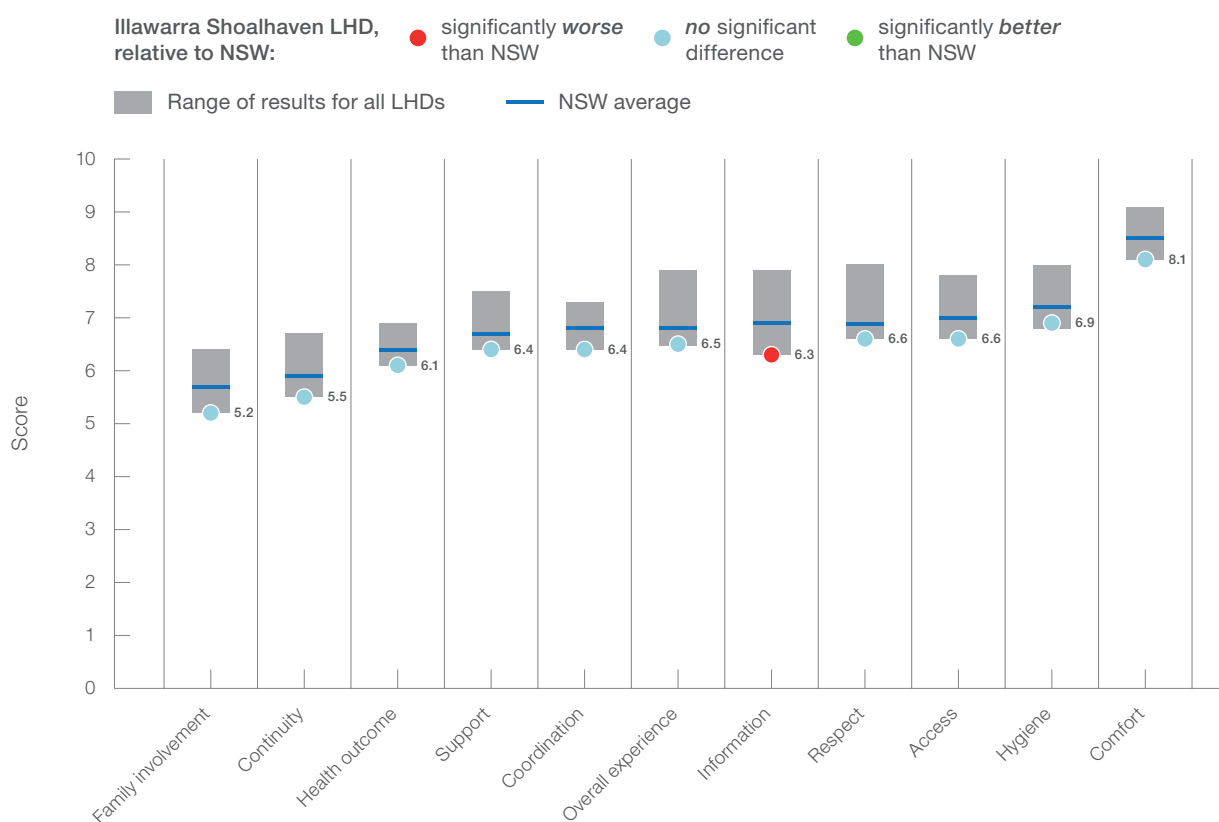
This graph shows for each aspect of care:

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

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

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

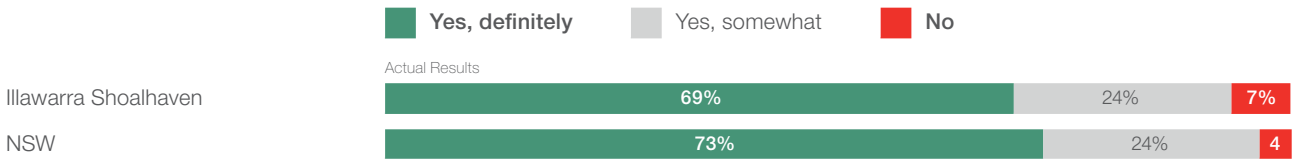
Figure 1: *Illawarra Shoalhaven LHD* Aspects of care scores relative to other LHDs and NSW average



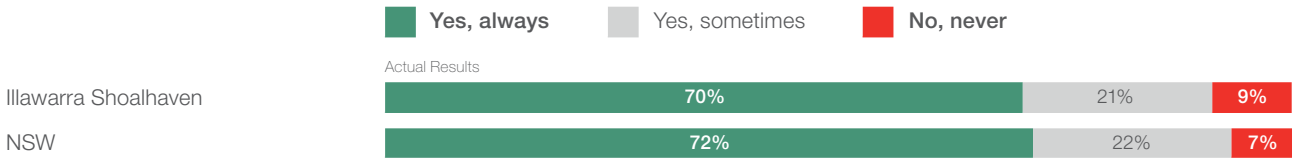
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

Illawarra Shoalhaven LHD: What patients rated most positively about these outpatient services ¹
 NSW Health Patient Survey, February 2010 and 2011

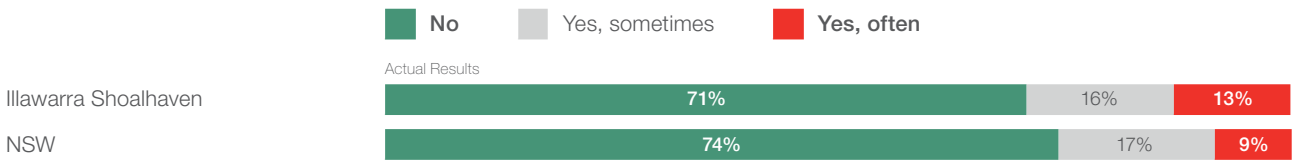
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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

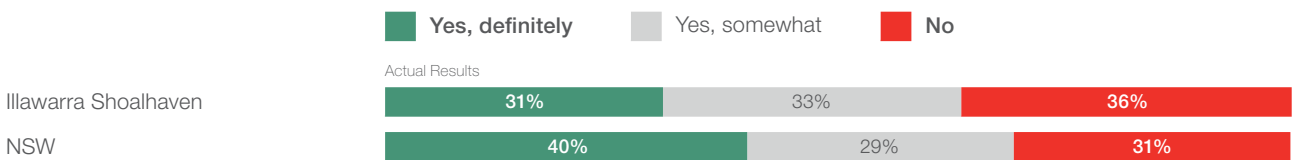


THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?

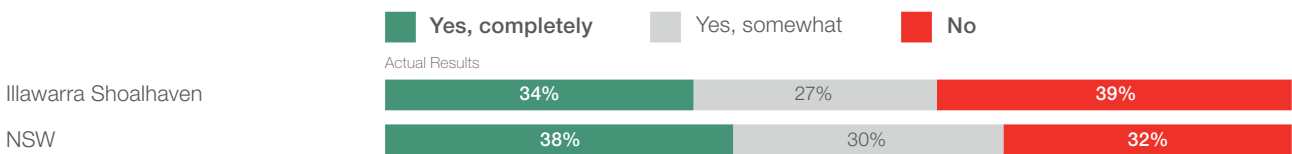


Illawarra Shoalhaven LHD: What patients rated most negatively about these outpatient services ¹
 NSW Health Patient Survey, February 2010 and 2011

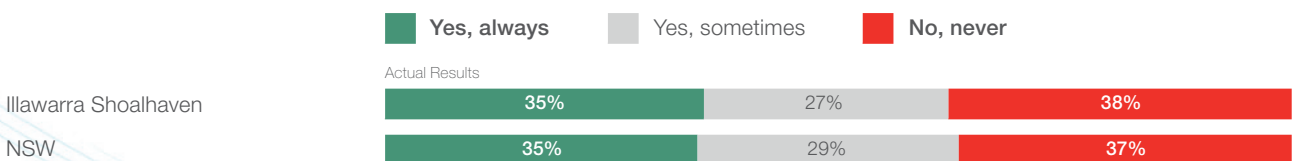
LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?



SECOND LOWEST: Did 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?*



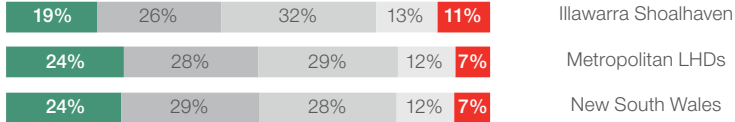
Illawarra Shoalhaven LHD: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

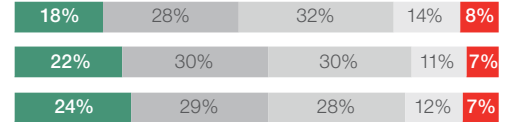
Key to patient ratings: Excellent Very good Good Fair Poor

Overall patient ratings of community mental health services

Actual results

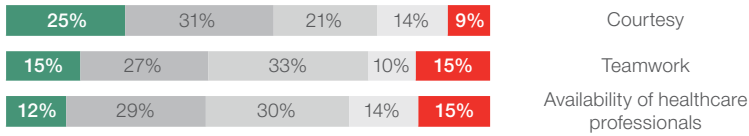


Standardised results

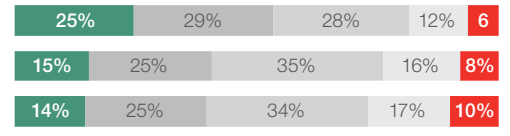


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Illawarra Shoalhaven



Standardised results³ for Illawarra Shoalhaven



Illawarra Shoalhaven LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

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

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

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at www.bhi.nsw.gov.au
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
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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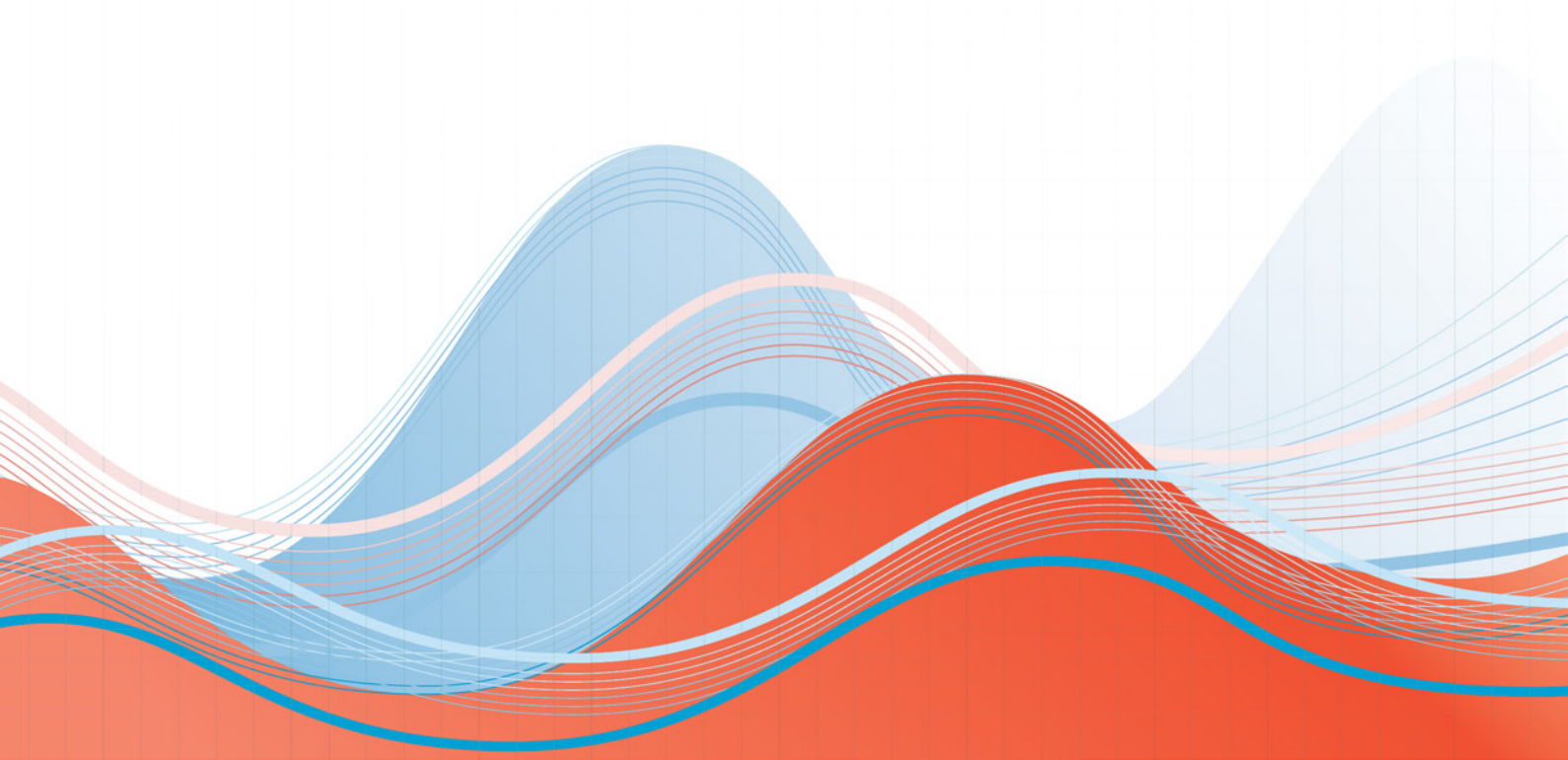
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Mid North Coast and Northern NSW Local Health Districts



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 Mid North Coast and Northern NSW LHD community mental health services. It is based upon 431 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Mid North Coast and Northern NSW LHDs. Results for the two LHDs are presented together, reflecting the historical organisational structure. 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

Mid North Coast and Northern NSW LHDs

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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

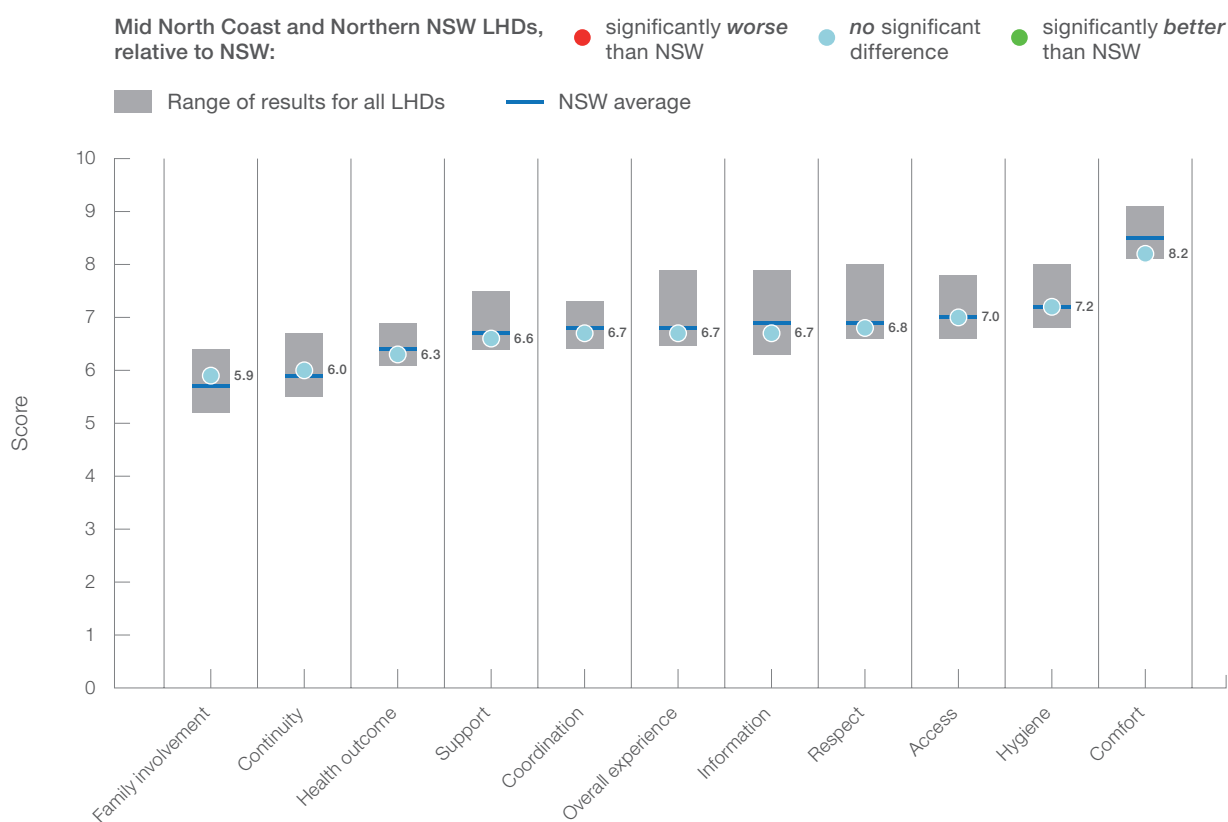
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Mid North Coast and Northern NSW LHDs 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 LHD is significantly lower than NSW.

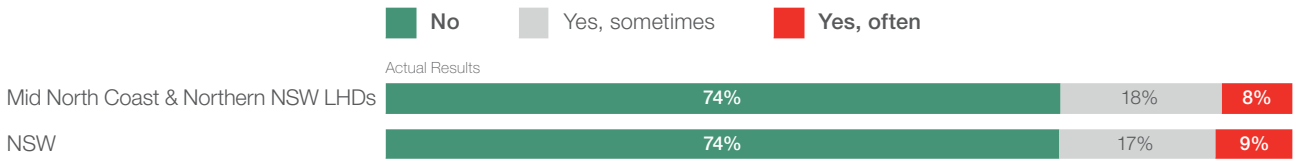
Figure 1: **Mid North Coast and Northern NSW LHD** Aspects of care scores relative to other LHDs and NSW average



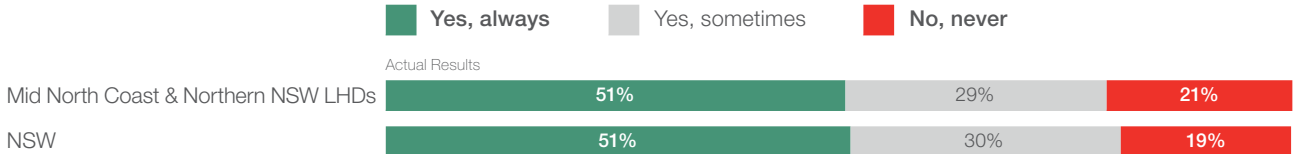
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

Mid North Coast & Northern NSW LHDs: What patients rated most positively about these outpatient services¹
 NSW Health Patient Survey, February 2010 and 2011

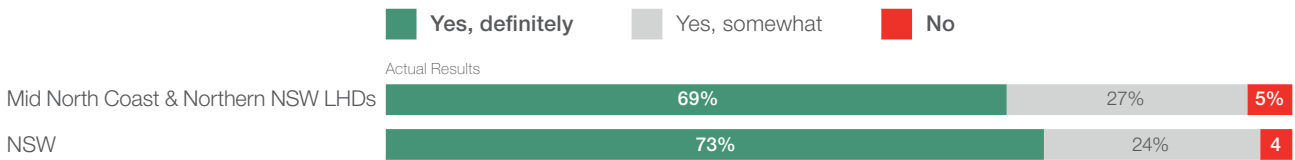
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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

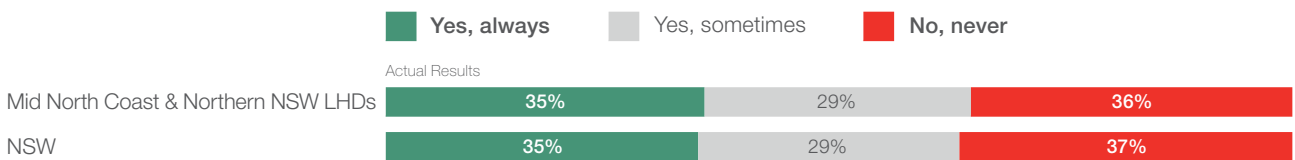


THIRD HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?

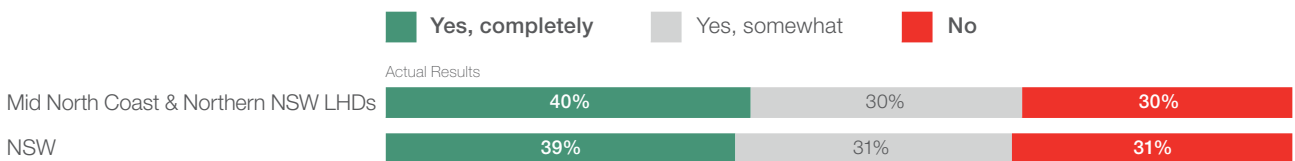


Mid North Coast & Northern NSW LHDs: What patients rated most negatively about these outpatient services¹
 NSW Health Patient Survey, February 2010 and 2011

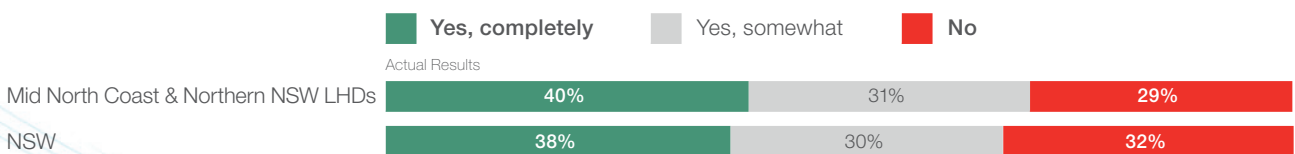
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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



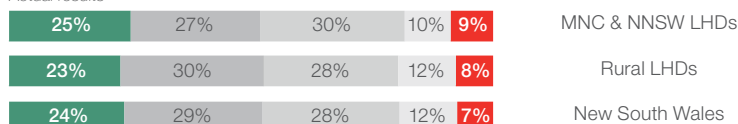
Mid North Coast & Northern NSW LHDs: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

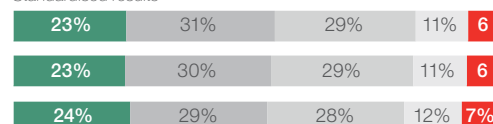
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results

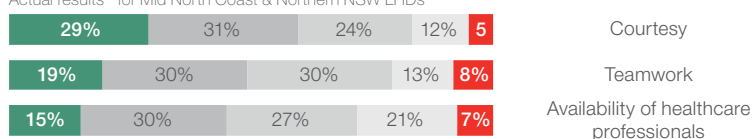


Standardised results

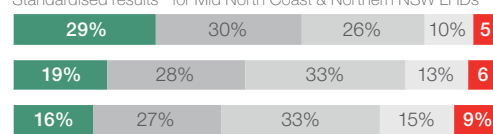


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Mid North Coast & Northern NSW LHDs



Standardised results³ for Mid North Coast & Northern NSW LHDs



Mid North Coast & Northern NSW LHDs: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 17% | 12% |
| | 20 to 59 years | 73% | 74% |
| | 60 years and over | 10% | 14% |
| Days spent in bed due to illness in last month | None | 52% | 53% |
| | One day | 7% | 7% |
| | Two days | 8% | 7% |
| | Three days | 8% | 6% |
| | Four days | 6% | 5% |
| | Five-to-seven days | 7% | 7% |
| | Eight-to-ten days | 4% | 4% |
| | More than ten days | 9% | 12% |
| Stayed in hospital in last 6 months | No | 67% | 72% |
| | Yes, only one time | 21% | 17% |
| | Yes, more than one time | 12% | 11% |
| Self-rated mental health status | Poor / Fair | 45% | 45% |
| | Good | 29% | 30% |
| | Very Good / Excellent | 27% | 25% |

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

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

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

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

Download our reports

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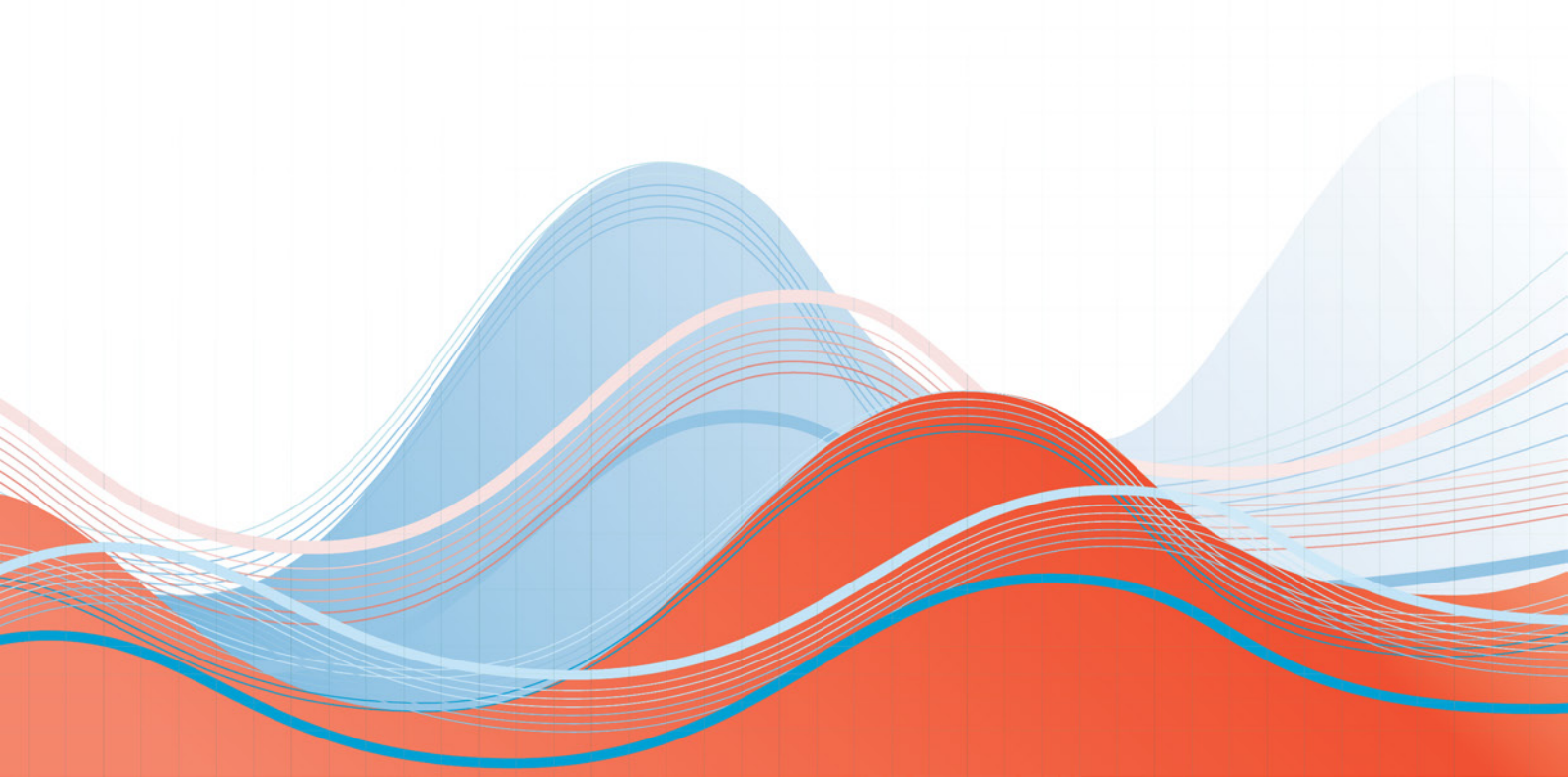
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Nepean Blue Mountains Local Health District



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 LHD 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.

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

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

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

- An overall account of how 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
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- 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

Nepean Blue Mountains LHD: 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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

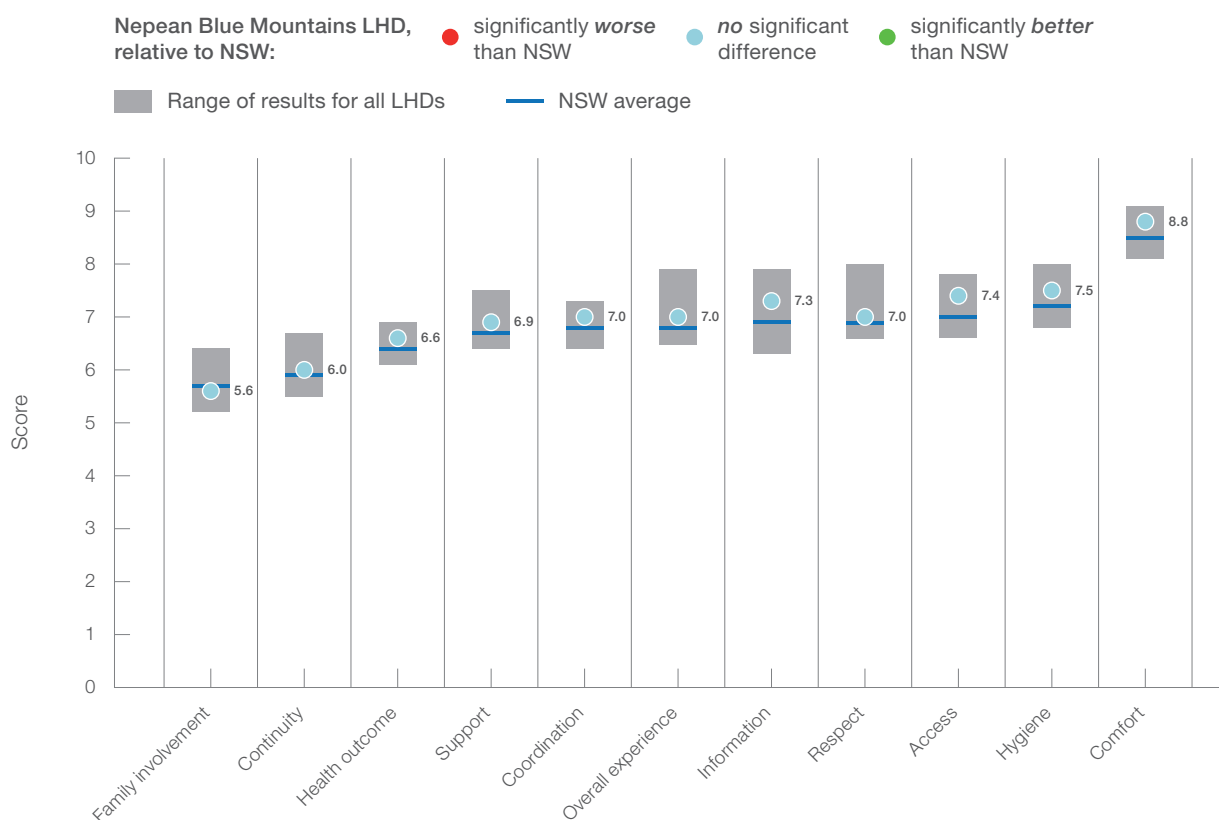
This graph shows for each aspect of care:

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

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

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

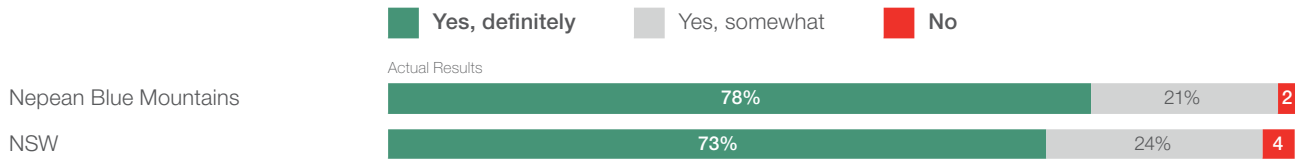
Figure 1: **Nepean Blue Mountains LHD** Aspects of care scores relative to other LHDs and NSW average



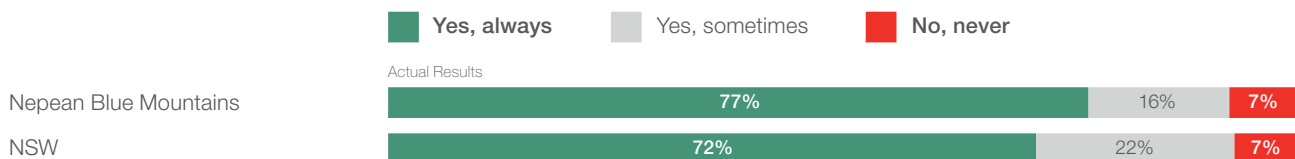
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

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

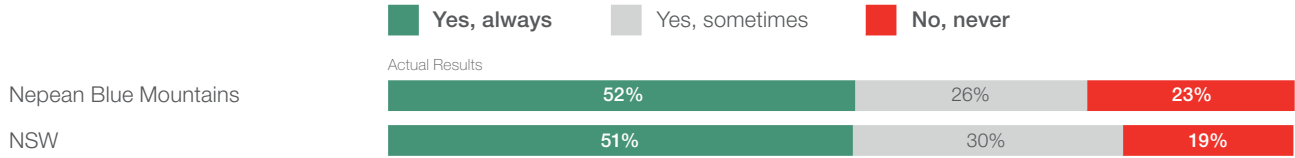
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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

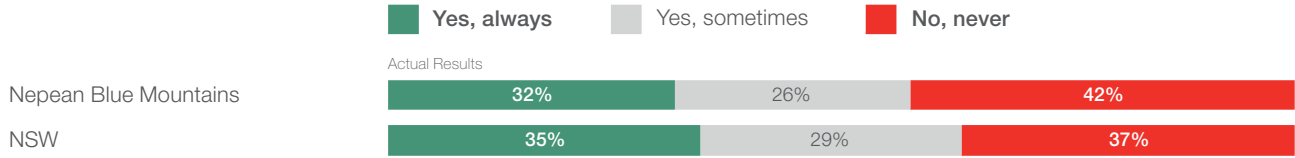


THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?

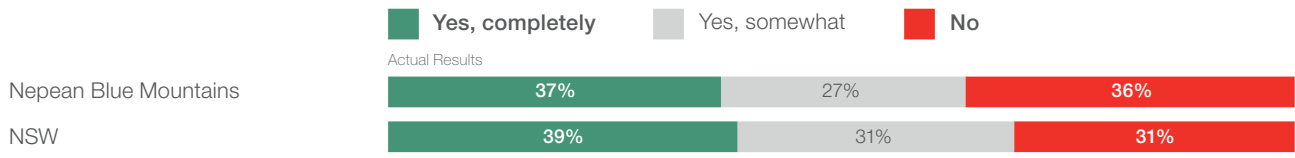


Nepean Blue Mountains LHD: What patients rated most negatively about these outpatient services¹
NSW Health Patient Survey, February 2010 and 2011

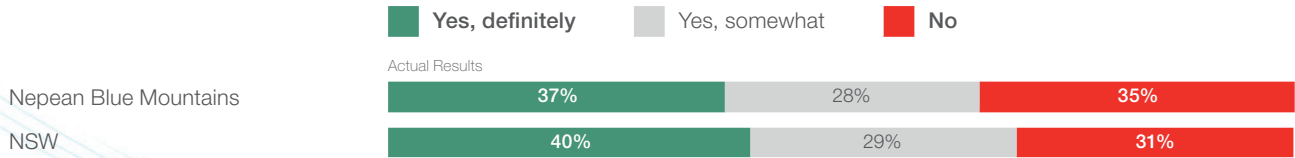
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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 LHD: 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

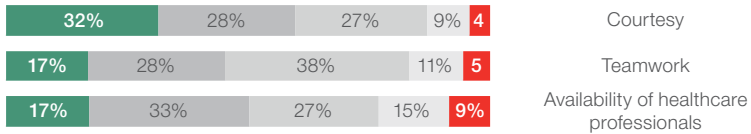


Standardised results

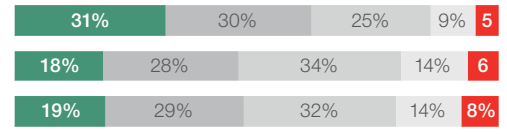


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Nepean Blue Mountains



Standardised results³ for Nepean Blue Mountains



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

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| 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% |
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| 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.

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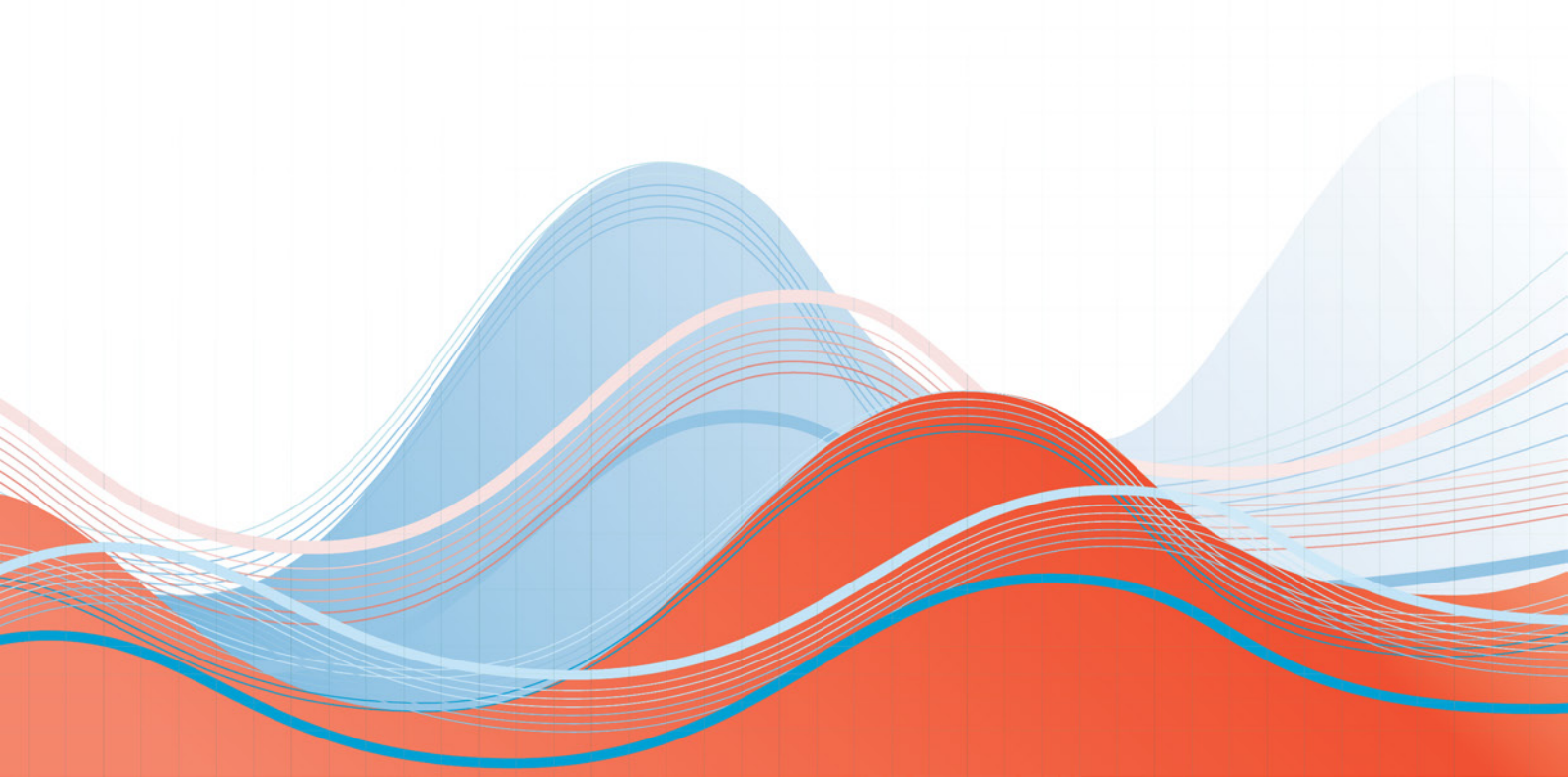
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Northern Sydney and Central Coast Local Health Districts



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 Sydney and Central Coast LHD community mental health services. It is based upon 954 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

The profile builds on the main report, providing another layer of detail about local performance of Northern Sydney and Central Coast LHDs. Results for the two LHDs are presented together, reflecting the historical organisational structure. This profile includes survey results for:

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Northern Sydney and Central Coast LHDs

NSW Community Mental Health Survey

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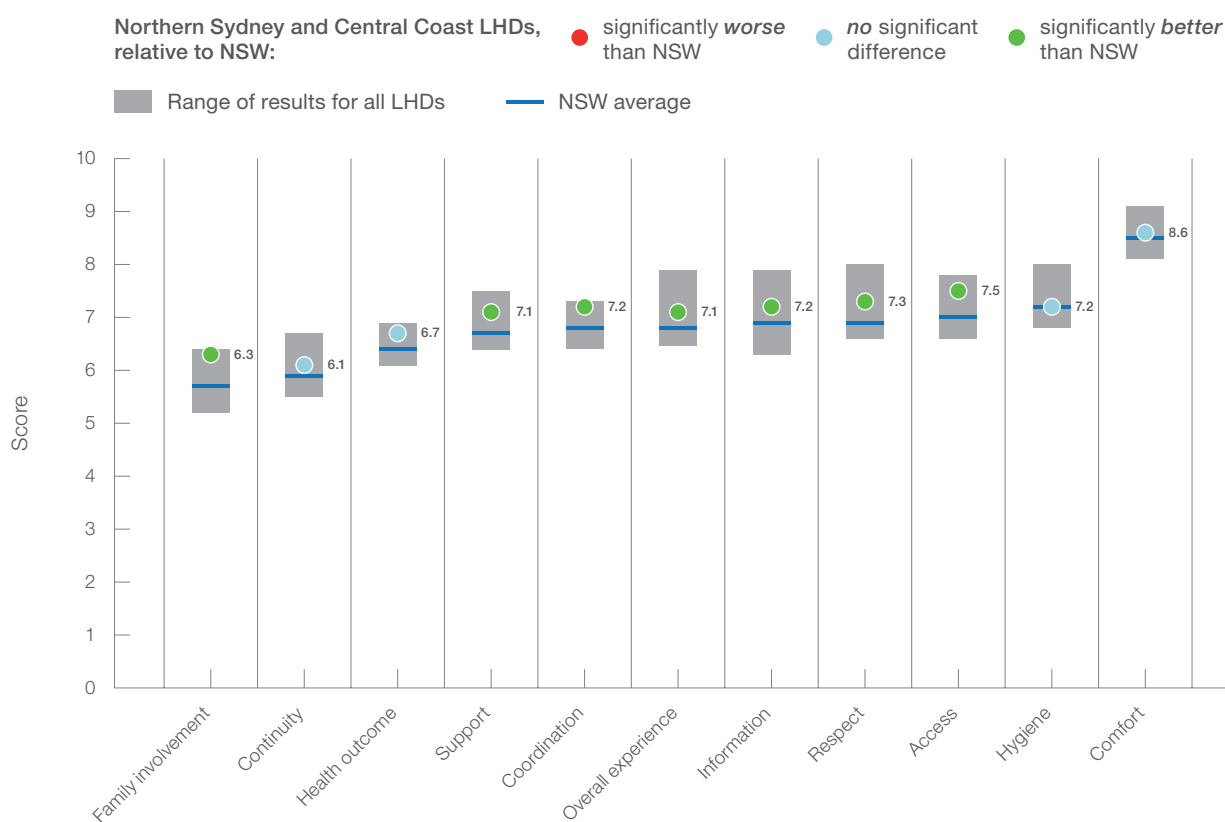
This graph shows for each aspect of care:

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

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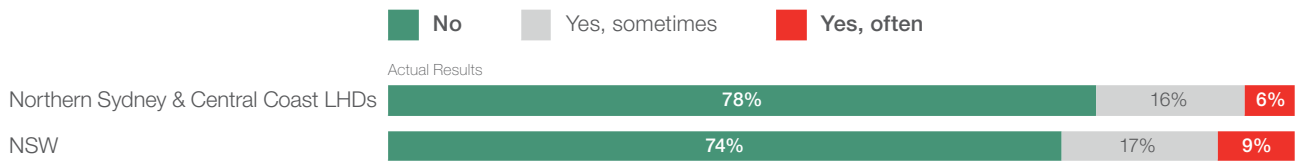
Figure 1: **Northern Sydney and Central Coast LHDs** Aspects of care scores relative to other LHDs and NSW average



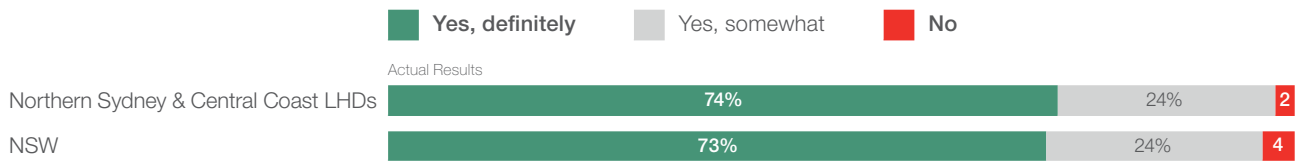
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 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011*.

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

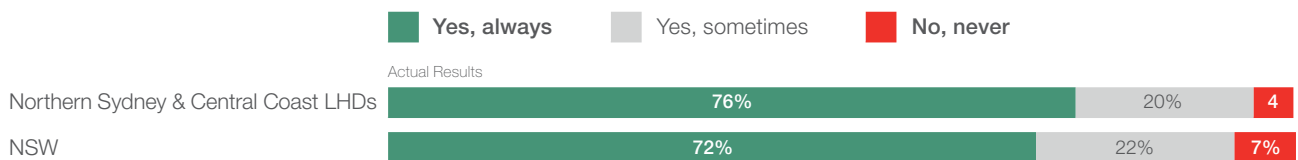
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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

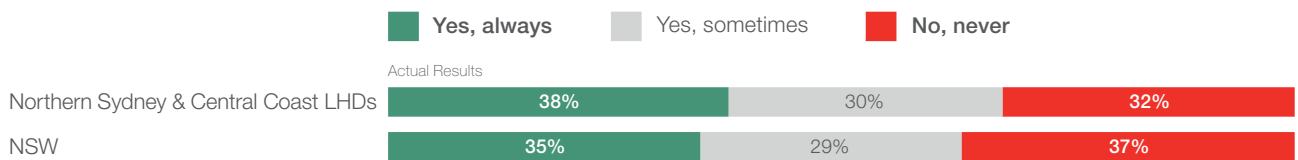


THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

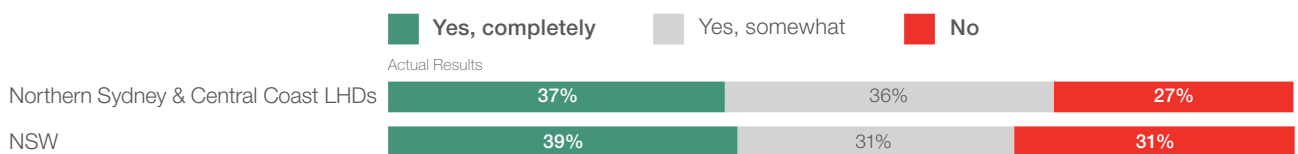


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 NSW Health Patient Survey, February 2010 and 2011

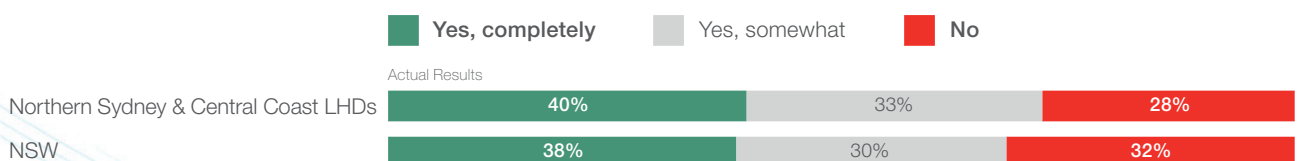
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



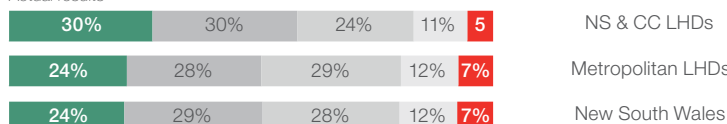
Northern Sydney & Central Coast LHDs: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

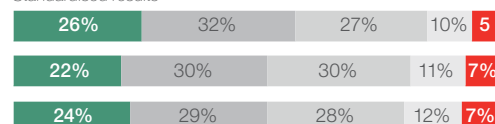
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results

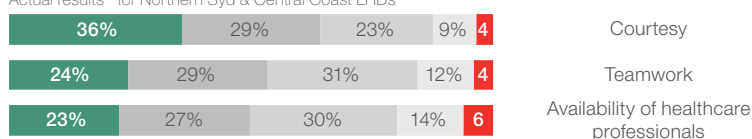


Standardised results

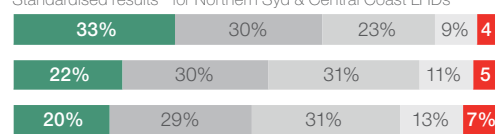


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Northern Syd & Central Coast LHDs



Standardised results³ for Northern Syd & Central Coast LHDs



Northern Sydney & Central Coast LHDs: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 17% | 12% |
| | 20 to 59 years | 66% | 74% |
| | 60 years and over | 17% | 14% |
| Days spent in bed due to illness in last month | None | 58% | 53% |
| | One day | 6% | 7% |
| | Two days | 7% | 7% |
| | Three days | 5% | 6% |
| | Four days | 4% | 5% |
| | Five-to-seven days | 7% | 7% |
| | Eight-to-ten days | 3% | 4% |
| | More than ten days | 10% | 12% |
| Stayed in hospital in last 6 months | No | 73% | 72% |
| | Yes, only one time | 17% | 17% |
| | Yes, more than one time | 10% | 11% |
| Self-rated mental health status | Poor / Fair | 41% | 45% |
| | Good | 32% | 30% |
| | Very Good / Excellent | 27% | 25% |

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

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

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

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

Download our reports

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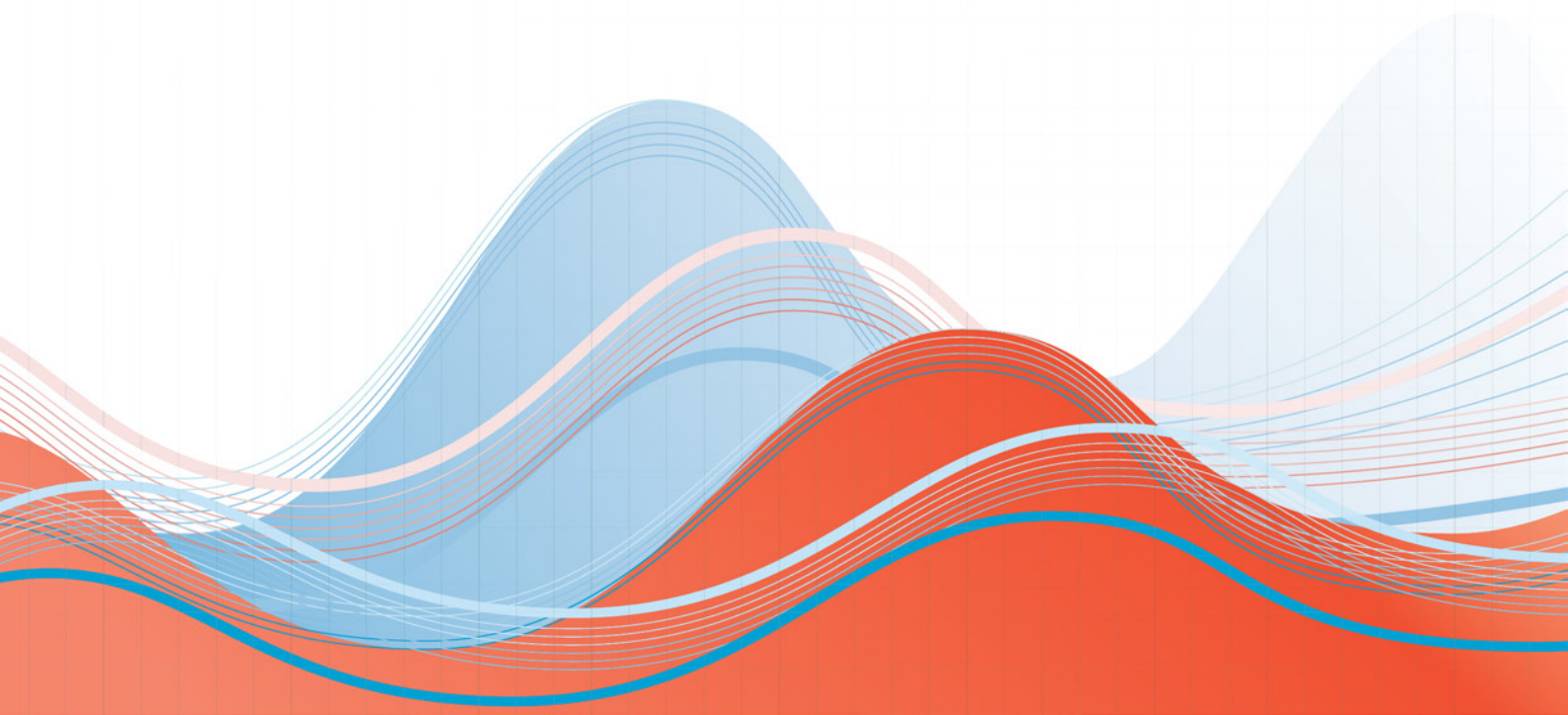
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
South Eastern Sydney Local Health District



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 South Eastern Sydney LHD community mental health services. It is based upon 465 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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

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

- An overall account of how 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

South Eastern Sydney LHD: 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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

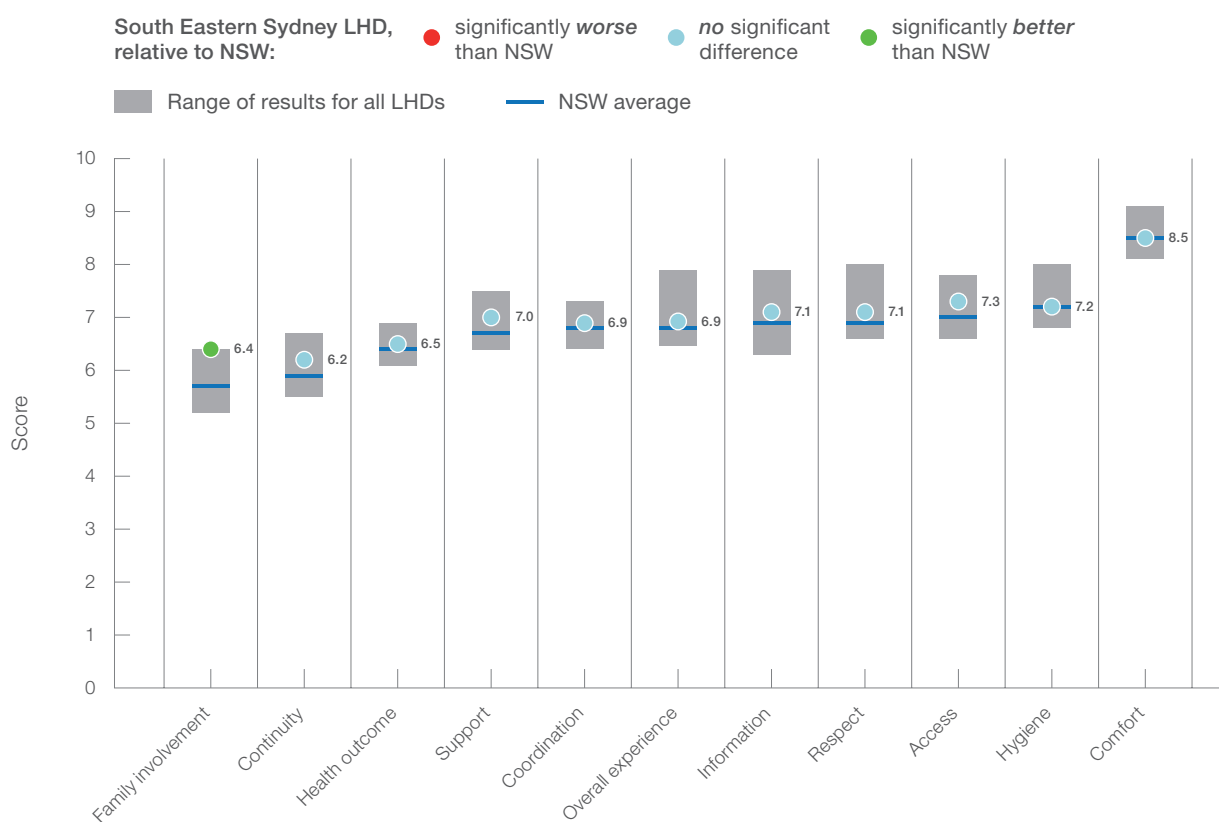
This graph shows for each aspect of care:

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

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

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

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



Note: Results for 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*.

South Eastern Sydney LHD: What patients rated most positively about these outpatient 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 treat you with respect and dignity?

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

Actual Results



South Eastern Sydney LHD: What patients rated most negatively about these outpatient 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: Are you doing better in your work, school, or other usual activities?

Yes, definitely **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



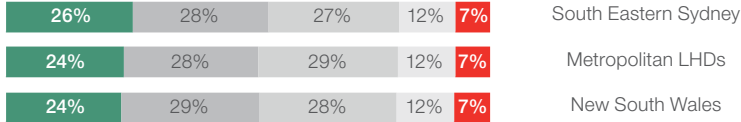
South Eastern Sydney LHD: Patient experiences with community mental health services

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

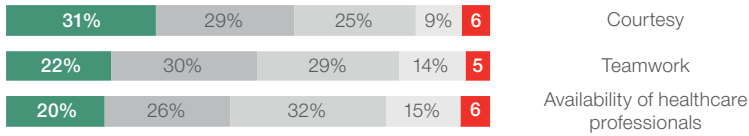


Standardised results

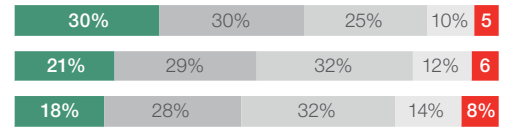


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for South Eastern Sydney



Standardised results³ for South Eastern Sydney



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

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 9% | 12% |
| | 20 to 59 years | 75% | 74% |
| | 60 years and over | 16% | 14% |
| Days spent in bed due to illness in last month | None | 46% | 53% |
| | One day | 8% | 7% |
| | Two days | 7% | 7% |
| | Three days | 8% | 6% |
| | Four days | 7% | 5% |
| | Five-to-seven days | 8% | 7% |
| | Eight-to-ten days | 3% | 4% |
| | More than ten days | 14% | 12% |
| Stayed in hospital in last 6 months | No | 75% | 72% |
| | Yes, only one time | 14% | 17% |
| | Yes, more than one time | 11% | 11% |
| Self-rated mental health status | Poor / Fair | 42% | 45% |
| | Good | 29% | 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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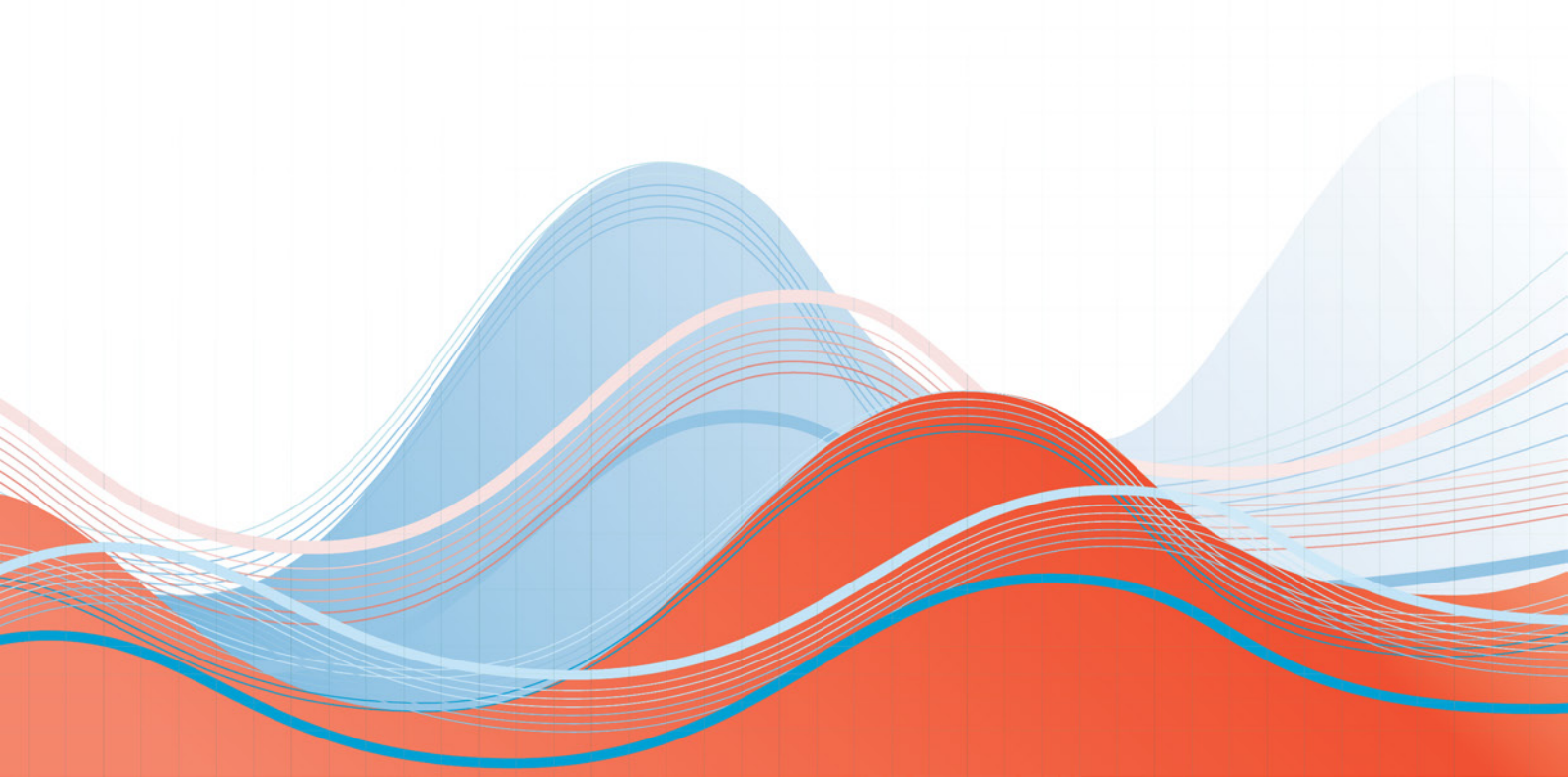
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
South Western Sydney Local Health District



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 South Western Sydney LHD community mental health services. It is based upon 523 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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

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

- An overall account of how 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

South Western Sydney LHD: performance profiles 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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

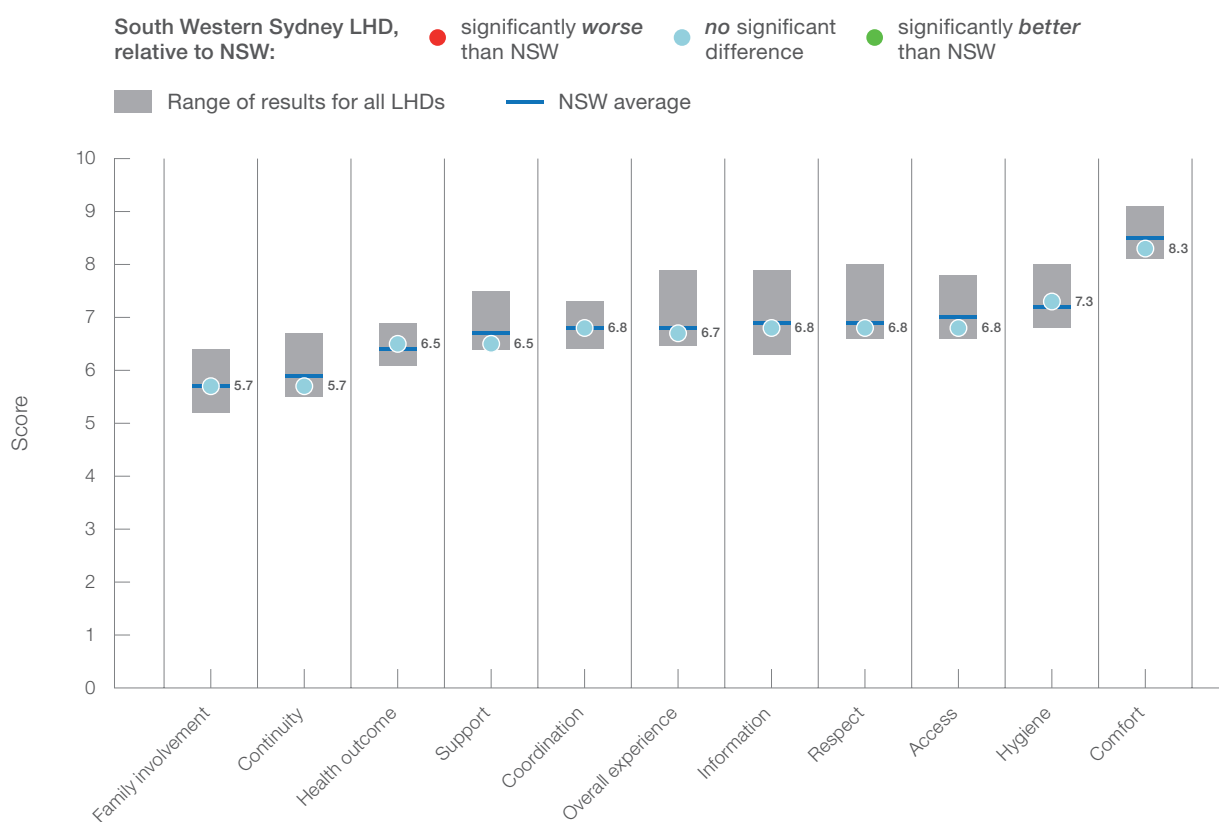
This graph shows for each aspect of care:

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

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

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

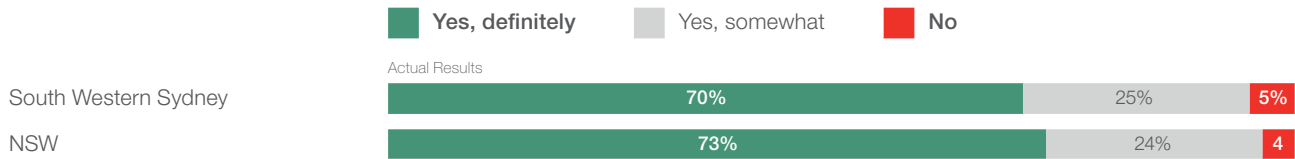
Figure 1: **South Western Sydney LHD** Aspects of care scores relative to other LHDs and NSW average



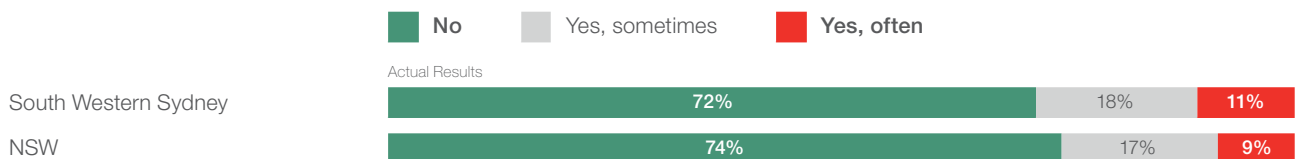
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
Source: NSW Ministry of Health, *NSW Health Patient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

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

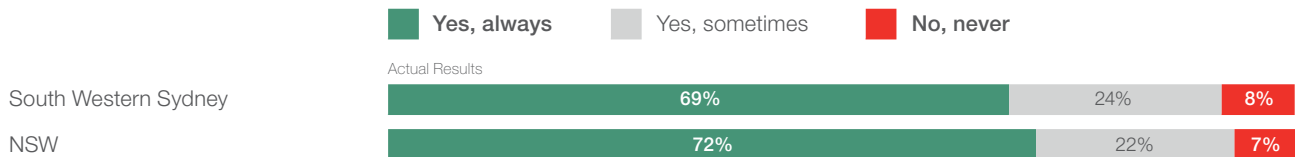
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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

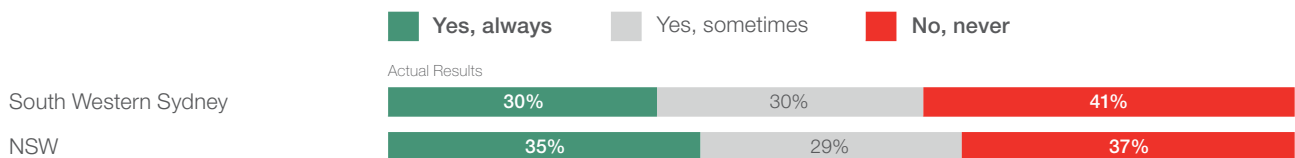


THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

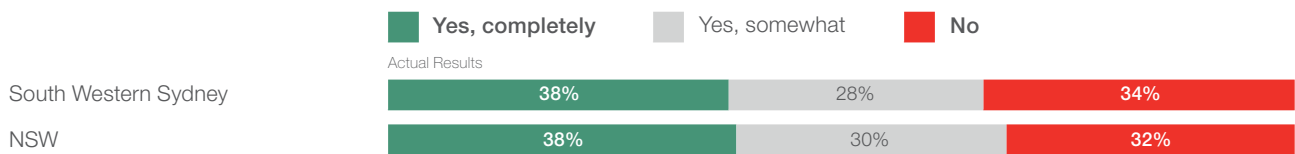


South Western Sydney LHD: What patients rated most negatively about these outpatient services¹
 NSW Health Patient Survey, February 2010 and 2011

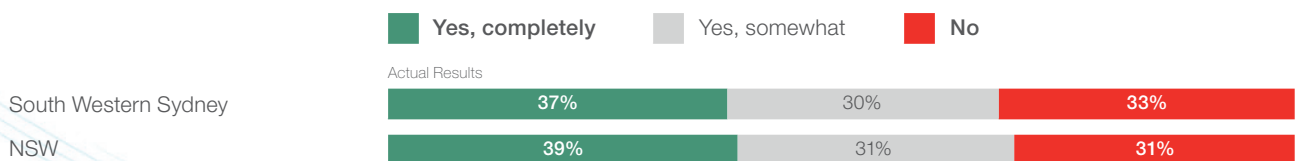
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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



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

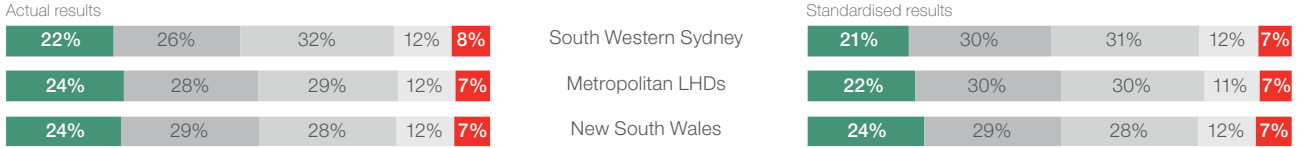


South Western Sydney LHD: Patient experiences with community mental health services

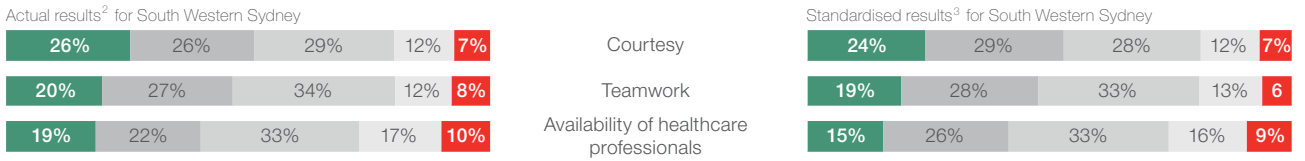
NSW Health Patient Survey, February 2010 and 2011

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



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

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 16% | 12% |
| | 20 to 59 years | 75% | 74% |
| | 60 years and over | 9% | 14% |
| Days spent in bed due to illness in last month | None | 49% | 53% |
| | One day | 8% | 7% |
| | Two days | 4% | 7% |
| | Three days | 5% | 6% |
| | Four days | 4% | 5% |
| | Five-to-seven days | 6% | 7% |
| | Eight-to-ten days | 4% | 4% |
| | More than ten days | 19% | 12% |
| Stayed in hospital in last 6 months | No | 73% | 72% |
| | Yes, only one time | 15% | 17% |
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| 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.

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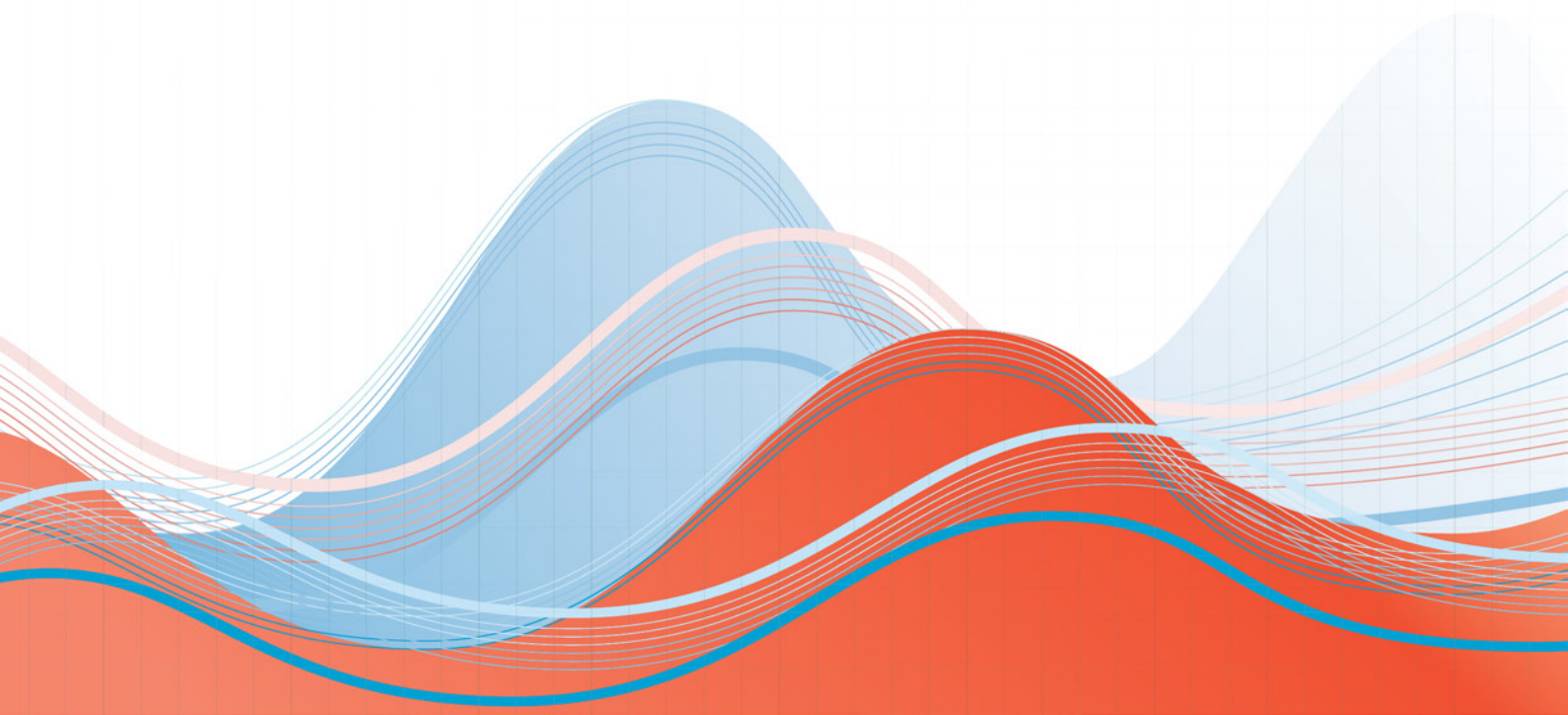
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
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Performance Profile:
Sydney Local Health District



Introduction

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This profile report offers a detailed snapshot of the performance of Sydney LHD community mental health services. It is based upon 304 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

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Sydney LHD: performance profiles

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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

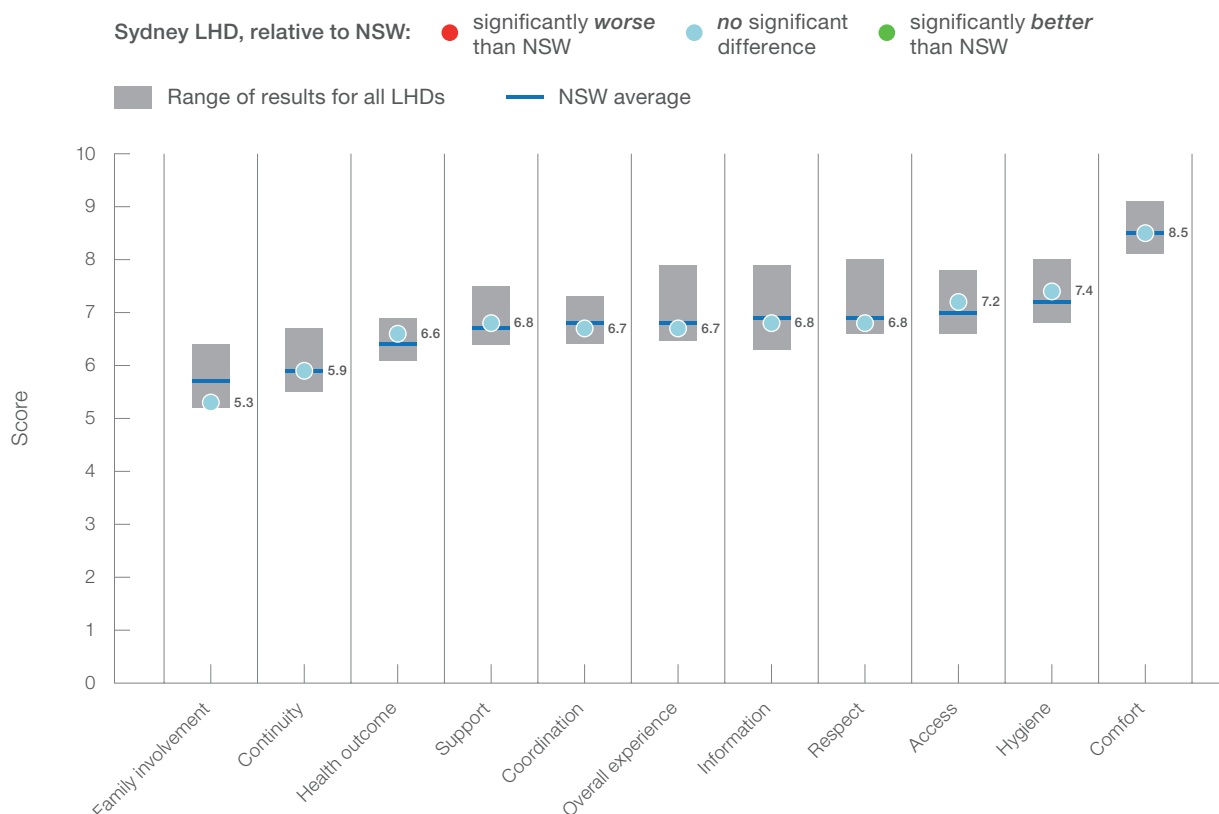
This graph shows for each aspect of care:

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

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

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

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

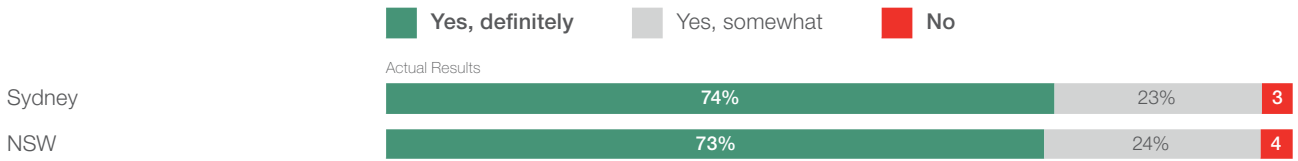


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

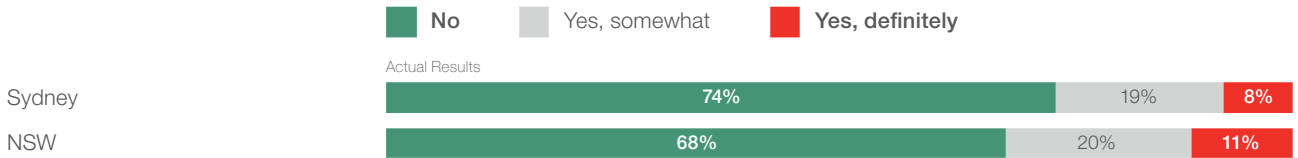
Sydney LHD: What patients rated most positively about these outpatient services¹

NSW Health Patient Survey, February 2010 and 2011

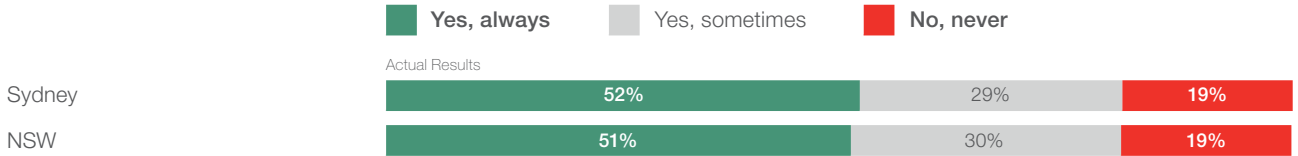
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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



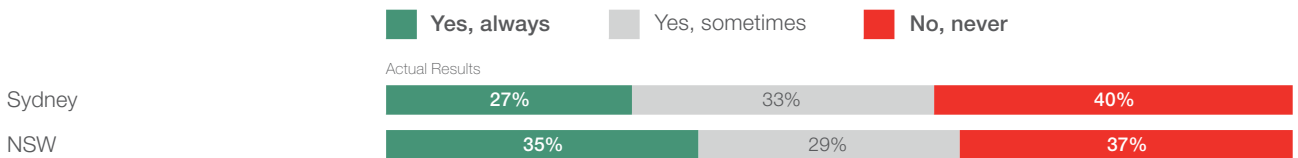
THIRD HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?



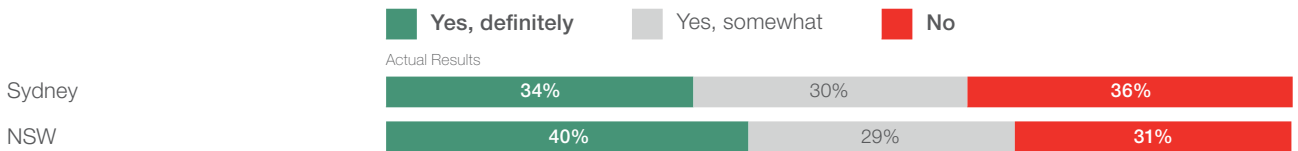
Sydney LHD: What patients rated most negatively about these outpatient services¹

NSW Health Patient Survey, February 2010 and 2011

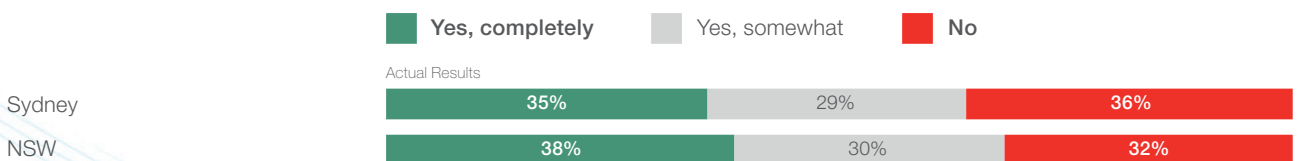
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?*



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 LHD: 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 | | | | | | Standardised results | | | | |
|----------------|-----|-----|-----|----|-------------------|----------------------|-----|-----|-----|----|
| 22% | 27% | 31% | 13% | 7% | Sydney | 21% | 30% | 31% | 12% | 7% |
| 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 Sydney | | | | | | Standardised results ³ for Sydney | | | | |
|--|-----|-----|-----|----|--|--|-----|-----|-----|----|
| 25% | 28% | 28% | 12% | 7% | Courtesy | 25% | 29% | 28% | 12% | 6 |
| 19% | 23% | 36% | 17% | 5 | Teamwork | 17% | 27% | 35% | 15% | 7% |
| 18% | 26% | 34% | 16% | 6 | Availability of healthcare professionals | 17% | 28% | 32% | 15% | 8% |

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

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 2% | 12% |
| | 20 to 59 years | 86% | 74% |
| | 60 years and over | 11% | 14% |
| Days spent in bed due to illness in last month | None | 52% | 53% |
| | One day | 9% | 7% |
| | Two days | 6% | 7% |
| | Three days | 5% | 6% |
| | Four days | 3% | 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 | 79% | 72% |
| | Yes, only one time | 15% | 17% |
| | Yes, more than one time | 6% | 11% |
| Self-rated mental health status | Poor / Fair | 46% | 45% |
| | Good | 28% | 30% |
| | Very Good / Excellent | 27% | 25% |

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

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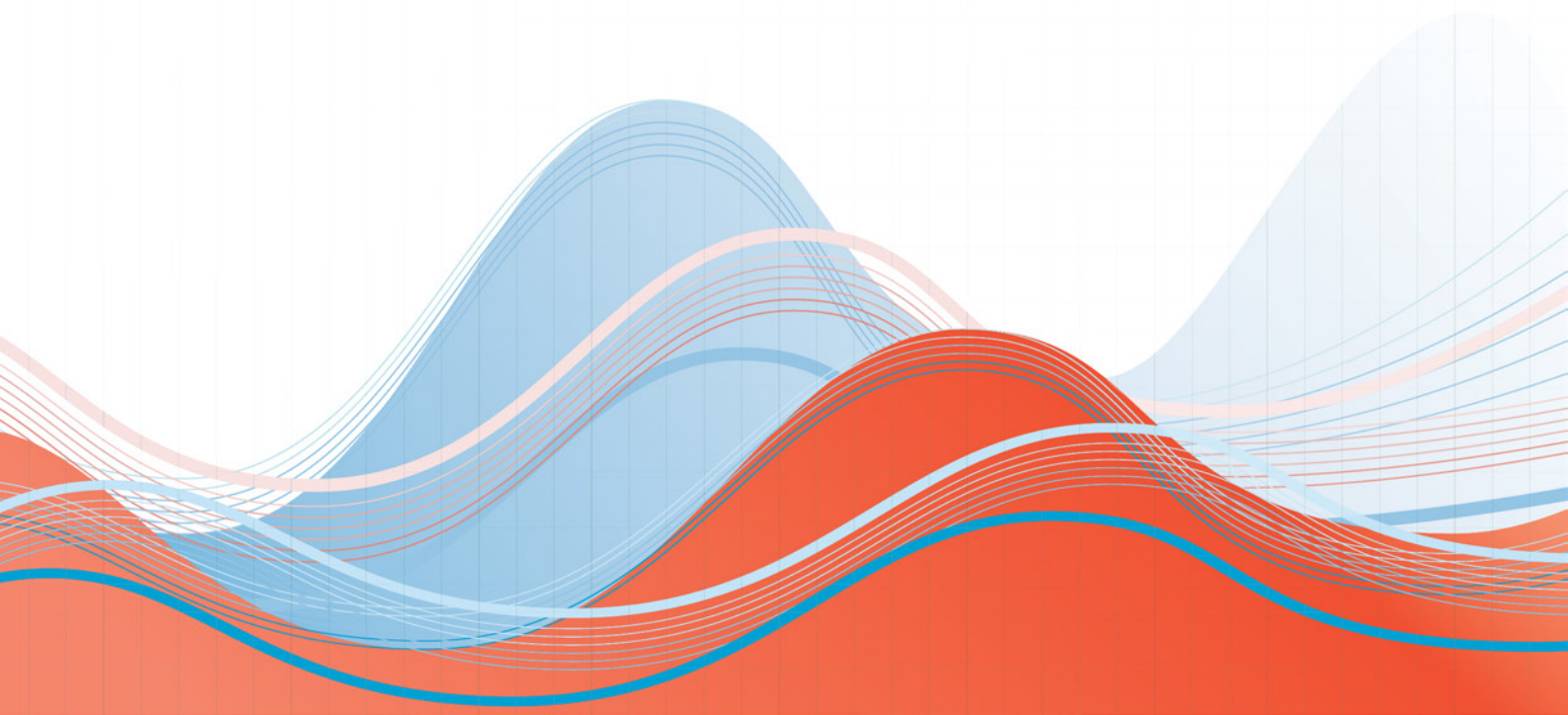
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Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health
February 2010 and February 2011

Performance Profile:
Western NSW Local Health District



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 Western NSW LHD community mental health services. It is based upon 261 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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

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

- An overall account of how 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

Western NSW LHD: performance profiles

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 LHDs positioned towards the top of the range are performing well relative to other LHDs. Those located at the bottom are doing less well.

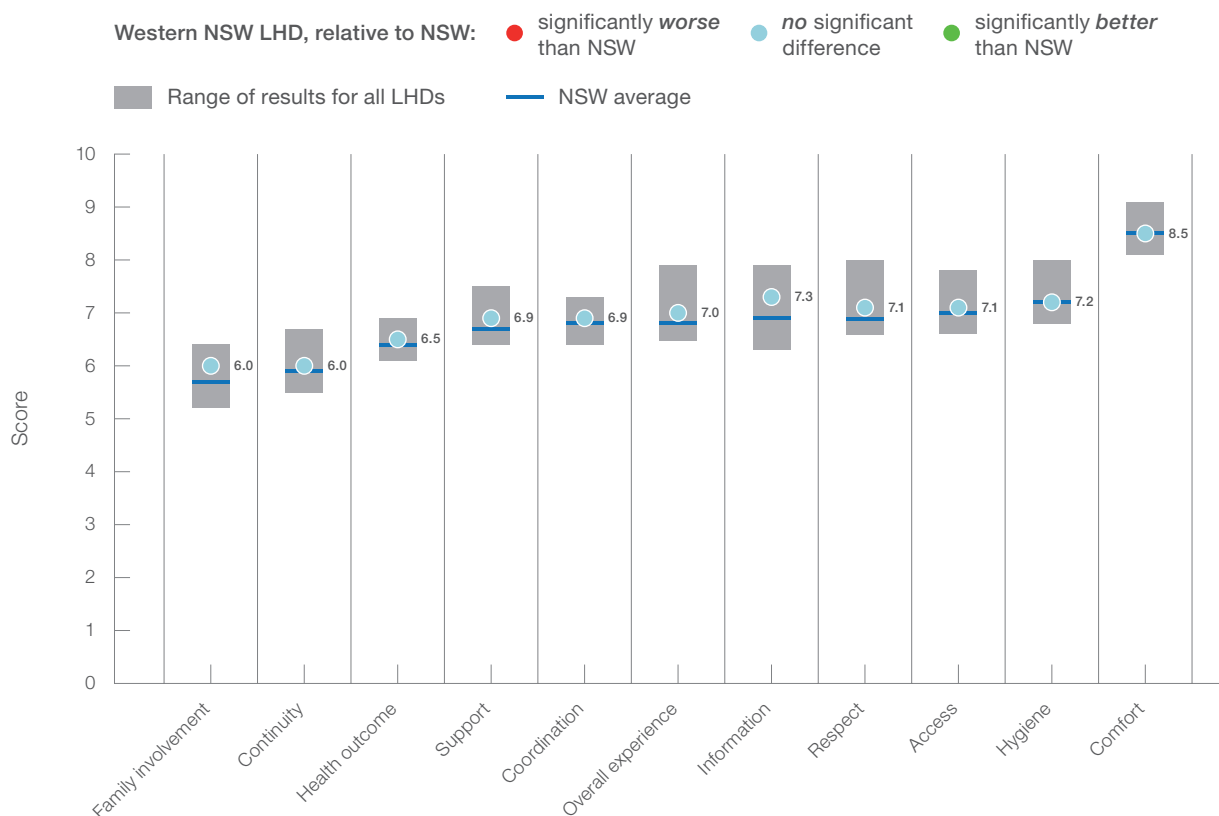
This graph shows for each aspect of care:

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

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

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

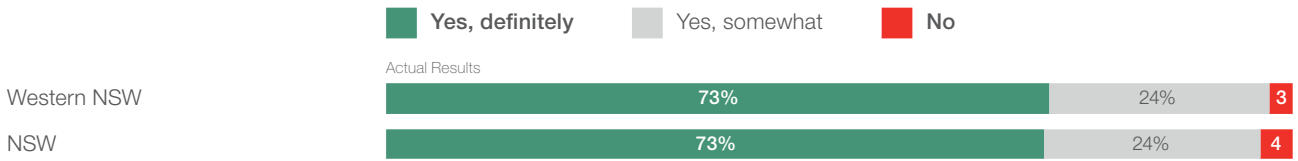
Figure 1: **Western NSW LHD** Aspects of care scores relative to other LHDs and NSW average



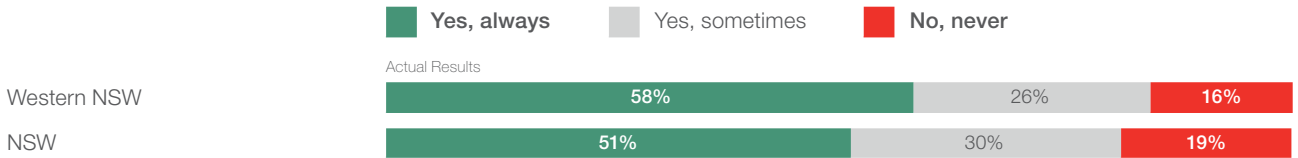
Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.
 Source: NSW Ministry of Health, *NSW Health Patient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

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

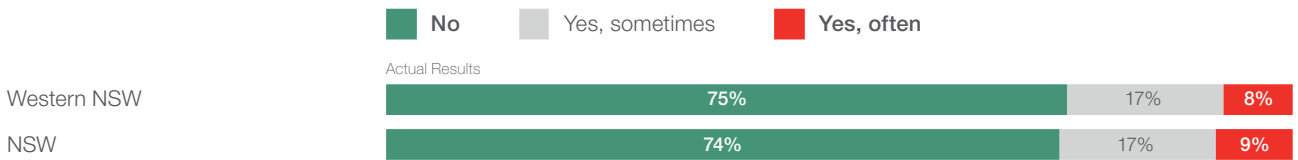
HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



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

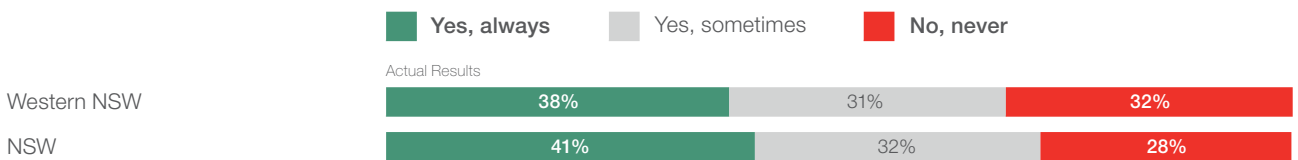


THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?

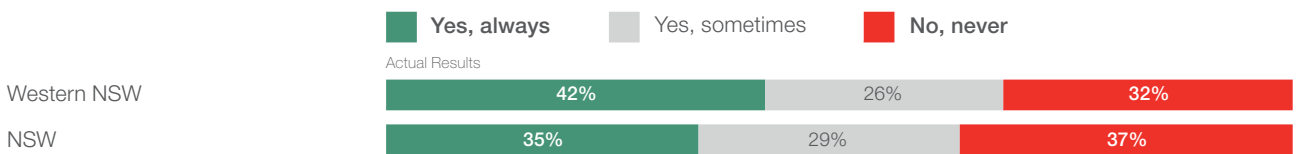


Western NSW LHD: What patients rated most negatively about these outpatient services ¹
 NSW Health Patient Survey, February 2010 and 2011

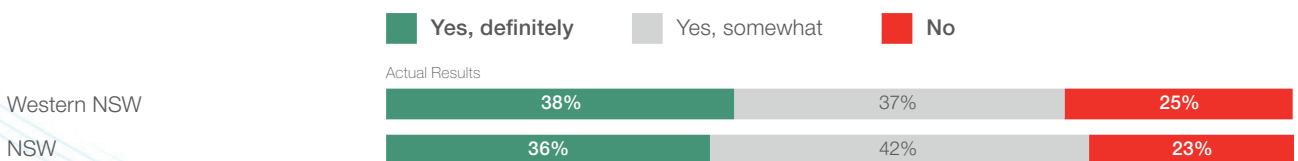
LOWEST: Did someone tell you about self-help or support groups you could work with?



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



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



Western NSW LHD: Patient experiences with community mental health services

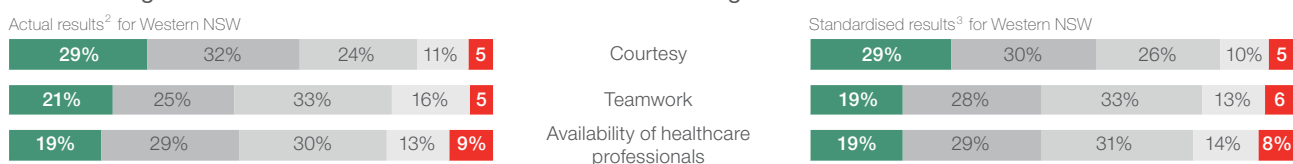
NSW Health Patient Survey, February 2010 and 2011

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



Western NSW LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 16% | 12% |
| | 20 to 59 years | 73% | 74% |
| | 60 years and over | 11% | 14% |
| Days spent in bed due to illness in last month | None | 56% | 53% |
| | One day | 7% | 7% |
| | Two days | 8% | 7% |
| | Three days | 3% | 6% |
| | Four days | 5% | 5% |
| | Five-to-seven days | 10% | 7% |
| | Eight-to-ten days | 5% | 4% |
| | More than ten days | 6% | 12% |
| Stayed in hospital in last 6 months | No | 80% | 72% |
| | Yes, only one time | 11% | 17% |
| | Yes, more than one time | 9% | 11% |
| Self-rated mental health status | Poor / Fair | 51% | 45% |
| | Good | 29% | 30% |
| | Very Good / Excellent | 20% | 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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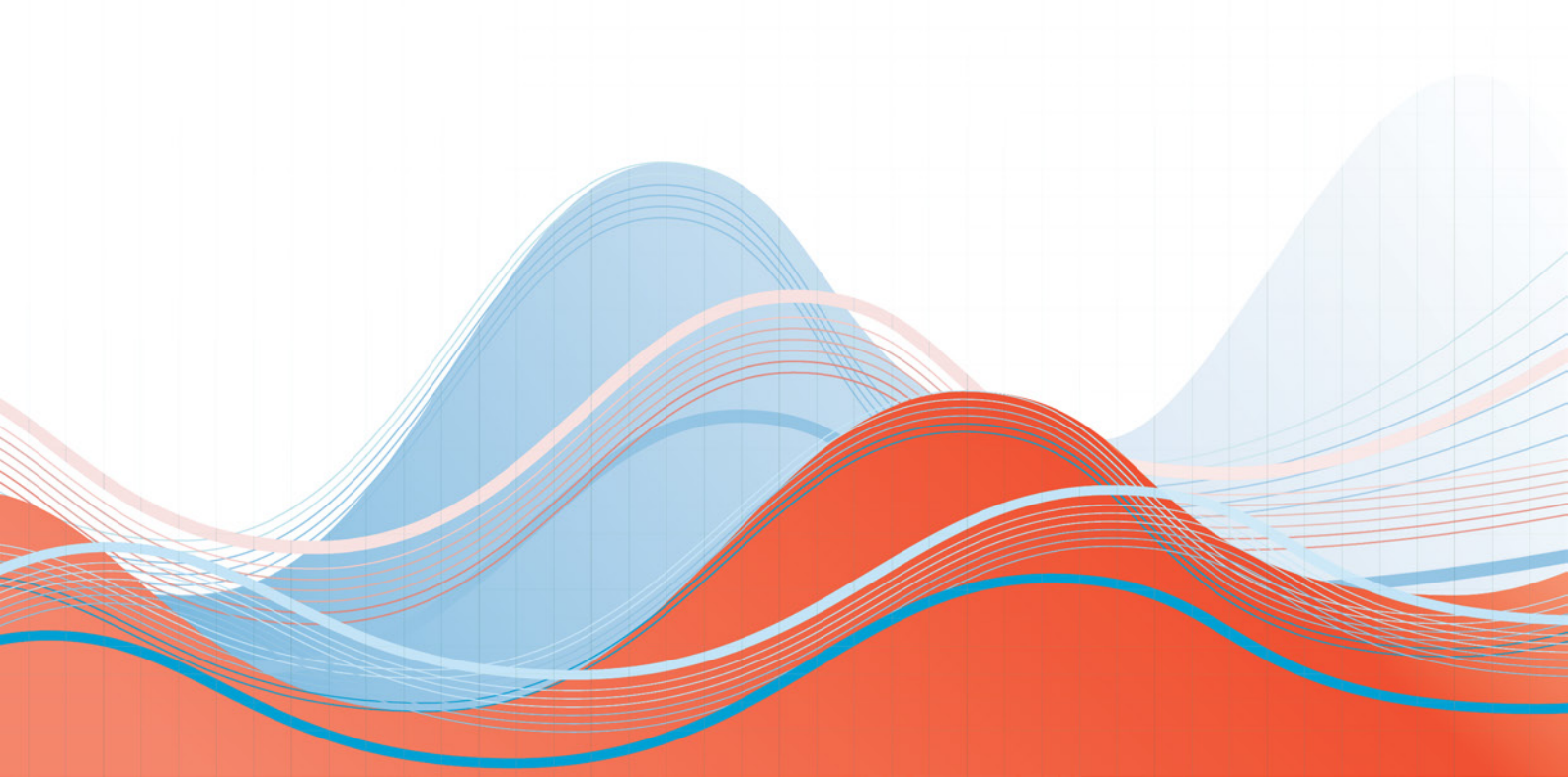
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Patient Perspectives

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Volume 2, Community Mental Health
February 2010 and February 2011

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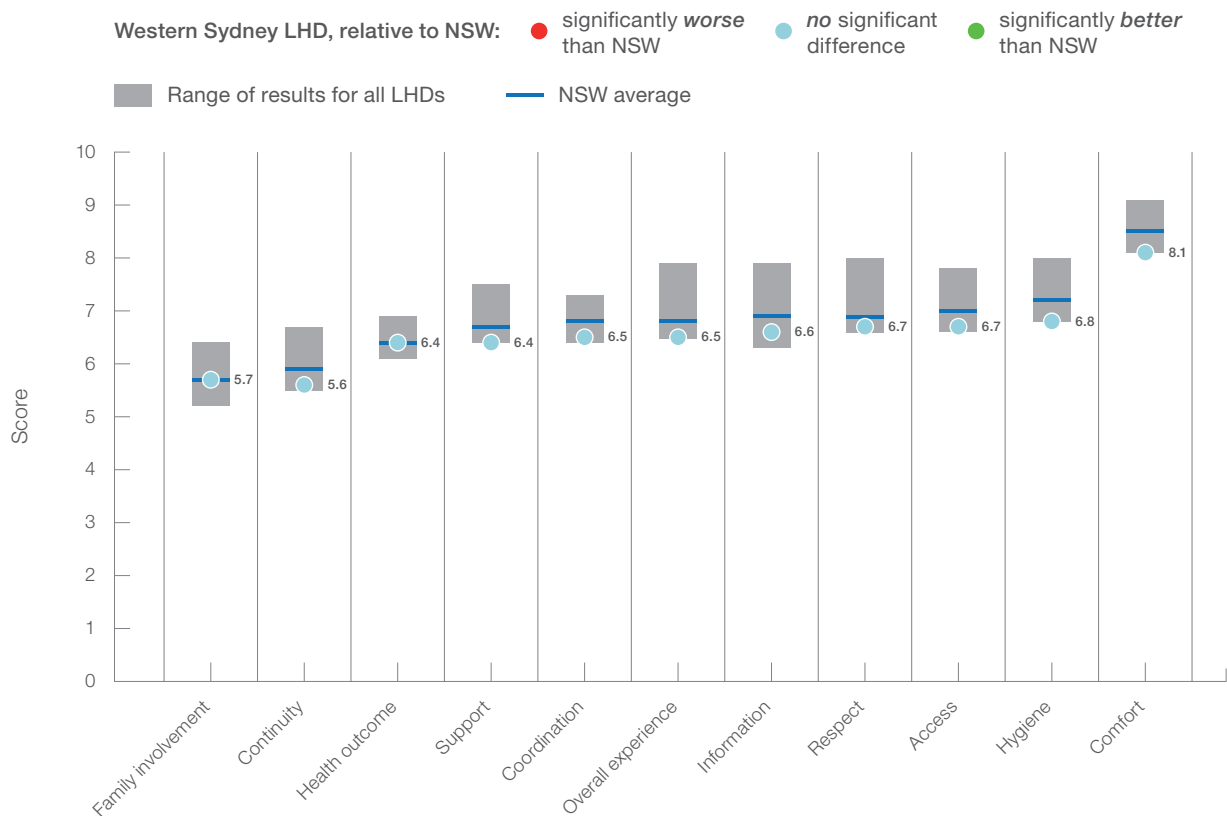
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The graph also illustrates results of significance testing for Western Sydney LHD compared to the NSW average.

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



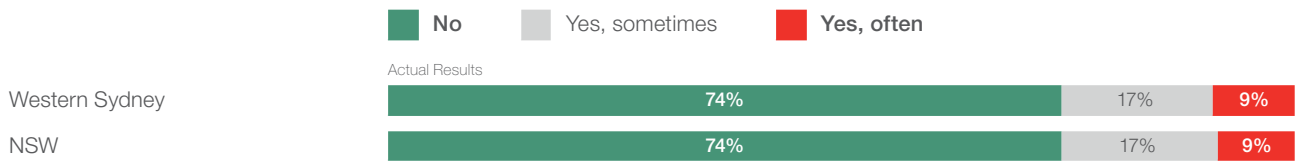
Community Mental Health LHDs

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*.

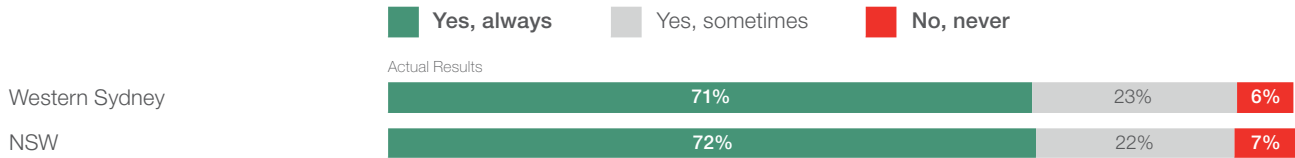
Western Sydney LHD: What patients rated most positively about these outpatient services ¹

NSW Health Patient Survey, February 2010 and 2011

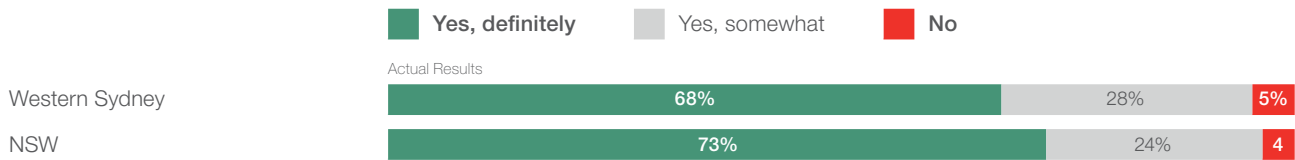
HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



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



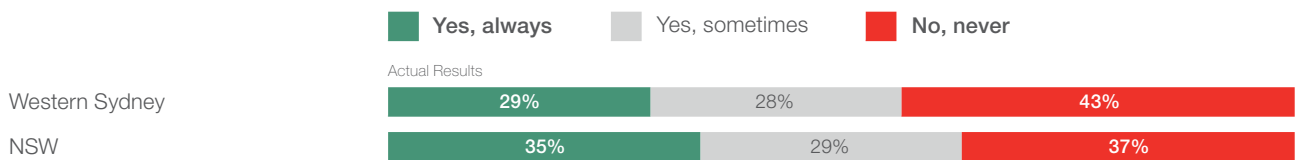
THIRD HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



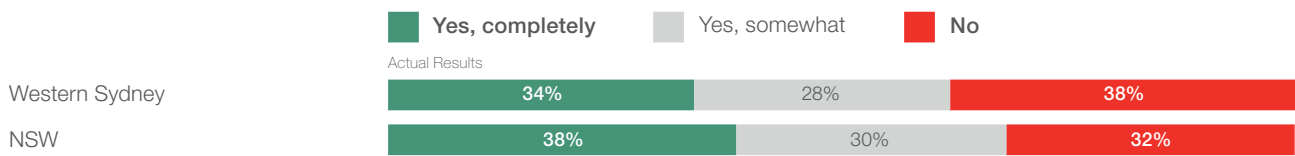
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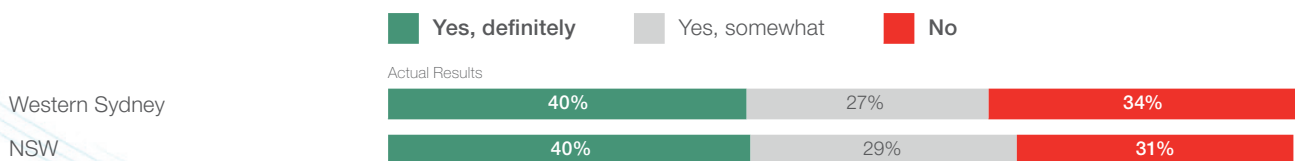
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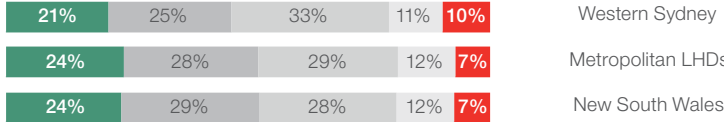
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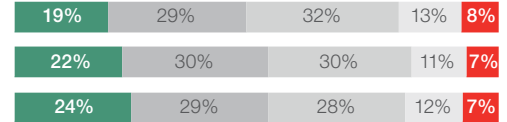
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

Overall patient ratings of community mental health services

Actual results

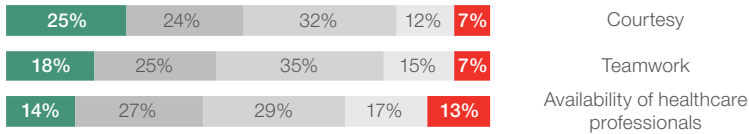


Standardised results

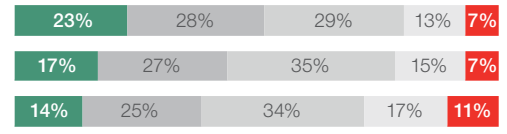


Patient ratings for those factors most associated with overall ratings of care⁴

Actual results² for Western Sydney



Standardised results³ for Western Sydney



Western Sydney LHD: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

| Characteristic | Sub-group | This LHD | NSW |
|--|-------------------------|----------|-----|
| Age group | Under 20 years | 8% | 12% |
| | 20 to 59 years | 82% | 74% |
| | 60 years and over | 10% | 14% |
| Days spent in bed due to illness in last month | None | 51% | 53% |
| | One day | 7% | 7% |
| | Two days | 6% | 7% |
| | Three days | 4% | 6% |
| | Four days | 6% | 5% |
| | Five-to-seven days | 8% | 7% |
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| | More than ten days | 15% | 12% |
| Stayed in hospital in last 6 months | No | 77% | 72% |
| | Yes, only one time | 13% | 17% |
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| 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.

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