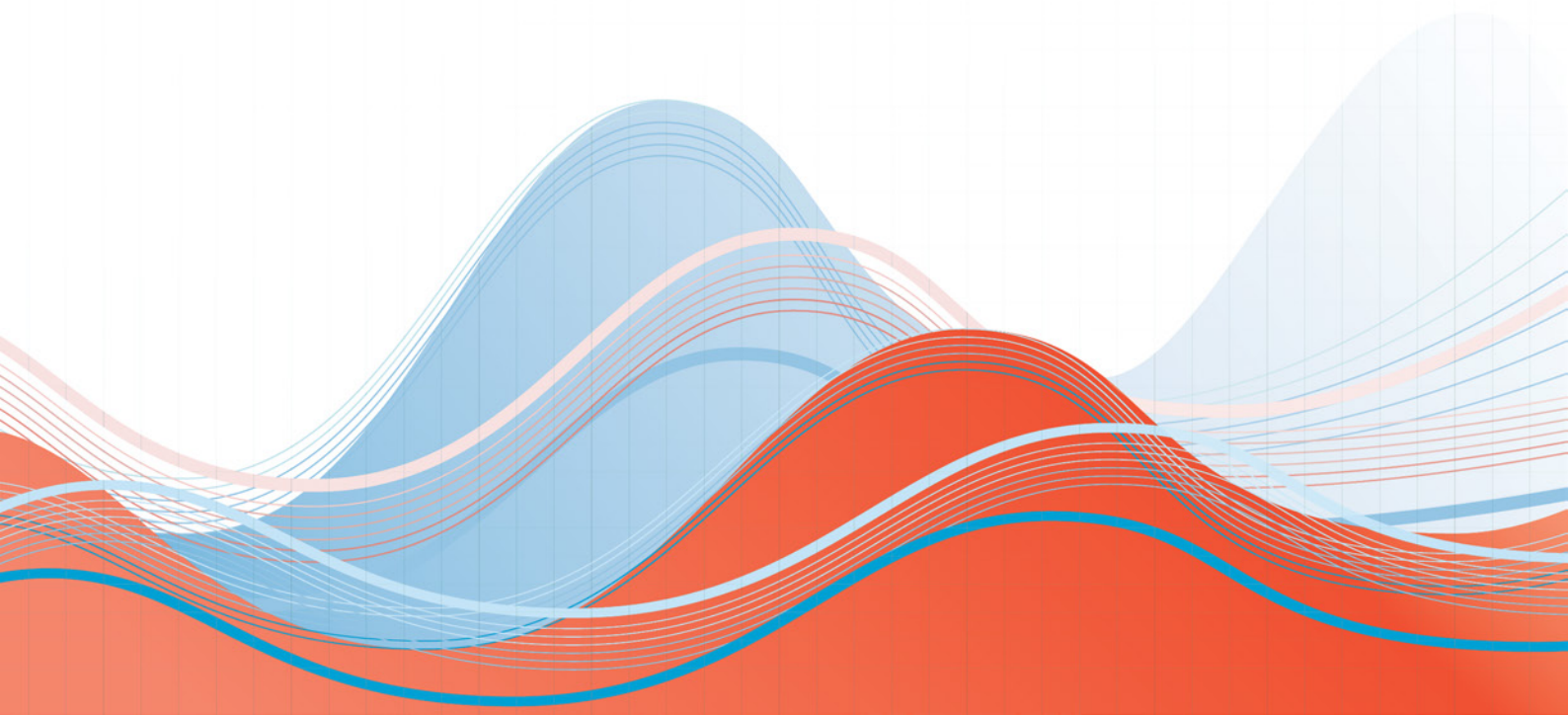


# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Campbelltown Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Campbelltown Hospital mental health inpatient services. It is based upon 74 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 Campbelltown Hospital. This profile includes survey results for:

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

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

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

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

# Campbelltown Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

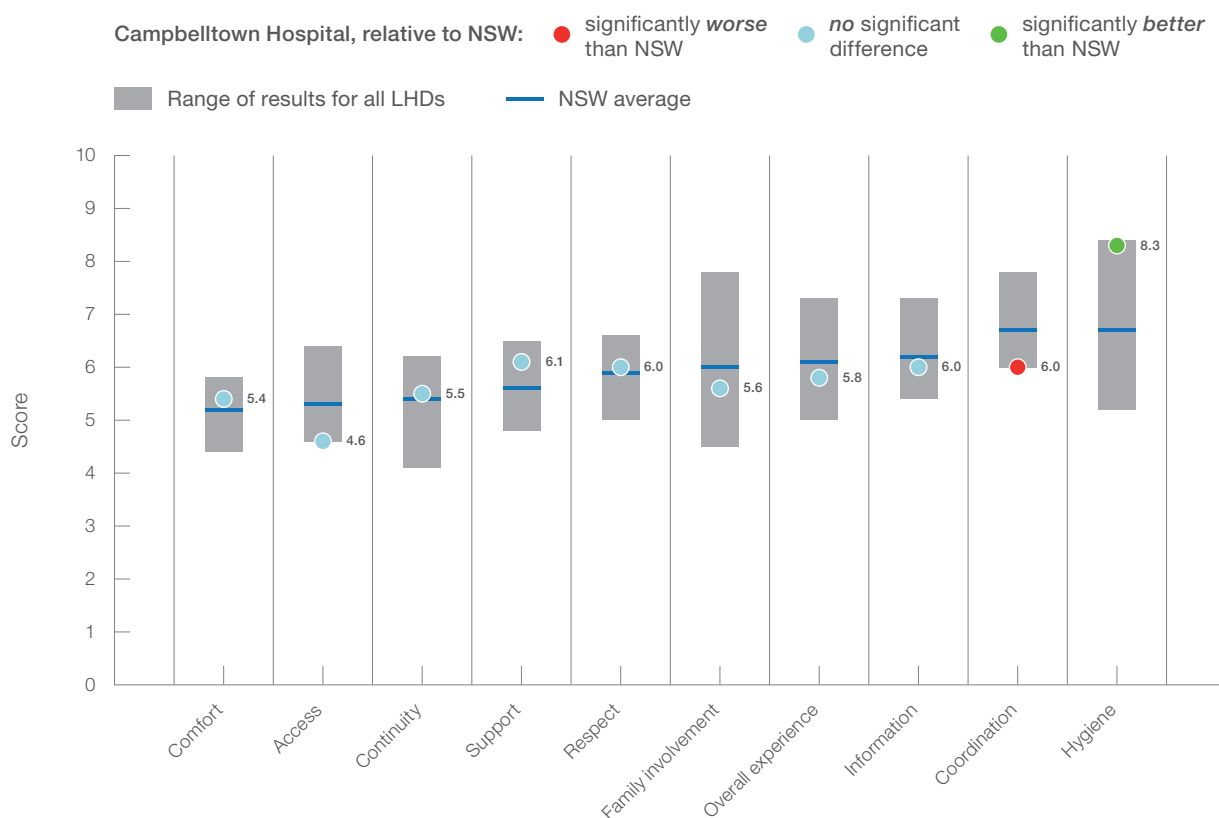
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Campbelltown Hospital compared to the NSW average.

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

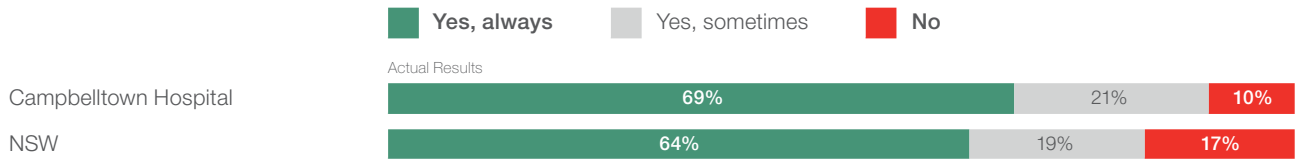
Figure 1: **Campbelltown Hospital** Aspects of care scores relative to other hospitals and NSW average



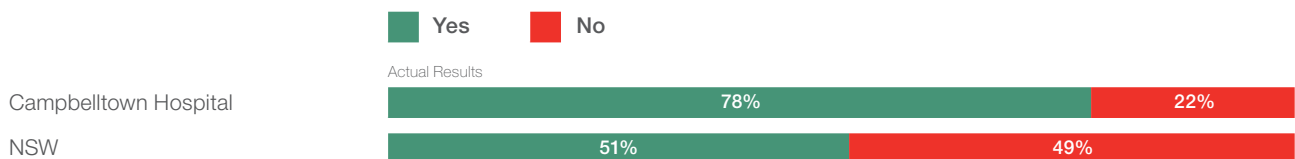
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

**Campbelltown Hospital:** What patients rated most positively about this mental health service <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

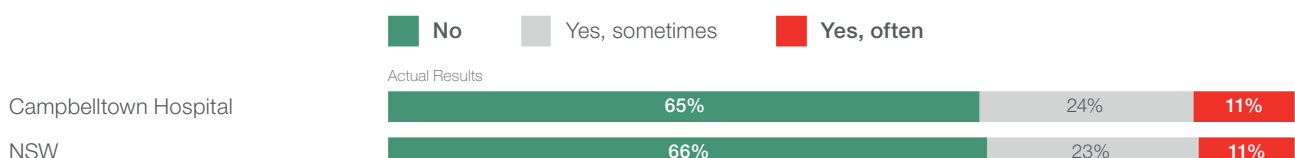
HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



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

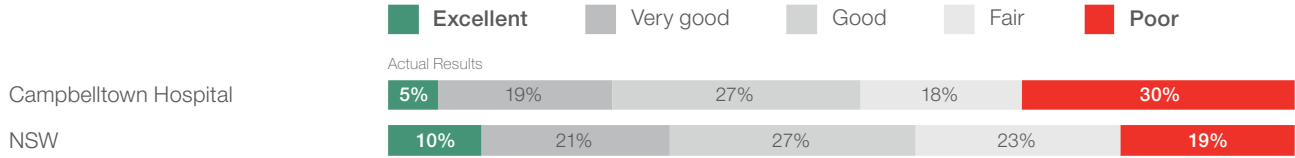


THIRD HIGHEST: Did nurses talk in front of you as if you weren't there?

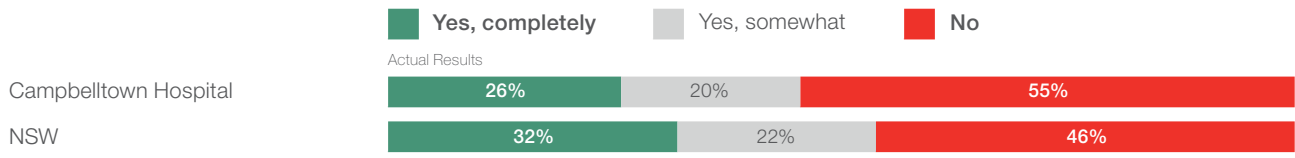


**Campbelltown Hospital:** What patients rated most negatively about this mental health service <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

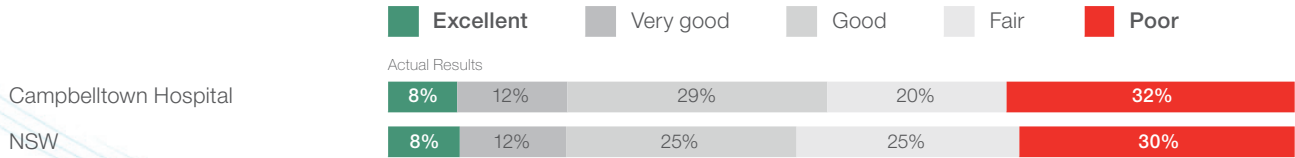
LOWEST: How would you rate the availability of your doctors or healthcare professionals?



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



THIRD LOWEST: Availability of parking



**Campbelltown Hospital: Patient experiences with inpatient mental health services**

NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: **Excellent** Very good Good Fair **Poor****Overall patient ratings of inpatient mental health care services**Actual results<sup>2</sup>

13%	24%	25%	21%	17%	Campbelltown Hospital
19%	25%	27%	16%	13%	Metropolitan LHDs
20%	25%	28%	15%	12%	New South Wales

Standardised results<sup>3</sup>

12%	24%	33%	18%	13%	Campbelltown Hospital
17%	26%	31%	16%	11%	Metropolitan LHDs
20%	25%	28%	15%	12%	New South Wales

**Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>**Actual results<sup>2</sup> for Campbelltown Hospital

15%	20%	32%	18%	14%	Teamwork
15%	22%	29%	21%	13%	Rating of treatment
22%	24%	29%	11%	14%	Accuracy of food items
31%	18%	25%	17%	10%	Courtesy of admission staff

Standardised results<sup>3</sup> for Campbelltown Hospital

14%	26%	32%	17%	10%	Teamwork
14%	27%	31%	18%	10%	Rating of treatment
20%	28%	31%	13%	7%	Accuracy of food items
26%	27%	28%	13%	6	Courtesy of admission staff

**Campbelltown Hospital: Characteristics of patients who completed the survey**

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	93%	95%
	Aboriginal / Torres Strait Islander	7%	5%
Age	Under 40 years	59%	47%
	40 years and over	41%	53%
Highest level of education completed	Less than Year 12 at secondary school	51%	43%
	Completed Year 12 at secondary school	22%	20%
	Trade or technical certificate or diploma	19%	19%
	University graduate	7%	13%
	Post graduate / higher degree	2%	5%
Health Status	Poor / Fair	44%	39%
	Good	45%	37%
	Very Good / Excellent	10%	24%
Sex	Male	55%	45%
	Female	45%	55%
Stays in hospital in last 6 months	Only this time	37%	53%
	This time and one other time	21%	23%
	This time and more than one other time	42%	24%

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

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

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

## Download our reports

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

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



## About the Bureau

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

### To contact the Bureau of Health Information

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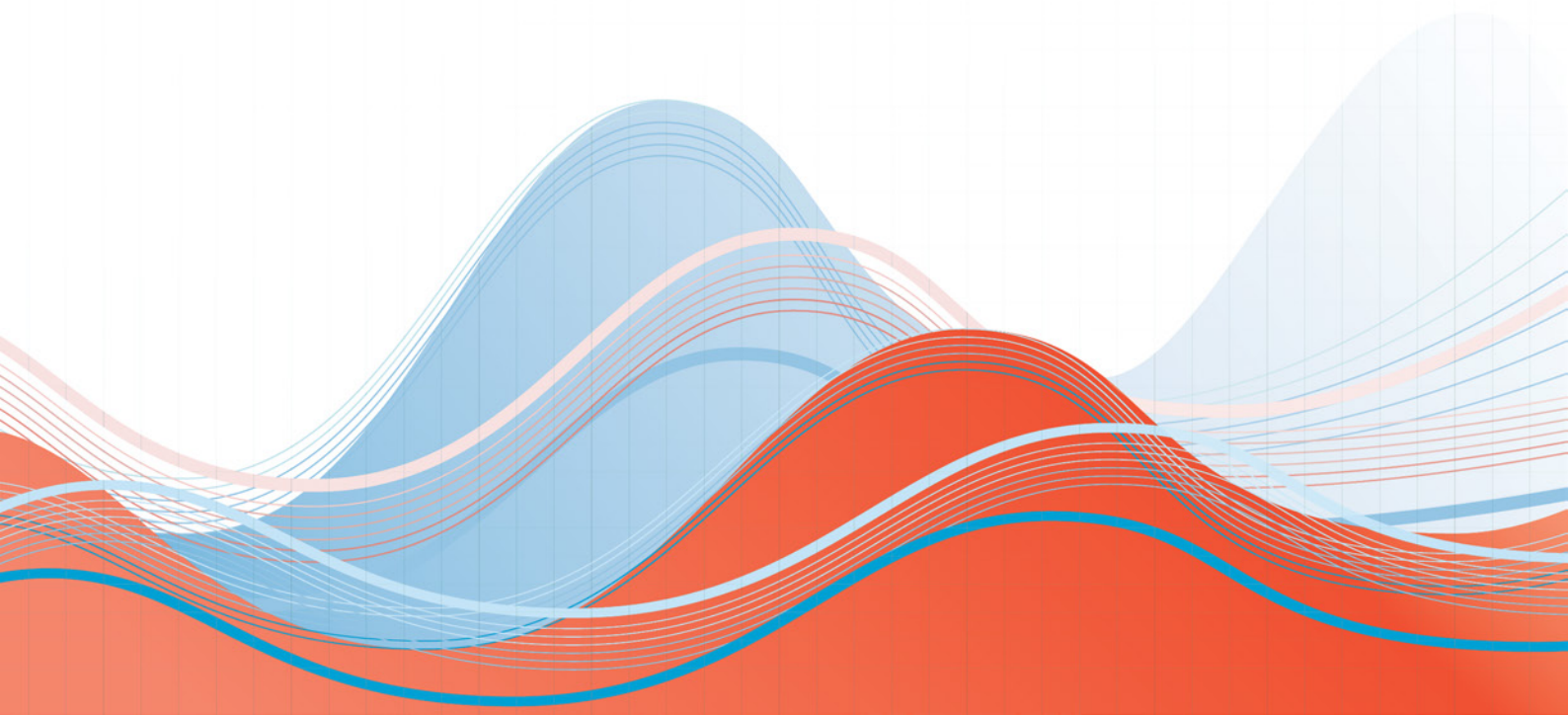


# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Concord Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Concord Hospital mental health inpatient services. It is based upon 71 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 Concord Hospital. This profile includes survey results for:

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

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

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

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



# Concord Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

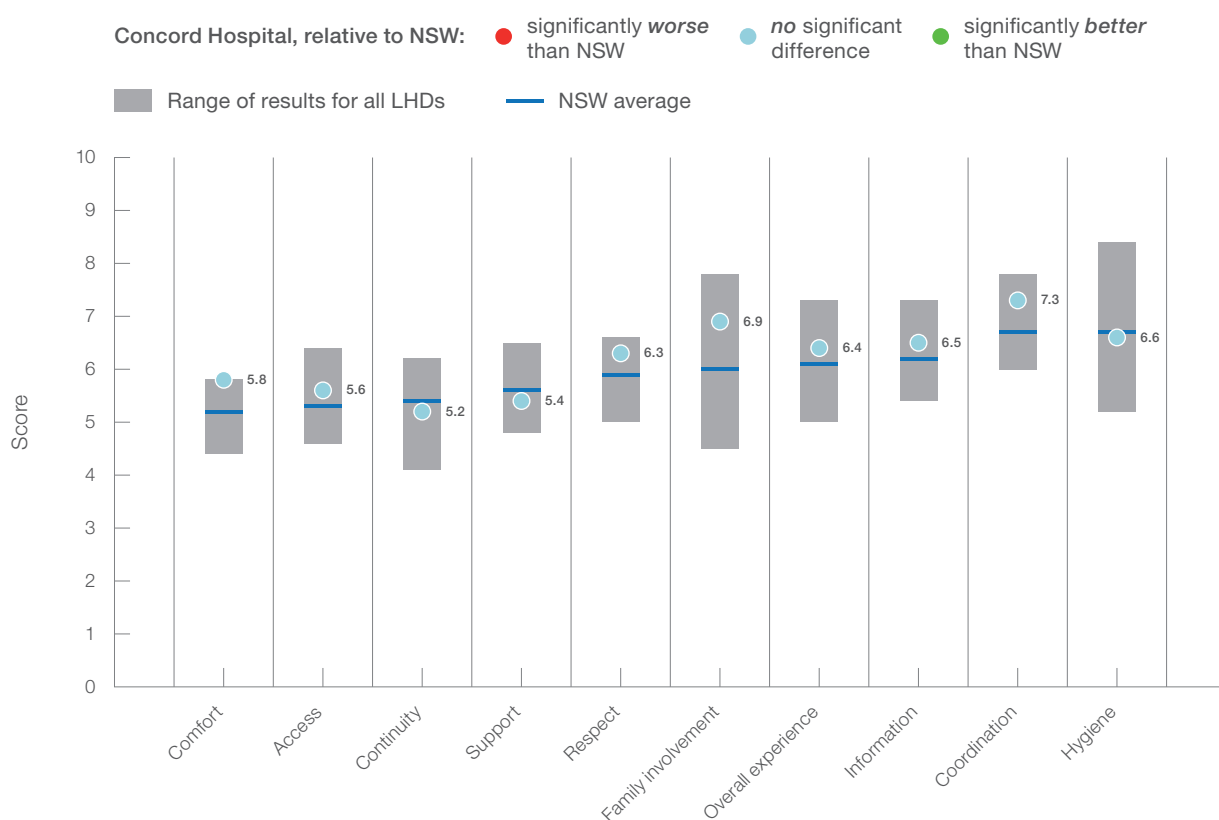
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Concord Hospital compared to the NSW average.

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

Figure 1: **Concord Hospital** Aspects of care scores relative to other hospitals and NSW average



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

### Concord Hospital: What patients rated most positively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

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

Right amount   Too much   Not enough

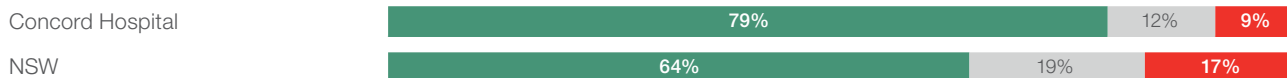
Actual Results



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

Yes, always   Yes, sometimes   No

Actual Results



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

No   Yes, sometimes   Yes, often

Actual Results



### Concord Hospital: What patients rated most negatively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

LOWEST: Taste of the food

Excellent   Very good   Good   Fair   Poor

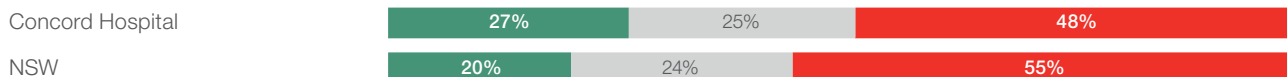
Actual Results



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

Yes, completely   Yes, somewhat   No

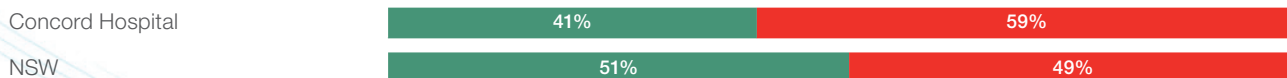
Actual Results



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

Yes   No

Actual Results



## Concord Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

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

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

Actual results<sup>2</sup>

Rating	Excellent	Very good	Good	Fair	Poor
Concord Hospital	12%	34%	33%	15%	6%
Metropolitan LHDs	19%	25%	27%	16%	13%
New South Wales	20%	25%	28%	15%	12%

Standardised results<sup>3</sup>

Rating	Excellent	Very good	Good	Fair	Poor
Concord Hospital	15%	27%	33%	15%	10%
Metropolitan LHDs	17%	26%	31%	16%	11%
New South Wales	20%	25%	28%	15%	12%

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

Actual results<sup>2</sup> for Concord Hospital

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	16%	27%	32%	18%	6%
Rating of treatment	14%	25%	29%	21%	11%
Accuracy of food items	19%	21%	39%	14%	7%
Courtesy of admission staff	25%	23%	30%	13%	9%

Standardised results<sup>3</sup> for Concord Hospital

Factor	Excellent	Very good	Good	Fair	Poor
Teamwork	14%	27%	32%	17%	10%
Rating of treatment	11%	23%	32%	22%	13%
Accuracy of food items	14%	24%	34%	18%	11%
Courtesy of admission staff	22%	25%	30%	16%	8%

## Concord Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	44%	47%
	40 years and over	56%	53%
Highest level of education completed	Less than Year 12 at secondary school	39%	43%
	Completed Year 12 at secondary school	17%	20%
	Trade or technical certificate or diploma	18%	19%
	University graduate	21%	13%
	Post graduate / higher degree	4%	5%
Health Status	Poor / Fair	26%	39%
	Good	44%	37%
	Very Good / Excellent	29%	24%
Sex	Male	59%	45%
	Female	41%	55%
Stays in hospital in last 6 months	Only this time	57%	53%
	This time and one other time	21%	23%
	This time and more than one other time	22%	24%

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

## Download our reports

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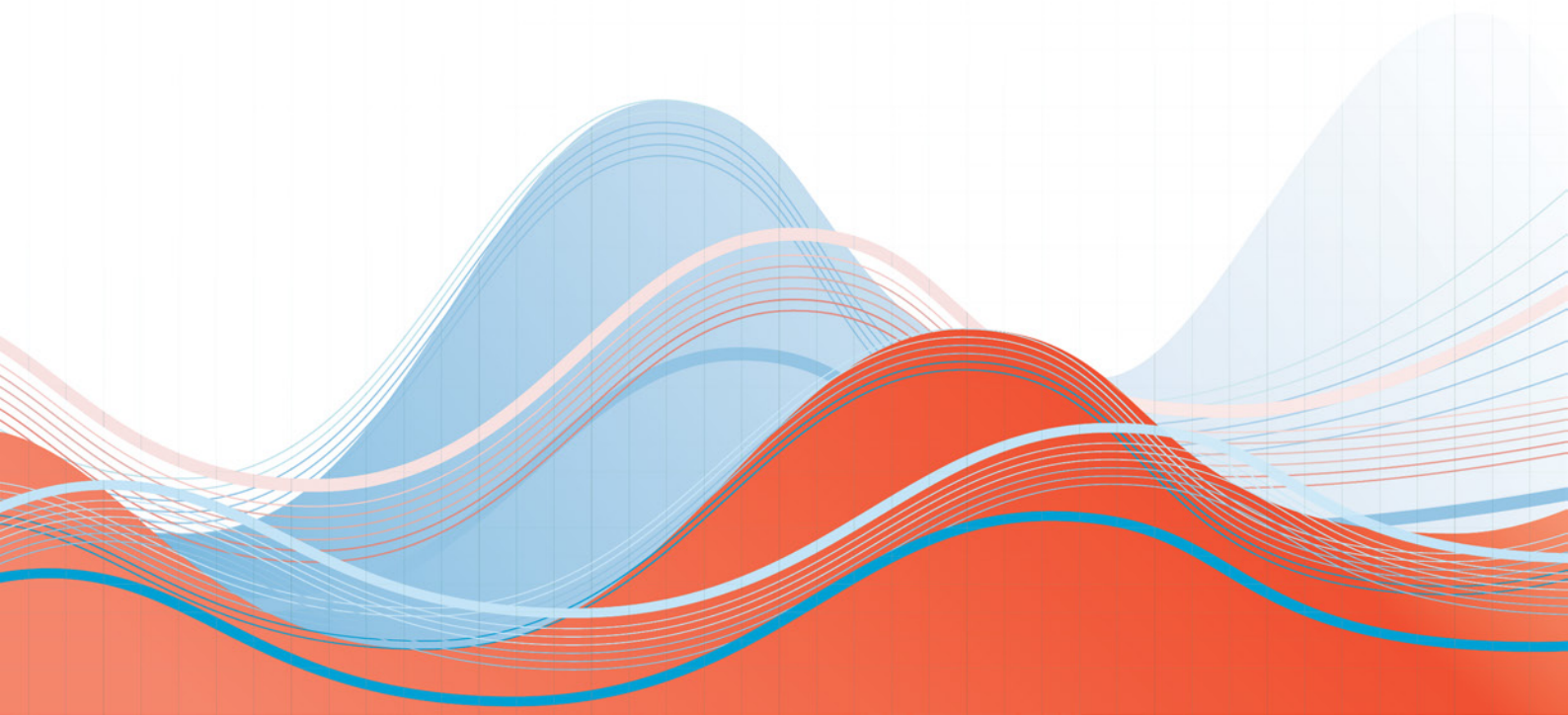
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Cumberland Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Cumberland Hospital mental health inpatient services. It is based upon 61 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 Cumberland Hospital. This profile includes survey results for:

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

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

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
- The lowest rated aspect of care for mental health inpatient services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
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# Cumberland Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

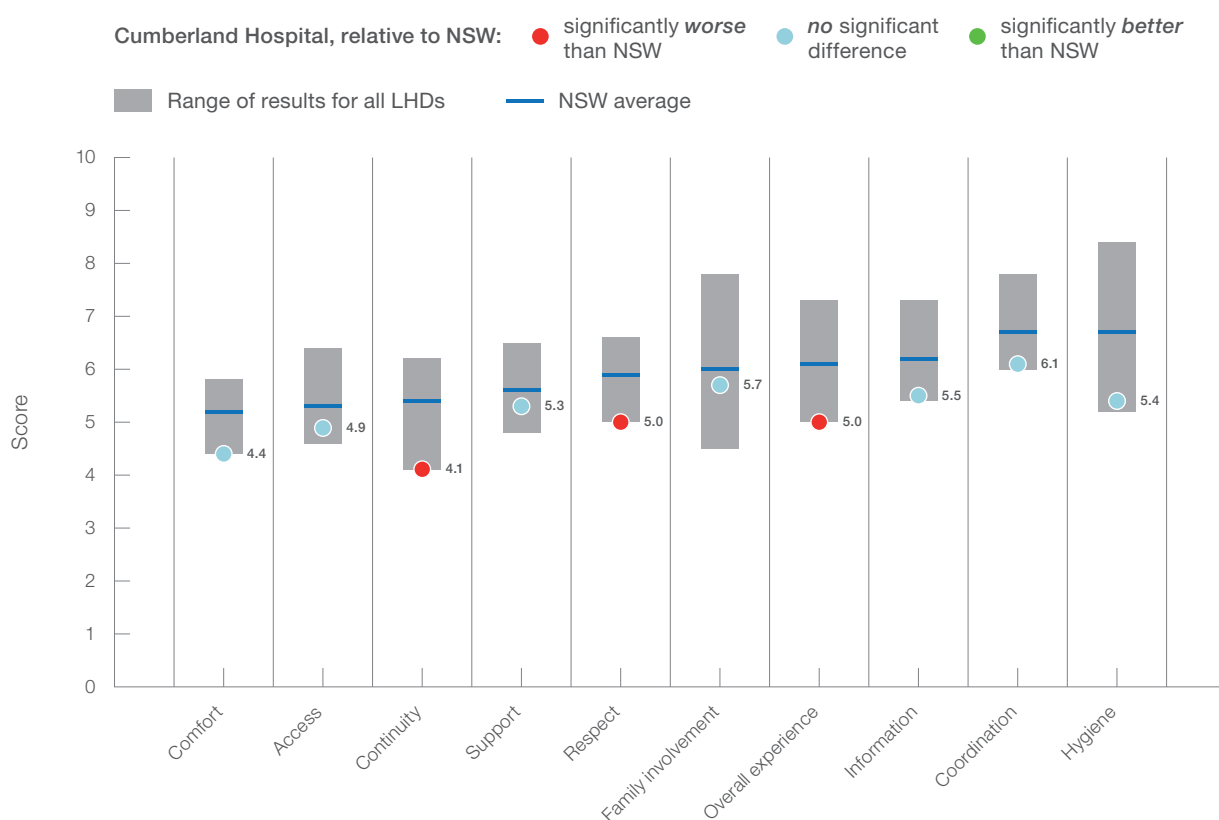
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Cumberland Hospital compared to the NSW average.

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

Figure 1: **Cumberland Hospital** Aspects of care scores relative to other hospitals and NSW average

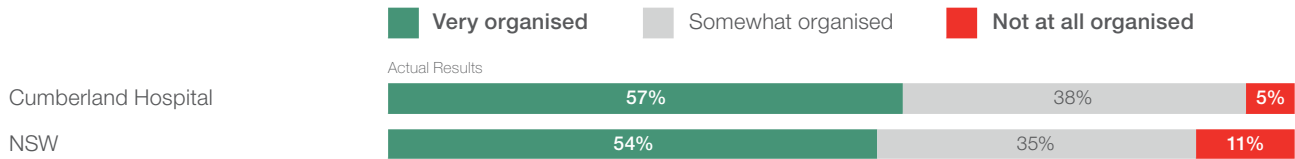


Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

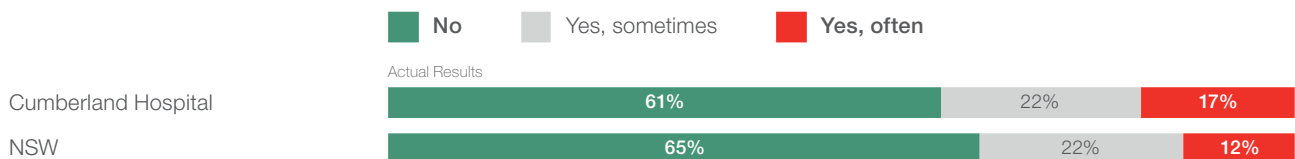
### Cumberland Hospital: What patients rated most positively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

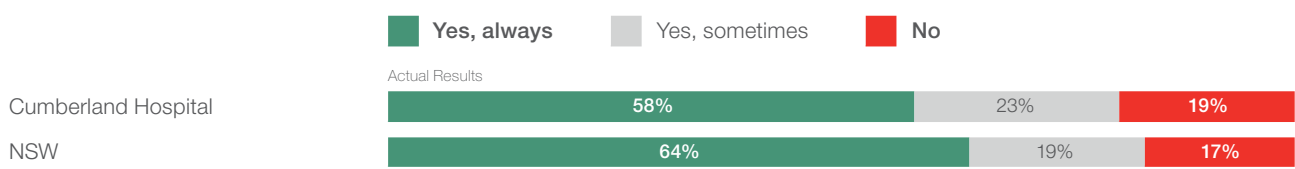
HIGHEST: How organised was the care you received in the emergency department?



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



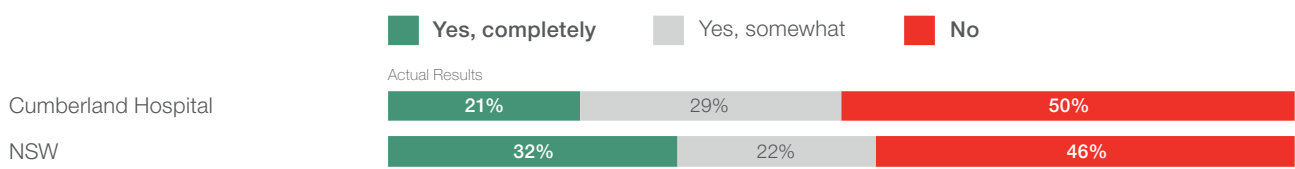
THIRD HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



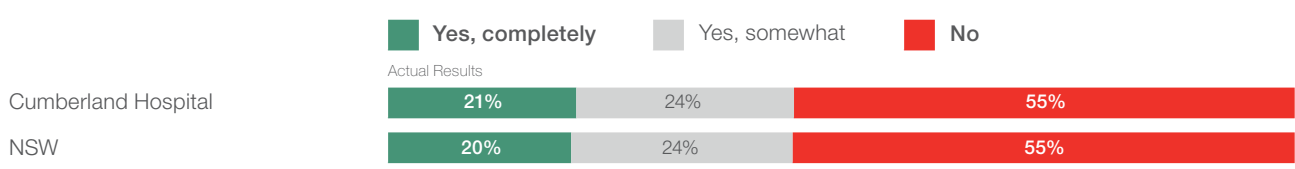
### Cumberland Hospital: What patients rated most negatively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

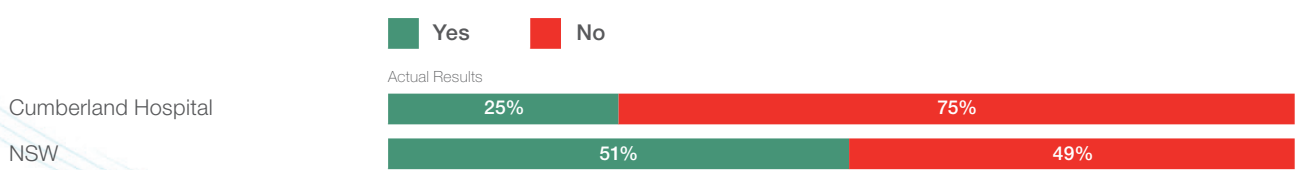
LOWEST: Did someone tell you about medication side effects to watch for when you went home?



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



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



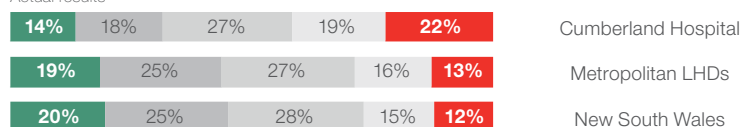
## Cumberland Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

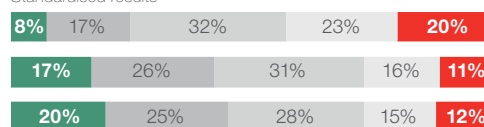
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

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

Actual results<sup>2</sup>

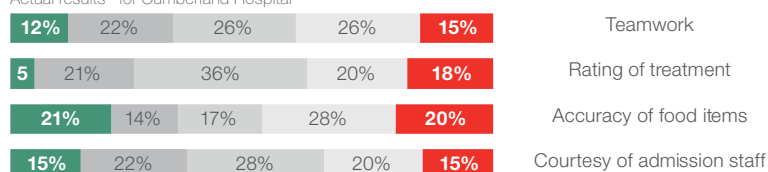


Standardised results<sup>3</sup>

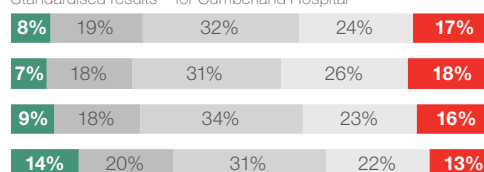


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Cumberland Hospital



Standardised results<sup>3</sup> for Cumberland Hospital



## Cumberland Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	94%	95%
	Aboriginal / Torres Strait Islander	6%	5%
Age	Under 40 years	55%	47%
	40 years and over	45%	53%
Highest level of education completed	Less than Year 12 at secondary school	47%	43%
	Completed Year 12 at secondary school	28%	20%
	Trade or technical certificate or diploma	16%	19%
	University graduate	6%	13%
	Post graduate / higher degree	4%	5%
Health Status	Poor / Fair	37%	39%
	Good	31%	37%
	Very Good / Excellent	33%	24%
Sex	Male	45%	45%
	Female	55%	55%
Stays in hospital in last 6 months	Only this time	52%	53%
	This time and one other time	21%	23%
	This time and more than one other time	27%	24%

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

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

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

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

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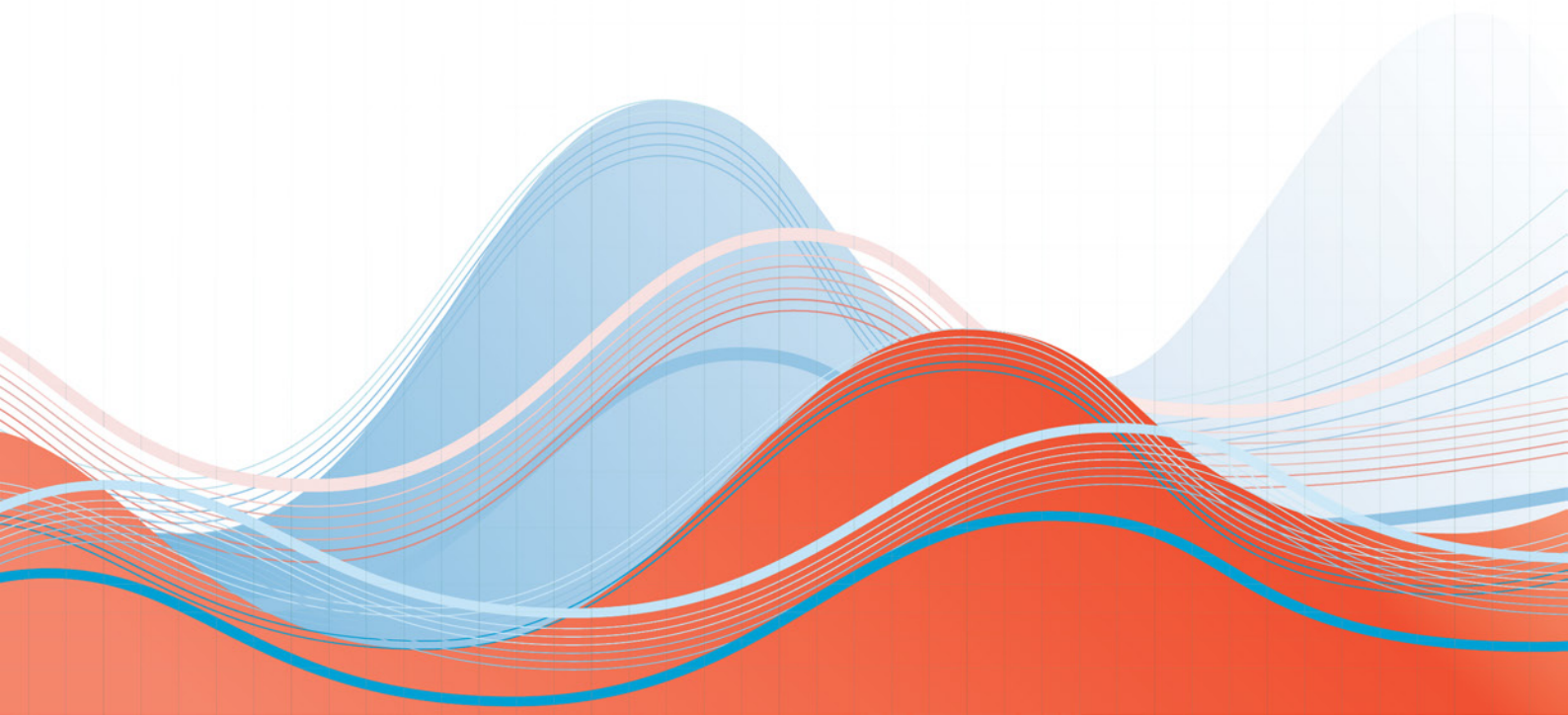
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Hornsby and Ku-Ring-Gai Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Hornsby and Ku-Ring-Gai Hospital mental health inpatient services. It is based upon 53 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 Hornsby and Ku-Ring-Gai Hospital. This profile includes survey results for:

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

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

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

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



# Hornsby and Ku-Ring-Gai Hospital

## NSW Mental Health Inpatient Survey

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

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

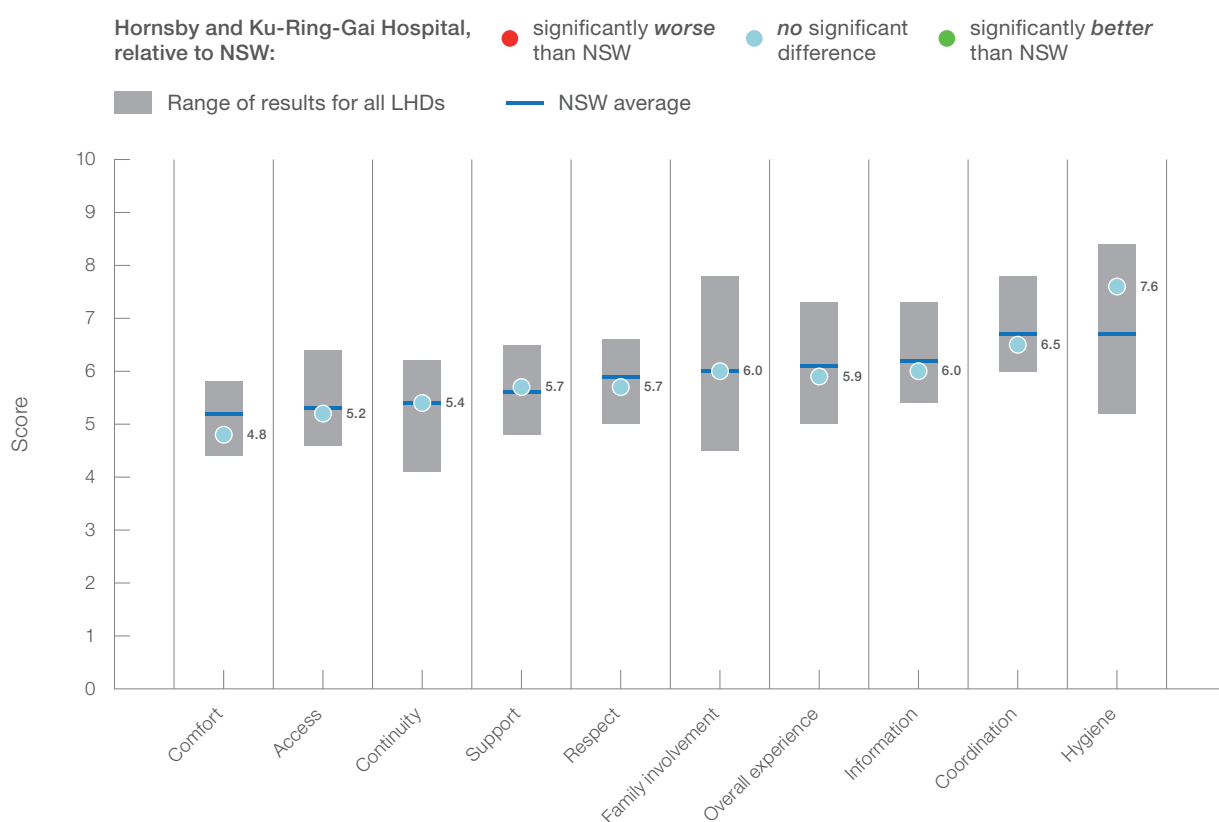
This graph shows for each aspect of care:

- scores for Hornsby and Ku-Ring-Gai Hospital (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW hospitals (shown as a grey block).

The graph also illustrates results of significance testing for Hornsby and Ku-Ring-Gai Hospital compared to the NSW average.

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

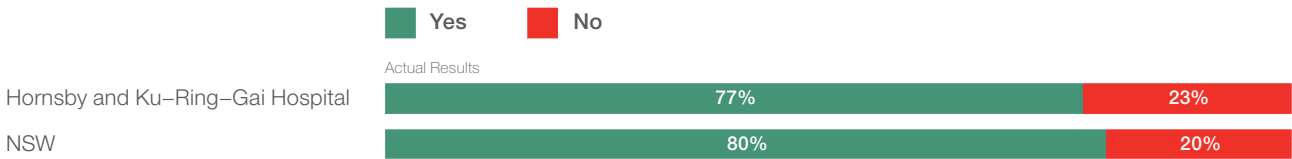
Figure 1: *Hornsby and Ku-Ring-Gai Hospital* Aspects of care scores relative to other hospitals and NSW average



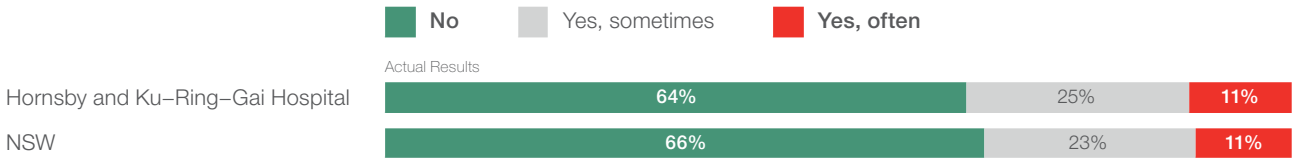
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

**Hornsby and Ku-Ring-Gai Hospital: What patients rated most positively about this mental health service** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

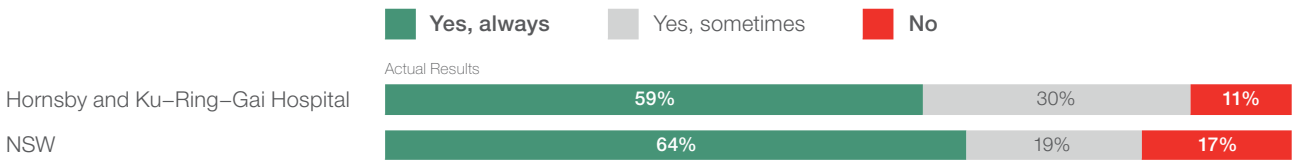
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



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

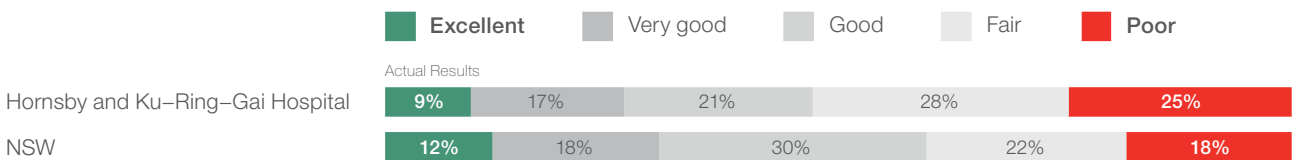


THIRD HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?

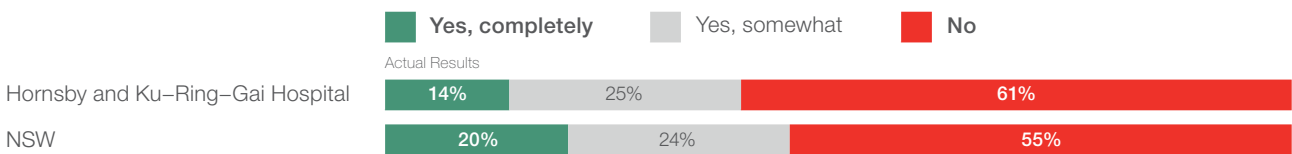


**Hornsby and Ku-Ring-Gai Hospital: What patients rated most negatively about this mental health service** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

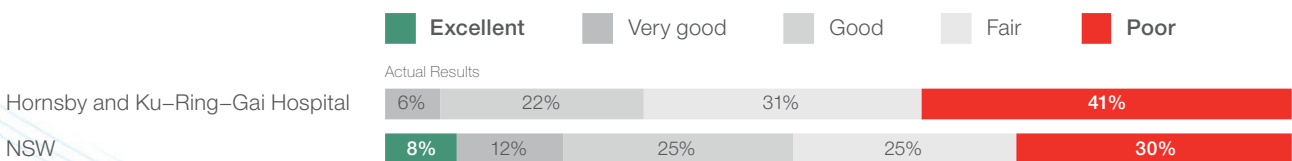
LOWEST: Taste of the food



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



THIRD LOWEST: Availability of parking



## Hornsby and Ku-Ring-Gai Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

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

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

Actual results <sup>2</sup>						Standardised results <sup>3</sup>				
16%	27%	29%	14%	14%	Hornsby and Ku-Ring-Gai Hospital	16%	28%	32%	15%	10%
19%	25%	27%	16%	13%	Metropolitan LHDs	17%	26%	31%	16%	11%
20%	25%	28%	15%	12%	New South Wales	20%	25%	28%	15%	12%

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

Actual results <sup>2</sup> for Hornsby and Ku-Ring-Gai Hospital						Standardised results <sup>3</sup> for Hornsby and Ku-Ring-Gai Hospital				
15%	25%	29%	23%	7%	Teamwork	15%	28%	32%	16%	9%
17%	19%	26%	25%	13%	Rating of treatment	12%	24%	32%	21%	11%
15%	34%	28%	11%	12%	Accuracy of food items	18%	27%	32%	15%	8%
23%	22%	26%	14%	14%	Courtesy of admission staff	20%	24%	30%	16%	9%

## Hornsby and Ku-Ring-Gai Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	100%	95%
	Aboriginal / Torres Strait Islander	0%	5%
Age	Under 40 years	48%	47%
	40 years and over	52%	53%
Highest level of education completed	Less than Year 12 at secondary school	34%	43%
	Completed Year 12 at secondary school	20%	20%
	Trade or technical certificate or diploma	25%	19%
	University graduate	15%	13%
	Post graduate / higher degree	6%	5%
Health Status	Poor / Fair	38%	39%
	Good	44%	37%
	Very Good / Excellent	18%	24%
Sex	Male	45%	45%
	Female	55%	55%
Stays in hospital in last 6 months	Only this time	65%	53%
	This time and one other time	9%	23%
	This time and more than one other time	26%	24%

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

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

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

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

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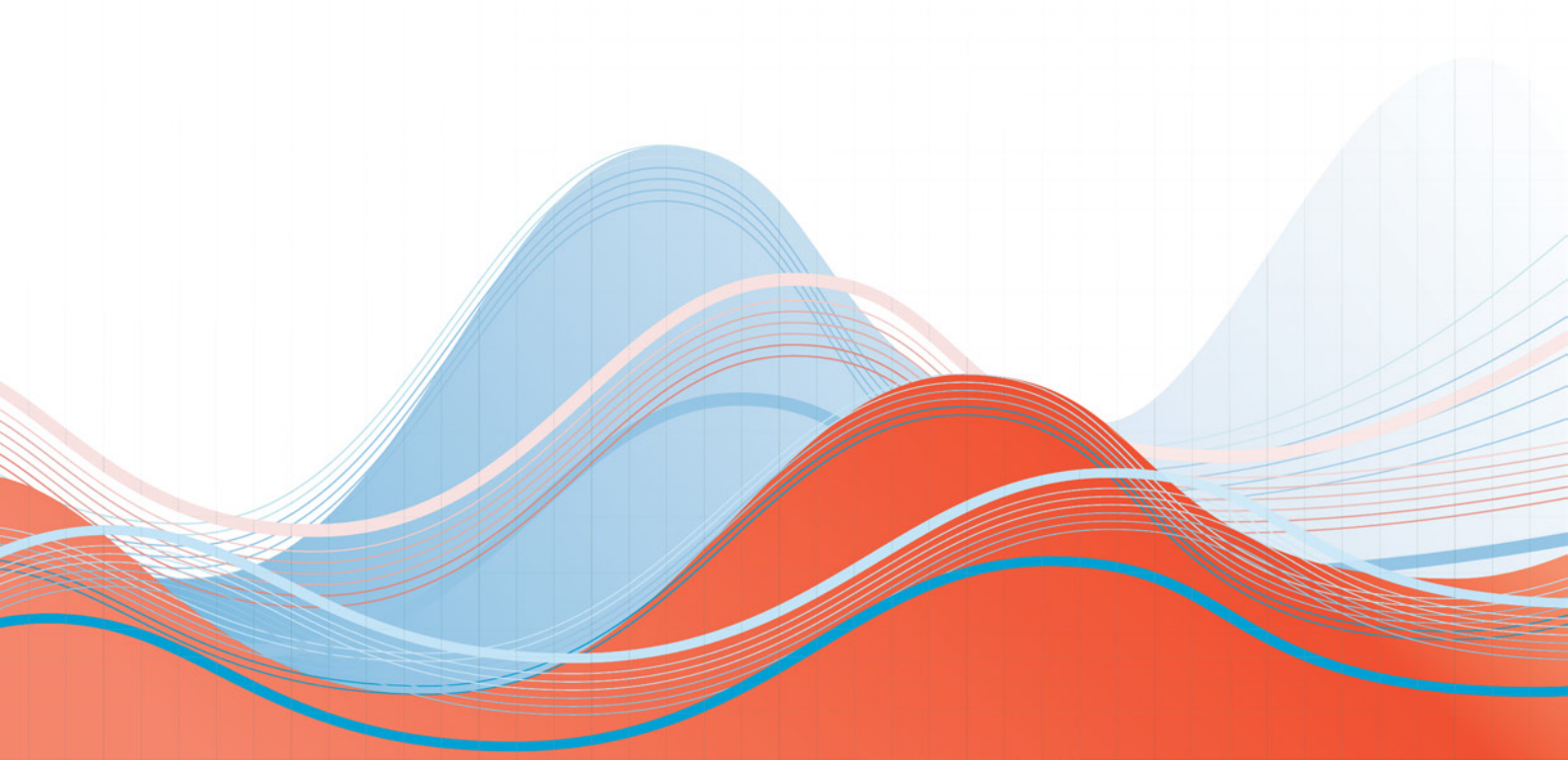
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Hunter New England Mater Mental Health Service



# Introduction

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

This profile report offers a detailed snapshot of the performance of Hunter New England Mater Mental Health Service mental health inpatient services. It is based upon 62 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 Mater Mental Health Service. This profile includes survey results for:

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

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

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

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



# Hunter New England Mater Mental Health Service NSW Mental Health Inpatient Survey

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

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

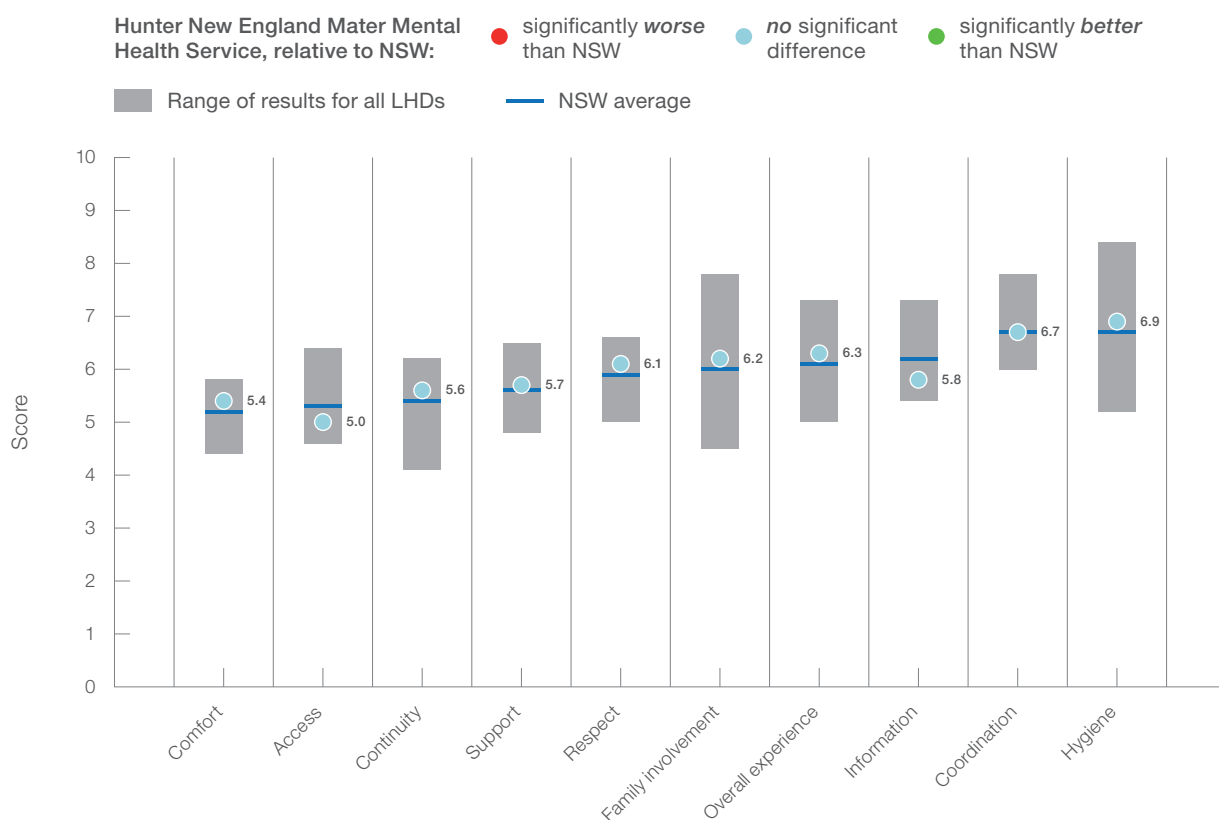
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Hunter New England Mater 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 hospitals significantly lower than NSW.

Figure 1: *Hunter New England Mater Mental Health Service* Aspects of care scores relative to other hospitals and NSW average



Mental Health Inpatients  
Hospitals

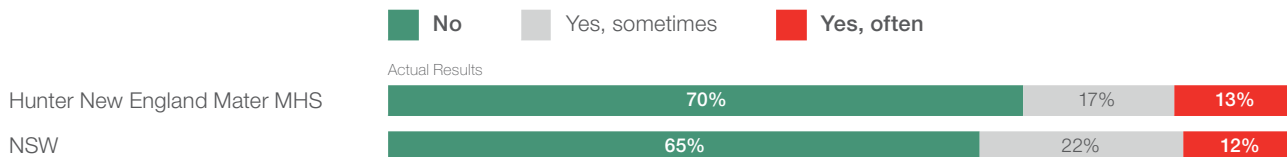
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

**Hunter New England Mater MHS: What patients rated most positively about this mental health service**<sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

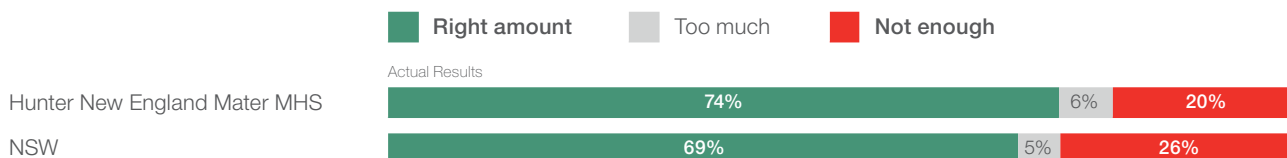
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



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

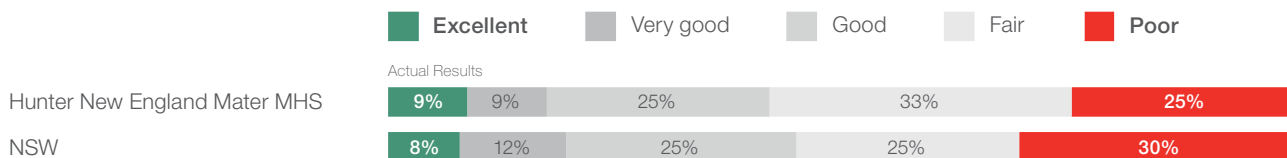


THIRD HIGHEST: How much information about your condition or treatment was given to your family or someone close to you?

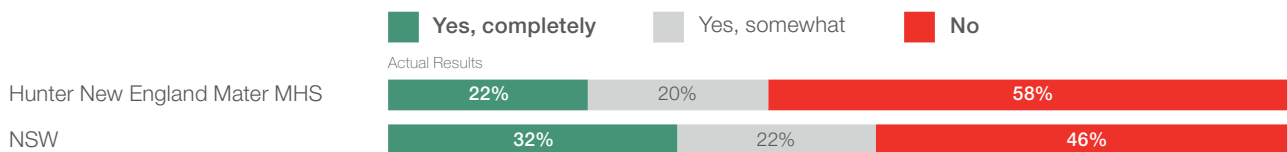


**Hunter New England Mater MHS: What patients rated most negatively about this mental health service**<sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

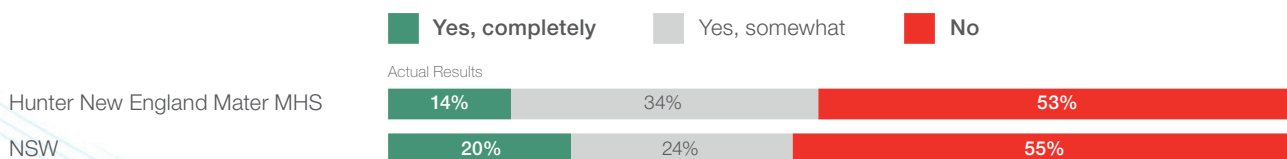
LOWEST: Availability of parking



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



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



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

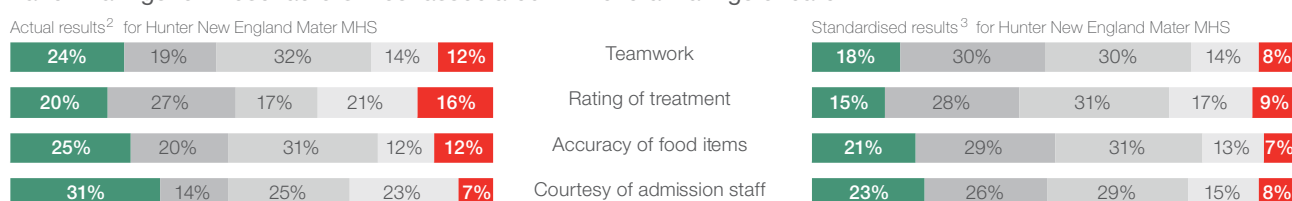
NSW Health Patient Survey, February 2010 and 2011

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

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



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



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

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	89%	95%
	Aboriginal / Torres Strait Islander	11%	5%
Age	Under 40 years	44%	47%
	40 years and over	56%	53%
Highest level of education completed	Less than Year 12 at secondary school	51%	43%
	Completed Year 12 at secondary school	10%	20%
	Trade or technical certificate or diploma	22%	19%
	University graduate	13%	13%
	Post graduate / higher degree	4%	5%
Health Status	Poor / Fair	36%	39%
	Good	43%	37%
	Very Good / Excellent	21%	24%
Sex	Male	34%	45%
	Female	66%	55%
Stays in hospital in last 6 months	Only this time	51%	53%
	This time and one other time	26%	23%
	This time and more than one other time	23%	24%

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

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

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

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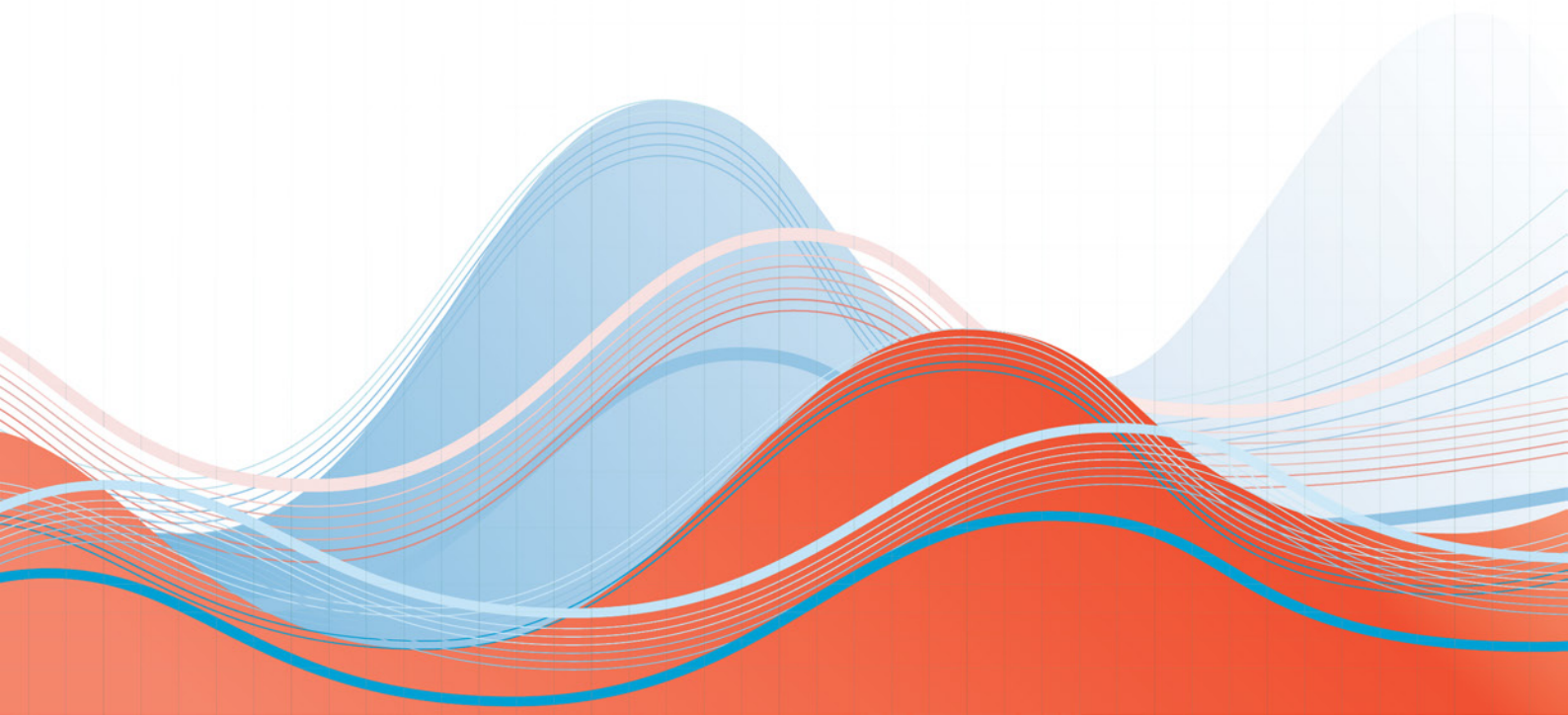
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Liverpool Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Liverpool Hospital mental health inpatient services. It is based upon 49 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 Liverpool Hospital. This profile includes survey results for:

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

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

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for mental health inpatient services
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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](http://www.bhi.nsw.gov.au)



# Liverpool Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

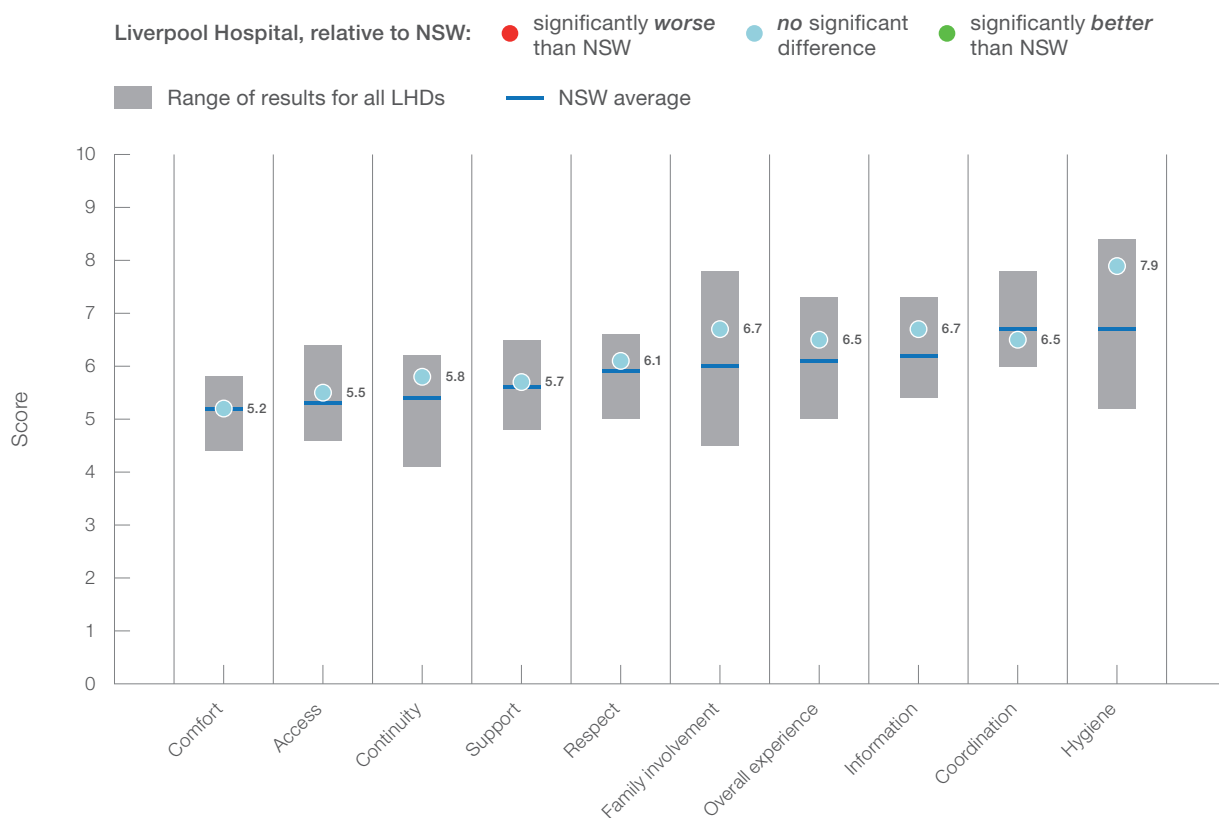
This graph shows for each aspect of care:

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

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

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

Figure 1: *Liverpool Hospital* Aspects of care scores relative to other hospitals and NSW average

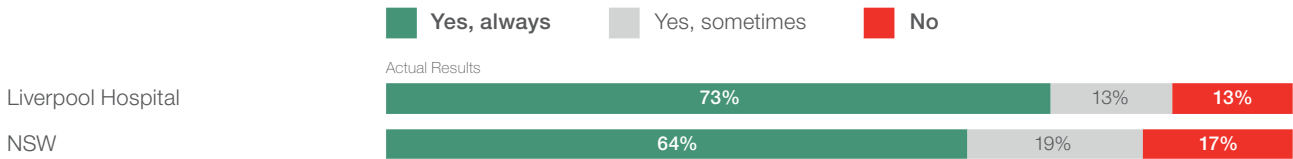


Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

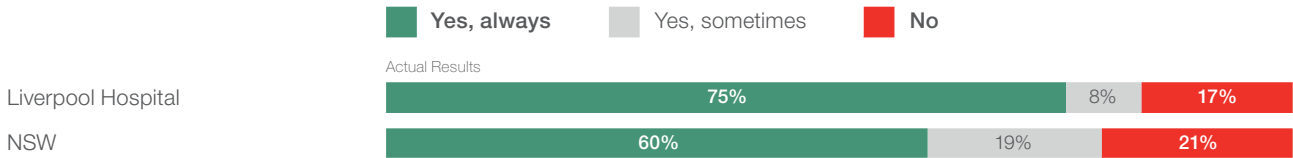
**Liverpool Hospital: What patients rated most positively about this mental health service <sup>1</sup>**

NSW Health Patient Survey, February 2010 and 2011

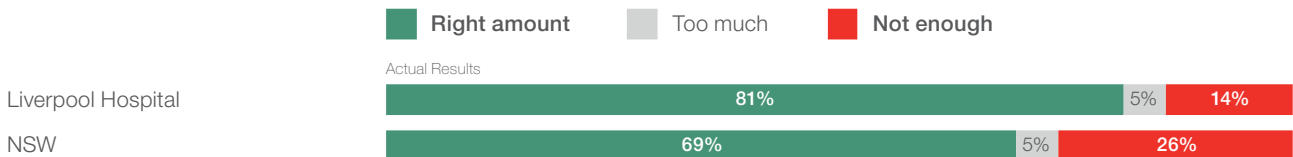
HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



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



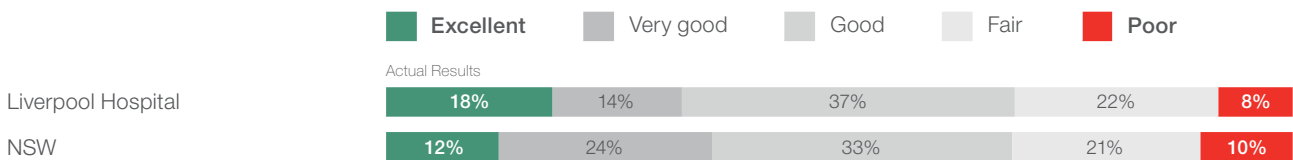
THIRD HIGHEST: How much information about your condition or treatment was given to your family or someone close to you?



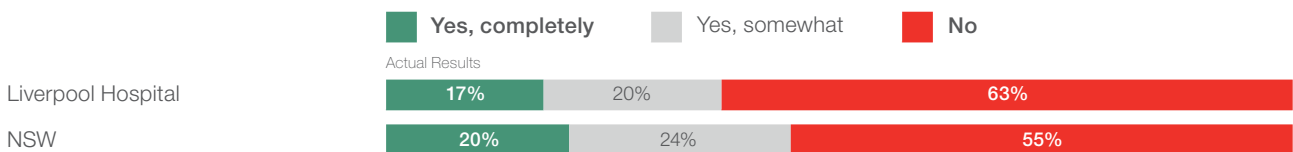
**Liverpool Hospital: What patients rated most negatively about this mental health service <sup>1</sup>**

NSW Health Patient Survey, February 2010 and 2011

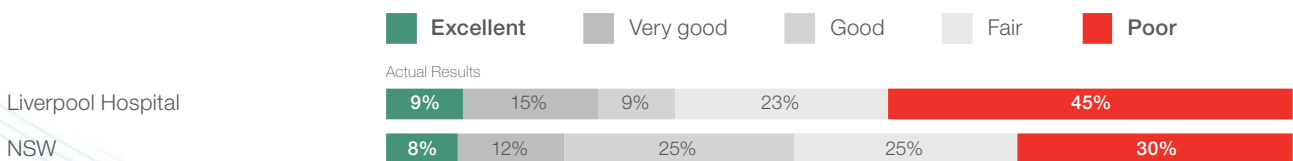
LOWEST: Keeping noise levels to a minimum



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



THIRD LOWEST: Availability of parking



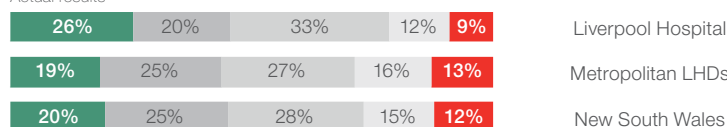
## Liverpool Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

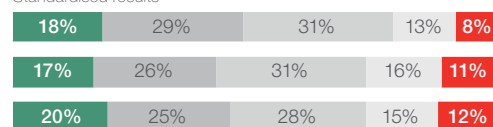
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

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

Actual results<sup>2</sup>

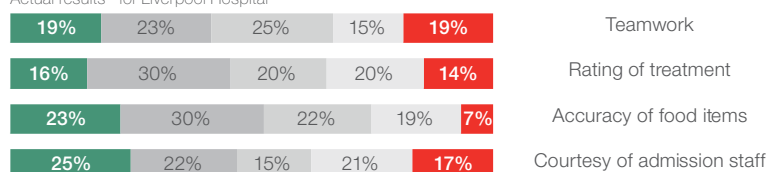


Standardised results<sup>3</sup>

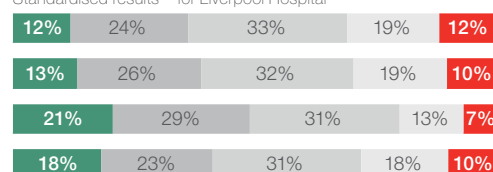


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Liverpool Hospital



Standardised results<sup>3</sup> for Liverpool Hospital



## Liverpool Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	94%	95%
	Aboriginal / Torres Strait Islander	6%	5%
Age	Under 40 years	64%	47%
	40 years and over	36%	53%
Highest level of education completed	Less than Year 12 at secondary school	52%	43%
	Completed Year 12 at secondary school	20%	20%
	Trade or technical certificate or diploma	15%	19%
	University graduate	6%	13%
	Post graduate / higher degree	8%	5%
Health Status	Poor / Fair	39%	39%
	Good	34%	37%
	Very Good / Excellent	26%	24%
Sex	Male	53%	45%
	Female	47%	55%
Stays in hospital in last 6 months	Only this time	54%	53%
	This time and one other time	32%	23%
	This time and more than one other time	14%	24%

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

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

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

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

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Published October 2013

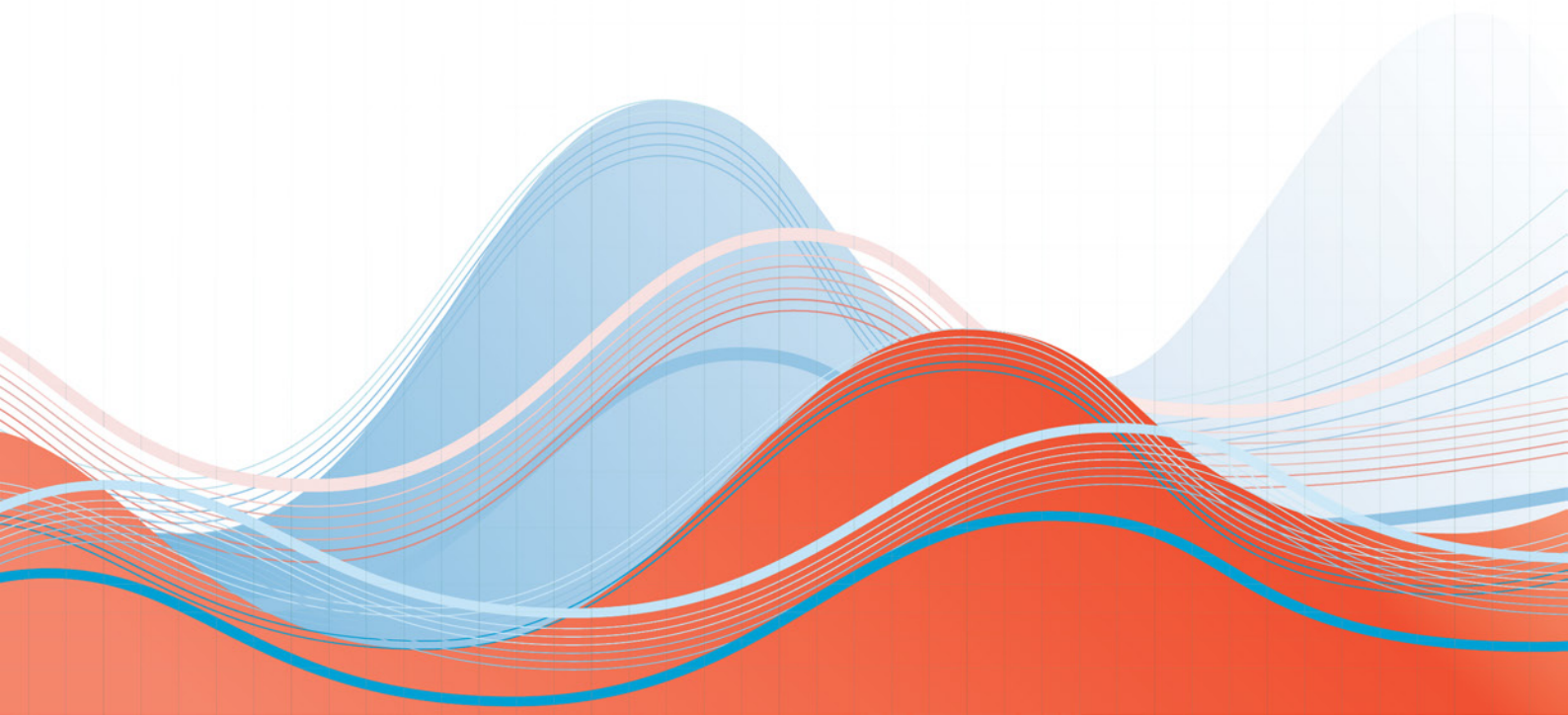
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Prince of Wales Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Prince of Wales Hospital mental health inpatient services. It is based upon 58 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 Prince of Wales Hospital. This profile includes survey results for:

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

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

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

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



# Prince of Wales Hospital: performance profile NSW Mental Health Inpatient Survey

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

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

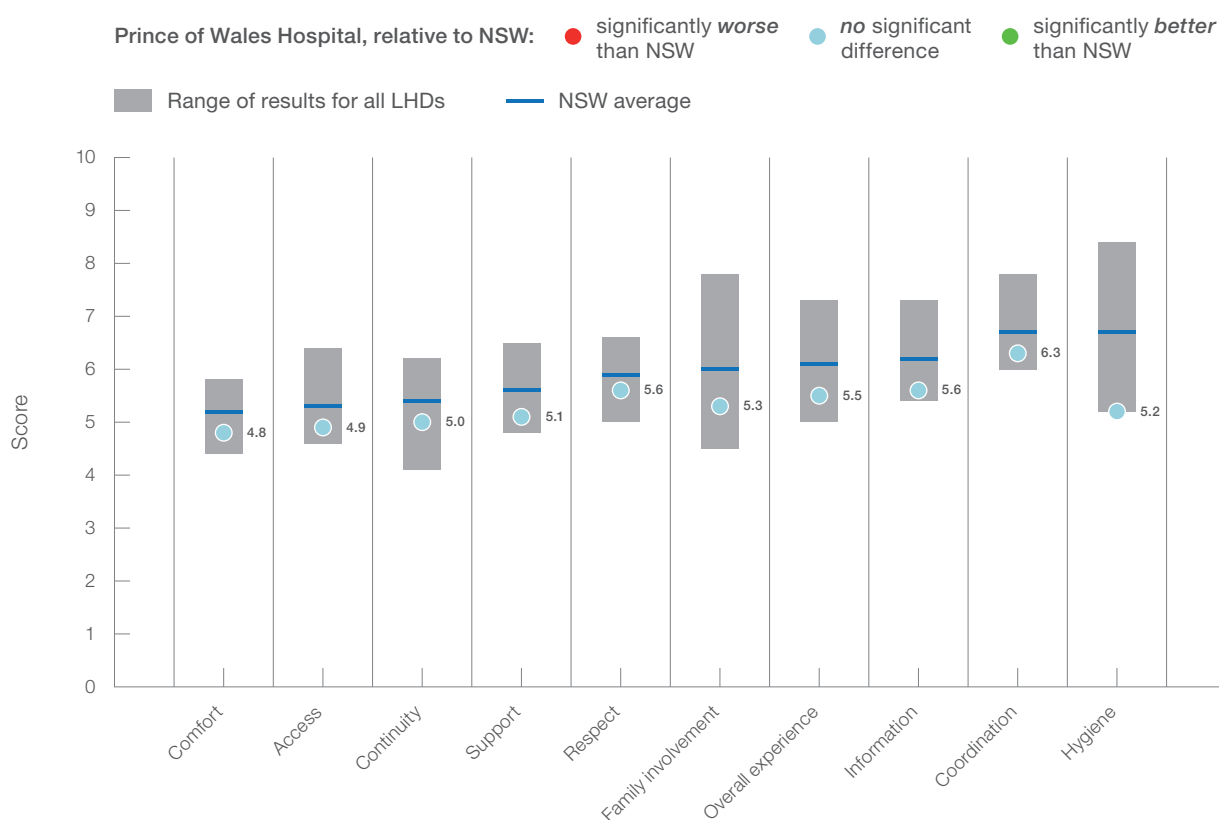
This graph shows for each aspect of care:

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

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

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

Figure 1: *Prince of Wales Hospital* Aspects of care scores relative to other hospitals and NSW average



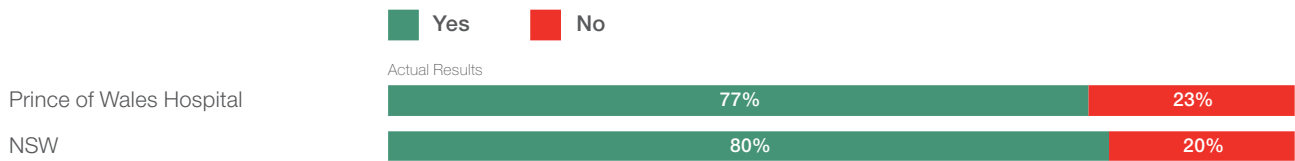
Mental Health Inpatients  
Hospitals

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

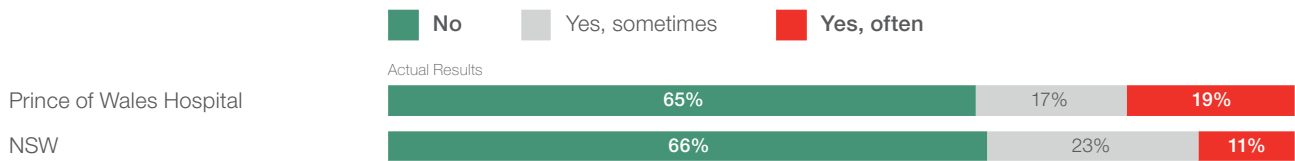
**Prince of Wales Hospital:** What patients rated most positively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

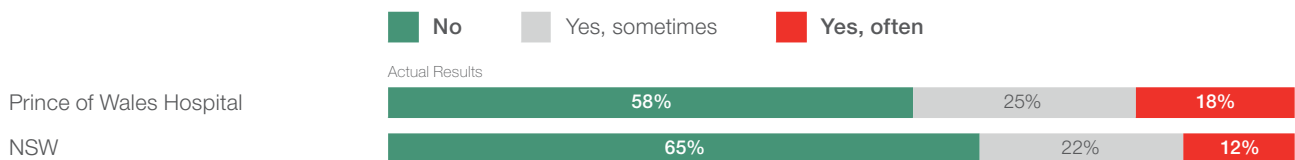
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



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



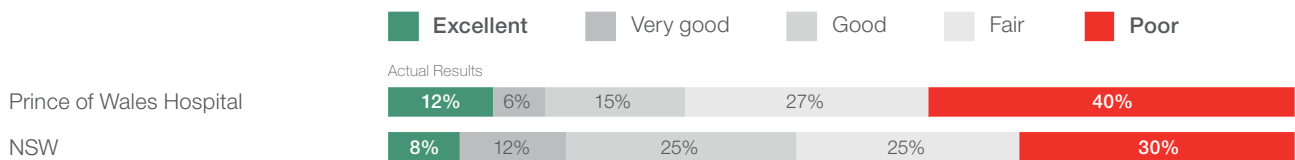
THIRD HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?



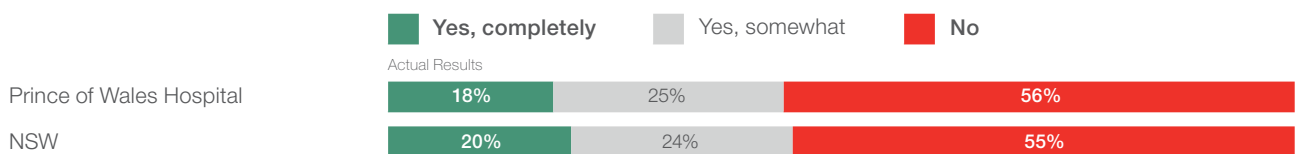
**Prince of Wales Hospital:** What patients rated most negatively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

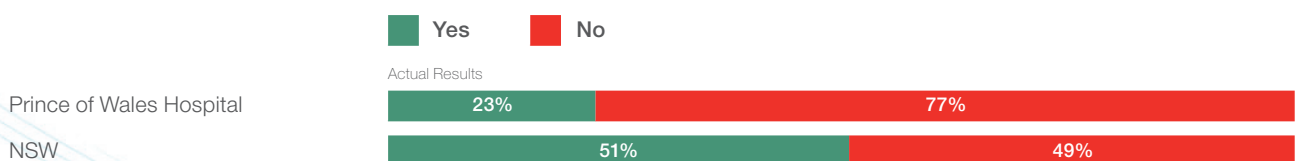
LOWEST: Availability of parking



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



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



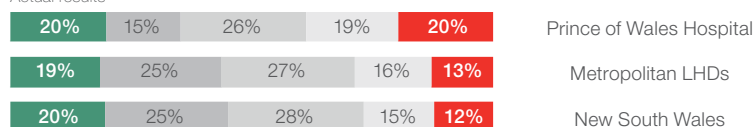
## Prince of Wales Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

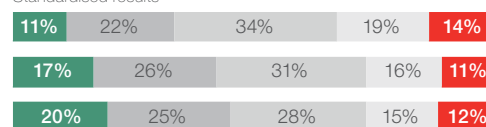
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

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

Actual results<sup>2</sup>

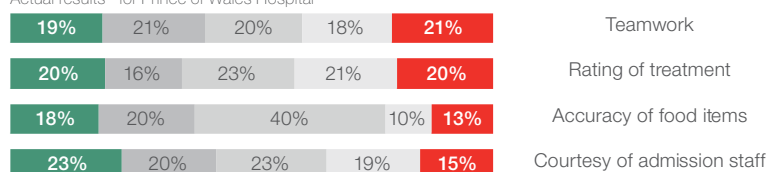


Standardised results<sup>3</sup>

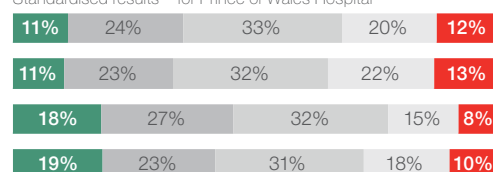


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Prince of Wales Hospital



Standardised results<sup>3</sup> for Prince of Wales Hospital



## Prince of Wales Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	49%	47%
	40 years and over	51%	53%
Highest level of education completed	Less than Year 12 at secondary school	38%	43%
	Completed Year 12 at secondary school	21%	20%
	Trade or technical certificate or diploma	20%	19%
	University graduate	16%	13%
	Post graduate / higher degree	6%	5%
Health Status	Poor / Fair	45%	39%
	Good	38%	37%
	Very Good / Excellent	17%	24%
Sex	Male	41%	45%
	Female	59%	55%
Stays in hospital in last 6 months	Only this time	50%	53%
	This time and one other time	30%	23%
	This time and more than one other time	20%	24%

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

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

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

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

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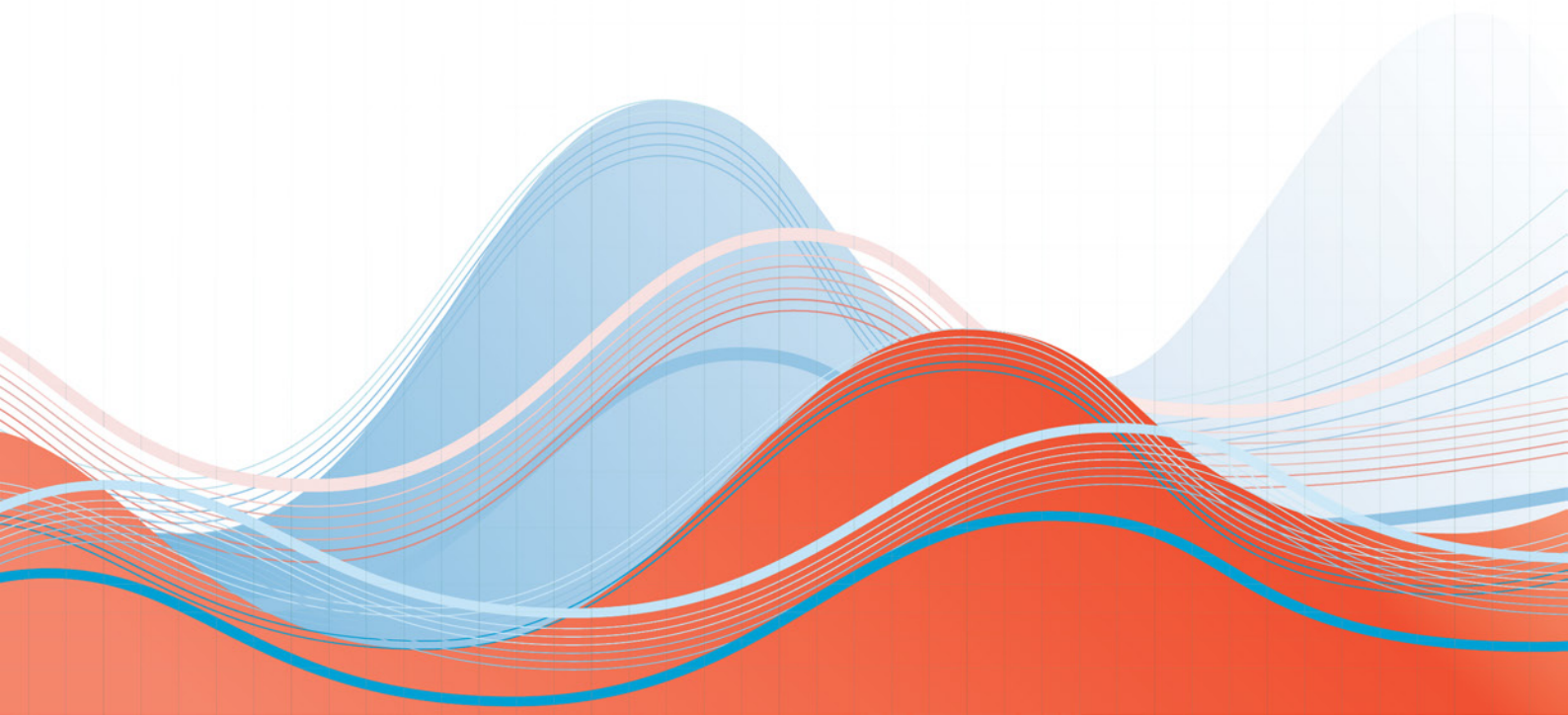
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Royal Prince Alfred Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Royal Prince Alfred Hospital mental health inpatient services. It is based upon 28 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 Royal Prince Alfred Hospital. This profile includes survey results for:

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

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

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

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# Royal Prince Alfred Hospital: performance profile NSW Mental Health Inpatient Survey

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

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

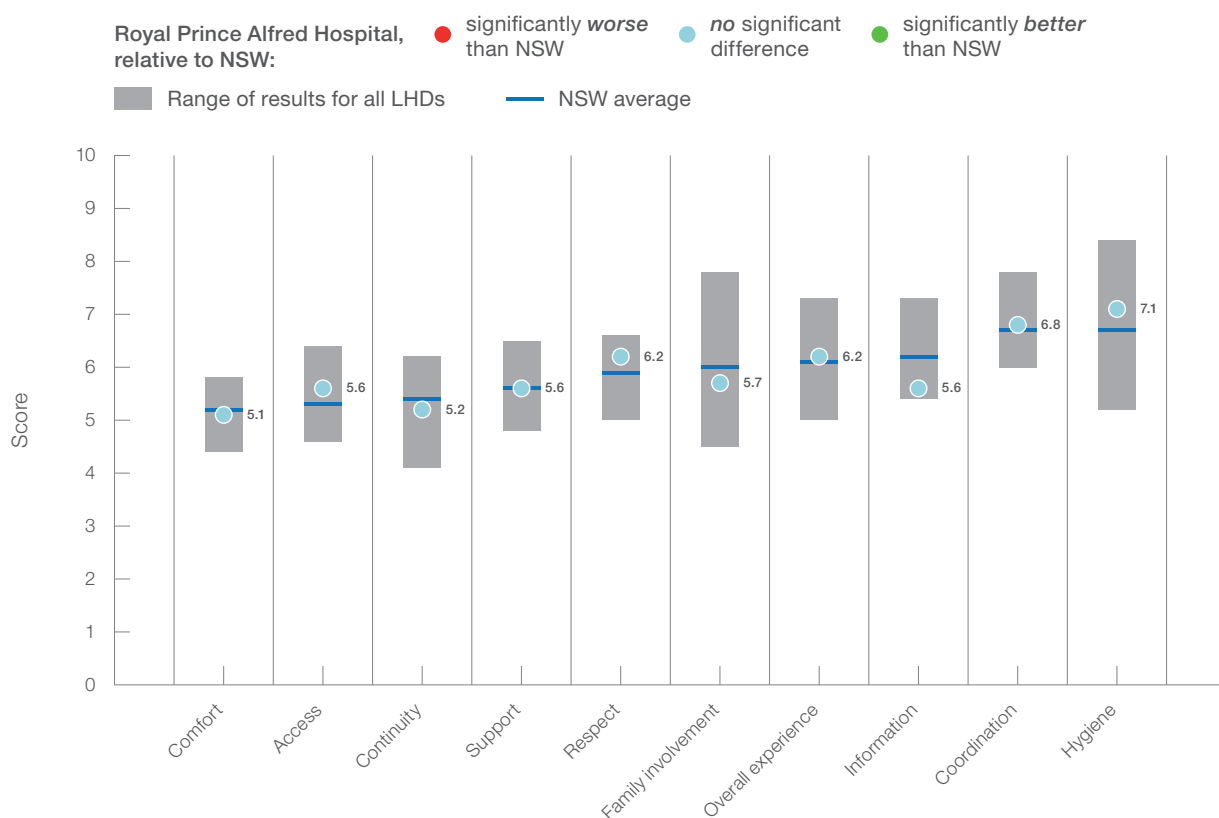
This graph shows for each aspect of care:

- scores for Royal Prince Alfred Hospital (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW hospitals (shown as a grey block).

The graph also illustrates results of significance testing for Royal Prince Alfred Hospital compared to the NSW average.

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

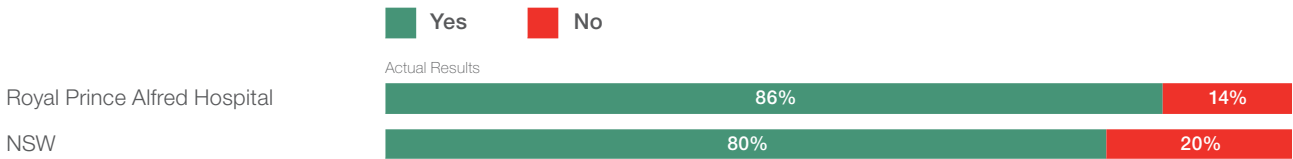
Figure 1: **Royal Prince Alfred Hospital** Aspects of care scores relative to other hospitals and NSW average



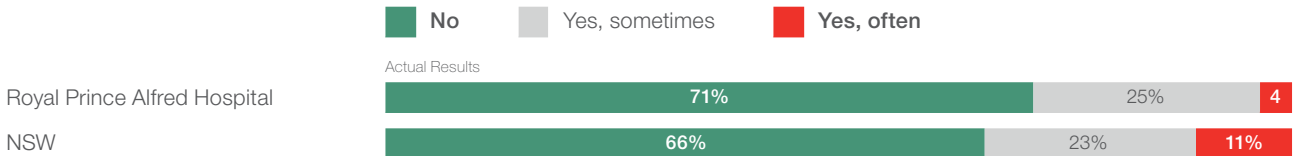
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

**Royal Prince Alfred Hospital:** What patients rated most positively about this mental health service<sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

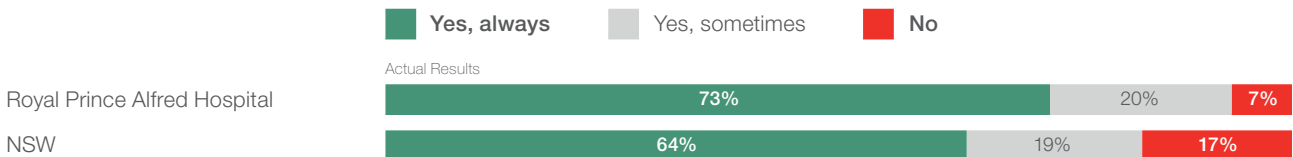
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



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

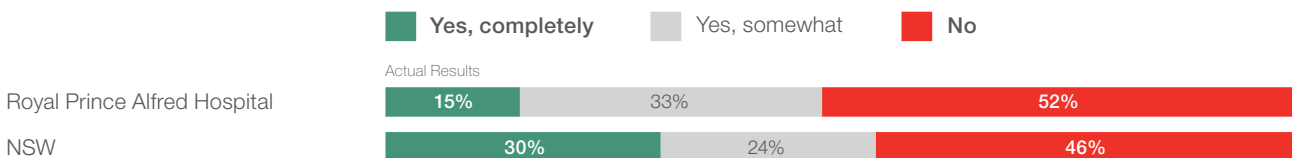


THIRD HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?

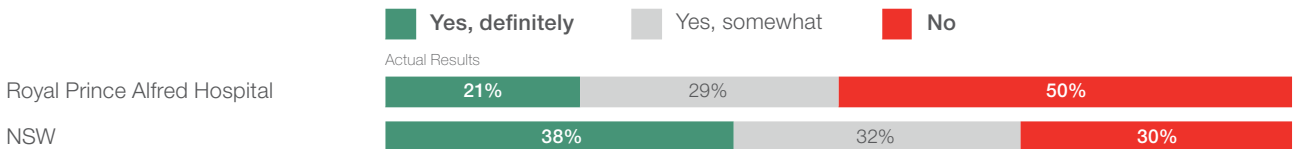


**Royal Prince Alfred Hospital:** What patients rated most negatively about this mental health service<sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

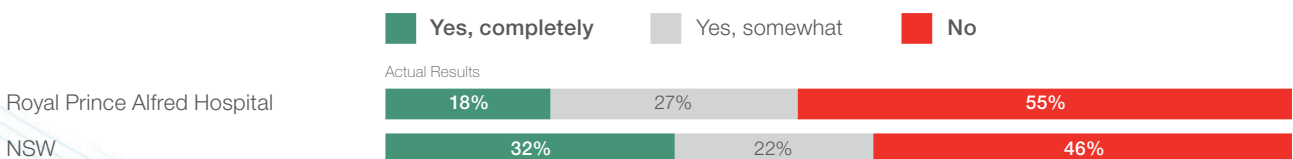
LOWEST: Did they tell you what danger signals about your condition to watch for after you went home?



SECOND LOWEST: While you were in the emergency department, did you get enough information about your medical condition and treatment?



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



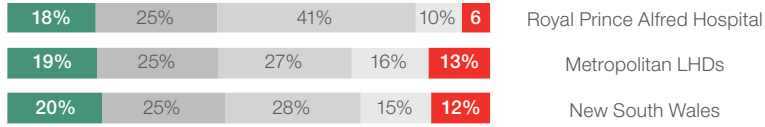
## Royal Prince Alfred Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

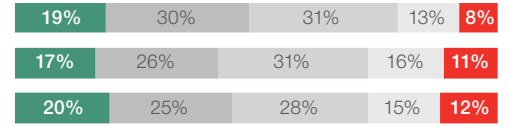
Key to patient ratings: Excellent Very good Good Fair Poor

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

Actual results<sup>2</sup>

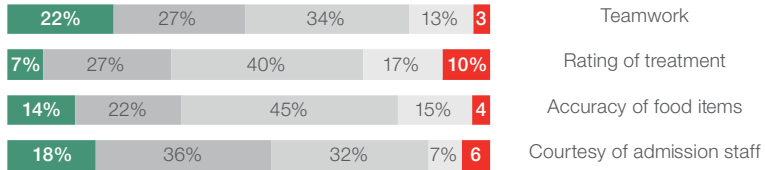


Standardised results<sup>3</sup>

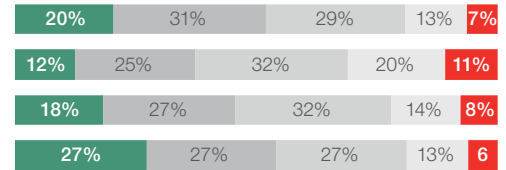


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Royal Prince Alfred Hospital



Standardised results<sup>3</sup> for Royal Prince Alfred Hospital



## Royal Prince Alfred Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	58%	47%
	40 years and over	42%	53%
Highest level of education completed	Less than Year 12 at secondary school	29%	43%
	Completed Year 12 at secondary school	29%	20%
	Trade or technical certificate or diploma	19%	19%
	University graduate	14%	13%
	Post graduate / higher degree	8%	5%
Health Status	Poor / Fair	43%	39%
	Good	39%	37%
	Very Good / Excellent	18%	24%
Sex	Male	29%	45%
	Female	71%	55%
Stays in hospital in last 6 months	Only this time	48%	53%
	This time and one other time	44%	23%
	This time and more than one other time	7%	24%

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

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

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

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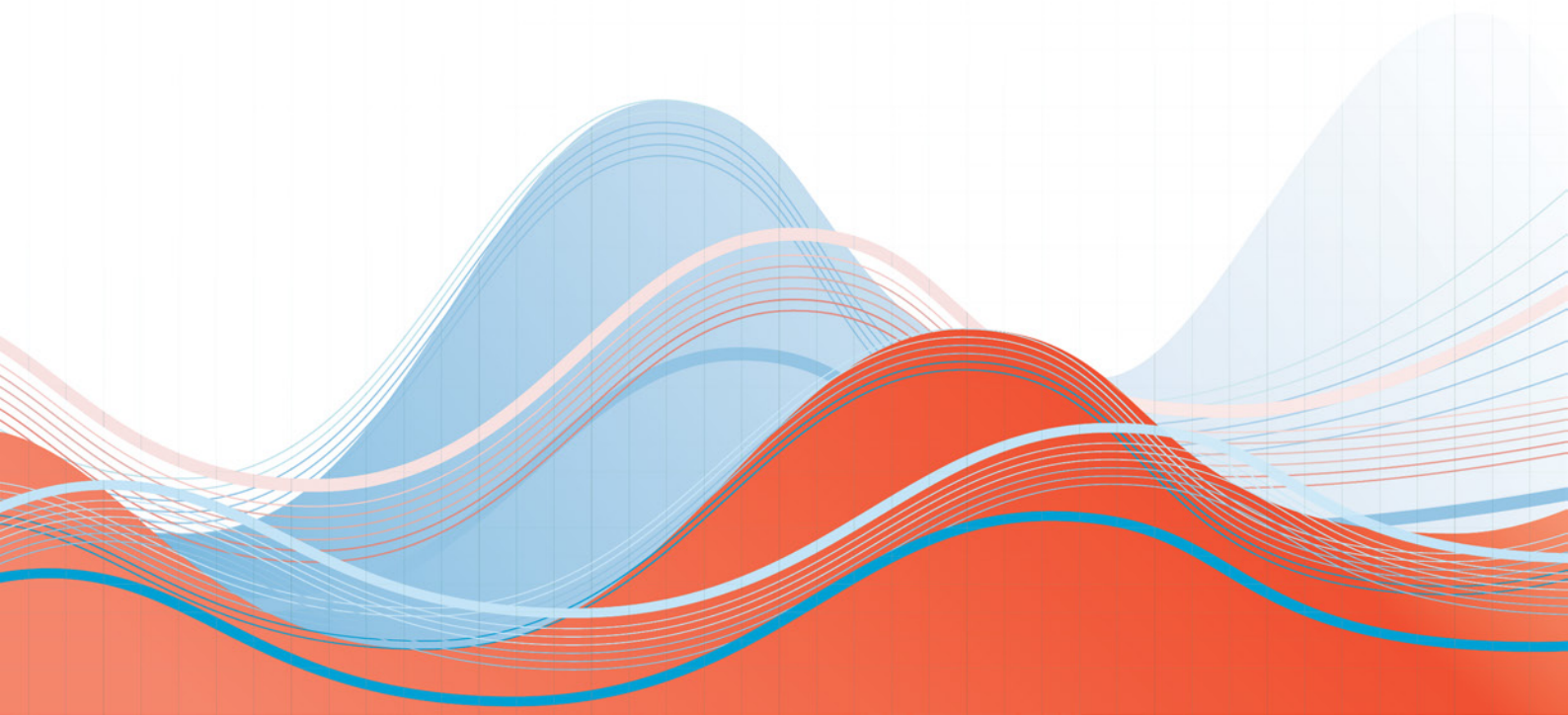
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Shellharbour Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Shellharbour Hospital mental health inpatient services. It is based upon 54 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 Shellharbour Hospital. This profile includes survey results for:

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

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

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

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



# Shellharbour Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

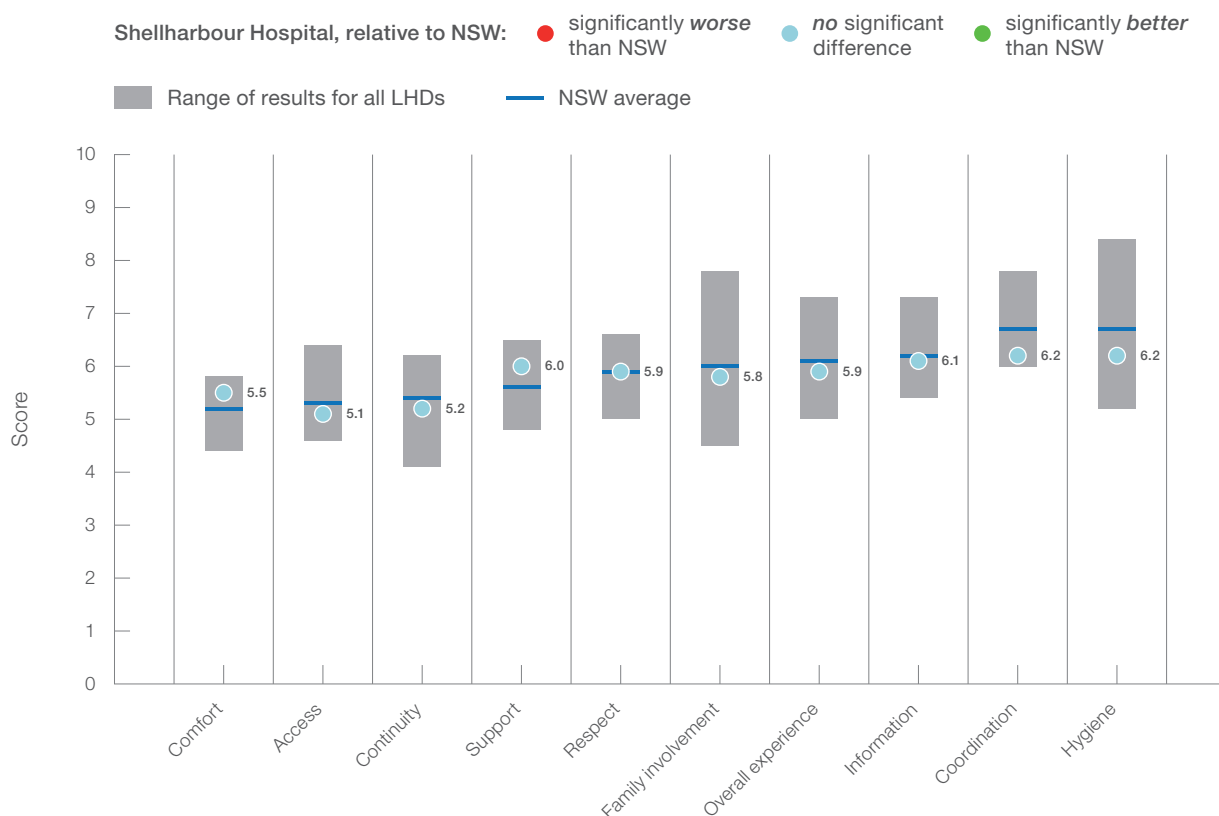
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Shellharbour Hospital compared to the NSW average.

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

Figure 1: *Shellharbour Hospital* Aspects of care scores relative to other hospitals and NSW average



Mental Health Inpatients Hospitals

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

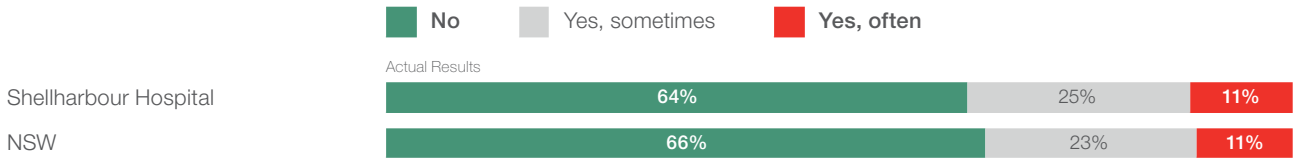
**Shellharbour Hospital: What patients rated most positively about this mental health service <sup>1</sup>**

NSW Health Patient Survey, February 2010 and 2011

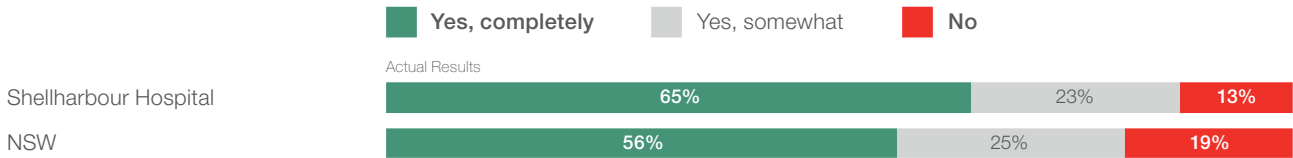
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



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



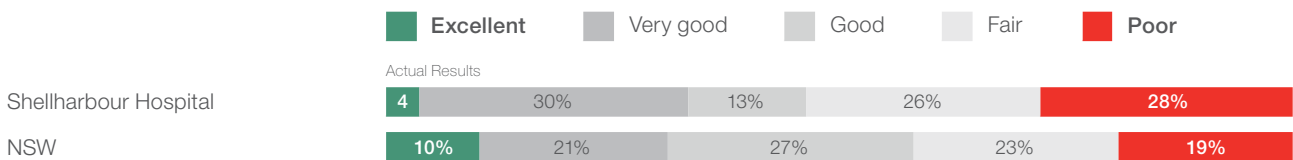
THIRD HIGHEST: Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?



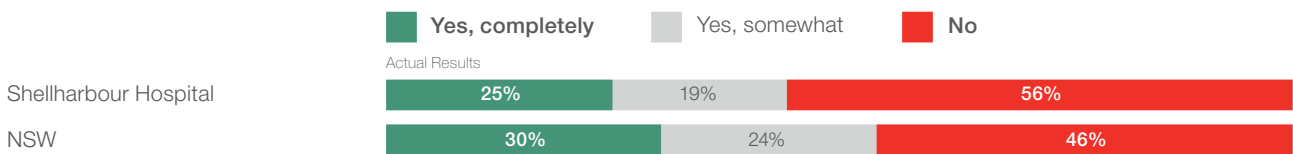
**Shellharbour Hospital: What patients rated most negatively about this mental health service <sup>1</sup>**

NSW Health Patient Survey, February 2010 and 2011

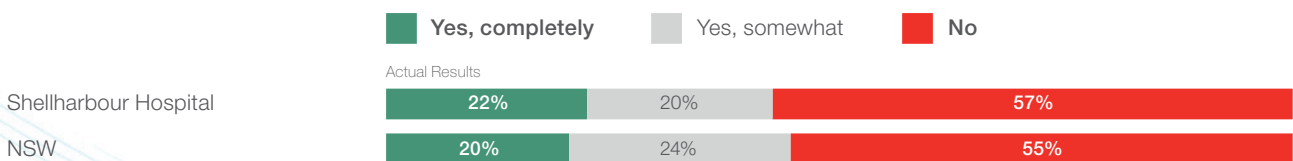
LOWEST: How would you rate the availability of your doctors or healthcare professionals?



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



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



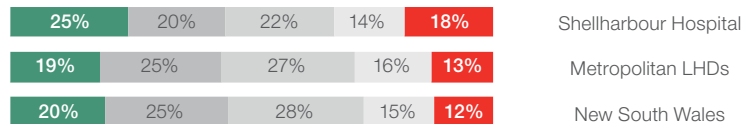
## Shellharbour Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

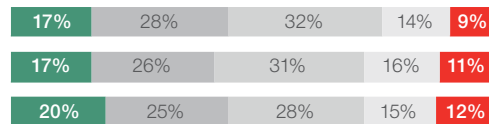
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

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

Actual results<sup>2</sup>

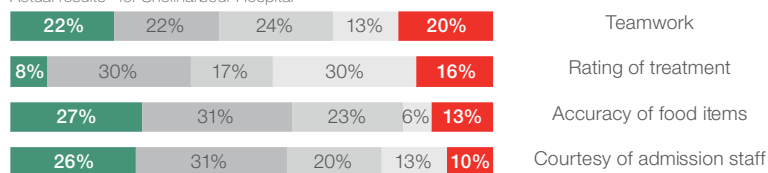


Standardised results<sup>3</sup>

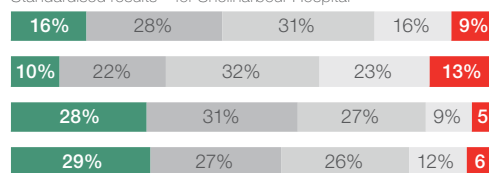


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Shellharbour Hospital



Standardised results<sup>3</sup> for Shellharbour Hospital



## Shellharbour Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	92%	95%
	Aboriginal / Torres Strait Islander	8%	5%
Age	Under 40 years	44%	47%
	40 years and over	56%	53%
Highest level of education completed	Less than Year 12 at secondary school	53%	43%
	Completed Year 12 at secondary school	6%	20%
	Trade or technical certificate or diploma	27%	19%
	University graduate	15%	13%
	Post graduate / higher degree	0%	5%
Health Status	Poor / Fair	59%	39%
	Good	20%	37%
	Very Good / Excellent	20%	24%
Sex	Male	52%	45%
	Female	48%	55%
Stays in hospital in last 6 months	Only this time	69%	53%
	This time and one other time	13%	23%
	This time and more than one other time	18%	24%

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

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

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

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

## Download our reports

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

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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.

### To contact the Bureau of Health Information

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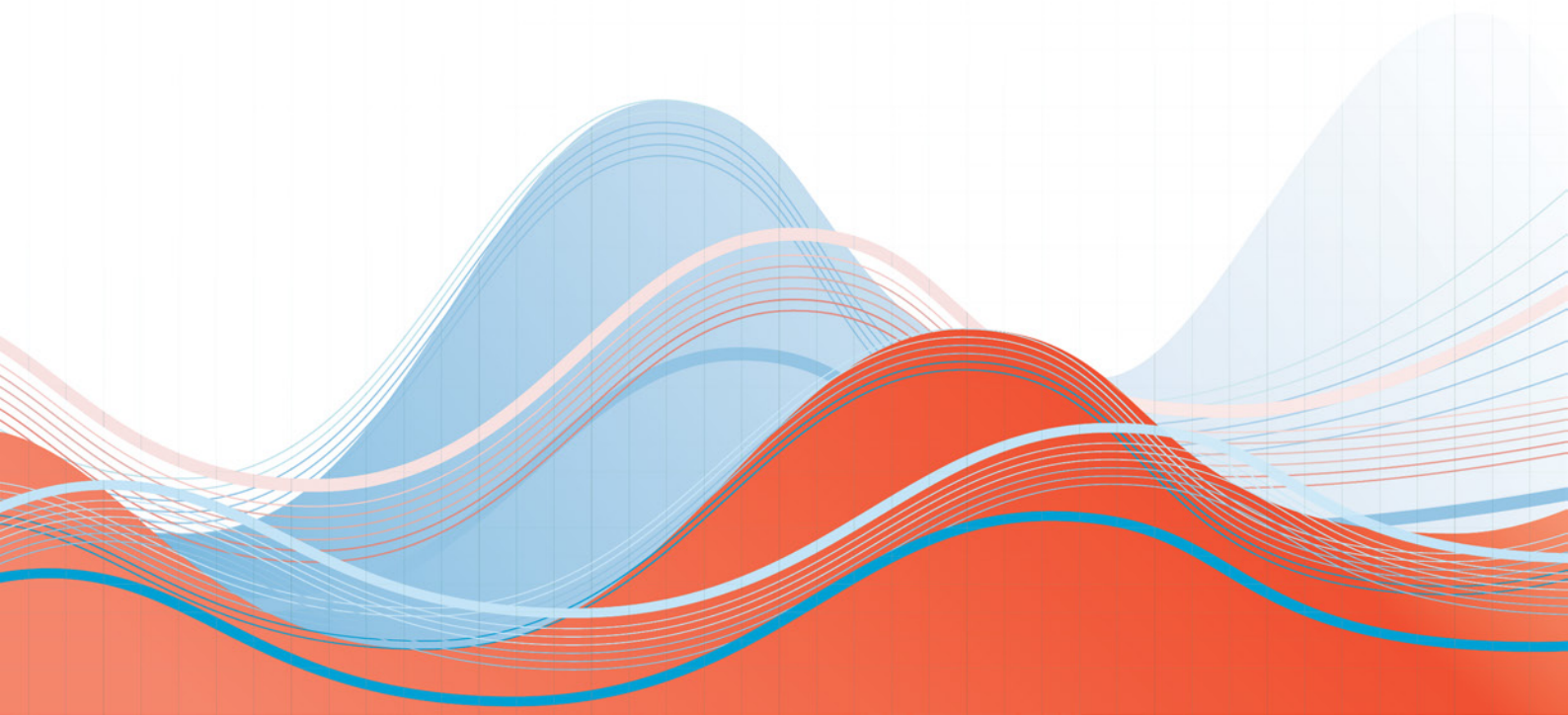
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
St George Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of St George Hospital mental health inpatient services. It is based upon 35 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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

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

- An overall account of how mental health inpatient services are perceived and rated by users of the services
- How the ratings and perceptions of mental health inpatient services differ from those given by other patient groups
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- The highest rated aspect of care for mental health inpatient services
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# St George Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

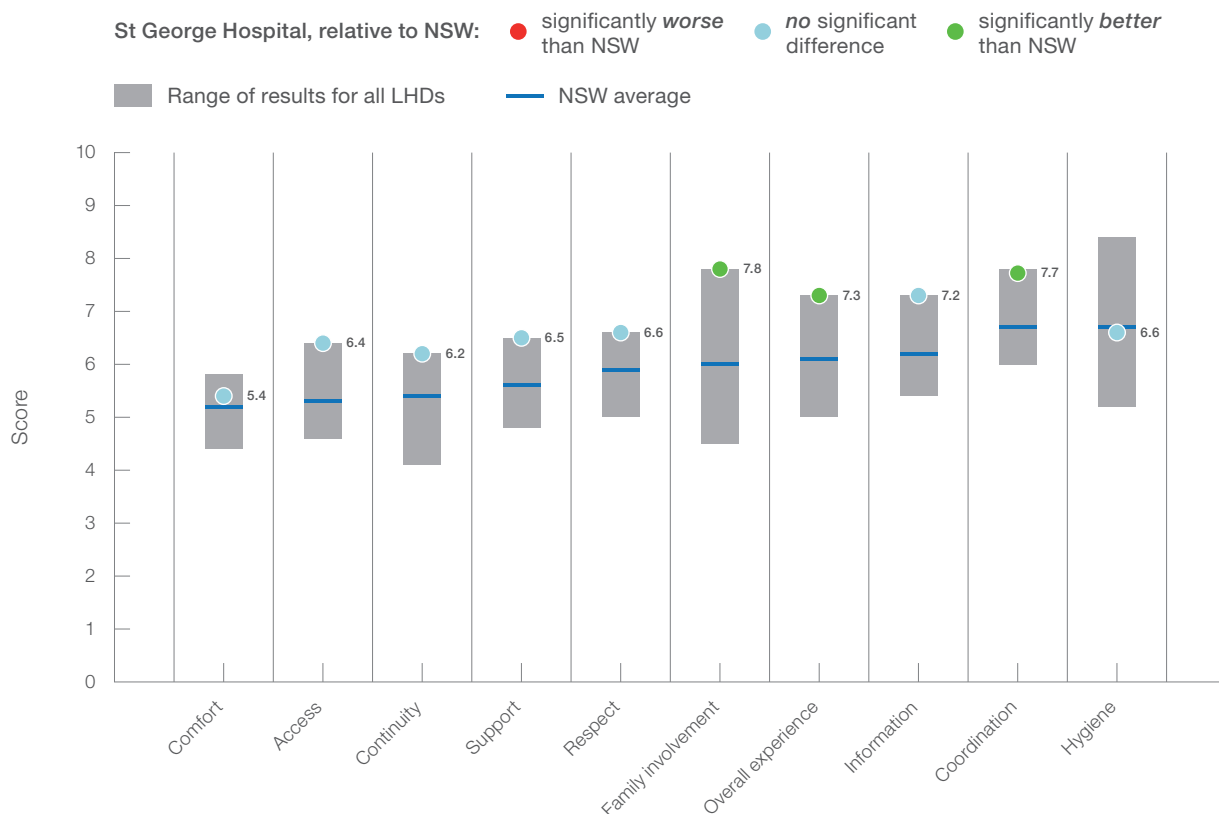
This graph shows for each aspect of care:

- scores for St George Hospital (shown as a dot)
- state average (shown as a blue line) and,
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The graph also illustrates results of significance testing for St George Hospital compared to the NSW average.

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

Figure 1: *St George Hospital* Aspects of care scores relative to other hospitals and NSW average



Mental Health Inpatients  
Hospitals

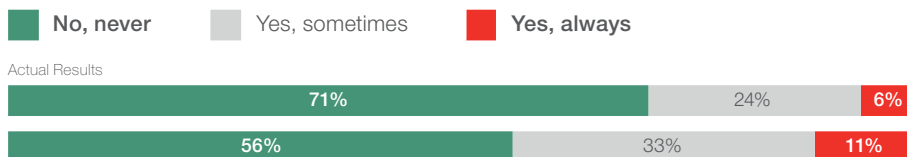
Note: Results for hospitals with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental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

**St George Hospital: What patients rated most positively about this mental health service <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

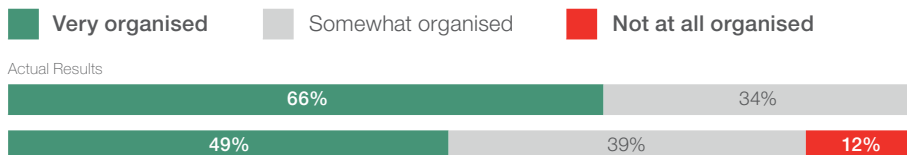
HIGHEST: Did doctors or healthcare professionals talk in front of you as if you weren't there?



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

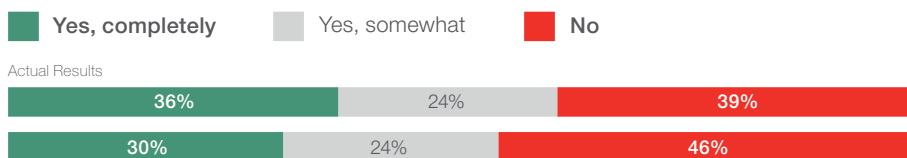


THIRD HIGHEST: How organised was the admission process?

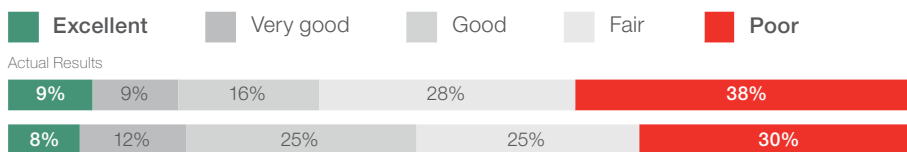


**St George Hospital: What patients rated most negatively about this mental health service <sup>1</sup>**  
 NSW Health Patient Survey, February 2010 and 2011

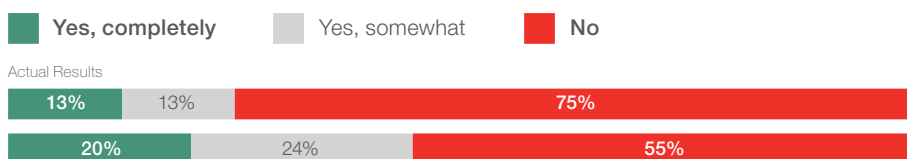
LOWEST: Did they tell you what danger signals about your condition to watch for after you went home?



SECOND LOWEST: Availability of parking



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



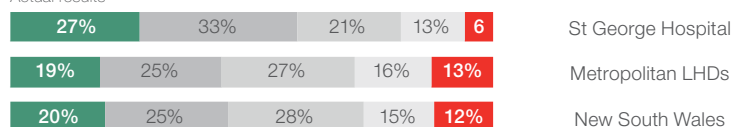
## St George Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

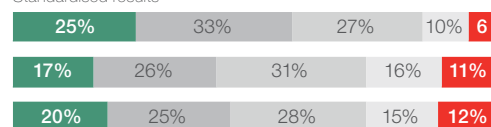
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

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

Actual results<sup>2</sup>

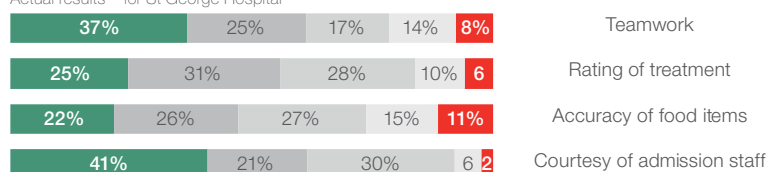


Standardised results<sup>3</sup>

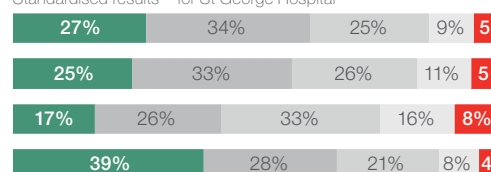


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for St George Hospital



Standardised results<sup>3</sup> for St George Hospital



## St George Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	95%	95%
	Aboriginal / Torres Strait Islander	5%	5%
Age	Under 40 years	48%	47%
	40 years and over	52%	53%
Highest level of education completed	Less than Year 12 at secondary school	27%	43%
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	University graduate	12%	13%
	Post graduate / higher degree	7%	5%
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Stays in hospital in last 6 months	Only this time	68%	53%
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Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

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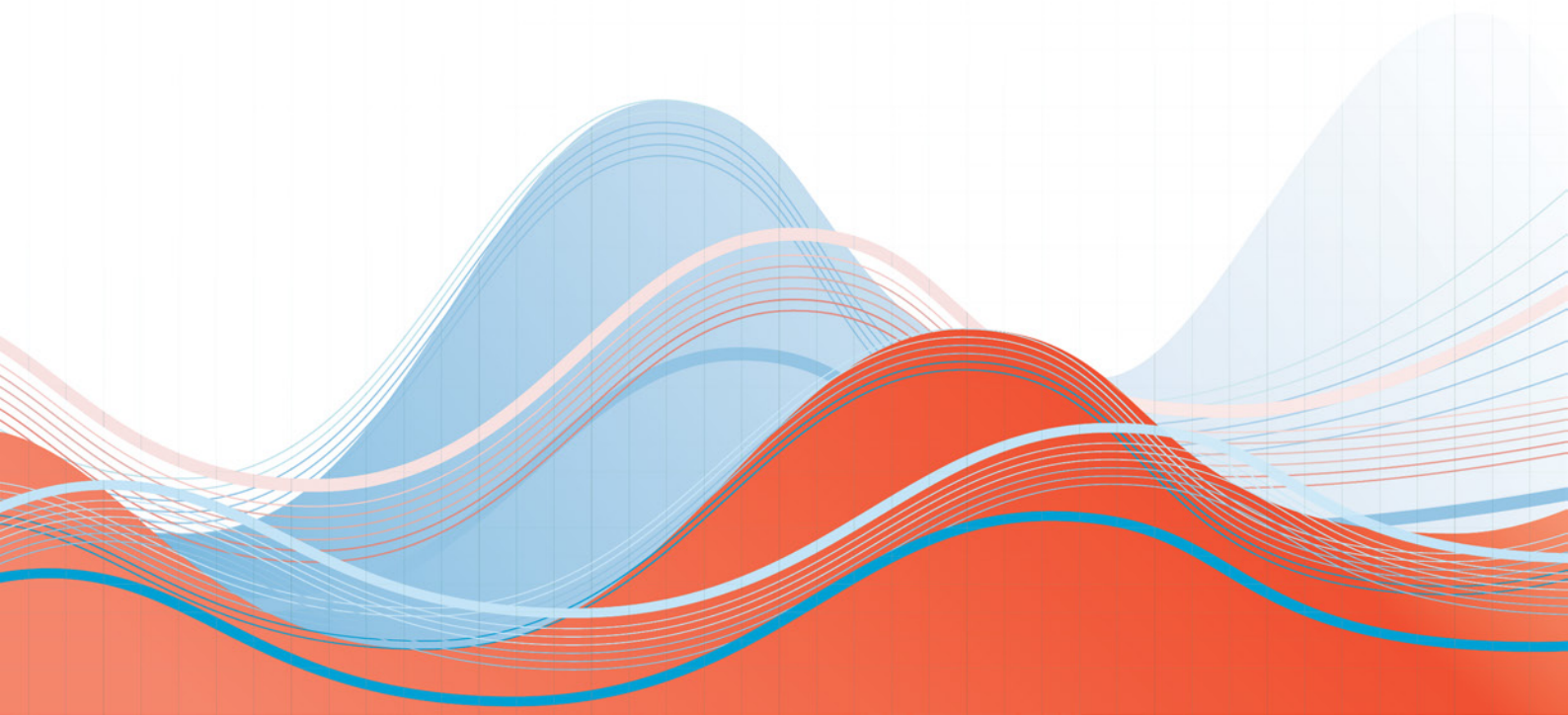
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
St Vincent's Hospital, Darlinghurst



# Introduction

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

This profile report offers a detailed snapshot of the performance of St Vincent's Hospital, Darlinghurst mental health inpatient services. It is based upon 38 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

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

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

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- An overall account of how mental health inpatient services are perceived and rated by users of the services
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# St Vincents Hospital, Darlinghurst

## NSW Mental Health Inpatient Survey

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

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

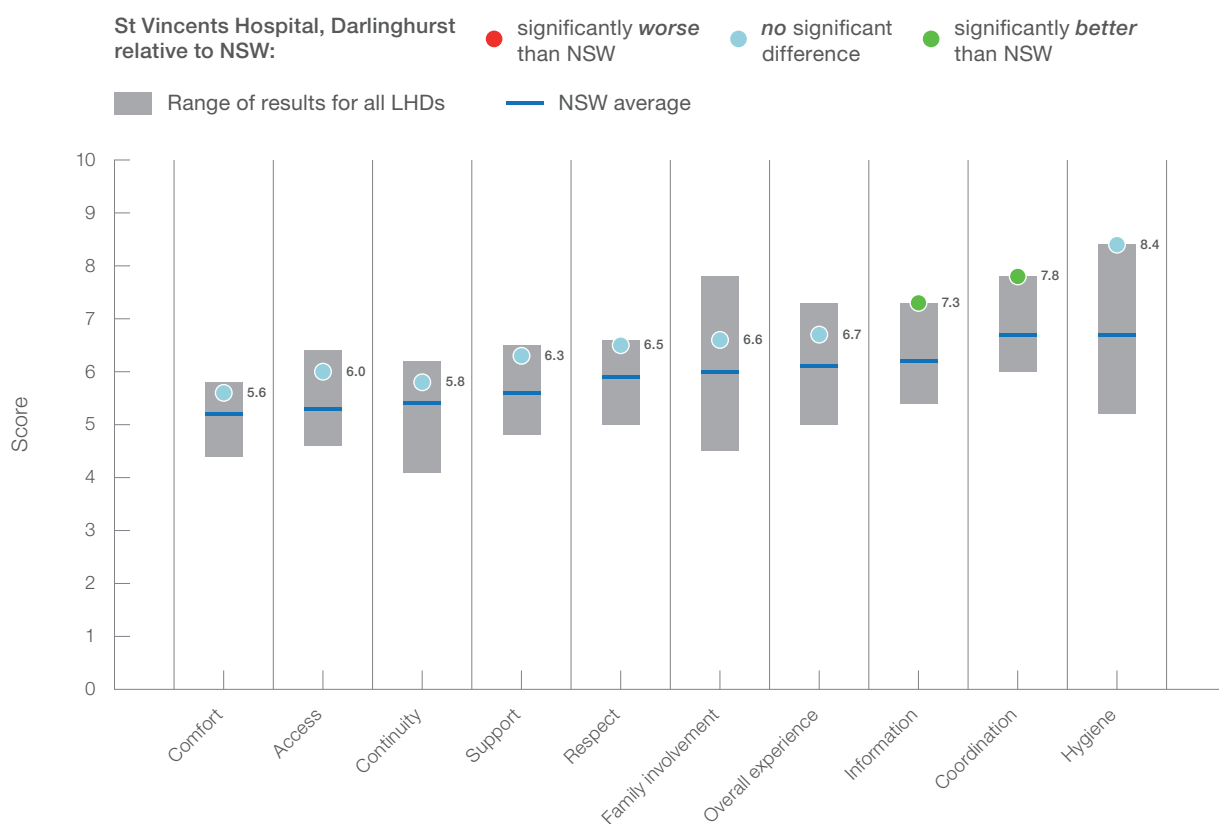
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- scores for St Vincent's Hospital, Darlinghurst (shown as a dot)
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The graph also illustrates results of significance testing for St Vincent's Hospital, Darlinghurst compared to the NSW average.

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

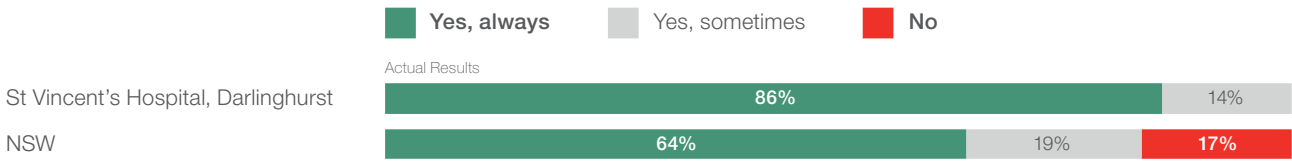
Figure 1: *St Vincent's Hospital, Darlinghurst* Aspects of care scores relative to other hospitals and NSW average



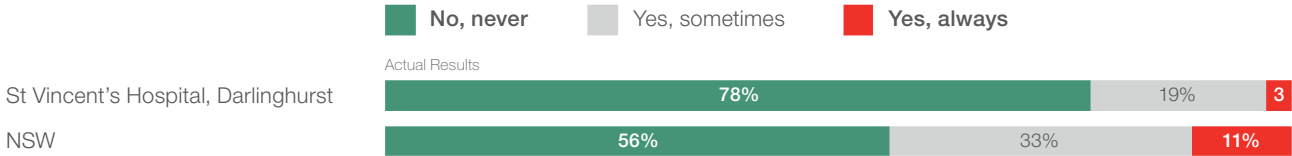
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 Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Inpatient Survey, 2010 and 2011*.

**St Vincent's Hospital, Darlinghurst: What patients rated most positively about this mental health service** <sup>1</sup>  
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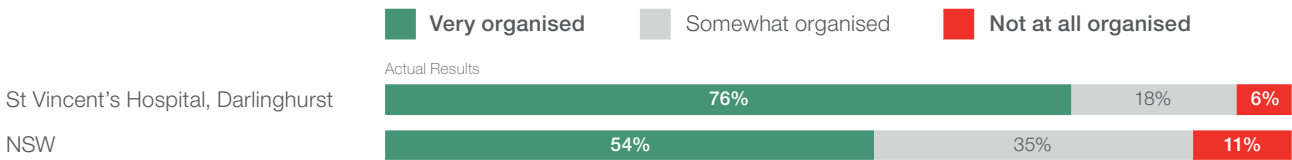
HIGHEST: Did your healthcare providers / staff wash or clean their hands before providing care for you?



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

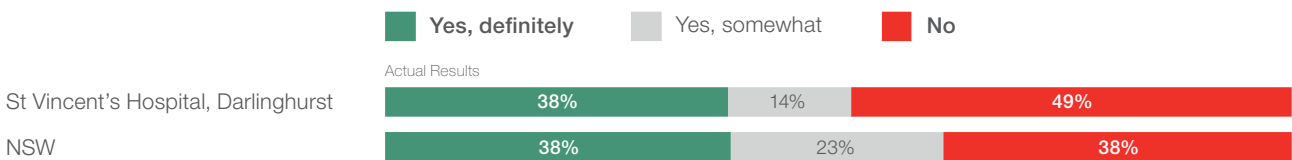


THIRD HIGHEST: How organised was the care you received in the emergency department?

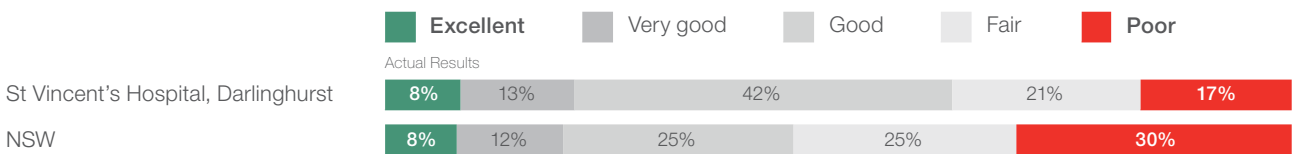


**St Vincent's Hospital, Darlinghurst: What patients rated most negatively about this mental health service** <sup>1</sup>  
 NSW Health Patient Survey, February 2010 and 2011

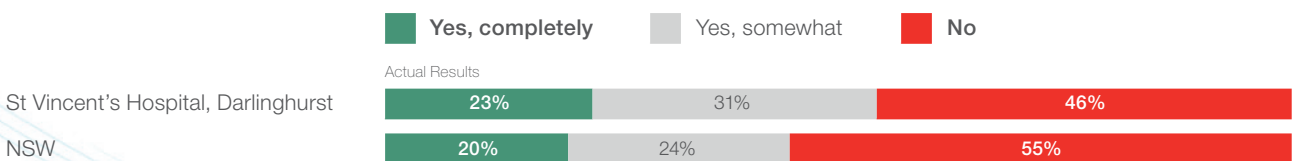
LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?



SECOND LOWEST: Availability of parking



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



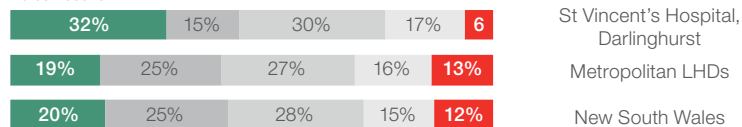
## St Vincent's Hospital, Darlinghurst: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

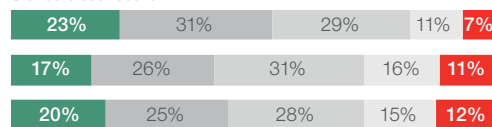
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

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

Actual results<sup>2</sup>

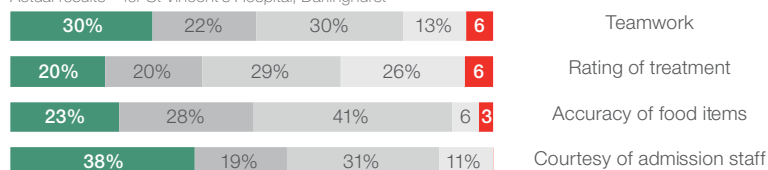


Standardised results<sup>3</sup>

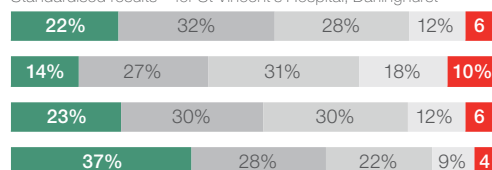


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for St Vincent's Hospital, Darlinghurst



Standardised results<sup>3</sup> for St Vincent's Hospital, Darlinghurst



## St Vincent's Hospital, Darlinghurst: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	100%	95%
	Aboriginal / Torres Strait Islander	0%	5%
Age	Under 40 years	61%	47%
	40 years and over	39%	53%
Highest level of education completed	Less than Year 12 at secondary school	19%	43%
	Completed Year 12 at secondary school	22%	20%
	Trade or technical certificate or diploma	20%	19%
	University graduate	22%	13%
	Post graduate / higher degree	18%	5%
Health Status	Poor / Fair	24%	39%
	Good	49%	37%
	Very Good / Excellent	27%	24%
Sex	Male	43%	45%
	Female	57%	55%
Stays in hospital in last 6 months	Only this time	61%	53%
	This time and one other time	23%	23%
	This time and more than one other time	16%	24%

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

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

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

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

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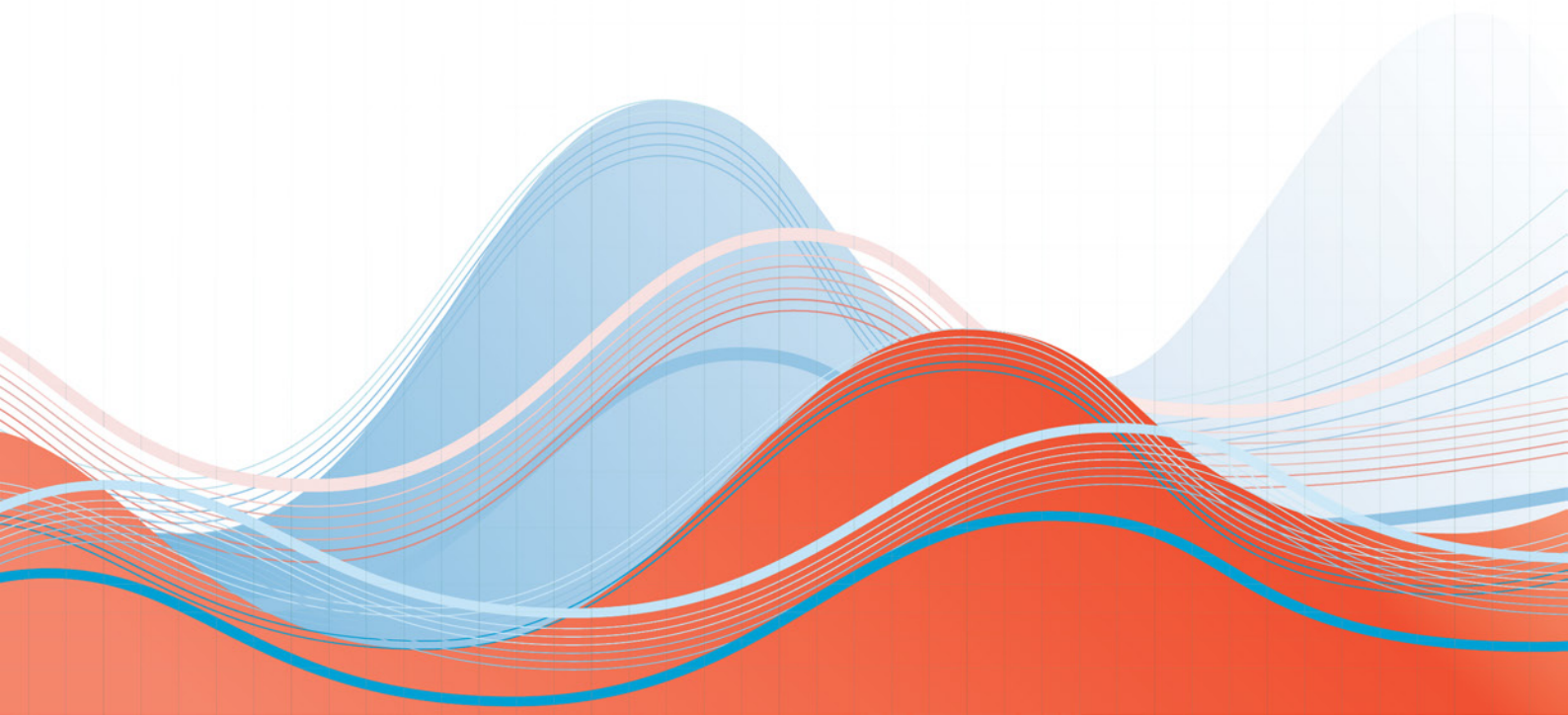
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Wollongong Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Wollongong Hospital mental health inpatient services. It is based upon 28 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 Wollongong Hospital. This profile includes survey results for:

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

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

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

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



# Wollongong Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

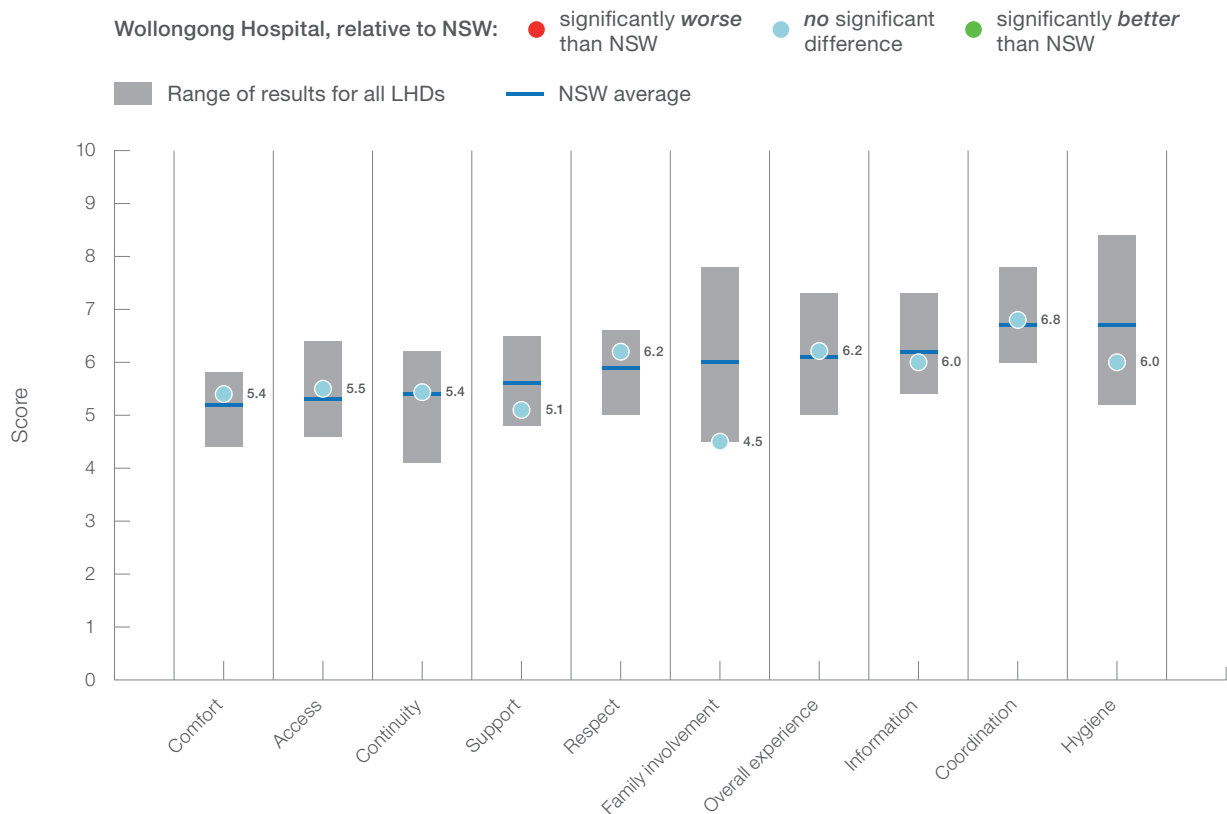
This graph shows for each aspect of care:

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

The graph also illustrates results of significance testing for Wollongong Hospital compared to the NSW average.

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

Figure 1: *Wollongong Hospital* Aspects of care scores relative to other hospitals and NSW average



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

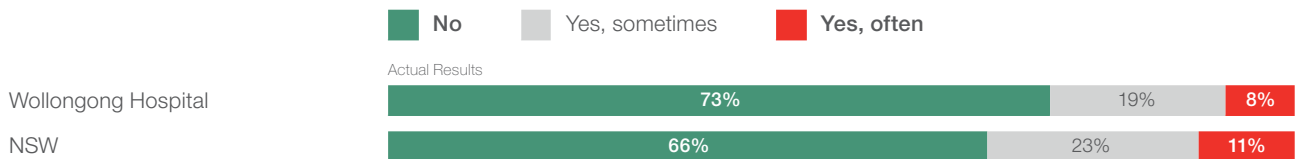
## Wollongong Hospital: What patients rated most positively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

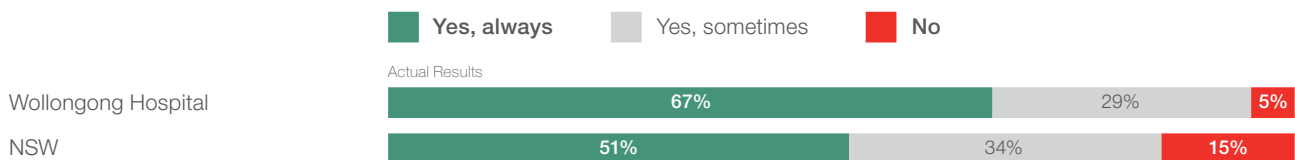
HIGHEST: Did you know who to call if you needed help or had more questions after you left?



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



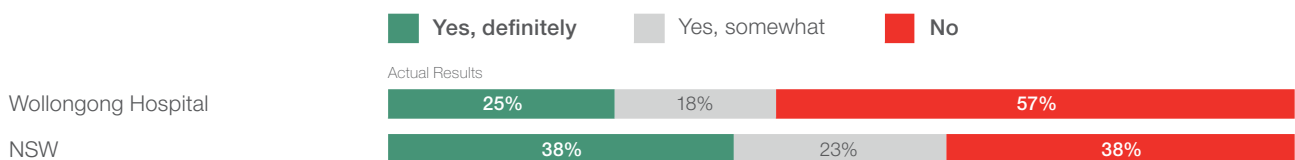
THIRD HIGHEST: Were your scheduled tests and procedures performed on time?



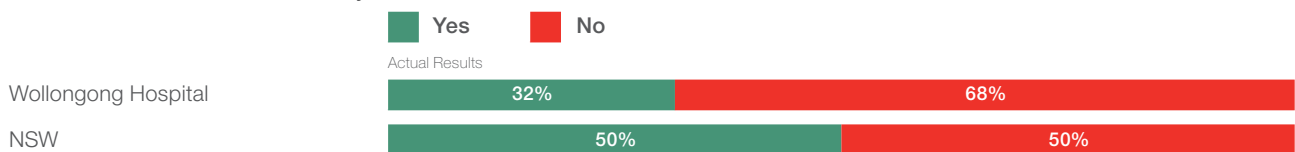
## Wollongong Hospital: What patients rated most negatively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

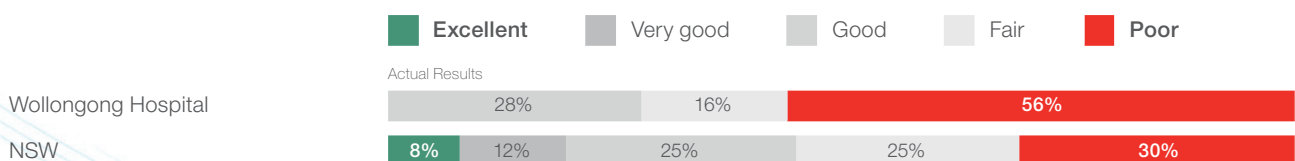
LOWEST: Did anyone talk to you about whether to include your family or friends in your counselling or treatment?



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



THIRD LOWEST: Availability of parking



## Wollongong Hospital: Patient experiences with inpatient mental health services

NSW Health Patient Survey, February 2010 and 2011

Key to patient ratings: Excellent Very good Good Fair Poor

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

Actual results<sup>2</sup>

14%	38%	25%	17%	5	Wollongong Hospital
19%	25%	27%	16%	13%	Metropolitan LHDs
20%	25%	28%	15%	12%	New South Wales

Standardised results<sup>3</sup>

22%	31%	29%	11%	7%	Wollongong Hospital
17%	26%	31%	16%	11%	Metropolitan LHDs
20%	25%	28%	15%	12%	New South Wales

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

Actual results<sup>2</sup> for Wollongong Hospital

21%	24%	28%	18%	9%	Teamwork
8%	23%	38%	22%	9%	Rating of treatment
22%	26%	30%	11%	11%	Accuracy of food items
23%	32%	18%	19%	7%	Courtesy of admission staff

Standardised results<sup>3</sup> for Wollongong Hospital

19%	31%	30%	13%	7%	Wollongong Hospital
12%	25%	32%	20%	11%	Metropolitan LHDs
24%	30%	29%	11%	6	New South Wales
26%	27%	28%	13%	6	Wollongong Hospital

## Wollongong Hospital: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	100%	95%
	Aboriginal / Torres Strait Islander	0%	5%
Age	Under 40 years	26%	47%
	40 years and over	74%	53%
Highest level of education completed	Less than Year 12 at secondary school	40%	43%
	Completed Year 12 at secondary school	20%	20%
	Trade or technical certificate or diploma	25%	19%
	University graduate	14%	13%
	Post graduate / higher degree	0%	5%
Health Status	Poor / Fair	63%	39%
	Good	30%	37%
	Very Good / Excellent	7%	24%
Sex	Male	54%	45%
	Female	46%	55%
Stays in hospital in last 6 months	Only this time	41%	53%
	This time and one other time	21%	23%
	This time and more than one other time	38%	24%

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

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

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

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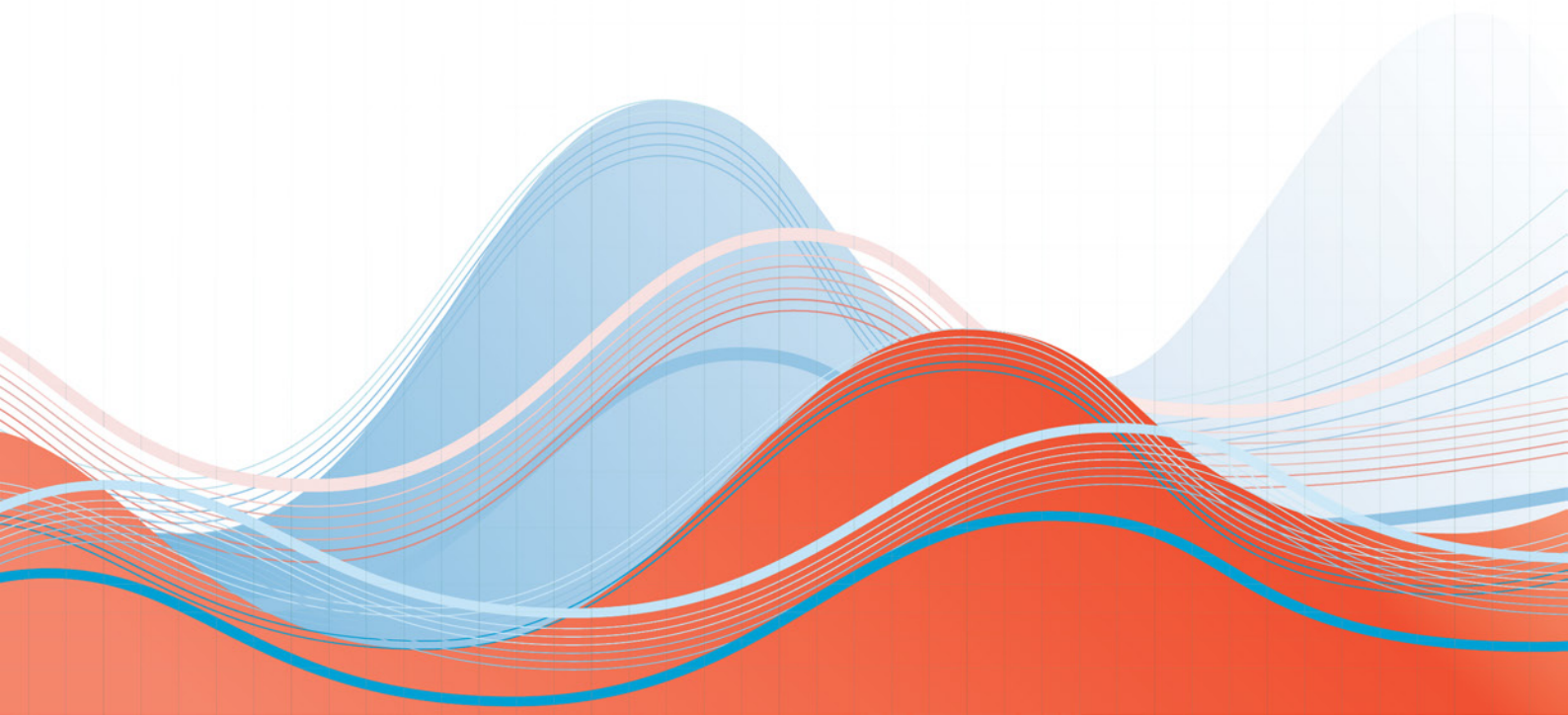
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# Patient Perspectives

Mental health services in NSW public facilities

Volume 1, Inpatient Care  
February 2010 and February 2011

Performance Profile:  
Wyong Hospital



# Introduction

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

This profile report offers a detailed snapshot of the performance of Wyong Hospital mental health inpatient services. It is based upon 55 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 Wyong Hospital. This profile includes survey results for:

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

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

- An overall account of how mental health inpatient services are perceived and rated by users of the services
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- The highest rated aspect of care for mental health inpatient services
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- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
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# Wyong Hospital: performance profile

## NSW Mental Health Inpatient Survey

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

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

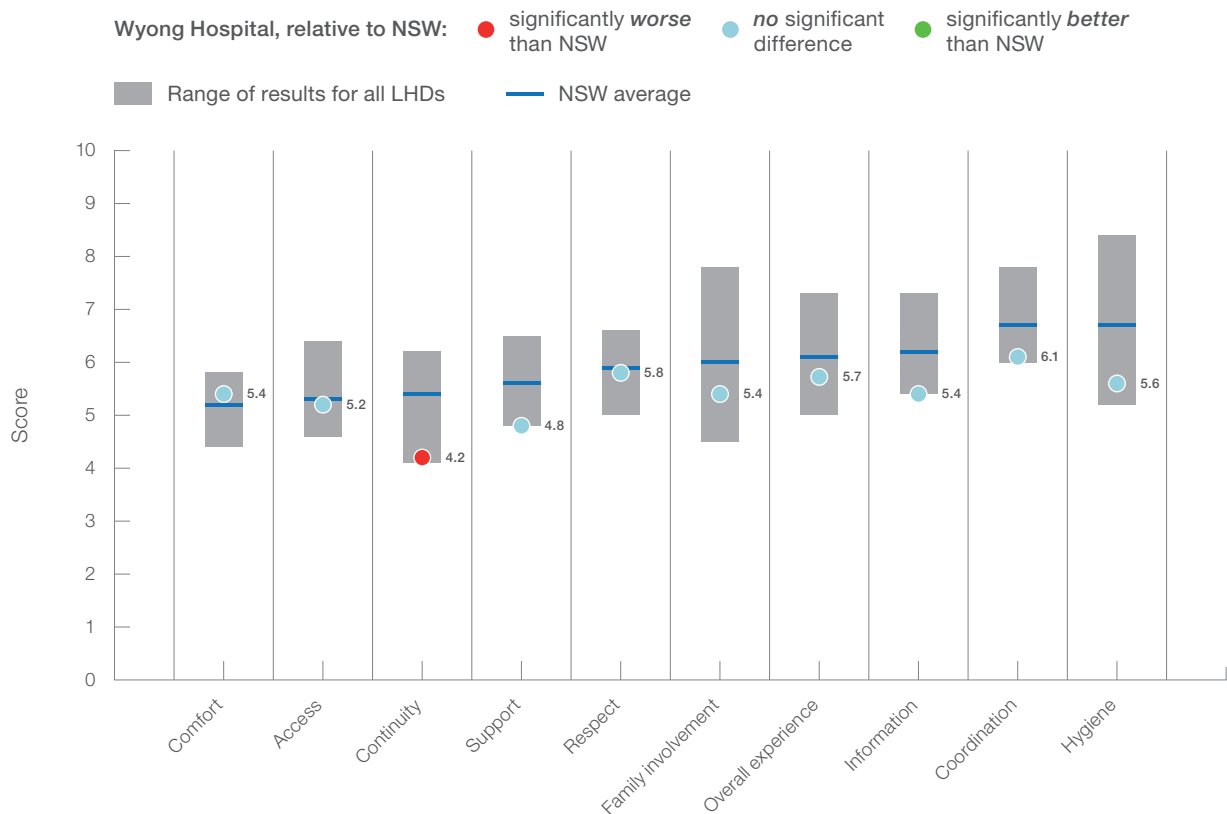
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The graph also illustrates results of significance testing for Wyong Hospital compared to the NSW average.

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

Figure 1: *Wyong Hospital* Aspects of care scores relative to other hospitals and NSW average



Mental Health Inpatients Hospitals

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

### Wyong Hospital: What patients rated most positively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

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

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

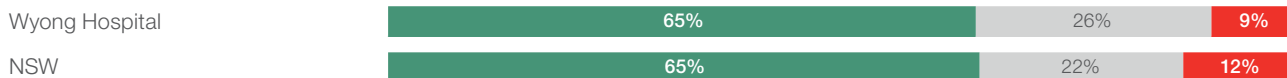
Actual Results



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

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

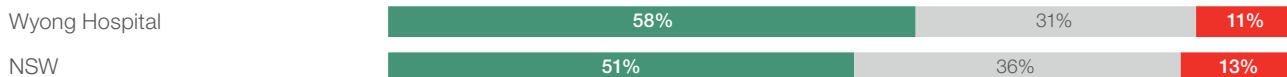
Actual Results



THIRD HIGHEST: Did you have confidence and trust in the nurses treating you?

**Yes, always**    Yes, sometimes    **No**

Actual Results



### Wyong Hospital: What patients rated most negatively about this mental health service <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

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

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

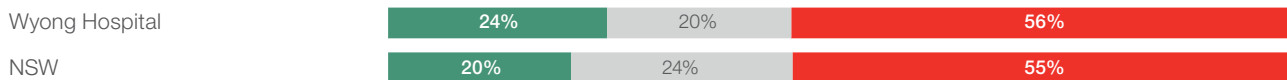
Actual Results



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

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

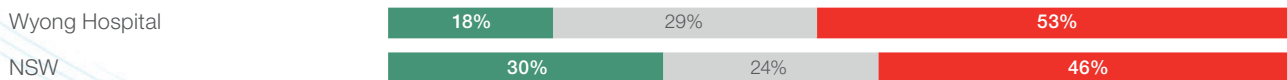
Actual Results



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

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

Actual Results



**Wyong Hospital: Patient experiences with inpatient mental health services**  
NSW Health Patient Survey, February 2010 and 2011

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

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

Actual results<sup>2</sup>

Rating	Wyong Hospital	Metropolitan LHDs	New South Wales
Excellent	15%	19%	20%
Very good	23%	25%	25%
Good	26%	27%	28%
Fair	18%	16%	15%
Poor	17%	13%	12%

Standardised results<sup>3</sup>

Rating	Wyong Hospital	Metropolitan LHDs	New South Wales
Excellent	14%	17%	20%
Very good	25%	26%	25%
Good	33%	31%	28%
Fair	16%	16%	15%
Poor	11%	11%	12%

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

Actual results<sup>2</sup> for Wyong Hospital

Factor	Rating	Wyong Hospital	Metropolitan LHDs	New South Wales
Teamwork	Excellent	14%	14%	19%
Rating of treatment	Excellent	14%	11%	15%
Accuracy of food items	Excellent	19%	16%	25%
Courtesy of admission staff	Excellent	25%	24%	20%

Standardised results<sup>3</sup> for Wyong Hospital

Factor	Rating	Wyong Hospital	Metropolitan LHDs	New South Wales
Teamwork	Excellent	14%	11%	16%
Rating of treatment	Excellent	11%	11%	15%
Accuracy of food items	Excellent	16%	16%	20%
Courtesy of admission staff	Excellent	24%	24%	20%

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

Characteristic	Sub-group	This hospital	NSW
Aboriginal status	Non-Aboriginal	97%	95%
	Aboriginal / Torres Strait Islander	3%	5%
Age	Under 40 years	52%	47%
	40 years and over	48%	53%
Highest level of education completed	Less than Year 12 at secondary school	42%	43%
	Completed Year 12 at secondary school	23%	20%
	Trade or technical certificate or diploma	24%	19%
	University graduate	11%	13%
	Post graduate / higher degree	0%	5%
Health Status	Poor / Fair	46%	39%
	Good	37%	37%
	Very Good / Excellent	17%	24%
Sex	Male	47%	45%
	Female	53%	55%
Stays in hospital in last 6 months	Only this time	53%	53%
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	This time and more than one other time	32%	24%

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