



Your Experience of Service



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Working Together • Building Better Services

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Service:

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put crosses in just one box for each question like this:

These questions ask **how often** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt welcome at this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Your privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff showed hopefulness for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff made an effort to see you when you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You had access to your treating doctor or psychiatrist when you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. You believe that you would receive fair treatment if you made a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your opinions about the involvement of family or friends in your care were respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Mental Health & Wellbeing Consumer Advisory Group

NOV14



Health

NH700008



Health

Your Experience of Service (YES) Questionnaire

1. WHAT IS THE YOUR EXPERIENCE OF SERVICE QUESTIONNAIRE?

The Your Experience of Service (YES) questionnaire is designed to gather information from consumers about their experiences of care. It aims to help mental health services and consumers to work together to build better services.

The YES questionnaire was developed with mental health consumers. It is based on the recovery principles of the 2010 National Standards for Mental Health Services. The project to develop YES was funded by the Commonwealth Department of Health, and was led by the Victorian Department of Health. Consumers and carers throughout Australia were consulted, and a national trial of the questionnaire occurred in 2012 and 2013.

More information about the development of the YES questionnaire tool can be found at www.health.gov.au, searching for "experience of care".

2. ARE MY ANSWERS CONFIDENTIAL?

The Your Experience of Service (YES) questionnaire does not record your name, date of birth or any other personal identifiers such as your medical record number. Your answers will not be used to identify you. Services will receive combined feedback based on groups of people. They will also receive a list of all comments made. However other details such as your age, sex or cultural background will not be attached to those comments.

3. WHERE CAN I GET HELP TO COMPLETE THE QUESTIONNAIRE?

Feel free to ask a friend, family member, carer or staff including a Consumer Worker to help you complete the YES questionnaire.

4. WHAT DO I DO WITH MY YES QUESTIONNAIRE WHEN I HAVE FINISHED?

Put it in the reply paid envelope, then

- Post it, or
- Put it in a Your Experiences of Service Survey return box.

5. WHAT WILL HAPPEN TO MY FEEDBACK?

Your feedback will be combined with other consumers' feedback in a report that helps services to identify what it is they do well and what they could do better. Services will then use these reports to identify areas where they can improve their service.

6. ARE THERE OTHER WAYS I CAN PROVIDE MY FEEDBACK ABOUT SERVICES?

The YES questionnaire provides anonymous feedback to services. If you need to lodge a complaint or raise a specific allegation you should consider discussing these with:

- A Consumer Worker
- Staff or managers of the service
- The NSW Official Visitors programme <http://www.ovmh.nsw.gov.au/>

You can also go to the feedback page on the NSW Health website. This page describes how to make an official complaint, including how to lodge a complaint with the NSW Health Care Complaints Commission (HCCC). <http://www.health.nsw.gov.au/patientconcerns/Pages/complaint.aspx>