

Consumer Satisfaction with Mental Health Services - At a Glance

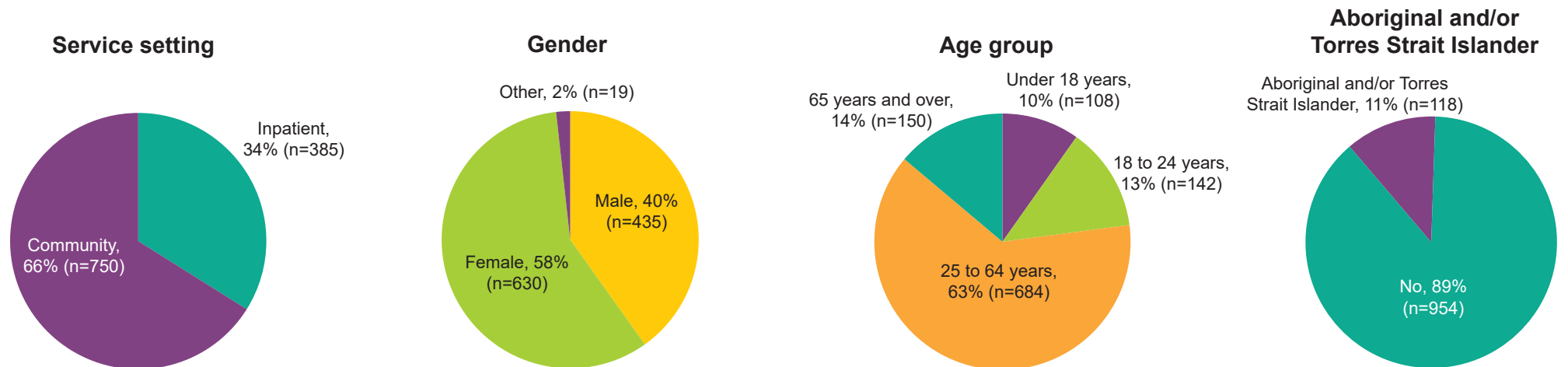
Your Experience of Service Survey Snapshot 2020

The Your Experience of Service (YES) Survey is a nationally developed consumer feedback survey designed for public mental health services. It gathers information from consumers about their experiences of care. The information helps mental health services and consumers work together to improve services.

Since 2018, the Mental Health Commission has conducted the YES Survey on an annual basis. Snapshot 2020 took place over six weeks, from 26 October to 6 December 2020. East Metropolitan Health Service, North Metropolitan Health Service, South Metropolitan Health Service, Child and Adolescent Mental Health Service and WA Country Health Service participated in the snapshot.

During the snapshot, consumers aged 11 years and over who had contact with a public mental health service (inpatient and community services) were offered a survey¹. The primary mode of administration was paper-based, but consumers had the opportunity to complete the survey online.

1,135 surveys were completed during Snapshot 2020 - Profile of consumers²



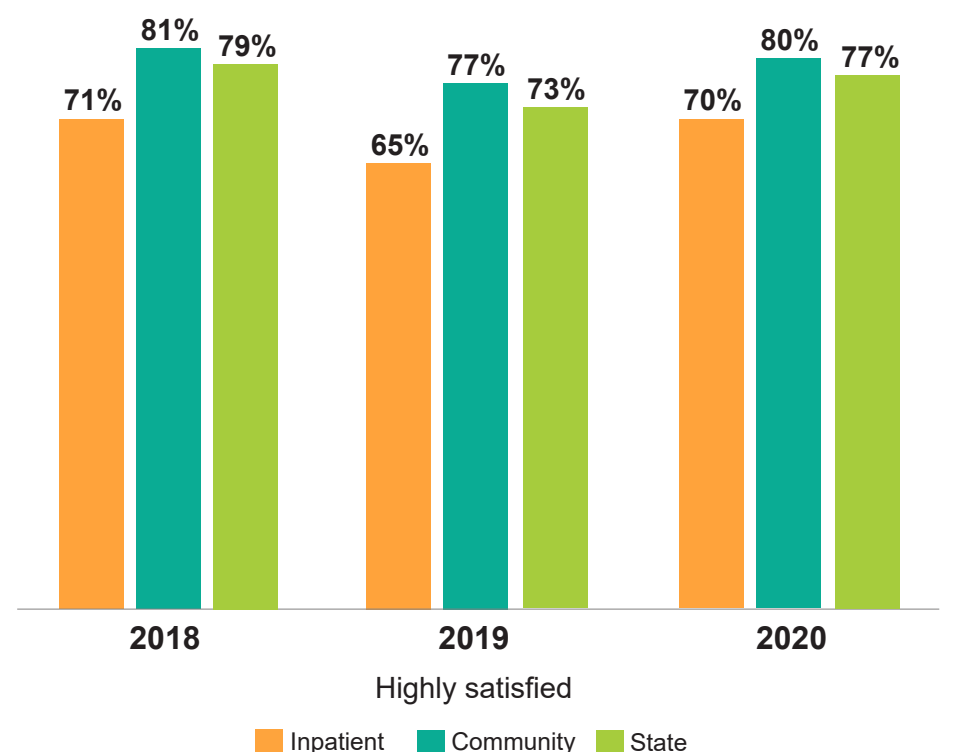
77% of respondents are highly satisfied with the service²

To assess consumers' overall satisfaction with their mental health service, the survey asks consumers 'Overall, how would you rate your experience of care with this service in the last three months?'. 77% of respondents reported their experience as 'very good' or 'excellent' in 2020. This is a slight improvement compared to the 2019 results (73%) and a slight decrease compared to 2018 (79%)³.

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Comparing between service settings, community services had a higher proportion of respondents who reported being highly satisfied with their service (80%) compared to inpatient settings (70%).

Where publicly available, comparisons with other states were made. In 2020, compared to New South Wales (NSW), Western Australia (WA) had a similar proportion of consumers who were highly satisfied across inpatient services (WA; 70%, NSW; 70%) and community services (WA; 80%, NSW; 80%).

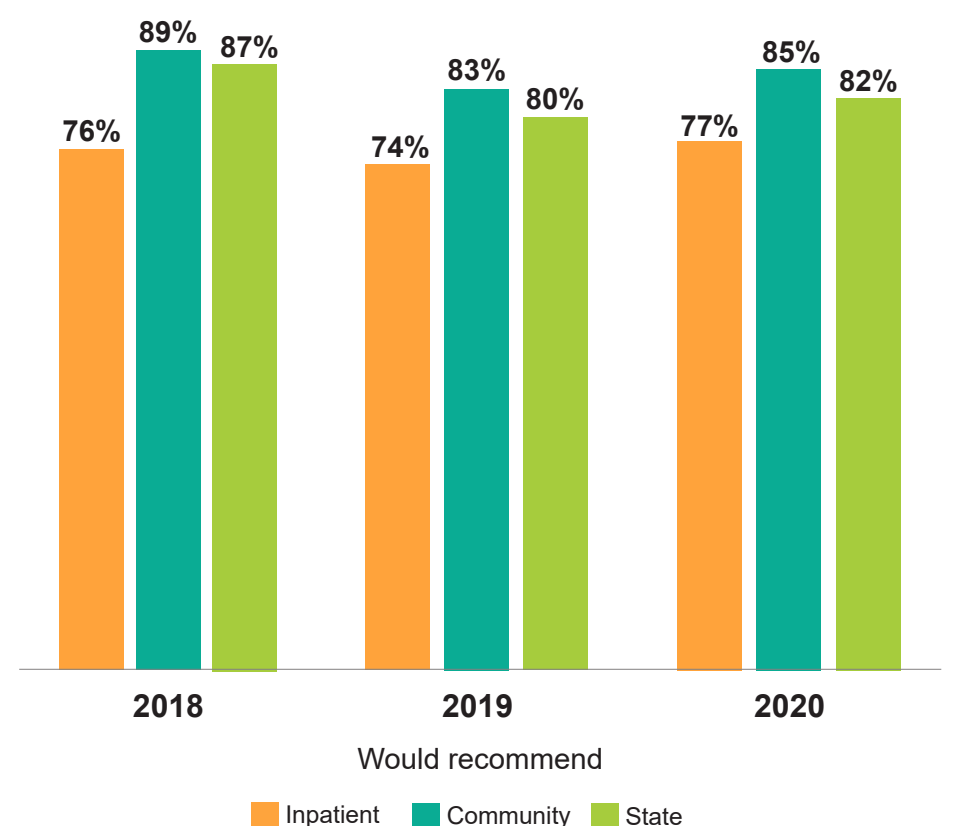


82% of respondents would recommend the service to others²

To assess consumers' likelihood of recommending the service to others, the survey asks consumers 'How likely are you to recommend this service to your family and friends?'. 82% of respondents reported they would be 'likely' or 'very likely' to recommend the service to their family and friends in 2020. This is an increase compared to 2019 (80%) and a decrease compared to 2018 (87%)³.

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Comparing between service settings, community services had a higher proportion of respondents who reported they were 'likely' or 'very likely' to recommend the service to others in 2020 (85%) compared to inpatient services (77%).



¹ If consumers were too unwell or if offering the survey was likely to cause distress, a survey was not offered

² Invalid responses were excluded from the analysis so the sample size for some questions may not always equate to the total number of completed surveys (1,135)

³ CAMHS is not included in the 2018 results because they did not participate in the snapshot in 2018