



# At a Glance – Consumer Satisfaction with Mental Health Services in Western Australia

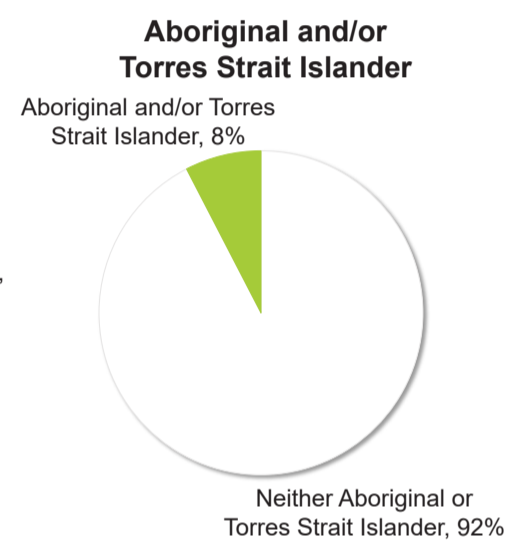
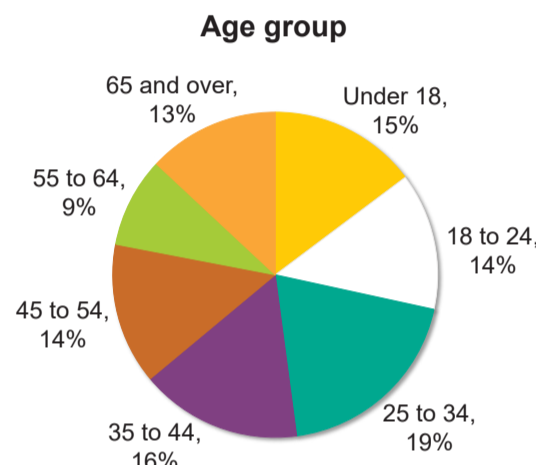
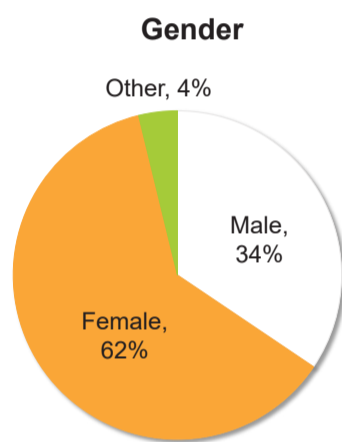
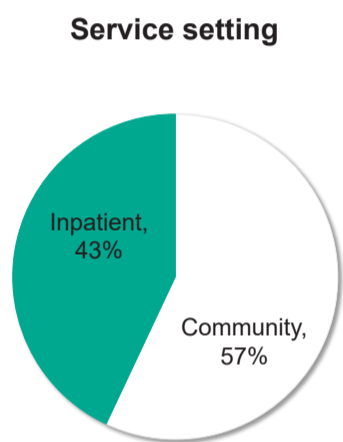
## Your Experience of Service Survey Snapshot 2021 - State results

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 Snapshot across all publicly-funded mental health services in WA on an annual basis.

Snapshot 2021 took place over ten weeks, from 10 October to 17 December 2021 and WA Country Health Service (WACHS), East Metropolitan Health Service (EMHS), North Metropolitan Health Service (NMHS), South Metropolitan Health Service (SMHS) and Child and Adolescent Mental Health Service (CAMHS) participated. Contrary to previous snapshots which utilised the short-form version of the YES Survey, Snapshot 2021 administered the long-form version. A benefit of the long-form version is the ability to report results by domains, which groups together questions that are related to the same aspect of a consumer's experience. Domains are used to report the results in a more meaningful way.

During Snapshot 2021, consumers aged 11 years and over who had contact with a public mental health service (inpatient and community services) were offered a survey.<sup>1</sup> The primary mode of administration was paper-based, but consumers also had the opportunity to complete the survey online.

### 1211 surveys were completed during Snapshot 2021 - Profile of consumers<sup>2</sup>



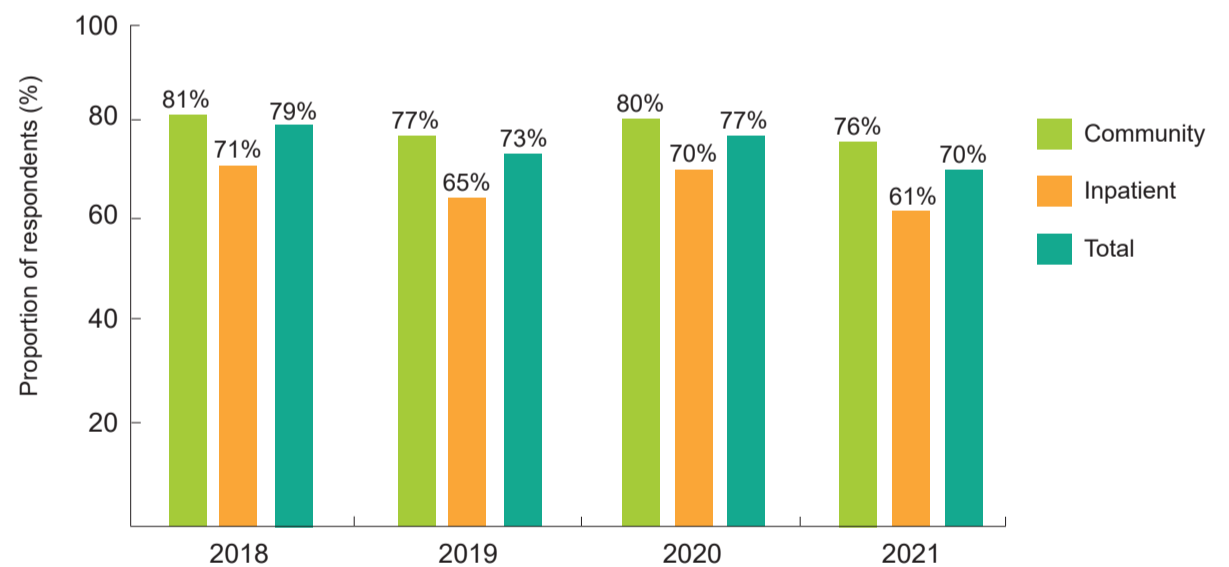
### 70% of respondents are highly satisfied with the service<sup>2</sup>

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?'**

70% of respondents reported their experience as 'very good' or 'excellent'. This is a decrease compared to results from 2020 (77%), 2019 (73%) and 2018 (79%).<sup>3</sup>

Results showed that community services had a higher proportion of respondents who reported being highly satisfied with the service (76%) compared to inpatient services (61%).

Where publicly available, comparisons with other states were made. In 2021, compared to New South Wales (NSW)<sup>4</sup>, Western Australia (WA) had a lower proportion of consumers who were highly satisfied across inpatient services (WA; 61%, NSW; 71%) and community services (WA; 76%, NSW; 81%).

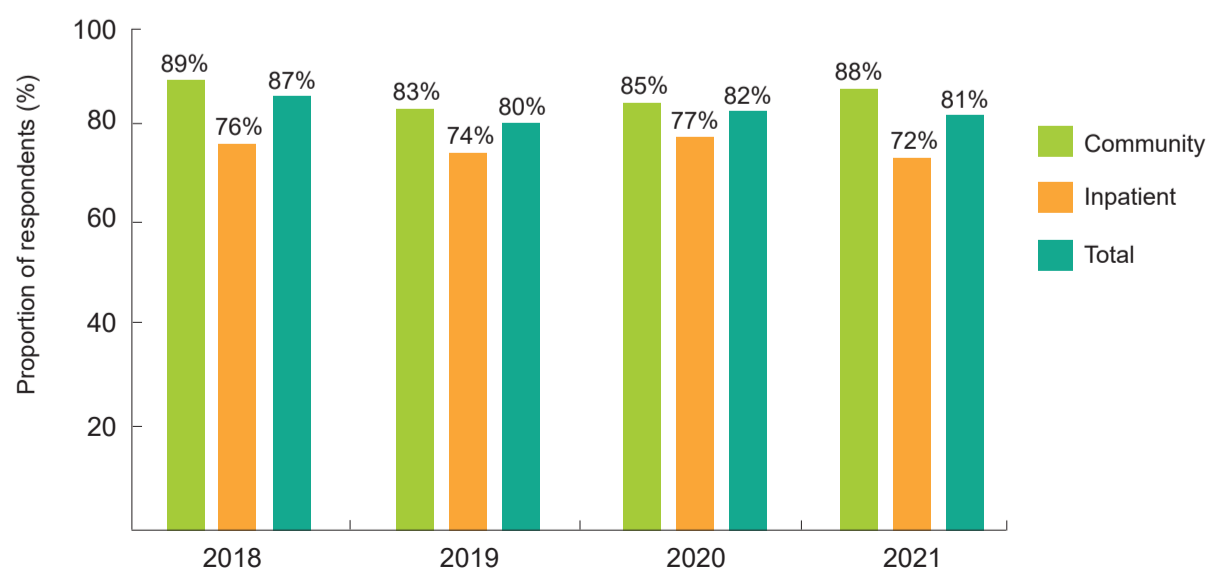


### 81% respondents would recommend the service to others<sup>2</sup>

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?'**

81% of respondents reported they would be 'likely' or 'very likely' to recommend the service to their family and friends. This is a slight decrease compared to 2020 (82%), a slight improvement from 2019 (80%) and a decrease from 2018 (87%).<sup>3</sup>

Results showed that community services had a higher proportion of respondents who reported they were 'likely' or 'very likely' to recommend the service to others in 2021 (88%) compared to inpatient services (72%).



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

<sup>2</sup> 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 (1211)

<sup>3</sup> CAMHS is not included in the 2018 results because they did not participate in Snapshot 2018

<sup>4</sup> NSW conducts the YES Survey on an ongoing basis

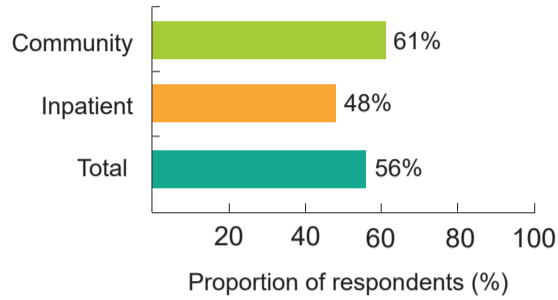
## Your Experience of Service Survey Snapshot 2021 - State results

### Most respondents reported a positive experience across the various domains of consumer satisfaction

The YES Survey has six domains for reporting purposes. Across the domains, 'Showing Respect' had the highest proportion of respondents who reported a positive experience (State: 87%; Community: 92%; Inpatient: 81%). In contrast, the domain 'Making a Difference' had the lowest proportion of respondents who reported a positive experience (State: 56%; Community: 61%; Inpatient: 48%).

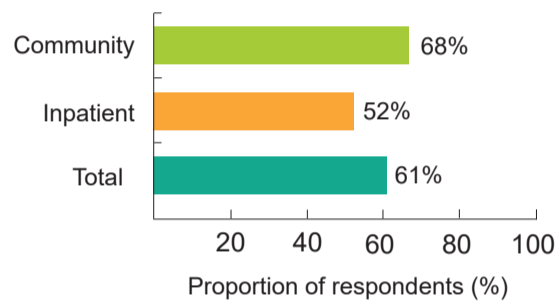
#### Making a Difference

This domain describes how the service contributes to outcomes for consumers including social and emotional wellbeing.



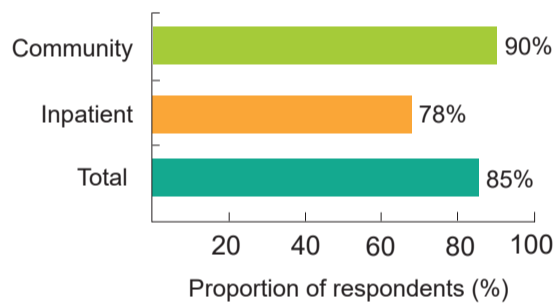
#### Providing Information and Support

This domain describes how the service works for the individual. It includes resources such as written information, a care plan and access to peer support.



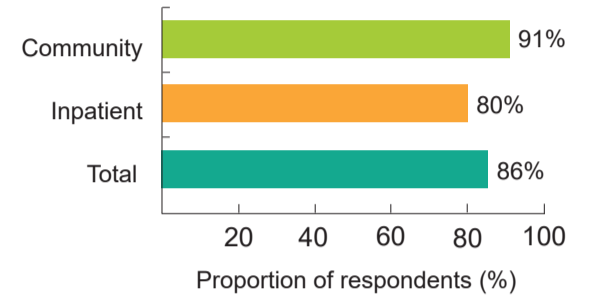
#### Ensuring Safety and Fairness

This domain describes how the service provides individuals with a physically and emotionally safe environment.



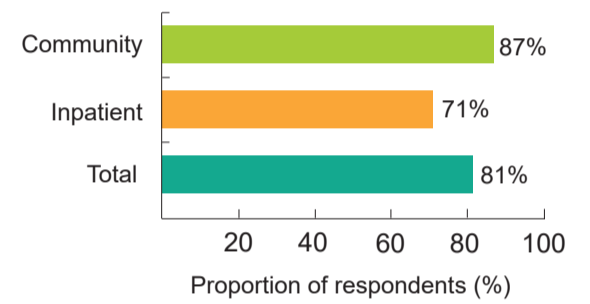
#### Valuing Individuality

This domain describes how the service meets an individual's needs. It includes sensitivity to culture, gender, faith and the importance of personal values and beliefs.



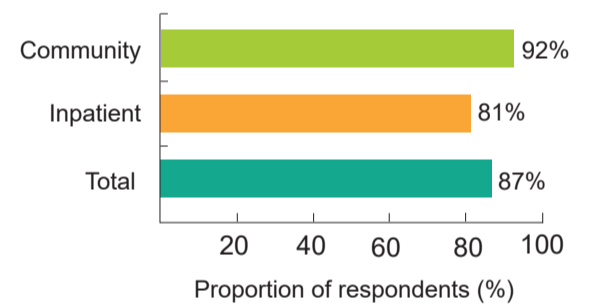
#### Support Active Participation

This domain describes how the service provides opportunities for engagement, choice, and involvement in the process of service delivery.



#### Showing Respect

This domain describes how the service provides the individual with a welcoming environment where they are recognised, valued and treated with dignity.



### The best thing about this service were...

We asked consumers what they felt best parts of their care experience were and many provided positive feedback on the services they accessed. Most commonly, respondents praised the staff's kindness and understanding; staff were caring, empathetic and easy to talk to. There were small gestures from staff that made consumers feel respected. For instance, staff asked consumers their preferred pronouns and respected the gender identity of the people in their care.

Another positive aspect noted by respondents was the strong collaboration among staff. Respondents said this increased their confidence in the care they were receiving. Further, many respondents highlighted that being involved in their own care was something they greatly valued. Where respondents were central in discussions and decisions about their care, their experience was greatly improved.

"The collaboration among staff working together to provide the best treatment and care."

"Staff followed me up even when I didn't return phone calls. They fitted me in despite my work schedule being difficult. I felt that I was valued."

"I felt listened to. I didn't have to repeat myself, a plan was very well explained. I was treated with respect."

### My experience would have been better if...

We asked consumers what would have improved their care experience to help identify areas of improvement. The most common aspect of care that could be improved is accessibility of services. Long waiting periods and paperwork were identified as barriers to accessing services. There was also an expressed need for more services in regional and remote areas, as well as closer proximity to public transport.

When receiving care, respondents would have liked to have more involvement in the planning. Some respondents felt their experiences, preferences or opinions were not listened to or incorporated in their care. To aid with this, respondents suggested involving consumers in care planning and having consistent staff involved in their care, to help build relationships and trust, and avoid having to tell their story repeatedly to new staff. At the end of their care period, respondents noted they often felt unsure of what to do if they experienced any future distress. In addition to receiving care, respondents suggested that education on available community supports, coping strategies and how to navigate the mental health system would improve their experience of care.

"I had involvement with my care/treatment planning things. Explained things like medications and rights. Had more say in my care."

"Doctors weren't changed every 3 months meaning I wouldn't have had to repeat myself, start all over again and form new trust again."

"I gained more knowledge in other support areas such as support groups etc."