



# Mental Health Consumer Perceptions & Experiences of Services

## Brief Report on Discussion Paper



The aim of the discussion paper was to:

- Describe MH-CoPES; and
- Seek feedback about the role and place of consumer evaluation in Area Mental Health Services through MH-CoPES.

18 people responded to the discussion paper

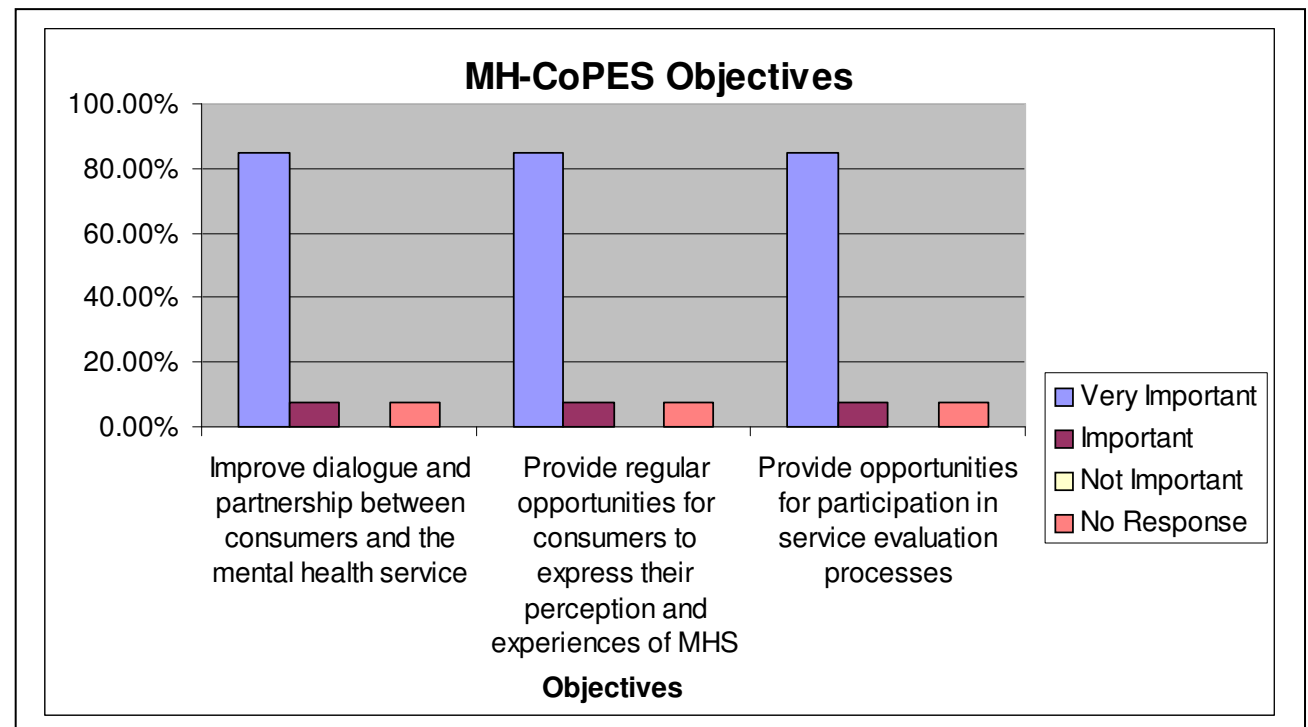
### Respondents

Identification of Respondents	Number of Respondents	AHS*
Consumer	1	NCAHS
Consumer & Carer	1	
Consumer & Staff Member/Service Provider	2	SESAHS (1)
Consumer, Carer & Staff Member/Service Provider	2	GWAHS (1) SSWAHS (1)
Carer	2	
Carer & Staff Member/Service Provider	4	SWAHS (2) GWAHS (1) SSWAHS (1)
Staff Member/Service Provider	2	HNEAHS (1)
Other	4	
<b>TOTAL</b>	<b>18</b>	

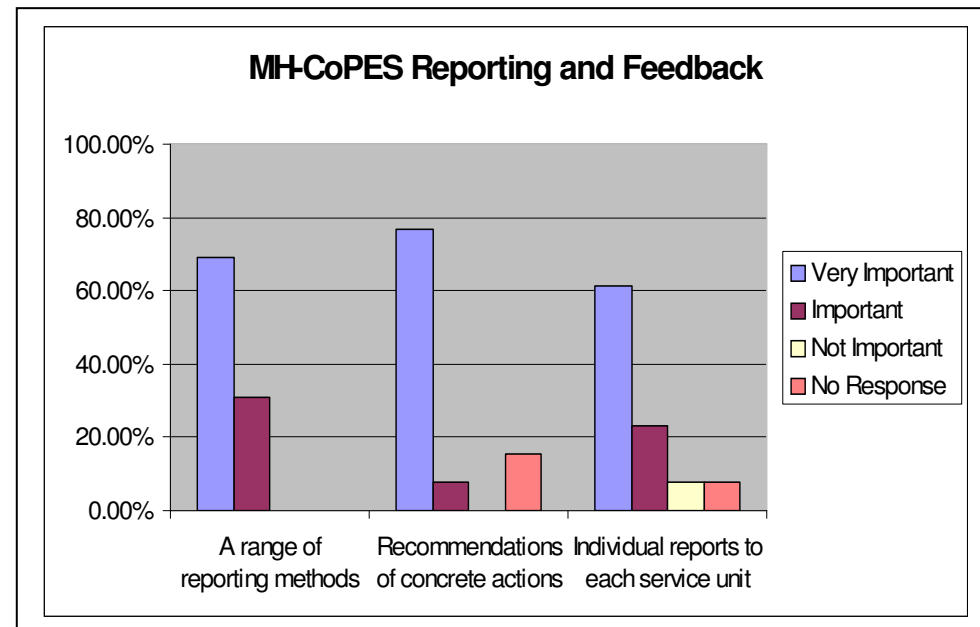
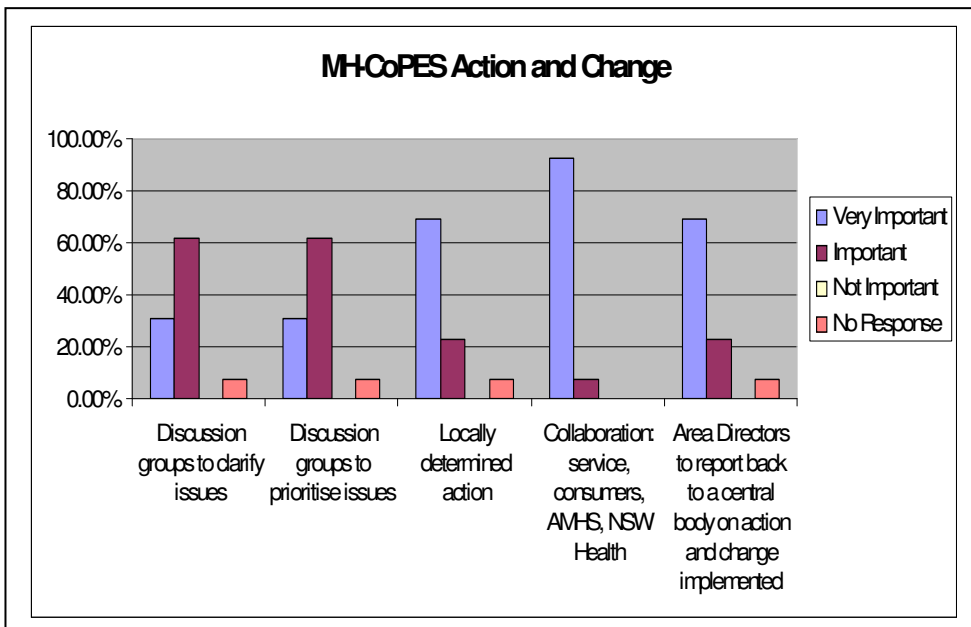
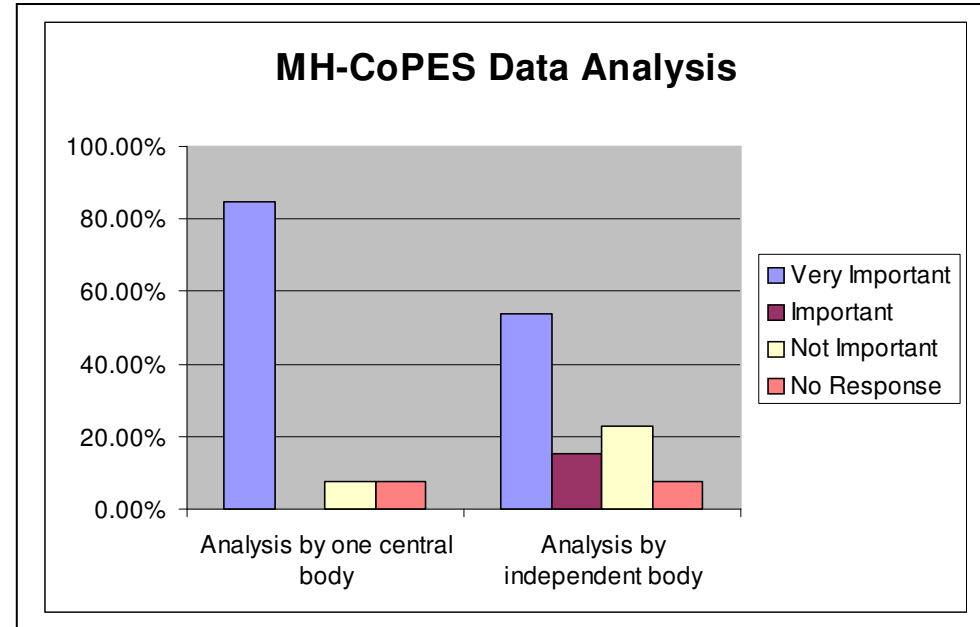
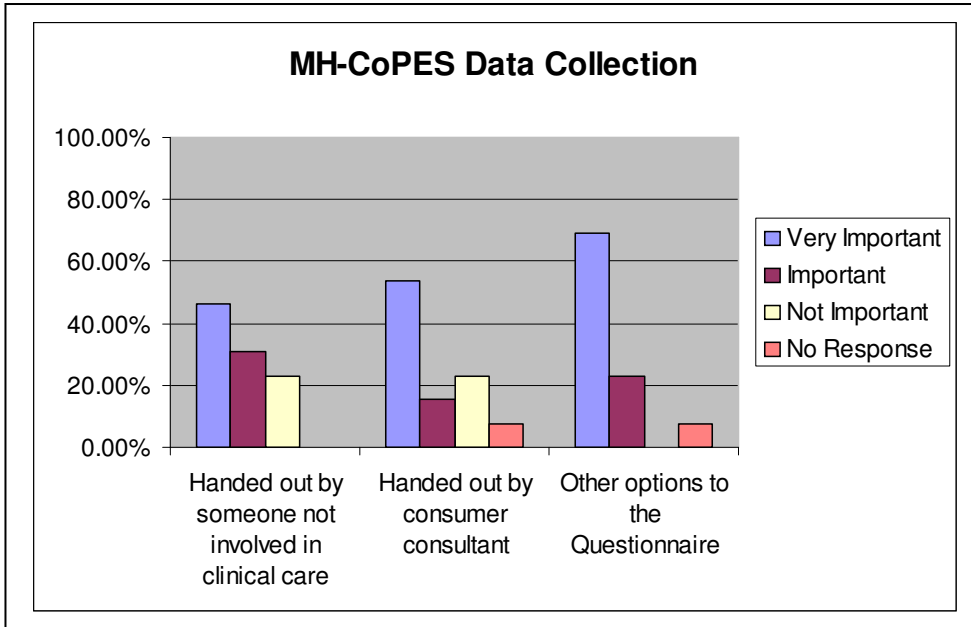
\* Area Health Service: Optional field completed by 9 respondents

### What were the responses?

Respondents were asked to consider how important the MH-CoPES objectives and specific aspects of each of the stages of the MH-CoPES Framework are to them. 13 people answered these questions.



## Responses about the MH-CoPES Framework



## The Role and Place of Consumer Evaluation of Mental Health Services through MH-CoPES

- Evaluation of services from the perspective of the consumer
- Service improvement based on consumers' feedback
- Genuine opportunities for consumers to
  - Have a voice
  - Participate in identifying strengths and weaknesses of their MHS
  - Have their say about what is working well in the service and how the service could improve
  - Help assess and give feedback about what may need to change about the quality and delivery of services
  - Participate in improving services through generating solutions to problems identified and assisting with the implementation of solutions for change
- Empowering consumers
- Consumers involved in
  - administration of MH-CoPES
  - developing and implementing plans for action and change
  - monitoring service improvements
- A common, statewide Framework for consumer evaluation
- A collaboration between consumers, staff, MHS, AMHS, NSW Health, built on partnership and a common commitment to consumer participation in evaluating services
- Owned locally by all stakeholders
- Mandated and supported at a state government level

### MH-CoPES - supporting MHS to be based on:

- Consumer participation
- Empowerment of consumers
- Recovery orientation
- Accountability of services to consumers, families, carers, staff, funding bodies, AMHS and the NSW community
- Continuous improvement
- A partnership and collaboration between consumers, service providers, staff, AMHS and NSW Health

### Areas for continued exploration during MH-CoPES Stage 2

- Whether consumers feel safe providing feedback about services
- Detailed guidelines for each step of the MH-CoPES Framework
- Alternatives to the Questionnaire
- Cultural and change management issues to be addressed
  - Employment of consumers in AMHS
  - Consumers' feedback being taken seriously