

MH-CoPES questionnaire for people using inpatient services

Your opinion will help create better services and better outcomes: this is your opportunity to help mental health services improve in Sydney South West Area Health Service.

This questionnaire will gather your views about the inpatient mental health service you recently used. *Filling in this questionnaire is voluntary.*

Privacy guarantee:

If you choose to complete the questionnaire, NSW Health guarantees that your privacy will be maintained.

- Your completed questionnaire will go to an organisation independent of the health service – the hospital will not see your completed questionnaire.
- No names will be used on the questionnaires.
- Reports will not identify individuals.

How will the information I give be used to improve services?

- Every Area Mental Health Service will receive a summary report showing all the things people have said need improvement.
- Each service is then expected to work with consumers to make improvements based on the summary report.
- Summaries of the information will be publicly reported.

How do I fill it in?

- You will be asked to say what needs to be improved, from YOUR OWN EXPERIENCE.
- To answer most of the questions, just choose the coloured circle that is the best answer for you:

 The red circle means *this needs major improvement*

 The yellow circle means *this needs some improvement*

 The green circle means *this needs no improvement*

For example, Q1 says:

The ease of getting the services and supports I needed ...



If you feel this was something that needed some improvement, you would mark the yellow circle with a cross, like this:   

To return the questionnaire:

- Please do not give it back to the service
- Put it in the return envelope included and return by mail.

If you want help to fill in the questionnaire you could: **(options to come later)**

If you want your opinions to be included in a summary report to the specific service you used, please complete this section. If you only want your opinion to be included in the summary for the whole Area, please go to Q1.

- In which suburb/town was the hospital? _____
- How long did you spend in hospital on THIS occasion? Tick which fits best:
 - less than 1 week
 - 1 week–1 month
 - longer than 1 month
please specify how many _____
- How long have you been using mental health services? Tick which fits best:
 - 1–12 months
 - more than 12 months
- Did you fill this questionnaire out:
 - while still in hospital
 - after leaving hospital

Based on your experiences during your LAST hospital stay, rate how you feel about each item, indicating if you think it needs major improvement, some improvement, or no improvement.

Needs major improvement
Needs some improvement
Needs no improvement

  

The first few questions are about improving the treatment and care in hospital:

- | | | | | |
|----------|--|---|---|---|
| 1 | The ease of getting the services and supports I needed ... |  |  |  |
| 2 | How well the doctor listened to me ... |  |  |  |
| 3 | The ease of seeing a doctor when I needed to ... |  |  |  |
| 4 | The amount of time staff spent with me ... |  |  |  |
| 5 | The respect staff showed to me ... |  |  |  |
| 6 | How well staff listened to me ... |  |  |  |
| 7 | The sense of hope staff showed for my future ... |  |  |  |
| 8 | Opportunities for me to have input into my own care ... |  |  |  |
| 9 | The encouragement by staff for me to join consumer-focused programs (for example: support groups, drop-in centres, phone lines, self-help, peer support, consumer advocacy groups) ... |  |  |  |



Needs major improvement
Needs some improvement
Needs no improvement

- 10 The opportunities for my family/carer to be involved in my treatment when I wanted ... ● ● ●

- 11 How safe I felt in hospital ... ● ● ●

- 12 How safe I felt in raising concerns with the service if I had a problem ... ● ● ●

- 13 The service's willingness to address problems ... ● ● ●

The next few questions are about improving the information provided by services:

- 14 The amount of information I got from staff about my mental illness and treatment ... ● ● ●

- 15 Information about my rights and responsibilities ... ● ● ●

- 16 Information about mental health services and programs available ... ● ● ●

- 17 Information about other support services (eg: housing, employment, family support, Centrelink etc) ... ● ● ●

- 18 Information about how to maintain my mental health ... ● ● ●

- 19 Information about who to contact if I experience a crisis ... ● ● ●

The next question is about improving privacy:

- 20 How well my personal information was kept private ... ● ● ●

The next questions are about improving choice of treatment:

- 21 The information given to me about different types of treatments available ... ● ● ●

- 22 The choices I had about the treatment I received ... ● ● ●

The next questions are about improving leaving hospital and going to the community:

- 23 How much I was involved in planning for leaving the hospital ... ● ● ●

If you have not yet left hospital, please go to Q25 next.

- 24 How well the supports I needed when I left the hospital were arranged ... ● ● ●

... continued overleaf

In this last section, please feel free to make any comments about the hospital services you received.

25 Overall, what do you think of the care you received during this hospital stay?

26 What did you like least about your stay?

27 What did you like most about your stay?

28 Do you have other suggestions for how the hospital can be improved?

These last questions come from the NSW Health Survey and are about your overall view:

29 In the last three months have you attended a hospital emergency department (or casualty) for your own mental health care?

Yes No Don't know

If yes, overall what do you think of the care you received at this emergency department?

Excellent Very good Good Fair Poor Don't know

30 Overall, what do you think of the care you received at this hospital?

Excellent Very good Good Fair Poor Don't know

Thank you for your time and comments.