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A partnership between the NSW Consumer Advisory Group and NSW Health, Mental Health and Drug and Alcohol Office

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## **MH-CoPES Stage 2 Project Special Update**

### **July 2007**

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Hello and welcome. This is a special update from the MH-CoPES Project which looks at various ways to distribute the MH-CoPES Questionnaire and what we have learnt from the MH-CoPES trial being conducted by NSW CAG in Orange and Ryde so far. We have just completed the trial of Data Collection in Orange and the trial in Ryde has just commenced.

### **Key Success Factors:**

#### Strong communication strategy from the outset

Prior to the commencement of the trial, we visited all the services involved to speak with staff about MH-CoPES. This involved discussing the MH-CoPES Framework, what would be happening in their service, what role staff would be playing at the service, and what would be happening with the data collected. This proved to be invaluable in promoting MH-CoPES and providing an understanding of what it is about.

Area and service meetings may be a forum where such information can be communicated to staff. Some tools and resources available to assist in informing staff about MH-CoPES are:

- The MH-CoPES Stage 2 brochure
- The fact sheet for staff
- The NSW CAG website – [www.nswcag.org.au](http://www.nswcag.org.au) – go to Projects and MH-CoPES.

There is also a fact sheet for consumers that should be made available along with the MH-CoPES Stage 2 brochure to answer any questions consumers may have about the Project.

### Consumer Participation

The basis of MH-CoPES is to provide *ALL* consumers with the opportunity to provide their feedback about the service. At this stage, this feedback is

provided through consumers completing the MH-CoPES Questionnaire. From Stage 1 of the Project it was emphasised that consumers should be involved in the administration of MH-CoPES in ways such as distributing Questionnaires. Having paid consumers involved in introducing the MH-CoPES Questionnaire to other consumers, and through this, establishing a trust in MH-CoPES amongst consumers has been an important part of the success of the trials. We are investigating the resource implications of such consumer participation are during Stage 2. In the meantime, it is useful for Consumer Representatives and Workers to be involved in promoting MH-CoPES, by speaking at groups, meetings or other forums.

There are a range of ways that the MH-CoPES Questionnaire can be distributed (as described below). In situations where Consumer Workers are not able to distribute Questionnaires, it would be beneficial for them to speak about MH-CoPES during groups with, or visits to, consumers.

#### Ways that the MH-CoPES Questionnaire can be handed out

- If possible, a Consumer Worker should distribute the Questionnaires. This can be done while they are visiting the service or running a group or meeting;
- If this is not possible, administration staff can hand out the Questionnaire to people on discharge or as they arrive at the service for an appointment;
- If neither of the above are possible, nursing staff or case workers can hand out the Questionnaire. This can be done in various ways, for example:
  - During a group such as a discharge planning group, or a group that is held in the community (for consumers to complete it individually);
  - A member of staff managing a consumer's discharge can hand them the Questionnaire;
  - Case managers/workers visiting a consumer in their home can hand consumers a Questionnaire at the completion of a visit.

#### Providing support

During the trial we have seen the need for some consumers to have support available to them in completing the Questionnaire. This is to ensure they have the same opportunity to provide feedback about their experience with services. Consumers requiring help can be referred to a Consumer Consultant/Advocate/Worker where available or to a carer or friend.