



better services
better outcomes

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

MH-CoPES Stage 2 Project Update # 2

April 2007

Hello and welcome to the second update for the Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) Stage 2 Project.

In this update you will hear about developments in the Project, including the first meeting of the MH-CoPES Stage 2 Reference Group and plans for the trial of the MH-CoPES Framework and Questionnaires in Orange and Ryde.

The MH-CoPES Stage 2 Reference Group

The first meeting of the MH-CoPES Stage 2 Reference Group was held on 3rd April. The MH-CoPES Reference Group has been established to provide statewide input into Stage 2 of the Project, as we continue with the development of the Framework and Questionnaires. This group is comprised of Consumer and Service Representatives from each of the Area Health Services in NSW. Members to the Reference Group are also MH-CoPES Coordinators who are working with InforMH on the statewide roll out of the MH-CoPES Questionnaire.

It was fantastic to have a room filled with people enthusiastic about MH-CoPES and working towards “getting it out there” to consumers and services throughout NSW. We had a busy day looking at the role and place of MH-CoPES and working through how to report back to consumers and services.

A big thank you to everyone who came and made this day so valuable.

A new brochure for MH-CoPES Stage 2

A brochure detailing the work that will be undertaken by NSW CAG and InforMH for Stage 2 of the Project is out. It can be found on the NSW CAG website – www.nswcag.org.au – under Projects, MH-CoPES, Stage 2.



Page 1 of the new brochure

A trial of the MH-CoPES Framework and Questionnaires

Plans are forming for the trial of the MH-CoPES Framework and Questionnaires. We will be conducting the trial in partnership

with consumers and mental health services in sections of Northern Sydney Central Coast Area Health Services (NSCCAHS) and Greater Western Area Health Services (GWAHS). The MH-CoPES Questionnaires will be distributed as we trial step 1 of the Framework in GWAHS in June/July and in NSCCHS in July/August. This is a very exciting stage for us all as we look to receiving completed Questionnaires and to seeing how the Framework and Questionnaires work in practice.

We would like to thank the teams from GWAHS and NSCCAHS who are assisting us with putting things in place for the trial. Your work and support for the Project are greatly appreciated.

As the trial progresses, we will keep you up to date.

What is the NSW Health Patient Survey and how does it work with MH-CoPES?

Some of you may have heard of the “NSW Health Patient Survey” and be wondering what this is and how it relates to MH-CoPES.

In its work to improve health services throughout NSW, the NSW Department of Health has developed a range of initiatives to

understand the experiences of consumers of health services.

MH-CoPES is one of these initiatives that, as you know, seeks the perceptions and experiences of consumers of adult, public community and inpatient mental health services. MH-CoPES is an ongoing process of continuous quality improvement, where consumers' perceptions and experiences of mental health services will be sought and listened to throughout the year.

Another of these initiatives is the NSW Health Patient Survey. This

survey will be going out once a year to a sample of consumers from different sections of health, including inpatient and community mental health services. The information gathered through this survey will be provided to each Area to allow them to see how consumers are experiencing their health services, and how they compare with other services.

Together, MH-CoPES and the NSW Health Patient Survey will provide a rich source of information about consumers' experiences with services that will assist in improving services.



MH-CoPES

Your voice Yoursay

The MH-CoPES Project aims to develop a way for consumers to provide feedback about mental health services in order to help services improve

Look out for the MH-CoPES Questionnaire Please fill in and return a questionnaire...

Your feedback will help services improve