



## **Mental Health Consumer Perceptions and Experiences of Services**

Hello and welcome to the Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) Stage 2 Project. I hope you all had an enjoyable Christmas and New Year period.

Firstly, I'd like to introduce myself and the new MH-CoPES Project Team. I am Karen Oakley and am the new Project Officer for MH-CoPES. Rebecca Doyle and Susan Palmer have also joined the team as Research Assistants. Susan brings with her a consumer perspective and knowledge about MH-CoPES from her involvement in the Technical Working Group in Stage 1. We are all very excited about MH-CoPES and to be working on this project.

### **The Launch of the MH-CoPES Stage 1 Report**

The MH-CoPES Stage 1 Report was officially launched on Thursday 23<sup>rd</sup> November, 2006 by the Honourable Cherie Burton, Minister Assisting the Minister for Health (Mental Health). During her speech, she thanked the Technical Working Group for their work throughout Stage 1. She also spoke about the importance of improving Mental Health Services for consumers and the role that MH-CoPES will play in providing consumers with an opportunity to participate in service evaluation and improvement. The Stage 1 Report is available on the NSW CAG website ([www.nswcag.org.au](http://www.nswcag.org.au)).



The Honourable Cherie Burton, the Honourable Carmel Tebbutt and Dr Gillian Malins at the launch of the MH-CoPES Stage 1 Report.

## **What's happening in MH-CoPES Stage 2?**

As you will know from the last update, MH-CoPES Stage 2 will see the completion of the development of the MH-CoPES Framework and Questionnaires ready for implementation in public, adult mental health services across NSW. To achieve this, NSW CAG will be conducting a trial of the Framework and Questionnaires in sections of Northern Sydney Central Coast (NSCCAHS) and Greater Western (GWAHS) Area Mental Health Services. While this is happening, InforMH, NSW Health will be introducing MH-CoPES across the state.

Preparations are underway for the trial in NSCCAHS and GWAHS. The trial will commence in March 2007 with consumers of nominated mental health services in GWAHS being offered the opportunity to complete a MH-CoPES Questionnaire. The trial in NSCCAHS will start soon after. During the trial, we will be looking at:

- How the Questionnaire should be distributed;
- Support that needs to be available to consumers to complete a Questionnaire;
- Options for consumers to complete the Questionnaire verbally either face to face or over the phone;
- Whether the Questionnaire works for consumers and services;

As we progress through each of the four stages of the Framework, services will receive reports based on the feedback from consumers and will commence the process of action and change to improve services guided by consumers' feedback.

A Discussion Paper that started to look at the role and place of MH-CoPES in service improvement in AMHS across NSW was circulated in late 2006. The report based on responses to this paper is available on the NSW CAG website.

## **Further developments to the MH-CoPES Questionnaire**

The Steering Committee has made some small changes to the way the Draft Questionnaire from Stage 1 looks. This had to be done so that the Questionnaire can be scanned. Scanning will allow quick and accurate recording of completed Questionnaires into a system. This is necessary for the MH-CoPES Questionnaires to be used on a large scale and to ensure opportunities for consumers to participate in service evaluation. A snap shot of the new design is below. This revised draft Questionnaire will be tested in Stage 2.

These next few items are about improving the treatment and care you receive at the service:

3	How well the doctor listens to me ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	The ease of seeing a doctor when I need to ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	The amount of time staff spend with me ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	The level of respect staff show for me ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	How well staff listen to me ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	The sense of hope staff show for my future ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	The opportunities for me to have input into my own care ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## The Revised Draft MH-CoPES Questionnaire

### What's happening in 2007?

- A trial of the MH-CoPES Framework and Questionnaires in Orange and Ryde;
- A Statewide Reference Group will be formed and meet twice a year. This group will provide input into MH-CoPES;
- Consultations and discussion groups at pilot areas and around NSW - watch the NSW CAG website for details.