



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 # 4 **October 2007**

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

In this update you will hear about the successes of the trials undertaken in Orange and Ryde and the findings regarding the MH-CoPES Questionnaire.

The MH-CoPES Trial in Orange and Ryde – a huge success!

The month long trial of the first Step of the MH-CoPES Framework, Data Collection in Ryde and Orange was a resounding success.

145 people provided feedback about the Inpatient services during the trial - this is over 45% of the population using services, and a response rate of over 64%. From the Community Services, 133 people provided feedback, representing over 16% of the population using services involved in the trial, and a response rate of over 28%. These results are outstanding, and are largely due to the work of the Consumer Project Workers and Advocates who distributed the Questionnaires and assisted consumers who needed it to complete them. Many many thanks to

you for your hard work. It was a joy to work with you all.

Reports based on consumers' feedback about services through the MH-CoPES Questionnaire have been provided to the services involved in the trial. Posters have also been developed to advise consumers of the findings.



Consumer Advocates with MH-CoPES



MH-CoPES Consumer Project Workers



MH-CoPES Consumer Project Workers

Services in the trial working towards Action and Change.

Services in Ryde and Orange involved in the trial are now developing plans in collaboration with consumers for Action and Change to improve services based on the outcomes of the MH-CoPES trial. This is an exciting time as we see the impact of MH-CoPES in service improvement.

The results from the trial – The MH-CoPES Questionnaire.

I won't bore everyone here with statistics, but from the trial, we found the following:

- The MH-CoPES Questionnaires are internally reliable, that is they are consistently measuring the same thing within the Questionnaire.
- Concurrent validity shows that the Questionnaires ARE measuring consumers views of mental health services.

Further investigation of the Questionnaire's reliability and validity are continuing, but at this stage, it is looking like the Questionnaire is a reliable and valid way to hear from consumers about their perceptions and experiences of mental health services.

Some small changes will be made to the Questionnaire to simplify it. These will be trialled early next year in Orange and Ryde before being released throughout the state.

More information about the trial in Orange

More information about the trial in Orange can be found on the Mid Western CAG website: www.mwcag.org.au