



MH-CoPES Newsletter

Mental Health Consumer Perceptions and Experiences of Services –
Involving Consumers and Staff in Service Improvement Across NSW

ISSUE 6

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If you have any tips to share about how to make the most of MH-CoPES? Let us know at:
MH-CoPES@nswcag.org.au
or phone
(02) 9332 0249

Hints
and
tips

Mental Health Services Prepare for 'Action & Change'

'Action and Change' is part of the MH-CoPES Framework, a NSW Health process designed to improve adult mental health services in consultation with those at the heart of services - mental health consumers.

Over the past months, adult mental health services across NSW have been busy gathering feedback about their services from their consumers using the anonymous MH-CoPES Questionnaire.

MH-CoPES is gaining momentum across the state and many services are about to receive their first feedback report which will include data collected from Questionnaires between June 2010 and December 2010.

Services are eagerly awaiting their reports and preparing for 'Action & Change' forums which will give consumers and staff an opportunity to have their say about how to celebrate 'Areas of Strength' and how to address 'Areas needing Improvement' outlined in the report.

In every former Area Health Service in NSW trials of Action & Change will commence very



Action and Change - Arguably the most important step in the MH-CoPES Framework ... WHAT DO YOU THINK? Tell us: MH-CoPES@nswcag.org.au or ph: (02) 9332 0200

soon. If you are a current consumer or staff member of an adult mental health services in NSW, look out for your MH-CoPES poster or report highlighting the 'Top 3 Strengths' and the '3 Areas needing Improvement'. Also, keep your ear to the ground about how you can get involved in Action & Change!

Tips to Make the Most of MH-CoPES

In October last year NSW Health gave Adult Mental Health Services the official go ahead to implement the MH-CoPES Framework.

While the value of MH-CoPES as a means to achieving consumer input into service evaluation and improvement is well established, getting any new system off the ground always has its teething problems. Here's what you're telling us is helping:

- 1) **Align MH-CoPES with already existing systems and procedures** so that it becomes second nature e.g. include the Questionnaire in discharge packs, have MH-CoPES on regular team meeting agendas.
- 2) **Hold a training session** so that all staff know the value of MH-CoPES and can answer questions consumers have about MH-CoPES.

- 3) **Advertise MH-CoPES** so that consumers know to ask for a Questionnaire. Posters are available through your MH-CoPES coordinator or under resources in the MH-CoPES tab on www.nswcag.org.au

- 4) **Set up an MH-CoPES corner** in waiting rooms or reception areas with Questionnaire, posters, pens and a return box so consumers can fill out Questionnaires as they wait.

Every service has an MH-CoPES contact to support services with implementation including training. To find out more contact: MH-CoPES@nswcag.org.au or phone 9332 0249.



Broken Hill March 2011

My Neck of the Woods

In each issue we highlight MH-CoPES news from around the state...

Northern Sydney Central Coast report a fantastic uptake in Gosford Mental Health Unit and Macquarie Hospital.

Far West & Western community teams in Bourke, Lightning Ridge, Broken Hill and Dareton trained up and set to get MH-CoPES moving.

Sydney West have at least seven services identified for

Action & Change including most acute inpatient units at Cumberland Hospital.

South East Sydney Illawarra also identified seven services for Action and Change.

Southern are rolling out training and advertising MH-CoPES in their quarterly newsletter.

Sydney South West report that planning is well underway for their Action and Change trial at Liverpool.

Justice Health have begun work on their implementation plan.

North Coast are busy preparing for their Action and Change trial in the Richmond Network.

Hunter New England are plowing on with training across services.

Want to share some news from your neck of the woods? Let us know what's happening at: MH-CoPES@nswcag.org.au or phone 9332 0200

The World Health Organisation & MH-CoPES

DID YOU KNOW that the WHO* (World Health Organisation) says that consumers of mental health services can help to create a better mental health care system?

DID YOU KNOW that the WHO recognizes that encouraging consumers to input into the design, delivery and evaluation of services provides a validity to the system that can not be achieved in any other way?

MH-CoPES was developed and designed in collaboration with consumers and provides mental health services in NSW with a meaningful, structured and achievable way to involve consumers in evaluation and delivery of quality services. MH-CoPES is just one of a number of projects run by NSW Consumer Advisory Group - Mental Health Inc. (NSW CAG).

NSW CAG is a statewide organisation that provides ongoing opportunity for mental health consumers to participate in policy and service development, implementation and evaluation.

To see what else is happening at NSW CAG visit the website: www.nswcag.org.au or phone 9332 0200.

*World Health Organisation, (1993), *Consumer participation manual: A document to facilitate consumer participation in the mental health system*, WHO, British Columbia

Picture Profile... one persons experience of MH-CoPES

NAME: Suzanne Rix

SERVICE INVOLVED IN: Sydney West former Area Health Service Mental Health Network — Consumer Network Co-ordinator.

EXPERIENCE OF MH-CoPES: "I've been involved in writing the five year MH-CoPES implementation plan for Sydney West. I've also been involved in education and promotion of MH-CoPES for staff and consumers."

THOUGHTS ON

MH-CoPES: "I think it is very important for consumers of services to have a say in their care and treatment and this is their opportunity to do that.

With enough consumers involved, it will give a clear picture of their experience and what needs to improve."

HOPES FOR

MH-CoPES: "To make mental health services more user friendly by getting feedback from the people who use it."



MH-CoPES
NEWSLETTER

MENTAL
HEALTH
CONSUMER
PERCEPTIONS
and
EXPERIENCES
OF
SERVICES

