

MH-CoPES questionnaire for people using adult community services

This questionnaire will gather your views about your **experience in the last three months with**

Stamp service name here

(Greater Western Area Health Service) to help the service improve. *Filling in this questionnaire is voluntary.*

Your questionnaire will be kept private.

- Your community mental health service will not see your completed questionnaire.
- Do not put your name on the questionnaire.
- Reports will not identify you.

How will the information I give be used to improve services?

- Your information will be grouped with others from the service.
- A report will be prepared for each Area Mental Health Service summarising what people said needs improvement.
- Each service is expected to work with consumers to make improvements to the service.

Where can I find the results?

- Posters/information sheets will be available at your service outlining the results of the questionnaire.

How do I fill in the questionnaire?

- You will be asked to say what needs to be improved, from YOUR OWN EXPERIENCE.
- For questions 1–23 choose the coloured circle that is the best answer for you:

RED: needs **LOTS** of improvement

YELLOW: needs **SOME** improvement

GREEN: needs **NO** improvement

If the question does not apply you can leave it blank.

For example, Q1 says:

How easy it is to get the services and supports I need ...



If you feel this was something that needs **SOME** improvement you would mark the yellow circle with a cross, like this:

How do I return the questionnaire?

- Please do not give it back to the service:
 - Put it in the MH-CoPES questionnaire return box at the service; or
 - Put it in the reply paid envelope included and return by mail.

Can I get help to complete the questionnaire?

Yes. If you would like help to fill in the questionnaire you could ask a friend or carer or a consumer worker.

• How long have you been using mental health services? Indicate with a cross which fits best:

1–12 months

more than 12 months

Based on your experiences with THIS community mental health service in the last THREE MONTHS indicate how much improvement is needed for the following items:

needs **LOTS** of improvement
needs **SOME** improvement
needs **NO** improvement

These first few items are about improving access to the care you need:

1 How easy it is to get the services and supports I need ...

2 How easy it is to get help from the service in a crisis ...

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

3 How easy it is to see a doctor when I need to ...

4 How well the doctor listens to me ...

5 The amount of time staff spend with me ...

6 The level of respect staff show for me ...

7 How well staff listen to me ...

8 The sense of hope staff show for my future ...

9 Opportunities for me to have a say in my own care ...

10 The encouragement staff give me to join consumer-focussed programs (for example: support groups, drop-in centres, phone lines, self-help, peer support, consumer advocacy groups) ...



needs **LOTS** of improvement
needs **SOME** improvement
needs **NO** improvement

How much improvement is needed for the following items:

11 The opportunities for my family/carer to be involved in my treatment when I want ...

12 How safe I feel when I am in contact with this mental health service ...

13 How safe I feel in raising concerns with the service when I have a problem ...

14 The service's willingness to address problems ...

The next few questions are about improving the information provided by services:

15 The amount of information I get about my mental illness and treatment ...

16 Information about my rights and responsibilities ...

17 Information about mental health services and programs available ...

18 Information about other support services (eg: housing, employment, family support, Centrelink etc) ...

19 Information about how to maintain my mental health ...

20 Information about who to contact in a crisis ...

The next question is about improving privacy:

21 How well my personal information is kept private ...

The next questions are about improving choice of treatment:

22 The amount of information I get about different types of treatments available ...

23 The choices I have about the treatment I receive ...

24 Overall, what do you think of the care you received at this community health centre?

Excellent Very good Good Fair Poor Don't know

... continued overleaf

In this last section, please feel free to make any comments about the community mental health service you receive:

25 Describe what you don't like about the services you receive here:

26 Describe what you like most about the services you receive here:

27 How can the service improve?

These last questions come from the NSW Health Survey and are about your overall view:

28 In the last three months have you attended a hospital emergency department (or casualty) for your own mental health care?

- Yes No Don't know

If yes, overall what do you think of the care you received at this emergency department?

- Excellent Very good Good Fair Poor Don't know

Thank you for your time and comments.