

MH-CoPES Newsletter

Involving Consumers and Staff in Service Improvement Across NSW



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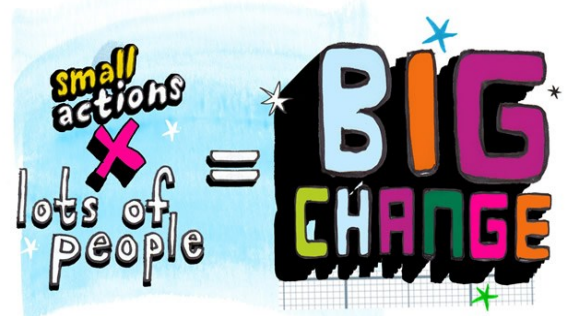
Picture Profile... one persons' experience of MH-CoPES



Mental Health Services See Changes

Action and Change has truly been underway in NSW's Adult Mental Health Services. This has provided an opportunity for consumers and service providers to plan and act on their MH-CoPES reports. This is arguably the most important step of the MH-CoPES Framework and where service improvements have begun. Through forums, meetings and consultations, consumers were able to put their views forward about where they think services might make changes to improve the experiences of service users.

Staff were also encouraged to give their suggestions and together with consumers they developed action



Action and Change - WHAT DO YOU THINK ABOUT IT? Tell us: MH-CoPES@nswcag.org.au or phone: (02) 9332 0200

plans. The strategies within these action plans have been accepted by service management and will be monitored in the coming months.

Services Making the Most of MH-CoPES

In the initial 6 months of the first year of implementing the MH-CoPES Framework, 104 individual mental health services across NSW participated in distributing the questionnaire. This represents approximately 26% of the total number of mental health services in NSW.

The 104 participating services were made up of 53 inpatient services and 51 community services.

Of the 104, a total of 41 services (39%)

conducted *Action and Change*.

As part of *Action and Change*, to date over 100 strategies for service improvements have been developed by consumers and staff working together at a local level in individual services.

For more information on how to make the most of MH-CoPES contact the MH-CoPES Team at NSW CAG on 9332 0200

My Neck of the Woods

In this issue we have highlighted one strategy for improving services from each former Area Health Service.

Northern Sydney Central Coast are asking educational facilities to provide nurse training recommendations around key skills and functions for the nursing role in mental health.

Greater West's residential facilities will commence formalised, in house, client education sessions on mental illness and treatment. These sessions will also be available to all ambulatory clients.

Sydney West's information on medication and treatment will be available in their patient areas and there will be wall mounted pamphlet holders installed with a range of information on display.

South East Sydney Illawarra will hold a monthly focus group with consumers to discuss their rights and responsibilities.

Sydney South West's NUMs will ensure that all consumers know that they have a right to have a family member, consumer worker or friend attend their weekly review meeting.

North Coast are reassessing plans for promoting their Mental Health Access Line.

Hunter New England will include discharge planning as a standing item on all Care Review meeting agendas.

Greater Southern's social workers will provide education to consumers on a weekly basis about local health providers and other available services.

Justice Health has conducted training with over 30 Shift Leaders who are now ready to begin questionnaire distribution.

Picture Profile... one person's experience of MH-CoPES

NAME: Phil Escott

CURRENT ROLE: "I'm involved in the Sydney LHD as a Consumer Coordinator and my job involves supervision, managing our program, peer support, advocacy and educational work including research projects. I have direct contact with consumers at our inpatient centres and community health centres in the area".

EXPERIENCE OF MH-CoPES: "I was selected to be

on the initial planning committee that developed the project and designed the questionnaires. I am now overseeing distribution of the questionnaire and I've been part of *Action and Change* meetings. Currently I'm on the district MH-CoPES committee.

HOPES FOR MH-CoPES: "I am hoping clinical staff become more involved in the project and that we receive timely data of the results. I would like to see a higher take up rate. But primarily



I would like to see more recovery orientated services and better ways of doing things in mental health. Consumer workers have a big role to play in promoting MH-CoPES and we should be valued and encouraged in the good work we all do".



PLEASE REMEMBER TO THROW AWAY ALL OLD QUESTIONNAIRES AND ONLY DISTRIBUTE THOSE THAT HAVE A SPACE FOR A SERVICE CODE.

Any questions please contact Ed Coney
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