

Mental Health Consumer Perceptions & Experiences of Services (MH-CoPES)



Answers to some of your questions about MH-CoPES

1. What is MH-CoPES?

MH-CoPES is a way for consumers to express their views and experiences of mental health services in NSW and for this feedback to help services improve.

2. Why have I been given a Questionnaire?

The Questionnaire is a way for you to provide feedback on the mental health service you have recently used. This will help identify what the service is doing well and where it needs to improve.

- Each consumers' experience is different
- Your opinions are important

Your privacy is maintained in the Questionnaires and in reports

3. Are my answers confidential?

Yes, your answers are confidential. Your answers will not be seen by staff.

4. Where can I get help to complete the Questionnaire?

Feel free to ask a friend, family member, carer or local mental health service staff or a Consumer Worker (if available in your service) to help you complete the Questionnaire.

5. What do I do with my Questionnaire when I have filled it out?

Please return your Questionnaire by putting it in the reply paid envelope, then

- Post it, or
- Put it in an MH-CoPES return box

Filling out a Questionnaire is completely your choice

6. What will happen to my Questionnaire?

Your Questionnaire will be sent to InforMH, NSW Health. Your individual feedback will then be combined with other consumers' feedback to provide a summary of where the Service is doing well and where it needs to make improvements. These summaries are provided as reports to the Service, Area, NSW Health and consumers. Using these reports consumers and staff work together to make improvements.

7. Are there other ways that I can provide my feedback about services?

Ask the mental health service staff or a Consumer Worker (where available) about the patient advocate unit, consumer forums and other feedback channels at your service.

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If you have a serious complaint contact: The Complaints Unit, Complaints Manager or the Patient advocate Unit at the service; a Consumer Worker or Representative for your area; an Official Visitor; and/or The Health Care Complaints Commission. These people can help you register and resolve any serious complaints.

Any legal reportable incident noted on a Questionnaire will be referred to the appropriate organisation.