

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

A partnership between NSW Consumer Advisory Group - Mental Health Inc. (NSW CAG) and NSW Health, Mental Health and Drug and Alcohol Office



**Update # 5
January 2011**

- The MH-CoPES Framework is ALIVE and KICKING
 - We welcome our new recruits
 - Meet Elissa and Ed
 - Who is my Area Liaison Officer?
 - What is my MH-CoPES code?
 - What's happening in your area
- Your SUCCESS shared across NSW
- MH-CoPES Questionnaire Return Rates



better services

better outcomes

MH-CoPES Stage 3 Project Update # 5, January 2011

The MH- CoPES Framework is ALIVE and KICKING !

Following a year of preparing, training and learning about the MH-CoPES Framework, the Director of the Mental Health and Drug and Alcohol Office (MHDAO) officially announced on 1st October 2010 that all NSW public adult Mental Health Services were to:

Begin implementing the MH-CoPES Framework

This is a very exciting time!

This means ALL public adult mental health services in NSW should:

- Offer the MH-CoPES Questionnaires to their consumers
 - Support consumers to complete the MH-CoPES Questionnaire
 - Advertise their MH-CoPES report to consumers and staff to:
 - ♦ Celebrate their STRENGTHS
- AND
- ♦ Highlight areas needing improvement
- Work with consumers to:
 - ♦ Respond to their report
- AND
- ♦ Improve their services.

We welcome our new recruits

The MH-CoPES team said goodbye to some members of the team in September as they went off for adventures around the world. They were dedicated and we appreciate all their hard work. The team is now back at full capacity with the exciting addition of two new enthusiastic Area Liaison Officers (ALOs) Elissa Shirvington and Ed Coney:



The MH-CoPES Team (left to right)

Ed Coney (ALO), Elissa Shirvington (ALO), Kamani Thanakrishnan (Administration Officer), Danielle Perkes (ALO) and Louisa Riste (Project Manager)

Questionnaires

Please throw out all old Questionnaires.

ONLY USE NEW QUESTIONNAIRES.

They are the way forward. You can spot a new Questionnaire as it has a box in the top right hand corner of the front page, to insert the MH-CoPES unit or service code.

To order NEW Questionnaires for your service speak to your local MH-CoPES Coordinator or Representative or your MH-CoPES Area Liaison Officer.

What is my MH-CoPES code?

The new MH-CoPES Questionnaires require a service code to be inserted into the top right hand box on the front page of the Questionnaire before handing to a consumer. To confirm or find out your MH-CoPES code, speak to your MH-CoPES Coordinator or Representative or your MH-CoPES Area Liaison Officer.

Meet Elissa and Ed

Elissa Shirvington is a registered psychologist. Elissa has worked within private organisations and community mental health settings in NSW. Her experience extends across Australia and England working in 'return to work', counseling and psychological therapies for individuals, training and education for staff and liaison for management.

Ed Coney has expertise in facilitation and community development. He has worked on community projects both in England and South Africa. Ed's work experience includes case management in physical and learning disabilities, as well as lecturing and research in health sciences at an international university and counseling at a National drug treatment centre.

Who is my Area Liaison Officer?

Each former Area Health Service in NSW has their own MH-CoPES Area Liaison Officer (ALO). The contact details of each ALO are listed below:

Danielle Perkes:
02 9332 0221 or 0458802329,
dperkes@nswcag.org.au

Works with:

- Justice Health
- North Coast Area Health Service
- South Eastern Sydney Illawarra

Elissa Shirvington:
02 9332 0224 or 0407884619,
eshirvington@nswcag.org.au

Works with:

- Northern Sydney Central Coast
- Sydney West
- Greater West

Ed Coney:
02 9332 0222 or 0429460240,
econey@nswcag.org.au

Works with:

- Hunter New England
- Sydney South West
- Greater Southern

New MH-CoPES

"Thank you for all your hard work, dedication and support with MH-CoPES in our Area Health Service. Your help has been invaluable and much appreciated"

MH-CoPES Area Coordinator about an Area Liaison Officer

"Great article and photo about Liverpool Consumer Support Office in the August Newsletter"

MH-CoPES Area Coordinator

The image shows two overlapping MH-CoPES questionnaires. The top one is for 'people using adult community services' and the bottom one is for 'people using adult inpatient services'. Both questionnaires have a box at the top right for 'Enter service code here'. A blue callout bubble points to this box on the community services questionnaire, which contains the number 6897. The bubble contains the text 'Insert MH-CoPES Code HERE'.

What's happening in your area?

A 'road show' was conducted within **Hunter New England Mental Health Services**, presenting to management around the MH-CoPES Framework. This was the first phase of the staff education rollout strategy with further training planned in the future. It was very encouraging to see the proposal for inclusion of MH-CoPES in service planning and delivery.

Greater Southern Mental Health Services are reviewing feedback from consumers through their MH-CoPES reports, and have put **Action and Change** on their agenda. MH-CoPES Questionnaires continue to be completed by consumers, with Greater Southern achieving a massive 22% return rate in inpatient services.

The MH-CoPES working party for **Sydney South West Mental Health Services** MH-CoPES working party continues to operate successfully, assisting to implement MH-CoPES across Sydney South West. Their new Area Liaison Officer, Ed Coney, is looking forward to working closely with them to assist in planning for future progress and provide support as they continue with MH-CoPES.

In **Sydney West Mental Health Services**, implementation of the MH-CoPES Framework continues full steam ahead in acute services. The Paringa unit at Cumberland Hospital is to be congratulated on great Questionnaire return rates.

Well Done Paringa

Rehabilitation/long stay units will be the next focus for implementation of the Framework and distribution of the Questionnaires. A training plan for staff is being developed for 2011.

Staff training is the big focus for **Northern Sydney Central Coast Mental Health Services** over the coming months. Most units have new MH-CoPES Questionnaires, return boxes, code stamps and posters are ready to go. Elissa Shirvington, Area Liaison Officer presented to the mental health service executive meeting on 13th December to progress their training plan.

In **Greater West**, in addition to their general MH-CoPES service report, 3 individual mental health units also received their own MH-CoPES report, revealing positive feedback on consumers experiences of their services. Elissa Shirvington, Area Liaison Officer is excited about working to support the continuation of their great work.

North Coast Mental Health Services recently completed an educational drive to train staff around MH-CoPES, followed by a successful blitz month of Questionnaire distribution across their services. They are looking forward to commencing their MH-CoPES Framework trial in the Richmond Network in 2011.

South Eastern Sydney Illawarra Mental Health Services have completed a successful blitz month of Questionnaire distribution across their community services. All four network / cluster managers have also received training as well as Consumer Worker education session in the Northern and Central Networks.

The MH-CoPES team at NSW CAG are very happy to announce that we will now be working with the **Forensic Hospital at Long Bay as part of Justice Health**. Area Liaison Officer, Danielle Perkes, will be working with them to develop an MH-CoPES Framework implementation plan.

"Thank you for the Newsletter updates that include information on our Area Health Service - so we know what is going on"

Staff member at an inpatient unit



Your SUCCESS shared across NSW

MH-CoPES Questionnaire Return Rates

Congratulations to all staff across NSW for an improvement in their MH-CoPES Questionnaire return rates and moving steadily towards achieving the Mental Health Drug and Alcohol Office (MHDAO) goals of:

5% inpatient return rate
10% community return rate

Better Services

- **Well done to South Eastern Sydney Illawarra**, who have achieved the highest community return rates in the state with a rise from 0.5% to 3% and hitting the 10% goal in inpatient services
- **Congratulations to North Coast** they have jumped from 1.9% to 2.4% in community services and have exceeded the inpatient goal, jumping from 8% to 14%
- **Great job Sydney West** they have remained steady with their community return rates and have increased their inpatient returns from 4% to 6%
- **Big cheer to Greater Southern** they have increased their community return rates from 1.2% to 2.1% and remain among the top achievers in inpatient returns with 22%

Better Outcomes

- **Bravo to Greater Western** who have doubled their community return rates from 0.7% to 1.4% and are head of the pack with a record 25% in inpatient services
- **Hooray to Northern Sydney Central Coast** who have increased their community return rates from 0.1% to 0.4% and their inpatient return rate of 8% is well on the way to the 10% goal
- **Round of applause for Sydney South West** they have raised their community return rate from 1.1% to 1.4%; and their inpatient return rate from 8% to 10%
- **Welcome to Justice Health** who recently began distributing the MH-CoPES Questionnaires and achieved a 4% return rate across their services

If you have a **success story**, an example of **great practice** or a **handy hint and tip** which helps you with MH-CoPES, let us know and we can

‘Share your success across NSW’

Contact us

For more information or to put your name down for MH-CoPES Project updates please contact us on: 02 9332 0249 or email:

MH-CoPES@nswcag.org.au