

MH-CoPES

Mental Health - Consumer Perceptions and Experiences of Services

better services better outcomes



**YOUR
VOICE**

**YOUR
SAY**

• 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) ... ☐ ☐ ☐

 MH-CoPES questionnaire for people using adult community services

We want to hear your views about this service

Ask for an MH-CoPES Questionnaire

MH-CoPES offers a way for people who use public, adult mental health services to express their views about the services they use, and for services to listen and improve.

What you say in your Questionnaire is confidential.

For more information contact:

NSW HEALTH