



Do consumers of mental health services recall receiving information about physical health?

Information is important for action

To support people being equally well, services should ...

- ▶ Provide information on important physical health issues
- ▶ Monitor and improve how well they are doing this

- ▶ Equally well focus areas: Measure progress, Promote awareness, Facilitate collaboration
- ▶ Lived Experience Australia framework: Ask, Advise, Assist, Advocate

What do NSW mental health consumers report about whether they were informed about six key physical health issues ?



Your Experience of Service

- ▶ YES asks people about their experience of mental health services
- ▶ NSW Health implemented YES in 2015
- ▶ Available throughout the year
- ▶ Almost 24,000 questionnaires returned in 2021



 Your Experience of Service

Service:

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put a cross in just one box for each question, like this ...

These questions ask how often we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:

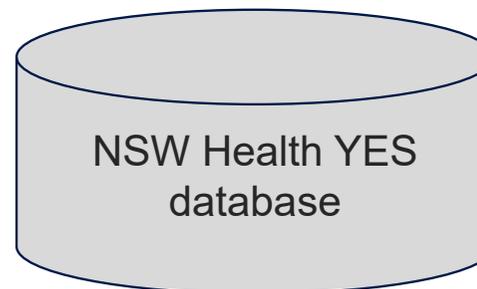
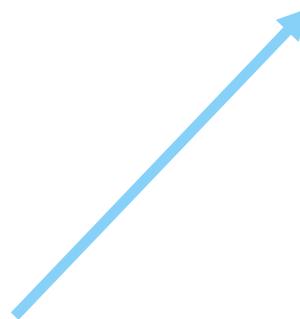
	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt welcome at this service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Your privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff showed hopefulness for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff made an effort to see you when you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You had access to your treating doctor or psychiatrist when you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. You believe that you would receive fair treatment if you made a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your opinions about the involvement of family or friends in your care were respected	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YES collection and reporting

Paper survey forms



eYES
QR codes on
pocket cards or
posters



Reporting

- Monthly, 3m and 6m pdfs to services
- 3m reports to LHD Boards and CEs
- Monthly Qlik app
- Annual public report

Or ...

www.youexperience.health.nsw.gov.au

Service code U000 (a test service)

People completing YES are reasonably representative of NSW consumers

Difficult to calculate a traditional survey return rate

More returns from hospital consumers

Under-represented voices

- Younger community consumers
- Older hospital consumers
- People receiving involuntary care
- People with brief care

		Hospital		Community	
		YES returns	Clients	YES returns	Clients
Sex	Female	44%	 	49%	 
	Male	46%	 	51%	 
Age	Under 18	8%	 	7%	 
	18-65	76%	 	80%	 
	Over 65	7%	 	13%	 
Duration of care	< 2 weeks	51%	 	70%	 
	3 week - 6 month	30%	 	28%	 
	> 6 month	7%	 	2.4%	 
Indigenous		10%	 	10%	 
Involuntary		33%	 	46%	 

Healthy Active Lives (HeAL) questions

In the last 3 months has the service advised you about the following ?



Healthy eating & diet



Smoking*



Alcohol & drug use



Sexual health



Exercise



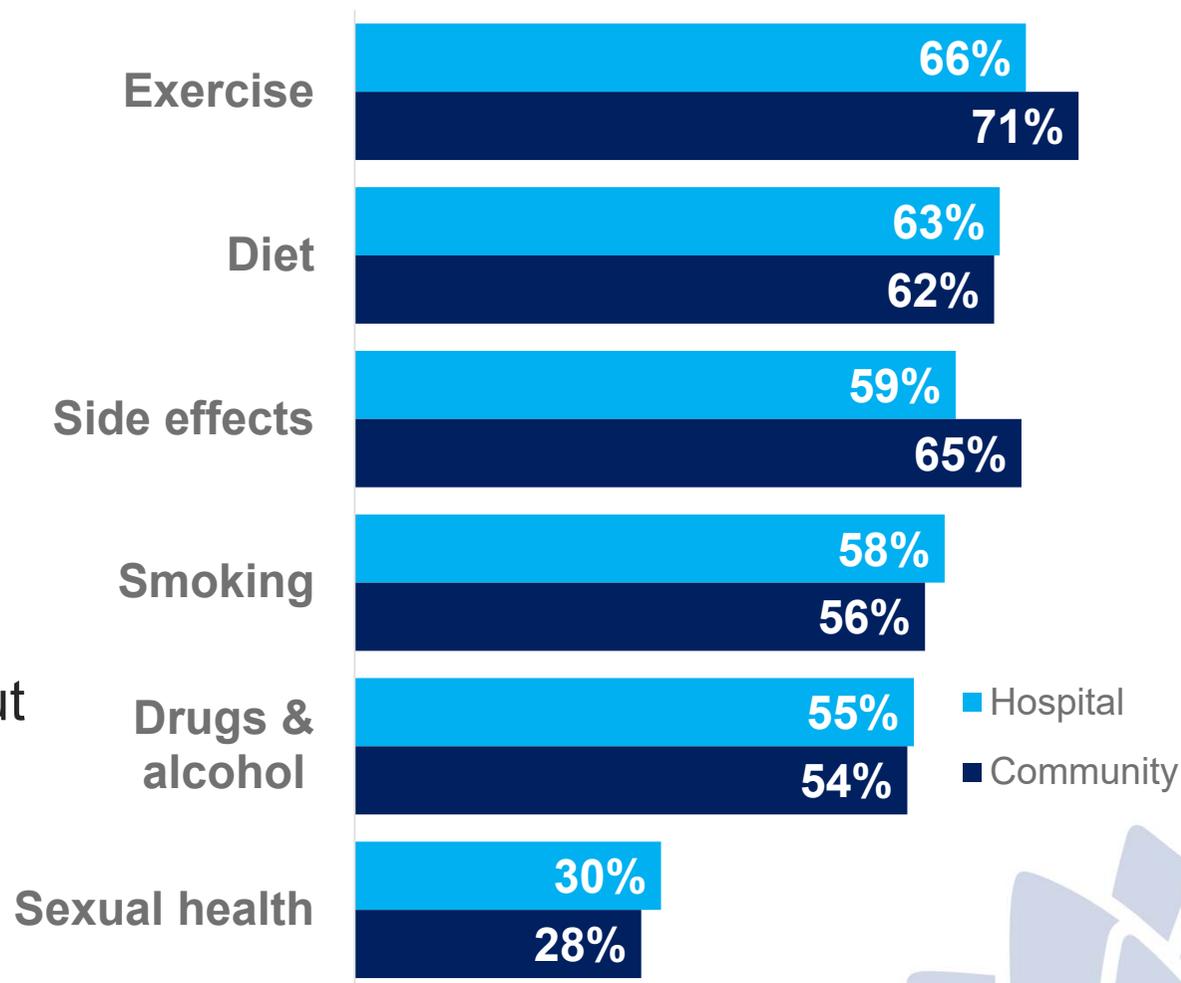
Medication*
side effects

Answers: No, Yes, Not sure, Not applicable (*)

What do people recall ?

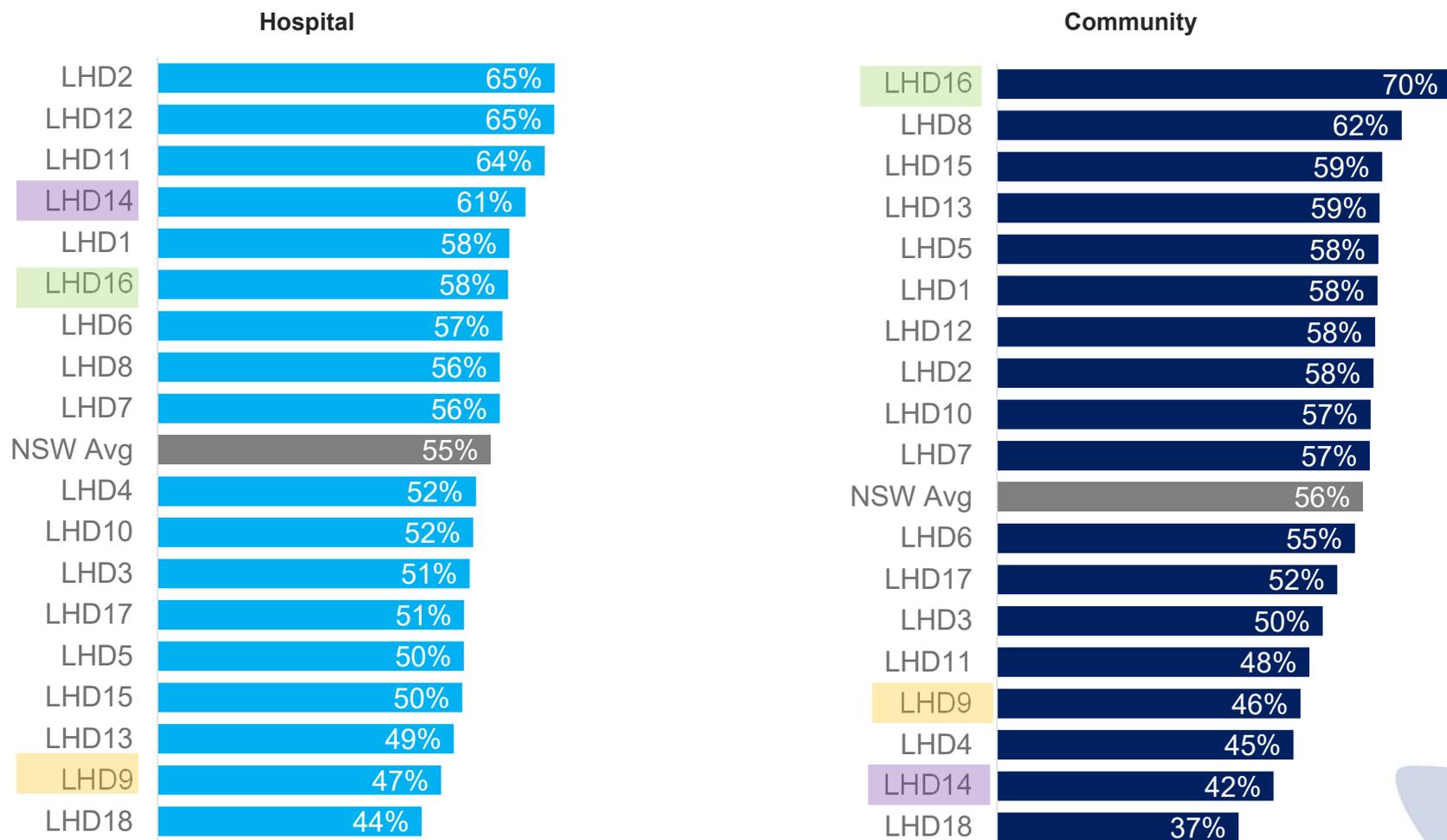
For most questions half to 2/3 of consumers recall being given some information

- Most recall for exercise, diet, side effects
- Lowest recall for sexual health
- Hospital and community similar, but community slightly higher for exercise and medication side effects



Percent = Yes / (Yes + No + Not sure)

Variation across LHDs/SHNs



Percent = average of all HeAL questions



NSW
GOVERNMENT

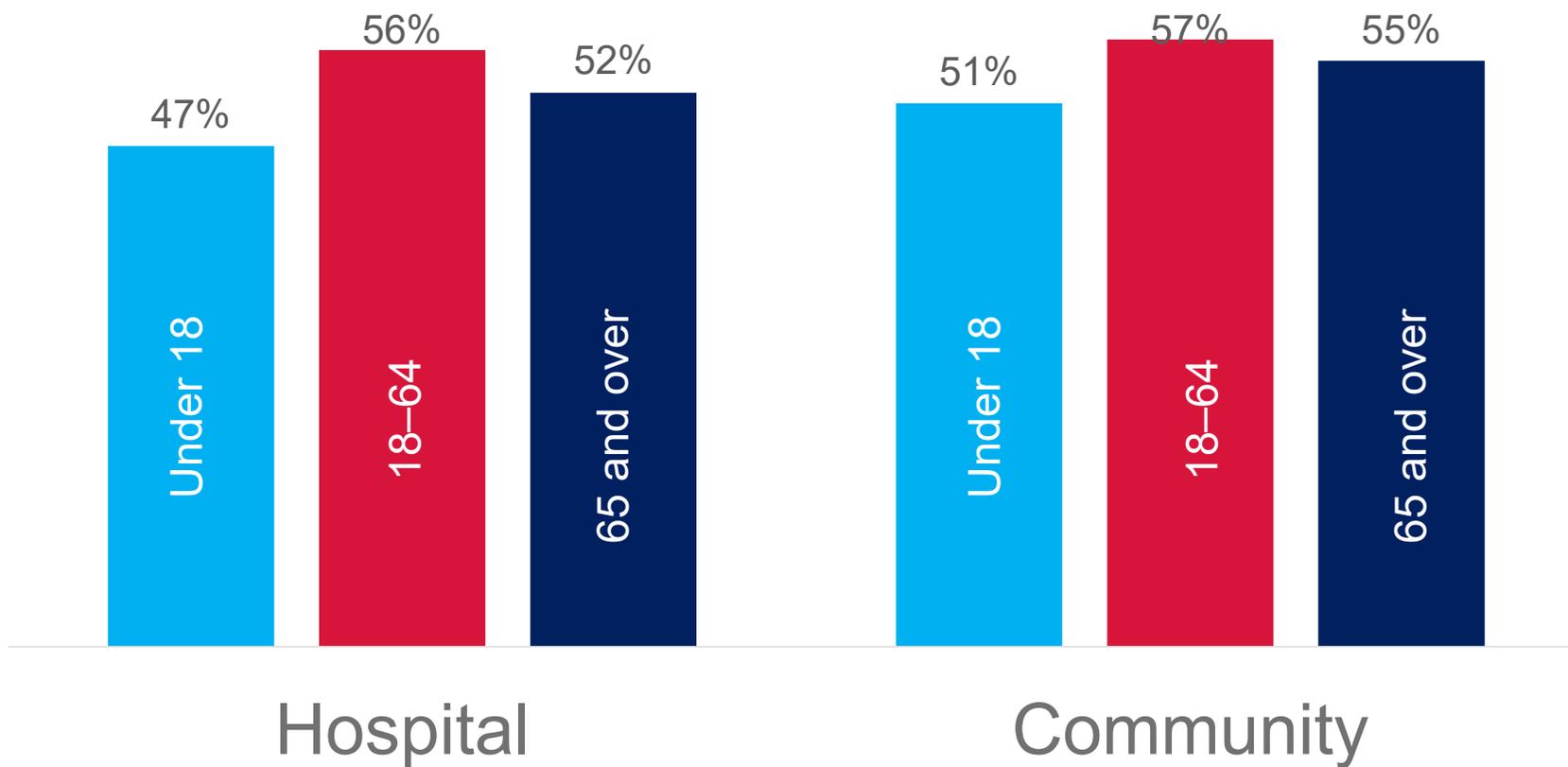


Do some groups of people recall this information differently?



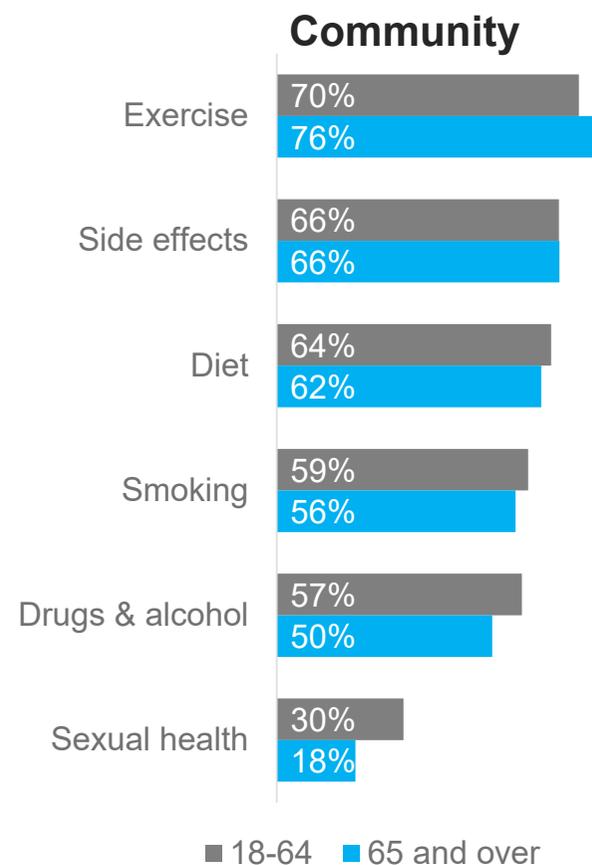
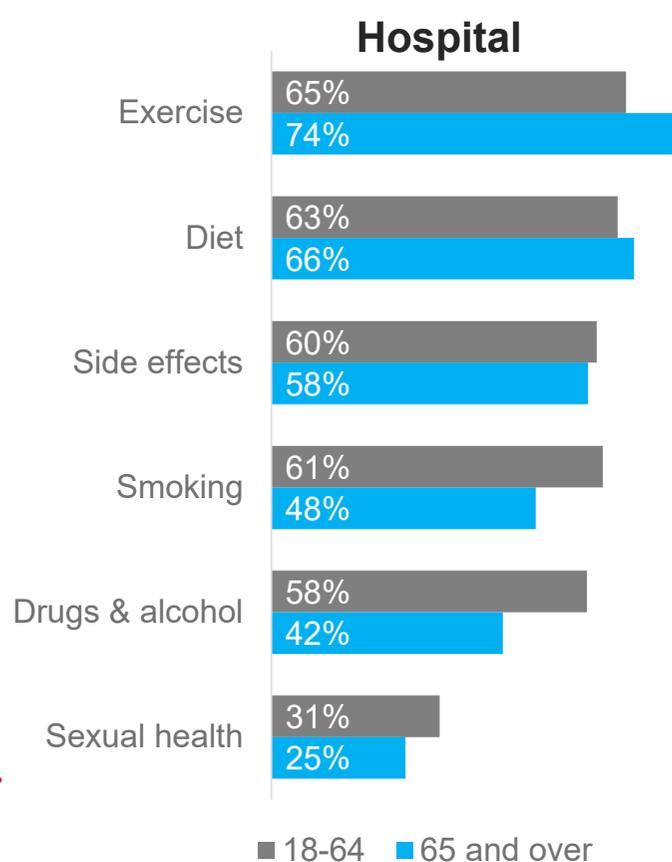
Younger People (less than 18 years)

Were *less* likely to recall information about all physical health questions. In particular, smoking, drugs & alcohol and sexual health



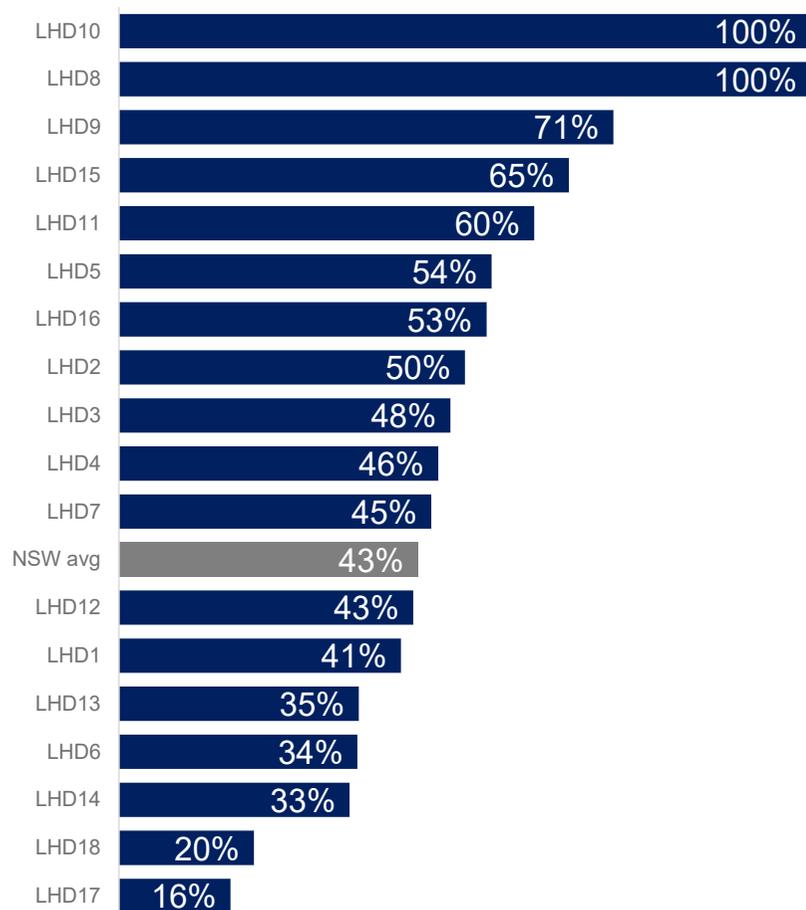
People over 65 years

Were **more** likely to recall information diet and exercise, but **less** likely to recall information about smoking, drugs and alcohol and sexual health

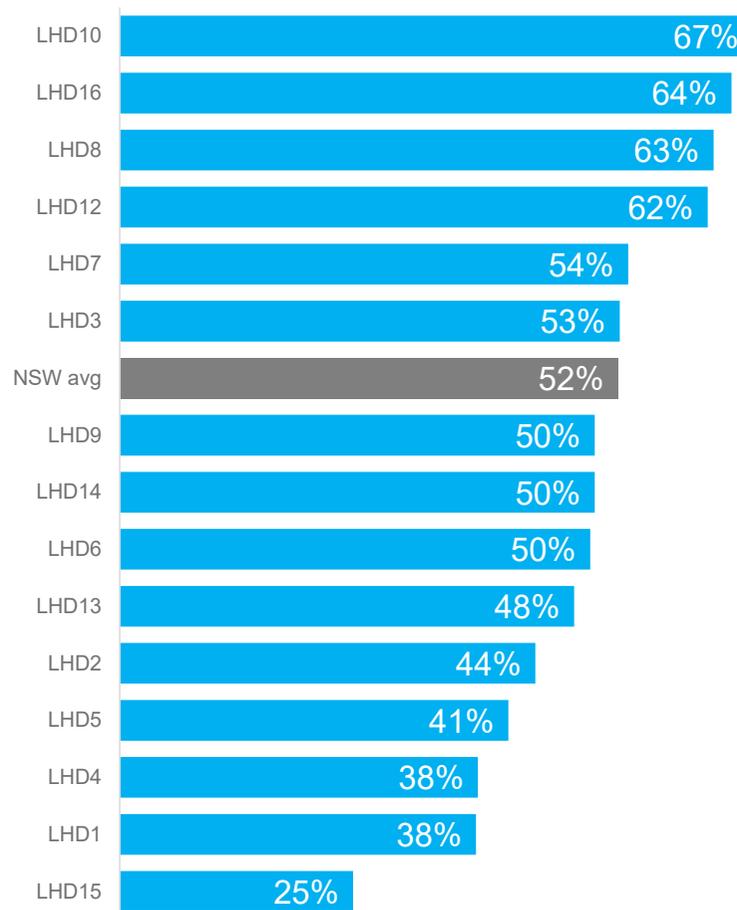


Variation: Recall about drugs and alcohol in community MH services

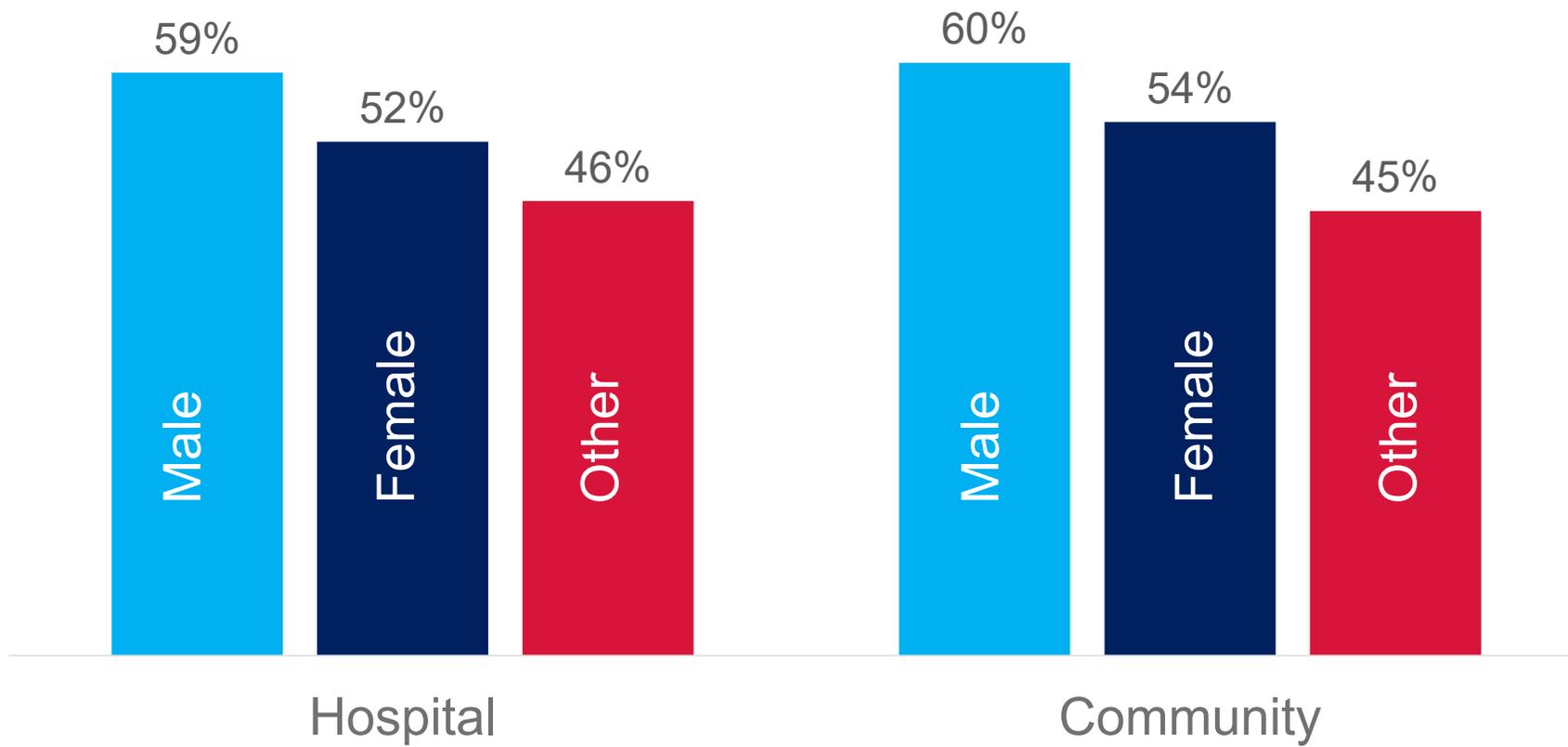
Child and adolescent services



Older persons services

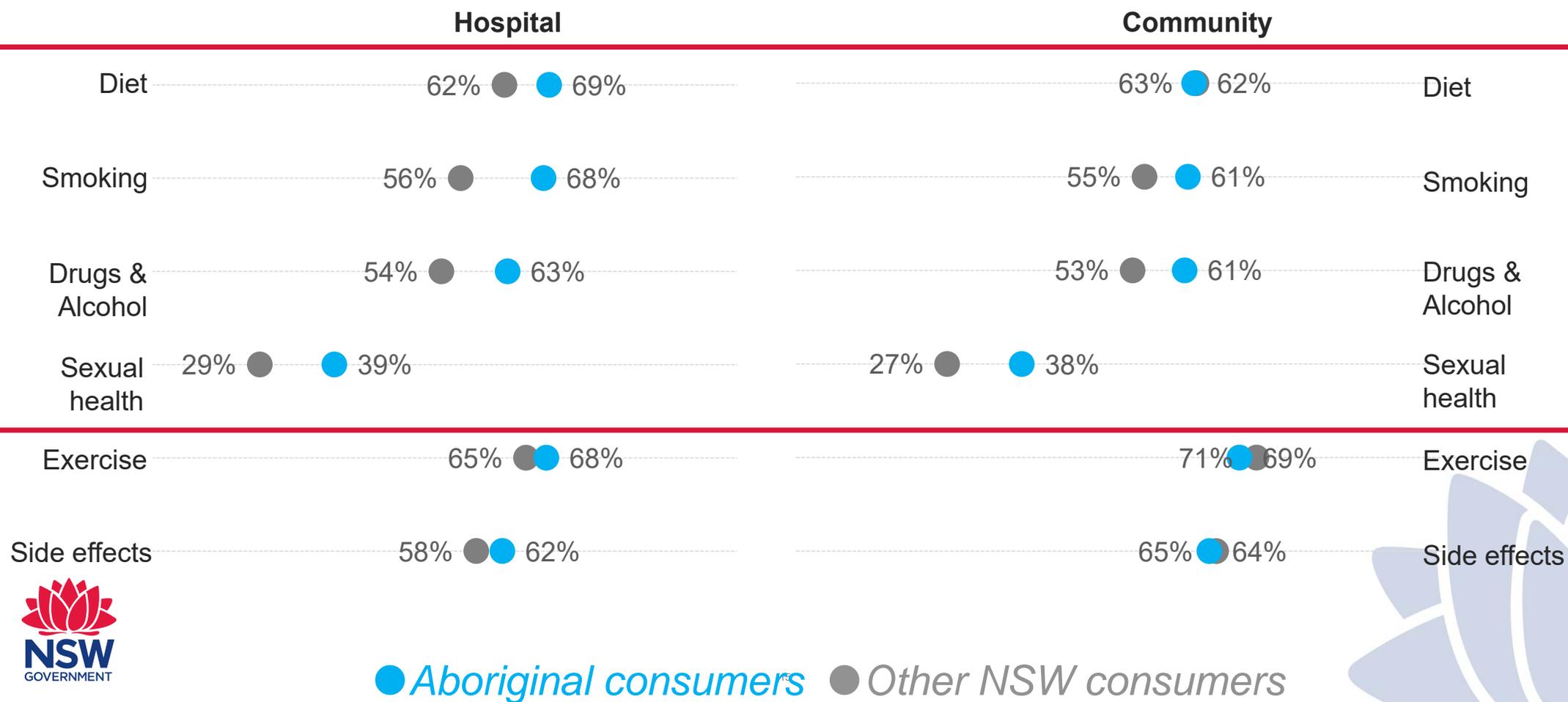


Recall differed by gender



Consumers who identified as Aboriginal and/or Torres Strait Islander

Were *more* likely to recall information about diet, smoking, substances, sexual health



People with positive experience of care planning also recalled more

When Q21 (*Development of a care plan that considered all of your needs*) was rated highly, people were also more likely to recall receiving information about physical health.

Response to Q21	Hospital		Community	
	Poor/Fair/Good	Very Good/Excellent	Poor/Fair/Good	Very Good/Excellent
Diet	49%	71%	37%	72%
Smoking	45%	64%	36%	64%
Drugs & alcohol	42%	61%	35%	61%
Sexual health	19%	36%	15%	33%
Exercise	53%	72%	49%	79%
Side effects	42%	68%	39%	76%

When information about physical health is included as part of comprehensive care planning it may be more likely to be provided or recalled ?

My experience would have been better if...

We could have discussed my diet

Allied health services were available

More information/resources about alcohol and drugs

More information about medications and side effects

More resources & information

Sexual health was discussed

My case manager spoke to my drug and alcohol worker

Healthier food options

More exercise equipment/programs

There was a smoking area

Sexual health education & promotion

The best things about this service were...

They considered my physical health as well

Having the support of a dietician

The health workshops e.g. sexual health workshop

The psychiatrist listened to my concerns about side effects

Access to support

Feeling safe to discuss my alcohol use

Clear explanation of medications

Linked in with drug and alcohol services

Activities with the OT and physio

Provided alternatives to smoking

They weren't weirded out when discussing sexual health

Action & Change

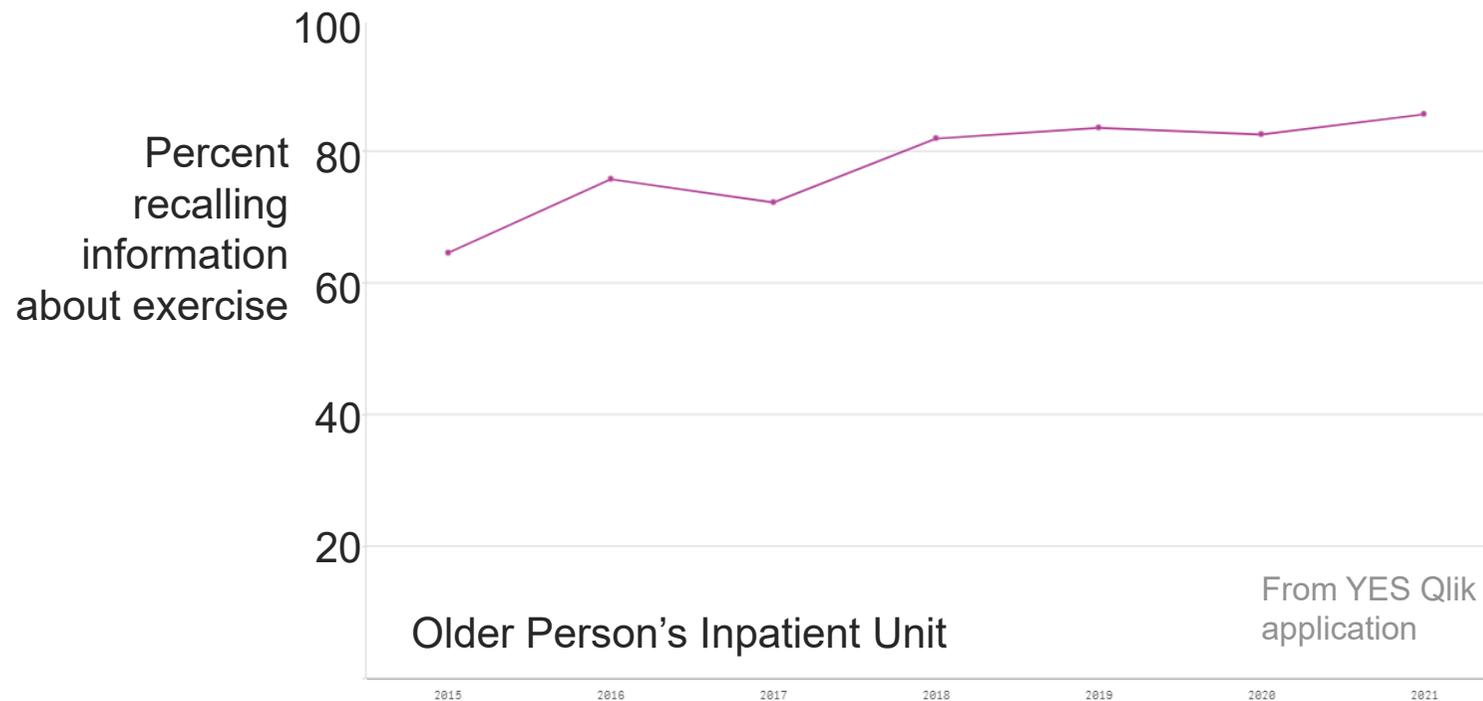
“Our service was scoring low on Q32. *Possible side effects of some medications.* We also noticed that medications and side effects were mentioned often in the free text.

Now, consumers have a monthly face to face discussion with the pharmacist to discuss their medication needs. Since making this change, consumers report feeling more respected, informed and involved”



Action & Change

“Using the YES data and free text responses we identified that consumers in our Older Persons MH inpatient unit wanted more group activities such as art, exercise, mindfulness and education on healthy lifestyle. To better support this we added an exercise physiologist and art therapist to the team”



Conclusions

- ▶ Questions on physical health information (HeAL) can be included in consumer experience surveys
- ▶ They provide potentially useful information on differences between issues, services and groups of consumers
- ▶ Health services and clinicians often give information, but if we want it to support consumer health choices we should also ask is it

The right information

In the right format

At the right time

for this person

- ▶ If information isn't recalled, it is unlikely to be helpful



Thankyou

- ▶ Sarah Kelshaw
- ▶ Being NSW, Peri O'Shea, Irene Gallagher
- ▶ Mental Health Carers NSW, Johnathan Harms
- ▶ NSW YES and CES Steering Committee
- ▶ LHD/SHN YES coordinators
- ▶ All NSW mental health service consumers completing YES and CES



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