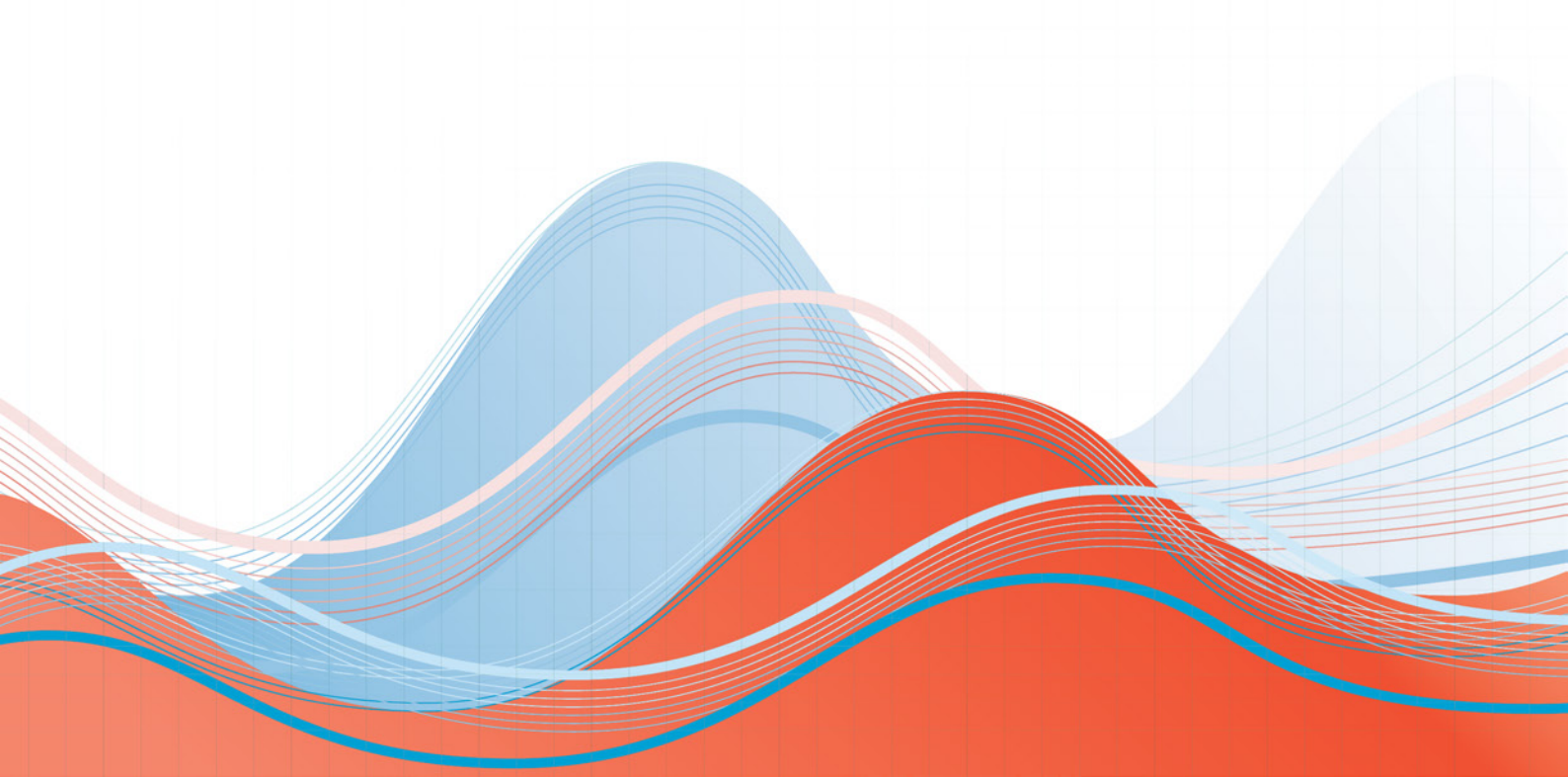


# Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health  
February 2010 and February 2011

Performance Profile:  
Coffs Clarence facility group



# Introduction

The Bureau of Health Information has produced a Performance Profile for each Local Health District (LHD) and facility group included in its report *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.

This profile report offers a detailed snapshot of the performance of Coffs Clarence facility group community mental health services. It is based upon 139 responses to the *NSW Health Patient Survey*, made by people accessing services in February 2010 and February 2011.

Due to small sample sizes, survey results for individual community mental health facilities were grouped together for reporting purposes. We report at these group levels.\*

The profile builds on the main report, providing another layer of detail about local performance of Coffs Clarence facility group. This profile includes survey results for:

- aspects of care scores relative to other facilities and NSW average
- the three highest and lowest ranking questions
- overall ratings of care
- demographic information about respondents.

The main report contains information on a state level, including:

- An overall account of how community mental health services are perceived and rated by users of the services
- How the ratings and perceptions about community mental health services differ from those given by other patient groups
- The extent of variation in ratings and perceptions within the state at regional and local level
- The highest rated aspect of care for community mental health services
- The lowest rated aspect of care for community mental health services
- Differences between population subgroups, for example whether perceptions and ratings of care differ between Aboriginal and non-Aboriginal people
- A comparison with other jurisdictions undertaking similar surveys to place NSW results in a broader context.

The main report and the associated *Patient Perspectives Technical Supplement: Mental health services in NSW public facilities, February 2010 and February 2011* are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

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(\*) Included in Coffs Clarence facility group: Bellingen Mental Health Service for Adults, Coffs Harbour Mental Health Acute Care Service, Coffs Harbour Mental Health Consultation Liaison Service, Coffs Harbour Mental Health Service for Young People, Coffs Harbour Mental Health Service for Adults, Coffs Mental Health Service for Older Persons, Coffs Clarence Mental Health Vocational Educational Training and Employment Service, Coffs Harbour Mental Health Community Rehabilitation Service, Coffs / Clarence Mental Health Service for Older People, Grafton Acute Care Service, Grafton Mental Health Service for Adults, Grafton Aboriginal Emotional Wellbeing Service, Grafton Mental Health Service for Young People, Macksville Mental Health Service for Adults, North Coast Mental Health Vocational Education Training and Employment Service.

# Coffs Clarence facility group: performance profile NSW Community Mental Health Survey

Survey questions were grouped into themed categories, called aspects of care and allocated a score. These scores were used to directly compare relative performance.

Within each aspect of care, those facility groups positioned towards the top of the range are performing well relative to other facility groups. Those located at the bottom are doing less well.

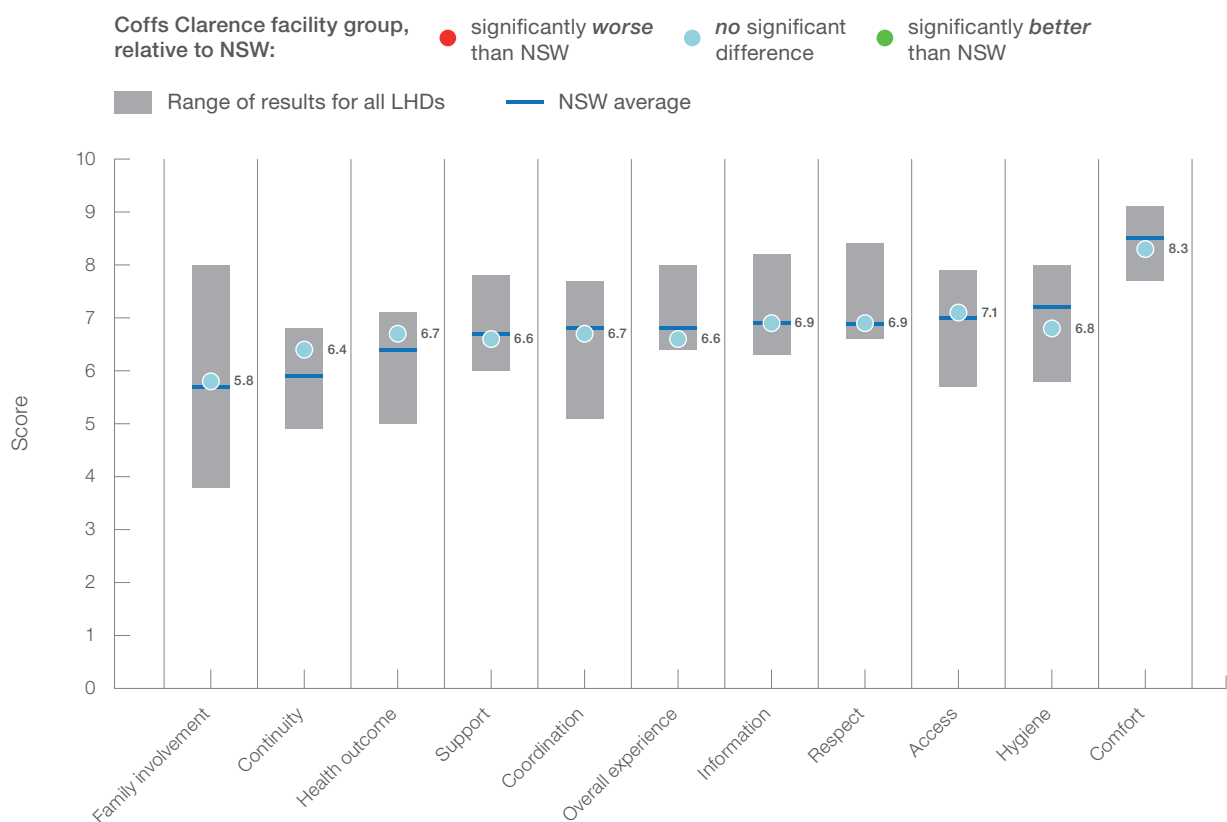
This graph shows for each aspect of care:

- scores for Coffs Clarence facility group (shown as a dot)
- state average (shown as a blue line) and,
- the range of scores achieved across all NSW facility groups (shown as a grey block).

The graph also illustrates results of significance testing for Coffs Clarence facility group compared to the NSW average.

As a guide, green dots indicate results that are significantly higher than the state average, while red dots represent a facility group is significantly lower than NSW.

Figure 1: **Coffs Clarence facility group** Aspects of care scores relative to other facilities and NSW average

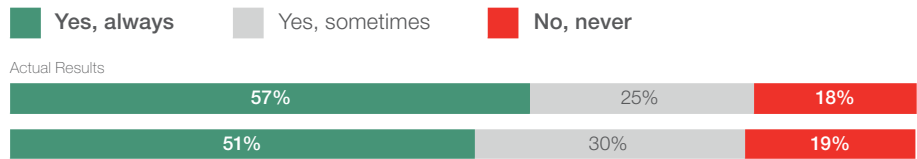


Note: Results for facility groups with a response rate of <20%, are suppressed. For fuller definition and description of aspects of care, see *Patient Perspectives: Mental health services in NSW public facilities, Volume 2, Community Mental Health*.  
Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011*.

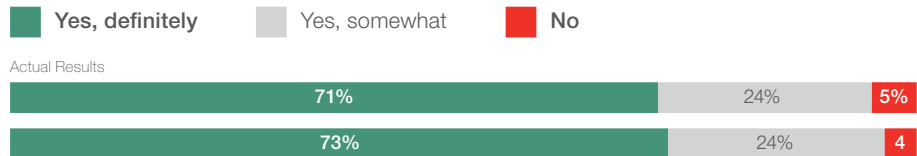
**Coffs Clarence:** What patients rated most positively about these services <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

HIGHEST: Did the healthcare professional explain what to do if problems or symptoms continued, got worse, or came back?



SECOND HIGHEST: If you attended a clinic, was the area where you met with staff clean and comfortable?



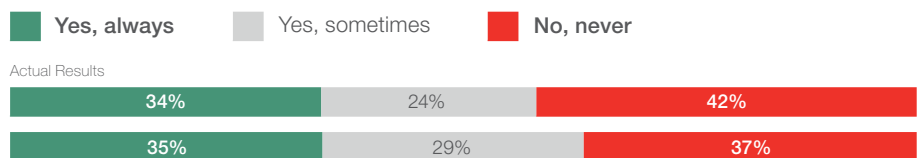
THIRD HIGHEST: Did the healthcare professionals talk in front of you as if you weren't there?



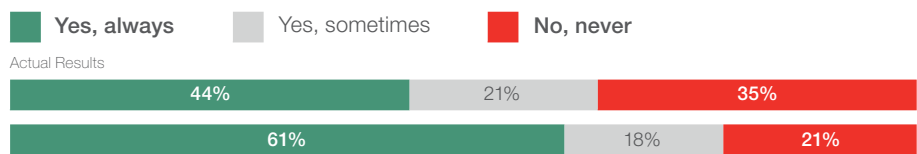
**Coffs Clarence:** What patients rated most negatively about these services <sup>1</sup>

NSW Health Patient Survey, February 2010 and 2011

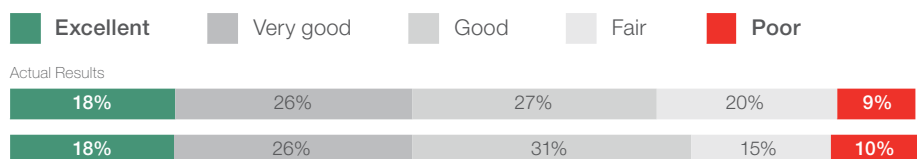
LOWEST: Did you feel you could refuse a specific type of medicine or treatment?\*



SECOND LOWEST: Did your healthcare providers / staff wash or clean their hands after providing care for you?



THIRD LOWEST: How would you rate the availability of your healthcare professionals?



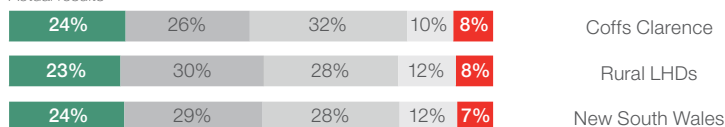
## Coffs Clarence: Patient experiences with community mental health services

NSW Health Patient Survey, February 2010 and 2011

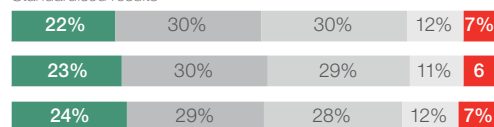
Key to patient ratings: **Excellent** Very good Good Fair **Poor**

### Overall patient ratings of community mental health services

Actual results<sup>2</sup>

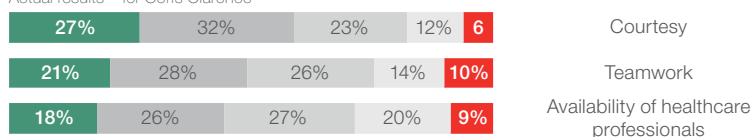


Standardised results<sup>3</sup>

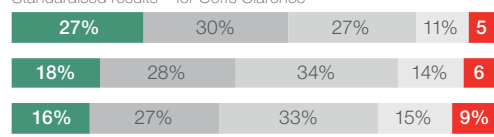


### Patient ratings for those factors most associated with overall ratings of care<sup>4</sup>

Actual results<sup>2</sup> for Coffs Clarence



Standardised results<sup>3</sup> for Coffs Clarence



## Coffs Clarence: Characteristics of patients who completed the survey

NSW Health Patient Survey, February 2010 and 2011

Characteristic	Sub-group	This hospital	NSW
Age group	Under 20 years	10%	12%
	20 to 59 years	80%	74%
	60 years and over	10%	14%
Days spent in bed due to illness in last month	None	51%	53%
	One day	8%	7%
	Two days	4%	7%
	Three days	7%	6%
	Four days	7%	5%
	Five-to-seven days	8%	7%
	Eight-to-ten days	2%	4%
	More than ten days	13%	12%
Stayed in hospital in last 6 months	No	74%	72%
	Yes, only one time	15%	17%
	Yes, more than one time	11%	11%
Self-rated mental health status	Poor / Fair	44%	45%
	Good	27%	30%
	Very Good / Excellent	29%	25%

(\*) Up to half of mental health acute inpatients are involuntary admissions. It is not always appropriate to allow treatment refusal.

1. Based upon a scale which incorporates all response options. See the *Technical Supplement* available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)
2. Data weighted by age to reflect the population of all attendees during February 2010 and February 2011.
3. Standardised for age, self-reported health status, number of hospital stays, days bedridden with illness / injury in prior month.
4. Patient ratings for factors most associated with overall ratings are based on analysis of all respondents to the *Community Mental Health* module of the *NSW Health Patient Survey, 2010 and 2011* excluding those who did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: NSW Ministry of Health, *NSW Health Patient Survey, Mental Health Outpatient Survey, 2010 and 2011*.

## Download our reports

The reports, *Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care* and *Volume 2, Community Mental Health*, and related materials are available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

The suite of products includes:

- *Patient Perspectives: Mental health services in NSW public facilities.*  
The main reports present data from the *NSW Health Mental Health Survey*, conducted in February 2010 and February 2011.
- *Technical Supplement* (presenting survey methods and statistical analyses).
- *Performance Profiles* for LHDs and local mental health facilities.



## About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW statutory health corporation is intended or should be inferred.

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au) for any amendments.