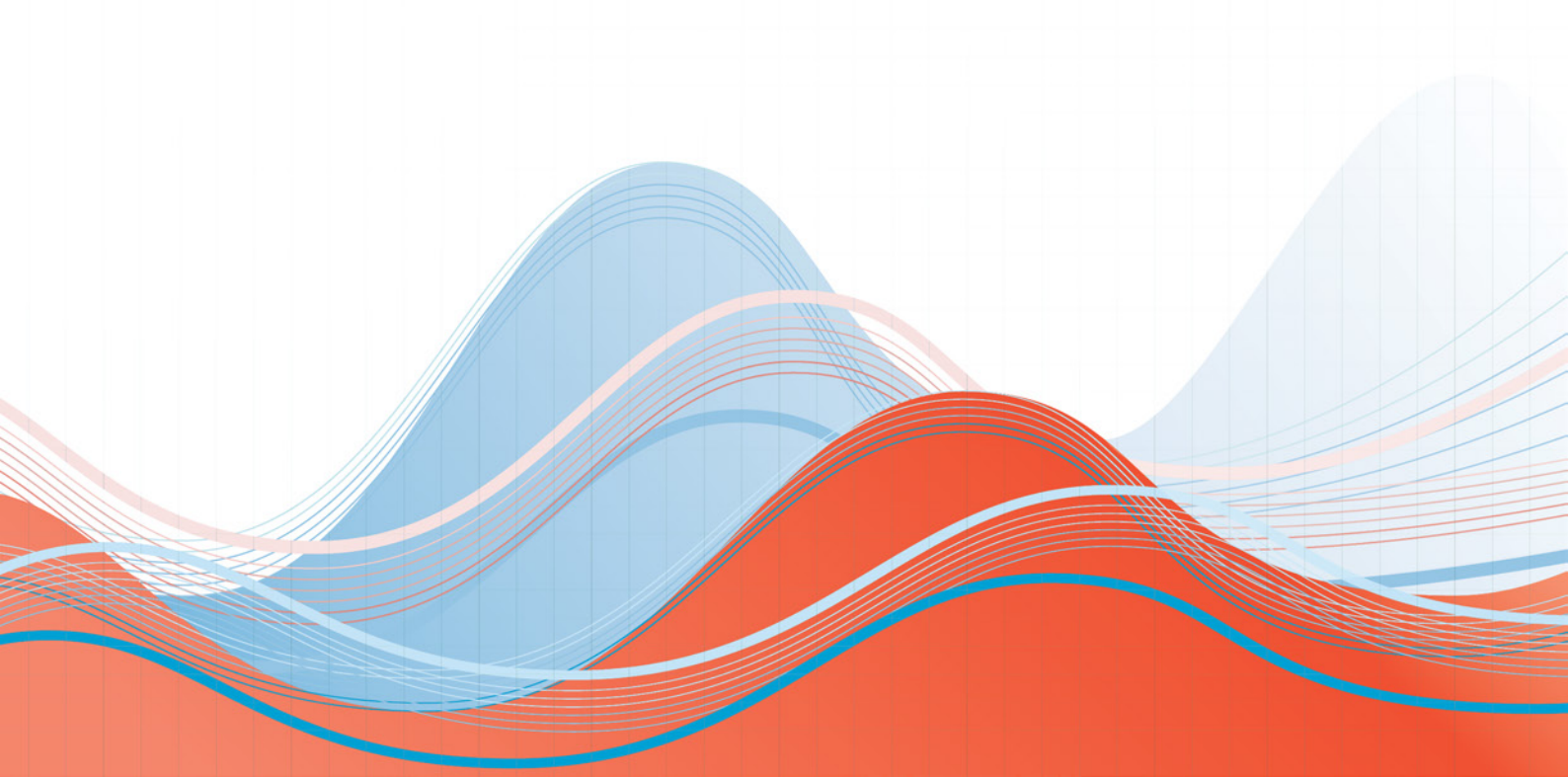


# Patient Perspectives

Mental health services in NSW public facilities

Volume 2, Community Mental Health  
February 2010 and February 2011

Performance Profile:  
Canterbury Mental Health Service



# 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 Canterbury Mental Health Service community mental health services. It is based upon 154 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 some 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 Canterbury Mental Health Service. 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)

---

(\*) Included in *Canterbury Mental Health Service: Canterbury Mental Health Service*.

# Canterbury Mental Health Service

## 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.

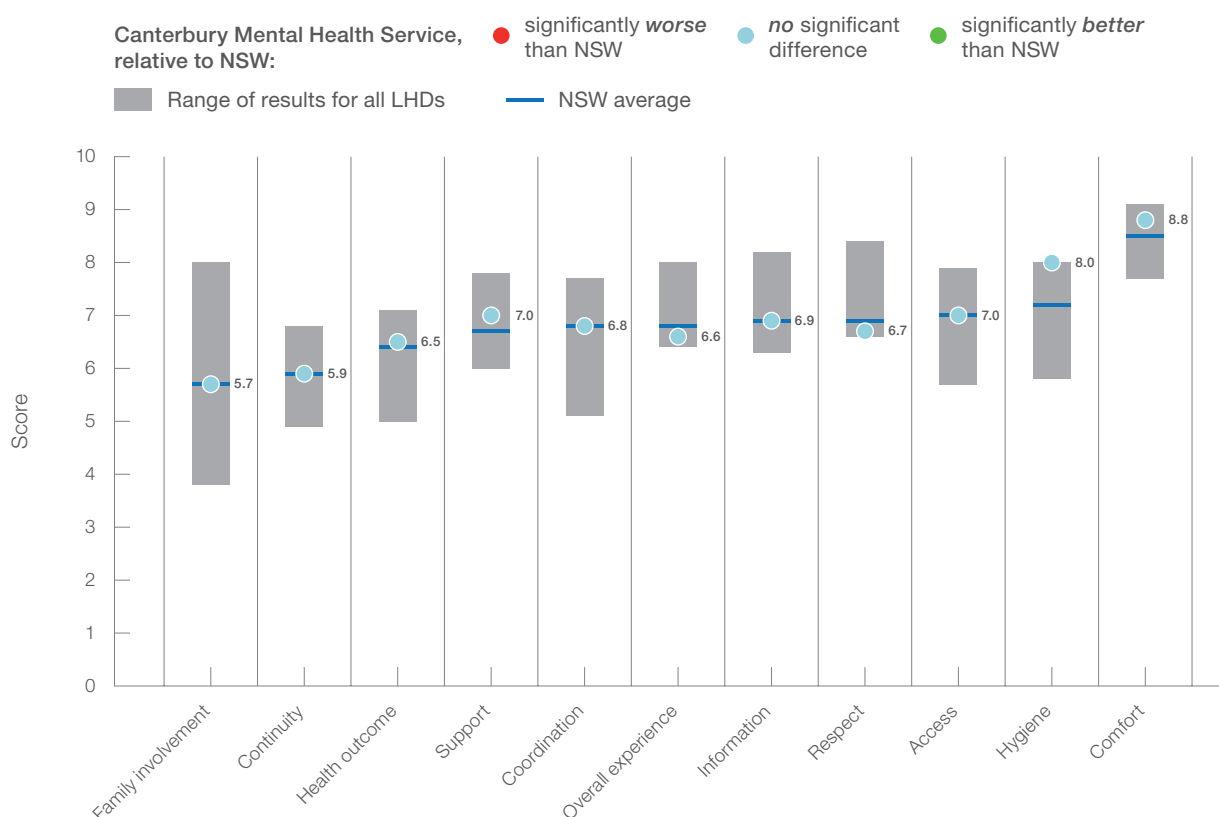
This graph shows for each aspect of care:

- scores for Canterbury Mental Health Service (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 Canterbury Mental Health Service 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: *Canterbury Mental Health Service* 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*.

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

NSW Health Patient Survey, February 2010 and 2011

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

**Yes, definitely**    **Yes, somewhat**    **No**

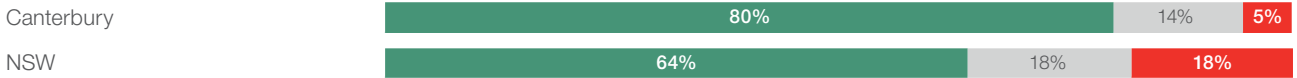
Actual Results



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

**Yes, always**    **Yes, sometimes**    **No, never**

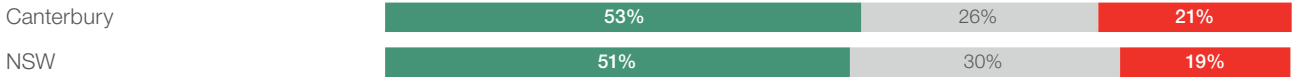
Actual Results



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

**Yes, always**    **Yes, sometimes**    **No, never**

Actual Results



**Canterbury:** 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?\*

**Yes, always**    **Yes, sometimes**    **No, never**

Actual Results



SECOND LOWEST: Did they tell you what danger signals about your condition to watch for?

**Yes, completely**    **Yes, somewhat**    **No**

Actual Results



THIRD LOWEST: Did someone tell you about medication side effects to watch for?

**Yes, completely**    **Yes, somewhat**    **No**

Actual Results



**Canterbury:** 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>				
19%	27%	28%	19%	7%	Canterbury	18%	28%	32%	14%	8%
24%	28%	29%	12%	7%	Metropolitan LHDs	22%	30%	30%	11%	7%
24%	29%	28%	12%	7%	New South Wales	24%	29%	28%	12%	7%

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

Actual results <sup>2</sup> for Canterbury						Standardised results <sup>3</sup> for Canterbury				
23%	24%	29%	18%	6	Courtesy	21%	28%	30%	14%	8%
16%	22%	38%	19%	5	Teamwork	14%	25%	36%	17%	8%
19%	17%	37%	20%	6	Availability of healthcare professionals	15%	26%	33%	16%	9%

**Canterbury:** 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	1%	12%
	20 to 59 years	84%	74%
	60 years and over	15%	14%
Days spent in bed due to illness in last month	None	45%	53%
	One day	10%	7%
	Two days	10%	7%
	Three days	9%	6%
	Four days	4%	5%
	Five-to-seven days	4%	7%
	Eight-to-ten days	2%	4%
	More than ten days	16%	12%
Stayed in hospital in last 6 months	No	77%	72%
	Yes, only one time	14%	17%
	Yes, more than one time	10%	11%
Self-rated mental health status	Poor / Fair	43%	45%
	Good	26%	30%
	Very Good / Excellent	30%	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.

### To contact the Bureau of Health Information

Telephone: +61 2 8644 2100

Fax: +61 2 8644 2119

Email: [enquiries@bhi.nsw.gov.au](mailto:enquiries@bhi.nsw.gov.au)

Postal address:

PO Box 1770, Chatswood

New South Wales 2057, Australia

Web: [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

© Copyright Bureau of Health Information 2013

State Health Publication Number: (BHI) 130253  
ISSN 978-1-74187-821-9

Suggested citation: Bureau of Health Information  
*Patient Perspectives: Mental health services in NSW public facilities, Volume 1, Inpatient Care and Volume 2, Community Mental Health.*  
Sydney (NSW); 2013.

Published October 2013

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.