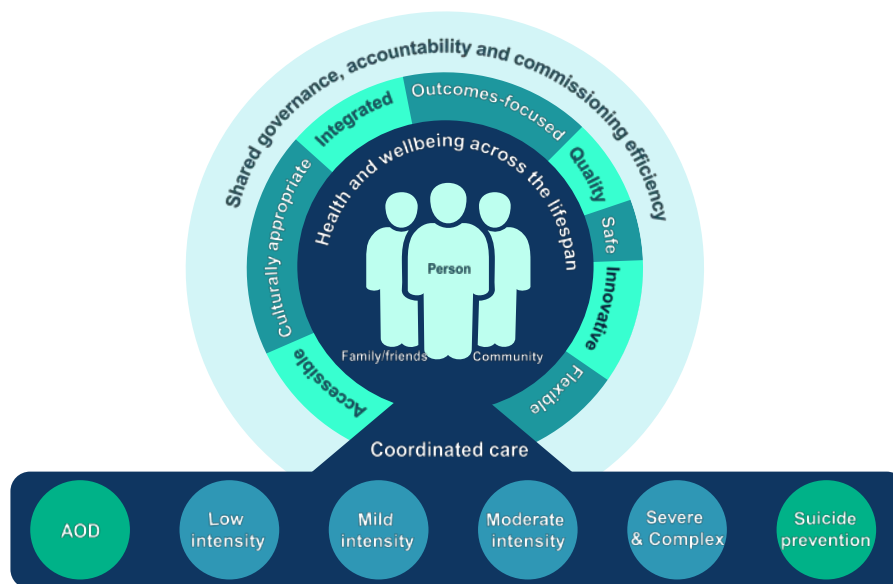


## You Said...and the YES survey

### Mapping YES survey items to our model of care

The North Western Melbourne Primary Health Network's (NWMPHN) mental health model of care incorporates key concepts that guide how NWMPHN works with consumers, carers, service providers in the commissioning and delivery of primary mental health services.



### North Western Melbourne Primary Health Network's model of care

The model encourages service providers to first look at the person presenting and then respond with a co-ordinated, integrated approach. It details the relationship between the person, their community, the services, a set of agreed principles, shared responsibility and a governance framework.

Co-design and consumer involvement are a core element of the services that NWMPHN commissions. Coordinated care and the range of interventions on offer will be defined to provide certainty regarding what consumers can expect. The level of service provided to each person will be determined by their needs, a mental health assessment, input from the person, their family and friends as well as involved health care providers.

The model also identifies several responsibilities – governance, accountability and commissioning efficiency – that are critical in ensuring the model of care is effective and accountable. The model recognises that the parties involved in delivering care to a person share accountability for the person's health and wellbeing outcomes, regardless of who those parties are.

# You Said...Survey questions

## mapped to domains of the NWM PHN's model of care

Domain	Brief description
<b>Accessible</b>	All consumers, including priority populations, have equitable access to services
<b>Culturally appropriate</b>	Services are culturally appropriate and safe
<b>Integrated</b>	Service providers work to ensure integration across the consumer journey
<b>Outcomes-focused</b>	Outcomes are measured at an individual, service and system level
<b>Quality</b>	Consumers have access to evidence-based services that are of a consistently high quality across the region
<b>Safe</b>	Consumers feel safe in requesting, accessing and receiving services
<b>Innovative</b>	The system innovates and considers new ways of organising and delivering care, particularly to priority populations
<b>Flexible</b>	Services are flexible and respond to the changing needs of individuals, their supports and communities in a timely and consistent manner

Note: 'Innovative' and 'Flexible' domains will be captured outside of the You Said...survey.

### Survey 1 questions mapped to NWM PHN domains of care

	Accessible	Culturally appropriate	Integrated	Outcomes focused	Quality	Safe
1. My hopefulness for the future is				●		
My ability to manage my day to day life is				●		
My overall well-being is				●		
2. What would you like to achieve by working with your mental health provider (psychologist/mental health nurse)?	Free text					
3. If your health professional referred you to this service, were you satisfied with the way your health professional involved you in developing your referral?			●			
4. Do you have any other comments about how you found completing the mental health care referral with your health professional?	Free text					

## Survey 2 questions

	Accessible	Culturally appropriate	Integrated	Outcomes focused	Quality	Safe
<b>Experience questions</b>						
1. You felt welcome at this service	●	●				●
2. Staff showed respect to how you were feeling		●				●
3. You felt safe using this service		●				●
4. Your privacy was respected						●
5. Staff showed hopefulness for your future				●		
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)		●				
7. Staff made an effort to see you when you wanted	●					
8. You had access to your treating doctor or psychiatrist when you needed	●					
9. You believe you would receive fair treatment if you made a complaint						●
10. Your opinions about the involvement of family or friends in your care was respected		●				●
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	●	●				●
12. You were listened to in all aspects of your care and treatment		●			●	●
13. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)			●			
14. Staff discussed the effects of your medication and other treatments with you					●	
15. You had opportunities to discuss your progress with the staff caring for you				●		●
16. There were activities you could do that suited you		●				●
17. You had the opportunities for your family and carers to be involved in your treatment and care if you wanted		●	●			
18. Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)					●	
19. Explanation of your rights and responsibilities		●				●
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	●		●			
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)		●	●			

	Accessible	Culturally appropriate	Integrated	Outcomes focused	Quality	Safe
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	●					
<b>Outcome questions</b>						
23. The effect the service had on your hopefulness for the future				●		
24. The effect the service had on your ability to manage your day to day life				●		
25. The effect the service had on your overall well-being				●		
26. Overall, how would you rate your experience of care with this service in the last 3 months?	[Can we display this question separately? More like a net promoter score]					
<b>Additional questions</b>						
A1. When you were referred to this service, you were asked what you wanted to achieve by working with your mental health provider (psychologist/mental health nurse). Here is what you said:	[Populated with comments from baseline survey]  [If consumer did not respond to survey 1, this question will not appear]					
A2. Is working with your mental health provider helpful?				●		
A3. Why or why not is it helpful?	Free text					
A4. When you were referred to this service, was it hard to book an appointment with your mental health provider?	●					
A5. After you were referred to the service, how long did you have to wait for an appointment?	●					
A6. When you had your first visit with your mental health provider, how well aware of your mental health needs were they?			●			
27. My experience would have been better if.	Free text					
28. The best things about this service were	Free text					

### Survey 3 questions

	Accessible	Culturally appropriate	Integrated	Outcomes focused	Quality	Safe
1. The effect the service has had on my hopefulness for the future				●		

	Accessible	Culturally appropriate	Integrated	Outcomes focused	Quality	Safe
The effect the service has had on your ability to manage your day to day life				●		
The effect the service has had on your overall well-being				●		
2. When you were referred to this service you were asked what you wanted to achieve by working with your mental health provider (psychologist/mental health nurse). Here is what you said:	[Populated with comments from first two surveys]  [If consumer did not respond to survey 1, this question will not appear]					
3. How would you rate how you are going with this right now?				●		
4. Would you like to provide more information about how you are going?	Free text					
5. What other supports do you need to help you with this?	Free text					

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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