

# You Said...

## Frequently Asked Questions

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### 1. What is You Said...™?

#### **You Said... sharing experiences improves our care.**

*You Said...* is a tool to collect and measure consumer feedback, evaluation and outcomes. It gives people who use health services a way to report their experience of the care they receive, and the outcomes of their care.

The information from *You Said...* is shared with our providers (mental health practitioners) and within the PHN to support and drive better care and better outcomes. This provides valuable insights and opportunities to provide services that are effective for consumers.

### 2. Who is it for?

- **Providers:** Once a CAREinMIND™ mental health provider, such as a psychologist or mental health social worker, has 5 or more consumer surveys completed, they can access aggregated information using the *You Said...* portal. This shows trends and opportunities in the treatment and care they deliver.
- **Consumers:** *You Said...* is currently for people using our CAREinMIND Targeted Psychological Support (TPS) or Intensive Support Services (ISS) services, to tell us about their health journey and outcomes to inform better care.
- **Our PHN:** CAREinMIND mental health providers are given the opportunity every six months to provide feedback to North Western Melbourne Primary Health Network (NWMPHN) about their experience with us. NWMPHN use this information to gather insights and opportunities for improvement to support the provider and consumer experience.

### 3. How do mental health providers use *You Said...*?

All CAREinMIND mental health providers will be given access to the *You Said...* portal. Once a provider has feedback from five or more consumers, they can view the dashboard of feedback, which shows consumer experience and outcomes at each stage of the care journey. This information is visually represented to help us understand how consumers experience various aspects of their care.

The CAREinMIND team works with providers to make sure they receive and analyse feedback and are supported to make changes or improvements that help them deliver quality and sustainable services.

## 4. What does it involve?



### CONSUMER JOURNEY - GP REFERRAL and THREE SURVEYS

*You Said...*<sup>™</sup> requires a survey at three points in a consumer's treatment journey: at the time of referral, three months into treatment and nine months into treatment.

The journey starts with the GP referral to CAREinMIND<sup>™</sup> (ISS or TPS) service. The person provides consent to participate and is given the information sheet about *You Said*. A short three-question survey is sent through to the person by text or email before the first session. Consumers are invited again to participate during their treatment – at three months and at nine months. The second survey is based on the YES survey.



### PROVIDERS - SIX MONTHLY SURVEY

Every six months CAREinMIND mental health providers will be sent a survey to give feedback to NWMPHN about their experience with our PHN.



### PROVIDERS - VIEW YOUR CLIENTS AGGREGATED DATA

After a provider has five or more consumer surveys they can access aggregated data through the *You Said...*<sup>™</sup> portal. All information shared through *You Said...* is de-identified unless the person specifically requests contact by CAREinMIND staff.

## 5. How to get the best out of *You Said...*?

Every mental health provider will need five or more consumer surveys to use *You Said...*

The more consumers surveyed the richer the insights you will gain from *You Said...*

You can help consumers to participate in *You Said...* by:

- **reminding them to complete the first survey before you meet**
- **Encourage people to complete the other two surveys**
- **Answering any questions about *You Said...* if they arise.**

### For more information

- A video tutorial is available through *referdirect*
- Contact the CAREinMIND team: call (03) 9088 4277 or email: [careinmind@nwmpnhn.org.au](mailto:careinmind@nwmpnhn.org.au)

### Our partners

*You Said...* is powered by Cemplicity and supported by project partner KPMG.

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.



T (03) 9347 1188 | F (03) 9347 7433 | E [nwmpnhn@nwmpnhn.org.au](mailto:nwmpnhn@nwmpnhn.org.au) | W [nwmpnhn.org.au](http://nwmpnhn.org.au)  
ABN 93 153 323 436

Level 1, 369 Royal Parade, Parkville VIC 3052 | PO Box 139, Parkville VIC 3052