

You Said... Frequently Asked Questions

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 consumers who use health services a way to report their experience of the care they receive, and the outcomes of their care.

2. Who is it for?

- **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.
- **Mental Health Providers:** Once a CAREinMIND provider 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.
- **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 is the information used?

The information from *You Said...* is shared with our mental health providers and within the PHN to support and drive better care and better outcomes.

Consumer and provider feedback is captured on a dashboard which enables analysis and reporting of experience and outcomes at each stage of the care journey, to help us understand how consumers experience the services. This provides valuable insights and opportunities to provide services that are effective for consumers.

4. What does it involve?

You Said...™ 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.



REFERRAL

The journey starts with the GP referral to a CAREinMIND™ (ISS or TPS) service. The consumer provides consent to participate and provides both a mobile number and email address. A consumer information sheet is attached to the referral form.



THREE SURVEYS

A SMS or email is sent through before the first session. This is a short three-question survey.

Consumers are invited to participate twice during their treatment – at three months and at nine months. The second survey is based on the YES survey.



DATA

All information shared through *You Said...* is de-identified unless the consumer specifically requests contact by CAREinMIND staff. Protecting privacy and confidentiality is our priority. Information is shared with CAREinMIND health practitioners and the PHN to support and drive better care and better outcomes.

5. How can you help your clients participate?

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

- including their email address on the CAREinMIND referral form
- providing information about *You Said...* when you refer them to CAREinMIND so that they know that they will receive an invitation to participate.
- remind them to complete the first survey before they meet with their new counsellor.
- answering any questions about *You Said...* if they arise.

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.



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