

'Tell us about your healthcare experience'



'Have your say'

Patient Reported Experience Survey – Mental health inpatient Your Experience of Service (YES) survey

Information for consumers who recently received care from a mental health service

Queensland Health is asking consumers to take part in an online trial of the Your Experience of Service (YES) survey. The survey asks about the experience of care received by consumers of mental health services. These are known as Patient Reported Experience Measures (PREMs). This feedback will help us find out what we are doing well and what can be improved.

Who is included in the online survey trial?

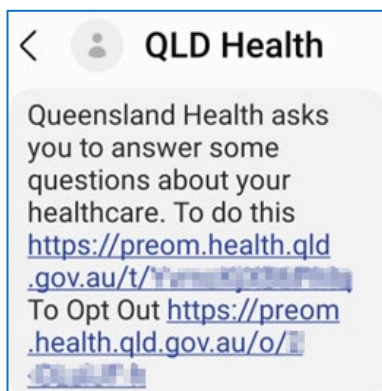
Most consumers aged 18 years or over will receive an invitation to take part in the survey after they leave a mental health service that is participating in the trial.

The online survey replaces the paper-based YES survey you may have completed before. You may still receive a paper-based survey if you have received care at another mental health service as there are only eight Queensland Health services participating in the trial (see *'Where can I find more information?'* at the end of this document).

How do I complete the survey?

A text message (SMS) will be sent to the mobile phone number listed in your hospital record **two (2) days after you leave the service**. The SMS will include a link to the survey. Your phone needs to be connected to the internet to complete the survey.

Example of the SMS:



The SMS will include characters at the end of the secure links. These make the links unique for you. After clicking on the first link, you can provide your email address to receive future surveys by email. You can also choose to receive future surveys by SMS.

An information page will open, followed by the survey page where you will be invited to take part in the survey. If you agree, the questionnaire will take about 10 minutes to complete.





Do I have to take part?

Taking part in the survey is optional. Your care will **not** be affected if you choose not to take part. All survey questions are also optional.

What will the survey results be used for?

We value your feedback as it helps us find out what we are doing well and what can be improved. You will not be identified in the survey results. Your feedback will be anonymous and combined with others and provided to your mental health service. If you include the names of staff, these will not be removed and will be seen by the service.

Will the service monitor my responses?

Please note individual concerns cannot be responded to through this survey. If you have any health concerns, please contact your GP or health care provider. If you have a concern about the care received, please contact the mental health service.

Your feedback will not affect your health care.

If your feedback shows something that may be of serious concern, selected staff of the service will be able to see your name. Staff will check the feedback and contact you if needed.

Will the information be kept confidential and secure?

The system used to survey consumers is known as Questionnaire Manager and is provided by Philips Electronics Australia Limited.

Survey information is collected for Queensland Health and Hospital and Health Services for the purpose of evaluating, monitoring or planning health services. All information you provide will be securely stored in Australia and handled in line with the *Information Privacy Act 2009* (Qld) and *Hospital and Health Boards Act 2011* (Qld). The information will not be used or shared without your consent, unless allowed or required by law.

For information about how Queensland Health and the service protects your personal information, visit www.health.qld.gov.au/global/privacy. To learn about rights to access your own personal information, visit www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application.

What can I do if I do not want to receive a survey?

If you do not want to receive an SMS inviting you to take part in a survey, or do not want your name and contact information to be provided to Philips, contact 13 HEALTH (13 43 25 84).

How can I make a compliment or complaint about the mental health service?

The survey is not the way to make a complaint. If you would like to share a compliment or make a complaint about the health service, information on how to do this is available at www.qld.gov.au/health/contacts/complaints.

Where can I find more information?

For more information about the survey, the participating services and Queensland Health Patient Reported Experience and Outcome Measures visit www.health.qld.gov.au/preom or scan the QR code.

Contact 13 HEALTH (13 43 25 84) if you have any queries about the survey.

For mental health advice or support please contact your care manager or alternatively call 1300 MH CALL (1300 64 22 55).

