

CONSUMER INFORMATION SHEET

Your Experience of Service (YES) questionnaire 2021

Background

This questionnaire is being conducted by Western NSW Primary Health Network (WNSWPHN) who are responsible for funding the mental health or drug and alcohol service you are attending.

WNSWPHN is collecting this feedback from all of its funded mental health and drug and alcohol programs to help develop better services.

What is the Your Experience of Service Questionnaire?

The Your Experience of Service (YES) questionnaire is designed to gather information from you about your experience of care. It aims to help service providers and consumers to work together to build better services. The YES questionnaire was developed in consultation with consumers and carers throughout Australia. It is based on the Recovery Principles of the 2010 National Standards for Mental Health Services.

Who is the Western NSW Primary Health Network (WNSWPHN)?

WNSW Primary Health Network works to improve the coordination of care for people in Western and Far West NSW who are at risk of poor health outcomes, so they receive the right care in the right place at the right time. We work closely with key stakeholders including general practice, other health care providers, Local Health Districts, hospitals and the broader community to align services with the health needs of the region.

For more information about WNSWPHN please call 1300 699 167 or visit our website:

<https://www.wnswphn.org.au>

Are my answers confidential?

The YES questionnaire does not record your name, e-mail address, date of birth or any other personal identifiers such as your medical record number.

Your answers will not be used to identify you.

Services will receive combined feedback based on groups of people. They will also receive a list of all comments made. However, other details such as your age, sex or cultural background will not be attached to those comments.

Where can I get help to complete the questionnaire?

Feel free to ask a friend, family member, carer or staff member including a Consumer Worker to help you complete the YES questionnaire.

What will happen to my feedback?

WNSWPHN will combine your feedback with feedback from other consumers in a report that helps services to identify what it is they do well and what they could do better. Services will then use these reports to identify areas where they can improve their service.

Are there other ways I can provide my feedback about services?

The YES questionnaire provides anonymous feedback to services. If you need to lodge a complaint or raise a specific issue you should consider discussing these with your service provider.