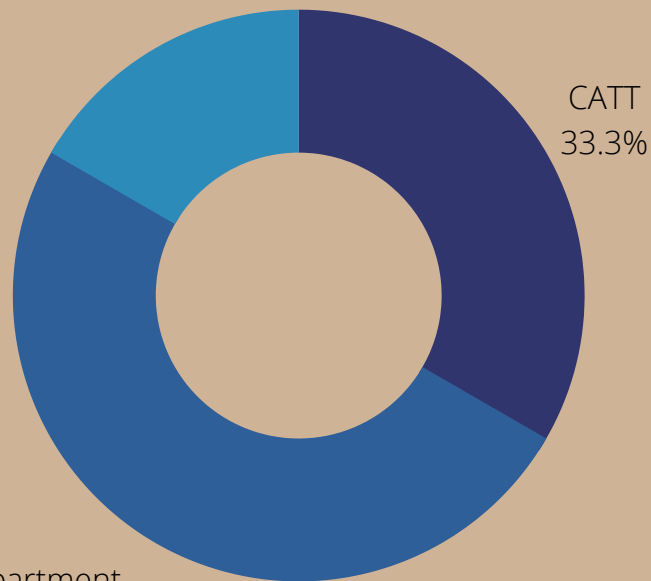


CONSUMER SURVEY

ACUTE INPATIENT SERVICE (AIS)- MENTAL HEALTH



Box Hill Emergency Department
16.7%



How did you access AIS?

St Vincent's Emergency Department
50%

How did you feel when you accessed AIS? & Why have you felt some of the stronger emotions?



Dominant themes

- Environment: shabby, clinical, unsafe,
- Staff: didn't feel anyone was listening
- Feelings: lost, disconnected, unsafe, uncomfortable

Positives

Felt respected especially as a transwoman

Challenges

- Felt unsafe and uncomfortable
- Didn't want to stay.
- Felt lost and disconnected

The process of being processed was still a vulnerable experience, feeling anxious at the prospect of talking about my attempt and mental state before and after left me feeling quite vulnerable, even though nothing had happened yet.

I did still feel very respected as a transwoman in the program, it was always "how would you like to be named and referred to" as well as asking if there was anything else that would make me feel comfortable which was cool.



I felt overwhelmed and anxious upon my arrival, it felt very clinical and shabby and not at all safe and nurturing. I was still feeling very hopeless about my situation.

What worked well at the AIS?

Positives

- Staff listening to concerns and responding in a timely manner
- Routine
- Feeling part of something gave me hope.
- Time to reflect on what had happened
- Being cared for until my emotions were regulated and medication worked.
- Different activities are being offered.

Challenges

- Sharing a room
- Patronising nurses

VS.

How your AIS experience could be improved?

Challenges

Waiting times

Ideas

- Longer stay
- Room ready on arrival
- Activities to pass time away when waiting for transfer to Ward.

“ I was appreciative that the nurses and attending psychiatrist listened to my concerns and responded in a timely way to my request to be discharged.
 • I enjoyed the routine of attending and felt part of something. It gave me some hope.
 • Time to reflect on what happened in the last 24 hours to lead me where I was
 • Being in a safe place where my needs were being taken care of until my emotions could become a bit more regulated and my medication could kick in.

“ I was very much affected by the other patients' mental states and their "acting out," feeling unsafe at times. I was also very frustrated at being woken up every hour by the nurses noisily checking the room, especially given that insomnia had been one of the triggers for my breakdown
 • Greater access to mental health workers to explain how the ward functions