

GUIDE

MyExperience Service Evaluation Survey



HSE
Mental Health
Engagement
& Recovery



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About **MyExperience** Service Evaluation Survey

The HSE's National Office of Mental Health Engagement & Recovery commissioned a pilot programme for digital engagement. It was agreed to develop this with Community Healthcare East in 2023 with a view to making the model available to all areas. The tool agreed for its application is Smart Survey.

The coproduction group set up to develop the pilot programme decided the best approach would be to co-create a survey that would gather the experiences of Service Users, Family members, Carers and Supporters and Staff responsible for the delivery of those services. The aim was to construct a 360-degree view of service delivery to identify areas for service improvement and pockets of good practice.

The structure of the survey was based on the Service Users Journey as defined in the *Service Users Journey Through General Adult Community Mental Health Teams - MHER* to capture as many of the relevant touch points where there was interaction between mental health services and those availing of the services.

The areas included were Primary Care, Accident and Emergency, Inpatient Care, Crisis Care, Community Healthcare Services, Communication Preferences, Engagement and Recovery Education. Participants have the option to skip questions they do not wish to answer and the survey tool applies "skip logic" where sections are automatically skipped if not relevant. e.g if the response to "have you ever attended A & E whilst experiencing a mental health crisis" is No then the entire A & E section is skipped. Most of the questions use the Likert scale and some allow for free text answers allowing for more detailed feedback.

To achieve its objectives within the timeframe it was agreed to conduct the survey using the existing mailing lists for local Engagement and the Recovery College and was named MyExperience as it is through the lens of personal experiences that valuable insights would be gathered. The survey aligns with the Consult level of the Mental Health Engagement Continuum.

Feedback from the survey indicated that for some it was taking too long to answer all the questions, so this project offers a shortened generic survey focused on mental health services alone with the option of including sections on Primary Care and Accident and Emergency when considering integrating healthcare objectives.

About Smart Survey

Smart Survey is an online tool that is approved for use by the HSE, it complies with all required legal and GDPR requirements, is simple to use and has a strong track record of supporting healthcare providers in other jurisdictions.

Smart Survey allows you to send out the survey, collate the responses and produce summary pages on each question. Participants can use Smart Survey with complete confidence that their responses remain anonymous, and that they cannot be identified.

As the survey is electronic it can be emailed to participants and completed on devices such as laptops, see example in [Appendix 1](#). PCs, tablets and smart phones making it easily accessible for most on the mailing lists. It can also be promoted with the use of a QR code that links directly to the survey [Appendix 2](#). The QR code can be positioned on leaflets, posters or included in social media posts.

As some of the population may not have access to digital devices or may have language or cultural challenges with this format, the questions from the survey can still be used with focus groups or one to one discussion, but as this type of feedback is not anonymous, it may be limited or subject to bias that can be introduced unknowingly. For additional engagement methods please see MHER's [Mental Health Engagement Methods](#).

Getting Started

Prior to commencing the MyExperience service evaluation survey in your area please consider the following:

Purpose

- 1.** Why do you want to conduct an evaluation survey?
- 2.** Who is the information for?
- 3.** How will you reach your target audience?
- 4.** What outcomes are you expecting to come out of this work?
- 5.** How will you feed back to the participants any outcomes that arise from their feedback?

Answers to the above questions should form part of the rationale agreed with your Head of Service / Executive Management Team prior to undertaking any work as the **success of this activity will require support and commitment from senior management.**

Select someone to lead the project

Ideally this should be someone nominated by the Head of Service and supported by the Area Lead for Engagement and MHER. The nominated person will be required to work with the Programme Manager in MHER, who will manage the administration function in Smart Survey.

Setting a start and close date

The recommendation is to allow up to 4 weeks to collect the responses. There is a 'reminder email' tool also built in which can be triggered a few days before the cut-off.

Sending out the survey

You can set up an automated mailshot to registered email addresses or copy a link of the survey and paste it into an email you want to send. We recommend using the preloaded email as this has already been verified as compliant with all GDPR requirements. The Administrator can provide you with either of these options.

Using a mailing list for automatically sending the survey

To use the automated mailing list feature, you need to first prepare your mailing list into an Excel csv file format. You will need to decide in advance if you want your email personalised or not. We recommend only using first names if you choose to personalise, e.g. Dear Donal. For uploading a mailing list, you need to enter first name (if personalising) and the email address or just the email address if not personalised. You must separate the name and email address with a comma. e.g. Donal, donal@gmail.com. Send your email list to the Administrator who will upload it into Smart Survey.

This mailing list can be used to send out an invitation to participate as well as send reminders to complete the survey. The invitation email must set out the purpose of the survey, how the data will be used and highlight that it is anonymous and that participants cannot be identified. See example in [Appendix 1](#).

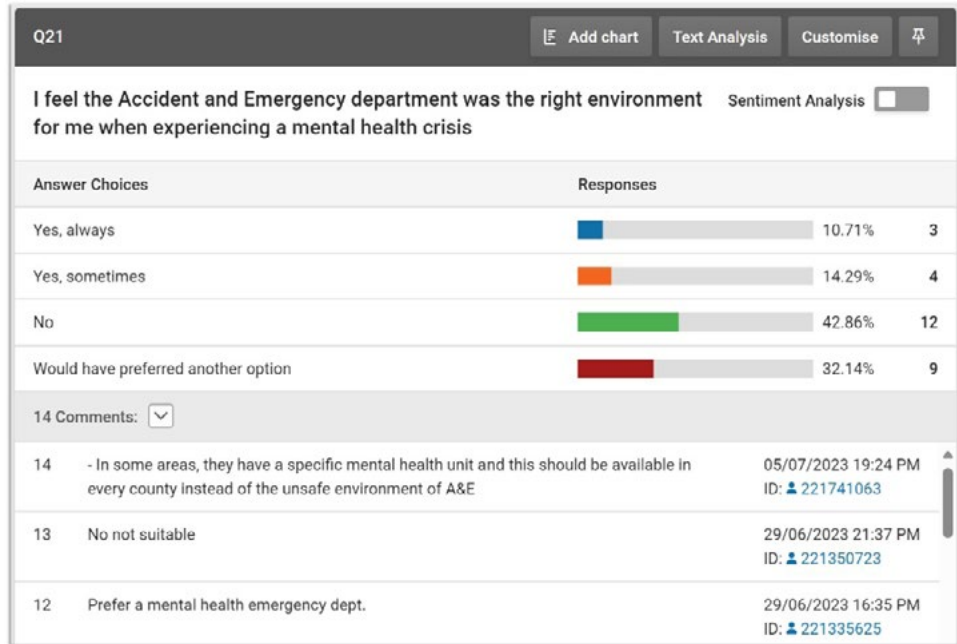
The email message that will be sent will be uploaded for you, but you need to advise a Reply email address. This should ideally be the administration support person for Engagement and Recovery in your area. Where this role is not available it should be a designated person such as the Area Lead. This allows the online tool to keep you informed of when surveys are being completed but not who is completing them.



Note: you must have received permission to contact people on any mailing list.

Collecting Results

At the end of the survey period the Programme Manager in MHER will collect the results for you. This will include an overall summary listing the number of participants, the number of partially and fully completed surveys. The results will show a summary response for each question.

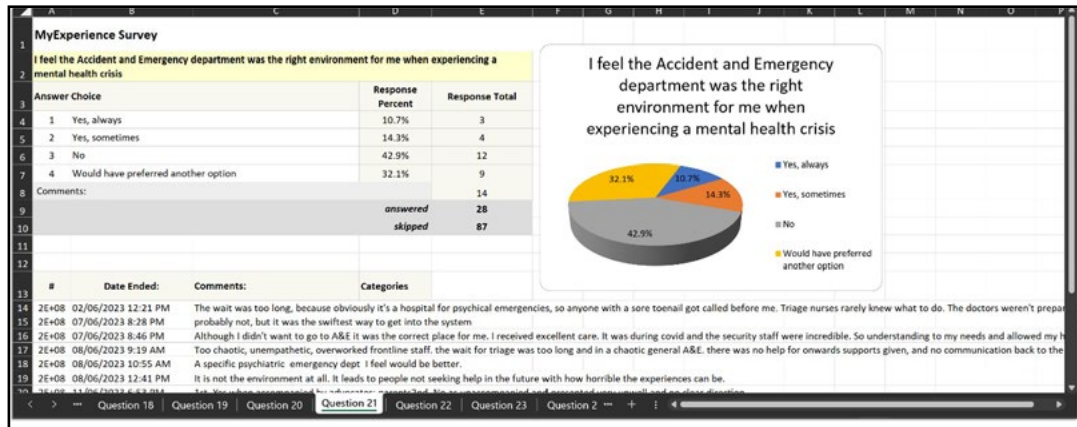


This information can be downloaded several ways:

Example 1 – Print friendly document that can be saved as a pdf

21. I feel the Accident and Emergency department was the right environment for me when experiencing a mental health crisis				
Answer Choices			Response Percent	Response Total
1	Yes, always		10.71%	3
2	Yes, sometimes		14.29%	4
3	No		42.86%	12
4	Would have preferred another option		32.14%	9
			answered	28
			skipped	87
Comments: (14)				
1	02/06/2023 12:21 PM ID: 219499460	The wait was too long, because obviously it's a hospital for psychical emergencies, so anyone with a sore toenail got called before me. Triage nurses rarely knew what to do. The doctors weren't prepared for "someone like me". Physical injuries were addressed, yes, but nothing from a psychological point of view. Nor did they link in with the GP or Community MH Team afterwards.		
2	07/06/2023 20:28 PM ID: 219866615	probably not, but it was the swiftest way to get into the system		
3	07/06/2023 20:46 PM ID: 219869322	Although I didn't want to go to A&E it was the correct place for me. I received excellent care. It was during covid and the security staff were incredible. So understanding to my needs and allowed my husband to stay with me. They were discrete and compassionate. Reception staff were professional, understanding, compassionate and swift. The doctor I saw was also very professional. explained		

Example 2 – An XLSX file



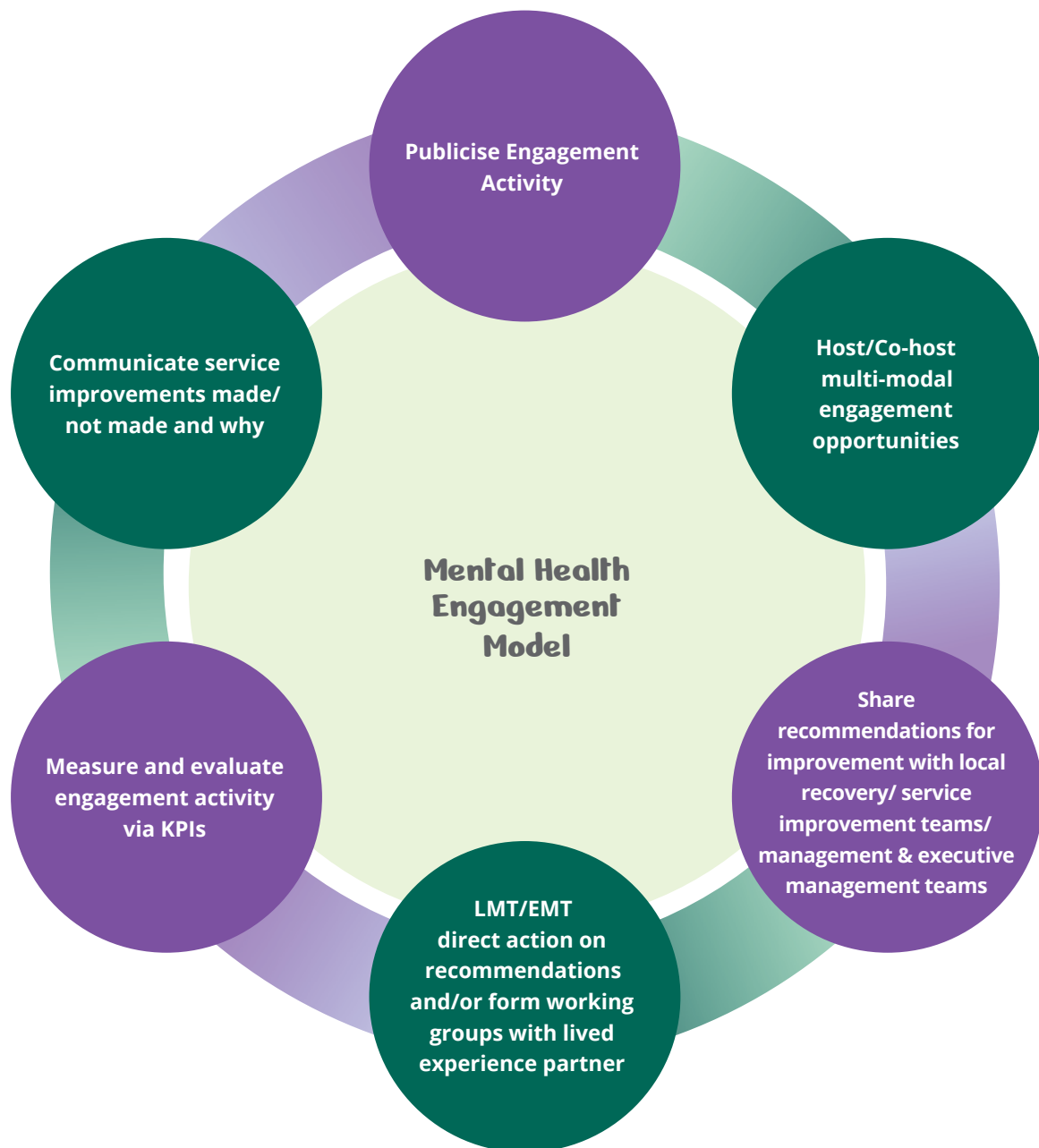
In the XLSX format all questions are separated out into individual worksheets. This format allows for greater flexibility to copy the results into a summary report

Closing the loop

It is recommended that following discussion with the senior management team on the findings and key actions that support the improvement to services should be developed across varying timeframes e.g short term, medium term, change unlikely etc and could form part of operational plans for that area.

Acknowledgment and recognition should be also given to areas that are working well through the local management structures. Critical to the success of this engagement method is to feedback on actions that were taken/not taken and any improvements made. This approach follows the Mental Health Engagement Model (see graphic below).

As the survey is anonymous, this cannot be done directly with the participants unless permission was sought in advance to establish contact for feedback purposes. Alternative ways of achieving this could be through local publications e.g. Newsletters, websites or Local Forums.



Appendices

Appendix 1: Example of Email

Dear [insert name],

Or

Hi,

Thank you for opening this email as we value your feedback about your experiences of our mental health service. Your comments are important to us to allow us to develop the services to better meet your needs. We need your help to review how Mental Health Services are working in Community Healthcare (insert area) for everyone, be they people who use the service, their Family Members, Carers or Supporters, or Staff who deliver services.

About the Survey

MyExperience Survey is supported by Community Healthcare (insert area) Mental Health Services and the National Office for Mental Health Engagement and Recovery. The survey was coproduced by a team of people who have lived experience as Service Users, Family Members, Carers or Supporters and Staff.

MyExperience Survey will gather feedback through a single survey:

- From people who use mental health services, referred to as Service Users
- From their Family Members, Carers and Supporters referred to as Supporters
- From those working in Mental Health Services, referred to as HSE Staff

We acknowledge that some participants could identify with more than one of the above (e.g. a previous user of Mental Health Services and now working in Mental

Health Services). In this case we ask you to complete the survey with the perspective you feel you want to feedback on.

Feedback of your experiences will increase our understanding of:

- What services were available to you.
- What your experience was of the services provided.
- How your experience of mental health services could have been improved.

This information will support and inform our management team on how best to deliver services in our area and to recognise best practice.

This survey will take approximately 15-20 minutes to complete. At any time, you can save where you are and return to it later to complete and submit. By starting the survey, you will be providing your consent to participate in this anonymous service evaluation. If you do not consent, then please do not start the survey.

Here is a link to the survey which will close on the (insert date).

[SURVEYLINK]

Where can I get further information?

If you have any questions about the survey, please do not hesitate to contact the Mental Health Engagement and Recovery Office at (insert email you wish to use)

You can also find out more about mental health services in our area by going to our website:

<https://www.hse.ie/eng/services/list/1/lho/dublinse/mental-health-services/>

Regarding your data

This is an anonymous service evaluation, so we are not collecting any information (e.g. your name) that could be used to identify you. All information collected will be stored on an encrypted HSE server. Your data will be analysed to identify themes and general patterns of experience. Survey findings will be included in a report for the Regional Healthcare management team and the National Office of Mental Health Engagement and Recovery. This report will support future service development and improvement. It will not be possible to identify you as a survey participant in this report.

Consent

We have used your contact details to invite you to participate in this survey because you are on the (insert name) mailing list. Inviting you to participate allows us to evaluate HSE mental health services to improve them. Your participation is entirely voluntary. It is your decision whether you would like to take part or not.

By consenting to participate, you are agreeing to the following:

1. I have read and understand the information about the MyExperience survey and know who to contact if I need any further information or have any questions.
2. I understand my participation is voluntary. However, I accept that once the survey is completed, I cannot withdraw because the survey is anonymous.

3. I understand that my data will be stored on a secure password protected HSE server and that it will be destroyed after the service evaluation is completed.

* Please note this survey is not part of any complaints procedure and for that you should visit **Your Service Your Say**

If you cannot access this form, you can send feedback by email to yoursay@hse.ie or call 045 880 429.

Thanks for your participation!

Appendix 2: Example of QR Code



<https://www.smartsurvey.co.uk/s/MyExperiencesurvey/>



**National Office of Mental Health
Engagement and Recovery**

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