

AOD Consumer Survey

Indicative results as at 20 June 2015

Overview

Below are interim results of a survey conducted by Mercy Health's Consumer Engagement and Participation Unit of consumers who have used the Werribee Mercy Hospital's Emergency Department's Alcohol and Other Drug Program.

Please note:

- results shown are indicative only as at 20 June 2015
- 85 consumers have been contacted to date
- 65 more are yet to be contacted.

About the sample so far

Of the sample size n = 85

less void contact details n = 12

applicable sample size n = 73

less self-declared 'unwell' n = 5

TOTAL sample n = 68

of n = 68

refuse to participate n = 3 over 4%

completed n = 8 approx. 12%.

Demographics

Age 20s = 25%

Age 30s = 25%

Age 40s = 25%

Age 50s = 25%

Male = 75%

Female = 25%

Identified as feeling

Well 50%

Average 50%

Unwell 0%

Location

Werribee 50%

Hoppers 12.5%

Laverton 12.5%

Undeclared location 25%

Describe the service

87.5% state a positive experience

"Lovely person; opens opportunities"

"Very good"

"She was great"

"Good, quite helpful"

"Sensational"

"Really good"

"Very positive"

What was most useful: support and access to ongoing services

"Talking and pathways she gave me"

"Helpful and understanding"

"Sessions with Megan"


"Getting me into detox"

"Talking and follow up"

"Being approachable and nice"

"Direct referral"

"Someone to listen to me"



Suggestions for the future: mental health support and wait times

None = 2

“Staff didn’t have answers in Mental Health”

“Waiting in ED”

“Detox straight away”

“Long wait to be called back”

“More people like Megan”

“Seeing a psych straight away”

Consumer-declared outcomes from service: positive management of AOD abuse and addiction

“Back into the gym, yoga, see my son more, back at work”

“How I think about alcohol is different”

“Feel better, managed a relapse better”

“Way of thinking in drug use, I’m more honest, it helped a lot”

“I’m clean”

“Gave up drinking”

“I ask for help”

“Stopped drinking, I’m into exercise and seem to be making progress”

“Detox”

Further comments: being treated with respect and gratitude

“Thank you for seeing ‘client’ as more than a drunk”

“Care was great and everything worked out well for me”

“All staff were terrific”

“Great help thank you”

“Thank you for treating me with respect”