

4.2 Survey method

Inpatients showed a preference for iPad over hard copy surveys. Survey results were found to be consistent irrespective of the method of administration. The exception to this was Q 22. (*You had things to do that were meaningful for you*) where iPad users were more positive.

People were offered the opportunity to complete the survey either by iPad or paper. While two-thirds of respondents completed the survey by paper (67%) there were notable differences by service setting (Table 3). Inpatients were over three times more likely to use an iPad to submit a survey (26%) than were community service users (8%).

Choice of offering of survey media was reported to reflect consumer worker preferences.

Table 3: Survey method preferences for different settings

Method	Community (n=99)	Inpatient (n=123)	Total (n=222)
iPad (n=74)	8%	26%	33%
Paper (n=148)	37%	30%	67%
Total (n=222)	45%	55%	100%

Results were analysed using Chi-Square to identify if either the setting (inpatient or community service) or survey method (iPad or paper) had any effect on the frequency distribution of rating questions. The analysis revealed few effects (Table 4).

In relation to service setting, five questions were found to yield significant differences ($p < .05$) suggesting the ability of these questions to discriminate between different experiences by service setting. These questions were:

- 6. *You were able to get in contact with this service when you needed.*
- 7. *You had access to your treating doctor or psychiatrist when you needed.*
- 9. *The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc).*
- 20. *Your privacy was respected.*
- 23. *Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc).*

In relation to the method of administration, just one question was found to yield a significant difference ($p < .05$) in results:

- 22. *You had things to do that were meaningful for you.*

As iPad users were far more positive in their rating of this question than paper users, it is quite possible that the use of an iPad had a direct impact on the ratings provided. No other questions showed a significant difference in responses based on method of administration. This validates the decision to use two visual modes to reduce the impact of administration on results while testing the construct of the survey.

Table 4: Impact of setting and method on responses to rating questions

KEY ■ = Significant difference in rating (Chi-Square <.05), ■ = No significant difference in rating (Chi-Square >.05)

Questions n=195 to 209	Setting (inpatient vs. community)	Method (iPad vs. paper)
1. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	×	×
2. Your opinions about the involvement of family or friends in your care were respected	×	×
3. You felt safe to ask questions, provide feedback or make a complaint if you wanted	×	×
4. Staff made an effort to see you when you wanted	×	×
5. You were able to get in contact with this service when you needed	✓	×
6. You had access to your treating doctor or psychiatrist when you needed	✓	×
7. You had access to a range of other professional services if you needed (such as dietary advice, talking therapies, skill development, etc)	×	×
8. You felt welcome at this service	×	×
9. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc)	✓	×
10. You were able to do the things that were important to you while using this service (such as have family and friends visit, make phone calls, have a cup of tea or coffee, etc)	×	×
11. Staff caring for you took the time to get to know you as a person	×	×
12. Your individuality and values were respected (such as your culture, faith or gender identity, etc)	×	×
13. You were listened to in all aspects of your care and treatment	×	×
14. You were involved in planning your future care	×	×
15. You had opportunities to discuss your progress with the staff caring for you	×	×
16. Staff showed respect for how you were feeling	×	×
17. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)	×	×
18. Staff ensured you understood the effects of your treatment options (including any medication, talking therapies, etc)	×	×
19. You felt safe using this service	×	×
20. Your privacy was respected	✓	×
21. Staff showed hopefulness for your future	×	×
22. You had things to do that were meaningful for you*	NA	✓
23. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc)	✓	×
24. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc)	×	×
25. Explanation of your rights and responsibilities	×	×
26. Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc)	×	×
27. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc)	×	×
28. Overall, how would you rate your experience of care with this service in the last 3 months?	×	×
29. The effect the service had on your ability to manage your day to day life	×	×
30. The effect the service had on your hopefulness for the future	×	×
31. The effect the service had on your overall well-being	×	×

*Q22 was only asked of the inpatient sample