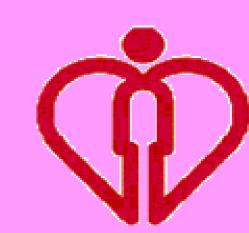


Department of Family Medicine & Primary Healthcare (HKWC) 家庭醫學及基層醫療部(港島西聯網)



Patient Satisfaction Survey of Integrated Mental Health Program (IMHP), at HKWC

Authors: Sze HH(1), Leung TY(2), Chao J(2), Kwong SK(1), Ko WK(1)

Affiliation: (1)Department of Family Medicine and Primary Healthcare, Queen Marry Hospital, (2)Department of Occupational Therapy, Queen Marry Hospital, HKSAR

Introduction

In primary care setting, depression and anxiety are the two most common mental disorders (CMDs), The establishment of IMHP in October 2010 has greatly enhanced the care of patients with CMDs in GOPC setting. This programme involves close collaboration among key workers, family medicine specialists and liaison psychiatrists.

Objectives

To conduct a survey to assess the quality of service provided by our staff; to assess patient satisfaction; and to invite recommendations to further improve the service.

Methodology

The authors used a questionnaire to perform the service satisfaction survey to the IMHP patients. The questionnaire contained 11 declarative statements by using 3 different modalities: Likert Scale Questions, Rating Scales Questions, and Open-ended Questions.

Result & Outcome

In August of 2019, 153 completed questionnaires were received. Over 80% of patients expressed that the IMHP program helped them in:

- -having better self-awareness of their mental condition,
- -earning ways to manage their emotion,
- -releasing stress and reduce their emotional distress.

79% of patients reported that the program could help them adjusting their negative thoughts. 70% patients expressed that the most appreciated part of the program is the skill and attitude of therapist, who was able to help them solve their problems and improve their mood.

Recommendations were received to improve the IMHP service,

- -Increasing frequency of sessions (2 patients);
- -Shortening of waiting time (1 patient);
- -Increasing contact time in each session and (2 patients);

-Increasing the variety of group activities and psychoeducation classes. (2 patients)

綜合心理健康計劃。	姓 名: . 性別 / 年齡: 門診編號: .		_				
服務使用者意見調查表。							
		.1					
至今你曾參與此服務的節數一共多少(包括	括今天)?。						
□1-5 次. □6-10 次. □		- 20 次	. [次或J	以上.	
· · · · · · · · · · · · · · · · · · ·	•	<u></u>					
		悲堂				非	
在接受綜合心理健康計劃後,你對此脈	弱的意見, 。	非常不同音	不同音	中	同音	非常同音	
請在右方選擇一個合適的答案。		意	意	Ţ	意	意	
1 」 此服務能令你了解自己的精神狀況。		0	1.	2.	3	4.	
2 」 此服務讓你明白 [情緒管理]的方法。		0	1.	2.	3.	4.	
3		l n. 9	l 1. 1	🤈. 0	3. 會	4.	
4 」 此服務能即你調整一些負面思想。		0.	1.	2.	3.	4.	
5 整體而言,此服務能改善你的精神優	連康 ュ	0	1.	2.	3	4.	
6 _ 整體而言,你滿意此服務。		0.1	1.	2.	3.	4.	
7。 你覺得此服務最能幫助到你的是甚麼	₹?						
a a							
8 . 你覺得此服務有甚麼值得讚賞的地方	- 2						
.1							
9 。 你覺得此服務有甚麽需要改善的地方	ī?						
.aa							
10 如果你的親友遇到身心健康問題或困	国惑,你會否介绍此服務	络他們	嗎?	(由1	到 10	分).	
11 你有否其他意見或提議?」							



Discussion

In general, 91% of patients were satisfied with IMHP service. 81% of patients felt their overall mental condition improved after joining the IMHP service. We would continue to provide this service, and seek ways for further improvement.