



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

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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)

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.

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綜合心理健康計劃
服務使用者意見調查表

姓 名: _____
性 別 / 年 齡: _____
門 診 編 號: _____

至今你曾參與此服務的節數一共多少 (包括今天)?

☐ 1-5 次 ☐ 6-10 次 ☐ 11-15 次 ☐ 16-20 次 ☐ 21 次或以上

填表說明:

在接受綜合心理健康計劃後, 你對此服務的意見, 請在右方選擇一個合適的答案。

	非常不同意	不同意	中立	同意	非常同意
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. 此服務有助舒緩壓力及減少情緒困擾。 不會 1 2 3 4 5 6 7 8 9 10 會	0	1	2	3	4
4. 此服務能助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健康。	0	1	2	3	4
6. 整體而言, 你滿意此服務。	0	1	2	3	4

7. 你覺得此服務最能幫助到你的是甚麼?

8. 你覺得此服務有甚麼值得讚賞的地方?

9. 你覺得此服務有甚麼需要改善的地方?

10. 如果你的親友遇到身心健康問題或困惑, 你會否介紹此服務給他們嗎? (由 1 到 10 分)

11. 你有否其他意見或提議?

問卷全部完成, 在此感謝你的意見。

