



# Ngā Poutama: Survey of mental health and addiction consumers, family & whānau experience

**Ngā Poutama: Consumer, family and whānau was a national survey about the experience of using mental health and addiction services. The survey was conducted from September to November 2019.**

## The type of experiences people reported

The survey measured different aspects of people's experience, such as being treated with respect, listened to and being actively involved in care plans.



### High-scoring areas

The most people reported positive experiences for:

- being treated with respect (59 percent)
- staff explaining things in a way that was easy to understand (59 percent).

### Low-scoring areas

The fewest people reported positive experiences about their cultural and spiritual needs being met, including:

- staff using te reo Māori during sessions, as appropriate (14 percent)
- access to traditional Māori healing practices, as appropriate (15 percent)
- access to kaumātua, kuia or other cultural advisors, as appropriate (18 percent).

Other low-scoring areas included access to peer-support staff (24 percent) and staff communicating well with one another (37 percent).

### Harm

Some people who responded to the survey said aspects of their care/support were harmful.

The most common type of harm experienced was emotional or psychological harm (59 people; 22 percent). People who reported harm had a less positive experience across most survey questions.

See the full report for more detail.

## Different groups of people reported different experiences

People who used **community-based services** were more positive about their experience across many survey questions, compared with people who had used inpatient services.

**Older people** were more positive about their experience across most survey questions compared with younger people.

People under **compulsory treatment** were less likely than people under voluntary treatment to agree that they felt warmly welcomed into the service; they also felt they were less able to have a support person with them during sessions with staff.

## The number of people who took part

People were invited to take part if they were transitioned from a DHB mental health or addiction service in the survey timeframe. In total, 6,977 consumers were invited.

A total of 267 people took part – 228 consumers and 39 family and whānau members. The estimated consumer response rate was 3.3 percent.

We will continue to work with the sector on how to include more voices in future surveys.

## Next steps – action and change

The important next step for the mental health and addiction sector is to translate these survey results into real service improvements for consumers, families and whānau.

The Health Quality & Safety Commission is here to help.

**Download the full report**  
[www.hqsc.govt.nz/MHA-consumer-survey](http://www.hqsc.govt.nz/MHA-consumer-survey)



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