Introduction
In-patient unit of the E2 Child and Adolescent Mental Health Centre (E2 C&AMHC) opened on 26.5.2011. It is a mixed gender ward with 20 beds, to cater the child and adolescent under 18 with mental health problems in NTWC. The treatment service is provided by the multidisciplinary team which is consisted of psychiatrists, clinical psychologists, psychiatric nurses, occupational therapists, Red Cross School teachers and medical social worker. For enhancing the quality of service and better treatment outcomes of the inpatient unit in the E2 C&AMHC, the patient/ carers satisfaction survey has been implemented in the unit since April, 2012.

Objectives
1. To investigate the satisfaction level of the patients and their caregivers regarding the service they received during hospitalization
2. To evaluate the quality of the service

Methodology
The 5 point Likert scale questionnaire investigating the satisfaction levels of the patients and their caregivers was developed. It consisted of 7 domain areas: (a) service during admission; (b) ward environment; (c) nursing service; (d) treatment; (e) discharge process; (f) other service; and (g) favourite staff. Patients and their caregivers were invited to self-administer the questionnaires when patients were formally discharged.

Result
Total 152 questionnaires were returned from 1.4.2012 to 31.12.2014 (38 in 2012, 71 in 2013, and 43 in 2014). 67.7% of respondents were patients, 30.3% of respondents
were caregivers and 2% of respondents were unidentified. Most service users generally rated satisfaction or above in all domain areas. The percentages of satisfaction or above in 2012, 2013 and 2014: (a) service during admission- 98.4%, 98.9%, and 100%; (b) ward environment- 98.4%, 97.5%, and 99.5% ; (c) nursing service- 99.4%, 99.4%, and 100% ; (d) treatment- 99.4%, 99.2%, and 100%; (e) discharge process-100%, 100%, and 100% ; (f) other service- 100%, 100%, and 99.2%; and (g) favourite staff -all staff (25%, 36.7%, and 34.09%), - nurse (31.9%, 46.9%, and 31.8%), -health care worker (5.6%, 8.2%, 2.2%), and -psychiatrist (4.2%, 6.1%, and 2.3%). Based on the feedback of the service-users, the followings improvement work have been done: (1) Noon visiting hour session was added; (2) Liaised with E&M for maintaining a comfortable room temperature and water temperature for bathing; (3) Increased variety of books; (4) Implementation of telephone follow-up service for home leave patients; (5) Gardening programme for in-patient. Service users were also satisfied with the improvement work.