



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Satisfaction survey on IMHP keyworker's Group session in Kowloon Central Cluster General Out-patient Clinics**

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**Introduction**

Integrated Mental Heal Programme (IMHP) has been developed for patients with common mental disorder in Kowloon Centre Cluster (KCC) since October 2011. Apart from individual intervention, group treatment has been proved to be another effective treatment modality (1). Having therapy programs in a group session can have many advantages such as it offers a supporting network for patients to meet other people with similar experiences. Patients are encouraged to learn through the feedbacks in the group and obtain peer support. There are six different themes of group sessions including sleeping, relaxation, memory, happiness, positive psychology and stress management groups

**Objectives**

To explore patients' satisfaction on the group IMHP programs and to improve quality of service.

**Methodology**

A pre-designed survey form was distributed to patients attending IMHP group sessions from September 2016 to February 2017. The survey form was designed after getting agreement from team members of IMHP including all keyworkers and coordinators in all clusters of HA. The content of the survey was referenced to \*HKAFMPHCN course satisfaction survey. There are 7 questions in the survey form assessing patients' understanding and satisfaction on the group IMHP program.

**Result**

Totally 249 patients completed the survey forms, among which 8 were found to be incomplete. With regards to the seven questions with results stated in the brackets, including; "Understanding the context of group session", (241/241 agreed) "The

learning materials are clear and easy to understand” (241/241 agreed), “The speaker teaching method was easily understood” (238/241 agreed), “Time is suitable” (230/241 agreed), “The venue is suitable” (238/241 agreed), “Activity was satisfactory” (240/241 agreed), “Any other comment related to IMHP Group sessions” (a warmer and less noisy room should be used; better to have other timeslot rather than PM session only; larger screen should be used for presenting materials).