

Canterbury DHB

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



INPATIENT MATERNITY SURVEY RESULTS – OCTOBER TO DECEMBER 2022

Evidence tells us that patient experience is a good indicator of the quality of our health services. Better experience, stronger partnerships with consumers, patient and family-centred care have been linked to improved health, clinical, financial, service and satisfaction outcomes. Feedback is used by teams to monitor and improve care provided. Understanding how people experience healthcare gives us valuable insight and an opportunity to celebrate our success, do more of what we are doing well and to find ways of how we can do better.

Every fortnight we invite patients who have spent at least one night in hospital to participate in our patient experience survey. An invitation to participate in the survey is delivered via email or a link in a text message.

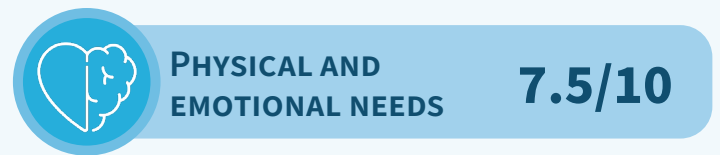
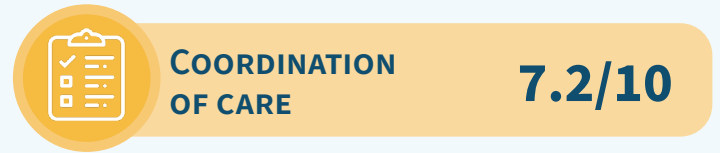
Taking part is voluntary. The survey asks patients to rate and comment on their experiences in four domain areas: communication, partnership, co-ordination and physical/emotional needs.

Responses are completely anonymous. Comments are reviewed to ensure staff and patient confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors).

The results of the surveys are available on the intranet for all staff to view on Seeing our System in the [patient experience portal](#). All staff have access to both inpatient and outpatient feedback.

INPATIENT DOMAIN SCORES FROM OCTOBER TO DECEMBER 2022

* All respondents are asked to rate their experiences in these 4 domains



WHAT WE ARE DOING WELL, AND WHAT WE COULD DO BETTER

* Respondents who answered 'Yes, definitely' or 'Yes, to some extent' are counted in the overall percentage score

HIGHEST RATED QUESTIONS

Before the operation did staff explain the risks and benefits in a way you could understand?	94%
Did you feel the following staff listened to what you had to say? <i>Doctors</i>	91%
Did you have confidence and trust in the staff treating you? <i>Doctors</i>	90%

LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	44%
Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing, and then another would tell you something different?	58%
Did a member of staff tell you about medication side effects to watch for when you went home?	60%

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

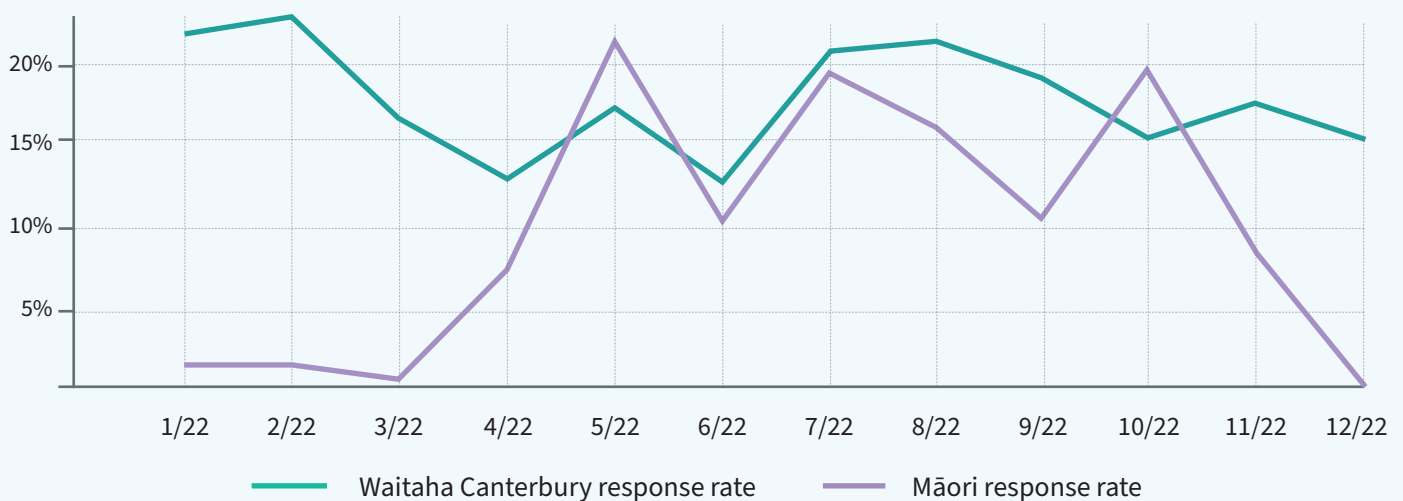
Did you have confidence and trust in the staff treating you? <i>Doctors</i>	100%
Did you feel the following staff listened to what you had to say? <i>Doctors</i>	100%
Did you have confidence and trust in the staff treating you? <i>Doctors</i>	90%

LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	30%
Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing, and then another would tell you something different?	67%
Did a member of staff tell you about medication side effects to watch for when you went home?	50%

INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the year to date (percentages)

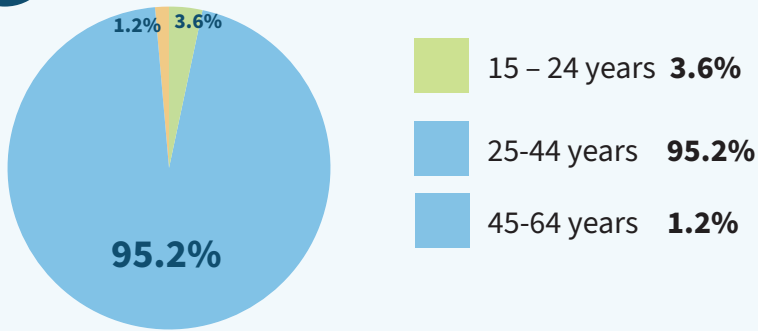


During October – December, **659** invitations to participate in the survey were sent.
101 were completed – a response rate of **15%**.

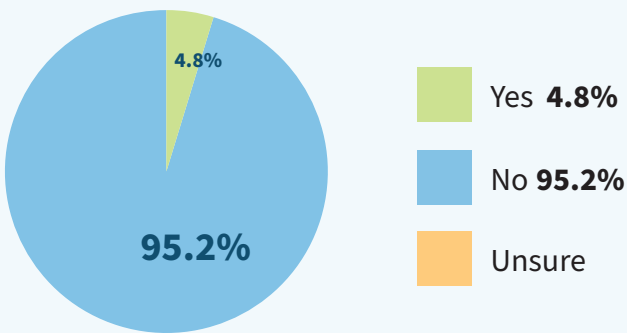
SURVEY DEMOGRAPHICS



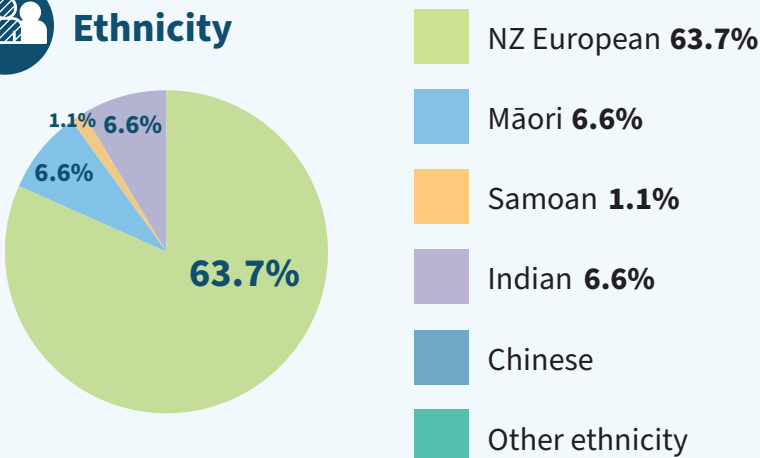
Age groups



Disability



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

“They listened to me when I expressed wish to be discharged a bit sooner than originally suggested and took into account that we lived close by the hospital and that I wanted to get back to my young family.”

“Really unhappy with how discharge was handled by Doctor. Nurses were amazing. Surgical staff and post op staff were fantastic.”

“There was a bit of confusion about my discharge and I think they’d forgotten I was still there. Discharge papers got sent home in post in the end but got there in the end.”

“I wasn’t offered any pain relief medication after birth until I asked. I had hardly any staff come check on me and my baby. I didn’t feel supported at all while I was there.”

“Overall there was great care. Just not giving a 10 as I had to ask for pain relief. It wasn’t offered to me.”

“Great communication from staff, one staff member went above and beyond to find answers to my questions and reassure me.”

“Sometimes the language used was medical terminology that I needed to ask what it meant in plain language. No one had any issues with this and communication was great.”

“Sometimes there was a lack of communication between staff and they also didn’t know about what to do or why I was receiving treatment.”

IN THE LAST 3 MONTHS:

XXX comments were published October – December 2022

13
consumers
commented
specifically about
discharge

6
consumers
commented
specifically about
medication

5 consumers
commented specifically
about **communication**
(2 lack of communication &
3 good communication)