

TE WHATU ORA WAITAHA

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



INPATIENT GYNAECOLOGY SURVEY RESULTS – JULY TO SEPTEMBER 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).

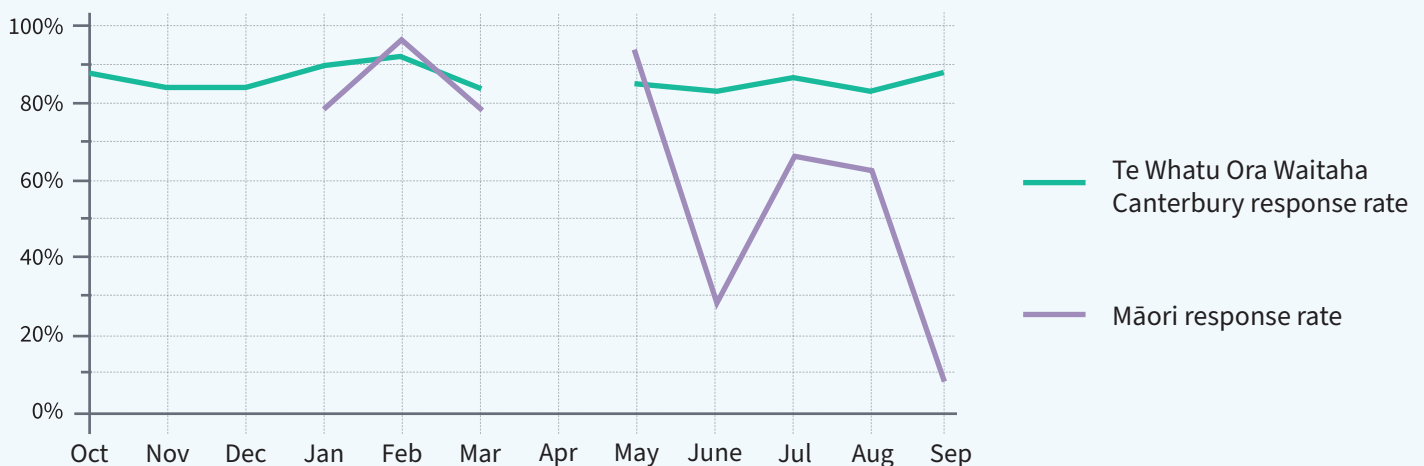
The results of the surveys are available on the intranet for all staff to view on Seeing our System in the [patient experience portal](#). All staff have access to both inpatient and outpatient feedback.

INPATIENT DOMAIN SCORES FROM JULY TO SEPTEMBER 2022

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



Inpatient Experience Survey – Average domain scores out of 10 | Monthly comparison for the 12 months in 2021/22



Additional questions were added to the inpatient survey 25 March 2020 to monitor patient experiences of the COVID-19 pandemic. The additional questions related to the ability to contact family/whānau during admission and staff cleaning hands when touching or examining.

- 92% reported they were able to contact family/whanau when they wanted to.
- 84% reported staff always used hand sanitiser and washed their hands before being touched.

Ask what matters
Listen to what matters
Do what matters

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

Did you have confidence and trust in the staff treating you? *Other members of your healthcare team.* **95%**

Before the operation did staff explain the risks and benefits in a way you could understand? **95%**

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? **94%**

LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you? **45%**

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? **56%**

Did a member of staff tell you about medication side effects to watch for when you went home? **63%**

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Did you have confidence and trust in the staff treating you? *Other member of your health care team.* **88%**

Before the operation did staff explain the risks and benefits in a way you could understand? **83%**

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? **67%**

LOWEST RATED QUESTIONS

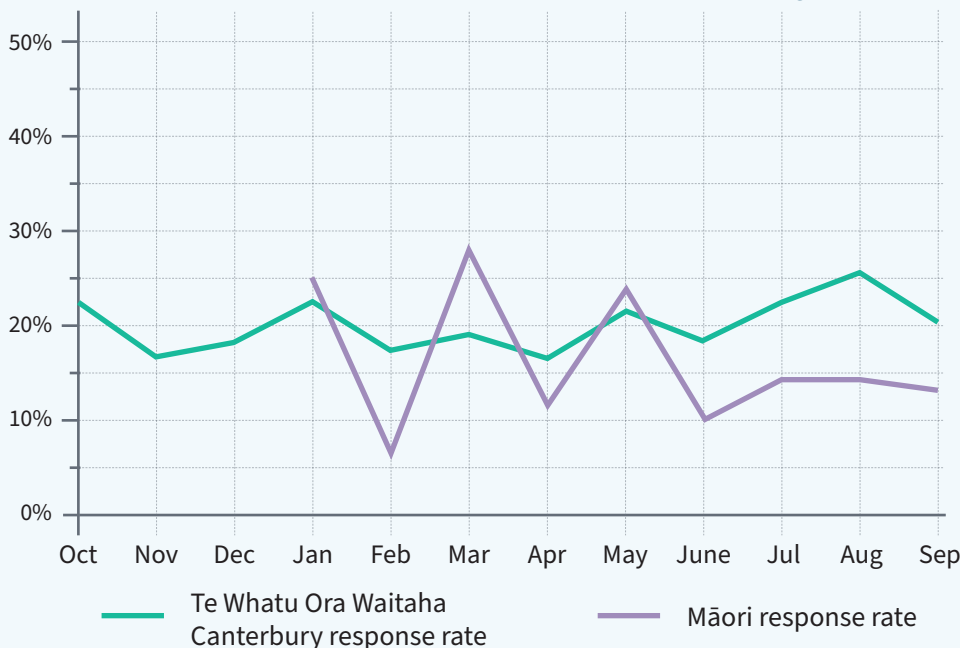
Was your information on the bedside board discussed with you? **17%**

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? **40%**

Did a member of staff tell you about medication side effects to watch for when you went home? **40%**

INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the 12 months of 2021/22 (percentages)



What are we doing about our low response rate to the survey?

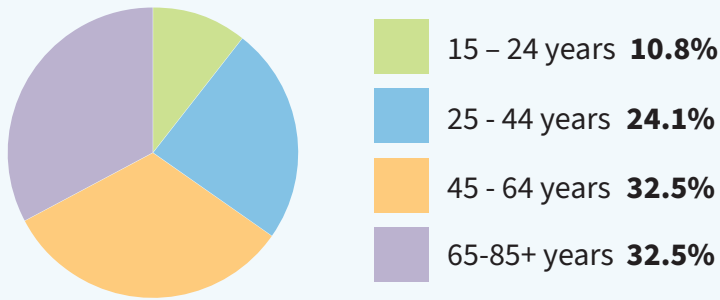
- Prompting our Wāhine to keep their details up to date when they come in to hospital so they get an invitation to participate in the survey
- Encouraging patients to take our survey so that we can get a better sense of how we are providing services for them
- Refreshing our posters in inpatient areas to promote the survey
- Engaging with our Māori and Pasifika Health Workers to promote the survey to the Wāhine they engage with.

During July to September 2022, **399** invitations to participate in the survey were sent. **96** were completed – a response rate of **24%**.

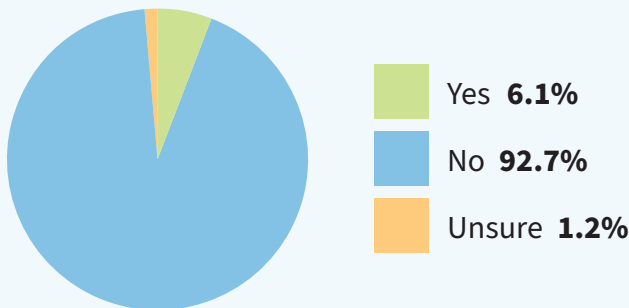
SURVEY DEMOGRAPHICS



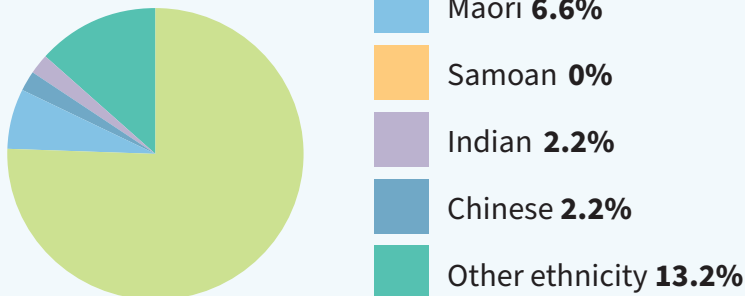
Age groups



Disabled?



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

"All information and medications were carefully explained to me."

"I felt I was given pretty insufficient post op care instructions."

"Clear communication from the doctors about what had happened and why they needed to do the tests etc."

"They communicated well and answered questions as best they could."

"Good discussion and instructions on discharge."

"I was sent away with a single A4 piece of paper and by post op care was only discussed with me minimally. Therefore, I was very confused with the do's and don't's once I was discharged and had to seek external medical advice."

IN THE LAST 12 MONTHS:

- 129 comments were published from **July – September 2022**
- 1,212 comments were published **in the last 12 months**

20

consumers commented specifically about **Care**

9

consumers commented specifically about **Communication**

6

consumers commented specifically about **Discharge**