

Canterbury District Health Board Patient Experience Survey

Results Summary – October- March 2018

Issued May 2018



The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. What you think about your stay in our hospitals is important to us.

Each fortnight we invite more than six hundred patients who spent at least one night in hospital to participate in our survey. The results enable us to find out about your

hospital experience, what we are doing well and where we can improve. An invitation to be part of the survey is delivered via email or a link in a text message.

This national survey asks questions on four areas, including an overall score out of ten on the level of communication you experienced, whether staff involved you in decisions about your care, the coordination of your care within hospital, and how well your physical and emotional needs were met.

Understanding how you experience healthcare gives us valuable insight into where we can do better. This bulletin is a snapshot of your fortnightly feedback. Quarterly patient experience survey results are available on the [Health Quality & Safety Commission website](#).

You told us... “I'd suggest 'results' should be talked about in private...so other bed bound patients around the room do not need to cope with over-hearing private conversations.”

You also say... “Staff respected the fact that I wanted privacy the first day and kept my curtains pulled as didn't feel up to talking to anyone else in room.”

We are listening...

We acknowledge that privacy can be a challenge in multi-bedded rooms. We encourage you to also let us know if you would like to have a more private conversation with staff.

The above poster is displayed as a prompt in all wards.

Privacy

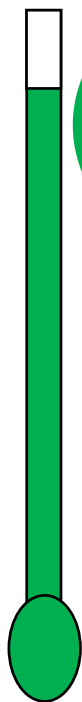
is your right but we realise it is difficult to maintain complete privacy when others are within hearing.

Please let us know if you would like to talk to a member of the health care team in private.

Canterbury
District Health Board
Te Poari Hauora o Waitaha

Communication

10
8.5



Patients rated their experience of communication **8.5 out of 10**

“My situation/diagnosis was difficult as it was slightly unknown but the doctors managed to explain it to me really well and I ended up ... understanding the whole picture which made everything easier for me to deal with mentally.”

“Nurses kept me up to date with when CT scan would take place and when to expect results”

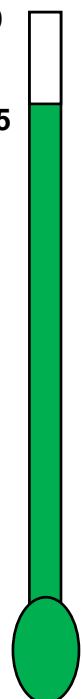
“Very difficult to get Drs to say what was going to happen, they would go away to check results and then not return.”

Was your condition explained to you in a way that you can understand?			
Yes	To some extent	No	NA
75%	20%	3%	2%

Example of one of the questions asked out of five

Partnership

10
8.5



Patients rated their experience of partnership **8.5 out of 10**

“Not all staff have been good to interact with, acting as though they know best but I must say times have improved & feel staff are now listening to what I say without acting as though they know best.”

“Conversations took place between the team members standing around my bed, as if I were not present in the room.”

“In trying to find the right medication I suggested something that had worked for me in the past and the doctor did give me a choice if I wanted to have that but explained why it's not a first choice anymore.”

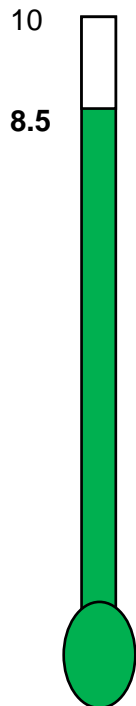
Were you involved as much as you wanted to be in decisions about your care and treatment			
Yes	To some extent	No	NA
68%	25%	5%	1%

Example of one of the questions asked out of three

*Speech bubbles contain patients' responses to survey questions

	Positive comments
	Comments for improvement

Coordination of Care



"I love that I see the same Consultant as an outpatient as I do on the wards."

"it was clear that different groups of staff had not shared their plans...the nursing team were unaware that I had been put back on the waiting list for surgery."

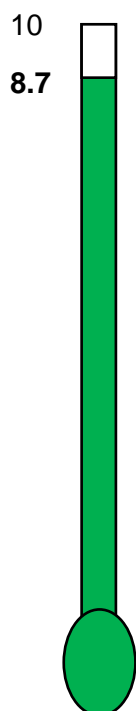
"When being discharged, I was concerned it would be too late for local pharmacy to get medications delivered if not in stock. Staff contacted my pharmacy and faxed them script so they could order medication in and be ready for me to pick up..."

Patients rated their experience of coordination of care **8.5 out of 10**

Were you given conflicting information by different staff members?		
No	Sometimes	Always
72%	24%	4%

Example of one of the questions asked out of two

Physical and Emotional Needs Met



"If I wanted a shower, it happened. If I wanted to change my medication, it happened. When I needed my IV antibiotic changed, it happened."

"After admission and IV fluids I needed urinals emptied regularly. Nurses too busy to do this!"

"I saw an amazing nurse sit down with an obviously sad and unwell patient, talk to her then comb her very tangled hair and speak gently to her."

Patients rated their experience of how well their physical and emotional needs were met **8.7 out of 10**



Did you feel staff treated you with kindness and understanding?		
Yes, always	Sometimes	No
85%	13%	2%

Example of one of the questions asked out of seven

Positive comments
Comments for improvement

Domain results over the last year

Domains	Jan-Mar 2016	Apr-Jun 2016	Jul-Sept 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	July-Sept 2017	Oct 2017-March 2018
Communication	8.4	8.6	8.4	8.4	8.5	8.7	8.6	8.5
Partnership	8.5	8.6	8.6	8.6	8.5	8.8	8.7	8.5
Coordination	8.4	8.6	8.5	8.6	8.5	8.7	8.6	8.5
Physical and Emotional Needs	8.7	8.8	8.7	8.8	8.7	9	8.8	8.7

	Positive comments
	Comments for improvement