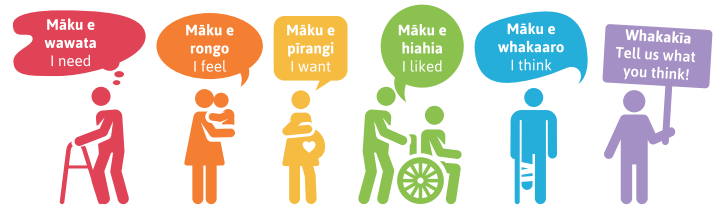


# Canterbury DHB

## Patient Experience Survey

### Te Rūri Wheako-ā-Tūroro



## QUARTERLY REPORT – CHILD HEALTH INPATIENT SURVEY RESULTS

### OCTOBER – 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 parents and their children 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.

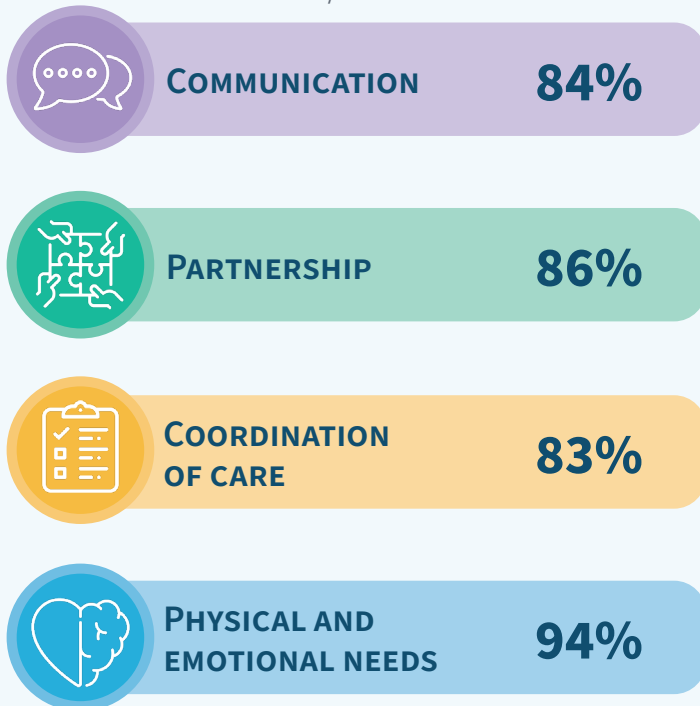
Responses are completely anonymous. Comments are reviewed to ensure staff, parent and child confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors).



## INPATIENT DOMAIN SCORES FOR OCTOBER – DECEMBER 2022

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

### PARENT/CAREGIVER



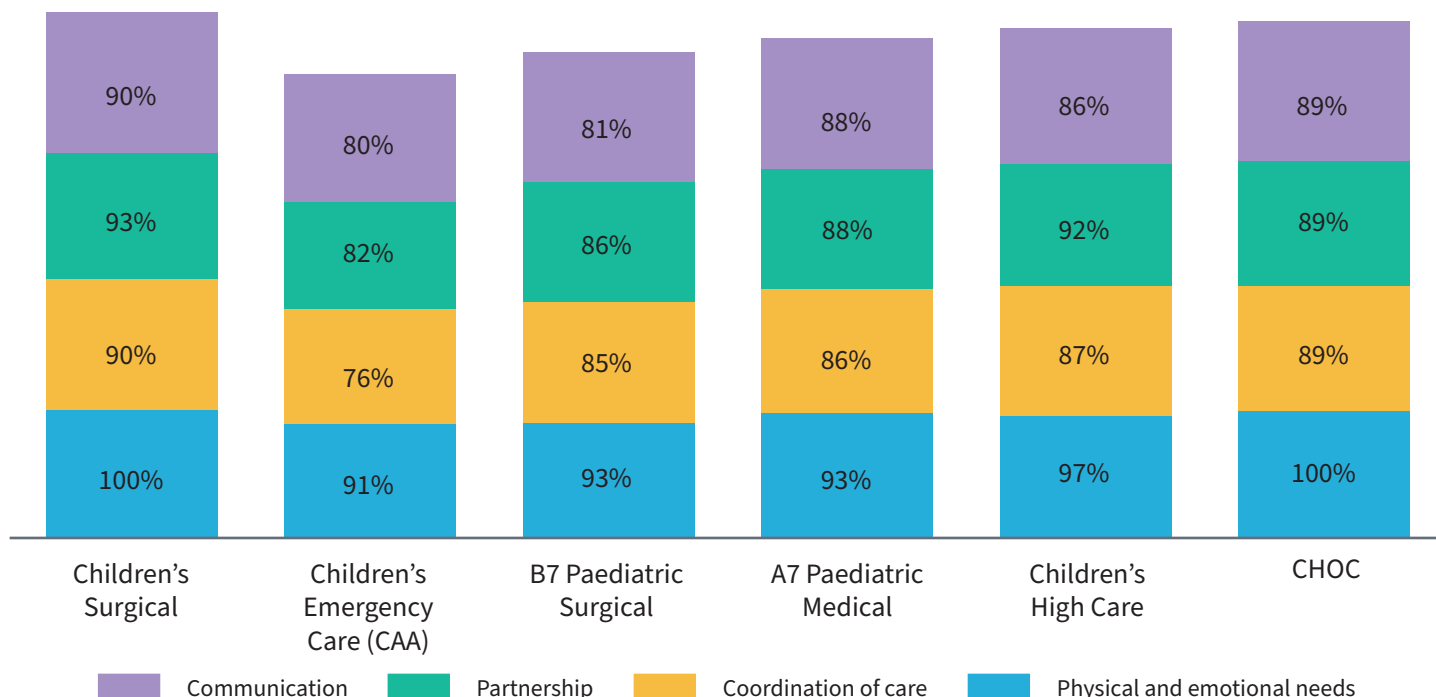
### YOUNG PERSON



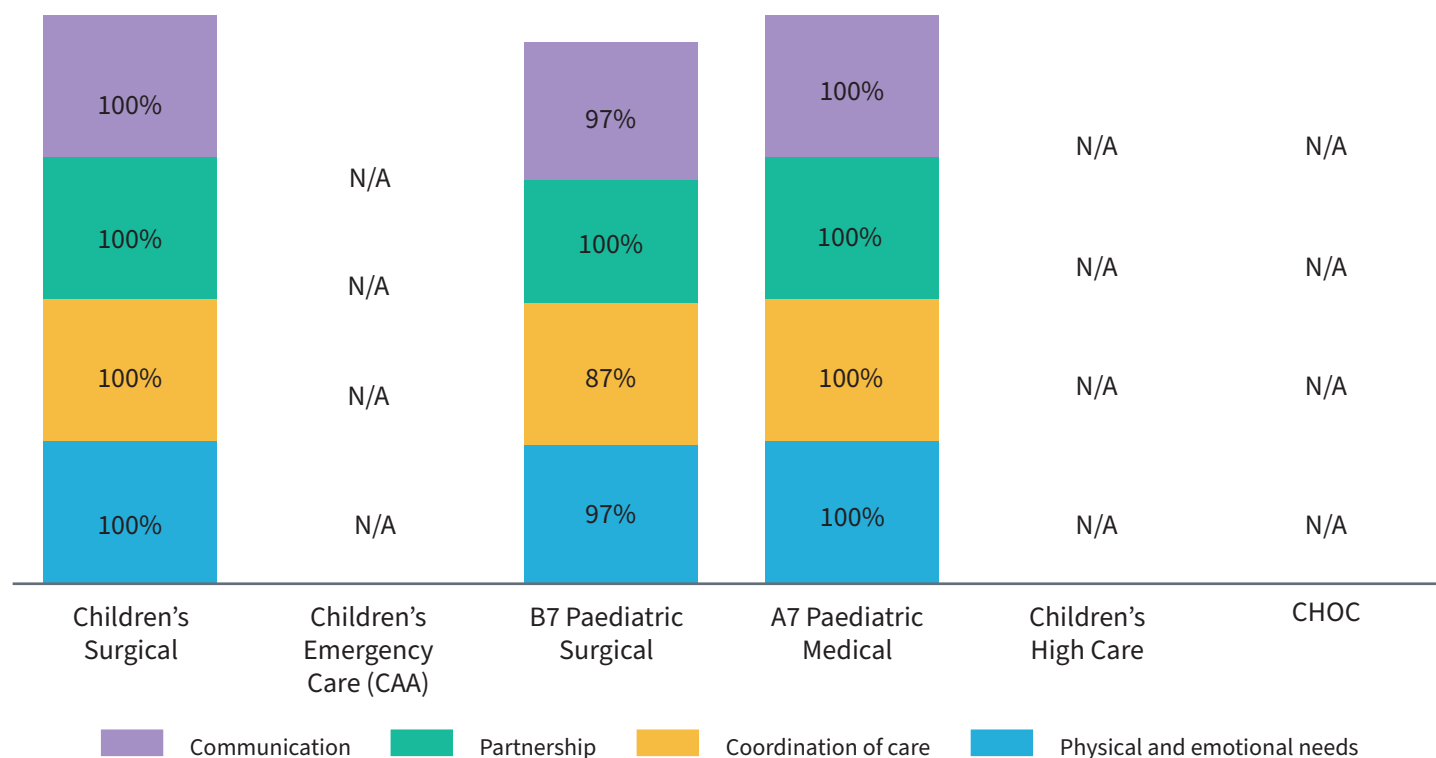
# INPATIENT DOMAIN SCORES FOR ALL CHILD HEALTH AREAS

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

## PARENT/CAREGIVER RESPONSES ACROSS INPATIENT AREAS



## CHILD RESPONSES ACROSS INPATIENT AREAS



In response to parent/caregiver feedback needing to learn more about the facilities available during their child's inpatient stay, signage has been posted in the patient rooms in A7 and B7 which has a URL and QR code for them to link to the Matatiki website to see if this makes a positive difference and leads parents/caregivers to be better informed.

Also, in response to feedback re not knowing about the activity room and the hospital play therapy service a table topper providing information re this is under development and will be placed in all the patient rooms.

## 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 score

### PARENT/ CAREGIVERS RESPONSES ACROSS ALL INPATIENT AREAS

#### HIGHEST RATED QUESTIONS

Overall did you feel staff treated you and your child with kindness and understanding while in hospital? **93.5%**

Did staff explain to you who they were and what they did? **92.3%**

Did you feel the following staff listened to what you had to say? *Nurses* **91.9%**

#### LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital? **39.2%**

Were you provided or shown where to find information about you and/or your child's rights as a patient? **52%**

Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience? **67.5%**

### CHILD RESPONSES ACROSS ALL INPATIENT AREAS

#### HIGHEST RATED QUESTIONS

Did you like the way staff talked to you? **100%**

Did staff explain to you who they were and what they did? **96.7%**

#### LOWEST RATED QUESTIONS

Did you understand what staff told you about what was happening to you? **86.7%**

Did you feel that you were looked after? **96.7%**

## WHAT ARE OUR PARENTS/CAREGIVERS OF MĀORI CONSUMERS SAYING?

#### HIGHEST RATED QUESTIONS

Overall did you feel staff treated you and your child with kindness and understanding while in hospital? **96.2%**

Did staff explain to you who they were and what they did? **94.9%**

Did you feel the following staff listened to what you had to say? *Nurses* **88.3%**

#### LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital? **55.1%**

Were you provided or shown where to find information about you and/or your child's rights as a patient? **64.1%**

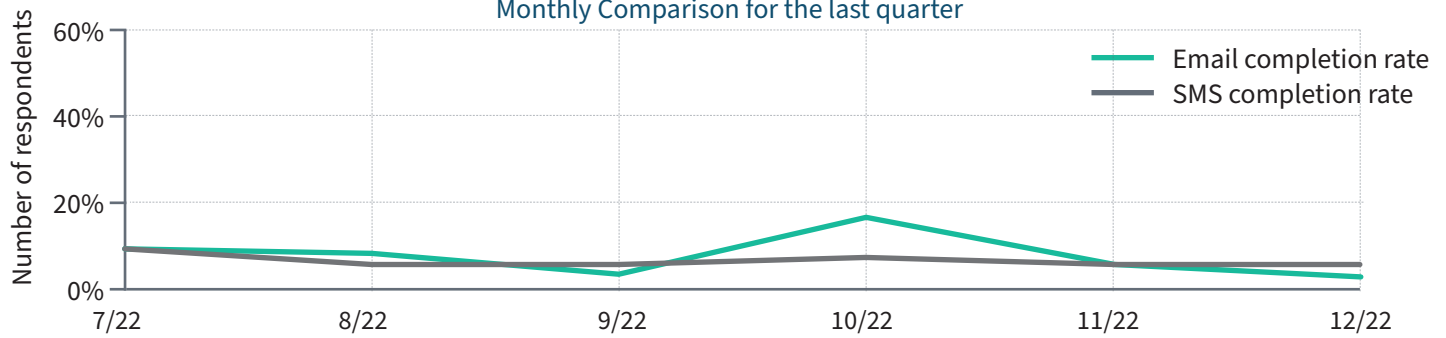
Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience? **72%**

## INPATIENT SURVEY COMPLETION RATE

Parents/caregivers of children hospitalised are invited to participate in the survey via email. If no email address is available, they are invited via SMS.

### Inpatient Experience Survey – Completion Numbers

Monthly Comparison for the last quarter



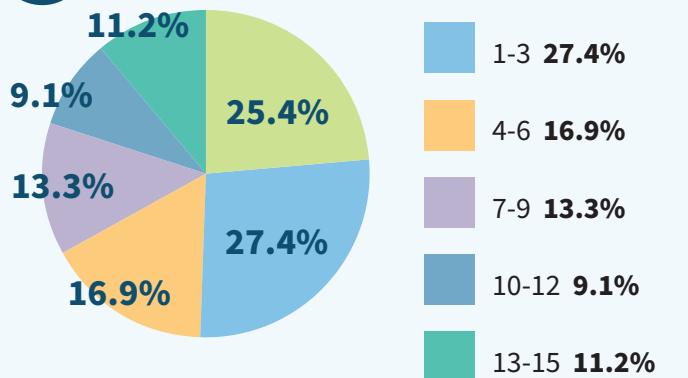
For the period of 1 October to 30 December 2022:  
**465** email invitations have been sent with **67** completing, a response rate of **14%**.

For the period of 1 October to 30 December 2022:  
**542** SMS invitations have been sent with **77** completing, a response rate of **14%**.

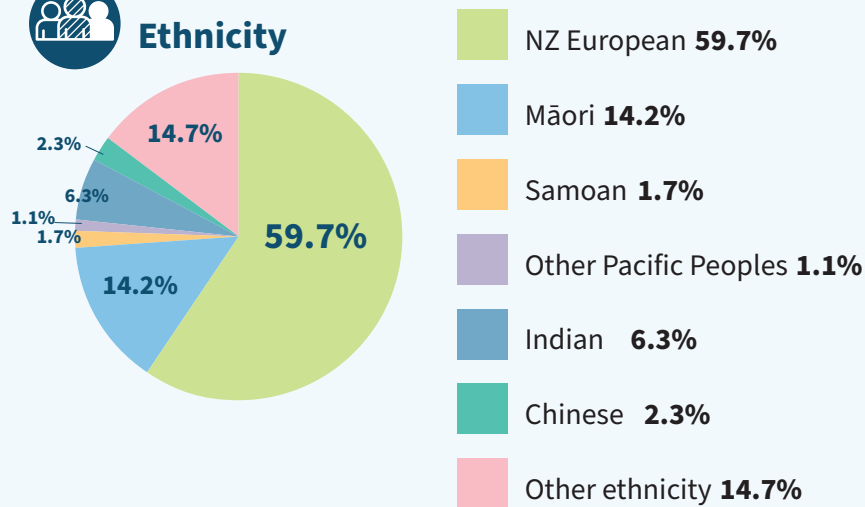
## SURVEY DEMOGRAPHICS



### Age of patient



### Ethnicity



## WHAT ARE OUR CONSUMERS SAYING?

### WHAT WE COULD DO TO MAKE THEIR HOSPITAL STAY BETTER

*"Sports channels"*

*"Secure more funding and resources for more staff and offer blankets, food and water in CEC!"*

*"Being told about Kid's Activity Area on arrival."*

*"How terrible the parking and transport is when you have a child in a wheelchair."*

### WISH THEY HAD KNOWN BEFORE COMING IN

*"That we needed to provide food (to go alongside formula) for our baby."*

*"Where to park."*

*"The long waiting times."*

## IN THIS QUARTER

**29** survey respondents commented specifically about **nurses**

**20** survey respondents commented specifically about **communication**

**7** survey respondents commented specifically about **food**

**7** survey respondents commented specifically about **questions answered**