

Canterbury District Health Board In-Patient Experience Survey

Results Summary – October- March 2019

Issued May 2019



The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. Each fortnight we invite patients who spent at least one night in hospital to participate. An invitation to be part of the survey is delivered via email or a link in a text message.

The survey asks questions on four areas, with an overall score out of ten on the level of overall experience in communication, partnership, co-ordination and physical and emotional needs.

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

You told us...

I didn't expect turning in bed to be an issue but it is so basic that it is often overlooked by staff.

You also say...

Staff were always at hand to change position of bed and pillows to make me comfortable.

We are listening...

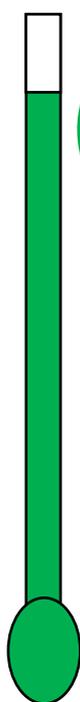
Shear and friction can cause pressure injuries. Canterbury and West Coast Health DHB's and community providers have embarked on an improvement project funded by ACC to prevent pressure injuries.

A pressure injury is an area of the skin that has been injured due to unrelieved pressure, poor blood flow or chafing and rubbing of the skin.

*Speech bubbles contain patients' responses to survey questions.

Communication

10
8.5



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

“Friendly team. Explained in plain English and made sure I had time to understand. While I know everyone is busy, they gave the impression of having time to focus on me when they were with me”.

“Comprehensive information, listened to my questions, gave honest, realistic feedback. Professional”.

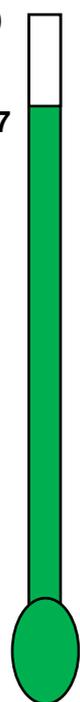
“The staff were rushed and under pressure. Didn’t feel they had time to discuss things properly”.

Was your condition explained to you in a way that you can understand?			
Yes, completely	To some extent	No	NA
73%	22%	3%	2%

Example of one of the questions asked out of five

Partnership

10
8.7



Patients rated their experience of partnership **8.7 out of 10**

“I had choices which were discussed fully and I was able to choose the option I felt was best for me. Once again the booklets also helped and reminded me of the options”.

“Didn’t converse with me regarding discharge at all.”

“The staff discussed every decision with me and made sure I understood the outcomes.”

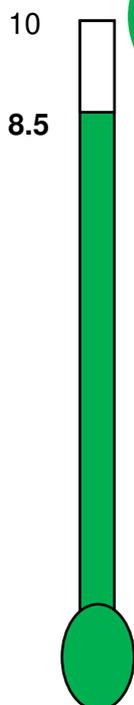
Were you involved as much as you wanted to be in decisions about your care and treatment			
Yes, definitely	To some extent	No	NA
70%	25%	4%	1%

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



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

“I was seen asap by different departments so that my treatment was quickly decided.”

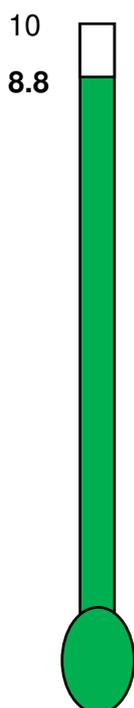
“The transition from team of doctors when I first arrived to the new ones who took over my care later in my stay was very poor. They did not pass over information very well and seemed to have different ideas about what was going on”

“Good coordination not only between staff on the ward, but also between the Cardiac Drs. I saw three (different ones associated with different aspects of my condition) in one day and all were singing from the same hymn sheet. A big plus”

Were you given conflicting information by different staff members?		
No	Sometimes	Always
70%	26%	4%

Example of one of the questions asked out of two

Physical and Emotional Needs Met



Patients rated their experience of how well their physical and emotional needs were met **8.8 out of 10**

“I had two other trauma events just prior to my operation. The staff obviously read the notes & showed a lot of kindness.”

“Having complex needs it was sometimes difficult to get staff to understand what was required to help me”

“I am a smoker. I was offered nicotine patches. I declined these because I felt so comfortable where I was/not stressed I didn't need to smoke”

Did you feel staff treated you with kindness and understanding?		
Yes, always	Sometimes	No
85%	14%	1%

Example of one of the questions asked out of seven

*Speech bubbles contain patients' responses to survey questions.

Positive comments
Comments for improvement

“Highs and Lows”

Over the period October 2018 to March 2019, the three questions in the survey which received the most positive responses and those that received the least positive responses are presented below.

Highest Rated Questions	Percentage positive responses
Before the operation did staff explain the risks and benefits in a way you could understand?	94%
Overall, did you feel staff treated you with respect and dignity while you were in the hospital?	94%
Did you have confidence and trust in the nurses treating you?	92%

Lowest Rated Questions	Percentage positive responses
Did a member of staff tell you about medication side effects to watch for when you went home?	65%
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	70%
Was religious or spiritual support available when you needed it?	74%

Quarterly domain results

The graph below shows the average score out of 10, for the question of overall experience in communication, partnership, co-ordination and physical and emotional needs.

