

# Canterbury DHB

## Patient Experience Survey

### Te Rūri Wheako-ā-Tūroro



## INPATIENT MATERNITY SURVEY RESULTS – APRIL TO AUGUST 2021

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).

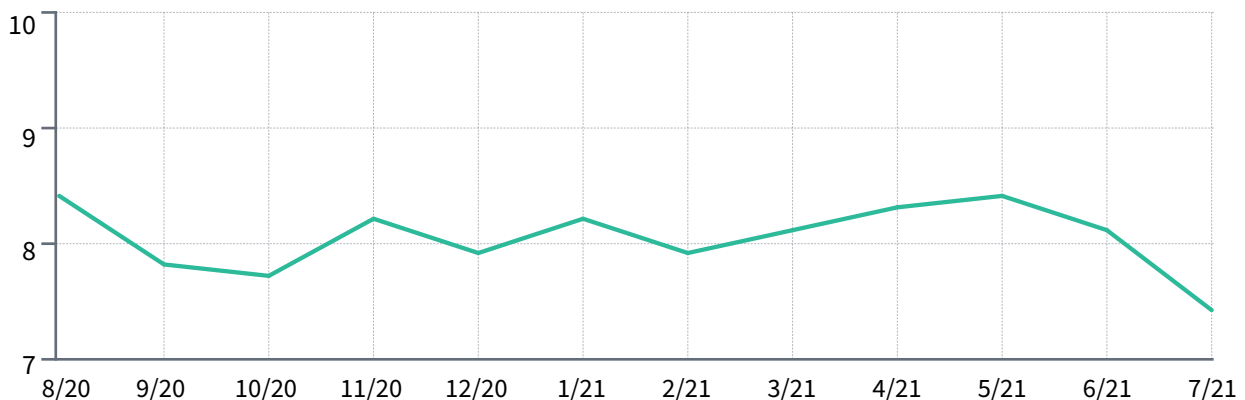
The results of the surveys are available on the intranet for all staff to view on Seeing our System in the [patient experience portal](#). All staff have access to both inpatient and outpatient feedback.

### INPATIENT DOMAIN SCORES FROM APRIL TO AUGUST 2021

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



### Inpatient Experience Survey – Average domain scores out of 10 | Monthly comparison for the last 12 months



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.

- 93.6% reported they were able to contact family/whānau when they wanted to.
- Between April and August 2021, 78.5% reported staff always used hand sanitiser and washed their hands before being touched or examined – a decrease from 86.2% in May 2021.

Comments over lockdown indicate the need to refine the process for feeding support people when other food outlets are closed within the hospital. We now have a plan in place to ensure that support people are fed.

**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

Before the operation did staff explain the risks and benefits in a way you could understand?	94%
Did you have confidence and trust in the staff treating you? <i>Doctors</i>	89%
Did staff tell you how the operation went in a way you could understand?	89%

## LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	48%
Did a member of staff tell you about medication side effects to watch for when you went home?	62%
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	62%

## WHAT ARE OUR MĀORI CONSUMERS SAYING?

### HIGHEST RATED QUESTIONS

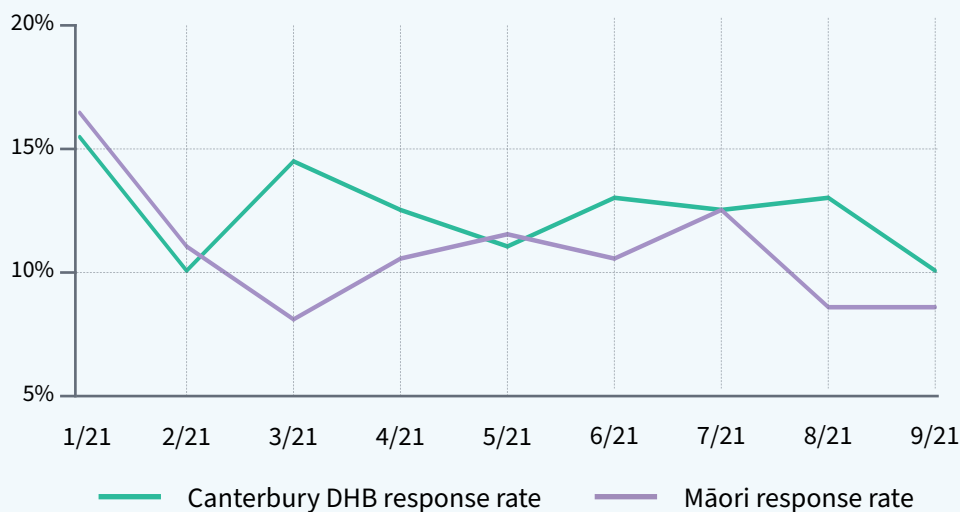
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### LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	48%
Did the hospital staff tell you about medication side effects to watch for when you went home?	62%
Did the hospital staff include your family/ whānau or someone close to you in discussions about your care?	62%

## INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the last 12 months (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 Wāhine they engage with

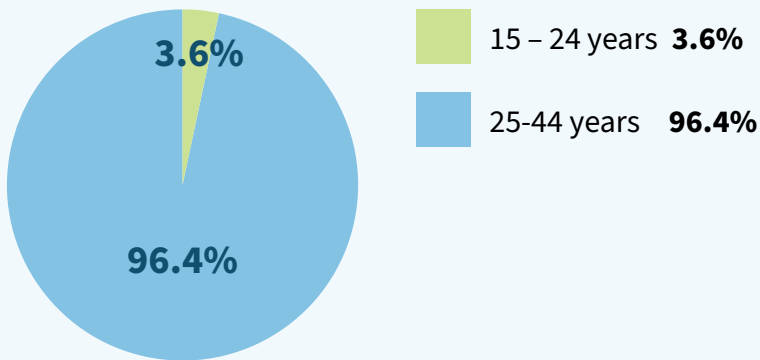
During April to August 2021, **1,260** invitations to participate in the survey were sent. **150** were completed – a response rate of **12%**.

In the quarter April to August – **646** Maori were invited to participate in the survey. **142** responded – a response rate of **10.5%**.

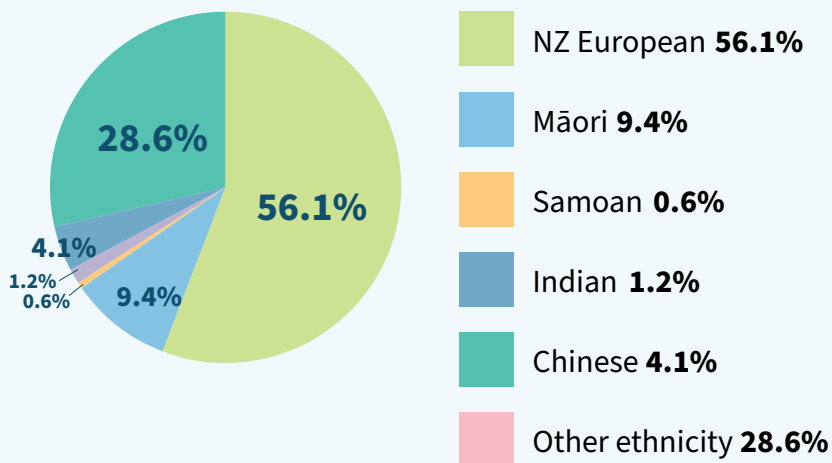
## SURVEY DEMOGRAPHICS



### Age groups



### Ethnicity



## IN THE LAST 12 MONTHS:

1,182 comments were published

67

consumers commented specifically about **discharge**

42

consumers commented specifically about **food**

78

consumers commented specifically about **communication in hospital**

## WHAT ARE OUR CONSUMERS SAYING?

*“Everything was very thoroughly explained to me on how to administer blood clotting injection to the various tablets I had to take home. Also birth control was explained very clearly to me”*

*“The nurses would always share with me what’s written on the board”*

*“Someone frequently came to check and if I pressed the call button always came in very quickly to help with whatever was needed. The midwife and nurses were particularly helpful and friendly!”*

*“They saved my baby girl when she was in womb by giving me proper information and guidance. And I had my baby delivered there safely. She is my everything and she is with me now and safe. 😊”*

*“I would like to say thank you to all the staff on board from the [dates] They were extremely kind and helpful. I was looked after so well. Words are not enough to describe the care I received. The surgical team were all soooooo amazing! Big thank you to the midwives.. they were amazing!! Thanks for your support!”*

*“I didn’t know why we had to stay so many days they did not keep us updated nor give us an expected leave date and we were wondering each day what they were waiting for- i.e. tests etc but did not explain that to us until we asked when are we going home. We could not plan for my husband to go back to work as we had no idea what was going on”*

*“I was informed about every step on what’s happening with the procedure of my c section and the care I needed afterwards regarding medication etc”*

*“There was nothing written on my bedside board”*

*“Only 2 midwives wrote up their details on the board”*

## KEEPING MĀMĀ AND PĒPI SAFE

Partnering with the new māmā and their whānau and empowering them to keep safe while in Christchurch Women's Maternity Ward continues to be an important part of our safe hospital strategy.

The Bedside Boards highlight and initiate discussions around the woman's potential risks during her stay as well as providing wāhine with a tool to communicate with the team their needs and wishes.

Midwife Urunumia updates the bedside board for a new māmā and pēpi coming from Birthing Suite.

Bedside handover and the use of Bedside Boards are examples of encouraging and enabling opportunities for māmā and their whānau to be more involved in their care.

The boards, which usually sit bedside the woman's bed, have several alerts that give staff useful information 'at a glance' to aid communication and patient safety.

Midwife Urunumia says "The boards are awesome. For me, I have an unusual name so it's nice to be able to put it up on the board, so the mums and their whānau know I am looking after them. It gives me a chance to have a kōrero about the plan for the day and any risks or concerns they might have".



Urunumia, midwife

The boards allow the care team to convey the plan of care on a day-to-day basis. They are a way of introducing members of the care team to the woman, and the woman to members of the team. Having this information readily available is important as a lot of people come and go out of the ward rooms every day.

Patient information boards at the bedside are now in all our facilities. The bedside boards are a visual tool that indicate to wāhine, whānau, and staff 'at a glance' the essential information and assistance a patient requires to maintain their safety in our hospital environment.

If you want to feature your story or share some of the awesome things you are doing with the feedback you are getting from the patient experience survey, please email [Quality@cdhb.health.nz](mailto:Quality@cdhb.health.nz)

### ACTION STATION

#### Our patients appreciate it when:

We tell them they will receive an invitation to participate in the survey

#### How might we improve?

Talk to your patients about how they can help us improve the way we do things by taking the survey!

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**Do what matters**