



Canterbury DHB Patient Experience Survey Te Rūri Wheako-ā-Tūroro

In-Patient Experience Survey

Results Summary – September 2019 to January 2020

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 in our survey. An invitation to participate 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 patient 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, an opportunity to celebrate our success and do more of what we are doing well.

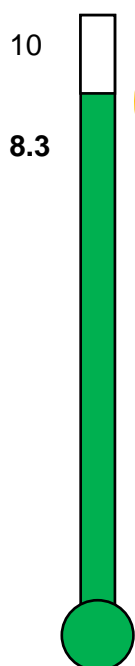
Quarterly patient experience survey results are also available on the [Health Quality & Safety Commission website](#). This bulletin is a snapshot of feedback. Below is one example of how we have actioned your feedback.

You told us “They never listened to what me, husband and mother were saying. We felt unheard we felt they only wanted to pass the buck and just wanted to get me out. They wouldn’t listen they only cared about what was written. I left the hospital in tears in chronic pain scared and judged”

You also said
“Staff listened to how I had managed a long-standing chronic situation and together with good discussion - we made a forward plan”

We are listening ...
We want our patients and families to be involved in every aspect of their care. Every bed space will have a bedside board for care teams and patient & families as a way to communicate individual needs and goals of care.

Communication



Patients rated their experience of communication **8.3 out of 10**

"I think when one has just had major surgery, the spouse/partner should be more informed as to what is happening and more communication with the Doctor, as a patient one can't take everything in"

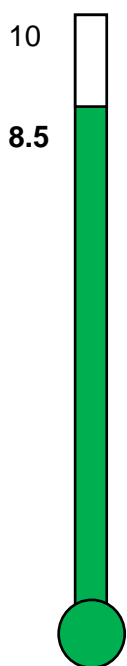
"Communication excellent information and all around. Great people from the doctors to the tea person"

"The lack of communication was shocking. I was there for 3 nights and so many situations could have been avoided if the communication was there"

Was your condition explained to you in a way that you can understand?			
Yes, completely	To some extent	No	NA
71.6	23%	3.7%	1.7%

Example of one of the questions asked out of five in the communication section of the survey

Partnership



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

"Myself and family were kept informed of what action was to take place and the reasons, so I always felt at ease and relaxed with things taking place"

"My partner was always in the loop every step of the way. Along with the staff, we were all discussing about my options and how long I would stay."

"There was a bit of a muddle as to whether I was staying in or going home. First it was one thing and then the other. I was not asked which option I preferred."

Were you involved as much as you wanted to be in decisions about your care and treatment?			
Yes, definitely	To some extent	No	Unable or did not want to be involved
68.6%	24.5%	5.7%	1.2%

Example of one of the questions asked out of three in the partnership section of the survey

	Positive comments
	Comments for improvement

*Speech bubbles contain patients' responses to survey questions.

Coordination of Care

10
8.4



Patients rated their experience of how well their physical and emotional needs were met **8.4 out of 10**

“I left Hospital with complete knowledge of how to handle my post hospital operation and dressing and when to return for further follow ups”

“I was never left for very long periods wondering what was happening and when. The nurses kept me fully informed re the probable arrival of the doctors etc and would continually check to see if I was in any discomfort”

“I felt they didn’t care or know what to do”

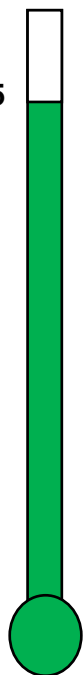
Were you given conflicting information by different staff members?

No	Sometimes	Always
67.7%	28%	4.3%

Example of one of the questions asked out of two in the coordination of care section of the survey

Physical and Emotional Needs Met

10
8.5



Patients rated their experience of how well their physical and emotional needs were met **8.5 out of 10**

“Excellent. Everyone was really nice and tried to be really understanding of my situation”

“Care and support was fantastic, and I didn’t feel like just another number”

“The entire time I was on the ward I had to ask multiple times whenever I needed something and every single time it would “be a different nurse show up making the process even slower”

Did you feel staff treated you with kindness and understanding?

Yes, always	Sometimes	No
84.2%	13.3%	2.5%

Example of one of the questions asked out of seven in the physical and emotional needs met section of the survey

	Positive comments
	Comments for improvement

*Speech bubbles contain patients’ responses to survey questions.

“Highs and Lows”

Over the period September 2019 – February 2020, 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?	92%
Did you have confidence and trust in the staff treating you? <i>Doctors</i>	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?	64%
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	68%
Do you feel you received enough information from the hospital on how to manage your condition after your discharge?	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.

