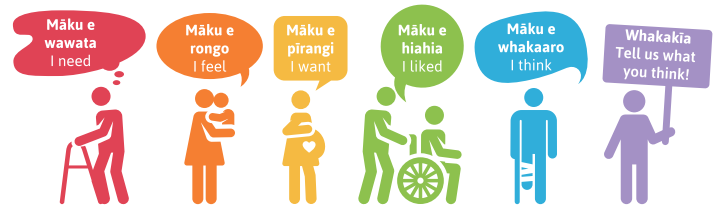


Canterbury DHB

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



QUARTERLY REPORT – OUTPATIENT SURVEY RESULTS

NOVEMBER 2020 – FEBRUARY 2021

The Canterbury District Health Board is committed to providing quality healthcare. Every fortnight we invite patients who have attended an outpatient clinic to participate in our patient experience survey.

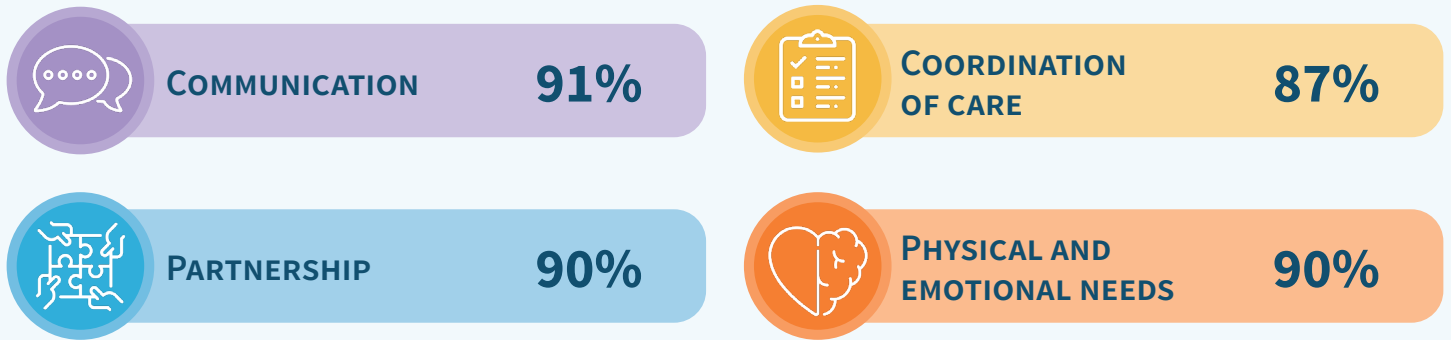
An invitation to participate in the survey is delivered via email or a link in a text message.

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).

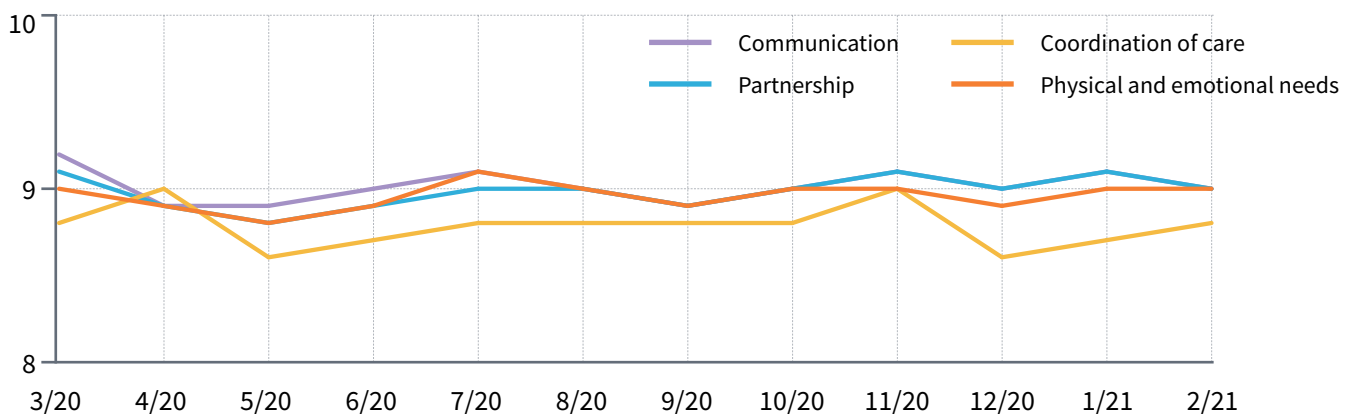
Understanding how people experience healthcare gives us valuable insight and an opportunity to celebrate our success, do more of what we are doing well and to consider how we can do better.

OUTPATIENT DOMAIN SCORES FOR NOVEMBER 2020 – FEBRUARY 2021



Outpatient Experience Survey – Domain score out of 10

Monthly comparison for the last 12 months



The outpatient survey is currently under review due to consumer feedback and a lower response rate.

"This survey is longer than my outpatient appointment!"

"I feel very content with the care that I received from the team and the technicians working in the Pacing Clinic. However, I cannot continue with this survey because it is entirely too long and too repetitive"

Ask what matters
Listen to what matters
Do what matters

WHAT WE ARE DOING WELL, AND WHAT WE COULD DO BETTER

HIGHEST RATED QUESTIONS

Overall, did you feel staff treated you with respect and dignity?	97%
Did you feel the following staff listened to what you had to say? <i>Nurses</i>	96%
Were you given enough privacy when discussing your condition or treatment?	96%

LOWEST RATED QUESTIONS

Did the hospital staff include your family/ whānau or someone close to you in discussions about your care?	80%
Did staff discuss the following in ways you could understand? <i>What to look out for and who to contact if worried</i>	84%
Did staff discuss the following in ways you could understand? <i>Support needed for equipment and technology</i>	84%

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Overall, did you feel staff treated you with respect and dignity?	97%
Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? <i>No</i>	95%
Did staff discuss the following in ways you could understand? <i>Your condition</i>	95%

LOWEST RATED QUESTIONS

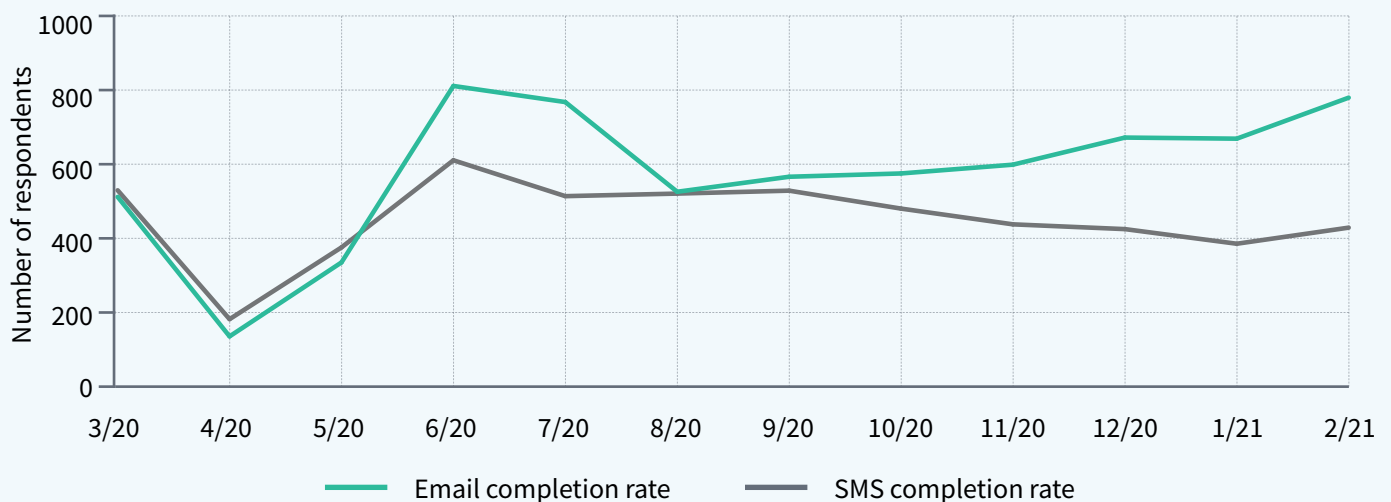
Was cultural support available when you needed it?	77%
Were you confident that staff were aware of your medical history?	80%
Did staff discuss the following in ways you could understand? <i>What to look out for and who to contact if worried</i>	82%

OUTPATIENT SURVEY COMPLETION RATE

Patients are invited via email. If no email address available, then they are invited via SMS. Those invited by email have had a higher response rate than those invited by SMS.

Outpatient Experience Survey – Completion Numbers

Monthly Comparison from March 2020 to February 2021

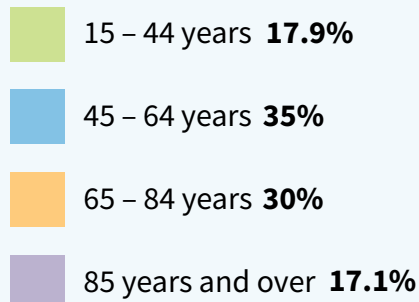
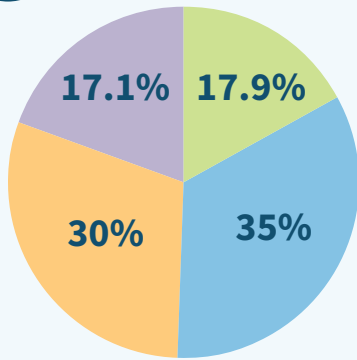


During the period November 2020 – February 2021, **11,315** invitations to participate in the survey were sent by email and **30,188** were sent by SMS. **4,944** survey were completed – a response rate of **11%**.

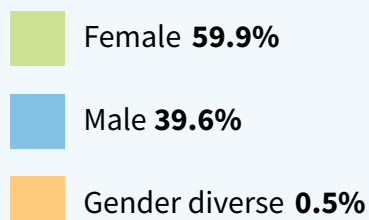
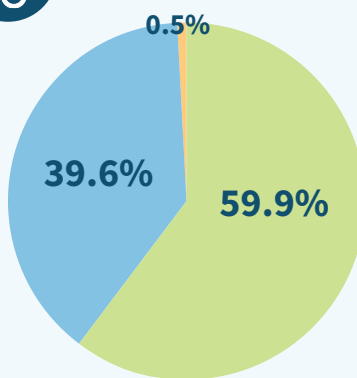
SURVEY DEMOGRAPHICS



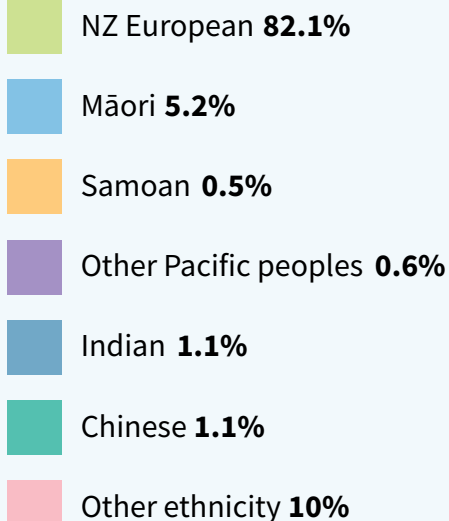
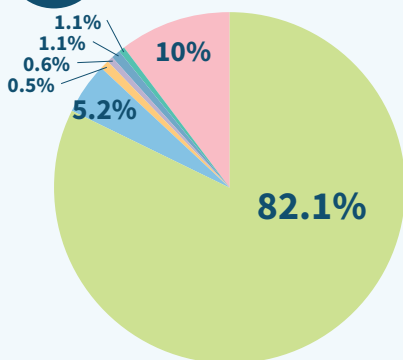
Age groups



Gender



Ethnicity



IN THE LAST 12 MONTHS:

1,255
consumers commented
specifically about
communication

1,835
consumers
commented
specifically about
waiting

1,673
consumers commented
specifically about
nurses

WHAT ARE OUR CONSUMERS SAYING?

12,536
comments

were published in the last
quarter November 2020 –
February 2021

“My visit was the best yet. I was moved from one procedure to the next with very little time between. The staff were all friendly and efficient and explained what they were doing at each step. My very first clinic appointment took more than two hours with a lot of waiting but this time I think I was in and out in a half hour at most.”

“It is nice to visit the new outpatients building which is bright and clean (as opposed to the old buildings). Plenty of space to socially distance and the wait time was good.”

“The whole process from GP referral to surgery was a smooth process where I felt fully informed. I was extremely grateful to receive treatment under the public system. I really do feel that the public system cops a lot of unfair flack, and I have received such great prompt care. I think the CDHB does a great job!!”

“Communication was great and I always felt listened to and taken seriously.”

“The staff and particularly the nurses and specialists I dealt with were very empathetic and understanding. They took my concerns seriously and made every effort to make me comfortable and provide me with information and reassurance.”

“Some were considerate some were not. Some treated me in a condescending manner during my last visit. However in the end a satisfactory result ensued and I am grateful for that.”

“Respect and empathy, full explanations. My only issue is the wait period. One feels that you could die waiting for follow up appointments, which is extremely stressful.”

“The appointment was better than I expected but I needed to wait 45 - 50 minutes which seemed too much.”

Ophthalmology improvement project

Patient feedback and experience is always a priority for every service however since December, this has been one of Ophthalmology’s main focus areas. We have been utilising the patient portal to review feedback and share this with our team.

We communicate results and share feedback from our patients within our monthly newsletter and also via emails. Within this communication we present percentage panels and patient comments along with any compliments we have received via the ‘blue box’ that month. We appreciate not all feedback is positive and these are the ones we need to look at in more detail as these are always where there are opportunities to improve arise.

We believe sharing this information and engaging with our teams has made a difference to our monthly averages (see below) and also builds staff morale to see how much their patients do appreciate them.

Ophthalmology Patient Portal – Domain scores Monthly Comparison from September 2020 to February 2021

