

# Canterbury DHB

## Patient Experience Survey

### Te Rūri Wheako-ā-Tūroro



## INPATIENT MATERNITY SURVEY RESULTS – JULY TO SEPTEMBER 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 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.

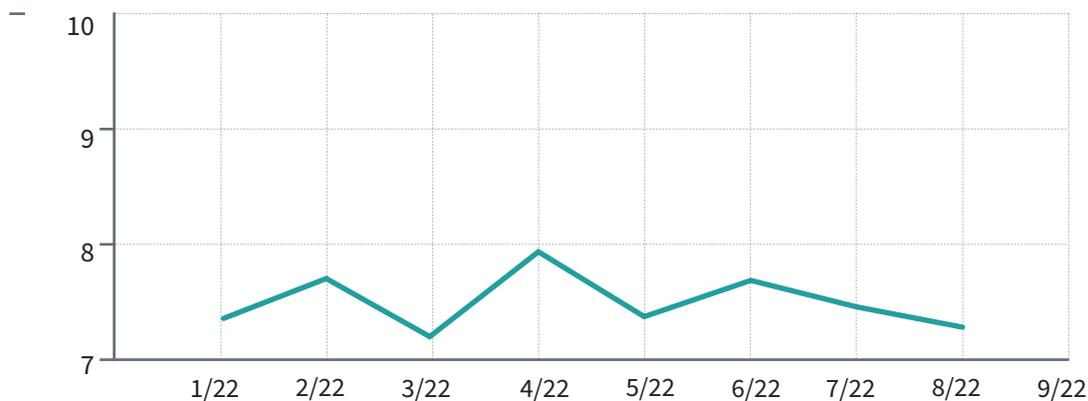
## INPATIENT DOMAIN SCORES FROM JULY TO SEPTEMBER 2022

\* 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 year to date



# 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

Did you have confidence and trust in the staff treating you? Doctors	<b>90%</b>
Before the operation did staff explain the risks and benefits in a way you could understand?	<b>89%</b>
Did staff tell you how the operation went in a way you could understand?	<b>89%</b>

## LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	<b>44%</b>
Did a member of staff tell you about medication side effects to watch for when you went home?	<b>55%</b>
Did the hospital staff include your family/whanau or someone close to you in discussions about your care?	<b>59%</b>

## WHAT ARE OUR MĀORI CONSUMERS SAYING?

### HIGHEST RATED QUESTIONS

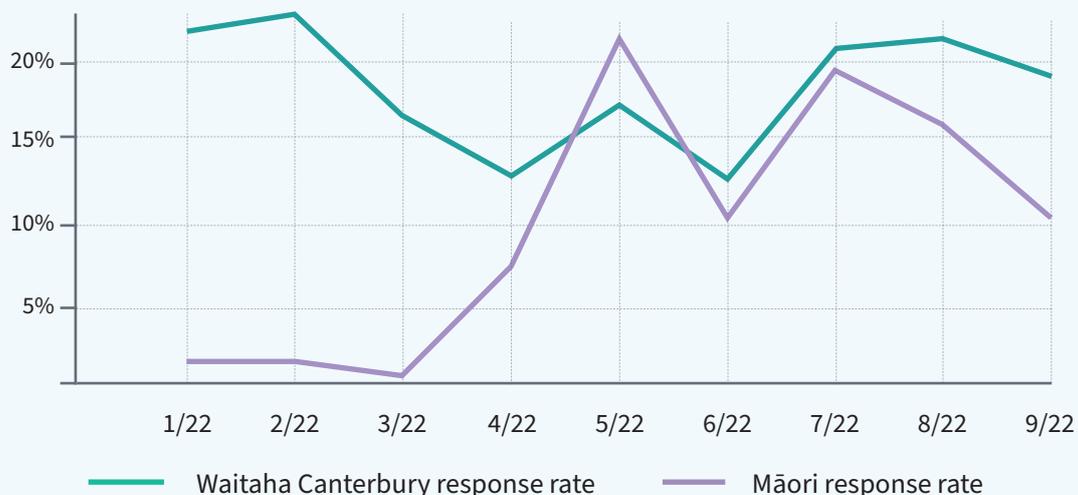
Did you have confidence and trust in the staff treating you? <i>Doctors</i>	<b>90%</b>
Before the operation did staff explain the risk and benefits in a way you could understand?	<b>89%</b>
Did staff tell you how the operation went in a way you could understand?	<b>89%</b>

### LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	<b>44%</b>
Did the hospital staff tell you about medication side effects to watch for when you went home?	<b>55%</b>
Did the hospital staff include your family/whanau or someone close to you in discussions about your care?	<b>59%</b>

## INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the year to date (percentages)

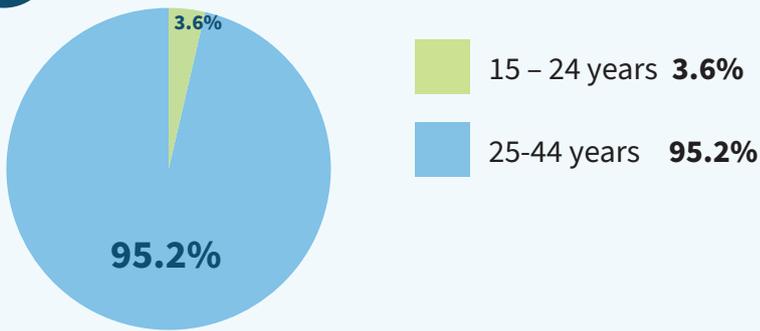


During July – September, **601** invitations to participate in the survey were sent. **96** were completed – a response rate of **16%**.

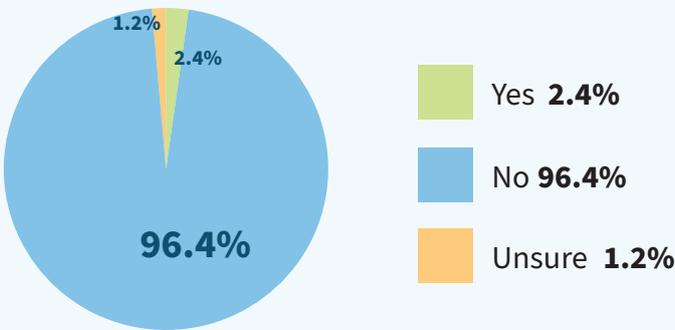
## SURVEY DEMOGRAPHICS



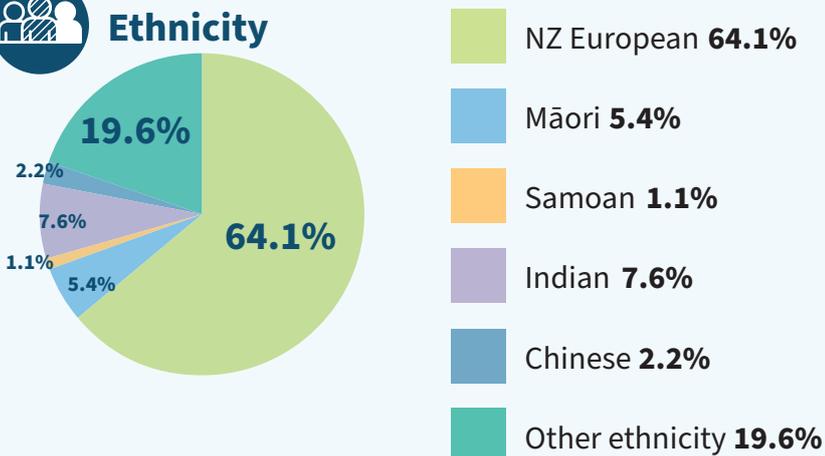
### Age groups



### Disability



### Ethnicity



## WHAT ARE OUR CONSUMERS SAYING?

*“Supportive staff, open communication.”*

*“All staff were friendly and professional.”*

*“Everyone in the hospital was really friendly and easy to communicate.”*

*“Great communication and support throughout.”*

*“Thank you to the doctors, nurses and midwives who cared for me and my baby :) there were some really exceptional staff, especially given the pressure they must be under.”*

*“Under staffed in maternity. Staff are great in the ward and maternity, but they are so stretched.”*

*“Information was not passed on to the next lot of staff sometimes and we had to explain everything again and again.”*

*Staff decided to kick me out straight after my 24 hours when I was supposed to stay for breastfeeding support and getting my new born to latch. Also, I had a huge blood loss and should of been monitored for longer. I believe it was due to high ratios between midwife’s per patients that didn’t help and been so understaffed! It’s shocking the crisis the health system is under!*

*Was not supported at all with the time and guidance that I needed with getting my new born’s needs met. Was discharged early when I was not ready or was my new born.*

*One nurse would tell me I was able to stay and then the next would tell me if being discharged.*

## IN THE LAST 3 MONTHS:

104 comments were published

**23**  
consumers commented specifically about **staff**

**17**  
consumers commented specifically about **communication in hospital**

**12**  
consumers commented specifically about **discharge**