



Canterbury DHB Patient Experience Survey

Out-Patient Experience Survey

Results Summary – April-September 2019

The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. In October 2018, we commenced to invite patients from Christchurch Women's, Burwood and Ashburton Hospital who attended at an outpatient clinic 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 insights into where we can do better, an opportunity to celebrate our success and do more of what we are doing well. This bulletin is a snapshot of feedback. Below is one example of how we have actioned your feedback

You told us

"Everyone talked down to me like I was a number"

You also said

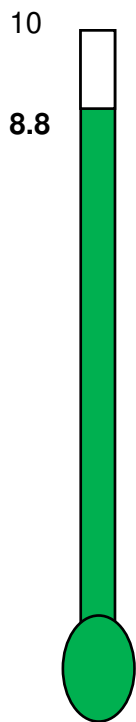
"Having a care plan that everyone knows about means that some of the difficult decisions have been considered. This puts me at ease"

We are listening....

We are encouraging our patients to create an advance care plan to help you, your family and the healthcare team plan for your future health care.

Visit www.healthinfo.org.nz

Communication



Patients rated their experience of communication **8.8 out of 10**

“I was actually given the time to ask questions, and I felt comfortable to ask”

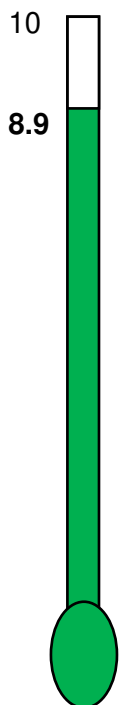
“The nurses and doctor who cared for me with very helpful, caring and communicated well. They followed up exactly when they said they would and provide peace of mind”

“Don’t understand why after visit to surgeon that personal details further discussed with assistant in hallway adjacent to waiting area well within ear shot. Happened to me and those that went before me”

Did staff discuss your condition in ways you could understand?		
Yes	Yes, sometimes	No
91.3%	5.3%	3.4%

Example of one of the questions asked

Partnership



Patients rated their experience of partnership **8.9 out of 10**

“The Doctor made a plan but asked me if I agreed to it and if I thought would be the best way to go for me”

“They did not force their opinions on me but laid out the facts and their opinions and discussed options”

“Nurses are busy doing their job all the time – they talk quickly and don't always give patients time to take info in and process or ask questions”

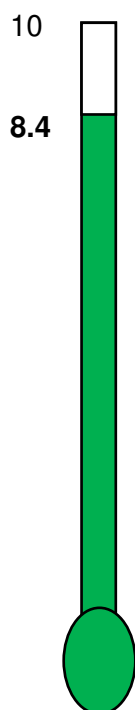
Were you involved as much as you wanted to be in decisions about your care and treatment			
Yes, definitely	To some extent	No	NA
74%	19.4%	3.8%	2.8%

Example of one of the questions asked

	Positive comments
	Comments for improvement

*Speech bubbles contain patients’ responses to survey questions

Coordination of Care



Patients rated their experience of coordination of care
8.4 out of 10

"I was kept well informed and consulted"

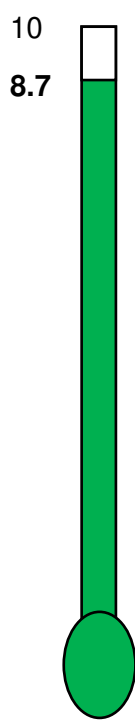
"I got called in at short notice when there was a cancellation. Everyone was fantastic – no faults at all"

"The nurse who checked my husband at that appt. looked at the computer and said he was there for a check up on his nose surgery. We informed her about the ear treatment about which she was completely unaware. The Doctor/Registrar arrived for the appointment and again thought the appointment was for my husband's nose"

Were you given conflicting information by different staff members?		
No	Sometimes	Always
89.9%	8.3%	1.8%

Example of one of the questions asked

Physical and Emotional Needs Met



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

"Felt confident about going into surgery after the discussion I had with the staff and the volume of information I received wasn't too daunting"

"Everyone was respectful, friendly, and professional"

"I felt misunderstood"

Did staff use hand sanitiser or wash their hands before they touched or examined you?		
Yes, always	Sometimes	No
81.4%	9.1%	9.5%

Example of one of the questions asked

	Positive comments
	Comments for improvement

*Speech bubbles contain patients' responses to survey questions

“Highs and Lows”

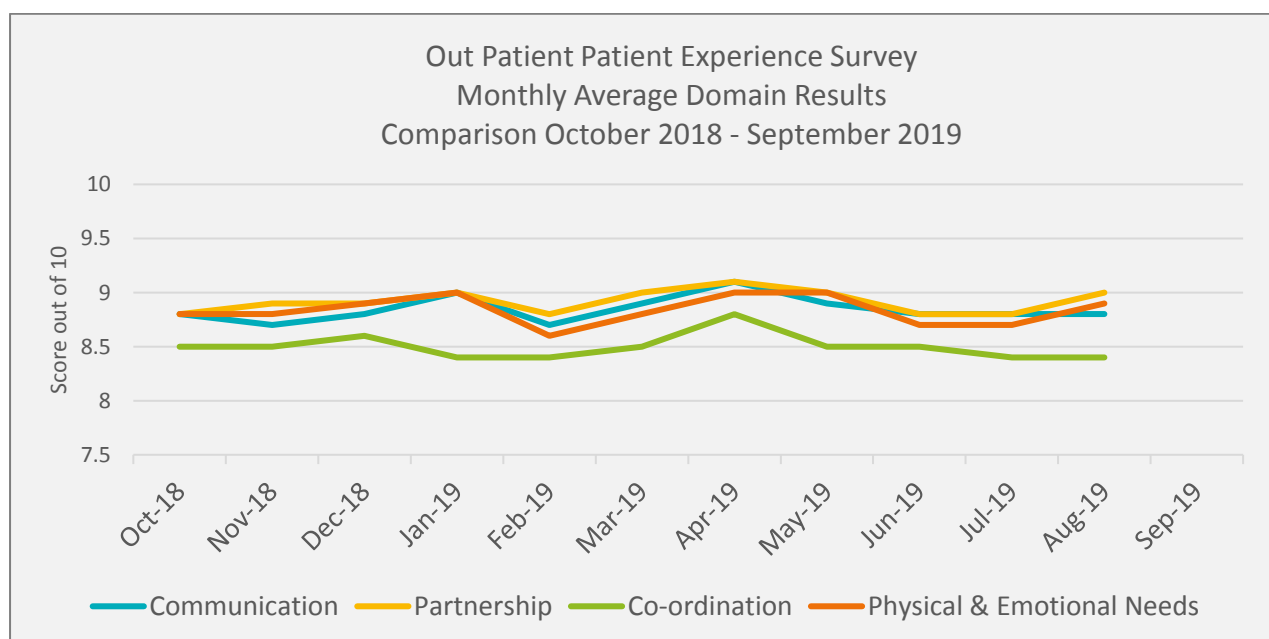
Over the period April 2019 to September 2019, the three questions in the survey which received the most positive responses and those that received the least positive responses are presented below.

Highest Rated Questions	% of positive responses
Did you feel the nurses listened to what you had to say?	95%
Did you feel the following staff listened to what you had to say? <i>Other members of your healthcare team</i>	95%
Overall, did you feel staff treated you with respect and dignity?	94%

Lowest Rated Questions	% of positive responses
Where possible did staff include your family/whanau or someone close to you in discussions about your care?	79%
Did you feel you were involved in decisions about what would happen following your visit?	80%
Were you confident that staff were aware of your medical history?	80%

Monthly 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.



Positive comments
Comments for improvement