

# Canterbury District Health Board Patient Experience Survey

Results Summary – July-Sept 2017

Issued October 2017



The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. What you think about your stay in our hospitals is important to us.

Each fortnight we invite six hundred patients who spent at least one night in hospital to participate in our survey. The results enable us to find out about your hospital experience, what we are doing well and where we can improve. An invitation to be part of the survey is delivered via email or a link in a text message.

This national survey asks questions on four areas, including an overall score out of ten on the level of communication you experienced, whether staff involved you in decisions about your care, the coordination of your care within hospital, and how well your physical and emotional needs were met.

Understanding how you experience healthcare gives us valuable insight into where we can do better. This bulletin is a snapshot of your fortnightly feedback. Quarterly patient experience survey results are available on the [Health Quality & Safety Commission website](#).

## You told us...

"One suggestion I have is to have an iPad holder on the electronic equipment stand –at least they would have both hands free..."



## You told us...

"Nurse couldn't log in my obs on the iPad at one stage."

## You also say...

"I was impressed with the information flow that was provided with the iPads"

## We are listening...

We continue to evaluate the impact of iPads in our hospitals as part of the Electronic Medicines Management and Patienttrack projects.

This review process is identifying practical and human factors with iPad use. So far, we have successfully trialled iPad holders for observation trolleys and these are now available throughout Canterbury DHB.

## Communication

10  
8.6



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

“All communication was clear and easily able to be understood by someone not medically trained, all staff made sure that I understood what they were saying before moving on.”

“Staff (doctors and nurses) always responded in a positive manner to any questions or requests for information.”

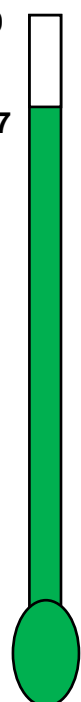
“The surgeon was rather matter of fact and didn't spend time to determine whether I understood my condition. It is a little hard trying to express how you feel when you are not well.”

Was your condition explained to you in a way that you can understand?			
Yes	To some extent	No	NA
72%	23%	3%	1%

Example of one of the questions asked out of five

## Partnership

10  
8.7



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

“I was asked what I thought about what was going on, whether I felt I was ready to be discharged home etc. This was very empowering as I was able to make decisions in collaboration with the team.”

“I felt as though I was expected to just agree and go along with what the Drs wanted, when I asked questions, I felt like they weren't willing to discuss other options.”

“Complete outline of possible scenarios given at outset. Not set in stone and entirely flexible in line with healing and capability.”

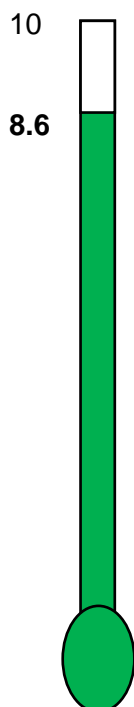
Were you involved as much as you wanted to be in decisions about your care and treatment			
Yes	To some extent	No	NA
69%	24%	6%	1%

Example of one of the questions asked out of three

\*Speech bubbles contain patients' responses to survey questions

	Positive comments
	Comments for improvement

## Coordination of Care



Patients rated their experience of coordination of care **8.6 out of 10**

“The anaesthetist handed me over to the nurse in recovery and explained in detail what I needed and what to expect. It was very reassuring.”

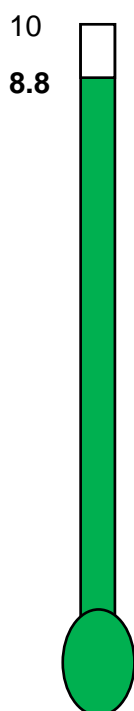
“My admission to the first ward for assessment, my X-ray, and my transfer to the ward all proved to be quick and thoroughly efficient. The whole process was good and could not have been better.”

“The anaesthetist said I could go home the same day, just after the doctor said I would need to stay overnight.”

Were you given conflicting information by different staff members?		
No	Sometimes	Always
71%	25%	4%

Example of one of the questions asked out of two

## Physical and Emotional Needs Met



Patients rated their experience of how well their physical and emotional needs were met **8.8 out of 10**

“In treating me as a valuable if terminal patient, I never ever felt that the treatment given was not worthwhile. “

“I got excellent help with a chair and toilet seat extension to assist when I went home. Very helpful.”

“One complaint was that I indicated on the form when I was admitted that I would like to see a chaplain and this did not happen...”

Did you feel staff treated you with kindness and understanding?		
Yes, always	Sometimes	No
85%	13%	2%

Example of one of the questions asked out of seven

Positive comments
Comments for improvement

## Domain results over the last year

Domains	Jan-Mar 2016	Apr-Jun 2016	Jul-Sept 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	July-Sept 2017
Communication	8.4	8.6	8.4	8.4	8.5	8.7	8.6
Partnership	8.5	8.6	8.6	8.6	8.5	8.8	8.7
Coordination	8.4	8.6	8.5	8.6	8.5	8.7	8.6
Physical and Emotional Needs	8.7	8.8	8.7	8.8	8.7	9	8.8

	Positive comments
	Comments for improvement