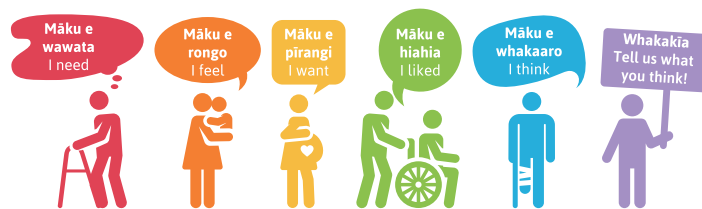


Te Whatu Ora Waitaha Canterbury Patient Experience Survey Te Rūri Wheako-ā-Tūroro



QUARTERLY REPORT – CHILD HEALTH INPATIENT SURVEY RESULTS APRIL - JUNE 2023

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 parents and their children 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, parent and child confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors).



INPATIENT DOMAIN SCORES FOR APRIL - JUNE 2023

* Respondents who answered 'Yes, definitely' or 'Yes, to some extent' are counted in the overall score

PARENT/CAREGIVER



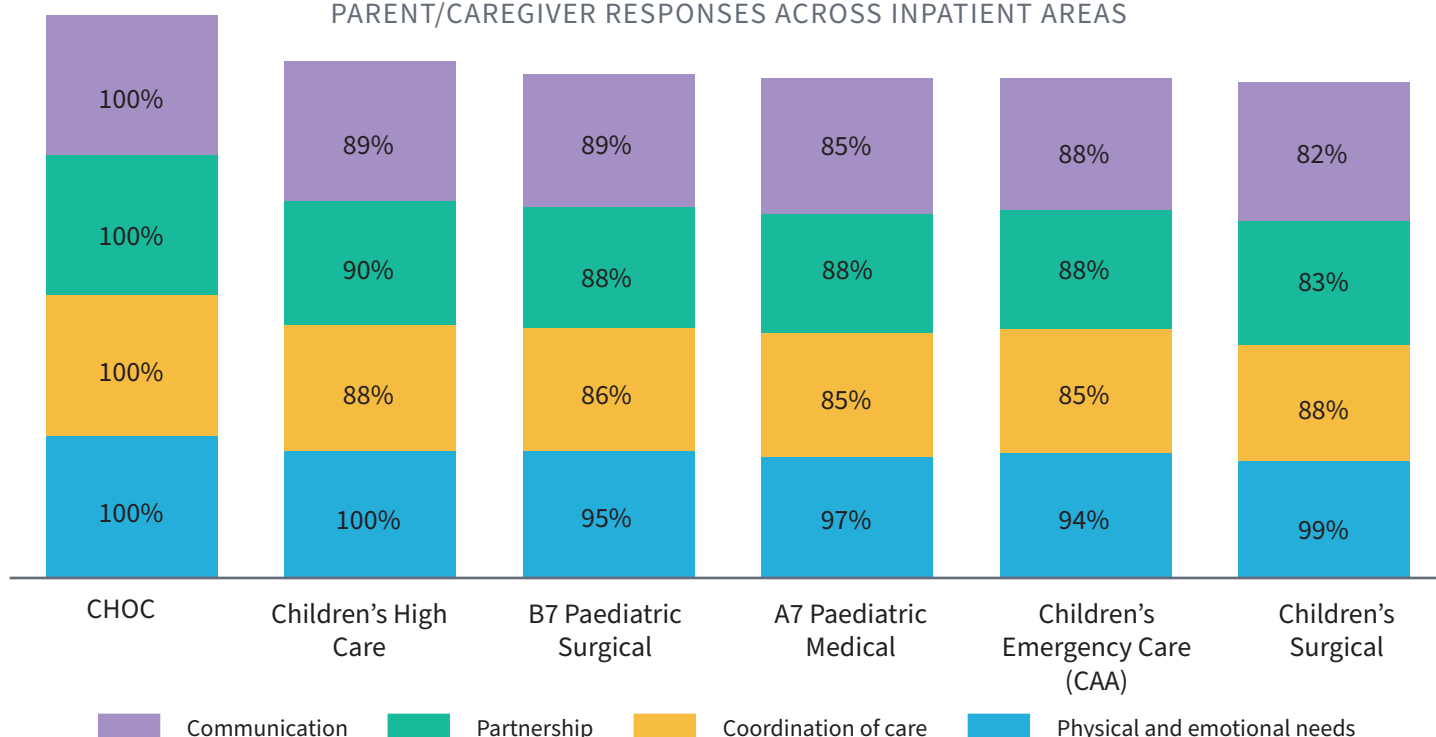
YOUNG PERSON



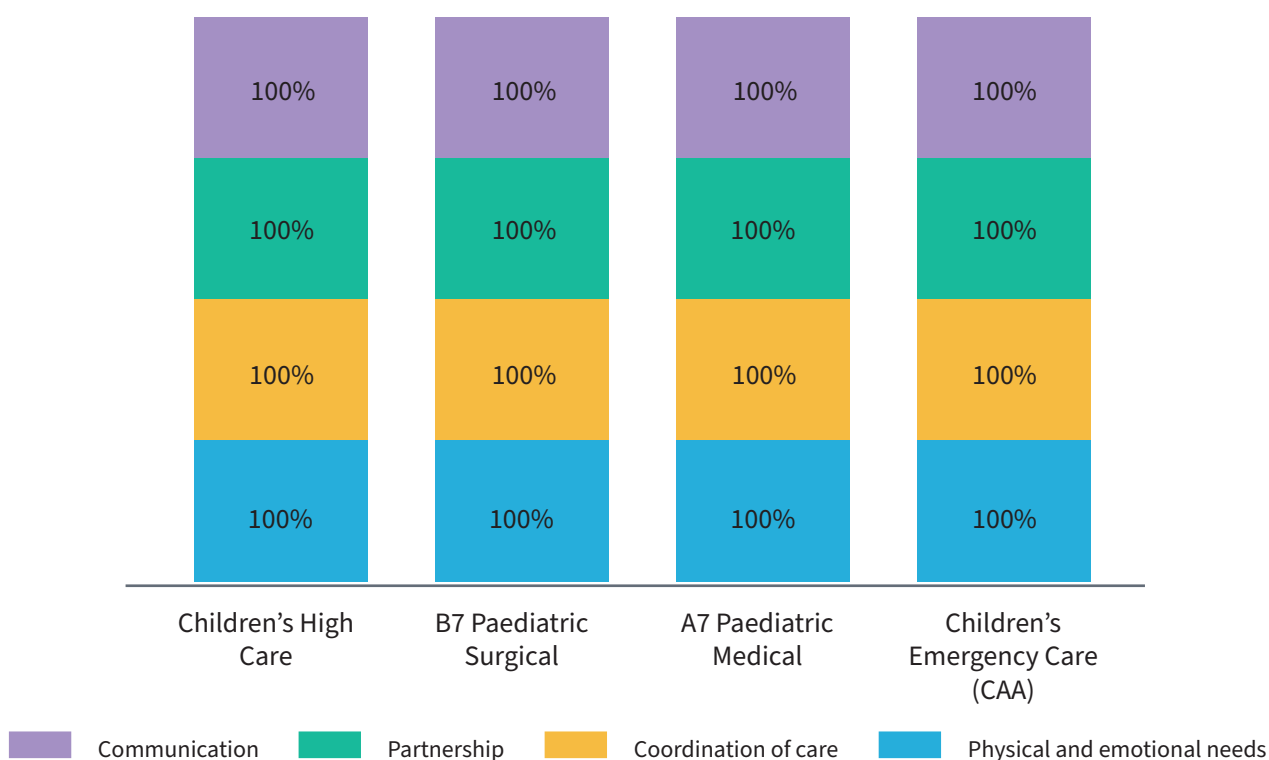
INPATIENT DOMAIN SCORES FOR ALL CHILD HEALTH AREAS

* Respondents who answered 'Yes, definitely' or 'Yes, to some extent' are counted in the overall score

PARENT/CAREGIVER RESPONSES ACROSS INPATIENT AREAS



CHILD RESPONSES ACROSS INPATIENT AREAS



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 score

PARENT/ CAREGIVERS RESPONSES ACROSS ALL INPATIENT AREAS

HIGHEST RATED QUESTIONS

Overall did you feel staff treated you and your child with kindness and understanding while in hospital? **96.5%**

Did staff explain to you who they were and what they did? **96%**

Did you and your child feel safe during your stay in hospital? **96%**

LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital? **40%**

Were you provided or shown where to find information about you and/or your child's rights as a patient? **60%**

CHILD RESPONSES ACROSS ALL INPATIENT AREAS

HIGHEST RATED QUESTIONS

Did you feel that you were well looked after? **100%**

Did staff explain to you who they were and what they did? **100%**

WHAT ARE OUR PARENTS/CAREGIVERS OF MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Overall did you feel staff treated you and your child with kindness and understanding while in hospital? **92%**

Did staff explain to you who they were and what they did? **94%**

Did you and your child feel safe during your stay in hospital? **94%**

LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital? **50%**

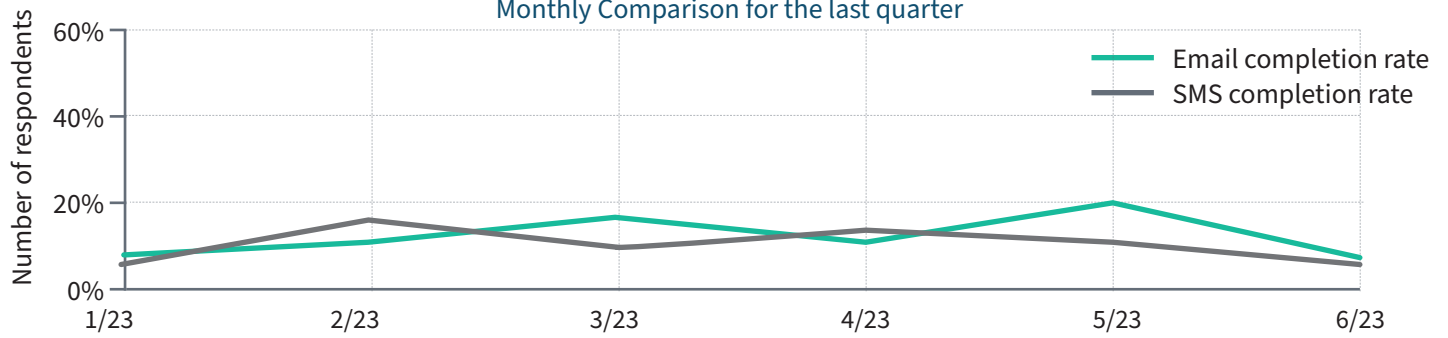
Were you provided or shown where to find information about you and/or your child's rights as a patient? **72%**

INPATIENT SURVEY COMPLETION RATE

Parents/caregivers of children hospitalised are invited to participate in the survey via email. If no email address is available, they are invited via SMS.

Inpatient Experience Survey – Completion Numbers

Monthly Comparison for the last quarter



For the period of 1 April to 30 June:

394 email invitations have been sent with **59** completing-response rate **15%**.

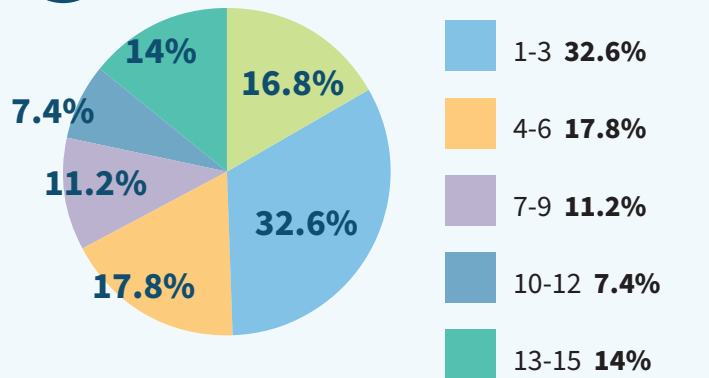
For the period of 1 April to 30 June:

396 SMS invitations have been sent with **49** completing-response rate **12%**.

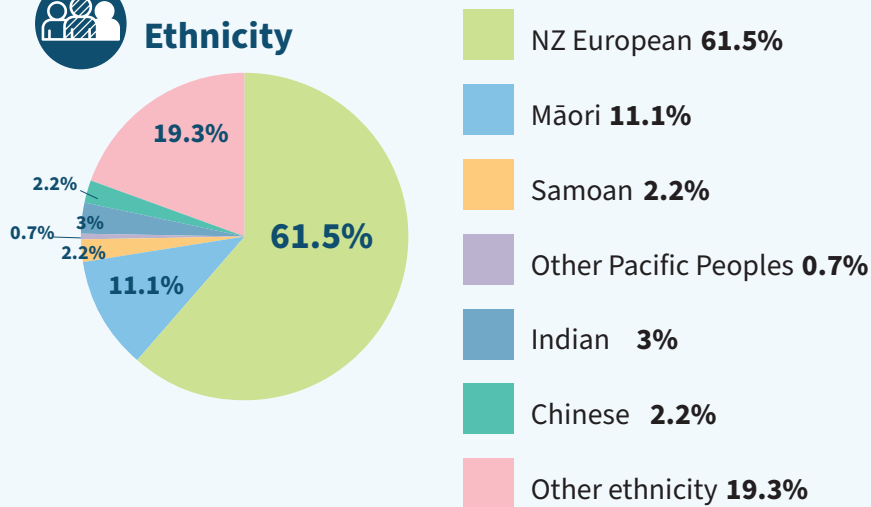
SURVEY DEMOGRAPHICS



Age of patient



Ethnicity



IN THIS QUARTER

50 survey respondents
commented
specifically about
communication

16 survey respondents
commented
specifically about
nurses

10 survey respondents
commented
specifically about
doctors

WHAT ARE OUR CONSUMERS SAYING?

WHAT WE COULD DO TO MAKE THEIR HOSPITAL STAY BETTER

“On discharge we had little information about what food our baby could have and only a general guide for healing. Some paperwork with food and eating stages would have been helpful.”

“There was a lack of coordination between teams. There were 8 people involved in admission, and plans were changed frequently as patient did/did not respond to treatments.”

“Parking really needs to be sorted.”

“I do think food needs to be provided to the parents. You’re stuck in a room and you can’t move, you’re worried about your baby. I’m a single mum I didn’t have people to bring me food or anything.”

WISH THEY HAD KNOWN BEFORE COMING IN

“That even though we were booked in for surgery we would have to wait that there would be a very long wait.”

“That I would need to provide my own bed, bedding and meals for my 1yr old son.”

“There is a family room available for those families who come from far away to stay in hospital with the child.”

“Bring snacks! My son was 3 days old, the care giver meals weren’t quite enough nutrition for a newly breastfeeding Mum.”

“Where to park.”

“Only the parking situation and the shuttle service.”

“Always carry an overnight bag!”