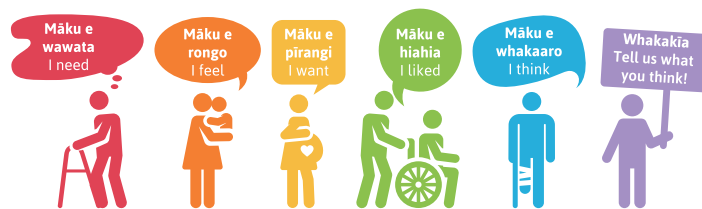


Te Whatu Ora Waitaha Canterbury Patient Experience Survey Te Rūri Wheako-ā-Tūroro



QUARTERLY REPORT – CHILD HEALTH INPATIENT SURVEY RESULTS JANUARY – MARCH 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 JANUARY – MARCH 2023

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

PARENT/CAREGIVER



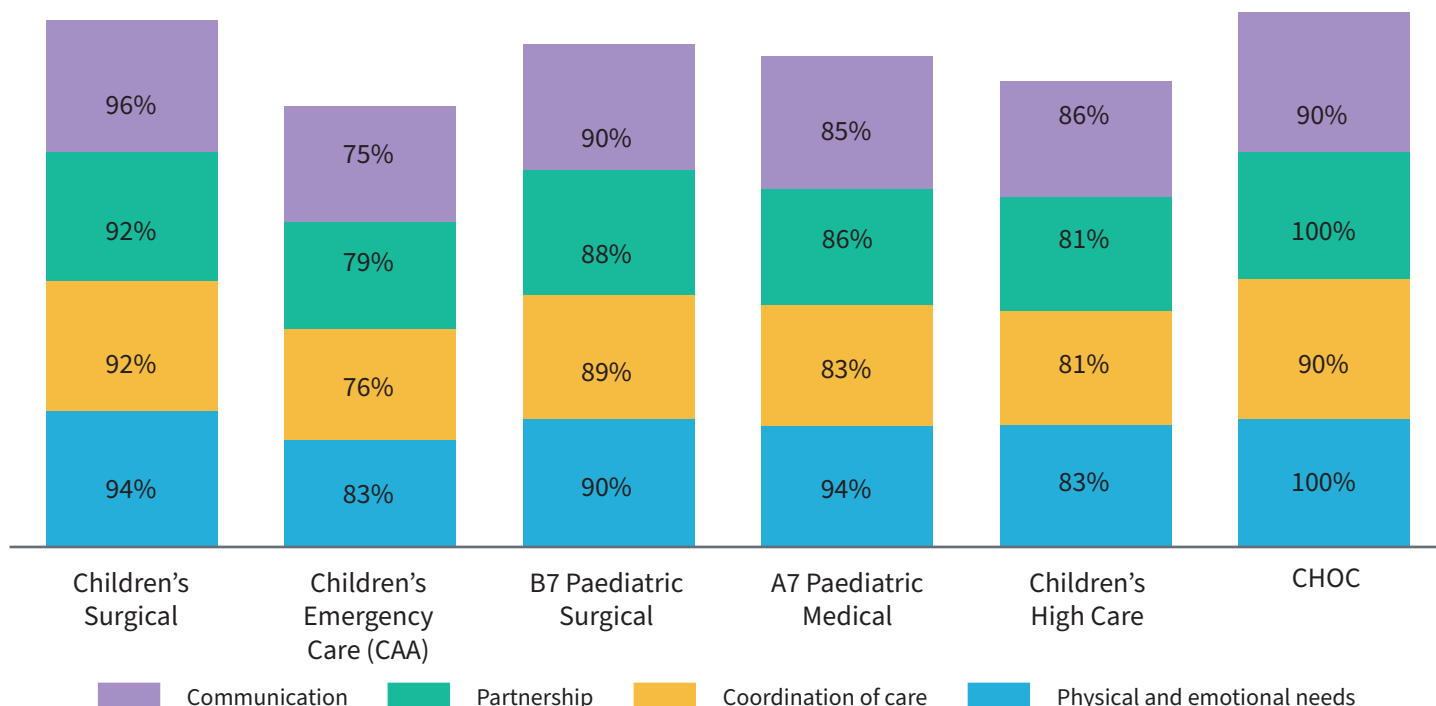
YOUNG PERSON



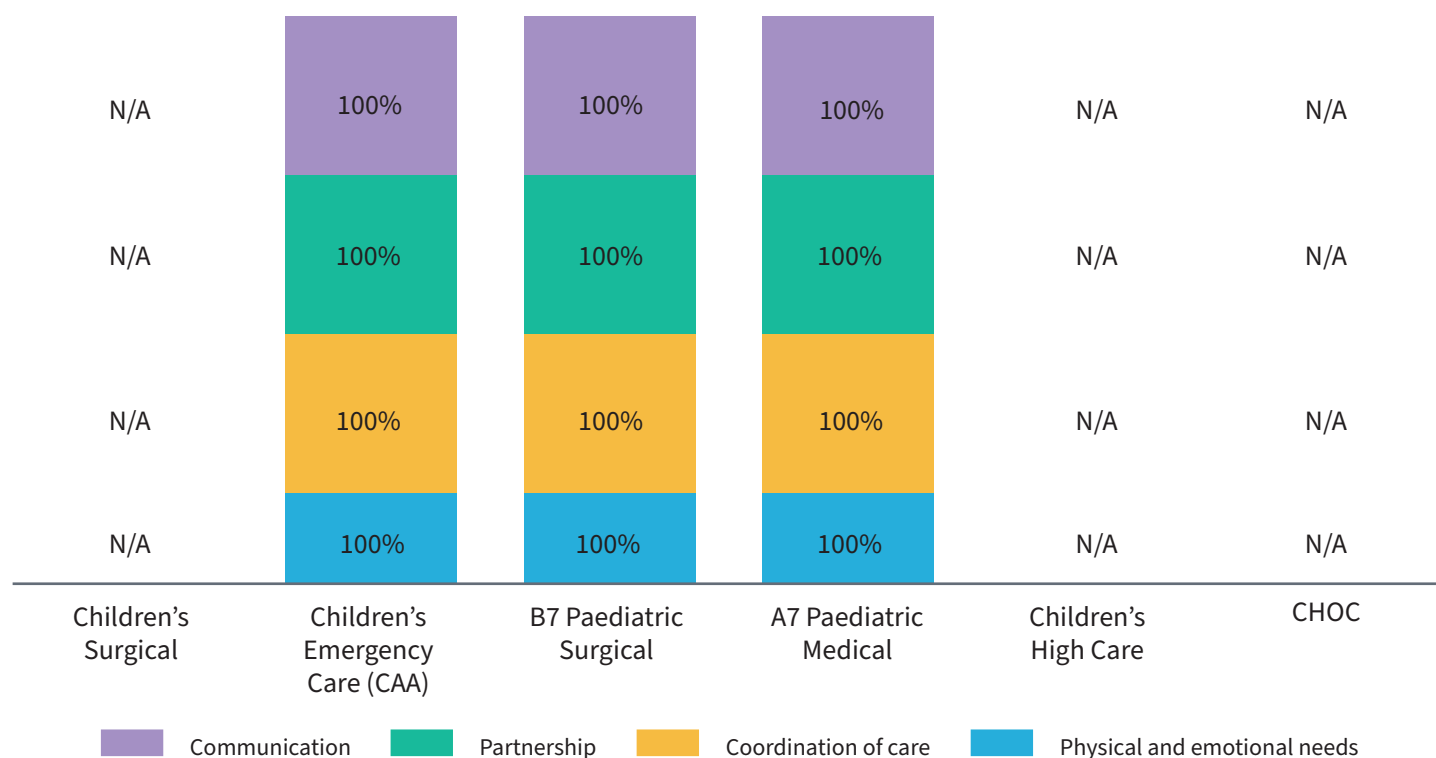
INPATIENT DOMAIN SCORES FOR ALL CHILD HEALTH AREAS

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

PARENT/CAREGIVER RESPONSES ACROSS INPATIENT AREAS



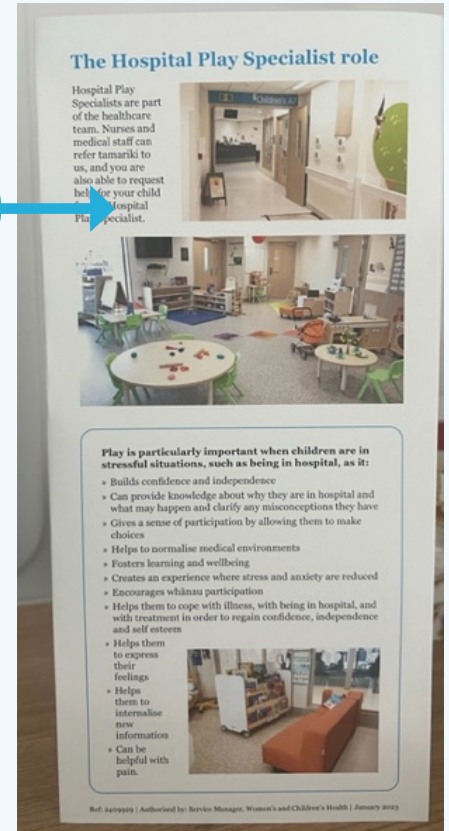
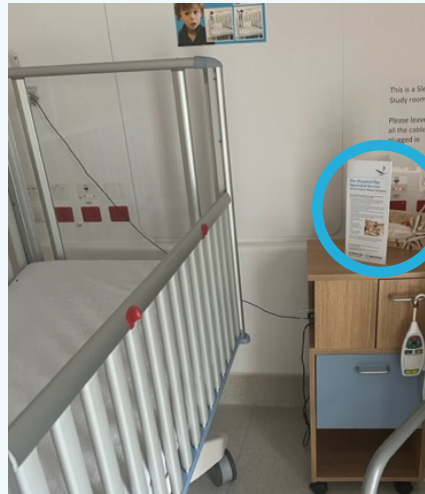
CHILD RESPONSES ACROSS INPATIENT AREAS





Ask what matters
Listen to what matters
Do what matters

The Hospital Play Therapy Service have developed some Table toppers that have gone into every patient room. They provide information re both the Activity Room and the Hospital Play Therapy Service. This is to compliment an information leaflet that was developed in 2022.



In response to Parent feedback indicating they were not fully aware of services available in the children's wards we have placed some signage in the parent bed space that has a QR code linking them to the Matatiki Website where they can learn more about their stay with their child in hospital.





Want to learn more about your stay ...

check out our website



www.cdhb.health.nz/matatiki

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

Did you and your child feel safe during your stay in hospital? **94.5%**

Did you feel the following staff listened to what you had to say? *Clerical staff* **93.8%**

Did staff explain to you who they were and what they did? **92.8%**

LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital? **44.1%**

Were you provided or shown where to find information about you and/or your child's rights as a patient? **54.2%**

Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience? **74%**

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%**

LOWEST RATED QUESTIONS

Did you understand what staff told you about what was happening to you? **100%**

Did you like the way staff talked to you? **100%**

WHAT ARE OUR PARENTS/CAREGIVERS OF MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Did you and your child feel safe during your stay in hospital? **85.4%**

Did you feel the following staff listened to what you had to say? *Clerical* **100%**

Did staff explain to you who they were and what they did? **91.7%**

LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital? **45.8%**

Were you provided or shown where to find information about you and/or your child's rights as a patient? **47.9%**

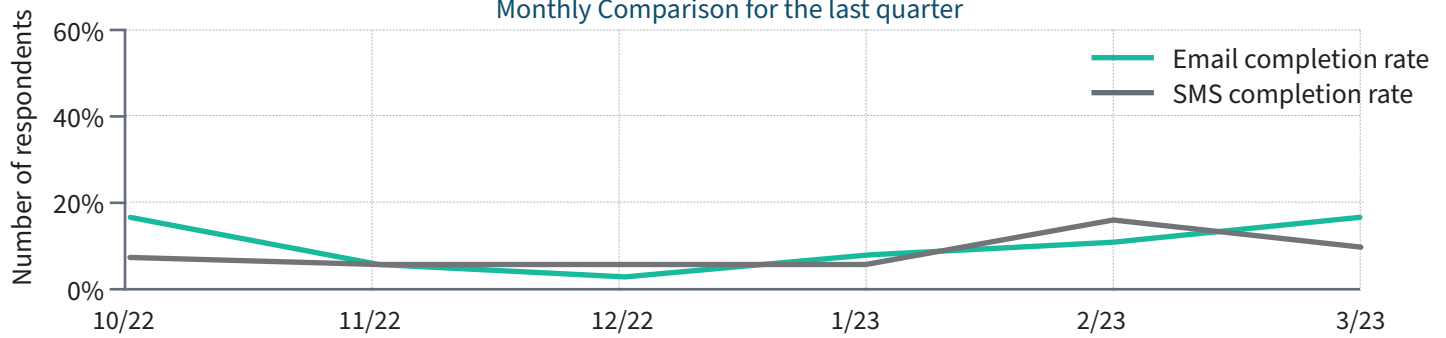
Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience? **75%**

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



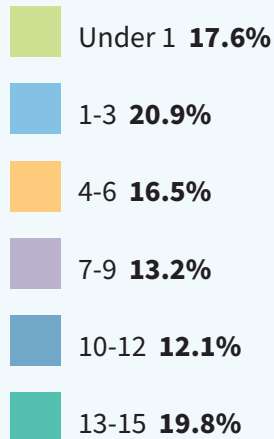
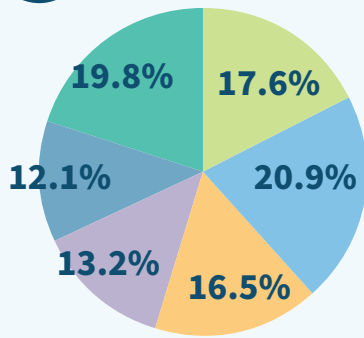
For the period of 1 January to 31 March 2023:
262 email invitations have been sent with **38** completing, a response rate of **14.5%**.

For the period of 1 January to 31 March 2023:
381 SMS invitations have been sent with **55** completing, a response rate of **14.4%**.

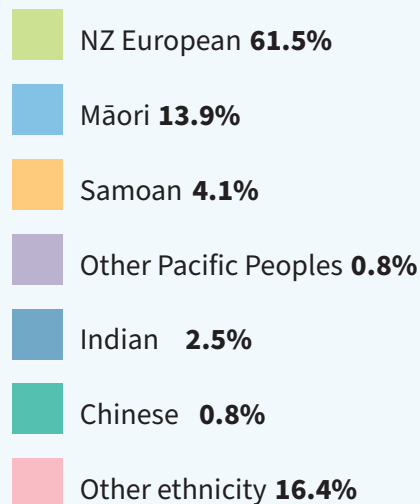
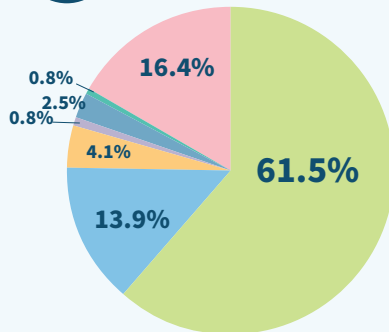
SURVEY DEMOGRAPHICS



Age of patient



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

WHAT WE COULD DO TO MAKE THEIR HOSPITAL STAY BETTER

"Improve the food."

"Be great to have some toys available on the ward on weekend!"

"It would be good to be informed about short term or ad hoc changes on the ward to prepare better."

"The only negative was the time it took for the Doctor to come and assess my son before we could leave. By that stage my son had really had enough and just wanted to go home. "

"The doctors and nurses need better communication."

WISH THEY HAD KNOWN BEFORE COMING IN

"That the playground and the play area was closed. It was a problem as I didn't bring toys trusting there will be plenty."

"Bring more food and entertainment."

"That there was a playground, no one told us, and we were there for 7.5 hrs. That we could have toast in the kitchenette or use the facilities in the kitchenette."

"How to contact a Maori or Pasifika advocate for support during assessment and consultation and feedback."

"The parking is stressful."

IN THIS QUARTER

18 survey respondents commented specifically about **being listened to**

13 survey respondents commented specifically about **communication**

10 survey respondents commented specifically about **nurses**

9 survey respondents commented specifically about **discharge**