

# TE WHATU ORA WAITAHA

## Patient Experience Survey

### Te Rūri Wheako-ā-Tūroro



## INPATIENT GYNAECOLOGY SURVEY RESULTS – JANUARY TO 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 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.

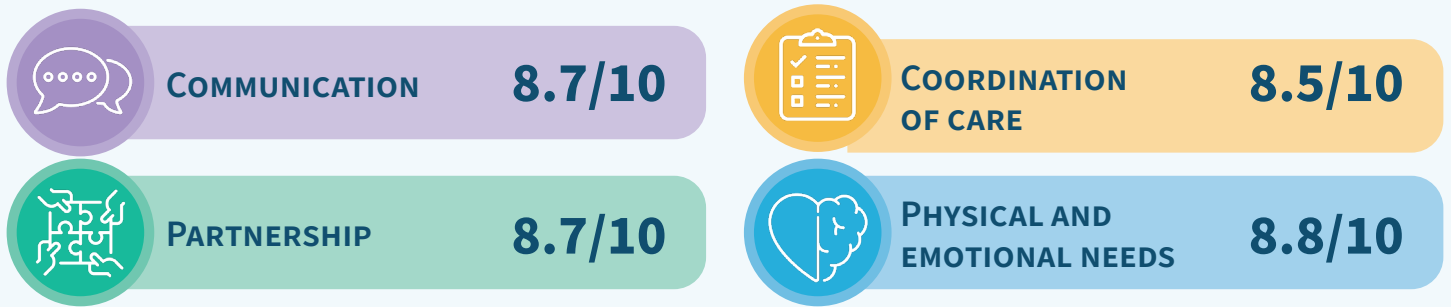
Taking part is voluntary. The survey asks patients to rate and comment on their experiences in four domain areas: communication, partnership, co-ordination and physical/emotional needs.

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.

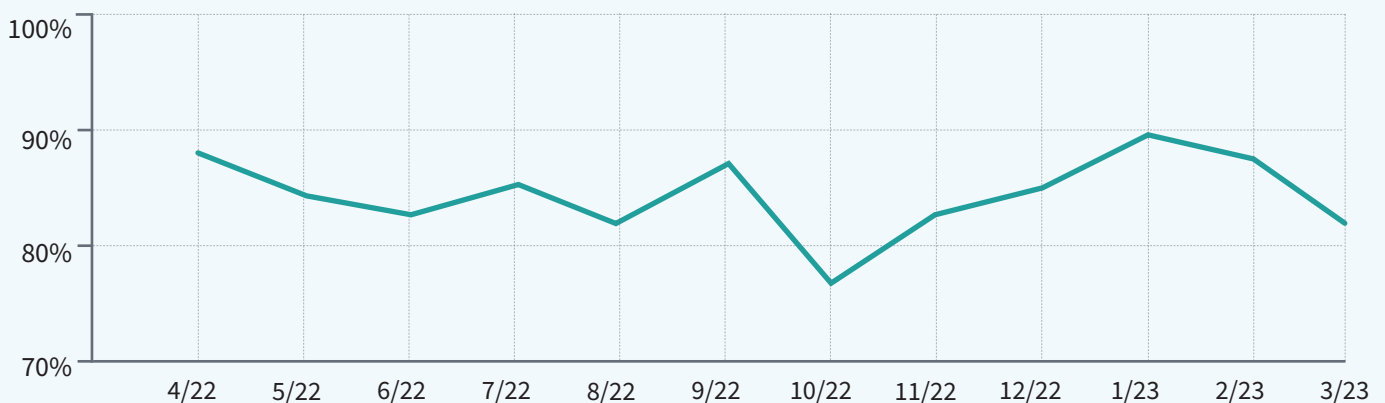
## INPATIENT DOMAIN SCORES FROM JANUARY TO MARCH 2023

\*All respondents are asked to rate their experiences in these four 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

Were the hospital rooms or wards (including bathrooms) kept clean?	<b>97%</b>
Before the operation(s) did staff explain the risks and benefits in a way you could understand?	<b>95%</b>
Did the staff treat you with respect? <i>Doctors</i>	<b>94%</b>

## LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	<b>44%</b>
Did the hospital staff include your family/whanau or someone close to you in discussions about your care?	<b>70%</b>
Were you told the possible side effects of the medicine (or prescription for medicine) you left hospital with, in a way you could understand?	<b>72%</b>

## WHAT ARE OUR MĀORI CONSUMERS SAYING?

### HIGHEST RATED QUESTIONS

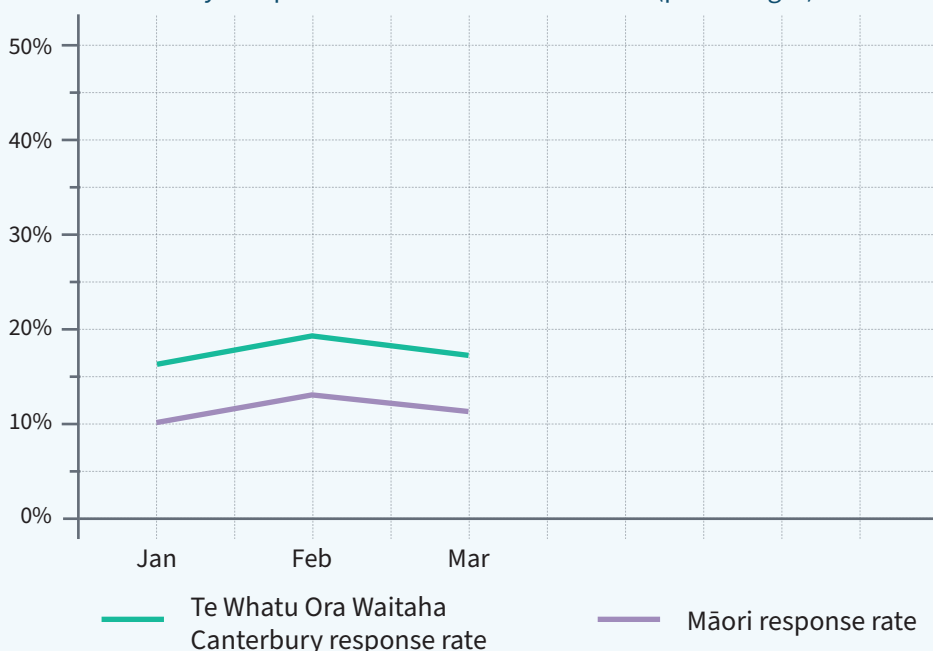
Were the hospital rooms or wards (including bathrooms) kept clean?	<b>100%</b>
Before the operation(s) did staff explain the risks and benefits in a way you could understand?	<b>100%</b>
Did the staff treat you with respect? <i>Doctors</i>	<b>100%</b>

### LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you?	<b>50%</b>
Did the hospital staff include your family/whanau or someone close to you in discussions about your care?	<b>88%</b>
Were you told the possible side effects of the medicine (or prescription for medicine) you left hospital with, in a way you could understand?	<b>100%</b>

## INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the 3 months of 2023 (percentages)



### What are we doing about our low response rate to the survey?

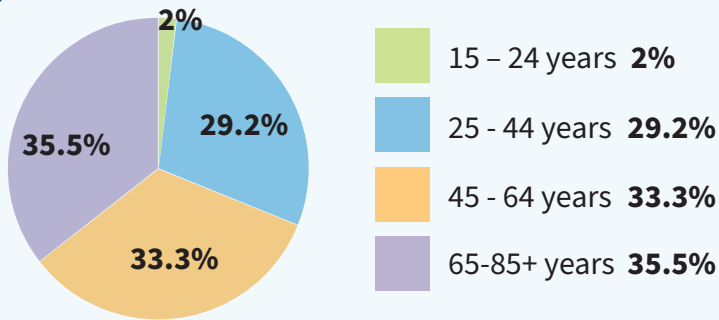
- Prompting our Wāhine to keep their details up to date when they come in to hospital so they get an invitation to participate in the survey
- Encouraging patients to take our survey so that we can get a better sense of how we are providing services for them
- Refreshing our posters in inpatient areas to promote the survey
- Engaging with our Māori and Pasifika Health Workers to promote the survey to the Wāhine they engage with.

During January to March 2023, **235** invitations to participate in the survey were sent. **48** were completed – a response rate of **20.4%**.

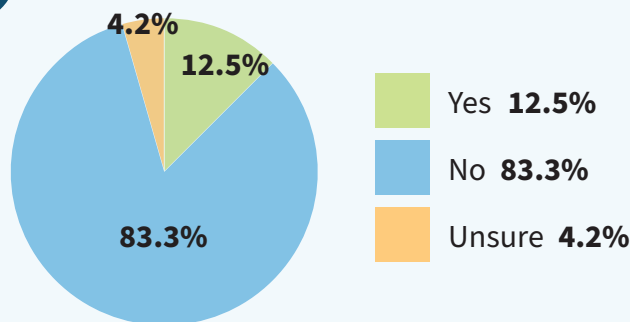
## SURVEY DEMOGRAPHICS



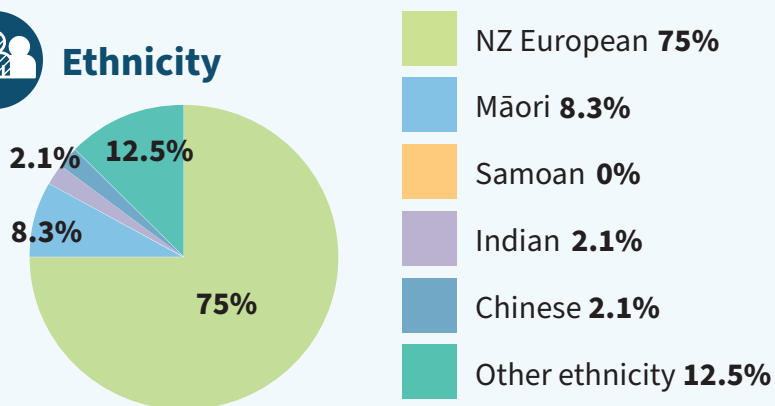
### Age groups



### Disabled?



### Ethnicity



## WHAT ARE OUR CONSUMERS SAYING?

*“Professionally trained staff doing a brilliant job.”*

*“I felt some of the nursing staff were less understanding, and didn't spend the time understanding or empathising with my concerns.”*

*“Could not fault the care. Always patient focused and very respectful. Clear communication and willing staff.”*

*“Good communication and explanation before and after surgery.”*

*“I was always listened to and encouraged to explain how I was feeling.”*

*“They didn't listen to how I felt.”*

## IN THE LAST 12 MONTHS:

34 comments were published from **January - March 2022**

20

consumers commented specifically about **Staff**

8

consumers commented specifically about **Communication**

6

consumers commented specifically about **Listened to**