

TE WHATU ORA WAITAHA

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



INPATIENT GYNAECOLOGY SURVEY RESULTS – APRIL TO 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 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.

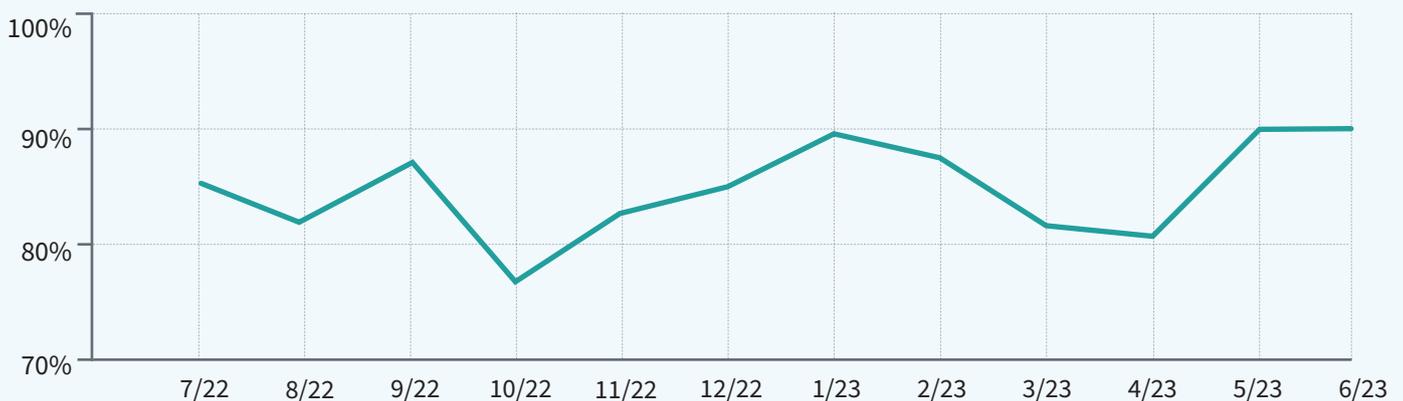
INPATIENT DOMAIN SCORES FROM APRIL TO JUNE 2023

*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? **97%**

Everyone in Aotearoa New Zealand comes from a unique background and perspective. This means each person's needs might be different in their care or treatment. During this hospital visit... Did you feel your cultural needs were met? **97%**

Did staff tell you how the operation(s) went in a way you could understand? **95%**

LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you? **45%**

If unable to walk unattended to the hand basin when you needed to clean your hands, were you provided with a suitable alternative? **73%**

Were you told the possible side effects of the medicine (or prescription for medicine) you left hospital with, in a way you could understand? **77%**

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Were the hospital rooms or wards (including bathrooms) kept clean? **100%**

Everyone in Aotearoa New Zealand comes from a unique background and perspective. This means each person's needs might be different in their care or treatment. During this hospital visit... Did you feel your cultural needs were met? **100%**

Did staff tell you how the operation(s) went in a way you could understand? **100%**

LOWEST RATED QUESTIONS

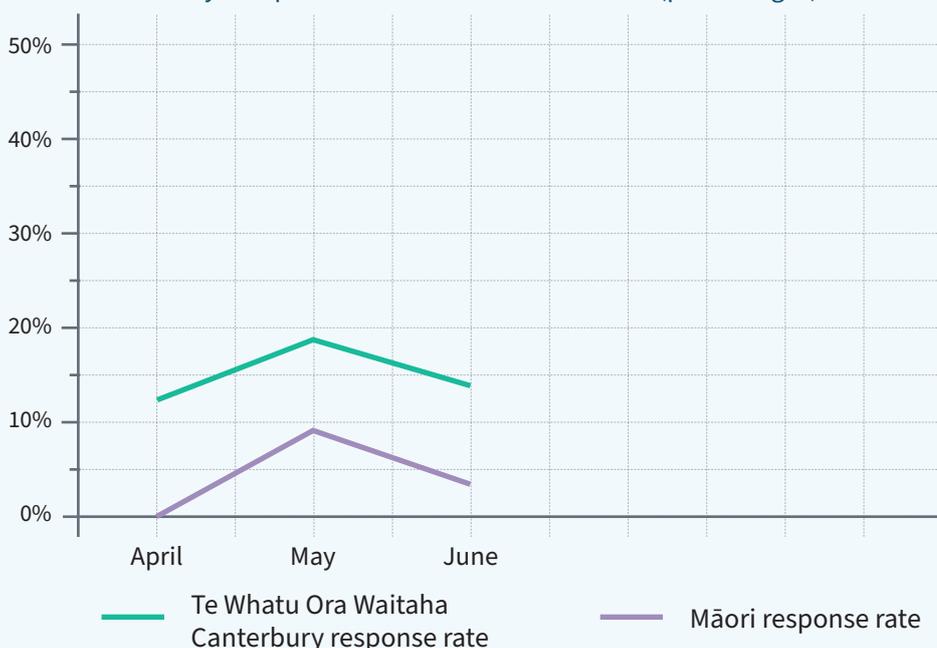
Was your information on the bedside board discussed with you? **0%**

If unable to walk unattended to the hand basin when you needed to clean your hands, were you provided with a suitable alternative? **50%**

Were you told the possible side effects of the medicine (or prescription for medicine) you left hospital with, in a way you could understand? **50%**

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?

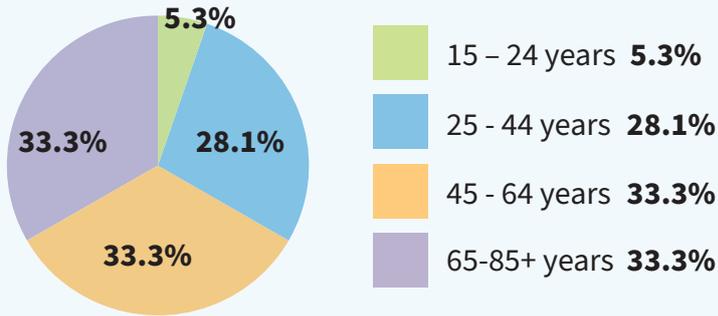
- Prompting our Wāhine to keep their details up to date when they come in to hospital so they get an invitation to participate in the survey
- Encouraging patients to take our survey so that we can get a better sense of how we are providing services for them
- Refreshing our posters in inpatient areas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

During April to June 2023, **349** invitations to participate in the survey were sent. **57** were completed – a response rate of **16%**.

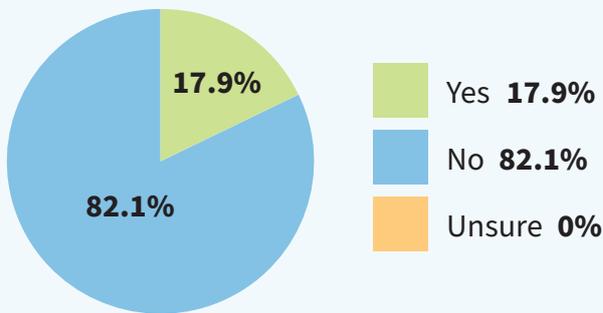
SURVEY DEMOGRAPHICS



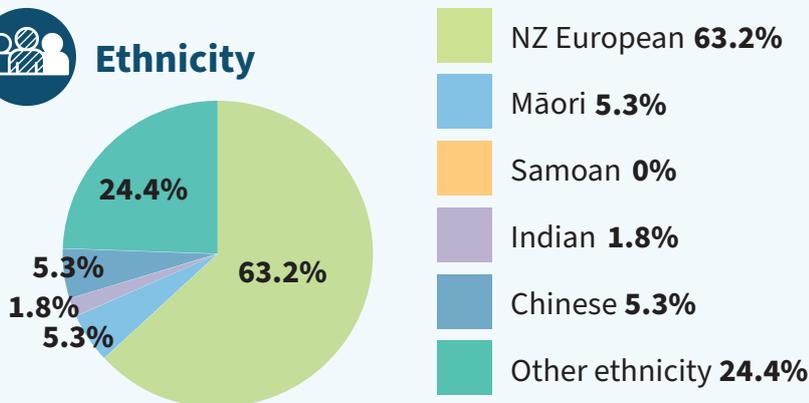
Age groups



Disabled?



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

“I was looked after so well - I am very grateful to all the staff.”

“Staff were always prepared to listen to and answer any questions.”

“I was explained the procedure by several different people and pictures drawn and written information given.”

“I wasn’t able to be given any clear wound care or post op care information due to a combination of being in random different departments ward and the lack of detail left in my notes by the consultant/surgical team.”

“All staff members were polite, kind and compassionate. I felt that they communicated clearly with me and at all points I felt comfortable to ask questions. They prioritised my comfort, safety and consent.”

“Didn’t feel that I can trust the health care system due to the lack of passion and commitment by some nurses. I felt I had to always ask questions and advocate for my care. I was left for over 1.5 hours unattended until I saw a doctor without being checked up on although I arrived with severe discomfort and very high blood pressure.”

IN THE LAST 12 MONTHS:

110 comments were published from **April – June 2023**

35

consumers commented specifically about **Staff**

13

consumers commented specifically about **explaining information**

8

consumers commented specifically about **questions answered**