

Canterbury DHB

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



INPATIENT MATERNITY 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.

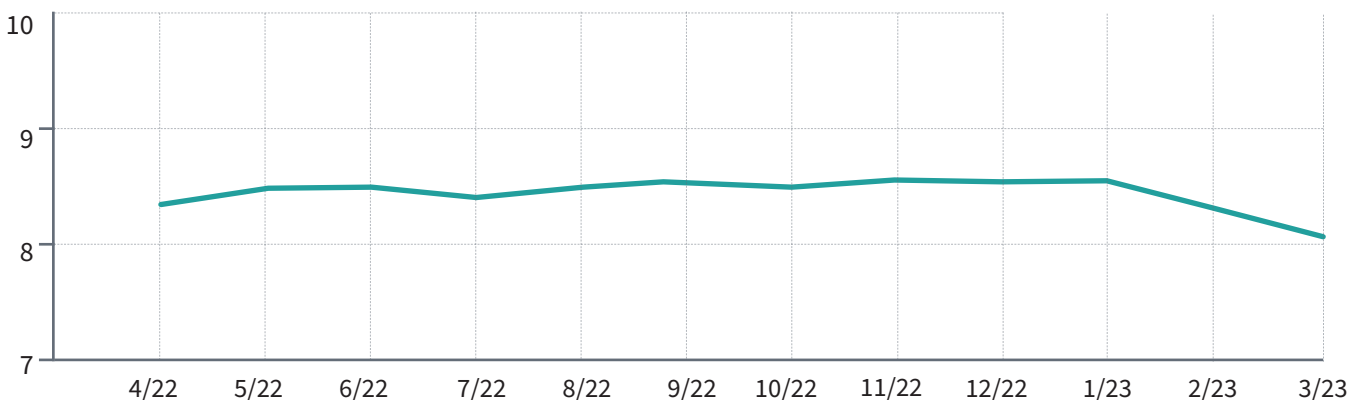
INPATIENT DOMAIN SCORES FROM JANUARY TO MARCH 2023

* All respondents are asked to rate their experiences in these 4 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?	96%
Did the staff treat you with respect? <i>Doctors</i>	96%
Did the staff treat you with respect? <i>Nurses</i>	95%

LOWEST RATED QUESTIONS

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing, and then another would tell you something different?	45%
Was your information on the bedside board discussed with you?	48%
If unable to walk unattended to the hand basin when you needed to clean your hands, were you provided with a suitable alternative?	57%

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

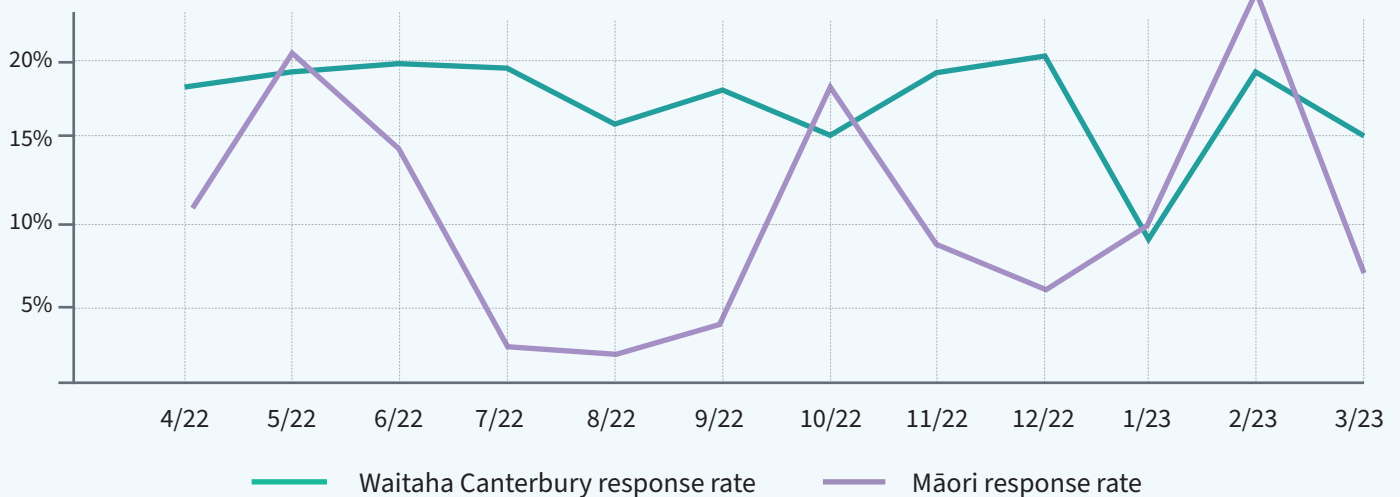
Were the hospital rooms or wards (including bathrooms) kept clean?	96%
Did the staff treat you with respect? <i>Doctors</i>	100%
Did the staff treat you with respect? <i>Nurses</i>	100%

LOWEST RATED QUESTIONS

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing, and then another would tell you something different?	33%
Was your information on the bedside board discussed with you?	67%
If unable to walk unattended to the hand basin when you needed to clean your hands, were you provided with a suitable alternative?	89%

INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the year to date (percentages)

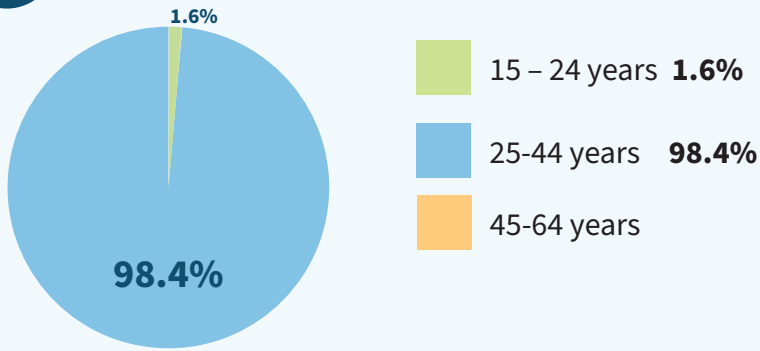


During January – March, **461** invitations to participate in the survey were sent.
64 were completed – a response rate of **13.8%**.

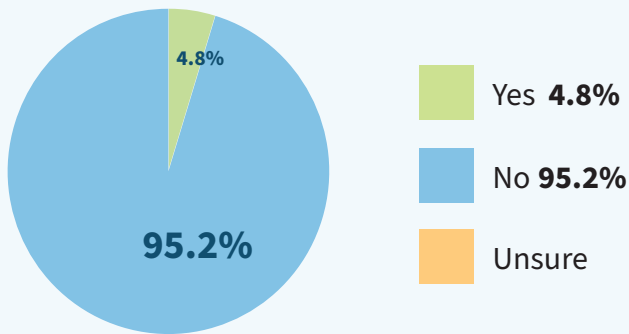
SURVEY DEMOGRAPHICS



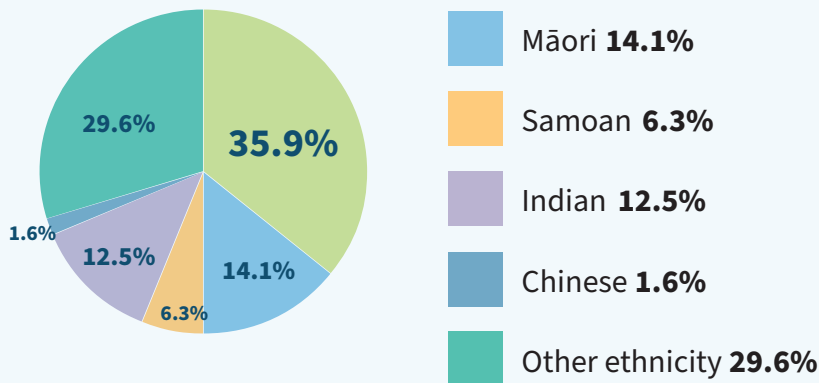
Age groups



Disability



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

“Staff kept me updated and informed me what was happening and why.”

“Staff were caring and treated me and my family with respect and kindness.”

“Generally during admission staff explained information well, however communication with doctors/hospital staff prior to admission was poor.”

“The nursing and midwife staff were attentive despite the ward being very busy. As someone who is comfortable in a hospital setting I was confident with asking for what I needed, but I see how others who don’t know the hospital system would be disadvantaged. The doctors when I was admitted were thorough and clear with why they suggested that course of action. Again, I was very informed about the interventions. The surgeon was available to answer my questions the next morning and I had a thorough discharge discussion with the doctors.”

“A script written on the day if discharge was posted home and had no idea why the script had been given.”

“Communication was good but often slow.”

“The communication was overall very good, but I did get some contradictory advice from different midwives on issues such as breastfeeding, bottle use and how to dress my newborn which made it hard for me to know whose advice to follow.”

IN THE LAST 3 MONTHS:

121 comments were published January – March 2023

27
consumers
commented
specifically about
Staff

13
consumers
commented
specifically about
Discharge

10 consumers
commented specifically
about **communication**