



## QUARTERLY REPORT – OUTPATIENTS SURVEY RESULTS

### MARCH 2021 – JUNE 2021

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. Patient feedback is used by teams to monitor and improve the care we provide. 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 attended an outpatient clinic 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.

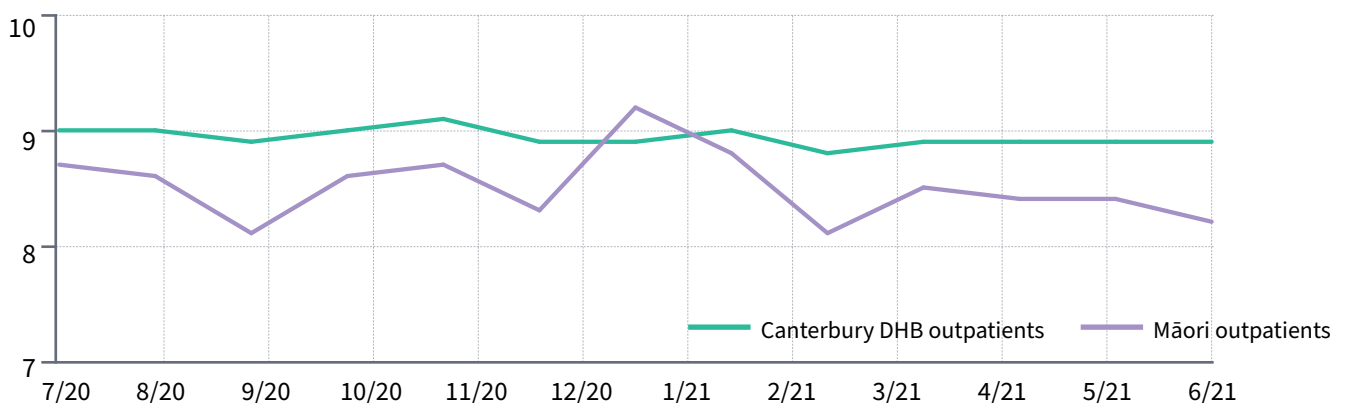
Responses are completely anonymous. Comments are reviewed to ensure staff and patient confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors). The results of the surveys are available on the intranet for all staff to view. All staff have access to both inpatient and outpatient's feedback.

### OUTPATIENT DOMAIN SCORES FOR MARCH – JUNE 2021

\* All respondents are asked to rate their experiences in these 4 domains



Outpatient Experience Survey – Average domain scores out of 10 | Monthly comparison for the last 12 months



The CDHB Outpatient Experience Survey which was first introduced in March 2018. Requests from stakeholders and consumer feedback has been indicating the need for a shorter and more succinct survey. Consultation has taken place with a wide range of stakeholders and the survey has been reviewed. The questions have been reduced from 30 to 19 questions.

Each month between 8,000 and 10,000 outpatient survey invitations are sent out with 1500 to 2000 patients responding. That's around 4,000 comments a month for the CDHB and around 300 from the WCDHB about the outpatient services provided – a rich indicator of how well the CDHB outpatient services are doing.

**Ask what matters**  
**Listen to what matters**  
**Do what matters**

# 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

Overall, did you feel staff treated you with respect and dignity?	<b>97%</b>
Did you feel the following staff listened to what you had to say? <i>Nurses</i>	<b>96%</b>
Were you given enough privacy when discussing your condition or treatment?	<b>96%</b>

## LOWEST RATED QUESTIONS

Where possible did staff include your family/whānau or someone close to you in discussions about your care?	<b>75%</b>
Was cultural support available when you needed it?	<b>84%</b>
Did you feel you were involved in decisions about what would happen following your visit?	<b>85%</b>

## WHAT ARE OUR MĀORI CONSUMERS SAYING?

### HIGHEST RATED QUESTIONS

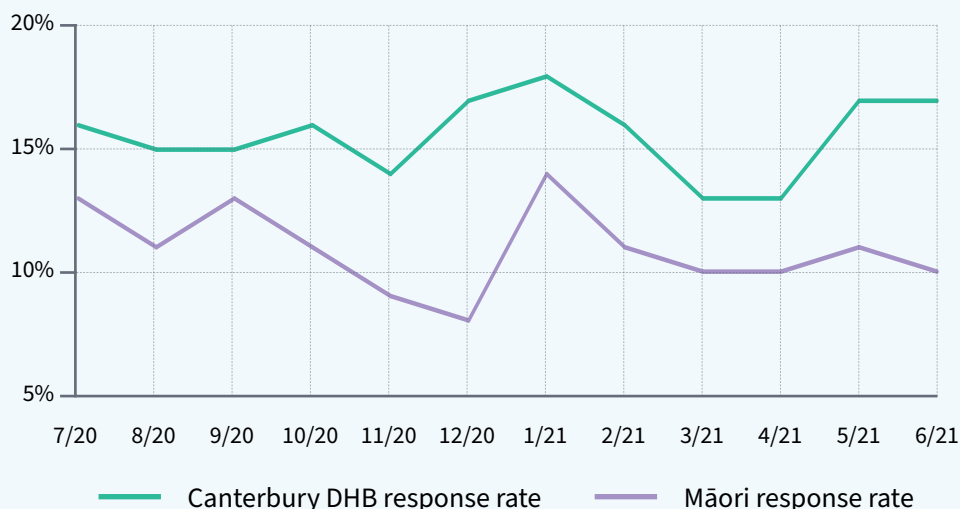
Overall, did you feel staff treated you with respect and dignity?	<b>96%</b>
When I arrived at the clinic the receptionist was very welcoming	<b>95%</b>
Were you given enough privacy when discussing your condition or treatment?	<b>95%</b>

### LOWEST RATED QUESTIONS

Where possible did staff include your family/whānau or someone close to you in discussions about your care?	<b>72%</b>
Was cultural support available when you needed it?	<b>73%</b>
Were you confident that staff were aware of your medical history?	<b>80%</b>

## OUTPATIENT SURVEY RESPONSE RATES

Monthly comparison for the last 12 months (percentages)



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

Prompting patients to keep their details up to date when they check in for an appointment so they get a survey link.

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 clinic areas to promote the survey.

Engaging with our Māori and Pasifika health workers and providers to promote the survey to the patients engage with.

During the March – July quarter **30,857** invitations to participate in the survey were sent.

**4,668 responded** – a response rate of **15%**.

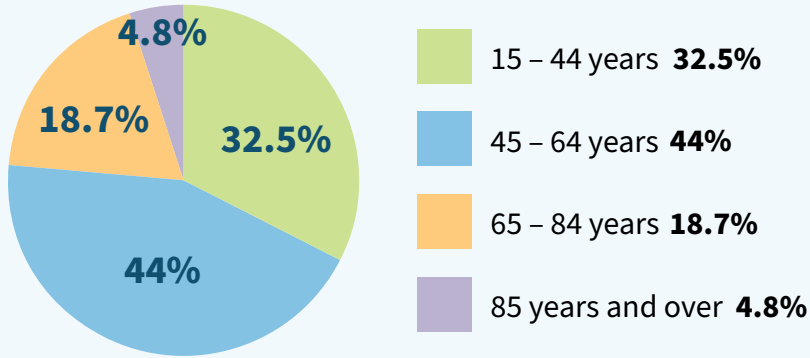
Inclusive of this number, **2,596** Māori consumers were invited to participate in the **survey** –

**247 responded** – a response rate of **9.5%**

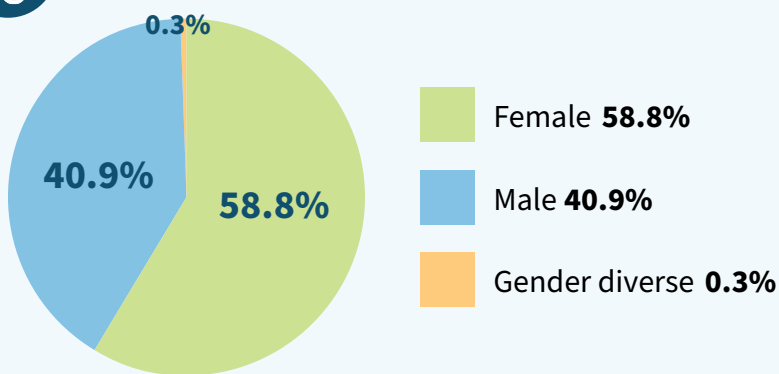
## SURVEY DEMOGRAPHICS



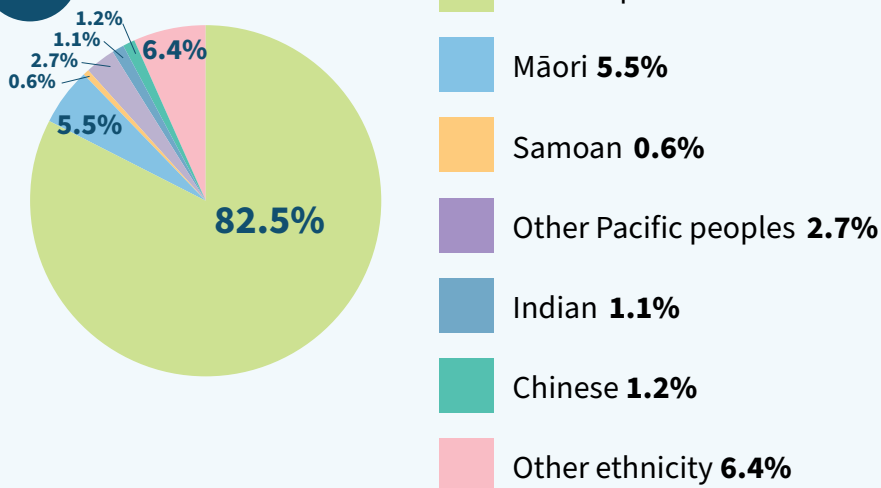
### Age groups



### Gender



### Ethnicity



## WHAT ARE OUR CONSUMERS SAYING?

**10,285**  
**comments**

were published in  
the last quarter  
March 2021 – June 2021

*“It was quick and easy better than past procedure”*

*“All my questions were answered and only had a few as it was fully explained in the first place”*

*“They listened and answer all my questions and explained answers well”*

*“Professional and friendly care built a strong level of confidence going into the procedure. Aftercare was equally good”*

*“The appointment took nine months to come through, but I understand there are many pressures on the health system. I was pleased to be booked into a Saturday clinic. Some staff were extremely friendly, and others were friendly enough! The procedures were administered very well, and I felt I was in safe hands. Thank you!”*

*“I wasn’t given appointment date in the time frame that was initially indicated, and I had to follow up”*

*“The information given in the communication was adequate, however the way my doctor communicated to me was demeaning and made me feel like I was wasting his time He initially said he wasn’t sure why I had another appointment as I had only been seen a year ago, he said someone must have just “ticked a box” and then said but because I was here that he would look at me anyway”*

*“We were not informed of the reason for the over 2-hour delay in my appointment. We were not told about facilities for making a cup of tea. There has been NO follow up since my appointment to assess how I’m doing”*

## IN THE LAST 12 MONTHS:

**1,743**  
consumers commented specifically about **how we could improve their outpatient appointment experience**

**1,833**  
consumers commented specifically about **nurses**

**15,311**  
consumers commented specifically about **communication**

## NEW OUTPATIENT SURVEY COMING SOON!

The CDHB Outpatient Experience Survey was first introduced in March 2018.

Feedback from patients attending Outpatient appointments told us the survey was too long and too complicated.

The Patient Experience Team decided it was time to review the survey and had been disappointed to see the low survey response rate – particularly for Māori. “Our outpatient response rate is between 15 – 20%. With a shorter survey, we are hoping to get more people attending outpatient appointments to comment on their care. With such a low response rate, we were concerned that we weren’t capturing the experiences of all groups, particularly Māori, Pasifika and our disabled patients. Without their feedback on their appointment, we weren’t able to measure their experience and make improvements”.

Analysis of the current survey showed that consumers stopped answering questions and dropped out of the survey after 20 questions contributing to the low response rate.

From March – July 2021, an extensive review of the current Outpatient survey was undertaken with the aim to make it much shorter. This included feedback and testing with consumers who told us what was important to them. The questions were framed around their feedback.

The proposed new outpatient survey has fewer base questions, but includes specific questions to cover the increase in scope – diagnostics/minor procedures, telehealth, questions about cultural safety and sedation. The review group considers the flow of the questions and their intent to be much clearer and are hoping that this will encourage patients to complete the survey.

Mathew Long – Outpatient Service Manager says “Evidence tells us that patient experience is a good indicator of the quality of our services. We know that a better outpatient experience and stronger partnerships with our patients are linked to improved health outcomes. That’s why it is so important to get our outpatient services right”.

The new outpatient survey will go live at the end of October 2021.

Your survey is too long. Shorten it and more people will fill them in.

Unimpressed with the length of your survey.

This is a long, long questionnaire and doesn't get such a high rating as the excellent person-to-person treatment I received.

Your staff were more efficient than your survey

I am finishing this survey now. It is long enough. Please make them shorter next time.

This Questionnaire is far too long and arduous. So, the benefit of early Positives is lost



Christchurch Outpatients building, opened in 2019