

Canterbury DHB

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



QUARTERLY REPORT – INPATIENT SURVEY RESULTS

NOVEMBER 2020 – FEBRUARY 2021

The Canterbury District Health Board is committed to providing quality healthcare. Every fortnight we invite patients who have spent at least one night in hospital to participate in our patient experience survey.

Patients who are admitted to a mental health facility, transferred to another health facility, and those who are under 15 years of age are not included. An invitation to participate in the survey is delivered via email or a link in a text message.

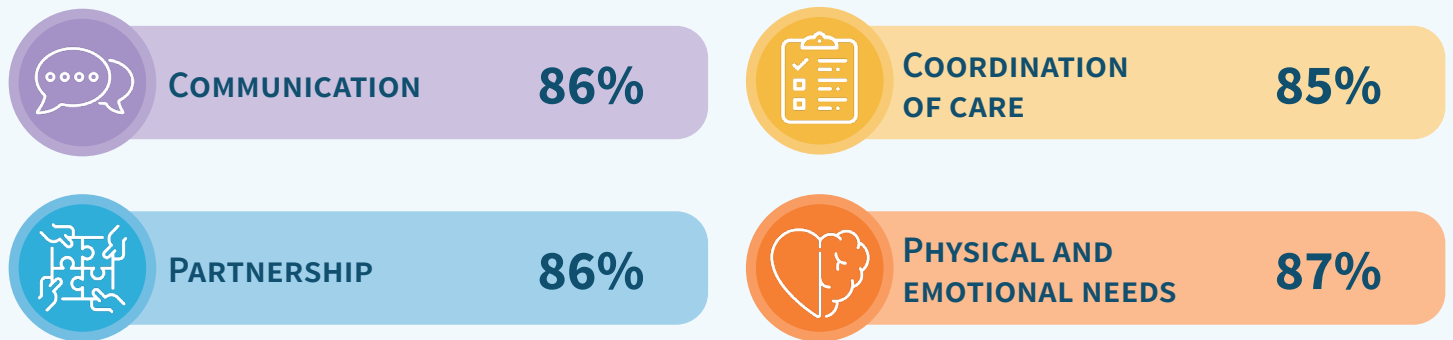
Taking part is voluntary. The survey asks patients to rate and comment on their experiences in four domain areas:

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).

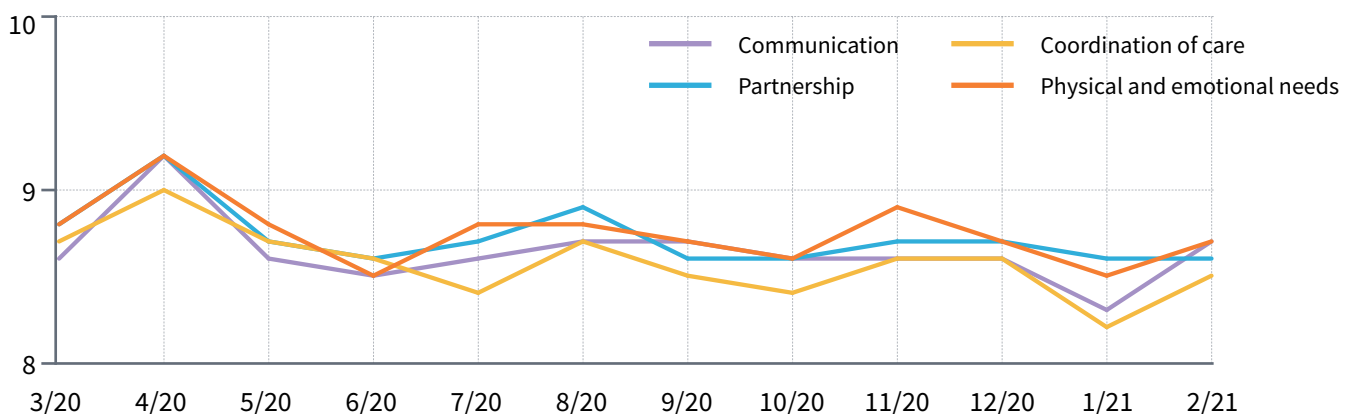
Understanding how people experience healthcare gives us valuable insight and an opportunity to celebrate our success, do more of what we are doing well and to consider how we can do better.

INPATIENT DOMAIN SCORES FOR NOVEMBER 2020 – FEBRUARY 2021



Inpatient Experience Survey – Domain score out of 10

Monthly comparison for the last 12 months



Additional questions were added to the inpatient survey March 2020 to monitor patient experiences of the Covid-19 pandemic and to ask about family/whānau being included in important discussion and staff cleaning hands when touching or examining.

In the last quarter –

- 81.9% of inpatients told us that staff always used hand sanitiser or washed their hands before touching or examining
- 51.8 % of inpatients reported that their whanau were always included in important discussions

An additional question about bedside boards was added to the survey in April 2021.

Ask what matters
Listen to what matters
Do what matters

WHAT WE ARE DOING WELL, AND WHAT WE COULD DO BETTER

HIGHEST RATED QUESTIONS

Before the operation did staff explain the risks and benefits in a way you could understand? **93%**

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? **93%**

Did you have confidence and trust in the staff treating you?
Doctors **92%**

LOWEST RATED QUESTIONS

Did a member of staff tell you about medication side effects to watch for when you went home? **65%**

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? **68%**

Was religious or spiritual support available when you needed it? **74%**

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Before the operation did staff explain the risks and benefits in a way you could understand? **93%**

Did you have trust and confidence in the staff treating you? *Doctors* **93%**

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? **93%**

LOWEST RATED QUESTIONS

Did a staff member tell you about medication side effects to watch for when you sent home? **66%**

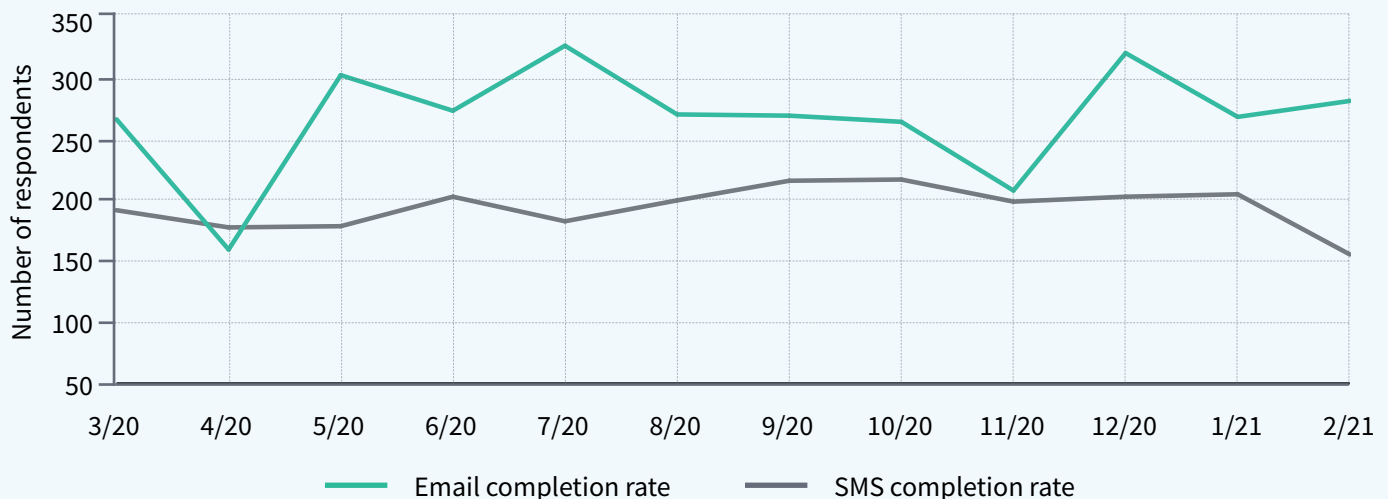
Was cultural support available when you needed it? **67%**

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? **55%**

INPATIENT SURVEY COMPLETION RATE

Patients are invited to participate in the survey via email. If no email address is available, they are invited via SMS. All patients from Ashburton, Burwood and Christchurch and Christchurch Womens Hospitals are invited to participate in the survey.

Inpatient Experience Survey – Completion Numbers
Monthly Comparison from March 2020 to February 2021

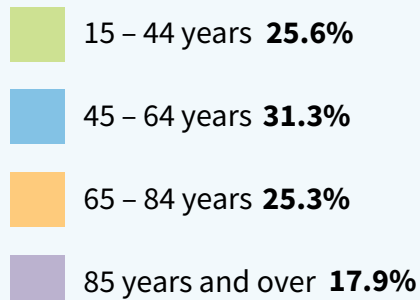
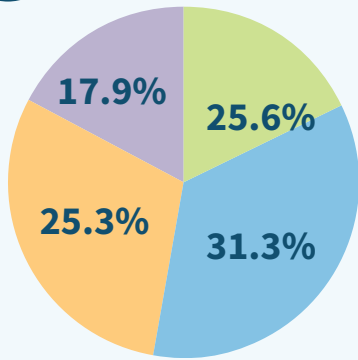


During the period November 2020 – February 2021, **5,680** invitations to participate in the survey were sent by email and **5,399** were sent by SMS. **1,835 patients responded and completed the survey** – a response rate of **32%**.

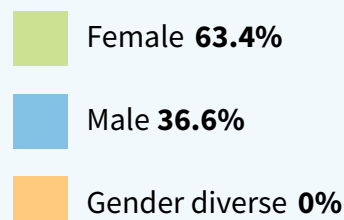
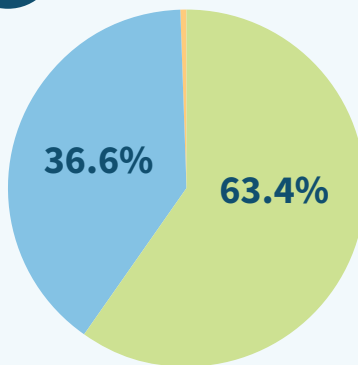
SURVEY DEMOGRAPHICS



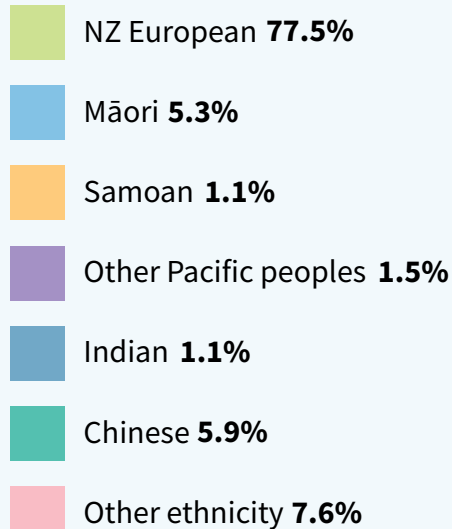
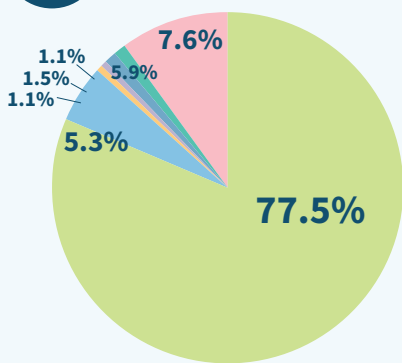
Age groups



Gender



Ethnicity



IN THE LAST 12 MONTHS:

2,006
consumers commented
specifically about
hand hygiene

2,245
consumers
commented
specifically about
nurses

396
consumers commented
specifically about
communication

WHAT ARE OUR CONSUMERS SAYING?

6,133
comments

were published in the last
quarter November 2020 –
February 2021

“From admission to pre-op, to surgery and then to the ward was seamless. It was like one big well-oiled wheel!”

“I have no complaints in part, or the whole of my care package, I am so grateful for our great health system.”

“Everyone were great with hygiene. Staff were all friendly.”

“The follow up care during the week to follow was provided by Acute nurses. This was excellent, all questions answered and overall the visits were much appreciated. The food was varied by choice and adequate and good. The park and ride system proved excellent for my wife and was most helpful.”

“I had no need to worry as I was always told the next steps or stage and when or if I needed anything or asked I was always listened to.”

“Staff were all lovely, and caring.”

“Overall it was a very good experience, especially being in Waipapa...but discharge wasn't explained. It has since been rectified and I realise it is because they are just so busy.”

“I felt the nursing staff were completely “run off their feet””

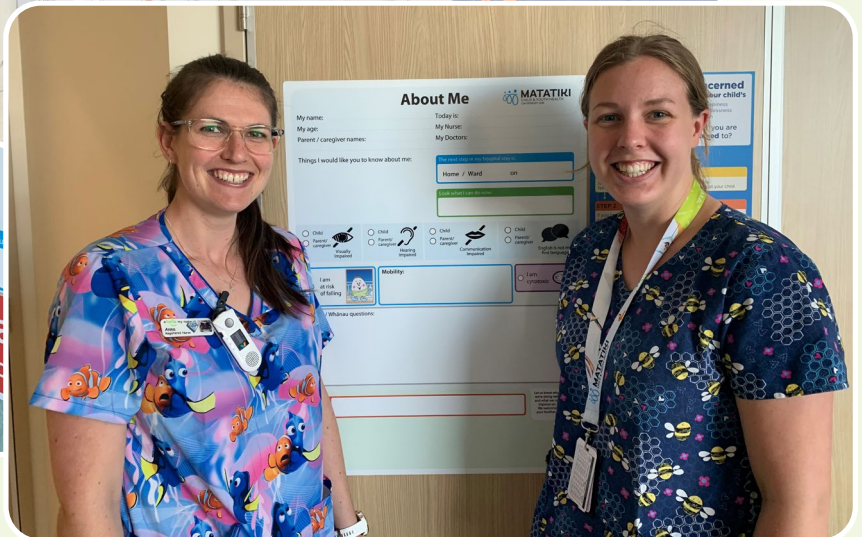
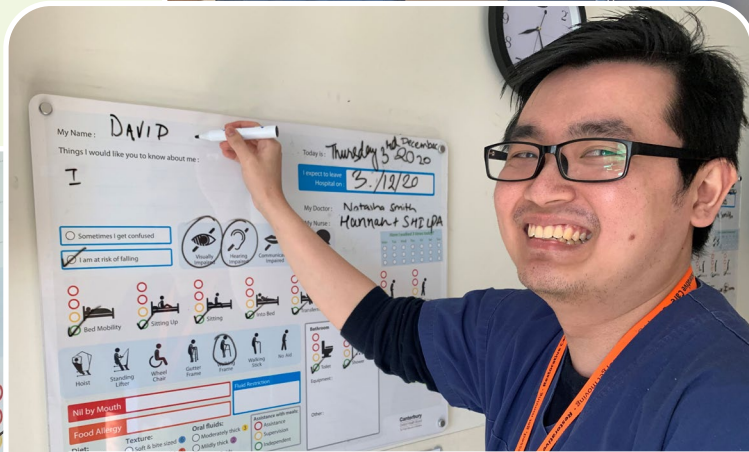
“I found being on a mixed ward with elderly men difficult.”

DID YOU KNOW?

The Bedside Boards at Christchurch Hospital have recently been upgraded and repositioned within the bed space to promote staff completion and visibility for the patient

The bedside boards indicate to patients, whānau, and staff 'at a glance' the essential information and assistance a patient requires to maintain their safety in our hospital environment.

Keeping bedside boards up to date is important.



HERE'S WHAT OUR PATIENTS ARE SAYING ABOUT THE NEW BEDSIDE BOARDS

"Great concept. Reminded me to ask for help."

"The food delivery staff noticed the wrong information above my bed about what food I should have."

"Someone else's name was on the wall behind me. To be left under a wall sign with someone else's name again not ideal."

"On admission the info was correct, this felt welcoming and helped mum enormously given she had never been in hospital before."

"The only consistent info on the board was who the medical team was, this never changed so never required change."

"The Board was a talking point for us on a daily basis and was noted by mums visitors that it would have been a useful source of information, if accurate."

"What struck me was the risk this inaccurate information could have for everyone especially for mum, the patient."