

TE WHATU ORA WAITAHA

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



INPATIENT GYNAECOLOGY SURVEY RESULTS – OCTOBER TO DECEMBER 2022

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.

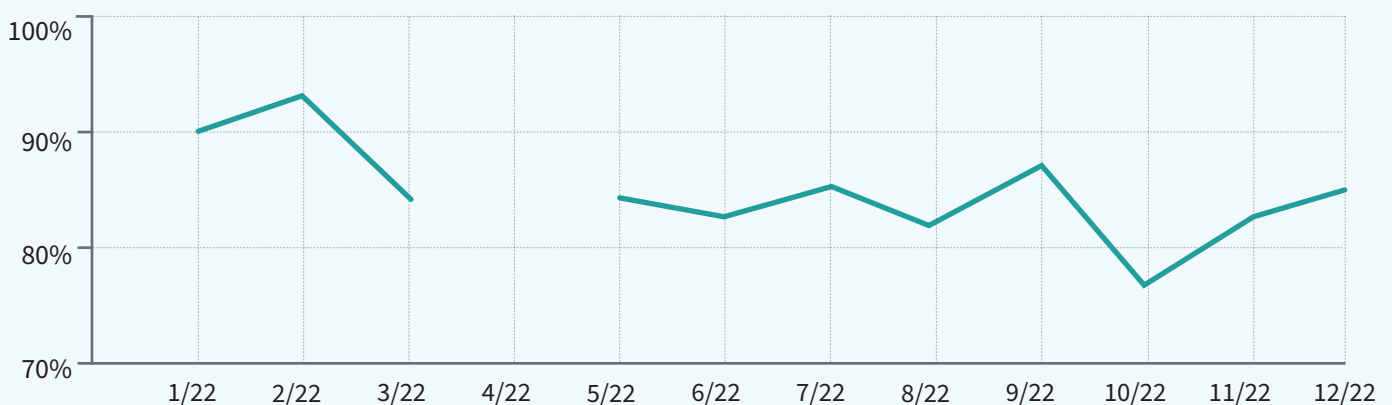
INPATIENT DOMAIN SCORES FROM OCTOBER TO DECEMBER 2022

*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



Additional questions were added to the inpatient survey 25 March 2020 to monitor patient experiences of the COVID-19 pandemic. The additional questions related to the ability to contact family/whānau during admission and staff cleaning hands when touching or examining.

- **94%** reported they were able to contact family/whānau when they wanted to.
- **77.4%** reported staff always used hand sanitiser and washed their hands before being touched.

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

Was cultural support available when you needed it? **95%**

Overall, did you feel staff treated with you with respect and dignity while you were in the hospital? **95%**

Did you have confidence and trust in the staff treating you? *Other members of your healthcare team* **94%**

LOWEST RATED QUESTIONS

Was your information on the bedside board discussed with you? **44%**

Did a member of staff tell you about medication side effects to watch for when you went home? **62%**

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? **62%**

WHAT ARE OUR MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Was cultural support available when you needed it? **100%**

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? **90%**

Did you have confidence and trust in the staff treating you? *Other members of your healthcare team* **83%**

LOWEST RATED QUESTIONS

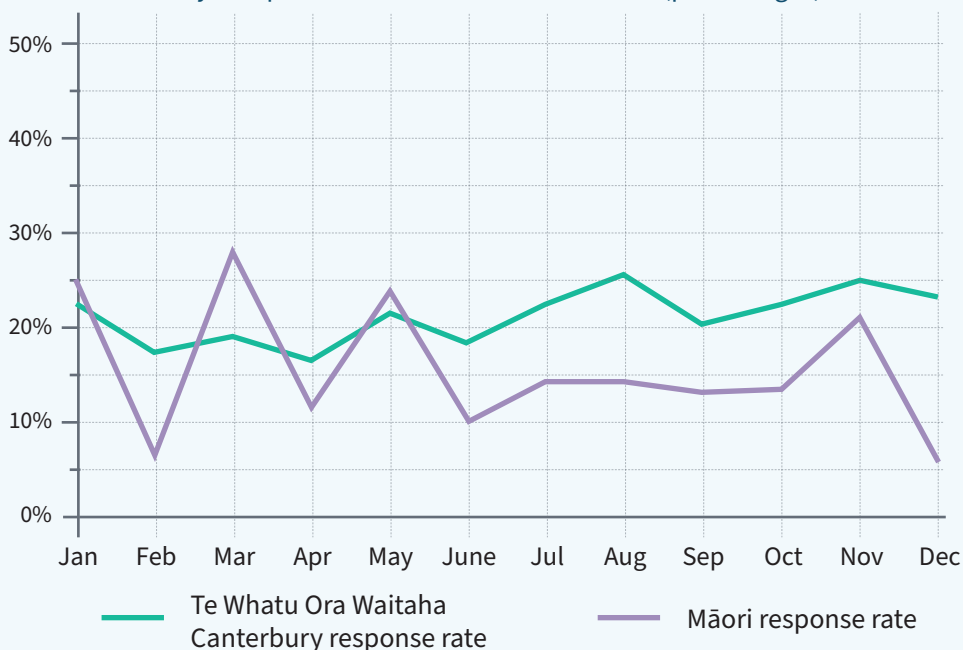
Was your information on the bedside board discussed with you? **40%**

Did a member of staff tell you about medication side effects to watch for when you went home? **60%**

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? **75%**

INPATIENT SURVEY RESPONSE RATES

Monthly comparison for the 12 months of 2022 (percentages)



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

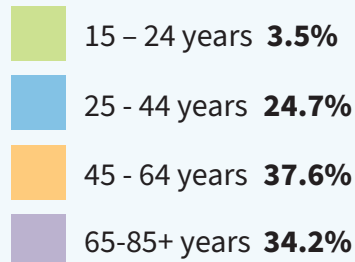
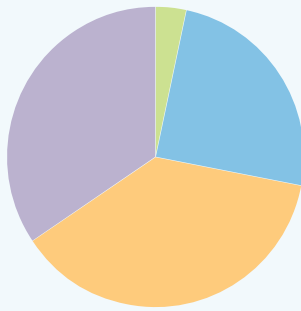
- Prompting our Wāhine to keep their details up to date when they come in to hospital so they get an invitation to participate in the survey
- Encouraging patients to take our survey so that we can get a better sense of how we are providing services for them
- Refreshing our posters in inpatient areas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

During October to December 2022, **381** invitations to participate in the survey were sent. **91** were completed – a response rate of **24%**.

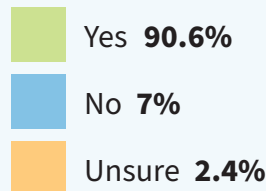
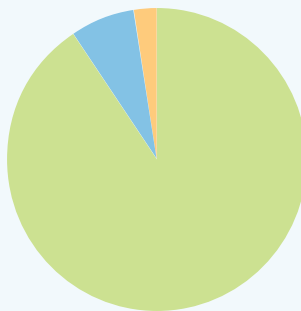
SURVEY DEMOGRAPHICS



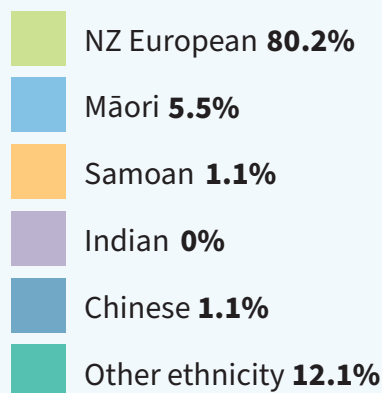
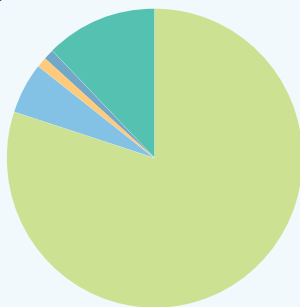
Age groups



Disabled?



Ethnicity



IN THE LAST 12 MONTHS:

- 86 comments were published from **October - December 2022**

20

consumers commented specifically about **Staff**

6

consumers commented specifically about **Discharge**

5

consumers commented specifically about **Communication**

5

consumers commented specifically about **Pain Relief**

WHAT ARE OUR CONSUMERS SAYING?

"I was well cared for. Great staff."

"The staff were ready to listen and were available when needed."

"The impact of being under staffed is apparent. Nurses and food were great in the Diagnostic ward, but in the Gynae Ward where I was a general patient the food was very bad (unhealthy) and some nurses undisciplined, especially the unnecessary noise they made at night. Hard to believe it was the same hospital."

"The first shift of nurse and the evening shift nurse were great. The morning staff were rude and unhelpful and I never saw them, and had to chase them up after 5 hours of no contact to get my discharge paper work."

"After my surgeon told me I would be discharged it was almost 2hrs before I saw another staff member and then I had to go and find someone to ask can someone please discharge me. Other than that, I couldn't fault my stay."

"Staff were excellent at communicating."

"As mentioned in the previous question, I was told different things by different staff members regarding my care and treatment, there didn't appear to be much communication at all between the nurses and doctors."

"I never saw anyone after the evening and got kicked out first thing in morning while still in pain."

"Overall I found my stay in hospital great from the cleaning staff to the doctors. Apart from the one incident re pain relief I couldn't fault the professional care I received."