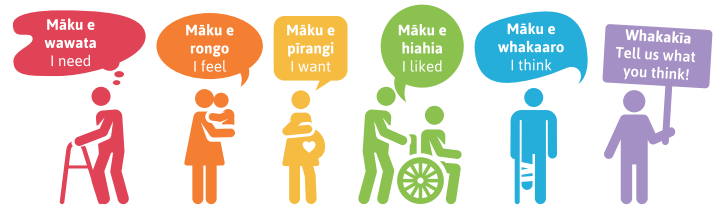


Canterbury DHB

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



QUARTERLY REPORT – CHILD HEALTH INPATIENT SURVEY RESULTS

JULY – SEPTEMBER 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 parents and their children 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.

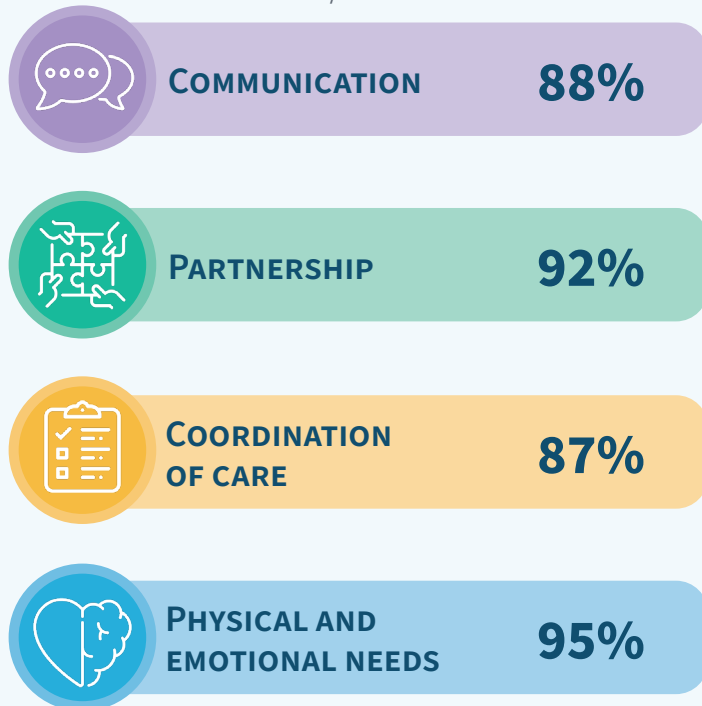
Responses are completely anonymous. Comments are reviewed to ensure staff, parent and child confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors).



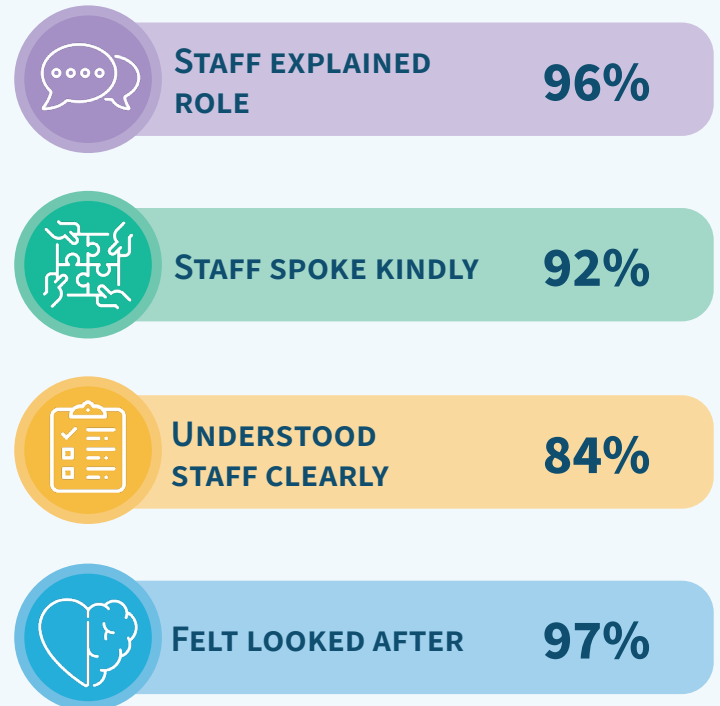
INPATIENT DOMAIN SCORES FOR JULY – SEPTEMBER 2022

* Respondents who answered 'Yes, definitely' or 'Yes, to some extent' are counted in the overall score

PARENT/CAREGIVER



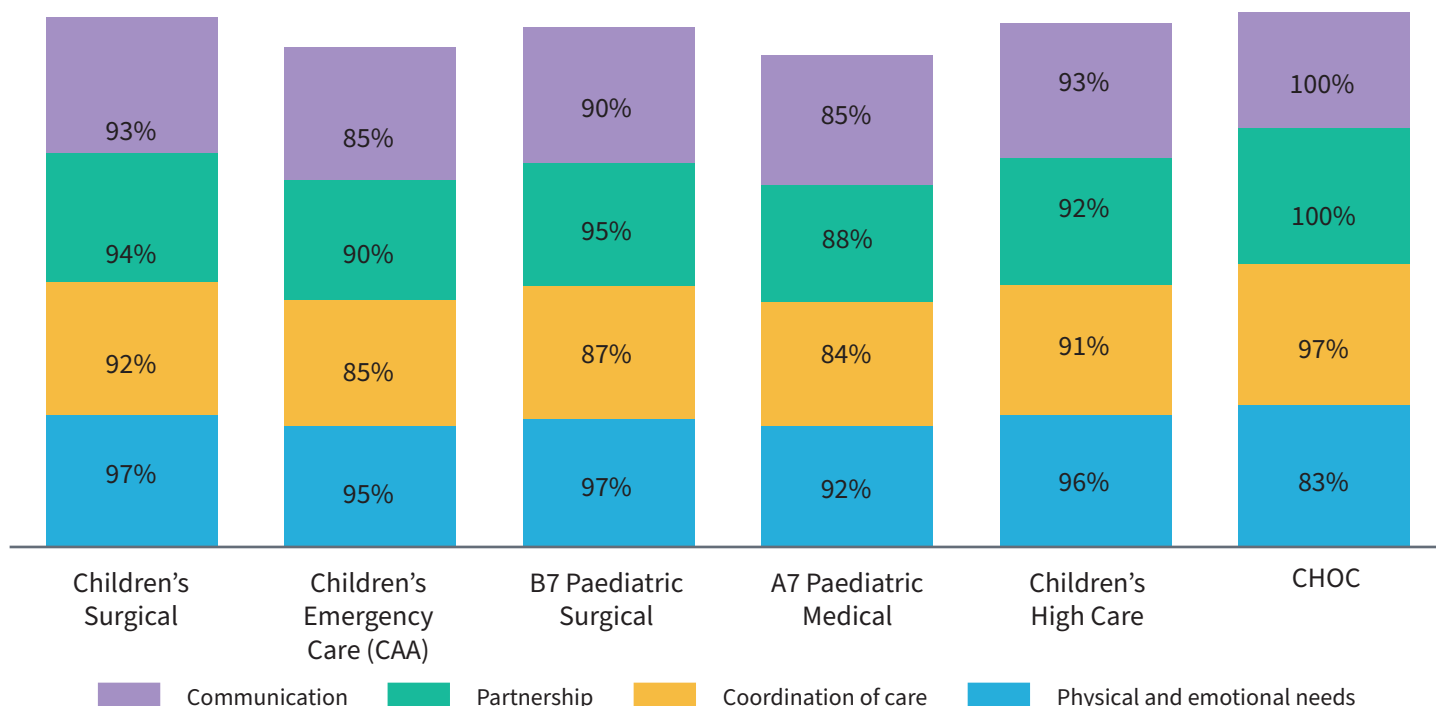
YOUNG PERSON



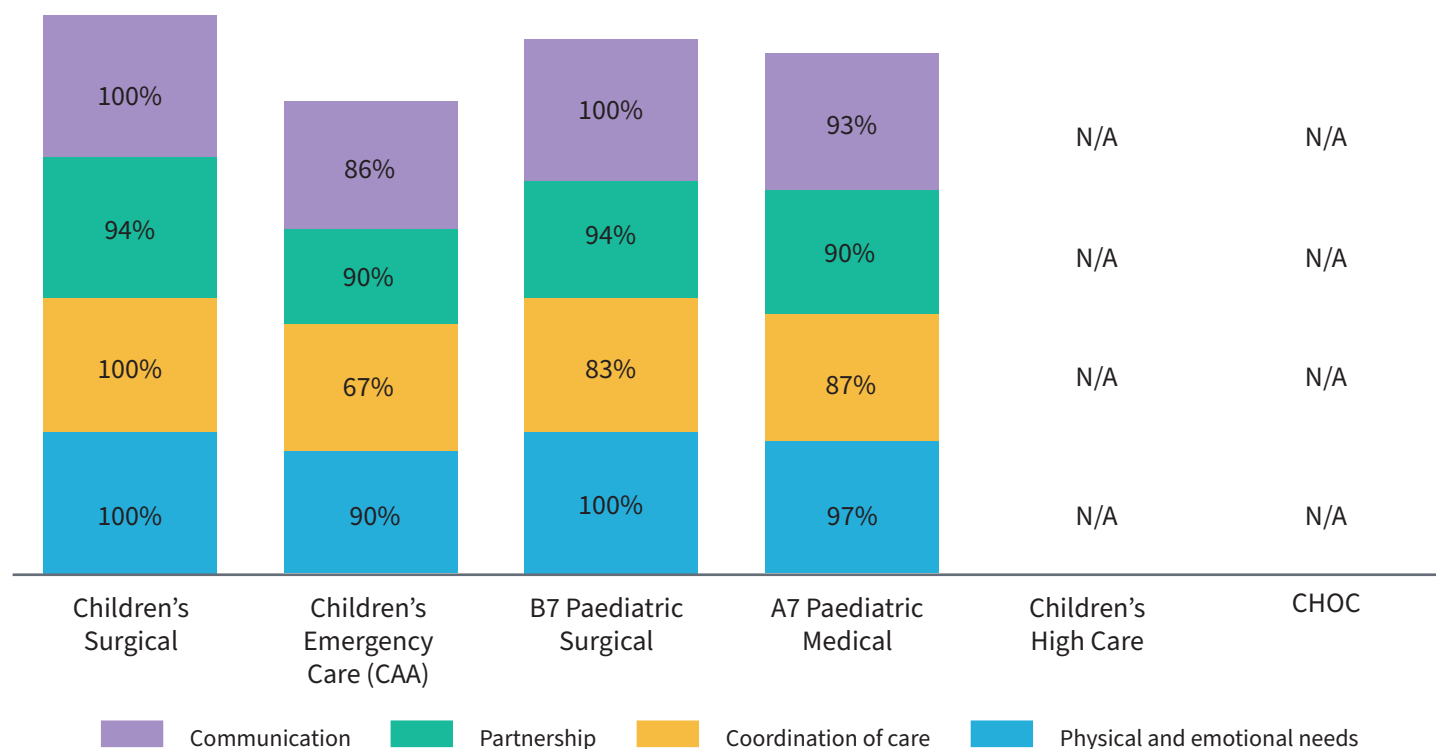
INPATIENT DOMAIN SCORES FOR ALL CHILD HEALTH AREAS

* Respondents who answered 'Yes, definitely' or 'Yes, to some extent' are counted in the overall score

PARENT/CAREGIVER RESPONSES ACROSS INPATIENT AREAS



CHILD RESPONSES ACROSS INPATIENT AREAS



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 score

PARENT/ CAREGIVERS RESPONSES ACROSS ALL INPATIENT AREAS

HIGHEST RATED QUESTIONS

Did you and your child feel safe during your stay in hospital?	95%
Did staff explain who they were and what they did?	92%
Was your child's condition explained to you in a way that you could understand?	92%

LOWEST RATED QUESTIONS

Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital?	48%
Were you provided or shown where to find information about you and/or your child's rights as a patient?	53%
Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience?	69%

CHILD RESPONSES ACROSS ALL INPATIENT AREAS

HIGHEST RATED QUESTIONS

Did staff explain to you who they were and what they did?	100%
Did you like the way staff talked to you?	100%

LOWEST RATED QUESTIONS

Did you feel that you were looked after?	83%
Did you understand what staff told you about what was happening to you?	92%

WHAT ARE OUR PARENTS/CAREGIVERS OF MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Did you and your child feel safe during your stay in hospital?	95%
Did staff explain to you who they were and what they did?	92%
Was your child's condition explained to you in a way that you could understand?	92%

LOWEST RATED QUESTIONS

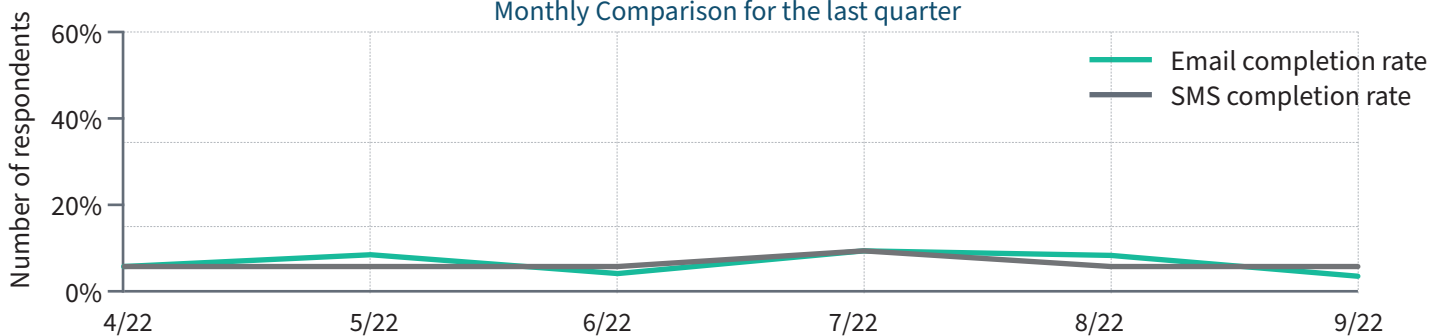
Did staff ask you about cultural beliefs/practices relevant to you/your child's stay in hospital?	48%
Were you provided or shown where to find information about you and /or your child's rights as a patient?	53%
Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience?	69%

INPATIENT SURVEY COMPLETION RATE

Parents/caregivers of children hospitalised are invited to participate in the survey via email. If no email address is available, they are invited via SMS.

Inpatient Experience Survey – Completion Numbers

Monthly Comparison for the last quarter



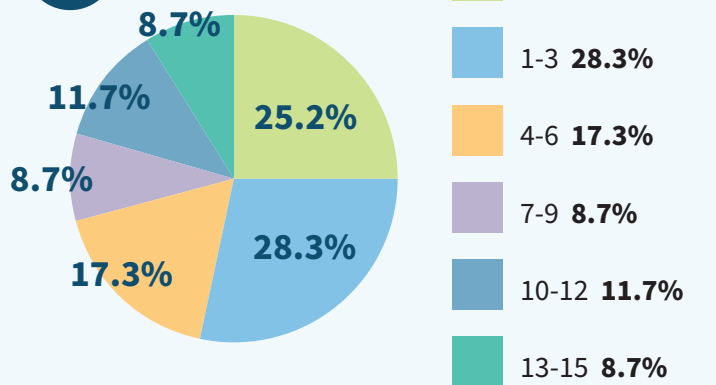
For the period of 1 July to 30 September 2022:
355 email invitations have been sent with **49** completing, a response rate of **14%**.

For the period of 1 April to 30 September 2022:
604 SMS invitations have been sent with **79** completing, a response rate of **13%**.

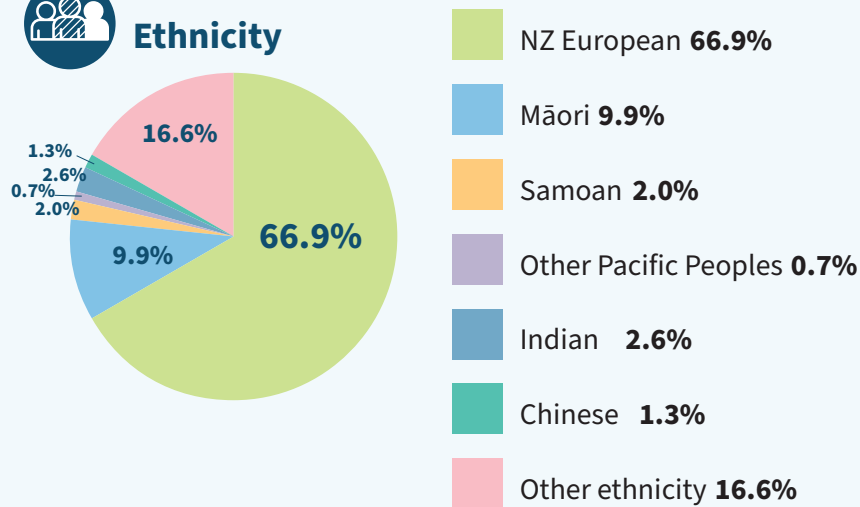
SURVEY DEMOGRAPHICS



Age of patient



Ethnicity



IN THIS QUARTER

37 survey respondents
commented specifically
about **Care they
received**

29
survey respondents
commented
specifically about
communication

WHAT ARE OUR CONSUMERS SAYING?

WHAT WE COULD DO TO MAKE THEIR HOSPITAL STAY BETTER

"Better communication on wait times, having basic things like a blanket in a cot, parking available for parents who are going to be sent home in the dark and cold in the middle of the night who have to walk miles to their car. Drs who can assess a child earlier on instead of waiting 8+ hours for a dr to send you straight home."

"A TV"

WISH THEY HAD KNOWN BEFORE COMING IN

"The wait times."

"Where we needed to go should have been communicated better. I wasn't told over the phone and the email did not arrive. I asked for the email again however it did not come through."

"Option to stay at Ronald McDonald's house to save on accommodation costs."

"About parking when having surgery."

"Availability of food and snacks and that food could get delivered."

"That a play room was available for those admitted and toys, activities were available for children on request."