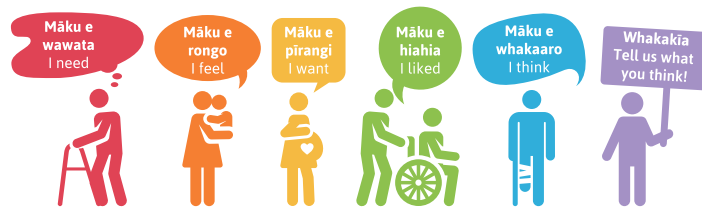


Canterbury DHB

Patient Experience Survey

Te Rūri Wheako-ā-Tūroro



QUARTERLY REPORT – CHILD HEALTH INPATIENT SURVEY RESULTS

APRIL – SEPTEMBER 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. 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).



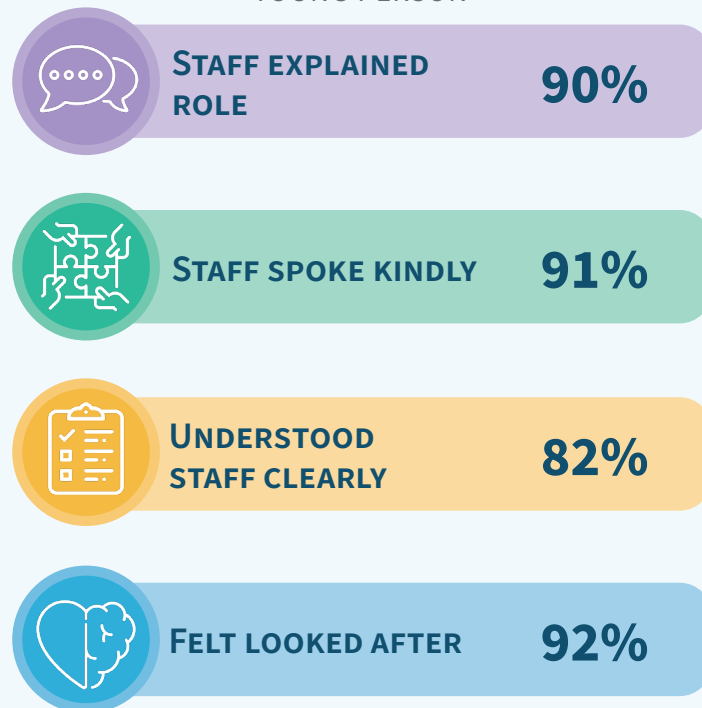
INPATIENT DOMAIN SCORES FOR APR – SEPT 2021

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

PARENT/CAREGIVER



YOUNG PERSON



QR code

Since the launch of the Paediatric survey several parents have made comments about not having the information they need to make their stay in the ward better, especially about access to food. Parents were unaware of food outlets and how to access meals while staying with their child.

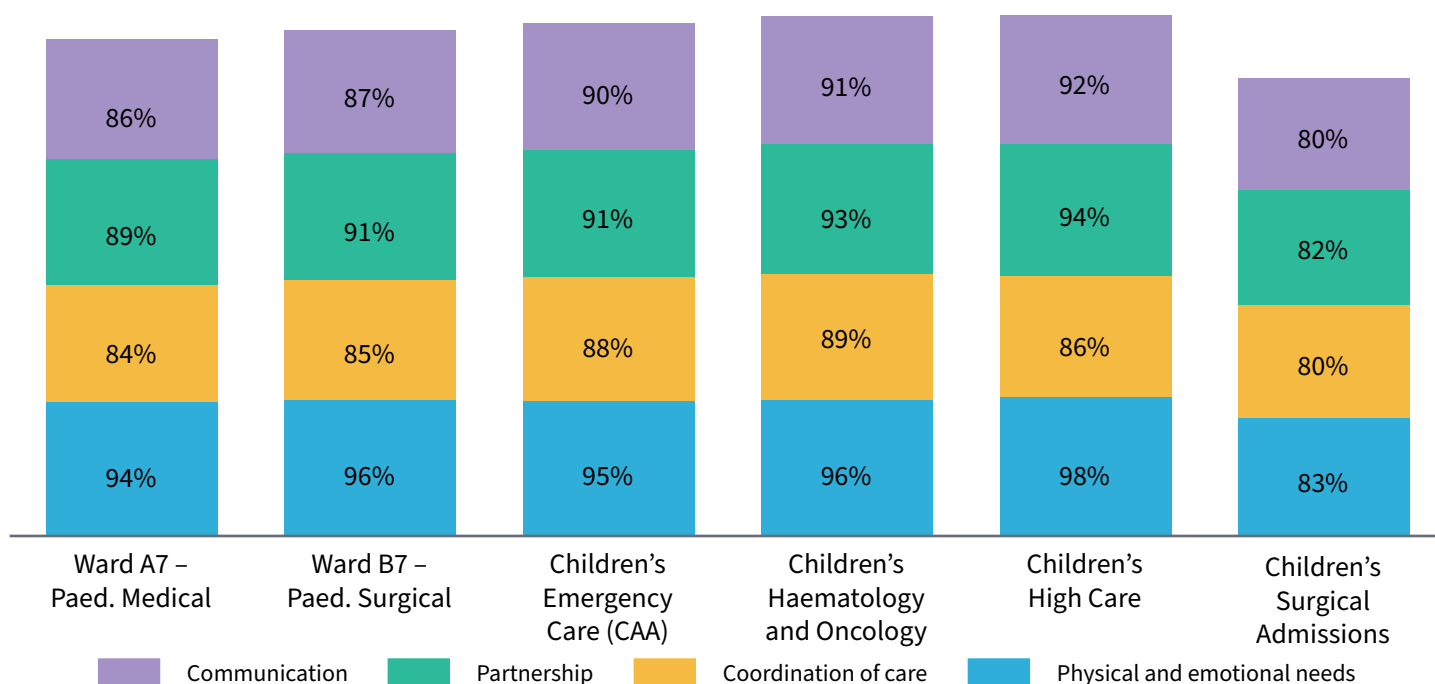
In response to the feedback, Paeds have added a QR code to the "About Me" boards within in each patient room. The Kōrero Mai information is co-located by the About Me Boards.

Ask what matters
Listen to what matters
Do what matters

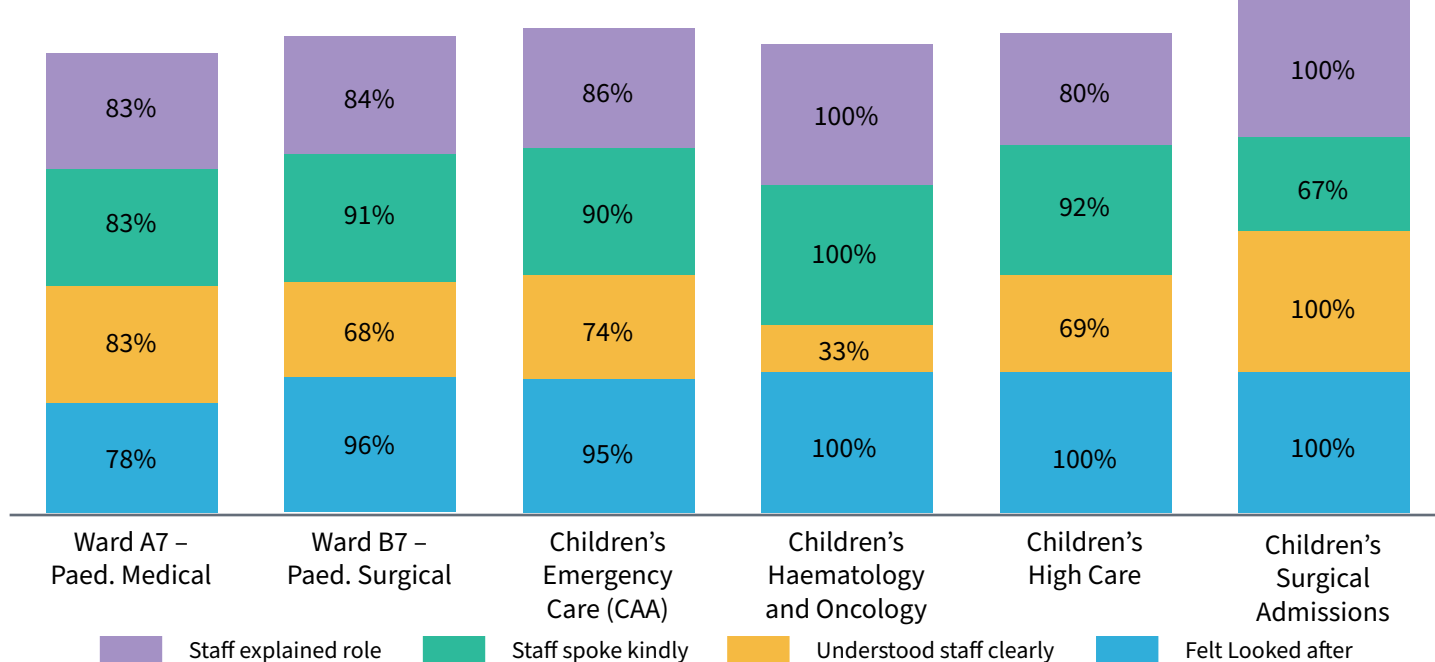
INPATIENT DOMAIN SCORES FOR ALL CHILD HEALTH AREAS

* 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?	96%
Did you feel that Allied Health Staff (Social Workers, Physiotherapists, occupational therapists etc) listened to what you had to say?	95%
Overall did you feel staff treated you and your child with kindness and understanding while in hospital?	94%

LOWEST RATED QUESTIONS

Were you provided or shown where to find information about you and/or your child's rights as a patient?	48%
Did staff ask you about any cultural beliefs/ practices relevant to you/your child's stay in hospital?	51%
Were the activities, play and learning opportunities available to your child in hospital valuable in making their stay a positive experience?	81%

CHILD RESPONSES ACROSS ALL INPATIENT AREAS

HIGHEST RATED QUESTIONS

Did you feel that you were well looked after?	92%
Did you like the way staff talked to you?	85%

LOWEST RATED QUESTIONS

Did you understand what staff told you about what was happening to you?	76%
Did staff explain to you who they were and what they did?	82%

WHAT ARE OUR PARENTS/CAREGIVERS OF MĀORI CONSUMERS SAYING?

HIGHEST RATED QUESTIONS

Did you feel that you were well looked after?	100%
Did staff explain to you who they were and what they did?	100%

LOWEST RATED QUESTIONS

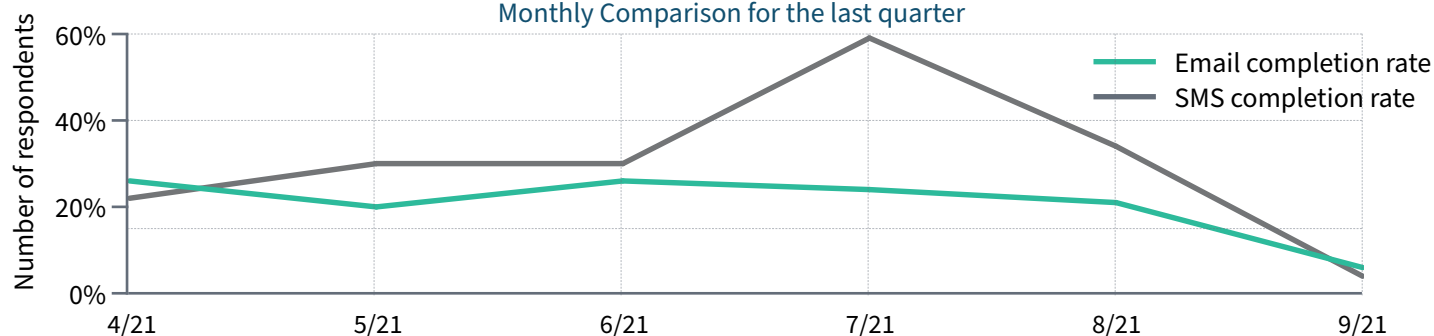
Did you understand what staff told you about what was happening to you?	100%
Did you like the way staff talked to you?	100%

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 April to 30 September:

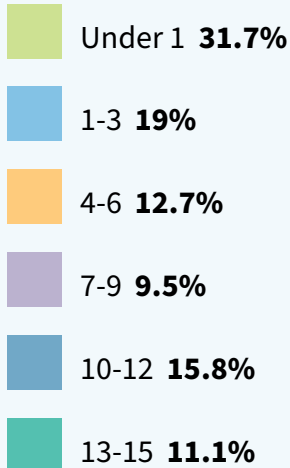
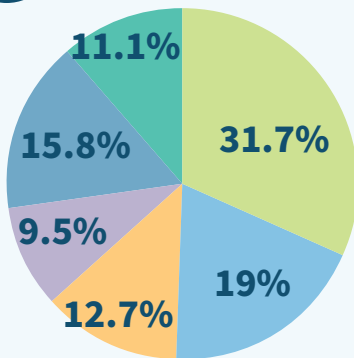
77 email invitations have been sent with 181 completing, a response rate of 23%.

1,109 sms invitations have been sent with 179 completing, a response rate of 16%.

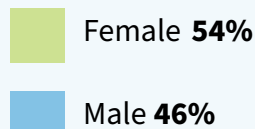
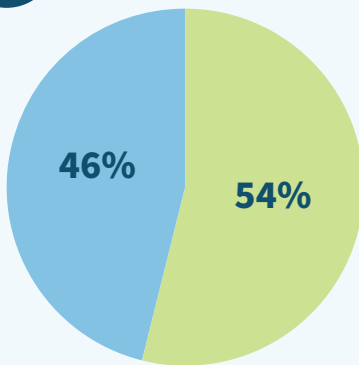
SURVEY DEMOGRAPHICS



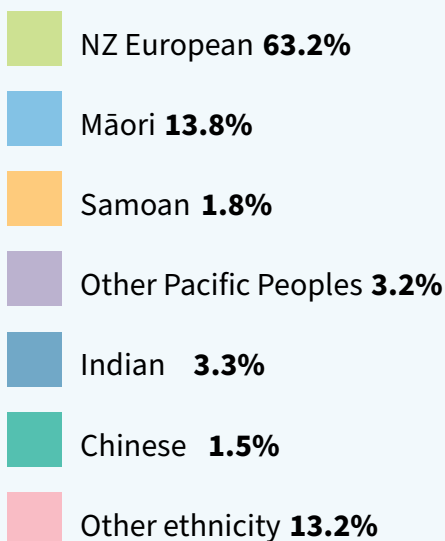
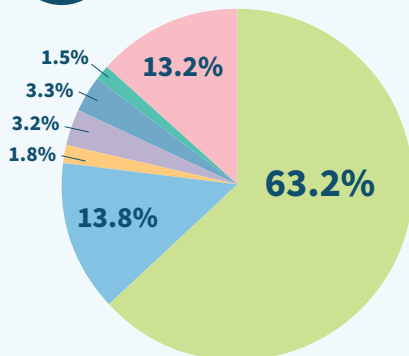
Age of patient



Gender



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

87
comments

were published in this quarter

"Being able to have my friends visit, they couldn't come in because of RSV and then COVID-19"

"Better food"

"Having mum stay with me"

"Apple tv or cast on the tv so we could connect to it. Softer pillow cases"

"We were never really sure when doctors and other specialists etc would come to see us so it would be good if there was a schedule/ timetable so we were at the right place at the right time."

IN THIS QUARTER

22
survey respondents
commented specifically
about
food

150
survey respondents
commented
specifically about
nurses

EVER WONDERED WHAT HAPPENS TO PATIENT FEEDBACK?

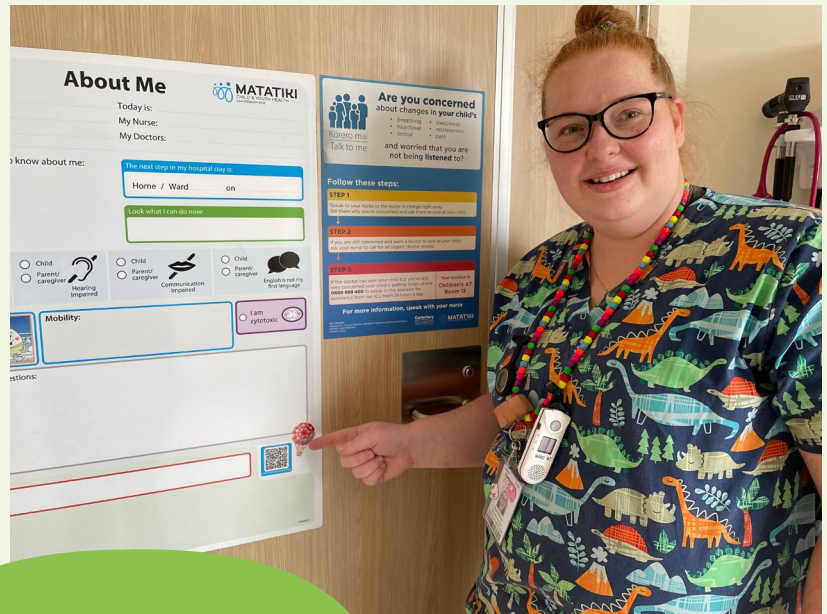
Since the launch of the Paediatric survey in March 2021, a number of parents have made comments about not having the information they need to make their stay in the ward better, especially about food. Parents were unaware of food outlets and how to access meals while staying with their child.

In response to the feedback, Paeds have added a QR code to the “About Me” boards within in each patient room.

The QR code links to the [Matatiki \[Child & Youth Health\] website](#) where there is specific information regarding the ward routine and accessing food/meals for parents. Nursing staff have been directing parents to use the QR code as part of the ward/area orientation.

Tayla, a paediatric nurse says that it is a great resource for parents. “Having the QR code located on the About Me boards is gold. Parents often suffer from information overload when their child is first admitted, and the nurses are often busy focusing on manging their sick child. A quick and easy way to access all the information parents need about food, showering, parking and the ward routine ensures their stay with us is much better”

Graeme Webb – Quality Coordinator for Child Health says the feedback has been great. “The QR code is a way of giving parents the information they need in their own time. The code takes them straight to the website which has all the information they need to navigate a paediatric admission”



Tayla, paediatric nurse

“We were late getting to the ward for our overnight stay and there was issues getting food for my child and also myself. We were in level 3 so this may have caused some extra challenges for the staff”

“We didn’t know parents don’t get fed (should have known) and that there was a place to get tea and toast (didn’t find out until quite late) and where we could get towels for a shower etc (I didn’t shower as I didn’t know we could but would have loved one)”

“I honestly cannot speak higher of all of the teams who took care of my daughter. Only fault was I got a parking ticket when I couldn’t leave her side and I was told I could get an exemption but I don’t know how to go about it”

“While the communication was good, there was a lot of time passing before someone gave us a good run through of the situation”

“It was pretty good but there was some miscommunication at the start and there was different information given to me about car seats etc. depending on who I talked to”

If you want to feature your story or share some of the awesome things you are doing with the feedback you are getting from the patient experience survey, please email Quality@cdhb.health.nz

ACTION STATION

Our patients appreciate it when:

We tell them they will receive an invitation to participate in the survey

How might we improve?

Talk to your patients about how they can help us improve the way we do things by taking the survey!

Ask what matters
Listen to what matters
Do what matters