



Canterbury DHB Patient Experience Survey

In-Patient Experience Survey

Results Summary – April - September 2019

The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. Each fortnight we invite patients who spent at least one night in hospital to participate. An invitation to be part of the survey is delivered via email or a link in a text message.

The survey asks questions on four areas, with an overall score out of ten on the level of overall experience in communication, partnership, co-ordination and physical and emotional needs.

Understanding how people experience healthcare gives us valuable insights into where we can do better, an opportunity to celebrate our success and do more of what we are doing well. Quarterly patient experience survey results are also available on the [Health Quality & Safety Commission website](#). This bulletin is a snapshot of feedback. Below is one example of how we have actioned your feedback

You told us

“The Doctors discussed my treatment plan without myself or partner involved”

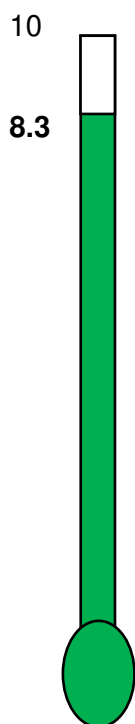
You also said

“I was very grateful that staff had included my support staff in my care plan, as I was very overwhelmed”

We are listening...

We want our patients and their families to be involved in every aspect of their care. The use of information boards at the bedside are a tool we have implemented to assist with goal setting and care planning, and will help patients and their families to be more involved in their care

Communication



Patients rated their experience of communication **8.3 out of 10**

“Questions answered clearly and in a timely manner. Staff listened to my concerns and anticipated many of my queries. I was most impressed”

“Everyone showed great care and made me feel well looked after”

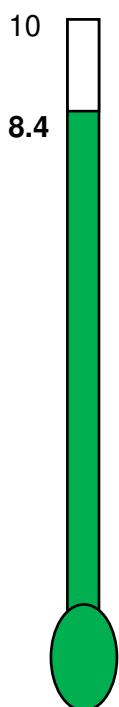
“It was not clear when I was likely to have my surgery. My wife wasn’t contacted until I was on my way back to the ward after surgery. She was under the impression I’d be in surgery for about an hour but it took 3.5 hrs for her to be called. Naturally she was worried”

Was your condition explained to you in a way that you can understand?

Yes, completely	To some extent	No	NA
74.0%	21.7%	3.4%	0.9%

Example of one of the questions asked out of five

Partnership



Patients rated their experience of partnership **8.4 out of 10**

“They made me feel cared for as an individual”

“I was always well informed as was my family”

“Appalling throughout. They simply told me, never asked nor discussed”

Were you involved as much as you wanted to be in decisions about your care and treatment?

Yes, definitely	To some extent	No	NA
69.4%	23.7%	5.5%	1.4%

Example of one of the questions asked out of three

	Positive comments
	Comments for improvement

*Speech bubbles contain patients’ responses to survey questions.

Coordination of Care

10
8.3



Patients rated their experience of how well their physical and emotional needs were met **8.3 out of 10**

“Transition from surgery to recovery to ward all handled smoothly with excellent care”

“Coordination between staff was amazing and evident following staff changes”

“Two Doctors one in the evening and another the next morning. Different opinions. I do understand acute back pain can be hard to diagnose”

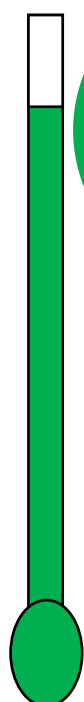
Were you given conflicting information by different staff members?

No	Sometimes	Always
70.6%	25.8%	3.6%

Example of one of the questions asked out of two

Physical and Emotional Needs Met

10
8.5



Patients rated their experience of how well their physical and emotional needs were met **8.5 out of 10**

“I was given assistance when required and watched and allowed to achieve things for myself but was always asked to ring the bell, if required help or unsure if I could manage by myself”

“Great support by nurses that took time to talk with me about my situation and how I felt, big shout to post op recovery nurse and my main day care nurse for 100% effort it was

“Physical needs met but most of the staff did not seem inclined to talk”

Did you feel staff treated you with kindness and understanding?

Yes, always	Sometimes	No
85.4%	12.7%	1.9%

Example of one of the questions asked out of seven

Positive comments
Comments for improvement

*Speech bubbles contain patients’ responses to survey questions.

“Highs and Lows”

Over the period April 2019 to September 2019, the three questions in the survey which received the most positive responses and those that received the least positive responses are presented below.

Highest Rated Questions	% of positive responses
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%
Overall, did you feel staff treated you with kindness and understanding while you were in hospital?	92%

Lowest Rated Questions	% of positive responses
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?	66%
Do you feel you received enough information from the hospital on how to manage your condition after your discharge?	73%

Quarterly domain results

The graph below shows the average score out of 10, for the question of overall experience in communication, partnership, co-ordination and physical and emotional needs.

