The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. We invite patients who attended at an outpatient clinic to participate. An invitation to participate is delivered via email or a link in a text message.

The survey asks questions about four areas - communication, partnership, co-ordination and physical and emotional needs. Understanding how people experience healthcare gives us valuable insight into where we can do better, an opportunity to celebrate our success and do more of what we are doing well.

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. This bulletin is an indication of feedback.

Below is one example of how we have actioned your feedback.

**You told us**
“He didn’t take into consideration nor did he give me any answers regarding future treatment with my medical issues”

**You also said …**
“Listened to, felt person had time for you, support person was listened to”

We are listening....
We encourage our patients and families to be involved of every aspect of their care. We are piloting a new approach to partnering with patients to develop goals of care.
Patients rated their experience of communication 8.9 out of 10

```
Did staff discuss your condition in ways you could understand?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>Yes, sometimes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response</td>
<td>87.4%</td>
<td>8.4%</td>
<td>2%</td>
<td>2.2%</td>
</tr>
</tbody>
</table>
```

Example of one of the questions asked in the survey

```
"I struggled with sharing a consultation room with another doctor and patient as the other patient had 3 small children with her and the room was quite small. I felt rushed and couldn't focus to ask all the questions I had. However, I'm sure if I'd spoken up about it an alternative would've been provided."
```

```
"I felt like I was being rushed as the previous patient had gone over their allocated 20 minutes. This was mentioned several times and the nurse and doctor appeared distracted and not really listening to my issues."
```

Patients rated their experience of partnership 9 out of 10

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

<table>
<thead>
<tr>
<th></th>
<th>Yes, definitely</th>
<th>To some extent</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response</td>
<td>79%</td>
<td>16%</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>
```

Example of one of the questions asked in the survey

```
"I felt that I wasn't being talked to rather included as an equal participant in discussions."
```

```
"My husband is totally confused with his dementia and is non-verbal. I had to make the call as EPA to proceed. They respected that surgery won’t be easy but understood why I believe he should have it. They respected him and addressed him by name even though he didn’t have a clue what was going on."
```

"I dislike being told ‘it’s just standard practice’."

*Speech bubbles contain patients’ responses to survey questions*
### Coordination of Care

- **Score:** 8.7 out of 10
- **Positive Comment:** “The team knew exactly what was wrong, how to fix it. There was only a month (including Christmas) between my first and second clinic, I think this was incredible”
- **Improvement Comment:** “The visit was well co-ordinated by everyone”
- **Question:** Were you given conflicting information by different staff members?
  - **Response:**
    - **No:** 87.4%
    - **Sometimes:** 11%
    - **Always:** 1.6%

### Physical and Emotional Needs Met

- **Score:** 8.9 out of 10
- **Positive Comment:** “My husband required help during the appointment. We were given every assistance and treated with such kindness while they assisted him”
- **Improvement Comment:** “The nurse was pre-occupied did not read notes thoroughly or perform the test as required”
- **Question:** Did staff use hand sanitiser or wash their hands before they touched or examined you?
  - **Response:**
    - **Yes, always:** 84%
    - **Sometimes:** 10.5%
    - **No:** 5.5%

*Speech bubbles contain patients’ responses to survey questions*
“Highs and Lows”

Over the period September 2019 to January 2020 - the three questions in the survey which received the most positive responses and those that received the least positive responses are presented below.

<table>
<thead>
<tr>
<th>Highest Rated Questions</th>
<th>Percentage positive responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, did you feel staff treated you with respect and dignity?</td>
<td>96%</td>
</tr>
<tr>
<td>Did you feel the following staff listened to what you had to say? Other members of your healthcare team</td>
<td>95%</td>
</tr>
<tr>
<td>Were you given enough privacy when discussing your condition or treatment?</td>
<td>95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lowest Rated Questions</th>
<th>Percentage positive responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where possible did staff include your family/whanau or someone close to you in discussions about your care?</td>
<td>82%</td>
</tr>
<tr>
<td>Did staff discuss the following in ways you could understand? What to look out for and who to contact if worried</td>
<td>83%</td>
</tr>
<tr>
<td>Was cultural support available when you need it?</td>
<td>83%</td>
</tr>
</tbody>
</table>

**Monthly 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.