

Canterbury DHB Patient Experience Survey Te Rūri Wheako-ā-Tūroro

Out-Patient Experience Survey

Results Summary –September 2019 – January 2020

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 “

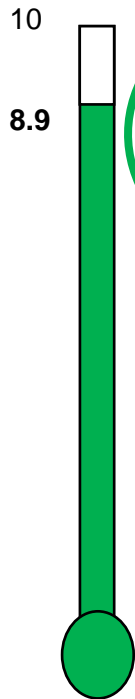
You also said ...

“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

Communication



Patients rated their experience of communication **8.9 out of 10**

“The entire experience from the moment I walked in until I left was very good. I felt very comfortable, well-informed and confident with everyone involved with my care.”

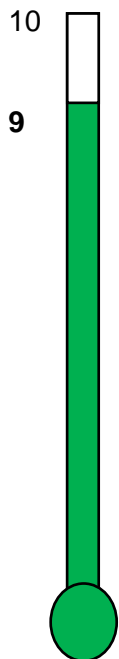
“I struggled with sharing a consultation room with another doctor and patient as the other patient had 3 small children with her and the room was quite small. I felt rushed and couldn't focus to ask all the questions I had. However, I'm sure if I'd been taken up about it an alternative would've been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

Did staff discuss your condition in ways you could understand?				
Yes	Yes, sometimes	No		N/A
87.4%	8.4%	2%		2.2%

Example of one of the questions asked in the survey

Partnership



Patients rated their experience of partnership **9 out of 10**

“I felt that I wasn't being talked to rather included as an equal participant in discussions”

“I dislike being told ‘it's just standard practice ‘.”

“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.”

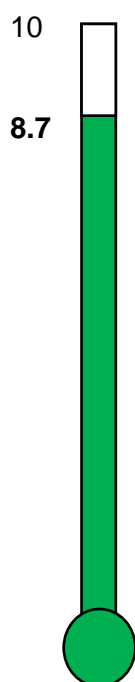
Were you involved as much as you wanted to be in decisions about your care and treatment				
Yes, definitely	To some extent	No		NA
79%	16%	3%		2%

Example of one of the questions asked in the survey

	Positive comments
	Comments for improvement

*Speech bubbles contain patients' responses to survey questions

Coordination of Care



Patients rated their experience of coordination of care
8.7 out of 10

“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”

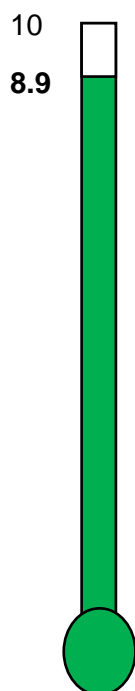
“The visit was well co-ordinated by everyone”

“My GP is too busy to follow up. In fact, I'm likely to see a different doctor each time which means I have to re-explain my history. Time consuming”

Were you given conflicting information by different staff members?		
No	Sometimes	Always
87.4%	11%	1.6%

Example of one of the questions asked in the survey

Physical and Emotional Needs Met



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

“My husband required help during the appointment. We were given every assistance and treated with such kindness while they assisted him”

“I got upset and overwhelmed at the beginning as I knew something was wrong but was still undergoing tests. No one made me feel silly about getting a bit teary or nervous”

“The nurse was pre-occupied did not read notes thoroughly or perform the test as required”

Did staff use hand sanitiser or wash their hands before they touched or examined you?		
Yes, always	Sometimes	No
84%	10.5%	5.5%

Example of one of the questions asked in the survey

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“Highs and Lows”

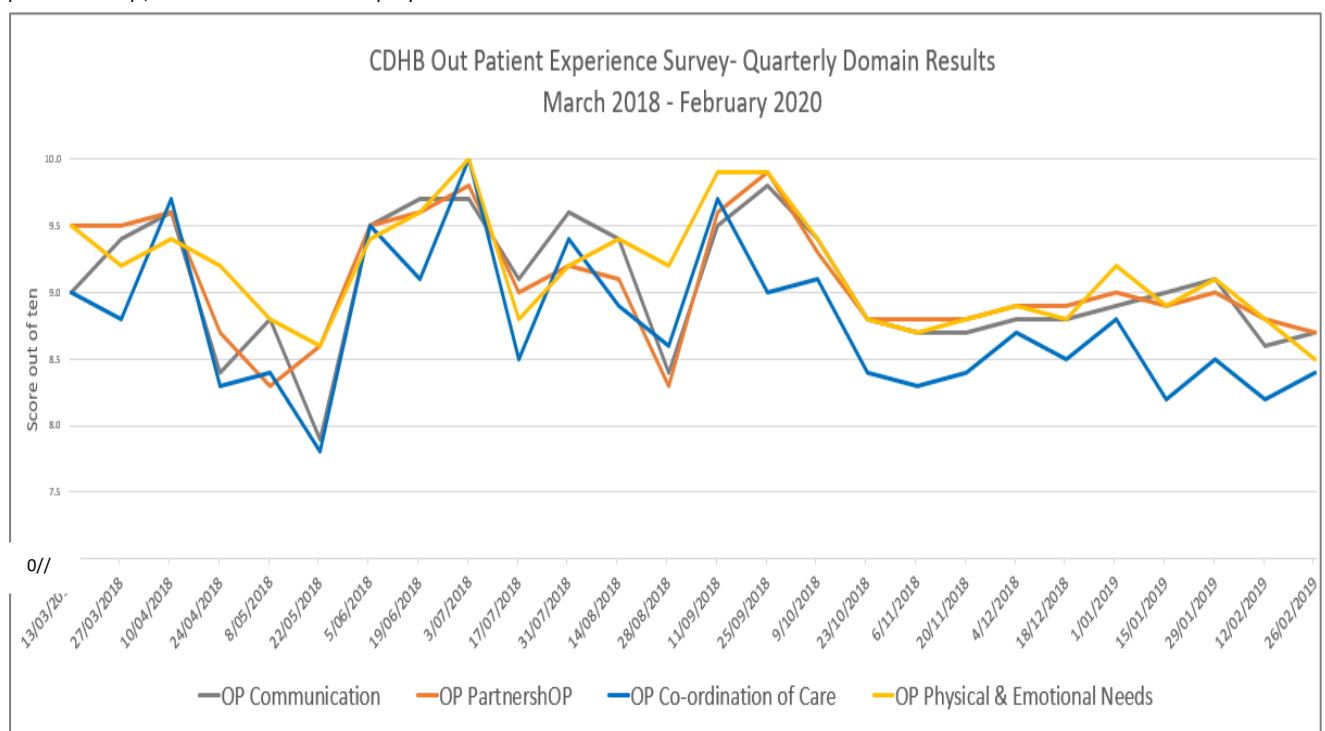
Over the period September 2019 to January 2020 - the three questions in the survey which received the most positive responses and those that received the least positive responses are presented below.

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

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

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.



Positive comments
Comments for improvement