

Canterbury District Health Board Out-Patient Experience Survey

Results Summary – October 2018-March 2019

Issued May 2019



The Canterbury District Health Board is committed to providing quality healthcare and positive patient experiences. In October 2018, we commenced to invite patients from Christchurch Women's, Burwood and Ashburton Hospital who attended at an outpatient clinic 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 insight into where we can do better. This bulletin is a snapshot of feedback.

You told us... appointments were sent by NZ Post and reached me too late or even not at all. This was after I requested all contact to be made by text or email as our mail is not regular.

You also say...

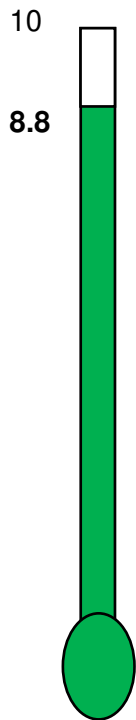
It did not take long to get an outpatients appointment and we were promptly informed when that had to be delayed by a month.

We are listening...

We are working on the process to communicate directly with patients using email and SMS (text message) for administrative purposes such as appointments; with permission and verification of details by the patient.

*Speech bubbles contain patients' responses to survey questions

Communication



Patients rated their experience of communication **8.8 out of 10**

“My condition was explained in a language I could understand. Why I did not qualify for complete treatment but what could be done there and then.”

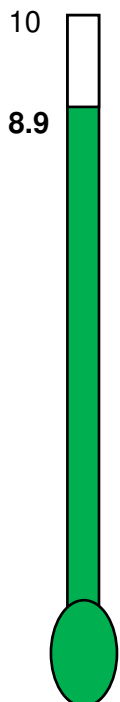
“Kept me informed all the time what was happening and why.”

“Felt like I wasn't really listened too. Made an assumption on my issues”.

Did staff discuss your condition in ways you could understand?		
Yes	Yes, sometimes	No
88%	9%	3%

Example of one of the questions asked

Partnership



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

“The doctor made sure I was happy with the outcome of my appointment.”

“I am still confused as to what is happening”.

“I was made aware of all the possible choices and given time and information to consider which were right for me.”

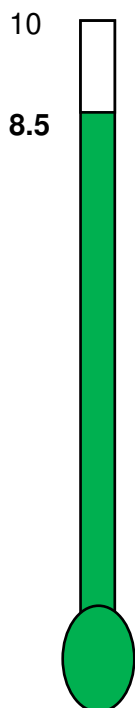
Were you involved as much as you wanted to be in decisions about your care and treatment			
Yes, definitely	To some extent	No	NA
76%	18%	5%	1%

Example of one of the questions asked

*Speech bubbles contain patients' responses to survey questions

Positive comments
Comments for improvement

Coordination of Care



Patients rated their experience of coordination of care **8.5 out of 10**

“It was seamless. I didn’t need to manage the process at all.”

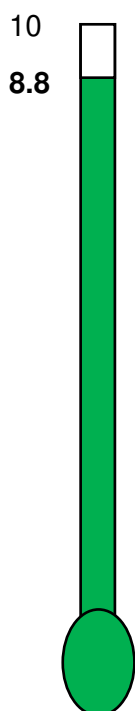
“Process took too long. It took longer than the first acknowledged letter stated to get an appointment.”

“My GP was kept apprised of any planned actions with regard to my care and so could work in tandem with the hospital for best outcome.”

Were you given conflicting information by different staff members?		
No	Sometimes	Always
83%	14%	3%

Example of one of the questions asked

Physical and Emotional Needs Met



Patients rated their experience of how well their physical and emotional needs were met **8.8 out of 10**

“The guys kept asking me how I was and offered pillows, even coffee. Talked about how I wasn’t coping at times and how to deal with this.”

“I was left waiting in the examination room for a long time after the nurse took my details - this made me very anxious”.

“I was treated with respect and not judged”.

Did staff use hand sanitiser or wash their hands before they touched or examined you?		
Yes, always	Sometimes	No
81%	11%	8%

Example of one of the questions asked

*Speech bubbles contain patients’ responses to survey questions

	Positive comments
	Comments for improvement

“Highs and Lows”

Over the period October 2018 to March 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	Percentage positive responses
Were you given enough privacy when discussing your condition or treatment?	94%
Did you feel the nurses listened to what you had to say?	94%
Overall, did you feel staff treated you with respect and dignity?	93%

Lowest Rated Questions	Percentage positive responses
Where possible did staff include your family/whanau or someone close to you in discussions about your care?	78%
Did staff discuss what to look out for, and who to contact if worried, in ways you could understand?	80%
Were you confident that staff were aware of your medical history?	81%

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.

