

# Patient Experience Survey

## ENDOSCOPY

### 2022

Te Tai o Poutini West Coast - Te Whatu Ora Health New Zealand is committed to providing quality healthcare and positive patient experiences. We annually invite patients who have accessed gastrointestinal surgical services to participate in our survey, which is provided with the patient's discharge paperwork to return via freepost envelope. An electronic survey is in development and we hope to have this available in Q1 of 2023. The survey asks questions about the patient's 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, an opportunity to celebrate our success and do more of what we are doing well.

The information below was collected over the survey period of **16 May – 24 June 2022**. The survey is built with partnership between the CNS Endoscopy and Quality Coordinator in collating the information on an ongoing basis to obtain more regular feedback from our consumers.

## SURVEY RESPONSE RATES

Form Completion	Number of Respondents	Percentage of Respondents
Received – correctly completed	29	91%
Received – incorrectly completed	3	9%
Total	32	100%

**66 comments**  
were received for  
the period  
surveyed.

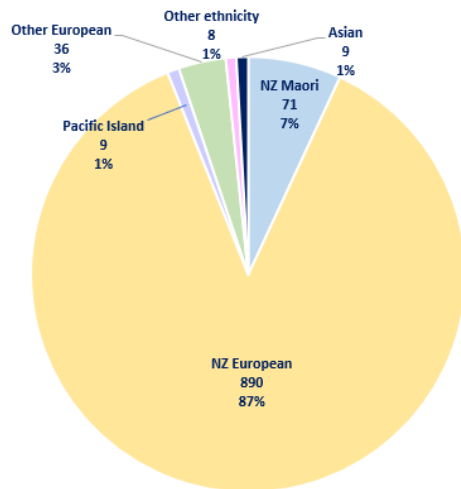
### What has changed since the last survey?

- In 2021, 33 surveys were returned. In 2022, only **1 less** participant responded to the survey.
- The questions were modified from the previous survey; however, it is noted that questions regarding communication and professionalism continue to rate highly and it is evident that staff are committed to patient care and safety.
- Questions for privacy and dignity rated 100% in 2021 with a slight decrease of 97% in 2022 (comments on page 3)
- Quality improvements have been made based on patient feedback from the last survey. For instance, we have implemented asking patients about dietary requirements on their admission paperwork and are sharing this positive change with consumers on a poster in the waiting area.

# DEMOGRAPHICS

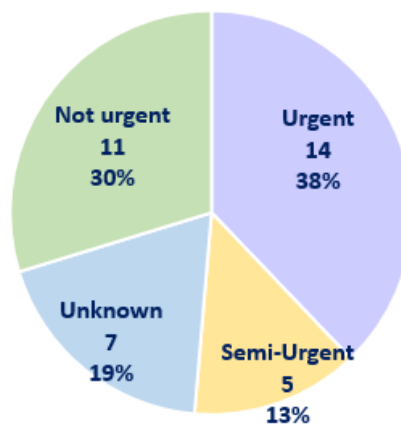
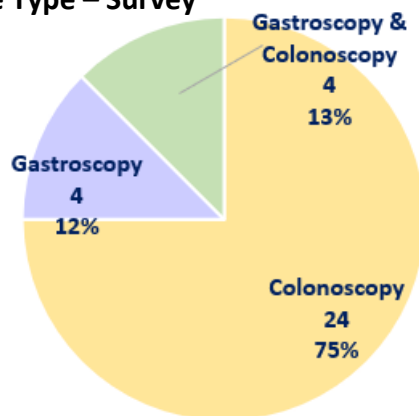
## Ethnicity

Data is currently not collected; however, ethnicity questions will be included as part of the revised survey in 2023. A broader view of the July 2021 – July 2022 period tells us that 71 procedures were for Māori, and 9 for Pacific Island peoples.



Ethnicity	Acute <24 Hours	Acute >24 Hours	Elective
NZ European	41	26	823
NZ Māori	2	3	66
Pacific Island	0	0	9
Chinese	0	0	3
South-East Asian	1	1	2
Indian	1	0	2
Other European	0	0	36
Other Ethnicity	0	0	11

## Procedure Type – Survey

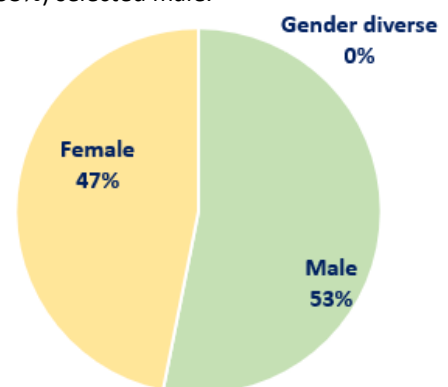


\* N=1 Surveillance, N=1 operation follow up

## Gender

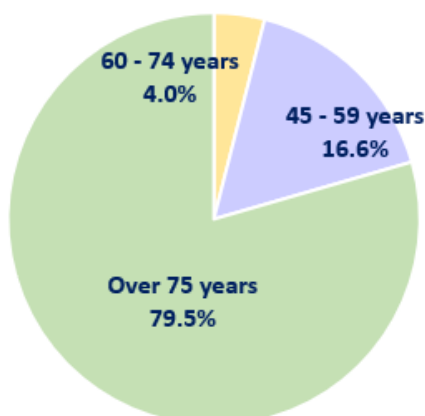
15 (47%) patients that responded to the survey stated they were female, and 17 (53%) selected male. 0 participants identified as gender diverse.

Gender	Number of Respondents	Percentage of Respondents
Female	15	47%
Male	17	53%
Gender Diverse	0	0%



## Age

People in the 60 – 75-year age range were the most responsive to the survey.



Age Group	Number of Respondents	Percentage of Respondents
45 – 59 years	6	19%
60 – 75 years	24	75%
Over 75 years	2	6%

# WHAT WE ARE DOING WELL, AND WHAT WE COULD DO BETTER

## HIGHEST RATED QUESTIONS

Were you satisfied with the professional conduct of all the staff in the unit?	100%
Were you given written information, which explained your procedure and your follow-up requirements?	100%
Was the procedure explained well enough and outlined what to expect?	100%

## LOWEST RATED QUESTIONS

Did you receive a text message reminding you of your appointment? (Response for 'No')	59%
If you waited for longer than 1 hour, was there a reason given to you? (Response for 'No')	25%
How much discomfort or pain did you experience during the procedure? (Response for 'some discomfort')	12%

## Admission and Wait Times

- 94% (30) of patients said they had no change in their appointment date for this procedure, and 6% (2) had their appointment changed to a later date by the hospital. 1 patient said their appointment was brought forward earlier.
- The Day Surgery Unit was reported as easy to find by 97% of people who responded to the survey.
- 25 people (78%) reported the wait in reception prior to admission by a nurse as less than 15 minutes. 4 people (13%) waited approx. 30 minutes, and 2 (6%) stated the wait around 45 minutes. 1 person did not have to wait at all (3%).
- 47% of patients who responded to the survey waited less than an hour in the day surgery unit to enter the procedure room. 31% waited 1-2 hours and 22% reported a wait for more than two hours.
- Reasons given for waiting longer than one hour included the following:
  - "Needed to have x2 enema to flush me out"
  - "2nd on list"
  - "Dr called to check on previous patient"
  - "Two people ahead of me"
  - "Long list - didn't matter, had reading material"
  - "Don't know"
  - "I overheard the nurse explaining to another patient that things were taking longer than expected"
  - "Overheard staff shortages"

## Bowel Preparation

Survey Question	Yes	To some extent	N/A
Were the bowel prep instructions easy to follow?	84% (27)	3% (1)	13% (4)

Survey Question	Yes	Hospital/Pharmacy collection	No	N/A
Did you receive the bowel prep and instructions in the mail/courier? (Colonoscopy)	78% (25)	3% (1)	6% (2)	13% (4)

\*N/A = some patient comments indicated they had been provided at anaesthesiology appointment/clinics

## Privacy and Consent

- 63% (20) of patients stated their procedure and informed consent was explained to them by both a doctor and a nurse. 25% (8) said that this was explained by a nurse, and 9% (3) reported this was by the doctor. 1 person (accounting for 3%) did not document a response to this question.
- When asked if patient's felt their privacy was maintained throughout their procedural journey, 97% (31) said 'yes', and 1 (3%) said 'no'. The person who said 'no' provided the following comment: "I have no complaint, just on observation that I could hear other peoples details, and I assume they could hear mine"

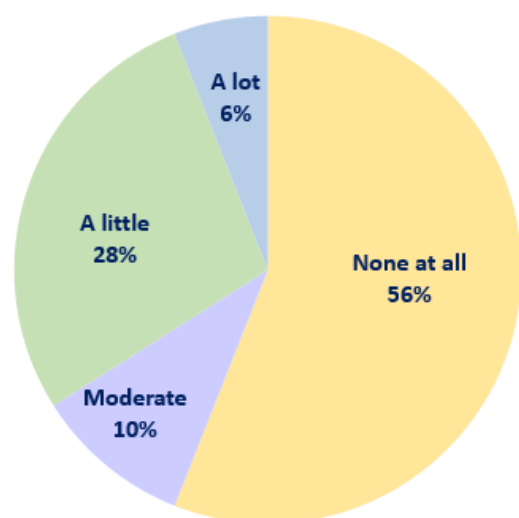
## Communication

- 94% (30) of patients responded that they felt they received adequate information about the procedure beforehand and all their questions had been answered. 1 person (accounting for 3%) did not document a response to this question, and 1 person (a further 3%) said 'to some extent'.
- Staff communication and professionalism was rated highly at 97%, with the remaining 3% (1 person) not providing an answer to this question. A comment left in this section was 'Very friendly team'. Well done!

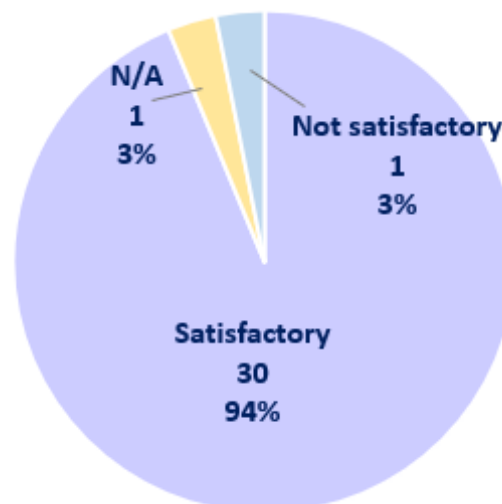
Survey Question	Response
Is there anything else you would like to know before your appointment and that was not included in the written information?	<ul style="list-style-type: none"> <li>I have had one before so know what was going to happen</li> <li>No x11</li> <li>No - all was good</li> <li>Good info</li> <li>What time it was likely to be. Six hour drive return from where I live</li> </ul>

## Procedure After-Care

Pain/discomfort felt after procedure



Quality of food received after procedure



\*N=1 N/A Response – "Didn't have any, wasn't hungry"

## Physical and Emotional Needs

Survey Question	Yes	Neither agree or disagree
Did you feel safe and supported in the procedure room?	97% (31)	3% (1)

Survey Question	Response
Is there anything we could do differently in the procedure room to improve your experience?	<ul style="list-style-type: none"> <li>Nothing I can think of</li> <li>No x9</li> <li>No - very efficient and got on "with it"</li> <li>Not for me</li> <li>No, very satisfied with the care given</li> <li>Everything excellent</li> <li>Very professional by all staff</li> </ul>

## WHAT ARE OUR CONSUMERS SAYING?

The below are samples of comments submitted by survey participants about their experience in response to the questions asked in the survey. Comments are reviewed to ensure staff and patient confidentiality, otherwise they are submitted as they were (including spelling and grammatical errors).



### COMMUNICATION

*"I found the service outstanding. Thanks to all involved"*

*"Nil. Nurse was very nice and comforting"*

*"I feel I received excellent care and I was very happy with the way I was treated. As noted in Q18, during the wait time, there is a good chance of overhearing details from the other patients when they are being seen, and also to hear the discussions amongst the staff at times. it could maybe make some people a bit uncomfortable to think that someone you know in the next curtained off area can unavoidably listen in"*

*"No, absolutely professional. Very grateful. Thank you to all"*



### PARTNERSHIP

*"I found your service very professional + caring, under the conditions of being short staffed. Thank you"*

*"The service was all good"*

*"You can see by the ✓ I don't have any It was top class"*

*"Very good service, Doctors + Nurses"*



### COORDINATION OF CARE

*"A thoroughly professional and reassuring experience. Very clean, comfortable and pleasant environment. It was really good to hear the results straight away and be given medication script to treat issue. Thanks"*

*"Quite cold while sitting waiting for 2½ hours even though I had a dressing gown. A blanket to put around your feet would be a plus"*

*"None, every member of staff were extremely professional and friendly and put you at ease"*



### PHYSICAL AND EMOTIONAL NEEDS

*"I have had this procedure done for the last 12 years. Not once have I had a problem. The nurses are amazing and have looked after me very well. The theatre staff also are amazing. We are very lucky to have these staff members looking after us."*

*"Very happy with my experience"*

*"All the staff were amazing. nothing negative"*

*"The pre-drink the night before the colonoscopy has to be taken 2 litres then the next two. Can there not be a break between as halfway through the 2nd lot I brought most of it up again, which did not give a good clean result, and had to have 2x enema at the hospital - otherwise everything went well"*