

# Patient Experience Survey Report (Cemplicity)

## INPATIENT

Quarter 2 (April – June 2022)

## PURPOSE

Te Tai o Poutini West Coast - Te Whatu Ora Health New Zealand 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 in our survey. An invitation to participate in 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 patient 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. Quarterly patient experience survey results are also available on the Health Quality & Safety Commission website.

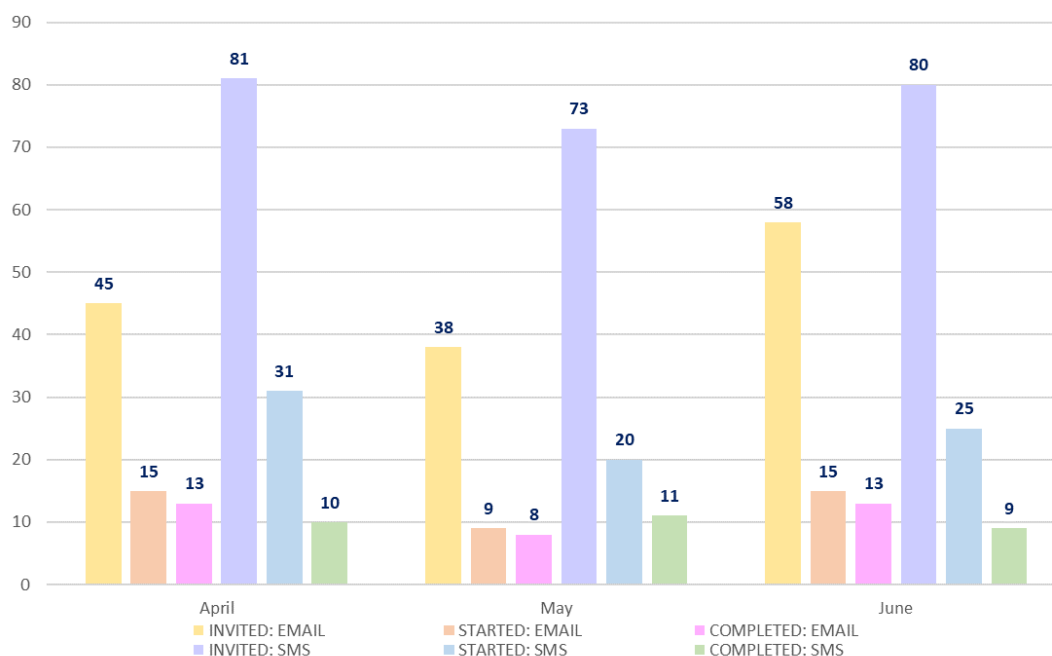
**97 comments were published for the April - June period.**

## SURVEY RESPONSE RATES

Completion rates are typically higher when respondents receive their invitation to participate in the Patient Experience Survey via email.

Completion	April	May	June	Totals
<b>Invited: Email</b>	45 (100%)	38 (100%)	58 (100%)	<b>110 (100%)</b>
<b>Started: Email</b>	15 (33%)	9 (24%)	15 (26%)	<b>39 (35%)</b>
<b>Completed: Email</b>	13 (29%)	8 (21%)	13 (22%)	<b>34 (30%)</b>
<b>Invited: SMS</b>	81 (100%)	73 (100%)	80 (100%)	<b>234 (100%)</b>
<b>Started: SMS</b>	31 (38%)	20 (27%)	25 (31%)	<b>76 (32%)</b>
<b>Completed: SMS</b>	10 (12%)	11 (15%)	9 (11%)	<b>30 (12%)</b>

**Survey Completion Rate - Count**



### What can we do about our low response rate to the survey?

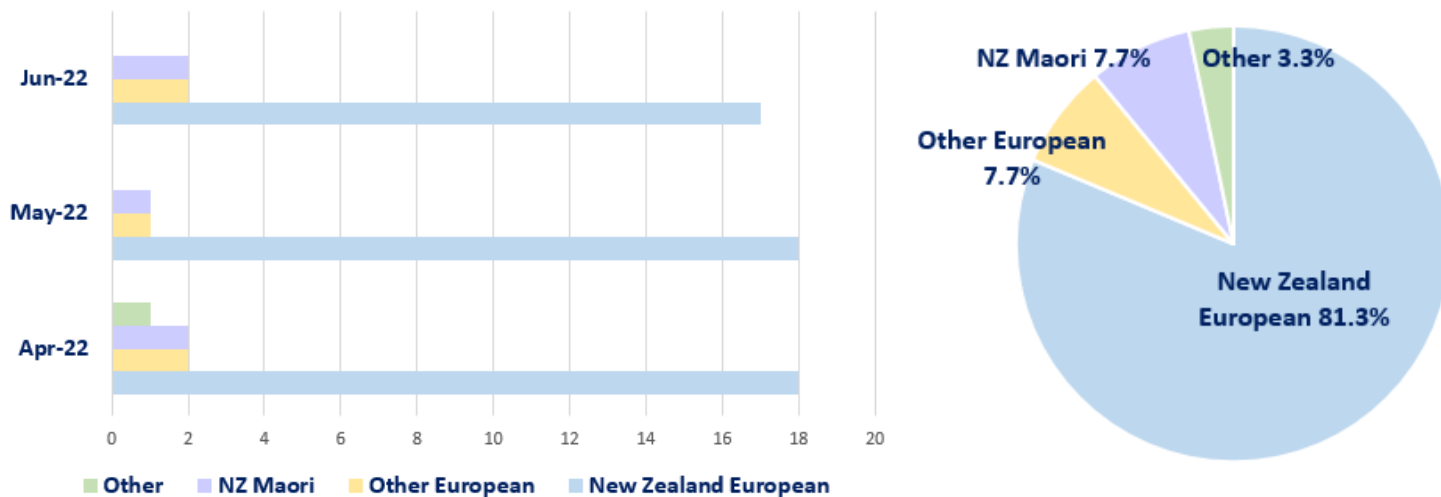
- Prompting patients to keep their details up to date when they check in for an appointment so they get a survey link.
- Encouraging patients to take our survey so that we can get a better sense of how we are providing services for them.
- Refreshing our posters in clinic areas to promote the survey.
- Engaging with our Māori and Pasifika health workers and providers to promote the survey to the patients engage with.

## SURVEY DEMOGRAPHICS (April – June 2022)

*\*Note – the below data is entered on voluntary basis, not all consumers surveyed choose to provide this information.*

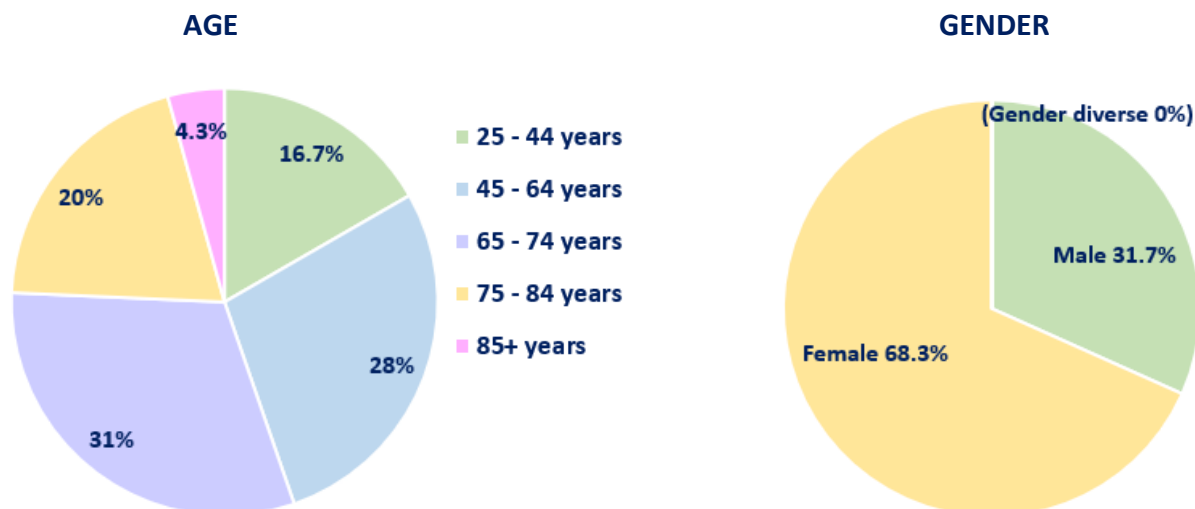
### Ethnicity

81.3% were New Zealand European, and 7.7% identified as Māori. 7.7% also reported 'other European' which may correlate to Māori patients' identifying as dual ethnicity. No patients reported themselves as Samoan, Cook Island Maori, Tongan, Niuean, Tokelauan, Fijian, Southeast Asian, Chinese, Indian, Other Asian, Middle Eastern, or Latin American/Hispanic which are all available to select.



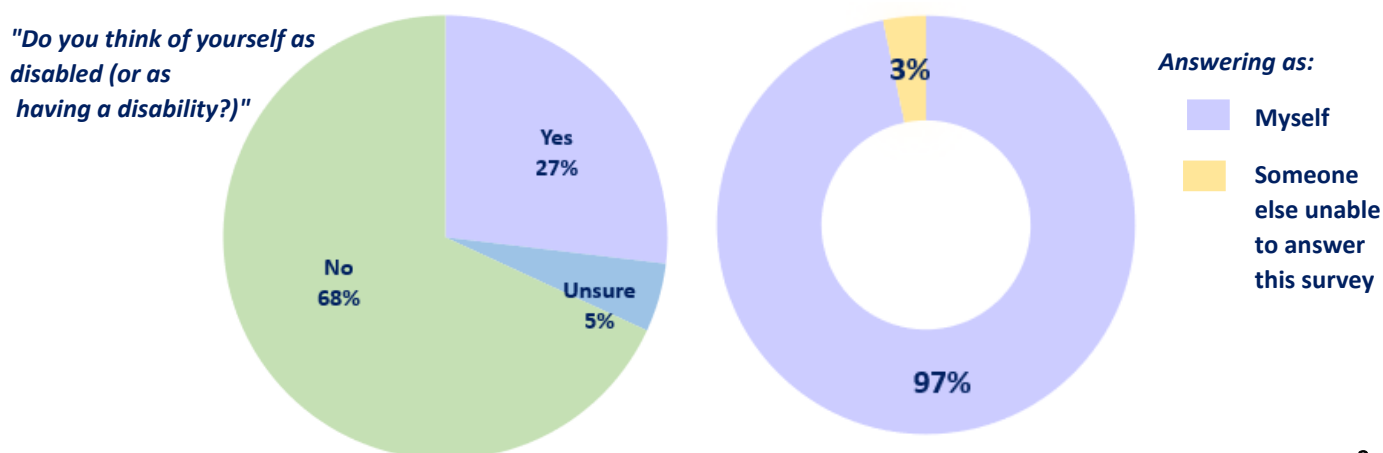
### Age and Gender

15 patients (31.7%) stated they were male and 34 (68.3%) selected female. 0 participants identified as gender diverse. The 65 – 74-year age group had the highest number of participants, with no entries for the 15 – 24-year category.



### Disability and ability to answer survey

16 people self-reported as disabled, and 3 were not sure how to categorise themselves. 41 people stated they were not disabled. 2 people were not able to complete the survey themselves.



## INPATIENT DOMAIN SCORES

All respondents are asked to rate their experiences out of 10 in these 4 domains.

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



### What we are doing well, and what we could do better

The three highest and lowest rated questions out of the survey are indicated below.

HIGHEST RATED QUESTIONS	
Before the operation did staff explain the risks and benefits in a way you could understand?	97%
In your opinion, how clean was the hospital room or ward that you were in?	94%
Did staff tell you how the operation went in a way you could understand?	92%

LOWEST RATED QUESTIONS	
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	67%
Did a member of staff tell you about medication side effects to watch for when you went home?	69%
Do you feel you received enough information from the hospital on how to manage your condition after your discharge?	78%

As the quality team expands, we intend to share the information from the lowest rated questions with staff at various forums, in order to formulate action plans to address improvement opportunities with feedback around implementation and evaluation.

- For example, the Quality Facilitator involved with the Colposcopy group has provided them with their survey result for the question around cultural support (low rating). The group now have an action plan to involve Hauora Māori in facilitating cultural education sessions

**108** consumers specifically commented about **nurses**

There were **18** comments in total made about the **food** patients received

**10** positive comments were left about consumer's **medication** understanding.  
There were **5** comments for improvement.

## WHAT ARE OUR CONSUMERS SAYING?

The below are samples of comments submitted by survey participants about their experience in response to the 4 categories surveyed.



### COMMUNICATION 8.5/10

*"Explained everything really well so I fully understood what had happened and how it was going to be treated and the process of coming to those decisions. We were travelling but the support staff sounded like there were lots of options once released."*

Te Nikau Hospital – General Ward

*"All changes and procedures were explained to me completely."*

Te Nikau Hospital – General Ward

*"Only saw the consultant very briefly each morning, no house surgeons came and sat down to talk with me. They did pop their head around the door to ask the odd question."*

Te Nikau Hospital – General Ward



### PARTNERSHIP 8.5/10

*"Once I had a firm date yes excellent prior to that I was getting to the stage life wasn't worth living and I could have easily ended it as I had no way forward"*

Te Nikau - (outsourced to St Georges)

*"Staff were excellent, attentive, made me feel valued and ensured my comfort and privacy at all times. They anticipated my every need and regularly popped round to ask how I was. Amazing!"*

Te Nikau – General Ward

*"They asked consistently how I was, did I need anything, gave me options and made sure I understood every stage of my treatment. They listened to my point of view."*

Te Nikau – General Ward



### COORDINATION OF CARE 8.6/10

*"I had been triaged the previous day by a very pleasant nurse who recognised me when I presented the next day. He reassured me I had done the right thing as my condition hadn't improved. He quickly triaged me to ED where I was treated quickly with the relevant tests etc before being admitted. Everyone informative and friendly towards myself and my husband. Transfer to the ward was smooth and easy. Reassurance throughout the whole time."*

Te Nikau – General Ward

*"I was a little unsure why I was leaving when we didn't know what was wrong yet. I didn't understand why no further scans investigations were done."*

Te Nikau – General Ward

*"Physio was advised and I had contact made available before I was discharged"*

Te Nikau – General Ward



### PHYSICAL AND EMOTIONAL NEEDS 8.7/10

*"Once the doctor seen how much pain I was in he sorted it out quickly and was very good with my emotions"*

Te Nikau – General Ward

*"The majority of staff were fantastic. Others wouldn't even give me the bare minimum care"*

Te Nikau – General Ward

*"I came into hospital with no provisions I was provided with everything I needed. Nursing staff made great suggestions to insure my comfort and privacy."*

Te Nikau - General Ward