

Patient Experience Survey Report

INPATIENT Quarter 3 (July – September 2022)

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.

193 comments were moderated and published for the July - September period.

SURVEY RESPONSE RATES

Completion	July	August	September	Totals
Invited: Email	48 (100%)	61 (100%)	52 (100%)	161 (100%)
Started: Email	16 (33%)	16 (26%)	14 (27%)	46 (28%)
Completed: Email	14 (29%)	15 (25%)	13 (25%)	42 (26%)
Invited: SMS	65 (100%)	96 (100%)	85 (100%)	246 (100%)
Started: SMS	14 (22%)	25 (26%)	21 (25%)	60 (24%)
Completed: SMS	10 (15%)	12 (12%)	12 (14%)	34 (13%)

Response Rate - NZ Maori



43 Māori consumers were sent invitations to take the survey from July - September, with 20% starting the survey and 18% completing it.

322 NZ European patients received links to the survey, and low results are similarly reported with 28.5% starting the survey and 21% going through to completion.

Note that respondents can choose multiple ethnicities or select none at all.

Response Rate - NZ European

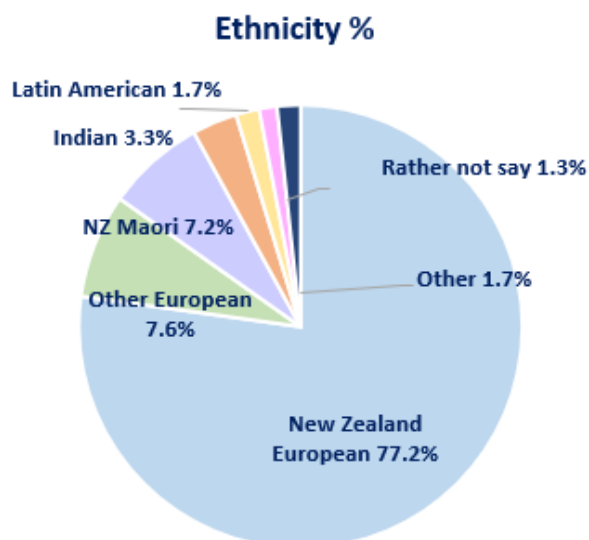


DEMOGRAPHICS (July – September 2022)

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

Ethnicity

77.2% consumers who completed the survey were New Zealand European, and 7.2% identified as Māori. 7.6% reported 'other European' (some people also may identify as dual ethnicity). 3.3% were Indian, and 1.7% were Latin American/Hispanic. 1.7% identified as 'Other'* which may not have fit with the parameters available (outlined below).



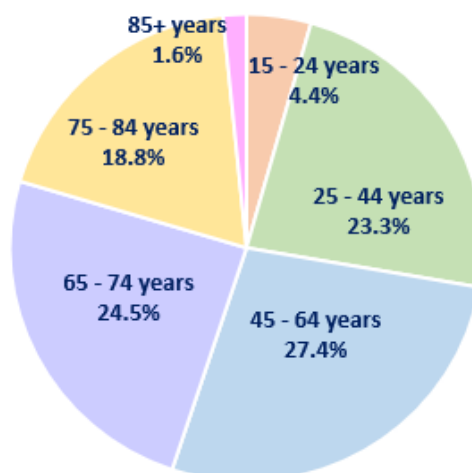
Ethnicity	Number of Respondents
NZ European	51
Other European	5
NZ Māori	5
Latin American	1
Indian	2
Other	1
Rather not say	1

*Other ethnicities that were not selected include: Samoan, Tongan, Niuean, Tokelauan, Fijian, Southeast Asian, Chinese, Cook Island Māori, Indian, Other Asian, and Middle Eastern

Age and Gender

18 patients (34%) stated they were male and 35 (66%) selected female. 0 participants identified as gender diverse. The 45–64-year age group had the highest number of participants (18).

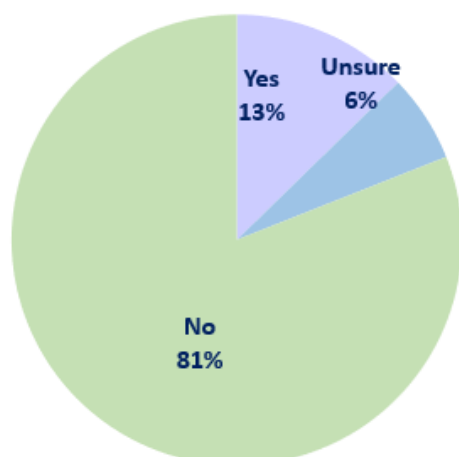
Gender	Number of Respondents	Percentage of Respondents
Male	18	34%
Female	35	66%
Gender Diverse	0	0%



Disability and ability to answer survey

14% of people self-reported as disabled (50% less than last quarter), and 6% were not sure how to categorise themselves. 52 people stated they were not disabled. 2 people (3.1%) were not able to complete the survey themselves.

"Do you think of yourself as disabled (or as having a disability?)"



Who are you answering this survey on behalf of?	Number of Respondents	Percentage of Respondents
Myself	65	96.9%
Someone unable to answer	2	3.1%
Reasons why:	No comments provided	

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

HIGHEST RATED QUESTIONS

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes) **98%**

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes) **97%**

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes) **95%**

LOWEST RATED QUESTIONS

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes) **66%**

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes) **67%**

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes) **75%**

What are our Māori consumers telling us?:

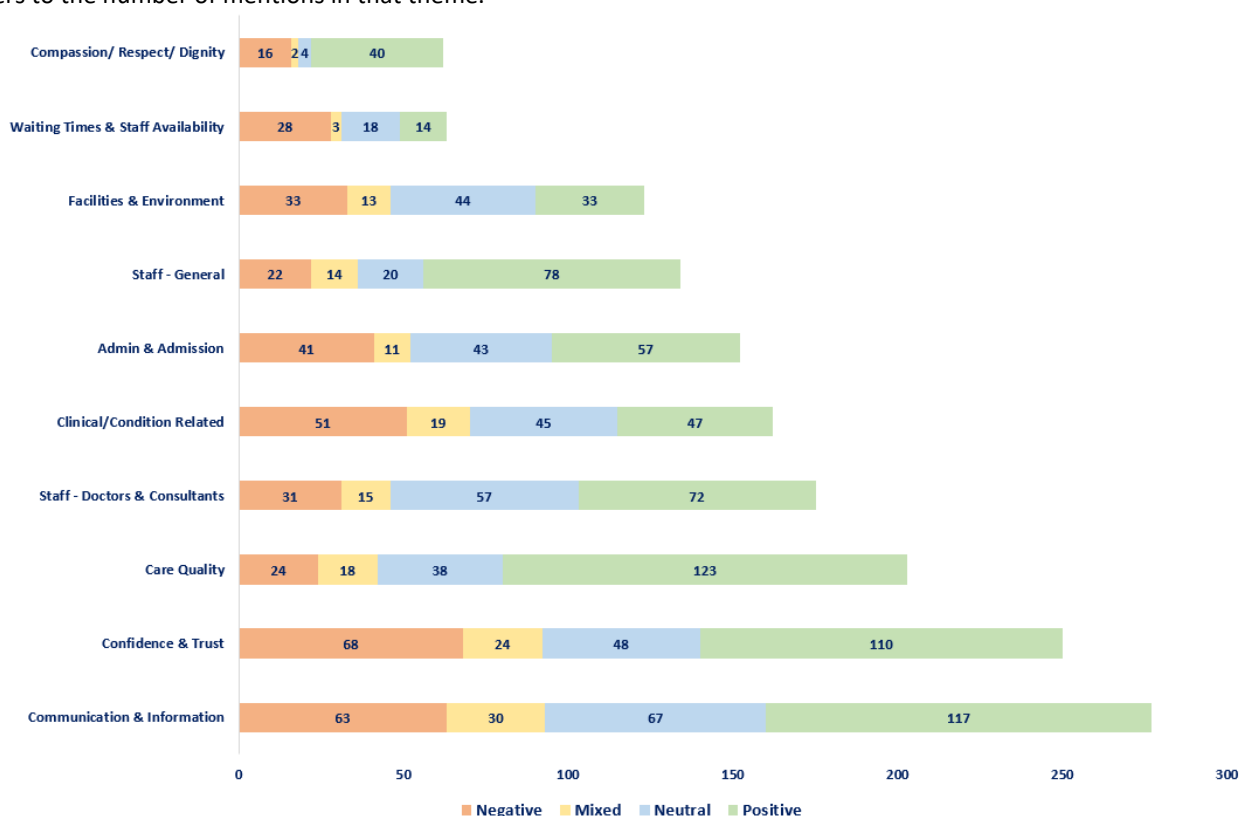
- When asked if staff included family/whānau or someone close to them in discussions about their care, 23.1% (12) Māori patients said 'no' and 76.9% (40) said this did occur.
- 96% of Māori consumers felt staff completely explained the risks and benefits of their operation in a way they could understand, and 4% said 'yes to some extent' – 0% said no.
- 7.5% (5) Māori consumers stated they felt they were not involved in decisions about their discharge from hospital, with 19.4% (13) agreeing they were to some extent, and 73.1% (49) who felt they were always involved.
- 100% Māori patients surveyed said they felt staff treated them with kindness and understanding while in hospital.

People with a disability have said:

- 100% disabled consumers said staff treated them with respect and dignity while they were in the hospital.
- 24.2% of people who completed the survey with a disability said staff did not include family/whānau or someone close to them in discussions about their care. 25.1% said this sometimes occurred, and 55.8% said 'always'.
- 20.3% of people who responded with a disability stated they have a lot of difficulty hearing, even using a hearing aid. 23.9% said they have difficulty seeing, even if wearing glasses.
- Consumers who reported as disabled gave a score of 8.4 for communication.

SENTIMENT OF COMMENTS

The chart below shows the most mentioned 'themes' within comments, grouped by sentiment. Sentiment is the emotion, attitude or opinion of the comment's topic, and can be positive, negative, neutral or mixed in sentiment. The bottom axis refers to the number of mentions in that theme.



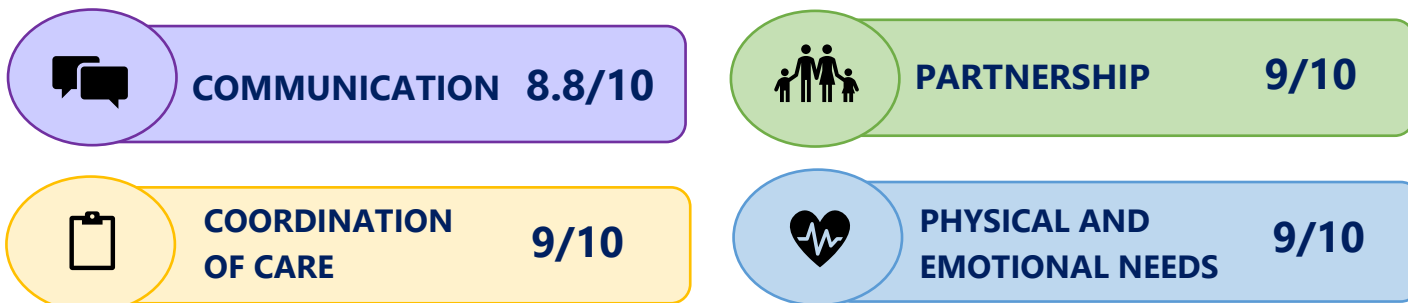
INPATIENT DOMAIN SCORES

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.

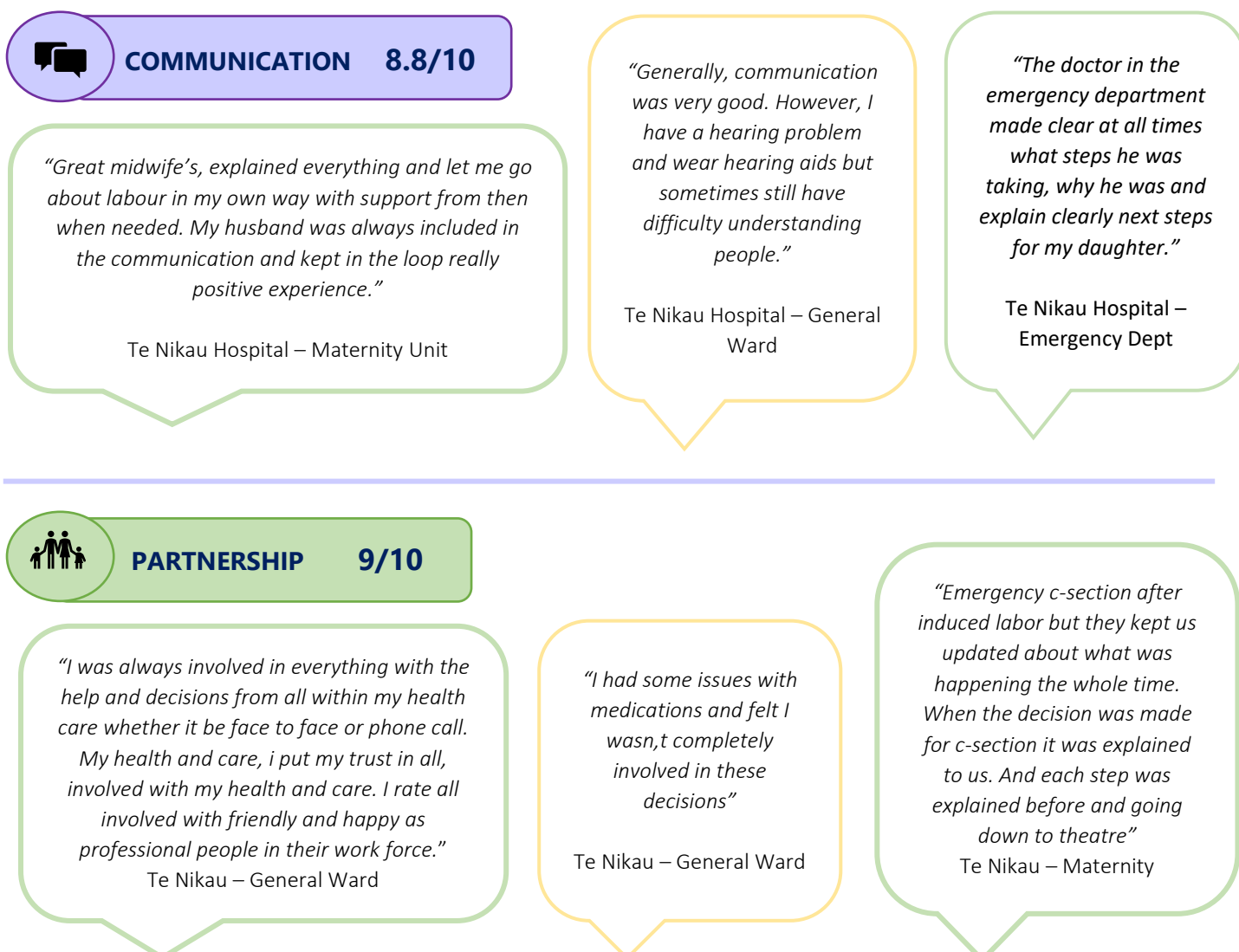
Compared to last quarter, there has been a score increase of **0.3** for **communication**, and **physical/emotional needs**.

Coordination of care increased by **0.4** and **partnership** increased by **0.5**.



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. Comments are reviewed to ensure staff and patient confidentiality, otherwise they are submitted as they were (including spelling and grammatical errors).





COORDINATION OF CARE

9/10

"I was always involved in everything with the help and decisions from all within my health care whether it be face to face or phone call. My health and care, i put my trust in all, involved with my health and care. I rate all involved with friendly and happy as professional people in their work force."

Te Nikau – General Ward

"I would have liked to have been sent home with better pain relief, which was arranged by my midwife after I got home"

Te Nikau – Maternity

"When I expressed concern about managing stairs at home the physiotherapist arranged for me to use their gym to practice"

Te Nikau – General Ward



PHYSICAL AND EMOTIONAL NEEDS

9/10

"It wasn't possible for my 2.5 year old to be in the maternity ward, but arrangements were made for me to go visit him and my husband at the Whanau House, where they were staying."

Te Nikau – Maternity Unit

"physical mobility was hindered by my condition maybe could have been supported better"

Te Nikau – General Ward

"Even though the hospital is clearly understaffed the nurses, doctors and support staff were very kind and throughout my stay ensured I was comfortable and regularly asked if I needed help or assistance to move"

Te Nikau - General Ward

WHAT DO WE NEED TO DO WITH THIS INFORMATION?

There is a need to drive survey engagement with our consumers. We can do this by:

- Confirming patient contact details are correct when they are admitted to ensure that they receive the survey link.
- Providing the Patient Experience information leaflet to consumers upon admission, or along with any information given to them by their clinician about their condition or health concerns. This leaflet is published on our intranet site in the Patient Information Booklets section.
- Engage with our Māori and Pasifika health workers, and Kaiāwhina, to promote the survey to inpatients
- Refreshing and positioning posters and information visibly in the General ward

Reviewing the lower rated questions to make improvements in areas needing attention:

- The quality team intends on sharing the information from the lowest rated questions with staff at various forums, in order to provide them the tools to formulate action plans to address improvement opportunities with feedback around implementation and evaluation. These actions can be taken by managers, quality champions, meeting facilitators, admins with access to the Patient Experience portal (Cemplicity). Please contact the quality team if you do not have a login, or if you would like some help navigating the system.
- Comments are moderated and published to the dashboard and are available to filter through, and review for improvement opportunity. It is worthwhile for managers to check the comments for their area periodically, to get a sense of what is going well and requires attention, in real time.

Share this feedback with your teams:

- Providing the Patient Experience patient feedback reinforces that our consumers are generally very happy with the services they are receiving from our teams on the West Coast, as evidenced by our high domain scores.