

Patient Experience Survey Report

INPATIENT Quarter 4 (October – December 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.

252 comments were moderated and published for the October - December period.

SURVEY RESPONSE RATES

Completion	October	November	December	Totals
Invited: Email	57 (100%)	52 (100%)	55 (100%)	164 (100%)
Started: Email	16 (28%)	13 (28%)	13 (24%)	42 (25%)
Completed: Email	16 (28%)	12 (23%)	9 (16%)	37 (22%)
Invited: SMS	62 (100%)	60 (100%)	69 (100%)	191 (100%)
Started: SMS	18 (29%)	16 (27%)	15 (22%)	49 (25%)
Completed: SMS	11 (18%)	9 (15%)	5 (7%)	25 (13%)

Response Rate - NZ Māori



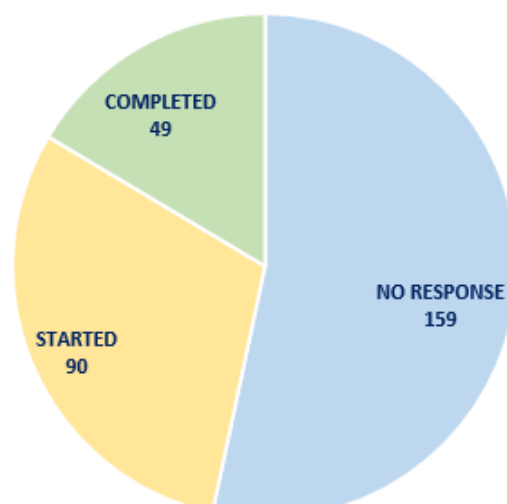
40 invitations to Māori consumers were sent take the survey between October - December, with 27.5% starting the survey and 20% completing it.

289 NZ European patients received links to the survey. 31% started the survey with only 16% going through to completion.

A lower survey uptake is generally noted in December where there are typically less in-hospital procedures/clinics carried out.

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

Response Rate - NZ European

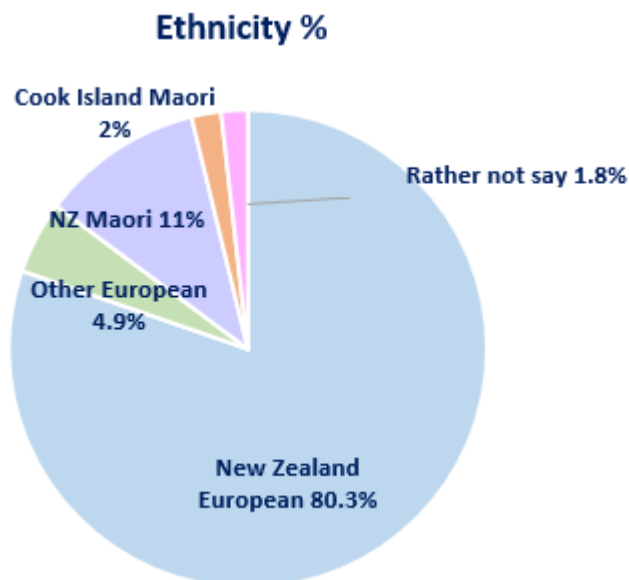


DEMOGRAPHICS (October – December 2022)

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

Ethnicity

80.3% consumers who completed the survey were New Zealand European, and 11% identified as NZ Māori, 2% - Cook Island Māori. 4.9% reported 'other European'. 1.8% (1 person) selected the 'Rather not say' option.



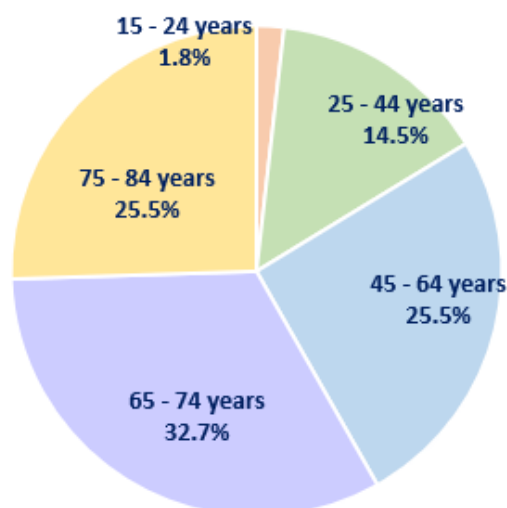
Ethnicity	Number of Respondents
NZ European	49
Other European	3
NZ Māori	7
Cook Island Māori	1
Rather not say	1

*Other ethnicity choices available in the survey that were not selected (but are not limited to): Samoan, Tongan, Niuean, Tokelauan, Fijian, Southeast Asian, Chinese, Latin/Hispanic, Indian, Other Asian, and Middle Eastern

Age and Gender

44 consumers chose to enter gender information in the survey. 16 stated they were male and 27 selected female. 1 participant identified as gender diverse. The 65–74-year age group had the highest number of participants (18).

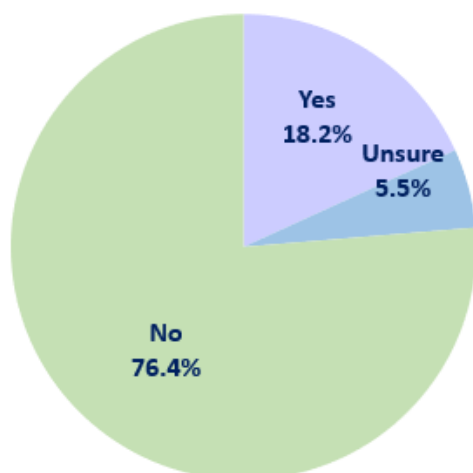
Gender	Number of Respondents	Percentage of Respondents
Male	16	36.4%
Female	27	61.4%
Gender Diverse	1	2.3%



Disability and ability to answer survey

10 (18.2%) people self-reported as disabled (4.2% more than last quarter), and 3 were not sure how to categorise themselves. 42 people stated they were not disabled. 4 people (7.3%) 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	51	92.7%
Someone unable to answer	4	7.3%
Reasons why:	A mother answered on behalf of her 15-year-old son at his request	

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%**

Did staff tell you how the operation went in a way you could understand? (Yes) **98%**

In your opinion, how clean was the hospital room or ward that you were in? (Very clean) **96%**

LOWEST RATED QUESTIONS

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes) **73%**

Was cultural support available when you needed it? (Yes) **75%**

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, **60% (3)** Māori patients who chose to respond to this question said 'no', and **40% (2)** said this did occur. This is identified as an area of opportunity to address.
- Māori consumers rated 'Communication' as a whole at **8.3/10** for the period of October to December 2022. In comparison, the overall score for the organisation was **8.4/10** for the same timeframe.
- 89.1%** Māori patients surveyed said they felt staff treated them with kindness and understanding while in hospital, a drop from the **100%** result last quarter.

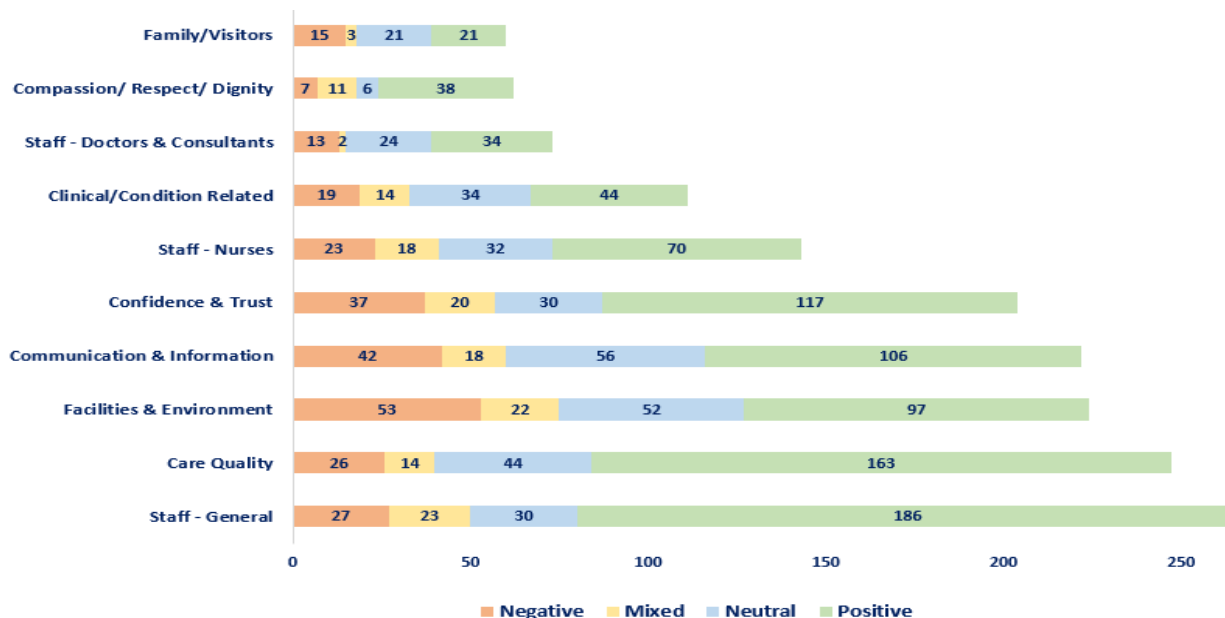
People with a disability have said:

- 80% (8)** disabled consumers reported that staff always used hand sanitiser or washed their hands before they touched or examined them. **20% (2)** said 'yes, sometimes' – there were no responses for 'no'.
- 12.5%** 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, compared to **24.2%** last quarter. **12.5%** said this sometimes occurred, and **75%** said 'always'.
- Consumers who reported as disabled gave a score of **7.4** for physical and emotional needs being met, compared to **8.7** across all consumers surveyed.

Note: Previously we have been able to report data around vision and hearing, however in this period people with a disability did not choose to input this information.

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. **534** mentioned themes were present in the **252** comments left between October – December 2022. (More than one theme can apply to a comment).

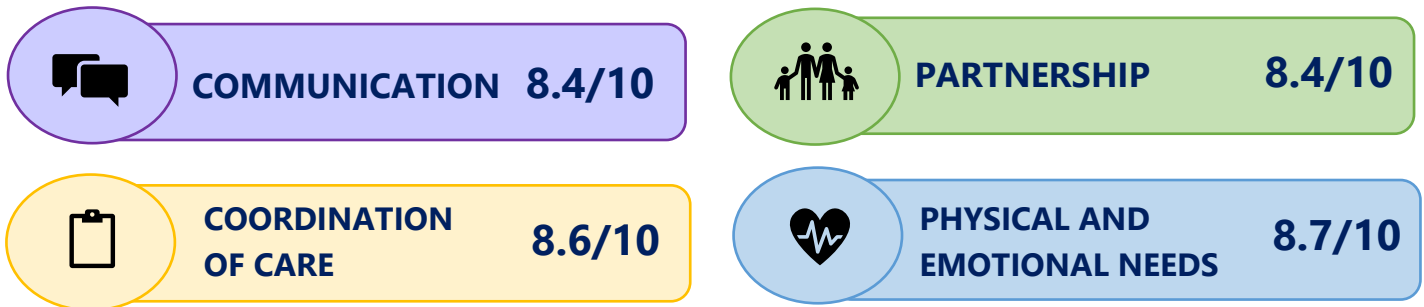


INPATIENT DOMAIN SCORES

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 downward turn for all categories. There were **decreases in scores** of **0.4** for **Communication** and **Coordination of care**, **0.3** for **Physical/emotional needs**, and **Partnership** decreased by **0.6**.



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 8.6/10

"I had no worries from the time I arrived until the time I was discharged. Everything was taken care of very well."

Te Nikau – General Ward

"It was a team event including me."

Te Nikau – General Ward

"The care was good, but rehab was not what I feel should have been. Wasn't asked if I would be able to access medication and no mention pain could worsen and what I should do if this was the case"

Te Nikau – General Ward

"People ready for me when I arrived. And worked together throughout the day"

Te Nikau – Maternity



PHYSICAL AND EMOTIONAL NEEDS 8.7/10

"After a c section, the staff on the maternity ward were very encouraging of me while I was trying to stand or do anything. They made me feel respected."

Te Nikau – Maternity Unit

"In terms of the earlier questions, I wasn't offered cultural or religious support. I didn't know these might be available for me. I would have liked to have talked with a kaumatua"

Te Nikau – General Ward

"My physical needs were well tended by the nurses and my emotional needs were met by a sympathetic tone in their voice or a wee touch on my hand when I felt a bit overwhelmed"

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.