



# Patient Experience Survey Report (Cemplicity)

## OUTPATIENT

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 have accessed outpatient services 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.

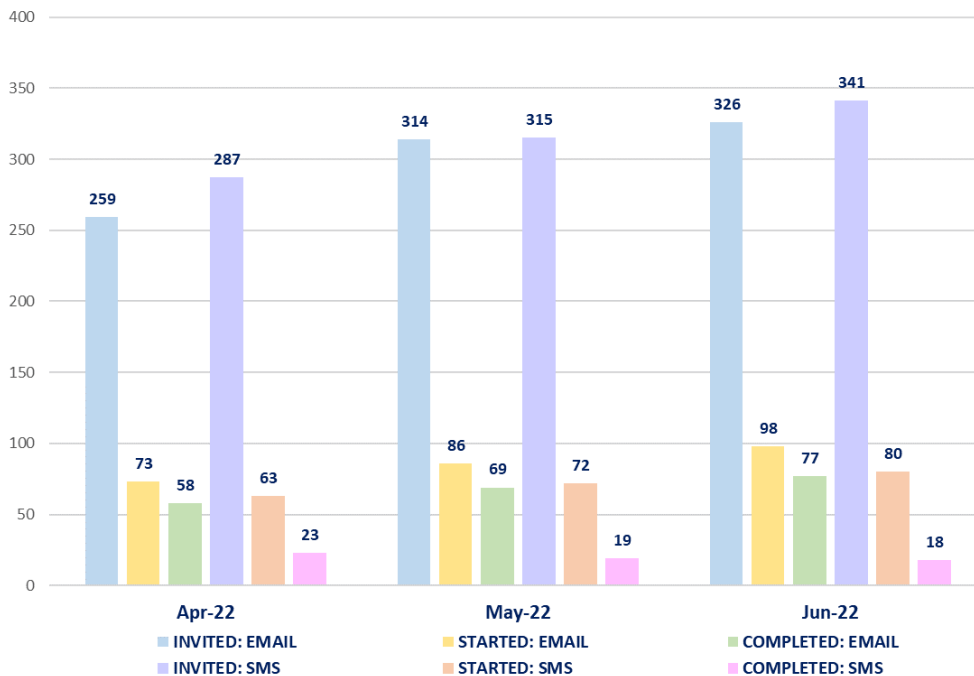
**446 comments were published for the April - June period.**

# 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
Invited: Email	259 (100%)	314 (100%)	326 (100%)	<b>899 (100%)</b>
Started: Email	73 (28%)	86 (27%)	99 (30%)	<b>258 (28%)</b>
Completed: Email	58 (22%)	69 (22%)	83 (25%)	<b>210 (23%)</b>
Invited: SMS	287 (100%)	315 (100%)	341 (100%)	<b>943 (100%)</b>
Started: SMS	63 (22%)	72 (23%)	80 (23%)	<b>215 (22%)</b>
Completed: SMS	23 (8%)	19 (6%)	19 (6%)	<b>61 (6%)</b>

**Survey Completion Rate - Count**



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

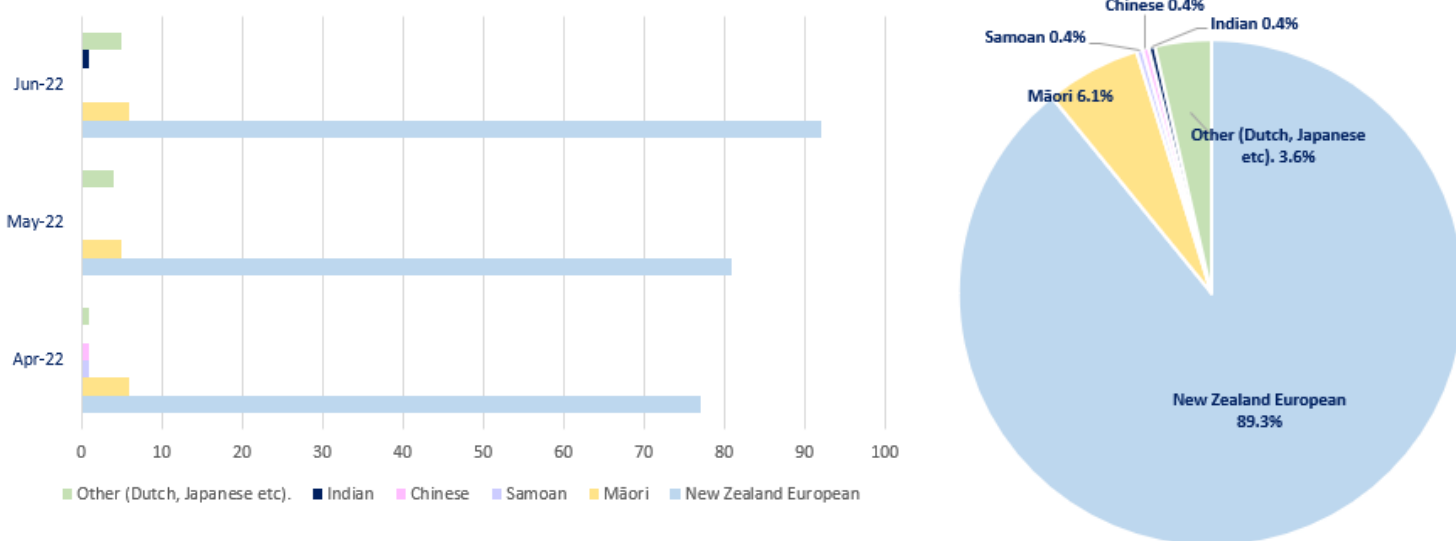
- Prompting patients to keep their details up to date when they check in for an appointment so they get a survey link.
- Encouraging patients to take our survey so that we can get a better sense of how we are providing services for them.
- Refreshing our posters in clinic areas to promote the survey.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

86.7% of respondents stated their ethnicity as New Zealand European, and 6.8% identified themselves as Māori. Samoan, Cook Island, Tongan, Niuean and Chinese each represented 0.3% of the data and 0.7% were Indian.



## Age and Gender

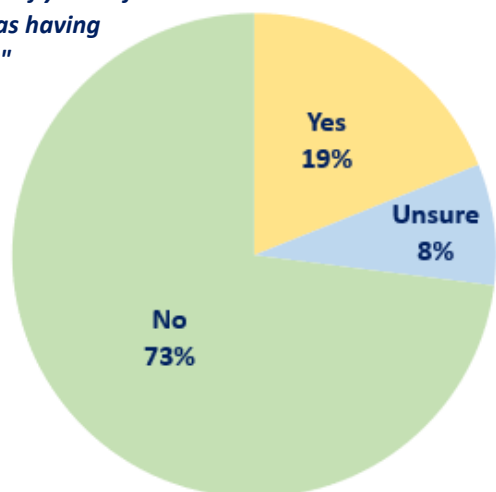
89 male (45.2%), and 112 (54.7%) female outpatients completed the survey. No participants reported that they identified as gender diverse. The 45 – 64 and 65 – 74-year age groups were the highest number of participants for last quarter.



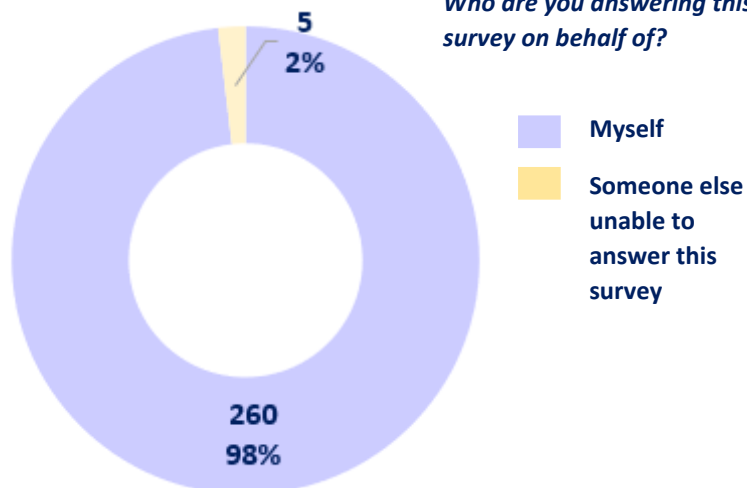
## Disability and ability to answer survey

49 people self-identified as having a disability, and 21 were not sure how to categorise themselves. 189 stated they were not disabled. 5 people were not able to respond themselves, with someone completing the survey on their behalf.

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



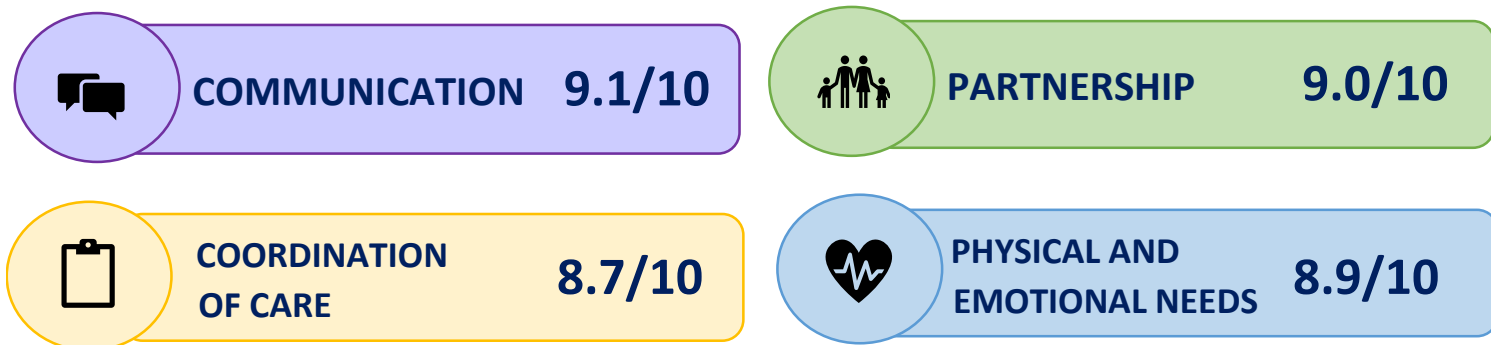
*Who are you answering this survey on behalf of?*



## OUTPATIENT DOMAIN SCORES

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

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.



### 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	LOWEST RATED QUESTIONS
Did you feel the following staff listened to what you had to say? Nurses <b>96%</b>	Was cultural support available when you needed it? <b>73%</b>
Overall, did you feel staff treated you with respect and dignity? <b>97%</b>	Were you confident that staff were aware of your medical history? <b>83%</b>
Were you given enough privacy when discussing your condition or treatment? <b>96%</b>	Where possible did staff include your family/whanau or someone close to you in discussions about your care? <b>71%</b>

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

**265** consumers specifically commented about **waiting times**

There were **32** comments in total made about **nurses**

**56** positive comments were left about consumer's **communication** experience.  
There were **17** 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 9.1/10

*"Procedure for my visit was explained fully immediately upon arrival and staff at each stage were very good at discussing what was needed and how my condition was progressing."*

Te Nikau Hospital - RHM

*"Good friendly communication skills, made it easier to relax and ask questions"*

Te Nikau Hospital - Medical

*"The front receptionist was not welcoming just took my appointment letter and said, "Do you know where to go" The gynaecology receptionist was great as was the doctor"*

Te Nikau Hospital - Gynaecology



### PARTNERSHIP 9.0/10

*"I felt involved in decisions but I have often felt a lack of communication about treatment results, No news is good news?"*

Te Nikau Hospital - Medical

*"Discussed referral as the next step and made sure I was happy to travel if need be. Gave me the option to find something locally and even tried to look this up for me."*

Buller Health - Medical

*"After having had numerous experiences over the years and suffering from some previous 'bad diagnosis' it was nice to feel completely comfortable and involved with the course of action decided upon in my case."*

Te Nikau Hospital - Orthopaedic



### COORDINATION OF CARE 8.7/10

*"Always well informed. OT came to our house with the necessary equipment needed for after the operation and demonstrated how to use them."*

Te Nikau Hospital - Orthopaedics

*"The doctor who referred me stated a preference for a female gynaecologist, when I had no preference. This is disappointing because some women DO have a preference and I could have freed up a female gynaecologist appointment"*

Te Nikau Hospital - Gynaecology

*"Managed to get a specialist appointment in a very timely manner as organised by GP"*

Te Nikau Hospital - ENT



### PHYSICAL AND EMOTIONAL NEEDS 8.9/10

*"I have a lot of serious illnesses so I am known to a lot of staff they know my name when someone sees me they will say hello and use my name which is nice"*

Te Nikau Hospital - Medical

*"Did not feel I was being looked after in the best way since I had not had help or information about high bloods for 12 months then told I had unmanaged type 2"*

Te Nikau Hospital - Diabetes

*"I have confidence after my appointment that we are all on the same page for my continued recovery going forward and that my wellbeing is being looked after so I can make a full recovery."*

Te Nikau Hospital - Orthopaedic