

Patient Experience Survey Report

OUTPATIENT 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 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. Quarterly patient experience survey results are also available on the Health Quality & Safety Commission website.

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

SURVEY RESPONSE RATES

Completion	July	August	September	Totals
Invited: Email	360 (100%)	380 (100%)	342 (100%)	1082 (100%)
Started: Email	106 (29%)	97 (26%)	68 (20%)	271 (25%)
Completed: Email	98 (27%)	90 (24%)	52 (15%)	240 (22%)
Invited: SMS	365 (100%)	359 (100%)	310 (100%)	1034 (100%)
Started: SMS	79 (22%)	70 (20%)	65 (21%)	214 (21%)
Completed: SMS	30 (8%)	32 (9%)	25 (8%)	87 (8%)

Response Rate - NZ Maori

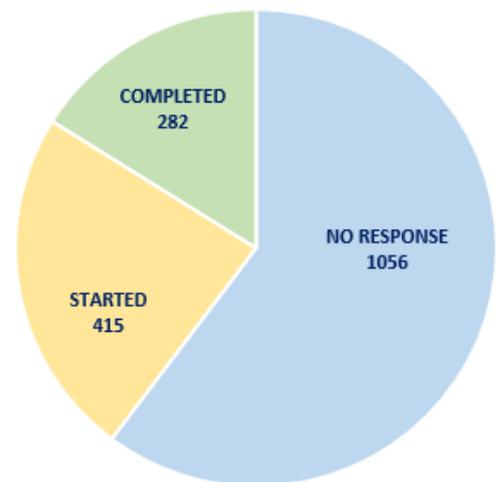


200 Māori patients were sent invitations to take the survey from July - September, with 16.5% starting the survey and 11% completing it.

1753 NZ European patients received links to the survey. A low response rate was also received with 24% starting the survey and 15.5% going through to completion.

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

Response Rate - NZ European

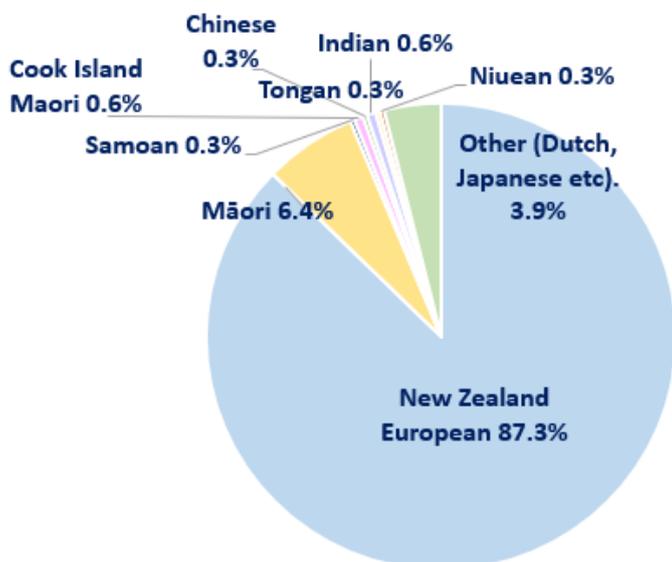


DEMOGRAPHICS (July – September 2022)

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

Ethnicity

87.3% of patients who chose to participate in the survey were New Zealand European (271), 6.4% identified as Māori / 0.6% Cook Island Māori. 3.9% reported ‘Other ethnicity’* and 0.3% patients each recorded themselves as Samoan, Niuean, and Chinese. 0.6% of patients identified as Indian.



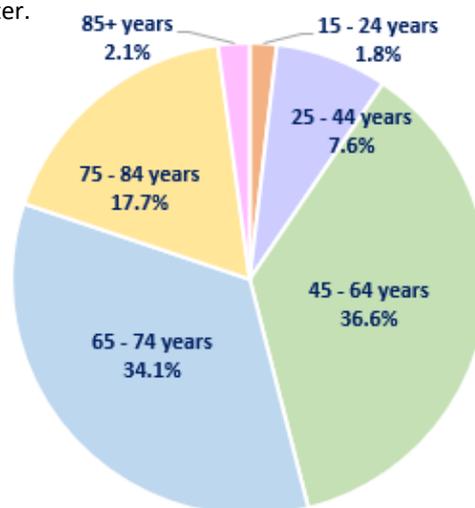
Ethnicity	Number of Respondents
NZ European	271
Māori	20
Cook Island Māori	2
Samoan	1
Tongan	1
Niuean	1
Chinese	1
Indian	2
Other (Dutch, Japanese etc.)	12

*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

80 patients (37%) stated they were male and 134 (63%) selected female. 0 participants identified as gender diverse. The 45 – 64-year age group had the highest number of participants this quarter.

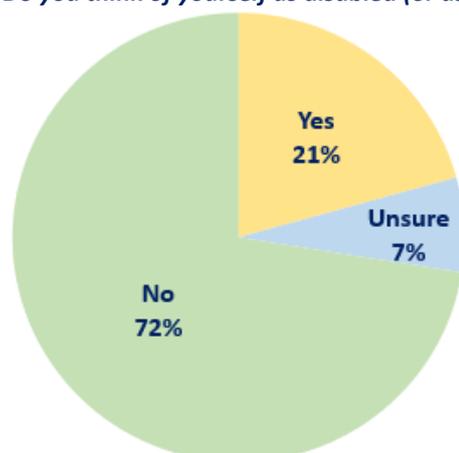
Gender	Number of Respondents	Percentage of Respondents
Female	80	96.9%
Male	10	3.1%
Gender Diverse	0	0%



Disability and ability to answer survey

58 people self-reported as disabled, and 19 were not sure how to categorise themselves. 203 people stated they were not disabled. 10 people were not able to complete the survey themselves.

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



Of those who chose to answer this question:

Who are you answering this survey on behalf of?	Number of Respondents	Percentage of Respondents
Myself	315	96.9%
Someone unable to answer	10	3.1%

Reasons why: Elderly, not technically minded, no smart phone.

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

HIGHEST RATED QUESTIONS

Were you given enough privacy when discussing your condition or treatment? <i>(Yes)</i>	97%
Did you feel the following staff listened to what you had to say? <i>Nurses</i>	95%
Did staff discuss the following in ways you could understand? <i>Your condition</i>	94%

LOWEST RATED QUESTIONS

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? <i>(Yes)</i>	76%
Did staff discuss the following in ways you could understand? <i>Support needed for equipment and technology</i>	78%
Was cultural support available when you needed it? <i>(Yes)</i>	80%

What are our Māori consumers telling us?:

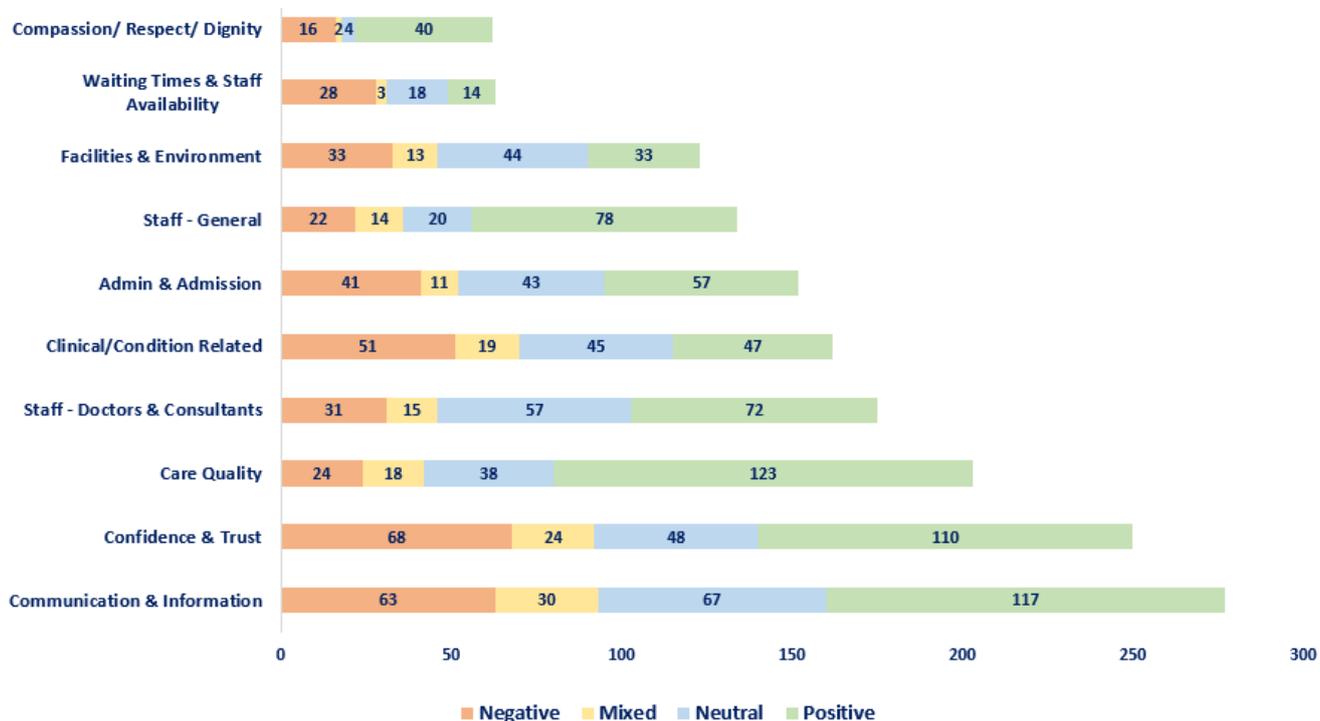
- 10% (2) Māori consumers stated they felt no cultural support was available to them. 65% (13) did not need cultural support during their outpatient experience, and 25% (5) felt it was always available if they required it.
- There is room for improvement when discussing plans of care in ways consumers can understand – Māori rated this question low at 7.5, additionally with the question around understanding their medication rated 7.2 out of 10.
- 9.9% of Māori patients selected 'no' when asked "Did staff discuss what to look out for and who to contact if worried in ways you could understand?". 62.7% stated 'yes'. 27.4% said this was not applicable to their care.
- 99.7% of Māori consumers felt they were given privacy when discussing their condition or treatment, and 0.3% did not.

People with a disability have said:

- 22.9% of people who responded with a disability stated they have a lot of difficulty hearing, even using a hearing aid. 27% said they have difficulty seeing, even if wearing glasses.
- 10% of consumers who identified as disabled were not confident that staff were aware of their medical history
- Consumers who reported as disabled gave a score of 8.4/10 for coordination of care – average is 9 across all consumers.
- 37.9% of disabled patients were happy with the level of family involvement. 52.2% did not want family involved. 6.9% stated they were not offered the choice. *(3% - N/A)

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.

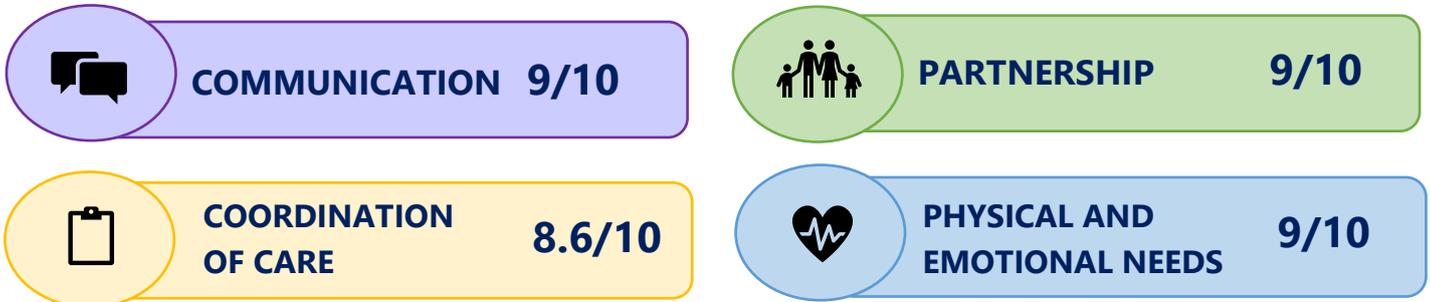


OUTPATIENT DOMAIN SCORES

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 decrease of 0.1 for **communication**, **coordination of care** and **physical/emotional needs**, whilst the score for **partnership** did not change.



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).

COMMUNICATION 9/10

"I have hearing problem and sometimes find it difficult to under stand what they are saying."

Te Nikau Hospital – Opthamology Clinic

"I felt I was given every opportunity to explain my concerns and conditions and that I was listened to. No matter what I said the dr listened and commented or asked follow up questions."

Te Nikau Hospital – Rheumatology

"The initial dr I saw referred me for an ultrasound, however I received a letter saying that I did not meet criteria for this imaging. Which is fine, however would be best to advise patient the correct information/health pathways to follow"

Te Nikau - Gynaecology

PARTNERSHIP 9/10

"Saw a specialist, who was very helpful, explained things well. Asked pertinent questions. Let me ask questions. Also had read up and knew my background"

Hokitika Health Centre - Medical

"Lack of continuity, investigative type questions (new doc go thru it all again) or explanations or anything much"

Te Nikau Hospital – Medical

"My needs in my situation were adequately dealt with in a polite, helpful and respectful manner by all health care providers I encountered."

Te Nikau Hospital – Gynaecology



COORDINATION OF CARE 8.6/10

"Because in this instance ,from wonderful District nurses here in Westport to Doctor at hospital here and Greymouth all worked in unison together."

Te Nikau – Vascular Clinic

"Thought I was going to see a Neurologist but received letter to say declined without explanation then rebooked with a medical team which was great in the end but a bit unsettling in the process."

Te Nikau – Medical

"I was seen quicker than expected and the surgery is planned to be in the next 4 months so happy about that."

Buller Health – Ophthalmology



PHYSICAL AND EMOTIONAL NEEDS 9/10

"I had a broken wrist, they took care of it, I am very pleased"

Te Nikau - RHM

"The nurse was exceptional. Very kind and considerate."

Te Nikau – Gynaecology

"I felt a little uncomfortable in ecg room..two three staff..one attaching equipment..two outside curtain on phones scrolling. Didn't acknowledge me really."

Te Nikau – Surgical

"I felt I was given every opportunity to explain my concerns and conditions and that I was listened to. No matter what I said the dr listened and commented or asked follow up questions.."

Te Nikau – Medical

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 check in for an appointment/clinic to ensure they receive the survey link by email or mobile phone.
- Providing the Patient Experience patient information leaflet to consumers attending outpatient clinics, along with information given to them by their clinician or upon registering at the reception desk for the clinic. This leaflet is published on our intranet site in the Patient Information Booklets section
- Engage with our Māori and Pasifika health workers and providers such as The Hub to promote the survey to patients

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 regularly 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.