

# Patient Experience Survey Report

## OUTPATIENT 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 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.

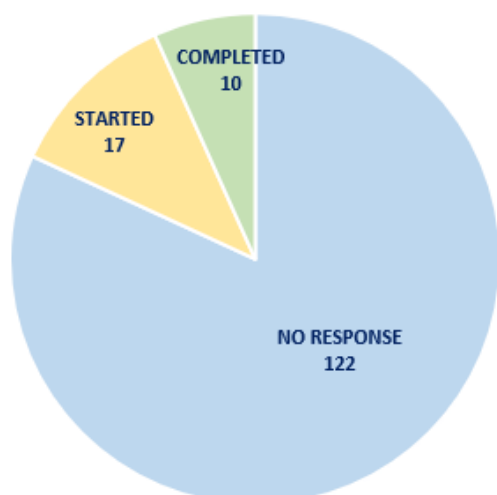
Understanding how people experience healthcare gives us valuable insight into where we can do better, an opportunity to celebrate our success and do more of what we are doing well. Quarterly patient experience survey results are also available on the Health Quality & Safety Commission website.

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

## SURVEY RESPONSE RATES

Completion	October	November	December	Totals
Invited: Email	358 (100%)	372 (100%)	153 (100%)	<b>883 (100%)</b>
Started: Email	92 (26%)	92 (25%)	36 (24%)	<b>220 (25%)</b>
Completed: Email	76 (21%)	65 (17%)	28 (18%)	<b>169 (19%)</b>
Invited: SMS	329 (100%)	362 (100%)	142 (100%)	<b>833 (100%)</b>
Started: SMS	78 (24%)	71 (20%)	16 (11%)	<b>165 (20%)</b>
Completed: SMS	24 (7%)	25 (7%)	6 (4%)	<b>55 (7%)</b>

Response Rate - NZ Māori



**149** NZ Māori patients were sent invitations to take the survey from October - December, with 11.4% starting the survey and 6.6% completing it – a decrease from last quarter.

**1408** NZ European patients received links to the survey. A response rate similar to last quarter was noted, with 23.3% starting the survey and 13.7% going through to completion.

**Note:** Comments from respondents who partially complete the survey are included in results but may not be recorded as having 'completed' the survey.

Response Rate - NZ European

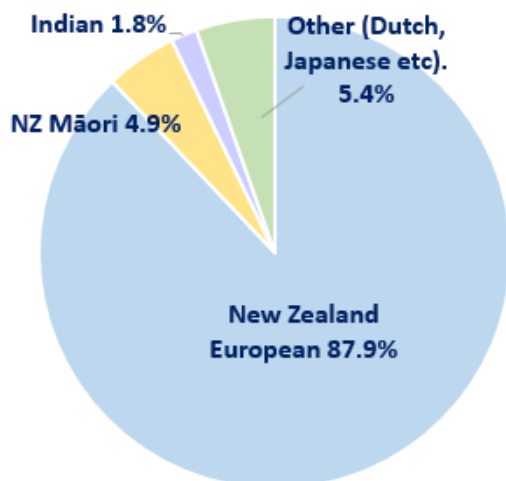


# DEMOGRAPHICS (October - December 2022)

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

## Ethnicity

87.9% of patients who chose to participate in the survey were New Zealand European (197), 4.9% identified as NZ Māori. 1.8% (4) patients identified as Indian. 12 people (5.4%) self-reported their ethnicity as 'Other – Dutch, Japanese etc'.\*



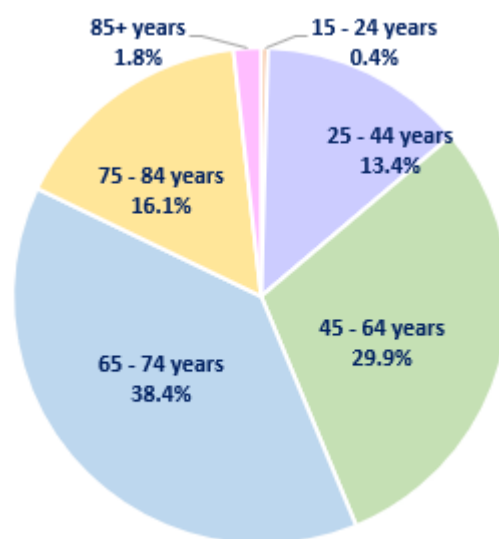
Ethnicity	Number of Respondents
NZ European	197
Māori	10
Indian	4
Other (Dutch, Japanese etc.)	12

\*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

66 patients stated they were male and 100 selected female. 1 participant identified as gender diverse. The 65 – 74-year age group had the highest number of participants this quarter.

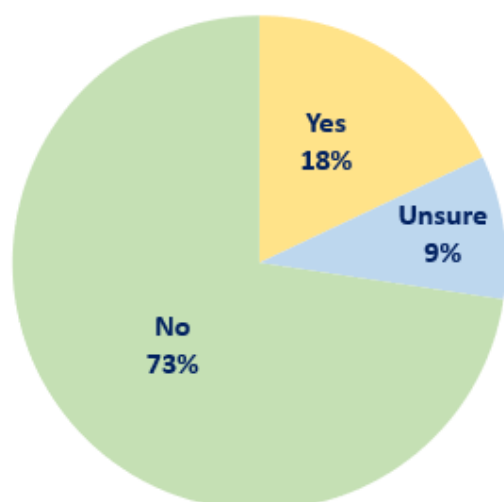
Gender	Number of Respondents	Percentage of Respondents
Female	100	59.9%
Male	66	39.5%
Gender Diverse	1	0.6%



## Disability and ability to answer survey

25 people self-reported as disabled, and 13 were not sure how to categorise themselves. 101 people stated they were not disabled. 6 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	218	97.3%
Someone unable to answer	6	2.7%
Reasons why:	No comments provided	

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

### HIGHEST RATED QUESTIONS

Did you feel the following staff listened to what you had to say? (Nurses – Yes) **98%**

Overall, did you feel staff treated you with respect and dignity? (Yes) **96%**

Were you given conflicting information by different staff members? (No) **96%**

### LOWEST RATED QUESTIONS

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes) **76%**

Did staff discuss with you what to look out for and who to contact if worried, in ways you could understand? (No) **69%**

Were you confident that staff were aware of your medical history? (Yes) **62%**

#### What are our Māori consumers telling us?:

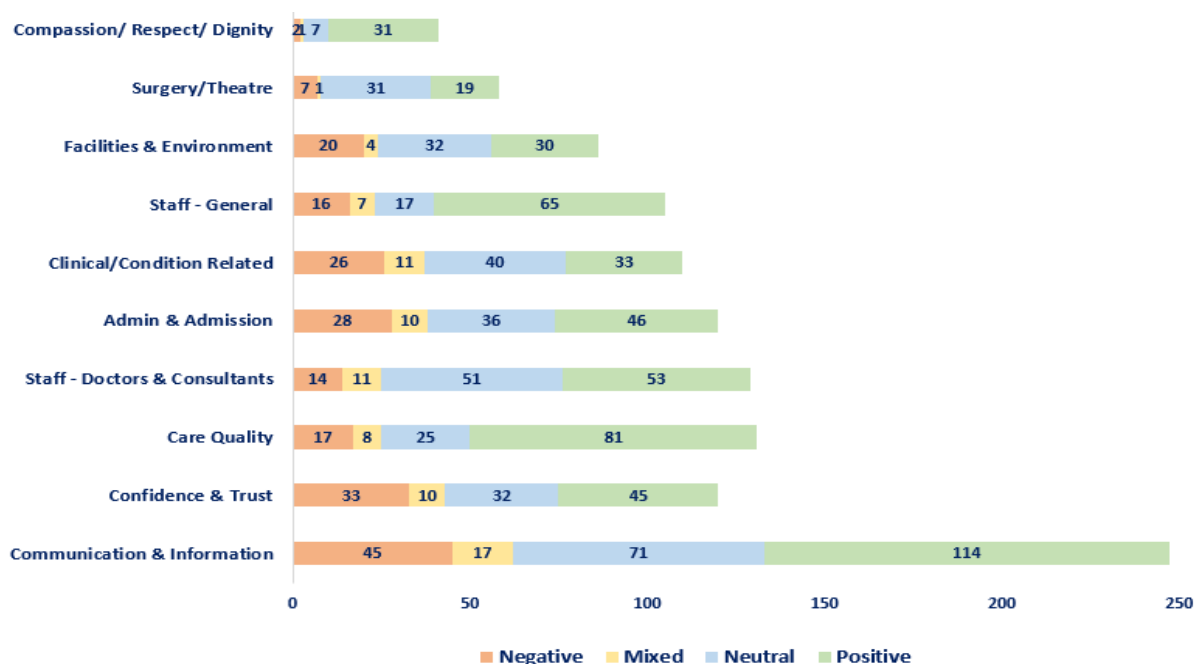
- **60%** of Māori consumers said 'Yes, always' when asked if they were involved as much as they wanted to be in decisions about their care and treatment. **40%** said 'Yes to some extent' – **0%** responses for 'No'.
- Data is showing that we can do better to ensure Māori feel they receive enough information following their visit. Māori consumers rated this question low at **7.5**, equally with the question around having confidence that staff were aware of their condition rated **7.5** out of **10**.
- **50%** of Māori consumers felt cultural support was always available to them when they needed it, and **50%** said they did not require cultural support.

#### People with a disability have said:

- **22.7%** of people who responded with a disability stated they have a lot of difficulty hearing, even using a hearing aid. **31.8%** said they have difficulty seeing, even if wearing glasses.
- **66.7%** of consumers who identified as disabled felt staff discussed their condition in ways they could understand.
- Consumers who reported as disabled gave a score of **6.9/10** for coordination of care – a significant drop from last quarter's score of **8.4**. The average score is **8.7** across all consumers for this quarter.
- **36.4%** of disabled patients felt staff included their family/whānau or someone close to them in discussions about their care. **18.2%** did not want family involved. **4.5%** equally stated both options for 'yes sometimes', and 'no'. \*(36.4% - 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. **1117** mentioned themes were present in the **697** comments left between October – December 2022. (More than one theme can apply to a comment).

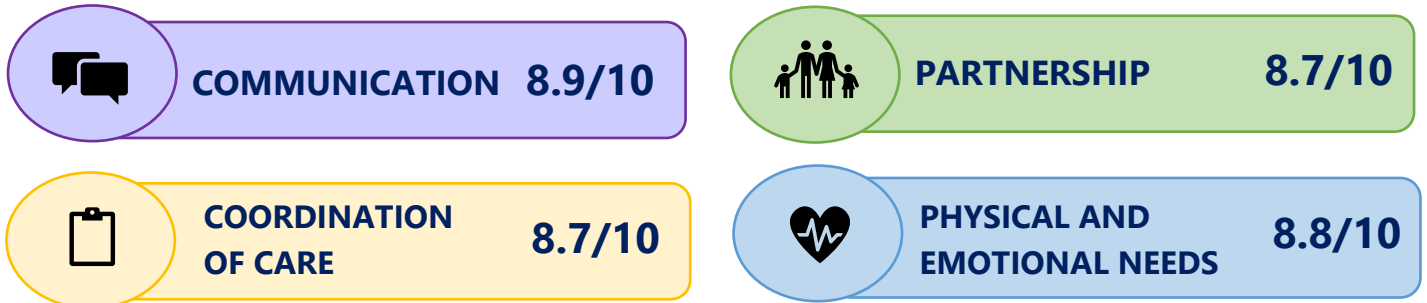


# OUTPATIENT DOMAIN SCORES

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**, 0.3 for **Partnership**, and 0.2 for **Physical/emotional needs**. An **increase** of 0.1 is noted for **Coordination of care**.



## 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

8.7/10

*"no holdups in transition from booking in to consultation and explanation to the small procedure being undertaken."*

Te Nikau – Gynaecology

*"Specialist had my file and used the notes to ask probing questions. One thing that didn't work well was the reminder text didn't include what the appointment was for. I had calendarised the date and time and thought I was attending a podiatry appointment not a specialist diabetes appointment. Therefore I was late in organising bloods."*

Te Nikau – Diabetes

*"When my GP referred me to Te Nikau I was concerned that it would be a long wait to see anyone. However the usual time delay between the request then the appointment was quite reasonable."*

Te Nikau – Surgical



## PHYSICAL AND EMOTIONAL NEEDS

8.8/10

*"I required a hoist to transfer to the bed and they did not have a sling for it. My wife had to go home and get our own"*

Te Nikau - Urology

*"Yes the doctor was very open to me taking herbal medicines to help with some of my pain. Very respectful of me."*

Te Nikau – Medical

*"I would like to know who is in my appointment, not have an unknown staff member join part way through with no warning."*

Te Nikau – Surgical

*"My eyes are now better than when I was 13 years of age and I am 70 years of age now. What a gift, my life was a real struggle it is not now."*

Te Nikau –  
Ophthalmology

## 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.