

# Patient Experience Survey



Launched in 2018

4544 inpatient surveys  
1451 outpatient surveys

16 questions that cover the most important aspects of care

### Access

- Respect
- Team
- Communication
- Comfort & environment
- Compassion
- Family & friends
- Leaving our care

The Patient Experience Survey is one of the ways that we measure and understand what matters most to our patients. It helps us to target improvements across our services.

Patients overwhelmingly report a positive experience, but there's always opportunities to do things differently. Read about what patients tell us is working right now and areas we can improve.



## Overall experience of care

The overwhelming majority of patients rated their overall experience of care as Very good or Good



### Inpatient

3 out of 4 patients rated their care **Very good**, the highest option



### Outpatient

Only 2% of patients rated their care as **poor or very poor**

## Overall experience remained high during the pandemic in 2020



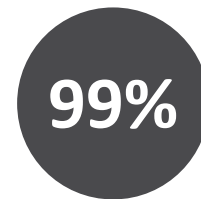
2018



2019



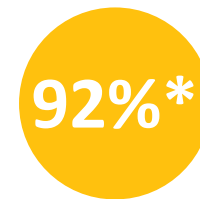
2020



2018



2019



2020



## Access

Timely quality care for the care you need



**15%**

of patients felt they should have been seen sooner for their outpatient appointment

*My appointments had been changed and I had to come back in 2 weeks. I live 600 km away so it is 1200 km round trip!*

**90%**

of inpatients felt they received assistance in a reasonable time



## Respect

Respect and dignity at all times



**90%**

of patients felt they were 'always' treated with respect and dignity



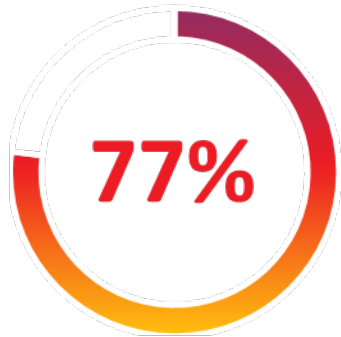
**88%**

Of patients felt they were 'always' given privacy when care for

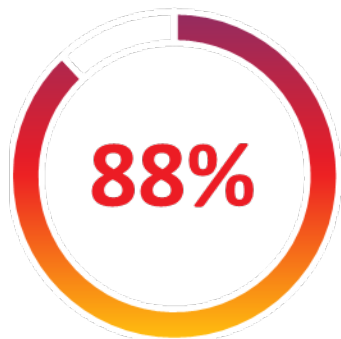


## Team

Involvement in decisions about your care and treatment



of **inpatients** felt they were 'definitely' involved in decisions about their care and treatment



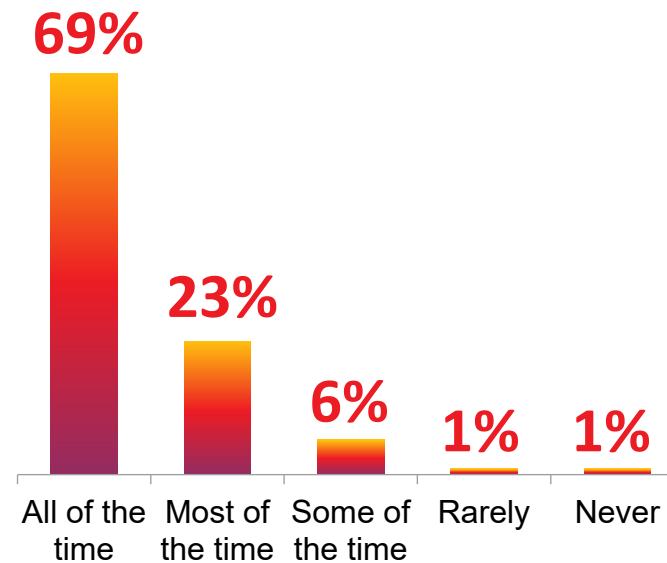
of **outpatients** felt they were 'definitely' involved in decisions about their care and treatment



## Communication

A meaningful explanation of your healthcare that you can understand

How often did the staff caring for you explain things in a way that you could understand?



*There was a lot of difficulty in communicating as my English is poor. Staff did not offer interpreter services.*



## Comfort and environment

A comfortable stay where you enjoyed nutritious food

61%



Very clean

33%



Fairly clean

5%



Not very clean

1%



Not at all clean



In your opinion, how clean is the hospital room or ward that you are in?

*The food is very good, but you don't always get what you order*

59%

of patients rated the food as **very good** or **good**



## Compassion

Compassionate care where you are listened and responded to

79%

Inpatient

92%

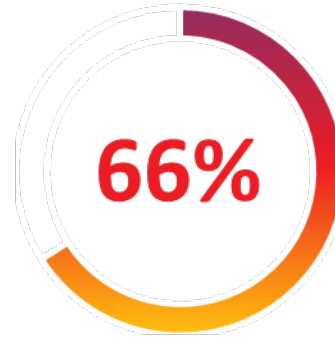
Outpatient

of patients felt **listened too and understood** by staff



66%

of **inpatients** felt there was someone to talk to about their worries and fears **all of the time**





### Family and friends

Family and patient involvement in your care and treatment



2018



2019



2020

### Inpatient

% of patients that felt their family had **enough opportunity to talk to staff**

*Staff were extremely considerate. I was in a unique situation where he had some memory loss, and my relatives were always involved in all appointments and discussions.*

*Was very difficult to have family involved due to limitations due to COVID. I was often very isolated and had no-one to offer support.*



### Leaving our care

A seamless journey from hospital to home to service

**66%**

of **inpatients** that felt they were **completely given sufficient information** to help plan their discharge



**48%**

of **inpatients** reported they were **not informed of their estimated discharge date** when surveyed