

NSW Patient Survey: Admitted Patient Experience

<Barcode>
<Title> <First Name> <Last Name>
<Address Line 1>
<SUBURB> <STATE> <POSTCODE>

Date

Dear <INS_TITLE> <INS_SURNAME>,

Your experience as an admitted patient is very important to us

I am writing to ask you to take part in the NSW Patient Survey by telling us about your recent visit to [HOSPITAL NAME] during [MONTH]. **Your experience at this hospital is important because it helps us to understand the quality of care you received and it allows hospitals to see where they need to improve.**

The Bureau of Health Information was established by the NSW Government to independently report on the performance of the public health system in NSW, including the healthcare experiences of patients. We are running the survey along with Ipsos Social Research Institute, who is sending you this survey on the Bureau's behalf.

The survey takes about 20 minutes to complete and we have provided a reply-paid envelope for you to mail it back to us. Alternatively, you can do the survey online by visiting the web address below and logging in with the following username and password:



Web address: survey.ipsos.com.au/patientsurvey

Username: [INS_UNAME]

Password: [INS_PWORD]

Taking part in the survey is voluntary. You have been randomly selected to participate and there are many safeguards in place to protect your identity. The hospital staff who cared for you will not know if you have returned a completed questionnaire and will not be able to see your responses to the survey. At no point will we report any information that identifies you as an individual.

If you have any queries regarding the survey, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm).

For general information about the NSW Patient Survey Program and information about how your local hospital is performing, visit the Bureau of Health Information's website at www.bhi.nsw.gov.au

Thank you for taking part in the survey.

Yours sincerely



Jean-Frederic Levesque
Chief Executive
Bureau of Health Information

How to complete the survey

This survey is about your recent experience as an admitted patient in the hospital named on the previous page. If you have been an admitted patient more than once during the month specified on the previous page, please answer about your most recent experience.

For each question, please use a blue or black pen to mark the box next to the answer you choose, as shown below.

Example only

How clean were the wards or rooms you stayed in while in hospital?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

Sometimes you will find the box you have marked has an instruction to go to another question. By following the instructions carefully you will be able to move past questions that do not apply to you.

If you would prefer not to answer individual questions, leave them blank but please complete the rest of the survey.

If you make a mistake or wish to change a response, simply fill in that box and mark the correct box like this:

If someone is helping you to complete this survey, please ensure the answers given are from your point of view, and not the opinion of the person helping you.

If you prefer a language other than English, please refer to the separate language sheet for information on the Healthcare Interpreter Service.

Please do not write your name or address on the questionnaire.

When you have finished

- ➔ Remove the covering letter by tearing along the perforated line.
- ➔ Place the completed survey in the "Reply Paid" envelope and post it. You do not have to use a stamp.
- ➔ If you have misplaced the "Reply Paid" envelope, please use a plain envelope (no stamp is necessary) and address to:

**NSW Patient Survey Program
Ipsos Social Research Institute
Reply Paid 84599
Hawthorn VIC 3122**

Some questions and answers

Why are you carrying out the survey?

The NSW Patient Survey gathers information about your experience of health services. By completing the survey, you are helping to improve health services in NSW.

How do I make a formal complaint about my experience in hospital?

Please contact the hospital directly.

Alternatively, you can get more information about your options at the following website:

www.health.nsw.gov.au/patientconcerns

What happens to my survey responses?

Your survey responses will be de-identified and then processed with responses from other people who completed the survey to form a report. These reports will then be provided to NSW Health and local hospitals to help them to improve health services.

Your responses will be treated in the strictest confidence and no identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or other health provider unless required by law. Your responses will not affect any future health services that may be provided to you.

How is my privacy protected?

Your privacy is protected by legislation. Ipsos has been provided with your name and address by NSW Health for the purpose of sending you this survey only, and will keep your contact details confidential.

After all surveys are processed, identifying information will be destroyed and Ipsos will then no longer be able to identify the responses you provided. However, for the period that identifiable details remain, you will be able to contact Ipsos through the toll-free Patient Survey Helpline to ask to see your responses, or to request that some or all of your information be deleted.

You can get more information about privacy and confidentiality by calling the toll-free Patient Survey Helpline or at the following website:

www.bhi.nsw.gov.au/nsw_patient_survey_program/privacy

How do I get more information about the survey?

Please contact the toll-free Patient Survey Helpline on **1800 220 936** (Monday to Friday, 4pm–8pm, excluding public holidays).

NSW Patient Survey: Admitted Patient Experience

Q1 Was your visit to hospital planned in advance or an emergency?

- An emergency.....Go to Q4
- Planned in advance
- Something else

BEFORE ARRIVING AT HOSPITAL

Thinking back to before your hospital stay...

Q2 Do you think the total amount of time you waited to be admitted to hospital was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

Q3 Before your arrival, how much information about your hospital stay was given to you?

- Not enough
- The right amount
- Too much
- Don't know/can't remember

ARRIVING AT HOSPITAL

Q4 When you arrived in hospital did you spend time in the Emergency Department?

- Yes
- NoGo to Q7
- Don't know/can't remember.....Go to Q7

THE EMERGENCY DEPARTMENT (ED)

Q5 How would you rate the politeness and courtesy of staff in the Emergency Department?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q6 Do you think the amount of time you spent in the Emergency Department was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

Please go to Q9

PLANNED AND OTHER TYPES OF ARRIVAL/ADMISSION

Q7 How would you rate the politeness and courtesy of staff on your arrival to hospital?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q8 Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?

- About right
- Slightly too long
- Much too long

THE HOSPITAL AND WARD

For the following questions, please think about the time from when you arrived at your ward or room until you left hospital...

Q9 How clean were the wards or rooms you stayed in while in hospital?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

Q10 How clean were the toilets and bathrooms that you used while in hospital?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

Q11

Did you see nurses wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

Q12

Did you see doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

Q13

Were you given enough privacy when being examined or treated?

- Yes, always
- Yes, sometimes
- No

Q14

Were you given enough privacy when discussing your condition or treatment?

- Yes, always
- Yes, sometimes
- No

Q15

At other times during your hospital stay did you have enough privacy?

- Yes, always
- Yes, sometimes
- No

FOOD

Q16

Did you have any hospital food during this visit?

- Yes
- NoGo to Q22

Q17

How would you rate the hospital food?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q18

Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?

- Yes
- NoGo to Q20

Q19

Was the hospital food suitable for your dietary needs?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

Q20

Did you need help from staff to eat your meals?

- Yes
- NoGo to Q22

Q21

Did you get enough help from staff to eat your meals?

- Yes, always
- Yes, sometimes
- No

DOCTORS

Q22

If you needed to talk to a doctor, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not get the opportunity
- I had no need to talk to a doctor

Q23

When you had important questions to ask a doctor, did they answer in a way you could understand?

- Yes, always
- Yes, sometimes
- No, I did not get answers I could understand
- I did not ask any questions

Q24

In your opinion, did the doctors who treated you know enough about your medical history?

- Yes, always
- Yes, sometimes
- No

Q25 Did you have confidence and trust in the doctors treating you?

- Yes, always
- Yes, sometimes
- No

Q26 How would you rate the politeness and courtesy of your doctors?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q27 Were the doctors kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q28 Overall, how would you rate the doctors who treated you?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

NURSES

Q29 In your opinion, were there enough nurses on duty to care for you in hospital...?

- Yes, always
- Yes, sometimes
- No

Q30 If you needed to talk to a nurse, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not get the opportunity
- I had no need to talk to a nurse

Q31 When you had important questions to ask a nurse, did they answer in a way you could understand?

- Yes, always
- Yes, sometimes
- No, I did not get answers I could understand
- I did not ask any questions

Q32 In your opinion, did the nurses who treated you know enough about your care and treatment?

- Yes, always
- Yes, sometimes
- No

Q33 Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?

- Yes, always
- Yes, sometimes
- No, they did not ask my name or check my identification band
- Don't know/can't remember

Q34 Did you have confidence and trust in the nurses treating you?

- Yes, always
- Yes, sometimes
- No

Q35 How would you rate the politeness and courtesy of your nurses?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q36 Were the nurses kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q37 Overall, how would you rate the nurses who treated you?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

OTHER HEALTHCARE PROFESSIONALS

Q38 Which, if any, of the following other healthcare professionals did you receive care or treatment from during this hospital stay?

Please X all the boxes that apply to you

- Dietician
- Occupational Therapist
- Pharmacist
- Physiotherapist
- Psychologist
- Radiographer (X-ray, ultrasound, MRI)
- Social worker
- Speech Pathologist
- Any other healthcare professional

↓
Please write in

None of theseGo to Q41

Q39 How would you rate the politeness and courtesy of these other healthcare professionals?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q40 Did you have confidence and trust in these other healthcare professionals?

- Yes, always
- Yes, sometimes
- No

YOUR TREATMENT AND CARE

Q41 How often did the doctors, nurses and other health professionals caring for you explain things in a way you could understand?

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never

Q42 During your stay in hospital, how much information about your condition or treatment was given to you?

- Not enough
- The right amount
- Too much

Q43 Did you have worries or fears about your condition or treatment while in hospital?

- Yes
- NoGo to Q45

Q44 Did a healthcare professional discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- No

Q45 Were you involved, as much as you wanted to be, in decisions about your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I was not well enough or did not want to be involved in decisions about my care or treatment

Q46 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

- Yes, definitely
- Yes, to some extent
- No, they did not have enough opportunity
- This was not applicable to my situation
- Don't know/can't say

Q47 How much information about your condition or treatment was given to your family, carer or someone close to you?

- Not enough
- Right amount
- Too much
- It was not necessary to provide information to any family or friends
- Don't know/can't say

Q48 How would you rate how well the doctors and nurses worked together?

- Very good
- Good
- Adequate
- Poor
- Very poor

Q49 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never
- I did not need assistance

Q50 Was a call button placed within easy reach?

- Yes, always
- Yes, sometimes
- No

Q51 Did you feel you were treated with respect and dignity while you were in the hospital?

- Yes, always
- Yes, sometimes
- No

Q52 Did the staff treating and examining you introduce themselves?

- Yes, always
- Yes, sometimes
- No

Q53 Were your religious or cultural beliefs respected by the hospital staff?

- Yes, always
- Yes, sometimes
- No, my beliefs were not respected
- My beliefs were not an issue during my hospital stay

Q54 While in hospital, did you receive, or see, any information about your rights as a patient, including how to comment or complain?

- Yes
- No
- Don't know/can't remember

Q55 Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or negative effects?

- An infection
- Uncontrolled bleeding
- A negative reaction to medication
- Complications as a result of surgery
- Complications as a result of tests or procedures
- A blood clot
- A pressure wound or bed sore
- A fall
- Any other complication or negative effect
- None of these [Go to Q58](#)

Q56 Was the impact of this complication or negative effect ...?

- Very serious
- Fairly serious
- Not very serious
- Not at all serious

Q57 In your opinion, were members of the hospital staff open with you about this complication or negative effect?

- Yes, completely
- Yes, to some extent
- No

PAIN

Q58 Were you ever in any pain while in hospital?

- Yes
- No [Go to Q61](#)

Q59 When you had pain, was it usually severe, moderate or mild?

- Severe
- Moderate
- Mild

Q60 Do you think the hospital staff did everything they could to help manage your pain?

- Yes, definitely
- Yes, to some extent
- No

TESTS

Q61 During your stay in hospital, did you have any tests, X-rays or scans?

- Yes
- No [Go to Q65](#)

Q62 Did a doctor, nurse or other health professional discuss the purpose of these tests, X-rays or scans with you?

- Yes, always
- Yes, sometimes
- No

Q63 Did you receive test, X-ray or scan results while you were still in hospital?

- Yes
- No [Go to Q65](#)

Q64 Did a member of hospital staff explain the test, X-ray or scan results in a way that you could understand?

- Yes, completely
- Yes, to some extent
- No

OPERATIONS AND SURGICAL PROCEDURES

Q65 During your visit to hospital, did you have an operation or surgical procedure?

- Yes
- No [Go to Q73](#)

Q66 Was your operation or surgical procedure planned before you came to hospital?

- Yes [Go to Q67](#)
- No [Go to Q70](#)

Q67 Thinking back to when you first tried to book an appointment with a specialist, how long did you have to wait to see that specialist?

- Less than 1 week
- 1 to 4 weeks
- 5 to 8 weeks
- More than 8 weeks
- Don't know/can't remember

Q68 From the time a specialist said you needed the operation or surgical procedure, how long did you have to wait to be admitted to hospital?

- Less than 1 month
- 1 to 3 months
- 4 to 6 months
- 7 to 12 months
- More than 1 year
- Don't know/can't remember

Q69 Do you think the total amount of time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

Q70 Before your operation or surgical procedure, did a member of hospital staff ask your name or check your identification band?

- Yes
- No
- Don't know/can't remember

Q71 Before your operation or surgical procedure, did a member of hospital staff explain what would be done in a way that you could understand?

- Yes, completely
- Yes, to some extent
- No
- I did not want an explanation

Q72

After the operation or procedure, did a member of staff explain how the operation or surgical procedure had gone in a way you could understand?

- Yes, completely
- Yes, to some extent
- No

LEAVING HOSPITAL (DISCHARGE)

Thinking now about when you were discharged, that is when you left the hospital to go home or to another facility...

Q73

Did you feel involved in decisions about your discharge from hospital?

- Yes, definitely
- Yes, to some extent
- No, I did not feel involved
- I did not need or want to be involved

Q74

At the time you were discharged, did you feel that you were well enough to leave the hospital?

- Yes
- No

Q75

Thinking about when you left hospital, were you given enough information about how to manage your care at home?

- Yes, completely
- Yes, to some extent
- No
- I did not need this type of information

Q76

Did hospital staff take your family and home situation into account when planning your discharge?

- Yes, completely
- Yes, to some extent
- No, staff did not take my family and home situation into account
- It was not necessary
- Don't know/can't remember

Q77

Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?

- Yes, completely
- Yes, to some extent
- No
- I did not need any services

Q78

Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

- Yes
- No
- Don't know/can't remember

Q79

Were you given medication to take at home?

- Yes
- No [Go to Q82](#)

Q80

How much information, if any, were you given about the medication you were taking home?

- Not enough
- The right amount
- Too much

Q81

Did you feel involved in the decision to use this medication in your treatment?

- Yes, completely
- Yes, to some extent
- No, I did not feel involved
- I did not want to be involved

Q82

Did you receive a copy of a letter from the hospital doctors to your family doctor (GP)?

- Yes
- No
- Don't know/can't remember

Q83 On the day you left hospital, was your discharge delayed?

- Yes
 No **Go to Q87**

Q84 Did a member of staff explain the reason for the delay?

- Yes
 No

Q85 What was the main reason for the delay?

- I had to wait for medicines
 I had to wait to see the doctor
 I had to wait for an ambulance/transport
 I had to wait for the letter for my GP
 Some other reason
 Don't know/can't remember

Q86 How long was the delay?

- Less than 1 hour
 At least 1 hour but less than 2 hours
 At least 2 hours but less than 4 hours
 4 hours or longer
 Don't know/can't remember

OVERALL

Q87 Overall, how would you rate the care you received while in hospital?

- Very good
 Good
 Adequate
 Poor
 Very poor

Q88 How well organised was the care you received in hospital?

- Very well organised
 Fairly well organised
 Not well organised

Q89 If asked about your hospital experience by friends and family how would you respond?

- I would speak highly of the hospital
 I would neither speak highly nor be critical
 I would be critical of the hospital

ABOUT YOURSELF

Q90 What year were you born?

WRITE IN (YYYY)

Q91 What is your gender?

- Male
 Female

Q92 What was the highest level of education you completed?

- Less than Year 12 at secondary school
 Completed Year 12 at secondary school
 Trade or technical certificate or diploma
 University graduate
 Post graduate/higher degree

Q93 Which, if any, of the following long-standing conditions do you have (including age related conditions)?

Please **X** all the boxes that apply to you

- Deafness or severe hearing impairment
 Blindness or severe vision impairment
 A long-standing physical condition
 A learning disability
 A mental health condition (including dementia or Alzheimer's)
 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
 None of these

Q94 In general, how would you rate your health?

- Excellent
 Very good
 Good
 Fair
 Poor

Q95

Thinking about the month leading up to your hospital stay, how many days did illness or injury keep you in bed for all or a substantial part of the day?

- None
- 1 day
- 2 days
- 3 days
- 4 days
- 5 to 7 days
- 8 to 10 days
- More than 10 days

Q96

Which language do you mainly speak at home?

- EnglishGo to Q99
- A language other than English



Please write in then answer Q97

Q97

Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?

- Yes
- NoGo to Q99



Q98

Was an interpreter provided when you needed one?

- Yes, always
- Yes, sometimes
- No

Q99

Are you of Aboriginal origin, Torres Strait Islander origin, or both?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander
- No

Q100

Who completed this questionnaire?

- The patient
- The patient with help from someone else
- Someone else on behalf of the patient

Q101

The Bureau would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of their patients.

Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.

Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you?

- Yes
- No



Q102

What was the best part of the care you received whilst in this hospital?

Sample 2013

Q103

What part of your care provided by this hospital most needs improving?

Sample 2013

**Thank you for your time.
Please remove the front page by tearing along the perforated line.
Return the questionnaire in the reply paid envelope provided
or send in an envelope addressed to
NSW Patient Survey, Ipsos Social Research Institute,
Reply Paid 84599, Hawthorn, VIC 3122 (no stamp is needed)**

Certain questions within this survey are drawn from the NHS Inpatient Survey (courtesy of the NHS Care Quality Commission), Picker Institute questionnaires (courtesy of National Research Corporation), the Patient Experience Information Development Working Group (PEIDWG) national set of core, common patient experience questions, and the Victorian Patient Satisfaction Monitor, and are used with permission.

Barcode

