

The purpose of the NSW Patient Survey Program is to:

- Understand patients' healthcare experiences
- Identify and report on the strengths and weaknesses of healthcare provided
- Provide information on how hospitals and health facilities are performing
- Enable health services to identify strengths and opportunities for improvement
- Allow hospitals to compare with other like hospitals, encouraging shared learning.

About the Bureau of Health Information

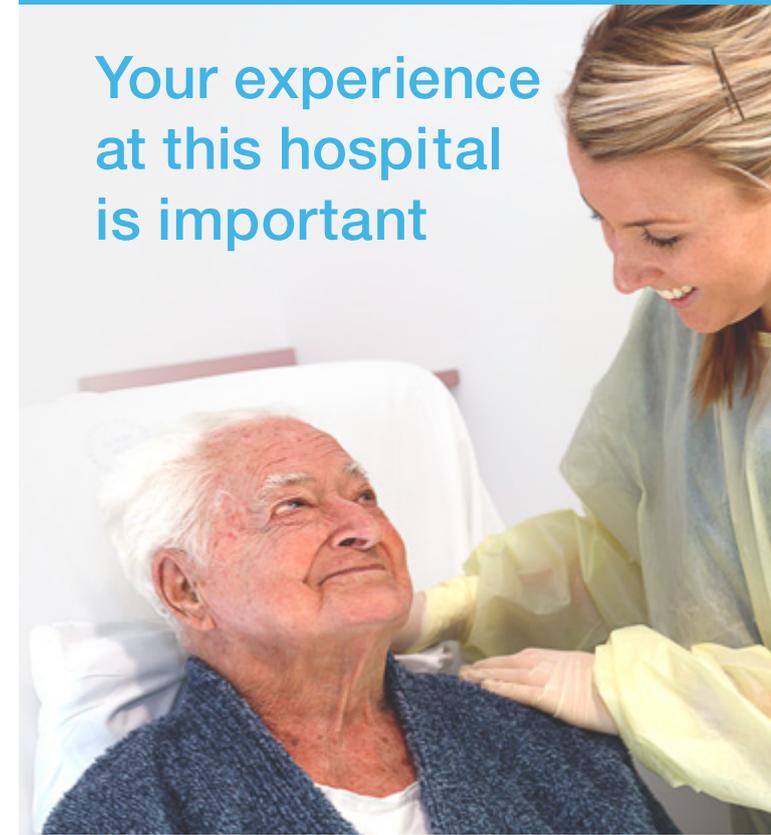
The Bureau of Health Information is an independent, board-governed organisation, established by the NSW Government to excel in the delivery of timely, accurate and comparable information on the performance of the NSW public health system.

We deliver impartial information for the community, healthcare professionals, hospital managers and government to improve patient care and health system performance.

Our reports include information about safety, quality, effectiveness, efficiency, cost and responsiveness of the system to the health needs of the people of NSW.

NSW Patient Survey Program

Your experience at this hospital is important



The Bureau of Health Information is surveying NSW patients.

If you are sent the survey, we would appreciate you completing it.

We want to know about your experience of healthcare.



 Bureau of Health Information

Email: patientsurvey@bhi.nsw.gov.au

Web: www.bhi.nsw.gov.au

 Bureau of Health Information



About the NSW Patient Survey Program

The Bureau of Health Information, with Ipsos Social Research Institute, is conducting patient surveys on behalf of the NSW Ministry of Health and NSW public hospitals.

Surveys will be mailed to patients asking about their experience with the NSW public health system.

The surveys include questions about aspects of care such as access and timeliness of care, the physical environment and patient comfort levels, safety and hygiene, communication and information, and whether patients were treated with respect and dignity.

The survey results will show hospitals, healthcare facilities and policy makers where they are doing well and where they can make improvements.

Results will be available for people to compare the performance of hospitals across NSW and provide valuable information about the healthcare system.

If you are sent a survey

Participating in the survey is voluntary. Your answers and opinions will help us understand how patients feel about the care they receive.

Completing the survey takes about 15–20 minutes. You can **complete it online** or fill out the form and post your responses using the addressed envelope provided.

If you have any questions about the survey you can call the Patient Survey Helpline. To complete the survey in a language other than English call the Health Care Interpreter Service.

Is the survey confidential and anonymous?

Your privacy is protected by legislation. All survey 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.

What happens to the information I provide?

The Bureau of Health Information will report the NSW Patient Survey results regularly through its website and in special reports. These will be available for the public, NSW Health and healthcare professionals.

I want to do the survey, how can I participate?

The NSW Patient Survey is sent to a random selection of patients to ensure a wide representation of people across NSW.

Unfortunately, we cannot accept surveys from people outside the selected sample.

If you are not sent a survey but would like to provide feedback about your hospital or healthcare organisation, please contact them directly.

Where can I find more information?

More information about the NSW Patient Survey Program can be found at www.bhi.nsw.gov.au.

On the Bureau's website you can also subscribe to receive email updates, read frequently asked questions and view sample surveys.

Which patients are being surveyed?

Regular ongoing surveys:

- Adult Admitted Patient Survey
- Emergency Department Survey

Surveys which run in cycles only some months or years:

- Outpatient Survey
- Children and Young People Survey

Future planned surveys:

- Maternity Survey
- Small Facility Survey