South Western Sydney LHD

At a glance

Aboriginal people make up approximately 2% of the residents in South Western Sydney LHD.

Completed surveys were received from 218 Aboriginal patients (approximately 12% of adult admitted Aboriginal patients in 2014).

In South Western Sydney LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for around a quarter of the survey questions (15 questions). In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on hospital food, timeliness in the emergency department, and post-discharge arrangements.

There was an 23 percentage point gap for the question on suitability of food. No LHD had a larger gap for this question.

Only 48% of Aboriginal patients hospitalised in South Western Sydney LHD rated the care they received in hospital as ‘very good’ – the lowest proportion in NSW.

In South Western Sydney LHD do Aboriginal and non-Aboriginal patients’ experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients

Questions with the biggest gaps

1. Food ‘always’ suitable for dietary needs
2. Time spent in the emergency department was ‘about right’
3. At discharge, ‘completely’ adequate arrangements made for services needed

Do Aboriginal patients’ experiences of care differ from Aboriginal patients elsewhere in NSW?

35% of Aboriginal patients in South Western Sydney LHD said they ‘always’ got the opportunity to talk to a doctor when needed

Compared with 53% of Aboriginal patients in NSW
Results at a glance: Aboriginal and non-Aboriginal patients

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients. Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in South Western Sydney LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

### Figure 1: LHD results for all questions, most positive response category: Aboriginal and non-Aboriginal patients

**Overall experience of care**
- Would 'speak highly' of the hospital to friends and family
- Overall, nurses were rated as 'very good'
- Overall, doctors were rated as 'very good'
- Overall, care was rated as 'very good'

**Access and timeliness**
- Time spent in the emergency department was 'about right'
- Time waited to be admitted to hospital was 'about right'
- Time between booking appointment with specialist and admission for procedure was 'about right'

**Assistance and responsiveness**
- ‘Always’ got the opportunity to talk to a nurse when needed
- ‘Always’ got the opportunity to talk to a doctor when needed
- Family or someone close ‘definitely’ got the opportunity to talk to a doctor when needed
- Staff assisted within a reasonable timeframe ‘all of the time’
- Health professional ‘completely’ discussed worries or fears

**Comprehensive and whole-person care**
- Nurses were ‘always’ kind and caring
- Doctors were ‘always’ kind and caring
- Food ‘always’ suitable for dietary needs
- Staff ‘completely’ considered family and home situation when planning discharge
- At discharge, felt well enough to leave hospital

**Coordination and continuity**
- Care was ‘very well organised’
- Nurses ‘always’ knew enough about patient’s care and treatment
- Doctors ‘always’ knew enough about patient’s medical history
- At discharge, ‘completely’ adequate arrangements made for services needed
- Told who to contact if worried about condition or treatment after discharge

**Engagement and participation**
- ‘Completely’ involved in decisions about use of medication
- ‘Definitely’ involved in decisions about care and treatment
- ‘Definitely’ involved in decisions about discharge
- Given ‘completely’ enough information to manage care at home
<table>
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<tbody>
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<td>Given ‘right amount’ of information about hospital stay before arrival</td>
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<tr>
<td>Given ‘right amount’ of information about condition or treatment during stay</td>
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<td>Family or someone close given ‘right amount’ of information about condition or treatment</td>
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<td>While in hospital, received or saw information about patients’ rights</td>
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<td>‘Completely’ informed about medication side effects to watch for</td>
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<th>Physical environment and comfort</th>
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<td>Wards or rooms were ‘very clean’</td>
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<td>Cultural or religious beliefs were ‘always’ respected</td>
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<td>‘Always’ treated with respect and dignity</td>
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<td>Staff seen on arrival were ‘always’ polite and courteous</td>
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<td>Care and treatment received ‘definitely’ helped</td>
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<td>The problem went to hospital for ‘much better’</td>
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Results at a glance: Aboriginal patients only

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in South Western Sydney LHD. The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category). The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

Figure 2  LHD results for all questions, all responses: Aboriginal patients

### Overall experience of care
- If asked about your hospital experience by friends and family how would you respond?
  - Significantly higher: 43%
  - Significantly lower: 12%
  - Not significantly different: 45%
  - Data suppressed: 12%

### Access and timeliness
- 1. Do you think the amount of time you spent in the emergency department was...
  - About right: 43%
  - Slightly too long: 31%
  - Much too long: 26%

### Assistance and responsiveness
- 1. If you needed to talk to a nurse, did you get the opportunity to do so?
  - Yes, always: 60%
  - Yes, sometimes: 30%
  - No: 10%

### Comprehensive and whole-person care
- 1. Were the nurses kind and caring towards you?
  - Yes, always: 74%
  - Yes, sometimes: 23%

### Coordination and continuity
- 1. How well organised was the care you received in hospital?
  - Very well organised: 52%
  - Fairly well organised: 41%
  - Not well organised: 6%

### Engagement and participation
- 1. If you felt involved in the decision to use this medication in your ongoing treatment?
  - Yes, definitely: 77%
  - Yes, completely: 63%
  - No: 11%

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### Top category compared to Aboriginal patients in NSW:

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<thead>
<tr>
<th>Category</th>
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### Provision of Information

1. Before your arrival, how much information about your hospital stay was given to you?  
   - **Most positive**: 77%  
   - **Most negative**: 22%

2. During your stay in hospital, how much information about your condition or treatment was given to you?  
   - **Most positive**: 65%  
   - **Most negative**: 17%

3. How much information about your condition or treatment was given to your family, carer or someone close to you?  
   - **Most positive**: 38%  
   - **Most negative**: 20%

4. While in hospital, did you receive, or see, any information about your rights as a patient, including how to comment or complain?  
   - **Most positive**: 46%  
   - **Most negative**: 17%

5. Did a health professional in the hospital tell you about medication side effects to watch for?  
   - **Most positive**: Yes, completely  
   - **Most negative**: No

### Physical environment and comfort

1. How clean were the wards or rooms you stayed in while in hospital?  
   - **Most positive**: Very clean  
   - **Most negative**: Not very clean

2. How clean were the toilets and bathrooms that you used while in hospital?  
   - **Most positive**: Very clean  
   - **Most negative**: Not very clean

### Respectfulness: Culture, dignity and privacy

1. Were your cultural or religious beliefs respected by the hospital staff?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

2. Did you feel you were treated with respect and dignity while you were in the hospital?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

3. Were you given enough privacy when being examined or treated?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

4. Were you given enough privacy when discussing your condition or treatment?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

### Respectfulness: Politeness and courtesy

1. Were the staff you saw on your arrival to hospital polite and courteous?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

2. Were the Emergency Department staff polite and courteous?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

3. Were the nurses polite and courteous?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

4. Were the doctors polite and courteous?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

### Responsive communication

1. Before your operation or surgical procedure, did a health professional explain what would be done in a way you could understand?  
   - **Most positive**: Yes, completely  
   - **Most negative**: No

2. After the operation or procedure, did a health professional explain how the operation or surgical procedure had gone in a way you could understand?  
   - **Most positive**: Yes, completely  
   - **Most negative**: No

3. When you had important questions to ask a nurse, did they answer in a way you could understand?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

4. When you had important questions to ask a doctor, did they answer in a way you could understand?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

5. Did a health professional in the hospital explain the purpose of this medication [taking home] in a way you could understand?  
   - **Most positive**: Yes, completely  
   - **Most negative**: No

### Safety and hygiene

1. Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

2. Was a call button placed within easy reach?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

3. Did you see nurses wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

4. Did you see doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

### Trust and confidence

1. Did you have confidence and trust in the nurses treating you?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

2. Did you have confidence and trust in the doctors treating you?  
   - **Most positive**: Yes, always  
   - **Most negative**: No

### Patient-reported outcomes

1. Not including the reason you came to hospital, during your stay, or soon afterwards, did you experience any of the following complications or problems?  
   - **Most positive**: No complication/problem  
   - **Most negative**: Had complication/problem

2. Did the care and treatment received in hospital help you?  
   - **Most positive**: Yes, definitely  
   - **Most negative**: No

3. Is the problem you went to hospital for…?  
   - **Most positive**: Much better  
   - **Most negative**: Much worse

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**Local Health District Profile – South Western Sydney LHD**

Bureau of Health Information | South Western Sydney LHD
About the report

This profile is a supplement to BHI’s report *Patient Perspectives: Hospital care for Aboriginal people*. The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%^.

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term ‘Aboriginal people’ to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: Are you of Aboriginal origin, Torres Strait Islander origin, or both? Those who did not answer the survey question were excluded from the analyses.

† Estimated coverage of adult admitted patients in 2014 within the survey scope.

^ The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

More information about the oversampling of Aboriginal patients and the methods used to gather and analyse the survey data can be found in the Technical Supplement – Adult Admitted Patient Survey 2014 available at bhi.nsw.gov.au