**Sydney Hospital / Sydney Eye Hospital:** What patients rated **highest** about these outpatient services

NSW Health Patient Survey, February 2010

**HIGHEST:** If you needed a visit with this healthcare professional, was this arranged?

- Sydney Hospital / Sydney Eye Hospital: 97%
- NSW: 95%

**SECOND HIGHEST:** If you needed a visit with ANOTHER healthcare professional, was this arranged?

- Sydney Hospital / Sydney Eye Hospital: 97%
- NSW: 91%

**THIRD HIGHEST:** Did someone explain how to take the new medications?

- Sydney Hospital / Sydney Eye Hospital: 90%
- NSW: 86%

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**Sydney Hospital / Sydney Eye Hospital:** What patients rated **lowest** about these outpatient services

NSW Health Patient Survey, February 2010

**LOWEST:** Availability of parking

- Sydney Hospital / Sydney Eye Hospital: 54%
- NSW: 36%

**SECOND LOWEST:** If your appointment didn't start on time, were you given a reason for the delay?

- Sydney Hospital / Sydney Eye Hospital: 60%
- NSW: 57%

**THIRD LOWEST:** Did you have to wait too long in the waiting room?

- Sydney Hospital / Sydney Eye Hospital: 17%
- NSW: 13%
Sydney Hospital / Sydney Eye Hospital: Patient experiences with outpatient services
NSW Health Patient Survey, February 2010

Key to patient ratings:

- Poor
- Fair
- Good
- Very Good
- Excellent

**Overall patient ratings of outpatient services**

<table>
<thead>
<tr>
<th>Sydney Hospital / Sydney Eye Hospital</th>
<th>Actual results²</th>
<th>Standardised results³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9% 27% 31% 33%</td>
<td>6% 25% 37% 31%</td>
</tr>
<tr>
<td>Ungrouped acute - tertiary referral hospitals</td>
<td>6% 23% 32% 38%</td>
<td>5% 23% 36% 34%</td>
</tr>
<tr>
<td>New South Wales</td>
<td>7% 25% 34% 32%</td>
<td>7% 25% 34% 32%</td>
</tr>
</tbody>
</table>

**Patient ratings of care experiences that matter most⁴**

<table>
<thead>
<tr>
<th>Sydney Hospital / Sydney Eye Hospital</th>
<th>Actual results² for Sydney Hospital / Sydney Eye Hospital</th>
<th>Standardised results³ for Sydney Hospital / Sydney Eye Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9% 23% 37% 30%</td>
<td>6% 24% 38% 30%</td>
</tr>
<tr>
<td>心仪的医院</td>
<td>6% 29% 36% 27%</td>
<td>7% 27% 37% 27%</td>
</tr>
<tr>
<td>New South Wales</td>
<td>7% 19% 33% 40%</td>
<td>4% 20% 35% 39%</td>
</tr>
</tbody>
</table>

Sydney Hospital / Sydney Eye Hospital: Patients who used these outpatient services
NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,260 patients

267 people who received outpatient services were sent a questionnaire; 54% returned a completed questionnaire.

**Characteristics of patients who completed the survey²**

**Age**

<table>
<thead>
<tr>
<th>Sydney Hospital / Sydney Eye Hospital</th>
<th>0–19</th>
<th>20–59</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>5%</td>
<td>38%</td>
<td>57%</td>
</tr>
</tbody>
</table>

**Health Status**

<table>
<thead>
<tr>
<th>Sydney Hospital / Sydney Eye Hospital</th>
<th>Poor / Fair</th>
<th>Good</th>
<th>Very Good / Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>32%</td>
<td>44%</td>
<td>24%</td>
</tr>
</tbody>
</table>

**Language spoken at home**

<table>
<thead>
<tr>
<th>Sydney Hospital / Sydney Eye Hospital</th>
<th>English</th>
<th>Non-English</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>77%</td>
<td>23%</td>
</tr>
</tbody>
</table>

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1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau’s Technical Supplement: Measures of patient experience in NSW outpatient services.

2. Data weighted by age to reflect the population of all attendees during February 2010.

3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.

4. Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.