**Maitland 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?

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maitland Hospital</td>
<td>8%</td>
<td>92%</td>
</tr>
<tr>
<td>NSW</td>
<td>5</td>
<td>95%</td>
</tr>
</tbody>
</table>

**SECOND HIGHEST:** Did the healthcare professional treat you with respect and dignity?

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes, somewhat</th>
<th>Yes, completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maitland Hospital</td>
<td>12%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>11%</td>
<td>88%</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes, somewhat</th>
<th>Yes, completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maitland Hospital</td>
<td>13%</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>12%</td>
<td>86%</td>
<td></td>
</tr>
</tbody>
</table>

**Maitland Hospital:** What patients rated *lowest* about these outpatient services’
NSW Health Patient Survey, February 2010

**LOWEST:** Availability of parking

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maitland Hospital</td>
<td>36%</td>
<td>34%</td>
<td>22%</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>NSW</td>
<td>36%</td>
<td>26%</td>
<td>24%</td>
<td>9%</td>
<td>5</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maitland Hospital</td>
<td>61%</td>
<td>39%</td>
</tr>
<tr>
<td>NSW</td>
<td>57%</td>
<td>43%</td>
</tr>
</tbody>
</table>

**THIRD LOWEST:** Keeping noise levels to a minimum

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maitland Hospital</td>
<td>11%</td>
<td>48%</td>
<td>28%</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>16%</td>
<td>42%</td>
<td>27%</td>
<td>12%</td>
<td></td>
</tr>
</tbody>
</table>
Maitland 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

- **Actual results**
  - Maitland Hospital: 5 (25%), 9% (24%), 7% (25%)
  - Major non-metropolitan hospitals: 6 (27%), 8% (30%), 7% (25%)
  - New South Wales: 6 (27%), 8% (30%), 7% (25%)

- **Standardised results**
  - Maitland Hospital: 6 (27%), 8% (30%), 7% (25%)
  - Major non-metropolitan hospitals: 8% (30%), 8% (30%), 7% (25%)
  - New South Wales: 8% (30%), 8% (30%), 7% (25%)

Patient ratings of care experiences that matter most

- **Actual results** for Maitland Hospital
  - Completeness of care: 8 (23%), 5 (7%), 4 (16%)
  - Teamwork: 7 (22%), 7 (22%), 4 (16%)
  - Courtesy of healthcare professionals: 7 (22%), 5 (7%), 4 (16%)

- **Standardised results** for Maitland Hospital
  - Completeness of care: 6 (25%), 8% (29%), 4 (18%)
  - Teamwork: 8% (29%), 8% (29%), 4 (18%)
  - Courtesy of healthcare professionals: 4 (18%), 8% (35%), 6 (25%)

Maitland Hospital: Patients who used these outpatient services
NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,754 patients

270 people who received outpatient services were sent a questionnaire; 30% returned a completed questionnaire.

Characteristics of patients who completed the survey

- **Age**
  - Maitland Hospital: 20% (0–19), 62% (20–59), 18% (60+)
  - NSW: 10% (0–19), 51% (20–59), 39% (60+)

- **Health Status**
  - Maitland Hospital: 15% (Poor / Fair), 30% (Good), 55% (Very Good / Excellent)
  - NSW: 30% (Poor / Fair), 37% (Good), 34% (Very Good / Excellent)

- **Language spoken at home**
  - Maitland Hospital: 98% (English), 2% (Non-English)
  - NSW: 85% (English), 15% (Non-English)

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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.