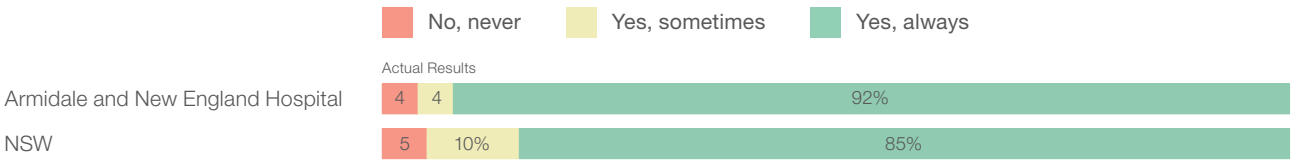
Armidale and New England Hospital: What patients rated *highest* about these outpatient services[1]

NSW Health Patient Survey, February 2010

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

SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?

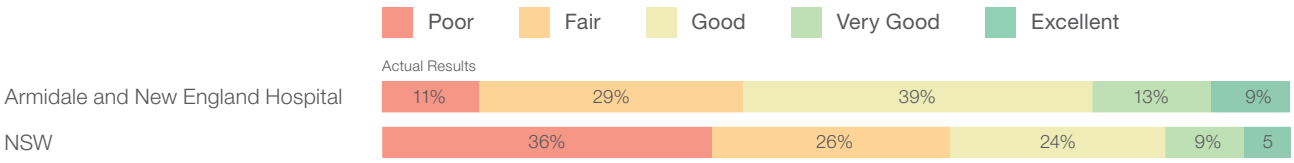
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



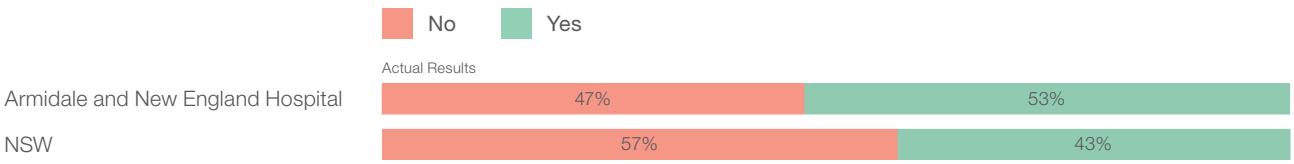
Armidale and New England Hospital: What patients rated *lowest* about these outpatient services[1]

NSW Health Patient Survey, February 2010

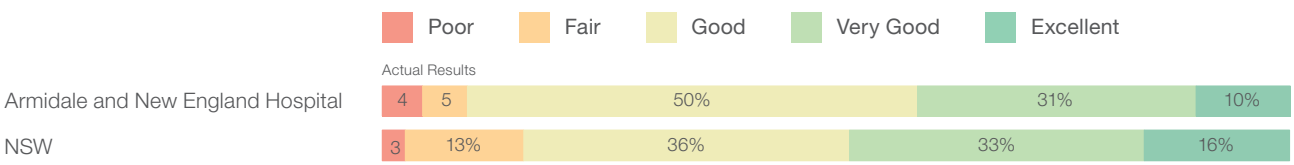
LOWEST: Availability of parking



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



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

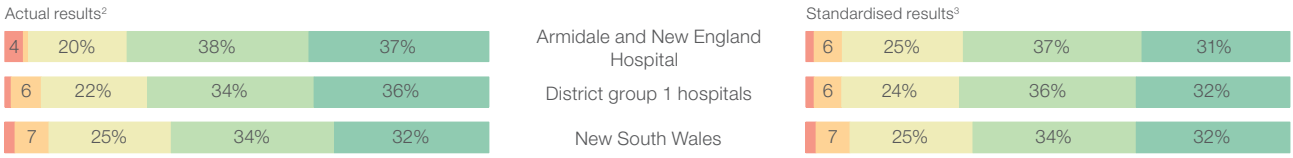


Armidale and New England Hospital: Patient experiences with outpatient services

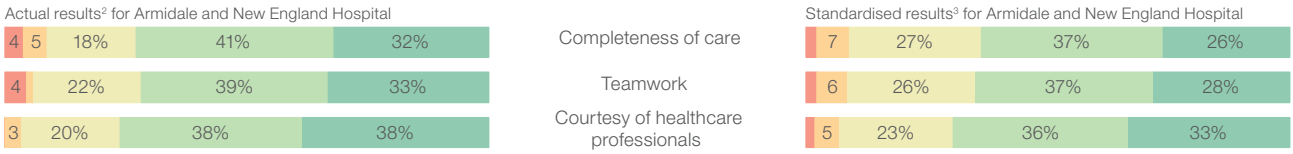
NSW Health Patient Survey, February 2010

Key to patient ratings: Poor | Fair | Good | Very Good | Excellent

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most[4]



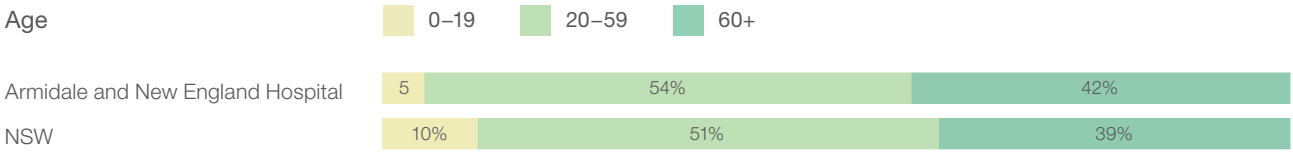
Armidale and New England Hospital: Patients who used these outpatient services

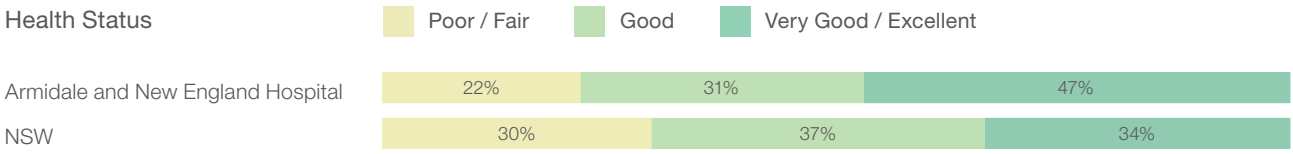
NSW Health Patient Survey, February 2010

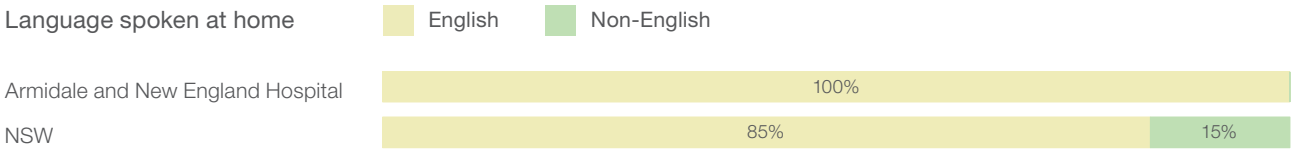
Outpatient attendances during February 2010: 735 patients

229 people who received outpatient services were sent a questionnaire; 38% returned a completed questionnaire.

Characteristics of patients who completed the survey[2]







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.