**Hornsby and Ku-Ring-Gai 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?

- **Actual Results**
  - Hornsby and Ku-Ring-Gai Hospital: 99%
  - NSW: 95%

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

- **Actual Results**
  - Hornsby and Ku-Ring-Gai Hospital: 98%
  - NSW: 88%

**THIRD HIGHEST:** When you asked questions, did you get answers you could understand?

- **Actual Results**
  - Hornsby and Ku-Ring-Gai Hospital: 97%
  - NSW: 78%

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**Hornsby and Ku-Ring-Gai Hospital:** What patients rated *lowest* about these outpatient services

NSW Health Patient Survey, February 2010

**LOWEST:** Availability of parking

- **Actual Results**
  - Hornsby and Ku-Ring-Gai Hospital:
    - Poor: 16%
    - Fair: 26%
    - Good: 50%
    - Very Good: 4%
    - Excellent: 4%
  - NSW:
    - Poor: 36%
    - Fair: 26%
    - Good: 24%
    - Very Good: 9%
    - Excellent: 5%

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

- **Actual Results**
  - Hornsby and Ku-Ring-Gai Hospital:
    - No: 49%
    - Yes: 51%
  - NSW:
    - No: 57%
    - Yes: 43%

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

- **Actual Results**
  - Hornsby and Ku-Ring-Gai Hospital:
    - Poor: 22%
    - Fair: 41%
    - Good: 31%
    - Very Good: 7%
  - NSW:
    - Poor: 16%
    - Fair: 42%
    - Good: 27%
    - Very Good: 12%
Hornsby and Ku-Ring-Gai 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></th>
<th>Actual results²</th>
<th>Hornsby and Ku-Ring-Gai Hospital</th>
<th>Standardised results³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8 7</td>
<td>59% 26%</td>
<td>5 23% 37% 34%</td>
</tr>
<tr>
<td></td>
<td>6 9%</td>
<td>27% 35% 25%</td>
<td>7 28% 36% 27%</td>
</tr>
<tr>
<td></td>
<td>7 25%</td>
<td>34% 32%</td>
<td>7 25% 34% 32%</td>
</tr>
<tr>
<td>Hornsby and Ku-Ring-Gai Hospital</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Major metropolitan hospitals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New South Wales</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Patient ratings of care experiences that matter most⁴

<table>
<thead>
<tr>
<th></th>
<th>Actual results² for Hornsby and Ku-Ring-Gai Hospital</th>
<th>Hornsby and Ku-Ring-Gai Hospital</th>
<th>Standardised results³ for Hornsby and Ku-Ring-Gai Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>19% 37% 43%</td>
<td>3% 7% 42%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 17% 25%</td>
<td>6 24% 37% 31%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 20% 30% 43%</td>
<td>4 20% 37% 31%</td>
<td></td>
</tr>
</tbody>
</table>

Hornsby and Ku-Ring-Gai Hospital: Patients who used these outpatient services
NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,969 patients

252 people who received outpatient services were sent a questionnaire; 40% returned a completed questionnaire.

Characteristics of patients who completed the survey²

<table>
<thead>
<tr>
<th>Age</th>
<th>0–19</th>
<th>20–59</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hornsby and Ku-Ring-Gai Hospital</td>
<td>7 55%</td>
<td>38%</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>10% 51%</td>
<td>39%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Status</th>
<th>Poor / Fair</th>
<th>Good</th>
<th>Very Good / Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hornsby and Ku-Ring-Gai Hospital</td>
<td>31%</td>
<td>45%</td>
<td>25%</td>
</tr>
<tr>
<td>NSW</td>
<td>30% 37%</td>
<td>34%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language spoken at home</th>
<th>English</th>
<th>Non-English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hornsby and Ku-Ring-Gai Hospital</td>
<td>99%</td>
<td>15%</td>
</tr>
<tr>
<td>NSW</td>
<td>85%</td>
<td>15%</td>
</tr>
</tbody>
</table>

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.