**Coffs Harbour Base Hospital: What patients rated **highest **about these outpatient services**

**NSW Health Patient Survey, February 2010**

**HIGHEST:** Did you know who to call if you needed help after you left your appointment?

- **Actual Results**
  - **Coffs Harbour Base Hospital:**
    - **No:** 6%
    - **Yes:** 94%
  - **NSW:**
    - **No:** 10%
    - **Yes:** 90%

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

- **Actual Results**
  - **Coffs Harbour Base Hospital:**
    - **No:** 8%
    - **Yes:** 92%
  - **NSW:**
    - **No:** 5%
    - **Yes:** 95%

**THIRD HIGHEST:** Was a hand basin and/or alcohol hand wash available in the treatment area?

- **Actual Results**
  - **Coffs Harbour Base Hospital:**
    - **No:** 9%
    - **Yes:** 91%
  - **NSW:**
    - **No:** 9%
    - **Yes:** 91%

**Coffs Harbour Base Hospital: What patients rated **lowest **about these outpatient services**

**NSW Health Patient Survey, February 2010**

**LOWEST:** Availability of parking

- **Actual Results**
  - **Coffs Harbour Base Hospital:**
    - **Poor:** 43%
    - **Fair:** 29%
    - **Good:** 19%
    - **Very Good:** 8%
    - **Excellent:** 8%
  - **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**
  - **Coffs Harbour Base Hospital:**
    - **No:** 60%
    - **Yes:** 40%
  - **NSW:**
    - **No:** 57%
    - **Yes:** 43%

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

- **Actual Results**
  - **Coffs Harbour Base Hospital:**
    - **Poor:** 24%
    - **Fair:** 47%
    - **Good:** 25%
    - **Very Good:** 5%
    - **Excellent:** 5%
  - **NSW:**
    - **Poor:** 16%
    - **Fair:** 42%
    - **Good:** 27%
    - **Very Good:** 12%
    - **Excellent:** 5%
Coffs Harbour Base 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>Coffs Harbour Base Hospital</th>
<th>Major non-metropolitan hospitals</th>
<th>New South Wales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual results²</td>
<td>Standardised results³</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>8</td>
<td>12%</td>
</tr>
<tr>
<td>18</td>
<td>36%</td>
<td>36%</td>
</tr>
<tr>
<td>44%</td>
<td>32%</td>
<td>16%</td>
</tr>
<tr>
<td>15%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Patient ratings of care experiences that matter most²

<table>
<thead>
<tr>
<th>Completeness of care</th>
<th>Teamwork</th>
<th>Courtesy of healthcare professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual results² for Coffs Harbour Base Hospital</td>
<td>Standardised results² for Coffs Harbour Base Hospital</td>
<td></td>
</tr>
<tr>
<td>10%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>30%</td>
<td>11%</td>
<td>36%</td>
</tr>
<tr>
<td>39%</td>
<td>12%</td>
<td>36%</td>
</tr>
<tr>
<td>19%</td>
<td>33%</td>
<td>21%</td>
</tr>
</tbody>
</table>

Coffs Harbour Base Hospital: Patients who used these outpatient services
NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,253 patients

273 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey²

<table>
<thead>
<tr>
<th>Age</th>
<th>Coffs Harbour Base Hospital</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>0−19</td>
<td>7</td>
<td>10%</td>
</tr>
<tr>
<td>20−59</td>
<td>58%</td>
<td>51%</td>
</tr>
<tr>
<td>60+</td>
<td>35%</td>
<td>39%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Status</th>
<th>Coffs Harbour Base Hospital</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor / Fair</td>
<td>17%</td>
<td>30%</td>
</tr>
<tr>
<td>Good</td>
<td>33%</td>
<td>37%</td>
</tr>
<tr>
<td>Very Good / Excellent</td>
<td>50%</td>
<td>34%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language spoken at home</th>
<th>Coffs Harbour Base Hospital</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>99%</td>
<td>85%</td>
</tr>
<tr>
<td>Non-English</td>
<td>1%</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.