Muswellbrook District Hospital: What patients rated **highest** about these outpatient services
NSW Health Patient Survey, February 2010

**HIGHEST:** Were you asked about how your family or living situation affect your health?

- **Muswellbrook District Hospital:** 89%
- **NSW:** 90%

**SECOND HIGHEST:** Did someone tell you how you would find out the results of your tests?

- **Muswellbrook District Hospital:** 94%
- **NSW:** 89%

**THIRD HIGHEST:** Did someone tell you when you would find out the results of your tests?

- **Muswellbrook District Hospital:** 94%
- **NSW:** 88%

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

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

- **Muswellbrook District Hospital:** 60%
- **NSW:** 43%

**SECOND LOWEST:** Availability of parking

- **Muswellbrook District Hospital:**
  - Poor: 8%
  - Fair: 15%
  - Good: 25%
  - Very Good: 26%
  - Excellent: 26%
- **NSW:**
  - Poor: 36%
  - Fair: 26%
  - Good: 24%
  - Very Good: 9%
  - Excellent: 5%

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

- **Muswellbrook District Hospital:**
  - Poor: 8%
  - Fair: 33%
  - Good: 32%
  - Very Good: 23%
  - Excellent: 16%
- **NSW:**
  - Poor: 8%
  - Fair: 36%
  - Good: 33%
  - Very Good: 16%
### Muswellbrook District 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 results</th>
<th>Standardised results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Muswellbrook District Hospital</strong></td>
<td>6% 44% 43%</td>
<td>4% 20% 36% 39%</td>
</tr>
<tr>
<td><strong>District group 2 hospitals</strong></td>
<td>4% 18% 31% 46%</td>
<td>4% 20% 36% 39%</td>
</tr>
<tr>
<td><strong>New South Wales</strong></td>
<td>7% 25% 34% 32%</td>
<td>7% 25% 34% 32%</td>
</tr>
</tbody>
</table>

#### Patient ratings of care experiences that matter most

<table>
<thead>
<tr>
<th></th>
<th>Actual results</th>
<th>Standardised results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Muswellbrook District Hospital</strong></td>
<td>10% 31% 55%</td>
<td>15% 35% 47%</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>12% 31% 54%</td>
<td>15% 32% 49%</td>
</tr>
<tr>
<td><strong>Completeness of care</strong></td>
<td>5% 31% 55%</td>
<td>15% 35% 47%</td>
</tr>
<tr>
<td><strong>Courtesy of healthcare professionals</strong></td>
<td>3% 31% 62%</td>
<td>15% 34% 47%</td>
</tr>
</tbody>
</table>

#### Muswellbrook District Hospital: Patients who used these outpatient services
NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 251 patients

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

#### Characteristics of patients who completed the survey

<table>
<thead>
<tr>
<th></th>
<th>0−19</th>
<th>20−59</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muswellbrook District Hospital</td>
<td>11% 62% 26%</td>
<td>13% 22% 65%</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>10% 51% 39%</td>
<td>30% 37% 34%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Poor / Fair</th>
<th>Good</th>
<th>Very Good / Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Status</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muswellbrook District Hospital</td>
<td>13% 22% 65%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>30% 37% 34%</td>
<td>15%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>English</th>
<th>Non-English</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Language spoken at home</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muswellbrook District Hospital</td>
<td>100%</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.