



**Ipsos**  
Social Research Institute

## **Development Report Appendices:**

2015 Small and Rural Hospitals Survey

Prepared for the Bureau of Health Information  
August 2016

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at [bhi.nsw.gov.au](http://bhi.nsw.gov.au) for any amendments.

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## APPENDIX A: SMALL AND RURAL HOSPITALS PATIENT FOCUS GROUP COMPOSITION

Four focus group discussions were conducted with adults who had been admitted to small and rural hospitals (peer groups F3, D1a and D1b) within the previous 12 months (36 participants in total), using a quota controlled sampling strategy to allow for a range of patients' views to be accounted for. The focus groups were conducted between the 8th-9th October 2014 and consisted of the following composition shown in Table 1.

**Table 1: Patient focus group composition**

|                 |        | <b>Group 1</b> | <b>Group 2</b> | <b>Group 3</b> | <b>Group 4</b> |
|-----------------|--------|----------------|----------------|----------------|----------------|
| <b>Location</b> |        | Gilgandra      | Coonabarabran  | Cootamundra    | Culcairn       |
| <b>Gender</b>   | Male   | 0              | 4              | 4              | 5              |
|                 | Female | 8              | 6              | 5              | 4              |
| <b>Age</b>      | 17-45  | 8              | 0              | 7              | 0              |
|                 | 45+    | 0              | 10             | 2              | 9              |
| <b>Total</b>    |        | 8              | 10             | 9              | 9              |

## **APPENDIX B: SMALL AND RURAL HOSPITALS PATIENT FOCUS GROUPS DISCUSSION GUIDE**

**Bureau of Health Information  
Small and Rural Hospitals**  
DRAFT 25/8/14 Group Discussion Guide  
Wed 8<sup>th</sup> & Thurs 9<sup>th</sup> October 2014

Ipsos job ref: 11-043092-01

**Objective: to understand the patient experience of those living in regional and rural areas and how their patient experience differs from those living in more urban areas of NSW. This research will help inform development of the Small and Rural Hospitals Survey for the Bureau.**

The following is intended as a guide for the key topics to be introduced by the moderator during the discussion. However, as we want this element of the research to indicate the most important aspects of the patient experience *from the patient perspective*, prompting will be kept to a minimum.

The times allocated next to each section are approximate timings only to help the moderator ensure key areas are addressed within the available time (group duration: approx. 2 hrs).

**The first level bullet points are key questions – second level bullets are prompts to be used only if not already raised in the discussion.**

### **Introduction & Warm-Up (5-10 minutes)**

- Welcome and thank for attendance.
- Introduce self
- State aim of discussion – The Ipsos Social Research Institute is conducting this research on behalf of the Bureau of Health Information. We want to better understand the experiences of people and their health needs living in regional and rural. What you tell us today will help to create a survey for those patients attending health facilities in regional and rural NSW. The results of this survey will be used to improve services provided by the hospitals you use.

*IF ASKED FOR FURTHER INFO: The Bureau of Health Information was set up in 2009 to measure the performance of the public health system in NSW. The Bureau produces reports for the government, for people who work in health care, and for the community.*

*The Bureau produces regular reports on hospital performance including information on how many patients are visiting NSW hospitals, how long patients waited in emergency departments, and how many elective surgeries were performed within recommended waiting times. Other reports identify areas for improvement and examine how the health system in NSW compares to other states in Australia and other countries.*

*The Bureau delivers this information for decision makers to use in order to improve health care and patient care in NSW. All of their reports are available on their website at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).*

Confirm...

- Duration of meeting ( 2 hrs)
- Open and frank feedback welcomed
- Own perspective is important...what you actually think!
- No right or wrong answers
- Everyone to participate, but one person speaking at a time
- Moderator may need to move the conversation on to new topic occasionally to make sure key areas are covered in the time we have
- No need to share the reason why you were in hospital/health facility, the details of your treatment, or any other personal information – we are interested in what your experience as a patient was like overall
- If you have been to the local hospital/health facility a number of times, please concentrate on the most recent occasion
- Confidentiality assured
- Permission for audio taping
- Please turn off mobile phones
- Where bathrooms are, and fire exit route

ASK PARTICIPANTS TO SPLIT INTO PAIRS (starting with the two people to the left and then each pair around the table)

- “Please have a 2 minute discussion in your pairs so you can briefly introduce your partner to the rest of the group – e.g. name, how long ago they lived in the area, whether they are working, if they have children etc., and how/when they last visited the local hospital/health facility”.
- Participants to introduce each other

## **GROUP DISCUSSION**

### **Overall impressions of local area and services (10-15 minutes)**

- What is it like living in this local area?
- How long have you lived here? Did you move here, or were you born and raised in this area?
- IF MOVED HERE – What motivated you to move to this area?
- What’s good about living round here? PROBE FOR EXAMPLES

- And what's not so good? PROBE FOR EXAMPLES
- What are local services like around here? (E.g government/council services, education, libraries, other support services)
  - PROBE FOR GOOD/BAD EXAMPLES
  - In what ways does this affect how you live?
- Thinking generally about when you are ill, where do you go for health care and advice? PROBE FOR FULL LIST, AND EXAMPLES OF HOW/WHEN THEY CHOOSE EACH ROUTE, AND TIPPING POINT FOR MOVING FROM ONE HEALTH CARE PROVIDER TO ANOTHER.
  - Pharmacy/chemist
  - GP
  - Healthcare facility/Multi-purpose service
  - District Hospital
  - Dubbo/Wagga Wagga hospital
- “You’ve all been asked to come along tonight because you’ve recently needed to go to the local hospital/health facility. I’d now like to ask you a little bit more about visiting the local hospital/health facility and the services locally”.

### **Before going to hospital/health facility (10-15 minutes)**

“Thinking first about events leading up to your visit to hospital or health facility, so before you arrived at hospital...”

- What do you remember most about the lead-up to you going to hospital or health facility?
- Was your visit to hospital planned or not?
- Did you have to wait for anything in the process of getting to the hospital or health facility (e.g. for ambulance, waiting in ambulance, waiting for referral to hospital, having to see lots of different health professionals to get a referral etc., opening hours). How did this affect you?
- How far did you have to travel to get to the hospital/health facility?

For emergency admissions:

- How did you get to the hospital or health facility (e.g. ambulance or other means)? What was good/bad about this?
- IF CALLED AMBULANCE – How long did you have to wait for the ambulance to reach you? How were you feeling while you waited?

- IF DIDN'T CALL AMBULANCE – Why didn't you call an ambulance? PROBE
- Was the hospital/health facility open when you needed it?
- Why did you choose to go to this hospital/health facility? PROBE.
- Did you consider going somewhere else? PROBE

For non-emergency hospital visits:

- What was the process for being referred to the hospital/health facility? (e.g. referred by GP/other, self-referral, continuous care from previous admissions, etc)?
- What did you think about this process (how much choice, information etc.)?
- How long did you have to wait before you went to the hospital/health facility for treatment?
  - Was this an acceptable length of time to wait, or not?
  - Did your condition deteriorate while you were waiting, or not?
- Was your hospital admission cancelled at any stage?
  - When did this happen?
  - And how long did you have to wait to get another admission date?
  - How acceptable was this delay? Did your condition change during this period?
- What is most important to you as a patient at this stage?

### **Arrival at hospital/health facility (5 minutes)**

“Thinking now about what happened when you first arrived at the hospital/health facility ...”

- How did you feel when you first arrived?
- What were your first impressions? What did you like/dislike about the experience? Why?
- Who did you first speak to on arrival? What happened next?
- How long did you have to wait before you were treated?
- IF DELAYED – What were the reasons for the delay in treatment?
- HOW WAS THE EXPERIENCE OF EMERGENCY PATIENTS DIFFERENT FROM NON-EMERGENCY PATIENTS AT THIS STAGE? - ASK PARTICIPANTS TO COMPARE AND CONTRAST.

### **Treatment (20-30 minutes)**

“Thinking now about when you were being treated...”



- Did you know what to expect during your treatment? How?
- Where did your treatment take place? Was it in a separate treatment area/room/ward?
- What did you notice about the treatment area/room/ward itself? Cleanliness?
- Who cared for you? What did you think about the hospital staff (inc. doctors, nurses, surgeons, students, support staff)?
  - How much confidence/trust did you have in their skills? Did they have the skills necessary to treat you?
  - How much did they seem to know about your condition/history?
  - How much opportunity were you given to ask questions?
  - To what extent did they explain your condition, treatment, procedure, operation (inc. any risks and benefits) in a way that you understood?
  - Did you feel they were open with you about your treatment/condition?
  - Did they have the materials/equipment necessary to treat you effectively?
- How well was your pain managed?
- How does visiting this hospital/health facility differ from others you may have been to? PROBE – in what ways? Good/bad?
- Were you told you would need to go to a different/larger hospital/facility for your condition to be treated?
  - Were you told why you would need to go to a different hospital/facility?
  - What were you told? What were the next steps?
  - Which larger hospital/facility were you referred to?
  - When did you go to the larger hospital?
  - Did you have to wait for a transfer/referral at the larger hospital, or did you go to ED at the larger hospital?
  - IF HAD TO WAIT FOR TRANSFER/REFERRAL, what was the process for the transfer/referral?
    - And how long was the wait? Was the waiting time acceptable or not?
- What is most important to you as a patient when you were being treated?
- We've talked about when you visit the hospital/health facility in person, but do any of you ever receive care over the phone? IF SO, PROBE FOR EXAMPLES – GOOD & BAD, LIMITATIONS, APPROPRIATE RANGE OF CARE

- **GILGANDRA GROUP & COOTAMUNDRA GROUP ONLY (AGED 17-45)**

- Some of you are new parents. Can you tell me a bit about the maternity care you received during your pregnancy, and around the birth of your child?
- Where did the ante-natal care take place? How would you describe the care? Which health staff provided your ante-natal care? PROBE
- Did you have any problems accessing the care that you needed? How far did you have to travel?
- Where did you have the baby? How would you describe the care you received around the birth of your baby? PROBE
- If you were to have another child, what, if anything, would you like to be different in the care you receive? PROBE

## **Discharge (20 minutes)**

“Thinking now about when your treatment was finished, what happened next ...”

- Were you given any medication to take home with you?
  - IF SO, were you given a script? Was there any delay in getting this?
  - What, if anything, were you told about the medication you were given?
  - Were you told what to do if you reacted badly to the medication?
- Thinking about when you were discharged from the local hospital/health facility, how well do you think the discharge process was handled?
- What was good/bad about it?
- How well prepared to go home did you feel? Why/why not?
- Was there any delay to you being discharged? How important was this to you?
- Did you receive written or printed information on discharge? What did this deal with (summary of stay, future appointments/care arrangements, recovery advice, survey, etc). How important was this written information to you?
- What would have ideally happened during the discharge stage?
- After you were discharged, did you need any further health care, or services, after you'd gone home?
  - IF SO, what care/services did you need?
  - Who arranged this care/services?

- How easy was it to get to this follow-up care?
  - Did you have to wait long? IF SO, how long? And was there any impact from this delay?
  - Did you have to travel far? How easy/difficult was that for you?
- Finally, after your discharge, did you have any further contact with the hospital? IF SO, what happened?

### **Thank and close (5 minutes)**

Any final comments that should be taken into consideration?

Thank you all very much for your time and for sharing your experiences. HAND OUT INCENTIVES.

## APPENDIX C: STAKEHOLDER ENGAGEMENT

The research with key stakeholders encompassed two distinct processes: a pro forma response and a stakeholder workshop.

### Pro forma

The pro forma process endeavoured to engage as wide a variety of stakeholders as possible in the questionnaire development process. Its objective was to collect feedback on the question areas to be included in the SRHS from those who will ultimately use the research findings. The pro forma took the form of a spreadsheet, in which stakeholders provided the details of topic areas and/or questions they felt should be considered for inclusion in the questionnaire, according to the following fields:

- **Proposed area of care/question topic:** A summary of the stakeholder(s) area of interest
- **Reason for interest in that area of care:** Background on why they decided that question area was important to capture in this survey
- **Whether that question applied to a subset of patients and, if so, who they were**
- **How they would use data collected by that question area:** How they expected to use the data, whether in indicators of care or reports, to identify poor performance or to measure the effect of improvements in care, or to assist their own research
- **Suggested question phrasing:** to provide greater understanding of what they want collected

The complete pro forma can be found overleaf.

## How to complete this pro forma

Date due: COB 9 October 2014

The pro forma follows. We ask you to use one row for each new aspect of care or question topic. There are five columns you should complete for each question topic:

- **Aspect of care/question topic:** Summarise your area of interest to allow us to look for themes common to multiple stakeholders. Examples may include arrival at the emergency department or the courtesy and communication of staff.
- **What is your interest in this question topic?** This provides additional information that will help us shape and refine the question wording.
- **Whether this question topic is relevant to a particular group of patients (and if so who?)** Some questions are more relevant to particular groups of patients. For example, questions about pain management are asked of patients who experience pain. Does your question topic relate to a particular group of people?
- **How would you use responses collected about this question topic?** We would like to hear how you expect to use responses to these questions to assist us to develop the questionnaire.
- **If you have a particular question in mind, please let us know what it is.**

### Small and Rural Hospitals Survey - suggestions for new questionnaire content

| Aspect of care/question topic | What is your interest in this question topic? | Is this question topic relevant to a particular subgroup of patients? | How would you use responses to this question topic? | If you would like to suggest a particular question on this topic, please do this here |
|-------------------------------|---|---|---|---|
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |
|                               |   |   |   |   |

Stakeholders were invited to participate via an approach email from BHI. The distribution list included the following groups:

- Aboriginal Health & Medical Research Council of NSW
- Agency for Clinical Innovation (ACI)
- Cancer Institute NSW
- Central Coast LHD
- Clinical Excellence Commission

- Far West LHD
- HETI
- Hunter New England LHD
- Mid North Coast LHD
- Murrumbidgee LHD
- National Rural Health Alliance
- Northern NSW LHD
- NSW Kids & Families
- NSW Ministry of Health
- NSW Rural Doctors Network
- Southern NSW LHD
- St Vincents LHD
- Western NSW LHD

Stakeholders often circulated the pro forma amongst colleagues before submitting to BHI.

Overall, 52 questions and topic areas were suggested through this stakeholder engagement. The NSW Patient Survey Program would like to thank the following individuals who provided feedback on questionnaire content via the pro forma:

**Contributors to the pro forma (all):**

- Wayne Hewetson, Far West LHD
- Howard Cleaver, Hunter New England LHD
- Andi Pramono, Hunter New England LHD
- Joy Hathaway, Northern NSW LHD
- Joanne Brown, Southern NSW LHD
- Judy Cleary, Western NSW LHD
- Meegan Connors, Western NSW LHD
- Kathy Day, Western NSW LHD
- Gareth Meredith, Agency for Clinical Innovation (ACI)
- Katherine McKernan, NSW Ministry of Health
- Mary Crum, NSW Kids and Families

**Questionnaire working committee**

A workshop was held to discuss the survey design and content with a small group of stakeholders, BHI and Ipsos. This was attended by:

- BHI – Jason Boyd, Stuart Finlay and Clare Aitken
- Ipsos SRI – Andy Cubie and Jessica Elgood
- Western NSW LHD – Beth Masling
- Ministry of Health – Katherine McKernan

- HETI – Maggie Crowley
- Rural Health Executive Network – David Cross
- Murrumbidgee LHD – Jill Reyment
- (Invitee from ACI was an apology)

## **APPENDIX D: STAKEHOLDER CONTACT EMAIL**

The following email was sent to request topics of interest and proposed questions for the 2015 Small and Rural Hospitals Survey questionnaire:

Dear colleagues,

### **Re: Small Facilities Patient Survey - Suggestions for questionnaire content**

As part of the NSW Patient Survey Program, we would like to invite you to contribute to the development of the Small Facilities Patient Survey. The NSW Patient Survey Program seeks to collect information about patient's experience of care from NSW Health services in ways that are robust, statistically meaningful and representative of the patients using each hospital or facility. The Small Facilities Survey aims to provide information on patient experience and quality of care at facilities in peer groups D1a to F9. These peer groups have not been included in the surveys from 2013 onwards for reasons of size and/or facility type – this development work offers the chance to contribute to questionnaire content for the smaller, typically rural, facilities.

The questionnaires for the survey program are being developed, benefitting from a review of national and international literature, focus groups with recent patients and analysis of historic NSW survey data. As part of this process, BHI is contacting stakeholders to identify which questionnaire topics are most useful to inform the improvement to smaller services.

Attached to this email is a list of facilities that are currently not surveyed, along with a definition of each peer group. There are many factors that make smaller facilities different from larger ones – more difficult access to services, different staffing arrangements such as VMO's and patient referrals both into and out of larger, tertiary centres, among others. BHI would like your views on how these factors influence differences in care between smaller facilities and those in peer groups A1 to C2.

### **The pro forma - please return by COB 9 October 2014**

We are interested in collecting ideas on topics or questions to be included in the Small Facilities Patient Survey and how including those topics will be useful to you. Please focus on those areas that are most important to you as there will be a limit to the length of the questionnaire.

Attached is a pro forma and it highlights how we would like it to be completed. Using one row for each new question you want included, please consider:

- The aspect of care or question topic
- Why you are interested in this question topic



- Whether this question topic is relevant to a particular subgroup of patients (and if so, who?)
- How you would use data collected about this question topic
- Whether you would like to suggest a particular question on this topic for inclusion in the survey.

You may wish to also include ideas contributed by your colleagues within your organisation on this pro forma.

After you return the pro forma, we may contact you again for more detail on your suggested content. If this does happen, you will be contacted by BHI's survey partner, IPSOS Social Research Institute, who will conduct the interview. If you do not wish to be contacted, please note this in your return email.

Please add your name to the file name of the pro forma sheet and return it to me (clare.aitken@bhi.nsw.gov.au) by the end of 9 October 2014.

Many thanks

## APPENDIX E: PROFILE OF COGNITIVE INTERVIEW PARTICIPANTS

Two rounds of cognitive interviews were conducted with NSW patients who had attended small or rural hospitals and/or their parents/carers to investigate how they interpreted and responded to the first drafts of the questionnaire. The composition of groups is presented in Table 2.

**Table 2: Patient cognitive interview profile**

| Characteristics       |           | Round 1                                | Round 2                                 |
|-----------------------|-----------|--|---|
| <b>Location</b>       |           | <b>Molong, Canowindra,<br/>Eugowra</b> | <b>Forster, Wingham,<br/>Gloucester</b> |
| <b>Gender</b>         | Male      | 0                                      | 3                                       |
|                       | Female    | 5                                      | 4                                       |
| <b>Age</b>            | 16-24     | 0                                      | 0                                       |
|                       | 25-34     | 3                                      | 0                                       |
|                       | 35-44     | 1                                      | 0                                       |
|                       | 45-54     | 0                                      | 0                                       |
|                       | 55-64     | 0                                      | 2                                       |
|                       | 65+       | 1                                      | 5                                       |
| <b>Admission type</b> | Emergency | 5                                      | 0                                       |
|                       | Planned   | 0                                      | 7                                       |
| <b>Total</b>          |           | <b>5</b>                               | <b>7</b>                                |

## APPENDIX F: COGNITIVE INTERVIEW DISCUSSION GUIDE/PROMPTS

### Bureau of Health Information – Small and Rural Hospitals Survey Cognitive Testing Guide

#### Introduction (5 mins)

- Thank for participation and introduce self and the Ipsos Social Research Institute.
- State aim of discussion –The Bureau of Health Information has asked us to conduct a postal survey among patients who have attended a small or rural hospital. We are conducting these interviews to make sure the questions ‘work’ and are easy for patients to answer.
- Explain confidentiality and get permission to record.
- Mention incentive (\$50) and time (up to 1 hour)
- Intro to method:

I will ask you to complete the questionnaire exactly as you would do if it came through the post, but I will ask you to stop at the end of each section so I can ask you some questions.

These will mainly be about what you were thinking about when you responded to each question, rather than your actual response.

If you like, you can mention if you have any difficulties or if you don’t understand anything while you’re completing the survey and I will make a note of them to discuss at the end of each section. But I won’t be able to help you with interpreting the questions as this might change the way you respond – and we are really interested in how you interpret the questions.

**We are testing the questionnaire, not you**, so there are no right or wrong answers.

It’s really important that we know what you really think - I haven’t worked on this questionnaire myself so please feel free to criticise questions if they aren’t working for you.

The questionnaire is in draft format, so please excuse any typos and the formatting (it will be made more attractive for the final version!).

IF MENTIONED: Please ignore the small reference numbers at the end of each question – they’re just for my reference.

*IF ASKED FOR FURTHER INFO: The Bureau of Health Information was set up in 2009 to measure the performance of the public health system in NSW. The Bureau produces reports for the government, for people who work in health care, and for the community.*

*The Bureau produces regular reports on hospital performance including information on how many patients are visiting NSW hospitals, how long patients waited in emergency departments, and how many elective surgeries were performed within recommended waiting times. Other reports identify areas for improvement and examine how the health system in NSW compares to other states in Australia and other countries. The Bureau delivers this information for decision makers to use in order to improve health care and patient care in NSW. All of their reports are available on their website at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).*

**Drafting note: Need to insert specific question testing notes into copy of questionnaire once questionnaire finalised for cognitive testing**

**General probes:**

Observation Qs: you seemed to spend a little more time/hesitated/missed out/changed response/answered very quickly at QX – what were you thinking?

Was the answer you wanted to give missing from any of these questions (what)?

Which questions were easiest to answer, which were hardest? Why?

Were there any questions you weren't quite sure how to answer?

What else you would have liked to have commented on about your experience of being admitted to hospital?

Was it difficult to remember well enough to answer any of these Qs?

**Final probes:**

Is there any important part of your experience as a patient that you think isn't covered by this questionnaire?

Which questions do you think are most important?

Were any questions unimportant or irrelevant to you?

Do you have any other feedback about the questionnaire?

## **APPENDIX G: POTENTIAL QUESTION AREAS**

A list of potential question areas for inclusion in the SRHS was identified primarily from the patient discussion groups and stakeholder consultation and workshop, with reference to the evidence check, as follows.

### **Access to health care**

- Whether admitted via ED or referral
- Waiting time for referral
- If admitted via ED, whether sought telephone advice before attending hospital
- Reasons for attending the emergency department
  - Do patients present to the emergency department because they are unable to access primary care or community care services?
- Reasons for leaving the emergency department without treatment
- The ability to access the service over the phone to make a booking
- The ability to access specific or specialised services through their local facility
- The ability to access their own doctor during their inpatient stay

### **Care and treatment**

- Attitude of health professionals – politeness, empathy, concern, ability to communicate effectively.
- Confidence in the ability of health professionals
- Accuracy of diagnosis
- Whether hospital had the equipment necessary to treat patient
- Cleanliness of treatment areas
- Hand hygiene practices
- Aesthetics (a 'calming, healing' environment)
- Quality of food and hydration
- Communication from staff
- Noise at night

### **Specialist care**

- Waiting time to see a specialist
- Whether referred to an appropriate specialist
- Cost of specialist care

### **Transfer**

- Method of transfer – car or ambulance
- Delays to transfer

- Whether patient's injury/condition was dealt with or whether they were transferred or referred to a different facility to conclude their treatment
- Quality of communication about transfer
  - Between transferring and receiving hospital
  - Between staff and patient
  - Between staff and family/carer of patient
- Quality of patient handover
- Any difficulties experienced by the patient getting home on discharge if they were transferred out of their local area to a different facility

### **Discharge**

- Whether patient felt ready to be discharged
- Whether transport home was a problem
- Whether able to get medication promptly from pharmacy, or delayed

### **Aboriginal and Torres Strait Islander patients**

- Whether the facility provides a culturally appropriate environment, such as:
  - Culturally appropriate information and material available to patients, such as posters, information sheets etc.
  - Aboriginal Health Liaison Officers available for consultations with patients who would like to see them
- Whether all patients were asked on admission whether they identified as Aboriginal, Torres Strait Islander, both or neither

## **APPENDIX H: SMALL AND RURAL HOSPITALS SURVEY DEVELOPMENT TABLE**

The following table outlines the process of development for each question of the Small and Rural Hospitals Survey. Included in the table is: the final question; the main reasons for the question's inclusion; the source questionnaire or survey and original source question; and any changes made to the question in development, either as a result of the two rounds of cognitive interviews and/or discussions between BHI and Ipsos SRI. Where there are no development notes, it is an indication that the question tested well and did not require any significant amendments.

The source question listed below is the version of this question that BHI assessed for inclusion in the Small and Rural Hospitals Survey. No assessment of the provenance of the question beyond the stated survey tool has been conducted.

### **The following acronyms are used in the table:**

- **NHS** - NHS Inpatient Question Bank 2011
- **NHS A&E** – NHS Accident & Emergency questionnaire development bank 2012
- **NHS MHAIS** - Mental Health Acute Inpatient Service Users Survey
- **NCCQ** - National Set of Core, Common Patient Experience Questions for use with overnight-admitted patients: pen and paper
- **AAPS** – the Adult Admitted Patient Survey
- **AHQ** – The Acute Hospital Food Service Patient Satisfaction Questionnaire
- **NSWAPS** – 2010 NSW Overnight Patient Survey/2010 NSW Day Patient Survey
- **ORIGINAL QUESTION** – new question created for this survey
- **ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM** – question created by BHI and used in previous surveys in the program

**Table 3: Survey development table**

| <b>Question</b>  | <b>Reason(s) for inclusion</b>   | <b>Source question</b>   | <b>Development notes</b> |
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| <p>Q1. Why did you go to the hospital named on the cover of this booklet?</p> <p><i>I was transferred from another hospital</i></p> <p><i>I needed emergency treatment</i></p> <p><i>My stay was planned in advance</i></p> <p><i>Something else</i></p>   | <p>This question was included as a routing question to establish the pathway of care, due to stakeholders highlighting the high probability of patient transfers in rural areas.</p> | <p><b>ORIGINAL QUESTION</b></p>  |                          |
| <p>Q2. From the time a doctor said you would need to go to hospital, how long did you have to wait to be admitted?</p> <p><i>Less than 1 month</i></p> <p><i>1 to 3 months</i></p> <p><i>4 to 6 months</i></p> <p><i>7 to 12 months</i></p> <p><i>More than 1 year</i></p> <p><i>Don't know/can't remember</i></p> | <p>Patients raised concerns about admission waiting times.</p>   | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |                          |



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| <p>Q3. Do you think the amount of time you waited was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>   | <p>Patients raised concerns about admission waiting times.</p>  | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   |  |
| <p>Q4. Before your arrival, how much information about your hospital stay was provided to you by the hospital?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Don't know/can't remember</i></p> | <p>Patients with planned admissions in the focus groups considered provision of this information to be important to them in terms of practicalities, such as knowing where to go at what time, and what to expect. Stakeholders suggested that pre-admission preparation advice was particularly important, as incorrect preparation could be a factor in the cancellation of procedures.</p> | <p>Before your arrival, how much information about your hospital stay was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Don't know/can't remember</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>The question was reworded to 'provided to you by the hospital', rather than 'given to you' to make the source of the information clearer.</p> |

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| <p>Q5. Were the staff you met on your arrival to this hospital polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>   | <p>The first impression created by the attitude of staff was raised as a significant issue by patients.</p> | <p>Were the staff you met on your arrival to hospital polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   | <p>The word 'this' was added to the question wording to specify which facility is being referred to, in case a patient was transferred during their care. The answer category 'Don't know/can't remember' was added to account for those who arrived under emergency circumstances.</p> |
| <p>Q6. Do you think the time you had to wait from arrival at this hospital until you were taken to your room or ward was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p> | <p>Patients raised concerns about admission waiting times and delays.</p>                                   | <p>Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was ... ?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p>  |

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| <p>Q7. How clean were the wards or rooms you stayed in while in this hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p>        | <p>The issue of cleanliness was raised by patients.</p>   | <p>How clean were the wards or rooms you stayed in while in hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |
| <p>Q8. How clean were the toilets and bathrooms that you used while in this hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. The issue of cleanliness was raised by patients</p> | <p>How clean were the toilets and bathrooms that you used while in hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p> <p><b>NCCQ</b></p>                                       | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |

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| <p>Q9. Did you see <u>nurses</u> wash their hands, or use hand gel to clean their hands, before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>Can't remember</i></p>   | <p>Hand hygiene questions are commonly included in the NSW Patient Survey program, related to NSW Health policy on handwashing.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   |   |
| <p>Q10. Did you see <u>doctors</u> wash their hands, or use hand gel to clean their hands, before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>I was not treated by a doctor</i></p> <p><i>Can't remember</i></p> | <p>Hand hygiene questions are commonly included in the NSW Patient Survey program, related to NSW Health policy on handwashing.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   | <p>The answer category 'I was not treated by a doctor' was added to cover the eventuality of a patient only being seen by other health professionals.</p> |
| <p>Q11. Were you given enough privacy when being <u>examined or treated</u>?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>   | <p>Privacy during examination or treatment was raised by patients as an important issue.</p>  | <p>Question is unchanged, other than underlining of examined or treated.</p> <p><b>NHS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>  |

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| <p>Q12. Were you given enough privacy when <u>discussing</u> your condition or treatment?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>       | <p>Privacy during examination or treatment was raised by patients as an important issue.</p>   | <p>Question is unchanged, other than underlining of discussing.</p> <p><b>NHS</b></p>  | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q13. Did you have any hospital food during this stay?</p> <p><i>Yes</i></p> <p><i>No</i></p>   | <p>This question was added for routing purposes.</p>   | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   |  |
| <p>Q14. How would you rate the hospital food?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> | <p>While patients said the quality of food in hospitals was not a priority for them, the poor quality of food was spontaneously raised in the focus group discussion, suggesting it had left a significant impression on them.</p> | <p>How would you rate the hospital food?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><i>I did not have any hospital food</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q15. Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?</p> <p>Yes</p> <p>No</p>     | <p>Stakeholders mentioned the need for questions about dietary needs in order to address the possibility of malnutrition, and that the needs of patients from diverse cultural and ethnic backgrounds are met.</p> <p>Also required for routing purposes.</p> | <p>Do you have any special dietary requirements (e.g. vegetarian, diabetic, food allergies)?</p> <p>Yes</p> <p>No</p> <p><i>Don't know</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> |  |
| <p>Q16. Was the hospital food suitable for your dietary needs?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p>No</p> <p><i>Don't know/can't remember</i></p> | <p>This issue was raised by stakeholders because of its importance in maintaining the nutrition of patients and subsequently reaching clinical outcomes.</p>  | <p>Question is unchanged</p> <p><b>NHS</b></p>  |  |
| <p>Q17. Did you need help from staff to eat your meals?</p> <p>Yes</p> <p>No</p>  | <p>Required for routing purposes.</p>   | <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   |  |

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| <p>Q18. Did you get enough help from staff to eat your meals?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>   | <p>Stakeholders discussed the need to include a question addressing this issue because of the prevalence of older people in hospitals that require assistance eating their food in order to receive adequate nutrition.</p>   | <p>Did you get enough help from staff to eat your meals?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I did not need help to eat meals</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p>                          | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q19. Were you treated by a doctor during your stay in this hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>  | <p>This question was added for routing purposes, as there is a higher likelihood that patients in small and rural hospitals were not treated by a doctor.</p>   | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION</b></p>  |  |
| <p>Q20. If you needed to talk to a doctor, did you get the opportunity to do so?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not get the opportunity</i></p> <p><i>I had no need to talk to a doctor</i></p> | <p>Patients in the focus groups mentioned that there was sometimes a lack of doctors on the ward and they also emphasised the need to be able to ask doctors questions about their treatment. Questions relating to communication between doctors and patients are commonly included in other prominent admitted patient surveys.</p> | <p>If you ever needed to talk to a doctor, did you get the opportunity to do so?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I had no need to talk to a doctor</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q21. When you had important questions to ask a doctor, did they answer in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not get answers I could understand</i></p> <p><i>I did not ask any questions</i></p> | <p>Clear, appropriate communication between patients and health professionals was an important issue raised by patients and stakeholders.</p>                                  | <p>When you had important questions to ask a doctor, did you get answers that you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I had no need to ask</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p>  | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q22. In your opinion, did the doctors who treated you know enough about your medical history?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>   | <p>Being accurately informed about a patient's condition, and ensuring the patient is not having to repeat their history, was important to both patients and stakeholders.</p> | <p>In your opinion, did the doctors who treated you know enough about your condition or treatment?</p> <p><i>All the doctors knew enough</i></p> <p><i>Most of the doctors knew enough</i></p> <p><i>Only some of the doctors knew enough</i></p> <p><i>None of the doctors knew enough</i></p> <p><i>Can't say</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |



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| <p>Q23. If you needed to talk to a nurse, did you get the opportunity to do so?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not get the opportunity</i></p> <p><i>I had no need to talk to a nurse</i></p>                               | <p>Patients in the focus groups mentioned that there was sometimes a lack of nurses on the ward and they also emphasised the need to be able to ask questions about their treatment.</p> | <p>If you ever needed to talk to a nurse, did you get the opportunity to do so?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I had no need to talk to a nurse</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p>        | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q24. When you had important questions to ask a nurse, did they answer in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not get answers I could understand</i></p> <p><i>I did not ask any questions</i></p> | <p>Clear, appropriate communication between patients and health professionals was an important issue raised by patients and stakeholders.</p>  | <p>When you had important questions to ask a nurse, did you get answers that you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I had no need to ask</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q25. In your opinion, did the nurses who treated you know enough about your care and treatment?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>  | <p>Being accurately informed about a patient's condition, and ensuring the patient is not having to repeat their history, was important to both patients and stakeholders.</p>   | <p>In your opinion, did the nurses who treated you know enough about your condition or treatment?</p> <p><i>All of the nurses knew enough</i></p> <p><i>Most of the nurses knew enough</i></p> <p><i>Only some of the nurses knew enough</i></p> <p><i>None of the nurses knew enough</i></p> <p><i>Can't say</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>   |
| <p>Q26. Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, they did not ask my name or check my identification band</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't remember</i></p> | <p>Stakeholders raised the identification of patients before administration of medication or surgery for inclusion in the survey due to its importance for patient safety and its relevance to the National Standards.</p> | <p>Did nurses check your identification band or ask you your name before giving you any medications, treatments, or tests?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>NSWAPS, subsequently adapted for AAPS</b></p>   | <p>The answer category 'Not applicable to my situation' was added to cover the range of situations arising for patients in this setting.</p> |

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| <p>Q27. During your stay in this hospital, how much information about your condition or treatment was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Not applicable to my situation</i></p> | <p>The patient discussion groups highlighted the importance of information provision to patients.</p> | <p>How much information about your condition or treatment was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>The word 'this' was added to the question wording to specify which facility is being referred to. Other changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q28. Did you have worries or fears about your condition or treatment while in this hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>       | <p>Did you have worries or fears about your condition or treatment while in hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><b>NCCQ</b></p>   | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p>   |

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| <p>Q29. Did a health professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>   | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. The issue was also raised by both stakeholders and patients.</p>   | <p>Did a healthcare professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><b>NCCQ</b></p>   | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not well enough</i></p> <p><i>I did not want or need to be involved</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. Stakeholders indicated that it is important to ask whether patients felt they were involved in treatment decisions (in line with National Standards) and patients wanted their views relating to their care and treatment listened to.</p> | <p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not well enough or did not want to be involved in decisions about my care or treatment</i></p> <p><b>NCCQ, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q31. If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not get the opportunity</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't say</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. Stakeholders emphasised that questions surrounding the inclusion of family, carers and friends in treatment should be in the survey in order to help assess whether hospitals are complying with the NSW Carers Recognition Act 2010 and to ensure that family are involved in the treatment process.</p> | <p>If your family or someone else close to you wanted to talk to a doctor, did they get the opportunity to do so?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not get the opportunity</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't say</i></p> <p><b>NCCQ</b></p> | <p>'Doctor' was changed to 'health professionals' to account for patients who were not treated by a doctor.</p>  |
| <p>Q32. How would you rate how well the health professionals worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>   | <p>How would you rate how well the doctors and nurses worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><b>NCCQ</b></p>   | <p>'Doctors' was changed to 'health professionals' to account for patients who were not treated by a doctor.</p> |

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| <p>Q33. Did you ever receive conflicting information about your condition or treatment from health professionals?</p> <p>Yes</p> <p>No</p>   | <p>The patient discussion groups and stakeholder feedback raised contradictory information as an aspect of poor handover between staff, and possible cause of unreliable diagnoses.</p> | <p>Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the A&amp;E Department?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><b>NHS A&amp;E, subsequently adapted for EDPS</b></p> | <p>The reference to 'ED' was deleted, and 'contradictory' was changed to 'conflicting' as it was considered to be easier to understand.</p> |
| <p>Q34. If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?</p> <p><i>All of the time</i></p> <p><i>Most of the time</i></p> <p><i>Some of the time</i></p> <p><i>Rarely</i></p> <p><i>Never</i></p> <p><i>I did not need assistance</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>   | <p>Question is unchanged</p> <p><b>NCCQ</b></p>  |   |

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| <p>Q35. Was a call button placed within easy reach?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't remember</i></p> | <p>Prevention of falls is relevant to the National Standard relating to fall prevention.</p>  | <p>Was a call button placed within easy reach?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>           |
| <p>Q36. Did you feel you were treated with respect and dignity while you were in this hospital?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. Stakeholders also suggested the inclusion of this question.</p> | <p>Did you feel you were treated with respect and dignity while you were in the hospital?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>NCCQ</b></p>   | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |

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| <p>Q37. Were you ever treated unfairly for any of the reasons below?</p> <p><i>Your age</i></p> <p><i>Your sex</i></p> <p><i>Your ethnic background</i></p> <p><i>Your religion</i></p> <p><i>Your sexual orientation</i></p> <p><i>A disability that you have</i></p> <p><i>Marital status</i></p> <p><i>Something else</i></p> <p><i>I was not treated unfairly</i></p> | <p>This question is aimed at asking about a broader range of potential prejudices, and whether they manifest themselves into unfair treatment by healthcare professionals.</p> | <p>During your most recent stay, do you feel that you were treated unfairly for any of the reasons below?</p> <p><i>Your age</i></p> <p><i>Your sex</i></p> <p><i>Your race/ethnic background</i></p> <p><i>Your religion</i></p> <p><i>Your sexual orientation</i></p> <p><i>A disability that you have</i></p> <p><i>Another reason (please write in)</i></p> <p><i>None of these</i></p> <p><i>Don't know</i></p> <p><b>NHS MHAIS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>                   |
| <p>Q38. Did you have confidence and trust in the health professionals treating you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>   | <p>The importance of trust and confidence in the relationship between the patient and health professional was raised by patients.</p>  | <p>Did you have confidence and trust in the doctors treating you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>NHS</b></p>  | <p>'Doctors' was changed to 'health professionals' to account for patients who were not treated by a doctor.</p> |



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| <p>Q39. Were the health professionals kind and caring towards you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>  | <p>The importance of kindness and care in the relationship between the patient and health professional has been raised by both stakeholders and patients and is asked about in most questionnaires in the NSW Patient Survey Program.</p> | <p>Were the doctors kind and caring towards you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>  | <p>'Doctors' was changed to 'health professionals' to account for patients who were not treated by a doctor.</p> |
| <p>Q40. Overall, how would you rate the health professionals who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> | <p>The need for an overall rating of the treatment by health professionals was raised by stakeholders.</p>  | <p>Overall, how would you rate the doctors who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>'Doctors' was changed to 'health professionals' to account for patients who were not treated by a doctor.</p> |

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| <p>Q41. While in this hospital, did you receive or see any information about how to comment or complain about your care?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>    | <p>Included as it produces data that relates to the Australian charter of healthcare rights</p>   | <p>While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?</p> <p>Yes</p> <p>No</p> <p><i>Don't know / Can't remember</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p>             | <p>The word 'this' was added to the question wording to specify which facility is being referred to. Other changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>               |
| <p>Q42. During your stay in this hospital, did you have any tests, X-rays or scans?</p> <p>Yes</p> <p>No</p>   | <p>This question was added for routing purposes.</p>  | <p>During your stay in hospital, did you have any tests, x-rays or scans other than blood or urine tests?</p> <p>Yes</p> <p>No</p> <p><b>NHS, subsequently adapted for AAPS</b></p>  | <p>The word 'this' was added to the question wording to specify which facility is being referred to. Other changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>               |
| <p>Q43. Did a health professional in this hospital discuss the <u>purpose</u> of these tests, X-rays or scans with you?</p> <p>Yes, <i>always</i></p> <p>Yes, <i>sometimes</i></p> <p>No</p> | <p>This question is included in all NSW Patient Survey Program admitted patient surveys due to the importance of patients being involved in care and treatment decisions, and particularly for tests requiring consent.</p> | <p>Did a doctor, nurse or other health professional discuss the purpose of these tests, X-rays or scans with you?</p> <p>Yes, <i>always</i></p> <p>Yes, <i>sometimes</i></p> <p>No</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>The phrase 'in this hospital' was added to the question wording to specify which facility is being referred to. Other changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q44. Were you ever in any pain while in this hospital?</p> <p>Yes</p> <p>No</p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> <p>This question is important for standardisation purposes at the analysis stage.</p> <p>Patients and stakeholders raised the issue of pain management.</p> <p>Questions relating to pain management were commonly included in other prominent admitted patient surveys.</p> <p>In addition, the question is required for routing purposes.</p> | <p>Were you ever in any pain while in hospital?</p> <p>Yes</p> <p>No</p> <p><b>NCCQ</b></p> | <p>The phrase 'this hospital' was added to the question wording to specify which facility is being referred to.</p> |
| <p>Q45. Do you think the hospital staff did everything they could to help manage your pain?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> <p>Also raised in patient discussion groups as the adequacy of the amount of pain relief provided.</p>  | <p>Question is unchanged</p> <p><b>NCCQ</b></p>   |   |

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| <p>Q46. During your stay at this hospital, were you sent to another healthcare facility for tests or treatment before returning to this hospital?</p> <p>Yes</p> <p>No</p>   | <p>This question was added to establish whether the patient was treated at more than one facility and to explore links with a patient's experience of care.</p>                         | <p><b>ORIGINAL QUESTION</b></p> |  |
| <p>Q47. How long did you stay at the other healthcare facility before returning to this hospital?</p> <p><i>I returned the same day</i></p> <p><i>I returned the next day</i></p> <p><i>I stayed for two or more nights</i></p> <p><i>Don't know/can't remember</i></p>                                  | <p>This question was added to understand the duration of the care episode at a second, or subsequent, healthcare facility and to explore links with a patient's experience of care.</p> | <p><b>ORIGINAL QUESTION</b></p> |  |
| <p>Q48. What was the reason you were sent to the other healthcare facility?</p> <p><i>Tests</i></p> <p><i>Review by other healthcare professionals</i></p> <p><i>Surgery or other procedure</i></p> <p><i>Rehabilitation</i></p> <p><i>To be nearer to my home and/or family</i></p> <p><i>Other</i></p> | <p>This question was added to understand the reason the patient was transferred to another healthcare facility and to explore links with a patient's experience of care.</p>            | <p><b>ORIGINAL QUESTION</b></p> |  |

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| <p>Q49. Did you experience any of the following issues when being taken to the other healthcare facility?</p> <p><i>The transport there was delayed</i></p> <p><i>I missed out on scheduled meal times</i></p> <p><i>The travel was uncomfortable or painful</i></p> <p><i>I did not receive my medications when I should have</i></p> <p><i>I waited a long time for treatment/tests</i></p> <p><i>The staff were not expecting me</i></p> <p><i>I did not experience these issues</i></p> | <p>Patients indicated that there were a number of common problems when care was provided across more than one healthcare facility. This question was added to understand the prevalence of the range of problems.</p> | <p><b>ORIGINAL QUESTION</b></p> |  |
| <p>Q50. In your opinion, was your relevant medical information provided to the healthcare professionals at this other facility?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>  | <p>Patients indicated that delays were often experienced due to their medical information not being present, or complete, when transferred to a different healthcare facility.</p>                                    | <p><b>ORIGINAL QUESTION</b></p> |  |

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| <p>Q51. Not including the reason you came to hospital, during your hospital stay or soon afterwards, did you experience any of the following complications or problems?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a results of an operation or surgical procedure</i></p> <p><i>Complications as a results of tests, X-rays or scans</i></p> <p><i>A blood clot</i></p> <p><i>A pressure wound or bed sore</i></p> <p><i>A fall</i></p> <p><i>Any other complication or problem</i></p> <p><u><i>None of these</i></u></p> | <p>The question is included to collect data on the rate of patient perceived adverse incidents.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
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| <p>Q52. Was the impact of this complication or problem...?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p>   | <p>This question was added to gauge the severity of the patient-reported complication of care.</p>   | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
| <p>Q53. In your opinion, were members of the hospital staff open with you about this complication or problem?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Not applicable, as it happened after I left</i></p> | <p>Stakeholders raised the issue of whether adverse events were appropriately addressed, and patients emphasised the importance of staff openness.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
| <p>Q54. At the end of your stay in this hospital, where did you go?</p> <p><i>I went to another facility</i></p> <p><i>I went home, or to stay with friends/family</i></p>   | <p>This question was added for routing purposes.</p>   | <p><b>ORIGINAL QUESTION</b></p>  |  |

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| <p>Q55. Did you feel involved in decisions about your discharge from this hospital?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not want or need to be involved</i></p>   | <p>Stakeholders emphasised the importance of patient involvement in discharge planning.</p>   | <p>Did you feel you were involved in decisions about your discharge from hospital?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not want to be involved</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p>                                     | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |
| <p>Q56. Thinking about when you left this hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I was not given enough</i></p> <p><i>I did not need this type of information</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> <p>Stakeholders mentioned the importance of information about managing care at home, and patients in the discussion groups wanted to feel prepared and informed about their self-care, on returning home.</p> | <p>Thinking about when you left hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I was not given enough</i></p> <p><i>I did not need this type of information</i></p> <p><b>NCCQ</b></p> | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |



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| <p>Q57. Did hospital staff take your family and home situation into account when planning your discharge?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, staff did not take my situation into account</i></p> <p><i>It was not necessary</i></p> <p><i>Don't know/can't remember</i></p>                           | <p>Consideration of the patient's home situation was raised by some patients as an aspect that staff overlooked.</p> | <p>Did hospital staff take your family or home situation into account when planning your discharge?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>It was not necessary</i></p> <p><i>Don't know/Can't remember</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>  |
| <p>Q58. Thinking about when you left this hospital, were adequate arrangements made by the hospital for any services you needed?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, arrangements were not adequate</i></p> <p><i>These services are not offered in the area</i></p> <p><i>It was not necessary</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>                      | <p>Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, arrangements were not adequate</i></p> <p><i>I did not need any services</i></p> <p><b>NCCQ</b></p>             | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> <p>The answer category 'These services are not offered in the area' was added to reflect the nature of the settings included in this survey.</p> |

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| <p>Q59. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>            | <p>Patients felt it was important to know what to do, or who to contact, if they had concerns about their condition after discharge, or if their condition deteriorated.</p> | <p>Question is unchanged</p> <p><b>NHS</b></p>   |  |
| <p>Q60. Were you given or prescribed any <u>new</u> medication to take at home?</p> <p>Yes</p> <p>No</p>  | <p>This question was added for routing purposes.</p>   | <p>Were you given medication to take at home?</p> <p>Yes</p> <p>No</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p>   |
| <p>Q61. Did a health professional in this hospital explain the <u>purpose</u> of this medication in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> | <p>An important area raised in patient discussion groups, but with the design aim of condensing the way in which the topic was covered in the questionnaire.</p>             | <p>Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> <p><i>I did not need an explanation</i></p> <p><b>NHS A&amp;E, subsequently adapted for AAPS</b></p> | <p>The phrase 'in this hospital' was added to the question wording to specify which facility is being referred to. Other changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q62. Did a health professional in this hospital tell you about medication <u>side effects</u> to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>   | <p>Patients raised the importance of adequate information provision relating to the transition to self-care.</p>   | <p>Did a member of staff tell you about medication side effects to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need this type of information</i></p> <p><b>NHS A&amp;E, subsequently adapted for AAPS</b></p> | <p>The phrase 'this hospital' was added to the question wording to specify which facility is being referred to. Other changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not want or need to be involved</i></p> | <p>Stakeholders were interested in the provision of information pertaining to medication because of its importance for patient safety and patient involvement in decisions about their care.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>  |   |

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| <p>Q64. Did you experience any of the following problems regarding your medication?</p> <p><i>The hospital did not have the medication</i></p> <p><i>I was given an insufficient supply of my medication</i></p> <p><i>The chemist was not open at a convenient time</i></p> <p><i>It was difficult to get to the chemist</i></p> <p><i>The medication had to be ordered in by the chemist</i></p> <p><i>None of these</i></p> | <p>The issue of delays in accessing medication was raised by patients.</p>   | <p><b>ORIGINAL QUESTION</b></p>   |  |
| <p>Q65. On the day you left this hospital, was your discharge delayed?</p> <p>Yes</p> <p>No</p>  | <p>Delays and waiting are an important aspect of how patients' perceive their hospital visit, and as such, it is important to understand where delays may have occurred.</p> | <p>On the day you left hospital, was your discharge delayed for any reason?</p> <p>Yes</p> <p>No</p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |

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| <p>Q66. How long was the delay?</p> <p><i>Less than 1 hour</i></p> <p><i>At least 1 hour but less than 2 hours</i></p> <p><i>At least 2 hours but less than 4 hours</i></p> <p><i>4 hours or longer</i></p> <p><i>Don't know/can't remember</i></p> | <p>Inclusion of this question will provide information, not currently available, on the extent of delays during the discharge process.</p>                                | <p>How long was the delay?</p> <p><i>Up to 1 hour</i></p> <p><i>Longer than 1 hour but no longer than 2 hours</i></p> <p><i>Longer than 2 hours but no longer than 4 hours</i></p> <p><i>Longer than 4 hours</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> |  |
| <p>Q67. Did a member of staff explain the reason for the delay?</p> <p><i>Yes</i></p> <p><i>No</i></p>  | <p>Focus groups with admitted patients have indicated that patients were more accepting of delays if they were provided with information about reasons for the delay.</p> | <p>Question is unchanged</p> <p><b>NHS</b></p>  | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q68. What were the main reasons for the delay?</p> <p><i>I had to wait for medicines</i></p> <p><i>I had to wait to see a health professional</i></p> <p><i>I had to wait for an ambulance or hospital transport</i></p> <p><i>I had to wait for the discharge letter</i></p> <p><i>I was not well enough</i></p> <p><i>Some other reason</i></p> <p><i>Don't know/can't remember</i></p> | <p>Understanding the reasons behind delays will provide information that can be used to improve service provision.</p> | <p>What was the main reason for the delay?</p> <p><i>I had to wait for medicines</i></p> <p><i>I had to wait to see the doctor</i></p> <p><i>I had to wait for an ambulance</i></p> <p><i>Something else</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q69. How much money (that you will not get back) did you pay for expenses related to your hospital stay (e.g. hospital costs, transport, accommodation for you or those accompanying you)?</p> <p><i>Nothing</i></p> <p><i>Less than \$100</i></p> <p><i>\$100 to less than \$1000</i></p> <p><i>\$1000 or more</i></p> <p><i>Don't know/ can't remember</i></p>                          | <p>The issue of out-of-pocket expenses when accessing healthcare was raised by patients.</p>                           | <p><b>ORIGINAL QUESTION</b></p>   |  |

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| <p>Q70. Overall, how would you rate the care you received while in this hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>                       | <p>Overall, how would you rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><b>NCCQ</b></p>  | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |
| <p>Q71. How well organised was the care you received while in this hospital?</p> <p><i>Very well organised</i></p> <p><i>Fairly well organised</i></p> <p><i>Not well organised</i></p>  | <p>Previous survey analysis indicated that well-organised hospitals were a key driver of patient satisfaction.</p>    | <p>How well organised was the care you received in hospital?</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>  | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |
| <p>Q72. If asked about your hospital experience by friends and family how would you respond?</p> <p><i>I would speak highly of this hospital</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of this hospital</i></p> | <p>This question forms part of a set of overall ratings of care questions used in the NSW Patient Survey Program.</p> | <p>If asked about your hospital experience by friends and family how would you respond?</p> <p><i>I would speak highly of the hospital</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of the hospital</i></p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>The word 'this' was added to the response wording to specify which facility is being referred to.</p> |

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| <p>Q73. Did you want to make a complaint about something that happened in this hospital?</p> <p><i>No, I did not want to make a complaint</i></p> <p><i>Yes, and I did complain</i></p> <p><i>Yes, but I did <u>not</u> complain</i></p>   | <p>This question was included as a filter.</p>   | <p>Did you want to make a complaint about something that happened in hospital?</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> | <p>The word 'this' was added to the question wording to specify which facility is being referred to.</p> |
| <p>Q74. Why didn't you make a complaint?</p> <p><i>I didn't know how to make a complaint</i></p> <p><i>I didn't know who to complain to</i></p> <p><i>I was worried it might affect my future care</i></p> <p><i>I didn't think it would be taken seriously</i></p> <p><i>I was too unwell to complain</i></p> <p><i>It wasn't a serious issue</i></p> <p><i>Some other reason</i></p> | <p>This question was added to understand the reasons why patients do not make a complaint.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   |  |
| <p>Q75. Did the care and treatment received in hospital help you?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, not at all</i></p>   | <p>This question was included to investigate Patient Reported Outcome Measures (PROMS).</p>    | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p>   |  |



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| <p>Q76. Is the problem you went to hospital for...?</p> <p><i>Much better</i></p> <p><i>A little better</i></p> <p><i>About the same</i></p> <p><i>A little worse</i></p> <p><i>Much worse</i></p>  | <p>This question was included to investigate Patient Reported Outcome Measures (PROMS).</p>  | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
| <p>Q77. In the <u>week before</u> your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?</p> <p><i>Not at all difficult</i></p> <p><i>Only a little difficult</i></p> <p><i>Somewhat difficult</i></p> <p><i>Very difficult</i></p> <p><i>Too difficult to do</i></p> | <p>This question was added to establish existing levels of presentation prior to the episode that was the subject of the survey.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |

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| <p>Q78. About <u>one month after</u> your discharge from hospital, how difficult was it for you to carry out your normal daily activities?</p> <p><i>Not at all difficult</i></p> <p><i>Only a little difficult</i></p> <p><i>Somewhat difficult</i></p> <p><i>Very difficult</i></p> <p><i>Too difficult to do</i></p> | <p>This question was added to establish health improvement following the episode that was the subject of the survey.</p>                 | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
| <p>Q79. In the month following your discharge, did you go to an <u>emergency department</u> because of complications that occurred during your recovery?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>   | <p>This question was added in response to stakeholders' interest in the problem of re-presentation, and the potential cycle of care.</p> | <p><b>ORIGINAL QUESTION</b></p>  |  |
| <p>Q80. In the month following your discharge, were you <u>readmitted</u> to any hospital because of complications that occurred during your recovery?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>   | <p>This question was added in response to stakeholders' interest in the problem of re-presentation, and the potential cycle of care.</p> | <p><b>ORIGINAL QUESTION</b></p>  |  |

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| <p>Q81. What year were you born?</p>   | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. This question was included in order to standardise patient responses, and allow analysis by age of patient.</p> | <p>What year were you born?</p> <p><b>NCCQ</b></p>  |  |
| <p>Q82. What is your gender?</p> <p><i>Male</i></p> <p><i>Female</i></p>   | <p>Required for classification and analysis purposes (including standardisation).</p>   | <p>Your gender is: (please tick the appropriate box)</p> <p><i>Male</i></p> <p><i>Female</i></p> <p><b>AHQ, adapted for AAPS</b></p>  | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q83. What is the highest level of education you have completed?</p> <p><i>Still at secondary school</i></p> <p><i>Less than Year 12 or equivalent</i></p> <p><i>Completed Year 12 or equivalent</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University degree</i></p> <p><i>Post graduate/higher degree</i></p> | <p>Required for classification and analysis purposes (including standardisation).</p>   | <p>What was the highest level of education you completed?</p> <p><i>Less than Year 12 at secondary school</i></p> <p><i>Completed Year 12 at secondary school</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University graduate</i></p> <p><i>Post graduate/higher degree</i></p> <p><b>NSWAPS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |

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| <p>Q84. Which language do you mainly speak at home?</p> <p><i>English</i></p> <p><i>A language other than English</i></p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> | <p>Question is unchanged</p> <p><b>NCCQ</b></p> |  |
| <p>Q85. Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <p><i>Yes, Aboriginal</i></p> <p><i>Yes, Torres Strait Islander</i></p> <p><i>Yes, both Aboriginal and Torres Strait Islander</i></p> <p><i>No</i></p> | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> | <p>Question is unchanged</p> <p><b>NCCQ</b></p> |  |

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| <p>Q86. Which, if any, of the following long-standing conditions do you have (including age related conditions)?</p> <p><i>Deafness or sever hearing impairment</i></p> <p><i>Blindness or sever vision impairment</i></p> <p><i>A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (e.g. depression)</i></p> <p><i>A neurological condition (e.g. Alzheimer’s, Parkinson’s)</i></p> <p><i><u>None of these</u></i></p> | <p>This question is included so that patients with long-standing conditions can be identified and the data used to identify if their needs are being met. Also a common demographic question to the suite of NSW surveys.</p> | <p>Do you have any of the following long-standing conditions? (Tick ALL that apply)</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or partially sighted</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition</i></p> <p><i>A long-standing illness, ,such as cancer, HIV, diabetes, chronic heart disease, or epilepsy</i></p> <p><i>No, I do not have a long-standing condition</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
| <p>Q87. In general, how would you rate your health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p>  | <p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>   | <p>Question is unchanged</p> <p><b>NCCQ</b></p>  |  |

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| <p>Q88. Who completed the survey?</p> <p><i>The patient</i></p> <p><i>The patient with help from someone else</i></p> <p><i>Someone else on behalf of the patient</i></p> | <p>An important issue likely to be useful for standardisation at the analysis stage</p> | <p>Who was the main person or people that filled in this questionnaire?</p> <p><i>The patient (named on the front of the envelope)</i></p> <p><i>A friend or relative of the patient</i></p> <p><i>Both patient and friend/relative together</i></p> <p><i>The patient with the help of a health professional</i></p> <p><b>NHS, subsequently adapted for AAPS</b></p> | <p>Changes made to align with the format used elsewhere in the NSW Patient Survey Program.</p> |
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| <p>Q89. The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of their patients.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you. Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you?</p> <p>Yes</p> <p>No</p> | <p>To enable data linkage.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
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| <p>Q90. What was the best part of the care you received while in this hospital?</p> | <p>This open-ended question was added after discussion with BHI, with the aim of providing a space within the survey for the patient to describe highlights in their care. The text is analysed to provide feedback on good practice, and be illustrated in the patient's own words.</p>   | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |
| <p>Q90. What part of your care by this hospital needs the most improvement?</p>     | <p>This open-ended question was added after discussion with BHI, with the aim of providing a space within the survey for the patient to provide feedback on areas of their experience that need improvement. The text is analysed to provide feedback on areas for improvement, and be illustrated in the patient's own words.</p> | <p>Question is unchanged</p> <p><b>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</b></p> |  |



## APPENDIX I: SURVEY QUESTIONS RELEVANT TO THE NATIONAL SAFETY AND QUALITY HEALTH SERVICE STANDARDS AND THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

### National Safety and Quality Health Service Standards

The Small and Rural Hospitals Survey includes a number of questions that are relevant to the implementation and achievement of the mandatory National Safety and Quality Health Service Standards that came into operation in January 2013. The ten standards aim to protect the public from harm and improve the quality of health service provision. Standard 1 'Governance for Safety and Quality in Health Service Organisations' and Standard 2 'Partnering with Consumers' set the overarching framework for the remaining eight standards<sup>1</sup>. The Small and Rural Hospital Survey sits within the intention of Standard 2 – to create a health service that is responsive to patient, carer and consumer input and needs. The following table identifies which questions provide data relevant to specific standards.

**Table 4: Questions relevant to the National Safety and Quality Health Service Standards**

| National Safety and Quality Health Service Standards  | Relevant question from the Small and Rural Hospitals Survey  |
|---|--|
| 1.15 Implementing a complaints management system that includes partnership with patients and carers | <p>Q41. While in this hospital, did you receive or see any information about how to comment or complain about your care?</p> <p>Q73. Did you want to make a complaint about something that happened in this hospital?</p> <p>Q74. Why didn't you make a complaint?</p> |
| 1.16 Implementing an open disclosure process based on the national open disclosure standard         | Q53. In your opinion, were members of the hospital staff open with you about this complication or problem?   |

<sup>1</sup> Australian Commission on Safety and Quality in Healthcare. *Australian Safety and Quality Framework for Health Care*. Accessed 27/11/2012 from <http://qldvoice.org.au/wp-content/uploads/2011/10/Australian-Safety-and-Quality-Framework-for-Health-Care.pdf>

| <b>National Safety and Quality Health Service Standards</b>   | <b>Relevant question from the Small and Rural Hospitals Survey</b>   |
|---|--|
| 1.17 Implementing through organisational policies and practices a patient charter of rights that is consistent with the current national charter of healthcare rights | Not covered in this survey.  |
| 1.18 Implementing processes to enable partnership with patients in decisions about their care, including informed consent to treatment                                | <p>Q20. If you needed to talk to a doctor, did you get the opportunity to do so?</p> <p>Q23. If you needed to talk to a nurse, did you get the opportunity to do so?</p> <p>Q27. During your stay in this hospital, how much information about your condition or treatment was given to you?</p> <p>Q29. Did a health professional discuss your worries or fears with you?</p> <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q31. If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?</p> <p>Q55. Did you feel involved in decisions about your discharge from this hospital?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p> |
| 1.8 Adopting processes to support the early identification, early intervention and appropriate management of patients at increased risk of harm.                      | <p>Q22. In your opinion, did the doctors who treated you know enough about your medical history?</p> <p>Q25. If your opinion, did the nurses who treated</p>   |

| <b>National Safety and Quality Health Service Standards</b>   | <b>Relevant question from the Small and Rural Hospitals Survey</b>  |
|---|---|
| <p>1.8.1 Mechanisms are in place to identify patients at increased risk of harm.</p>  | <p>you know enough about your care and treatment?</p> <p>Q29. Did a health professional discuss your worries or fears with you?</p>   |
| <p>2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in:</p> <ul style="list-style-type: none"> <li>• strategic and operational/services planning</li> <li>• decision making about safety and quality initiatives</li> <li>• quality improvement activities</li> </ul> <p>2.2.2 Consumers and/or carers are actively involved in decision making about safety and quality</p> | <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q55. Did you feel involved in decisions about your discharge from this hospital?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p> |
| <p>2.7 Informing consumers and/or carers:</p> <ul style="list-style-type: none"> <li>• about the organisation’s safety and</li> <li>• quality performance in a format that can be understood and interpreted independently</li> </ul> <p>2.7.1 The community and consumers are provided with information that is meaningful and relevant on the organisation’s safety and quality performance</p>                                     | <p>Not covered in this survey.</p>  |
| <p>3.5 Developing, implementing and auditing hand hygiene program consistent with the</p>   | <p>Q9. Did you see nurses wash their hands, or use hand gel to clean their hands, before touching</p>   |

| <b>National Safety and Quality Health Service Standards</b>   | <b>Relevant question from the Small and Rural Hospitals Survey</b>   |
|---|--|
| current national hand hygiene initiative  | <p>you?</p> <p>Q10. Did you see doctors wash their hands, or use hand gel to clean their hands, before touching you?</p>   |
| <p>3.15 Using risk management principles to implement systems that maintain a clean and hygienic environment for patients and healthcare workers</p>  | <p>Q7. How clean were the wards or rooms you stayed in while in this hospital?</p> <p>Q8. How clean were the toilets and bathrooms that you used while in this hospital?</p> <p>Q9. Did you see nurses wash their hands, or use hand gel to clean their hands, before touching you?</p> <p>Q10. Did you see doctors wash their hands, or use hand gel to clean their hands, before touching you?</p> |
| <p>4.4 Using a robust organisation-wide system of reporting, investigating and managing change to respond to medication incidents.</p> <p>4.4.1 Medication incidents are regularly monitored, reported and investigated</p> | <p>Q51. Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?</p> <p>Q52. Was the impact of this complication or problem ...?</p> <p>Q53. In your opinion, were members of the hospital staff open with you about this complication or problem?</p>                                       |
| <p>4.5 Undertaking quality improvement activities to enhance the safety of medicines use</p>  | <p>Q51. Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the</p>  |

| National Safety and Quality Health Service Standards  | Relevant question from the Small and Rural Hospitals Survey  |
|---|--|
|   | <p>following complications or problems?</p> <p>Q61. Did a health professional in this hospital explain the purpose of this medication in a way you could understand?</p> <p>Q62. Did a health professional in this hospital tell you about medication side effects to watch for?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p>   |
| <p>4.12 Developing and implementing governance arrangements and organisational policies, procedures and/or protocols for medication safety, which are consistent with national and jurisdictional legislative requirements, policies and guidelines</p> | <p>Q61. Did a health professional in this hospital explain the purpose of this medication in a way you could understand?</p> <p>Q62. Did a health professional in this hospital tell you about medication side effects to watch for?</p>   |
| <p>4.13 The clinical workforce informing patients and carers about medication treatment options, benefits and associated risks</p>  | <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q61. Did a health professional in this hospital explain the purpose of this medication in a way you could understand?</p> <p>Q62. Did a health professional in this hospital tell you about medication side effects to watch for?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p> |

| National Safety and Quality Health Service Standards   | Relevant question from the Small and Rural Hospitals Survey  |
|--|--|
| <p>4.15 Providing current medicines information to patients in a format that meets their needs whenever new medicines are prescribed or dispensed</p>  | <p>Q61. Did a health professional in this hospital explain the purpose of this medication in a way you could understand?</p> <p>Q62. Did a health professional in this hospital tell you about medication side effects to watch for?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p>   |
| <p>5.4 Developing, implementing and regularly reviewing the effectiveness of the patient identification and matching system at patient handover, transfer and discharge</p> <p>5.4.1: A patient identification and matching system is implemented and regularly reviewed as part of structured clinical handover, transfer and discharge processes</p> | <p>Q26. Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?</p> <p>Q32. How would you rate how well the health professionals worked together?</p> <p>Q50. In your opinion, was your relevant medical information provided to the healthcare professionals at this other facility?</p>   |
| <p>5.5 Developing and implementing a documented process to match patients to their intended procedure, treatment or investigation and implementing the consistent national guidelines for patient procedure matching protocol or other relevant protocols</p>  | <p>Q22. In your opinion, did the doctors who treated you know enough about your medical history?</p> <p>Q25. If your opinion, did the nurses who treated you know enough about your care and treatment?</p> <p>Q26. Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?</p> <p>Q50. In your opinion, was your relevant medical information provided to the healthcare</p> |

| National Safety and Quality Health Service Standards   | Relevant question from the Small and Rural Hospitals Survey  |
|--|--|
|  | professionals at this other facility?  |
| <p>6.3 Monitoring and evaluating the agreed structured clinical handover processes, including:</p> <p>Regularly reviewing local processes based on current best practice in collaboration with clinicians, patients and carers</p> <p>Undertaking quality improvement activities and acting on issues identified from clinical handover reviews</p> <p>Reporting the results of clinical handover reviews at executive level of governance</p> | <p>Q22. In your opinion, did the doctors who treated you know enough about your medical history?</p> <p>Q25. If your opinion, did the nurses who treated you know enough about your care and treatment?</p> <p>Q26. Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?</p> <p>Q32. How would you rate how well the health professionals worked together?</p> <p>Q50. In your opinion, was your relevant medical information provided to the healthcare professionals at this other facility?</p> |
| <p>6.5 Developing and implementing mechanisms to include patients and carers in the clinical handover process that are relevant to the healthcare setting.</p> <p>6.5.1 Mechanisms to involve a patient and, where relevant, their carer in clinical handover are in use</p>   | <p>Q31. If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?</p> <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q55. Did you feel involved in decisions about your discharge from this hospital?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p>  |
| 9.7 Ensuring patients, families and carers are   | Q41. While in this hospital, did you receive or  |

| <b>National Safety and Quality Health Service Standards</b>   | <b>Relevant question from the Small and Rural Hospitals Survey</b>  |
|---|---|
| <p>informed about, and are supported so that they can participate in recognition and response systems and processes</p>             | <p>see any information about how to comment or complain about your care?</p> <p>Q73. Did you want to make a complaint about something that happened in this hospital?</p> <p>Q74. Why didn't you make a complaint?</p> <p>Q59. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</p>  |
| <p>9.9 Enabling patients, families and carers to initiate an escalation of care response</p>  | <p>Q20. If you needed to talk to a doctor, did you get the opportunity to do so?</p> <p>Q23. If you needed to talk to a nurse, did you get the opportunity to do so?</p> <p>Q27. During your stay in this hospital, how much information about your condition or treatment was given to you?</p> <p>Q31. If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?</p> <p>Q41. While in this hospital, did you receive or see any information about how to comment or complain about your care?</p> <p>Q73. Did you want to make a complaint about something that happened in this hospital?</p> <p>Q74. Why didn't you make a complaint?</p> |
| <p>10.3 Undertaking quality improvement activities to address safety risks and ensure the effectiveness of the falls prevention</p> | <p>Q34. If you needed assistance, were you able to get a member of staff to help you within a</p>   |



| National Safety and Quality Health Service Standards | Relevant question from the Small and Rural Hospitals Survey   |
|--|---|
| system   | <p>reasonable timeframe?</p> <p>Q51. Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?</p> <p>Q57. Did hospital staff take your family and home situation into account when planning your discharge?</p> |

## The Australian Charter of Healthcare Rights

The Small and Rural Hospitals Survey includes a number of questions that are relevant to the Australian Charter of Healthcare Rights, developed by ACSQHC in 2007 and 2008. The charter was developed with extensive and widespread consultation and specifies the key rights of patients and consumers, when seeking or receiving healthcare services. The Charter highlights seven rights, underpinned by the principles of access to health care, the right to the highest possible standard of physical and mental health, and acknowledgement and respect for difference.<sup>2</sup> The following table identifies which questions provide data relevant to specific standards.

**Table 5: Questions relevant to the Australian Charter of Healthcare Rights**

| Australian Charter of Healthcare Rights                      | Relevant question from the Small and Rural Hospitals Survey  |
|--|--|
| Access: I have a right to health care                        | <p>Q2. From the time a doctor said you would need to go to hospital, how long did you have to wait to be admitted?</p> <p>Q3. Do you think the amount of time you waited was ... ?</p> <p>Q6. Do you think the time you had to wait from arrival at this hospital until you were taken to your room or ward was ... ?</p>                    |
| Safety: I have a right to receive safe and high quality care | <p>Q7. How clean were the wards or rooms you stayed in while in this hospital?</p> <p>Q8. How clean were the toilets and bathrooms that you used while in this hospital?</p> <p>Q9. Did you see nurses wash their hands, or use hand gel to clean their hands, before touching you?</p> <p>Q10. Did you see doctors wash their hands, or</p> |

<sup>2</sup> *Australian Charter of Healthcare Rights*. Accessed from <http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf>

| Australian Charter of Healthcare Rights  | Relevant question from the Small and Rural Hospitals Survey   |
|--|---|
|  | <p>use hand gel to clean their hands, before touching you?</p> <p>Q38. Did you have confidence and trust in the health professionals treating you?</p> <p>Q51. Not including the reason you came to hospital, during your hospital stay or soon afterwards, did you experience any of the following complications or problems?</p>  |
| <p>Respect: I have a right to be shown respect, dignity and consideration.</p> | <p>Q5. Were the staff you met on your arrival to this hospital polite and courteous?</p> <p>Q11. Were you given enough privacy when being examined or treated?</p> <p>Q12. Were you given enough privacy when discussing your condition or treatment?</p> <p>Q18. Did you get enough help from staff to eat your meals?</p> <p>Q34. If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?</p> <p>Q36. Did you feel you were treated with respect and dignity while you were in this hospital?</p> <p>Q37. Were you ever treated unfairly for any of the reasons below?</p> <p>Q39. Were the health professionals kind and caring towards you?</p> <p>Q45. Do you think the hospital staff did everything they could to help manage your pain?</p> |

| <b>Australian Charter of Healthcare Rights</b>   | <b>Relevant question from the Small and Rural Hospitals Survey</b>  |
|--|---|
| <p>Communication: I have a right to be informed about services, treatment, options and costs in a clear and open way</p> | <p>Q4. Before your arrival, how much information about your hospital stay was provided to you by the hospital?</p> <p>Q21. When you had important questions to ask a doctor, did they answer in a way you could understand?</p> <p>Q24. When you had important questions to ask a nurse, did they answer in a way you could understand?</p> <p>Q27. During your stay in this hospital, how much information about your condition or treatment was given to you?</p> <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q33. Did you ever receive conflicting information about your condition or treatment from health professionals?</p> <p>Q43. Did a health professional in this hospital discuss the purpose of these tests, X-rays or scans with you?</p> <p>Q53. In your opinion, were members of the hospital staff open with you about this complication or problem?</p> <p>Q55. Did you feel involved in decisions about your discharge from this hospital?</p> <p>Q56. Thinking about when you left this hospital, were you given enough information about how to</p> |

| Australian Charter of Healthcare Rights  | Relevant question from the Small and Rural Hospitals Survey   |
|--|---|
|  | <p>manage your care at home?</p> <p>Q61. Did a health professional in this hospital explain the purpose of this medication in a way you could understand?</p> <p>Q62. Did a health professional in this hospital tell you about medication side effects to watch for?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p> <p>Q67. Did a member of staff explain the reason for the delay?</p>   |
| <p>Participation: I have a right to be included in decisions and choices about my care</p> | <p>Q27. During your stay in this hospital, how much information about your condition or treatment was given to you?</p> <p>Q30. Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q31. If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?</p> <p>Q55. Did you feel involved in decisions about your discharge from this hospital?</p> <p>Q63. Did you feel involved in the decision to use this medication in your ongoing treatment?</p> |
| <p>Privacy: I have a right to privacy and confidentiality of my personal information</p>   | <p>Q11. Were you given enough privacy when being examined or treated?</p> <p>Q12. Were you given enough privacy when</p>  |

| <b>Australian Charter of Healthcare Rights</b>                                   | <b>Relevant question from the Small and Rural Hospitals Survey</b>   |
|--|--|
|  | discussing your condition or treatment?  |
| Comment: I have a right to comment on my care and to have my concerns addressed. | <p>Q41. While in this hospital, did you receive or see any information about how to comment or complain about your care?</p> <p>Q73. Did you want to make a complaint about something that happened in this hospital?</p> <p>Q74. Why didn't you make a complaint?</p> |

## APPENDIX J: FINAL SMALL AND RURAL HOSPITALS SURVEY



### NSW Patient Survey: Small and Rural Hospitals

<Barcode>  
<Title> <First Name> <Last Name>  
<Address Line 1>  
<SUBURB> <STATE> <POSTCODE>

Date

Dear <TITLE> <LAST NAME>,

#### Your experience in hospital is very important to us

I am writing to ask you to take part in the NSW Patient Survey by telling us about your recent admission to [HOSPITAL NAME] during [MONTH]. Your experience in this hospital is important as it helps us understand the quality of care you received and allows hospitals to see where they need to improve.

The survey is easiest to complete online. Please visit the web address below and log in with the following username and password. It is possible to partially complete the survey online and then return to it later to complete the remainder.



Web address: [survey.ipsos.com.au/patientsurvey](http://survey.ipsos.com.au/patientsurvey)

Username: [INS\_UNAME]

Password: [INS\_PWORD]

If you prefer to complete the attached paper survey, please use the included reply-paid envelope to mail it back to us.

Taking part in the survey is voluntary. You have been randomly selected to participate and there are many safeguards in place to protect your identity. The hospital staff who cared for you will not know if you have returned a completed survey and will not be able to see your responses to the survey. At no point will we report any information that identifies you as an individual.

The Bureau of Health Information (BHI) runs the survey along with Ipsos Social Research Institute, who is sending you this survey on BHI's behalf. BHI was established by the NSW Government to independently report on the performance of the public health system in NSW, including the healthcare experiences of patients. Results for the NSW Patient Survey are reported in *Healthcare Observer*, found on our website [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

If you have any queries regarding the survey, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm).

Thank you for taking part in the survey.

Yours sincerely

Jean-Frédéric Lévesque  
Chief Executive  
Bureau of Health Information

## How to complete the survey

This survey is about your recent experience as an admitted patient in the hospital named on the previous page. If you have been an admitted patient more than once during the month specified on the previous page, please answer about your most recent experience.

For each question, please use a blue or black pen to mark the box  next to the answer you choose, as shown below.

### *Example only*

**How clean were the wards or rooms you stayed in while in this hospital?**

- Very clean  
 Fairly clean  
 Not very clean  
 Not at all clean

Sometimes you will find the box you have marked has an instruction to go to another question. By following the instructions carefully you will be able to move past questions that do not apply to you.

If you would prefer not to answer individual questions, leave them blank but please complete the rest of the survey.

If you make a mistake or wish to change a response, simply fill in that box and mark the correct box like this:

If someone is helping you to complete this survey, please ensure the answers given are from your point of view, and not the opinion of the person helping you.

If you prefer a language other than English, please refer to the separate language sheet for information on the Healthcare Interpreter Service.

Please do not write your name or address on the survey.

### **When you have finished**

- ➔ Remove the covering letter by tearing along the perforated line.
- ➔ Place the completed survey in the "Reply Paid" envelope and post it. You do not have to use a stamp.
- ➔ If you have misplaced the "Reply Paid" envelope, please use a plain envelope (no stamp is necessary) and address to:

**NSW Patient Survey  
Ipsos Social Research Institute  
Reply Paid 84599  
Hawthorn VIC 3122**

## Some questions and answers

### **Why are you carrying out the survey?**

The NSW Patient Survey gathers information about your experience of health services. By completing the survey, you are helping to improve health services in NSW.

### **How do I make a formal complaint about my experience in hospital?**

Please contact the hospital directly.

Alternatively, you can get more information about your options at the following website:

[www.health.nsw.gov.au/patientconcerns](http://www.health.nsw.gov.au/patientconcerns)

### **What happens to my survey responses?**

Your survey responses will be de-identified and then processed with responses from other people who completed the survey to form a report. These reports will then be provided to NSW Health and local hospitals to help them to improve health services.

Your responses will be treated in the strictest confidence and no identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or other health provider unless required by law. Your responses will not affect any future health services that may be provided to you.

### **How is my privacy protected?**

Your privacy is protected by legislation. Ipsos has been provided with your name and address by NSW Health for the purpose of sending you this survey only, and will keep your contact details confidential.

After all surveys are processed, identifying information will be destroyed and Ipsos will then no longer be able to identify the responses you provided. However, for the period that identifiable details remain, you will be able to contact Ipsos through the toll-free Patient Survey Helpline to ask to see your responses, or to request that some or all of your information be deleted.

You can get more information about privacy and confidentiality by calling the toll-free Patient Survey Helpline or at the following website:

[www.bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program/privacy](http://www.bhi.nsw.gov.au/nsw_patient_survey_program/privacy)

### **How do I get more information about the survey?**

Please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm, excluding public holidays).



# NSW Patient Survey: Small and Rural Hospitals

**Q1** Why did you go to the hospital named on the cover of this booklet?

- I was transferred from another hospital ..... Go to Q5
- I needed emergency treatment ..Go to Q5
- My stay was planned in advance
- Something else



## BEFORE ARRIVING AT THIS HOSPITAL

Thinking back to before your hospital stay...

**Q2** From the time a doctor said you would need to go to hospital, how long did you have to wait to be admitted?

- Less than 1 month
- 1 to 3 months
- 4 to 6 months
- 7 to 12 months
- More than 1 year
- Don't know/can't remember

**Q3** Do you think the amount of time you waited was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

**Q4** Before your arrival, how much information about your hospital stay was provided to you by the hospital?

- Not enough
- The right amount
- Too much
- Don't know/can't remember

## ARRIVING AT THIS HOSPITAL

For the following questions, please think about the hospital named on the cover of this booklet.

**Q5** Were the staff you met on your arrival to this hospital polite and courteous?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

**Q6** Do you think the time you had to wait from arrival at this hospital until you were taken to your room or ward was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

## THE HOSPITAL AND WARD

**Q7** How clean were the wards or rooms you stayed in while in this hospital?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

**Q8** How clean were the toilets and bathrooms that you used while in this hospital?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

**Q9** Did you see nurses wash their hands, or use hand gel to clean their hands, before touching you?

- Yes, always
- Yes, sometimes
- No, I did not see this
- Can't remember

**Q10** Did you see doctors wash their hands, or use hand gel to clean their hands, before touching you?

- Yes, always
- Yes, sometimes
- No, I did not see this
- I was not treated by a doctor
- Can't remember

**Q11** Were you given enough privacy when being examined or treated?

- Yes, always
- Yes, sometimes
- No

**Q12** Were you given enough privacy when discussing your condition or treatment?

- Yes, always
- Yes, sometimes
- No

## FOOD

**Q13** Did you have any hospital food during this stay?

- Yes
- No .....Go to Q19

**Q14** How would you rate the hospital food?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

**Q15** Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?

- Yes
- No .....Go to Q17

**Q16** Was the hospital food suitable for your dietary needs?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

**Q17** Did you need help from staff to eat your meals?

- Yes
- No .....Go to Q19

**Q18** Did you get enough help from staff to eat your meals?

- Yes, always
- Yes, sometimes
- No

## DOCTORS

**Q19** Were you treated by a doctor during your stay in this hospital?

- Yes
- No .....Go to Q23
- Don't know/can't remember .....Go to Q23

**Q20** If you needed to talk to a doctor, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not get the opportunity
- I had no need to talk to a doctor

**Q21** When you had important questions to ask a doctor, did they answer in a way you could understand?

- Yes, always
- Yes, sometimes
- No, I did not get answers I could understand
- I did not ask any questions

**Q22** In your opinion, did the doctors who treated you know enough about your medical history?

- Yes, always
- Yes, sometimes
- No

## NURSES

**Q23** If you needed to talk to a nurse, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not get the opportunity
- I had no need to talk to a nurse

**Q24** When you had important questions to ask a nurse, did they answer in a way you could understand?

- Yes, always
- Yes, sometimes
- No, I did not get answers I could understand
- I did not ask any questions

**Q25** In your opinion, did the nurses who treated you know enough about your care and treatment?

- Yes, always
- Yes, sometimes
- No

**Q26** Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?

- Yes, always
- Yes, sometimes
- No, they did not ask my name or check my identification band
- Not applicable to my situation
- Don't know/can't remember

## YOUR TREATMENT AND CARE

For the following questions, please think about all the health professionals who treated or examined you in the hospital named on the cover of this booklet, including doctors, nurses and others.

**Q27** During your stay in this hospital, how much information about your condition or treatment was given to you?

- Not enough
- The right amount
- Too much
- Not applicable to my situation

**Q28** Did you have worries or fears about your condition or treatment while in this hospital?

- Yes
- No .....Go to Q30

**Q29** Did a health professional discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- No

**Q30** Were you involved, as much as you wanted to be, in decisions about your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I was not well enough
- I did not want or need to be involved

**Q31** If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?

- Yes, definitely
- Yes, to some extent
- No, they did not get the opportunity
- Not applicable to my situation
- Don't know/can't say

**Q32** How would you rate how well the health professionals worked together?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

**Q33** Did you ever receive conflicting information about your condition or treatment from health professionals?

- Yes
- No

**Q34** If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never
- I did not need assistance

**Q35** Was a call button placed within easy reach?

- Yes, always
- Yes, sometimes
- No
- Not applicable to my situation
- Don't know/can't remember

**Q36** Did you feel you were treated with respect and dignity while you were in this hospital?

- Yes, always
- Yes, sometimes
- No

**Q37** Were you ever treated unfairly for any of the reasons below?

Please  all the boxes that apply to you

- Your age
- Your sex
- Your ethnic background
- Your religion
- Your sexual orientation
- A disability that you have
- Marital status
- Something else
- I was not treated unfairly

**Q38** Did you have confidence and trust in the health professionals treating you?

- Yes, always
- Yes, sometimes
- No

**Q39** Were the health professionals kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

**Q40** Overall, how would you rate the health professionals who treated you?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

**Q41** While in this hospital, did you receive or see any information about how to comment or complain about your care?

- Yes
- No
- Don't know/can't remember

## TESTS

**Q42** During your stay in this hospital, did you have any tests, X-rays or scans?

- Yes  
 No ..... Go to Q44

**Q43** Did a health professional in this hospital discuss the purpose of these tests, X-rays or scans with you?

- Yes, always  
 Yes, sometimes  
 No

## PAIN

**Q44** Were you ever in any pain while in this hospital?

- Yes  
 No ..... Go to Q46

**Q45** Do you think the hospital staff did everything they could to help manage your pain?

- Yes, definitely  
 Yes, to some extent  
 No

## VISITS TO OTHER HEALTHCARE FACILITIES

This section asks about visits to other healthcare facilities (e.g. pathology clinics, radiology clinics, other hospitals) while you were staying at the hospital named on the cover of this booklet.

**Q46** During your stay at this hospital, were you sent to another healthcare facility for tests or treatment before returning to this hospital?

- Yes ..... Go to Q47  
 No ..... Go to Q51

**Q47** How long did you stay at the other healthcare facility before returning to this hospital?

- I returned on the same day  
 I returned the next day  
 I stayed for two or more nights  
 Don't know/can't remember

**Q48** What was the reason you were sent to the other healthcare facility?

Please  all the boxes that apply to you

- Tests  
 Review by other health professionals  
 Surgery or other procedure  
 Rehabilitation  
 To be nearer to my home and/or family  
 Other

**Q49** Did you experience any of the following issues when being taken to the other healthcare facility?

Please  all the boxes that apply to you

- The transport there was delayed  
 I missed out on scheduled meal times  
 The travel was uncomfortable or painful  
 I did not receive my medications when I should have  
 I waited a long time for treatment/tests  
 The staff were not expecting me  
 I did not experience these issues

**Q50** In your opinion, was your relevant medical information provided to the healthcare professionals at this other facility?

- Yes  
 No  
 Don't know/can't remember



## COMPLICATIONS

**Q51** Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?  
Please  all the boxes that apply to you

- An infection
- Uncontrolled bleeding
- A negative reaction to medication
- Complications as a result of an operation or surgical procedure
- Complications as a result of tests, X-rays or scans
- A blood clot
- A pressure wound or bed sore
- A fall
- Any other complication or problem
- None of these ..... Go to Q54

**Q52** Was the impact of this complication or problem ...?

- Very serious
- Fairly serious
- Not very serious
- Not at all serious

**Q53** In your opinion, were members of the hospital staff open with you about this complication or problem?

- Yes, completely
- Yes, to some extent
- No
- Not applicable, as it happened after I left

## LEAVING THIS HOSPITAL

Thinking now about when you left the hospital named on the cover of this booklet and did not return there...

**Q54** At the end of your stay in this hospital, where did you go?

- I went to another facility or hospital .....Go to Q69
- I went home, or to stay with friends/family .....Go to Q55

**Q55** Did you feel involved in decisions about your discharge from this hospital?

- Yes, definitely
- Yes, to some extent
- No, I did not feel involved
- I did not want or need to be involved

**Q56** Thinking about when you left this hospital, were you given enough information about how to manage your care at home?

- Yes, completely
- Yes, to some extent
- No, I was not given enough
- I did not need this type of information

**Q57** Did hospital staff take your family and home situation into account when planning your discharge?

- Yes, completely
- Yes, to some extent
- No, staff did not take my situation into account
- It was not necessary
- Don't know/can't remember

**Q58** Thinking about when you left this hospital, were adequate arrangements made by the hospital for any services you needed?

- Yes, completely
- Yes, to some extent
- No, arrangements were not adequate
- These services are not offered in the area
- It was not necessary

**Q59** Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

- Yes
- No
- Don't know/can't remember

**Q60** Were you given or prescribed any new medication to take at home?

Yes

No ..... Go to Q65

**Q61** Did a health professional in this hospital explain the purpose of this medication in a way you could understand?

Yes, completely

Yes, to some extent

No

**Q62** Did a health professional in this hospital tell you about medication side effects to watch for?

Yes, completely

Yes, to some extent

No

**Q63** Did you feel involved in the decision to use this medication in your ongoing treatment?

Yes, completely

Yes, to some extent

No, I did not feel involved

I did not want or need to be involved

**Q64** Did you experience any of the following problems regarding your medication? Please  all the boxes that apply to you

The hospital did not have the medication

I was given an insufficient supply of my medication

The chemist was not open at a convenient time

It was difficult to get to the chemist

The medication had to be ordered in by the chemist

None of these

**Q65** On the day you left this hospital, was your discharge delayed?

Yes

No ..... Go to Q69

**Q66** How long was the delay?

Less than 1 hour

At least 1 hour but less than 2 hours

At least 2 hours but less than 4 hours

4 hours or longer

Don't know/can't remember

**Q67** Did a member of staff explain the reason for the delay?

Yes

No

**Q68** What were the main reasons for the delay? Please  all the boxes that apply to you

I had to wait for medicines

I had to wait to see a health professional

I had to wait for an ambulance or hospital transport

I had to wait for the discharge letter

I was not well enough

Some other reason

Don't know/can't remember

**Q69** How much money (that you will not get back) did you pay for expenses related to your hospital stay (e.g. hospital costs, transport, accommodation for you or those accompanying you)?

Nothing

Less than \$100

\$100 to less than \$1000

\$1000 or more

Don't know/can't remember

## OVERALL

Please answer the following questions about your overall experience at the hospital named on the cover of this booklet.

**Q70** Overall, how would you rate the care you received while in this hospital?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

**Q71** How well organised was the care you received in this hospital?

- Very well organised
- Fairly well organised
- Not well organised

**Q72** If asked about your hospital experience by friends and family how would you respond?

- I would speak highly of this hospital
- I would neither speak highly nor be critical
- I would be critical of this hospital

**Q73** Did you want to make a complaint about something that happened in this hospital?

- No, I did not want to make a complaint.....Go to Q75
- Yes, and I did complain.....Go to Q75
- Yes, but I did not complain

**Q74** Why didn't you make a complaint? Please  all the boxes that apply to you

- I didn't know how to make a complaint
- I didn't know who to complain to
- I was worried it might affect my future care
- I didn't think it would be taken seriously
- I was too unwell to complain
- It wasn't a serious issue
- Some other reason

## YOUR HEALTH

**Q75** Did the care and treatment received in hospital help you?

- Yes, definitely
- Yes, to some extent
- No, not at all

**Q76** Is the problem you went to hospital for ...?

- Much better
- A little better
- About the same
- A little worse
- Much worse

**Q77** In the week before your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?

- Not at all difficult
- Only a little difficult
- Somewhat difficult
- Very difficult
- Too difficult to do

**Q78** About one month after your discharge from hospital, how difficult was it for you to carry out your normal daily activities?

- Not at all difficult
- Only a little difficult
- Somewhat difficult
- Very difficult
- Too difficult to do

**Q79** In the month following your discharge, did you go to an emergency department because of complications that occurred during your recovery?

- Yes
- No
- Don't know/can't remember



**Q80** In the month following your discharge, were you readmitted to any hospital because of complications that occurred during your recovery?

- Yes
- No
- Don't know/can't remember

## ABOUT YOU (THE PATIENT)

**Q81** What year were you born?

WRITE IN (YYYY)

**Q82** What is your gender?

- Male
- Female

**Q83** What is the highest level of education you have completed?

- Still at secondary school
- Less than Year 12 or equivalent
- Completed Year 12 or equivalent
- Trade or technical certificate or diploma
- University degree
- Post graduate/higher degree

**Q84** Which language do you mainly speak at home?

- English
- A language other than English



Please write in the language:

**Q85** Are you of Aboriginal origin, Torres Strait Islander origin, or both?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander
- No

**Q86** Which, if any, of the following long-standing conditions do you have (including age related conditions)?

Please  all the boxes that apply to you


- Deafness or severe hearing impairment
- Blindness or severe vision impairment
- A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)
- A long-standing physical condition
- A learning disability
- A mental health condition (e.g. depression)
- A neurological condition (e.g. Alzheimer's, Parkinson's)
- None of these

**Q87** In general, how would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor

**Q88** Who completed this survey?

- The patient
- The patient with help from someone else
- Someone else on behalf of the patient

Please go to the next page to complete the final questions 

**Q89** The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of their patients.

Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.

Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you?

- Yes  
 No

### YOUR FINAL COMMENTS

**Q90** What was the best part of the care you received while in this hospital?

|  |
|--|
|  |
|  |
|  |
|  |

**Q91** What part of your care provided by this hospital most needs improving?

|  |
|--|
|  |
|  |
|  |
|  |

**Thank you for your time.  
Please remove the covering letter by tearing along the perforated line.  
Return the survey in the reply paid envelope provided  
or send it in an envelope addressed to  
NSW Patient Survey, Ipsos Social Research Institute,  
Reply Paid 84599, Hawthorn, VIC 3122 (no stamp is needed)**

Some of the questions asked in this survey are sourced from the NHS patient survey programme (courtesy of the NHS Care Quality Commission and the National Research Corporation (USA)) and from the Australian Patient Experience Indicator Development Working Group (PEIDWG) national set of core, common patient experience questions. Questions are used with the permission of each organisation.

Barcode