

Emergency Department Patient Survey 2025–26

with ambulance module

Development Report

November 2025

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Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Background

The Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system.

The Emergency Department Patient Survey (EDPS) is a core component of the NSW Patient Survey Program, which BHI manages on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their healthcare experiences and outcomes, using evidence-based, validated survey instruments.

The program provides intelligence about patients' experiences in the NSW public health system to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust, representative and comparative information about patients' experiences at hospital, local health district (LHD) and state level. It plays a distinct and complementary role to real-time feedback from patients about their experiences in hospitals, which can inform day-to-day local improvements.

Review of the Emergency Department Patient Survey

As part of BHI's *Strategic Plan 2023–2026*, BHI regularly reviews and adapts the NSW Patient Survey Program to ensure the information remains relevant and useful. The aim is to maintain focus on what matters to patients, to reflect the complexity of patients' healthcare journeys and to align with health system priorities. Opportunities to streamline questionnaires and improve accessibility are also taken.

During 2023 and early 2024, BHI developed a Minimum Question Set for surveys seeking patients' reflections on their experiences of care. The Minimum Question Set is applicable across different patient cohorts and care settings and has been applied across NSW Patient Survey Program questionnaires. The Minimum Question Set forms part of the 'core content' described in this report. Supplementary 'modules' are targeted sets of questions that are added to a questionnaire to collect data on a patient group or service. These one-off or periodic modules are designed to meet the health system's particular requirements for additional information.

Following engagement with stakeholders within the NSW Ministry of Health, three new questions were added to EDPS 2025–26, and the wording of several questions and response options was amended to improve readability and consistency with questions from the Minimum Question Set. These changes are outlined in the [Overview of Changes](#) section.

The EDPS 2025–26 questionnaire is available on the [BHI website](#).

Addition of an ambulance module

BHI developed a 21-question module to gain insights into patients' experiences with ambulance services.

The ambulance module is designed to be answered by patients identified in the administrative data as having arrived at the ED by ambulance.

In this module, patients are asked about their experiences of care while waiting for the ambulance to arrive, while being transported to the ED and on arrival at the ED. This module complements the core questionnaire and provides actionable insights that inform opportunities to improve experiences of care for patients using ambulance services.

Questions used in this module are based on the 2024–25 ambulance module and engagement with stakeholders at NSW Ambulance.

The module will be in the field for patients sampled between July 2025 and June 2026. The questions in this module are outlined in the [Module – Ambulance Experience](#) section.

Overview of changes

Core content changes:

New questions:

- Q10, Q39, Q40

Amended questions and/or response options:

- Q5, Q29

Amended section headers or preambles:

- Arrival at the ED
- ED health professionals
- ED environment
- Leaving the ED (discharge)

Module changes:

The content of the ambulance module is outlined in the table below.

- Module – Ambulance experience

Details of changes – core content

Question # 2024–25	Question # 2025–26	Updated question (as it appears in 2025–26 questionnaire)	Change from 2024–25	Rationale
Q1–Q5	Q1–Q5	Arrival at the ED	Header changed: Header changed from 'Arrival at the emergency department'	The header was amended to improve readability and consistency with other BHI patient survey questionnaires.
Q5	Q5	Did the staff check on your condition while you were waiting to be treated?	Amended question wording: Question wording changed from 'While you were waiting to be treated, did the staff check on your condition?'	The question was amended to improve readability.
Q6–Q13	Q6–Q14	ED health professionals	Header changed: Header changed from 'Health professionals'	The header was amended to improve readability and consistency with other BHI patient survey questionnaires.
N/A	Q10	Were your cultural or religious beliefs respected by the ED staff? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Not applicable 	New question	This question was re-introduced to monitor patient experience in relation to inclusive and respectful ED environments.
Q19–Q21	Q20–Q22	ED environment	Header changed: Header changed from 'Emergency department environment'	The header was amended to improve readability and consistency with other BHI patient survey questionnaires.
Q22–Q29	Q23–Q30	Leaving the ED (discharge)	Header changed: Header changed from 'Leaving the emergency department (discharge)'	The header was amended to improve readability and consistency with other BHI patient survey questionnaires.

Question # 2024–25	Question # 2025–26	Updated question (as it appears in 2025–26 questionnaire)	Change from 2024–25	Rationale
Q28	Q29	<p>Did you receive a document summarising your ED care (e.g. a letter to your GP or a discharge summary)?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	<p>Amended question wording:</p> <p>Question wording changed from 'Did you receive a document summarising your hospital care (e.g. a letter to your GP or a discharge summary)?'</p>	This question was amended to specifically refer to the ED and for consistency with other BHI patient survey questionnaires.
N/A	Q39	<p>Did you use healthdirect before going to the ED?</p> <ul style="list-style-type: none"> • Yes...Go to QXX • No 	New question	This question was added following stakeholder interest in awareness and use of healthdirect.
N/A	Q40	<p>What were the main reasons you didn't use healthdirect?</p> <p>Please x all the boxes that apply to you</p> <ul style="list-style-type: none"> • I wasn't aware of healthdirect • I was aware of healthdirect but didn't think it could help me • A health professional told me to go to the ED • Other, please specify below. 	New question	This question was added following stakeholder interest in awareness and use of healthdirect.
Q41	Q44	<p>Which language do you mainly speak at home?</p> <ul style="list-style-type: none"> • English.....Go to QXX • A language other than English <p>What is that language? Please write below.</p>	Revised skip logic	This was revised to allow patients who answered 'English' to skip questions related to use of interpreters.

Module – Ambulance experience

The ambulance module is included in the EDPS questionnaire for patients identified in the administrative data as having arrived at the ED by ambulance between July 2025 and June 2026. Question numbers have not been included in this module as they may change depending on which modules are in the survey.

Question/section (as it appears in 2025–26 questionnaire)	Change from 2024–25 Ambulance module	Rationale
AMBULANCE EXPERIENCE		
We have included a set of ambulance questions because hospital records show you arrived for this ED visit by ambulance. Please think about your ambulance experience on the way to this ED visit.	Unchanged	
For this ED visit, do you remember your ambulance experience? <ul style="list-style-type: none"> • Yes • No.... Go to QX ('About you' section) • I did not arrive by ambulance...Go to QX ('About you' section) 	Unchanged	
Did the triple zero (000) operator give you enough information about how to manage your care while waiting for the ambulance? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	Amended question wording: Question wording changed from 'While waiting for the ambulance, were you given enough information on the triple zero (000) call about how to manage your care?'	This question was amended to improve readability.
Was the triple zero (000) operator helpful and reassuring throughout the call? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	New question	This question was added following stakeholder interest in patients' experiences with triple zero (000) services. This question was adapted from the Council of Ambulance Authorities' Patient Experience Survey, with their permission.

Question/section (as it appears in 2025–26 questionnaire)	Change from 2024–25 Ambulance module	Rationale
<p>Do you think the time you waited for the ambulance to arrive was....?</p> <ul style="list-style-type: none"> • About right • Slightly too long • Much too long • Don't know/can't remember 	Unchanged	
<p>For the following questions, please think about the paramedics you met when the ambulance arrived.</p>	<p>Preamble changed:</p> <p>Preamble changed from 'For the following questions, please think about the ambulance staff you met when the ambulance arrived, including the paramedics and the driver.'</p>	<p>This preamble was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>
<p>How much information about your condition or treatment did the paramedics give to you or to someone close to you?</p> <ul style="list-style-type: none"> • Not enough • The right amount • Too much • Don't know/can't remember • Not applicable 	<p>Amended question wording:</p> <p>Question wording changed from 'How much information about your condition or treatment was given to you, your family, carer or someone close to you by the ambulance staff?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>
<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment made by the paramedics?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	<p>Amended question wording:</p> <p>Question wording changed from 'Were you involved, as much as you wanted to be, in decisions about your care, treatment and transport made by the ambulance staff?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>

Question/section (as it appears in 2025–26 questionnaire)	Change from 2024–25 Ambulance module	Rationale
<p>Was someone close to you involved, as much as you wanted them to be, in decisions about your care and treatment made by the paramedics?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable 	New question	This question was added following stakeholder interest in the experiences of someone close to the patient.
<p>Did the paramedics listen carefully to your views and concerns?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Not applicable 	Amended question wording: Question wording changed from 'Did the ambulance staff listen carefully to your views and concerns?'	This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.
<p>Did the paramedics explain things in a way you could understand?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Amended question wording: Question wording changed from 'When the ambulance arrived, did the ambulance staff explain things in a way you could understand?'	This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff and to improve readability.
<p>Did you have confidence and trust in the paramedics?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	Amended question wording: Question wording changed from 'Did you have confidence and trust in the ambulance staff?'	This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.
<p>Were the paramedics kind and caring?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Amended question wording: Question wording changed from 'Were the ambulance staff kind and caring?'	This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.

Question/section (as it appears in 2025–26 questionnaire)	Change from 2024–25 Ambulance module	Rationale
<p>Were you treated with respect and dignity by the paramedics?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	<p>Amended question wording:</p> <p>Question wording changed from ‘Were you treated with respect and dignity by the ambulance staff?’</p>	<p>This question was amended following stakeholder advice regarding use of the term ‘paramedics’ when referring to ambulance staff.</p>
<p>Do you think the paramedics did everything they could to help manage your pain?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn’t have any pain 	<p>Amended question wording:</p> <p>Question wording changed from ‘Do you think the ambulance staff did everything they could to help manage your pain?’</p>	<p>This question was amended following stakeholder advice regarding use of the term ‘paramedics’ when referring to ambulance staff.</p>
<p>Did the paramedics give you enough information about what to expect on arrival at the ED?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	<p>Amended question wording:</p> <p>Question wording changed from ‘Did the ambulance staff give you enough information about what to expect on arrival at the ED?’</p>	<p>This question was amended following stakeholder advice regarding use of the term ‘paramedics’ when referring to ambulance staff.</p>
<p>Overall, how would you rate the care you received from the paramedics?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	<p>Amended question wording:</p> <p>Question wording changed from ‘Overall, how would you rate the care you received from the ambulance staff?’</p>	<p>This question was amended following stakeholder advice regarding use of the term ‘paramedics’ when referring to ambulance staff.</p>

Question/section (as it appears in 2025–26 questionnaire)	Change from 2024–25 Ambulance module	Rationale
<p>Do you think you received safe, high-quality care from the paramedics?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Amended question wording:</p> <p>Question wording changed from 'Do you think you received safe, high-quality care from the ambulance staff?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>
<p>Did the care and treatment you received from the paramedics help you?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Amended question wording:</p> <p>Question wording changed from 'Did the care and treatment you received from the ambulance staff help you?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>
<p>In the past 12 months, how many times have you used NSW Ambulance services?</p> <ul style="list-style-type: none"> • 1 to 2 times • 3 to 5 times • More than 5 times • Don't know/can't remember 	<p>New question</p>	<p>This question was added following stakeholder interest in the prevalence of use and potential effects on patients' experiences.</p> <p>This question was adapted from the Council of Ambulance Authorities' Patient Experience Survey, with their permission.</p>
<p>For the following questions, please think about your experience when you arrived at the ED and the ED staff who examined you.</p>	<p>Unchanged</p>	
<p>Do you think the time you waited until you were examined by the ED staff was....?</p> <ul style="list-style-type: none"> • About right • Slightly too long • Much too long • Don't know/can't remember 	<p>Unchanged</p>	

Question/section (as it appears in 2025–26 questionnaire)	Change from 2024–25 Ambulance module	Rationale
<p>How would you rate how well the paramedics and ED staff worked together as a team?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	<p>Amended question wording:</p> <p>Question wording changed from 'How would you rate how well the ambulance and ED staff worked together as a team?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>
<p>Do you feel that your care was well coordinated between the paramedics and ED staff?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Amended question wording:</p> <p>Question wording changed from 'Do you feel that your care was well coordinated between the ambulance and ED staff?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>

COMMENTS

<p>What was the best part of the care you received from the paramedics and while in the ED?</p>	<p>Amended question wording:</p> <p>Question wording changed from 'What was the best part of the care you received from the ambulance staff and while in the ED?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>
<p>What most needs improving about the care you received from the paramedics and while in the ED?</p>	<p>Amended question wording:</p> <p>Question wording changed from 'What most needs improving about the care you received from the ambulance staff and while in the ED?'</p>	<p>This question was amended following stakeholder advice regarding use of the term 'paramedics' when referring to ambulance staff.</p>