



# Aboriginal Patient Experience Question Set

The Aboriginal Patient Experience Question Set 2020 was developed by the Bureau of Health Information (BHI) in collaboration with the Centre for Aboriginal Health (CAH), the Aboriginal Patient Experience Survey Program Advisory Committee and other key stakeholders from across the New South Wales (NSW) health system.

The question set was developed with the guidance and input of Aboriginal people. It aims to better support survey data collection for Aboriginal patients using a set of questions identified to be of high relevance to Aboriginal patients, the Aboriginal community and relevant stakeholders.

## Guidance on use

- This question set is not a ready-to-use survey instrument. When using the question set, the inclusion of an instruction page and covering letter is recommended.
- Given the rigorous process undertaken in developing the question set, individual questions, responses and the order of the questions should not be modified from the version presented here.

- Depending on the purpose and context of use, additional questions may be required, including those designed to collect demographic information and secure data linkage confirmation for analytical purposes.
- In line with any patient experience data collection activity, the purpose of the data collection and the intended use of the data should be clear in advance and this should be communicated to respondents.
- Users of this question set should comply with all relevant legislation, policies and standards relating to data collection and supply.
- The set of questions may be used within NSW Health provided the source is acknowledged.

The *Development Report – Aboriginal Patient Experience Question Set* outlines the development of the Aboriginal Patient Experience Question Set and is available on the BHI website: [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

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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.



# Aboriginal Patient Experience Question Set

## My care as an Aboriginal patient

Within NSW Health, the term 'Aboriginal' is generally used in preference to 'Aboriginal and Torres Strait Islander', in recognition that Aboriginal people are the original inhabitants of NSW.

**Q1:** As an Aboriginal person, did you feel welcomed by the hospital?

- Yes
- No

**Q2:** During your stay, did staff ask you if you are an Aboriginal person?

- Yes
- No ..... Go to Q5

**Q3:** Did you feel comfortable about how the staff asked this question?

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

**Q4:** During your stay, how often were you asked if you were an Aboriginal person?

- More than I would like
- As much as I would like
- Less than I would like
- Don't know/can't remember

# My support

For the following questions, the term Aboriginal Health Worker includes the roles of Aboriginal Community Health Workers, Aboriginal Hospital Liaison Officers and Aboriginal Liaison Officers. Staff in these roles provide care and advice to Aboriginal people.

**Q5:** Did you speak with an Aboriginal Health Worker while you were in hospital?

- Yes
- No ..... Go to Q8
- Don't know/can't remember... Go to Q8

**Q6:** After talking to the Aboriginal Health Worker, did you feel more supported with your care?

- Yes
- No

**Q7:** If you needed to talk to the Aboriginal Health Worker, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not have the opportunity
- I had no need to talk to the Aboriginal Health Worker

# Doctors

The following questions are about all the doctors who treated you during your stay. This includes doctors in the emergency department and those you saw if you were admitted.

**Q8:** Were you treated with respect and dignity by the doctors?

- Yes, always
- Yes, sometimes
- No
- I was not treated by a doctor ..... Go to Q11

**Q9:** Did you feel that the doctors respected your cultural values and practices?

- Yes, always
- Yes, sometimes
- No

**Q10:** Did the doctors explain the reasons for any tests or treatments in a way that you could understand?

- Yes, always
- Yes, sometimes
- No
- I did not have any tests or treatments

# Nurses



The following questions are about all the nurses who treated you during your stay. This includes nurses in the emergency department and those you saw if you were admitted.

**Q11:** **Were you treated with respect and dignity by the nurses?**

- Yes, always
- Yes, sometimes
- No

**Q12:** **Did you feel that the nurses respected your cultural values and practices?**

- Yes, always
- Yes, sometimes
- No

**Q13:** **Did you feel comfortable discussing your concerns with the nurses?**

- Yes, always
- Yes, sometimes
- No
- I did not have any concerns to discuss

## My care and treatment



For the following questions, please think about all the health professionals who treated or examined you in the hospital, including doctors, nurses and allied health (e.g. podiatrist, dietitian and others).

**Q14:** **Did the health professionals explain things in a way you could understand?**

- Yes, always
- Yes, sometimes
- No

**Q15:** **Did the health professionals listen carefully to you?**

- Yes, always
- Yes, sometimes
- No

**Q16:** **Did you trust the health professionals with your care?**

- Yes, always
- Yes, sometimes
- No

**Q17:** **Did you feel that the health professionals cared about your health?**

- Yes, always
- Yes, sometimes
- No

**Q18:** **Were you involved as much as you wanted in making decisions about your treatment and care?**

- Yes, always
- Yes, sometimes
- No

# My hospital stay

For the following questions, please think about all the hospital staff you may have met during your stay, including health professionals as well as administration staff, cleaning staff and others.

**Q19: Did you ever feel unfairly treated during your stay because you are an Aboriginal person?**

Yes  
 No ..... Go to Q21

**Q20: What happened to make you feel you were treated unfairly?**

Please **X** all boxes that apply to you

The staff were less respectful with me than other patients (e.g. the way they spoke to me, the way they looked at me)  
 I heard the staff say something bad about me  
 I heard the staff say something bad about Aboriginal people  
 The staff kept me waiting longer than other patients  
 The staff didn't spend as much time with me compared with others  
 I didn't think my cultural needs were recognised  
 Other reason

Please write below



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# My family

For the following questions, please think about the experience of your family during your hospital stay. The term family includes your relations as well as people who you consider to be your family.

**Q21: Did you have family support while in hospital?**

Yes  
 No ..... Go to Q25

**Q22: If your family needed to talk to the health professionals, did they get the opportunity to do so?**

Yes, always  
 Yes, sometimes  
 No, they did not get the opportunity  
 They did not need to talk to the health professionals

**Q23:** How much information about your condition or treatment was given to your family, carer or someone close to you?

- Not enough
- Right amount
- Too much
- It was not necessary to provide information to any family or friends
- Don't know/can't say

**Q24:** If your family visited you in hospital, did they have any of the following issues?

Please **X** all boxes that apply to you

- I had no family visit me in hospital
- There were cost issues (e.g. travel, accommodation, parking)
- Visiting times or visitor numbers were restricted
- There was no culturally appropriate space available
- My family did not feel comfortable visiting me in hospital
- They did not have any issues
- Other issue

Please write below



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## Leaving hospital

For the following questions, please think about your experience as you were preparing to leave hospital and after you returned home.

**Q25:** Did the 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

**Q27:** Thinking about when you left 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 information
- I did not need this type of information

**Q26:** Did the 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

# My comments

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**Q28:** What was the best part of the care you received while in this hospital?

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**Q29:** What most needs improving about the care you received from this hospital?

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# My previous hospital experience

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For the following questions, please think about your health experiences over the past year at any hospital.

**Q30:** In the past year, was there ever a time when you needed to go to hospital but didn't?

Yes ..... Go to Q31  
 No ..... Questions complete

**Q31:** Why didn't you go to hospital?

Please **X** all boxes that apply to you over the past year

I had transport issues  
 I was too busy with work  
 I was too busy with personal or family responsibilities  
 I had a previous experience of discrimination  
 The staff or service were not culturally appropriate  
 Other reason

Please write below



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