



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

Date

Dear <First Name> <Last Name>

Feedback about your hospital experience is important


I am writing to ask you to provide feedback about your most recent visit to [HOSPITAL NAME] during [MONTH]. As we are constantly trying to improve care in the NSW health system, it's important to tell us about the care you received in hospital.

How do you provide feedback?

You can complete the feedback survey in two ways:

 **Online:** Visit survey.ipsos.com.au/patientsurvey and enter your username [INS_UNAME] and password [INS_PWORD] when prompted. The survey is easiest to complete online.

OR

 **Pen and paper:** Simply fill the survey in this pack. To ensure your anonymity, remove this covering letter before placing the completed questionnaire in the reply paid envelope.

Your information will be treated as confidential

Your identity will be protected. 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.

If you have any questions or need help filling in the survey, please contact the toll-free Patient Survey Helpline on **1800 220 936** (Monday to Friday, 9am–8pm). For information about the survey and to see how your local hospital is performing, visit the Bureau of Health Information's website at bhi.nsw.gov.au

Thank you very much for your time helping to improve NSW Health services.

Yours sincerely

Dr Kim Sutherland

A/Chief Executive

Bureau of Health Information

How to complete the survey

Filling in the survey

Please use a blue or black pen.

Mark the box like this next to your answer.

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

Answering from your point of view

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.

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.

Why have I been sent a survey?

You have been sent a survey because you were recently admitted to a NSW public hospital.

Under NSW Health policy, 16 and 17 year old patients are considered old enough to provide consent for their own hospital treatment. Because of this, patients of this age are asked to complete the survey themselves (as opposed to having a parent or carer completing it on their behalf).

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. This data will then be provided to NSW Health and local hospitals to help them to improve health services. This information is also available online at bhi.nsw.gov.au.

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.

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

How do I get more information about the survey?

Please contact the toll-free **Patient Survey Helpline** on **1800 220 936** (Monday to Friday, 9am–8pm, excluding public holidays).

How do I make a formal compliment or complaint about my experience at the 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



Q1 Was your stay in hospital planned in advance or an emergency?

- An emergencyGo to Q5
- Planned in advance
- Something else



BEFORE ARRIVING AT 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 to go to hospital 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 given to you?

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

ARRIVING AT HOSPITAL

Q5 When you arrived in hospital did you spend time in the emergency department?

- Yes
- NoGo to Q8
- Don't know/can't rememberGo to Q8



THE EMERGENCY DEPARTMENT (ED)

Q6 Were the emergency department staff polite and courteous?

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

Q7 Do you think the amount of time you spent in the emergency department was... ?

- About rightGo to Q10
- Slightly too longGo to Q10
- Much too longGo to Q10
- Don't know/can't rememberGo to Q10

PLANNED AND OTHER TYPES OF ARRIVAL / ADMISSION

Q8 Were the staff you met on your arrival to hospital polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q9

Do you think the time you had to wait from arrival at 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

Q10

For **most** of your stay in hospital, what type of room or ward were you in?

- A children's room or ward
- An adolescent's/teenager's room or ward
- An adult's room or ward
- Don't know/can't remember

Q11

Was the room or ward suitable for someone your age?

- Yes, definitely
- Yes, to some extent
- No

Q12

Were there things for you to do (such as books and games)?

- There were plenty of things for me to do
- There were some things, but not enough
- There was nothing for my age group
- There was nothing for children to do
- Don't know/can't remember

Q13

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

- Very clean
- Fairly clean
- Not very clean
- Not at all clean
- Don't know/can't remember

Q14

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

- Very clean
- Fairly clean
- Not very clean
- Not at all clean
- Don't know/can't remember

Q15

Did you see the health professionals 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

Q16

Were you given enough privacy during your hospital stay?

- Yes, always
- Yes, sometimes
- No

Q17

Were you ever bothered by noise in the hospital?

- Yes
- No

FOOD

Q18

How would you rate the hospital food?

- Very good
- Good
- Not good or bad
- Bad
- Very bad
- I did not have any hospital food... **Go to Q21**

Q19

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

- Yes
 NoGo to Q21

Q20

Was the hospital food suitable for your dietary needs?

- Yes, always
 Yes, sometimes
 No

DOCTORS

Q21

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

Q22

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

- Yes, always
 Yes, sometimes
 No

Q23

Did you have confidence and trust in the doctors treating you?

- Yes, always
 Yes, sometimes
 No

Q24

Were the doctors kind and caring towards you?

- Yes, always
 Yes, sometimes
 No

NURSES

Q25

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

- Yes, always
 Yes, sometimes
 No

Q26

Did you have confidence and trust in the nurses treating you?

- Yes, always
 Yes, sometimes
 No

Q27

Were the nurses kind and caring towards you?

- Yes, always
 Yes, sometimes
 No

YOUR TREATMENT & CARE

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

Q28

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

- Yes, always
 Yes, sometimes
 No

Q29

During your stay in 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

Q30 Did you receive contradictory information from health professionals in the hospital – for example, different opinions on your treatment?

- Yes, definitely
- Yes, to some extent
- No

Q31 Did you have worries or fears about your condition or treatment while in hospital?

- Yes
- NoGo to Q33

Q32 Did a health professional discuss your worries or fears with you?

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

Q33 Did the health professionals introduce themselves to you?

- Yes, always
- Yes, sometimes
- No

Q34 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 did not want or need to be involved
- Not applicable to my situation

Q35 Was a family member or carer allowed to remain with you when you were being treated (excluding surgery)?

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

Q36 How would you rate how well the health professionals worked together?

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

Q37 Did you feel you were treated with respect and dignity while you were in the hospital?

- Yes, always
- Yes, sometimes
- No

Q38 Were your cultural or religious beliefs respected by the hospital staff?

- Yes, always
- Yes, sometimes
- No, my beliefs were not respected
- My beliefs were not an issue

Q39 While in 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

Q40 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 Q43

Q41 Was the impact of this complication or problem...?

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

Q42 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

INFORMATION AND ACCESS

Q43 How much information were you given about the hospital facilities available to you?

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

Q44 Were facilities available for parents and carers to make drinks or food?

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

PAIN

Q45 If you were in pain, did the doctors and nurses do everything they could to help with your pain?

- Yes, definitely
- Yes, to some extent
- No
- I was not in any pain

TESTS

Q46 During your stay in hospital, did you have any tests, X-rays or scans?

- Yes
- NoGo to Q50

Q47 Did a health professional discuss the purpose of these tests, X-rays or scans with you?

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

Q48 Did you receive test, X-ray or scan results while you were still in hospital?

- Yes
- NoGo to Q50

Q49 Did a health professional explain the test, X-ray or scan results in a way that you could understand?

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

LEAVING HOSPITAL (DISCHARGE)

Thinking now about when you were discharged, that is when you left the hospital to go home or to another facility...

Q50 Did you feel involved in decisions about your discharge from hospital?

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

Q51 At the time you were discharged, did you feel that you were well enough to leave the hospital?

- Yes
- No

Q52 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
- I did not need this type of information

Q53 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?

- Yes, completely
- Yes, to some extent
- No, arrangements were not adequate
- It was not necessary

Q54 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

Q55 Were you given or prescribed any new medication to take at home?

- Yes
- No Go to Q58
- Don't know/can't remember Go to Q58

Q56 Did a health professional in the hospital explain the purpose of this medication in a way you could understand?

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

Q57 Did a health professional in the hospital tell you about medication side effects to watch for?

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

Q58 Did the hospital provide you with a document summarising the care you received in hospital (e.g. a copy of the letter to your GP or a discharge summary)?

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

Q59 On the day you left hospital, was your discharge delayed?

- Yes
- No Go to Q63

Q60 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

Q61 Did a member of staff explain the reason for the delay?

- Yes
- No

Q62 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 the doctor
- I had to wait for an ambulance or hospital transport
- I had to wait for the letter for the GP
- I was not well enough
- Some other reason
- Don't know/can't remember

Q66 Did you want to make a complaint about something that happened in hospital?

- No, I did not want to make a complaint Go to Q68
- Yes, and I did complain Go to Q68
- Yes, but I did not complain

Q67 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
- It wasn't a serious issue
- Some other reason

OVERALL

Q63 Overall, how would you rate the care you received while in hospital?

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

Q64 How well organised was the care you received in hospital?

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

Q65 If asked about your hospital experience by friends and family how would you respond?

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

OUTCOMES

Q68 Did the care and treatment received in hospital help you?

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

Q69 Is the problem you went to hospital for...?

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

Q70 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 school/TAFE or going to work)?

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

Q71

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

ABOUT YOU

Q72

What year were you born?

WRITE IN (YYYY)

Q73

What is your gender?

- Male
- Female

Q74

Which language do you mainly speak at home?

- English **Go to Q77**
- A language other than English

Please write in the language:

Q75

Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?

- Yes
- No **Go to Q77**

Q76

Did the hospital provide an interpreter when you needed one?

- Yes, always
- Yes, sometimes
- No
- I did not need the hospital to provide an interpreter

Q77

Which, if any, of the following long-standing conditions do you have?

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, diabetes, respiratory disease)
- A long-standing physical condition
- A learning disability
- A mental health condition (e.g. depression, eating disorder)
- A neurological condition (e.g. ADHD)
- None of these

Q78

In general, how would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor

Q79

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

Q80

Who completed this survey?

- The patient
- The patient with help from a parent or carer
- The parent or carer of the patient



Q83

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

Sample 2017

Thank you for your time.

Please remove the front page by tearing along the perforated line.

Return the survey in the reply paid envelope provided or send in an envelope addressed to our survey processing centre (no stamp needed):

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

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)), from the Australian Patient Experience Indicator Development Working Group (PEIDWG) national set of core, common patient experience questions and from the Royal College of Paediatrics and Child Health and Picker Institute Europe Urgent and Emergency Care PREM tools. Questions are used with the permission of each organisation.

Barcode

