



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

Date

Dear <First Name> <Last Name>,

## Your feedback about your experience will help improve healthcare services

I invite you to complete a questionnaire about your most recent admission to [Hospital Name] during [Month].

Your feedback will be used to help improve healthcare experiences and outcomes for patients across NSW. Any information you provide will be treated confidentially, and the hospital staff who cared for you will not be able to see your responses.

It is also easy to take part using your smartphone, tablet or computer:

Scan the QR code

Or

go to [survey.ipsos.com.au/patientsurvey](https://survey.ipsos.com.au/patientsurvey)

Then

Enter your username  
[INS\_UNAME]

Enter your password  
[INS\_PASSWORD]

If you have any questions or need help filling in the questionnaire, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 9am–8pm), or email your questions to [NSWPatientSurvey@ipsos.com](mailto:NSWPatientSurvey@ipsos.com)

For further information about patient experience across hospitals in NSW, including results from previous surveys, visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

Thank you for taking the time to help improve NSW Health services.

Yours sincerely

**Dr Diane Watson**

Chief Executive

Bureau of Health Information



## COMPLETING THE PAPER QUESTIONNAIRE

If you complete the paper questionnaire, please use a blue or black pen to mark  clearly in the box next to your answer.

Sometimes response options have a 'Go to...' instruction which directs you to skip any questions that do not apply to you:

**Q44**

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



Yes

No ..... Go to Q46

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

**Q36**

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

Yes

No

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

To return the paper questionnaire, place the completed copy in the enclosed reply paid envelope.

## PRIVACY INFORMATION

### Your privacy is protected by legislation

The Bureau of Health Information (BHI) works with Ipsos to manage the NSW Patient Survey Program on behalf of NSW Health. Your name and address are provided to Ipsos for the purpose of sending you this questionnaire only. Ipsos will keep your contact details confidential.

Your questionnaire responses will be treated in the strictest confidence. No identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or any other health professionals unless required by law.

You can find more information about privacy and confidentiality on the BHI website at [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program/privacy](http://bhi.nsw.gov.au/nsw_patient_survey_program/privacy)

More information about the NSW Patient Survey Program can be found at [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program](http://bhi.nsw.gov.au/nsw_patient_survey_program)



## Your feedback about your experience will help improve healthcare services

When completing this questionnaire, please think about your experiences of care at the hospital named, in the month shown, in the covering letter. If you had more than one admission in that month, to the hospital named in the letter, please refer to the most recent admission.

Any information you provide will be treated confidentially, and the hospital staff who cared for you will not be able to see your responses.

For each question, please mark  clearly in the box next to the answer you choose using a blue or black pen. Don't worry if you make a mistake; simply fill in the box  and mark  in the correct box.

Sometimes response options have a 'Go to...' instruction which directs you to skip any questions that do not apply to you.

### ARRIVAL

### THE HOSPITAL ENVIRONMENT

For the following questions, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.

For the following questions, please think about your experiences of the hospital environment during your stay.

**Q1** Were the staff you met on your arrival to hospital polite and welcoming?

- Yes, definitely
- Yes, to some extent
- No
- Don't know/can't remember

**Q3** How clean were the areas of the hospital you used during your stay?

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

**Q2** How well organised was the admission process?

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

**Q4** How would you rate the food you were served while in hospital?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- I wasn't served any hospital food

**Q5** Were you given enough privacy during your stay at the hospital?

- Yes, always
- Yes, sometimes
- No

**Q6** Did you stay for one or more nights in a room or ward which was only for patients of the same gender as you?

- Yes, always
- Yes, sometimes
- No
- I didn't stay overnight
- I stayed in a single room

## HEALTH PROFESSIONALS

For the following questions, please think about all the health professionals who treated or examined you at the hospital. This may include doctors, nurses, allied health (e.g. physiotherapists) and others.

**Q7** Did the health professionals who treated you introduce themselves to you?

- Yes, all of them
- Some of them
- Very few or none of them
- Don't know/can't remember

**Q8** Did the health professionals ask your name or check your identification band before giving you any medications, treatments or tests?

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

**Q9** Did you have enough time to discuss your health or medical problem with the health professionals?

- Yes, definitely
- Yes, to some extent
- No
- Don't know/can't remember

**Q10** Did the health professionals explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

**Q11** Did you have confidence and trust in the health professionals treating you?

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

**Q12** Were the health professionals kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

**Q13** Overall, how would you rate the doctors who treated you?

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

**Q14** Overall, how would you rate the nurses who treated you?

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

## CARE AND TREATMENT

For the following questions, please think about the care and treatment you received while in hospital.

**Q15** 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

**Q16** How much information about your condition or treatment was given to your family, carer or someone close to you?

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

**Q17** Did you ever receive contradictory information about your condition or treatment from the health professionals?

- Yes
- No

**Q18** In your opinion, did the health professionals who treated you know enough about your care and treatment?

- Yes, always
- Yes, sometimes
- No

**Q19** Did the health professionals give you the support you needed to help with any worries or fears related to your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I didn't have any worries or fears

**Q20** 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 didn't want or need to be involved

**Q21** When the health professionals spoke about your care in front of you, were you included in the conversation?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

**Q22** Did the health professionals listen carefully to any views or concerns you had?

- Yes, definitely
- Yes, to some extent
- No
- I didn't have any views or concerns

**Q23** How would you rate how well the health professionals worked together as a team?

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

**Q24** Were you treated with respect and dignity while in hospital?

- Yes, always
- Yes, sometimes
- No

**Q25** Were your cultural or religious beliefs respected by the hospital staff?

- Yes, always
- Yes, sometimes
- No
- Not applicable

**Q26** If you needed help with personal care (e.g. eating and drinking, moving around or going to the bathroom), did hospital staff help you within a reasonable timeframe?

- Yes, always
- Yes, sometimes
- No
- I didn't need help with personal care

**Q27** Were you ever in any pain while in hospital?

- Yes
- No ..... Go to Q29

**Q28** Do you think the health professionals did everything they could to help manage your pain?

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

**Q29** Did the health professionals explain what would happen during your tests, operations or procedures in a way you could understand?

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

**Q30** Did the health professionals explain the results or outcomes of your tests, operations or procedures in a way you could understand?

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

## PROBLEMS AND COMPLICATIONS

For the following questions, please think about any problem or clinical complication that you may have experienced related to your care and treatment.

**Q31** During your hospital stay or soon after, did you experience any problem related to your care and treatment?

- Yes
- No .....Go to Q35

**Q32** Was the impact of this problem...?

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

**Q33** Were the health professionals open with you about this problem?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

**Q34** Were the health professionals responsive in addressing this problem?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

## LEAVING HOSPITAL (DISCHARGE)

For the following questions, please think about your experiences as you were preparing to leave hospital.

**Q35** Did you feel involved in decisions about your discharge from hospital?

- Yes, definitely
- Yes, to some extent
- No
- I didn't want or need to be involved

**Q36** At the time you were discharged, did you feel that you were well enough to leave hospital?

- Yes
- No

**Q37** Thinking about when you left hospital, were you given enough information about how to manage your care at home?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

**Q38** Was your family and home situation taken into account when you were discharged?

- Yes, definitely
- Yes, to some extent
- No
- Don't know/can't remember
- Not applicable



**Q39** Thinking about when you left hospital, were adequate arrangements made for any services you needed (e.g. equipment, home care, community care, follow-up appointments)?

- Yes, definitely
- Yes, to some extent
- No
- I didn't need any services

**Q40** Were you told who to contact if you were worried about your condition or treatment after you left hospital?

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

**Q41** Were you given or prescribed any new medication to take at home?

- Yes
- No ..... Go to Q43



**Q42** Did a health professional in the hospital tell you about medication side effects to watch for?

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

**Q43** Did you receive a document summarising your hospital care (e.g. a digital or physical copy of the letter to your GP or a discharge summary)?

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

**Q44** On the day you left hospital, was your discharge delayed?

- Yes
- No ..... Go to Q46



**Q45** Did hospital staff explain the reason for the delay?

- Yes
- No

## OVERALL EXPERIENCE

For the following questions, please think about your overall experiences of the care provided to you while in hospital.

**Q46** Overall, how would you rate the care you received while in hospital?

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

**Q47** How well organised was the care you received in hospital?

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

**Q48** 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

**Q49** Did the care and treatment received in hospital help you?

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

**Q50** In the month following your discharge, were you re-admitted to any hospital or did you go to an emergency department because of complications related to the care you received?

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



## VIRTUAL CARE

Virtual care appointments are held over the telephone or by video call, rather than in person. For the following questions, please think about your experience of virtual care appointments with a public hospital or outpatient clinic, not with your general practitioner/family doctor.

**Q51** In the **three months after your discharge from the hospital, did you have any virtual care appointments – over the telephone or by video call – with a hospital or outpatient clinic?**

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

**Q52** Overall, how would you rate the virtual care you received?

- Very good  
 Good  
 Neither good nor poor  
 Poor  
 Very poor

**Q53** Compared with in-person appointments, was your virtual care experience...?

- Better  
 About the same  
 Not as good

**Q54** If given the choice, would you use virtual care again?

- Yes, definitely  
 Yes, in some circumstances  
 No  
 Don't know

**Q55** Thinking about your experiences of virtual care, what have been the benefits for you?

Please  all the boxes that apply to you

- I thought it was convenient  
 I saved time  
 I saved money  
 I felt that I received safe, high quality care  
 I felt that I received the right care at the right time  
 I felt at ease being in my own home/ surroundings  
 I didn't have to take as much time off work as I would have with an in-person appointment  
 I didn't need to arrange care for children or dependants  
 I was able to have others join the appointment (my family, other members of my healthcare team)  
 I thought it benefitted me in other ways  
 I had no benefits

**Q56** How did you access your **most recent** virtual care appointment?

- Telephone, audio only (landline or mobile)  
 Online, with video (e.g. Skype or myVirtualCare)  
 Online, audio only (computer, tablet or smartphone)

**Q57** How many virtual care appointments have you had with a hospital or outpatient clinic over the past 12 months (not counting any appointments with your general practitioner/family doctor)?

- 1 to 2  
 3 to 5  
 More than 5  
 Don't know/can't remember



## ABOUT YOU (THE PATIENT)

The following questions will help us to see how experiences vary between different groups of the population.

**Q58** What year were you born?

Write in (YYYY)

**Q59** How do you describe your gender?

Please  **one option**

- Man or male
- Woman or female
- Non-binary
- Prefer to use a different term

Please specify below.

- Prefer not to answer

**Q60** What is the highest level of education you have completed?

- Less than Year 12 or equivalent
- Completed Year 12 or equivalent
- Trade or technical certificate or diploma
- University degree
- Postgraduate/higher degree

**Q61** Which language do you mainly speak at home?

- English
- A language other than English

What is that language? Please write below.

**Q62** 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

**Q63** Do you have longstanding health conditions that cause you difficulty with your day-to-day activities?

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

- Deafness or severe hearing impairment
- Blindness or severe vision impairment
- A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease)
- A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis)
- An intellectual disability
- A mental health condition (e.g. depression)
- A neurological condition (e.g. Alzheimer's, Parkinson's)
- None of these

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 healthcare information will allow us to better understand how the care provided by health facilities is related to the health of their patients and their use of these services.

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 that may identify you as an individual and your responses will not be accessible to the people who looked after you.

**Q64** Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?

- Yes
- No

## COMMENTS

This survey is anonymous. In the comment boxes below, please don't include your name, address or any personal information about yourself or the health professionals who treated you.

Q65

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


Q66

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


**THANK YOU FOR TAKING THE TIME TO COMPLETE THE QUESTIONNAIRE**

Return the questionnaire in the reply paid envelope provided or send it in an envelope addressed to our survey processing centre (no stamp needed):  
NSW Patient Survey, Ipsos Social Research Institute Reply Paid 91752, Port Melbourne VIC 3207

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). Questions are used with the permission of each organisation.

Barcode