

Survey results

Patients' experiences in emergency departments in 2022–23



The Emergency Department Patient Survey 2022–23 results reflect the experiences of **21,715 patients** who attended one of **77 large emergency departments** (EDs) in NSW public hospitals – 36 in urban and 41 in rural areas – between July 2022 and June 2023. Results are available for individual EDs, local health districts (LHDs) and NSW.

This report highlights key findings in relation to patients' experiences across a range of aspects of care.

These findings show where there was significant variation in ED results when compared with NSW, where ED results improved or declined compared with the previous survey (2021–22), NSW trends and important measures of experience based on evidence and stakeholder input.

Survey respondents who attended the 41 large EDs in rural areas between January and March 2023 also provided additional feedback on questions of particular relevance to patients in rural areas. Their experiences are examined on page 8 of this report.



Interactive data

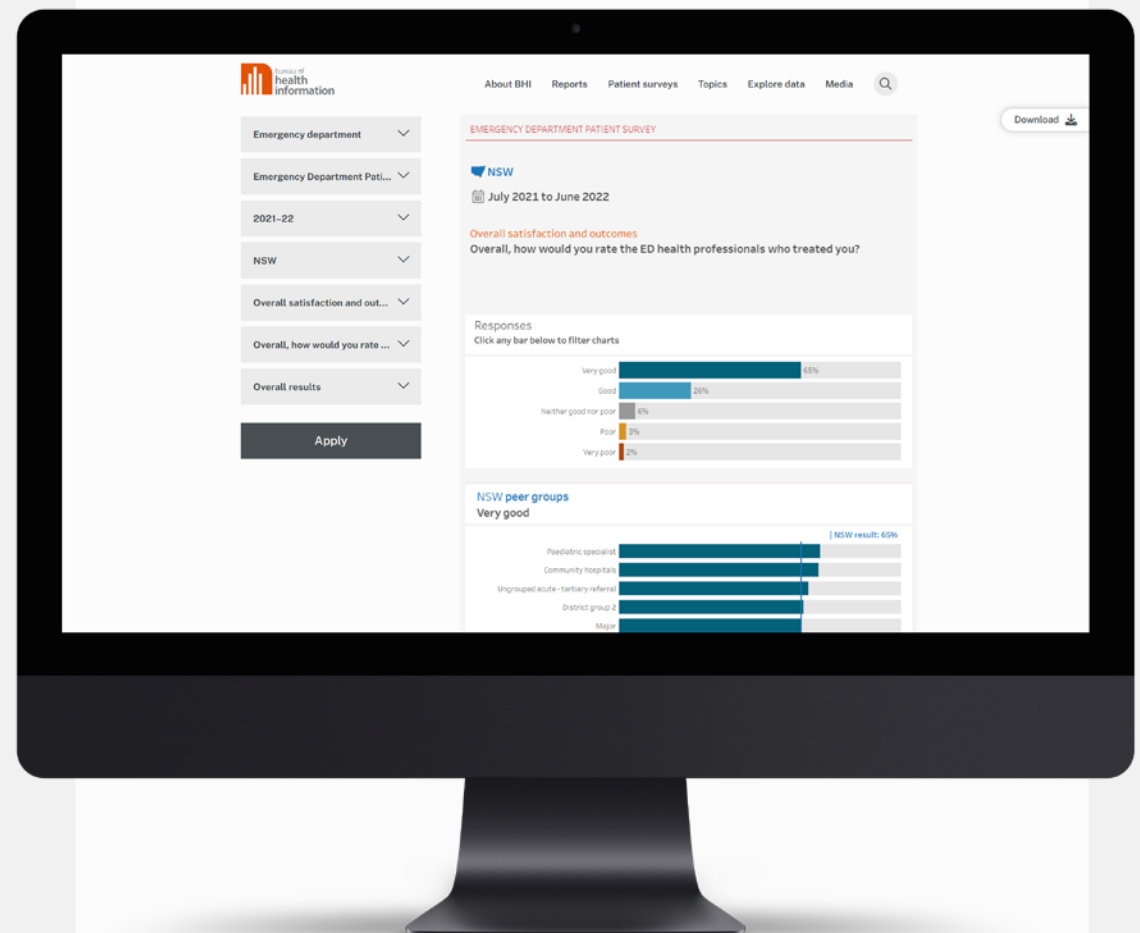
Supplementary data tables

The supplementary data tables are a good starting point to see an overview of your local hospital's performance before a more detailed search in the Data Portal. Explore results for the most positive response option (e.g. 'very good') for individual EDs, LHDs and NSW. The tables include green and red flags for results significantly higher or lower than NSW, and comparisons with the 2021–22 results.

The tablet displays a grid of supplementary data tables. Each cell contains a numerical value, often with a green or red flag indicating performance relative to NSW. The values range from 00 to 100, with some cells containing asterisks or other symbols. The grid is organized into several rows and columns, with some cells highlighted in green or red.

Bureau of Health Information Data Portal

The BHI Data Portal allows you to find and compare patient survey results across questions for all response options. Detailed results, including trends, are provided for individual EDs, LHDs and NSW. Survey results can also be explored for various patient groups.



Key findings

The majority of patients were positive about the ED care they received. Ratings for most questions were unchanged or relatively stable compared with the previous survey's results at the NSW level with more variation in results seen across individual EDs.

Overall satisfaction and outcomes

Most patients (87%) said, overall, the care they received was...



For patients who said 'very good', the range of results across EDs (38% to 80%) was one of the widest for this survey.

This result declined by 1 percentage point compared with 2021–22. 17 EDs declined by 5 percentage points or more and 15 EDs improved by 5 percentage points or more.

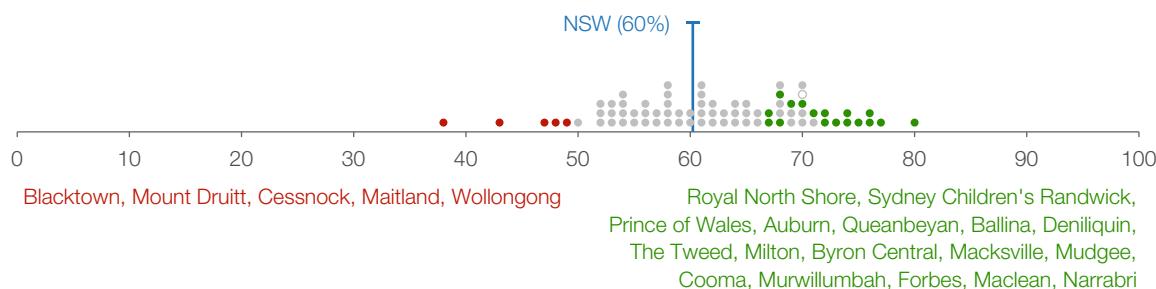
BHI has taken into account differences in patient characteristics at each hospital. Hospitals with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

64% of patients said, overall, the ED health professionals who treated them were 'very good'

19 EDs improved by 5 percentage points or more and 14 EDs declined by 5 percentage points or more compared with 2021–22.

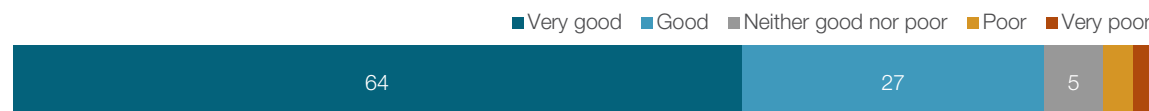
Percentage of patients in each ED who said, overall, the care they received was 'very good', July 2022 to June 2023

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



Percentage of patients in NSW, all response options, July 2022 to June 2023

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



▼ Down from 65% in 2021–22

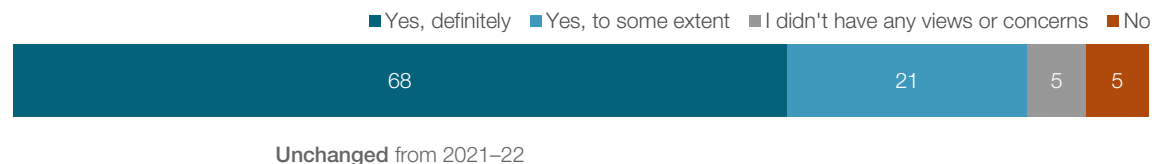
Compassion, respect and kindness

68% of patients said the ED health professionals 'definitely' listened carefully to any views or concerns they had.

This result had a comparatively large number of EDs (22) that improved by 5 percentage points or more compared with 2021–22. 13 EDs declined by 5 percentage points or more.

Percentage of patients in NSW, all response options, July 2022 to June 2023

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



“

The doctor took our concerns very seriously and arranged the additional testing we requested. We felt valued and that our opinions mattered.

”

87% of patients said they were 'always' treated with respect and dignity while in the ED.

This result has been consistently high since 2018–19 for NSW and across EDs.

“



[I was] treated as an equal with respect and dignity by caring staff who were extremely efficient and professional at all times!

”

Timely and coordinated care

64% of patients said upon leaving the ED, they received a document summarising their hospital care (e.g. a digital or physical copy of the letter to their GP or a discharge summary).

The range of results across EDs (22% to 90%) was the widest for this survey.

This result had a comparatively large number of EDs (35) with results significantly lower than NSW. 19 EDs had results significantly higher than NSW.

Percentage of patients in NSW, all response options, July 2022 to June 2023

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)?



Unchanged from 2021–22

“ We were advised that our GP would be sent a letter but this didn't happen. ”

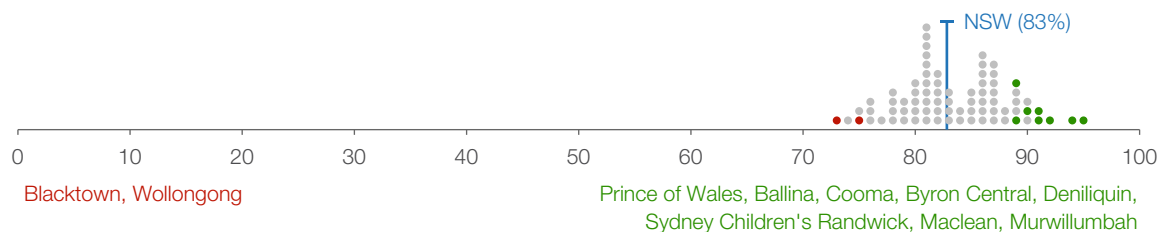
Clear information

83% of patients said they were given 'the right amount' of information about their condition or treatment during their ED visit.

This result was one of the highest across all survey questions.

Percentage of patients in each ED who said they were given 'the right amount' of information about their condition or treatment, July 2022 to June 2023

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



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Effective communication

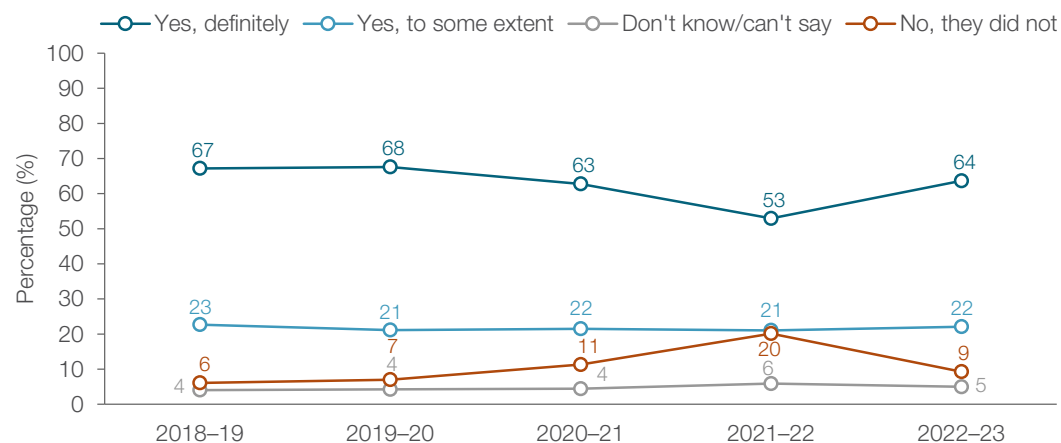
64% of patients said that if their family members or someone else close to them wanted to talk to the ED health professionals, they 'definitely' got the opportunity to do so.

During the COVID-19 pandemic, restrictions were implemented that limited visitor access in NSW hospitals.

Following decreases in this result from 2020–21, an 11 percentage point increase in 2022–23 saw it approach pre-pandemic levels.

This result had the largest number of EDs (31) that improved by 5 percentage points or more compared with 2021–22.

If your family members or someone else close to you wanted to talk to the ED health professionals, did they get the opportunity to do so?, all response options, 2018–19 to 2022–23



Safe, comfortable environment

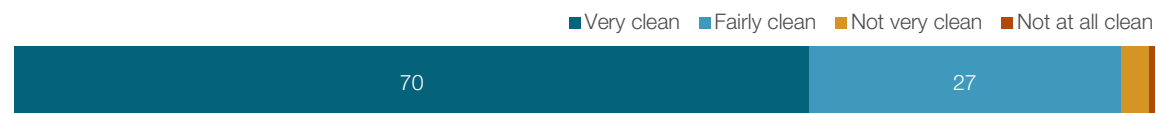
70% of patients said the treatment area was 'very clean'.

Across the survey, this result had one of the largest declines from 2021–22.

This result had the largest number of EDs (25) with results significantly higher than NSW. 6 EDs had results significantly lower than NSW.

Percentage of patients in NSW, all response options, July 2022 to June 2023

How clean was the treatment area in the ED?



▼ Down from 72% in 2021–22

“ [What most needs improving is] cleanliness, there were biscuit crumbs and rubbish laying around in rooms and the waiting room. ”

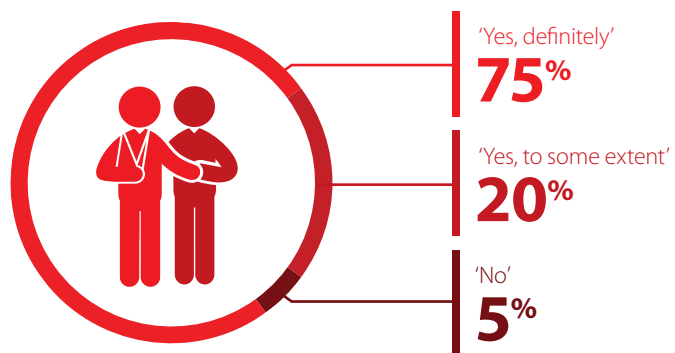
Experiences in large rural EDs

Survey respondents who attended one of 41 large rural EDs between January and March 2023 provided additional feedback about their experiences of care by completing a 17-question module which contained questions of particular relevance to patients in rural areas.

Selected results for these respondents are outlined below, with detailed results available in the [supplementary data tables](#).

BHI released the latest results of the Rural Hospital Emergency Care Patient Survey in December 2023 which reflect the experiences of patients who received emergency care in one of 81 small rural EDs in NSW. Explore the results on the [BHI website](#) which include those patients' responses to the rural-specific question module.

When asked whether they thought the care they received was safe and high-quality, patients said...

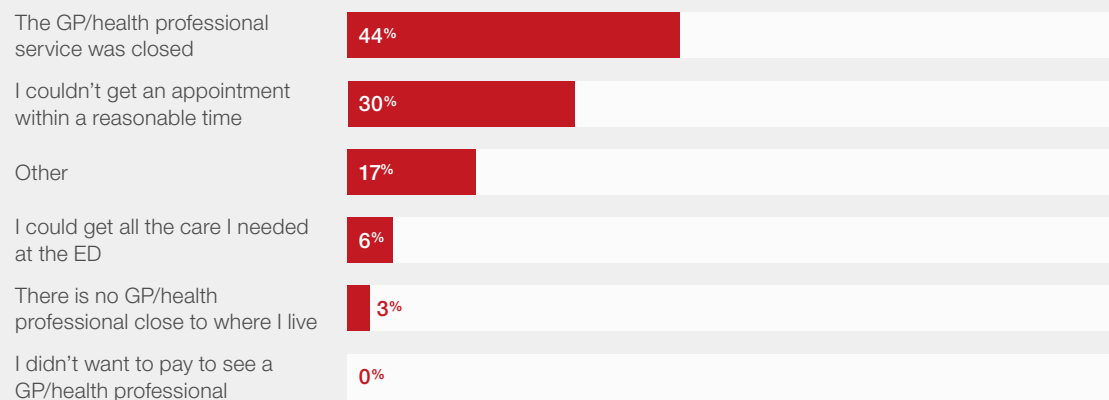


When asked whether they thought their condition could have been treated by a GP or other health professional, patients said...



Note: Results may not add up to 100% due to rounding.

Patients said the reason they did not see a GP or other health professional was...*



*Based on the responses of the 1,034 patients who said that at the time, they thought their condition 'definitely' or 'to some extent' could have been treated by a GP or other health professional.

Note: Respondents were able to select multiple response options.



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

Figures published in the Data Portal may differ from those in published reports and information products due to subsequent changes in data coverage and analytic methods, and updates to databases. At any time, the most up-to-date results are available in the Data Portal and supersede all previously published figures.

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.