

Erratum

Date 9 July 2021

Due to a methodological discrepancy, two figures published on 19 May 2021 in the report, *Snapshot – Emergency Department, Results from the 2019 patient survey*, differed from those published in Healthcare Observer and the supplementary data tables for this report. These have now been corrected in the Snapshot report.

1)

On page 10 of the Snapshot report, the sentence:

- **More than two in 10 patients (26%)** said hospital staff had not been open with them about the complication or problem (data not shown).

Has been updated to:

- **Around three in 10 patients (31%)** said hospital staff had not been open with them about the complication or problem (data not shown).

Note: This figure has also been updated in the media release at:

<https://www.bhi.nsw.gov.au/media/2021/Notable-improvements-in-patients-experiences-in-NSW-emergency-departments>

2)

On page 11 of the Snapshot report, the infographic content:

Of the 9% of patients who said they experienced a problem or complication related to their stay... **34%** said staff were 'completely' open with them about it

Has been updated to:

Of the 9% of patients who said they experienced a problem or complication related to their stay... **41%** said staff were 'completely' open with them about it