

Adult Admitted Patient Survey 2025

With modules on healthcare outside of hospital,
Aboriginal patient experience and planned surgery
or procedure

Development Report

September 2025

BUREAU OF HEALTH INFORMATION

1 Reserve Road

St Leonards NSW 2065

Australia

Telephone: +61 2 9464 4444

bhi.nsw.gov.au

© Copyright Bureau of Health Information 2025

This work is copyrighted. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the Bureau of Health Information.

State Health Publication Number: (BHI) 250429

Suggested citation:

Bureau of Health Information. Development Report – Adult Admitted Patient Survey 2025. Sydney (NSW): BHI; 2025.

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.

Published September 2025

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.

Background

The Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system.

The Adult Admitted Patient Survey (AAPS) is a core component of the NSW Patient Survey Program, which BHI manages on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their healthcare experiences and outcomes, using evidence-based, validated survey instruments.

The program provides intelligence about patients' experiences in the NSW public health system to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust, representative and comparative information about patients' experiences at hospital, local health district (LHD) and state level. It plays a distinct and complementary role to real-time feedback from patients about their experiences in hospitals, which can inform day-to-day local improvements.

Review of the Adult Admitted Patient Survey

As part of the BHI Strategic Plan 2023–2026, BHI regularly reviews and adapts the NSW Patient Survey Program to ensure the information remains relevant and useful. This involves galvanising the focus on helping health system managers make effective use of the survey results and delivering high value insights that align with health system priorities and reflect the complexity of patients' healthcare journeys.

During 2023 and early 2024, BHI developed a Minimum Question Set for surveys seeking patients' reflections on their experiences of care. The Minimum Question Set is applicable across different patient cohorts and care settings and has now been applied across NSW Patient Survey Program questionnaires. The Minimum Question Set forms part of the 'core content' described in this report. Supplementary 'modules' are targeted sets of questions that are added to a questionnaire to collect data for a patient group or service. These one-off or periodic modules are designed to meet the health system's particular requirements for additional information.

For AAPS 2025, the wording of several questions and response options was amended to improve readability and consistency with questions from the Minimum Question Set. The preambles and headers were also updated to improve readability and make it easier for patients to complete. These changes are outlined in the [Overview of changes](#) section.

The AAPS 2025 questionnaire is available on the [BHI website](#).

Addition of healthcare outside of hospital module

BHI developed an eight-question module asking patients about their healthcare experiences outside of hospital, including care they received from general practitioners (GPs), specialists and other health professionals. This module complements insights from the core questionnaire content.

Questions in this module ask patients about their journey of care before and after their admission to a NSW public hospital including: after discharge from hospital; their experiences navigating the healthcare system; and issues such as financial barriers to care. As such, the module provides a unique opportunity to gain insights about how the broader healthcare system is performing from the patient's perspective rather than just focusing on individual hospital-level performance.

Questions used in this module are based on those in other BHI patient survey questionnaires and stakeholder engagement within the NSW Ministry of Health.

The feedback will help identify areas for improvement in healthcare delivery and support for patients. The module will be in the field for patients sampled between January and June 2025. The questions in this module are outlined in the [Module – healthcare outside of hospital](#) section.

Addition of an Aboriginal patient module

As part of this survey, Aboriginal patients who were admitted to NSW public hospitals were invited to provide feedback about their experiences of care, using the core survey questions and an additional 11-question module containing new questions identified to be of high relevance to Aboriginal patients, the Aboriginal community and relevant stakeholders. These additional questions are a subset of the Aboriginal Patient Experience Question Set developed in collaboration with Aboriginal people, the Centre for Aboriginal Health, the Aboriginal patient experience program advisory committee and other key stakeholders from across NSW health system.

The Aboriginal patient experience program is a collaboration between BHI and the NSW Ministry of Health's Centre for Aboriginal Health aimed at delivering detailed, system-wide information about Aboriginal patients' experiences and outcome of hospital care in NSW.

Further information about the Aboriginal Patient Experience Question Set, including the development report, is available on the [BHI website](#).

Addition of a planned surgery or procedure module

BHI developed a 14-question module to gain insights into patients' experiences of care with planned surgery or procedures.

The planned surgery or procedure module was designed to be answered by patients identified in the administrative data as having undergone elective surgery during their hospital admission.

In this module, patients are asked about their views on their involvement in decision making, the provision of information, and their experiences waiting for surgery and following discharge from hospital. This module complements insights from the core questionnaire content and provides actionable insights into aspects of care delivery, which can inform high priority improvements in experiences and outcomes for elective surgery patients.

Questions used in this module are based on the 2022 AAPS Planned Surgery or Planned module and stakeholder engagement within NSW Health.

The module will be in the field for patients sampled between July and September 2025. The questions in this module are outlined in the [Module – Planned Surgery or Procedure](#) section.

Overview of changes

Core content changes:

New questions:

- Q49, Q64, Q65

Amended questions and/or response options:

- Q3–Q5, Q25, Q33, Q35, Q37, Q41, Q44, Q70, Q71

Amended section headers or preambles:

- Arrival at the hospital
- The hospital environment
- Care and treatment
- Leaving hospital (discharge)
- Overall experience

Module changes:

The content of the modules are outlined in separate tables below:

Healthcare outside of hospital

Planned surgery or procedure

No changes were made to the questions in the Aboriginal patient module.

Details of changes – core content

Question # 2024	Question # 2025	Updated question (as it appears in 2025 questionnaire)	Change from 2024	Rationale
Q1–Q2	Q1–Q2	Arrival at the hospital	<p>Preamble removed: 'For the questions in this section, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.'</p> <p>Amended header: Amended 'Arrival' to 'Arrival at the hospital'.</p>	<p>The preamble was removed to streamline the section and focus on the questions.</p> <p>The header was amended to set the scene at the hospital.</p>
Q3–Q5	Q3–Q5	The hospital environment	<p>Preamble removed: 'For the questions in this section, please think about your experiences of the hospital environment during your stay.'</p>	<p>The preamble was removed to streamline the section and focus on the questions.</p>
Q3	Q3	Were the areas of the hospital you used clean? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Amended question wording and response options: Question wording changed from 'How clean were the areas of the hospital you used during your stay?' to 'Were the areas of the hospital you used clean?'</p> <p>Amended response options:</p> <ul style="list-style-type: none"> • Very clean • Fairly clean • Not very clean • Not at all clean 	<p>This question was amended to improve readability. The response options were amended to align with the standard BHI response scale.</p>

Question # 2024	Question # 2025	Updated question (as it appears in 2025 questionnaire)	Change from 2024	Rationale
Q4	Q4	<p>How would you rate the food you were served while in hospital?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor • Not applicable 	<p>Amended response option: Amended 'I wasn't served any hospital food' to 'Not applicable' in response options.</p>	This response option was amended to align with the standard BHI response scale.
Q5	Q5	<p>Were you given enough privacy?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	<p>Amended question wording: Removed 'during your stay at the hospital' from question wording.</p>	This question was amended to improve readability and for consistency with other BHI patient survey questionnaires.
Q14–28	Q14–28	Care and treatment	<p>Preamble removed: 'For the questions in this section, please think about the care and treatment you received while in hospital.'</p>	The preamble was removed to streamline the section and focus on the questions.
Q25	Q25	<p>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?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Not applicable 	<p>Amended response option: Amended 'I didn't need help with personal care' to 'Not applicable' in response options.</p>	This response option was amended to align with the standard BHI response scale.

Question # 2024	Question # 2025	Updated question (as it appears in 2025 questionnaire)	Change from 2024	Rationale
Q33–Q44	Q33–Q44	Leaving hospital (discharge)	Preamble removed: ‘For the questions in this section, please think about your experiences as you were preparing to leave hospital.’	The preamble was removed to streamline the section and focus on the questions.
Q33	Q33	Did you feel involved in decisions about your discharge? • Yes, definitely • Yes, to some extent • No • Not applicable	Amended question wording and response option: Removed ‘from hospital’ from question wording. Amended ‘I didn’t want or need to be involved’ to ‘Not applicable’ in response options.	This question was amended to improve readability. The response option was amended to align with the standard BHI response scale.
Q35	Q35	Were you given enough information about how to manage your care at home? • Yes, definitely • Yes, to some extent • No • Not applicable	Amended question wording: Removed ‘Thinking about when you left hospital’ from question wording.	This question was amended to improve readability and for consistency with other BHI patient survey questionnaires.
Q37	Q37	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 • Not applicable	Amended question wording and response option: Removed ‘Thinking about when you left hospital,’ from question wording. Amended ‘I didn’t need any services’ to ‘Not applicable’ in response options.	This question was amended to improve readability. The response option was amended to align with the standard BHI response scale.

Question # 2024	Question # 2025	Updated question (as it appears in 2025 questionnaire)	Change from 2024	Rationale
Q41	Q41	Did you receive a document summarising your hospital care (e.g. a letter to your GP or a discharge summary)? • Yes • No • Don't know/can't remember	Amended question wording: Removed 'digital or physical copy of the' and amended 'general practitioner' to 'GP'.	The question wording was amended to improve readability and broaden application.
Q44	Q44	In the <u>30 days after your discharge</u> from hospital, were the health professionals you saw in your community (e.g. your GP) up-to-date about the care you received in hospital? • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable	Amended question wording and response option: Amended 'such as your general practitioner' to 'e.g. your GP'. Added 'In the 30 days after your discharge from hospital' to the question wording and removed 'after your stay'. Added 'Don't know/can't remember' to response options.	This question wording was amended to improve readability and to include '30 days' to align with post-discharge-related questions in the module on healthcare experiences outside of hospital. This response option was amended to align with the standard BHI response scale.
Q45–50	Q45–51	Overall experience	Preamble removed: 'For the questions in this section, please think about your overall experiences of the care provided to you while in hospital.'	The preamble was removed to streamline the section and focus on the questions.
NA	Q49	Do you think you received safe, high-quality care? • Yes, definitely • Yes, to some extent • No	New question	This question was added following stakeholder engagement as the delivery of safe care across all settings is a key priority in NSW Health's Future Health strategy.

Question # 2024	Question # 2025	Updated question (as it appears in 2025 questionnaire)	Change from 2024	Rationale
NA	Q64	Did you need, or would you have liked, to use an interpreter at any stage while you were in the hospital? • Yes • No...Go to Q66	New question	This question was re-introduced in the questionnaire in response to stakeholders' interest in assessing patients' need for interpreters.
NA	Q65	Did the hospital provide an interpreter when you needed one? • Yes, always • Yes, sometimes • No	New question	This question was re-introduced in the questionnaire in response to stakeholders' interest in assessing patients' access to interpreters.
Q59	Q70	What was the <u>best part</u> of the care you received while in this hospital?	Amended question wording: Wording amended from 'from this hospital' to 'while in this hospital'.	This question was amended to improve readability and for consistency with other BHI patient survey questionnaires.
Q60	Q71	What <u>most needs improving</u> about the care you received while in this hospital?	Amended question wording: Wording amended from 'from this hospital' to 'while in this hospital'.	This question was amended to improve readability and for consistency with other BHI patient survey questionnaires.

Module – healthcare outside of hospital

The healthcare outside of hospital module is included in the AAPS 2025 questionnaire to gain insights into patients' experiences before and after they were admitted to hospital.

This module is for patients sampled between January and June 2025. Questions are based on those in other BHI survey questionnaires unless stated otherwise.

Question numbers are not included in this module as they may change depending on which other modules are included in the survey.

Question/section (as it appears in 2025 questionnaire)

GP appointments in the 30 days after discharge

For the questions in this section, please think about any GP appointments you had in the 30 days after your discharge from hospital.

In the 30 days after your discharge from hospital, how many in-person GP appointments did you have?

- None
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

In the 30 days after your discharge from hospital, how many virtual care GP appointments did you have (over the phone or by video call)?

- None...Go to QXX
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

Question/section
(as it appears in 2025 questionnaire)

Did the opportunity to use virtual care help ensure that your care was well coordinated between the hospital and GP?

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

Experiences of healthcare in the past 12 months

For the questions in this section, please think about your experiences of healthcare in the past 12 months. This includes appointments with GPs and other health professionals (such as specialists, nurses and therapists).

In the past 12 months, how many GP appointments (both in-person and virtual) did you have?

- None
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

In the past 12 months, was there a time you felt you needed to see a GP but did not go?

- Yes
- No

(This is based on a question in the Australian Bureau of Statistics' Patient Experience Questionnaire 2023–24.)

Question/section
(as it appears in 2025 questionnaire)

In the past 12 months, how would you rate your experience of navigating the healthcare system (e.g. accessing treatment, getting referrals to other services, and seeing different health professionals)?

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

In the past 12 months, how many different medications have you taken on a regular and ongoing basis?

- None
- 1 to 4
- 5 to 9
- 10 or more

(This is based on a question in the Australian Bureau of Statistics' National Health Survey 2022.)

In the past 12 months, was there a time when you skipped a medical test, treatment, medication or appointment that was recommended by a health professional because of the cost?

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

Module – planned surgery or procedure

The planned surgery or procedure module is included in the AAPS 2025 questionnaire to be answered by patients identified in the administrative data as having undergone a planned surgery or procedure during their admission.

The module is designed to be answered by patients who underwent a planned surgery or procedure during their hospital admission. Understanding these experiences provides actionable insights that can inform high priority improvements in experiences and outcomes for elective surgery patients.

This module is for patients sampled between July and September 2025. Questions are based on those in other BHI survey questionnaires unless stated otherwise.

Question numbers are not included in this module as they may change depending on which other modules are included in the survey.

Question/section (as it appears in 2025 questionnaire)	Change from 2022 Planned Surgery or Procedure module	Rationale
YOUR PLANNED SURGERY OR PROCEDURE This section has been included because hospital records show that you underwent an elective or planned surgery or procedure during your stay. A planned surgery or procedure is booked in advance after an assessment has been completed by a specialist doctor.	Amended header: Header changed from 'PLANNED SURGERY OR PROCEDURE'	The header was amended to improve readability.
Did you have a planned surgery or procedure during this hospital stay? <ul style="list-style-type: none">Yes, I had an elective or planned surgery (e.g. cataract extraction) or planned procedure (e.g. scope)No.....Go to QXX	Amended preamble: Preamble changed from 'The questions in this section have been included because hospital records show that you underwent an elective or planned surgery, operation or procedure during this stay.' A planned surgery or procedure is booked in advance after a clinical assessment has been completed by a specialist doctor.'	The preamble was amended to improve readability.
	Amended response options: Response options changed from: <ul style="list-style-type: none">Yes, I had an elective or planned surgery (e.g. cataract extraction or knee replacement)Yes, I had a planned procedure (e.g. scope)No.....Go to Qxx	The response options were amended to improve readability.

Question/section (as it appears in 2025 questionnaire)	Change from 2022 Planned Surgery or Procedure module	Rationale
<p>Did the specialist doctor explain the possible risks and benefits of your planned surgery or procedure in a way you could understand?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	Unchanged	
<p>When making decisions about your planned surgery or procedure, did a health professional at the hospital inform you about different treatment options (including non-surgical)?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	Amended question wording: Added '(including non-surgical)' to the question wording.	The question wording was amended based on stakeholder feedback on the value of adding a reference to 'non-surgical' treatment options.
<p>Did you feel confident you were making an informed decision to have your planned surgery or procedure?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	Unchanged	
<p>For the following questions, please think about your experience while waiting for your planned surgery or procedure.</p>	Unchanged	

Question/section (as it appears in 2025 questionnaire)	Change from 2022 Planned Surgery or Procedure module	Rationale
<p>Thinking back to when you first tried to book an appointment with a specialist doctor, how long did you have to wait to see that specialist?</p> <ul style="list-style-type: none"> • Less than 30 days • 31 to 90 days • 91 to 365 days • I waited longer than 1 year • Don't know/can't remember 	Unchanged	
<p>From the time a specialist doctor said you needed the planned surgery or procedure, how long did you have to wait to be admitted to hospital?</p> <ul style="list-style-type: none"> • Less than 30 days • 31 to 90 days • 91 to 365 days • I waited longer than 1 year • Don't know/can't remember 	Unchanged	
<p>Do you think the amount of time you waited, from the time a specialist doctor said you needed to be admitted to hospital, was...?</p> <ul style="list-style-type: none"> • About right • Slightly too long • Much too long • Don't know/can't remember 	Unchanged	

Question/section (as it appears in 2025 questionnaire)	Change from 2022 Planned Surgery or Procedure module	Rationale
<p>Once your planned surgery or procedure was booked, did the hospital ever delay or reschedule it (not at your request)?</p> <ul style="list-style-type: none"> • Yes, once • Yes, more than once • No.....Go to QXX • Don't know/ can't remember.....Go to QXX 	<p>Amended question wording and response option:</p> <p>Question wording changed from 'Once your planned surgery or procedure was booked, did the hospital ever delay or reschedule your planned surgery or procedure?'</p> <p>Response option changed from 'Yes, multiple times' to 'Yes, more than once' and skip logic was introduced to allow respondents to skip the following new question.</p>	<p>The question wording was amended following stakeholder feedback on the value of specifying that a delay was not requested by the patient.</p> <p>The response option was amended to align with the standard BHI response scale.</p>
<p>Did hospital staff explain the reason for the delay or reschedule?</p> <ul style="list-style-type: none"> • Yes • No 	<p>New question</p>	<p>This question was added to gain insights into whether or not information about any delays was provided to patients.</p>
<p>While you were waiting for your planned surgery or procedure, did your symptoms or condition...?</p> <ul style="list-style-type: none"> • Get much better • Get a little better • Stay about the same • Get a little worse • Get much worse • Don't know/can't remember 	<p>Unchanged</p>	
<p>While you were waiting for your planned surgery or procedure, did a health professional (from the hospital, or your general practitioner) monitor your symptoms or condition?</p> <ul style="list-style-type: none"> • Yes • No, but I would have liked them to check • No, but I did not need them to check • Don't know/can't remember 	<p>Deleted question</p>	<p>The question was removed based on stakeholder feedback and replaced with the next question below.</p>

Question/section (as it appears in 2025 questionnaire)	Change from 2022 Planned Surgery or Procedure module	Rationale
<p>While you were waiting for your planned surgery or procedure, did you see a health professional (from the hospital, or your GP) about your symptoms or condition?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New question	The question was added based on stakeholder interest in whether patients see health professional regarding their symptoms or condition in the lead up to surgery.
<p>Did your family, carer or someone close to you receive enough information about your planned surgery or procedure and what to expect?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable 	Unchanged	
<p>Thinking back on your experience since your planned surgery or procedure, please answer the following questions based on how you feel now.</p>	<p>Amended preamble Preamble changed from 'With the benefit of hindsight and all you have experienced since having your planned surgery or procedure, for the following questions, please tell us your views at the time of completing this questionnaire.'</p>	The preamble was amended to improve readability.
<p>Looking back, did the health professionals at the hospital prepare you for what to expect in the weeks and months after your planned surgery or procedure?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	Unchanged	

Question/section (as it appears in 2025 questionnaire)	Change from 2022 Planned Surgery or Procedure module	Rationale
	<p>Deleted question</p> <p>After you left the hospital and went home, were the health professionals you saw in your community (such as your general practitioner) up-to-date about the care you received in the hospital?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable 	<p>This question was removed because it is already included as a core question in the Adult Admitted Patient Survey.</p>
<p>Would you have agreed to having your planned surgery or procedure at a different hospital if it meant a shorter waiting time?</p> <ul style="list-style-type: none"> • Yes • No • Don't know 	<p>New question</p>	<p>This question was added based on stakeholder interest in understanding patient preferences.</p>