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Survey shows improvements in NSW patients' experience

NSW patients are positive about their experiences of care in the state's public hospitals, according to two new reports released today. Patients with cancer were particularly positive.

The publications, *Snapshot Report* and *Patient Perspectives*, are both based on results from the Adult Admitted Patient Survey, which is the largest survey of its kind in NSW.

The experiences of almost 27,000 patients who went to a NSW public hospital in 2014 are captured in the Bureau of Health Information's (BHI) *Snapshot Report*.

The report shows:

- 63% of patients said the care they received in NSW hospitals was very good
- 76% of patients would speak highly of their hospital experience
- 80% of patients said they always had trust and confidence in doctors
- 76% of patients said their hospital care definitely helped them.

BHI Chief Executive, Dr Jean-Frederic Levesque said that the results showed the NSW healthcare system was continuing to perform at a high level generally, with some areas where there have been significant improvements.

"From 2013 to 2014 there were significant improvements in the results of 13 out of 68 questions, while only one result declined," Dr Levesque said.

"The percentage of patients who said they always had confidence and trust in allied health professionals increased from 81% to 86% and those reporting that hospital wards were very clean increased from 63% to 65%.

"While it is good to see these improvements, one in four patients (25%) were not told about medication side effects to watch for and less than half (43%) said that, when needed, they were always able to get assistance within a reasonable timeframe."

The *Patient Perspectives* report, developed with the Cancer Institute NSW (CINSW), is the first time a focus has been placed on the survey results of patients with cancer in NSW.

Chief Cancer Officer and CEO of CINSW, Professor David Currow said the reflections of almost 6,500 patients with cancer would inform efforts to improve their care.

"Consistent with overall survey results, almost one in five patients (19%) with cancer were not told about medication side effects to watch for, which is a particularly important aspect of care in cancer treatment," Professor Currow said.

"Overall, the report found that people with cancer were more positive than all admitted patients on most questions, but particularly for those relating to access to health services."

Hospital profiles, reports and detailed survey results can be found on the BHI website at bhi.nsw.gov.au

The *Patient Perspectives* report is also available on the CINSW website at cancerinstitute.org.au

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