

## We asked thousands of patients about their experiences of hospital care



Most patients in NSW  
rated their care as  
'very good' or 'good'



However...

Patients with disability  
had significantly less positive  
experiences of care for

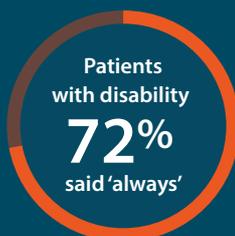
**26 of 48**  
questions



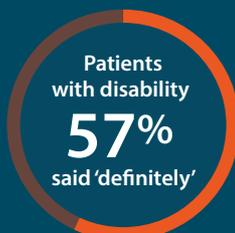
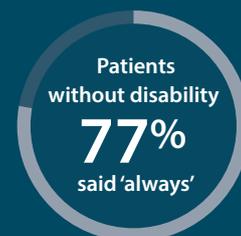
Patients without disability  
had significantly less positive  
experiences of care for

**0 of 48**  
questions

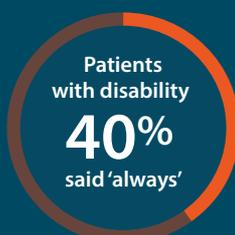
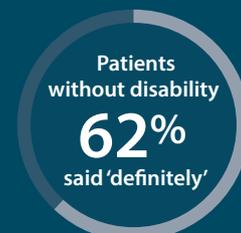
## How did patients respond?



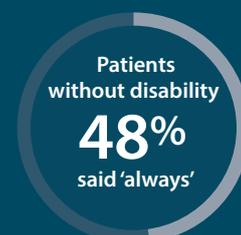
Doctors answered  
my questions in an  
understandable way



I was involved in  
decisions about my  
care and treatment



I got enough help  
from staff to eat meals



# 10 key findings

## Patient Perspectives: Exploring experiences of hospital care for people with disability

Adult Admitted Patient Survey 2015

- 1 Overall, a majority of admitted patients rated hospital care highly.** Over three quarters (76%) of patients with disability said they would 'speak highly' about their hospital experience, and 79% of patients without disability did so.
- 2 For 26 of the 48 survey questions included in this report, patients in the disability group were significantly less positive than other patients.** There were no survey questions which were answered significantly more positively by patients in the disability group.
- 3 Almost three-quarters of patients in the disability group said that the hospital care they received 'definitely' helped them.** However, there was a six percentage point gap in responses between patients with and without disability (74% and 80%).
- 4 Most patients in the disability group said that they did not experience unfair treatment (93%), their family was given the right amount of information (77%), they had confidence and trust in doctors (79%), and they were treated with respect (85%).** However, their responses were significantly less positive than other patients for all four of these questions.
- 5 A sizeable proportion of patients in the disability group highlighted specific aspects of care that could be improved.** For example, 16% were not given contact information for support after discharge; 17% were not given enough information about their condition; 23% did not get enough help from staff to eat their meals; and 25% said nurses, and 28% said doctors, did not always explain things in an understandable way.
- 6 Within local health districts, the number of questions with significant gaps between the responses from the disability group and other patients ranged from zero to 12.** In Far West, Mid North Coast and St Vincent's Health Network, there were no questions with significant gaps, while in Southern NSW, responses from patients with disability were significantly less positive than patients without disability for 12 of the 48 survey questions.
- 7 When focusing on the experiences of patients within the disability group only, local health district results varied.** Responses from patients with disability in Mid North Coast and Southern NSW were significantly more positive than the NSW result for 17 of the 48 survey questions. Patients with disability in Western Sydney and Nepean Blue Mountains were significantly less positive for 14 and 13 questions, respectively.
- 8 Among patients with a single disability, those with hearing impairment were most positive about their care.** Those with a neurological condition were least positive.
- 9 Patients with multiple disabilities responded less positively than those with a single disability.** Disability conditions appear to have a cumulative and negative effect on patient experiences.
- 10 Supplementary analyses showed patients with a mental health condition and those with longstanding illnesses such as cancer also had less positive experiences than other patients.** These groups had less positive experiences for 40 and 13 of the 48 survey questions respectively when compared with patients with no mental health conditions and no longstanding illnesses.