



Outpatient Survey Results 2014

More than 18,000 people who received outpatient services in February or March 2014 told us about their experiences of care. Their responses are available on Healthcare Observer at bhi.nsw.gov.au/healthcare_observer

This *Snapshot Report* provides a selection of the results.

In 2014, there were some 7 million outpatient occasions of service provided across the New South Wales public hospital system.

The Outpatient Survey results provide, for the first time, an opportunity to hear from patients who have received different types of services. Some of these patients have life-threatening illnesses, others have chronic conditions for which they need ongoing and regular care, and some need shorter-term care as they prepare for surgery or for the birth of their baby. Such different health needs can impact on patients' experiences, views and ratings of care.

Statewide, hospitals differ in the range of outpatient services they offer and the complexity of cases they see. This means that care is needed in interpreting differences in the results.

In general, most patients said the care they received as an outpatient was 'very good' and that they were treated with politeness, courtesy and respect. Parking was often noted to be a problem and cleanliness varied across types of services.

Results are presented according to the type of outpatient services received:

- Allied health
- Dialysis and renal medicine
- Oncology and chemotherapy
- Medical
- Paediatric medical
- Gynaecology and obstetrics
- Ophthalmology
- Orthopaedic surgery
- Other surgical.

The Outpatient Survey included 80 questions about different aspects of care and patient characteristics. This *Snapshot Report* provides NSW-level results for 22 questions and shows LHD-level variation for four questions.

Across types of services, 62% to 84% of patients said the care they received was **'very good'**...

... and 70% to 91% of patients would **spea k highly** of their experiences





Overview of results

Survey questions provide a range of different insights into patient care and experiences. First, they allow patients to describe the care they received — whether, and how easily, they could access needed care; whether they received appropriate and evidence-based care; whether care was delivered in an appropriate and respectful way; and whether care was effective and made a difference for them in terms of outcomes. Second, patient survey questions enable us to learn from patients' observations about the physical environment in which their care was provided, and about the different professionals who cared for them and how well they worked together. Third, surveys allow us to capture patients' overall impressions and ratings of the care they received.

This *Snapshot Report* highlights a range of these different types of insights, drawing on a survey of 18,000 people who received outpatient services in a NSW public hospital in February or March 2014. The full set of results is available on Healthcare Observer at bhi.nsw.gov.au/healthcare_observer

Overall impressions across types of services

Across different types of services, the percentage of patients who overall, rated the care they received as 'very good' ranged from 62% (orthopaedic surgery and other surgical patients) to 84% (oncology and chemotherapy). The percentage who said they would speak highly of their experience to friends and family ranged from 70% (orthopaedic surgery) to 91% (oncology and chemotherapy).

Where responses across types of services were similar

Across all types of services, there were three questions for which almost all patients (>90%) gave the most positive answer. Outpatient services were consistently rated positively in terms of providing appointment times that were convenient for patients, and respecting patients' cultural and religious beliefs.

Overall views by types of services

Overall, how would you rate the care you received in the clinic?

Oncology and chemotherapy



Dialysis and renal medicine



Allied health



Medical group



Paediatric medical



Gynaecology and obstetrics



Ophthalmology



Orthopaedic surgery



Other surgical



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor

There were a further eight questions to which the majority of patients (80–90%) gave the most positive answer. These largely related to the interpersonal elements of their experience, such as the kindness, politeness and respect given to them by health professionals and the way reception staff treated them.

At the other end of the scale, there were six questions to which only a minority of patients (<50%) answered positively across all types of services. These questions related to a variety of aspects of care (see figure on page 3).

Where responses across types of services differed

For some questions, results varied considerably across the different types of services. Most variation was seen in questions about access, appropriateness and the physical environment — in particular the proportion of patients who said:

- They waited less than a month for an appointment (27% for ophthalmology patients to 75% for gynaecology and obstetrics patients)
- The time they waited for an appointment was 'about right' (69% for ophthalmology to 93% for oncology and chemotherapy)
- Care was 'very well organised' (56% for orthopaedic surgery to 81% for oncology and chemotherapy)
- The clinic was 'very clean' (54% for paediatric medical to 86% for oncology and chemotherapy).

Patients who received oncology and chemotherapy services gave a higher proportion of positive responses than patients who received other types of services for 28 out of 51 comparable questions.

Patients who received orthopaedic services, on the other hand, had a lower proportion of positive responses than patients who received other types of services for 17 out of 51 comparable questions.

Outcomes reported by patients

Most patients across all outpatient services said that the care and treatment they received helped them (65% to 79%). However when asked whether the problem for which they went to the clinic was much better, there was more variation (30% to 71%). Responses to questions about outcomes are affected by the underlying health problem for which patients are being treated. For outpatient services treating patients with acute conditions or with a limited duration such as obstetrics or allied health services, patients often said their health problem was much better. Outpatient services that predominantly treat patients with chronic or long-term conditions, unsurprisingly, recorded less positive results for this question.

NSW results across different types of outpatient services*

Almost all patients across all types of services said:

Did not skip medication, tests, or treatment due to cost	97–99%
Able to get an appointment time that suited	92–99%
Cultural and religious beliefs were 'always' respected	92–98%

The majority of patients across all types of services said:

Health professionals were 'always' polite and courteous	89–97%
'Always' treated with respect and dignity	89–97%
Health professionals were 'always' kind and caring	87–95%
No out-of-pocket expenses incurred	86–96%
Given enough privacy when talking to reception staff	85–94%
Told who to contact if concerned about treatment after leaving clinic	83–96%
Health professionals 'always' gave understandable explanations	81–91%
Reception staff were 'definitely' polite and courteous	80–94%

A minority of patients across all types of services said:

No problem parking near the clinic	32–44%
Given information about how to comment or complain	31–47%
'Definitely' involved in development of treatment plan	25–45%
Told how long wait would be for appointment to start	16–29%
Appointments started on time or early	11–46%
Saw same health professional/s across visits	8–31%

* Across all questions in the Outpatients Survey 2014.



Local health district results

There are 15 geographically-based local health districts (LHDs) and two health networks in the NSW public healthcare system. Each manages and coordinates the provision of healthcare services for their resident populations.

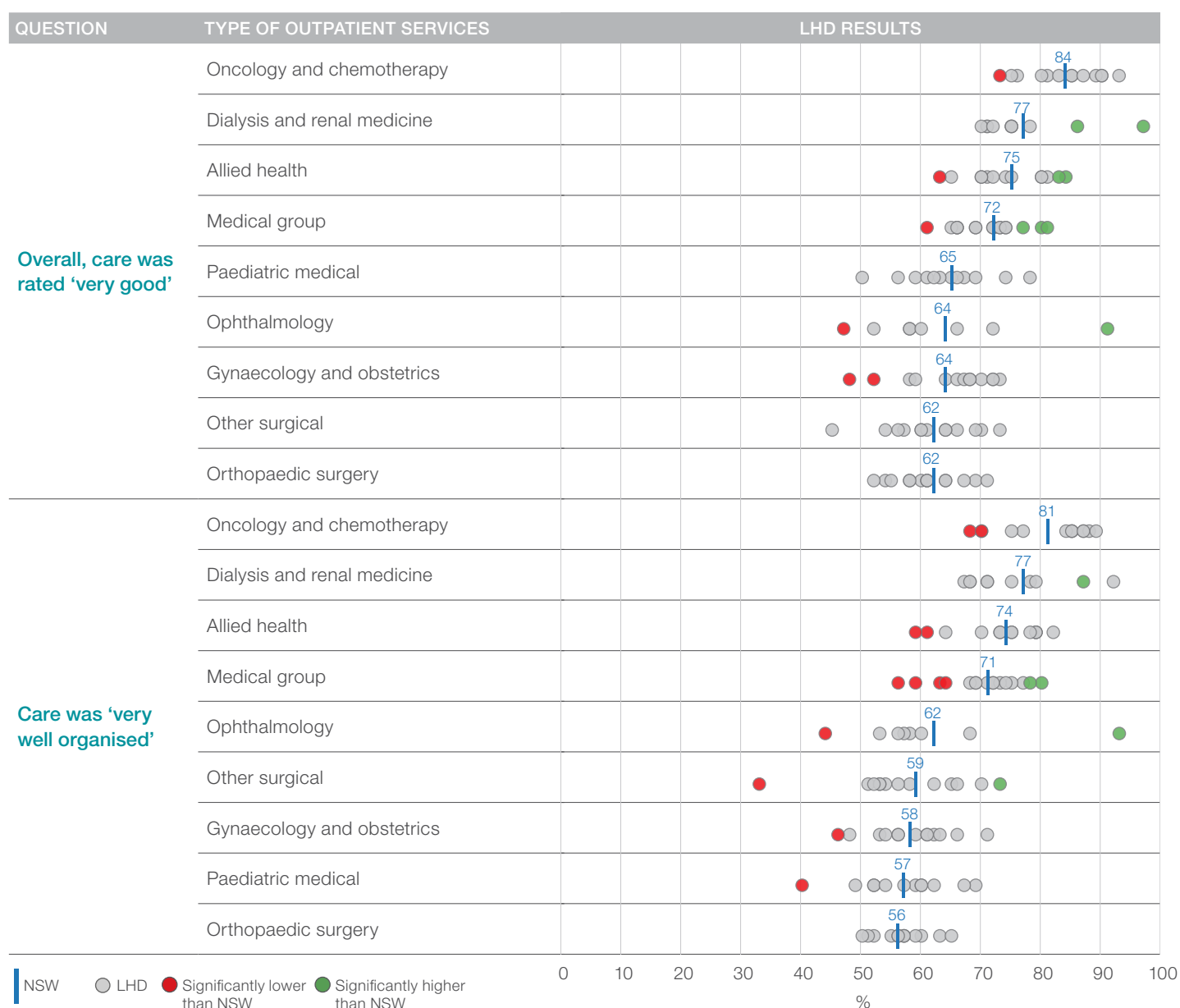
LHDs and health networks differ considerably in area, geography and population density. Each has a unique configuration of hospitals, varying in size and complexity, and each offers a range of outpatient services.

While hospital-level variation is the most specific and actionable information to be released by the Patient

Survey Program, small sample sizes mean that it is not always possible to report meaningfully at this level of analysis. Reporting at the LHD level aggregates results for relevant outpatient services in hospitals within each LHD — allowing us to capture differences in performance across geographies.

Healthcare Observer, the Bureau of Health Information's online data portal, provides the ability to explore LHD results for all of the questions in the Outpatient Survey. Here, we focus on four questions only; comparing the range of results for outpatient services.

Selection of measures



The percentage of oncology and chemotherapy patients who said their overall care was 'very good' ranged from 73% in Western Sydney to 93% in Northern NSW. For orthopaedic surgery patients, this percentage ranged from 52% in South Eastern Sydney to 71% in Mid North Coast. No single LHD recorded the highest or lowest ratings of care across all of the different types of outpatient services.

The percentage of oncology and chemotherapy patients who said their care was 'very well organised' ranged from 68% in Western Sydney to 89% in Northern NSW. Results from orthopaedic surgery patients ranged from 50% in Nepean Blue Mountains to 65% in Mid North Coast.

The percentage of allied health patients who said their appointment started 'on time or early' ranged from 24% in Sydney Children's Hospitals Network to 56% in Mid North Coast. Results for ophthalmology patients ranged from 4% in Western Sydney to 26% in Hunter New England.

On the question of outcomes, the percentage of oncology and chemotherapy patients who said the treatment they received 'definitely' helped them ranged from 74% in Western NSW and Sydney to 86% in St Vincent's; while for paediatric medical patients, results ranged from 49% in Nepean Blue Mountains to 74% in Sydney.

For full results go to bhi.nsw.gov.au/healthcare_observer





Allied health patients

Allied health covers a variety of specialist services including physiotherapy, speech therapy, social work, podiatry, nutrition, psychology and occupational therapy.

These results are based on the responses of 2,007 patients who said they received allied health services at a NSW public hospital site in February or March 2014.

Allied health patients' experiences were particularly positive for questions on access and timeliness of care, interactions with health professionals and information flow.

Almost all patients said that they were able to get an appointment time that suited them (97%); that they were 'always' treated with respect and dignity (94%); and that they 'always' received information in a way they could understand (91%).

Results were less positive with regards to the physical environment, and hand hygiene. A sizeable minority said parking near the clinic was 'a big problem' (34%); and they did not see health professionals wash their hands or use hand gel before touching them (21%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>75%</div> <div>22%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>83%</div> <div>15%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>97%</div> <div>3%</div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>46%</div> <div>35%</div> <div>12%</div> <div>4%</div> <div>3%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>88%</div> <div>10%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>37%</div> <div>29%</div> <div>34%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>69%</div> <div>30%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>83%</div> <div>16%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>95%</div> <div>4%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>94%</div> <div>5%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>62%</div> <div>32%</div> <div>6%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

The multidisciplinary and episodic nature of allied health means that coordination of care and patient engagement are very important. Most patients said they received enough information about how to manage their care at home (83%); they were ‘definitely’ involved as much as they wanted to be in decisions about their care (80%); and care was ‘very well organised’ (74%).

In terms of outcomes, 69% of patients said that the care and treatment they received ‘definitely’ helped them; and 51% said their health problem was ‘much better’.

Additional information from Healthcare Observer shows that nine in 10 allied health patients (91%) said their cultural or religious beliefs were ‘always’ respected by hospital staff.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES				
Communication and information	Did the health professionals explain things in a way you could understand?	<div> <div>91%</div> <div>8%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>				
	Were you told about medication side-effects to watch for?	<div> <div>72%</div> <div>15%</div> <div>13%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<div> <div>80%</div> <div>17%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Comprehensive and whole-person care	Were the health professionals kind and caring towards you?	<div> <div>94%</div> <div>5%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>				
Coordination and continuity	During this visit, did the health professionals know enough about your medical history?	<div> <div>71%</div> <div>24%</div> <div>5%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
	How well organised was the care you received in the clinic?	<div> <div>74%</div> <div>24%</div> </div> <div> <div>■ Very well organised</div> <div>■ Fairly well organised</div> <div>■ Not well organised</div> </div>				
	When you left the clinic, were you given enough information about how to manage your care at home?	<div> <div>83%</div> <div>15%</div> <div>3%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	<div> <div>59%</div> <div>10%</div> <div>21%</div> <div>10%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> <div>■ Can't remember</div> </div>				
Trust and confidence	Did you have confidence and trust in the health professionals?	<div> <div>85%</div> <div>14%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Outcomes	Did the care and treatment received at the clinic help you?	<div> <div>69%</div> <div>28%</div> <div>3%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
	Is the problem you went to the clinic for...?	<div> <div>51%</div> <div>27%</div> <div>19%</div> <div></div> <div></div> </div> <div> <div>■ Much better</div> <div>■ A little better</div> <div>■ About the same</div> <div>■ A little worse</div> <div>■ Much worse</div> </div>				



Dialysis and renal medicine patients

People who receive dialysis and renal medicine services often have complex health needs. Those with chronic renal failure are frequent visitors — up to three times per week. Patients often develop long-standing relationships with staff.

These results draw on the responses from 891 patients who said they received dialysis or renal medicine services as an outpatient in a NSW public hospital in February or March 2014.

Dialysis and renal medicine patients were particularly positive about aspects of care related to access and timeliness, respect and dignity, and coordination of care. Almost all patients said they were able to get an appointment time that suited them (98%); that health professionals were 'always' polite and courteous (97%); and that professionals were 'always' kind and caring (95%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>77%</div> <div>21%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>85%</div> <div>15%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>98%</div> <div></div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>19%</div> <div>30%</div> <div>30%</div> <div>15%</div> <div>6%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>92%</div> <div>7%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>32%</div> <div>24%</div> <div>44%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>75%</div> <div>24%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>93%</div> <div>6%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>97%</div> <div>3%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>96%</div> <div>4%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>65%</div> <div>32%</div> <div>3%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

Results were less positive with regards to aspects of the physical environment. Many patients said that parking near the clinic was ‘a big problem’ (44%).

In terms of outcomes, 75% of patients said that the care and treatment they received ‘definitely’ helped them while only 30% said their health problem was ‘much better’ — not surprising given the chronic nature of renal disease.

Despite the complexity of care, most patients (77%) said the clinic was ‘very well organised’.

Additional information from Healthcare Observer shows that nine in 10 patients (91%) said they were told who to contact if they were worried about their health after they left the clinic.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES
Communication and information	Did the health professionals explain things in a way you could understand?	<div> <div>88%</div> <div>11%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>
	Were you told about medication side-effects to watch for?	<div> <div>67%</div> <div>20%</div> <div>14%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<div> <div>78%</div> <div>20%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Comprehensive and whole-person care	Were the health professionals kind and caring towards you?	<div> <div>95%</div> <div>5%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>
Coordination and continuity	During this visit, did the health professionals know enough about your medical history?	<div> <div>83%</div> <div>14%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
	How well organised was the care you received in the clinic?	<div> <div>77%</div> <div>22%</div> </div> <div> <div>■ Very well organised</div> <div>■ Fairly well organised</div> <div>■ Not well organised</div> </div>
	When you left the clinic, were you given enough information about how to manage your care at home?	<div> <div>85%</div> <div>13%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	<div> <div>67%</div> <div>10%</div> <div>13%</div> <div>10%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> <div>■ Can't remember</div> </div>
Trust and confidence	Did you have confidence and trust in the health professionals?	<div> <div>91%</div> <div>9%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Outcomes	Did the care and treatment received at the clinic help you?	<div> <div>75%</div> <div>23%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
	Is the problem you went to the clinic for...?	<div> <div>30%</div> <div>17%</div> <div>50%</div> <div>3%</div> </div> <div> <div>■ Much better</div> <div>■ A little better</div> <div>■ About the same</div> <div>■ A little worse</div> <div>■ Much worse</div> </div>



Oncology and chemotherapy patients

People attending oncology or chemotherapy outpatient services are often dealing with a life-threatening condition, and treatments can result in severe side-effects and increased vulnerability to complications.

These results draw on the responses from 1,569 patients who said they received oncology or chemotherapy services as an outpatient of a NSW public hospital in February or March 2014.

Oncology and chemotherapy patients responded relatively positively to all of the survey questions. Almost all patients said they were able to get an appointment time that suited them (99%); they were 'always' treated with respect and dignity (97%); professionals were 'always' polite and courteous (96%); and professionals were 'always' kind and caring (95%).

As seen in other types of services, results were less positive with regards to the physical environment and timeliness. A sizeable minority said parking near the clinic was 'a big problem' (29%); and they waited for half an hour or more beyond their appointment time before being seen (21%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>84%</div> <div>14%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>91%</div> <div>8%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>99%</div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>26%</div> <div>30%</div> <div>24%</div> <div>13%</div> <div>8%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>90%</div> <div>9%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>44%</div> <div>27%</div> <div>29%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>86%</div> <div>14%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>93%</div> <div>7%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>96%</div> <div>3%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>97%</div> <div>3%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>68%</div> <div>28%</div> <div>4%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

Caring for people with cancer requires heightened levels of care that is patient-centred and engages people in decisions about their treatment options. Most patients said the clinic was 'very clean' (86%); they were 'definitely' involved in decisions about their care (80%); professionals 'definitely' knew enough about their medical history (83%); and professionals 'always' washed their hands before touching them (76%). These results are markedly higher than those seen for patients who received other types of services.

In terms of outcomes, 79% of patients said that the care and treatment they received 'definitely' helped them, while only 52% said their health problem was 'much better'.

Additional information from Healthcare Observer shows that almost all oncology and chemotherapy patients were told who to contact if they were worried about their health after they left the clinic (96%).

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES				
Communication and information	Did the health professionals explain things in a way you could understand?	90%			10%	
		■ Yes, always	■ Yes, sometimes	■ No		
Engagement and participation	Were you told about medication side-effects to watch for?	77%			16%	7%
		■ Yes, completely	■ Yes, to some extent	■ No		
Comprehensive and whole-person care	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	80%			18%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
Coordination and continuity	Were the health professionals kind and caring towards you?	95%			5%	
		■ Yes, always	■ Yes, sometimes	■ No		
Safety and hygiene	During this visit, did the health professionals know enough about your medical history?	83%			15%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
	How well organised was the care you received in the clinic?	81%			17%	
		■ Very well organised	■ Fairly well organised	■ Not well organised		
Trust and confidence	When you left the clinic, were you given enough information about how to manage your care at home?	87%			11%	
		■ Yes, completely	■ Yes, to some extent	■ No		
	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	76%			9%	9%
		■ Yes, always	■ Yes, sometimes	■ No	■ Can't remember	
Outcomes	Did you have confidence and trust in the health professionals?	89%			10%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
Outcomes	Did the care and treatment received at the clinic help you?	79%			19%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
	Is the problem you went to the clinic for...?	52%		14%	28%	3%
		■ Much better	■ A little better	■ About the same	■ A little worse	■ Much worse



Medical group* patients

Medical outpatient services treat patients with diverse health needs and are staffed by a range of different healthcare professionals and specialists. Services in this grouping include cardiology, endocrinology, respiratory medicine, gastroenterology, urology and endoscopy. Care experiences of patients who receive medical group outpatient services may vary as a result of the specific arrangements and the specialties available at a local level.

These results draw on the responses from 4,433 patients who said they received medical group services as an outpatient of a NSW public hospital in February or March 2014.

Medical group patients were most positive about aspects of access and timeliness, respect and dignity, and comprehensiveness and whole-person care. Almost all of these patients said they were able to get an appointment time that suited them (96%); professionals were 'always' polite and courteous (95%); and they were 'always' treated with respect and dignity (94%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>72%</div> <div>25%</div> <div>3%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>81%</div> <div>17%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>96%</div> <div>4%</div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>25%</div> <div>26%</div> <div>23%</div> <div>14%</div> <div>12%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>83%</div> <div>15%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>39%</div> <div>27%</div> <div>35%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>72%</div> <div>27%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>88%</div> <div>11%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>95%</div> <div>5%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>94%</div> <div>6%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>57%</div> <div>32%</div> <div>10%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

* See Technical Supplement for details about this group.

As was the case for other types of services, results were less positive with regards to the physical environment and delays in the start of appointments. A sizeable minority said parking near the clinic was 'a big problem' (35%); and they waited for half an hour or more beyond their appointment time before being seen (26%).

In terms of outcomes, 68% of patients said that the care and treatment they received 'definitely' helped them, while only 44% said their health problem was 'much better' — a reflection of the chronic nature of some of the conditions treated by this type of service.

Additional information from Healthcare Observer shows almost all these patients felt their cultural and religious beliefs were 'always' respected by staff (96%).

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES				
Communication and information	Did the health professionals explain things in a way you could understand?	87%			11%	
		■ Yes, always	■ Yes, sometimes	■ No		
	Were you told about medication side-effects to watch for?	62%		20%	18%	
		■ Yes, completely	■ Yes, to some extent	■ No		
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	74%		22%	3%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
	Were the health professionals kind and caring towards you?	93%			7%	
Comprehensive and whole-person care		■ Yes, always	■ Yes, sometimes	■ No		
	During this visit, did the health professionals know enough about your medical history?	71%		25%	4%	
Coordination and continuity		■ Yes, definitely	■ Yes, to some extent	■ No		
	How well organised was the care you received in the clinic?	71%		27%		
		■ Very well organised	■ Fairly well organised	■ Not well organised		
	When you left the clinic, were you given enough information about how to manage your care at home?	81%		15%	4%	
		■ Yes, completely	■ Yes, to some extent	■ No		
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	59%		11%	17%	12%
		■ Yes, always	■ Yes, sometimes	■ No	■ Can't remember	
	Did you have confidence and trust in the health professionals?	85%			14%	
Trust and confidence		■ Yes, definitely	■ Yes, to some extent	■ No		
	Did the care and treatment received at the clinic help you?	68%		27%	5%	
Outcomes		■ Yes, definitely	■ Yes, to some extent	■ No		
	Is the problem you went to the clinic for...?	44%	18%	35%	3%	
		■ Much better	■ A little better	■ About the same	■ A little worse	■ Much worse



Paediatric medical patients

Paediatric medical outpatient clinics provide care to children and young people, ranging from routine care for chronic conditions such as asthma and allergies; to acute services such as wound care; and, in some sites, more specialised services for paediatric oncology patients. Care is provided both to patients and to their families. Approximately 94% of surveys were completed on behalf of the patient by a parent or carer.

These results draw on 859 respondents (patients or their parents) who received paediatric medical services as an outpatient of a NSW public hospital in February or March 2014.

Responses were particularly positive for questions related to the convenience of appointments and being treated with respect and dignity — results were more positive than most other types of services. Almost all respondents reported being able to get an appointment time that suited them (92%); and they were 'always' treated with respect and dignity (93%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<p>65% 30% 4%</p> <p>■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor</p>
	If asked about your clinic experience by friends and family, how would you respond?	<p>75% 22% 3%</p> <p>■ Would speak highly ■ Neither ■ Would be critical</p>
Access and timeliness	Were you able to get an appointment time that suited you?	<p>92% 8%</p> <p>■ Yes ■ No</p>
	How long after the appointment time did your appointment start?	<p>16% 34% 28% 15% 6%</p> <p>■ On time/early ■ <15 mins ■ 15–29 mins ■ 30–59 mins ■ 1+ hrs</p>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<p>85% 14%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<p>35% 31% 34%</p> <p>■ No problem ■ Yes, a small problem ■ Yes, a big problem</p>
	How clean was the clinic?	<p>54% 45%</p> <p>■ Very clean ■ Fairly clean ■ Not very clean ■ Not at all clean</p>
Respect and dignity	Were you given enough privacy when being examined or treated?	<p>88% 10%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
	Were the health professionals polite and courteous?	<p>93% 7%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were you treated with respect and dignity while you were at the clinic?	<p>93% 7%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<p>61% 33% 6%</p> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>

In terms of overall experiences of care and organisation of care, only 65% of respondents said the care they received was 'very good'; and 57% said that care was 'very well organised' — a lower percentage than for most other types of services.

In terms of outcomes, 65% of respondents said the care and treatment they received 'definitely' helped them; and 45% said the health problem they attended for was 'much better'.

Involvement of young patients and their families is an important aspect of care. Altogether 78% of paediatric medical patients (or their parents) said they were 'definitely' involved as much as they wanted to be in decisions about their care or treatment.

Additional information from Healthcare Observer shows relatively few paediatric medical patients waited less than a month for an appointment (39%), although most said the amount of time waited was 'about right' (72%).

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES				
Communication and information	Did the health professionals explain things in a way you could understand?	<div> <div>87%</div> <div>12%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>				
	Were you told about medication side-effects to watch for?	<div> <div>63%</div> <div>21%</div> <div>16%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<div> <div>78%</div> <div>20%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Comprehensive and whole-person care	Were the health professionals kind and caring towards you?	<div> <div>90%</div> <div>9%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>				
Coordination and continuity	During this visit, did the health professionals know enough about your medical history?	<div> <div>67%</div> <div>28%</div> <div>5%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
	How well organised was the care you received in the clinic?	<div> <div>57%</div> <div>39%</div> <div>4%</div> </div> <div> <div>■ Very well organised</div> <div>■ Fairly well organised</div> <div>■ Not well organised</div> </div>				
	When you left the clinic, were you given enough information about how to manage your care at home?	<div> <div>75%</div> <div>22%</div> <div>3%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	<div> <div>49%</div> <div>14%</div> <div>21%</div> <div>16%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> <div>■ Can't remember</div> </div>				
Trust and confidence	Did you have confidence and trust in the health professionals?	<div> <div>78%</div> <div>19%</div> <div>3%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
Outcomes	Did the care and treatment received at the clinic help you?	<div> <div>65%</div> <div>31%</div> <div>4%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>				
	Is the problem you went to the clinic for...?	<div> <div>45%</div> <div>19%</div> <div>34%</div> </div> <div> <div>■ Much better</div> <div>■ A little better</div> <div>■ About the same</div> <div>■ A little worse</div> <div>■ Much worse</div> </div>				



Gynaecology and obstetric patients

Gynaecology and obstetric outpatient services provide care to women across a wide age spectrum. Younger women are most often seen in relation to fertility, pregnancy and childbirth, while older women are generally seeking help with problems of the reproductive system.

These results draw on the responses from 1,748 patients who said they received gynaecology or obstetric services as an outpatient of a NSW public hospital in February or March 2014.

Gynaecology and obstetric patients were particularly positive about access to, and coordination and continuity of, care. Almost all said they were able to get an appointment at a time that suited them (95%); and they were 'always' treated with respect and dignity (89%) and with courtesy (89%).

Results were less positive regarding the physical environment and timeliness. A sizeable minority of patients said parking near the clinic was 'a big problem' (32%); and that they waited for half an hour or more beyond their appointment time before being seen (30%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>64%</div> <div>30%</div> <div>4%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>74%</div> <div>22%</div> <div>4%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>95%</div> <div>5%</div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>20%</div> <div>27%</div> <div>23%</div> <div>15%</div> <div>15%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>85%</div> <div>13%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>36%</div> <div>33%</div> <div>32%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>62%</div> <div>37%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>89%</div> <div>10%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>89%</div> <div>10%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>89%</div> <div>10%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>62%</div> <div>30%</div> <div>8%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

Gynaecology and obstetric services involve highly personal decisions that are sensitive to patients' preferences and beliefs. Engagement of patients in decisions about their care is therefore of particular importance. A majority of patients said they were 'definitely' involved as much as they wanted to be in decisions about their care (75%).

In terms of outcomes, 76% of patients said that the care and treatment they received 'definitely' helped them; and 71% said their health problem was 'much better' (although

for obstetric patients, care is generally not for a 'problem').

Additional information from Healthcare Observer shows that nine in 10 gynaecology and obstetrics patients (93%) said they were told who to contact if they were worried about their health after they left the clinic.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES
Communication and information	Did the health professionals explain things in a way you could understand?	<div> <div>87%</div> <div>12%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>
	Were you told about medication side-effects to watch for?	<div> <div>57%</div> <div>22%</div> <div>20%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<div> <div>75%</div> <div>22%</div> <div>4%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Comprehensive and whole-person care	Were the health professionals kind and caring towards you?	<div> <div>87%</div> <div>11%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> </div>
Coordination and continuity	During this visit, did the health professionals know enough about your medical history?	<div> <div>65%</div> <div>30%</div> <div>5%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
	How well organised was the care you received in the clinic?	<div> <div>58%</div> <div>38%</div> <div>4%</div> </div> <div> <div>■ Very well organised</div> <div>■ Fairly well organised</div> <div>■ Not well organised</div> </div>
	When you left the clinic, were you given enough information about how to manage your care at home?	<div> <div>73%</div> <div>23%</div> <div>4%</div> </div> <div> <div>■ Yes, completely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	<div> <div>60%</div> <div>16%</div> <div>13%</div> <div>11%</div> </div> <div> <div>■ Yes, always</div> <div>■ Yes, sometimes</div> <div>■ No</div> <div>■ Can't remember</div> </div>
Trust and confidence	Did you have confidence and trust in the health professionals?	<div> <div>77%</div> <div>21%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
Outcomes	Did the care and treatment received at the clinic help you?	<div> <div>76%</div> <div>21%</div> <div>3%</div> </div> <div> <div>■ Yes, definitely</div> <div>■ Yes, to some extent</div> <div>■ No</div> </div>
	Is the problem you went to the clinic for...?	<div> <div>71%</div> <div>7%</div> <div>20%</div> </div> <div> <div>■ Much better</div> <div>■ A little better</div> <div>■ About the same</div> <div>■ A little worse</div> <div>■ Much worse</div> </div>



Ophthalmology patients

Ophthalmology outpatient services provide various technical procedures such as cataract surgery, glaucoma treatment and care for ophthalmic trauma. While many procedures have immediate results for most patients, some patients may require long-term treatment.

These results draw on the responses from 826 patients who said they received ophthalmology services as an outpatient of a NSW public hospital in February or March 2014.

Ophthalmology patients were positive about convenience of appointments and being treated with respect and dignity — however reported experiences generally fell mid-range within results across different types of services. Most patients said they were able to get an appointment time that suited them (92%); professionals were ‘always’ polite and courteous (91%); and they were ‘always’ treated with respect and dignity (90%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>64%</div> <div>31%</div> <div>4%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>77%</div> <div>19%</div> <div>4%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>92%</div> <div>8%</div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>11%</div> <div>13%</div> <div>26%</div> <div>23%</div> <div>27%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>81%</div> <div>17%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>40%</div> <div>26%</div> <div>33%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>65%</div> <div>33%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>85%</div> <div>14%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>91%</div> <div>7%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>90%</div> <div>9%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>55%</div> <div>36%</div> <div>9%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

Results were less positive with regards to access and timeliness. Half of ophthalmology patients (50%) reported that their appointment started 30 minutes or more after the scheduled time.

In terms of outcomes, 75% of patients said that the care and treatment they received 'definitely' helped them, and 52% said their health problem was 'much better'.

Additional information from Healthcare Observer shows only 69% of ophthalmology patients said the time they waited for an appointment was 'about right'; and only four in 10 (44%) spent less than 30 minutes travelling to their appointment.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES				
Communication and information	Did the health professionals explain things in a way you could understand?	81%			17%	
		■ Yes, always	■ Yes, sometimes	■ No		
	Were you told about medication side-effects to watch for?	58%		19%	24%	
		■ Yes, completely	■ Yes, to some extent	■ No		
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	71%			25%	4%
		■ Yes, definitely	■ Yes, to some extent	■ No		
Comprehensive and whole-person care	Were the health professionals kind and caring towards you?	90%			8%	
		■ Yes, always	■ Yes, sometimes	■ No		
Coordination and continuity	During this visit, did the health professionals know enough about your medical history?	73%			23%	4%
		■ Yes, definitely	■ Yes, to some extent	■ No		
	How well organised was the care you received in the clinic?	62%		35%	3%	
		■ Very well organised	■ Fairly well organised	■ Not well organised		
	When you left the clinic, were you given enough information about how to manage your care at home?	81%			16%	3%
		■ Yes, completely	■ Yes, to some extent	■ No		
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	52%		15%	21%	12%
		■ Yes, always	■ Yes, sometimes	■ No	■ Can't remember	
Trust and confidence	Did you have confidence and trust in the health professionals?	82%			15%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
Outcomes	Did the care and treatment received at the clinic help you?	75%			20%	5%
		■ Yes, definitely	■ Yes, to some extent	■ No		
	Is the problem you went to the clinic for...?	52%		15%	28%	4%
		■ Much better	■ A little better	■ About the same	■ A little worse	■ Much worse



Orthopaedic surgery patients

Orthopaedic surgery outpatient services provide assessment and pre- and post-surgical care, often for debilitating and incapacitating conditions. While their health problems affect patients' quality of life, they are seldom life-threatening and surgery is mostly categorised as non-urgent. However orthopaedic surgery patients are likely to experience pain and reduced functional levels.

These results draw on responses from 2,121 patients who said they received orthopaedic surgery services as an outpatient of a NSW public hospital in February or March 2014.

For many aspects of care, orthopaedic surgery patients were less positive than patients who received other types of outpatient services. Overall experience of care, assistance and responsiveness, coordination and continuity and privacy are areas that could be improved.

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<div> <div>62%</div> <div>32%</div> <div>5%</div> </div> <div> <div>Very good</div> <div>Good</div> <div>Neither good nor poor</div> <div>Poor</div> <div>Very poor</div> </div>
	If asked about your clinic experience by friends and family, how would you respond?	<div> <div>70%</div> <div>26%</div> <div>5%</div> </div> <div> <div>Would speak highly</div> <div>Neither</div> <div>Would be critical</div> </div>
Access and timeliness	Were you able to get an appointment time that suited you?	<div> <div>93%</div> <div>7%</div> </div> <div> <div>Yes</div> <div>No</div> </div>
	How long after the appointment time did your appointment start?	<div> <div>15%</div> <div>18%</div> <div>22%</div> <div>19%</div> <div>25%</div> </div> <div> <div>On time/early</div> <div><15 mins</div> <div>15–29 mins</div> <div>30–59 mins</div> <div>1+ hrs</div> </div>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<div> <div>77%</div> <div>20%</div> <div>4%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<div> <div>32%</div> <div>30%</div> <div>37%</div> </div> <div> <div>No problem</div> <div>Yes, a small problem</div> <div>Yes, a big problem</div> </div>
	How clean was the clinic?	<div> <div>63%</div> <div>36%</div> </div> <div> <div>Very clean</div> <div>Fairly clean</div> <div>Not very clean</div> <div>Not at all clean</div> </div>
Respect and dignity	Were you given enough privacy when being examined or treated?	<div> <div>73%</div> <div>20%</div> <div>6%</div> </div> <div> <div>Yes, definitely</div> <div>Yes, to some extent</div> <div>No</div> </div>
	Were the health professionals polite and courteous?	<div> <div>91%</div> <div>8%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
	Were you treated with respect and dignity while you were at the clinic?	<div> <div>90%</div> <div>9%</div> </div> <div> <div>Yes, always</div> <div>Yes, sometimes</div> <div>No</div> </div>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<div> <div>49%</div> <div>39%</div> <div>12%</div> </div> <div> <div>Yes, completely</div> <div>Yes, to some extent</div> <div>No</div> </div>

A majority of patients said overall, the care they received was ‘very good’ (62%) and they were ‘definitely’ involved as much as they wanted to be in decisions about their care (68%). However, fewer than half (49%) said that health professionals ‘completely’ discussed their worries or fears with them.

Regarding privacy, while a large majority of patients said they were ‘definitely’ given enough privacy when being examined (73%), this result was lower than that recorded for other types of services.

In terms of outcomes, 71% of patients said that the care and treatment they received ‘definitely’ helped them, and 68% said their health problem was ‘much better’.

Additional information from Healthcare Observer shows the majority of orthopaedic surgery patients waited less than a month for an appointment, which was mid-range across the different types of outpatient services.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES
Communication and information	Did the health professionals explain things in a way you could understand?	<div>82% 15% 3%</div> <div>■ Yes, always ■ Yes, sometimes ■ No</div>
	Were you told about medication side-effects to watch for?	<div>64% 21% 15%</div> <div>■ Yes, completely ■ Yes, to some extent ■ No</div>
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<div>68% 27% 5%</div> <div>■ Yes, definitely ■ Yes, to some extent ■ No</div>
Comprehensive and whole-person care	Were the health professionals kind and caring towards you?	<div>87% 12%</div> <div>■ Yes, always ■ Yes, sometimes ■ No</div>
Coordination and continuity	During this visit, did the health professionals know enough about your medical history?	<div>63% 30% 7%</div> <div>■ Yes, definitely ■ Yes, to some extent ■ No</div>
	How well organised was the care you received in the clinic?	<div>56% 38% 5%</div> <div>■ Very well organised ■ Fairly well organised ■ Not well organised</div>
	When you left the clinic, were you given enough information about how to manage your care at home?	<div>74% 20% 6%</div> <div>■ Yes, completely ■ Yes, to some extent ■ No</div>
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	<div>48% 16% 23% 13%</div> <div>■ Yes, always ■ Yes, sometimes ■ No ■ Can't remember</div>
Trust and confidence	Did you have confidence and trust in the health professionals?	<div>77% 20% 3%</div> <div>■ Yes, definitely ■ Yes, to some extent ■ No</div>
Outcomes	Did the care and treatment received at the clinic help you?	<div>71% 25% 5%</div> <div>■ Yes, definitely ■ Yes, to some extent ■ No</div>
	Is the problem you went to the clinic for...?	<div>68% 16% 11% 3%</div> <div>■ Much better ■ A little better ■ About the same ■ A little worse ■ Much worse</div>



Other surgical patients*

Surgical outpatient services treat a disparate range of patients in terms of age and health conditions – from children requiring ear, nose and throat procedures to people requiring plastic surgery for disfigurement.

These results draw on the responses from 1,088 patients who said they received surgical services (other than orthopaedic) as an outpatient of a NSW public hospital in February or March 2014.

Patients were particularly positive about the convenience of appointments and being treated with respect and dignity. Almost all patients said they were able to get an appointment time that suited them (93%); health professionals were 'always' polite and courteous (92%); and they were 'always' treated with respect and dignity (90%).

Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received in the clinic?	<p>62% 32% 5%</p> <p>■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor</p>
	If asked about your clinic experience by friends and family, how would you respond?	<p>72% 24% 4%</p> <p>■ Would speak highly ■ Neither ■ Would be critical</p>
Access and timeliness	Were you able to get an appointment time that suited you?	<p>93% 7%</p> <p>■ Yes ■ No</p>
	How long after the appointment time did your appointment start?	<p>15% 21% 23% 19% 23%</p> <p>■ On time/early ■ <15 mins ■ 15-29 mins ■ 30-59 mins ■ 1+ hrs</p>
	Did you have enough time to discuss your health issue with the health professionals you saw?	<p>79% 18% 4%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
Physical environment and comfort	Was there a problem finding parking near the clinic? (if needed parking)	<p>40% 25% 35%</p> <p>■ No problem ■ Yes, a small problem ■ Yes, a big problem</p>
	How clean was the clinic?	<p>63% 35%</p> <p>■ Very clean ■ Fairly clean ■ Not very clean ■ Not at all clean</p>
Respect and dignity	Were you given enough privacy when being examined or treated?	<p>84% 15%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
	Were the health professionals polite and courteous?	<p>92% 7%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were you treated with respect and dignity while you were at the clinic?	<p>90% 9%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Assistance and responsiveness	Did a health professional discuss your worries or fears with you?	<p>55% 36% 9%</p> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>

* See Technical Supplement for details about this group.

Results were less positive regarding the timeliness of care and the physical environment. A sizeable minority said their appointment started 30 minutes or more after the scheduled time (42%); and finding parking was ‘a big problem’ (35%).

Six in 10 patients said care was ‘very well organised’ (59%).

In terms of outcomes, 72% of patients said the care and treatment they received ‘definitely’ helped them; and 63% said their health problem was ‘much better’.

Additional information from Healthcare Observer shows six in 10 patients (61%) said that health professionals worked well together — a relatively low result when compared with other types of services.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECTS OF CARE	QUESTION	RESPONSES				
Communication and information	Did the health professionals explain things in a way you could understand?	83%			15%	
		■ Yes, always	■ Yes, sometimes	■ No		
Engagement and participation	Were you told about medication side-effects to watch for?	58%		23%	19%	
		■ Yes, completely	■ Yes, to some extent	■ No		
Comprehensive and whole-person care	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	70%			25%	5%
		■ Yes, definitely	■ Yes, to some extent	■ No		
Coordination and continuity	Were the health professionals kind and caring towards you?	87%			12%	
		■ Yes, always	■ Yes, sometimes	■ No		
Safety and hygiene	During this visit, did the health professionals know enough about your medical history?	65%		28%	6%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
	How well organised was the care you received in the clinic?	59%		37%	4%	
Trust and confidence	When you left the clinic, were you given enough information about how to manage your care at home?	74%		19%	7%	
		■ Yes, completely	■ Yes, to some extent	■ No		
Outcomes	Did the care and treatment received at the clinic help you?	72%		23%	5%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
Safety and hygiene	Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?	54%		13%	20%	14%
		■ Yes, always	■ Yes, sometimes	■ No	■ Can't remember	
Trust and confidence	Did you have confidence and trust in the health professionals?	78%			19%	
		■ Yes, definitely	■ Yes, to some extent	■ No		
Outcomes	Is the problem you went to the clinic for...?	63%		14%	18%	
		■ Much better	■ A little better	■ About the same	■ A little worse	■ Much worse



About this survey

The 2014 Outpatient Survey was mailed to approximately 47,000 patients. The survey achieved a response rate of 39%.

In line with international best practice, the survey focused on patient experience rather than patient satisfaction. Questions were designed to ask patients about what happened to them to better support comparisons between different hospitals.

No statistical adjustments have been made for patient case mix or severity in the analyses presented in this report. Respondent numbers vary, affecting the ability to detect statistically significant differences across sites.

The survey responses have not been weighted or standardised. More information about this survey, including sampling processes and analysis, can be found in the Technical Supplement on BHI's website at bhi.nsw.gov.au

Full survey results are available on Healthcare Observer at bhi.nsw.gov.au/healthcare_observer

About the Bureau of Health Information

The Bureau of Health Information (BHI) is a board-governed organisation that provides independent information about the performance of the NSW public healthcare system.

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Healthcare Observer

Healthcare Observer lets you explore, analyse and download information about the performance of the NSW healthcare system.

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Please note there is the potential for minor revisions of data in this report. Please check the online version at bhi.nsw.gov.au for any amendments.

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.