



**Ipsos**  
Social Research Institute

## **Development Report Appendices:**

Outpatient Survey

Prepared for the Bureau of Health Information  
October 2015

## Contact details

### BUREAU OF HEALTH INFORMATION

Level 11, Sage Building

67 Albert Avenue

Chatswood NSW 2067

Australia

Telephone: +61 2 8644 2100

[www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)

### IPSOS SOCIAL RESEARCH INSTITUTE

Level 13, 168 Walker St

North Sydney NSW 2060

Australia

Telephone: +61 2 9900 5100

<http://ipsos.com.au/>

Ipsos SRI project reference: 11-043092

Ipsos SRI project contacts: Andy Cubie, Jessica Elgood and Robert McPhedran

This work is copyright. 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, Level 11, Sage Building, 67 Albert Avenue, Chatswood, NSW 2067**. Copyright Bureau of Health Information 2015.

### Suggested citation:

Ipsos Social Research Institute. Development Report: Outpatient Survey. Sydney (NSW); 2015.

Please note that there is the potential for minor revisions of data in this report. Please check the online version at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au) for any amendments.

## **TABLE OF CONTENTS**

<b>Appendix A: Outpatient in-depth interview composition</b>	<b>4</b>
<b>Appendix B: Outpatient in-depth interview discussion guide</b>	<b>6</b>
<b>Appendix C: Stakeholder engagement</b>	<b>12</b>
<b>Appendix D: Stakeholder contact email</b>	<b>16</b>
<b>Appendix E: Additional details of statistical analyses</b>	<b>18</b>
<b>Appendix F: Profile of cognitive interview participants</b>	<b>28</b>
<b>Appendix G: Cognitive interview discussion guide/prompts</b>	<b>29</b>
<b>Appendix H: Potential question areas</b>	<b>31</b>
<b>Appendix I: OPS development table</b>	<b>33</b>
<b>Appendix J: Survey questions relevant to the National Safety and Quality Health Service Standards and the Australian Charter of Healthcare Rights</b>	<b>72</b>
<b>Appendix K: Final Outpatient survey questionnaire</b>	<b>83</b>

## APPENDIX A: OUTPATIENT IN-DEPTH INTERVIEW COMPOSITION

**Table 1: Outpatient in-depth interview composition**

Characteristic		Number of interviews
Clinic type	Medical	4
	Allied health	3
	Oncology	1
	Other	2
Age of patient	17-34	5
	35-54	1
	55+	4
Gender	Male	4
	Female	6
CALD	CALD (Language other than English spoken at home)	3
TOTAL		10

For the purpose of recruitment, the outpatient clinics were grouped into four categories; medical, allied health, oncology and other. The definitions for each group are listed below:

- **Medical:** Aged care (geriatric and gerontology), Allergy, Anti-coagulant, Clinical measurement, Dementia, Dermatology, Development disability, Epilepsy, Falls, General medicine, Genetic, Haematology & haemophilia, Hepatobiliary, Hyperbaric medicine, Men's health, Metabolic bone, Neurology & neurophysiology, Occupational medicine, Other, Pain management, Palliative, Rehabilitation (excludes cardiac rehabilitation), Rheumatology, Spinal, Stoma therapy, Transplants (excludes kidney transplant), Wound & dressing clinic
- **Allied Health:** Audiology, Clinical pharmacology, Neuropsychology, Dietetics, Occupational therapy, Optometry, Orthoptics, Orthotics, Physiotherapy, Podiatry, Prosthetics, Psychology, Social work, Speech pathology
- **Oncology:** Oncology, Lymphoedema, Radiation oncology

- **Other:** Adolescent health, All occasions of service for endoscopy, Assisted reproduction & infertility, Asthma, Asthma education, Cardiac, Cardiac catheterisation, Cardiac rehabilitation, Cardiac stress test, Cataract extraction, Chemotherapy (all forms), Colorectal, Craniofacial, Cystic Fibrosis, Diabetes, Diabetes education, Dialysis & renal dialysis education, Doppler, Ear, nose & throat, ECG, Endocrine, Family planning, Fracture, Gastroenterology, General surgery, Gestational diabetes, Gynaecology, Gynaecology oncology (excluding chemotherapy), Hand, Hypertension, Lens insertion, Melanoma, Menopause, Metabolic, Neck of femur, Neonatology, Nephrology, Neurosurgery, Ophthalmology, Oral, Orthopaedics surgery, Other surgery, Otitis media, Pacemaker, Paediatric medicine, Paediatric surgery, Plastic surgery, Pre-admission, Pre-anaesthesia, Pulmonary, Renal medicine, Respiratory (excludes Tuberculosis), Scoliosis, Sleep, Thoracic surgery, Thyroid, Upper GI surgery, Urology, and Vascular.

The following clinics were excluded from sampling: Dental, Obstetrics, Childbirth education, Antenatal, Postnatal, General practice, Primary care, Immunology, HIV, Infectious diseases (Hep B, Hep C, Tuberculosis), Refugee clinic and Sexual health.

# APPENDIX B: OUTPATIENT IN-DEPTH INTERVIEW

## DISCUSSION GUIDE

**Bureau of Health Information**  
**Outpatients**  
Depth Interview Discussion Guide  
12 December 2013

Ipsos job ref: 11-043092-01

**Objective: to understand the outpatient experience and, crucially, the aspects that are most important in creating a positive or negative experience. This research will help inform development of the Outpatient Survey for the Bureau.**

The following is intended as a guide for the key topics to be introduced by the moderator during the discussion. However, as we want this element of the research to indicate the most important aspects of the outpatient experience *from the patient perspective*, prompting will be kept to a minimum.

The times allocated next to each section are approximate timings only to help the moderator ensure key areas are addressed within the available time (interview duration: approx. 1 hour).

**The first level bullet points are key questions – second level bullets are prompts to be used only if not already raised in the discussion.**

### Introduction & Warm-Up

- Welcome and thank.
- State aim of interview – the Ipsos Social Research Institute is conducting this research on behalf of the Bureau of Health Information. We want to understand the experiences of patients who have attended an outpatient clinic at a public hospital in NSW. What you tell us today will ultimately help to create a NSW Outpatient survey. The results of this survey will be used to improve outpatient services provided by the hospitals you use.

*IF ASKED FOR FURTHER INFO: The Bureau of Health Information was set up in 2009 to measure the performance of the public health system in NSW. The Bureau produces reports for the government, for people who work in health care, and for the community.*

*The Bureau produces regular reports on hospital performance including information on how many patients are visiting NSW hospitals, how long patients waited in emergency departments, and how many elective surgeries were performed within recommended waiting times. Other reports identify areas for improvement and examine how the health system in NSW compares to other states in Australia and other countries.*

*The Bureau delivers this information for decision makers to use in order to improve health care and patient care in NSW. All of their reports are available on their website at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).*

Confirm...

- Duration of interview (1 hr)
- Open and frank feedback welcomed
- Own perspective is important...what you actually think. No right or wrong answers
- No need to share the reason why you were in hospital, the details of your treatment, or any other personal information – we are interested in what your experience as an outpatient was like overall
- Confidentiality assured
- Permission for audio taping
- Please turn off mobile phone

“I’d like to talk about each stage of your experience as an outpatient. We understand that you have probably attended an outpatient clinic at a public hospital on more than one occasion, so please think about your general experiences as an outpatient, as well as instances that you saw as being particularly good or bad.”

*NOTE: Questions in this guide are written with the assumption that the participant’s outpatient experience is now over for the time being, and that they had multiple clinic visits. If this is not the case, simply reword relevant questions into the present tense or singular*

## Overall/top of mind impressions

- To start, what background can you give me about your experiences as an outpatient?
- What type or types of outpatient services did you experience?
- How many visits did you have to each of these services?
- Were these visits at the same clinic? Different clinics?
- What words would you use to describe your experiences as an outpatient?
- What were some of the best aspects of your experiences?
- And what were some of the worst aspects?

## Getting an appointment

- How did you feel overall about the process of arranging appointments?
  - Who referred you for the appointments?
  - Who made the appointments for you? Your doctor? Yourself? Someone else?
  - How well were the reasons for your appointments explained to you?

- How knowledgeable did you feel about the appointments and what would be taking place in the outpatient clinic?
  - After being informed of the need to visit an outpatient clinic?
  - [If the appointment was not made for them] After making the appointment with clinic staff?
- How did you go about selecting the location for your appointment?
  - Were you given a choice of locations or not? How did you feel about this?
- How did you feel about whether you had enough say in this stage of the process?
- Generally speaking, how did you find the staff members who made your appointment/s?
  - For example, how friendly or polite were they?
- Were you given specific times for your appointments? Why/why not?
- How did the process of making an appointment compare with how you expected it would be?
- What was the length of time between making the appointment and the appointment taking place?
  - How did you feel about this length of time?
- Did your condition change or worsen at all while you were awaiting an appointment? [If no] Imagining your condition had worsened:
  - What would you have done?
  - How confident would you have been that this was the right thing to do?
  - How confident would you have been that this was the right person to contact?
- Were any changes made to your appointments? [If yes] What were these, and why were they made?
- What, if anything, could have been done to make it easier for you to make your appointments?

## Arrival at the clinic/waiting

- I now want you to think about getting to and arriving at the clinic. What do you recall about this stage?
  - Were there any positives? Negatives?



- How did you get to the clinic?
  - How easy or difficult did you find getting to the clinic?
  - [If they drove] Did you have any difficulty finding parking nearby?
- When you arrived at the clinic, what was the typical waiting time for your appointment, if any?
  - Where did you wait? For example, in a waiting room? In a treatment/examining/testing area?
- [If there was an extended waiting time] How well were the reasons for this waiting time explained to you?

## **Healthcare Professionals/Treatment**

- How did you feel overall about the healthcare professionals you dealt with, and your treatment?
  - How would you describe how they dealt with you?
    - Positives? Negatives?
  - How did you feel about whether you had enough say in your treatment?
  - How well did they listen to what you had to say?
  - To what extent did they discuss your worries and fears with you, if you had any?
  - To what extent do you feel they were they empathic towards you?
- How well organised did the clinic seem?
  - How well do you feel the staff worked together?
- Generally speaking, how was your pain managed?
  - Was pain medication provided to you?
  - [If relevant] How timely was this medication?
  - To what extent did you understand the answers you were given?
- How did you feel about their hygiene?
  - For example, did they wash their hands, use hand sanitiser or put on gloves before treating you?
  - Were there facilities for you to clean your hands (a wash basin, alcohol hand wash, etc.)?

- How well did they explain the process of your treatment and recovery to you? (For example, for how long you have to take medication; when you will be able to resume your usual activities; when you should see them again; symptoms to look out for, etc.)
  - Were you prescribed medication?
    - How well did they explain the reasons for these medications?
    - How well did they explain what to look out for in terms of side effects?
  - To what extent did they discuss your family or living situation with you, if this was relevant?
- When you had questions, how well do you feel the healthcare professionals were able to answer them?
- How long did you generally spend in an appointment, from the time you arrive to the time that you leave?
  - How do you feel about this length of time?
- **Overall, what were the things that made you feel well looked after, if any?**
- **And what, if anything, made you feel that you were not being well looked after?**
- **What were the things that made you feel comfortable, if any?**
- **And what, if anything, made you feel uncomfortable?**
- **How could the experience have been improved?**

## Tests

- Did you have tests as part of your appointments?
  - How well did the healthcare professionals explain the reason for the tests?
    - For example, were they explained clearly? Without jargon?
  - How well did they run you through the procedures associated with the tests?
  - Did you get the results of the tests?
    - How did you receive them?
    - How long did you have to wait for the results?
  - How well do you feel the health professionals ran you through the results of the tests?
    - How well were you able to understand them?

## After your visit

- How did you feel overall about how everything went after your visit?
  - Positives? Negatives?
- Did you need to make follow-up visits to the same clinic at all?
  - How helpful were clinic staff in organising these follow-ups?
- How about follow-ups to a different outpatient clinic?
  - How helpful were clinic staff in organising these?
- How helpful were staff in letting you know who to contact if you had any questions after your visit?
- How helpful were they in letting you know about symptoms to look out for when you got home?
  - How confident were you that you knew what to do if you experienced these symptoms?
- Has your outpatient experience impacted your life at all? [If yes] How so?
  - What benefits have you experienced, if any?
  - Have you experienced any negative impacts? [If yes] What are these?

## ■ Summarising

- If you had to choose one aspect to change to improve your outpatient experience, what would it be?

## Thank and close

- Any final comments that should be taken into consideration?
- Thank you for your time and for sharing your experiences

HAND OUT INCENTIVE.

## APPENDIX C: STAKEHOLDER ENGAGEMENT

### Pro forma

The pro forma process ensured stakeholder engagement in the questionnaire development process. Its objective was to collect feedback from those who will ultimately use the research findings on the question areas to be included in the Outpatients Survey. The Pro Forma took the form of a spreadsheet, in which stakeholders provided the details of topic areas and/or questions they felt should be considered for inclusion in the questionnaire, according to the following fields:

- **Proposed area of care/question topic:** A summary of the stakeholder/s area of interest
- **Reason for interest in that area of care:** Background on why they decided that question was important, to inform decisions around which questions to include and developing the question wording
- **Whether that question applied to a subset of patients and, if so, who they were**
- **How they would use data collected by that question:** How they expected to use that data, whether in indicators of care or reports, to identify poor performance or to measure the effect of improvements in care, or to assist their own research
- **Suggested question phrasing:** to add to the understanding of the most important aspect of that area of care

The complete pro forma can be found overleaf.

## How to complete this pro forma

**Date due: COB Monday 23 December 2013**

The pro forma follows. We ask you to use one row for each new aspect of care or question topic. There are five columns you should complete for each question topic:

- **Aspect of care/question topic:** Summarise your area of interest to allow us to look for themes common to multiple stakeholders. Examples may include arrival at the outpatient clinic or the courtesy and communication of staff.
- **What is your interest in this question topic?** This provides additional information that will help us shape and refine the question wording.
- **Whether this question topic is relevant to a particular group of patients (and if so who?)** Some questions are more relevant to particular groups of patients. For example, questions about pain management are asked of patients who experience pain. Does your question topic relate to a particular group of people?
- **How would you use responses collected about this question topic?** We would like to hear how you expect to use responses to these questions to assist us to develop the questionnaire.
- **If you have a particular question in mind, please let us know what it is.**

## Outpatient Survey - suggestions for new questionnaire content

Aspect of care/question topic	What is your interest in this question topic?	Is this question topic relevant to a particular group of patients?	How would you use responses to this question topic?	If you would like to suggest a particular question on this topic, please do this here

Stakeholders were invited to participate via an approach email from BHI (see Appendix D) in December 2013. The distribution list included the following groups:

- Agency for Clinical Innovation (ACI)
- Cancer Institute NSW
- Central Coast Local Health District (LHD)
- Clinical Excellence Commission (CEC)
- Far West LHD
- Health Education and Training Institute (HETI)
- Hunter New England LHD
- Illawarra Shoalhaven LHD
- Mid North Coast LHD
- Murrumbidgee LHD
- Nepean Blue Mountains LHD
- Northern NSW LHD
- Northern Sydney LHD
- NSW Ambulance
- NSW Kids & Families
- Port Macquarie Base Hospital
- South Eastern Sydney LHD
- South Western Sydney LHD
- Southern NSW LHD
- St Vincent's Health Network
- Sydney Children's Hospital Network
- Sydney LHD
- Western NSW LHD
- Western Sydney LHD

The pro forma was often circulated by stakeholders amongst colleagues before being submitted. 13 contributions were received.

**Contributors to Pro Forma (all):**

- Outpatient Radiotherapy Department, Mid North Coast LHD
- Aged Care Assessment Team in HMCN, Mid North Coast LHD
- North Coast Cancer Institute
- Clinical Excellence Commission
- Kaleidoscope John Hunter Children's Hospital
- Hunter New England LHD
- Children's Hospital at Westmead
- Medical Imaging Department, Nepean Hospital

- Radiology Department, RPA Hospital
- Respiratory Network, Agency for Clinical Innovation (ACI)
- Agency for Clinical Innovation
- Cancer Institute NSW
- NSW Kids & Families

## APPENDIX D: STAKEHOLDER CONTACT EMAIL

Dear colleagues,

As part of the NSW Patient Survey Program, we would like to invite you to contribute to the development of the Outpatient Survey. The NSW Patient Survey Program seeks to collect information about patient's experience of care from NSW Health services in ways that are robust, statistically meaningful and representative of the patients using each hospital or facility.

The questionnaires for the survey program are being redeveloped, benefitting from a review of national and international literature, interviews with recent patients and analysis of historic NSW survey data. As part of this process, the Bureau is contacting stakeholders to identify which questionnaire topics are most useful to inform the improvement to services.

### **The pro forma - please return by COB Monday, December 23, 2013**

We are interested in collecting ideas on topics or questions to be included in the Outpatient Survey and how including those topics will be useful to you. Please focus on those areas that are most important to you as there will be a limit to the length of the questionnaire.

Attached is a pro forma and it highlights how we would like it to be completed. Using one row for each new question topic you propose, please consider:

- The aspect of care or question topic
- Why you are interested in this question topic
- Whether this question topic is relevant to a particular subgroup of patients (and if so, who?)
- How you would use data collected about this question topic
- Whether you would like to suggest a particular question on this topic for inclusion in the survey.

You may wish to also include ideas contributed by your colleagues within your organisation on this pro forma.

After you return the pro forma, we may contact you again for more detail on your suggested content. If you do not wish to be contacted, please note this in your return email.



Please add your name to the file name of the pro forma sheet and return it to me ([stuart.finlay@bhi.nsw.gov.au](mailto:stuart.finlay@bhi.nsw.gov.au)) by **COB Monday, December 23, 2013** and please contact me if you have any questions.

Many thanks,

Stuart Finlay

Researcher

Bureau of Health Information

## APPENDIX E: ADDITIONAL DETAILS OF STATISTICAL ANALYSES

### Factor analysis

For **general outpatients** (that is, outpatients who were not in pain and who did not undergo any tests) who completed the 2007-2011 Outpatient Surveys (Table 2), the factor that accounted for the most variance – 16.41% of the total variance – was the *Health Care Professionals* factor. This factor comprised questions that related to: Health Care Professional competency, communication skills and their general demeanour; adequacy of explanations for treatment; and patients' level of involvement in their care. The Cronbach's alpha value of .87 for this factor indicates very good reliability. This high level of reliability suggests that the variables in this factor are measuring the same latent construct. The factor that accounted for the second highest amount of variance for general outpatients – 16.30% of the total variance - was *Overall treatment*. *Overall treatment* was more heterogeneous than the *Health Care Professionals* factor, comprising questions that related to the overall experiences of care in their Outpatient clinic. The Cronbach's alpha value of 0.93 for this factor indicates excellent reliability, suggesting that these questions all measure the same latent construct (relating to overall outpatient experience). Other factors that explained variance in this analysis included *Waiting in the clinic* (6.15%), *Medication* (5.87%), *Hygiene* (5.78%), *Follow-up appointments* (5.00%) and *Waiting for an appointment* (4.34%). These factors also tended to have much lower levels of reliability, with Cronbach's alpha values ranging from 0.26 (unacceptable internal consistency) to 0.8 (very good internal consistency).

The pattern of results for **outpatients who experienced pain** was fundamentally similar to that for **general outpatients**. The factor that accounted for the most variance for this population was again *Health Care Professionals*, which accounted for 22.10% of the total variance. This factor largely encompassed the same questions as the version for **general outpatients**, but also included 'Q39. Do you think the staff did everything they could to help control your pain?' and 'Q33. Did you spend as much time with the Health Care Professional as you wanted?', which suggests that such elements of care colour these outpatients' perceptions of their Health Care Professionals. The Cronbach's alpha value of .91 for this factor indicates excellent reliability, suggesting that these variables all measure the same latent construct. Further, as for **general outpatients**, the factor that accounted for the second highest amount of variance was *Overall treatment*. This factor accounted for 10.70% of the total variance and possessed similar levels of reliability (alpha = 0.92, indicating excellent reliability) as the corresponding factor for **general outpatients**. Interestingly, for **outpatients who experienced pain**, there was an additional factor that was not present for **general outpatients**. This *Facilities* factor comprised questions pertaining to noise levels in and cleanliness of the clinic as well as availability of parking. This factor accounted for 5.23% of the total variance and had a Cronbach's alpha value of .63, indicating acceptable reliability.

For **outpatients who had tests**, the factor analysis yielded results similar to those for the two aforementioned patient groups. Again, the factor that accounted for the most variance was the *Health Care Professionals* factor, which accounted for 14.45% of the total variance. This factor comprised all of the same variables as the factor for **outpatients who experienced pain** (apart from Q39. Do you think staff did everything they could to help control your pain) had a similar Cronbach's alpha value of 0.87, indicating very good internal consistency. The factor that accounted for the second highest amount of variance for these patients was *Overall treatment*. This factor accounted for 13.87% of the total variance and comprised the same questions as the version of the factor for **general outpatients**, but also included 'Q34. Overall, how would you rate the courtesy of the Health Care Professional?'. The Cronbach's alpha value of 0.94 indicates excellent consistency, suggesting that the questions that make up this factor are all measuring the same latent variable. The presence of a *Tests* factor differentiated the experience of **outpatients who had tests** from the two aforementioned patient groups. This factor encompassed questions relating to the scheduling of tests and the explanation of the test results, and accounted for 5.34% of the total variance. The alpha value of 0.75 for this factor indicates good internal consistency.

**Table 2: 2007-2011 Outpatient Surveys – ‘general outpatient’ factor analysis**

	Factor	Questions	Item-total correlation	Variance accounted for (%)	$\alpha$
General out patients	Health Care Professionals	Q18 Did the Health Care Professional listen to what you had to say?	.636	16.41	0.87
		Q24 Did the Health Care Professional treat you with respect and dignity?	.628		
		Q25 Were you involved in decisions about your care as much as you	.655		
		Q23 Did you have confidence and trust in the Health Care Professional treating	.649		
		Q32 Did you get as much information about your condition and treatment as you wanted from the Health Care	.667		
		Q20 When you asked questions, did you get answers you could understand?	.539		
		Q54 Did you have enough say about	.621		
		Q17 When you saw the Health Care Professional, did he or she give you a chance to explain the reasons for your	.473		
		Q26 If you had any anxieties or fears, did a Health Care Professional discuss	.495		
	Overall Treatment	Q60 Overall, how would you rate the care you received in the Outpatient	.870	16.30	0.93
		Q57 How would you rate how well the Health Care Professionals worked	.818		
		Q55 How would you rate the completeness of care?	.844		
		Q56 How would you rate the explanation of what was done to you?	.825		
		Q11 How would you rate the courtesy of the reception staff?	.682		
		Q5 How would you rate the courtesy of the person who made your appointment?	.649		
		Q61 Using any number from 0 to 10, where 0 is the worst Outpatient Clinic possible and 10 is the best Outpatient Clinic possible, what number would you use to rate this Outpatient Clinic at your	.719		
	Waiting in the clinic	Q8 Did you have to wait too long in the waiting area?	.233	6.15	0.26
		Q9 Did you have to wait too long in the examining/testing area?	.355		
		Q50 About how long did you spend in the Outpatient Clinic from the time you arrived to the time you left?	.234		
		Q10 If your appointment did not start on time, did someone give a reason for	-.261		
	Medication	Q31 Did someone tell you about side effects the medicines might have?	.487	5.87	0.56
		Q30 Did someone explain the purpose of any prescribed medicines in a way that you could understand?	.504		
		Q49 Did someone explain how to take the new medications?	.246		
	Hygiene	Q42 Did your healthcare providers/staff wash or clean their hands after	.671	5.78	0.80
		Q41 Did your healthcare providers/staff wash or clean their hands before	.671		
	Follow up appointments	Q44 If you needed another visit with this Healthcare Professional, did the staff do everything they could to make the necessary arrangements?	.451	5.00	0.62
		Q45 If you needed another visit with ANOTHER Health Care Professional, did the staff do everything they could to make the necessary arrangements?	.451		
	Waiting for an appointment	Q3 When was the appointment made for this visit?	.246	4.34	0.38
		Q4 Were you able to get an appointment as soon as you wanted?	.246		

**Table 3: 2007-2011 Outpatient Surveys – ‘outpatients who experienced pain’ factor analysis**

	Factor	Questions	Item-total correlation	Variance accounted for (%)	$\alpha$
Pain patients	Health Care Professionals	Q23 Did you have confidence and trust in the Health Care Professional treating you?	.706	22.10	0.91
		Q32 Did you get as much information about your condition and treatment as you wanted from the Health Care Professional?	.763		
		Q18 Did the Health Care Professional listen to what you had to say?	.663		
		Q25 Were you involved in decisions about your care as much as you wanted?	.702		
		Q24 Did the Health Care Professional treat you with respect and dignity?	.661		
		Q20 When you asked questions, did you get answers you could understand?	.614		
		Q54 Did you have enough say about your care?	.687		
		Q29 Did the Health Care Professional explain what to do if problems or symptoms continued, got worse, or came back?	.636		
		Q52 Were the possible causes of your problem explained in a way you could understand?	.650		
		Q26 If you had any anxieties or fears, did a Health Care Professional discuss them with you?	.603		
		Q17 When you saw the Health Care Professional, did he or she give you a chance to explain the reasons for your visit?	.545		
		Q39 Do you think the staff did everything they could to help control your pain?	.594		
		Q33 Did you spend as much time with the Health Care Professional as you wanted?	.547		
	Overall Treatment	Q5 How would you rate the courtesy of the person who made your appointment?	.626	10.70	0.92
		Q11 How would you rate the courtesy of the reception staff?	.671		
		Q60 Overall, how would you rate the care you received in the Outpatient Clinic?	.859		
		Q57 How would you rate how well the Health Care Professionals worked together?	.814		
		Q55 How would you rate the completeness of care?	.844		
		Q56 How would you rate the explanation of what was done to you?	.813		
	Medication	Q31 Did someone tell you about side effects the medicines might have?	.531	5.48	0.63
		Q30 Did someone explain the purpose of any prescribed medicines in a way that you could understand?	.568		
		Q49 Did someone explain how to take the new medications?	.300		
	Facilities	Q64 Availability of parking	.397	5.23	0.63
		Q65 Keeping noise levels to a minimum	.551		
		Q66 Was the entire Outpatient Clinic as clean as it should have been?	.381		
	Hygiene	Q41 Did your healthcare providers/staff wash or clean their hands before providing care for you?	.726	5.11	0.84
		Q42 Did your healthcare providers/staff wash or clean their hands after providing care for you?	.726		
	Waiting in the clinic	Q8 Did you have to wait too long in the waiting area?	.257	4.65	0.20
		Q9 Did you have to wait too long in the examining/testing area?	.357		
		Q10 If your appointment did not start on time, did someone give a reason for the delay?	-.229		
	Follow up appointments	Q45 If you needed another visit with ANOTHER Health Care Professional, did the staff do everything they could to make the necessary arrangements?	.519	4.50	0.68
		Q44 If you needed another visit with this Healthcare Professional, did the staff do everything they could to make the necessary arrangements?	.519		
	Waiting for an appointment	Q3 When was the appointment made for this visit?	.326	3.97	0.48
		Q4 Were you able to get an appointment as soon as you wanted?	.326		

**Table 4: 2007-2011 Outpatient Surveys – ‘outpatients who had tests’ factor analysis**

	Factor	Questions	Item-total correlation	Variance accounted for (%)	$\alpha$
Test patients	Health Care Professionals	Q18 Did the Health Care Professional listen to what you had to say?	.621	14.45	0.87
		Q24 Did the Health Care Professional treat you with respect and dignity?	.595		
		Q23 Did you have confidence and trust in the Health Care Professional treating you?	.623		
		Q32 Did you get as much information about your condition and treatment as you wanted from the Health Care Professional?	.680		
		Q20 When you asked questions, did you get answers you could understand?	.565		
		Q25 Were you involved in decisions about your care as much as you wanted?	.611		
		Q17 When you saw the Health Care Professional, did he or she give you a chance to explain the reasons for your visit?	.506		
		Q52 Were the possible causes of your problem explained in a way you could understand?	.593		
		Q54 Did you have enough say about your care?	.596		
		Q26 If you had any anxieties or fears, did a Health Care Professional discuss them with you?	.509		
		Q33 Did you spend as much time with the Health Care Professional as you wanted?	.444		
	Overall Treatment	Q60 Overall, how would you rate the care you received in the Outpatient Clinic?	.875	13.87	0.94
		Q55 How would you rate the completeness of care?	.857		
		Q57 How would you rate how well the Health Care Professionals worked together?	.825		
		Q56 How would you rate the explanation of what was done to you?	.828		
		Q34 Overall, how would you rate the courtesy of the Health Care Professional?	.789		
		Q11 How would you rate the courtesy of the reception staff?	.696		
		Q5 How would you rate the courtesy of the person who made your appointment?	.647		
		Q61 Using any number from 0 to 10, where 0 is the worst Outpatient Clinic possible and 10 is the best Outpatient Clinic possible, what number would you use to rate this Outpatient Clinic at your visit?	.710		
	Tests	Q14 Did someone tell you how you would find out the results of your tests?	.648	5.34	0.75
		Q15 Did someone tell you when you would find out the results of your tests?	.628		
		Q16 After the tests were done, did someone explain the results in a way you could understand?	.485		
		Q13 Did a health care professional explain why you needed tests in a way that you could understand?	.449		
	Medication	Q31 Did someone tell you about side effects the medicines might have?	.448	4.86	0.54
		Q30 Did someone explain the purpose of any prescribed medicines in a way that you could understand?	.463		
		Q49 Did someone explain how to take the new medications?	.232		
		Q47 Were you told what danger signs about your illness or injury to watch out for when you got home?	.341		
	Waiting in the clinic	Q9 Did you have to wait too long in the examining testing area?	.244	4.31	0.22
		Q8 Did you have to wait too long in the waiting area?	.355		
		Q10 If your appointment did not start on time, did someone give a reason for the delay?	-.248		
		Q50 About how long did you spend in the Outpatient Clinic from the time you arrived to the time you left?	.166		
	Hygiene	Q41 Did your healthcare providers/staff wash or clean their hands before providing care for you?	.652	4.15	0.79
		Q42 Did your healthcare providers/staff wash or clean their hands after providing care for you?	.652		
	Facilities	Q64 Availability of parking	.377	3.86	0.59
		Q66 Was the entire Outpatient Clinic as clean as it should have been?	.377		
		Q65 Keeping noise levels to a minimum	.517		
	Follow up appointments	Q45 If you needed another visit with ANOTHER Health Care Professional, did the staff do everything they could to make the necessary arrangements?	.485	3.73	0.65
		Q44 If you needed another visit with this Healthcare Professional, did the staff do everything they could to make the necessary arrangements?	.485		
	Waiting for an appointment	Q3 When was the appointment made for this visit?	.293	3.36	0.45
		Q4 Were you able to get an appointment as soon as you wanted?	.293		

## Missing response analysis

**Table 5: Missing responses for the 2007-2011 Outpatient Surveys**

Question	Missing %	Question	Missing %
Q2. Was this appointment made by your doctors office?	1.9	Q40. Was a hand basin and/or alcohol hand wash available in your room or at your bedside?	3.3
Q3. When was the appointment made for this visit?	5.3	Q41. Did your healthcare providers/staff wash or clean their hands before providing care for you?	3.2
Q4. Were you able to get an appointment as soon as you wanted?	4.5	Q42. Did your healthcare providers/staff wash or clean their hands after providing care for you?	3.6
Q5. How would you rate the courtesy of the person who made your appointment?	3.7	Q43. Did you remind or prompt staff about hand washing before they provided care for you at any time during this stay?	3.5
Q6. Which best describes why you came for this visit?	3.4	Q44. If you needed another visit with this Health Care Professional, did the staff do everything they could to make the necessary arrangements?	2.2
Q7. Did you arrive for your visit alone or with someone else?	1.1	Q45. If you needed another visit with ANOTHER Health Care Professional, did the staff do everything they could to make the necessary arrangements?	3.3
Q8. Did you have to wait too long in the waiting room?	1.2	Q46. Did you know who to call if you needed help or had more questions after you left your appointment?	2.2
Q9. Did you have to wait too long in the examining/testing room?	1.5	Q47. Were you told what danger signs about your illness or injury to watch out for when you got home?	5.1
Q10. If your appointment did not start on time, did someone give you a reason for the delay?	4.5	Q48. Before you left the Outpatient Clinic, were any new medications prescribed or ordered for you?	3.7
Q11. How would you rate the courtesy of the reception staff?	1.4	Q49. Did someone explain how to take the new medications?	4.6
Q12. On this visit, did you have a test?	4.0	Q50. About how long did you spend in the Outpatient Clinic from the time you arrived to the time you left?	5.4
Q13. Did a Health Care Professional explain why you needed tests in a way you could understand?	5.6	Q51. Were you given as much information as you wanted about your rights and responsibilities as a patient?	4.8
Q14. Did someone tell you how you would find out the results of your tests?	6.1	Q52. Were the possible causes of your problem explained in a way that you could understand?	2.7
Q15. Did someone tell you when you would find out the results of your tests?	6.5	Q53. While you were in the Outpatient Clinic, were there times when you did not get the help you needed?	3.4
Q16. After the tests were done, did someone explain the results in a way that you could understand?	6.0	Q54. Did you have enough say about your care?	3.2
Q17. When you saw the Health Care Professional, did he or she give you a chance to explain the reasons for your visit?	3.8	Q55. How would you rate the completeness of the care you received for your problem?	2.4
Q18. Did the Health Care Professional listen to what you had to say?	1.3	Q56. How would you rate the explanation of what was done to you?	2.8
Q19. Did you have trouble talking with the Health Care Professional because of a language problem?	1.2	Q57. How would you rate how well the Health Care Professionals worked together?	2.9
Q20. When you asked questions, did you get answers you could understand?	1.3	Q58. Sometimes, one Health Care Professional will say one thing and another will say something quite different. Did this happen to you in the Outpatient Clinic?	2.5
Q21. Did you have questions about your care or treatment that you wanted to discuss but did not?	2.2	Q59. How well organised was the service or clinic you visited?	2.3
Q22. If you and a Health Care Professional didn't talk about your questions, was it because...	23.7	Q60. Overall, how would you rate the care you received in the Outpatient Clinic?	2.5
Q23. Did you have confidence and trust in the Health Care Professional treating you?	1.4	Q61. Using any number from 0 to 10, where 0 is the worst Outpatient Clinic possible and 10 is the best Outpatient Clinic possible, what number would you use to rate this visit to the Outpatient Clinic?	3.6
Q24. Did the Health Care Professional treat you with respect and dignity?	1.2	Q62. Would you recommend this service or clinic to your family and friends?	2.6
Q25. Were you involved in decisions about your care as much as you wanted?	1.8	Q63. Ease of understanding directions and signs inside and outside this Outpatient Clinic	2.5
Q26. If you had any anxieties or fears, did a Health Care Professional discuss them with you?	2.4	Q64. Availability of parking	5.7
Q27. Do you feel you had enough privacy during your visit?	1.7	Q65. Keeping noise levels to a minimum	3.0
Q28. Did the Health Care Professional ask you about how your family of living situation might affect your health?	2.6	Q66. Was the entire Outpatient Clinic as clean as it should have been?	2.4
Q29. Did the Health Care Professional explain what to do if problems or symptoms continued, got worse, or came back?	2.4	Q67. What areas of the Outpatient Clinic were not clean?	78.5
Q30. Did someone explain the purpose of any prescribed medicines in a way that you could understand?	3.3	Q68. In general, how would you rate your health?	2.2
Q31. Did someone tell you about side effects the medicines might have?	3.0	Q69. During the month of your hospital visit, how many days did illness or injury keep you in bed all or part of the day?	3.3
Q32. Did you get as much information about your condition and treatment as you wanted from the Health Care Professional?	2.6	Q70. In the last 6 months, have you been a patient in a hospital overnight or longer?	1.8
Q33. Did you spend as much time with the Health Care Professional as you wanted?	1.5	Q71. For this visit to the Outpatient Clinic, were you treated as a:	3.0
Q34. Overall, how would you rate the courtesy of the Health Care Professional?	1.5	Q72. What was the highest level of education you completed?	9.5
Q35. Did you have pain during your treatment?	3.3	Q73. Are you of Aboriginal or Torres Strait Island background?	2.2
Q36. If you had pain, was it usually severe, moderate, or mild?	4.7	Q74. What language do you normally speak at home?	8.6
Q37. Were you given any pain medicine?	3.6	Q75. Are you male or female?	1.5
Q38. If you had to ask for pain medicine, did Health Care Professionals respond quickly to your request?	4.5	Q76. To which age group do you (the patient) belong?	1.2
Q39. Do you think the staff did everything they could to help control your pain?	6.0	Q78. Did the patient complete this survey?	2.3

## Ceiling and floor effects

**Table 6: Mean, standard deviation and skewness statistics for the 2007-2011 Outpatient Surveys**

Question	Mean	Standard Deviation	Skewness	Question	Mean	Standard Deviation	Skewness
Q19 Did you have trouble talking with the Health Care Professional because of a language problem?	95.4	17.7	-4.123	Q62 Would you recommend this service or clinic to your family and friends?	81.7	28.6	-1.294
Q24 Did the Health Care Professional treat you with respect and dignity?	94.3	17.5	-3.183	Q61 Using any number from 0 to 10, where 0 is the worst Outpatient Clinic possible and 10 is the best Outpatient Clinic possible, what number would you use to rate this Outpatient Clinic at your visit?	80.2	18.3	-1.242
Q44 If you needed another visit with this Healthcare Professional, did the staff do everything they could to make the necessary arrangements?	94.3	23.2	-3.822	Q39 Do you think the staff did everything they could to help control your pain?	79.8	32.3	-1.341
Q41 Did your healthcare providers/staff wash or clean their hands before providing care for you?	91.5	24.0	-2.864	Q08 Did you have to wait too long in the waiting area?	79.4	32.8	-1.327
Q18 Did the Health Care Professional listen to what you had to say?	91.5	20.4	-2.306	Q34 Overall, how would you rate the courtesy of the Health Care Professional?	78.7	23.3	-.964
Q46 Did you know who to call if you needed help or had more questions after you left your appointment?	91.2	28.3	-2.906	Q38 If you had to ask for pain medicine, did Health Care Professionals respond quickly to your request?	77.8	33.3	-1.207
Q42 Did your healthcare providers/staff wash or clean their hands after providing care for you?	91.1	24.6	-2.765	Q04 Were you able to get an appointment as soon as you wanted?	76.8	42.2	-1.271
Q17 When you saw the Health Care Professional, did he or she give you a chance to explain the reasons for your visit?	91.0	21.9	-2.410	Q26 If you had any anxieties or fears, did a Health Care Professional discuss them with you?	76.7	34.4	-1.158
Q33 Did you spend as much time with the Health Care Professional as you wanted?	90.6	29.2	-2.777	Q50 About how long did you spend in the Outpatient Clinic from the time you arrived to the time you left?	76.0	27.3	-1.355
Q58 Sometime, one Health Care Professional will say one thing and another will say something quite different. Did this happen to you in the Outpatient Clinic?	90.1	23.3	-2.340	Q60 Overall, how would you rate the care you received in the Outpatient Clinic?	74.9	24.4	-.759
Q45 If you needed another visit with ANOTHER Health Care Professional, did the staff do everything they could to make the necessary arrangements?	90.1	29.9	-2.685	Q05 How would you rate the courtesy of the person who made your appointment?	74.8	24.1	-.653
Q20 When you asked questions, did you get answers you could understand?	90.0	21.8	-2.028	Q40 Was a hand basin and/or alcohol hand wash available in your room (the treatment area) or at your bedside?	74.6	41.6	-1.125
Q09 Did you have to wait too long in the examining testing area?	89.8	24.6	-2.415	Q55 How would you rate the completeness of care?	74.1	24.6	-.759
Q14 Did someone tell you how you would find out the results of your tests?	89.5	30.7	-2.571	Q47 Were you told what danger signs about your illness or injury to watch out for when you got home?	73.8	38.5	-1.051
Q49 Did someone explain how to take the new medications?	89.4	26.0	-2.424	Q57 How would you rate how well the Health Care Professionals worked together?	73.6	24.5	-.703
Q23 Did you have confidence and trust in the Health Care Professional treating you?	89.2	23.0	-2.014	Q56 How would you rate the explanation of what was done to you?	73.3	24.6	-.690
Q13 Did a health care professional explain why you needed tests in a way that you could understand?	88.8	25.2	-2.223	Q51 Were you given as much information as you wanted about your rights and responsibilities as a patient?	72.3	38.6	-.957
Q27 Do you feel you had enough privacy during your visit?	88.1	25.1	-2.036	Q31 Did someone tell you about side effects the medicines might have?	70.7	39.9	-.880
Q53 While you were in the Outpatient Clinic, were there times when you did not get the help you needed?	88.0	27.2	-2.192	Q11 How would you rate the courtesy of the reception staff?	70.2	25.1	-.479
Q15 Did someone tell you when you would find out the results of your tests?	87.4	33.2	-2.254	Q63 Ease of understanding directions and signs inside and outside this Outpatient clinic	64.5	24.6	-.302
Q30 Did someone explain the purpose of any prescribed medicines in a way that you could understand?	85.8	28.1	-1.863	Q65 Keeping noise levels to a minimum	61.9	24.3	-.126
Q52 Were the possible causes of your problem explained in a way you could understand?	85.7	26.7	-1.708	Q37 Were you given any pain medication?	53.3	49.9	-.132
Q25 Were you involved in decisions about your care as much as you wanted?	85.4	27.6	-1.752	Q02 Was this appointment made by your doctors office?	44.1	49.7	.238
Q59 How well organised was the service or clinic you visited?	84.9	25.1	-1.345	Q28 Did the Health Care Professional ask you about how your family or living situation might affect your health?	41.2	49.2	.356
Q66 Was the entire Outpatient Clinic as clean as it should have been?	84.8	25.3	-1.360	Q03 When was the appointment made for this visit?	40.3	36.9	.332
Q32 Did you get as much information about your condition and treatment as you wanted from the Health Care Professional?	84.0	28.7	-1.630	Q64 Availability of parking	36.4	31.7	.473
Q16 After the tests were done, did someone explain the results in a way you could understand?	83.8	28.6	-1.583	Q10 If your appointment did not start on time, did someone give a reason for the delay?	33.3	40.0	.675
Q29 Did the Health Care Professional explain what to do if problems or symptoms continued, got worse, or came back?	82.8	31.4	-1.630	Q43 Did you remind or prompt staff about hand washing before they provided care for you at any time during this visit?	3.9	19.4	4.75
Q54 Did you have enough say about your care?	82.5	29.1	-1.445				



## Patient comment analysis

Table 7 illustrates the coded responses to the open-ended question 'If you could change one thing about the service or clinic, what would it be?'

**Table 7: Coded verbatim comments**

Coded comments	Number of responses
Nothing / no improvements / happy with treatment / service / staff	9431
More staff / nurses / doctors / specialists / address staff shortages	6637
Upgrade facilities	6612
More / improved / cheaper parking	4793
Waiting lists / waiting times	3888
Improved communication / information / explanations	2713
Improve meals / food / quality / quantity	2575
Waiting time in emergency	1602
More competent staff / nurses / doctors / specialists	1473
Increased funding	1234
Improved administrative / admission / discharge processes / better organised	1008
More privacy	955
On site services / facilities / all services available	947
Cleaner conditions / rooms / bathrooms	909
Comments relating to inadequate / poor pain management / treatment / medication / care	898
Don't know	865
Waiting time for appointments / in outpatients	729
Waiting time in hospital for treatment	616
Less noisy / able to sleep / rest	548
More comfortable accommodation / beds / chairs	498
Upgrade equipment	466
Hospital / clinic too far away / need to be closer to where I live	343
Other mentions	339
Risk of infection / unhygienic practices	311
Comments relating to reason for hospitalisation	310
Longer opening hours / more days / weekends / out of hours access to medical staff	304
Staff / nurses / doctors / specialists that can be understood / better English speaking	266
Lack of continuity of doctor / contact with doctor / nurses / specialists	256
Temperature control / too hot / too cold	197
Security concerns	125
Visiting hours concerns / complaints	105
Get rid of smokers / stop smokers / enforce no smoking rules	83
Overuse of emergency / used as GP	76
Smoking / allow smoking / smoking area	58

Coded comments	Number of responses
Total respondents with comments	52170

A summary of the types of comments provided with regard to survey administration follows below, along with examples of verbatim responses from patients.

- The relevance of the Outpatient survey is questioned

*I don't know if there is a comment box at the end so my feedback is here: a great number of the questions were not relevant for my Tresillian residential stay. I will not be completing an identical survey for my baby, xxxx xxxx but my answers would be the same.*

*As this admission was for day only this answer/survey is somewhat inappropriate, however some weeks later I had a 10day stay & would willingly fill in a survey again.*

*I am a dialysis patients so I do not send survey form.*

*Nothing-it all good, seems the wrong survey was sent to me i.e.) no obstetrics-overnight admission for dehydration i.e.) I.V. drip*

*More communication with JMH, this survey do not relate to me as I am at the hospital 3 days a week for dialysis, so not all questions were answered & please do not send any more survey to me, thank you.*

- Survey should be sent out closer to the date of discharge

*Waiting time for survey*

*More beds, note: the survey should have been given to me within 2 weeks/or at completed during my stay in hospital.*

*Go back to what it was then 70's-80's, (survey better if sent out closer to hospital stay some memories maybe not be as accurate after nearly 4months)*

- Issues with treatment

*Avoid going to Westmead hospital, I received the worse care or treatments...please note that this survey was about Auburn hospital only... Was happy about their services much better than Westmead.*

*Male and female patients sharing same rooms and toilets. Sorry for being late with this survey.*

*Get rid of contractors and put on more perm. Staff to clean and cook. Spend the money from this survey on health care.*

- Questioning why a NSW survey is being handled in Victoria

*Car park, why is survey for NSW Govt Dept being handled by Victorian researchers?*

*Why is a NSW health patient survey processed in Vic?*

- Noting which treatment episode their survey responses related to

*I was in Wollongong hospital first which I rate as very good. I was moved to Bulli hospital which was awful I have completed the survey on my experience at Bulli.*

*This survey is of the Boorowa hospital I hope the Yass hosp is as good & that Boorowa continues to be excellent.*

*As my completed O.P. survey depicts all services etc were of very high standard. I question some city hospitals coming up to the same standard in cleanliness (Mildura base not as clean many or professional I questioned.*

*This survey was done for the Nepean hospital not Blue Mountains as that is where I delivered my baby, thanks.*

- Noting who filled out the survey

*I was wife completed this survey as he was too ill, passed away 7.9.11 the hospital staff were wonderful but the hospital really needs replacing.*

*Mr xxxx passed away on the 11.8.11, however, we were so impressed with the Armidale hospital we completed xxxx xxxx daughter the survey.*

*We were very happy with this hospital, survey completed by wife, as patient has Alzheimer's disease.*

*This survey was mostly my husband's response as I was unconscious, I suffered a brain injury! Parking!!*

- Positive feedback for receiving the survey

*I am so glad to have been given the opportunity to participate in this survey because I feel so strongly that the staff at Coonamble Hospital were truly amazing during my time there, xxxx xxxx*

*Staff control (and monitoring) of other patients visitors numbers, duration and time of their visit, noise -I self-discharged following such an issue, thanks for the survey.*

- Other issues with the survey

*What does my level of education have to do with this survey? Everyone knows our hospitals are not good it's not the staff it's the government.*

*Change the format of the survey - make it easier for older people, the mater hospital Newcastle is very good. The psychiatric specialist on the day shift 29/4/11 was excellent and helped me a lot*

*I had a \*major\* issue with my care that the survey didn't cover. The survey covered post-visit medication, but not post-visit tests...*

## APPENDIX F: PROFILE OF COGNITIVE INTERVIEW PARTICIPANTS

**Table 8: Outpatient cognitive interview profile**

Characteristic		Round 1	Round 2
<b>Gender</b>	Male	2	5
	Female	5	4
<b>Clinic type</b>	Medical	2	1
	Allied health	2	2
	Oncology	0	2
	Other	3	4
<b>Culturally and linguistically diverse</b>	Language other than English spoken at home	0	3
<b>Household income</b>	Less than \$60,000 per year	3	3
	\$60,000 or more per year	4	6
<b>TOTAL</b>		<b>7</b>	<b>9</b>

# APPENDIX G: COGNITIVE INTERVIEW DISCUSSION GUIDE/PROMPTS

## Bureau of Health Information – Outpatient Survey Cognitive Testing Guide

### Introduction (5 mins)

- Thank for participation and introduce self and the Ipsos Social Research Institute.
- State aim of discussion –The Bureau of Health Information has asked us to conduct a postal survey among patients who have attended an Outpatient clinic. We are conducting these interviews to make sure the questions ‘work’ and are easy for patients to answer.
- Explain confidentiality and get permission to record.
- Mention incentive (\$50) and time (up to 1 hour)
- Intro to method:

I will ask you to complete the questionnaire exactly as you would do if it came through the post, but I will ask you to stop at the end of each section so I can ask you some questions.

These will mainly be about what you were thinking about when you responded to each question, rather than your actual response.

If you like, you can mention if you have any difficulties or if you don’t understand anything while you’re completing the survey and I will make a note of them to discuss at the end of each section. But I won’t be able to help you with interpreting the questions as this might change the way you respond – and we are really interested in how you interpret the questions.

**We are testing the questionnaire, not you**, so there are no right or wrong answers.

It’s really important that we know what you really think - I haven’t worked on this questionnaire myself so please feel free to criticise questions if they aren’t working for you.

The questionnaire is in draft format, so please excuse any typos and the formatting (it will be made more attractive for the final version!).

IF MENTIONED: Please ignore the small reference numbers at the end of each question – they’re just for my reference.

*IF ASKED FOR FURTHER INFO: The Bureau of Health Information (BHI) was set up in 2009 to measure the performance of the public health system in NSW. The Bureau produces reports for the government, for people who work in health care, and for the community.*

*The Bureau produces regular reports on hospital performance including information on how many patients are visiting NSW hospitals, how long patients waited in emergency departments, and how many elective surgeries were performed within recommended waiting times. Other reports identify areas for improvement and examine how the health system in NSW compares to other states in Australia and other countries. The Bureau delivers this information for decision makers to use in order to improve health care and patient care in NSW. All of their reports are available on their website at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).*

**Drafting note: need to insert specific question testing notes into copy of questionnaire once questionnaire finalised for cognitive testing**

**General probes:**

Observation Qs: you seemed to spend a little more time/hesitated/missed out/changed response/answered very quickly at QX – what were you thinking?

Was the answer you wanted to give missing from any of these questions (what)?

Which questions were easiest to answer, which were hardest? Why?

Were there any questions you weren't quite sure how to answer?

What else you would have liked to have commented on about your experience of being admitted to hospital?

Was it difficult to remember well enough to answer any of these Qs?

Were all these questions relevant to you or not?

**Final probes:**

Is there any important part of your experience as a patient that you think isn't covered by this questionnaire?

Which questions do you think are most important?

Were any questions unimportant or irrelevant to you?

Do you have any other feedback about the questionnaire?

## APPENDIX H: POTENTIAL QUESTION AREAS

A list of potential question areas for inclusion in the Outpatient Survey was identified primarily from the patient in-depth interviews and stakeholder consultation, with reference to the rapid literature review and statistical analysis, as follows.

### **Referral to the outpatient clinic**

- Awareness of reason for patient referral
- Awareness that referral had been made

### **Arranging appointments**

- Mode of making the appointment
- Ease of making the appointment, if it was made themselves
- Suitability of appointment date and time for their schedule
- Length of time that patients had to wait to secure an appointment
- Waiting time between making an appointment and the appointment taking place

### **Getting to the clinic**

- Mode of arrival
- Ease of parking
- Ability to walk to the clinic from parking spot
- Ease of finding the clinic
- Cost of parking
- Whether alternative forms of transport to the clinic were available
- Whether these alternative forms of transport were affordable

### **Reception and waiting**

- Attitude of reception staff – politeness, empathy, a friendly greeting
- Professionalism of reception staff
- Information on outpatient process and approximate waiting time from reception staff
- Comfort of the waiting room
- Facilities available in the waiting area
- Perceived suitability of the waiting area (particularly for specific patient groups, including paediatric outpatients)
- Length of time spent waiting for a health professional at the clinic
- Whether it was necessary for patients to escalate their concerns about the waiting time

### **Interaction with medical staff and treatment**

- Confidence in the ability of doctors/nurses
- Attitude of doctors/nurses – friendliness, respectfulness, trust and reassurance
- Whether the health professional introduced themselves to patients
- Whether patients felt the health professional spent enough time with them
- The usefulness of information provided by the health professional
- The comprehensibility of information provided by the health professional
- Whether patients had the opportunity to ask the health professionals questions
- Whether patients understood the answers to their questions
- Whether patients felt involved in decisions made about their care
- Whether patients felt that health professionals treated them with dignity and respect
- Whether patients felt staff respected their privacy and confidentiality
- Patients' perceptions on what is being done well at the clinic
- Patients' perceptions on what could be done better at the clinic
- Whether patients were satisfied with the care provided for them at the outpatient clinic
- Perceived appropriateness of health professionals' attire
- Hygiene of staff
- Privacy considerations

### **Physical environment of the clinic**

- Whether patients felt that the clinic was safe and comfortable
- Whether patients felt that the clinic was neat and tidy
- Cleanliness of treatment areas

### **Tests**

- Explanation of need for tests
- If tests undertaken, were results received by patient or GP

### **Leaving the clinic and follow-up**

- Whether patients felt they received the treatment/outcome they required
- Opportunities for follow-up treatment if necessary
- Provision of information on how to take care of themselves when they went home, including medication and possible side effects
- Whether patients were provided with care plans following their appointment; and
- Whether patients were told what they should do if their condition changed.



## APPENDIX I: OPS DEVELOPMENT TABLE

The following table outlines the process of development for each question of the OPS. Included in the table is: the final question; the main reasons for the question's inclusion; whether the question is an original source question or, if not, the name of the source questionnaire; and notes on the development of the question (for example, changes due to cognitive interviews, stakeholder review or discussions between BHI and Ipsos SRI). Where there are no development notes it is an indication that the question tested well and did not require any significant amendments.

**The following acronyms used in the table to denote source of the question:**

- **ABS** – Australian Bureau of Statistics
- **AHQ** – the Acute Hospital Food Service Patient Satisfaction Questionnaire
- **CQI** – the 'Consumer Quality Index (CQ-Index) in an accident and emergency department: development and first evaluation' BMC Health Services Research 2012
- **NCCQ** – National Set of Core, Common Patient Experience Questions. These questions were agreed by the Patient Experience Information Development Working Group (PEIDWG)<sup>1</sup> to form the Australian minimum question set for interstate comparisons. Due to this, the potential to change or improve on these questions is limited. Although most of these questions are sourced from existing questionnaires, the NCCQ code is given priority over any other source in the following table.
- **NHS** – NHS Inpatient Question Bank 2011
- **NHS Outpatients** – NHS Outpatients Question Bank 2011
- **NHS A&E** – NHS Accident & Emergency Questionnaire Development Bank

---

<sup>1</sup> Established under the joint auspices of National Health Information Standards and Statistics Committee (NHISSC) and the Australian Commission on Safety and Quality in Health Care (ACSQHC) to progress national experience information development in Australia.

- **NHS Cancer** – NHS Cancer Patient Experience Survey 2014
- **RCPCH** – Picker Institute Europe/Royal College of Paediatrics and Child Health emergency care survey

**Table 9: Survey development table**

Question	Reason(s) for inclusion	Source question	Development notes
Q1 Which type of outpatient clinic did you attend? Please x <u>one</u> box that best describes the clinic.	The question was included for subsequent analysis by clinic type.	Original question from NSW Patient Survey Program	NIL
<i>Allied Health</i>	<i>Physiotherapy, Optometry, Occupational therapy, Speech pathology, Psychology, Social work, Nutrition, Podiatry, Aboriginal health, Orthoptics, Prosthetics, etc.</i>		
<i>Cardiology</i>	<i>Heart conditions (non-surgical treatment and care)</i>		
<i>Ear, nose, throat</i>	<i>Ear, nose and throat conditions</i>		
<i>Endocrinology</i>	<i>Diabetes, thyroid conditions, metabolic disorders, etc.</i>		
<i>Gastroenterology/Endoscopy</i>	<i>Stomach and intestinal conditions and procedures (e.g. colonoscopy) and examination of internal structures by insertion of a tube into the body</i>		
<i>Obstetrics/Gynaecology</i>	<i>Female reproductive system and reproductive technology, family planning, maternity and child-birth</i>		
<i>Oncology/Chemotherapy</i>	<i>Cancer and related conditions (e.g. for chemotherapy, radiotherapy)</i>		
<i>Ophthalmology</i>	<i>Medical and surgical treatment for eye conditions (e.g. cataracts, glaucoma)</i>		

Question	Reason(s) for inclusion	Source question	Development notes
<i>Orthopaedic Surgery</i>	<i>Bone, joint and ligament conditions (e.g. fractures or broken bones, hand, hip and knee problems, scoliosis)</i>		
<i>Paediatric</i>	<i>Children's health conditions (non-surgical treatment and care)</i>		
<i>Plastic surgery</i>	<i>Plastic and reconstructive surgery related care</i>		
<i>Pre-admission &amp; pre-anaesthesia</i>	<i>Medical preparation before hospital admission for surgery, treatment or anaesthetic</i>		
<i>Renal/Dialysis</i>	<i>Kidney-related conditions (e.g. for dialysis)</i>		
<i>Respiratory</i>	<i>Lung and related conditions, sleep disorders (e.g. asthma, cystic fibrosis, sleep apnoea)</i>		
<i>Urology</i>	<i>Urinary tract and male reproductive conditions</i>		
<i>Other Surgery (Adult or Child)</i>	<i>General and specialist surgery (e.g. cardiac, thoracic, vascular, neurosurgery, upper gastrointestinal conditions, colorectal)</i>		
<i>Other Medical Specialists</i>	<i>Aged care, Allergy, Dementia, Dermatology, Disability, Epilepsy, Falls, General Medicine, Genetics, Haematology, Immunology, Infectious diseases, Men's health, Metabolic bone, Neurology, Pain management, Palliative, Refugee clinic, Rheumatology, Sexual health, Stoma therapy, Wound clinics, etc.</i>		
<i>Other Outpatient Clinic</i>	<i>Please specify</i>		

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q2 How long have you been attending <u>this</u> outpatient clinic?</p> <p><i>Only visited once</i></p> <p><i>Less than 6 months</i></p> <p><i>6 to 12 months</i></p> <p><i>More than 1 year but less than 2 years</i></p> <p><i>2 years or more</i></p>	<p>This question was added to establish how familiar the patient was with the clinic, and the experience of attending.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by a similar question in the NHS Outpatient questionnaire. The purpose of the question changed from the length of time they have attended the clinic to the number of visits to the clinic. Final question wording and response options were different to the NHS question.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q3 What was the purpose of this visit? Please x all that apply</p> <p><i>Have tests, x-rays or scans</i></p> <p><i>Receive test results</i></p> <p><i>Medical diagnosis or advice</i></p> <p><i>Regular check-up</i></p> <p><i>Pre-surgical care</i></p> <p><i>Treatment or procedure</i></p> <p><i>Review or treatment</i></p> <p><i>Follow-up after surgery</i></p> <p><i>Other reason</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was added to understand the range of reasons for attending an OP clinic.</p>	<p>Original question from NSW Patient Survey Program</p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q4 Were you able to get an appointment time that suited you?</p> <p>Yes</p> <p>No</p> <p><i>I didn't have an appointment</i></p>	<p>Both patients and stakeholders raised the importance of understanding whether the booking process was flexible to patient needs.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by a similar question in the NHS Outpatient questionnaire. The purpose of the question changed to emphasise convenience of access rather than just being given a choice of appointments.</p>
<p>Q5 Did you have any of the following difficulties when making this appointment? Please x <u>all</u> that apply</p> <p><i>I didn't know how to make an appointment</i></p> <p><i>I didn't know which clinic to call</i></p> <p><i>The contact details were hard to find</i></p> <p><i>My call was not answered</i></p> <p><i>I had to wait on hold for a long time</i></p> <p><i>The appointment was previously cancelled/postponed</i></p> <p><i>Some other difficulty</i></p> <p><u>None</u> – <i>I had no difficulties</i></p>	<p>This question was included to understand the challenges of the booking process from the patient's perspective.</p>	<p>Original question from NSW Patient Survey Program</p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q6 From the time you booked this appointment to the time you went to the clinic, how long did you wait?</p> <p><i>Less than 1 month</i></p> <p><i>1 to 3 months</i></p> <p><i>4 to 6 months</i></p> <p><i>7 to 12 months</i></p> <p><i>More than 1 year</i></p> <p><i>Don't know/can't remember</i></p>	<p>The waiting period for the clinic appointment was raised by patients.</p> <p>This question was added to understand the range of waiting times between booking and attending the OP clinic.</p>	<p>Original question from NSW Patient Survey Program.</p>	<p>Early development of this question was influenced by a similar question in the NHS Outpatient questionnaire. The question was reworded to ask about time from booking to clinic appointment rather than from being first told they needed the appointment. The range of waiting times was different to better reflect the NSW experience.</p>
<p>Q7 Do you think the amount of time you waited was ...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>	<p>The waiting period for the clinic appointment was raised by patients.</p>	<p>Original question from NSW Patient Survey Program</p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q8 How much did your symptoms or condition stop you from carrying out your normal daily activities while you waited for this appointment?</p> <p><i>Not at all</i></p> <p><i>Only a little</i></p> <p><i>Somewhat</i></p> <p><i>Very much</i></p> <p><i>I was not able to at all</i></p>	<p>This question was added to better understand the inconvenience caused by symptoms or conditions going untreated while waiting for clinic appointments.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q9 While you were waiting for this appointment, did your symptoms or condition ...?</p> <p><i>Get much better</i></p> <p><i>Get a little better</i></p> <p><i>Stay about the same</i></p> <p><i>Get a little worse</i></p> <p><i>Get much worse</i></p> <p><i>Don't know/can't remember</i></p>	<p>Concern for patient wellbeing while waiting for their appointment was raised by stakeholders.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by a similar question in the NHS Outpatient questionnaire. The question changed to cover the full range of getting much better to getting much worse, moving from three items to five.</p>



Question	Reason(s) for inclusion	Source question	Development notes
<p>Q10 How long did it take you to travel to the clinic for this appointment?</p> <p><i>Under 30 minutes</i></p> <p><i>30 to 59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours to under 3 hours</i></p> <p><i>3 hours or more</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was included to understand the convenience of clinics to patient.</p>	<p>How long did it take you to get from home to the Outpatients Department?</p> <p><i>Up to 30 minutes</i></p> <p><i>31-60 minutes</i></p> <p><i>More than 1 hour but no more than 2 hours</i></p> <p><i>More than 2 hours</i></p> <p><i>Don't know/Can't remember</i></p> <p><b>NHS Outpatients</b></p>	<p>The question was re-phrased to refer to 'clinic' rather than 'the Outpatients Department'.</p>
<p>Q11 What was your <u>main</u> form of transport to the clinic? Please x <u>one</u> only</p> <p><i>By private car</i></p> <p><i>By a hospital or community transport service</i></p> <p><i>By taxi</i></p> <p><i>By public transport</i></p> <p><i>On foot</i></p> <p><i>Other</i></p>	<p>Issues relating to transport and how patients travelled to their appointment were raised by both stakeholders and patients.</p>	<p>How did you travel to the hospital for your most recent outpatient appointment? Please think about your main form of transport only.</p> <p><i>By Patient Transport Services (Hospital transport/ Non urgent ambulance transport)</i></p> <p><i>By car</i></p> <p><i>By taxi</i></p> <p><i>On foot</i></p> <p><i>On public transport</i></p> <p><i>Other</i></p> <p><b>NHS Outpatients</b></p>	<p>The reference to 'most recent' was removed as the OPS introductory text instruct respondent to think about their most recent visit.</p> <p>The answer category was changed to 'By a hospital or community transport service' for brevity and clarity.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q12 Was there a problem finding parking near the clinic?</p> <p><i>Yes, a big problem</i></p> <p><i>Yes, a small problem</i></p> <p><i>No problem</i></p> <p><i>I did not need parking</i></p>	<p>Issues relating to transport and how patients travelled to their appointment were raised by both stakeholders and patients.</p>	<p>Was there a problem in finding a parking place near to the A&amp;E?</p> <p><i>A big problem</i></p> <p><i>A small problem</i></p> <p><i>No problem</i></p> <p><i>N/A (came by public transport, taxi, walking or on a bike)</i></p> <p><b>CQI A&amp;E survey</b></p>	<p>The question wording was adapted to refer to the 'clinic', and the same answer scale was used as adapted for the EDPS.</p>
<p>Q13 At the hospital, was it easy to find your way to the clinic?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>The issue of finding the clinic was raised as a concern by patients.</p>	<p>Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, but it could be improved</i></p> <p><i>No</i></p> <p><i>Don't know/Can't remember</i></p> <p><b>NHS Outpatients</b></p>	<p>The question wording was re-phrased from 'Outpatients Department' to the 'clinic'.</p> <p>The answer categories were revised to be use the same scale as used elsewhere in the NSW Patient Surveys.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q14 Did any of the following cause you difficulties when entering and moving around the clinic? Please x <u>all</u> that apply</p> <p><i>A long walk</i></p> <p><i>No ramp/only stairs</i></p> <p><i>No lift/elevator</i></p> <p><i>Narrow walkways/halls/doorways</i></p> <p><i>No accessible toilets</i></p> <p><i>Some other difficulty</i></p> <p><u>None</u> – I had no difficulties</p>	<p>The difficulty of accessing the clinic and its facilities was raised by stakeholders.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by a similar question in the NHS Outpatient questionnaire. The question was changed to understand the range of difficulties in accessing the clinic, rather than the scale of difficulty.</p>
<p>Q15 Were the reception staff polite and courteous?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>The first impression created by attitude of reception staff was raised as significant issue by patients.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by a similar question in the NHS Inpatient questionnaire but the response options were changed from a five item rating scale to a three confirmation scale.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q16 Did you feel you had enough privacy when talking with the receptionist?</p> <p>Yes</p> <p>No</p> <p><i>I did not talk to the receptionist</i></p>	<p>Issues of patient privacy and confidentiality were raised by both patients and stakeholders.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by a similar question in the NHS Outpatient questionnaire. Both question wording and answers were revised to be similar to other privacy questions used in the NSW Patient Surveys.</p>
<p>Q17 How long after the <u>appointment time</u> did your appointment start?</p> <p><i>On time, or early</i></p> <p><i>Less than 15 minutes</i></p> <p><i>15 to 29 minutes</i></p> <p><i>30 to 59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours or more</i></p> <p><i>I didn't have an appointment</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was included as delays were raised by stakeholders, and analysis of the previous NSW Outpatient dataset indicated that it was a key question.</p>	<p>How long after the stated appointment time did the appointment start?</p> <p><i>Seen on time, or early</i></p> <p><i>Waited up to 5 minutes</i></p> <p><i>Waited 6-15 minutes</i></p> <p><i>Waited 16-30 minutes</i></p> <p><i>Waited 31-60 minutes</i></p> <p><i>Waited more than 1 hour but no more than 2 hours</i></p> <p><i>Waited more than 2 hours</i></p> <p><i>Don't know/Can't remember</i></p> <p><b>NHS Outpatients</b></p>	<p>The word 'stated' was removed from the question as it was considered redundant.</p> <p>The answer categories were reduced as the shorter waiting times (of less than 15 minutes) were not relevant.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q18 Did you experience any inconvenience or problems as a result of the wait?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>The question was included as waiting times were considered a key issue by patients.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q19 Were you told why and how long you had to wait?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Being kept informed during the waiting period before an appointment emerged as an important issue for patients in the in-depth interviews.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Early development of this question was influenced by two questions in the NHS Outpatient questionnaire. The issues of 'why' and 'how long' were combined into one question, as the focus is about staff communication with patients, not the specifics of what was communicated.</p> <p>The answer scale was changed to one used extensively elsewhere in the NSW Patient Surveys.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q20 How comfortable was the waiting area?</p> <p><i>Very comfortable</i></p> <p><i>Fairly comfortable</i></p> <p><i>Not very comfortable</i></p> <p><i>Not at all comfortable</i></p>	<p>The comfort of, and facilities in, the waiting area were raised by patients, and analysis of the previous NSW Outpatient data also indicated that it was an important factor in the OP experience.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question and scale were revised to be more direct and brief.</p>
<p>Q21 How clean was the clinic?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p>	<p>The issue of clinic cleanliness was raised by patients, and also emerged as an important factor in the analysis of the previous NSW Outpatient data.</p>	<p>How clean were the toilets and bathrooms that you used while in hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p> <p><b>NCCQ</b></p>	<p>The question wording was re-phrased to refer to the clinic generally.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q22 Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>Not applicable to my visit</i></p> <p><i>Can't remember</i></p>	<p>The issue of clinic cleanliness was raised by patients, and also emerged as an important factor in the analysis of the previous NSW Outpatient Survey data.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q23 Were you given enough privacy when being <u>examined or treated</u>?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Privacy during examination or treatment was raised by patients as an important issue.</p>	<p>Were you given enough privacy when being examined or treated?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>NHS</b></p>	
<p>Q24 Were you given enough privacy when <u>discussing</u> your condition or treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Privacy when discussing a condition or treatment was raised by patients as an important issue, and also emerged as important through the analysis of the previous NSW Outpatient Survey data.</p>	<p>Were you given enough privacy when discussing your condition or treatment?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>NHS</b></p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q25 Who did you see during this visit? Please x <u>all</u> that apply</p> <p><i>Doctor/Specialist</i></p> <p><i>Nurse</i></p> <p><i>Physiotherapist</i></p> <p><i>Radiographer (X-ray, ultrasound, MRI)</i></p> <p><i>Dietician</i></p> <p><i>Occupational therapist</i></p> <p><i>Psychologist or counsellor</i></p> <p><i>Social worker</i></p> <p><i>Speech pathologist</i></p> <p><i>Other healthcare professional</i></p>	<p>This question was added to clarify who patients encountered during their clinic visit, and provide inside into the analysis of 'health professional' data.</p>	<p>Original question from NSW Patient Survey Program</p>	



Question	Reason(s) for inclusion	Source question	Development notes
<p>Q26 Did you have enough time to discuss your health issue with the health professionals you saw?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Stakeholders raised the issue of whether or not patients felt they were given sufficient time with those treating them during their visit to the clinic.</p>	<p>Did you have enough time to discuss your health or medical problem with the doctor?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><b>NHS Outpatients</b></p>	<p>'Medical problem' was removed to simplify the question wording, and 'doctor' was replaced with 'health professional' to include the full range of staff caring for them, and treating them, during their visit to the clinic.</p>
<p>Q27 Did the health professionals explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Clear, appropriate communication between patients and health professionals was an important issue raised by patients, stakeholders and also highlighted in the analysis of the previous NSW Outpatient Survey data.</p>	<p>During your most recent hospital stay, how often did the doctors, nurses and other health professionals caring for you explain things in a way you could understand?</p> <p><i>All of the time</i></p> <p><i>Most of the time</i></p> <p><i>Some of the time</i></p> <p><i>Rarely</i></p> <p><i>Never</i></p> <p><b>NCCQ</b></p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q28 During this visit, did the health professionals know enough about your medical history?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Being accurately informed about a patient's condition, and ensuring the patient is not having to repeat their history, was important to both patients and stakeholders.</p>	<p>In your opinion, did the doctors who treated you know enough about your condition or treatment?</p> <p><i>All the doctors knew enough</i></p> <p><i>Most of the doctors knew enough</i></p> <p><i>Only some of the doctors knew enough</i></p> <p><i>Can't say</i></p> <p><b>NHS</b></p>	<p>The question was changed to include the phrase 'during this visit' so that those patients making multiple visits to the clinic had clarity about which occasion they should be referring to.</p>
<p>Q29 Did you have confidence and trust in the health professionals?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>The importance of trust and confidence in the relationship between the patient and health professional was raised by patients, and also came through as a key factor in the analysis of the previous NSW Outpatient Survey data.</p>	<p>Did you have confidence and trust in the doctor examining and treating you</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><b>NHS Outpatients</b></p>	
<p>Q30 Were health professionals polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Being treated in a polite and courteous manner by health professionals was raised as an important aspect by patients, and also came through as a key factor in the analysis of the previous NSW Outpatient Survey data.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question wording and answers were re-phrased to use the updated version of this question asked of doctors in the EDPS.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q31 Were the health professionals kind and caring towards you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>The importance of kindness and care in the relationship between the patient and health professional was raised by patients, and also came through as a key factor in the analysis of the previous NSW Outpatient Survey data.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question was re-phrased to refer to 'health professionals'.</p>
<p>Q32 Overall, how would you rate the health professionals who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The need for an overall rating of the treatment by health professionals was raised by stakeholders, and also emerged as a key factor in the analysis of the previous NSW Outpatient Survey data.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question was re-phrased to refer to 'health professionals'.</p>
<p>Q33 Did you have worries or fears about your condition or treatment?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Did you have worries or fears about your condition or treatment while in hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><b>NCCQ</b></p>	<p>The phrase 'while in hospital' was removed as it implied in-patient treatment.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q34 Did a health professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. The issue was also raised by both stakeholders and patients.</p>	<p><b>NCCQ</b></p>	
<p>Q35 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not want or need to be involved</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. Stakeholders indicated that it is important to ask whether patients felt they were involved in treatment decisions (in-line with National Standards) and patients wanted their views relating to their care and treatment listened to.</p>	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not well enough or did not want to be involved in decisions about my care or treatment</i></p> <p><b>NCCQ</b></p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q36 How would you rate how well the health professionals worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><i>Not applicable – only saw one</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>How would you rate how well the doctors and nurses worked together?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p> <p><b>NCCQ</b></p>	<p>The question wording was re-phrased so that 'doctors and nurses' was replaced with 'health professionals'.</p>
<p>Q37 Were you treated with respect and dignity while you were at the clinic?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. Key driver analysis of the NSW Outpatient Survey indicated that this was a key driver of overall patient satisfaction.</p>	<p>Did you feel you were treated with respect and dignity while in hospital?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><b>NCCQ</b></p>	<p>'While in hospital' was replaced with 'while you were at the clinic' to be more appropriate.</p> <p>'Did you feel' was removed from the question wording.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q38 Were your cultural or religious beliefs respected by the clinic staff?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, my beliefs were not respected</i></p> <p><i>My beliefs were not an issue</i></p>	<p>This question has been included in each of the suite of NSW Patient Surveys, and the issue of culturally appropriate care was raised by stakeholders.</p>	<p>Were your religious beliefs respected by the hospital staff?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>My beliefs were not an issue during my hospital stay</i></p> <p><b>NHS</b></p>	
<p>Q39 While in the clinic, did you receive, or see, any information about your rights as a patient, including how to comment or complain?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question will provide evidence of compliance with this aspect of the National Standards.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>Although influenced by the NHS Inpatient question, the OP question emphasised rights of the patient rather than information on how to complain. It was also altered to change from 'While in hospital' to 'while in the clinic'.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q40 Not including the reason you came to the clinic, during your visit, or soon afterwards, did you experience any of the following complications or problems?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of tests or procedures</i></p> <p><i>Severe pain due to the treatment</i></p> <p><i>Any other complications or problem</i></p> <p><u><i>None of these</i></u></p>	<p>This question has been included in each of the suite of NSW Patient Surveys. Stakeholders raised the need to understand patient experience of adverse events.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question wording was re-phrased to refer to 'clinic' rather than 'hospital', and 'visit' rather than 'hospital stay'. The phrase 'negative effects' was changed to 'problems' in EDPS for clarity.</p>
<p>Q41 Was the impact of this complication or problem ... ?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p>	<p>Stakeholders raised the issue of adverse events.</p>	<p>Original question from NSW Patient Survey Program</p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q42 In your opinion, were the clinic staff open with you about this complication or problem?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Stakeholders raised the issue of whether adverse events were appropriately addressed, and patients emphasised the importance of staff openness.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question wording was adapted to refer to 'clinic staff', not 'members of hospital staff'. 'Negative effect' was replaced with 'problem' for simplicity.</p>
<p>Q43 Were there things for your child to do (such as books, games and toys)?</p> <p><i>There were plenty of things for my child to do</i></p> <p><i>There were some things, but not enough</i></p> <p><i>There was nothing for my child's age group</i></p> <p><i>There was nothing for children to do</i></p> <p><i>Not applicable to my child's visit</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was added to cover the experience of paediatric patients attending an outpatient clinic.</p>	<p>Was there enough for your child to do when you were waiting to be seen (such as toys, games and books)?</p> <p><i>Yes, lots to do</i></p> <p><i>Yes, some things but not enough</i></p> <p><i>There were things, but not for my age group</i></p> <p><i>No</i></p> <p><i>Can't remember/Did not notice</i></p> <p><i>I had my own things to do</i></p> <p><b>RCPCH</b></p>	



Question	Reason(s) for inclusion	Source question	Development notes
<p>Q44 Was the area in which your child was treated suitable for someone of their age group?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>This question was added to cover the experience of paediatric patients attending an outpatient clinic.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q45 Did the clinic staff provide care and understanding appropriate to the needs of your child?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>This question was added to cover the experience of paediatric patients attending an outpatient clinic.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q46 When you left the clinic, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I was not given enough</i></p> <p><i>I did not need this type of information</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions. Stakeholders mentioned the importance of information about managing care at home, especially for patient safety and preventing re-admission.</p>	<p>Thinking about when you left hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not need this type of information</i></p> <p><b>NCCQ</b></p>	<p>The start of the question was changed from 'when you left hospital' to 'when you left the clinic' for clarity. An additional answer category was added to distinguish between those not needing information, and those not receiving sufficient information.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q47 Were you told who to contact if you were worried about your condition or treatment after you left the clinic?</p> <p>Yes</p> <p>No</p> <p><i>I did not need this type of information</i></p> <p><i>Don't know/can't remember</i></p>	<p>Patients felt it was important to know what to do/who to contact if their condition deteriorated.</p>	<p>Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/Can't remember</i></p> <p><b>NHS</b></p>	<p>The beginning of the question was changed to negate the need to specify which member of staff may have communicated this point.</p>
<p>Q48 Were you given, or prescribed, any <u>new</u> medication to take at home?</p> <p>Yes</p> <p>No</p>	<p>This question was included for routing purposes.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The question wording was adapted to include the receipt of a prescription, rather than actual medicine. The word 'new' was introduced to distinguish this from any existing on-going medication that may apply to those with long term conditions.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q49 Were you given enough information about this medication?</p> <p>Yes, completely</p> <p>Yes, to some extent</p> <p>No</p>	<p>Stakeholders were interested in the provision of information pertaining to medication because of its importance for patient safety and patient involvement in decisions about their care.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>This question was influenced by the NCCQ but was altered for comparability with other NSW PSP questionnaires.</p>
<p>Q50 Were you told about medication side effects to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Patients raised the issue of the importance of adequate information on medication and the transition to self-care.</p>	<p>Did a member of staff tell you about medication side effects to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><b>NHS A&amp;E</b></p>	<p>The question wording was re-phrased for clarity.</p>
<p>Q51 Did the clinic give your GP enough information about your condition or the treatment you received?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Not applicable</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was included to address the transition of care from clinic to GP.</p>	<p>As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know / can't remember</i></p> <p><b>NHS Cancer</b></p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q52 Was this visit related to a long-standing or chronic health condition?</p> <p>Yes</p> <p>No</p>	<p>The question was developed because of the significant difference in patient expectations and experience between those attending regularly for the management of a long-standing or chronic health condition, and others.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q53 Did the health professionals at this clinic provide you with a treatment plan for your ongoing care?</p> <p><i>Yes, I was given a written plan</i></p> <p><i>Yes, I was given a plan verbally</i></p> <p>No</p> <p><i>I did not need one</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was developed to understand the prevalence of treatment plans for outpatients.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q54 Were you asked for your ideas and preferences when developing this plan?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>This question was developed to understand whether patients were involved in the development of treatment plans.</p>	<p>Original question from NSW Patient Survey Program</p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q55 Did you have to pay any out of pocket expenses for this visit (i.e. a payment that you would not get back from Medicare or private health fund)?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>This question was prompted by patients concerns about costs.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q56 Did you skip any follow-up medication, tests, or treatment recommended at this visit because of their cost?</p> <p>Yes</p> <p>No</p> <p><i>I didn't need any of these</i></p>	<p>This was raised as a possible consequence by patients.</p>	<p>Since last year, has there been any time you delayed getting or did not get medication you were prescribed because of the cost?</p> <p>Yes</p> <p>No</p> <p><b>ABS Patient Experience Survey 2009</b></p>	
<p>Q57 In the last 12 months, how many times have you visited <u>this</u> outpatient clinic?</p> <p>Once</p> <p><i>2 to 3 times</i></p> <p><i>4 to 8 times</i></p> <p><i>More than 8 times</i></p>	<p>This question was included to get a measure of the frequency with which patients are attending a given clinic.</p>	<p>In the last 12 months, how many times (including this one) have you visited the Outpatient Department for any condition?</p> <p><i>This was the only time</i></p> <p><i>2 to 3 times</i></p> <p><i>4 to 8 times</i></p> <p><i>More than 8 times</i></p> <p><b>NHS Outpatients</b></p>	<p>The question wording was simplified and 'Outpatient Department' changed to 'outpatient clinic'.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q58 Did you receive care or treatment from more than one health professional at this clinic?</p> <p>Yes</p> <p>No</p>	<p>The question was designed as a filter for the following question.</p>	<p>Original question from NSW Patient Survey Program</p>	
<p>Q59 Did the health professionals you've seen change from one visit to another?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No, never</p> <p>Don't know/can't remember</p>	<p>Being seen by different members of staff each time patients attending the outpatient clinic was a major concern for them.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>This question was influenced by a similar question in the NHS Outpatient survey but question wording was changed (from 'doctor or other member of staff' to 'health professional'), a response option was removed and the purpose modified from the positive aspect (same staff) to negative (did it change).</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q60 In your opinion, did the different health professionals you've seen know enough about your medical history?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Some patients perceived inadequate communication between staff in the handover of patients/reading of notes, resulting in insufficient knowledge of their care needs and apparently unnecessary repetition of questions.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>This question was influenced by a similar question in the NHS Inpatient survey but was radically changed, with response options moving from four items discussing if all doctors knew enough about their condition or treatment to three on whether all staff knew medical history.</p>
<p>Q61 Overall, how would you rate the care you received in the clinic?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Overall, how would you rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Adequate</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><b>NCCQ</b></p>	<p>The question was re-phrased to refer to 'clinic' rather than 'hospital'.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q62 How well organised was the care you received in the clinic?</p> <p><i>Very well organised</i></p> <p><i>Fairly well organised</i></p> <p><i>Not well organised</i></p>	<p>Analysis indicated that well-organised hospitals were a key driver of outpatient satisfaction.</p>	<p>How well organised was the Outpatients Department you visited?</p> <p><i>Not well organised</i></p> <p><i>Fairly well organised</i></p> <p><i>Very well organised</i></p> <p><b>NHS Outpatients</b></p>	<p>The question was altered to talk about how organised the care they received was (compared to how organised the OP department was) and response options were inverted.</p>
<p>Q63 If asked about your clinic experience by friends and family, how would you respond?</p> <p><i>I would speak highly of the clinic</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of the clinic</i></p>	<p>Stakeholders endorsed the inclusion of this question as recommendation from friends and family is often the avenue of being informed of healthcare services.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The word 'hospital' was replaced with 'clinic'.</p>
<p>Q64 Did you want to make a complaint about something that happened in the clinic?</p> <p><i>Yes, and I did complain</i></p> <p><i>Yes, but I did not complain</i></p> <p><i>No, I did not want to make a complaint</i></p>	<p>This question was included as a filter.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The word 'hospital' was replaced with 'clinic'.</p>



Question	Reason(s) for inclusion	Source question	Development notes
<p>Q65 Why didn't you make a complaint? Please x <u>all</u> that apply</p> <p><i>I didn't know how to make a complaint</i></p> <p><i>I didn't know who to complain to</i></p> <p><i>I was worried it might affect my future care</i></p> <p><i>I didn't think it would be taken seriously</i></p> <p><i>It wasn't a serious issue</i></p> <p><i>Other reason</i></p>	<p>This question was added to understand the reasons why outpatients do not make a complaint.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The word 'hospital' was replaced with 'clinic', and the reference to 'my child' was removed.</p>
<p>Q66 Did the care and treatment received at the clinic help you?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, not at all</i></p>	<p>This question was included to investigate Patient Reported Outcome Measures (PROMS).</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The word 'hospital' was replaced with 'clinic'.</p>
<p>Q67 Is the problem you went to the clinic for ... ?</p> <p><i>Much better</i></p> <p><i>A little better</i></p> <p><i>About the same</i></p> <p><i>A little worse</i></p> <p><i>Much worse</i></p>	<p>This question was included to investigate Patient Reported Outcome Measures (PROMS).</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The word 'hospital' was replaced with 'clinic'.</p>

Question	Reason(s) for inclusion	Source question	Development notes
Q68 What year were you (the patient) born?	Part of the suite of proposed National Set of Core, Common Patient Experience questions. This question was included in order to standardise patient responses, and allow analysis by age of patient.	What year were you born?  <b>NCCQ</b>	
Q69 What is your (the patient's) gender?  <i>Male</i>  <i>Female</i>	Required for classification and analysis purposes (including standardisation).	Your gender is: (please tick the appropriate box)  <i>Male</i>  <i>Female</i>  <b>AHQ</b>	The phrase '(the patient's)' was added for clarification.
Q70 What is the highest level of education you (the patient) have <u>completed</u> ?  <i>Still at secondary school</i>  <i>Less than Year 12 or equivalent</i>  <i>Completed Year 12 or equivalent</i>  <i>Trade or technical certificate or diploma</i>  <i>University degree</i>  <i>Post graduate/higher degree</i>	Required for classification and analysis purposes (including standardisation).	Original question from NSW Patient Survey Program	The phrase '(the patient)' was added for clarification.

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q71 Which, if any, of the following long-standing conditions do you (the patient) have (including age related conditions)? Please x <u>all</u> that apply</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or partially sighted</i></p> <p><i>A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (e.g. depression)</i></p> <p><i>A neurological condition (e.g. Alzheimer's, Parkinson's)</i></p> <p><u>None</u> of these</p>	<p>Raised in both the rapid literature review, and also by stakeholders, as important to identify those patients with long-standing conditions to analyse the data and see if their needs are being met.</p>	<p>Do you have any of the following long-standing conditions? (Tick ALL that apply)</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or partially sighted</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition</i></p> <p><i>A long-standing illness, ,such as cancer, HIV, diabetes, chronic heart disease, or epilepsy</i></p> <p><i>No, I do not have a long-standing condition</i></p> <p><b>NHS</b></p>	<p>The phrase '(the patient)' was added to the question wording for clarification. The answer categories were amended to including reference to 'depression' in the 'mental health condition' answer category, and also 'respiratory disease' in the 'long-standing illness' answer category. These changes were made in response to feedback from patients in the cognitive testing.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q72 In general, how would you rate your (the patient's) health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>In general, how would you rate your health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p> <p><b>NCCQ</b></p>	<p>The phrase '(the patient's)' was added to the question wording for clarification.</p>
<p>Q73 Which language do you (the patient) mainly speak at home?</p> <p><i>English</i></p> <p><i>A language other than English</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Which language do you mainly speak at home?</p> <p><i>English</i></p> <p><i>A language other than English – please specify</i></p> <p><b>NCCQ</b></p>	<p>The phrase '(the patient)' was added to the question wording for clarification.</p>
<p>Q74 Did you need, or would you have liked, to use an interpreter at any stage while you (the patient) were at the clinic?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>This question was originally requested by stakeholders because of the importance of interpreters for ensuring that patients with English as a second language are informed about their treatment and care. It is included in all surveys in the NSW Patient Experience suite. This question will contribute evidence of compliance with National Standards.</p>	<p>Original question from NSW Patient Survey Program</p>	<p>The phrase '(the patient)' was added to the question wording for clarification, and 'hospital' was replaced with 'clinic'.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q75 Was an interpreter provided when you (the patient) needed one?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	As above.	Original question from NSW Patient Survey Program	The phrase '(the patient)' was added to the question wording for clarification.
<p>Q76 Are you (the patient) of Aboriginal origin, Torres Strait Islander origin, or both?</p> <p><i>Yes, Aboriginal</i></p> <p><i>Yes, Torres Strait Islander</i></p> <p><i>Yes, both Aboriginal and Torres Strait Islander</i></p> <p><i>No</i></p>	Part of the suite of proposed National Set of Core, Common Patient Experience questions.	<p>Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <p><i>Yes, Aboriginal</i></p> <p><i>Yes, Torres Strait Islander</i></p> <p><i>Yes, both Aboriginal and Torres Strait Islander</i></p> <p><i>No</i></p> <p><b>NCCQ</b></p>	The phrase '(the patient)' was added to the question wording for clarification.
<p>Q77 Who completed this survey?</p> <p><i>The patient</i></p> <p><i>The patient with help from someone else</i></p> <p><i>Someone else on behalf of the patient</i></p>	Requested by stakeholders for analysis purposes, and required for standardisation at the analysis stage.	<p>Who was the main person or people that filled in this questionnaire?</p> <p><i>The patient (named on the front of the envelope)</i></p> <p><i>A friend or relative of the patient</i></p> <p><i>Both patient and friend/relative together</i></p> <p><i>The patient with the help of a health professional</i></p> <p><b>NHS</b></p>	

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q78 The Bureau would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking your health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of their patients.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p> <p>Yes</p> <p>No</p>	To enable data linkage.	Original question from NSW Patient Survey Program	

Question	Reason(s) for inclusion	Source question	Development notes
Q79 What was the best part of the care you (the patient) received while at this clinic?	This open-ended question was added with the aim of providing a space within the survey for the patient to describe highlights in their care. The text will be analysed to provide feedback on good practice, and be illustrated in the patient's own words.	Original question from NSW Patient Survey Program	The word 'hospital' was replaced with 'clinic'.
Q80 What part of your (the patient's) care provided by this clinic most needs improving?	This open-ended question was added with the aim of providing a space within the survey for the patient to provide feedback on areas of their outpatient experience that need improvement. The text will be analysed to provide feedback on areas for improvement, and be illustrated in the patient's own words.	Original question from NSW Patient Survey Program	The word 'hospital' was replaced with 'clinic'.

# APPENDIX J: SURVEY QUESTIONS RELEVANT TO THE NATIONAL SAFETY AND QUALITY HEALTH SERVICE STANDARDS AND THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

## National Safety and Quality Health Service Standards

The OPS includes a number of questions that are relevant to the implementation and achievement of the mandatory National Safety and Quality Health Service Standards that came into operation in January 2013. The ten standards aim to protect the public from harm and improve the quality of health service provision. Standard 1 'Governance for Safety and Quality in Health Service Organisations' and Standard 2 'Partnering with Consumers' set the overarching framework for the remaining eight standards<sup>2</sup>. The OPS sits within the intention of Standard 2 – to create a health service that is responsive to patient, carer and consumer input and needs. The following table identifies which questions provide data relevant to specific standards.

**Table 10: Questions relevant to the National Safety and Quality Health Service Standards**

National Safety and Quality Health Service Standards	Relevant question from the Outpatient Survey
1.15 Implementing a complaints management system that includes partnership with patients and carers	Q39 While in the clinic, did you receive, or see, any information about your rights as a patient, including how to comment or complain?  Q64 Did you want to make a complaint about something that happened in the clinic?  Q65 Why didn't you make a complaint?
1.16 Implementing an open disclosure process	Q42 In your opinion, were the clinic staff

<sup>2</sup> Australian Commission on Safety and Quality in Healthcare. *Australian Safety and Quality Framework for Health Care*. Accessed 27/11/2012 from <http://qldvoice.org.au/wp-content/uploads/2011/10/Australian-Safety-and-Quality-Framework-for-Health-Care.pdf>



National Safety and Quality Health Service Standards	Relevant question from the Outpatient Survey
based on the national open disclosure standard	open with you about this complication or problem?
1.17 Implementing through organisational policies and practices a patient charter of rights that is consistent with the current national charter of healthcare rights	Q39 While in the clinic, did you receive, or see, any information about your rights as a patient, including how to comment or complain?
1.18 Implementing processes to enable partnership with patients in decisions about their care, including informed consent to treatment	<p>Q27 Did the health professionals explain things in a way you could understand?</p> <p>Q34 Did a health professional discuss your worries and fears with you?</p> <p>Q35 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q46 When you left the clinic, were you given enough information about how to manage your care at home?</p> <p>Q47 Were you told who to contact if you were worried about your condition or treatment after you left the clinic?</p> <p>Q49 Were you given enough information about this medication?</p> <p>Q50 Were you told about medication side effects to watch for?</p> <p>Q53 Did the health professionals at this clinic provide you with a treatment plan for your ongoing care?</p> <p>Q54 Were you asked for your ideas and</p>

National Safety and Quality Health Service Standards	Relevant question from the Outpatient Survey
	<p>preferences when developing this plan?</p> <p>Q75 Was an interpreter provided when you (the patient) needed one?</p>
<p>1.8 Adopting processes to support the early identification, early intervention and appropriate management of patients at increased risk of harm.</p> <p>1.8.1 Mechanisms are in place to identify patients at increased risk of harm</p>	<p>Q8 How much did your symptoms or condition stop you from carrying out your normal daily activities while you waited for this appointment?</p> <p>Q9 While you were waiting for this appointment, did your symptoms or condition ...?</p> <p>Q14 Did any of the following cause you difficulties when entering and moving around the clinic?</p> <p>Q18 Did you experience any inconvenience or problems as a result of the wait?</p> <p>Q26 Did you have enough time to discuss your health issue with the health professionals you saw?</p> <p>Q28 During this visit, did the health professionals know enough about your medical history?</p>
<p>2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in:</p> <ul style="list-style-type: none"> <li>• strategic and operational/services planning</li> <li>• decision making about safety and quality initiatives</li> </ul>	<p>Q34 Did a health professional discuss your worries or fears with you?</p> <p>Q35 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p>

National Safety and Quality Health Service Standards	Relevant question from the Outpatient Survey
<ul style="list-style-type: none"> <li>quality improvement activities</li> </ul> <p>2.2.2 Consumers and/or carers are actively involved in decision making about safety and quality</p>	
<p>2.7 Informing consumers and/or carers about the organisation's safety and quality performance in a format that can be understood and interpreted independently</p> <p>2.7.1 The community and consumers are provided with information that is meaningful and relevant on the organisation's safety and quality performance</p>	<p>Q19 Were you told why and how long you had to wait?</p>
<p>3.5 Developing, implementing and auditing hand hygiene program consistent with the current national hand hygiene initiative</p>	<p>Q22 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you?</p>
<p>3.15 Using risk management principles to implement systems that maintain a clean and hygienic environment for patients and healthcare workers</p>	<p>Q21 How clean was the clinic?</p>
<p>4.4 Using a robust organisation-wide system of reporting, investigating and managing change to respond to medication incidents: 4.4.1 Medication incidents are regularly monitored, reported and investigated</p>	<p>Q40 Not including the reason you came to the clinic, during your visit, or soon afterwards, did you experience any of the following complications or problems?</p>
<p>4.5 Undertaking quality improvement activities to enhance the safety of medicines use</p>	<p>Q48 Were you given, or prescribed, any <u>new</u> medication to take at home?</p> <p>Q49 Were you given enough information</p>

National Safety and Quality Health Service Standards	Relevant question from the Outpatient Survey
	<p>about this medication?</p> <p>Q50 Were you told about medication side effects to watch for?</p> <p>Q40 Not including the reason you came to the clinic, during your visit, or soon afterwards, did you experience any of the following complications or problems?</p>
<p>4.12 Developing and implementing governance arrangements and organisational policies, procedures and/or protocols for medication safety, which are consistent with national and jurisdictional legislative requirements, policies and guidelines</p>	<p>Q48 Were you given, or prescribed, any <u>new</u> medication to take at home?</p> <p>Q49 Were you given enough information about this medication?</p> <p>Q50 Were you told about medication side effects to watch for?</p>
<p>4.13 The clinical workforce informing patients and carers about medication treatment options, benefits and associated risks</p>	<p>Q35 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q48 Were you given, or prescribed, any <u>new</u> medication to take at home?</p> <p>Q49 Were you given enough information about this medication?</p> <p>Q50 Were you told about medication side effects to watch for?</p>
<p>4.15 Providing current medicines information to patients in a format that meets their needs whenever new medicines are prescribed or dispensed</p>	<p>Q48 Were you given, or prescribed, any <u>new</u> medication to take at home?</p> <p>Q49 Were you given enough information about this medication?</p>

National Safety and Quality Health Service Standards	Relevant question from the Outpatient Survey
	Q50 Were you told about medication side effects to watch for?
5.4 Developing, implementing and regularly reviewing the effectiveness of the patient identification and matching system at patient handover, transfer and discharge: 5.4.1: A patient identification and matching system is implemented and regularly reviewed as part of structured clinical handover, transfer and discharge processes	Q36 How would you rate how well the health professionals worked together?
5.5 Developing and implementing a documented process to match patients to their intended procedure, treatment or investigation and implementing the consistent national guidelines for patient procedure matching protocol or other relevant protocols	<p>Q28 During this visit, did the health professionals know enough about your medical history?</p> <p>Q36 How would you rate how well the health professionals worked together?</p>
<p>6.3 Monitoring and evaluating the agreed structured clinical handover processes, including:</p> <p>Regularly reviewing local processes based on current best practice in collaboration with clinicians, patients and carers</p> <p>Undertaking quality improvement activities and acting on issues identified from clinical handover reviews</p> <p>Reporting the results of clinical handover reviews at executive level of governance</p>	<p>Q28 During this visit, did the health professionals know enough about your medical history?</p> <p>Q36 How would you rate how well the health professionals worked together?</p>
6.5 Developing and implementing mechanisms to include patients and carers in the clinical	Q28 During this visit, did the health professionals know enough about your medical

<b>National Safety and Quality Health Service Standards</b>	<b>Relevant question from the Outpatient Survey</b>
handover process that are relevant to the healthcare setting: 6.5.1 Mechanisms to involve a patient and, where relevant, their carer in clinical handover are in use	history?
9.7 Ensuring patients, families and carers are informed about, and are supported so that they can participate in recognition and response systems and processes	Q47 Were you told who to contact if you were worried about your condition or treatment after you left the clinic?
9.9 Enabling patients, families and carers to initiate an escalation of care response	Q47 Were you told who to contact if you were worried about your condition or treatment after you left the clinic?
10.3 Undertaking quality improvement activities to address safety risks and ensure the effectiveness of the falls prevention system	Q40 Not including the reason you came to the clinic, during your visit, or soon afterwards, did you experience any of the following complications or problems?

## The Australian Charter of Healthcare Rights

The Outpatient Survey includes a number of questions that are relevant to the Australian Charter of Healthcare Rights, developed by ACSQHC in 2007 and 2008. The charter was developed with extensive and widespread consultation and specifies the key rights of patients and consumers, when seeking or receiving healthcare services. The Charter highlights seven rights, underpinned by the principles of access to health care, the right to the highest possible standard of physical and mental health, and acknowledgement and respect for difference.<sup>3</sup> The following table identifies which questions provide data relevant to specific standards.

**Table 10: Questions relevant to the Australian Charter of Healthcare Rights**

Australian Charter of Healthcare Rights	Relevant question from the Outpatient Survey
Access: I have a right to health care	<p>Q5 Did you have any of the following difficulties when making this appointment?</p> <p>Q6 From the time you booked this appointment to the time you went to the clinic, how long did you wait?</p> <p>Q7 Do you think the amount of time you waited was ... ?</p> <p>Q8 How much did your symptoms or condition stop you from carrying out your normal daily activities while you waited for this appointment?</p> <p>Q9 While you were waiting for this appointment, did your symptoms or condition ... ?</p> <p>Q17 How long after the <u>appointment time</u> did your appointment start?</p> <p>Q18 Did you experience any inconvenience or</p>

---

<sup>3</sup> *Australian Charter of Healthcare Rights*. Accessed from <http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf>

Australian Charter of Healthcare Rights	Relevant question from the Outpatient Survey
	<p>problems as a result of the wait?</p> <p>Q19 Were you told why and how long you had to wait?</p>
<p>Safety: I have a right to receive safe and high quality care</p>	<p>Q21 How clean was the clinic?</p> <p>Q22 Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?</p> <p>Q29 Did you have confidence and trust in the health professionals?</p>
<p>Respect: I have a right to be shown respect, dignity and consideration.</p>	<p>Q15 Were the reception staff polite and courteous?</p> <p>Q16 Did you feel you had enough privacy when talking with the receptionist?</p> <p>Q23 Were you given enough privacy when being <u>examined or treated</u>?</p> <p>Q24 Were you given enough privacy when <u>discussing</u> your condition or treatment?</p> <p>Q30 Were the health professionals polite and courteous?</p> <p>Q31 Were the health professionals kind and caring towards you?</p> <p>Q37 Were you treated with respect and dignity while you were at the clinic?</p> <p>Q38 Were your cultural or religious beliefs respected by the clinic staff?</p> <p>Q45 Did the clinic staff provide care and</p>



Australian Charter of Healthcare Rights	Relevant question from the Outpatient Survey
	understanding appropriate to the needs of your child?
Communication: I have a right to be informed about services, treatment, options and costs in a clear and open way	<p>Q19 Were you told why and how long you had to wait?</p> <p>Q27 Did the health professional explain things in a way you could understand?</p> <p>Q35 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q46 When you left the clinic, were you given enough information about how to manage your care at home?</p> <p>Q49 Were you given enough information about this medication?</p> <p>Q75 Was an interpreter provided when you (the patient) needed one?</p>
Participation: I have a right to be included in decisions and choices about my care	<p>Q27 Did the health professional explain things in a way you could understand?</p> <p>Q35 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p>Q54 Were you asked for your ideas and preferences when developing this plan?</p>
Privacy: I have a right to privacy and confidentiality of my personal information	<p>Q16 Did you feel you had enough privacy when talking with the receptionist?</p> <p>Q23 Were you given enough privacy when</p>

Australian Charter of Healthcare Rights	Relevant question from the Outpatient Survey
	<p>being <u>examined or treated</u>?</p> <p>Q24 Were you given enough privacy when <u>discussing</u> your condition or treatment?</p>
<p>Comment: I have a right to comment on my care and to have my concerns addressed.</p>	<p>Q34 Did a health professional discuss your worries or fears with you?</p> <p>Q39 While in the clinic, did you receive, or see, any information about your rights as a patient, including how to comment or complain?</p> <p>Q64 Did you want to make a complaint about something that happened in the clinic?</p> <p>Q65 Why didn't you make a complaint?</p>

# APPENDIX K: FINAL OUTPATIENT SURVEY QUESTIONNAIRE



 Bureau of  
Health Information

## NSW Patient Survey: Outpatients

<Barcode>  
<Title> <First Name> <Last Name>  
<Address Line 1>  
<SUBURB> <STATE> <POSTCODE>

Date

Dear <Title> <Last Name>,

### Your experience at an outpatient clinic is very important to us

I am writing to ask you to take part in the NSW Patient Survey by telling us about your recent visit to an outpatient clinic at [HOSPITAL NAME] during [MONTH]. By outpatient clinic, we mean the clinic you visited for an appointment with a doctor or other health professional.

Your experience at this clinic is important as it helps us understand the quality of care you received and allows clinics to see where they need to improve.

The Bureau of Health Information was established by the NSW Government to independently report on the performance of the public health system in NSW, including the healthcare experiences of patients. We are running the survey along with Ipsos Social Research Institute, who is sending you this survey on the Bureau's behalf.

The survey is easiest to complete online. Please visit the web address below and log in with the following username and password. It is possible to partially complete the survey online and then return to it later to complete the remainder.



Web address: [survey.ipsos.com.au/patientsurvey](http://survey.ipsos.com.au/patientsurvey)

Username: [INS\_UNAME]

Password: [INS\_PWORD]

If you prefer to complete the attached paper survey, please use the included reply-paid envelope to mail it back to us.

Taking part in the survey is voluntary. You have been randomly selected to participate and there are many safeguards in place to protect your identity. The hospital staff who cared for you will not know if you have returned a completed survey and will not be able to see your responses to the survey. At no point will we report any information that identifies you as an individual.

If you have any queries regarding the survey, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm).

Thank you for taking part in the survey.

Yours sincerely

Jean-Frédéric Lévesque  
Chief Executive  
Bureau of Health Information

## How to complete the survey

This survey is about your recent experience as an outpatient in the clinic named on the previous page. If you have been to more than one outpatient clinic at this hospital, please answer about your most recent clinic visit.

For each question, please use a blue or black pen to mark the box ☒ next to the answer you choose, as shown below.

### *Example only*

**How clean was the clinic?**

- ☐ Very clean  
☒ Fairly clean  
☐ Not very clean  
☐ Not at all clean

Sometimes you will find the box you have marked has an instruction to go to another question. By following the instructions carefully you will be able to move past questions that do not apply to you.

If you would prefer not to answer individual questions, leave them blank but please complete the rest of the survey.

If you make a mistake or wish to change a response, simply fill in that box and mark the correct box like this: ☐ ☒

If someone is helping you to complete this survey, please ensure the answers given are from your point of view, and not the opinion of the person helping you.

If you prefer a language other than English, please refer to the separate language sheet for information on the Healthcare Interpreter Service.

Please do not write your name or address on the survey.

### **When you have finished**

- ➔ Remove the covering letter by tearing along the perforated line.
- ➔ Place the completed survey in the "Reply Paid" envelope and post it. You do not have to use a stamp.
- ➔ If you have misplaced the "Reply Paid" envelope, please use a plain envelope (no stamp is necessary) and address to:

**NSW Patient Survey Program  
Ipsos Social Research Institute  
Reply Paid 84599  
Hawthorn VIC 3122**

## Some questions and answers

### **Why are you carrying out the survey?**

The NSW Survey gathers information about your experience of health services. By completing the survey, you are helping to improve health services in NSW.

### **How do I make a formal complaint about my experience at the outpatient clinic?**

Please contact the clinic directly.

Alternatively, you can get more information about your options at the following website:

[www.health.nsw.gov.au/patientconcerns](http://www.health.nsw.gov.au/patientconcerns)

### **What happens to my survey responses?**

Your survey responses will be de-identified and then processed with responses from other people who completed the survey to form a report. These reports will then be provided to NSW Health and local hospitals to help them to improve health services.

Your responses will be treated in the strictest confidence and no identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or other health provider unless required by law. Your responses will not affect any future health services that may be provided to you.

### **How is my privacy protected?**

Your privacy is protected by legislation. Ipsos has been provided with your name and address by NSW Health for the purpose of sending you this survey only, and will keep your contact details confidential.

After all surveys are processed, identifying information will be destroyed and Ipsos will then no longer be able to identify the responses you provided. However, for the period that identifiable details remain, you will be able to contact Ipsos through the toll-free Patient Survey Helpline to ask to see your responses, or to request that some or all of your information be deleted.

You can get more information about privacy and confidentiality by calling the toll-free Patient Survey Helpline or at the following website:

[www.bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program/privacy](http://www.bhi.nsw.gov.au/nsw_patient_survey_program/privacy)

### **How do I get more information about the survey?**

Please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm, excluding public holidays).

## NSW Patient Survey: Outpatients

When completing this survey, please think about your recent visit to the clinic referred to in the cover letter.

If you visited more than one outpatient clinic at this hospital in the given month, please think about the clinic you most recently visited.

**Q1** Which type of outpatient clinic did you attend?

Please **X** one box that best describes the clinic

	Clinic Type
<input type="checkbox"/> Allied Health	Physiotherapy, Optometry, Occupational therapy, Speech pathology, Psychology, Social work, Nutrition, Podiatry, Aboriginal health, Orthoptics, Prosthetics, etc.
<input type="checkbox"/> Cardiology	Heart conditions (non-surgical treatment and care)
<input type="checkbox"/> Ear, nose, throat	Ear, nose and throat conditions
<input type="checkbox"/> Endocrinology	Diabetes, thyroid conditions, metabolic disorder, etc.
<input type="checkbox"/> Gastroenterology/Endoscopy	Stomach and intestinal conditions and procedures (e.g. colonoscopy) and examination of internal structures by insertion of a tube into the body
<input type="checkbox"/> Obstetrics/Gynaecology	Female reproductive system and reproductive technology, family planning, maternity and child-birth
<input type="checkbox"/> Oncology/Chemotherapy	Cancer and related conditions (e.g. for chemotherapy, radiotherapy)
<input type="checkbox"/> Ophthalmology	Medical and surgical treatment of eye conditions (e.g. cataracts, glaucoma)
<input type="checkbox"/> Orthopaedic Surgery	Bone, joint and ligament conditions (e.g. fractures or broken bones, hand, hip and knee problems, scoliosis)
<input type="checkbox"/> Paediatric	Children's health conditions (non-surgical treatment and care)
<input type="checkbox"/> Plastic surgery	Plastic and reconstructive surgery related care
<input type="checkbox"/> Pre-admission & pre-anaesthesia	Medical preparation before hospital admission for surgery, treatment or anaesthetic
<input type="checkbox"/> Renal/Dialysis	Kidney-related conditions (e.g. for dialysis)
<input type="checkbox"/> Respiratory	Lung and related conditions, sleep disorders (e.g. asthma, cystic fibrosis, sleep apnoea)
<input type="checkbox"/> Urology	Urinary tract and male reproductive conditions
<input type="checkbox"/> Other Surgery (Adult or Child)	General and specialist surgery (e.g. cardiac, thoracic, vascular, neurosurgery, upper gastrointestinal, colorectal)
<input type="checkbox"/> Other Medical Specialties	Aged care, Allergy, Dementia, Dermatology, Disability, Epilepsy, Falls, General Medicine, Genetics, Haematology, Immunology, Infectious diseases, Men's health, Metabolic bone, Neurology, Pain management, Palliative, Refugee clinic, Rheumatology, Sexual health, Stoma therapy, Wound clinics, etc.
<input type="checkbox"/> Other Outpatient Clinic	Please specify <input type="text"/>

**Q2** How long have you been attending this outpatient clinic?

- ☐ Only visited once
- ☐ Less than 6 months
- ☐ 6 to 12 months
- ☐ More than 1 year but less than 2 years
- ☐ 2 years or more

## BEFORE ARRIVING AT THE CLINIC

When completing this part of the survey, please think about your latest visit to this outpatient clinic.

**Q3** What was the purpose of this visit?

Please **X** all that apply

- ☐ Have tests, x-rays or scans
- ☐ Receive test results
- ☐ Medical diagnosis or advice
- ☐ Regular check-up
- ☐ Pre-surgical care
- ☐ Treatment or procedure
- ☐ Review of treatment
- ☐ Follow-up after surgery
- ☐ Other reason
- ☐ Don't know/can't remember

**Q4** Were you able to get an appointment time that suited you?

- ☐ Yes
- ☐ No
- ☐ I didn't have an appointment ..... Go to Q10

**Q5** Did you have any of the following difficulties when making this appointment?

Please **X** all that apply

- ☐ I didn't know how to make an appointment
- ☐ I didn't know which clinic to call
- ☐ The contact details were hard to find
- ☐ My call was not answered
- ☐ I had to wait on hold for a long time
- ☐ The appointment was previously cancelled/postponed
- ☐ Some other difficulty
- ☐ None - I had no difficulties

**Q6** From the time you booked this appointment to the time you went to the clinic, how long did you wait?

- ☐ Less than 1 month
- ☐ 1 to 3 months
- ☐ 4 to 6 months
- ☐ 7 to 12 months
- ☐ More than 1 year
- ☐ Don't know/can't remember

**Q7** Do you think the amount of time you waited was...?

- ☐ About right
- ☐ Slightly too long
- ☐ Much too long
- ☐ Don't know/can't remember

**Q8** How much did your symptoms or condition stop you from carrying out your normal daily activities while you waited for this appointment?

- ☐ Not at all
- ☐ Only a little
- ☐ Somewhat
- ☐ Very much
- ☐ I was not able to at all

**Q9** While you were waiting for this appointment, did your symptoms or condition...?

- ☐ Get much better
- ☐ Get a little better
- ☐ Stay about the same
- ☐ Get a little worse
- ☐ Get much worse
- ☐ Don't know/can't remember

## ARRIVAL AT THE CLINIC

Still thinking about your latest visit to this outpatient clinic...

**Q10** How long did it take you to travel to the clinic for this appointment?

- ☐ Under 30 minutes
- ☐ 30 to 59 minutes
- ☐ 1 hour to under 2 hours
- ☐ 2 hours to under 3 hours
- ☐ 3 hours or more
- ☐ Don't know/can't remember



**Q11** What was your main form of transport to the clinic?

Please **X** one only

- ☐ By private car
- ☐ By a hospital or community transport service
- ☐ By taxi
- ☐ By public transport
- ☐ On foot
- ☐ Other

Go to Q13

**Q12** Was there a problem finding parking near the clinic?

- ☐ Yes, a big problem
- ☐ Yes, a small problem
- ☐ No problem
- ☐ I did not need parking

**Q13** At the hospital, was it easy to find your way to the clinic?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q14** Did any of the following cause you difficulties when entering and moving around the clinic?  
Please **X** all that apply

- ☐ A long walk
- ☐ No ramp/only stairs
- ☐ No lift/elevator
- ☐ Narrow walkways/halls/doorways
- ☐ No accessible toilets
- ☐ Some other difficulty
- ☐ None - I had no difficulties

**Q15** Were the reception staff polite and courteous?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q16** Did you feel you had enough privacy when talking with the receptionist?

- ☐ Yes
- ☐ No
- ☐ I did not talk to the receptionist

## WAITING IN THE CLINIC

Still thinking about your latest visit to this outpatient clinic...

**Q17** How long after the appointment time did your appointment start?

- ☐ On time, or early.....Go to Q20
- ☐ Less than 15 minutes
- ☐ 15 to 29 minutes
- ☐ 30 to 59 minutes
- ☐ 1 hour to under 2 hours
- ☐ 2 hours or more
- ☐ I didn't have an appointment ....Go to Q20
- ☐ Don't know/can't remember.....Go to Q20

**Q18** Did you experience any inconvenience or problems as a result of the wait?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q19** Were you told why and how long you had to wait?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q20** How comfortable was the waiting area?

- ☐ Very comfortable
- ☐ Fairly comfortable
- ☐ Not very comfortable
- ☐ Not at all comfortable

## THE TREATMENT AREA

Still thinking about your latest visit to this outpatient clinic...

**Q21** How clean was the clinic?

- ☐ Very clean
- ☐ Fairly clean
- ☐ Not very clean
- ☐ Not at all clean

**Q22** Did you see health professionals wash their hands, or use hand gel to clean their hands, before touching you?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No, I did not see this
- ☐ Not applicable to my visit
- ☐ Can't remember

**Q23** Were you given enough privacy when being examined or treated?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q24** Were you given enough privacy when discussing your condition or treatment?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

## HEALTH PROFESSIONALS

Still thinking about your latest visit to this outpatient clinic...

**Q25** Who did you see during this visit?  
Please **X** all that apply

- ☐ Doctor / Specialist
- ☐ Nurse
- ☐ Physiotherapist
- ☐ Radiographer (X-ray, ultrasound, MRI)
- ☐ Dietician
- ☐ Occupational therapist
- ☐ Psychologist or counsellor
- ☐ Social worker
- ☐ Speech pathologist
- ☐ Other healthcare professional

**Q26** Did you have enough time to discuss your health issue with the health professionals you saw?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q27** Did the health professionals explain things in a way you could understand?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No

**Q28** During this visit, did the health professionals know enough about your medical history?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q29** Did you have confidence and trust in the health professionals?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q30** Were the health professionals polite and courteous?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No

**Q31** Were the health professionals kind and caring towards you?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No

**Q32** Overall, how would you rate the health professionals who treated you?

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

## YOUR TREATMENT AND CARE

Still thinking about your latest visit to this outpatient clinic...

**Q33** Did you have worries or fears about your condition or treatment?

- ☐ Yes .....Go to Q34
- ☐ No .....Go to Q35



**Q34** Did a health professional discuss your worries or fears with you?

- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No

**Q35** Were you involved, as much as you wanted to be, in decisions about your care and treatment?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No
- ☐ I did not want or need to be involved

**Q36** How would you rate how well the health professionals worked together?

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Not applicable – only saw one

**Q37** Were you treated with respect and dignity while you were at the clinic?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No

**Q38** Were your cultural or religious beliefs respected by the clinic staff?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No, my beliefs were not respected
- ☐ My beliefs were not an issue

**Q39** While in the clinic, did you receive, or see, any information about your rights as a patient, including how to comment or complain?

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

**Q40** Not including the reason you came to the clinic, during your visit, or soon afterwards, did you experience any of the following complications or problems?

- ☐ An infection
- ☐ Uncontrolled bleeding
- ☐ A negative reaction to medication
- ☐ Complications as a result of tests or procedures
- ☐ Severe pain due to the treatment
- ☐ Any other complications or problem
- ☐ None of these .....Go to Q43

**Q41** Was the impact of this complication or problem...?

- ☐ Very serious
- ☐ Fairly serious
- ☐ Not very serious
- ☐ Not at all serious

**Q42** In your opinion, were the clinic staff open with you about this complication or problem?

- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No

## CHILDREN

Please answer this section, Q43-45, if you are answering the survey on behalf of a child. If not, please now go to the 'Leaving the clinic' section, Q46.

**Q43** Were there things for your child to do (such as books, games and toys)?

- ☐ There were plenty of things for my child to do
- ☐ There were some things, but not enough
- ☐ There was nothing for my child's age group
- ☐ There was nothing for children to do
- ☐ Not applicable to my child's visit
- ☐ Don't know/can't remember



**Q44** Was the area in which your child was treated suitable for someone of their age group?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

**Q45** Did the clinic staff provide care and understanding appropriate to the needs of your child?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No

## LEAVING THE CLINIC

Still thinking about your latest visit to this outpatient clinic...

**Q46** When you left the clinic, were you given enough information about how to manage your care at home?

- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No, I was not given enough
- ☐ I did not need this type of information

**Q47** Were you told who to contact if you were worried about your condition or treatment after you left the clinic?

- ☐ Yes
- ☐ No
- ☐ I did not need this type of information
- ☐ Don't know/can't remember

**Q48** Were you given, or prescribed, any new medication to take at home?

- ☐ Yes
- ☐ No .....Go to Q51

**Q49** Were you given enough information about this medication?

- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No

**Q50** Were you told about medication side effects to watch for?

- ☐ Yes, completely
- ☐ Yes, to some extent
- ☐ No

**Q51** Did the clinic give your GP enough information about your condition or the treatment you received?

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

**Q52** Was this visit related to a long-standing or chronic health condition?

- ☐ Yes
- ☐ No .....Go to Q55

**Q53** Did the health professionals at this clinic provide you with a treatment plan for your ongoing care?

- ☐ Yes, I was given a written plan
- ☐ Yes, I was given a plan verbally
- ☐ No .....Go to Q55
- ☐ I did not need one .....Go to Q55
- ☐ Don't know/can't remember .....Go to Q55

**Q54** Were you asked for your ideas and preferences when developing this plan?

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

**Q55** Did you have to pay any out of pocket expenses for this visit (i.e. a payment that you would not get back from Medicare or private health fund)?

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

**Q56** Did you skip any follow-up medication, tests, or treatment recommended at this visit because of their cost?

- ☐ Yes  
☐ No  
☐ I didn't need any of these

## NUMBER OF VISITS

**Q57** In the last 12 months, how many times have you visited this outpatient clinic?

- ☐ Once .....Go to Q61  
☐ 2 to 3 times  
☐ 4 to 8 times  
☐ More than 8 times

**Q58** Did you receive care or treatment from more than one health professional at this clinic?

- ☐ Yes  
☐ No .....Go to Q61

**Q59** Did the health professionals you've seen change from one visit to another?

- ☐ Yes, always  
☐ Yes, sometimes  
☐ No, never  
☐ Don't know/can't remember

**Q60** In your opinion, did the different health professionals you've seen know enough about your medical history?

- ☐ Yes, always  
☐ Yes, sometimes  
☐ No

## OVERALL CARE

**Q61** Overall, how would you rate the care you received in the clinic?

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

**Q62** How well organised was the care you received in the clinic?

- ☐ Very well organised  
☐ Fairly well organised  
☐ Not well organised

**Q63** If asked about your clinic experience by friends and family, how would you respond?

- ☐ I would speak highly of the clinic  
☐ I would neither speak highly nor be critical  
☐ I would be critical of the clinic

**Q64** Did you want to make a complaint about something that happened in the clinic?

- ☐ Yes, and I did complain .....Go to Q66  
☐ Yes, but I did not complain  
☐ No, I did not want to make a complaint .....Go to Q66

**Q65** Why didn't you make a complaint?  
Please **X** all that apply

- ☐ I didn't know how to make a complaint  
☐ I didn't know who to complain to  
☐ I was worried it might affect my future care  
☐ I didn't think it would be taken seriously  
☐ It wasn't a serious issue  
☐ Other reason

## OUTCOMES

**Q66** Did the care and treatment received at the clinic help you?

- ☐ Yes, definitely  
☐ Yes, to some extent  
☐ No, not at all

**Q67** Is the problem you went to the clinic for...?

- ☐ Much better  
☐ A little better  
☐ About the same  
☐ A little worse  
☐ Much worse

## ABOUT YOU (THE PATIENT)

The following questions will help us to see how experiences vary between different groups of the population.

**Q68** What year were you (the patient) born?

WRITE IN (YYYY)

**Q69** What is your (the patient's) gender?

- ☐ Male  
☐ Female

**Q70** What is the highest level of education you (the patient) have completed?

- ☐ Still at primary or secondary school  
☐ Less than Year 12 or equivalent  
☐ Completed Year 12 or equivalent  
☐ Trade or technical certificate or diploma  
☐ University degree  
☐ Post graduate/higher degree

**Q71** Which, if any, of the following long-standing conditions do you (the patient) have (including age related conditions)?  
Please **X** all that apply

- ☐ Deafness or severe hearing impairment  
☐ Blindness or partially sighted  
☐ A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)  
☐ A long-standing physical condition  
☐ A learning disability  
☐ A mental health condition (e.g. depression)  
☐ A neurological condition (e.g. Alzheimer's, Parkinson's, ADHD)  
☐ None of these

**Q72** In general, how would you rate your (the patient's) health?

- ☐ Excellent  
☐ Very good  
☐ Good  
☐ Fair  
☐ Poor

**Q73** Which language do you (the patient) mainly speak at home?

- ☐ English .....Go to Q76  
☐ A language other than English

↓  
Please write in then go to Q74

**Q74** Did you need, or would you have liked, to use an interpreter at any stage while you (the patient) were at the clinic?

- ☐ Yes  
☐ No .....Go to Q76

**Q75** Was an interpreter provided when you (the patient) needed one?

- ☐ Yes, always  
☐ Yes, sometimes  
☐ No

**Q76** Are you (the patient) of Aboriginal origin, Torres Strait Islander origin, or both?

- ☐ Yes, Aboriginal  
☐ Yes, Torres Strait Islander  
☐ Yes, both Aboriginal and Torres Strait Islander  
☐ No

**Q77** Who completed this survey?

- ☐ The patient  
☐ The patient with help from someone else  
☐ Someone else on behalf of the patient

■

**Q78**

The Bureau would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of their patients.

Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.

Do you give permission for the Bureau of Health Information to link you answers from this survey to health records related to you (the patient)?

- ☐ Yes  
☐ No

## YOUR FINAL COMMENTS

**Q79**

What was the best part of the care you (the patient) received while at this clinic?


Q80

What part of your (the patient's) care provided by this clinic most needs improving?


**Thank you for your time.  
Please remove the covering letter by tearing along the perforated line.  
Return the survey in the reply paid envelope provided  
or send it an envelope addressed to  
NSW Patient Survey, Ipsos Social Research Institute,  
Reply Paid 84599, Hawthorn, VIC 3122 (no stamp is needed)**

*Certain questions within this survey are drawn from: the NHS Outpatient and Inpatient Surveys (courtesy of the NHS Care Quality Commission); Picker Institute questionnaires (courtesy of National Research Corporation); the Patient Experience Information Development Working Group (PEIDWG) national set of core, common patient experience questions; and (Bos N, Sturms LM, Shriver AJP and van Stel HL 'The consumer quality index (CQ-index) in an accident and emergency department: development and first evaluation' BMC Health Services Research 2012, 12:284), and are used with permission.*

Barcode

