



Results from the 2017 patient survey **Admitted Children and Young Patients**

More than 11,000 children and their parents told us about children's experiences in public hospitals in NSW in 2017

Measuring how well healthcare is provided to children is important, as the benefits of good experiences of care at an early stage of life may shape a child's wellbeing and trust in the health system for a lifetime.

This snapshot highlights key findings regarding the experiences of children in public hospitals across a range of aspects of care including overall ratings of care, experiences of care, and follow-up care and outcomes.

The survey results reflect the experiences of 11,374 children who attended one of 76 public hospitals in NSW in 2017. The three largest paediatric hospitals in NSW make up more than one-third of all patients (35%), with results for these three hospitals highlighted on pages eight and nine.

Depending on the child's age, the survey was completed by either the parent, the child or a combination of both.

Responses were provided by four distinct groups:

Parents of children aged 0–7

A questionnaire for parents to complete on behalf of their children aged 0–7.

Parents of children aged 8–15 and Children aged 8–15

A questionnaire for the parents of children aged 8–15, which includes a section for the child to complete.

Young people aged 16–17

A questionnaire for young people aged 16–17 to complete on their own.

Throughout this report we present both the combined results for all respondents to selected questions and the variation in the answers of the different groups to those questions.

Overall, the care received in hospital was rated as 'very good' or 'good' by



95% of parents of children aged 0–7



95% of parents of children aged 8–15



94% of children aged 8–15



91% of young people aged 16–17

Overall ratings of care

Overall ratings are an important measure of patient satisfaction during a hospital stay. Among children and young people admitted to a public hospital in 2017, the care received in hospital was rated as 'very good' or 'good' by:

- 95% of parents of children aged 0–7
- 95% of parents of children aged 8–15
- 94% of children aged 8–15 and
- 91% of young people aged 16–17.

If asked by friends and family, nearly eight in 10 respondents (77%) said they would 'speak highly' of their hospital experience (Figure 1a). Those who would 'speak highly' ranged from 67% (young people aged 16–17) to 80% (parents of children aged 8–15) across respondent groups (Figure 2a).

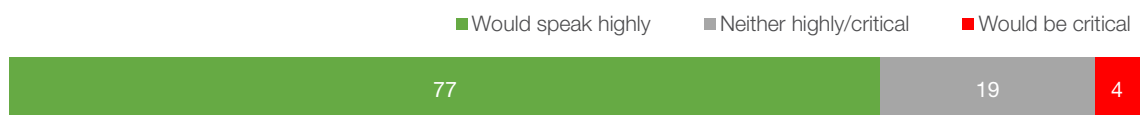
More than six in 10 respondents (61%) said care was 'very well organised' (Figure 1b), with the parents of children aged 8–15 most likely (64%) and young people aged 16–17 least likely (54%) to have provided this response (Figure 2b).

Almost nine in 10 respondents (87%) said nurses were 'always' kind and caring (Figure 1c). There were similar results for doctors, with 88% of respondents saying doctors were 'always' kind and caring.

For results of all survey questions, further information on survey methodology and a copy of the questionnaire, please see bhi.nsw.gov.au/nsw_patient_survey_program

Figure 1 Percentage of respondents in NSW, for all response categories, 2017

a. If asked about your/your child's hospital experience by friends and family how would you respond?



b. How well organised was the care you/your child received in hospital?



c. Were the nurses kind and caring?





“(The nurses) were very kind and understanding and made jokes to distract me from the pain ... by far the nicest nurses I have ever had.”

Almost nine in 10 respondents said doctors and nurses were ‘always’ kind and caring

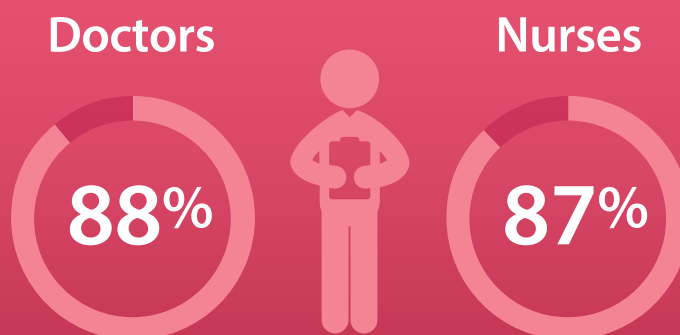
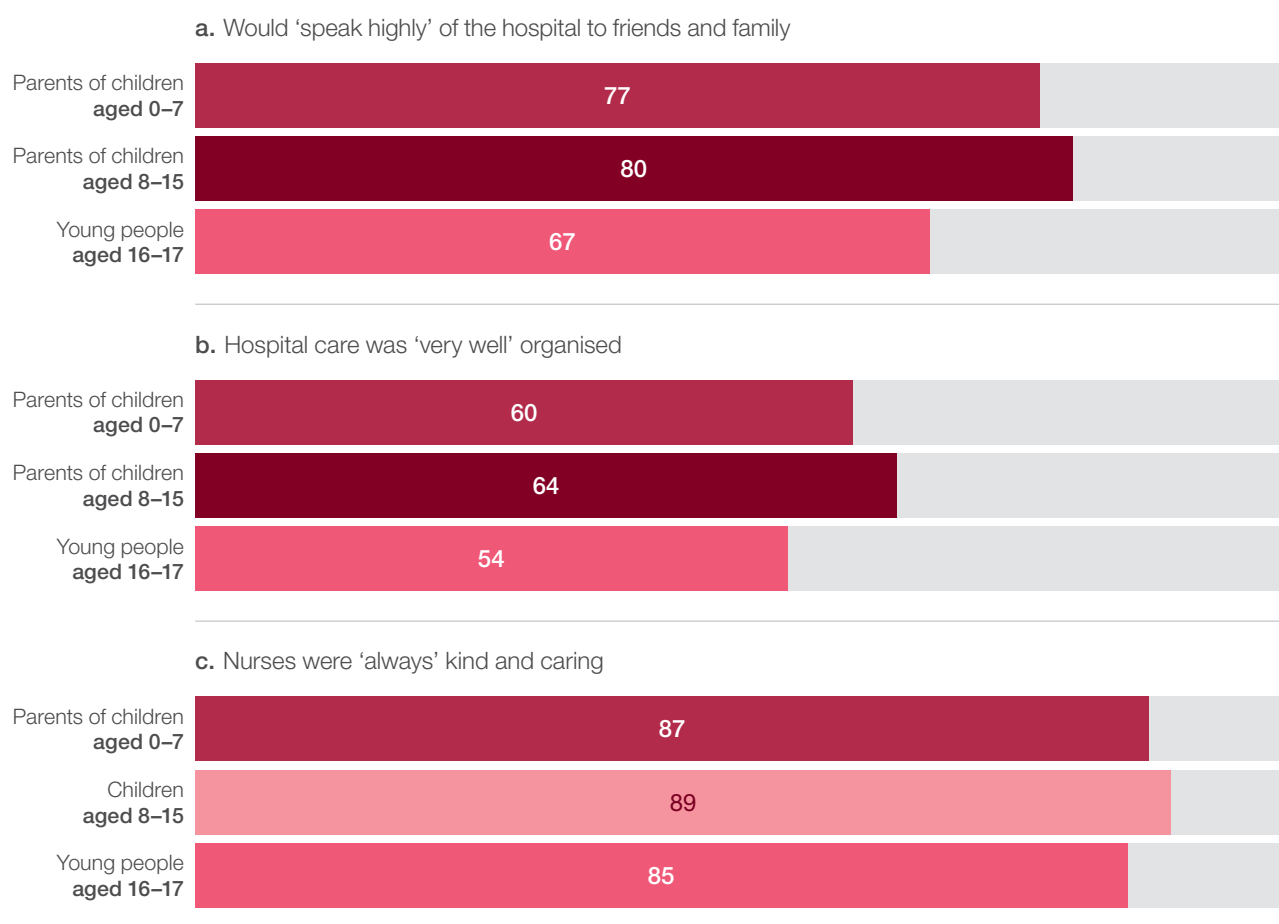


Figure 2

Percentage of respondents who selected the most positive response, by group, 2017



Note: Out of the 80 survey questions, 16 were asked of children aged 8–15 that were considered most appropriate for this group, with the remainder asked of their parents. Therefore, not all respondent groups will be represented in each graph.

Experiences of care

Respondents shared their experiences about different aspects of treatment and care, including how professionals communicated with and treated them.

More than eight in 10 respondents (83%) said professionals 'always' explained things in a way they could understand (Figure 3a). Results ranged from 73% (young people aged 16–17) to 85% (parents of children aged 8–15) across response groups (Figure 4a).

Nine in 10 respondents (90%) said they were 'always' treated with respect and dignity (Figure 3b), with young people aged 16–17 least likely (82%), and parents of children aged 0–7 and parents of children aged 8–15 equal most likely (90%) to have provided this response (Figure 4b).

Eight in 10 patients (80%) said they 'always' had confidence and trust in the doctors (Figure 3c), with young people aged 16–17 least likely (75%) and parents of children aged 8–15 most likely (82%) to have provided this response (Figure 4c).

Figure 3

Percentage of respondents in NSW, for all response categories, 2017

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



b. Did you feel you were/your child was treated with respect and dignity while in the hospital?



c. Did you have confidence and trust in the doctors treating you/your child?





“Excellent staff, readily available for my child. They involved her in what was being done and talked to her and not just me. ”

More than half of respondents said they were ‘definitely’ involved as much as they wanted to be in decisions about care and treatment



69%
of parents of children
aged 0–7



73%
of parents of children
aged 8–15



50%
of children
aged 8–15

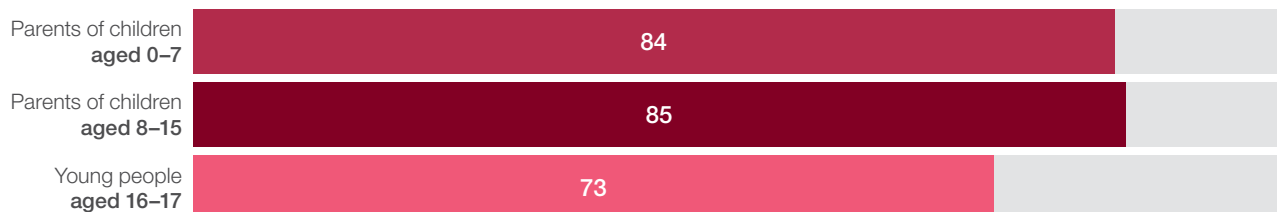


53%
of young people
aged 16–17

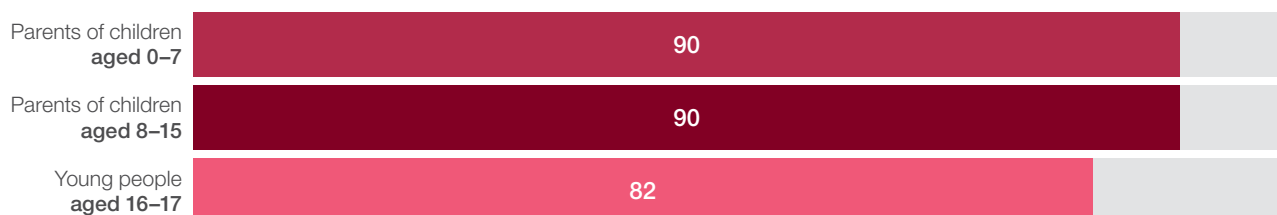
Figure 4

Percentage of respondents who selected the most positive response, by group, 2017

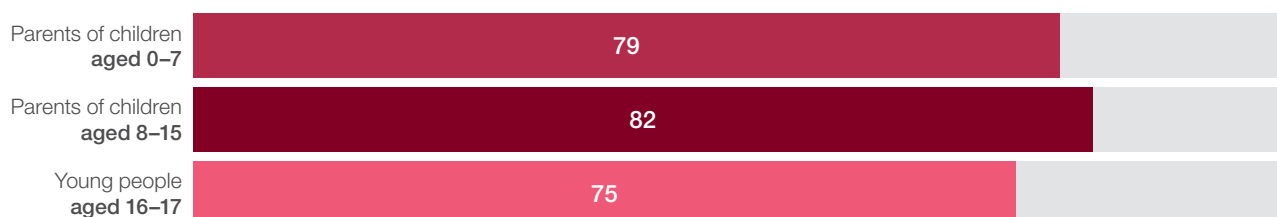
a. Health professionals ‘always’ explained things in an understandable way



b. ‘Always’ treated with respect and dignity



c. ‘Always’ had confidence and trust in doctors treating you/your child?



Note: Out of the 80 survey questions, 16 were asked of children aged 8–15 that were considered most appropriate for this group, with the remainder asked of their parents. Therefore, not all respondent groups will be represented in each graph.

Follow up care and outcomes

Parents and children were asked about experiences of care at discharge and any problems following the care provided by the hospital.

Nearly all respondents (97%) said they needed information about how to manage care at home. Of those respondents, more than seven in 10 (74%) said they were given 'completely' enough information about how to manage their care at home (Figure 5a).

About eight in 10 respondents (82%) said the care and treatment they received 'definitely' helped (Figure 5b). Results ranged from 74% (young people aged 16–17) to 83% (parents of children aged 0–7, and parents of children aged 8–15) across response groups. (Figure 6b).

More than one in 10 respondents (12%) said they experienced a problem or complication during or soon after their stay (Figure 5c). One in five young people aged 16–17 (20%) reported a problem or complication (Figure 6c), with that group also experiencing the highest proportion of problems or complications that were 'not at all' or 'not very serious'.

About half of respondents (46%) who said they experienced a problem or complication said staff were 'completely' open with them about it.

Figure 5 Percentage of respondents in NSW, for all response categories, 2017

a. Thinking about when you left hospital, were you given enough information about how to manage your/their care at home?*



b. Did the care and treatment received in hospital help you/your child?

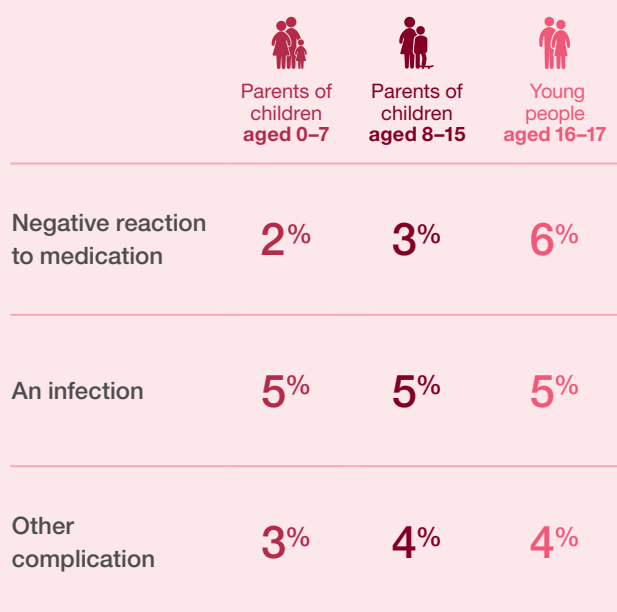


c. Experienced problem or complication during or shortly after hospital stay



* Based on 97% of respondents who said they needed information about managing their care at home.

The most commonly reported problems and complications were:



Among those who experienced a problem or complication they rated the seriousness as:

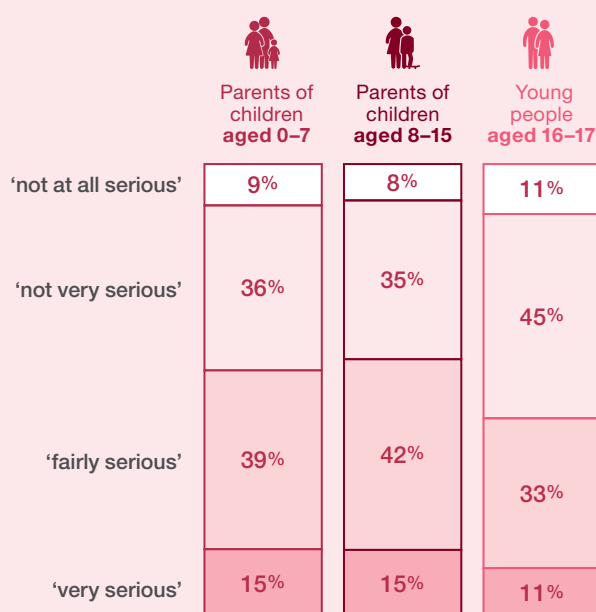
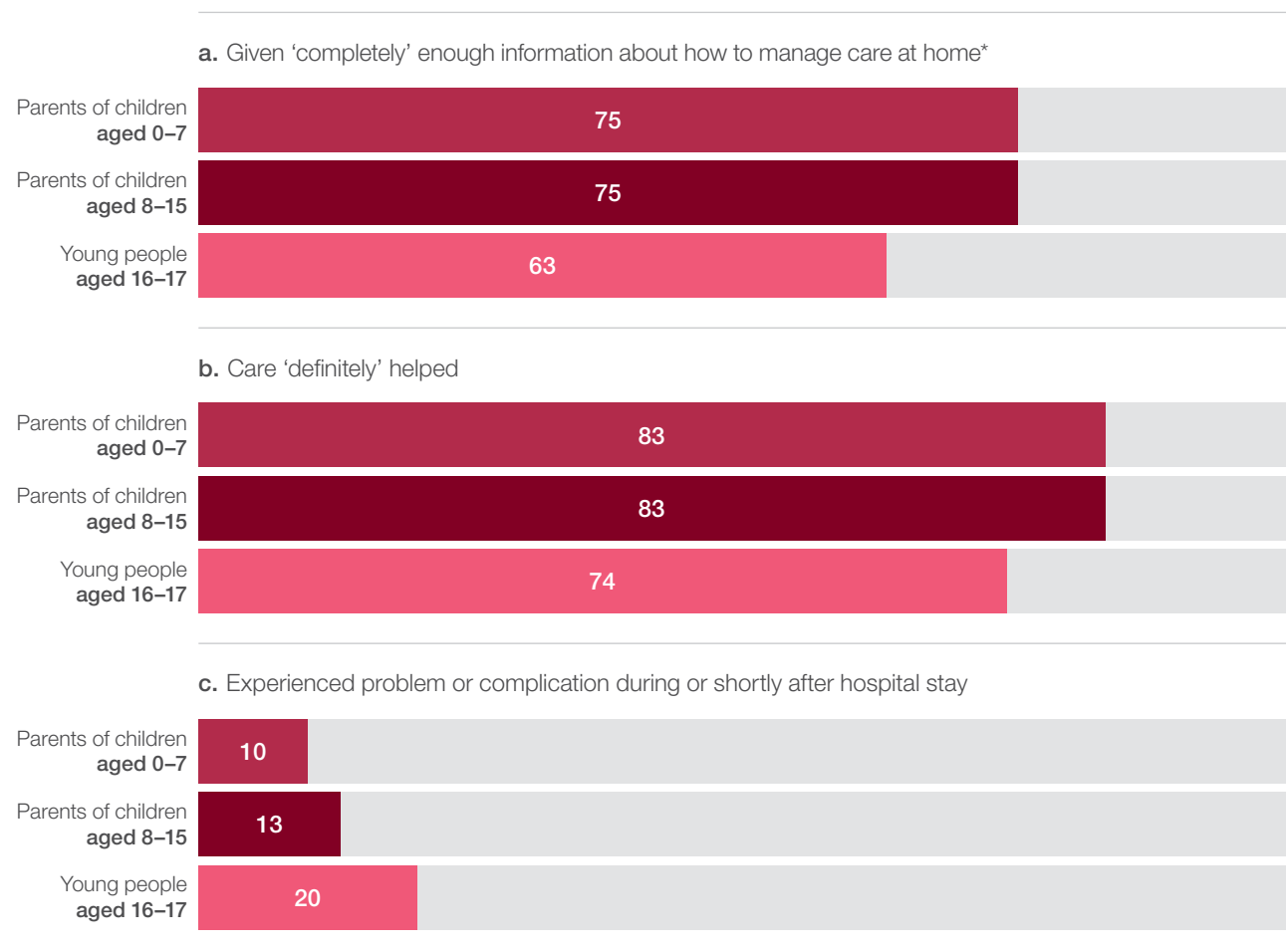


Figure 6

Percentage of respondents who selected the indicated response option, by group, 2017



* Based on 97% of respondents who said they needed information about managing their care at home.

Note: Out of the 80 survey questions, 16 were asked of children aged 8–15 that were considered most appropriate for this group, with the remainder asked of their parents. Therefore, not all respondent groups will be represented in each graph.

Specialist paediatric hospitals

There are three paediatric specialist hospitals which focus specifically on children's care in NSW – The John Hunter Children's Hospital, Sydney Children's Hospital at Randwick and The Children's Hospital at Westmead.

This section looks at a selection of results for these three hospitals, with a combined 2,951 responses to this survey received from their patients.

Figures 7 and 8 illustrate overall ratings of care and experiences of care for the three paediatric specialist hospitals.

Overall ratings of care were high across all three hospitals. If asked, at least 80% of respondents at each hospital said they would 'speak highly' of their experience.

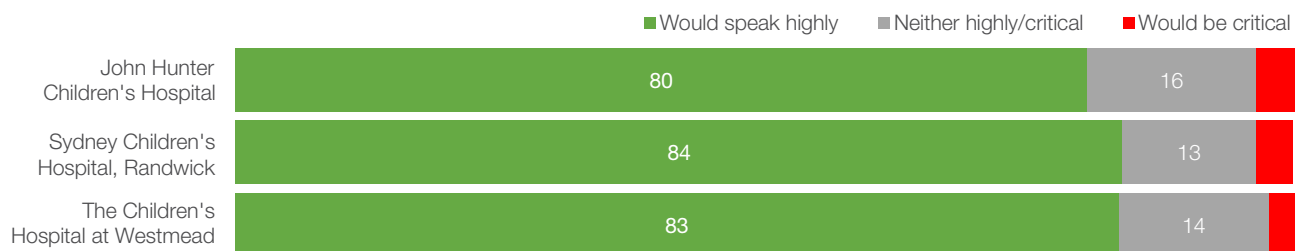
Hospital-level results are available in the data tables and on BHI's interactive data portal Healthcare Observer for the 46 facilities where enough responses were received to report at this level. Please see bhi.nsw.gov.au/Healthcare_Observer

Figure 7

Percentage of respondents in the specified hospital, all response categories, 2017

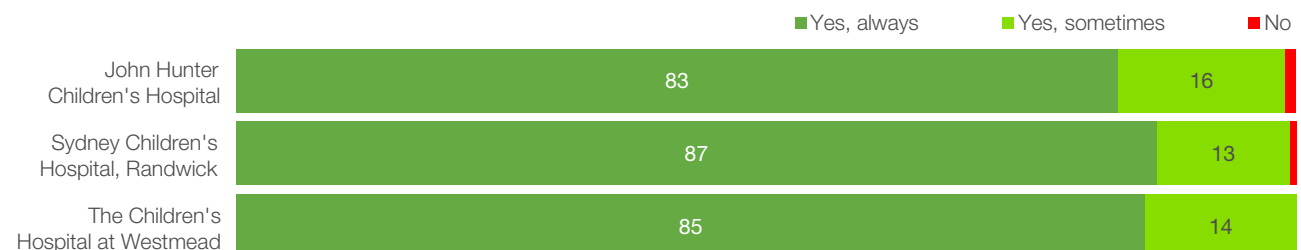
Overall ratings: speak highly of experience

If asked about your/your child's hospital experience by friends and family how would you respond?



Experiences of care: understandable explanations

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





More than eight in 10 respondents said the care and treatment they received 'definitely' helped



83%

John Hunter
Children's Hospital

83%

Sydney Children's
Hospital, Randwick

84%

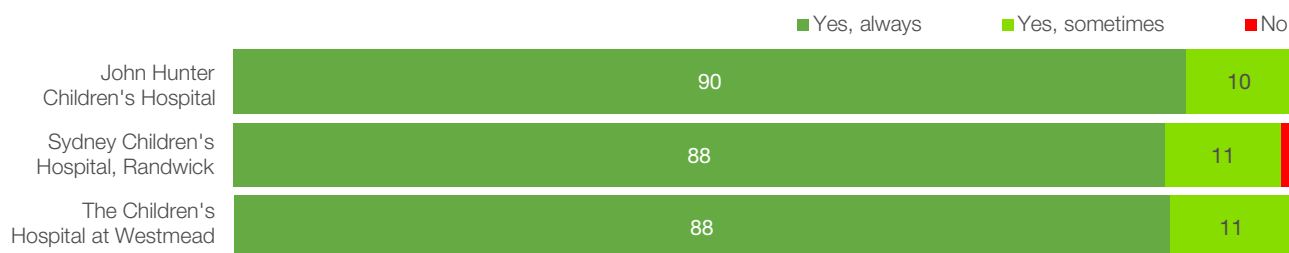
The Children's
Hospital at Westmead

Figure 8

Percentage of respondents in the specified hospital for all response categories, 2017

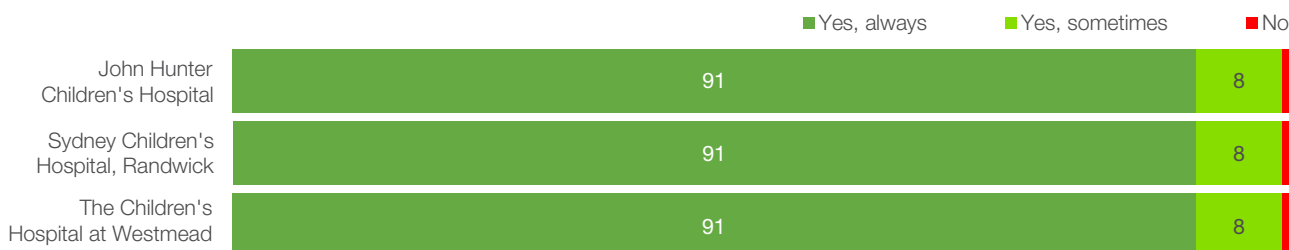
Overall ratings: kindness and caring

Were the nurses kind and caring?



Experiences of care: respectful treatment

Did you feel you were/your child was treated with respect and dignity while in the hospital?



Healthcare Observer

Healthcare Observer is the Bureau of Health Information's (BHI) online interactive data portal which lets you explore and download information about the performance of the NSW healthcare system.

For further detail on our Admitted Children and Young Patients Survey 2017 data and other patient survey results, please visit: bhi.nsw.gov.au/Healthcare_Observer



Adult Admitted Patient Survey



Emergency Department Patient Survey



Admitted Children and Young Patients Survey



Outpatient Survey



Maternity Care Survey



Small and Rural Hospitals Survey



Outpatient Cancer Clinics Survey



Small Hospital Emergency Care Survey



BreastScreen NSW Client Experience Survey

The Bureau of Health Information Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as accessibility and timeliness, the physical environment of the hospital, safety and hygiene, communication and information, and whether they were treated with respect and dignity.

Results from our surveys can be found via our website: bhi.nsw.gov.au/nsw_patient_survey_program

About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, in order to inform actions to improve healthcare and strengthen accountability.



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