

Emergency Department Patient Survey 2023–24

Development Report

August 2023

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Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Background

The Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system.

The Emergency Department Patient Survey (EDPS) is a core component of the NSW Patient Survey Program, which BHI manages on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their experiences of care in the healthcare system and subsequent outcomes, using evidence-based, validated survey instruments.

The program provides essential system-wide intelligence about patient experience to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust and representative comparative patient experience information at hospital, local health district (LHD) and state level. It plays a distinct and complementary role alongside current and emergent real-time feedback from patients about their experiences in hospitals, which can inform day-to-day local improvement.

Review of the Emergency Department Patient Survey

As part of the NSW Patient Survey Program Strategy 2019–22, BHI reformed the survey program over this period. As well as addressing the timeliness and usefulness of results to inform improvements, BHI reviewed the length and structure of patient surveys to minimise the burden on patients, maximise the value of results and improve response rates.

The new approach involves maintaining a set of core questions (referred to in this report as 'core content'), while introducing 'modules', which are targeted sets of questions that are added to a questionnaire to collect data for a patient group or service. These one-off or periodic modules are designed to meet particular health system needs for additional information.

In 2023, BHI developed a minimum question set for surveys seeking patients' reflections on their experiences of care (reflective survey stream). This list of reflective questions is applicable to different patient cohorts and care settings, and will be applied across all BHI Patient Survey Program questionnaires.

The minimum question set was developed from pre-existing questions in the NSW Patient Survey Program. Two additional questions, outlined in the Overview of Changes section, were introduced to meet the agreed minimum question set.

The EDPS 2023–24 questionnaire is available on the [BHI website](#).

Overview of changes

An overview of changes to the core EDPS questionnaire content is provided in the *Details of changes* table on page 3.

Core Content changes:

New Questions:

- Q32, Q34

Details of changes – Core content

Question # 2023–24	Question # 2022–23	Updated question (as it appears in 2023–24 questionnaire)	Change from 2022–23	Rationale
Q32	N/A	<p>After your visit, were the health professionals you saw in your community (such as your GP) up-to-date about the care you received in the ED?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable 	New question	This question was added to meet the agreed minimum question set. The phrase 'in the ED' was applied to the question for clarity.
Q34	N/A	<p>How well organised was the care you received?</p> <ul style="list-style-type: none"> • Very well organised • Fairly well organised • Not well organised 	New question	This question was added to meet the agreed minimum question set.