



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

Date

Dear <First Name> <Last Name>,

## Your feedback about your experience will help improve healthcare services

I invite you to complete a questionnaire about your most recent admission to [Hospital Name] during [Month]. We have included a set of questions about elective or planned surgery, as hospital records show you underwent an operation or procedure during this hospital stay.

Your feedback will be used to help improve healthcare experiences and outcomes for patients across NSW. Any information you provide will be treated confidentially, and the healthcare professionals who cared for you will not be able to see your responses.

It is also easy to take part using your smartphone, tablet or computer:

Scan the QR code

Or

go to [survey.ipsos.com.au/patientsurvey](https://survey.ipsos.com.au/patientsurvey)

Then

Enter your username

[INS\_UNAME]

Enter your password

[INS\_PASSWORD]

If you have any questions or need help filling in the questionnaire, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 9am–8pm) or email your questions to NSWPatientSurvey@ipsos.com

For further information about patient experience across hospitals in NSW, including results from previous surveys, visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

Thank you for taking the time to help improve NSW Health services.

Yours sincerely

**Dr Diane Watson**

Chief Executive  
Bureau of Health Information



## COMPLETING THE PAPER QUESTIONNAIRE

If you complete the paper questionnaire, please use a blue or black pen to mark  clearly in the box next to your answer.

Sometimes response options have a 'Go to...' instruction which directs you to skip any questions that do not apply to you:

**Q44** On the day you left hospital, was your discharge delayed?  
 Yes  
 No ..... Go to Q46

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

**Q36** At the time you were discharged, did you feel that you were well enough to leave hospital?

- Yes  
 No

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

To return the paper questionnaire, place the completed copy in the enclosed reply paid envelope.

## PRIVACY INFORMATION

### Your privacy is protected by legislation

The Bureau of Health Information (BHI) works with Ipsos Public Affairs Ltd to manage the NSW Patient Survey Program on behalf of NSW Health. Your name and address are provided to Ipsos for the purpose of sending you this questionnaire only. Ipsos will keep your personal information confidential.

Your questionnaire responses will be treated in the strictest confidence. BHI will receive your questionnaire responses in a form that is identifiable, but your name, address and contact details are not provided to BHI to ensure your confidentiality is protected at all times.

BHI will not report any results that may identify you as an individual. Your questionnaire responses will not be accessible to the health professionals who cared for you.

You can find more information about privacy and confidentiality on the BHI website at [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program/privacy](http://bhi.nsw.gov.au/nsw_patient_survey_program/privacy)

More information about the NSW Patient Survey Program can be found at [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program](http://bhi.nsw.gov.au/nsw_patient_survey_program)



## ARRIVAL

For the questions in this section, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.

**Q1** Were the staff you met on your arrival to hospital polite and welcoming?

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

**Q2** How well organised was the admission process?

- Very well organised
- Fairly well organised
- Not well organised
- Not applicable

## THE HOSPITAL ENVIRONMENT

For the questions in this section, please think about your experiences of the hospital environment during your stay.

**Q3** How clean were the areas of the hospital you used during your stay?

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

**Q4** How would you rate the food you were served while in hospital?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- I wasn't served any hospital food

**Q5** Were you given enough privacy during your stay at the hospital?

- Yes, always
- Yes, sometimes
- No

**Q6** Did you stay for one or more nights in a room or ward which was only for patients of the same gender as you?

- Yes, always
- Yes, sometimes
- No
- I didn't stay overnight
- I stayed in a single room

## HEALTH PROFESSIONALS

For the questions in this section, please think about all the health professionals who treated or examined you at the hospital. This may include doctors, nurses, allied health (e.g. physiotherapists) and others.

**Q7** Did the health professionals who treated you introduce themselves to you?

- Yes, all of them
- Some of them
- Very few or none of them
- Don't know/can't remember

**Q8** Did the health professionals ask your name or check your identification band before giving you any medications, treatments or tests?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember
- Not applicable

Q9

Did you have enough time to discuss your health or medical problem with the health professionals?

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

Q10

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

- Yes, always
- Yes, sometimes
- No

Q11

Did you have confidence and trust in the health professionals treating you?

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

Q12

Were the health professionals kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q13

Overall, how would you rate the doctors who treated you?

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

Q14

Overall, how would you rate the nurses who treated you?

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

## CARE AND TREATMENT

For the questions in this section, please think about the care and treatment you received while in hospital.

Q15

During your stay in hospital, how much information about your condition or treatment was given to you?

- Not enough
- The right amount
- Too much
- Not applicable

Q16

How much information about your condition or treatment was given to your family, carer or someone close to you?

- Not enough
- The right amount
- Too much
- Don't know/can't remember
- Not applicable

Q17

Did you ever receive contradictory information about your condition or treatment from the health professionals?

- Yes
- No

Q18

In your opinion, did the health professionals who treated you know enough about your care and treatment?

- Yes, always
- Yes, sometimes
- No

Q19

Did the health professionals give you the support you needed to help with any worries or fears related to your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I didn't have any worries or fears

Q20

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 didn't want or need to be involved

Q21

When the health professionals spoke about your care in front of you, were you included in the conversation?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

Q22

Did the health professionals listen carefully to any views or concerns you had?

- Yes, definitely
- Yes, to some extent
- No
- I didn't have any views or concerns

Q23

How would you rate how well the health professionals worked together as a team?

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

Q24

Were you treated with respect and dignity while in hospital?

- Yes, always
- Yes, sometimes
- No

Q25

Were your cultural or religious beliefs respected by the hospital staff?

- Yes, always
- Yes, sometimes
- No
- Not applicable

Q26

If you needed help with personal care (e.g. eating and drinking, moving around or going to the bathroom), did hospital staff help you within a reasonable timeframe?

- Yes, always
- Yes, sometimes
- No
- I didn't need help with personal care

Q27

Were you ever in any pain while in hospital?

- Yes
- No . . . . . Go to Q29

Q28

Do you think the health professionals did everything they could to help manage your pain?

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

Q29

Did the health professionals explain what would happen during your tests, operations or procedures in a way you could understand?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember
- Not applicable

Q30

Did the health professionals explain the results or outcomes of your tests, operations or procedures in a way you could understand?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember
- Not applicable



## PROBLEMS AND COMPLICATIONS

For the questions in this section, please think about any problem or clinical complication that you may have experienced related to your care and treatment.

**Q31** During your hospital stay or soon after, did you experience any problem related to your care and treatment?

- Yes  
 No ..... Go to Q35

**Q32** Was the impact of this problem...?

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

**Q33** Were the health professionals open with you about this problem?

- Yes, definitely  
 Yes, to some extent  
 No  
 Not applicable

**Q34** Were the health professionals responsive in addressing this problem?

- Yes, definitely  
 Yes, to some extent  
 No  
 Not applicable

## LEAVING HOSPITAL (DISCHARGE)

For the questions in this section, please think about your experiences as you were preparing to leave hospital.

**Q35** Did you feel involved in decisions about your discharge from hospital?

- Yes, definitely  
 Yes, to some extent  
 No  
 I didn't want or need to be involved

**Q36** At the time you were discharged, did you feel that you were well enough to leave hospital?

- Yes  
 No

**Q37** Thinking about when you left hospital, were you given enough information about how to manage your care at home?

- Yes, definitely  
 Yes, to some extent  
 No  
 Not applicable

**Q38** Was your family and home situation taken into account when you were discharged?

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

**Q39** Thinking about when you left hospital, were adequate arrangements made for any services you needed (e.g. equipment, home care, community care, follow-up appointments)?

- Yes, definitely  
 Yes, to some extent  
 No  
 I didn't need any services

Q40

Were you told who to contact if you were worried about your condition or treatment after you left hospital?

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

Q41

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

- Yes
- No ..... Go to Q43

Q42

Did a health professional in the hospital tell you about medication side effects to watch for?

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

Q43

Did you receive a document summarising your hospital care (e.g. a digital or physical copy of the letter to your GP or a discharge summary)?

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

Q44

On the day you left hospital, was your discharge delayed?

- Yes
- No ..... Go to Q46

Q45

Did hospital staff explain the reason for the delay?

- Yes
- No

## OVERALL EXPERIENCE

For the questions in this section, please think about your overall experiences of the care provided to you while in hospital.

Q46

Overall, how would you rate the care you received while in hospital?

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

Q47

How well organised was the care you received in hospital?

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

Q48

If asked about your hospital experience by friends and family, how would you respond?

- I would speak highly of the hospital
- I would neither speak highly nor be critical
- I would be critical of the hospital

Q49

Did the care and treatment received in hospital help you?

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

Q50

In the one month following your discharge, were you re-admitted to any hospital or did you go to an emergency department because of complications related to the care you received?

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

Q51

In the three months following your discharge, were you re-admitted to any hospital or did you go to an emergency department because of complications related to the care you received?

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



## PLANNED SURGERY OR PROCEDURE

The questions in this section have been included because hospital records show that you underwent an elective or planned surgery, operation or procedure during this stay.

A planned surgery or procedure is booked in advance after a clinical assessment has been completed by a specialist doctor.

### Q52 Did you have a planned surgery or procedure during this hospital stay?

- Yes, I had an elective or planned surgery (e.g. cataract extraction or knee replacement)
- Yes, I had a planned procedure (e.g. scope)
- No . . . . . Go to Q65

### Q53 Did the specialist doctor explain the possible risks and benefits of your planned surgery or procedure in a way you could understand?

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

### Q54 When making decisions about your planned surgery or procedure, did a health professional at the hospital inform you about different treatment options?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

### Q55 Did you feel confident you were making an informed decision to have your planned surgery or procedure?

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

For the following questions, please think about your experience while waiting for your planned surgery or procedure.

### Q56 Thinking back to when you first tried to book an appointment with a specialist doctor, how long did you have to wait to see that specialist?

- Less than 30 days
- 31 to 90 days
- 91 to 365 days
- I waited longer than 1 year
- Don't know/can't remember

### Q57 From the time a specialist doctor said you needed the planned surgery or procedure, how long did you have to wait to be admitted to hospital?

- Less than 30 days
- 31 to 90 days
- 91 to 365 days
- I waited longer than 1 year
- Don't know/can't remember

### Q58 Do you think the amount of time you waited, from the time a specialist doctor said you needed to be admitted to hospital, was...?

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

Q59

Once your planned surgery or procedure was booked, did the hospital ever delay or reschedule your planned surgery or procedure?

- Yes, once
- Yes, multiple times
- No
- Don't know/ can't remember

Q60

While you were waiting for your planned surgery or procedure, 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

Q61

While you were waiting for your planned surgery or procedure, did a health professional (from the hospital, or your general practitioner) monitor your symptoms or condition?

- Yes
- No, but I would have liked them to check
- No, but I did not need them to check
- Don't know/can't remember

Q62

Did your family, carer or someone close to you receive enough information about your planned surgery or procedure and what to expect?

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

With the benefit of hindsight and all you have experienced since having your planned surgery or procedure, for the following questions, please tell us your views at the time of completing this questionnaire.

Q63

Looking back, did the health professionals at the hospital prepare you for what to expect in the weeks and months after your planned surgery or procedure?

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

Q64

After you left the hospital and went home, were the health professionals you saw in your community (such as your general practitioner) up-to-date about the care you received in the hospital?

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

Please turn over to complete questionnaire 

## ABOUT YOU (THE PATIENT)

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

**Q65** What year were you born?  
Write in (YYYY)

**Q66** How do you describe your gender?  
Please  **one** option

Man or male  
 Woman or female  
 Non-binary  
 Prefer to use a different term

Please specify below.

Prefer not to answer

**Q67** What is the highest level of education you have completed?

Less than Year 12 or equivalent  
 Completed Year 12 or equivalent  
 Trade or technical certificate or diploma  
 University degree  
 Postgraduate/higher degree

**Q68** Which language do you mainly speak at home?

English  
 A language other than English

What is that language? Please write below.

**Q69** Are you of Aboriginal origin, Torres Strait Islander origin, or both?

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

**Q70** Which, if any, of the following longstanding health conditions do you have (including age-related conditions)?  
Please  **all** the boxes that apply to you

Deafness or severe hearing impairment  
 Blindness or severe vision impairment  
 A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease)  
 A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis)  
 An intellectual disability  
 A mental health condition (e.g. depression)  
 A neurological condition (e.g. Alzheimer's, Parkinson's)  
 None of these. . . . . Go to Q72

**Q71** Does this condition(s) cause you difficulties with your day-to-day activities?

Yes, definitely  
 Yes, to some extent  
 No

**BHI would like your permission to link your questionnaire responses to other information from health records relating to you which are maintained by NSW Government and Commonwealth agencies (including your hospitalisations or health registry information).**

Linking to your health information will allow us to better understand how the care provided by health services is related to the health of their patients.

**Your information will be treated in the strictest confidence.** BHI will not report any results that may identify you as an individual. Your questionnaire responses will not be accessible to the health professionals who cared for you.

**Q72** 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)?

Yes  
 No

## COMMENTS

- Q73** What was the best part of the care you received while in this hospital?  
Please don't include your name, address or any personal information about yourself or the health professionals who treated you.


- Q74** What most needs improving about the care you received from this hospital?  
Please don't include your name, address or any personal information about yourself or the health professionals who treated you.


**THANK YOU FOR TAKING THE TIME TO COMPLETE THE QUESTIONNAIRE**

Please return the questionnaire in the reply paid envelope provided or send it in an envelope addressed to our survey processing centre (no stamp needed):  
NSW Patient Survey, Ipsos Social Research Institute,  
Reply Paid 91752, Port Melbourne VIC 3207

Some of the questions asked in this survey are sourced from the NHS Patient Survey Programme (courtesy of the NHS Care Quality Commission).  
Questions are used with the permission of this organisation.



SAMPLE  
2022

Barcode

