

# Adult Admitted Patient Survey 2022

Development Report

December 2022

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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 Adult Admitted Patient Survey (AAPS) 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 Adult Admitted Patient Survey

As part of the NSW Patient Survey Program Strategy 2019–22, BHI is reforming the survey program. As well as addressing the timeliness and usefulness of results to inform improvements, BHI is reviewing the length and structure of patient surveys to minimise the burden on patients, maximise the value of results and improve response rates. BHI undertook a major review of the AAPS questionnaire in 2021 as part of this reform.

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 can be 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.

BHI also completed a qualitative review of the 2021 question set in 2022 to identify any opportunities for improvement, such as:

- survey sections that would benefit from a modified preamble to provide clearer instruction to the survey participant
- response patterns for each question, including rates of item non-response (respondents not answering a question when they should have), invalid responses (selecting more than one answer to a single response question or answering a question they should have skipped) and non-specific responses such as 'don't know', 'can't remember' or 'not applicable to me'
- ceiling and floor effects of response categories (responses where almost all patients were very positive or very negative, with little variation between hospitals) using the scored mean, standard deviation and skewness of responses
- the existing virtual care questions, which were introduced in the second half of 2021.

The AAPS 2022 questionnaire includes two modules, which are further detailed below. The questionnaire is available on the [BHI website](#).

## Addition of virtual care modules

In response to the COVID-19 pandemic, models of outpatient hospital and primary healthcare across NSW have increasingly involved a mix of in-person and virtual care. Virtual care appointments are held over the telephone or by video call and may use any form of communication or information technologies.

In July to December 2021, a set of virtual care questions was added to the AAPS questionnaire. These questions covered appointments with a public hospital or outpatient clinic only.

An expanded two-part module consisting of 13 questions about virtual care experiences in the three months following discharge was included in the AAPS questionnaire during the period January to June 2022.

Patients were invited to complete these questions if they had a virtual care appointment with a hospital outpatient clinic and/or a general practitioner (GP).

The virtual care modules complement insights from the core section of the survey, as well as other BHI surveys about experiences with virtual care appointments with NSW public hospitals and GPs.

Questions used in the virtual care modules are drawn from the Virtual Care Survey 2021, which was developed by BHI in consultation with stakeholders. Information regarding the Virtual Care Survey 2021, including the development report, is available on the [BHI website](#).

## Addition of an Aboriginal patient module

To support the NSW Ministry of Health's Centre for Aboriginal Health (CAH) in monitoring and improving Aboriginal patient experience in NSW public hospitals, an Aboriginal patient module was developed for inclusion in the AAPS 2022 questionnaire.

This 11-question module was provided to patients who self-identified as being of Aboriginal and/or Torres Strait Islander background according to the hospital administrative data. The Aboriginal patient module was included in the AAPS questionnaire from January to December 2022.

The Aboriginal Patient Experience Question Set, developed in 2020, forms the basis for the Aboriginal patient module. This question set was developed by BHI in collaboration with CAH, the Aboriginal Patient Experience Survey Program Advisory Committee and other key stakeholders from across the NSW health system. It aims to better support survey data collection for Aboriginal patients using a set of questions that are of high relevance to Aboriginal patients, the Aboriginal community and relevant stakeholders.

The selection of questions for this module was guided by:

- evidence and feedback about aspects of experiences and outcomes that are particularly important to Aboriginal patients, and to those responsible for providing care and making policy
- the need to generate meaningful information to enable sound analysis and interpretation
- the need for the module to be brief and straightforward for respondents to complete.

Information about the Aboriginal Patient Experience Question Set, including the development report, is available on the [BHI website](#).

## Addition of a Planned Surgery or Procedure module

During the COVID-19 pandemic an increasing number of patients waited longer than before the pandemic to undergo elective surgery. Understanding these experiences provides actionable insights into opportunities which can affect high priority improvements in experiences and outcomes for elective surgery patients.

The Planned Surgery or Procedure module (also known as the 'elective surgery module') was designed to be answered by patients the administrative data identified as having undergone elective surgery during their admission.

The 13-question elective surgery module was added to gain insights into patients' experiences of care with elective surgery (including treatment options; informed decision making; waiting times; quality of life; information provision; and continuity of care) for reporting publicly at a state level.

The elective surgery module was included in the AAPS questionnaire from the August 2022 patient cohort and will run for sufficient duration to support state level estimates of patients who undergo elective surgery.

The elective surgery module complements insights from the core section of the AAPS questionnaire, particularly around patient complications and outcomes.

Questions used in the elective surgery module are drawn from other BHI patient surveys, stakeholder engagement and review within NSW Health, as well as comparative review of other key related surveys such as Commonwealth Fund International Health Policy Surveys and the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.

## Overview of changes

An overview of changes to the core AAPS questionnaire content is provided in the Details of changes – Core content table starting on the next page.

The content of the new modules is outlined in separate tables below:

- [VIRTUAL CARE WITH A HOSPITAL OUTPATIENT CLINIC](#)
- [VIRTUAL CARE WITH A GENERAL PRACTITIONER](#)
- [YOUR EXPERIENCE AS AN ABORIGINAL PATIENT](#)
- [PLANNED SURGERY OR PROCEDURE](#)

## Details of changes – Core content

Question # 2022	Question # 2021 (July to December)	Updated question/section (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q1–2	Q1–2	<b>ARRIVAL</b> 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.	<b>Modified preamble</b> Preamble changed from 'For the following questions, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.'	The preamble was modified for consistency with other BHI patient questionnaires.
Q3–6	Q3–6	<b>THE HOSPITAL ENVIRONMENT</b> For the questions in this section, please think about your experiences of the hospital environment during your stay.	<b>Modified preamble</b> Preamble changed from 'For the following questions, please think about your experiences of the hospital environment during your stay.'	The preamble was modified for consistency with other BHI patient questionnaires.
Q7–14	Q7–14	<b>HEALTH PROFESSIONALS</b> 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.	<b>Modified preamble</b> Preamble changed from 'For the following questions, 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.'	The preamble was modified for consistency with other BHI patient questionnaires.
Q15–30	Q15–30	<b>CARE AND TREATMENT</b> For the questions in this section, please think about the care and treatment you received while in hospital.	<b>Modified preamble</b> Preamble changed from 'For the following questions, please think about the care and treatment you received while in hospital.'	The preamble was modified for consistency with other BHI patient questionnaires.

Question # 2022	Question # 2021 (July to December)	Updated question/section (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q31–34	Q31–34	<p><b>PROBLEMS AND COMPLICATIONS</b></p> <p>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.</p>	<p><b>Modified preamble</b></p> <p>Preamble change from 'For the following questions, please think about any problem or clinical complication that you may have experienced related to your care and treatment.'</p>	<p>The preamble was modified for consistency with other BHI patient questionnaires.</p>
Q35–45	Q35–45	<p><b>LEAVING HOSPITAL (DISCHARGE)</b></p> <p>For the questions in this section, please think about your experiences as you were preparing to leave hospital.</p>	<p><b>Modified preamble</b></p> <p>Preamble changed from 'For the following questions, please think about your experiences as you were preparing to leave hospital.'</p>	<p>The preamble was modified for consistency with other BHI patient questionnaires.</p>
Q46–50	Q46–50	<p><b>OVERALL EXPERIENCE</b></p> <p>For the questions in this section, please think about your overall experiences of the care provided to you while in hospital.</p>	<p><b>Modified preamble</b></p> <p>Preamble changed from 'For the following questions, please think about your overall experiences of the care provided to you while in hospital.'</p>	<p>The preamble was modified for consistency with other BHI patient questionnaires.</p>
Q51	N/A	<p><u>In the three months following your discharge</u>, were you re-admitted to any hospital or did you go to an emergency department because of complications related to the care you received?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Don't know/can't remember</li> </ul>	<p><b>New question</b></p>	<p>This question was added to analyse extended readmission rates in patients beyond 28 days (one month), and to obtain information about the prevalence of extended complications resulting in readmission.</p>

Question # 2022	Question # 2021 (July to December)	Updated question/section (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Question numbers are not included for this section, including all remaining questions, as they change depending on which modules are included in the survey.	Q58–64	<b>ABOUT YOU (THE PATIENT)</b> The questions in this section will help us to see how experiences vary between different groups of the population.	<b>Modified preamble</b> Preamble changed from 'The following questions will help us to see how experiences vary between different groups of the population.'	The preamble wording was modified for consistency with other survey questions.
	Q63	Which, if any, of the following longstanding health conditions do you have (including age-related conditions)? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> <li>• Deafness or severe hearing impairment</li> <li>• Blindness or severe vision impairment</li> <li>• A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease)</li> <li>• A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis)</li> <li>• An intellectual disability</li> <li>• A mental health condition (e.g. depression)</li> <li>• A neurological condition (e.g. Alzheimer's, Parkinson's)</li> <li>• <u>None</u> of these... Go to QXX</li> </ul>	<b>Modified question</b> Question wording changed from 'Do you have longstanding health conditions that cause you difficulty with your day-to-day activities?'	The question wording was changed to collect data on the prevalence of longstanding health conditions regardless of whether these conditions cause difficulties with day-to-day activities.  A separate question was added to ask about difficulties with day-to-day activities.  The response option was modified for consistency with other BHI patient questionnaires.  This question is necessary to support analysis of results.



Question # 2022	Question # 2021 (July to December)	Updated question/section (as it appears in 2022 questionnaire)	Change from 2021	Rationale
	N/A	<p>Does this condition(s) cause you difficulties with your day-to-day activities?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> </ul>	<b>New question</b>	<p>This question was added to separately ask if the longstanding health conditions identified cause any difficulties with day-to-day activities.</p> <p>This question is necessary to support analysis of results.</p>
	Q64	<p><b>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</b> (including your hospitalisations or health registry information).</p> <p>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.</p> <p><b>Your information will be treated in the strictest confidence.</b> BHI will not report any results that may identify you as an individual. Your questionnaire responses will not be accessible to the healthcare staff who cared for 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> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	<p><b>Modified preamble</b></p> <p>Preamble changed from '<b>The Bureau of Health Information 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</b> (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information).</p> <p>Linking to your healthcare information will allow us to better understand how the care provided by health facilities is related to the health of their patients and their use of these services.</p> <p><b>Your information will be treated in the strictest confidence.</b> We will receive the linked information after your name and address have been removed. We will not report any results that may identify you as an individual and your responses will not be accessible to the people who looked after you.'</p>	<p>The preamble was modified to clarify the intent of linkage.</p>

Question # 2022	Question # 2021 (July to December)	Updated question/section (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q65–66		<b>COMMENTS</b>	<b>Removed preamble</b> This survey is anonymous. In the comment boxes below, please don't include your name, address or any personal information about yourself or the health professionals who treated you.	The de-identification instruction was moved from the preamble to be included in each question in this section.
Q65		What was the <u>best part</u> 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.	<b>Modified question</b> Question wording changed from 'What was the <u>best part</u> of the care you received while in this hospital?'	Additional de-identification instruction was added to reduce the amount of personal information that patients might disclose in the comments.
Q66		What <u>most needs improving</u> 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.	<b>Modified question</b> Question wording changed from 'What <u>most needs improving</u> about the care you received from this hospital?'	Additional de-identification instruction was added to reduce the amount of personal information that patients might disclose in the comments.

## Module – Virtual care with a hospital outpatient clinic (in field from January to June 2022)

The 'Virtual care with a hospital outpatient clinic' module was added to gain insights into patients' experiences of virtual care appointments with a hospital outpatient clinic in the three months following discharge.

Questions were selected from the Virtual Care Survey 2021 questionnaire with the view to understand the nature and extent of patients' virtual care outpatient appointments and to allow them to reflect on their overall experiences of that care. For more information, see the Virtual Care Survey 2021 development report, available on the [BHI website](#).

Question numbers are not included for this module as they change depending on which modules are included in the survey.

### Question/section (as it appears in 2022 questionnaire)

#### VIRTUAL CARE WITH A HOSPITAL OUTPATIENT CLINIC

Virtual care appointments are held over the telephone or by video call, using any form of communication or information technologies, rather in person. For the questions in this section, please think about your virtual care appointments with a [hospital outpatient clinic](#), not with a general practitioner (GP), [in the three months after your discharge](#).

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In the three months after your discharge from the hospital, how many [in-person appointments](#) have you had with a hospital outpatient clinic?

- None
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

---

In the three months after your discharge from the hospital, how many [virtual care appointments](#) have you had with a hospital outpatient clinic?

- None... Go to Q60
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

---

Overall, how would you rate the virtual care you received?

- Very good
-

**Question/section  
(as it appears in 2022 questionnaire)**

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

---

Did the care and treatment received through virtual care help you?

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

---

Compared with in-person appointments, were your virtual care experiences...?

- Better
- About the same
- Not as good

---

If given the choice, would you use virtual care again?

- Yes, definitely
- Yes, in some circumstances
- No
- Don't know

---

Thinking about your experiences of virtual care, what have been the benefits for you?

Please X all the boxes that apply to you

- I thought it was convenient
- I saved time
- I saved money
- I felt that I received safe, high quality care
- I felt that I received the right care at the right time
- I felt at ease being in my own home/surroundings

**Question/section**  
**(as it appears in 2022 questionnaire)**

- I didn't have to take as much time off work as I would have with an in-person appointment
- I didn't need to arrange care for children or dependants
- I was able to have others join the appointment (my family, other members of my healthcare team)
- I thought it benefitted me in other ways
- I had no benefits

---

How did you access your most recent virtual care appointment?

- Telephone, audio only (mobile or landline)
  - Online, with video (e.g. Skype, Zoom. On any device including computer, tablet or smartphone)
  - Online, audio only (on any device including computer, tablet or smartphone)
  - Other
-

## Module – Virtual care with a general practitioner (in field from January to June 2022)

The purpose of the 'Virtual care with a general practitioner' module was to expand on previously published insights by BHI about patient experiences with virtual healthcare appointments, to include insights into experiences with general practitioners (GPs).

Specifically, the purpose of this module was to gather feedback about patients' use and frequency of virtual care appointments with a GP, as well as the benefits, challenges and overall experience of accessing GP care by telephone or video call, rather than in person.

The final question in this module was included to collect patients' feedback on the coordination of care between the hospital and the GP. This question was drawn from a previous BHI questionnaire focused on people's experiences of care coordination in the three months after discharge.

Question numbers are not included for this module as they will change depending on which modules are included in the survey.

### Question/section (as it appears in 2022 questionnaire)

#### VIRTUAL CARE WITH A GENERAL PRACTITIONER

For the questions in this section, please now think about your virtual care appointments with a general practitioner (GP), in the three months after your discharge.

In the three months after your discharge from the hospital, how many in-person appointments have you had with a general practitioner (GP)?

- None
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

In the three months after your discharge from the hospital, how many virtual care appointments have you had with a GP?

- None... Go to QXX
- 1 to 2
- 3 to 5
- More than 5
- Don't know/can't remember

Overall, how would you rate the virtual care you received?

- Very good

**Question/section  
(as it appears in 2022 questionnaire)**

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

---

Did the care and treatment received through virtual care help you?

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

---

Did the opportunity to use virtual care help ensure that your care was well coordinated between the hospital and the GP?

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

## Module – Your experience as an Aboriginal patient (in field from January to December 2022)

The 'Your experience as an Aboriginal patient' module was provided to patients who have identified as being of Aboriginal and/or Torres Strait Islander background in hospital administrative data.

The purpose of the module was to provide detailed, system-wide information about Aboriginal patients' experiences and outcomes of hospital care in NSW. The module aims to support survey data collection for Aboriginal patients using questions identified to be of high relevance to Aboriginal patients, the Aboriginal community and relevant stakeholders; drawn from the Aboriginal Patient Experience Question Set.

This question set was developed by BHI in collaboration with the Centre for Aboriginal Health (CAH), the Aboriginal Patient Experience Survey Program Advisory Committee and other key stakeholders from across the NSW health system in 2020. For more information, see the question set and development report, available on the [BHI website](#).

Question numbers are not included for this module as they will change depending on which modules are included in the survey.

### Question/section (as it appears in 2022 questionnaire)

#### **YOUR EXPERIENCE AS AN ABORIGINAL PATIENT**

The questions in this section were identified to be important to Aboriginal patients. Your feedback will help us improve hospital experiences and outcomes for Aboriginal people.

---

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... Go to QXX

---

For the following questions, the term 'Aboriginal' is used in preference to 'Aboriginal and Torres Strait Islander', in recognition that Aboriginal people are the original inhabitants of NSW. Please think about your experiences of care at the hospital named in the cover letter.

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During your stay, how often were you asked if you were an Aboriginal person?

- More than I would like
  - As much as I would like
  - Less than I would like
  - Don't know/can't remember
-



**Question/section  
(as it appears in 2022 questionnaire)**

- I wasn't asked if I was an Aboriginal person... Go to QXX

---

Did you feel comfortable about how the staff asked this question?

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

---

Did you receive support, or the offer of support, from an Aboriginal health worker while you were in hospital?

- Yes
- No... Go to QXX
- Don't know/can't remember... Go to QXX

---

After talking to an Aboriginal health worker, did you feel more supported with your care?

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

---

For the following questions, please think about the experiences of your family during your hospital stay. The term family includes your relatives as well as people who you consider to be your family.

---

If your family visited you in hospital, did they have any of the following issues? Please X all the boxes that apply to you

- There were cost issues (e.g. travel, accommodation, parking)
  - Visiting times or visitor numbers were restricted
  - There was no culturally appropriate space available
  - My family didn't feel comfortable when they visited me in hospital
  - They didn't have any issues
  - I had no family visit me in hospital
-

**Question/section  
(as it appears in 2022 questionnaire)**

- Don't know/can't remember
- Other issue  
Please write below.

---

If your family wanted or needed to talk to the health professionals, did they get the opportunity to do so?

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

---

For the following questions, please think about all the hospital staff you may have met during your stay, including health professionals as well as administration staff, cleaning staff and others.

---

Did you ever feel unfairly treated during your stay because you are an Aboriginal person?

- Yes
- No... Go to QXX

---

What happened to make you feel you were treated unfairly?

Please X all the boxes that apply to you

- The staff were less respectful with me than other patients (e.g. the way they spoke to me, the way they looked at me)
- I heard the staff say something bad about me
- I heard the staff say something bad about Aboriginal people
- The staff kept me waiting longer than other patients
- The staff didn't spend as much time with me compared with other patients
- I don't think my cultural needs were recognised
- Other reason  
Please write below.

---

For the following questions, please think about all your experiences at any hospital in the past 12 months.

---

**Question/section  
(as it appears in 2022 questionnaire)**

In the past 12 months, was there ever a time when you needed to go to hospital but didn't?

- Yes
- No... Go to QXX
- Don't know/can't remember... Go to QXX

---

Why didn't you go to hospital?

Please X all the boxes that apply to you

- I had transport issues
  - I was too busy with work
  - I was too busy with personal or family responsibilities
  - I had a previous experience of discrimination
  - The staff or service were not culturally appropriate
  - In the past, my health issues weren't taken seriously
  - Other reason  
Please write below.
-

## Module – Planned Surgery or Procedure (In field from August 2022)

The 'Planned Surgery or Procedure module' (also known as the elective surgery module) was designed to be answered by patients who are identified in the administrative data as having undergone elective surgery during their admission. The elective surgery module was added to gain insights into patients' experience of care with elective surgery.

The module was included from August 2022 patients and will run for sufficient duration to support state level estimates of patients who undergo elective surgery

Question numbers are not included for this module as they change depending on which modules are included in the survey.

### Question/section (as it appears in 2022 questionnaire)

#### 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.

---

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 QXX

---

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

---

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

---

**Question/section  
(as it appears in 2022 questionnaire)**

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

---

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.

---

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

---

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
-

**Question/section**  
**(as it appears in 2022 questionnaire)**

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

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

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

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

**Question/section  
(as it appears in 2022 questionnaire)**

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.

---

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

---

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
-