



Results from the 2018 patient survey **Admitted Children and Young Patients**

More than 3,000 children, young people and their parents told us about experiences of care in the three specialist paediatric hospitals in NSW in 2018

Understanding children and young people's experiences when they visit hospital is vital in ensuring they receive the best possible care at such an important time in their lives.

The results of the Admitted Children and Young Patients Survey 2018 reflect the experiences of 3,086 children and young people who were admitted to John Hunter Children's Hospital, Sydney Children's Hospital, Randwick, or The Children's Hospital at Westmead. This report highlights key findings regarding the experiences of children and young people across a range of aspects of care.

Detailed results for these three hospitals are available in the supplementary data tables and on the Bureau of Health Information (BHI's) interactive data portal, Healthcare Observer.

Depending on the child or young person's age, the questionnaire was completed by either the child, young person, parent, or a combination of both the parent and child. There were three questionnaires with responses provided by four distinct groups:

Parents of children aged 0–7:

A questionnaire was completed by parents on behalf of their child.

Parents of children aged 8–13 and Children aged 8–13:

A questionnaire for the parents of children aged 8–13, including a section for the child to complete.

Young people aged 14–17:

A questionnaire was completed by young people on their own.

Around eight in 10 respondents said they would 'speak highly' of the hospital experience if asked by friends and family



John Hunter Children's Hospital

79%

Sydney Children's Hospital, Randwick

84%

The Children's Hospital at Westmead

80%

Experiences of care by hospital

Overall ratings of care reflect general levels of satisfaction with experiences of care during a hospital stay.

If asked by friends and family, around eight in 10 respondents at each of the three hospitals included in the survey said they 'would speak highly' of their experience. The highest result was 84% for Sydney Children's Hospital, Randwick (Figure 1).

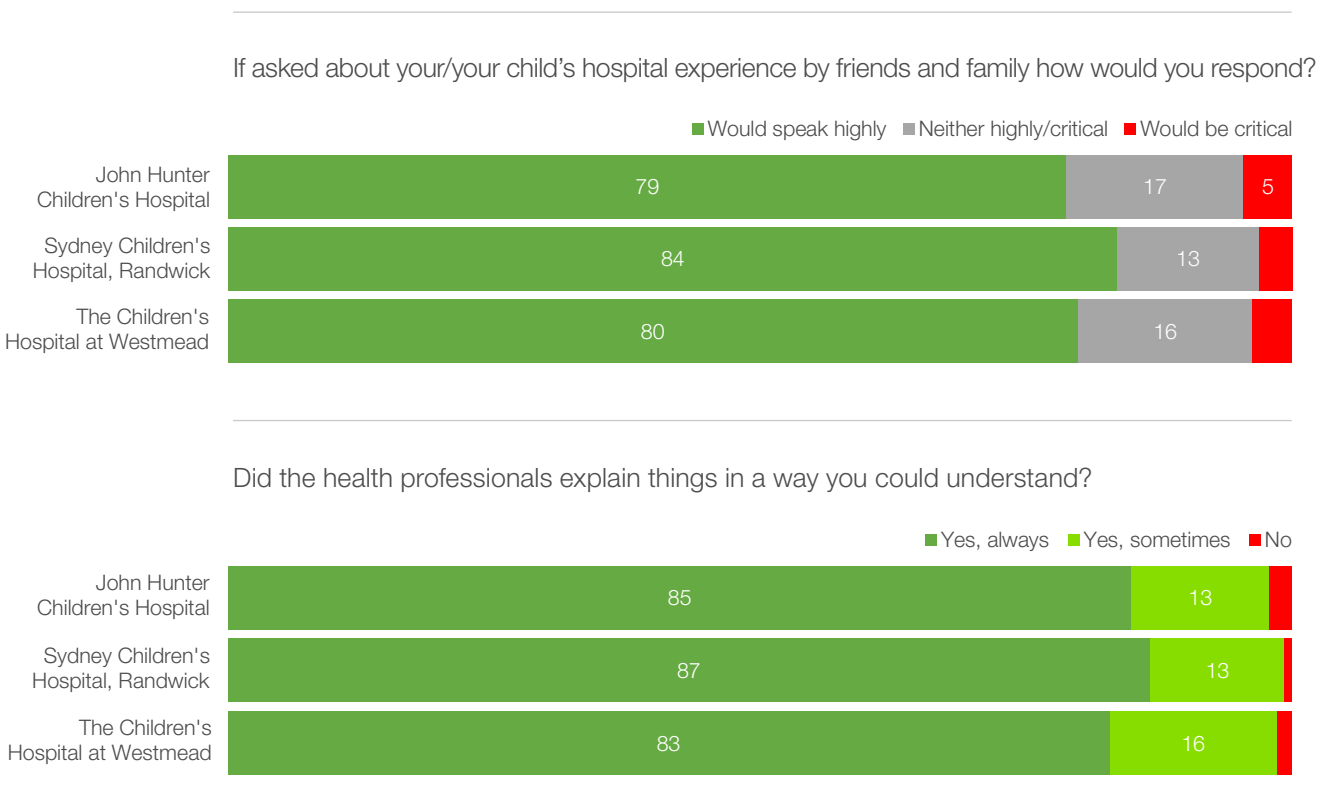
More than eight in 10 respondents at each of the three hospitals said that health professionals 'always' explained things in a way they could understand. The highest result was 87% for Sydney Children's Hospital, Randwick (Figure 1).

Around nine in 10 respondents at each hospital said nurses were 'always' kind and caring. The highest result was 91% for John Hunter Children's Hospital (Figure 2).

Similarly, around nine in 10 respondents at each hospital said that they were 'always' treated with respect and dignity. The highest result was 93% for Sydney Children's Hospital, Randwick.

For further survey results, 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 each hospital, all response categories, 2018



Note: Results may not add up to 100% due to rounding.



More than nine in 10
respondents said care was
'very' or 'fairly' well organised

John Hunter
Children's Hospital

96%

Sydney Children's
Hospital, Randwick

95%

The Children's
Hospital at Westmead

96%

Best part of care...

“

When I was in the hospital
the nurses that cared for me
were very polite and nice...
When I needed something
or help they would do it
as soon as possible.

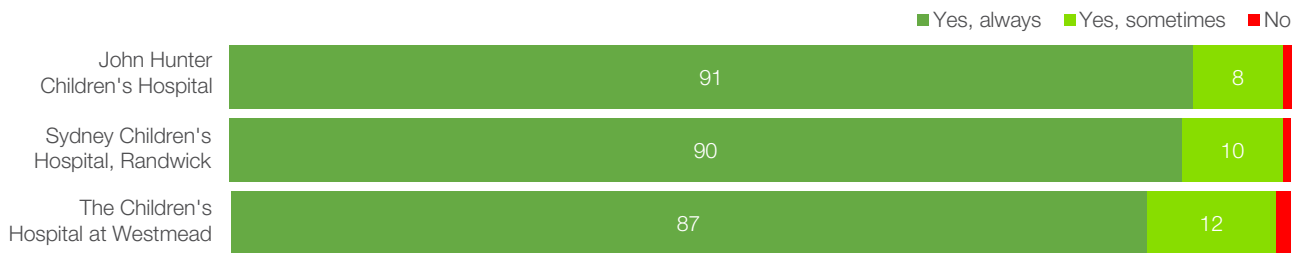
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Young person aged 14–17

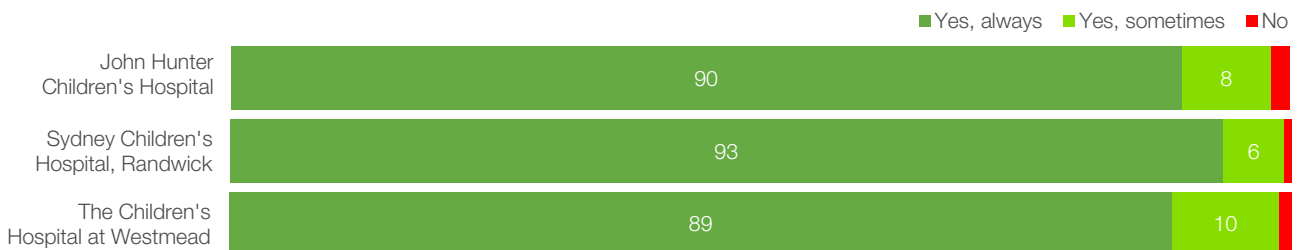
Figure 2

Percentage of respondents in each hospital, all response categories, 2018

Were the nurses kind and caring?



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



Note: Results may not add up to 100% due to rounding.

Experiences of care across age groups

Children, their parents and young people told us about different aspects of their treatment and care in hospital. Being aware of differences in experiences for each age group may help health professionals tailor their care for these patients.

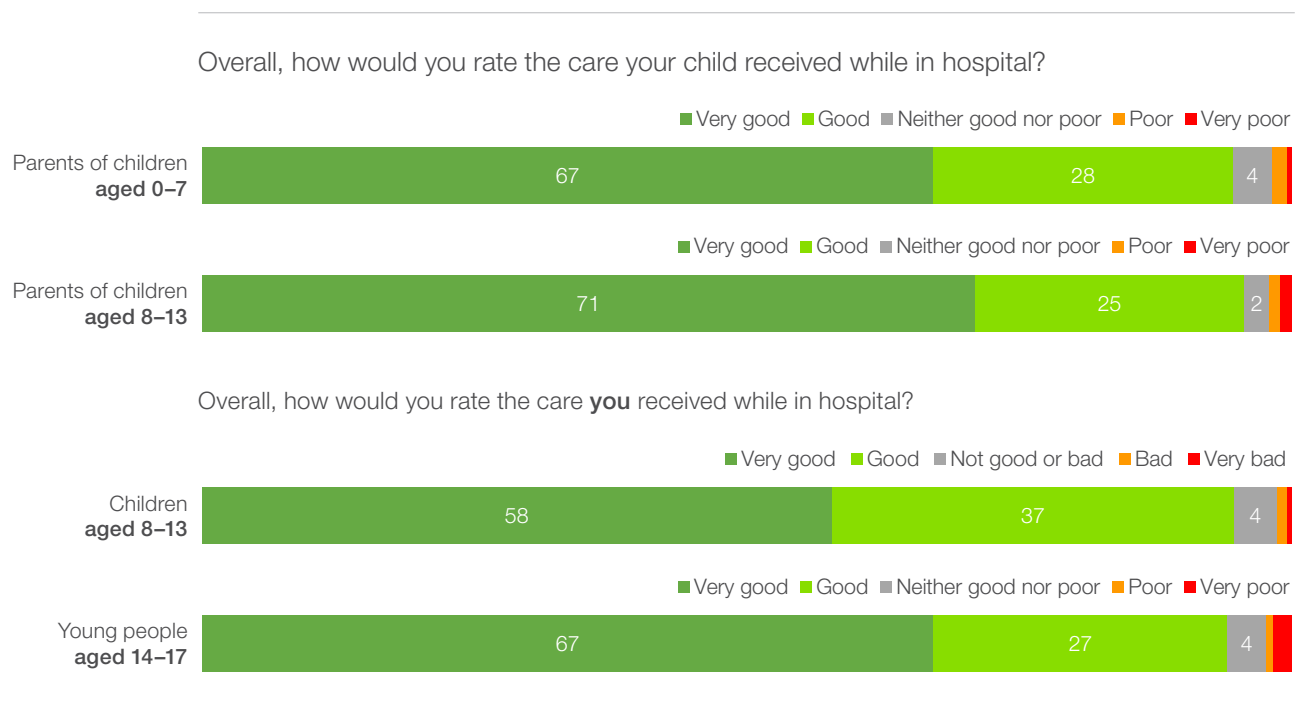
Where parents responded on behalf of their child, more than six in 10 rated the care as 'very good' across the three paediatric hospitals. Almost seven in 10 parents of children aged 0–7 (67%) said overall care was 'very good' compared with around seven in 10 parents of children aged 8–13 (71%) (Figure 3).

Where children aged 8–13 responded themselves, almost six in 10 (58%) said overall care was 'very good', compared with almost seven in 10 (67%) young people aged 14–17 (Figure 3).

Children, their parents and young people were asked whether enough privacy was 'always' provided during the hospital stay. Results ranged from six in 10 children aged 8–13 (60%) to around seven in 10 parents of children aged 8–13 (71%).

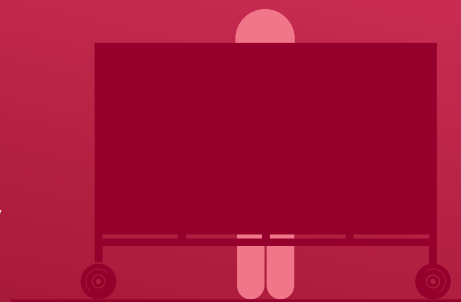
Detailed results for respondent groups and hospitals are available on BHI's interactive data portal, Healthcare Observer. Please see bhi.nsw.gov.au/Healthcare_Observer

Figure 3 Percentage of respondents across all three paediatric hospitals, for all response categories, by group, 2018



Note: Results may not add up to 100% due to rounding.

More than six in 10 respondents said enough privacy was 'always' provided during the hospital stay



Parents of children
aged 0-7

70%



Parents of children
aged 8-13

71%



Children
aged 8-13

60%



Young people
aged 14-17

64%

Best part of care...



As a young adult, my privacy and independence were noticed and respected by my medical professionals.



Young person aged 14-17

What could improve...



More privacy as I don't like needles and I felt uncomfortable with everyone looking at me as mum and the nurses tried to hold my arm still.



Child aged 8-13

Differences in experiences for parents and children

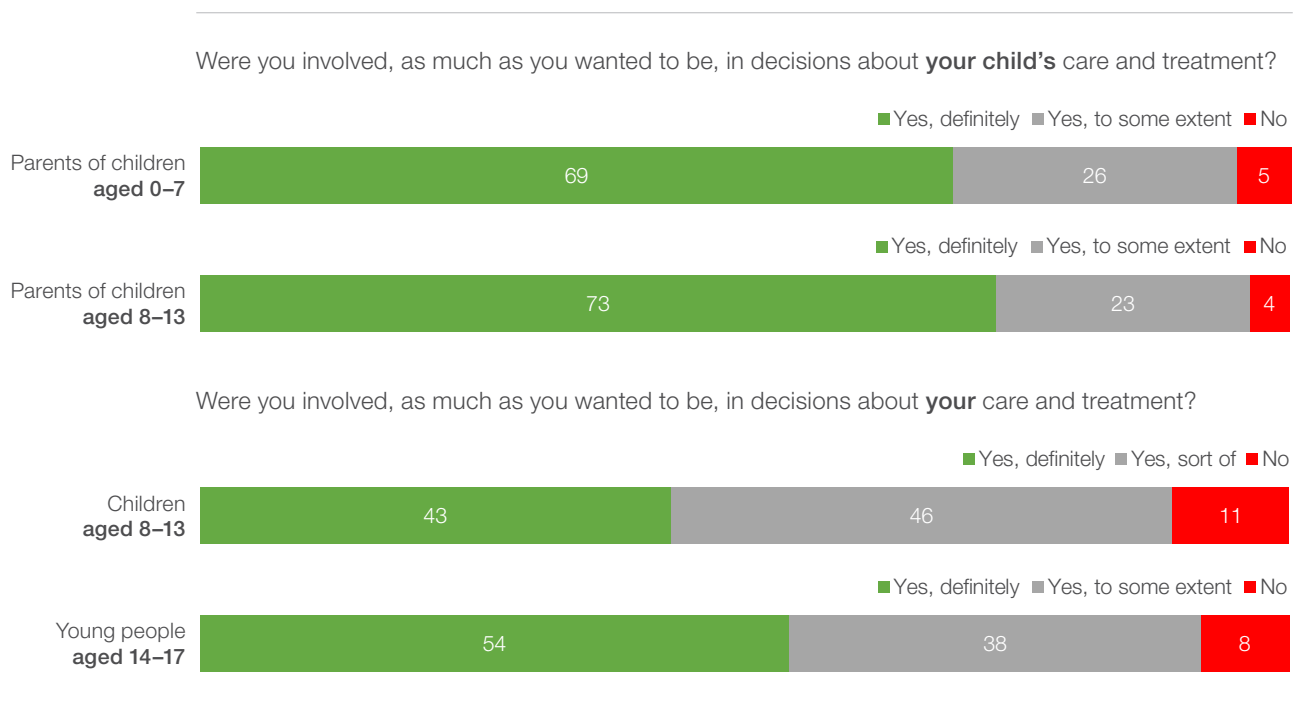
Children and young people tended to respond less positively than parents when asked how well health professionals communicated and engaged with them. Looking at these differences may help promote more patient-centred care for children and young people admitted to hospital.

Most children, parents and young people said they wanted to be involved in decisions about care and treatment. Of those who did, 43% of children aged 8–13 and 54% of young people aged 14–17 said they were ‘definitely’ involved as much as they wanted to be, compared with 69% of parents of children aged 0–7 and 73% of parents of children aged 8–13 (Figure 4).

More than eight in 10 parents of children aged 0–7 (85%) and parents of children aged 8–13 years (84%) said health professionals ‘always’ explained their child’s care in a way they could understand. Almost eight in 10 young people aged 14–17 (78%) said health professionals ‘always’ explained things in a way they could understand.

In contrast, only around six in 10 children aged 8–13 (61%) said doctors and nurses ‘always’ explained things in a way they could understand. Similarly, around six in 10 (63%) parents of children aged 0–7 said health professionals ‘always’ explained things in a way their child could understand.

Figure 4 Percentage of respondents across all three paediatric hospitals, for all response categories, by group, 2018



Note: Based on responses from 93% of parents of children aged 0–7, 95% of parents of children aged 8–13, 83% of children aged 8–13 and 88% of young people aged 14–17 who said they wanted to be involved in decisions about their/their child’s care and treatment. Results may not add up to 100% due to rounding.



Parents of children
aged 0–7

Health professionals ‘always’ explained things in a way **I [the parent/carer]** could understand



Health professionals ‘always’ explained things in a way **my child** could understand



Parents of children
aged 8–13

Health professionals ‘always’ explained things in a way **I [the parent/carer]** could understand



Children
aged 8–13

Doctors and nurses ‘always’ explained things in a way **I [the patient]** could understand



Young people
aged 14–17

Health professionals ‘always’ explained things in a way **I [the patient]** could understand



Best part of care...



The nurses and doctors were very nice and spoke to me like I was an adult not a child. They made sure they explained everything so I could understand them.



Young person aged 14–17

What could improve...



Doctors explaining what is happening... and listening to me more.



Child aged 8–13

Healthcare Observer

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

Full results from the Admitted Children and Young Patients Survey 2018 are available at bhi.nsw.gov.au/Healthcare_Observer



Adult Admitted Patient Survey



Emergency Department Patient Survey



Outpatient Cancer Clinics Survey



Admitted Children and Young Patients Survey



Maternity Care Survey



Rural Hospital Adult Admitted Patient Survey



Rural Hospital Emergency Care Patient Survey

NSW 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.

Further information about our surveys can be found at 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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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.



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