



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

Date

Dear <First Name> <Last Name>,

Your feedback about your hospital experience is important

I am writing to invite you to provide feedback about your recent visit for emergency care at [Hospital Name] during [Month]. This questionnaire uses 'emergency department' or 'ED' to refer to any emergency, urgent care or walk-in centre based at a NSW public hospital. Please take this opportunity to tell us about the care you received. Your feedback will be used to improve health services for patients.

The questionnaire is easiest to complete online. Once you start the online questionnaire, it is possible to return later to complete it. Please visit the web address below and log in with the following unique username and password.



Visit survey.ipsos.com.au/patientsurvey

Username [INS_UNAME]

Password [INS_PWORD]

If you prefer to complete the attached paper questionnaire, please remove this covering letter before placing the completed copy in the enclosed reply paid envelope.

Your information will be treated confidentially. The staff who cared for you will not know whether you have completed the questionnaire and will not be able to see your responses.

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 (include your username [INS_UNAME] in the subject line).

For further information about the survey program and to see how your local hospital is performing, visit the Bureau of Health Information website at bhi.nsw.gov.au

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

Yours sincerely

Dr Diane Watson

Chief Executive

Bureau of Health Information



HOW TO COMPLETE THE PAPER QUESTIONNAIRE

Please use a blue or black pen to mark an **X** in the box next to the answer you choose.

Sometimes the box you have marked has a 'Go to...' instruction. By following the 'Go to...' instruction you will be able to move past any questions that do not apply to you.

Q59

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

Yes

No. **Go to Q63**



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

Q60

Did an ED health professional explain the purpose of this medication in a way you could understand?

Yes, completely

Yes, to some extent

No

If you prefer not to answer a question, leave it blank and continue to the next question.

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

PRIVACY INFORMATION

Your privacy is protected by legislation

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

Your questionnaire responses will be treated in the strictest confidence. Once you have completed the questionnaire, your contact details are removed from the survey results. No identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or any other health professionals unless required by law.

Your answers will be analysed along with the responses from other people who completed the questionnaire. The results will be provided to your local hospital and to NSW Health to help improve services.

You can find more information about privacy and confidentiality at bhi.nsw.gov.au/nsw_patient_survey_program/privacy

The results of all patient surveys in the program are reported publicly on the BHI website at bhi.nsw.gov.au





Q1 What was your main form of transport to the emergency department (ED)?

- Private motor vehicle (car, motorbike, van)
- AmbulanceGo to Q4
- Public transportGo to Q3
- OtherGo to Q3

Q2 Was there a problem in finding a parking place near the ED?

- Yes, a big problem
- Yes, a small problem
- No problem
- I did not need to park

Q3 Was the signposting directing you to the ED of the hospital easy to follow?

- Yes, definitelyGo to Q7
- Yes, to some extentGo to Q7
- No.....Go to Q7

AMBULANCE

Please answer this section, Q4 – Q6, if you travelled to the ED by ambulance. If not, please go to the next section, 'On arrival', at Q7.

Q4 Overall, did the ambulance crew treat you with respect and dignity?

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

Q5 How would you rate how the ambulance crew and ED staff worked together?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know/can't remember

Q6 Overall, how would you rate the care you received from the ambulance service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know/can't remember

ON ARRIVAL

For the following questions, please think about when you first arrived at the ED.

Q7 Were the ED staff you met on your arrival polite and courteous?

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

Q8 Did the ED staff who met you on arrival give you enough information about what to expect during your visit?

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

Q9 Did the ED staff you met on arrival tell you how long you would have to wait for treatment?

- Yes
- No..... Go to Q11
- I didn't need to wait for treatment Go to Q11
- Don't know/can't remember .. Go to Q11

Q10 Was the waiting time given to you by the ED staff you met on arrival about right?

- Yes
- No, I waited less time
- No, I waited longer
- Don't know/can't remember



Q11 Did you experience any of the following issues when in the waiting area?

Please all the boxes that apply to you

- I couldn't find somewhere to sit
- The seats were uncomfortable
- It was too noisy
- I did not feel safe
- It was too hot
- It was too cold
- There were bad or unpleasant smells
- No, I did not experience these issues
- I did not spend time in the waiting area

TRIAGE - THE INITIAL ASSESSMENT

Q12 From the time you first arrived at the ED, how long did you wait before being triaged by a nurse – that is, before an initial assessment of your condition was made?

- I was triaged immediately
- 1–15 minutes
- 16–30 minutes
- 31–59 minutes
- 1 hour to less than 2 hours
- 2 hours or more
- I did not see a triage nurse
- Don't know/can't remember

Q13 Did you stay until you received treatment?

- Yes Go to Q15
- No, I left before receiving treatment

Q14 Why did you leave the ED before receiving treatment?

Please all the boxes that apply to you

- I decided to see a general practitioner (GP)
- I decided to go to another hospital
- I did not feel comfortable waiting in the ED
- The waiting time was too long
- I decided I no longer needed emergency treatment for my condition
- Other
- Don't know/can't remember

IF YOU LEFT BEFORE RECEIVING TREATMENT, PLEASE GO TO THE 'OVERALL' SECTION, ON PAGE 9, Q68

Q15 After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?

- I was treated immediately Go to Q18
- 1–10 minutes
- 11–30 minutes
- 31–59 minutes
- 1 hour to less than 2 hours
- 2 hours to less than 4 hours
- 4 hours or more
- Don't know/can't remember

Q16 While you were waiting to be treated, did ED staff check on your 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

Q17 While you were waiting to be treated, did your symptoms or condition get worse?

- Yes, much worse
- Yes, slightly worse
- No
- Don't know/can't remember

DOCTORS

Q18 Did you have enough time to discuss your health or medical problem with doctors?

- Yes, definitely
- Yes, to some extent
- No
- I wasn't treated by a doctor. . . Go to Q22
- Don't know/can't remember

Q19 Did you have confidence and trust in the doctors treating you?

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

Q20 Were the doctors polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q21 Overall, how would you rate the doctors who treated you?

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

NURSES

Q22 In your opinion, did the ED nurses who treated you know enough about your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I wasn't treated by a nurse Go to Q26
- Don't know/can't remember

Q23 Did you have confidence and trust in the ED nurses treating you?

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

Q24 Were the ED nurses polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q25 Overall, how would you rate the ED nurses who treated you?

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

YOUR TREATMENT AND CARE

Q26 Did the ED health professionals introduce themselves to you?

- Yes, all of them introduced themselves
- Some of them introduced themselves
- Very few or none of them introduced themselves
- I already knew all the staff who cared for me
- Don't know/can't remember

Q27 Did the ED health professionals explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q28 During your ED visit, how much information about your condition or treatment was given to you?

- Not enough
- The right amount
- Too much
- Not applicable to my situation

Q29 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 was not well enough to be involved
- I did not want or need to be involved

Q30 If your family members, carer or someone else close to you wanted to talk to the ED staff, did they get the opportunity to do so?

- Yes, definitely
- Yes, to some extent
- No, they did not get the opportunity
- Not applicable to my situation
- Don't know/can't say



Q31 How much information about your condition or treatment was given to your family, carer or someone else close to you?

- Not enough
- The right amount
- Too much
- It was not necessary to provide information to any family or friends
- Don't know/can't say

Q32 Were you able to get assistance or advice from ED staff for your personal needs (e.g. for eating, drinking, going to the toilet, contacting family)?

- Yes, always
- Yes, sometimes
- No
- I did not need assistance or advice

Q33 How would you rate how the ED health professionals worked together?

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

Q34 Did you ever receive contradictory information about your condition or treatment from the ED health professionals?

- Yes
- No

Q35 Were the ED health professionals kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q36 Did you feel you were treated with respect and dignity while you were in the ED?

- Yes, always
- Yes, sometimes
- No

Q37 Were you given enough privacy during your visit to the ED?

- Yes, always
- Yes, sometimes
- No

Q38 Were your cultural or religious beliefs respected by the ED staff?

- Yes, always
- Yes, sometimes
- No, my beliefs were not respected
- My beliefs were not an issue

Q39 Did you have worries or fears about your condition or treatment while in the ED?

- Yes
- No Go to Q41

Q40 Did an ED health professional discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- No

Q41 Were you ever in pain while in the ED?

- Yes
- No Go to Q43

Q42 Do you think the ED health professionals did everything they could to help manage your pain?

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

Q43 Did you see ED health professionals wash their hands, or use hand gel to clean their hands, before touching you?

- Yes, always
- Yes, sometimes
- No, I did not see this
- Can't remember



Q44 How clean was the treatment area in the ED?

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

Q45 While you were in the ED, did you feel threatened by other patients or visitors?

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

CHILDREN

This section is for people responding to this questionnaire on behalf of a child (0 to 15 years).

If a child was not the patient, please go to Q49.

Q46 Were there things for your child to do (such as books, games and toys)?

- There were plenty of things for my child to do
- There were some things, but not enough
- There was nothing for my child's age group
- There was nothing for children to do
- Not applicable to my child's visit
- Don't know/can't remember

Q47 Was the area in which your child was treated suitable for someone of their age group?

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

Q48 Did the ED staff provide care and understanding appropriate to the needs of your child?

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



TESTS

Q49 During your visit to the ED, did you have any tests, X-rays or scans?

- Yes
- No Go to Q52
- Don't know/can't remember ... Go to Q52



Q50 Did an ED health professional discuss the purpose of these tests, X-rays or scans with you?

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

Q51 Did an ED health professional explain the test, X-ray or scan results in a way that you could understand?

- Yes, completely
- Yes, to some extent
- No
- I was not told the results while in the ED



LEAVING THE EMERGENCY DEPARTMENT

Q52 What happened at the end of your ED visit?

- I was admitted to the same hospital.Go to Q65
- I was transferred to a different hospital or healthcare facility.Go to Q65
- I went home or went to stay with a friend, relative, or elsewhere

Q53 Did you feel involved in decisions about your discharge from hospital?

- Yes, definitely
- Yes, to some extent
- No, I did not feel involved
- I did not want or need to be involved

Q54 Thinking about when you left the ED, were you given enough information about how to manage your care at home?

- Yes, completely
- Yes, to some extent
- No, I was not given enough information
- I did not need this type of information

Q55 Did ED staff take your family and home situation into account when planning your discharge?

- Yes, completely
- Yes, to some extent
- No, staff did not take my situation into account
- It was not necessary
- Don't know/can't remember

Q56 Thinking about when you left the ED, were adequate arrangements made by the hospital for any services you needed?

- Yes, completely
- Yes, to some extent
- No, arrangements were not adequate
- These services were not offered in the area
- It was not necessary

Q57 Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

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

Q58 Thinking about your illness or treatment, did an ED health professional tell you about what signs or symptoms to watch out for after you went home?

- Yes, completely
- Yes, to some extent
- No

Q59 Were you given or prescribed any new medication to take at home?

- Yes
- No Go to Q63

Q60 Did an ED health professional explain the purpose of this medication in a way you could understand?

- Yes, completely
- Yes, to some extent
- No

Q61 Did an ED health professional tell you about medication side effects to watch for?

- Yes, completely
- Yes, to some extent
- No

Q62 Did you feel involved in the decision to use this medication in your ongoing treatment?

- Yes, definitely
- Yes, to some extent
- No, I did not feel involved
- I did not want or need to be involved

Q63 Did an ED health professional tell you when you could resume your usual activities, such as when you could go back to work or drive a car?

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

Q64 Did the ED staff provide you with a document that summarised the care you received (e.g. a copy of the letter to your GP, a discharge summary)?

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

Q65 Was your departure from the ED delayed – that is, before leaving the ED to go to a ward, another hospital, home, or elsewhere?

- Yes
- No.....Go to Q68

Q66 Did a member of the ED staff explain the reason for the delay?

- Yes
- No

Q67 What were the main reasons for the delay? Please all the boxes that apply to you

- I had to wait for medicines
- I had to wait to see a health professional
- I had to wait for an ambulance or hospital transport
- I had to wait for the discharge letter
- I had to wait for test results
- I had to wait for a bed in a ward
- Some other reason
- Don't know/can't remember

OVERALL

Q68 Overall, how would you rate the care you received while in the ED?

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

Q69 If asked about your experience in the ED by friends and family, how would you respond?

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

Q70 Did the care and treatment you received in the ED help you?

- Yes, definitely
- Yes, to some extent
- No, not at all

Q71 In total, how long did you spend in the ED? (From the time you entered the ED until the time you left the ED to go to a ward, another hospital, home, or elsewhere)

- 1–30 minutes
- 31–59 minutes
- 1 hour to less than 2 hours
- 2 hours to less than 4 hours
- 4 hours or more
- Don't know/can't remember

Q72 Did you want to make a complaint about something that happened in the ED?

- No, I did not want to make a complaint
- Yes, and I did complain
- Yes, but I did not complain



Q73 Were you ever treated unfairly for any of the reasons below?

Please all the boxes that apply to you

- Age
- Sex
- Aboriginal background
- Ethnic background
- Religion
- Sexual orientation
- A disability that you have
- Marital status
- Something else
- I was not treated unfairly

Q74 Not including the reason you went to the ED, during your visit or soon afterwards, did you experience any of the following complications or problems?

Please all the boxes that apply to you

- An infection
- Uncontrolled bleeding
- A negative reaction to medication
- A complication as a result of tests or procedures
- Severe pain due to the treatment
- A blood clot
- A fall
- Any other complication or problem
- None of these. Go to Q77

Q75 Was the impact of this complication or problem...?

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

Q76 In your opinion, were members of the hospital staff open with you about this complication or problem?

- Yes, completely
- Yes, to some extent
- No
- Not applicable, as it happened after I left

ABOUT YOU (THE PATIENT)

Please remember to answer the following questions about the patient.

Q77 What year were you born?

Write in (yyyy)

Q78 What is your gender?

- Male
- Female

Q79 What is the highest level of education you have completed?

- Not yet started school
- Still at primary or secondary school
- Less than Year 12 or equivalent
- Completed Year 12 or equivalent
- Trade or technical certificate or diploma
- University degree
- Post graduate/higher degree

Q80 Which, if any, of the following longstanding 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 Q83

Q81 Does this condition(s) cause you difficulties with your day-to-day activities?

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

Q82 Are you a participant of the National Disability Insurance Scheme (NDIS)?

- Yes
- No
- Don't know

Q83 In general, how would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor

Q84 Which language do you mainly speak at home?

- EnglishGo to Q85
- A language other than English

What is that language? Please write below

Q85 Are you of Aboriginal origin, Torres Strait Islander origin, or both?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander
- NoGo to Q87

Q86 Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in the ED?

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

Q87 In the month before visiting the ED, did you...?

Please all the boxes that apply to you

- Visit a general practitioner or local doctor
- Get admitted as an inpatient to hospital
- Visit an outpatient clinic
- Make an earlier visit to the ED
- None of these
- Don't know/can't remember

Q88 Before your visit to the ED, had you previously been to an ED about the same condition or something related to it?

- Yes, within the previous week
- Yes, between one week and one month earlier
- Yes, more than a month earlier
- No

Q89 Who completed this survey?

- The patient
- The patient with help from someone else
- Someone else on behalf of the patient

Q90 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 (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your healthcare information will allow us to better understand how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients.

Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.

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



YOUR COMMENTS

Q91

What was the best part of the care you received while in this ED?

Q92

What most needs improving about the care you received while in this ED?

THANK YOU FOR YOUR TIME

Please remove the covering letter by tearing along the perforated line.
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), the National Research Corporation (USA), the Australian Patient Experience Information Development Working Group national set of core, common patient experience questions, the 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults (courtesy of NRC and Picker Institute Europe); and Bos N, Sturms LM, Schrijvers AJ, van Stel HF. The Consumer Quality index (CQ-index) in an accident and emergency department: development and first evaluation. BMC Health Services Research 2012; 12:284. Questions are used with the permission of each organisation.

Barcode

