

Virtual Care Survey 2023

Measuring outpatient experiences

Development Report

November 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.

BHI manages the NSW Patient Survey Program 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 intelligence about patients' experiences to strengthen accountability and support improvements across the health system. It is the only statewide data asset that delivers robust and representative comparative information about patients' experiences at hospital, local health district (LHD) and state levels. Its role is complementary to that of real-time feedback from patients about their experiences, which can inform day-to-day local improvement.

Virtual care appointments are held over the telephone or by video call, using any form of communication or information technology, rather than in person. In 2020, in partnership with the NSW Ministry of Health, BHI developed the Virtual Care Survey 2020 to collect information about adult patients' experiences of virtual care outpatient appointments with NSW public hospitals. The results provided important baseline information for the monitoring and evaluation of the NSW Health Virtual Care Strategy.

In 2021, a module about virtual care appointments with a general practitioner (GP) was added. The purpose of the module is to obtain feedback about people's use and frequency of, and experiences with, virtual care appointments with a GP.

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.

Six additional questions were introduced to meet the minimum question set, and five questions were removed. These changes are outlined within the *Details of Changes* section.

The final Virtual Care Survey 2023 questionnaire is available on the BHI website at bhi.nsw.gov.au

Details of changes

Core content – Virtual care with a hospital outpatient clinic

Question # 2022	Question # 2023	Updated question and section heading (as it appears in 2023 questionnaire)	Change from 2022	Rationale
N/A	N/A	<p>Virtual care appointments are held over the telephone or by video call, using any form of communication or information technology, rather than in person. For the questions in this section, please think about appointments with a hospital outpatient clinic, not with a general practitioner (GP).</p> <p>For the following questions, please think about your most recent virtual care appointment.</p>	<p>Combined preamble</p> <p>Instructions for patients have been combined with the section preamble.</p>	<p>Respondents are completing the questionnaire online and the combined information is being presented once at the beginning of the questionnaire.</p>
N/A	N/A	N/A	<p>Removed instructional text</p> <p>For the following questions, please think about the <u>care and treatment</u> at your <u>most recent</u> virtual care appointment with a hospital outpatient clinic.</p>	<p>The instructional text was assessed as not required, as contextual information was provided in the following questions.</p>
N/A	Q11	<p>During your appointment, how much information about your condition or treatment was given to you?</p> <ul style="list-style-type: none"> • Not enough • The right amount • Too much 	<p>New question</p>	<p>This question was added to meet the agreed minimum question set.</p>

Question # 2022	Question # 2023	Updated question and section heading (as it appears in 2023 questionnaire)	Change from 2022	Rationale
Q16	N/A	N/A	<p>Removed question</p> <p>Did you have enough privacy during your appointment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	This question was removed as it was assessed as not required. Results for this question have been stable and high over the past two years (more than 80%).
N/A	Q19	<p>After your appointment, were the health professional(s) you saw in your community (such as your GP) up-to-date about the virtual care you received?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	New question	This question was added to meet the agreed minimum question set.
N/A	Q22	<p>Overall, how would you rate the health professionals who treated you?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	New question	This question was added to meet the agreed minimum question set.

Question # 2022	Question # 2023	Updated question and section heading (as it appears in 2023 questionnaire)	Change from 2022	Rationale
N/A	Q23	How would you rate how well the health professionals worked together as a team? <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	New question	This question was added to meet the agreed minimum question set.
Q21	N/A	N/A	Removed question If asked about your virtual care experiences by friends and family, how would you respond? <ul style="list-style-type: none"> • I would speak highly of virtual care • I would neither speak highly nor be critical • I would be critical of virtual care 	This question was removed as it was assessed as not required. This question concept is covered by new minimum question set items added.
N/A	Q24	Did you ever receive contradictory information about your condition or treatment from the health professionals? <ul style="list-style-type: none"> • Yes • No 	New question	This question was added to meet the agreed minimum question set.
N/A	Q25	How well organised was the care you received? <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.

Module content – Virtual care with a General Practitioner

Question # 2022	Question # 2023	Updated question and section heading (as it appears in 2023 questionnaire)	Change from 2022	Rationale
N/A	N/A	N/A	<p>Removed instructional text</p> <p>For the following questions, please think about your <u>most recent</u> virtual care appointment with a GP.</p>	The instructional text was assessed as not required, as contextual information was provided in the following questions.
Q32	N/A	N/A	<p>Removed question</p> <p>Was the GP adequately prepared for this appointment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	This question was removed as it was assessed as not required. Results for this question have been stable and high over the past two years (more than 80%).
Q33	N/A	N/A	<p>Removed question</p> <p>Thinking about the care and treatment at your <u>most recent</u> virtual care appointment, did the GP explain things in a way you could understand?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	This question was removed as it was assessed as not required. Results for this question have been stable and high over the past two years (more than 80%)

Question # 2022	Question # 2023	Updated question and section heading (as it appears in 2023 questionnaire)	Change from 2022	Rationale
Q34	N/A	N/A	<p>Removed question</p> <p>During this appointment with the GP, were you given enough information about how to manage your care at home?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	<p>This question was removed as it was assessed as not required. Results for this question have been stable and high over the past two years (more than 80%).</p>