INPATIENT EXPERIENCE SURVEY

Information

This month we focus on ‘information’. Nearly a quarter (23%) of our patients tell us that getting good information is the aspect of care that makes the most difference to their care and treatment.

The good news is that most patients say they are getting good information; however, some are not. One in six respondents to our Patient Experience survey tell us they did not get the information they needed to make informed choices. For anybody worried about overloading people with information, it’s helpful to note that since we started surveying patients in March 2014, only 32 patients (that’s less than 1%), say they are getting too much.

Sharing good, complete and timely information with patients allows them to make informed choices about their care and treatment.

Patients have given us clear feedback on what good information looks like and how it can be improved:

- Comprehensive, thorough and detailed information in plain language.
- Information that guides them through their care and treatment and helps them make informed choices.
- Thorough and in-depth pre-operative and post-operative information. Our patients tell us we do very well on the pre-op information, but not so well on post-op.
- Explanations as to what tests are being done, and why.
- Timely access to test results.

When information isn’t easy to understand, patients appreciate it when we take time to listen and answer questions.

Conversely, patients are more likely comment negatively when they perceive there has been miscommunication between staff, when they have to ask to see their results, or do not receive results at all. Our patients do not just look to us to for information about their condition, tests and treatments. As partners in care, they want to know if there are to be delays to clinic appointments and explanations for lengthy wait times.

Finally, the purpose of our Patient Experience survey is to not only report on what our patients are telling us about the quality of their care and treatment, it is also to pinpoint areas where patients tell us we are performing well, and areas that can be improved. In recent months although our overall very good and excellent ratings have remained high, our poor and fair ratings appear to be creeping up slightly. I urge you all to not only celebrate the areas we are doing well, but to also pay attention to the improvements we could be making. Our aim is to ensure that every patient is provided with great quality care and treatment at CMDHB.

David Hughes
Deputy Chief Medical Officer

WHAT MATTERS TO OUR PATIENTS?

1. Communication

Communication is the aspect of our care most patients (57%) say makes a difference to the quality of their care and treatment.

“I found that [nurses were well informed] and that they were able to answer questions in the doctor’s absence.” (Rated overall care excellent)

How are we doing on communication?

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Poor</th>
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<tbody>
<tr>
<td></td>
<td>69</td>
<td>10</td>
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2. Dignity & Respect

Being treated with compassion, dignity and respect makes a difference to the quality of care and treatment for nearly half (43%) our patients.

“As an older person …I appreciated being asked how I would like to be addressed, and this was consistently adhered to…” (Rated overall care excellent)

How are we doing with dignity and respect?

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Poor</th>
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<td></td>
<td>81</td>
<td>7</td>
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3. Confidence in care

More than one in three of our patients (36%) rate having confidence in their care and treatment as one of the things that makes the most difference.

“The professional behaviour and having all my questions answered clearly. When I [had] concerns, people took their time and things were explained clearly.” (Rated overall care excellent)

How are we doing with confidence in care?

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Poor</th>
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<td></td>
<td>80</td>
<td>6</td>
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</table>
PATIENT VOICES

Rated overall care excellent
“All staff that I interacted with were truly amazing, in fact awe inspiring.”
“Compared to [private hospitals], this is the best care I have ever had.”
“I am so impressed with Middlemore Hospital and get very annoyed with criticism of it. Staff and amenities are excellent and anyone who does not think so should stay in hospital in a third world country. I know from experience. MMH is wonderful in fact I call it Hotel Middlemore. Well done all - you have set very high standards and I applaud you.”

“Everyone involved in my care all introduced themselves clearly and were absolutely fantastic.”

“I feel the care was of a high standard and appropriate to my needs.”

Rated overall care very good
“The doctors were reassuring [and] clear about what they were doing to get to the bottom of my pain. From the emergency [department] to the ward, the orderlies do a wonderful job transporting patients to [and] from wards to have CT scan, x-rays etc. Just keep up the good work.”

“Staff very professional, caring and supportive and informative. Advised options of care available and what was happening and why.”

“What I really enjoyed was the same nurses being assigned to your care over the time where possible…”

Rated overall care good
“Overall the majority staff were caring, performed their jobs very well & engaged. Unfortunately, my experience was soured by the unseemly haste of my discharge, it was too early [and] poorly supported …

Rated overall care fair or poor
“My husband is [in] palliative care … he was in hospital for four days just waiting for an MRI scan. Too long considering his time is so limited and he should have been home spending what time he had with his family. He was very distraught every day he was there and nobody seemed to care, his scan times were charged all the time which didn’t help with the distress. Overall our experience at Middlemore was extremely upsetting not just us but our family too.”

OVERALL CARE AND TREATMENT
More than 3000 patients have taken part in our Inpatient Experience Survey since January 2015. Over this time, our combined “excellent” and “very good” ratings have averaged 80 percent, and excellent ratings are trending upwards.

What we may need to pay some attention to in the coming months is the upward trend in our “poor” and “fair” ratings. Our continuing challenge will be how to move patients from the “good” (or neutral) category into the “very good” and “excellent” categories, as opposed to letting them slip into the “poor” and “fair” categories, as shown in the data below.

Inpatient overall experience of care rating, Jan 2015 to April 2016 (%)

WHAT MATTERS TO PATIENTS
Our patients are asked to nominate the three dimensions of care that are important to them, and then to rate us on these.

Overall care and treatment ratings May 2015 - April 2016 (%)

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>44</td>
<td>35</td>
<td>12</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Medicine &amp; Acute Care</td>
<td>43</td>
<td>36</td>
<td>12</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Surgical &amp; Ambulatory Care</td>
<td>46</td>
<td>35</td>
<td>10</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Women’s Health</td>
<td>43</td>
<td>34</td>
<td>14</td>
<td>5</td>
<td>4</td>
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n=3026

Overall n= 2292: Medicine & Acute Care n=460; Surgical & Ambulatory Care n=1138; Women’s Health n=564. Note that the data from some divisions are too small to be included here (<100).
FOCUS ON INFORMATION

Over the past 12 months, just over one in five of our inpatient respondents (23% or 519 patients) have told us that having confidence and trust in their care whilst in hospital is one of the three things that makes the most difference to their care and treatment.

HOW ARE WE DOING?

Amount of information

Most patients (83%) consider they are getting the right amount of information. One in six patients (17%) however, do not feel that they are getting enough information. Very few patients (<1%) feel they are given too much information.

Although the percentage of patients who say they are not given enough information appears to have increased in the past 12 months, the increase is not statistically significant.

**AMOUNT OF INFORMATION GIVEN TO PATIENTS (%)**

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<tr>
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<tbody>
<tr>
<td>The Right Amount</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Too Much</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>Not enough</td>
<td>15%</td>
<td>9%</td>
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Test results and x-rays

Patients were asked whether staff shared information, such as x-rays and test results, in a timely manner. Whilst just over half felt this was always the case, many felt that this didn’t always occur, with one in 10 patients saying this did not happen at all.

**PERCENTAGE OF PATIENTS WHO SAY THEY WERE GIVEN INFORMATION SUCH AS TEST RESULTS AND X-RAYS IN A TIMELY MANNER**

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<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>53%</td>
<td>52%</td>
</tr>
<tr>
<td>Yes, to some extent</td>
<td>38%</td>
<td>38%</td>
</tr>
<tr>
<td>No</td>
<td>9%</td>
<td>10%</td>
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Information to make informed choices

Although most patients said they had the information they needed to make informed choices about their care and treatment, around one in six indicated that this was not always the case.

**PERCENTAGE OF PATIENTS WHO SAY THEY WERE GIVEN THE DATA THEY NEEDED TO MAKE INFORMED CHOICES ABOUT THEIR CARE AND TREATMENT**

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<thead>
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<tr>
<td>Too much</td>
<td>15%</td>
<td>15%</td>
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## INFORMATION – PATIENT COMMENTS

Overall, 555 patients commented on information they received in hospital the 12 months to April 2016. Nearly half (45%) of the comments were positive. Below are the areas patients commented on most often. Note that the percentage of respondents who commented negatively or positively are in brackets.

### UNDERSTANDING INFORMATION

<table>
<thead>
<tr>
<th>BEHAVIOUR WE WANT TO SEE (16%)</th>
<th>BEHAVIOIR WE DON’T WANT TO SEE (4%)</th>
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| Our patients appreciate it when they receive information that is easy to understand. When they don’t understand they appreciate staff taking time to listen to their questions and giving them answers in plain language. The manner staff use is important to people and helps them feel listened to. Being prompt to explain when patients have questions helps them feel more relaxed.  
“My questions were answered clearly, staff took the time necessary to give good explanations.” | Only 4% of the patients who commented said that the information they were given was hard to understand or that they were not given the opportunity to ask questions and have them answered. For some this made them feel confused or scared. Some patients said staff needed to take more time.  
“Talked too fast for me to take it all in. Felt like I was being rushed through and that some of the things I wanted to ask I couldn’t because it all felt a bit rushed and I forgot!!” |

### FEELING INFORMED

<table>
<thead>
<tr>
<th>BEHAVIOIR WE WANT TO SEE (7%)</th>
<th>BEHAVIOIR WE DON’T WANT TO SEE (8%)</th>
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| Patients who commented that they felt well informed liked being given their diagnosis quickly and being told what was happening every step of the way. When staff took their time and explained things well they didn’t need to ask more questions.  
“Was kept up to date throughout my hospital stay. Surgeons explained to both me and my family what my problem was and how they were going to help me. Was told about my blood results... and everything was explained to me in a way which I was able to fully understand.” | Some of patients who commented said that that did not feel well informed, this included perceived miscommunications between nursing and surgical staff, or having to wait a long time without knowing what was happening.  
“Sometimes I think that I was the last to know what they doing and why.”  
“My 1st doctor said I would have a scan done instead I had an x-ray which was fine but I was not told why I did not have the scan done. Keeping me informed of the change and reasons why would be really good.” |

### PRE- AND POST-OPERATIVE INFORMATION

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<thead>
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<th>BEHAVIOIR WE WANT TO SEE (6%)</th>
<th>BEHAVIOIR WE DON’T WANT TO SEE (3%)</th>
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</table>
| Many patients commented on the thorough and in-depth pre-operative information they were given about their surgery. Knowing what to expect gave them confidence in their care and treatment.  
“My procedure was explained so I could understand the options given, and the most likely results of each option.”  
 “[The] Consultant [was an] excellent listener and went [the] extra mile to make me comfortable and I appreciate she heard my needs and operated accordingly.” | While pre-op information was noted as a strength, a small percentage of respondents felt they were not given enough information about post-op recovery and discharge.  
“My only real complaint is I feel I was discharged without really knowing what to expect with my recovery. I know everyone is different and each person will improve at differing rates but I am still not sure whether my own recovery is going at the correct pace?” |

### TESTS AND RESULTS

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<tr>
<th>BEHAVIOIR WE WANT TO SEE (2%)</th>
<th>BEHAVIOIR WE DON’T WANT TO SEE (7%)</th>
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| Patients appreciated understanding what tests were being done, and why, and getting thorough, timely information about their results.  
“The results from the tests were explained thoroughly.”  
“The ... team were fantastic in discussing with us what tests they were doing and why ... this communication continued for every test afterwards, big or small ... We were advised of what tests were needed and why and we were given pamphlets to assist our understanding.” | Some patients commented negatively when they had to ask to see their results, or did not receive results at all. Time delays in receiving results and leaving hospital still unclear of a diagnosis were also problems.  
“There were many tests done and no one had communicated the results of those tests to me, I had to take the initiative and ask for it and for it to be explained to me. I’m not a doctor, but I do have a right to know what the tests were and what the results are and mean.” |