

NSW Patient Survey: Emergency Department Experience

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

Date

Dear <INS_TITLE> <INS_SURNAME>,

Your experience as an Emergency Department patient is very important to us

I am writing to ask you to take part in the NSW Patient Survey by telling us about your recent visit to the Emergency Department at [HOSPITAL NAME] during [MONTH]. **Your experience at this Emergency Department is important because it helps us to understand the quality of care you received and it allows hospitals to see where they need to improve.**

The Bureau of Health Information was established by the NSW Government to independently report on the performance of the public health system in NSW, including the healthcare experiences of patients. We are running the survey along with Ipsos Social Research Institute, who is sending you this survey on the Bureau's behalf.

The survey takes about 20 minutes to complete and we have provided a reply-paid envelope for you to mail it back to us. Alternatively, you can do the survey online by visiting the web address below and logging in with the following username and password:



Web address: survey.ipsos.com.au/patientsurvey

Username: [INS_UNAME]

Password: [INS_PWORD]

Taking part in the survey is voluntary. You have been randomly selected to participate and there are many safeguards in place to protect your identity. The hospital staff who cared for you will not know if you have returned a completed questionnaire and will not be able to see your responses to the survey. At no point will we report any information that identifies you as an individual.

If you have any queries regarding the survey, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm).

For general information about the NSW Patient Survey Program and information about how your local hospital is performing, visit the Bureau of Health Information's website at www.bhi.nsw.gov.au

Thank you for taking part in the survey.

Yours sincerely

Jean-Frederic Levesque
Chief Executive
Bureau of Health Information

How to complete the survey

This survey is about your recent experience as an Emergency Department patient in the hospital named on the previous page. If you have been to the Emergency Department more than once during the month specified on the previous page, please answer about your most recent experience.

For each question, please use a blue or black pen to mark the box next to the answer you choose, as shown below.

Example only

How clean were the waiting and treatment rooms in the Emergency Department?

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

Sometimes you will find the box you have marked has an instruction to go to another question. By following the instructions carefully you will be able to move past questions that do not apply to you.

If you would prefer not to answer individual questions, leave them blank but please complete the rest of the survey.

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

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

If you prefer a language other than English, please refer to the separate language sheet for information on the Healthcare Interpreter Service.

Please do not write your name or address on the questionnaire.

When you have finished

- ➔ Remove the covering letter by tearing along the perforated line.
- ➔ Place the completed survey in the "Reply Paid" envelope and post it. You do not have to use a stamp.
- ➔ If you have misplaced the "Reply Paid" envelope, please use a plain envelope (no stamp is necessary) and address to:

**NSW Patient Survey Program
Ipsos Social Research Institute
Reply Paid 84599
Hawthorn VIC 3122**

Some questions and answers

Why are you carrying out the survey?

The NSW Patient Survey gathers information about your experience of health services. By completing the survey, you are helping to improve health services in NSW.

How do I make a formal complaint about my experience in hospital?

Please contact the hospital directly.

Alternatively, you can get more information about your options at the following website:

www.health.nsw.gov.au/patientconcerns

What happens to my survey responses?

Your survey responses will be de-identified and then processed with responses from other people who completed the survey to form a report. These reports will then be provided to NSW Health and local hospitals to help them to improve health services.

Your responses will be treated in the strictest confidence and no identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or other health provider unless required by law. Your responses will not affect any future health services that may be provided to you.

How is my privacy protected?

Your privacy is protected by legislation. Ipsos has been provided with your name and address by NSW Health for the purpose of sending you this survey only, and will keep your contact details confidential.

After all surveys are processed, identifying information will be destroyed and Ipsos will then no longer be able to identify the responses you provided. However, for the period that identifiable details remain, you will be able to contact Ipsos through the toll-free Patient Survey Helpline to ask to see your responses, or to request that some or all of your information be deleted.

You can get more information about privacy and confidentiality by calling the toll-free Patient Survey Helpline or at the following website:

www.bhi.nsw.gov.au/nsw_patient_survey_program/privacy

How do I get more information about the survey?

Please contact the toll-free Patient Survey Helpline on **1800 220 936** (Monday to Friday, 4pm–8pm, excluding public holidays).

NSW Patient Survey: Emergency Department Experience

Q1 Was the recent visit to the Emergency Department for you, or your child?

- I was the patient
- My child was the patient
(if so, please answer this survey about your child's visit to the Emergency Department)

Q2 Why did you recently visit the Emergency Department?

- My General Practitioner (GP) advised me to go**Go to Q5**
- I was brought by an ambulance ...**Go to Q7**
- I was brought by the police
- A specialist told me I had to go to the Emergency Department
- Someone else (e.g. a friend, family member, colleague) decided I had to go to the Emergency Department
- I decided myself that I had to go to the Emergency Department

Q3 When you visited the Emergency Department, was it for a condition that you thought could have been treated by a General Practitioner (GP)?

- Yes, definitely
- Yes, probably
- No**Go to Q5**
- Not sure**Go to Q5**

Q4 Why did you go to the Emergency Department rather than a General Practitioner (GP)?
Please X all the boxes that apply to you

- The condition was serious/life threatening
- The GP surgery was closed
- Cheaper/cost
- My medical history is at the hospital
- I have trust and confidence in the hospital
- The Emergency Department was recommended by someone
- The GP was not taking new patients
- The waiting time for the GP was too long
- I do not have a regular GP
- Other
- Don't know/can't remember

Q5 Was the signposting directing you to the Emergency Department of the hospital easy to follow?

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

Q6 Was there a problem in finding a parking place near to the Emergency Department?

- Yes, a big problem
- Yes, a small problem
- No problem
- Not applicable – I came by public transport, taxi, walking or on a bike

Please answer this section, Q7-Q11, if you travelled to the Emergency Department by ambulance. If not, please go to the next section, 'Reception', at Q12.

AMBULANCE

Q7 Overall, did the ambulance crew treat you with respect and dignity?

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

Q8 How would you rate how the ambulance crew and Emergency Department staff worked together?

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

Q9 Did the ambulance crew transfer information about your condition to the Emergency Department staff?

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

Q10 Overall, how would you rate the care you received from the ambulance service?

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

Q11 When you arrived by ambulance, were you taken directly to a treatment room, or did you wait in the waiting room or corridor?

- I was taken directly to a treatment room **Go to Q23**
- I waited in the waiting room or corridor



AT RECEPTION

For the following questions, please think about when you first “checked-in” to the Emergency Department.

Q12 How would you rate the politeness and courtesy of the reception staff?

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

Q13 How much information did reception staff give you about what to expect during your visit?

- A great deal
- A fair amount
- Not very much
- None at all

Q14 How much information did reception staff give you about how long you might have to wait to be examined?

- A great deal
- A fair amount
- Not very much
- None at all

Q15 How much of a problem, if at all, was overcrowding in the Emergency Department waiting room?

- A big problem
- A small problem
- Not a problem
- Don't know/can't remember

Q16 How would you rate the overall comfort while waiting in the Emergency Department?

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

TRIAGE – THE INITIAL ASSESSMENT

Q17 From the time you first arrived at the Emergency Department, how long did you wait before being triaged by a nurse – that is, before an initial assessment of your condition was made?

- I did not have to wait
- 1-30 minutes
- 31-60 minutes
- More than 1 hour but no more than 2 hours
- More than 2 hours but no more than 4 hours
- More than 4 hours
- I did not see a nurse **Go to Q19**
- I can't remember

Q18 Overall, how would you rate the care you received from the triage nurse?

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

After you had seen the triage nurse and were still waiting in the waiting room to be treated...

Q19 ... did Emergency Department staff check on your condition?

- Yes, someone checked on my condition
- No, no-one checked on my condition
- Don't know/can't remember

Q20 ... were you provided with updated information on the likely waiting time to be treated?

- Yes, often
- Yes, sometimes
- No

Q21 Did you stay until you received treatment, or leave before receiving treatment?

- I stayed until I received treatmentGo to Q23
- I left before receiving treatment

Q22 Why did you leave the Emergency Department before receiving treatment?

- I decided to go to my General Practitioner
- I did not feel comfortable waiting in the Emergency Department
- The waiting time was too long
- I decided my condition was not serious
- I decided my condition did not need immediate treatment
- Other Please write in
- Don't know/can't remember

If you left before receiving treatment, please now go to the 'Overall' section, Q70.

DOCTORS

Q23 Did the doctors know your medical history, which had already been given to the triage nurse or ambulance crew?

- Yes, always
- Yes, sometimes
- No
- I did not see a doctor.....Go to Q27

Please answer Q24

Q24 Did you have confidence and trust in the Emergency Department doctors treating you?

- Yes, always
- Yes, sometimes
- No

Q25 How would you rate the politeness and courtesy of the Emergency Department doctors?

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

Q26 Overall, how would you rate the Emergency Department doctors who treated you?

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

NURSES

Q27 Did the nurses know your medical history, which had already been given to the triage nurse or ambulance crew?

- Yes, always
- Yes, sometimes
- No
- I only saw a triage nurse
- I did not see any nurses.....Go to Q31

Please answer Q28

Q28 Did you have confidence and trust in the Emergency Department nurses treating you?

- Yes, always
- Yes, sometimes
- No

Q29 How would you rate the politeness and courtesy of the Emergency Department nurses?

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

Q30 Overall, how would you rate the Emergency Department nurses who treated you?

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

YOUR TREATMENT AND CARE

Q31 After triage (initial assessment), how long did you wait before being treated by an Emergency Department health professional?

- I did not have to waitGo to Q33
- 1-30 minutes
- 31-60 minutes
- More than 1 hour but no more than 2 hours
- More than 2 hours but no more than 4 hours
- More than 4 hours
- I did not see a doctor or nurseGo to Q70
- I can't remember

Q32 How much of a problem, if at all, was the total waiting time before you were treated?

- A big problem
- A small problem
- Not a problem
- Not applicable (I did not wait in the waiting room)

Q33 How long did you spend in the Emergency Department treatment area?

- I did not spend time in the treatment areaGo to Q35
- 1-30 minutes
- 31-60 minutes
- More than 1 hour but no more than 2 hours
- More than 2 hours but no more than 4 hours
- More than 4 hours
- I can't remember

Please answer Q34

Q34 While waiting in the treatment area, did you receive help using a bed pan, or being taken to the bathroom?

- Yes, I received help
- No, I did not receive help but needed it
- No, I did not need help
- No, I did not need to use bed pan or bathroom
- Don't know/can't remember

Q35 Were you given enough privacy during your visit to the Emergency Department?

- Yes, always
- Yes, sometimes
- No

Q36 Did the Emergency Department health professionals caring for you introduce themselves to you?

- Yes, always
- Yes, sometimes
- No

Q37 How would you rate how the Emergency Department health professionals worked together?

- Very good
- Good
- Adequate
- Poor
- Very poor

Q38 How much information about your condition or treatment was given to you by Emergency Department health professionals?

- Not enough
- Right amount
- Too much
- It was not necessary to provide information
- Don't know/can't say

Q39 If you needed attention or advice from an Emergency Department health professional, were you able to get this help?

- Yes, always
- Yes, sometimes
- No, I could not find a health professional to help me
- A member of staff was with me all the time
- I did not need attention

Q40

How often did the Emergency Department health professionals caring for you explain things in a way you could understand?

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never

Q41

Did you feel you were treated with respect and dignity while you were in the Emergency Department?

- Yes, always
- Yes, sometimes
- No

Q42

Did an Emergency Department health professional discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- No, no-one discussed my worries and fears with me
- No, I did not have any worries or fears

Q43

Were the Emergency Department health professionals kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q44

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 or did not want to be involved in decisions about my care or treatment

Q45

If a member of your (the patient's) family or someone else close to you wanted to talk to the staff, did they have enough opportunity to do so?

- Yes, definitely
- Yes, to some extent
- No, they did not have enough opportunity
- This was not applicable to my situation
- Don't know/can't say

Q46

How much information about your (the patient's) condition or treatment was given to your family, carer or someone else close to you?

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

Q47

Did you receive contradictory information from Emergency Department healthcare professionals – for example, giving different opinions on your treatment?

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

Q48

Did you see Emergency Department health professionals wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?

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

PAIN

Q49

If you were in pain during your visit to the Emergency Department, do you think the Emergency Department health professionals did everything they could to help manage it?

- Yes, definitely
- Yes, to some extent
- No, they did not do everything they could to help
- No, I had no pain
- Don't know/can't remember

CHILDREN

Please answer this section, Q50-Q52, if you are answering the survey on behalf of a child. If not, please now go to the 'Tests' section, Q53.

Q50 When you were waiting to be seen, did the Emergency Department provide enough for your child to do (such as toys, games and books)?

- Yes, there was a lot to do
- Yes, there were some things to do, but not enough
- There were things to do, but not for my child's age group
- No
- Can't remember/not applicable

Q51 Was the area in which your child was treated suitable for someone of their age group?

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

Q52 Did the Emergency Department staff provide care and understanding appropriate to the needs of your child?

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

TESTS

Q53 If you had a test, X-ray or scan during your visit to the Emergency Department, did a doctor, nurse or other health professional discuss the purpose with you?

- Yes, always
- Yes, sometimes
- No, did not discuss with me
- No, did not have any tests, X-rays, or scansGo to Q56
- Don't know/can't remember

Q54 Did you receive test, X-ray or scan results while you were still in hospital?

- Yes Answer Q55
- NoGo to Q56

Q55 Did a member of staff explain the test, X-ray or scan results in a way that you could understand?

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

LEAVING THE EMERGENCY DEPARTMENT

Q56 What happened at the end of your visit to the Emergency Department?

- I was admitted to the same hospital
 - I was transferred to a different hospital or healthcare facility
 - I went home or to stay with a friend, relative, or elsewhere
- Please go to Q67

Q57 Thinking about when you left the Emergency Department, were you given enough information about how to manage your care at home?

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

Q58 Did a member of the Emergency Department staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

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

Q59 Before you left the Emergency Department, were any new medications prescribed for you?

- Yes
- NoGo to Q62

Q60 Did a member of the Emergency Department staff explain the purpose of the medications you were prescribed in a way you could understand?

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

Q61

Did a member of the Emergency Department staff tell you about medication side effects to watch for?

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

Q62

Did Emergency Department 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 family and home situation into account
- It was not necessary
- Don't know/can't remember

Q63

Thinking about your illness or treatment, did a member of the Emergency Department staff tell you about what signs or symptoms to watch out for after you went home?

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

Q64

Did Emergency Department 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

Q65

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

- Yes, completely
- Yes, to some extent
- No
- I did not need any services

Q66

Did you receive a copy of a letter from the Emergency Department doctors to your family doctor or General Practitioner?

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

Q67

Were you delayed when leaving the Emergency Department – that is, before being admitted to a ward, being transferred to another hospital or going directly home?

- Yes
- NoGo to Q70

Q68

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

- Yes
- No

Q69

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

- I had to wait for medicines
- I had to wait to see the doctor
- I had to wait for an ambulance/transport to another hospital
- I had to wait for an ambulance/transport to go home
- I had to wait for the letter for my General Practitioner
- 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

Q70

Overall, how would you rate the care you received while in the Emergency Department?

- Very good
- Good
- Adequate
- Poor
- Very poor

Q71

Was the reason you went to the Emergency Department satisfactorily resolved?

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

Q72 If asked about your experience in the Emergency Department by friends and family how would you respond?

- I would speak highly of the Emergency Department
- I would neither speak highly nor be critical
- I would be critical of the Emergency Department

Q73 How clean were the waiting and treatment rooms in the Emergency Department?

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

Q74 How safe did you feel during your visit to the Emergency Department?

- Very safe
- Fairly safe
- Not very safe
- Not at all safe
- Don't know/can't remember

Q75 Were your religious or cultural beliefs respected by the Emergency Department staff?

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

Q76 Were you asked whether you are of Aboriginal or Torres Strait Islander origin?

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

Q77 While in the Emergency Department, was suitable food or drink available?

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

Q78 While in the Emergency Department, did you receive, or see, any information about your rights as a patient, including how to comment or complain?

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

Q79 Not including the reason you came to the Emergency Department, did you experience any of the following complications or negative effects due to your visit?

- An infection
 - Uncontrolled bleeding
 - A negative reaction to medication
 - Complications as a result of tests or procedures
 - A blood clot
 - Confusion/disorientation
 - A fall
 - Any other complications or negative effect
- [please write in](#)

- None of these

ABOUT YOURSELF

Please remember to answer the following questions about the patient.

Q80 What year were you (the patient) born?

WRITE IN (YYYY)

Q81 What is your (the patient's) gender?

- Male
- Female

Q82 What was the highest level of education you (the patient) completed?

- Still at primary or secondary school
- Less than Year 12 at secondary school
- Completed Year 12 at secondary school
- Trade or technical certificate or diploma
- University graduate
- Post graduate/higher degree

Q83

Which, if any, of the following long-standing conditions do you (the patient) have (including age related conditions)?

Please X all the boxes that apply to you

- Deafness or severe hearing impairment
- Blindness or severe vision impairment
- A long-standing physical condition
- A learning disability
- A mental health condition (for example, depression, dementia or Alzheimer's)
- A long-standing illness (for example, cancer, HIV, diabetes, chronic heart disease, respiratory disease or epilepsy)
- None of these

Q84

Was your (the patient's) visit to the Emergency Department the result of an event involving either alcohol or violence?

- Yes, an event involving alcohol
- Yes, an event involving violence
- Yes, an event involving both
- I'd prefer not to answer
- No

Q85

In general, how would you rate your (the patient's) health?

- Excellent
- Very good
- Good
- Fair
- Poor

Q86

Which language do you (the patient) mainly speak at home?

- English **Go to Q88**
- A language other than English



Please write in then answer Q87

Q87

Was an interpreter provided when you (the patient) needed one?

- Yes, always
- Yes, sometimes
- No, I needed an interpreter but one was not provided
- No, I did not need an interpreter

Q88

Are you (the patient) of Aboriginal origin, Torres Strait Islander origin, or both?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander
- No

Q89

Who completed this questionnaire?

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

Q90

Which, if any, of these people were with you (the patient) in the Emergency Department ... ?

Please X all the boxes that apply to you

- Your parent
- Your partner/spouse
- Another family member
- A friend
- Someone else
- None of these (you visited on your own)

Q91

In the month before visiting the Emergency Department, did you (the patient) ?

Please X all the boxes that apply to you

- Visit a General Practitioner or local doctor
- Get admitted as an in-patient to hospital
- Visit an out-patient clinic
- Make an earlier visit to the Emergency Department
- None of these
- Don't know/can't remember

Q92

Before your visit to the Emergency Department, had you previously been to an Emergency Department 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

Q93

The Bureau 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 health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of 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 FINAL COMMENTS

Q94

What was the best part of the care you (the patient) received whilst in this Emergency Department?

Q95

What part of your (the patient's) care provided by this Emergency Department most needs improving?

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 an envelope addressed to

NSW Patient Survey, Ipsos Social Research Institute,

Reply Paid 84599, Hawthorn, VIC 3122 (no stamp is needed)

Certain questions within this survey are drawn from: the NHS Inpatient Survey (courtesy of the NHS Care Quality Commission); Picker Institute questionnaires (courtesy of National Research Corporation); the Patient Experience Information Development Working Group (PEIDWG) 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, Shriver AJP and van Stel HL 'The consumer quality index (CQ-index) in an accident and emergency department: development and first evaluation' BMC Health Services Research 2012, 12:284), and are used with permission.

Barcode