

Errata NSW Health Patient Survey Statewide reports 2007, 2008, 2009

The following errors were identified in March 2010

The two errors relate to the reported results about specific questions asked in the NSW Health Patient Surveys. The information below should be read in conjunction with the three annual reports for 2007, 2008 and 2009. These errors relate to specific chapters in the Statewide Report, Area Health Service Reports and Hospital reports. The page numbers will vary in the Area Health Service and hospital reports from those identified below but always refer to the questions identified below:

NSW Health Patient Survey Statewide Report for 2007, 2008 and 2009,

1. Chapter 6 page 6 of 34

In this chapter the question “**Did you have to wait too long to schedule your procedure?**” was only asked of those patients who had received tests prior to admission. Therefore the 84% who said they did not have to wait too long only relates to those people who had a test.

NSW Health Patient Survey Statewide Report 2009

Questions relating to Hygiene were included in the surveys from 2009 onwards

2. Chapter 6 (page 18 of 34,) Chapter 7 (page 22 of 36,) Chapter 11 (page 19 of 35

In these chapters the number of respondents to the Hand Hygiene questions referred to on the above page referenced under the section “measures related to safety” may have been reduced. This was through an error of directing respondents to skip over these questions **if they answered no to the question “were you ever in pain?”** These chapters relate to day only patients, paediatric inpatients and outpatients.

The number of respondents to these hand hygiene questions is lower than it may have been. This is shown as the numbers responding are on average 40% lower than those responding to the Overnight Inpatient (chapter5), Non-Admitted Emergency Patient (chapter 9), Adult Rehabilitation Inpatient (Chapter8) and Community Health Patient (chapter 10) questionnaires. However the way patients have responded in the categories affected is consistent with the answers given by patients in chapters 5, 8, 9 and 10. The proportions are similar even though the size of the sample is smaller.