



Ipsos
Social Research Institute

Development Report:

2014 Adult Admitted Patient Survey

A report prepared for the Bureau of Health Information
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Please note that there is the potential for minor revisions of data in this report. Please check the online version at www.bhi.nsw.gov.au for any amendments.

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1. PURPOSE OF THIS REPORT

This report documents the development of the 2014 Adult Admitted Patient Survey (AAPS) questionnaire from the existing 2013 questionnaire. It presents the analysis of the 2013 data, testing with patients to assess and refine the questions, and the final changes and rationale for these by the Bureau of Health Information (BHI) and Ipsos Social Research Institute (Ipsos SRI).

The Development Report for the 2013 AAPS provides more detail on the development of the original survey and can be found on the BHI website at:

http://www.bhi.nsw.gov.au/nsw_patient_survey_program

2. THE NSW PATIENT SURVEY PROGRAM

The NSW Patient Survey Program (the Survey Program) is a suite of surveys that collects information on the experiences of patients receiving care in public hospitals and other public healthcare facilities across New South Wales (NSW). The purpose of the Survey Program, which commenced in 2007, is to report on patients' experiences and perceptions of care in NSW public hospitals and public healthcare facilities so that:

- Hospital performance information is readily available to the general public; and
- Health services and policy makers can identify the strengths and opportunities for Improvement, to assist them to provide safe, quality care.

The following principles underpin the Survey Program:

- Participation is voluntary
- Confidentiality of patients' personal information is assured
- Questionnaires are informed by evidence
- Information collected is reliable, comparable and relevant
- Reporting methods are open and transparent
- Information reported is impartial, easily understood and useful.

BHI currently manages the Survey Program. BHI 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. In 2012, Ipsos SRI was contracted by NSW Health to develop and administer a new suite of surveys for the Survey Program. In 2013, the first of these redeveloped surveys, the Adult Admitted Patient Survey (AAPS), went into field.

Each year, the surveys are reviewed and where necessary adjusted to ensure that the questions are performing well on a technical level, and the content continues to align with patients' and stakeholders' needs in the NSW healthcare context (the surveys used from 2007-2011 were

originally developed by NRC Picker for use in the United States or by Picker Institute Europe for use in the United Kingdom and Europe).

A program of research informed the initial development of each survey. The aims and objectives of the research were to ensure that each adequately captures and provides feedback on the aspects of care that:

- Are relevant to the current policy context
- Are important to NSW patients
- Will be useful to NSW health services and policy makers.

3. METHODOLOGY

The review process comprised:

- Statistical analysis of the NSW Health Adult Admitted Patient Survey (AAPS), January-June 2013;
- Cognitive interviews with adult admitted patients;
- Extensive discussion between the development teams at BHI and Ipsos SRI.

Due to the time required to redevelop the questionnaire, statistical analysis was based on the first six months of data collection using the 2013 AAPS questionnaire.

4. FINDINGS

4.1 Statistical analysis of the AAPS 2013 data

The analysis was performed on the results of the AAPS from January to June 2013. Overall, the total sample size was 17,745 patients, the vast majority of whom (91%) completed the hardcopy version of the AAPS; the remaining 9% completed the survey online.

In order to establish the robustness of the AAPS, its performance was examined in terms of:

- Missing responses;
- Ceiling and floor effects;
- Inter-item correlations; and
- Key driver analysis.

In April 2013, BHI also conducted an analysis of the performance of a set of core questions (Core Common Questions) designed by the National Health Information Standards and Statistics Committee's Patient Experience Information Development Working Group (PEIDWG). These questions were included in the 2013 AAPS and consisted of 13 performance questions and four

respondent profile questions. Results of this analysis informed the changes made to the AAPS for 2014.

4.1.1 Missing response analysis

The number of valid missing responses (that is, those who should have answered the question but did not) was examined to determine if a question required revision.

Overall, the AAPS performed relatively well in terms of missing responses: there were fewer questions with high numbers of missing responses than the 2007-2011 Overnight and Day Patient Surveys.

The following questions had rates of valid missing responses of 5% or more:

- Q2. Do you think the total amount of time you waited to be admitted to hospital was...?
- Q3. Before your arrival, how much information about your hospital stay was given to you?
- Q5. How would you rate the politeness and courtesy of staff in the Emergency Department?
- Q6. Do you think the amount of time you spent in the Emergency Department was...?
- Q8. Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?
- Q15. At other times during your hospital stay did you have enough privacy?
- Q38. Which, if any, of the following other healthcare professionals did you receive care or treatment from during this hospital stay?
- Q40. Did you have confidence and trust in these other healthcare professionals?
- Q44. Did a healthcare professional discuss your worries or fears with you?
- Q50. Was a call button placed within easy reach?
- Q55. Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or negative effects?
- Q56. Was the impact of this complication or negative effect...?
- Q57. In your opinion, were members of the hospital staff open with you about this complication or negative effect?
- Q62. Did a doctor, nurse or other health professional discuss the purpose of these tests, X-rays or scans with you?
- Q63. Did you receive test, X-ray or scan results while you were still in hospital?
- Q80. How much information, if any, were you given about the medication you were taking home?
- Q81. Did you feel involved in the decision to use this medication in your treatment?
- Q84. Did a member of staff explain the reason for the delay?
- Q98. Was an interpreter provided when you needed one?
- Q99. Are you of Aboriginal origin, Torres Strait Islander origin, or both?
- Q101. 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...

Most of the questions listed here were located in a section preceded by a 'filter' question instructing them to answer the questions if they had experienced an event (for example, tests in hospital, pain, or care in the Emergency Department). This result indicates that a small proportion of the respondents found it difficult to follow the routing directions in the questionnaire.

The questions with the highest rates of missing responses were 'multiple response questions' (that is, questions in which the respondent is instructed to read through a list and select the options that apply to them) with a 'none of these' option at the end. This result suggests that some respondents do not read through the entire list of options, instead skipping to the next question after reading the question and deciding that it did not apply to them.

4.1.2 Floor and ceiling effect analysis

Survey data was also interrogated to establish whether any floor or ceiling effects were detected. A ceiling effect is present for a measurement variable when the majority of scores are at or close to the highest possible score, indicating a loss of sensitivity in the upper register. Conversely, a floor effect is present when the majority of scores are at or close to the lowest possible score.

Criteria for these effects were as follows: a sufficiently small standard deviation (25 or less); a skewness statistic exceeding 1.5 or below -1.5; and a mean greater than 85 (or less than 15) after converting response options to a linear score out of 100. Dichotomous variables were excluded from the analysis because of the inherent response constraints of these questions.

The following questions met the criteria listed above and exhibited a ceiling effect (no floor effects were detected):

- Q5. How would you rate the politeness and courtesy of staff in the Emergency Department?
- Q7. How would you rate the politeness and courtesy of staff on your arrival to hospital?
- Q13. Were you given enough privacy when being examined or treated?
- Q14. Were you given enough privacy when discussing your condition or treatment?
- Q25. Did you have confidence and trust in the doctors treating you?
- Q26. How would you rate the politeness and courtesy of your doctors?
- Q27. Were the doctors kind and caring towards you?
- Q28. Overall, how would you rate the doctors who treated you?
- Q31. When you had important questions to ask a nurse, did they answer in a way you could understand?
- Q33. Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?
- Q34. Did you have confidence and trust in the nurses treating you?
- Q35. How would you rate the politeness and courtesy of your nurses?
- Q36. Were the nurses kind and caring towards you?
- Q37. Overall, how would you rate the nurses who treated you?

- Q39. How would you rate the politeness and courtesy of these other healthcare professionals?
- Q40. Did you have confidence and trust in these other healthcare professionals?
- Q41. How often did the doctors, nurses and other health professionals caring for you explain things in a way you could understand?
- Q51. Did you feel you were treated with respect and dignity while you were in the hospital?
- Q52. Did the staff treating and examining you introduce themselves?
- Q53. Did the staff treating and examining you introduce themselves?
- Q71. Before your operation or surgical procedure, did a member of hospital staff explain what would be done in a way you understand?
- Q87. Overall, how would you rate the care you received while in hospital?

While there were many questions in the 2013 AAPS that analysis indicated had a ceiling effect, it should be noted that the vast majority of these were questions with three point scales. The number of response options can have substantial effect on the distribution of responses and the ceiling effect analysis alone is not deemed sufficient evidence to remove or change a question.

Further, many of these questions were embedded in sections relating to the performance of certain members of medical staff (for instance, doctors and nurses), suggesting high performance of these health professionals rather than insensitive question scales. This hypothesis was further reinforced by the ceiling effect seen for the overall rating question (Q87).

4.1.3 Correlation analysis

Inter-item Pearson correlations were examined to establish if any questions were measuring the same construct, and were therefore redundant.

A correlation coefficient of 0.7 or higher is considered to represent a strong relationship between two variables. The following pairs of questions exhibited a correlation of 0.7 or higher:

- Q28. Overall, how would you rate the doctors who treated you? and Q26. How would you rate the politeness and courtesy of your doctors?
- Q37. Overall, how would you rate the nurses who treated you? and Q36. Were the nurses kind and caring towards you?
- Q37. Overall, how would you rate the nurses who treated you? and Q35. How would you rate the politeness and courtesy of your nurses?
- Q89. If asked about your hospital experience by friends and family how would you respond? and Q87. Overall, how would you rate the care you received while in hospital?

Given the fundamental syntactic differences between the pairs of questions (as well as the fact that all of the pairs included an 'overall' question), it appears likely that the high correlations indicate that the questions relating to medical professionals' characteristics are key drivers of the overall outcome questions. Consequently, it was hypothesised that there is no significant redundancy within the questionnaire.

4.1.4 Key driver analysis

Following examination of the inter-item correlations, a key driver analysis was performed using a logistic regression model to establish the primary catalysts of patient satisfaction. This model incorporated the ten items that exhibited the highest correlation with 'Q87. Overall, how would you rate the care you received in hospital?'.

The following three questions were found to have the largest impact on overall patient experience:

- Q88. How well organised was the care you received in hospital?
- Q48. How would you rate how well the doctors and nurses worked together?
- Q35. How would you rate the politeness and courtesy of your nurses?

4.2 Cognitive interviews among adult admitted patients

Two rounds of cognitive interviews were conducted with NSW adult admitted patients in order to investigate how they interpreted and responded to the revised survey questions. This testing was performed to ensure:

- Validity of the revised questionnaire (i.e. that questions were understood, consistently interpreted and measured what they were intended to measure)
- Language used in questions was appropriate to patient reading age, including reading age for non-native English speakers
- That patients were able to follow the new questionnaire routing instructions
- There was a final opportunity to confirm that individual questions were relevant to patients and that no crucial question areas were missing (from the patient perspective).

The first round of cognitive testing was aimed at better understanding how Aboriginal and Torres Strait Islander patients would respond to the questionnaire content and layout. Recruitment proved very difficult and only one interview was undertaken. The second round of cognitive testing was conducted among a cross-section of four adults from the Sydney area who had been admitted to a NSW public hospital in the previous 12 months. Broad quotas were set to ensure representation of a range of participants in terms of age, admission and background (including culturally and linguistically diverse patients). The interviews were conducted in January and April 2014.

Questions identified as problematic in these interviews were discussed with the BHI, and redrafted in the light of these findings and those from the statistical analyses.

4.3 Discussion and revision to the questionnaire content

The statistical analysis of the 2013 AAPS data and the findings from the cognitive interviews were extensively discussed between the BHI and Ipsos teams.

The following table outlines the final questions in the 2014 AAPS questionnaire. This table only records those questions that have been changed since the 2013 questionnaire. The fields presented in the table are:

- 2014 finalised question: The final question and response option wording used
- 2013 AAPS question: The concordant question from the 2013 AAPS. Note that this question might be identical but can also have significant changes to question and response option wording, as well as number of responses
- Review notes: the rationale for any changes made to the question.

For the 2014 questionnaire, there were no new questions added. All these questions were newly created for the 2014 survey and were not sourced from any existing questionnaire. These new questions are noted in the 'Review notes' column as 'original question'.

2014 finalised question	2013 AAPS question	Review notes
Q1 Was your stay in hospital planned in advance or an emergency? <i>An emergency</i> <i>Planned in advance</i> <i>Something else</i>	Q1 Was your visit to hospital planned in advance or an emergency? <i>An emergency</i> <i>Planned in advance</i> <i>Something else</i>	Replaced 'visit' with 'stay' to reflect that these are admitted patients and to use consistent phrasing throughout.

2014 finalised question	2013 AAPS question	Review notes
<p>Q2 From the time a doctor said you would need to go to hospital, how long did you have to wait to admitted?</p> <p><i>Less than 1 month</i></p> <p><i>1 to 3 months</i></p> <p><i>4 to 6 months</i></p> <p><i>7 to 12 months</i></p> <p><i>More than 1 year</i></p> <p><i>Don't know/can't remember</i></p>	<p>N/A</p>	<p>Original question</p> <p>Added to define the length of this wait, before we go on to ask whether the wait was too long or not.</p>
<p>Q3 Do you think the amount of time you waited was ... ?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q2 Do you think the total amount of time you waited to be admitted to hospital was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>	<p>Simplified to reflect the addition of the new Q2.</p>
<p>Q4. Before your arrival, how much information about your hospital stay was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q3 Before your arrival to hospital, how much information about your hospital stay was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Don't know/can't remember</i></p>	<p>Simplified wording by removing "to hospital".</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q6 Were the Emergency Department staff polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q5 How would you rate the politeness and courtesy of staff in the Emergency Department?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was revised to provide a better measurement of performance, as a reporting question not a rating question. It was also changed to be shorter and easier to read.</p>
<p>Q8 Were the staff you saw on your arrival to hospital polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q7 How would you rate the politeness and courtesy of staff on your arrival to hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very Poor</i></p>	<p>The question was revised to provide a better measurement of performance, as a reporting question not a rating question. It was also changed to be shorter and easier to read.</p>
<p>Q9 Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q8 Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p>	<p>'Don't know/can't remember' answer category added for completeness.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q12 Did you see <u>nurses</u> wash their hands, or use hand gel to clean their hands, or put on clean gloves before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>Can't remember</i></p>	<p>Q11 Did you see <u>nurses</u> wash their hands, or use hand gel to clean their hands, or put on clean gloves before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>'No' changed to 'No, I did not see this', and 'Don't know/can't remember' to 'Can't remember'. The change was to address misinterpretation by respondents, who were answering whether nurses cleaned their hands, not if they saw them being cleaned.</p>
<p>Q13 Did you see <u>doctors</u> wash their hands, use hand gel to clean their hands or put on clean gloves before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>Can't remember</i></p>	<p>Q12 Did you see <u>doctors</u> wash their hands, use hand gel to clean their hands or put on clean gloves before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>'No' changed to 'No, I did not see this', and 'Don't know/can't remember' to 'Can't remember'. The change was to address misinterpretation by respondents, who were answering whether doctors cleaned their hands, not if they saw them being cleaned.</p>
<p>Q16 Did you have any hospital food during this stay?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>Q16 Did you have any hospital food during this visit?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>Replaced 'visit' with 'stay' to be consistent throughout.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q26 Were the doctors polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q26 How would you rate the politeness and courtesy of your doctors?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was revised to provide a better measurement of performance, as a reporting question not a rating question. It was also changed to be shorter and easier to read.</p>
<p>Q34 Were the nurses polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q35 How would you rate the politeness and courtesy of your nurses?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was revised to provide a better measurement of performance, as a reporting question not a rating question. It was also changed to be shorter and easier to read.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q37 Which, if any of the following <u>other</u> health professionals did you receive care or treatment from during this hospital stay?</p> <p><i>Dietician</i></p> <p><i>Occupational therapist</i></p> <p><i>Pharmacist</i></p> <p><i>Physiotherapist</i></p> <p><i>Psychologist</i></p> <p><i>Radiographer (X-ray, ultrasound, MRI)</i></p> <p><i>Social worker</i></p> <p><i>Speech pathologist</i></p> <p><i>Other, please write in_____</i></p> <p><u><i>None of these</i></u></p>	<p>Q38 Which, if any of the following other healthcare professionals did you receive care or treatment from during this hospital stay?</p> <p><i>Dietician</i></p> <p><i>Occupational therapist</i></p> <p><i>Pharmacist</i></p> <p><i>Physiotherapist</i></p> <p><i>Psychologist</i></p> <p><i>Radiographer (X-ray, ultrasound, MRI)</i></p> <p><i>Social worker</i></p> <p><i>Speech pathologist</i></p> <p><i>Any other health care professional, please write in_____</i></p> <p><i>None of these</i></p>	<p>'Healthcare professionals' was changed to 'health professionals' for consistency across questions and questionnaires. Also changed 'Any other healthcare professional' to 'Other' to prevent confusion.</p> <p>Underlined 'none' in last option to guide respondents' eye to this to reduce the % of missing responses.</p>
<p>Q38 Were these <u>other</u> health professionals polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q39 How would you rate the politeness and courtesy of these other health care professionals?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Question was revised to provide better measurement of performance, (reporting care rather than rating it). It was also changed to be shorter and easier to read.</p> <p>Also changed reference from 'healthcare professionals' to 'health professionals' for consistency across questions and questionnaires.</p> <p>Underlined 'other' to remind respondents who referring to and decrease potentially seeming repetitious.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q39 Did you have confidence and trust in these <u>other</u> health professionals?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q40 Did you have confidence and trust in these other health care professionals?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Changed reference from 'healthcare professionals' to 'health professionals' for consistency across questions and questionnaires.</p> <p>Underlined 'other' as per Q38.</p>
<p>Q40 Did the health professionals explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q41 How often did the doctors, nurses and other health professionals caring for you explain things in a way you could understand?</p> <p><i>All of the time</i></p> <p><i>Most of the time</i></p> <p><i>Some of the time</i></p> <p><i>Rarely</i></p> <p><i>Never</i></p>	<p>Although a Core Common Question, in BHI's review, the recommendation was to make the question shorter and easier to understand; make the categories relate better to the question; and the structure changed to be a reporting, rather than a rating question. A blurb was added ahead of it to instruct patients to think of all the different health professionals</p>
<p>Q41 During your stay in hospital, how much information about your condition or treatment was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Not applicable to my situation</i></p>	<p>Q42 During your stay in hospital, how much information about your condition or treatment was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p>	<p>'Not applicable to my situation' was added as an answer category.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q43 Did a health professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q44 Did a health care professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>This is a Core Common Question and no major changes were recommended in BHI's review of these questions. However, changed reference from 'healthcare professionals' to 'health professionals' for consistency across questions and questionnaires.</p>
<p>Q44 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not have enough opportunity</i></p> <p><i>I was not well enough</i></p> <p><i>I did not want or need to be involved</i></p>	<p>Q45 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not have enough opportunity</i></p> <p><i>I was not well enough or did not want to be involved in decisions about my care or treatment</i></p>	<p>This is a Core Common Question and no major changes were recommended in BHI's review of these questions. However, 'I was not well enough or did not want to be involved in decisions about my care or treatment' was split into two separate answer categories; 'I was not well enough' and 'I did not want or need to be involved'. The aim was to provide greater clarity.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q45 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not get the opportunity</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't say</i></p>	<p>Q46 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not have enough opportunity</i></p> <p><i>This was not applicable to my situation</i></p> <p><i>Don't know/can't say</i></p>	<p>This is a Core Common Question and no major changes were recommended in BHI's review of these questions. However, simplified wording of 2 response options to make the question shorter.</p>
<p>Q47 How would you rate how well the health professionals worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Q48 How would you rate how well the doctors and nurses worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Adequate</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>This is a Core Common Question and in BHI's review of these questions recommended changing 'adequate' to 'neither good nor poor' to provide a true neutral point on the answer scale. Also changed 'doctors and nurses' to 'health professionals' to be more inclusive.</p>
<p>Q49 Was a call button placed within easy reach?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Not applicable</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q50 Was a call button placed within easy reach?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Additional answer categories 'not applicable' and 'don't know/can't remember' were added to provide more comprehensive and appropriate range of responses.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q51 Were your cultural or religious beliefs respected by the hospital staff?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, my beliefs were not respected</i></p> <p><i>My beliefs were not an issue</i></p>	<p>Q53 Were your religious or cultural beliefs respected by hospital staff?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, my beliefs were not respected</i></p> <p><i>My beliefs were not an issue during my hospital stay</i></p>	<p>'Cultural' given greater emphasis than 'religious' beliefs in order to put the broader category first; and the last answer category was simplified.</p>
<p>Q53 Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of surgery</i></p> <p><i>Complications as a result of tests of procedures</i></p> <p><i>A blood clot</i></p> <p><i>A pressure wound or bed sore</i></p> <p><i>A fall</i></p> <p><i>Any other complication or problem</i></p> <p><u><i>None of these</i></u></p>	<p>Q55 Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or negative effects?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of surgery</i></p> <p><i>Complications as a result of tests of procedures</i></p> <p><i>A blood clot</i></p> <p><i>A pressure wound or bed sore</i></p> <p><i>A fall</i></p> <p><i>Any other complication or negative effect</i></p> <p><i>None of these</i></p>	<p>'Negative effects' replaced with 'problem' as plainer language. 'None' underlined in response option to draw respondents' eye to this in attempt to reduce the % of missing responses.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q54 Was the impact of this complication or problem ...?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p>	<p>Q56 Was the impact of this complication or negative effect...?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p>	<p>'Negative effects' replaced with 'problem' to match rephrasing in Q53.</p>
<p>Q55 In your opinion, were members of the hospital staff open with you about this complication or problem?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q57 In your opinion, were members of the hospital staff open with you about this complication or negative effect?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'Negative effects' replaced with 'problem' as less leading to match rephrasing in Q53.</p>
<p>Q60 Did a health professional discuss the purpose of these tests, X-rays or scans with you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q62 Did a doctor, nurse or other health professional discuss the purpose of these tests, X-rays or scans with you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>The question wording was simplified and shortened.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q61 Did you receive test, X-ray or scan <u>results</u> while you were still in hospital?</p> <p>Yes</p> <p>No</p>	<p>Q63 Did you receive test, X-ray or scan results while you were still in hospital?</p> <p>Yes</p> <p>No</p>	<p>Underlined 'results' in response option to help respondents distinguish between this and Q59, due to high rate of missing responses.</p>
<p>Q62 Did a health professional explain the test, X-ray or scan results in a way that you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p>	<p>Q64 Did a member of hospital staff explain the test, X-ray or scan results in a way that you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p>	<p>'Member of hospital staff' was changed to 'health professional' for accuracy and consistency.</p>
<p>Q63 During your stay in hospital, did you have an operation or surgical procedure?</p> <p>Yes</p> <p>No</p>	<p>Q65 During your visit to hospital, did you have an operation or surgical procedure?</p> <p>Yes</p> <p>No</p>	<p>Replaced 'visit' with 'stay' to be consistent throughout survey</p>
<p>Q67 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q69 Do you think the total amount of time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was...?</p> <p><i>About right</i></p> <p><i>Slightly too long</i></p> <p><i>Much too long</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Amount of' removed to shorten and simplify the question wording.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q68 Before your operation or surgical procedure, did a health professional explain what would be done in a way that you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not want or need an explanation</i></p>	<p>Q71 Before your operation or surgical procedure, did a member of hospital staff explain what would be done in a way that you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not want an explanation</i></p>	<p>'A member of hospital staff' was changed to 'a health professional' for accuracy and consistency. The last answer category was changed to 'I did not want or need an explanation' due to potential impact of sedatives on memory.</p>
<p>Q69 After the operation or procedure, did a health professional explain how the operation or surgical procedure had gone in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q72 After the operation or procedure, did a member of staff explain how the operation or surgical procedure had gone in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'A member of hospital staff' was changed to 'a health professional' for accuracy and consistency. 'Don't know/can't remember' was added as an answer category due to potential impact of sedatives on memory.</p>
<p>Q70 Did you feel involved in decisions about your discharge from hospital?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not want or need to be involved</i></p>	<p>Q73 Did you feel involved in decisions about your discharge from hospital?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not need or want to be involved</i></p>	<p>The last answer category was changed from 'need or want' to 'want or need' for consistency with Q69.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q72 Thinking about when you left hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I was not given enough</i></p> <p><i>I did not need this type of information</i></p>	<p>Q75 Thinking about when you left hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need this type of information</i></p>	<p>'No' changed to 'No, I was not given enough' for clarification.</p>
<p>Q73 Did hospital staff take your family and home situation into account when planning your discharge?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, staff did not take my situation into account</i></p> <p><i>It was not necessary</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q76 Did hospital staff take your family and home situation into account when planning your discharge?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, staff did not take my family and home situation into account</i></p> <p><i>It was not necessary</i></p> <p><i>Don't know/can't remember</i></p>	<p>The third answer category was simplified to 'No, staff did not take my situation into account'.</p>
<p>Q74 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, arrangements were not adequate</i></p> <p><i>It was not necessary</i></p>	<p>Q77 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need any services</i></p>	<p>This is a Core Common Question and in BHI's review of these questions, it was recommended that the third answer category was clarified; 'No, arrangements were not adequate' and the fourth category was simplified to reduce the number of words in the question.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q76 Were you given or prescribed medication to take at home?</p> <p>Yes</p> <p>No</p>	<p>Q79 Were you given medication to take at home?</p> <p>Yes</p> <p>No</p>	<p>'Or prescribed' was added to the question wording for greater clarification.</p>
<p>Q77 Did a health professional in the hospital explain the purpose of this medication in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p>	<p>N/A</p>	<p>Original question</p> <p>This question was added to improve consistency between questionnaires (as appears in the ED Survey) and ask more specific questions about medication information provided</p>
<p>Q78 Did a health professional in the hospital tell you about medication side effects to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p>	<p>N/A</p>	<p>Original question</p> <p>This question was added to improve consistency between questionnaires (as appears in the ED Survey) and ask more specific questions about medication information provided.</p>
<p>Q79 Did you feel involved in the decision to use this medication in your ongoing treatment?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not want or need to be involved</i></p>	<p>Q81 Did you feel involved in the decision to use this medication in your treatment?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not want to be involved</i></p>	<p>'Ongoing' added to the question wording for clarification, and 'or need' added to the last answer category for consistency with other questions.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q84 What were the main reasons for the delay?</p> <p><i>I had to wait for medicines</i></p> <p><i>I had to wait to see the doctor</i></p> <p><i>I had to wait for an ambulance/transport</i></p> <p><i>I had to wait for the letter for my GP</i></p> <p><i>I was not well enough</i></p> <p><i>Some other reason</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q85 What was the main reason for the delay?</p> <p><i>I had to wait for medicines</i></p> <p><i>I had to wait to see the doctor</i></p> <p><i>I had to wait for an ambulance/transport</i></p> <p><i>I had to wait for the letter for my GP</i></p> <p><i>Some other reason</i></p> <p><i>Don't know/can't remember</i></p>	<p>Respondents gave several responses so the question wording was changed to allow several responses. The answer category 'I was not well enough' was added for completeness.</p>
<p>Q85 Overall, how would rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Q87 Overall, how would rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Adequate</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>This is a Core Common Question and in BHI's review of these questions, it was recommended that 'adequate' changed to 'neither good nor poor' to provide a true neutral answer category.</p>
<p>Q88 Did you want to make a complaint about something that happened in hospital?</p> <p><i>Yes, and I did complain</i></p> <p><i>Yes, but I did <u>not</u> complain</i></p> <p><i>No, I did not want to make a complaint</i></p>	<p>N/A</p>	<p>Original question</p> <p>This question was added as part of a suite of recommendations from a review into the HCCC in 2013.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q89 Why didn't you make a complaint?</p> <p><i>I didn't know how to make a complaint</i></p> <p><i>I didn't know who to complain to</i></p> <p><i>I was worried it might affect my future care</i></p> <p><i>I didn't think it would be taken seriously</i></p> <p><i>I was too unwell to complain</i></p> <p><i>It wasn't a serious issue</i></p> <p><i>Some other reason</i></p>	N/A	<p>Original question</p> <p>This question was added as part of a suite of recommendations from a review into the HCCC in 2013.</p>
<p>Q90 Did the care and treatment received in hospital help you?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, not at all</i></p>	N/A	<p>Original question</p> <p>This question was added to investigate Patient Reported Outcome Measures (PROMS).</p>
<p>Q91 Is the problem you went to hospital for ...?</p> <p><i>Much better</i></p> <p><i>A little better</i></p> <p><i>About the same</i></p> <p><i>A little worse</i></p> <p><i>Much worse</i></p>	N/A	<p>Original question</p> <p>This question was added to investigate Patient Reported Outcome Measures (PROMS).</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q92 In the <u>week before</u> your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?</p> <p><i>Not at all difficult</i></p> <p><i>Only a little difficult</i></p> <p><i>Somewhat difficult</i></p> <p><i>Very difficult</i></p> <p><i>I was not able to at all</i></p>	N/A	<p>Original question</p> <p>This question was added to investigate Patient Reported Outcome Measures (PROMS).</p>
<p>Q93 About <u>one month after</u> your discharge from hospital, how difficult was it for you to carry out your normal daily activities?</p> <p><i>Not at all difficult</i></p> <p><i>Only a little difficult</i></p> <p><i>Somewhat difficult</i></p> <p><i>Very difficult</i></p> <p><i>I was not able to at all</i></p>	N/A	<p>Original question</p> <p>This question was added to investigate Patient Reported Outcome Measures (PROMS).</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q96 What was the highest level of education you have <u>completed</u>?</p> <p><i>Still at secondary school</i></p> <p><i>Less than Year 12 or equivalent</i></p> <p><i>Completed Year 12 or equivalent</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University degree</i></p> <p><i>Post graduate/higher degree</i></p>	<p>Q92 What was the highest level of education you completed?</p> <p><i>Less than Year 12 at secondary school</i></p> <p><i>Completed Year 12 at secondary school</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University graduate</i></p> <p><i>Post graduate/higher degree</i></p>	<p>Changed to clarify the question wording and answer categories.</p>
<p>Q97 Which, if any, of the following long-standing conditions do you have (including age-related conditions)?</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or severe vision impairment</i></p> <p><i>A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (e.g. depression)</i></p> <p><i>A neurological condition (e.g. Alzheimer's, Parkinson's)</i></p> <p><u><i>None of these</i></u></p>	<p>Q93 Which, if any, of the following long-standing conditions do you have (including age-related conditions)?</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or severe vision impairment</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (including dementia or Alzheimer's)</i></p> <p><i>A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy</i></p> <p><i>None of these</i></p>	<p>More answer categories were added and category order changed to make the list more comprehensive, and reduce potential overlap.</p>

2014 finalised question	2013 AAPS question	Review notes
<p>Q105 What was the best part of the care you received whilst in this hospital?</p> <p><i>Open-ended response</i></p>	<p>Q102 What was the best part of the care you received whilst in this hospital?</p> <p><i>Open-ended response</i></p>	<p>Changed 'whilst' to 'while' to use plainer English.</p>

APPENDIX: FINAL 2014 AAPS QUESTIONNAIRE



NSW Patient Survey: Adult Admitted Patients

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

Date

Dear <INS_TITLE> <INS_SURNAME>,

Your experience in hospital 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 admission to [HOSPITAL NAME] during [MONTH]. **Your experience in this hospital is important as it helps us understand the quality of care you received and 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 is easiest to complete online. Please visit the web address below and log in with the following username and password. It is possible to partially complete the survey online and then return to it later to complete the remainder.



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

Username: [INS_UNAME]

Password: [INS_PWORD]

If you prefer to complete the attached paper survey, please use the included reply-paid envelope to mail it back to us.

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 survey 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).

Thank you for taking part in the survey.

Yours sincerely

Jean-Frédéric Lévesque
Chief Executive
Bureau of Health Information

How to complete the survey

This survey is about your recent experience as an admitted patient in the hospital named on the previous page. If you have been an admitted patient 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 wards or rooms you stayed in while in hospital?

- 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: Adult Admitted Patients

Q1 Was your stay in hospital planned in advance or an emergency?

- An emergency.....Go to Q5
- Planned in advance
- Something else



BEFORE ARRIVING AT HOSPITAL

Thinking back to before your hospital stay...

Q2 From the time a doctor said you would need to go to hospital, how long did you have to wait to be admitted?

- Less than 1 month
- 1 to 3 months
- 4 to 6 months
- 7 to 12 months
- More than 1 year
- Don't know/can't remember

Q3 Do you think the amount of time you waited was ...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

Q4 Before your arrival, how much information about your hospital stay was given to you?

- Not enough
- The right amount
- Too much
- Don't know/can't remember

ARRIVING AT HOSPITAL

Q5 When you arrived in hospital did you spend time in the Emergency Department?

- YesGo to Q6
- NoGo to Q8
- Don't know/can't remember.....Go to Q8

THE EMERGENCY DEPARTMENT (ED)

Q6 Were the Emergency Department staff polite and courteous?

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

Q7 Do you think the amount of time you spent in the Emergency Department was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

Go to Q10

PLANNED AND OTHER TYPES OF ARRIVAL /ADMISSION

Q8 Were the staff you saw on your arrival to hospital polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q9 Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?

- About right
- Slightly too long
- Much too long
- Don't know/can't remember

THE HOSPITAL AND WARD

For the following questions, please think about the time from when you arrived at your ward or room until you left hospital...

Q10 How clean were the wards or rooms you stayed in while in hospital?

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

Q11 How clean were the toilets and bathrooms that you used while in hospital?

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

Q12 Did you see nurses wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?

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

Q13 Did you see doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?

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

Q14 Were you given enough privacy when being examined or treated?

- Yes, always
- Yes, sometimes
- No

Q15 Were you given enough privacy when discussing your condition or treatment?

- Yes, always
- Yes, sometimes
- No

FOOD

Q16 Did you have any hospital food during this stay?

- Yes
- NoGo to Q22

Q17 How would you rate the hospital food?

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

Q18 Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?

- Yes
- NoGo to Q20

Q19 Was the hospital food suitable for your dietary needs?

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

Q20 Did you need help from staff to eat your meals?

- Yes
- NoGo to Q22

Q21 Did you get enough help from staff to eat your meals?

- Yes, always
- Yes, sometimes
- No

DOCTORS

Q22 If you needed to talk to a doctor, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not get the opportunity
- I had no need to talk to a doctor

Q23 When you had important questions to ask a doctor, did they answer in a way you could understand?

- Yes, always
- Yes, sometimes
- No, I did not get answers I could understand
- I did not ask any questions

Q24 In your opinion, did the doctors who treated you know enough about your medical history?

- Yes, always
- Yes, sometimes
- No

Q25 Did you have confidence and trust in the doctors treating you?

- Yes, always
- Yes, sometimes
- No

Q26 Were the doctors polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q27 Were the doctors kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q28 Overall, how would you rate the doctors who treated you?

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

NURSES

Q29 If you needed to talk to a nurse, did you get the opportunity to do so?

- Yes, always
- Yes, sometimes
- No, I did not get the opportunity
- I had no need to talk to a nurse

Q30 When you had important questions to ask a nurse, did they answer in a way you could understand?

- Yes, always
- Yes, sometimes
- No, I did not get answers I could understand
- I did not ask any questions

Q31 In your opinion, did the nurses who treated you know enough about your care and treatment?

- Yes, always
- Yes, sometimes
- No

Q32 Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?

- Yes, always
- Yes, sometimes
- No, they did not ask my name or check my identification band
- Don't know/can't remember

Q33 Did you have confidence and trust in the nurses treating you?

- Yes, always
- Yes, sometimes
- No

Q34 Were the nurses polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q35 Were the nurses kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q36 Overall, how would you rate the nurses who treated you?

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

OTHER HEALTH PROFESSIONALS

Q37 Which, if any, of the following **other** health professionals did you receive care or treatment from during this hospital stay?
Please **X** all the boxes that apply to you

- Dietician
- Occupational therapist
- Pharmacist
- Physiotherapist
- Psychologist
- Radiographer (X-ray, ultrasound, MRI)
- Social worker
- Speech pathologist
- Any other health professional

↓
Please write in

- None of theseGo to Q40

Q38 Were these **other** health professionals polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q39 Did you have confidence and trust in these **other** health professionals?

- Yes, always
- Yes, sometimes
- No

YOUR TREATMENT AND CARE

For the following questions, please think about all the health professionals who treated or examined you in the hospital, including doctors, nurses and others.

Q40 Did the health professionals explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q41 During your stay in hospital, how much information about your condition or treatment was given to you?

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

Q42 Did you have worries or fears about your condition or treatment while in hospital?

- Yes
- NoGo to Q44

Q43 Did a health professional discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- 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
- I did not want or need to be involved

Q45 If your family or someone else close to you wanted to talk to a doctor, 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

Q46 How much information about your condition or treatment was given to your family, carer or someone 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 How would you rate how well the health professionals worked together?

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

Q48 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never
- I did not need assistance

Q49 Was a call button placed within easy reach?

- Yes, always
- Yes, sometimes
- No
- Don't know/not applicable

Q50 Did you feel you were treated with respect and dignity while you were in the hospital?

- Yes, always
- Yes, sometimes
- No

Q51 Were your cultural or religious beliefs respected by the hospital staff?

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

Q52 While in hospital, 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

Q53 Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?

- An infection
- Uncontrolled bleeding
- A negative reaction to medication
- Complications as a result of surgery
- Complications as a result of tests or procedures
- A blood clot
- A pressure wound or bed sore
- A fall
- Any other complication or problem
- None of these [Go to Q56](#)

Q54 Was the impact of this complication or problem ...?

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

Q55 In your opinion, were members of the hospital staff open with you about this complication or problem?

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

PAIN

Q56 Were you ever in any pain while in hospital?

- Yes
- No [Go to Q59](#)

Q57 When you had pain, was it usually severe, moderate or mild?

- Severe
- Moderate
- Mild

Q58 Do you think the hospital staff did everything they could to help manage your pain?

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

TESTS

Q59 During your stay in hospital, did you have any tests, X-rays or scans?

- Yes
 NoGo to Q63

Q60 Did a health professional discuss the purpose of these tests, X-rays or scans with you?

- Yes, always
 Yes, sometimes
 No

Q61 Did you receive test, X-ray or scan results while you were still in hospital?

- Yes
 NoGo to Q63

Q62 Did a health professional explain the test, X-ray or scan results in a way that you could understand?

- Yes, completely
 Yes, to some extent
 No

OPERATIONS AND PROCEDURES

Q63 During your stay in hospital, did you have an operation or surgical procedure?

- Yes
 NoGo to Q70

Q64 Was your operation or surgical procedure planned before you came to hospital?

- Yes
 NoGo to Q68

Q65 Thinking back to when you first tried to book an appointment with a specialist, how long did you have to wait to see that specialist?

- Less than 1 week
 1 to 4 weeks
 5 to 8 weeks
 More than 8 weeks
 Don't know/can't remember

Q66 From the time a specialist said you needed the operation or surgical procedure, how long did you have to wait to be admitted to hospital?

- Less than 1 month
 1 to 3 months
 4 to 6 months
 7 to 12 months
 More than 1 year
 Don't know/can't remember

Q67 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was...?

- About right
 Slightly too long
 Much too long
 Don't know/can't remember

Q68 Before your operation or surgical procedure, did a health professional explain what would be done in a way you could understand?

- Yes, completely
 Yes, to some extent
 No
 I did not want or need an explanation

Q69 After the operation or procedure, did a health professional explain how the operation or surgical procedure had gone in a way you could understand?

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

LEAVING HOSPITAL (DISCHARGE)

Thinking now about when you were discharged, that is when you left the hospital to go home or to another facility...

Q70 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

Q71 At the time you were discharged, did you feel that you were well enough to leave the hospital?

- Yes
- No

Q72 Thinking about when you left hospital, 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
- I did not need this type of information

Q73 Did hospital 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

Q74 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?

- Yes, completely
- Yes, to some extent
- No, arrangements were not adequate
- It was not necessary

Q75 Did hospital 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

Q76 Were you given or prescribed medication to take at home?

- Yes
- NoGo to Q80

Q77 Did a health professional in the hospital explain the purpose of this medication in a way you could understand?

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

Q78 Did a health professional in the hospital tell you about medication side effects to watch for?

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

Q79 Did you feel involved in the decision to use this medication in your ongoing treatment?

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

Q80 Did you receive a copy of a letter from the hospital doctors to your family doctor (GP)?

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

Q81 On the day you left hospital, was your discharge delayed?

- Yes
- NoGo to Q85

Q82 How long was the delay?

- Less than 1 hour
- At least 1 hour but less than 2 hours
- At least 2 hours but less than 4 hours
- 4 hours or longer
- Don't know/can't remember

Q83 Did a member of staff explain the reason for the delay?

- Yes
- No

Q84 What were the main reasons for the 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
- I had to wait for the letter for my GP
- I was not well enough
- Some other reason
- Don't know/can't remember

OVERALL

Q85 Overall, how would you rate the care you received while in hospital?

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

Q86 How well organised was the care you received in hospital?

- Very well organised
- Fairly well organised
- Not well organised

Q87 If asked about your hospital experience by friends and family how would you respond?

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

Q88 Did you want to make a complaint about something that happened in hospital?

- Yes, and I did complain.....Go to Q90
- Yes, but I did not complain.....Go to Q89
- No, I did not want to make a complaint.....Go to Q90

Q89 Why didn't you make a complaint?
Please **X** all the boxes that apply to you

- I didn't know how to make a complaint
- I didn't know who to complain to
- I was worried it might affect my future care
- I didn't think it would be taken seriously
- I was too unwell to complain
- It wasn't a serious issue
- Some other reason

OUTCOMES

Q90 Did the care and treatment received in hospital help you?

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

Q91 Is the problem you went to hospital for...?

- Much better
- A little better
- About the same
- A little worse
- Much worse

Q92 In the week before your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?

- Not at all difficult
- Only a little difficult
- Somewhat difficult
- Very difficult
- I was not able to at all

Q93 About one month after your discharge from hospital, how difficult was it for you to carry out your normal daily activities?

- Not at all difficult
- Only a little difficult
- Somewhat difficult
- Very difficult
- I was not able to at all

ABOUT YOU (THE PATIENT)

Q94 What year were you born?
 WRITE IN (YYYY)

Q95 What is your gender?
 Male
 Female

Q96 What is the highest level of education you have completed?
 Still at school
 Less than Year 12 or equivalent
 Completed Year 12 or equivalent
 Trade or technical certificate or diploma
 University degree
 Post graduate/higher degree

Q97 Which, if any, of the following long-standing conditions do you 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 illness (e.g. cancer, HIV, diabetes, chronic heart disease)
 A long-standing physical condition
 A learning disability
 A mental health condition (e.g. depression)
 A neurological condition (e.g. Alzheimer's, Parkinson's)
 None of these

Q98 In general, how would you rate your health?
 Excellent
 Very good
 Good
 Fair
 Poor

Q99 Which language do you mainly speak at home?
 EnglishGo to Q102
 A language other than English

↓
 Please write in then go to Q100

Q100 Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?
 Yes
 NoGo to Q102

Q101 Was an interpreter provided when you needed one?
 Yes, always
 Yes, sometimes
 No

Q102 Are you of Aboriginal origin, Torres Strait Islander origin, or both?
 Yes, Aboriginal
 Yes, Torres Strait Islander
 Yes, both Aboriginal and Torres Strait Islander
 No

Q103 Who completed this questionnaire?
 The patient
 The patient with help from someone else
 Someone else on behalf of the patient

Q104 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?
 Yes
 No

YOUR FINAL COMMENTS

Q105

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

Q106

What part of your care provided by this hospital most needs improving?

**Thank you for your time.
Please remove the front page by tearing along the perforated line.
Return the questionnaire in the reply paid envelope provided
or send in 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, and the Victorian Patient Satisfaction Monitor, and are used with permission.

Barcode