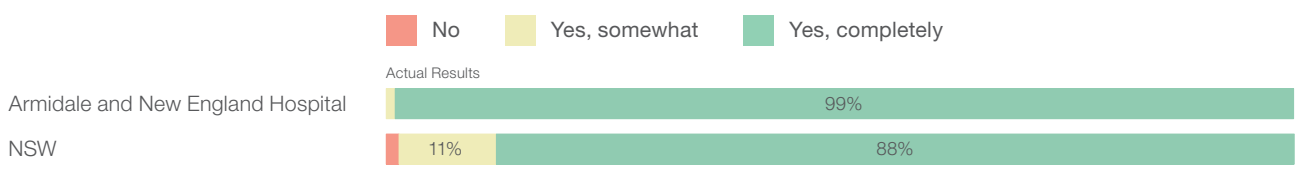
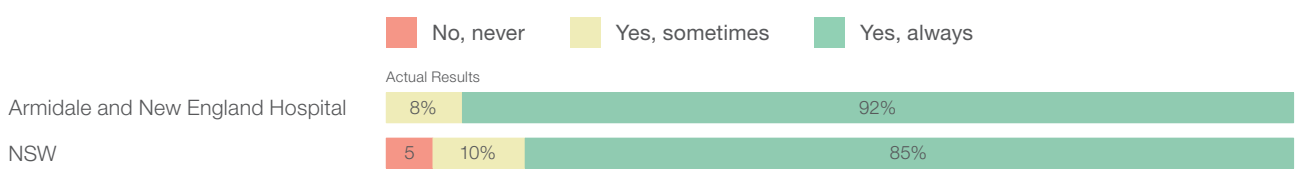


**Armidales and New England Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>**  
 NSW Health Patient Survey, February 2010

HIGHEST: Did the healthcare professional treat you with respect and dignity?



SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?

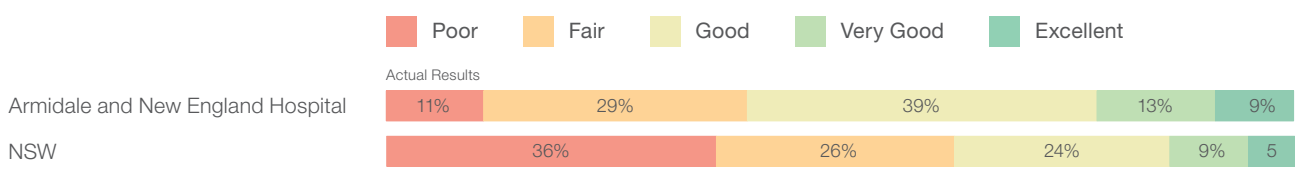


THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?

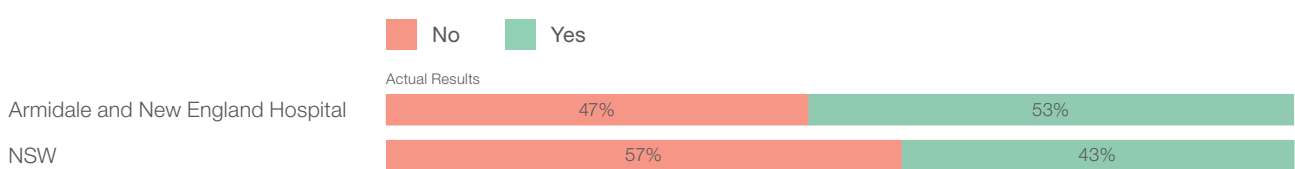


**Armidales and New England Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>**  
 NSW Health Patient Survey, February 2010

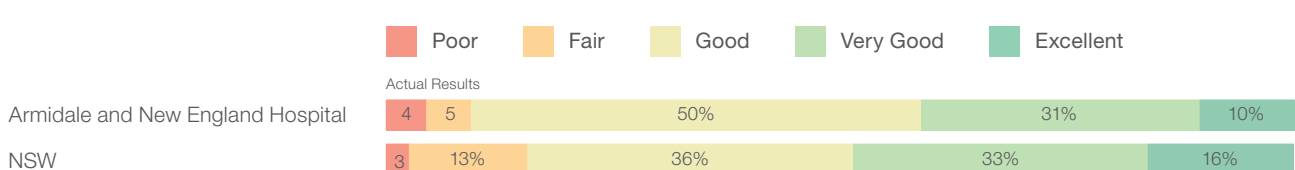
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



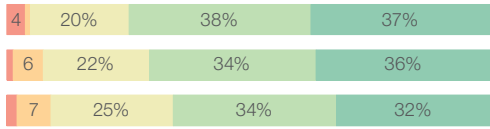
## Armidale and New England Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

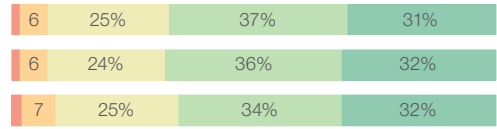
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



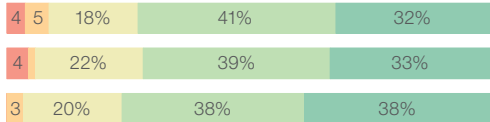
Armidale and New England Hospital  
District group 1 hospitals  
New South Wales

Standardised results<sup>3</sup>



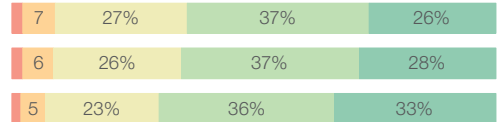
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Armidale and New England Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Armidale and New England Hospital



## Armidale and New England Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

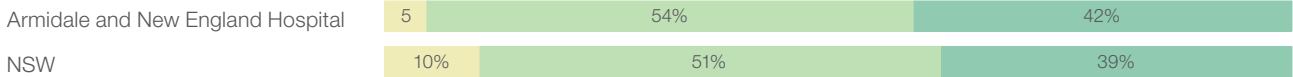
Outpatient attendances during February 2010: 735 patients

229 people who received outpatient services were sent a questionnaire; 38% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

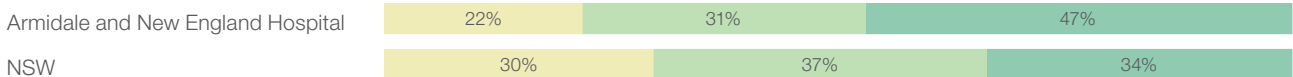
#### Age

■ 0-19 ■ 20-59 ■ 60+



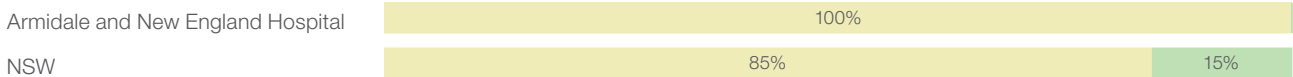
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

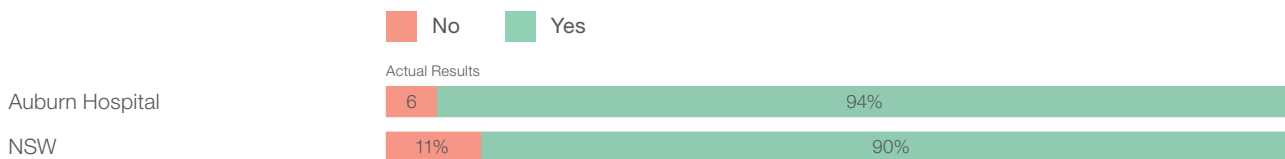
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Auburn Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

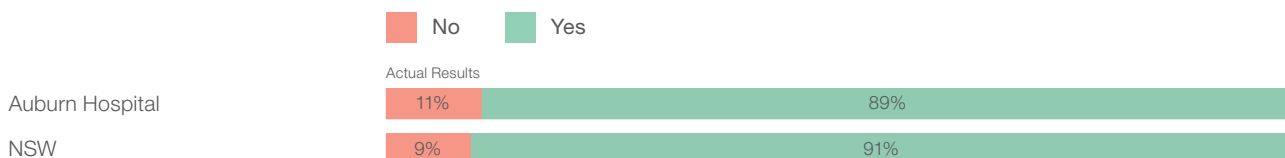
HIGHEST: Were you asked about how your family or living situation affect your health?



SECOND HIGHEST: Were you told why you needed tests in a way you could understand?



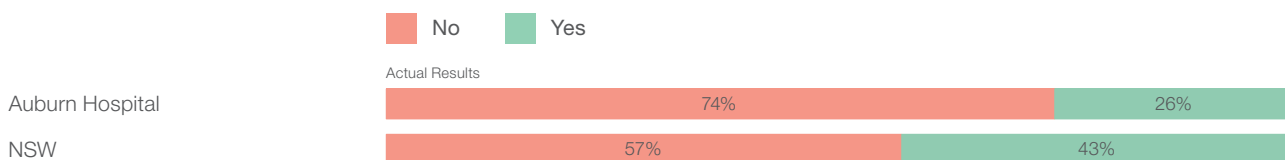
THIRD HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



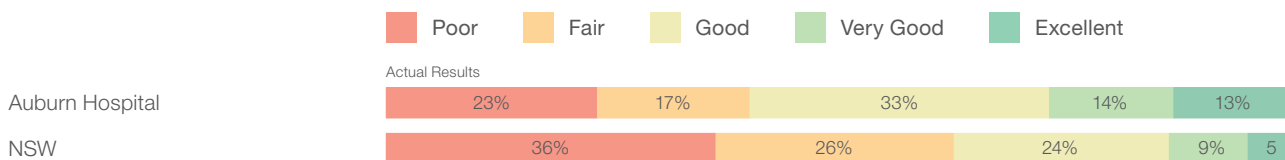
### Auburn Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

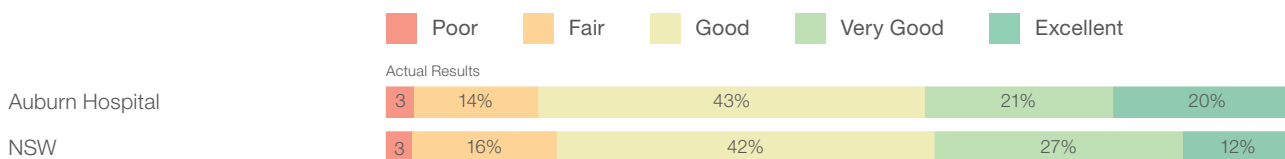
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

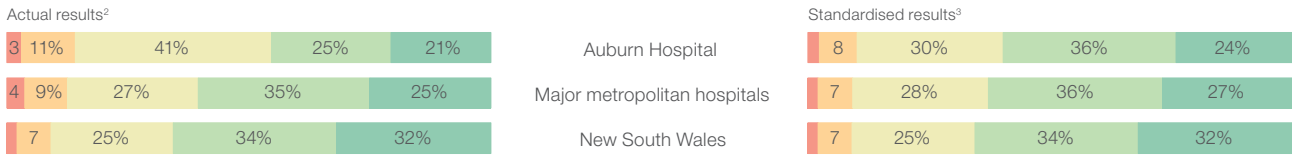


## Auburn Hospital: Patient experiences with outpatient services

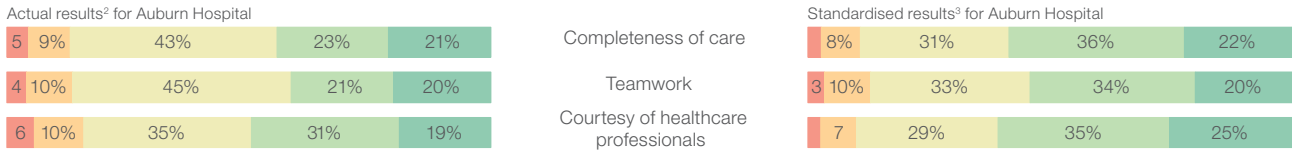
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



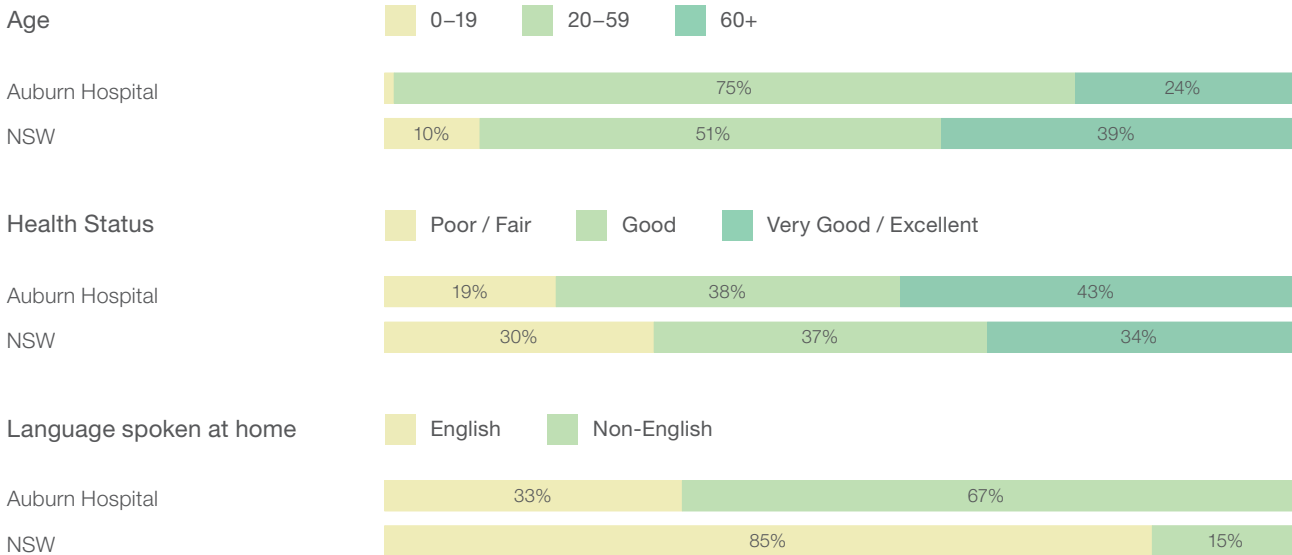
## Auburn Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,538 patients

319 people who received outpatient services were sent a questionnaire; 28% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

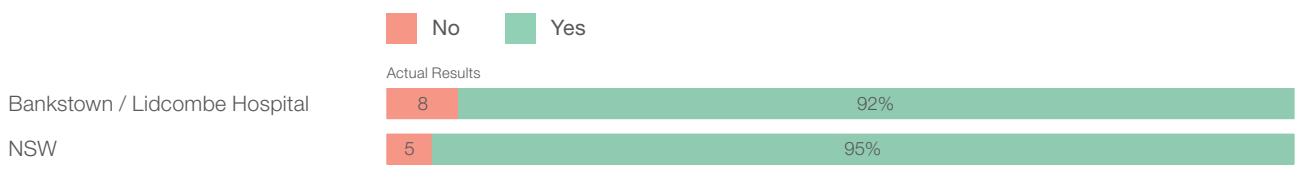
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

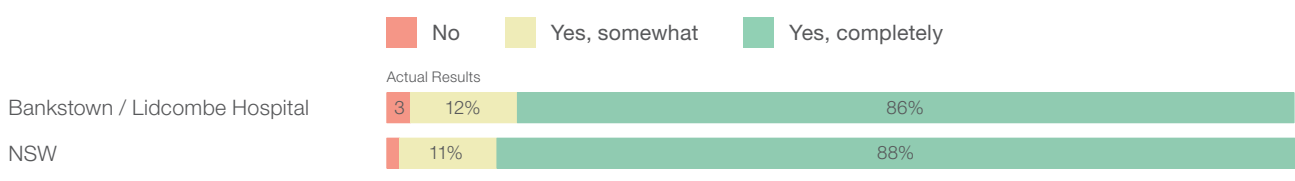
### Bankstown / Lidcombe Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

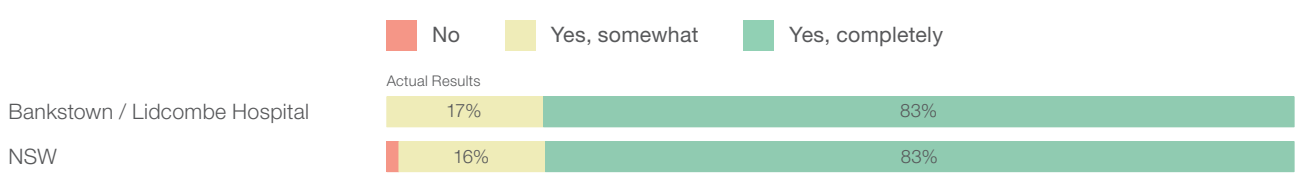
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



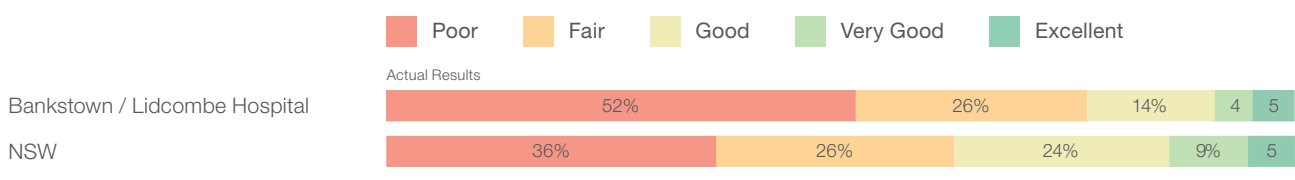
THIRD HIGHEST: Did the healthcare professional listen to what you had to say?



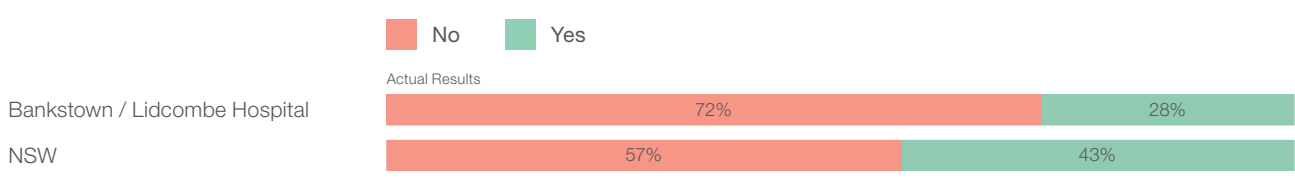
### Bankstown / Lidcombe Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

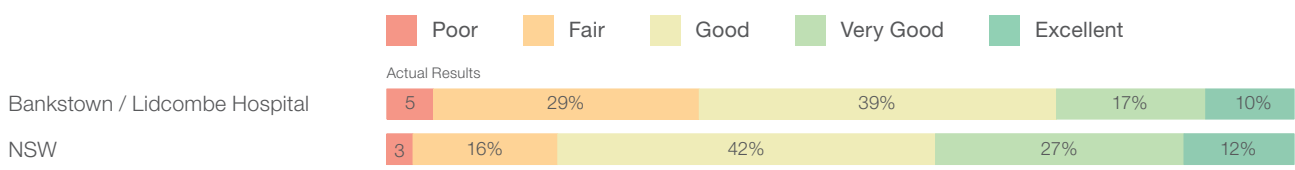
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



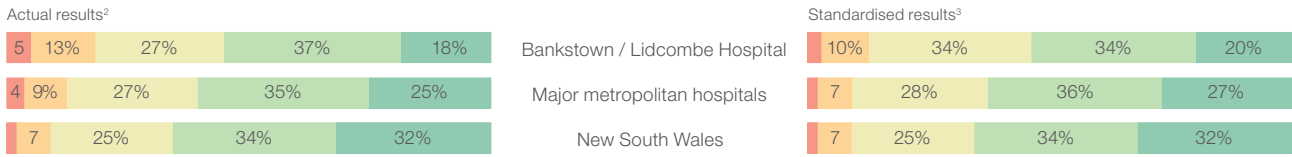
Bankstown / Lidcombe Hospital was classified as a major metropolitan hospital in the Health Information Exchange during the analysis phase of this report and is therefore presented as such in this document. Since then, this hospital has been confirmed in the principal referral group of hospitals and this change will be reflected in future reports.

## Bankstown / Lidcombe Hospital: Patient experiences with outpatient services

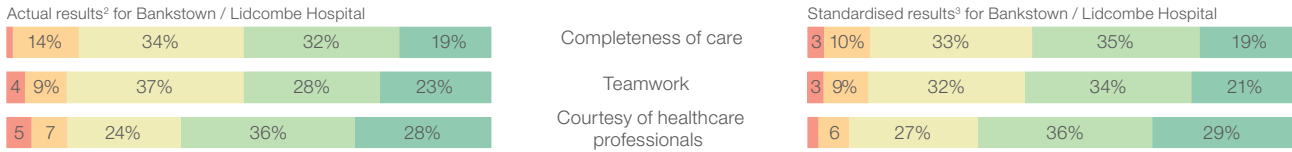
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



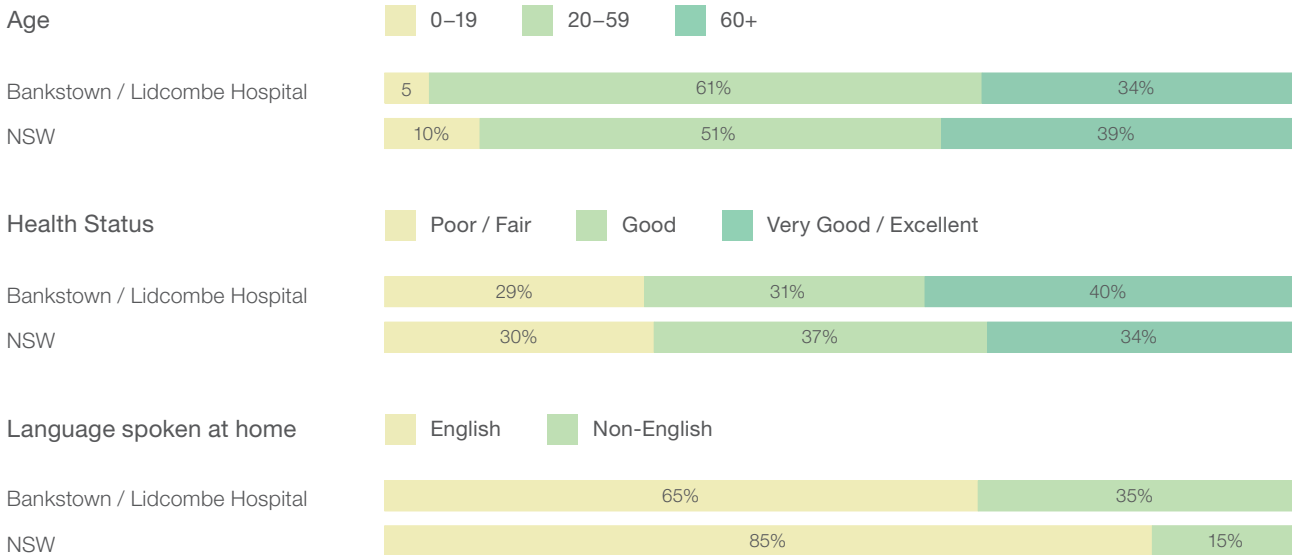
## Bankstown / Lidcombe Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,378 patients

312 people who received outpatient services were sent a questionnaire; 30% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

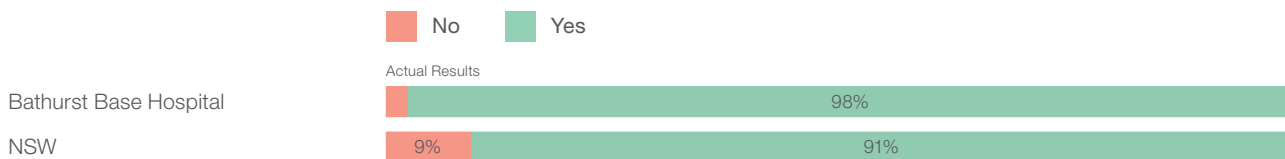
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

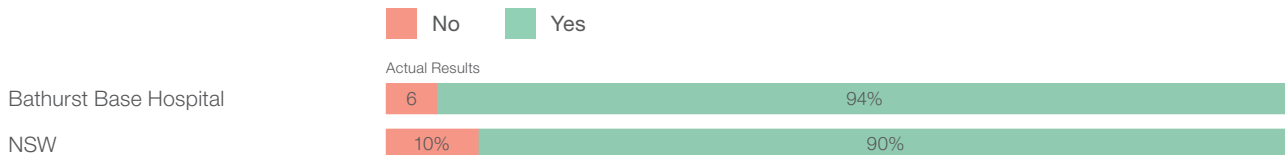
### Bathurst Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

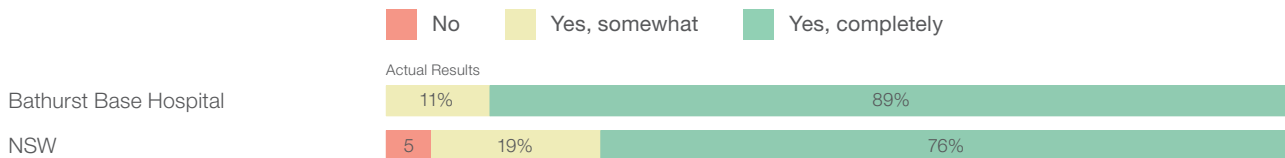
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



SECOND HIGHEST: Did you know who to call if you needed help after you left your appointment?



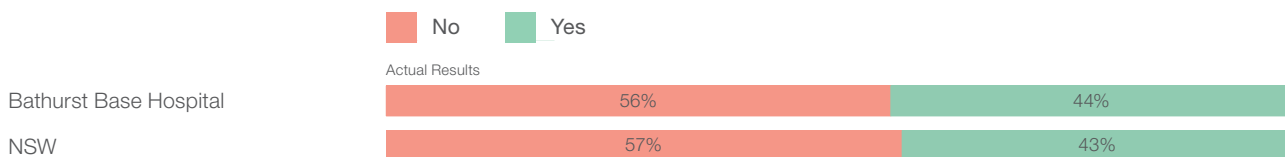
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



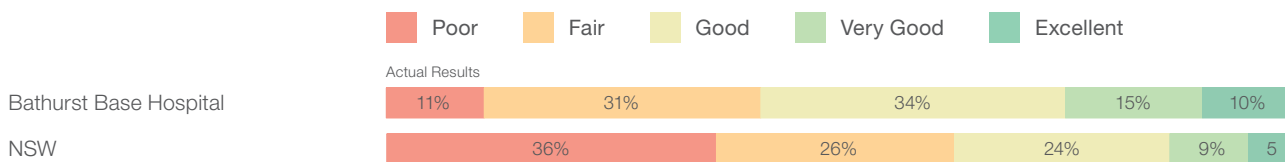
### Bathurst Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

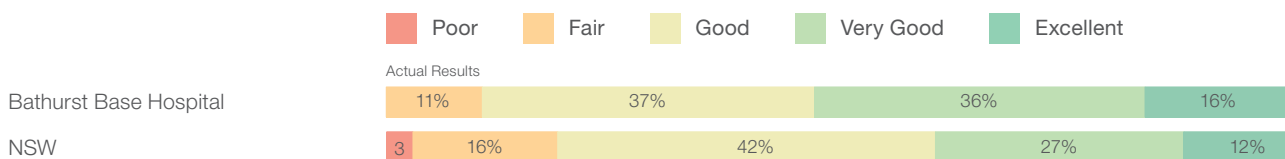
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



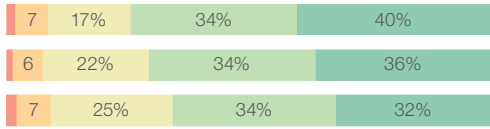
## Bathurst Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

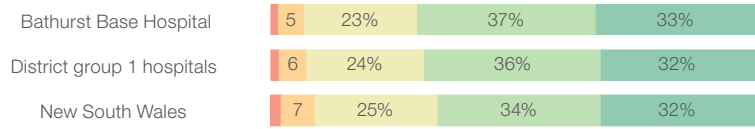
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

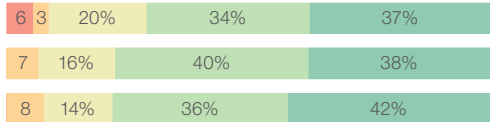


Standardised results<sup>3</sup>

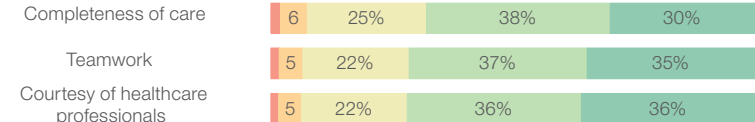


### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Bathurst Base Hospital



Standardised results<sup>3</sup> for Bathurst Base Hospital



## Bathurst Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

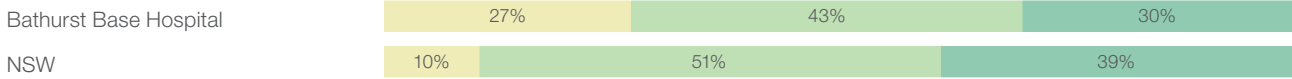
Outpatient attendances during February 2010: 978 patients

229 people who received outpatient services were sent a questionnaire; 31% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

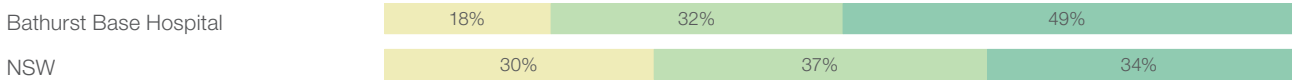
#### Age

■ 0-19 ■ 20-59 ■ 60+



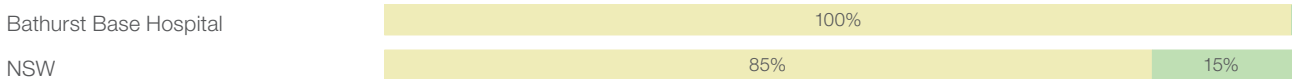
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

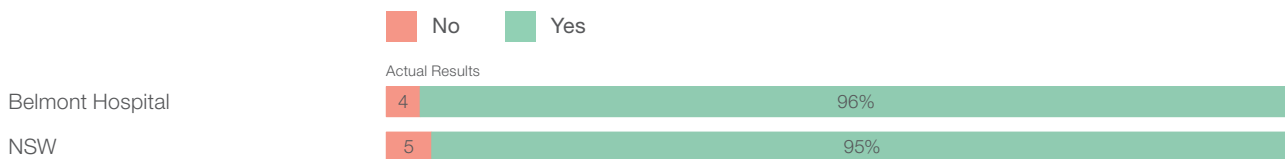
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



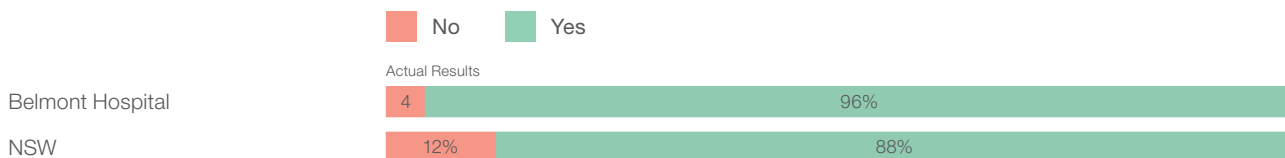
**Belmont Hospital:** What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

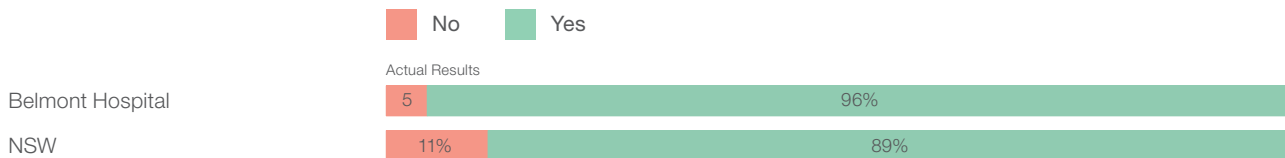
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did you spend as much time with the healthcare professional as you wanted?



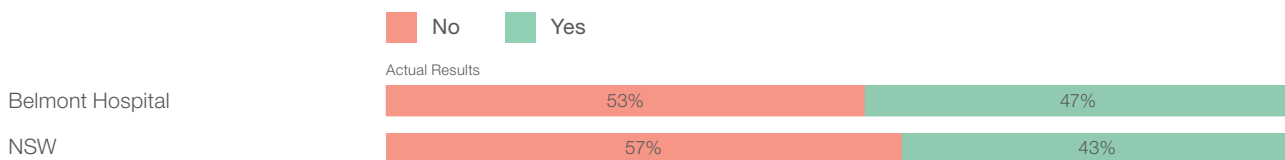
THIRD HIGHEST: Did someone tell you how you would find out the results of your tests?



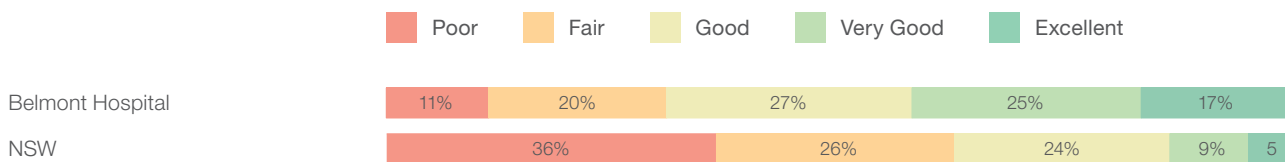
**Belmont Hospital:** What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

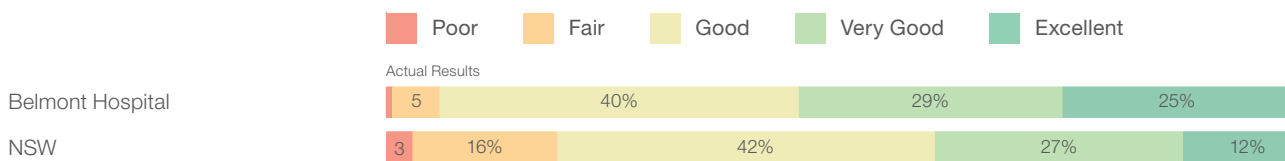
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



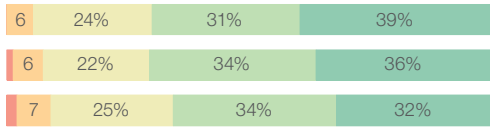
## Belmont Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

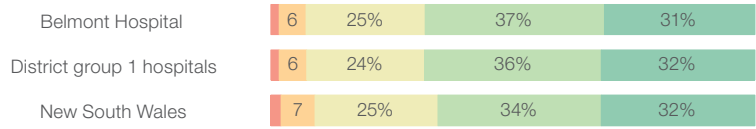
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

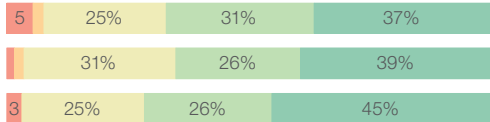


Standardised results<sup>3</sup>

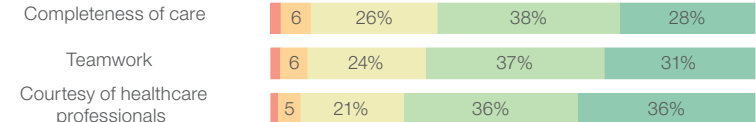


### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Belmont Hospital



Standardised results<sup>3</sup> for Belmont Hospital



## Belmont Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

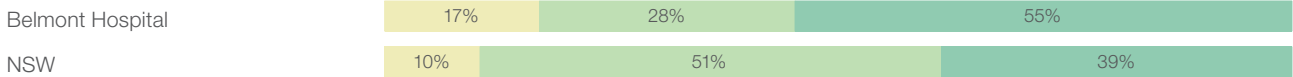
Outpatient attendances during February 2010: 933 patients

243 people who received outpatient services were sent a questionnaire; 46% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

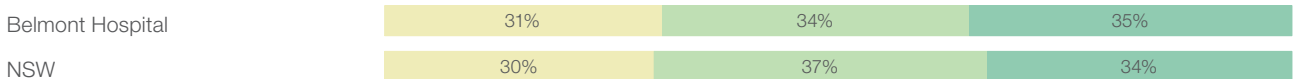
#### Age

■ 0-19 ■ 20-59 ■ 60+



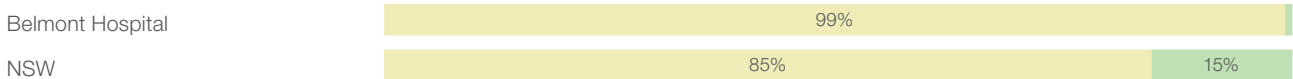
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

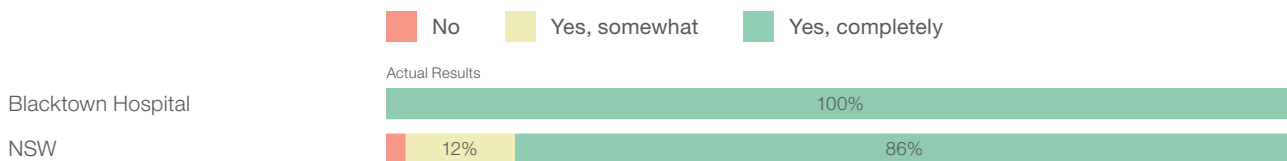
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

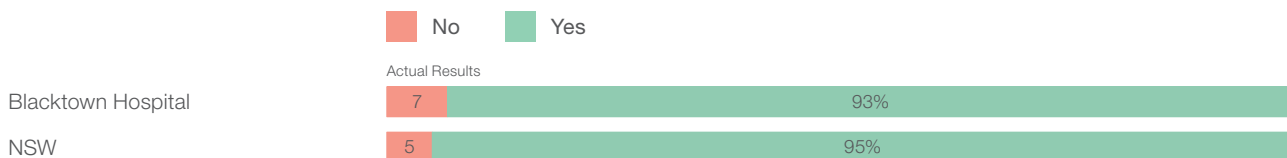
### Blacktown Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



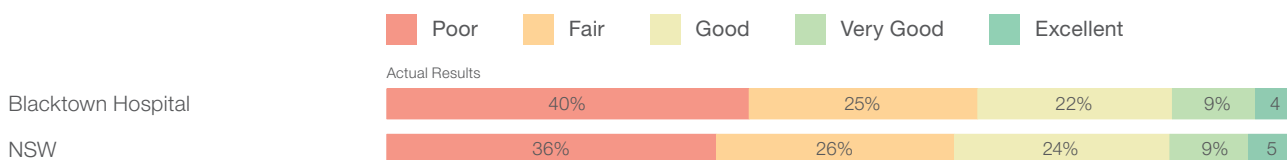
THIRD HIGHEST: Did the healthcare professional listen to what you had to say?



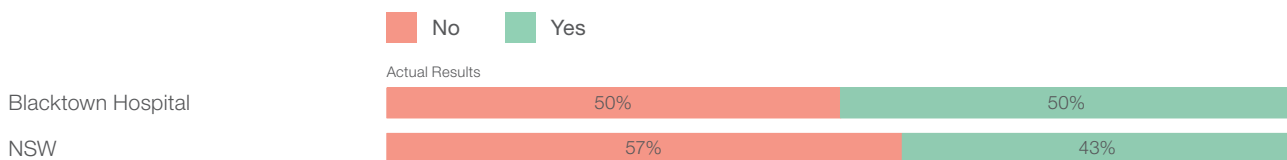
### Blacktown Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

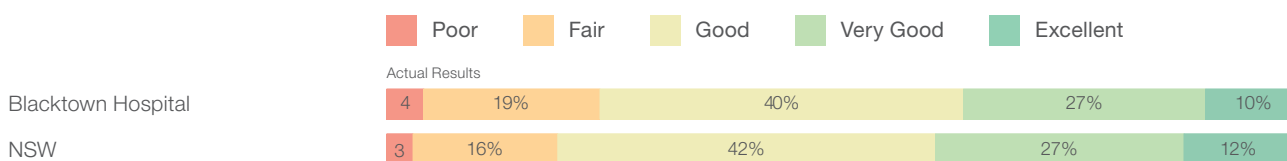
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

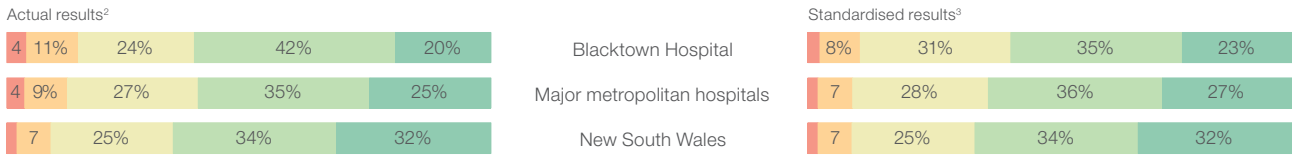


## Blacktown Hospital: Patient experiences with outpatient services

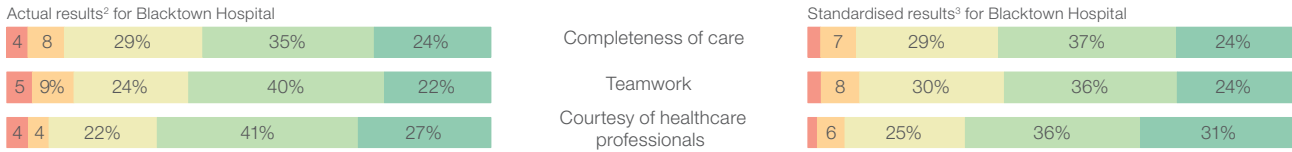
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



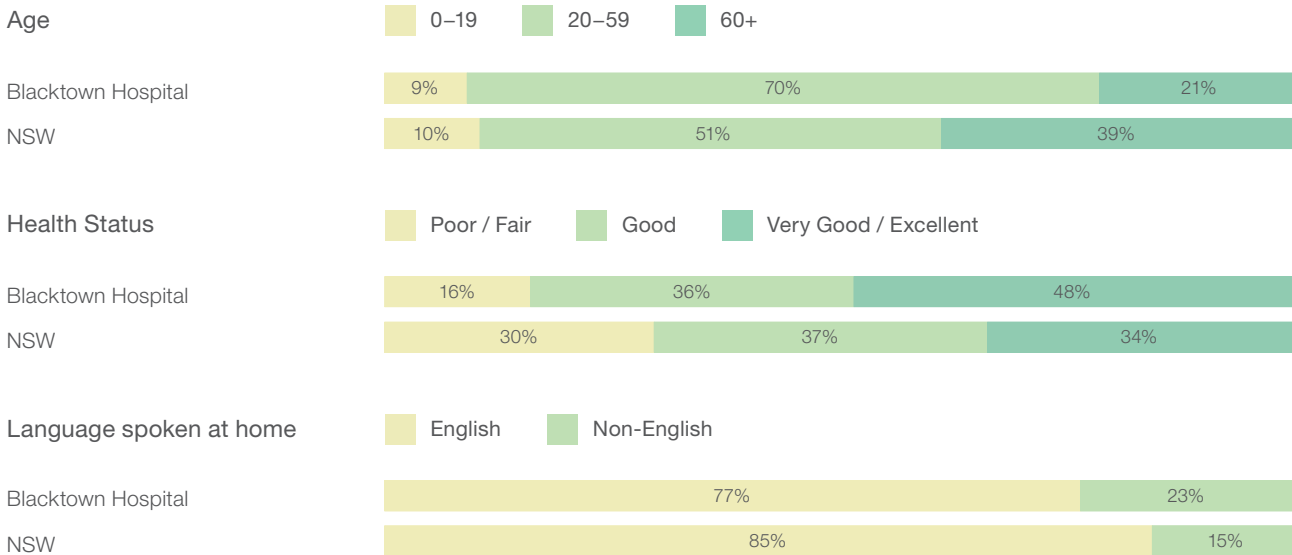
## Blacktown Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,143 patients

288 people who received outpatient services were sent a questionnaire; 32% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

**Blue Mountains District Anzac Memorial Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>**  
 NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?

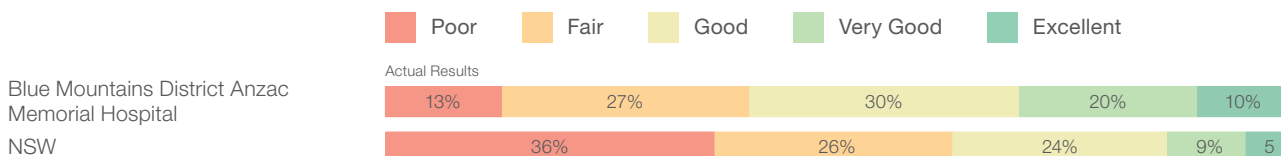


THIRD HIGHEST: Were you told why you needed tests in a way you could understand?

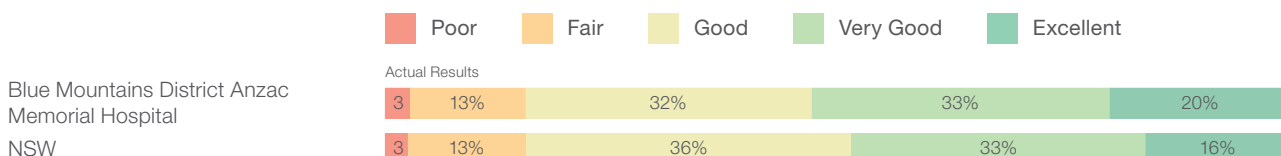


**Blue Mountains District Anzac Memorial Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>**  
 NSW Health Patient Survey, February 2010

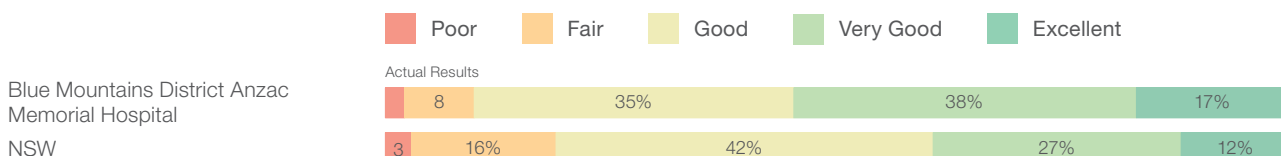
LOWEST: Availability of parking



SECOND LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



THIRD LOWEST: Keeping noise levels to a minimum



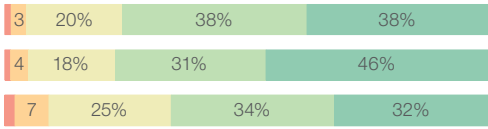
## Blue Mountains District Anzac Memorial Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

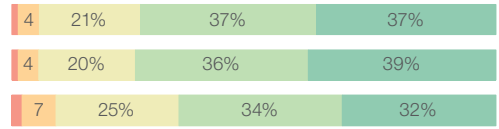
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



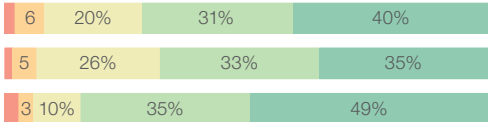
Blue Mountains District Anzac Memorial Hospital  
District group 2 hospitals  
New South Wales

Standardised results<sup>3</sup>



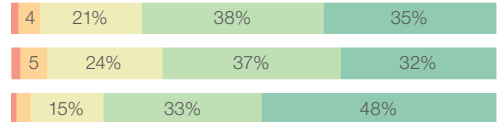
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Blue Mountains District Anzac Memorial Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Blue Mountains District Anzac Memorial Hospital



## Blue Mountains District Anzac Memorial Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 662 patients

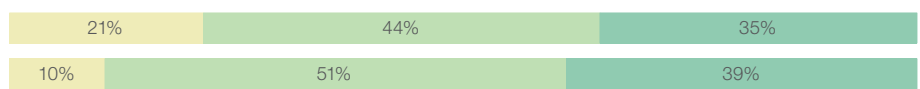
252 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

#### Age

■ 0-19 ■ 20-59 ■ 60+

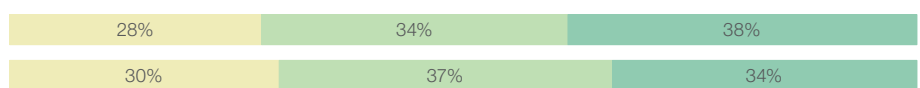
Blue Mountains District Anzac Memorial Hospital  
NSW



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent

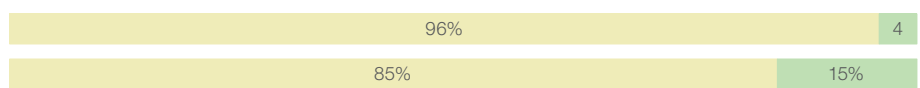
Blue Mountains District Anzac Memorial Hospital  
NSW



#### Language spoken at home

■ English ■ Non-English

Blue Mountains District Anzac Memorial Hospital  
NSW



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

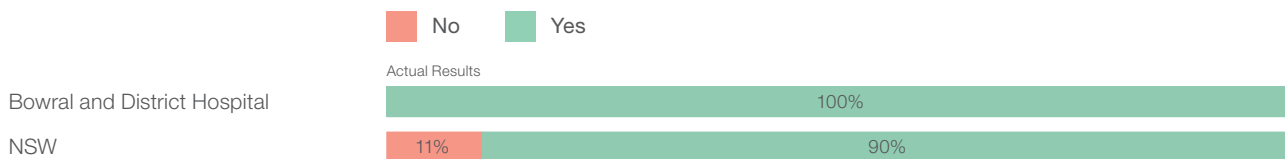
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

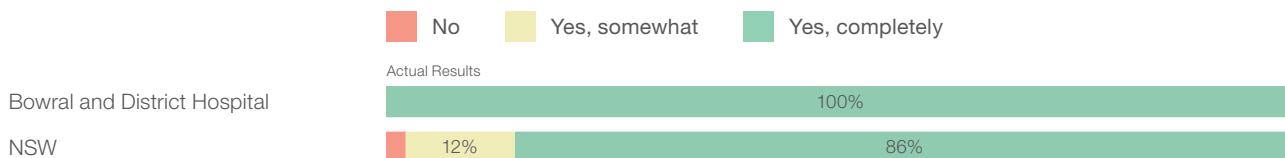
### Bowral and District Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

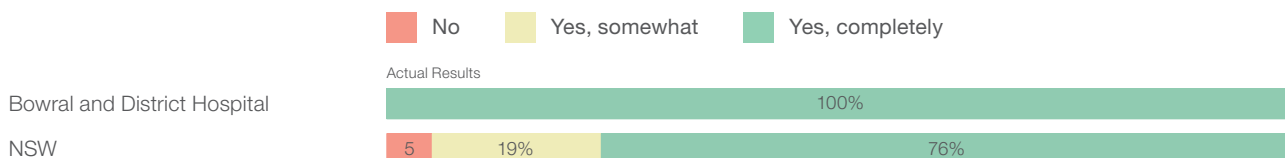
HIGHEST: Were you asked about how your family or living situation affect your health?



SECOND HIGHEST: Did someone explain how to take the new medications?



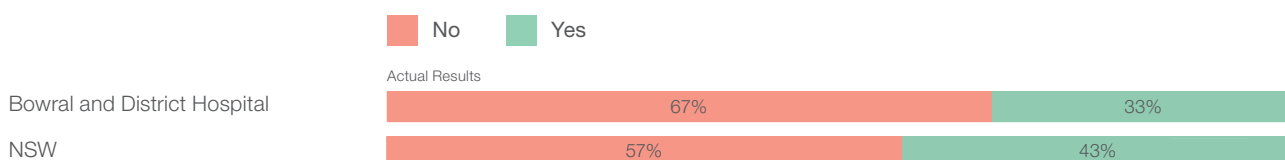
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



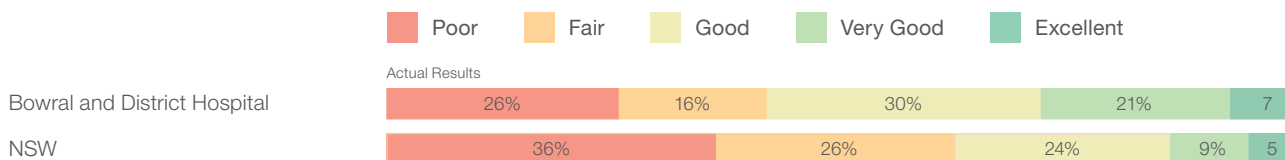
### Bowral and District Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

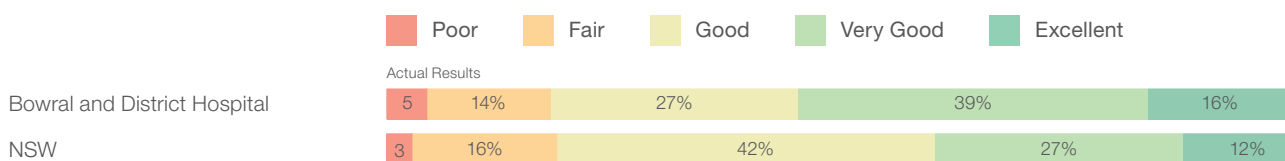
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

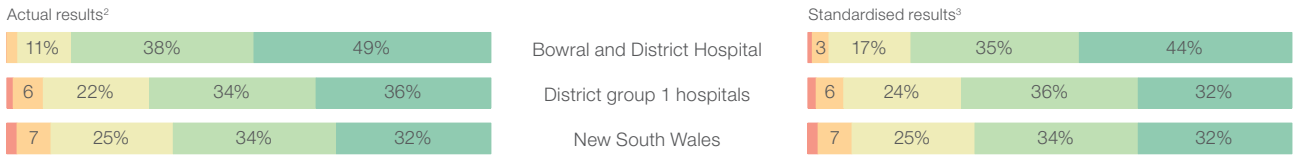


## Bowral and District Hospital: Patient experiences with outpatient services

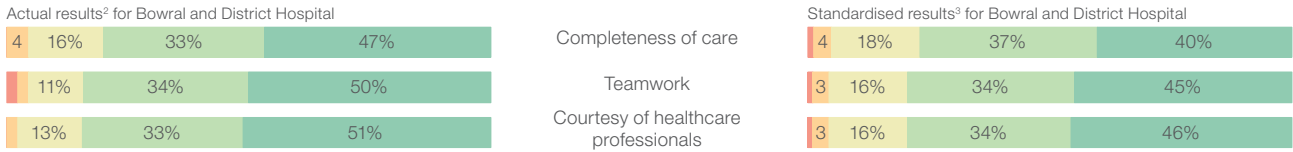
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



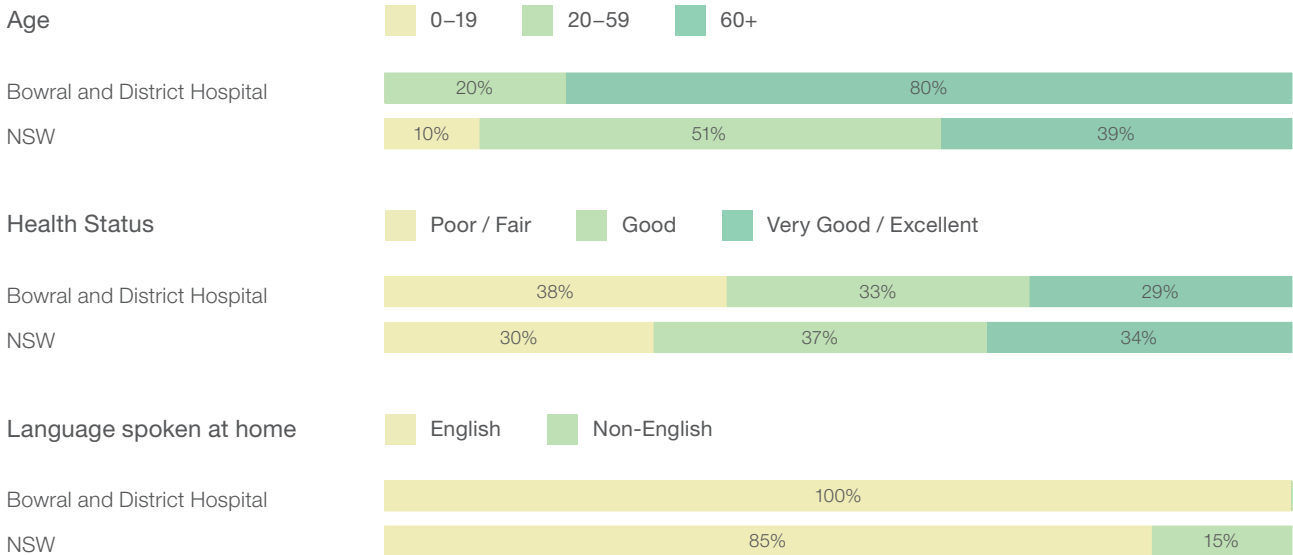
## Bowral and District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 286 patients

93 people who received outpatient services were sent a questionnaire; 51% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



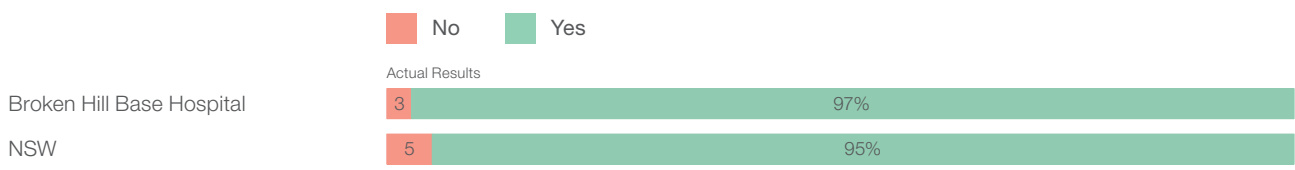
- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
  - Data weighted by age to reflect the population of all attendees during February 2010.
  - To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
  - Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
- Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



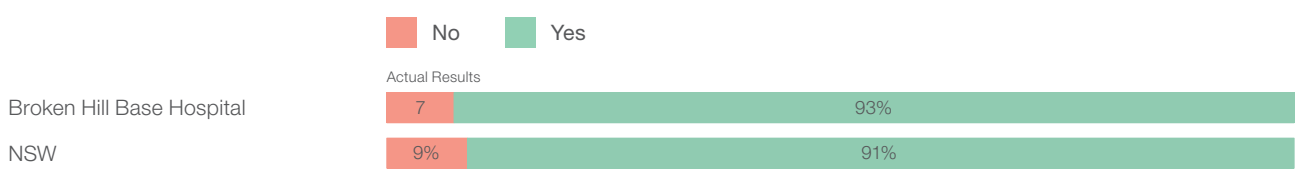
## Broken Hill Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

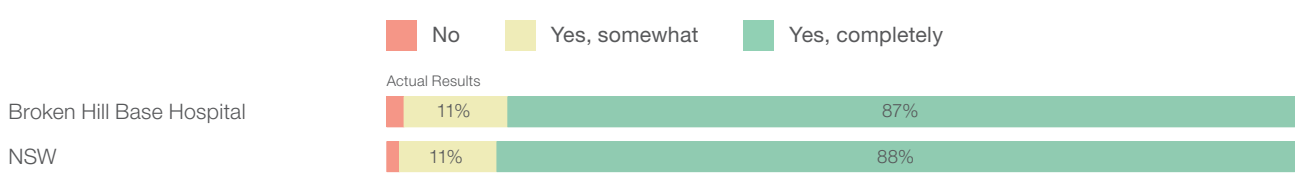
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



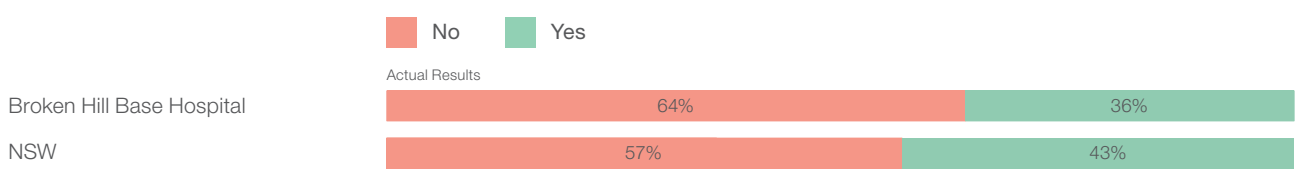
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



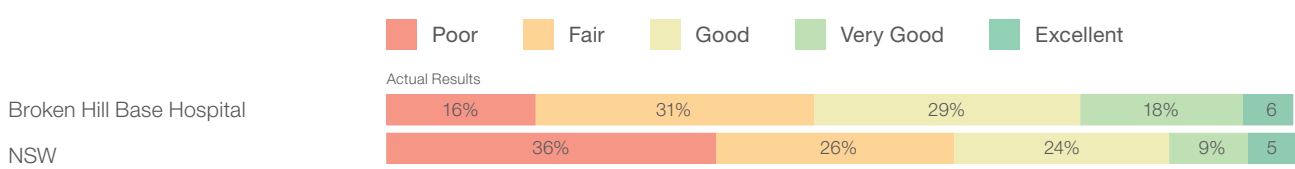
## Broken Hill Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

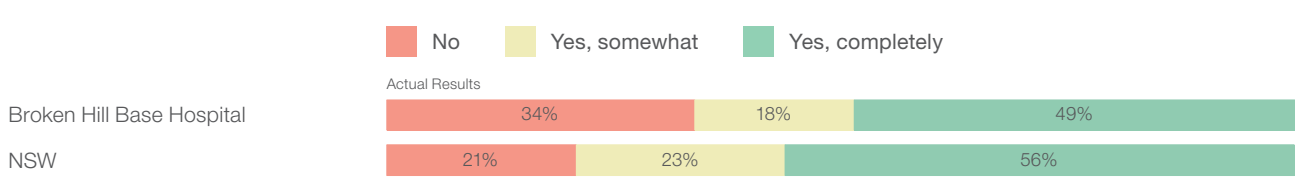
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Were you given enough information on your rights and responsibilities as a patient?



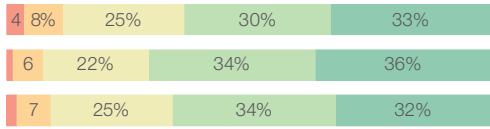
## Broken Hill Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

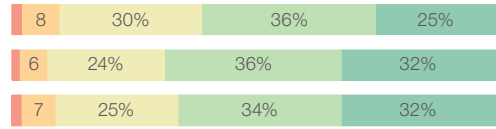
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



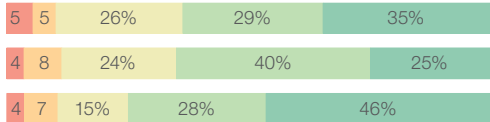
Broken Hill Base Hospital  
District group 1 hospitals  
New South Wales

Standardised results<sup>3</sup>



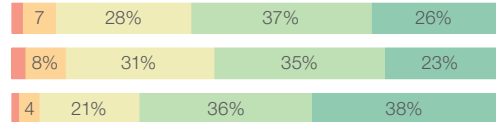
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Broken Hill Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Broken Hill Base Hospital



## Broken Hill Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

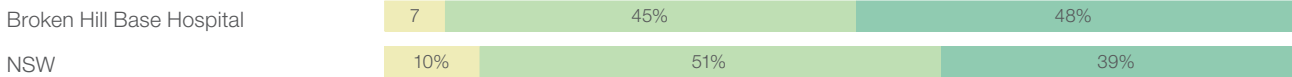
Outpatient attendances during February 2010: 1,226 patients

355 people who received outpatient services were sent a questionnaire; 40% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

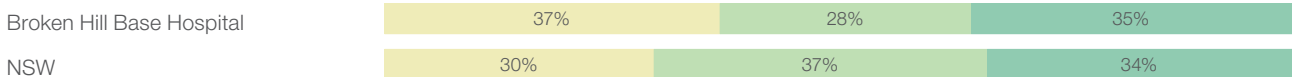
#### Age

■ 0-19 ■ 20-59 ■ 60+



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

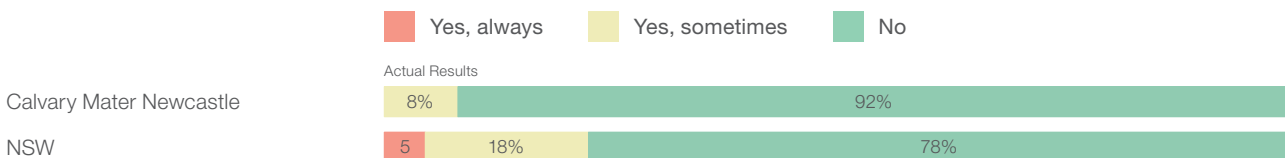
### Calvary Mater Newcastle: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

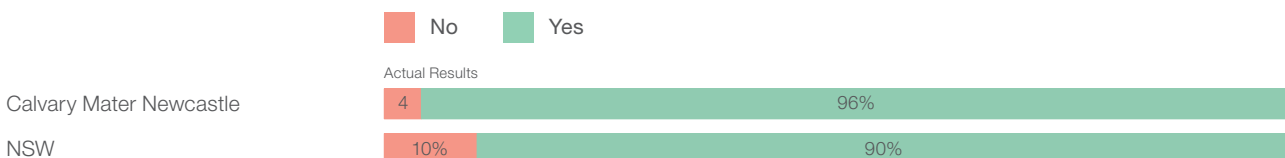
HIGHEST: Did the healthcare professional treat you with respect and dignity?



SECOND HIGHEST: Did healthcare staff give conflicting information during your visit?



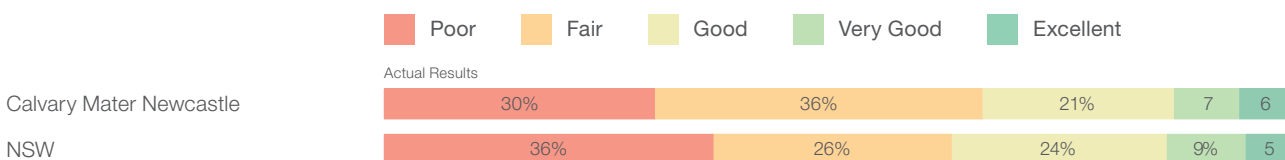
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



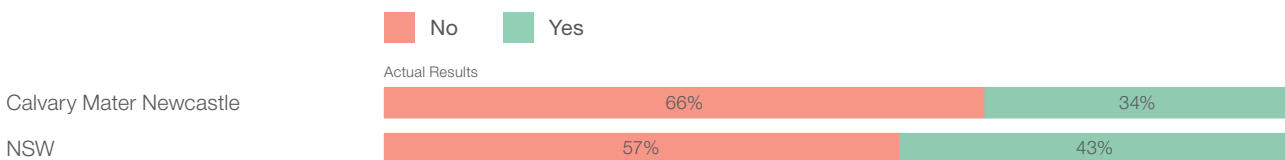
### Calvary Mater Newcastle: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

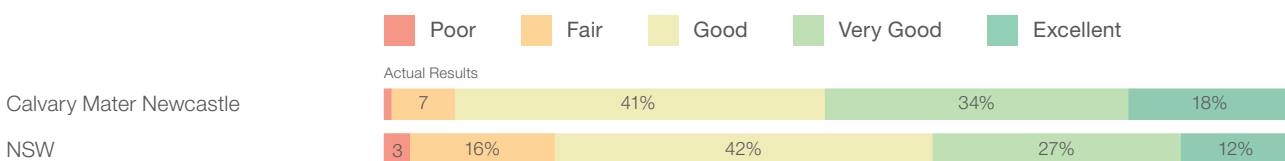
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



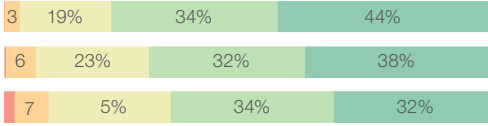
## Calvary Mater Newcastle: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

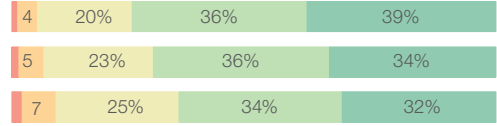
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

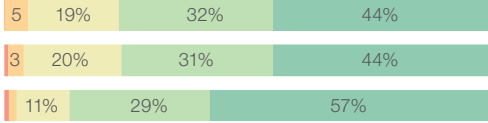


Standardised results<sup>3</sup>



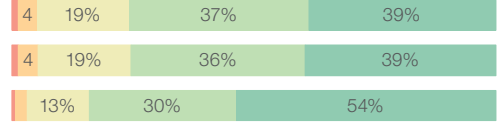
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Calvary Mater Newcastle



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Calvary Mater Newcastle



## Calvary Mater Newcastle: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

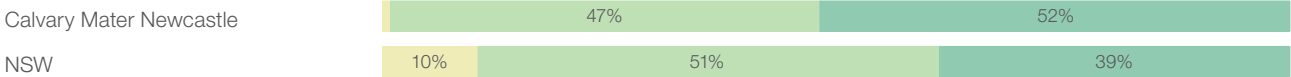
Outpatient attendances during February 2010: 2,545 patients

253 people who received outpatient services were sent a questionnaire; 51% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

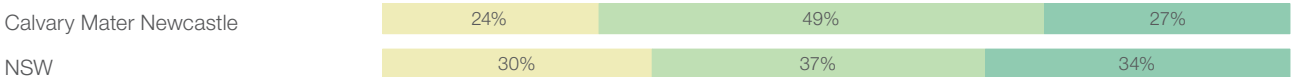
#### Age

■ 0-19 ■ 20-59 ■ 60+



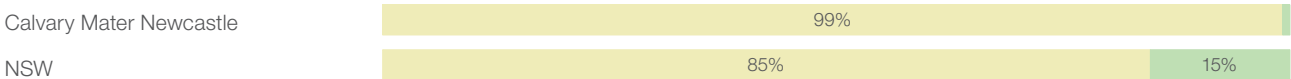
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

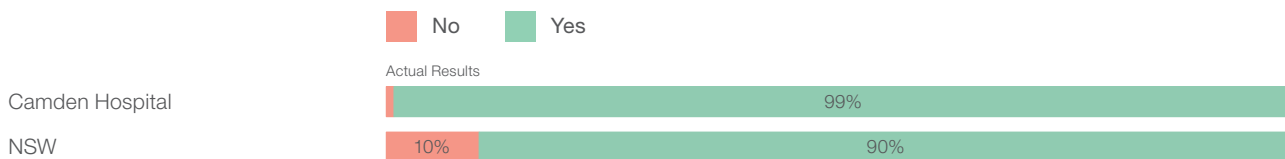
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

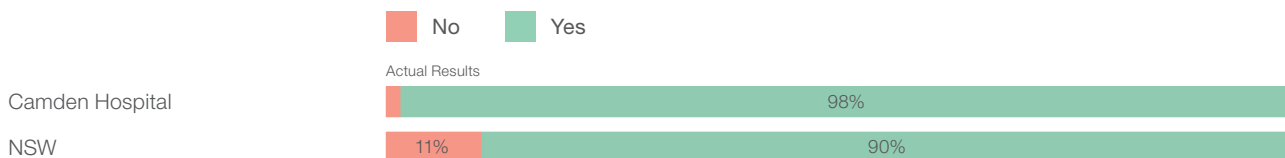
### Camden Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

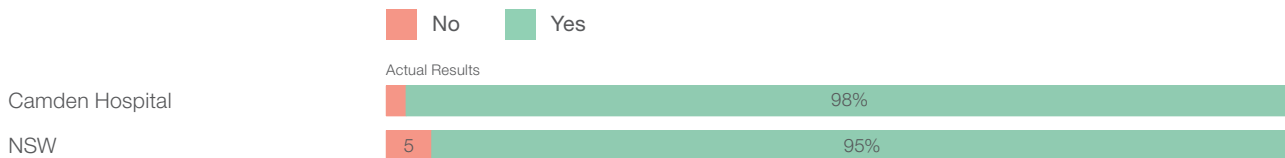
HIGHEST: Did you know who to call if you needed help after you left your appointment?



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?



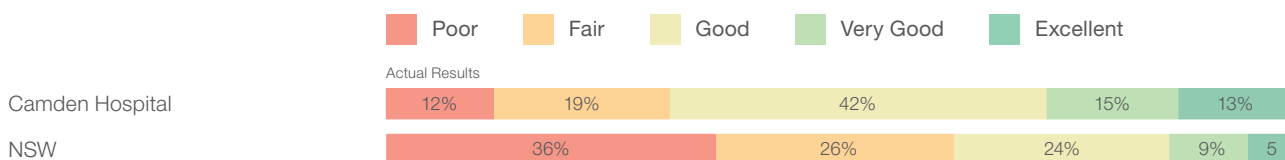
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



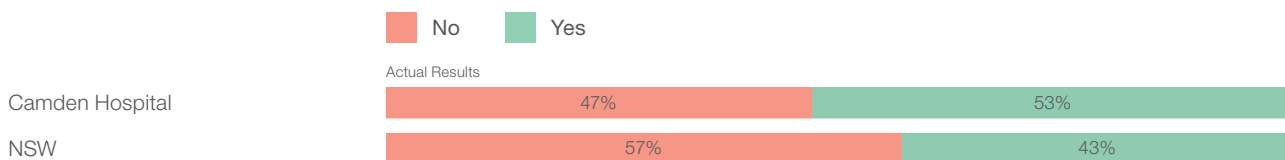
### Camden Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

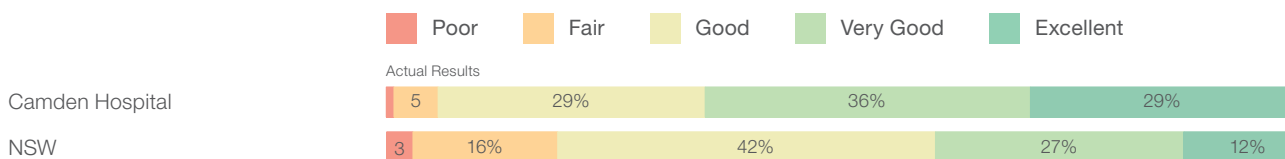
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



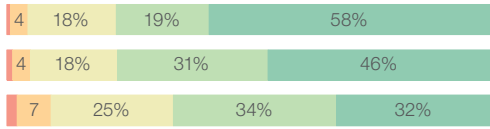
## Camden Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

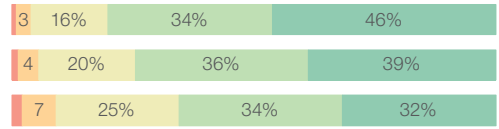
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



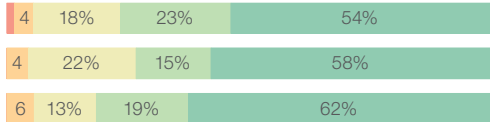
Camden Hospital  
District group 2 hospitals  
New South Wales

Standardised results<sup>3</sup>



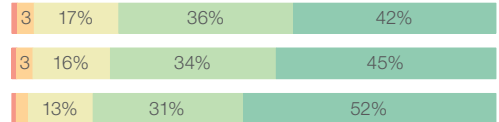
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Camden Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Camden Hospital



## Camden Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

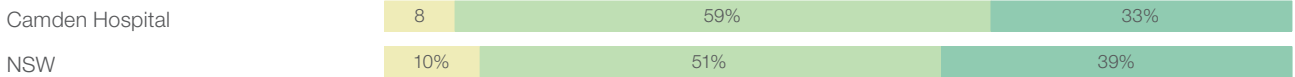
Outpatient attendances during February 2010: 943 patients

258 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

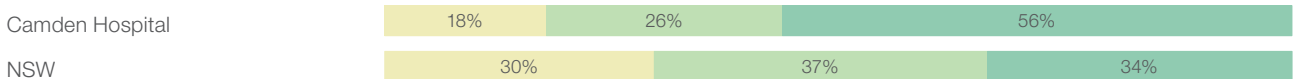
#### Age

■ 0-19 ■ 20-59 ■ 60+



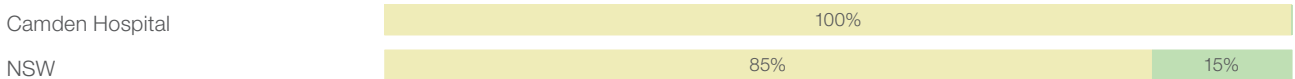
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

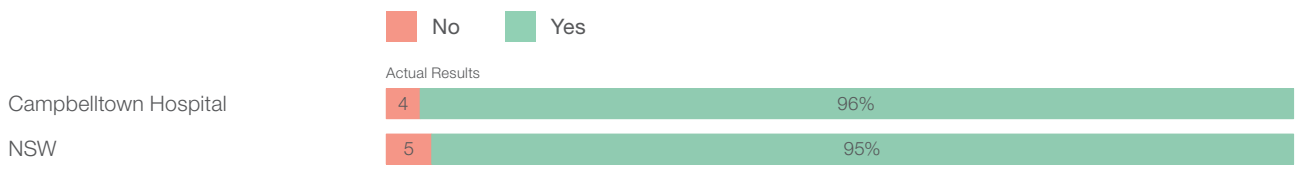
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

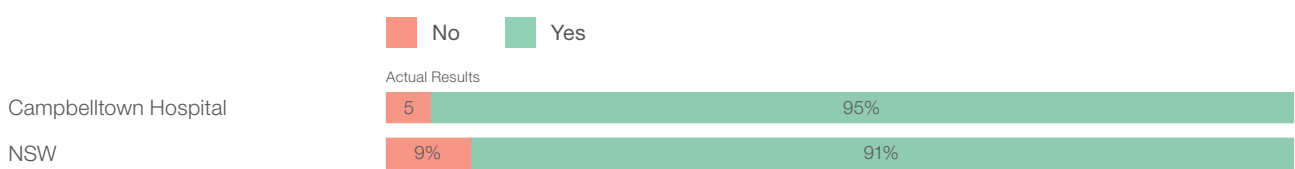
### Campbelltown Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

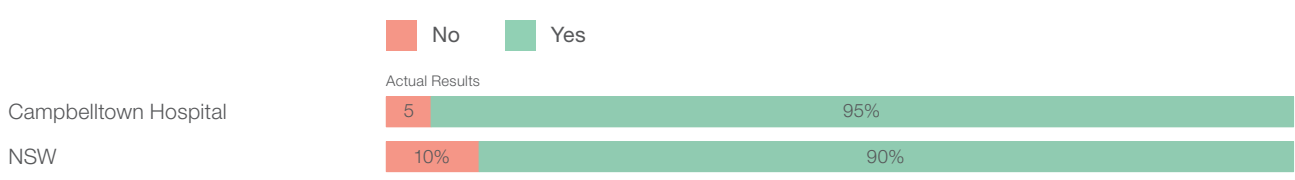
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



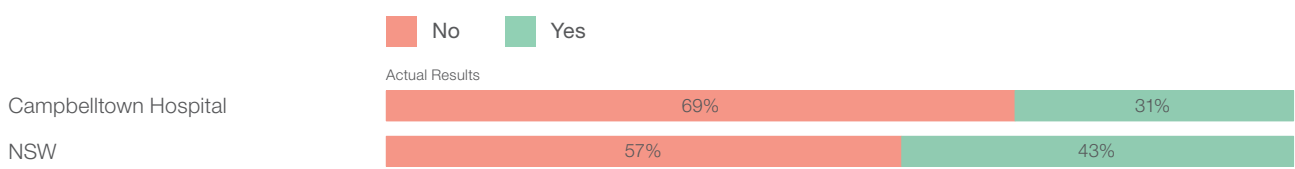
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



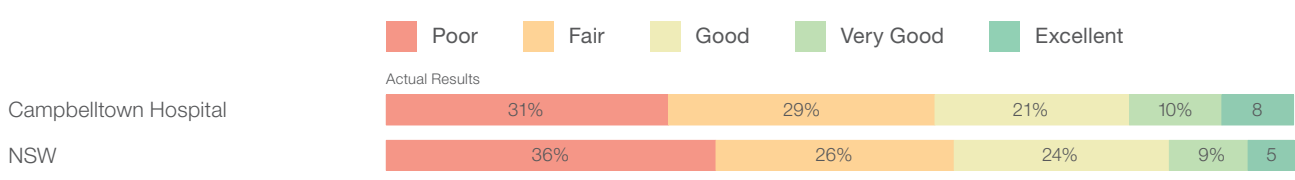
### Campbelltown Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

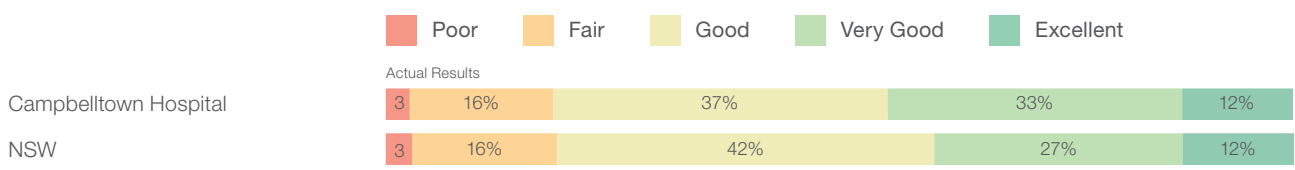
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

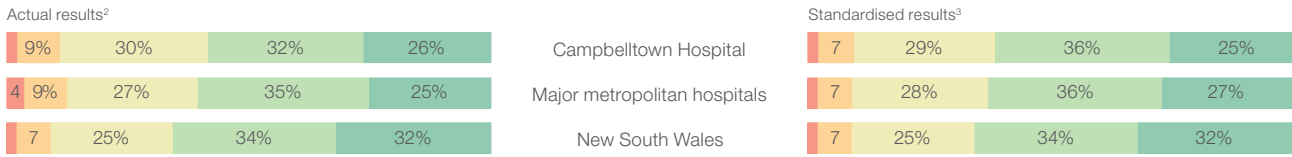


## Campbelltown Hospital: Patient experiences with outpatient services

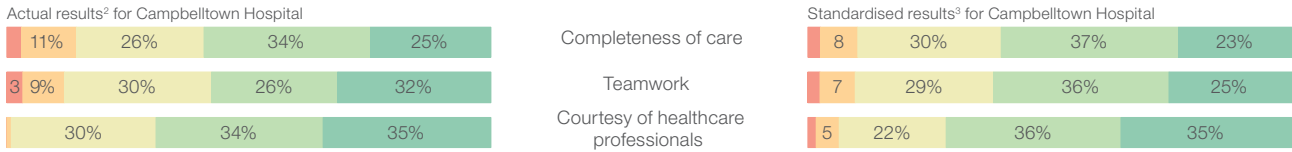
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



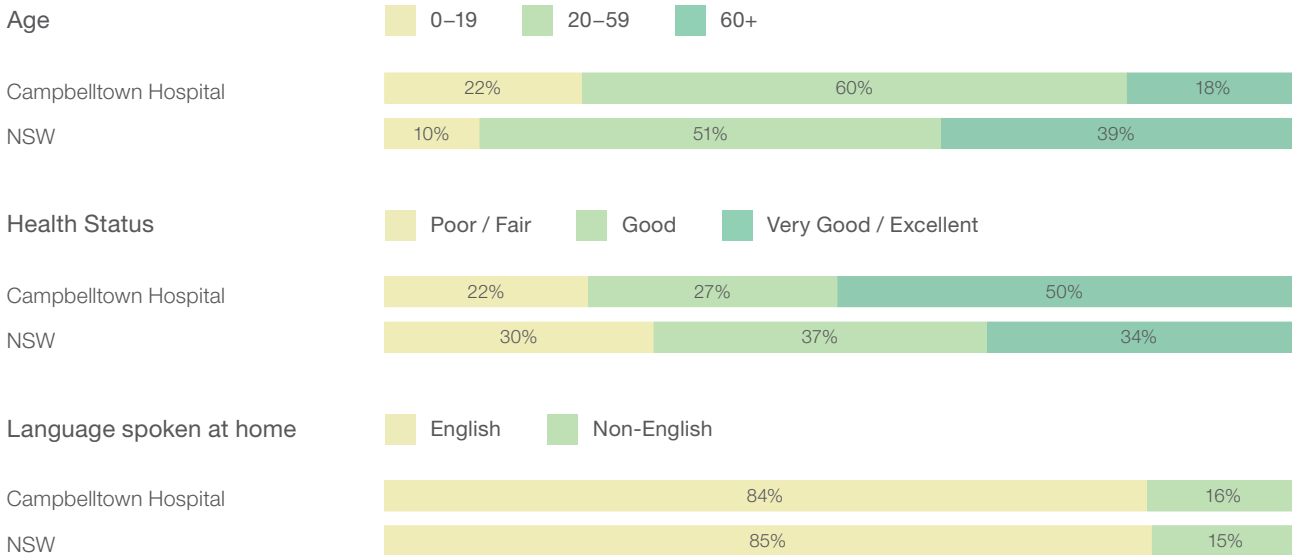
## Campbelltown Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,623 patients

316 people who received outpatient services were sent a questionnaire; 32% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



### Canterbury Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?

No Yes, somewhat Yes, completely

Actual Results



SECOND HIGHEST: Were you told why you needed tests in a way you could understand?

No Yes, somewhat Yes, completely

Actual Results



THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?

No Yes

Actual Results



### Canterbury Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

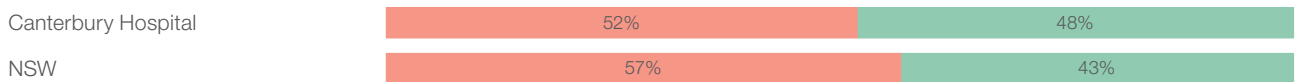
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

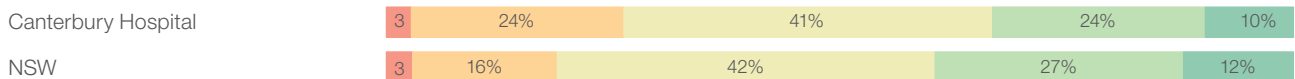
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

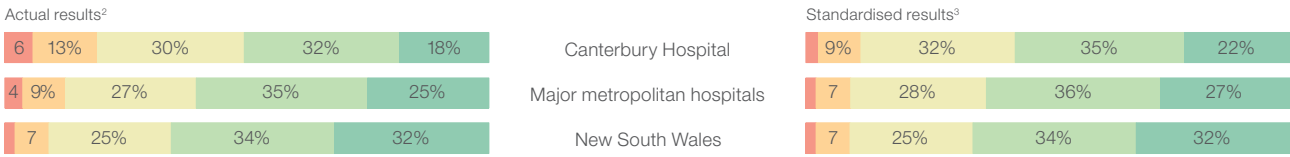


## Canterbury Hospital: Patient experiences with outpatient services

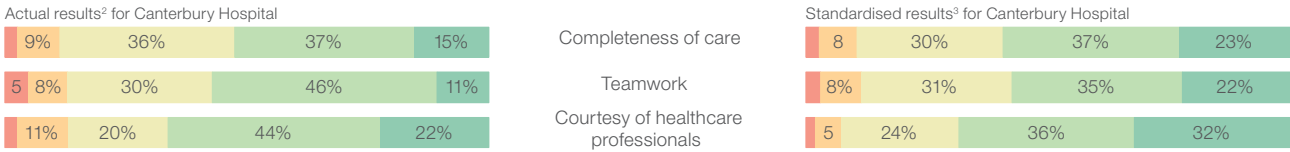
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



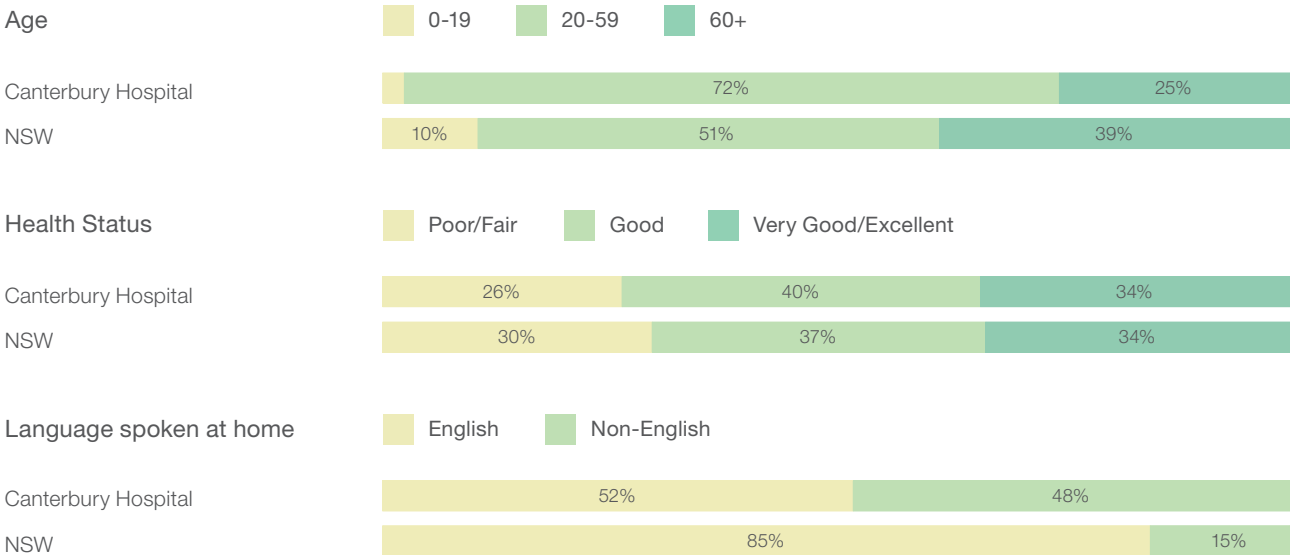
## Canterbury Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,916 patients

317 people who received outpatient services were sent a questionnaire; 30% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

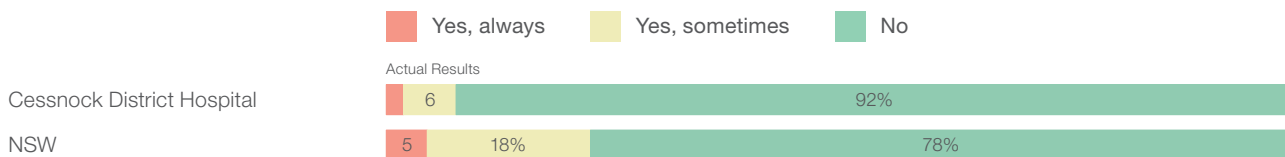
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Cessnock District Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

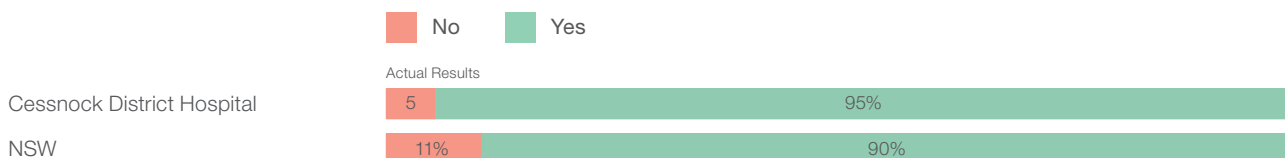
HIGHEST: Did healthcare staff give conflicting information during your visit?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



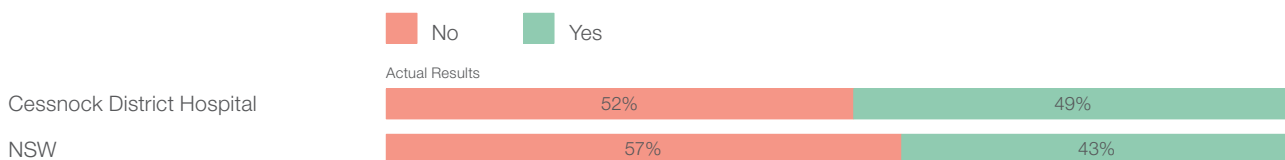
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



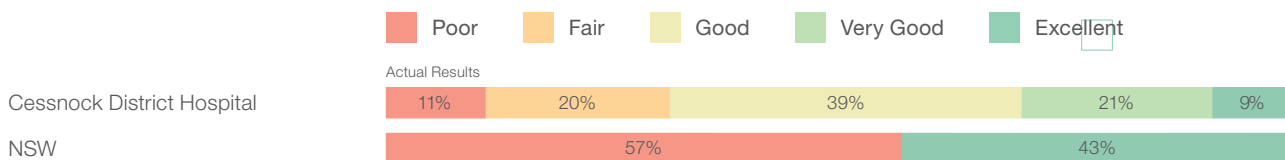
### Cessnock District Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

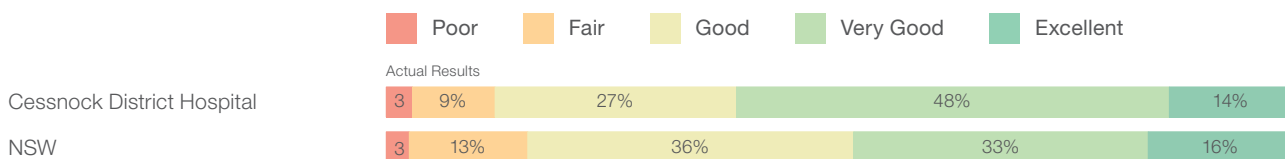
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



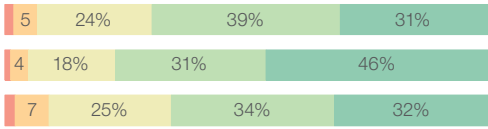
## Cessnock District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

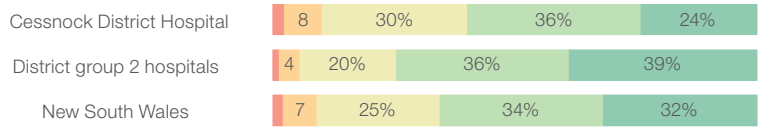
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

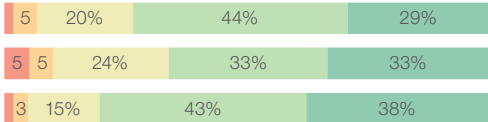


Standardised results<sup>3</sup>



### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Cessnock District Hospital

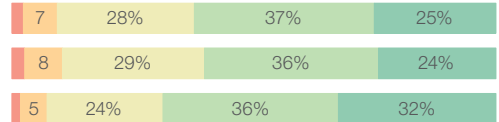


Completeness of care

Teamwork

Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Cessnock District Hospital



## Cessnock District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

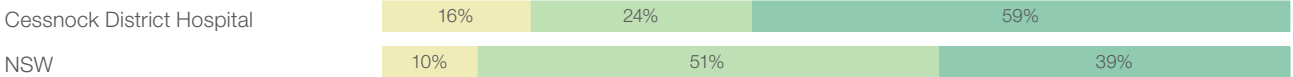
Outpatient attendances during February 2010: 271 patients

196 people who received outpatient services were sent a questionnaire; 42% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

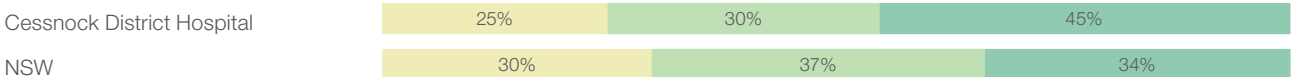
#### Age

■ 0-19 ■ 20-59 ■ 60+



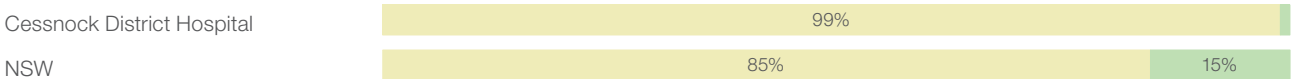
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

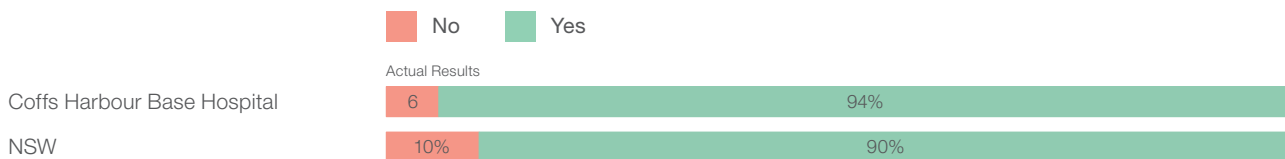
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

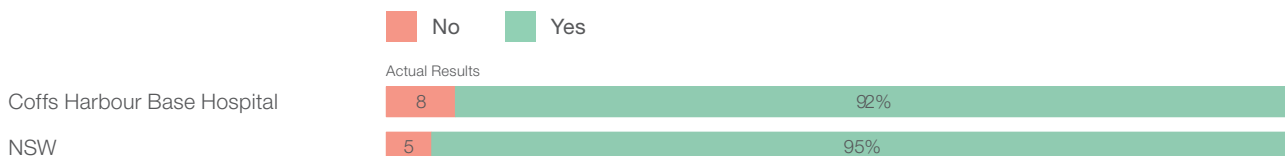
### Coffs Harbour Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

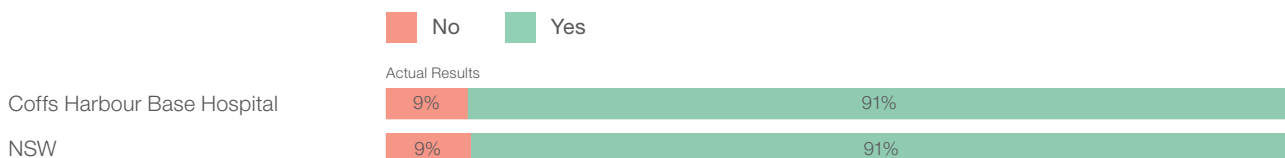
HIGHEST: Did you know who to call if you needed help after you left your appointment?



SECOND HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



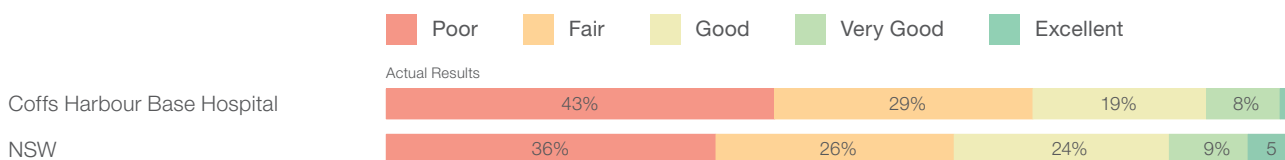
THIRD HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



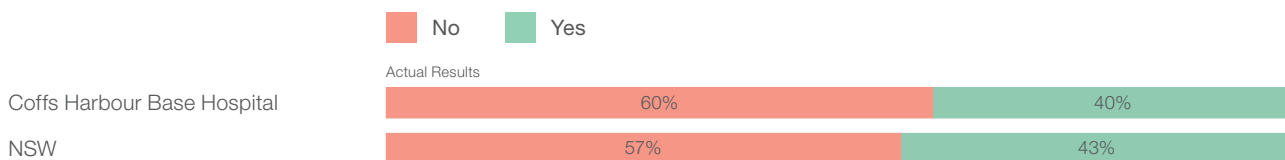
### Coffs Harbour Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

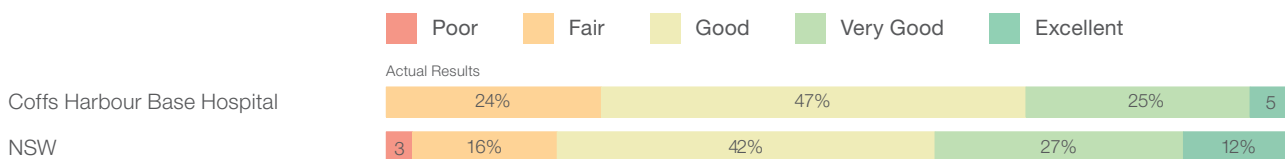
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



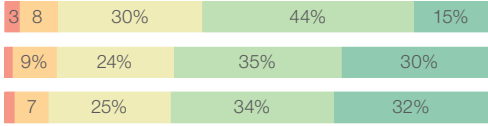
## Coffs Harbour Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

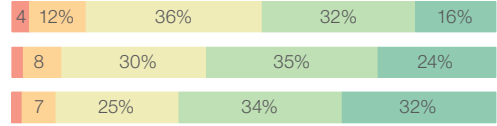
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



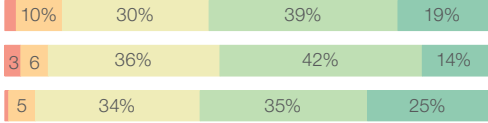
Coffs Harbour Base Hospital  
Major non-metropolitan hospitals  
New South Wales

Standardised results<sup>3</sup>



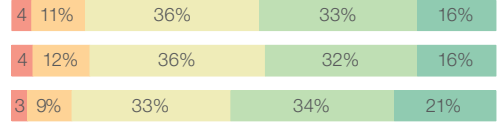
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Coffs Harbour Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>2</sup> for Coffs Harbour Base Hospital



## Coffs Harbour Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

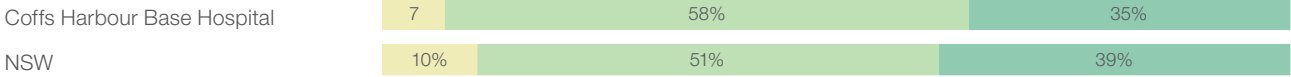
Outpatient attendances during February 2010: 1,253 patients

273 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

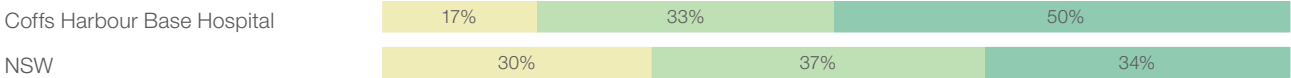
#### Age

■ 0-19 ■ 20-59 ■ 60+



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

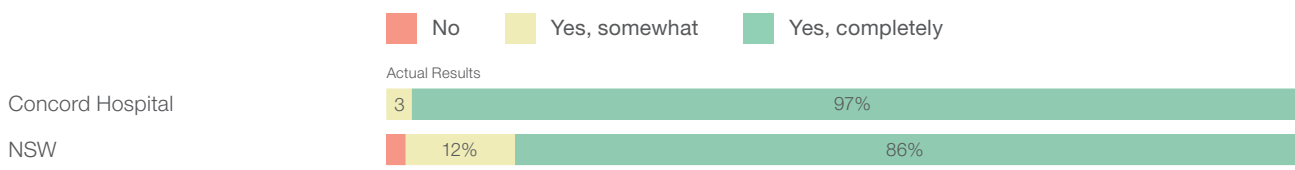
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

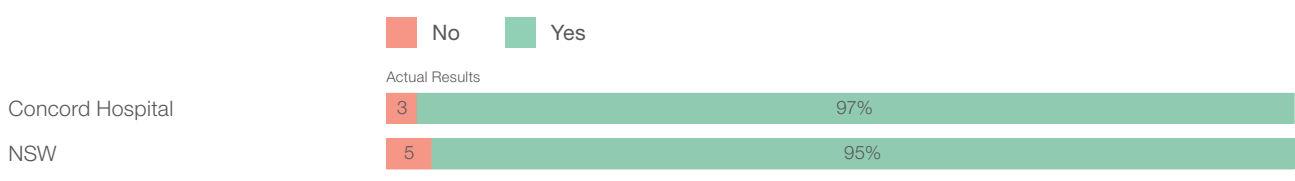
### Concord Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

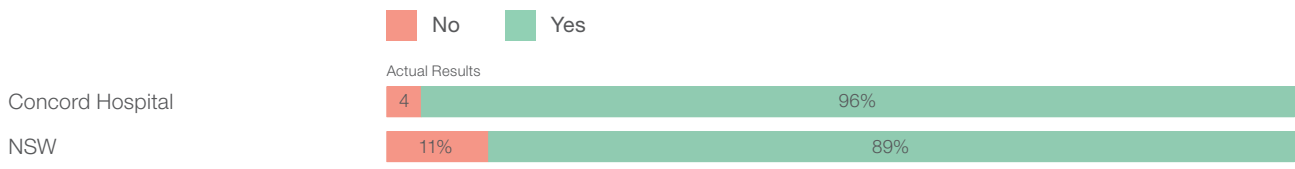
HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



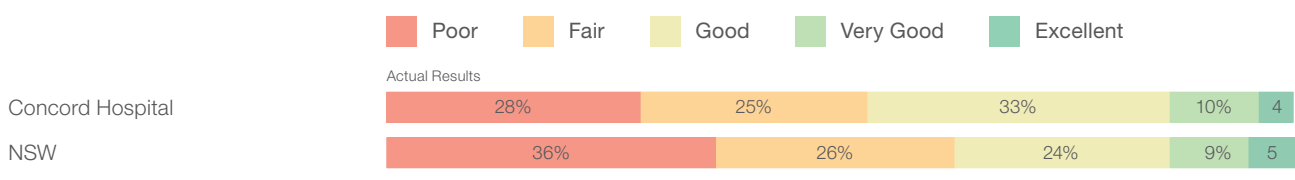
THIRD HIGHEST: Did someone tell you how you would find out the results of your tests?



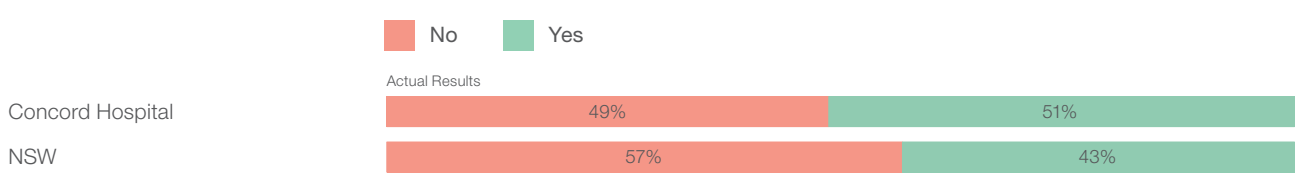
### Concord Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

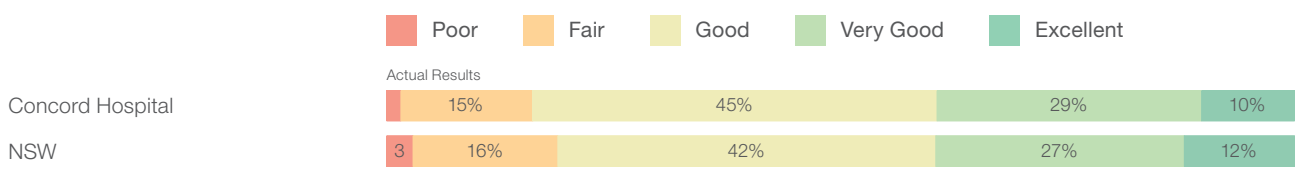
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

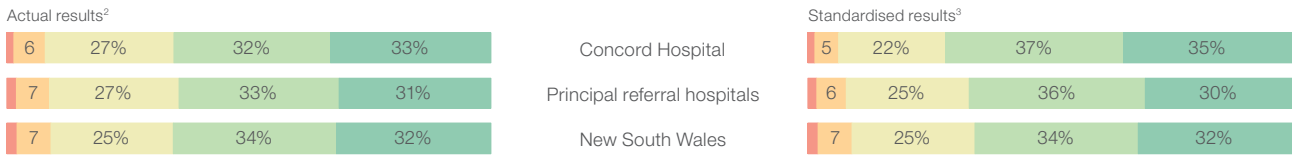


## Concord Hospital: Patient experiences with outpatient services

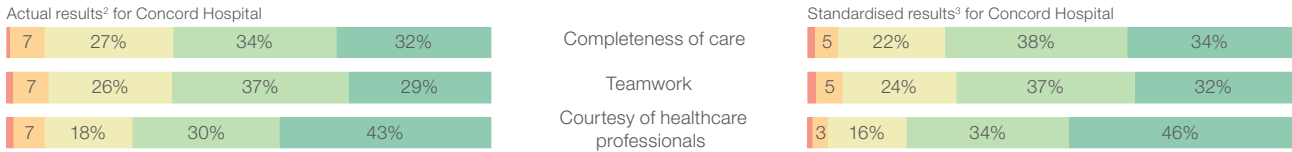
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



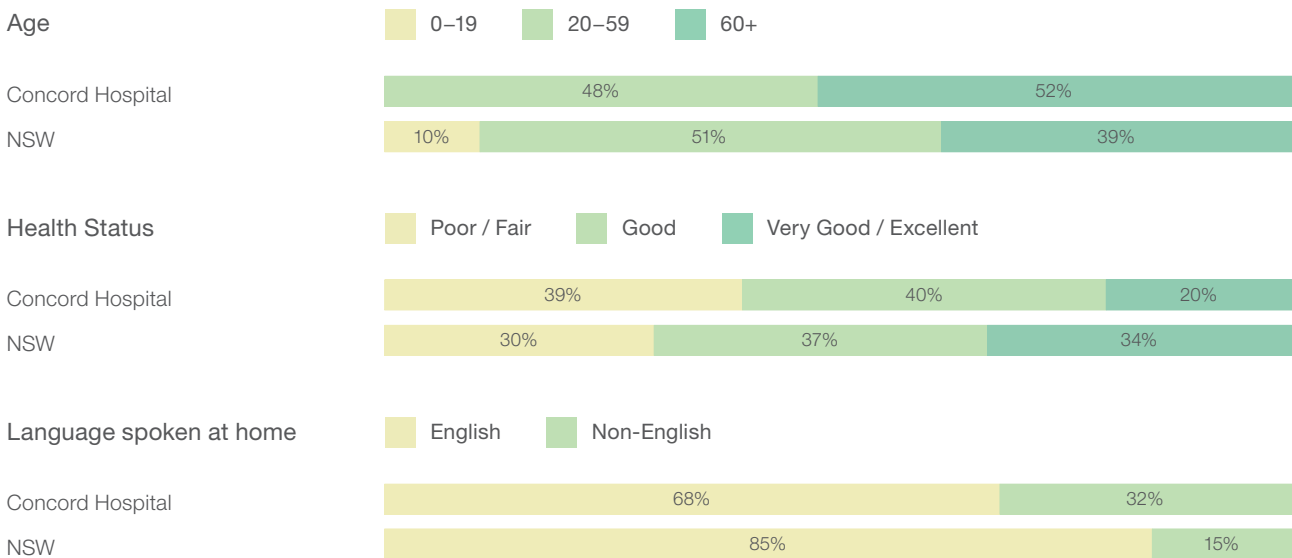
## Concord Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 13,215 patients

333 people who received outpatient services were sent a questionnaire; 44% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

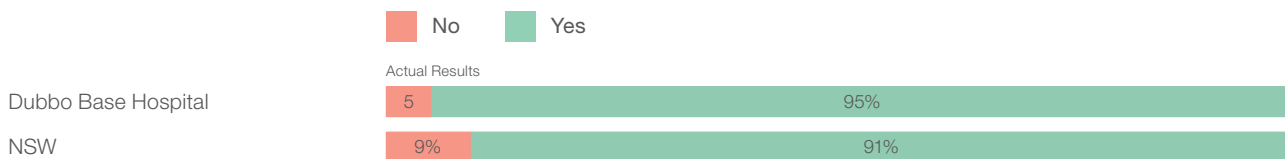
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



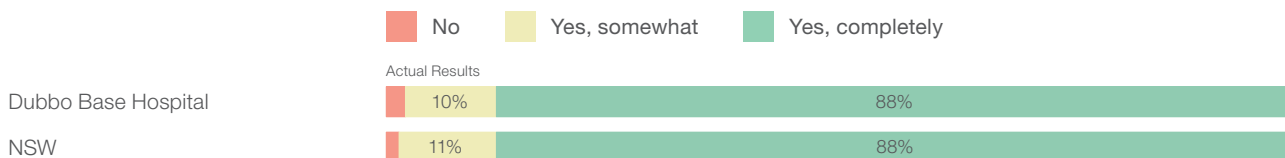
### Dubbo Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

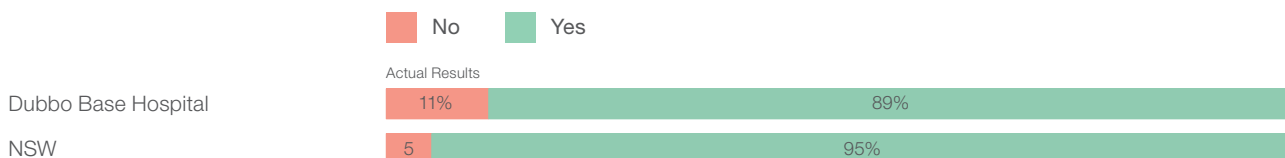
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



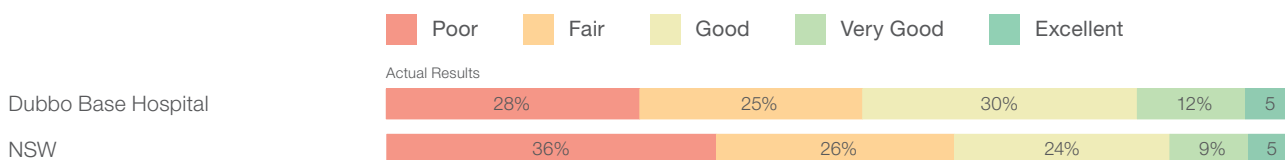
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



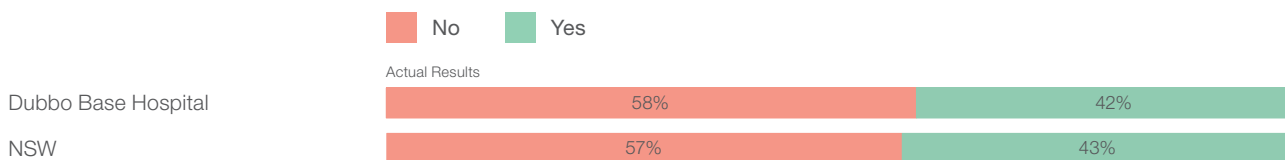
### Dubbo Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

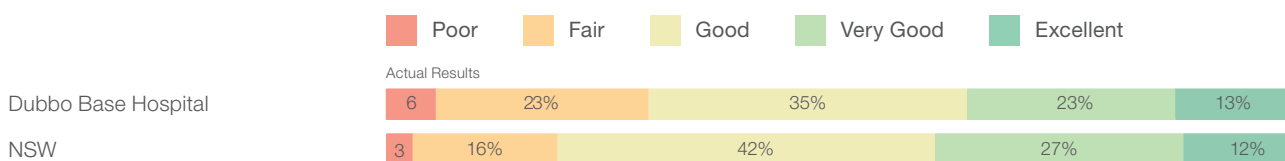
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



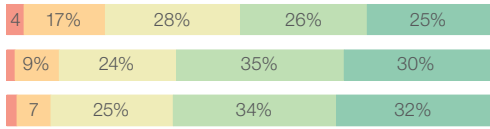
## Dubbo Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

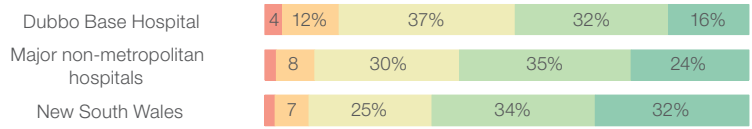
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

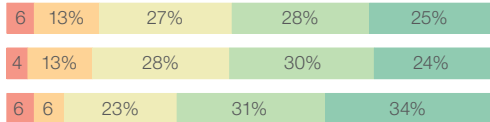


Standardised results<sup>3</sup>



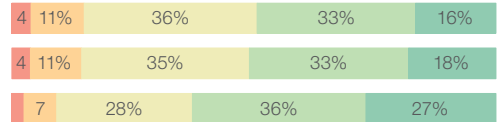
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Dubbo Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>2</sup> for Dubbo Base Hospital



## Dubbo Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

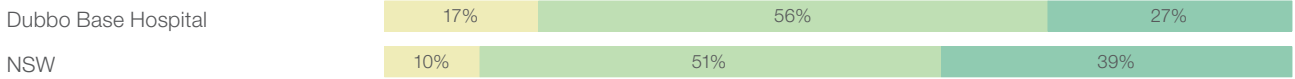
Outpatient attendances during February 2010: 1,211 patients

338 people who received outpatient services were sent a questionnaire; 32% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

#### Age

■ 0-19 ■ 20-59 ■ 60+



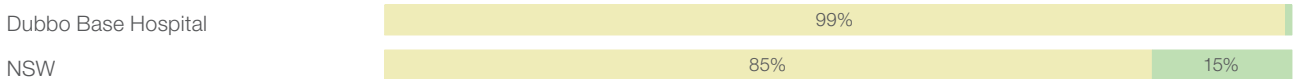
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

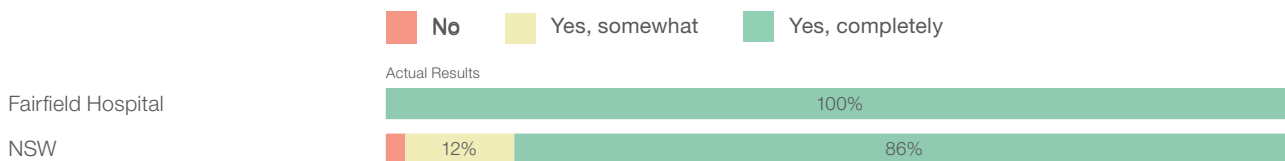
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

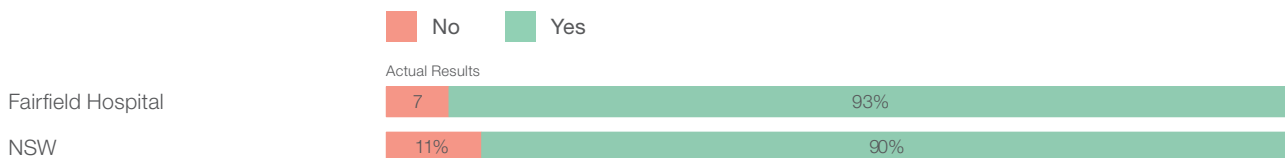
### Fairfield Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

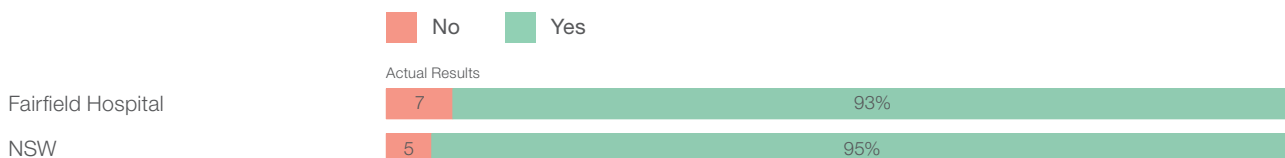
HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?



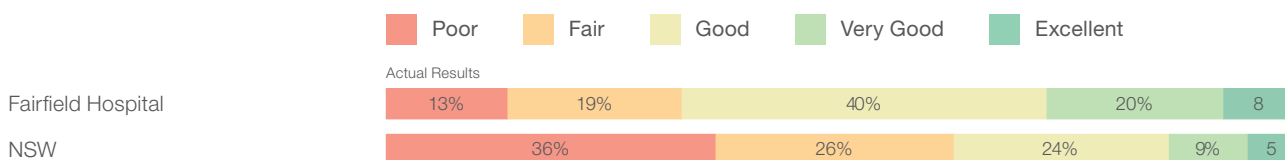
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



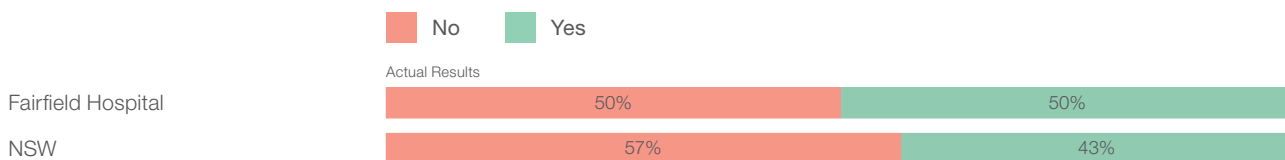
### Fairfield Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

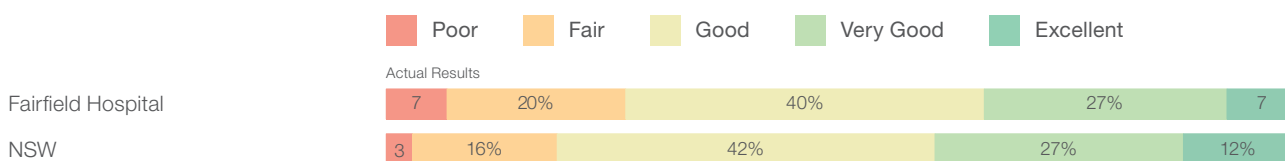
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

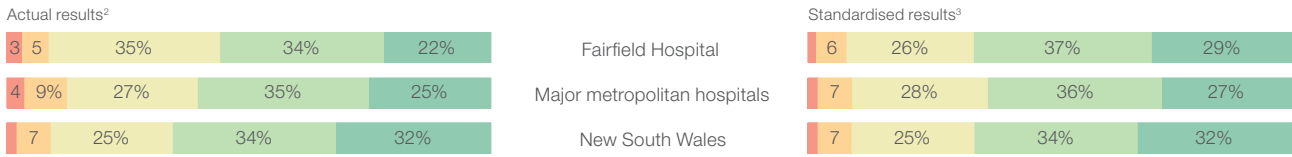


## Fairfield Hospital: Patient experiences with outpatient services

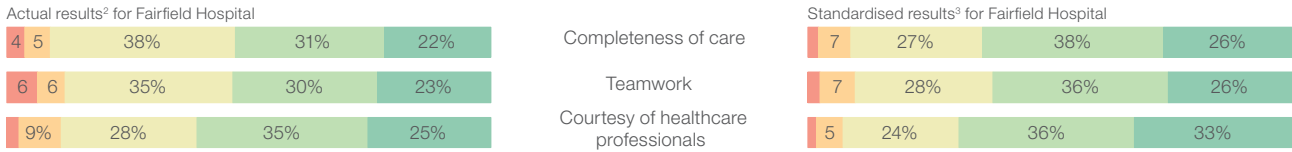
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



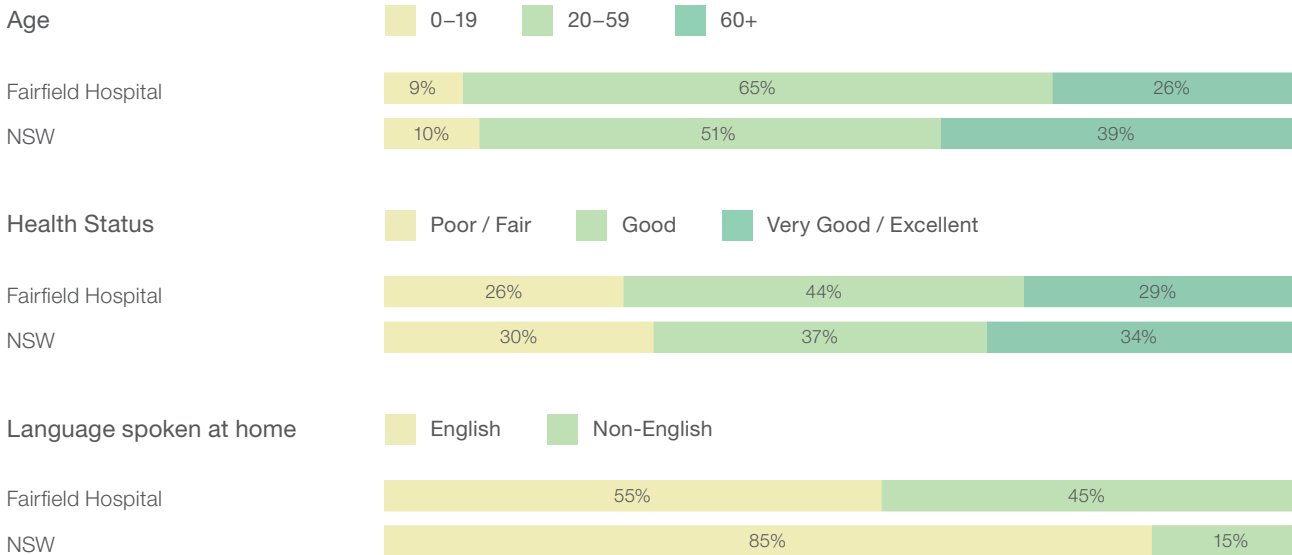
## Fairfield Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,034 patients

306 people who received outpatient services were sent a questionnaire; 33% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

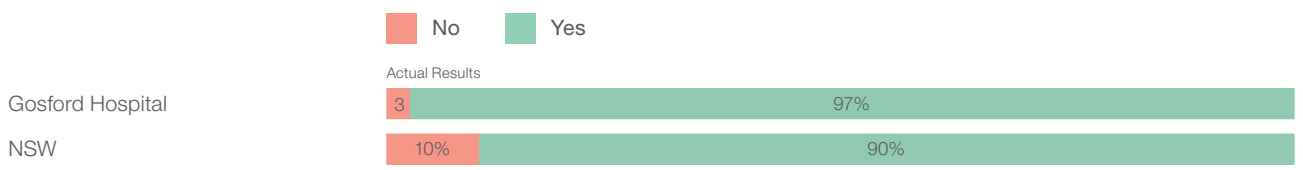
**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

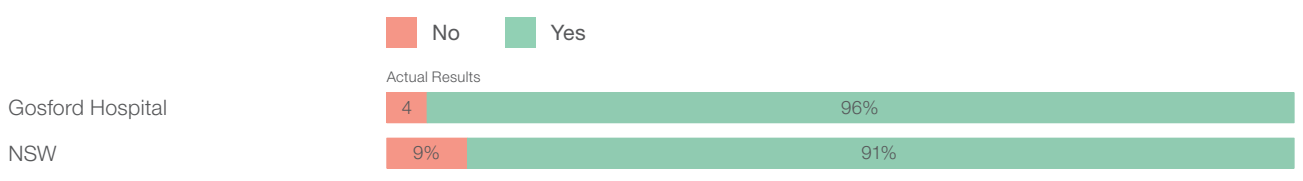
### Gosford Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

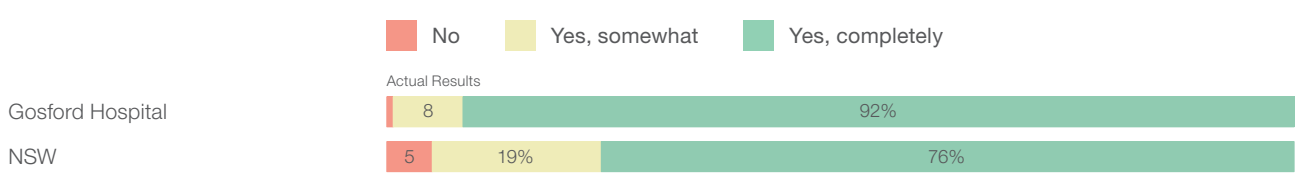
HIGHEST: Did you know who to call if you needed help after you left your appointment?



SECOND HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



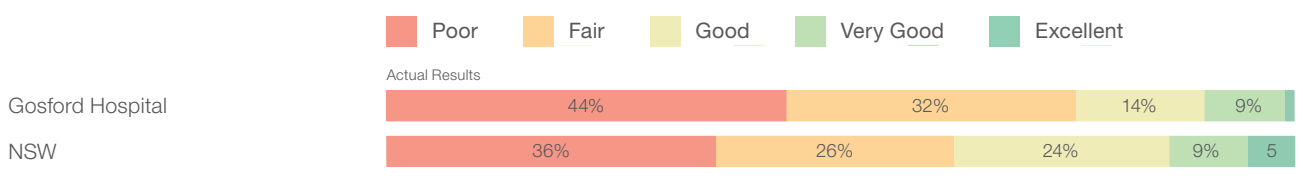
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



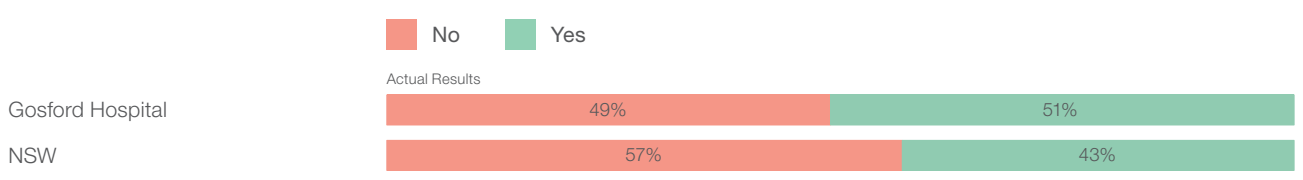
### Gosford Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

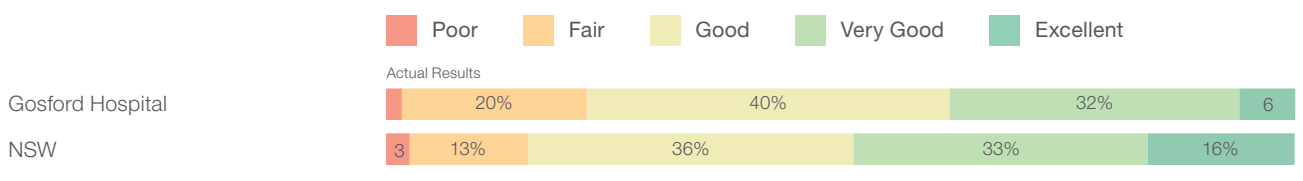
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



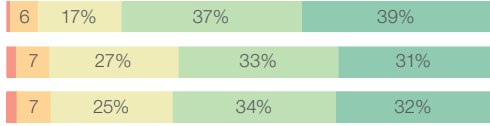
## Gosford Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

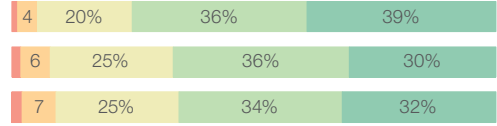
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



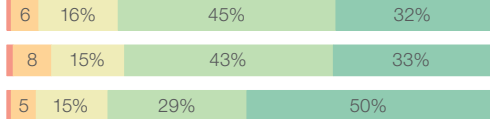
Gosford Hospital  
Principal referral hospitals  
New South Wales

Standardised results<sup>3</sup>



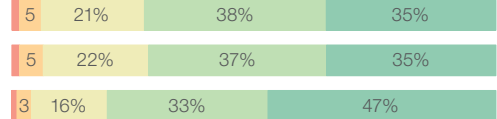
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Gosford Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Gosford Hospital



## Gosford Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

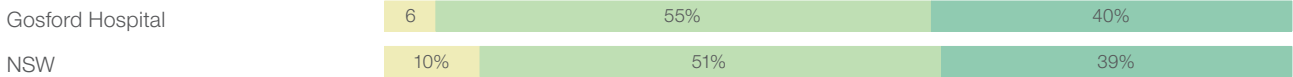
Outpatient attendances during February 2010: 3,649 patients

280 people who received outpatient services were sent a questionnaire; 50% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

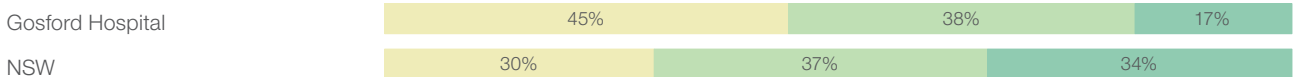
#### Age

■ 0-19 ■ 20-59 ■ 60+



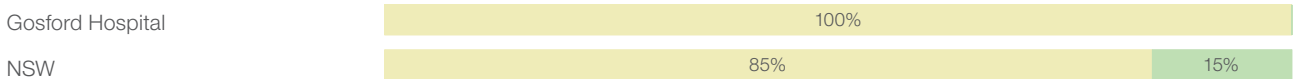
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

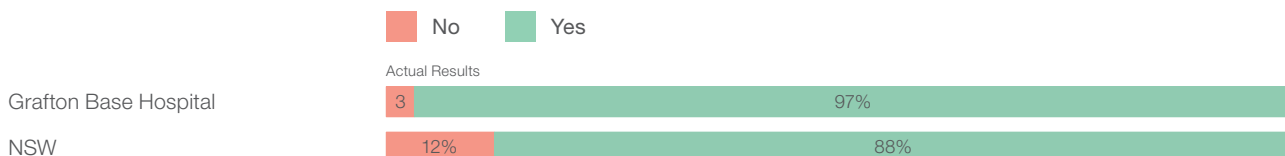
### Grafton Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Did someone tell you when you would find out the results of your tests?



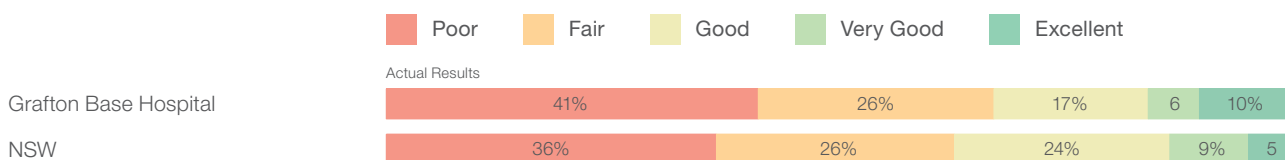
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



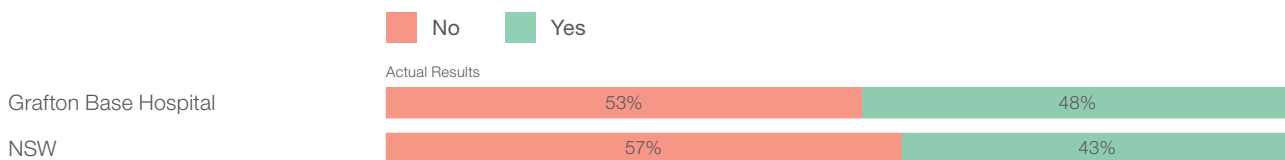
### Grafton Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

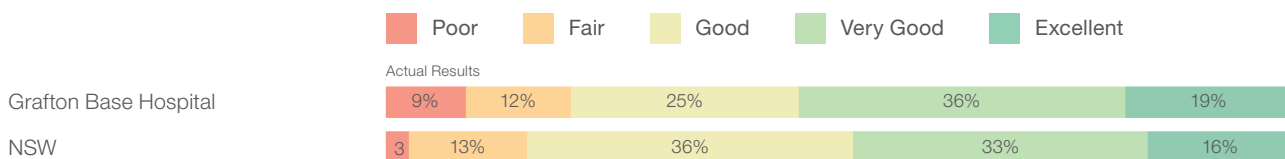
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



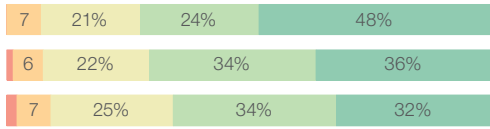
## Grafton Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

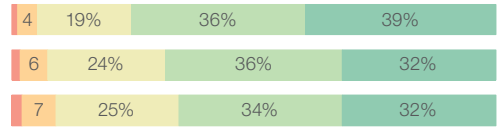
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



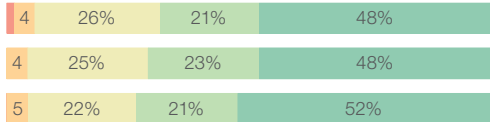
Grafton Base Hospital  
District group 1 hospitals  
New South Wales

Standardised results<sup>3</sup>



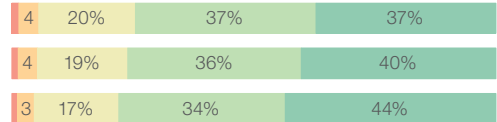
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Grafton Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Grafton Base Hospital



## Grafton Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

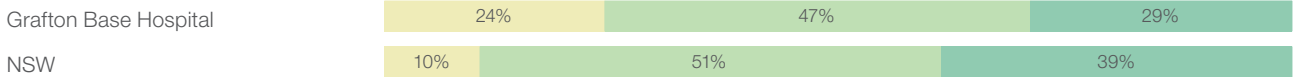
Outpatient attendances during February 2010: 652 patients

229 people who received outpatient services were sent a questionnaire; 25% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

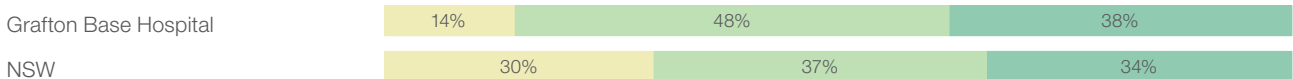
#### Age

■ 0-19 ■ 20-59 ■ 60+



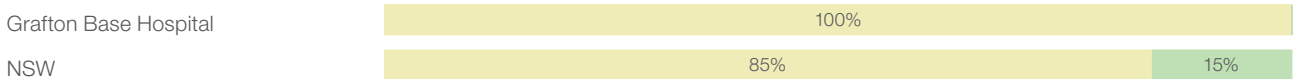
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



## Griffith Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

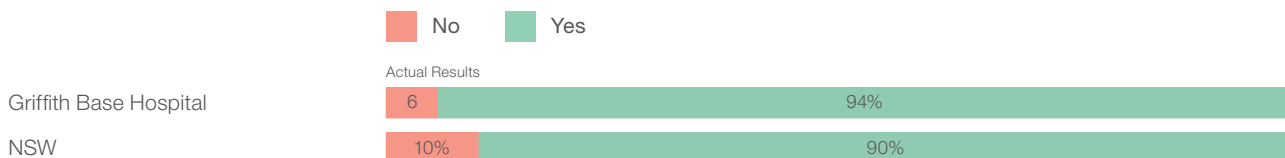
HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?



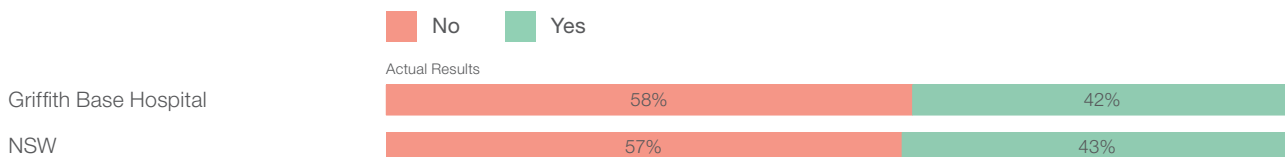
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



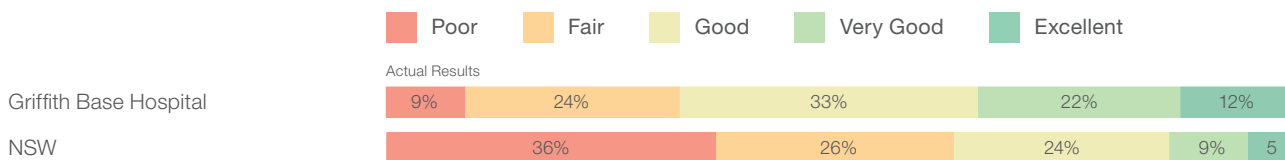
## Griffith Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

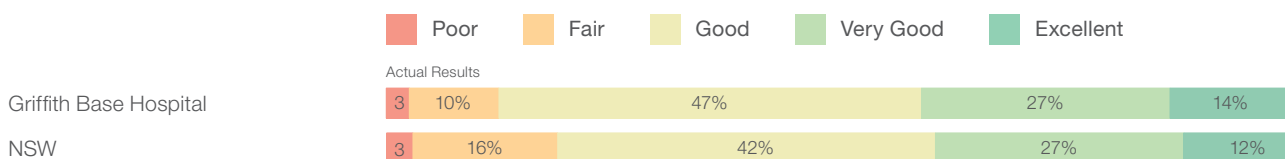
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

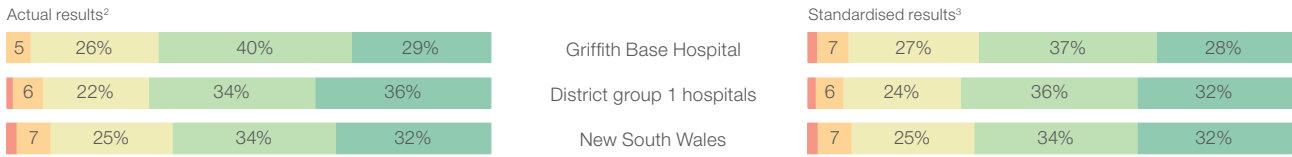


## Griffith Base Hospital: Patient experiences with outpatient services

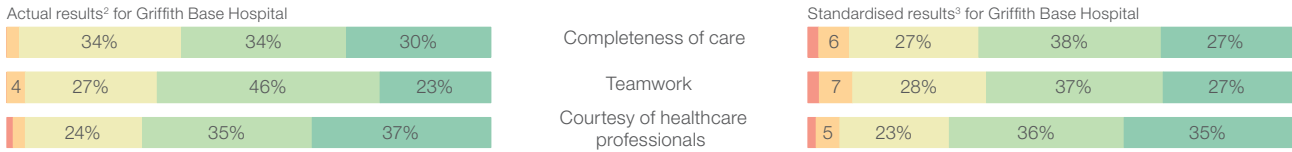
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



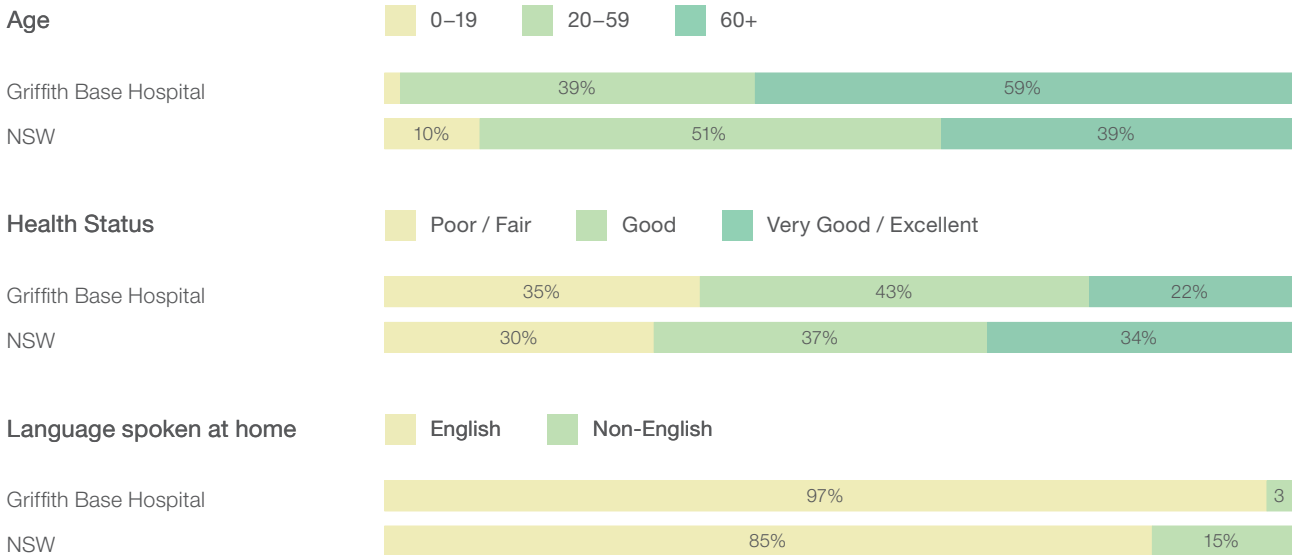
## Griffith Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 226 patients

198 people who received outpatient services were sent a questionnaire; 41% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

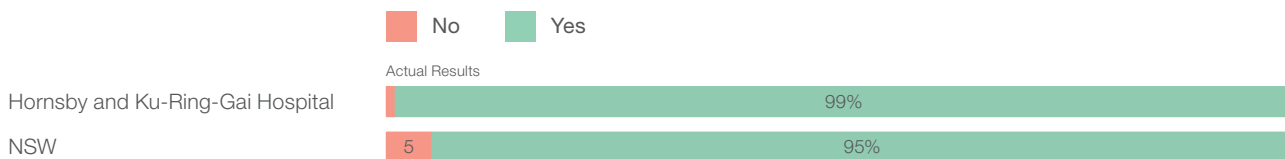
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Hornsby and Ku-Ring-Gai Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

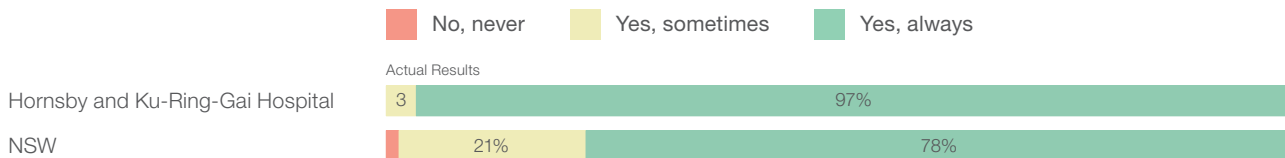
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



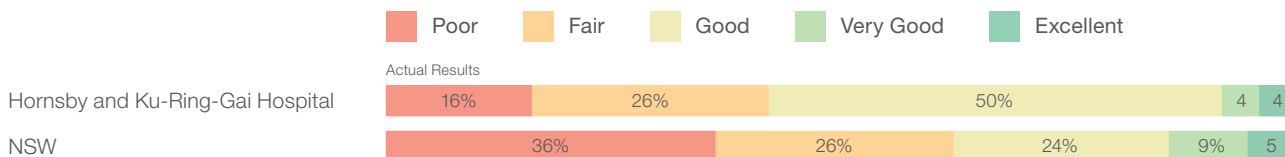
THIRD HIGHEST: When you asked questions, did you get answers you could understand?



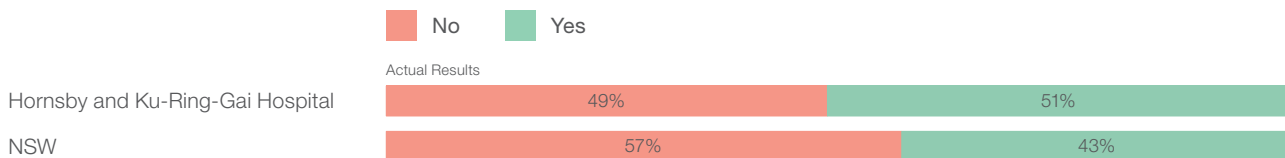
### Hornsby and Ku-Ring-Gai Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

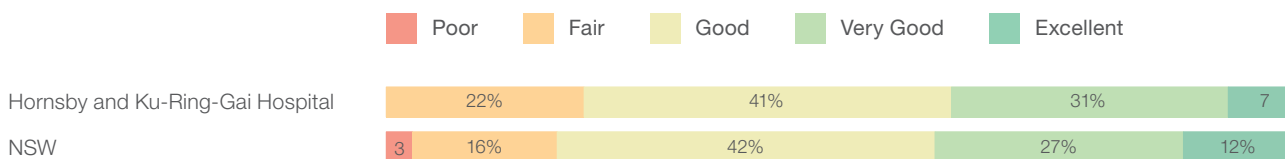
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



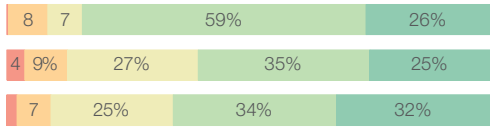
## Hornsby and Ku-Ring-Gai Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

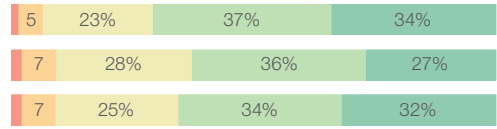
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



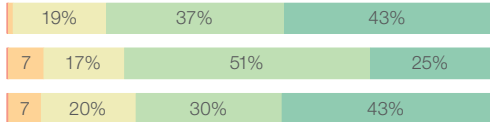
Hornsby and Ku-Ring-Gai Hospital  
Major metropolitan hospitals  
New South Wales

Standardised results<sup>3</sup>



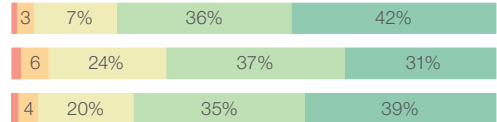
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Hornsby and Ku-Ring-Gai Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Hornsby and Ku-Ring-Gai Hospital



## Hornsby and Ku-Ring-Gai Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

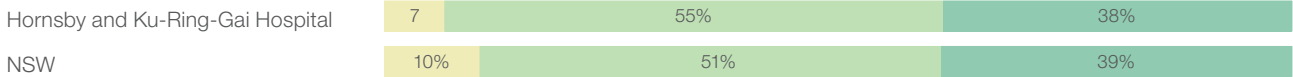
Outpatient attendances during February 2010: 1,969 patients

252 people who received outpatient services were sent a questionnaire; 40% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

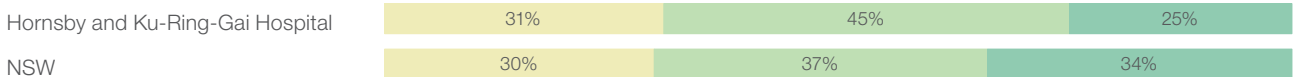
#### Age

■ 0-19 ■ 20-59 ■ 60+



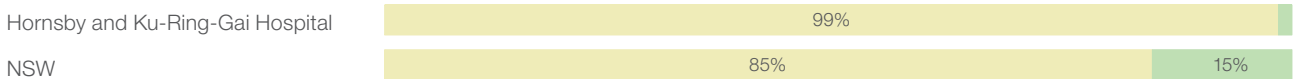
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

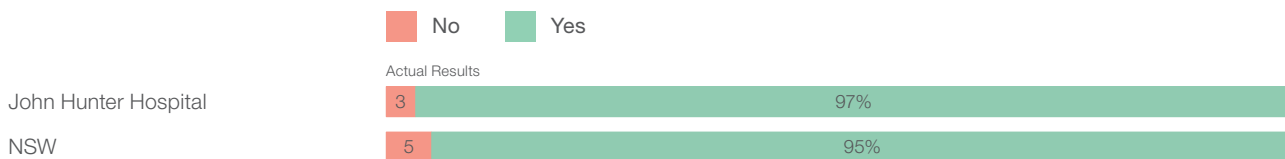
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

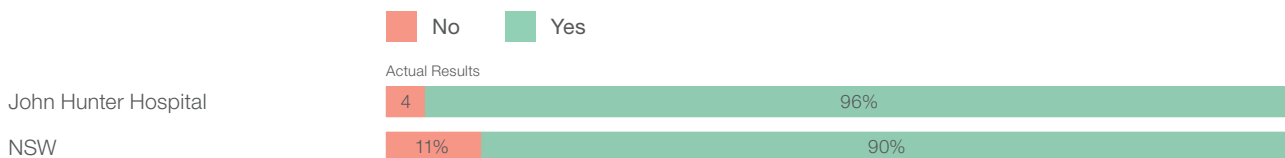
### John Hunter Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

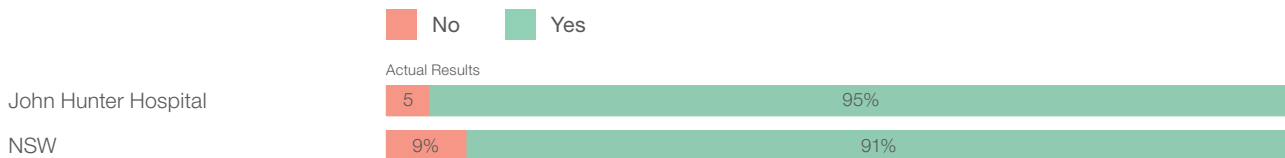
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?



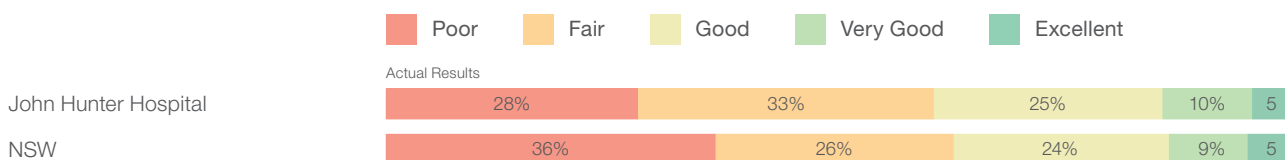
THIRD HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



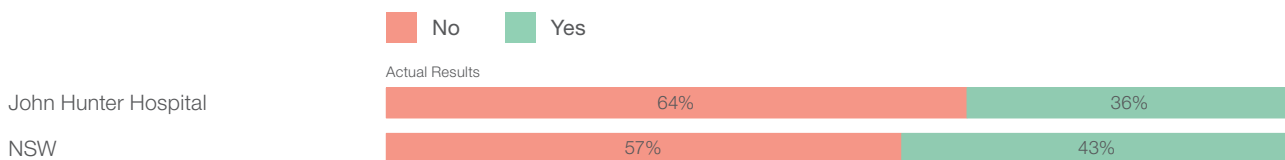
### John Hunter Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

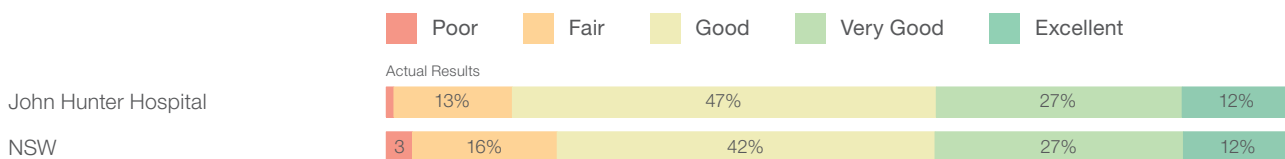
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

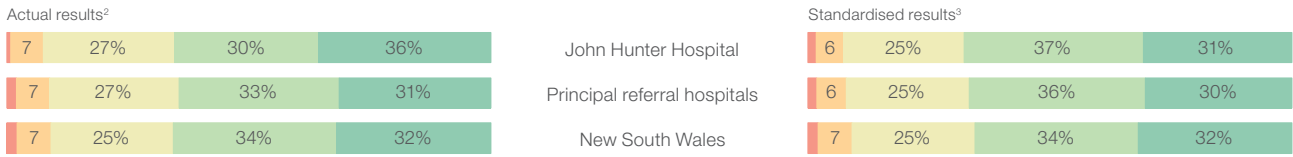


## John Hunter Hospital: Patient experiences with outpatient services

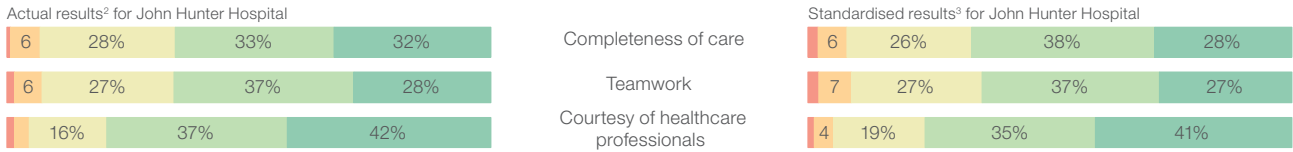
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



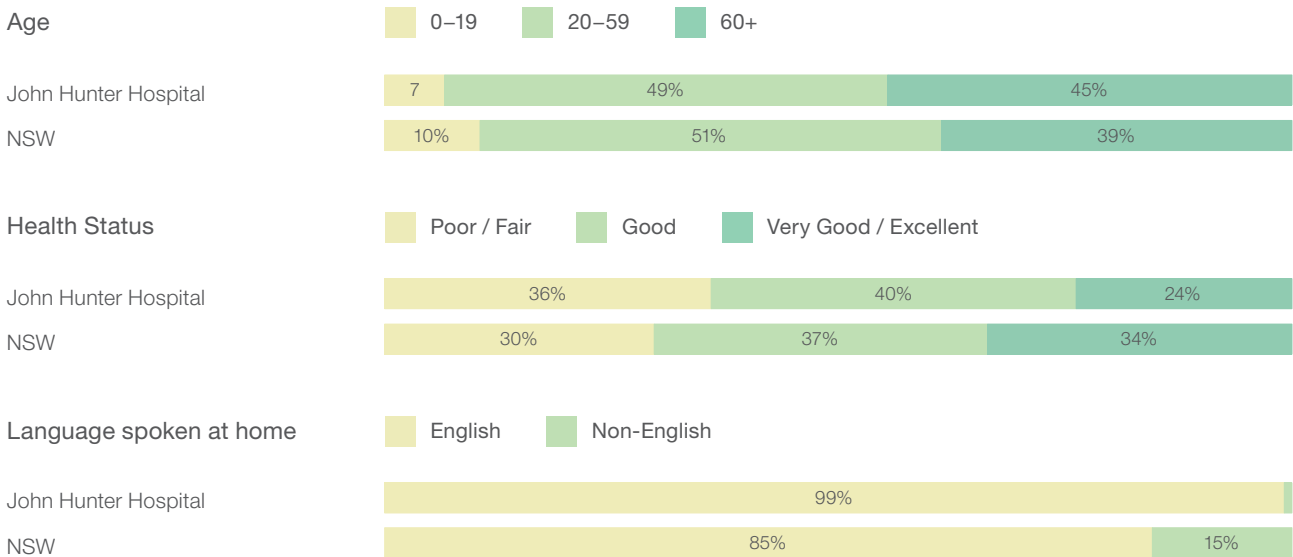
## John Hunter Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 16,250 patients

290 people who received outpatient services were sent a questionnaire; 47% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

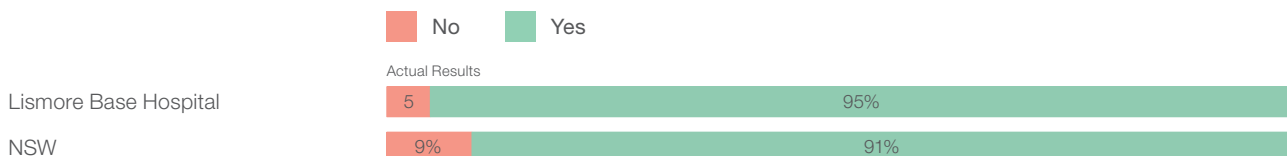
### Lismore Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

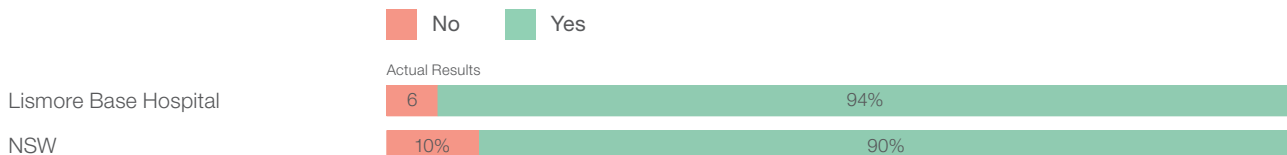
HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



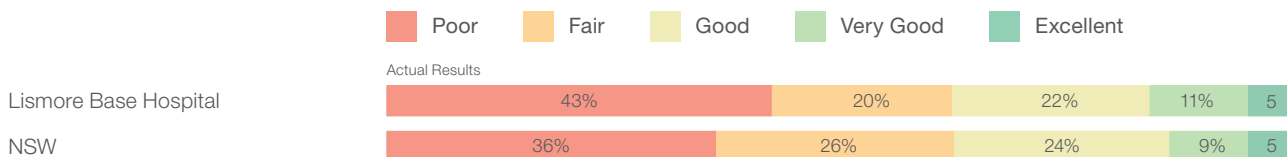
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



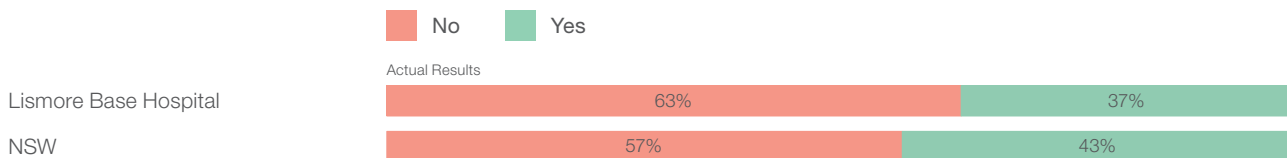
### Lismore Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

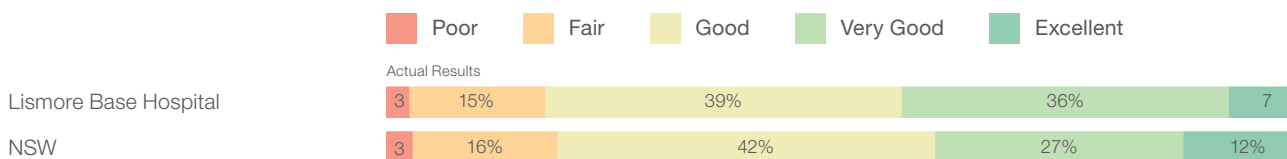
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



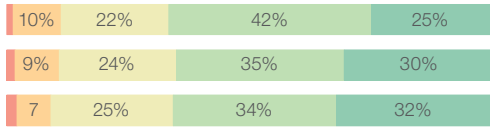
## Lismore Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

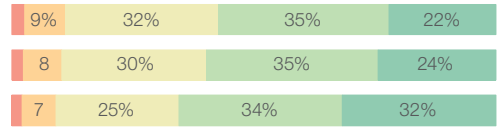
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



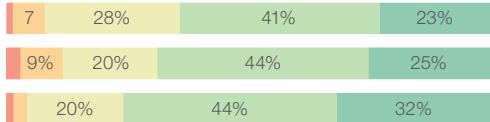
Lismore Base Hospital  
Major non-metropolitan hospitals  
New South Wales

Standardised results<sup>3</sup>



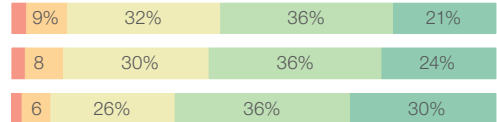
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Lismore Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Lismore Base Hospital



## Lismore Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

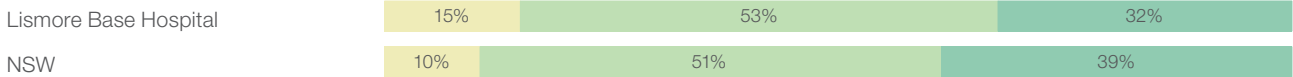
Outpatient attendances during February 2010: 1,022 patients

276 people who received outpatient services were sent a questionnaire; 30% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

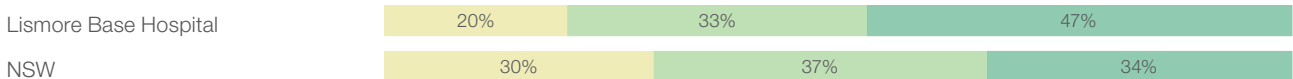
#### Age

■ 0-19 ■ 20-59 ■ 60+



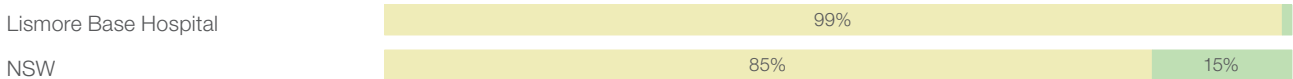
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

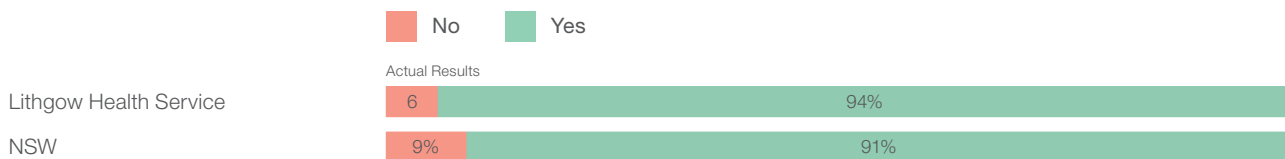
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



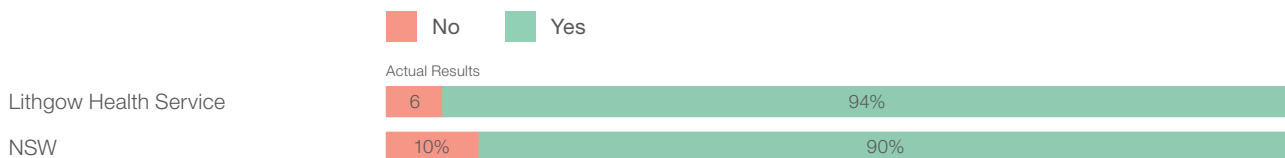
### Lithgow Health Service: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



SECOND HIGHEST: Did you know who to call if you needed help after you left your appointment?



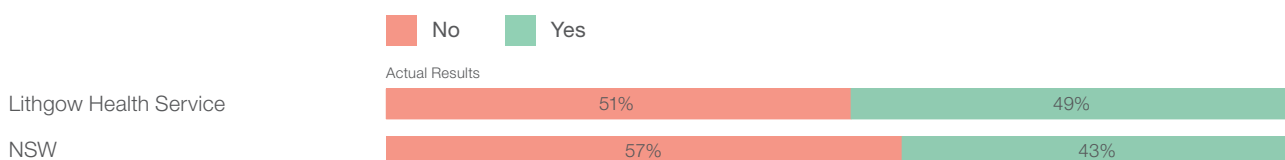
THIRD HIGHEST: Did someone explain how to take the new medications?



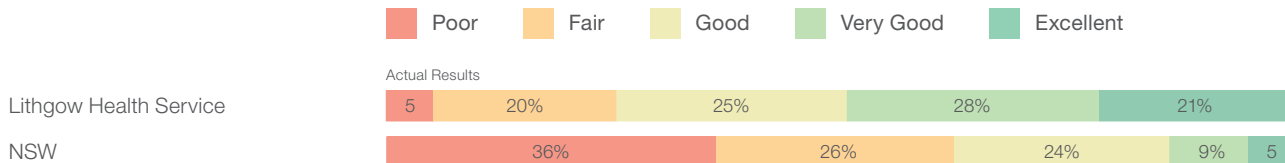
### Lithgow Health Service: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

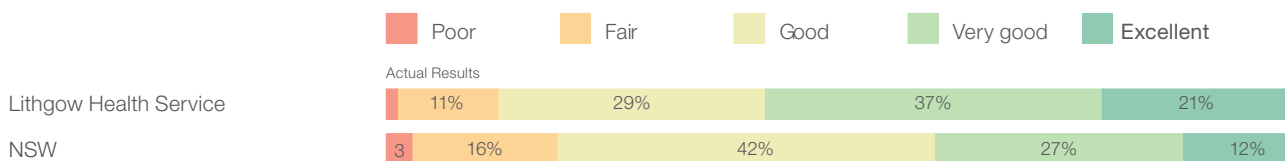
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



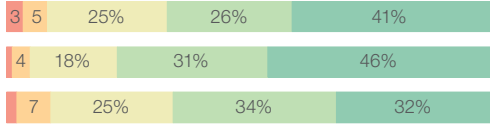
## Lithgow Health Service: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

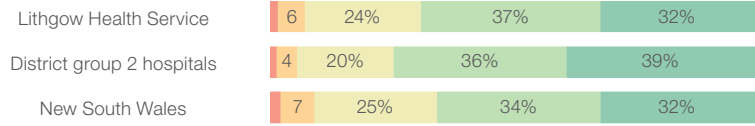
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

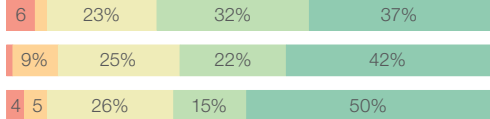


Standardised results<sup>3</sup>

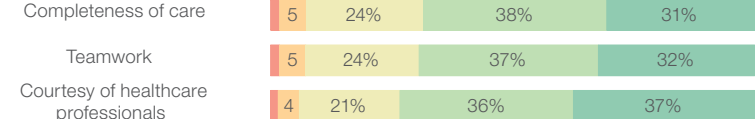


### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Lithgow Health Service



Standardised results<sup>3</sup> for Lithgow Health Service



## Lithgow Health Service: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

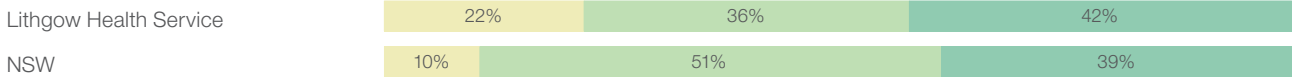
Outpatient attendances during February 2010: 222 patients

183 people who received outpatient services were sent a questionnaire; 33% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

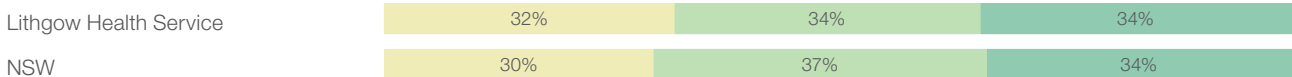
#### Age

■ 0-19 ■ 20-59 ■ 60+



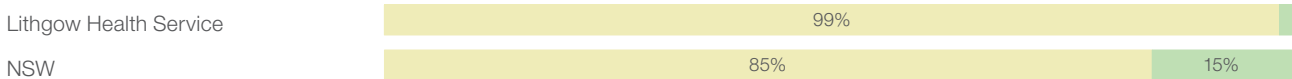
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

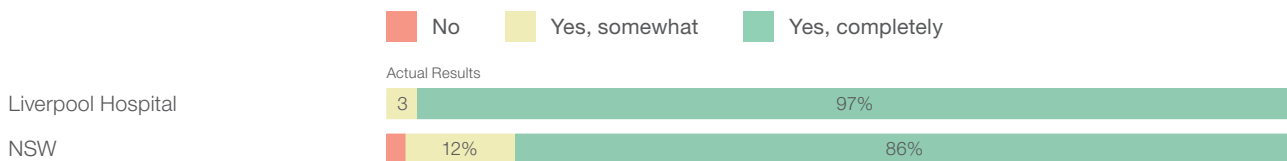
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

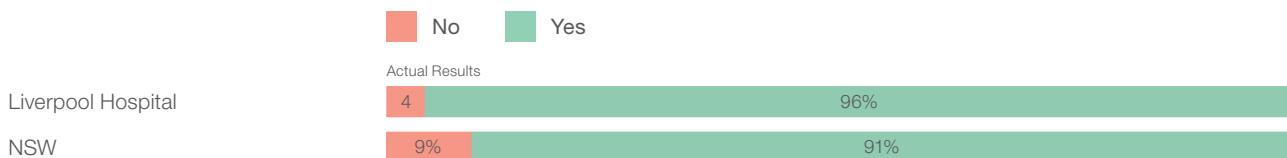
### Liverpool Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



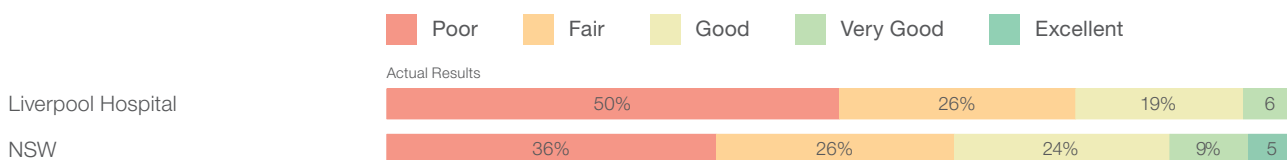
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



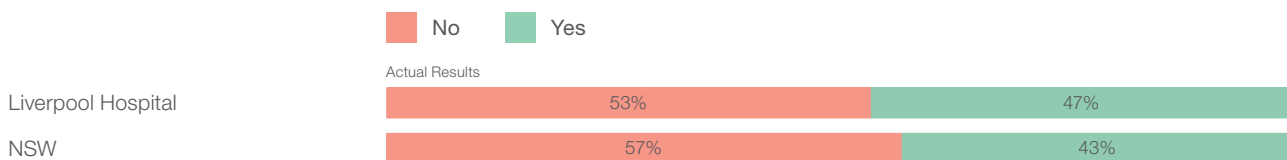
### Liverpool Hospital: What patients rated *lowest* about these outpatient service<sup>1</sup>

NSW Health Patient Survey, February 2010

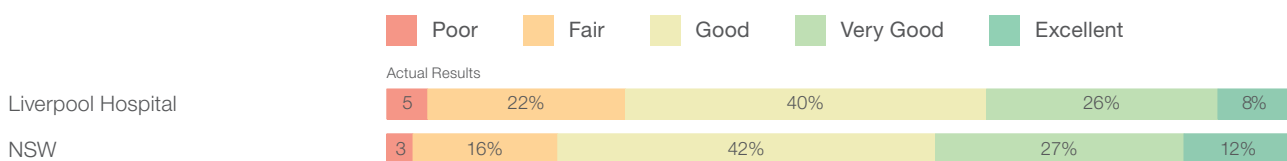
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

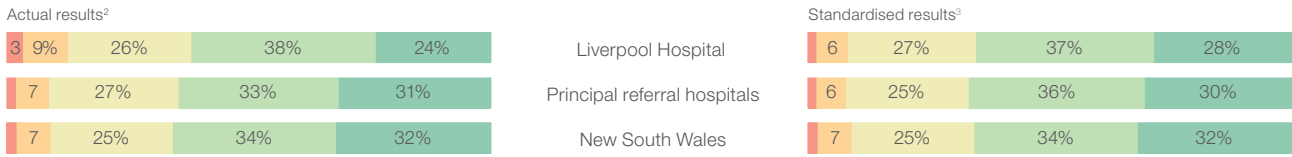


## Liverpool Hospital: Patient experiences with outpatient services

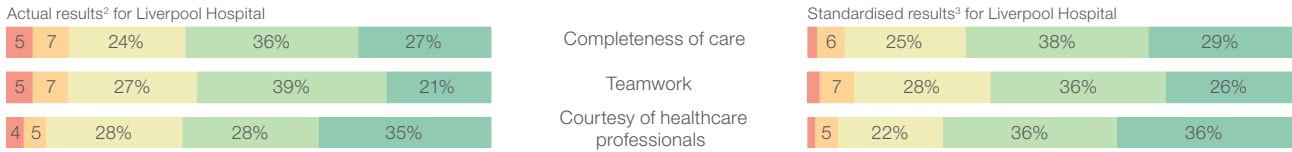
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



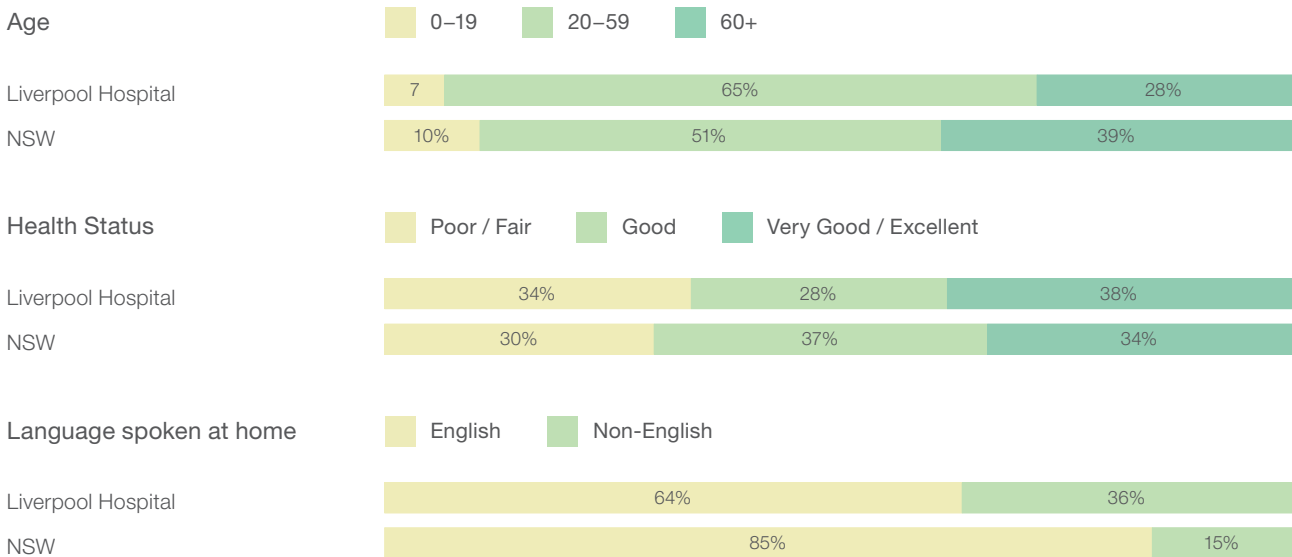
## Liverpool Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 10,565 patients

329 people who received outpatient services were sent a questionnaire; 34% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

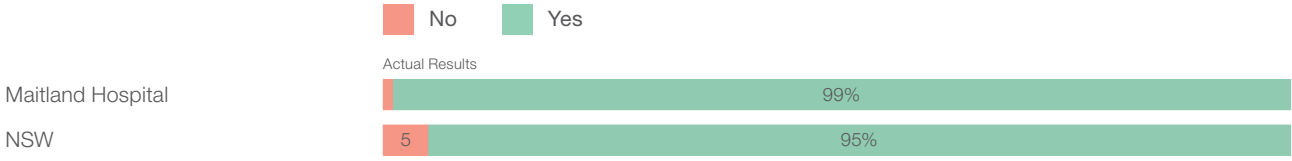
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

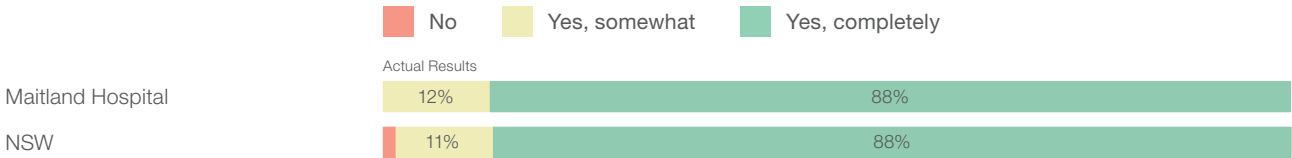
**Maitland Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>**

NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



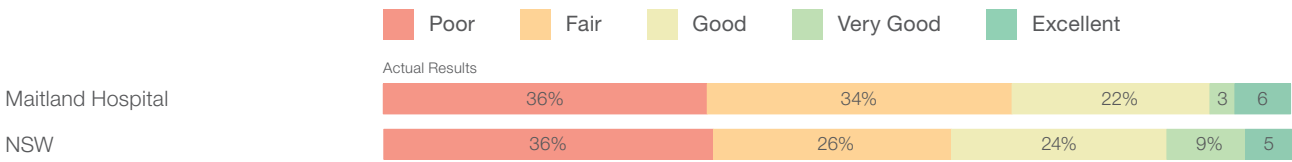
THIRD HIGHEST: Did someone explain how to take the new medications?



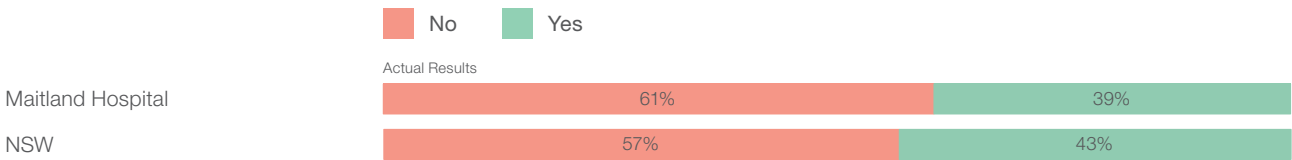
**Maitland Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>**

NSW Health Patient Survey, February 2010

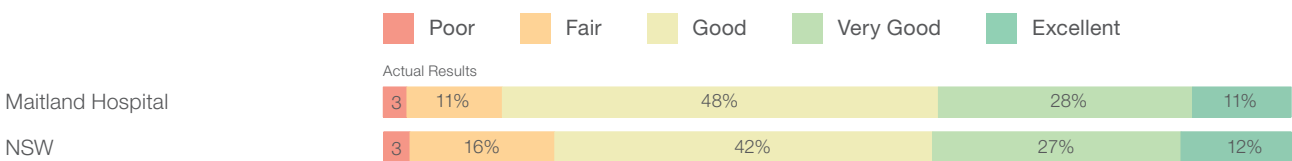
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



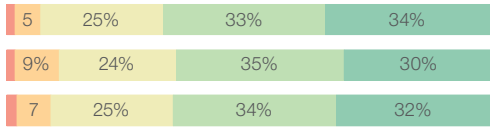
## Maitland Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

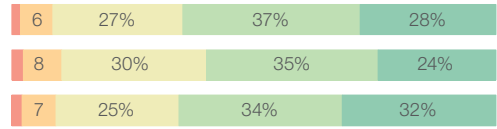
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

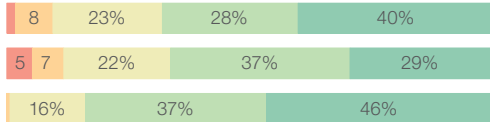


Standardised results<sup>3</sup>



### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Maitland Hospital

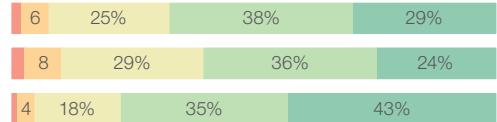


Completeness of care

Teamwork

Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Maitland Hospital



## Maitland Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

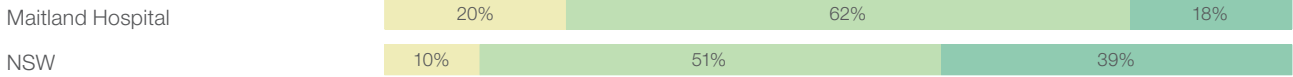
Outpatient attendances during February 2010: 1,754 patients

270 people who received outpatient services were sent a questionnaire; 30% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

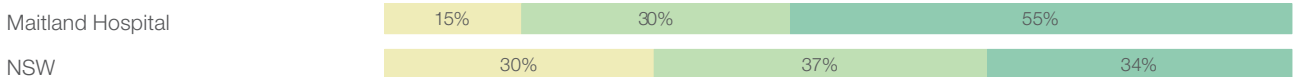
#### Age

■ 0-19 ■ 20-59 ■ 60+



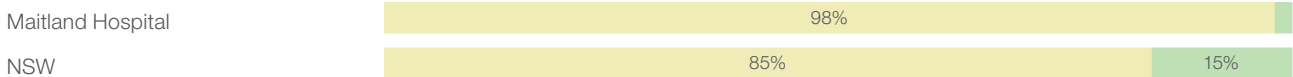
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

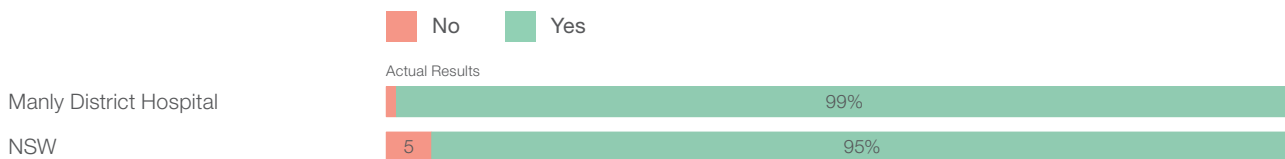
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

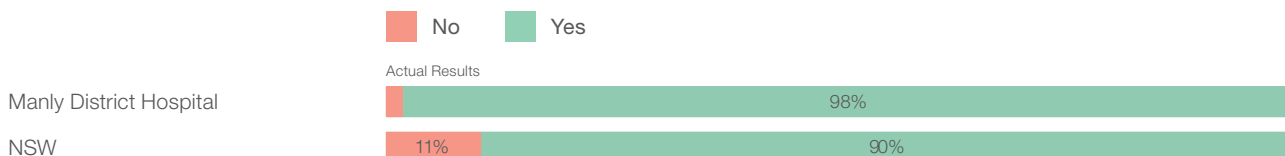
### Manly District Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?



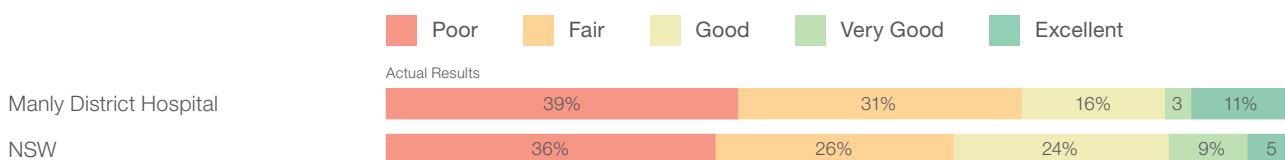
THIRD HIGHEST: Were you told why you needed tests in a way you could understand?



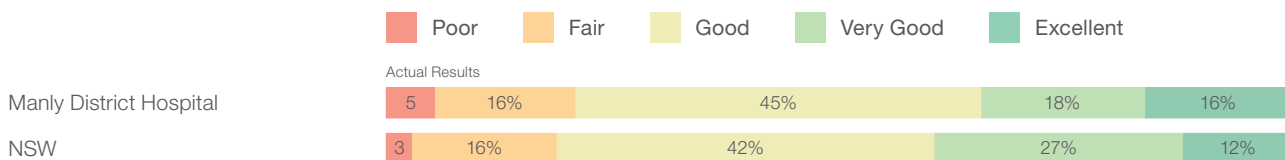
### Manly District Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

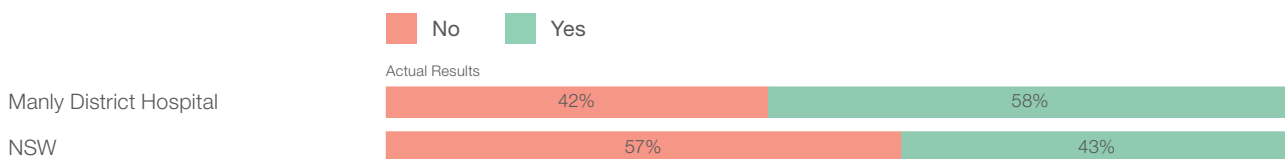
LOWEST: Availability of parking



SECOND LOWEST: Keeping noise levels to a minimum



THIRD LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

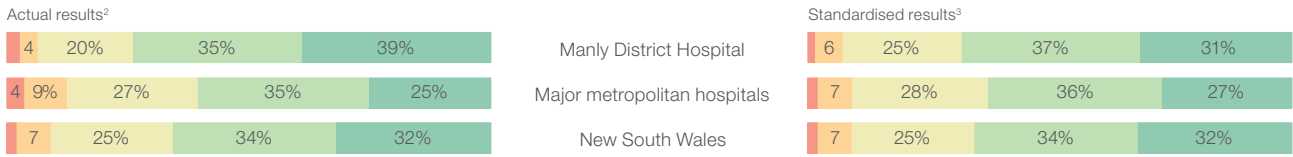


## Manly District Hospital: Patient experiences with outpatient services

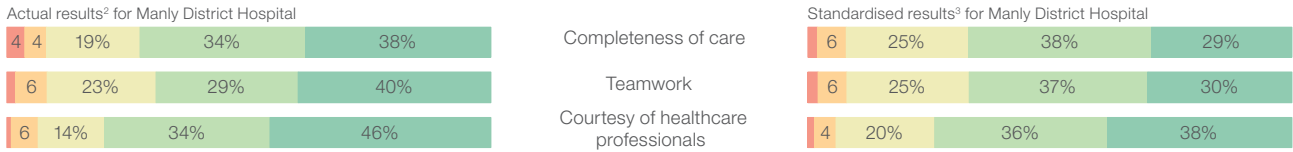
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



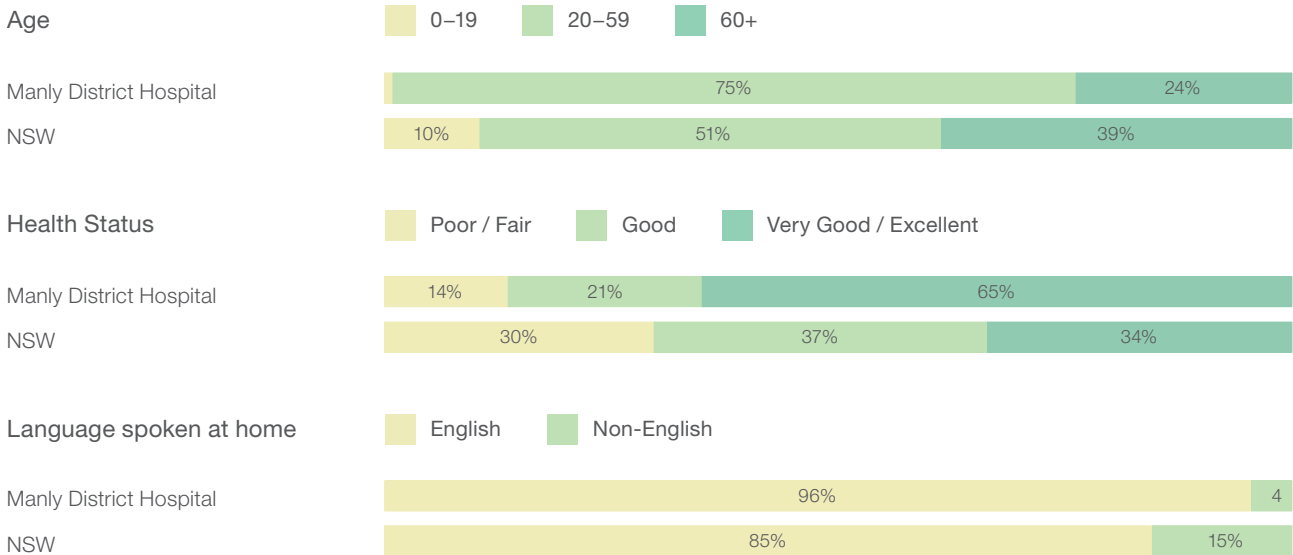
## Manly District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 965 patients

250 people who received outpatient services were sent a questionnaire; 39% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



### Manning Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?

No Yes, somewhat Yes, completely

Actual Results



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?

No Yes, somewhat Yes, completely

Actual Results



THIRD HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?

No Yes

Actual Results



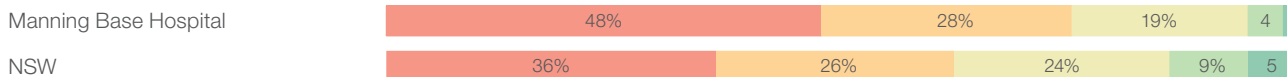
### Manning Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

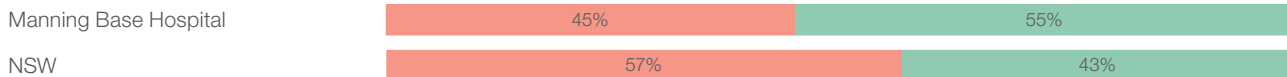
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results



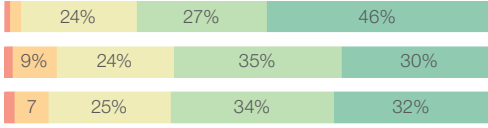
## Manning Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

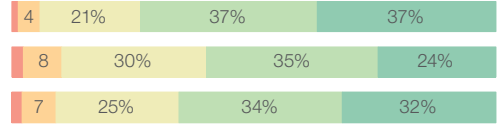
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

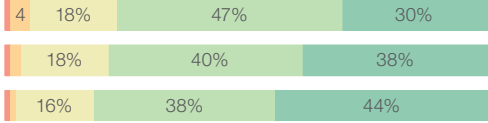


Standardised results<sup>3</sup>



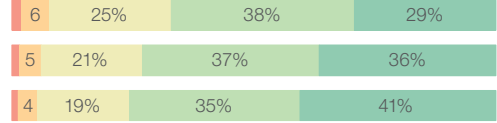
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Manning Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Manning Base Hospital



## Manning Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 943 patients

226 people who received outpatient services were sent a questionnaire; 39% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

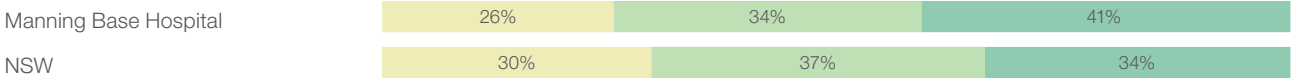
#### Age

■ 0-19 ■ 20-59 ■ 60+



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

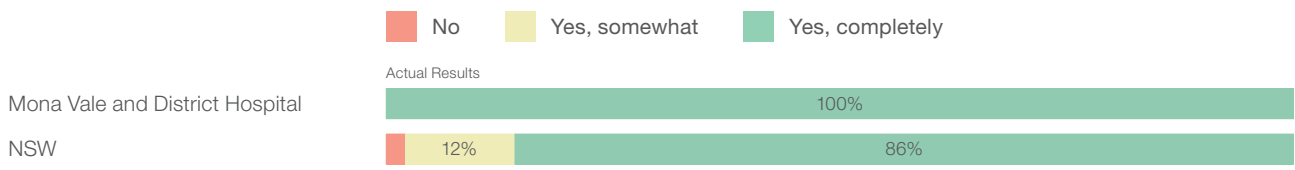
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

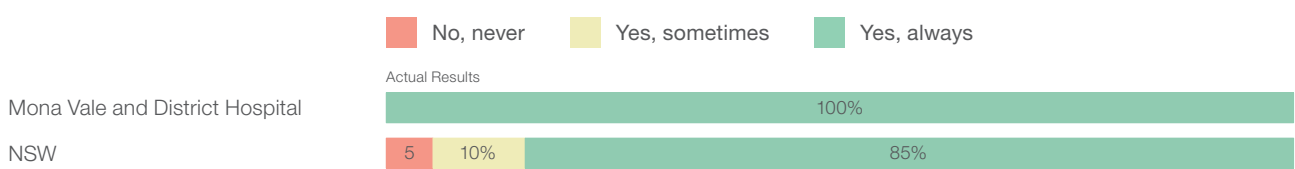
## Mona Vale and District Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

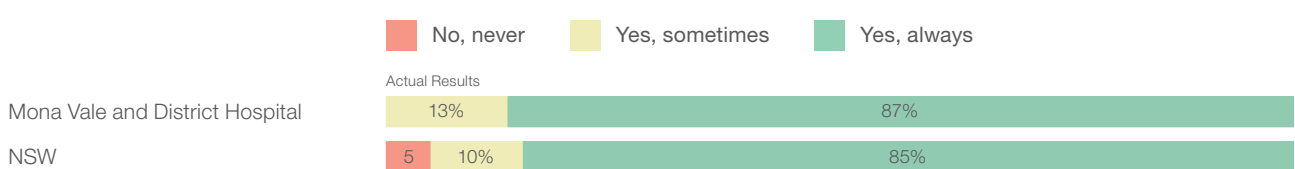
HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?



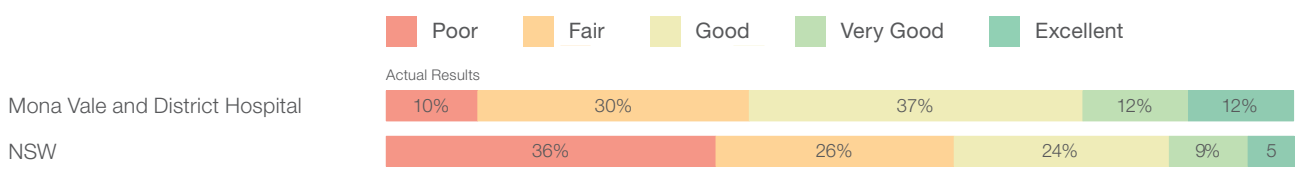
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



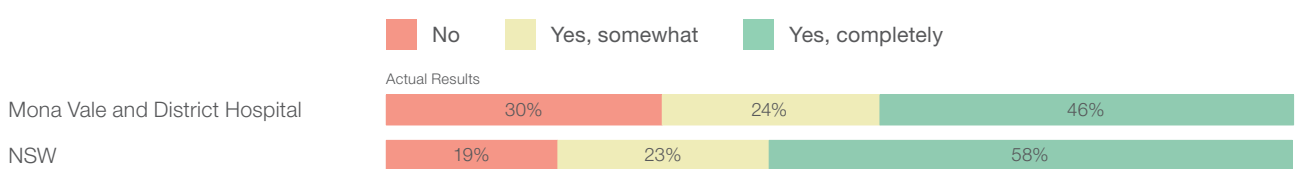
## Mona Vale and District Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

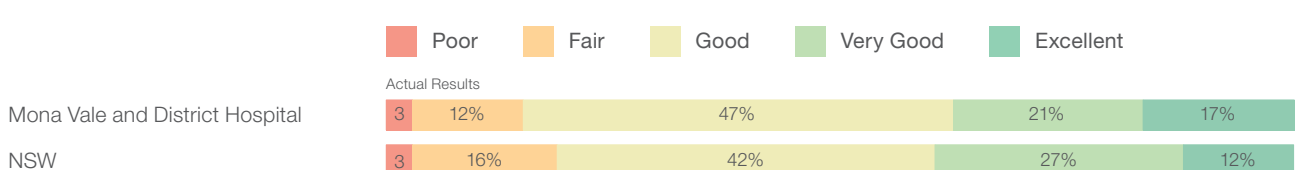
LOWEST: Availability of parking



SECOND LOWEST: Did someone tell you about side effects the medicines might have?



THIRD LOWEST: Keeping noise levels to a minimum

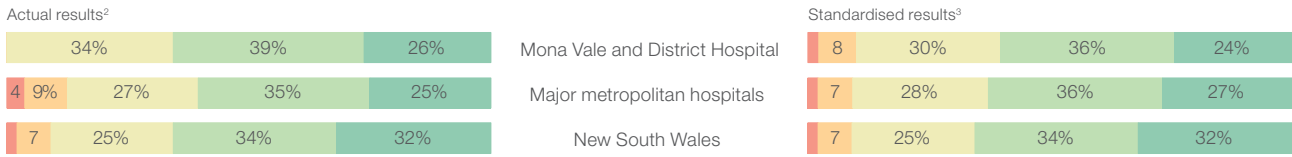


## Mona Vale and District Hospital: Patient experiences with outpatient services

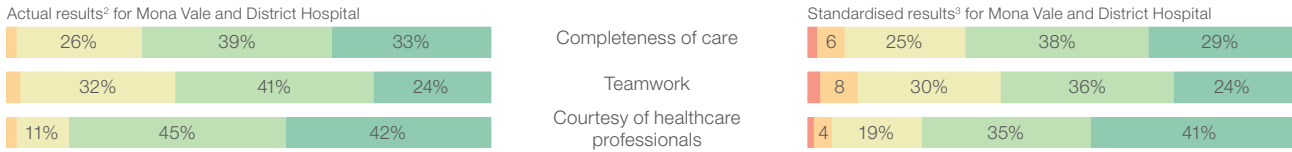
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



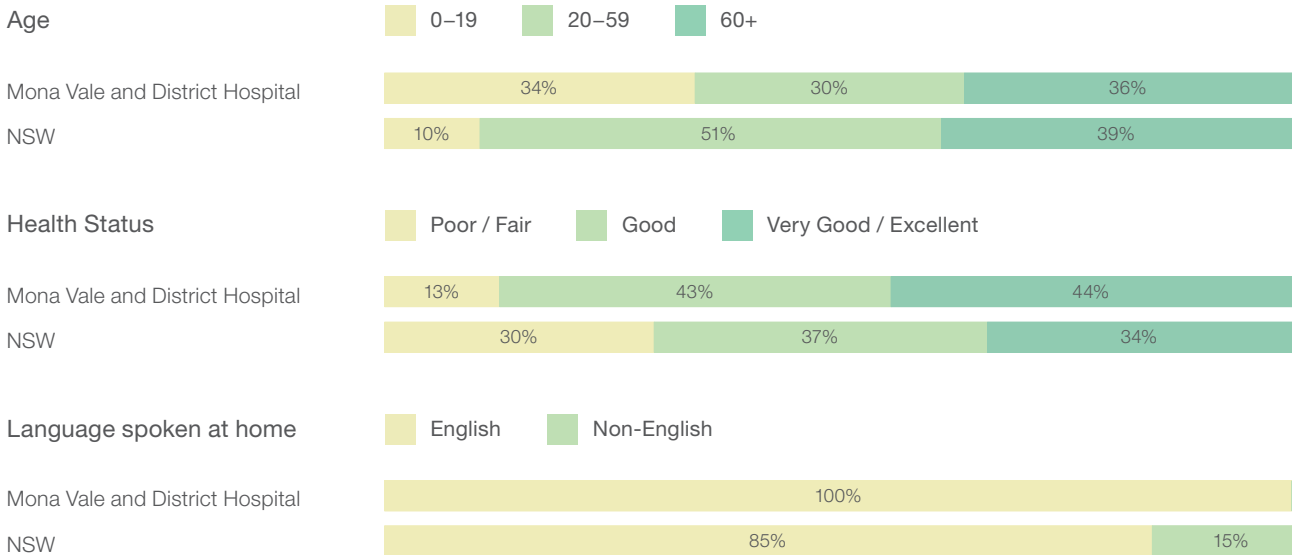
## Mona Vale and District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 417 patients

243 people who received outpatient services were sent a questionnaire; 17% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Mount Druiitt Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did the healthcare professional treat you with respect and dignity?

No Yes, somewhat Yes, completely

Actual Results



SECOND HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?

No Yes

Actual Results



THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?

No Yes

Actual Results



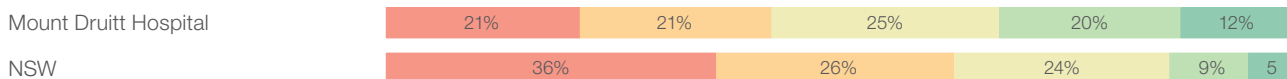
### Mount Druiitt Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

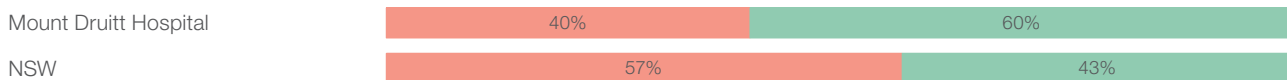
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

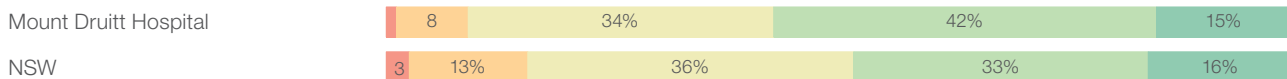
Actual Results



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

Poor Fair Good Very Good Excellent

Actual Results



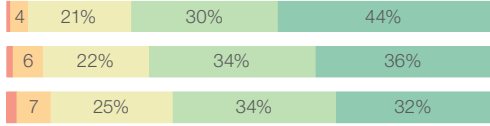
## Mount Druitt Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

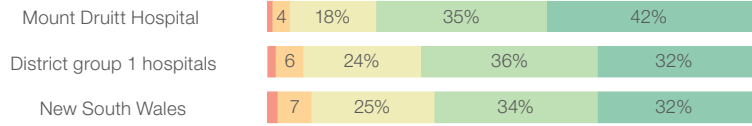
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

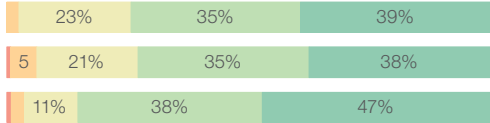


Standardised results<sup>3</sup>

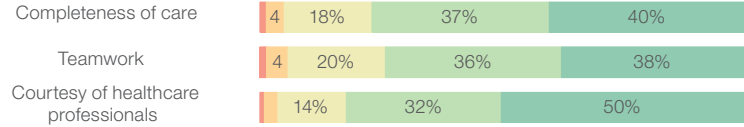


### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>3</sup> for Mount Druitt Hospital



Standardised results<sup>3</sup> for Mount Druitt Hospital



## Mount Druitt Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 959 patients

282 people who received outpatient services were sent a questionnaire; 36% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

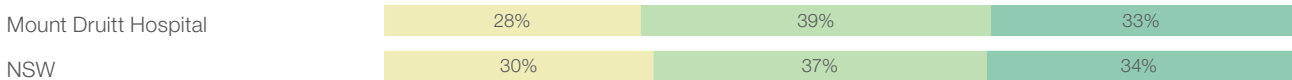
#### Age

■ 0-19 ■ 20-59 ■ 60+



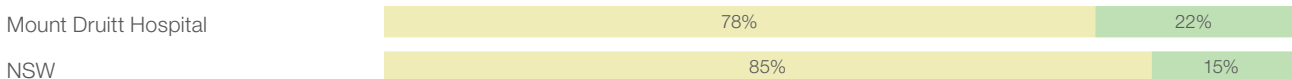
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

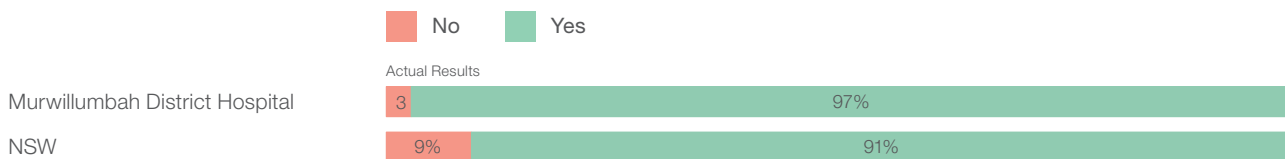
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

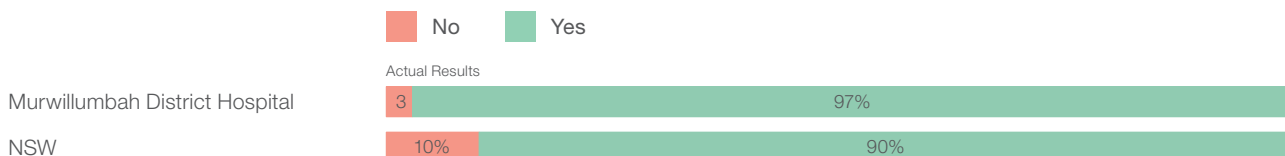
## Murwillumbah District Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

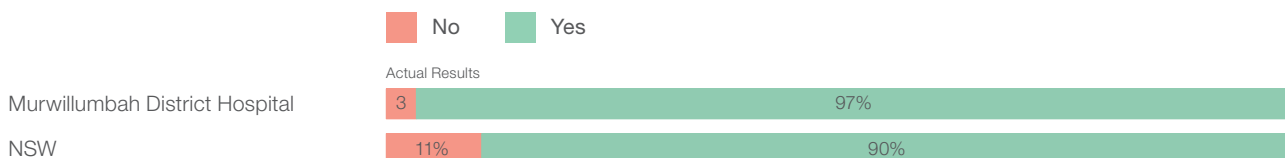
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



SECOND HIGHEST: Did you know who to call if you needed help after you left your appointment?



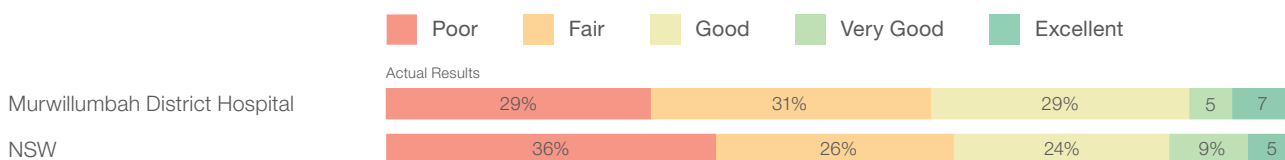
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



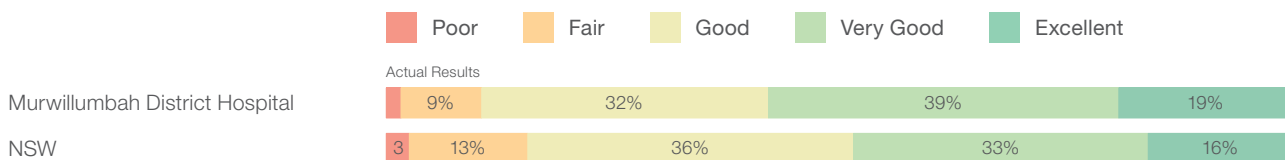
## Murwillumbah District Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

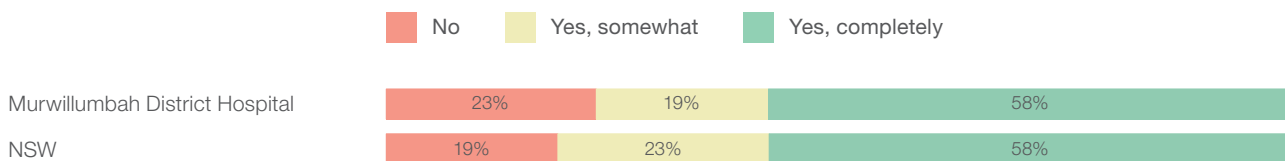
LOWEST: Availability of parking



SECOND LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



THIRD LOWEST: Did someone tell you about side effects the medicines might have?

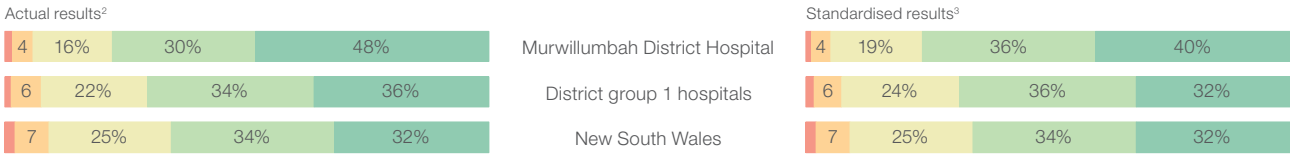


## Murwillumbah District Hospital: Patient experiences with outpatient services

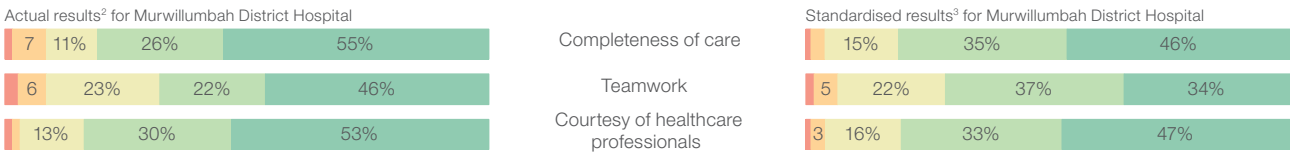
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



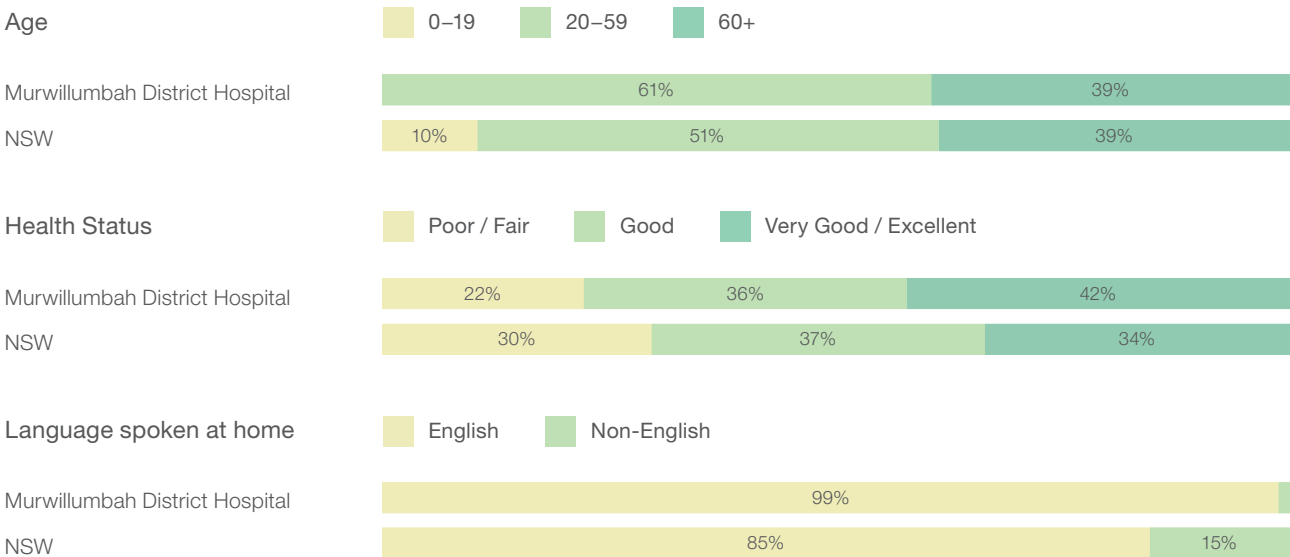
## Murwillumbah District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 407 patients

203 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

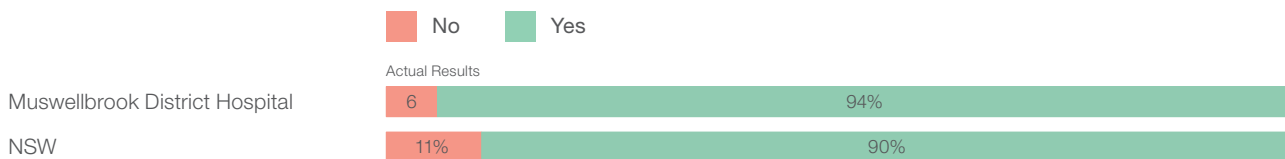
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



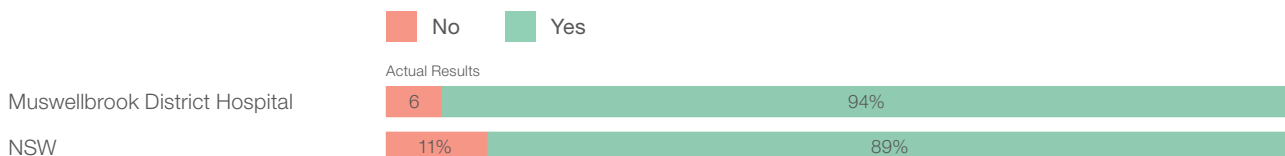
### Muswellbrook District Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

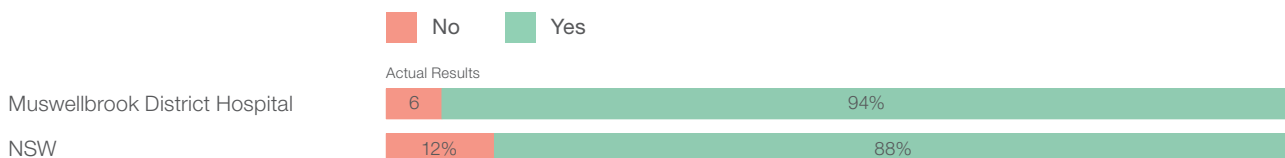
HIGHEST: Were you asked about how your family or living situation affect your health?



SECOND HIGHEST: Did someone tell you how you would find out the results of your tests?



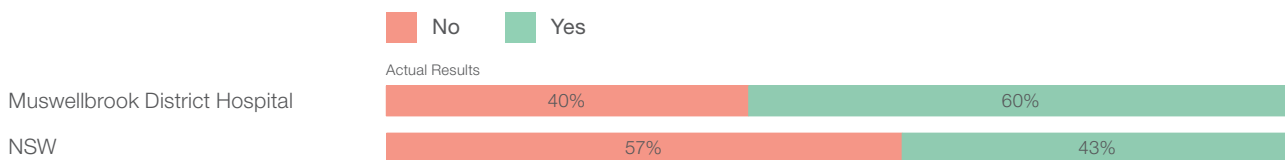
THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?



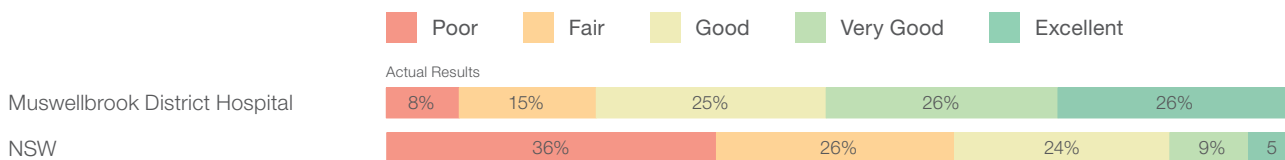
### Muswellbrook District Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

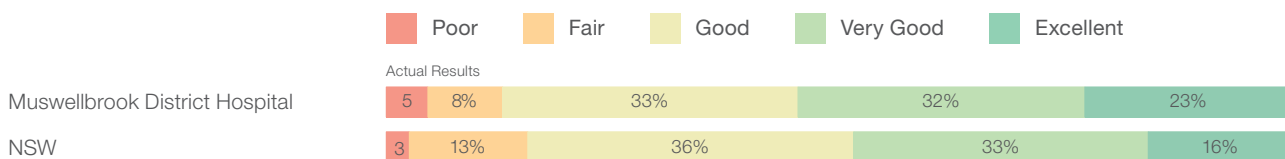
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

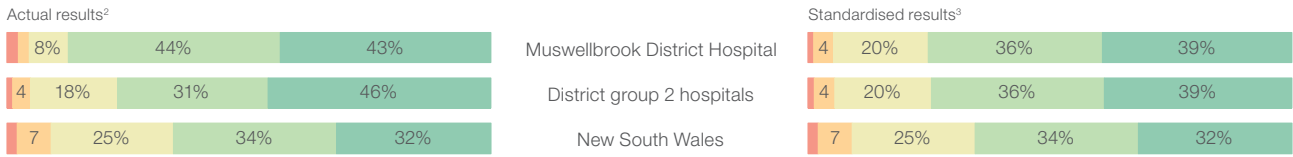


## Muswellbrook District Hospital: Patient experiences with outpatient services

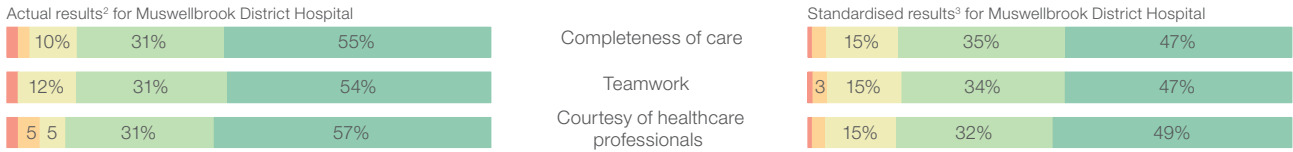
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



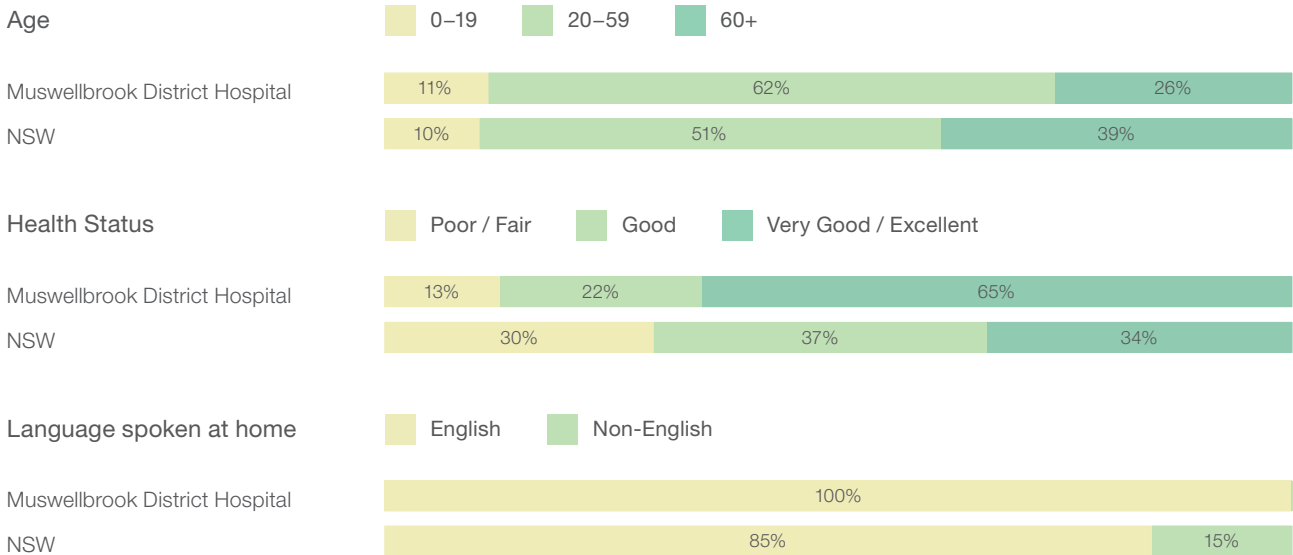
## Muswellbrook District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 251 patients

150 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

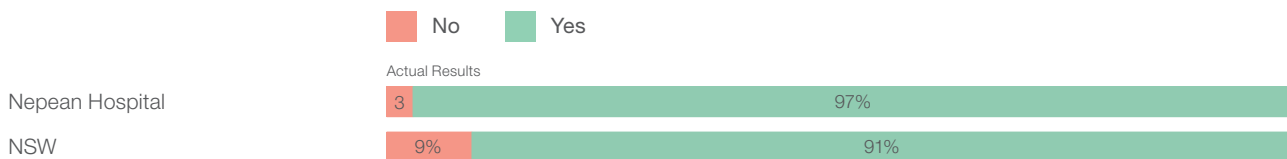
**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

## Nepean Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

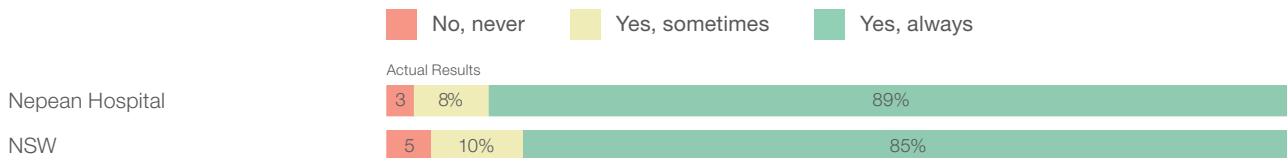
HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?



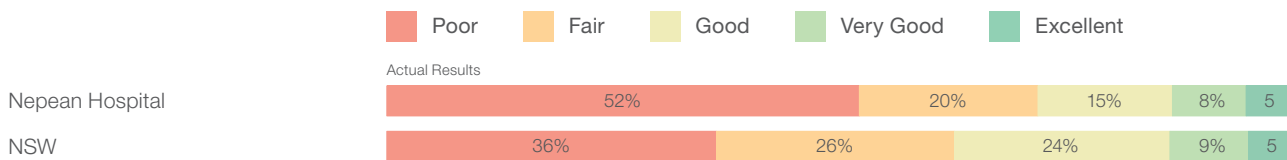
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



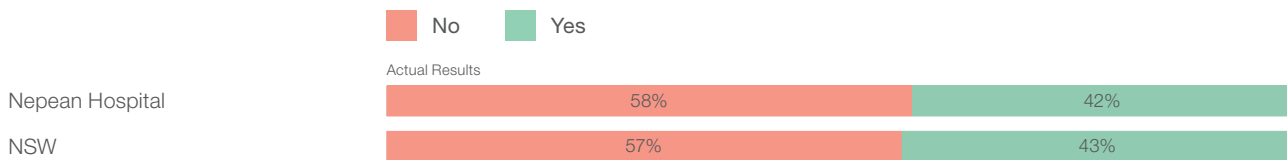
## Nepean Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

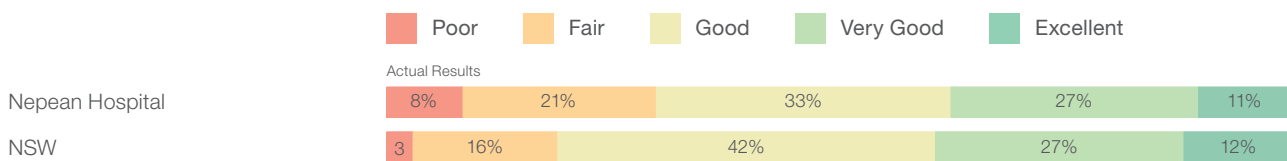
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

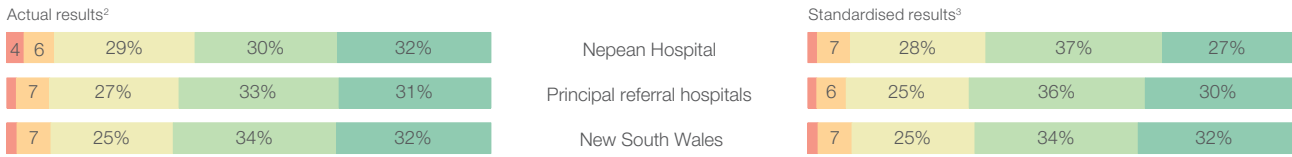


## Nepean Hospital: Patient experiences with outpatient services

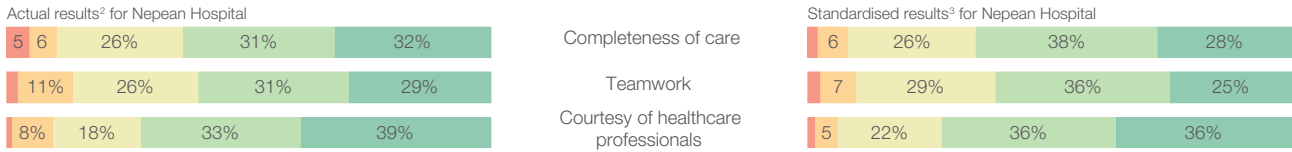
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



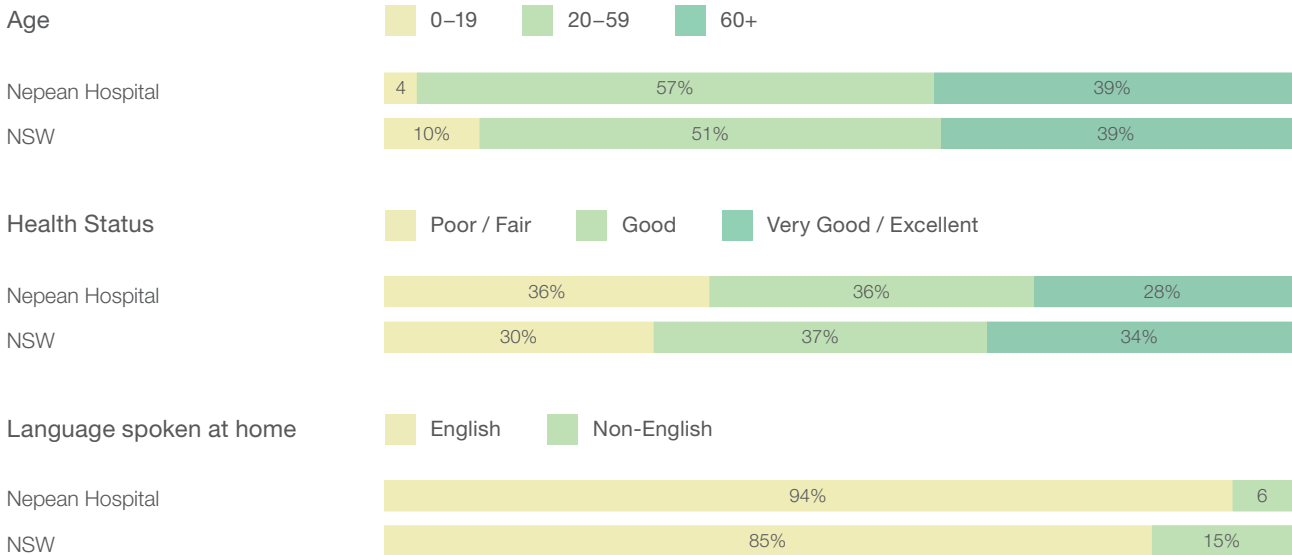
## Nepean Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 11,376 patients

335 people who received outpatient services were sent a questionnaire; 31% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

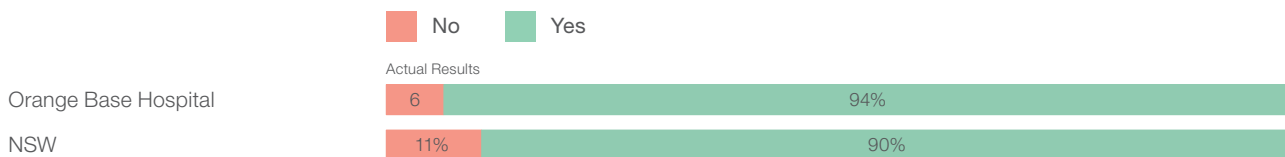
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

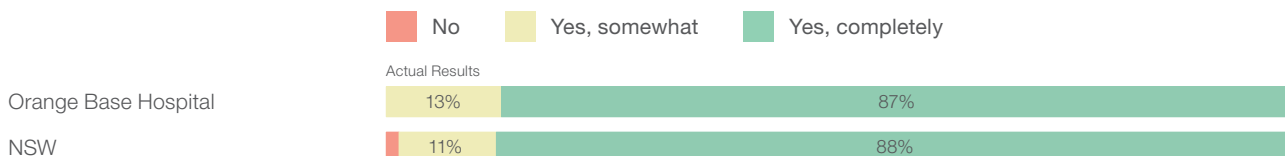
### Orange Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

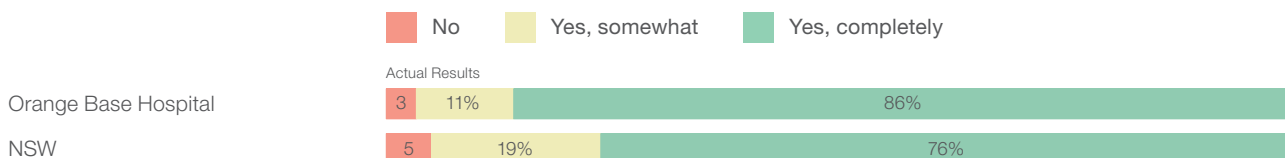
HIGHEST: Were you asked about how your family or living situation affect your health?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



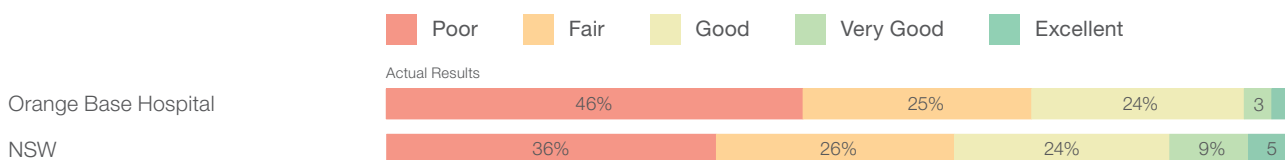
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



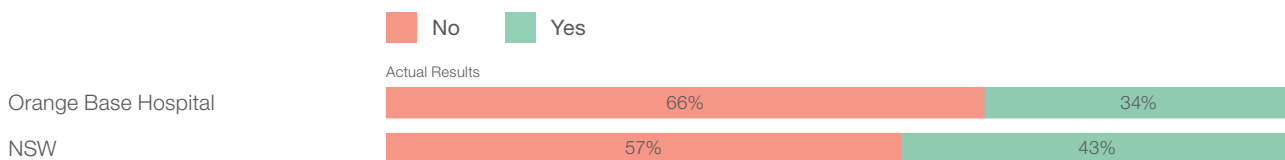
### Orange Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

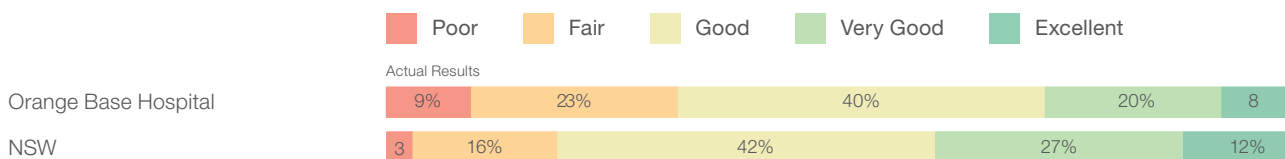
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



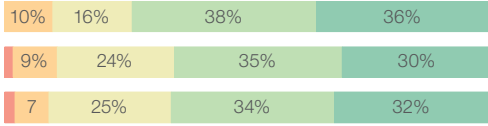
## Orange Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

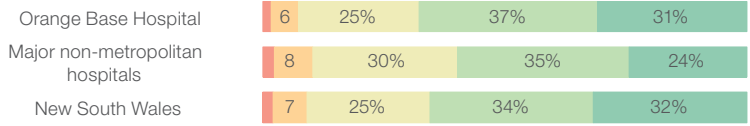
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

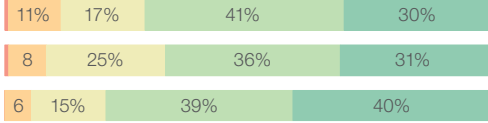


Standardised results<sup>3</sup>



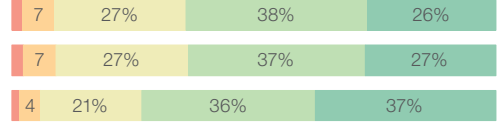
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Orange Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Orange Base Hospital



## Orange Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

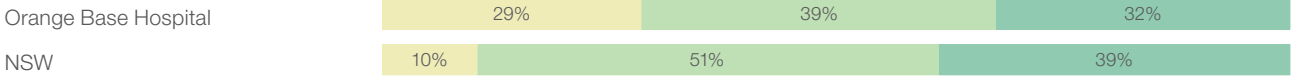
Outpatient attendances during February 2010: 1,534 patients

325 people who received outpatient services were sent a questionnaire; 28% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

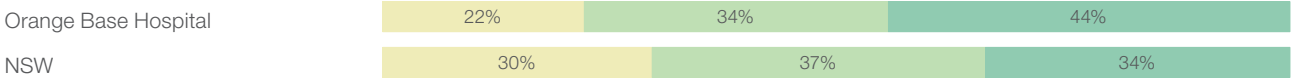
#### Age

■ 0-19 ■ 20-59 ■ 60+



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.

2. Data weighted by age to reflect the population of all attendees during February 2010.

3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.

4. Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

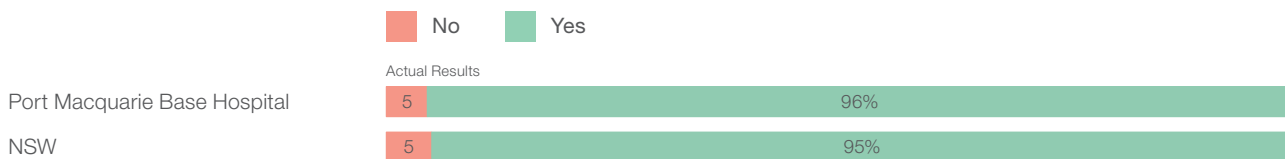
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

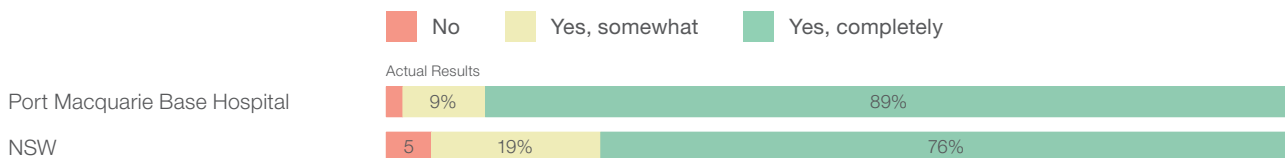
**Port Macquarie Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>**

NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Was the purpose of medicines explained in a way that you could understand?



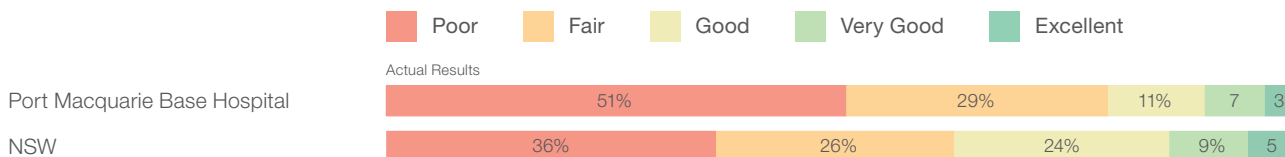
THIRD HIGHEST: Were you told why you needed tests in a way you could understand?



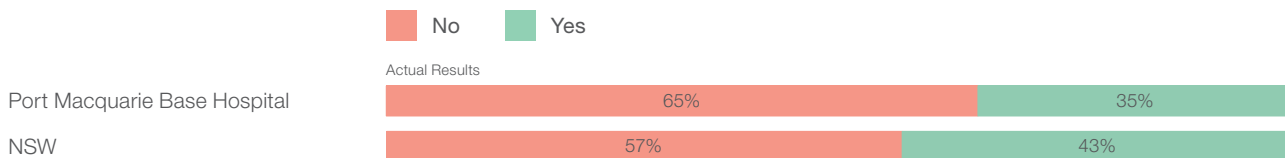
**Port Macquarie Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>**

NSW Health Patient Survey, February 2010

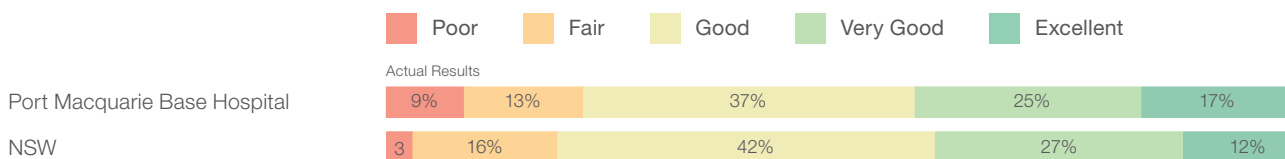
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

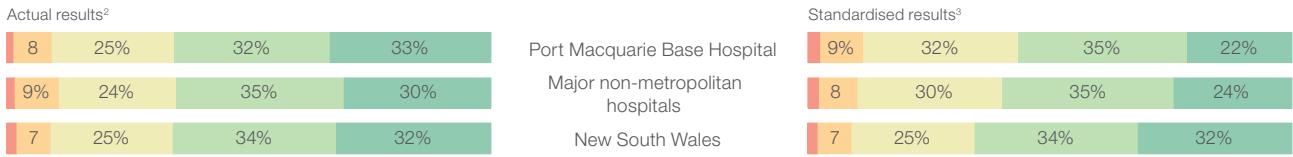


## Port Macquarie Base Hospital: Patient experiences with outpatient services

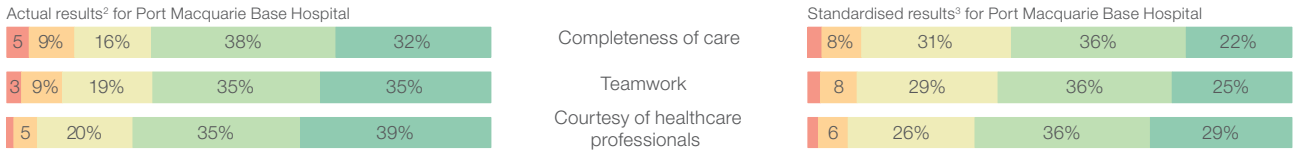
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



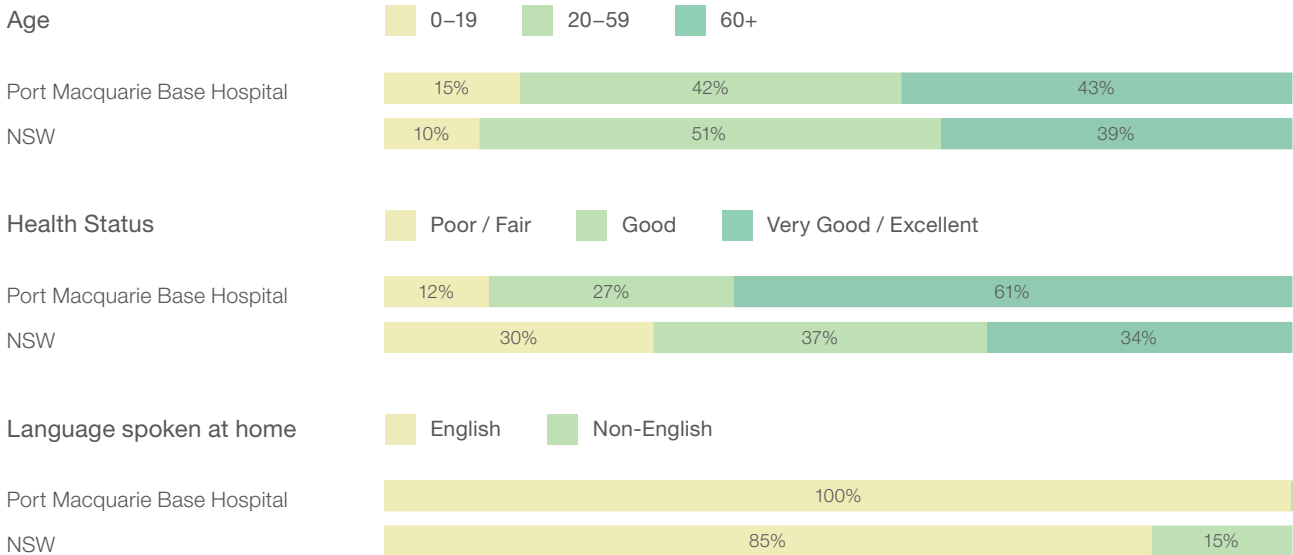
## Port Macquarie Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 707 patients

277 people who received outpatient services were sent a questionnaire; 31% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
  - Data weighted by age to reflect the population of all attendees during February 2010.
  - To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
  - Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
- Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



### Prince of Wales Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?

No Yes, somewhat Yes, completely

Actual Results



SECOND HIGHEST: Did healthcare staff give conflicting information during your visit?

Yes, always Yes, sometimes No

Actual Results



THIRD HIGHEST: During your visit, were there times when you did not get the help you needed?

Yes, often Yes, sometimes No

Actual Results



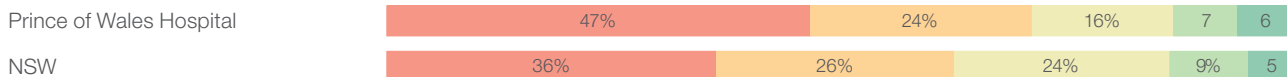
### Prince of Wales Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

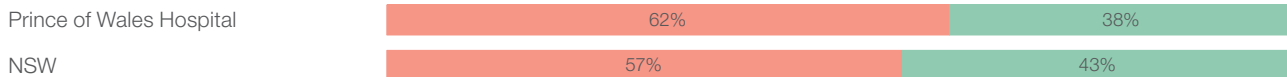
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

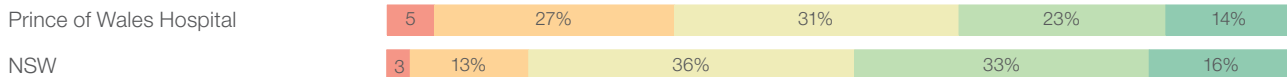
Actual Results



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

Poor Fair Good Very Good Excellent

Actual Results

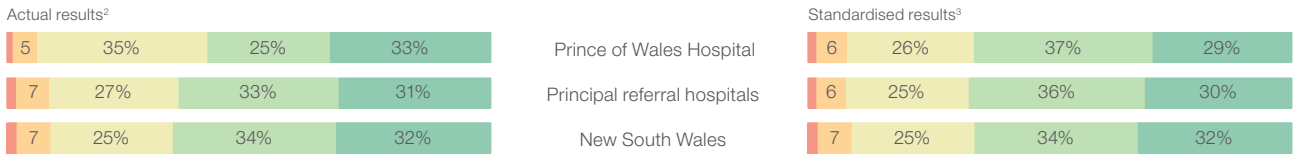


## Prince of Wales Hospital: Patient experiences with outpatient services

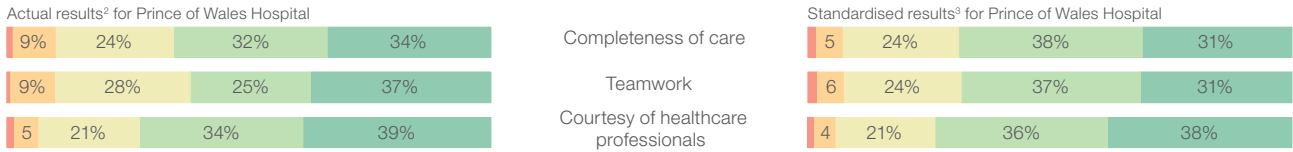
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



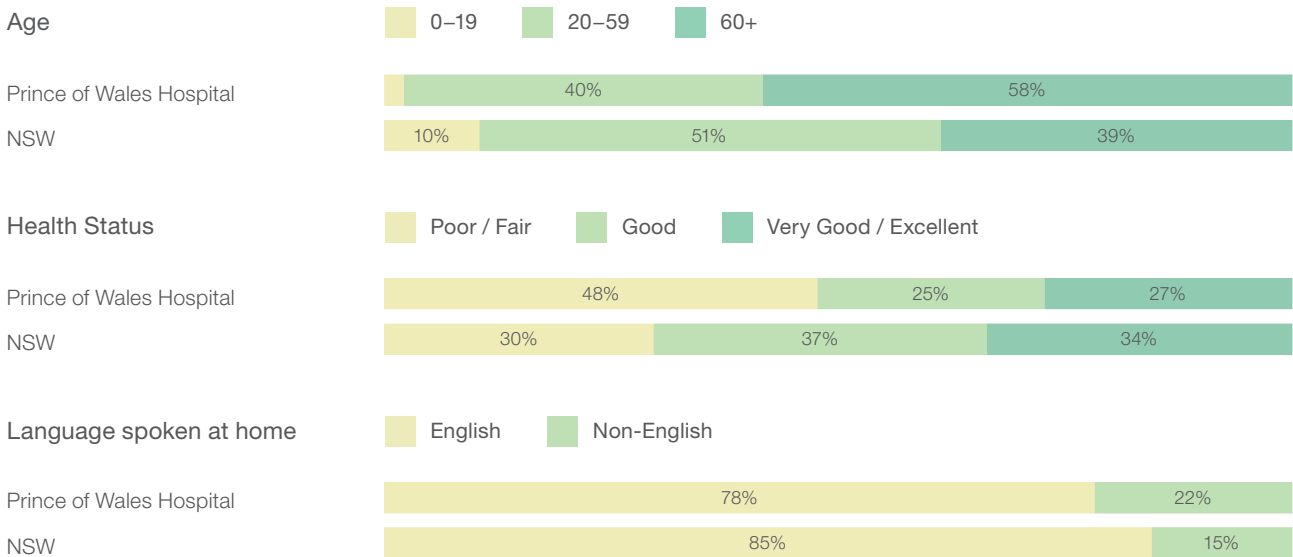
## Prince of Wales Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,473 patients

273 people who received outpatient services were sent a questionnaire; 40% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

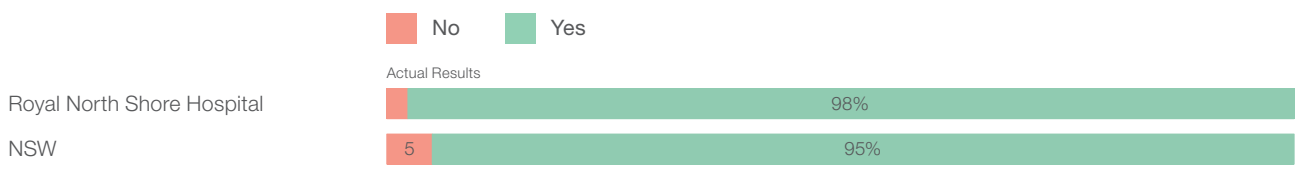
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Royal North Shore Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

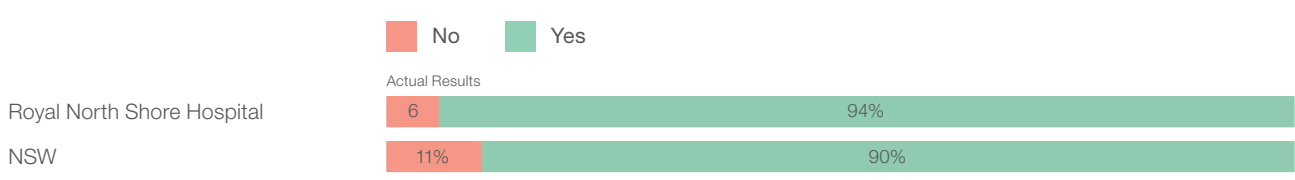
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



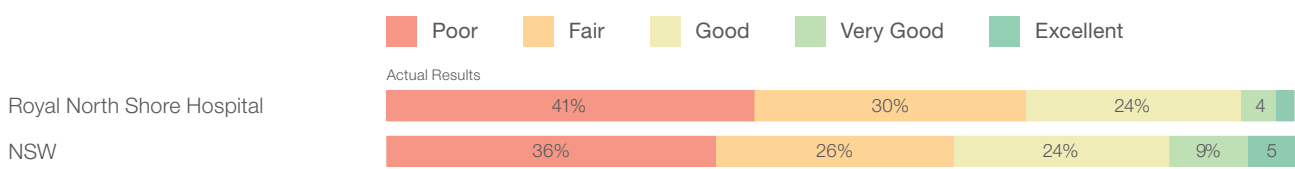
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



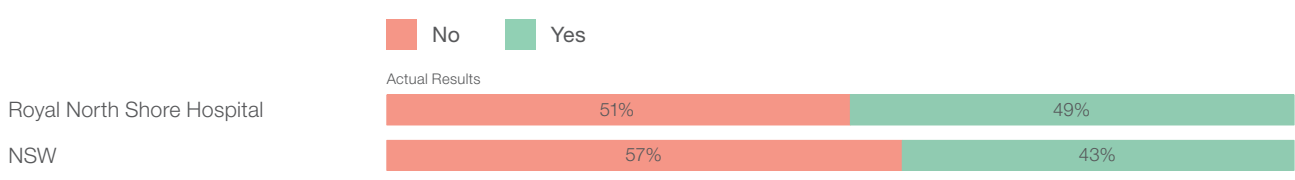
### Royal North Shore Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

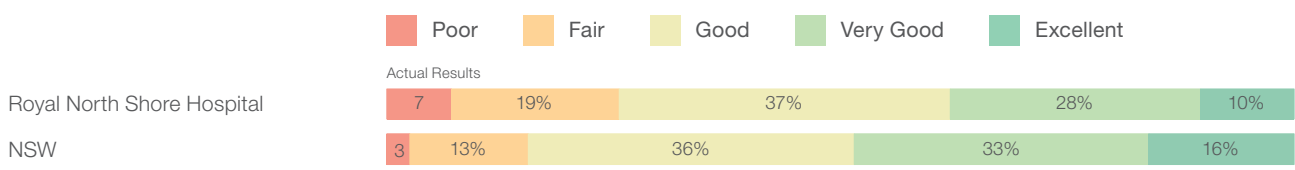
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

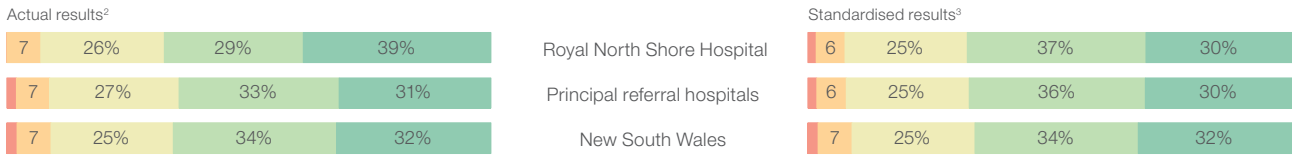


## Royal North Shore Hospital: Patient experiences with outpatient services

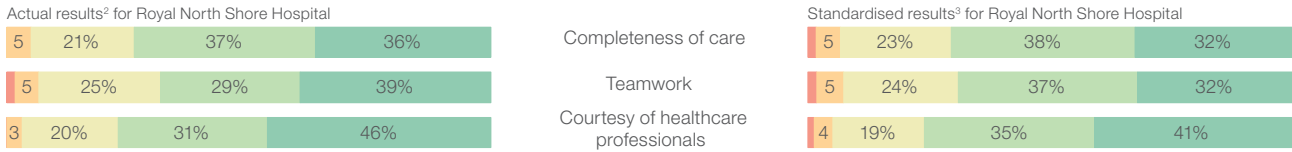
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



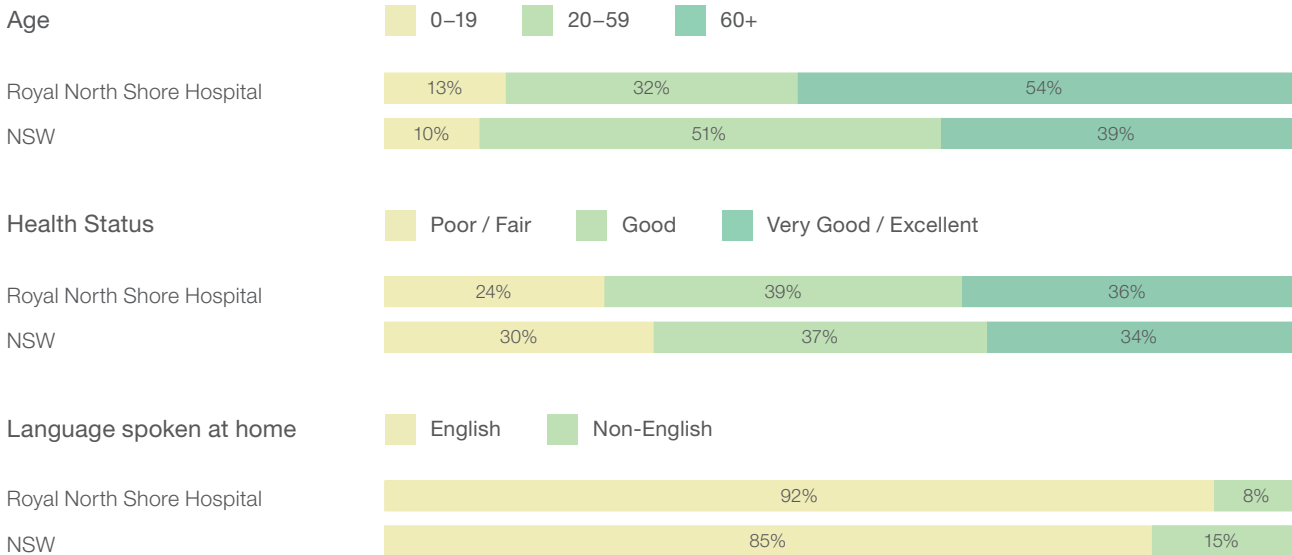
## Royal North Shore Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 9,936 patients

303 people who received outpatient services were sent a questionnaire; 36% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

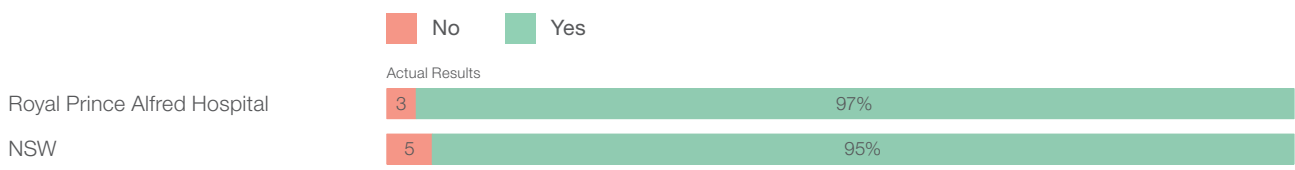
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

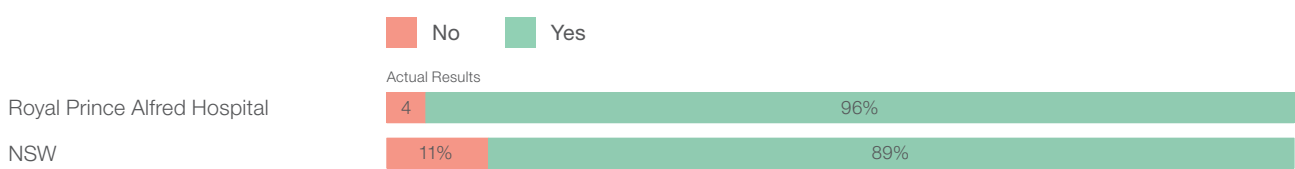
### Royal Prince Alfred Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

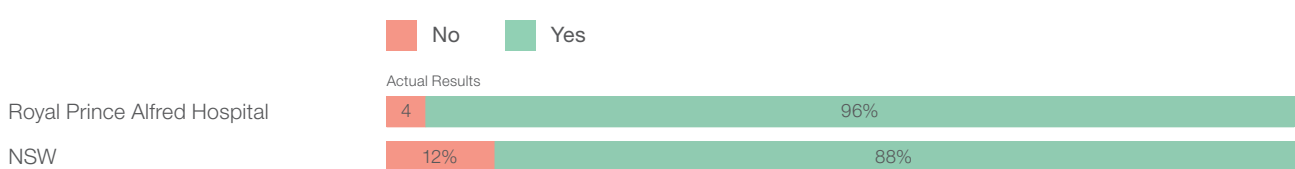
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did someone tell you how you would find out the results of your tests?



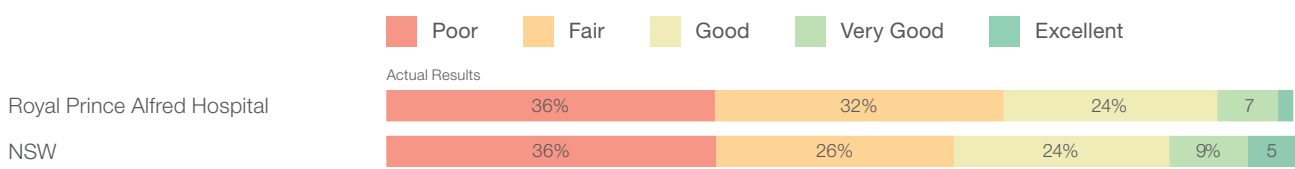
THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?



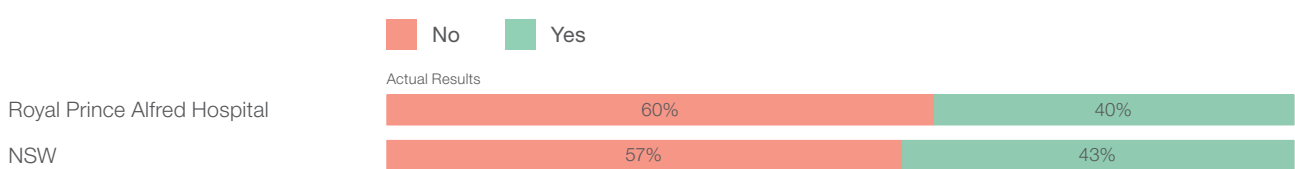
### Royal Prince Alfred Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

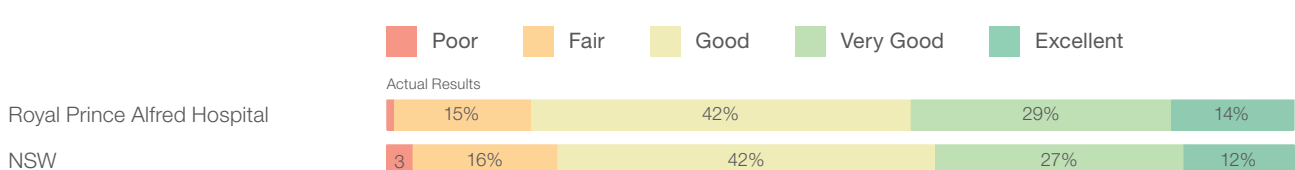
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

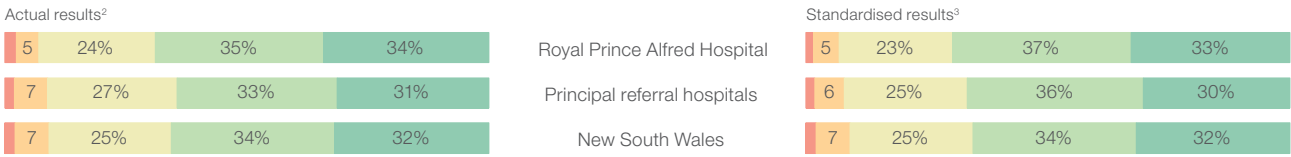


## Royal Prince Alfred Hospital: Patient experiences with outpatient services

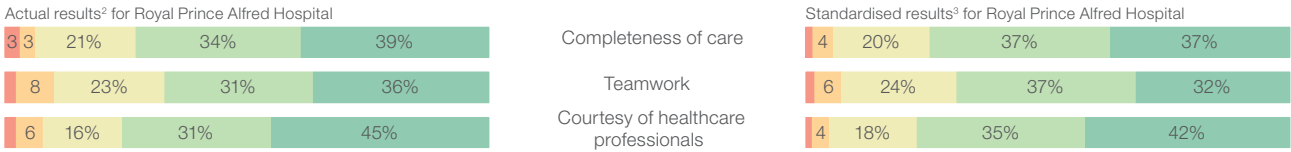
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



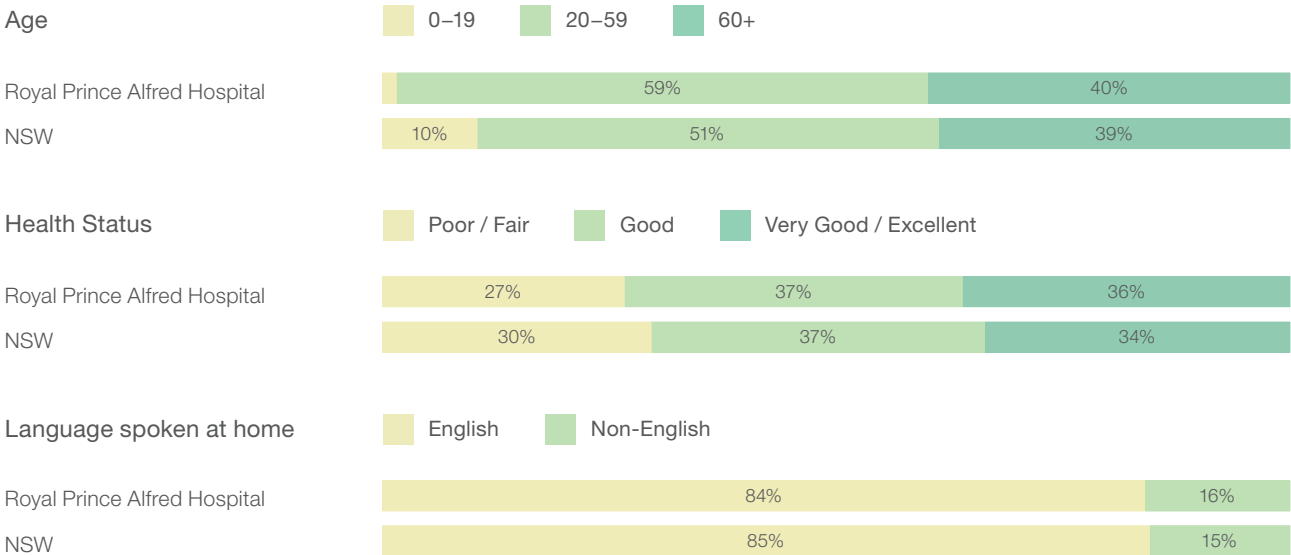
## Royal Prince Alfred Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 12,514 patients

336 people who received outpatient services were sent a questionnaire; 39% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



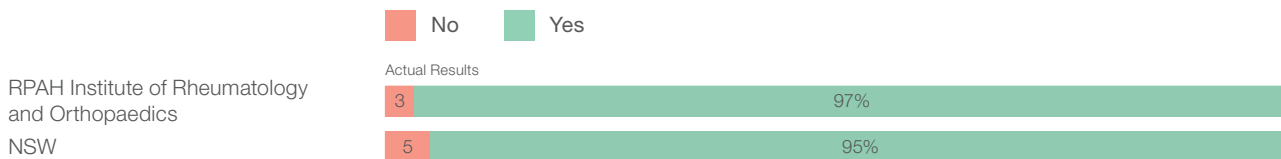
- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

**RPAH Institute of Rheumatology and Orthopaedics: What patients rated *highest* about these outpatient services<sup>1</sup>**  
 NSW Health Patient Survey, February 2010

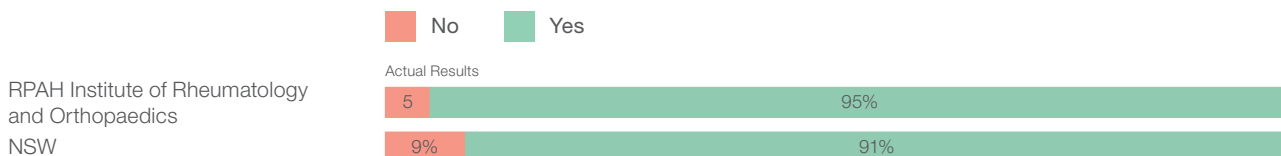
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?

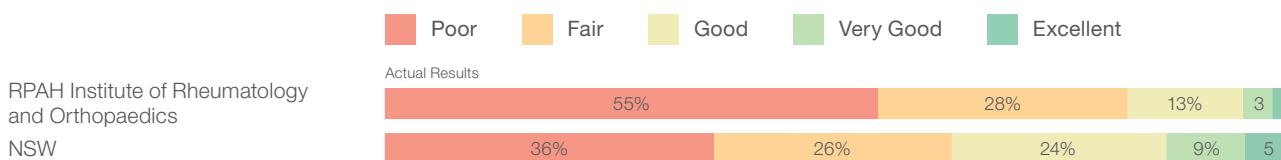


THIRD HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?

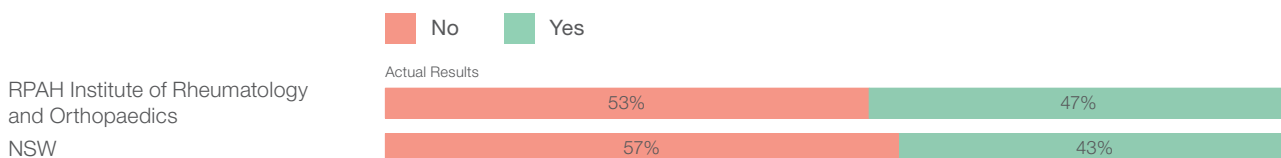


**RPAH Institute of Rheumatology and Orthopaedics: What patients rated *lowest* about these outpatient services<sup>1</sup>**  
 NSW Health Patient Survey, February 2010

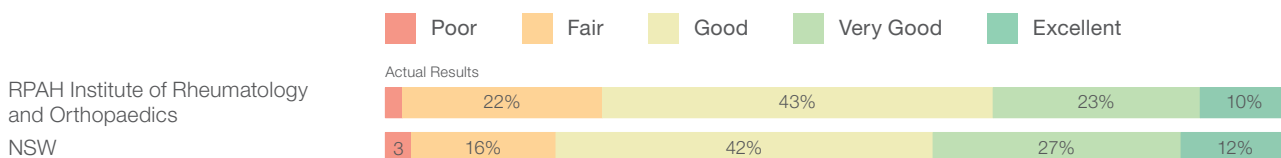
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



## RPAH Institute of Rheumatology and Orthopaedics: Patient experiences with outpatient services

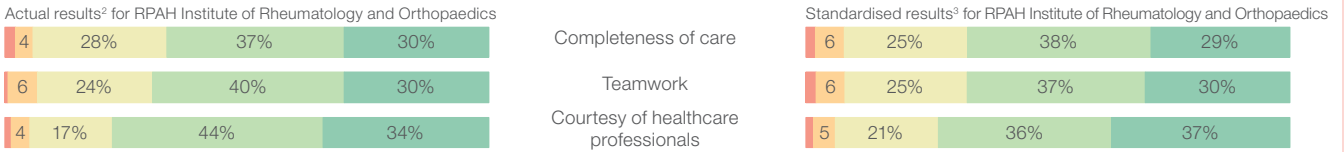
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



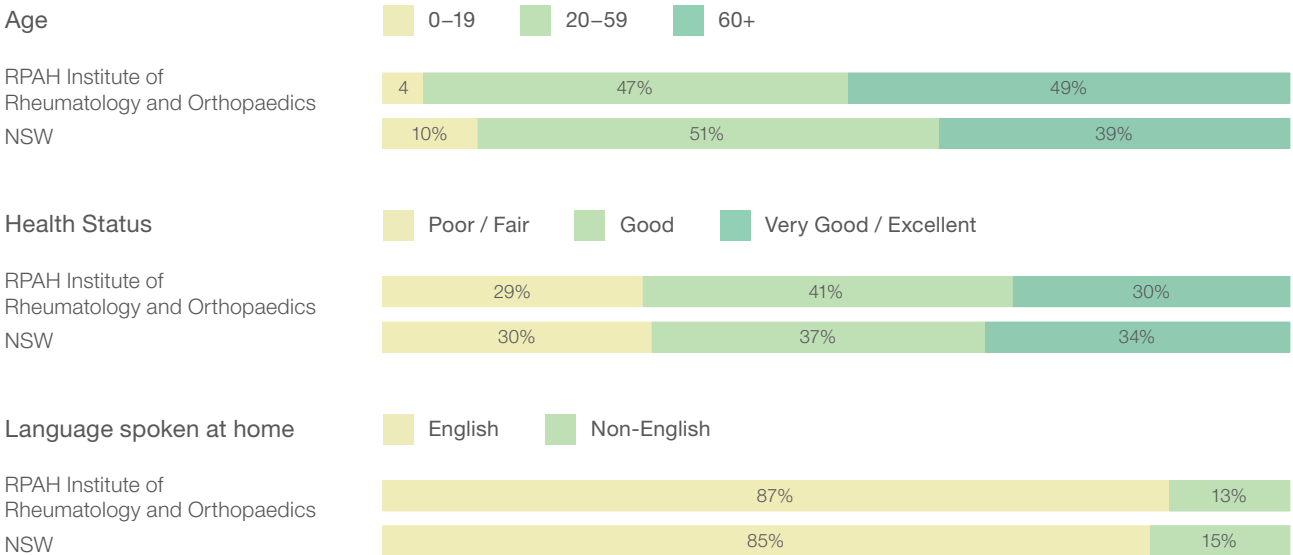
## RPAH Institute of Rheumatology and Orthopaedics: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,954 patients

306 people who received outpatient services were sent a questionnaire; 45% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

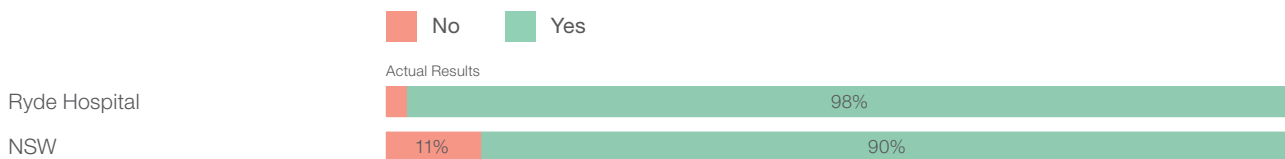
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



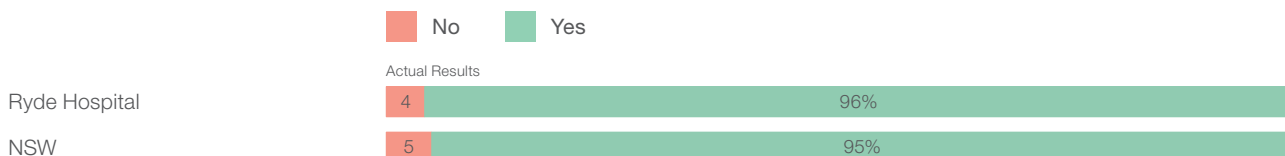
### Ryde Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

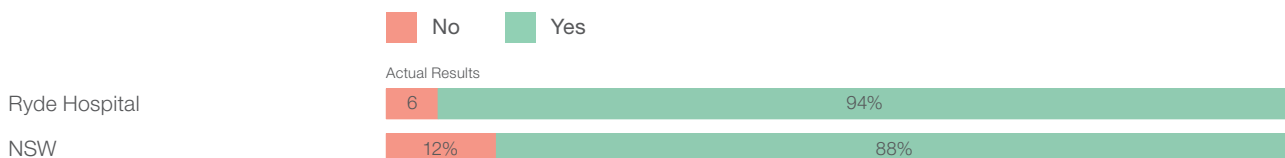
HIGHEST: Were you asked about how your family or living situation affect your health?



SECOND HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



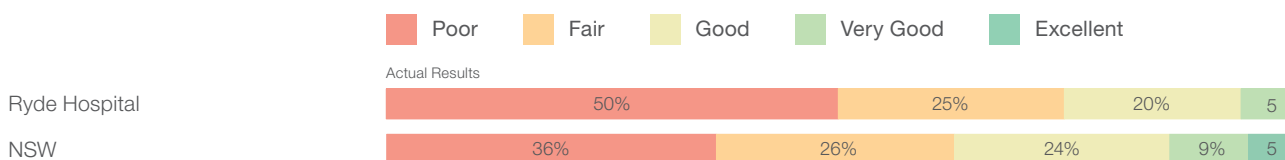
THIRD HIGHEST: Did you spend as much time with the healthcare professional as you wanted?



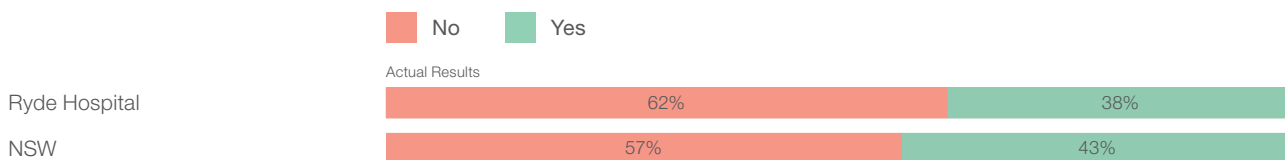
### Ryde Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

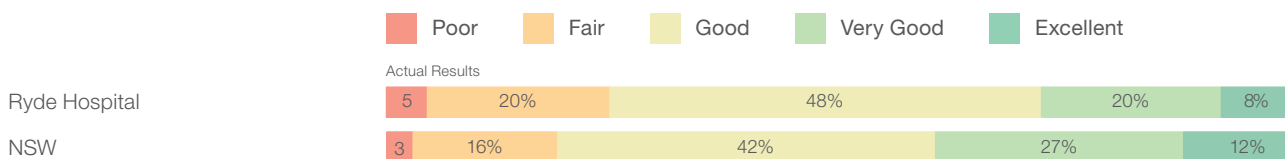
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

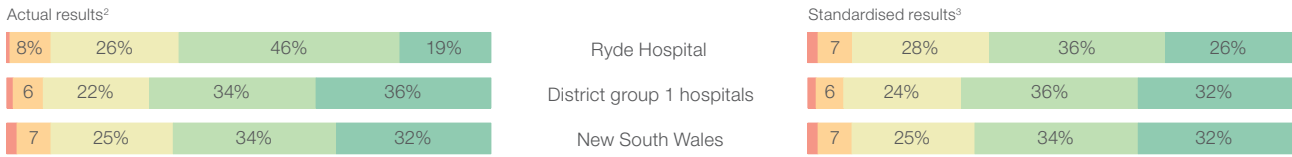


## Ryde Hospital: Patient experiences with outpatient services

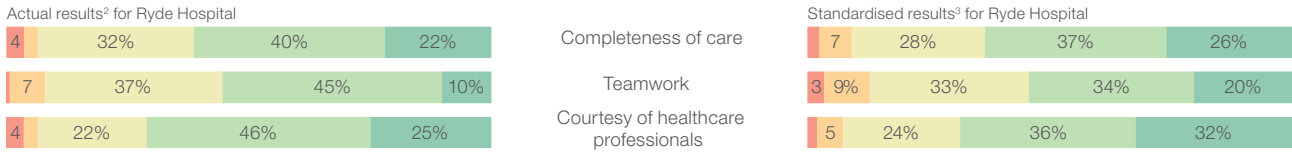
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



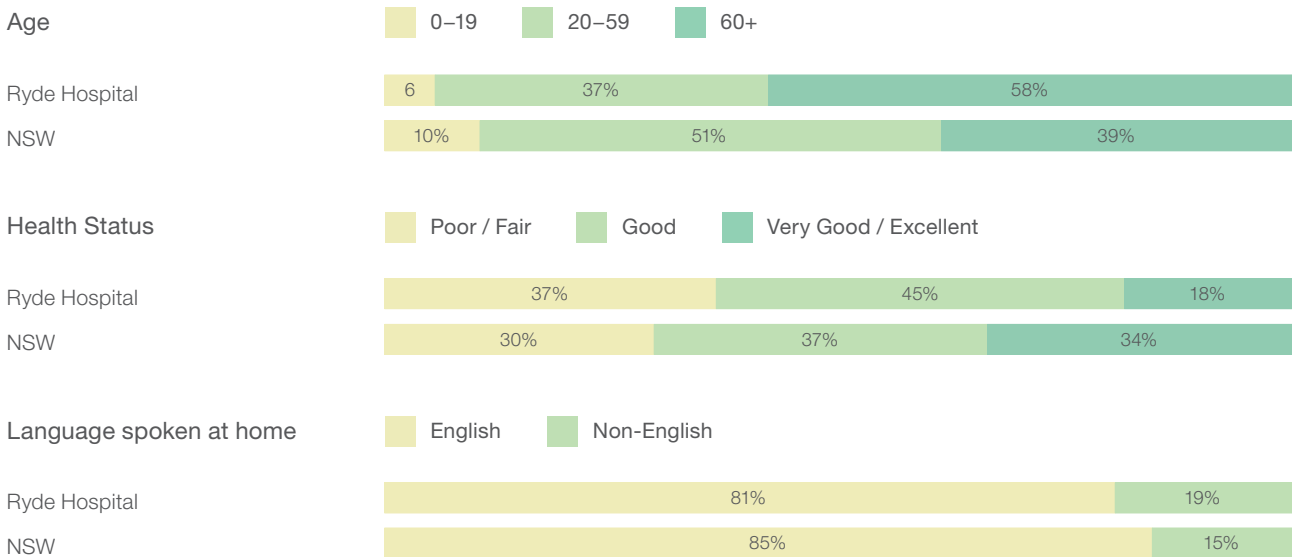
## Ryde Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,149 patients

241 people who received outpatient services were sent a questionnaire; 47% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

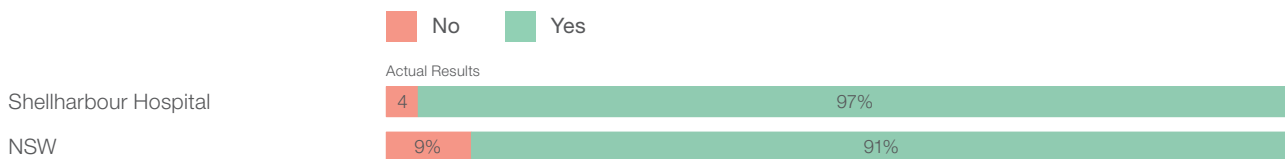


- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
  - Data weighted by age to reflect the population of all attendees during February 2010.
  - To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
  - Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
- Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Shellharbour Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

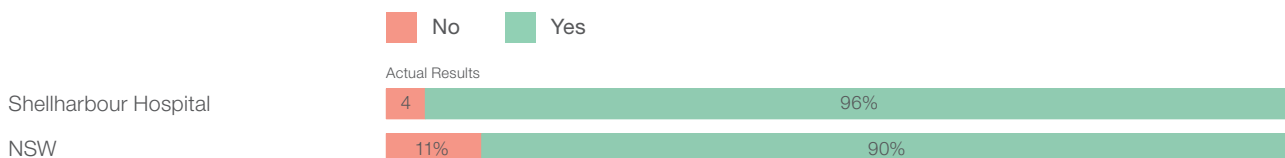
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



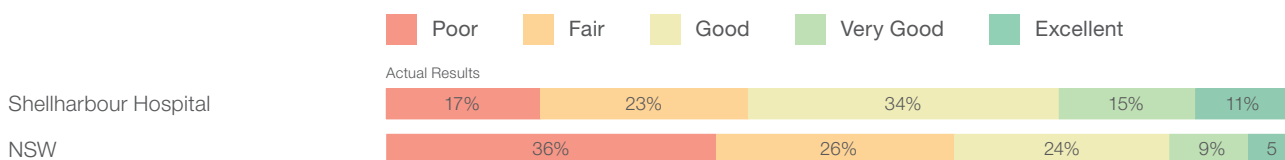
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



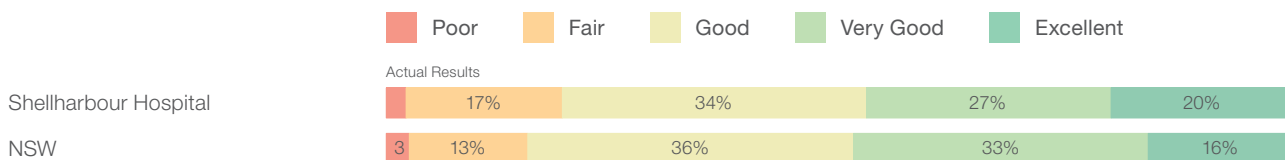
### Shellharbour Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

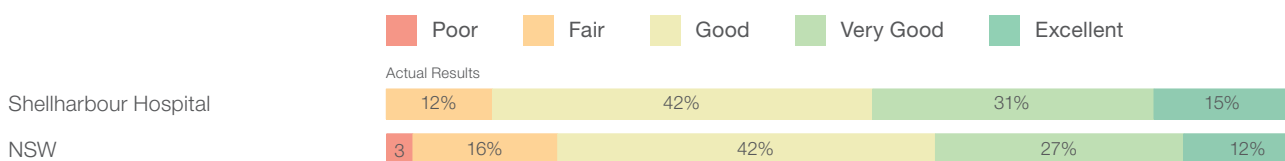
LOWEST: Availability of parking



SECOND LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic



THIRD LOWEST: Keeping noise levels to a minimum



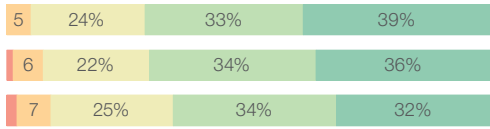
## Shellharbour Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

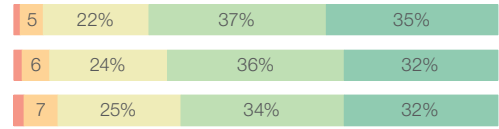
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



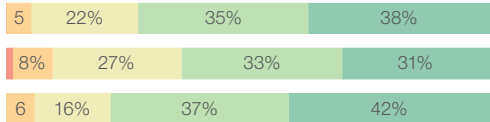
Shellharbour Hospital  
District group 1 hospitals  
New South Wales

Standardised results<sup>3</sup>



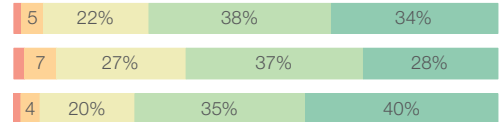
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Shellharbour Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Shellharbour Hospital



## Shellharbour Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

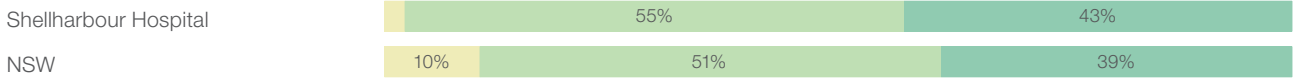
Outpatient attendances during February 2010: 647 patients

137 people who received outpatient services were sent a questionnaire; 44% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

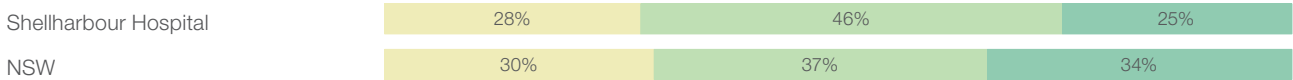
#### Age

■ 0-19 ■ 20-59 ■ 60+



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

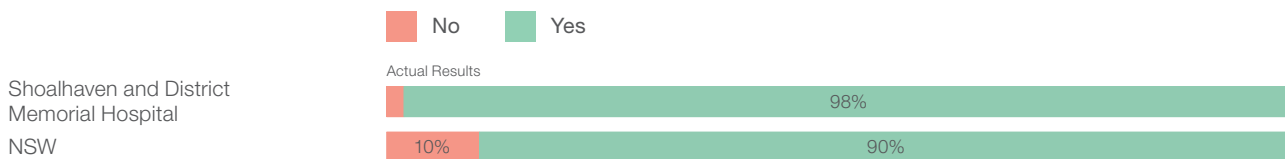
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

## Shoalhaven and District Memorial Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

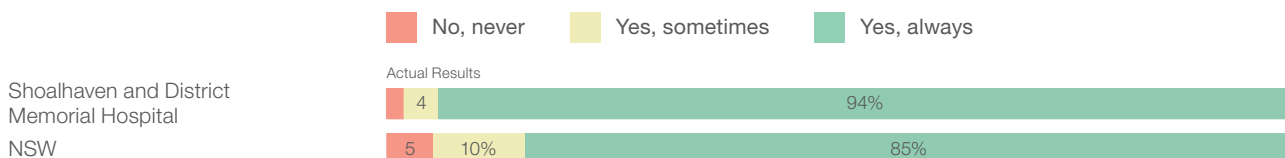
HIGHEST: Did you know who to call if you needed help after you left your appointment?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



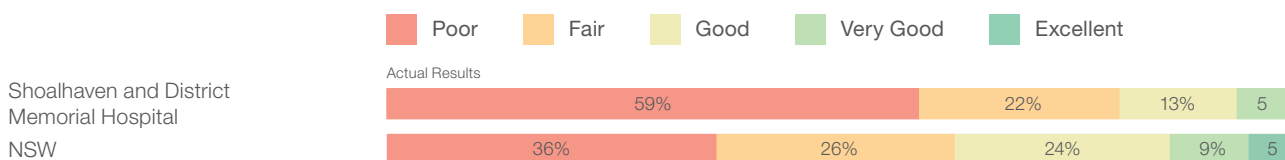
THIRD HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?



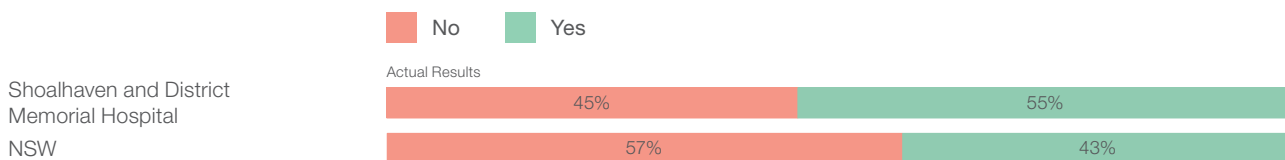
## Shoalhaven and District Memorial Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

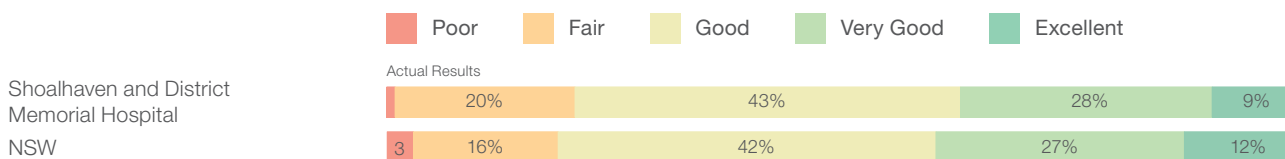
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

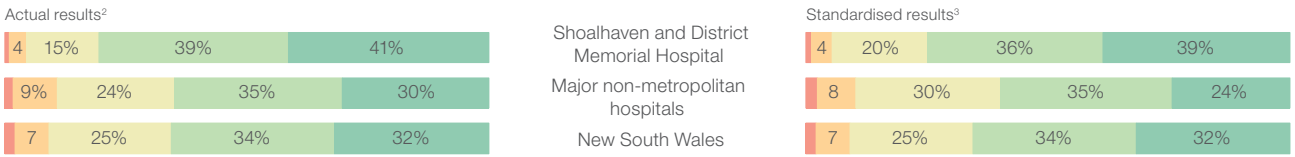


## Shoalhaven and District Memorial Hospital: Patient experiences with outpatient services

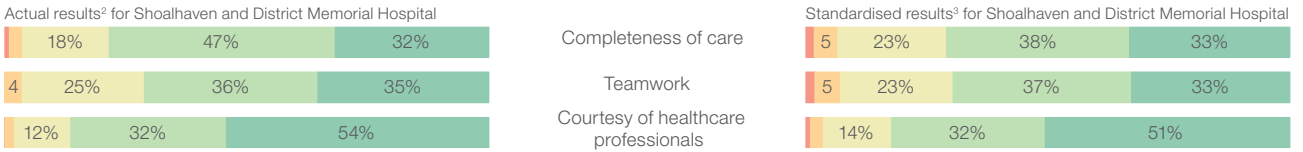
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



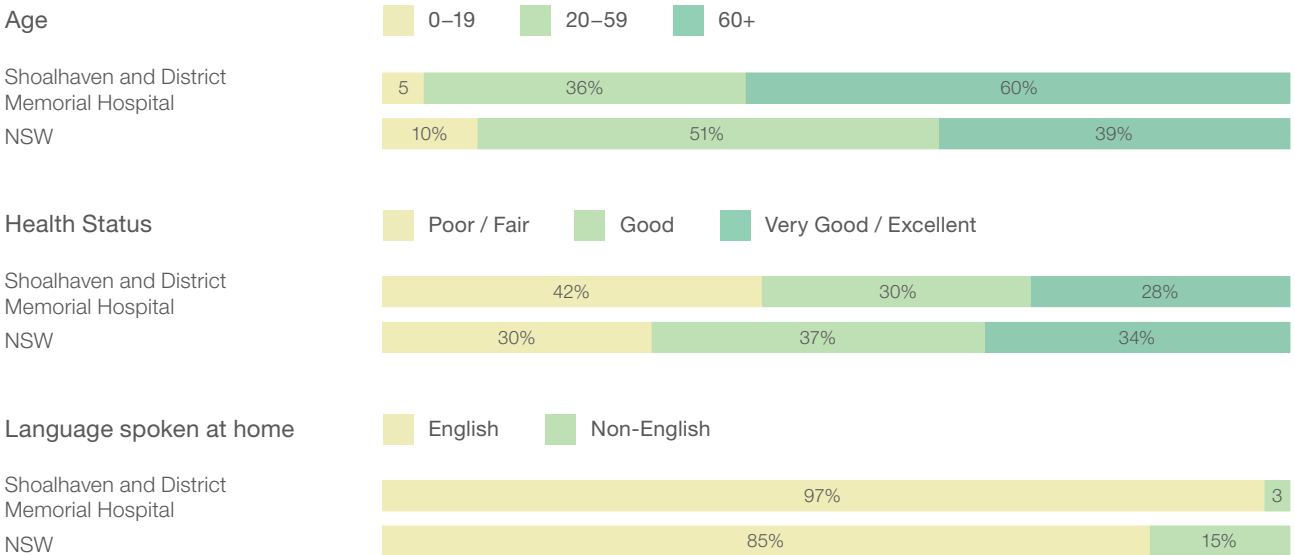
## Shoalhaven and District Memorial Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,001 patients

192 people who received outpatient services were sent a questionnaire; 52% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

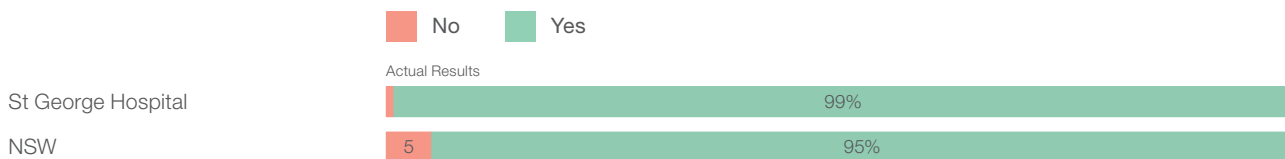
**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

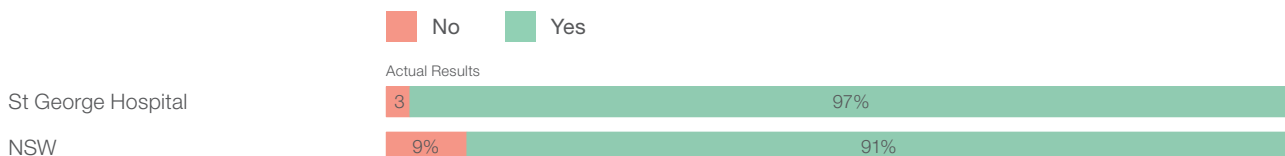
### St George Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

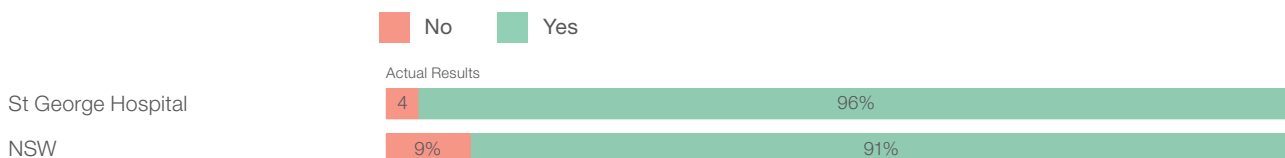
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



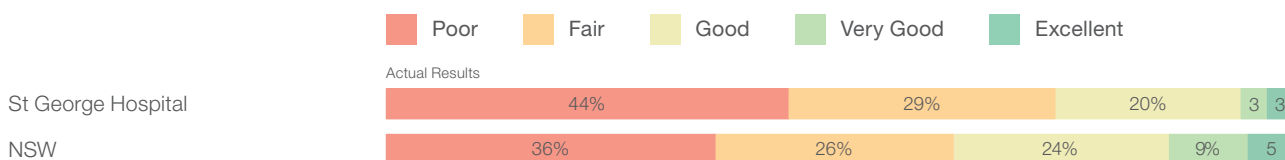
THIRD HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



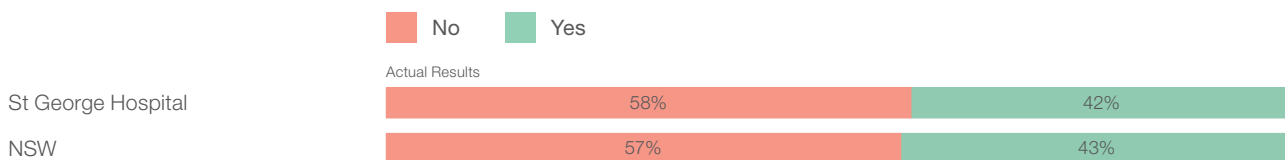
### St George Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

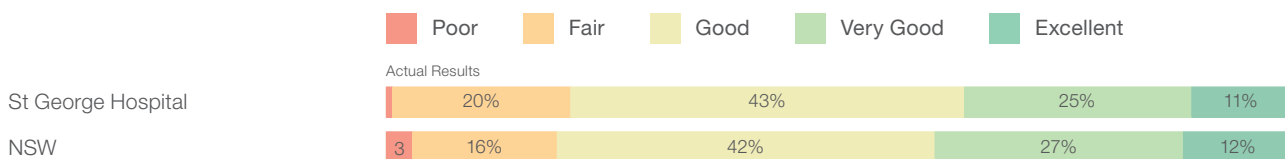
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

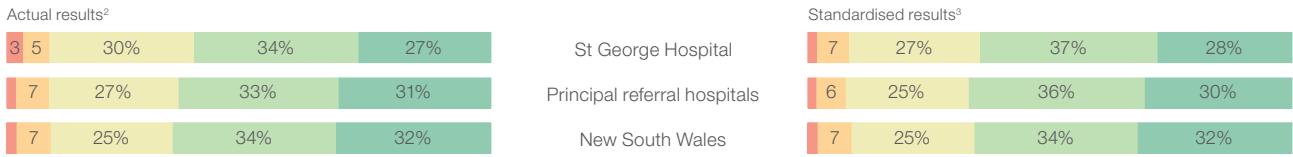


## St George Hospital: Patient experiences with outpatient services

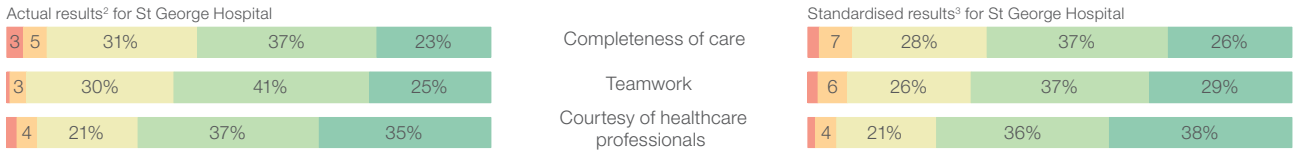
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



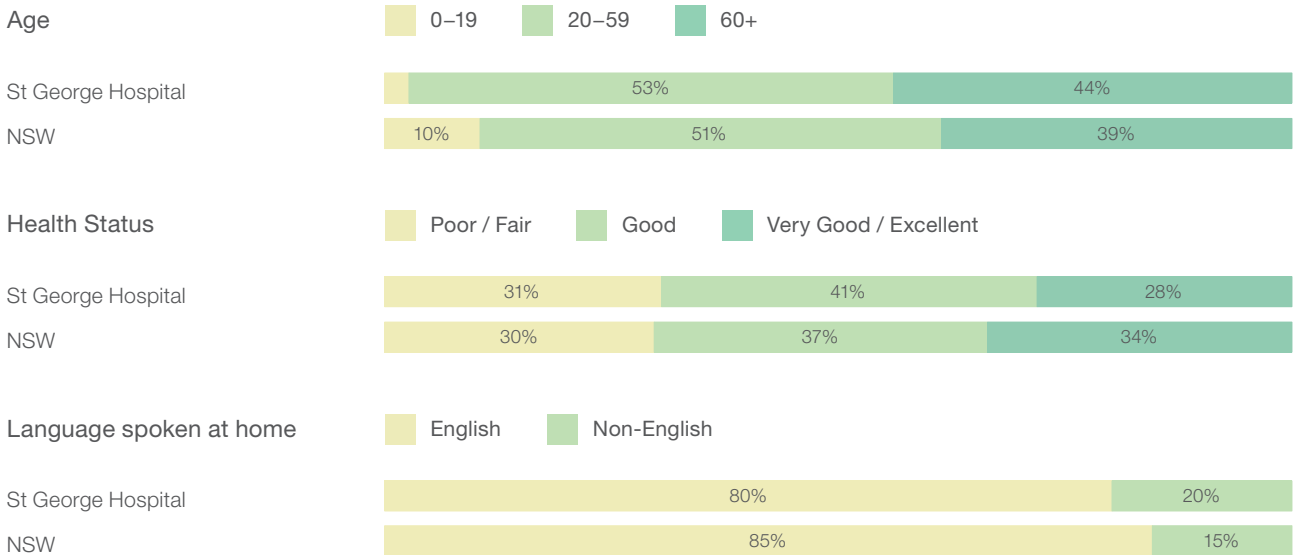
## St George Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,463 patients

264 people who received outpatient services were sent a questionnaire; 45% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



### St Vincent's Hospital, Darlinghurst: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did the healthcare professional treat you with respect and dignity?

No Yes, somewhat Yes, completely

Actual Results



SECOND HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?

No Yes

Actual Results



THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?

No Yes

Actual Results



### St Vincent's Hospital, Darlinghurst: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

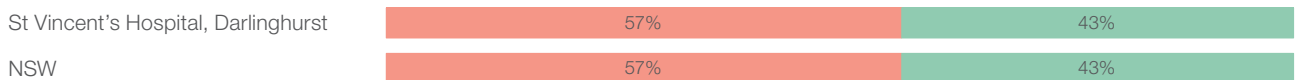
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

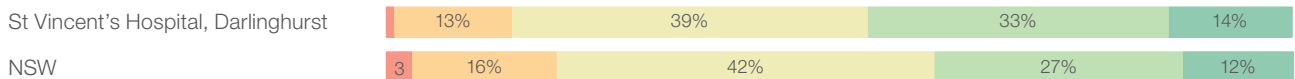
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results



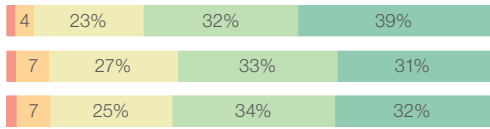
## St Vincent's Hospital, Darlinghurst: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

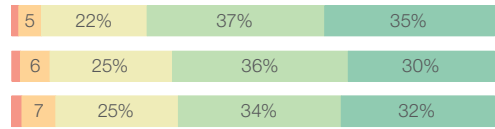
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



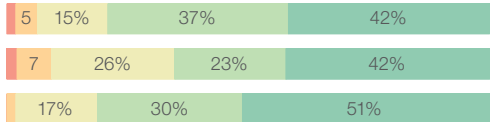
St Vincent's Hospital,  
Darlinghurst  
Principal referral hospitals  
New South Wales

Standardised results<sup>3</sup>



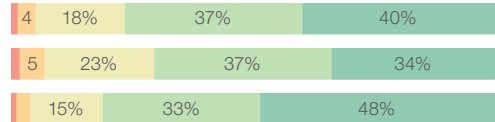
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for St Vincent's Hospital, Darlinghurst



Completeness of care  
Teamwork  
Courtesy of healthcare  
professionals

Standardised results<sup>3</sup> for St Vincent's Hospital, Darlinghurst



## St Vincent's Hospital, Darlinghurst: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

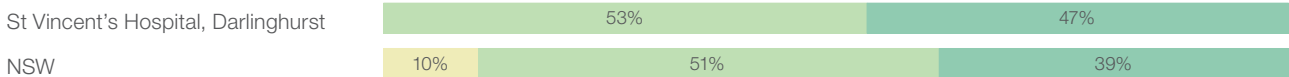
Outpatient attendances during February 2010: 4,871 patients

269 people who received outpatient services were sent a questionnaire; 38% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

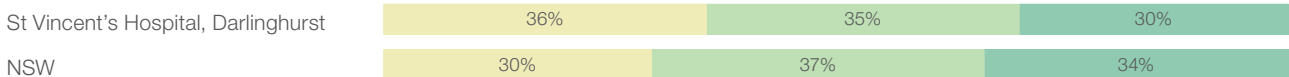
#### Age

■ 0-19 ■ 20-59 ■ 60+



#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

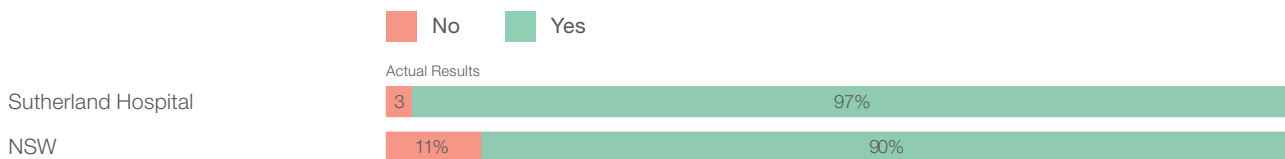
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

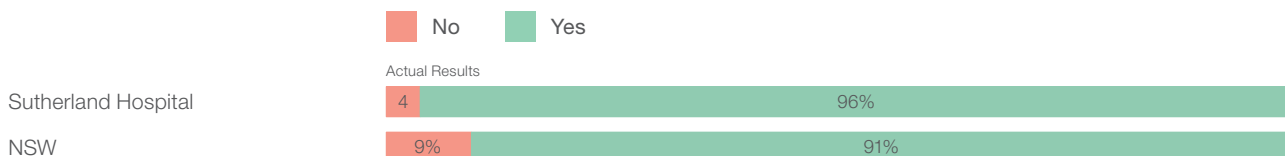
### Sutherland Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

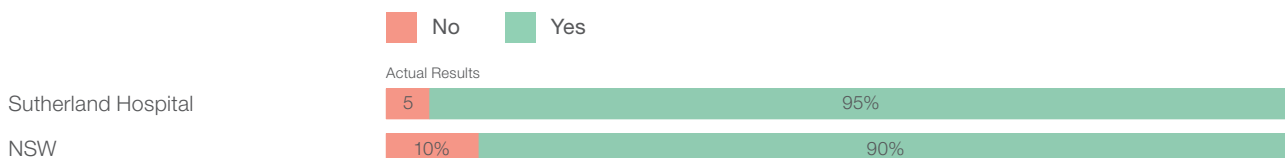
HIGHEST: Were you asked about how your family or living situation affect your health?



SECOND HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



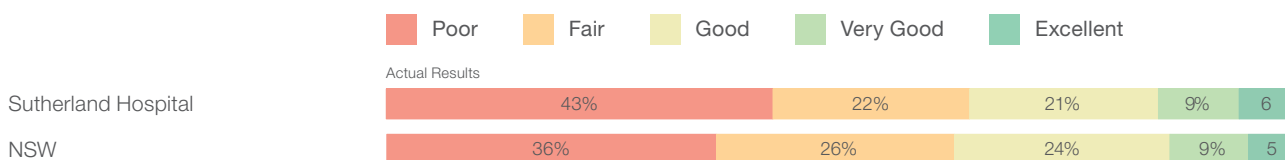
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



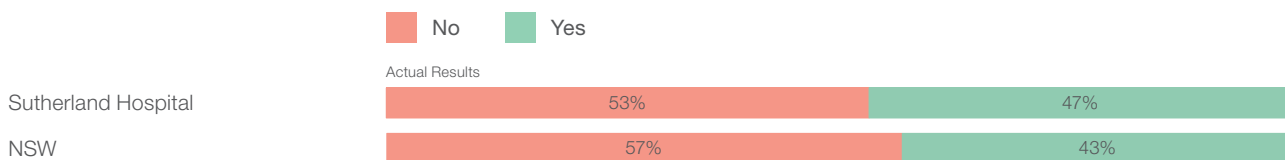
### Sutherland Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

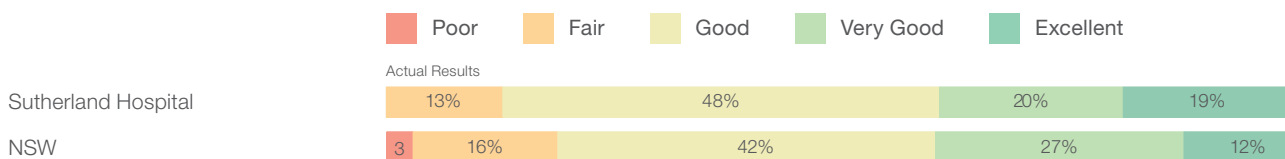
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

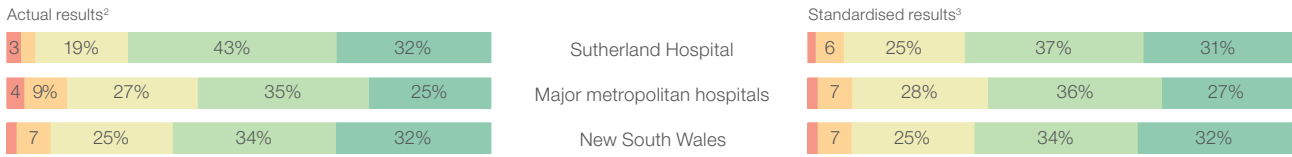


## Sutherland Hospital: Patient experiences with outpatient services

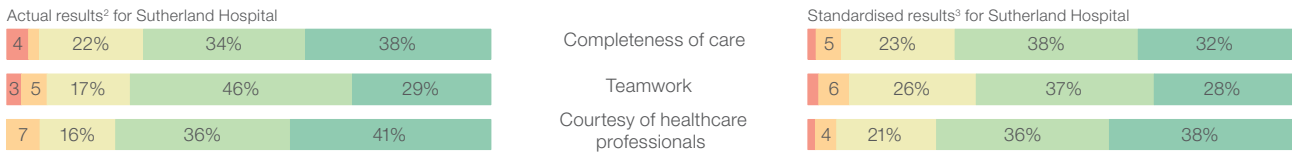
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



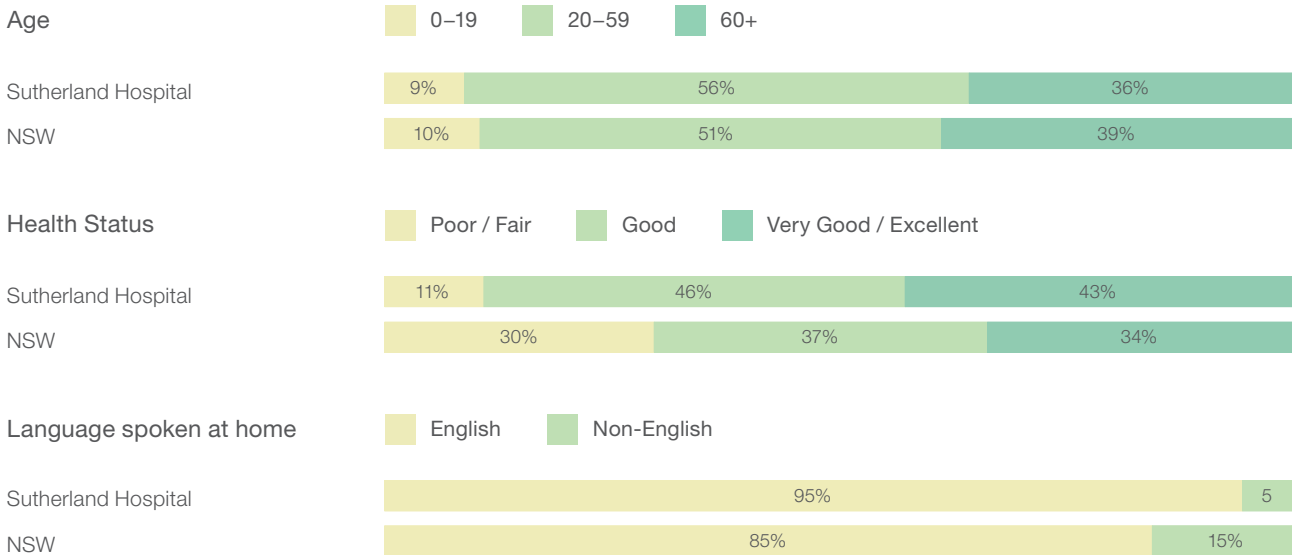
## Sutherland Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,148 patients

229 people who received outpatient services were sent a questionnaire; 43% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

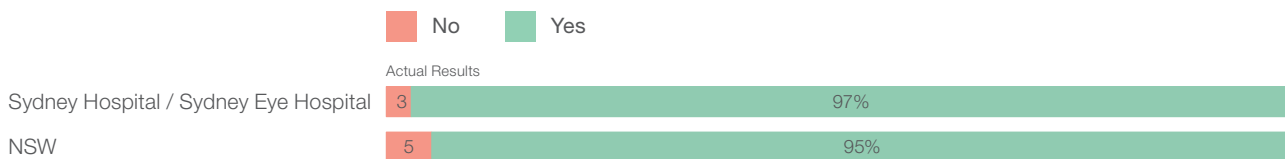


- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
  - Data weighted by age to reflect the population of all attendees during February 2010.
  - To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
  - Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
- Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

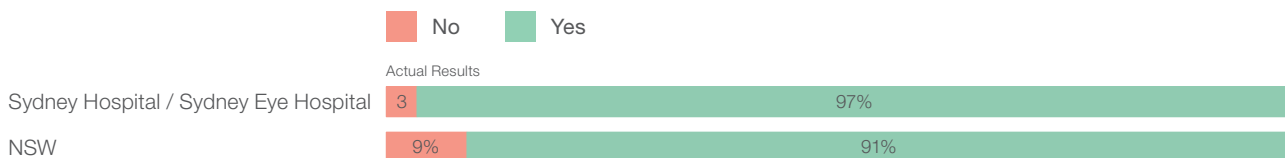
## Sydney Hospital / Sydney Eye Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



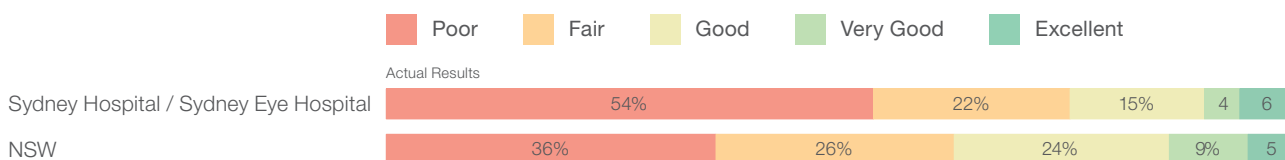
THIRD HIGHEST: Did someone explain how to take the new medications?



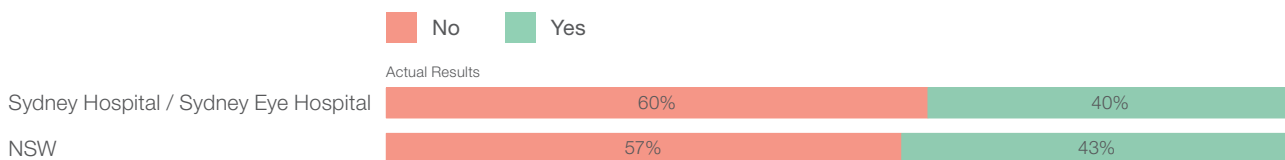
## Sydney Hospital / Sydney Eye Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

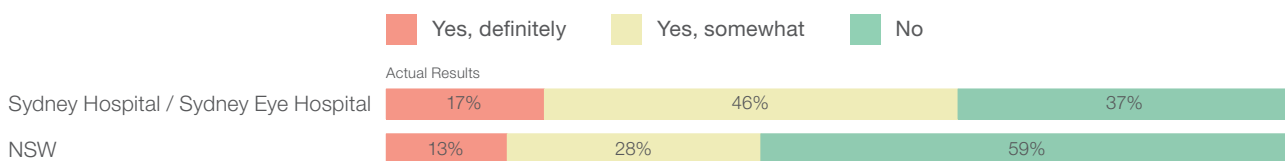
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Did you have to wait too long in the waiting room?



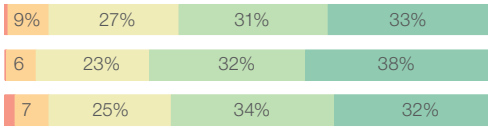
## Sydney Hospital / Sydney Eye Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

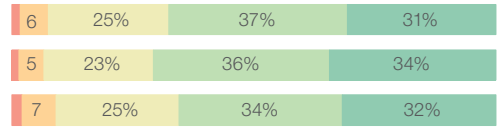
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



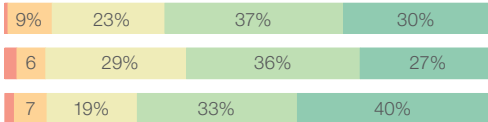
Sydney Hospital / Sydney Eye Hospital  
Ungrouped acute - tertiary referral hospitals  
New South Wales

Standardised results<sup>3</sup>



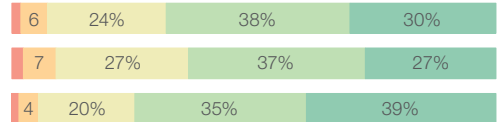
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Sydney Hospital / Sydney Eye Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Sydney Hospital / Sydney Eye Hospital



## Sydney Hospital / Sydney Eye Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

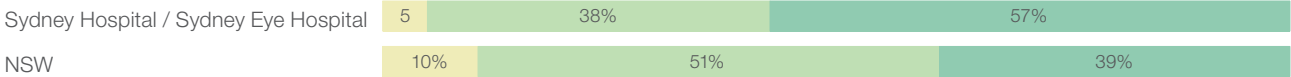
Outpatient attendances during February 2010: 3,260 patients

267 people who received outpatient services were sent a questionnaire; 54% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

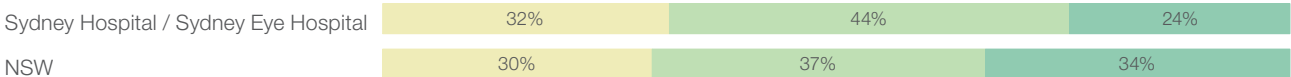
#### Age

■ 0-19 ■ 20-59 ■ 60+



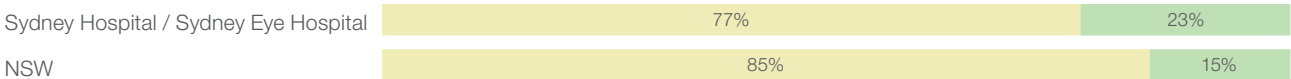
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Sydney Children's Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Was the purpose of medicines explained in a way that you could understand?

No Yes, somewhat Yes, completely

Actual Results



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?

No Yes, somewhat Yes, completely



THIRD HIGHEST: Were you told why you needed tests in a way you could understand?

No Yes, somewhat Yes, completely

Actual Results



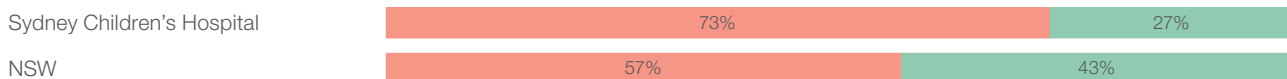
### Sydney Children's Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

Actual Results



SECOND LOWEST: Availability of parking

Poor Fair Good Very Good Excellent



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

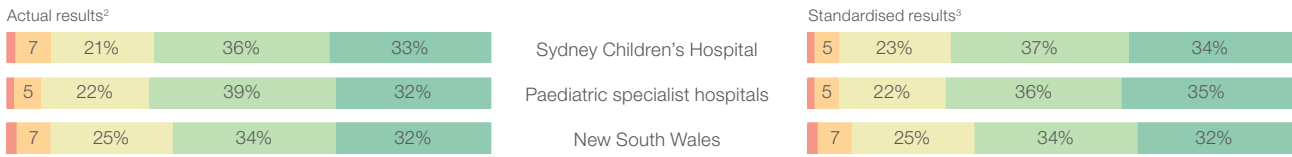


## Sydney Children's Hospital: Patient experiences with outpatient services

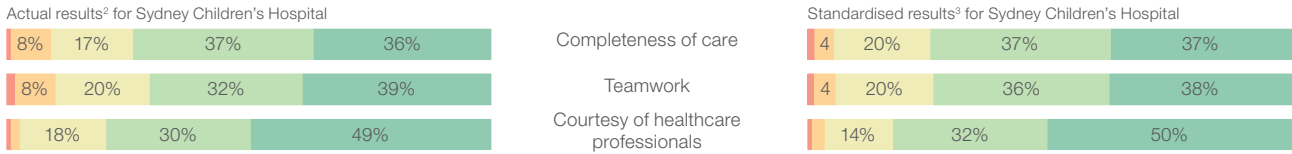
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



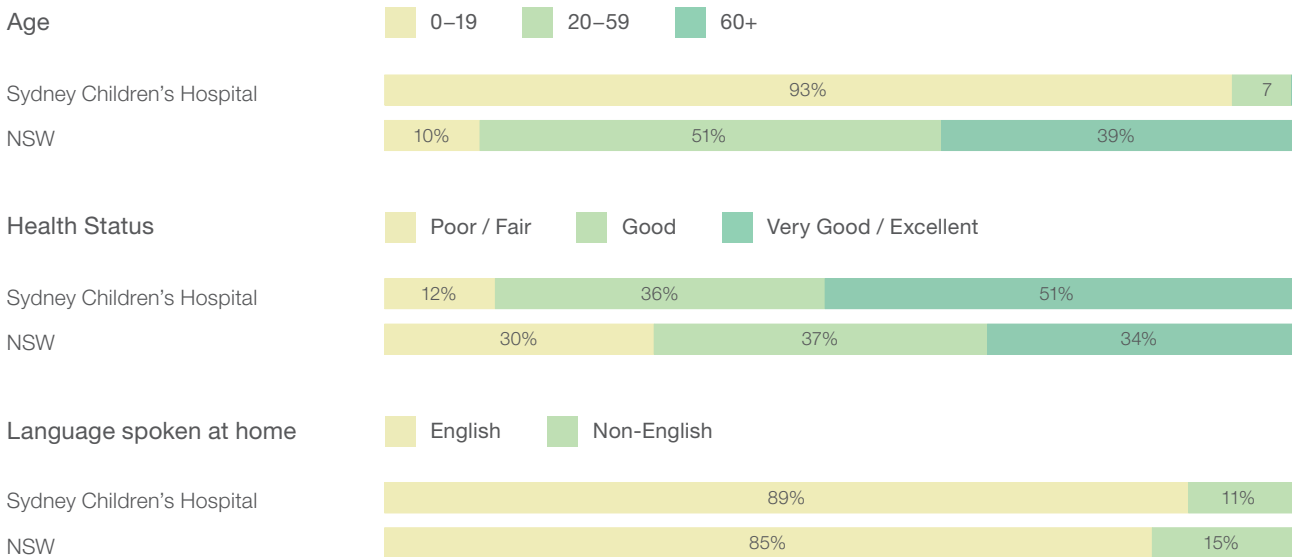
## Sydney Children's Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 2,554 patients

274 people who received outpatient services were sent a questionnaire; 40% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
  - Data weighted by age to reflect the population of all attendees during February 2010.
  - To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
  - Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
- Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



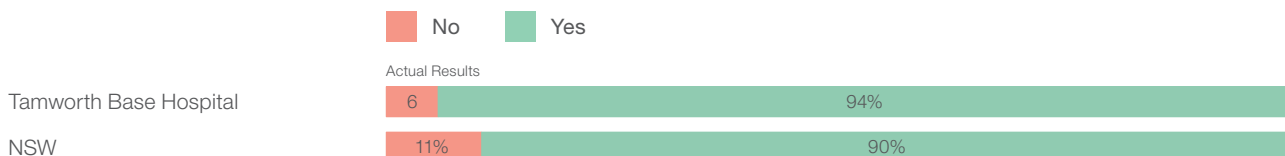
### Tamworth Base Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?



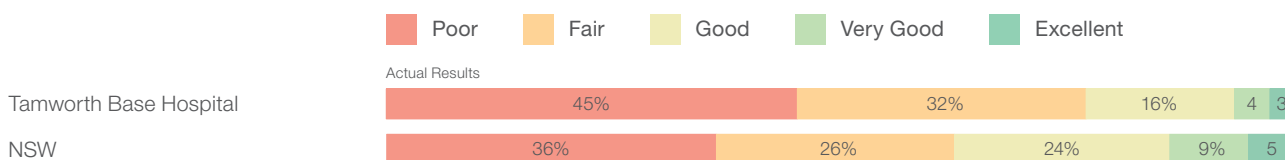
THIRD HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?



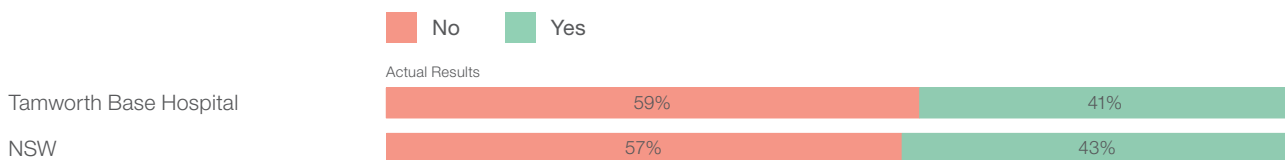
### Tamworth Base Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

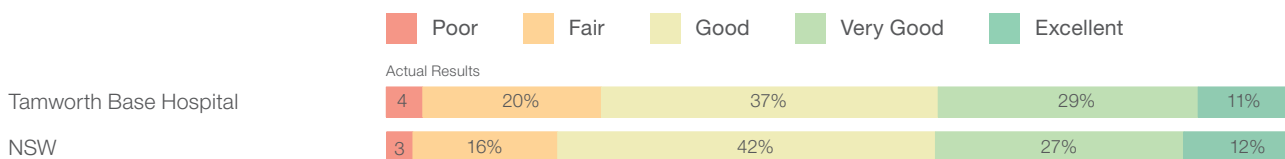
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



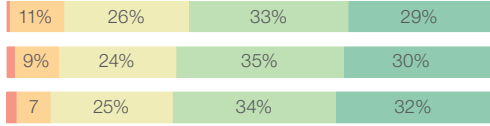
## Tamworth Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

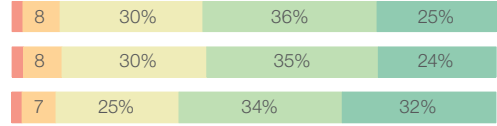
### Overall patient ratings of outpatient services

Actual results<sup>2</sup>



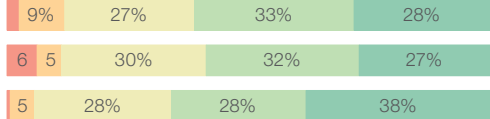
Tamworth Base Hospital  
Major non-metropolitan hospitals  
New South Wales

Standardised results<sup>3</sup>



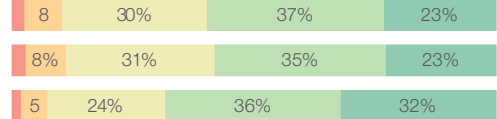
### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Tamworth Base Hospital



Completeness of care  
Teamwork  
Courtesy of healthcare professionals

Standardised results<sup>3</sup> for Tamworth Base Hospital



## Tamworth Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

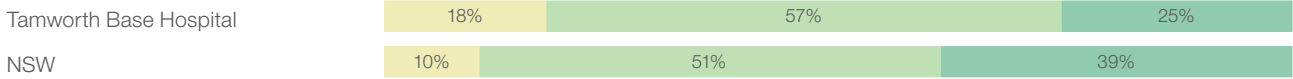
Outpatient attendances during February 2010: 2,340 patients

255 people who received outpatient services were sent a questionnaire; 34% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

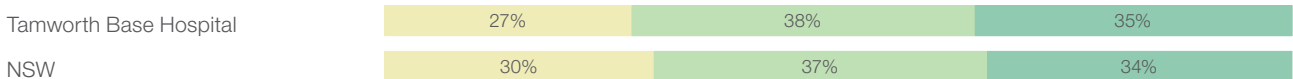
#### Age

■ 0-19 ■ 20-59 ■ 60+



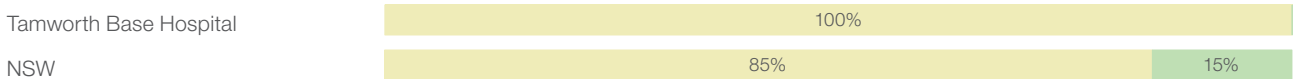
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
  - Data weighted by age to reflect the population of all attendees during February 2010.
  - To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
  - Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
- Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.  
**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

**The Children's Hospital at Westmead: What patients rated *highest* about these outpatient services<sup>1</sup>**

NSW Health Patient Survey, February 2010

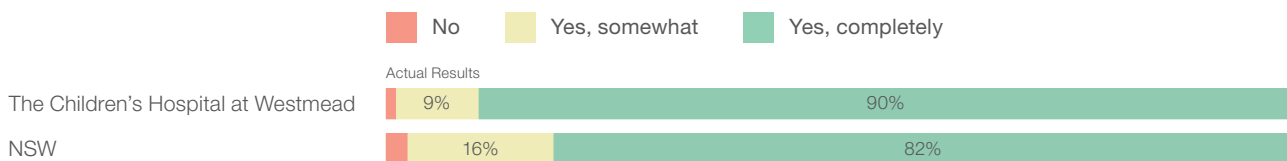
HIGHEST: Did the healthcare professional treat you with respect and dignity?



SECOND HIGHEST: Did the healthcare professional listen to what you had to say?



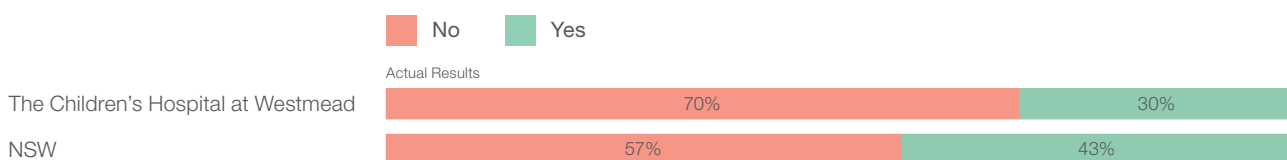
THIRD HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?



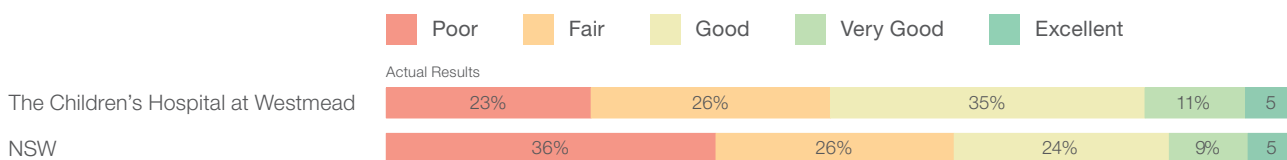
**The Children's Hospital at Westmead: What patients rated *lowest* about these outpatient services<sup>1</sup>**

NSW Health Patient Survey, February 2010

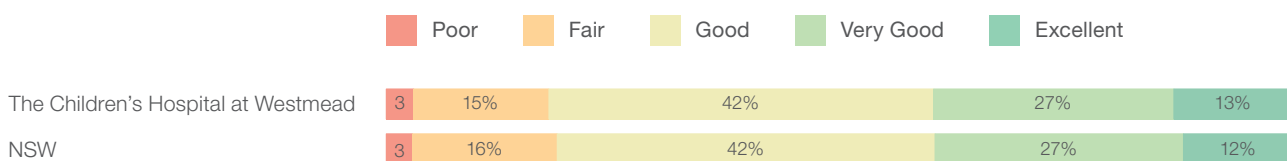
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

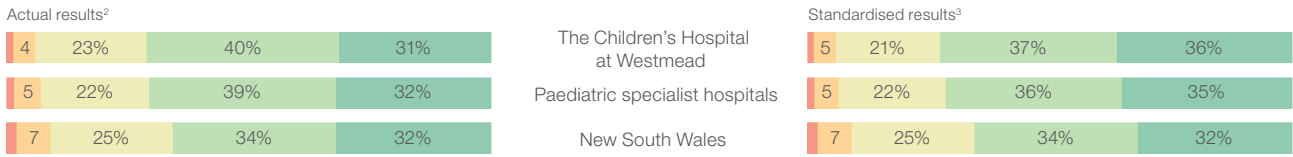


## The Children's Hospital at Westmead: Patient experiences with outpatient services

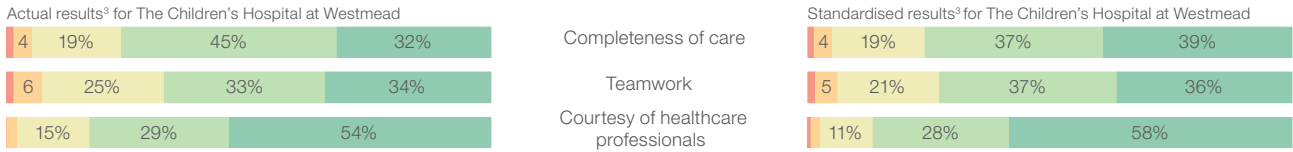
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



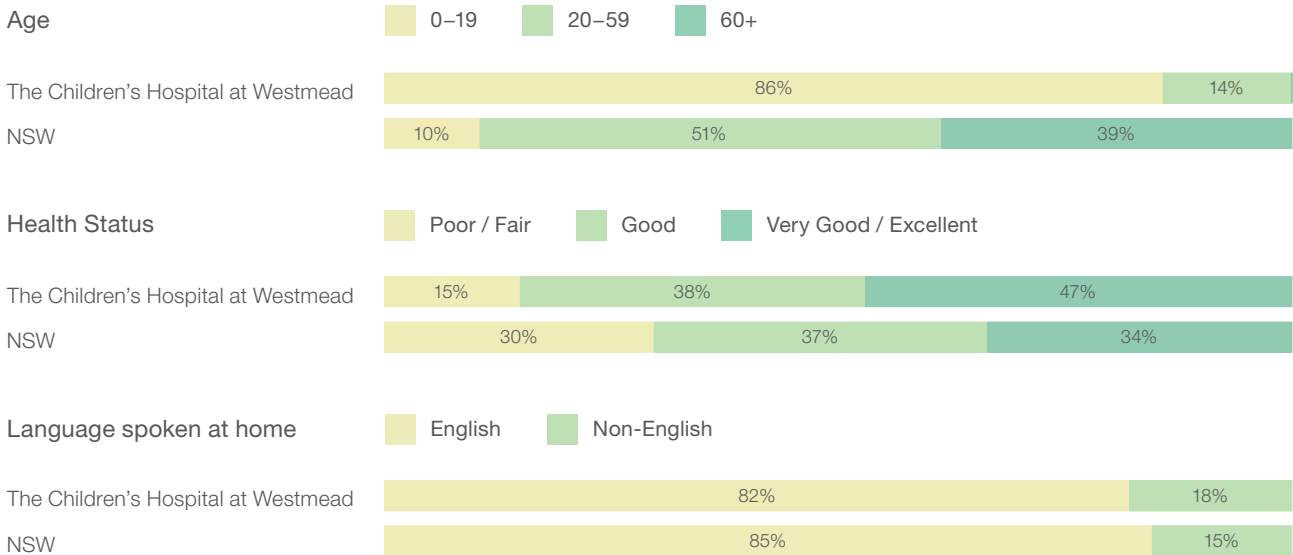
## The Children's Hospital at Westmead: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,716 patients

342 people who received outpatient services were sent a questionnaire; 40% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

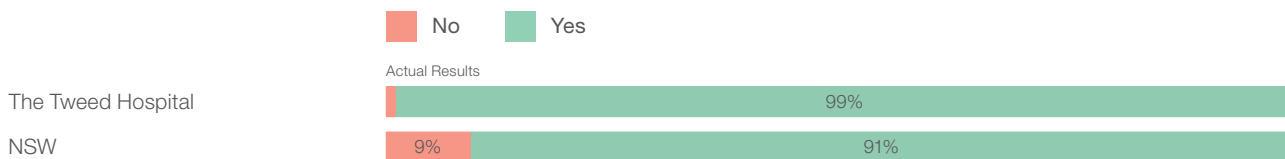
**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

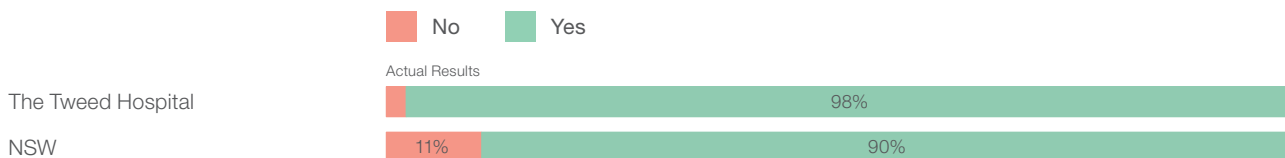
### The Tweed Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

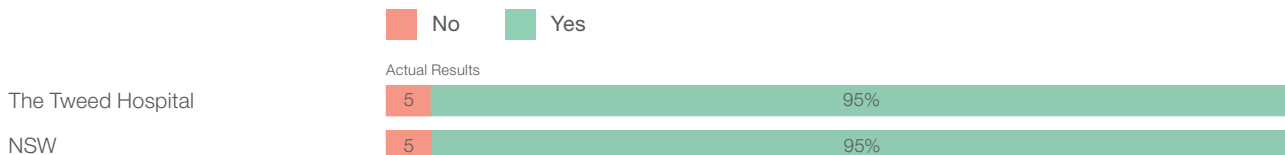
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?



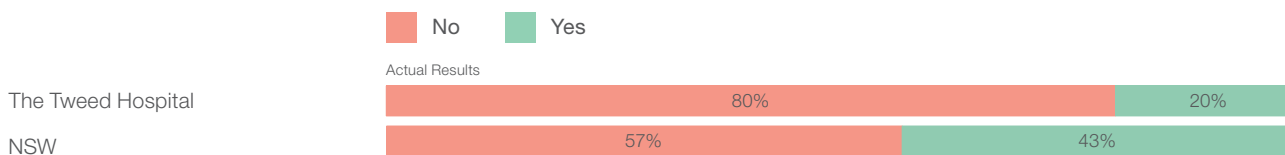
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



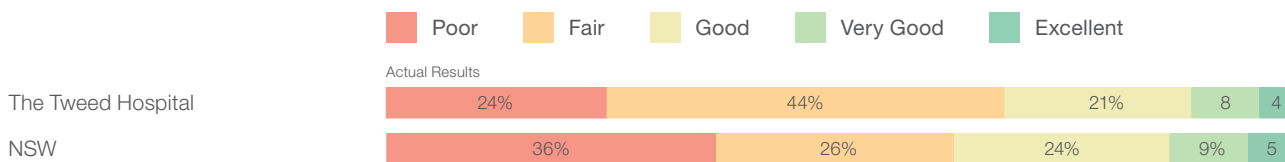
### The Tweed Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

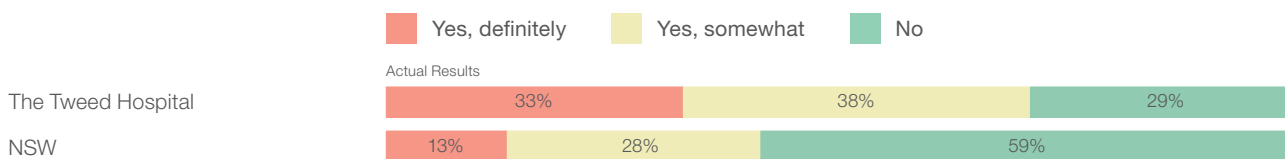
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Did you have to wait too long in the waiting room?



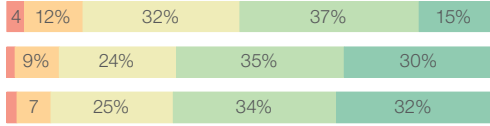
## The Tweed Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

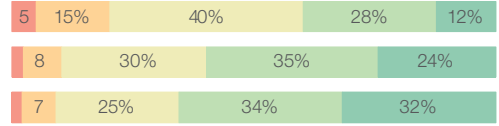
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

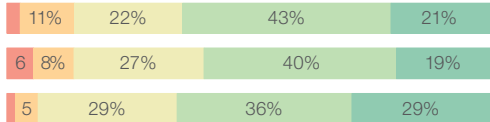


Standardised results<sup>3</sup>

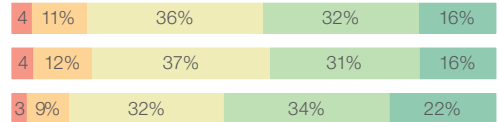


### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for The Tweed Hospital



Standardised results<sup>3</sup> for The Tweed Hospital



## The Tweed Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

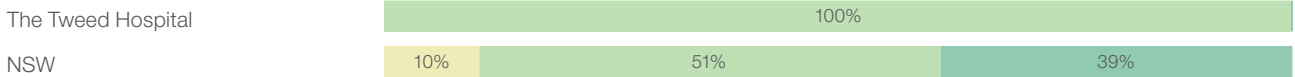
Outpatient attendances during February 2010: 742 patients

302 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

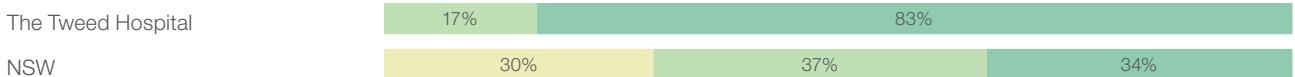
#### Age

■ 0-19 ■ 20-59 ■ 60+



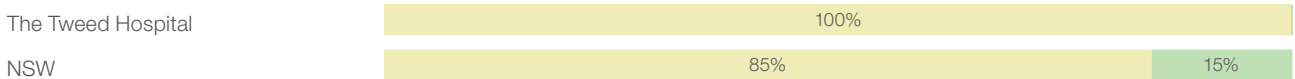
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

**Westmead Hospital (all units):** What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged?

No Yes

Actual Results



SECOND HIGHEST: Were you asked about how your family or living situation affect your health?

No Yes

Actual Results



THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?

No Yes, somewhat Yes, completely

Actual Results



**Westmead Hospital (all units):** What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

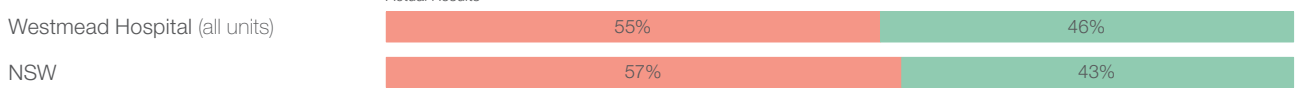
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No Yes

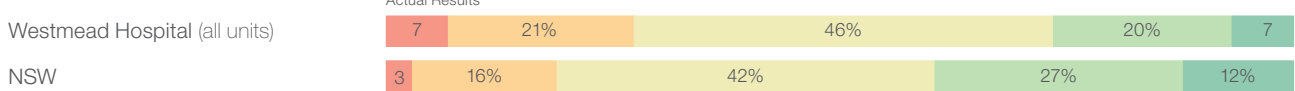
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results



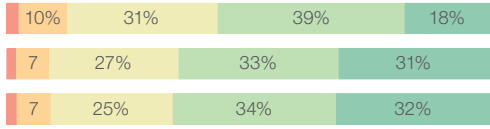
## Westmead Hospital (all units): Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

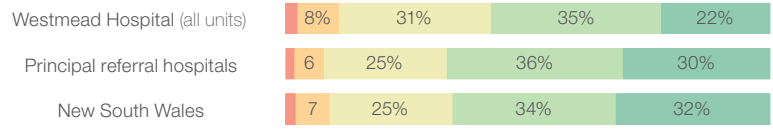
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services

Actual results<sup>2</sup>

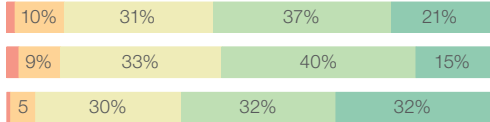


Standardised results<sup>3</sup>

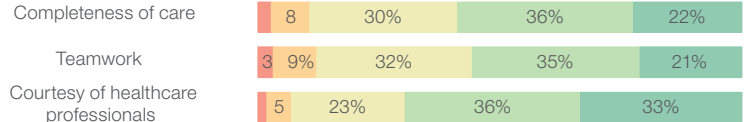


### Patient ratings of care experiences that matter most<sup>4</sup>

Actual results<sup>2</sup> for Westmead Hospital (all units)



Standardised results<sup>3</sup> for Westmead Hospital (all units)



## Westmead Hospital (all units): Patients who used these outpatient services

NSW Health Patient Survey, February 2010

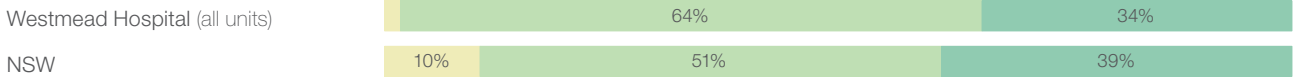
Outpatient attendances during February 2010: 14,977 patients

339 people who received outpatient services were sent a questionnaire; 36% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>

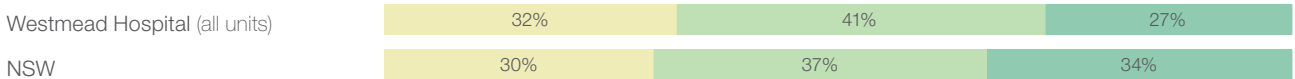
#### Age

■ 0-19 ■ 20-59 ■ 60+



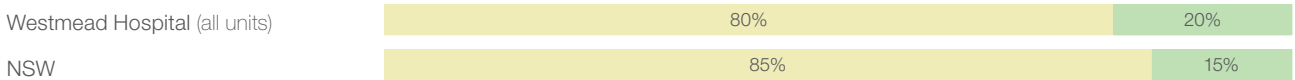
#### Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



#### Language spoken at home

■ English ■ Non-English



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

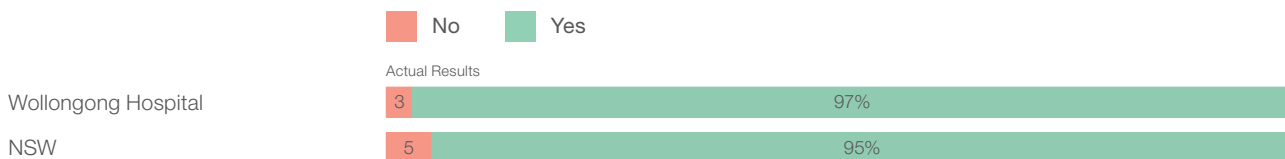
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.



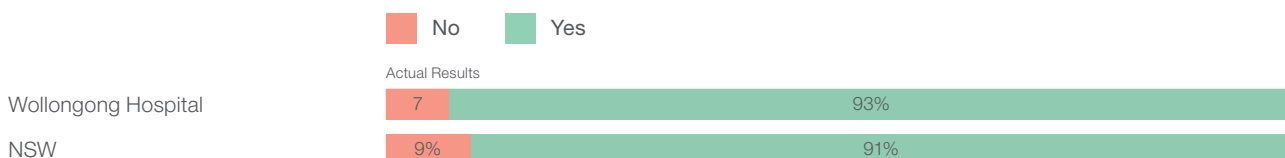
## Wollongong Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

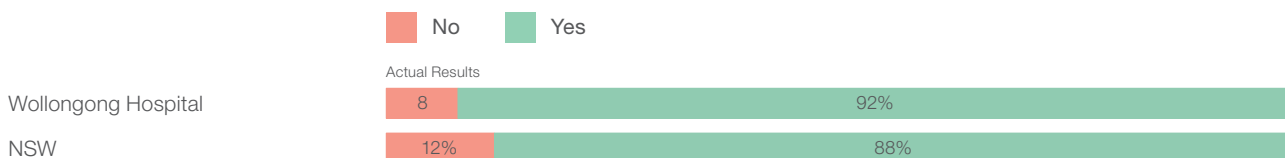
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



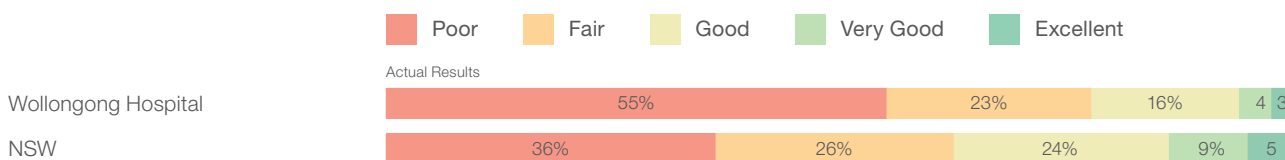
THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?



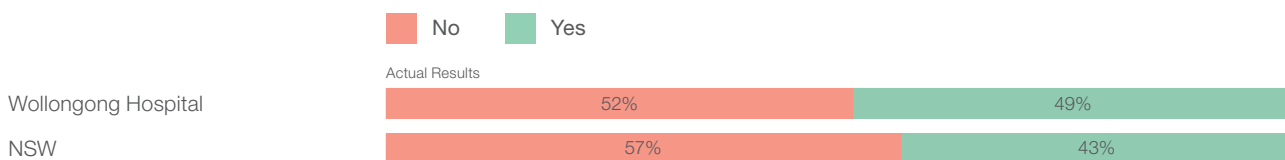
## Wollongong Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

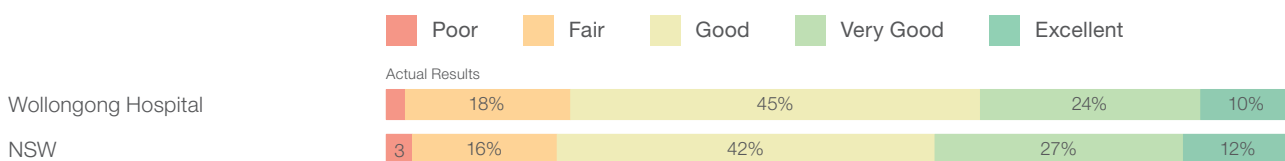
LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum

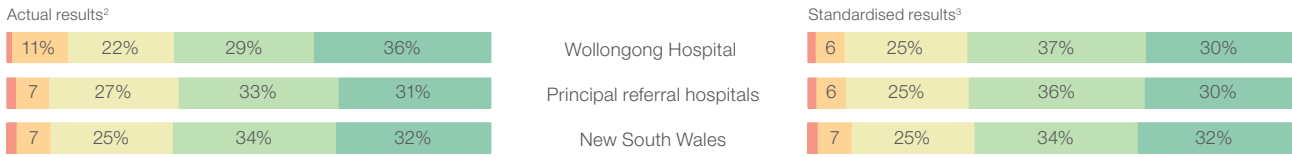


## Wollongong Hospital: Patient experiences with outpatient services

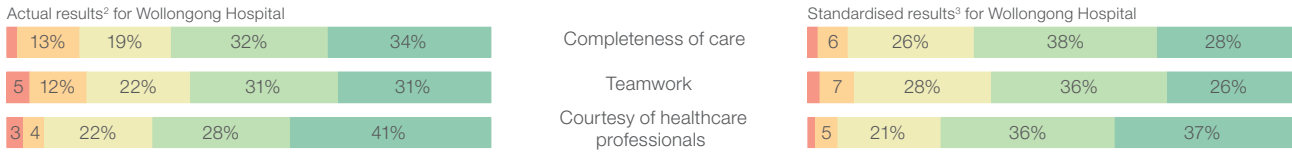
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



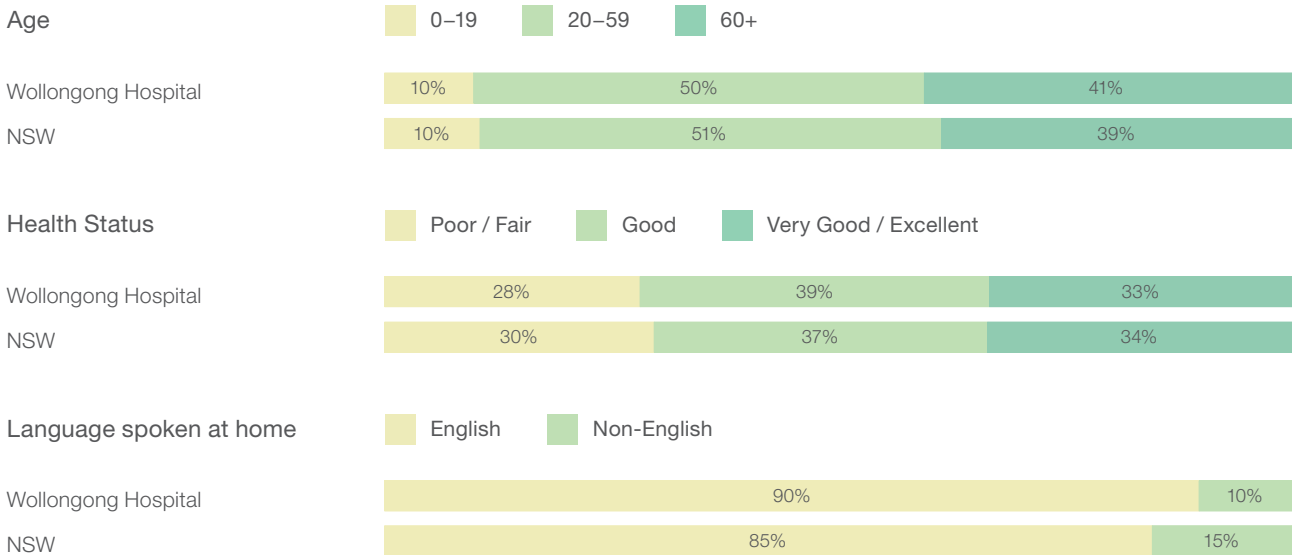
## Wollongong Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,226 patients

242 people who received outpatient services were sent a questionnaire; 38% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Source:** Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

### Wyong Hospital: What patients rated *highest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?

No, never    Yes, sometimes    Yes, always

Actual Results



SECOND HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?

No    Yes

Actual Results



THIRD HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?

No    Yes, somewhat    Yes, completely

Actual Results



### Wyong Hospital: What patients rated *lowest* about these outpatient services<sup>1</sup>

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor    Fair    Good    Very Good    Excellent

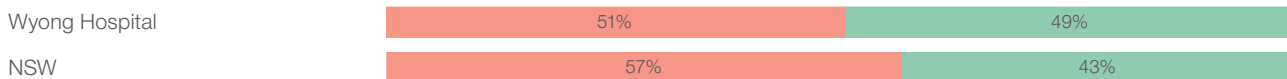
Actual Results



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

No    Yes

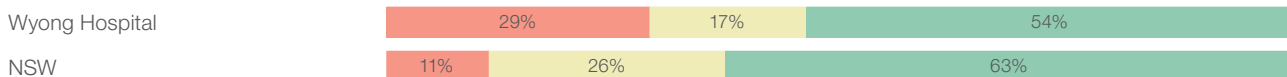
Actual Results



THIRD LOWEST: Did a healthcare professional discuss any of your anxieties or fears with you?

No    Yes, somewhat    Yes, completely

Actual Results

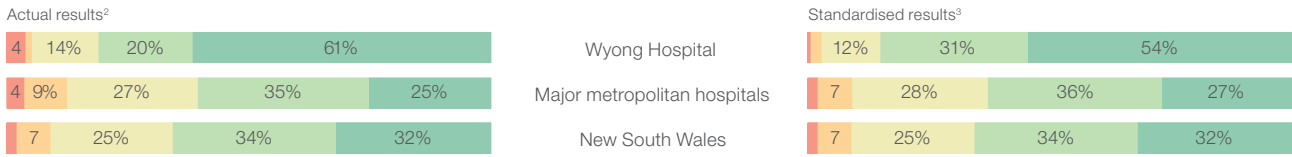


## Wyong Hospital: Patient experiences with outpatient services

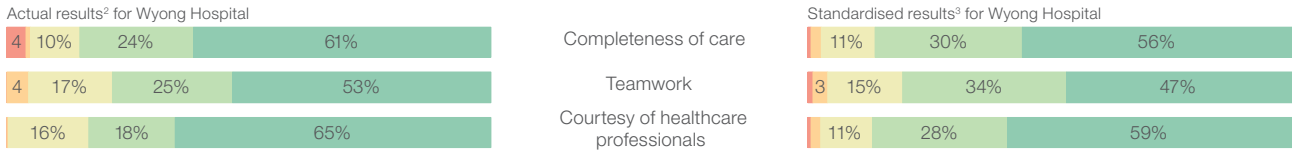
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

### Overall patient ratings of outpatient services



### Patient ratings of care experiences that matter most<sup>4</sup>



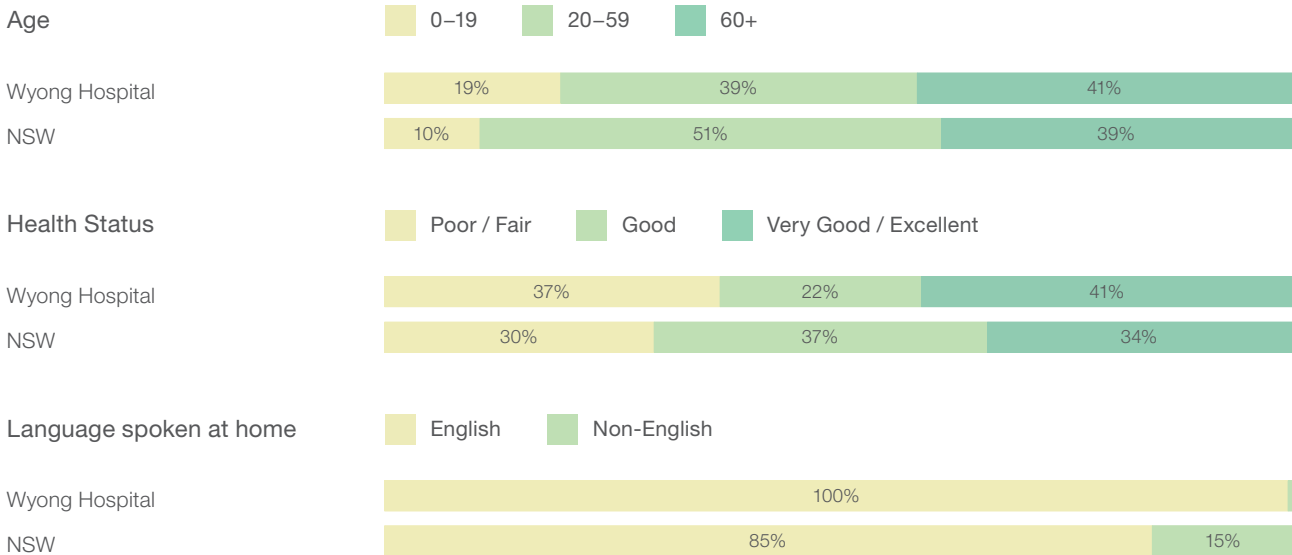
## Wyong Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,941 patients

244 people who received outpatient services were sent a questionnaire; 52% returned a completed questionnaire.

### Characteristics of patients who completed the survey<sup>2</sup>



1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.

2. Data weighted by age to reflect the population of all attendees during February 2010.

3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.

4. Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.