

Errata NSW Health Patient Survey Statewide Report 2009

The following errors were identified in July 2010 in the Non-Admitted Emergency Patient survey

The errors relate to the answers to 11 questions not being recorded correctly against questions 12 through 22.

The information below should be read in conjunction with the 2009 annual report. These errors relate to chapter 9 in the Statewide Report, Area Health Service Reports and Hospital Reports. The page numbers will vary in the Area Health Service and Hospital Reports from those identified but always refer to the questions below.

The following table identifies the questions that were affected by the error in recording, and identifies the correct positive percentage response and the correct number of respondents for each question. Questions 17, 21 and 22 are highlighted in the table as they were Key Drivers. Key Drivers are those issues that patients say are most important for them in influencing their overall rating of care. Question 21 – “How would you rate the courtesy of doctors” is now 16th, and not 15th on the list. The question asking about “Did you have confidence and trust in the nurses treating you?” is now 15th on the list.

Qu	Wording	Page No	Recorded % Positive Score	Recorded Number of Respondents	Correct % Positive Score	Correct Number of Respondents
12	Did you see a doctor in the Emergency department?	9:27 of 37	15.4% said they saw a doctor	19831	90.9	21346
13	Did you have to wait too long to see a doctor?	9:6 of 37	23% said no	14523	58.1	19556
14	Was there one particular doctor in charge of your care in the ED?	9:13 of 37	96.80%	14079	63.0	19557
15	When you had important questions to ask a doctor, did you get the answers you could understand?	9:8 of 37	70.7% said yes	13434	65.9	18199
16	If you had any anxieties or fears about your condition, or treatment, did a doctor discuss them with you?	9:11 of 37	57.4% said doctors discussed them completely	10447	52.5	14355
17	Did you have confidence and trust in the doctors treating you?	9:3 of 37 repeated at 9:11 of 37	70.9% said yes	14498	66.2	19581
18	Did doctors talk in front of you as if you weren't there?	9:14 of 37	83.8% said no	14458	81.3	19529
19	After you had seen a doctor in the ED, did the doctor call in another doctor or specialist to see you?	9:19 of 37	29.2% said another dr was called in	14333	29.8	19378
20	Did you wait too long for this other doctor?	9:6 of 37	65% said no, 2.5% said no other doctor needed	4004	55.9 (no), 2.1 (no other dr)	5521
21	How would you rate the courtesy of doctors?	9:3 of 37 repeated at 9:23 of 37	89.4% said it was good, v good or excellent	14400	87.8	19438
22	How would you rate the availability of doctors?	9:3 of 37 repeated at 9:5 of 37	75.4% said availability was good, v good or excellent	14423	69.6	19482