



Ipsos
Social Research Institute

Development Report:

2014-15 Emergency Department Patient Survey

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

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1. PURPOSE OF THIS REPORT

This report documents the development of the 2014-15 Emergency Department Patient Survey (EDPS) questionnaire from the existing 2013-14 questionnaire. It represents the analysis of the 2013-14 data, testing with patients to assess and refine the questions, and the final changes and rationale for these by the Bureau of Health Information (BHI) and Ipsos Social Research Institute (Ipsos SRI).

The Development Report for the 2013-14 EDPS provides more detail on the development of the original survey and can be found on the BHI website at:

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

2. THE NSW PATIENT SURVEY PROGRAM

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

- Hospital performances are readily available to the general public; and
- Health services and policy makers can identify their strengths and opportunities for improvement, to assist them to provide safe, quality care.

The following principles underpin the Survey Program:

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

BHI currently manages the Survey Program. BHI was established by the NSW Government to independently report on the performance of the public health system in NSW, including the healthcare experiences of patients. In 2012, Ipsos SRI was contracted by NSW Health to develop and administer a new suite of surveys for the Survey Program. In 2013, the second of these redeveloped surveys, the Emergency Department Patient Survey (EDPS) went into field.

Each year, the surveys are reviewed and where necessary adjusted to ensure that the questions are performing well on a technical level, and the content continues to align with patients' and

stakeholders' needs in the NSW healthcare context (the surveys used from 2007-2011 were originally developed by NRC Picker for use in the United States or by Picker Institute Europe for use in the United Kingdom and Europe).

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

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

3. METHODOLOGY

The review process comprised:

- Statistical analysis of the EDPS, April to September 2013;
- Extensive discussion between the development teams at BHI and Ipsos Social Research Institute (Ipsos SRI) and revisions to the questionnaire content.

Due to the time required to redevelop the questionnaire, statistical analysis was based on the first six months of data collection using the 2013-14 EDPS questionnaire.

4. FINDINGS

4.1 Statistical analysis of the EDPS 2013-14 data

The analysis was performed on the results of the EDPS from April to September 2013. Overall, the total sample size was 13,255 patients, four in five of whom (83%) completed the hardcopy version of the EDPS; the remaining 17% completed the Survey online.

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

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

In April 2013, BHI also conducted an analysis of the performance of a set of core questions (Core Common Questions) designed by the National Health Information Standards and Statistics

Committee's Patient Experience Information Development Working Group (PEIDWIG). These questions were included in the 2013-14 EDPS and consisted of 13 performance questions and four respondent profile questions. Results of this analysis informed the changes made to the EDPS for 2014-15.

4.1.1 Missing response analysis

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

Overall, while the EDPS had more missing responses than in the 2007-2011 Emergency Patient Surveys, there were fewer questions with extremely elevated rates of missing responses (10% or more missing responses) than in the previous ED surveys.

The following questions had rates of missing responses (item non-response) higher than 5%:

- Q14. How much information did reception staff give you about how long you might have to wait to be examined?
- Q16. How would you rate the overall comfort while waiting in the Emergency Department?
- Q19. ...did Emergency Department staff check on your condition?
- Q20. ...were you provided with updated information on the likely waiting time to be treated?
- Q21. Did you stay until you received treatment, or leave before receiving treatment?
- Q50. When you were waiting to be seen, did the Emergency Department provide enough for your child to do (such as toys, games and books)?
- Q51. Was the area in which your child was treated suitable for someone of their age group?
- Q52. Did the Emergency Department staff provide care and understanding appropriate to the needs of your child?
- Q68. Did a member of staff explain the reason for the delay?
- Q79. Not including the reason you came to the ED, did you experience any of the following complications or negative effects due to your visit?
- Q82. What was the highest level of education you (the patient) completed?
- Q93. Do you give permission for the Bureau of Health Information to link your survey answers to health records relating to you (the patient)?

In a similar pattern of results to those observed in the review of AAPS, the majority of the questions listed above were located in a section preceded by a 'filter' question instructing them to answer the questions if they had experienced an event or medical procedure (for example, experiences at reception or treatment of children). This result indicates that a small proportion of the patient respondents found it difficult to follow the routing directions in the questionnaire.

Additionally, two questions in the 'Triage' section (Q19 and Q20) had the second and third highest rates of missing responses (Q82 had the highest). These questions were phrased differently to the other questions - each started with an ellipsis - and followed on from the statement "After you had

seen the triage nurse and were still waiting in the waiting room to be treated...” It may be that the elevated rate of missing responses for these questions was due to the fact that some patients were treated immediately following their examination by the triage nurse.

4.1.2 Floor and ceiling effect analysis

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

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

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

- Q5. Was the signposting directing you to the ED of the hospital easy to follow?
- Q7. Overall, did the ambulance crew treat you with dignity and respect?
- Q8. How would you rate how the ambulance crew and ED staff worked together?
- Q9. Overall, did the ambulance crew transfer information about your condition to the ED staff?
- Q10. Overall, how would you rate the care you received from the ambulance service?
- Q18. Overall, how would you rate the care you received from the triage nurse?
- Q24. Did you have confidence and trust in the ED doctors treating you?
- Q25. How would you rate the politeness and courtesy of the ED doctors?
- Q28. Did you have confidence and trust in the ED nurses treating you?
- Q29. How would you rate the politeness and courtesy of the ED nurses?
- Q30. Overall, how would you rate the ED nurses who treated you?
- Q36. Did the ED health professionals caring for you introduce themselves to you?
- Q40. How often did the ED health professionals caring for you explain things in a way you could understand?
- Q41. Did you feel you were treated with respect and dignity while you were in the ED?
- Q43. Were the ED health professionals kind and caring towards you?
- Q60. Did a member of the ED explain the purpose of the medications you were prescribed in a way you could understand?
- Q70. Overall, how would you rate the care you received while in the ED?
- Q74. How safe did you feel during your visit to the ED?
- Q75. Were your religious or cultural beliefs respected by ED staff?

As for the AAPS, while there were more questions in the survey that ostensibly exhibited a ceiling effect than in the previous iteration, it should be noted that the majority of these were questions with three point scales (which are more likely to suffer from ceiling or floor effects than questions with larger scales). Further, many of these questions were contained in sections relating to the performance of certain members of medical staff (ambulance staff, for example), most likely indicating high performance of these persons rather than insensitive question scales. This hypothesis was further reinforced by the ceiling effect observed for the overall rating question (Q78).

4.1.3 Correlation analysis

As part of the reliability analysis, inter-item correlation matrices were produced for each factor. These matrices were examined to identify redundant questions within factors. Follow-up Pearson correlations were conducted to check the correlation across patient groups. The following pairs of questions exhibited a Pearson correlation of 0.7 or higher:

- Q26. Overall, how would you rate the ED doctors who treated you? **and** Q25. How would you rate the politeness and courtesy of the ED doctors?
- Q30. Overall, how would you rate the ED nurses who treated you? **and** Q29. How would you rate the politeness and courtesy of the ED nurses?
- Q37. How would you rate how the ED health professionals worked together? **and** Q70. Overall, how would you rate the care you received while in the ED?
- Q72. If asked about your experience in the ED by friends and family how would you respond? **and** Q70. Overall, how would you rate the care you received while in the ED?

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

4.1.4 Factor analysis

Factor analysis was performed (using Principal Component's Analysis with Varimax rotation). Filters were created for each patient group to ensure that each round of factor analysis only comprised a more homogenous group of patients who had filled out the same sections of the Emergency Patient surveys.

Consequently, the groups included in analysis comprised:

- Ambulance patients - patients who arrived by ambulance;
- Children patients - patients who visited the ED with their children; and
- General ED patients - patients who did not do either of the above.

The factor analyses generally provided consistent results across the three ED patient groups, with models that accounted for more than 60% of the total variance. For all these groups of patients, factors pertaining to care from doctors and nurses accounted for the most variance (25.5% between them for general ED patients, 33.2% for ambulance patients and 17.4% for children patients). These factors demonstrated high reliability for all three patient groups and comprised the same questions, suggesting that the questions that compose the factor are measuring the same latent construct. For all three groups of patients, there was a factor relating to questions on 'waiting times'. These factors were also shown to be reliable, with alpha values exceeding 0.7.

Apart from these factors, factor analysis for each of the patient groups yielded different factors, emphasising the differential experiences of the groups. Additional factors that accounted for a significant proportion of variance for the general ED patients included a 'dignity' factor (which accounted for 12.1% of the variance) and two factors pertaining to provision of information (general information – 10.5% - and discharge information – 9.9%). Unsurprisingly, for patients who arrived by ambulance, there were two additional factors relating to this part of the patient journey: one relating to ambulance care (which accounted for 10.8% of the variance); and one relating to communication by ambulance staff to hospital staff (which accounted for 8.93% of the variance). For patients who accompanied their children to the ED, analysis yielded several other factors – 'care of children' (6.9%), 'reception' (6.6%), 'provision of information' (6.5%), 'medical history' (5.5%) and 'tests' (4.4%) – all of which accounted for around 5% of the variance.

4.1.5 Key driver analysis

Following examination of the inter-item correlations, a key driver analysis was performed using a logistic regression model to establish the primary catalysts of patient satisfaction. This model incorporated the ten items that exhibited the highest correlation with 'Q87. Overall, how would you rate the care you received in hospital', and had a pseudo R-squared value of 0.64¹.

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

- Q37. How would you rate how the Emergency Department health professionals worked together? ($\beta = 0.041^2$)
- Q26. Overall, how would you rate the Emergency Department doctors who treated you? ($\beta = 0.030$)
- Q52. Did the Emergency Department staff provide care and understanding appropriate to the needs of your child? ($\beta = 0.028$)

¹ Using Nagelkerke's R-squared

² Please note that this β value represents an increase of one point on a recoded version of these variables (with values ranging from 0, which represents a negative experience, to 100, which represents a positive experience) which was used to ensure comparability of questions with different scales, and ensure the valence of each question was similar.

4.2 Discussion and revision to the questionnaire content.

The statistical analysis of the 2013-14 EDPS data were extensively discussed between the BHI and Ipsos teams.

The following table outlines the final questions in the 2014-15 EDPS questionnaire. This table only records those questions that have been changed since the 2013-14 questionnaire. The fields presented in this table are:

- 2014-15 finalised question: The final question and response option wording used
- 2013-14 EDPS question: The concordant question from the 2013-14 EDPS. Note that this question might be identical but can also have significant changes to question and response option wording, as well as number of responses
- Review notes: the rationale for any changes made to the question.

For the 2014-15 questionnaire, there were 11 new questions added. All these questions were newly created for the 2014-15 survey and were not sourced from any existing questionnaire. These new questions are noted in the 'Review notes' column as 'original question'.

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q1 What was your <u>main</u> form of transport to the Emergency Department (ED)?</p> <p><i>Private motor vehicle (car, motorbike, van)</i></p> <p><i>Ambulance</i></p> <p><i>Public transport</i></p> <p><i>Other</i></p>		<p>This question was devised to route participants more effectively to the parking question and to reduce item non-response.</p>
<p>Q2 Was there a problem in finding a parking place near to the Emergency Department (ED)?</p> <p><i>Yes, a big problem</i></p> <p><i>Yes, a small problem</i></p> <p><i>No problem</i></p> <p><i>I did not need to park</i></p>	<p>Q6 Was there a problem in finding a parking place near to the Emergency Department?</p> <p><i>Yes, a big problem</i></p> <p><i>Yes, a small problem</i></p> <p><i>No problem</i></p> <p><i>Not applicable – I came by public transport, taxi, walking or on a bike</i></p>	<p>'(ED)' was added for clarity. Routing was added so that question only asked of those arriving by car, van or motorbike.</p>
<p>Q3 Was the signposting directing you to the Emergency Department (ED) of the hospital easy to follow?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q5 Was the signposting directing you to the Emergency Department of the hospital easy to follow?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'(ED)' was added for clarity. Routing was also added due to the reordering of questions.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q5 How would you rate how the ambulance crew and ED staff worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q8 How would you rate how the ambulance crew and Emergency Department staff worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' changed to 'ED'.</p>
<p>Q6 Did the ambulance crew transfer information about your condition to the ED staff?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q9 Did the ambulance crew transfer information about your condition to the Emergency Department staff?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' changed to 'ED'.</p>
<p>Q7 Overall, how would you rate the care you received from the ambulance service?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q10 Overall, how would you rate the care you received from the ambulance service?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>'Don't know/can't remember' added due to high missing response rate.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q8 Were the reception staff you met on your arrival to the ED polite and courteous?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I didn't meet the reception staff</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q12 How would you rate the politeness and courtesy of the reception staff?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was revised to provide better measurement of performance, to be a reporting question rather than a rating question, and to be consistent across all questionnaires. Additional answer categories were also added to cover the broad array of possible encounters with reception staff.</p>
<p>Q9 Did reception staff give you enough information about what to expect during your visit?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q13 How much information did reception staff give you about what to expect during your visit?</p> <p><i>A great deal</i></p> <p><i>A fair amount</i></p> <p><i>Not very much</i></p> <p><i>None at all</i></p>	<p>The question was changed to be less subjective as the patient does not know how much information it is appropriate to give. A measure of satisfaction with information provision was used as more appropriate.</p>
<p>Q10 Did reception staff tell you how long you would have to wait for treatment?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>I didn't need to wait for treatment</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q14 How much information did reception staff give you about how long you might have to wait to be examined?</p> <p><i>A great deal</i></p> <p><i>A fair amount</i></p> <p><i>Not very much</i></p> <p><i>None at all</i></p>	<p>This question was split into two questions (Q10 and Q11) to provide greater clarity.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q11 Was the waiting time given to you by reception staff about right?</p> <p>Yes</p> <p><i>No, I didn't wait that long</i></p> <p><i>No, I waited longer</i></p> <p><i>Don't know/can't remember</i></p>		<p>This question was designed to provide greater clarity around communication of waiting times to patients (replacing a double-barrelled question).</p>
<p>Q12 Did you experience any of the following issues when in the waiting area?</p> <p><i>I couldn't find somewhere to sit</i></p> <p><i>The seats were uncomfortable</i></p> <p><i>It was too noisy</i></p> <p><i>It was too hot</i></p> <p><i>It was too cold</i></p> <p><i>There were bad or unpleasant smells</i></p> <p><i>No, I did not experience these issues</i></p> <p><i>I did not spend time in the waiting area</i></p>		<p>Original question</p> <p>This question was designed to measure patient comfort when in the waiting area, replacing the previous Q15 and Q16.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q13 From the time you first arrived at the ED, how long did you wait before being triaged by a nurse – that is, before an initial assessment of your condition was made?</p> <p><i>I was triaged immediately</i></p> <p><i>1-15 minutes</i></p> <p><i>16-30 minutes</i></p> <p><i>31-59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours or more</i></p> <p><i>I did not see a triage nurse</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q17 From the time you first arrived at the Emergency Department, how long did you wait before being triaged by a nurse – that is, before an initial assessment of your condition was made?</p> <p><i>I did not have to wait</i></p> <p><i>1-30 minutes</i></p> <p><i>31-60 minutes</i></p> <p><i>More than 1 hour but no more than 2 hours</i></p> <p><i>More than 2 hours but no more than 4 hours</i></p> <p><i>More than 4 hours</i></p> <p><i>I did not see a nurse</i></p> <p><i>I can't remember</i></p>	<p>Due to the high level of responses in the first answer category of '1-30 minutes', this question was split into two categories; '1-15 minutes' and '16-30 minutes'. Due to the low number of responses, the category 'More than 4 hours' was removed. 'Emergency Department' was replaced with 'ED' for brevity.</p>
<p>Q14 Did you stay until you received treatment?</p> <p><i>Yes</i></p> <p><i>No, I left before receiving treatment</i></p>	<p>Q21 Did you stay until you received treatment, or leave before receiving treatment?</p> <p><i>I stayed until I received treatment</i></p> <p><i>I left before receiving treatment</i></p>	<p>The question wording and response categories were clarified.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q15 Why did you leave the ED before receiving treatment?</p> <p><i>I decided to go to my GP</i></p> <p><i>I did not feel comfortable waiting in the ED</i></p> <p><i>The waiting time was too long</i></p> <p><i>I decided my condition was not serious</i></p> <p><i>I decided my condition did not need immediate treatment</i></p> <p><i>Other</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q22 Why did you leave the Emergency Department before receiving treatment?</p> <p><i>I decided to go to my General Practitioner</i></p> <p><i>I did not feel comfortable waiting in the Emergency Department</i></p> <p><i>The waiting time was too long</i></p> <p><i>I decided my condition was not serious</i></p> <p><i>I decided my condition did not need immediate treatment</i></p> <p><i>Other (please write in)</i></p> <p><i>Don't know/can't remember</i></p>	<p>Because patients can have many reasons for leaving the ED, it was deemed to be inappropriate to have this as a single selection question – it was changed to a multi-response question. 'Emergency Department' changed to 'ED' for brevity.</p>
<p>Q16 After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?</p> <p><i>I was treated immediately</i></p> <p><i>1-15 minutes</i></p> <p><i>16-30 minutes</i></p> <p><i>31-59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours to under 4 hours</i></p> <p><i>4 hours or more</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q31 After triage (initial assessment), how long did you wait before being treated by an Emergency Department health professional?</p> <p><i>I did not have to wait</i></p> <p><i>1-30 minutes</i></p> <p><i>31-60 minutes</i></p> <p><i>More than 1 hour but no more than 2 hours</i></p> <p><i>More than 2 hours but no more than 4 hours</i></p> <p><i>More than 4 hours</i></p> <p><i>I did not see a doctor or nurse</i></p> <p><i>I can't remember</i></p>	<p>Due to the high level of responses in the second answer category of '1-30 minutes', this question was split into two categories; '1-15 minutes' and '16-30 minutes'. 'Emergency Department' was replaced with 'ED' for brevity.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q17 While you were waiting to be treated, did ED staff check on your condition?</p> <p><i>Yes, someone checked on my condition</i></p> <p><i>No, no-one checked on my condition</i></p> <p><i>Don't know/can't remember</i></p>	<p>After you had seen the triage nurse and were still waiting in the waiting room to be treated ...</p> <p>Q19 ... did Emergency Department staff check on your condition?</p> <p><i>Yes, someone checked on my condition</i></p> <p><i>No, no-one checked on my condition</i></p> <p><i>Don't know/can't remember</i></p>	<p>The question wording was simplified, and the preamble was not necessary due to the reordering of questions.</p>
<p>Q18 While you were waiting to be treated, did your symptoms or condition get worse?</p> <p><i>Yes, much worse</i></p> <p><i>Yes, slightly worse</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>		<p>This question was added to provide comparability with the other surveys and to provide greater context to the ED survey findings.</p>
<p>Q19 Did the Emergency Department (ED) doctors know your medical history, which had already been given to the triage nurse or ambulance crew?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I wasn't treated by a doctor</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q23 Did the doctors know your medical history, which had already been given to the triage nurse or ambulance crew?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I did not see a doctor</i></p>	<p>The question was clarified and responses altered to be more logical and cover a broader range of experiences.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q20 Did you have confidence and trust in the ED doctors treating you?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q24 Did you have confidence and trust in the Emergency Department doctors treating you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>The answer categories were changed to be more logical, and 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q21 Were the ED doctors polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q25 How would you rate the politeness and courtesy of the Emergency Department doctors?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was revised to provide a better measurement of performance, as a reporting question not a rating question, and to be consistent across all questions and questionnaires. 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q22 Overall, how would you rate the ED doctors who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Q26 Overall, how would you rate the Emergency Department doctors who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q23 Did the ED nurses know your medical history, which had already been given to the triage nurse or ambulance crew?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I wasn't treated by a nurse</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q27 Did the nurses know your medical history, which had already been given to the triage nurse or ambulance crew?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I only saw a triage nurse</i></p> <p><i>I did not see any nurses</i></p>	<p>The question wording was changed to specifically refer to 'ED nurses'. Additional routing was added, and the answer categories were changed to be more logical.</p>
<p>Q24 Did you have confidence and trust in the ED nurses treating you?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q28 Did you have confidence and trust in the Emergency Department nurses treating you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>The answer categories were changed to be more logical. 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q25 Were the ED nurses polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q29 How would you rate the politeness and courtesy of the Emergency Department nurses?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was revised to provide a better measurement of performance, as a reporting question not a rating question, and to be consistent across all questions and questionnaires. 'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q26 Overall, how would you rate the ED nurses who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Q30 Overall, how would you rate the Emergency Department nurses who treated you?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q27 Did the ED health professionals introduce themselves to you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q36 Did the Emergency Department health professionals caring for you introduce themselves to you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>The question wording was simplified and 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q28 Did the ED health professionals explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Q40 How often did the Emergency Department health professionals caring for you explain things in a way you could understand?</p> <p><i>All of the time</i></p> <p><i>Most of the time</i></p> <p><i>Some of the time</i></p> <p><i>Rarely</i></p> <p><i>Never</i></p>	<p>The question wording was simplified and 'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q29 During your visit to the ED, how much information about your condition or treatment was given to you?</p> <p><i>Not enough</i></p> <p><i>The right amount</i></p> <p><i>Too much</i></p> <p><i>Not applicable to my situation</i></p>	<p>Q38 How much information about your condition or treatment was given to you by Emergency Department health professionals?</p> <p><i>Not enough</i></p> <p><i>Right amount</i></p> <p><i>Too much</i></p> <p><i>It was not necessary to provide information</i></p> <p><i>Don't know/can't say</i></p>	<p>The question wording was simplified and 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q30 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not well enough to be involved</i></p> <p><i>I did not want or need to be involved</i></p>	<p>Q44 Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not well enough or did not want to be involved in decisions about my care or treatment</i></p>	<p>The last answer category was split into two separate answer categories for clarification.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q31 If your family members or someone else close to you wanted to talk to the Emergency Department (ED) staff, did they get the opportunity to do so?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not get the opportunity</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't say</i></p>	<p>Q45 If a member of your (the patient's) family or someone else close to you wanted to talk to the staff, did they have enough opportunity to do so?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not have enough opportunity</i></p> <p><i>This was not applicable to my situation</i></p> <p><i>Don't know/can't say</i></p>	<p>The question wording was simplified and reference to 'Emergency Department (ED)' was added.</p>
<p>Q32 How much information about your condition or treatment was given to your family, carer or someone else close to you?</p> <p><i>Not enough</i></p> <p><i>Right amount</i></p> <p><i>Too much</i></p> <p><i>It was not necessary to provide information to any family or friends</i></p> <p><i>Don't know/can't say</i></p>	<p>Q46 How much information about your (the patient's) condition or treatment was given to your family, carer or someone else close to you?</p> <p><i>Not enough</i></p> <p><i>Right amount</i></p> <p><i>Too much</i></p> <p><i>It was not necessary to provide information to any family or friends</i></p> <p><i>Don't know/can't say</i></p>	<p>The question wording was simplified.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q33 Were you able to get assistance or advice from an ED health professional when you needed it?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I didn't need assistance or advice</i></p>	<p>Q39 If you needed attention or advice from an Emergency Department health professional, were you able to get this help?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I could not find a health professional to help me</i></p> <p><i>A member of staff was with me all the time</i></p> <p><i>I did not need attention</i></p>	<p>The question wording and answer categories were simplified, and 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q34 What was this assistance or advice required for?</p> <p><i>Going to the toilet</i></p> <p><i>Eating or drinking</i></p> <p><i>Taking medication</i></p> <p><i>Something else</i></p>		<p>This new question was added to provide more insight into Q33 on what help the patient needed.</p>
<p>Q35 How would you rate how the ED health professionals worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Q37 How would you rate how the Emergency Department health professionals worked together?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Adequate</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q36 Did you ever receive contradictory information about your condition or treatment from ED health professionals?</p> <p>Yes</p> <p>No</p>	<p>Q47 Did you receive contradictory information from Emergency Department healthcare professionals – for example, giving different opinions on your treatment?</p> <p>Yes, definitely</p> <p>Yes, to some extent</p> <p>No</p>	<p>The question wording and answer categories were simplified; 'Emergency Department' was abbreviated to 'ED'; and 'healthcare professionals' was changed to 'health professionals' for consistency across all questions and questionnaires.</p>
<p>Q37 Were the ED health professionals kind and caring towards you?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>Q43 Were the Emergency Department health professionals kind and caring towards you?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q38 Did you feel you were treated with respect and dignity while you were in the ED?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>Q41 Did you feel you were treated with respect and dignity while you were in the Emergency Department?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q39 Were you given enough privacy during your visit to the ED?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>Q35 Were you given enough privacy during your visit to the Emergency Department?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q40 Were your cultural or religious beliefs respected by the ED staff?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, my beliefs were not respected</i></p> <p><i>My beliefs were not an issue</i></p>	<p>Q75 Were you religious or cultural beliefs respected by the Emergency Department staff?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, my beliefs were not respected</i></p> <p><i>My beliefs were not an issue during my visit</i></p>	<p>'Cultural' given greater emphasis than 'religious' beliefs and the last answer category was simplified.</p>
<p>Q41 Did you have worries or fears about your condition or treatment while in the Emergency Department (ED)?</p> <p><i>Yes</i></p> <p><i>No</i></p>		<p>The existing question was modified to remove the internal filter and to align with other BHI questionnaires and the National Core Common Questions (NCCQs).</p>
<p>Q42 Did an ED health professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q42 Did an Emergency Department health professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, no-one discussed my worries and fears with me</i></p> <p><i>No, I did not have any worries or fear</i></p>	<p>The question was split for clarity and aligns with other survey questionnaires and NCCQs.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q43 Were you ever in pain while in the ED?</p> <p>Yes</p> <p>No</p>		<p>This question was modified to remove the internal filter and to align with other BHI questionnaires and the NCCQs.</p>
<p>Q44 Do you think the ED health professionals did everything they could to help manage your pain?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p>	<p>Q49 If you were in pain during your visit to the Emergency Department, do you think the Emergency Department health professionals did everything they could to help manage it?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, they did not do everything they could to help</i></p> <p><i>No, I had no pain</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was modified to remove the internal filter and to align with other BHI questionnaires and the NCCQs.</p>
<p>Q45 Did you see ED health professionals wash their hands, or use hand gel to clean their hands, before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>Can't remember</i></p>	<p>Q48 Did you see Emergency Department health professionals wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>The reference to gloves was removed as glove wearing is not part of proper hand cleanliness protocols. "Emergency Department" abbreviated to "ED". The 'Don't know' answer category was removed due to high response rate in 2013-14 and not seen as an appropriate response to this question.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q46 How clean were the waiting and treatment areas in the ED?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p>	<p>Q73 How clean were the waiting and treatment rooms in the Emergency Department?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p>	<p>The question wording was changed from 'rooms' to 'areas' as treatment not always in a separate room. 'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q47 How safe did you feel during your visit to the ED?</p> <p><i>Very safe</i></p> <p><i>Fairly safe</i></p> <p><i>Not very safe</i></p> <p><i>Not at all safe</i></p>	<p>Q74 How safe did you feel during your visit to the Emergency Department?</p> <p><i>Very safe</i></p> <p><i>Fairly safe</i></p> <p><i>Not very safe</i></p> <p><i>Not at all safe</i></p> <p><i>Don't know/can't remember</i></p>	<p>The 'Don't know' answer category was removed as not necessary, as feeling safe is fundamental and not something about which respondents will be unclear. 'Emergency Department' abbreviated to 'ED'.</p>
<p>Q48 Were there things for your child to do (such as books, games and toys)?</p> <p><i>There were plenty of things for my child to do</i></p> <p><i>There were some things, but not enough</i></p> <p><i>There was nothing for my child's age group</i></p> <p><i>There was nothing for children to do</i></p> <p><i>Not applicable to my child's visit</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q50 When you were waiting to be seen, did the Emergency Department provide enough for your child to do (such as toys, games and books)?</p> <p><i>Yes, there was a lot to do</i></p> <p><i>Yes, there were some things to do, but not enough</i></p> <p><i>There were things to do, but not for my child's age group</i></p> <p><i>No</i></p> <p><i>Can't remember/Not applicable</i></p>	<p>The question wording and answer categories were simplified for greater clarity.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q50 Did the ED staff provide care and understanding appropriate to the needs of your child?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q52 Did the Emergency Department staff provide care and understanding appropriate to the needs of your child?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q51 During your visit to the ED, did you have any tests, X-rays or scans?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>		<p>This question was modified to remove the internal filter and to align with other BHI questionnaires and the NCCQs.</p>
<p>Q52 Did an ED health professional discuss the purpose of these tests, X-rays or scans with you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q53 If you had a test, X-ray or scan during your visit to the Emergency Department, did a doctor, nurse or other health professional discuss the purpose with you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, did not discuss with me</i></p> <p><i>No, did not have any tests, X-rays, or scans</i></p> <p><i>Don't know/can't remember</i></p>	<p>The question was split for clarity and aligns with other survey questionnaires and NCCQs. 'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q53 Did an Emergency Department (ED) health professional explain the test, X-ray or scan <u>results</u> in a way that you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not told the results while in ED</i></p>	<p>Q55 Did a member of staff explain the test, X-ray or scan results in a way that you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>The question wording was clarified to specify that any test, x-ray or scan results were provided while in the ED and not afterwards.</p>
<p>Q54 What happened at the end of your visit to the ED?</p> <p><i>I was admitted to the same hospital</i></p> <p><i>I was transferred to a different hospital or healthcare facility</i></p> <p><i>I went home or to stay with a friend, relative or elsewhere</i></p>	<p>Q56 What happened at the end of your visit to the Emergency Department?</p> <p><i>I was admitted to the same hospital</i></p> <p><i>I was transferred to a different hospital or healthcare facility</i></p> <p><i>I went home or to stay with a friend, relative or elsewhere</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q55 Thinking about when you left the ED, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I was not given enough</i></p> <p><i>I did not need this type of information</i></p>	<p>Q57 Thinking about when you left the Emergency Department, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need this type of information</i></p>	<p>'Emergency Department' was abbreviated to 'ED'. 'No' was changed to 'No, I was not given enough' for greater clarity.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q56 Did ED staff take your family and home situation into account when planning your discharge?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, staff did not take my situation into account</i></p> <p><i>It was not necessary</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q62 Did Emergency Department staff take your family and home situation into account when planning your discharge?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, staff did not take my family and home situation into account</i></p> <p><i>It was not necessary</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' was abbreviated to 'ED'. The third answer category was simplified.</p>
<p>Q57 Thinking about when you left the ED, were adequate arrangements made by the hospital for any services you needed?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, arrangements were not adequate</i></p> <p><i>It was not necessary</i></p>	<p>Q65 Thinking about when you left the Emergency Department, were adequate arrangements made by the hospital for any services you needed?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need any services</i></p>	<p>'Emergency Department' was abbreviated to 'ED'. The third answer category was changed from 'No' to 'No, arrangements were not adequate' for greater clarity.</p>
<p>Q58 Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q64 Did Emergency Department staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q59 Thinking about your illness or treatment, did an ED health professional tell you about what signs or symptoms to watch out for after you went home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q63 Thinking about your illness or treatment, did a member of the Emergency Department staff tell you about the signs or symptoms to watch out for after you went home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'Emergency Department' was abbreviated to 'ED', and 'staff' changed to 'health professional'.</p>
<p>Q60 Were you given or prescribed medication to take at home?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>Q59 Before you left the Emergency Department, were any new medications prescribed for you?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>The question was simplified.</p>
<p>Q61 Did an ED health professional explain the purpose of this medication in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q60 Did a member of the Emergency Department staff explain the purpose of the medications you were prescribed in a way you could understand?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'Emergency Department' was abbreviated to 'ED' and the question was simplified.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q62 Did an ED health professional tell you about medication side effects to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Q61 Did a member of the Emergency Department staff tell you about medication side effects to watch for?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'Emergency Department' was abbreviated to 'ED' and the question was simplified.</p>
<p>Q63 Did an ED health professional tell you when you could resume your usual activities, such as when you could go back to work or drive a car?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Not applicable</i></p>	<p>Q58 Did a member of the Emergency Department staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>'Emergency Department' was abbreviated to 'ED' and the question was simplified. A 'Not applicable' answer category was added.</p>
<p>Q64 Did you receive a copy of a letter from the Emergency Department (ED) doctors to your family doctor (GP)?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q66 Did you receive a copy of a letter from the Emergency Department doctors to your family doctor or General Practitioner?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' was abbreviated to 'ED' and the question was simplified.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q65 Was your departure from the ED delayed – that is, before leaving the ED to go to a ward, another hospital, home, or elsewhere?</p> <p>Yes</p> <p>No</p>	<p>Q67 Were you delayed when leaving the Emergency Department – that is, before being admitted to a ward, being transferred to another hospital or going directly home?</p> <p>Yes</p> <p>No</p>	<p>'Emergency Department' was abbreviated to 'ED' and the question was simplified.</p>
<p>Q67 What were the main reasons for delay?</p> <p><i>I had to wait for medicines</i></p> <p><i>I had to wait to see the doctor</i></p> <p><i>I had to wait for an ambulance/transport</i></p> <p><i>I had to wait for the letter for my GP</i></p> <p><i>I had to wait for test results</i></p> <p><i>I had to wait for a bed in a ward</i></p> <p><i>Some other reason</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q69 What were the main reasons for delay? Please X <u>all</u> the boxes that apply to you.</p> <p><i>I had to wait for medicines</i></p> <p><i>I had to wait to see the doctor</i></p> <p><i>I had to wait for an ambulance/transport to another hospital</i></p> <p><i>I had to wait for an ambulance/transport to go home</i></p> <p><i>I had to wait for the letter for my General Practitioner</i></p> <p><i>I had to wait for test results</i></p> <p><i>I had to wait for a bed in a ward</i></p> <p><i>Some other reason</i></p> <p><i>Don't know/can't remember</i></p>	<p>The question was simplified, the answer categories were consolidated and 'General Practitioner' was abbreviated to 'GP'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q68 Overall, how would you rate the care you received while in the Emergency Department (ED)?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Q70 Overall, how would you rate the care you received while in the Emergency Department?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Adequate</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>The question was changed to provide a true neutral midpoint ('Neither good nor poor' rather than 'Adequate'), and 'Emergency Department' was abbreviated to 'ED'</p>
<p>Q69 If asked about your experience in the Emergency Department (ED) by friends and family how would you respond?</p> <p><i>I would speak highly of the Emergency Department</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of the Emergency Department</i></p>	<p>Q72 If asked about your experience in the Emergency Department by friends and family how would you respond?</p> <p><i>I would speak highly of the Emergency Department</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of the Emergency Department</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q70 Did the care and treatment received in the ED help you?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, not at all</i></p>		<p>This question was added to assess patient outcomes.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q71 In total, how long did you spend in the ED? (From the time you entered the ED until the time you left the ED to go to a ward, another hospital, home, or elsewhere)</p> <p><i>1-30 minutes</i></p> <p><i>31-59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours to under 4 hours</i></p> <p><i>4 hours or more</i></p> <p><i>Don't know/can't remember</i></p>		<p>This question was added to measure the entire length of stay, in order to make comparison with NEAT.</p>
<p>Q72 Did you want to make a complaint about something that happened in the ED?</p> <p><i>Yes, and I did complain</i></p> <p><i>Yes, but I did <u>not</u> complain</i></p> <p><i>No, I did not want to make a complaint</i></p>		<p>This question was added as part of a suite of recommendations from a review into the HCCC in 2013-14</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q73 Why didn't you make a complaint?</p> <p><i>I didn't know how to make a complaint</i></p> <p><i>I didn't know who to complain to</i></p> <p><i>I was worried it might affect my future care</i></p> <p><i>I didn't think it would be taken seriously</i></p> <p><i>I was too unwell to complain</i></p> <p><i>It wasn't a serious issue</i></p> <p><i>Some other reason</i></p>		<p>This question was added as part of a suite of recommendations from a review into the HCCC in 2013-14</p>
<p>Q74 While in the Emergency Department (ED), did you receive, or see, any information about your rights as a patient, including how to comment or complain?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Q78 While in the Emergency Department, did you receive, or see, any information about your rights as a patient, including how to comment or complain?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q75 Not including the reason you came to the ED, during your visit, or soon afterwards, did you experience any of the following complications or problems?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of tests or procedures</i></p> <p><i>A blood clot</i></p> <p><i>A fall</i></p> <p><i>Any other complication or problem</i></p> <p><i><u>None</u> of these</i></p>	<p>Q79 Not including the reason you came to the Emergency Department, did you experience any of the following complications or negative effects due to your visit?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of tests or procedures</i></p> <p><i>A blood clot</i></p> <p><i>Confusion/disorientation</i></p> <p><i>A fall</i></p> <p><i>Any other complication or negative effect (please write in)</i></p> <p><i>None of these</i></p>	<p>'Emergency Department' was abbreviated to 'ED'. The answer category 'confusion/disorientation' was removed as high positive value is probably indicative of over-reporting by respondents mistaking initial symptoms with complications.</p>
<p>Q76 Was the impact of this complication or problem ... ?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p>		<p>This question was added for consistency across BHI questionnaires.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q77 In your opinion, were members of the hospital staff open with you about this complication or problem?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>		<p>This question was added for consistency across BHI questionnaires.</p>
<p>Q78 What year were you born?</p>	<p>Q80 What year were you (the patient) born?</p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>
<p>Q79 What is your gender?</p> <p><i>Male</i></p> <p><i>Female</i></p>	<p>Q81 What is your (the patient's) gender?</p> <p><i>Male</i></p> <p><i>Female</i></p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>
<p>Q80 What is the highest level of education you have completed?</p> <p><i>Still at primary or secondary school</i></p> <p><i>Less than Year 12 or equivalent</i></p> <p><i>Completed Year 12 or equivalent</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University degree</i></p> <p><i>Post graduate/higher degree</i></p>	<p>Q82 What was the highest level of education you (the patient) completed?</p> <p><i>Still at primary or secondary school</i></p> <p><i>Less than Year 12 at secondary school</i></p> <p><i>Completed Year 12 at secondary school</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University graduate</i></p> <p><i>Post graduate/higher degree</i></p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q81 Which, if any, of the following long-standing conditions do you have (including age related conditions)?</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or severe vision impairment</i></p> <p><i>A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (e.g. depression)</i></p> <p><i>A neurological condition (e.g. Alzheimer's, Parkinson's)</i></p> <p><i><u>None</u> of these</i></p>	<p>Q83 Which, if any, of the following long-standing conditions do you (the patient) have (including age related conditions)? Please X <u>all</u> the boxes that apply to you.</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or severe vision impairment</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (for example, depression, dementia or Alzheimer's)</i></p> <p><i>A long-standing illness (for example, cancer, HIV, diabetes, chronic heart disease, respiratory disease or epilepsy)</i></p> <p><i>None of these</i></p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>
<p>Q82 In general, how would you rate your health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p>	<p>Q85 In general, how would you rate your (the patient's) health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q84 Was an interpreter provided when you needed one in the Emergency Department (ED)?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I needed an interpreter but one was not provided</i></p> <p><i>No, I did not need an interpreter</i></p>	<p>Q87 Was an interpreter provided when you (the patient) needed one?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I needed an interpreter but one was not provided</i></p> <p><i>No, I did not need an interpreter</i></p>	<p>'(The patient)' was removed to clarify where the interpreter was used.</p>
<p>Q85 Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <p><i>Yes, Aboriginal</i></p> <p><i>Yes, Torres Strait Islander</i></p> <p><i>Yes, both Aboriginal and Torres Strait Islander</i></p> <p><i>No</i></p>	<p>Q88 Are you (the patient) of Aboriginal origin, Torres Strait Islander origin, or both?</p> <p><i>Yes – Aboriginal</i></p> <p><i>Yes – Torres Strait Islander</i></p> <p><i>Yes – both Aboriginal and Torres Strait Islander</i></p> <p><i>No</i></p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q86 What were you reasons for going to the ED?</p> <p><i>A health professional advised me to go</i></p> <p><i>The ambulance crew decided to take me there</i></p> <p><i>The GP surgery/practice was closed</i></p> <p><i>I couldn't see a GP within a reasonable time</i></p> <p><i>My condition was serious/life threatening</i></p> <p><i>The ED provides more complete care</i></p> <p><i>My medical history is at the hospital</i></p> <p><i>It was cheaper than other options</i></p> <p><i>Other</i></p>	<p>Q2 Why did you recently visit the Emergency Department?</p> <p><i>My General Practitioner (GP) advised me to go</i></p> <p><i>I was brought by an ambulance</i></p> <p><i>I was brought by the police</i></p> <p><i>A specialist told me I had to go to the Emergency Department</i></p> <p><i>Someone else (e.g. a friend, family member, colleague) decided I had to go to the Emergency Department</i></p> <p><i>I decided myself that I had to go to the Emergency Department</i></p>	<p>The question was simplified by abbreviating 'Emergency Department' to 'ED'. The categories were changed to be comprehensive.</p>
<p>Q87 Was your visit to the ED for a condition that, at the time, you thought could have been treated by a General Practitioner (GP)?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, probably</i></p> <p><i>No</i></p> <p><i>Not sure</i></p>	<p>Q3 When you visited the Emergency Department, was it for a condition that you thought could have been treated by a general practitioner (GP)?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, probably</i></p> <p><i>No</i></p> <p><i>Not sure</i></p>	<p>The question wording was simplified, the routing removed, and 'Emergency Department' abbreviated to 'ED'.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
<p>Q88 In the month before visiting the ED, did you ... ?</p> <p><i>Visit a General Practitioner or local doctor</i></p> <p><i>Get admitted as an in-patient to hospital</i></p> <p><i>Visit an out-patient clinic</i></p> <p><i>Make an earlier visit to the ED</i></p> <p><i><u>None</u> of these</i></p> <p><i>Don't know/can't remember</i></p>	<p>Q91 In the month before visiting the Emergency Department, did you (the patient) ... ? Please X <u>all</u> the boxes that apply to you.</p> <p><i>Visit a general practitioner or local doctor</i></p> <p><i>Get admitted as an in-patient to hospital</i></p> <p><i>Visit an out-patient clinic</i></p> <p><i>Make an earlier visit to the Emergency Department</i></p> <p><i>None of these</i></p> <p><i>Don't know/can't remember</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q89 Before your visit to the ED, had you previously been to an ED about the same condition or something related to it?</p> <p><i>Yes, within the previous week</i></p> <p><i>Yes, between one week and one month earlier</i></p> <p><i>Yes, more than a month earlier</i></p> <p><i>No</i></p>	<p>Q92 Before your visit to the Emergency Department, had you previously been to an Emergency Department about the same condition or something related to it?</p> <p><i>Yes, within the previous week</i></p> <p><i>Yes, between one week and one month earlier</i></p> <p><i>Yes, more than a month earlier</i></p> <p><i>No</i></p>	<p>'Emergency Department' was abbreviated to 'ED'.</p>
<p>Q92 What was the best part of the care you received while in this Emergency Department?</p>	<p>Q94 What was the best part of the care you (the patient) received whilst in this Emergency Department?</p>	<p>'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.</p>

2014-15 finalised question	2013-14 EDPS question	Review notes
Q93 What part of your care provided by this Emergency Department most needs improving?	Q95 What part of your (the patient's) care provided by this Emergency Department most needs improving?	'(The patient)' was removed to make this question wording comparable to AAPS and other surveys.

APPENDIX: FINAL 2014-15 EDPS QUESTIONNAIRE



 Bureau of
Health Information

NSW Patient Survey: Emergency Department

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

Date

Dear <Title> <Last Name>,

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

I am writing to ask you to take part in the NSW Patient Survey by telling us about your recent visit to an Emergency Department at [HOSPITAL NAME] during [MONTH].

Your experience at this Emergency Department is important as it helps us understand the quality of care you received and allows hospitals to see where they need to improve.

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

The survey is easiest to complete online. Please visit the web address below and log in with the following username and password. It is possible to partially complete the survey online and then return to it later to complete the remainder.



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

Username: [INS_UNAME]

Password: [INS_PWORD]

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

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

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

Thank you for taking part in the survey.

Yours sincerely

Jean-Frédéric Lévesque
Chief Executive
Bureau of Health Information

How to complete the survey

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

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

Example only

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

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

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

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

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

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

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

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

When you have finished

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

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

Some questions and answers

Why are you carrying out the survey?

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

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

Please contact the hospital directly.

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

www.health.nsw.gov.au/patientconcerns

What happens to my survey responses?

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

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

How is my privacy protected?

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

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

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

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

How do I get more information about the survey?

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

NSW Patient Survey: Emergency Department

Q1 What was your main form of transport to the Emergency Department (ED)?

- Private motor vehicle (car, motorbike, van)
- AmbulanceGo to Q4
- Public transport.....Go to Q3
- OtherGo to Q3

Q2 Was there a problem in finding a parking place near to the Emergency Department (ED)?

- Yes, a big problem
- Yes, a small problem
- No problem
- I did not need to park

Q3 Was the signposting directing you to the Emergency Department (ED) of the hospital easy to follow?

- Yes, definitely
 - Yes, to some extent
 - No
- } Go to Q8

AMBULANCE

Please answer this section, Q4-Q7, if you travelled to the ED by ambulance. If not, please go to the next section, 'On Arrival', at Q8.

Q4 Overall, did the ambulance crew treat you with respect and dignity?

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

Q5 How would you rate how the ambulance crew and ED staff worked together?

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

Q6 Did the ambulance crew transfer information about your condition to the ED staff?

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

Q7 Overall, how would you rate the care you received from the ambulance service?

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

ON ARRIVAL

For the following questions, please think about when you first arrived in the ED.

Q8 Were the reception staff you met on your arrival to the ED polite and courteous?

- Yes, definitely
- Yes, to some extent
- No
- I didn't meet the reception staff.. Go to Q12
- Don't know/can't remember

Q9 Did reception staff give you enough information about what to expect during your visit?

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

- Q10** Did reception staff tell you how long you would have to wait for treatment?
- Yes
 - No
 - I didn't need to wait for treatment
 - Don't know/can't remember
- } Go to Q12

- Q11** Was the waiting time given to you by reception staff about right?
- Yes
 - No, I didn't wait that long
 - No, I waited longer
 - Don't know/can't remember

- Q12** Did you experience any of the following issues when in the waiting area?
Please **X** all the boxes that apply to you
- I couldn't find somewhere to sit
 - The seats were uncomfortable
 - It was too noisy
 - It was too hot
 - It was too cold
 - There were bad or unpleasant smells
 - No, I did not experience these issues
 - I did not spend time in the waiting area

TRIAGE – THE INITIAL ASSESSMENT

- Q13** From the time you first arrived at the ED, how long did you wait before being triaged by a nurse – that is, before an initial assessment of your condition was made?
- I was triaged immediately
 - 1-15 minutes
 - 16-30 minutes
 - 31-59 minutes
 - 1 hour to under 2 hours
 - 2 hours or more
 - I did not see a triage nurse
 - Don't know/can't remember

- Q14** Did you stay until you received treatment?
- YesGo to Q16
 - No, I left before receiving treatment

- Q15** Why did you leave the ED before receiving treatment?
Please **X** all the boxes that apply to you
- I decided to go to my GP
 - I did not feel comfortable waiting in the ED
 - The waiting time was too long
 - I decided my condition was not serious
 - I decided my condition did not need immediate treatment
 - Other (Please specify)
-
- Don't know/can't remember

If you left before receiving treatment, please now go to the 'Overall' section, Q68.

- Q16** After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?
- I was treated immediatelyGo to Q19
 - 1-15 minutes
 - 16-30 minutes
 - 31-59 minutes
 - 1 hour to under 2 hours
 - 2 hours to under 4 hours
 - 4 hours or more
 - Don't know/can't remember

- Q17** While you were waiting to be treated, did ED staff check on your condition?
- Yes, someone checked on my condition
 - No, no-one checked on my condition
 - Don't know/can't remember

- Q18** While you were waiting to be treated, did your symptoms or condition get worse?
- Yes, much worse
 - Yes, slightly worse
 - No
 - Don't know/can't remember

DOCTORS

Q19 Did the Emergency Department (ED) doctors know your medical history, which had already been given to the triage nurse or ambulance crew?

- Yes, definitely
- Yes, to some extent
- No
- I wasn't treated by a doctor Go to Q23
- Don't know/can't remember

Q20 Did you have confidence and trust in the ED doctors treating you?

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

Q21 Were the ED doctors polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q22 Overall, how would you rate the ED doctors who treated you?

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

NURSES

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

- Yes, definitely
- Yes, to some extent
- No
- I wasn't treated by a nurse Go to Q27
- Don't know/can't remember..... Go to Q24

Q24 Did you have confidence and trust in the ED nurses treating you?

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

Q25 Were the ED nurses polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q26 Overall, how would you rate the ED nurses who treated you?

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

YOUR TREATMENT AND CARE

Q27 Did the ED health professionals introduce themselves to you?

- Yes, always
- Yes, sometimes
- No

Q28 Did the ED health professionals explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q29 During your visit to the ED, how much information about your condition or treatment was given to you?

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

Q30 Were you involved, as much as you wanted to be, in decisions about your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I was not well enough to be involved
- I did not want or need to be involved

Q31 If your family members or someone else close to you wanted to talk to the Emergency Department (ED) staff, did they get the opportunity to do so?

- Yes, definitely
- Yes, to some extent
- No, they did not get the opportunity
- Not applicable to my situation
- Don't know/can't say

Q32 How much information about your condition or treatment was given to your family, carer or someone else close to you?

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

Q33 Were you able to get assistance or advice from an ED health professional when you needed it?

- Yes, always
- Yes, sometimes
- No
- I didn't need assistance or advice.. Go to Q35

Q34 What was this assistance or advice required for?

Please **X** all the boxes that apply to you

- Going to the toilet
- Eating or drinking
- Taking medication
- Something else

Q35 How would you rate how the ED health professionals worked together?

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

Q36 Did you ever receive contradictory information about your condition or treatment from ED health professionals?

- Yes
- No

Q37 Were the ED health professionals kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q38 Did you feel you were treated with respect and dignity while you were in the ED?

- Yes, always
- Yes, sometimes
- No

Q39 Were you given enough privacy during your visit to the ED?

- Yes, always
- Yes, sometimes
- No

Q40 Were your cultural or religious beliefs respected by the ED staff?

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

Q41 Did you have worries or fears about your condition or treatment while in the Emergency Department (ED)?

- Yes
 No Go to Q43

Q42 Did an ED health professional discuss your worries or fears with you?

- Yes, completely
 Yes, to some extent
 No

Q43 Were you ever in pain while in the ED?

- Yes
 No Go to Q45

Q44 Do you think the ED health professionals did everything they could to help manage your pain?

- Yes, definitely
 Yes, to some extent
 No

Q45 Did you see ED health professionals wash their hands, or use hand gel to clean their hands, before touching you?

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

Q46 How clean were the waiting and treatment areas in the ED?

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

Q47 How safe did you feel during your visit to the ED?

- Very safe
 Fairly safe
 Not very safe
 Not at all safe

CHILDREN

Please answer this section, Q48-Q50, if you are answering the survey on behalf of a child. If not, please go to the next section on 'Tests', at Q51.

Q48 Were there things for your child to do (such as books, games and toys)?

- There were plenty of things for my child to do
 There were some things, but not enough
 There was nothing for my child's age group
 There was nothing for children to do
 Not applicable to my child's visit
 Don't know/can't remember

Q49 Was the area in which your child was treated suitable for someone of their age group?

- Yes, definitely
 Yes, to some extent
 No

Q50 Did the ED staff provide care and understanding appropriate to the needs of your child?

- Yes, definitely
 Yes, to some extent
 No

TESTS

Q51 During your visit to the ED, did you have any tests, X-rays or scans?

- Yes
 No Go to Q54
 Don't know/can't remember Go to Q54

Q52 Did an ED health professional discuss the purpose of these tests, X-rays or scans with you?

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

Q53 Did an Emergency Department (ED) health professional explain the test, X-ray or scan results in a way that you could understand?

- Yes, completely
- Yes, to some extent
- No
- I was not told the results while in ED

LEAVING THE EMERGENCY DEPARTMENT

Q54 What happened at the end of your visit to the ED?

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

Go to Q65

Q55 Thinking about when you left the ED, were you given enough information about how to manage your care at home?

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

Q56 Did ED staff take your family and home situation into account when planning your discharge?

- Yes, completely
- Yes, to some extent
- No, staff did not take my situation into account
- It was not necessary
- Don't know/can't remember

Q57 Thinking about when you left the ED, were adequate arrangements made by the hospital for any services you needed?

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

Q58 Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

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

Q59 Thinking about your illness or treatment, did an ED health professional tell you about what signs or symptoms to watch out for after you went home?

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

Q60 Were you given or prescribed medication to take at home?

- Yes
- No Go to Q63

Q61 Did an ED health professional explain the purpose of this medication in a way you could understand?

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

Q62 Did an ED health professional tell you about medication side effects to watch for?

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

Q63 Did an ED health professional tell you when you could resume your usual activities, such as when you could go back to work or drive a car?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable

Q64 Did you receive a copy of a letter from the Emergency Department (ED) doctors to your family doctor (GP)?

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

Q65 Was your departure from the ED delayed – that is, before leaving the ED to go to a ward, another hospital, home, or elsewhere?

- Yes
- No Go to Q68

Q66 Did a member of staff explain the reason for the delay?

- Yes
- No

Q67 What were the main reasons for delay? Please **X** all the boxes that apply to you

- I had to wait for medicines
- I had to wait to see the doctor
- I had to wait for an ambulance/transport
- I had to wait for the letter for my GP
- I had to wait for test results
- I had to wait for a bed in a ward
- Some other reason
- Don't know/can't remember

OVERALL

Q68 Overall, how would you rate the care you received while in the Emergency Department (ED)?

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

Q69 If asked about your experience in the Emergency Department (ED) by friends and family how would you respond?

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

Q70 Did the care and treatment received in the ED help you?

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

Q71 In total, how long did you spend in the ED? (From the time you entered the ED until the time you left the ED to go to a ward, another hospital, home, or elsewhere)

- 1-30 minutes
- 31-59 minutes
- 1 hour to under 2 hours
- 2 hours to under 4 hours
- 4 hours or more
- Don't know/can't remember

Q72 Did you want to make a complaint about something that happened in the ED?

- Yes, and I did complain Go to Q74
- Yes, but I did not complain
- No, I did not want to make a complaint Go to Q74

Q73 Why didn't you make a complaint? Please **X** all the boxes that apply to you

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

Q74

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

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

Q75

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

- An infection
- Uncontrolled bleeding
- A negative reaction to medication
- Complications as a result of tests or procedures
- A blood clot
- A fall
- Any other complication or problem
- None of these Go to Q78

Q76

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

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

Q77

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

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

ABOUT YOU (THE PATIENT)

Please remember to answer the following questions about the patient.

Q78

What year were you born?

WRITE IN (YYYY)

Q79

What is your gender?

- Male
- Female

Q80

What is the highest level of education you have completed?

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

Q81

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

Please **X** all the boxes that apply to you

- Deafness or severe hearing impairment
- Blindness or severe vision impairment
- A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)
- A long-standing physical condition
- A learning disability
- A mental health condition (e.g. depression)
- A neurological condition (e.g. Alzheimer's, Parkinson's)
- None of these

Q82 In general, how would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor

Q83 Which language do you mainly speak at home?

- EnglishGo to Q85
- A language other than English



Please write in
then answer Q84

Q84 Was an interpreter provided when you needed one in the Emergency Department (ED)?

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

Q85 Are you of Aboriginal origin, Torres Strait Islander origin, or both?

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

Q86 What were your reasons for going to the ED?
Please X all the boxes that apply to you

- A health professional advised me to go
- The ambulance crew decided to take me there
- The GP surgery/practice was closed
- I couldn't see a GP within a reasonable time
- My condition was serious/life threatening
- The ED provides more complete care
- My medical history is at the hospital
- It was cheaper than other options
- Other

Q87 Was your visit to the ED for a condition that, at the time, you thought could have been treated by a General Practitioner (GP)?

- Yes, definitely
- Yes, probably
- No
- Not sure

Q88 In the month before visiting the ED, did you ...?

Please X all the boxes that apply to you


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

Q89 Before your visit to the ED, had you previously been to an ED about the same condition or something related to it?

- Yes, within the previous week
- Yes, between one week and one month earlier
- Yes, more than a month earlier
- No

Q90 Who completed this questionnaire?

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

Please go to the next page
to complete the final questions 

Q91

The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of their patients.

Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.

Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?

- Yes
 No

YOUR FINAL COMMENTS

Q92

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

Q93

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

**Please remove the covering letter by tearing along the perforated line.
Return the questionnaire in the Reply Paid envelope provided
or send it an envelope addressed to
NSW Patient Survey, Ipsos Social Research Institute,
Reply Paid 84599, Hawthorn, VIC 3122 (no stamp is needed)**

Certain questions within this survey are drawn from: the NHS Inpatient Survey (courtesy of the NHS Care Quality Commission); Picker Institute questionnaires (courtesy of National Research Corporation); the Patient Experience Information Development Working Group (PEIDWG) national set of core, common patient experience questions; the 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults (courtesy of NRC and Picker Institute Europe); and (Bos N, Sturms LM, Shriver AJP and van Stei HL. The consumer quality index (CQ-Index) in an accident and emergency department: development and first evaluation' BMC Health Services Research 2012, 12:284), and are used with permission.

Barcode