

Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Central Coast Local Health District

The Insights Series

Volume 3

Gosford Hospital

Gosford Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Gosford Hospital	3	97%
NSW	10%	90%

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

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

	No Yes	
	Actual Results	
Gosford Hospital	4	96%
NSW	9%	91%

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

	No	Yes,	somewhat	Yes, completely
	Actual Result	s		
Gosford Hospital	8			92%
NSW	5	19%		76%

Gosford Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Fair Good Very Good Excellent Actual Results Gosford Hospital NSW

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

	No Yes	
	Actual Results	
Gosford Hospital	49%	51%
NSW	57%	43%

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

	Poor	Fair	Good	Very Good	Excellent	
,	Actual Results					
Gosford Hospital	20%		40%	6	32%	6
NSW	3 13%		36%		33%	16%

Gosford Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Gosford Hospital						
6	16%	45%	32%			
8	15%	43%		33%		
5	15%	29%		50%		

Completeness of care
Teamwork
Courtesy of healthcare professionals

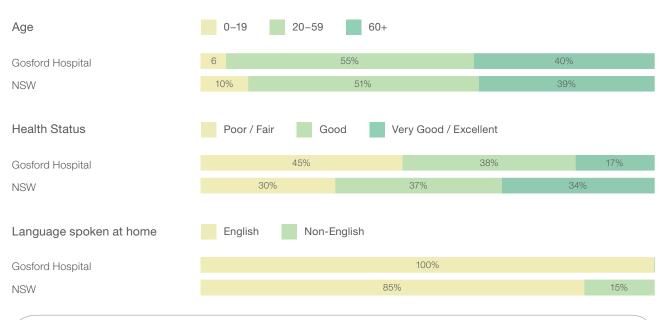
Star	Standardised results ³ for Gosford Hospital							
5	21%		38%		35%			
5	22%	,)	37%	35%				
3	16%	339	33%		47%			

Gosford Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,649 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's Technical Supplement: Measures of patient experience in NSW outpatient services.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Wyong Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: Did healthcare staff wash or clean their hands before providing care for you? No, never Ves, sometimes Yes, always Actual Results Wyong Hospital NSW 5 10% 85%

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

	No Yes	
	Actual Results	
Wyong Hospital	5	95%
NSW	9%	91%

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

	No	Yes, somewhat Yes, completely
	Actual Results	
Wyong Hospital	10%	89%
NSW	16%	82%

Wyong Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair	G	ood Very	Good	Excelle	nt		
	Actual Results							
Wyong Hospital	25%		31%	23	1%	10%	119	%
NSW	36%		26%		24%		9%	5

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

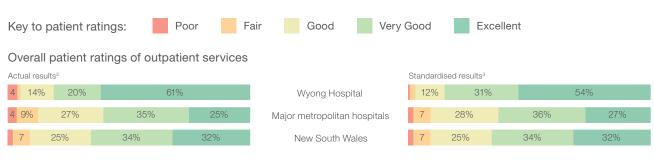
	No Yes	
	Actual Results	
Wyong Hospital	51%	49%
NSW	57%	43%

THIRD LOWEST: Did a healthcare professional discuss any of your anxieties or fears with you?

	No	Yes, so	mewhat	Yes, completely	
	Actual Results				
Wyong Hospital		29%	17%	54%	
NSW	11%	26%		63%	

Wyong Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual result	s ² for Wyong Hosp	ital	
4 10%	24%	61%	Completeness o
4 17%	25%	53%	Teamwork
16%	18%	65%	Courtesy of heal professional

	Standard	ised results ³ for Wy	ong Ho	spital	
eness of care	11%	30%		56%	
mwork	3 15%	15% 34%		47%	
of healthcare essionals	11%	28%		59%	

Wyong Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,941 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Download our reports

The report, *Patient Care Experiences: Outpatient services in NSW public hospitals, August 2011* and related documents are available at www.bhi.nsw.gov.au

The suite of products includes:

- Main report
- *Performance Profiles* (reports for 54 hospitals and NSW as a whole)
- *Technical Supplement* (research methods and statistical analyses)



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

To contact the Bureau

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Far West Local Health District

The Insights Series

Volume 3

Broken Hill Base Hospital HIGHEST: If you needed a visit with this healthcare professional, was this arranged?

Broken Hill Base Hospital: What patients rated highest about these outpatient services¹ NSW Health Patient Survey, February 2010

,		
	No Yes	
	Actual Results	
Broken Hill Base Hospital	3	97%
NSW	5	95%

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

	No Yes	
	Actual Results	
Broken Hill Base Hospital	7	93%
NSW	9%	91%

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

	No	Yes, somewhat	Yes, completely
	Actual Results		
Broken Hill Base Hospital	11%		87%
NSW	11%		88%

Broken Hill Base Hospital: What patients rated lowest about these outpatient services' NSW Health Patient Survey, February 2010

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

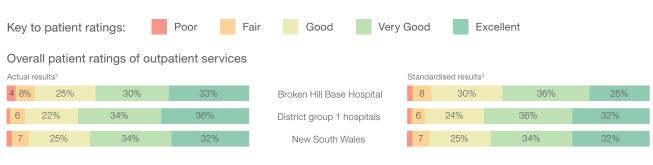
	Yes					
Actual Results						
		64%			36%	
	5	7%			43%	
of parking Poor	Fair	Good	Very Good	Exce	illent	
Actual Results						
16%		31%	299	%	18%	6
	36%		26%	24%	9	% 5
	of parking Poor Actual Results	5 of parking Poor Fair Actual Results 16%	64% 57% Of parking Poor Fair Good Actual Results 16% 31%	64% 57% Of parking Poor Fair Good Very Good Actual Results 16% 31% 299	64% 57% of parking Poor Fair Good Very Good Exce Actual Results 16% 31% 29%	64% 36% 57% 43% of parking Poor Fair Good Very Good Excellent Actual Results 31% 29% 18%

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

	No Yes, sor		s, somewhat		Yes, co	ompletely
	Actual Results					
Broken Hill Base Hospital	34%		34%		/ D	49%
NSW	21%		% 23%			56%

Broken Hill Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Broken Hill Base Hospital							
5	5	269	6	29%	9%		35%
_							
4	8	249	6	4	0%		25%
_							
4	7	15%		28%	46%		6%

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

Standa 7 8%

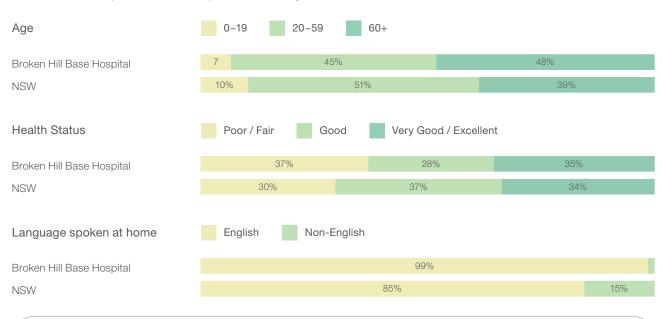
a	rdised resu	ults ³ for Bro	oken Hill Base	Hospital		
	28%		37%		26%	
)	31%		35%		23%	
	010/	~	0.00/		0.00/	

Broken Hill Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,226 patients

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

Characteristics of patients who completed the survey²



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

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Hunter New England Local Health District

The Insights Series

Volume 3

Armidale and New England Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

HIGHEST: Did the healthcare professional treat you with respect and dignity?				
	No Yes, somewhat Yes, completely			
	Actual Results			
Armidale and New England Hospital	99%			
NSW	88%			
SECOND HIGHEST: Did healthca	are staff wash or clean their hands after providing care for you? No, never Yes, sometimes Yes, always Actual Results			
Armidale and New England Hospital	8% 92%			
	52.70			
NSW	5 10% 85%			
THIRD HIGHEST: Did healthcare	staff wash or clean their hands before providing care for you?			
	No, never Yes, sometimes Yes, always			

	,	 100, 4.114/0
	Actual Results	
Armidale and New England Hospital	4 4	92%
NSW	5 10%	85%

Armidale and New England Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking								
	Poor	Fair	Good	Very Good	Excelle	nt		
	Actual Results							
Armidale and New England Hospital	11%	29%		39%		13%		9%
NSW		36%		26%	24%		9%	5

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

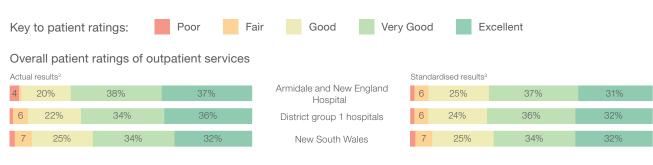
	No Yes	
	Actual Results	
Armidale and New England Hospital	47%	53%
NSW	57%	43%

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

	Poor	Fair	Good	Very Go	od Excellent	
	Actual Results		500/		010/	100/
Armidale and New England Hospital	4 5		50%		31%	10%
NSW	3 13%		36%		33%	16%

Armidale and New England Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Armidale and New England Hospital							
4 5	4 5 18% 41% 32%						
_							
4	22%	39%	33%				
3	20%	38%	38%				

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

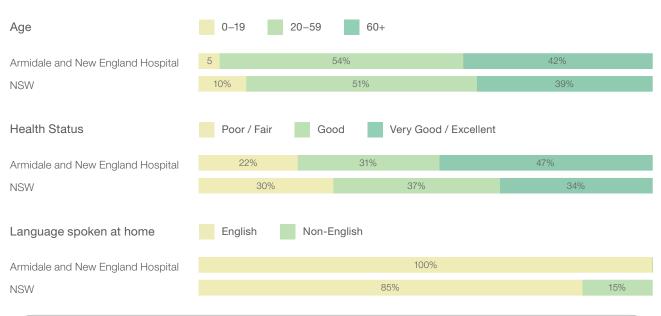
Stan	dardised results ³	for Armidale and New En	gland Hospital
7	27%	37%	26%
6	26%	37%	28%
5	23%	36%	33%

Armidale and New England Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 735 patients

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

Characteristics of patients who completed the survey²



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

Belmont Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No Yes	
	Actual Results	
Belmont Hospital	4	96%
NSW	5	95%

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

	No Yes	
	Actual Results	
Belmont Hospital	4	96%
NSW	12%	88%

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

	No Yes		
	Actual Results		
Belmont Hospital	5	96%	
NSW	11%	89%	

Belmont Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes				
	Actual Results					
Belmont Hospital		53%			47%	
NSW		57%	,)		43%	
SECOND LOWEST: Availability o	f parking					
	Poor	Fair	Good	Very Good	Excellent	
Belmont Hospital	11%	20%	27	%	25%	17%
NSW		36%		26%	24%	9% 5
THIRD LOWEST: Keeping noise I	evels to a m	inimum				
	Poor	Fair	Good	Very Good	Excellent	
	Actual Results					
Belmont Hospital	5	40%		29%	6	25%
NSW	3 16%	,	42%		27%	12%

Belmont Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Belmont Hospital					
5	25%	31%	37%		
	31%	26%	39%		
_					
3	25%	26%	45%		

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

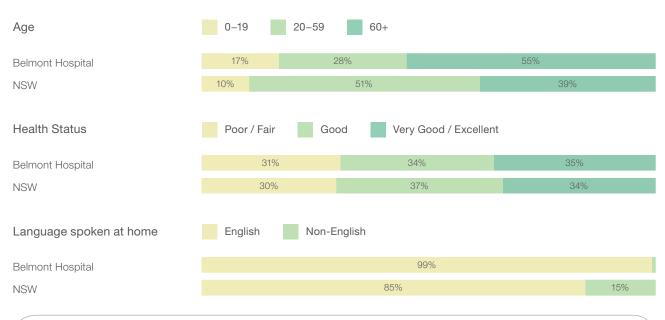
tandardised results ³ for Belmont Hospital						
6	26% 38%		28%			
6	24%	37%		31%		
5	21%	36%		36%		

Belmont Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 933 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Calvary Mater Newcastle: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes	, somewhat		Yes, c	completely			
	Actual Resu	ults							
Calvary Mater Newcastle	3				9	7%			
NSW	11%					88%			
SECOND HIGHEST: Did healthcare staff give conflicting information during your visit?									
	Yes	s, always	Yes, som	etimes	s	No			
	Actual Resu	ults							
Calvary Mater Newcastle	8%					92%			
NSW	5	18%				78%			

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

	No Yes	
	Actual Results	
Calvary Mater Newcastle	4	96%
NSW	10%	90%

Calvary Mater Newcastle: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Very Good Excellent Poor Fair Good Actual Results 36% 21% Calvary Mater Newcastle 6 26% 24% NSW 9% 5

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

	No Yes	
	Actual Results	
Calvary Mater Newcastle	66%	34%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good	Very Goo	d	Excellent	
	Actual Results						
Calvary Mater Newcastle	7	41%			34%		18%
NSW	3 16%		42%			27%	12%

Calvary Mater Newcastle: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Calvary Mater Newcastle						
5	19%	32	%	44%		
З	20%	31%	D	44%		
_						
	11%	29%	57%			

Completeness of care
Teamwork
Courtesy of healthcare professionals

lardis	ed res	sults ³ for Calvar	y Mater N	ewcastle	
199	%	37%		39%	
199	%	36%		39%	
3%		30%		54%	

Calvary Mater Newcastle: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 2,545 patients

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

Characteristics of patients who completed the survey²



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

Cessnock District Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	Yes,	always	Yes, sometimes	No	
	Actual Results	3			
Cessnock District Hospital	6			92%	
NSW	5	18%			78%

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

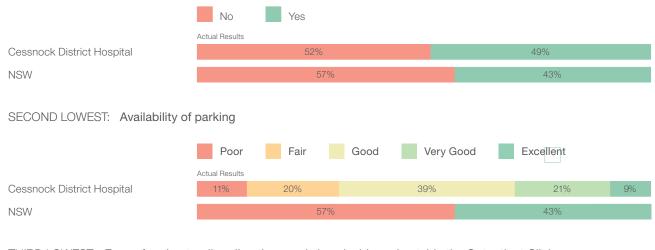
	No	Yes, somewhat	Yes, completely
	Actual Results		
Cessnock District Hospital	6		92%
NSW	11%		88%

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

	No Yes	
	Actual Results	
Cessnock District Hospital	5	95%
NSW	11%	90%

Cessnock District Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

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

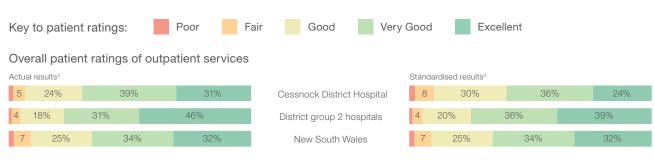


THIRD LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

		Poor	Fair	Good	V k	ery Good	Excellent	
	Actual	Results						
Cessnock District Hospital	З	9%	27%			48%		14%
NSW	3	13%		36%			33%	16%

Cessnock District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actu	al results	² for Cess	nock District Hospital	
5	20%		44%	29%
5	5 2	4%	33%	33%
_				
3	15%		43%	38%

Completeness of care
Teamwork
Courtesy of healthcare professionals

Standa

7

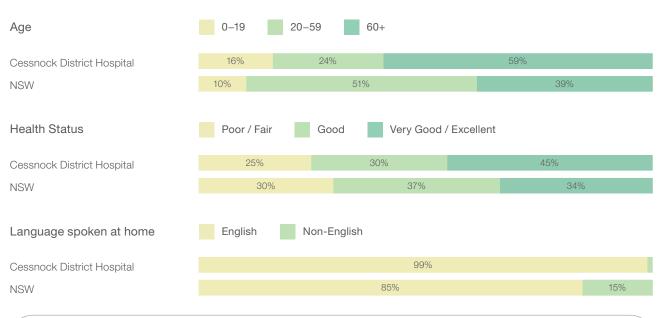
dised results ³ for	Cessnock District Ho	ospital
28%	37%	25%
29%	36%	24%
0.404	0.00/	000/

Cessnock District Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 271 patients

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

Characteristics of patients who completed the survey²



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- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

John Hunter Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

5		C	
	No Yes		
	Actual Results		
John Hunter Hospital	3	97%	
NSW	5	95%	

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

	No Yes	
	Actual Results	
John Hunter Hospital	4	96%
NSW	11%	90%

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

	No Yes	
	Actual Results	
John Hunter Hospital	5	95%
NSW	9%	91%

John Hunter Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Very Good Excellent Poor Fair Good Actual Results John Hunter Hospital 33% 25% 10% 5 26% 24% NSW 9% 5

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

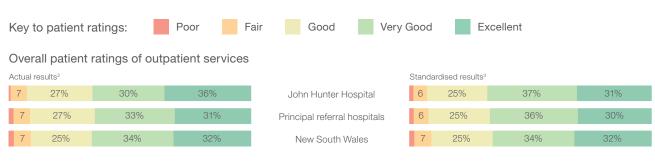
	No Yes	
	Actual Results	
John Hunter Hospital	64%	36%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good	Very Good	d Excellent	
	Actual Results					
John Hunter Hospital	13%		47%		27%	12%
NSW	3 16%		42%		27%	12%

John Hunter Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for John Hunter Hospital						
6	28%	, D	33%		32%	
_						
6	27%	, D	37%		28%	
_						
	16%		37%		42%	

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

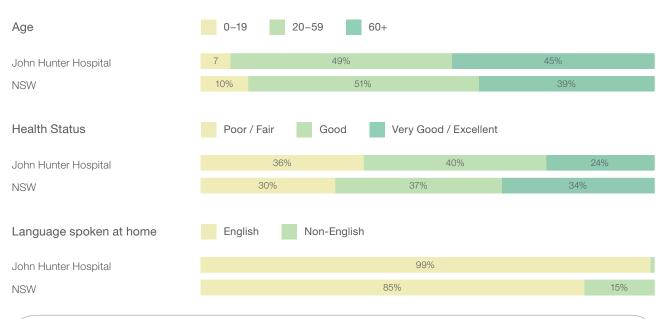
Stand	ardised res	sults ³ for	r John Hur	nter Hospital	
6	26%		3	8%	28%
7	279	6		37%	27%
4	19%		35%		41%

John Hunter Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 16,250 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Maitland Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	Actual Results	
Maitland Hospital		99%
NSW	5	95%
SECOND HIGHEST: Did the hea	althcare profe	essional treat you with respect and dignity?
	No	Yes, somewhat Yes, completely
N 4 - 111 11 - 1 11 - 1	Actual Results	00%/
Maitland Hospital	12%	88%
NSW	11%	88%
THIRD HIGHEST: Did someone	explain how the second	to take the new medications? Yes, somewhat Yes, completely
	No	_
THIRD HIGHEST: Did someone Maitland Hospital	Actual Results	Yes, somewhat Yes, completely

NSW Health Patient Survey, February 2010

LOWEST:	Availability of parking	

	Poor Fair	Good Very Good	Excellent		
Maitland Hospital	36%	34%	22%	3 6	
NSW	36%	26%	24%	9% 5	

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

	No Yes							
	Actual Results							
Maitland Hospital	61%	39%						
NSW	57%	43%						

THIRD LOWEST: Keeping noise levels to a minimum

	P	oor	Fair	Good	Very Good	Excellent	
	Actual Re	esults					
Maitland Hospital	3 1	1%		48%		28%	11%
NSW	3	16%		42%		27%	12%

Maitland Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Maitland Hospital								
8	23%	28%	40%					
5 7	22%	37%	29%					
16%	3	7%	46%					

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

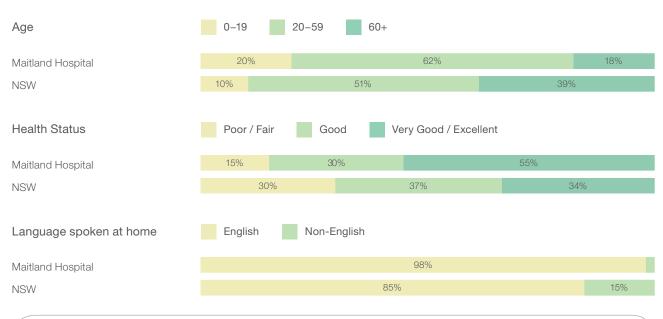
S	Standardised results ³ for Maitland Hospital							
	6	25%	>	38%		29%		
	8	2	9%	36%		24%		
	4	18% 35		5%		43%		

Maitland Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,754 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

NSW

Manning Base Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?									
No Yes, somewhat Yes, completely									
	Actual Results								
Manning Base Hospital	4 96%								
NSW	16% 82%								
SECOND HIGHEST: Did the heal	hcare professional treat you with respect and dignity?								
	No Yes, somewhat Yes, completely								
	Actual Results								
Manning Base Hospital	8% 92%								

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

11%

	No Yes	
	Actual Results	
Manning Base Hospital	5	95%
NSW	9%	91%

88%

Manning Base Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair	Good	Very Good	Exc	cellent		
Manning Base Hospital	48%		28	8%	19%		4
NSW	36%		26%	24	%	9%	5

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

	No Yes					
	Actual Results					
Manning Base Hospital	45%	55%				
NSW	57%	43%				

THIRD LOWEST: Keeping noise levels to a minimum

		Poor		Fair	Good		Very Goo	d	Excellent	
	Actua	I Results								
Manning Base Hospital	З	11%			47%				31%	8
NSW	3	16%			42	%			27%	12%

Manning Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actu	Actual results ² for Manning Base Hospital								
4	18%	47%		30%					
_									
	18%	40%	38%						
	16%	38%		44%					

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

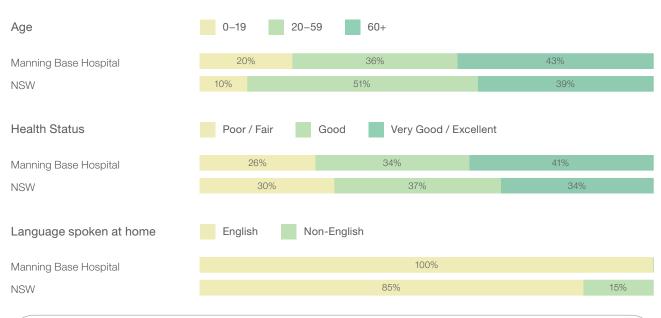
Standardised results ³ for Manning Base Hospital							
6	25%	38%	29%				
5	21%	37%	36%				
4	19%	35%	41%				

Manning Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 943 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's Technical Supplement: Measures of patient experience in NSW outpatient services.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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Muswellbrook District Hospital: What patients rated highest about these outpatient services¹ NSW Health Patient Survey, February 2010

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

-	No Yes	
Actu	ual Results	
Muswellbrook District Hospital	6	94%
NSW	11%	90%

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

	No Yes	
	Actual Results	
Muswellbrook District Hospital	6	94%
NSW	11%	89%

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

	No Yes								
A	Actual Results								
Muswellbrook District Hospital	6	94%							
NSW	12%	88%							

Muswellbrook District Hospital: What patients rated lowest about these outpatient services¹ NSW Health Patient Survey, February 2010

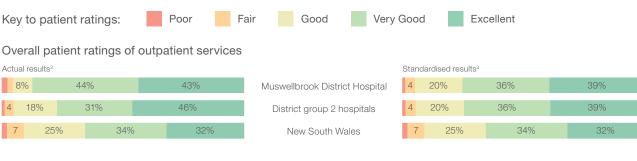
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

	No	Yes					
	Actual Results						
Muswellbrook District Hospital		40%			60%		
NSW			57%			43%	
SECOND LOWEST: Availability	of parking Poor	Fair	Good	Very Go	od E	xcellent	
	Actual Results				_		
Muswellbrook District Hospital	8%	15%	25%		26%	269	%
NSW		36%		26%	2	4%	9% 5
THIRD LOWEST: Ease of under	standing dire	ections and	signs inside	and outside the	Outpatient (Clinic	
	Poor	Fair	Good	Very Go	od Ex	xcellent	
	Actual Results						

	Actual				
Muswellbrook District Hospital	5	8%	33%	32%	23%
NSW	3	13%	36%	33%	16%

Muswellbrook District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Muswellbrook District Hospital								
10%	31%	55%						
100/	010/	E 40/						
12%	31%	54%						
55	31%	57%						

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

Standardise 15% 3 15% 15%

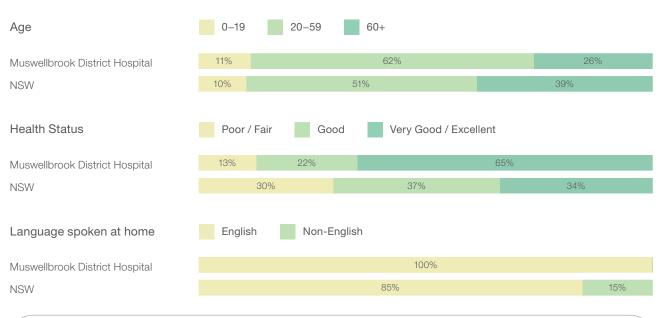
90	d results ³ for Muswellbr	ook District Hospital
	35%	47%
	34%	47%

Muswellbrook District Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 251 patients

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

Characteristics of patients who completed the survey²



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

Tamworth Base Hospital

Tamworth Base Hospital: What patients rated highest about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat	Yes, completely	
	Actual Results			
Tamworth Base Hospital	4		96%	
NSW	12%		86%	

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

	No Yes	
	Actual Results	
Tamworth Base Hospital	6	94%
NSW	11%	90%

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

	No	Yes, somewhat	Yes, completely
	Actual Results		
Tamworth Base Hospital	13%		87%
NSW	16%		82%

Tamworth Base Hospital: What patients rated lowest about these outpatient services1 NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor F	Fair Go	ood V	/ery Good	Excellent		
Tamworth Base Hospital	4	45%		32%	169	%	4 3
NSW	36%		26%	6	24%	9%	5

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

	No Yes				
	Actual Results				
Tamworth Base Hospital	59%	41%			
NSW	57%	43%			

THIRD LOWEST: Keeping noise levels to a minimum

	P	Poor	Fair	Good	Very Goo	d Excellent	
	Actual R	esults					
Tamworth Base Hospital	4	20%		37%		29%	11%
NSW	3	16%		42%		27%	12%

Tamworth Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Tamworth Base Hospital							
99	%	27%	3	3%	28%		
6	5	30%	(32%	27%		
	-			/ -			
5	5 28%		28%		38%		

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

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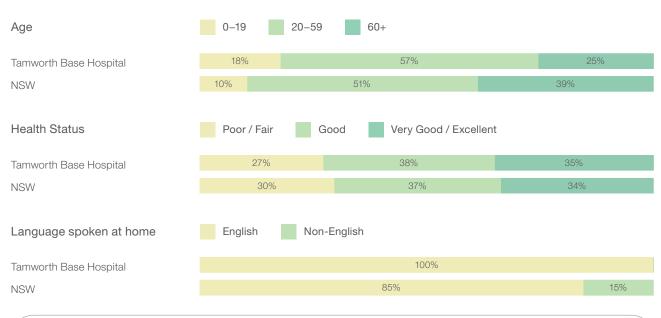
anda	urdised results ³	for Tam	worth Base Hos	oital	
8	30%		37%		23%
8%	31%		35%		23%
5	24%		36%		32%

Tamworth Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 2,340 patients

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

Characteristics of patients who completed the survey²



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

Download our reports

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The suite of products includes:

- Main report
- Performance Profiles (reports for 54 hospitals and NSW as a whole)
- *Technical Supplement* (research methods and statistical analyses)



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

To contact the Bureau

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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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.



Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Illawarra Shoalhaven Local Health District

The Insights Series

Volume 3

Shellharbour Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes
	Actual Results	
Shellharbour Hospital	4	97%
NSW	9%	91%
SECOND HIGHEST:	Did the healthcare profes	Ssional treat you with respect and dignity? Yes, somewhat
Shellharbour Hospital	Actual Results	93%
NSW	11%	88%

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

	No Yes	
	Actual Results	
Shellharbour Hospital	4	96%
NSW	11%	90%

Shellharbour Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

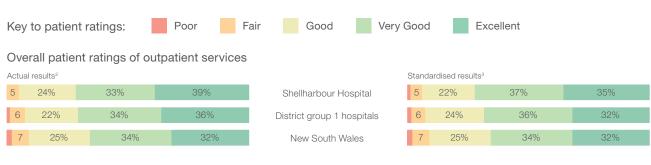
LOWEST: Availability of parking Poor Fair Good Very Good Excellent Actual Results Shellharbour Hospital 17% 23% 34% 15% 11% NSW

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

	Poor	Fair Good	Very Good Excellent	
	Actual Results			
Shellharbour Hospital	17%	34%	27%	20%
NSW	3 13%	36%	33%	16%
THIRD LOWEST: Keeping no	ise levels to a minii Poor	mum Fair Good	Very Good Excellent	
	Actual Results	100/	2101	150/
Shellharbour Hospital	12%	42%	31%	15%
NSW	3 16%	42%	27%	12%

Shellharbour Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Shellharbour Hospital						
5	22%		35%		38%	
8%	2	7%	33%		31%	
6	16%		37%		42%	

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

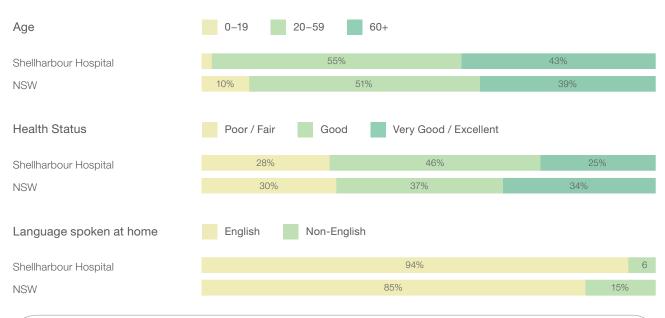
Stand	ardised res	ults³ fo	r Shellharbour Ho	ospital		
5	22%		38%		34%	
7	27%)	37%		28%	
4	20%		35%		40%	

Shellharbour Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 647 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

NSW

Shoalhaven and District Memorial Hospital: What patients rated highest about these outpatient services' NSW Health Patient Survey, February 2010

5 10%

	No	Yes
Obecille even and District	Actual Results	
Shoalhaven and District Memorial Hospital		98%
NSW	10%	90%
SECOND HIGHEST: Did the healt	hcare prof	essional treat you with respect and dignity?
	-	
	No	Yes, somewhat Yes, completely
Shoalhaven and District	Actual Results	
Memorial Hospital	5	95%
NSW	11%	88%
THIRD HIGHEST: Did healthcare	staff wash	or clean their hands after providing care for you?
	_	_
	No, ne	ever Yes, sometimes Yes, always
Shoalhaven and District	Actual Results	
Memorial Hospital	4	94%

Shoalhaven and District Memorial Hospital: What patients rated lowest about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor	Fair	Good	Very Good	Excellen	t	
Observation and District	Actual Results						
Shoalhaven and District Memorial Hospital		59	9%		22%	13%	5
NSW		36%		26%	24%	9%	5

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

	No Yes	
Shoalhaven and District	Actual Results	
Memorial Hospital	45%	55%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good	Ve	ery Good	Excellent	
Shoalhaven and District Memorial Hospital	Actual Results 20%		43%			28%	9%
NSW	3 16%		42%			27%	12%

Shoalhaven and District Memorial Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

Key to pa	tient ratings:	Poor	Fair	Good	Very	Good		Exce	ellent	
Overall p	atient ratings	of outpatient s	services							
Actual results	2					Stand	ardised re	sults ³		
4 15%	39%	41%	,)	Shoalhaven and District Memorial Hospital Major non-metropolitan		4	20%		36%	39%
9% 2	24% 3	5%	30%			Major non-metropolitan hospitals		8	3	0%
7 2	5% 34	4% 3	32%	New South Wa	ales	7	25%	, D	34%	32%

Patient ratings of care experiences that matter most⁴

Actual results ² for Shoalhaven and District Memorial Hospital								
	18%		47	%	32%			
4	25%		30	6% 35%				
_								
	32%			54%				

Completeness of care
Teamwork
Courtesy of healthcare professionals

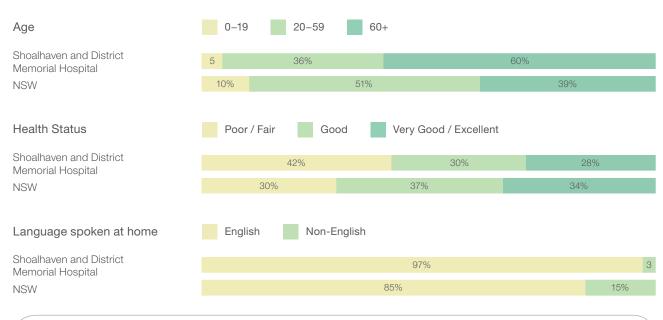
Standar	dised result	s³ for Shoalha	ven and Dist	rict Memorial Hospita
5	23%	389	%	33%
5	23%	37	%	33%
149	6	32%		51%

Shoalhaven and District Memorial Hospital: Patient experiences with outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,001 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
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- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Wollongong Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

No Yes Actual Results Wollongong Hospital 3 Yes 05

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

	No Yes	
	Actual Results	
Wollongong Hospital	7	93%
NSW	9%	91%

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

	No Yes	
	Actual Results	
Wollongong Hospital	8	92%
NSW	12%	88%

Wollongong Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor	Fair	Good	Very Go	ood	Excellent		
	Actual Results							
Wollongong Hospital		55%			23%	16	6%	4 3
NSW	36	\$%		26%		24%	9%	5

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

	No Yes	
	Actual Results	
Wollongong Hospital	52%	49%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good Very G	Good Excellent	
	Actual Results				
Wollongong Hospital	18%		45%	24%	10%
NSW	3 16%		42%	27%	12%

Wollongong Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Wollongong Hospital					
13%	19%	32%		34%	
5 12%	22%	31%		31%	
3 4	22%	28%	41%		
			7170		

Completeness of care	6
Teamwork	
Courtesy of healthcare professionals	5

Stan

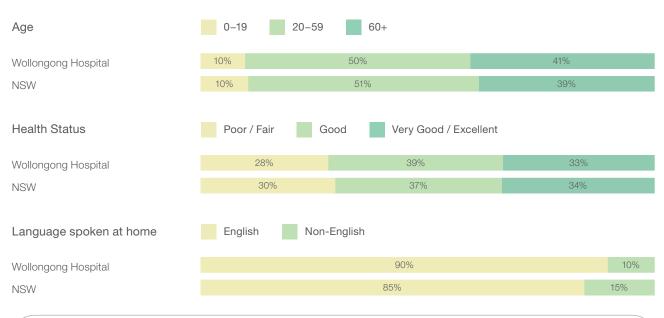
nda	dardised results ³ for Wollongong Hospital							
	26%		38% 28%					
7	28%		36%		26%			
	21%		36%		37%			

Wollongong Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,226 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
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To contact the Bureau

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Murrumbidgee Local Health District

The Insights Series

Volume 3

Griffith Base Hospital: What patients rated highest about these outpatient services' NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications? No Yes, somewhat Yes, completely Actual Results Griffith Base Hospital 6 NSW 12% SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you? No, never Yes, sometimes Yes, always

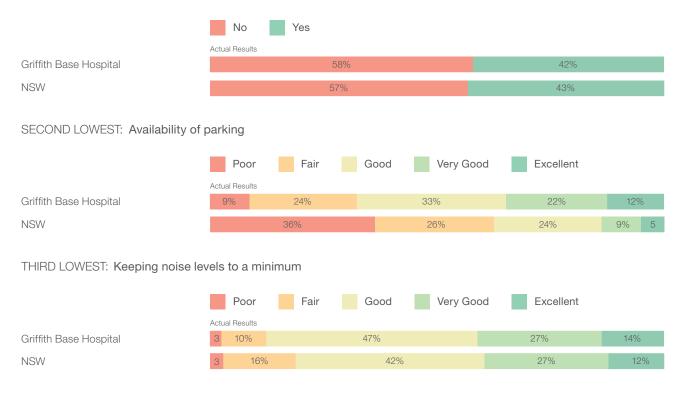
	Actual Results				
Griffith Base Hospital	11%	89%			
NSW	5 10%	85%			

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

	No Yes	
	Actual Results	
Griffith Base Hospital	6	94%
NSW	10%	90%

Griffith Base Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

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



Griffith Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Griffith Base Hospital						
	34%	34%		30%		
4	27%	46%		23%		
_						
	24%	35%		37%		
_						

Completeness of care	6
Teamwork	7
Courtesy of healthcare professionals	5

Sta

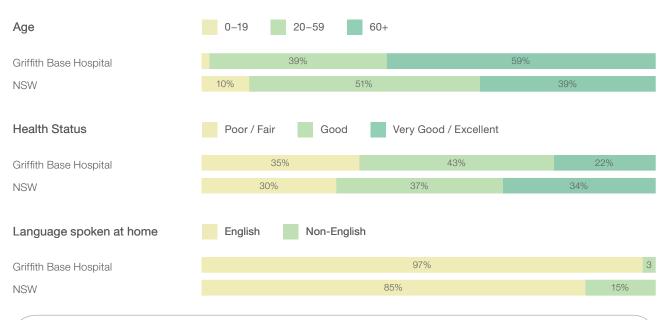
Stand	standardised results ³ for Griffith Base Hospital							
6	6 27% 38% 27%							
7	7 28% 37% 27							
5	23%	36%	35%					

Griffith Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 226 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's Technical Supplement: Measures of patient experience in NSW outpatient services.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Mid North Coast Local Health District

The Insights Series

Volume 3

Coffs Harbour Base Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

No
Yes

Actual Results

Coffs Harbour Base Hospital

6

94%

NSW

10%

90%

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

No Yes

	Actual Results			
Coffs Harbour Base Hospital	8	92%		
NSW	5	95%		

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

	No Yes	
	Actual Results	
Coffs Harbour Base Hospital	9%	91%
NSW	9%	91%

Coffs Harbour Base Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Fair Good Very Good Excellent Actual Results Coffs Harbour Base Hospital NSW

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

	No Yes	
	Actual Results	
s Harbour Base Hospital	60%	40%
1	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good	Very Goo	d	Excellent	
	Actual Results						
Coffs Harbour Base Hospital	24%			47%		25%	5
NSW	3 16%		42%			27%	12%

Coffs NSW

Coffs Harbour Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Coffs Harbour Base Hospital							
10%	30%	39%		19%			
36	36%	42%		14%			
_							
5	34%	35%	1	25%			

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

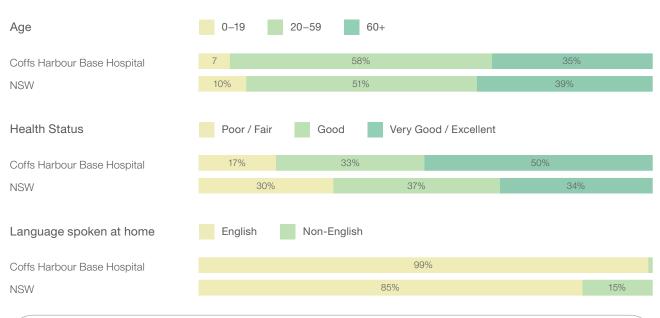
Standardised results ² for Coffs Harbour Base Hospital								
4	11%	36%		33%	1	6%		
4	12%	36%		32%	1	6%		
3	9%	33%	ć	34%	21	%		

Coffs Harbour Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,253 patients

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

Characteristics of patients who completed the survey²



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

Port Macquarie Base Hospital: What patients rated highest about these outpatient services' NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged? No Yes Actual Results Port Macquarie Base Hospital NSW SECOND HIGHEST: Was the purpose of medicines explained in a way that you could understand? Yes, somewhat No Yes, completely Actual Results Port Macquarie Base Hospital 9% NSW 19% THIRD HIGHEST: Were you told why you needed tests in a way you could understand? No Yes, somewhat Yes, completely Actual Results

Port Macquarie Base Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

13%

16%

LOWEST: Availability of parking										
	Poor	Fair	Go	bod	Very Good		Exceller	nt		
	Actual Results									
Port Macquarie Base Hospital		51%				29%		11%	7	3
NSW		36%		26	i%		24%		9%	5

81%

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

	No Yes	
	Actual Results	
Port Macquarie Base Hospital	65%	35%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

Port Macquarie Base Hospital

NSW

	Poor	F	Fair Good	Very Go	od Excellent	
	Actual Results					
Port Macquarie Base Hospital	9%	13%	37%		25%	17%
NSW	3 169	0	42%		27%	12%

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Port Macquarie Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Port Macquarie Base Hospital							
5 9%	16%	38%	32%				
2 00/	100/	0.50/	050/				
3 9%	19%	35%	35%				
5	20%	35%	39%				

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

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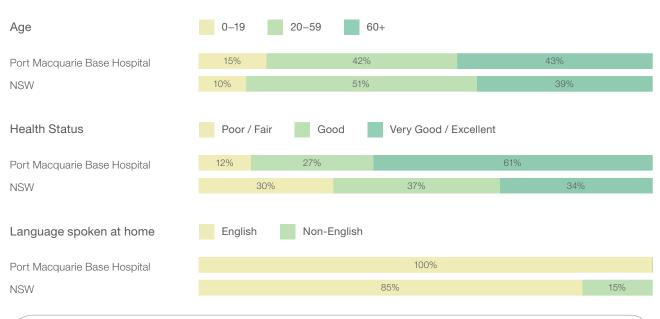
tandardised results ³ for Port Macquarie Base Hospital									
8%	31%	36%	22%						
8	29%	36%	25%						
6	26%	36%	29%						

Port Macquarie Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 707 patients

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

Characteristics of patients who completed the survey²



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

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Nepean Blue Mountains Local Health District

The Insights Series

Volume 3

HIGHEST: Did someone explain how to take the new medications?						
	No	Yes, somewhat Yes, completely				
Blue Mountains District Anzac	Actual Results					
Memorial Hospital		100%				
NSW	12%	86%				
SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?						
	No, never	Yes, sometimes Yes, always				
Blue Mountains District Anzac	Actual Results					
Memorial Hospital	3 3	95%				
NSW	5 10%	85%				

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

		No	Yes, somewhat	Yes, o	completely
Dive Merutaine District Areas	Actual	Results			
Blue Mountains District Anzac Memorial Hospital	3				94%
NSW	3	16%			81%

Blue Mountains District Anzac Memorial Hospital: What patients rated lowest about these outpatient services NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor	Fair	Good	Very Good	Excellent		
	Actual Results						
Blue Mountains District Anzac Memorial Hospital	13%	3% 27%		30%	20%	10%	
NSW		36%		26%	24%	9% 5	

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

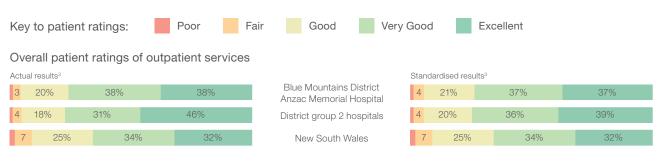
		Poor	Fair	Good	Very Good		Excellent	t
	Actua	al Results						
Blue Mountains District Anzac Memorial Hospital	З	13%		32%	3	3%		20%
NSW	3	13%		36%		33%		16%

THIRD LOWEST: Keeping noise levels to a minimum

	Po	or	Fair	Good	Very Goo	d Exce	ellent
Blue Mountains District Anzac Memorial Hospital	Actual Res 8	ults	35%	, D		38%	17%
NSW	3	16%		42%		27%	12%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actua	al results² for E	Blue Mountains	District Anz	zac Memorial Hospital
6	20%	31%		40%
5	26%	33%	6	35%
3	10%	35%		49%

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

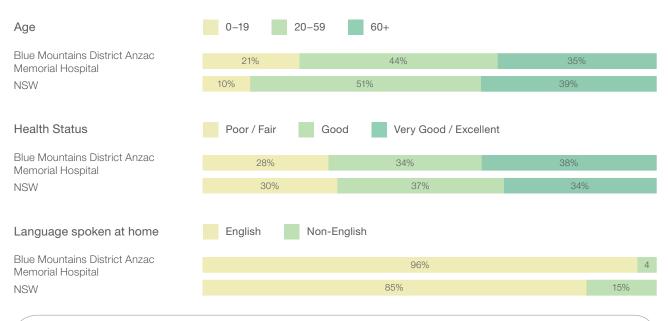
Stand	dardised	results [:]	³ for Blue Mour	ntains Distric	et Anzac Memorial Hos	pital
4	21%		38%		35%	
5	24%	%	379	6	32%	
	15%		33%		48%	

Blue Mountains District Anzac Memorial Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 662 patients

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

Characteristics of patients who completed the survey²



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

Lithgow Health Service

Lithgow Health Service: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Lithgow Health Service	6	94%
NSW	9%	91%

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

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

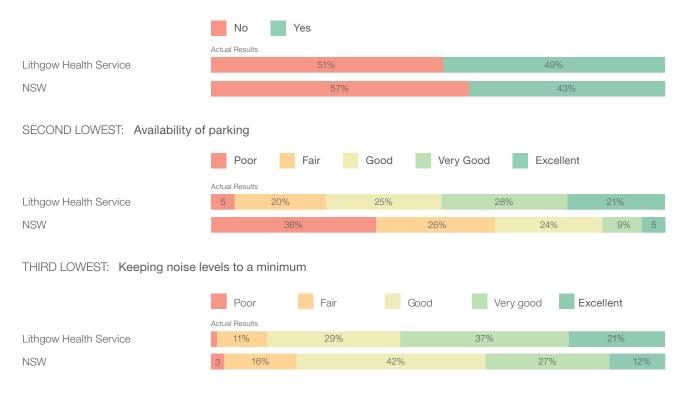
	No Yes	
	Actual Results	
Lithgow Health Service	6	94%
NSW	10%	90%

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

	No	Yes, somewhat	Yes, completely
	Actual Results		
Lithgow Health Service	13%		87%
NSW	12%		86%

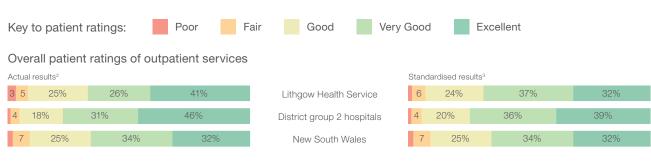
Lithgow Health Service: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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



Lithgow Health Service: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual re	sults ² for Lith	igow Health Serv	ice
6	23%	32%	37%
9%	25%	22%	42%
4 5	26%	15%	50%

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

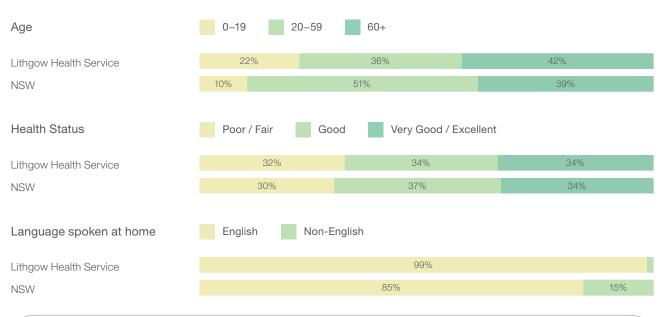
Star	ndardised resu	lts ³ for Lithgow Health S	ervice
5	24%	38%	31%
5	24%	37%	32%
	040/	0001	070/
4	21%	36%	37%

Lithgow Health Service: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 222 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Nepean Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

		wash available in the	treatment area?			
	No	Yes				
	Actual Results					
Nepean Hospital	3		97%			
NSW	9%		91%			
SECOND HIGHEST: Did	I healthcare staff wash or	clean their hands aft	er providing care f	or you?		
	No, never	Yes, sometimes	Yes, always	3		
Nepean Hospital	3 6		91%			
NSW	5 10%		85%			
THIRD HIGHEST: Did he	althcare staff wash or clea	an their hands before	e providing care fo	r you?		
	No, never	Yes, sometimes	Yes, always	5		
Nepean Hospital	Actual Results 3 8%		89%			
NSW	5 10%		85%			
LOWEST: Availability of	parking					
	Poor	Fair Good	Very Good	Excellent		
	Poor Actual Results	Fair Good	Very Good	Excellent		
Nepean Hospital		Fair Good	Very Good	Excellent	8%	
		52%		-	8%	
NSW	Actual Results	52%	20%	15% 24%		
NSW	Actual Results 36 Dur appointment didn't sta No	52%	20%	15% 24%		
NSW SECOND LOWEST: If yo	Actual Results 36 our appointment didn't sta	52% % rt on time, were you	20%	15% 24%		
Nepean Hospital NSW SECOND LOWEST: If yo Nepean Hospital NSW	Actual Results 36 Dur appointment didn't sta No	52% % rt on time, were you Yes	20%	24% the delay?		
NSW SECOND LOWEST: If yo Nepean Hospital NSW	Actual Results 36 Dur appointment didn't sta No	52% % rt on time, were you Yes 58% 57%	20%	15% 24% the delay?		
NSW SECOND LOWEST: If yo Nepean Hospital NSW	Actual Results	52% % rt on time, were you Yes 58% 57%	20%	15% 24% the delay?		
NSW SECOND LOWEST: If yo Nepean Hospital NSW	Actual Results	52% % rt on time, were you Yes 58% 57% Im	20% 26% given a reason for	15% 24% the delay? 42% 43%	9%	

16%

З

NSW

42%

27%

Nepean Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Nepean Hospital						
56	26%		31%		32%	
11%	26%		31%		29%	
8%	18%		33%		39%	

	Ottant		101
Completeness of care	6	26%	
Teamwork	7	29%	
Courtesy of healthcare			
professionals	5	22%	

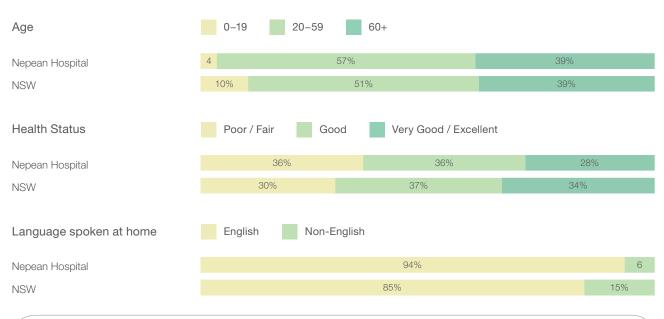
a	ardised results" for Nepean Hospital							
	26%		38%	28%				
	29%		36%		25%			
22%		36%		36%				

Nepean Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 11,376 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Northern NSW Local Health District

The Insights Series

Volume 3

Grafton Base Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

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

	No Yes	
	Actual Results	
Grafton Base Hospital	3	97%
NSW	12%	88%

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

	1	No, never	Yes, sometimes	Yes, always
	Actual F	Results		
Grafton Base Hospital	4			94%
NSW	5	10%		85%

Grafton Base Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair G	ood Very Good	Excellent	
	Actual Results			
Grafton Base Hospital	41%	26%	17%	6 10%
NSW	36%	26%	24%	9% 5

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

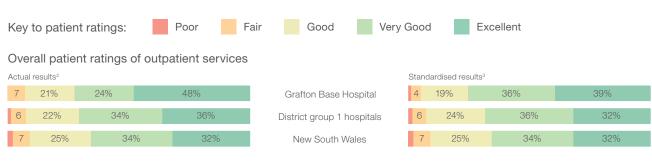
	No Yes					
Actua	ual Results					
Grafton Base Hospital	53%	48%				
NSW	57%	43%				

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

	Poor	Fair Good	Very Good Excellent	
	Actual Results			
Grafton Base Hospital	9% 12%	6 25%	36%	19%
NSW	3 13%	36%	33%	16%

Grafton Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Grafton Base Hospital							
4	26%	21%	48%				
4	25%	23%	48%				
5	22%	21%	52%				

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

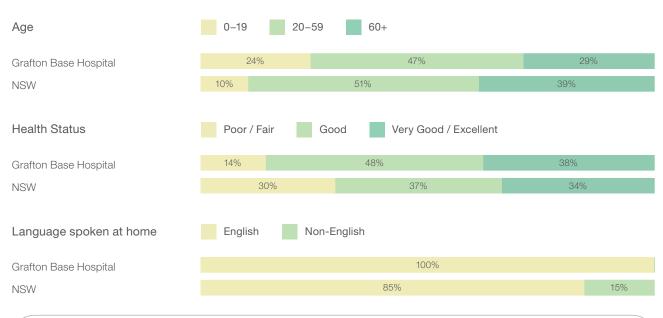
lardised re	esults ³ for Grafton Base I	Hospital
20%	37%	37%
19%	36%	40%
17%	34%	44%

Grafton Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 652 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
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- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Lismore Base Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat Yes, completely
	Actual Result	ts
Lismore Base Hospital	9%	91%
NSW	129	86%

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

	No Yes	
	Actual Results	
Lismore Base Hospital	5	95%
NSW	9%	91%

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

	No Yes	
	Actual Results	
Lismore Base Hospital	6	94%
NSW	10%	90%

Lismore Base Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair G	lood Very Good	Excellent		
Lismore Base Hospital	43%	20%	22%	11%	5
NSW	36%	26%	24%	9%	5

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

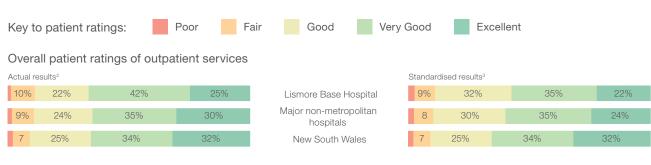
	No Yes	
	Actual Results	
Lismore Base Hospital	63%	37%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

		Poor	Fair	Good	Very G	ood	Excellent	
	Actual	Results						
Lismore Base Hospital	3	15%		39%			36%	7
NSW	3	16%		42%			27%	12%

Lismore Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Lismore Base Hospital						
28%	41%	23%				
0.00/	4.40/	050/				
20%	44%	25%				
%	44%	32%				
	28% 20%	28% 41% 20% 44%				

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

S	Standardised results ³ for Lismore Base Hospital							
	9%	32%	36%	6 21%)			
	8	30%	36%	24%				
	6	26%	36%	30%				

Lismore Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,022 patients

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

Characteristics of patients who completed the survey²



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

Murwillumbah District Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Murwillumbah District Hospital	3	97%
NSW	9%	91%

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

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

	No Yes	
	Actual Results	
Murwillumbah District Hospital	3	97%
NSW	10%	90%

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

	No Yes	
	Actual Results	
Murwillumbah District Hospital	3	97%
NSW	11%	90%

Murwillumbah District Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Very Good Excellent Poor Fair Good Actual Results Murwillumbah District Hospital 31% 29% 5 26% 24% NSW 9% 5

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

	Poor	Fair Good	Very Good Excellen	t
	Actual Results			
Murwillumbah District Hospital	9%	32%	39%	19%
NSW	3 13%	36%	33%	16%

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

	No	Yes, somewhat	Yes, completely
Murwillumbah District Hospital	23%	19%	58%
NSW	19%	23%	58%

Murwillumbah District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Murwillumbah District Hospital						
7	11%	2	6%	55%		
6	2	3%	22%	0	46%	
				_		
13	3%	3	30%		53%	
e	7 6	' 11%	11% 2 2 23%	11% 26% 23% 22%	11% 26% 23% 22%	

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

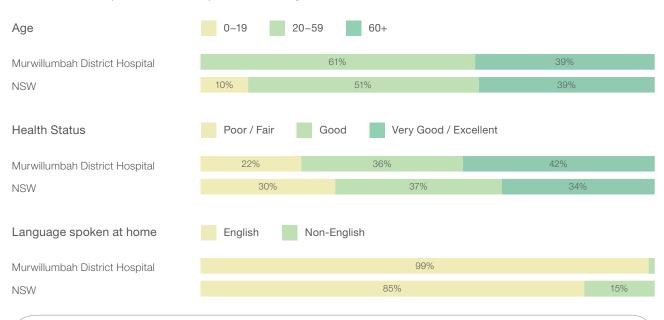
	Sta	andardised	d result	s ³ for Murwillum	oah Distr	ict Hospital	
ire		15%		35%		46%	
	_						
	4	5 22	%	37%		34%	
are	_						
al e	3	16%		33%		47%	

Murwillumbah District Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 407 patients

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

Characteristics of patients who completed the survey²



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

The Tweed Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
The Tweed Hospital	99%	
NSW	9%	

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

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

	No Yes	
	Actual Results	
The Tweed Hospital		98%
NSW	11%	90%

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

	No Yes	
	Actual Results	
The Tweed Hospital	5	95%
NSW	5	95%

The Tweed Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

No	Yes							
Actual Results								
			80%				20%	
		57%				43%		
f parking								
· paning								
Poor	Fair	. Go	bod	Very Good	E	xcellent		
Actual Results								
24	%		44%			21%	8	4
	36%		2	6%	2	24%	9%	5
wait too lor	ng in the w	aiting roor	n?					
Yes, de	efinitely	Yes, s	omewhat	No				
Yes, de Actual Results	əfinitely	Yes, s	omewhat	No				
_	efinitely 33%	Yes, s	omewhat	No		2:	9%	
	Actual Results	Actual Results	Actual Results	Actual Results	Actual Results 80% 57% 57% f parking Good Very Good Actual Results 44% 24% 44% 36% 26%	Actual Results Actual Results 80% 57% 57% f parking Good Very Good E Actual Results 24% 44% 26% 2	Actual Results 80% 43% 57% 43% f parking Good Very Good Excellent Actual Results 24% 21% 36% 26% 24%	Actual Results 80% 20% 57% 43% f parking 6 Good Very Good Excellent Actual Results 24% 44% 21% 8 36% 26% 24% 9%

16%

16%

The Tweed Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Completeness of care

Teamwork

Courtesy of healthcare professionals

Patient ratings of care experiences that matter most⁴

Actual results ² for The Tweed Hospital							
11% 22%	43%	21%					
6 8% 27%	40%	19%					
5 29%	36%	29%					

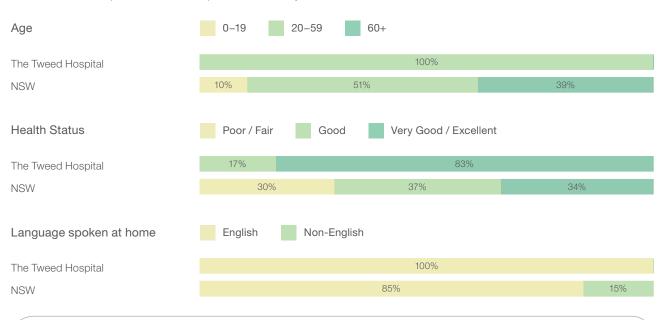
St	Standardised results ³ for The Tweed Hospital						
4	11%	36%		32%			
4	12%	37%		31%			
З	9%	32%		34%	2		

The Tweed Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 742 patients

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

Characteristics of patients who completed the survey²



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

Download our reports

The report, *Patient Care Experiences: Outpatient services in NSW public hospitals, August 2011* and related documents are available at www.bhi.nsw.gov.au

The suite of products includes:

- Main report
- *Performance Profiles* (reports for 54 hospitals and NSW as a whole)
- *Technical Supplement* (research methods and statistical analyses)



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

To contact the Bureau

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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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.



Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Northern Sydney Local Health District

The Insights Series

Volume 3

Hornsby and Ku-Ring-Gai Hospital

NSW

З

21%

Hornsby and Ku-Ring-Gai Hospital: What patients rated highest about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: If you needed a visit with this healthcare professional, was this arranged? No Yes Actual Results Hornsby and Ku-Ring-Gai Hospital NSW SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity? No Yes, somewhat Yes, completely Actual Results Hornsby and Ku-Ring-Gai Hospital NSW 11% THIRD HIGHEST: When you asked questions, did you get answers you could understand? No, never Yes, sometimes Yes, always Actual Results

Hornsby and Ku-Ring-Gai Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

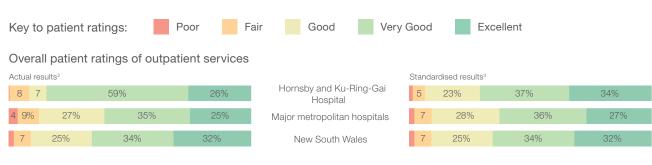
LOWEST: Availability of parking Very Good Excellent Poor Fair Good Actual Results Hornsby and Ku-Ring-Gai Hospital 26% 50% 4 4 24% NSW 26% 9% 5

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

	No	Yes			
	Actual Results				
Hornsby and Ku-Ring-Gai Hospital		49%		51%	
NSW		57%		43%	
THIRD LOWEST: Keeping noise le	evels to a minimu	m			
	Poor	Fair Good	Very Good	Excellent	
Hornsby and Ku-Ring-Gai Hospital	22%	41%		31%	7
NSW	3 16%	42%		27%	12%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actu	Actual results ² for Hornsby and Ku-Ring-Gai Hospital						
	19% 37% 43%						
7	17%	51%		25%			
7	20%	30%	2	43%			

Completeness of care
Teamwork
Courtesy of healthcare professionals

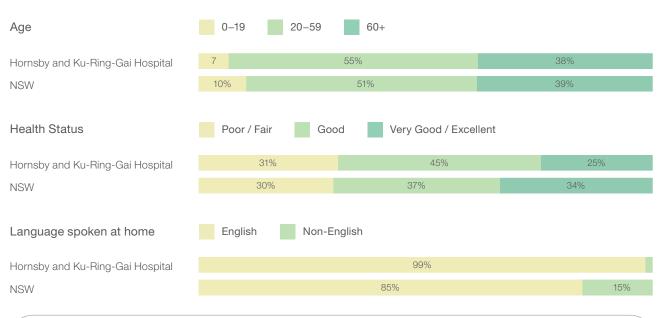
Standardised results ³ for Hornsby and Ku-Ring-Gai Hospital									
3	7%		36% 42%						
6	24%)	37%		31%				
4	20%		35%		39%				

Hornsby and Ku-Ring-Gai Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,969 patients

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

Characteristics of patients who completed the survey²



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

Manly District Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No Yes	
	Actual Results	
Manly District Hospital		99%
NSW	5	95%

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

	No Yes	
	Actual Results	
Manly District Hospital		98%
NSW	11%	90%

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

		No	Yes, somewhat	Yes, completely
	Actu	al Results		
Manly District Hospital	4			96%
NSW	З	16%		81%

Manly District Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	Poor	Fair	G	bod	Very Good	Excellent			
	Actual Results								
Manly District Hospital		39%			31%	16%	З	11	%
NSW		36%			26%	24%		9%	5

SECOND LOWEST: Keeping noise levels to a minimum

LOWEST: Availability of parking

	F	Poor	Fair	Good	Very Good	Excellent	
	Actual R	esults					
Manly District Hospital	5	16%	45%		18%	16%	
NSW	3	16%	42%		27%	12%	

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

	No Yes	
Actual	I Results	
Manly District Hospital	42%	58%
NSW	57%	43%

Manly District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Manly District Hospital								
4 4	19%	34%	38%					
_								
6	23%	29%	40%					
6	14%	34%	46%					

Completeness of care
Teamwork
Courtesy of healthcare professionals

Star 6 6

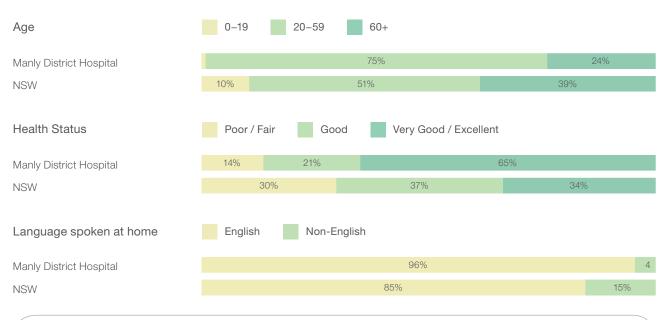
ndardised results ³ for Manly District Hospital								
3	25%	38%	29%					
5	25%	37%	30%					
	20%	36%	38%					

Manly District Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 965 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

NSW

Mona Vale and District Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications? No Yes, somewhat Yes, completely Actual Results Mona Vale and District Hospital NSW 12% SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you? No, never Yes, sometimes Yes, always Actual Results Mona Vale and District Hospital NSW 10% THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?

 No, never
 Yes, sometimes
 Yes, always

 Actual Results
 Actual Results

 Mona Vale and District Hospital
 13%
 87%

Mona Vale and District Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking								
	Poor	Fair	Good	Very Good	Exce	llent		
	Actual Results							
Mona Vale and District Hospital	10%	30%		37%		12%	12	%
NSW		36%		26%	24%		9%	5

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

10%

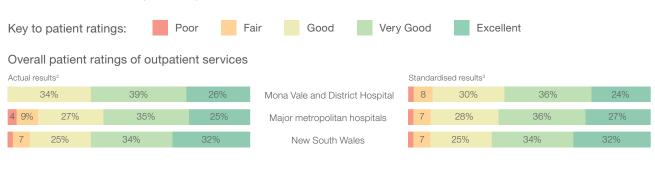
	No	Yes, somewhat	Yes, completely				
	Actual Results						
Mona Vale and District Hospital	30%	2	24%	46%			
NSW	19%	23%		58%			

THIRD LOWEST: Keeping noise levels to a minimum

		Poor		Fair		Good		Very Good		Excellent		
	Actual Results											
Mona Vale and District Hospital	3	12%				47%				21%		17%
NSW	3	16%				42%				27%		12%

Mona Vale and District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Mona Vale and District Hospital					
39%	33%				
41%	24%				
45%	42%				
	39%				

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

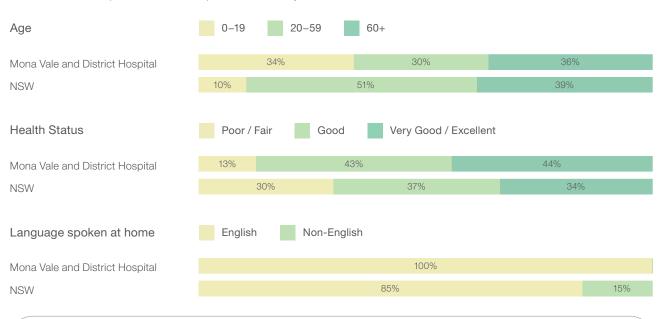
	Stand	lardised re	esults ³ for Mona Vale and District Hospital			
s of care	6	25%		38%		29%
rk	8	3	0%	36	%	24%
althcare						
nals	4	19%	3	5%		41%

Mona Vale and District Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 417 patients

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

Characteristics of patients who completed the survey²



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

Royal North Shore Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

No
Yes

Actual Results

Royal North Shore Hospital
98%

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

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

Actual Results

Royal North Shore Hospital
9%

Yes, somewhat
Yes, completely

Actual Results

Statial Results

No

No
Yes, somewhat

Second Higher Hospital

No
Yes, somewhat

Second Higher Hospital

No
Yes, somewhat

Second Higher Hospital

No
1%

Second Higher Hospital

No
1%

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

	No Yes	
	Actual Results	
Royal North Shore Hospital	6	94%
NSW	11%	90%

Royal North Shore Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking								
	Poor	Fair	G	boc	Very Good	Excellent		
	Actual Results							
Royal North Shore Hospital		41%			30%	24%		4
NSW		36%			26%	24%	9%	5

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

	No Yes	
Ac	ctual Results	
Royal North Shore Hospital	51%	49%
NSW	57%	43%

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

	F	Poor Fair	Good	/ery Good Excellent	
	Actual R	lesults			
Royal North Shore Hospital	7	19%	37%	28%	10%
NSW	3	13%	36%	33%	16%

Royal North Shore Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Royal North Shore Hospital					
5	21%		37%		36%
_					
5	25%		29%		39%
3	20%		31%		46%

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

Standardised results 5 23% 5 24% 4 19%

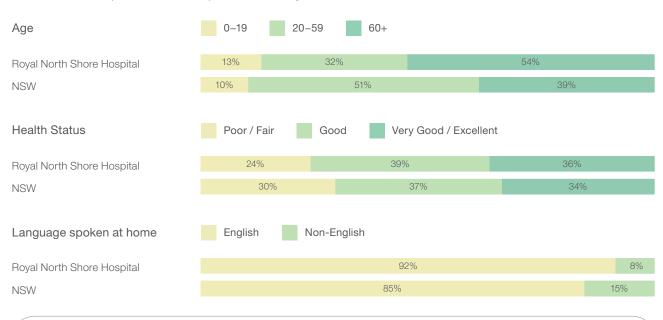
³ for Royal North Shore H	ospital
38%	32%
37%	32%

Royal North Shore Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 9,936 patients

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

Characteristics of patients who completed the survey²



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

Ryde Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Ryde Hospital		98%
NSW	11%	90%

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

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

	No Yes	
	Actual Results	
Ryde Hospital	4	96%
NSW	5	95%

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

	No Yes		
	Actual Results		
Ryde Hospital	6	94%	
NSW	12%	88%	

Ryde Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Fair Good Very Good Excellent Ryde Hospital 50% 25% 20% 5 NSW 36% 26% 24% 9% 5

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

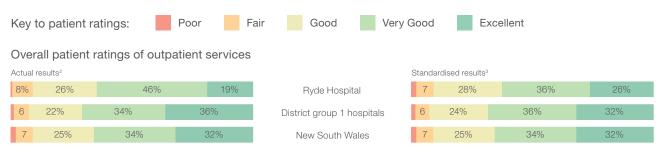
	No Yes	
	Actual Results	
Ryde Hospital	62%	38%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

		Poor	Fair	Good	Very Goo	d	Excellent	
	Actual I	Results						
Ryde Hospital	5	20%			48%		20%	8%
NSW	3	16%		42%			27%	12%

Ryde Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

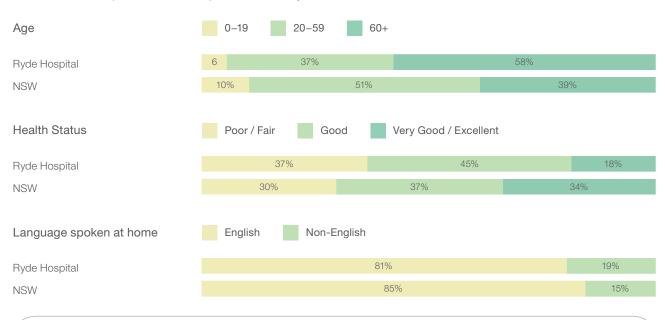
Actual	results ² for Ryde H	lospital			Standar	dised results ³	for Ryde	Hospital		
4	32%	40%	22%	Completeness of care	7	28%		37%		26%
7	37%	45%	10%	Teamwork	3 9%	33%)	34%		20%
4	22%	46%	25%	Courtesy of healthcare professionals	5	24%		36%	ć	32%

Ryde Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,149 patients

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

Characteristics of patients who completed the survey²



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

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

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

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

South Eastern Sydney Local Health District

The Insights Series

Volume 3

Prince of Wales Hospital

Prince of Wales Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications?							
	No Yes, so	mewhat Yes, completely					
	Actual Results						
Prince of Wales Hospital	8%	92%					
NSW	12%	86%					
SECOND HIGHEST: Did healthcar	e staff give conflicting i	information during your visit?					
	Yes, always	Yes, sometimes No					
	Actual Results						
Prince of Wales Hospital	13%	86%					
NSW	5 18%	78%					

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

	Yes, o	ften	Yes, sometimes	No
	Actual Results			
Prince of Wales Hospital	3 10%			88%
NSW	8	17%		76%

Prince of Wales Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair G	Good Very Good	Excellent		
Prince of Wales Hospital	47%	24%	16%	7	6
NSW	36%	26%	24%	9%	5

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

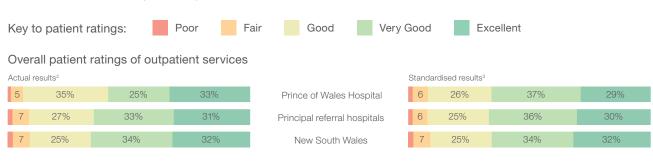
	No Yes	
	Actual Results	
Prince of Wales Hospital	62%	38%
NSW	57%	43%

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

		Poor	Fair	Good	Ve	ery Good		Excellent	
	Actual	Results							
Prince of Wales Hospital	5		27%		31%			23%	14%
NSW	3	13%		36%			33%		16%

Prince of Wales Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actua	I results ² for F	Prince of	of Wales Hospita	ıl	
9%	24%		32%		34%
9%	28%		25%		37%
5	21%		34%		39%

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

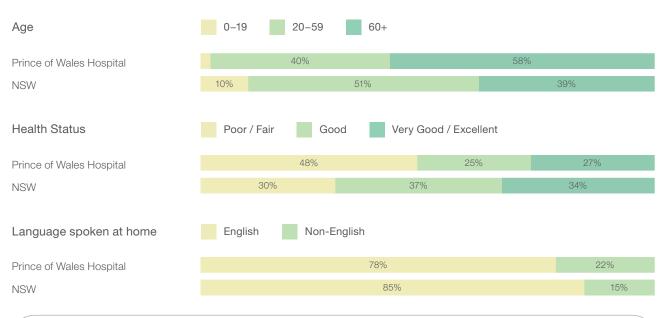
Standardised results ³ for Prince of Wales Hospital									
5	24%	38%	31%						
_									
6	24%	37%	31%						
4	21%	36%	38%						

Prince of Wales Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,473 patients

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

Characteristics of patients who completed the survey²



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

St George Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	Actual Results	
St George Hospital		99%
NSW	5	95%

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

	No Yes	
	Actual Results	
St George Hospital	3	97%
NSW	9%	91%

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

	No Yes
Actua	I Results
St George Hospital 4	96%
NSW 9	91%

St George Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Very Good Excellent Poor Fair Good Actual Results St George Hospital 29% 20% 3 3 NSW 36% 26% 24% 9% 5

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

	No Yes	
	Actual Results	
St George Hospital	58%	42%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good	Very Good	Excellent	
	Actual Results					
St George Hospital	20%		43%		25%	11%
NSW	3 16%		42%		27%	12%

St George Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

3 5 31% 37% 23% 3 30% 41% 25% 4 21% 37% 35%	Actual results ² for St George Hospital				
	3 5 3	1%	37%		23%
	0.000	,	440/		050/
4 21% 37% 35%	3 30%	>	41%		25%
	4 21%		37%		35%

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

Stan

6

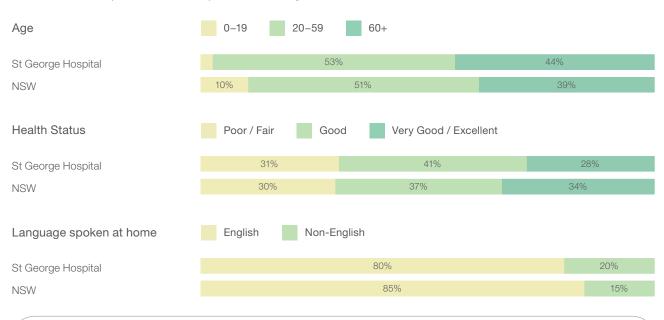
dardised results3 for St George Hospital				
28%		37%	26%	
26%	379	%	29%	
21%	36%		38%	

St George Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,463 patients

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

Characteristics of patients who completed the survey²



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

Sutherland Hospital

Sutherland Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Sutherland Hospital	3	97%
NSW	11%	90%

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

	No Yes	
	Actual Results	
Sutherland Hospital	4	96%
NSW	9%	91%

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

	No Yes	
	Actual Results	
Sutherland Hospital	5	95%
NSW	10%	90%

Sutherland Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair	Good	Very Good	Excellent		
	Actual Results					
Sutherland Hospital	43%		22%	21%	9%	6
NSW	36%		26%	24%	9%	5

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

	No Yes	
	Actual Results	
Sutherland Hospital	53%	47%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Good	Very Good	d Excellent	t
	Actual Results					
Sutherland Hospital	13%		48%		20%	19%
NSW	3 16%		42%		27%	12%

Sutherland Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Sutherland Hospital								
4	22%	34%	34% 38%					
35	17%	46%		29%				
7	16%	36%	41%					

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

Stand

6

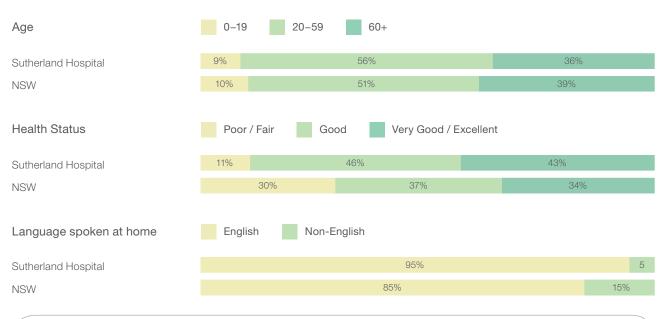
lardised results ³ for Sutherland Hospital									
23%	38%	32%							
26%	37%	28%							
010/	260/	200/							

Sutherland Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,148 patients

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

Characteristics of patients who completed the survey²



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

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

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

 Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Sydney Hospital / Sydney Eye Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

No
Yes

Actual Results

Sydney Hospital / Sydney Eye Hospital

3

97%

95%

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

No
Yes

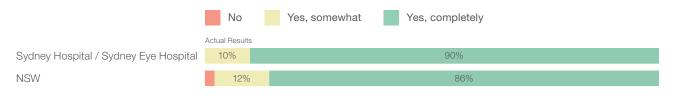
Actual Results
3

Sydney Hospital / Sydney Eye Hospital
3

9%
91%

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

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



Sydney Hospital / Sydney Eye Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking											
	Poor	Fair	G	iood	Very	Good		Excelle	ent		
	Actual Results										
Sydney Hospital / Sydney Eye Hospital		54	4%			1	22%		15%	4	6
NSW		36%			26%			24%		9%	5

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

	No Yes	
	Actual Results	
Sydney Hospital / Sydney Eye Hospital	60%	40%
NSW	57%	43%

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

	Yes, definitely	Yes, somew	/hat No	
	Actual Results			
Sydney Hospital / Sydney Eye Hospital	17%	46%		37%
NSW	13%	28%		59%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Sydney Hospital / Sydney Eye Hospital						
9%	23%		37%	30%		
6	29%		36%		27%	
7	100/		0.00/		400/	
- /	19%		33%		40%	

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	4

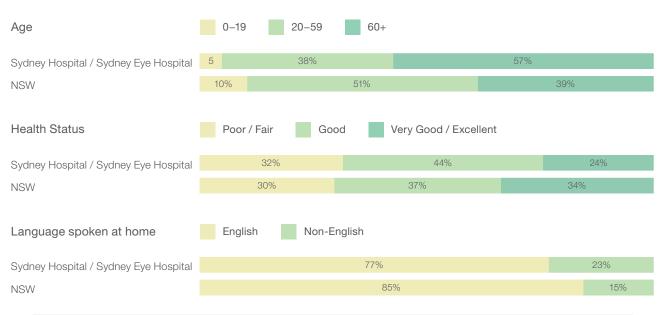
Standardised results ³ for Sydney Hospital / Sydney Eye Hospital						
6	24%		38%		30%	
7	27%	6	37%	27%		
4	20%		35%		39%	

Sydney Hospital / Sydney Eye Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,260 patients

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

Characteristics of patients who completed the survey²



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

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

South Western Sydney Local Health District

The Insights Series

Volume 3

Bankstown / Lidcombe Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

No
Yes

Actual Results
92%

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

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

Actual Results

Actual Results

12%

26%

11%

88%

	No	Yes, somewhat	Yes, completely
	Actual Results		
Bankstown / Lidcombe Hospital	17%		83%
NSW	16%		83%

Bankstown / Lidcombe Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Fair Good Very Good Excellent Actual Results Bankstown / Lidcombe Hospital NSW 36% 26% 24% 9%

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

	No	Yes				
	Actual Results					
Bankstown / Lidcombe Hospital			72%		28%	
NSW		57%			43%	
THIRD LOWEST: Keeping noise	e levels to a min	nimum Fair	Good	Very Good	Excellent	
	Actual Results					
Bankstown / Lidcombe Hospital	5	29%		39%	17%	10%
NSW	3 16%		42%		27%	12%

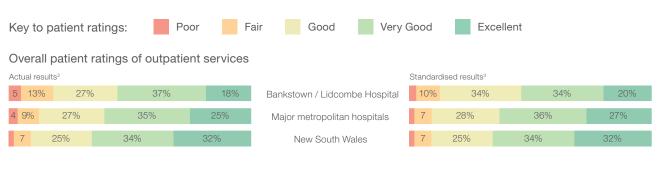
Bankstown / Lidcombe Hospital was classified as a major metropolitan hospital in the Health Information Exchange during the analysis phase of this report and is therefore presented as such in this document. Since then, this hospital has been confirmed in the principal referral group of hospitals and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

5

5

Bankstown / Lidcombe Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Bankstown / Lidcombe Hospital						
14%	34%	32%	19%			
4 9%	37%	28%	23%			
5 7	24%	36%	28%			

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

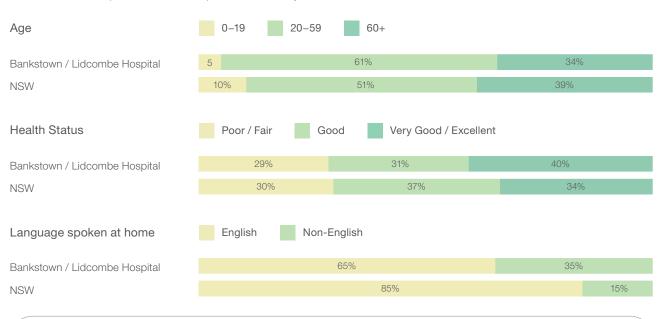
	Standardised results ³ for Bankstown / Lidcombe Hospital							
ness of care	3 1	10%	33%		35	%		19%
	_							
work	3	9%	32%		349	%	2	21%
f healthcare	_							
sionals	6	6	27%		36%		29%	0

Bankstown / Lidcombe Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,378 patients

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

Characteristics of patients who completed the survey²



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

Bowral and District Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

No
Yes

Actual Results

Bowral and District Hospital

NSW

11%

90%

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

Image: Completely

Actual Results

Bowral and District Hospital

No

Yes, somewhat

Actual Results

Bowral and District Hospital

NSW

12%

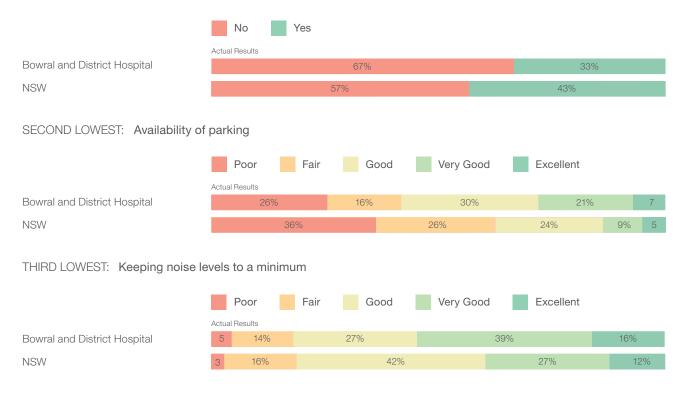
86%

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

	No	Yes,	somewhat	Yes, completely
	Actual Results			
Bowral and District Hospital				100%
NSW	5	19%		76%

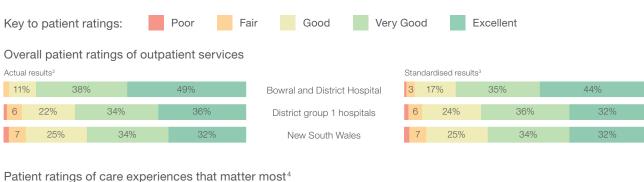
Bowral and District Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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



Bowral and District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Actual results² for Bowral and District Hospital

101	uui i oouit		nochopitai	
4	16% 33%		47%	
_				
	11%	34%	50%	
	13%	33%	51%	
	13%	33%	51%	

Completeness of care
Teamwork
Courtesy of healthcare professionals

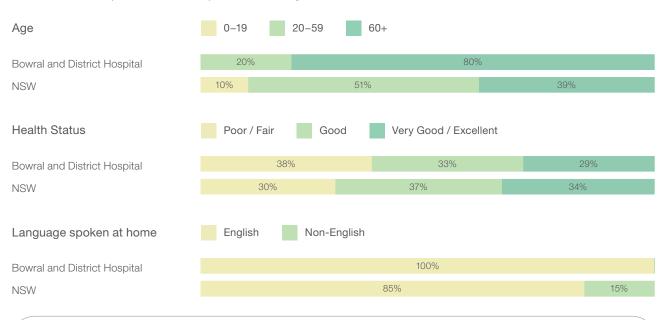
Standardised results ³ for Bowral and District Hospital							
ess of care	4	18%	37%	40%			
	_						
work	3	16%	34%	45%			
healthcare	_						
sionals	3	16%	34%	46%			

Bowral and District Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 286 patients

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

Characteristics of patients who completed the survey²



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

Camden Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Camden Hospital		99%
NSW	10%	90%

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

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

	No Yes	
	Actual Results	
Camden Hospital		98%
NSW	11%	90%

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

	No Yes	
	Actual Results	
Camden Hospital		98%
NSW	5	95%

Camden Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Very Good Excellent Poor Fair Good Actual Results Camden Hospital 19% 42% 15% NSW 36% 24% 26% 9% 5

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

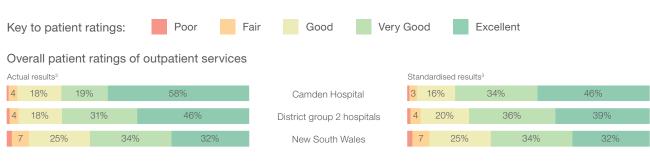
	No Yes	
	Actual Results	
Camden Hospital	47%	53%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	I	Door	Fair	Good		Very Goo	d	Excellent	
	Actual F	Results							
Camden Hospital	5		29%			36%		29%	
NSW	3	16%		4	2%			27%	12%

Camden Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

4 18% 23% 54%
4 22% 15% 58%
6 13% 19% 62%

	Standardised results ³ for Camden Hospita						
Completeness of care	3	17%	36%				
Teamwork	3	16%	34%				
Courtesy of healthcare professionals		13%	31%				

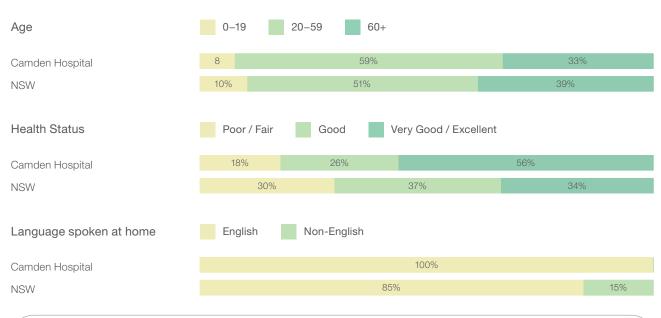
%	36%		42%
%	34%		45%
	31%		52%

Camden Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 943 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's Technical Supplement: Measures of patient experience in NSW outpatient services.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Campbelltown Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

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

	No Yes	
	Actual Results	
Campbelltown Hospital	4	96%
NSW	5	95%

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

	No Yes	
	Actual Results	
Campbelltown Hospital	5	95%
NSW	9%	91%

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

	No Yes		
	Actual Results		
Campbelltown Hospital	5	95%	
NSW	10%	90%	

Campbelltown Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	N	0	Yes						
	Actual Re	sults							
Campbelltown Hospital				69%				31%	
NSW			5	57%			43%		
SECOND LOWEST: Availabilit	y of parkin	g							
	P	oor	Fair	Goo	d Ve	ery Good	Excellent		
	Actual Re	sults							
Campbelltown Hospital		31%			29%		21%	10%	8
NSW		36	%		26%		24%	99	% 5
THIRD LOWEST: Keeping nois	_	oor	m Fair	Goo	d Ve	ery Good	Excellent		
Campbelltown Hospital	3	16%		37%			33%		12%
NSW	3	16%		4	2%		27%		12%

Campbelltown Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Campbelltown Hospital							
11%	26%		34%	25%			
_							
3 9%	30%		26%		32%		
_							
;	30%		34%		35%		

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

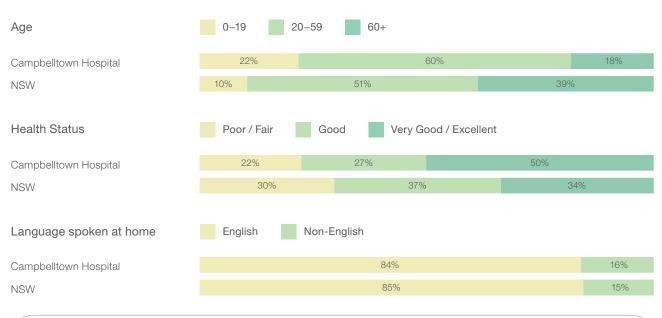
ardised results ³ for Campbelltown Hospital							
30%	37%	23%					
29%	36%	25%					
000/	0.00/	050/					

Campbelltown Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,623 patients

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

Characteristics of patients who completed the survey²



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

Fairfield Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat	Yes, completely	
	Actual Results			
Fairfield Hospital			100%	
NSW	12%		86%	

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

	No Yes	
	Actual Results	
Fairfield Hospital	7	93%
NSW	11%	90%

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

	No Yes	
	Actual Results	
Fairfield Hospital	7	93%
NSW	5	95%

Fairfield Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor	Fair	Good	Very Good	E	excellent		
	Actual Results							
Fairfield Hospital	13%	19%		40%		20%		8
NSW		36%		26%	2	24%	9%	5

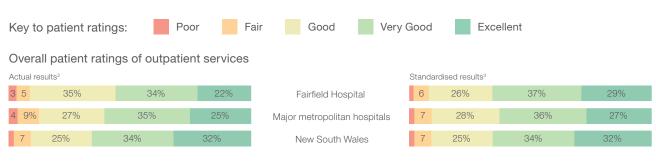
SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?

	No Yes					
	Actual Results					
Fairfield Hospital	50%	50%				
NSW	57%	43%				
THIRD LOWEST: Keeping noise levels to a minimum						
	Poor Fair Good	Very Good Excellent				

		001	1 all	2000		very abou	Lycellent	
	Actual Re	esults						
Fairfield Hospital	7	209	%	2	40%		27%	7
NSW	3	16%		42%			27%	12%

Fairfield Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

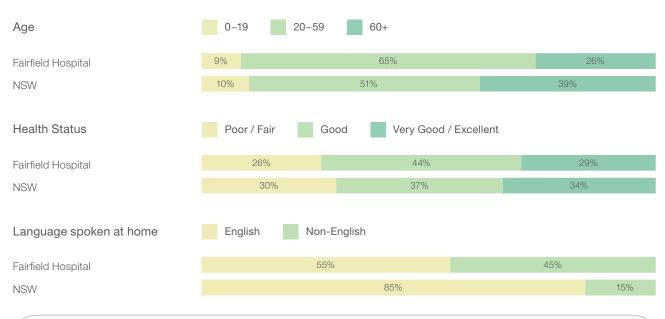
Actual resu	ults ² for Fairfield Ho	spital			Standa	rdised results ³ fo	r Fairfield Hospital	
4 5	38%	31%	22%	Completeness of care	7	27%	38%	26%
					_			
6 6	35%	30%	23%	Teamwork	7	28%	36%	26%
				Courtesy of healthcare				
9%	28%	35%	25%	professionals	5	24%	36%	33%

Fairfield Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,034 patients

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

Characteristics of patients who completed the survey²



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

Liverpool Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat	Yes, completely	
	Actual Results			
Liverpool Hospital	3		97%	
NSW	12%		86%	

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

	No Yes	
	Actual Results	
Liverpool Hospital	4	96%
NSW	9%	91%

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

	No, never	Yes, sometimes Yes, always
	Actual Results	
Liverpool Hospital	9%	91%
NSW	5 10%	85%

Liverpool Hospital: What patients rated *lowest* about these outpatient service¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor	Fair	Goo	d	Very Good		Excellent		
	Actual Results								
Liverpool Hospital		50%			26	5%	19	%	6
NSW	36	5%		26	\$%		24%	9%	5

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

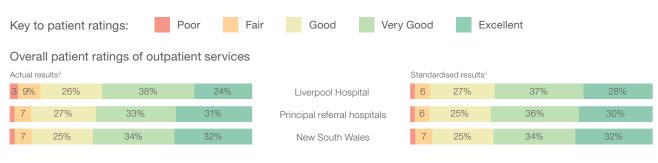
	No Yes	
	Actual Results	
Liverpool Hospital	53%	47%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

		Poor	Fair	Good	Very Goo	d	Excellent	
	Actual	Results						
Liverpool Hospital	5	22%			40%		26%	8%
NSW	3	16%		42%			27%	12%

Liverpool Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

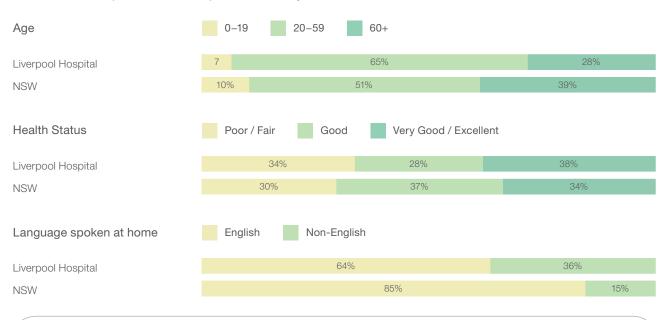
Actual res	ults ² for Liverpo	ool Hospital			Standa	ardised results [:]	for Liverpool Hospital	
5 7	24%	36%	27%	Completeness of care	6	25%	38%	29%
5 7	27%	39%	21%	Teamwork	7	28%	36%	26%
4 5	28%	28%	35%	Courtesy of healthcare professionals	5	22%	36%	36%

Liverpool Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 10,565 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
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- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

St Vincent's Health Network

The Insights Series

Volume 3

St Vincent's Hospital, Darlinghurst: What patients rated highest about these outpatient services1 NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat	Yes, completely	
	Actual Results			
St Vincent's Hospital, Darlinghurst	5		95%	
NSW	11%		88%	

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

	No Yes	
	Actual Results	
St Vincent's Hospital, Darlinghurst	4	96%
NSW	9%	91%

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

	No Yes	
	Actual Results	
St Vincent's Hospital, Darlinghurst	5	95%
NSW	5	95%

St Vincent's Hospital, Darlinghurst: What patients rated lowest about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking									
	Poor	Fair	G	lood	Very Good	Excellent			
	Actual Results								
St Vincent's Hospital, Darlinghurst		35%			32%	15%	1	17%	
NSW		36%			26%	24%		9%	5

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

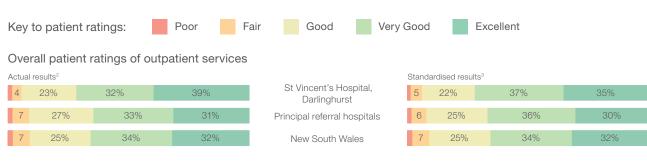
	No Yes	
	Actual Results	
St Vincent's Hospital, Darlinghurst	57%	43%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair Good Ve	ery Good Excellent	
	Actual Results			
St Vincent's Hospital, Darlinghurst	13%	39%	33%	14%
NSW	3 16%	42%	27%	12%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for St Vincent's Hospital, Darlinghurst						



Standardised results ³ for St Vincent's Hospital, Darlinghurst					
4 18%	37%	40%			
5 23%	37%	34%			
15%	33%	48%			

St Vincent's Hospital, Darlinghurst: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,871 patients

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

Characteristics of patients who completed the survey²



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

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Sydney Children's Hospitals Network

The Insights Series

Volume 3

Sydney Children's Hospital: What patients rated highest about these outpatient services1 NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat Yes, completely		
	Actual Results			
Sydney Children's Hospital	4	94%		
NSW	5	19% 76%		
SECOND HIGHEST: Did the healt	hcare pro	fessional treat you with respect and dignity?		
	No	Yes, somewhat Yes, completely		
Sydney Children's Hospital	13%	87%		
NSW	11%	88%		
THIRD HIGHEST: Were you told why you needed tests in a way you could understand?				
	No	Yes, somewhat Yes, completely		

	Actual Results							
Sydney Children's Hospital	5	5	91%					
NSW	3	16%	81%					

Sydney Children's Hospital: What patients rated lowest about these outpatient services1 NSW Health Patient Survey, February 2010

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

	No	Yes								
Sydney Children's Hospital	Actual Results		73%			27%				
						21 /0				
NSW			57%		43%					
SECOND LOWEST: Availability of parking										
	Poor	Fair	Good	Very Good	Excellent					
Sydney Children's Hospital		31%	22	%	29%	9% 9%				
NSW		36%		26%	24%	9% 5				
THIRD LOWEST: Keeping noise levels to a minimum Poor Fair Good Excellent										
	Actual Results									
Sydney Children's Hospital	3 12%		50%		28%	8%				
NSW	3 169	6	42%		27%	12%				
			TZ /0		2170	12/0				

Sydney Children's Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

,	Actual results ² for Sydney Children's Hospital										
	8%	17%)	37%	36%						
	8%	20	%	32%		39%					
	18	3%		30%		49%					

Completeness of care
Teamwork
Courtesy of healthcare professionals

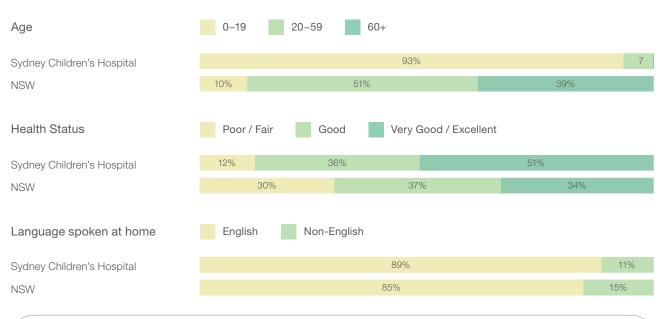
Standardised results ³ for Sydney Children's Hospital										
4	20%	6	37%		37%					
4	20% 36%			38%						
	14%	32	2%		50%					

Sydney Children's Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 2,554 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

The Children's Hospital at Westmead: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: Did the healthcare professional treat you with respect and dignity?										
No Yes, somewhat Yes, completely										
	Actual Results									
The Children's Hospital at Westmead	8%	91%								
NSW	11%	88%								
SECOND HIGHEST: Did the healt	hcare professi	sional listen to what you had to say?								
	No	Yes, somewhat Yes, completely								
	Actual Results									
The Children's Hospital at Westmead	10%	89%								
NSW	16%	83%								
	a abanaa ta ay	volain the recence for your visit to healthcare staff?								

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

	No	Yes, somewhat Yes, completely
	Actual Results	3
The Children's Hospital at Westmead	9%	90%
NSW	16	<mark>6% 8</mark> 2%

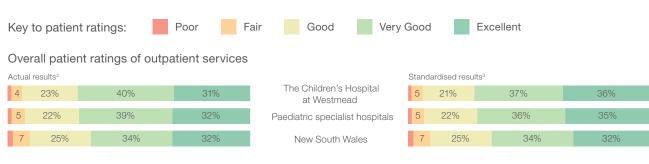
The Children's Hospital at Westmead: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes				
The Children's Hospital at Westmead	Actual Results	70)%		30%	
NSW		57%			43%	
SECOND LOWEST: Availability of	parking					
	Poor	Fair	Good Ve	ry Good	Excellent	
	Actual Results				Execution	
The Children's Hospital at Westmead	23%	2	26%	35%		11% 5
NSW	3	6%	26%		24%	9% 5
THIRD LOWEST: Keeping noise le	evels to a minim	um				
	Poor	Fair	Good Ve	ry Good	Excellent	
	1 001				Execution	
The Children's Hospital at Westmead	3 15%		42%		27%	13%
NSW	3 16%		42%		27%	12%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ³ for The Children's Hospital at Westmead									
4	19%		45	1%	32%				
6	6 25%			3% 34%					
1	5%	29	%		54%				

Completeness of care
Teamwork
Courtesy of healthcare professionals

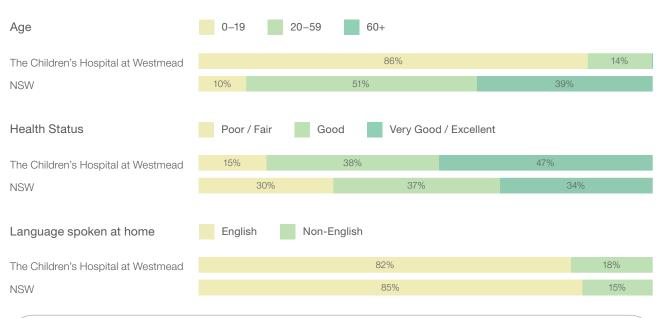
Stand	Standardised results ³ for The Children's Hospital at Westmead										
4	19%	3	7%	39%							
5	21%		37%	36%							
11% 28		28%	3% 58%								

The Children's Hospital at Westmead: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,716 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011 Sydney Local Health District

The Insights Series

Volume 3

NSW

Canterbury Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

HIGHEST: Did someone explain how to take the new medications? No Ves, somewhat Ves, completely Actual Results Canterbury Hospital SECOND HIGHEST: Were you told why you needed tests in a way you could understand? SECOND HIGHEST: Were you told why you needed tests in a way you could understand? Actual Results Canterbury Hospital Canterbury Hospital 3 97%

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

16%

	No Yes	
	Actual Results	
Canterbury Hospital	4	96%
NSW	5	95%

Canterbury Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Fair Good Very Good Excellent Actual Results Canterbury Hospital 27% 18% 38% 10% 8 NSW 36% 26% 24% 9% 5

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

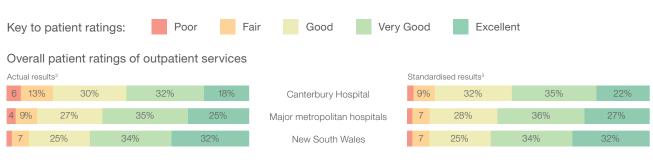
	No Yes									
	Actual Results									
Canterbury Hospital	52%	48%								
NSW	57%	43%								

THIRD LOWEST: Keeping noise levels to a minimum

	P	oor	Fair	Good		Very Good	Excellent		
	Actual Re	sults							
Canterbury Hospital	3	24%			41%		24%		10%
NSW	3	16%		42%			27%	12	2%

Canterbury Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual resu	ults ² for Canter	bury Hospital			Standa	rdis
9%	36%	37%	15%	Completeness of care	8	
5 8%	30%	46%	11%	Teamwork	8%	
11%	20%	44%	22%	Courtesy of healthcare professionals	5	1

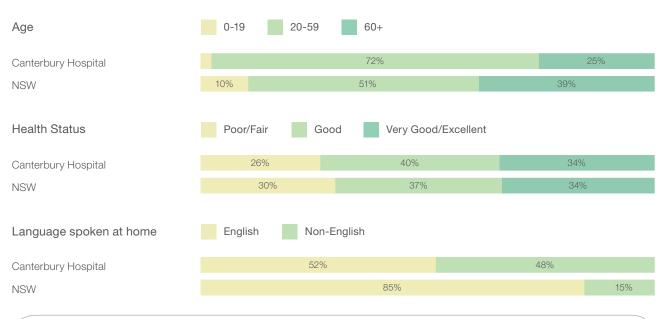
Standa	Standardised results ³ for Canterbury Hospital						
8	30%	37%	23%				
8%	31%	35%	22%				
5	24%	36%	32%				

Canterbury Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 3,916 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
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 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Concord Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

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

	No	Yes, somewhat	Yes, completely
	Actual Results		
Concord Hospital	3		97%
NSW	12%		86%

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

	No Yes	
	Actual Results	
Concord Hospital	3	97%
NSW	5	95%

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

	No Yes	
	Actual Results	
Concord Hospital	4	96%
NSW	11%	89%

Concord Hospital: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Fair Good Very Good Excellent Actual Results Actual Results 33% 10% 4 NSW 36% 26% 24% 9% 5

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

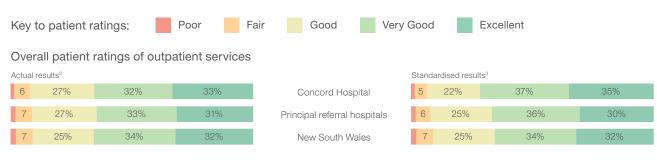
	No Yes	
	Actual Results	
Concord Hospital	49%	51%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poo	r	Fair	Good	Very Good	d Excellen	t
	Actual Result	ts					
Concord Hospital	159	%		45%		29%	10%
NSW	3	16%		42%		27%	12%

Concord Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Concord Hospital						
7	27%	34%	32%			
7	26%	37%	29%			
7	18%	30%	43%			

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

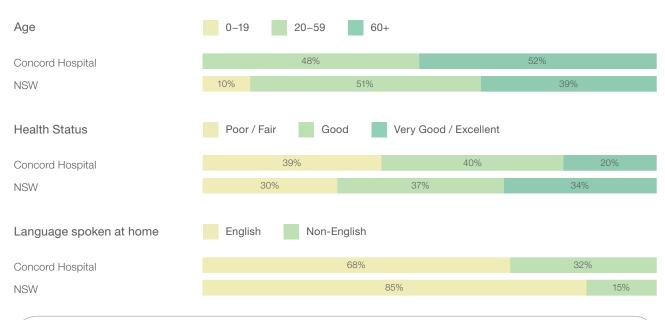
St	Standardised results ³ for Concord Hospital						
	5	22%	5	38%		34%	
	5	249	%	37%		32%	
_							
З	3	16%		34%		46%	

Concord Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 13,215 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's Technical Supplement: Measures of patient experience in NSW outpatient services.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, 3. self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Royal Prince Alfred Hospital: What patients rated highest about these outpatient services¹ NSW Health Patient Survey, February 2010

No Yes Actual Results Royal Prince Alfred Hospital NSW 95%

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

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

	No Yes	
	Actual Results	
Royal Prince Alfred Hospital	4	96%
NSW	11%	89%

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

	No Yes	
	Actual Results	
Royal Prince Alfred Hospital	4	96%
NSW	12%	88%

Royal Prince Alfred Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair	Good Very Good	Excellent	
Royal Prince Alfred Hospital	36%	32%	24%	7
NSW	36%	26%	24%	9% 5

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

	No Yes	
	Actual Results	
Royal Prince Alfred Hospital	60%	40%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair Good Very	Good Excellent
	Actual Results		
Royal Prince Alfred Hospital	15%	42%	29% 14%
NSW	3 16%	42%	27% 12%

Royal Prince Alfred Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Royal Prince Alfred Hospital					
33	21%	34%	39%		
_					
8	23%	31%	36%		
6	16%	31%	45%		

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

Standardised res 20%

> 24% 18%

4

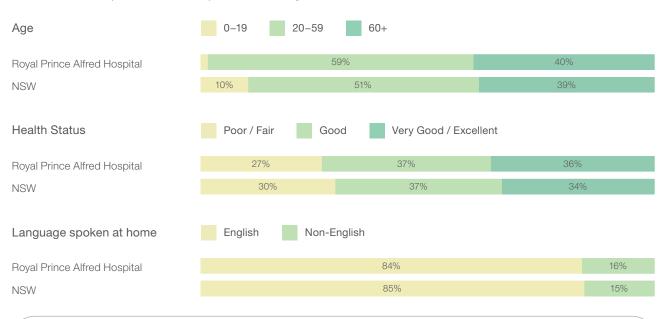
ults ³ for Royal Prince Alfre	d Hospital
37%	37%
37%	32%

Royal Prince Alfred Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 12,514 patients

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

Characteristics of patients who completed the survey²



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

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

- To account for differences between hospitals in the types of patients served, values were standardised for age, 3. self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

RPAH Institute of Rheumatology and Orthopaedics: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No Yes	
RPAH Institute of Rheumatology and Orthopaedics NSW	Actual Results	
	3	97%
	5	95%

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

	No	Yes, somewhat Yes, completely
RPAH Institute of Rheumatology and Orthopaedics NSW	Actual Results 9%	91%
	11%	88%

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

	No Yes	
RPAH Institute of Rheumatology and Orthopaedics NSW	Actual Results	95%
	9%	91%

RPAH Institute of Rheumatology and Orthopaedics: What patients rated *lowest* about these outpatient services' NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor	Fair	Good	Very Good	Excellent		
RPAH Institute of Rheumatology	Actual Results	55%			28%	13%	3
and Orthopaedics NSW	3	6%		26%	24%	9%	5

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

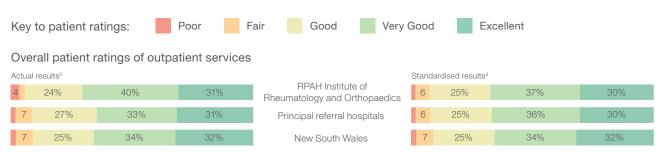
	No Yes	
RPAH Institute of Rheumatology and Orthopaedics NSW	Actual Results	
	53%	47%
	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poor	Fair	Goo	d	Very Good	Excellent	
RPAH Institute of Rheumatology and Orthopaedics	Actual Results			43%		23%	10%
NSW	3 16%		۷	2%		27%	12%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actua	al results ²	for RPA	H Institute of Rheumat	ology and Orthopaedics
4	28%	, D	37%	30%
_		_		
6	24%		40%	30%
_				
4	17%		44%	34%

	Standardised results ³ for RPAH Institute of Rheumatology and Orthopaedics							
mpleteness of care	6	25%	38%	29%				
	_							
Teamwork	6	25%	37%	30%				
irtesy of healthcare	_							
professionals	5	21%	36%	37%				

RPAH Institute of Rheumatology and Orthopaedics: Patients who used these outpatient services NSW Health Patient Survey, February 2010

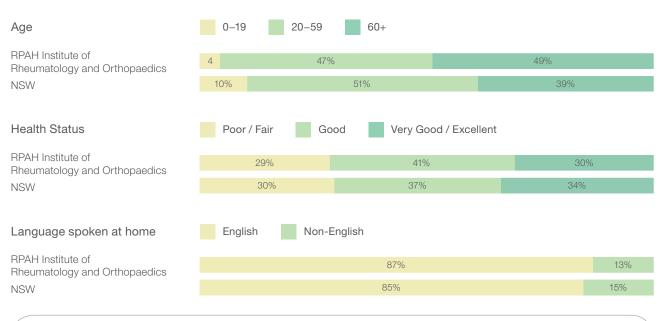
Outpatient attendances during February 2010: 1,954 patients

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

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Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's Technical Supplement: Measures of patient experience in NSW outpatient services.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, 3. self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Download our reports

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The suite of products includes:

- Main report
- Performance Profiles (reports for 54 hospitals and NSW as a whole)
- *Technical Supplement* (research methods and statistical analyses)



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

To contact the Bureau

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011 Western NSW Local Health District

The Insights Series

Volume 3

Bathurst Base Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Bathurst Base Hospital		98%
NSW	9%	91%

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

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

	No Yes	
	Actual Results	
Bathurst Base Hospital	6	94%
NSW	10%	90%

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

	No	Yes,	somewhat	Yes, completely
	Actual Results			
Bathurst Base Hospital	11%			89%
NSW	5	19%		76%

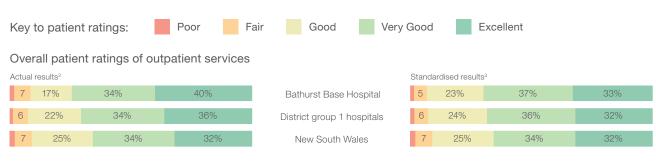
Bathurst Base Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

Bathurst Base Hospital NSW SECOND LOWEST: Availability of par	rking Poor	56% 57% Fair Good		44% 43%					
NSW SECOND LOWEST: Availability of par	_	57%		43%					
	_	Fair Good	_	_					
	_	Fair Good	_	_					
Actu	Poor	Fair	_	_					
Actua		Guu	Very Good	Excellent					
	al Results			_					
Bathurst Base Hospital	11%	31%	34%	15%	10%				
NSW	36%	ý D	26%	24%	9% 5				
THIRD LOWEST: Keeping noise levels to a minimum Poor Fair Good Very Good Excellent									
Bathurst Base Hospital	11%	37%		36%	16%				
NSW 3	16%	42%		27%	12%				

Bathurst Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Bathurst Base Hospital						
6 3 20%	34%	37%				
7 16%	40%	38%				
8 14%	36%	42%				

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

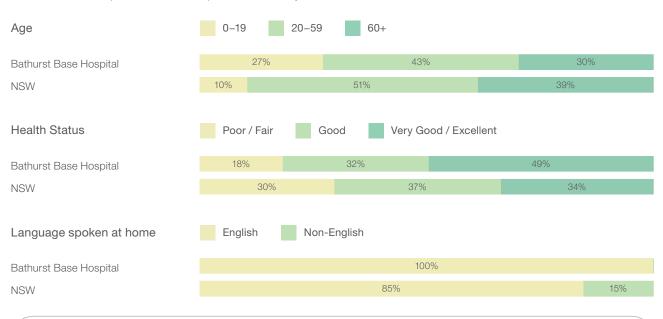
S	Stan	dardised result	s ³ for Bathurst Base Hos	pital
	6	25%	38%	30%
	5	22%	37%	35%
- 2				
	5	22%	36%	36%

Bathurst Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 978 patients

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

Characteristics of patients who completed the survey²



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

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

Dubbo Base Hospital: What patients rated highest about these outpatient services¹ NSW Health Patient Survey, February 2010

	No	Yes
	Actual Results	
Dubbo Base Hospital	5	95%
NSW	9%	91%
SECOND HIGHEST: Did the healt	hcare profe	essional treat you with respect and dignity? Yes, somewhat
	Actual Results	
Dubbo Base Hospital	10%	88%
NSW	11%	88%

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

	No	Yes
	Actual Results	
Dubbo Base Hospital	11%	89%
NSW	5	95%

Dubbo Base Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair		G	lood Very Good		ery Good		Excellent		
	Actual Results									
Dubbo Base Hospital	28%			25%			30%		12%	5
NSW	36%			26%			24%		9%	5

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

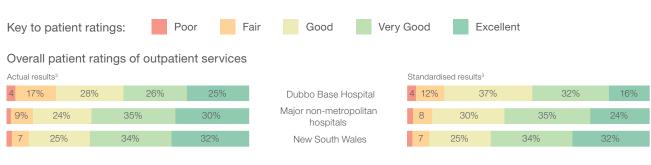
	No Yes	
	Actual Results	
Dubbo Base Hospital	58%	42%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

		Poor	Fair	Good	Very Good	Excellent	
	Actual	Results					
Dubbo Base Hospital	6	23	%		35%	23%	13%
NSW	3	16%		42%		27%	12%

Dubbo Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Dubbo Base Hospital							
6	13%	27%		28%		25%	
4	13%	28%		30%		24%	
6	6	23%		31%		34%	

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

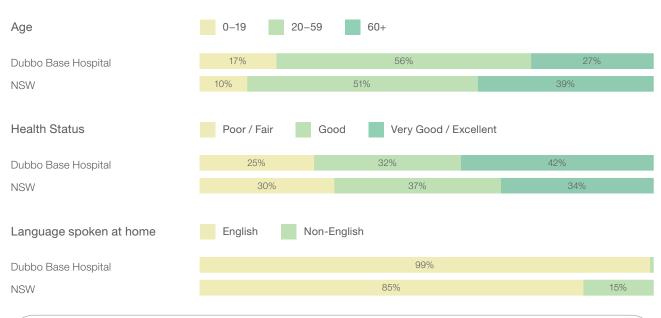
St	Standardised results ² for Dubbo Base Hospital								
4	11%	36%	33%	16%					
4	11%	35%	33%	18%					
	7	28%	36%	27%					

Dubbo Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,211 patients

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

Characteristics of patients who completed the survey²



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

Orange Base Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes
	Actual Results	
Orange Base Hospital	6	94%
NSW	11%	90%
SECOND HIGHEST: Did the healt	ncare profe	ssional treat you with respect and dignity?
	No	Yes, somewhat Yes, completely
	No Actual Results	Yes, somewhat Yes, completely
Orange Base Hospital	-	Yes, somewhat Yes, completely 87%
Orange Base Hospital NSW	Actual Results	
<u> </u>	Actual Results 13%	87%

Yes, somewhat

Yes, completely

769

Orange Base Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010 LOWEST: Availability of parking

19%

No

11%

Actual Results

3

5

	Poor Fair Good		Very Good	Excellent	
	Actual Results				
Orange Base Hospital	46%		25%	24%	3
NSW	36%		26%	24%	9% 5

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

	No Yes	
	Actual Results	
Orange Base Hospital	66%	34%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Poc	or	Fair	Good	Very Goo	d	Excellent	
	Actual Resul	ts						
Orange Base Hospital	9%		23%		40%		20%	8
NSW	3	16%		42%			27%	12%

Orange Base Hospital

NSW

Orange Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Orange Base Hospital							
119	1% 17%		41%		30%		
_							
8	25	5%	36%		31%		
6	15%		39%		40%		

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

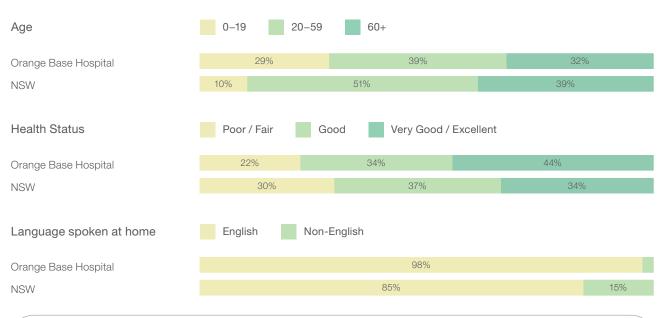
Standardised results ³ for Orange Base Hospital							
7	27%		38%	26%			
7	27%		37%	27%			
4	21%	;	36%		37%		

Orange Base Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,534 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
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Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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Performance Profiles

Patient Care Experiences: Outpatient services in NSW public hospitals August 2011

Western Sydney Local Health District

The Insights Series

Volume 3

Auburn Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

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

	No Yes					
	Actual Results					
Auburn Hospital	6 94%					
NSW	90%					
SECOND HIGHEST: Were you told why you needed tests in a way you could understand?						
	No Yes, somewhat Yes, completely					
	Actual Results					
Auburn Hospital	<mark>3 9%</mark> 89%					
NSW	3 16% 81%					

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

	No	Yes
	Actual Results	
Auburn Hospital	11%	89%
NSW	9%	91%

Auburn Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

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

	No	Yes						
	Actual Results							
Auburn Hospital			74%			26%		
NSW			57%		43%			
SECOND LOWEST: Availability of	f parking							
	Poor	Fair	Good	Very Good	Excellent			
	Actual Results							
Auburn Hospital	23	%	17%	33%	14%	13%		
NSW		36%		26%	24%	9% 5		
THIRD LOWEST: Keeping noise levels to a minimum								
	Poor	Fair	Good	Very Good	Excellent			
Auburn Hospital	Actual Results 3 14%		43%		21%	20%		
NSW	3 16%	6	42%		27%	12%		

Auburn Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

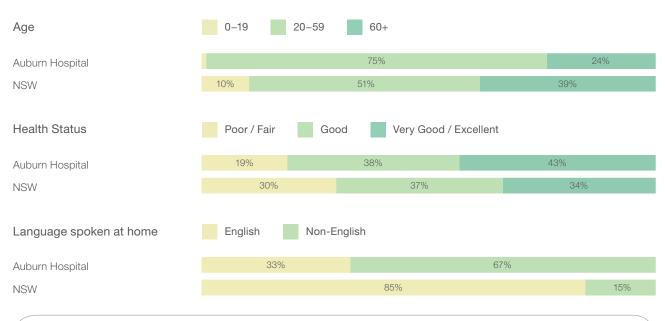
Actual results	² for Auburn Hospital				Standardis	sed results ³ for A	uburn Hospital	
5 9%	43%	23%	21%	Completeness of care	8%	31%	36%	22%
4 10%	45%	21%	20%	Teamwork	3 10%	33%	34%	20%
6 10%	35%	31%	19%	Courtesy of healthcare professionals	7	29%	35%	25%

Auburn Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,538 patients

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

Characteristics of patients who completed the survey²



- 1. Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- 2. Data weighted by age to reflect the population of all attendees during February 2010.
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- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Blacktown Hospital: What patients rated *highest* about these outpatient services' NSW Health Patient Survey, February 2010

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

	No Yes, somewhat Yes, completely
	Actual Results
Blacktown Hospital	100%
NSW	12% 86%

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

	No Yes	
	Actual Results	
Blacktown Hospital	7	93%
NSW	5	95%

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

	No	Yes, somewhat	Yes, completely	
	Actual Results			
Blacktown Hospital	18%		82%	
NSW	16%		83%	

Blacktown Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking Poor Very Good Excellent Fair Good Actual Results 25% 22% Blacktown Hospital 9% 4 26% 24% NSW 9% 5

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

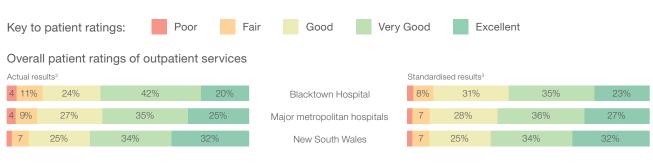
	No Yes	
	Actual Results	
Blacktown Hospital	50%	50%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	I	Poor	Fair	Good	Very Goo	bd	Excellent	
	Actual F	Results						
Blacktown Hospital	4	19%		40	%		27%	10%
NSW	3	16%		42%			27%	12%

Blacktown Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

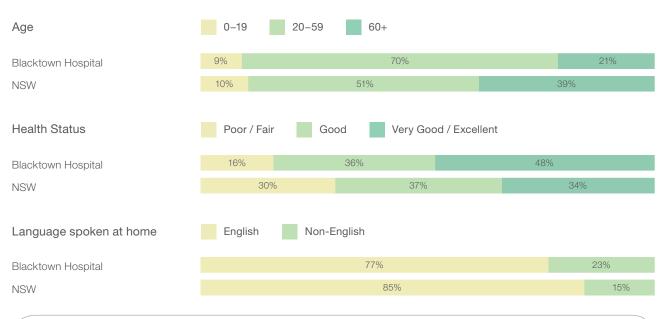
Actual results ² for Blacktown Hospital					Standardised results ³ for Blacktown Hospital					
4 8	29%	35%	24%	Completeness of care	7	29%	37%	24%		
					_					
5 9%	24%	40%	22%	Teamwork	8	30%	36%	24%		
				Courtesy of healthcare						
4 4	22%	41%	27%	professionals	6	25%	36%	31%		

Blacktown Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 4,143 patients

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

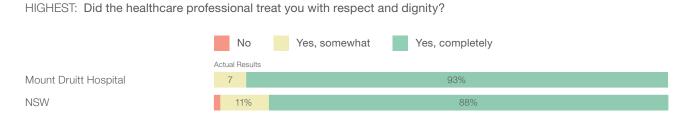
Characteristics of patients who completed the survey²



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

Mount Druitt Hospital: What patients rated *highest* about these outpatient services¹ NSW Health Patient Survey, February 2010

NSW Health Fallent Survey, February 2010



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

	No Yes	
	Actual Results	
Mount Druitt Hospital	5	96%
NSW	9%	91%

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

	No Yes		
	Actual Results		
Mount Druitt Hospital	5	96%	
NSW	12%	88%	

Mount Druitt Hospital: What patients rated *lowest* about these outpatient services¹ NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

		air Good	Very Good	Excellent	
Mount Druitt Hospital	Actual Results 21%	21%	25%	20%	12%
NSW	36%		26%	24%	9% 5

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

	No Yes	
	Actual Results	
Mount Druitt Hospital	40%	60%
NSW	57%	43%

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

	Poor	Fair Good	Very Good Excellent	
	Actual Results			
Mount Druitt Hospital	8	34%	42%	15%
NSW	3 13%	36%	33%	16%

Mount Druitt Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Mount Druitt Hospital							
	23%	35%	39%				
_							
5	21%	35%	38%				
1	1%	38%	47%				
1	11%	38%	47%				

Completeness of care
Teamwork
Courtesy of healthcare professionals

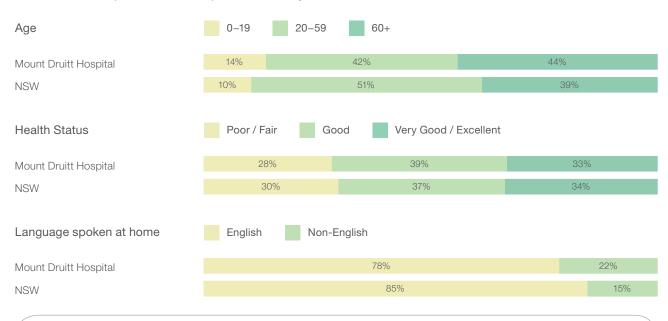
St	Standardised results ³ for Mount Druitt Hospital							
4	4 18%		37%		40%			
	4 20%	6	36%		38%			
	14%		32%		50%			

Mount Druitt Hospital: Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 959 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the 4. NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care. Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Westmead Hospital (all units): What patients rated highest about these outpatient services1 NSW Health Patient Survey, February 2010

	No Yes	
	Actual Results	
Westmead Hospital (all units)	4	96%
NSW	5	95%

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

	No Yes	
	Actual Results	
Westmead Hospital (all units)	5	95%
NSW	11%	90%

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

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

	No	Yes, somewhat Yes, completely
	Actual Results	
Westmead Hospital (all units)	9%	90%
NSW	11%	88%

Westmead Hospital (all units): What patients rated lowest about these outpatient services1 NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

	Poor Fair G	ood Very Good	Excellent		
Westmead Hospital (all units)	39%	26%	25%	5	5
NSW	36%	26%	24%	9%	5

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

	No Yes	
	Actual Results	
Westmead Hospital (all units)	55%	46%
NSW	57%	43%

THIRD LOWEST: Keeping noise levels to a minimum

	Po	oor	Fair	Good	Very Goo	bd E	xcellent		
	Actual Re	sults							
Westmead Hospital (all units)	7	21%			46%		20%		7
NSW	3	16%		42%	6	2	7%	12	2%

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

NSW Health Patient Survey, February 2010



Patient ratings of care experiences that matter most⁴

Actual results ² for Westmead Hospital (all units)									
10%	31%	37%	21%						
9%	33%	40%	5 15%						
5	30%	32%	32%						

Completeness of care	
Teamwork	
Courtesy of healthcare professionals	

						[
less of care		8	30%			36%	22%	
work	ork 3 9%		32%		35%		21%	
f healthcare	_							
sionals	Ę	5	23%		36%		33%	

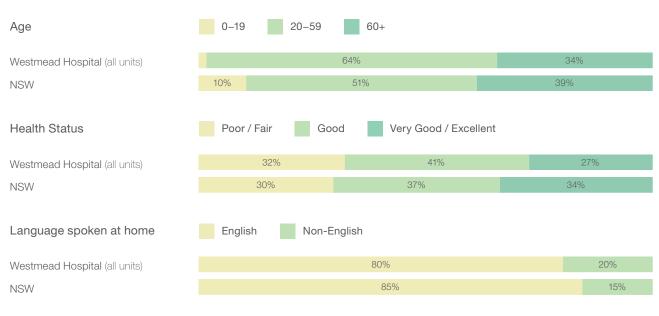
Standardised results³ for Westmead Hospital (all units)

Westmead Hospital (all units): Patients who used these outpatient services NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 14,977 patients

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

Characteristics of patients who completed the survey²



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

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

- 3. To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the NSW Health Patient Survey 2010, excluding those who attended a sexual health clinic or did not rate their overall care.
 Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Download our reports

The report, *Patient Care Experiences: Outpatient services in NSW public hospitals, August 2011* and related documents are available at www.bhi.nsw.gov.au

The suite of products includes:

- Main report
- *Performance Profiles* (reports for 54 hospitals and NSW as a whole)
- *Technical Supplement* (research methods and statistical analyses)



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

To contact the Bureau

Telephone: +61 2 8644 2100 Fax: +61 2 8644 2119 Email: enquiries@bhi.nsw.gov.au Postal address: PO Box 1770 Chatswood New South Wales 2057 Australia Web: www.bhi.nsw.gov.au

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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.