

Performance Profiles

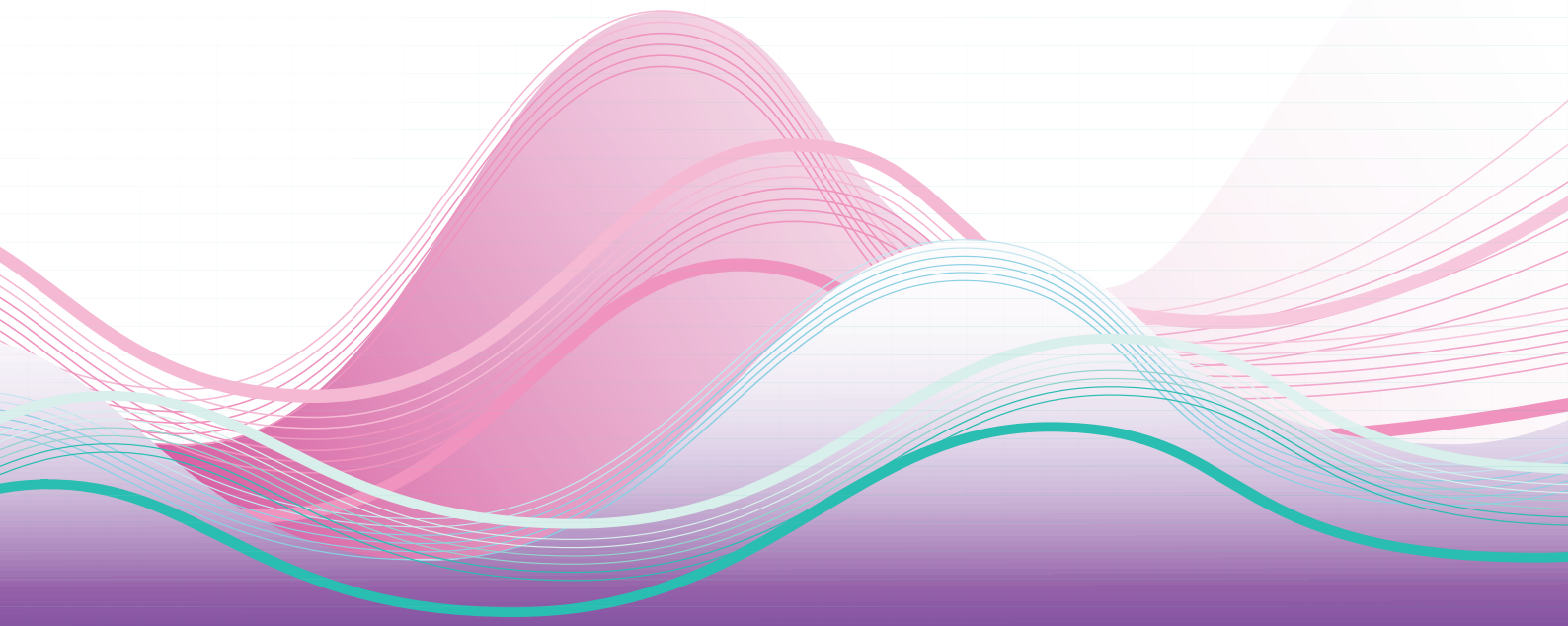
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Central Coast Local Health District

The Insights Series

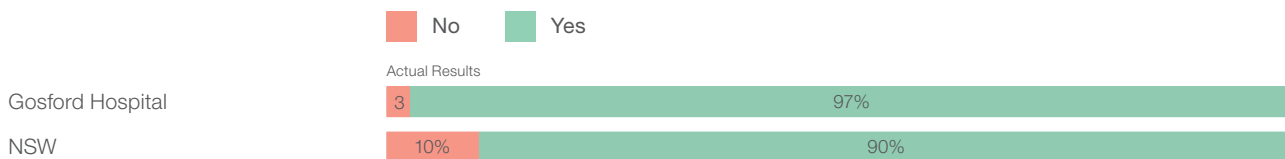
Volume 3



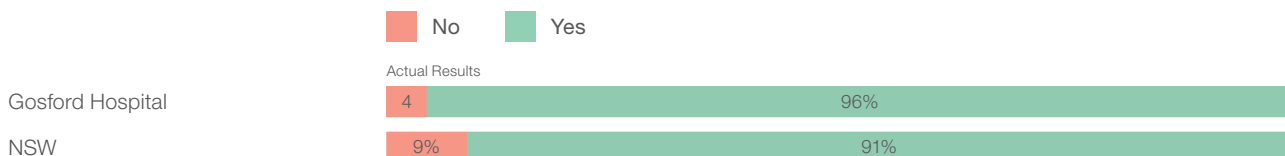
Gosford Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

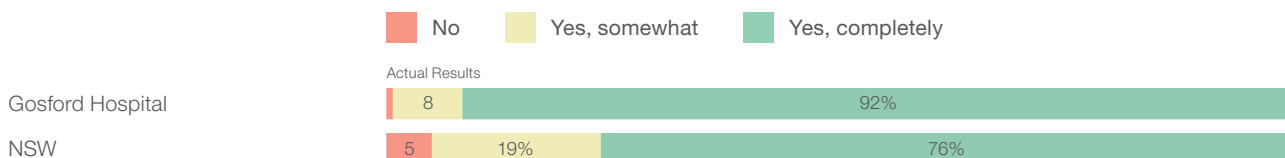
HIGHEST: Did you know who to call if you needed help after you left your appointment?



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



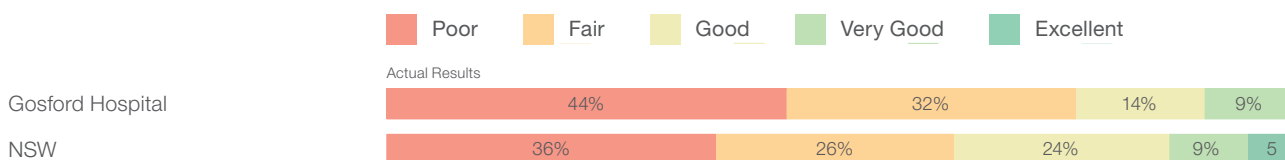
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



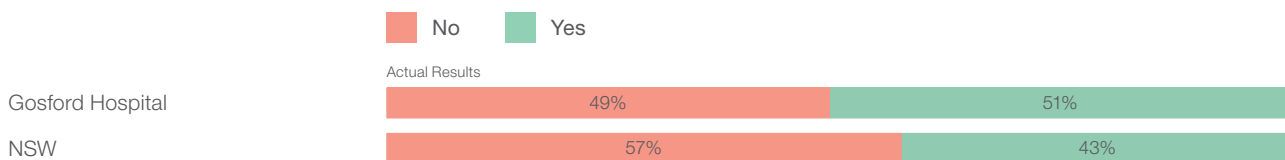
Gosford Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

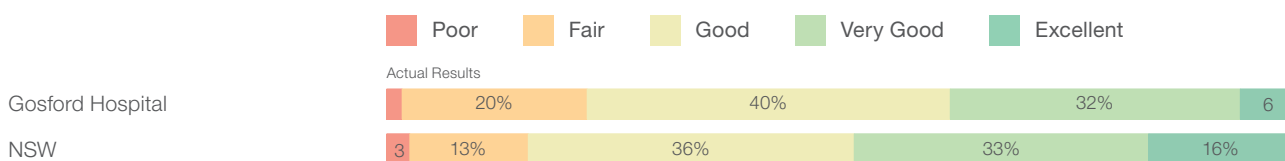
LOWEST: Availability of parking



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



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



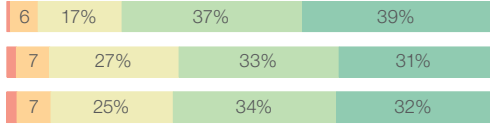
Gosford Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

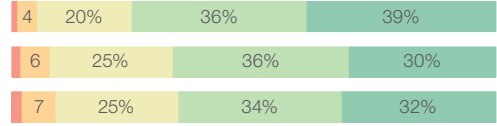
Overall patient ratings of outpatient services

Actual results²



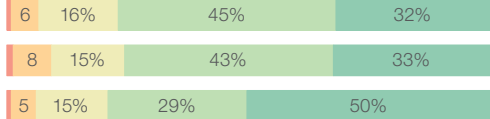
Gosford Hospital
Principal referral hospitals
New South Wales

Standardised results³



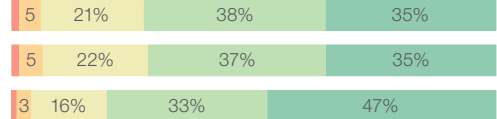
Patient ratings of care experiences that matter most⁴

Actual results² for Gosford Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Gosford Hospital



Gosford Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

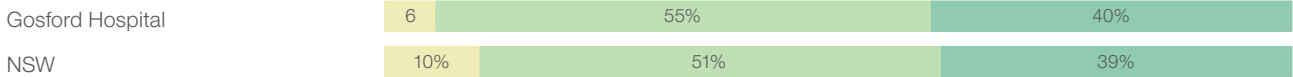
Outpatient attendances during February 2010: 3,649 patients

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

Characteristics of patients who completed the survey²

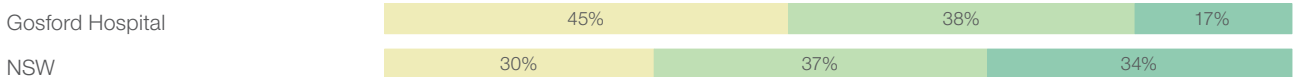
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

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

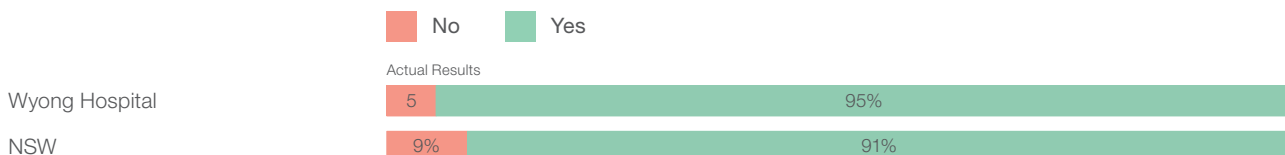
Wyong Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



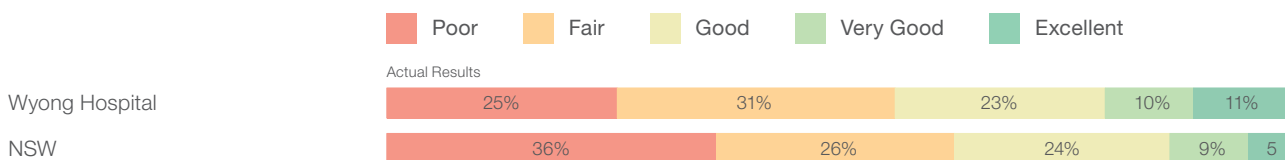
THIRD HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?



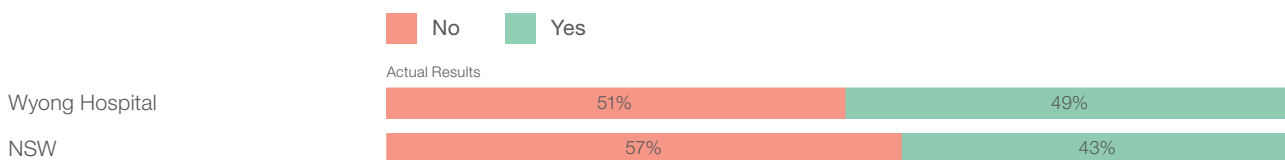
Wyong Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

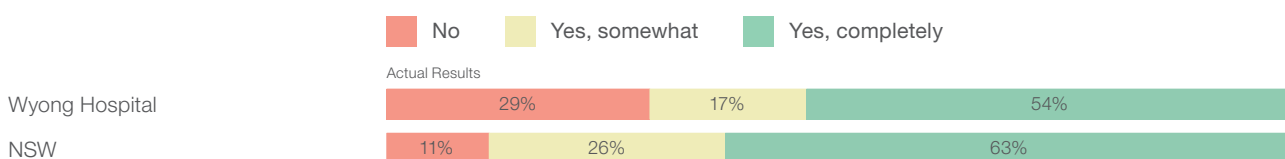
LOWEST: Availability of parking



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



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

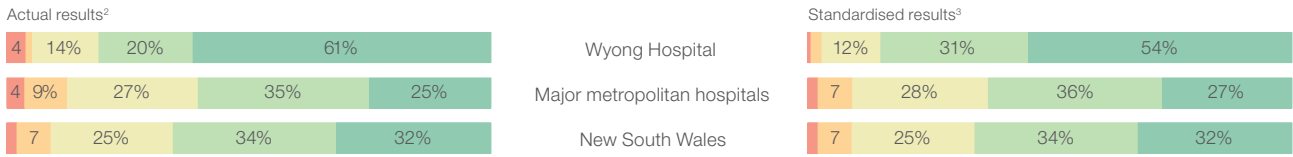


Wyong Hospital: Patient experiences with outpatient services

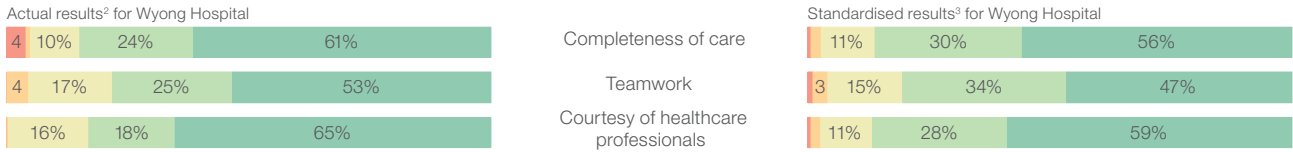
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



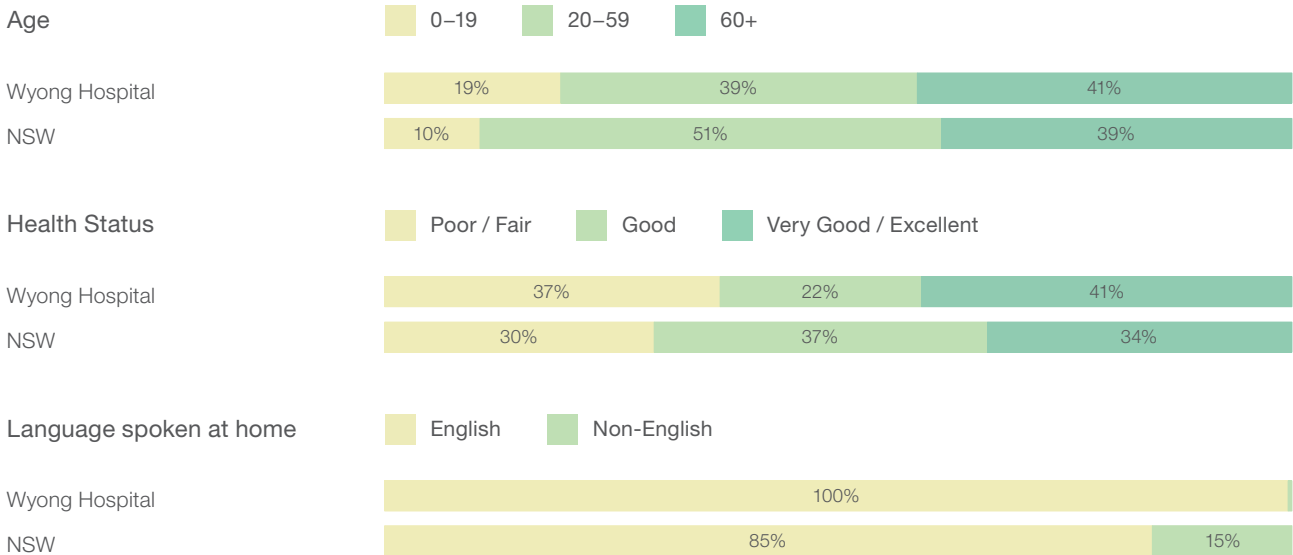
Wyong Hospital: Patients who used these outpatient services

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



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

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

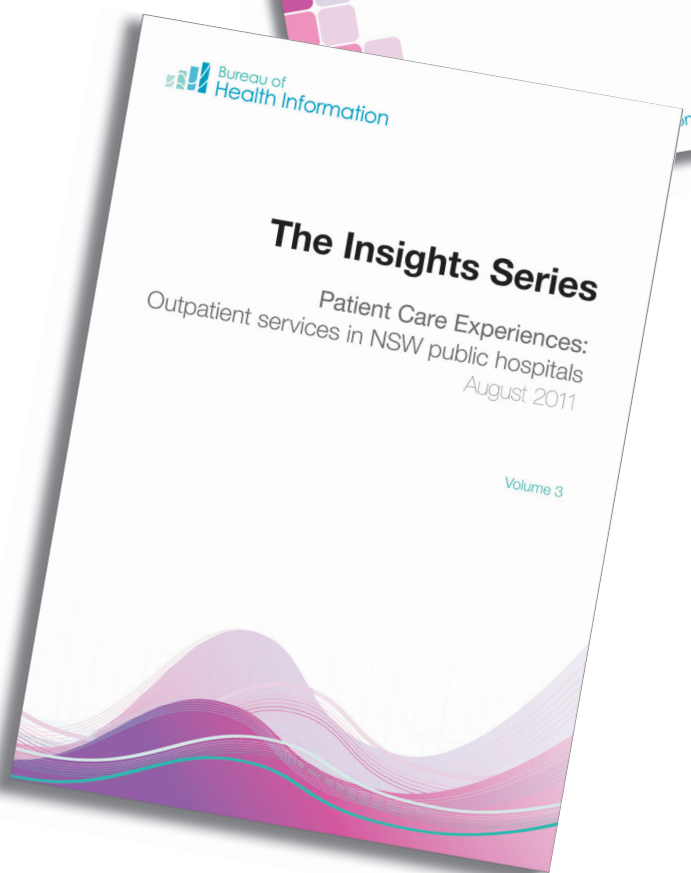
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

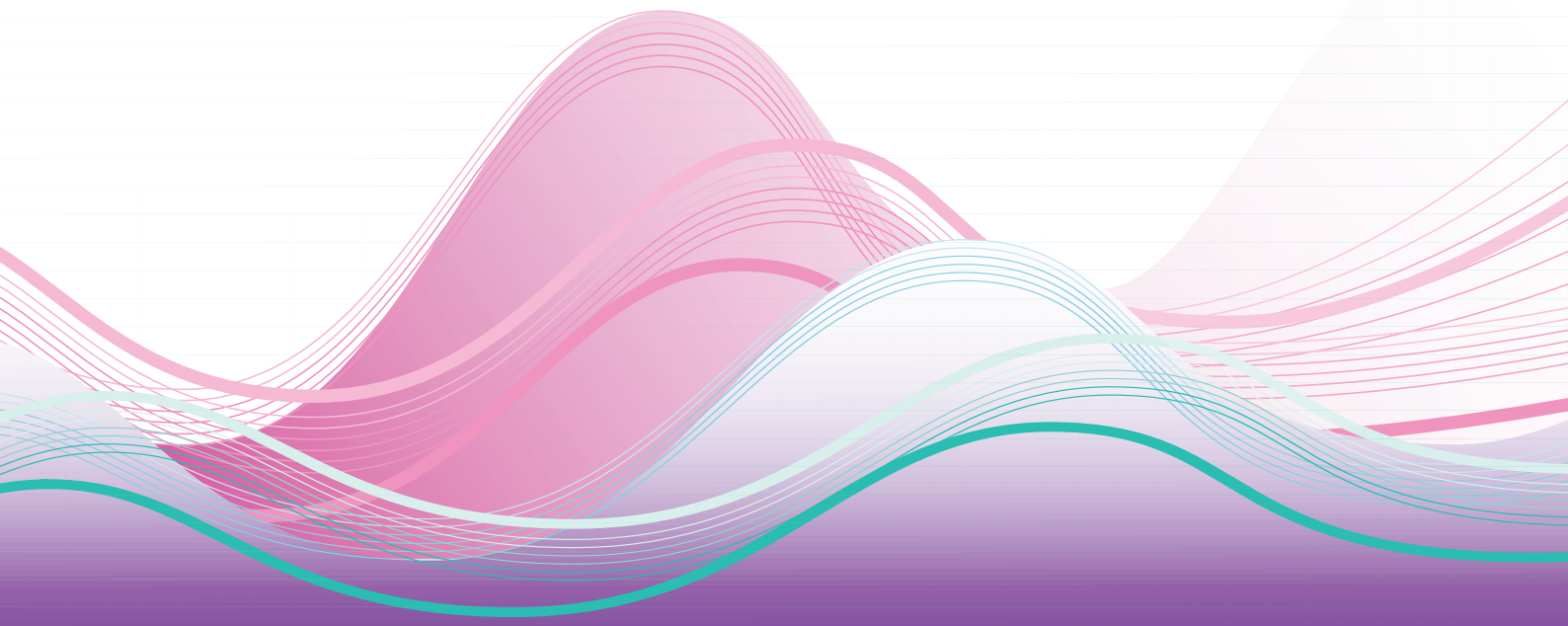
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Far West Local Health District

The Insights Series

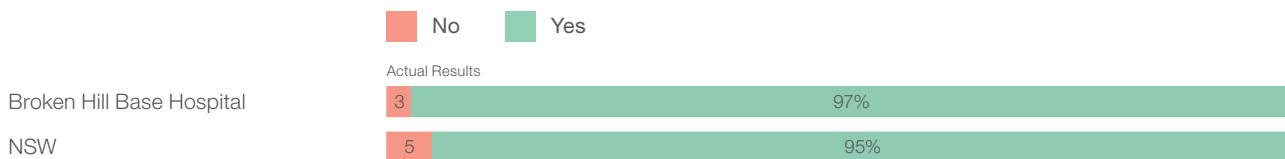
Volume 3



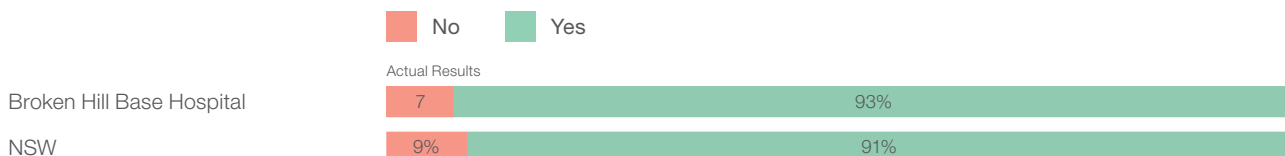
Broken Hill Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



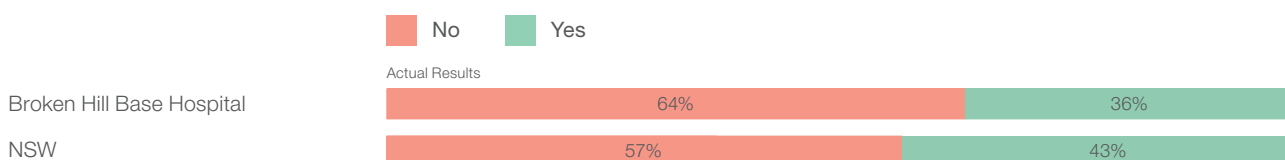
THIRD HIGHEST: Did the healthcare professional treat you with respect and dignity?



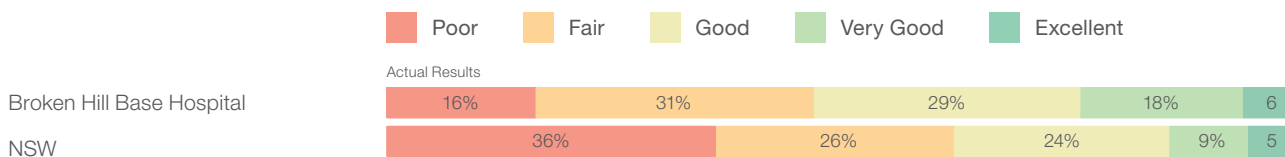
Broken Hill Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

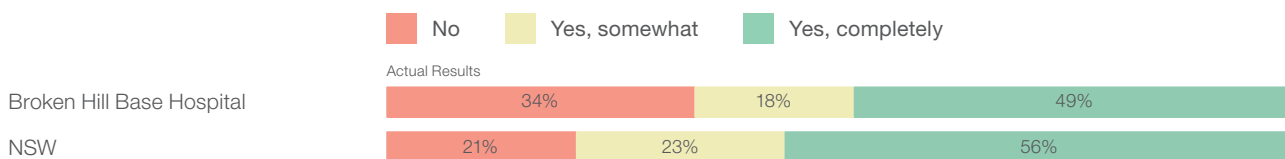
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



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



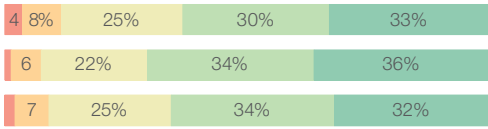
Broken Hill Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

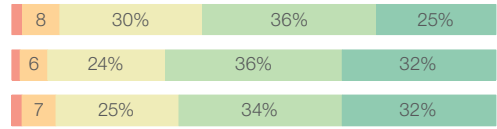
Overall patient ratings of outpatient services

Actual results²



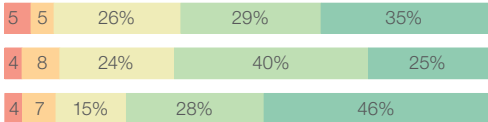
Broken Hill Base Hospital
District group 1 hospitals
New South Wales

Standardised results³



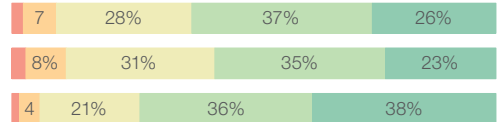
Patient ratings of care experiences that matter most⁴

Actual results² for Broken Hill Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Broken Hill Base Hospital



Broken Hill Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

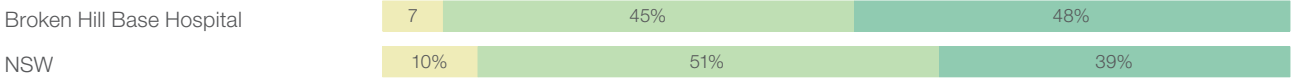
Outpatient attendances during February 2010: 1,226 patients

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

Characteristics of patients who completed the survey²

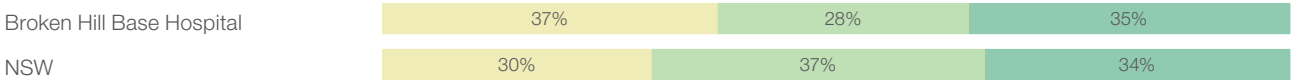
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

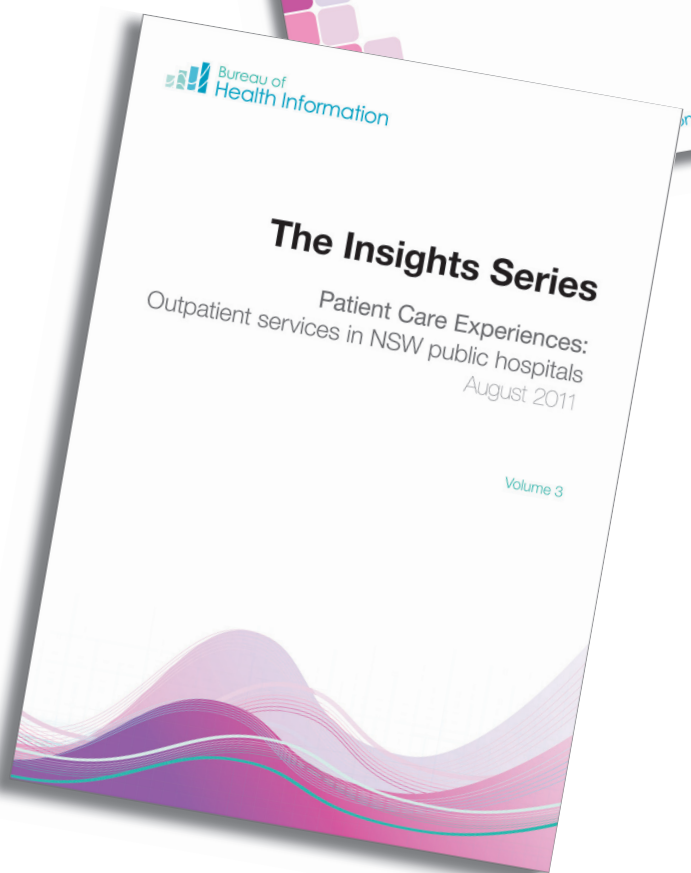
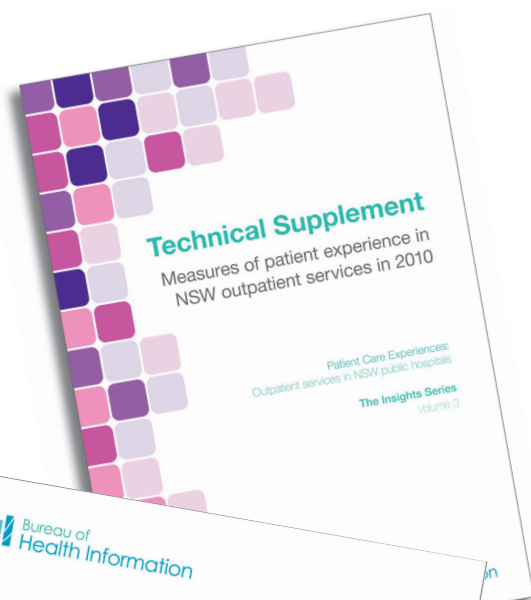
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

Hunter New England Local Health District

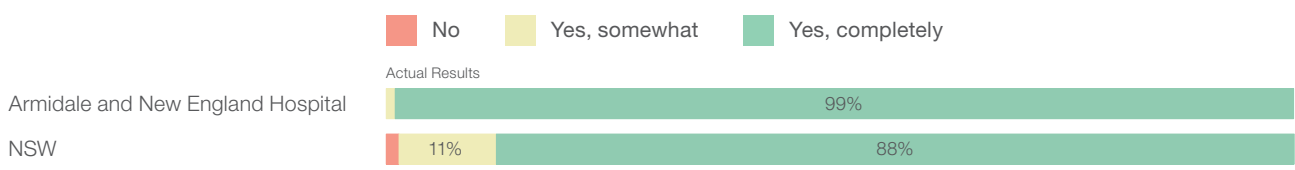
The Insights Series

Volume 3

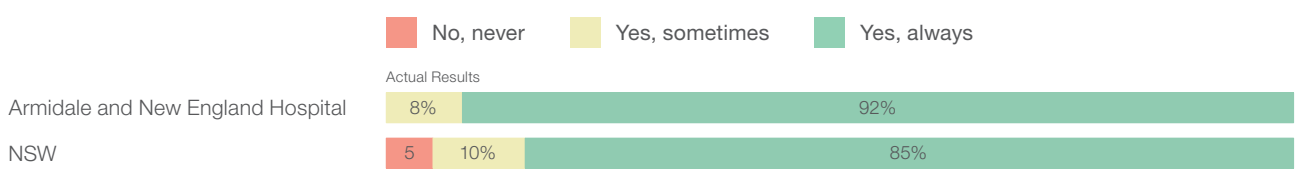


Armidales and New England Hospital: What patients rated *highest* about these outpatient services¹
 NSW Health Patient Survey, February 2010

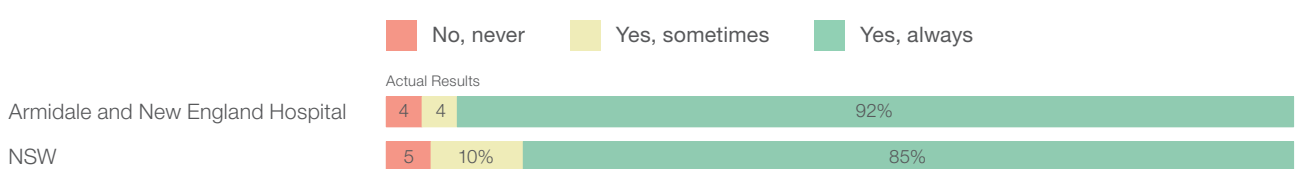
HIGHEST: Did the healthcare professional treat you with respect and dignity?



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

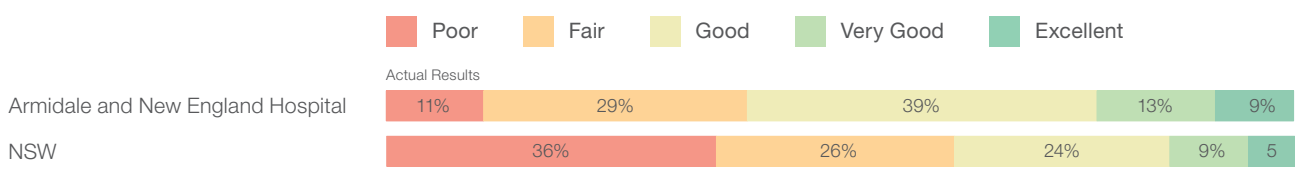


THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?

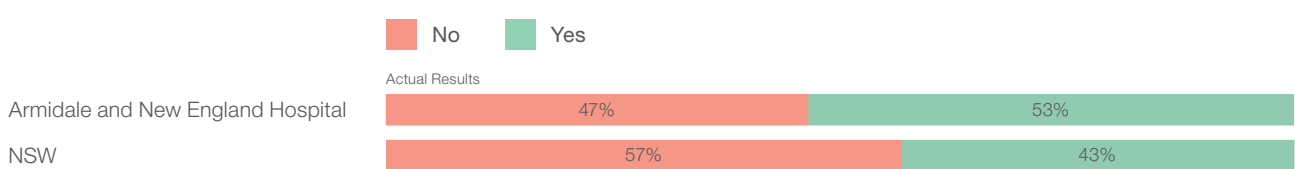


Armidales and New England Hospital: What patients rated *lowest* about these outpatient services¹
 NSW Health Patient Survey, February 2010

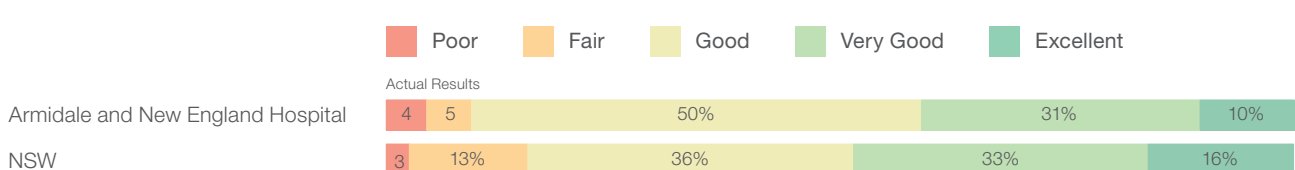
LOWEST: Availability of parking



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



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



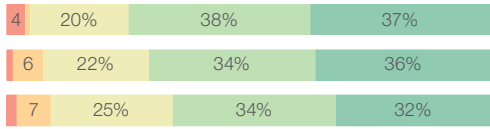
Armidale and New England Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

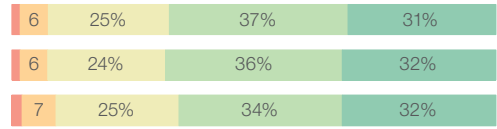
Overall patient ratings of outpatient services

Actual results²



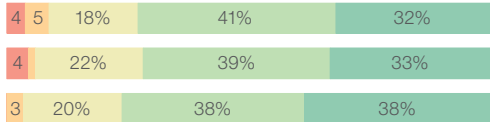
Armidale and New England Hospital
District group 1 hospitals
New South Wales

Standardised results³



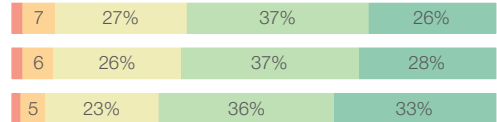
Patient ratings of care experiences that matter most⁴

Actual results² for Armidale and New England Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Armidale and New England Hospital



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

NSW Health Patient Survey, February 2010

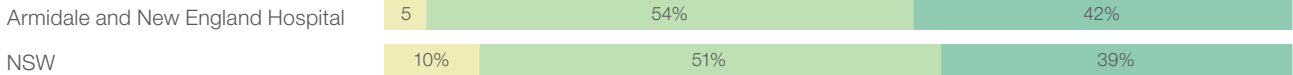
Outpatient attendances during February 2010: 735 patients

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

Characteristics of patients who completed the survey²

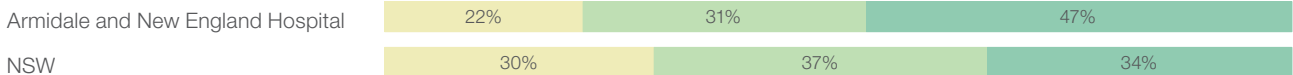
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

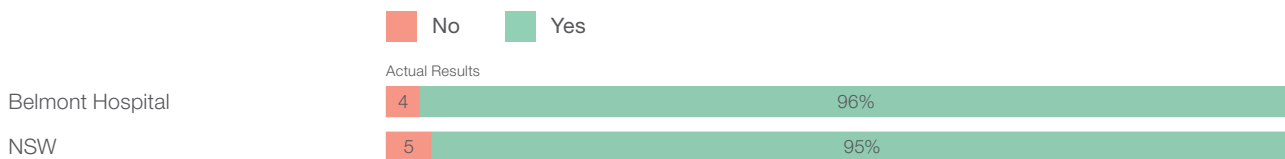
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

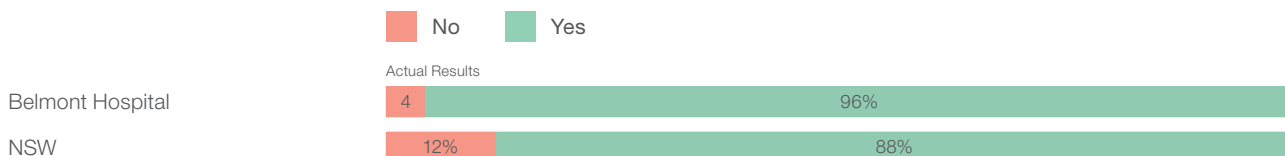
Belmont Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

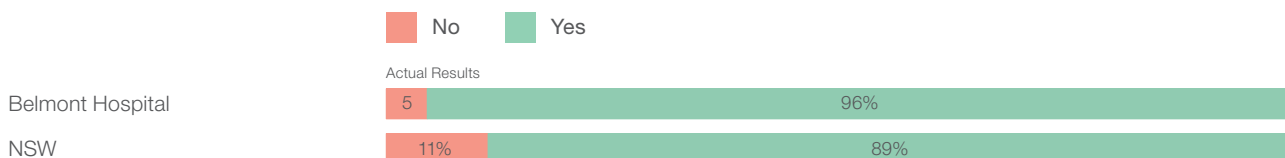
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



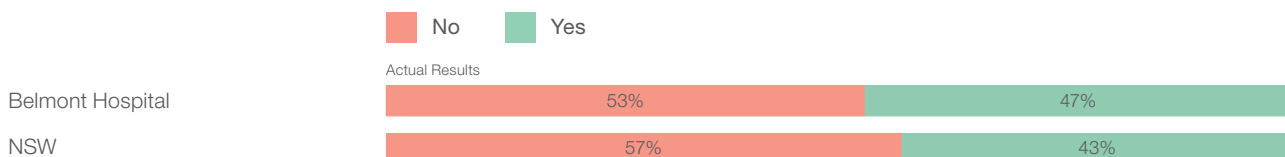
THIRD HIGHEST: Did someone tell you how you would find out the results of your tests?



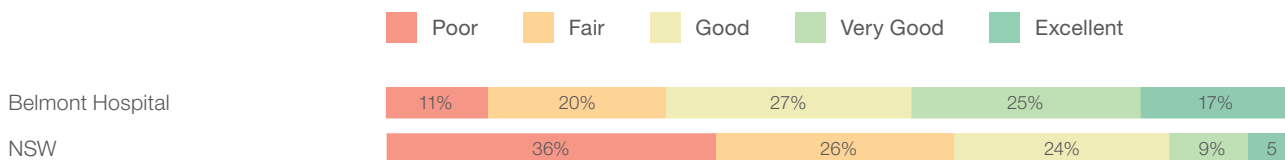
Belmont Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

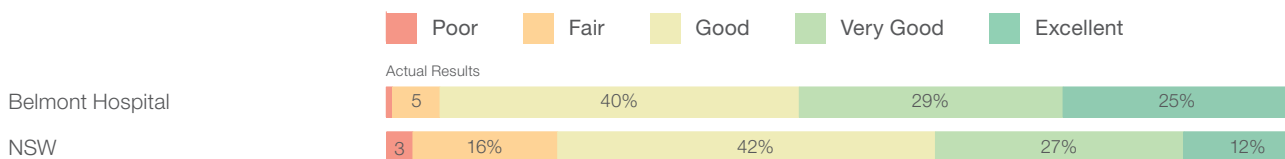
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



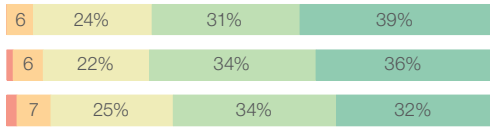
Belmont Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

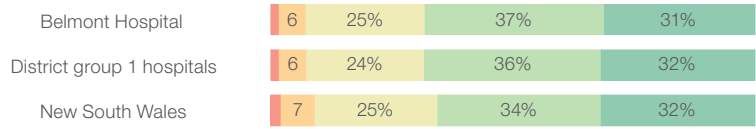
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

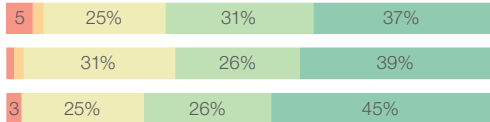


Standardised results³

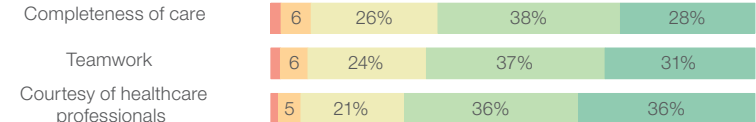


Patient ratings of care experiences that matter most⁴

Actual results² for Belmont Hospital



Standardised results³ for Belmont Hospital



Belmont Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

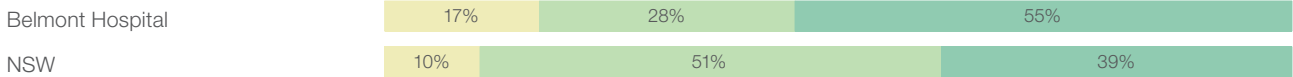
Outpatient attendances during February 2010: 933 patients

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

Characteristics of patients who completed the survey²

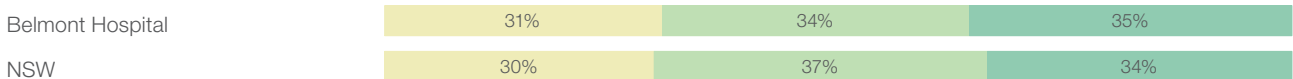
Age

■ 0-19 ■ 20-59 ■ 60+



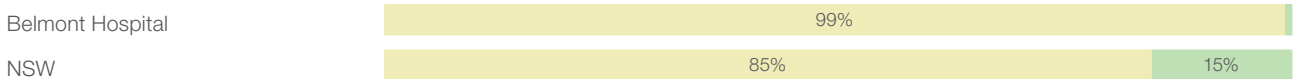
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

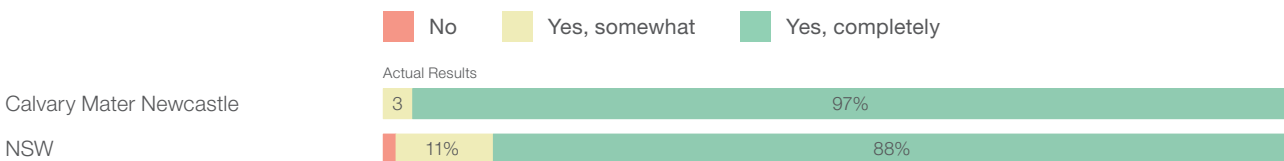
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

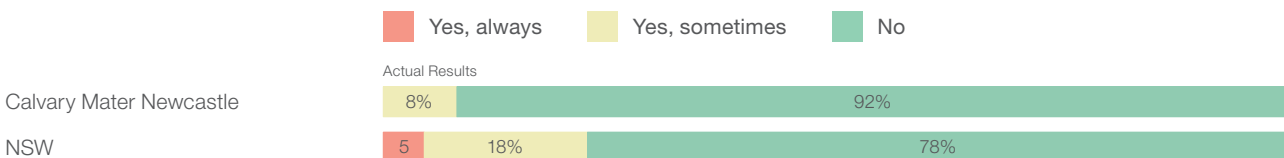
Calvary Mater Newcastle: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

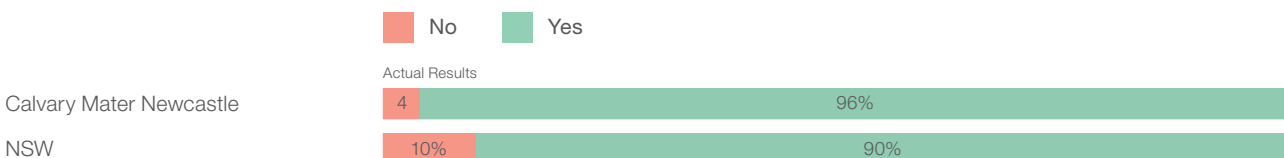
HIGHEST: Did the healthcare professional treat you with respect and dignity?



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



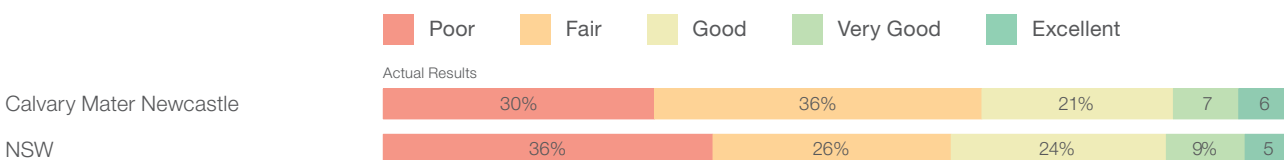
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



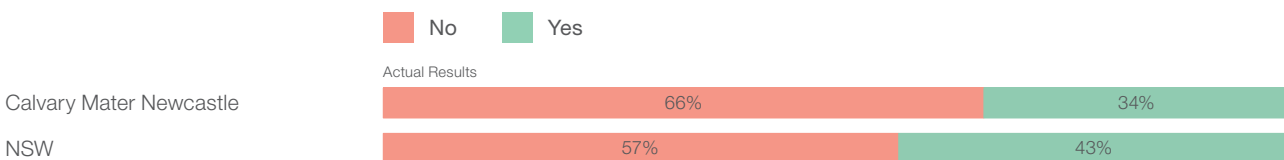
Calvary Mater Newcastle: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

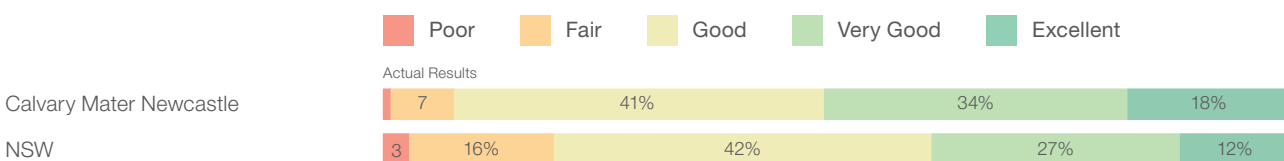
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



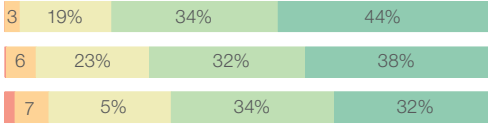
Calvary Mater Newcastle: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

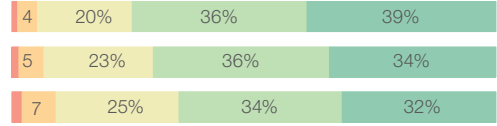
Overall patient ratings of outpatient services

Actual results²



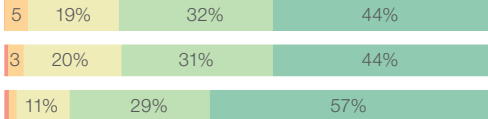
Calvary Mater Newcastle
Ungrouped acute - tertiary referral hospitals
New South Wales

Standardised results³



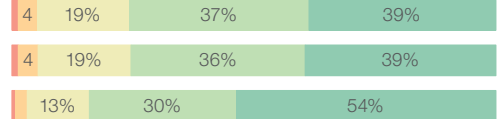
Patient ratings of care experiences that matter most⁴

Actual results² for Calvary Mater Newcastle



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Calvary Mater Newcastle



Calvary Mater Newcastle: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

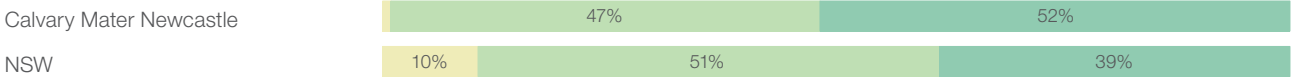
Outpatient attendances during February 2010: 2,545 patients

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

Characteristics of patients who completed the survey²

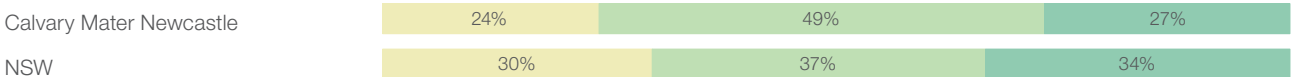
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

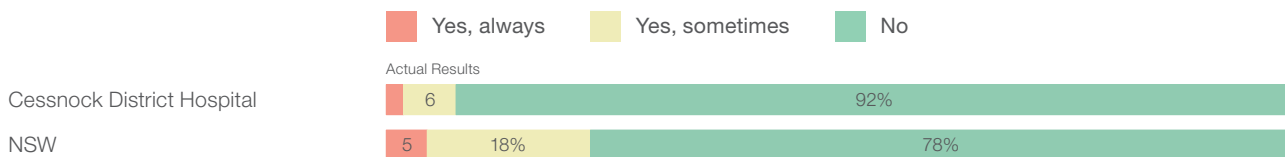
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

Cessnock District Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

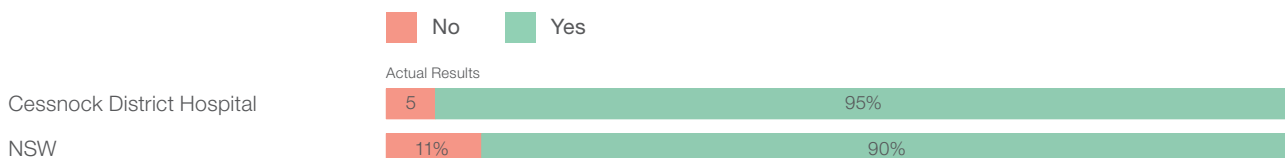
HIGHEST: Did healthcare staff give conflicting information during your visit?



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



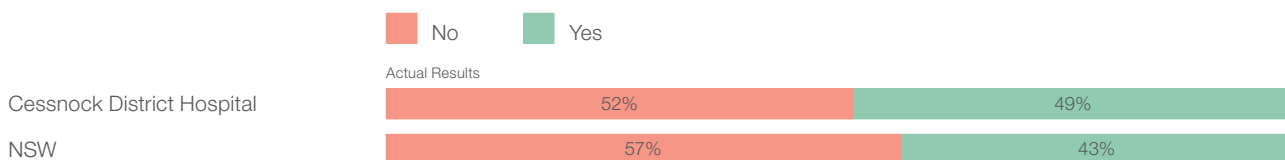
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



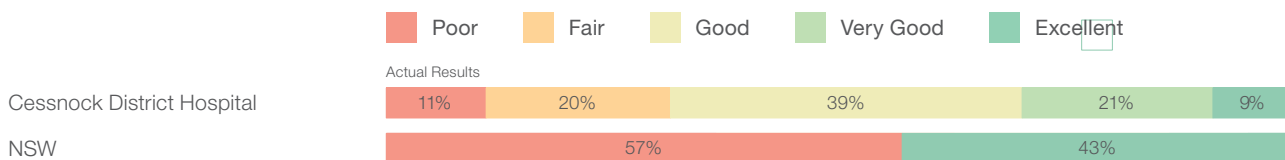
Cessnock District Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

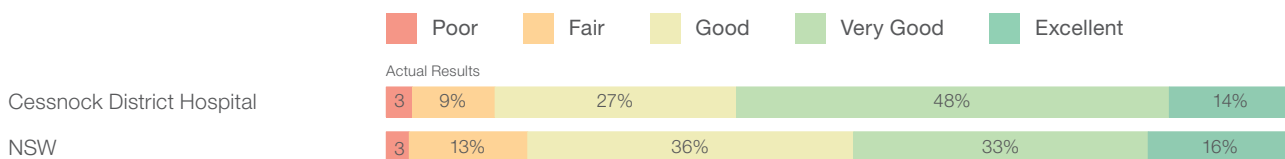
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



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



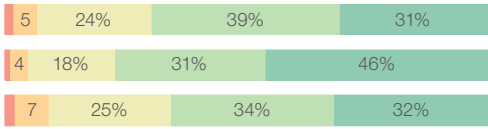
Cessnock District Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

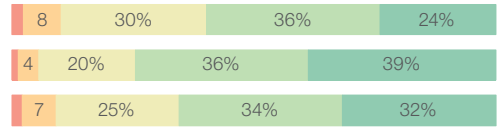
Overall patient ratings of outpatient services

Actual results²



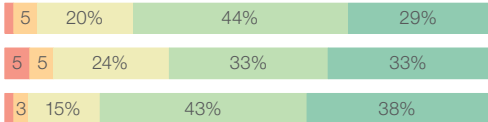
Cessnock District Hospital
District group 2 hospitals
New South Wales

Standardised results³



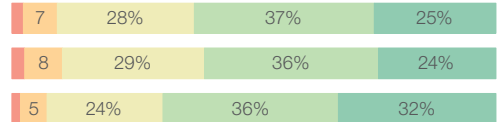
Patient ratings of care experiences that matter most⁴

Actual results² for Cessnock District Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Cessnock District Hospital



Cessnock District Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

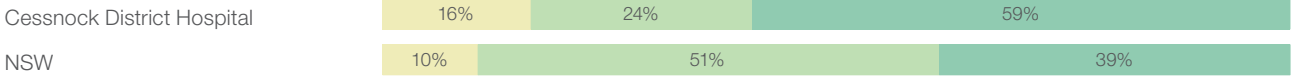
Outpatient attendances during February 2010: 271 patients

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

Characteristics of patients who completed the survey²

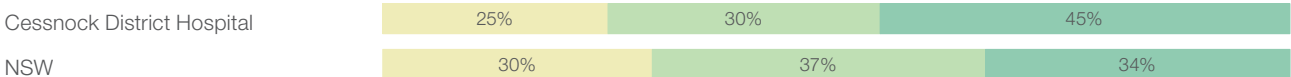
Age

■ 0-19 ■ 20-59 ■ 60+



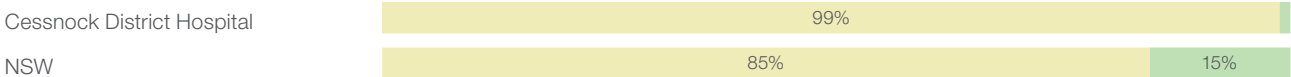
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

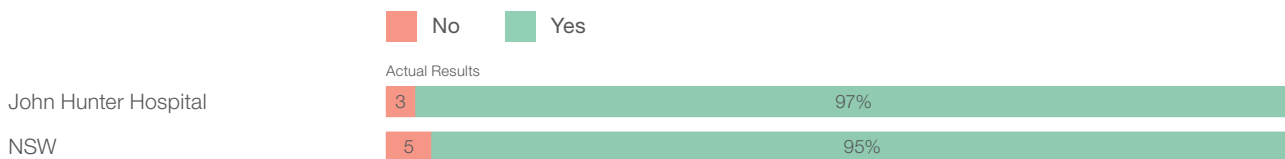
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

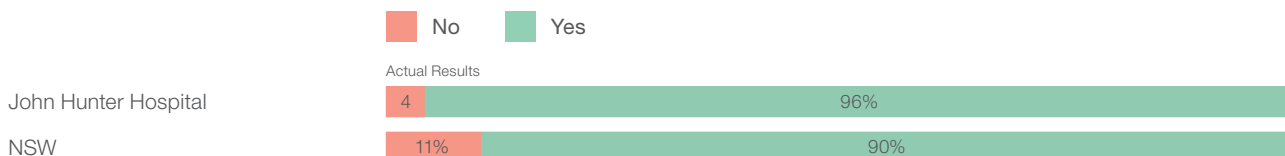
John Hunter Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

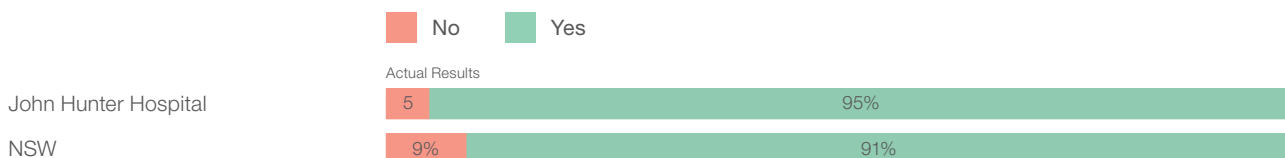
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



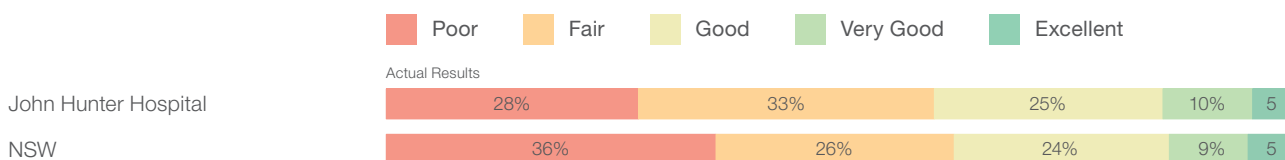
THIRD HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?



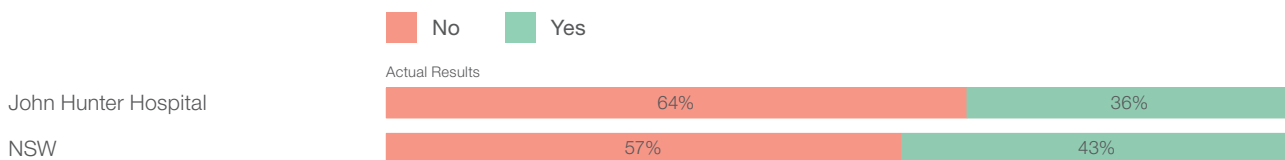
John Hunter Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

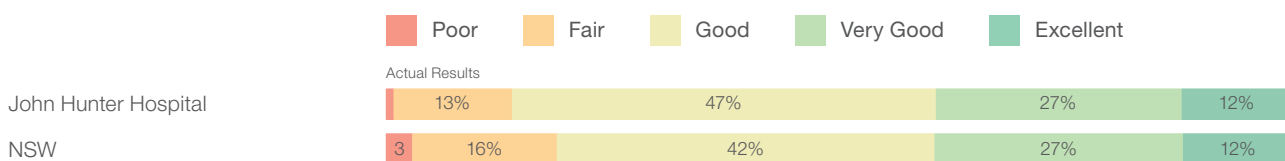
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

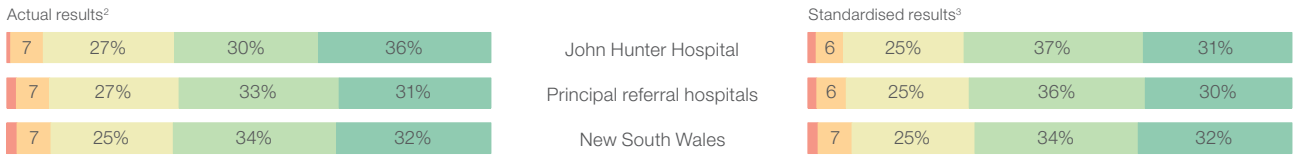


John Hunter Hospital: Patient experiences with outpatient services

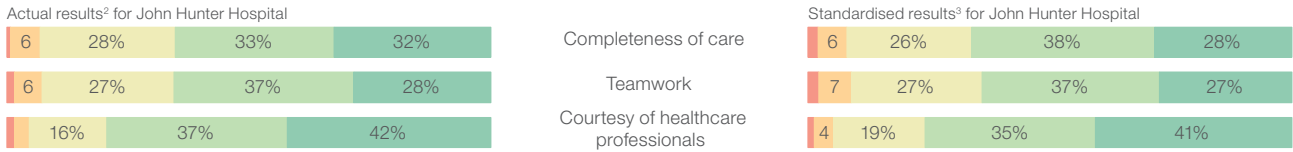
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



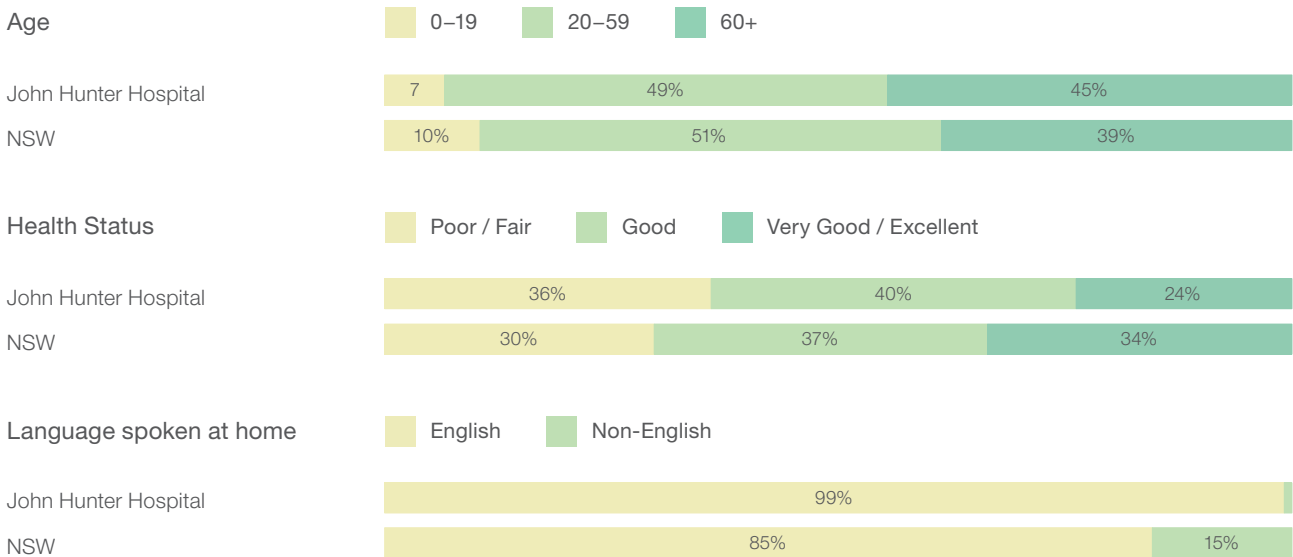
John Hunter Hospital: Patients who used these outpatient services

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



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

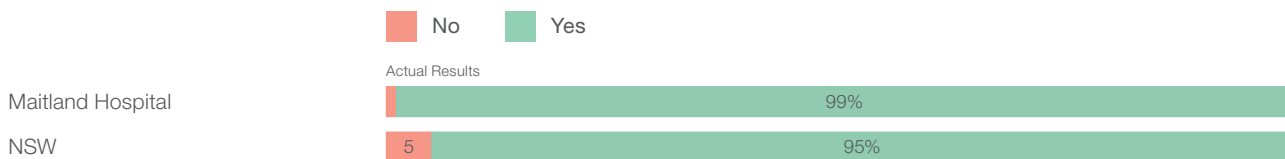
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

Maitland Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



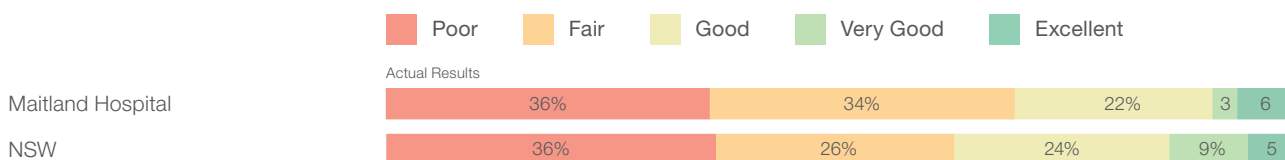
THIRD HIGHEST: Did someone explain how to take the new medications?



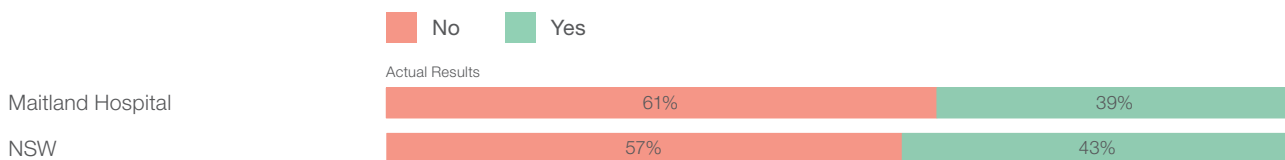
Maitland Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

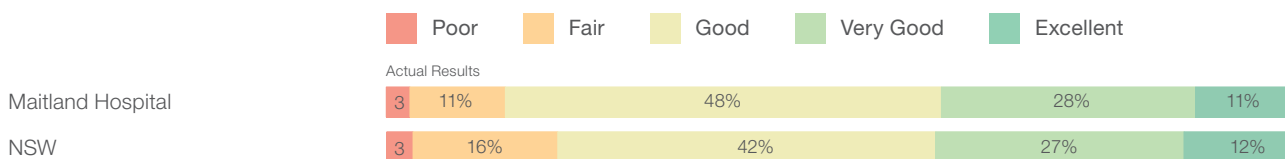
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



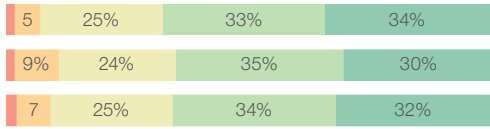
Maitland Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

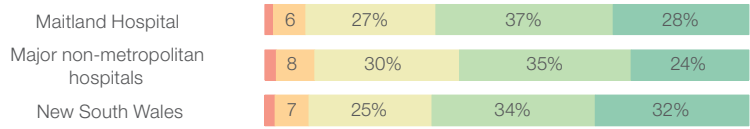
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

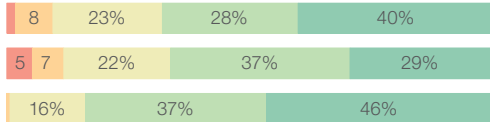


Standardised results³



Patient ratings of care experiences that matter most⁴

Actual results² for Maitland Hospital

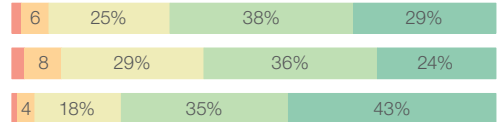


Completeness of care

Teamwork

Courtesy of healthcare professionals

Standardised results³ for Maitland Hospital



Maitland Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

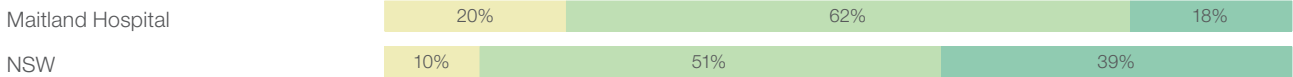
Outpatient attendances during February 2010: 1,754 patients

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

Characteristics of patients who completed the survey²

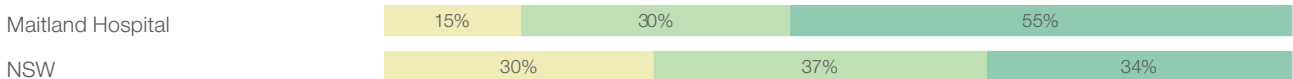
Age

■ 0-19 ■ 20-59 ■ 60+



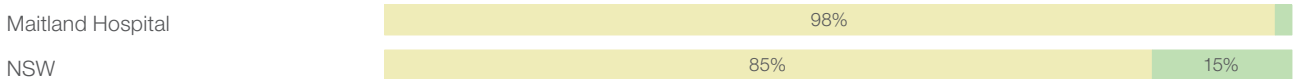
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

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

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



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

No Yes, somewhat Yes, completely

Actual Results



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

No Yes

Actual Results



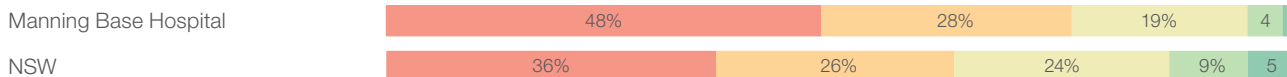
Manning Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

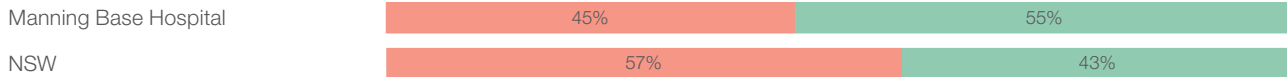
Actual Results



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

No Yes

Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results



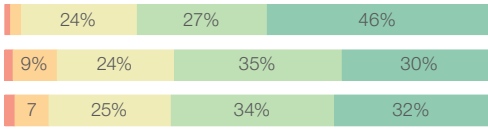
Manning Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

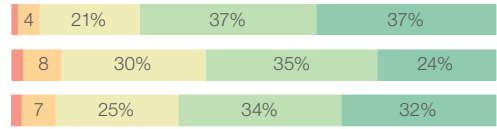
Overall patient ratings of outpatient services

Actual results²



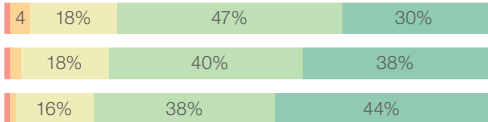
Manning Base Hospital
Major non-metropolitan hospitals
New South Wales

Standardised results³



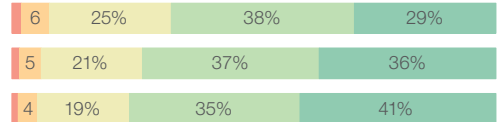
Patient ratings of care experiences that matter most⁴

Actual results² for Manning Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Manning Base Hospital



Manning Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

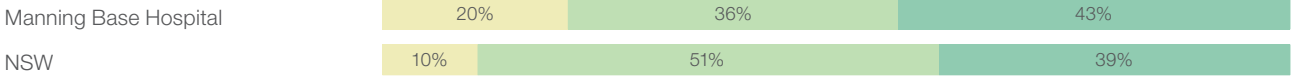
Outpatient attendances during February 2010: 943 patients

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

Characteristics of patients who completed the survey²

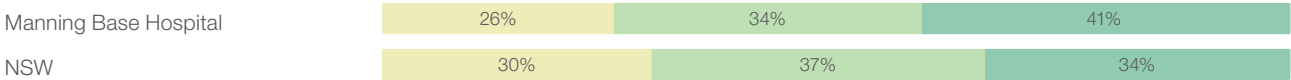
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

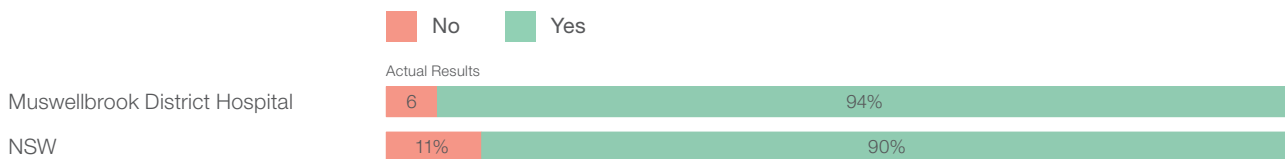
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

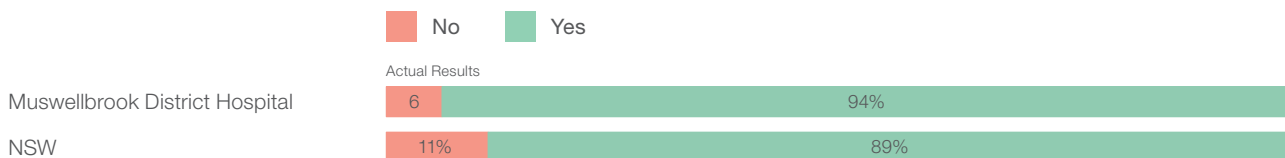
Muswellbrook District Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

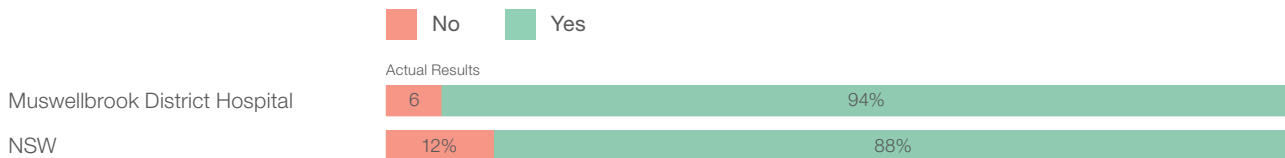
HIGHEST: Were you asked about how your family or living situation affect your health?



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



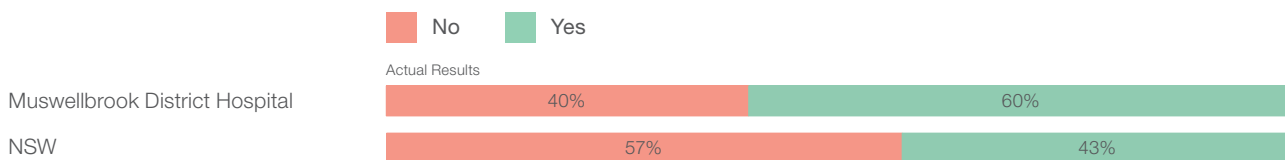
THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?



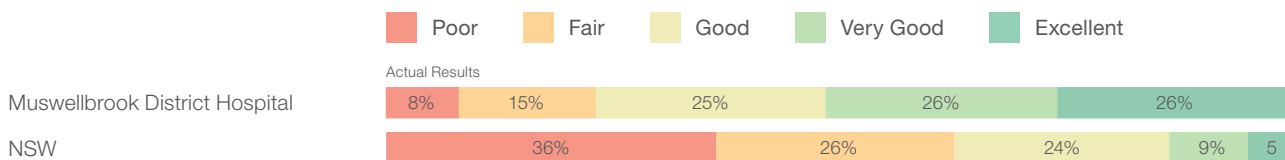
Muswellbrook District Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

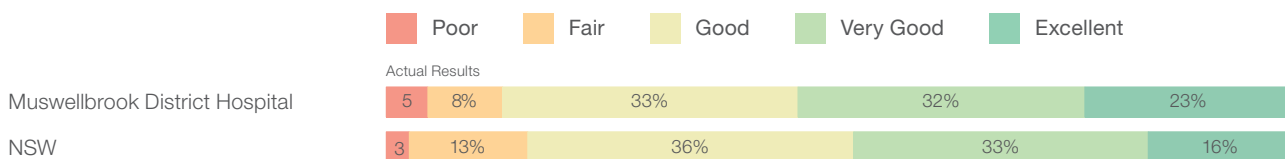
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



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

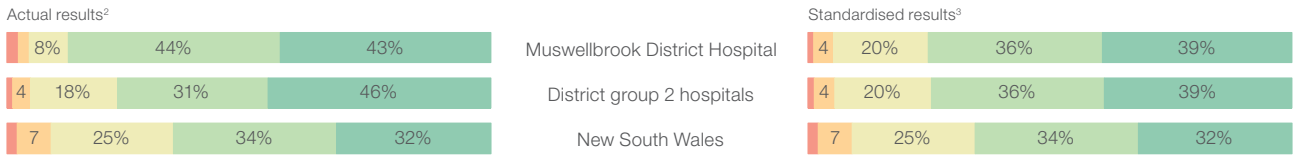


Muswellbrook District Hospital: Patient experiences with outpatient services

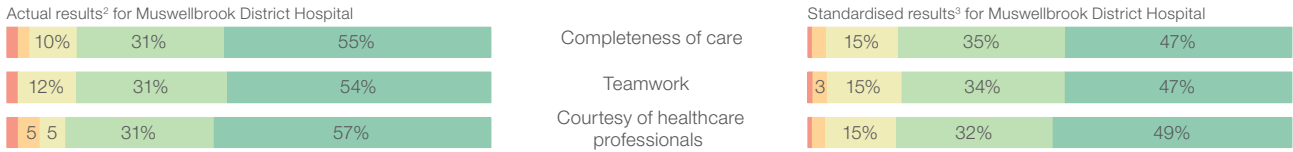
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



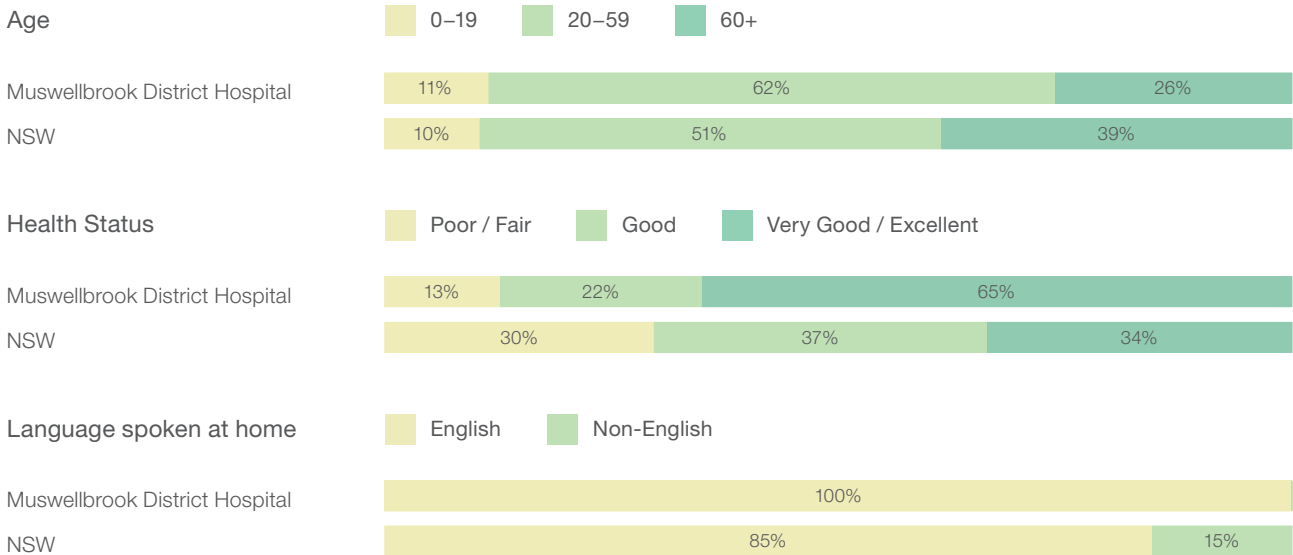
Muswellbrook District Hospital: Patients who used these outpatient services

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



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

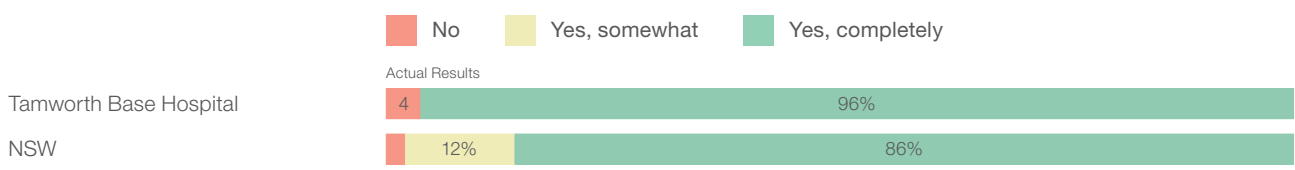
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

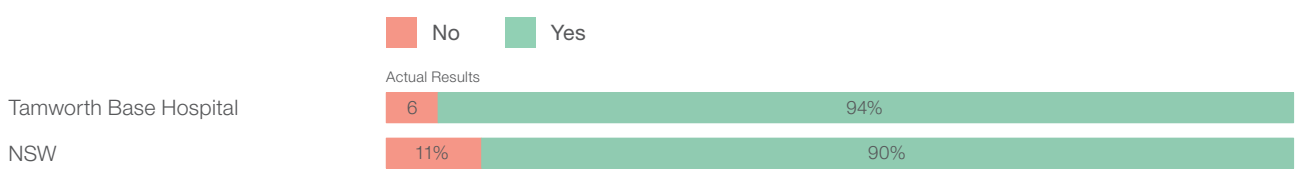
Tamworth Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

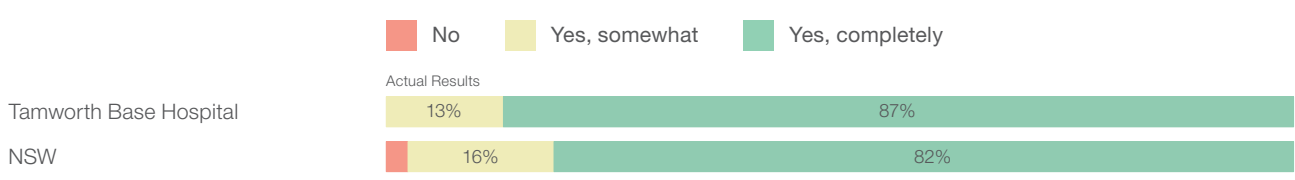
HIGHEST: Did someone explain how to take the new medications?



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



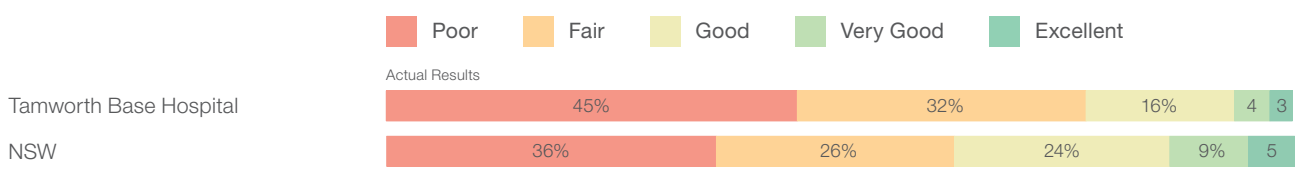
THIRD HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?



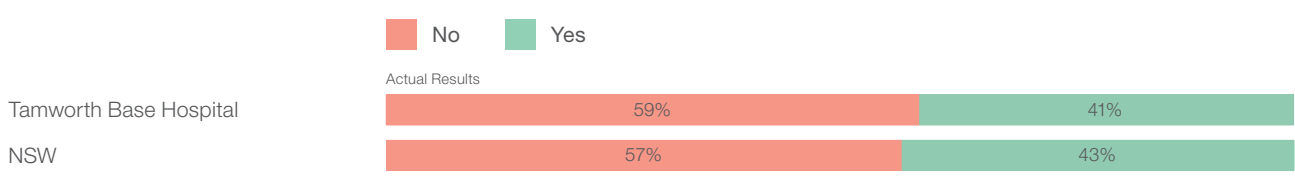
Tamworth Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

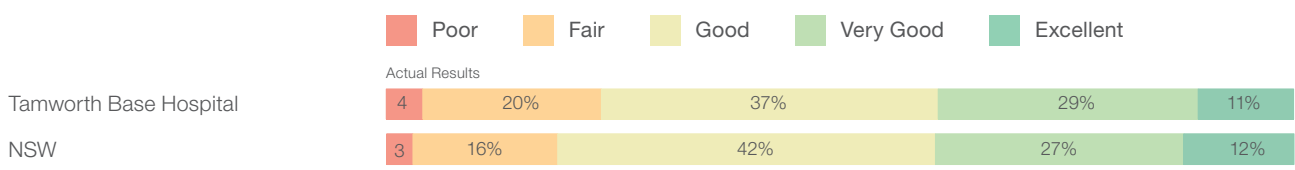
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



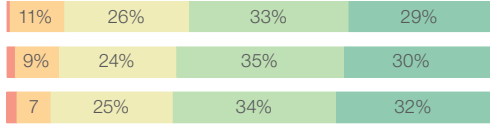
Tamworth Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

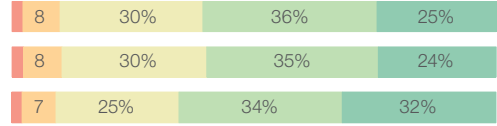
Overall patient ratings of outpatient services

Actual results²



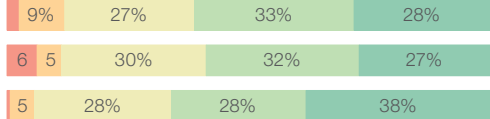
Tamworth Base Hospital
Major non-metropolitan hospitals
New South Wales

Standardised results³



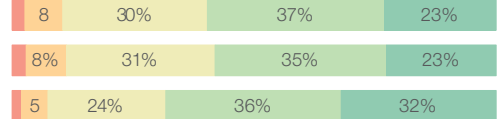
Patient ratings of care experiences that matter most⁴

Actual results² for Tamworth Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Tamworth Base Hospital



Tamworth Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

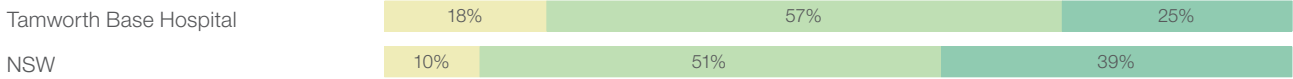
Outpatient attendances during February 2010: 2,340 patients

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

Characteristics of patients who completed the survey²

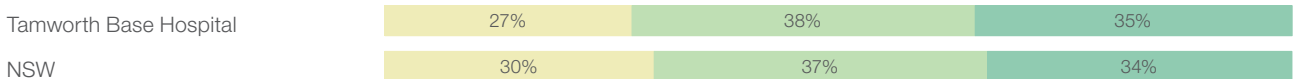
Age

■ 0-19 ■ 20-59 ■ 60+



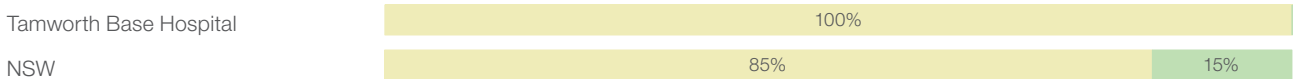
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



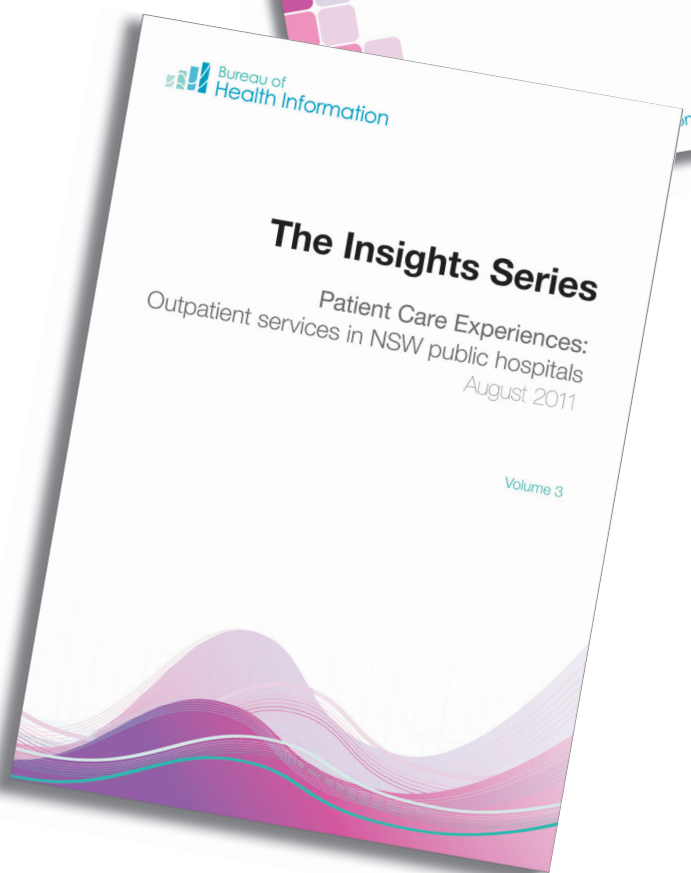
- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
 - Data weighted by age to reflect the population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

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

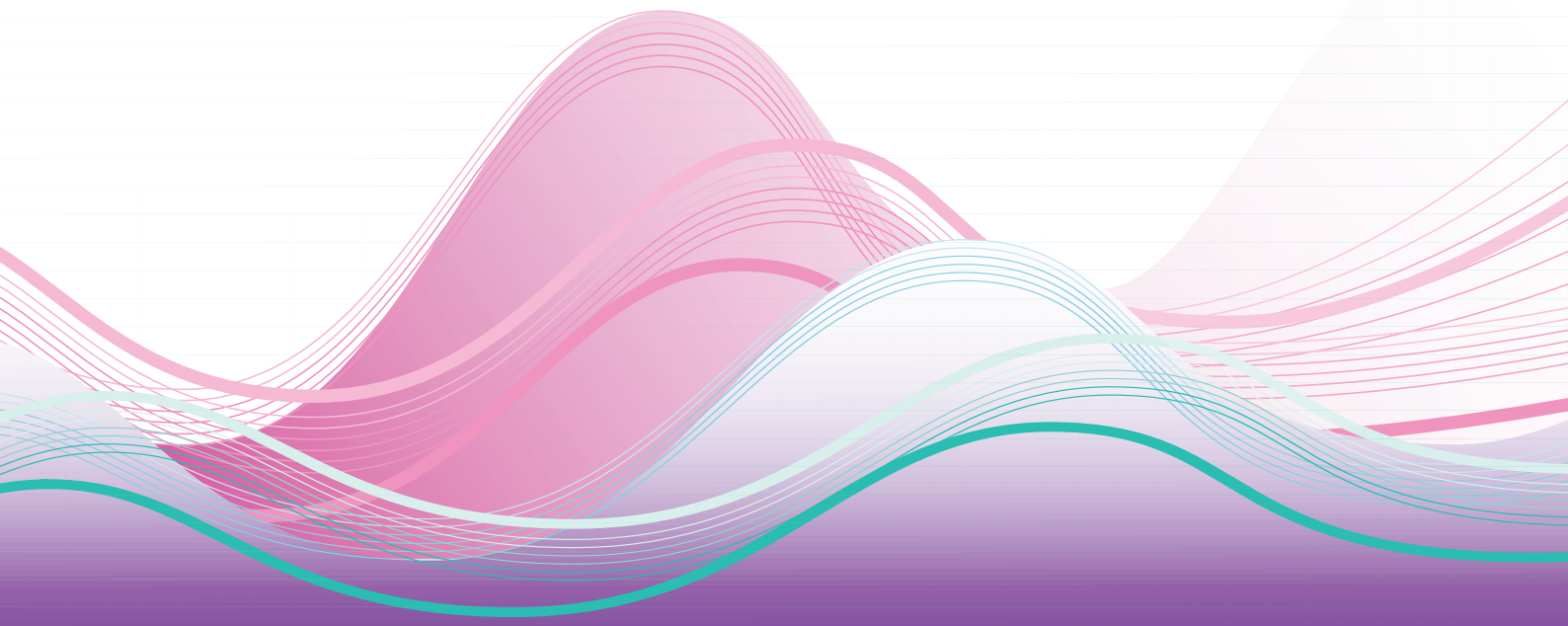
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Illawarra Shoalhaven Local Health District

The Insights Series

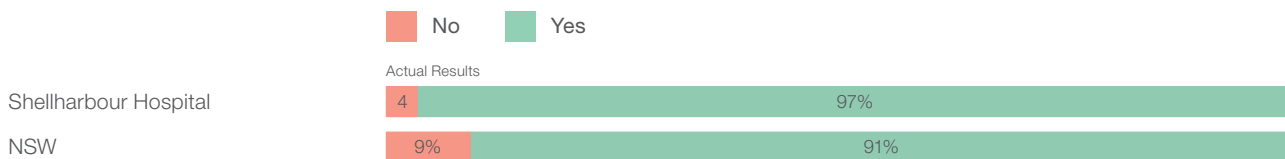
Volume 3



Shellharbour Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

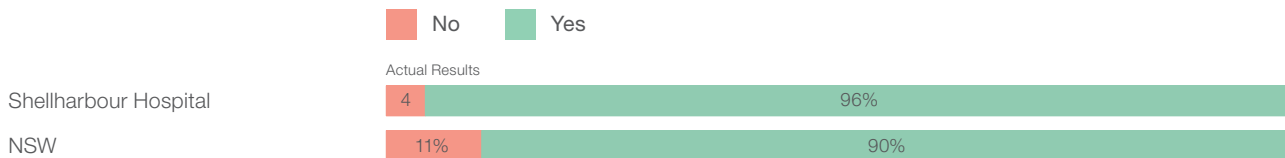
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



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



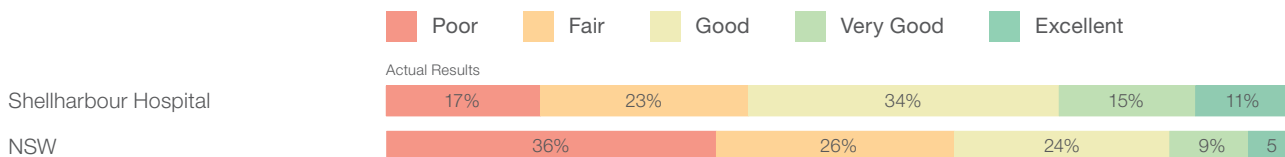
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



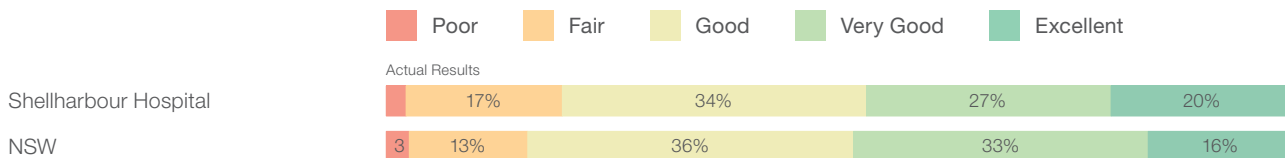
Shellharbour Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

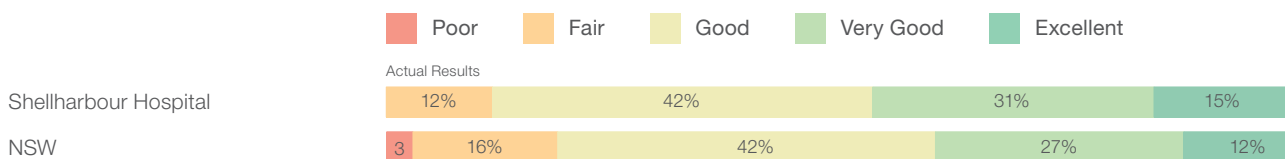
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



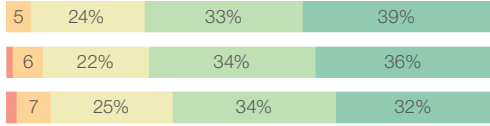
Shellharbour Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

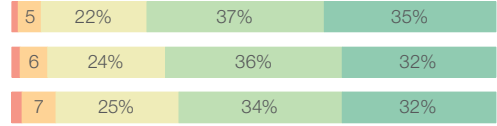
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

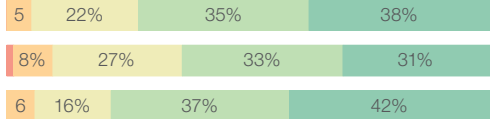


Standardised results³



Patient ratings of care experiences that matter most⁴

Actual results² for Shellharbour Hospital

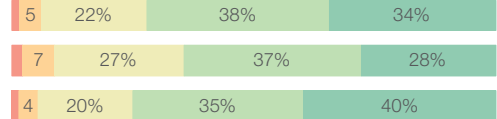


Completeness of care

Teamwork

Courtesy of healthcare professionals

Standardised results³ for Shellharbour Hospital



Shellharbour Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

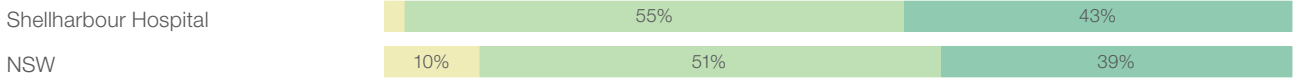
Outpatient attendances during February 2010: 647 patients

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

Characteristics of patients who completed the survey²

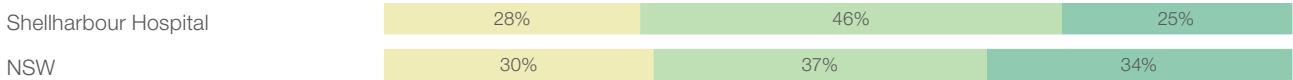
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

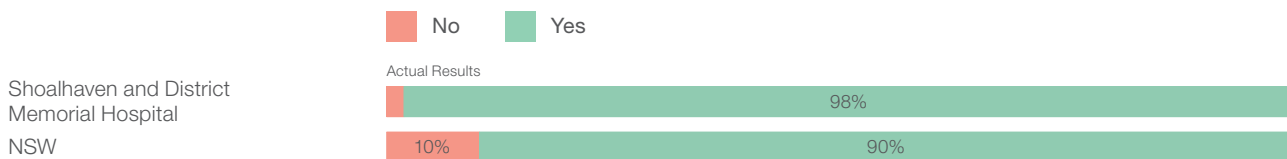
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

Shoalhaven and District Memorial Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



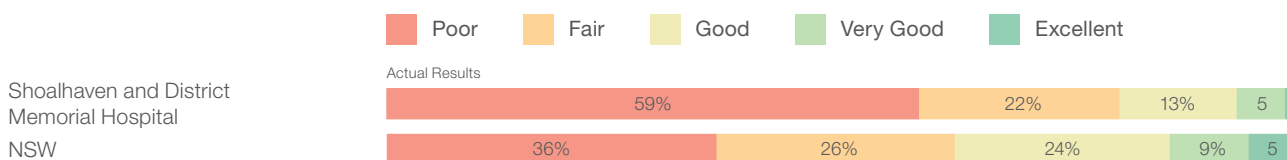
THIRD HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?



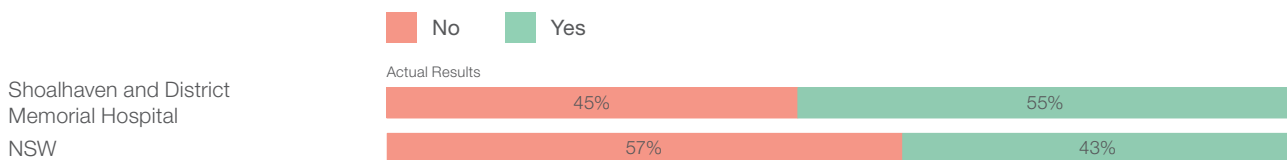
Shoalhaven and District Memorial Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

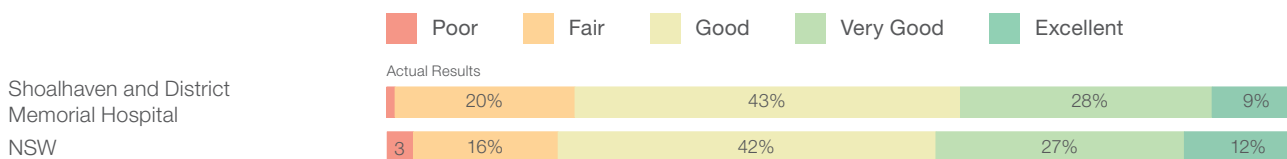
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

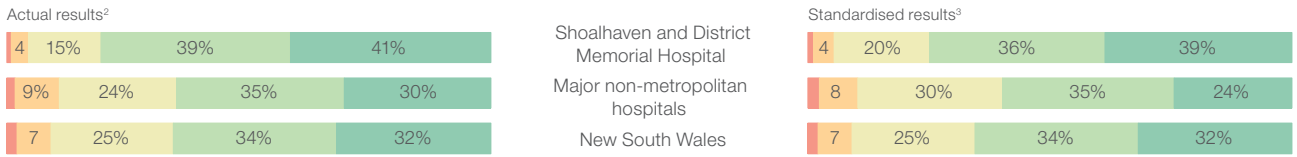


Shoalhaven and District Memorial Hospital: Patient experiences with outpatient services

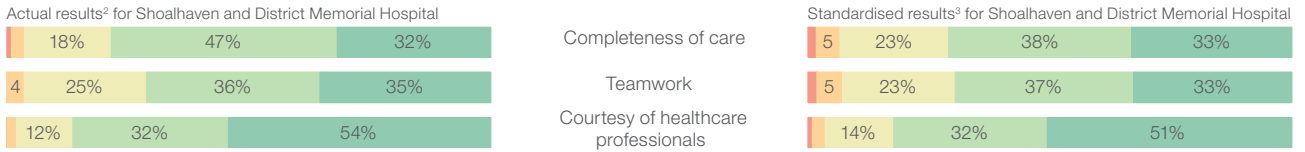
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



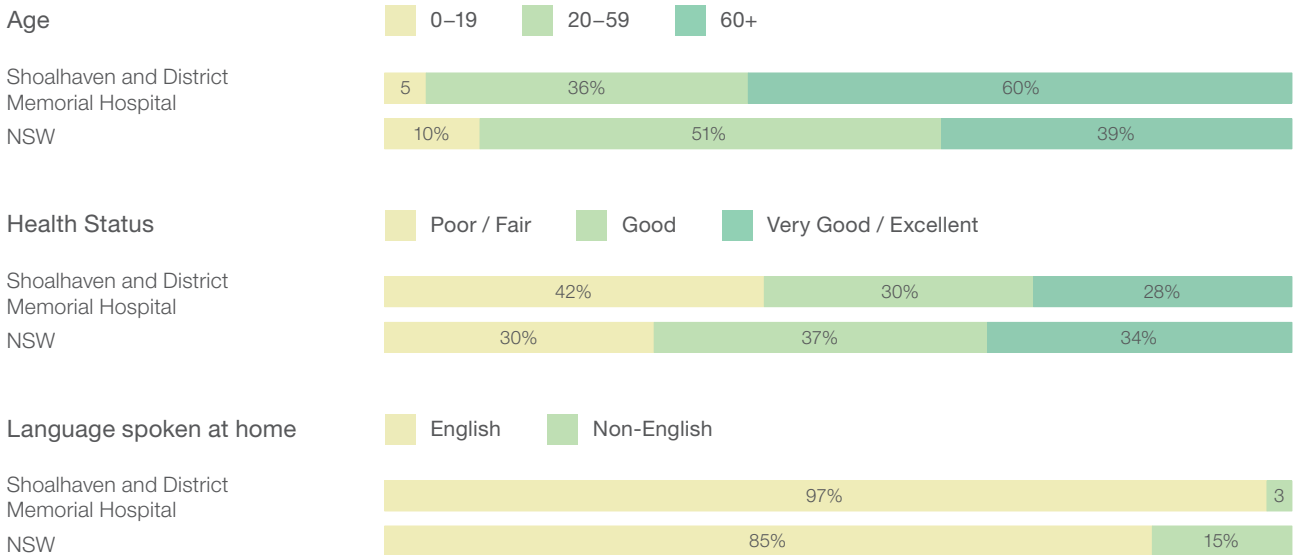
Shoalhaven and District Memorial Hospital: Patient experiences with outpatient services

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.

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

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

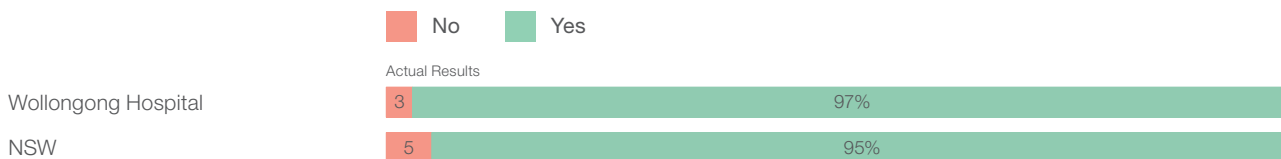
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

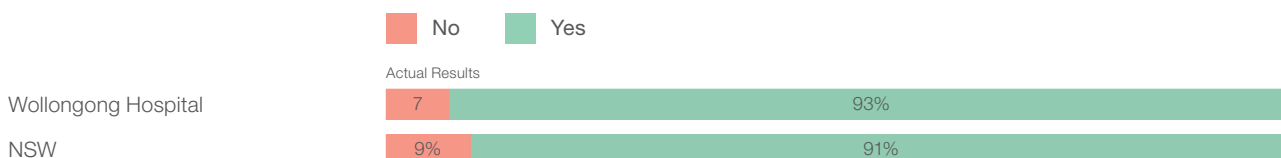
Wollongong Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

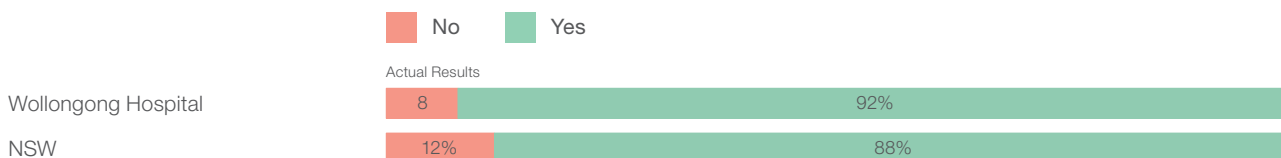
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



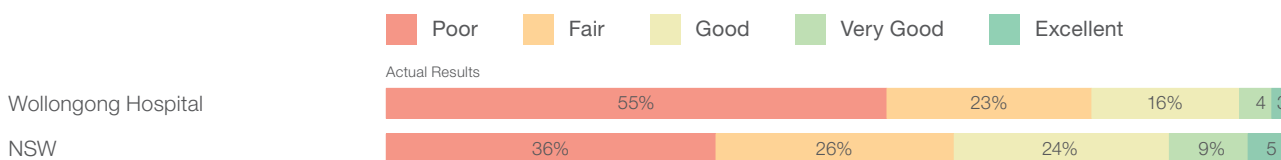
THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?



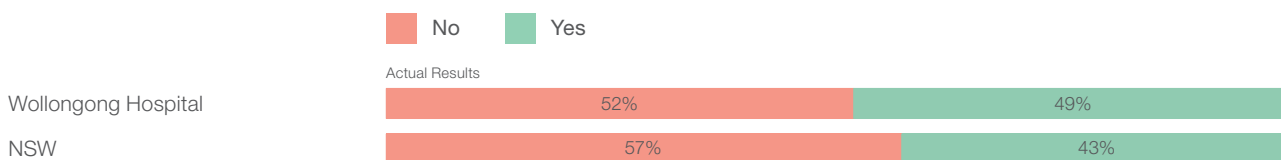
Wollongong Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

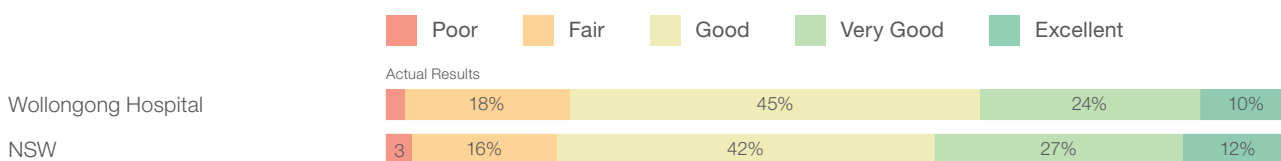
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

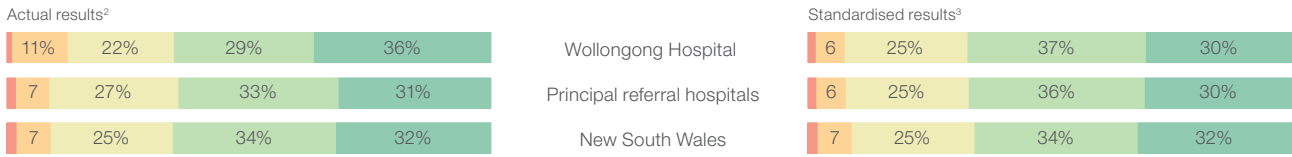


Wollongong Hospital: Patient experiences with outpatient services

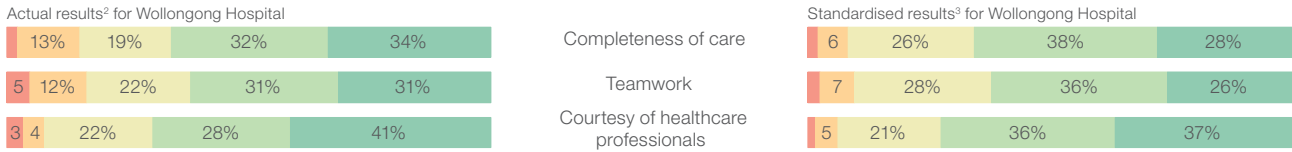
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



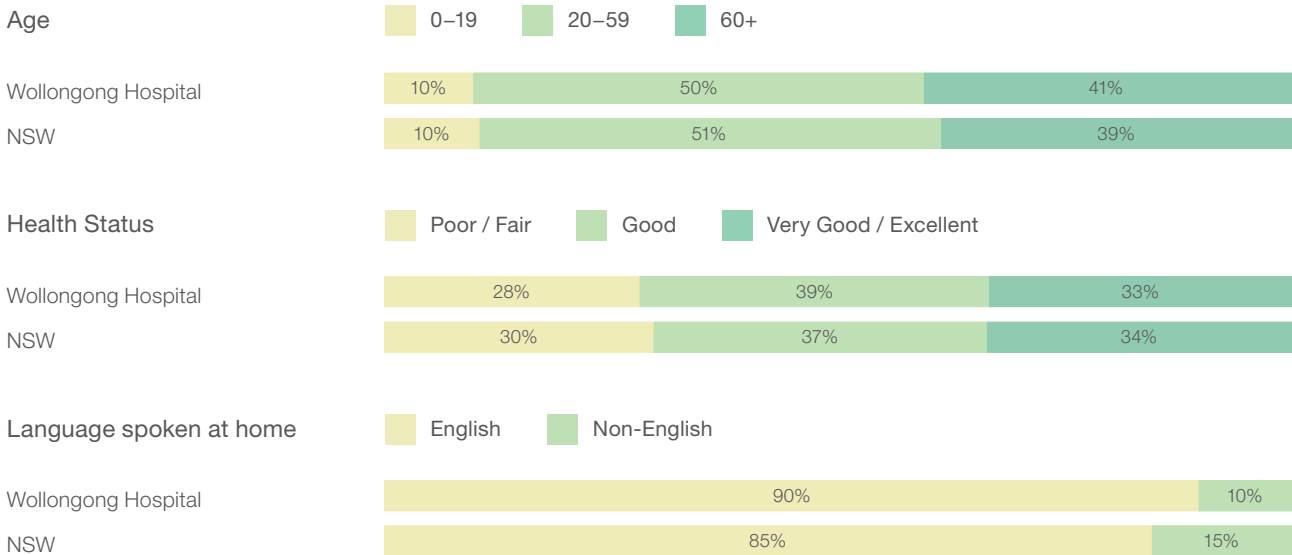
Wollongong Hospital: Patients who used these outpatient services

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



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

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

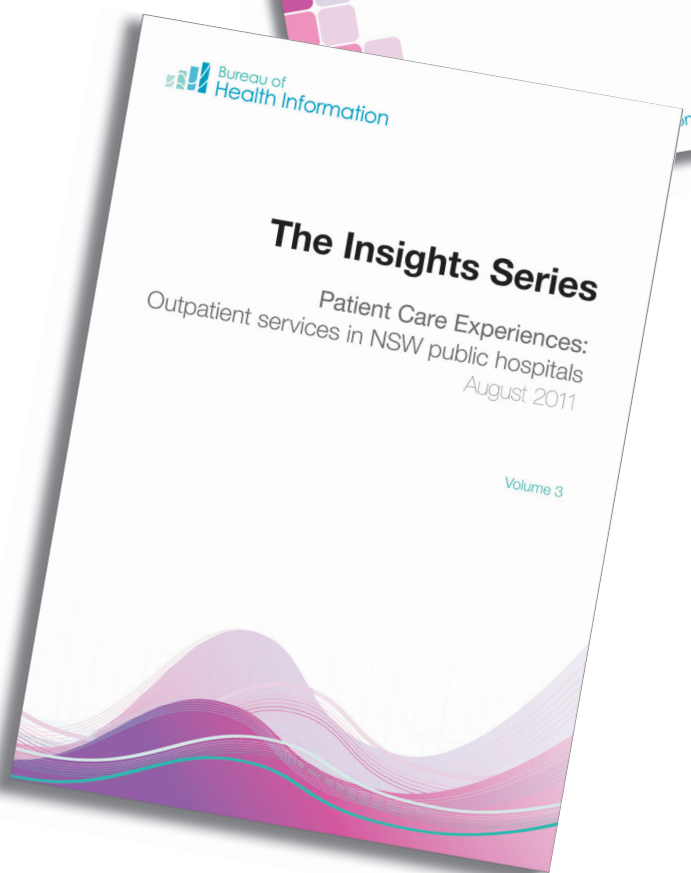
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

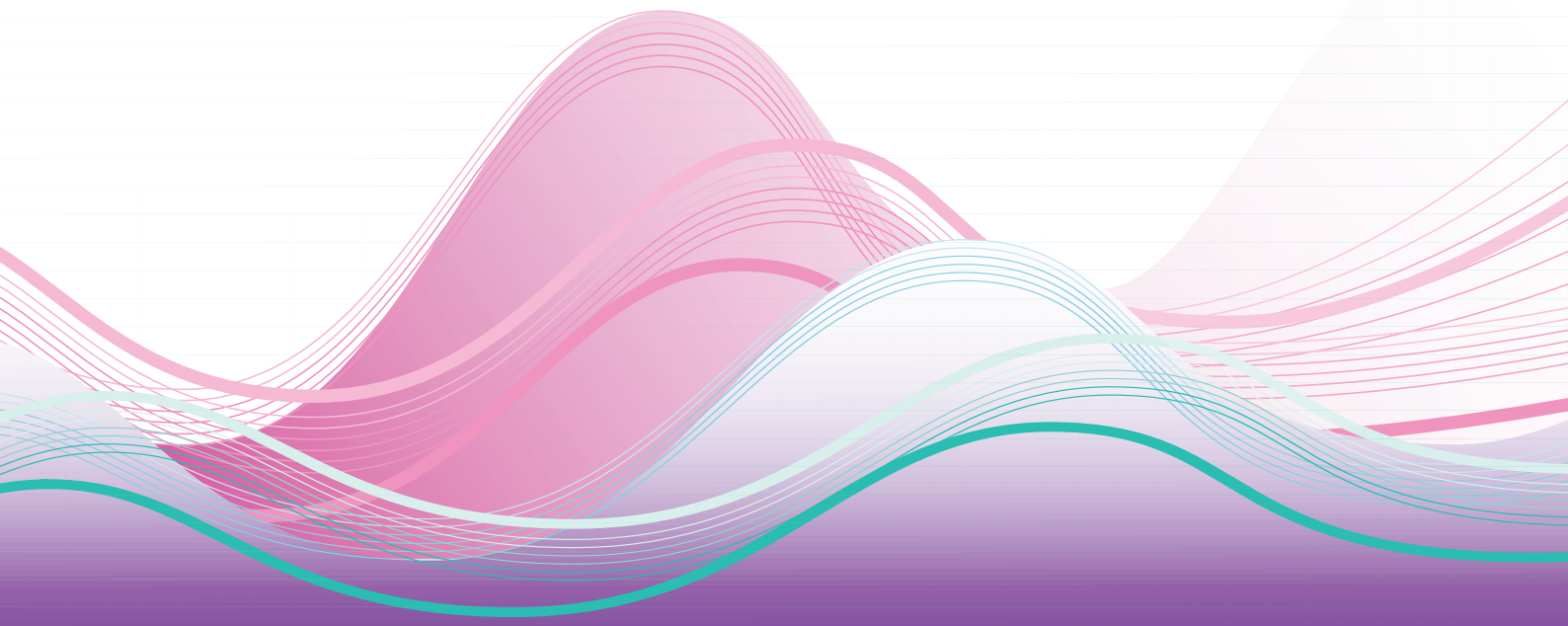
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Murrumbidgee Local Health District

The Insights Series

Volume 3



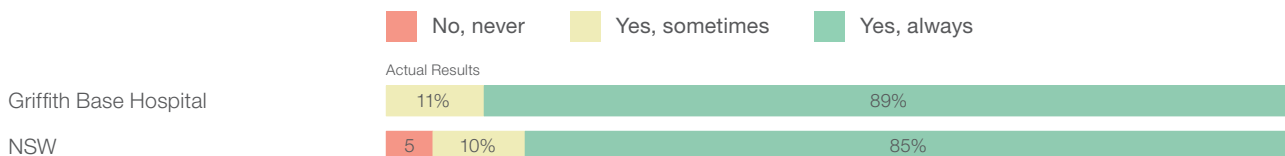
Griffith Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

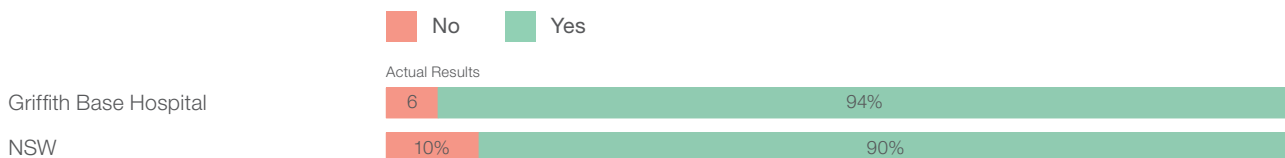
HIGHEST: Did someone explain how to take the new medications?



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



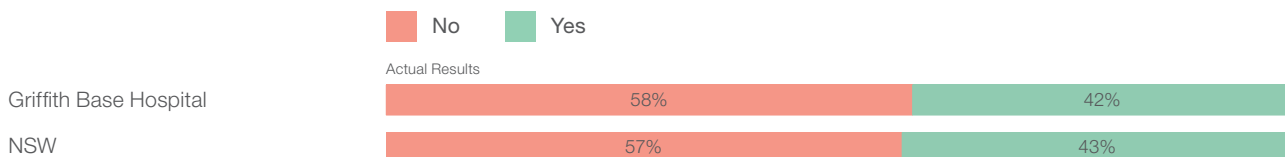
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



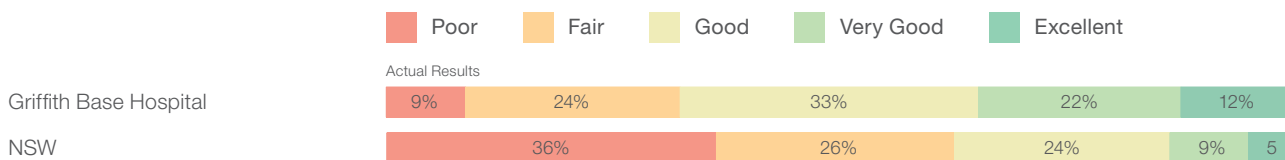
Griffith Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

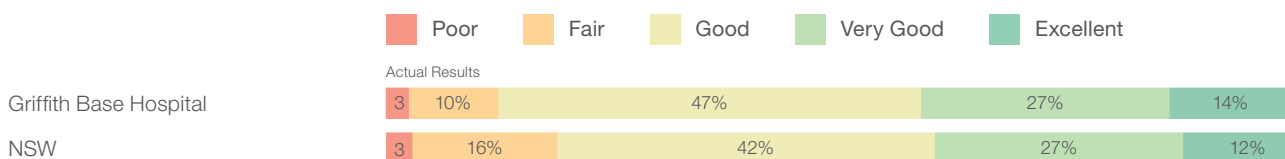
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



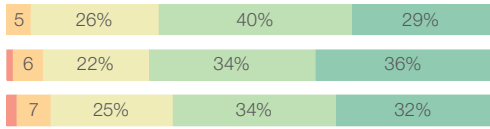
Griffith Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

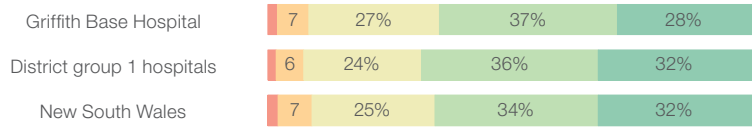
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

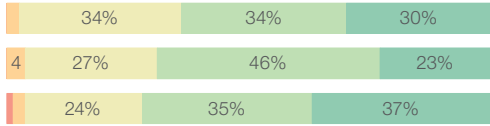


Standardised results³



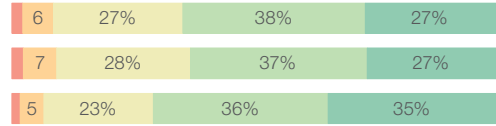
Patient ratings of care experiences that matter most⁴

Actual results² for Griffith Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Griffith Base Hospital



Griffith Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

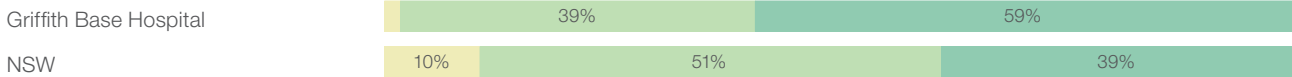
Outpatient attendances during February 2010: 226 patients

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

Characteristics of patients who completed the survey²

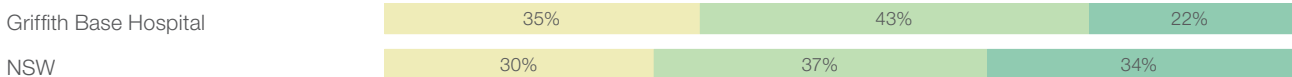
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

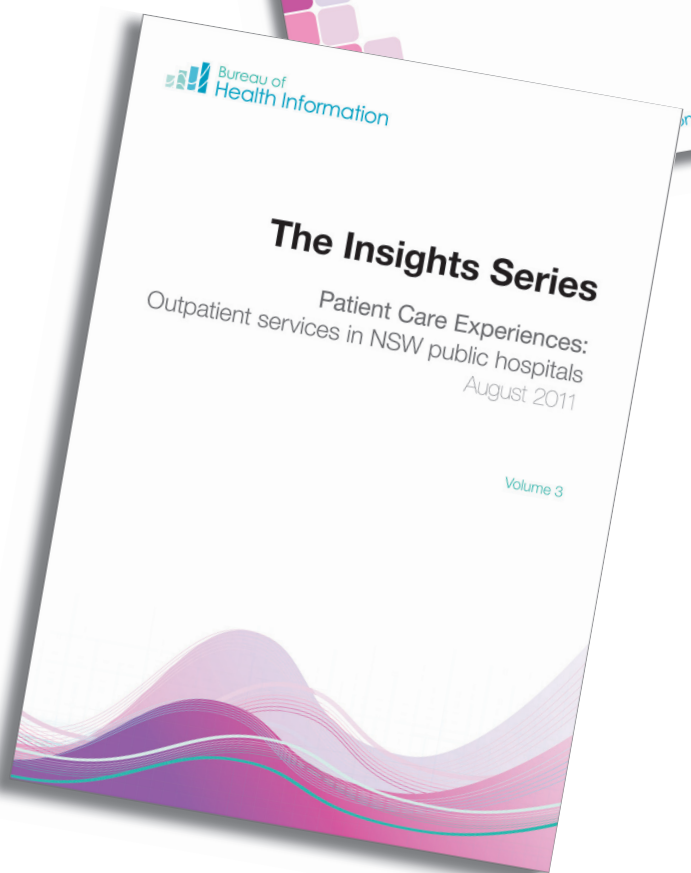
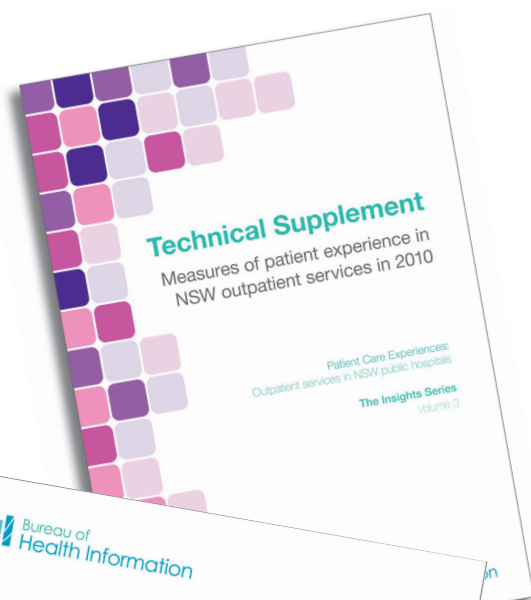
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

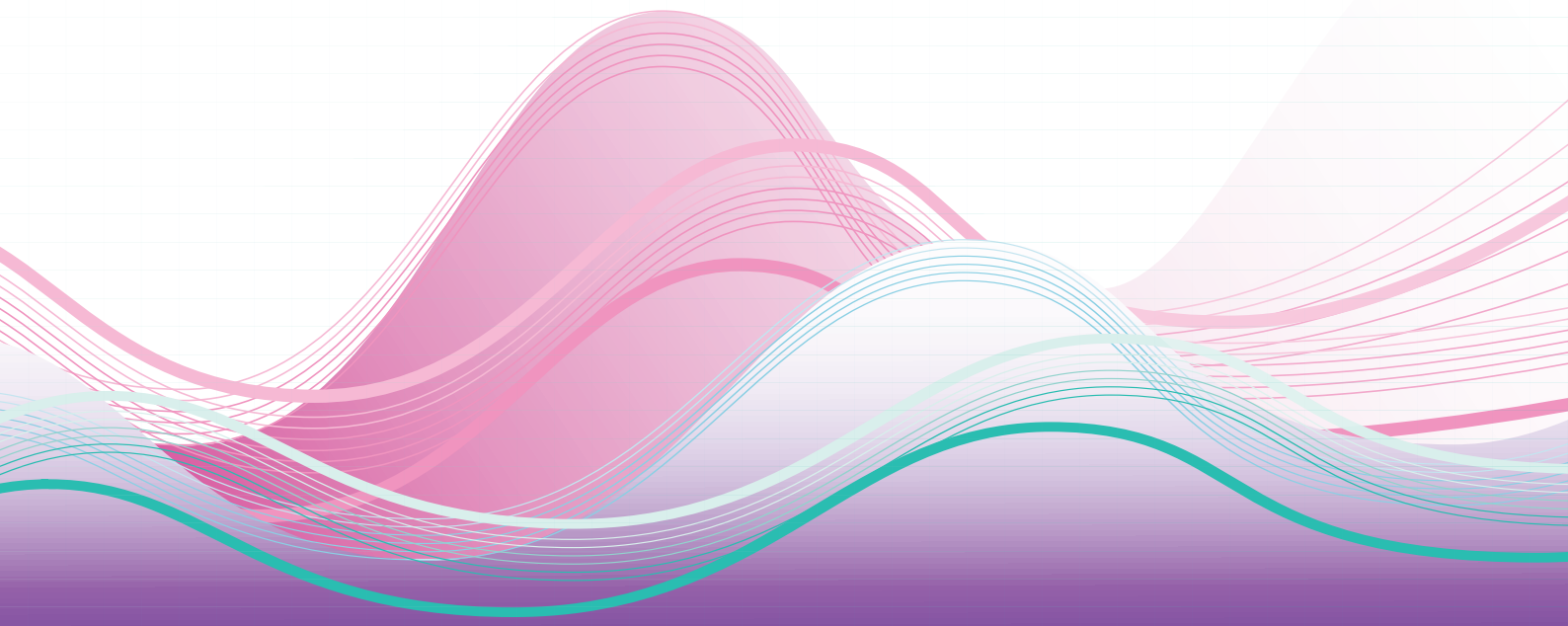
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Mid North Coast Local Health District

The Insights Series

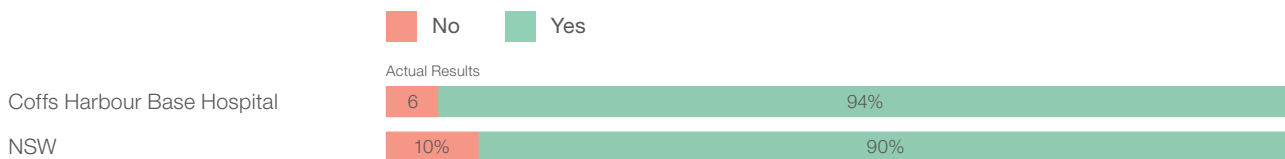
Volume 3



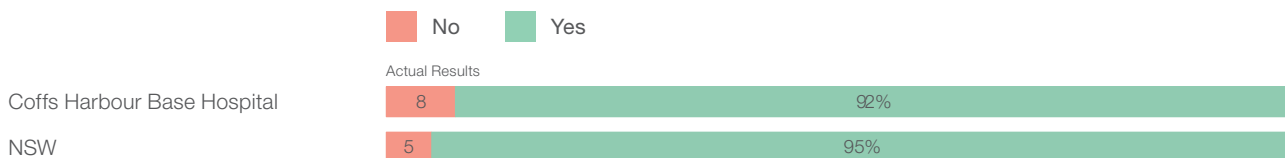
Coffs Harbour Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

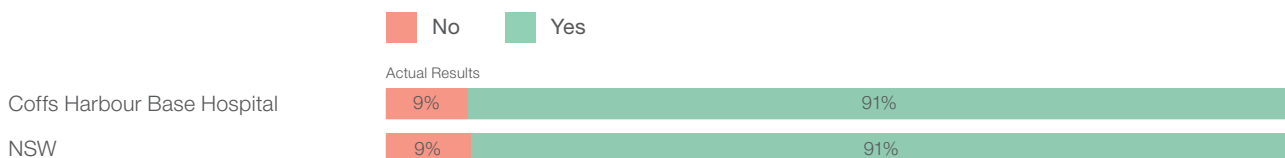
HIGHEST: Did you know who to call if you needed help after you left your appointment?



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



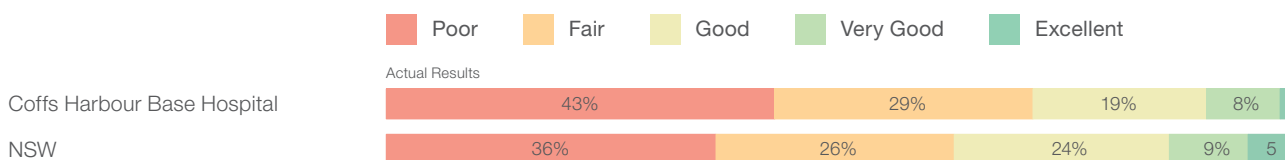
THIRD HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



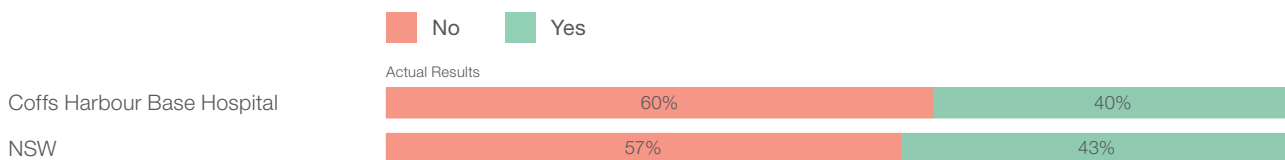
Coffs Harbour Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

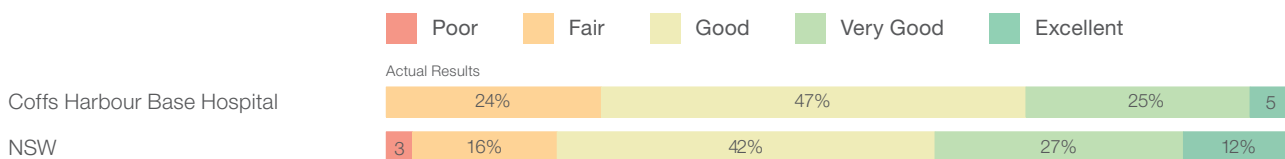
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



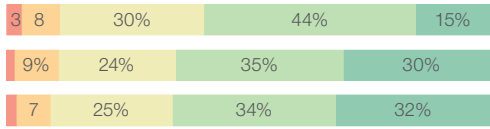
Coffs Harbour Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

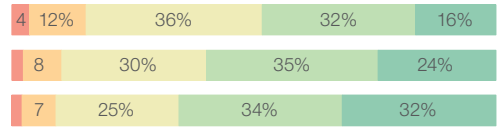
Overall patient ratings of outpatient services

Actual results²



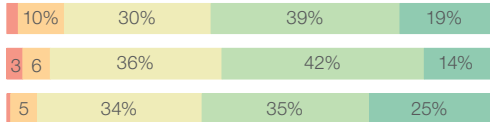
Coffs Harbour Base Hospital
Major non-metropolitan hospitals
New South Wales

Standardised results³



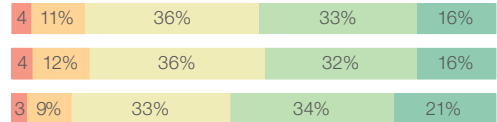
Patient ratings of care experiences that matter most⁴

Actual results² for Coffs Harbour Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results² for Coffs Harbour Base Hospital



Coffs Harbour Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

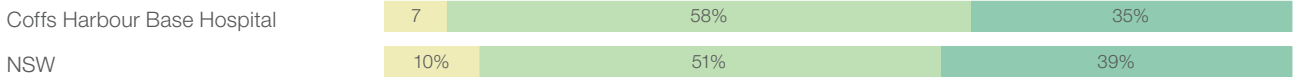
Outpatient attendances during February 2010: 1,253 patients

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

Characteristics of patients who completed the survey²

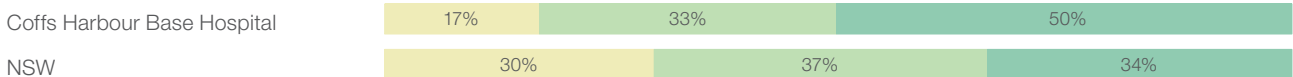
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

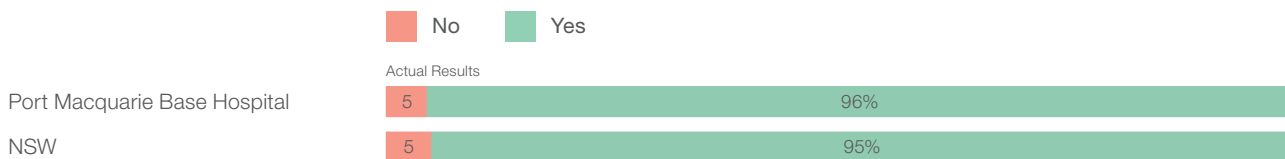
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

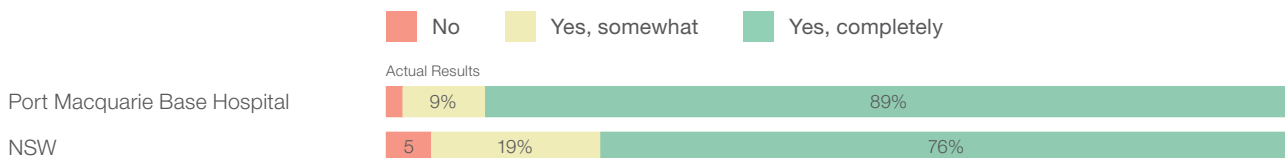
Port Macquarie Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



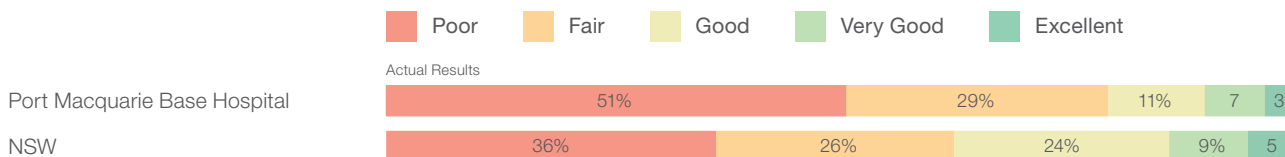
THIRD HIGHEST: Were you told why you needed tests in a way you could understand?



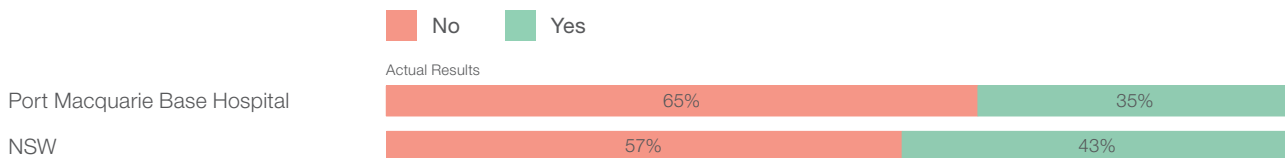
Port Macquarie Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

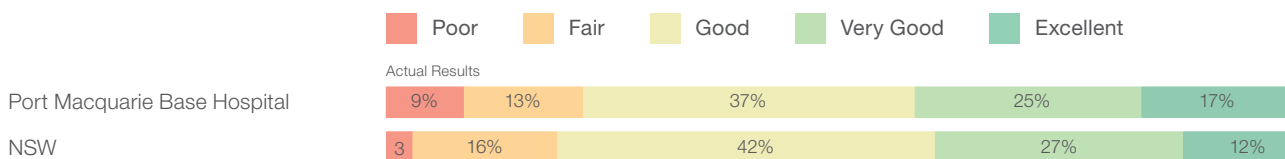
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

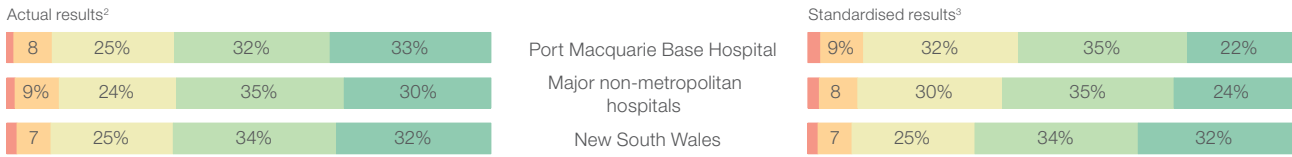


Port Macquarie Base Hospital: Patient experiences with outpatient services

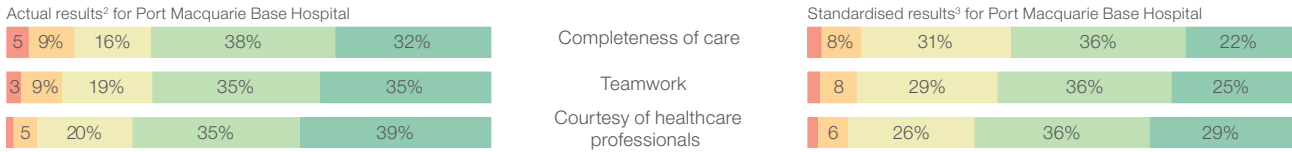
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



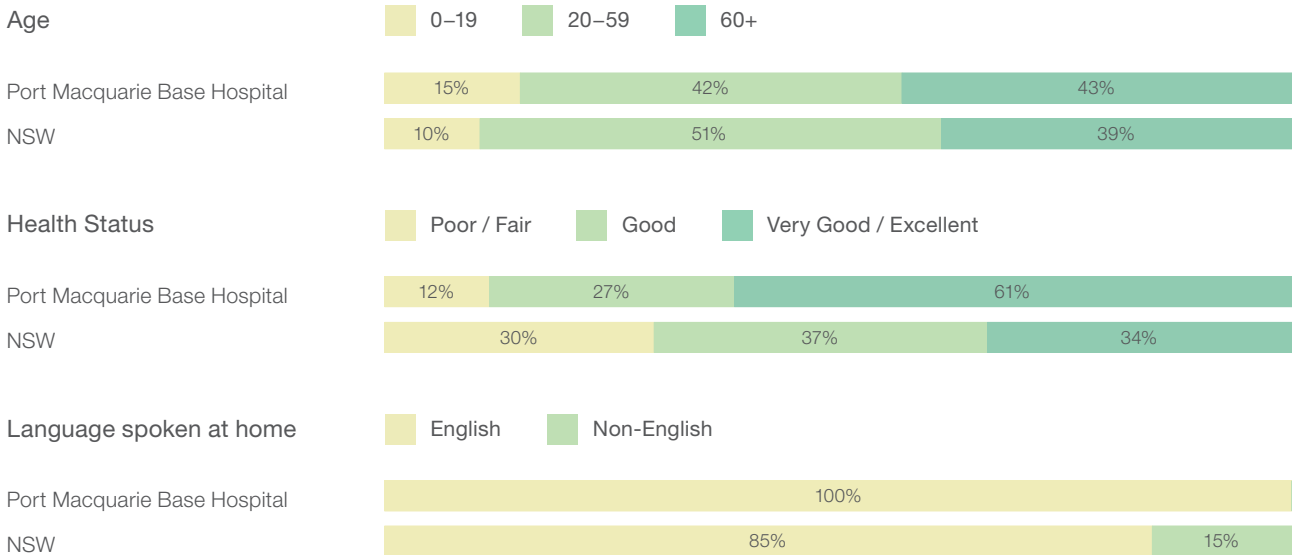
Port Macquarie Base Hospital: Patients who used these outpatient services

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



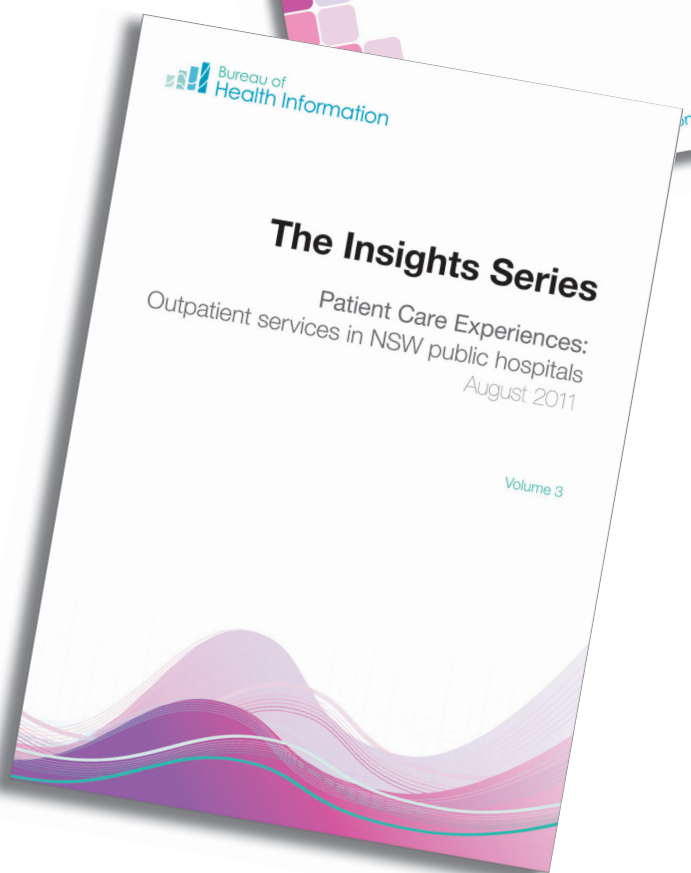
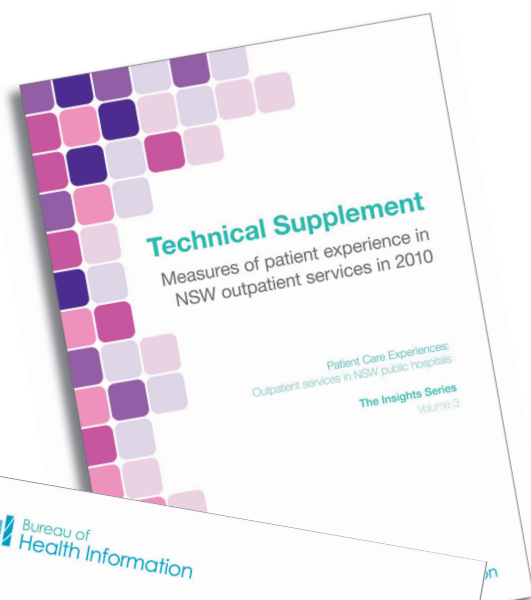
- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
 - Data weighted by age to reflect the population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

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

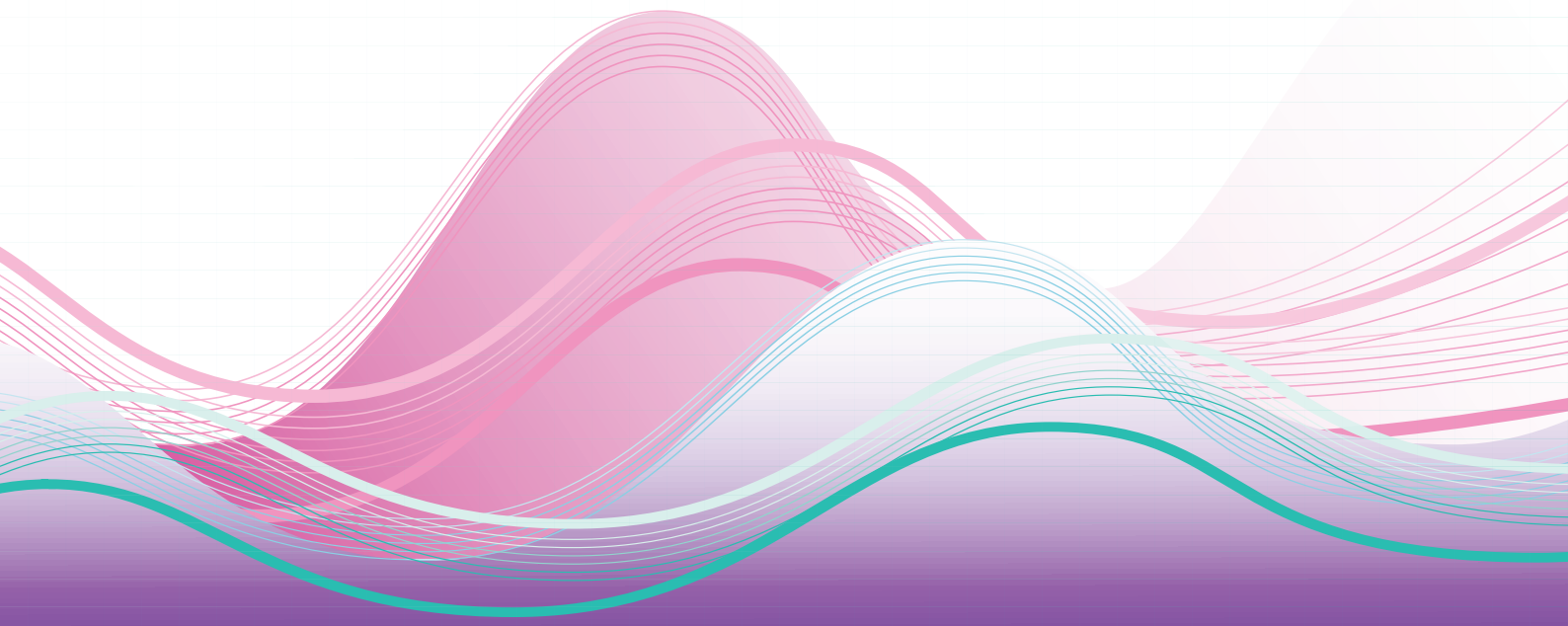
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Nepean Blue Mountains Local Health District

The Insights Series

Volume 3



Blue Mountains District Anzac Memorial Hospital: What patients rated *highest* about these outpatient services¹

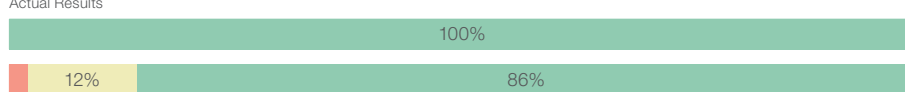
NSW Health Patient Survey, February 2010

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

No Yes, somewhat Yes, completely

Actual Results

Blue Mountains District Anzac Memorial Hospital
NSW

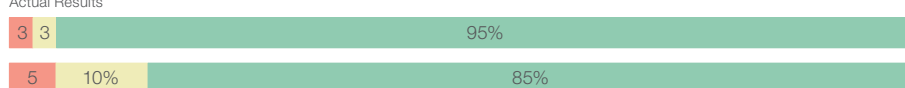


SECOND HIGHEST: Did healthcare staff wash or clean their hands after providing care for you?

No, never Yes, sometimes Yes, always

Actual Results

Blue Mountains District Anzac Memorial Hospital
NSW

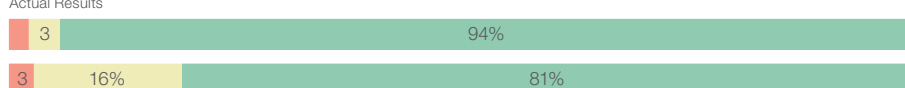


THIRD HIGHEST: Were you told why you needed tests in a way you could understand?

No Yes, somewhat Yes, completely

Actual Results

Blue Mountains District Anzac Memorial Hospital
NSW



Blue Mountains District Anzac Memorial Hospital: What patients rated *lowest* about these outpatient services¹

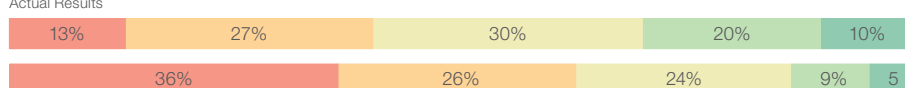
NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

Actual Results

Blue Mountains District Anzac Memorial Hospital
NSW

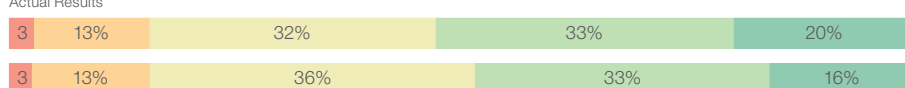


SECOND LOWEST: Ease of understanding directions and signs inside and outside the Outpatient Clinic

Poor Fair Good Very Good Excellent

Actual Results

Blue Mountains District Anzac Memorial Hospital
NSW

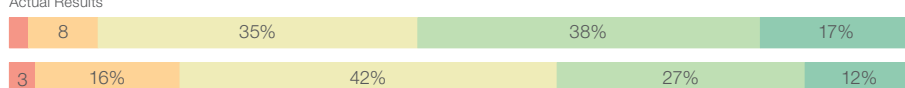


THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

Blue Mountains District Anzac Memorial Hospital
NSW



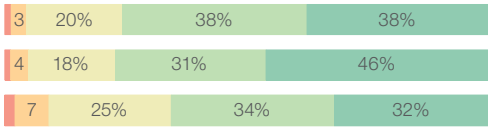
Blue Mountains District Anzac Memorial Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

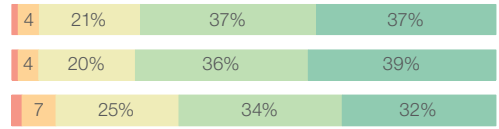
Overall patient ratings of outpatient services

Actual results²



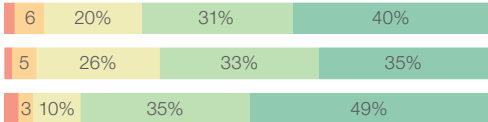
Blue Mountains District Anzac Memorial Hospital
District group 2 hospitals
New South Wales

Standardised results³



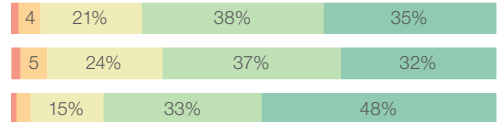
Patient ratings of care experiences that matter most⁴

Actual results² for Blue Mountains District Anzac Memorial Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Blue Mountains District Anzac Memorial Hospital



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

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 662 patients

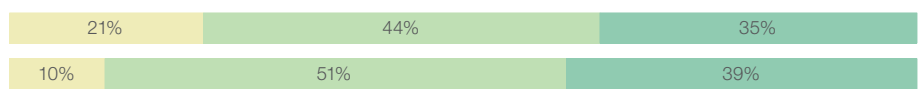
252 people who received outpatient services were sent a questionnaire; 37% returned a completed questionnaire.

Characteristics of patients who completed the survey²

Age

■ 0-19 ■ 20-59 ■ 60+

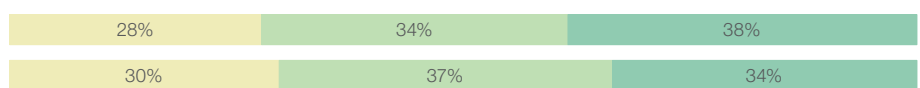
Blue Mountains District Anzac Memorial Hospital
NSW



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent

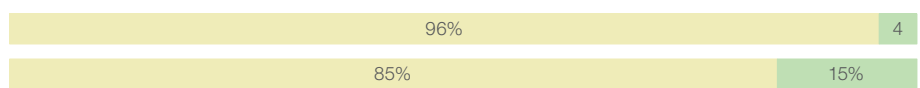
Blue Mountains District Anzac Memorial Hospital
NSW



Language spoken at home

■ English ■ Non-English

Blue Mountains District Anzac Memorial Hospital
NSW



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

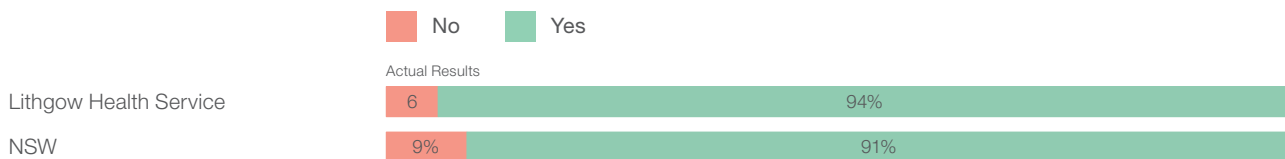
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

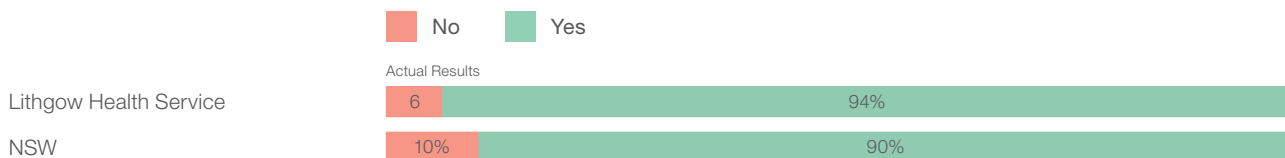
Lithgow Health Service: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



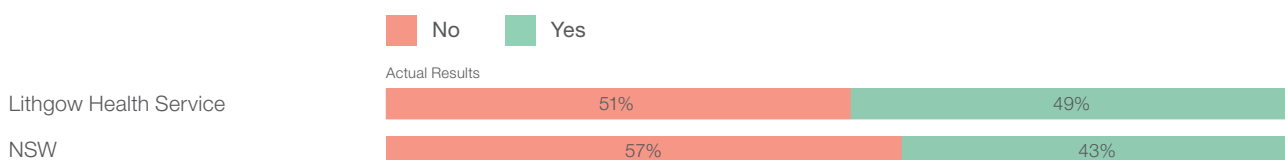
THIRD HIGHEST: Did someone explain how to take the new medications?



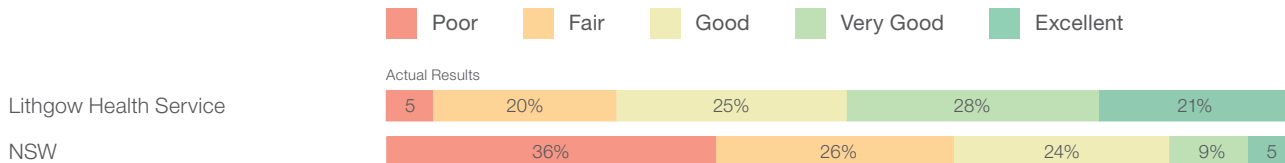
Lithgow Health Service: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

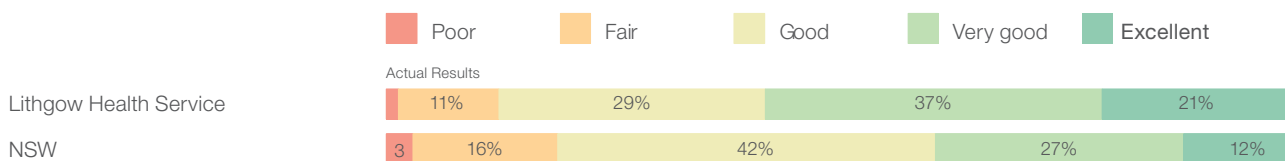
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



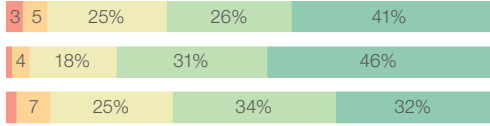
Lithgow Health Service: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

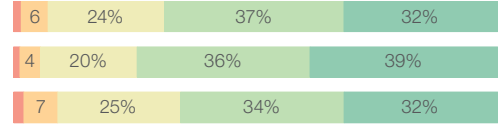
Overall patient ratings of outpatient services

Actual results²



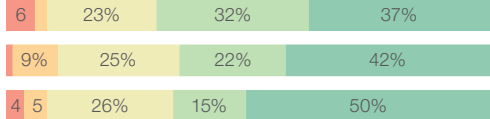
Lithgow Health Service
District group 2 hospitals
New South Wales

Standardised results³



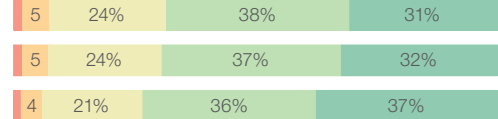
Patient ratings of care experiences that matter most⁴

Actual results² for Lithgow Health Service



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Lithgow Health Service



Lithgow Health Service: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

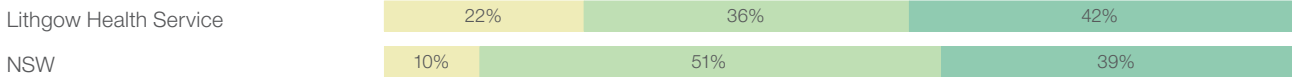
Outpatient attendances during February 2010: 222 patients

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

Characteristics of patients who completed the survey²

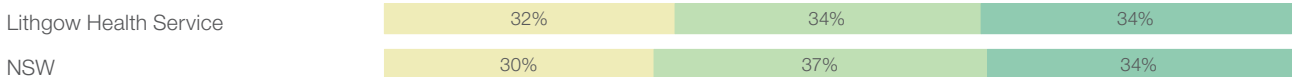
Age

■ 0-19 ■ 20-59 ■ 60+



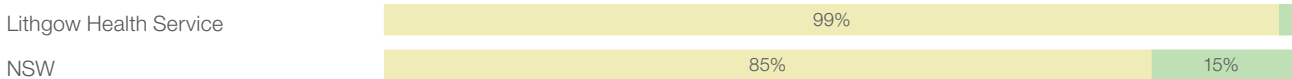
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

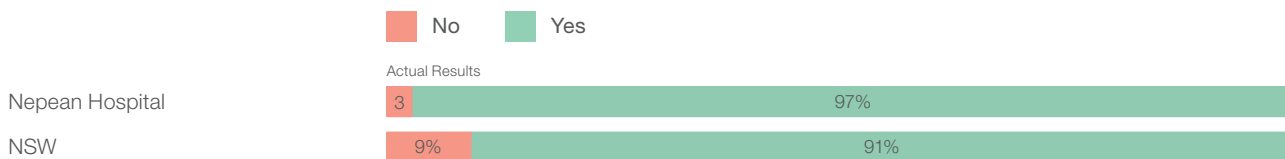
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

Nepean Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

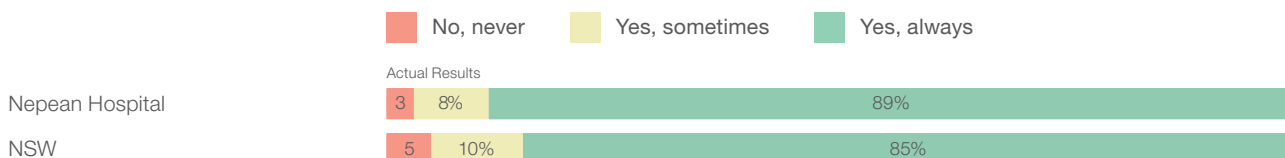
HIGHEST: Was a hand basin and/or alcohol hand wash available in the treatment area?



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



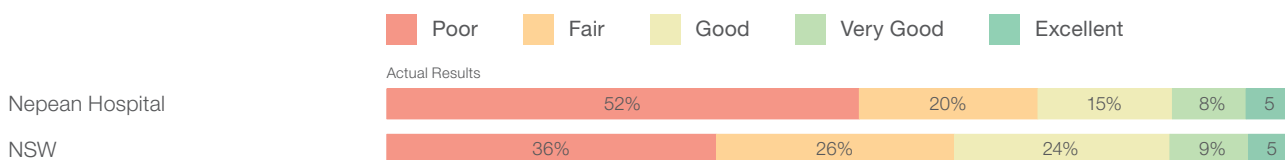
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



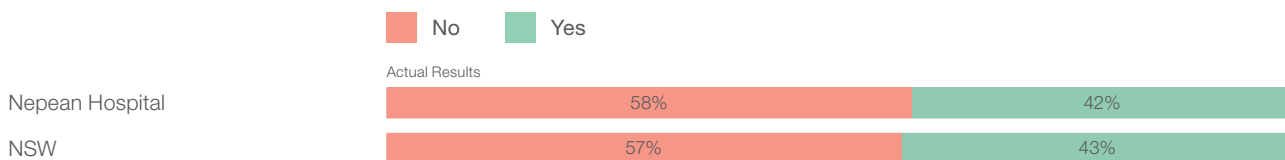
Nepean Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

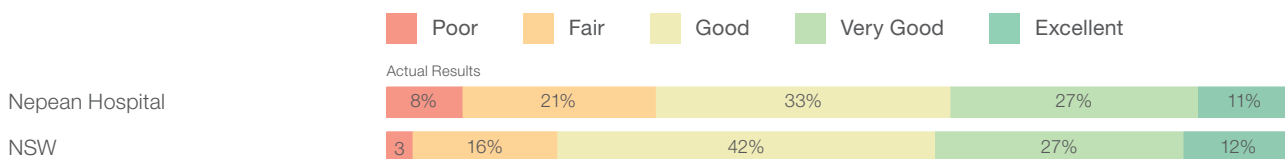
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

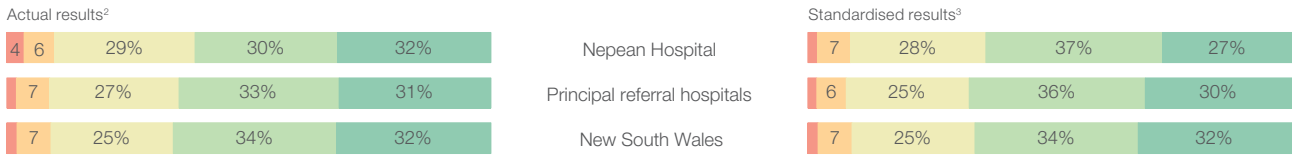


Nepean Hospital: Patient experiences with outpatient services

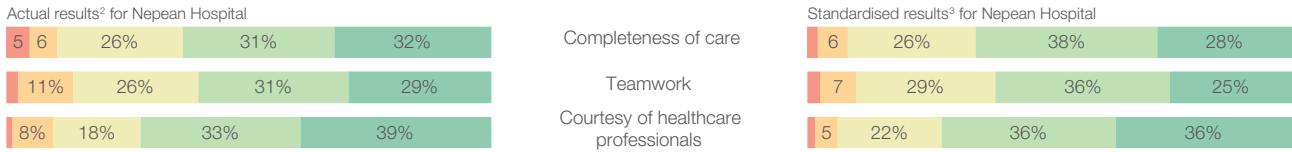
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



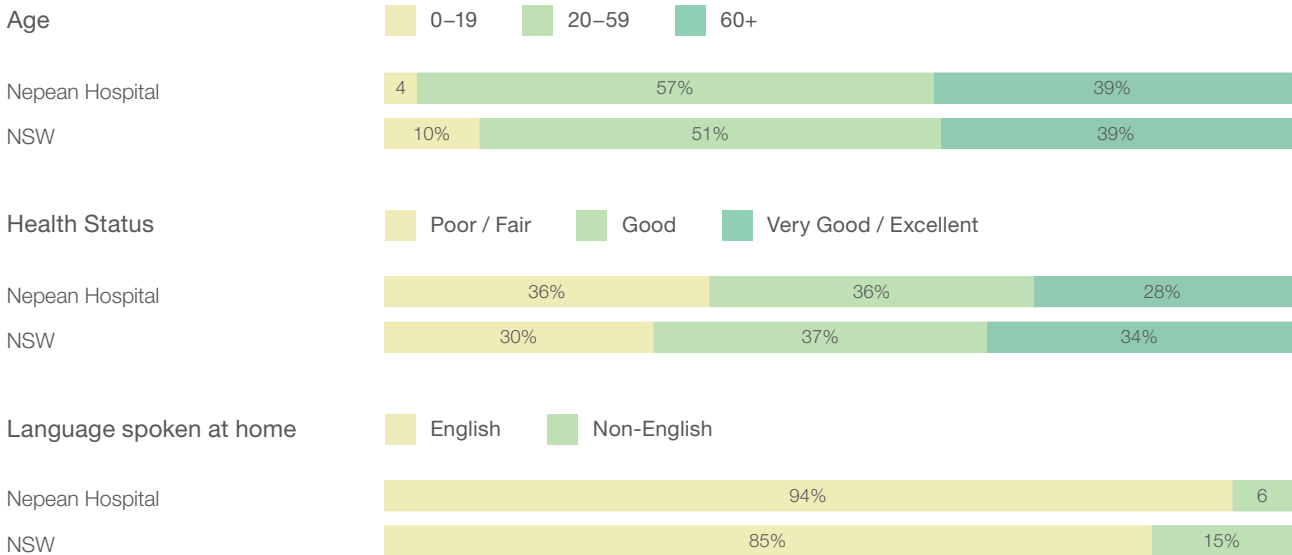
Nepean Hospital: Patients who used these outpatient services

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



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

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

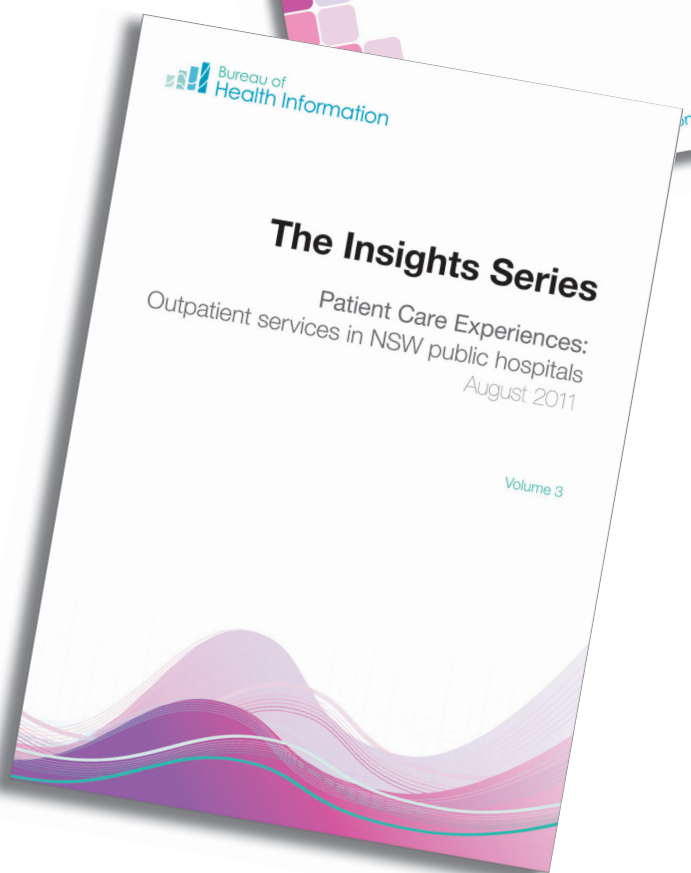
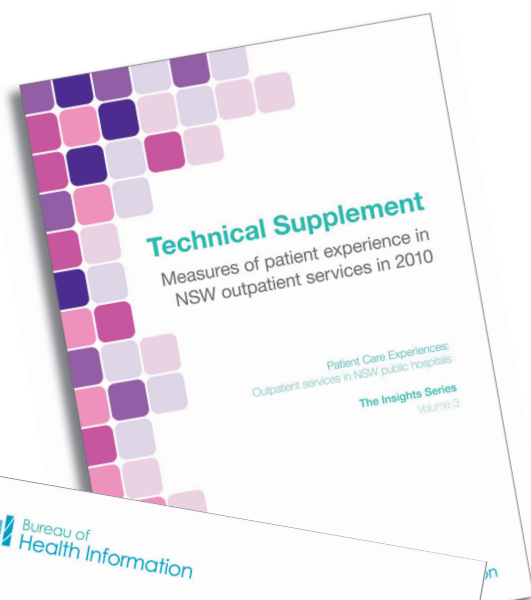
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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 NSW Local Health District

The Insights Series

Volume 3



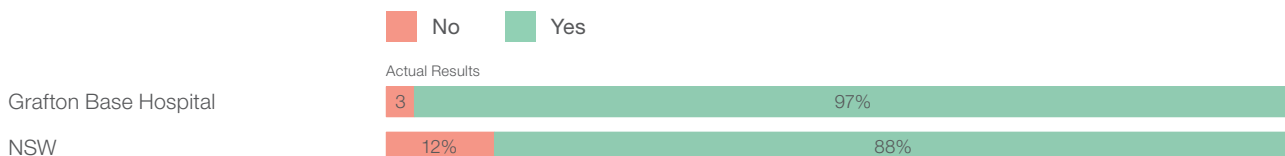
Grafton Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

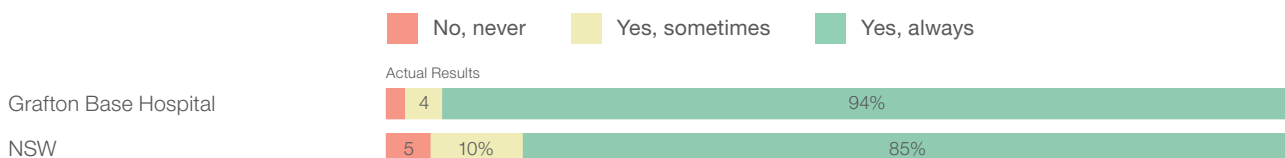
HIGHEST: Did someone explain how to take the new medications?



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



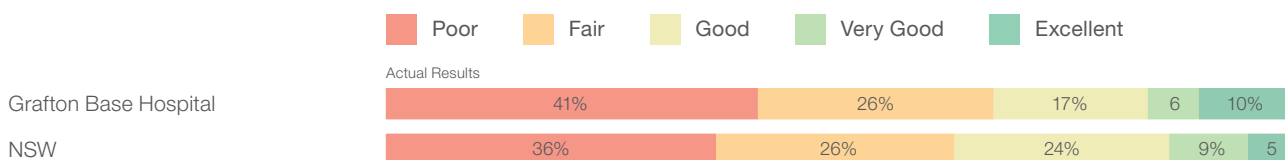
THIRD HIGHEST: Did healthcare staff wash or clean their hands before providing care for you?



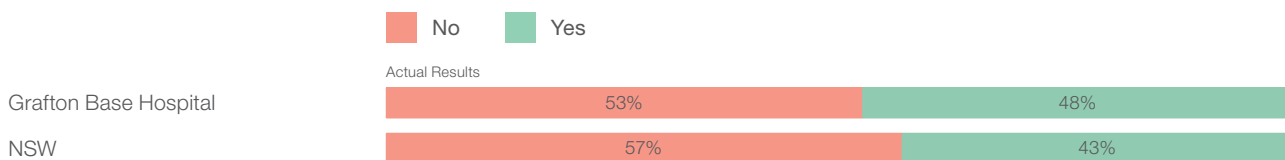
Grafton Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

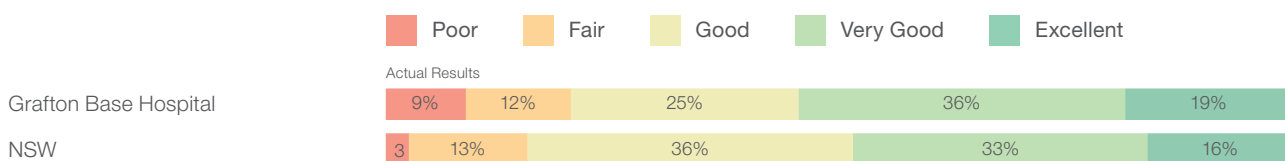
LOWEST: Availability of parking



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



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



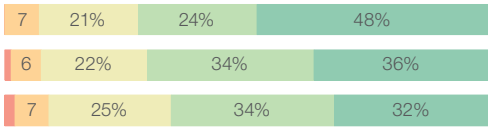
Grafton Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

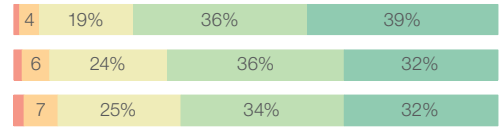
Overall patient ratings of outpatient services

Actual results²



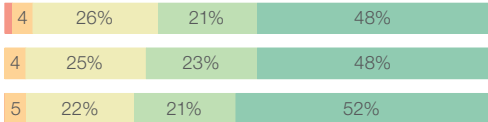
Grafton Base Hospital
District group 1 hospitals
New South Wales

Standardised results³



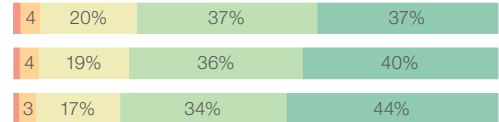
Patient ratings of care experiences that matter most⁴

Actual results² for Grafton Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Grafton Base Hospital



Grafton Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

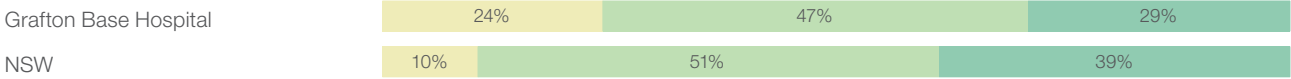
Outpatient attendances during February 2010: 652 patients

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

Characteristics of patients who completed the survey²

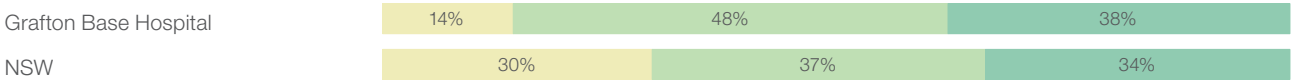
Age

■ 0-19 ■ 20-59 ■ 60+



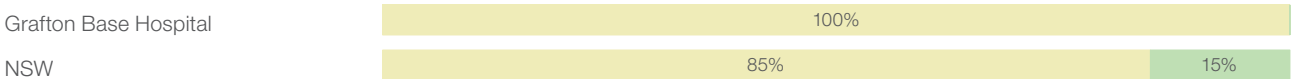
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

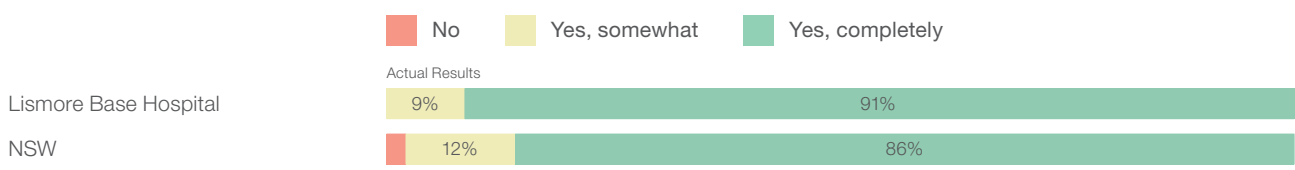
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

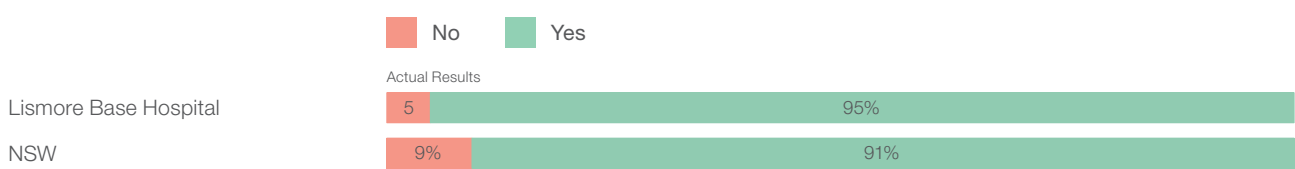
Lismore Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

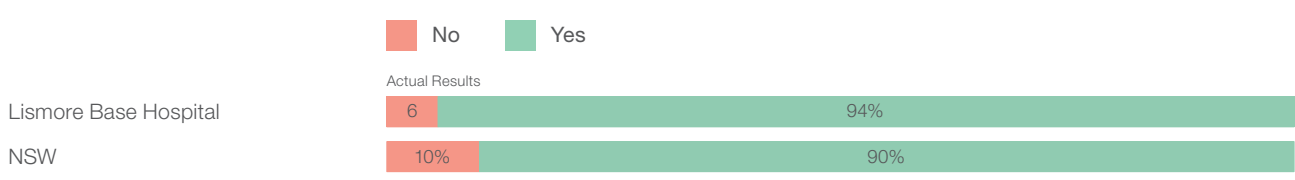
HIGHEST: Did someone explain how to take the new medications?



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



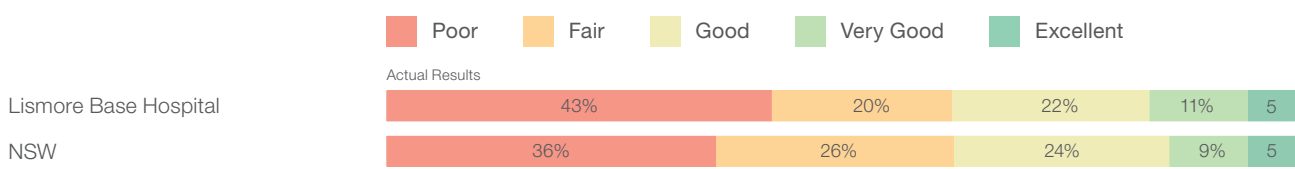
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



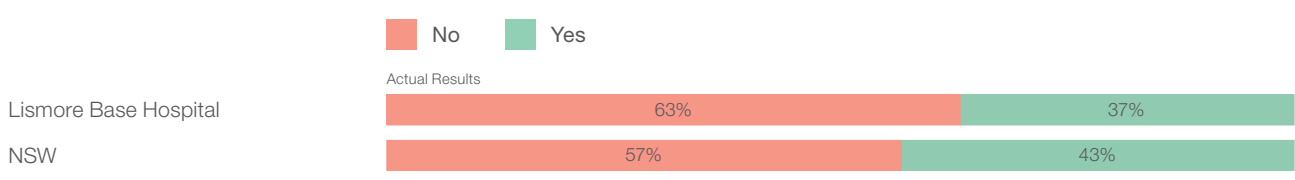
Lismore Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

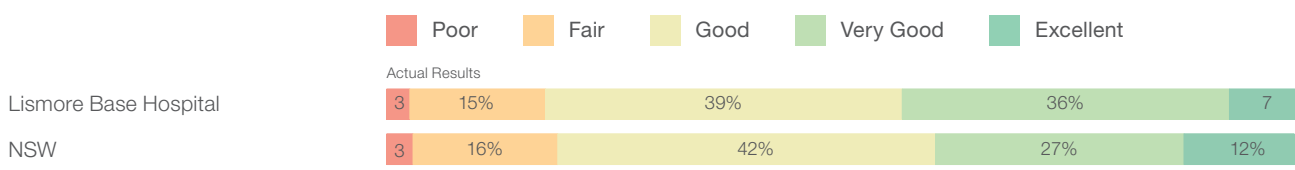
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



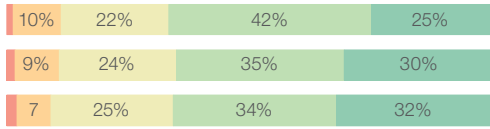
Lismore Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

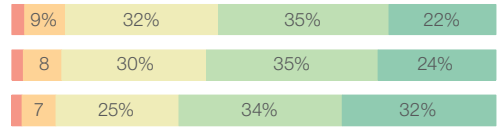
Overall patient ratings of outpatient services

Actual results²



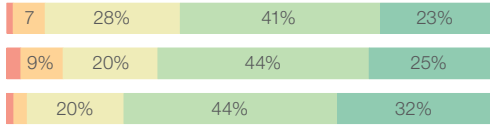
Lismore Base Hospital
Major non-metropolitan hospitals
New South Wales

Standardised results³



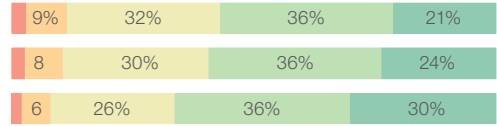
Patient ratings of care experiences that matter most⁴

Actual results² for Lismore Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Lismore Base Hospital



Lismore Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

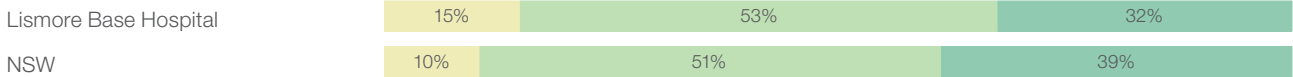
Outpatient attendances during February 2010: 1,022 patients

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

Characteristics of patients who completed the survey²

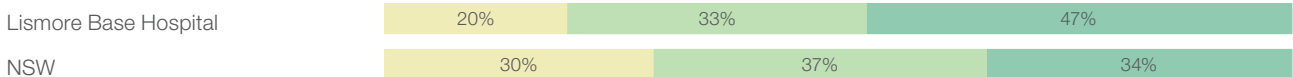
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

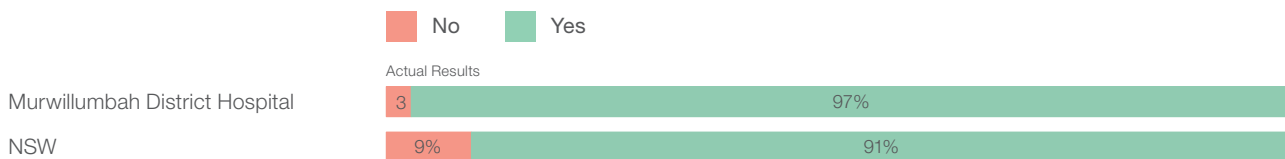
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

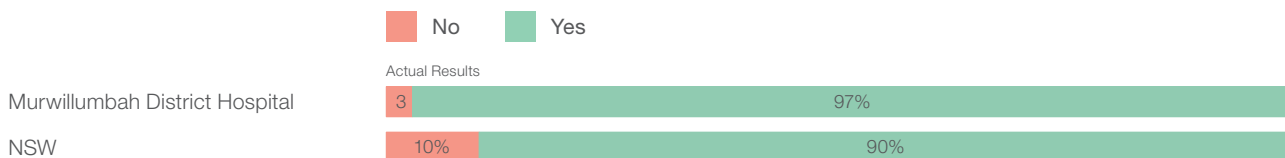
Murwillumbah District Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

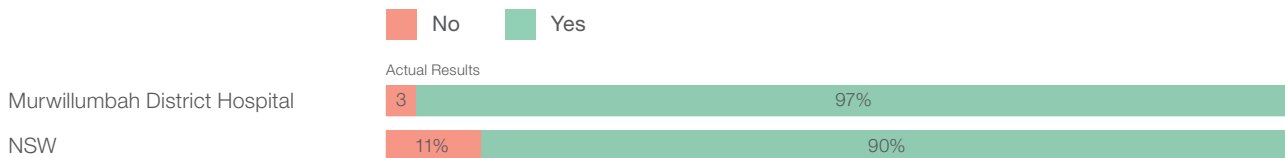
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



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



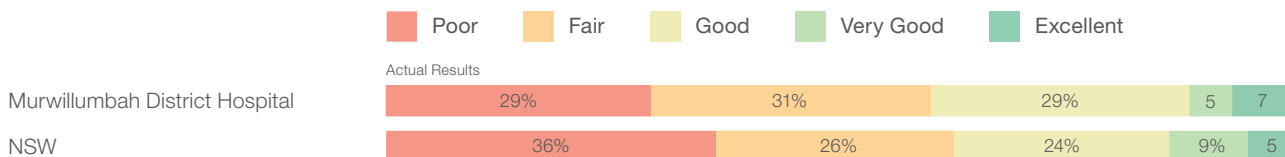
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



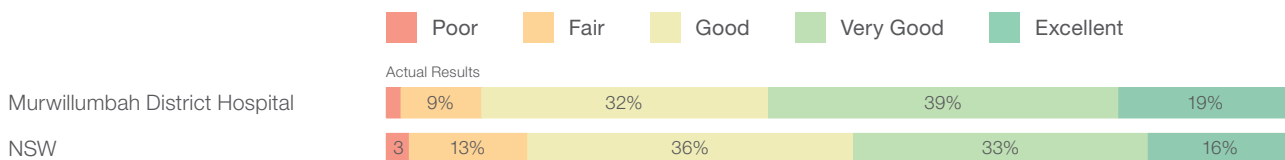
Murwillumbah District Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

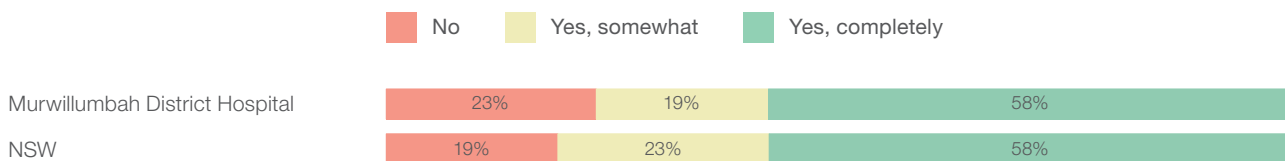
LOWEST: Availability of parking



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



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

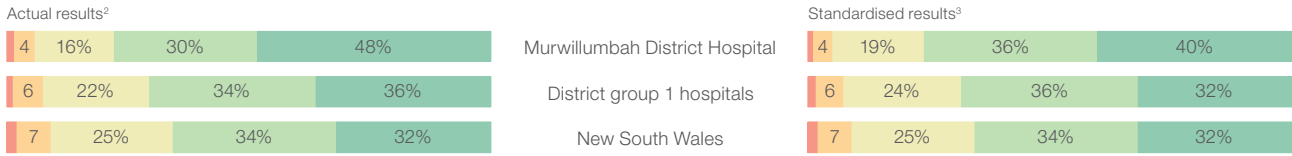


Murwillumbah District Hospital: Patient experiences with outpatient services

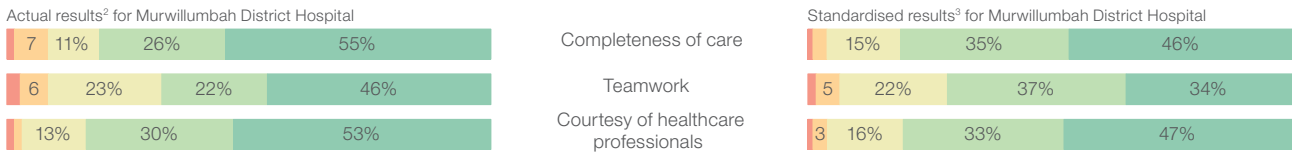
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



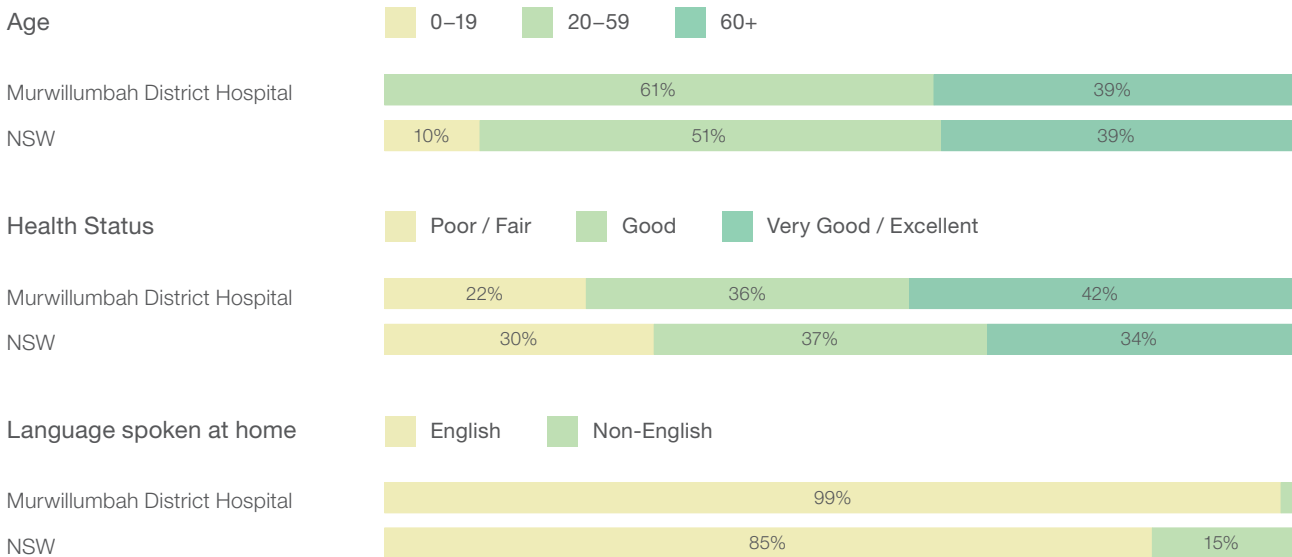
Murwillumbah District Hospital: Patients who used these outpatient services

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



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

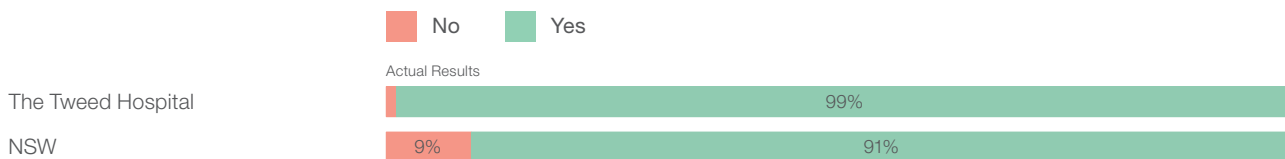
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

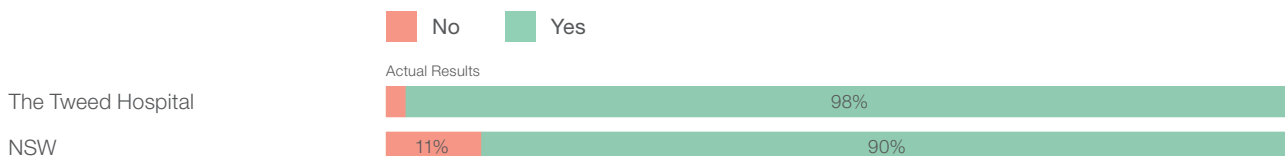
The Tweed Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

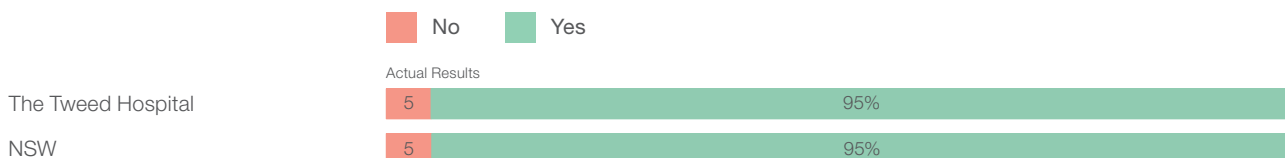
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



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



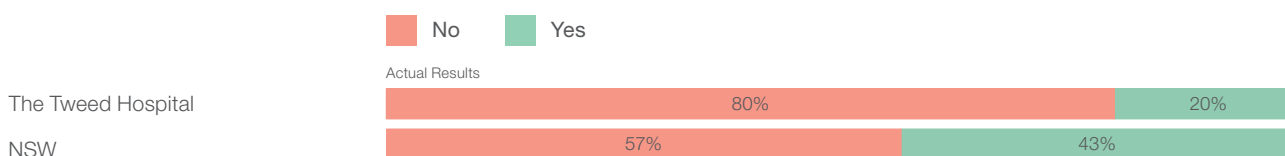
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



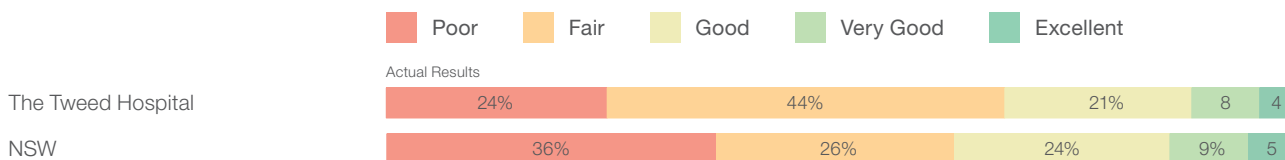
The Tweed Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

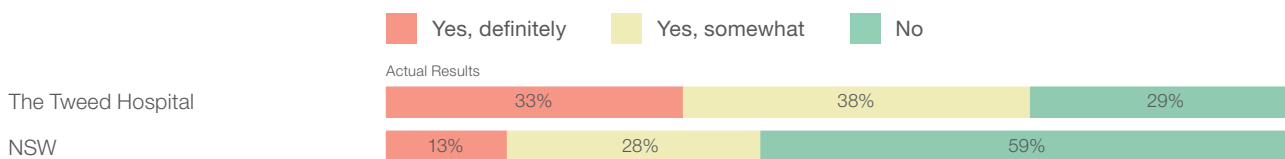
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



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



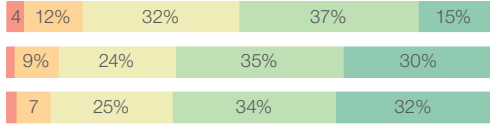
The Tweed Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

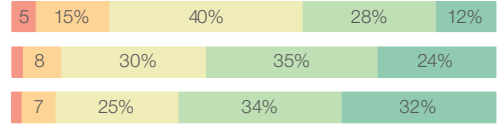
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

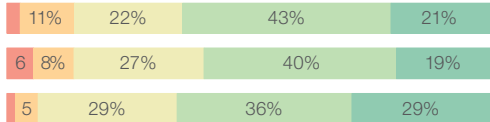


Standardised results³



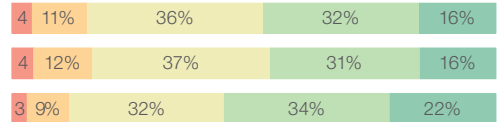
Patient ratings of care experiences that matter most⁴

Actual results² for The Tweed Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for The Tweed Hospital



The Tweed Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

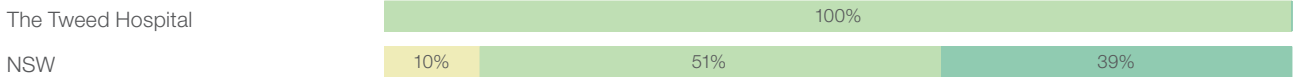
Outpatient attendances during February 2010: 742 patients

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

Characteristics of patients who completed the survey²

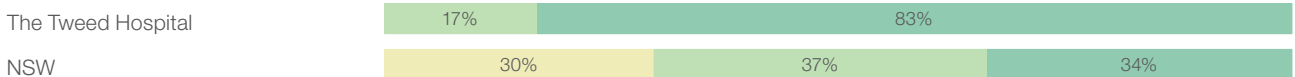
Age

■ 0-19 ■ 20-59 ■ 60+



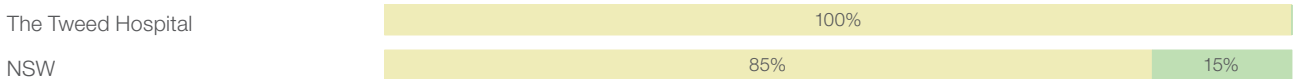
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

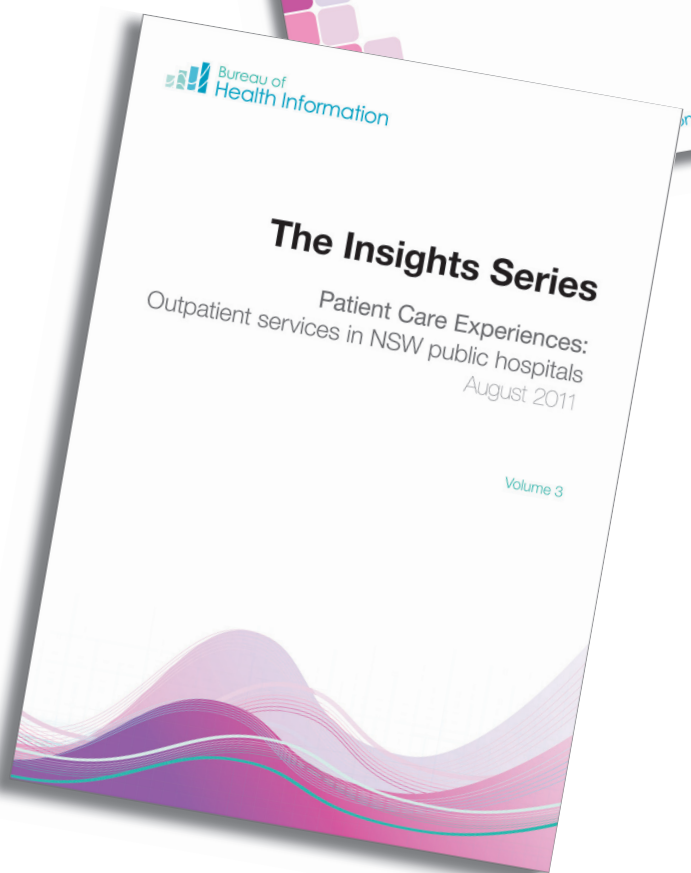
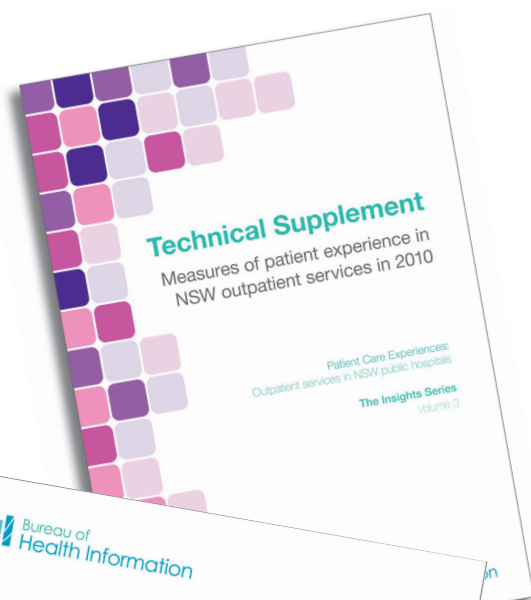
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

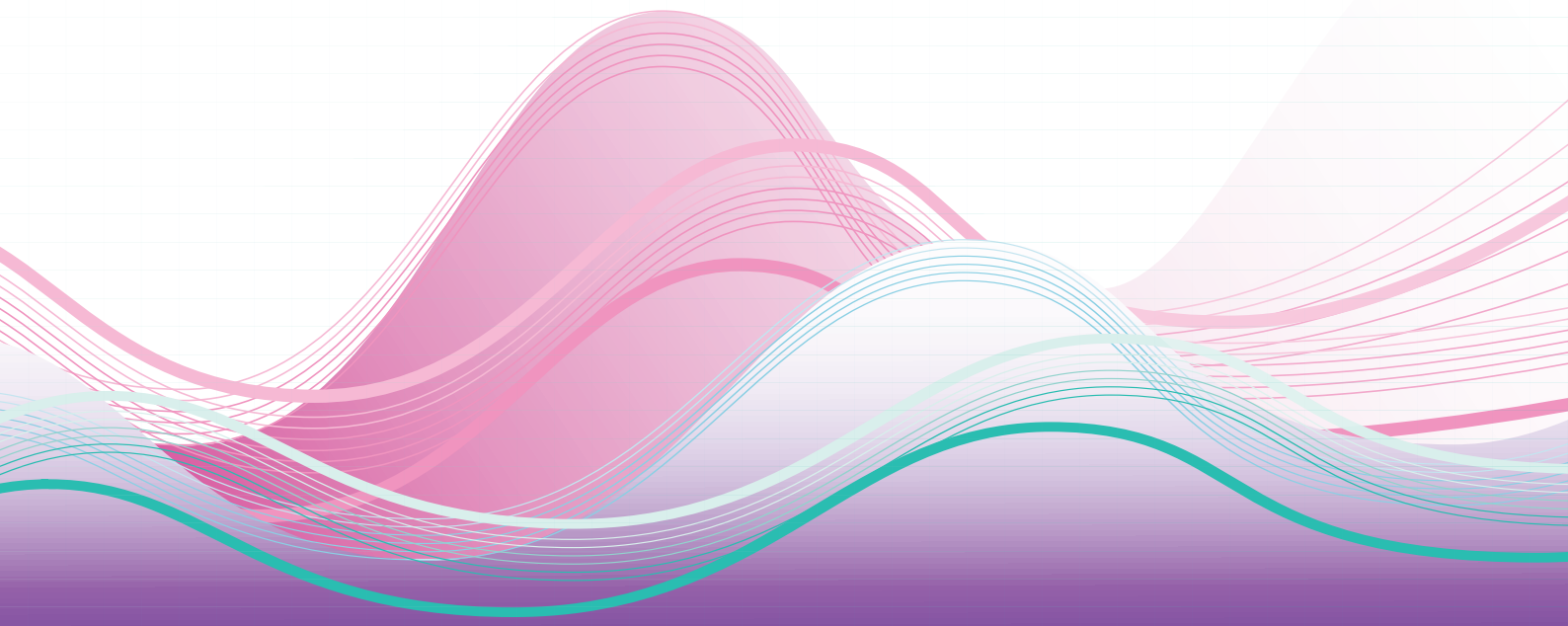
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Northern Sydney Local Health District

The Insights Series

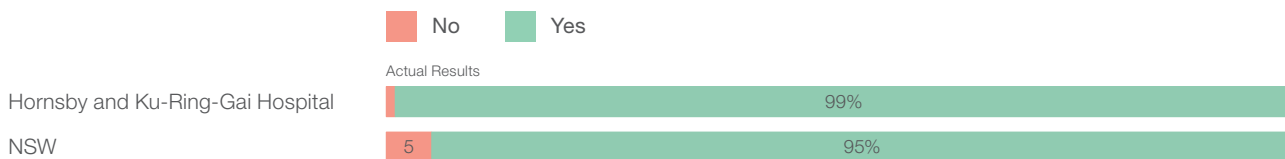
Volume 3



Hornsby and Ku-Ring-Gai Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

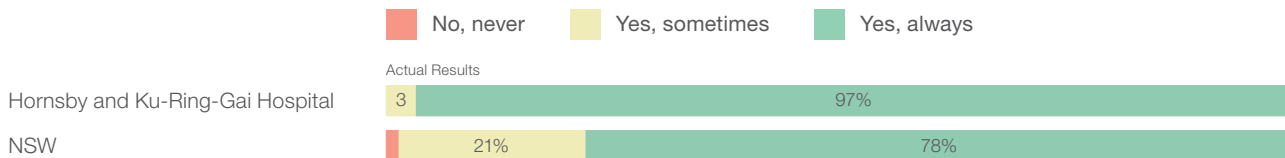
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



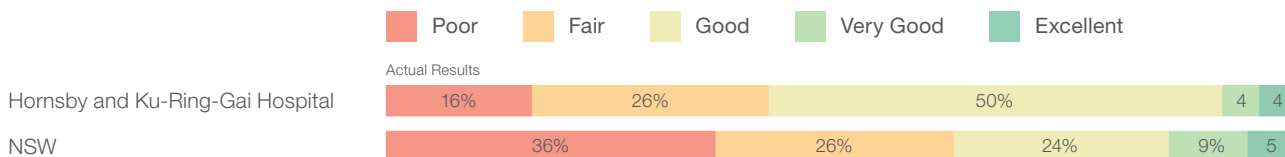
THIRD HIGHEST: When you asked questions, did you get answers you could understand?



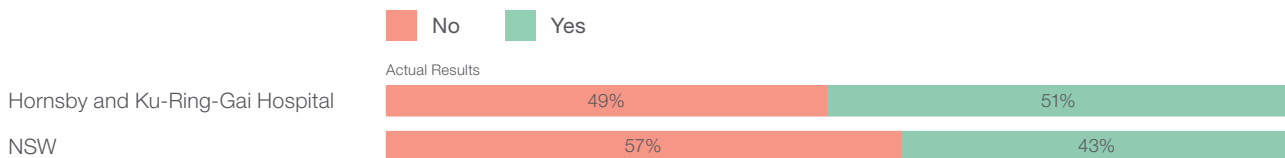
Hornsby and Ku-Ring-Gai Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

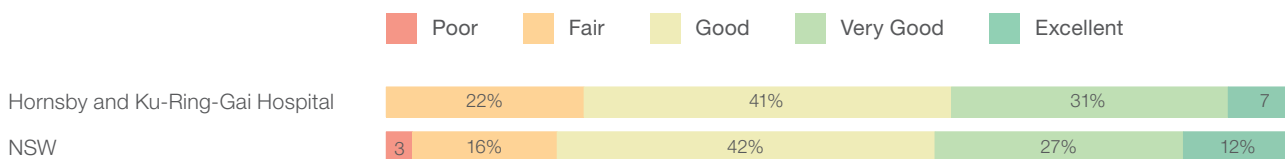
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

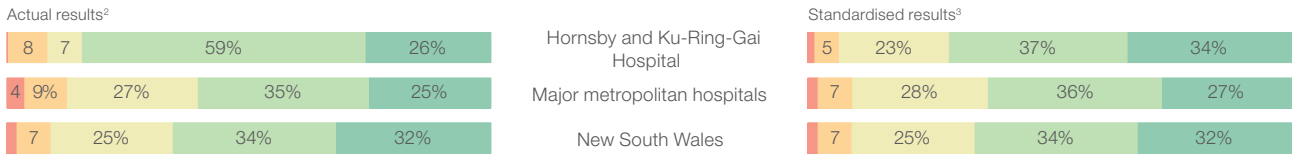


Hornsby and Ku-Ring-Gai Hospital: Patient experiences with outpatient services

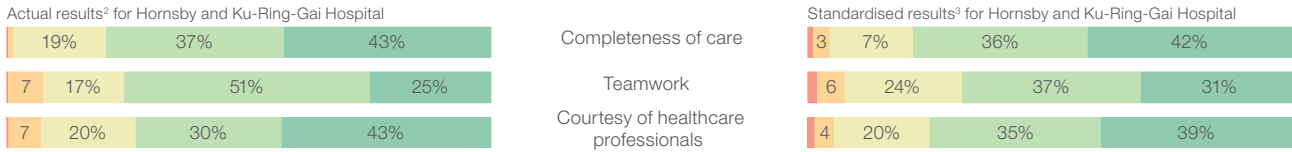
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



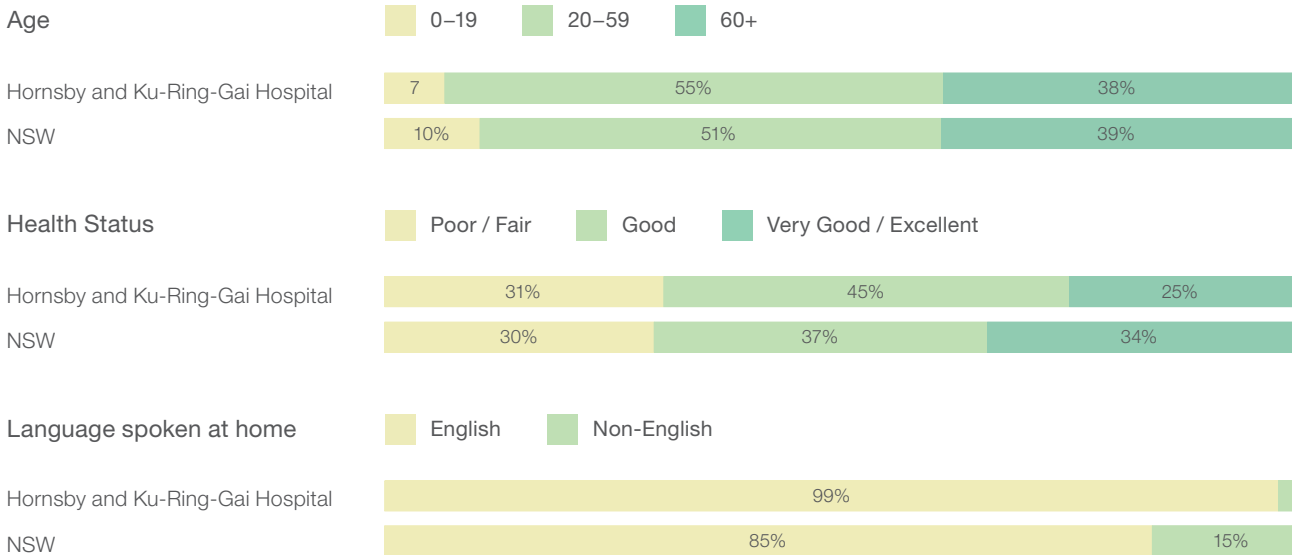
Hornsby and Ku-Ring-Gai Hospital: Patients who used these outpatient services

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



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

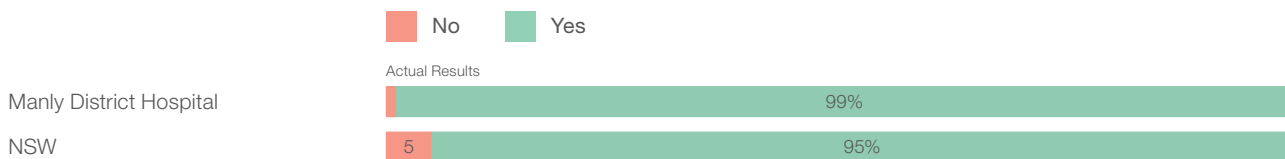
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

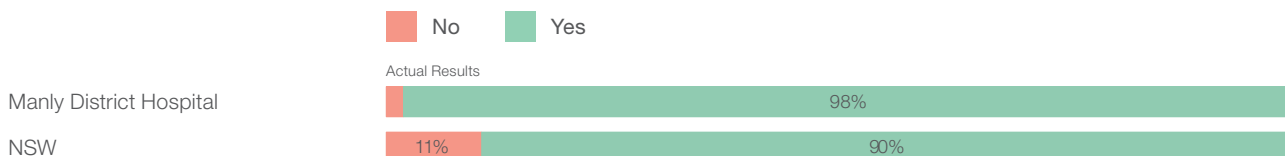
Manly District Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



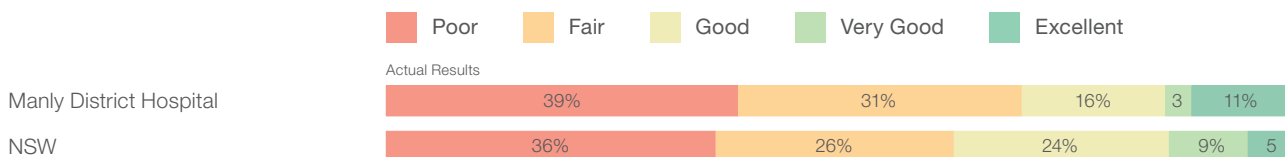
THIRD HIGHEST: Were you told why you needed tests in a way you could understand?



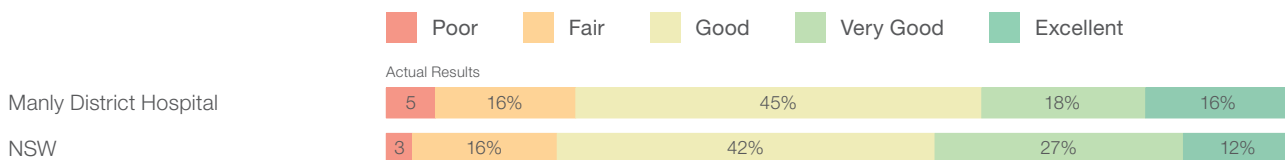
Manly District Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

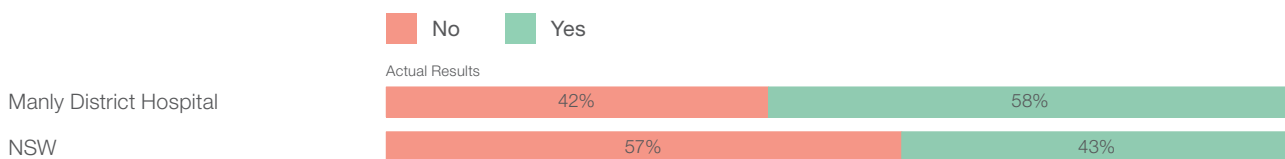
LOWEST: Availability of parking



SECOND LOWEST: Keeping noise levels to a minimum



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

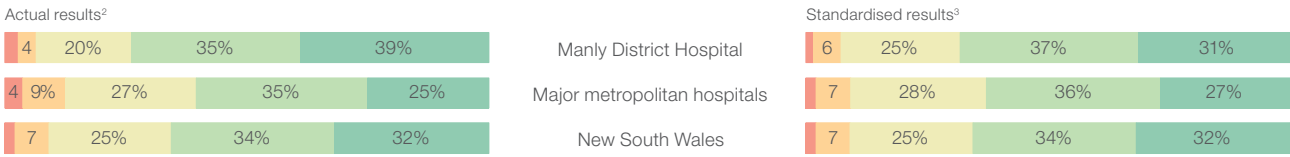


Manly District Hospital: Patient experiences with outpatient services

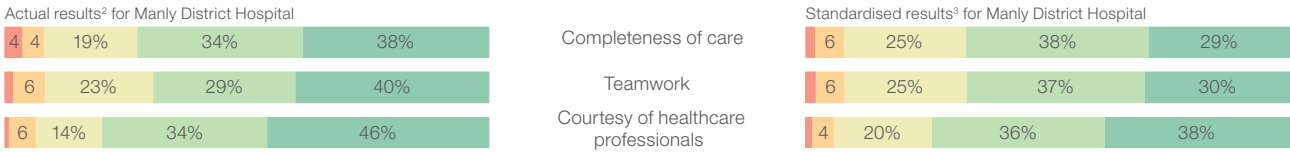
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



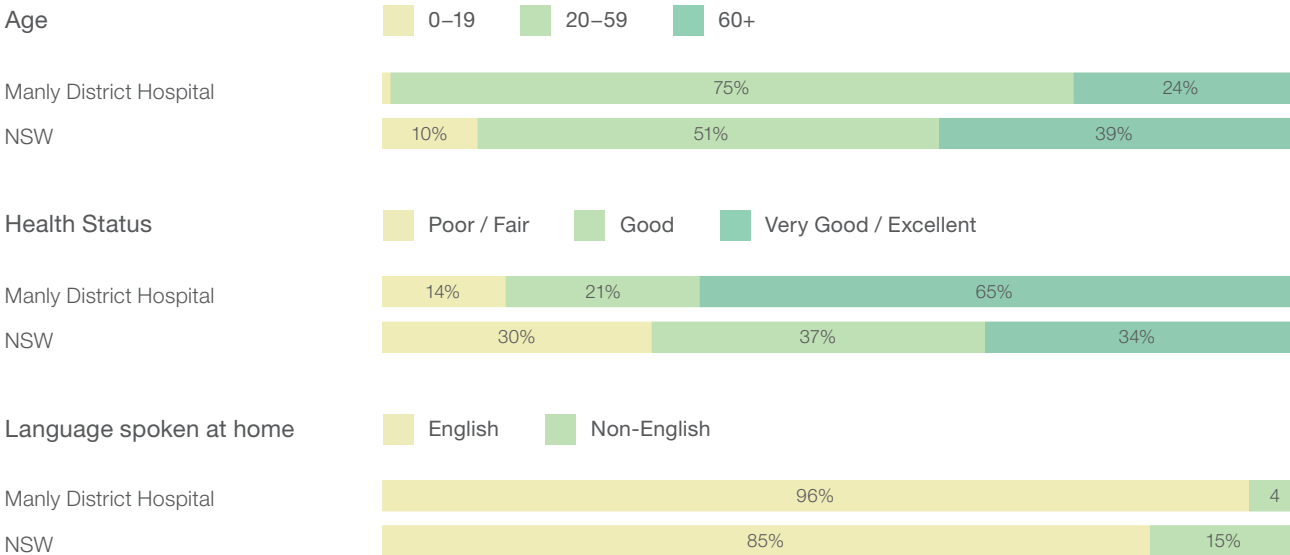
Manly District Hospital: Patients who used these outpatient services

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



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

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

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

Mona Vale and District Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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

■ No
 ■ Yes, somewhat
 ■ Yes, completely

Actual Results



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

■ No, never
 ■ Yes, sometimes
 ■ Yes, always

Actual Results



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

■ No, never
 ■ Yes, sometimes
 ■ Yes, always

Actual Results



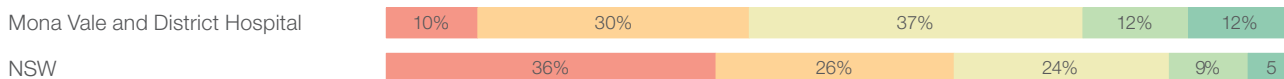
Mona Vale and District Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent

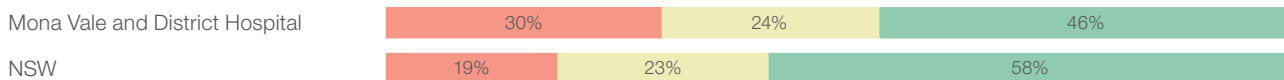
Actual Results



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

■ No
 ■ Yes, somewhat
 ■ Yes, completely

Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent

Actual Results

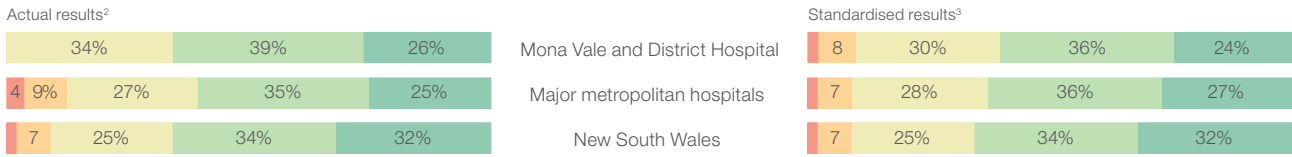


Mona Vale and District Hospital: Patient experiences with outpatient services

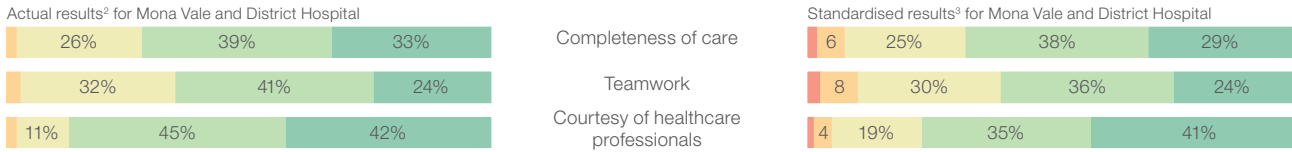
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



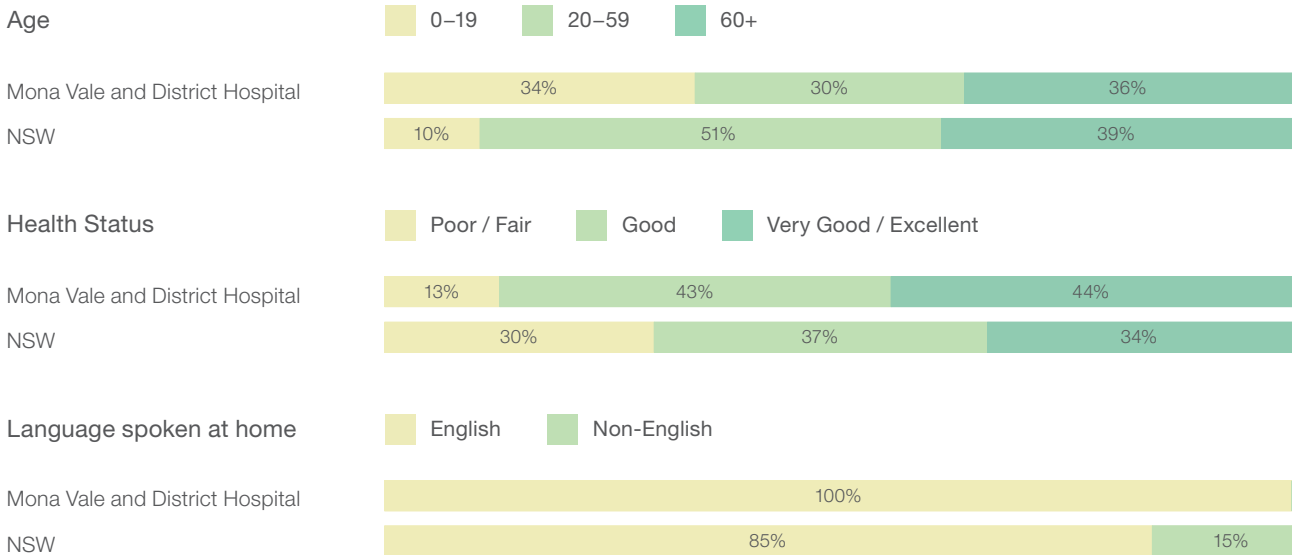
Mona Vale and District Hospital: Patients who used these outpatient services

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

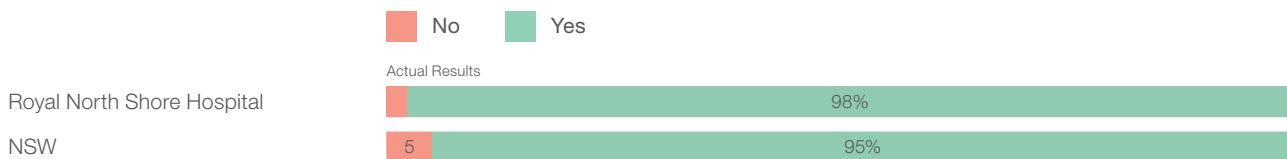


- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
 - Data weighted by age to reflect the population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

Royal North Shore Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

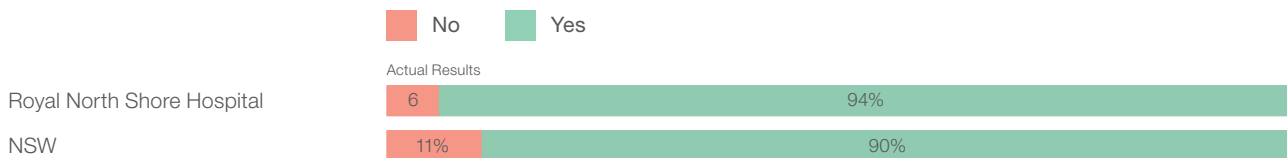
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



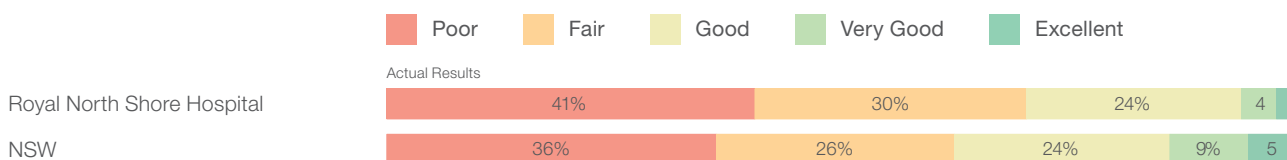
THIRD HIGHEST: Were you asked about how your family or living situation affect your health?



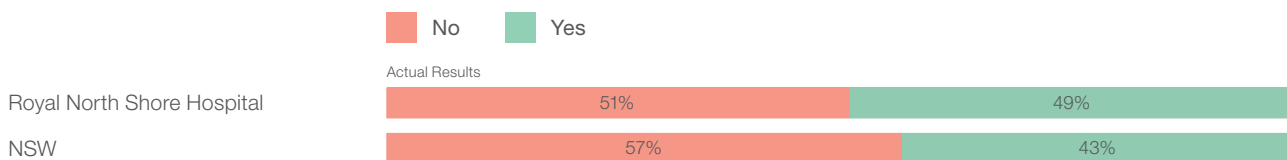
Royal North Shore Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

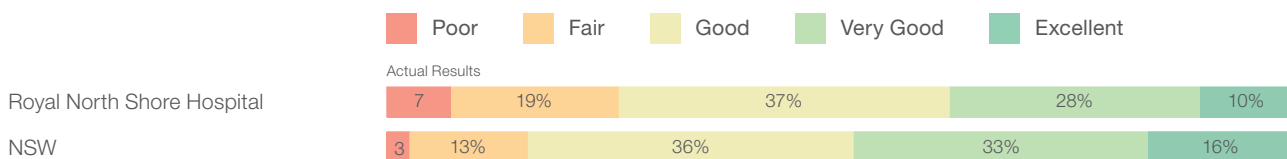
LOWEST: Availability of parking



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



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

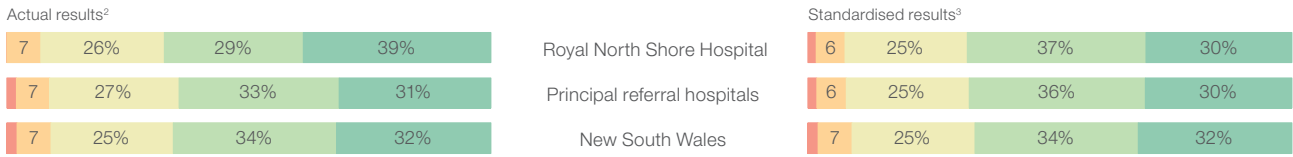


Royal North Shore Hospital: Patient experiences with outpatient services

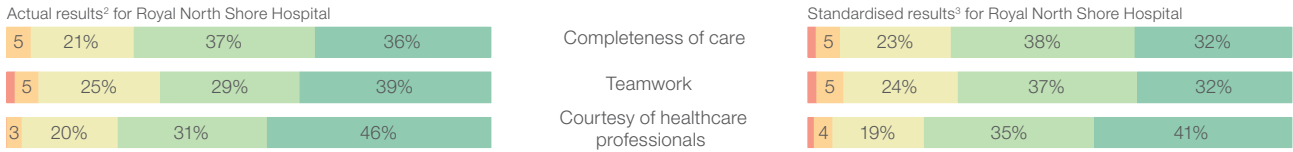
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



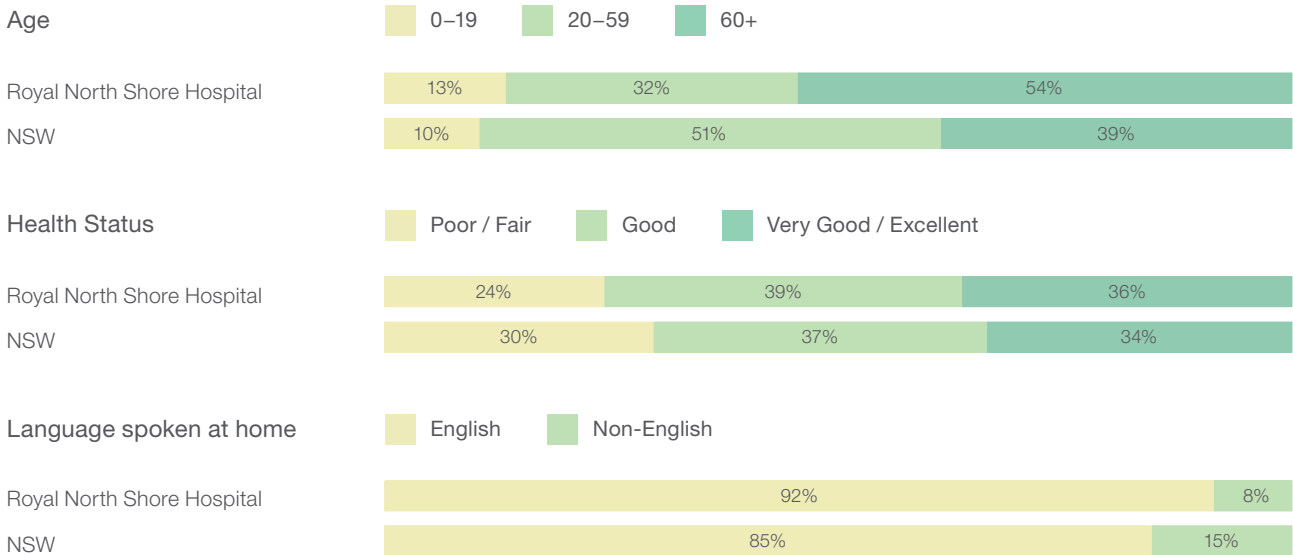
Royal North Shore Hospital: Patients who used these outpatient services

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



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

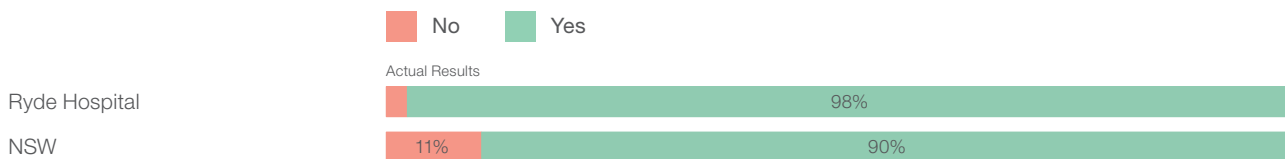
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

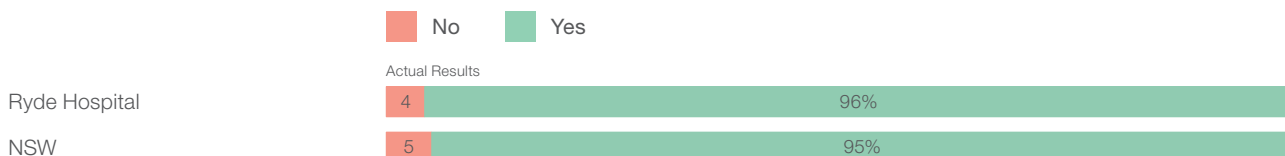
Ryde Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

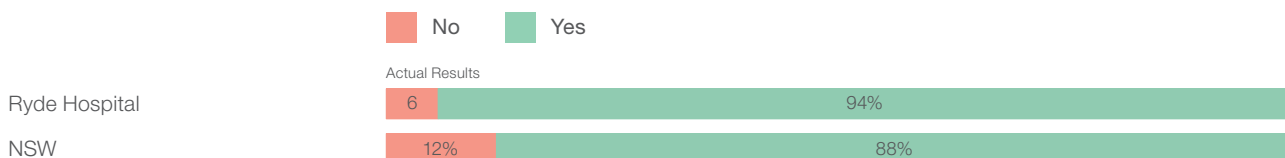
HIGHEST: Were you asked about how your family or living situation affect your health?



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



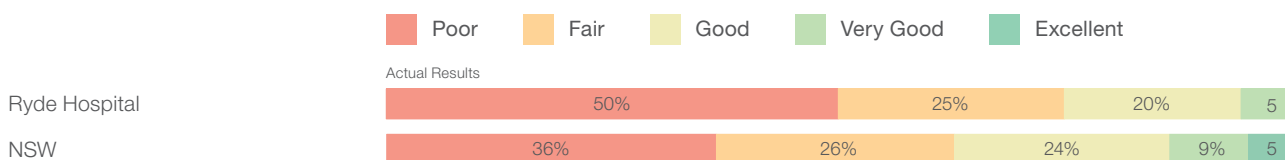
THIRD HIGHEST: Did you spend as much time with the healthcare professional as you wanted?



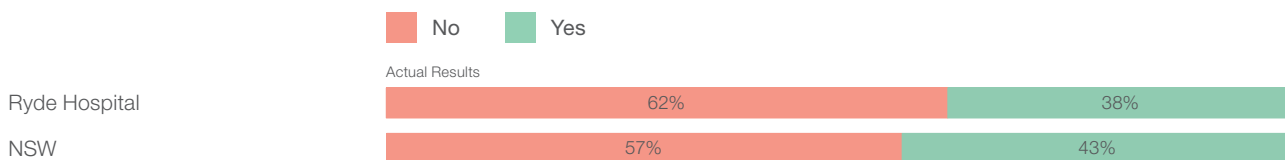
Ryde Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

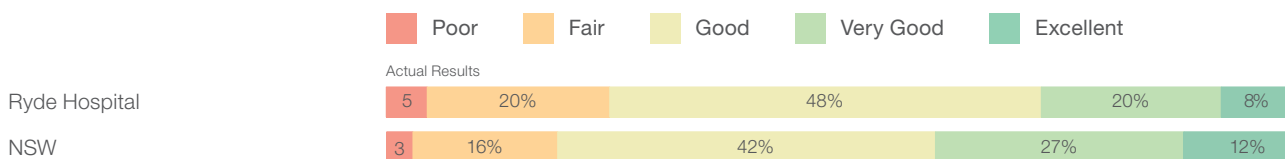
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

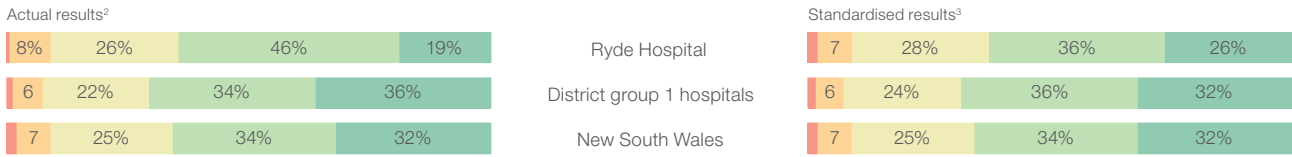


Ryde Hospital: Patient experiences with outpatient services

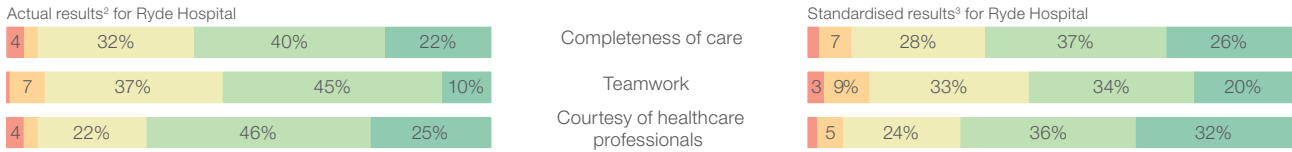
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



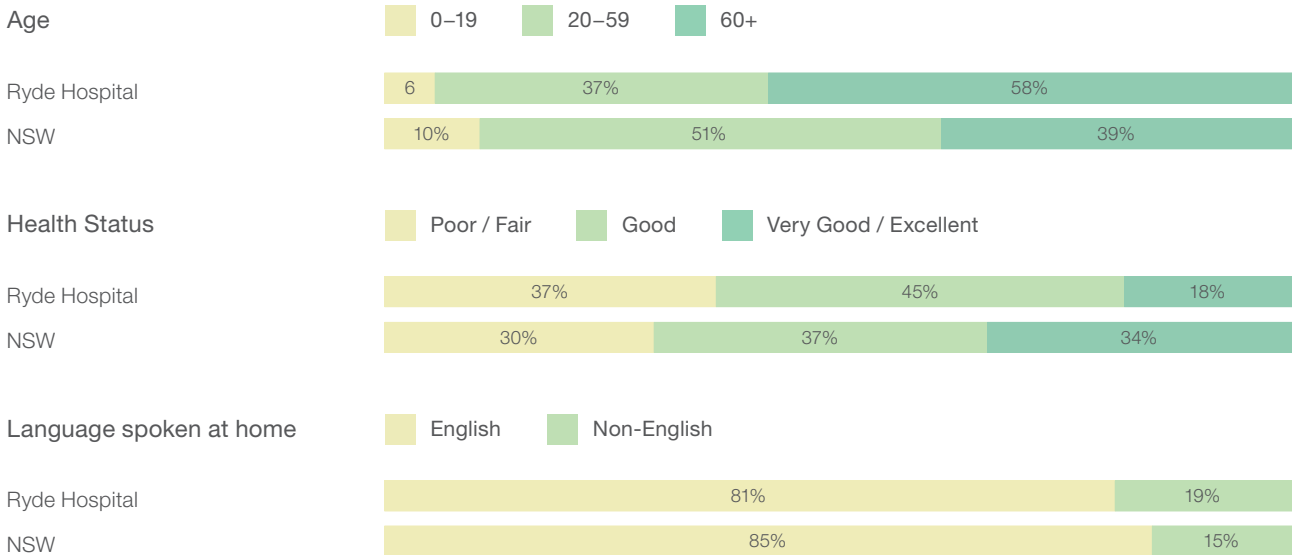
Ryde Hospital: Patients who used these outpatient services

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



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

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

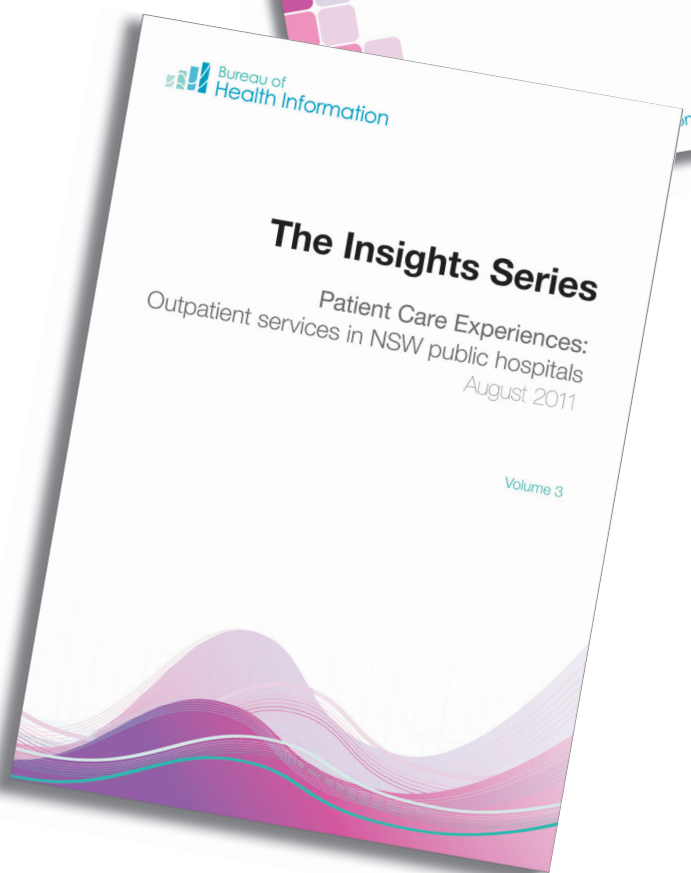
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles: Outpatient services in NSW public hospitals, August 2011. Sydney (NSW); 2011.

Published August 2011

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

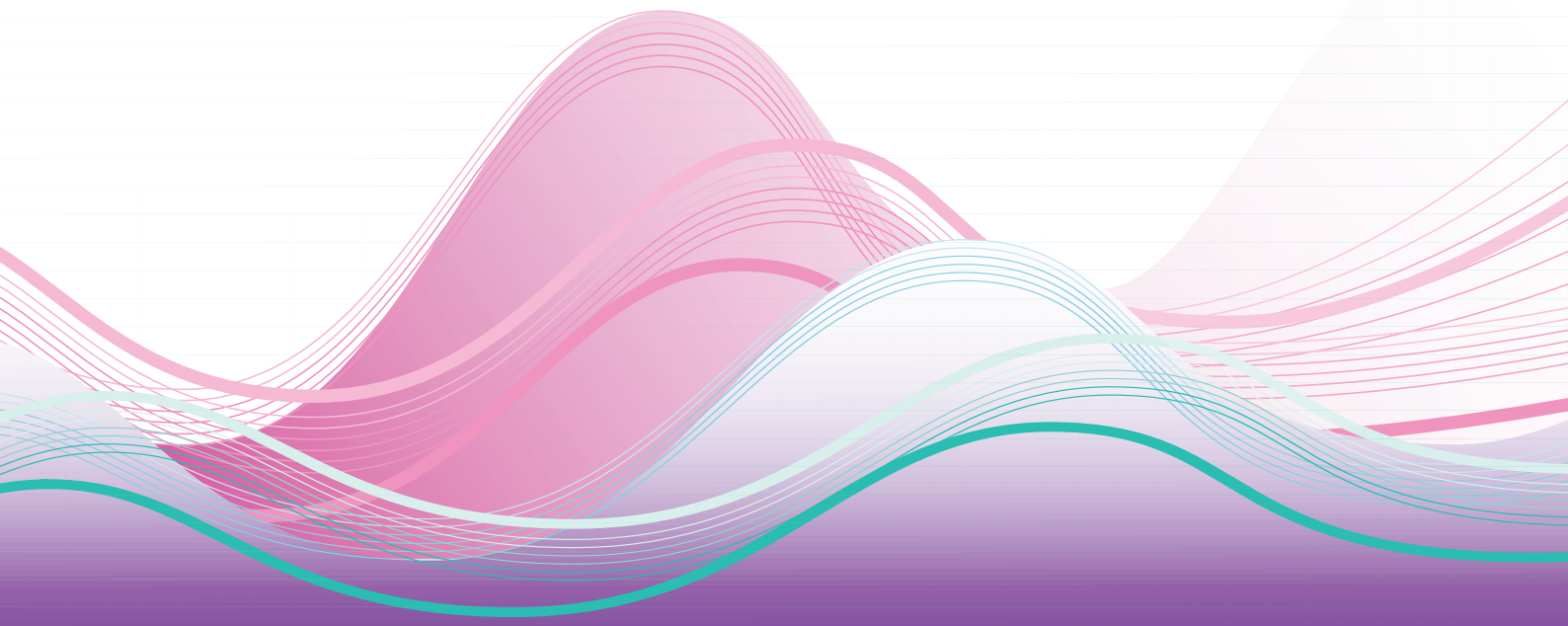
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

South Eastern Sydney Local Health District

The Insights Series

Volume 3



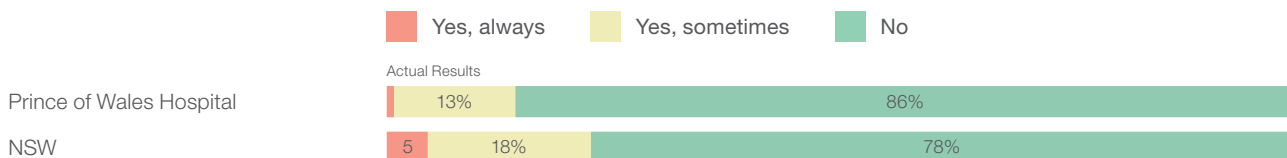
Prince of Wales Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

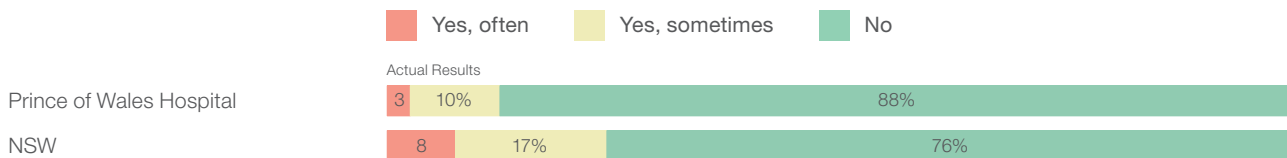
HIGHEST: Did someone explain how to take the new medications?



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



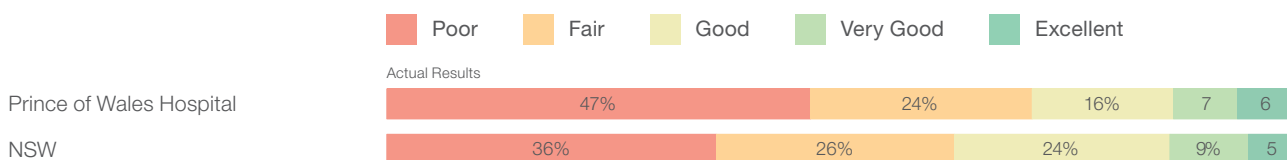
THIRD HIGHEST: During your visit, were there times when you did not get the help you needed?



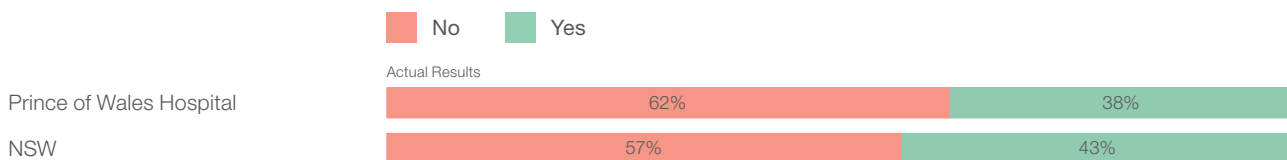
Prince of Wales Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

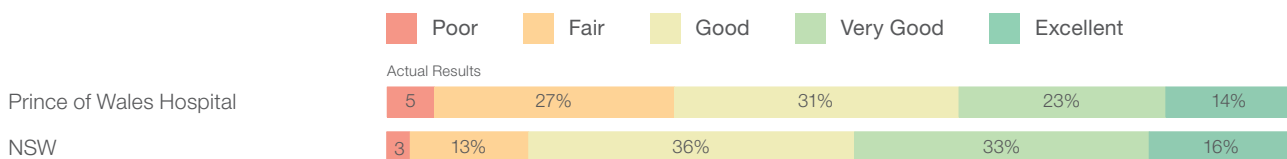
LOWEST: Availability of parking



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



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



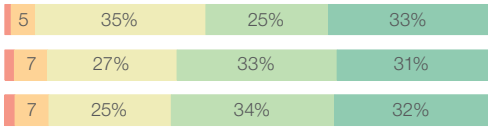
Prince of Wales Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

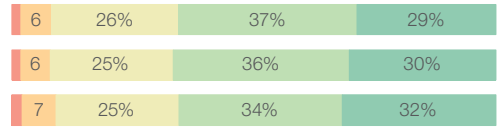
Overall patient ratings of outpatient services

Actual results²



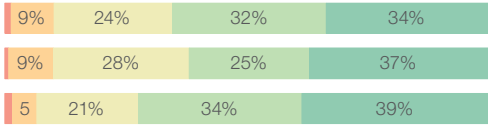
Prince of Wales Hospital
Principal referral hospitals
New South Wales

Standardised results³



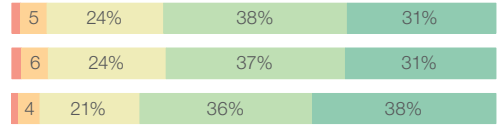
Patient ratings of care experiences that matter most⁴

Actual results² for Prince of Wales Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Prince of Wales Hospital



Prince of Wales Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

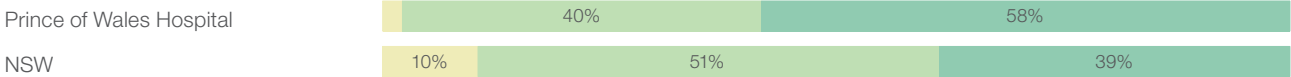
Outpatient attendances during February 2010: 4,473 patients

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

Characteristics of patients who completed the survey²

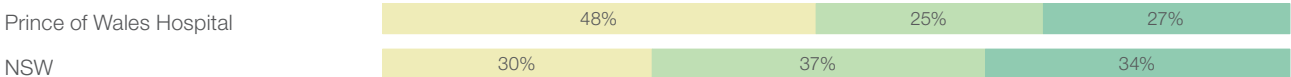
Age

■ 0-19 ■ 20-59 ■ 60+



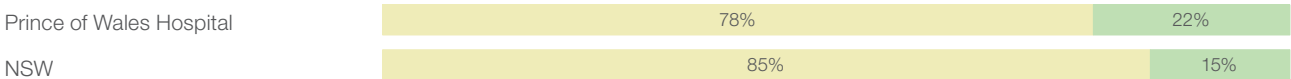
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

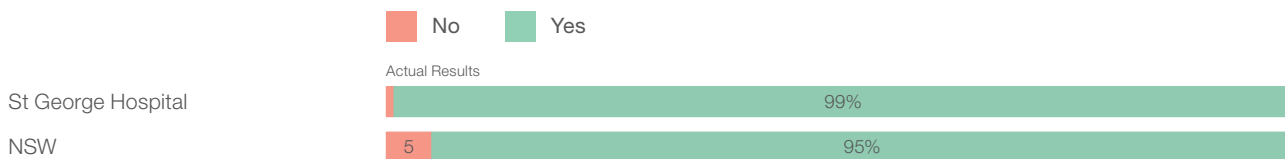
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

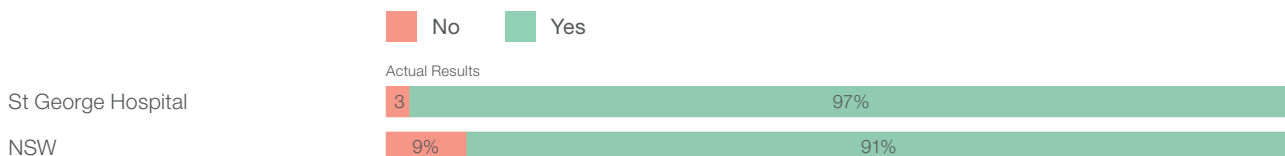
St George Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

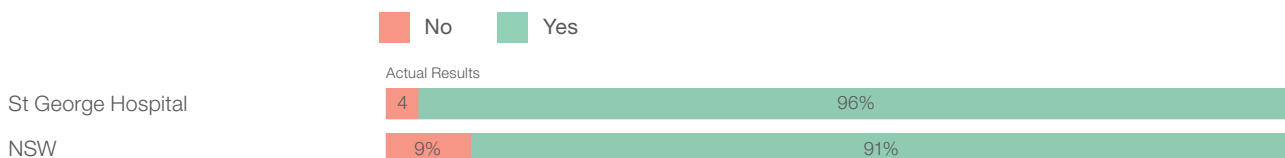
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



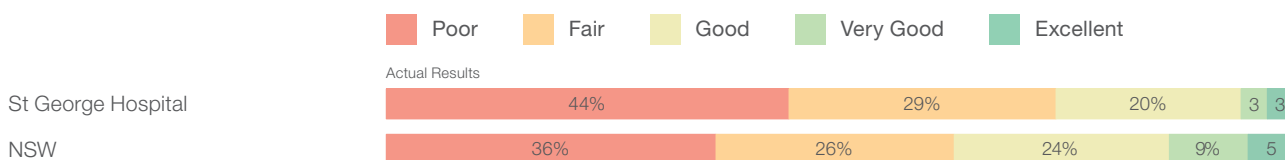
THIRD HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



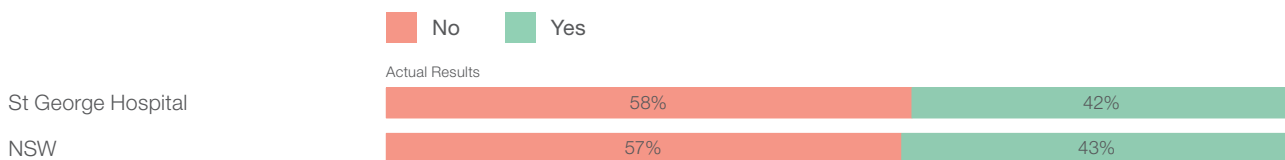
St George Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

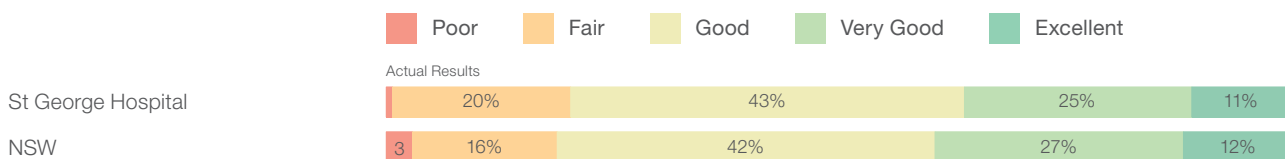
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

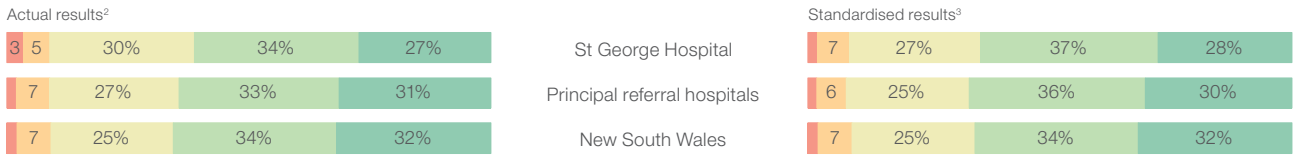


St George Hospital: Patient experiences with outpatient services

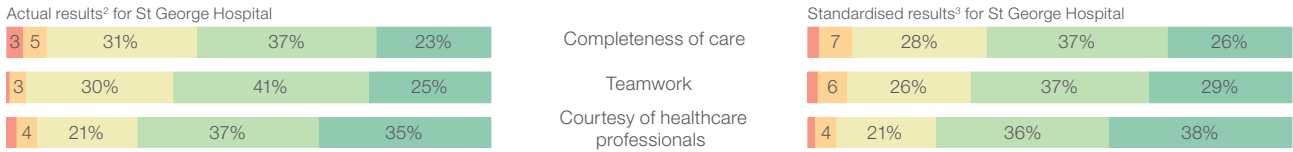
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



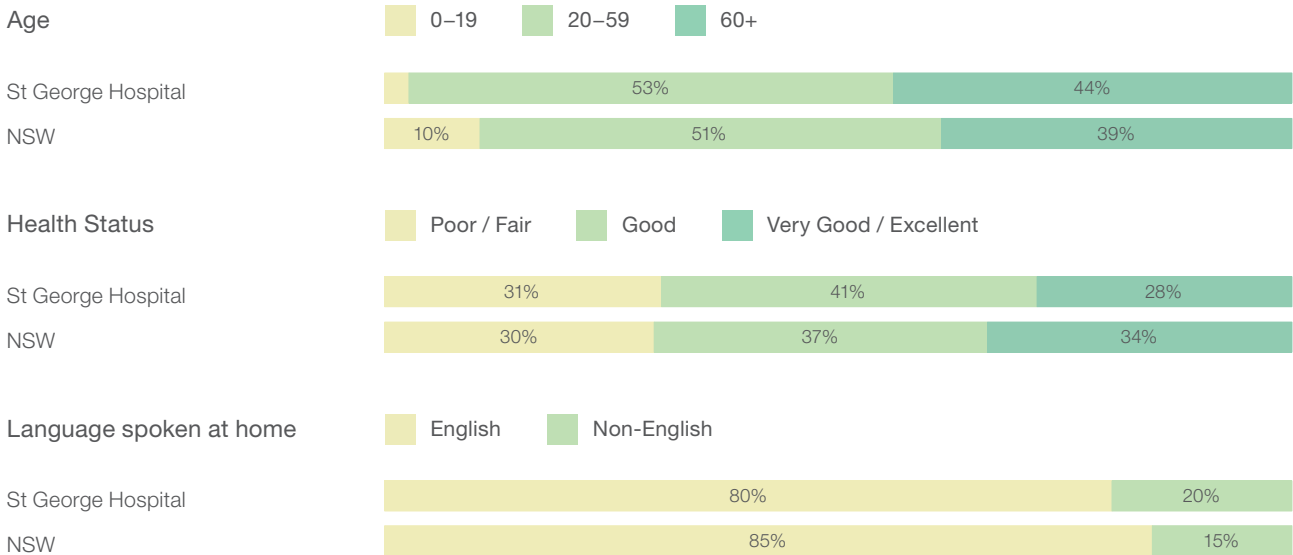
St George Hospital: Patients who used these outpatient services

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



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

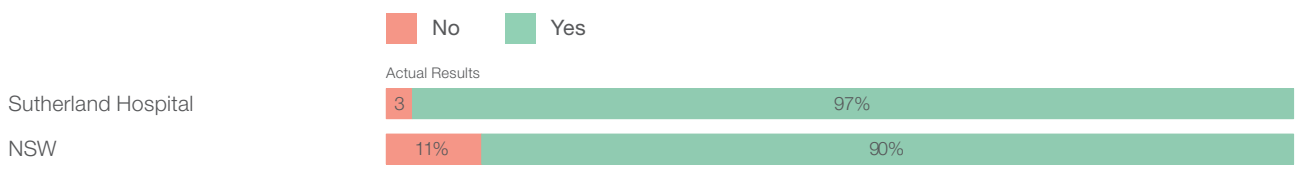
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

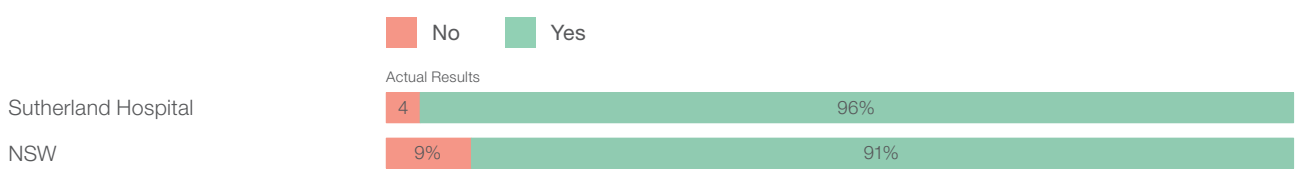
Sutherland Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

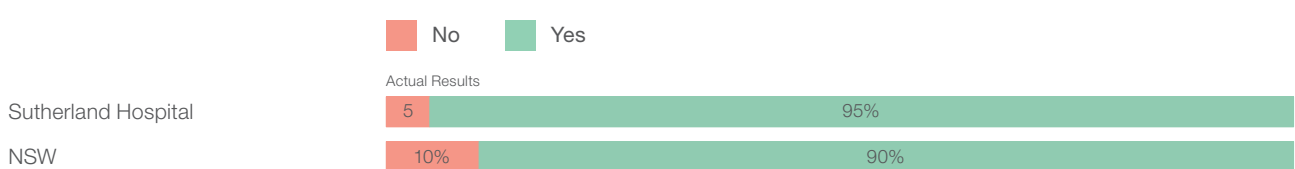
HIGHEST: Were you asked about how your family or living situation affect your health?



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



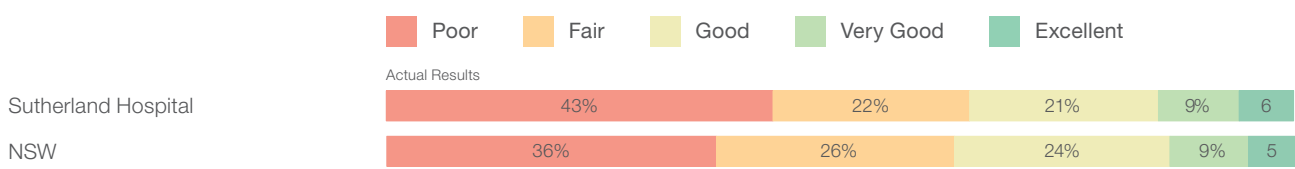
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



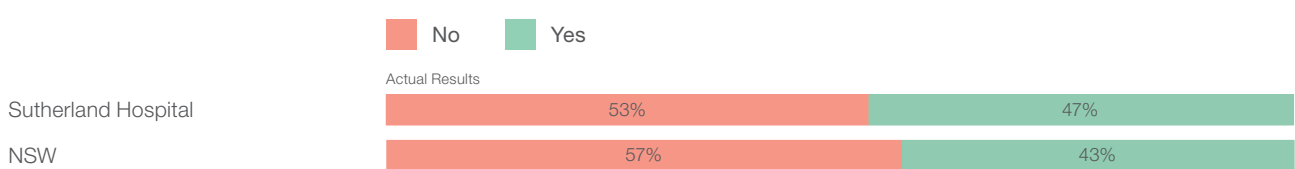
Sutherland Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

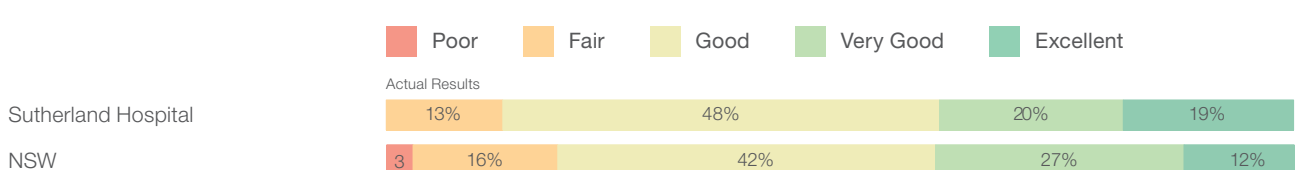
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



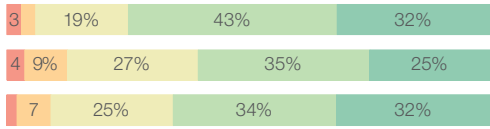
Sutherland Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

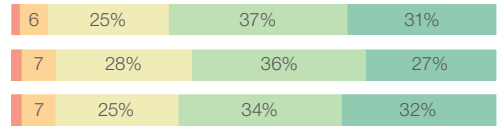
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

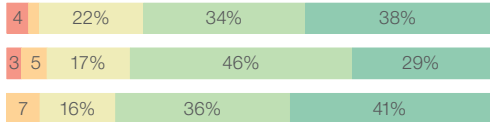


Standardised results³

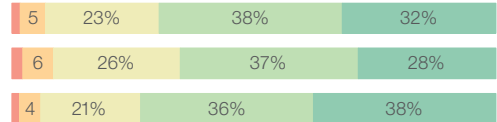


Patient ratings of care experiences that matter most⁴

Actual results² for Sutherland Hospital



Standardised results³ for Sutherland Hospital



Sutherland Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

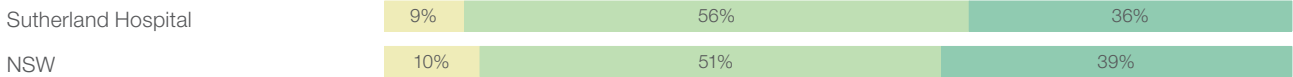
Outpatient attendances during February 2010: 1,148 patients

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

Characteristics of patients who completed the survey²

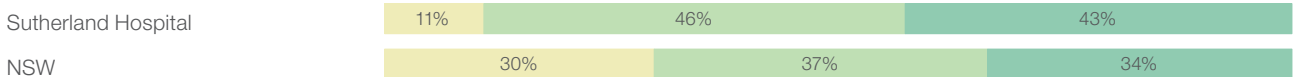
Age

■ 0-19 ■ 20-59 ■ 60+



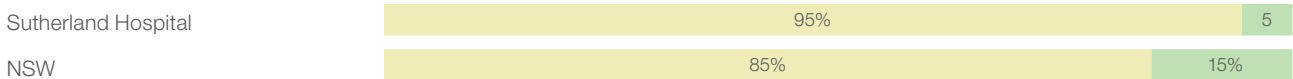
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

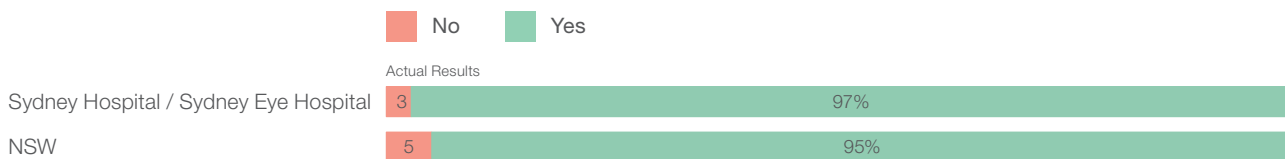
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

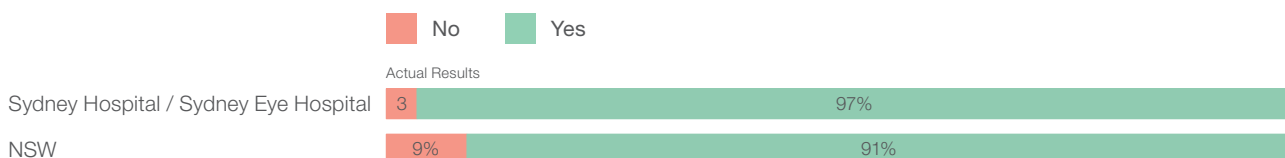
Sydney Hospital / Sydney Eye Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



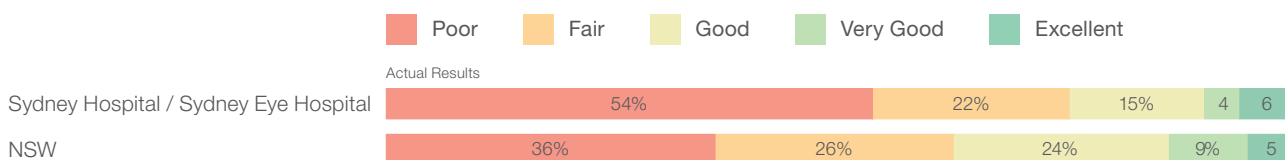
THIRD HIGHEST: Did someone explain how to take the new medications?



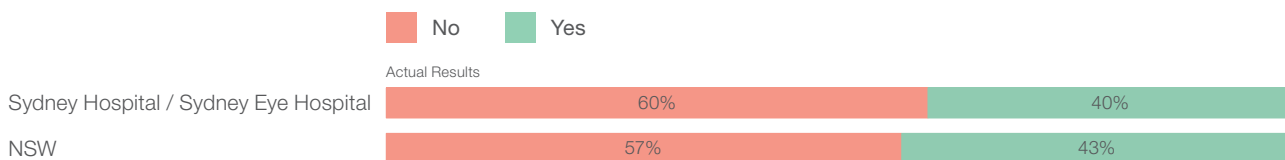
Sydney Hospital / Sydney Eye Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

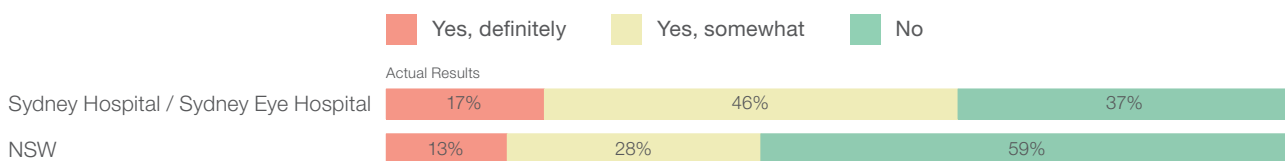
LOWEST: Availability of parking



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



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



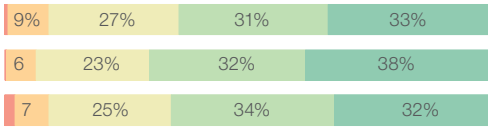
Sydney Hospital / Sydney Eye Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

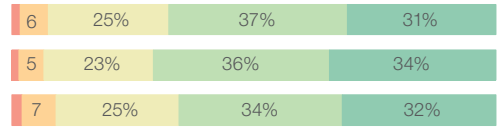
Overall patient ratings of outpatient services

Actual results²



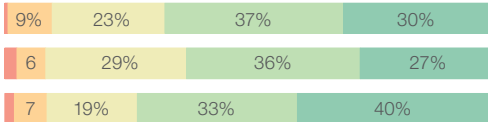
Sydney Hospital / Sydney Eye Hospital
Ungrouped acute - tertiary referral hospitals
New South Wales

Standardised results³



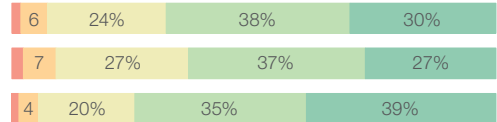
Patient ratings of care experiences that matter most⁴

Actual results² for Sydney Hospital / Sydney Eye Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Sydney Hospital / Sydney Eye Hospital



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

NSW Health Patient Survey, February 2010

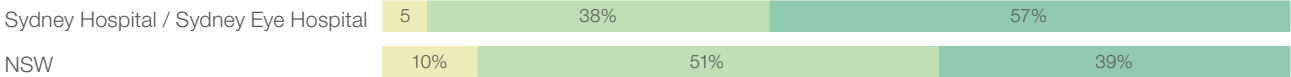
Outpatient attendances during February 2010: 3,260 patients

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

Characteristics of patients who completed the survey²

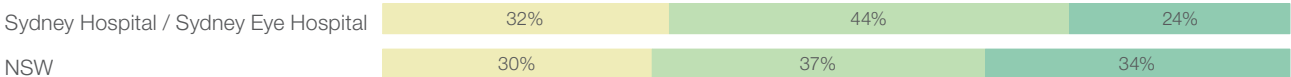
Age

■ 0-19 ■ 20-59 ■ 60+



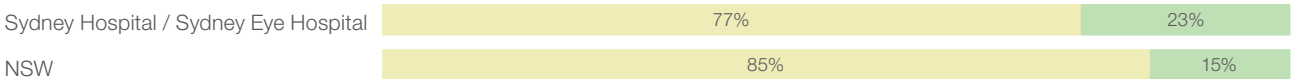
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

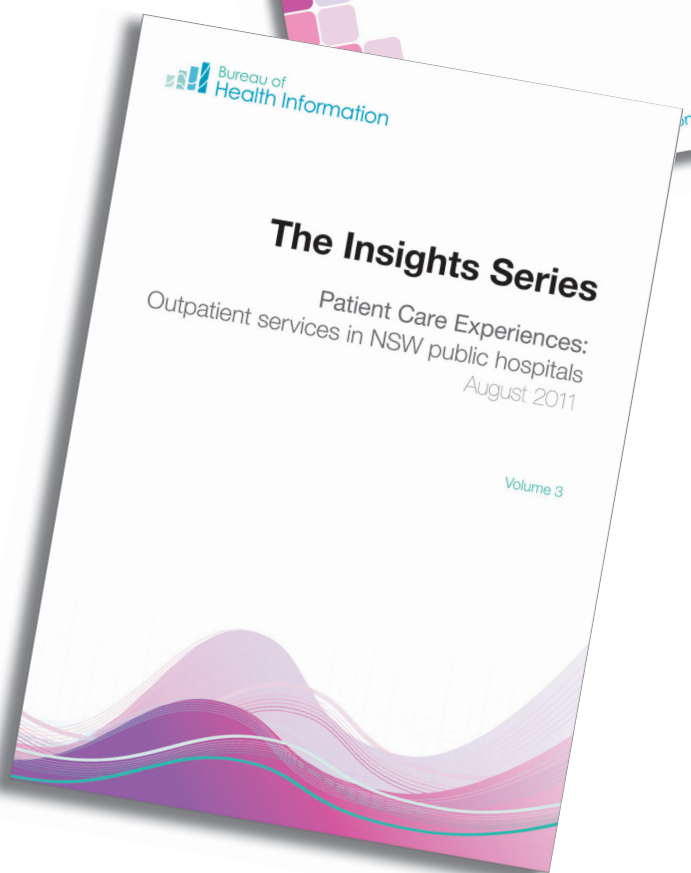
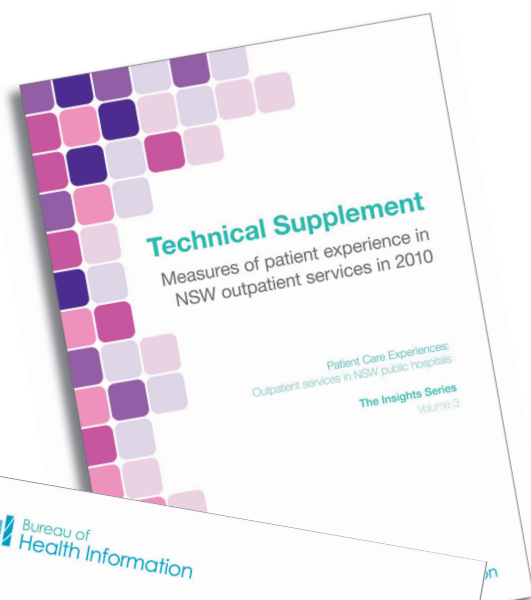
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles: Outpatient services in NSW public hospitals, August 2011. Sydney (NSW); 2011.

Published August 2011

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

South Western Sydney Local Health District

The Insights Series

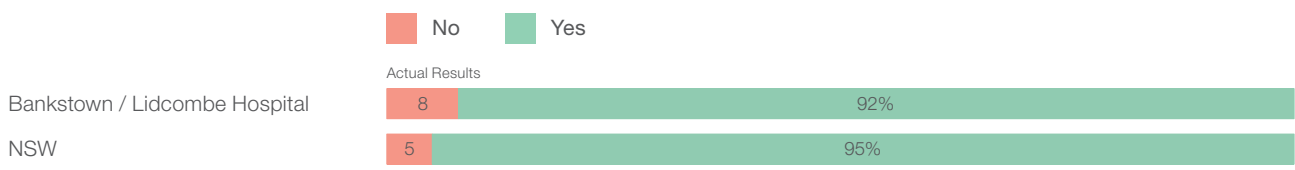
Volume 3



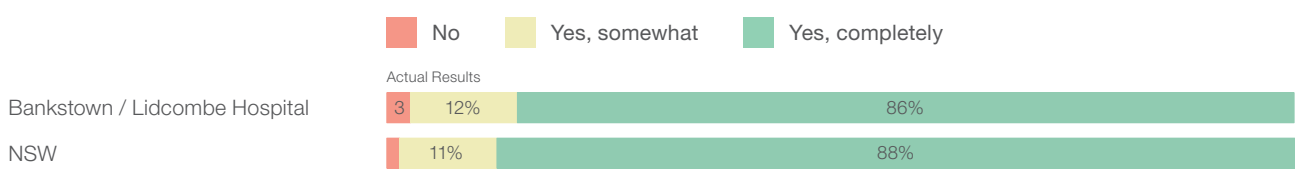
Bankstown / Lidcombe Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

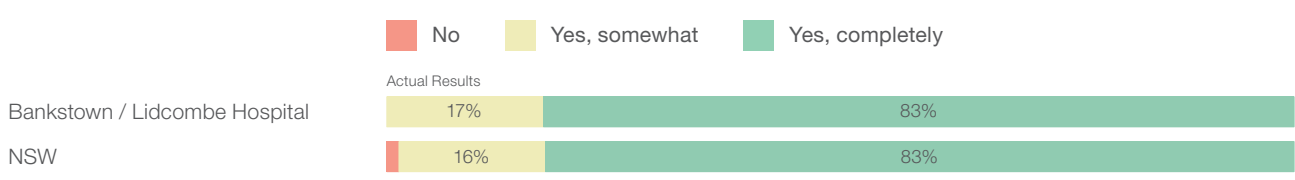
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



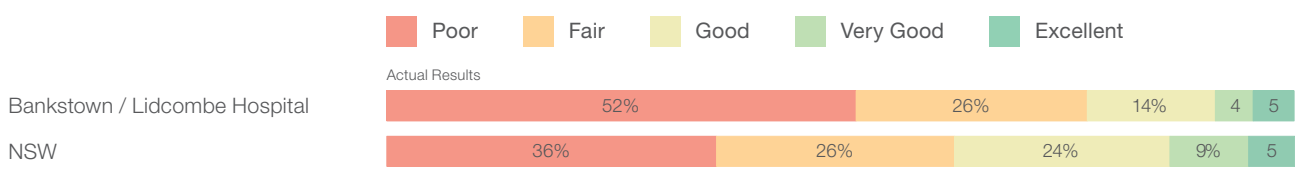
THIRD HIGHEST: Did the healthcare professional listen to what you had to say?



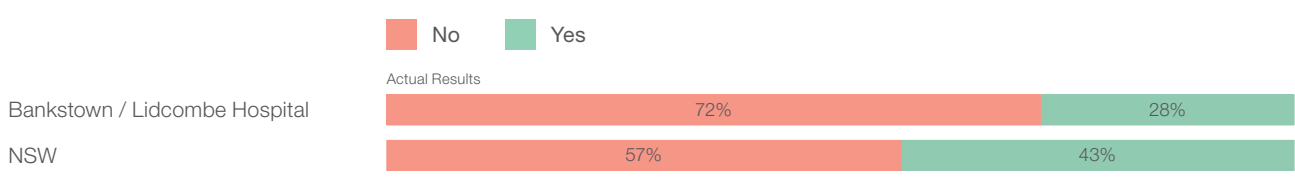
Bankstown / Lidcombe Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

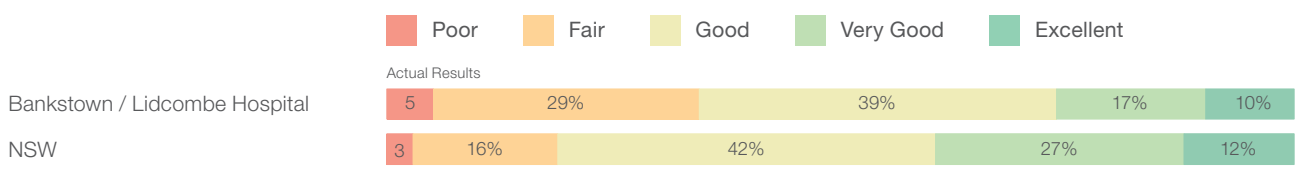
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



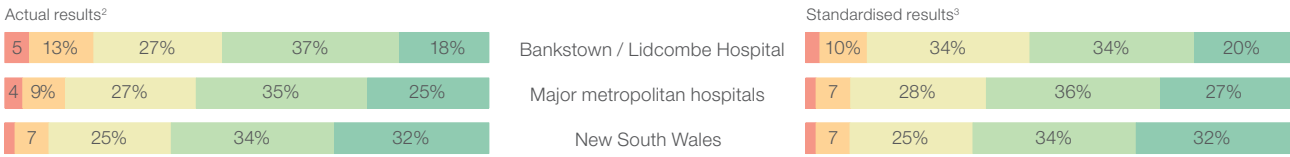
Bankstown / Lidcombe Hospital was classified as a major metropolitan hospital in the Health Information Exchange during the analysis phase of this report and is therefore presented as such in this document. Since then, this hospital has been confirmed in the principal referral group of hospitals and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

Bankstown / Lidcombe Hospital: Patient experiences with outpatient services

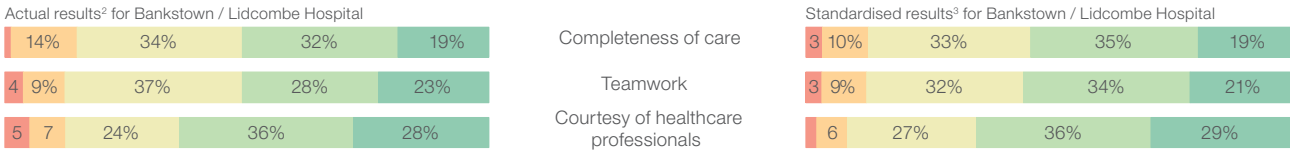
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



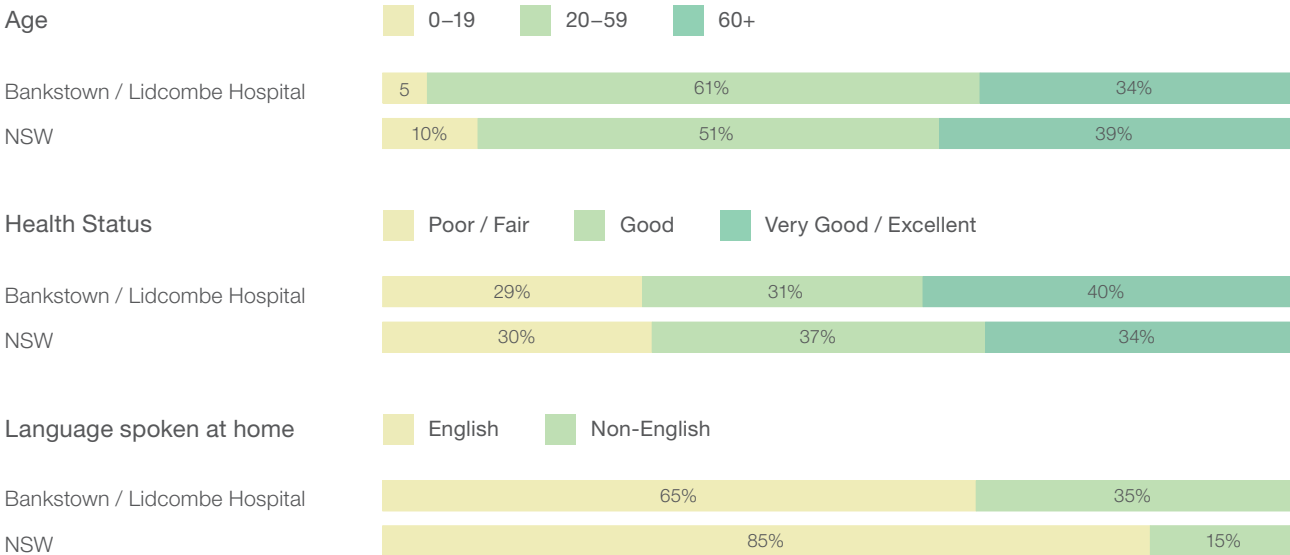
Bankstown / Lidcombe Hospital: Patients who used these outpatient services

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



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

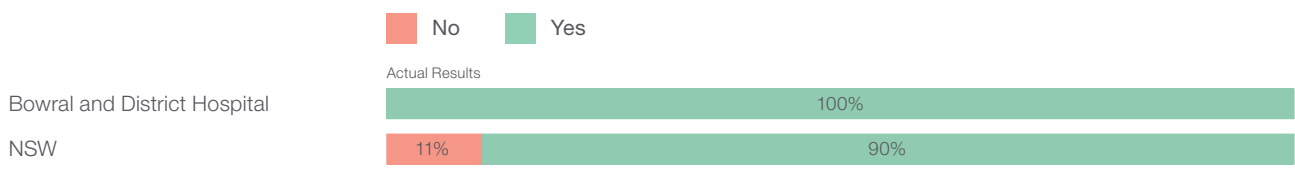
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

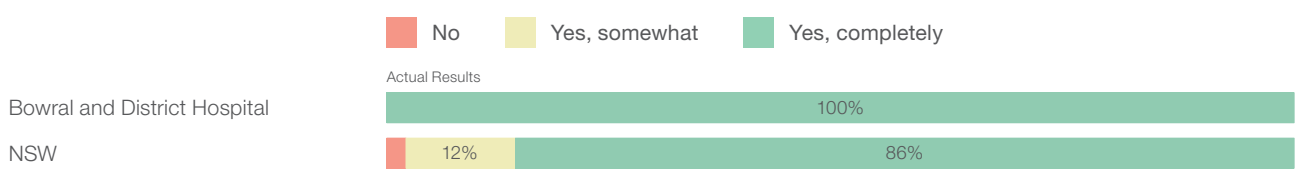
Bowral and District Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

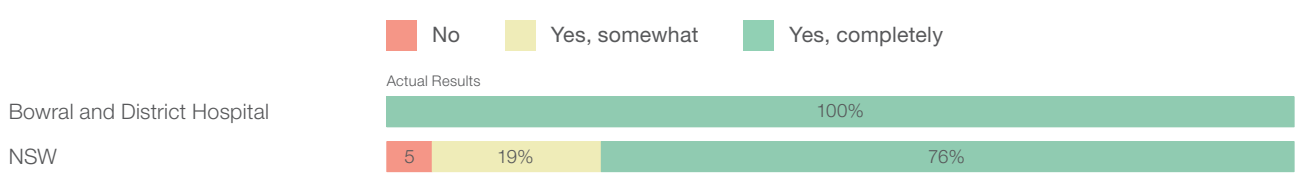
HIGHEST: Were you asked about how your family or living situation affect your health?



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



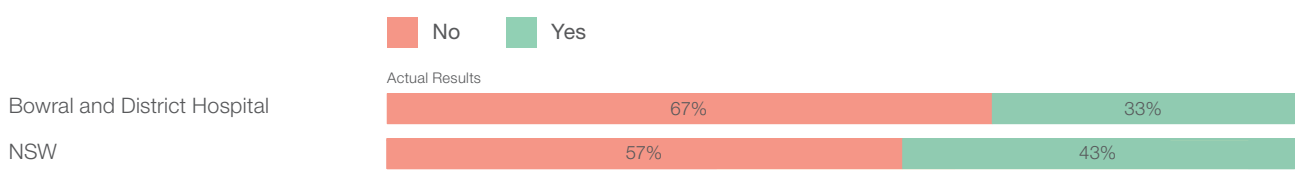
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



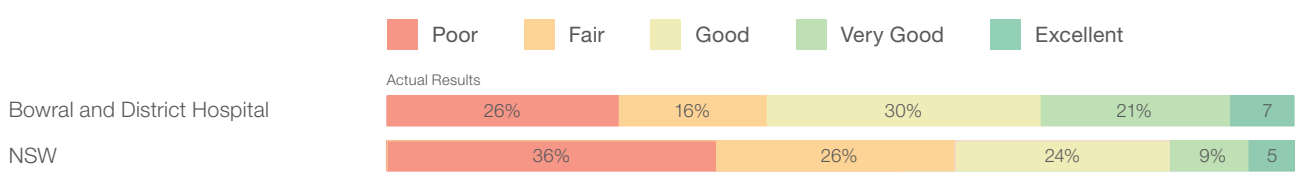
Bowral and District Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

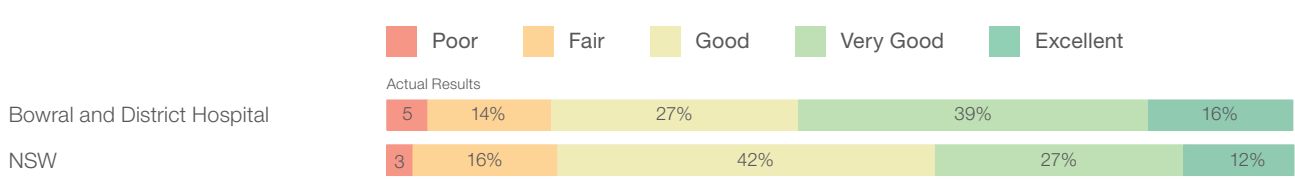
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

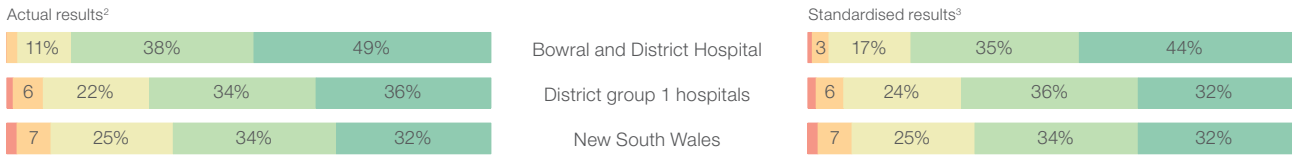


Bowral and District Hospital: Patient experiences with outpatient services

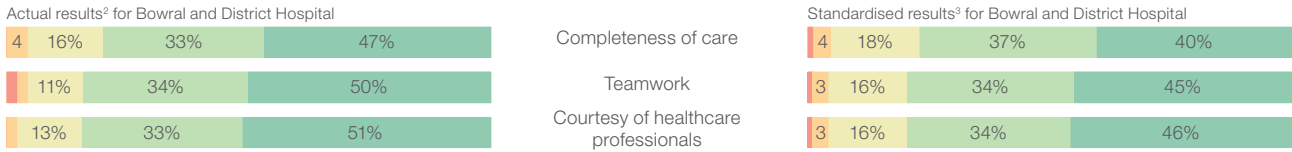
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



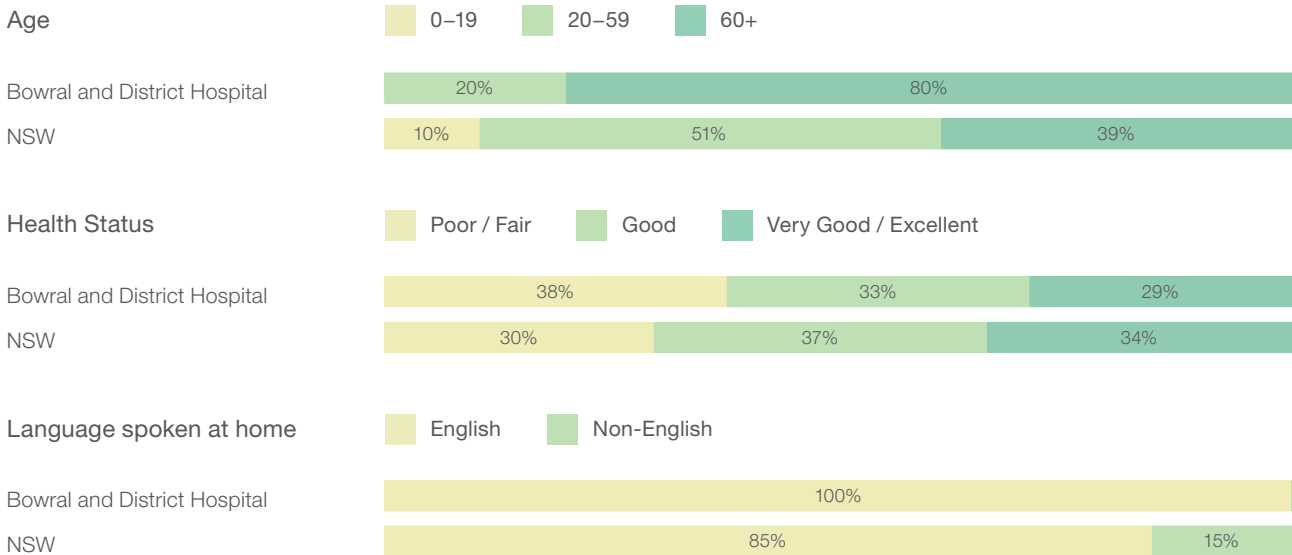
Bowral and District Hospital: Patients who used these outpatient services

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



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

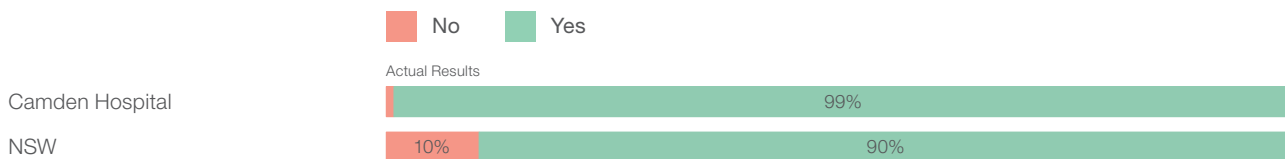
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

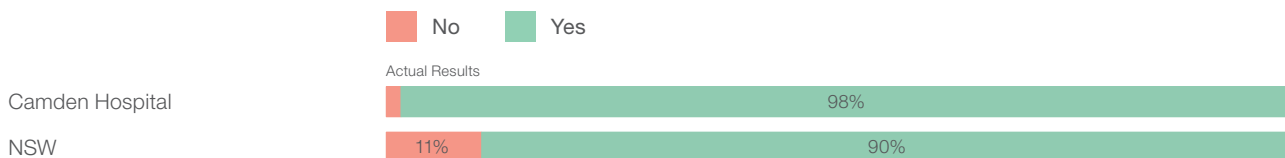
Camden Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

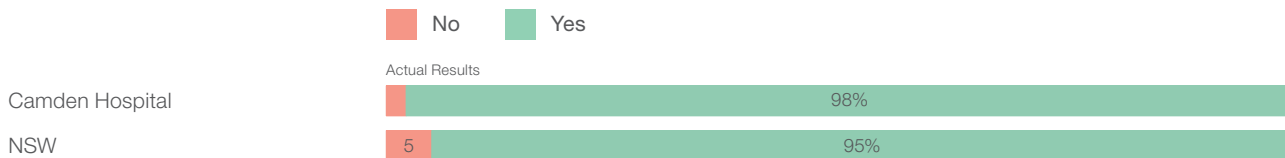
HIGHEST: Did you know who to call if you needed help after you left your appointment?



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



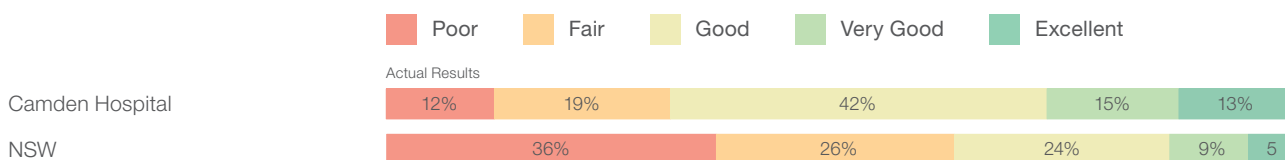
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



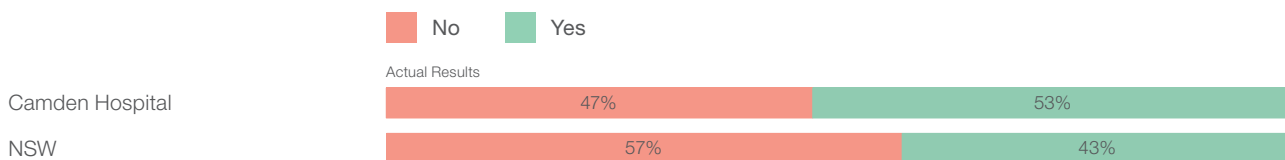
Camden Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

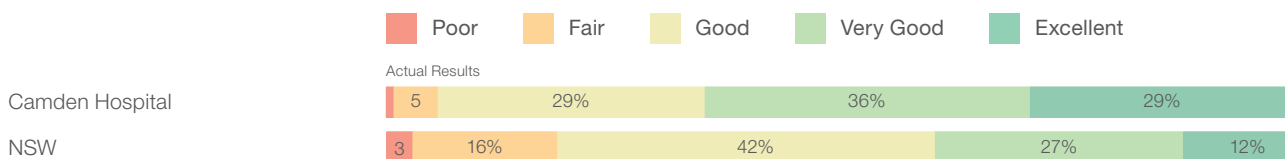
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



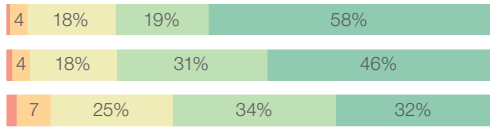
Camden Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

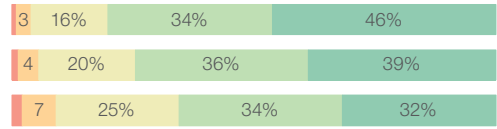
Overall patient ratings of outpatient services

Actual results²



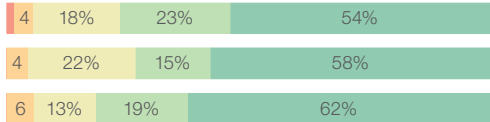
Camden Hospital
District group 2 hospitals
New South Wales

Standardised results³



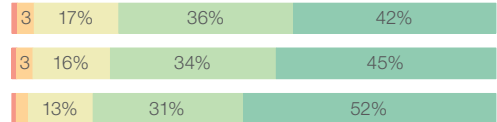
Patient ratings of care experiences that matter most⁴

Actual results² for Camden Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Camden Hospital



Camden Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

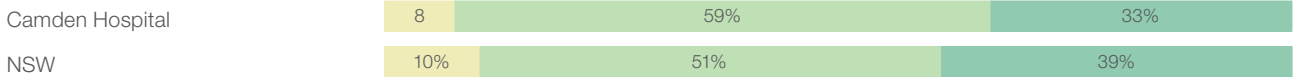
Outpatient attendances during February 2010: 943 patients

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

Characteristics of patients who completed the survey²

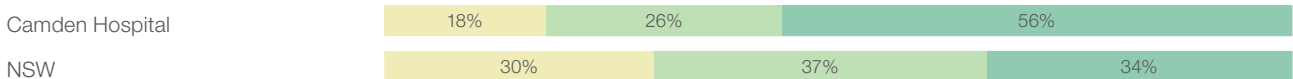
Age

■ 0-19 ■ 20-59 ■ 60+



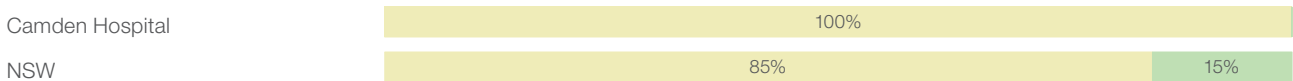
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

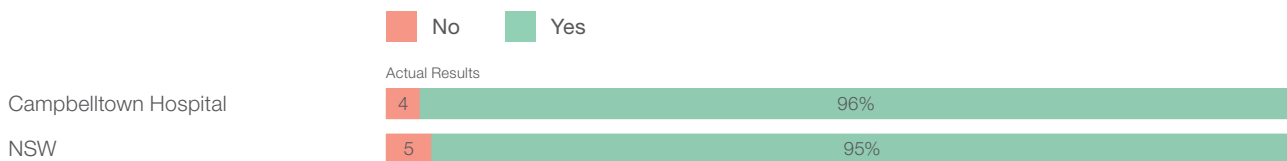
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

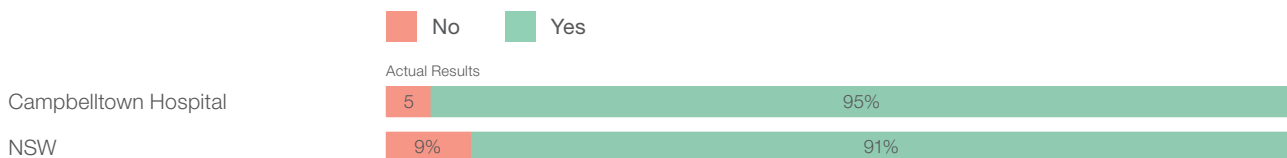
Campbelltown Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

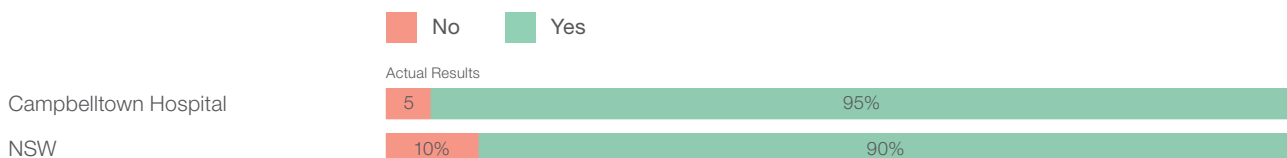
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



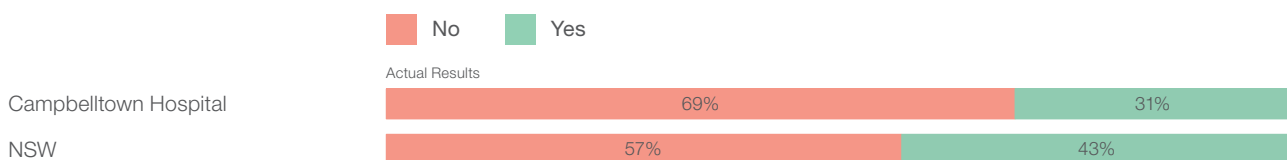
THIRD HIGHEST: Did you know who to call if you needed help after you left your appointment?



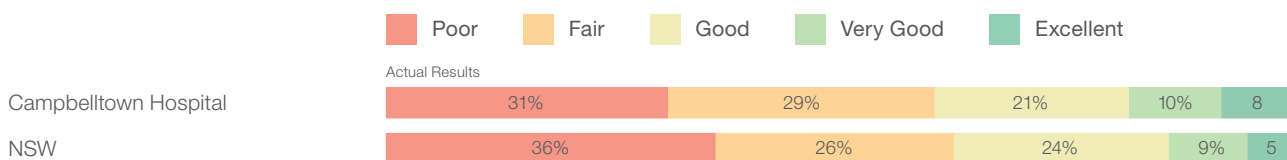
Campbelltown Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

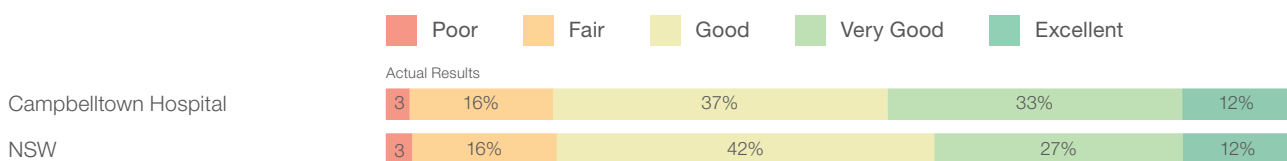
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

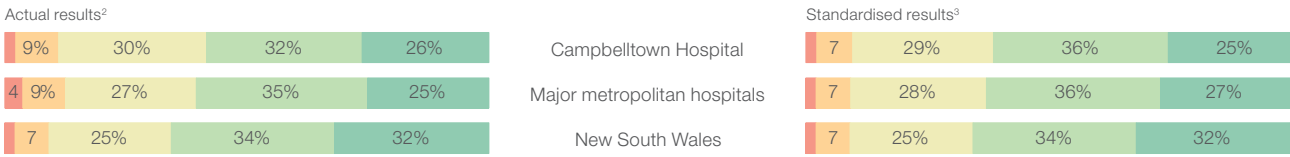


Campbelltown Hospital: Patient experiences with outpatient services

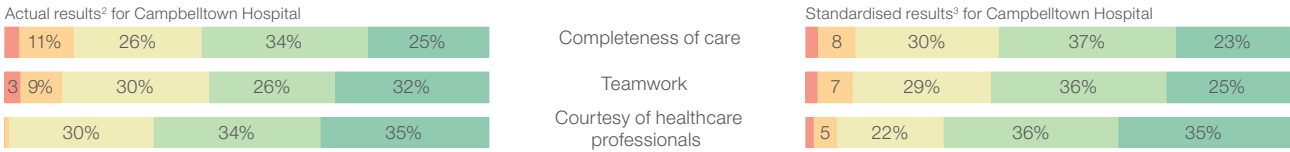
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



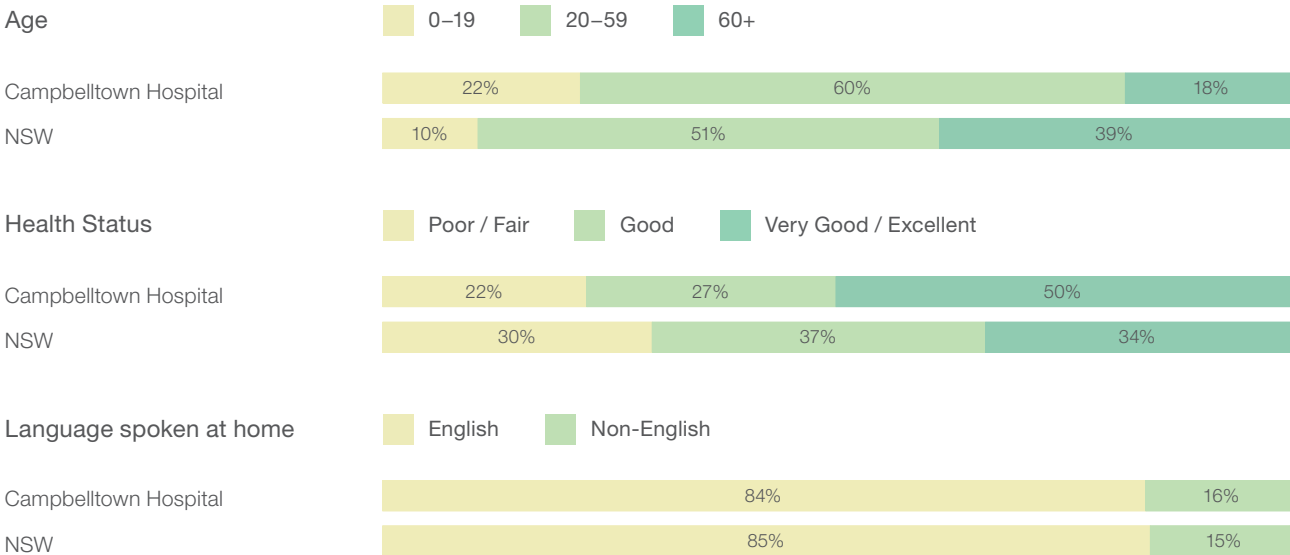
Campbelltown Hospital: Patients who used these outpatient services

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



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

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

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

Fairfield Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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

■ No
 ■ Yes, somewhat
 ■ Yes, completely

Actual Results



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

■ No
 ■ Yes

Actual Results



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

■ No
 ■ Yes

Actual Results



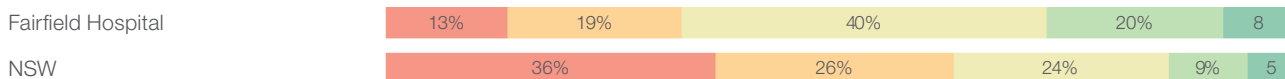
Fairfield Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent

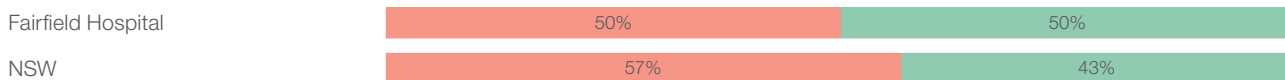
Actual Results



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

■ No
 ■ Yes

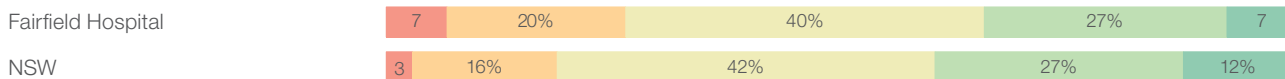
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent

Actual Results

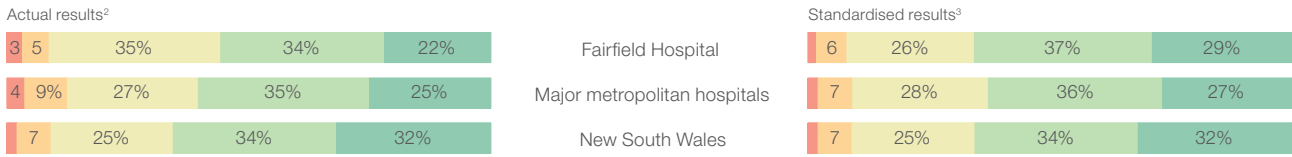


Fairfield Hospital: Patient experiences with outpatient services

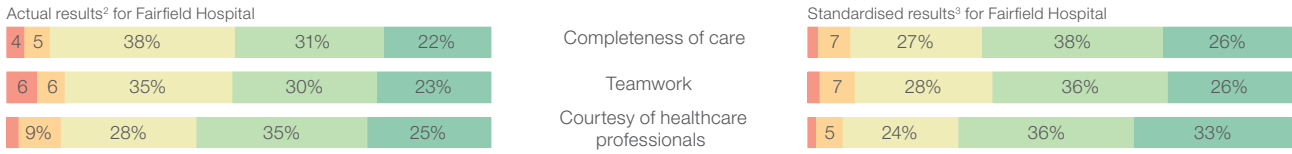
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



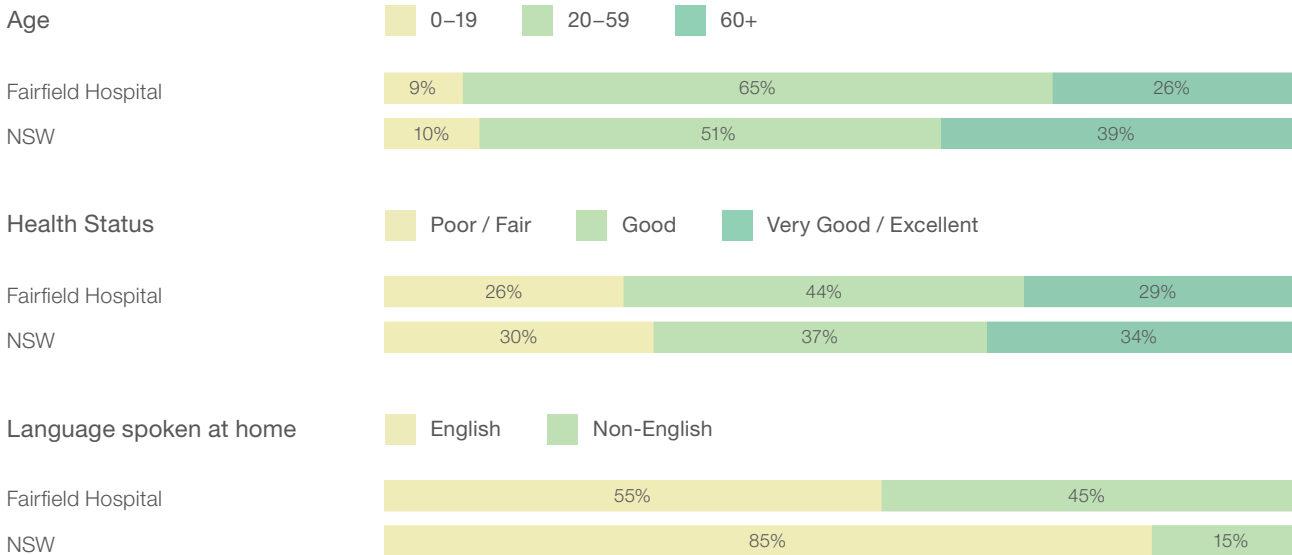
Fairfield Hospital: Patients who used these outpatient services

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



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

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

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

Liverpool Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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

No Yes, somewhat Yes, completely

Actual Results



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

No Yes

Actual Results



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

No, never Yes, sometimes Yes, always

Actual Results



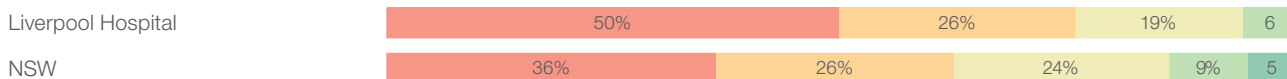
Liverpool Hospital: What patients rated *lowest* about these outpatient service¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

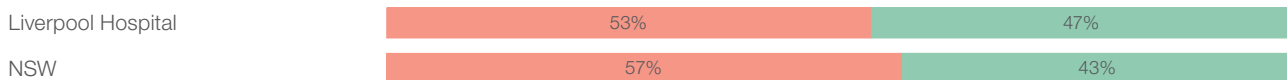
Actual Results



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

No Yes

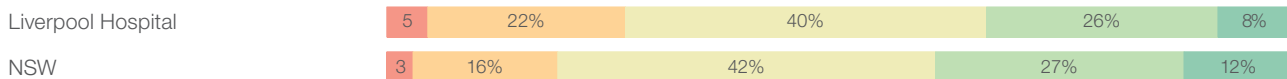
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

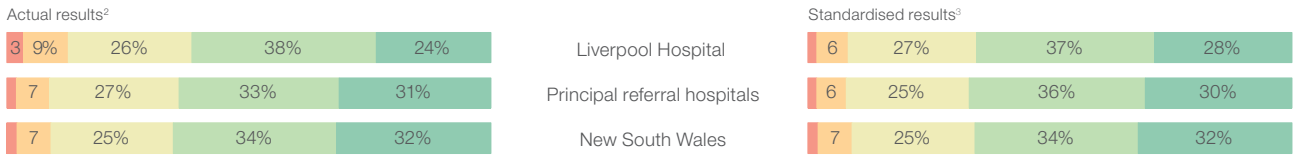


Liverpool Hospital: Patient experiences with outpatient services

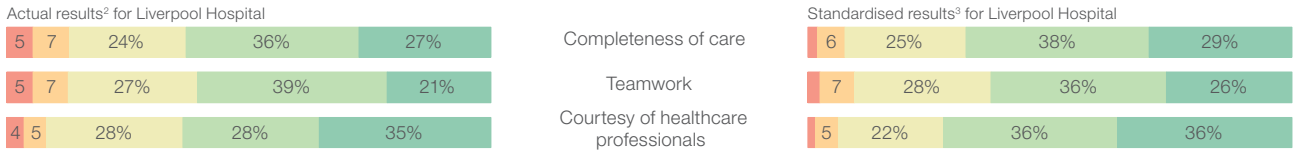
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



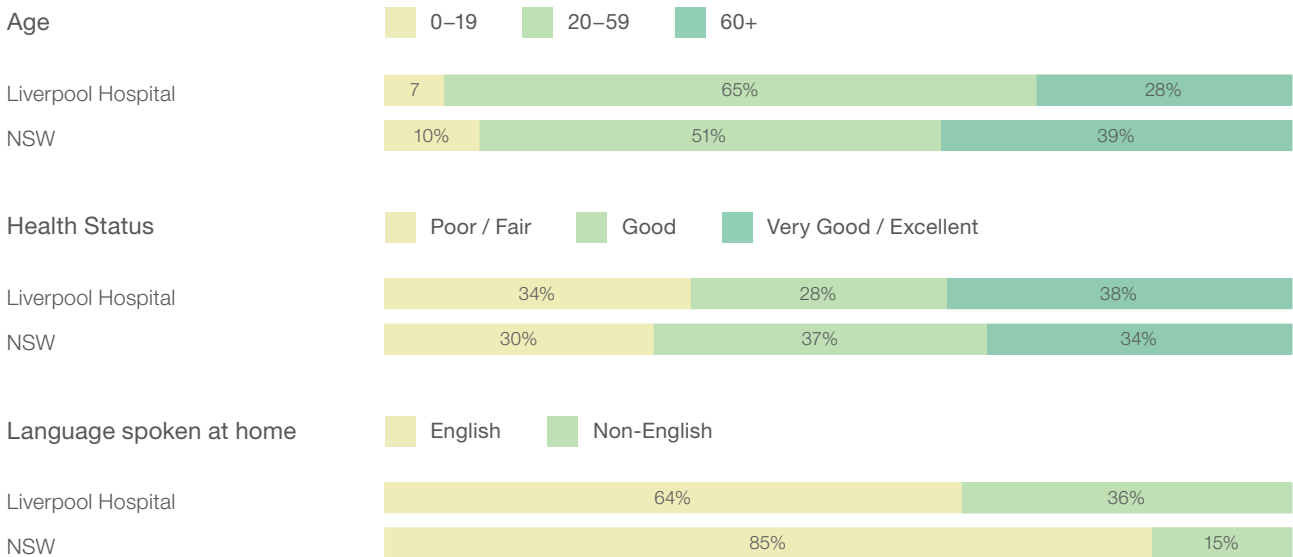
Liverpool Hospital: Patients who used these outpatient services

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



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

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

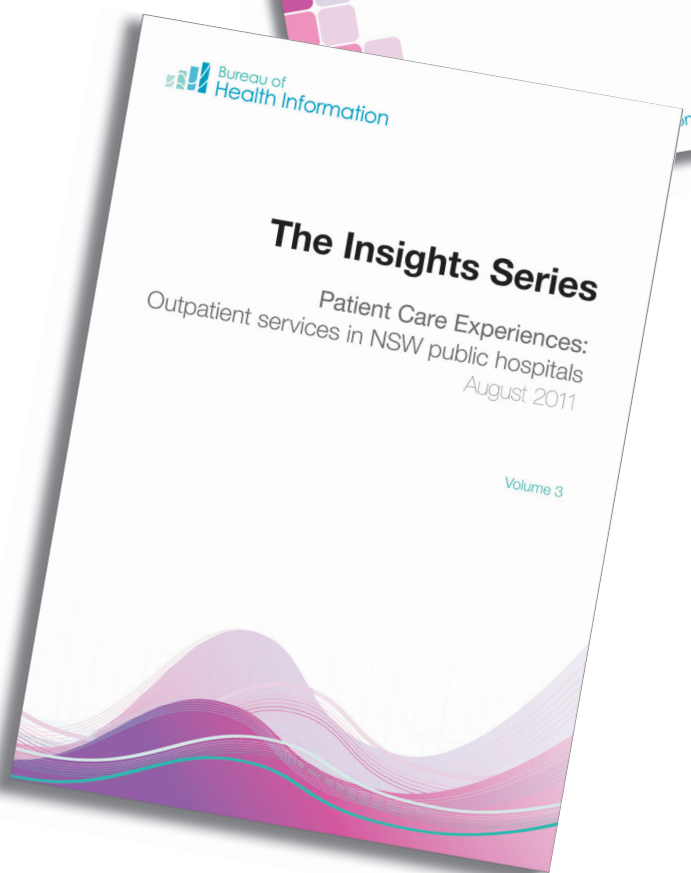
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

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



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

No Yes

Actual Results



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

No Yes

Actual Results



St Vincent's Hospital, Darlinghurst: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

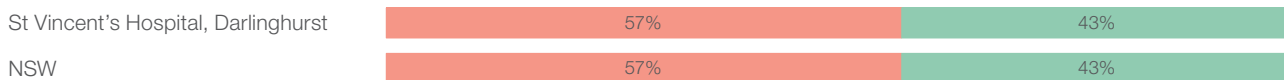
Actual Results



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

No Yes

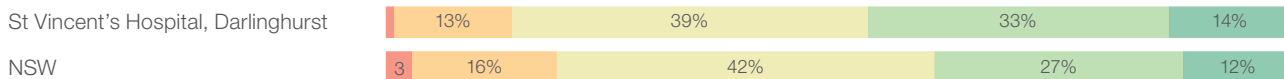
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results



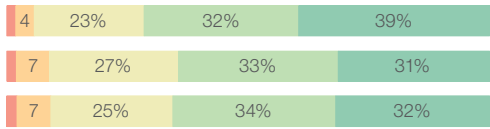
St Vincent's Hospital, Darlinghurst: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

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

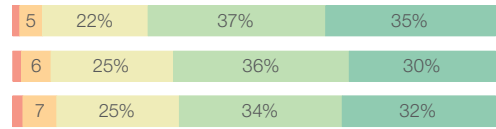
Overall patient ratings of outpatient services

Actual results²



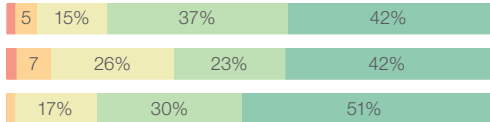
St Vincent's Hospital,
Darlinghurst
Principal referral hospitals
New South Wales

Standardised results³



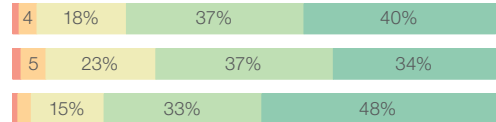
Patient ratings of care experiences that matter most⁴

Actual results² for St Vincent's Hospital, Darlinghurst



Completeness of care
Teamwork
Courtesy of healthcare
professionals

Standardised results³ for St Vincent's Hospital, Darlinghurst



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

NSW Health Patient Survey, February 2010

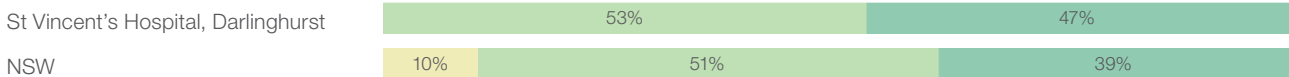
Outpatient attendances during February 2010: 4,871 patients

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

Characteristics of patients who completed the survey²

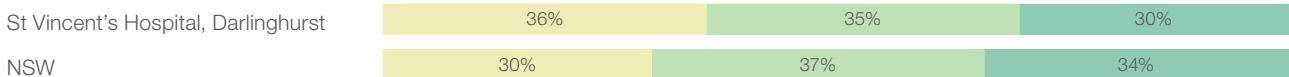
Age

■ 0-19 ■ 20-59 ■ 60+



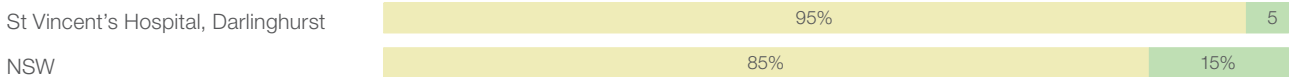
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

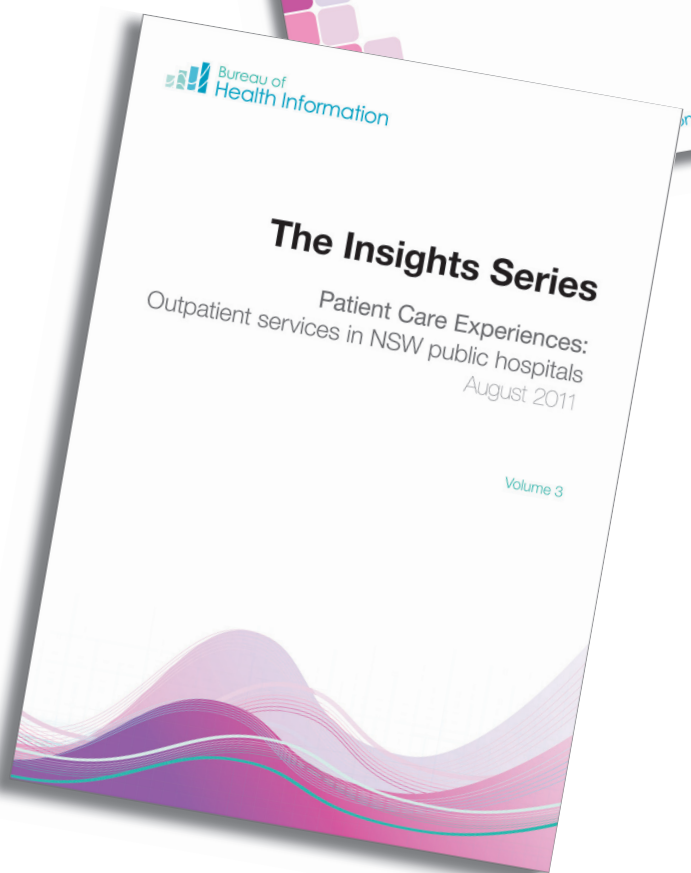
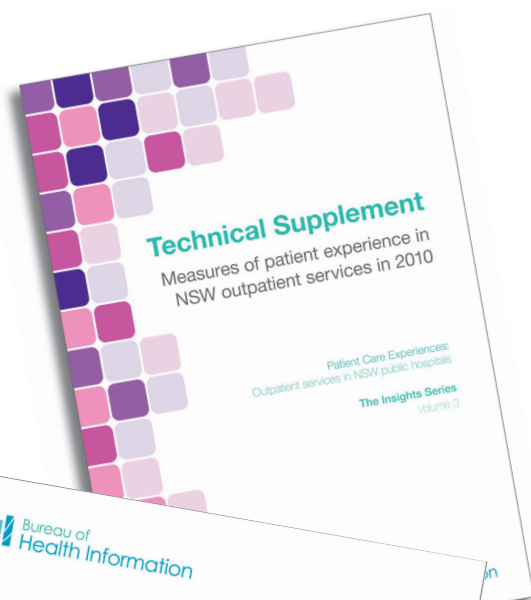
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

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



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

No Yes, somewhat Yes, completely



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

No Yes, somewhat Yes, completely

Actual Results



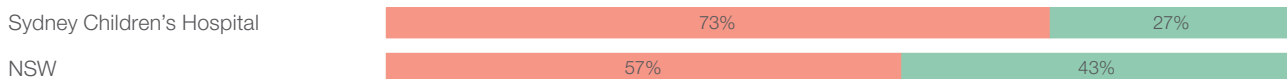
Sydney Children's Hospital: What patients rated *lowest* about these outpatient services¹

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



SECOND LOWEST: Availability of parking

Poor Fair Good Very Good Excellent



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

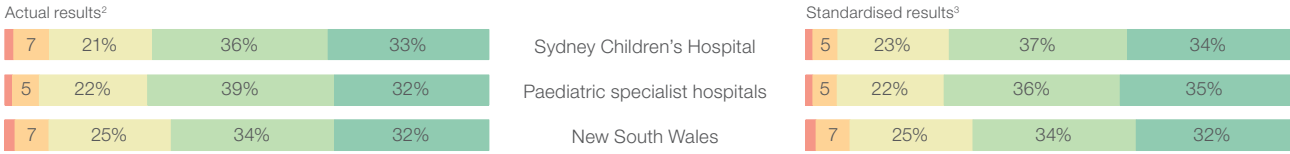


Sydney Children's Hospital: Patient experiences with outpatient services

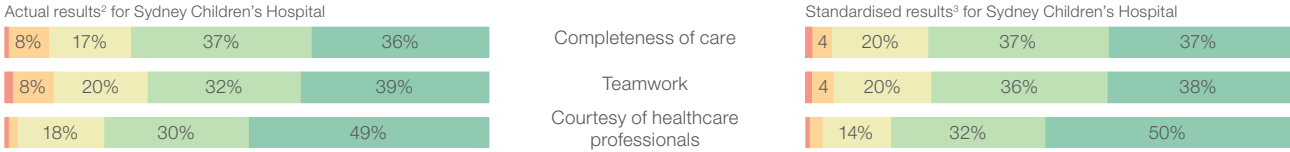
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



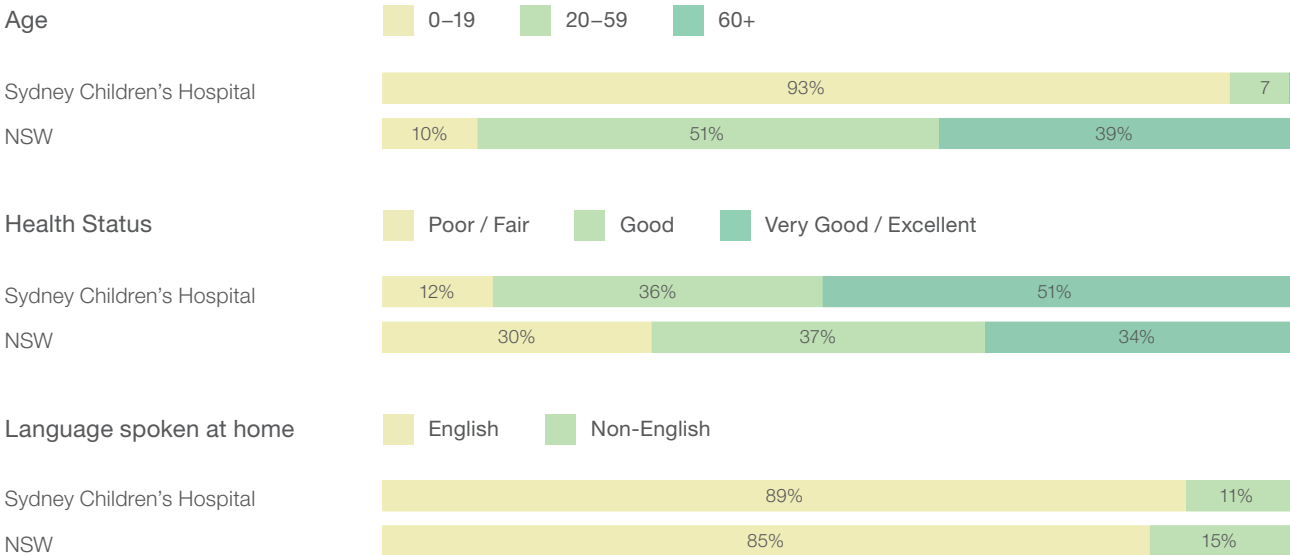
Sydney Children's Hospital: Patients who used these outpatient services

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



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

The Children's Hospital at Westmead: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



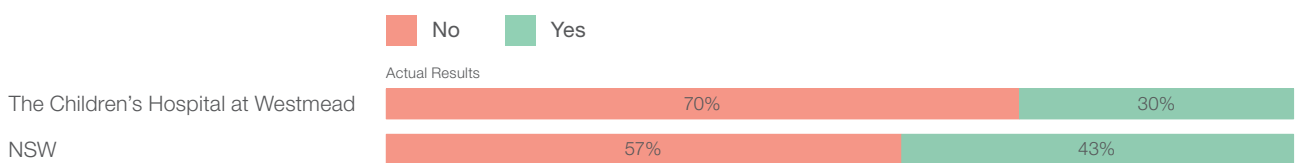
THIRD HIGHEST: Did you have the chance to explain the reasons for your visit to healthcare staff?



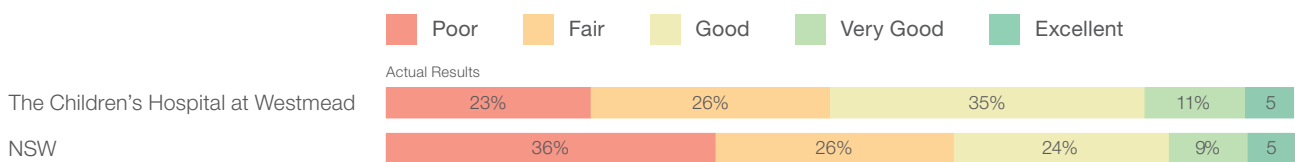
The Children's Hospital at Westmead: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

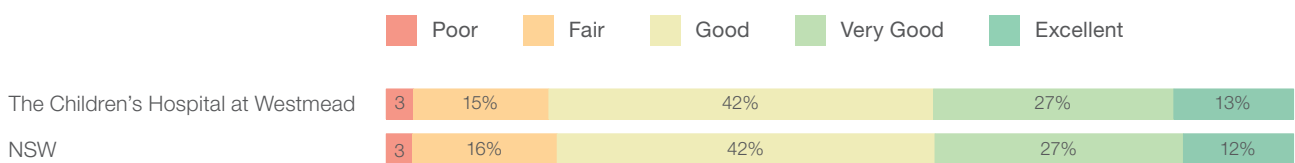
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

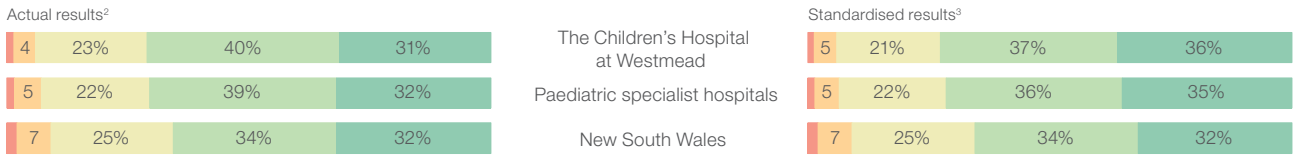


The Children's Hospital at Westmead: Patient experiences with outpatient services

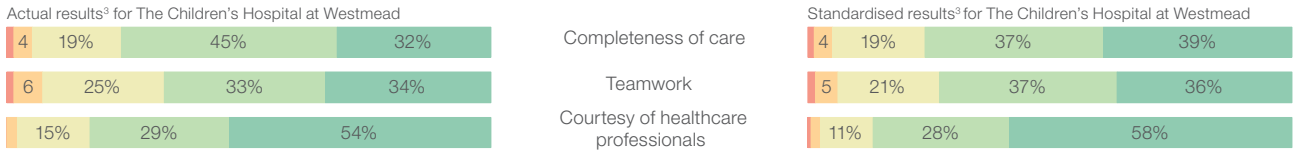
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



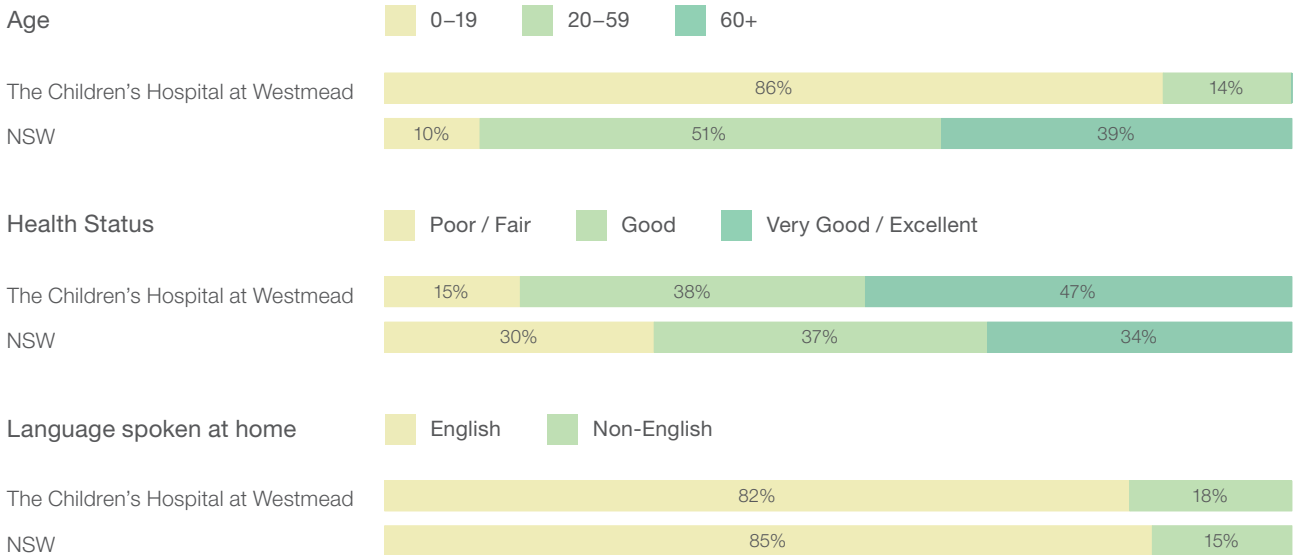
The Children's Hospital at Westmead: Patients who used these outpatient services

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



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

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

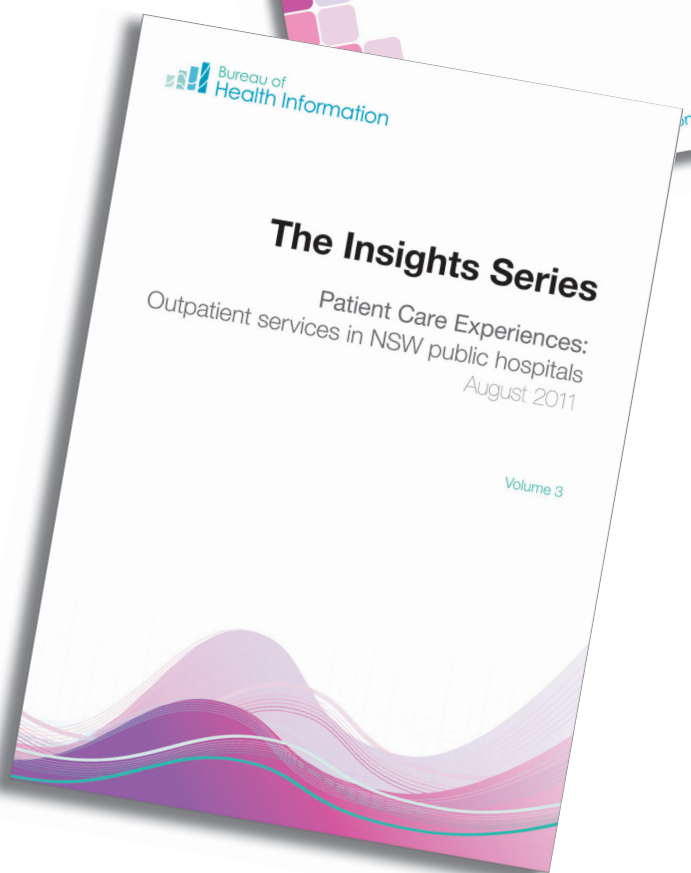
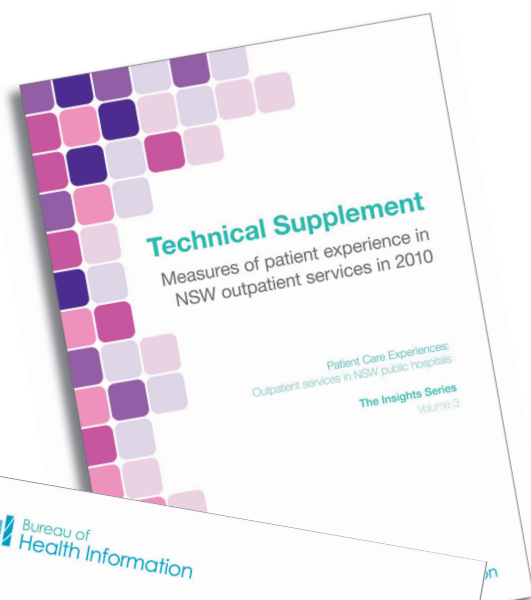
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles: Outpatient services in NSW public hospitals, August 2011. Sydney (NSW); 2011.

Published August 2011

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

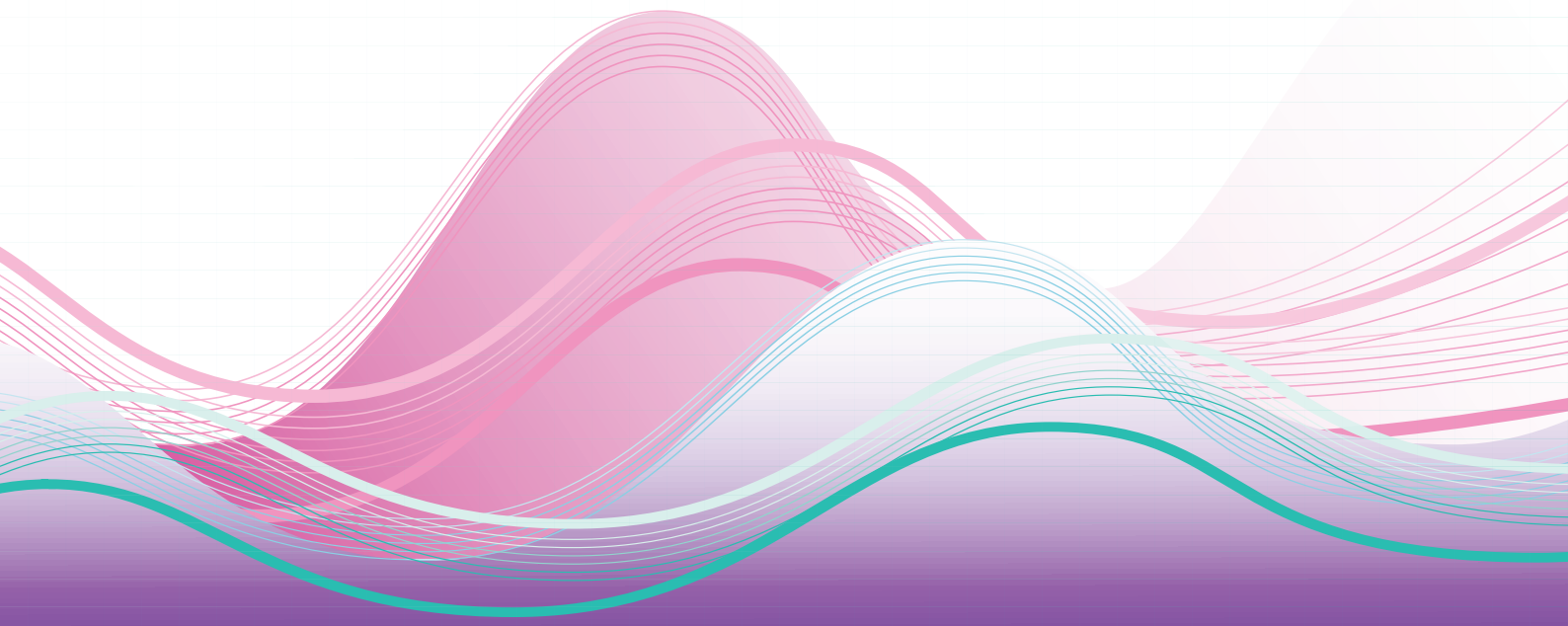
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Sydney Local Health District

The Insights Series

Volume 3



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 Yes, somewhat Yes, completely

Actual Results



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

No Yes, somewhat Yes, completely

Actual Results



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

No Yes

Actual Results



Canterbury Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

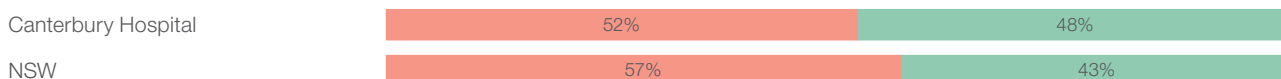
Actual Results



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

No Yes

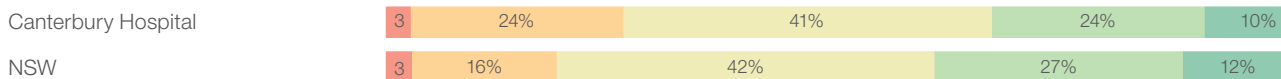
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

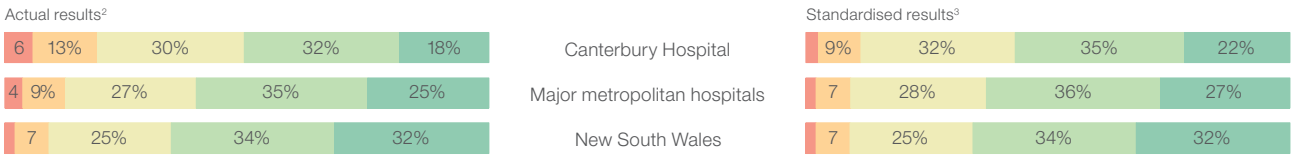


Canterbury Hospital: Patient experiences with outpatient services

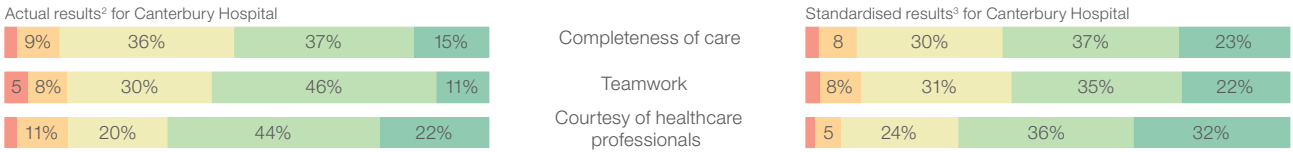
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



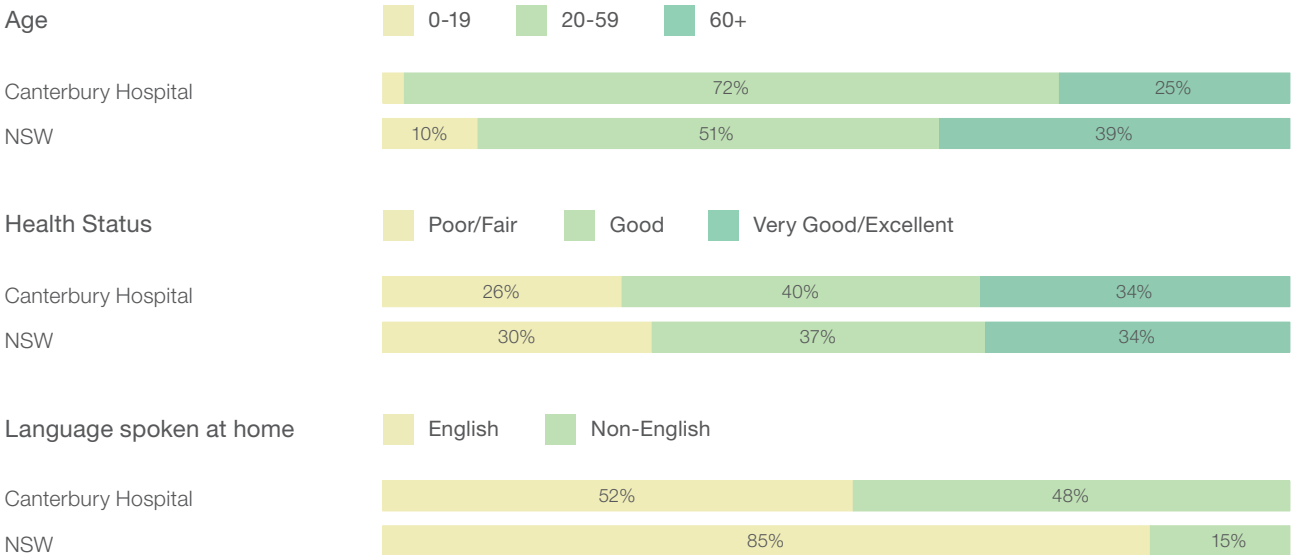
Canterbury Hospital: Patients who used these outpatient services

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



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

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

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

Concord Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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

No Yes, somewhat Yes, completely

Actual Results



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

No Yes

Actual Results



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

No Yes

Actual Results



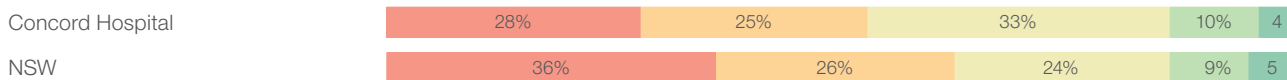
Concord Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

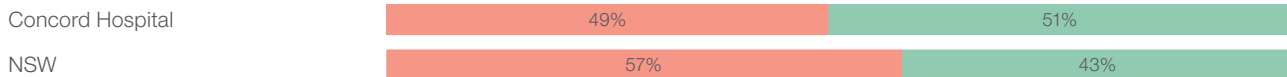
Actual Results



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

No Yes

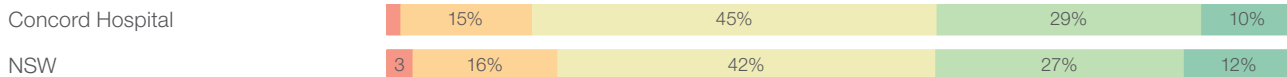
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

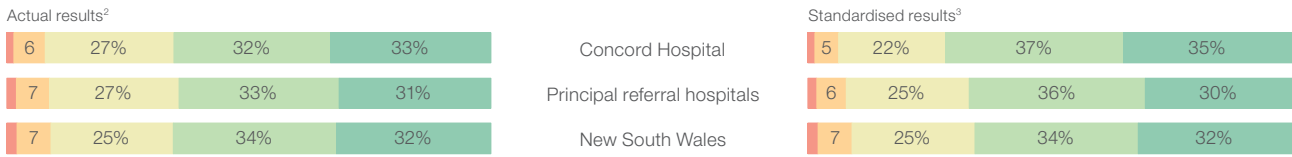


Concord Hospital: Patient experiences with outpatient services

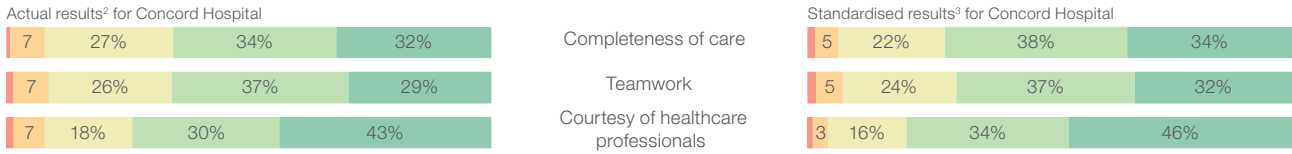
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



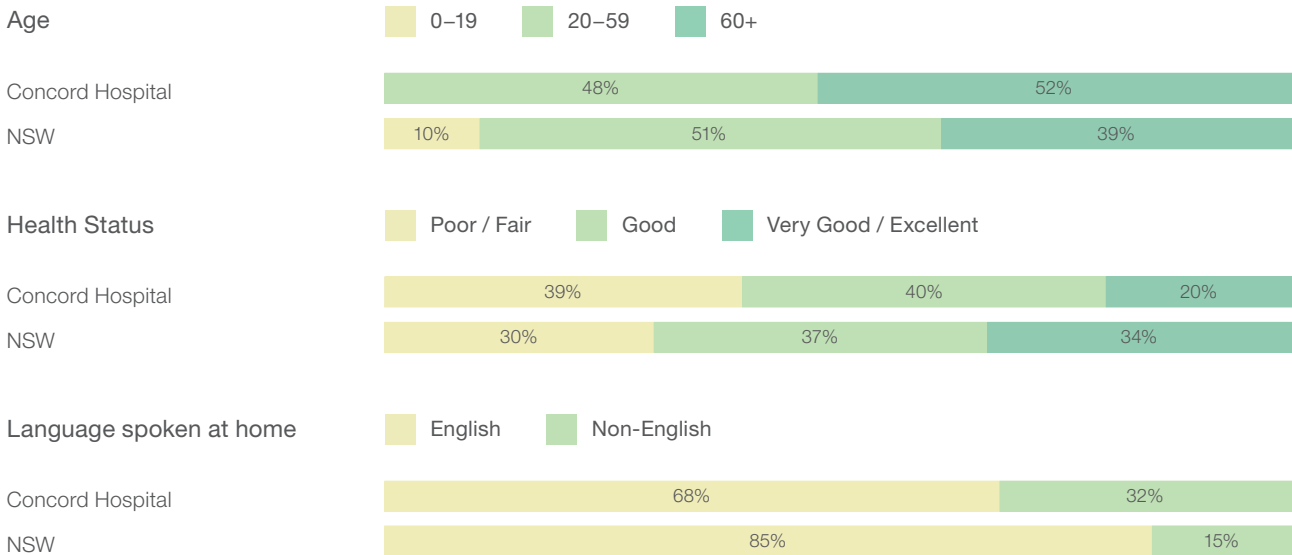
Concord Hospital: Patients who used these outpatient services

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



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

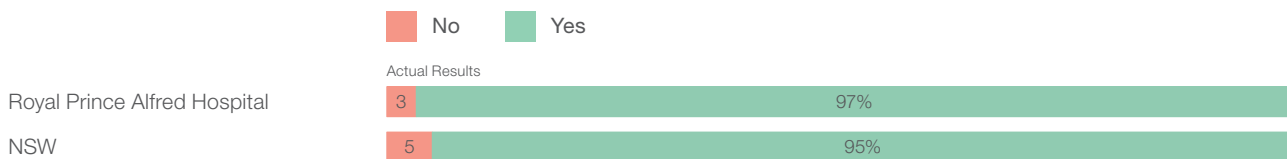
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

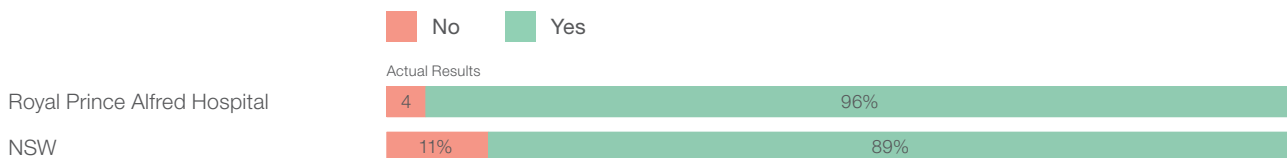
Royal Prince Alfred Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

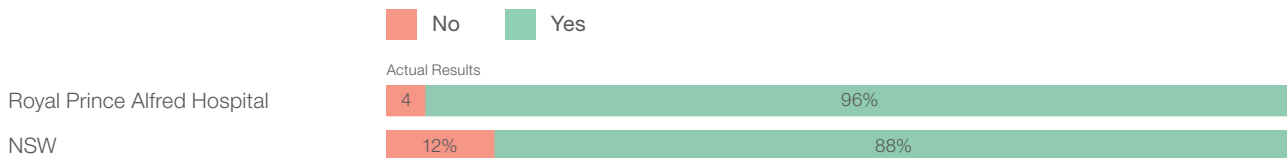
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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



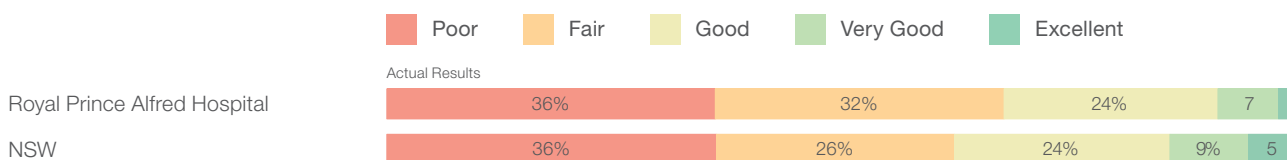
THIRD HIGHEST: Did someone tell you when you would find out the results of your tests?



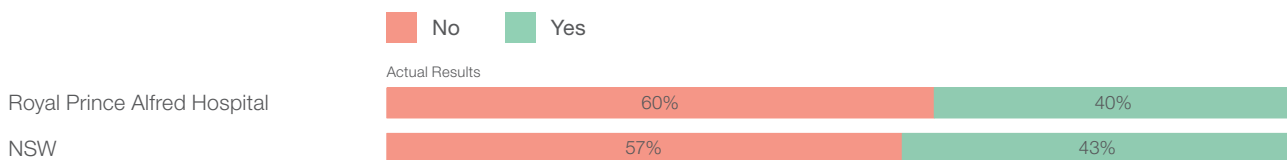
Royal Prince Alfred Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

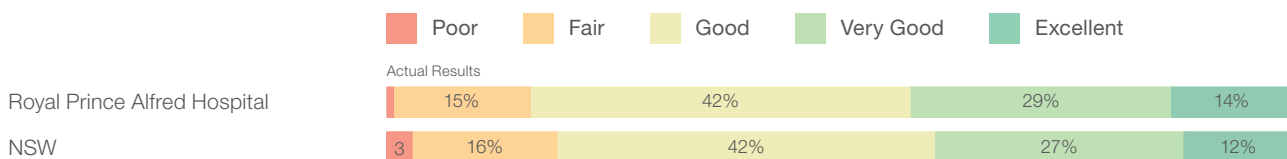
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

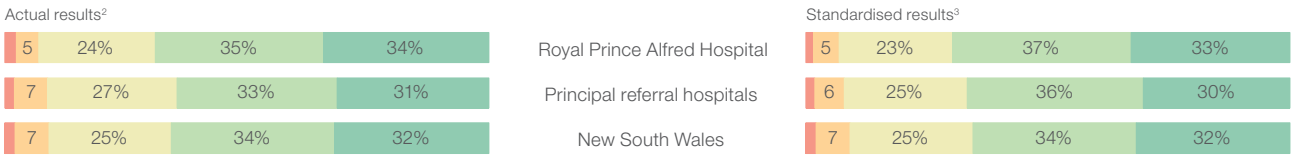


Royal Prince Alfred Hospital: Patient experiences with outpatient services

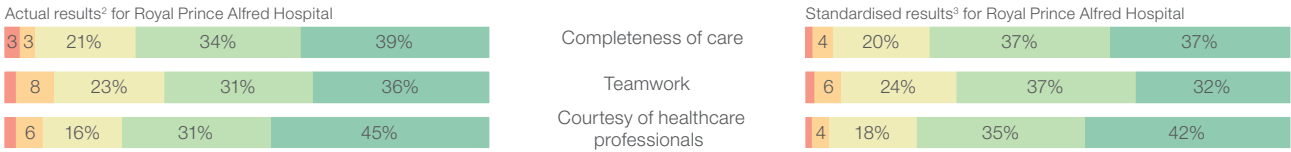
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



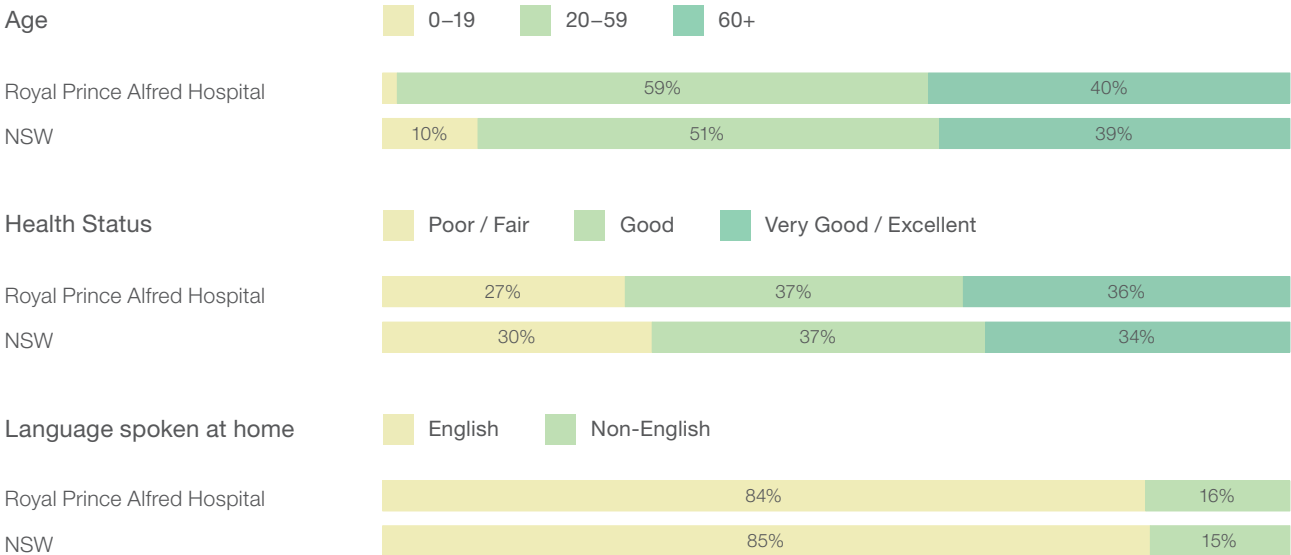
Royal Prince Alfred Hospital: Patients who used these outpatient services

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



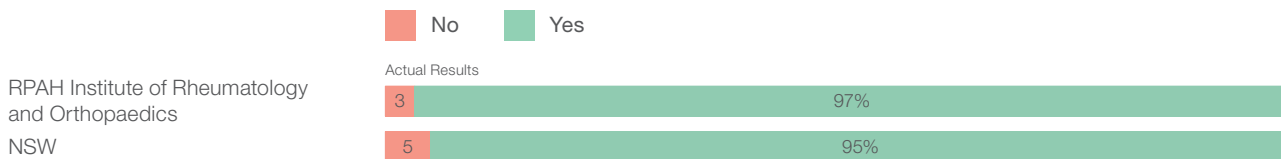
- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population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

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

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

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

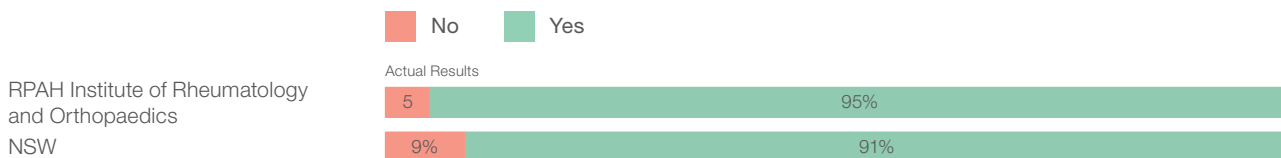
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



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

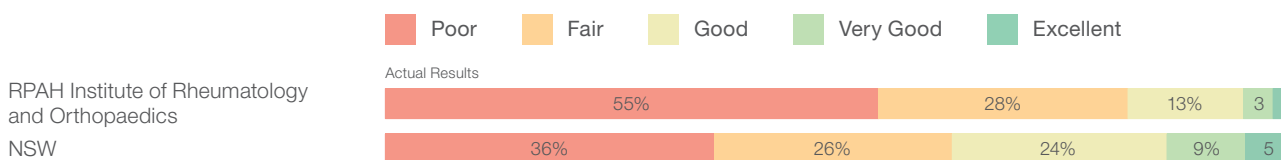


THIRD HIGHEST: If you needed a visit with ANOTHER healthcare professional, was this arranged?

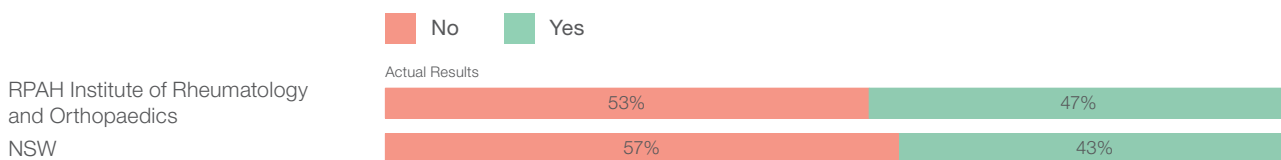


RPAH Institute of Rheumatology and Orthopaedics: What patients rated *lowest* about these outpatient services¹
 NSW Health Patient Survey, February 2010

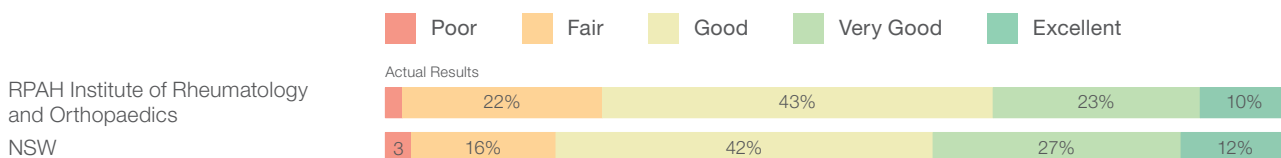
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



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

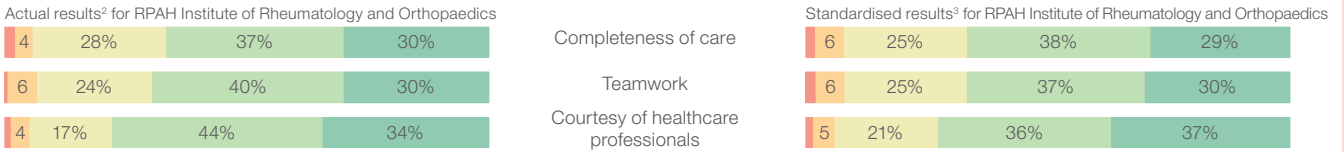
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



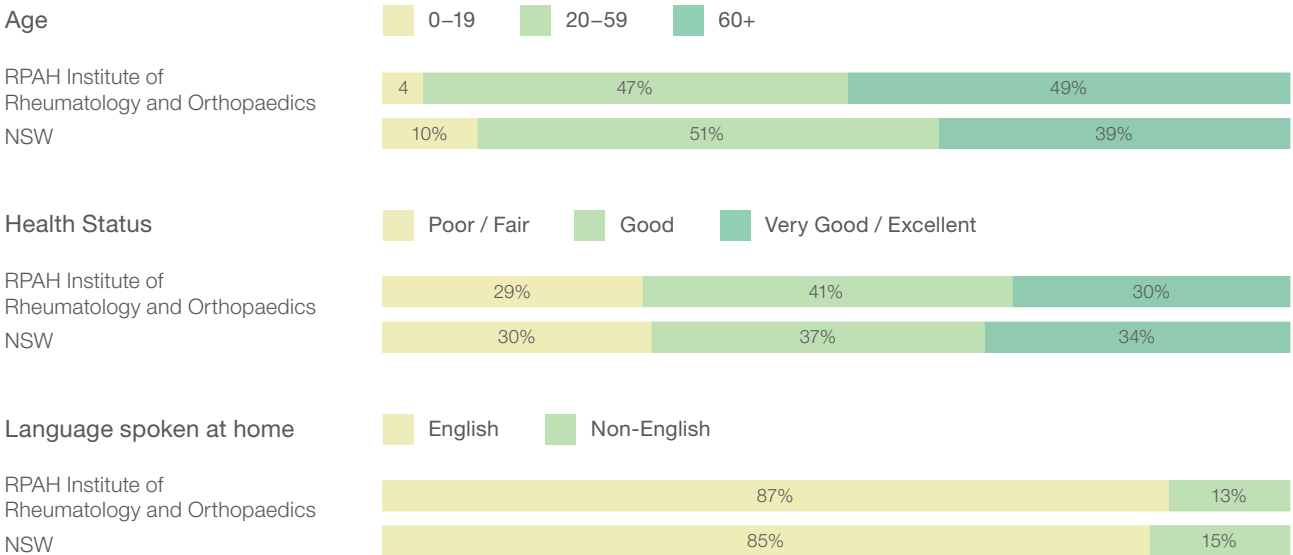
RPAH Institute of Rheumatology and Orthopaedics: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 1,954 patients

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

Characteristics of patients who completed the survey²



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

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

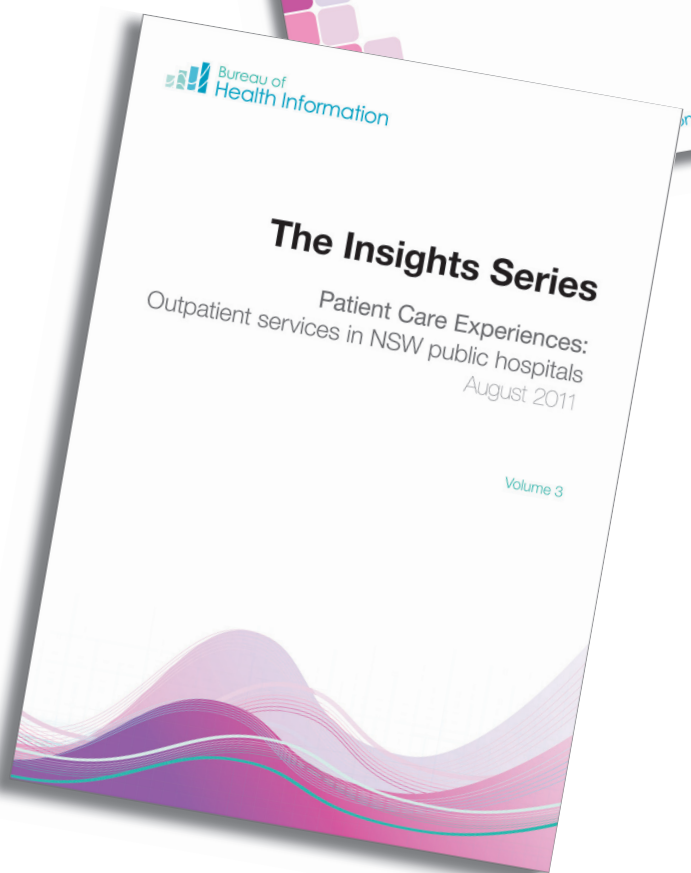
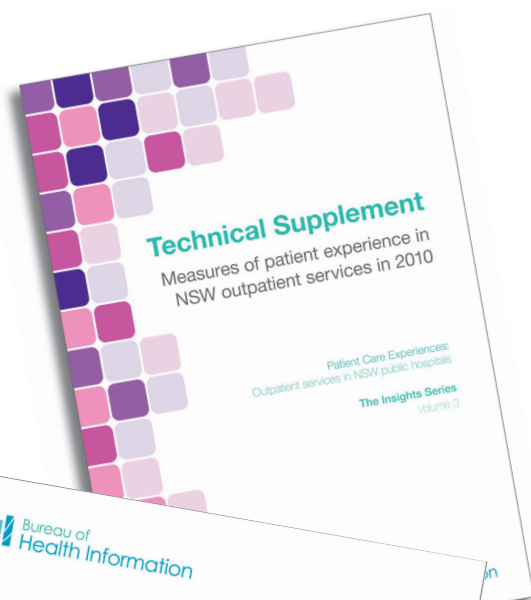
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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

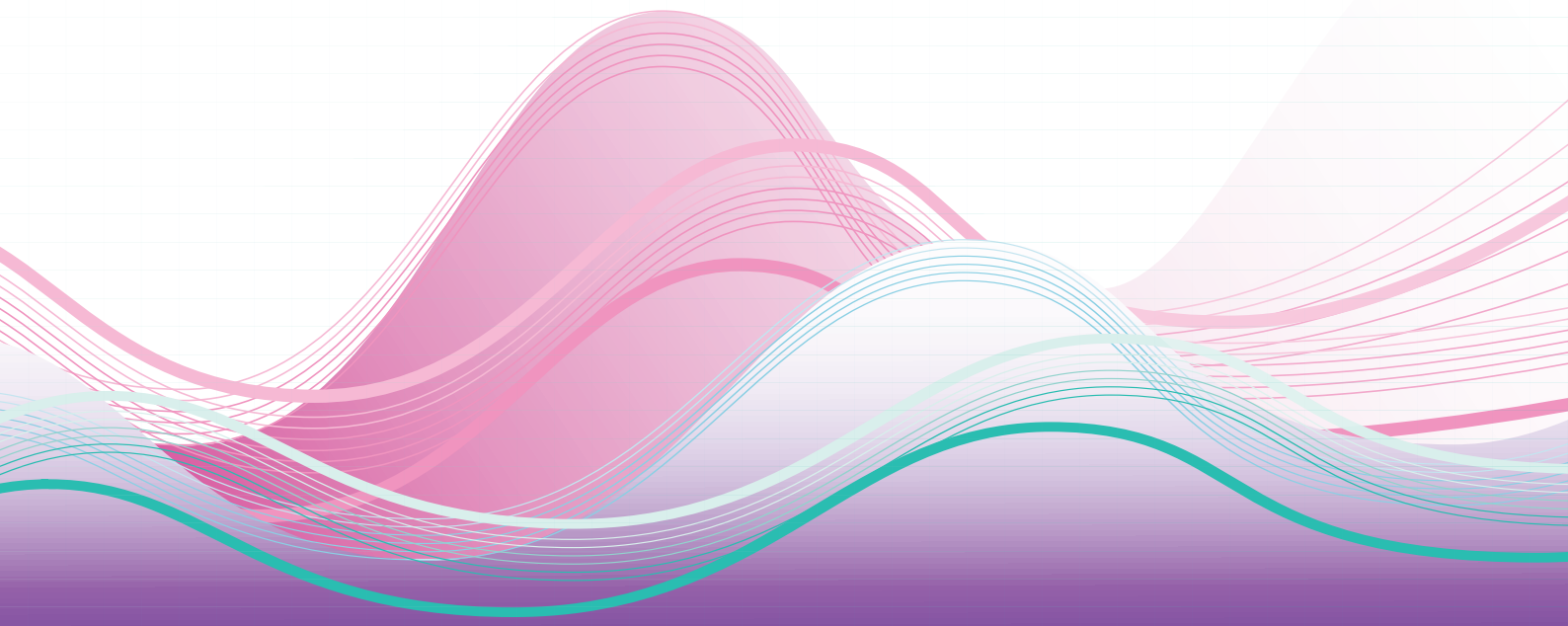
Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

Western NSW Local Health District

The Insights Series

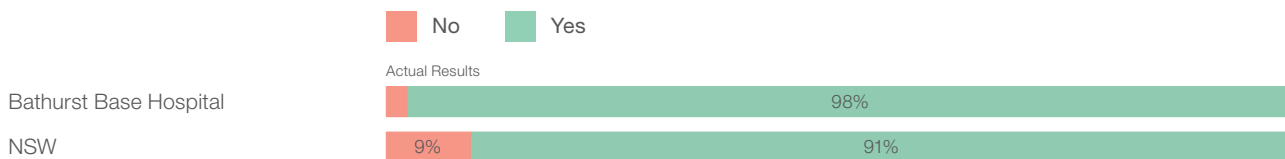
Volume 3



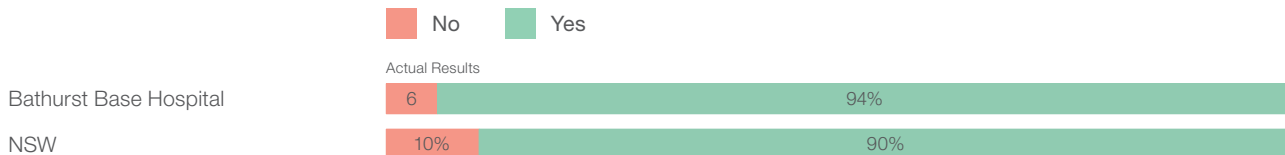
Bathurst Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

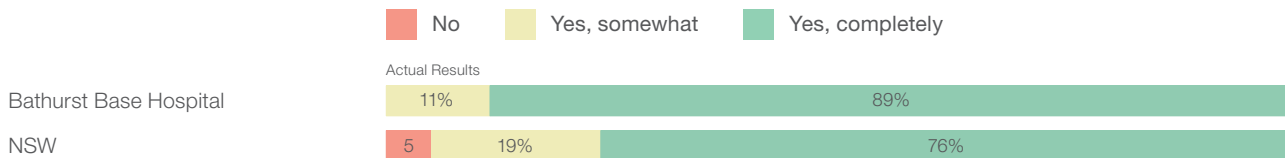
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



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



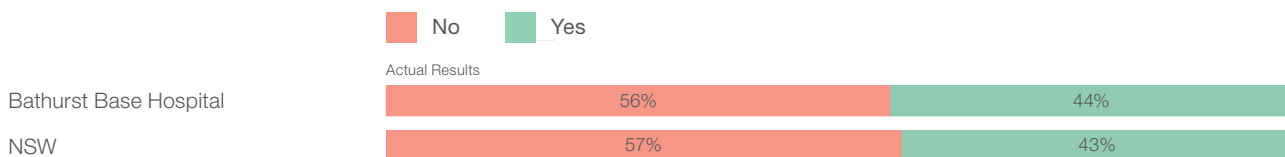
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



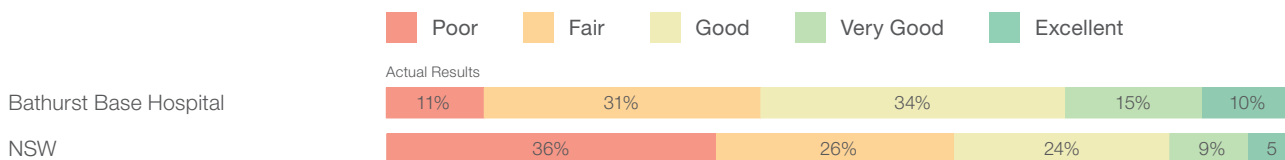
Bathurst Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

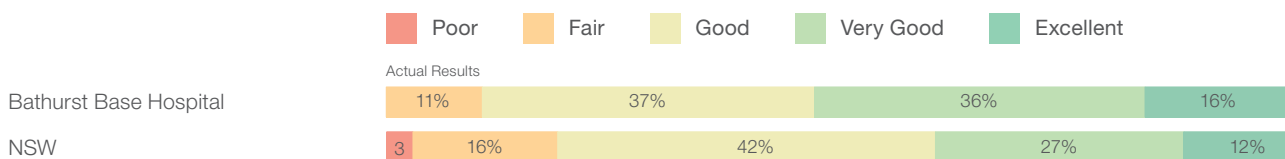
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum



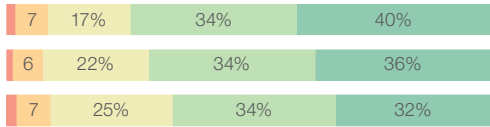
Bathurst Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

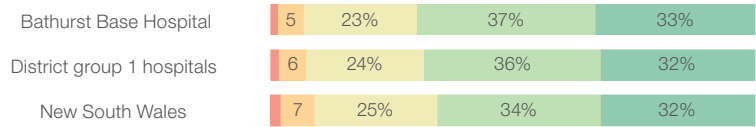
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

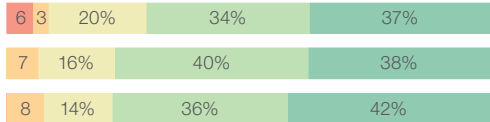


Standardised results³



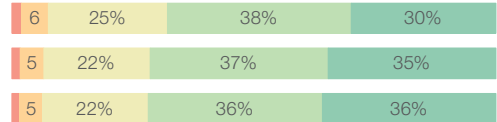
Patient ratings of care experiences that matter most⁴

Actual results² for Bathurst Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results³ for Bathurst Base Hospital



Bathurst Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

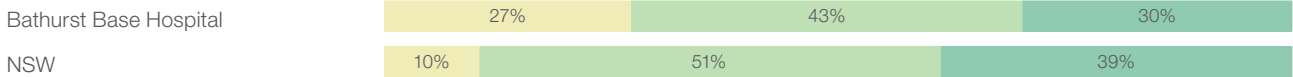
Outpatient attendances during February 2010: 978 patients

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

Characteristics of patients who completed the survey²

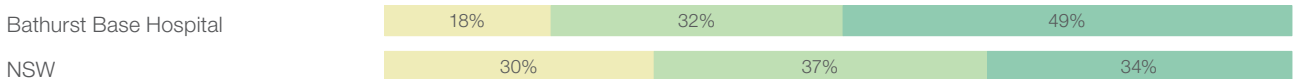
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

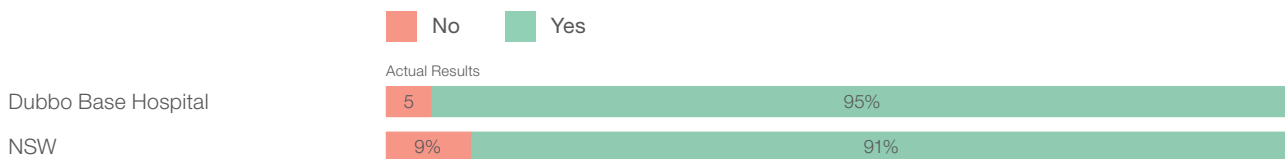
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

Dubbo Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

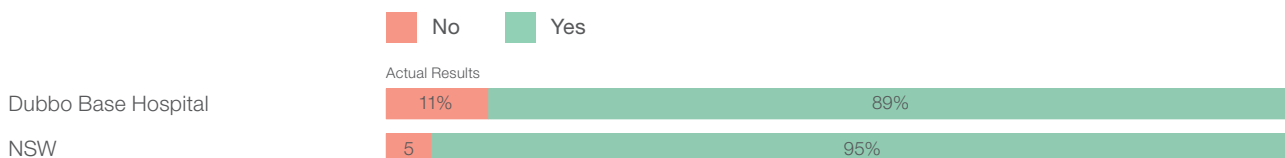
HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



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



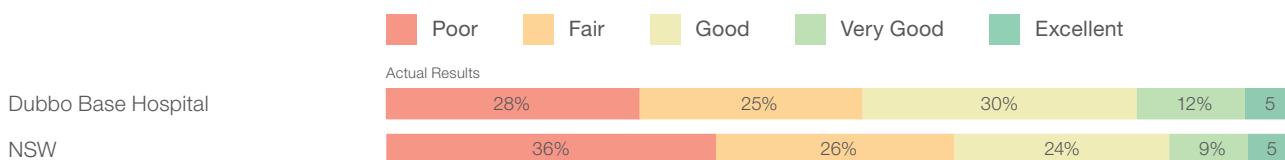
THIRD HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



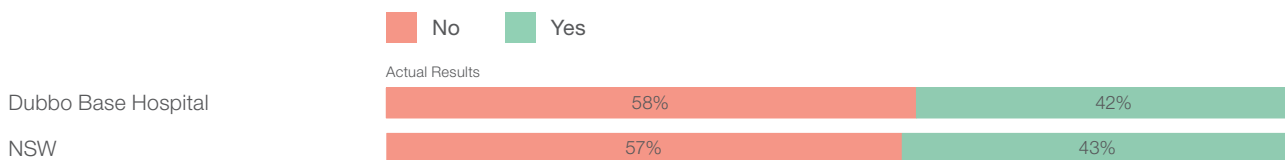
Dubbo Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

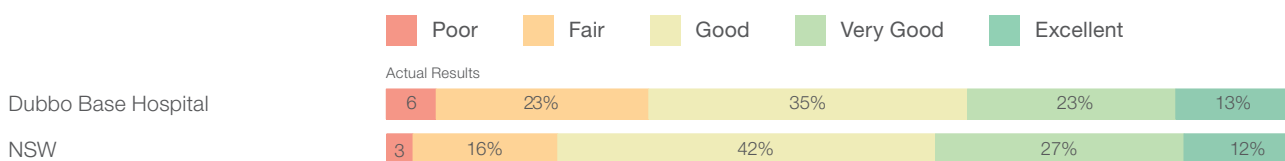
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum



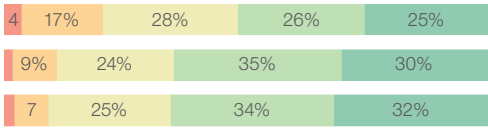
Dubbo Base Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

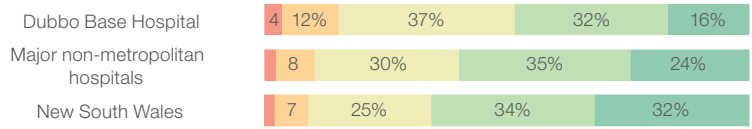
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

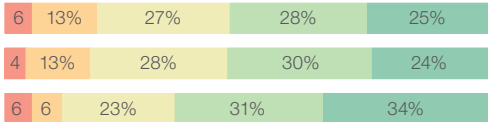


Standardised results³



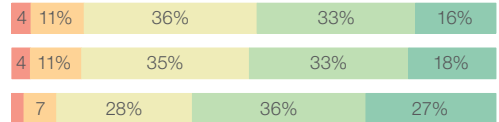
Patient ratings of care experiences that matter most⁴

Actual results² for Dubbo Base Hospital



Completeness of care
Teamwork
Courtesy of healthcare professionals

Standardised results² for Dubbo Base Hospital



Dubbo Base Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

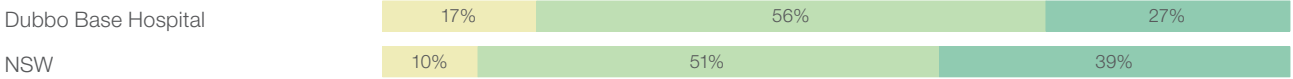
Outpatient attendances during February 2010: 1,211 patients

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

Characteristics of patients who completed the survey²

Age

■ 0-19 ■ 20-59 ■ 60+



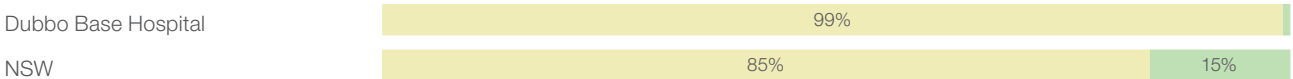
Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

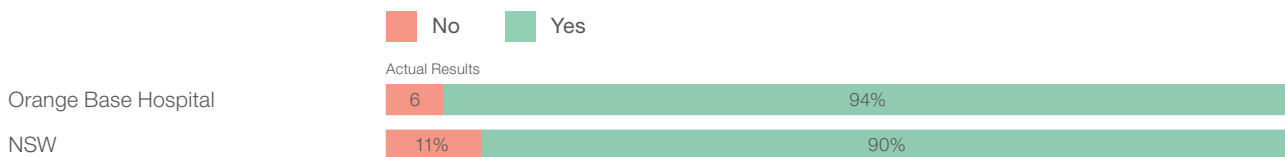
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

Orange Base Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

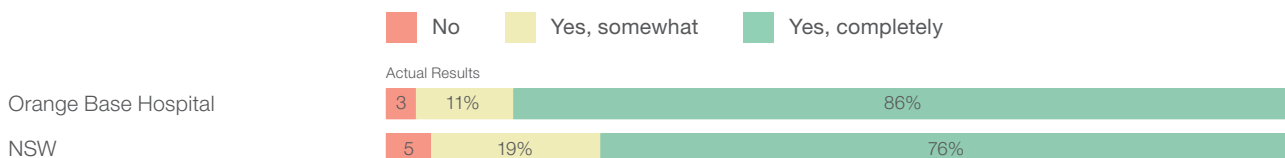
HIGHEST: Were you asked about how your family or living situation affect your health?



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



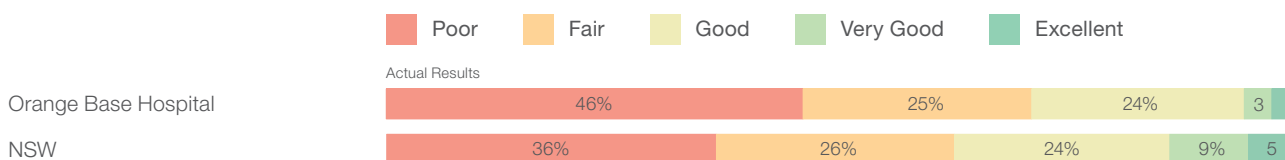
THIRD HIGHEST: Was the purpose of medicines explained in a way that you could understand?



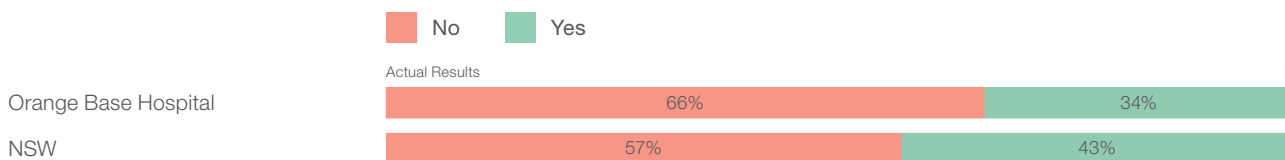
Orange Base Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

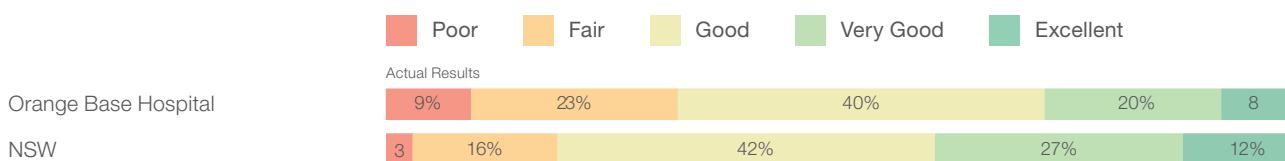
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

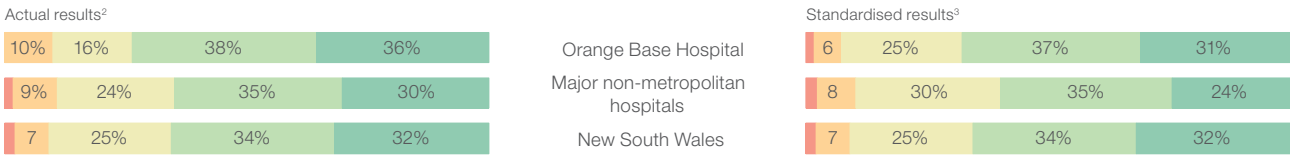


Orange Base Hospital: Patient experiences with outpatient services

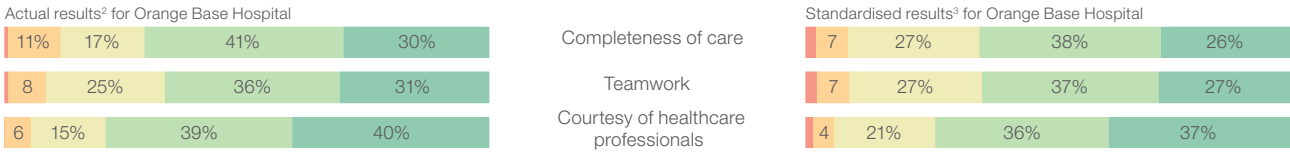
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



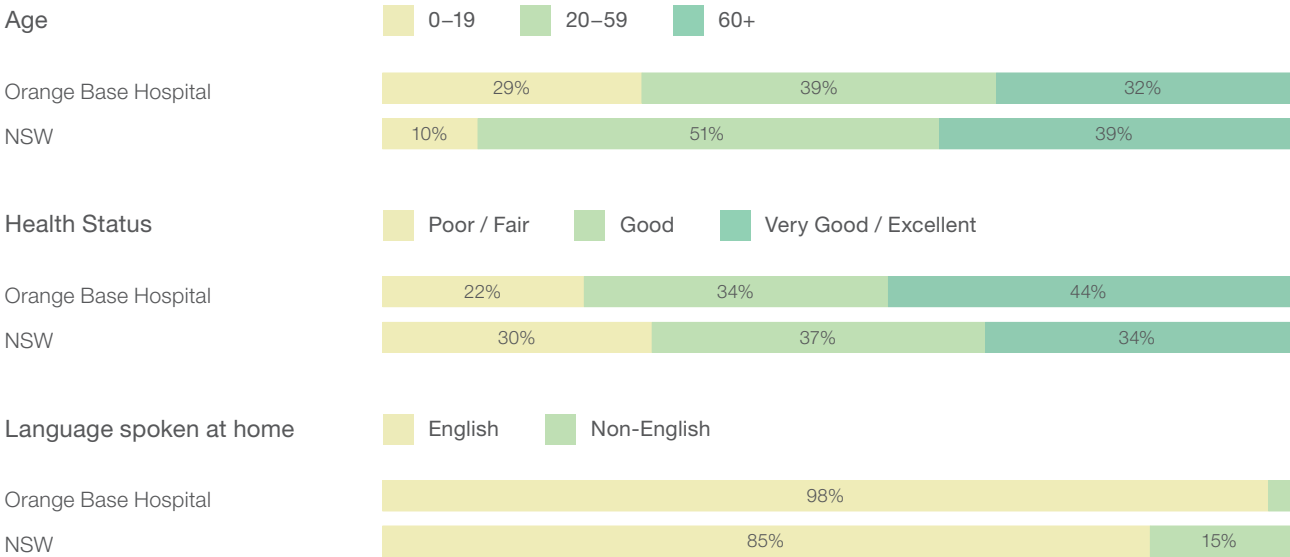
Orange Base Hospital: Patients who used these outpatient services

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



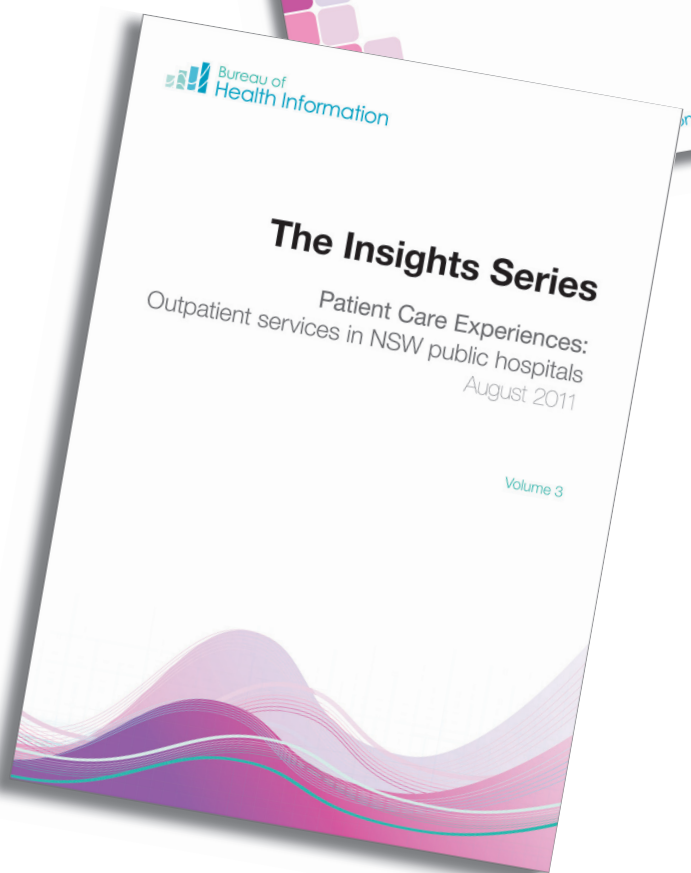
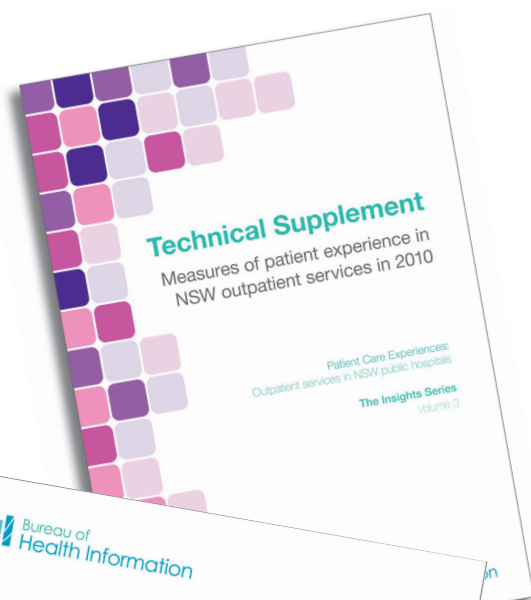
- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
 - Data weighted by age to reflect the population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

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles: Outpatient services in NSW public hospitals, August 2011. Sydney (NSW); 2011.

Published August 2011

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

Western Sydney Local Health District

The Insights Series

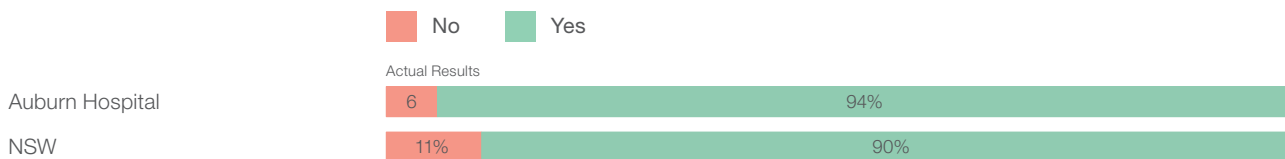
Volume 3



Auburn Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

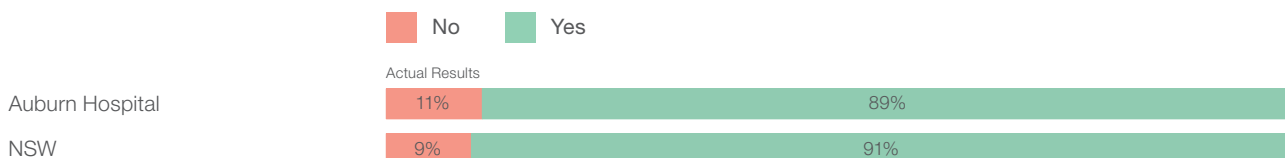
HIGHEST: Were you asked about how your family or living situation affect your health?



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



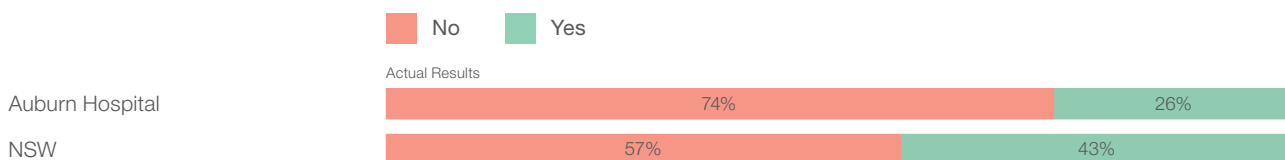
THIRD HIGHEST: Was a hand basin and / or alcohol hand wash available in the treatment area?



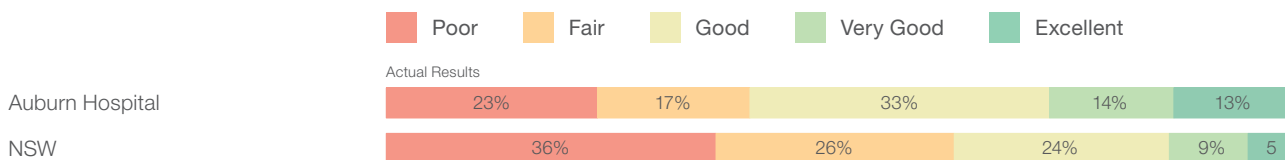
Auburn Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

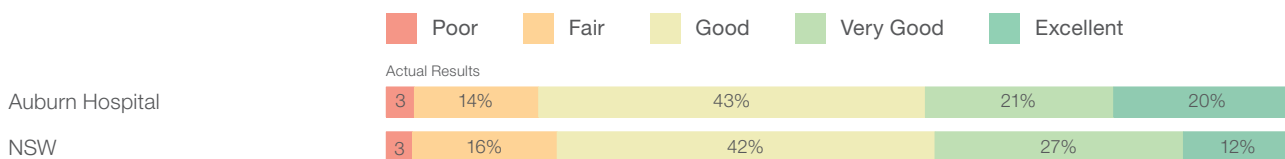
LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



SECOND LOWEST: Availability of parking



THIRD LOWEST: Keeping noise levels to a minimum

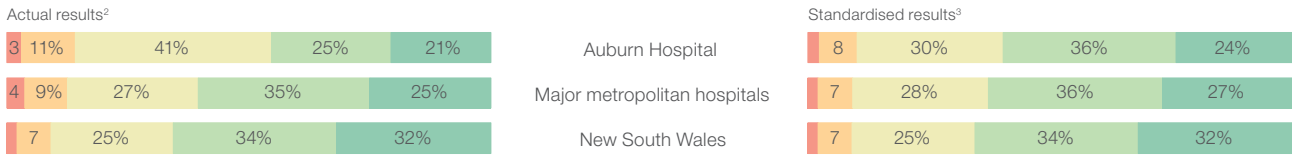


Auburn Hospital: Patient experiences with outpatient services

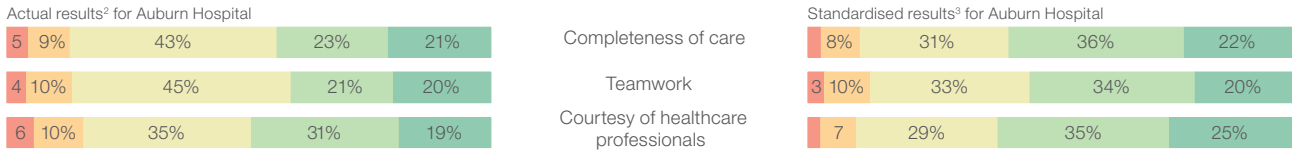
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



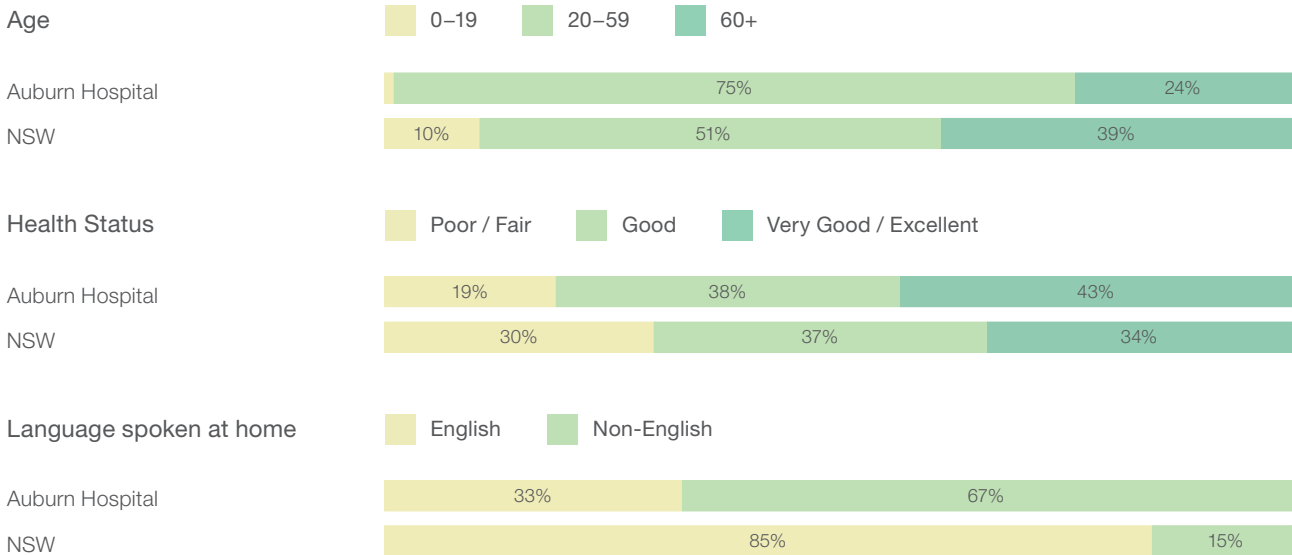
Auburn Hospital: Patients who used these outpatient services

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



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

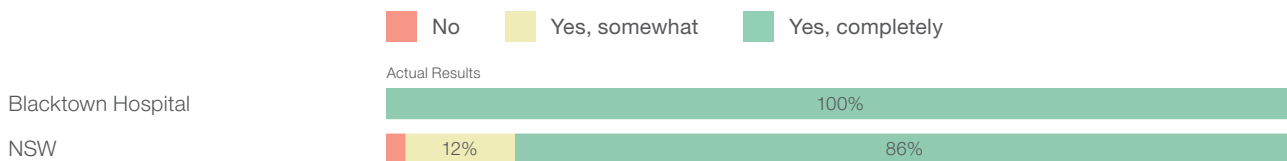
Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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

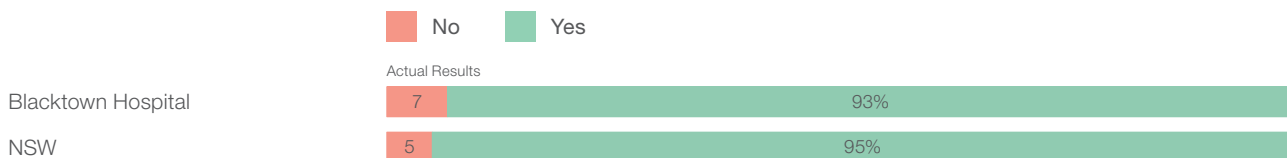
Blacktown Hospital: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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



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



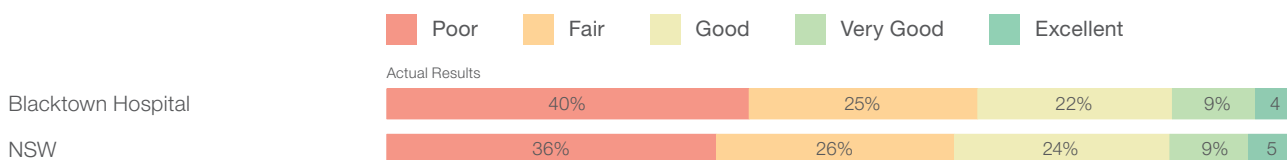
THIRD HIGHEST: Did the healthcare professional listen to what you had to say?



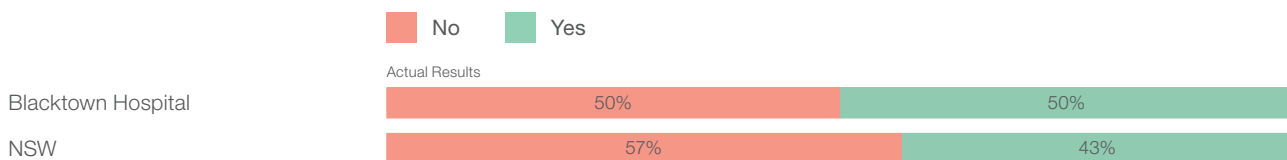
Blacktown Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

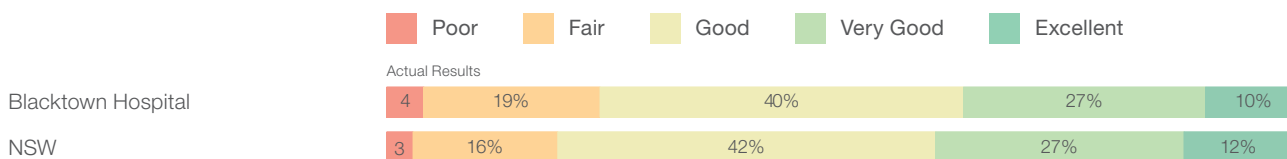
LOWEST: Availability of parking



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



THIRD LOWEST: Keeping noise levels to a minimum

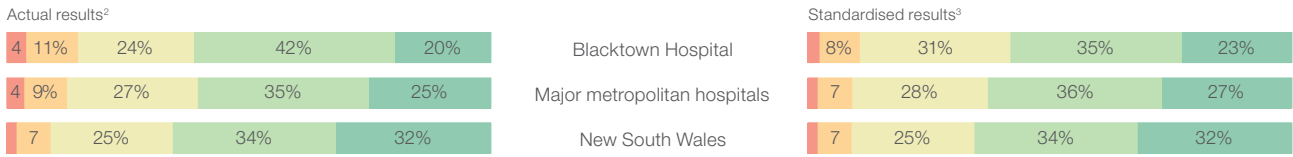


Blacktown Hospital: Patient experiences with outpatient services

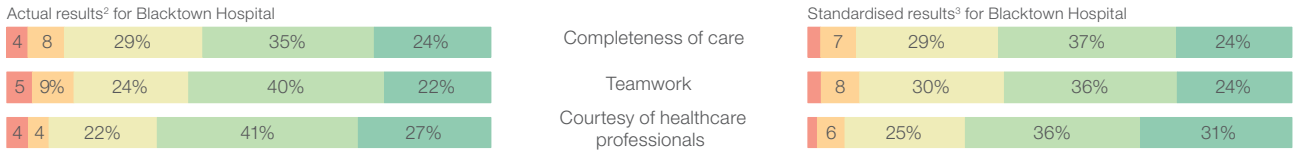
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



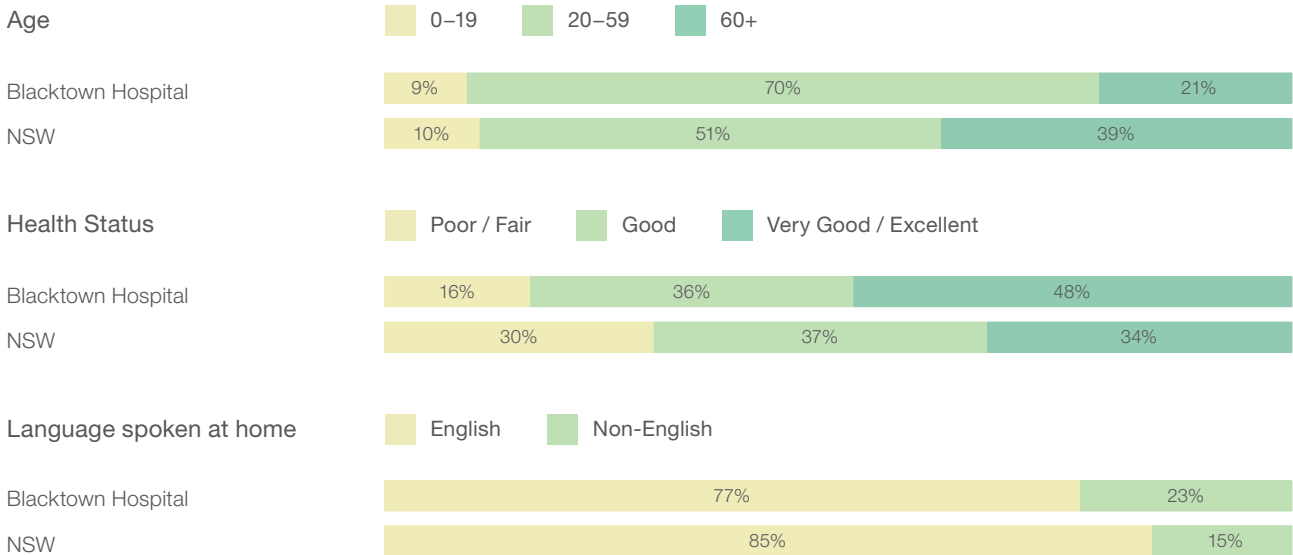
Blacktown Hospital: Patients who used these outpatient services

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



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

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

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

Mount Druiitt Hospital: What patients rated *highest* about these outpatient 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



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

No Yes

Actual Results



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

No Yes

Actual Results



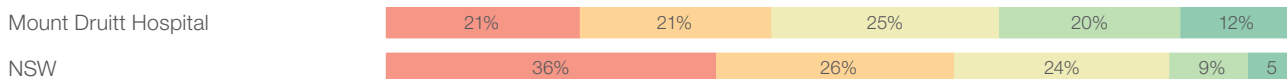
Mount Druiitt Hospital: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

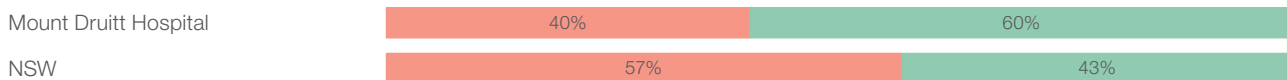
Actual Results



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

No Yes

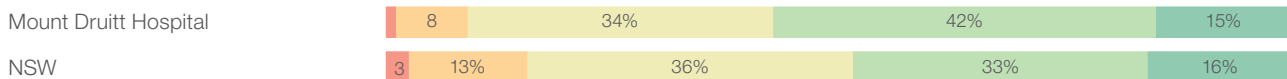
Actual Results



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

Poor Fair Good Very Good Excellent

Actual Results



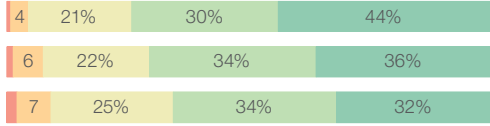
Mount Druitt Hospital: Patient experiences with outpatient services

NSW Health Patient Survey, February 2010

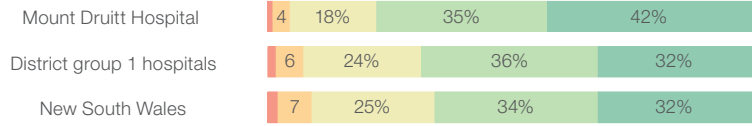
Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services

Actual results²

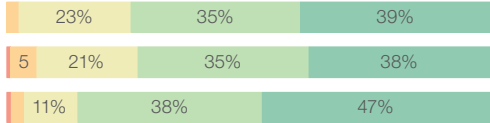


Standardised results³

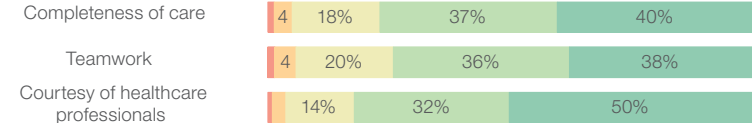


Patient ratings of care experiences that matter most⁴

Actual results³ for Mount Druitt Hospital



Standardised results³ for Mount Druitt Hospital



Mount Druitt Hospital: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 959 patients

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

Characteristics of patients who completed the survey²

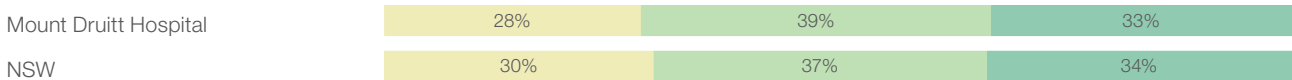
Age

■ 0-19 ■ 20-59 ■ 60+



Health Status

■ Poor / Fair ■ Good ■ Very Good / Excellent



Language spoken at home

■ English ■ Non-English



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

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

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

Westmead Hospital (all units): What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

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

No Yes

Actual Results



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

No Yes

Actual Results



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

No Yes, somewhat Yes, completely

Actual Results



Westmead Hospital (all units): What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking

Poor Fair Good Very Good Excellent

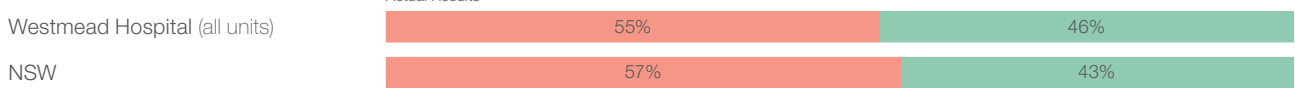
Actual Results



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

No Yes

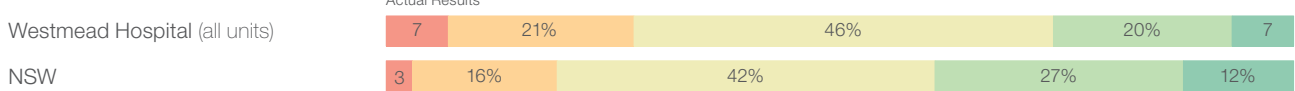
Actual Results



THIRD LOWEST: Keeping noise levels to a minimum

Poor Fair Good Very Good Excellent

Actual Results

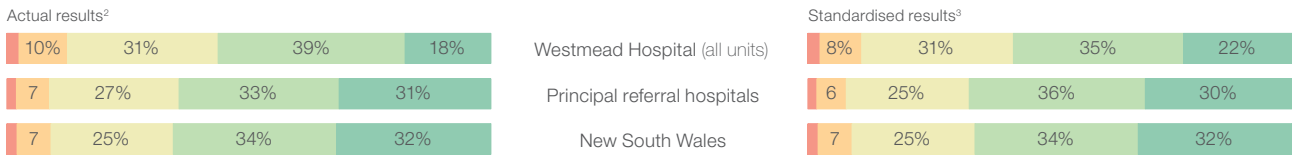


Westmead Hospital (all units): Patient experiences with outpatient services

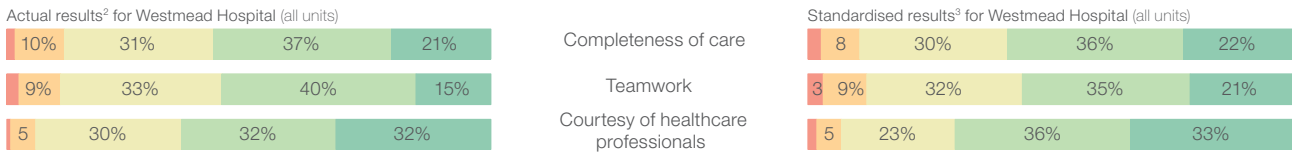
NSW Health Patient Survey, February 2010

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

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



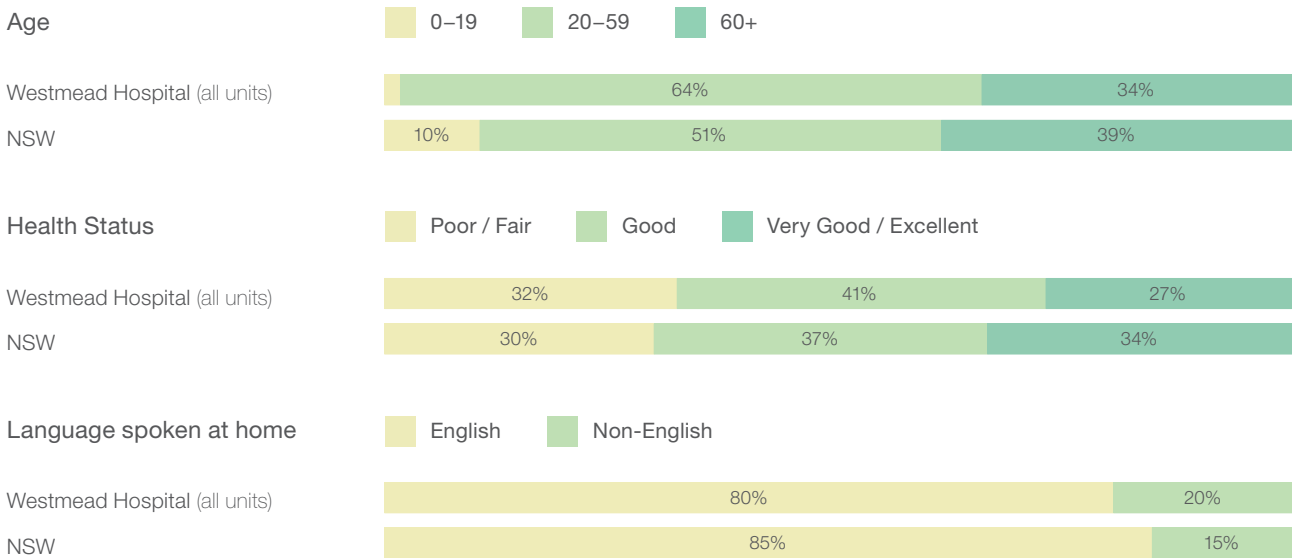
Westmead Hospital (all units): Patients who used these outpatient services

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



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

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

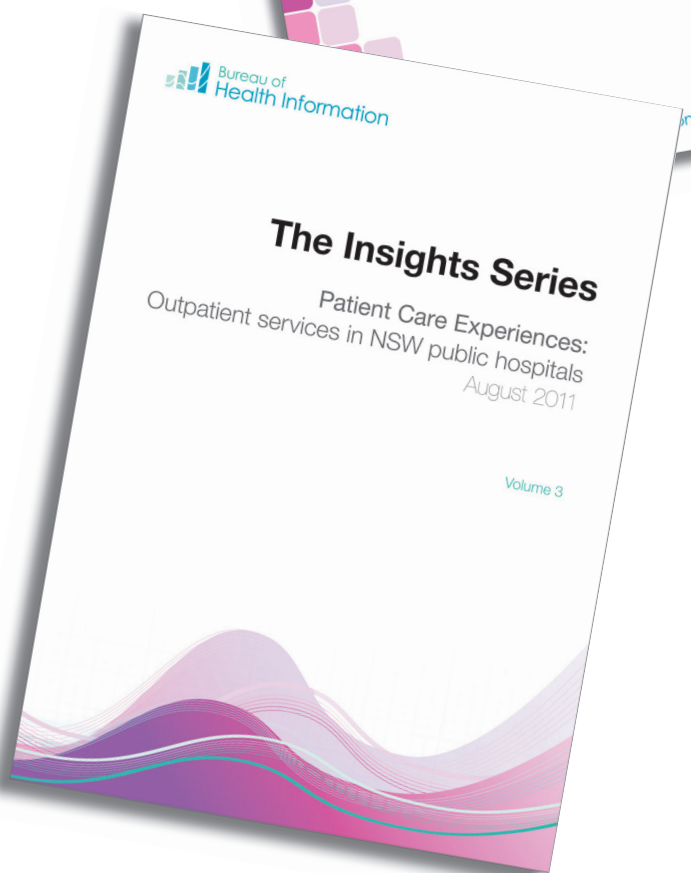
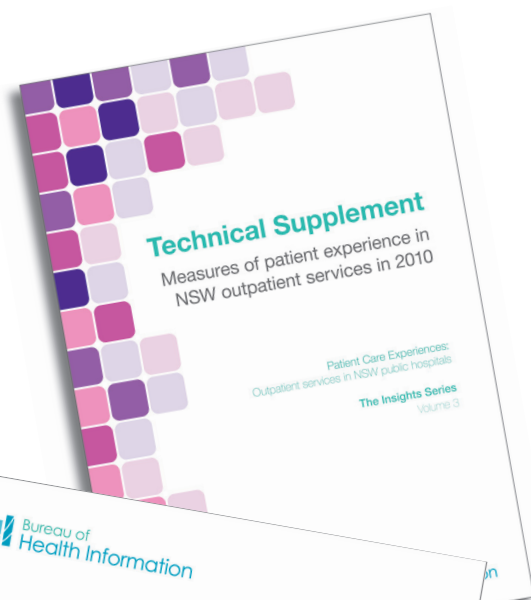
Source: Patient experience data from the Outpatient Care module of the NSW Health Patient Survey 2010.

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

Copyright Bureau of Health Information 2011

State Health Publication Number: (BHI) 110135

ISSN 1839-1680 ISBN 978-1-74187-604-8

Suggested citation: Bureau of Health Information.

Patient Care Experiences Performance Profiles:

Outpatient services in NSW public hospitals, August 2011.
Sydney (NSW); 2011.

Published August 2011

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.