



Admitted Children and Young Patients Survey Results 2014

This report reflects on the experiences of more than 8,000 children and young patients who were admitted to a NSW public hospital in 2014. Young patients or their parents told us about how they were treated, the ward and hospital they stayed in, and their overall views and ratings of care.

The Admitted Children and Young Patients Survey comprises more than 80 questions about hospital care experiences of patients aged 0–17 years. Most questionnaires were completed by a parent on their child’s behalf, however among patients aged 8–17 years, 13% provided the responses to the entire questionnaire themselves. There was a specific set of 13 questions addressed directly to young patients aged 8–17 years.

This *Snapshot Report* provides a selection of the survey results, featuring 26 questions. It explores variation in results across local health districts and compares results between different patient age groups, and by different patient characteristics.

Overall experience

Six in 10 patients received ‘very good’ care in hospital

Most respondents said the care received in hospital by patients aged 0–17 years was either ‘very good’ (63%) or ‘good’ (31%). If asked by friends and family, most people (76%) would speak highly of the hospital.

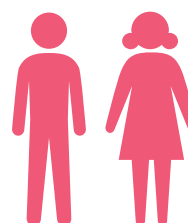
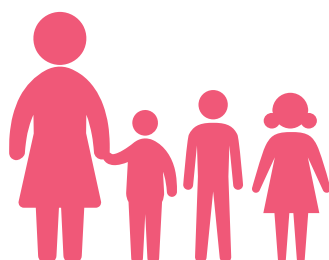
Healthcare Observer provides detailed results from the Admitted Children and Young Patients Survey at bhi.nsw.gov.au/healthcare_observer

It allows users to:

- Explore responses to over 80 questions
- Compare and contrast the experiences of children and young patients across local health districts, hospital peer groups and individual hospitals
- Discover how results vary by patient characteristics such as age, gender, language spoken at home, health status and long-standing health conditions.

63% of respondents said the care received in hospital was **very good**, and 31% said it was **good**

86% of patients aged 8–17 years said doctors and nurses were **always** kind and caring





Access and timeliness

The waiting time for hospital admission was ‘about right’ for most children and young patients

The length of time that children and young patients waited to be admitted to hospital was ‘about right’ for six in 10 (63%) patients. A similar proportion (57%) experienced waiting times in the emergency department that were ‘about right’. Two in 10 (21%) experienced delays in their discharge from the hospital.

- Healthcare Observer provides additional results about access and timeliness. It shows that upon arrival, most respondents (72%) thought the time patients had to wait before being taken to their ward was ‘about right’.

Physical environment and comfort

Parking was a ‘big problem’ for one-third of patients and their families

Parking was a ‘big problem’ for 35% of respondents and a ‘small problem’ for a further 28%. Most said the rooms and wards were either ‘very clean’ (56%) or ‘fairly clean’ (41%); and that toilets and bathrooms were either ‘very clean’ (52%) or ‘fairly clean’ (43%).

Communication and information

Clear and consistent information was not always conveyed to children, young patients and their families

More than one in 10 respondents (13%) said they ‘definitely’ received contradictory information from health professionals. Only half (51%) said they were ‘completely’ told about potential side effects of any new medication prescribed.

- Healthcare Observer also shows that most parents said they received the ‘right amount’ of information about their child’s condition or treatment (87%).

Coordination and continuity

Six in 10 children and young patients received care that was ‘very well’ organised

Most respondents said doctors ‘always’ knew enough about the patient’s medical history (68%), and that nurses ‘always’ knew enough about the patient’s care and treatment (77%). A smaller proportion (58%) said care was ‘very well’ organised.

- Healthcare Observer shows 67% of respondents said the hospital ‘completely’ made adequate arrangements for services needed after discharge.

Respect and dignity

Most patients were treated with courtesy and respect

Most respondents said doctors (88%) and nurses (85%) were ‘always’ polite and courteous, and a similar proportion (88%) said patients were ‘always’ treated with respect and dignity. Seven in 10 respondents (71%) said patients were ‘always’ given enough privacy.

- Healthcare Observer also shows that most patients (92%) had their cultural and religious beliefs respected by staff.

Engagement and participation

Most patients and families were ‘definitely’ involved in decisions about care

Seven in 10 parents (69%) said they were ‘definitely’ involved, as much as they wanted to be, in decisions about their child’s care and treatment.

- Healthcare Observer shows that almost two-thirds of respondents (66%) said they were ‘definitely’ involved in decisions about discharge from hospital.

Comprehensive and whole-person care

Patients were well enough to leave hospital at discharge

Almost all parents (92%) said that at the time of discharge, their child was well enough to leave the hospital.



Assistance and responsiveness

Fewer than half of respondents said they could 'completely' discuss their worries and fears

About half of respondents (52%) said they 'always' had the opportunity to talk with a doctor if they needed to. Fewer (44%) said they were 'completely' able to discuss their worries or fears with a health professional.

- Healthcare Observer also shows that for patients aged 0–7 years, 31% of parents said their child was 'completely' able to discuss their worries or fears with a health professional.

Safety and hygiene

Six in 10 parents said they 'always' saw staff wash their hands

When asked about staff hand hygiene, 58% of parents said they 'always' saw health professionals wash or clean their hands before touching their child.

Trust and confidence

Parents' trust and confidence was generally high

The majority of parents said they 'always' had confidence and trust in the doctors (78%) and nurses (80%) treating their child.

- Healthcare Observer shows that, for parents whose child experienced a complication or problem, around half (47%) said staff were 'completely' open with them in discussing the problem.

Outcomes

The care received 'definitely' helped most patients

Most respondents said the care and treatment that children and young patients received in hospital 'definitely' helped (81%) and that the health problem for which they were hospitalised was 'much better' after treatment (81%).

Patterns of local health district results

Results for local health districts (LHDs) were compared to the NSW results for 26 survey questions, on the basis of the proportion of respondents who gave the most positive response.

Northern Sydney recorded more positive responses for nine of the 26 questions. Western Sydney recorded less positive responses for 13 of the 26 questions.

The specialist Sydney Children's Hospitals Network recorded results that were significantly different to NSW for two of the 26 questions. Results were more positive regarding whether patients or their parents would speak highly of the hospital and less positive regarding toilet and bathroom cleanliness.

Patterns by age groups

Care experiences were generally more positive for patients aged 8–17 years compared with patients aged 0–7 years.

Young patients' responses

For the section where young patients aged 8–17 years were asked to answer for themselves, 56% said that overall, the care they received in hospital was 'very good'.

A majority of young patients said doctors (86%) and nurses (86%) were 'always' kind and caring. Fewer than half said they could discuss 'completely' their worries or fears with a doctor or nurse (45%); their hospital room 'definitely' suited someone their age (45%) and that they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment (49%).

Across LHDs, the proportion of young patients who said there were 'plenty' of things to do in hospital ranged from 17% in Sydney and Western Sydney to 43% in Central Coast — a 26 percentage point difference.

Parents' and carers' experiences

Most parents (92%) said they were 'always' allowed to remain with their child during treatment. However, only 19% said the overnight facilities were 'very good'.

Patterns by patient characteristics

For patients with no long-standing health conditions, results were more positive than those with a long-standing health condition for 19 of 56 questions.

For children and young patients in 'excellent' health, results were more positive than for those in 'poor' health for 17 of 56 questions.



Children and Young Patients Survey: all response categories

The full set of responses to the 26 questions included in this *Snapshot Report* shows that, for 24 of the 26 questions, a majority of respondents gave the most positive answer. Questions regarding respect and dignity were consistently answered positively.

Relatively high proportions of unfavourable responses were seen in questions about parking (35% said it was a 'big

problem'), medication side effects (26% said they were not told about these) and delays in hospital discharge (21% said they were delayed).

While 69% of parents said they did not receive contradictory information from health professionals about their child's care, one in 10 (13%) said they 'definitely' did. Fewer than

Selection of measures

ASPECT OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care your child received while in hospital?	<p>63% 31% 4%</p> <p>Very good Good Neither good nor poor Poor Very poor</p>
	If asked about your child's hospital experience by friends and family how would you respond?	<p>76% 20% 4%</p> <p>Would speak highly Neither highly/critical Would be critical</p>
Access and timeliness	Do you think the amount of time your child waited to go to hospital was ...?	<p>63% 24% 13%</p> <p>About right Slightly too long Much too long</p>
	Do you think the amount of time your child spent in the emergency department was...?	<p>57% 26% 17%</p> <p>About right Slightly too long Much too long</p>
	On the day your child left hospital, was their discharge delayed?	<p>79% 21%</p> <p>No Yes</p>
Physical environment and comfort	How clean were the wards or rooms your child stayed in while in hospital?	<p>56% 41%</p> <p>Very clean Fairly clean Not very clean Not at all clean</p>
	How clean were the toilets and bathrooms that your child used while in hospital?	<p>52% 43% 4%</p> <p>Very clean Fairly clean Not very clean Not at all clean</p>
	Was there a problem finding parking near the hospital?	<p>37% 28% 35%</p> <p>No problem Small problem Big problem</p>
Communication and information	Did a health professional in the hospital tell you about medication side effects to watch for?	<p>51% 22% 26%</p> <p>Yes, completely Yes, to some extent No</p>
	Did you receive contradictory information from health professionals in the hospital – for example, different opinions on your child's treatment?	<p>69% 18% 13%</p> <p>No Yes, to some extent Yes, definitely</p>
Coordination and continuity	How well organised was the care your child received in hospital?	<p>58% 37% 4%</p> <p>Very well organised Fairly well organised Not well organised</p>
	In your opinion, did the doctors who treated your child know enough about their medical history?	<p>68% 26% 6%</p> <p>Yes, always Yes, sometimes No</p>
	In your opinion, did the nurses who treated your child know enough about their care and treatment?	<p>77% 20%</p> <p>Yes, always Yes, sometimes No</p>



half of parents (44%) said health professionals ‘completely’ discussed with them any worries and fears they had about their child.

Most parents (92%) said at the time their child was discharged, they were well enough to leave the hospital. Most parents said the care and treatment their child

received in hospital ‘definitely’ helped them (81%) and that the problem for which their child was admitted to hospital was ‘much better’ (81%).

Analyses and results in the remainder of this report refer to the most positive response category only.

For full results go to bhi.nsw.gov.au/healthcare_observer

ASPECT OF CARE	QUESTION	RESPONSES
Respect and dignity	Did you feel your child was treated with respect and dignity while they were in the hospital?	<p>88% 11%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were the doctors polite and courteous?	<p>88% 10%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were the nurses polite and courteous?	<p>85% 14%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Was your child given enough privacy during their hospital stay?	<p>71% 23% 6%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your child’s care and treatment?	<p>69% 27% 4%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
Comprehensive and whole-person care	At the time your child was discharged, did you feel that they were well enough to leave the hospital?	<p>92% 8%</p> <p>■ Yes ■ No</p>
Assistance and responsiveness	If you needed to talk to a doctor, did you get the opportunity to do so?	<p>52% 42% 6%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Did a health professional discuss your worries or fears about your child with you?	<p>44% 45% 10%</p> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>
Safety and hygiene	Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching your child?	<p>58% 20% 9% 13%</p> <p>■ Yes, always ■ Yes, sometimes ■ No, I did not see this ■ Can't remember</p>
Trust and confidence	Did you have confidence and trust in the doctors treating your child?	<p>78% 20%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Did you have confidence and trust in the nurses treating your child?	<p>80% 19%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Outcomes	Did the care and treatment received in hospital help your child?	<p>81% 16%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No, not at all</p>
	Is the problem your child went to hospital for...?	<p>81% 11% 7%</p> <p>■ Much better ■ A little better ■ About the same ■ A little worse ■ Much worse</p>



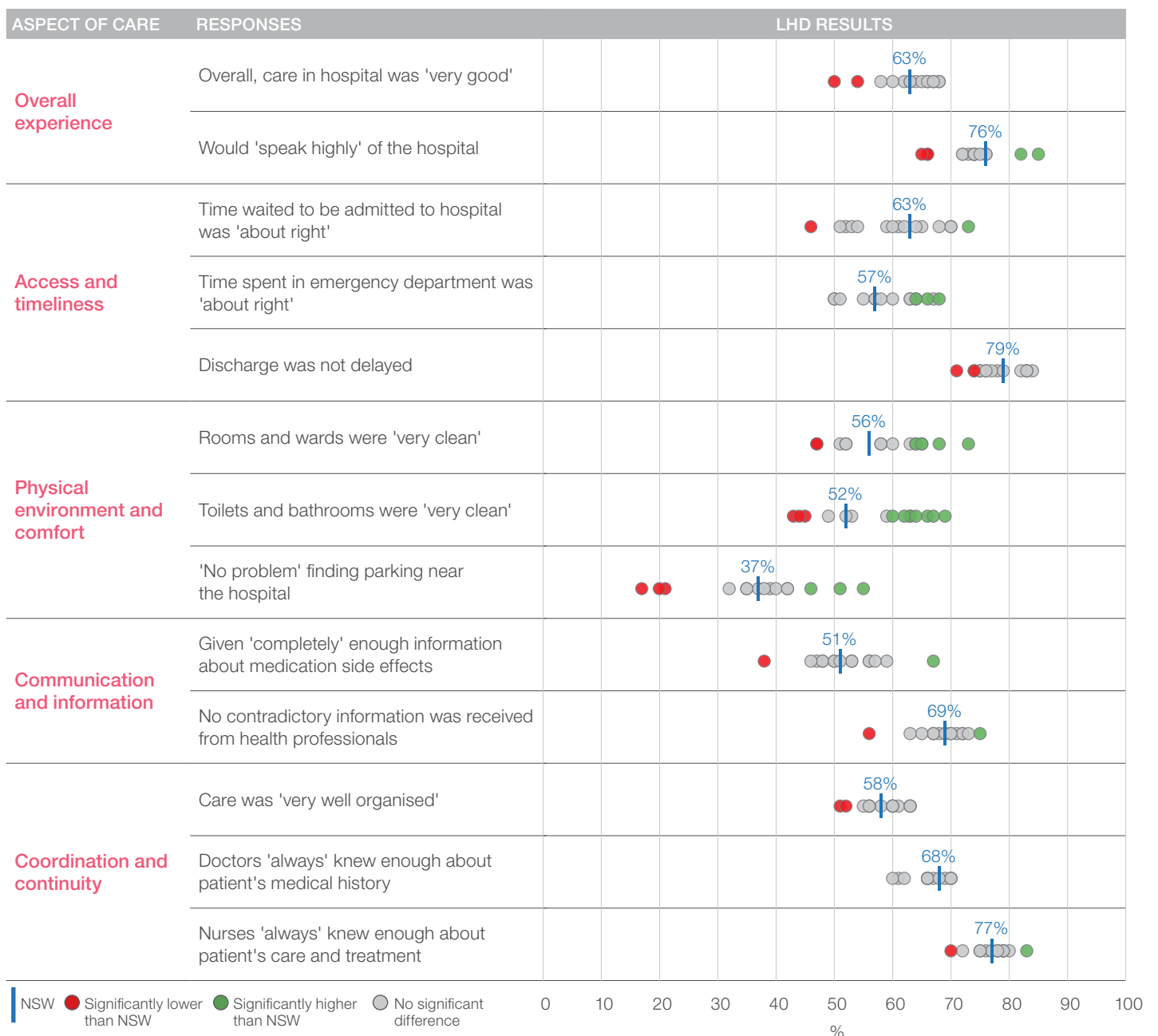
Variation in results by local health district

There are 15 geographically-based local health districts (LHDs) and two health networks in NSW. Each LHD manages and coordinates the provision of healthcare services for their resident populations.

Among the 26 questions featured in this report, the spread of LHD results was widest for questions related to the physical environment. The proportion of respondents who

needed parking and had 'no problem' finding it ranged from 17% in Illawarra Shoalhaven to 55% in Southern NSW — a 38 percentage point range. The proportion of respondents who said they were 'completely' given enough information about medication side effects ranged from 38% in Nepean Blue Mountains to 67% in Southern NSW — a 29 percentage point range.

Selection of measures

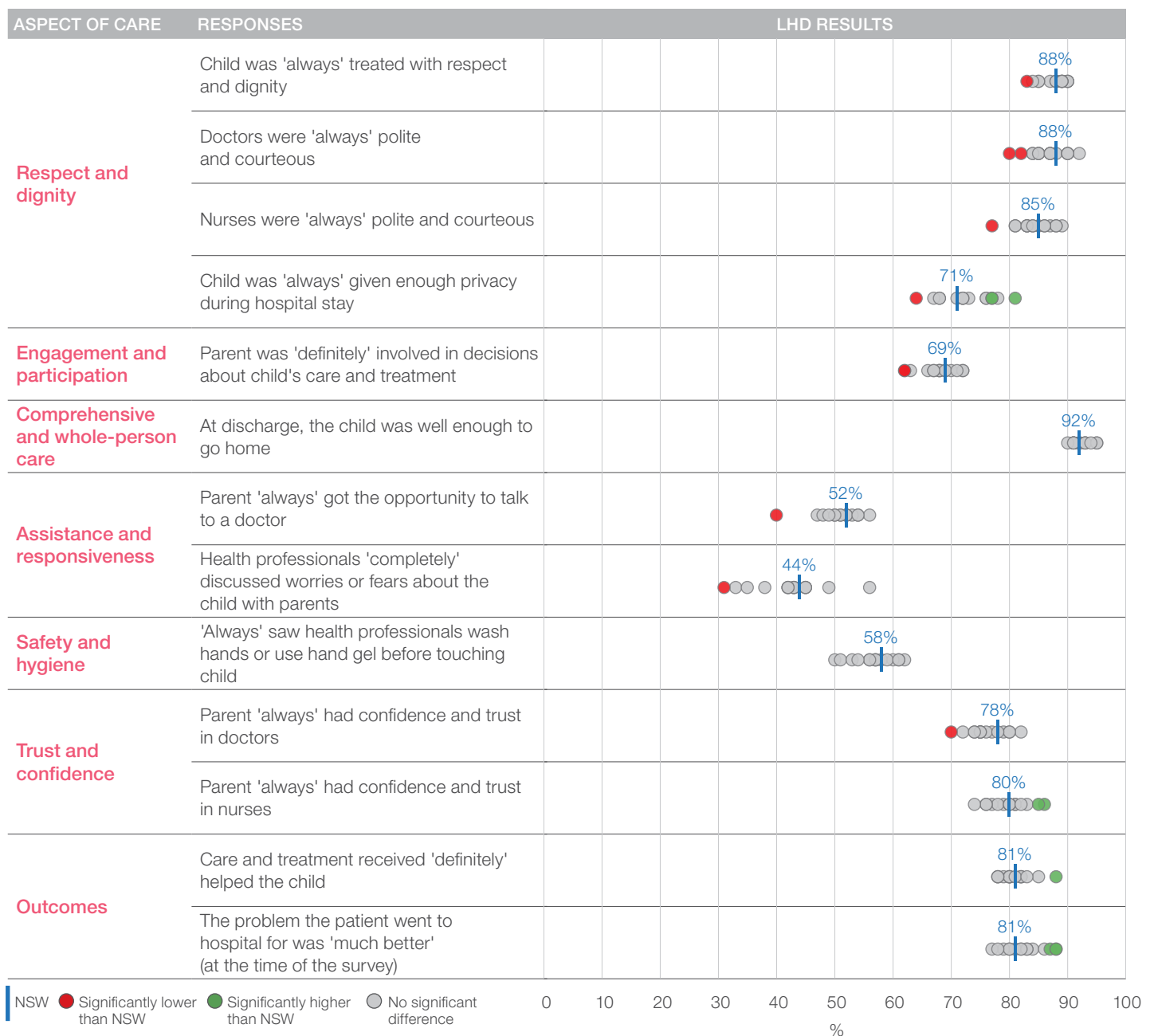




Questions that recorded least variation across LHDs related to comprehensive and whole-person care, and respect and dignity. The proportion of parents who said they felt their child was well enough to go home at discharge ranged from 90% in South Western Sydney to 95% in Sydney and Northern Sydney — a five percentage point range. The proportion who said their child was

'always' treated with respect and dignity ranged from 83% in Western Sydney to 90% each in Illawarra Shoalhaven, Northern Sydney and the Sydney Children's Hospitals Network — a seven percentage point range.

For full results go to bhi.nsw.gov.au/healthcare_observer



BHI does not publicly report results when there are fewer than 30 respondents or a response rate less than 20%. Therefore, data for St Vincent's Health Network and Far West LHD are not shown.



Patterns of significant results by local health district

The analysis depicted below summarises significant results at a local health district (LHD) level.

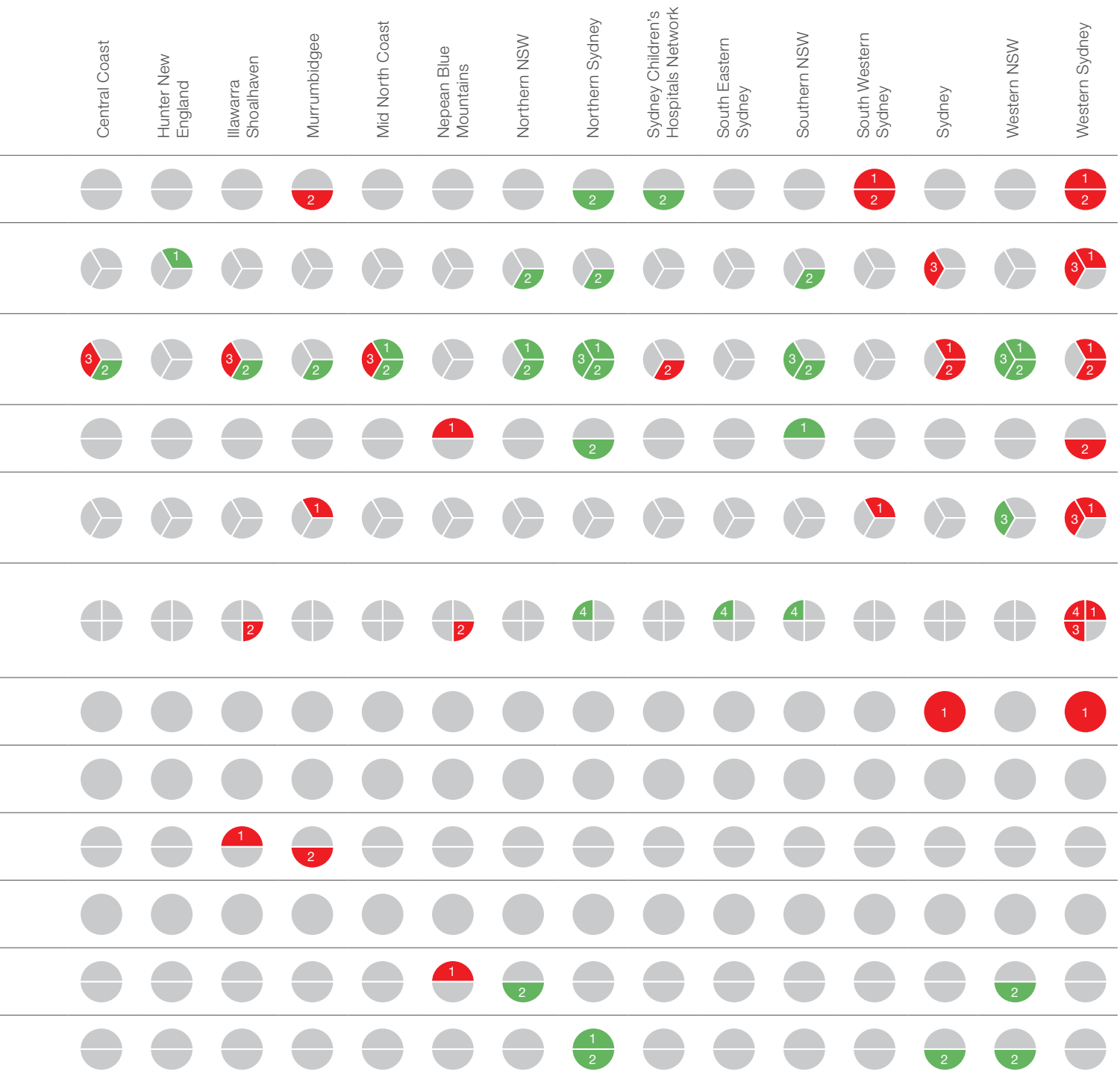
Questions are grouped into thematic aspects of care. Each numbered segment within a circle corresponds to a survey question. Segments are coloured green for those questions with LHD results that were significantly higher than the NSW result, and are coloured red for questions with LHD results that were significantly lower than the NSW result.

Presenting survey results at an LHD level in this way reveals patterns of performance across aspects of care as well as across geographies.

Northern Sydney recorded more positive responses for nine of the 26 questions. Western Sydney recorded less positive responses for 13 questions.

Summary of LHD results compared with NSW results (based on most positive response category)

Overall experience		<ol style="list-style-type: none"> Overall, care in hospital was 'very good' Would 'speak highly' of the hospital
Access and timeliness		<ol style="list-style-type: none"> Time waiting to be admitted to hospital was 'about right' Time spent in emergency department was 'about right' Discharge was not delayed
Physical environment and comfort		<ol style="list-style-type: none"> Rooms and wards were 'very clean' Toilets and bathrooms were 'very clean' 'No problem' finding parking near the hospital
Communication and information		<ol style="list-style-type: none"> Given 'completely' enough information about medication side effects No contradictory information was received from health professionals
Coordination and continuity		<ol style="list-style-type: none"> Care was 'very well organised' Doctors 'always' knew enough about patient's medical history Nurses 'always' knew enough about patient's care and treatment
Respect and dignity		<ol style="list-style-type: none"> Child was 'always' treated with respect and dignity Doctors were 'always' polite and courteous Nurses were 'always' polite and courteous Child was 'always' given enough privacy during hospital stay
Engagement and participation		<ol style="list-style-type: none"> Parent was 'definitely' involved in decisions about child's care and treatment
Comprehensive and whole-person care		<ol style="list-style-type: none"> At discharge, the child was well enough to go home
Assistance and responsiveness		<ol style="list-style-type: none"> Parent 'always' got the opportunity to talk to a doctor Health professionals 'completely' discussed worries or fears about the child with parents
Safety and hygiene		<ol style="list-style-type: none"> 'Always' saw health professionals wash hands or use hand gel before touching child
Trust and confidence		<ol style="list-style-type: none"> Parent 'always' had confidence and trust in doctors Parent 'always' had confidence and trust in nurses
Outcomes		<ol style="list-style-type: none"> The problem the patient went to hospital for was 'much better' (at the time of the survey) Care and treatment received 'definitely' helped the child



Significantly higher than NSW
 Significantly lower than NSW
 No significant difference

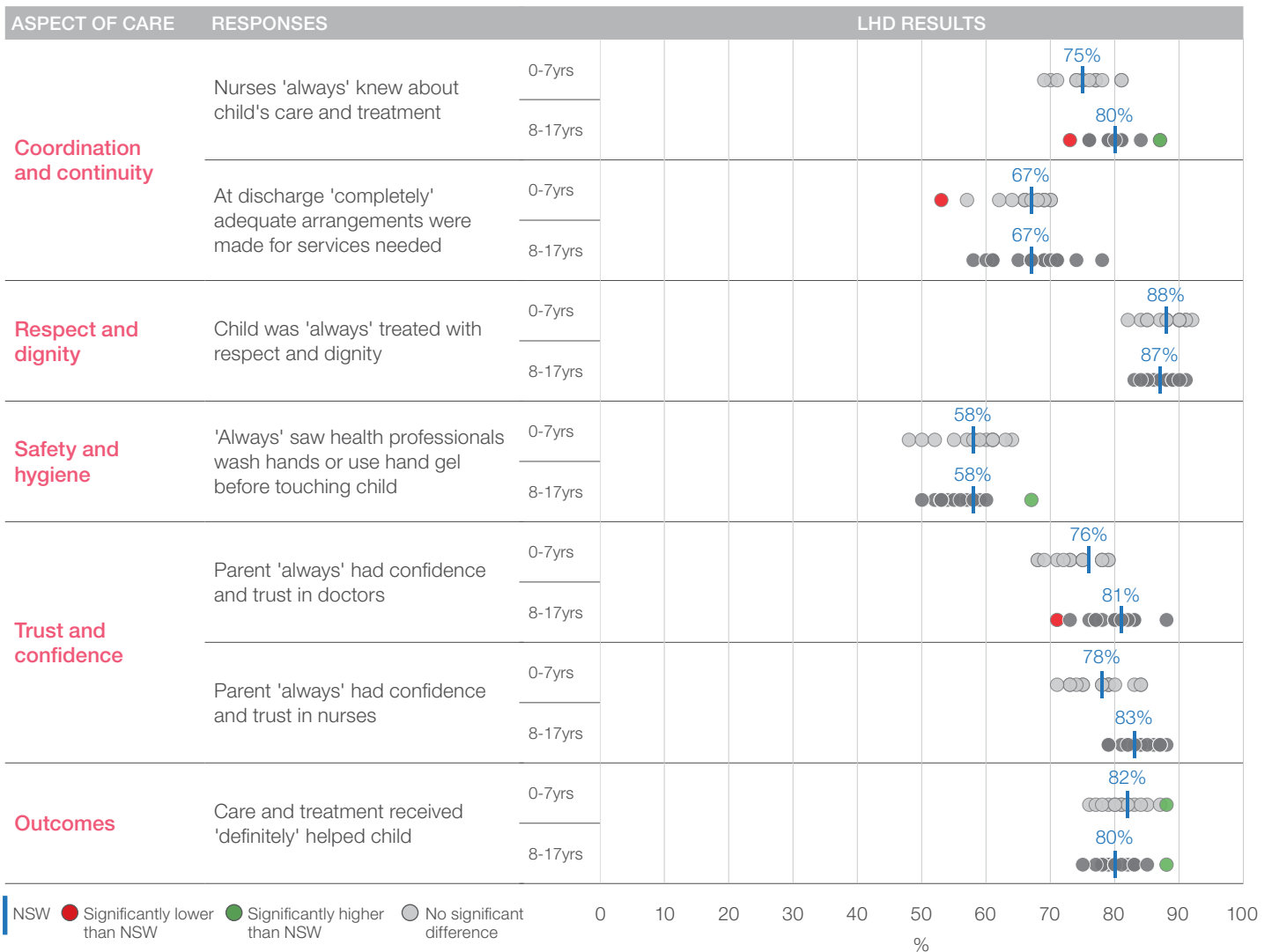
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Range across LHDs by age group

Across LHDs, the greatest variation in results was seen for the question about the cleanliness of rooms and wards (24 percentage points for the 8–17 year old group and 30 percentage points for the 0–7 year old group respectively) and for being ‘completely’ told about medication side effects (22 and 32 percentage points respectively). Greater variation was observed in the 0–7 year old group across the questions presented here. For three of the 13 questions, the range of LHD results for the 0–7 year old group was five or more percentage points higher than the range of LHD results for the 8–17 year old group.

For full results go to bhi.nsw.gov.au/healthcare_observer



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What young patients said about their care

An additional section in the questionnaire consisting of 13 questions asked young patients to self-report their own experiences of hospital care.

Patients aged 8–17 years were mostly positive about the health professionals who treated them, and the majority

said doctors (86%) and nurses (86%) were ‘always’ kind and caring. However, only 56% said the care they received while in hospital was ‘very good’. Questions about the hospital’s physical environment revealed some room for improvement, with almost four in 10 patients (39%) saying they were bothered by noise during their hospital stay.

Selection of measures

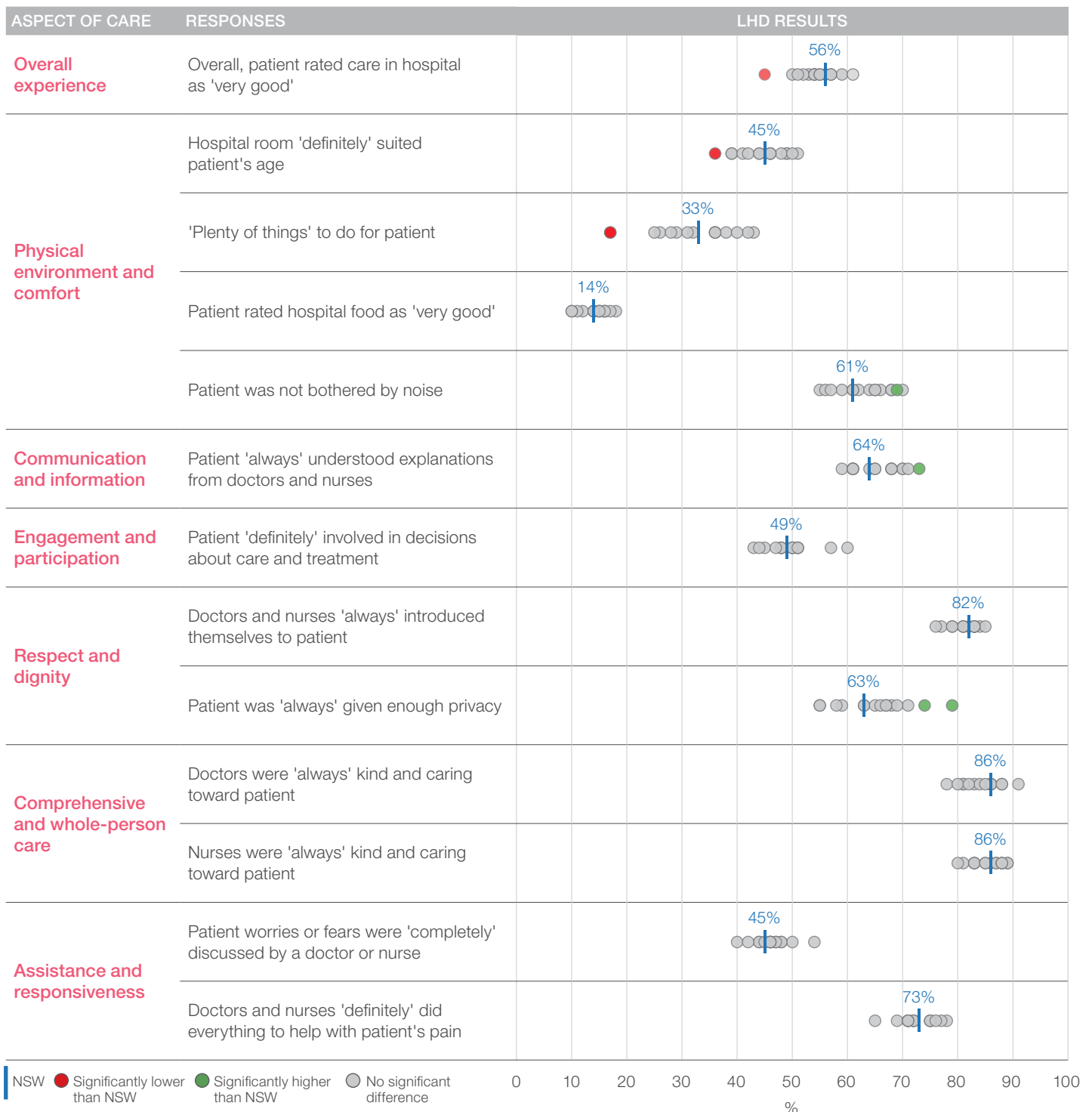
ASPECT OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received while in hospital?	<p>56% 37% 6%</p> <p>Very good Good Not good or bad Bad Very bad</p>
	Did the hospital room suit someone your age?	<p>45% 41% 14%</p> <p>Yes, definitely Yes, sort of No</p>
Physical environment and comfort	Were there things for you to do (such as books, games and toys)?	<p>33% 26% 33% 8%</p> <p>Yes, plenty Yes, but not enough Nothing for my age No</p>
	How would you rate the hospital food?	<p>14% 37% 30% 11% 7%</p> <p>Very good Good Not good or bad Bad Very bad</p>
	Were you ever bothered by noise in the hospital?	<p>61% 39%</p> <p>No Yes</p>
Communication and information	Did the doctors and nurses explain things in a way you could understand?	<p>64% 33% 3%</p> <p>Yes, always Yes, sometimes No</p>
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<p>49% 41% 10%</p> <p>Yes, definitely Yes, sort of No</p>
Respect and dignity	Did the doctors and nurses introduce themselves to you?	<p>82% 17% 1%</p> <p>Yes, always Yes, sometimes No</p>
	Were you given enough privacy during your hospital stay?	<p>63% 30% 7%</p> <p>Yes, always Yes, sometimes No</p>
Comprehensive and whole-person care	Were the doctors kind and caring?	<p>86% 13% 1%</p> <p>Yes, always Yes, sometimes No</p>
	Were the nurses kind and caring?	<p>86% 13% 1%</p> <p>Yes, always Yes, sometimes No</p>
Assistance and responsiveness	Did a doctor or nurse discuss your worries or fears with you?	<p>45% 42% 13%</p> <p>Yes, completely Yes, sort of No</p>
	If you were in pain, did the doctors and nurses do everything they could to help with your pain?	<p>73% 24% 3%</p> <p>Yes, definitely Yes, sort of No</p>



The question that recorded the highest variation across LHDs asked young patients whether they had been provided with 'plenty of things' to do during their stay (such as books, games and toys), with results ranging from 17% in Western Sydney and Sydney to 43% in

Central Coast — a 26 percentage point range. The least variation across LHDs was seen in the proportion of young patients who said the hospital food was 'very good', ranging from 10% in Southern NSW to 18% in Northern NSW — an eight percentage point range.

For full results go to bhi.nsw.gov.au/healthcare_observer



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Parent and carer experiences

The survey included questions that asked parents and carers about how well the hospital provided for their needs and involved them in their child's care.

Among parents who used overnight facilities, 19% rated them as 'very good' and a further 44% rated them as 'good'. Most parents said there were facilities to make

food and drinks (72%), although this ranged from 51% in Western Sydney to 84% in Southern NSW — a 33 percentage point range.

Almost all parents (92%) said they were 'always' allowed to remain with their child when they were being treated (excluding surgery).

Selection of measures

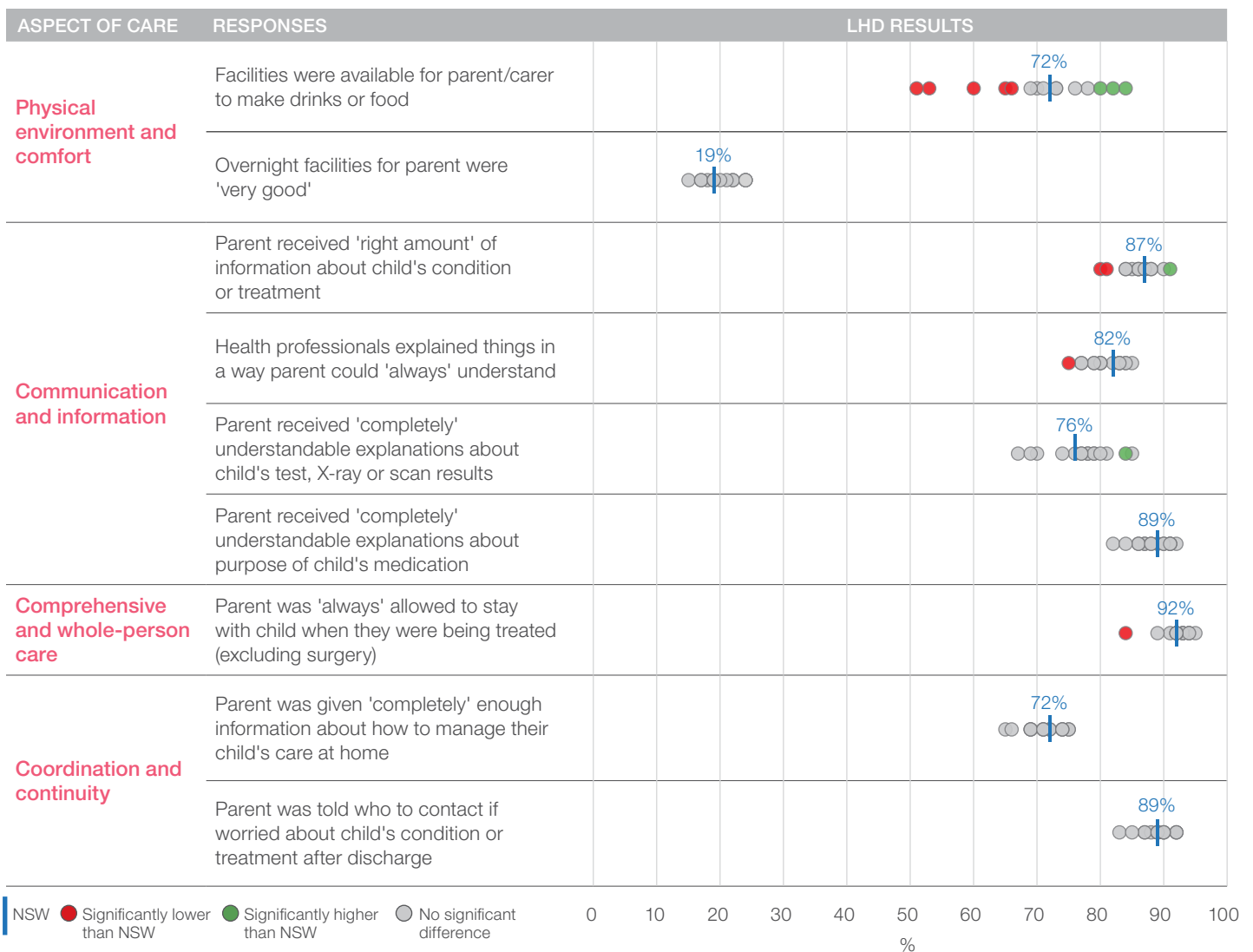
ASPECT OF CARE	QUESTION	RESPONSES
Physical environment and comfort	Were facilities available for parent or carer to make drinks or food?	<p>72% 16% 12%</p> <p>■ Yes ■ No ■ Don't know/can't remember</p>
	How would you rate the overnight facilities for parents at the hospital?	<p>19% 44% 22% 11%</p> <p>■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor</p>
Communication and information	During your child's stay in hospital, how much information about their condition or treatment was given to you?	<p>87% 12%</p> <p>■ The right amount ■ Too much ■ Not enough</p>
	Did the health professionals explain things in a way you could understand?	<p>82% 17%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Did a health professional explain the test, X-ray or scan results in a way that you could understand?	<p>76% 21%</p> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>
Comprehensive and whole-person care	Did a health professional in the hospital explain the purpose of any new medication in a way you could understand?	<p>89% 10%</p> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>
	Were you allowed to remain with your child when they were being treated (excluding surgery)?	<p>92% 6%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Coordination and continuity	Thinking about when your child left hospital, were you given enough information about how to manage their care at home?	<p>72% 23% 5%</p> <p>■ Yes, completely ■ Yes, to some extent ■ Not given enough</p>
	Did hospital staff tell you who to contact if you were worried about your child's condition or treatment after they left hospital?	<p>89% 11%</p> <p>■ Yes ■ No</p>



In general, staff communicated well with parents. Nine in 10 parents said they were told who to contact if they were worried about their child after leaving the hospital (89%); they were given 'completely' understandable explanations about the purpose of new medication for their child (89%); and they received the 'right amount' of information about

their child's condition or treatment (87%). Eight in 10 said health professionals 'always' explained things in a way they could understand (82%).

For full results go to bhi.nsw.gov.au/healthcare_observer



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Patterns by patient characteristics

Some demographic factors are known to be associated with more or less positive patient experiences. There were 56 questions for which it was possible to analyse results by patient characteristics.

The presence of a long-standing health condition (as reported in the survey) most strongly influenced the experiences of care reported. Patients with no long-standing health condition gave more positive responses for 19 questions (compared with patients with a long-standing condition). Likewise, patients in 'excellent' health were more likely than those in 'poor' health to select the most positive response category for 17 questions. Gender was not found to impact patients' experiences of care. Results were mixed for patient age and language spoken at home by parents.

Patterns across patients' individual characteristics and their experiences of care can also be examined on a question by question basis. For example, for those patients in 'excellent' health, 72% said the care received in hospital was 'very good' while for those patients in 'poor' health, only 61% said the care was 'very good'.

Similarly, 77% of parents whose child was in 'excellent' health said they were 'completely' given enough information about how to manage their child's care at home, compared with 52% of parents whose child was in 'poor' health.

Further results for all demographic subgroup questions, by patient characteristics, are available on Healthcare Observer at bhi.nsw.gov.au/healthcare_observer

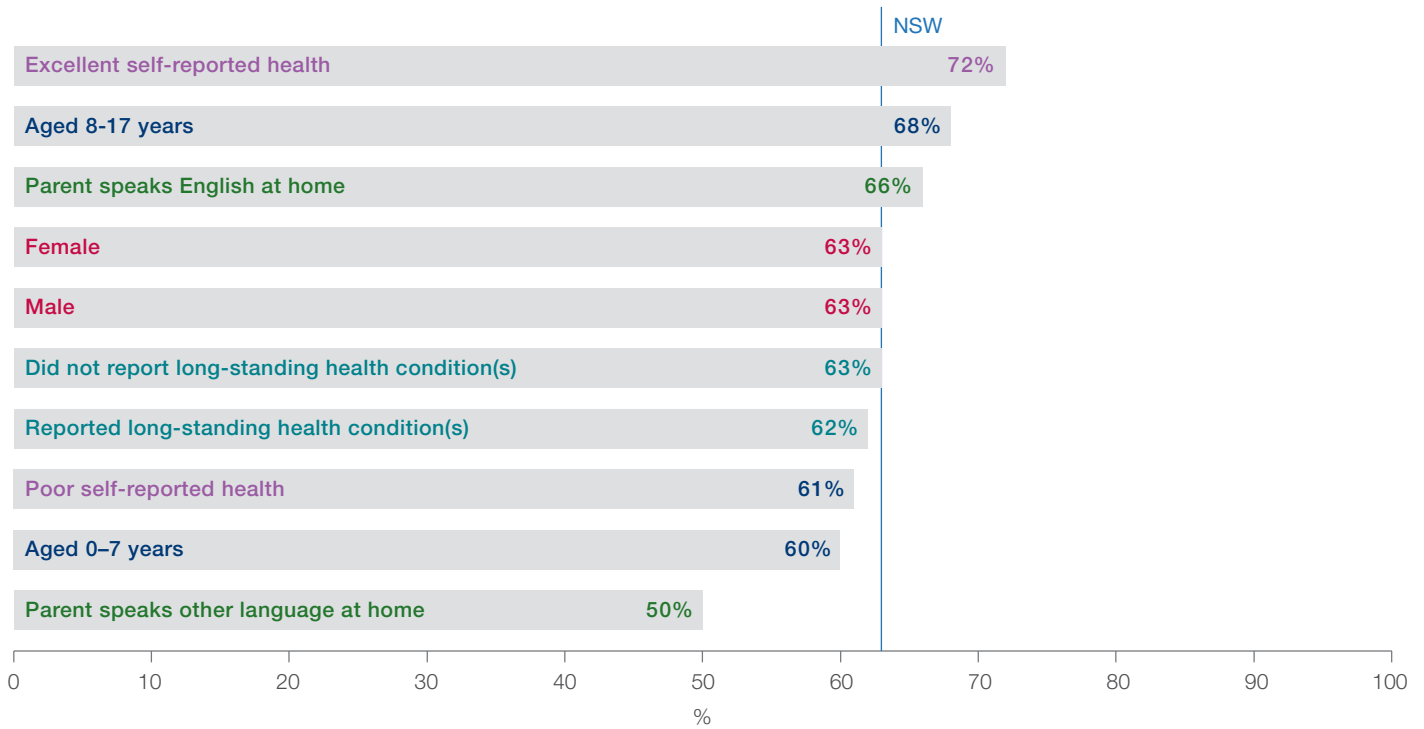
Significant differences in results, according to patient characteristics



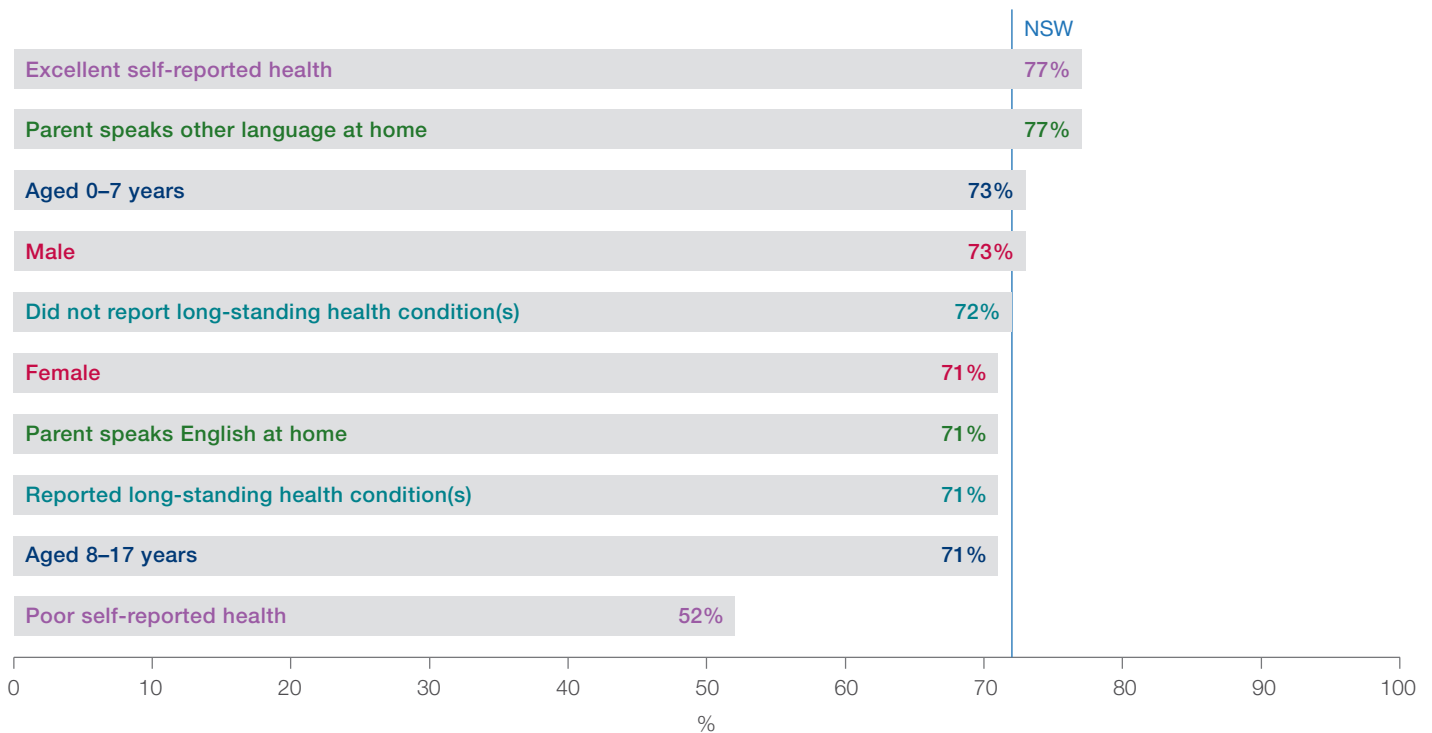


Percentage of respondents giving the most positive response, by patient characteristics

Within the following groups, the percentage who said overall care was 'very good':



Within the following groups, the percentage who said they were 'completely' given enough information on how to manage their child's care at home:





About the survey

The 2014 Admitted Children and Young Patients Survey was mailed to approximately 30,000 parents and carers of patients (aged 0–17 years) about three months after their discharge from hospital. The survey achieved a response rate of 28%.

The Admitted Children Survey (0–7 years) was completed by parents or carers on their child’s behalf. The Admitted Young Patients Survey (8–17 years) was mostly completed by parents or carers, however 13% of questionnaires were completed by the patients themselves. An additional section in this survey was intended for self-completion by patients (of which 88% were completed by patients, or by patients with the help of a parent or carer). Figures are weighted to the distribution of the population for age group within each hospital. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap. Additional details on survey analysis can be read in the Technical Supplement available at bhi.nsw.gov.au

All results for all questions are available on Healthcare Observer at bhi.nsw.gov.au/healthcare_observer

About the Bureau of Health Information

The Bureau of Health Information (BHI) is a board-governed organisation that provides independent information about the performance of the NSW public healthcare system.

Acknowledgements

The Bureau of Health Information relies on a Strategic Advisory Committee to inform the development and implementation of patient surveys in the NSW public healthcare system. BHI would like to thank Committee members as well as colleagues from the Ministry of Health who contributed to the review of this report. In addition, we would like to thank Margaret Kelly from NSW Kids and Families for her comments.

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