

Technical Supplement: Admitted Children and Young Patients Survey, 2015

November 2017

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Please note that there is the potential for minor revisions of information in this report. Please check the online version at bhi.nsw.gov.au for any amendments.

The NSW Patient Survey Program

The NSW Patient Survey Program began surveying patients in NSW public facilities from 2007. From 2007 to mid-2012, the program was coordinated by the NSW Ministry of Health using questionnaires obtained under license from NRC Picker. Ipsos Social Research Institute Ltd (Ipsos) was contracted to manage the logistics of the survey program. Responsibility for the Patient Survey Program was transferred from the NSW Ministry of Health to the Bureau of Health Information (BHI) in July 2012.

The aim of the survey program is to measure and report on patients' experiences of care in public health facilities in New South Wales (NSW), on behalf of the NSW Ministry of Health and the local health districts (LHDs). The results are used as a source of performance measurement for individual hospitals, LHDs and NSW as a whole.

This document outlines the sampling methodology, data management and analysis of the 2015 Admitted Children and Young Patients Survey (CYPS).

For information on changes to the questionnaires between 2015 and 2014, please refer to the *Development Report* at bhi.nsw.gov.au/nsw_patient_survey_program

For more information on how to interpret results and whether differences in the results between hospitals, LHDs or NSW are statistically different, please refer to the BHI *Guide to Interpreting Survey Differences* at bhi.nsw.gov.au/nsw_patient_survey_program

Organisational roles in producing survey samples

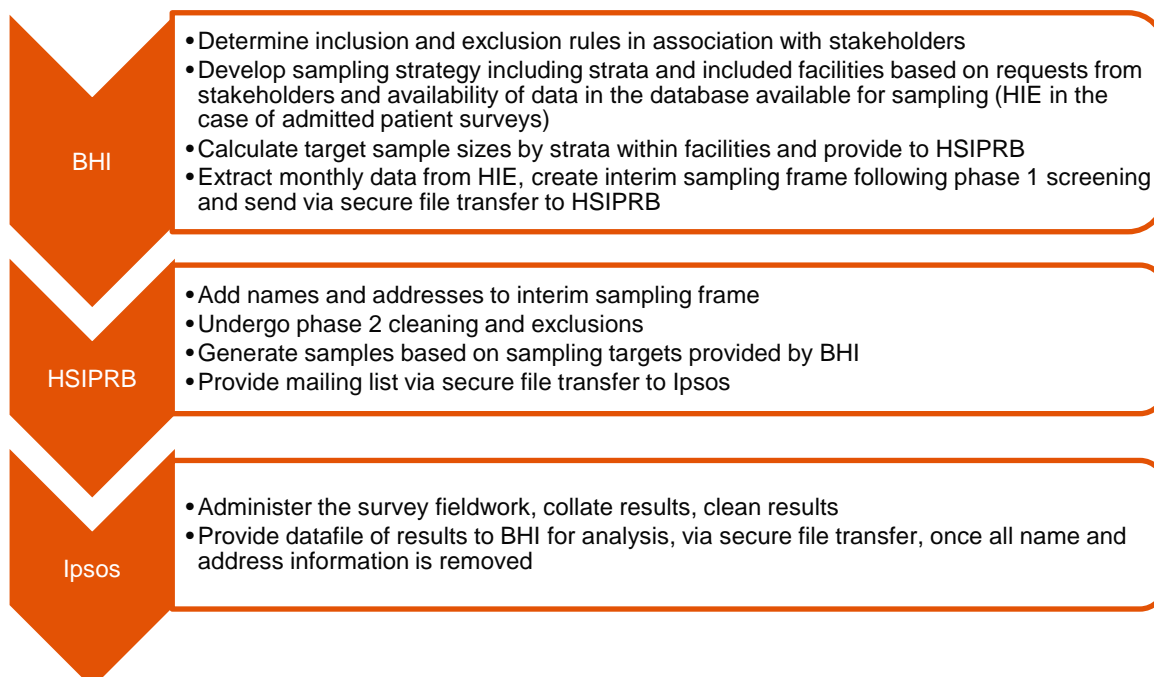
The survey program assures patients that their responses will be confidential and that staff at hospitals will not be able to determine who gave which response. BHI does this through a number of mechanisms, including:

- Data suppression (results for fewer than 30 responses are suppressed)
- Reporting aggregated results
- Anonymisation of patient comments
- Segregation of roles when constructing the survey samples (see below).

The sampling method for the survey program is a collaboration between BHI, Ipsos and the NSW Ministry of Health's Health System Information and Performance Reporting Branch (HSIPRB) (see Figure 1). All surveys of admitted patients use data from the Health Information Exchange (HIE).

BHI has access to de-identified unit record data from selected tables of the HIE database. Use of an encrypted patient number allows deduplication of patients within a hospital. For the CYPS, sampling frames are defined separately for each month, with the date at discharge used to define eligible records. Sample sizes for each included hospital are calculated in advance, as defined later in this report.

Figure 1 Organisational responsibilities in sampling and survey processing, Admitted Children and Young Patients Survey, 2015



Inclusion criteria

Phase 1 screening

Admitted patient data pass through two phases of screening. Phase 1 screening is conducted by BHI.

Inclusions

- Admitted patients aged 0–17 years
- Admitted to a paediatric specialist hospital (peer group A2) or to a tertiary children's hospital (John Hunter Children's Hospital).

Exclusions

- Persons aged 18 years and over
- All unqualified babies (babies born without complication and in hospital for birth)
- Patients who died during their hospital admission – mode of separation of 6 (Death with autopsy) or 7 (Death without autopsy)
- Patients receiving Acute and Post-Acute Care (APAC) services
- Patients who are not receiving either acute or rehabilitation care in hospital (Episode of care types 1 and 2)
- Patients who were admitted to a psychiatric unit during the hospital stay
- Patients with a personal history of self-harm (ICD-10 Z91.5) or who have intentionally self-harmed (ICD-10 X60-X84, Y87.0, Y34)
- Patients with a family history of mental or behavioural disorders (ICD-10 Z81.8) and patients who have expressed suicidal ideation (ICD-10 R45.81)
- Patient recorded with maltreatment syndromes (ICD-10 T74) in any diagnosis field, including neglect or abandonment, physical abuse, sexual abuse, psychological abuse, other maltreatment syndromes and maltreatment syndrome, unspecified
- Patients who gave birth during their admission (ICD-10 Z37.0, Z37.2, O80-O84, or procedure codes of 90467, 90468, 90469, 90470 or 16520)
- Patients who experienced a stillbirth (ICD-10 Z37.1, Z37.3, Z37.4, Z37.6, Z37.7)
- Patients who experienced pregnancy with an abortive outcome (ICD-10 O00-O08)
- Patients admitted for a termination of pregnancy procedure (ICD-10 35643-03, 35640-03)
- Patients admitted for same day haemodialysis – code 13100-00 in any procedure fields
- Same day patients who stayed for less than three hours
- Same day patients transferred to another hospital
- Patients recorded as receiving contraceptive management (ICD-10 Z30) in any diagnosis field, including general counselling and advice on contraception, surveillance of contraceptive drugs, surveillance of contraceptive device, other contraceptive management and contraceptive management, unspecified.

Where patients had multiple visits within the sampling month, their most recent hospital stay was retained for sampling. The questionnaire instructs the patient to respond to the survey based on their most recent admission in a particular month.

Phase 2 screening

BHI provides the interim sampling frame to the HSIPRB, who add patient name and address information. Data then undergo a second phase of screening. This review results in exclusions for administrative/logistical reasons, or where death had been recorded after discharge for the stay used for sample selection but before the final sampling frame is prepared.

Exclusions

Patients meeting the following exclusion criteria are removed in this phase:

- Invalid address (including those with addresses listed as hotels, motels, nursing homes, community services, Mathew Talbot Hostel, 100 William Street, army quarters, jails, 'unknown')
- Invalid name (including twin, baby of)
- Invalid date of birth
- On the 'do not contact' list
- Sampled in the previous six months for any BHI patient survey currently underway
- Recorded as deceased according to the NSW Birth Deaths and Marriages Registry and/or Agency Performance and Data Collection, prior to the sample being provided to Ipsos.

The data following these exclusions are defined by BHI as the final sampling frame.

Drawing of the sample

Survey design

A stratified sample design was applied, with each facility defined as a stratum. Within each facility, patients were further stratified by the following variables:

- Age – 0–7, 8–15 or 16–17 years, based on the age variable. Each of these age groups coincides with a different questionnaire (see note below)
- Stay type – same day or overnight admission, based on the start and end times of the last hospital stay in the month.

Sample sizes were calculated at the facility-age group level. Simple random sampling without replacement was applied within each stay type stratum.

Calculation of sample sizes and reporting frequency

Monthly sample sizes were determined prior to the commencement of the survey year. These calculations were based on data extracted from the HIE for the previous 12-month period, using the inclusion and exclusion criteria described in section Phase 1 screening (see page 3).

In this survey year, the decision to send a separate questionnaire to the 16–17 year age group cohort was made after the sampling had occurred for the first two months of 2015. This instigated a revision of sample size calculations but changes were not officially made until the July patient cohort.

All three facilities were sampled to allow for quarterly reporting (Table 4) although this will not begin until 2016 data has been collected.

Equation 1 was used to estimate the sample size per year.

$$s_i = \frac{\chi^2 NP(1-P)}{d^2(N_i-1) + \chi^2 P(1-P)} \times R_i \quad (1)$$

Where:

s_i = desired sample size for facility-age group i

χ^2 = tabulated value of chi-squared with one degree of freedom at 5% level of significance (3.841)

N_i = patient population of facility-age group i

P = expected proportion giving positive response to the question on satisfaction with overall care (0.8), based on previous levels of response to patient surveys

d = degree of accuracy of the 95% confidence interval expressed as a proportion (± 0.07)

R_i = number of reporting periods per year for facility i .

Sample sizes were calculated for each age group separately, and allocated proportionately across each stratum of stay type.

Sample sizes were adjusted to account for expected response rates. For this survey, the expected response rate was 30% for all age groups.

Monthly survey targets were provided to HSIPRB after dividing the adjusted sample size evenly by 12, and applying a minimum monthly sample size of at least four to each sampling stratum. For each month of sampling, HSIPRB randomly selects patients within each facility and stratum, with the aim of achieving the targets provided by BHI.

Data management

Data collection

Upon completion of a survey questionnaire, the respondent either mails a paper-based questionnaire or submits the survey responses online to Ipsos. If a paper form is returned, Ipsos scans in the answers electronically and manually enters free text fields.

Once all data are collated into a single dataset, names and addresses are removed from the dataset. Also, all text entry fields are checked for potential identifiers (names of patients, names of doctors, telephone numbers, etc.) and any that are found are replaced with 'XXXX'.

Following this, each record is checked for any errors in completion. Where necessary, adjustments are made, such as removing responses where the patient has not correctly followed questionnaire instructions or where the respondent has provided multiple answers to a single response question.

At the end of this process, Ipsos uses a secure NSW Ministry of Health system to transfer the data from their servers to BHI's secure servers, all of which are password protected with limited staff access.

At no stage does BHI, who analyse the data, have access to the names and contact details of respondents. This ensures that respondent answers remain confidential and identifying data can never be publicly released.

Data analysis

Completeness of survey questionnaires

Survey completeness is a measure of how many questions each respondent answered as a proportion of all questions in the questionnaire. The level of survey completeness was high overall, with respondents answering, on average, at least 80% of questions (Table 1). Almost all respondents answered at least half of the questions.

Table 1 Survey completeness, CYPs, January to December 2015

Survey	Number of questions (excluding free-text questions)	Average number answered	Proportion who answered more than half the questions
0–7 years	89	73	100%
8–15 years	91	76	99.6%
16–17 years	80	67	100%

Response rate

The overall response rate was 29%. By age group, this ranged from 24% to 30% and at the facility level, this ranged from 28% to 31%. Response rates at the age group and facility levels are provided in Tables 2 and 3 respectively, later in the document.

Weighting of data

Responses from the survey were weighted to ensure that results from respondents are representative of the overall patient population. At the LHD and NSW level, weights also ensure that the different sampling proportions used at the facility level are accounted for.

For each reporting period, responses were weighted to match the population by facility, and where appropriate by stay type (same day or overnight) and age group. Weights were calculated as follows.

An initial weight was calculated for respondents in each stratum using Equation 2.

$$w_i = \frac{N_i}{n_i} \quad (2)$$

where:

N_i = total number of patients eligible for the survey in the i^{th} stratum

n_i = number of respondents in the i^{th} stratum.

Where sampling was stratified within a facility, if the stratum cell size was five or fewer, cells were aggregated prior to weighting, provided that the aggregation did not increase the weights allocated to the cell with the small sample size.

In general, for surveys that include facilities sampled on the basis of quarterly reporting, weights were calculated for each quarter of data. Otherwise, weights were calculated for 12 months of data combined. For the 2015 Admitted Children and Young Patients Survey, weights were calculated separately for each quarter for all facilities. These weights were used for the analyses both at the quarterly and annual levels.

Assessment of weights

Weights were assessed to ensure that undue emphasis is not applied to individual responses. The ratio of the maximum to median weight at the facility level was reviewed. For this survey, this ranged from 3.0 to 35.1, with a median of 11.6.

The design effect (DEFF) estimates the increase in variance of estimates due to the complex sample design over that of a simple random sample. It is estimated as $(1 + \text{coefficient of variance (weights)}^2)$. Sample sizes, response rates and DEFFs are shown in Table 2.

A DEFF of two indicates that the variance of estimates will be double the sample variance that would have been obtained if simple random sampling had been done. Generally speaking, LHDs with the largest DEFFs are those that have the greatest range in patient volumes across the facilities within the LHD. The standard errors at the LHD level are fairly small because of the sample sizes at that level. Therefore the increase in standard errors caused by the survey design (and leading to a larger DEFF at LHD level) is more than offset by the fact that each facility that is sampled has sufficient sample size to allow facility-level reporting. In addition, the estimates at the LHD level have appropriate distribution of respondents between large and small facilities.

Table 2 Sample size, response rates and design effects (DEFF), by facility, LHD (Sydney Children's Hospital Network only) and overall, CYPS, January to December 2015

Name	Surveys mailed	Survey responses	Response rate	DEFF
The Children's Hospital at Westmead	3,456	972	28%	1.2
Sydney Children's Hospital	3,254	1,020	31%	1.2
<i>Sydney Children's Health Network total</i>	<i>6,710</i>	<i>1,992</i>	<i>30%</i>	<i>1.4</i>
John Hunter Hospital	3,147	868	28%	1.1
NSW	9,857	2,860	29%	1.5

Comparing weighted and unweighted patient characteristics

One of the aims of weighting is to ensure that, after weighting, the characteristics of the respondents closely reflect the characteristics of the patient population.

Table 3 shows demographic characteristics of respondents against the patient population. The four columns denote:

1. % in patient population – the patient population prior to the phase 2 screening process
2. % in eligible population – final sampling frame from which the sample is drawn. Limited demographic variables are available at this level
3. % in respondents – respondents to survey, not adjusted for unequal sampling
4. % in respondents (weighted) – respondents to survey, adjusted by weighting to be representative of the patient population.

Table 3 Demographic characteristics of patient population vs respondents to survey, CYPS, January to December 2015

Demographic variable	Sub-group	% in patient population	% in eligible population	% in respondents (unweighted)	% in respondents (weighted)
LHD	Hunter New England	15	16	30	16
	Sydney Children's Speciality Network	85	84	70	84
Age stratum*	0–7	65	66	49	66
	8–13	11	12	15	12
	8–15	16	16	23	16
	14–17	6	5	8	5
	16–17	2	2	5	2
Stay type	Overnight	58	60	62	60
	Same day	42	40	38	40
Aboriginal status	Not Aboriginal	96	.	97	98
	Aboriginal and/or Torres Strait Islander	4	.	3	2
Gender	Male	58	.	59	58
	Female	42	.	41	42

* Sampling was stratified by 0–7, 8–13 and 14–17 for January to June 2015 and by 0–7, 8–15 and 16–17 from July to December 2015.

Reporting

Statistical analysis

Data were analysed for the period from January to December 2015 combined. Analysis was undertaken in SAS V9.4 using the SURVEYFREQ procedure, with facility, age group and stay type as strata and questionnaire as a domain variable. Responses were combined between surveys where questions were considered sufficiently similar. Results were weighted for all questions, with the exception of questions related to socio-demographic characteristics and self-reported health.

To ensure that respondents are not identifiable, BHI only publishes results that include a minimum of 30 respondents. For facilities or LHDs where there are too few respondents, results are suppressed.

Levels of reporting are shown in Table 4.

Table 4 Levels of reporting, CYPS, January to December 2015

Grouping	Reporting frequency	NSW	Peer group	LHD	Facility	
All patients	Annual		✓		✓	
	Quarterly		✓		✓	
Age group: self-reported – administrative data used where question on year of birth was missing or invalid	Annual		✓		✓	
Gender: self-reported – administrative data used where question on gender was missing or invalid			✓		✓	
Main language spoken at home						
Self-reported health status				✓		✓
Stay type: same day and overnight				✓		✓
Quintile of disadvantage: based on the Australian Bureau of Statistics Index of Relative Socio-demographic Disadvantage				✓		✓
Country of birth: from administrative data				✓		✓
Rurality of patient residence: based on ARIA+ [#] category of postcode of respondent residence – outer regional, remote and very remote combined				✓		✓

[#] Accessibility/Remoteness Index of Australia is the standard Australian Bureau of Statistics measure of remoteness. For more information refer to www.abs.gov.au/websitedbs/d3310114.nsf/home/remoteness+structure

Unless otherwise specified, missing responses and those who responded 'Don't know/can't remember' to questions were excluded from analysis. For a detailed breakdown of the amount of missing or 'Don't know' responses by question, refer to Appendix 1. Typically, performance-type questions exclude missing values and 'Don't know/can't remember'-type responses. The exception is for 'Don't know/can't remember' responses for questions that ask about a third party (e.g. if family had enough opportunity to talk to doctor) or that are over 10%. Meanwhile, questions that are not related to hospital performance include results for people who responded 'Don't know/can't remember', who selected a 'Not applicable' type response, and those who should have answered the question but did not (a 'missing response').

Confidence intervals can be displayed in Healthcare Observer for all performance-type questions. The BHI document, *Guide to Interpreting Survey Differences*, provides information for comparing results. However, some differences in results between facilities may be due to differences in the demographic profile of patients attending those facilities. BHI is currently developing methods to standardise survey results in order to account for differences in patient mix and to optimise direct comparisons.

Some results are calculated indirectly from respondents' answers to a survey question. See Appendix 2 for details on how response options were grouped for each of these derived measures.

Appendix 1: Percentage of missing and ‘Don’t know’ responses

These percentages are unweighted.

Table 5 Proportion of ‘Don’t know’ and missing responses, by question, 0–7 years CYPS, January–December 2015

Question text (0–7 years)	Missing (%)	Don’t know (%)	Missing + Don’t know (%)*
1 Was your child's stay in hospital planned in advance or an emergency?	0.6		0.6
2 From the time a doctor said your child would need to go to hospital, how long did they have to wait to be admitted?	2.2	2.0	4.1
3 Do you think the amount of time your child waited to go to hospital was...?	2.7	1.1	3.8
4 Before your child's arrival, how much information about their hospital stay was given to you?	2.0	2.5	4.5
5 When your child arrived in hospital did they spend time in the emergency department?	0.3	1.2	1.5
6 Were the emergency department staff polite and courteous?	1.3		1.3
7 Do you think the amount of time your child spent in the emergency department was...?	1.5	0.6	2.1
8 Were the staff you met on your arrival to hospital polite and courteous?	0.2		0.2
9 Do you think the time your child had to wait from arrival at hospital until they were taken to their room or ward was...?	1.0	1.9	2.9
10 For most of your child's stay in hospital, what type of room or ward were they in?	1.3	1.9	3.2
11 Was the room or ward suitable for someone your child's age?	0.7		0.7
12 Were there things for your child to do (such as books, games and toys)?	1.1	1.4	2.5
13 How clean were the wards or rooms your child stayed in while in hospital?	0.6	0.5	1.2
14 How clean were the toilets and bathrooms that your child used while in hospital?	1.7	5.6	7.3
15 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching your child?	0.6	12.7	13.3
16 Was your child given enough privacy during their hospital stay?	0.9		0.9
17 Was your child ever bothered by noise in the hospital?	0.9		0.9
18 Did your child have any hospital food during this stay?	0.5		0.5
19 How would you rate the hospital food?	1.0		1.0
20 Did your child have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to their treatment)?	0.8		0.8
21 Was the hospital food suitable for their dietary needs?	1.2		1.2
22 If you needed to talk to a doctor, did you get the opportunity to do so?	0.4		0.4
23 In your opinion, did the doctors who treated your child know enough about their medical history?	0.6		0.6

Question text (0–7 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
24 Did you have confidence and trust in the doctors treating your child?	0.4		0.4
25 Were the doctors kind and caring towards your child?	0.4		0.4
26 In your opinion, did the nurses who treated your child know enough about their care and treatment?	0.4		0.4
27 Did you have confidence and trust in the nurses treating your child?	0.6		0.6
28 Were the nurses kind and caring towards your child?	0.5		0.5
29 Did the health professionals introduce themselves to your child?	0.9	1.5	2.4
30 Did the health professionals explain things in a way your child could understand?	0.4	0.7	1.2
31 Did the health professionals explain things in a way you [the parent/carer] could understand?	0.2		0.2
32 During your child's stay in hospital, how much information about their condition or treatment was given to you?	0.3		0.3
33 Did you receive contradictory information from health professionals in the hospital – for example, different opinions on your child's treatment?	0.2		0.2
34 Did you have worries or fears about your child's condition or treatment while in hospital?	0.3		0.3
35 Did a health professional discuss your worries or fears about your child with you?	1.8		1.8
36 Did your child have worries or fears about their condition or treatment while in hospital?	0.6	0.6	1.2
37 Did a health professional discuss your child's worries or fears with them?	1.0	3.0	4.1
38 Were you involved, as much as you wanted to be, in decisions about your child's care and treatment?	0.3		0.3
39 Were you allowed to remain with your child when they were being treated (excluding surgery)?	0.3	0.6	0.9
40 How would you rate how well the health professionals worked together?	0.3		0.3
41 Did you feel your child was treated with respect and dignity while they were in the hospital?	0.2		0.2
42 Were your child's cultural or religious beliefs respected by the hospital staff?	0.6		0.6
43 While in hospital, did you receive or see any information about how to comment or complain about your child's care?	0.3	38.0	38.2
44 Not including the reason your child came to hospital, during their hospital stay, or soon afterwards, did they experience any of the following complications or problems?	1.7		1.7
45 Was the impact of this complication or problem...?	1.1		1.1
46 In your opinion, were members of the hospital staff open with you about this complication or problem?	0.5		0.5
47 How much information were you given about the hospital facilities available to you and your child?	0.4		0.4
48 Did you (the patient's parents or carers) make use of the overnight facilities at the hospital?	0.5		0.5
49 How would you [the parent/carer] rate the overnight facilities for parents or carers at the hospital?	1.5		1.5
50 Were facilities available for parents and carers to make drinks or food?	0.3	10.4	10.7
51 Was there a problem finding parking near the hospital?	0.4		0.4

Question text (0–7 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
52 If your child was in pain, did the doctors and nurses do everything they could to help with their pain?	0.6		0.6
53 During your child's stay in hospital, did they have any tests, X-rays or scans?	0.2		0.2
54 Did a health professional discuss the purpose [of tests, x-rays or scans] with you and/or your child?	0.7	0.7	1.5
55 Did your child receive test, X-ray or scan results while they were still in hospital?	1.1		1.1
56 Did a health professional explain the test, X-ray or scan results in a way that you [the parent/carer] could understand?	0.2		0.2
57 Did you feel involved in decisions about your child's discharge from hospital?	0.2		0.2
58 At the time your child was discharged, did you feel that they were well enough to leave the hospital?	0.4		0.4
59 Thinking about when your child left hospital, were you given enough information about how to manage their care at home?	0.3		0.3
60 Thinking about when your child left hospital, were adequate arrangements made by the hospital for any services they needed?	0.4		0.4
61 Did hospital staff tell you who to contact if you were worried about your child's condition or treatment after they left hospital?	0.1	8.6	8.8
62 Was your child given or prescribed any new medication to take at home?		2.2	2.2
63 Did a health professional in the hospital explain the purpose of this medication in a way you [the parent/carer] could understand?	0.7		0.7
64 Did a health professional in the hospital tell you about medication side effects to watch for?	0.8		0.8
65 Did you receive a copy of a letter from the hospital doctors to your family doctor (GP)?	0.2	18.4	18.6
66 On the day your child left hospital, was their discharge delayed?	0.6		0.6
67 How long was the delay? [in discharge]	0.3	3.7	4.0
68 Did a member of staff explain the reason for the delay?	0.7		0.7
69 What were the main reasons for the delay?	1.7	5.7	7.3
70 Overall, how would you rate the care your child received while in hospital?	0.2		0.2
71 How well organised was the care your child received in hospital?	0.3		0.3
72 If asked about your child's hospital experience by friends and family how would you respond?	0.4		0.4
73 Did you want to make a complaint about something that happened in hospital?	0.4		0.4
74 Why didn't you make a complaint?	1.8		1.8
75 Did the care and treatment received in hospital help your child?	0.4		0.4
76 Is the problem your child went to hospital for...?	1.0		1.0
77 In the week before your child's hospital stay, how difficult was it for them to carry out their normal daily activities?	2.5		2.5
78 About one month after your child's discharge from hospital, how difficult was it for them to carry out their normal daily activities?	1.4		1.4
79 Gender of parent/carer	0.4		0.4

Question text (0–7 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
80 Highest level of education completed by parent/carer	1.4		1.4
81 Language mainly spoken at home by parent/carer	1.5		1.5
82 Was an interpreter provided when you (the parent/carer) or your child needed one?	0.4		0.4
83 What year was your child born?	5.2		5.2
84 What is your child's gender?	0.4		0.4
85 Which, if any, of the following long-standing conditions does your child have?	1.7		1.7
86 In general, how would you rate your child's health?	0.4		0.4
87 Aboriginal and/or Torres Strait Islander origin of patient	0.4		0.4
88 Who completed this survey?	0.4		0.4
89 Do you give permission for the Bureau of Health Information to link answers from this survey to health records related to your child?	0.6		0.6

* Percentages for this column may not equal the sum of the 'Missing %' and 'Don't know %' columns because they were calculated using unrounded figures.

These percentages are unweighted.

Table 6 Proportion of 'Don't know' and missing responses, by question, 8–15 years CYPS, January–December 2015

Question text (8–15 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
1 Was your child's stay in hospital planned in advance or an emergency?	0.6	.	0.6
2 From the time a doctor said your child would need to go to hospital, how long did they have to wait to be admitted?	3.6	2.5	6.1
3 Do you think the amount of time your child waited to go to hospital was...?	3.6	1.2	4.8
4 Before your child's arrival, how much information about their hospital stay was given to you?	3.2	1.7	4.9
5 When your child arrived in hospital did they spend time in the emergency department?	0.7	0.8	1.5
6 Were the emergency department staff polite and courteous?	2.3	0.3	2.7
7 Do you think the amount of time your child spent in the emergency department was...?	3.0	0.6	3.6
8 Were the staff you met on your arrival to hospital polite and courteous?	0.8	.	0.8
9 Do you think the time your child had to wait from arrival at hospital until they were taken to their room or ward was...?	1.7	1.3	3.0
10 For most of your child's stay in hospital, what type of room or ward were they in?	1.9	3.6	5.6
11 How clean were the wards or rooms your child stayed in while in hospital?	0.9	0.4	1.3
12 How clean were the toilets and bathrooms that your child used while in hospital?	1.3	2.5	3.8
13 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching your child?	0.9	11.3	12.1
14 Was your child given enough privacy during their hospital stay?	1.2	.	1.2
15 Did your child have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to their treatment)?	1.0	.	1.0
16 Was the hospital food suitable for their dietary needs?	4.0	.	4.0
17 If you needed to talk to a doctor, did you get the opportunity to do so?	1.2	.	1.2
18 In your opinion, did the doctors who treated your child know enough about their medical history?	1.4	.	1.4
19 Did you have confidence and trust in the doctors treating your child?	1.2	.	1.2
20 In your opinion, did the nurses who treated your child know enough about their care and treatment?	0.6	.	0.6
21 Did you have confidence and trust in the nurses treating your child?	0.7	.	0.7
22 Did the health professionals explain things in a way you [the parent/carer] could understand?	0.7	.	0.7
23 During your child's stay in hospital, how much information about their condition or treatment was given to you?	0.7	.	0.7
24 Did you receive contradictory information from health professionals in the hospital - for example, different opinions on your child's treatment?	1.0	.	1.0
25 Did you have worries or fears about your child's condition or treatment while in hospital?	1.0	.	1.0
26 Did a health professional discuss your worries or fears about your child with you?	2.0	.	2.0

Question text (8–15 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
27 Were you involved, as much as you wanted to be, in decisions about your child's care and treatment?	0.9	.	0.9
28 Were you allowed to remain with your child when they were being treated (excluding surgery)?	0.6	0.2	0.7
29 How would you rate how well the health professionals worked together?	0.6	.	0.6
30 Did you feel your child was treated with respect and dignity while they were in the hospital?	0.7	.	0.7
31 Were your child's cultural or religious beliefs respected by the hospital staff?	0.9	.	0.9
32 While in hospital, did you receive or see any information about how to comment or complain about your child's care?	0.8	34.7	35.5
33 Not including the reason your child came to hospital, during their hospital stay, or soon afterwards, did they experience any of the following complications or problems?	3.0	.	3.0
34 Was the impact of this complication or problem...?	1.1	.	1.1
35 In your opinion, were members of the hospital staff open with you about this complication or problem?	0.6	.	0.6
36 How much information were you given about the hospital facilities available to you and your child?	1.1	.	1.1
37 Did you (the patient's parents or carers) make use of the overnight facilities at the hospital?	1.4	.	1.4
38 How would you [the parent/carer] rate the overnight facilities for parents or carers at the hospital?	1.0	.	1.0
39 Were facilities available for parents and carers to make drinks or food?	1.0	9.4	10.4
40 Was there a problem finding parking near the hospital?	0.7	.	0.7
41 During your child's stay in hospital, did they have any tests, X-rays or scans?	1.0	.	1.0
42 Did a health professional discuss the purpose [of tests, x-rays or scans] with you and/or your child?	0.1	0.6	0.7
43 Did your child receive test, X-ray or scan results while they were still in hospital?	0.6	.	0.6
44 Did a health professional explain the test, X-ray or scan results in a way that you [the parent/carer] could understand?	2.2	.	2.2
45 Did you feel involved in decisions about your child's discharge from hospital?	0.6	.	0.6
46 At the time your child was discharged, did you feel that they were well enough to leave the hospital?	0.6	.	0.6
47 Thinking about when your child left hospital, were you given enough information about how to manage their care at home?	0.4	.	0.4
48 Thinking about when your child left hospital, were adequate arrangements made by the hospital for any services they needed?	0.7	.	0.7
49 Did hospital staff tell you who to contact if you were worried about your child's condition or treatment after they left hospital?	0.9	8.8	9.7
50 Was your child given or prescribed any new medication to take at home?	0.6	2.0	2.7
51 Did a health professional in the hospital explain the purpose of this medication in a way you [the parent/carer] could understand?	1.0	.	1.0
52 Did a health professional in the hospital tell you about medication side effects to watch for?	1.4	.	1.4
53 Did you receive a copy of a letter from the hospital doctors to your family doctor (GP)?	0.7	15.0	15.8
54 On the day your child left hospital, was their discharge delayed?	0.6	.	0.6

Question text (8–15 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
55 How long was the delay? [in discharge]	0.8	6.2	7.0
56 Did a member of staff explain the reason for the delay?	0.8	.	0.8
57 What were the main reasons for the delay?	1.7	5.0	6.6
58 Overall, how would you rate the care your child received while in hospital?	0.8	.	0.8
59 How well organised was the care your child received in hospital?	0.5	.	0.5
60 If asked about your child's hospital experience by friends and family how would you respond?	0.9	.	0.9
61 Did you want to make a complaint about something that happened in hospital?	1.5	.	1.5
62 Why didn't you make a complaint?	3.1	.	3.1
63 Did the care and treatment received in hospital help your child?	1.0	.	1.0
64 Is the problem your child went to hospital for...?	1.5	.	1.5
65 In the week before your child's hospital stay, how difficult was it for them to carry out their normal daily activities?	2.7	.	2.7
66 About one month after your child's discharge from hospital, how difficult was it for them to carry out their normal daily activities?	2.2	.	2.2
67 Gender of parent/carer	0.5	.	0.5
68 Highest level of education completed by parent/carer	1.2	.	1.2
69 Language mainly spoken at home by parent/carer	1.0	.	1.0
70 Was an interpreter provided when you (the parent/carer) or your child needed one?	1.2	.	1.2
71 What year was your child born?	7.3	.	7.3
72 What is your child's gender?	0.5	.	0.5
73 Which, if any, of the following long-standing conditions does your child have?	2.1	.	2.1
74 In general, how would you rate your child's health?	0.9	.	0.9
75 Aboriginal and/or Torres Strait Islander origin of patient	0.6	.	0.6
76 Who completed the survey up to this point?	0.7	.	0.7
77 Do you give permission for the Bureau of Health Information to link answers from this survey to health records related to your child?	6.4	.	6.4
80^ Did the doctors and nurses introduce themselves to you?	4.5	.	4.5
81 Were the doctors kind and caring?	4.4	.	4.4
82 Were the nurses kind and caring?	4.1	.	4.1
83 Did the doctors and nurses explain things in a way you could understand?	4.3	.	4.3
84 Did a doctor or nurse discuss your worries or fears with you?	4.3	.	4.3

Question text (8–15 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
85 If you were in pain, did the doctors and nurses do everything they could to help with your pain?	4.3	.	4.3
86 How would you rate the hospital food?	4.3	.	4.3
87 Did the hospital room suit someone your age?	4.4	.	4.4
88 Were there things for you to do (such as books, games and toys)?	4.9	11.5	16.4
89 Were you given enough privacy during your hospital stay?	4.4	.	4.4
90 Were you ever bothered by noise in the hospital?	4.9	.	4.9
91 Were you involved, as much as you wanted to be, in decisions about your care and treatment?	4.7	.	4.7
92 Overall, how would you rate the care you received while in hospital?	4.6	.	4.6
95 [^] Who completed this section?	4.8	.	4.8

* Percentages for this column may not equal the sum of the 'Missing %' and 'Don't know %' columns because they were calculated using unrounded figures.

[^] Full text response questions that occur at this point in this questionnaire are excluded from this table.

These percentages are unweighted.

Table 7 Proportion of 'Don't know' and missing responses, by question, 16–17 years CYPS, January–December 2015

Question text (16–17 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
1 Was your stay in hospital planned in advance or an emergency?	0.4		0.4
2 From the time a doctor said you would need to go to hospital, how long did you have to wait to be admitted?	5.4	11.6	17.0
3 Do you think the amount of time you waited to go to hospital was...?	3.4	5.4	8.8
4 Before your arrival, how much information about your hospital stay was given to you?	3.4	6.8	10.2
5 When you arrived in hospital did you spend time in the emergency department?	1.8	3.5	5.3
6 Were the emergency department staff polite and courteous?	1.3	1.3	2.6
7 Do you think the amount of time you spent in the emergency department was...?	1.3	6.6	7.9
8 Were the staff you met on your arrival to hospital polite and courteous?	0.7		0.7
9 Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?	4.1	2.1	6.2
10 For most of your stay in hospital, what type of room or ward were you in?	4.0	6.2	10.2
11 Was the room or ward suitable for someone your age?	0.4		0.4
12 Were there things for you to do (such as books and games)?	3.1	11.1	14.2
13 How clean were the wards or rooms you stayed in while in hospital?	0.4	0.4	0.9
14 How clean were the toilets and bathrooms that you used while in hospital?	0.4	1.8	2.2
15 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you?	0.9	11.1	11.9
16 Were you given enough privacy during your hospital stay?	0.4		0.4
17 Were you ever bothered by noise in the hospital?	0.4		0.4
18 How would you rate the hospital food?	0.9		0.9
19 Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?	0.5		0.5
20 Was the hospital food suitable for your dietary needs?	5.3		5.3
21 If you needed to talk to a doctor, did you get the opportunity to do so?	0.4		0.4
22 In your opinion, did the doctors who treated you know enough about your medical history?	0.9		0.9
23 Did you have confidence and trust in the doctors treating you?	0.9		0.9
24 Were the doctors kind and caring towards you?	1.3		1.3
25 In your opinion, did the nurses who treated you know enough about your care and treatment?	0.4		0.4
26 Did you have confidence and trust in the nurses treating you?	0.4		0.4

Question text (16–17 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
27 Were the nurses kind and caring towards you?	0.4		0.4
28 Did the health professionals explain things in a way you could understand?	0.9		0.9
29 During your stay in hospital, how much information about your condition or treatment was given to you?	0.9		0.9
30 Did you receive contradictory information from health professionals in the hospital - for example, different opinions on your treatment?	1.8		1.8
31 Did you have worries or fears about your condition or treatment while in hospital?	0.9		0.9
32 Did a health professional discuss your worries or fears with you?	0.0		0.0
33 Did the health professionals introduce themselves to you?	0.0		0.0
34 Were you involved, as much as you wanted to be, in decisions about your care and treatment?	0.4		0.4
35 Was a family member or carer allowed to remain with you when you were being treated (excluding surgery)?	0.0	1.3	1.3
36 How would you rate how well the health professionals worked together?	0.9		0.9
37 Did you feel you were treated with respect and dignity while you were in the hospital?	0.0		0.0
38 Were your cultural or religious beliefs respected by the hospital staff?	0.4		0.4
39 While in hospital, did you receive or see any information about how to comment or complain about your care?	0.0	32.7	32.7
40 Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?	1.8		1.8
41 Was the impact of this complication or problem...?	1.9		1.9
42 In your opinion, were members of the hospital staff open with you about this complication or problem?	1.9		1.9
43 How much information were you given about the hospital facilities available to you?	0.9		0.9
44 Were facilities available for parents and carers to make drinks or food?	0.4	12.8	13.3
45 If you were in pain, did the doctors and nurses do everything they could to help with your pain?	0.9		0.9
46 During your stay in hospital, did you have any tests, X-rays or scans?	0.4		0.4
47 Did a health professional discuss the purpose of these tests, X-rays or scans with you?	1.4	0.7	2.0
48 Did you receive test, X-ray or scan results while you were still in hospital?	2.0		2.0
49 Did a health professional explain the test, X-ray or scan results in a way that you could understand?	0.9		0.9
50 Did you feel involved in decisions about your discharge from hospital?	0.4		0.4
51 At the time you were discharged, did you feel that you were well enough to leave the hospital?	1.3		1.3
52 Thinking about when you left hospital, were you given enough information about how to manage your care at home?	0.9		0.9
53 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?	0.9		0.9
54 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	0.9	11.5	12.4

Question text (16–17 years)	Missing (%)	Don't know (%)	Missing + Don't know (%)*
55 Were you given or prescribed any new medication to take at home?	1.3	6.6	8.0
56 Did a health professional in the hospital explain the purpose of this medication in a way you could understand?	0.8		0.8
57 Did a health professional in the hospital tell you about medication side effects to watch for?	0.8		0.8
58 Did you receive a copy of a letter from the hospital doctors to your family doctor (GP)?	1.3	26.5	27.9
59 On the day you left hospital, was your discharge delayed?	1.3		1.3
60 How long was the delay? [in discharge]	1.8	5.4	7.1
61 Did a member of staff explain the reason for the delay?	1.8		1.8
62 What were the main reasons for the delay?	3.6	8.9	12.5
63 Overall, how would you rate the care you received while in hospital?	0.4		0.4
64 How well organised was the care you received in hospital?	0.4		0.4
65 If asked about your hospital experience by friends and family how would you respond?	0.9		0.9
66 Did you want to make a complaint about something that happened in hospital?	0.9		0.9
67 Why didn't you make a complaint?	0.0		0.0
68 Did the care and treatment received in hospital help you?	0.0		0.0
69 Is the problem you went to hospital for...?	0.9		0.9
70 In the week before your hospital stay, how difficult was it for you to carry out your normal daily activities?	2.2		2.2
71 About one month after your discharge from hospital, how difficult was it for you to carry out your normal daily activities?	2.7		2.7
72 What year were you born?	16.4		16.4
73 What is your gender?	0.9		0.9
74 Language mainly spoken at home by patient	0.9		0.9
75 Was an interpreter provided when you needed one?	0.0		0.0
76 Which, if any, of the following long-standing conditions do you have?	2.7		2.7
77 In general, how would you rate your health?	0.0		0.0
78 Aboriginal and/or Torres Strait Islander origin of patient	0.4		0.4
79 Who completed this survey?	0.0		0.0
80 Do you give permission for the Bureau of Health Information to link answers from this survey to health records related to you?	1.8		1.8

* Percentages for this column may not equal the sum of the 'Missing %' and 'Don't know %' columns because they were calculated using unrounded figures.

Appendix 2: Derived measures

Definition

Derived measures are those for which results are calculated indirectly from respondents' answers to a survey question. These tend to be from questions that contain a 'not applicable' type response option and are used to gather information about the array of patients' needs.

Derived measures involve the grouping together of more than one response option to a question. The derived measure 'Quintile of Disadvantage' is an exception to this rule (for more information on this, please see the *Data Dictionary: Quintile of disadvantage*).

Statistical methods

Results are expressed as the percentage of respondents who chose a specific response option or options for a question. The reported percentage is calculated as the numerator divided by the denominator (see definitions below). Results are weighted as described in this report.

Numerator

The number of survey respondents who selected a specific response option or specific response options to a certain question, minus exclusions.

Denominator

The number of survey respondents who selected any of the response options to a certain question, minus exclusions.

Exclusions

For derived measures, the following are excluded:

- Response: 'don't know/can't remember' or similar non-committal response
- Response: invalid (i.e. respondent was meant to skip a question but did not)
- Response: missing (with the exception of questions that allow multiple responses or a 'none of these' option, to which the missing responses are combined to create a 'none reported' variable).

Interpretation of indicator

The higher the percentage, the more respondents fall into that response category.

The following questions and responses were used in the construction of the derived measures.

Table 8 Derived measures for the Admitted Children and Young Patients Survey questionnaire 2015, 0–7 and 8–15 year olds

Derived measure	Actual question text (0–7 years/8–15 years)	Derived measure categories	Actual question responses
Parent/carer needed to talk to a doctor	Q22/Q17. If you needed to talk to a doctor, did you get the opportunity to do so?	<ul style="list-style-type: none"> • Needed to talk to doctor • No need to talk to doctor 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I did not get the opportunity • I had no need to talk to a doctor
Parent/carer wanted information about patient's condition or treatment during stay	Q32/Q23. During your child's stay in hospital, how much information about their condition or treatment was given to you?	<ul style="list-style-type: none"> • Wanted information • Not applicable 	<ul style="list-style-type: none"> • Not enough • The right amount • Too much • Not applicable to my situation
Parent/carer wanted to be involved in decisions about child's care and treatment	Q38/Q27. Were you involved, as much as you wanted to be, in decisions about your child's care and treatment?	<ul style="list-style-type: none"> • Wanted involvement • Not applicable 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I did not want or need to be involved • Not applicable to our situation
Patient had cultural or religious beliefs to consider	Q42/Q31. Were your child's cultural or religious beliefs respected by the hospital staff?	<ul style="list-style-type: none"> • Has beliefs to consider • Beliefs not an issue 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, my child's beliefs were not respected • My child's beliefs were not an issue
Patient experienced complication or problem during or shortly after hospital stay	Q44/Q33. Not including the reason your child came to hospital, during their hospital stay, or soon afterwards, did they experience any of the following complications or problems?	<ul style="list-style-type: none"> • Experienced complication • None reported 	<ul style="list-style-type: none"> • An infection • Uncontrolled bleeding • A negative reaction to medication • Complications as a result of an operation or surgical procedure • Complications as a result of tests, x-rays or scans • A blood clot • A pressure wound or bed sore • A fall • Any other complication or problem • <u>None</u> of these • Missing
Complication or problem occurred during hospital stay	Q46/Q35. In your opinion, were members of the hospital staff open with you about this complication or problem?	<ul style="list-style-type: none"> • Occurred in hospital • Occurred after left 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No • Not applicable, as it happened after my child left

Derived measure	Actual question text (0–7 years/8–15 years)	Derived measure categories	Actual question responses
Parent/carer needed information about the hospital facilities	Q47/Q36. How much information were you given about the hospital facilities available to you and your child?	<ul style="list-style-type: none"> • Needed information • Not applicable 	<ul style="list-style-type: none"> • Not enough • The right amount • Too much • Not applicable to our situation
Parent/carer needed parking	Q51/Q40. Was there a problem finding parking near the hospital?	<ul style="list-style-type: none"> • Needed parking • Didn't need parking 	<ul style="list-style-type: none"> • Yes, a big problem • Yes, a small problem • No problem • Not applicable – did not need parking
Patient experienced pain during stay	Q52*. If your child was in pain, did the doctors and nurses do everything they could to help with their pain?	<ul style="list-style-type: none"> • Had pain • Didn't have pain 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • My child was not in pain
Patient experienced pain during stay	Q85*. If you were in pain, did the doctors and nurses do everything they could to help with your pain?	<ul style="list-style-type: none"> • Had pain • Didn't have pain 	<ul style="list-style-type: none"> • Yes, definitely • Yes, sort of • No • I was not in any pain
Parent/carer wanted to be involved in decisions about their child's discharge	Q57/Q45. Did you feel involved in decisions about your child's discharge from hospital?	<ul style="list-style-type: none"> • Wanted involvement • Didn't want involvement 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, I did not feel involved • I did not want or need to be involved
Parent/carer needed information about how to manage child's care at home	Q59/Q47. Thinking about when your child left hospital, were you given enough information about how to manage their care at home?	<ul style="list-style-type: none"> • Needed information • Didn't need information 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, I was not given enough • I did not need this type of information
Patient needed services after discharge	Q60/Q48. Thinking about when your child left hospital, were adequate arrangements made by the hospital for any services they needed?	<ul style="list-style-type: none"> • Needed services • Didn't need services 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, arrangements were not adequate • It was not necessary
Parent/carer or patient needed interpreter	Q82/Q70. Was an interpreter provided when you (the parent/carer) or your child needed one?	<ul style="list-style-type: none"> • Needed an interpreter • Didn't need interpreter 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, an interpreter was needed but not provided • No, an interpreter was not needed
Patient had hospital food	Q86*. How would you rate the hospital food?	<ul style="list-style-type: none"> • Had hospital food 	<ul style="list-style-type: none"> • Very good • Good • Not good or bad • Bad • Very bad

Derived measure	Actual question text (0–7 years/8–15 years)	Derived measure categories	Actual question responses
		<ul style="list-style-type: none"> • Didn't have hospital food 	<ul style="list-style-type: none"> • I did not have any hospital food
Patient has long-standing health condition	Q85/Q73. Which, if any, of the following long-standing conditions does your child have?	<ul style="list-style-type: none"> • Has long-standing condition • None reported 	<ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A long-standing illness (e.g. cancer, diabetes, respiratory disease) • A long-standing physical condition • A learning disability • A mental health condition (e.g. depression, eating disorder) • A neurological condition (e.g. ADHD) • <u>None</u> of these • Missing
Patient wanted involvement in decisions about their care and treatment	Q91*. Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<ul style="list-style-type: none"> • Wanted involvement • Didn't want involvement 	<ul style="list-style-type: none"> • Yes, definitely • Yes, sort of • No • I did not want or need to be involved • I was not well enough

* Not included in this survey.

Table 9 Derived measures for the Admitted Children and Young Patients Survey questionnaire 2015, 16–17 year olds

Derived measure	Actual question text (16–17 years)	Derived measure categories	Actual question responses
Patient had hospital food	Q18. How would you rate the hospital food?	<ul style="list-style-type: none"> Had hospital food Didn't have hospital food 	<ul style="list-style-type: none"> Very good Good Not good or bad Bad Very bad I did not have any hospital food
Patient needed to talk to a doctor	Q21. If you needed to talk to a doctor, did you get the opportunity to do so?	<ul style="list-style-type: none"> Needed to talk to doctor No need to talk to doctor 	<ul style="list-style-type: none"> Yes, always Yes, sometimes No, I did not get the opportunity I had no need to talk to a doctor
Patient wanted information about condition or treatment during stay	Q29. During your stay in hospital, how much information about your condition or treatment was given to you?	<ul style="list-style-type: none"> Wanted information Not applicable 	<ul style="list-style-type: none"> Not enough The right amount Too much Not applicable to my situation
Patient wanted involvement in decisions about their care and treatment?	Q34. Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<ul style="list-style-type: none"> Wanted involvement Didn't want involvement 	<ul style="list-style-type: none"> Yes, definitely Yes, to some extent No I did not want or need to be involved Not applicable to my situation
Patient had cultural or religious beliefs to consider	Q38. Were your cultural or religious beliefs respected by the hospital staff?	<ul style="list-style-type: none"> Has beliefs to consider Beliefs not an issue 	<ul style="list-style-type: none"> Yes, always Yes, sometimes No, my beliefs were not respected My beliefs were not an issue
Patient experienced complication or problem during or shortly after hospital stay	Q40. Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?	<ul style="list-style-type: none"> Experienced complication None reported 	<ul style="list-style-type: none"> An infection Uncontrolled bleeding A negative reaction to medication Complications as a result of an operation or surgical procedure Complications as a result of tests, X-rays or scans A blood clot A pressure wound or bed sore A fall Any other complication or problem None of these Missing
Complication or problem occurred during hospital stay	Q42. In your opinion, were members of the hospital staff open with you about this complication or problem?	<ul style="list-style-type: none"> Occurred in hospital Occurred after left 	<ul style="list-style-type: none"> Yes, completely Yes, to some extent No Not applicable, as it happened after I left

Derived measure	Actual question text (16–17 years)	Derived measure categories	Actual question responses
Patient needed information about the hospital facilities	Q43. How much information were you given about the hospital facilities available to you?	<ul style="list-style-type: none"> • Needed information • Not applicable 	<ul style="list-style-type: none"> • Not enough • The right amount • Too much • Not applicable to my situation
Patient experienced pain during stay	Q45. If you were in pain, did the doctors and nurses do everything they could to help with your pain?	<ul style="list-style-type: none"> • Had pain • Didn't have pain 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I was not in any pain
Patient wanted to be involved in decisions about their discharge	Q50. Did you feel involved in decisions about your discharge from hospital?	<ul style="list-style-type: none"> • Wanted involvement • Didn't want involvement 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, I did not feel involved • I did not want or need to be involved
Patient needed information about how to manage care at home	Q52. Thinking about when you left hospital, were you given enough information about how to manage your care at home?	<ul style="list-style-type: none"> • Needed information • Didn't need information 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, I was not given enough • I did not need this type of information
Patient needed services after discharge	Q53. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?	<ul style="list-style-type: none"> • Needed services • Didn't need services 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, arrangements were not adequate • It was not necessary
Patient needed interpreter	Q75. Was an interpreter provided when you needed one?	<ul style="list-style-type: none"> • Needed an interpreter • Didn't need interpreter 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, an interpreter was needed but not provided • No, an interpreter was not needed
Patient has long-standing health condition	Q76. Which, if any, of the following long-standing conditions do you have?	<ul style="list-style-type: none"> • Has long-standing condition • None reported 	<ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A long-standing illness (e.g. cancer, diabetes, respiratory disease) • A long-standing physical condition • A learning disability • A mental health condition (e.g. depression, eating disorder) • A neurological condition (e.g. ADHD) • <u>None</u> of these • Missing