

TOP THREE

Our inpatients are asked to choose the three things that matter most to their care and treatment.

1. Communication (51%)

Communication is the aspect of our care most patients (51%) say makes a difference to the quality of their care and treatment.

"I found there was quite a bit of repetition every different doctor saying the same thing to me..." (Rated very good)

How are we doing on communication?



2. Confidence (43%)

For one in four of our patients (43%), feeling confident about their care and treatment is one of the top three things that matter to the quality of their care and treatment.

"The staff at all times were doing their checkup rounds, asking if I had any concerns and giving reassurance that they were available to answer any questions." (Rated excellent)

How are we doing with patients feeling confident about their care and treatment?



3. Consistency (41%)

Four out of every 10 patients (41%) rate getting consistent and coordinated care while in hospital as one of the things that make the most difference.

"Each doctor / consultant / nurse had obviously read and discussed my patient notes and case history and all gave consistent advice..." (Rated excellent)

How are we doing with consistent and coordinated care?



● = + change, ● = no change ● = - change

Communication

Communication is the aspect of our care most inpatients (51%) say makes a difference to the quality of their care and treatment.

It's also an aspect of care that is critical to patient safety and outcomes as good communication creates opportunities for team members to speak up, for errors to be identified and corrected early, and for patients, families and carers to take a positive, active and informed role in their own care

It is clear this is an important place to try and make an impact. And we are.

In reviewing our results over the last year we have looked back to previous results and can see some significant improvements.

Respondents are asked to rate how often they got answers they could understand when they had important questions to ask. There are significant improvements in the data across all staff groups when compared to our previous report in June 2013.

Of the more than 2000 people who commented on our communication with them three quarters (76%) made positive comments. Patients appreciate direct, clear and respectful communication and information in formats that is suitable for their situation and that they are able to share with others.

People value being listened to and being engaged in discussions about their care and being updated with new or changing information.

Patients not only want information on their condition, they want to be informed about what is happening, why and when. When is very important – patients don't like feeling like they have been forgotten. The other important aspect is the how.

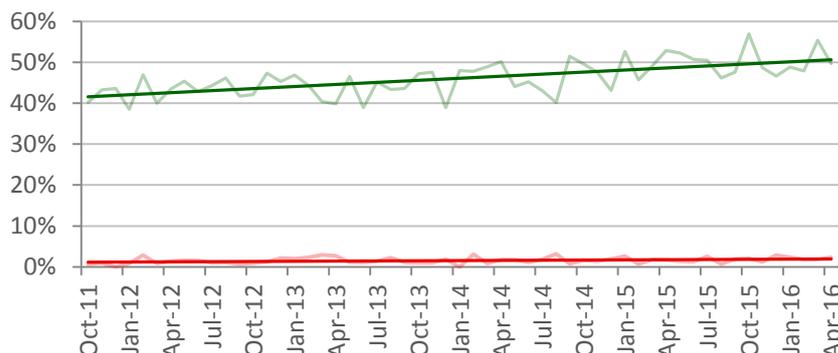
Our values: Welcome *Haere Mai* | Respect *Manaaki* | Together *Tūhono* | Aim High *Angamua*, collectively describe the process of effective communication. Patients value the courteous, friendly and empathetic manner of our staff and the way we communicate makes a significant difference to people's experiences.

Dr Andrew Old
Chief of Strategy, Participation & Improvement

OVERALL RATINGS

Our "excellent" ratings have continued to rise over time, from an average of 43 percent in the first year of the Inpatient Experience Survey (Oct 2011 to Sept 2012), to an average of 50 percent in the 12 months to April 2016. The differences are significant and sustained when demographic factors such as the age and gender of respondents are controlled for.

INPATIENT OVERALL EXPERIENCE OF CARE RATING, OCT 2011 TO APRIL 2016 (n=14,666)



Communication

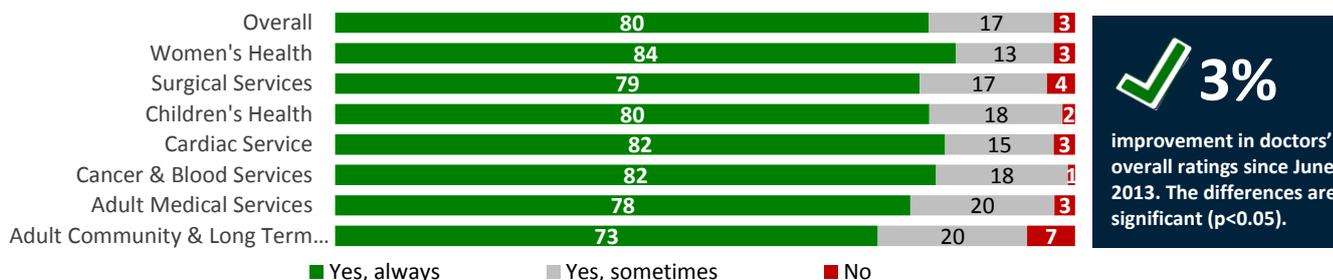
More than half of all respondents to the Inpatient Experience survey (51%) tell us that communication is one of the dimensions of care that matters most to them.

The following data are from April 1, 2015 to March 31, 2016.

Asking important questions and understanding answers

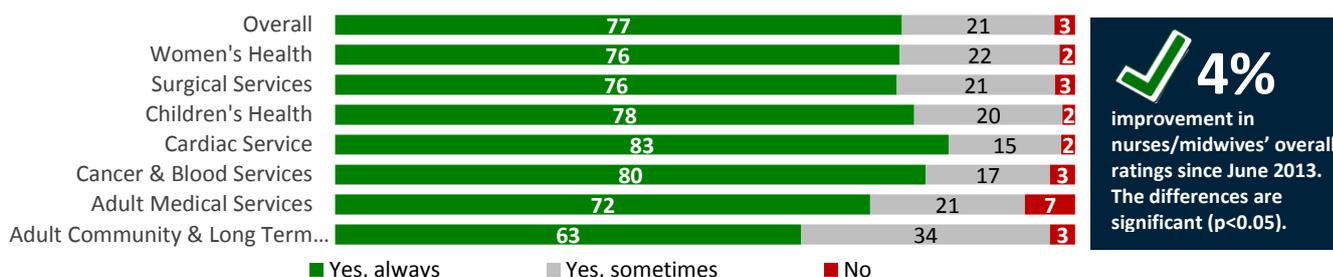
Respondents are asked to rate how often they got answers they could understand when they had important questions to ask. There are significant improvements in the data across all staff groups when compared to the previous report in June 2013.

Percentage of patients who say they got answers they could understand from doctors.



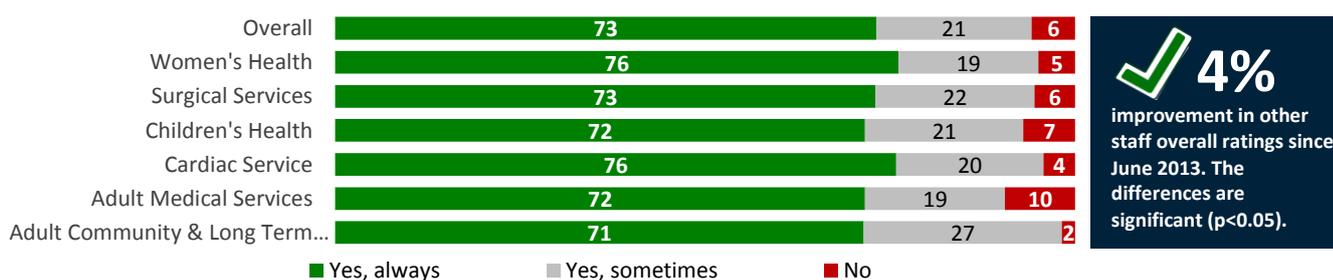
Adult community & long term conditions n=124; Adult medical services n=395; Cancer & blood services n=131; Cardiac service n=381; Children's health n=926; Surgical services n=1206; Women's health n=514 Overall n=3677

Percentage of patients who say they got answers they could understand from nurses/midwives.



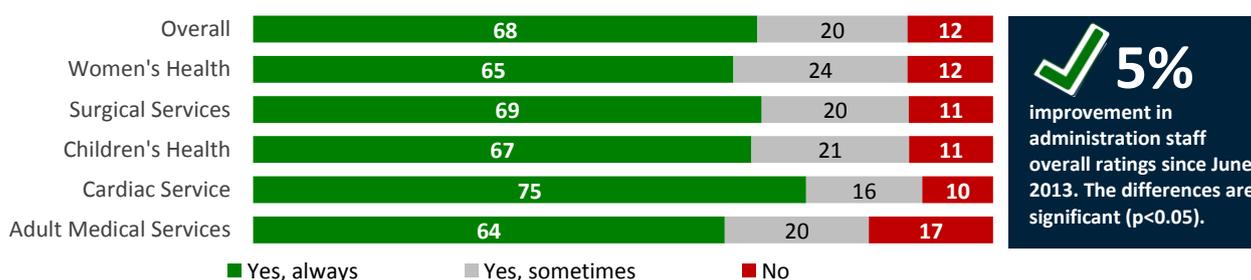
Adult community & long term conditions n=116; Adult medical services n=383; Cancer & blood services n=119; Cardiac service n=363; Children's health n=897; Surgical services n=1144; Women's health n=523 Overall n=3545

Percentage of patients who say they got answers they could understand from other members of the healthcare team (i.e. physiotherapists, radiographers, dietitians, or occupational therapists)



Adult community & long term conditions n=112; Adult medical services n=264; Cardiac service n=277; Children's health n=560; Surgical services n=803; Women's health n=302 Overall n=2402. Note that services with <100 respondents have been omitted from the data.

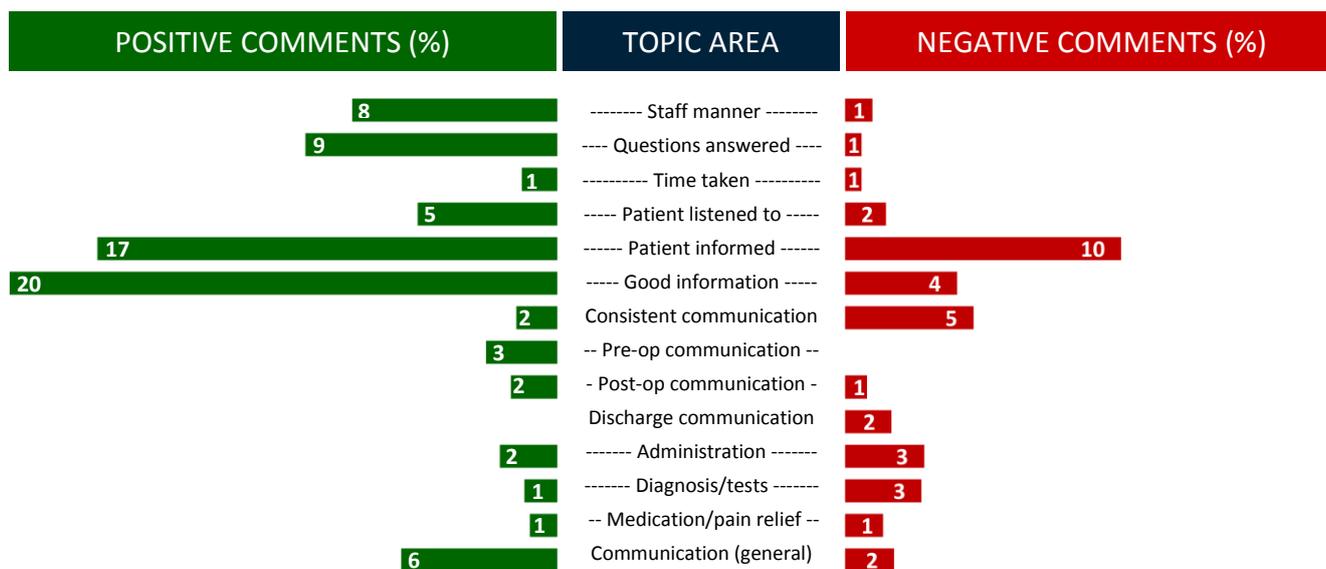
Percentage of patients who say they got answers they could understand from administration staff.



Adult medical services n=266; Cardiac service n=261; Children's health n=668; Surgical services n=885; Women's health n=370 Overall n=2616. Note that services with <100 respondents have been omitted from the data.

A CLOSER LOOK AT PATIENT COMMENTS

A total of 2134 patients commented on communication. More than three quarters (76%) of the comments were positive, with 34 percent of comments negative (note that some patients made both positive and negative comments, which is why the total is greater than 100 percent).



PATIENT COMMENTS

GOOD INFORMATION (20%)

One in every five comments (20%) were from respondents who said that information was explained clearly and/or was given in other forms (e.g. written) when needed or requested. Many of these patients appreciated having their care and treatment explained in plain language, with little use of jargon or complicated clinical terms.

[The doctor] helped us enormously just by telling us the unblemished truth about what was happening, what we could expect and importantly what to expect this to do as far as impacting on us and our family. ... His experience and humanity was on show and was very apparent...

I really appreciated the written information that I got sent home with. Helpful to have that nearby and be able to show others it and re-read it which I did on a number of occasions.

PATIENTS KEPT INFORMED (17%)

Respondents who commented favourably on communication said they felt informed about what was happening with regards to their care and treatment (17%). This involved being told what was going to be done, what had been done and what the next steps were. Respondents also appreciated being updated when things changed.

The staff I dealt with through my ordeal were very good at telling me about everything that was about to happen or following up.

[There was] constant updating of what was happening as things changed.

I was told who would see me and in what order. Time was also communicated to me clearly.

It is nice to be kept in the loop so you know where you stand and are aware of any treatments being carried out.

POOR INFORMATION (4%)

A small number of respondents (4%) felt they weren't given adequate information, that the information given was too clinical or not explained in simple terms or, at times, was inaccurate.

The doctor literally said "I would rather not have to explain that" when I asked about [my surgery].

The [staff] were talking about the next steps with me, and I had to ask them a few times to explain the lingo.

Writing information down would help someone with dementia to have something to refer to.

The doctors don't always volunteer information. You have to kept asking them questions even when they should realise you want to know in detail about your case.

PATIENTS NOT KEPT INFORMED (10%)

One in 10 respondents (10%) say they were not informed or updated about their condition, or they were not informed about waiting times and/or felt forgotten or ignored. Some patients said they felt anxious and distressed when this happened.

I was told my daughters MRI would take 40 mins and no one came and saw me for 2 hours - so I was beside myself with worry. When someone did come and get me she had already woken up in recovery - she is 3 years old - and was very upset and frightened that she woke up in a strange place with doctors etc. around her and no mother.

I was told I was having surgery ... then in the early hours surgery was cancelled ... [I] ended up in tears as no one would could tell me anything and each time the doctors changed shifts the story would change.

PATIENT COMMENTS (cont...)

QUESTIONS WERE ANSWERED AND PATIENTS FELT LISTENED TO

Our respondents (8%) tell us that they value communication that invites and encourages them to ask questions and when those questions are answered.

Any time I asked a question of any of the staff, I received an answer that was clear and completely honest.

Felt I could ask questions and they would be answered. Didn't feel as though I was a nuisance.

Our patients appreciate being asked, consulted or listened to (5%); many said that when this happens they feel respected, safe and cared for. They also appreciate when staff take time with them (1%).

My doctor ... was amazing. He [was] always checking and asking questions about how I was feeling. The nurses were fantastic too. I felt safe and well looked after...

Doctors and nurses always took the time to listen and answer my questions in a way I could easily understand. I felt they genuinely cared about me getting better which is the main thing to help keep my positivity up.

I was very impressed when one of the busy doctors took quite some time to sit with me not only to answer my questions but also to put me more at ease.

GOOD STAFF MANNER (8%)

Eight percent of respondents who commented on communication spoke positively about how they were treated by staff. These respondents used words such as considerate, kind, empathetic, friendly, dedicated, humorous, approachable and courteous to describe the manner of the staff they interacted with.

From the friendly reception nurse to the attending doctors in emergency with smiling faces ... to the wonderful nursing staff who were consistent and dedicated ... every step of the way everyone was attentive caring and supportive.

All reception staff and medical team members whom I spoke with were friendly reassuring and informative in their dealings with me.

GOOD PRE- AND POST-OP COMMUNICATION

Some respondents commented favourably on our pre-op (3%) and post op (2%) communication. They appreciate it when procedures are explained clearly and when they know what to expect both during the procedure and afterwards.

The surgeon explained what the surgery was going to entail and also provided me with information on what was done following the surgery ... I was given clear instructions on post-operative care.

Clear information in the pre op correspondence I received. Very relaxed and friendly discussions with nurses pre and post op. Clear discussions with anaesthetist and surgeon.

QUESTIONS WERE NOT ANSWERED, STAFF WERE TOO RUSHED OR PATIENTS DID NOT FEEL LISTENED TO.

Some respondents (2%) felt they were told, rather than asked or consulted and/or were not listened to.

The doctors did not listen to what I was saying, as a result I was told that no further investigation would be undertaken to find out what is causing the pain. I got very little information about a diagnosis. As a result, I left the hospital feeling ignored, stressed and very upset.

A small number of respondents (1%) felt that their questions went unanswered.

My questions [and] queries weren't answered by doctors during morning consultations it was very vague and short.

Many of those who felt their questions weren't answered also felt that staff were too rushed to spend any time with them (1%)

The doctors and surgeons, when I asked questions regarding my treatment etc. they gave the impression they were in a rush and hurried their answers that I couldn't understand or they avoided my questions.

POOR STAFF MANNER (1%)

A small minority of respondents commented (1%) felt that staff communication skills were lacking. First interactions are important; more than half of these respondents commented that they felt reception staff had poor communication skills.

The receptionist ... was rude and unfriendly - she was very reluctant to tell me answers of the things I asked her, for example where should I park the car ... where to find a wheelchair etc.

I really didn't like it when people didn't introduce themselves. Not that pleasant having a complete stranger wake you in the middle of the night to poke and prod you.

POOR POST-OP AND DISCHARGE COMMUNICATION

Some respondents commented on poor post-op (1%) and discharge (2%) communication. Patients ask us not to explain information when they are still drowsy after anaesthetic and to ensure that they are given the correct and adequate discharge information and details.

Following surgery on recovering consciousness, I was briefed by the Registrar about the procedure and pictures were presented to me. Without my glasses and in a bit of a fog, I was challenged to follow the de-brief. A take-home packet of those [photos] would have been appreciated.