



There is now a widespread realisation that patients' involvement in care improvement is not optional but essential to achieving high quality care. Understanding the patients' perspective about their experience in the health service can offer great insight to any gaps in service delivery and ways to improve it.

In order to involve patients and the public in a truly meaningful and sincere way, first of all it is necessary to be aware of what actually matters to them - what do they care about and what do they consider to be important elements of service that can make the difference between an excellent patient experience and an average one or a poor one? NHS research has shown that there are several elements of what matters to patients and that they fall into two categories – Functional and Relational.

*What matters to patients?
Themes from NHS patient interviews*



Functional Relational

	Functional	Relational
Being treated as a person, not a number		<input checked="" type="checkbox"/>
Staff who listen and spend time with patient		<input checked="" type="checkbox"/>
Individualised treatment with no labelling		<input checked="" type="checkbox"/>
Using language that is easy to understand		<input checked="" type="checkbox"/>
Finding out about the latest technologies and innovations medications	<input checked="" type="checkbox"/>	
Feeling informed, receiving information and being given options		<input checked="" type="checkbox"/>
Patient involvement in care and being able to ask questions		<input checked="" type="checkbox"/>
More public awareness about condition	<input checked="" type="checkbox"/>	
Efficient processes	<input checked="" type="checkbox"/>	
Knowledgeable health professionals		<input checked="" type="checkbox"/>
Aftercare support		<input checked="" type="checkbox"/>
Positive outcomes	<input checked="" type="checkbox"/>	
Continuity of care		<input checked="" type="checkbox"/>
Good relationships and positive attitudes among staff		<input checked="" type="checkbox"/>
The value of support services		<input checked="" type="checkbox"/>

Patient Experience Surveys

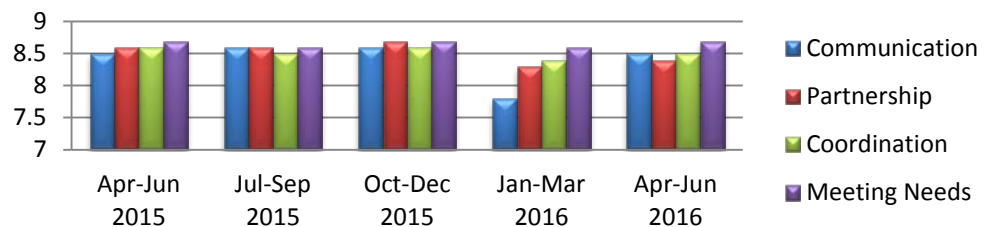
The quarterly national and the fortnightly BOPDHB Patient Experience Surveys have now been underway since August 2014.

The surveys have informed us of the experiences of over 2000 people in the last 12 months, who were admitted to Tauranga and Whakatāne hospitals with at least one overnight stay.

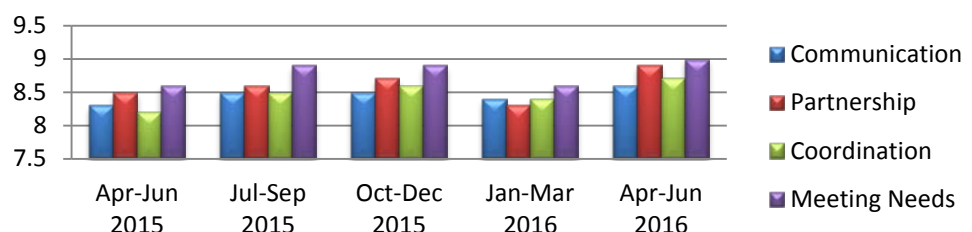
Overall Results:

Patients are asked to rate their experience on a scale of 1-10 and to enter comments which are a rich source of real-time feedback.

Quarterly National Patient Experience Survey



BOPDHB Fortnightly Patient Experience Survey

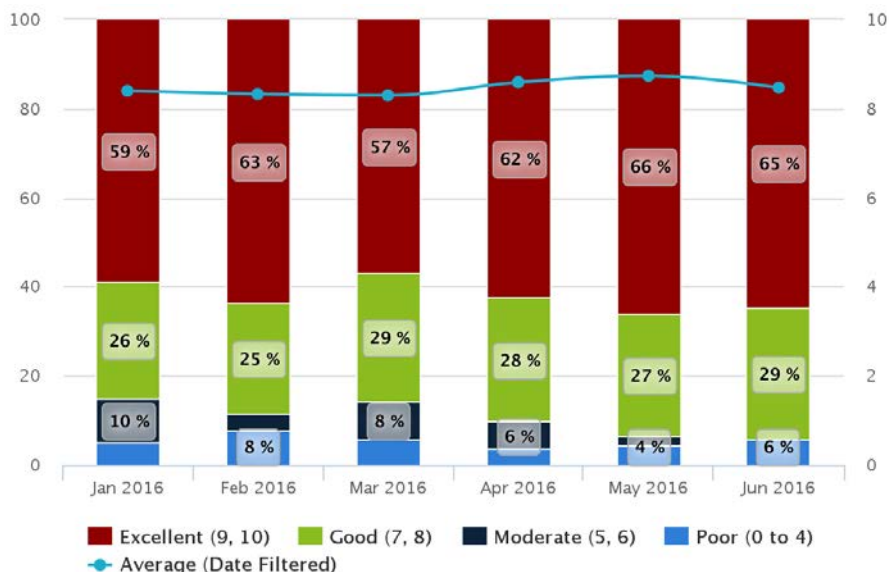


What are our patients saying about us?

Communication

Overall, was communication with you.....?

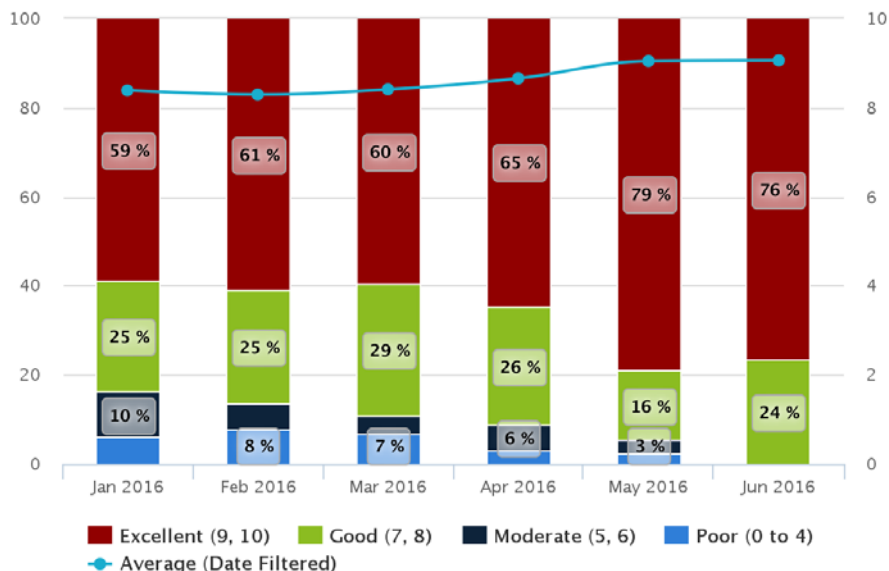
(Rating from 0 to 10, Poor to Excellent)



- Doctor seemed hurried, didn't explain fully enough about medication and side effects, ended up going to my GP for more answers.
- They always gave us the time we needed to explain procedures and to answer our questions. We did not feel rushed.
- I was never told what was actually found from the numerous tests taken. I guess I will find out when I get to see my own doctor next week.
- I wasn't told about my medications at all. However, the staff were truly superb with me other than that.
- Good communication regarding my plan of care and what to expect next, etc. Gave me opportunity to ask any questions.
- The answers to my queries helped me understand the procedure and was a factor in my being more relaxed with what was about to take place.
- I was assessed by several doctors all of whom explained what they were doing and why. Similarly nursing staff left me in no doubt what was happening.

Partnership

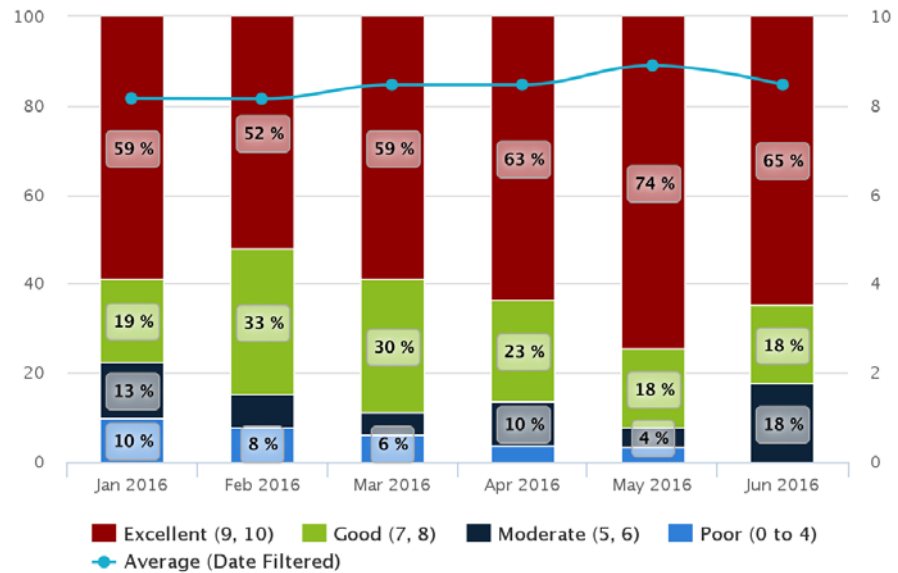
Overall, was the way staff involved you in decisions about your care...



- They consistently involved me.
- Yes, they listened to my concerns and we came to an understanding.
- Everything on my discharge sheet explained what I needed to know and do.
- The doctor was keen for us to pursue a path that we were not keen on, and his reasons for doing so were inconsistent. We got conflicting advice from members of the team.
- Was given the options to my care and informed the whole way through.
- Some decisions needed more time to think about and required revisiting from time to time.
- Physio and occupational services and social worker were all very good but was left a little unsure about how long my condition would be expected to last and what i should do to help myself when at home.

Coordination

Overall, was the co-ordination of care within hospital...?

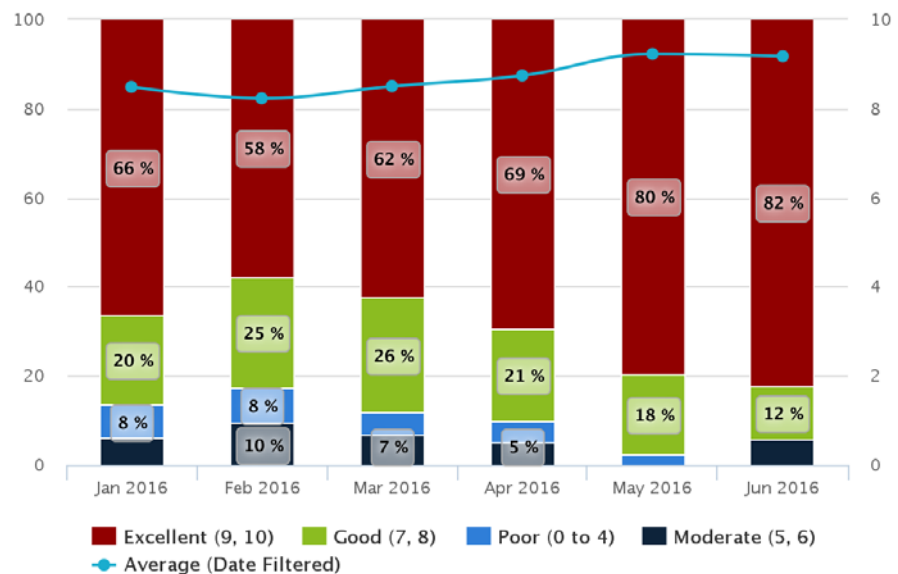


COMMENTS

- Coordination of care was excellent.
- Different doctors had different theories. Some doctors did not seem to know the full story/history.
- Besides being informed my operation was at 9am then finally getting operated on around lunch... Would have been nice if someone could have explained or told that the surgery was delayed and a rough time given of when it would happen.
- From admitting nurse to Doctor to nursing staff 100% coordination.
- Every stage of the process from entry to discharge was well organised and the various documents explained and follow up appointments given, where, when. If any problems after discharge this is what you need to do etc.
- I did receive some conflicting information from the Dr's, a registrar who saw me after the consultant had a slightly different view on my condition and so changed the plan of care I had been expecting.
- I was constantly made sure my health and my personal needs were met accordingly, but most often staff went beyond my expectations.
- What can I say - when I needed to go somewhere for an x-ray, the appropriate person arrived or was there to carry out their part.

Meeting Needs

Overall, how well were your physical and emotional needs met...?



COMMENTS

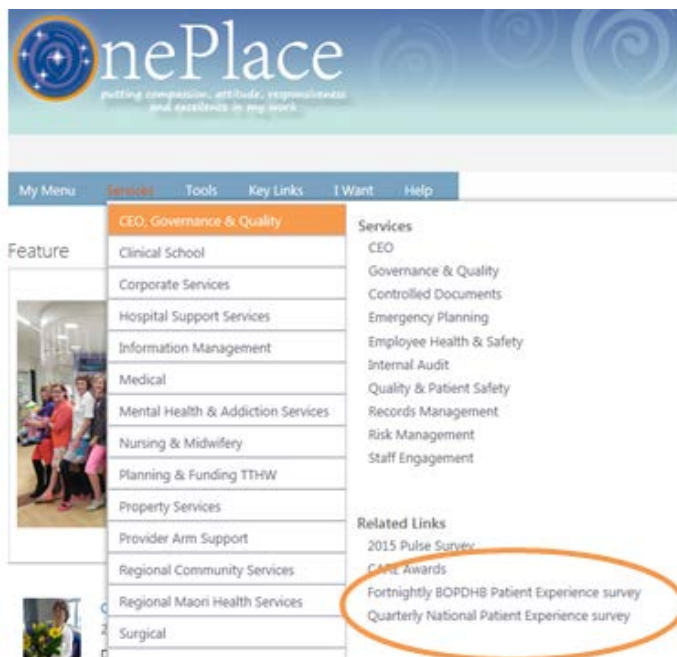
- I just needed some sleep but that was impossible being located between the toilet and the nurses station. 14 hours without sleep is a long time.
- Not once I felt that I had an unanswered question. There were always staff at hand so I could get my answers as required.
- The nursing staff were fantastic, very caring and I felt they met all my needs even though they were very busy.
- The only criticism I have is that when I was eventually able to eat my dinner, after going for a scan and having a swallow test, I ate a cold meal as it was not reheated for me.
- My needs were met with kindness and respect. My short term memory loss was managed well.
- 99 per cent of the nurses were wonderful. Nurses did not always seem to know what the doctor had told me but this is a minor detail.

Is there anything else you would like to tell us about your hospital stay?



- I am incredibly grateful for the level of care given to me by each member of staff at the hospital. Please continue with this high standard. A huge credit to all involved.
- After it was agreed my husband was being discharged there was a long wait before the discharge summary was completed.
- I waited a very long time to see a doctor in the emergency department as i was in very bad pain and waiting what felt like forever.
- I believe that the care and treatment given could not be bettered in any way. All people were courteous and pleasant, with an engaging and cheerful respect for patients, and for the professional skills of each other.
- I was about to write in to say how wonderful the care was that I received from the very first appointment at this Hospital, when this survey arrived. I'd like to say that the staff, from doctors through to the Volunteer Brigade was all so caring and tolerant. I for one could not fault any part of my short stay and would recommend this Hospital to anyone. To date I have had both hips replaced and am only sorry that I have only two legs! Blessings to you all.
- I would have liked a follow up appointment or phone call from my doctor. I am recovering from surgery and have heaps of questions.
- I felt a bit rushed for discharge, with the presumption of a normal MRI. it would've been nice to been rung with the results on Saturday. My doctor did not attempt to ring me till Tuesday. So I had to presume it was ok. I did not get a explanation of what might have been the cause of my symptoms.
- Faultless service really but it was really impossible to get any sleep for the one night I was when the two staff members on duty that evening maintained an ongoing loud, raucous, discussion for the entire night!
- I think Tauranga is extremely lucky to have such a wonderful hospital.
- My only cause for concern was the number of delays before my operation and very serious worry that it would be delayed over a long weekend with distressing results.
- Great staff who really helped. Phone call from consultant three days after my release to check up on me and give further advice. Marvellous.

Does your area look at your results and look for ways to improve your scores?

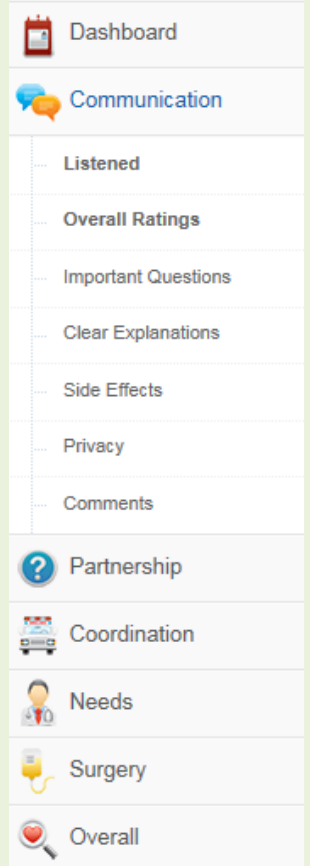


The Patient Experience Surveys are a goldmine of feedback that we can use to look at how we provide our services and identify opportunities to make improvements.

If you have an idea, please talk to your manager, quality coordinator or the service improvement unit or look at the ["Projects and Quality Initiatives Toolkit"](#) page.

Choose either of the surveys from the **Oneplace** links (see image on left):

- Each Domain heading has a separate menu below it that takes you to the individual questions and comments (see image on right).
- Use the menu on the left-hand side to choose the domains and questions.
- Use the filters across the top e.g. "date range" and "ward" or "Service" (see image below).
- Don't forget to click the "Apply" button to display the filtered results.
- Filtered results will appear as slightly shaded alongside the whole organisation's results so you can compare.
- Filtered results show comments for your area only and the "Wordle" displayed on the right hand side of the screen, shows the most commonly used words in the comments.



01 Jan 2016 - 17 Jun 2016 Age Gender Ethnicity HSC

Hospital Service Ward

Date Filter: Discharge Date = 01 Jan 2016 - 17 Jun 2016

Check all Uncheck all

Acute Care Unit WGA Adm Planing Unit TAU

Did a member of staff tell you about medication side effects? went home? Response Date Filter

Contact your service's Quality Coordinator for help if needed!