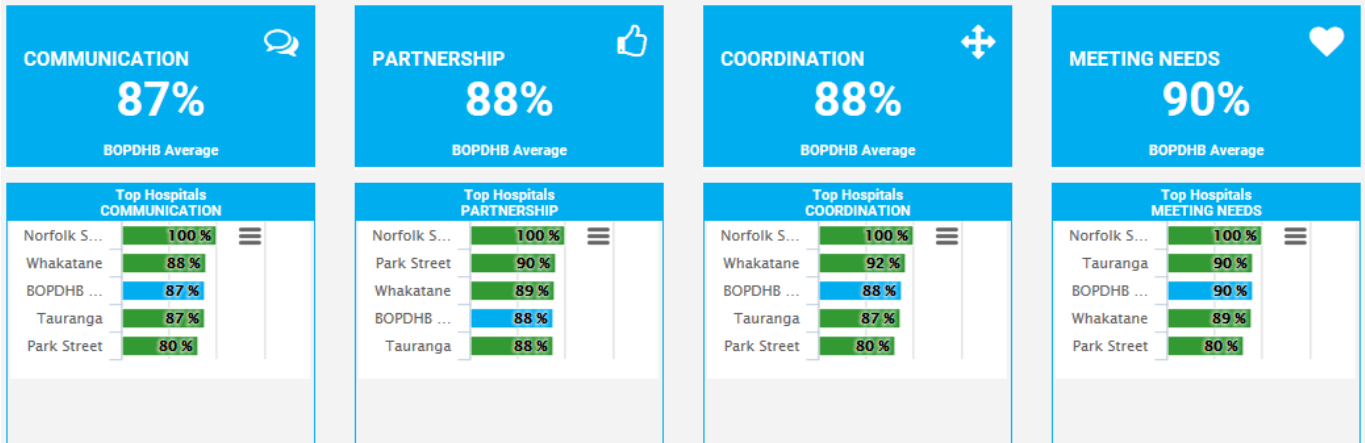
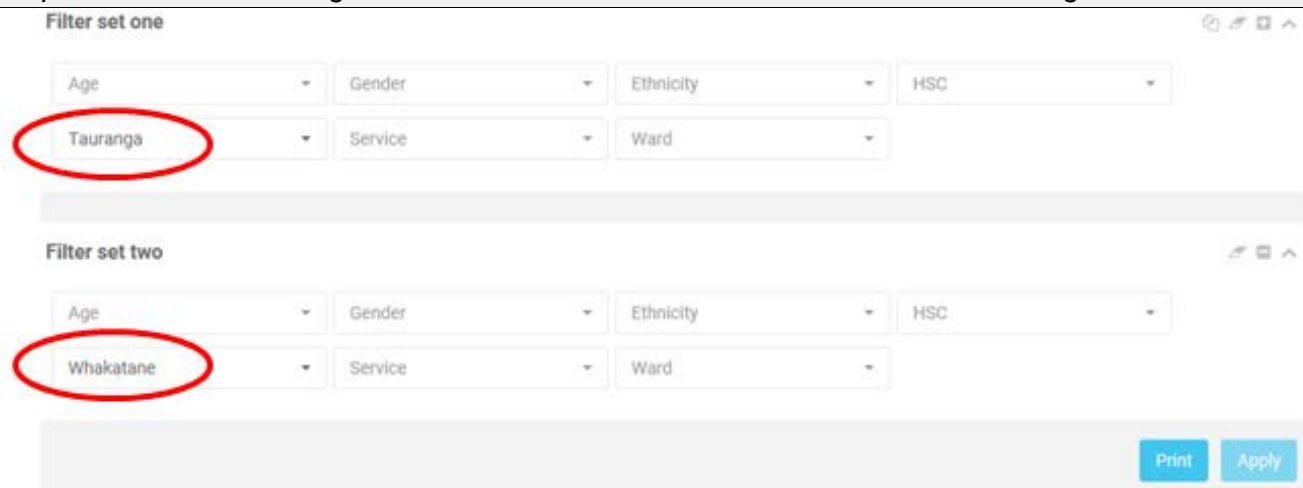


**Our dashboard has been updated**, the link to access is still in the same place, hover over “Services” on OnePlace and click the links on the right hand side ...

01 Oct 2017 - 31 Dec 2017

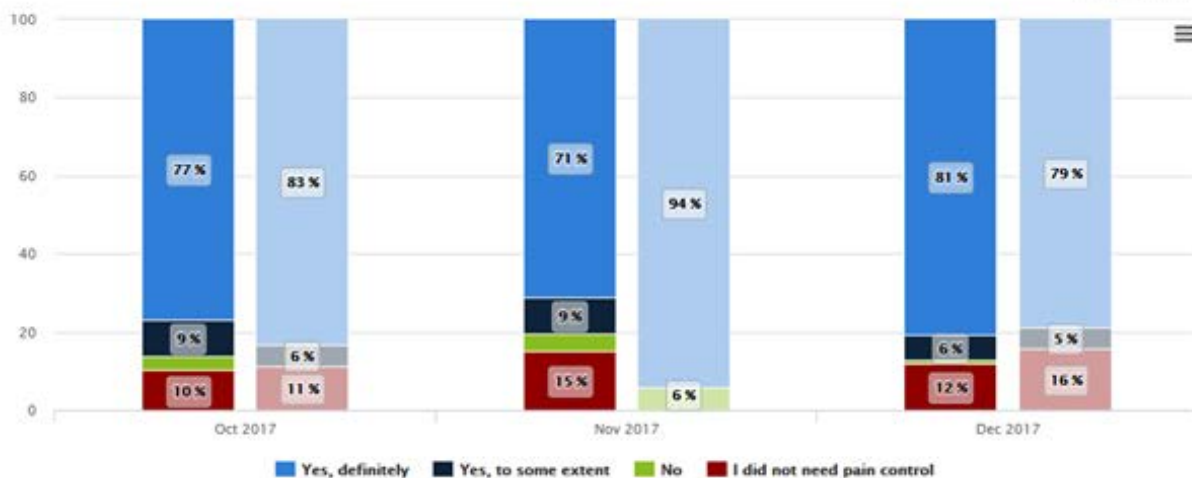


**There are two sets of filters to compare results**; Default is to whole of BOPDHB but can be used to compare different areas e.g. A ward with a service or a two similar wards in Tauranga and Whakatane.



Do you think the hospital staff did everything they could to help control your pain?

Response Count  
Filter set one: 289  
Filter set two: 54



- “Filter set one” is always on the left – “Filter set two” is on the right
- To compare your area with whole DHB, leave “filter set one” defaulted to whole DHB, set “filter set two” to your area and click apply.  
Don't forget to check if some else has been using the filters and “Deselect” before using if necessary.

01 Sep 2017 – 01 Jan 2018

HIGHEST RATED QUESTIONS

Survey Question		Range (Low to High)
When you had important questions to ask a doctor, did you get answers that you could understand?	91%	90% - 100%
Overall, how well were your physical and emotional needs met?	90%	90% - 98%
Were you given enough privacy when discussing your condition or treatment?	90%	87% - 100%
Did you feel the following staff listened to what you had to say? <i>Other members of your healthcare team</i>	90%	88% - 100%

LOWEST RATED QUESTIONS

Survey Question	BOPDHB	Range (Low to High)
Did a member of staff tell you about medication <b>side effects</b> to watch for when you went home?	66%	65% - 100%
Was your condition explained to you in a way that you could understand?	86%	85% - 100%
Overall, how was the communication with you?	87%	87% - 98%
Overall, how was the coordination of care within the hospital?	87%	86% - 97%



Manaakitanga

WHAT WE DID WELL

WHAT WE COULD IMPROVE

Before coming in for my operation I was quite anxious, but all the staff where so nice and happy to explain anything that I ended up being amazingly calm and found it a very positive experience.	Some staff were excellent. I did have one nurse whom I experienced to be very lazy. When asked if she would remove my no longer needed IV from my wrist because it was hurting, she replied "Just wait for the afternoon girls when they come on".
The whole team from start to finish was amazing just so happy. I can't see why people complain.	The staff were very pleasant but nobody seemed to have much idea of what was to happen to me.
The staff were always available concerned and considerate. Helen in A&E was exceptional and allayed my fears in an understanding way.	Night staff (11pm-7am) were not friendly week nights. Very blunt. Midwife was very hard to handle.
In the middle of the night I was pretty upset with pain and the lovely nurse came to see me and gave some comforting words. Also my family felt welcomed when they visited me.	Felt doctor was more intent in directing his comments to other people in his team rather than engaging me.
I felt fully informed and I was filled with confidence about the treatment and care I received.	Every midwife had their own opinions on how you should be doing things which made it very hard.
The staff always communicated clearly and in a manner which I could understand and feel that they cared.	The specialist failed to explain what risks I was facing with my current health position and what was happening to me.
Their care for me was excellent over and above – staff work really hard and feel not always recognised by their peers.	Sometimes nurses were too busy to finish what they started to do. They left and didn't come back to do what they mentioned they will.
I was kept in the loop all through my stay in hospital, by each person who was looking after me.	Different midwives have different opinions sometimes got confusing as first time parents.
A sheet was used to cover me when using a bed pan. The curtains were drawn and the nurse or staff member always made me feel modest and that it was ok to be using the bed pan.	The info I did not receive pre-op that allowed me to make plans for my post op care.
The nurses were always checking my pain levels and my wound. Absolutely brilliant care and high levels of respect from each team member.	I was in quarantine initially so I guess that is why I didn't see a cleaner for a day or two.....I was able to clean the wet room anyway.....no biggy.
Each time I have stayed in hospital the nurses have been SO great. They are motivating, but understanding and empathetic. They are respectful of my cultural and social beliefs. They work hard and are very knowledgeable. Fantastic!	Food was appalling, for a person needing nourishment, food was very important! I couldn't eat the food it was so bad!

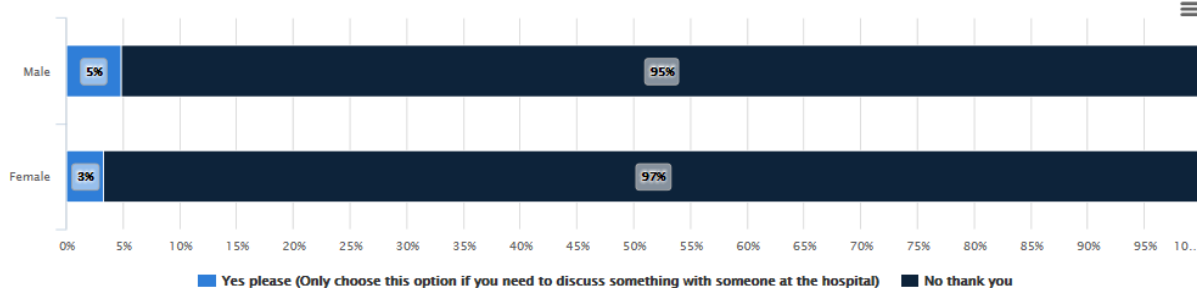
**There's an interactive Wordle with each set of comments** – click on a word and the comments filter to those containing that word e.g. in the “Meeting Needs” wordle, click on the word “night” and it filters the comments to all those containing the word “night”.

COMMUNICATION	PARTNERSHIP	COORDINATION	MEETING NEEDS
asked communication condition day doctor doctors explained felt good great hospital needed nurse nurses pain people questions staff time told	asked blood care day decisions discharged doctors explained felt good hospital informed night nurses pain staff stay time times told	care caring days discharge doctor doctors excellent experience felt good great hospital nurse nurses shift staff surgery time told ward	asked bed care cared caring comfortable explained feel felt good needed night nurse nurses pain physical staff surgery time ward

All the old favourites are still there and can be accessed by clicking on the menu down the left hand side, some of the less used options are seen below:

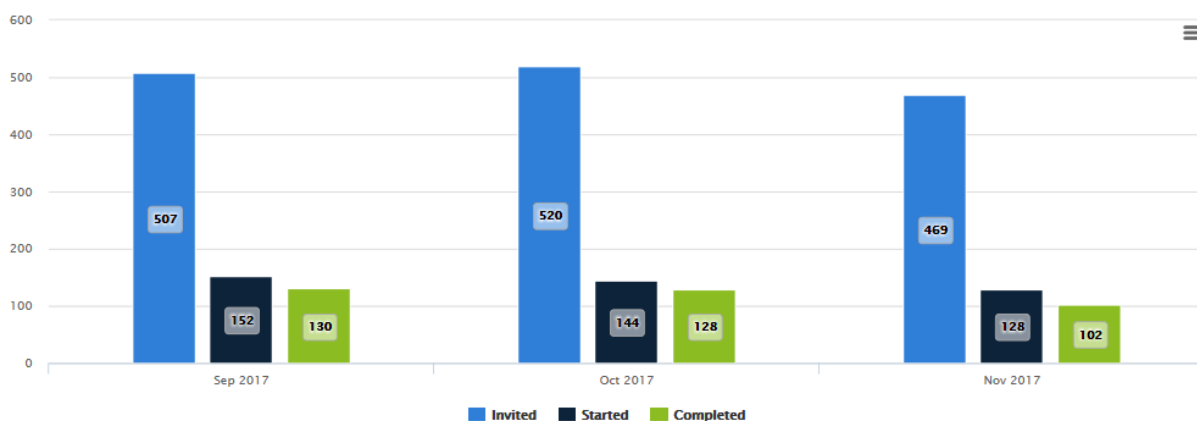
Would you like to discuss something with someone at the DHB? [By Sex]

Response Count  
Filter set one: 3469



**Contact requests:** Total of 137 contact requests out of 3559 responses have been received, have asked for someone to contact them since survey began in 2014 – multiple topics discussed from compliments to no medical certs, no discharge summaries, appointments not received, wait time in transit lounge, general feedback, rude staff, no home help arranged, no instructions/information about pain meds/dressings/activity/physio and a few more tricky ones.

People who have started or completed the survey via email, SMS or Paper



**Response rates:** In 2017 between 266 and 671 invites have been sent out each month, 2017 total 5958 (number varies as depends on email addresses recorded in WebPas) and between 68 and 155 fully completed surveys, average of 23% are received each month, 2017 total = 1354.

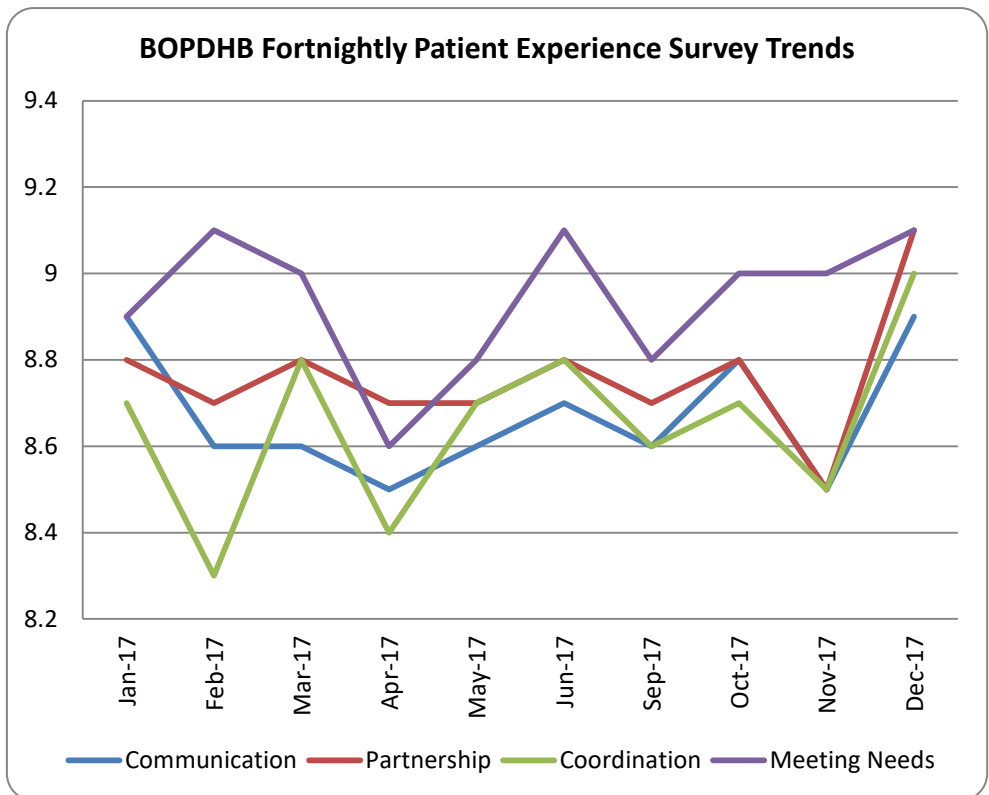
## Fortnightly Patient Experience Survey Results

The BOPDHB Patient Experience Surveys have now been underway fortnightly since August 2014.

The surveys have informed us of the experiences of our patients, who were admitted to Tauranga and Whakatane 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.



### Random selection of Patient Comments

- I've stayed in hospital before for operations and childbirth and this time I was listened to and understood when I explained all my pain troubles and also my anxiety and discomfort being around strangers.
- One night nurse administering antibiotics via arm port about 3am was extremely loud and rude and argued about wanting to remove the port after, saying there was no further need for it, as my notes didn't show more antibiotics for the next day. I refused to let her remove it as i have extremely difficult access issues and wanted to be sure. Next morning another nurse came to administer a second antibiotic intravenously!
- I almost didn't want to go home everyone was so nice.
- Whenever I needed any assistance, the staff were well coordinated and organised ensuring someone was beside me to help.
- I felt discharge was rushed, although the use of a "transit lounge" helped to slow the process to a level that was almost acceptable. A little bit of "hurry up and wait".
- Having two or three whanau present is good particularly if they are going to be involved with aftercare following discharge from the hospital.
- I am a very anxious person in places like hospital where I have to be around many people I don't know. All the staff I dealt with during my stay understood when I explained this, and were very accommodating to me in this situation.
- I was in CCU and everyone was so unbelievably helpful and attentive.
- I completely understood everything, my only negative was a rough time after my surgery and there was too much of a push to get me home when I was in no shape to do so.
- I was treated very well and the staff at the hospital were very friendly and cooperative.
- Everyone was VERY nice. I was scared before surgery and I was treated so well and afterwards I had my best stay in hospital I've ever had.