Patient experience results

November 2014
When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

* Excludes N/A

August 2014 results in parenthesis
New Zealand

Partnership

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

- 69% [66%]

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

- 55% [53%]

Rate your experience of partnership out of 10

- 8.5 [8.3]

Percentage in highest category*

* Excludes N/A

August 2014 results in parenthesis

Response rate 27%
New Zealand

Response rate 27%

Coordination

Rate your experience of coordination out of 10

8.4 [8.2]

Percentage in highest category*

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

[69%] 71%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

[59%] 61%

* Excludes N/A  
August 2014 results in parenthesis
New Zealand

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.6

Percentage in highest category*

- [77%] 78%
  If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
  (Yes, always/yes, sometimes/no)

- [82%] 82%
  Do you think the hospital staff did everything they could to help control your pain?
  (Yes, definitely/yes, to some extent/no)

- [87%] 87%
  Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
  (Yes, always/yes, sometimes/no)

- [85%] 85%
  Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
  (Yes, always/yes, sometimes/no)

- [75%] 77%
  Was cultural support available when you needed it?
  (Yes, always/yes, sometimes/no)

* Excludes N/A

August 2014 results in parenthesis

Response rate 27%
New Zealand

Percentage in highest category*

86% Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

76% Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

85% Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

82% Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

84% Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Additional questions

Response rate 27%

* Excludes N/A

August 2014 results in parenthesis
Auckland DHB

Rate your experience of communication out of 10

8.0

Comparison with national average

Higher

About the same

Lower

Percentage in highest category*

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[77%] 69%

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[71%] 73%

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[69%] 69%

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[75%] 67%

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[65%] 64%

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

[43%] 49%

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Auckland DHB

Partnership

Rate your experience of partnership out of 10

- 7.8

Comparison with national average
- Higher: 63%
- About the same: 45%
- Lower: 8%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Auckland DHB

Coordination

Rate your experience of coordination out of 10

8.1

Percentage in highest category*

63%

Comparison with national average

Higher
About the same
Lower

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

63%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

61%

Response rate 12% [16%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
**Auckland DHB**

Rate your experience of having physical and emotional needs met out of 10

- **8.1**

Comparison with national average

- Higher
- About the same
- Lower

**Percentage in highest category***

- **[71%] 74%**
  - If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

- **[71%] 70%**
  - Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

- **[89%] 82%**
  - Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

- **[84%] 75%**
  - Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

- **[79%] 53%**
  - Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Auckland DHB

**Percentage in highest category***

- **Before the operation did staff explain the risks and benefits in a way you could understand?**
  (Yes, completely/yes, to some extent/no)
  - [88%] 73%

- **Did staff tell you how the operation went in a way you could understand?**
  (Yes, completely/yes, to some extent/no)
  - [80%] 69%

- **Did you have confidence and trust in the doctors treating you?**
  (Yes, always/yes, sometimes/no)
  - [77%] 76%

- **Did you have confidence and trust in the nurses treating you?**
  (Yes, always/yes, sometimes/no)
  - [78%] 71%

- **Did you have confidence and trust in the other members of the team treating you?**
  (Yes, always/yes, sometimes/no)
  - [68%] 77%

Comparison with national average

- **Higher**
- **About the same**
- **Lower**

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Bay of Plenty DHB

Communication

Rate your experience of communication out of 10: 8.4

Percentage in highest category:

- When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no) 81%
- Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no) 78%
- Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no) 74%
- Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no) 74%
- Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no) 72%
- Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no) 43%

Comparison with national average:

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Bay of Plenty DHB

**Partnership**

Rate your experience of partnership out of 10

- **8.7**
- **[8.4]**

Comparison with national average

- Higher
- About the same
- Lower

**Percentage in highest category***

- **70%**
- **[59%]**

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

- **70%**
- **[59%]**

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

- **46%**
- **[47%]**

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Bay of Plenty DHB  
Response rate 20% [20%]

Coordination

Rate your experience of coordination out of 10

8.2 [7.9]

Percentage in highest category*

65% [61%]

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

Higher

About the same

Lower

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

[51%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Bay of Plenty DHB
Response rate 20% [20%]

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.6

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

IF YOU NEEDED HELP FROM THE STAFF GETTING TO THE TOILET OR USING A BEDPAN, DID YOU GET IT IN TIME?
(Yes, always/yes, sometimes/no)

[57%] 76%

DO YOU THINK THE HOSPITAL STAFF DID EVERYTHING THEY COULD TO HELP CONTROL YOUR PAIN?
(Yes, definitely/yes, to some extent/no)

[84%] 79%

OVERALL, DID YOU FEEL STAFF TREATED YOU WITH RESPECT AND DIGNITY WHILE YOU WERE IN THE HOSPITAL?
(Yes, always/yes, sometimes/no)

[83%] 84%

OVERALL, DID YOU FEEL STAFF TREATED YOU WITH KINDNESS AND UNDERSTANDING WHILE YOU WERE IN THE HOSPITAL?
(Yes, always/yes, sometimes/no)

[78%] 80%

WERE CULTURAL SUPPORT AVAILABLE WHEN YOU NEEDED IT?
(Yes, always/yes, sometimes/no)

[47%] 69%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Bay of Plenty DHB

Response rate 20% [20%]

Additional questions

Percentage in highest category*

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely/yes, to some extent/no)

[86%] 85%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely/yes, to some extent/no)

[71%] 82%

Did you have confidence and trust in the doctors treating you?
(Yes, always/yes, sometimes/no)

[84%] 82%

Did you have confidence and trust in the nurses treating you?
(Yes, always/yes, sometimes/no)

[86%] 86%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/yes, sometimes/no)

[74%] 79%

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Canterbury DHB
Response rate 26% [20%]

Communication

Rate your experience of communication out of 10

8.7

Percentage in highest category*

- When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)
  - [76%] 81%

- Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)
  - [75%] 76%

- Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)
  - [73%] 82%

- Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)
  - [82%] 81%

- Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)
  - [81%] 78%

- Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)
  - [48%] 54%

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Partnership

Rate your experience of partnership out of 10

8.6

Percentage in highest category*

68%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

Response rate 26% [20%]

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Canterbury DHB

Rate your experience of coordination out of 10

8.6

Percentage in highest category*

75%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

[69%]

Comparison with national average

Higher

About the same

Lower

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

[60%]

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

Response rate 26% [20%]

* Excludes N/A
Canterbury DHB

Rate your experience of having physical and emotional needs met out of 10

8.8

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 26% [20%]

Percentage in highest category*

- If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no) 86%
- Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no) 86%
- Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no) 89%
- Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no) 85%
- Was cultural support available when you needed it? (Yes, always/yes, sometimes/no) 86%

* Excludes N/A
Canterbury DHB

Percentage in highest category*

Before the operation did staff explain the risks and benefits in a way you could understand?  
(Yes, completely/yes, to some extent/no)

Did staff tell you how the operation went in a way you could understand?  
(Yes, completely/yes, to some extent/no)

Did you have confidence and trust in the doctors treating you?  
(Yes, always/yes, sometimes/no)

Did you have confidence and trust in the nurses treating you?  
(Yes, always/yes, sometimes/no)

Did you have confidence and trust in the other members of the team treating you?  
(Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses  
August 2014 figures in parenthesis

* Excludes N/A
Counties Manukau DHB

Communication

Rate your experience of communication out of 10

8.1

Percentage in highest category*

[77%] 71%
When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[73%] 68%
Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[75%] 73%
Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[76%] 74%
Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[80%] 79%
Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[48%] 53%
Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

Comparison with national average

Higher
About the same
Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Counties Manukau DHB

Response rate 21% [15%]

Partnership

Rate your experience of partnership out of 10

8.4 [7.9]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

72% [60%]

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

58% [60%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Counties Manukau DHB

Coordination

Rate your experience of coordination out of 10

8.5

Comparision with national average

- Higher
- About the same
- Lower

Percentage in highest category*

- 65%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

- 66%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

- 55%

Response rate 21% [15%]

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

- If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no) [77% 78%]
- Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no) [83% 81%]
- Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no) [86% 85%]
- Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no) [83% 87%]
- Was cultural support available when you needed it? (Yes, always/yes, sometimes/no) [67% 75%]

Comparison with national average:
- Higher
- About the same [8.2]
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Counts Manukau DHB

Percentage in highest category*

**Additional questions**

- **Before the operation did staff explain the risks and benefits in a way you could understand?**
  (Yes, completely/yes, to some extent/no)
  [94%] 86%

- **Did staff tell you how the operation went in a way you could understand?**
  (Yes, completely/yes, to some extent/no)
  [74%] 66%

- **Did you have confidence and trust in the doctors treating you?**
  (Yes, always/yes, sometimes/no)
  [79%] 82%

- **Did you have confidence and trust in the nurses treating you?**
  (Yes, always/yes, sometimes/no)
  [83%] 86%

- **Did you have confidence and trust in the other members of the team treating you?**
  (Yes, always/yes, sometimes/no)
  [82%] 84%

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Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Capital & Coast DHB  
Response rate 33% [28%]

Communication

Rate your experience of communication out of 10

8.3

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

- When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)
  - [76%] 78%
- Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)
  - [78%] 76%
- Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)
  - [81%] 80%
- Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)
  - [84%] 78%
- Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)
  - [80%] 84%
- Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)
  - [41%] 45%

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Capital & Coast DHB  Response rate 33% [28%]

**Partnership**

Rate your experience of partnership out of 10

8.4   [8.3]

Comparison with national average

- Higher
- About the same
- Lower

**Percentage in highest category***

- Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)
  - [73%] 68%

- Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)
  - [46%] 63%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Capital & Coast DHB  
Response rate 33% [28%]

Coordination

Rate your experience of coordination out of 10

8.2 [8.3]

Percentage in highest category*

68% [75%]

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

65% [63%]

Higher

About the same

Lower

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Rate your experience of having physical and emotional needs met out of 10

Capital & Coast DHB

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.5

Comparison with national average

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
**Capital & Coast DHB**

**Response rate 33% [28%]**

### Additional questions

#### Before the operation did staff explain the risks and benefits in a way you could understand?
- **[93%]** 93%
  - (Yes, completely/yes, to some extent/no)

#### Did staff tell you how the operation went in a way you could understand?
- **[78%]** 81%
  - (Yes, completely/yes, to some extent/no)

#### Did you have confidence and trust in the doctors treating you?
- **[97%]** 90%
  - (Yes, always/yes, sometimes/no)

#### Did you have confidence and trust in the nurses treating you?
- **[86%]** 78%
  - (Yes, always/yes, sometimes/no)

#### Did you have confidence and trust in the other members of the team treating you?
- **[82%]** 88%
  - (Yes, always/yes, sometimes/no)

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*Excludes N/A*

**Comparison with national average**
- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses

*August 2014 figures in parenthesis*
Hawke’s Bay DHB  
Response rate 25% [26%]

Communication

Rate your experience of communication out of 10

- 8.5 [8.1]

Comparison with national average
- Higher
- About the same
- Lower

Percentage in highest category*

- When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no) [72%] 76%
- Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no) [63%] 72%
- Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no) [73%] 77%
- Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no) [78%] 82%
- Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no) [82%] 79%
- Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no) [49%] 47%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Hawke’s Bay DHB

Partnership

Rate your experience of partnership out of 10

8.7 [8.3]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

76% [67%]

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

65% [61%]

Response rate 26%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Hawke’s Bay DHB

Response rate 25% [26%]

Coordination

Rate your experience of coordination out of 10

8.6 [8.3]

Percentage in highest category*

70% [67%]

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

61% [57%]

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Hawke’s Bay DHB

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

- **8.9**

Percentage in highest category*

- **88%** (74%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

- **85%** (80%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

- **90%** (85%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

- **88%** (85%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

- **100%** (72%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses

* Excludes N/A

August 2014 figures in parenthesis
Hawke’s Bay DHB

Additional questions

Percentage in highest category*

80% [79%]

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

76% [82%]

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

83% [79%]

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

87% [83%]

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

79% [77%]

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Communication

Rate your experience of communication out of 10

8.5

[80%] 77%

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[70%] 69%

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[81%] 76%

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[79%] 77%

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[76%] 77%

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[48%] 48%

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

* Excludes N/A

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Hutt Valley DHB

Partnership

Rate your experience of partnership out of 10

8.6

Percentage in highest category*

 Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

63%

[76%]

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

60%

[60%]

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 29% [25%]
Hutt Valley DHB

Response rate 29% [25%]

Coordination

Rate your experience of coordination out of 10

8.5 [8.5]

Percentage in highest category*

65% [76%]

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

67% [64%]

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Hutt Valley DHB

Response rate 29% [25%]

Percentage in highest category*

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)
- [78%] 83%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)
- [82%] 85%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)
- [89%] 79%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)
- [87%] 85%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)
- [50%] 79%

Physical and emotional needs
Rate your experience of having physical and emotional needs met out of 10
- 8.7

Comparison with national average
- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Hutt Valley DHB

Response rate 29% [25%]

Percentage in highest category*

[84%] 79%
Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

[77%] 77%
Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

[92%] 85%
Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

[92%] 78%
Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

[87%] 83%
Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
# Lakes DHB

**Rate your experience of communication out of 10**

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage in highest category*</th>
<th>Comparison with national average</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)</td>
<td>79% (77%)</td>
<td>Higher</td>
</tr>
<tr>
<td>Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)</td>
<td>83% (70%)</td>
<td>About the same</td>
</tr>
<tr>
<td>Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)</td>
<td>83% (81%)</td>
<td>Higher</td>
</tr>
<tr>
<td>Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)</td>
<td>77% (80%)</td>
<td>Lower</td>
</tr>
<tr>
<td>Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)</td>
<td>79% (81%)</td>
<td>Higher</td>
</tr>
<tr>
<td>Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)</td>
<td>46% (57%)</td>
<td>Lower</td>
</tr>
</tbody>
</table>

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis
Lakes DHB

Partnership

Rate your experience of partnership out of 10

8.8

Percentage in highest category*

75%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

Response rate 22% [38%]

Comparison with national average

Higher
About the same
Lower

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Lakes DHB

**Coordination**

Rate your experience of coordination out of 10

- **8.9**

Comparison with national average

- **Higher**
- **About the same**
- **Lower**

**Percentage in highest category**

- **74%**

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

- **68%**

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

- **63%**

Response rate 22% [38%]

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Lakes DHB

Rate your experience of having physical and emotional needs met out of 10

9.1

Comparison with national average

Higher

About the same

Lower

Percentage in highest category*

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

[77%] 78%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

[85%] 90%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

[93%] 91%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

[8.8] [93%] 85%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

[94%] 79%

Grey text in current figures indicates fewer than 30 responses

* Excludes N/A

August 2014 figures in parenthesis
Lakes DHB

Response rate 22% [38%]

Percentage in highest category*

[91%] 88%
Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

[76%] 70%
Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

[87%] 86%
Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

[86%] 81%
Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

[84%] 84%
Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average
- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Communication

Rate your experience of communication out of 10

8.2

Percentage in highest category*

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Rate</th>
<th>Highest Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)</td>
<td>77%</td>
<td>75%</td>
</tr>
<tr>
<td>Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)</td>
<td>70%</td>
<td>65%</td>
</tr>
<tr>
<td>Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)</td>
<td>77%</td>
<td>77%</td>
</tr>
<tr>
<td>Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)</td>
<td>77%</td>
<td>83%</td>
</tr>
<tr>
<td>Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)</td>
<td>44%</td>
<td>43%</td>
</tr>
</tbody>
</table>

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Rate your experience of partnership out of 10:

- **8.4**

Comparison with national average:

- Higher: 71%
- About the same: 62%
- Lower

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no):

- **71%**

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no):

- **62%**

Grey text in current figures indicates fewer than 30 responses

* Excludes N/A

August 2014 figures in parenthesis
Coordination

Rate your experience of coordination out of 10: 8.1

Percentage in highest category: 74%

Were you given conflicting information by different staff members, e.g., one staff member would tell you one thing and then another would tell you something different? (No/Yes, sometimes/Yes, always)

Comparison with national average:
- Higher [66%]
- About the same
- Lower

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/Yes, to some extent/No)

Grey text in current figures indicates fewer than 30 responses.
August 2014 figures in parenthesis.

* Excludes N/A
MidCentral DHB

Response rate 49% [49%]

Rate your experience of having physical and emotional needs met out of 10

8.4

Percentage in highest category*

80% [76%]

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

81% [85%]

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

90% [87%]

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

89% [84%]

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

74% [73%]

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

Comparison with national average

Higher

About the same

Lower

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
**MidCentral DHB**  
Response rate 49% [49%]

### Additional questions

- **Percentage in highest category***
  - Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)  
  - Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)  
  - Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)  
  - Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)  
  - Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

* Comparison with national average:
  - Higher
  - About the same [83%] 87%
  - Lower

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
**Nelson Marlborough DHB**

**Communication**

Rate your experience of communication out of 10

- **8.3**

Comparison with national average

- **Higher**
- **About the same**
- **Lower**

**Percentage in highest category***

- **When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)**
  - [82%] **83%**

- **Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)**
  - [70%] **73%**

- **Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)**
  - [80%] **80%**

- **Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)**
  - [75%] **81%**

- **Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)**
  - [73%] **82%**

- **Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)**
  - [45%] **46%**

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis
Partnership

Rate your experience of partnership out of 10

8.5

Percentage in highest category*

67%

Comparison with national average

Higher

About the same

Lower

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

62%

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

55%

Response rate 35% [27%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Nelson Marlborough DHB

Coordination

Rate your experience of coordination out of 10

8.5

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

77%

[74%]

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

61%

[63%]

Response rate 35% [27%]

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis
Nelson Marlborough DHB

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.6

81% 75%
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?  (Yes, always/yes, sometimes/no)

88% 84%
Do you think the hospital staff did everything they could to help control your pain?  (Yes, definitely/yes, to some extent/no)

95% 92%
Overall, did you feel staff treated you with respect and dignity while you were in the hospital?  (Yes, always/yes, sometimes/no)

92% 90%
Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?  (Yes, always/yes, sometimes/no)

86% 69%
Was cultural support available when you needed it?  (Yes, always/yes, sometimes/no)

Comparison with national average

Higher
About the same
Lower

Response rate 35% [27%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Nelson Marlborough DHB

Additional questions

Percentage in highest category*

- Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no) [91%] 88%
- Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no) [73%] 76%
- Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no) [90%] 90%
- Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no) [95%] 90%
- Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no) [85%] 90%

Comparison with national average
- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Communication

Rate your experience of communication out of 10

8.8

Percentage in highest category*

- When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)
  - [73%] 83%

- Was your condition explained to you in a way that you could understand?
  - [75%] 80%

- Did you feel doctors listened to what you had to say?
  - [82%] 84%

- Did you feel nurses listened to what you had to say?
  - [73%] 79%

- Did you feel other staff listened to what you had to say?
  - [77%] 91%

- Did a member of staff tell you about medication side effects to watch for when you went home?
  - [50%] 48%

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Southern DHB

Partnership

Rate your experience of partnership out of 10

8.7

[8.4]

Percentage in highest category*

77%

[61%]

Comparison with national average

Higher

About the same

Lower

 Were you involved as much as you wanted to be in decisions about your care and treatment?
(Yes, definitely/yes, to some extent/no)

47%

[55%]

Did the hospital staff include your family/whānau or someone close to you in discussions about your care?
(Yes, always/yes, sometimes/no)

Response rate 20% [21%]

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Southern DHB

Coordination

Rate your experience of coordination out of 10

8.6

Comparison with national average
- Higher
- About the same
- Lower

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

77%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

68%

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 20%
Southern DHB

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

[8.8]

81% 78%  If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

83% 82%  Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

80% 91%  Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

74% 86%  Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

69% 91%  Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Comparison with national average

Higher
About the same
Lower

Response rate 20% [21%]

* Excludes N/A
Southern DHB

Response rate 20% [21%]

Percentage in highest category*

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

[92%] 82%

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

[69%] 86%

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

[86%] 92%

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

[69%] 86%

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

[78%] 85%

Additional questions

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Communication

Rate your experience of communication out of 10

8.2

Comparison with national average

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Higher</td>
<td>[71%] 82%</td>
</tr>
<tr>
<td>About the same</td>
<td>[75%] 78%</td>
</tr>
<tr>
<td>Lower</td>
<td>[78%] 80%</td>
</tr>
<tr>
<td></td>
<td>[73%] 80%</td>
</tr>
<tr>
<td></td>
<td>[66%] 79%</td>
</tr>
<tr>
<td></td>
<td>[73%] 80%</td>
</tr>
<tr>
<td></td>
<td>[48%] 42%</td>
</tr>
</tbody>
</table>

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[71%] 82%

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[75%] 78%

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[78%] 80%

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[66%] 79%

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[73%] 80%

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

[48%] 42%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 17% [14%]
Northland DHB

**Partnership**

Rate your experience of partnership out of 10

- **8.8**
- **8.3**

Comparison with national average

- **Higher**
- **About the same**
- **Lower**

**Percentage in highest category**

- Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)
  - **68%**
  - **67%**

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Northland DHB

Coordination

Rate your experience of coordination out of 10

8.5

[72%] 65%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

[7.8] [52%] 61%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Northland DHB

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.4

Comparison with national average

- Higher
- About the same
- Lower

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

[79%] 82%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

[87%] 88%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

[91%] 88%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

[83%] 85%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

[70%] 59%

Response rate 17% [14%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Northland DHB

Response rate 17% [14%]

Percentage in highest category*

[86%] 77%
Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

[69%] 76%
Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

[81%] 81%
Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

[84%] 80%
Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

[86%] 78%
Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average
- Green: Higher
- Yellow: About the same
- Red: Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
South Canterbury DHB

Rate your experience of communication out of 10

8.6

Communication

Percentage in highest category*

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[84%] 94%

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[73%] 88%

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[87%] 84%

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[79%] 80%

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[71%] 86%

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

[40%] 56%

Comparison with national average

Higher

About the same

Lower

Response rate 30% [29%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
South Canterbury DHB

Partnership

Rate your experience of partnership out of 10

8.7 [8.1]

Percentage in highest category*

79% [59%]

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

Higher

51% [53%]

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
South Canterbury DHB

Coordination

Rate your experience of coordination out of 10

8.9 [7.8]

Percentage in highest category*

80%

[54%]

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

[54%]

Comparison with national average

- Higher
- About the same
- Lower

69%

[59%]

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
South Canterbury DHB

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.6

Comparison with national average

- Higher
- About the same
- Lower

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

[67%] 83%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

[85%] 82%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

[76%] 92%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

[80%] 92%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

[67%] 100%

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
South Canterbury DHB

Additional questions

Percentage in highest category*

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

[89%] 83%

[83%] 70%

[89%] 92%

[80%] 84%

[68%] 97%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Communication

Rate your experience of communication out of 10 8.4

Comparison with national average
- Higher
- About the same
- Lower

Percentage in highest category*

- When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no) [71%] 70%
- Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no) [67%] 70%
- Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no) [71%] 75%
- Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no) [85%] 73%
- Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no) [87%] 71%
- Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no) [57%] 48%

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis
Rate your experience of partnership out of 10

8.7

Comparison with national average
- Higher
- About the same
- Lower

Were you involved as much as you wanted to be in decisions about your care and treatment?
(Yes, definitely/yes, to some extent/no)

68%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care?
(Yes, always/yes, sometimes/no)

60%

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Taranaki DHB

Coordination

Rate your experience of coordination out of 10

8.7

Comparison with national average

- Higher
- About the same
- Lower

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

76%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

61%

Response rate 28%

August 2014 figures in parenthesis

* Excludes N/A
Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

9.0

Percentage in highest category*

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

67%

[89%]

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

76%

[79%]

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

81%

[88%]

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

84%

[86%]

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

74%

[74%]

Comparison with national average

Higher

About the same

Lower

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Taranaki DHB

Additional questions

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[87%] 88%

[61%] 83%

[80%] 84%

[78%] 85%

[85%] 84%

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

Response rate 28% [28%]
Waikato DHB

Response rate 31% [14%]

Communication

Rate your experience of communication out of 10

8.3  [8.3]

Percentage in highest category*

[62%]  75%
When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[68%]  70%
Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[81%]  76%
Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[78%]  71%
Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[711%]  74%
Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[39%]  53%
Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
**Waikato DHB**

**Partnership**

Rate your experience of partnership out of 10

- **8.6**
  - [7.9]

Percentage in highest category*

- **66%**

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

- **66%**

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

- **64%**

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Coordination

Rate your experience of coordination out of 10

8.3

Percentage in highest category*

73%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

66%

Comparison with national average

Higher

62%

About the same

51%

Lower

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

8.1

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Waikato DHB

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.4

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/yes, sometimes/no)

[76%] 72%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely/yes, to some extent/no)

[76%] 80%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/yes, sometimes/no)

[87%] 81%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/yes, sometimes/no)

[82%] 80%

Was cultural support available when you needed it?
(Yes, always/yes, sometimes/no)

[86%] 80%

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

Response rate 31% [14%]
**Waikato DHB**

**Response rate 31% [14%]**

**Percentage in highest category***

- **Before the operation did staff explain the risks and benefits in a way you could understand?**
  - (Yes, completely/yes, to some extent/no) **89%**

- **Did staff tell you how the operation went in a way you could understand?**
  - (Yes, completely/yes, to some extent/no) **71%**

- **Did you have confidence and trust in the doctors treating you?**
  - (Yes, always/yes, sometimes/no) **76%**

- **Did you have confidence and trust in the nurses treating you?**
  - (Yes, always/yes, sometimes/no) **74%**

- **Did you have confidence and trust in the other members of the team treating you?**
  - (Yes, always/yes, sometimes/no) **81%**

**Comparison with national average**

- **Higher**
- **About the same**
- **Lower**

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Wairarapa DHB

Communication

Rate your experience of communication out of 10

8.5

Percentage in highest category*

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

[76%] 82%

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

[62%] 77%

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

[81%] 87%

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

[73%] 82%

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

[86%] 80%

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

[53%] 44%

Comparison with national average

Green: Higher

Yellow: About the same

Red: Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 41% [40%]

* Excludes N/A
Wairarapa DHB

Rate your experience of partnership out of 10

Percentage in highest category*

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

8.7

Comparison with national average

- Higher
- About the same
- Lower

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 41% [40%]

* Excludes N/A
Coordination

Rate your experience of coordination out of 10

8.6 [8.5]

Percentage in highest category*

73% [67%]

Were you given conflicting information by different staff members e.g., one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

61% [67%]

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

9.1

Percentage in highest category*

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)
85% [72%]

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)
85% [85%]

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)
95% [90%]

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)
91% [90%]

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)
100% [92%]

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 41% [40%]

* Excludes N/A
Wairarapa DHB

Percentage in highest category*

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no) [91%]

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no) [75%]

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no) [91%]

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no) [85%]

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no) [91%]

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 41% [40%]

* Excludes N/A
Communication

Rate your experience of communication out of 10

7.7

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

- [75%] 72%
- [58%] 68%
- [71%] 72%
- [75%] 67%
- [74%] 74%
- [38%] 45%

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 43% [17%]
**Waitemata DHB**

**Partnership**

Rate your experience of partnership out of 10

- 8.0

Percentage in highest category*

- [60%] 67%

Comparison with national average

- Higher
- About the same
- Lower

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

- [41%] 41%

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

- 7.5

Response rate 43% [17%]

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

* Excludes N/A
Coordination

Rate your experience of coordination out of 10

8.0

Percentage in highest category*

67%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

- Higher
- About the same
- Lower

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

8.4

Percentage in highest category*

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)</td>
<td>71%</td>
<td>82%</td>
</tr>
<tr>
<td>Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)</td>
<td>70%</td>
<td>85%</td>
</tr>
<tr>
<td>Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes no)</td>
<td>82%</td>
<td>76%</td>
</tr>
<tr>
<td>Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes no)</td>
<td>78%</td>
<td>77%</td>
</tr>
<tr>
<td>Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)</td>
<td>79%</td>
<td>67%</td>
</tr>
</tbody>
</table>

Comparison with national average

- Higher
- About the same
- Lower

GREY TEXT IN CURRENT FIGURES INDICATES FEWER THAN 30 RESPONSES

* Excludes N/A

August 2014 figures in parenthesis
Waitemata DHB

Additional questions

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
**Communication**

Rate your experience of communication out of 10  

8.4

**Percentage in highest category***

- **When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)**  
  [64%] 77%

- **Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)**  
  [61%] 70%

- **Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)**  
  [72%] 70%

- **Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)**  
  [84%] 77%

- **Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)**  
  [79%] 62%

- **Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)**  
  [38%] 46%

Comparison with national average

- **Higher**
- **About the same**
- **Lower**

Grey text in current figures indicates fewer than 30 responses  
August 2014 figures in parenthesis

* Excludes N/A
Whanganui DHB

Rate your experience of partnership out of 10

8.6

[8.5]

Percentage in highest category*

63%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

* Excludes N/A

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

Response rate 25% [30%]
Whanganui DHB

Coordination

Rate your experience of coordination out of 10: 8.6

Comparison with national average:
- Higher
- About the same
- Lower

Percentage in highest category:
- 70% [75%]

Were you given conflicting information by different staff members, e.g., one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Response rate 25% [30%]

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

9.0

Percentage in highest category*

- If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no) [79%] 70%
- Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no) [78%] 88%
- Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no) [95%] 91%
- Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no) [72%] 91%
- Was cultural support available when you needed it? (Yes, always/yes, sometimes/no) [80%] 67%

Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A
Whanganui DHB

**Percentage in highest category***

- **Before the operation did staff explain the risks and benefits in a way you could understand?**
  - (Yes, completely/yes, to some extent/no)
  - [89%] 86%

- **Did staff tell you how the operation went in a way you could understand?**
  - (Yes, completely/yes, to some extent/no)
  - [90%] 77%

- **Did you have confidence and trust in the doctors treating you?**
  - (Yes, always/yes, sometimes/no)
  - [80%] 82%

- **Did you have confidence and trust in the nurses treating you?**
  - (Yes, always/yes, sometimes/no)
  - [85%] 85%

- **Did you have confidence and trust in the other members of the team treating you?**
  - (Yes, always/yes, sometimes/no)
  - [84%] 84%

* Excludes N/A

Comparison with national average

- **Higher**
- **About the same**
- **Lower**

Grey text in current figures indicates fewer than 30 responses

August 2014 figures in parenthesis

---

Whanganui DHB

Additional questions

**Response rate 25% [30%]**
Tairawhiti DHB

Rate your experience of communication out of 10

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)

Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)

Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)

Did you feel other staff listened to what you had to say? (Yes, always/yes, sometimes/no)

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)

* Excludes N/A. Grey text indicates fewer than 30 responses
Tairawhiti DHB

Partnership

Rate your experience of partnership out of 10

Percentage in highest category*

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

50%

Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

75%

Comparison with national average

Higher
About the same
Lower

* Excludes N/A. Grey text indicates fewer than 30 responses
Coordination

Rate your experience of coordination out of 10

---

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

30%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

44%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

* Excludes N/A. Grey text indicates fewer than 30 responses.
Tairawhiti DHB

Response rate 9% [9%]

Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

---

Percentage in highest category*

71%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

86%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

70%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

60%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

50%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A. Grey text indicates fewer than 30 responses
Tairawhiti DHB

Percentage in highest category*

100%
Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)

60%
Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)

70%
Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)

38%
Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no)

67%
Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no)

Additional questions

Comparison with national average
- Higher
- About the same
- Lower

Response rate 9% [9%]* Excludes N/A. Grey text indicates fewer than 30 responses
West Coast DHB

Response rate 14% [11%]

Communication

Rate your experience of communication out of 10

Percentage in highest category*

- 83%
  When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)

- 93%
  Was your condition explained to you in a way that you could understand?  
  (Yes, completely/yes, to some extent/no)

- 83%
  Did you feel doctors listened to what you had to say? 
  (Yes, always/yes, sometimes/no)

- 100%
  Did you feel nurses listened to what you had to say? 
  (Yes, always/yes, sometimes/no)

- 100%
  Did you feel other staff listened to what you had to say? 
  (Yes, always/yes, sometimes/no)

- 50%
  Did a member of staff tell you about medication side effects to watch for when you went home? 
  (Yes, completely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A. Grey text indicates fewer than 30 responses
West Coast DHB

**Partnership**

Rate your experience of partnership out of 10

Percentage in highest category*

- Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)
  - 73%

- Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)
  - 75%

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A. Grey text indicates fewer than 30 responses

Response rate 14% [11%]
West Coast DHB

Coordination

Rate your experience of coordination out of 10

64%

Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

91%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A. Grey text indicates fewer than 30 responses.
Physical and emotional needs

Rate your experience of having physical and emotional needs met out of 10

- 60%
- 93%
- 87%
- 79%

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time? (Yes, always/yes, sometimes/no)

- 60%

Do you think the hospital staff did everything they could to help control your pain? (Yes, definitely/yes, to some extent/no)

- 93%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital? (Yes, always/yes, sometimes/no)

- 87%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital? (Yes, always/yes, sometimes/no)

- 79%

Was cultural support available when you needed it? (Yes, always/yes, sometimes/no)

- 100%

* Excludes N/A. Grey text indicates fewer than 30 responses
Additional questions

Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no) 83%

Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no) 83%

Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no) 85%

Did you have confidence and trust in the nurses treating you? (Yes, always/yes, sometimes/no) 64%

Did you have confidence and trust in the other members of the team treating you? (Yes, always/yes, sometimes/no) 100%

Comparison with national average

- Higher
- About the same
- Lower

* Excludes N/A. Grey text indicates fewer than 30 responses