

Patient experience survey: Results for patients treated in February 2018

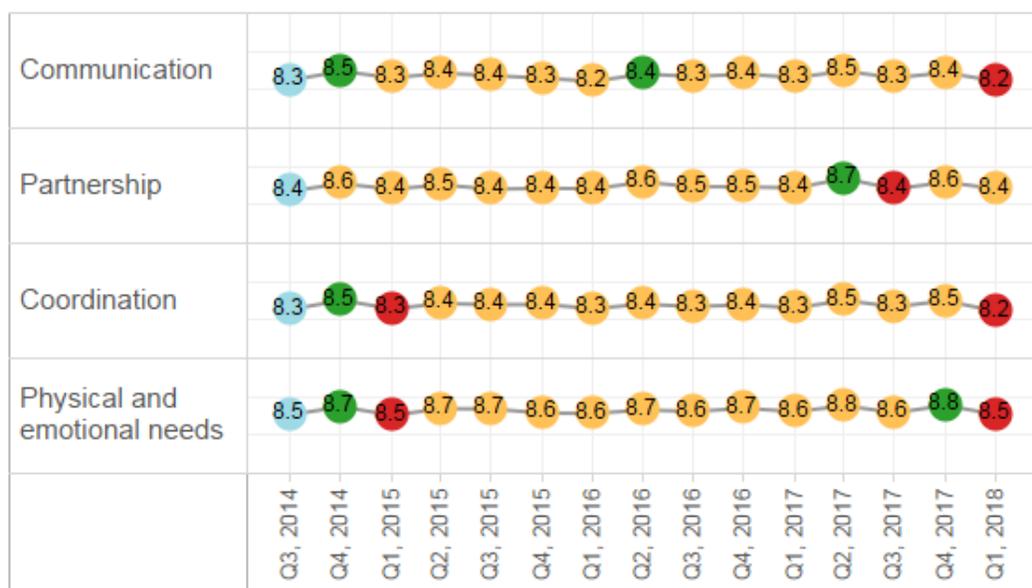
Key findings

- National results for the four domains (communication, partnership, coordination, and physical and emotional needs) have remained broadly consistent across all 15 survey rounds.
- There was little variation between district health boards (DHBs).
- The national response rate increased to around 26 percent compared with 23 percent previously.
- We have undertaken weighting, as before, in line with the methodology and procedure document: [methodology and procedure document](#).
- Note: In the national results webpage, we display run charts to monitor statistically significant trends. Figures 1, 2, 3 and Table 1 have run charts. The run chart for Table 1 allows the user to select DHB.

National results

National scores have started to change in quarter 1, 2018 after remaining consistent since quarter 2, 2015. Scores for the communication, coordination and physical and emotional needs domains decreased significantly with scores of 8.2, 8.2 and 8.5 respectively, compared with quarter 4, 2017. These decreases are not universal across the DHBs. Considering that in quarter 4, 2017 all domains increased, it is too early to say this is a significant shift. We will monitor closely this change over the coming quarters.

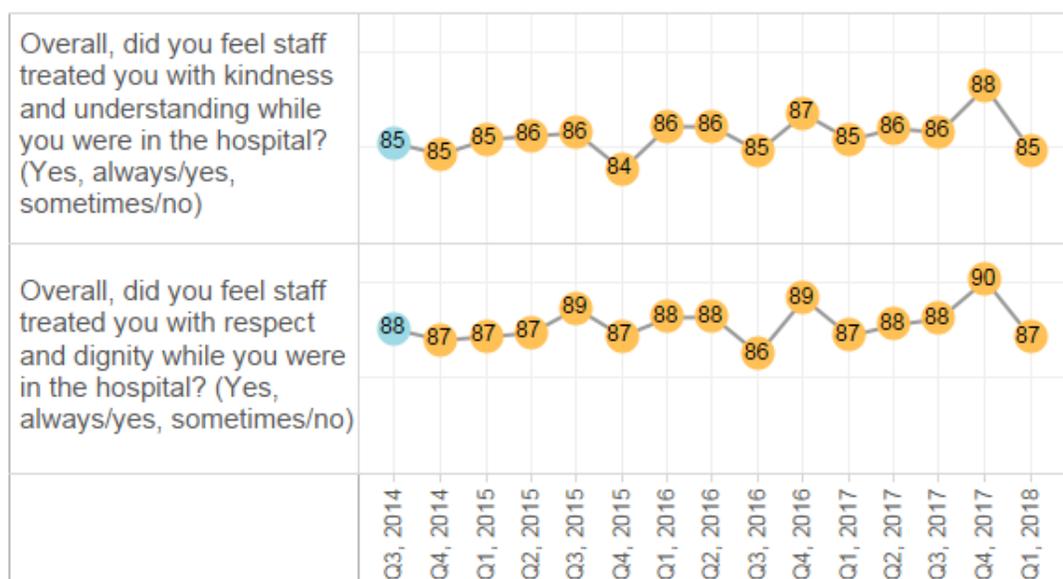
Figure 1: National average scores for the four domains, 2014–18



The physical and emotional needs domain rated the highest in all survey rounds. It includes the ‘humanitarian’ questions shown in Figure 2, which continuously scored the highest.

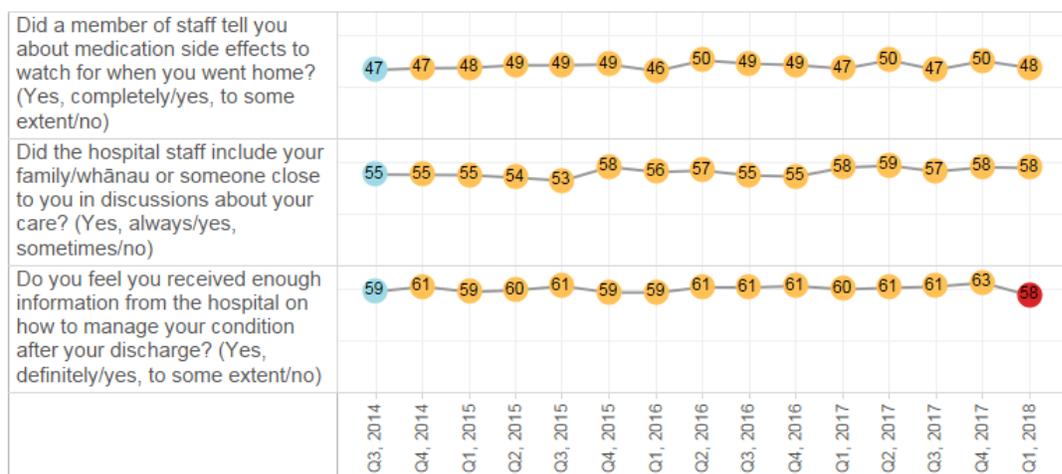
The three questions shown in Figure 3 continuously scored the lowest of all the survey questions.

Figure 2: Highest-rating questions of the four domains, 2014–18



Compared with previous round
■ Start ■ About the same

Figure 3: Lowest-rating questions of the four domains, 2014–18



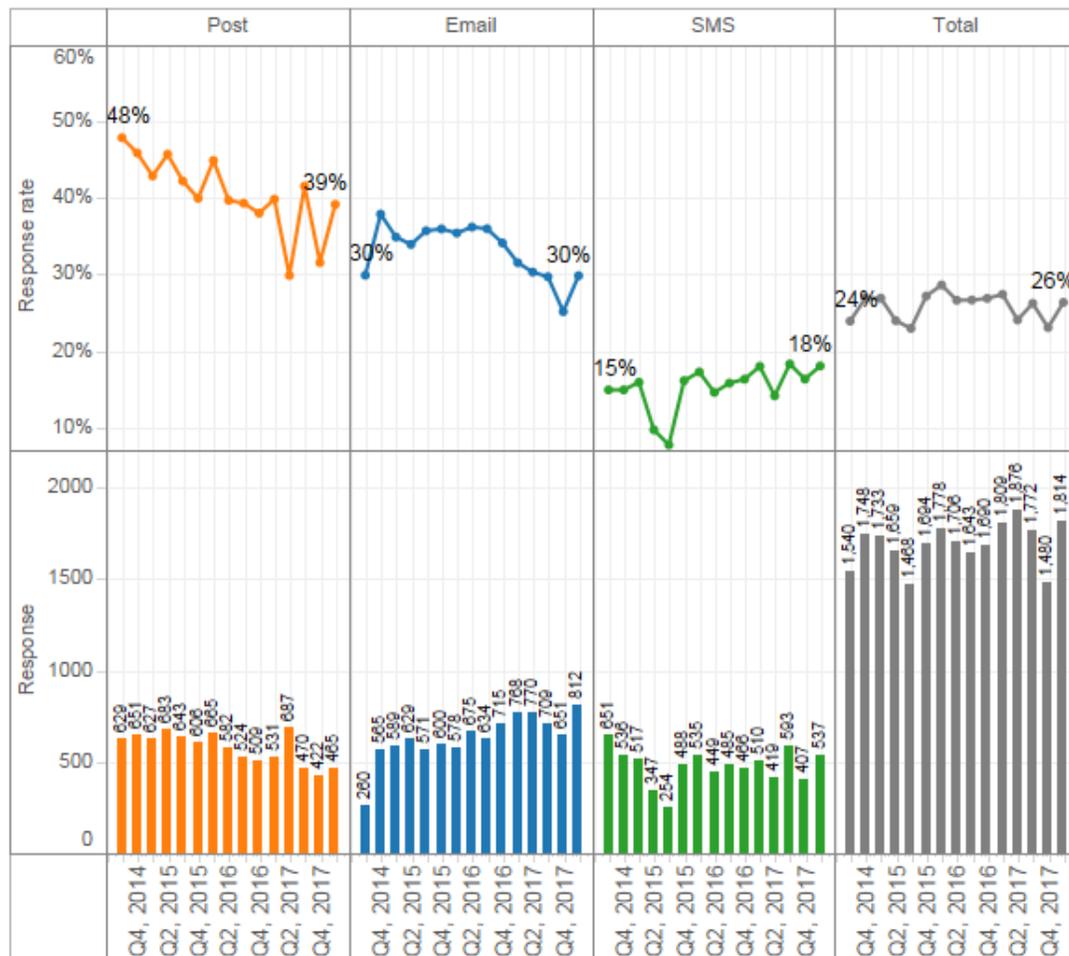
Compared with previous round
■ Start ■ About the same ■ Lower

Response rates

The national response rate increased to around 26 percent, up from 23 percent in the last quarter.

Figure 4 shows the breakdown of response rates by survey distribution method. Response rates for surveys invited via email and SMS have increased to 30 and 18 percent, respectively. Response rates for surveys invited via post increased from around 32 percent to 39 percent. Postal surveys have a high processing cost, so we encourage DHBs to undertake surveys via email or SMS where possible.

Figure 4: Response rates by survey distribution type, 2014–18



Response rates per DHB varied from 17 percent to 40 percent (see Table 1). Four DHBs achieved a 30 percent response rate or above in the current survey round. Wairarapa DHB was not reported this quarter due to major internal IT changes.

DHBs are required to have at least 30 responses for results to be meaningful. West Coast DHB did not meet this requirement. (See also Appendix 1 for per-DHB scores for each of the four domains.)

Table 1: Response rates by DHB (%), 2014–18

	Q3, 2014	Q4, 2014	Q1, 2015	Q2, 2015	Q3, 2015	Q4, 2015	Q1, 2016	Q2, 2016	Q3, 2016	Q4, 2016	Q1, 2017	Q2, 2017	Q3, 2017	Q4, 2017	Q1, 2018
Auckland DHB	16	12	19	13	20	15	17	17	9	21	26	28	15	26	29
Bay of Plenty DHB	20	20	24	24	22	25	25	24	25	23	25	20	24	23	31
Canterbury DHB	20	26	26	17	16	27	30	37	34	33	23	16	29	22	23
Capital & Coast DHB	28	33	33	32	38	34	31	37	32	30	31	34	29	13	28
Counties Manukau Health	15	21	23	15	17	26	19	13	13	17	18	22	16	12	22
Hauora Tairāwhiti	9	9	18	4	6	22	19	15	16	17	24	16	13	17	20
Hawke’s Bay DHB	26	25	20	17	16	20	25	21	25	21	20	22	22	24	18
Hutt Valley DHB	25	29	31	25	20	23	32	25	28	28	25	24	23	29	28
Lakes DHB	38	22	25	23	14	25	26	21	22	24	16	22	24	19	26
MidCentral DHB	49	49	44	46	49	45	46	46	49	44	44	37	40	39	39
Nelson Marlborough DHB	27	35	35	37	26	38	33	38	35	35	40	33	36	33	27
Northland DHB	14	17	15	18	14	14	20	21	20	20	18	18	18	17	17
South Canterbury DHB	29	30	35	22	27	28	33	31	22	36	32	18	28	14	18
Southern DHB	21	20	23	18	12	22	19	19	25	16	25	8	23	18	26
Taranaki DHB	28	28	22	19	14	26	29	13	26	14	24	26	29	20	26
Waikato DHB	14	31	24	34	35	40	45	41	42	44	37	31	38	35	40
Wairarapa DHB	40	41	36	34	30	33	36	27	26	30	33	28	25	32	
Waitemata DHB	17	43	35	39	30	38	37	34	32	38	37	30	32		35
West Coast DHB	11	14	32	27	33		31	35	27	30	30	28	29	11	26
Whanganui DHB	30	25	27	28	21	25	28	19	24	24	29	27	35	27	23
New Zealand	24	27	27	24	23	27	29	27	27	27	28	24	26	23	26

*Wairarapa DHB was not reported this quarter due to major internal IT changes



Representation of respondents

Nationally, respondents were reasonably representative of all ages and genders. The under-representation of people continued for people in the 15–24, 25–44 and 85+ age groups and for people in Māori, Pacific and Asian ethnic groups. Table 2 gives a demographic breakdown of respondents.

Table 2: Representativeness by demographic group, February 2018

Respondents by age group

Group	Patients discharged (%)	Respondents (%)
Age 15–24	9	3
Age 25–44	27	21
Age 45–64	25	28
Age 65–74	17	23
Age 75–84	14	17
Age 85+	7	6

Respondents by gender

Group	Patients discharged (%)	Respondents (%)
Female	58	57
Male	42	43

Respondents by ethnicity

Group	Patients discharged (%)	Respondents (%)
NZ European	72	78
Māori	15	13
Pacific peoples	5	2
Asian	7	5
Other	1	2

Appendix 1: Scores for all domains by DHB

Table 3: Communication scores by DHB, 2014–18

Auckland DHB	8.3	8.6	8.4	8.6	8.3	8.0	8.6	8.3	8.7	8.0	8.2	8.2	8.5	8.5	8.1	
Bay of Plenty DHB	8.2	8.7	7.7	8.5	8.1	8.6	7.7	8.4	8.2	8.2	8.1	8.7	8.1	8.2	8.5	
Canterbury DHB	8.6	8.8	8.6	8.6	8.1	8.6	8.4	8.5	8.2	8.7	8.1	8.4	8.4	8.6	8.3	
Capital & Coast DHB	8.2	8.6	8.5	8.4	8.4	8.2	8.1	8.4	8.5	8.3	8.2	8.3	8.3	8.0	8.4	
Counties Manukau Health	7.8	8.3	8.2	8.5	8.1	7.8	8.0	8.2	8.7	8.2	8.2	8.8	8.2	8.3	7.8	
Hauora Tairāwhiti	7.7	7.7	8.6	8.2	8.6	8.4	8.4	8.8	7.8	8.7	8.3	8.3	8.2	8.8	8.0	
Hawke's Bay DHB	8.2	8.5	8.0	8.4	8.7	8.3	8.6	8.7	8.4	8.3	8.6	8.7	8.2	8.5	8.5	
Hutt Valley DHB	8.4	8.7	8.3	8.4	8.6	8.3	8.2	8.2	8.9	8.5	8.5	8.8	8.2	8.8	7.9	
Lakes DHB	8.5	8.5	8.2	8.8	8.4	8.2	8.2	8.1	8.1	8.3	8.6	8.8	8.8	8.4	8.3	
MidCentral DHB	8.4	8.3	7.9	8.3	8.1	8.6	8.1	8.4	8.2	8.6	8.4	8.1	8.1	8.4	8.4	
Nelson Marlborough DHB	8.4	8.6	8.7	8.9	8.5	8.6	8.6	8.4	8.2	8.9	8.6	8.6	8.5	8.6	8.8	
Northland DHB	7.8	8.3	7.8	8.2	8.4	8.5	8.2	8.2	8.4	8.8	8.4	8.4	8.4	8.0	7.8	
South Canterbury DHB	8.1	8.6	8.6	9.0	8.6	7.8	7.8	8.6	8.8	8.1	8.9	8.9	8.2	9.0	8.2	
Southern DHB	8.3	8.9	8.7	8.4	8.0	8.2	8.2	8.8	8.3	8.4	8.3	8.2	7.9	9.0	8.0	
Taranaki DHB	8.3	8.6	8.9	8.1	9.2	8.3	7.8	8.1	9.0	8.6	8.6	8.2	8.4	7.8	8.3	
Waikato DHB	8.3	8.4	8.8	8.1	8.5	8.2	8.4	8.4	8.2	8.4	8.0	8.4	8.3	8.4	7.8	
Wairarapa DHB	8.4	8.5	8.0	8.3	8.4	8.7	8.9	8.8	8.4	8.5	8.2	8.1	7.9	7.5		
Waitemata DHB	7.7	8.0	7.9	8.1	8.3	8.3	8.1	8.4	8.2	8.3	8.2	8.2	8.3		8.1	
West Coast DHB	9.4	9.5	9.1	8.8	8.8		8.1	9.3	8.2	9.0	8.9	8.9	8.4	8.4	9.1	
Whanganui DHB	8.2	8.4	8.5	8.6	8.5	7.9	8.5	8.2	8.4	7.8	8.4	8.5	8.7	8.2	8.5	
New Zealand	8.3	8.5	8.3	8.4	8.4	8.3	8.2	8.4	8.3	8.4	8.3	8.5	8.3	8.4	8.2	
	Q2, 2014	Q3, 2014	Q4, 2014	Q1, 2015	Q2, 2015	Q3, 2015	Q4, 2015	Q1, 2016	Q2, 2016	Q3, 2016	Q4, 2016	Q1, 2017	Q2, 2017	Q3, 2017	Q4, 2017	Q1, 2018

Compared with NZ average



NZ



No comparison due to lower response



About the same



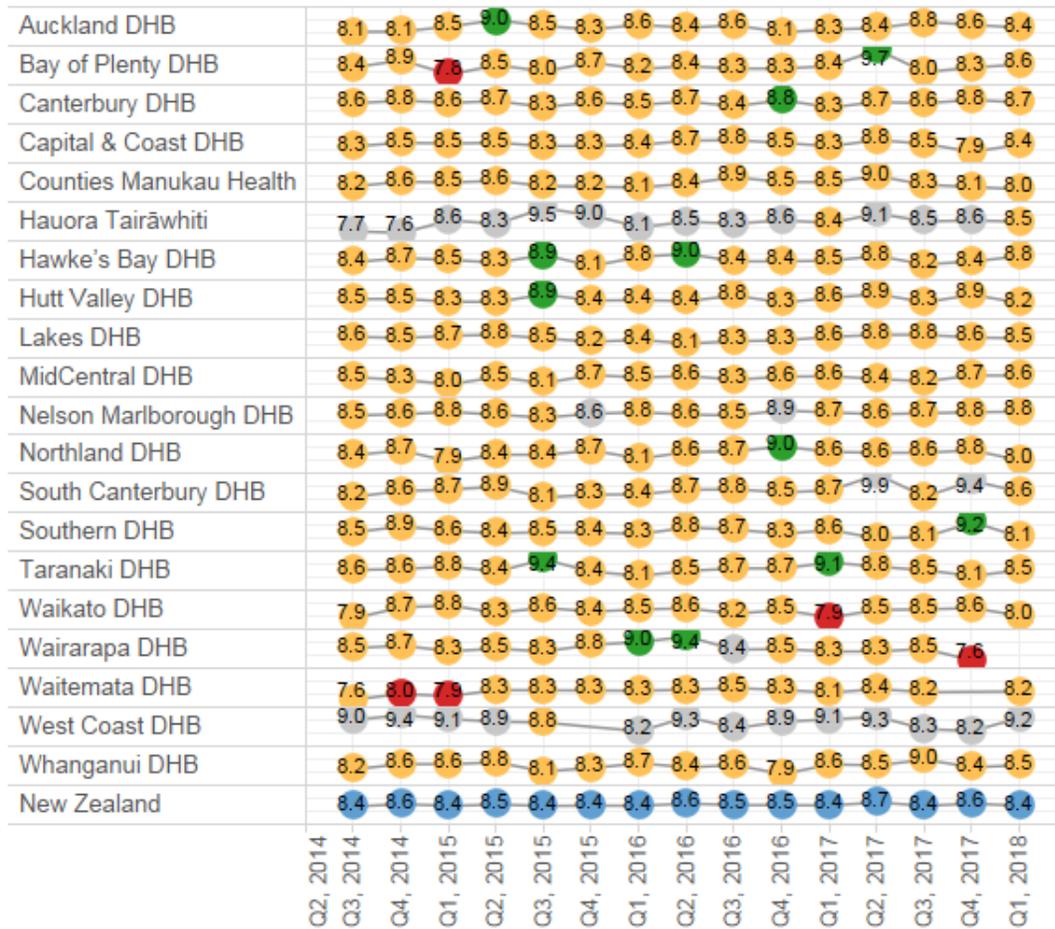
Higher



Lower

Wairarapa DHB was not reported this quarter due to major internal IT changes

Table 4: Partnership scores by DHB, 2014–18



Compared with NZ average

NZ

No comparison due to lower response

About the same

Higher

Lower

Wairarapa DHB was not reported this quarter due to major internal IT changes

Table 5: Coordination scores by DHB, 2014–18

DHB	Q2, 2014	Q3, 2014	Q4, 2014	Q1, 2015	Q2, 2015	Q3, 2015	Q4, 2015	Q1, 2016	Q2, 2016	Q3, 2016	Q4, 2016	Q1, 2017	Q2, 2017	Q3, 2017	Q4, 2017	Q1, 2018
Auckland DHB	8.5	8.2	8.3	8.7	8.4	8.3	9.0	8.3	8.6	7.9	8.1	8.1	8.8	8.7	8.0	
Bay of Plenty DHB	7.9	8.4	8.2	8.6	8.4	8.6	8.4	8.5	8.3	8.2	8.6	9.5	8.2	8.4	8.1	
Canterbury DHB	8.5	8.6	8.4	8.7	8.7	8.6	8.5	8.3	8.2	8.9	8.2	8.5	8.4	8.8	8.5	
Capital & Coast DHB	8.3	8.5	8.3	8.4	8.3	8.3	8.2	8.4	8.3	8.3	8.1	8.4	8.4	7.9	8.5	
Counties Manukau Health	8.3	8.7	7.9	8.9	8.4	7.6	7.2	8.0	8.5	8.4	8.2	8.7	8.2	8.4	7.7	
Hauora Tairāwhiti	7.8	7.3	8.4	8.4	8.6	8.6	8.0	8.1	8.4	8.4	8.4	9.2	8.3	8.7	8.6	
Hawke's Bay DHB	8.3	8.6	8.2	8.2	8.7	8.4	8.8	8.8	8.4	8.3	8.6	8.8	8.1	8.4	8.6	
Hutt Valley DHB	8.4	8.7	8.2	8.5	8.7	8.2	8.4	8.3	8.7	8.3	8.7	8.6	8.4	8.9	8.0	
Lakes DHB	8.3	8.5	8.4	8.4	8.4	8.4	8.5	7.6	8.3	8.2	8.7	8.5	8.6	8.4	8.2	
MidCentral DHB	8.4	8.2	8.1	8.2	7.9	8.6	8.1	8.3	8.2	8.4	8.2	8.2	8.2	8.5	8.5	
Nelson Marlborough DHB	8.4	8.6	8.6	8.7	8.4	8.6	8.6	8.5	8.4	9.3	8.5	8.5	8.6	8.7	8.8	
Northland DHB	7.7	8.6	7.4	8.5	8.6	8.8	8.1	8.6	8.3	8.7	8.3	8.7	8.4	8.5	8.0	
South Canterbury DHB	7.9	8.8	8.7	9.1	8.6	8.4	8.2	8.8	8.5	8.3	8.8	9.1	8.6	9.3	8.1	
Southern DHB	8.3	8.8	8.6	8.5	8.4	8.4	8.2	8.9	8.5	8.3	8.4	7.6	7.9	9.0	7.9	
Taranaki DHB	8.3	8.8	8.6	8.4	9.1	8.4	8.1	8.4	8.8	8.4	9.0	8.5	8.4	8.1	8.7	
Waikato DHB	8.1	8.5	8.6	8.2	8.4	8.4	8.3	8.4	8.1	8.3	8.0	8.3	8.4	8.2	7.7	
Wairarapa DHB	8.6	8.5	8.1	8.2	8.1	8.7	8.9	8.8	8.2	8.6	8.2	8.4	8.2	7.8		
Waitemata DHB	7.6	8.1	8.0	8.1	8.3	8.2	8.3	8.4	8.2	8.5	8.0	8.2	8.2	7.9		
West Coast DHB	9.5	9.7	9.1	8.4	8.7	8.0	9.0	8.9	9.0	9.0	9.2	7.8	8.4	9.0		
Whanganui DHB	8.6	8.7	8.8	8.5	8.1	8.2	8.1	8.5	8.5	7.8	8.1	8.7	9.1	8.2	8.5	
New Zealand	8.3	8.5	8.3	8.4	8.4	8.4	8.3	8.4	8.3	8.4	8.3	8.5	8.3	8.5	8.2	

Compared with NZ average

- NZ
- No comparison due to lower response
- About the same
- Higher
- Lower

Wairarapa DHB was not reported this quarter due to major internal IT changes

Table 6: Physical and emotional needs scores by DHB, 2014–18

DHB	Q2, 2014	Q3, 2014	Q4, 2014	Q1, 2015	Q2, 2015	Q3, 2015	Q4, 2015	Q1, 2016	Q2, 2016	Q3, 2016	Q4, 2016	Q1, 2017	Q2, 2017	Q3, 2017	Q4, 2017	Q1, 2018
Auckland DHB	8.0	8.6	8.5	8.5	8.6	8.3	8.8	8.3	8.5	8.3	8.3	8.6	8.9	8.7	8.6	
Bay of Plenty DHB	8.7	9.0	8.2	8.8	8.6	8.7	8.4	8.6	8.4	8.7	8.7	9.7	8.2	8.7	8.5	
Canterbury DHB	8.9	8.8	8.9	8.9	8.8	8.7	8.9	8.9	8.3	9.0	8.5	8.9	8.8	9.0	8.6	
Capital & Coast DHB	8.4	8.8	8.5	8.4	8.5	8.3	8.3	8.6	8.6	8.3	8.4	8.5	8.4	8.1	8.7	
Counties Manukau Health	8.4	8.8	8.6	9.3	8.8	8.1	8.0	8.0	8.7	8.7	8.5	8.9	8.5	8.6	7.9	
Hauora Tairāwhiti	8.0	8.7	8.3	8.9	9.1	8.7	8.5	8.4	8.4	8.6	8.6	9.2	8.4	9.2	8.5	
Hawke's Bay DHB	8.5	8.8	8.3	8.4	8.9	8.5	8.8	9.0	8.7	8.8	8.8	8.8	8.3	8.6	8.9	
Hutt Valley DHB	8.7	8.8	8.2	8.6	8.9	8.5	8.5	8.5	9.1	8.8	8.8	8.9	8.5	8.9	8.1	
Lakes DHB	8.8	8.8	8.5	9.1	8.7	8.7	8.6	8.2	8.2	8.2	8.7	9.1	8.9	8.7	8.4	
MidCentral DHB	8.5	8.4	8.2	8.7	8.4	8.9	8.5	8.5	8.6	8.7	8.6	8.6	8.5	8.7	8.9	
Nelson Marlborough DHB	8.7	8.7	8.8	9.0	9.2	8.9	8.8	8.8	8.5	9.6	8.7	8.6	8.7	9.0	8.7	
Northland DHB	8.8	8.5	8.1	8.3	8.6	9.0	8.5	8.7	8.4	9.1	8.7	8.9	8.4	8.8	8.1	
South Canterbury DHB	8.2	8.8	8.8	9.3	9.0	8.3	8.4	9.3	8.9	9.0	9.0	9.2	8.6	9.4	8.6	
Southern DHB	8.4	9.0	8.8	8.6	8.8	8.6	8.6	9.0	8.8	8.4	8.6	7.8	8.2	9.1	8.3	
Taranaki DHB	8.5	8.9	8.8	8.3	9.4	8.6	8.3	8.5	9.0	8.6	9.1	8.8	8.8	8.6	8.9	
Waikato DHB	8.4	8.9	8.8	8.7	8.8	8.7	8.9	8.6	8.6	8.8	8.4	8.8	8.7	8.9	8.4	
Wairarapa DHB	8.7	8.8	8.7	8.7	8.5	8.8	8.3	9.4	8.7	9.0	8.5	8.5	8.2	8.1		
Waitemata DHB	7.9	8.4	8.1	8.5	8.4	8.4	8.5	8.7	8.7	8.7	8.5	8.5	8.6		8.3	
West Coast DHB	8.6	9.7	9.0	9.0	9.3		8.9	8.9	8.6	8.9	9.0	9.9	8.5	8.8	9.5	
Whanganui DHB	8.8	9.0	8.9	8.8	7.9	8.3	8.8	8.5	8.7	8.2	9.0	8.4	9.4	8.6	8.8	
New Zealand	8.5	8.7	8.5	8.7	8.7	8.6	8.6	8.7	8.6	8.7	8.6	8.8	8.6	8.8	8.5	

Compared with NZ average

- NZ
- No comparison due to lower response
- About the same

Higher

Wairarapa DHB was not reported this quarter due to major internal IT changes