



Adult hospital patient experience survey: What have we learned from 5 years' results?

June 2020

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Executive summary

This report sets out major themes from the results of the adult hospital patient experience survey since its inception in 2014. It covers how responses have changed over that time, and the variation in responses between different groups.

Key findings are summarised below.

- Over the five years that the survey has run, around 38,000 patients responded.
- Responses were generally stable, with relatively small changes in the responses received between quarters (Figures 1–4).
- Eight of the 20 questions showed a statistically significant increase in the proportion of respondents who gave the most positive possible response in the most recent four quarters (the calendar year 2019) compared with the first four quarters that the survey ran (2014/15) (Table 1). The eight questions are:
 - Was your condition explained to you in a way that you could understand?
 - Did a member of staff tell you about medication side effects to watch for when you went home?
 - Were you involved as much as you wanted to be in decisions about your care and treatment?
 - Do you feel you received enough information from the hospital on how to manage your conditions after your discharge?
 - Did the hospital staff include your family/whānau or someone close to you in discussions about your care?
 - If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
 - Was cultural support available when you needed it?
 - Did staff tell you how the operation went in a way you could understand?

Using a sign test to look at consistent direction of change over the last three years compared with the baseline first four quarters, all eight of these questions showed a significant improvement, along with three others (Table 1

- Table 1):
 - Did you feel doctors listened to what you had to say?
 - Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
 - Before the operation, did staff explain the risks and benefits in a way you could understand?
- There were significant differences in responses between ethnic groups. In 2019, compared with the European ethnic group (the largest group in the survey):
 - Māori were significantly less likely to respond positively to six questions and significantly more likely to respond positively to two questions
 - Pacific peoples were significantly less likely to respond positively to two questions and significantly more likely to respond positively to four questions
 - Asians were significantly less likely to respond positively to one question and significantly more likely to respond positively to seven questions (Table 2).
- There was a consistent pattern of significantly more positive responses for respondents aged 65–84 years. Respondents aged 15–44 years responded significantly more negatively (Table 3).

The adult hospital patient experience survey

In 2014 the Health Quality & Safety Commission (the Commission) designed a 20-item adult inpatient survey based upon validated items used in the Picker Survey. Details of the development, including the underpinning conceptualising of patient experience into domains and the extensive cognitive testing of the survey, can be found at www.hqsc.govt.nz/assets/Health-Quality-Evaluation/PR/KPMG-patient-experience-indicators-Aug-2013.pdf.

The survey has now run for 22 consecutive quarters. Details of how the survey was operationalised are available on the Commission's website (www.hqsc.govt.nz/our-programmes/health-quality-evaluation/publications-and-resources/publication/1658). A copy of the survey can be found in Appendix 2 of this report.

Who answered the survey?

The 38,000 respondents represent a response rate of 24 percent of all patients surveyed. The response rates varied by age, gender and ethnicity of the respondents. A question that has frequently been raised is whether the respondents comprised a 'good enough' sample. In fact, there are three questions hidden here:

- Is the sample large enough to give reliable results?
- Are respondents demographically representative of people who enter hospital (or at least representative enough for us to work with the data)?
- Are the respondents' reported experiences representative of those who do not respond?

The first of these issues is whether the sample is too small to give reliable, stable results. At a national level, this has not been the case. The number of responses nationally has typically been between 1,500 and 2,000 each quarter throughout the five years the survey has run, which is ample to provide relatively small confidence limits (the so-called 'margin of error') of about 2 percent around results, and straightforward examination of national scores over time does not show unstable changes in results – in fact, rather the reverse. Figures 1–4 show clearly that across 22 iterations of the survey, results do not change dramatically quarter on quarter, but show a small, gradual improvement.

Figure 1: Percentage of respondents who gave the most positive answer, all New Zealand by quarter, communication questions

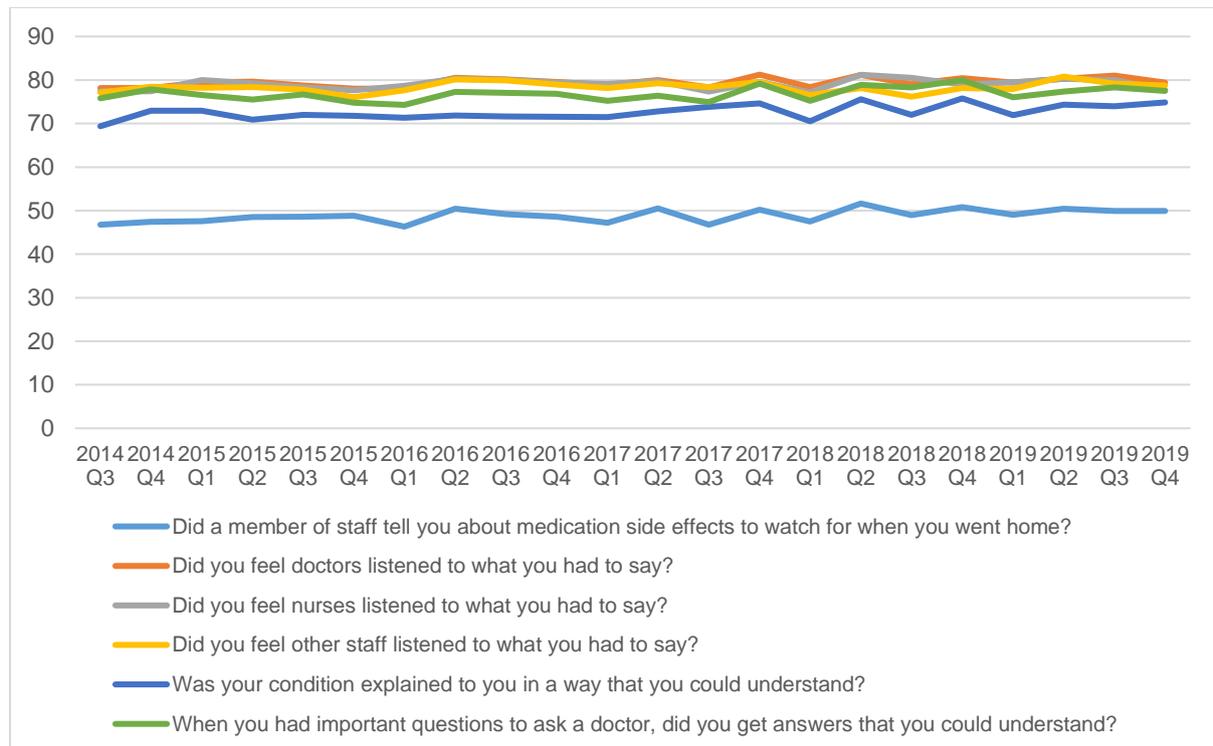


Figure 2: Percentage of respondents who gave the most positive answer, all New Zealand by quarter, partnership and coordination questions

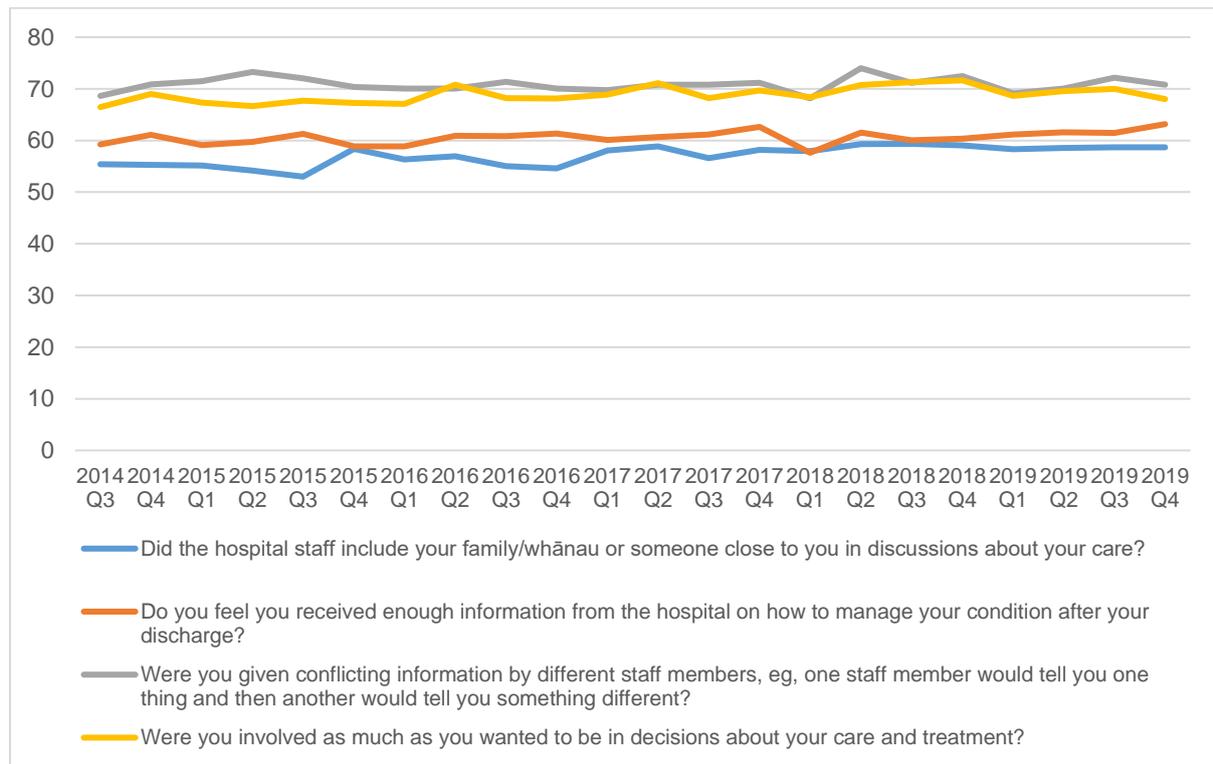


Figure 3: Percentage of respondents who gave the most positive answer, all New Zealand by quarter, physical and emotional needs questions

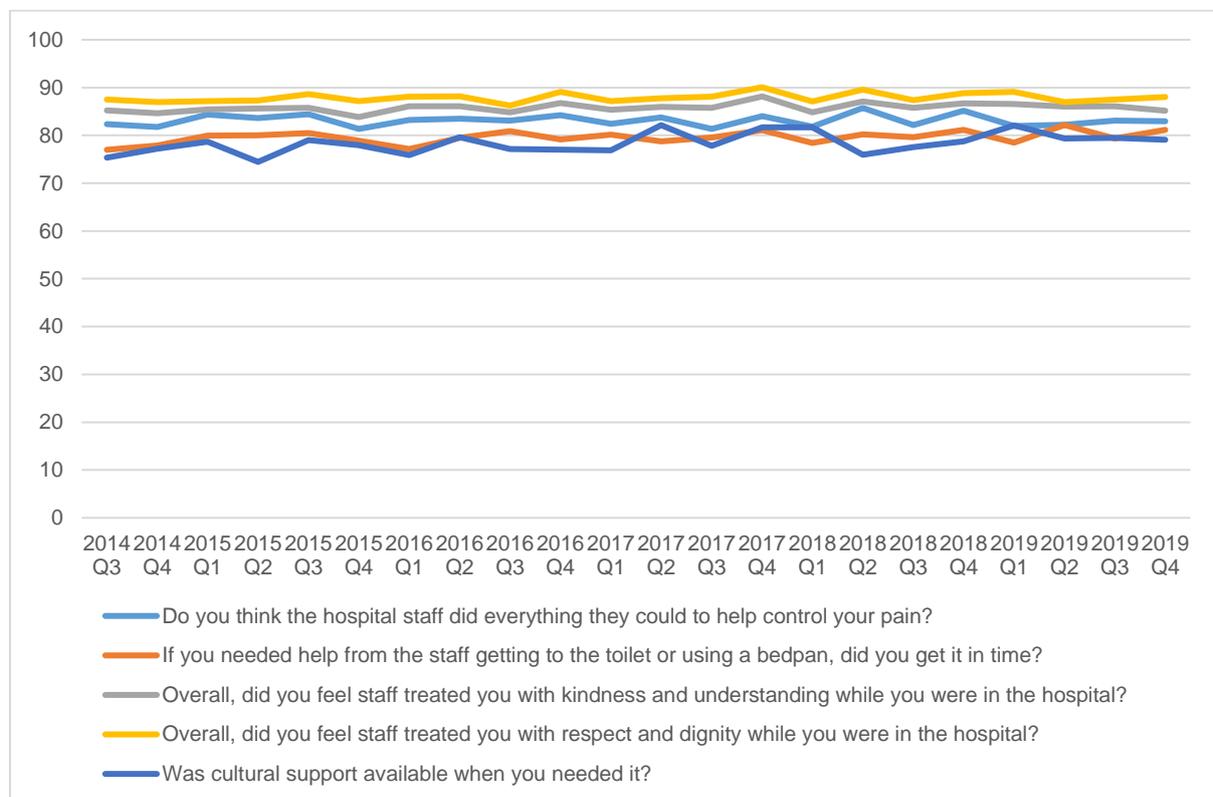
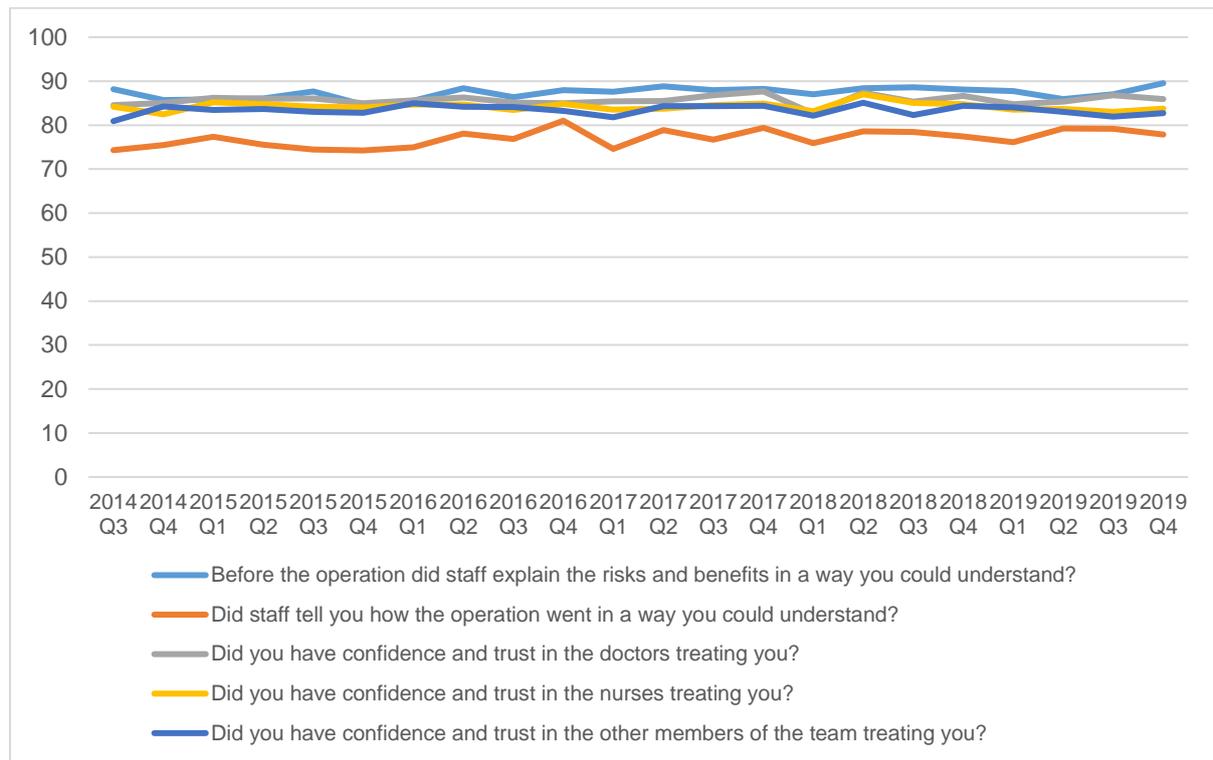


Figure 4: Percentage of respondents who gave the most positive answer, all New Zealand by quarter, additional questions



Responses by age, gender and ethnicity

In considering who responded, we can look at responses by age, gender and ethnicity and compare them with who was eligible to respond for that quarter. From this we can calculate which groups were under- and over-represented amongst respondents and by how much. In broad terms, women, people aged between 45 and 74 years, European people, and those with an ‘unknown’ ethnicity are over-represented among respondents, and other groups are under-represented. Figures 5 and 6 show over- and under-representation by age, gender and ethnicity. These have remained broadly consistent over time with the exception that ‘unknown’ ethnicity response rates have gone down.

Figure 5: Number of responses above and below a representative sample by age, gender and ethnic group, first four quarters of the inpatient survey (2014/15)

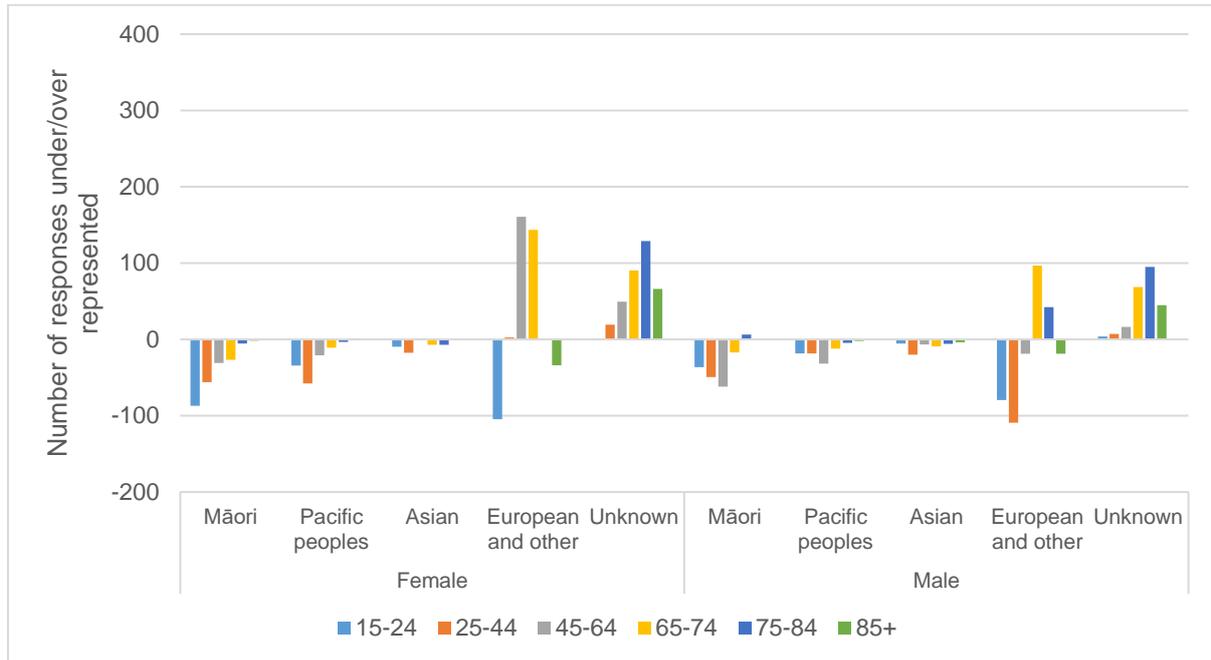
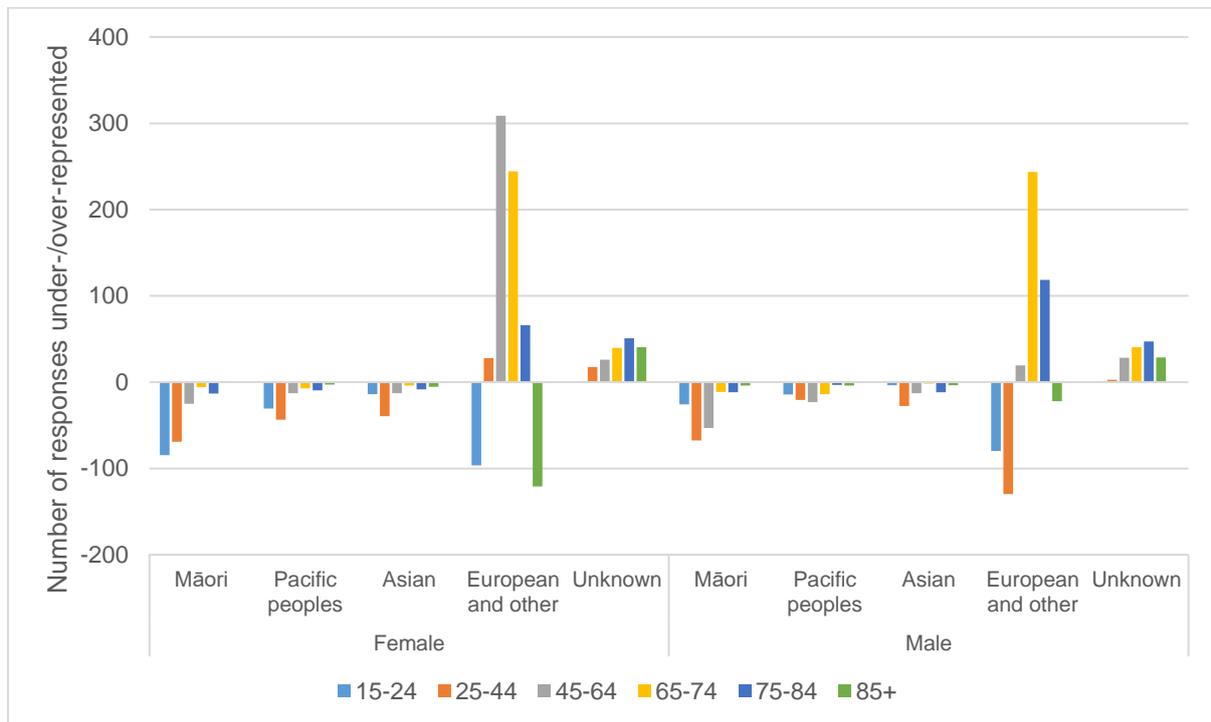


Figure 6: Number of responses above and below a representative sample by age, gender and ethnic group, most recent four quarters of the inpatient survey (2019)



This type of demographic misrepresentation can be addressed by applying weighting factors to responses. In the inpatient survey, we have weighting factors to adjust each district health board (DHB) response back to the sample frame population for each quarter. These can be applied to the raw results. The effects of this are quite minimal, typically reducing the proportion of respondents in the most positive category (the measure that we use throughout this paper) by one percentage point (see Appendix 1). Therefore, while there are differences in response rates by age, gender and ethnicity, these do not appear to substantially distort the overall results reported here.

The final question of whether those who respond are attitudinally distinct from those who do not respond (regardless of demographic under-representation or otherwise) is complex. Over the course of running the survey, we have heard plausible theories from people arguing that those who respond probably had more negative experiences than those who don't, and precisely the reverse – that they probably had more positive experiences. To test these ideas, we collaborated with Victoria University Wellington and Buzz Channel in a study that undertook recall phone surveys with a sample of people invited to participate in the survey who did not respond. This sample was asked why they did not participate, and they were asked a selection of questions from the survey to see if they reported a significantly different experience to those who responded.

The results were published in the *New Zealand Medical Journal*.¹ The study showed that there were no statistically significant differences in how non-responders would have answered questions. It also showed that the major reasons for non-response were either not receiving the invite to participate or being too busy to respond (the latter was particularly common among new mothers being asked to reflect upon their maternity experience).

¹ Thomson M, Pledger M, Hamblin R, et al. 2018. Comparing initial and follow-up responders to a New Zealand patient experience survey. *New Zealand Medical Journal* 131(1482): 46–58.

How did things change?

Our approach to reporting results has been to look at the proportion of respondents who gave the most positive possible answer for each question (ie, the highest achievable would be 100 percent of respondents answering as positively as possible).

To understand how patient experience has changed over time, we have used two approaches:

- the change and statistical significance of that change between the first and last four quarters (*t*-test comparison of proportions, $p < 0.05$ denoting statistical significance)
- the consistency of change over the last three years in comparison with the baseline year (ie, how often over those 12 surveys did a particular question score higher or lower than the average for the first four quarters) (using sign test – with 10 or more results in one direction equating to $p < 0.05$).

Figures 7–10 show the proportion of respondents who gave the most positive possible response for each question in both time periods. In line with the time series presentation shown in Figures 1–4, the general pattern is of a small increase over time in the proportion of respondents who gave the most positive response possible.

Figure 7: Proportion of respondents who gave the most positive answer for each question in the inpatient survey, communication questions

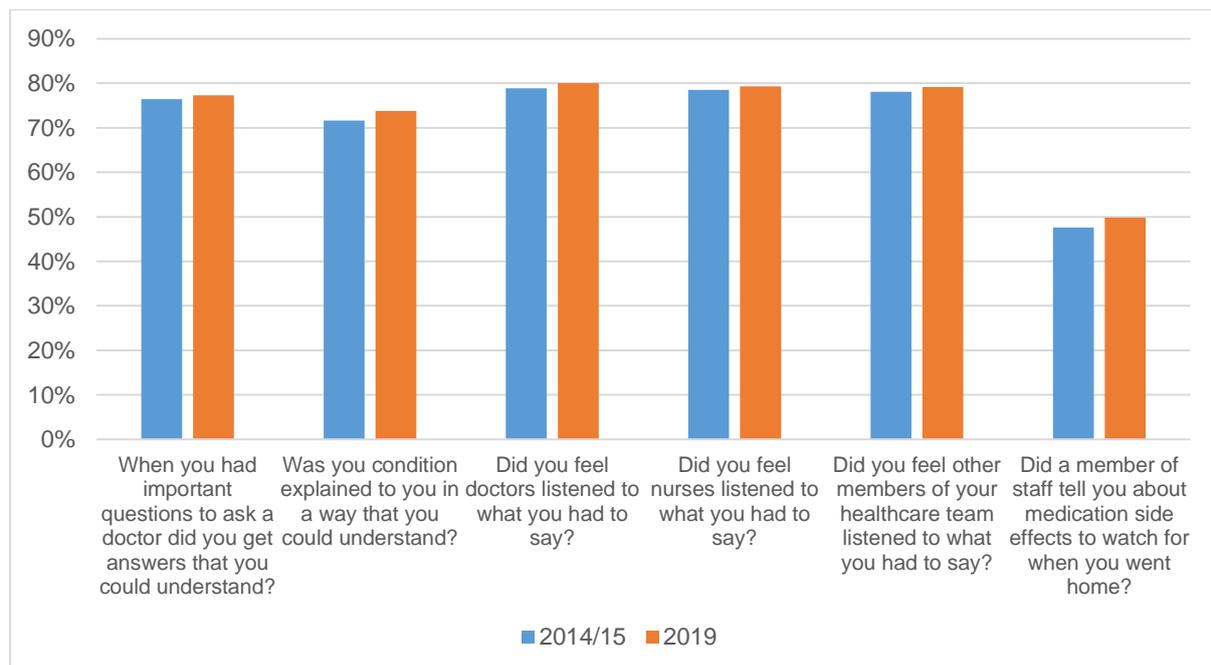


Figure 8: Proportion of respondents who gave the most positive answer for each question in the inpatient survey, partnership and coordination questions

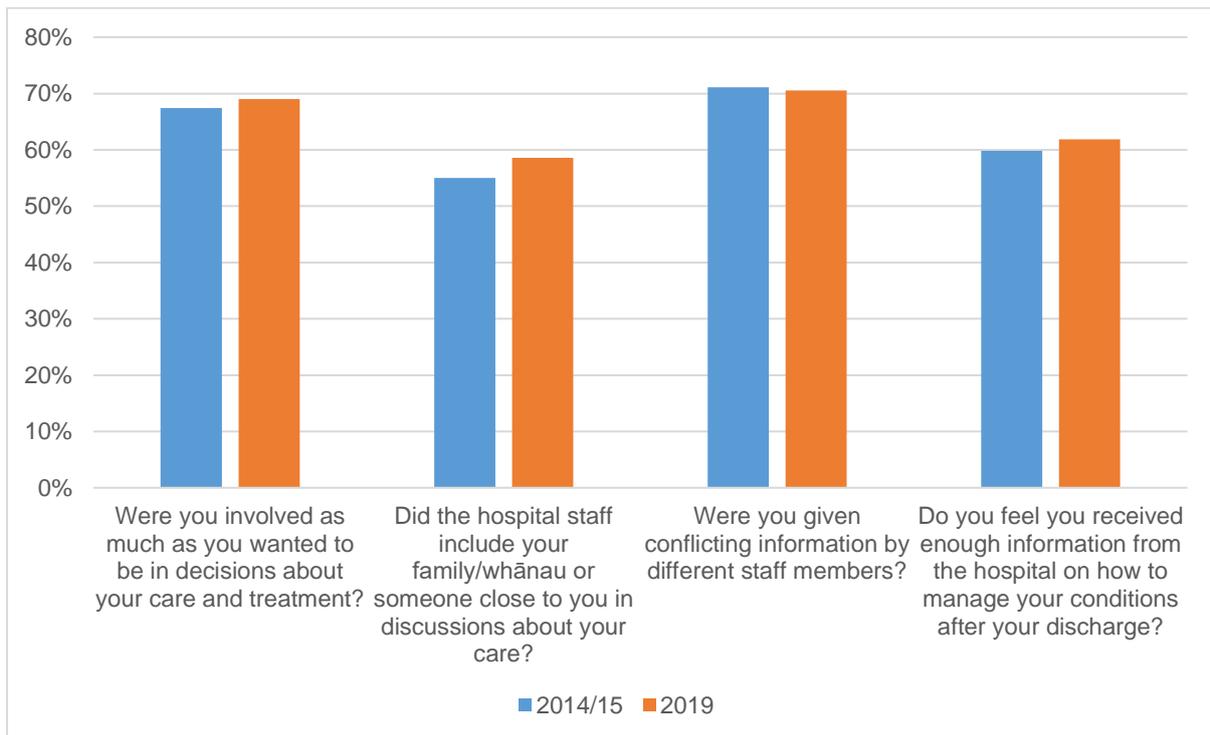


Figure 9: Proportion of respondents who gave the most positive answer for each question in the inpatient survey, physical and emotional needs questions

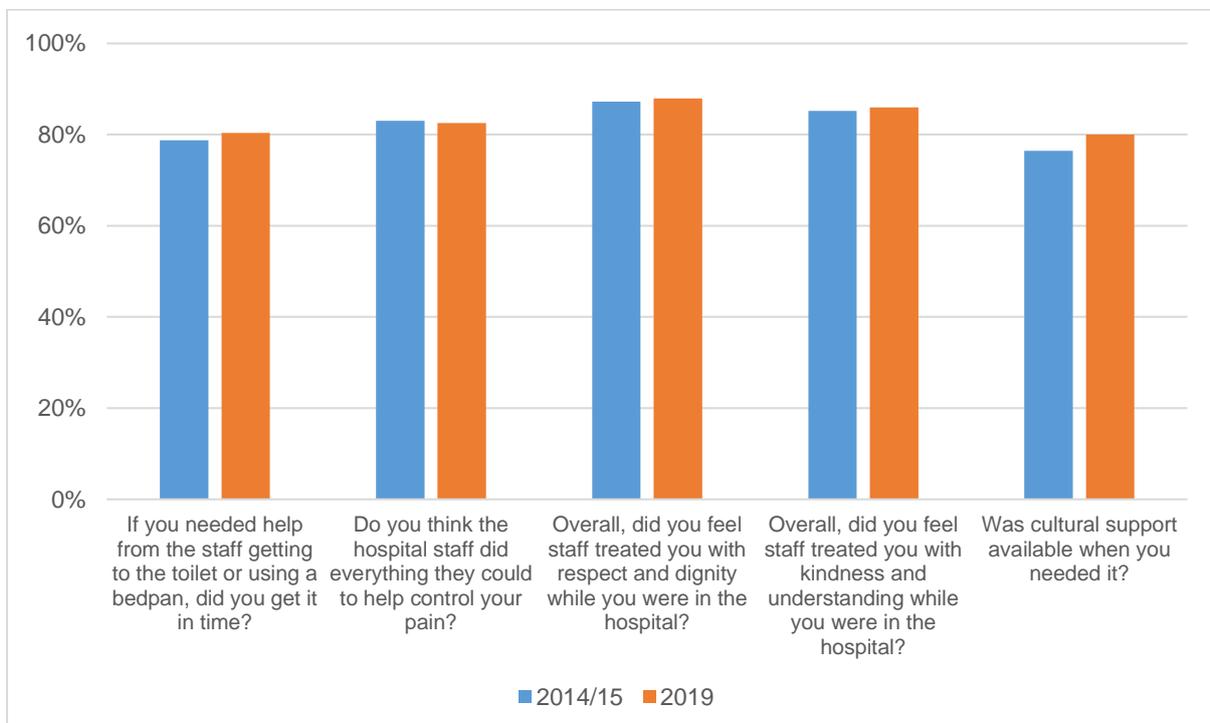
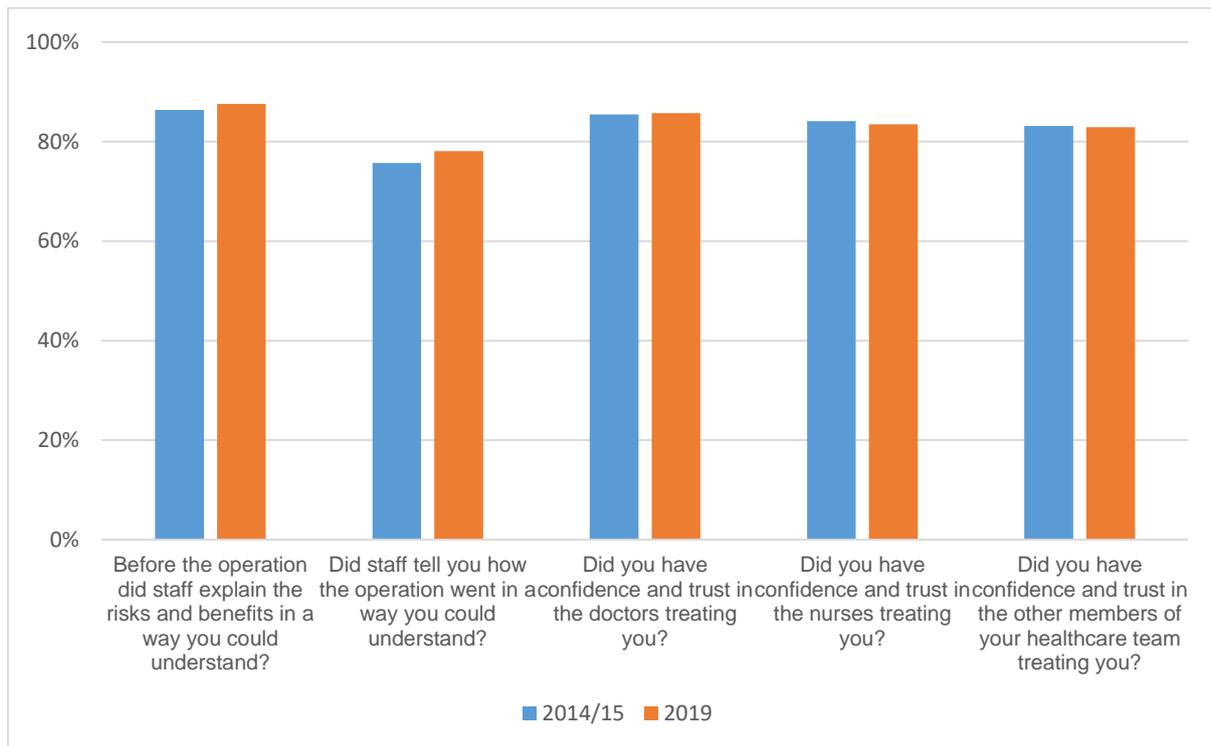


Figure 10: Proportion of respondents who gave the most positive answer for each question in the inpatient survey, additional questions



When tested for significance and consistency, 40 percent of questions (8/20) show a statistically significant increase, and just over half (11/20) show a consistent increase in the last three years. There were no significant or consistent reductions in the proportion of respondents who gave the most positive response (Table 1).

Table 1: Change in proportion of respondents who gave the most positive answer, New Zealand 2014/15 to 2019 (n=13,884)

Item	Change	Significant improvement	Consistent improvement
When you had important questions to ask a doctor, did you get answers that you could understand?	1%		
Was your condition explained to you in a way that you could understand?	2%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Did you feel doctors listened to what you had to say?	1%		<input checked="" type="checkbox"/>
Did you feel nurses listened to what you had to say?	1%		
Did you feel other members of your health care team listened to what you had to say?	1%		
Did a member of staff tell you about medication side effects to watch for when you went home?	2%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Were you involved as much as you wanted to be in decisions about your care and treatment?	2%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	4%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Were you given conflicting information by different staff members?	-1%		
Do you feel you received enough information from the hospital on how to manage your conditions after your discharge?	2%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?	2%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Do you think the hospital staff did everything they could to help control your pain?	-1%		
Overall, did you feel staff treated you with respect and dignity while you were in the hospital?	1%		
Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?	1%		<input checked="" type="checkbox"/>
Was cultural support available when you needed it?	4%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Before the operation, did staff explain the risks and benefits in a way you could understand?	1%		<input checked="" type="checkbox"/>
Did staff tell you how the operation went in a way you could understand?	2%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Did you have confidence and trust in the doctors treating you?	0%		
Did you have confidence and trust in the nurses treating you?	-1%		
Did you have confidence and trust in the other members of your health care team treating you?	0%		

How did things compare for different groups?

Table 2 sets out the proportion of respondents who gave the most positive possible response for each question in the first and last four quarters of the survey, for each prioritised ethnic group. The difference from the European group proportion was tested for each question for all other ethnic groups for both years.

This demonstrates that fewer Māori reported the most positive possible experience for 9 out of 20 questions in 2014/15 and for 6 out of 20 questions in 2019. These more negatively answered questions are clustered around communication and physical and emotional needs. This pattern of more negative responses is not seen consistently for Asian and Pacific respondents. More Asian respondents reported the most positive possible experience for 3 out of 20 questions in 2014/15 and fewer for 3 out of 20 questions as well. By 2019 this ratio had changed to 7 more positive and 1 less positive. For Pacific respondents the ratios were 3 more positive and 0 less positive in 2014/15, and 4 more positive and 2 less positive in 2019.

Table 2: Proportion of respondents who gave the most positive answer in 2014/15 and 2019 by ethnicity, New Zealand

Item	Māori (n=1,351)		Pacific peoples (n=281)		Asian (n=597)		European (n=10,395)		Other (n=316)			
	2014/15	2019	2014/15	2019	2014/15	2019	2014/15	2019	2014/15	2019		
When you had important questions to ask a doctor, did you get answers that you could understand?	69%*	70%*	70%	78%	74%	84%*	*	73%	75%	71%	70%	
Was your condition explained to you in a way that you could understand?	66%*	71%	66%	75%	67%	80%*	*	71%	73%	68%	66%*	
Did you feel doctors listened to what you had to say?	72%*	76%	75%	85%	78%	86%*	*	78%	78%	84%	76%	
Did you feel nurses listened to what you had to say?	74%	75%	82%	72%	76%	81%		78%	79%	81%	77%	
Did you feel other members of your health care team listened to what you had to say?	69%	73%	74%	71%	69%	76%		69%	70%	71%	71%	
Were you given enough privacy when discussing your condition or treatment?	75%	78%	74%	77%	88%*	*	87%*	*	78%	77%	78%	72%
Did a member of staff tell you about medication side effects to watch for when you went home?	53%*	54%*	57%*	66%*	55%*	*	62%*	*	46%	48%	39%	49%
Were you involved as much as you wanted to be in decisions about your care and treatment?	65%	68%	67%	76%*	67%	75%*	*	67%	68%	68%	65%	
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	57%*	65%*	67%*	72%*	68%*	*	68%*	*	52%	56%	54%	58%
Were you given conflicting information by different staff members?	65%*	67%*	74%	71%	72%	68%		71%	71%	72%	71%	
Do you feel you received enough information from the hospital on how to manage your conditions after your discharge?	58%	59%	66%*	68%*	60%	68%*	*	56%	58%	54%	58%	
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?	77%	78%	77%	73%*	71%*	*	80%		79%	81%	75%	78%
Do you think the hospital staff did everything they could to help control your pain?	79%*	81%	85%	87%	78%*	*	82%		83%	83%	81%	81%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?	82%*	84%*	83%	83%	87%	90%	88%	88%	86%	91%
Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?	81%*	82%*	88%	88%	82%	87%	85%	86%	81%	86%
Was cultural support available when you needed it?	71%*	75%*	74%	74%*	69%*	78%	80%	84%	69%*	75%
Before the operation, did staff explain the risks and benefits in a way you could understand?	86%	87%	84%	89%	82%	87%	87%	88%	88%	84%
Did staff tell you how the operation went in a way you could understand?	76%	82%	79%	82%	74%	82%	75%	77%	76%	75%
Did you have confidence and trust in the doctors treating you?	79%*	82%*	82%	88%	85%	89%	86%	86%	88%	84%
Did you have confidence and trust in the nurses treating you?	84%	81%	91%	81%	80%	81%	84%	84%	81%	84%
Did you have confidence and trust in the other members of your health care team treating you?	80%	82%	83%	77%	78%	77%*	83%	84%	82%	80%

* Significantly different from European proportion ($p > .05$).

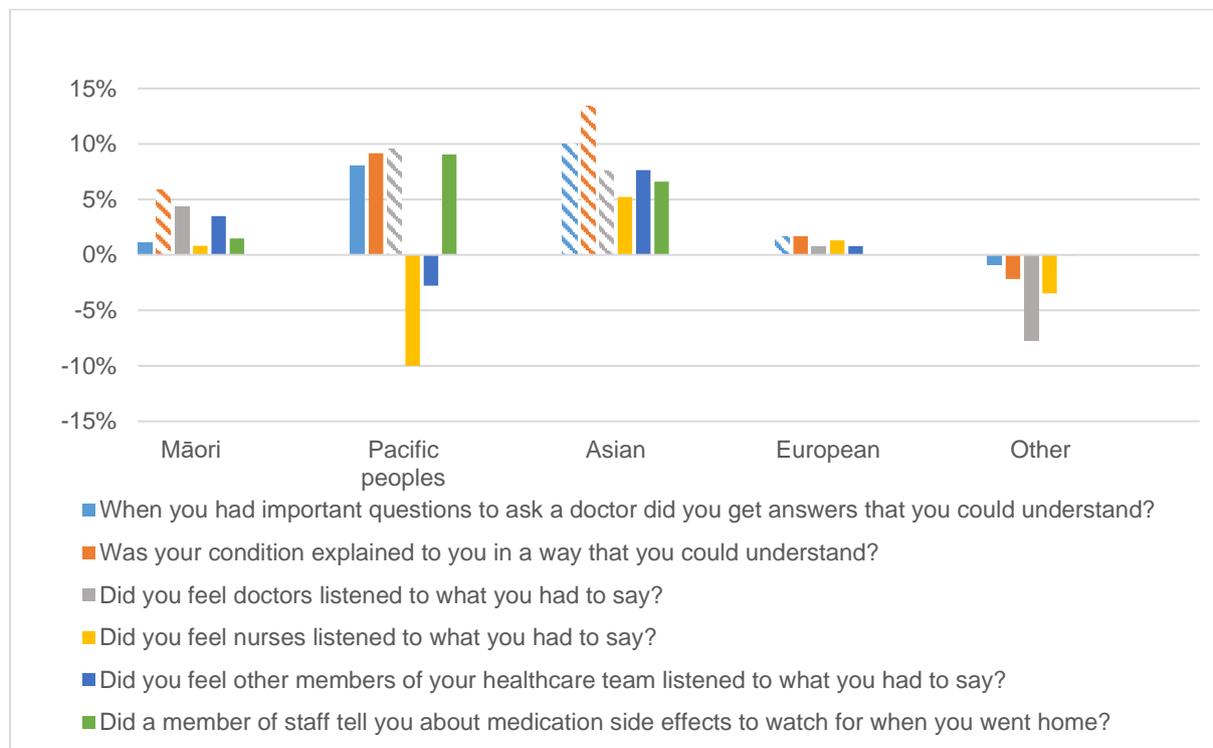
Green text denotes a significantly greater proportion of respondents gave the most positive response than the European population.

Red text denotes a significantly smaller proportion of respondents gave the most positive response than the European population.

Considering change in responses *within* ethnic groups between 2014/15 and 2019, Figures 11–14 show differences in the percentage of respondents who gave the most positive answer between the two periods for each ethnic group and question. Statistically significant increases were noted for 7 out of 20 questions for Asian respondents, 4 out of 20 questions for European respondents, 2 out of 20 for Māori respondents, and 1 out of 20 for Pacific respondents. There were no statistically significant decreases in the percentage of respondents who gave the most positive answer.

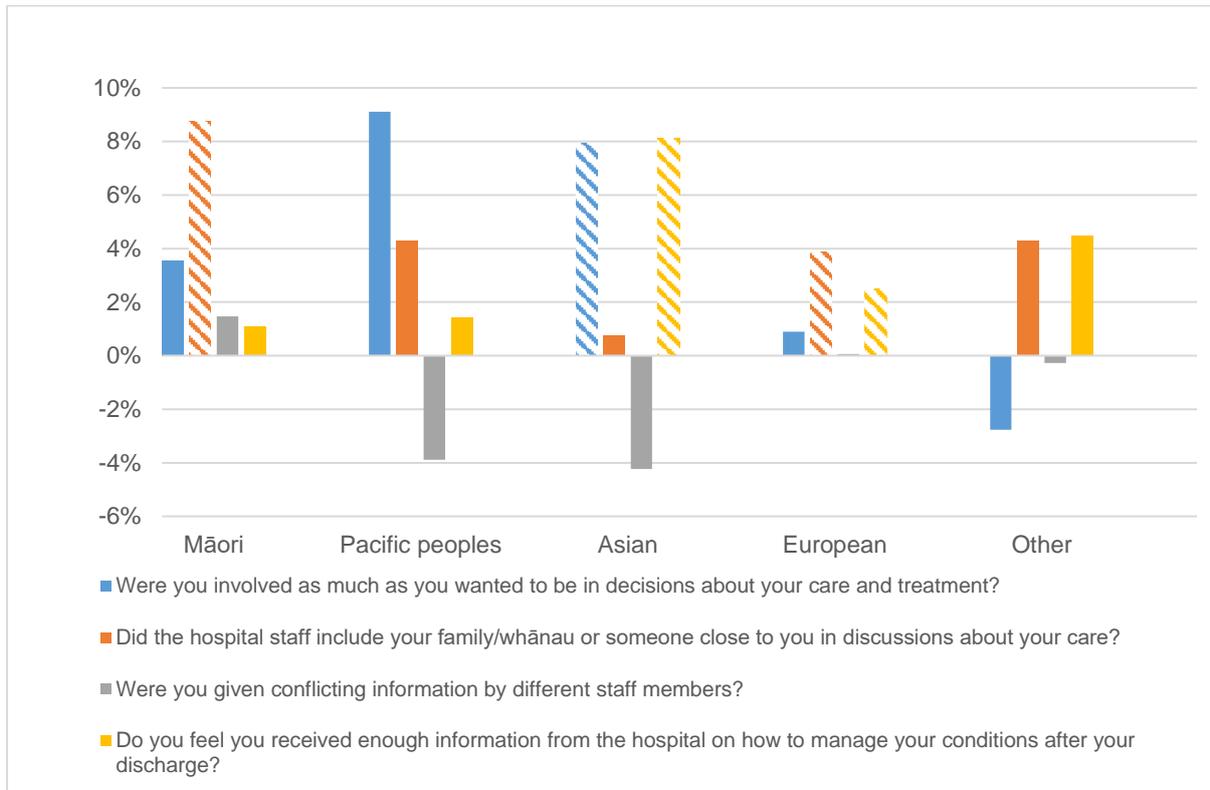
In combination, these results suggest both that there is inequity in experience between ethnic groups (with Māori in particular less likely to report the best possible experience) and that overall improvements in reported experience have not reduced this inequity, and may have increased it.

Figure 11: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by ethnic group, communication questions



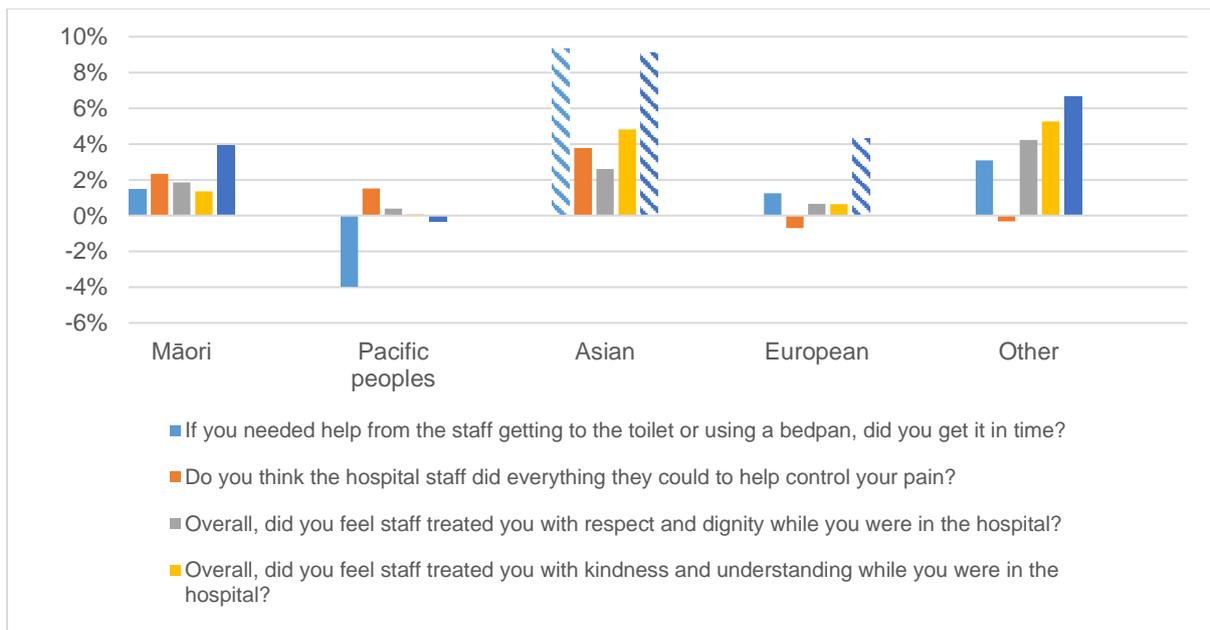
Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Figure 12: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by ethnic group, partnership and coordination questions



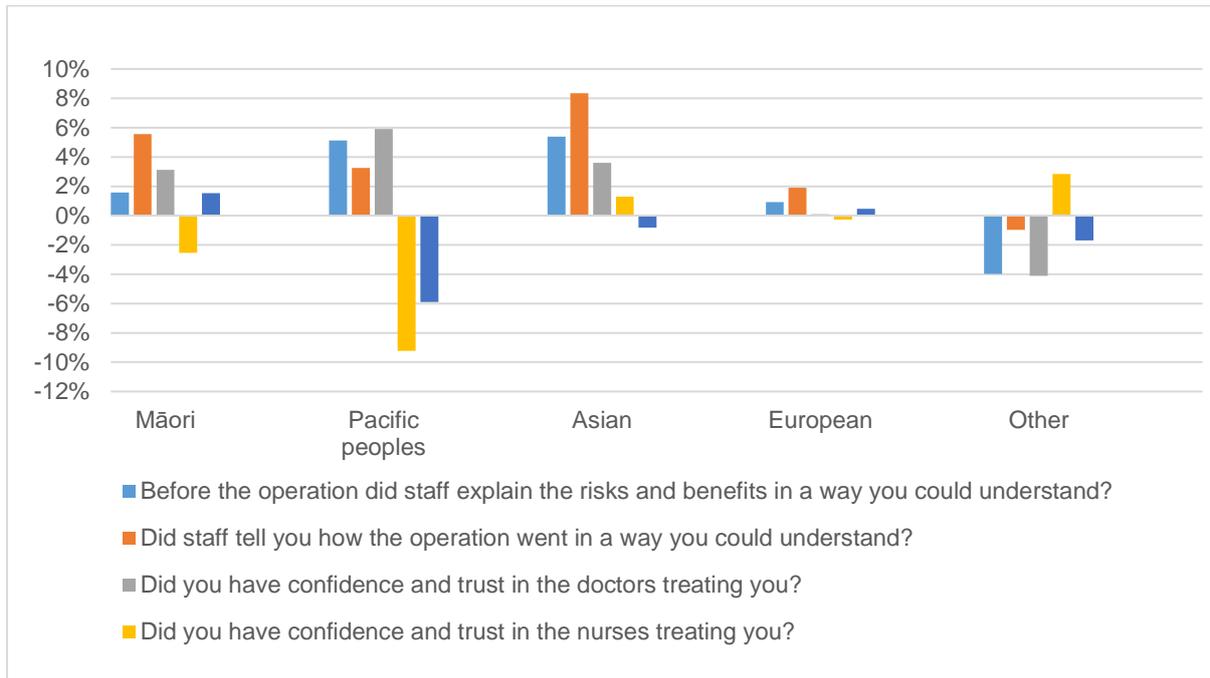
Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Figure 13: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by ethnic group, physical and emotional needs questions



Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Figure 14: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by ethnic group, additional questions



Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Table 3 repeats this analysis for age groups. Consistently across questions there is a gradient of younger respondents being less likely to respond positively to most questions. Positive responses increase with age – the most positive pattern being for respondents aged 65–74 years, with the very oldest respondents giving slightly less-positive responses.

Table 3: Proportion of respondents who gave the most positive answer in 2014/15 and 2019 by age group, New Zealand

	15–24 years		25–44 years		45–64 years		65–74 years		75–84 years		85+ years	
	2014/15	2019	2014/15	2019	2014/15	2019	2014/15	2019	2014/15	2019	2014/15	2019
When you had important questions to ask a doctor, did you get answers that you could understand?	63%*	55%*	68%*	72%*	76%	76%	78%	80%*	74%	75%	64%*	68%*
Was your condition explained to you in a way that you could understand?	60%*	58%*	64%*	69%*	73%	74%	75%	77%*	72%	73%	63%*	65%*
Did you feel doctors listened to what you had to say?	66%*	65%*	70%*	71%*	77%	78%	84%*	84%*	82%*	83%*	77%	80%
Did you feel nurses listened to what you had to say?	65%*	68%*	70%*	71%*	80%	78%	82%	84%*	81%	81%*	77%	80%
Did you feel other members of your health care team listened to what you had to say?	62%*	63%	64%*	69%	70%	70%	76%*	73%	72%	73%	69%	69%
Were you given enough privacy when discussing your condition or treatment?	73%	74%	78%	80%*	75%	72%	81%*	79%*	84%*	79%*	83%*	78%*
Did a member of staff tell you about medication side effects to watch for when you went home?	45%	44%	46%	51%	47%	50%	52%	54%	46%*	47%*	45%	42%*
Were you involved as much as you wanted to be in decisions about your care and treatment?	62%	58%*	64%*	65%	67%	67%	71%*	73%*	67%	69%	61%*	65%
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	56%	59%	51%	57%	51%	55%	58%*	61%*	59%*	60%*	61%*	63%*
Were you given conflicting information by different staff members?	53%*	45%*	56%*	57%*	73%	70%	78%*	78%*	81%*	79%*	80%*	79%*
Do you feel you received enough information from the hospital on how to manage your conditions after your discharge?	50%	44%*	48%*	52%*	55%	58%	65%*	65%*	62%*	64%*	57%	58%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?	66%*	74%*	73%*	77%*	81%	80%	83%	83%*	80%	84%*	81%	78%
Do you think the hospital staff did everything they could to help control your pain?	69%*	66%*	74%*	75%*	85%	82%	91%*	89%*	88%*	88%*	85%	84%
Overall, did you feel staff treated you with respect and dignity while you were in the hospital?	76%*	76%*	79%*	82%*	87%	86%	92%*	92%*	93%*	92%*	95%*	93%*
Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?	70%*	74%*	75%*	77%*	86%	84%	90%*	91%*	92%*	91%*	94%*	92%*
Was cultural support available when you needed it?	78%	69%*	70%*	78%	73%	80%	84%*	83%	80%*	84%	87%*	81%
Before the operation, did staff explain the risks and benefits in a way you could understand?	76%*	76%*	81%*	84%*	88%	88%	91%*	92%*	88%	88%	82%*	82%*
Did staff tell you how the operation went in a way you could understand?	61%*	74%	72%*	75%*	77%	80%	80%	81%	78%	76%	73%	76%
Did you have confidence and trust in the doctors treating you?	76%*	76%*	79%*	79%*	84%	83%	90%*	91%*	92%*	90%*	89%*	91%*
Did you have confidence and trust in the nurses treating you?	73%*	70%*	76%*	77%*	84%	82%	88%*	88%*	90%*	88%*	90%*	88%*
Did you have confidence and trust in the other members of your health care team treating you?	77%	72%*	76%*	77%*	81%	83%	89%*	86%*	88%*	87%*	89%*	85%

Considering change in responses *within* age groups between 2014/15 and 2019, Figures 15–18 show differences in the percentage of respondents who gave the most positive answer between the two periods for each ethnic group and question. Other than those aged 25–44, there is not a clear direction of significant changes. While the greatest increases in positive responses are found in the 25–44 age group, they remained less positive than older age groups. While many of the questions that show a positive increase did so through concerted efforts, the lack of a uniform direction of travel between age groups suggests that these efforts did not work equally well for all people.

Figure 15: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by age group, communication questions



Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Figure 16: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by age group, partnership and coordination questions



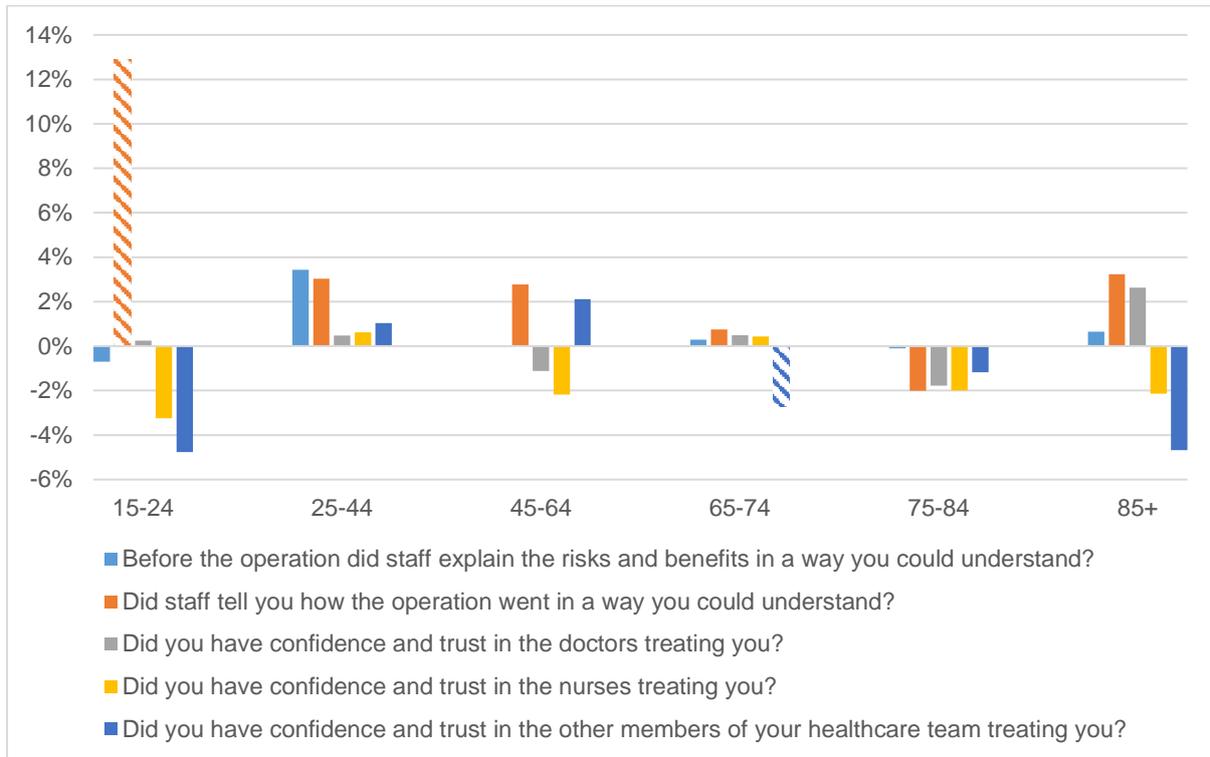
Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Figure 17: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by age group, physical and emotional needs questions



Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Figure 18: Increase (decrease) in proportion of respondents who gave the most positive answer for each question in the inpatient survey by age group, additional questions



Note: Striped bars indicate statistically significant increase/decrease ($p < .05$).

Appendix 1: Effect of weighting to population norms on individual question results

Question	Effect of weighting to populations on % of patients who give the most positive response
When you had important questions to ask a doctor, did you get answers that you could understand?	-1.14%
Was your condition explained to you in a way that you could understand?	-0.90%
Did you feel doctors listened to what you had to say?	-1.19%
Did you feel nurses listened to what you had to say?	-0.74%
Did you feel other members of your health care team listened to what you had to say?	-0.76%
Did a member of staff tell you about medication side effects to watch for when you went home?	-0.56%
Were you involved as much as you wanted to be in decisions about your care and treatment?	-0.73%
Did the hospital staff include your family/whānau or someone close to you in discussions about your care?	-0.25%
Were you given conflicting information by different staff members?	-1.72%
Do you feel you received enough information from the hospital on how to manage your conditions after your discharge?	-1.41%
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?	-0.78%
Do you think the hospital staff did everything they could to help control your pain?	-1.22%
Overall, did you feel staff treated you with respect and dignity while you were in the hospital?	-0.88%
Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?	-1.20%
Was cultural support available when you needed it?	-0.84%
Before the operation, did staff explain the risks and benefits in a way you could understand?	-0.83%
Did staff tell you how the operation went in a way you could understand?	-1.93%
Did you have confidence and trust in the doctors treating you?	-0.85%
Did you have confidence and trust in the nurses treating you?	-0.11%
Did you have confidence and trust in the other members of your health care team treating you?	-0.45%

Appendix 2: The patient experience survey

This survey is about your **most recent** stay in the hospital named in the letter enclosed with the survey. Please do not include any other hospital stays in your answer.

For each question please cross ☒ clearly inside one box.

Don't worry if you make a mistake; simply fill in the box ■ and put a cross ☒ in the correct box.

Could you tell us if you are answering this survey on behalf of yourself or someone else?

- Myself
- Someone else unable to answer this survey (Please tell us why)

Communication

(Communicating and sharing information with patients, consumers, carers and families/whānau)

1. When you had important questions to ask a doctor, did you get answers that you could understand?

- Yes, always
- Yes, sometimes
- No
- I had no need to ask

2. Was your condition explained to you in a way that you could understand?

- Yes, completely
- Yes, to some extent
- No
- N/A

3. Did you feel the following staff listened to what you had to say?

	Yes always	Yes, sometimes	No	N/A
Doctors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other members of your health care team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. 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
- I did not need an explanation
- N/A

5. Overall, was communication with you... (please circle a number)

Very poor

Very good

0 1 2 3 4 5 6 7 8 9 10

Can you give us some examples why you rated it that way? It is these examples that help us understand your point of view.

Partnership

(Encouraging and supporting participation and collaboration in decision making by patients, consumers, carers and families/whānau)

6. Were you involved as much as you wanted to be in decisions about your care and treatment?

- Yes, definitely
- Yes, to some extent
- No
- I was unable or did not want to be involved

7. Did the hospital staff include your family/whānau or someone close to you in discussions about your care?

- Yes, always
- Yes, sometimes
- No
- I did not want them included
- N/A

8. Overall, was the way staff involved you in decisions about your care... (please circle a number)

Very poor

Very good

0 1 2 3 4 5 6 7 8 9 10

Can you give us some examples why you rated it that way? It is these examples that help us understand your point of view.

Coordination

(Coordination, integration and transition of care between clinical and support services across different provider settings)

9. 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

10. 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
- I did not need any help in managing my condition

11. Overall, was the coordination of care within hospital... (please circle a number)

Very poor

Very good

0 1 2 3 4 5 6 7 8 9 10

Can you give us some examples why you rated it that way? It is these examples that help us understand your point of view.

Physical and emotional needs

(Treating patients, consumers, carers and families/whānau with dignity and respect and providing the necessary physical and emotional support)

12. 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
- I did not need help

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

- Yes, definitely
- Yes, to some extent
- No
- I did not need pain control

14. Overall, did you feel staff treated you with respect and dignity while you were in the hospital?

- Yes, always
- Yes, sometimes
- No

15. Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?

- Yes, always
- Yes, sometimes
- No

16. Was cultural support available when you needed it?

- Yes, always
- Yes, sometimes
- No
- I did not need cultural support

17. Overall, how well were your physical and emotional needs met... (please circle a number)

Very poor

Very good

0 1 2 3 4 5 6 7 8 9 10

Can you give us some examples why you rated it that way? It is these examples that help us understand your point of view.

Surgery

During your stay in hospital, did you have an operation or surgery?

- Yes – Go to question 18
- No – Go to question 20

18. Before the operation, did staff explain the risks and benefits in a way you could understand?

- Yes, completely
- Yes, to some extent
- No
- I did not need an explanation

19. Did staff tell you how the operation went in a way you could understand?

- Yes, completely
- Yes, to some extent
- No

Overall

20. Did you have confidence and trust in the staff treating you?

	Yes always	Yes, sometimes	No	N/A
Doctors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other members of your health care team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Optional additional questions

The following questions have been tested and are found to test well. In order to keep the core survey down to a manageable size these have been made optional questions.

1. Did you feel you were involved in decisions about your discharge from hospital?

- Yes, definitely
- Yes, to some extent
- No
- I did not want to be involved

2. Were you given enough privacy when discussing your condition or treatment?

- Yes, always
- Yes, sometimes
- No

3. Was religious or spiritual support available when you needed it?

- Yes, always
- Yes, sometimes
- No
- I did not need religious or spiritual support

4. In your opinion, how clean was the hospital room or ward that you were in?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean