

He ara aupiki, he ara auheke

AOTEAROA NEW ZEALAND PATIENT EXPERIENCE SURVEY

Key findings from the adult hospital inpatient experience survey



Inpatient care



were not as involved in decisions about their treatment and care as much as they wanted to be

90% reported definitely being treated with respect by doctors and nurses



This increased to



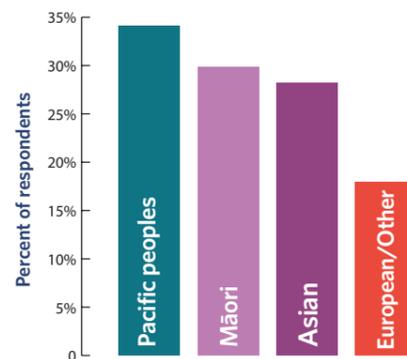
When talking about their treatment or condition,

25% were not always given enough privacy

30% reported family and whānau were not always included in discussions about care received

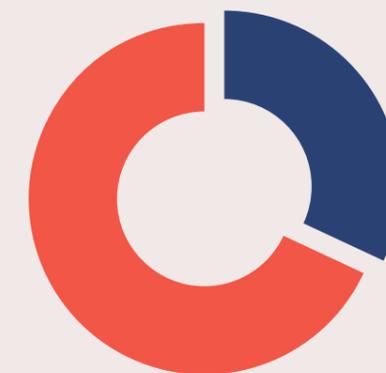


21% said the health care professional did not always ask how to say their name if uncertain



Discharge

67% had enough information to manage their condition or recovery after they left hospital



84% were told what the medicine or prescription they left hospital with was for

All results presented are weighted for age group, gender, ethnic group and district health board.