

Patient experience survey: Results for November 2017

Key findings

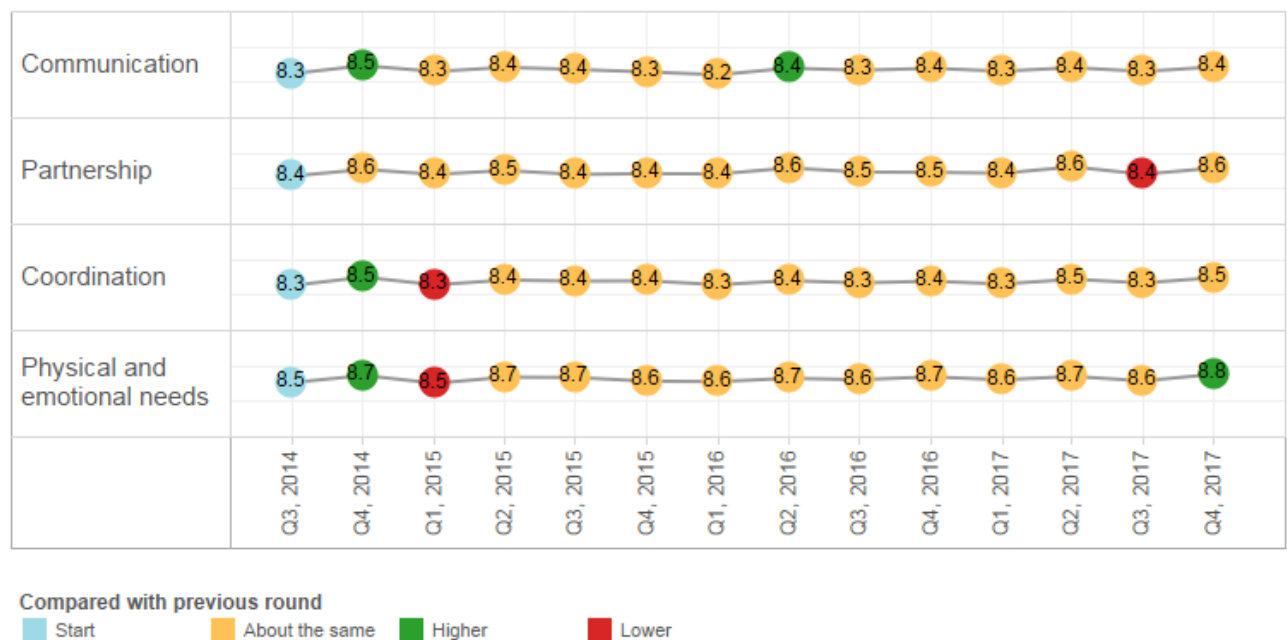
- National results for the four domains (communication, partnership, coordination, and physical and emotional needs) have remained broadly consistent across all 14 survey rounds.
- There was little variation between district health boards (DHBs).
- The national response rate decreased to around 23 percent compared with 26 percent previously.

We have undertaken weighting, as before, in line with the methodology and procedure document (<https://www.hqsc.govt.nz/assets/Health-Quality-Evaluation/PR/patient-experience-methodology-and-procedures-Jul-2014.pdf>).

National results

National scores for all four domains have remained consistent since quarter 2, 2015. The Physical and emotional needs question improved significantly compared to last quarter and received the highest score since the survey began.

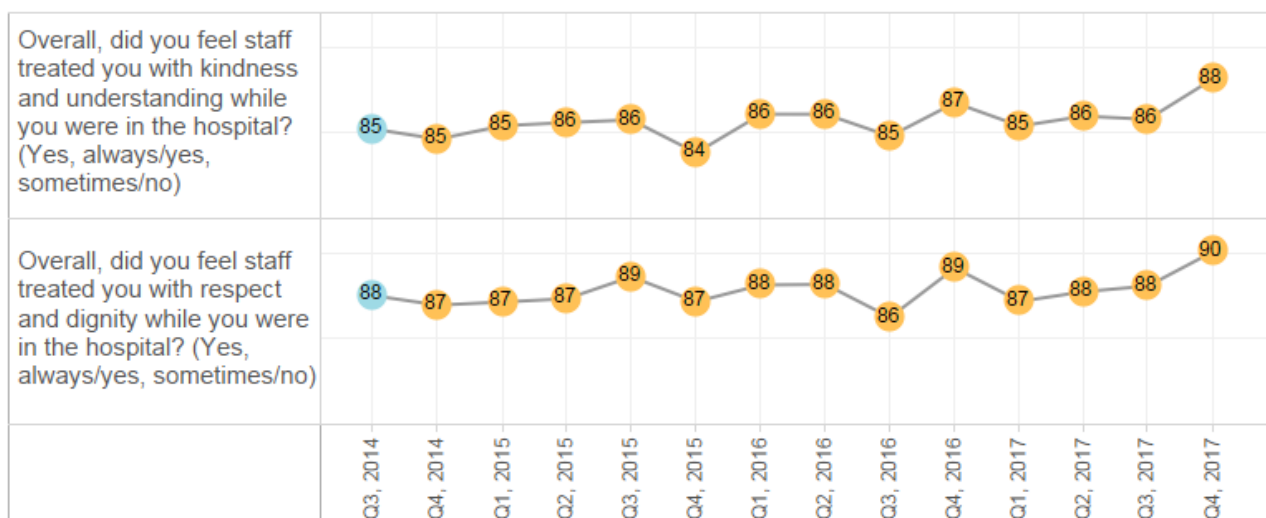
Figure 1: National average scores for the four domains, 2014–17



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.

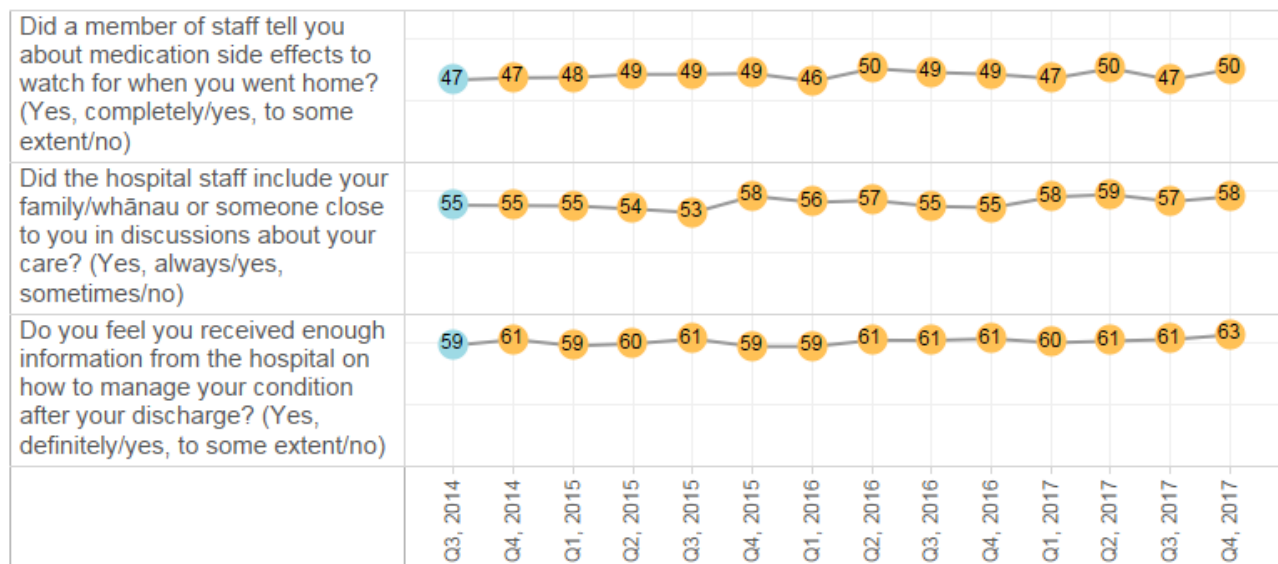
The three questions shown in Figure 3 continuously score the lowest of all the survey questions, but they have been incrementally improving since Q2 2016.

Figure 2: Highest-rating questions of the four domains, 2014–17



Compared with previous round
■ Start ■ About the same

Figure 3: Lowest-rating questions of the four domains, 2014–17



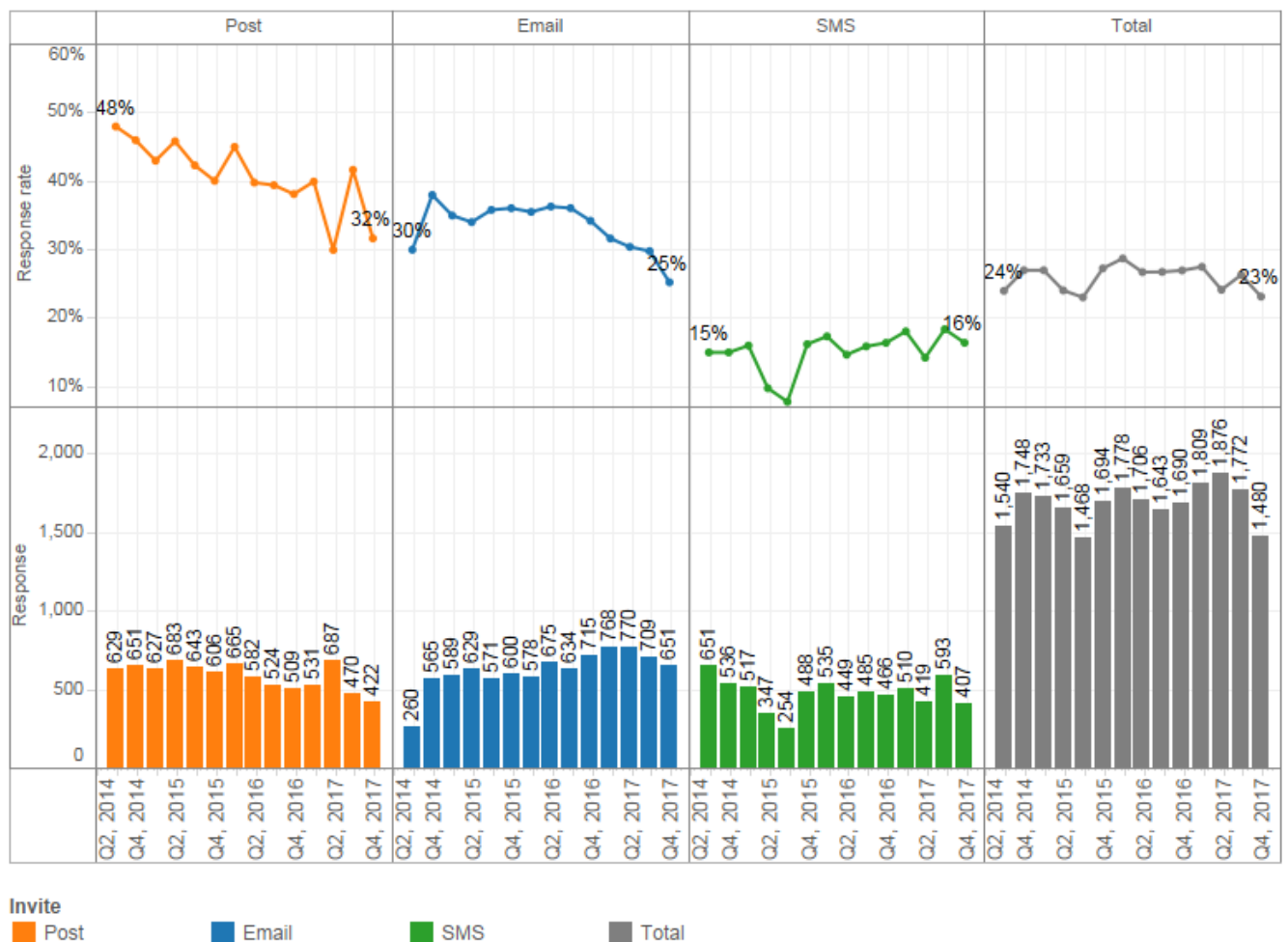
Compared with previous round
■ Start ■ About the same

Response rates

The national response rate decreased to around 23 percent, down from 26 percent last quarter.

Figure 4 shows the breakdown of response rates by survey distribution method. Response rates for surveys invited via email and SMS have decreased to 25 and 16 percent, respectively. Response rates for surveys invited via post decreased from around 42 percent to 32 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, 2014–17



Response rates per DHB varied between 11 percent and 39 percent (see Table 1). Four DHBs achieved a 30 percent response rate or above in the current survey round. Waitemata DHB was not reported this quarter due to constraints on survey collection.

DHBs are required to have at least 30 responses for results to be meaningful. Hauora Tairāwhiti, South Canterbury DHB and 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 (%), 2014–17

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



*Waitemata DHB was not reported this quarter due to constraints on survey collection

Representation of respondents

Nationally, respondents were reasonably representative of all ages and genders.

The under-representation of people aged 15–24 and 25–44 continued, as it did for people of Māori, Pacific and Asian origins. Table 2 gives a demographic breakdown of respondents.

Table 2: Representativeness by demographic group, August 2017

Respondents by age group

Group	Patients discharged (%)	Respondents (%)
Age 15–24	9	3
Age 25–44	25	19
Age 45–64	26	27
Age 65–74	17	25
Age 75–84	15	19
Age 85+	7	7

Respondents by gender

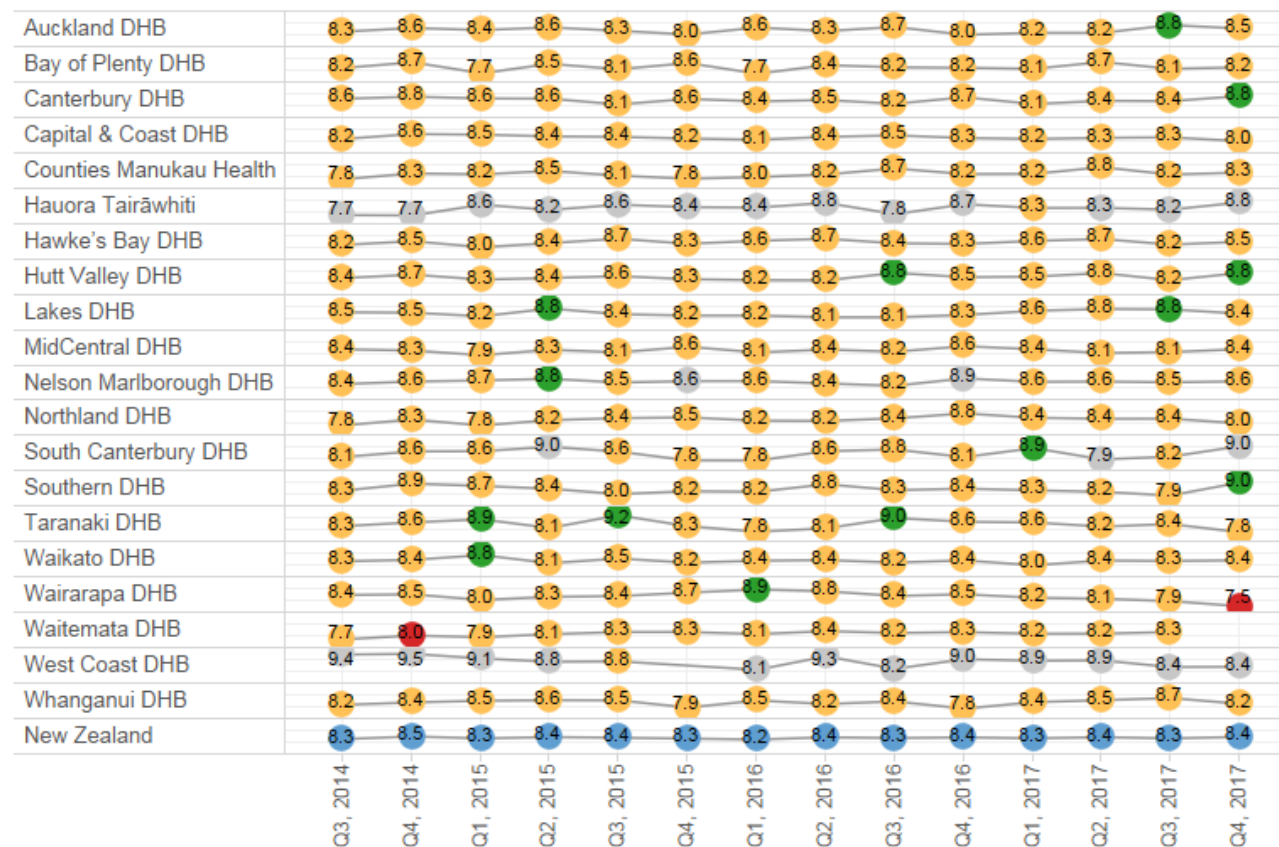
Group	Patients discharged (%)	Respondents (%)
Female	58	60
Male	42	40

Respondents by ethnicity

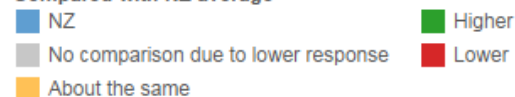
Group	Patients discharged (%)	Respondents (%)
NZ European	74	81
Māori	16	11
Pacific peoples	4	3
Asian	5	4
Other	1	2

Appendix 1: Scores for all domains by DHB

Table 3: Communication scores by DHB, 2014–17

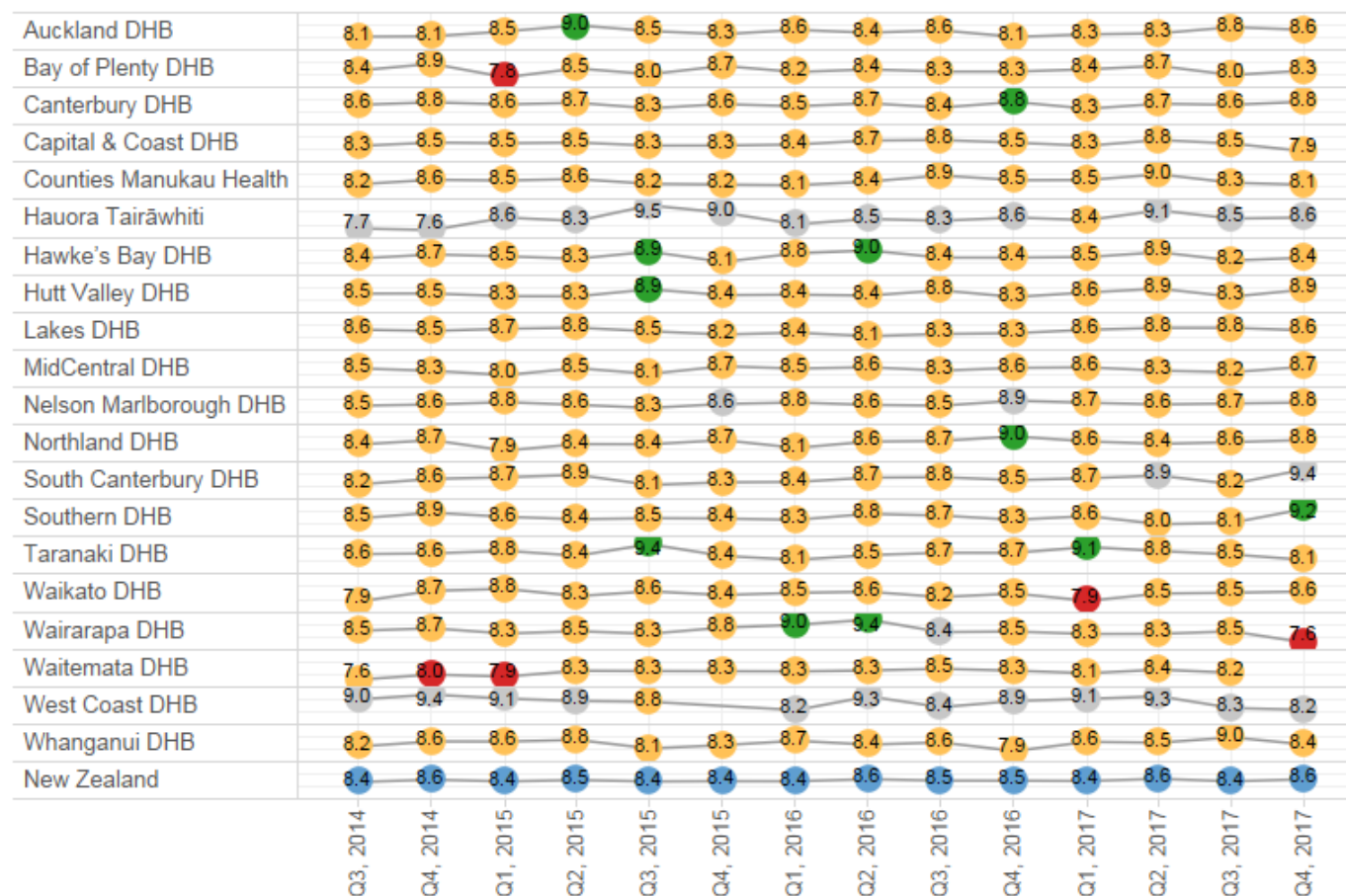


Compared with NZ average

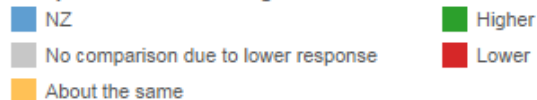


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Table 4: Partnership scores by DHB, 2014–17

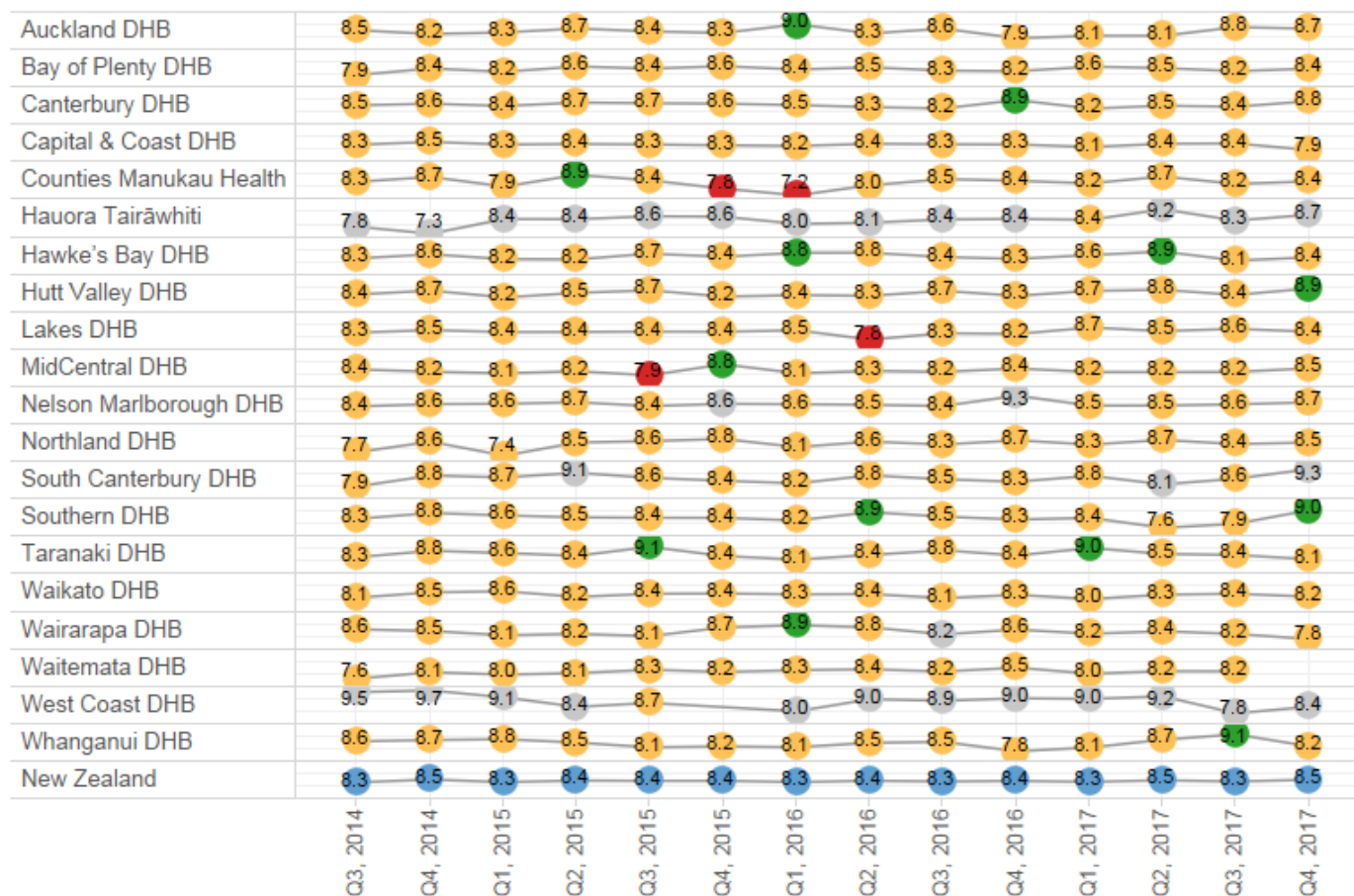


Compared with NZ average



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Table 5: Coordination scores by DHB, 2014–17

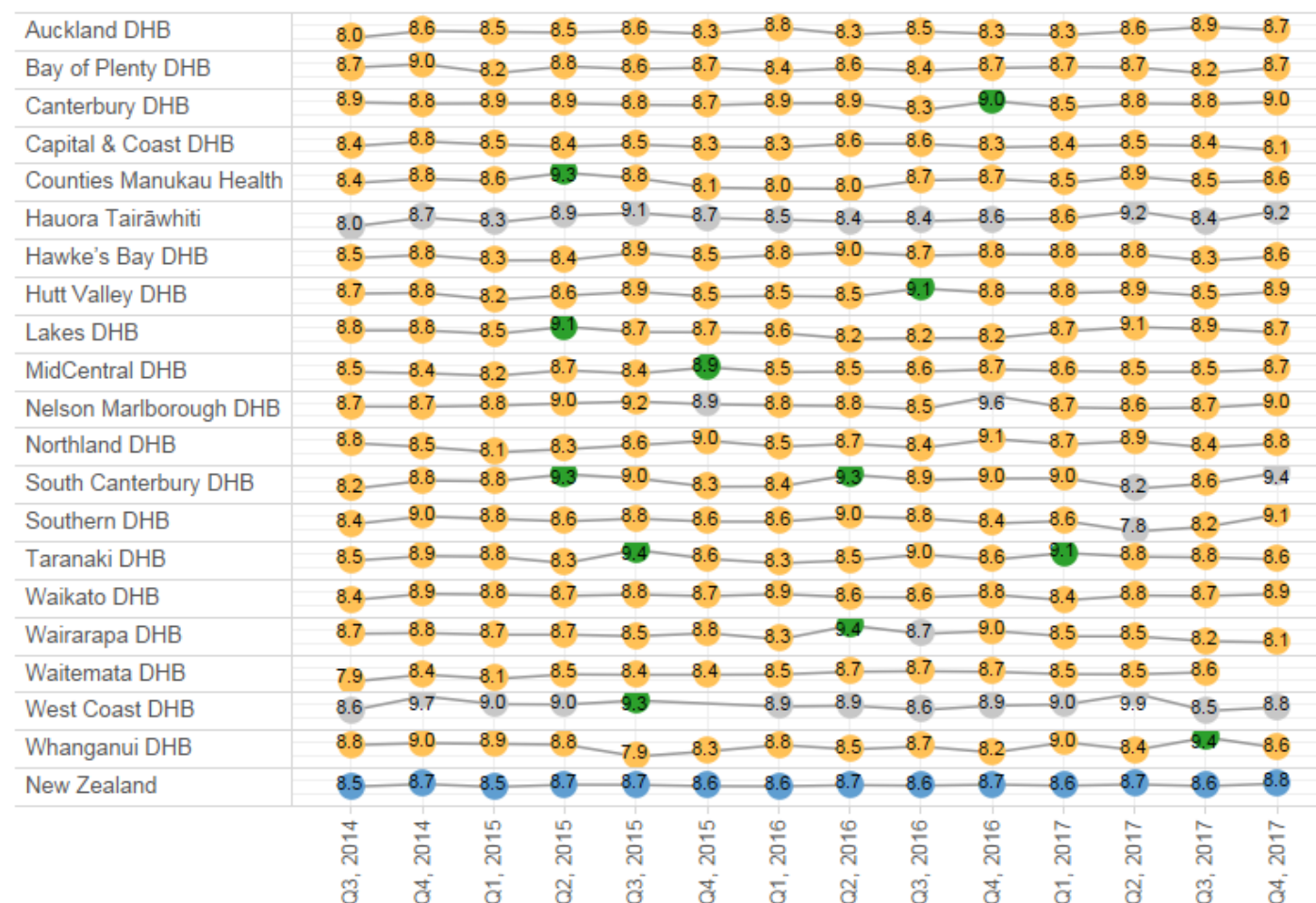


Compared with NZ average

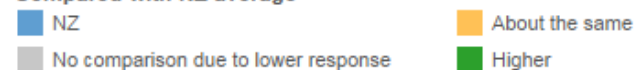
- NZ
- No comparison due to lower response
- About the same
- Higher
- Lower

*Waitemata DHB was not reported this quarter due to constraints on survey collection

Table 6: Physical and emotional needs scores by DHB, 2014–17



Compared with NZ average



*Waitemata DHB was not reported this quarter due to survey constraints.