

Patient experience survey results

May 2015

New Zealand

Response rate **24%**
[27%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10

8.4
[8.4]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

76%
[77%]

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)

80%
[79%]

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)

78%
[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)

49%
[48%]

New Zealand

Response rate **24%**
[27%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.5
[8.4]

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

67%
[67%]

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

54%
[55%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

New Zealand

Response rate **24%**
[27%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.4
[8.3]

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)

73%
[72%]

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%
[59%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

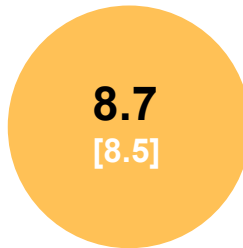
New Zealand

Response rate **24%**
[27%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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)

80%
[80%]

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

84%
[84%]

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

87%
[87%]

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

86%
[85%]

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

74%
[79%]

* Attached with figures indicates fewer than 30 responses

New Zealand

Response rate **24%**
[27%]

Percentage in highest category (excl. N/A)

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)

86%
[86%]

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

76%
[77%]

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

86%
[86%]

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%
[83%]

Compare with national average

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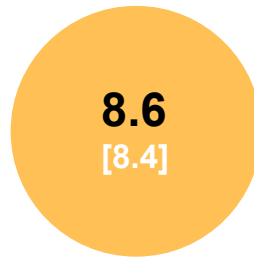
Auckland DHB

Response rate **13%**
[19%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

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

78%
[78%]

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

85%
[75%]

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

88%
[77%]

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

83%
[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)

51%
[49%]

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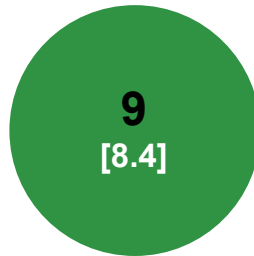
Auckland DHB

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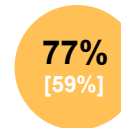
Percentage in highest category (excl. N/A)

Partnership

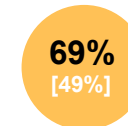
Rate your experience of partnership out of 10







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



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



Compare with national average

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-  Higher
-  Lower
-  No comparison due to low response

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Auckland DHB

Response rate **13%**
[19%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.7
[8.3]

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%
[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)

65%
[61%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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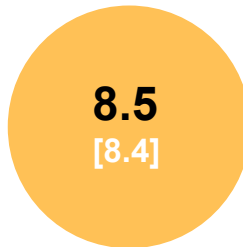
Auckland DHB

Response rate **13%**
[19%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[67%]

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

78%
[79%]

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

84%
[86%]

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

86%
[83%]

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

71%
[69%]

* Attached with figures indicates fewer than 30 responses

Auckland DHB

Response rate **13%**
[19%]

Percentage in highest category (excl. N/A)

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)

91%
[90%]

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

80%
[81%]

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

88%
[82%]





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

82%
[78%]

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

79%
[74%]

Compare with national average

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-  Lower
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Bay of Plenty DHB

Response rate **24%**
[24%]





Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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

83%
[71%]

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

73%
[65%]

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

80%
[81%]

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

83%
[78%]

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

81%
[70%]

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)

51%
[47%]

* Attached with figures indicates fewer than 30 responses

Bay of Plenty DHB

Response rate **24%**
[24%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.5
[7.8]

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

57%
[59%]

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

48%
[45%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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Bay of Plenty DHB

Response rate **24%**
[24%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.6
[8.2]

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)

75%
[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%
[56%]

Compare with national average

- About the same
- Higher
- Lower
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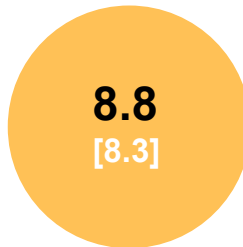
Bay of Plenty DHB

Response rate **24%**
[24%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[77%]

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)

87%
[81%]

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

86%
[78%]

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

56%
[62%]

* Attached with figures indicates fewer than 30 responses

Bay of Plenty DHB

Response rate **24%**
[24%]

Percentage in highest category (excl. N/A)

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)

79%
[91%]

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

75%
[77%]

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)

83%
[88%]

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

80%
[80%]

Compare with national average

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-  Higher
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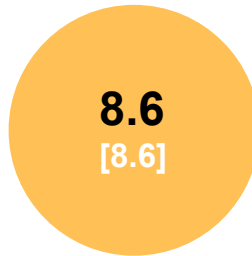
Canterbury DHB

Response rate **17%**
[26%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

78%
[82%]

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)

86%
[80%]

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

80%
[81%]

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

79%
[83%]

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%
[56%]

* Attached with figures indicates fewer than 30 responses

Canterbury DHB

Response rate **17%**
[26%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.7
[8.5]





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%
[75%]

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

37%
[61%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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Canterbury DHB

Response rate **17%**
[26%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.7
[8.5]

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)

71%
[70%]

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)

56%
[54%]

Compare with national average

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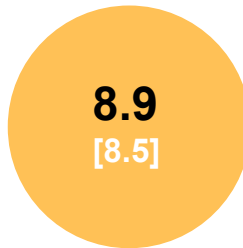
Canterbury DHB

Response rate **17%**
[26%]

Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

- About the same
- Higher
- Lower
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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)

75%
[89%]

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)

89%
[86%]

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

85%
[84%]

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

56%
[82%]

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Canterbury DHB

Response rate **17%**
[26%]

Percentage in highest category (excl. N/A)

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)

86%
[89%]

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

75%
[75%]

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

86%
[89%]





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

86%
[89%]

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

82%
[87%]

Compare with national average

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-  Lower
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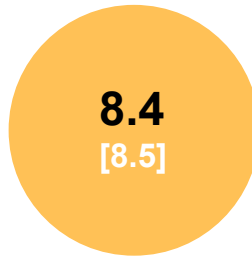
Capital & Coast DHB

Response rate **32%**
[33%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
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[79%]

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69%
[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)

52%
[48%]

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Capital & Coast DHB

Response rate **32%**
[33%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.5
[8.5]





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%
[65%]

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

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[64%]

Compare with national average

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Capital & Coast DHB

Response rate **32%**
[33%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.4
[8.3]





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)

70%
[60%]

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)

53%
[55%]

Compare with national average

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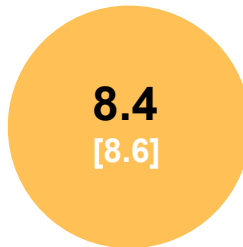
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Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

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

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[67%]

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Percentage in highest category (excl. N/A)

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)

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[89%]

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[89%]

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

82%
[87%]

Compare with national average

- About the same
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- Lower
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Counties Manukau Health

Response rate **15%**
[23%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

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

72%
[77%]

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

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[74%]

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84%
[71%]

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86%
[75%]

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

79%
[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)

52%
[47%]

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Counties Manukau Health

Response rate **15%**
[23%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.6
[8.5]

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%
[70%]

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

57%
[51%]

Compare with national average

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Counties Manukau Health

Response rate **15%**
[23%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.9
[7.9]

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)

76%
[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)

59%
[57%]

Compare with national average

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- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

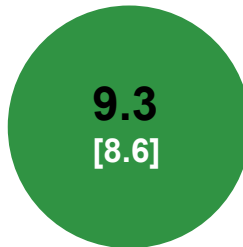
Counties Manukau Health

Response rate **15%**
[23%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[87%]

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

81%
[82%]

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

93%
[89%]

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

89%
[87%]

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

67%
[81%]

* Attached with figures indicates fewer than 30 responses

Counties Manukau Health

Response rate **15%**
[23%]

Percentage in highest category (excl. N/A)

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)

92%
[87%]

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

76%
[77%]

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

83%
[82%]





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

86%
[84%]

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

90%
[73%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

February 2015 results in parenthesis

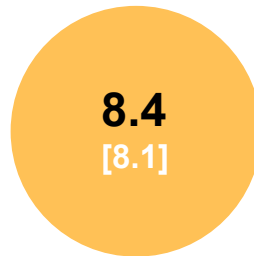
Hawke's Bay DHB

Response rate **17%**
[20%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

83%
[66%]

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

78%
[73%]

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

84%
[70%]

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

83%
[77%]

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

81%
[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)

47%
[52%]

* Attached with figures indicates fewer than 30 responses

Hawke's Bay DHB

Response rate **17%**
[20%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.3
[8.0]

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%
[68%]

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

59%
[51%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Hawke's Bay DHB

Response rate **17%**
[20%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.2
[8.3]





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)

75%
[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)

75%
[55%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

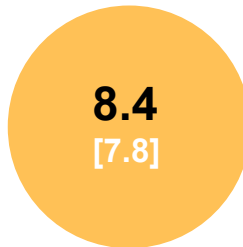
Hawke's Bay DHB

Response rate **17%**
[20%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[88%]

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

83%
[79%]

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

86%
[84%]

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

88%
[79%]

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

75%
[67%]

* Attached with figures indicates fewer than 30 responses

Hawke's Bay DHB

Response rate **17%**
[20%]

Percentage in highest category (excl. N/A)

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)

91%
[86%]

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

83%
[70%]

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

87%
[84%]

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

86%
[80%]

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

89%
[84%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

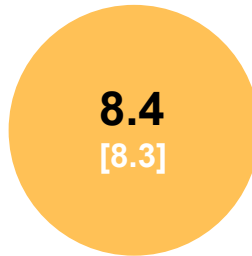
Hutt Valley DHB

Response rate **25%**
[31%]





Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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

76%
[76%]

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

68%
[65%]

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

85%
[80%]

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

87%
[78%]

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

89%
[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%
[40%]

* Attached with figures indicates fewer than 30 responses

Hutt Valley DHB

Response rate **25%**
[31%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.3
[8.4]

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

58%
[61%]

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

51%
[54%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Hutt Valley DHB

Response rate **25%**
[31%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.5
[8.2]

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%
[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)

64%
[54%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

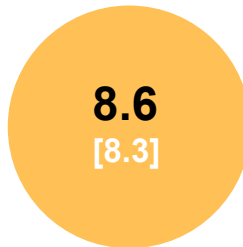
Hutt Valley DHB

Response rate **25%**
[31%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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)

80%
[67%]

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

85%
[81%]

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

88%
[86%]

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

92%
[81%]

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

78%
[84%]

* Attached with figures indicates fewer than 30 responses

Hutt Valley DHB

Response rate **25%**
[31%]

Percentage in highest category (excl. N/A)

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)

87%
[86%]

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

70%
[75%]

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

84%
[91%]





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

83%
[79%]

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

84%
[85%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

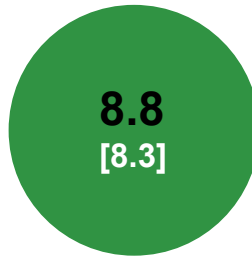
Lakes DHB

Response rate **23%**
[25%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- Orange square: About the same
- Green square: Higher
- Red square: Lower
- Grey square: No comparison due to low response

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

79%
[78%]

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

74%
[75%]

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

86%
[73%]

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

78%
[75%]

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

80%
[74%]

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%
[40%]

* Attached with figures indicates fewer than 30 responses

Lakes DHB

Response rate **23%**
[25%]

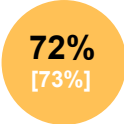
Percentage in highest category (excl. N/A)

Partnership

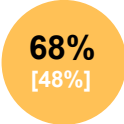
Rate your experience of partnership out of 10



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



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



- Compare with national average
- About the same
 - Higher
 - Lower
 - No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Lakes DHB

Response rate **23%**
[25%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.4
[8.6]

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)

74%
[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)

64%
[65%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Lakes DHB

Response rate **23%**
[25%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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)

75%
[78%]

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

97%
[82%]

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

90%
[84%]

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

90%
[84%]

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

88%
[82%]

* Attached with figures indicates fewer than 30 responses

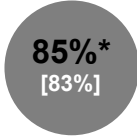
Lakes DHB

Response rate **23%**
[25%]

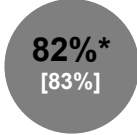
Additional questions

Percentage in highest category (excl. N/A)

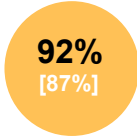
Before the operation did staff explain the risks and benefits in a way you could understand? (Yes, completely/yes, to some extent/no)



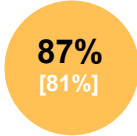
Did staff tell you how the operation went in a way you could understand? (Yes, completely/yes, to some extent/no)



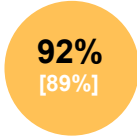
Did you have confidence and trust in the doctors treating you? (Yes, always/yes, sometimes/no)



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)



Compare with national average
About the same
Higher
Lower
No comparison due to low response

* Attached with figures indicates fewer than 30 responses

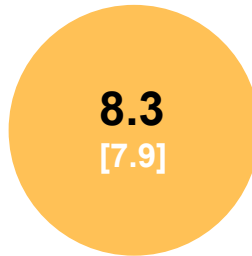
MidCentral DHB

Response rate **46%**
[44%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

74%
[73%]

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

74%
[72%]

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

81%
[79%]

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%
[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)

41%
[43%]

* Attached with figures indicates fewer than 30 responses

MidCentral DHB

Response rate **46%**
[44%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.5
[8.1]





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%
[65%]

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%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

MidCentral DHB

Response rate **46%**
[44%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.2
[8.2]





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)

74%
[75%]

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)

56%
[61%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

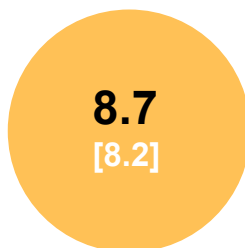
MidCentral DHB

Response rate **46%**
[44%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[75%]

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

81%
[87%]

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

87%
[88%]

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

85%
[87%]

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

73%
[68%]

* Attached with figures indicates fewer than 30 responses

MidCentral DHB

Response rate **46%**
[44%]

Percentage in highest category (excl. N/A)

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)

90%
[89%]

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

76%
[80%]

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

87%
[85%]





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

89%
[88%]

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

85%
[88%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

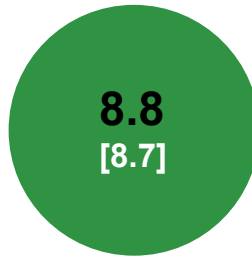
Nelson Marlborough DHB

Response rate **37%**
[35%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

79%
[83%]

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

77%
[82%]

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

81%
[88%]

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

81%
[83%]

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

81%
[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)

53%
[49%]

* Attached with figures indicates fewer than 30 responses

Nelson Marlborough DHB

Response rate **37%**
[35%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.6
[8.9]

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%
[72%]

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

61%
[57%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Nelson Marlborough DHB

Response rate **37%**
[35%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.7
[8.7]

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)

78%
[80%]

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)

66%
[68%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

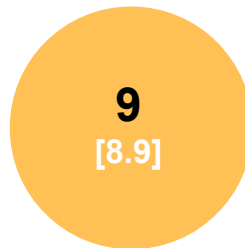
Nelson Marlborough DHB

Response rate **37%**
[35%]

Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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)

80%
[87%]

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

94%
[90%]

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

90%
[90%]

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

86%
[93%]

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

81%
[88%]

* Attached with figures indicates fewer than 30 responses

Nelson Marlborough DHB

Response rate **37%**
[35%]

Percentage in highest category (excl. N/A)

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)

89%
[88%]

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

79%
[82%]

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

89%
[89%]





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

86%
[91%]

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

91%
[90%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

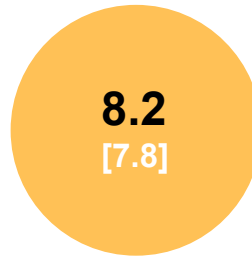
Northland DHB

Response rate **18%**
[15%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

67%
[69%]

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

64%
[65%]

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

67%
[80%]

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

74%
[82%]

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

74%
[87%]

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)

37%
[45%]

* Attached with figures indicates fewer than 30 responses

Northland DHB

Response rate **18%**
[15%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.4
[7.9]

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

56%
[66%]

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

43%
[50%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Northland DHB

Response rate **18%**
[15%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.5
[7.4]

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)

64%
[75%]

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)

53%
[53%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Northland DHB

Response rate **18%**
[15%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[69%]

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

82%
[81%]

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

78%
[89%]

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

81%
[88%]

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

45%
[88%]

* Attached with figures indicates fewer than 30 responses

Northland DHB

Response rate **18%**
[15%]

Percentage in highest category (excl. N/A)

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)

80%
[92%]

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

74%
[83%]

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

68%
[77%]





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

78%
[86%]

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

65%
[80%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

South Canterbury DHB

Response rate **22%**
[35%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

93%*
[79%]

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

88%*
[78%]

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

70%*
[87%]

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

88%*
[87%]

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

79%*
[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)

60%*
[58%]

* Attached with figures indicates fewer than 30 responses

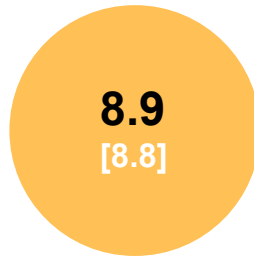
South Canterbury DHB

Response rate **22%**
[35%]

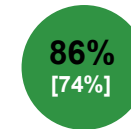
Percentage in highest category (excl. N/A)

Partnership

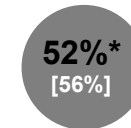
Rate your experience of partnership out of 10







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



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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

South Canterbury DHB

Response rate **22%**
[35%]

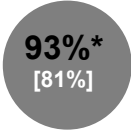
Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10



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)



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)



- Compare with national average
- About the same
 - Higher
 - Lower
 - No comparison due to low response

* Attached with figures indicates fewer than 30 responses

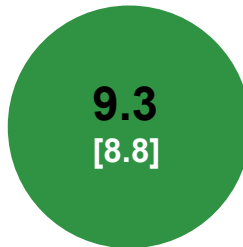
South Canterbury DHB

Response rate **22%**
[35%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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)

95%*
[85%]

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

91%*
[89%]

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

94%
[94%]

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

94%
[92%]

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

75%
[100%]

* Attached with figures indicates fewer than 30 responses

South Canterbury DHB

Response rate **22%**
[35%]

Percentage in highest category (excl. N/A)

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)

75%*
[95%]

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

82%*
[91%]

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

85%*
[92%]

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

92%*
[100%]

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

95%*
[89%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Southern DHB

Response rate **18%**
[23%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10

8.4
[8.7]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

79%
[74%]

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

61%
[75%]

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

70%
[82%]

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

67%
[79%]

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

69%
[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)

50%
[48%]

Southern DHB

Response rate **18%**
[23%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.4
[8.6]

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

70%
[71%]

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

47%
[58%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Southern DHB

Response rate **18%**
[23%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.5
[8.6]





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)

64%
[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%
[57%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

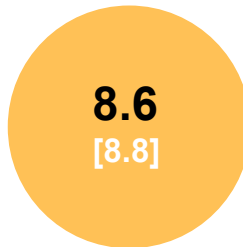
Southern DHB

Response rate **18%**
[23%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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)

90%
[81%]

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

79%
[88%]

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

85%
[88%]

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

78%
[82%]

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

91%
[88%]

* Attached with figures indicates fewer than 30 responses

Southern DHB

Response rate **18%**
[23%]

Percentage in highest category (excl. N/A)

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)

82%
[96%]

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

73%
[77%]

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

82%
[86%]





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

81%
[84%]

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

69%
[88%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Taranaki DHB

Response rate **19%**
[22%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10

8.1
[8.9]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

83%
[82%]

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

80%
[75%]

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

83%
[91%]

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

87%
[85%]

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

81%
[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)

53%
[45%]

Taranaki DHB

Response rate **19%**
[22%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.4
[8.8]

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%
[76%]

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

63%
[62%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Taranaki DHB

Response rate **19%**
[22%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.4
[8.9]

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)

79%
[78%]

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)

58%
[59%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Taranaki DHB

Response rate **19%**
[22%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[84%]

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

80%
[89%]

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

91%
[96%]

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

80%
[93%]

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

77%
[100%]

* Attached with figures indicates fewer than 30 responses

Taranaki DHB

Response rate **19%**
[22%]

Percentage in highest category (excl. N/A)

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)

88%*
[70%]

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

85%*
[75%]

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

88%
[87%]

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

84%
[88%]

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

81%
[82%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

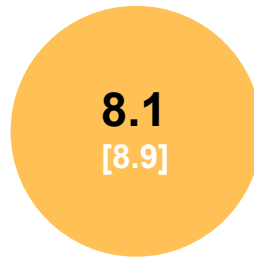
Waikato DHB

Response rate **34%**
[24%]





Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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

62%
[78%]

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

51%
[67%]

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

72%
[81%]

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

79%
[84%]

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

80%
[85%]

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)

44%
[50%]

* Attached with figures indicates fewer than 30 responses

Waikato DHB

Response rate **34%**
[24%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.3
[8.8]

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

58%
[67%]

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

52%
[54%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Waikato DHB

Response rate **34%**
[24%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.2
[8.7]

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)

75%
[75%]

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)

53%
[60%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

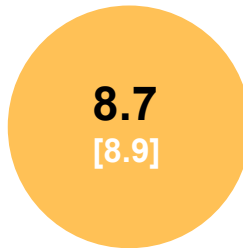
Waikato DHB

Response rate **34%**
[24%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[85%]

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

83%
[87%]

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

91%
[93%]

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

87%
[88%]

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

90%
[78%]

* Attached with figures indicates fewer than 30 responses

Waikato DHB

Response rate **34%**
[24%]

Percentage in highest category (excl. N/A)

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)

80%
[91%]

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

68%
[84%]

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

87%
[90%]





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

86%
[88%]

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

88%
[87%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Wairarapa DHB

Response rate **34%**
[36%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10

8.3
[8.3]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

72%
[70%]

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

67%
[78%]

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

73%
[75%]

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

68%
[74%]

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

73%
[83%]

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)

50%
[41%]

Wairarapa DHB

Response rate **34%**
[36%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.5
[8.4]

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%
[62%]

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

53%
[60%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Wairarapa DHB

Response rate **34%**
[36%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.2
[8.3]

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)

70%
[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)

56%
[60%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

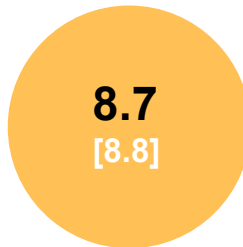
Wairarapa DHB

Response rate **34%**
[36%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[81%]

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

79%
[85%]

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

85%
[90%]

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

91%
[88%]

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

75%
[88%]

* Attached with figures indicates fewer than 30 responses

Wairarapa DHB

Response rate **34%**
[36%]

Percentage in highest category (excl. N/A)

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)

86%*
[79%]

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

60%*
[63%]

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

85%
[89%]

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

89%
[88%]

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

82%
[90%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Waitemata DHB

Response rate **39%**
[35%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10

8.1
[7.9]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

67%
[73%]

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

61%
[67%]

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

76%
[73%]

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

70%
[75%]

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

74%
[69%]

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%
[43%]

Waitemata DHB

Response rate **39%**
[35%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.3
[7.9]





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%
[61%]

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

46%
[40%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Waitemata DHB

Response rate **39%**
[35%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.1
[7.9]

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)

73%
[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)

54%
[55%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

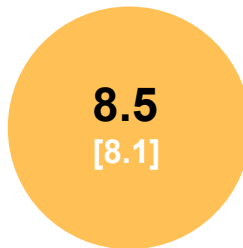
Waitemata DHB

Response rate **39%**
[35%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[74%]

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

80%
[79%]

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

85%
[87%]

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

80%
[83%]

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

75%
[70%]

* Attached with figures indicates fewer than 30 responses

Waitemata DHB

Response rate **39%**
[35%]

Percentage in highest category (excl. N/A)

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)

87%
[78%]

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

73%
[74%]

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

85%
[82%]





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

76%
[80%]

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

79%
[79%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

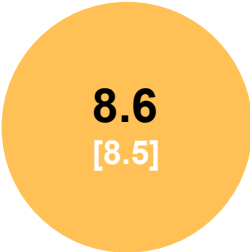
Whanganui DHB

Response rate **28%**
[27%]

Percentage in highest category (excl. N/A)

Communication

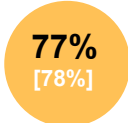
Rate your experience of communication out of 10



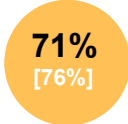
Compare with national average

- Orange square: About the same
- Green square: Higher
- Red square: Lower
- Grey square: No comparison due to low response

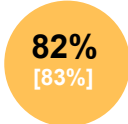
When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)



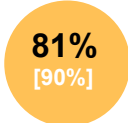
Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)



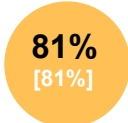
Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)



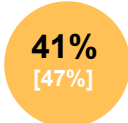
Did you feel nurses listened to what you had to say? (Yes, always/yes, sometimes/no)



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)



* Attached with figures indicates fewer than 30 responses

February 2015 results in parenthesis

Whanganui DHB

Response rate **28%**
[27%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10

8.8
[8.7]

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

65%
[77%]

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

67%
[71%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

Whanganui DHB

Response rate **28%**
[27%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10

8.5
[8.8]





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)

75%
[78%]

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)

62%
[54%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

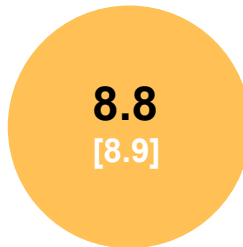
Whanganui DHB

Response rate **28%**
[27%]





Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

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%
[85%]

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

83%
[96%]

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

88%
[88%]

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

94%
[92%]

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

75%
[89%]

* Attached with figures indicates fewer than 30 responses

Whanganui DHB

Response rate **28%**
[27%]

Percentage in highest category (excl. N/A)

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)

84%*
[64%]

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

83%*
[72%]

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

90%
[96%]





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

89%
[93%]

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

94%
[93%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

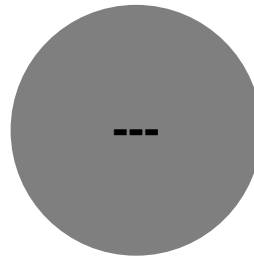
Tairawhiti DHB

Response rate **4%**
[18%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- Orange square: About the same
- Green square: Higher
- Red square: Lower
- Grey square: No comparison due to low response

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

89%*
[78%]

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

89%*
[78%]

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

89%*
[69%]

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

100%*
[100%]

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

100%*
[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)

63%*
[64%]

* Attached with figures indicates fewer than 30 responses

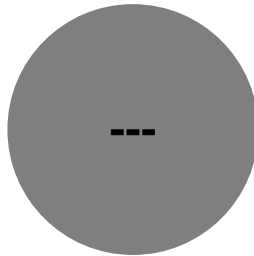
Tairawhiti DHB

Response rate **4%**
[18%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10



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

67%*
[74%]

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

57%*
[63%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

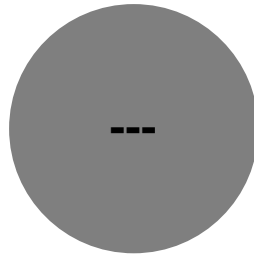
Tairawhiti DHB

Response rate **4%**
[18%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10



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)

89%*
[84%]

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)

67%*
[50%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

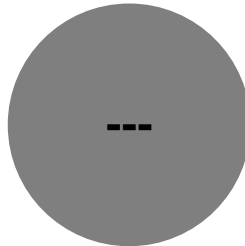
Tairawhiti DHB

Response rate **4%**
[18%]

Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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%*
[77%]

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

100%*
[76%]

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

100%*
[95%]

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

89%*
[83%]

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

N/A*
[71%]

* Attached with figures indicates fewer than 30 responses

Tairawhiti DHB

Response rate **4%**
[18%]

Percentage in highest category (excl. N/A)

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)

100%*
[75%]

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

86%*
[88%]

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

100%*
[83%]





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

100%*
[86%]

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

100%*
[77%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

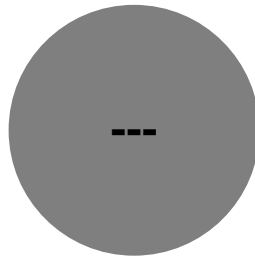
West Coast DHB

Response rate **27%**
[32%]

Percentage in highest category (excl. N/A)

Communication

Rate your experience of communication out of 10



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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

92%*
[86%]

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

92%*
[93%]

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

85%*
[92%]

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

86%*
[88%]

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

85%*
[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)

57%*
[85%]

* Attached with figures indicates fewer than 30 responses

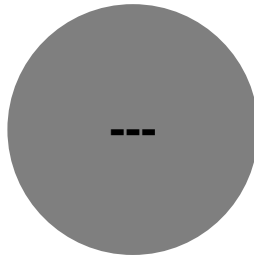
West Coast DHB

Response rate **27%**
[32%]

Percentage in highest category (excl. N/A)

Partnership

Rate your experience of partnership out of 10







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

83%*
[81%]

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

74%*
[82%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses

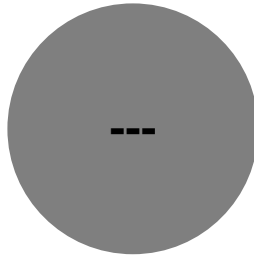
West Coast DHB

Response rate **27%**
[32%]

Percentage in highest category (excl. N/A)

Coordination

Rate your experience of coordination out of 10



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)

70%*
[81%]

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)

75%*
[84%]

Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

* Attached with figures indicates fewer than 30 responses

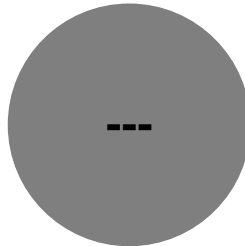
West Coast DHB

Response rate **27%**
[32%]

Percentage in highest category (excl. N/A)

Physical and emotional needs

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



Compare with national average

- About the same
- Higher
- Lower
- No comparison due to low response

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)

100%*
[96%]

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

87%*
[96%]

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

92%*
[89%]

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

88%*
[89%]

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

88%*
[100%]

* Attached with figures indicates fewer than 30 responses

West Coast DHB

Response rate **27%**
[32%]

Percentage in highest category (excl. N/A)

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)

100%*
[92%]

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

92%*
[83%]

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

92%*
[89%]





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

90%*
[93%]

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

100%*
[93%]

Compare with national average

-  About the same
-  Higher
-  Lower
-  No comparison due to low response

* Attached with figures indicates fewer than 30 responses