

RTI 4786 Release Notes

Clinical Excellence Division

RTI #4786 – Documents, specifically reports, audits, ministerial/executive briefing notes and attachments, executive meeting minutes, board meeting minutes, internal correspondence such as emails relating to the General Surgery survey results during the period 01/01/2018 to 19/11/2018.

Purpose of release notes

The purpose of these release notes is to provide information and attachments pertaining to results from the 2017-18 General Surgery Outpatient Clinic Patient Experience Survey, held by the Clinical Excellence Division (CED), Department of Health, within the time period of 01/01/2018 to 19/11/2018.

Internal correspondence relating to the survey results is limited to the Office of the Director-General, Queensland Health and Deputy Director-General, CED, as requested in the RTI application.

Information to be provided

In the time period 01/01/2018 to 19/11/2018, the following documents were held:

- Queensland Health General Surgery Outpatient Clinic Patient Experience Survey (General Surgery OPES) 2017-18. This survey obtained feedback from surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services.
 - Briefing note from Deputy Director-General (DDG), CED regarding dissemination of results to Hospital and Health Services (HHS) and Mater Health Services (Attachment A), with the following attachments:
 - Sample General Surgery OPES 2017-18 facility specific executive summary – Princess Alexandra Hospital (PAH)
 - General Surgery OPES 2017-18 Queensland Executive Summary
 - General Surgery OPES 2017-18 checkerboard
 - Memorandum from DDG, CED to HHS Chief Executives regarding statewide and facility General Surgery OPES 2017-18 results
 - Memorandum from DDG, CED to Central West HHS Chief Executive and Torres and Cape HHS Chief Executive regarding statewide General Surgery OPES 2017-18 results
 - Letter from DDG, CED to Mater Health Services Chief Executive Officer regarding statewide and facility General Surgery OPES 2017-18 results
 - List of participating facilities and results format for General Surgery OPES 2017-18.
 - General Surgery OPES 2017-18 facility specific executive summary reports (Attachment B):
 - 37 executive summary reports for facilities (note: there were 38 facility executive summary reports in total that achieved at least 30 interviews and are included in the checkerboard), however, PAH executive summary report is included in the Briefing note above
 - General Surgery OPES 2017-18 facility summary results reports (Attachment C):

- Eight (8) summary results reports for facilities that had between 10-29 interviews, and results are presented as raw numbers. Due to limited statistical reliability, results for these facilities are not included in the checkerboard, and comparisons to previous results, peer group and Queensland were not undertaken.

An overview of the Queensland Health General Surgery OPES 2017-18, with details of the survey methodology is provided below.

All information is current as of 28/11/2018.

Important notes when considering information and survey results

- The Ministerial brief referenced at dot point 12 on page 2 of 426 (C-ECTF-18/6589), was submitted for consideration for progression to the Minister but has not yet progressed to the Minister.
- The General Surgery OPES 2017-18 results have not yet been published on the Queensland Health Hospital Performance internet site. The Ministerial brief referenced at dot point 13 on page 2 of 246 is yet to be progressed.
- Survey results should be viewed in conjunction with the survey methodology provided below.
- Percentage results reported are population estimates and have been rounded to whole numbers.
- Percentage results reported in the checkerboard and executive summaries represent the percentage of patients reporting the most favourable experience (e.g. 'very good', 'definitely' or 'always') for each measure.
- Full, detailed survey results that include all responses received for each measure were provided to HHSs in a secure, online results portal for each individual facility and Queensland.
- Results for questions that reflect patients' experiences of care received from health service providers not related to the hospital reported are excluded.
- Reporting of results varies according to the number of respondents (refer to Results section below).

Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017-18

Survey overview

The General Surgery OPES 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018. It was conducted by the Queensland Government Statistician's Office on behalf of Queensland Health. Computer assisted telephone interviews were conducted with patients from late January mid-April 2018. The response rate was 58% for all facilities in the survey overall.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The objectives of the General Surgery OPES 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels. Comparisons with 2015–16 survey results will be provided where available to measure the impact of initiatives implemented based on previous survey results.

Methodology

Questionnaire

The survey questionnaire was developed by Queensland Health during a series of working group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff and consumer representatives. Questions were based on the Outpatients Department Survey 2011 (© Care Quality Commission), with some questions added, modified or removed.

Scope

Patients were included who attended a general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The patient information for the survey consisted of a list of eligible surgery and endoscopy patients who attended a general surgery outpatient clinic at one of the 49 in-scope facilities between 1 October 2017 and 31 January 2018. Sampling was conducted monthly.

The list of participating facilities is included in Attachment A.

The target sample size of at least 300 interviews per facility where the patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%.

For facilities where the expected number of in-scope patients was fewer than the number of patients needed to achieve the required level of precision or where the number of patients was only marginally higher, a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities. For example, patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided:

- details of the appointment for which they had been selected
- an assurance of confidentiality, as the information would be collected under the *Statistical Returns Act (1896)*
- contact phone numbers where they could receive further information about the survey or change their contact details.

A flyer with general information for survey participants was also included.

Results


An overview of results for Queensland for the General Surgery OPES 2017-18 are provided in the Queensland Executive Summary (Attachment A).

Results for facilities with 30 or more responses were weighted and the population estimates reported together with other facilities, peer groups and the Queensland average, and with comparisons to 2015-16 results (Attachment B). Results for facilities with at least 10 but fewer than 30 responses were reported as raw, unweighted counts (Attachment C). No facility level reports were available for those with fewer than 10 responses, in order to protect respondent confidentiality, however responses are included in peer group and Queensland results.

A list of participating facilities and the format of their results is provided in Attachment A.

Survey results for each participating facility along with Queensland results were available to HHSs and Mater Health Services in an online results portal for the identification of local and statewide areas for improvement. Action plans with initiatives to address these areas have been subsequently developed at the hospital level.

SUBJECT: 2017-18 Queensland Health General Surgery Outpatient Clinic Patient Experience Survey facility and statewide results

<input checked="" type="checkbox"/> Approved	 Signature Date 12/10/2018 Dr John Wakefield, Deputy Director-General, Clinical Excellence Division, Department of Health Comments:
<input type="checkbox"/> Not approved	
<input type="checkbox"/> Noted	
<input type="checkbox"/> Signed (correspondence)	
<input type="checkbox"/> Further information required (see comments)	

ACTION REQUIRED BY Friday, 12 October 2018, as survey results are available on the Queensland Health Patient Experience Survey Results Portal for Hospital and Health Services (HHSs) and Mater Health Services.

RECOMMENDATION It is recommended the Deputy Director-General:

- **Approve** the 2017-18 Queensland Health General Surgery Outpatient Clinic Patient Experience Survey (General Surgery OPES) facility executive summaries (Attachment 1) and statewide executive summary and checkerboard of results (Attachment 2 and 3) for dissemination to HHSs and Mater Health Services.
- **Sign** the memorandum to Health Service Chief Executives regarding the 2017-18 General Surgery OPES facility and statewide results (Attachment 4).
- **Sign** the memorandum to Central West Health Service Chief Executive and Torres and Cape Health Service Chief Executive regarding the 2017-18 General Surgery OPES statewide results (Attachment 5).
- **Sign** the letter to Mater Health Services Chief Executive Officer regarding the 2017-18 General Surgery OPES facility and statewide results (Attachment 6).

ISSUES

1. The 2017-18 Queensland Health General Surgery OPES field collection was conducted by the Queensland Government Statistician's Office (QGSO) on behalf of the Department of Health. The survey was conducted by telephone interview between late January and mid-April 2018.
2. Patient Safety and Quality Improvement Service (PSQIS) engaged Ipsos Public Affairs (Ipsos) for the analysis and online reporting of the 2017-18 General Surgery OPES. Detailed results for the survey will be provided to HHSs via the recently established Queensland Health Patient Experience Survey Results Portal.
3. Ipsos completed the analysis and online reporting for the 2017 Maternity Outpatient Clinic Patient Experience Survey and detailed survey results were provided to HHSs in the secure, interactive online portal for the first time in June 2018.
4. There were a number of concerns from QGSO in the release of telephone survey results to Ipsos for the 2017-18 General Surgery OPES, which were subsequently resolved, and the data released to Ipsos. However, this delay meant that Ipsos did not commence the analysis and reporting of survey results as previously planned, and hence delayed the dissemination of results to HHSs.
5. It is expected that the results from the 2018-19 Maternity Patient Experience Survey will be available to HHSs approximately one month after telephone and online surveying ends, as Ipsos will be conducting both the telephone and online surveying, and the analysis and reporting of survey results. Ipsos will be able to utilise the existing work undertaken in the reporting portal.
6. In relation to the online survey results portal, HHS executives and other personnel previously nominated by HHSs will initially be set up with secure access, and additional staff can be set up with access at any time. A webinar will be conducted to help familiarise users with the portal. The session will be recorded and made available to new users.
7. The attached memorandum (Attachment 4) and letter (Attachment 6) will provide HHSs and Mater Health Services with the statewide executive summary and checkerboard summarising statewide results and 38 facility specific executive summaries (Attachments 1, 2 and 3) as well as details of access to full survey results on the portal.
8. Central West HHS and Torres and Cape HHS had no participating facilities that achieved the minimum of 30 interviews required for a facility to receive an executive summary. A separate memorandum (Attachment 5) provides the Queensland executive summary and checkerboard only.

9. Survey results will assist HHSs and Mater Health Services in identifying local and statewide areas for improvement, leading to the development of initiatives to address these areas. Where possible, results from this survey have been compared to the results from the previous survey undertaken in 2015-16.
10. Overall results for Queensland are good, with more than two-thirds of the measures achieving a high result (greater than or equal to 80 per cent). Measures that are very high include: *found a seat straight away in the waiting area, did not have difficulty confirming or rescheduling appointment, knew to expect treatment during the appointment, medical information was transferred from referring hospital, 'definitely' given enough privacy when discussing care or being examined or treated, and 'definitely' had confidence and trust in the nurse.*
11. Measures requiring improvement include: *told reason for wait, advised of expected wait time, offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer if identified as of Aboriginal or Torres Strait Island origin, told or saw information about how to provide a compliment or complaint about the care received, seen within 15 minutes of scheduled appointment time, staff apologised if more than 15 minutes delay.*
12. A brief has been submitted to the Minister for Health and Minister for Ambulance Services requesting approval for the publication of the statewide report for the previous 2015-16 Queensland Health General Surgery OPES results (C-ECTF-18/6589).
13. A separate Ministerial brief will be submitted requesting approval for the publication of the statewide results for the 2017-18 General Surgery OPES, after survey results have been discussed with HHSs at the next scheduled Performance Review Meetings.

BACKGROUND A total of 8,609 interviews were completed of surgery and endoscopy patients who visited general surgery outpatient clinics at one of 49 Queensland public hospitals or multipurpose health services between October 2017 to January 2018.

15. Of the 49 participating facilities:
 - 15.1. 38 achieved at least 30 interviews and will receive an executive summary, online results that include comparisons with other facilities and are included in the checkerboard
 - 15.2. eight had between 10-29 interviews and will receive online results with their own raw data due to limited statistical reliability
 - 15.3. three achieved no interviews.
16. Participating facilities are grouped into five peer groups and will be able to benchmark against their peers.
17. A comparison group comprising responses from parents/guardians of patients aged less than 16 years from all participating facilities has been constructed to provide a comparator for the Lady Cilento Children's Hospital.
18. One facility specific executive summary has been provided as an example for all facilities that had at least 30 interviews (Attachment 1).
19. A list of participating facilities and the format of their results has been provided (Attachment 7).

RESULTS OF CONSULTATION

20. Consultation was undertaken with the 2017-18 General Surgery OPES working group regarding the survey design and questionnaire. Statewide survey results will be presented back to the group and the Statewide Surgical Advisory Committee.

RESOURCE/FINANCIAL IMPLICATIONS

21. Not applicable.

SENSITIVITIES/RISKS

22. There are no sensitivities or risks associated with this brief.

ATTACHMENTS

23. Attachment 1: Sample 2017-18 General Surgery OPES facility specific executive summary - PAH
Attachment 2: 2017-18 General Surgery OPES Queensland executive summary
Attachment 3: 2017-18 General Surgery OPES checkerboard
Attachment 4: Memorandum to HHS Chief Executives
Attachment 5: Memorandum to CW HHS and TC HHS Chief Executives
Attachment 6: Letter to Mater Health Services Chief Executive Officer
Attachment 7: List of participating facilities and results format

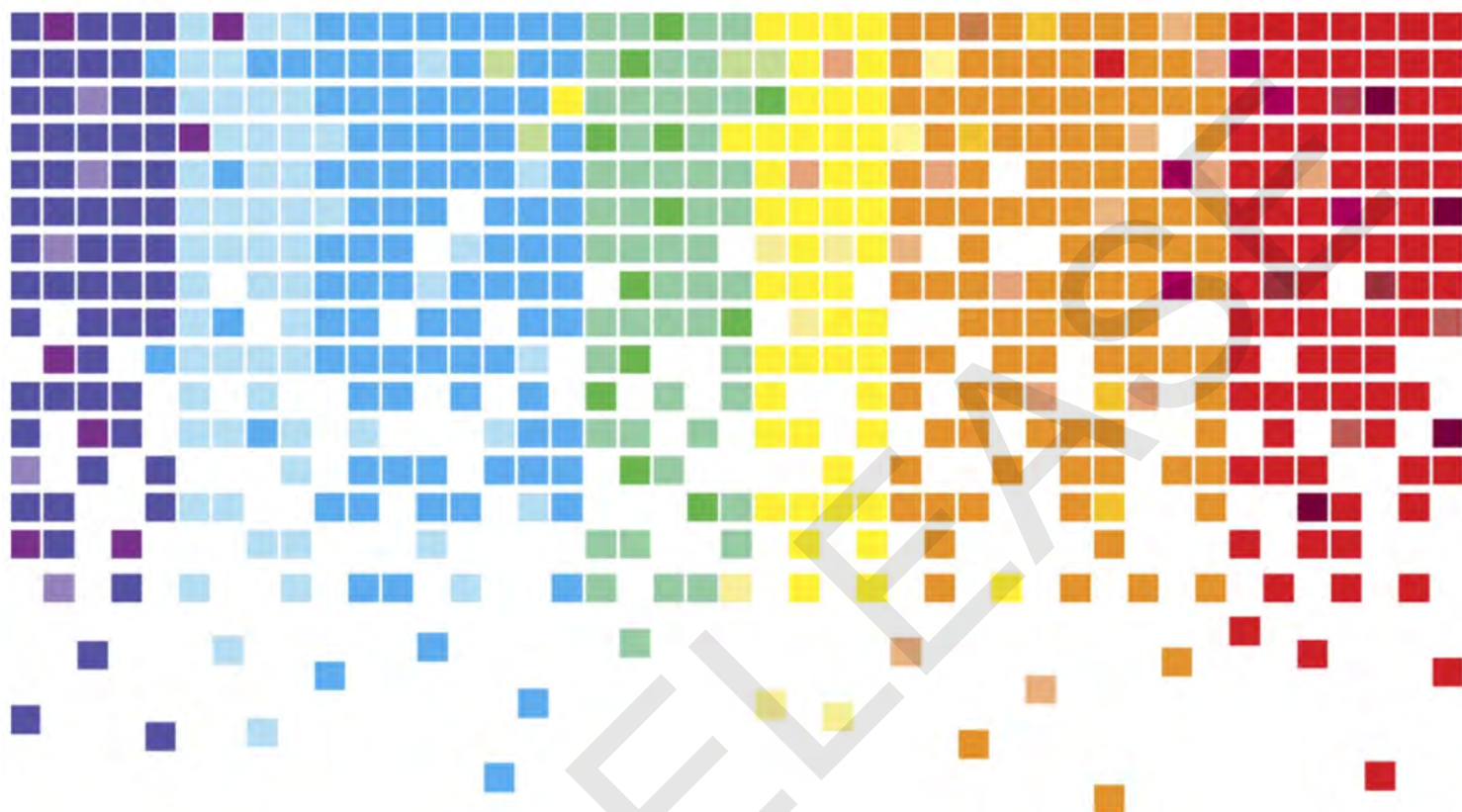
Author Name: Deborah Blythe Position: Principal Project Officer Unit: Programs, Survey & Audit Branch: Patient Safety and Quality Improvement Service Tel No: [REDACTED] Date Drafted: 28 September 2018	Submitted through Name: Jacqueline Daly Position: Manager, Survey & Audit Unit: Programs, Survey & Audit Branch: Patient Safety and Quality Improvement Service Tel No: [REDACTED] Date Cleared: 28 September 2018	Cleared by (Dir/Snr Dir) Name: Di O'Kane Position: A/ED Branch: Patient Safety and Quality Improvement Service Tel No: [REDACTED] Date Cleared: 9 October 2018
---	---	--

		<i>*Note clearance contact is also key contact for brief queries*</i>
--	--	---

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Princess Alexandra Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 307 who visited Princess Alexandra Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 60% for Princess Alexandra Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	77%	72%	70%	

Princess Alexandra Hospital CSCF Level 6 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Princess Alexandra Hospital general surgery outpatient clinic.

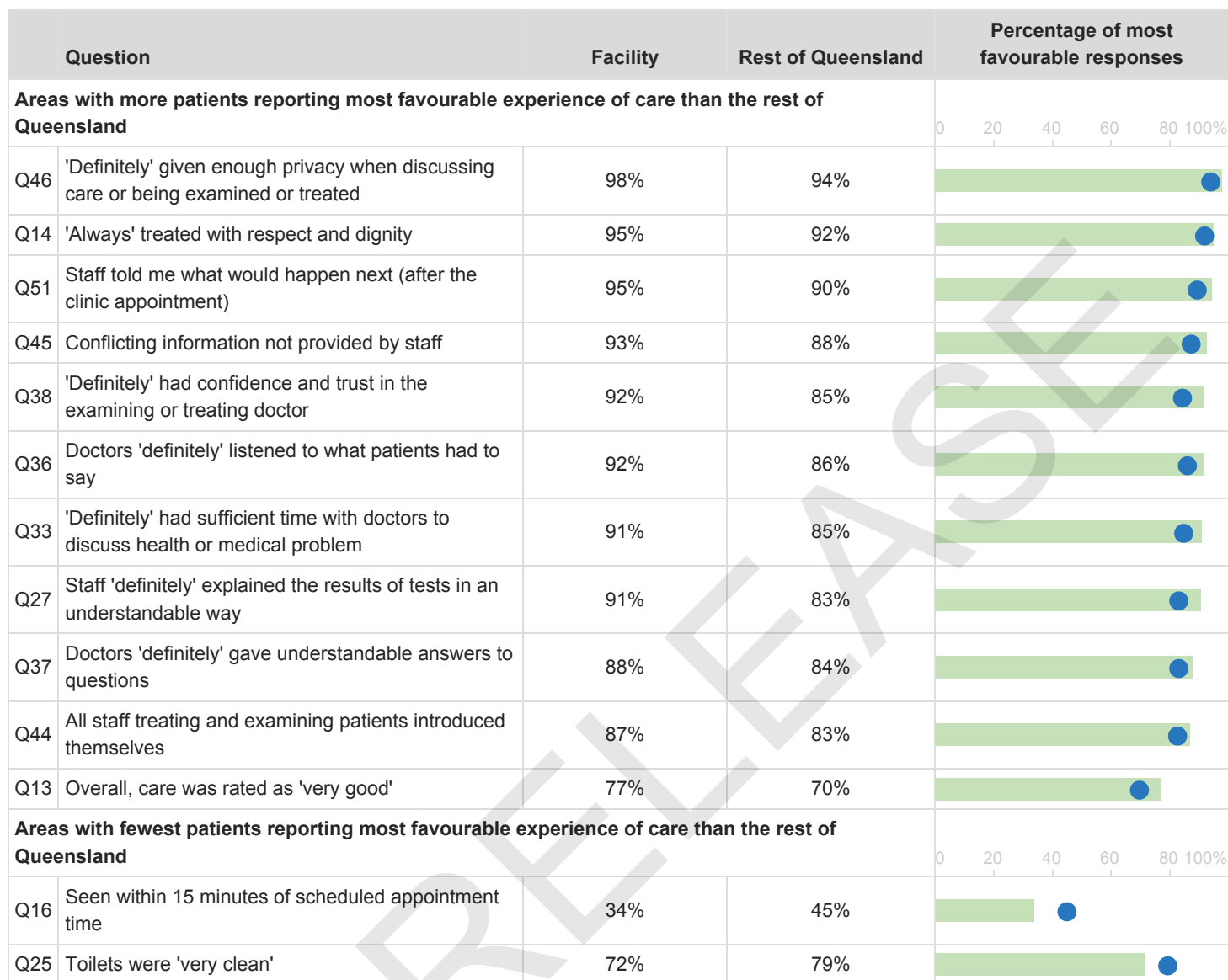
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	98%	94%	94%	
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q43 'Definitely' had confidence and trust in the nurse	97%	94%	94%	
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q42 Nurses 'definitely' gave understandable answers to questions	96%	91%	91%	
Q14 'Always' treated with respect and dignity	95%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	24%	24%	25%	
Q17 Advised of expected wait time	31%	35%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	34%	37%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	45%	41%	41%	
Q21 Staff apologised if more than 15 minutes delay	46%	48%	49%	
Q25 Toilets were 'very clean'	72%	78%	79%	

Princess Alexandra Hospital CSCF Level 6 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Princess Alexandra Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Princess Alexandra Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Princess Alexandra Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			
Q46	'Definitely' given enough privacy when discussing care or being examined or treated	98%	95%
Q51	Staff told me what would happen next (after the clinic appointment)	95%	88%
Q38	'Definitely' had confidence and trust in the examining or treating doctor	92%	86%
Areas of reduced performance			
Q21	Staff apologised if more than 15 minutes delay	46%	59%

2017–18 ■ 2015–16 ●

Results summary for Princess Alexandra Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 6 and the previous survey is presented below.

Measure	Question	Princess Alexandra Hospital		CSCF Level 6	Qld	Princess Alexandra Hospital	Princess Alexandra Hospital vs CSCF Level 6	Princess Alexandra Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	72%	77%	72%	70%		▲	▲
Knew who to contact if symptoms or condition got worse before first appointment	Q4	79%	79%	77%	78%			
'Definitely' found way to clinic with ease	Q5	86%	87%	81%	85%		▲	
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	88%	88%	87%	86%			
Medical information was transferred from referring hospital	Q7	91%	92%	93%	94%			
Able to get a suitable appointment time ¹	Q8		92%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	36%	34%	37%	45%			▼
Advised of expected wait time	Q17	30%	31%	35%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	82%	89%	85%	84%			
Told reason for wait	Q19	30%	24%	24%	25%			
Staff apologised if more than 15 minutes delay	Q21	59%	46%	48%	49%	▼		
Found a seat straight away in the waiting area	Q23	97%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	80%	82%	85%	84%			
Toilets were 'very clean'	Q25	73%	72%	78%	79%		▼	▼
Staff 'definitely' explained the results of tests in an understandable way	Q27	85%	91%	84%	83%		▲	▲
Knew to expect treatment during the appointment ²	Q29	87%	91%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	88%	83%	85%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	95%	91%	88%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	87%	91%	86%	85%		▲	▲
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	92%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	88%	92%	87%	86%		▲	▲
Doctors 'definitely' gave understandable answers to questions	Q37	85%	88%	85%	84%			▲
'Definitely' had confidence and trust in the examining or treating doctor	Q38	86%	92%	87%	85%	▲	▲	▲

Measure	Question	Princess Alexandra Hospital		CSCF Level 6	Qld	Princess Alexandra Hospital	Princess Alexandra Hospital vs CSCF Level 6	Princess Alexandra Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	89%	94%	91%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	95%	92%	90%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	91%	96%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	91%	97%	94%	94%			
'Always' treated with respect and dignity	Q14	92%	95%	92%	92%		▲	▲
All staff treating and examining patients introduced themselves	Q44	85%	87%	84%	83%			▲
Conflicting information not provided by staff ¹	Q45		93%	88%	88%	-	▲	▲
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	95%	98%	94%	94%	▲	▲	▲
'Definitely' involved as much as desired in decisions about care and treatment	Q47	84%	88%	85%	85%			
Given written information about condition or treatment	Q50	78%	79%	78%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	88%	95%	91%	90%	▲	▲	▲
Staff 'definitely' told me when to resume usual activities	Q52	75%	89%	81%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	75%	76%	70%	70%		▲	
Told who to contact if worried after leaving the clinic	Q54	76%	77%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	44%	45%	41%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	61%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	37%	32%	-		

▲ The result for Princess Alexandra Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Princess Alexandra Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

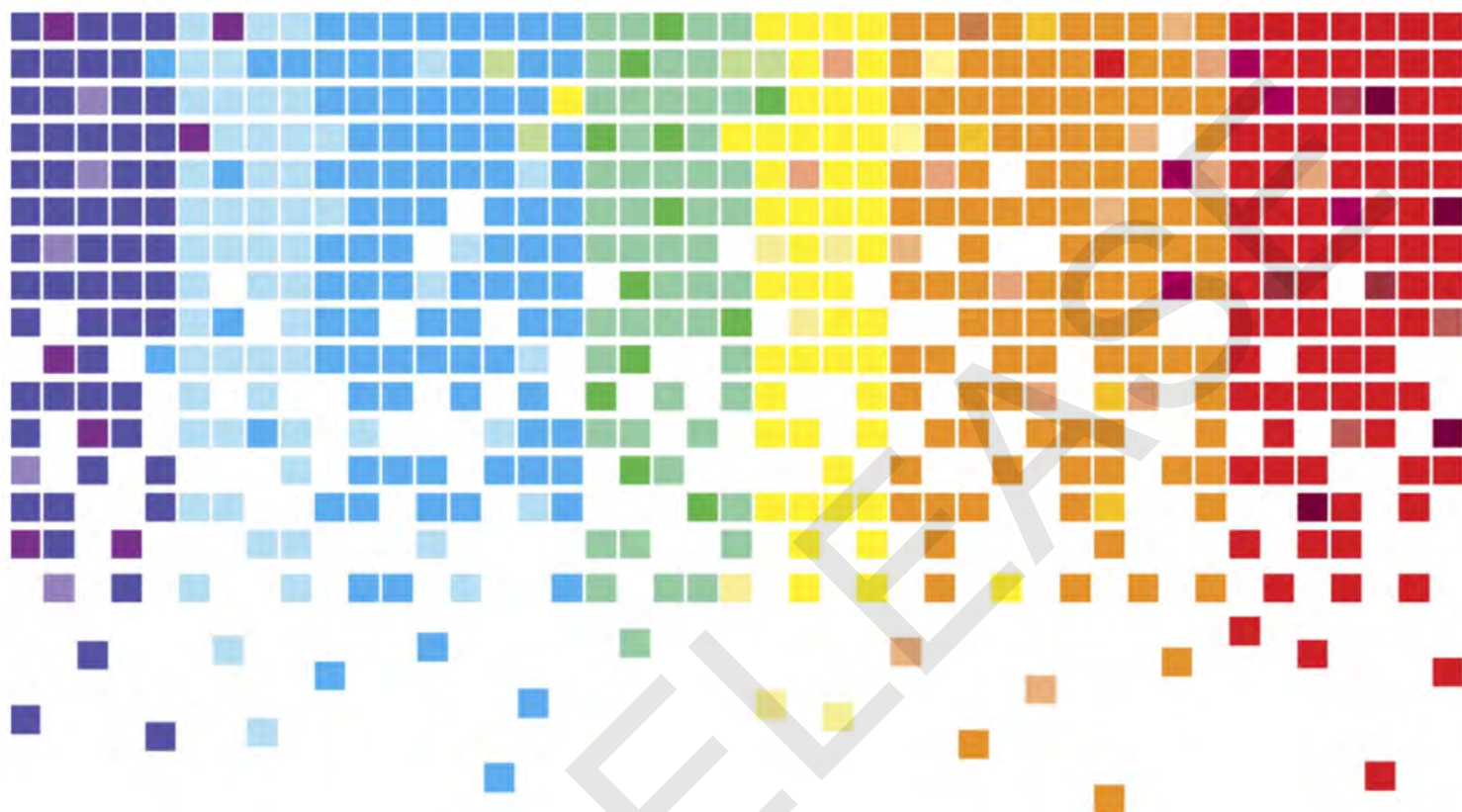
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Queensland

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

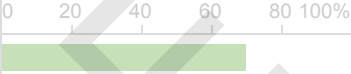
Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall.

Overall rating of care













Question	Queensland	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic		
Q13 Overall, care was rated as 'very good'	70%	

Queensland ■

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Queensland public general surgery outpatient clinics.

Question	Queensland	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care		
Q23 Found a seat straight away in the waiting area	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	95%	
Q29 Knew to expect treatment during the appointment	95%	
Q7 Medical information was transferred from referring hospital	94%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	94%	
Q43 'Definitely' had confidence and trust in the nurse	94%	
Areas with fewest patients reporting most favourable experience of care		
Q19 Told reason for wait	25%	
Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer	32%	
Q17 Advised of expected wait time	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	41%	
Q16 Seen within 15 minutes of scheduled appointment time	45%	
Q21 Staff apologised if more than 15 minutes delay	49%	

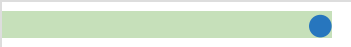




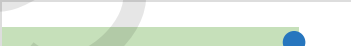
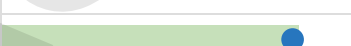
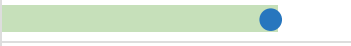


Queensland ■

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Queensland general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question		2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance				
Q29	Knew to expect treatment during the appointment	95%	91%	
Q46	'Definitely' given enough privacy when discussing care or being examined or treated	94%	93%	
Q43	'Definitely' had confidence and trust in the nurse	94%	91%	
Q51	Staff told me what would happen next (after the clinic appointment)	90%	88%	
Q15	Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	86%	83%	
Q33	'Definitely' had sufficient time with doctors to discuss health or medical problem	85%	84%	
Q5	'Definitely' found way to clinic with ease	85%	84%	
Q25	Toilets were 'very clean'	79%	77%	
Q13	Overall, care was rated as 'very good'	70%	67%	
Areas of reduced performance				
Q55	Told or saw information about how to provide a compliment or complaint about the care received	41%	44%	

2017–18 ■ 2015–16 ●

Results summary for Queensland

DOH RTI 4786

A summary of results with comparison to and the previous survey is presented below.

Measure	Question	Queensland		Queensland
		2015–16	2017–18	2017–18 vs 2015–16
		% most fav	% most fav	
Overall, care was rated as 'very good'	Q13	67%	70%	▲
Knew who to contact if symptoms or condition got worse before first appointment	Q4	77%	78%	
'Definitely' found way to clinic with ease	Q5	84%	85%	▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	83%	86%	▲
Medical information was transferred from referring hospital	Q7	93%	94%	
Able to get a suitable appointment time ¹	Q8		91%	-
Did not have difficulty confirming or rescheduling appointment ¹	Q9		95%	-
Seen within 15 minutes of scheduled appointment time	Q16	44%	45%	
Advised of expected wait time	Q17	34%	32%	
Wait times to be seen that were shorter than or as long as advised	Q18	83%	84%	
Told reason for wait	Q19	25%	25%	
Staff apologised if more than 15 minutes delay	Q21	47%	49%	
Found a seat straight away in the waiting area	Q23	97%	97%	
General Surgery clinic was 'very clean'	Q24	84%	84%	
Toilets were 'very clean'	Q25	77%	79%	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27	82%	83%	
Knew to expect treatment during the appointment ²	Q29	91%	95%	▲
Staff 'definitely' explained what would happen prior to treatment	Q30	89%	87%	
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	91%	90%	
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	84%	85%	▲
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	89%	88%	
Doctors 'definitely' listened to what patients had to say	Q36	86%	86%	
Doctors 'definitely' gave understandable answers to questions	Q37	84%	84%	
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	85%	
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	92%	93%	
Nurses 'definitely' listened to what patients had to say	Q41	91%	92%	
Nurses 'definitely' gave understandable answers to questions	Q42	91%	91%	
'Definitely' had confidence and trust in the nurse	Q43	91%	94%	▲
'Always' treated with respect and dignity	Q14	92%	92%	
All staff treating and examining patients introduced themselves	Q44	82%	83%	
Conflicting information not provided by staff ¹	Q45		88%	-
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	94%	▲
'Definitely' involved as much as desired in decisions about care and treatment	Q47	84%	85%	
Given written information about condition or treatment	Q50	82%	80%	
Staff told me what would happen next (after the clinic appointment)	Q51	88%	90%	▲

Measure	Question	Queensland		Queensland
		2015–16	2017–18	2017–18 vs 2015–16
		% most fav	% most fav	
Staff 'definitely' told me when to resume usual activities	Q52	83%	84%	
Staff 'completely' informed me about danger signs to watch for after going home	Q53	71%	70%	
Told who to contact if worried after leaving the clinic	Q54	73%	74%	
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	44%	41%	▼
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		64%	-
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		32%	-

▲ The result for Queensland was statistically significantly more favourable than the result it was compared with.

▼ The result for Queensland was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

MEMORANDUM

To: Chief Executive, Cairns and Hinterland Hospital and Health Service
 Chief Executive, Central Queensland Hospital and Health Service
 Chief Executive, Children's Health Queensland
 Chief Executive, Darling Downs Hospital and Health Service
 Chief Executive, Gold Coast Hospital and Health Service
 Chief Executive, Mackay Hospital and Health Service
 Chief Executive, Metro North Hospital and Health Service
 Chief Executive, Metro South Hospital and Health Service
 Chief Executive, North West Hospital and Health Service
 Chief Executive, South West Hospital and Health Service
 Chief Executive, Sunshine Coast Hospital and Health Service
 Chief Executive, Townsville Hospital and Health Service
 Chief Executive, West Moreton Hospital and Health Service
 Chief Executive, Wide Bay Hospital and Health Service

From: Dr John Wakefield
 Deputy Director-General
 Clinical Excellence Division

Contact No: 3708 5342

Subject: 2017-18 Queensland Health General Surgery Outpatient Clinic Patient Experience Survey results

File Ref: C-ECTF-18/9094

2017-18 General Surgery Outpatient Clinic Patient Experience Survey results

I am pleased to advise that the 2017-18 Queensland Health General Surgery Outpatient Clinic Patient Experience Survey (General Surgery OPES) results for facilities in your Hospital and Health Service (HHS) have been finalised and are available to HHSs via the secure, interactive patient experience survey results online portal.

The enclosed Queensland executive summary and checkerboard present statewide results for Queensland and all facilities that achieved at least 30 interviews with patients and parents/guardians of patients less than 16 years of age. Executive summaries for participating facilities in your HHS with at least 30 interviews are also enclosed, and present facility specific highlights of patient experience in the general surgery outpatient clinic.

I apologise for the delay in providing results, however, as Ipsos Public Affairs will be conducting both the telephone and online surveying, and the analysis and reporting of survey results for the 2018-19 Maternity Patient Experience Survey, it is expected that results will be available to HHSs approximately one month after telephone and online surveying ends, as they will be able to utilise the existing work already undertaken in the reporting portal.

Queensland Health Patient Experience Survey Results Portal

The General Surgery OPES results are now available on the Queensland Health Patient Experience Survey Results Portal. The type of results available for each of the participating facilities is also enclosed. HHS executives, Directors of Clinical Governance, Directors of Safety and Quality and survey contacts previously nominated by the HHS have been set up with secure access to the portal and will receive an email from Patientexperiencesurvey@health.qld.gov.au with access details.

Additional staff requiring access to survey results for facilities within the HHS can email their request to Patientexperiencesurvey@health.qld.gov.au.

Webinar training for portal users

A one-hour webinar will be conducted to provide a demonstration of how to access survey results and navigate the portal. The webinar will be recorded and made available for portal users to view at any time.

The webinar is scheduled to occur at 1pm-2pm, 24 October 2018. Portal users who would like to join the webinar are invited to email Patientexperiencesurvey@health.qld.gov.au to receive log in information.

2017–18 General Surgery Outpatient Clinic Patient Experience Survey background

The 2017-18 General Surgery OPES was conducted between late January and mid-April 2018 with a total of 8,609 interviews of patients and parents/guardians of patients less than 16 years of age, who attended a general surgery outpatient clinic appointment between October 2017 and January 2018.

It is anticipated that survey results will assist in identifying areas for improvement at local and statewide levels, informing the development of initiatives to address these areas. Comparison with the 2015-16 results may also assist in the evaluation of quality improvement actions implemented as a result of the previous survey.

A discussion of the survey results and actions will occur at an upcoming Performance Review Meeting in coming months. HHSs will be advised in advance of the meeting in which this item will be discussed.

Publication of Queensland results

It is anticipated that the 2017-18 General Surgery OPES statewide report will be published on the Queensland Health Hospital Performance internet site (under Patient Experience).

For more information

The Department of Health is committed to working with Chief Executives in a facilitative way to ensure appropriate communication strategies are in place. If you wish to discuss this matter further in relation to patient experience surveys, please liaise directly with our contact officer, Ms Di O'Kane, Executive Director, Patient Safety and Quality Improvement Service, on telephone [REDACTED] [REDACTED] or email Patientexperiencesurvey@health.qld.gov.au.

Yours sincerely



Dr JOHN WAKEFIELD PSM
Deputy Director-General
Clinical Excellence Division
12 / 10 / 2018

RTI RELEASE

MEMORANDUM

To: Chief Executive, Central West Hospital and Health Service
Chief Executive, Torres and Cape Hospital and Health Service

From: Dr John Wakefield
Deputy Director-General
Clinical Excellence Division

Contact No: 3708 5342

Subject: 2017-18 Queensland Health General Surgery Outpatient Clinic Patient Experience Survey results

File Ref: C-ECTF-18/9094

2017-18 General Surgery Outpatient Clinic Patient Experience Survey results

I am pleased to advise that the 2017-18 Queensland Health General Surgery Outpatient Clinic Patient Experience Survey (General Surgery OPES) results for facilities in your Hospital and Health Service (HHS) have been finalised and are available to HHSs via the secure, interactive patient experience survey results online portal.

The enclosed Queensland executive summary presents highlights of patient experience in general surgery outpatient clinics across the state, and the enclosed checkerboard summarises results for Queensland and all facilities that achieved at least 30 interviews. Executive summaries for participating facilities with at least 30 interviews have been prepared and distributed to HHSs.

Unfortunately, no participating facilities from Central West HHS and Torres and Cape HHS achieved at least 30 interviews. However, all survey results are included in Queensland and peer group results. Cooktown Multipurpose Health Service received 10-29 completed interviews and raw unweighted counts will be available for this facility on the reporting portal.

I apologise for the delay in providing results, however, as Ipsos Public Affairs will be conducting both the telephone and online surveying, and the analysis and reporting of survey results for the 2018-19 Maternity Patient Experience Survey, it is expected that results will be available to HHSs approximately one month after telephone and online surveying ends, as they will be able to utilise the existing work already undertaken in the reporting portal.

Queensland Health Patient Experience Survey Results Portal

The General Surgery OPES results are now available on the Queensland Health Patient Experience Survey Results Portal. The type of results available for each of the participating facilities is also enclosed.

HHS executives, Directors of Clinical Governance, Directors of Safety and Quality and survey contacts previously nominated by the HHS have been set up with secure access to the portal and will receive an email from Patientexperiencesurvey@health.qld.gov.au with access details.

Additional staff requiring access to survey results for facilities within the HHS can email their request to Patientexperiencesurvey@health.qld.gov.au.

Webinar training for portal users

A one-hour webinar will be conducted to provide a demonstration of how to access survey results and navigate the portal. The webinar will be recorded and made available for portal users to view at any time.

The webinar is scheduled to occur at 1pm-2pm, 24 October 2018. Portal users who would like to join the webinar are invited to email Patientexperiencesurvey@health.qld.gov.au to receive log in information.

2017-18 General Surgery Outpatient Clinic Patient Experience Survey background

The 2017-18 General Surgery OPES was conducted between late January and mid-April 2018 with a total of 8,609 interviews of patients and parents/guardians of patients less than 16 years of age, who attended a general surgery outpatient clinic appointment between October 2017 and January 2018.

It is anticipated that survey results will assist in identifying areas for improvement at local and statewide levels, informing the development of initiatives to address these areas. Comparison with the 2015-16 results may also assist in the evaluation of quality improvement actions implemented as a result of the previous survey.

Publication of Queensland results

It is anticipated that the 2017-18 General Surgery OPES statewide report will be published on the Queensland Health Hospital Performance internet site (under Patient Experience).

For more information

The Department of Health is committed to working with Chief Executives in a facilitative way to ensure appropriate communication strategies are in place. If you wish to discuss this matter further in relation to patient experience surveys, please liaise directly with our contact officer, Ms Di O'Kane, Executive Director, Patient Safety and Quality Improvement Service, on telephone [REDACTED] or email Patientexperiencesurvey@health.qld.gov.au.

Yours sincerely


DR JOHN WAKEFIELD PSM
Deputy Director-General
Clinical Excellence Division
12 / 10 / 2018



Department of Health

Enquiries to: Di O'Kane
 Executive Director
 Patient Safety and Quality
 Improvement Service
 Telephone: (07) [REDACTED]
 File Ref: C-ECTF-18/9094

Professor John Prins
 Acting Group Chief Executive Officer
 Mater Health Services
 Raymond Terrace
 SOUTH BRISBANE QLD 4101

Email: john.prins@mater.uq.edu.au

Dear Professor Prins

2017-18 General Surgery Outpatient Clinic Patient Experience Survey results

I am pleased to advise that the 2017-18 General Surgery Outpatient Clinic Patient Experience Survey (General Surgery OPES) results for the Mater Adult Hospital have been finalised and are available via the secure, interactive patient experience survey results online portal.

An executive summary for the Mater Adult Hospital is enclosed and presents facility specific highlights of patient experience in the general surgery outpatient clinic. The enclosed Queensland executive summary and checkerboard also presents statewide results for all facilities that achieved at least 30 interviews with patients and parents/guardians of patients less than 16 years of age.

I apologise for the delay in providing results, however, as Ipsos Public Affairs will be conducting both the telephone and online surveying, and the analysis and reporting of survey results for the 2018-19 Maternity Patient Experience Survey, it is expected that results will be available to Hospital and Health Services approximately one month after telephone and online surveying ends, as they will be able to utilise the existing work already undertaken in the reporting portal.

Queensland Health Patient Experience Survey Results Portal

The General Surgery OPES results are now available on the Queensland Health Patient Experience Survey Results Portal. In addition to yourself, Dr Clare Morgan, Mr Callan Battley, Sean Hubbard, Dan Pocock, Tina Luton, Maree Johnson, Catherine Pickering, Dr Michael Beckman and Maree Reynolds have been initially set up with access to the portal and will receive an email from Patientexperiencesurvey@health.qld.gov.au with access details.

Additional staff requiring access to survey results can email their request to Patientexperiencesurvey@health.qld.gov.au.

Webinar training for portal users

A one-hour webinar will be conducted to provide a demonstration of how to access survey results and navigate the portal. The webinar will be recorded and made available for portal users to view at any time.

The webinar is scheduled to occur at 1pm-2pm, 24 October 2018. Portal users who would like to join a webinar are invited to email Patientexperiencesurvey@health.qld.gov.au to receive log in information.

2017-18 General Surgery Outpatient Clinic Patient Experience Survey background

The 2017-18 General Surgery OPES was conducted between late January and mid-April 2018 with a total of 8,609 interviews of patients and parents/guardians of patients less than 16 years of age, who attended a general surgery outpatient clinic appointment between October 2017 and January 2018.

It is anticipated that survey results will assist in identifying areas for improvement at local and statewide levels, informing the development of initiatives to address these areas. Comparison with the 2015-16 results may also assist in the evaluation of quality improvement actions implemented as a result of the previous survey. To assist hospitals in benchmarking against their peers, individual hospitals have been identified in the online results.

Publication of Queensland results

It is anticipated that the 2017-18 General Surgery OPES statewide report will be published on the Queensland Health Hospital Performance internet site (under Patient Experience).

For more information

If you require further information about patient experience surveys or wish to provide feedback, please contact Ms Di O'Kane, Executive Director, Patient Safety and Quality Improvement Service, on telephone 07 [REDACTED] or via email Patientexperiencesurvey@health.qld.gov.au.

Yours sincerely



Dr JOHN WAKEFIELD PSM
Deputy Director-General
Clinical Excellence Division
12 / 10 / 2018

2017–18 General Surgery Outpatient Clinic Patient Experience Survey

Attachment 7



2017–18 General Surgery OPES participating hospitals' results format

HHS / Organisation	Facility	Results format *	Included in Checkerboard and Executive summary available
Cairns and Hinterland	Atherton Hospital	Weighted estimates	Y
	Cairns Hospital	Weighted estimates	Y
	Innisfail Hospital	Weighted estimates	Y
	Mareeba Hospital	Weighted estimates	Y
Central Queensland	Biloela Hospital	Unweighted counts	-
	Emerald Hospital	Weighted estimates	Y
	Gladstone Hospital	Weighted estimates	Y
	Rockhampton Hospital	Weighted estimates	Y
Central West	Longreach Hospital	No interviews	-
Children's Health Queensland	Lady Cilento Children's Hospital	Weighted estimates	Y
Darling Downs	Chinchilla Hospital	Weighted estimates	Y
	Dalby Hospital	Weighted estimates	Y
	Goondiwindi Hospital	Unweighted counts	-
	Kingaroy Hospital	Weighted estimates	Y
	Miles Hospital	Unweighted counts	-
	Stanthorpe Hospital	Weighted estimates	Y
	Toowoomba Hospital	Weighted estimates	Y
	Warwick Hospital	Weighted estimates	Y
Gold Coast	Gold Coast University Hospital	Weighted estimates	Y
	Robina Hospital	Weighted estimates	Y
Mackay	Mackay Base Hospital	Weighted estimates	Y
	Proserpine Hospital	Weighted estimates	Y
Metro North	Caboolture Hospital	Weighted estimates	Y
	Redcliffe Hospital	Weighted estimates	Y
	Royal Brisbane and Women's	Weighted estimates	Y
	The Prince Charles Hospital	Weighted estimates	Y
Metro South	Beaudesert Hospital	No interviews	-
	Logan Hospital	Weighted estimates	Y
	Princess Alexandra Hospital	Weighted estimates	Y
	Queen Elizabeth II Jubilee Hospital	Weighted estimates	Y
	Redland hospital	Weighted estimates	Y
North West	Mount Isa Hospital	Weighted estimates	Y
South West	Charleville Hospital	Weighted estimates	Y
	Roma Hospital	Weighted estimates	Y
	St George Hospital	Unweighted counts	-
Sunshine Coast	Gympie Hospital	Weighted estimates	Y
	Nambour General Hospital	Weighted estimates	Y
	Sunshine Coast University Hospital	Weighted estimates	Y
Torres and Cape	Cooktown Multi Purpose Health	Unweighted counts	-
	Thursday Island Hospital	No interviews	-
Townsville	Ayr Hospital	Unweighted counts	-
	Charters Towers Hospital	Unweighted counts	-
	Ingham Hospital	Unweighted counts	-
	The Townsville Hospital	Weighted estimates	Y

2017–18 General Surgery OPES participating hospitals' results format continued

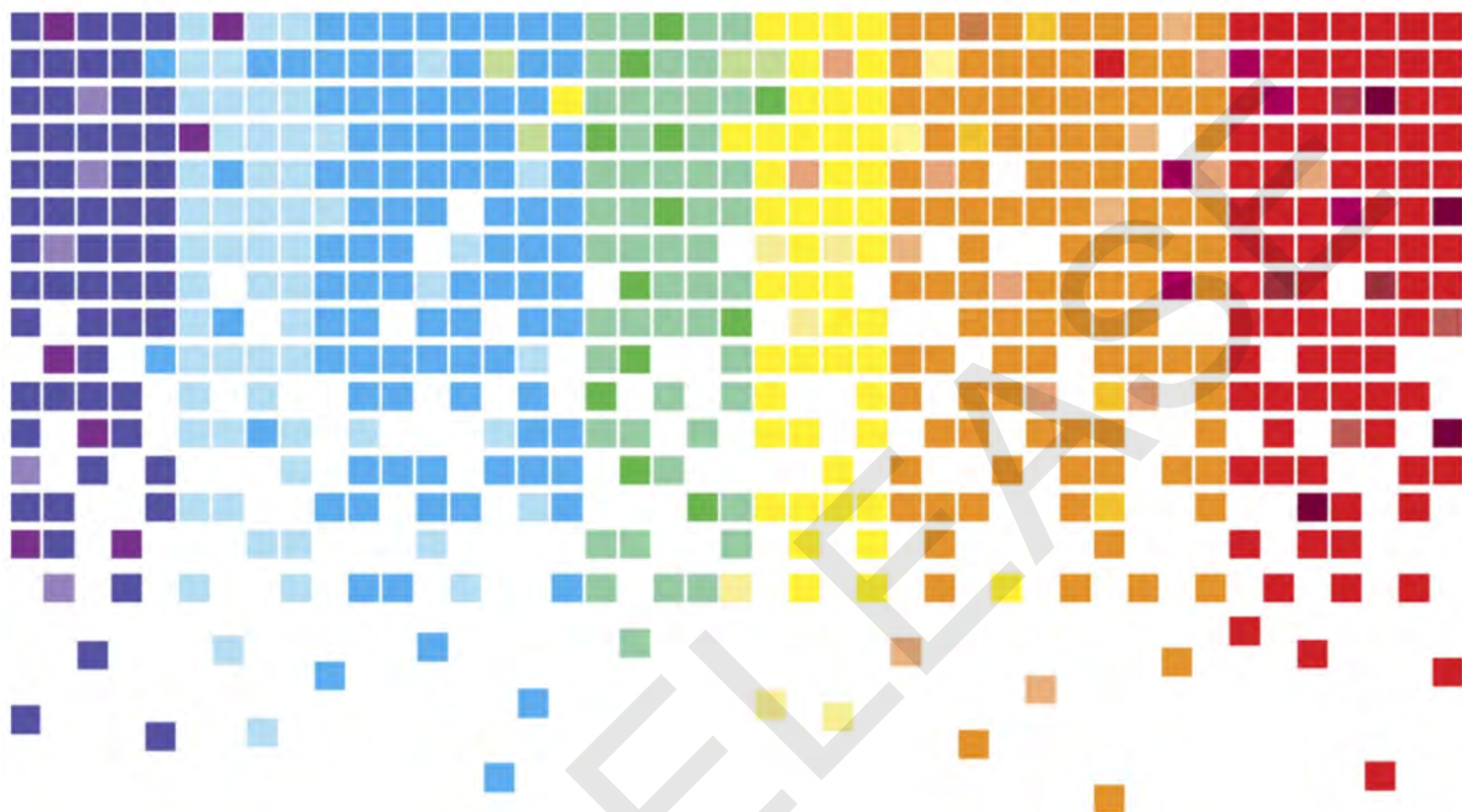
HHS / Organisation	Facility	Results format *	Included in Checkerboard and Executive summary available
West Moreton	Ipswich Hospital	Weighted estimates	Y
Wide Bay	Bundaberg Hospital	Weighted estimates	Y
	Hervey Bay Hospital	Weighted estimates	Y
	Maryborough Hospital	Weighted estimates	Y
Mater Health Services	Mater Adult Hospital	Weighted estimates	Y

*Results format

- Weighted estimates – detailed results available on the portal with population estimates for all measures that achieved at least 20 responses
- Unweighted counts – raw counts available on the portal for all measures that achieved at least 5 responses
- No individual results – results incorporated in peer and statewide results only
- No interviews – no interviews achieved

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Atherton Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 72 who visited Atherton Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 63% for Atherton Hospital.

Overall rating of care



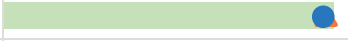
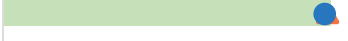








Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	74%	71%	70%	

Atherton Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Atherton Hospital general surgery outpatient clinic.

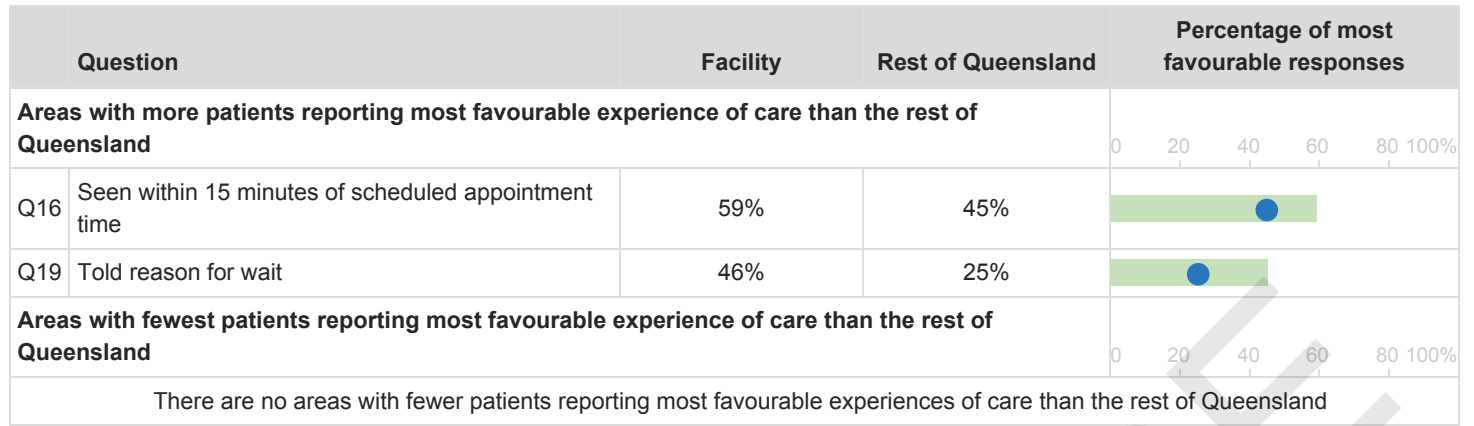
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q14 'Always' treated with respect and dignity	95%	93%	92%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	94%	93%	93%	
Q35 Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	94%	89%	88%	
Q8 Able to get a suitable appointment time	93%	94%	91%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	19%	27%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	41%	44%	41%	
Q19 Told reason for wait	46%	32%	25%	
Q21 Staff apologised if more than 15 minutes delay	52%	51%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	59%	58%	45%	
Q13 Overall, care was rated as 'very good'	74%	71%	70%	

Atherton Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Atherton Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Atherton Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Atherton Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			
			0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	91%	
Q15 Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	88%	72%	
Q5 'Definitely' found way to clinic with ease	88%	71%	
Areas of reduced performance			
There are no areas where Atherton Hospital showed reduced performance			

2017–18 ■ 2015–16 ●

Results summary for Atherton Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Atherton Hospital		CSCF Levels 2 and 3	Qld	Atherton Hospital	Atherton Hospital vs CSCF Levels 2 and 3	Atherton Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	62%	74%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	84%	81%	78%			
'Definitely' found way to clinic with ease	Q5	71%	88%	88%	85%	▲		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	72%	88%	87%	86%	▲		
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		93%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	59%	59%	58%	45%			▲
Advised of expected wait time	Q17		19%	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		46%	32%	25%	-		▲
Staff apologised if more than 15 minutes delay	Q21		52%	51%	49%	-		
Found a seat straight away in the waiting area	Q23	91%	100%	98%	97%	▲		
General Surgery clinic was 'very clean'	Q24	81%	80%	83%	84%			
Toilets were 'very clean'	Q25	61%	80%	81%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27		85%	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	94%	91%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		94%	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36	95%	83%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	91%	84%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	91%	87%	84%	85%			

Measure	Question	Atherton Hospital		CSCF Levels 2 and 3	Qld	Atherton Hospital	Atherton Hospital vs CSCF Levels 2 and 3	Atherton Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	87%	94%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	89%	85%	94%	92%		▼	
Nurses 'definitely' gave understandable answers to questions	Q42		88%	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43	89%	88%	94%	94%			
'Always' treated with respect and dignity	Q14	92%	95%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	74%	81%	82%	83%			
Conflicting information not provided by staff ¹	Q45		87%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	88%	91%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	83%	80%	85%	85%			
Given written information about condition or treatment	Q50	91%	82%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	76%	85%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53	82%	78%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	78%	75%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	38%	41%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Atherton Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Atherton Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

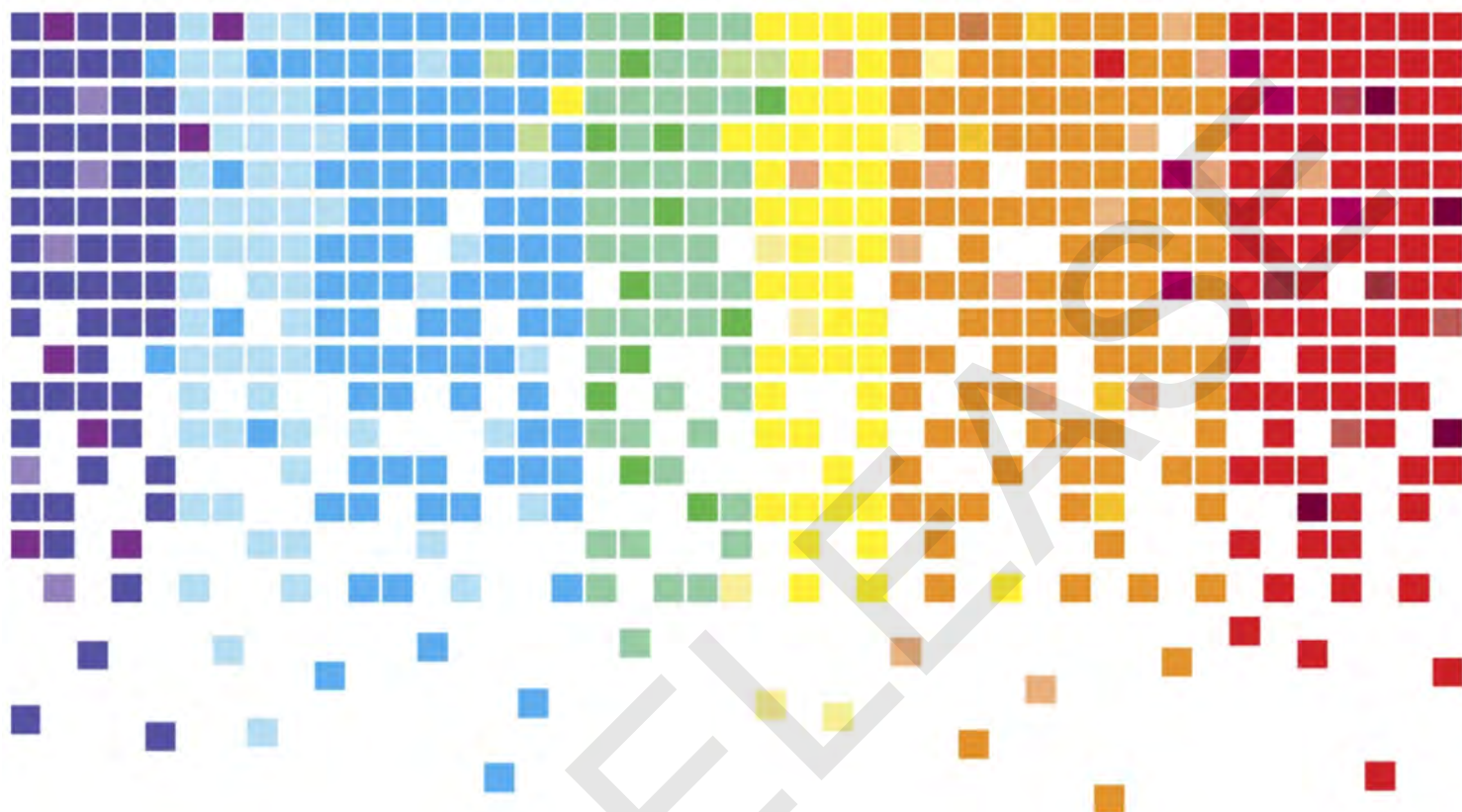
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Cairns Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Cairns Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 55% for Cairns Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	67%	68%	70%	

Cairns Hospital ■ CSCF Level 5 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Cairns Hospital general surgery outpatient clinic.

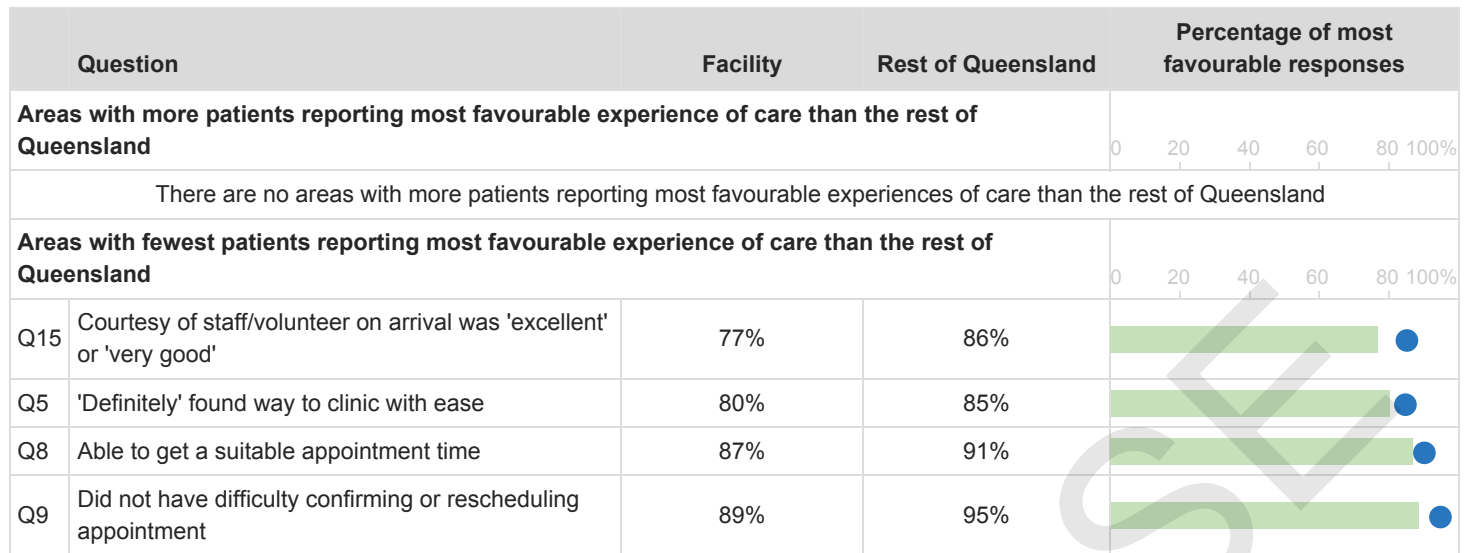
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q7 Medical information was transferred from referring hospital	97%	94%	94%	
Q23 Found a seat straight away in the waiting area	97%	97%	97%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	96%	95%	94%	
Q29 Knew to expect treatment during the appointment	96%	94%	95%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	95%	94%	93%	
Q30 Staff 'definitely' explained what would happen prior to treatment	95%	88%	87%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	23%	25%	25%	
Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer	27%	38%	32%	
Q17 Advised of expected wait time	30%	30%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	43%	40%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	43%	47%	45%	
Q21 Staff apologised if more than 15 minutes delay	50%	50%	49%	

Cairns Hospital ■ CSCF Level 5 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Cairns Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



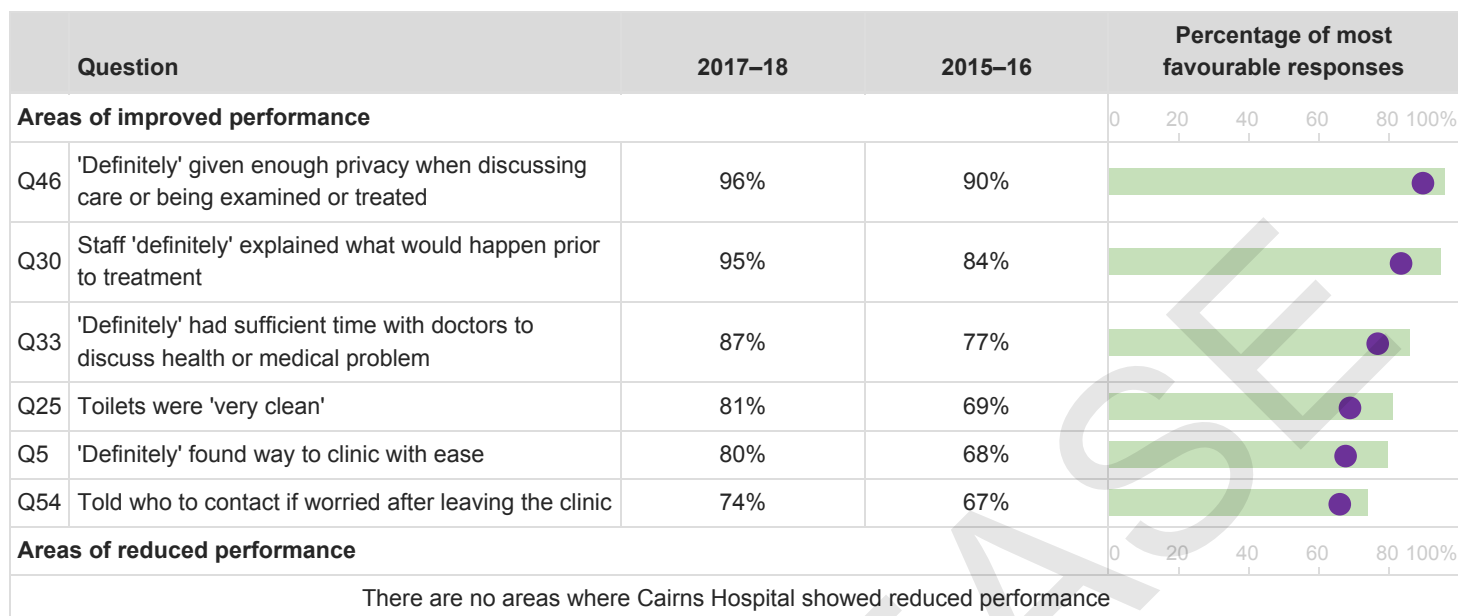
Cairns Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Cairns Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



Results summary for Cairns Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Cairns Hospital		CSCF Level 5	Qld	Cairns Hospital	Cairns Hospital vs CSCF Level 5	Cairns Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	61%	67%	68%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	77%	76%	77%	78%			
'Definitely' found way to clinic with ease	Q5	68%	80%	86%	85%	▲	▼	▼
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	74%	77%	84%	86%		▼	▼
Medical information was transferred from referring hospital	Q7	93%	97%	94%	94%			
Able to get a suitable appointment time ¹	Q8		87%	90%	91%	-		▼
Did not have difficulty confirming or rescheduling appointment ¹	Q9		89%	93%	95%	-	▼	▼
Seen within 15 minutes of scheduled appointment time	Q16	35%	43%	47%	45%			
Advised of expected wait time	Q17	36%	30%	30%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	77%	80%	81%	84%			
Told reason for wait	Q19	24%	23%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	51%	50%	50%	49%			
Found a seat straight away in the waiting area	Q23	93%	97%	97%	97%			
General Surgery clinic was 'very clean'	Q24	85%	85%	84%	84%			
Toilets were 'very clean'	Q25	69%	81%	80%	79%	▲		
Staff 'definitely' explained the results of tests in an understandable way	Q27	82%	82%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	86%	96%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	84%	95%	88%	87%	▲		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	88%	95%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	77%	87%	85%	85%	▲		
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	84%	85%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	82%	88%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	81%	80%	83%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	81%	81%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	91%	95%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	91%	93%	92%	92%			

Measure	Question	Cairns Hospital		CSCF Level 5	Qld	Cairns Hospital	DOH RTI 4786 Cairns Hospital vs CSCF Level 5	Cairns Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' gave understandable answers to questions	Q42	91%	89%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	88%	91%	94%	94%		▼	
'Always' treated with respect and dignity	Q14	89%	93%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	79%	82%	82%	83%			
Conflicting information not provided by staff ¹	Q45		86%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	90%	96%	95%	94%	▲		
'Definitely' involved as much as desired in decisions about care and treatment	Q47	78%	83%	85%	85%			
Given written information about condition or treatment	Q50	78%	80%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	92%	90%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	76%	86%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	68%	72%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	67%	74%	74%	74%	▲		
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	44%	43%	40%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		27%	38%	32%	-		

▲ The result for Cairns Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Cairns Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

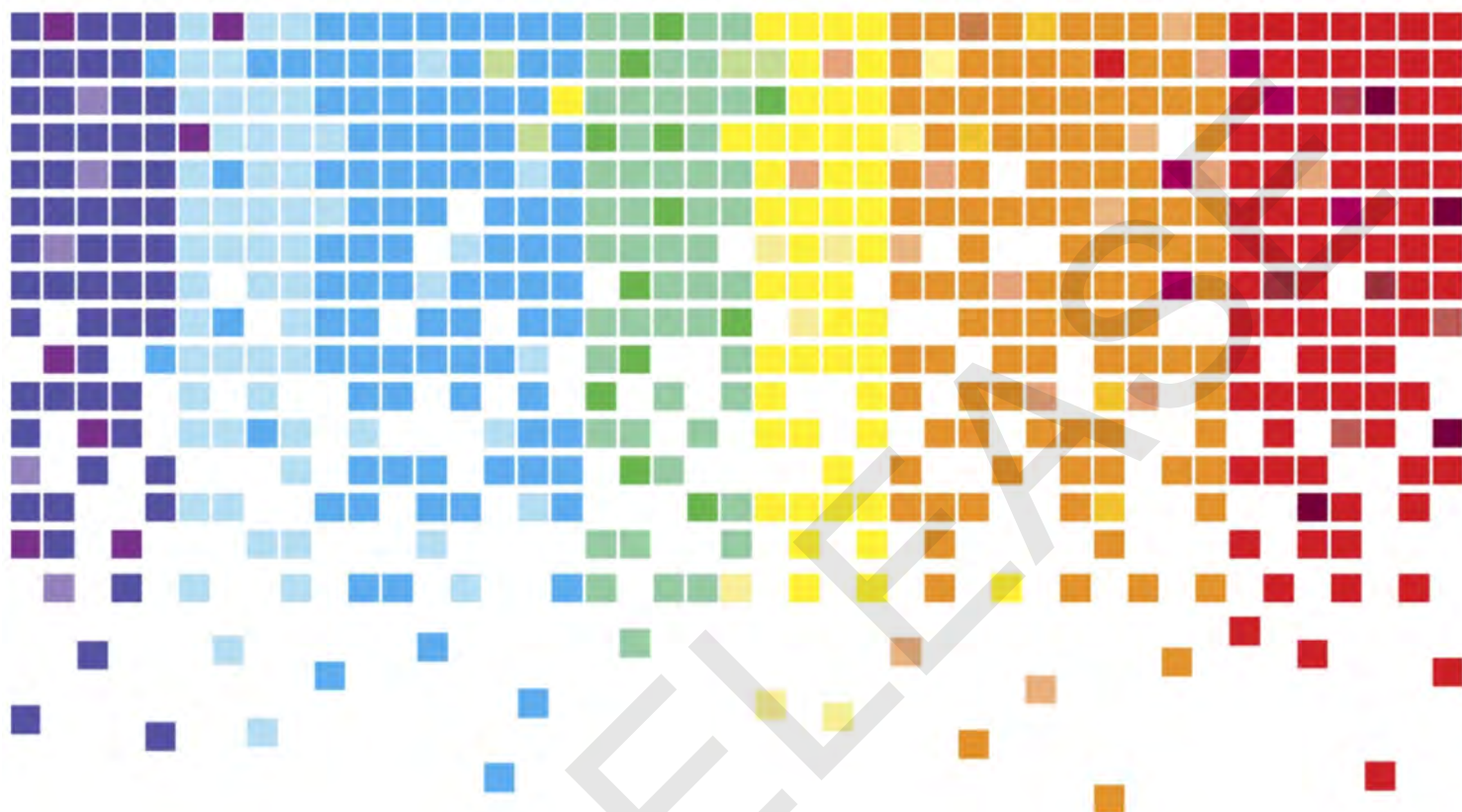
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Innisfail Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 99 who visited Innisfail Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 59% for Innisfail Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	60%	71%	70%	

Innisfail Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Innisfail Hospital general surgery outpatient clinic.

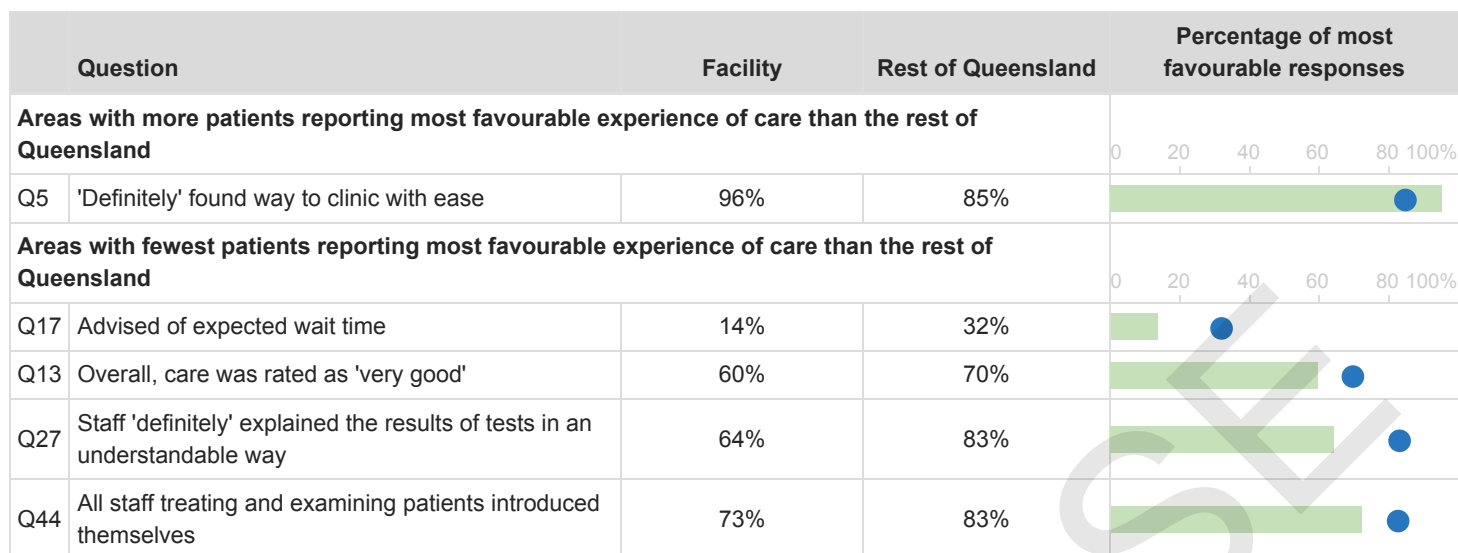
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q7 Medical information was transferred from referring hospital	100%	96%	94%	
Q23 Found a seat straight away in the waiting area	99%	98%	97%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	97%	93%	94%	
Q9 Did not have difficulty confirming or rescheduling appointment	96%	96%	95%	
Q5 'Definitely' found way to clinic with ease	96%	88%	85%	
Q14 'Always' treated with respect and dignity	95%	93%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	14%	27%	32%	
Q19 Told reason for wait	18%	32%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	39%	44%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	48%	58%	45%	
Q21 Staff apologised if more than 15 minutes delay	55%	51%	49%	
Q13 Overall, care was rated as 'very good'	60%	71%	70%	

Innisfail Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Innisfail Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



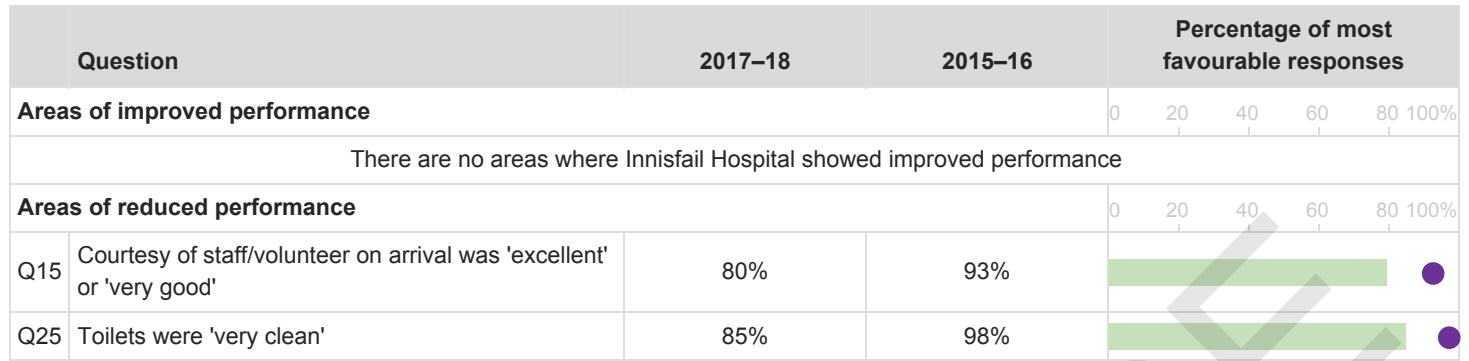
Innisfail Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Innisfail Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Innisfail Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Innisfail Hospital		CSCF Levels 2 and 3	Qld	Innisfail Hospital	Innisfail Hospital vs CSCF Levels 2 and 3	Innisfail Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	66%	60%	71%	70%		▼	▼
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	74%	81%	78%			
'Definitely' found way to clinic with ease	Q5	89%	96%	88%	85%		▲	▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	93%	80%	87%	86%	▼		
Medical information was transferred from referring hospital	Q7		100%	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		94%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		96%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	39%	48%	58%	45%		▼	
Advised of expected wait time	Q17	17%	14%	27%	32%		▼	▼
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19	26%	18%	32%	25%		▼	
Staff apologised if more than 15 minutes delay	Q21	36%	55%	51%	49%			
Found a seat straight away in the waiting area	Q23	98%	99%	98%	97%			
General Surgery clinic was 'very clean'	Q24	91%	88%	83%	84%			
Toilets were 'very clean'	Q25	98%	85%	81%	79%	▼		
Staff 'definitely' explained the results of tests in an understandable way	Q27	71%	64%	82%	83%		▼	▼
Knew to expect treatment during the appointment ²	Q29	95%	~	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	85%	90%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	95%	87%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	87%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	82%	79%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	83%	84%	85%			

Measure	Question	Innisfail Hospital		CSCF Levels 2 and 3	Qld	Innisfail Hospital	DOH RTI 4786 Innisfail Hospital vs CSCF Levels 2 and 3	Innisfail Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	95%	91%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	88%	88%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	83%	84%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	88%	94%	94%	94%			
'Always' treated with respect and dignity	Q14	92%	95%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	73%	73%	82%	83%		▼	▼
Conflicting information not provided by staff ¹	Q45		90%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	95%	97%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	81%	87%	85%	85%			
Given written information about condition or treatment	Q50	84%	84%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	82%	84%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53	62%	72%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	74%	75%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	42%	39%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Innisfail Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Innisfail Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

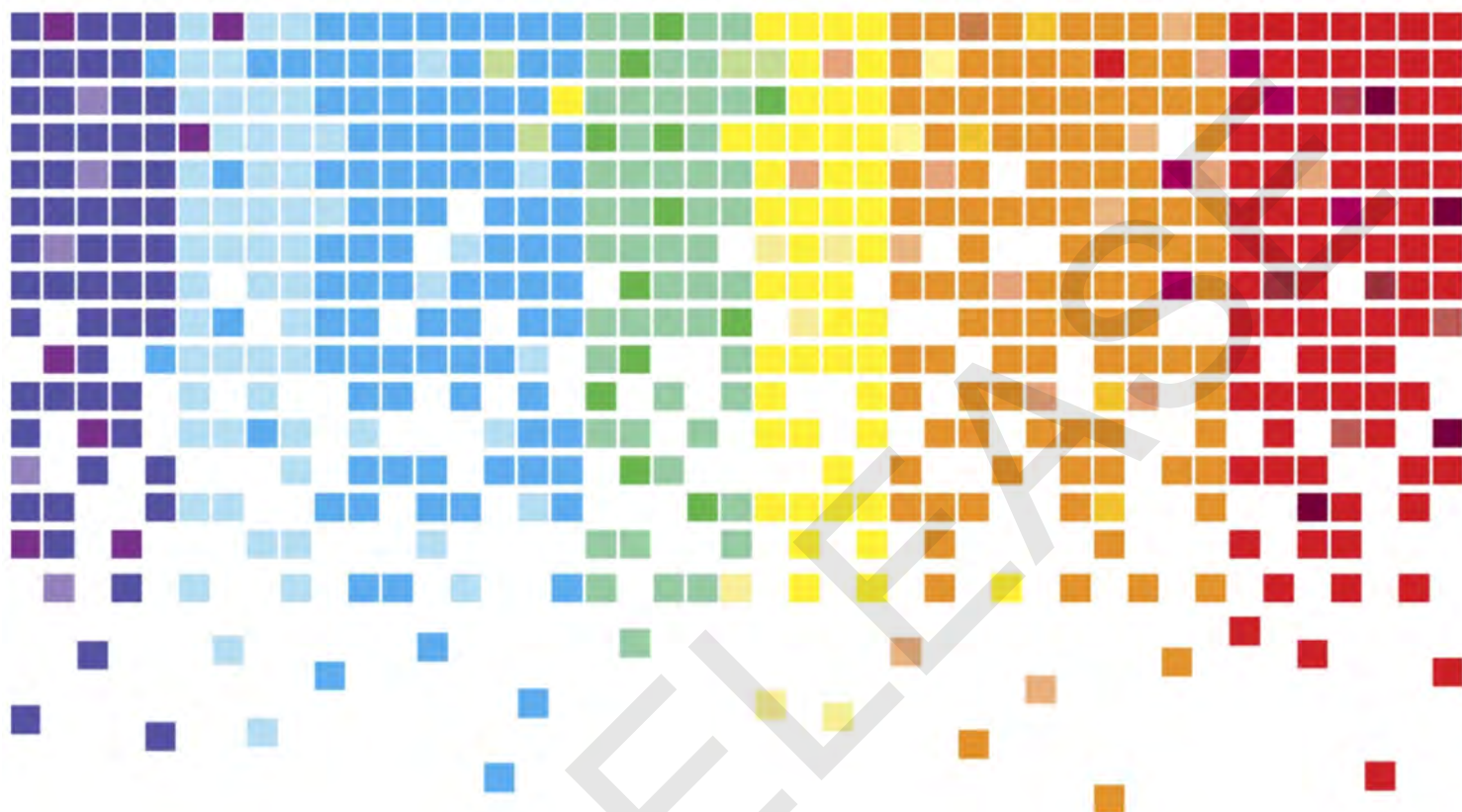
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Mareeba Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 32 who visited Mareeba Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 50% for Mareeba Hospital.

Overall rating of care




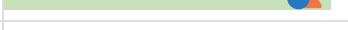
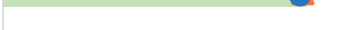





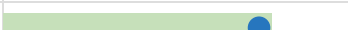

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	74%	71%	70%	

Mareeba Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Mareeba Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	97%	98%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q8 Able to get a suitable appointment time	95%	94%	91%	
Q5 'Definitely' found way to clinic with ease	94%	88%	85%	
Q15 Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	88%	87%	86%	
Q33 'Definitely' had sufficient time with doctors to discuss health or medical problem	87%	85%	85%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	47%	44%	41%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	64%	72%	70%	
Q16 Seen within 15 minutes of scheduled appointment time	71%	58%	45%	
Q13 Overall, care was rated as 'very good'	74%	71%	70%	
Q54 Told who to contact if worried after leaving the clinic	77%	74%	74%	
Q24 General Surgery clinic was 'very clean'	78%	83%	84%	

Mareeba Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Mareeba Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q16	Seen within 15 minutes of scheduled appointment time	71%	45%
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q51	Staff told me what would happen next (after the clinic appointment)	79%	90%
Q14	'Always' treated with respect and dignity	81%	92%
Q46	'Definitely' given enough privacy when discussing care or being examined or treated	84%	94%

Mareeba Hospital ■ Rest of Queensland ●

Results summary for Mareeba Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Mareeba Hospital		CSCF Levels 2 and 3	Qld	Mareeba Hospital	Mareeba Hospital vs CSCF Levels 2 and 3	Mareeba Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13		74%	71%	70%	-		
Knew who to contact if symptoms or condition got worse before first appointment	Q4		84%	81%	78%	-		
'Definitely' found way to clinic with ease	Q5		94%	88%	85%	-		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15		88%	87%	86%	-		
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		95%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16		71%	58%	45%	-		▲
Advised of expected wait time	Q17		~	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		~	32%	25%	-		
Staff apologised if more than 15 minutes delay	Q21		~	51%	49%	-		
Found a seat straight away in the waiting area	Q23		97%	98%	97%	-		
General Surgery clinic was 'very clean'	Q24		78%	83%	84%	-		
Toilets were 'very clean'	Q25		~	81%	79%	-		
Staff 'definitely' explained the results of tests in an understandable way	Q27		~	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33		87%	85%	85%	-		
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		~	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36		83%	86%	86%	-		
Doctors 'definitely' gave understandable answers to questions	Q37		86%	84%	84%	-		
'Definitely' had confidence and trust in the examining or treating doctor	Q38		83%	84%	85%	-		

Measure	Question	Mareeba Hospital		CSCF Levels 2 and 3	Qld	Mareeba Hospital	Mareeba Hospital vs CSCF Levels 2 and 3	Mareeba Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	~	93%	93%	93%	-		
Nurses 'definitely' listened to what patients had to say	Q41	~	94%	92%	92%	-		
Nurses 'definitely' gave understandable answers to questions	Q42	~	91%	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43	~	94%	94%	94%	-		
'Always' treated with respect and dignity	Q14		81%	93%	92%	-	▼	▼
All staff treating and examining patients introduced themselves	Q44		85%	82%	83%	-		
Conflicting information not provided by staff ¹	Q45		85%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46		84%	93%	94%	-	▼	▼
'Definitely' involved as much as desired in decisions about care and treatment	Q47		81%	85%	85%	-		
Given written information about condition or treatment	Q50	~	83%	80%	80%	-		
Staff told me what would happen next (after the clinic appointment)	Q51		79%	87%	90%	-		▼
Staff 'definitely' told me when to resume usual activities	Q52	~	84%	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53		64%	72%	70%	-		
Told who to contact if worried after leaving the clinic	Q54		77%	74%	74%	-		
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55		47%	44%	41%	-		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60	~	62%	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61	~	32%	32%	32%	-		

▲ The result for Mareeba Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Mareeba Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

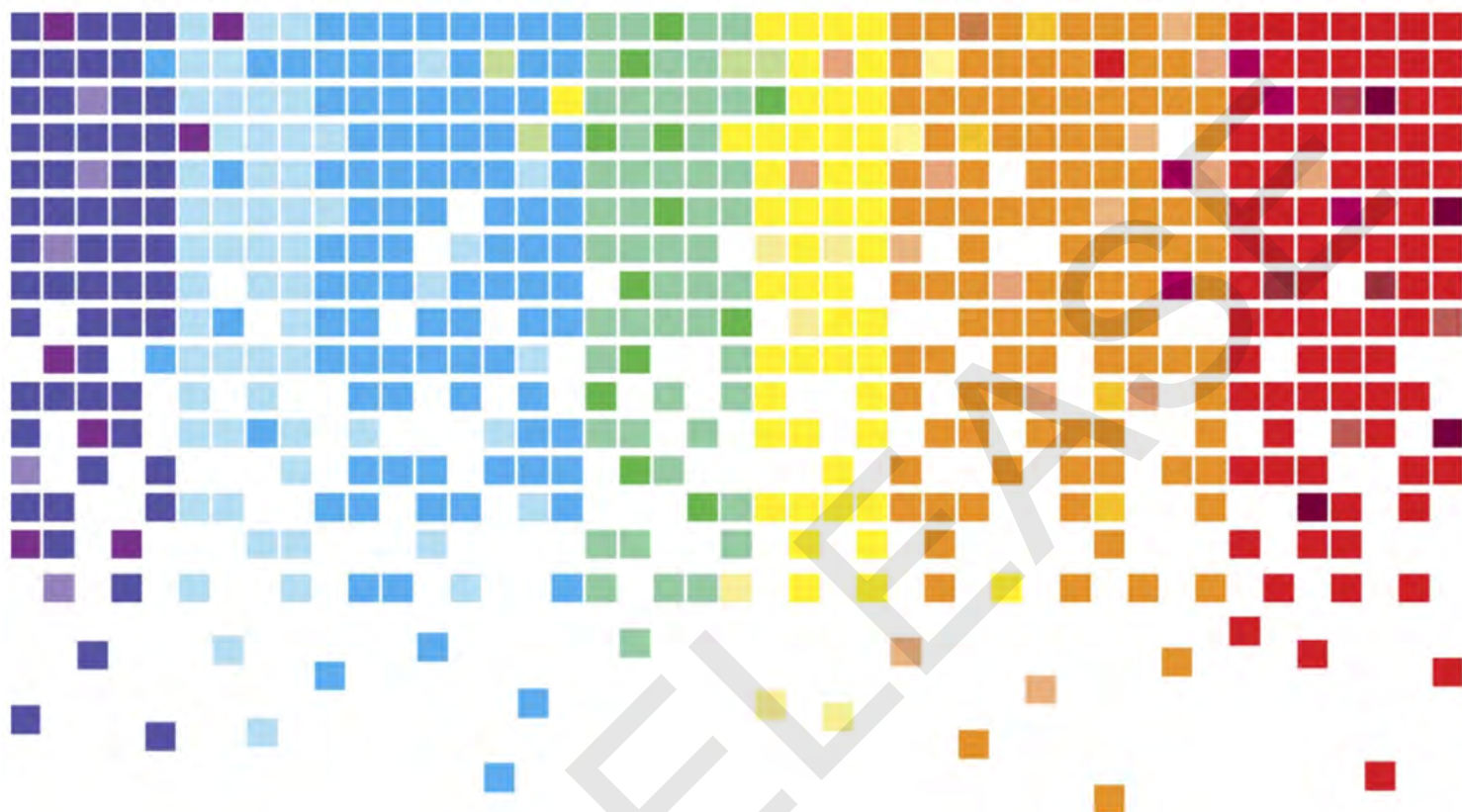
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Emerald Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 159 who visited Emerald Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 61% for Emerald Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	73%	71%	70%	

Emerald Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Emerald Hospital general surgery outpatient clinic.

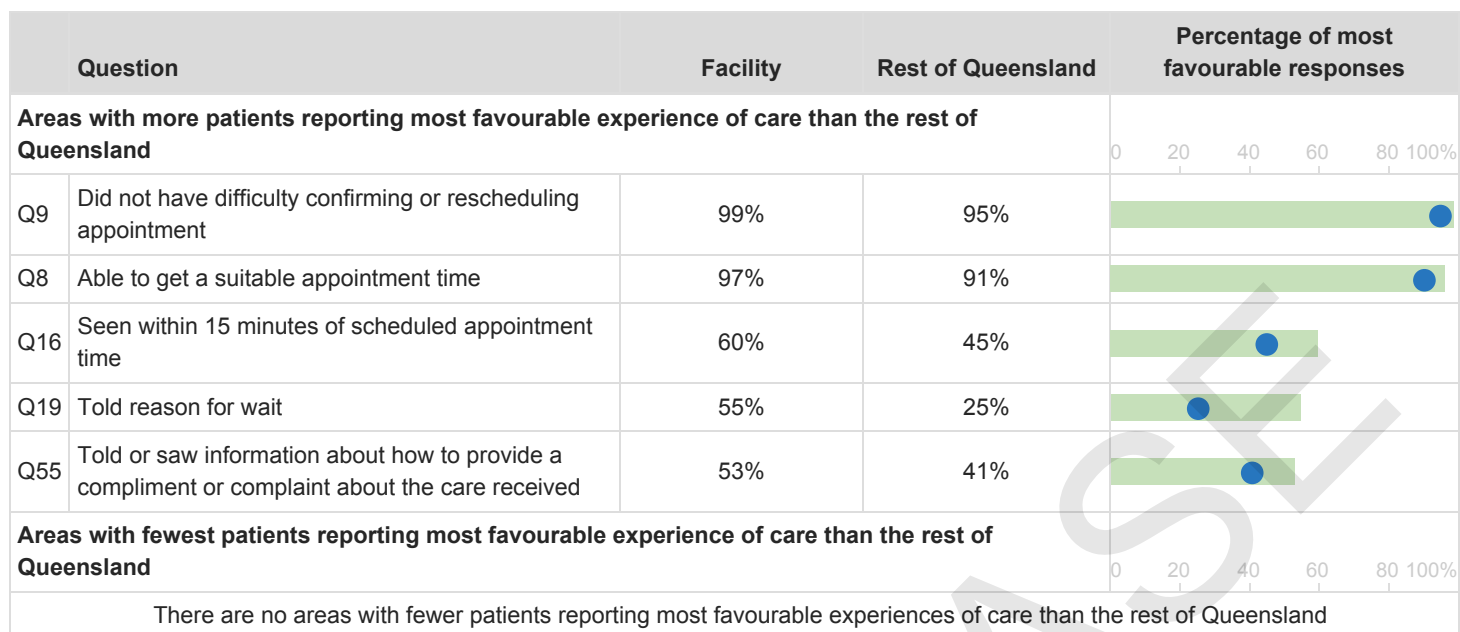
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q7 Medical information was transferred from referring hospital	100%	96%	94%	
Q9 Did not have difficulty confirming or rescheduling appointment	99%	96%	95%	
Q23 Found a seat straight away in the waiting area	98%	98%	97%	
Q43 'Definitely' had confidence and trust in the nurse	98%	94%	94%	
Q30 Staff 'definitely' explained what would happen prior to treatment	97%	88%	87%	
Q29 Knew to expect treatment during the appointment	97%	96%	95%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	40%	27%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	53%	44%	41%	
Q19 Told reason for wait	55%	32%	25%	
Q21 Staff apologised if more than 15 minutes delay	57%	51%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	60%	58%	45%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	71%	72%	70%	

Emerald Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Emerald Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



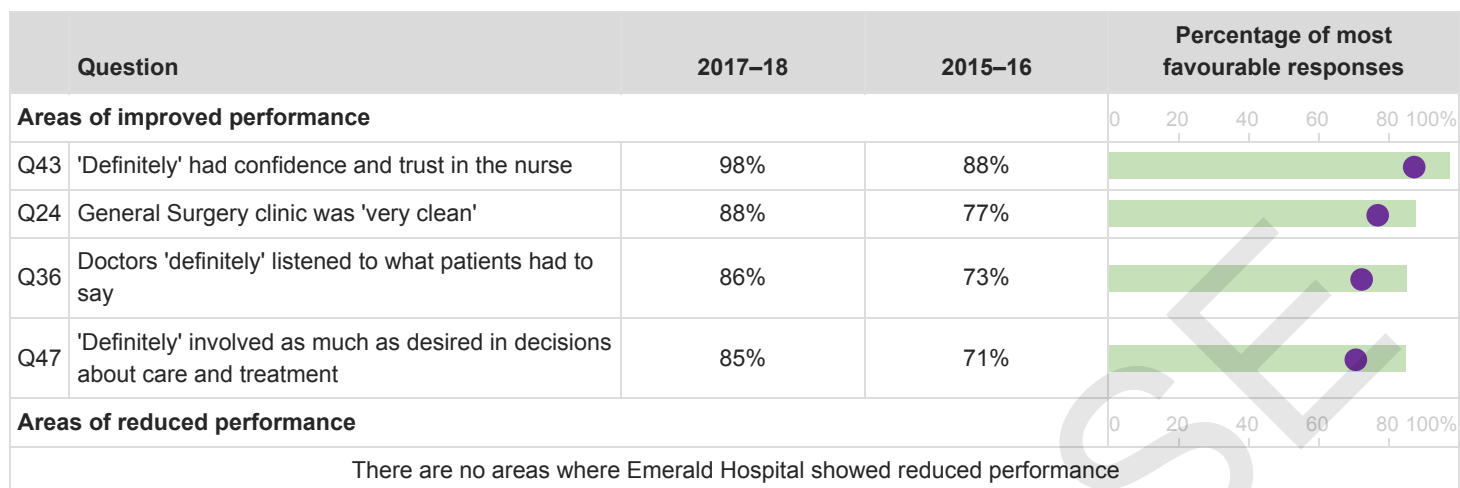
Emerald Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Emerald Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Emerald Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Emerald Hospital		CSCF Levels 2 and 3	Qld	Emerald Hospital	Emerald Hospital vs CSCF Levels 2 and 3	Emerald Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	60%	73%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	70%	75%	81%	78%			
'Definitely' found way to clinic with ease	Q5	94%	90%	88%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	78%	86%	87%	86%			
Medical information was transferred from referring hospital	Q7		100%	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		97%	94%	91%	-		▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		99%	96%	95%	-		▲
Seen within 15 minutes of scheduled appointment time	Q16	61%	60%	58%	45%			▲
Advised of expected wait time	Q17	36%	40%	27%	32%		▲	
Wait times to be seen that were shorter than or as long as advised	Q18		76%	88%	84%	-		
Told reason for wait	Q19	44%	55%	32%	25%		▲	▲
Staff apologised if more than 15 minutes delay	Q21	59%	57%	51%	49%			
Found a seat straight away in the waiting area	Q23	100%	98%	98%	97%			
General Surgery clinic was 'very clean'	Q24	77%	88%	83%	84%	▲		
Toilets were 'very clean'	Q25	90%	88%	81%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27		84%	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29	80%	97%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	82%	97%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	96%	96%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	77%	81%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	76%	89%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	73%	86%	86%	86%	▲		
Doctors 'definitely' gave understandable answers to questions	Q37	72%	81%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	78%	86%	84%	85%			

Measure	Question	Emerald Hospital		CSCF Levels 2 and 3	Qld	Emerald Hospital	Emerald Hospital vs CSCF Levels 2 and 3	Emerald Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Emerald Hospital vs CSCF Levels 2 and 3	Emerald Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	100%	95%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	92%	95%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	92%	87%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	88%	98%	94%	94%	▲		
'Always' treated with respect and dignity	Q14	85%	92%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	74%	80%	82%	83%			
Conflicting information not provided by staff ¹	Q45		91%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	86%	91%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	71%	85%	85%	85%	▲		
Given written information about condition or treatment	Q50	87%	78%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	80%	87%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	82%	90%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	71%	71%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	68%	74%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	47%	53%	44%	41%		▲	▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Emerald Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Emerald Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

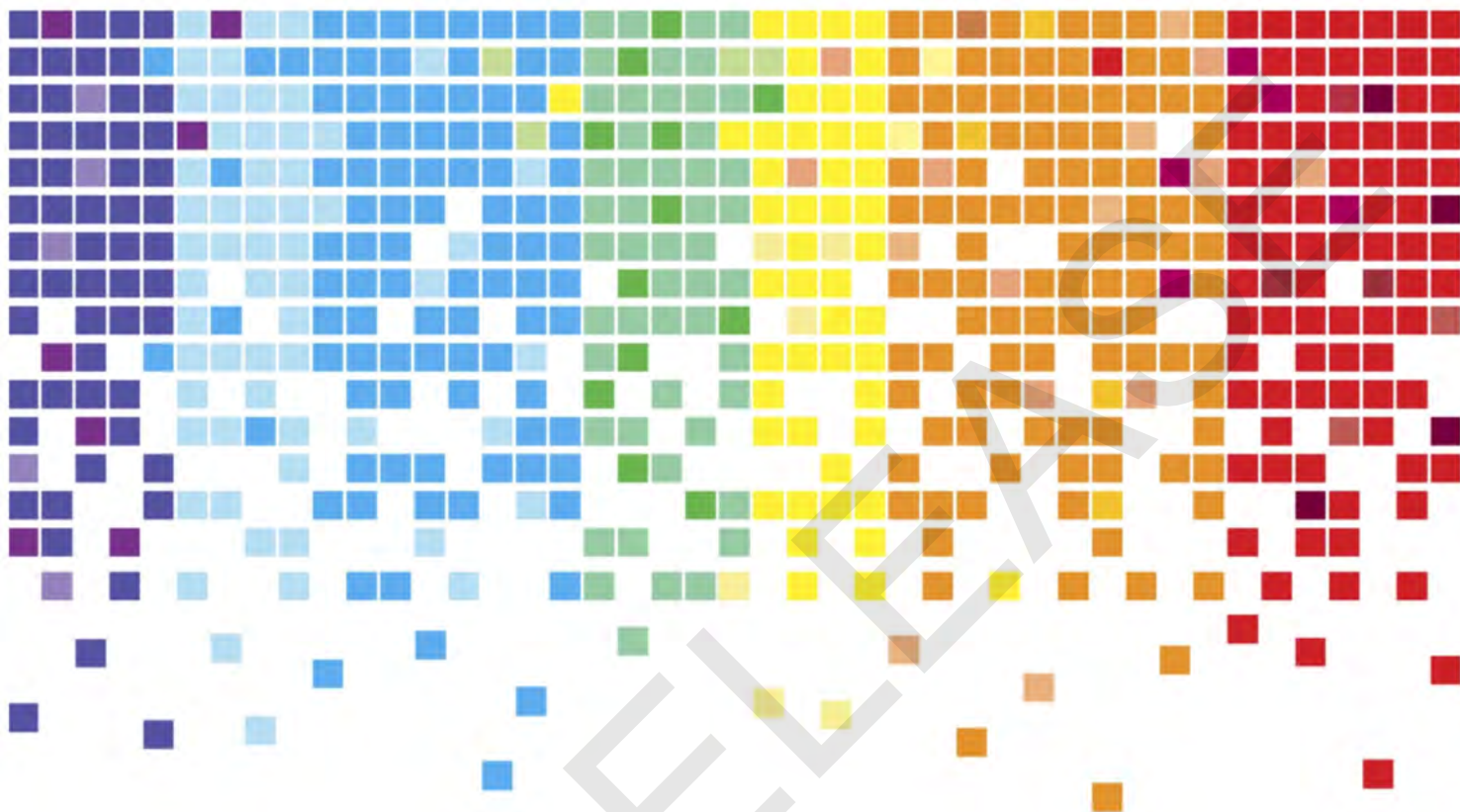
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Gladstone Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 308 who visited Gladstone Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 50% for Gladstone Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	72%	71%	70%	

Gladstone Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Gladstone Hospital general surgery outpatient clinic.

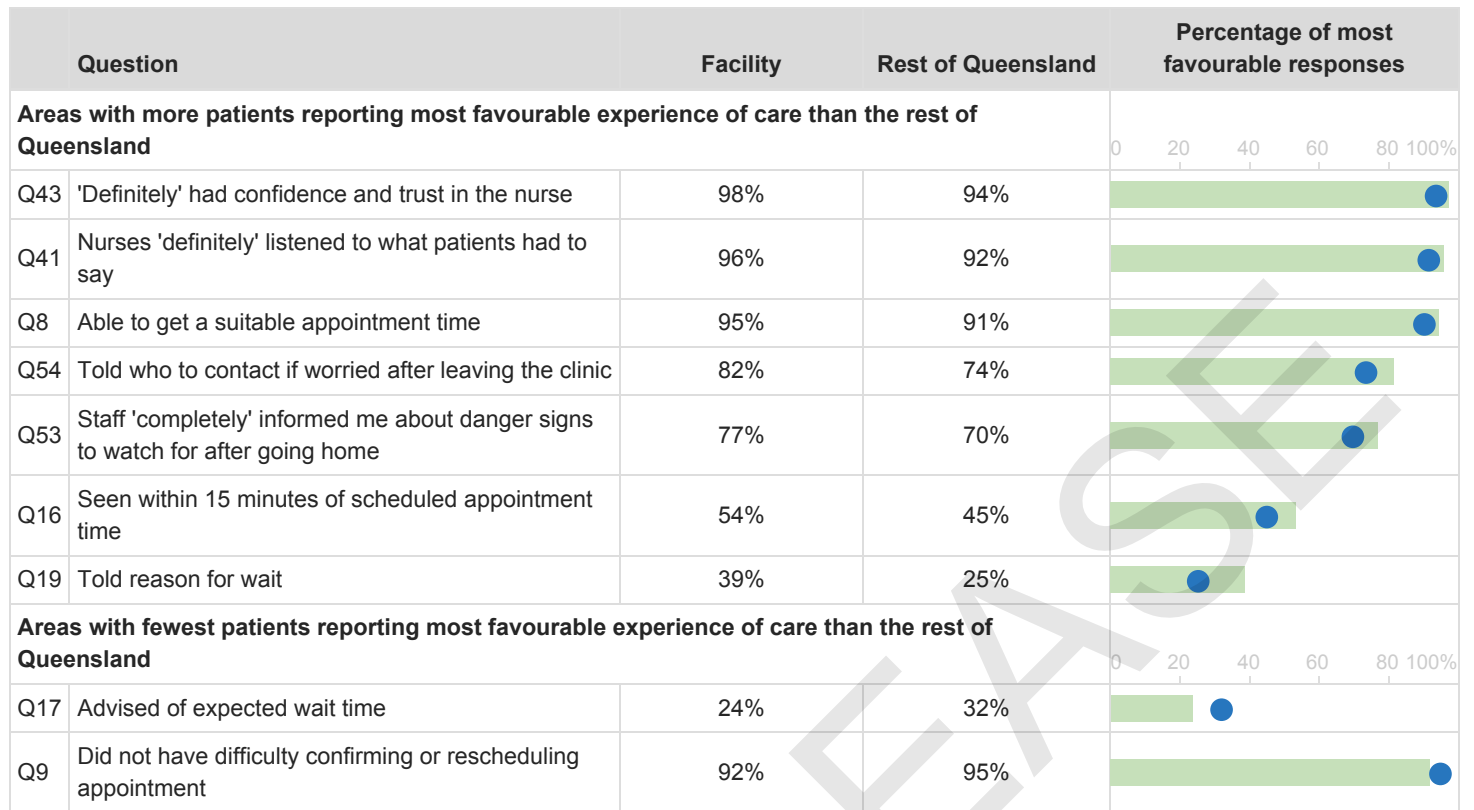
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q29 Knew to expect treatment during the appointment	98%	96%	95%	
Q43 'Definitely' had confidence and trust in the nurse	98%	94%	94%	
Q41 Nurses 'definitely' listened to what patients had to say	96%	94%	92%	
Q23 Found a seat straight away in the waiting area	95%	98%	97%	
Q8 Able to get a suitable appointment time	95%	94%	91%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	95%	93%	93%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	24%	27%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	39%	44%	41%	
Q19 Told reason for wait	39%	32%	25%	
Q21 Staff apologised if more than 15 minutes delay	51%	51%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	54%	58%	45%	
Q13 Overall, care was rated as 'very good'	72%	71%	70%	

Gladstone Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Gladstone Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Gladstone Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Gladstone Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			
Q43 'Definitely' had confidence and trust in the nurse	98%	92%	
Q24 General Surgery clinic was 'very clean'	86%	75%	
Q15 Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	86%	78%	
Q4 Knew who to contact if symptoms or condition got worse before first appointment	82%	73%	
Q54 Told who to contact if worried after leaving the clinic	82%	74%	
Q19 Told reason for wait	39%	26%	
Areas of reduced performance			
Q30 Staff 'definitely' explained what would happen prior to treatment	88%	98%	
Q23 Found a seat straight away in the waiting area	95%	99%	

2017–18 ■ 2015–16 ●

Results summary for Gladstone Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Gladstone Hospital		CSCF Levels 2 and 3	Qld	Gladstone Hospital	Gladstone Hospital vs CSCF Levels 2 and 3	Gladstone Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	67%	72%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	73%	82%	81%	78%	▲		
'Definitely' found way to clinic with ease	Q5	80%	86%	88%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	78%	86%	87%	86%	▲		
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		95%	94%	91%	-		▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		92%	96%	95%	-	▼	▼
Seen within 15 minutes of scheduled appointment time	Q16	50%	54%	58%	45%			▲
Advised of expected wait time	Q17	31%	24%	27%	32%			▼
Wait times to be seen that were shorter than or as long as advised	Q18	72%	83%	88%	84%			
Told reason for wait	Q19	26%	39%	32%	25%	▲		▲
Staff apologised if more than 15 minutes delay	Q21	49%	51%	51%	49%			
Found a seat straight away in the waiting area	Q23	99%	95%	98%	97%	▼	▼	
General Surgery clinic was 'very clean'	Q24	75%	86%	83%	84%	▲		
Toilets were 'very clean'	Q25	71%	80%	81%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	83%	81%	82%	83%			
Knew to expect treatment during the appointment ²	Q29	93%	98%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	98%	88%	88%	87%	▼		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	90%	94%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	84%	86%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	87%	89%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	85%	87%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	85%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	81%	85%	84%	85%			

Measure	Question	Gladstone Hospital		CSCF Levels 2 and 3	Qld	Gladstone Hospital	DOH RTI 4786 Gladstone Hospital vs CSCF Levels 2 and 3	Gladstone Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Gladstone Hospital vs CSCF Levels 2 and 3	Gladstone Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	92%	95%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	92%	96%	94%	92%			▲
Nurses 'definitely' gave understandable answers to questions	Q42	93%	93%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	92%	98%	94%	94%	▲	▲	▲
'Always' treated with respect and dignity	Q14	92%	93%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	75%	79%	82%	83%			
Conflicting information not provided by staff ¹	Q45		87%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	94%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	86%	84%	85%	85%			
Given written information about condition or treatment	Q50	88%	85%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	89%	88%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	82%	87%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	74%	77%	72%	70%			▲
Told who to contact if worried after leaving the clinic	Q54	74%	82%	74%	74%	▲	▲	▲
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	45%	39%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Gladstone Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Gladstone Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

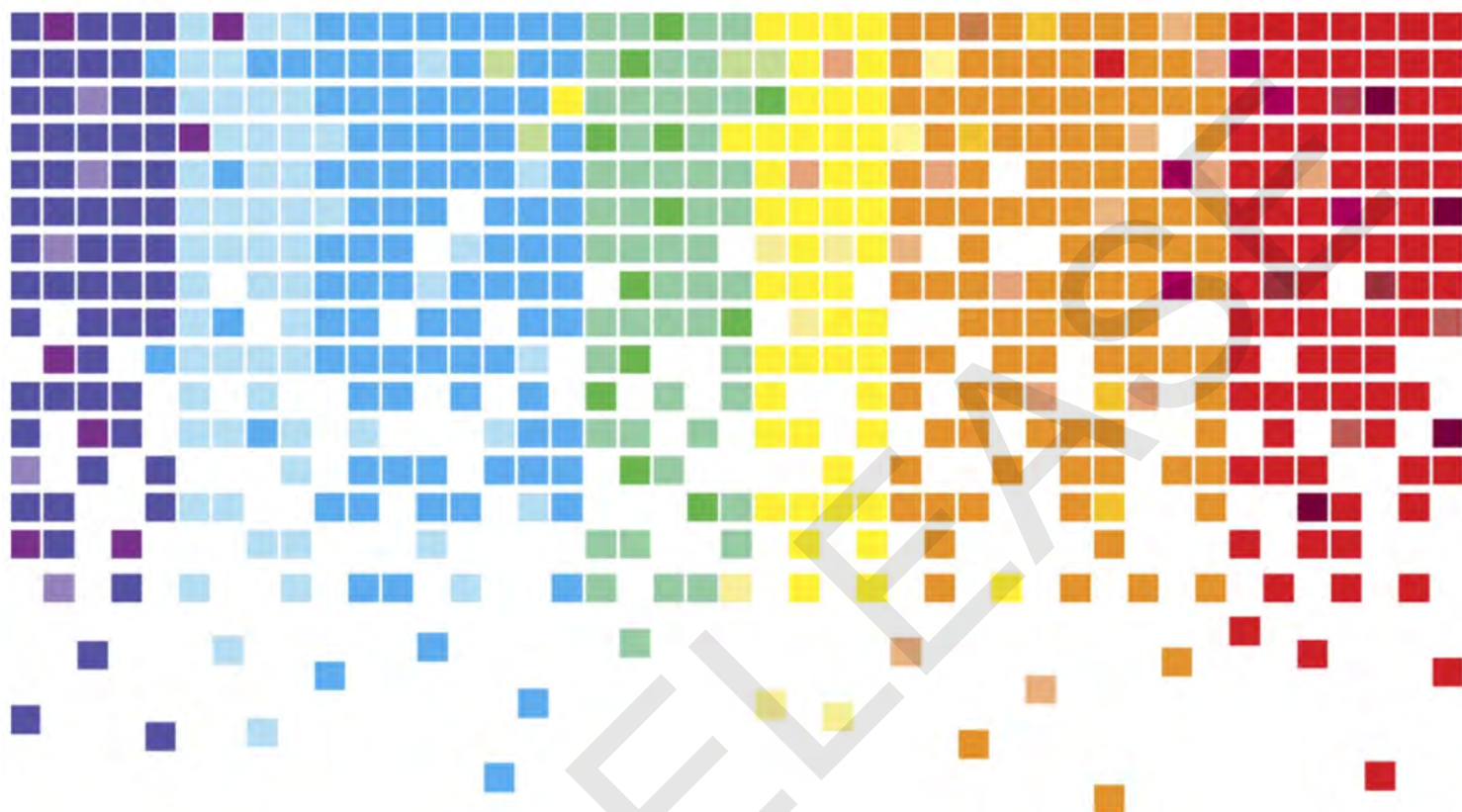
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Rockhampton Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Rockhampton Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 51% for Rockhampton Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	64%	68%	70%	

Rockhampton Hospital CSCF Level 5 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Rockhampton Hospital general surgery outpatient clinic.

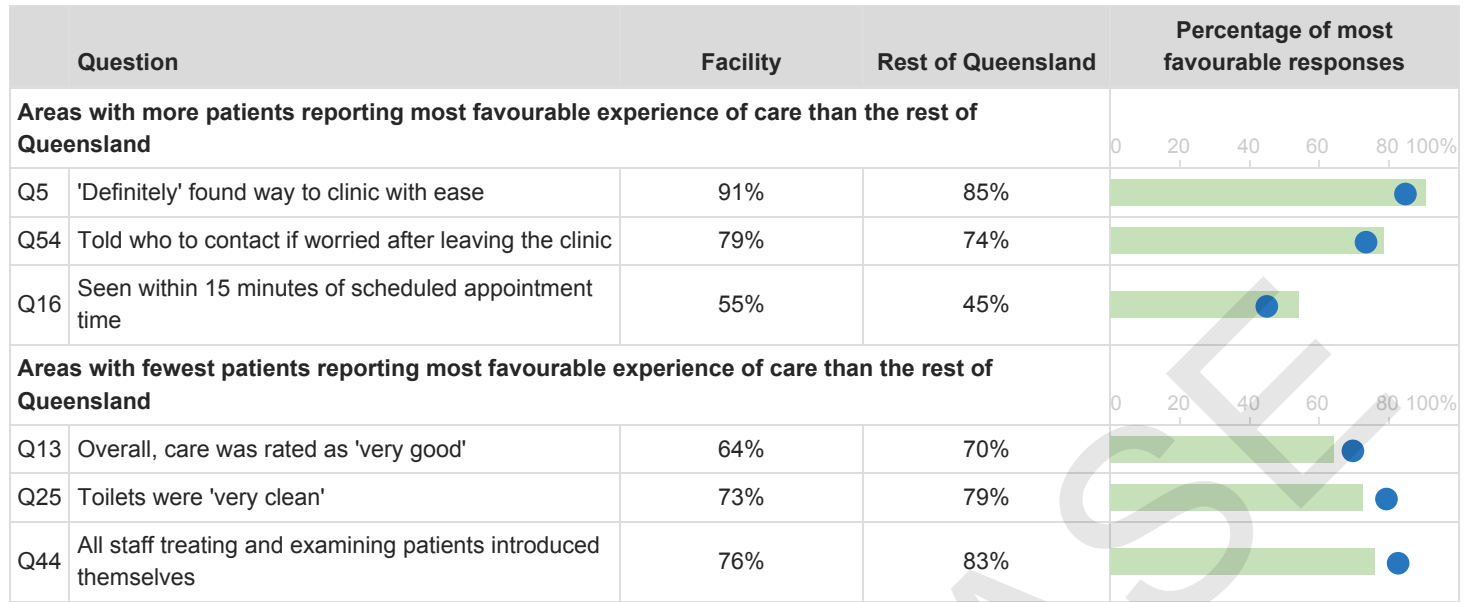
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	96%	97%	97%	
Q43 'Definitely' had confidence and trust in the nurse	95%	94%	94%	
Q29 Knew to expect treatment during the appointment	94%	94%	95%	
Q9 Did not have difficulty confirming or rescheduling appointment	94%	93%	95%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	94%	95%	94%	
Q14 'Always' treated with respect and dignity	93%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	24%	25%	25%	
Q17 Advised of expected wait time	29%	30%	32%	
Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer	38%	38%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	46%	40%	41%	
Q21 Staff apologised if more than 15 minutes delay	47%	50%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	55%	47%	45%	

Rockhampton Hospital CSCF Level 5 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Rockhampton Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Rockhampton Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Rockhampton Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			
Q43 'Definitely' had confidence and trust in the nurse	95%	88%	
Q5 'Definitely' found way to clinic with ease	91%	83%	
Q47 'Definitely' involved as much as desired in decisions about care and treatment	85%	78%	
Q13 Overall, care was rated as 'very good'	64%	54%	
Q16 Seen within 15 minutes of scheduled appointment time	55%	37%	
Areas of reduced performance			
Q17 Advised of expected wait time	29%	49%	

2017–18 ■ 2015–16 ●

Results summary for Rockhampton Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Rockhampton Hospital		CSCF Level 5	Qld	Rockhampton Hospital	Rockhampton Hospital vs CSCF Level 5	Rockhampton Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	54%	64%	68%	70%	▲		▼
Knew who to contact if symptoms or condition got worse before first appointment	Q4	71%	75%	77%	78%			
'Definitely' found way to clinic with ease	Q5	83%	91%	86%	85%	▲	▲	▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	78%	83%	84%	86%			
Medical information was transferred from referring hospital	Q7	91%	91%	94%	94%			
Able to get a suitable appointment time ¹	Q8		90%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		94%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	37%	55%	47%	45%	▲	▲	▲
Advised of expected wait time	Q17	49%	29%	30%	32%	▼		
Wait times to be seen that were shorter than or as long as advised	Q18	88%	90%	81%	84%			
Told reason for wait	Q19	27%	24%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	45%	47%	50%	49%			
Found a seat straight away in the waiting area	Q23	96%	96%	97%	97%			
General Surgery clinic was 'very clean'	Q24	79%	85%	84%	84%			
Toilets were 'very clean'	Q25	66%	73%	80%	79%		▼	▼
Staff 'definitely' explained the results of tests in an understandable way	Q27	78%	86%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	89%	94%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	84%	87%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	89%	84%	91%	90%		▼	
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	81%	86%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	85%	88%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	83%	85%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	81%	83%	83%	84%			

Measure	Question	Rockhampton Hospital		CSCF Level 5	Qld	Rockhampton Hospital	DOH RTI 4786 Rockhampton Hospital vs CSCF Level 5	Rockhampton Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
'Definitely' had confidence and trust in the examining or treating doctor	Q38	78%	84%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	91%	92%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	90%	92%	92%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	85%	91%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	88%	95%	94%	94%	▲		
'Always' treated with respect and dignity	Q14	89%	93%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	77%	76%	82%	83%		▼	▼
Conflicting information not provided by staff ¹	Q45		89%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	92%	94%	95%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	78%	85%	85%	85%	▲		
Given written information about condition or treatment	Q50	76%	82%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	87%	87%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	77%	84%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	66%	64%	70%	70%		▼	
Told who to contact if worried after leaving the clinic	Q54	74%	79%	74%	74%		▲	▲
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	45%	46%	40%	41%		▲	
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		58%	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		38%	38%	32%	-		

▲ The result for Rockhampton Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Rockhampton Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Please note, in 2015–16, Rockhampton Hospital was in the CSCF Level 4 peer group and moved to CSCF Level 5 in 2017–18

DOH RTI 4786

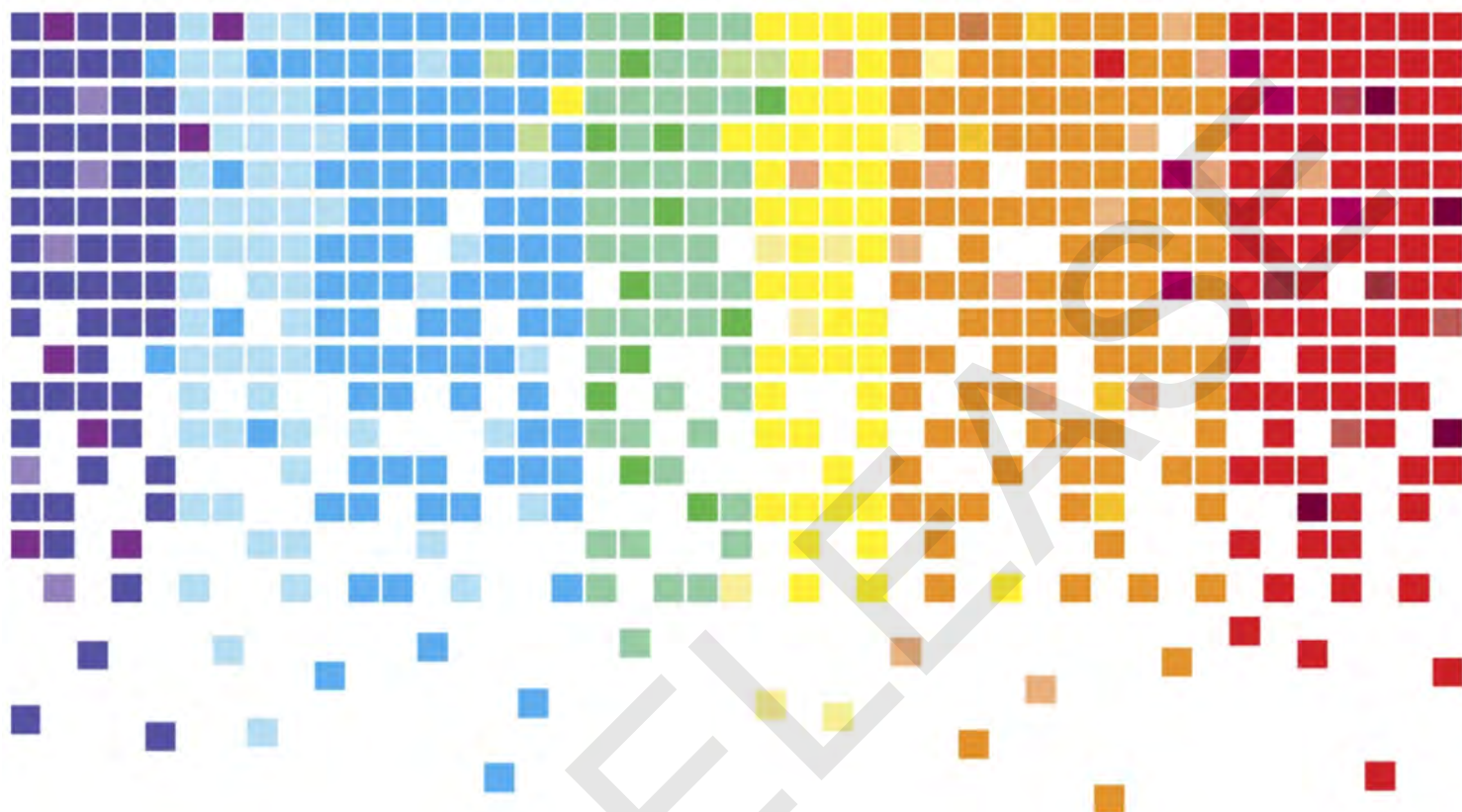
Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Lady Cilento Children's Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 216 who visited Lady Cilento Children's Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 54% for Lady Cilento Children's Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	73%	72%	70%	

Lady Cilento Children's Hospital All < 16 years Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Lady Cilento Children's Hospital general surgery outpatient clinic.

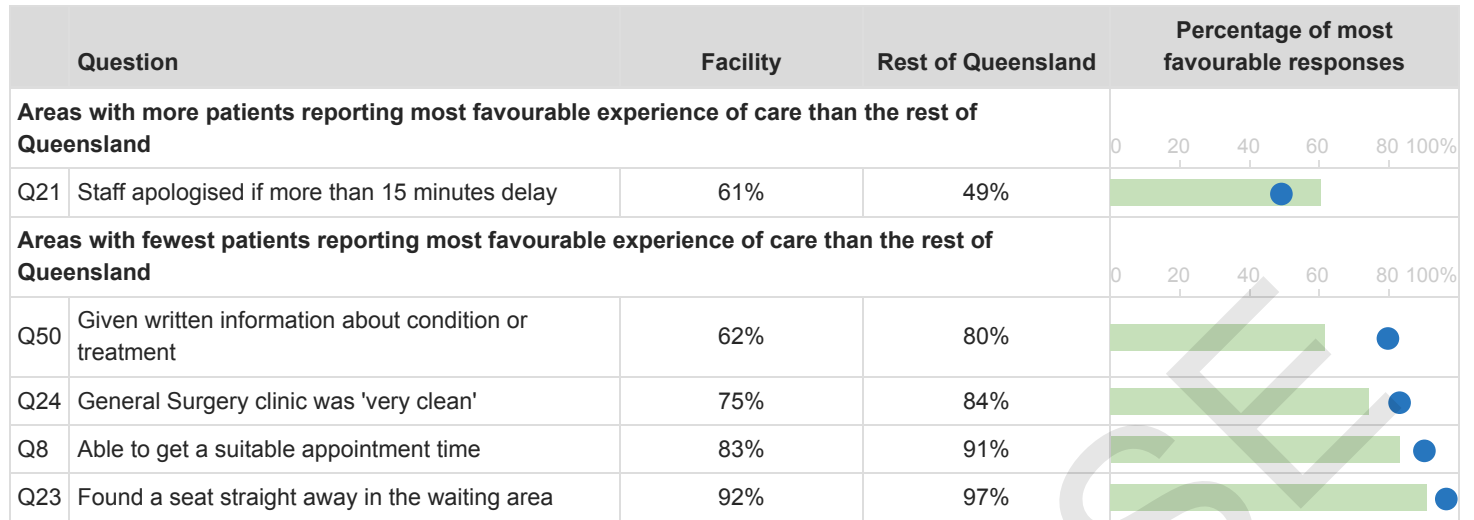
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q29 Knew to expect treatment during the appointment	97%	98%	95%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	96%	96%	94%	
Q14 'Always' treated with respect and dignity	95%	95%	92%	
Q43 'Definitely' had confidence and trust in the nurse	94%	95%	94%	
Q9 Did not have difficulty confirming or rescheduling appointment	94%	95%	95%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	93%	93%	90%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	25%	29%	32%	
Q19 Told reason for wait	28%	27%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	36%	39%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	40%	45%	45%	
Q21 Staff apologised if more than 15 minutes delay	61%	53%	49%	
Q50 Given written information about condition or treatment	62%	64%	80%	

Lady Cilento Children's Hospital All < 16 years Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Lady Cilento Children's Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



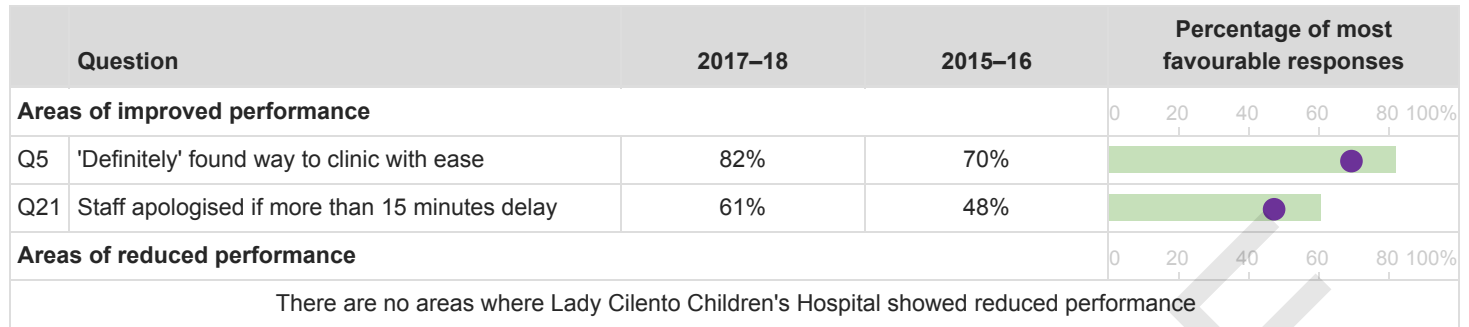
Lady Cilento Children's Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Lady Cilento Children's Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Lady Cilento Children's Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, All < 16 years and the previous survey is presented below.

Measure	Question	Lady Cilento Children's Hospital		All < 16 years		Qld	Lady Cilento Children's Hospital	Lady Cilento Children's Hospital vs All < 16 years	Lady Cilento Children's Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18				
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16			
Overall, care was rated as 'very good'	Q13	70%	73%	72%	70%				
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	83%	80%	78%				
'Definitely' found way to clinic with ease	Q5	70%	82%	81%	85%	▲			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	79%	85%	83%	86%				
Medical information was transferred from referring hospital	Q7	84%	92%	93%	94%				
Able to get a suitable appointment time ¹	Q8		83%	86%	91%	-		▼	
Did not have difficulty confirming or rescheduling appointment ¹	Q9		94%	95%	95%	-			
Seen within 15 minutes of scheduled appointment time	Q16	48%	40%	45%	45%				
Advised of expected wait time	Q17	23%	25%	29%	32%				
Wait times to be seen that were shorter than or as long as advised	Q18	76%	76%	80%	84%				
Told reason for wait	Q19	24%	28%	27%	25%				
Staff apologised if more than 15 minutes delay	Q21	48%	61%	53%	49%	▲		▲	
Found a seat straight away in the waiting area	Q23	87%	92%	94%	97%			▼	
General Surgery clinic was 'very clean'	Q24	77%	75%	77%	84%			▼	
Toilets were 'very clean'	Q25	76%	77%	75%	79%				
Staff 'definitely' explained the results of tests in an understandable way	Q27	84%	86%	86%	83%				
Knew to expect treatment during the appointment ²	Q29	90%	97%	98%	95%				
Staff 'definitely' explained what would happen prior to treatment	Q30	85%	90%	92%	87%				
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	89%	93%	93%	90%				
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	81%	84%	84%	85%				
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	83%	88%	86%	88%				
Doctors 'definitely' listened to what patients had to say	Q36	86%	85%	85%	86%				
Doctors 'definitely' gave understandable answers to questions	Q37	83%	85%	84%	84%				

Measure	Question	Lady Cilento Children's Hospital		All < 16 years	Qld	Lady Cilento Children's Hospital	Lady Cilento Children's Hospital vs All < 16 years	Lady Cilento Children's Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
'Definitely' had confidence and trust in the examining or treating doctor	Q38	87%	84%	85%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	91%	92%	95%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	88%	93%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	87%	93%	93%	91%			
'Definitely' had confidence and trust in the nurse	Q43	89%	94%	95%	94%			
'Always' treated with respect and dignity	Q14	94%	95%	95%	92%			
All staff treating and examining patients introduced themselves	Q44	81%	83%	83%	83%			
Conflicting information not provided by staff ¹	Q45		85%	86%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	94%	96%	96%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	88%	87%	88%	85%			
Given written information about condition or treatment	Q50	65%	62%	64%	80%			▼
Staff told me what would happen next (after the clinic appointment)	Q51	88%	91%	90%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	84%	83%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	70%	63%	67%	70%			
Told who to contact if worried after leaving the clinic	Q54	68%	69%	73%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	31%	36%	39%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	70%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	18%	32%	-		

▲ The result for Lady Cilento Children's Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Lady Cilento Children's Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

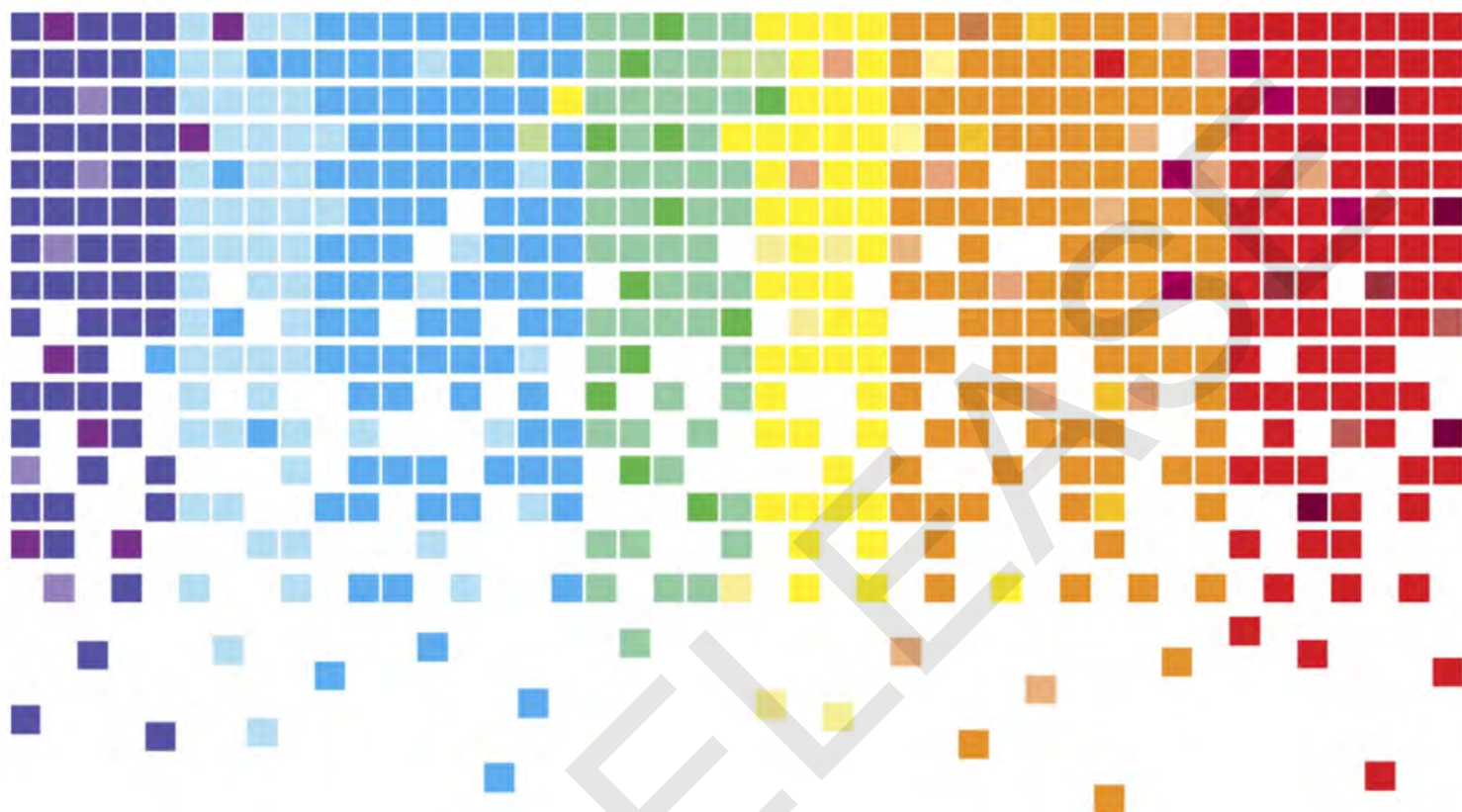
2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Chinchilla Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 37 who visited Chinchilla Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 55% for Chinchilla Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	71%	71%	70%	

Chinchilla Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Chinchilla Hospital general surgery outpatient clinic.

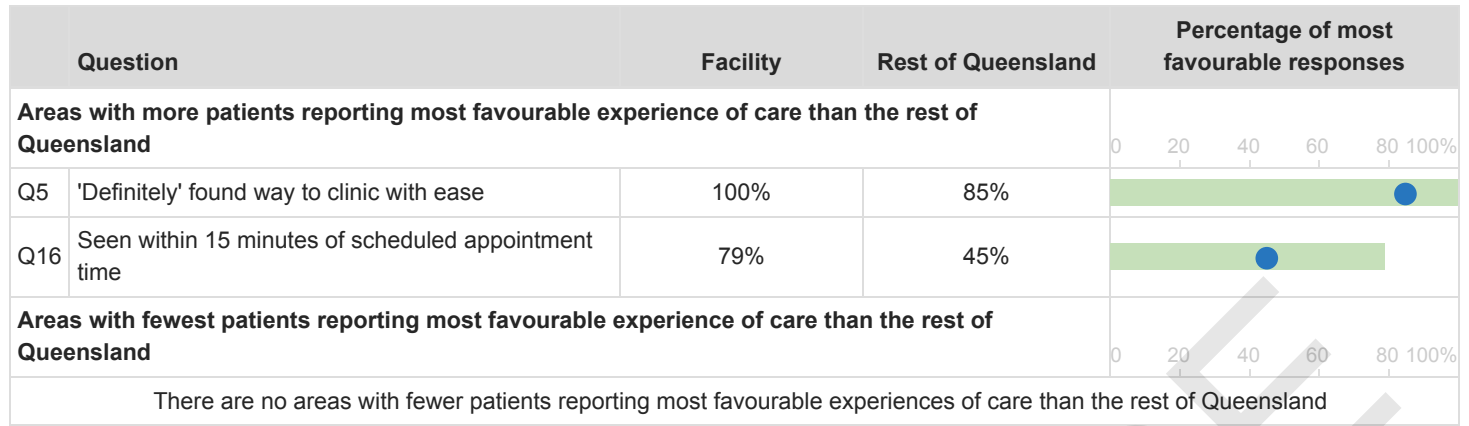
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q5 'Definitely' found way to clinic with ease	100%	88%	85%	
Q8 Able to get a suitable appointment time	100%	94%	91%	
Q9 Did not have difficulty confirming or rescheduling appointment	100%	96%	95%	
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q14 'Always' treated with respect and dignity	100%	93%	92%	
Q51 Staff told me what would happen next (after the clinic appointment)	95%	87%	90%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	47%	44%	41%	
Q54 Told who to contact if worried after leaving the clinic	70%	74%	74%	
Q13 Overall, care was rated as 'very good'	71%	71%	70%	
Q4 Knew who to contact if symptoms or condition got worse before first appointment	75%	81%	78%	
Q16 Seen within 15 minutes of scheduled appointment time	79%	58%	45%	
Q50 Given written information about condition or treatment	83%	83%	80%	

Chinchilla Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Chinchilla Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Chinchilla Hospital ■ Rest of Queensland ●

Results summary for Chinchilla Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Chinchilla Hospital		CSCF Levels 2 and 3	Qld	Chinchilla Hospital	Chinchilla Hospital vs CSCF Levels 2 and 3	Chinchilla Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13		71%	71%	70%	-		
Knew who to contact if symptoms or condition got worse before first appointment	Q4		75%	81%	78%	-		
'Definitely' found way to clinic with ease	Q5		100%	88%	85%	-	▲	▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15		94%	87%	86%	-		
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		100%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		100%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16		79%	58%	45%	-	▲	▲
Advised of expected wait time	Q17		~	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		~	32%	25%	-		
Staff apologised if more than 15 minutes delay	Q21		~	51%	49%	-		
Found a seat straight away in the waiting area	Q23		100%	98%	97%	-		
General Surgery clinic was 'very clean'	Q24		90%	83%	84%	-		
Toilets were 'very clean'	Q25		~	81%	79%	-		
Staff 'definitely' explained the results of tests in an understandable way	Q27		~	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33		86%	85%	85%	-		
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		~	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36		95%	86%	86%	-		
Doctors 'definitely' gave understandable answers to questions	Q37		92%	84%	84%	-		
'Definitely' had confidence and trust in the examining or treating doctor	Q38		90%	84%	85%	-		

Measure	Question	Chinchilla Hospital		CSCF Levels 2 and 3	Qld	Chinchilla Hospital	Chinchilla Hospital vs CSCF Levels 2 and 3	Chinchilla Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40		~	93%	93%	-		
Nurses 'definitely' listened to what patients had to say	Q41		~	94%	92%	-		
Nurses 'definitely' gave understandable answers to questions	Q42		~	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43		~	94%	94%	-		
'Always' treated with respect and dignity	Q14		100%	93%	92%	-		
All staff treating and examining patients introduced themselves	Q44		88%	82%	83%	-		
Conflicting information not provided by staff ¹	Q45		86%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46		93%	93%	94%	-		
'Definitely' involved as much as desired in decisions about care and treatment	Q47		88%	85%	85%	-		
Given written information about condition or treatment	Q50		83%	83%	80%	-		
Staff told me what would happen next (after the clinic appointment)	Q51		95%	87%	90%	-		
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53		~	72%	70%	-		
Told who to contact if worried after leaving the clinic	Q54		70%	74%	74%	-		
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55		47%	44%	41%	-		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Chinchilla Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Chinchilla Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

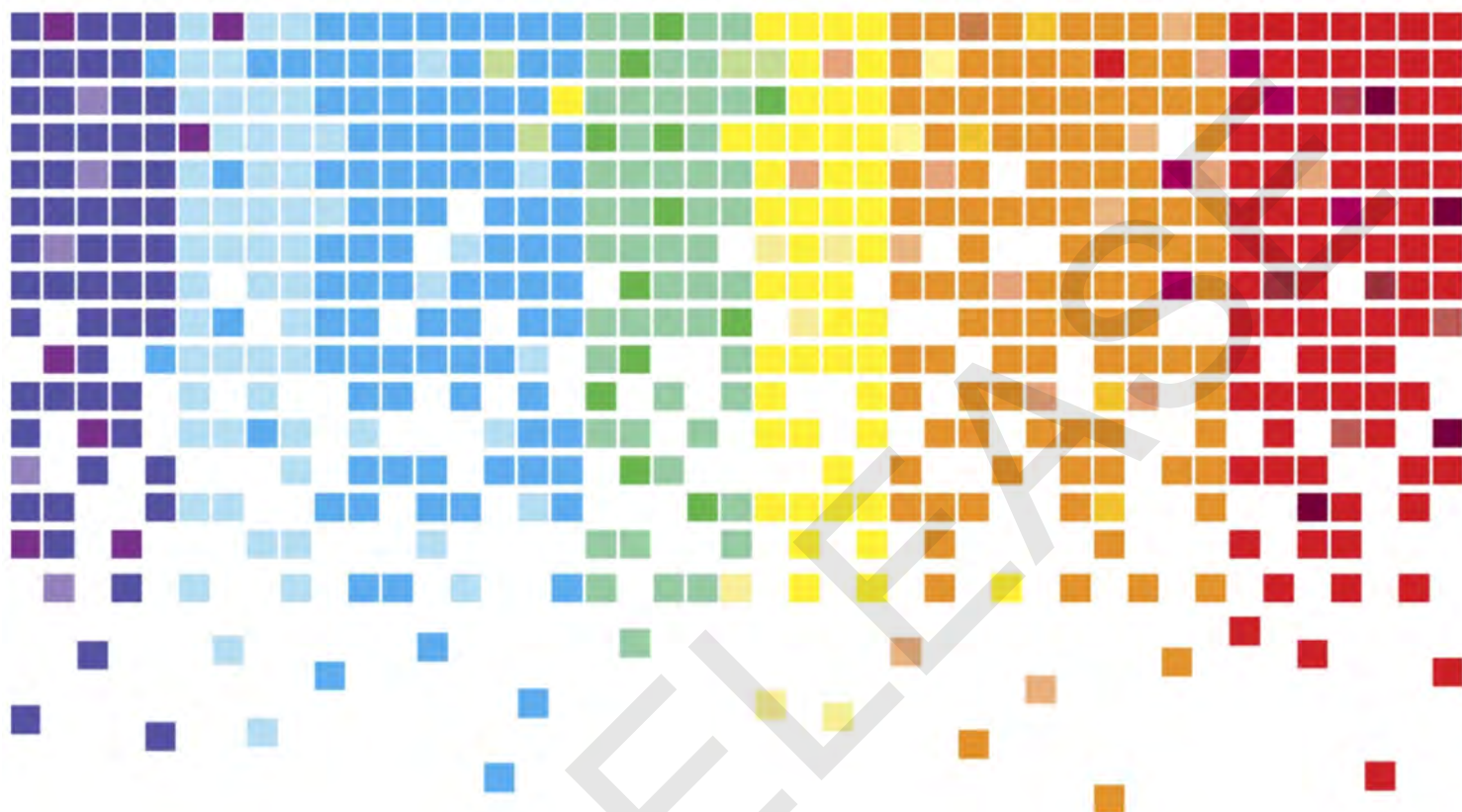
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Dalby Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 45 who visited Dalby Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 70% for Dalby Hospital.

Overall rating of care




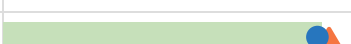




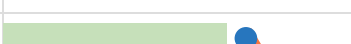

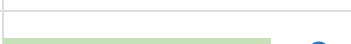

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	64%	71%	70%	

Dalby Hospital  CSCF Levels 2 and 3  Queensland 

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Dalby Hospital general surgery outpatient clinic.

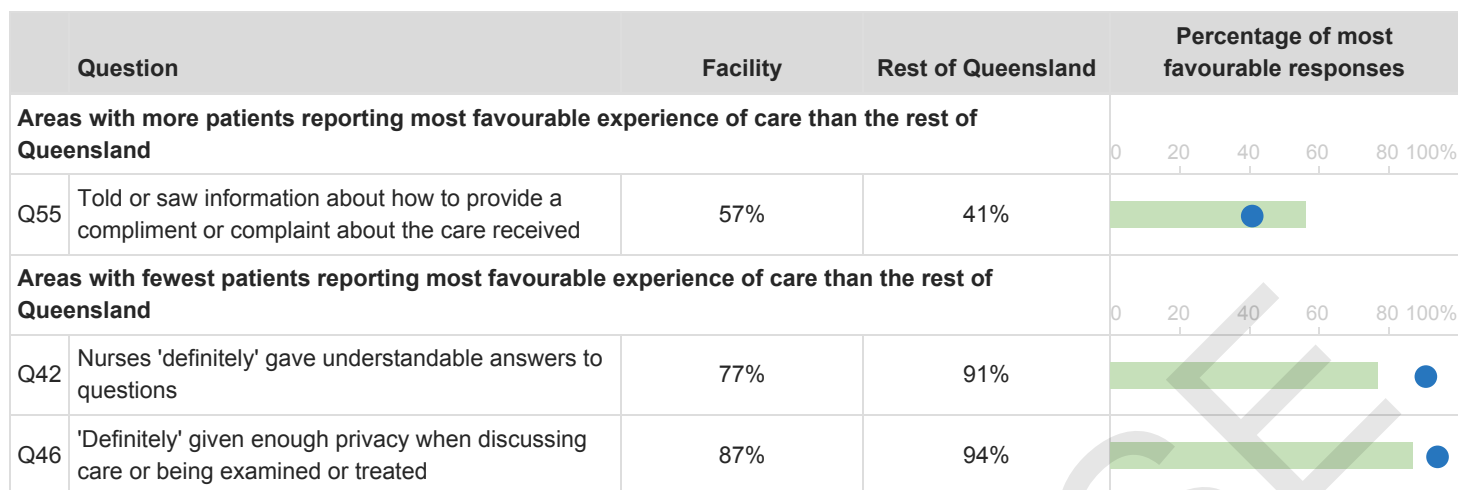
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q15 Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	92%	87%	86%	
Q8 Able to get a suitable appointment time	92%	94%	91%	
Q14 'Always' treated with respect and dignity	92%	93%	92%	
Q51 Staff told me what would happen next (after the clinic appointment)	92%	87%	90%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q16 Seen within 15 minutes of scheduled appointment time	56%	58%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	57%	44%	41%	
Q13 Overall, care was rated as 'very good'	64%	71%	70%	
Q38 'Definitely' had confidence and trust in the examining or treating doctor	77%	84%	85%	
Q42 Nurses 'definitely' gave understandable answers to questions	77%	91%	91%	
Q37 Doctors 'definitely' gave understandable answers to questions	77%	84%	84%	

Dalby Hospital  CSCF Levels 2 and 3  Queensland 

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Dalby Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Dalby Hospital ■ Rest of Queensland ●

RTI RELEASES

Results summary for Dalby Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Dalby Hospital		CSCF Levels 2 and 3	Qld	Dalby Hospital	Dalby Hospital vs CSCF Levels 2 and 3	Dalby Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13		64%	71%	70%	-		
Knew who to contact if symptoms or condition got worse before first appointment	Q4		85%	81%	78%	-		
'Definitely' found way to clinic with ease	Q5		87%	88%	85%	-		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15		92%	87%	86%	-		
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		92%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16		56%	58%	45%	-		
Advised of expected wait time	Q17		~	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		~	32%	25%	-		
Staff apologised if more than 15 minutes delay	Q21		~	51%	49%	-		
Found a seat straight away in the waiting area	Q23		100%	98%	97%	-		
General Surgery clinic was 'very clean'	Q24		79%	83%	84%	-		
Toilets were 'very clean'	Q25		81%	81%	79%	-		
Staff 'definitely' explained the results of tests in an understandable way	Q27		92%	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33		84%	85%	85%	-		
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		89%	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36		85%	86%	86%	-		
Doctors 'definitely' gave understandable answers to questions	Q37		77%	84%	84%	-		
'Definitely' had confidence and trust in the examining or treating doctor	Q38		77%	84%	85%	-		

Measure	Question	Dalby Hospital		CSCF Levels 2 and 3	Qld	Dalby Hospital	DOH RTI 4786 Dalby Hospital vs CSCF Levels 2 and 3	Dalby Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40		91%	93%	93%	-		
Nurses 'definitely' listened to what patients had to say	Q41		86%	94%	92%	-		
Nurses 'definitely' gave understandable answers to questions	Q42		77%	91%	91%	-	▼	▼
'Definitely' had confidence and trust in the nurse	Q43		91%	94%	94%	-		
'Always' treated with respect and dignity	Q14		92%	93%	92%	-		
All staff treating and examining patients introduced themselves	Q44		81%	82%	83%	-		
Conflicting information not provided by staff ¹	Q45		90%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46		87%	93%	94%	-		▼
'Definitely' involved as much as desired in decisions about care and treatment	Q47		90%	85%	85%	-		
Given written information about condition or treatment	Q50		92%	83%	80%	-		
Staff told me what would happen next (after the clinic appointment)	Q51		92%	87%	90%	-		
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53		79%	72%	70%	-		
Told who to contact if worried after leaving the clinic	Q54		81%	74%	74%	-		
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55		57%	44%	41%	-		▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Dalby Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Dalby Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

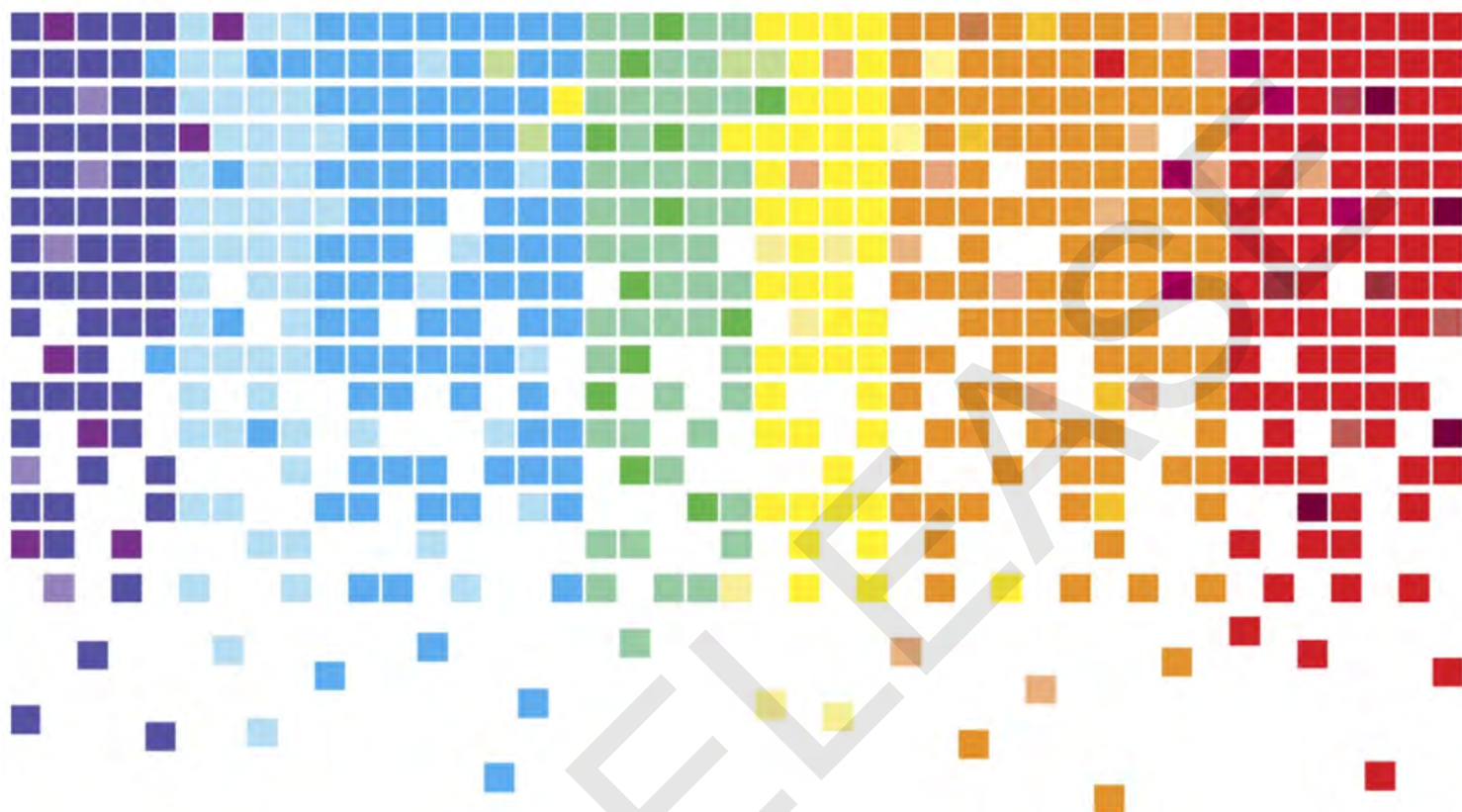
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Kingaroy Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 75 who visited Kingaroy Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 71% for Kingaroy Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	65%	71%	70%	

Kingaroy Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Kingaroy Hospital general surgery outpatient clinic.

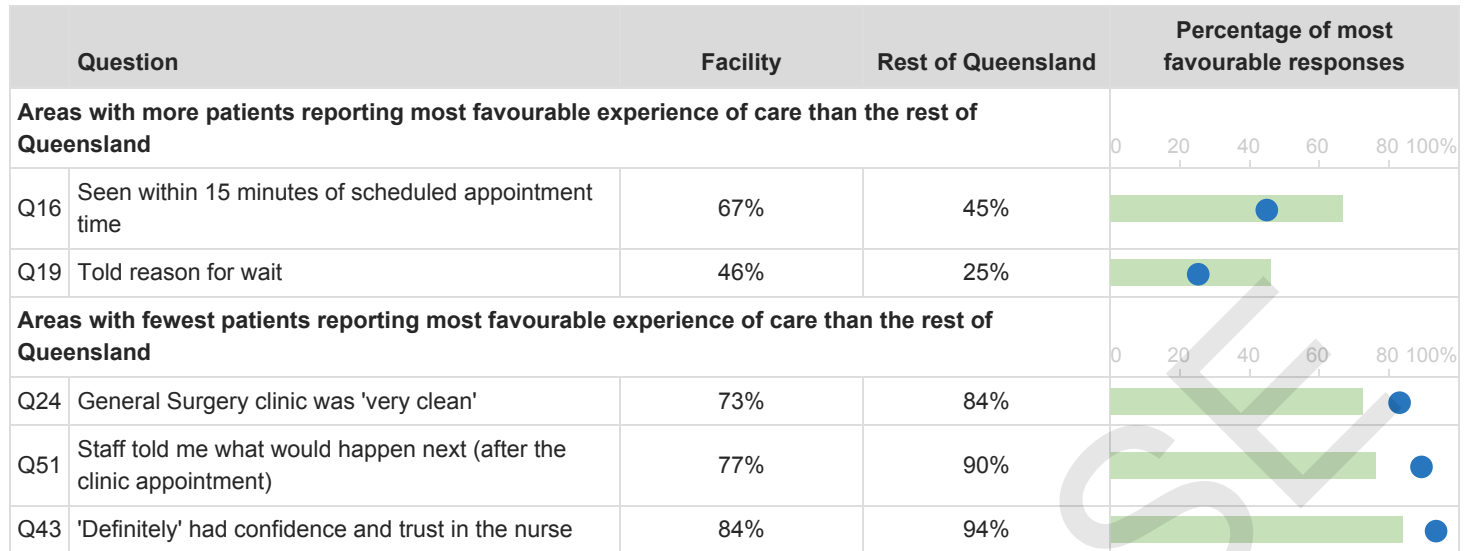
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	99%	96%	95%	
Q23 Found a seat straight away in the waiting area	97%	98%	97%	
Q42 Nurses 'definitely' gave understandable answers to questions	94%	91%	91%	
Q8 Able to get a suitable appointment time	93%	94%	91%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	91%	93%	93%	
Q14 'Always' treated with respect and dignity	91%	93%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	16%	27%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	44%	44%	41%	
Q19 Told reason for wait	46%	32%	25%	
Q13 Overall, care was rated as 'very good'	65%	71%	70%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	67%	72%	70%	
Q16 Seen within 15 minutes of scheduled appointment time	67%	58%	45%	

Kingaroy Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Kingaroy Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Kingaroy Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Kingaroy Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses					
Areas of improved performance			0	20	40	60	80	100%
There are no areas where Kingaroy Hospital showed improved performance								
Areas of reduced performance			0	20	40	60	80	100%
There are no areas where Kingaroy Hospital showed reduced performance								

2017–18 ■ 2015–16 ●

RTI RELEASE

Results summary for Kingaroy Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Kingaroy Hospital		CSCF Levels 2 and 3	Qld	Kingaroy Hospital	Kingaroy Hospital vs CSCF Levels 2 and 3	Kingaroy Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	64%	65%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	88%	74%	81%	78%			
'Definitely' found way to clinic with ease	Q5	94%	89%	88%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	87%	80%	87%	86%			
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		93%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		99%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	55%	67%	58%	45%			▲
Advised of expected wait time	Q17		16%	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		46%	32%	25%	-		▲
Staff apologised if more than 15 minutes delay	Q21		~	51%	49%	-		
Found a seat straight away in the waiting area	Q23	97%	97%	98%	97%			
General Surgery clinic was 'very clean'	Q24	61%	73%	83%	84%		▼	▼
Toilets were 'very clean'	Q25		84%	81%	79%	-		
Staff 'definitely' explained the results of tests in an understandable way	Q27		~	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	86%	79%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		90%	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36	91%	85%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	95%	82%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	91%	80%	84%	85%			

Measure	Question	Kingaroy Hospital		CSCF Levels 2 and 3	Qld	Kingaroy Hospital	Kingaroy Hospital vs CSCF Levels 2 and 3	Kingaroy Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Kingaroy Hospital vs CSCF Levels 2 and 3	Kingaroy Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40		91%	93%	93%	-		
Nurses 'definitely' listened to what patients had to say	Q41		89%	94%	92%	-		
Nurses 'definitely' gave understandable answers to questions	Q42		94%	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43		84%	94%	94%	-	▼	▼
'Always' treated with respect and dignity	Q14	95%	91%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	83%	78%	82%	83%			
Conflicting information not provided by staff ¹	Q45		85%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	97%	91%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	92%	84%	85%	85%			
Given written information about condition or treatment	Q50	77%	76%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	88%	77%	87%	90%		▼	▼
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53	67%	67%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	69%	70%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	59%	44%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Kingaroy Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Kingaroy Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

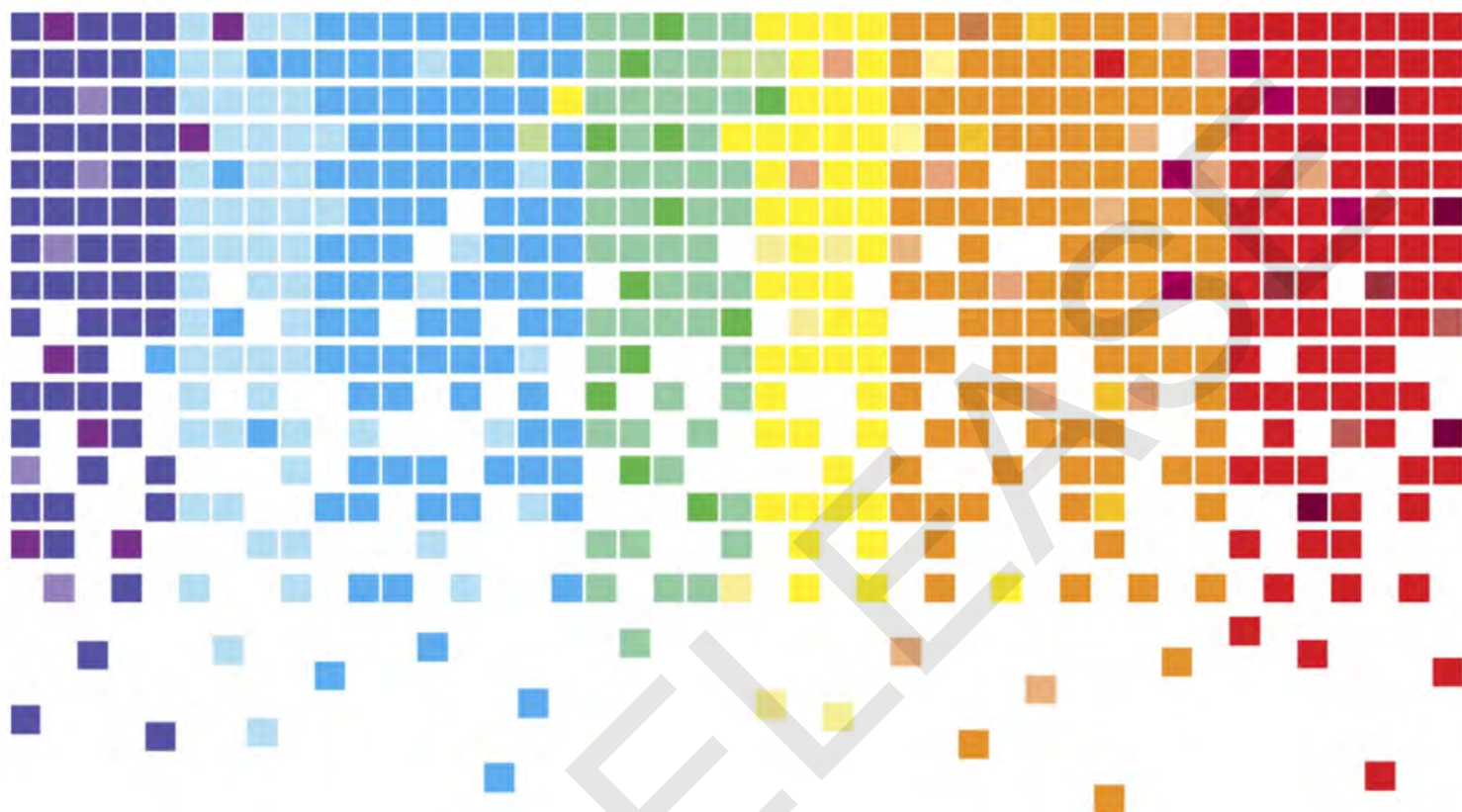
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Stanthorpe Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 96 who visited Stanthorpe Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 67% for Stanthorpe Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	72%	71%	70%	

Stanthorpe Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Stanthorpe Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q27 Staff 'definitely' explained the results of tests in an understandable way	100%	82%	83%	
Q8 Able to get a suitable appointment time	98%	94%	91%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q14 'Always' treated with respect and dignity	98%	93%	92%	
Q35 Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	98%	89%	88%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	37%	27%	32%	
Q19 Told reason for wait	49%	32%	25%	
Q21 Staff apologised if more than 15 minutes delay	55%	51%	49%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	55%	44%	41%	
Q13 Overall, care was rated as 'very good'	72%	71%	70%	
Q16 Seen within 15 minutes of scheduled appointment time	72%	58%	45%	

Stanthorpe Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Stanthorpe Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q27 Staff 'definitely' explained the results of tests in an understandable way	100%	83%	
Q8 Able to get a suitable appointment time	98%	91%	
Q14 'Always' treated with respect and dignity	98%	92%	
Q35 Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	98%	88%	
Q36 Doctors 'definitely' listened to what patients had to say	95%	86%	
Q37 Doctors 'definitely' gave understandable answers to questions	93%	84%	
Q50 Given written information about condition or treatment	92%	80%	
Q16 Seen within 15 minutes of scheduled appointment time	72%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	55%	41%	
Q19 Told reason for wait	49%	25%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q43 'Definitely' had confidence and trust in the nurse	85%	94%	

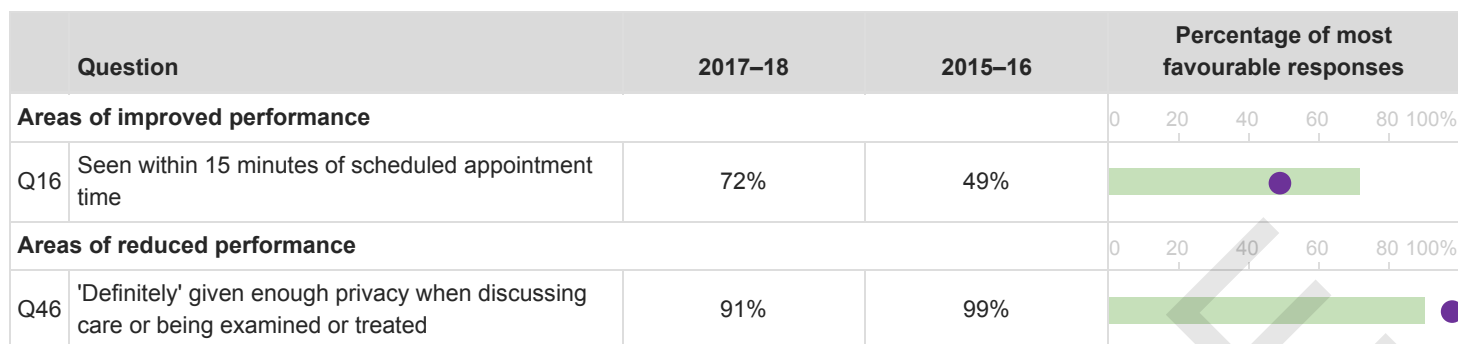
Stanthorpe Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Stanthorpe Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Stanthorpe Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Stanthorpe Hospital		CSCF Levels 2 and 3	Qld	Stanthorpe Hospital	Stanthorpe Hospital vs CSCF Levels 2 and 3	Stanthorpe Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	84%	72%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	79%	84%	81%	78%			
'Definitely' found way to clinic with ease	Q5	90%	91%	88%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	88%	90%	87%	86%			
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		98%	94%	91%	-		▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	49%	72%	58%	45%	▲	▲	▲
Advised of expected wait time	Q17	16%	37%	27%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19	35%	49%	32%	25%			▲
Staff apologised if more than 15 minutes delay	Q21	48%	55%	51%	49%			
Found a seat straight away in the waiting area	Q23	100%	100%	98%	97%			
General Surgery clinic was 'very clean'	Q24	90%	89%	83%	84%			
Toilets were 'very clean'	Q25	88%	87%	81%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	95%	100%	82%	83%		▲	▲
Knew to expect treatment during the appointment ²	Q29	85%	95%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	91%	91%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	90%	~	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	90%	86%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	100%	98%	89%	88%			▲
Doctors 'definitely' listened to what patients had to say	Q36	95%	95%	86%	86%		▲	▲
Doctors 'definitely' gave understandable answers to questions	Q37	92%	93%	84%	84%		▲	▲
'Definitely' had confidence and trust in the examining or treating doctor	Q38	94%	88%	84%	85%			

Measure	Question	Stanthorpe Hospital		CSCF Levels 2 and 3	Qld	Stanthorpe Hospital	Stanthorpe Hospital vs CSCF Levels 2 and 3	Stanthorpe Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Stanthorpe Hospital vs CSCF Levels 2 and 3	Stanthorpe Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	98%	94%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	94%	91%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	96%	90%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	96%	85%	94%	94%		▼	▼
'Always' treated with respect and dignity	Q14	99%	98%	93%	92%			▲
All staff treating and examining patients introduced themselves	Q44	90%	85%	82%	83%			
Conflicting information not provided by staff ¹	Q45		91%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	99%	91%	93%	94%	▼		
'Definitely' involved as much as desired in decisions about care and treatment	Q47	95%	86%	85%	85%			
Given written information about condition or treatment	Q50	94%	92%	83%	80%		▲	▲
Staff told me what would happen next (after the clinic appointment)	Q51	83%	92%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53	86%	74%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	87%	74%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	55%	55%	44%	41%		▲	▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Stanthorpe Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Stanthorpe Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

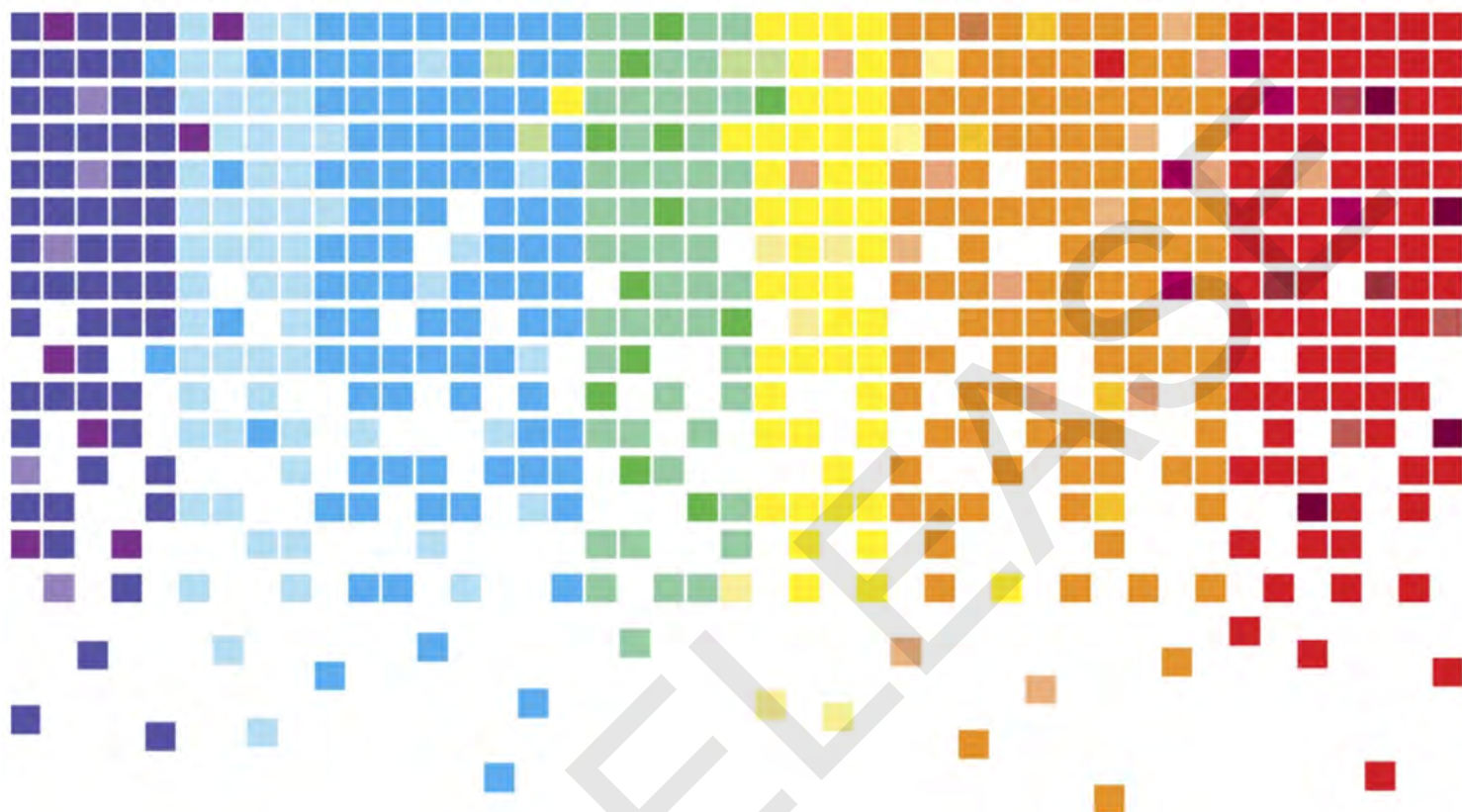
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Toowoomba Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Toowoomba Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 58% for Toowoomba Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	63%	68%	70%	

Toowoomba Hospital CSCF Level 5 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Toowoomba Hospital general surgery outpatient clinic.

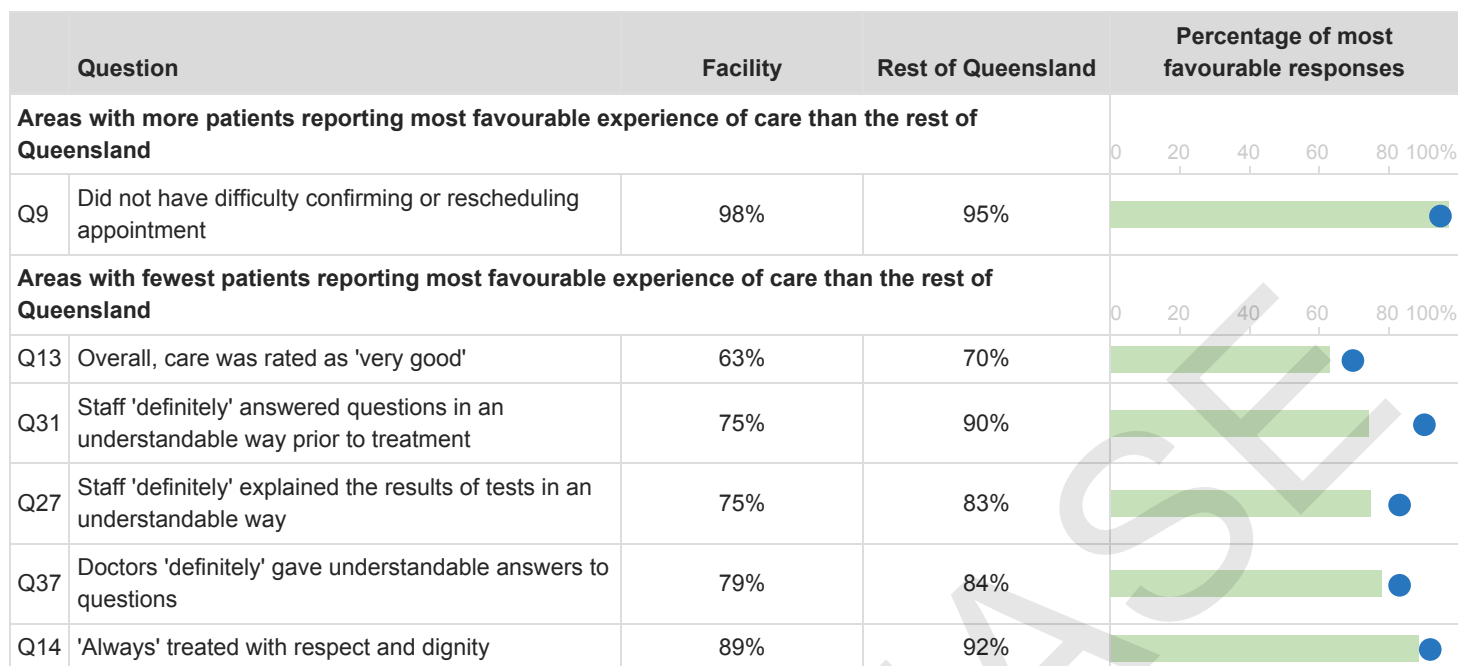
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	98%	93%	95%	
Q23 Found a seat straight away in the waiting area	96%	97%	97%	
Q29 Knew to expect treatment during the appointment	95%	94%	95%	
Q43 'Definitely' had confidence and trust in the nurse	94%	94%	94%	
Q7 Medical information was transferred from referring hospital	94%	94%	94%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	92%	95%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	25%	25%	25%	
Q17 Advised of expected wait time	28%	30%	32%	
Q21 Staff apologised if more than 15 minutes delay	42%	50%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	45%	47%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	46%	40%	41%	
Q13 Overall, care was rated as 'very good'	63%	68%	70%	

Toowoomba Hospital CSCF Level 5 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Toowoomba Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Toowoomba Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Toowoomba Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses	
Areas of improved performance			0 20 40 60 80 100%	
There are no areas where Toowoomba Hospital showed improved performance				
Areas of reduced performance			0 20 40 60 80 100%	
Q55	Told or saw information about how to provide a compliment or complaint about the care received	46%	57%	
Q50	Given written information about condition or treatment	75%	84%	
Q14	'Always' treated with respect and dignity	89%	94%	

2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Toowoomba Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Toowoomba Hospital		CSCF Level 5	Qld	Toowoomba Hospital	Toowoomba Hospital vs CSCF Level 5	Toowoomba Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	63%	63%	68%	70%			▼
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	74%	77%	78%			
'Definitely' found way to clinic with ease	Q5	86%	87%	86%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	83%	84%	84%	86%			
Medical information was transferred from referring hospital	Q7	91%	94%	94%	94%			
Able to get a suitable appointment time ¹	Q8		90%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	93%	95%	-	▲	▲
Seen within 15 minutes of scheduled appointment time	Q16	39%	45%	47%	45%			
Advised of expected wait time	Q17	30%	28%	30%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	86%	82%	81%	84%			
Told reason for wait	Q19	23%	25%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	41%	42%	50%	49%			
Found a seat straight away in the waiting area	Q23	97%	96%	97%	97%			
General Surgery clinic was 'very clean'	Q24	84%	85%	84%	84%			
Toilets were 'very clean'	Q25	76%	78%	80%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	78%	75%	83%	83%		▼	▼
Knew to expect treatment during the appointment ²	Q29	94%	95%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	84%	78%	88%	87%		▼	
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	77%	75%	91%	90%		▼	▼
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	78%	82%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	84%	88%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	81%	83%	87%	86%		▼	
Doctors 'definitely' gave understandable answers to questions	Q37	75%	79%	83%	84%			▼
'Definitely' had confidence and trust in the examining or treating doctor	Q38	83%	81%	84%	85%			

Measure	Question	Toowoomba Hospital		CSCF Level 5	Qld	Toowoomba Hospital	DOH RTI 4786 Toowoomba Hospital vs CSCF Level 5	Toowoomba Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	93%	90%	94%	93%		▼	
Nurses 'definitely' listened to what patients had to say	Q41	91%	90%	92%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	88%	88%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	94%	94%	94%	94%			
'Always' treated with respect and dignity	Q14	94%	89%	92%	92%	▼		▼
All staff treating and examining patients introduced themselves	Q44	78%	81%	82%	83%			
Conflicting information not provided by staff ¹	Q45		87%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	91%	92%	95%	94%		▼	
'Definitely' involved as much as desired in decisions about care and treatment	Q47	77%	82%	85%	85%			
Given written information about condition or treatment	Q50	84%	75%	81%	80%	▼	▼	
Staff told me what would happen next (after the clinic appointment)	Q51	88%	87%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	76%	75%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	68%	67%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	79%	73%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	57%	46%	40%	41%	▼		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Toowoomba Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Toowoomba Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

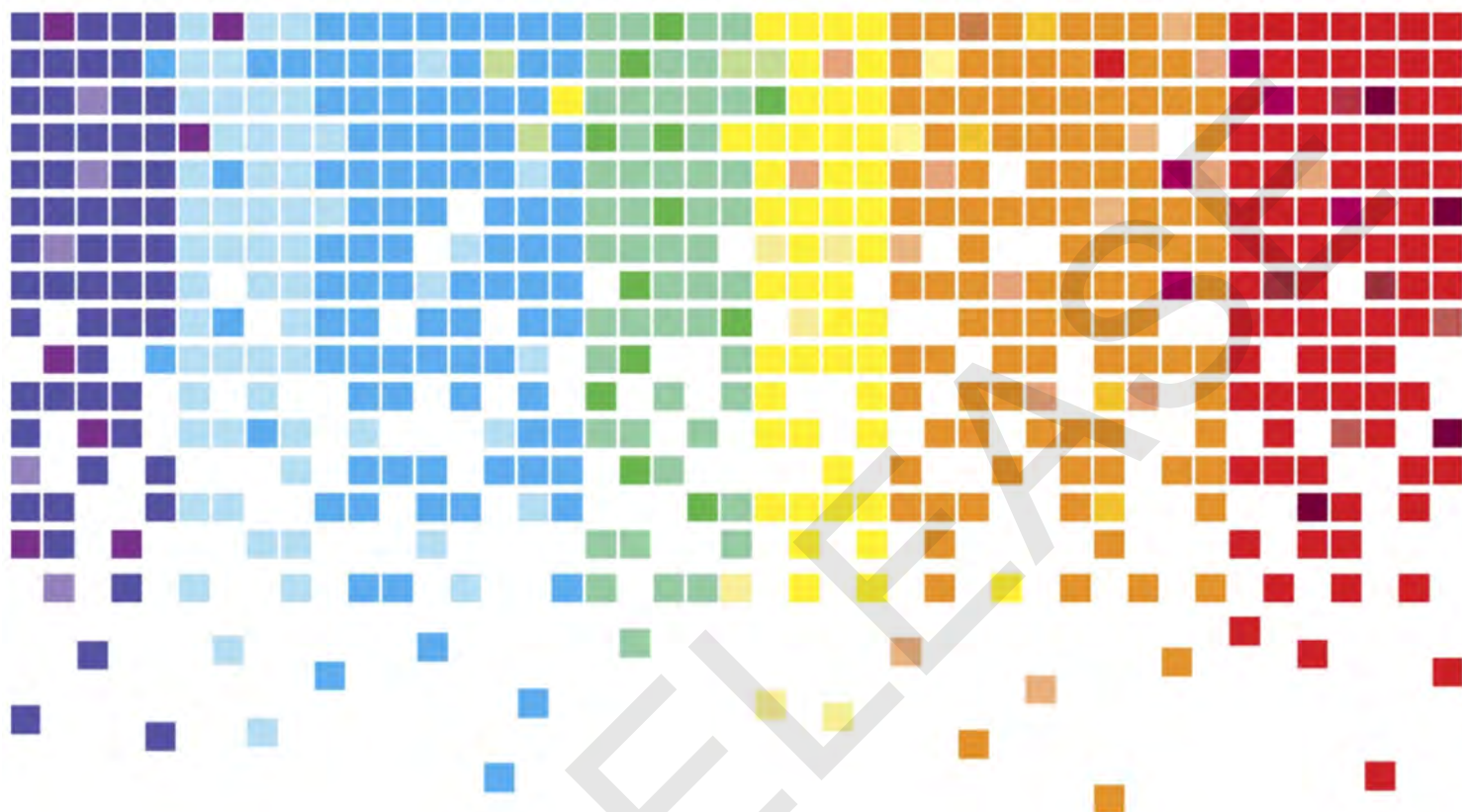
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Warwick Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 42 who visited Warwick Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 63% for Warwick Hospital.

Overall rating of care


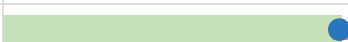
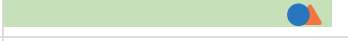

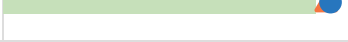
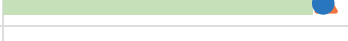

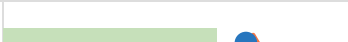

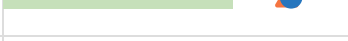
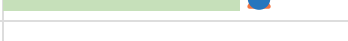
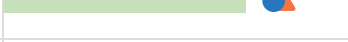
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	71%	71%	70%	

Warwick Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Warwick Hospital general surgery outpatient clinic.

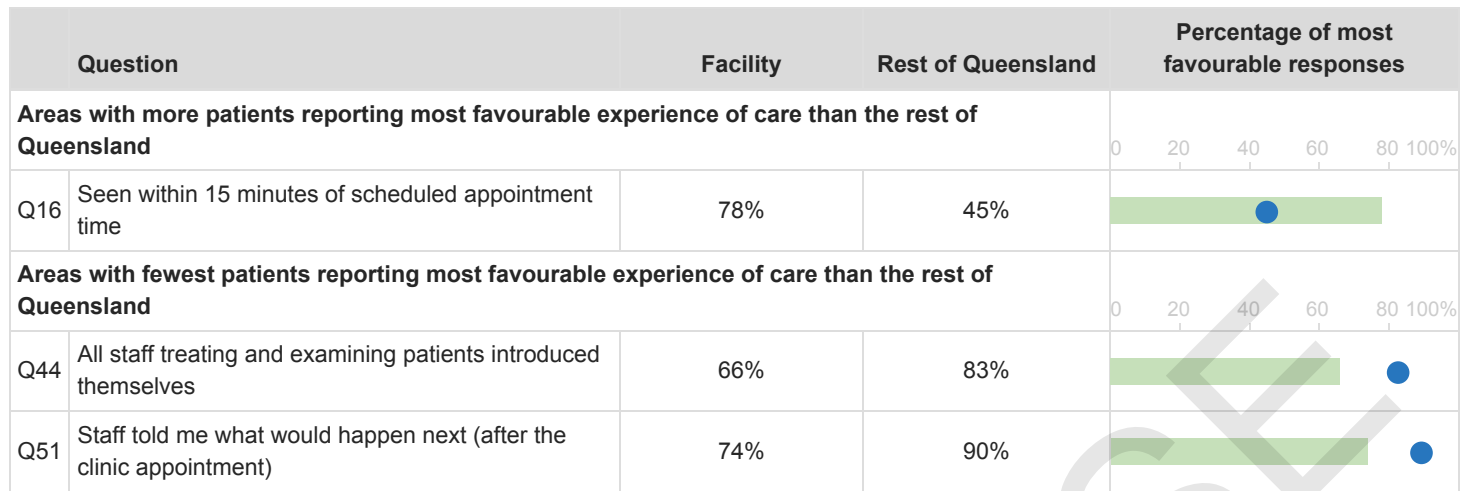
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q23 Found a seat straight away in the waiting area	98%	98%	97%	
Q5 'Definitely' found way to clinic with ease	95%	88%	85%	
Q8 Able to get a suitable appointment time	95%	94%	91%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	90%	93%	94%	
Q14 'Always' treated with respect and dignity	89%	93%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	41%	44%	41%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	61%	72%	70%	
Q44 All staff treating and examining patients introduced themselves	66%	82%	83%	
Q54 Told who to contact if worried after leaving the clinic	68%	74%	74%	
Q4 Knew who to contact if symptoms or condition got worse before first appointment	70%	81%	78%	
Q13 Overall, care was rated as 'very good'	71%	71%	70%	

Warwick Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Warwick Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



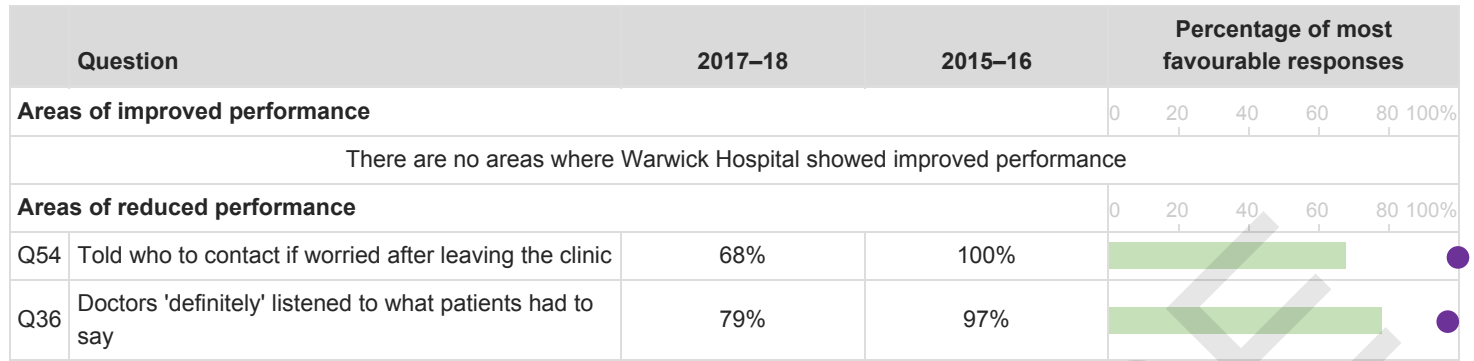
Warwick Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Warwick Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Warwick Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Warwick Hospital		CSCF Levels 2 and 3	Qld	Warwick Hospital	Warwick Hospital vs CSCF Levels 2 and 3	Warwick Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	72%	71%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	82%	70%	81%	78%			
'Definitely' found way to clinic with ease	Q5	93%	95%	88%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	74%	85%	87%	86%			
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		95%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	63%	78%	58%	45%		▲	▲
Advised of expected wait time	Q17		~	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		~	32%	25%	-		
Staff apologised if more than 15 minutes delay	Q21		~	51%	49%	-		
Found a seat straight away in the waiting area	Q23	100%	98%	98%	97%			
General Surgery clinic was 'very clean'	Q24	87%	78%	83%	84%			
Toilets were 'very clean'	Q25		~	81%	79%	-		
Staff 'definitely' explained the results of tests in an understandable way	Q27		~	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	96%	84%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		~	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36	97%	79%	86%	86%	▼		
Doctors 'definitely' gave understandable answers to questions	Q37	94%	83%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	88%	82%	84%	85%			

Measure	Question	Warwick Hospital		CSCF Levels 2 and 3	Qld	Warwick Hospital	Warwick Hospital vs CSCF Levels 2 and 3	Warwick Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40		~	93%	93%	-		
Nurses 'definitely' listened to what patients had to say	Q41	87%	~	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42		~	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43	82%	~	94%	94%			
'Always' treated with respect and dignity	Q14	90%	89%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	71%	66%	82%	83%		▼	▼
Conflicting information not provided by staff ¹	Q45		85%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	90%	90%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	95%	82%	85%	85%			
Given written information about condition or treatment	Q50	97%	78%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	90%	74%	87%	90%		▼	▼
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53	79%	61%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	100%	68%	74%	74%	▼		
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	58%	41%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Warwick Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Warwick Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

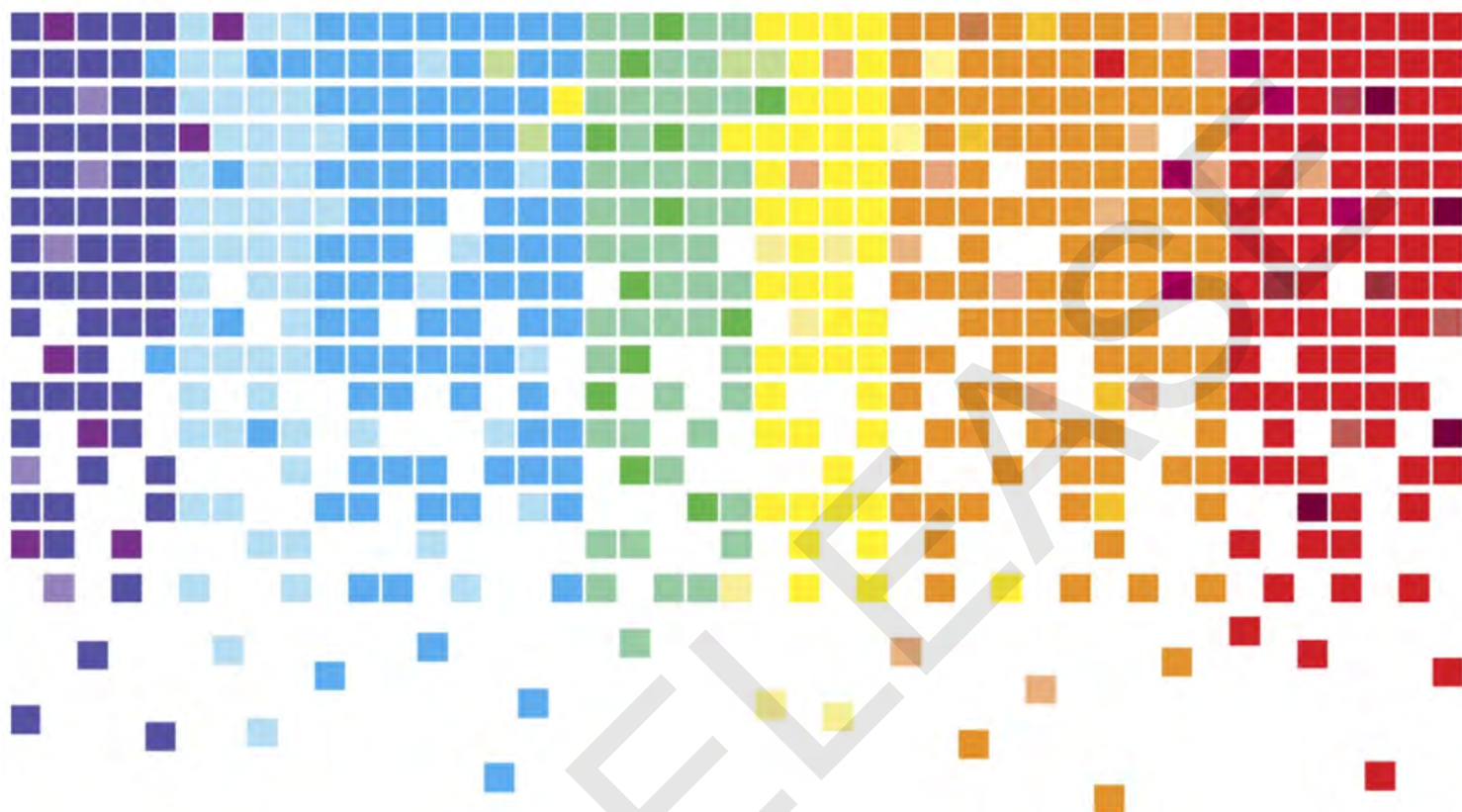
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Gold Coast University Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Gold Coast University Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 55% for Gold Coast University Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	75%	72%	70%	

Gold Coast University Hospital CSCF Level 6 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Gold Coast University Hospital general surgery outpatient clinic.

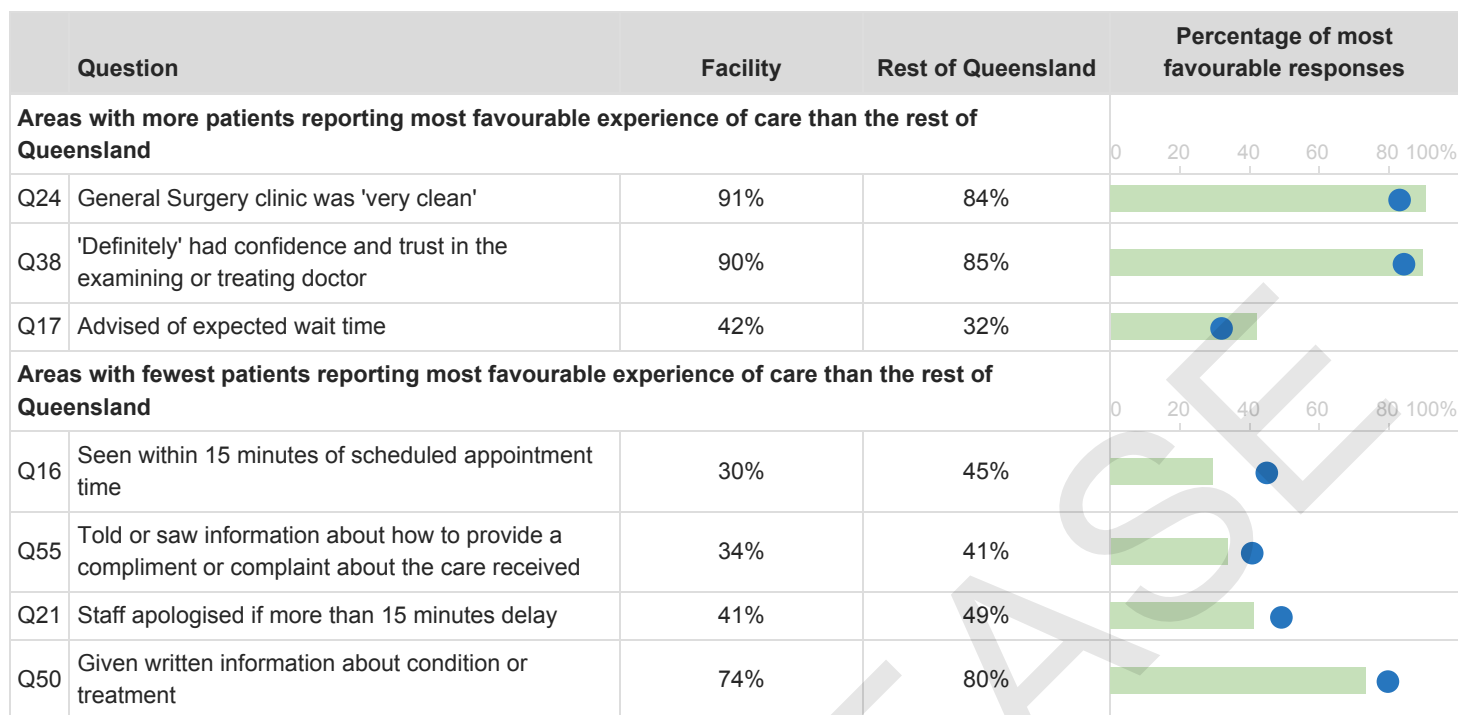
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	98%	88%	90%	
Q7 Medical information was transferred from referring hospital	97%	93%	94%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q9 Did not have difficulty confirming or rescheduling appointment	96%	96%	95%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	96%	94%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	22%	24%	25%	
Q16 Seen within 15 minutes of scheduled appointment time	30%	37%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	41%	41%	
Q21 Staff apologised if more than 15 minutes delay	41%	48%	49%	
Q17 Advised of expected wait time	42%	35%	32%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	65%	70%	70%	

Gold Coast University Hospital CSCF Level 6 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Gold Coast University Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



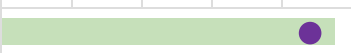



Gold Coast University Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Gold Coast University Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			
Q43 'Definitely' had confidence and trust in the nurse	96%	88%	
Q38 'Definitely' had confidence and trust in the examining or treating doctor	90%	82%	
Q15 Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	89%	82%	
Areas of reduced performance			
Q35 Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	83%	94%	

2017–18 ■ 2015–16 ●

Results summary for Gold Coast University Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 6 and the previous survey is presented below.

Measure	Question	Gold Coast University Hospital		CSCF Level 6	Qld	Gold Coast University Hospital	Gold Coast University Hospital vs CSCF Level 6	Gold Coast University Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	70%	75%	72%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	75%	77%	78%			
'Definitely' found way to clinic with ease	Q5	83%	88%	81%	85%		▲	
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	82%	89%	87%	86%	▲		
Medical information was transferred from referring hospital	Q7	90%	97%	93%	94%			
Able to get a suitable appointment time ¹	Q8		89%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		96%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	30%	30%	37%	45%		▼	▼
Advised of expected wait time	Q17	34%	42%	35%	32%		▲	▲
Wait times to be seen that were shorter than or as long as advised	Q18	86%	81%	85%	84%			
Told reason for wait	Q19	23%	22%	24%	25%			
Staff apologised if more than 15 minutes delay	Q21	47%	41%	48%	49%		▼	▼
Found a seat straight away in the waiting area	Q23	98%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	92%	91%	85%	84%		▲	▲
Toilets were 'very clean'	Q25	84%	83%	78%	79%		▲	
Staff 'definitely' explained the results of tests in an understandable way	Q27	84%	81%	84%	83%			
Knew to expect treatment during the appointment ²	Q29	92%	95%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	90%	93%	85%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	89%	98%	88%	90%		▲	
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	83%	83%	86%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	94%	83%	88%	88%	▼		
Doctors 'definitely' listened to what patients had to say	Q36	87%	88%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	85%	85%	84%			

Measure	Question	Gold Coast University Hospital		CSCF Level 6	Qld	Gold Coast University Hospital	Gold Coast University Hospital vs CSCF Level 6	Gold Coast University Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
'Definitely' had confidence and trust in the examining or treating doctor	Q38	82%	90%	87%	85%	▲		▲
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	92%	93%	91%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	91%	91%	90%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	91%	93%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	88%	96%	94%	94%	▲		
'Always' treated with respect and dignity	Q14	92%	90%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	88%	84%	84%	83%			
Conflicting information not provided by staff ¹	Q45		89%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	96%	94%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	81%	87%	85%	85%			
Given written information about condition or treatment	Q50	77%	74%	78%	80%			▼
Staff told me what would happen next (after the clinic appointment)	Q51	86%	89%	91%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	88%	80%	81%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	71%	65%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	67%	70%	74%	74%		▼	
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	27%	34%	41%	41%		▼	▼
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	61%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	37%	32%	-		

▲ The result for Gold Coast University Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Gold Coast University Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

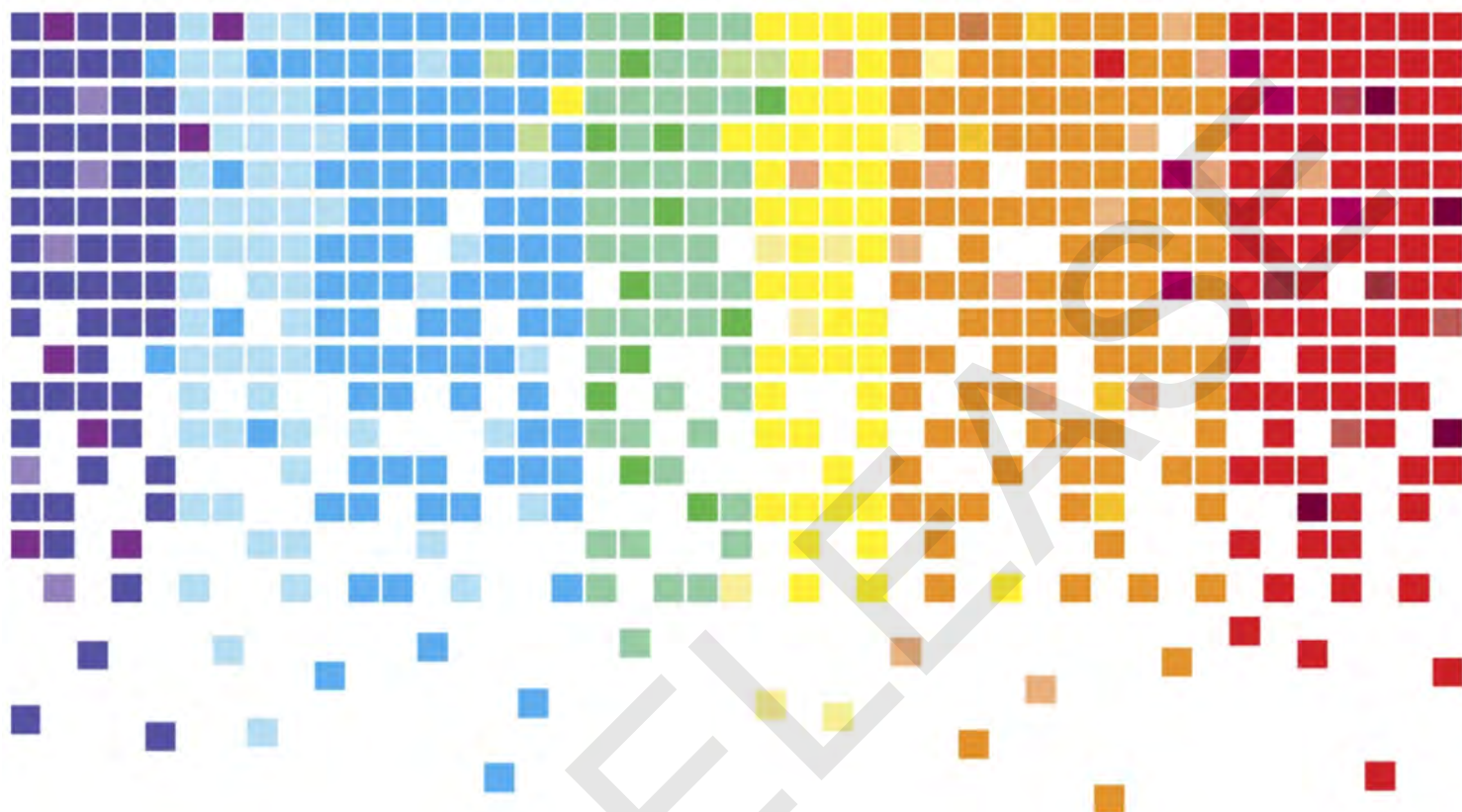
Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Robina Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Robina Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 52% for Robina Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	74%	69%	70%	

Robina Hospital CSCF Level 4 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Robina Hospital general surgery outpatient clinic.

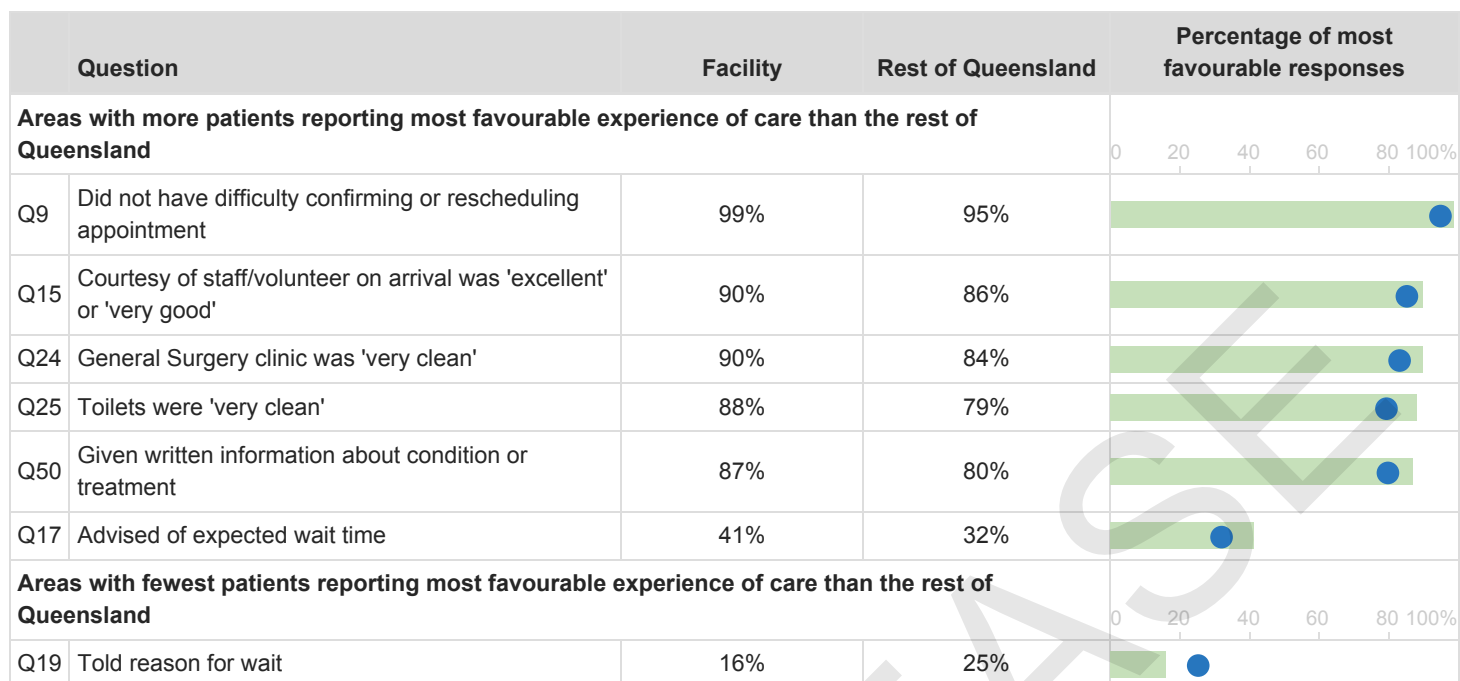
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	99%	97%	95%	
Q23 Found a seat straight away in the waiting area	99%	97%	97%	
Q7 Medical information was transferred from referring hospital	97%	96%	94%	
Q41 Nurses 'definitely' listened to what patients had to say	94%	91%	92%	
Q43 'Definitely' had confidence and trust in the nurse	94%	92%	94%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	94%	93%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	16%	22%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	36%	42%	41%	
Q17 Advised of expected wait time	41%	41%	32%	
Q21 Staff apologised if more than 15 minutes delay	44%	45%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	49%	43%	45%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	71%	71%	70%	

Robina Hospital CSCF Level 4 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Robina Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



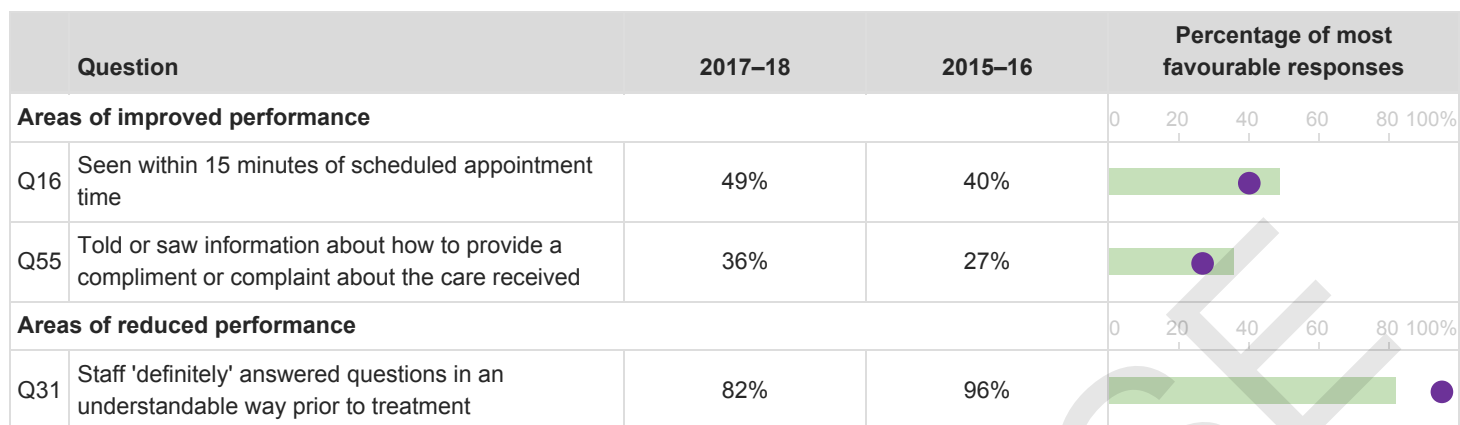
Robina Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Robina Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Robina Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 4 and the previous survey is presented below.

Measure	Question	Robina Hospital		CSCF Level 4	Qld	Robina Hospital 2017-18 vs 2015-16	Robina Hospital vs CSCF Level 4 2017-18	Robina Hospital vs Qld 2017-18
		2015-16	2017-18	2017-18	2017-18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	72%	74%	69%	70%		▲	
Knew who to contact if symptoms or condition got worse before first appointment	Q4	74%	77%	77%	78%			
'Definitely' found way to clinic with ease	Q5	90%	87%	89%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	86%	90%	84%	86%		▲	▲
Medical information was transferred from referring hospital	Q7	97%	97%	96%	94%			
Able to get a suitable appointment time ¹	Q8		94%	92%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		99%	97%	95%	-	▲	▲
Seen within 15 minutes of scheduled appointment time	Q16	40%	49%	43%	45%	▲	▲	
Advised of expected wait time	Q17	42%	41%	41%	32%			▲
Wait times to be seen that were shorter than or as long as advised	Q18	87%	90%	87%	84%			
Told reason for wait	Q19	17%	16%	22%	25%		▼	▼
Staff apologised if more than 15 minutes delay	Q21	45%	44%	45%	49%			
Found a seat straight away in the waiting area	Q23	99%	99%	97%	97%		▲	
General Surgery clinic was 'very clean'	Q24	94%	90%	84%	84%		▲	▲
Toilets were 'very clean'	Q25	83%	88%	80%	79%		▲	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27	80%	86%	85%	83%			
Knew to expect treatment during the appointment ²	Q29	89%	93%	98%	95%		▼	
Staff 'definitely' explained what would happen prior to treatment	Q30	98%	91%	87%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	96%	82%	88%	90%	▼		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	86%	85%	84%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	86%	91%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	85%	84%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	86%	84%	82%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	81%	81%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	92%	92%	92%	93%			

Measure	Question	Robina Hospital		CSCF Level 4	Qld	Robina Hospital	DOH RTI 4786 Robina Hospital vs CSCF Level 4	Robina Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' listened to what patients had to say	Q41	93%	94%	91%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	93%	90%	89%	91%			
'Definitely' had confidence and trust in the nurse	Q43	96%	94%	92%	94%			
'Always' treated with respect and dignity	Q14	93%	93%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	89%	86%	83%	83%			
Conflicting information not provided by staff ¹	Q45		87%	87%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	94%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	83%	87%	83%	85%		▲	
Given written information about condition or treatment	Q50	84%	87%	84%	80%			▲
Staff told me what would happen next (after the clinic appointment)	Q51	89%	88%	90%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	86%	87%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	72%	71%	71%	70%			
Told who to contact if worried after leaving the clinic	Q54	69%	72%	72%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	27%	36%	42%	41%	▲	▼	
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	75%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	19%	32%	-		

▲ The result for Robina Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Robina Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

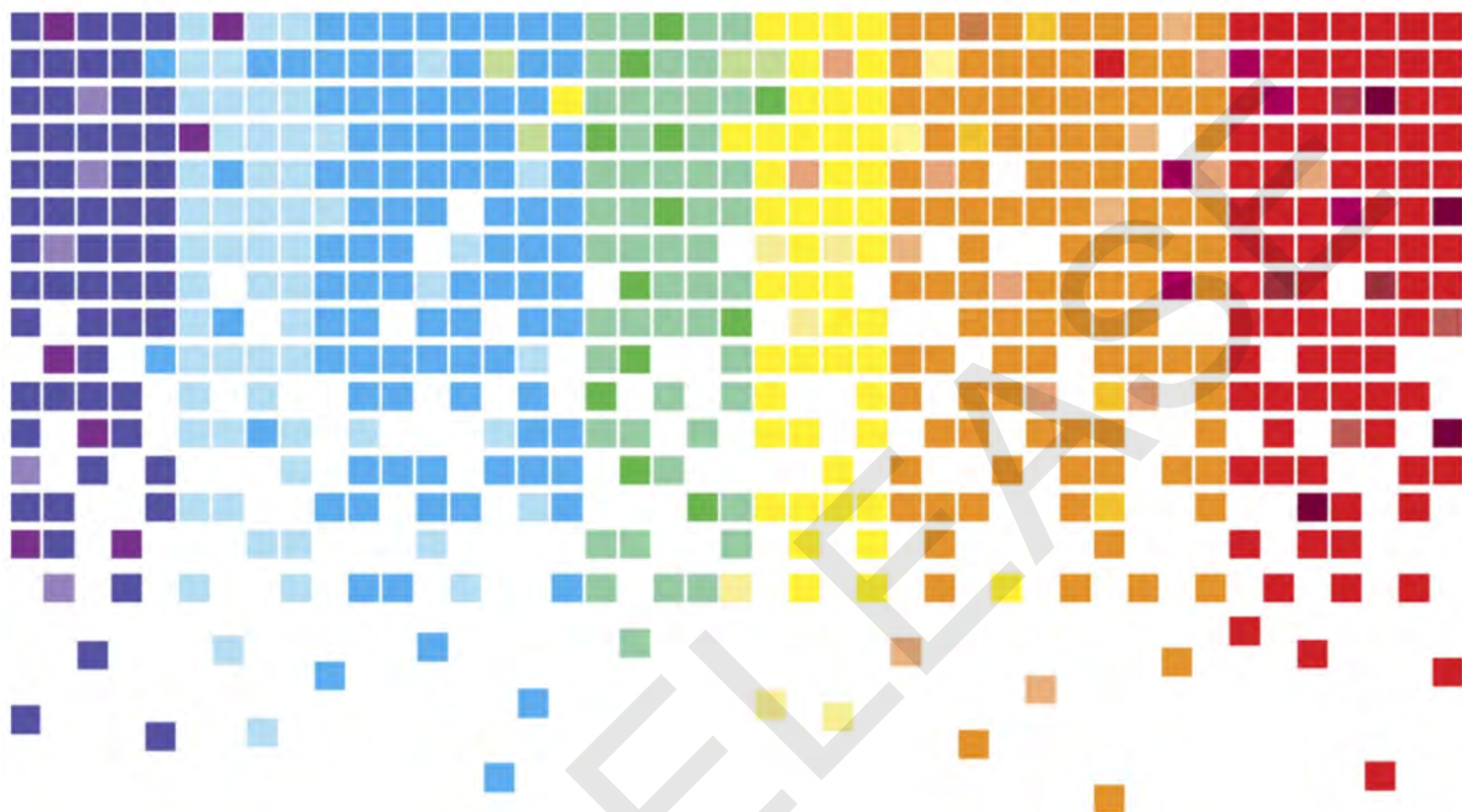
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Mackay Base Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 304 who visited Mackay Base Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 55% for Mackay Base Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	64%	68%	70%	

Mackay Base Hospital CSCF Level 5 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Mackay Base Hospital general surgery outpatient clinic.

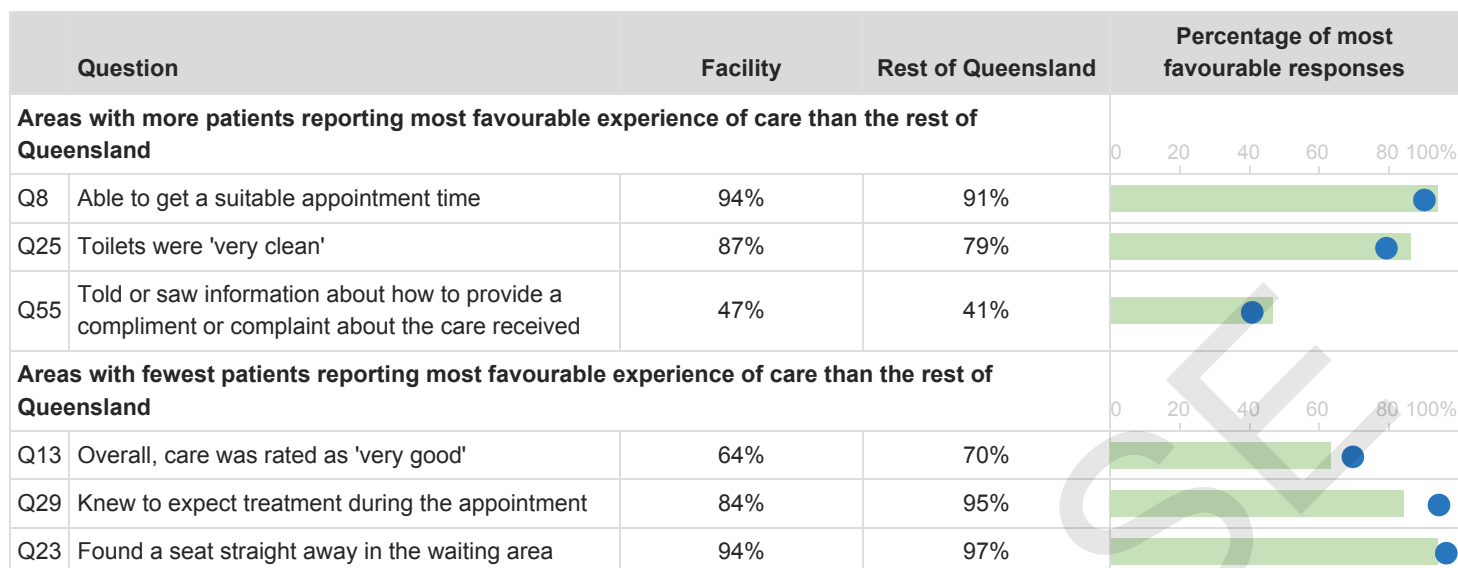
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q7 Medical information was transferred from referring hospital	100%	94%	94%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q9 Did not have difficulty confirming or rescheduling appointment	96%	93%	95%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	95%	94%	93%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	95%	95%	94%	
Q23 Found a seat straight away in the waiting area	94%	97%	97%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	26%	25%	25%	
Q17 Advised of expected wait time	35%	30%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	43%	47%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	47%	40%	41%	
Q21 Staff apologised if more than 15 minutes delay	52%	50%	49%	
Q13 Overall, care was rated as 'very good'	64%	68%	70%	

Mackay Base Hospital CSCF Level 5 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Mackay Base Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Mackay Base Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses					
Areas of improved performance			0	20	40	60	80	100%
There are no areas where Mackay Base Hospital showed improved performance								
Areas of reduced performance			0	20	40	60	80	100%
There are no areas where Mackay Base Hospital showed reduced performance								

2017–18 ■ 2015–16 ●

RTI RELEASE

Results summary for Mackay Base Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Mackay Base Hospital		CSCF Level 5	Qld	Mackay Base Hospital	Mackay Base Hospital vs CSCF Level 5	Mackay Base Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	70%	64%	68%	70%			▼
Knew who to contact if symptoms or condition got worse before first appointment	Q4	75%	77%	77%	78%			
'Definitely' found way to clinic with ease	Q5	83%	87%	86%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	84%	85%	84%	86%			
Medical information was transferred from referring hospital	Q7		100%	94%	94%	-		
Able to get a suitable appointment time ¹	Q8		94%	90%	91%	-	▲	▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		96%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	41%	43%	47%	45%			
Advised of expected wait time	Q17	37%	35%	30%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	74%	80%	81%	84%			
Told reason for wait	Q19	30%	26%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	57%	52%	50%	49%			
Found a seat straight away in the waiting area	Q23	91%	94%	97%	97%		▼	▼
General Surgery clinic was 'very clean'	Q24	86%	87%	84%	84%			
Toilets were 'very clean'	Q25	81%	87%	80%	79%		▲	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27	80%	82%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	94%	84%	94%	95%		▼	▼
Staff 'definitely' explained what would happen prior to treatment	Q30	91%	86%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	96%	89%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	85%	83%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	86%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	88%	85%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	84%	83%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	87%	87%	84%	85%			

Measure	Question	Mackay Base Hospital		CSCF Level 5	Qld	Mackay Base Hospital	DOH RTI 4786 Mackay Base Hospital vs CSCF Level 5	Mackay Base Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	95%	95%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	94%	91%	92%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	91%	92%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	91%	96%	94%	94%			
'Always' treated with respect and dignity	Q14	95%	93%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	82%	79%	82%	83%			
Conflicting information not provided by staff ¹	Q45		86%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	92%	95%	95%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	86%	86%	85%	85%			
Given written information about condition or treatment	Q50	87%	82%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	90%	88%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	84%	74%	85%	84%		▼	
Staff 'completely' informed me about danger signs to watch for after going home	Q53	76%	73%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	78%	72%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	53%	47%	40%	41%		▲	▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Mackay Base Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Mackay Base Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

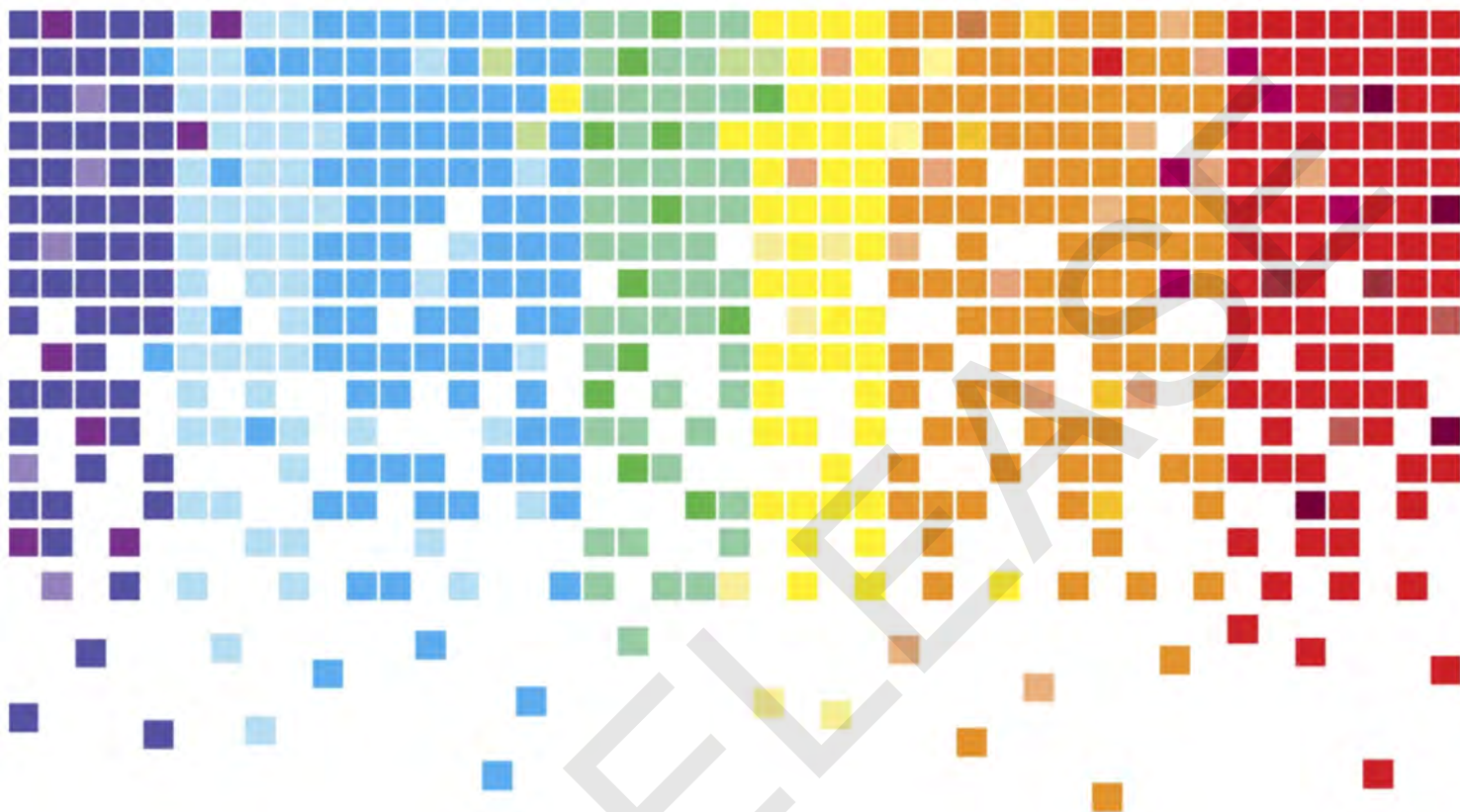
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Proserpine Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 199 who visited Proserpine Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 61% for Proserpine Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	78%	71%	70%	

Proserpine Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Proserpine Hospital general surgery outpatient clinic.

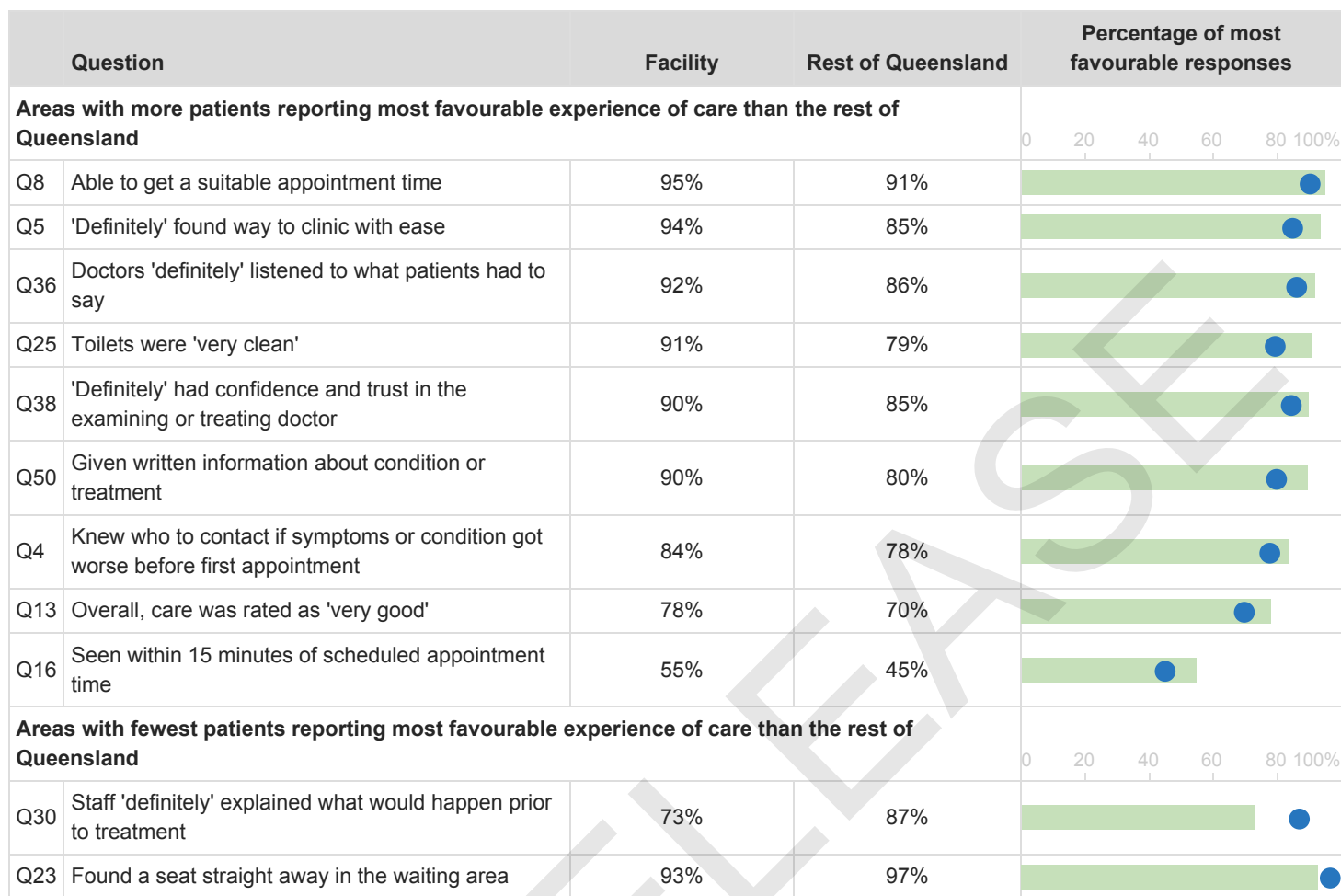
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q8 Able to get a suitable appointment time	95%	94%	91%	
Q14 'Always' treated with respect and dignity	95%	93%	92%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	95%	93%	93%	
Q5 'Definitely' found way to clinic with ease	94%	88%	85%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	93%	93%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	33%	32%	25%	
Q17 Advised of expected wait time	36%	27%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	39%	44%	41%	
Q21 Staff apologised if more than 15 minutes delay	55%	51%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	55%	58%	45%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	73%	72%	70%	

Proserpine Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Proserpine Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



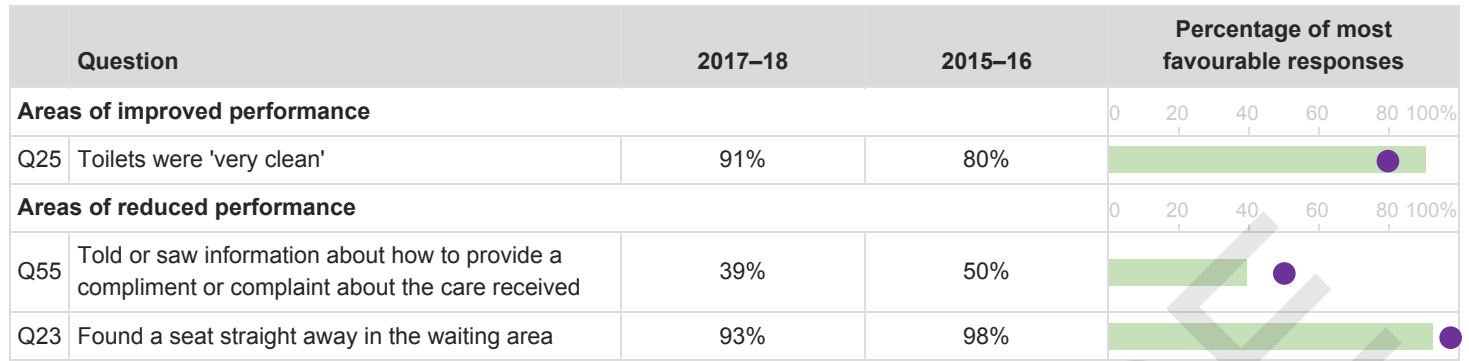
Proserpine Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Proserpine Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Proserpine Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Proserpine Hospital		CSCF Levels 2 and 3	Qld	Proserpine Hospital	Proserpine Hospital vs CSCF Levels 2 and 3	Proserpine Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	70%	78%	71%	70%		▲	▲
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	84%	81%	78%			▲
'Definitely' found way to clinic with ease	Q5	93%	94%	88%	85%		▲	▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	85%	86%	87%	86%			
Medical information was transferred from referring hospital	Q7	91%	91%	96%	94%		▼	
Able to get a suitable appointment time ¹	Q8		95%	94%	91%	-		▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	54%	55%	58%	45%			▲
Advised of expected wait time	Q17	35%	36%	27%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	81%	77%	88%	84%			
Told reason for wait	Q19	31%	33%	32%	25%			
Staff apologised if more than 15 minutes delay	Q21	51%	55%	51%	49%			
Found a seat straight away in the waiting area	Q23	98%	93%	98%	97%	▼	▼	▼
General Surgery clinic was 'very clean'	Q24	84%	85%	83%	84%			
Toilets were 'very clean'	Q25	80%	91%	81%	79%	▲	▲	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27	72%	83%	82%	83%			
Knew to expect treatment during the appointment ²	Q29	90%	87%	96%	95%		▼	
Staff 'definitely' explained what would happen prior to treatment	Q30	89%	73%	88%	87%		▼	▼
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	88%	88%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	83%	86%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	91%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	87%	92%	86%	86%		▲	▲
Doctors 'definitely' gave understandable answers to questions	Q37	87%	87%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	86%	90%	84%	85%		▲	▲

Measure	Question	Proserpine Hospital		CSCF Levels 2 and 3	Qld	Proserpine Hospital	Proserpine Hospital vs CSCF Levels 2 and 3	Proserpine Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Proserpine Hospital vs CSCF Levels 2 and 3	Proserpine Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	90%	95%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	89%	89%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	89%	89%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	89%	91%	94%	94%			
'Always' treated with respect and dignity	Q14	92%	95%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	76%	81%	82%	83%			
Conflicting information not provided by staff ¹	Q45		91%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	92%	93%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	81%	85%	85%	85%			
Given written information about condition or treatment	Q50	88%	90%	83%	80%		▲	▲
Staff told me what would happen next (after the clinic appointment)	Q51	91%	91%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	95%	84%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	79%	73%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	69%	73%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	50%	39%	44%	41%	▼		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Proserpine Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Proserpine Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

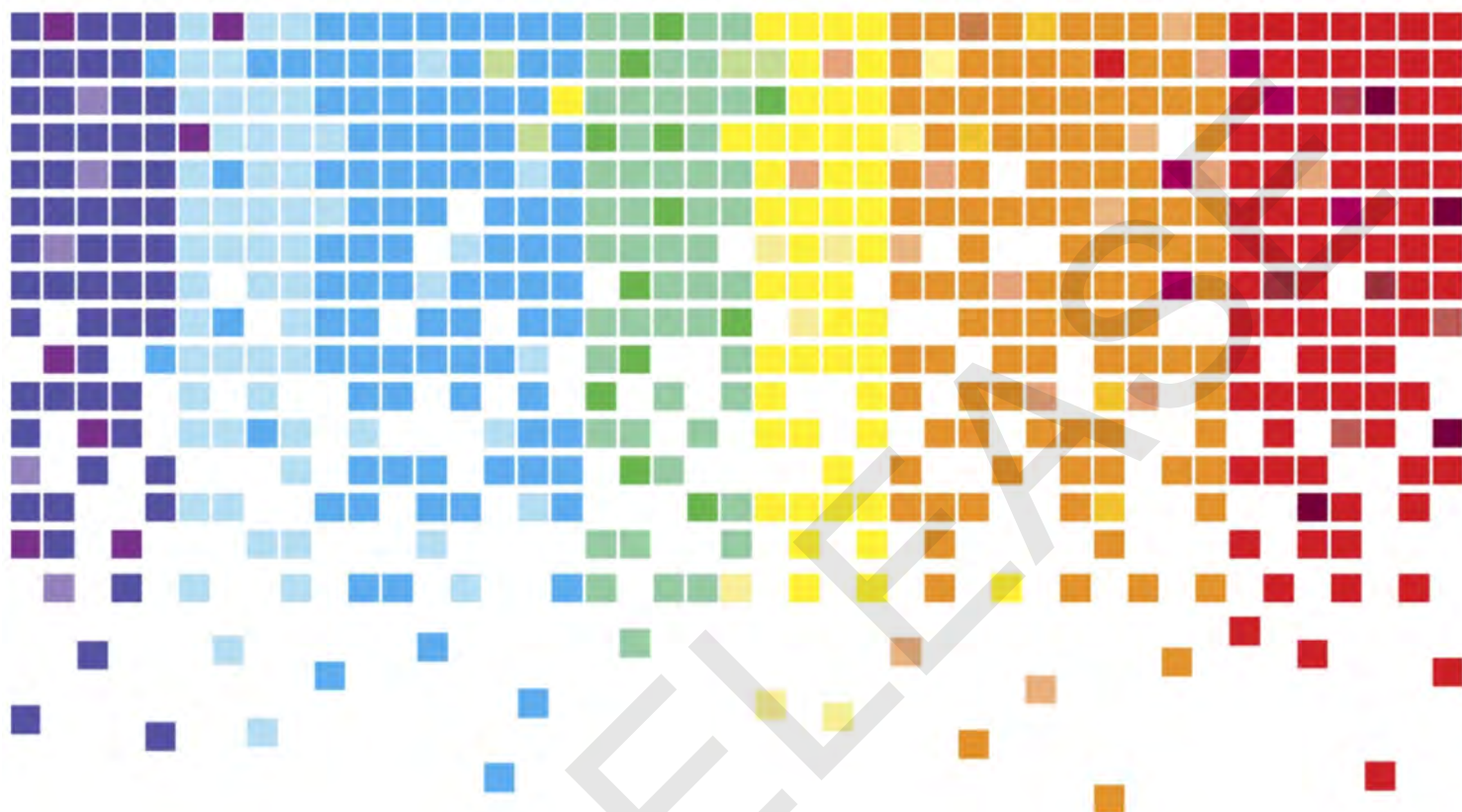
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Caboolture Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Caboolture Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 58% for Caboolture Hospital.

Overall rating of care


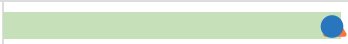
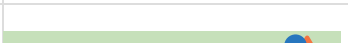
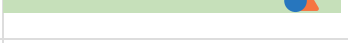








Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	70%	71%	70%	

Caboolture Hospital  CSCF Levels 2 and 3  Queensland 

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Caboolture Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q29 Knew to expect treatment during the appointment	97%	96%	95%	
Q18 Wait times to be seen that were shorter than or as long as advised	97%	88%	84%	
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q41 Nurses 'definitely' listened to what patients had to say	96%	94%	92%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	94%	93%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	23%	27%	32%	
Q19 Told reason for wait	23%	32%	25%	
Q21 Staff apologised if more than 15 minutes delay	44%	51%	49%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	48%	44%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	60%	58%	45%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	68%	72%	70%	

Caboolture Hospital  CSCF Levels 2 and 3  Queensland 

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Caboolture Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	97%	
Q5 'Definitely' found way to clinic with ease	91%	85%	
Q16 Seen within 15 minutes of scheduled appointment time	60%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	48%	41%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q17 Advised of expected wait time	23%	32%	
Q25 Toilets were 'very clean'	68%	79%	
Q54 Told who to contact if worried after leaving the clinic	68%	74%	
Q24 General Surgery clinic was 'very clean'	77%	84%	
Q37 Doctors 'definitely' gave understandable answers to questions	78%	84%	
Q36 Doctors 'definitely' listened to what patients had to say	82%	86%	

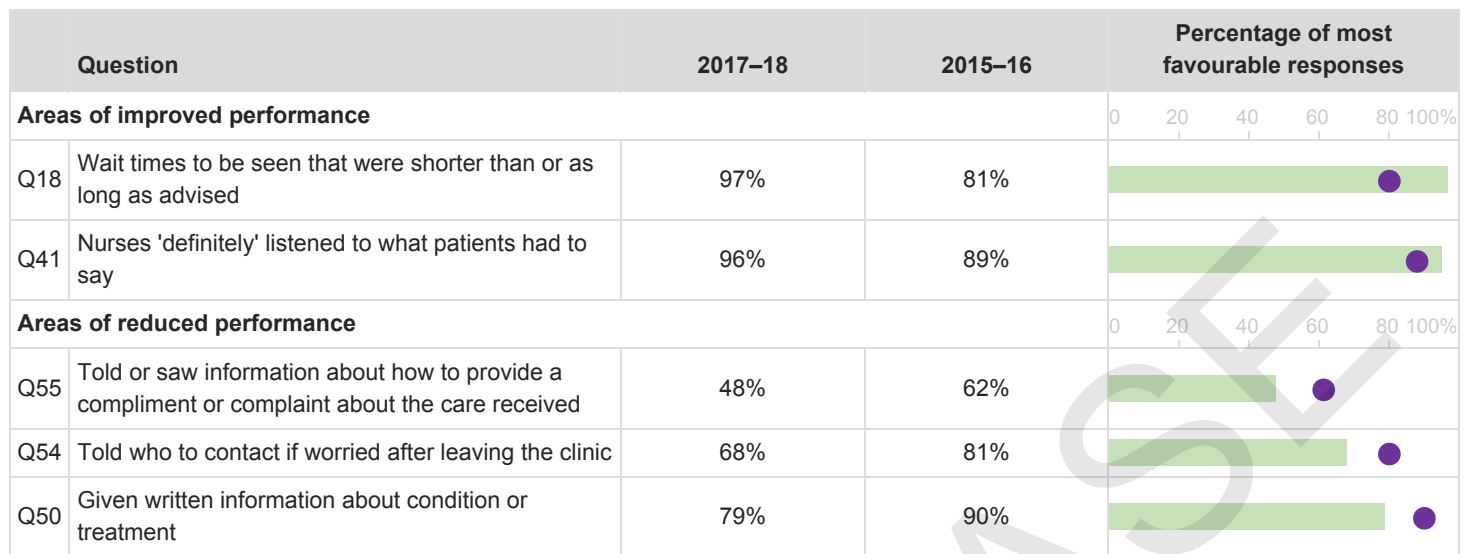
Caboolture Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Caboolture Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Caboolture Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Caboolture Hospital		CSCF Levels 2 and 3	Qld	Caboolture Hospital	Caboolture Hospital vs CSCF Levels 2 and 3	Caboolture Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	66%	70%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	82%	81%	78%			
'Definitely' found way to clinic with ease	Q5	89%	91%	88%	85%			▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	86%	89%	87%	86%			
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		93%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	56%	60%	58%	45%			▲
Advised of expected wait time	Q17	28%	23%	27%	32%			▼
Wait times to be seen that were shorter than or as long as advised	Q18	81%	97%	88%	84%	▲		
Told reason for wait	Q19	30%	23%	32%	25%		▼	
Staff apologised if more than 15 minutes delay	Q21	46%	44%	51%	49%			
Found a seat straight away in the waiting area	Q23	99%	100%	98%	97%		▲	▲
General Surgery clinic was 'very clean'	Q24	80%	77%	83%	84%		▼	▼
Toilets were 'very clean'	Q25	67%	68%	81%	79%		▼	▼
Staff 'definitely' explained the results of tests in an understandable way	Q27	79%	78%	82%	83%			
Knew to expect treatment during the appointment ²	Q29	96%	97%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	93%	90%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	90%	88%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	82%	83%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	86%	84%	89%	88%		▼	
Doctors 'definitely' listened to what patients had to say	Q36	85%	82%	86%	86%		▼	▼
Doctors 'definitely' gave understandable answers to questions	Q37	76%	78%	84%	84%		▼	▼
'Definitely' had confidence and trust in the examining or treating doctor	Q38	83%	81%	84%	85%		▼	

DOH-DL 18/19-032

137 of 426

Measure	Question	Caboolture Hospital		CSCF Levels 2 and 3	Qld	Caboolture Hospital	DOH RTI 4786 Caboolture Hospital vs CSCF Levels 2 and 3	Caboolture Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18

Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	94%	92%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	89%	96%	94%	92%	▲		
Nurses 'definitely' gave understandable answers to questions	Q42	90%	90%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	90%	93%	94%	94%			
'Always' treated with respect and dignity	Q14	94%	92%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	81%	85%	82%	83%			
Conflicting information not provided by staff ¹	Q45		85%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	94%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	84%	82%	85%	85%			
Given written information about condition or treatment	Q50	90%	79%	83%	80%	▼		
Staff told me what would happen next (after the clinic appointment)	Q51	89%	89%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	86%	75%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	73%	68%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	81%	68%	74%	74%	▼	▼	▼
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	62%	48%	44%	41%	▼		▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Caboolture Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Caboolture Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

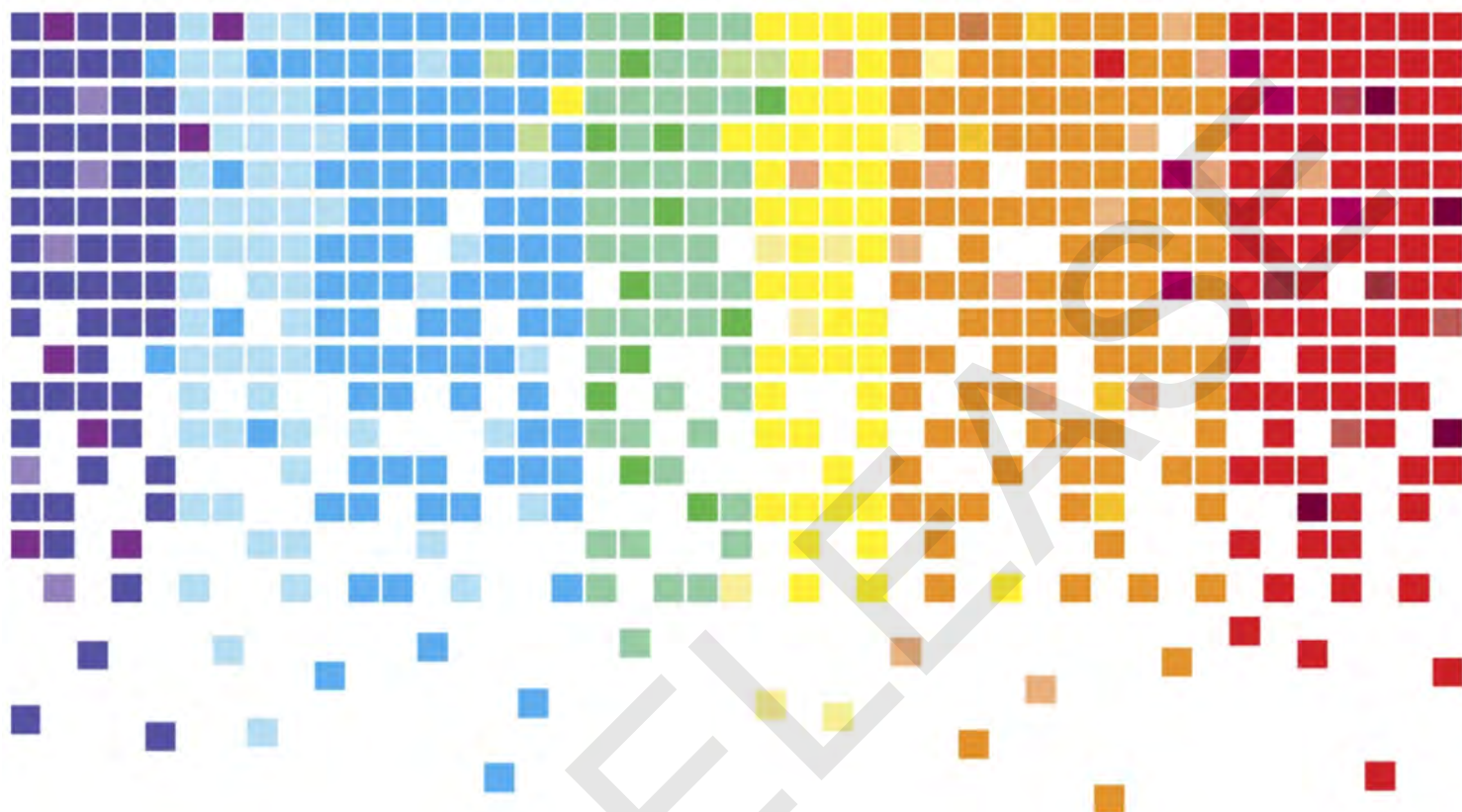
For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperience@health.qld.gov.au

DOH-DL 16/19-032

138 of 426

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Redcliffe Hospital

Version No. 1.0 June 2018


© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 306 who visited Redcliffe Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 58% for Redcliffe Hospital.

Overall rating of care


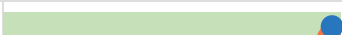
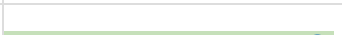
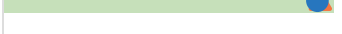

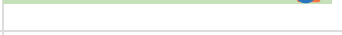






Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	70%	68%	70%	

Redcliffe Hospital  CSCF Level 5  Queensland 

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Redcliffe Hospital general surgery outpatient clinic.

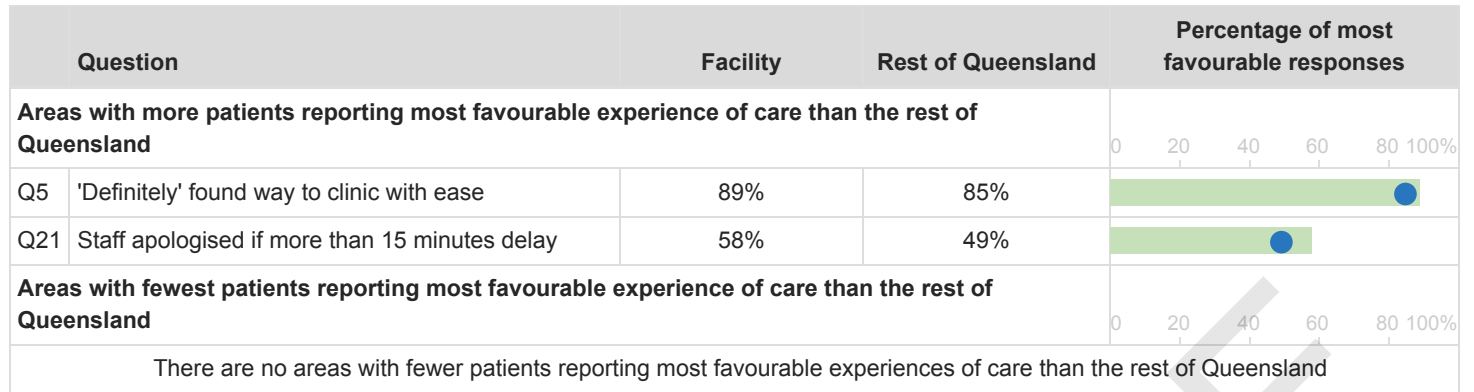
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q29 Knew to expect treatment during the appointment	97%	94%	95%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	95%	91%	90%	
Q30 Staff 'definitely' explained what would happen prior to treatment	95%	88%	87%	
Q41 Nurses 'definitely' listened to what patients had to say	95%	92%	92%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	95%	95%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	25%	25%	25%	
Q17 Advised of expected wait time	31%	30%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	41%	47%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	45%	40%	41%	
Q21 Staff apologised if more than 15 minutes delay	58%	50%	49%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	67%	70%	70%	

Redcliffe Hospital  CSCF Level 5  Queensland 

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Redcliffe Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Redcliffe Hospital ■ Rest of Queensland ●

RTI RELEASE

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Redcliffe Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question		2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance				0 20 40 60 80 100%
Q21	Staff apologised if more than 15 minutes delay	58%	41%	
Areas of reduced performance				0 20 40 60 80 100%
Q16	Seen within 15 minutes of scheduled appointment time	41%	53%	

2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Redcliffe Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Redcliffe Hospital		CSCF Level 5	Qld	Redcliffe Hospital	Redcliffe Hospital vs CSCF Level 5	Redcliffe Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	67%	70%	68%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	79%	79%	77%	78%			
'Definitely' found way to clinic with ease	Q5	85%	89%	86%	85%			▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	87%	88%	84%	86%		▲	
Medical information was transferred from referring hospital	Q7		~	94%	94%	-		
Able to get a suitable appointment time ¹	Q8		88%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		94%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	53%	41%	47%	45%	▼	▼	
Advised of expected wait time	Q17	26%	31%	30%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	86%	86%	81%	84%			
Told reason for wait	Q19	21%	25%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	41%	58%	50%	49%	▲	▲	▲
Found a seat straight away in the waiting area	Q23	97%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	81%	82%	84%	84%			
Toilets were 'very clean'	Q25	81%	74%	80%	79%		▼	
Staff 'definitely' explained the results of tests in an understandable way	Q27	77%	80%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	92%	97%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	90%	95%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	85%	95%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	82%	82%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	88%	87%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	88%	84%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	84%	80%	83%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	86%	84%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	94%	94%	94%	93%			

DOH-DL 18/19-032

143 of 426

Measure	Question	Redcliffe Hospital		CSCF Level 5	Qld	Redcliffe Hospital	DOH RTI 4786 Redcliffe Hospital vs CSCF Level 5	Redcliffe Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' listened to what patients had to say	Q41	95%	95%	92%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	93%	90%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	95%	94%	94%	94%			
'Always' treated with respect and dignity	Q14	93%	91%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	86%	82%	82%	83%			
Conflicting information not provided by staff ¹	Q45		88%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	96%	95%	95%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	86%	85%	85%	85%			
Given written information about condition or treatment	Q50	77%	78%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	89%	89%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	92%	79%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	69%	67%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	69%	70%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	50%	45%	40%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Redcliffe Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Redcliffe Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

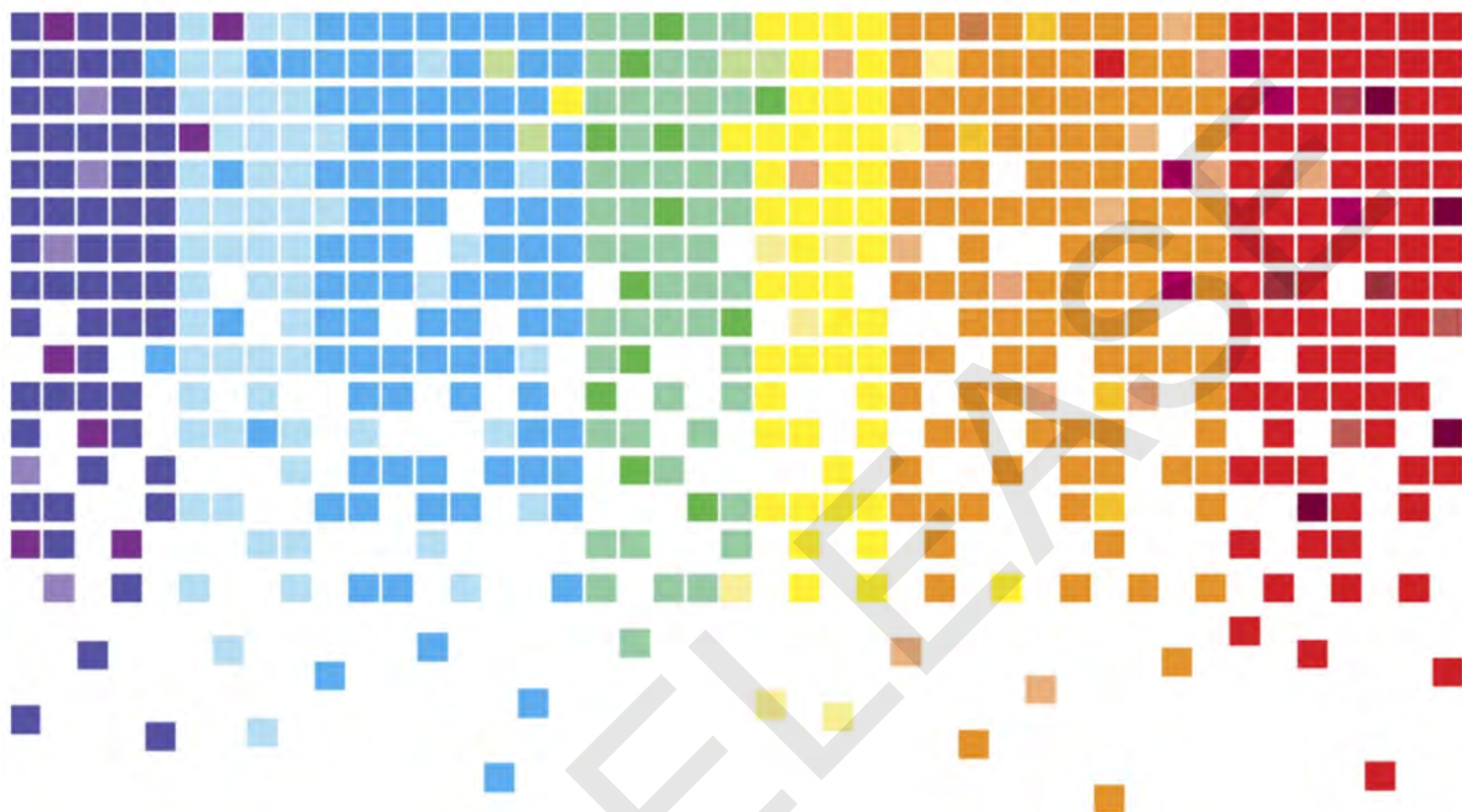
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Royal Brisbane and Women's Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Royal Brisbane and Women's Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 60% for Royal Brisbane and Women's Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	66%	72%	70%	

Royal Brisbane and Women's Hospital CSCF Level 6 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Royal Brisbane and Women's Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q7 Medical information was transferred from referring hospital	96%	93%	94%	
Q23 Found a seat straight away in the waiting area	95%	97%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	93%	96%	95%	
Q29 Knew to expect treatment during the appointment	92%	94%	95%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	92%	94%	94%	
Q51 Staff told me what would happen next (after the clinic appointment)	90%	91%	90%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	22%	35%	32%	
Q19 Told reason for wait	23%	24%	25%	
Q16 Seen within 15 minutes of scheduled appointment time	36%	37%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	41%	41%	41%	
Q21 Staff apologised if more than 15 minutes delay	48%	48%	49%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	65%	70%	70%	

Royal Brisbane and Women's Hospital CSCF Level 6 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Royal Brisbane and Women's Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q44 All staff treating and examining patients introduced themselves	87%	83%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q17 Advised of expected wait time	22%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	36%	45%	
Q25 Toilets were 'very clean'	72%	79%	
Q47 'Definitely' involved as much as desired in decisions about care and treatment	80%	85%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	81%	90%	
Q45 Conflicting information not provided by staff	83%	88%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	83%	93%	
Q41 Nurses 'definitely' listened to what patients had to say	84%	92%	
Q42 Nurses 'definitely' gave understandable answers to questions	85%	91%	
Q8 Able to get a suitable appointment time	86%	91%	
Q14 'Always' treated with respect and dignity	87%	92%	
Q43 'Definitely' had confidence and trust in the nurse	89%	94%	

Royal Brisbane and Women's Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Royal Brisbane and Women's Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question		2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance				0 20 40 60 80 100%
There are no areas where Royal Brisbane and Women's Hospital showed improved performance				
Areas of reduced performance				0 20 40 60 80 100%
Q55	Told or saw information about how to provide a compliment or complaint about the care received	41%	51%	
Q25	Toilets were 'very clean'	72%	83%	
Q5	'Definitely' found way to clinic with ease	83%	90%	
Q41	Nurses 'definitely' listened to what patients had to say	84%	92%	
Q42	Nurses 'definitely' gave understandable answers to questions	85%	94%	

2017–18 ■ 2015–16 ●

Results summary for Royal Brisbane and Women's Hospital DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 6 and the previous survey is presented below.

Measure	Question	Royal Brisbane and Women's Hospital		CSCF Level 6	Qld	Royal Brisbane and Women's Hospital	Royal Brisbane and Women's Hospital vs CSCF Level 6	Royal Brisbane and Women's Hospital vs Qld
		2015-16	2017-18	2017-18	2017-18			
		% most fav	% most fav	% most fav	% most fav	2017-18 vs 2015-16	2017-18	2017-18
Overall, care was rated as 'very good'	Q13	70%	66%	72%	70%		▼	
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	77%	77%	78%			
'Definitely' found way to clinic with ease	Q5	90%	83%	81%	85%	▼		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	84%	85%	87%	86%			
Medical information was transferred from referring hospital	Q7	95%	96%	93%	94%			
Able to get a suitable appointment time ¹	Q8		86%	90%	91%	-	▼	▼
Did not have difficulty confirming or rescheduling appointment ¹	Q9		93%	96%	95%	-	▼	
Seen within 15 minutes of scheduled appointment time	Q16	34%	36%	37%	45%			▼
Advised of expected wait time	Q17	29%	22%	35%	32%		▼	▼
Wait times to be seen that were shorter than or as long as advised	Q18	81%	84%	85%	84%			
Told reason for wait	Q19	26%	23%	24%	25%			
Staff apologised if more than 15 minutes delay	Q21	50%	48%	48%	49%			
Found a seat straight away in the waiting area	Q23	94%	95%	97%	97%			
General Surgery clinic was 'very clean'	Q24	82%	84%	85%	84%			
Toilets were 'very clean'	Q25	83%	72%	78%	79%	▼		▼
Staff 'definitely' explained the results of tests in an understandable way	Q27	82%	84%	84%	83%			
Knew to expect treatment during the appointment ²	Q29	93%	92%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	95%	82%	85%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	85%	81%	88%	90%			▼
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	81%	86%	86%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	85%	84%	88%	88%			

Measure	Question	Royal Brisbane and Women's Hospital		CSCF Level 6	Qld	Royal Brisbane and Women's Hospital	DOH RTI 4786 Royal Brisbane and Women's Hospital vs CSCF Level 6	Royal Brisbane and Women's Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Doctors 'definitely' listened to what patients had to say	Q36	90%	85%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	83%	81%	85%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	83%	87%	85%		▼	
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	87%	83%	91%	93%		▼	▼
Nurses 'definitely' listened to what patients had to say	Q41	92%	84%	90%	92%	▼	▼	▼
Nurses 'definitely' gave understandable answers to questions	Q42	94%	85%	91%	91%	▼	▼	▼
'Definitely' had confidence and trust in the nurse	Q43	90%	89%	94%	94%		▼	▼
'Always' treated with respect and dignity	Q14	91%	87%	92%	92%		▼	▼
All staff treating and examining patients introduced themselves	Q44	86%	87%	84%	83%			▲
Conflicting information not provided by staff ¹	Q45		83%	88%	88%	-	▼	▼
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	89%	92%	94%	94%		▼	
'Definitely' involved as much as desired in decisions about care and treatment	Q47	82%	80%	85%	85%		▼	▼
Given written information about condition or treatment	Q50	74%	83%	78%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	87%	90%	91%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	62%	78%	81%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	60%	65%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	70%	73%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	51%	41%	41%	41%	▼		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	61%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	37%	32%	-		

- ▲ The result for Royal Brisbane and Women's Hospital was statistically significantly more favourable than the result it was compared with.
- ▼ The result for Royal Brisbane and Women's Hospital was statistically significantly less favourable than the result it was compared with.

DOH RTI 4786

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.
2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

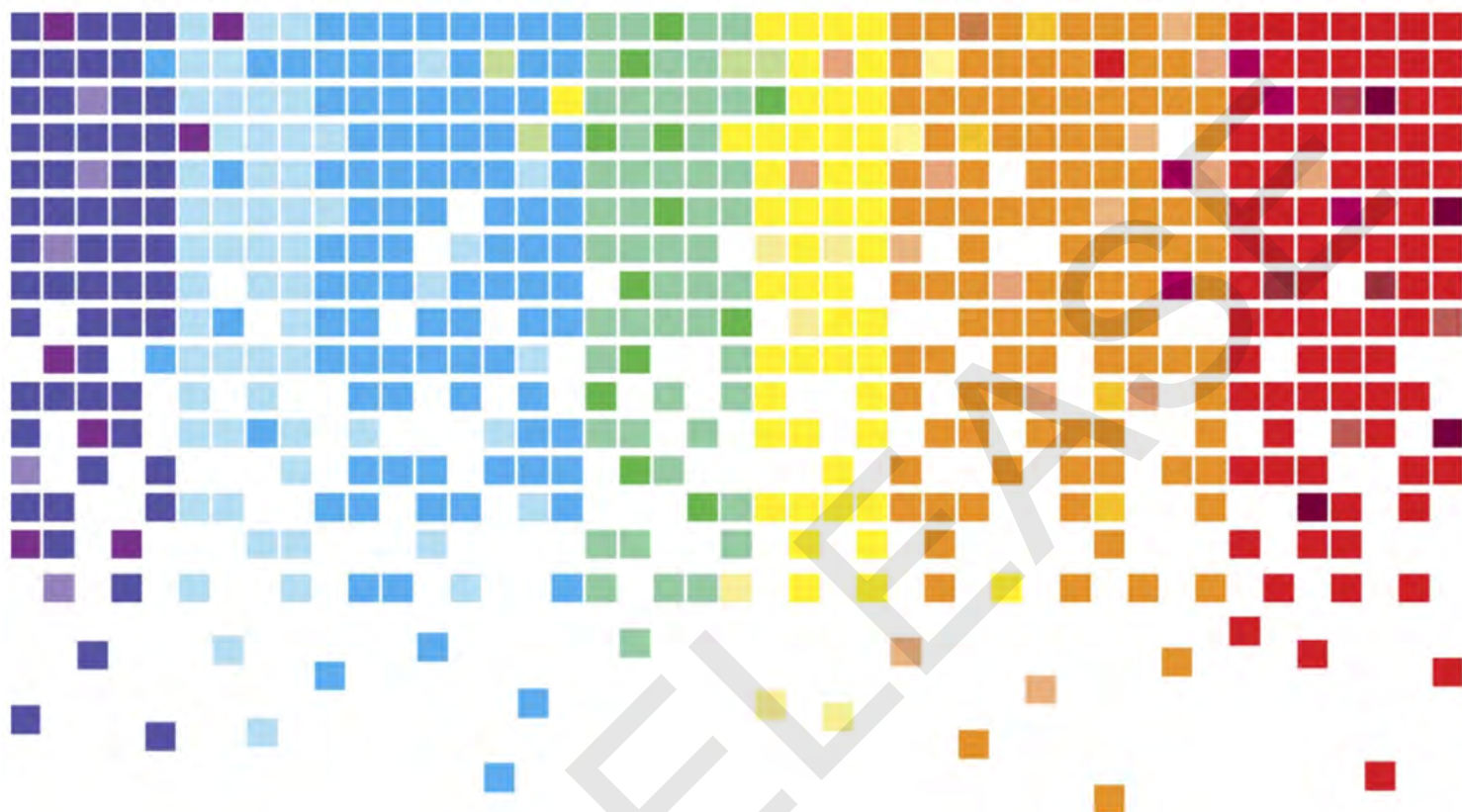
Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

RTI RELEASED

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

The Prince Charles Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 306 who visited The Prince Charles Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 55% for The Prince Charles Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	69%	72%	70%	

The Prince Charles Hospital CSCF Level 6 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at The Prince Charles Hospital general surgery outpatient clinic.

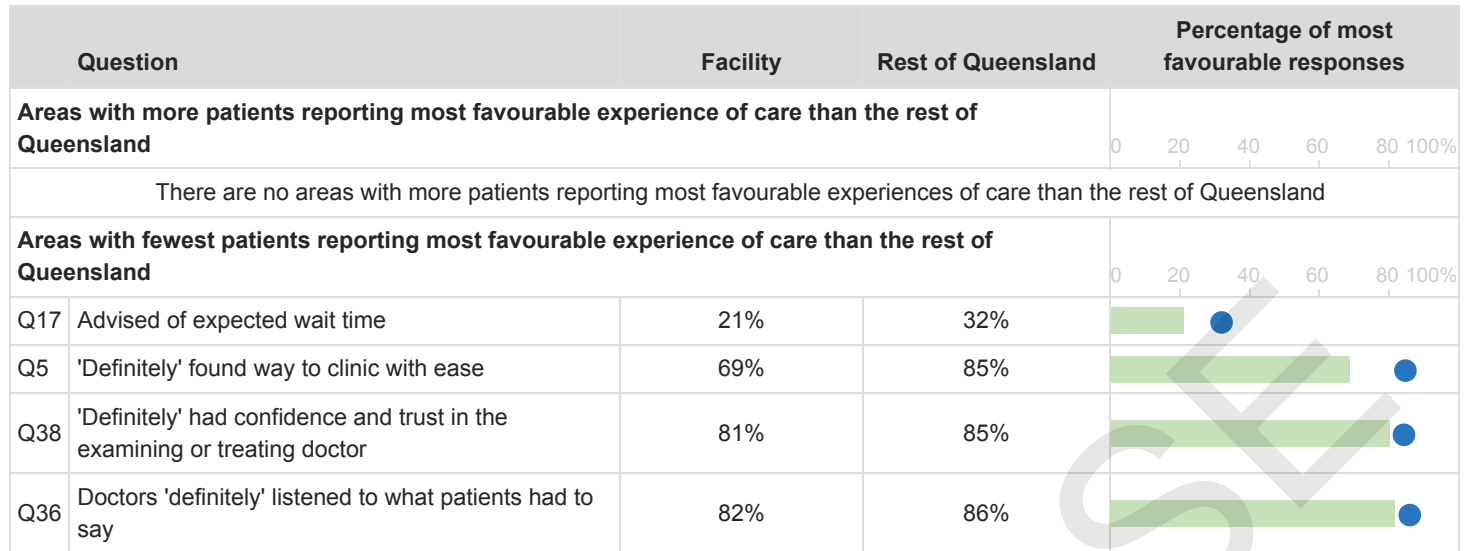
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q23 Found a seat straight away in the waiting area	96%	97%	97%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	94%	94%	94%	
Q29 Knew to expect treatment during the appointment	94%	94%	95%	
Q8 Able to get a suitable appointment time	93%	90%	91%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	21%	35%	32%	
Q19 Told reason for wait	25%	24%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	42%	41%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	43%	37%	45%	
Q21 Staff apologised if more than 15 minutes delay	49%	48%	49%	
Q5 'Definitely' found way to clinic with ease	69%	81%	85%	

The Prince Charles Hospital CSCF Level 6 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at The Prince Charles Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



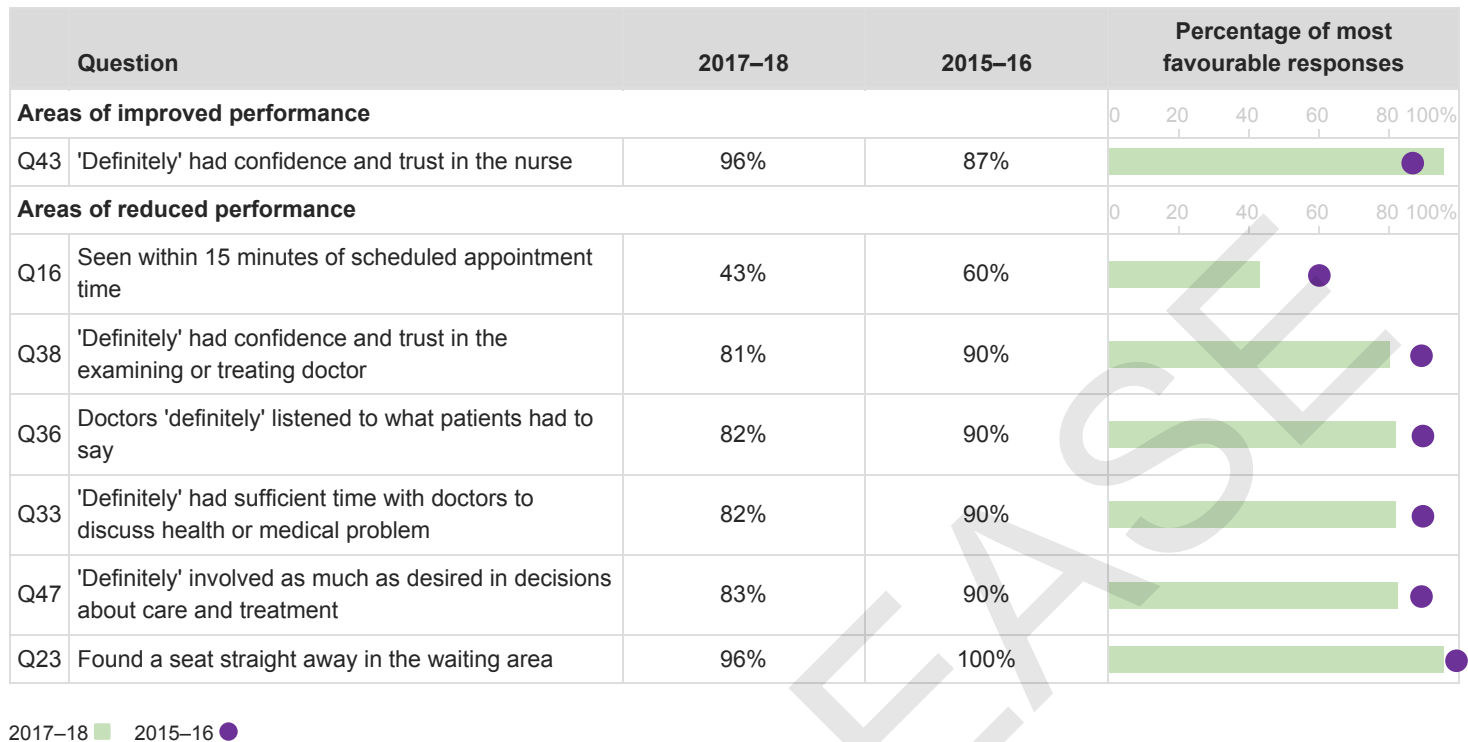
The Prince Charles Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at The Prince Charles Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



Results summary for The Prince Charles Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 6 and the previous survey is presented below.

Measure	Question	The Prince Charles Hospital		CSCF Level 6	Qld	The Prince Charles Hospital	The Prince Charles Hospital vs CSCF Level 6	The Prince Charles Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	70%	69%	72%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	84%	79%	77%	78%			
'Definitely' found way to clinic with ease	Q5	68%	69%	81%	85%		▼	▼
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	86%	89%	87%	86%			
Medical information was transferred from referring hospital	Q7	100%	89%	93%	94%			
Able to get a suitable appointment time ¹	Q8		93%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	60%	43%	37%	45%	▼	▲	
Advised of expected wait time	Q17	21%	21%	35%	32%		▼	▼
Wait times to be seen that were shorter than or as long as advised	Q18	88%	77%	85%	84%			
Told reason for wait	Q19	23%	25%	24%	25%			
Staff apologised if more than 15 minutes delay	Q21	44%	49%	48%	49%			
Found a seat straight away in the waiting area	Q23	100%	96%	97%	97%	▼		
General Surgery clinic was 'very clean'	Q24	81%	86%	85%	84%			
Toilets were 'very clean'	Q25	79%	81%	78%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	87%	77%	84%	83%			
Knew to expect treatment during the appointment ²	Q29	96%	94%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	92%	82%	85%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	92%	87%	88%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	90%	82%	86%	85%	▼	▼	
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	90%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	90%	82%	87%	86%	▼	▼	▼
Doctors 'definitely' gave understandable answers to questions	Q37	88%	83%	85%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	90%	81%	87%	85%	▼	▼	▼

Measure	Question	The Prince Charles Hospital		CSCF Level 6	Qld	The Prince Charles Hospital	DOH RTI 4786 The Prince Charles Hospital vs CSCF Level 6	The Prince Charles Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	85%	90%	91%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	84%	92%	90%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	87%	91%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	87%	96%	94%	94%	▲		
'Always' treated with respect and dignity	Q14	93%	92%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	79%	83%	84%	83%			
Conflicting information not provided by staff ¹	Q45		90%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	95%	94%	94%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	90%	83%	85%	85%	▼		
Given written information about condition or treatment	Q50	84%	83%	78%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	88%	91%	91%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	80%	88%	81%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	74%	69%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	79%	75%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	50%	42%	41%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	61%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	37%	32%	-		

▲ The result for The Prince Charles Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for The Prince Charles Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

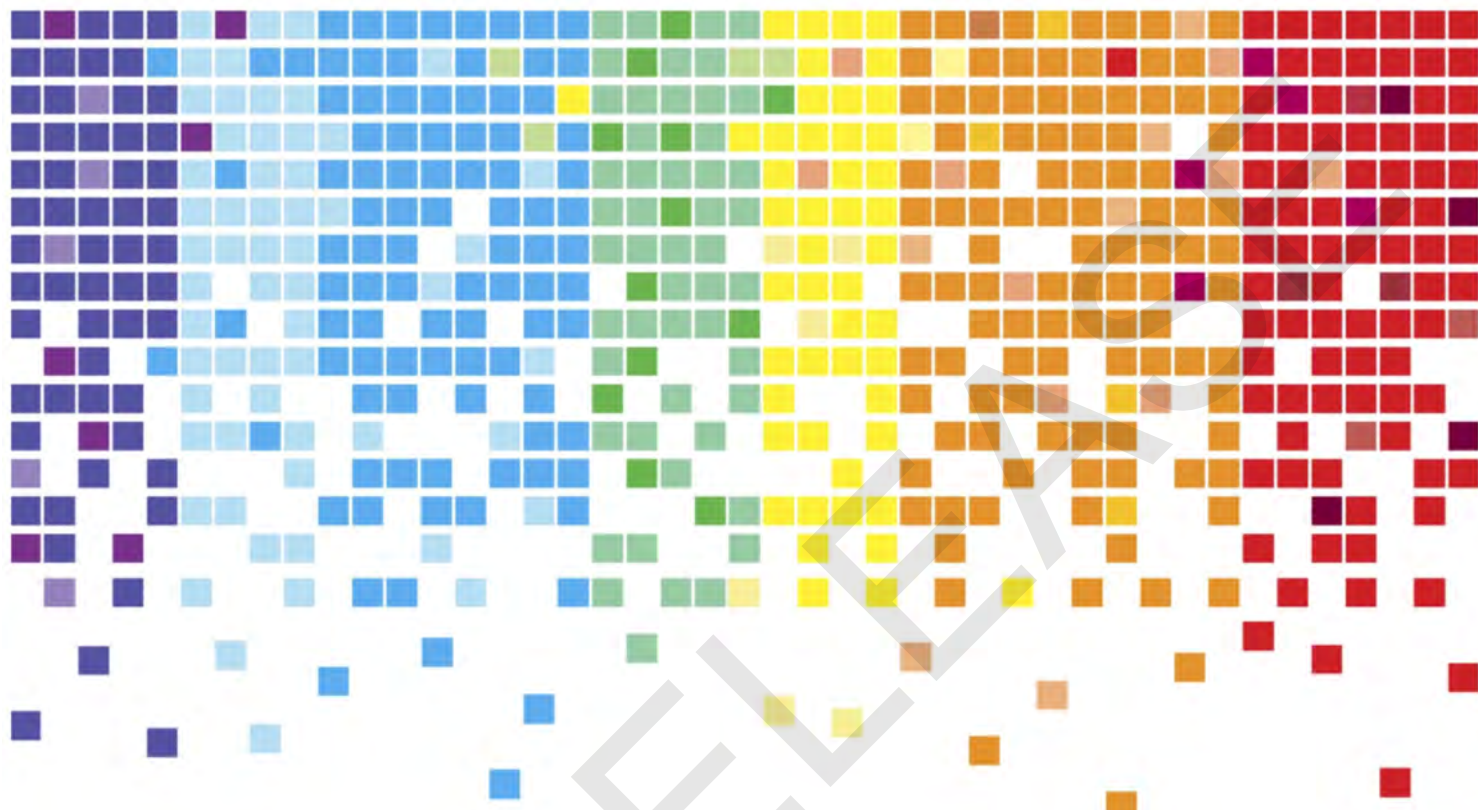
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Logan Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 306 who visited Logan Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 59% for Logan Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	68%	68%	70%	

Logan Hospital ■ CSCF Level 5 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Logan Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q52 Staff 'definitely' told me when to resume usual activities	97%	85%	84%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	96%	95%	94%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q7 Medical information was transferred from referring hospital	95%	94%	94%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	94%	91%	90%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	24%	25%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	40%	41%	
Q17 Advised of expected wait time	37%	30%	32%	
Q21 Staff apologised if more than 15 minutes delay	45%	50%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	45%	47%	45%	
Q13 Overall, care was rated as 'very good'	68%	68%	70%	

Logan Hospital ■ CSCF Level 5 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Logan Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q52 Staff 'definitely' told me when to resume usual activities	97%	84%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	41%	

Logan Hospital ■ Rest of Queensland ●

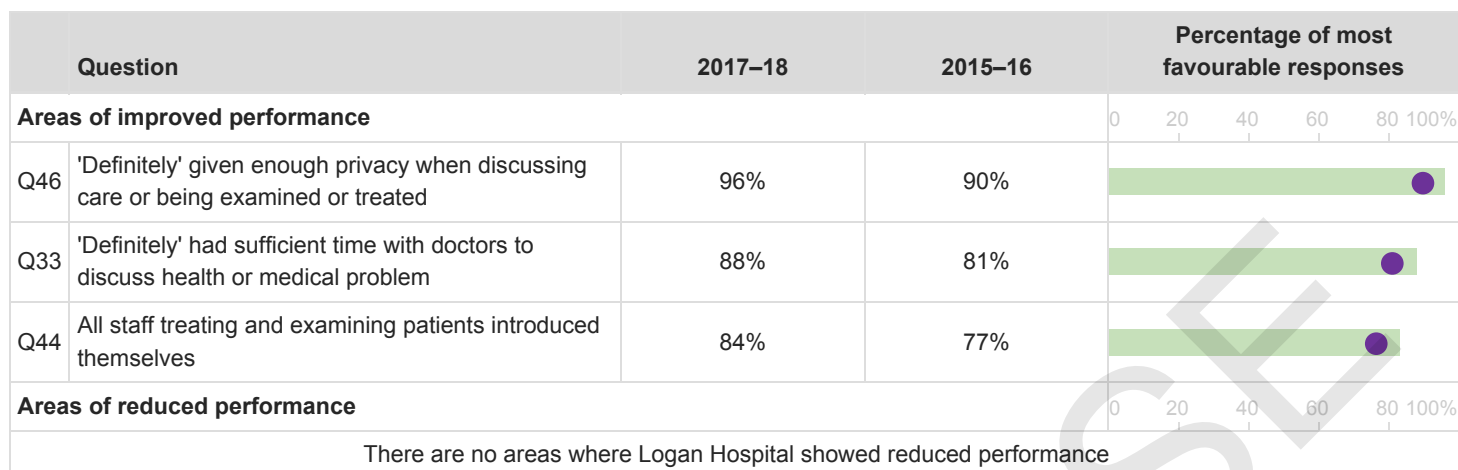
RTI RELEASED

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Logan Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Logan Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Logan Hospital		CSCF Level 5	Qld	Logan Hospital 2017-18 vs 2015-16	Logan Hospital vs CSCF Level 5 2017-18	Logan Hospital vs Qld 2017-18
		2015-16	2017-18	2017-18	2017-18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	66%	68%	68%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	74%	77%	78%			
'Definitely' found way to clinic with ease	Q5	82%	84%	86%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	81%	84%	84%	86%			
Medical information was transferred from referring hospital	Q7	85%	95%	94%	94%			
Able to get a suitable appointment time ¹	Q8		89%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		94%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	51%	45%	47%	45%			
Advised of expected wait time	Q17	36%	37%	30%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	85%	91%	81%	84%			
Told reason for wait	Q19	25%	24%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	43%	45%	50%	49%			
Found a seat straight away in the waiting area	Q23	97%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	77%	82%	84%	84%			
Toilets were 'very clean'	Q25	70%	76%	80%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	80%	83%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	89%	91%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	86%	82%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	90%	94%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	81%	88%	85%	85%	▲		
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	90%	91%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	85%	87%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	85%	83%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	88%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	89%	90%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	89%	93%	92%	92%			

Measure	Question	Logan Hospital		CSCF Level 5	Qld	Logan Hospital	DOH RTI 4786 Logan Hospital vs CSCF Level 5	Logan Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' gave understandable answers to questions	Q42	90%	93%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	93%	96%	94%	94%			
'Always' treated with respect and dignity	Q14	90%	92%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	77%	84%	82%	83%	▲		
Conflicting information not provided by staff ¹	Q45		85%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	90%	96%	95%	94%	▲		
'Definitely' involved as much as desired in decisions about care and treatment	Q47	83%	86%	85%	85%			
Given written information about condition or treatment	Q50	79%	77%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	89%	88%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	93%	97%	85%	84%			▲
Staff 'completely' informed me about danger signs to watch for after going home	Q53	71%	75%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	76%	76%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	32%	34%	40%	41%			▼
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Logan Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Logan Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

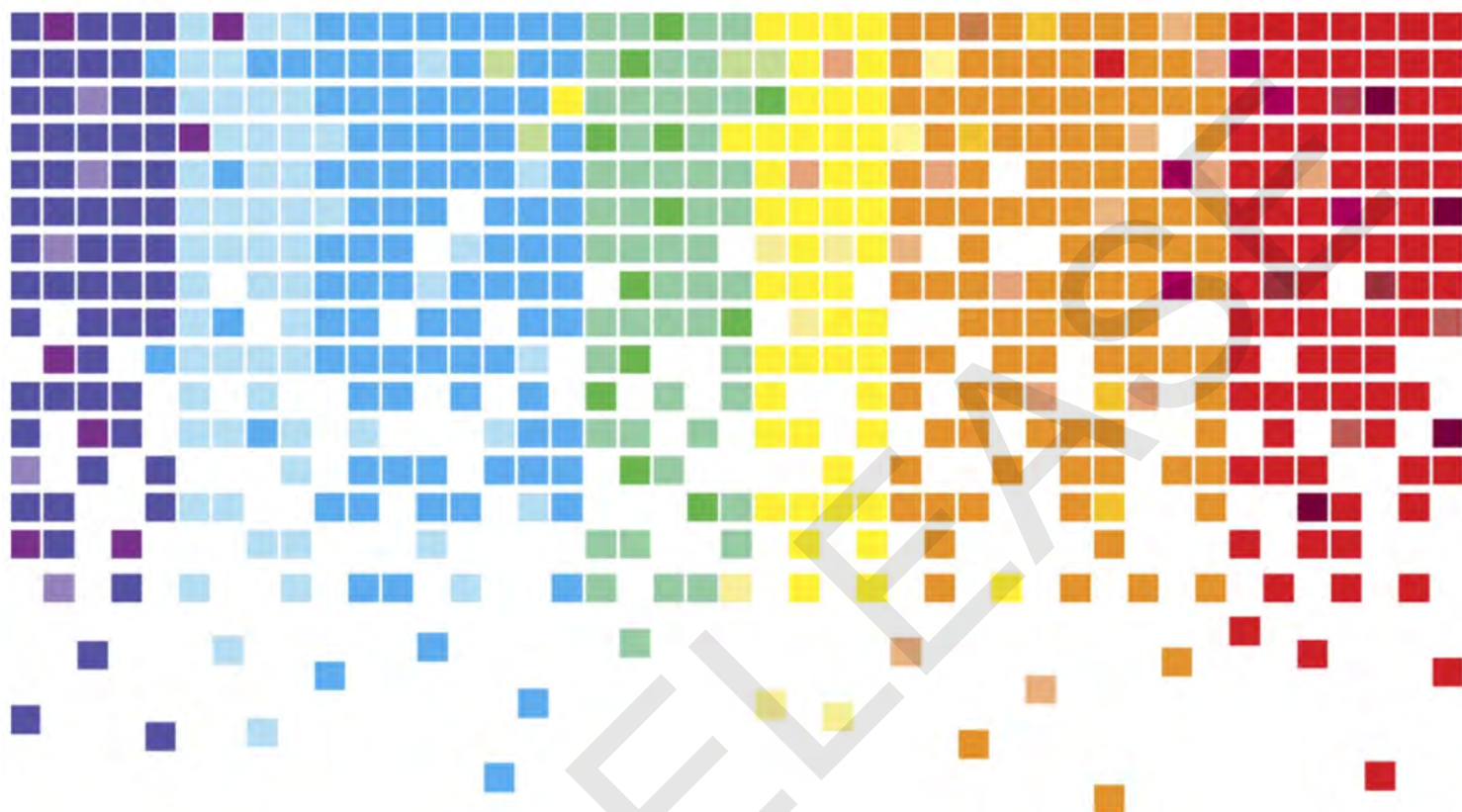
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Queen Elizabeth II Jubilee Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 307 who visited Queen Elizabeth II Jubilee Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 60% for Queen Elizabeth II Jubilee Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	71%	68%	70%	

Queen Elizabeth II Jubilee Hospital CSCF Level 5 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Queen Elizabeth II Jubilee Hospital general surgery outpatient clinic.

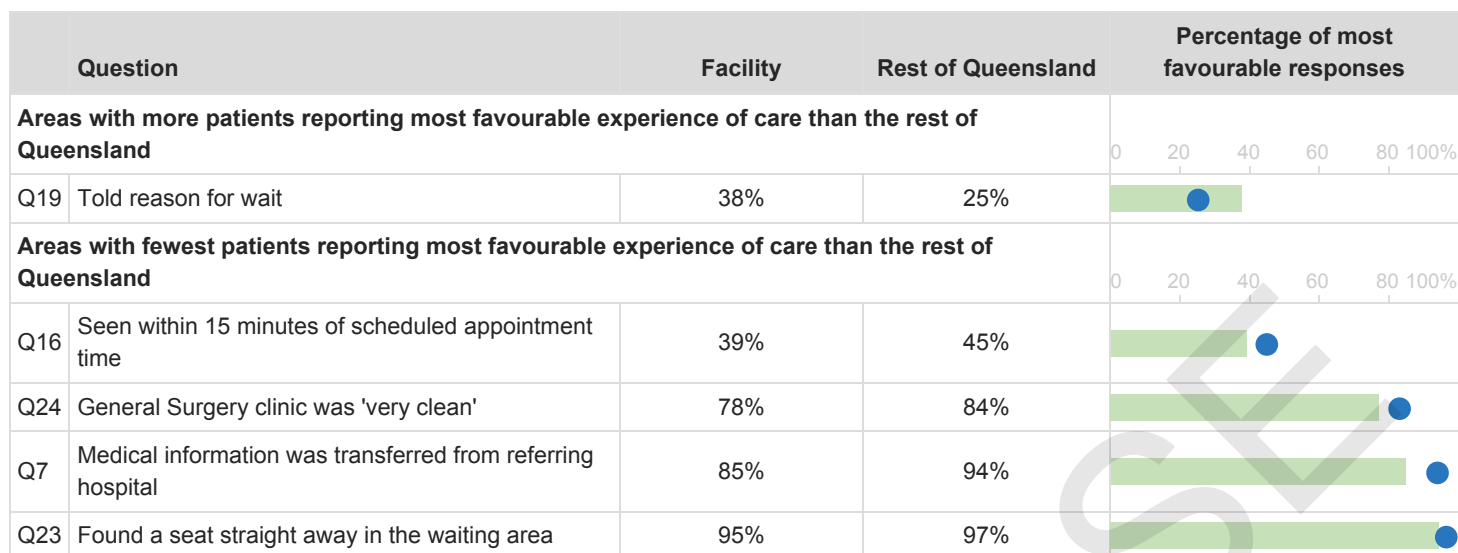
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	97%	91%	90%	
Q23 Found a seat straight away in the waiting area	95%	97%	97%	
Q14 'Always' treated with respect and dignity	94%	92%	92%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	94%	94%	93%	
Q9 Did not have difficulty confirming or rescheduling appointment	93%	93%	95%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	93%	95%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	29%	30%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	36%	40%	41%	
Q19 Told reason for wait	38%	25%	25%	
Q16 Seen within 15 minutes of scheduled appointment time	39%	47%	45%	
Q21 Staff apologised if more than 15 minutes delay	53%	50%	49%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	71%	70%	70%	

Queen Elizabeth II Jubilee Hospital CSCF Level 5 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Queen Elizabeth II Jubilee Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



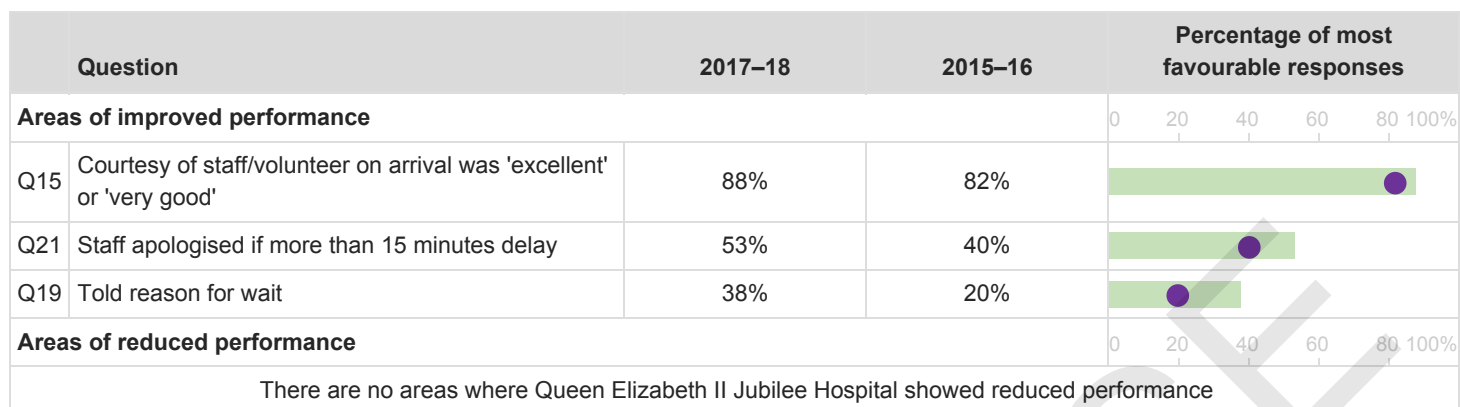
Queen Elizabeth II Jubilee Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Queen Elizabeth II Jubilee Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Queen Elizabeth II Jubilee Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Queen Elizabeth II Jubilee Hospital		CSCF Level 5	Qld	Queen Elizabeth II Jubilee Hospital	Queen Elizabeth II Jubilee Hospital vs CSCF Level 5	Queen Elizabeth II Jubilee Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	69%	71%	68%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	84%	80%	77%	78%			
'Definitely' found way to clinic with ease	Q5	87%	88%	86%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	82%	88%	84%	86%	▲	▲	
Medical information was transferred from referring hospital	Q7	93%	85%	94%	94%		▼	▼
Able to get a suitable appointment time ¹	Q8		89%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		93%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	41%	39%	47%	45%		▼	▼
Advised of expected wait time	Q17	36%	29%	30%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	83%	80%	81%	84%			
Told reason for wait	Q19	20%	38%	25%	25%	▲	▲	▲
Staff apologised if more than 15 minutes delay	Q21	40%	53%	50%	49%	▲		
Found a seat straight away in the waiting area	Q23	94%	95%	97%	97%			▼
General Surgery clinic was 'very clean'	Q24	82%	78%	84%	84%		▼	▼
Toilets were 'very clean'	Q25	73%	76%	80%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	83%	84%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	91%	92%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	79%	91%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	95%	97%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	87%	87%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	89%	85%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	88%	87%	86%			

Measure	Question	Queen Elizabeth II Jubilee Hospital		CSCF Level 5	Qld	Queen Elizabeth II Jubilee Hospital	Queen Elizabeth II Jubilee Hospital vs CSCF Level 5	Queen Elizabeth II Jubilee Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		2017–18	2017–18
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Doctors 'definitely' gave understandable answers to questions	Q37	87%	86%	83%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	87%	84%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	90%	94%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	91%	89%	92%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	95%	88%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	88%	92%	94%	94%			
'Always' treated with respect and dignity	Q14	93%	94%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	78%	80%	82%	83%			
Conflicting information not provided by staff ¹	Q45		90%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	94%	93%	95%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	87%	85%	85%	85%			
Given written information about condition or treatment	Q50	81%	82%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	88%	88%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	94%	91%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	71%	71%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	72%	76%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	40%	36%	40%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Queen Elizabeth II Jubilee Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Queen Elizabeth II Jubilee Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.
 - ~ There were fewer than 20 responses to this question
1. This question was not asked in 2015–16.

DOH RTI 4786

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

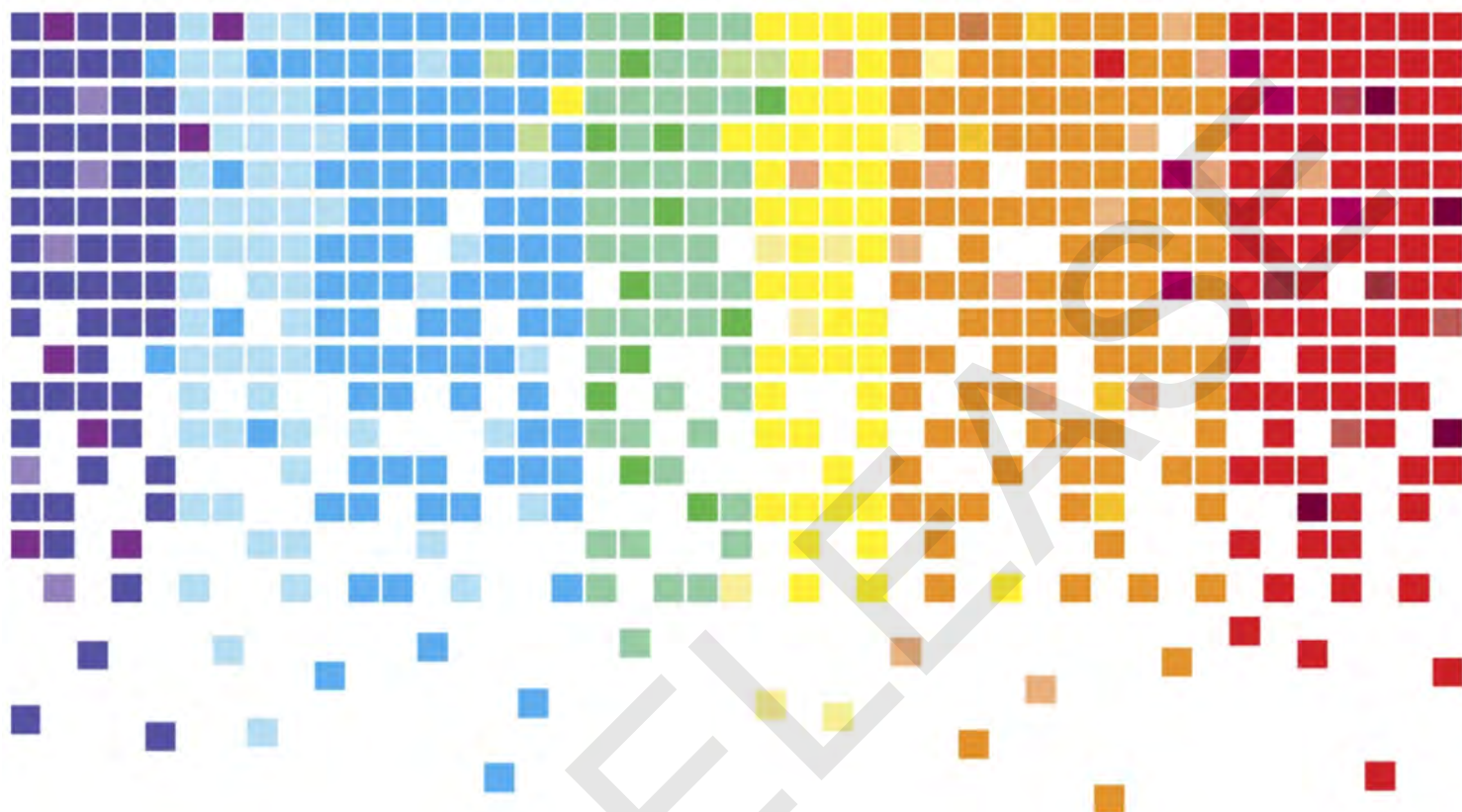
Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Redland Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Redland Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 59% for Redland Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	71%	71%	70%	

Redland Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Redland Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q7 Medical information was transferred from referring hospital	100%	96%	94%	
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	97%	93%	90%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	95%	93%	94%	
Q43 'Definitely' had confidence and trust in the nurse	94%	94%	94%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	30%	32%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	44%	41%	
Q17 Advised of expected wait time	35%	27%	32%	
Q21 Staff apologised if more than 15 minutes delay	56%	51%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	65%	58%	45%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	70%	72%	70%	

Redland Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Redland Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	95%	
Q45 Conflicting information not provided by staff	92%	88%	
Q25 Toilets were 'very clean'	88%	79%	
Q4 Knew who to contact if symptoms or condition got worse before first appointment	83%	78%	
Q16 Seen within 15 minutes of scheduled appointment time	65%	45%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	41%	
Q15 Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	80%	86%	

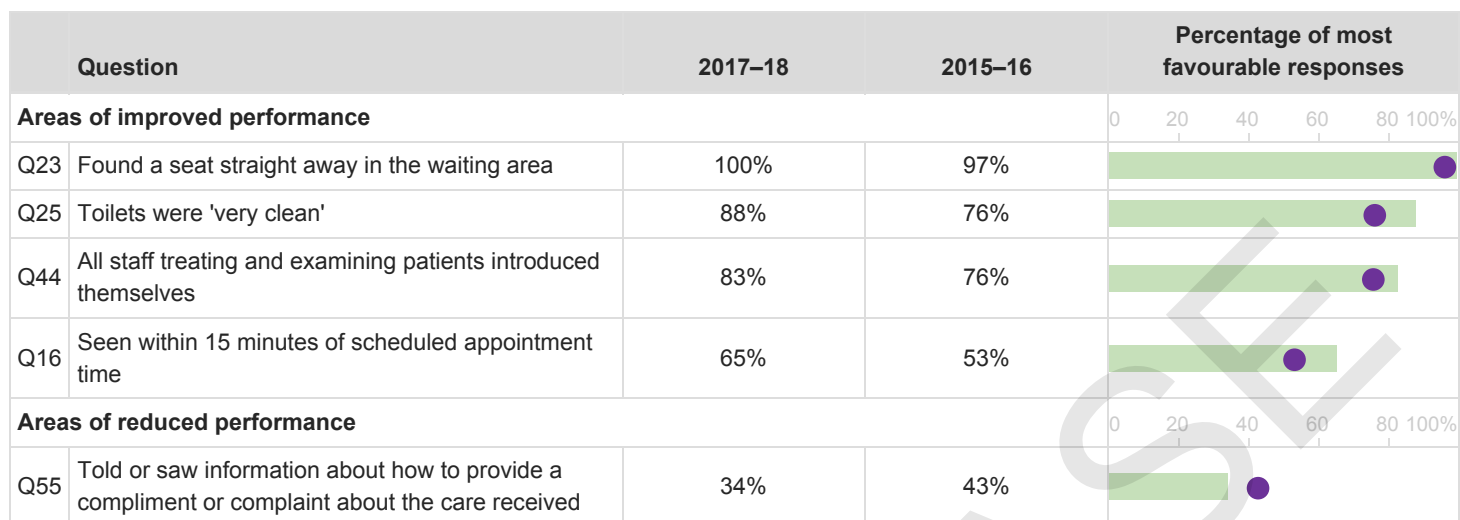
Redland Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Redland Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Redland Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Redland Hospital		CSCF Levels 2 and 3	Qld	Redland Hospital	Redland Hospital vs CSCF Levels 2 and 3	Redland Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	71%	71%	71%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	83%	81%	78%			▲
'Definitely' found way to clinic with ease	Q5	86%	84%	88%	85%		▼	
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	78%	80%	87%	86%		▼	▼
Medical information was transferred from referring hospital	Q7	95%	100%	96%	94%			
Able to get a suitable appointment time ¹	Q8		94%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		▲
Seen within 15 minutes of scheduled appointment time	Q16	53%	65%	58%	45%	▲	▲	▲
Advised of expected wait time	Q17	29%	35%	27%	32%		▲	
Wait times to be seen that were shorter than or as long as advised	Q18	91%	92%	88%	84%			
Told reason for wait	Q19	21%	30%	32%	25%			
Staff apologised if more than 15 minutes delay	Q21	44%	56%	51%	49%			
Found a seat straight away in the waiting area	Q23	97%	100%	98%	97%	▲	▲	▲
General Surgery clinic was 'very clean'	Q24	86%	83%	83%	84%			
Toilets were 'very clean'	Q25	76%	88%	81%	79%	▲	▲	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27	86%	87%	82%	83%			
Knew to expect treatment during the appointment ²	Q29	94%	93%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	97%	90%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	94%	97%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	86%	88%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	93%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	87%	88%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	87%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	85%	87%	84%	85%			

Measure	Question	Redland Hospital		CSCF Levels 2 and 3	Qld	Redland Hospital	Redland Hospital vs CSCF Levels 2 and 3	Redland Hospital vs Qld
		2015-16	2017-18	2017-18	2017-18		Redland Hospital vs CSCF Levels 2 and 3	Redland Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav	2017-18 vs 2015-16	2017-18	2017-18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	95%	92%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	95%	91%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	93%	90%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	97%	94%	94%	94%			
'Always' treated with respect and dignity	Q14	94%	93%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	76%	83%	82%	83%	▲		
Conflicting information not provided by staff ¹	Q45		92%	88%	88%	-	▲	▲
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	95%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	87%	87%	85%	85%			
Given written information about condition or treatment	Q50	82%	84%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	89%	89%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	80%	85%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	74%	70%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	75%	78%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	43%	34%	44%	41%	▼	▼	▼
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Redland Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Redland Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015-16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

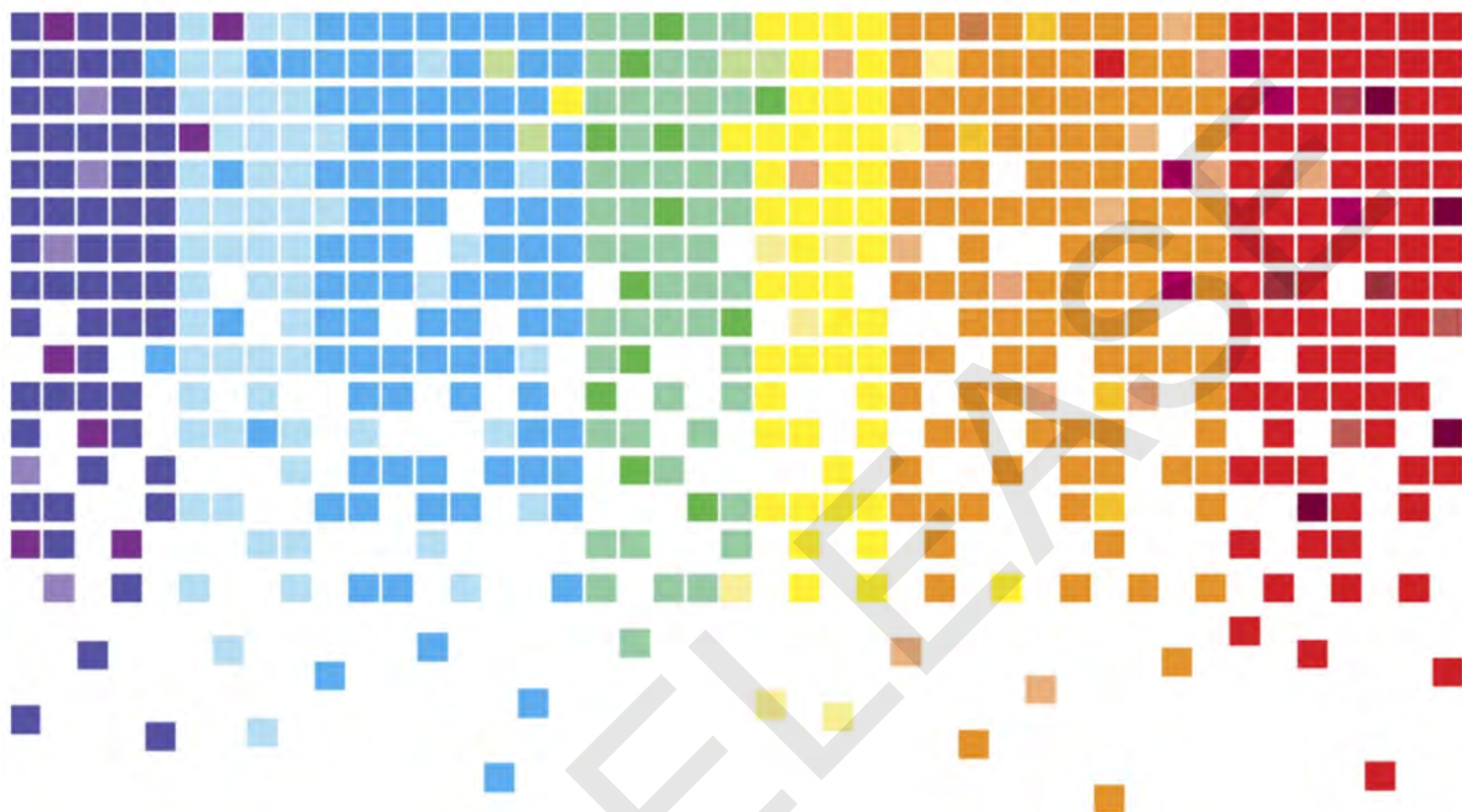
3. This question was modified in 2017-18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Mount Isa Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 179 who visited Mount Isa Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 48% for Mount Isa Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	68%	69%	70%	

Mount Isa Hospital CSCF Level 4 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Mount Isa Hospital general surgery outpatient clinic.

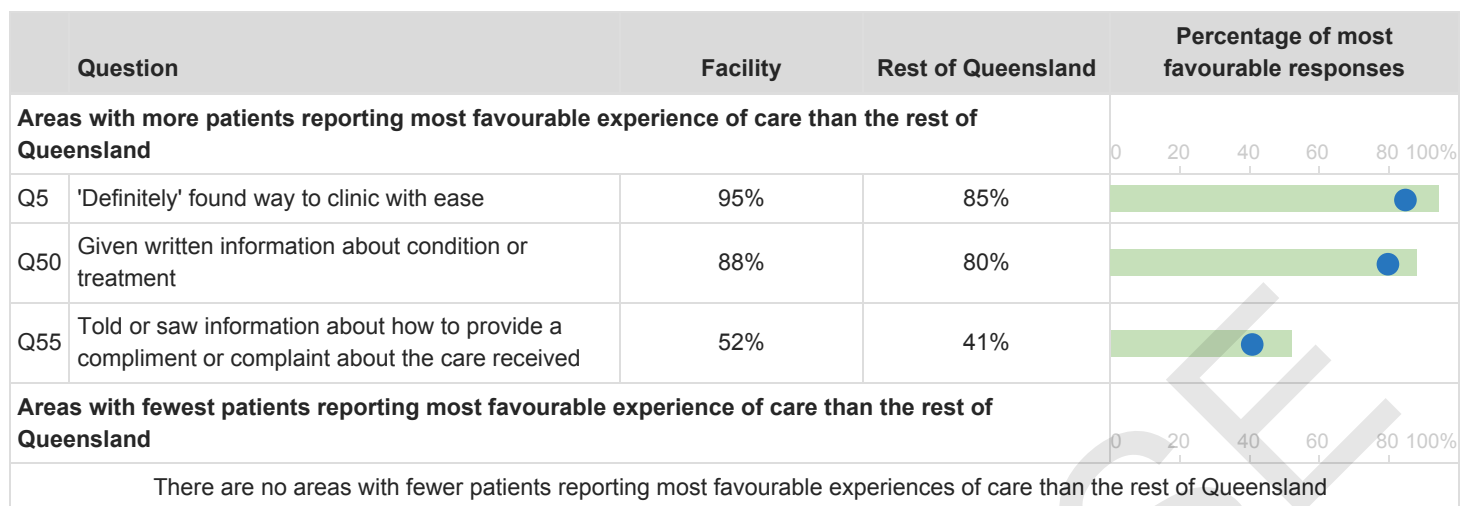
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q29 Knew to expect treatment during the appointment	100%	98%	95%	
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q42 Nurses 'definitely' gave understandable answers to questions	95%	89%	91%	
Q5 'Definitely' found way to clinic with ease	95%	89%	85%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	95%	93%	94%	
Q14 'Always' treated with respect and dignity	95%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer	27%	19%	32%	
Q19 Told reason for wait	29%	22%	25%	
Q17 Advised of expected wait time	37%	41%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	49%	43%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	52%	42%	41%	
Q21 Staff apologised if more than 15 minutes delay	53%	45%	49%	

Mount Isa Hospital CSCF Level 4 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Mount Isa Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



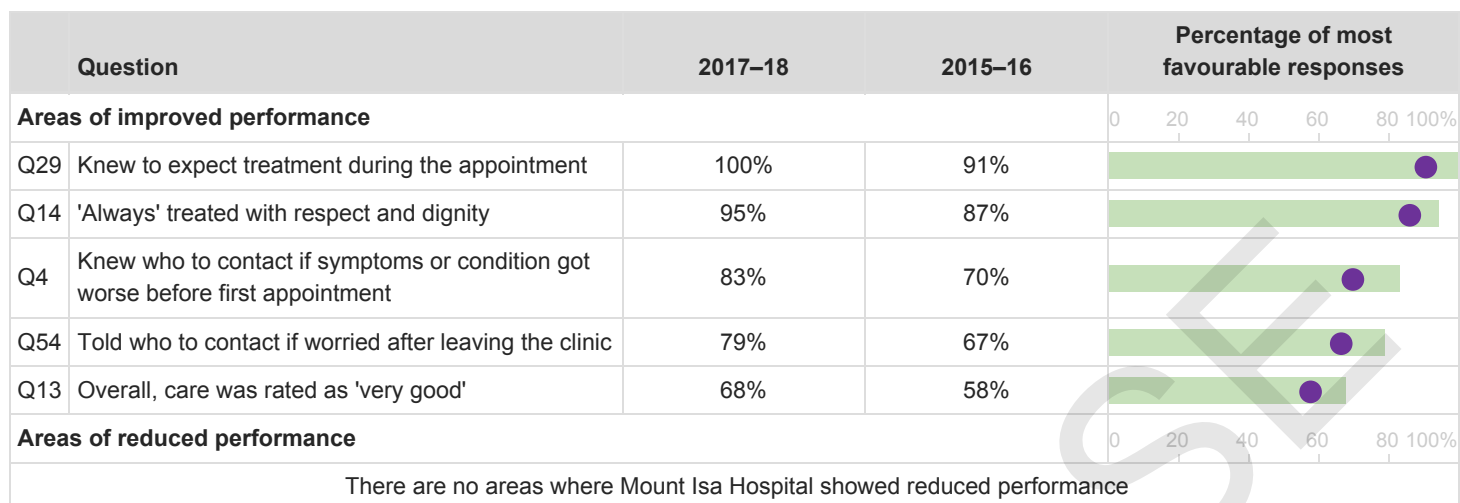
Mount Isa Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Mount Isa Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Mount Isa Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 4 and the previous survey is presented below.

Measure	Question	Mount Isa Hospital		CSCF Level 4	Qld	Mount Isa Hospital	Mount Isa Hospital vs CSCF Level 4	Mount Isa Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	58%	68%	69%	70%	▲		
Knew who to contact if symptoms or condition got worse before first appointment	Q4	70%	83%	77%	78%	▲		
'Definitely' found way to clinic with ease	Q5	93%	95%	89%	85%		▲	▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	77%	84%	84%	86%			
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		90%	92%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		93%	97%	95%	-	▼	
Seen within 15 minutes of scheduled appointment time	Q16	48%	49%	43%	45%			
Advised of expected wait time	Q17	41%	37%	41%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	84%	88%	87%	84%			
Told reason for wait	Q19	34%	29%	22%	25%			
Staff apologised if more than 15 minutes delay	Q21	45%	53%	45%	49%			
Found a seat straight away in the waiting area	Q23	99%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	79%	81%	84%	84%			
Toilets were 'very clean'	Q25	75%	72%	80%	79%		▼	
Staff 'definitely' explained the results of tests in an understandable way	Q27	87%	88%	85%	83%			
Knew to expect treatment during the appointment ²	Q29	91%	100%	98%	95%	▲		
Staff 'definitely' explained what would happen prior to treatment	Q30	89%	94%	87%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	93%	92%	88%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	83%	86%	84%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	89%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	88%	84%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	82%	85%	82%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	79%	86%	81%	85%			

Measure	Question	Mount Isa Hospital		CSCF Level 4	Qld	Mount Isa Hospital	DOH RTI 4786 Mount Isa Hospital vs CSCF Level 4	Mount Isa Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18	Mount Isa Hospital	2017–18	Mount Isa Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	91%	94%	92%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	92%	91%	91%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	88%	95%	89%	91%		▲	
'Definitely' had confidence and trust in the nurse	Q43	95%	93%	92%	94%			
'Always' treated with respect and dignity	Q14	87%	95%	92%	92%	▲		
All staff treating and examining patients introduced themselves	Q44	83%	83%	83%	83%			
Conflicting information not provided by staff ¹	Q45		88%	87%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	95%	95%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	82%	87%	83%	85%			
Given written information about condition or treatment	Q50	87%	88%	84%	80%			▲
Staff told me what would happen next (after the clinic appointment)	Q51	86%	89%	90%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	91%	93%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	66%	76%	71%	70%			
Told who to contact if worried after leaving the clinic	Q54	67%	79%	72%	74%	▲	▲	
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	50%	52%	42%	41%		▲	▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		81%	75%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		27%	19%	32%	-		

▲ The result for Mount Isa Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Mount Isa Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

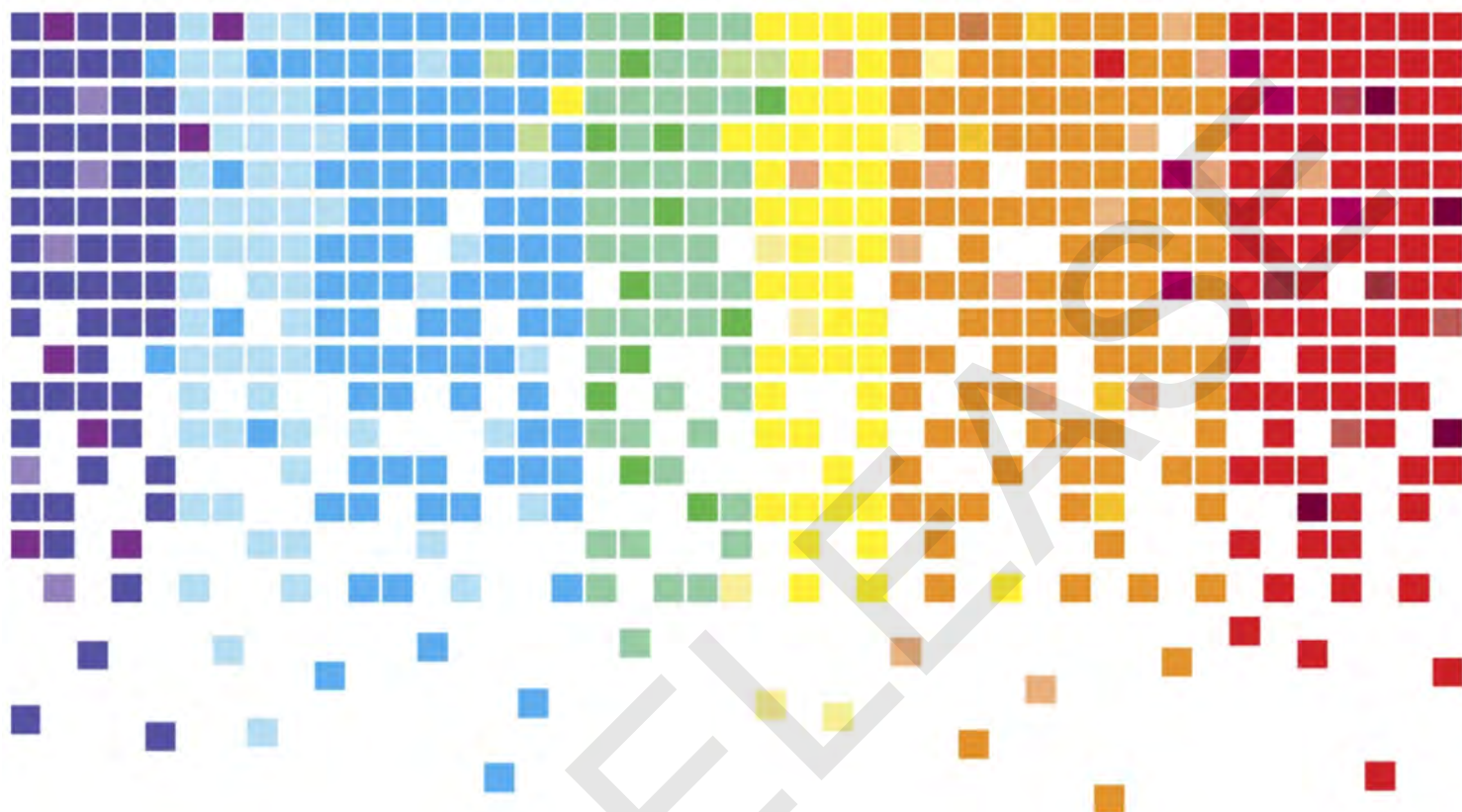
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Charleville Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 30 who visited Charleville Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 57% for Charleville Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	67%	71%	70%	

Charleville Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable^{*} feedback about their experience at Charleville Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q44 All staff treating and examining patients introduced themselves	100%	82%	83%	
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q8 Able to get a suitable appointment time	93%	94%	91%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	93%	93%	94%	
Q14 'Always' treated with respect and dignity	89%	93%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	44%	41%	
Q54 Told who to contact if worried after leaving the clinic	50%	74%	74%	
Q51 Staff told me what would happen next (after the clinic appointment)	54%	87%	90%	
Q16 Seen within 15 minutes of scheduled appointment time	62%	58%	45%	
Q13 Overall, care was rated as 'very good'	67%	71%	70%	
Q36 Doctors 'definitely' listened to what patients had to say	71%	86%	86%	

Charleville Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Charleville Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q44 All staff treating and examining patients introduced themselves	100%	83%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q54 Told who to contact if worried after leaving the clinic	50%	74%	
Q51 Staff told me what would happen next (after the clinic appointment)	54%	90%	
Q36 Doctors 'definitely' listened to what patients had to say	71%	86%	

Charleville Hospital ■ Rest of Queensland ●

Results summary for Charleville Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Charleville Hospital		CSCF Levels 2 and 3	Qld	Charleville Hospital	Charleville Hospital vs CSCF Levels 2 and 3	Charleville Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13		67%	71%	70%	-		
Knew who to contact if symptoms or condition got worse before first appointment	Q4		75%	81%	78%	-		
'Definitely' found way to clinic with ease	Q5		87%	88%	85%	-		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15		85%	87%	86%	-		
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		93%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16		62%	58%	45%	-		
Advised of expected wait time	Q17		~	27%	32%	-		
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19		~	32%	25%	-		
Staff apologised if more than 15 minutes delay	Q21		~	51%	49%	-		
Found a seat straight away in the waiting area	Q23		100%	98%	97%	-		
General Surgery clinic was 'very clean'	Q24		84%	83%	84%	-		
Toilets were 'very clean'	Q25		~	81%	79%	-		
Staff 'definitely' explained the results of tests in an understandable way	Q27		~	82%	83%	-		
Knew to expect treatment during the appointment ²	Q29		~	96%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		~	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		~	93%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33		74%	85%	85%	-		
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		~	89%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36		71%	86%	86%	-	▼	▼
Doctors 'definitely' gave understandable answers to questions	Q37		84%	84%	84%	-		
'Definitely' had confidence and trust in the examining or treating doctor	Q38		73%	84%	85%	-		

Measure	Question	Charleville Hospital		CSCF Levels 2 and 3	Qld	Charleville Hospital	Charleville Hospital vs CSCF Levels 2 and 3	Charleville Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Charleville Hospital vs CSCF Levels 2 and 3	Charleville Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40		~	93%	93%	-		
Nurses 'definitely' listened to what patients had to say	Q41		~	94%	92%	-		
Nurses 'definitely' gave understandable answers to questions	Q42		~	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43		~	94%	94%	-		
'Always' treated with respect and dignity	Q14		89%	93%	92%	-		
All staff treating and examining patients introduced themselves	Q44		100%	82%	83%	-	▲	▲
Conflicting information not provided by staff ¹	Q45		88%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46		93%	93%	94%	-		
'Definitely' involved as much as desired in decisions about care and treatment	Q47		84%	85%	85%	-		
Given written information about condition or treatment	Q50		~	83%	80%	-		
Staff told me what would happen next (after the clinic appointment)	Q51		54%	87%	90%	-	▼	▼
Staff 'definitely' told me when to resume usual activities	Q52		~	84%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53		~	72%	70%	-		
Told who to contact if worried after leaving the clinic	Q54		50%	74%	74%	-	▼	▼
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55		34%	44%	41%	-		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Charleville Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Charleville Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

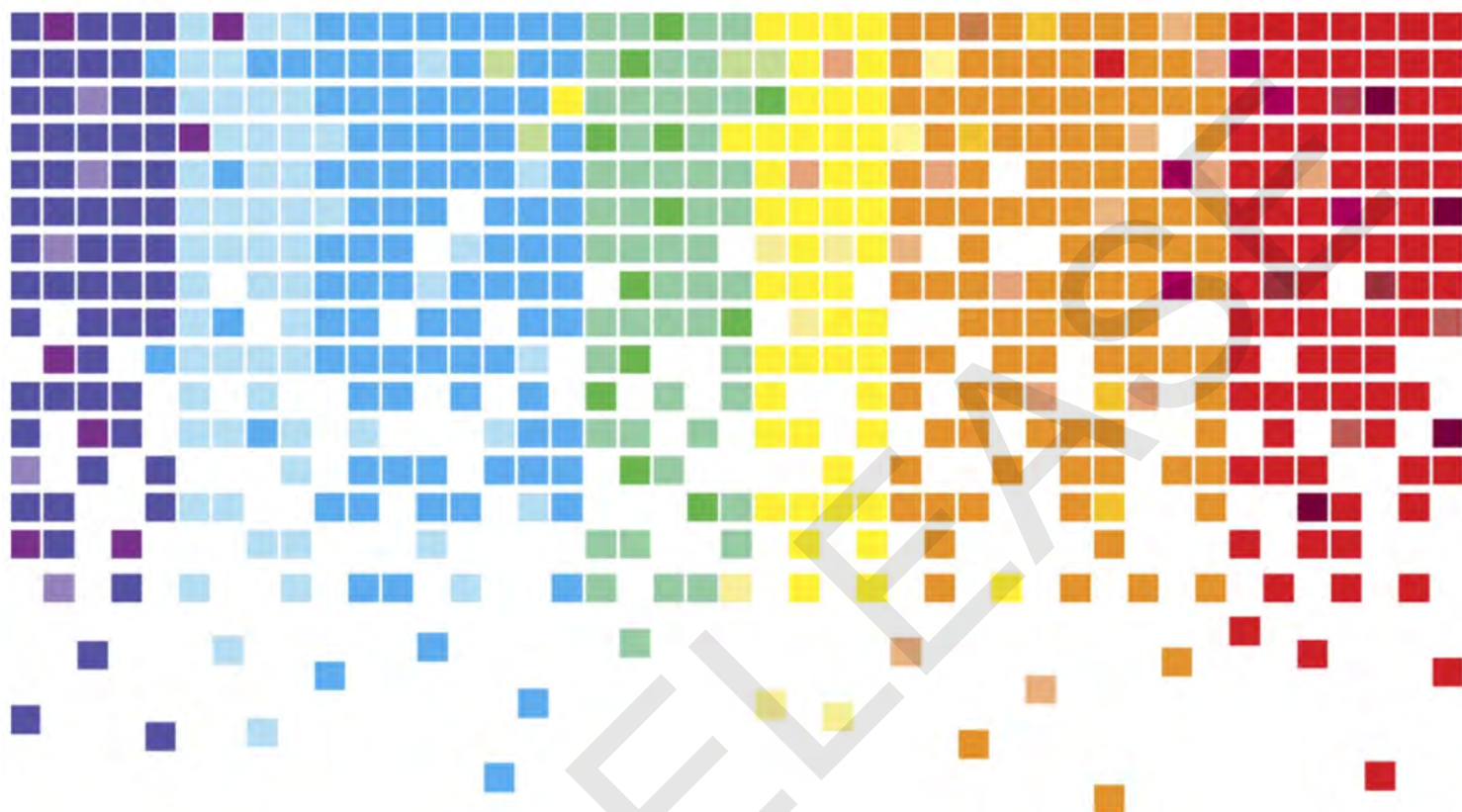
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Roma Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 95 who visited Roma Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 59% for Roma Hospital.

Overall rating of care


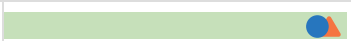
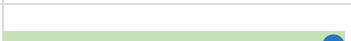
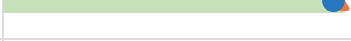

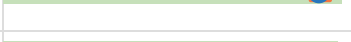






Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	80%	71%	70%	

Roma Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Roma Hospital general surgery outpatient clinic.

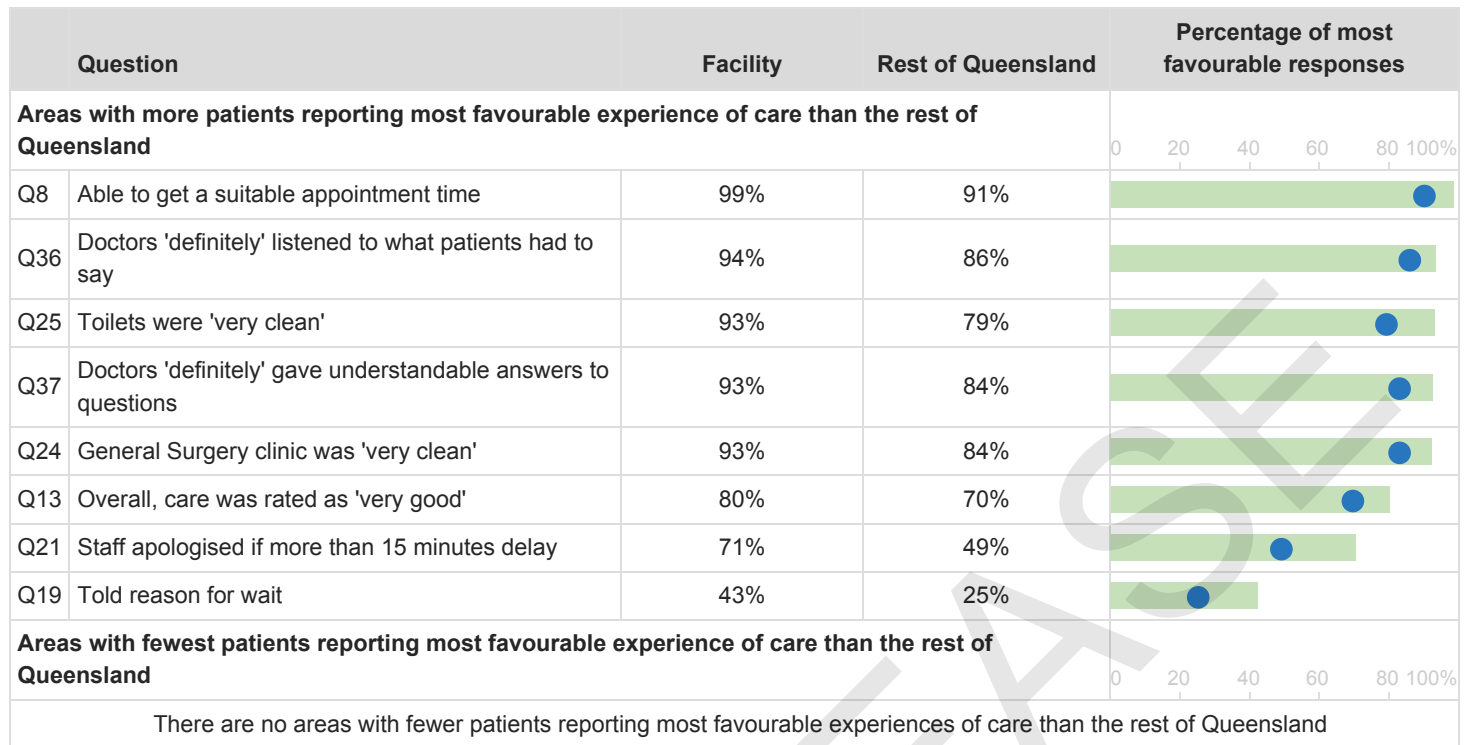
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q8 Able to get a suitable appointment time	99%	94%	91%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q42 Nurses 'definitely' gave understandable answers to questions	98%	91%	91%	
Q14 'Always' treated with respect and dignity	96%	93%	92%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	96%	93%	90%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	34%	27%	32%	
Q19 Told reason for wait	43%	32%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	50%	44%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	52%	58%	45%	
Q21 Staff apologised if more than 15 minutes delay	71%	51%	49%	
Q54 Told who to contact if worried after leaving the clinic	79%	74%	74%	

Roma Hospital ■ CSCF Levels 2 and 3 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Roma Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



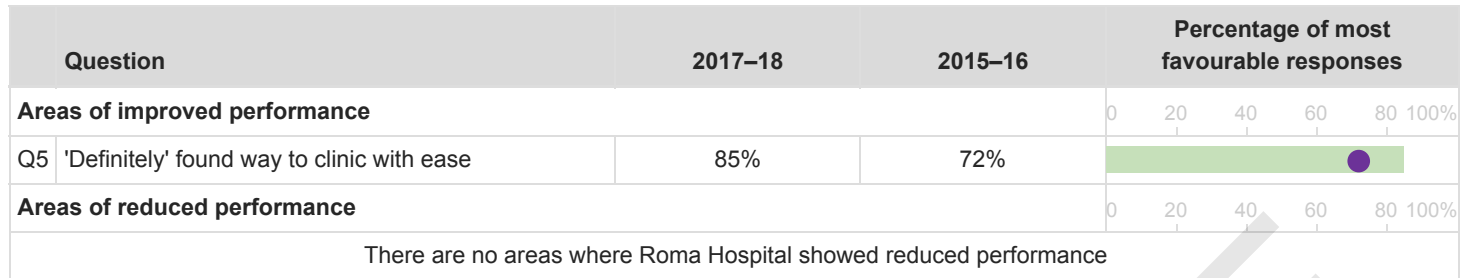
Roma Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Roma Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASE

Results summary for Roma Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Roma Hospital		CSCF Levels 2 and 3	Qld	Roma Hospital	Roma Hospital vs CSCF Levels 2 and 3	Roma Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	74%	80%	71%	70%		▲	▲
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	79%	81%	78%			
'Definitely' found way to clinic with ease	Q5	72%	85%	88%	85%	▲		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	86%	91%	87%	86%			
Medical information was transferred from referring hospital	Q7		~	96%	94%	-		
Able to get a suitable appointment time ¹	Q8		99%	94%	91%	-	▲	▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	60%	52%	58%	45%			
Advised of expected wait time	Q17	37%	34%	27%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18		~	88%	84%	-		
Told reason for wait	Q19	32%	43%	32%	25%			▲
Staff apologised if more than 15 minutes delay	Q21	52%	71%	51%	49%		▲	▲
Found a seat straight away in the waiting area	Q23	100%	100%	98%	97%			
General Surgery clinic was 'very clean'	Q24	87%	93%	83%	84%		▲	▲
Toilets were 'very clean'	Q25	98%	93%	81%	79%		▲	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27	86%	~	82%	83%			
Knew to expect treatment during the appointment ²	Q29	100%	88%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	85%	80%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	78%	96%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	87%	87%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	96%	94%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	94%	86%	86%		▲	▲
Doctors 'definitely' gave understandable answers to questions	Q37	90%	93%	84%	84%		▲	▲
'Definitely' had confidence and trust in the examining or treating doctor	Q38	87%	91%	84%	85%			

Measure	Question	Roma Hospital		CSCF Levels 2 and 3	Qld	Roma Hospital	DOH RTI 4786 Roma Hospital vs CSCF Levels 2 and 3	Roma Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	90%	93%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	89%	94%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	91%	98%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	94%	94%	94%	94%			
'Always' treated with respect and dignity	Q14	97%	96%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	85%	81%	82%	83%			
Conflicting information not provided by staff ¹	Q45		89%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	93%	93%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	83%	90%	85%	85%			
Given written information about condition or treatment	Q50	89%	89%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	85%	89%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	93%	91%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	79%	80%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	78%	79%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	42%	50%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Roma Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Roma Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

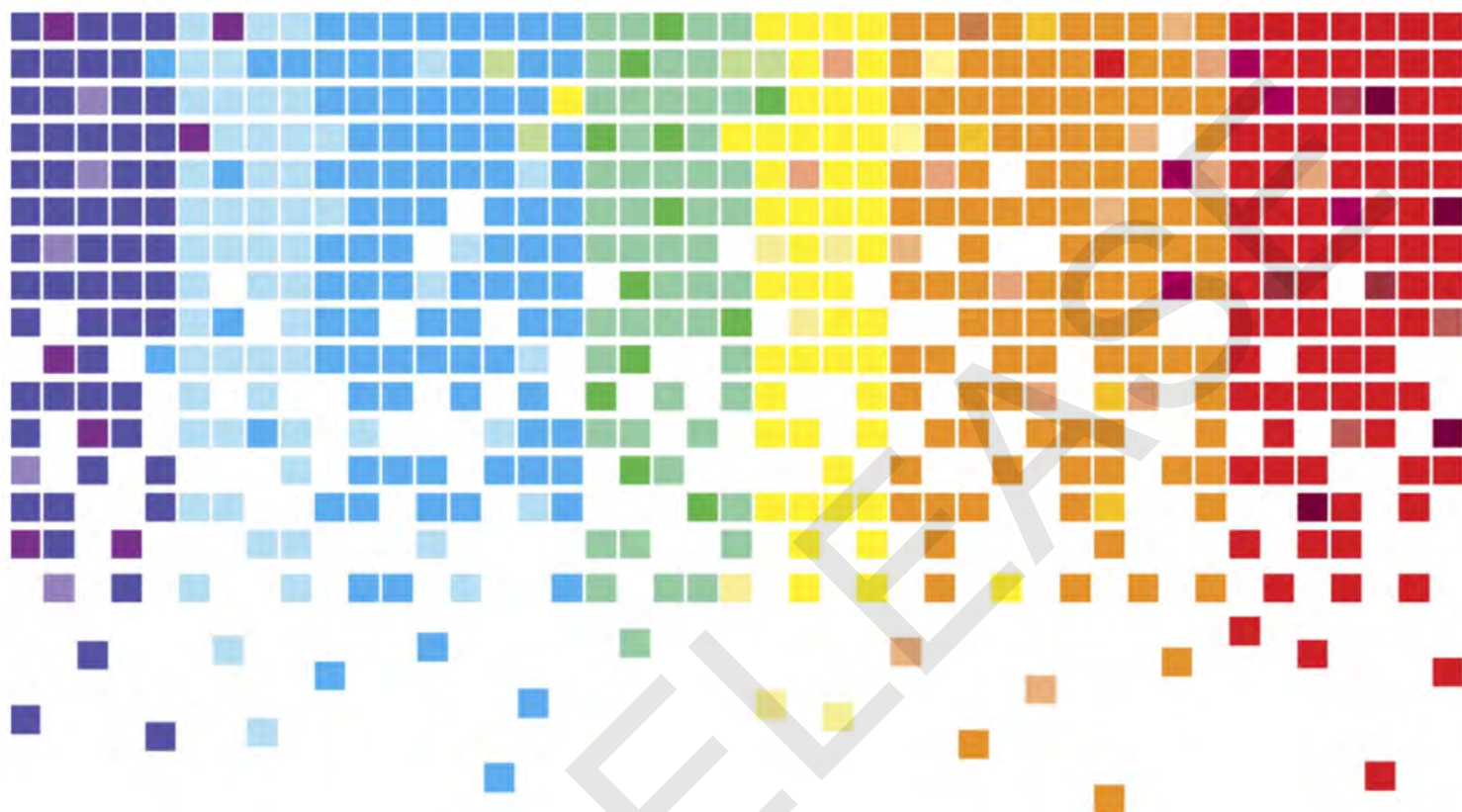
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Gympie Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 225 who visited Gympie Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 68% for Gympie Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	74%	71%	70%	

Gympie Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Gympie Hospital general surgery outpatient clinic.

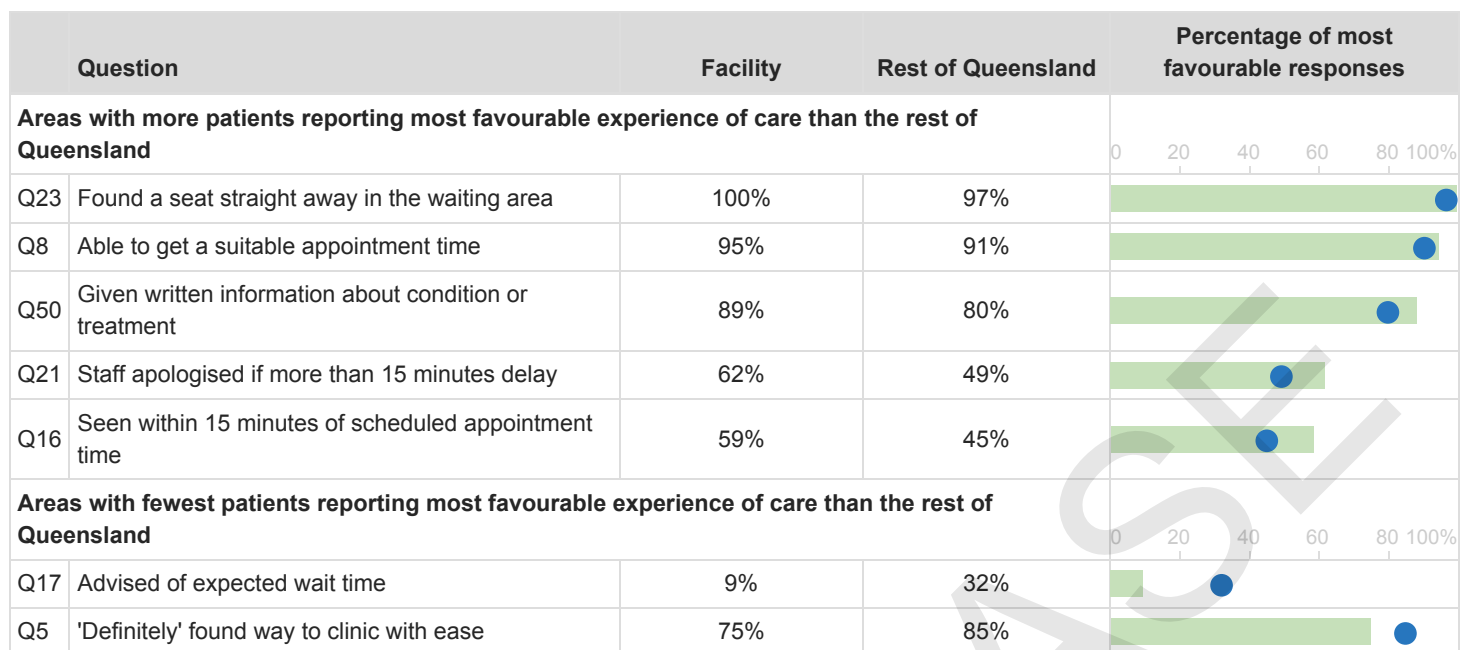
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	98%	97%	
Q7 Medical information was transferred from referring hospital	97%	96%	94%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q29 Knew to expect treatment during the appointment	96%	96%	95%	
Q41 Nurses 'definitely' listened to what patients had to say	96%	94%	92%	
Q9 Did not have difficulty confirming or rescheduling appointment	96%	96%	95%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	9%	27%	32%	
Q19 Told reason for wait	23%	32%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	47%	44%	41%	
Q16 Seen within 15 minutes of scheduled appointment time	59%	58%	45%	
Q21 Staff apologised if more than 15 minutes delay	62%	51%	49%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	72%	72%	70%	

Gympie Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Gympie Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Gympie Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Gympie Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	95%	
Q13 Overall, care was rated as 'very good'	74%	63%	
Areas of reduced performance			0 20 40 60 80 100%
Q17 Advised of expected wait time	9%	26%	

2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for Gympie Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Gympie Hospital		CSCF Levels 2 and 3	Qld	Gympie Hospital	Gympie Hospital vs CSCF Levels 2 and 3	Gympie Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	63%	74%	71%	70%	▲		
Knew who to contact if symptoms or condition got worse before first appointment	Q4	79%	76%	81%	78%			
'Definitely' found way to clinic with ease	Q5	72%	75%	88%	85%		▼	▼
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	82%	86%	87%	86%			
Medical information was transferred from referring hospital	Q7	92%	97%	96%	94%			
Able to get a suitable appointment time ¹	Q8		95%	94%	91%	-		▲
Did not have difficulty confirming or rescheduling appointment ¹	Q9		96%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	53%	59%	58%	45%			▲
Advised of expected wait time	Q17	26%	9%	27%	32%	▼	▼	▼
Wait times to be seen that were shorter than or as long as advised	Q18	91%	~	88%	84%			
Told reason for wait	Q19	30%	23%	32%	25%		▼	
Staff apologised if more than 15 minutes delay	Q21	54%	62%	51%	49%		▲	▲
Found a seat straight away in the waiting area	Q23	95%	100%	98%	97%	▲		▲
General Surgery clinic was 'very clean'	Q24	85%	85%	83%	84%			
Toilets were 'very clean'	Q25	93%	87%	81%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	87%	81%	82%	83%			
Knew to expect treatment during the appointment ²	Q29	90%	96%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	94%	92%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	85%	91%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	88%	87%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	93%	89%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	83%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	77%	80%	84%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	77%	83%	84%	85%			

Measure	Question	Gympie Hospital		CSCF Levels 2 and 3	Qld	Gympie Hospital	DOH RTI 4786 Gympie Hospital vs CSCF Levels 2 and 3	Gympie Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	92%	94%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	92%	96%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	93%	94%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	93%	96%	94%	94%			
'Always' treated with respect and dignity	Q14	93%	95%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	83%	79%	82%	83%			
Conflicting information not provided by staff ¹	Q45		89%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	96%	93%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	81%	88%	85%	85%			
Given written information about condition or treatment	Q50	88%	89%	83%	80%			▲
Staff told me what would happen next (after the clinic appointment)	Q51	87%	89%	87%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	85%	78%	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	72%	72%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	82%	74%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	47%	47%	44%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Gympie Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Gympie Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

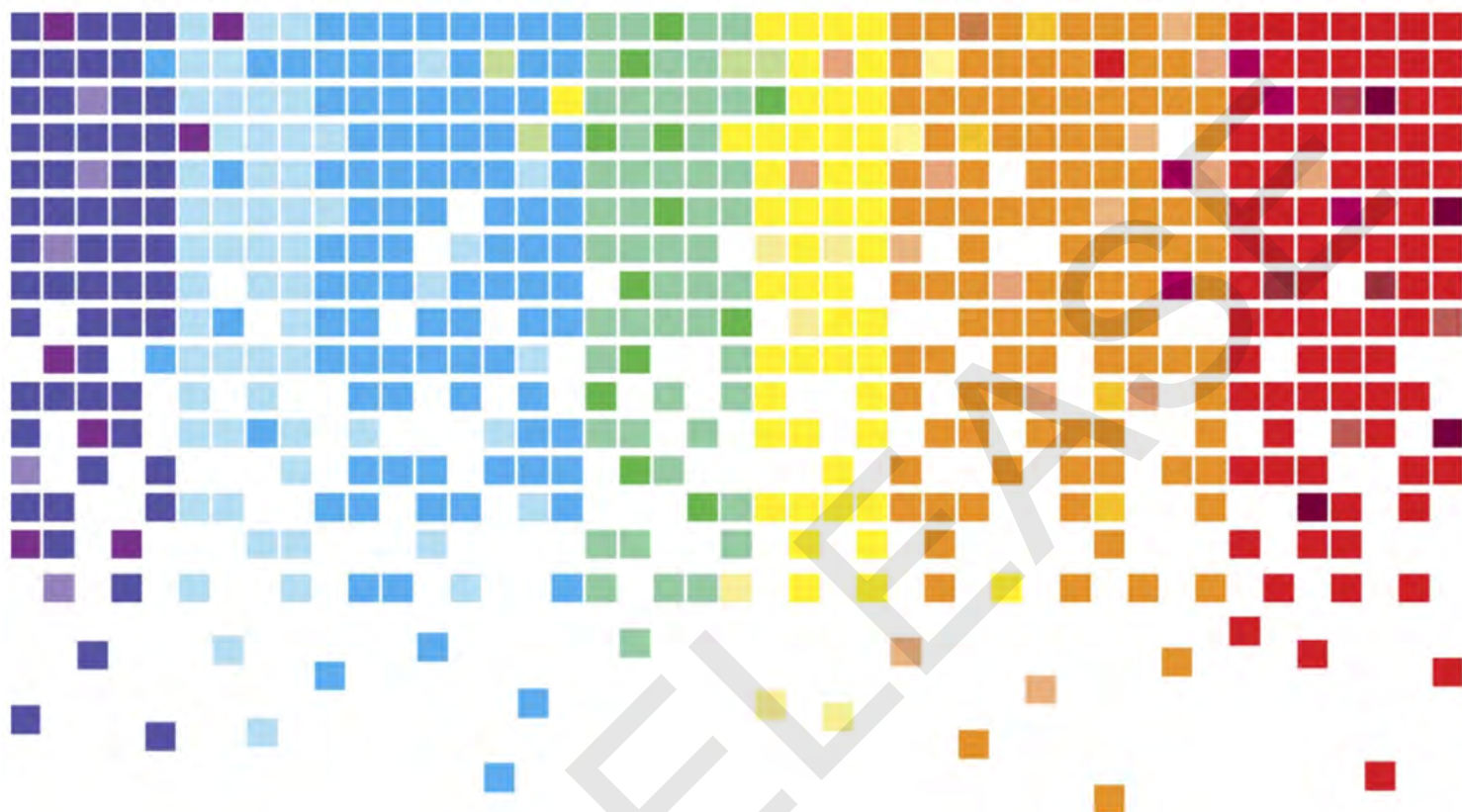
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Nambour General Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 306 who visited Nambour General Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 60% for Nambour General Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	67%	68%	70%	

Nambour General Hospital CSCF Level 5 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Nambour General Hospital general surgery outpatient clinic.

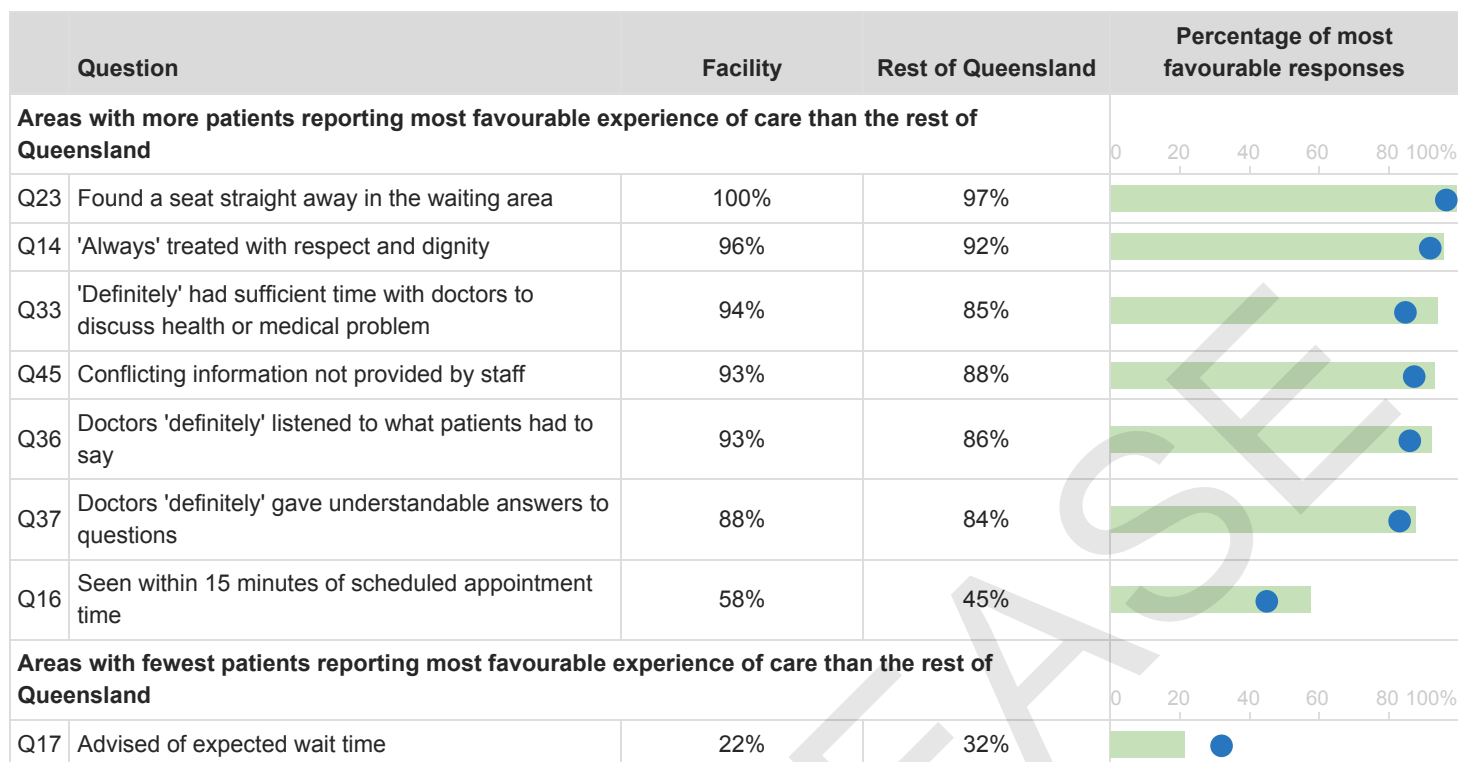
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	100%	97%	97%	
Q7 Medical information was transferred from referring hospital	99%	94%	94%	
Q42 Nurses 'definitely' gave understandable answers to questions	97%	91%	91%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	97%	94%	93%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q14 'Always' treated with respect and dignity	96%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	20%	25%	25%	
Q17 Advised of expected wait time	22%	30%	32%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	35%	40%	41%	
Q21 Staff apologised if more than 15 minutes delay	52%	50%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	58%	47%	45%	
Q13 Overall, care was rated as 'very good'	67%	68%	70%	

Nambour General Hospital CSCF Level 5 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Nambour General Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Nambour General Hospital Rest of Queensland

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Nambour General Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			
Q14 'Always' treated with respect and dignity	96%	92%	A horizontal bar chart showing two bars: a green bar for 2017-18 at 96% and a purple dot for 2015-16 at 92%. The x-axis ranges from 0 to 100%.
Q33 'Definitely' had sufficient time with doctors to discuss health or medical problem	94%	83%	A horizontal bar chart showing two bars: a green bar for 2017-18 at 94% and a purple dot for 2015-16 at 83%. The x-axis ranges from 0 to 100%.
Q36 Doctors 'definitely' listened to what patients had to say	93%	85%	A horizontal bar chart showing two bars: a green bar for 2017-18 at 93% and a purple dot for 2015-16 at 85%. The x-axis ranges from 0 to 100%.
Q16 Seen within 15 minutes of scheduled appointment time	58%	45%	A horizontal bar chart showing two bars: a green bar for 2017-18 at 58% and a purple dot for 2015-16 at 45%. The x-axis ranges from 0 to 100%.
Areas of reduced performance			
Q17 Advised of expected wait time	22%	35%	A horizontal bar chart showing two bars: a green bar for 2017-18 at 22% and a purple dot for 2015-16 at 35%. The x-axis ranges from 0 to 100%.

2017–18 ■ 2015–16 ●

Results summary for Nambour General Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Nambour General Hospital		CSCF Level 5	Qld	Nambour General Hospital	Nambour General Hospital vs CSCF Level 5	Nambour General Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	65%	67%	68%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	73%	77%	78%			
'Definitely' found way to clinic with ease	Q5	76%	82%	86%	85%		▼	
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	83%	86%	84%	86%			
Medical information was transferred from referring hospital	Q7	100%	99%	94%	94%			
Able to get a suitable appointment time ¹	Q8		91%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		94%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	45%	58%	47%	45%	▲	▲	▲
Advised of expected wait time	Q17	35%	22%	30%	32%	▼	▼	▼
Wait times to be seen that were shorter than or as long as advised	Q18	90%	78%	81%	84%			
Told reason for wait	Q19	24%	20%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	52%	52%	50%	49%			
Found a seat straight away in the waiting area	Q23	99%	100%	97%	97%		▲	▲
General Surgery clinic was 'very clean'	Q24	90%	85%	84%	84%			
Toilets were 'very clean'	Q25	75%	84%	80%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	84%	86%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	95%	95%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	84%	75%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	89%	95%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	83%	94%	85%	85%	▲	▲	▲
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	85%	91%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	85%	93%	87%	86%	▲	▲	▲
Doctors 'definitely' gave understandable answers to questions	Q37	83%	88%	83%	84%		▲	▲
'Definitely' had confidence and trust in the examining or treating doctor	Q38	82%	84%	84%	85%			

Measure	Question	Nambour General Hospital		CSCF Level 5	Qld	Nambour General Hospital	DOH RTI 4786 Nambour General Hospital vs CSCF Level 5	Nambour General Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	94%	97%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	91%	93%	92%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	90%	97%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	92%	96%	94%	94%			
'Always' treated with respect and dignity	Q14	92%	96%	92%	92%	▲	▲	▲
All staff treating and examining patients introduced themselves	Q44	84%	86%	82%	83%			
Conflicting information not provided by staff ¹	Q45		93%	88%	88%	-	▲	▲
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	94%	96%	95%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	83%	88%	85%	85%			
Given written information about condition or treatment	Q50	81%	86%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	88%	89%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	77%	~	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	65%	70%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	73%	69%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	41%	35%	40%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Nambour General Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Nambour General Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

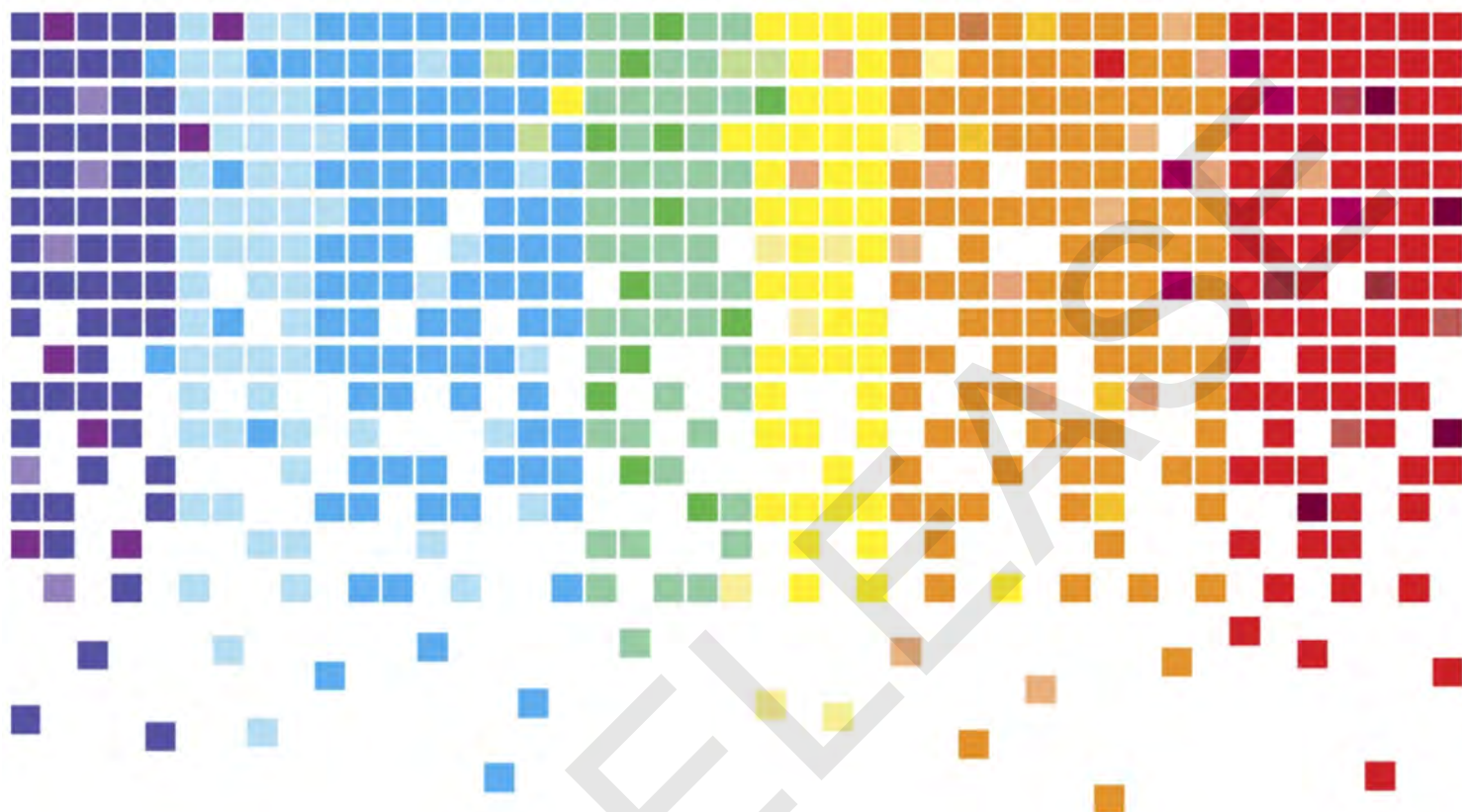
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Sunshine Coast University Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 307 who visited Sunshine Coast University Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 59% for Sunshine Coast University Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	75%	68%	70%	

Sunshine Coast University Hospital CSCF Level 5 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Sunshine Coast University Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	99%	97%	97%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	97%	94%	93%	
Q24 General Surgery clinic was 'very clean'	97%	84%	84%	
Q43 'Definitely' had confidence and trust in the nurse	96%	94%	94%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	96%	95%	94%	
Q29 Knew to expect treatment during the appointment	96%	94%	95%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	17%	25%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	38%	40%	41%	
Q17 Advised of expected wait time	40%	30%	32%	
Q21 Staff apologised if more than 15 minutes delay	50%	50%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	59%	47%	45%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	70%	70%	70%	

Sunshine Coast University Hospital CSCF Level 5 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Sunshine Coast University Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	99%	97%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	97%	93%	
Q24 General Surgery clinic was 'very clean'	97%	84%	
Q14 'Always' treated with respect and dignity	95%	92%	
Q25 Toilets were 'very clean'	94%	79%	
Q33 'Definitely' had sufficient time with doctors to discuss health or medical problem	89%	85%	
Q44 All staff treating and examining patients introduced themselves	89%	83%	
Q16 Seen within 15 minutes of scheduled appointment time	59%	45%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q19 Told reason for wait	17%	25%	
Q9 Did not have difficulty confirming or rescheduling appointment	89%	95%	

Sunshine Coast University Hospital Rest of Queensland

Results summary for Sunshine Coast University Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Sunshine Coast University Hospital		CSCF Level 5	Qld	Sunshine Coast University Hospital	Sunshine Coast University Hospital vs CSCF Level 5	Sunshine Coast University Hospital vs Qld
		2015-16	2017-18	2017-18	2017-18			
		% most fav	% most fav	% most fav	% most fav	2017-18 vs 2015-16	2017-18	2017-18
Overall, care was rated as 'very good'	Q13		75%	68%	70%	-	▲	
Knew who to contact if symptoms or condition got worse before first appointment	Q4		76%	77%	78%	-		
'Definitely' found way to clinic with ease	Q5		88%	86%	85%	-		
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15		88%	84%	86%	-	▲	
Medical information was transferred from referring hospital	Q7		95%	94%	94%	-		
Able to get a suitable appointment time ¹	Q8		91%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		89%	93%	95%	-	▼	▼
Seen within 15 minutes of scheduled appointment time	Q16		59%	47%	45%	-	▲	▲
Advised of expected wait time	Q17		40%	30%	32%	-	▲	
Wait times to be seen that were shorter than or as long as advised	Q18		84%	81%	84%	-		
Told reason for wait	Q19		17%	25%	25%	-	▼	▼
Staff apologised if more than 15 minutes delay	Q21		50%	50%	49%	-		
Found a seat straight away in the waiting area	Q23		99%	97%	97%	-	▲	▲
General Surgery clinic was 'very clean'	Q24		97%	84%	84%	-	▲	▲
Toilets were 'very clean'	Q25		94%	80%	79%	-	▲	▲
Staff 'definitely' explained the results of tests in an understandable way	Q27		87%	83%	83%	-		
Knew to expect treatment during the appointment ²	Q29		96%	94%	95%	-		
Staff 'definitely' explained what would happen prior to treatment	Q30		85%	88%	87%	-		
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31		93%	91%	90%	-		
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33		89%	85%	85%	-	▲	▲
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35		92%	87%	88%	-		
Doctors 'definitely' listened to what patients had to say	Q36		90%	87%	86%	-		

Measure	Question	Sunshine Coast University Hospital		CSCF Level 5	Qld	Sunshine Coast University Hospital	Sunshine Coast University Hospital vs CSCF Level 5	Sunshine Coast University Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Doctors 'definitely' gave understandable answers to questions	Q37		87%	83%	84%	-		
'Definitely' had confidence and trust in the examining or treating doctor	Q38		88%	84%	85%	-		
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40		97%	94%	93%	-		▲
Nurses 'definitely' listened to what patients had to say	Q41		95%	92%	92%	-		
Nurses 'definitely' gave understandable answers to questions	Q42		94%	91%	91%	-		
'Definitely' had confidence and trust in the nurse	Q43		96%	94%	94%	-		
'Always' treated with respect and dignity	Q14		95%	92%	92%	-	▲	▲
All staff treating and examining patients introduced themselves	Q44		89%	82%	83%	-	▲	▲
Conflicting information not provided by staff ¹	Q45		89%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46		96%	95%	94%	-		
'Definitely' involved as much as desired in decisions about care and treatment	Q47		88%	85%	85%	-		
Given written information about condition or treatment	Q50		81%	81%	80%	-		
Staff told me what would happen next (after the clinic appointment)	Q51		92%	89%	90%	-		
Staff 'definitely' told me when to resume usual activities	Q52		89%	85%	84%	-		
Staff 'completely' informed me about danger signs to watch for after going home	Q53		70%	70%	70%	-		
Told who to contact if worried after leaving the clinic	Q54		71%	74%	74%	-		
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55		38%	40%	41%	-		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Sunshine Coast University Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Sunshine Coast University Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.
 - ~ There were fewer than 20 responses to this question
1. This question was not asked in 2015–16.

DOH RTI 4786

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

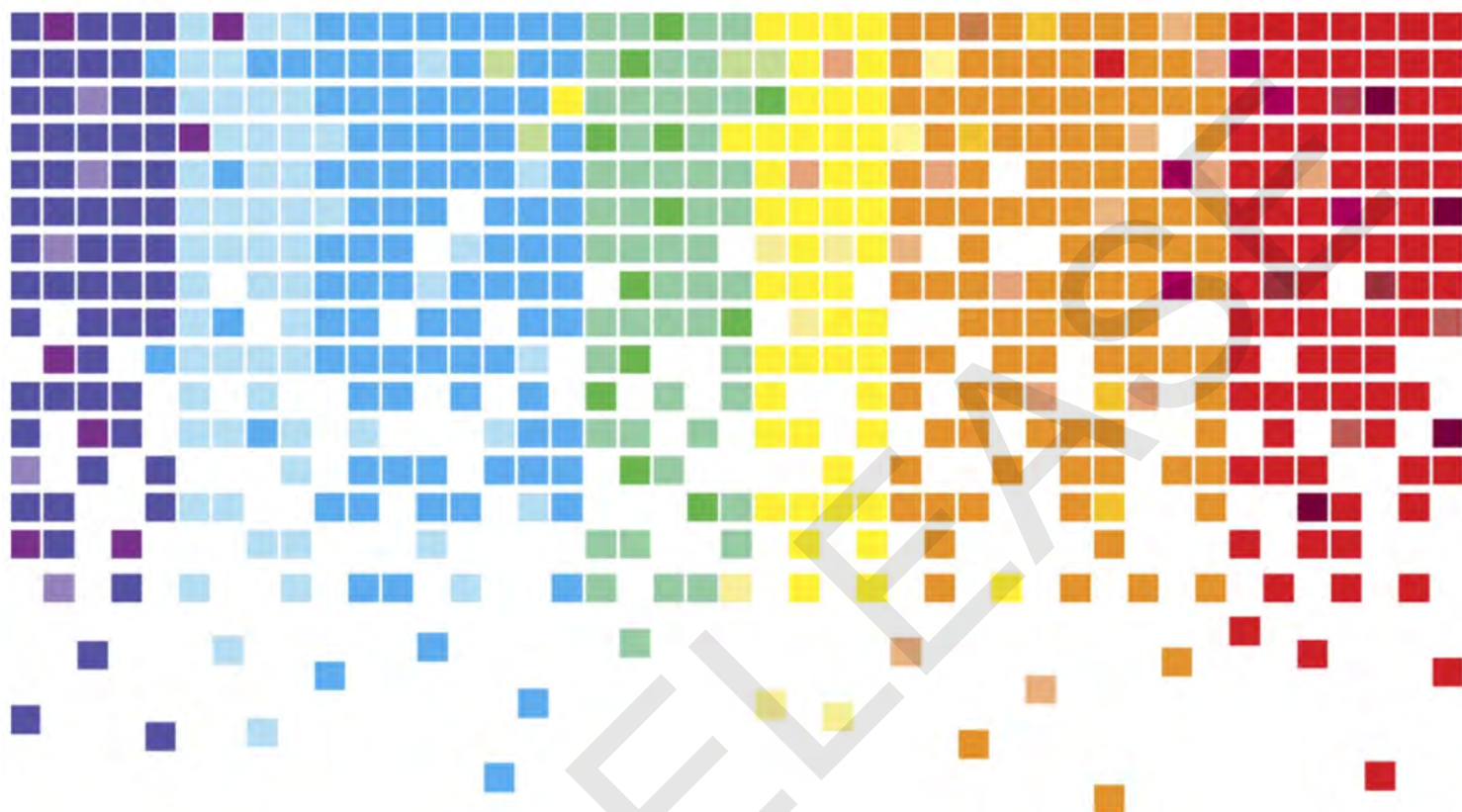
Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

The Townsville Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited The Townsville Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 56% for The Townsville Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	71%	72%	70%	

The Townsville Hospital CSCF Level 6 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at The Townsville Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q29 Knew to expect treatment during the appointment	97%	94%	95%	
Q23 Found a seat straight away in the waiting area	97%	97%	97%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	95%	91%	93%	
Q7 Medical information was transferred from referring hospital	95%	93%	94%	
Q18 Wait times to be seen that were shorter than or as long as advised	94%	85%	84%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	23%	24%	25%	
Q16 Seen within 15 minutes of scheduled appointment time	41%	37%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	49%	41%	41%	
Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer	52%	37%	32%	
Q17 Advised of expected wait time	53%	35%	32%	
Q21 Staff apologised if more than 15 minutes delay	55%	48%	49%	

The Townsville Hospital CSCF Level 6 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at The Townsville Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q9	Did not have difficulty confirming or rescheduling appointment	98%	95%
Q18	Wait times to be seen that were shorter than or as long as advised	94%	84%
Q17	Advised of expected wait time	53%	32%
Q61	Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer	52%	32%
Q55	Told or saw information about how to provide a compliment or complaint about the care received	49%	41%
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q50	Given written information about condition or treatment	73%	80%
Q52	Staff 'definitely' told me when to resume usual activities	74%	84%
Q5	'Definitely' found way to clinic with ease	77%	85%
Q24	General Surgery clinic was 'very clean'	78%	84%
Q15	Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	81%	86%
Q46	'Definitely' given enough privacy when discussing care or being examined or treated	91%	94%

The Townsville Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at The Townsville Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	97%	92%	
Q18 Wait times to be seen that were shorter than or as long as advised	94%	76%	
Q43 'Definitely' had confidence and trust in the nurse	93%	87%	
Areas of reduced performance			0 20 40 60 80 100%
There are no areas where The Townsville Hospital showed reduced performance			

2017–18 ■ 2015–16 ●

RTI RELEASED

Results summary for The Townsville Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 6 and the previous survey is presented below.

Measure	Question	The Townsville Hospital		CSCF Level 6	Qld	The Townsville Hospital	The Townsville Hospital vs CSCF Level 6	The Townsville Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	65%	71%	72%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	76%	77%	78%			
'Definitely' found way to clinic with ease	Q5	81%	77%	81%	85%			▼
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	77%	81%	87%	86%		▼	▼
Medical information was transferred from referring hospital	Q7	95%	95%	93%	94%			
Able to get a suitable appointment time ¹	Q8		91%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		▲
Seen within 15 minutes of scheduled appointment time	Q16	34%	41%	37%	45%			
Advised of expected wait time	Q17	45%	53%	35%	32%		▲	▲
Wait times to be seen that were shorter than or as long as advised	Q18	76%	94%	85%	84%	▲	▲	▲
Told reason for wait	Q19	31%	23%	24%	25%			
Staff apologised if more than 15 minutes delay	Q21	46%	55%	48%	49%		▲	
Found a seat straight away in the waiting area	Q23	92%	97%	97%	97%	▲		
General Surgery clinic was 'very clean'	Q24	76%	78%	85%	84%		▼	▼
Toilets were 'very clean'	Q25	75%	77%	78%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	82%	85%	84%	83%			
Knew to expect treatment during the appointment ²	Q29	90%	97%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	86%	87%	85%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	89%	87%	88%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	80%	85%	86%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	93%	87%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	83%	85%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	82%	85%	85%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	86%	87%	85%			

Measure	Question	The Townsville Hospital		CSCF Level 6	Qld	The Townsville Hospital	DOH RTI 4786 The Townsville Hospital vs CSCF Level 6	The Townsville Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	92%	95%	91%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	88%	93%	90%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	85%	92%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	87%	93%	94%	94%	▲		
'Always' treated with respect and dignity	Q14	92%	93%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	77%	81%	84%	83%			
Conflicting information not provided by staff ¹	Q45		85%	88%	88%	-	▼	
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	89%	91%	94%	94%		▼	▼
'Definitely' involved as much as desired in decisions about care and treatment	Q47	84%	84%	85%	85%			
Given written information about condition or treatment	Q50	76%	73%	78%	80%			▼
Staff told me what would happen next (after the clinic appointment)	Q51	90%	91%	91%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	79%	74%	81%	84%			▼
Staff 'completely' informed me about danger signs to watch for after going home	Q53	72%	72%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	76%	77%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	47%	49%	41%	41%		▲	▲
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		66%	61%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		52%	37%	32%	-	▲	▲

▲ The result for The Townsville Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for The Townsville Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

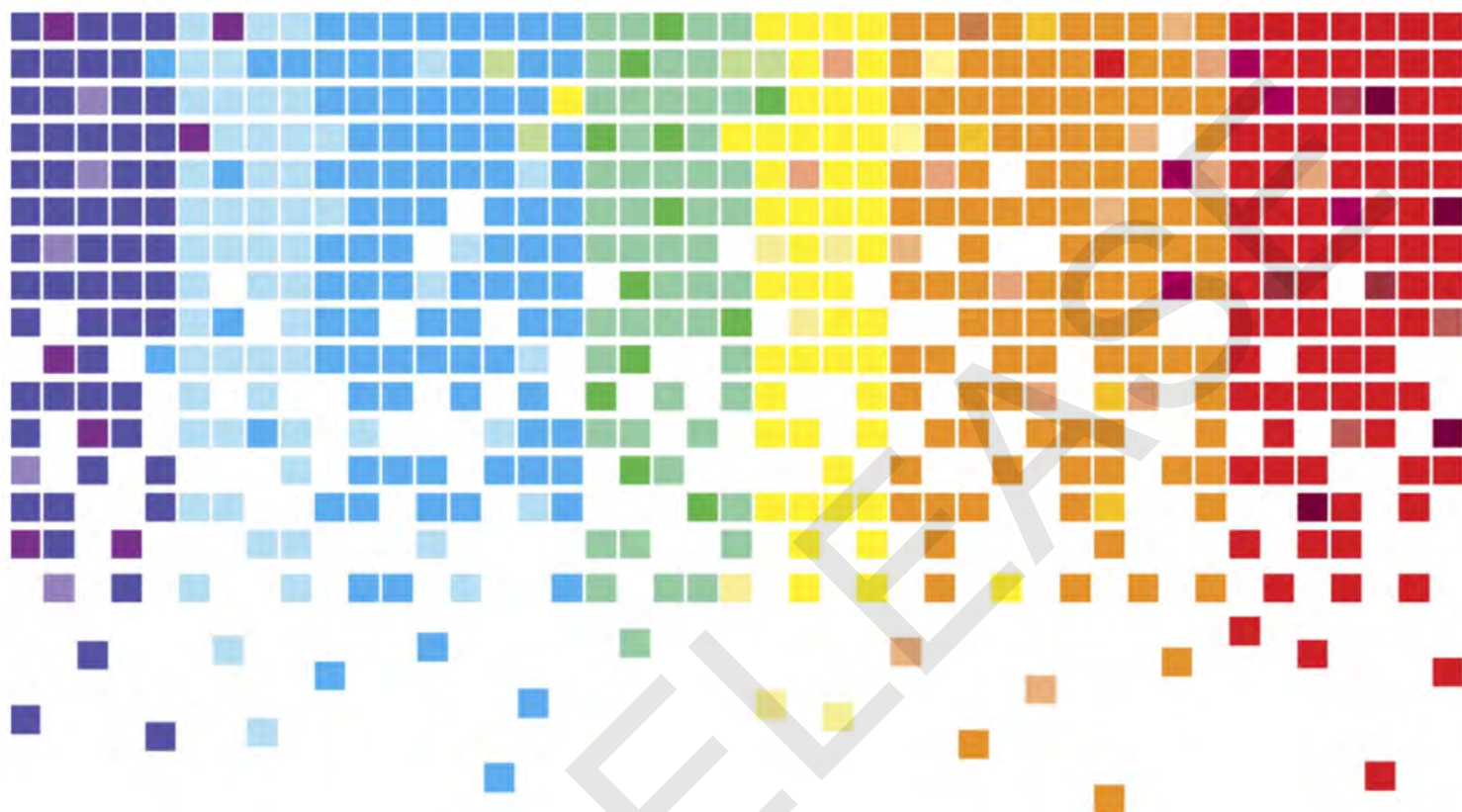
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Ipswich Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Ipswich Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 51% for Ipswich Hospital.

Overall rating of care

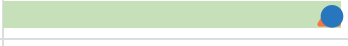
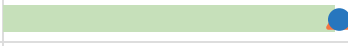

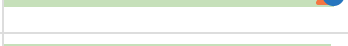
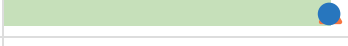







Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	66%	68%	70%	

Ipswich Hospital  CSCF Level 5  Queensland 

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Ipswich Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q29 Knew to expect treatment during the appointment	97%	94%	95%	
Q23 Found a seat straight away in the waiting area	95%	97%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	95%	93%	95%	
Q43 'Definitely' had confidence and trust in the nurse	94%	94%	94%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	94%	91%	90%	
Q41 Nurses 'definitely' listened to what patients had to say	94%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q17 Advised of expected wait time	20%	30%	32%	
Q19 Told reason for wait	21%	25%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	34%	40%	41%	
Q21 Staff apologised if more than 15 minutes delay	41%	50%	49%	
Q16 Seen within 15 minutes of scheduled appointment time	51%	47%	45%	
Q18 Wait times to be seen that were shorter than or as long as advised	65%	81%	84%	

Ipswich Hospital  CSCF Level 5  Queensland 

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Ipswich Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q16	Seen within 15 minutes of scheduled appointment time	51%	45%
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q17	Advised of expected wait time	20%	32%
Q55	Told or saw information about how to provide a compliment or complaint about the care received	34%	41%
Q18	Wait times to be seen that were shorter than or as long as advised	65%	84%
Q24	General Surgery clinic was 'very clean'	77%	84%
Q37	Doctors 'definitely' gave understandable answers to questions	78%	84%
Q33	'Definitely' had sufficient time with doctors to discuss health or medical problem	80%	85%
Q15	Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	81%	86%
Q14	'Always' treated with respect and dignity	86%	92%

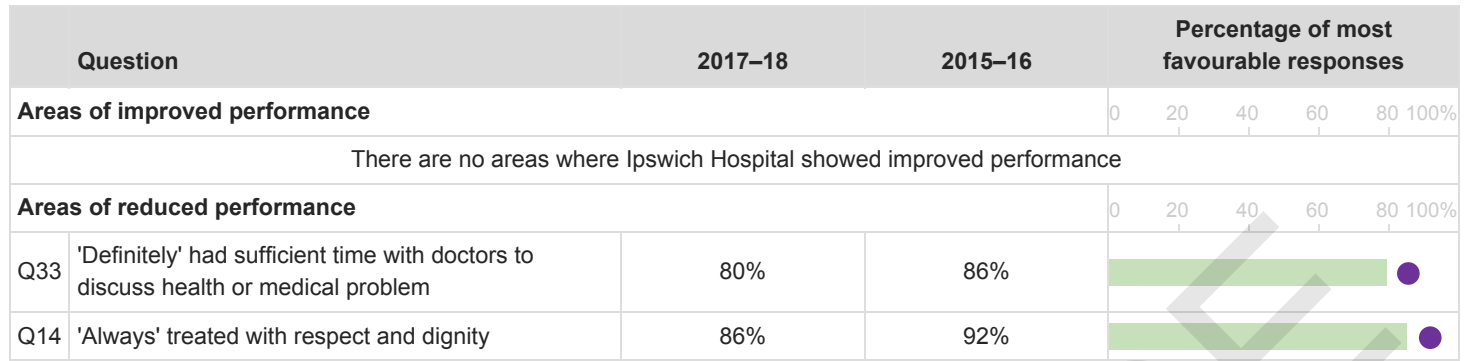
Ipswich Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Ipswich Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

RTI RELEASE

Results summary for Ipswich Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 5 and the previous survey is presented below.

Measure	Question	Ipswich Hospital		CSCF Level 5	Qld	Ipswich Hospital	Ipswich Hospital vs CSCF Level 5	Ipswich Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	60%	66%	68%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	78%	77%	78%			
'Definitely' found way to clinic with ease	Q5	82%	83%	86%	85%		▼	
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	85%	81%	84%	86%		▼	▼
Medical information was transferred from referring hospital	Q7		~	94%	94%	-		
Able to get a suitable appointment time ¹	Q8		91%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		95%	93%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	56%	51%	47%	45%			▲
Advised of expected wait time	Q17	18%	20%	30%	32%		▼	▼
Wait times to be seen that were shorter than or as long as advised	Q18		65%	81%	84%	-	▼	▼
Told reason for wait	Q19	24%	21%	25%	25%			
Staff apologised if more than 15 minutes delay	Q21	50%	41%	50%	49%		▼	
Found a seat straight away in the waiting area	Q23	98%	95%	97%	97%			
General Surgery clinic was 'very clean'	Q24	83%	77%	84%	84%		▼	▼
Toilets were 'very clean'	Q25	75%	76%	80%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	83%	84%	83%	83%			
Knew to expect treatment during the appointment ²	Q29	89%	97%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	95%	90%	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	94%	94%	91%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	86%	80%	85%	85%	▼	▼	▼
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	90%	86%	87%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	89%	85%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	83%	78%	83%	84%		▼	▼
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	81%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	94%	93%	94%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	92%	94%	92%	92%			

Measure	Question	Ipswich Hospital		CSCF Level 5	Qld	Ipswich Hospital	DOH RTI 4786 Ipswich Hospital vs CSCF Level 5	Ipswich Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' gave understandable answers to questions	Q42	87%	92%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	93%	94%	94%	94%			
'Always' treated with respect and dignity	Q14	92%	86%	92%	92%	▼	▼	▼
All staff treating and examining patients introduced themselves	Q44	84%	81%	82%	83%			
Conflicting information not provided by staff ¹	Q45		87%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	96%	93%	95%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	86%	86%	85%	85%			
Given written information about condition or treatment	Q50	83%	85%	81%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	87%	92%	89%	90%			
Staff 'definitely' told me when to resume usual activities	Q52	86%	91%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	74%	70%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	77%	76%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	37%	34%	40%	41%		▼	▼
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	64%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	38%	32%	-		

▲ The result for Ipswich Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Ipswich Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

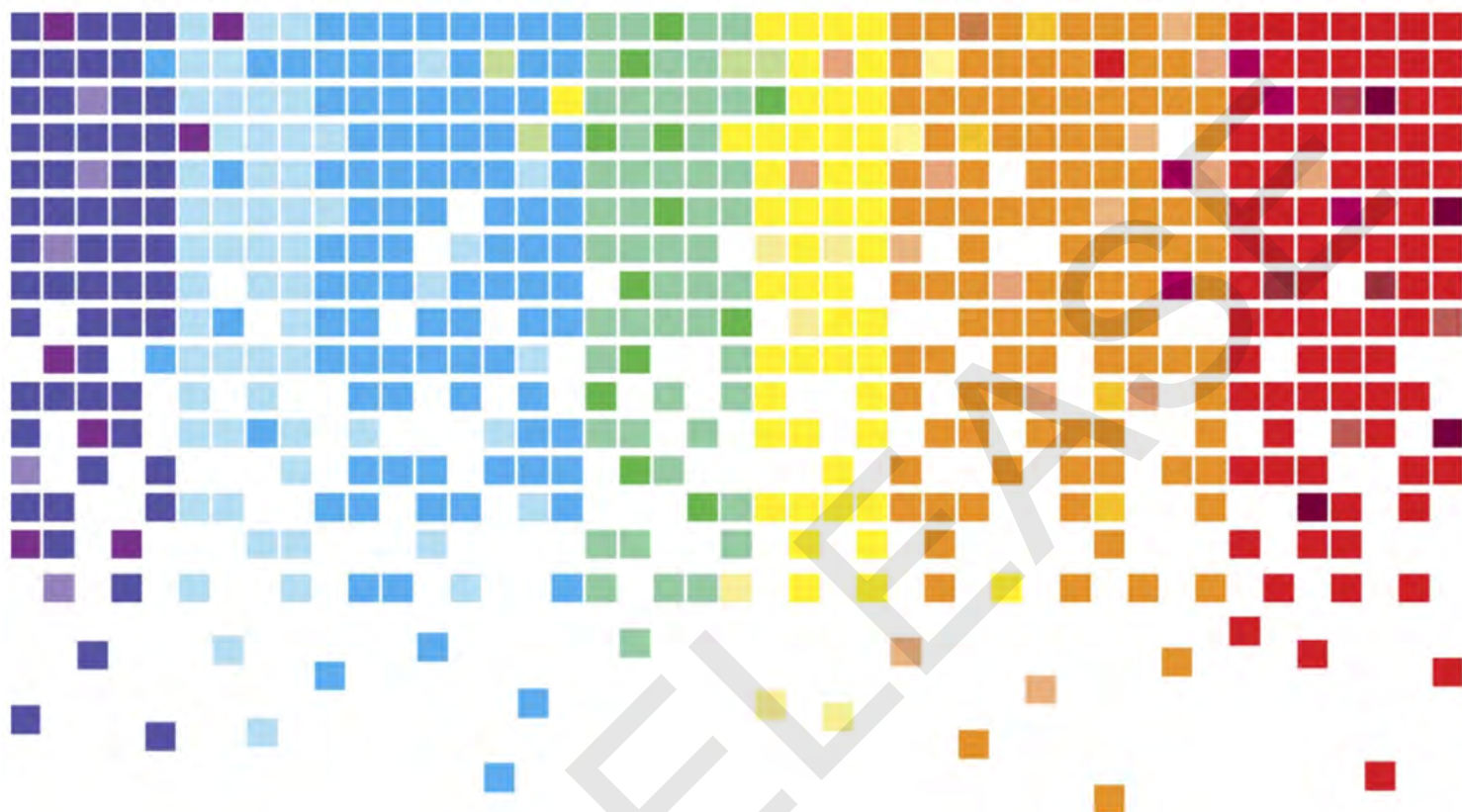
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Bundaberg Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 307 who visited Bundaberg Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 56% for Bundaberg Hospital.

Overall rating of care



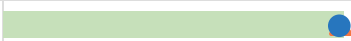

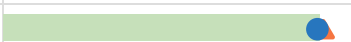
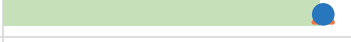





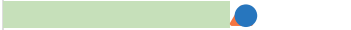
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	65%	69%	70%	

Bundaberg Hospital  CSCF Level 4  Queensland 

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Bundaberg Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q29 Knew to expect treatment during the appointment	99%	98%	95%	
Q9 Did not have difficulty confirming or rescheduling appointment	99%	97%	95%	
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	92%	93%	94%	
Q8 Able to get a suitable appointment time	92%	92%	91%	
Q14 'Always' treated with respect and dignity	91%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	23%	22%	25%	
Q16 Seen within 15 minutes of scheduled appointment time	39%	43%	45%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	43%	42%	41%	
Q17 Advised of expected wait time	44%	41%	32%	
Q21 Staff apologised if more than 15 minutes delay	47%	45%	49%	
Q13 Overall, care was rated as 'very good'	65%	69%	70%	

Bundaberg Hospital  CSCF Level 4  Queensland 

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Bundaberg Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q9	Did not have difficulty confirming or rescheduling appointment	99%	95%
Q5	'Definitely' found way to clinic with ease	90%	85%
Q17	Advised of expected wait time	44%	32%
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q16	Seen within 15 minutes of scheduled appointment time	39%	45%
Q25	Toilets were 'very clean'	71%	79%
Q24	General Surgery clinic was 'very clean'	78%	84%
Q38	'Definitely' had confidence and trust in the examining or treating doctor	78%	85%
Q47	'Definitely' involved as much as desired in decisions about care and treatment	80%	85%
Q15	Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	80%	86%
Q33	'Definitely' had sufficient time with doctors to discuss health or medical problem	80%	85%
Q36	Doctors 'definitely' listened to what patients had to say	81%	86%
Q41	Nurses 'definitely' listened to what patients had to say	87%	92%

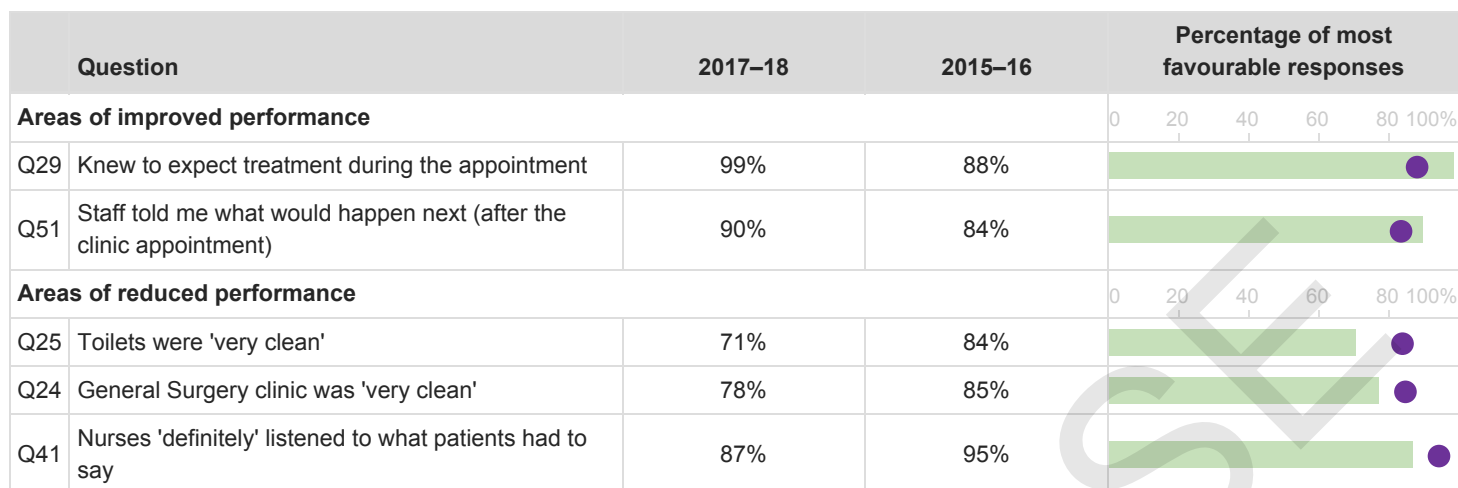
Bundaberg Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Bundaberg Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Bundaberg Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 4 and the previous survey is presented below.

Measure	Question	Bundaberg Hospital		CSCF Level 4	Qld	Bundaberg Hospital	Bundaberg Hospital vs CSCF Level 4	Bundaberg Hospital vs Qld
		2015-16	2017-18	2017-18	2017-18			
		% most fav	% most fav	% most fav	% most fav			
Overall, care was rated as 'very good'	Q13	67%	65%	69%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	77%	79%	77%	78%			
'Definitely' found way to clinic with ease	Q5	93%	90%	89%	85%			▲
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	83%	80%	84%	86%		▼	▼
Medical information was transferred from referring hospital	Q7	93%	~	96%	94%			
Able to get a suitable appointment time ¹	Q8		92%	92%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		99%	97%	95%	-		▲
Seen within 15 minutes of scheduled appointment time	Q16	44%	39%	43%	45%			▼
Advised of expected wait time	Q17	47%	44%	41%	32%			▲
Wait times to be seen that were shorter than or as long as advised	Q18	87%	84%	87%	84%			
Told reason for wait	Q19	27%	23%	22%	25%			
Staff apologised if more than 15 minutes delay	Q21	40%	47%	45%	49%			
Found a seat straight away in the waiting area	Q23	98%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	85%	78%	84%	84%	▼	▼	▼
Toilets were 'very clean'	Q25	84%	71%	80%	79%	▼	▼	▼
Staff 'definitely' explained the results of tests in an understandable way	Q27	87%	84%	85%	83%			
Knew to expect treatment during the appointment ²	Q29	88%	99%	98%	95%	▲		
Staff 'definitely' explained what would happen prior to treatment	Q30	86%	84%	87%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	93%	91%	88%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	84%	80%	84%	85%		▼	▼
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	91%	84%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	87%	81%	84%	86%			▼
Doctors 'definitely' gave understandable answers to questions	Q37	82%	80%	82%	84%			
'Definitely' had confidence and trust in the examining or treating doctor	Q38	84%	78%	81%	85%			▼

Measure	Question	Bundaberg Hospital		CSCF Level 4	Qld	Bundaberg Hospital	DOH RTI 4786 Bundaberg Hospital vs CSCF Level 4	Bundaberg Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	95%	91%	92%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	95%	87%	91%	92%	▼		▼
Nurses 'definitely' gave understandable answers to questions	Q42	92%	88%	89%	91%			
'Definitely' had confidence and trust in the nurse	Q43	95%	91%	92%	94%			
'Always' treated with respect and dignity	Q14	91%	91%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	82%	81%	83%	83%			
Conflicting information not provided by staff ¹	Q45		86%	87%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	91%	92%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	85%	80%	83%	85%			▼
Given written information about condition or treatment	Q50	84%	80%	84%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	84%	90%	90%	90%	▲		
Staff 'definitely' told me when to resume usual activities	Q52	79%	84%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	72%	69%	71%	70%			
Told who to contact if worried after leaving the clinic	Q54	76%	72%	72%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	51%	43%	42%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	75%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	19%	32%	-		

▲ The result for Bundaberg Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Bundaberg Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

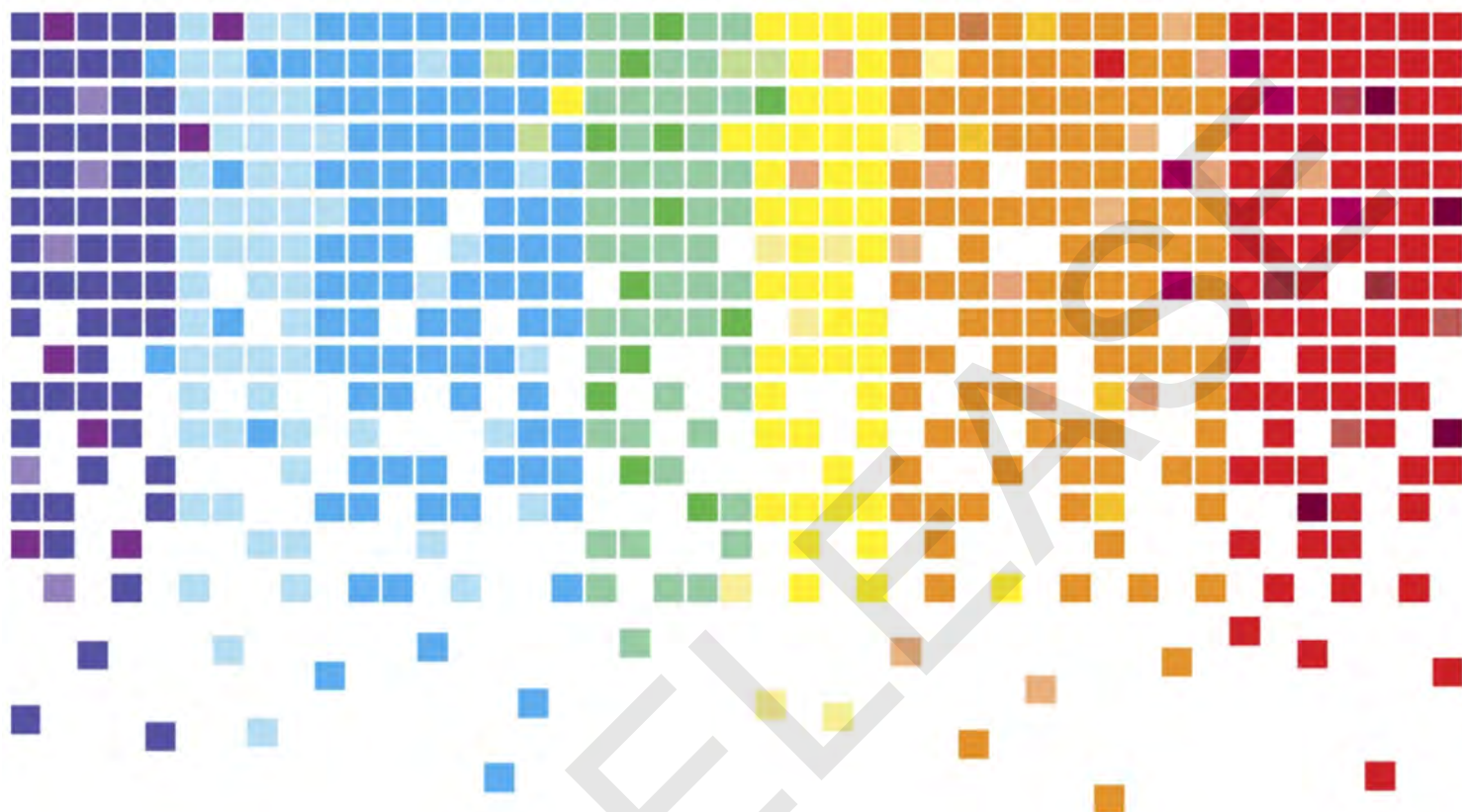
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Hervey Bay Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 306 who visited Hervey Bay Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 69% for Hervey Bay Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	64%	69%	70%	

Hervey Bay Hospital CSCF Level 4 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Hervey Bay Hospital general surgery outpatient clinic.

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q29 Knew to expect treatment during the appointment	99%	98%	95%	
Q9 Did not have difficulty confirming or rescheduling appointment	95%	97%	95%	
Q23 Found a seat straight away in the waiting area	94%	97%	97%	
Q40 Nurses 'definitely' explained the reasons for any care provided in an understandable way	93%	92%	93%	
Q51 Staff told me what would happen next (after the clinic appointment)	92%	90%	90%	
Q14 'Always' treated with respect and dignity	91%	92%	92%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	25%	22%	25%	
Q16 Seen within 15 minutes of scheduled appointment time	37%	43%	45%	
Q17 Advised of expected wait time	38%	41%	32%	
Q21 Staff apologised if more than 15 minutes delay	43%	45%	49%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	44%	42%	41%	
Q13 Overall, care was rated as 'very good'	64%	69%	70%	

Hervey Bay Hospital CSCF Level 4 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Hervey Bay Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
There are no areas with more patients reporting most favourable experiences of care than the rest of Queensland			
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q16	Seen within 15 minutes of scheduled appointment time	37%	45%
Q13	Overall, care was rated as 'very good'	64%	70%
Q47	'Definitely' involved as much as desired in decisions about care and treatment	79%	85%
Q37	Doctors 'definitely' gave understandable answers to questions	79%	84%
Q15	Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	80%	86%
Q42	Nurses 'definitely' gave understandable answers to questions	85%	91%
Q43	'Definitely' had confidence and trust in the nurse	88%	94%
Q46	'Definitely' given enough privacy when discussing care or being examined or treated	90%	94%
Q23	Found a seat straight away in the waiting area	94%	97%

Hervey Bay Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Hervey Bay Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses	
Areas of improved performance				
Q29	Knew to expect treatment during the appointment	99%	88%	
Q51	Staff told me what would happen next (after the clinic appointment)	92%	86%	
Q53	Staff 'completely' informed me about danger signs to watch for after going home	70%	60%	
Areas of reduced performance				
There are no areas where Hervey Bay Hospital showed reduced performance				

2017–18 ■ 2015–16 ●

Results summary for Hervey Bay Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 4 and the previous survey is presented below.

Measure	Question	Hervey Bay Hospital		CSCF Level 4	Qld	Hervey Bay Hospital	Hervey Bay Hospital vs CSCF Level 4	Hervey Bay Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	62%	64%	69%	70%			▼
Knew who to contact if symptoms or condition got worse before first appointment	Q4	76%	74%	77%	78%			
'Definitely' found way to clinic with ease	Q5	86%	87%	89%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	82%	80%	84%	86%		▼	▼
Medical information was transferred from referring hospital	Q7	94%	89%	96%	94%		▼	
Able to get a suitable appointment time ¹	Q8		91%	92%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		95%	97%	95%	-	▼	
Seen within 15 minutes of scheduled appointment time	Q16	33%	37%	43%	45%		▼	▼
Advised of expected wait time	Q17	35%	38%	41%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	91%	85%	87%	84%			
Told reason for wait	Q19	19%	25%	22%	25%			
Staff apologised if more than 15 minutes delay	Q21	35%	43%	45%	49%			
Found a seat straight away in the waiting area	Q23	95%	94%	97%	97%		▼	▼
General Surgery clinic was 'very clean'	Q24	79%	82%	84%	84%			
Toilets were 'very clean'	Q25	78%	81%	80%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	78%	82%	85%	83%			
Knew to expect treatment during the appointment ²	Q29	88%	99%	98%	95%	▲		
Staff 'definitely' explained what would happen prior to treatment	Q30	89%	87%	87%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	93%	87%	88%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	83%	86%	84%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	81%	86%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	85%	84%	84%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	81%	79%	82%	84%			▼
'Definitely' had confidence and trust in the examining or treating doctor	Q38	81%	81%	81%	85%			

Measure	Question	Hervey Bay Hospital		CSCF Level 4	Qld	Hervey Bay Hospital	DOH RTI 4786 Hervey Bay Hospital vs CSCF Level 4	Hervey Bay Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18	Hervey Bay Hospital	Hervey Bay Hospital vs CSCF Level 4	Hervey Bay Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	94%	93%	92%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	91%	90%	91%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	89%	85%	89%	91%			▼
'Definitely' had confidence and trust in the nurse	Q43	94%	88%	92%	94%			▼
'Always' treated with respect and dignity	Q14	93%	91%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	86%	82%	83%	83%			
Conflicting information not provided by staff ¹	Q45		86%	87%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	90%	90%	93%	94%		▼	▼
'Definitely' involved as much as desired in decisions about care and treatment	Q47	79%	79%	83%	85%		▼	▼
Given written information about condition or treatment	Q50	78%	79%	84%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	86%	92%	90%	90%	▲		
Staff 'definitely' told me when to resume usual activities	Q52	77%	78%	85%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	60%	70%	71%	70%	▲		
Told who to contact if worried after leaving the clinic	Q54	65%	70%	72%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	52%	44%	42%	41%			
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	75%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	19%	32%	-		

▲ The result for Hervey Bay Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Hervey Bay Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

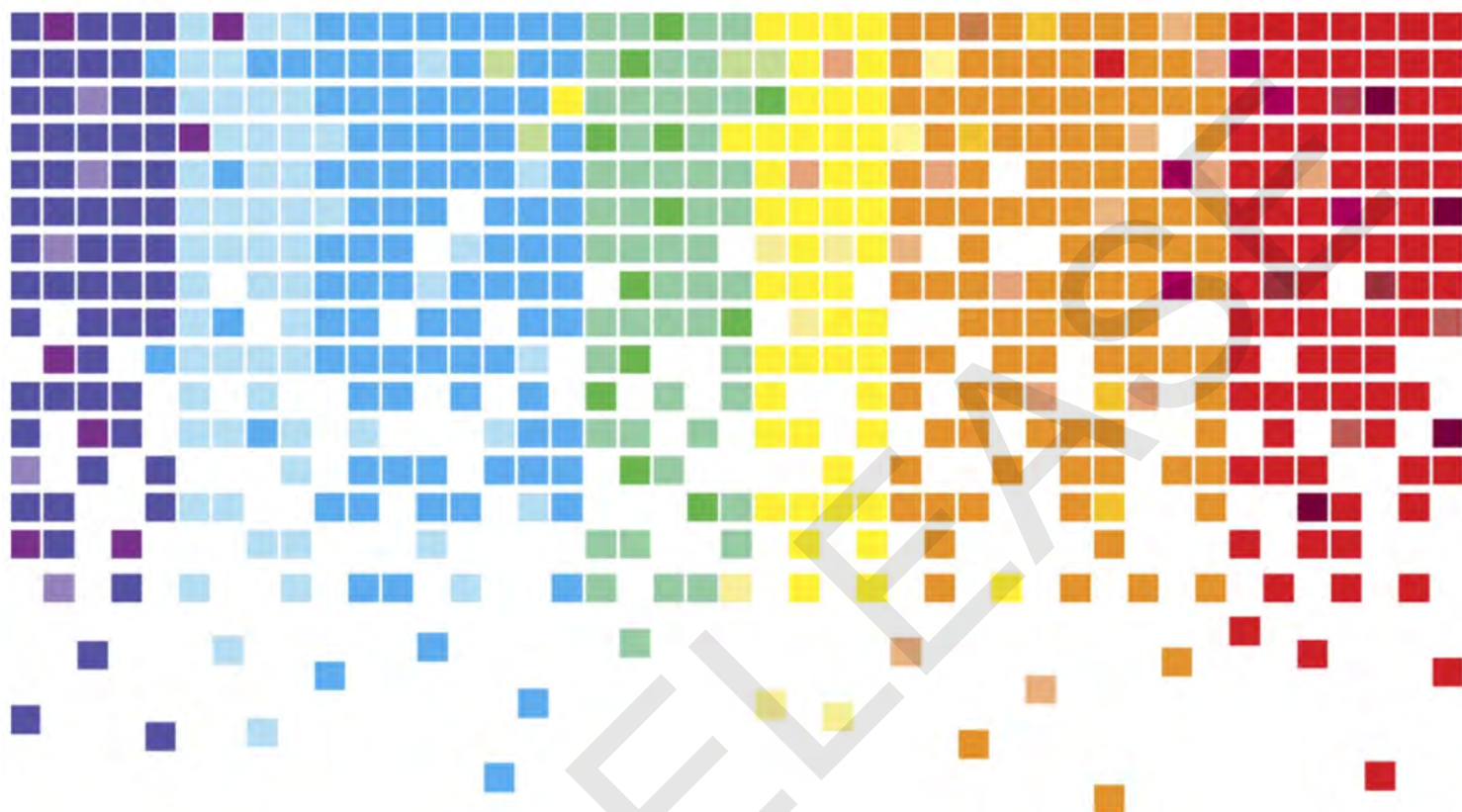
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Maryborough Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 142 who visited Maryborough Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 66% for Maryborough Hospital.

Overall rating of care

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	62%	71%	70%	

Maryborough Hospital CSCF Levels 2 and 3 Queensland

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Maryborough Hospital general surgery outpatient clinic.

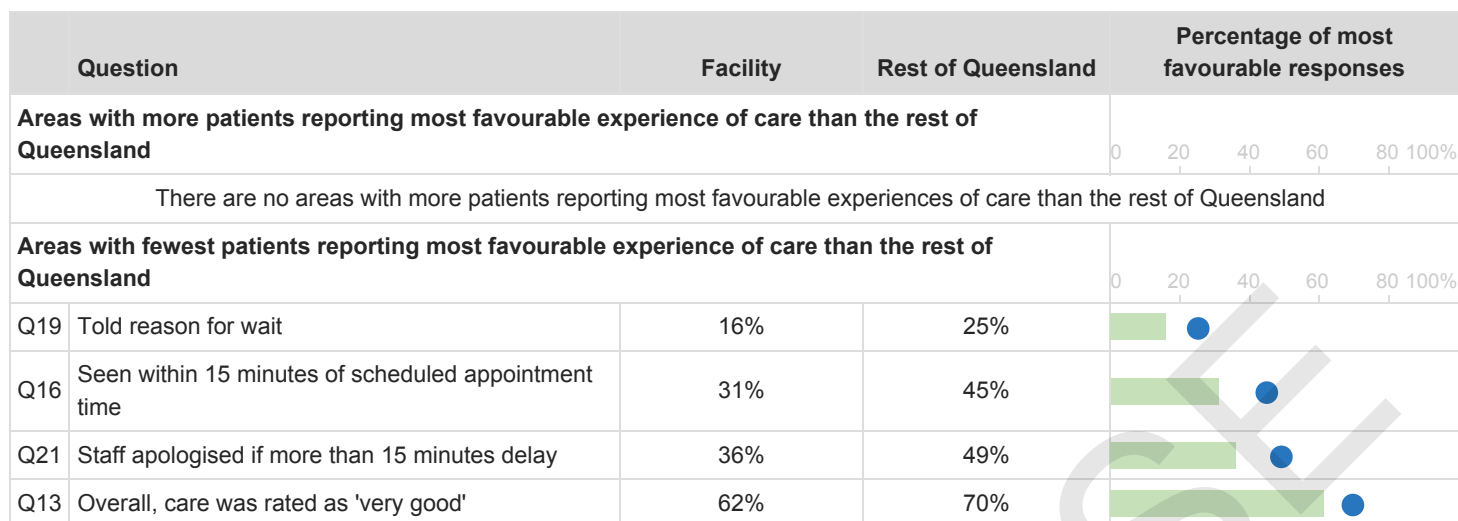
Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	99%	98%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	98%	96%	95%	
Q43 'Definitely' had confidence and trust in the nurse	95%	94%	94%	
Q41 Nurses 'definitely' listened to what patients had to say	94%	94%	92%	
Q14 'Always' treated with respect and dignity	93%	93%	92%	
Q42 Nurses 'definitely' gave understandable answers to questions	93%	91%	91%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	16%	32%	25%	
Q17 Advised of expected wait time	27%	27%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	31%	58%	45%	
Q21 Staff apologised if more than 15 minutes delay	36%	51%	49%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	43%	44%	41%	
Q13 Overall, care was rated as 'very good'	62%	71%	70%	

Maryborough Hospital CSCF Levels 2 and 3 Queensland

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Maryborough Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.



Maryborough Hospital ■ Rest of Queensland ●

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Maryborough Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.

Question	2017–18	2015–16	Percentage of most favourable responses
Areas of improved performance			0 20 40 60 80 100%
There are no areas where Maryborough Hospital showed improved performance			
Areas of reduced performance			0 20 40 60 80 100%
Q16	Seen within 15 minutes of scheduled appointment time	31%	48%
Q55	Told or saw information about how to provide a compliment or complaint about the care received	43%	58%
Q51	Staff told me what would happen next (after the clinic appointment)	87%	94%

2017–18 ■ 2015–16 ●

Results summary for Maryborough Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Levels 2 and 3 and the previous survey is presented below.

Measure	Question	Maryborough Hospital		CSCF Levels 2 and 3	Qld	Maryborough Hospital	Maryborough Hospital vs CSCF Levels 2 and 3	Maryborough Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav			
						2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	67%	62%	71%	70%		▼	▼
Knew who to contact if symptoms or condition got worse before first appointment	Q4	78%	81%	81%	78%			
'Definitely' found way to clinic with ease	Q5	88%	88%	88%	85%			
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	79%	83%	87%	86%			
Medical information was transferred from referring hospital	Q7	96%	93%	96%	94%			
Able to get a suitable appointment time ¹	Q8		92%	94%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		98%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	48%	31%	58%	45%	▼	▼	▼
Advised of expected wait time	Q17	27%	27%	27%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18		82%	88%	84%	-		
Told reason for wait	Q19	22%	16%	32%	25%		▼	▼
Staff apologised if more than 15 minutes delay	Q21	40%	36%	51%	49%		▼	▼
Found a seat straight away in the waiting area	Q23	99%	99%	98%	97%			
General Surgery clinic was 'very clean'	Q24	77%	79%	83%	84%			
Toilets were 'very clean'	Q25	77%	87%	81%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	89%	74%	82%	83%			
Knew to expect treatment during the appointment ²	Q29	86%	88%	96%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	83%	~	88%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	93%	88%	93%	90%			
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	80%	82%	85%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	84%	86%	89%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	82%	81%	86%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	82%	84%	84%			

Measure	Question	Maryborough Hospital		CSCF Levels 2 and 3	Qld	Maryborough Hospital	Maryborough Hospital vs CSCF Levels 2 and 3	Maryborough Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18		Maryborough Hospital vs CSCF Levels 2 and 3	Maryborough Hospital vs Qld
		% most fav	% most fav	% most fav	% most fav		2017–18 vs 2015–16	2017–18
'Definitely' had confidence and trust in the examining or treating doctor	Q38	87%	80%	84%	85%			
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	93%	90%	93%	93%			
Nurses 'definitely' listened to what patients had to say	Q41	93%	94%	94%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	91%	93%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	92%	95%	94%	94%			
'Always' treated with respect and dignity	Q14	93%	93%	93%	92%			
All staff treating and examining patients introduced themselves	Q44	82%	86%	82%	83%			
Conflicting information not provided by staff ¹	Q45		90%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	89%	91%	93%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	79%	83%	85%	85%			
Given written information about condition or treatment	Q50	84%	77%	83%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	94%	87%	87%	90%	▼		
Staff 'definitely' told me when to resume usual activities	Q52	92%	~	84%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	77%	69%	72%	70%			
Told who to contact if worried after leaving the clinic	Q54	75%	75%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	58%	43%	44%	41%	▼		
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	62%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	32%	32%	-		

▲ The result for Maryborough Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Maryborough Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

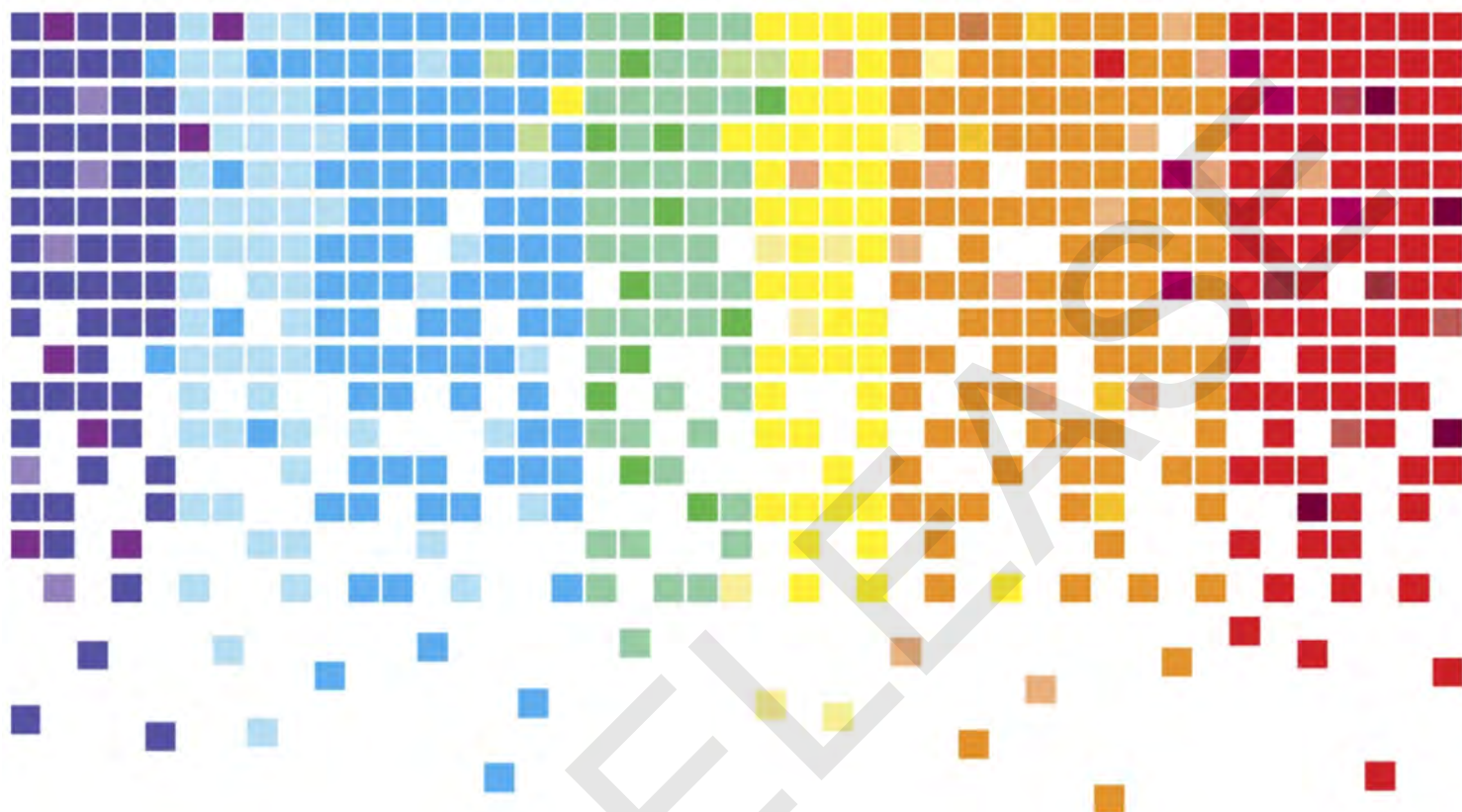
2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Executive summary

Mater Adult Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au


Clinical Excellence Division



Executive summary

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 305 who visited Mater Adult Hospital. Computer assisted telephone interviews were conducted with patients from late January to mid-April 2018. The response rate was 58% for all facilities in the survey overall, and 65% for Mater Adult Hospital.

Overall rating of care













Question	Facility	Peer group	Qld	Percentage of most favourable responses
Percentage of patients reporting most favourable experience of care received in the general surgery clinic				0 20 40 60 80 100%
Q13 Overall, care was rated as 'very good'	74%	72%	70%	

Mater Adult Hospital ■ CSCF Level 6 ▲ Queensland ●

* See the Technical supplement for the classification of most favourable responses.

Highest and lowest performing areas

The following areas had the most and fewest patients reporting the most favourable feedback about their experience at Mater Adult Hospital general surgery outpatient clinic.







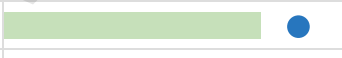
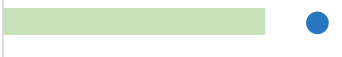

Question	Facility	Peer group	Qld	Percentage of most favourable responses
Areas with most patients reporting most favourable experience of care				0 20 40 60 80 100%
Q23 Found a seat straight away in the waiting area	98%	97%	97%	
Q9 Did not have difficulty confirming or rescheduling appointment	97%	96%	95%	
Q46 'Definitely' given enough privacy when discussing care or being examined or treated	94%	94%	94%	
Q51 Staff told me what would happen next (after the clinic appointment)	93%	91%	90%	
Q14 'Always' treated with respect and dignity	93%	92%	92%	
Q35 Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	93%	88%	88%	
Areas with fewest patients reporting most favourable experience of care				0 20 40 60 80 100%
Q19 Told reason for wait	27%	24%	25%	
Q55 Told or saw information about how to provide a compliment or complaint about the care received	33%	41%	41%	
Q17 Advised of expected wait time	35%	35%	32%	
Q16 Seen within 15 minutes of scheduled appointment time	45%	37%	45%	
Q21 Staff apologised if more than 15 minutes delay	64%	48%	49%	
Q53 Staff 'completely' informed me about danger signs to watch for after going home	69%	70%	70%	

Mater Adult Hospital ■ CSCF Level 6 ▲ Queensland ●

Patient experience compared with the rest of Queensland

DOH RTI 4786

The following areas had statistically significantly more and fewer patients at Mater Adult Hospital general surgery outpatient clinic reporting the most favourable* feedback about their experience than the rest of Queensland.

Question	Facility	Rest of Queensland	Percentage of most favourable responses
Areas with more patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q51 Staff told me what would happen next (after the clinic appointment)	93%	90%	
Q24 General Surgery clinic was 'very clean'	89%	84%	
Q37 Doctors 'definitely' gave understandable answers to questions	89%	84%	
Q21 Staff apologised if more than 15 minutes delay	64%	49%	
Areas with fewest patients reporting most favourable experience of care than the rest of Queensland			0 20 40 60 80 100%
Q55 Told or saw information about how to provide a compliment or complaint about the care received	33%	41%	
Q4 Knew who to contact if symptoms or condition got worse before first appointment	71%	78%	
Q5 'Definitely' found way to clinic with ease	74%	85%	
Q31 Staff 'definitely' answered questions in an understandable way prior to treatment	75%	90%	
Q7 Medical information was transferred from referring hospital	86%	94%	

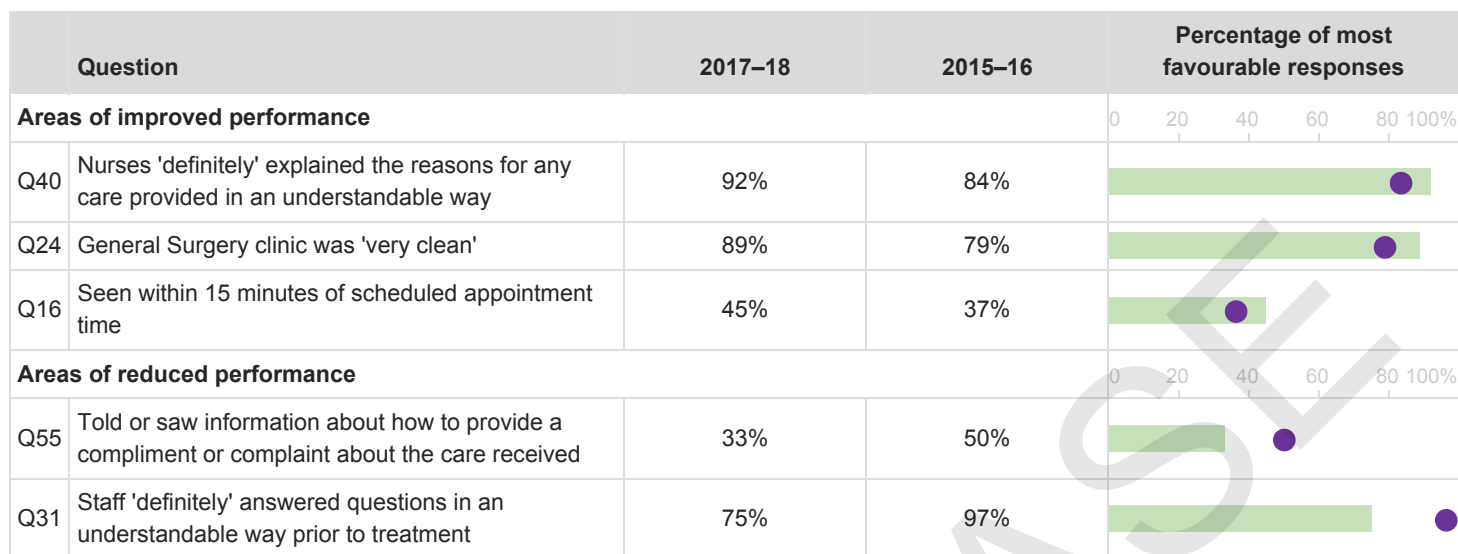
Mater Adult Hospital  Rest of Queensland 

Patient experience compared with 2015–16

DOH RTI 4786

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

The following areas had statistically significantly more and fewer patients reporting the most favourable* feedback about their experience at Mater Adult Hospital general surgery outpatient clinic in 2017–18 compared with 2015–16.



2017–18 ■ 2015–16 ●

Results summary for Mater Adult Hospital

DOH RTI 4786

A summary of results with comparison to Queensland, CSCF Level 6 and the previous survey is presented below.

Measure	Question	Mater Adult Hospital		CSCF Level 6	Qld	Mater Adult Hospital	Mater Adult Hospital vs CSCF Level 6	Mater Adult Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Overall, care was rated as 'very good'	Q13	68%	74%	72%	70%			
Knew who to contact if symptoms or condition got worse before first appointment	Q4	75%	71%	77%	78%		▼	▼
'Definitely' found way to clinic with ease	Q5	75%	74%	81%	85%		▼	▼
Courtesy of staff/volunteer on arrival was 'excellent' or 'very good'	Q15	84%	89%	87%	86%			
Medical information was transferred from referring hospital	Q7	89%	86%	93%	94%		▼	▼
Able to get a suitable appointment time ¹	Q8		90%	90%	91%	-		
Did not have difficulty confirming or rescheduling appointment ¹	Q9		97%	96%	95%	-		
Seen within 15 minutes of scheduled appointment time	Q16	37%	45%	37%	45%	▲	▲	
Advised of expected wait time	Q17	44%	35%	35%	32%			
Wait times to be seen that were shorter than or as long as advised	Q18	74%	77%	85%	84%			
Told reason for wait	Q19	37%	27%	24%	25%			
Staff apologised if more than 15 minutes delay	Q21	55%	64%	48%	49%		▲	▲
Found a seat straight away in the waiting area	Q23	96%	98%	97%	97%			
General Surgery clinic was 'very clean'	Q24	79%	89%	85%	84%	▲	▲	▲
Toilets were 'very clean'	Q25	75%	82%	78%	79%			
Staff 'definitely' explained the results of tests in an understandable way	Q27	87%	82%	84%	83%			
Knew to expect treatment during the appointment ²	Q29	95%	90%	94%	95%			
Staff 'definitely' explained what would happen prior to treatment	Q30	88%	87%	85%	87%			
Staff 'definitely' answered questions in an understandable way prior to treatment	Q31	97%	75%	88%	90%	▼	▼	▼
'Definitely' had sufficient time with doctors to discuss health or medical problem	Q33	86%	85%	86%	85%			
Doctors 'completely' explained the reasons for surgery, procedure, or referral in an understandable way	Q35	87%	93%	88%	88%			
Doctors 'definitely' listened to what patients had to say	Q36	86%	89%	87%	86%			
Doctors 'definitely' gave understandable answers to questions	Q37	85%	89%	85%	84%			▲
'Definitely' had confidence and trust in the examining or treating doctor	Q38	82%	88%	87%	85%			

Measure	Question	Mater Adult Hospital		CSCF Level 6	Qld	Mater Adult Hospital	DOH RTI 4786 Mater Adult Hospital vs CSCF Level 6	Mater Adult Hospital vs Qld
		2015–16	2017–18	2017–18	2017–18			
		% most fav	% most fav	% most fav	% most fav	2017–18 vs 2015–16	2017–18	2017–18
Nurses 'definitely' explained the reasons for any care provided in an understandable way	Q40	84%	92%	91%	93%	▲		
Nurses 'definitely' listened to what patients had to say	Q41	88%	90%	90%	92%			
Nurses 'definitely' gave understandable answers to questions	Q42	85%	90%	91%	91%			
'Definitely' had confidence and trust in the nurse	Q43	87%	92%	94%	94%			
'Always' treated with respect and dignity	Q14	89%	93%	92%	92%			
All staff treating and examining patients introduced themselves	Q44	81%	83%	84%	83%			
Conflicting information not provided by staff ¹	Q45		88%	88%	88%	-		
'Definitely' given enough privacy when discussing care or being examined or treated	Q46	91%	94%	94%	94%			
'Definitely' involved as much as desired in decisions about care and treatment	Q47	85%	82%	85%	85%			
Given written information about condition or treatment	Q50	77%	84%	78%	80%			
Staff told me what would happen next (after the clinic appointment)	Q51	91%	93%	91%	90%			▲
Staff 'definitely' told me when to resume usual activities	Q52	88%	73%	81%	84%			
Staff 'completely' informed me about danger signs to watch for after going home	Q53	66%	69%	70%	70%			
Told who to contact if worried after leaving the clinic	Q54	73%	72%	74%	74%			
Told or saw information about how to provide a compliment or complaint about the care received ³	Q55	50%	33%	41%	41%	▼	▼	▼
Culturally appropriate resources available for Aboriginal and/or Torres Strait Islander patients ¹	Q60		~	61%	64%	-		
Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer ¹	Q61		~	37%	32%	-		

▲ The result for Mater Adult Hospital was statistically significantly more favourable than the result it was compared with.

▼ The result for Mater Adult Hospital was statistically significantly less favourable than the result it was compared with.

See the Introduction for information about significance testing. See the Technical supplement for the classification of most favourable responses.

- Comparison with previous results is not possible.

~ There were fewer than 20 responses to this question

1. This question was not asked in 2015–16.

2. Results for this question may be attributable to treatments that could not have been advised of before the appointment.

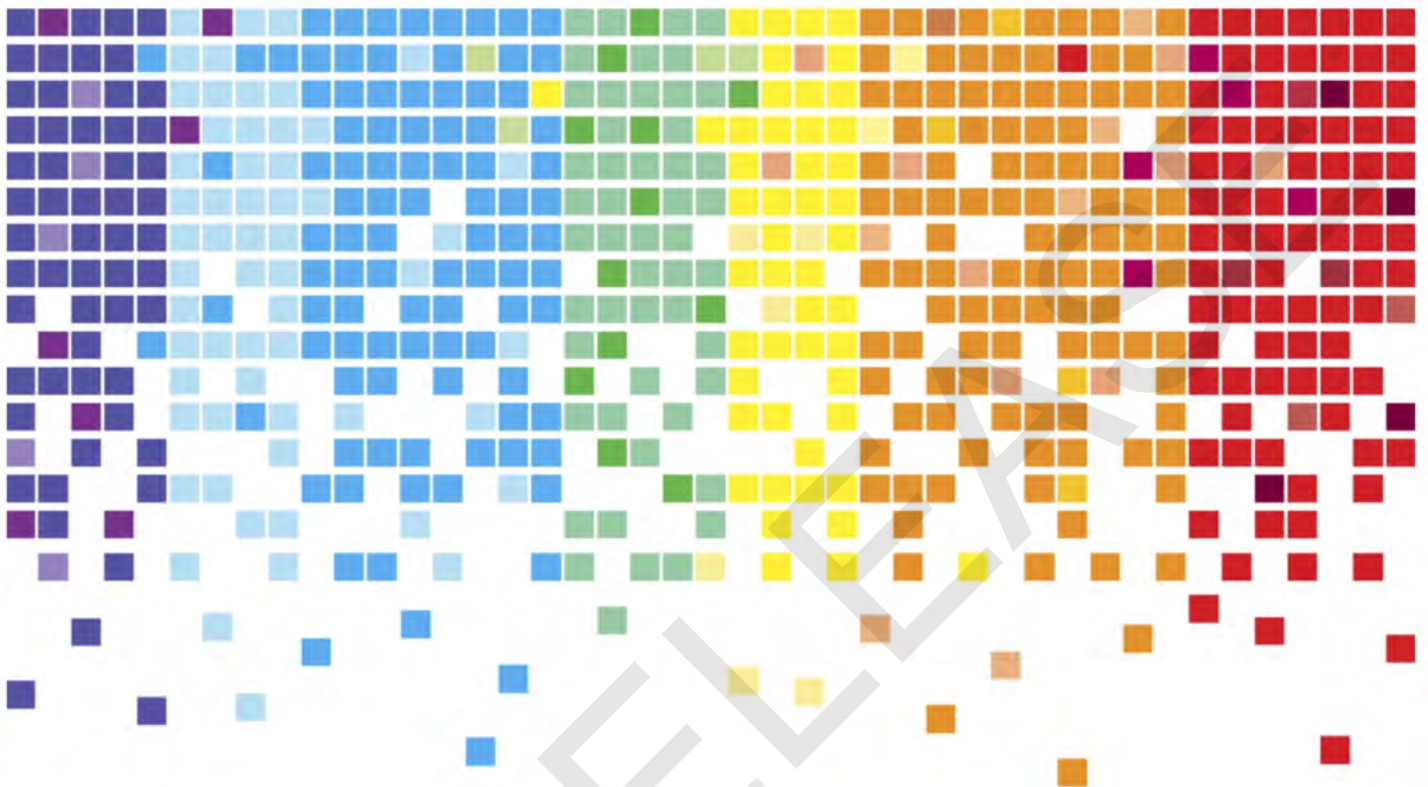
3. This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results.

Version No 1.0 September 2018

For more information about Queensland Health patient experience surveys please see qheps.health.qld.gov.au/psu/patient-experience or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Biloela Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 19 who visited Biloela Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 53% for Biloela Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	12
Good	5
Adequate	2
Poor	0
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	14
No	5

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	18
Yes, but it could be improved	1
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	8
Very Good	6
Good	5
Fair	0
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

DOH RTI 4786

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

No patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

	2017–18 (n)
Yes	15
No	4

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

	2017–18 (n)
No	19
Yes	0

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

No patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	2
No	15

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	2
No	11

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	7
Waited up to 15 minutes	6
Waited 16–30 minutes	1
Waited 31–60 minutes	4
Waited more than 1 hour but no more than 2 hours	0
Waited more than 2 hours	0

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

	2017–18 (n)
Yes	2
No	3

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

Only two patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

	2017–18 (n)
Yes	1
No	4

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

Only four patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

Only four patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q22 Prefer to receive an apology for delay

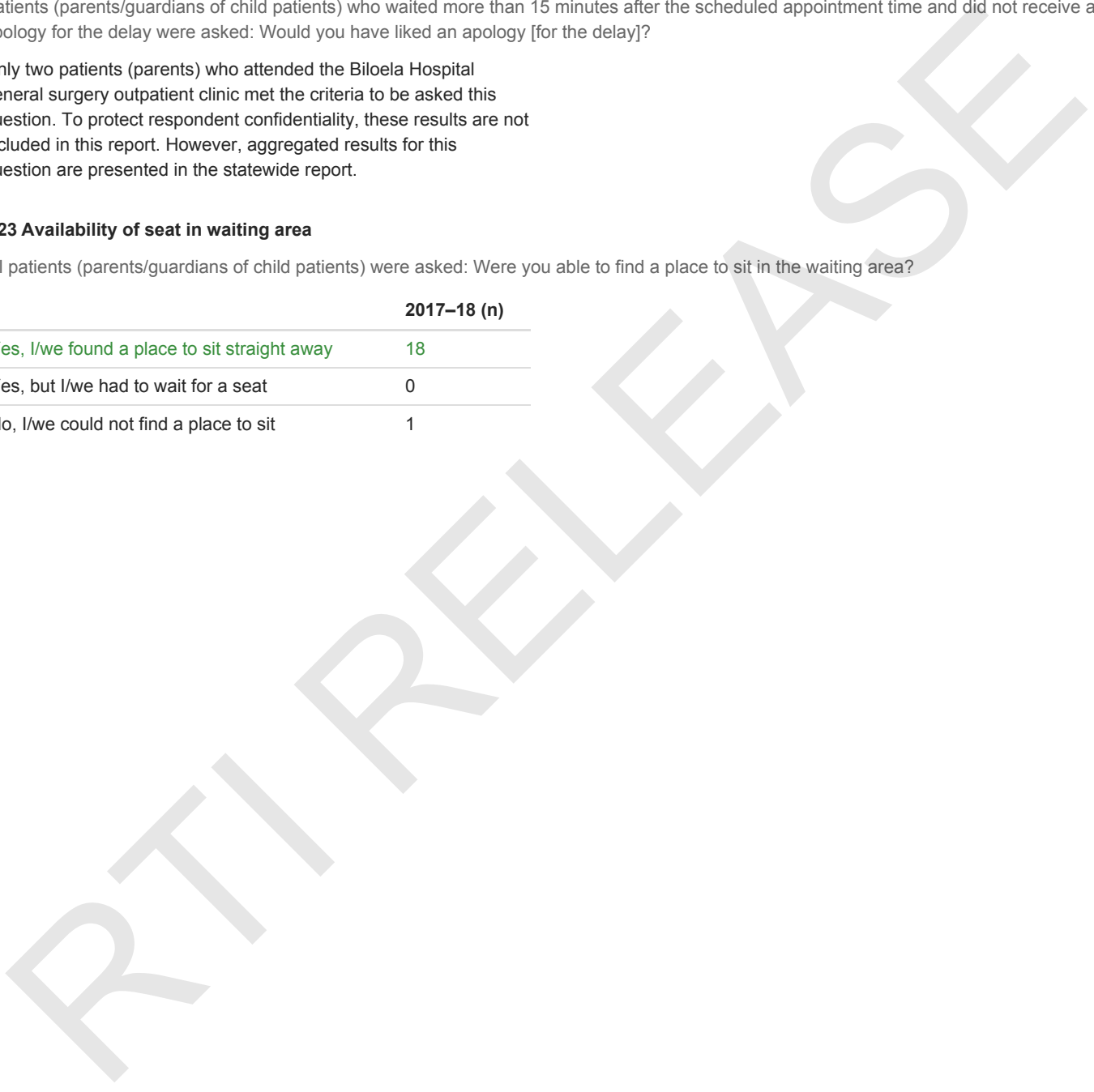
Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

Only two patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	18
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	1



Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017–18 (n)
Very clean	16
Fairly clean	3
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

	2017–18 (n)
Very clean	10
Fairly clean	0
Not very clean	1
Not at all clean	0

RTI RELEASE

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

Only two patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Treatments

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

	2017-18 (n)
Yes	6
No, and I did not mind that I wasn't told	0
No, but I would have liked to know	0

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

	2017-18 (n)
Yes, definitely	5
Yes, to some extent	1
No	0

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

	2017-18 (n)
Yes, definitely	5
Yes, to some extent	1
No	0

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	16
Yes, to some extent	2
No	0

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	5
Yes, to some extent	2
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	16
Yes, to some extent	1
No	1

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	13
Yes, to some extent	3
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	16
Yes, to some extent	0
No	2

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

	2017–18 (n)
Yes, definitely	8
Yes, to some extent	0
No	0

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	9
Yes, to some extent	0
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	8
Yes, to some extent	0
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	9
Yes, to some extent	0
No	0

Care and treatment

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	16
Yes, sometimes	1
No	2

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	11
Some of the staff introduced themselves	7
Very few or none of the staff introduced themselves	1

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	15
Yes, to some extent	3
Yes, definitely	1

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	16
Yes, to some extent	3
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	16
Yes, to some extent	3
No	0

Q49 Reasons for patients not raising questions about care and treatment

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

Only one patient (parent) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASED

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	9
No, but I would have liked it	5

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	16
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

	2017–18 (n)
Yes, definitely	4
Yes, to some extent	2
No	0

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	8
Yes, to some extent	1
No	3

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017-18 (n)
Yes	12
No	6

The following response has been excluded from results: "Don't know / Can't remember".

RTI RELEASE

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	4
No	13

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

No patients (parents) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

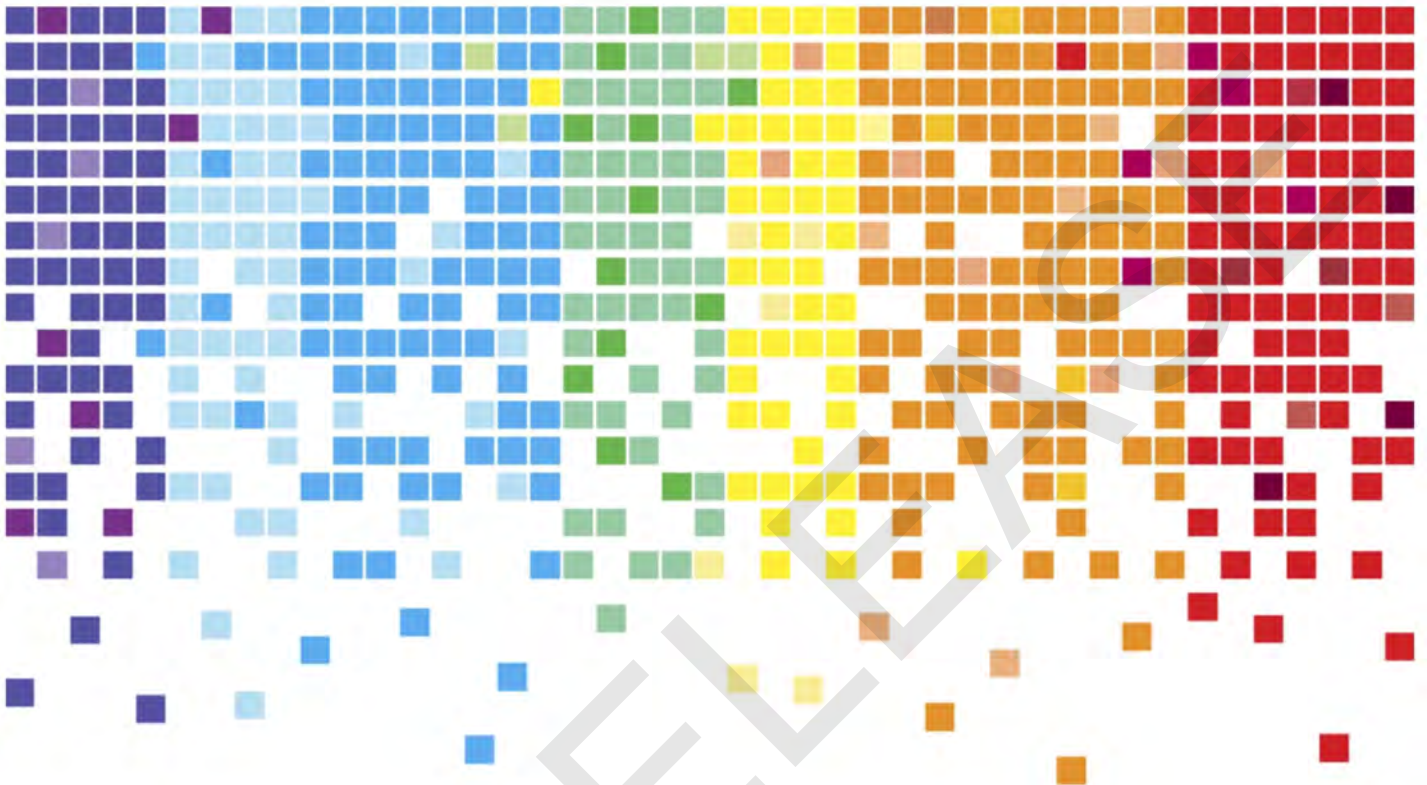
Only one patient (parent) who attended the Biloela Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASED

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Goondiwindi Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 25 who visited Goondiwindi Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 49% for Goondiwindi Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	16
Good	7
Adequate	2
Poor	0
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	19
No	6

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017–18 (n)
Yes, definitely	22
Yes, but it could be improved	3
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017–18 (n)
Excellent	13
Very Good	11
Good	1
Fair	0
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

Only three patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

	2017–18 (n)
Yes	20
No	5

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

	2017–18 (n)
No	22
Yes	3

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

Only three patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	2
No	16

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	3
No	13

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	5
Waited up to 15 minutes	4
Waited 16–30 minutes	7
Waited 31–60 minutes	4
Waited more than 1 hour but no more than 2 hours	1
Waited more than 2 hours	3

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

	2017–18 (n)
Yes	5
No	9

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

	2017–18 (n)
Shorter	1
About as long as I was told	4
Longer	0

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

	2017–18 (n)
Yes	8
No	7

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

	2017–18 (n)
Yes	1
No	6

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

	2017–18 (n)
Yes	6
No	6

Q22 Prefer to receive an apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

	2017–18 (n)
Yes	2
No	4

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	24
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	0

RTI RELEASE

Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017-18 (n)
Very clean	25
Fairly clean	0
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

	2017-18 (n)
Very clean	16
Fairly clean	1
Not very clean	0
Not at all clean	0

RTI RELEASED

Tests

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

	2017-18 (n)
Yes, definitely	11
Yes, to some extent	0
No	0

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

Only three patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

Only three patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

Only three patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	21
Yes, to some extent	2
No	0

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	7
Yes, to some extent	0
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	22
Yes, to some extent	1
No	0

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	21
Yes, to some extent	1
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	22
Yes, to some extent	1
No	0

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

	2017–18 (n)
Yes, definitely	13
Yes, to some extent	0
No	2

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	13
Yes, to some extent	2
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	0
No	0
I did not have the opportunity to ask	1

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	14
Yes, to some extent	1
No	0

Care and treatment

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	25
Yes, sometimes	0
No	0

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	18
Some of the staff introduced themselves	3
Very few or none of the staff introduced themselves	2

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	24
Yes, to some extent	0
Yes, definitely	1

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	23
Yes, to some extent	2
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	23
Yes, to some extent	1
No	1

Q49 Reasons for patients not raising questions about care and treatment

DOH RTI 4786

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

No patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASE

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	11
No, but I would have liked it	1

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	22
No	3

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

Only three patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	15
Yes, to some extent	0
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017–18 (n)
Yes	18
No	5

The following response has been excluded from results: "Don't know / Can't remember".

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	13
No	8

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

Only two patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

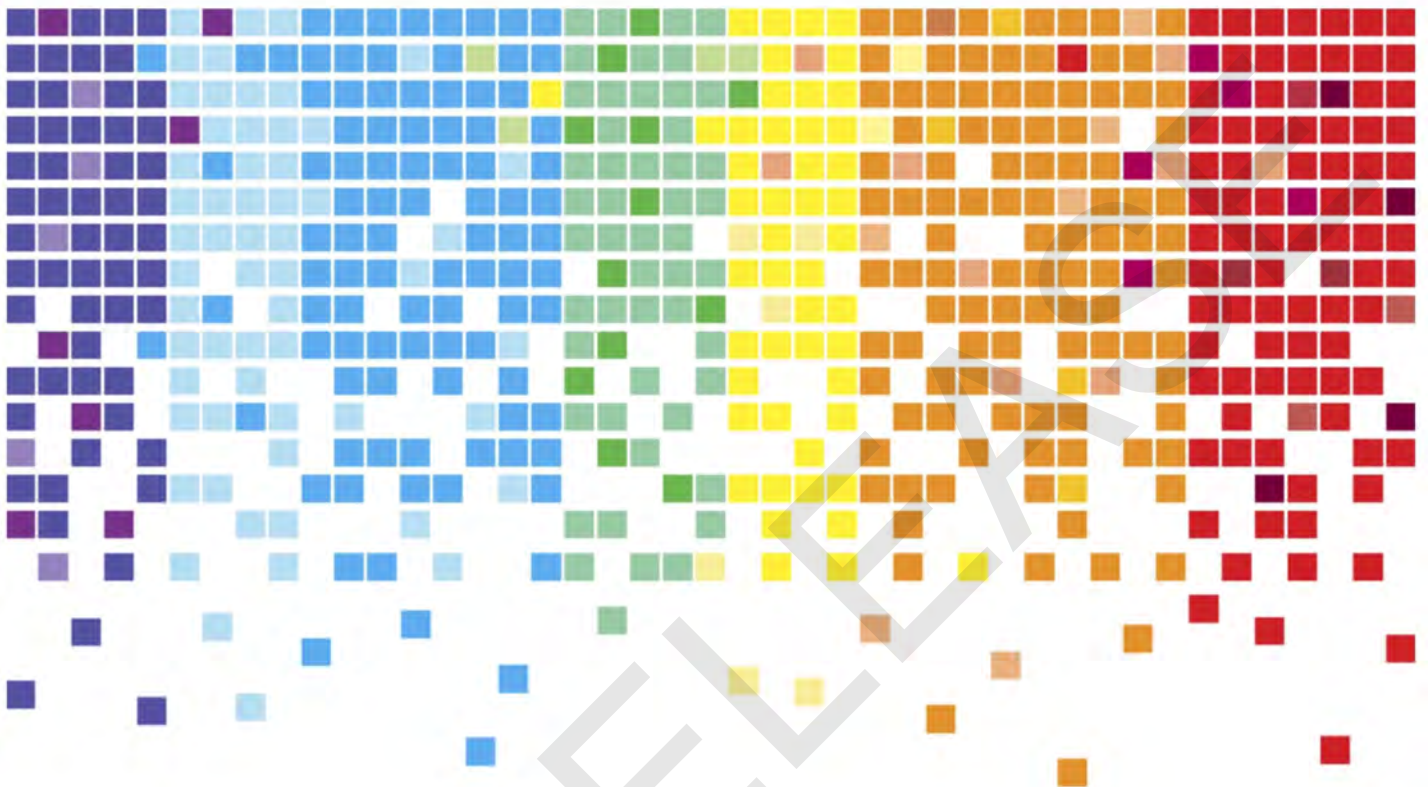
Only two patients (parents) who attended the Goondiwindi Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASED

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Miles Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 20 who visited Miles Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 61% for Miles Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	17
Good	3
Adequate	0
Poor	0
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	18
No	2

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	20
Yes, but it could be improved	0
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	13
Very Good	6
Good	1
Fair	0
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

Only three patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

2017–18 (n)	
Yes	19
No	1

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

2017–18 (n)	
No	20
Yes	0

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

No patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

2017–18 (n)	
Yes	2
No	14

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

2017–18 (n)	
Yes	2
No	11

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	4
Waited up to 15 minutes	4
Waited 16–30 minutes	2
Waited 31–60 minutes	4
Waited more than 1 hour but no more than 2 hours	4
Waited more than 2 hours	1

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

	2017–18 (n)
Yes	4
No	8

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

Only four patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

	2017–18 (n)
Yes	6
No	6

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

	2017–18 (n)
Yes	0
No	6

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

	2017–18 (n)
Yes	6
No	6

Q22 Prefer to receive an apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

	2017–18 (n)
Yes	0
No	6

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	19
Yes, but I/we had to wait for a seat	1
No, I/we could not find a place to sit	0

RTI RELEASE

Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017–18 (n)
Very clean	17
Fairly clean	3
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

	2017–18 (n)
Very clean	13
Fairly clean	1
Not very clean	1
Not at all clean	0

RTI RELEASED

Tests

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

	2017-18 (n)
Yes, definitely	6
Yes, to some extent	1
No	0

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Treatments

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

	2017-18 (n)
Yes	5
No, and I did not mind that I wasn't told	0
No, but I would have liked to know	0

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

	2017-18 (n)
Yes, definitely	5
Yes, to some extent	0
No	0

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

	2017-18 (n)
Yes, definitely	4
Yes, to some extent	0
No	1

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	19
Yes, to some extent	0
No	0

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	11
Yes, to some extent	1
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	17
Yes, to some extent	2
No	0

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	15
Yes, to some extent	1
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	17
Yes, to some extent	2
No	0

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	0
No	0

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	11
Yes, to some extent	1
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	7
Yes, to some extent	0
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	0
No	0

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	19
Yes, sometimes	1
No	0

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	11
Some of the staff introduced themselves	3
Very few or none of the staff introduced themselves	2

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	18
Yes, to some extent	0
Yes, definitely	2

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	19
Yes, to some extent	1
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	18
Yes, to some extent	1
No	1

Q49 Reasons for patients not raising questions about care and treatment

DOH RTI 4786

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

No patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASE

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	10
No, but I would have liked it	0

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	18
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

Only two patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	10
Yes, to some extent	1
No	1

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017–18 (n)
Yes	15
No	5

The following response has been excluded from results: "Don't know / Can't remember".

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	5
No	12

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Aboriginal and Torres Strait Islander patients' cultural needs

DOH RTI 4786

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

No patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

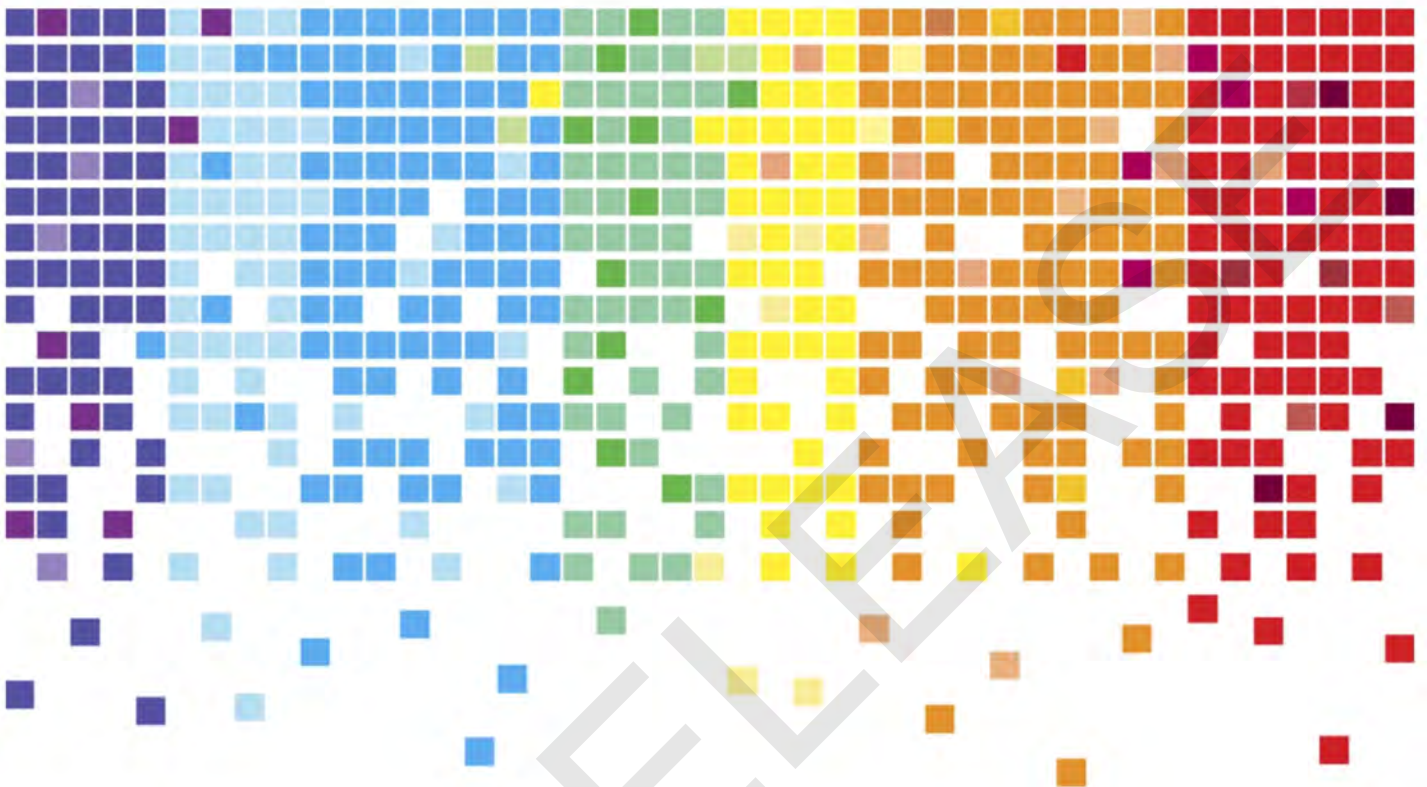
No patients (parents) who attended the Miles Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

St George Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 21 who visited St George Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 57% for St George Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	17
Good	3
Adequate	1
Poor	0
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	15
No	6

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	19
Yes, but it could be improved	2
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	11
Very Good	9
Good	0
Fair	1
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

DOH RTI 4786

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

No patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

	2017–18 (n)
Yes	19
No	2

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

	2017–18 (n)
No	20
Yes	1

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

Only one patient (parent) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	4
No	15

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	2
No	12

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	10
Waited up to 15 minutes	6
Waited 16–30 minutes	0
Waited 31–60 minutes	4
Waited more than 1 hour but no more than 2 hours	0
Waited more than 2 hours	1

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

	2017–18 (n)
Yes	0
No	5

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

No patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

	2017–18 (n)
Yes	2
No	3

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

Only three patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

	2017–18 (n)
Yes	3
No	2

Q22 Prefer to receive an apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

Only two patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	20
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	0

RTI RELEASE

Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017–18 (n)
Very clean	19
Fairly clean	2
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

	2017–18 (n)
Very clean	15
Fairly clean	1
Not very clean	0
Not at all clean	0

RTI RELEASE

Tests

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

	2017-18 (n)
Yes, definitely	5
Yes, to some extent	1
No	1

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

Only four patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

Only four patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

Only four patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	18
Yes, to some extent	0
No	1

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	7
Yes, to some extent	1
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	18
Yes, to some extent	1
No	0

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	18
Yes, to some extent	0
No	0
I did not have the opportunity to ask	1

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	18
Yes, to some extent	1
No	0

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

	2017–18 (n)
Yes, definitely	13
Yes, to some extent	1
No	0

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	14
Yes, to some extent	1
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	13
Yes, to some extent	1
No	1
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	13
Yes, to some extent	2
No	0

Care and treatment

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	20
Yes, sometimes	1
No	0

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	16
Some of the staff introduced themselves	1
Very few or none of the staff introduced themselves	0

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	18
Yes, to some extent	0
Yes, definitely	3

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	21
Yes, to some extent	0
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	20
Yes, to some extent	0
No	1

Q49 Reasons for patients not raising questions about care and treatment

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

Only two patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASE

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	11
No, but I would have liked it	2

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	15
No	6

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

Only four patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	12
Yes, to some extent	0
No	1

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017–18 (n)
Yes	17
No	4

The following response has been excluded from results: "Don't know / Can't remember".

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	12
No	6

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Aboriginal and Torres Strait Islander patients' cultural needs

DOH RTI 4786

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

No patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

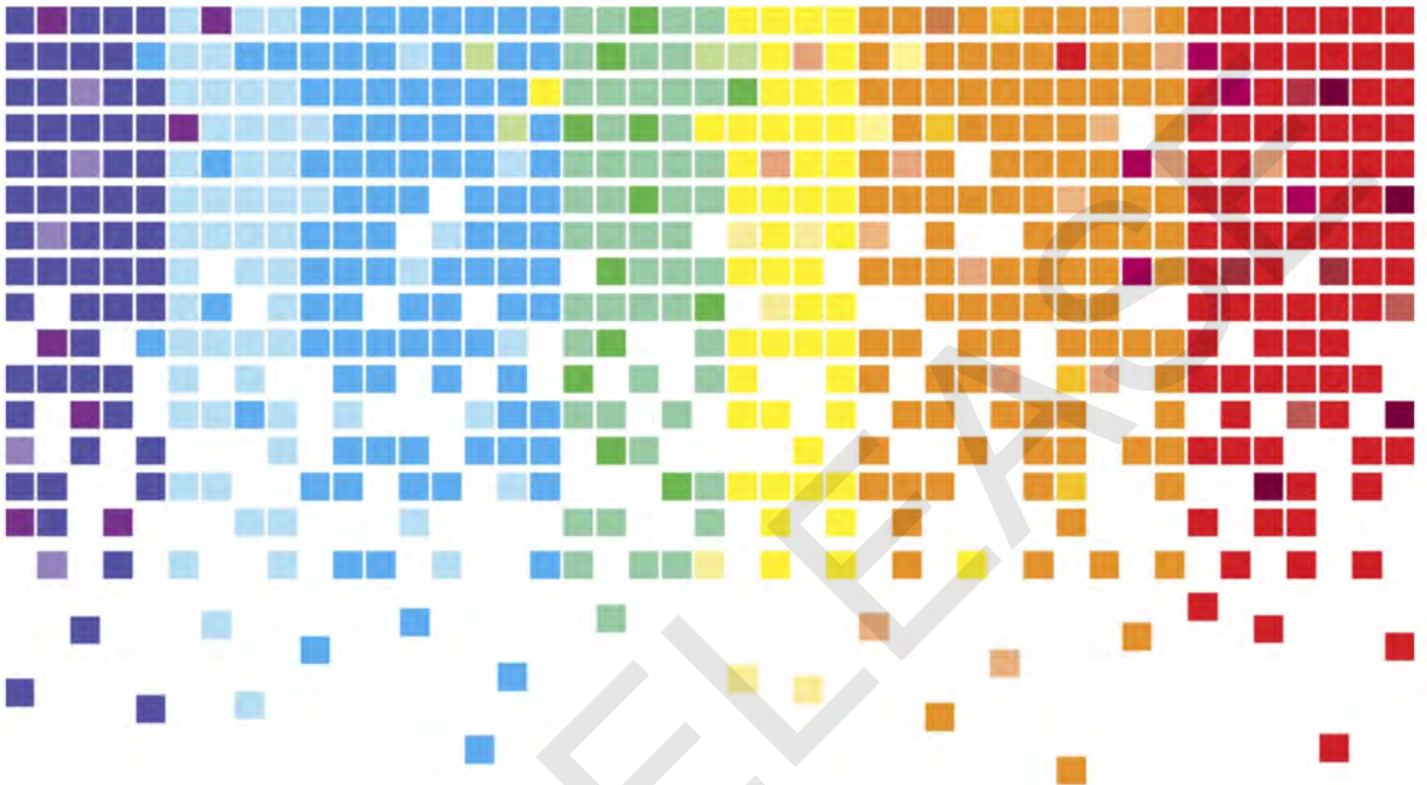
No patients (parents) who attended the St George Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Cooktown Multipurpose Health Service

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 11 who visited Cooktown Multipurpose Health Service. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 58% for Cooktown Multipurpose Health Service.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	8
Good	2
Adequate	1
Poor	0
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	9
No	2

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	10
Yes, but it could be improved	1
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	4
Very Good	6
Good	0
Fair	1
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

DOH RTI 4786

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

Only three patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

2017–18 (n)	
Yes	10
No	1

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

2017–18 (n)	
No	11
Yes	0

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

No patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

2017–18 (n)	
Yes	2
No	7

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

2017–18 (n)	
Yes	1
No	6

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	5
Waited up to 15 minutes	4
Waited 16–30 minutes	1
Waited 31–60 minutes	1
Waited more than 1 hour but no more than 2 hours	0
Waited more than 2 hours	0

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

No patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q22 Prefer to receive an apology for delay

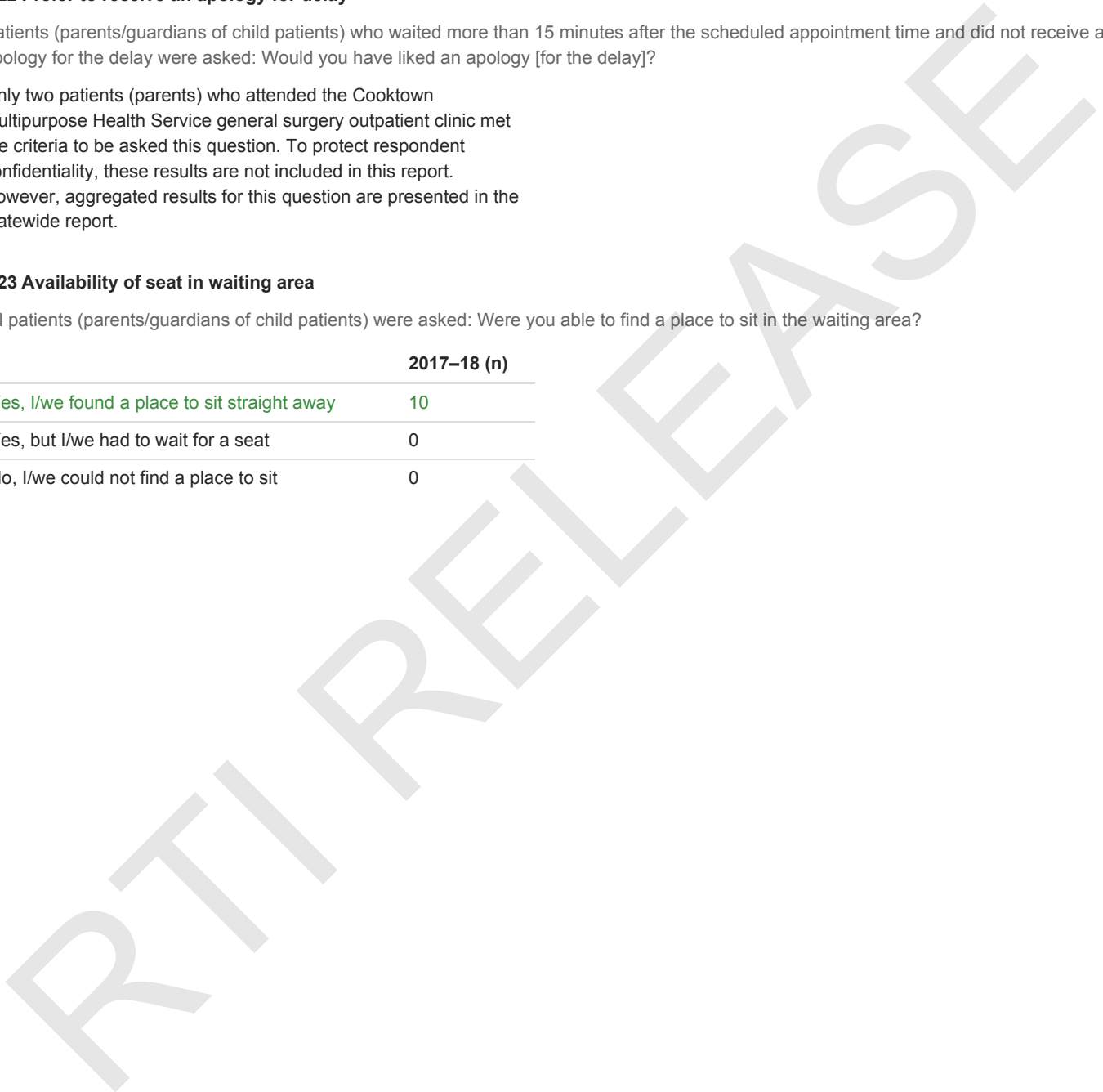
Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	10
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	0



Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017–18 (n)
Very clean	9
Fairly clean	2
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

	2017–18 (n)
Very clean	4
Fairly clean	1
Not very clean	0
Not at all clean	0

RTI RELEASE

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

Only four patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

No patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

Only one patient (parent) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

Only one patient (parent) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	1
No	0

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	5
Yes, to some extent	2
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	8
Yes, to some extent	3
No	0

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	1
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	1
No	0

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

Only three patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

Only four patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

Only three patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

Only four patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Care and treatment

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	11
Yes, sometimes	0
No	0

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	5
Some of the staff introduced themselves	4
Very few or none of the staff introduced themselves	0

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	10
Yes, to some extent	1
Yes, definitely	0

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	1
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	9
Yes, to some extent	2
No	0

Q49 Reasons for patients not raising questions about care and treatment

DOH RTI 4786

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASED

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	4
No, but I would have liked it	2

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	10
No	1

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

Only one patient (parent) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	3
Yes, to some extent	1
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017–18 (n)
Yes	8
No	3

The following response has been excluded from results: "Don't know / Can't remember".

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	5
No	5

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

Only two patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

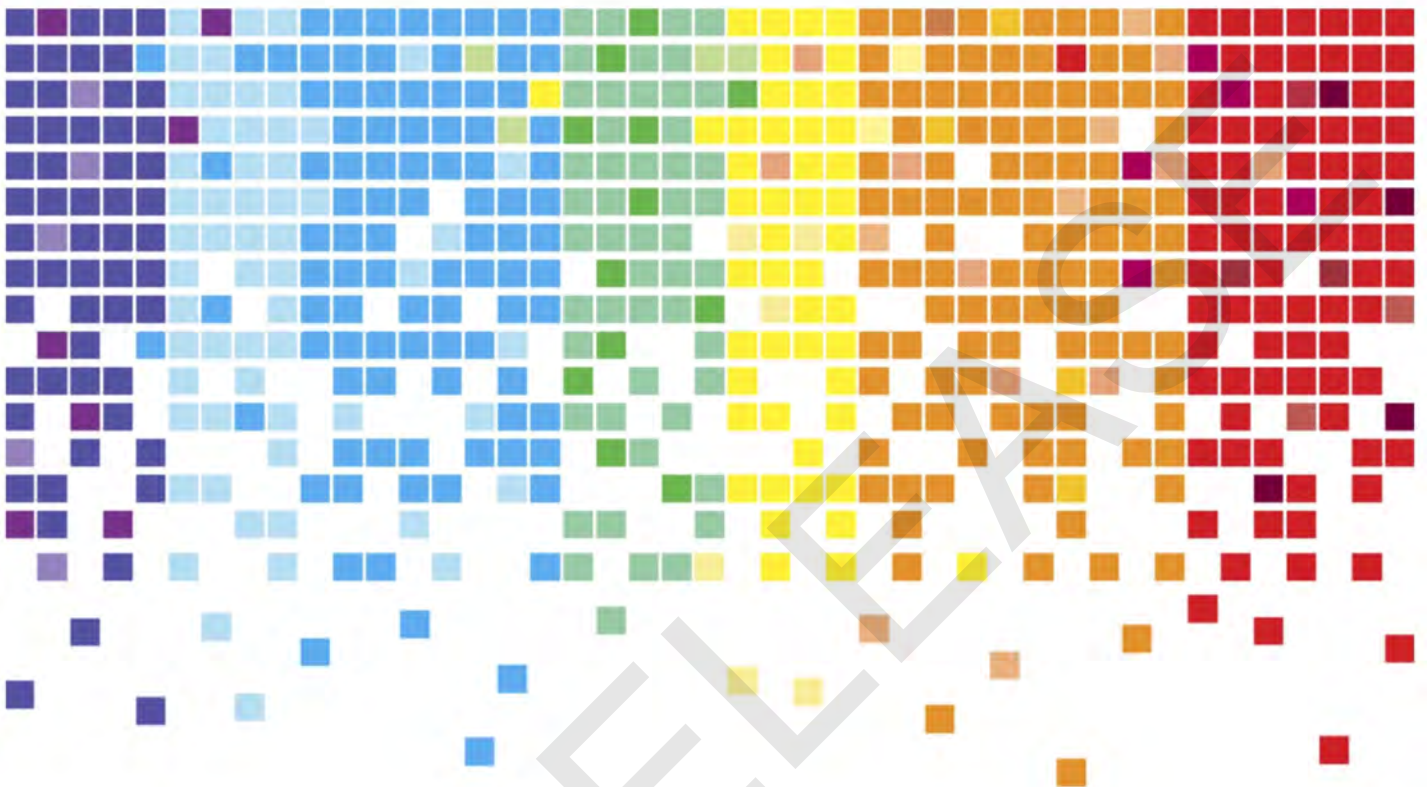
Only three patients (parents) who attended the Cooktown Multipurpose Health Service general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASED

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Ayr Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 13 who visited Ayr Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 59% for Ayr Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	10
Good	1
Adequate	2
Poor	0
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	11
No	2

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	13
Yes, but it could be improved	0
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	7
Very Good	4
Good	1
Fair	1
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

Only one patient (parent) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

2017–18 (n)	
Yes	12
No	0

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

2017–18 (n)	
No	13
Yes	0

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

No patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

2017–18 (n)	
Yes	1
No	9

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

2017–18 (n)	
Yes	3
No	6

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	5
Waited up to 15 minutes	2
Waited 16–30 minutes	1
Waited 31–60 minutes	0
Waited more than 1 hour but no more than 2 hours	0
Waited more than 2 hours	3

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

Only four patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

Only two patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

Only four patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

Only three patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

Only four patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q22 Prefer to receive an apology for delay

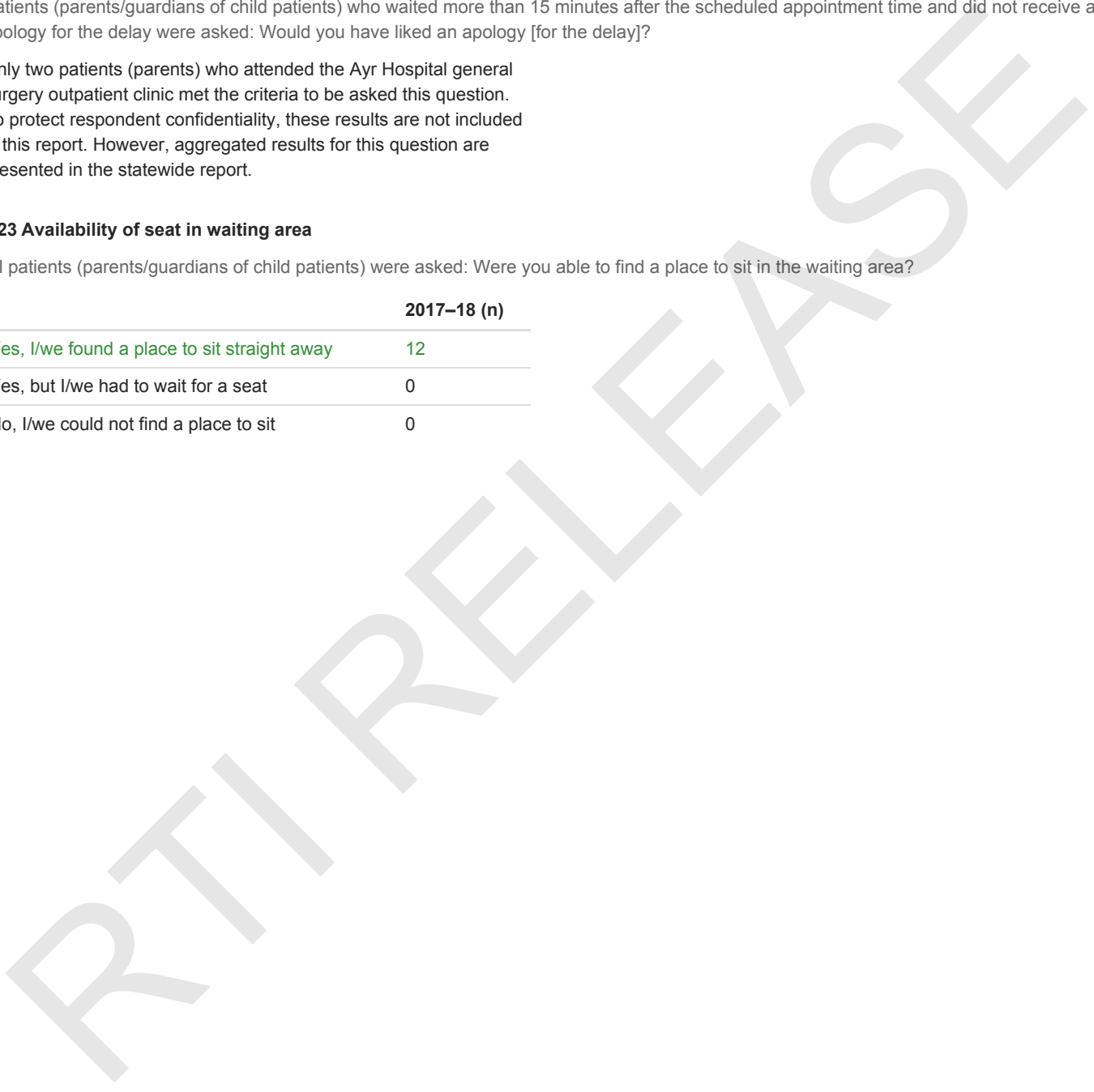
Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

Only two patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	12
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	0



Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017-18 (n)
Very clean	11
Fairly clean	2
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

	2017-18 (n)
Very clean	4
Fairly clean	1
Not very clean	0
Not at all clean	0

RTI RELEASE

Tests

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

	2017-18 (n)
Yes, definitely	4
Yes, to some extent	1
No	1

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Treatments

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

	2017–18 (n)
Yes	5
No, and I did not mind that I wasn't told	0
No, but I would have liked to know	0

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

	2017–18 (n)
Yes, definitely	4
Yes, to some extent	1
No	0

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

Only three patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	0
No	1

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	7
Yes, to some extent	0
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	0
No	1

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	11
Yes, to some extent	1
No	0
I did not have the opportunity to ask	1

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	9
Yes, to some extent	3
No	1

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	1
No	0

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	1
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	0
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	1
No	0

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	11
Yes, sometimes	2
No	0

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	11
Some of the staff introduced themselves	1
Very few or none of the staff introduced themselves	1

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	9
Yes, to some extent	1
Yes, definitely	3

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	1
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	11
Yes, to some extent	1
No	0

Q49 Reasons for patients not raising questions about care and treatment

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

Only one patient (parent) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASE

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	5
No, but I would have liked it	1

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	11
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

	2017–18 (n)
Yes, definitely	4
Yes, to some extent	1
No	0

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	5
Yes, to some extent	1
No	3

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017-18 (n)
Yes	10
No	3

The following response has been excluded from results: "Don't know / Can't remember".

RTI RELEASE

Feedback

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	3
No	8

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

Only one patient (parent) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

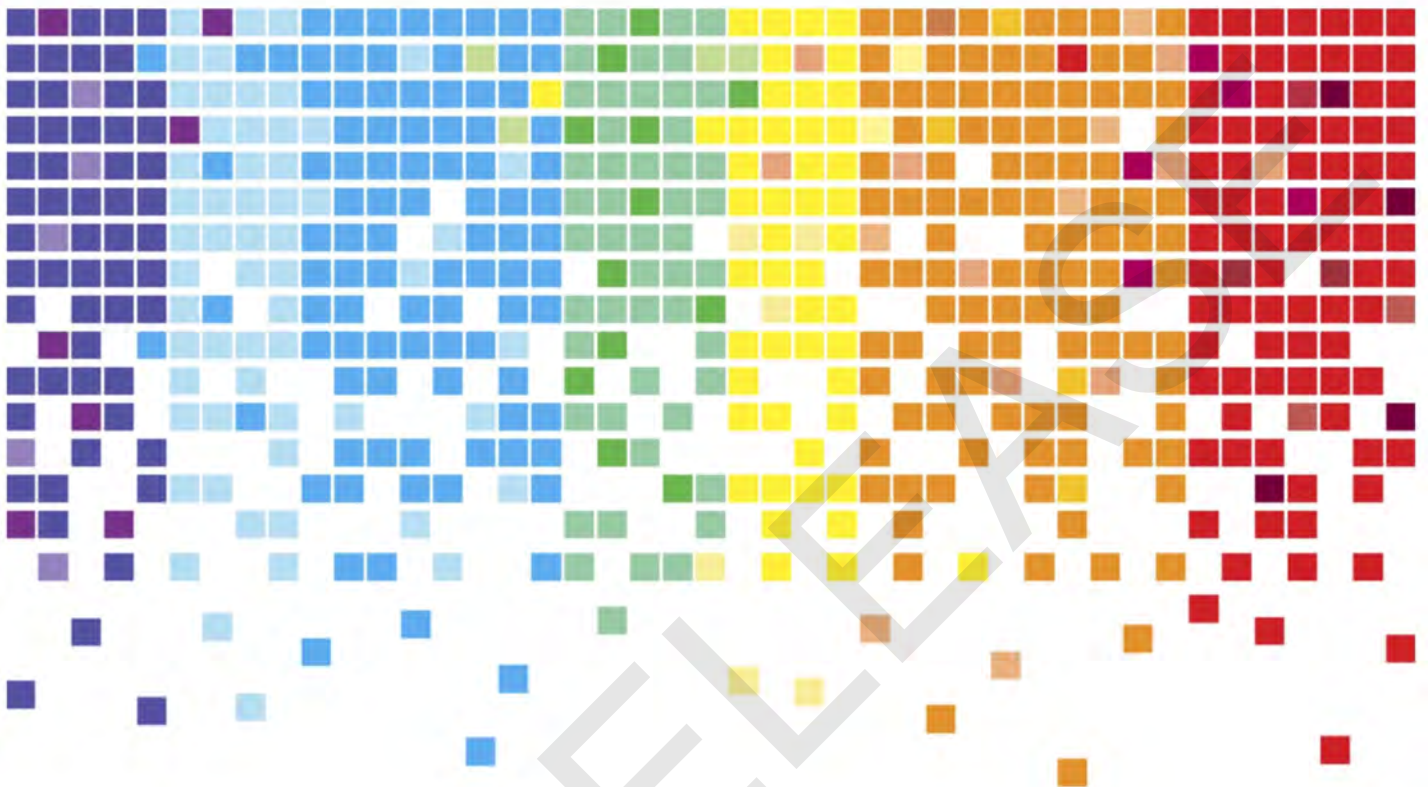
Only two patients (parents) who attended the Ayr Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASED

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Charters Towers Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 19 who visited Charters Towers Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 61% for Charters Towers Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	11
Good	7
Adequate	0
Poor	0
Very poor	1

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	15
No	4

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	14
Yes, but it could be improved	4
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	11
Very Good	6
Good	2
Fair	0
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

	2017-18 (n)
Yes	6
No	1

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

	2017–18 (n)
Yes	17
No	2

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

	2017–18 (n)
No	18
Yes	1

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

Only one patient (parent) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	1
No	11

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	2
No	9

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	5
Waited up to 15 minutes	1
Waited 16–30 minutes	4
Waited 31–60 minutes	3
Waited more than 1 hour but no more than 2 hours	4
Waited more than 2 hours	0

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

	2017–18 (n)
Yes	6
No	5

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

	2017–18 (n)
Shorter	1
About as long as I was told	4
Longer	0

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

	2017–18 (n)
Yes	4
No	5

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

	2017–18 (n)
Yes	2
No	3

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

	2017–18 (n)
Yes	2
No	8

Q22 Prefer to receive an apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

	2017–18 (n)
Yes	2
No	6

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	18
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	0

RTI RELEASE

Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017–18 (n)
Very clean	15
Fairly clean	3
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

Only four patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

Only four patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

Only three patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

Only three patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

Only three patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	14
Yes, to some extent	2
No	1

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

	2017–18 (n)
Yes, completely	6
Yes, to some extent	0
No	0

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	14
Yes, to some extent	3
No	1

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	3
No	1
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	14
Yes, to some extent	2
No	2

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

Only three patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	4
Yes, to some extent	1
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

Only four patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	4
Yes, to some extent	1
No	0

Care and treatment

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	15
Yes, sometimes	2
No	1

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	14
Some of the staff introduced themselves	0
Very few or none of the staff introduced themselves	2

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	15
Yes, to some extent	3
Yes, definitely	1

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	18
Yes, to some extent	0
No	1

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	15
Yes, to some extent	2
No	2

Q49 Reasons for patients not raising questions about care and treatment

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

Only three patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASED

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	4
No, but I would have liked it	4

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	15
No	3

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

Only three patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	7
Yes, to some extent	1
No	6

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017–18 (n)
Yes	9
No	9

The following response has been excluded from results: "Don't know / Can't remember".

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	6
No	11

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Aboriginal and Torres Strait Islander patients' cultural needs

DOH RTI 4786

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

No patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

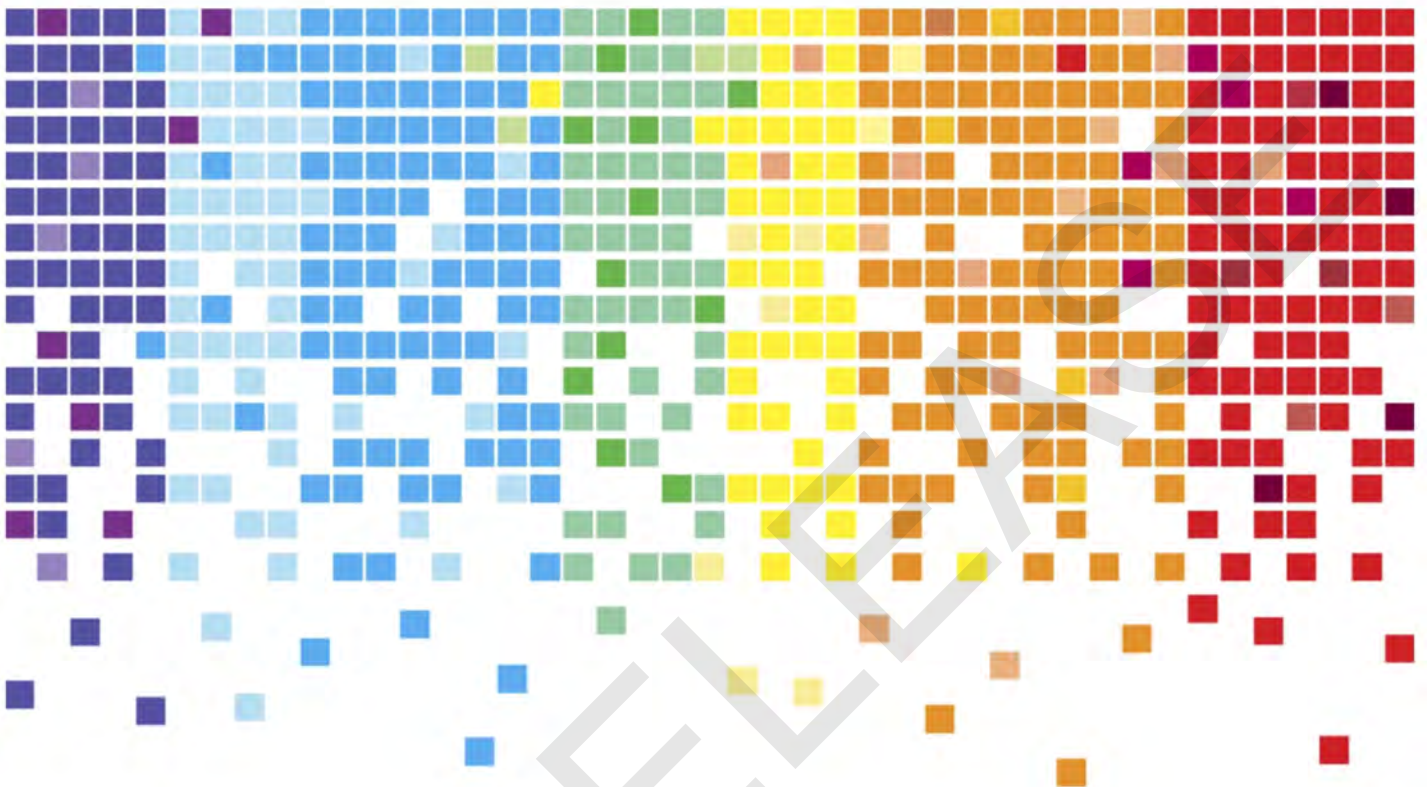
No patients (parents) who attended the Charters Towers Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASE

Clinical Excellence Division

Patient Safety and Quality Improvement Service



Queensland Health

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

Summary results

Ingham Hospital

Version No. 1.0 June 2018

© Queensland Government 2018
This report is for the exclusive use of
Queensland Health without restriction.

For more information about Queensland Health patient experience surveys
please see qheps.health.qld.gov.au/psu/patient-experience
or contact patientexperiencesurvey@health.qld.gov.au

Clinical Excellence Division



Contents

Introduction and Methodology

Overall rating of care

13 Rating of care received

Before first appointment

4 Knew who to contact if symptoms or condition got worse before first appointment

Arrival at the clinic

5 Easy to find the way to the general surgery clinic

15 Courtesy of staff/volunteer on arrival

Referral from another hospital

7 Transfer of medical information from referring hospital

Before the appointment

8 Availability of suitable appointment times

9 Difficulty confirming or rescheduling appointment

10 Type of difficulty experienced confirming or rescheduling appointment

11 Offered appointment via telehealth

12 Would like to have been offered an appointment via telehealth

Waiting at the clinic

16 Length of wait after scheduled appointment time

17 Advised of expected wait time

18 Accuracy of wait time advice

19 Told reason for wait

20 Prefer to be told reason for wait

21 Apology for delay

22 Prefer to receive an apology for delay

23 Availability of seat in waiting area

Environment and facilities

24 Cleanliness of clinic

25 Cleanliness of toilets

Tests

27 Test results explained in understandable way

Treatments

29 Knew to expect treatment during appointment

30 Treatment processes explained

31 Understandable answers to questions about treatment

Doctors

33 Sufficient time to discuss health/medical problem with doctors

35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

36 Doctors listened to patients

37 Understandable answers to patients' questions from doctors

38 Confidence and trust in doctors

Nurses

40 Reasons for care explained by nurses in a way patients understood

41 Nurses listened to patients

42 Understandable answers to patients' question from nurses

43 Confidence and trust in nurses

Care and treatment

14 Treated with respect and dignity

44 Staff introduced themselves

45 Conflicting information provided by staff

46 Sufficient privacy when discussing care or being examined or treated

47 Involved as much as desired in decisions about care and treatment

49 Reasons for patients not raising questions about care and treatment

Information

DOH RTI 4786

- 50 Given written information about condition or treatment
- 51 Advised of next step after clinic appointment
- 52 Advised when to resume usual activities
- 53 Advised about danger signs of condition or treatment
- 54 Advised who to contact if worried

Feedback

- 55 Information on how to provide feedback

Aboriginal and Torres Strait Islander patients' cultural needs

- 60 Provision of culturally appropriate resources
- 61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

RTI RELEASE

Introduction

General Surgery Outpatient Clinic Patient Experience Survey 2017–18

The General Surgery Outpatient Clinic Patient Experience Survey 2017–18 obtained feedback from 8,609 surgery and endoscopy patients who visited general surgery outpatient clinics in Queensland public hospitals and multipurpose health services between October 2017 and January 2018, including 13 who visited Ingham Hospital. Computer assisted telephone interviews were conducted with patients from 31 January to 11 April 2018. The response rate was 58% for all facilities in the survey overall, and 62% for Ingham Hospital.

This is the second time this survey has been run, the previous time being in 2015–16. Of the 49 facilities that participated in the 2017–18 survey, 45 were also included in the 2015–16 survey. Interviews were achieved for 46 of the 49 facilities.

Results for facilities with 30 or more responses have been weighted and the population estimates presented graphically together with other facilities, peer groups and the Queensland average. Results for facilities with at least 10 but fewer than 30 responses are reported as raw, unweighted counts. No facility level reports are available for those with fewer than 10 responses, in order to protect respondent confidentiality.

The objectives of the General Surgery Outpatient Clinic Patient Experience Survey 2017–18 were to provide patient experience and satisfaction results across components of general surgery outpatient clinic care, at a statewide and facility level. The results of this survey will be used in monitoring and evaluating the quality of general surgery outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels.

Results

These results are the findings from the 2017–18 survey of patients who attended general surgery outpatient clinics.

Raw, unweighted counts of responses are reported.

The most favourable responses are coloured green, while the less favourable and unfavourable responses are presented in black text.

In the case of neutral measures (those without a favourability classification), all responses are presented in black text.

Only the relevant categories have been included in the results reported, with responses such as 'didn't need', 'don't know / can't remember', and 'refused' generally not included. Where one or more of these categories represents a meaningful response they are included for reference alongside the other excluded categories.

To protect respondent confidentiality, results for questions answered by fewer than five respondents are not reported. However, aggregated results for all questions are included in aggregated statewide and peer group results in the statewide report.

Methodology

This section provides summary details of the survey methodology. See the Technical supplement for more information.

Questionnaire design

The survey instrument was developed by Queensland Health during a series of Working Group meetings, which included representatives from the Statewide Surgical Advisory Committee, outpatient clinic staff, consumer representatives and statisticians. Questions were based on the Outpatients Department Survey 2011 Question Bank (© Care Quality Commission), with some questions added, modified or removed. The survey instrument used and a summary of changes made between the 2017–18 and 2015–16 surveys are available in the Technical supplement.

Scope

Patients were included who attended a recent general surgery outpatient clinic appointment at one of the participating facilities between 1 October 2017 and 31 January 2018.

Patients were excluded from the sample if they:

- had a home or phone appointment
- requested an interpreter
- refused consent to be contacted to give feedback
- had insufficient contact information
- were a usual resident of an institution
- were not a resident of Australia
- were deceased.

Patients were excluded if, once contacted, they:

- were unable to complete the interview due to hearing, speech, language or cognitive difficulties or illness
- were not available to do the interview during the survey period
- declined to participate.

Responses for patients under the age of 16 years were provided by their parent or guardian, or by the adult who accompanied them at the clinic.

Sampling

The target sample size of at least 300 interviews per facility where patient population permitted was calculated to provide a 95% confidence interval achieving a margin of error up to six percentage points either side of a point prevalence estimate of 60%. For facilities with an expected number of in-scope patients less than, or only marginally higher than, 300 a census was attempted of all in-scope patients.

With this sample design, the probability of selecting patients varied across facilities, e.g. patients in smaller facilities had a higher probability of being selected than patients from larger facilities. Statistical methods used to analyse the survey data account for these different selection probabilities.

A total of 15,465 patients was selected to participate in the survey across the survey period.

Pre-approach letter

A pre-approach letter was sent to all selected patients (parents/guardians of patients aged less than 16 years) informing them of their selection in the survey and advising them that they could expect to receive a phone call in the following weeks. The letter also provided details of the appointment for which they had been selected, an assurance of confidentiality, and contact phone numbers where they could receive further information about the survey or change their contact details. A flyer with general information for survey participants was also included.

Response rate

A total of 8,609 interviews was achieved across the interviewing period, with a response rate of 58% for the survey overall.

RTI RELEASED

Overall rating of care

Q13 Rating of care received

All patients (parents/guardians of child patients) were asked: Overall, how would you rate the care you (child) received while in the general surgery clinic?

	2017-18 (n)
Very good	8
Good	4
Adequate	0
Poor	1
Very poor	0

RTI RELEASE

Before first appointment

Q4 Knew who to contact if symptoms or condition got worse before first appointment

All patients (parents/guardians of child patients) were asked: Before your (child's) [first] appointment at the clinic for this condition, did you know who to contact if your (his/her) symptoms or condition got worse?

	2017–18 (n)
Yes	11
No	2

RTI RELEASE

Arrival at the clinic

Q5 Easy to find the way to the general surgery clinic

All patients (parents/guardians of child patients) were asked: Once you arrived at the hospital for your (child's) [appointment/first appointment] for this condition, was it easy to find your way to the clinic?

	2017-18 (n)
Yes, definitely	12
Yes, but it could be improved	1
No	0

Q15 Courtesy of staff/volunteer on arrival

All patients (parents/guardians of child patients) were asked: When you arrived at the clinic for your (child's) most recent appointment, how would you rate the courtesy of the first staff member or volunteer you saw?

	2017-18 (n)
Excellent	6
Very Good	6
Good	1
Fair	0
Poor	0
Very Poor	0

RTI RELEASE

Referral from another hospital

DOH RTI 4786

Q7 Transfer of medical information from referring hospital

Patients (parents/guardians of child patients) who had been referred from another hospital were asked: Did the staff at the clinic have your (child's) medical information?

No patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Before the appointment

Q8 Availability of suitable appointment times

All patients (parents/guardians of child patients) were asked: Were you able to get an appointment time that suited you?

	2017–18 (n)
Yes	13
No	0

This question was not asked in 2015–16.

Q9 Difficulty confirming or rescheduling appointment

All patients (parents/guardians of child patients) were asked: Once the hospital offered you a time for your (child's) [appointment/most recent appointment], did you have difficulty confirming the appointment? This may include rescheduling it if necessary.

	2017–18 (n)
No	13
Yes	0

This question was not asked in 2015–16.

Q10 Type of difficulty experienced confirming or rescheduling appointment

Patients (parents/guardians of child patients) who experienced difficulty confirming or rescheduling an appointment were asked: What difficulties did you experience when confirming or rescheduling your (child's) [appointment/most recent appointment]?

No patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16. Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

Q11 Offered appointment via telehealth

All patients (parents/guardians of child patients) were asked: Telehealth is a way to have an appointment with your doctor or other health professional using the internet from a computer, tablet or smart phone. Were you (Was child) offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	0
No	10

This question was not asked in 2015–16. Results for this question reflect the experiences of patients (parents) who had an outpatient appointment at the facility and not by telehealth.

The following response has been excluded from results: "It was not appropriate".

Q12 Would like to have been offered an appointment via telehealth

Patients (parents/guardians of child patients) who were not offered an outpatient appointment via telehealth were asked: Would you have liked to have been offered an outpatient appointment via telehealth?

	2017–18 (n)
Yes	1
No	8

This question was not asked in 2015–16.

The following responses have been excluded from results: "I didn't want one", "I didn't need one".

Waiting at the clinic

Q16 Length of wait after scheduled appointment time

All patients (parents/guardians of child patients) were asked: How long after the scheduled appointment time did the appointment start?

	2017–18 (n)
Seen on time, or early	4
Waited up to 15 minutes	4
Waited 16–30 minutes	4
Waited 31–60 minutes	0
Waited more than 1 hour but no more than 2 hours	0
Waited more than 2 hours	0

The following response has been excluded from results: "I didn't have an appointment".

Q17 Advised of expected wait time

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you advised how long you would have to wait?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q18 Accuracy of wait time advice

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were advised how long they would have to wait were asked: Was the wait shorter, longer or about as long as you were told?

Only one patient (parent) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q19 Told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Were you told why you had to wait?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q20 Prefer to be told reason for wait

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and were not told why they had to wait were asked: Would you have liked an explanation [for the wait]?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q21 Apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time were asked: Did someone apologise for the delay?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q22 Prefer to receive an apology for delay

Patients (parents/guardians of child patients) who waited more than 15 minutes after the scheduled appointment time and did not receive an apology for the delay were asked: Would you have liked an apology [for the delay]?

Only three patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Q23 Availability of seat in waiting area

All patients (parents/guardians of child patients) were asked: Were you able to find a place to sit in the waiting area?

	2017–18 (n)
Yes, I/we found a place to sit straight away	13
Yes, but I/we had to wait for a seat	0
No, I/we could not find a place to sit	0

RTI RELEASE

Environment and facilities

Q24 Cleanliness of clinic

All patients (parents/guardians of child patients) were asked: In your opinion, how clean was the clinic?

	2017–18 (n)
Very clean	11
Fairly clean	1
Not very clean	0
Not at all clean	0

Q25 Cleanliness of toilets

All patients (parents/guardians of child patients) were asked: How clean were the toilets at the clinic?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Q27 Test results explained in understandable way

Patients (parents/guardians of child patients) who had any pre-appointment tests were asked: Did a member of staff explain the results of the tests in a way you could understand?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following responses have been excluded from responses: "I was told I would get the results at a later date", "I was never told the results of the tests".

RTI RELEASE

Q29 Knew to expect treatment during appointment

Patients (parents/guardians of child patients) who had any treatment were asked: Before your (child's) appointment, did you know that you (he/she) would be undergoing treatment?

Only one patient (parent) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Results for this question may be attributable to treatments that could not have been advised of before the appointment.

Q30 Treatment processes explained

Patients (parents/guardians of child patients) who had any treatment were asked: Before the treatment did a member of staff explain what would happen?

No patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not want an explanation".

Q31 Understandable answers to questions about treatment

Patients (parents/guardians of child patients) who had any treatment, and had questions, were asked: Before the treatment did a member of staff answer your questions in a way you could understand?

Only one patient (parent) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

RTI RELEASE

Q33 Sufficient time to discuss health/medical problem with doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have enough time to discuss your (child's) health or medical problem with the doctor?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	1
No	0

Q35 Reasons for surgery, procedure, or referral explained by doctors in a way patients understood

Patients (parents/guardians of child patients) whose doctor recommended surgery or a procedure or provided a referral for other treatment were asked: Did the doctor explain the reasons for this surgery, procedure or referral in a way that you could understand?

Only four patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "I did not need an explanation".

Q36 Doctors listened to patients

Patients (parents/guardians of child patients) who saw a doctor were asked: Did the doctor listen to what you had to say?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	2
No	0

Q37 Understandable answers to patients' questions from doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: If you had questions to ask the doctor, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	11
Yes, to some extent	0
No	1
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q38 Confidence and trust in doctors

Patients (parents/guardians of child patients) who saw a doctor were asked: Did you have confidence and trust in the doctor examining and treating you (child)?

	2017–18 (n)
Yes, definitely	10
Yes, to some extent	1
No	1

Q40 Reasons for care explained by nurses in a way patients understood

Patients (parents/guardians of child patients) who received care from a nurse were asked: Did the nurse explain the reasons for any care provided in a way that you could understand?

	2017–18 (n)
Yes, definitely	5
Yes, to some extent	0
No	0

The following responses have been excluded from results: "I did not want an explanation", "No care was provided".

Q41 Nurses listened to patients

Patients (parents/guardians of child patients) who saw a nurse were asked: Did the nurse listen to what you had to say?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	0
No	0

Q42 Understandable answers to patients' question from nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: If you had questions to ask the nurse, did you get answers that you could understand?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	0
No	0
I did not have the opportunity to ask	0

The following response has been excluded from results: "I did not need to ask questions".

Q43 Confidence and trust in nurses

Patients (parents/guardians of child patients) who saw a nurse were asked: Did you have confidence and trust in the nurse?

	2017–18 (n)
Yes, definitely	6
Yes, to some extent	0
No	0

Q14 Treated with respect and dignity

All patients (parents/guardians of child patients) were asked: Did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the clinic?

	2017–18 (n)
Yes, always	10
Yes, sometimes	2
No	1

Q44 Staff introduced themselves

All patients (parents/guardians of child patients) were asked how many staff treating and examining them (child), who they did not already know, introduced themselves.

	2017–18 (n)
All the staff introduced themselves	8
Some of the staff introduced themselves	1
Very few or none of the staff introduced themselves	1

Q45 Conflicting information provided by staff

All patients (parents/guardians of child patients) were asked: Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you during your (child's) [most recent] appointment?

	2017–18 (n)
No	12
Yes, to some extent	1
Yes, definitely	0

This question was not asked in 2015–16.

Q46 Sufficient privacy when discussing care or being examined or treated

All patients (parents/guardians of child patients) were asked: Were you (and child) given enough privacy, when discussing your (his/her) care or being examined or treated?

	2017–18 (n)
Yes, definitely	12
Yes, to some extent	1
No	0

Q47 Involved as much as desired in decisions about care and treatment

All patients (parents/guardians of child patients) were asked: Were you involved as much as you wanted to be in decisions about your (child's) care and treatment?

	2017–18 (n)
Yes, definitely	11
Yes, to some extent	0
No	1

Q49 Reasons for patients not raising questions about care and treatment

Patients (parents/guardians of child patients) who had questions about their (child's) care and treatment they wanted to discuss but did not were asked: Why didn't you discuss these questions?

Only one patient (parent) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

Since each patient (parent) was able to give more than one response, percentages may not add up to 100%.

RTI RELEASE

Q50 Given written information about condition or treatment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you given any written or printed information about your (child's) condition or treatment?

	2017–18 (n)
Yes	5
No, but I would have liked it	0

The following response has been excluded from the results: "No, but I did not need this type of information".

Q51 Advised of next step after clinic appointment

All patients (parents/guardians of child patients) were asked: Before you left the clinic, were you told what would happen next, for example whether you (child) needed another outpatients appointment, to see your (his/her) GP, and so on?

	2017–18 (n)
Yes	11
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q52 Advised when to resume usual activities

Patients (parents/guardians of child patients) who had any treatment were asked: Did clinic staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work, drive a car, carry shopping, or do household duties (go back to school or play group)?

No patients (parents) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question. However, aggregated results for this question are presented in the statewide report.

The following response has been excluded from results: "Don't know / Can't remember".

Q53 Advised about danger signs of condition or treatment

All patients (parents/guardians of child patients) were asked: Did a member of staff tell you about any danger signs to watch for regarding your (child's) condition [or treatment] after you (he/she) went home?

	2017–18 (n)
Yes, completely	7
Yes, to some extent	0
No	2

The following response has been excluded from results: "Don't know / Can't remember".

Q54 Advised who to contact if worried

All patients (parents/guardians of child patients) were asked: Did clinic staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the clinic?

	2017–18 (n)
Yes	5
No	8

The following response has been excluded from results: "Don't know / Can't remember".

Q55 Information on how to provide feedback

All patients (parents/guardians of child patients) were asked: Some patients (parents) might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the outpatient clinic were you told, or did you see a poster or brochure on how to do this?

	2017–18 (n)
Yes	4
No	6

This question was modified in 2017–18, therefore care should be taken when making comparisons with previous results. The following responses have been excluded from results: 'Don't know' and 'Can't remember'.

RTI RELEASE

Q60 Provision of culturally appropriate resources

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Did the clinic have any culturally appropriate resources available such as books, posters or brochures – or did you see the Australian, Aboriginal and Torres Strait Islander flags?

Only one patient (parent) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question.

To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

Q61 Offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer

Patients (parents/guardians of child patients) of Aboriginal and/or Torres Strait Islander origin were asked: Were you offered support from an Aboriginal or Torres Strait Islander health worker or hospital liaison officer?

Only one patient (parent) who attended the Ingham Hospital general surgery outpatient clinic met the criteria to be asked this question.

To protect respondent confidentiality, these results are not included in this report. However, aggregated results for this question are presented in the statewide report.

This question was not asked in 2015–16.

RTI RELEASED