

## **RTI #4576 – Documents relating to surveys of frontline services undertaken by the Department of Health involving hospitals, health care facilities, hospital staff, patients, clients and results received from Hospital and Health Services during the period 01/01/2018 to 06/08/2018.**

### ***Purpose of release notes***

The purpose of these release notes is to provide information and attachments pertaining to documents held by the Clinical Excellence Division (CED), Department of Health, within the time period of 01/01/2018 to 06/08/2018, in relation to Queensland Health patient experience surveys.

### ***Information to be provided***

In the time period 01/01/2018 to 06/08/2018, the following documents were held:

- Queensland Health Maternity Outpatient Clinic Patient Experience Survey (Maternity OPES) 2017. This survey obtained feedback from mothers who visited maternity outpatient clinics in Queensland public hospitals.
  - Maternity OPES 2017 questionnaire (Attachment A);
  - Briefing note from A/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 Maternity OPES 2017 facility specific executive summary – RBWH
    - Maternity OPES 2017 Queensland Executive Summary
    - Maternity OPES 2017 checkerboard (Clinical Services Capability Framework (CSCF) Levels 1 and 3 facility names redacted)
    - Memorandum from A/DDG, CED to HHS Chief Executives regarding statewide and facility Maternity OPES 2017 results
    - Memorandum from A/DDG, CED to South West HHS Chief Executive and Torres and Cape HHS Chief Executive regarding statewide Maternity OPES 2017 results
    - Letter from A/DDG, CED to Mater Health Services Chief Executive Officer regarding statewide and facility Maternity OPES 2017 results
    - List of participating facilities and results format for Maternity OPES 2017.
- 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.
  - General Surgery OPES 2017-18 final questionnaire and final list of participating facilities (Attachment B);
  - Briefing note from DDG, CED to sign a variation to the project agreement with Queensland Government Statistician's Office, Queensland Treasury to undertake the General Surgery OPES 2017-18 (Attachment B), which includes the following attachments:

- Letter from DDG, CED to the Queensland Government Statistician, Queensland Treasury regarding variation to project agreement for the General Surgery OPES 2017-18
- Variation of project agreement with Queensland Government Statistician's Office to undertake the General Surgery OPES 2017-18
- Project agreement with Queensland Government Statistician's Office to undertake the General Surgery OPES 2017-18
- Briefing note from DDG, CED and Chief Operating Officer, Health Support Queensland for project commencement/non-recurrent financial delegation and approval to proceed to conduct a type 4 confined procurement process for the General Surgery OPES 2017-18 (COO170462/CE002807)
- Briefing note from Executive Director, Patient Safety and Quality Improvement Service and DDG, CED for recurrent financial delegation and approval to engage the Queensland Government Statistician's Office from a type 4 sole supply situation for the General Surgery OPES 2017-18 (COO170529/CE002944).

An overview of both surveys, along with details about the survey methodology is provided below.

All information is current as of 27/08/2018.

- Patient Experience Survey Proposal, Final Report 18 June 2018, Office of the Chief Dental Officer.
  - A report prepared by the Office of the Chief Dental Officer to explore options around implementing a statewide oral health patient experience survey. The report identifies the aims and requirements for conducting the survey, summarises outcomes of consultation with key stakeholders and provides recommendations.

### ***Important notes when considering information and survey results***

- Information provided on surveys undertaken only relates to statewide surveys conducted by the Patient Safety and Quality Improvement Service (PSQIS) and does not include any local surveys conducted by HHSs.
- Survey results should be viewed in conjunction with the survey methodology.
- Percentage results reported are population estimates and have been rounded to whole numbers.
- 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).

## **Queensland Health Maternity Outpatient Clinic Patient Experience Survey 2017**

### **Survey overview**

The Maternity OPES 2017 obtained feedback from 6,082 mothers who visited maternity outpatient clinics in Queensland public hospitals between July and September 2017. Computer assisted telephone interviews were conducted with mothers from October to November 2017. Interviews were conducted by the

Queensland Government Statistician's Office on behalf of the Department of Health. The response rate was 43% for all facilities in the survey overall.

This is the second time this survey has been run, the previous time being in 2015. Of the 45 facilities that participated in the 2017 survey, 31 were also included in the 2015 survey.

The objectives of the Maternity OPES 2017 were to provide patient experience and satisfaction results across components of maternity outpatient clinic care, at a statewide and facility level. Results of the survey are used in monitoring and evaluating the quality of maternity outpatient clinic services provided and to assist in quality improvement activity planning at the facility and statewide levels. Comparisons with 2015 survey results were provided where available to assist in the evaluation of initiatives implemented based on previous survey results.

## Methodology

### Questionnaire

The survey questionnaire (Attachment A) was developed during a series of working group meetings, which included maternity outpatient clinic staff and consumer representatives. Questions were based on the NHS Outpatients Department Survey 2011 (© Care Quality Commission), with some questions added, modified or removed.

### Scope

Mothers were included who attended an appointment for antenatal/postnatal care (midwifery and/or obstetrics) at one of the participating facilities between 1 July – 30 September 2017.

Mothers were excluded from the sample if they:

- had a home or phone appointment
- were aged less than 16 years or more than 50 years
- 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 or were recorded as having a deceased baby.

Mothers 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.

### Sampling

The patient information for the survey consisted of a list of eligible mothers who attended one of the 45 in-scope facilities for an antenatal or postnatal care appointment between 1 July and 30 September 2017. Sampling was conducted monthly.

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

With this sample design, the probability of selecting mothers varied across facilities. For example, mothers in smaller facilities had a higher probability of being selected than mothers 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 mothers 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

Results for Queensland for the Maternity OPES 2017 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 results. Results for facilities with at least 10 but fewer than 30 responses were reported as raw, unweighted counts. 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.

## 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. The final questionnaire is provided in Attachment B.

### 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 final list of participating facilities is included in Attachment B.

The sampling methodology applied was the same as described for the Maternity OPES 2017.

### Pre-approach letter

As per the Maternity OPES 2017, 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. A flyer with general information for survey participants was also included.

### Results

Results for the General Surgery OPES 2017-18 have been finalised. Queensland and facility level results are available to HHSs and Mater Health Services in the online results portal for the identification of local and statewide areas for improvement. Action plans with initiatives to address these areas will subsequently be developed at the hospital level.

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