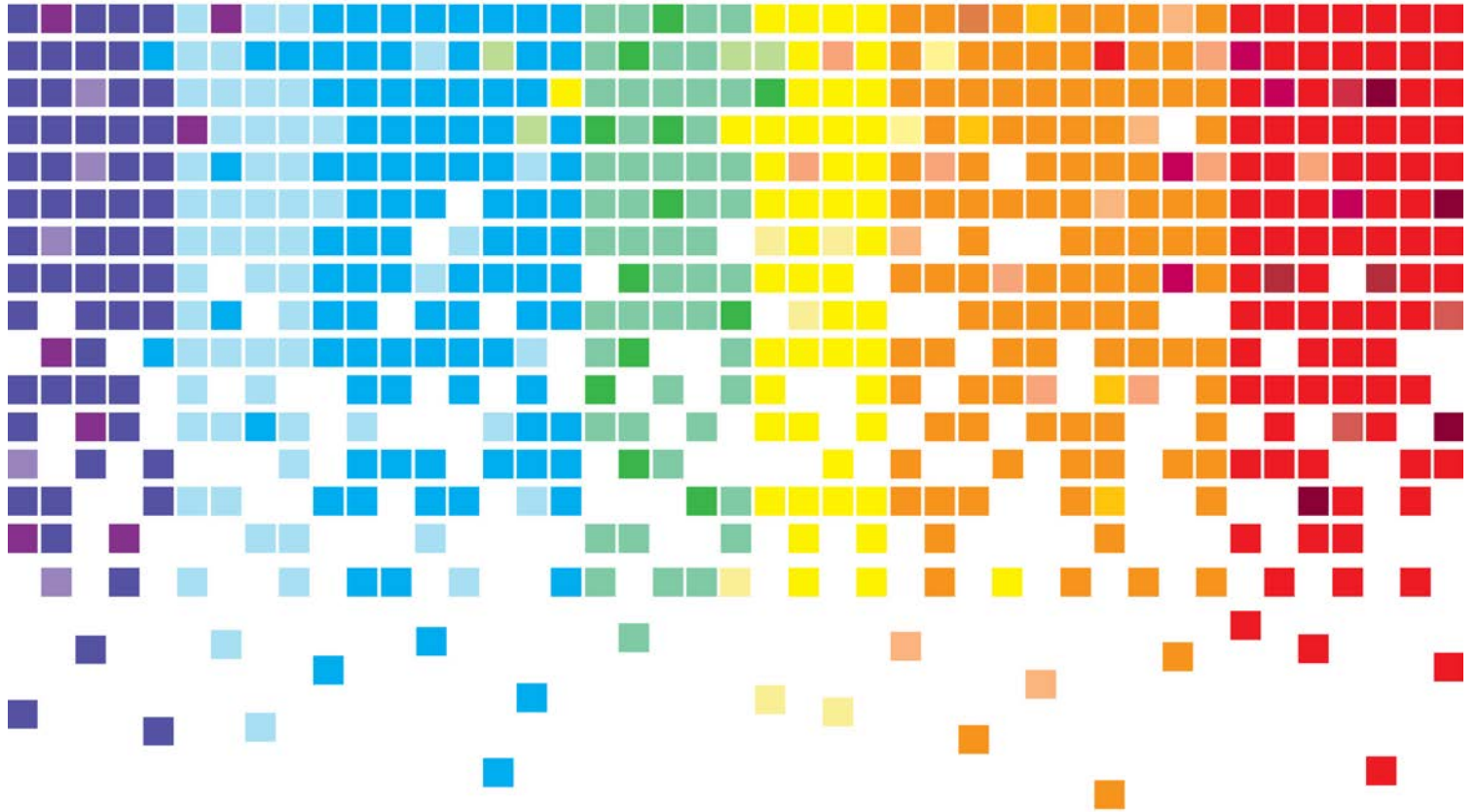


Patient Safety and Quality Improvement Service



Queensland Health Emergency Department Patient Experience Survey 2015

Queensland

Queensland Government Statistician's Office
Level 8, 33 Charlotte Street
Brisbane, QLD, 4000
Ph: (07) 3035 6436

18 May 2016
Final Version

© Queensland Government 2016

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

All data and information in this document are believed to be accurate and have come from sources believed to be reliable. However, the Queensland Government Statistician's Office, Queensland Treasury, does not guarantee or represent that the data and information are accurate, up to date or complete, and disclaims liability for all claims, losses, damages or costs of whatever nature and howsoever occurring, arising as a result of relying on the data and information, regardless of the form of action, whether in contract, tort (including negligence), breach of statutory duty or otherwise.

Contents

1	Executive summary	1
1.1	Survey details, sample size and response rate.....	1
1.2	Headline survey results	1
1.2.1	Overall rating of care	1
1.2.2	Most favourable and unfavourable patient experience.....	1
1.2.3	Patient experience compared with 2013	2
1.2.4	Patient experience compared with 2011	3
2	Introduction.....	4
3	Overall rating of care	5
3.1	Rating of care received [QS3].....	6
4	Arrival at the emergency department.....	7
4.1	Main reason for attending the emergency department [QS5].....	8
4.2	Patient recall of triage process [Q9a].....	9
4.3	Sufficient privacy at triage [Q9b].....	10
4.4	Courtesy of emergency department receptionist [Q10]	11
5	Waiting	12
5.1	Length of time to be examined by a doctor or nurse [Q14].....	13
5.2	Told expected wait time to be examined [Q15]	14
5.3	Told reason for wait to be examined [Q17]	15
5.4	Patients ever worried they had been forgotten [Q22]	16
6	Doctors and nurses	17
6.1	Condition and treatment explained in a way patients understood [Q25]	18
6.2	Doctors and nurses listened to patients [Q26]	19
6.3	Healthcare professional discussed patients' worries/fears about condition or treatment [Q28]	20
6.4	Confidence and trust in doctors and nurses [Q29]	21
6.5	Doctors and nurses talked in front of patients as if not there [Q31]	22
7	Care and treatment.....	23
7.1	Treated with respect and dignity [QS2]	24
7.2	Treated with kindness and understanding [QS7].....	25
7.3	Amount of information about condition or treatment provided [Q33].....	26
7.4	Understandable answers to patients' questions [Q35]	27
7.5	Reasons patient did not ask questions about care and treatment [Q36]	28
7.6	Amount of information about condition or treatment provided to family, carer, someone else [QNAT3]	29
7.7	Sufficient privacy during examination or treatment [Q38]	30
7.8	Assistance from staff when needed [Q39].....	31
7.9	Conflicting information provided by staff [Q40].....	32

7.10	Involved as much as desired in decisions about care and treatment [Q41]	33
7.11	How many staff introduced themselves [Q42]	34
8	Tests	35
8.1	Reason for tests explained in understandable way [Q44]	36
8.2	Test results explained in understandable way [Q46]	37
9	Pain	38
9.1	In pain [Q47]	39
9.2	Everything possible done to manage pain [Q50]	40
10	Environment and facilities	41
10.1	Cleanliness of emergency department [Q51]	42
10.2	Cleanliness of toilets [Q52]	43
10.3	Availability of food and drink [Q53]	44
10.4	Patients feeling bothered or threatened by patients/visitors [Q54]	45
11	Leaving the emergency department - delays	46
11.1	Patients delayed leaving the emergency department [Q61a]	47
11.2	Reasons for delay in leaving the emergency department [Q61b]	48
12	Leaving the emergency department - medications	49
12.1	How to take new medications explained [Q65]	50
12.2	Purpose of new medications explained [Q66]	51
12.3	Told about side effects of new medications [Q67]	52
13	Leaving the emergency department - information	53
13.1	Given enough information about how to manage care at home [QNAT4]	54
13.2	Given written/printed information about condition or treatment [Q68]	55
13.3	Advised when to resume usual activities [Q69]	56
13.4	Advised about danger signs of illness/treatment [Q71]	57
13.5	Advised who to contact if concerned about condition/treatment [Q72]	58
14	Leaving the emergency department - coordination of follow-up services	59
14.1	Arrangements for services [QNAT5]	60
15	Leaving the emergency department - destination	61
15.1	Destination after leaving the emergency department [Q3]	62
16	Complaints	63
16.1	Information on how to provide feedback [Q79c]	64
Appendix A	Results summary	65
Appendix B	Key facility results	67
Appendix C	General information	73
C.1	Survey objectives	73
C.2	Methodology	73
C.2.1	Questionnaire design	73
C.2.2	Scope	73

C.2.3	Sampling	74
C.2.4	Peer groups.....	74
C.2.5	Pre-approach letter and data collection	75
C.2.6	Response rate	75
C.2.7	Sample characteristics and weighting.....	75
C.3	Data analysis and presentation.....	76
C.3.1	Graphs	76
C.3.2	Output interpretation.....	77
C.3.3	Significance testing.....	77
C.3.4	Cautionary note	78
Appendix D	Peer groups.....	79
Appendix E	Facilities by Hospital and Health Service	81
Appendix F	Definitions of favourable and unfavourable	82
Appendix G	Methodology used to rank facilities for each graph	87
Appendix H	Questionnaire and analysis changes	92
Appendix I	Questionnaire	93

Tables

Table 1:	Summary of results and comparisons - Percentage of favourable responses	65
Table 2:	Key results for Principal Referral and Specialised Hospitals peer group.....	68
Table 3:	Key results for Large Hospitals peer group.....	69
Table 4:	Key results for Medium and Small Hospitals peer group	70
Table 5:	Key results for Children’s Hospitals/Emergency Departments peer group.....	72
Table 6:	Breakdown of responses by month of visit	75
Table 7:	Sample characteristics	76
Table 8:	Facilities in each peer group	80
Table 9:	Facilities by Hospital and Health Service.....	81
Table 10:	Definitions of favourable and unfavourable responses	82
Table 11:	Weights used in sorting facilities for each graph.....	87
Table 12:	Summary of questionnaire changes between 2015 and 2013	92
Table 13:	Summary of changes to favourable/unfavourable classification between 2015 and 2013	92

1 Executive summary

1.1 Survey details, sample size and response rate

The Emergency Department Patient Experience Survey 2015 was conducted by the Queensland Government Statistician's Office (QGSO) on behalf of Queensland Health. The survey was conducted using computer assisted telephone interviewing from October to December 2015. This is the third time this survey has been run in Queensland, the previous times being in 2011 and 2013.

A total of 14,737 interviews was completed of patients who visited the emergency department of Queensland public hospitals and multipurpose health services in August and September 2015. The response rate for all facilities in the survey was 52%.

The survey included 53 emergency departments from the largest public facilities in Queensland utilising the Emergency Department Information System, 33 of which were also included in the 2013 survey and 28 in the 2011 survey.

Facilities have been grouped into four 'peer groups' that provide similar services to allow for valid comparisons between facilities within each peer group (see Appendix D). The results of this survey will be used in monitoring and evaluating the quality of health services provided and to assist in quality improvement activity planning at the facility and statewide levels. The results from this survey will be compared to the results from the previous surveys where possible.

1.2 Headline survey results

1.2.1 Overall rating of care

Sixty-one per cent of emergency department patients in Queensland public emergency departments rated the care they received as very good, 24% rated it as good and 10% as adequate.

Comparison with previous results cannot be undertaken as response categories for the 2015 survey were modified. Overall rating of care results for 2013 and 2011 for Queensland were as follows:

In 2013, 42% rated their care as excellent, 31% as very good, 18% as good and 6% as fair.

In 2011, 44% rated their care as excellent, 33% as very good, 15% as good and 4% as fair.

1.2.2 Most favourable and unfavourable patient experience

The following areas received the highest proportions of favourable ratings and the highest proportions of unfavourable ratings from emergency department patients in Queensland. See Appendix F for the favourable/unfavourable classification of responses.

Areas of most favourable patient experience

- 98% considered the emergency department to have been very clean or fairly clean
- 95% considered the toilets to have been very clean or fairly clean
- 94% had all or some of the staff introduce themselves
- 92% were not bothered or threatened by other patients/visitors
- 92% rated the courtesy of the receptionist as excellent, very good or good.

Areas of most unfavourable patient experience

- 79% were not advised of the expected wait time to be examined
- 74% were not told and did not see a poster or brochure about how to give feedback about the care they received
- 62% were not given written or printed information about their condition or treatment
- 54% were not advised about side effects of new medications, or were advised only to some extent
- 49% reported that healthcare professionals did not discuss their worries or fears with them, or only discussed them to some extent.

1.2.3 Patient experience compared with 2013

Queensland public hospital emergency department results from the 2015 survey were compared with the 2013 survey results. The areas that had statistically significantly more favourable and less favourable results than in 2013 are listed below. See Appendix F for the favourable/unfavourable classification of responses.

Areas of improved performance (per cent favourable responses, 2015 vs 2013)

- Condition and treatment explained in a way patients understood (82% vs 77%) [Q25, p18]
- Amount of information about condition or treatment provided (88% vs 83%) [Q33, p26]
- Advised about danger signs of illness/treatment (64% vs 61%) [Q71, p57]
- Advised who to contact if concerned about condition/treatment (76% vs 72%) [Q72, p58]
- Information on how to provide feedback (26% vs 15%) [Q79c, p64].

Areas of reduced performance (per cent favourable responses, 2015 vs 2013)

- Sufficient privacy at triage (71% vs 75%) [Q9b, p10]
- Doctors and nurses listened to patients (82% vs 84%) [Q26, p19]
- Sufficient privacy during examination or treatment (87% vs 89%) [Q38, p30]
- Availability of food and drink (72% vs 77%) [Q53, p44]
- Arrangements for services (52% vs 60%) [QNAT5, p60].

1.2.4 Patient experience compared with 2011

Queensland public hospital emergency department results from the 2015 survey were compared with the 2011 survey results. The areas that had statistically significantly more favourable and less favourable results than in 2011 are listed below. See Appendix F for the favourable/unfavourable classification of responses.

Areas of improved performance (per cent favourable responses, 2015 vs 2011)

- Patient recall of triage process (78% vs 73%) [Q9a, p9]
- Told expected wait time to be examined (21% vs 15%) [Q15, p14]
- Told reason for wait to be examined (30% vs 27%) [Q17, p15]
- Condition and treatment explained in a way patients understood (82% vs 76%) [Q25, p18]
- Amount of information about condition or treatment provided (88% vs 80%) [Q33, p26]
- Involved as much as desired in decisions about care and treatment (79% vs 77%) [Q41, p33]
- How many staff introduced themselves (94% vs 92%) [Q42, p34]
- Cleanliness of emergency department (98% vs 97%) [Q51, p42]
- Given written/printed information about condition or treatment (38% vs 34%) [Q68, p55]
- Advised when to resume usual activities (60% vs 57%) [Q69, p56]
- Advised about danger signs of illness/treatment (64% vs 56%) [Q71, p57]
- Advised who to contact if concerned about condition/treatment (76% vs 73%) [Q72, p58].

Areas of reduced performance (per cent favourable responses, 2015 vs 2011)

- Sufficient privacy at triage (71% vs 75%) [Q9b, p10]
- Everything possible done to manage pain (73% vs 78%) [Q50, p40].

2 Introduction

The Emergency Department Patient Experience Survey 2015 was conducted by the Queensland Government Statistician's Office (QGSO) on behalf of Queensland Health. The survey was conducted using computer assisted telephone interviewing between October and December 2015.

This is the third time this survey has been run, the previous times being in 2011 and 2013. Of the 53 emergency departments that participated in the 2015 survey, 33 were also included in the 2013 survey and 28 in the 2011 survey. See Appendix D for the emergency departments that participated in previous surveys.

For each participating facility, eligible patients who had attended the emergency department during August or September 2015 were selected for the survey. For the largest of the facilities a random sample of patients was selected to achieve at least 300 completed interviews, and a census of remaining facilities was attempted.

In previous years, patients under 16 years of age who attended participating facilities other than children's facilities were excluded. However, for the 2015 survey these patients have been included. For patients under 16 years of age, parents or guardians were interviewed on their child's behalf. In the 2015 survey, across all participating emergency departments and all questions, adults responding on behalf of children provided answers with ratings close to the average for adult patients. As a result, combining responses from parents/guardians of child patients with responses from adult patients in the 2015 survey appeared to cause little change to the measures of patient experience.

This report presents the findings from the 2015 survey of emergency department patients, with peer group and statewide comparisons. As results are weighted up to population totals, reported percentages represent estimated population proportions. The report also highlights differences from the 2013 and 2011 results. Significance testing was performed to test for differences between 2015, 2013 and 2011. All differences noted in this report are significant at the 5% level ($p < 0.05$).

More information on the methodology is included in Appendix C.

Graphs

Graphs in this report are divided into two sections. The top section shows results for Queensland in 2015, Queensland in 2013 and 2011 where comparable, and the four peer groups in 2015. The bottom section shows the results for each facility ranked by their performance according to the most favourable categories, with the highest performing facilities at the top. See Appendix G for more details of how facilities were ranked for each graph. In the case of neutral measures (those without a favourable/unfavourable classification), facilities are ordered by peer group, and alphabetically within peer groups.

Note that facilities are omitted from the bottom section of the graphs if they have fewer than 20 responses to that question, as response counts are considered too small to produce statistically reliable results. However, these responses have been included in the calculation of overall Queensland and peer group results.

Values are displayed on the graphs in Sections 3 to 16 where space allows and are rounded to whole numbers. Due to these factors, the sum of responses displayed may not always equal 100%.

Only the relevant categories have been included in calculating the percentages used for each graph, with responses such as 'didn't need' and 'don't know' generally not included. Please refer to Appendix F for more information on the response categories included and excluded from each graph.

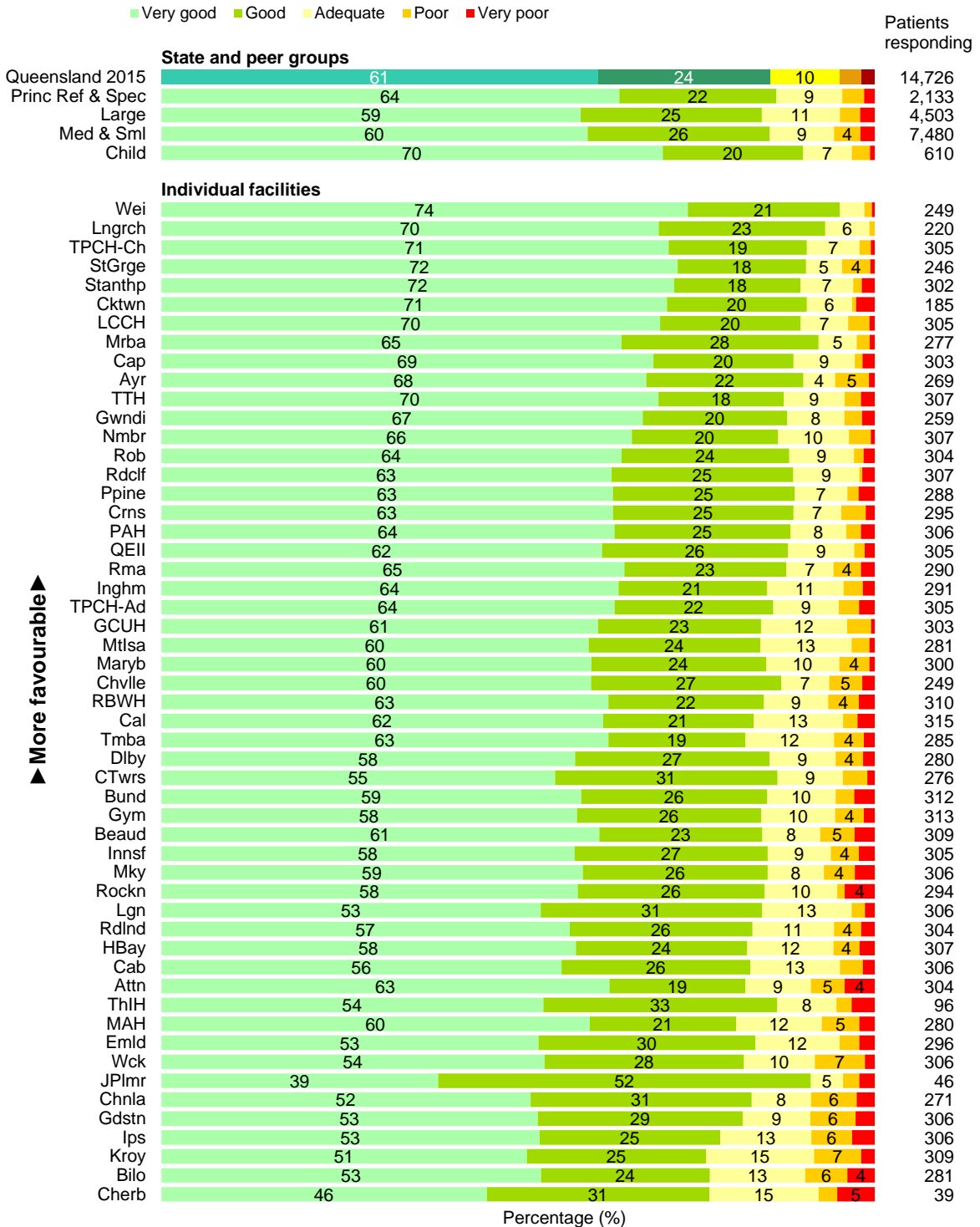
3 Overall rating of care

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked:

1. Overall, how would you rate the care you (child) received in the emergency department? [QS3]

3.1 Rating of care received [QS3]

All patients (parents/guardians of child patients) were asked: *Overall, how would you rate the care you (child) received in the emergency department?*



Ranking in the graph is based on response weightings of: Very good 100; Good 75; Adequate 50; Poor 25; Very poor 0. See Appendix G for more details of how facilities were ranked.

Comparison with previous results cannot be undertaken as response categories for the 2015 survey were modified. See Appendix H for details of change.

Overall rating of care results in Queensland for 2013 and 2011 were as follows:

In 2013, 42% rated their care as excellent, 31% as very good, 18% as good and 6% as fair.

In 2011, 44% rated their care as excellent, 33% as very good, 15% as good and 4% as fair.

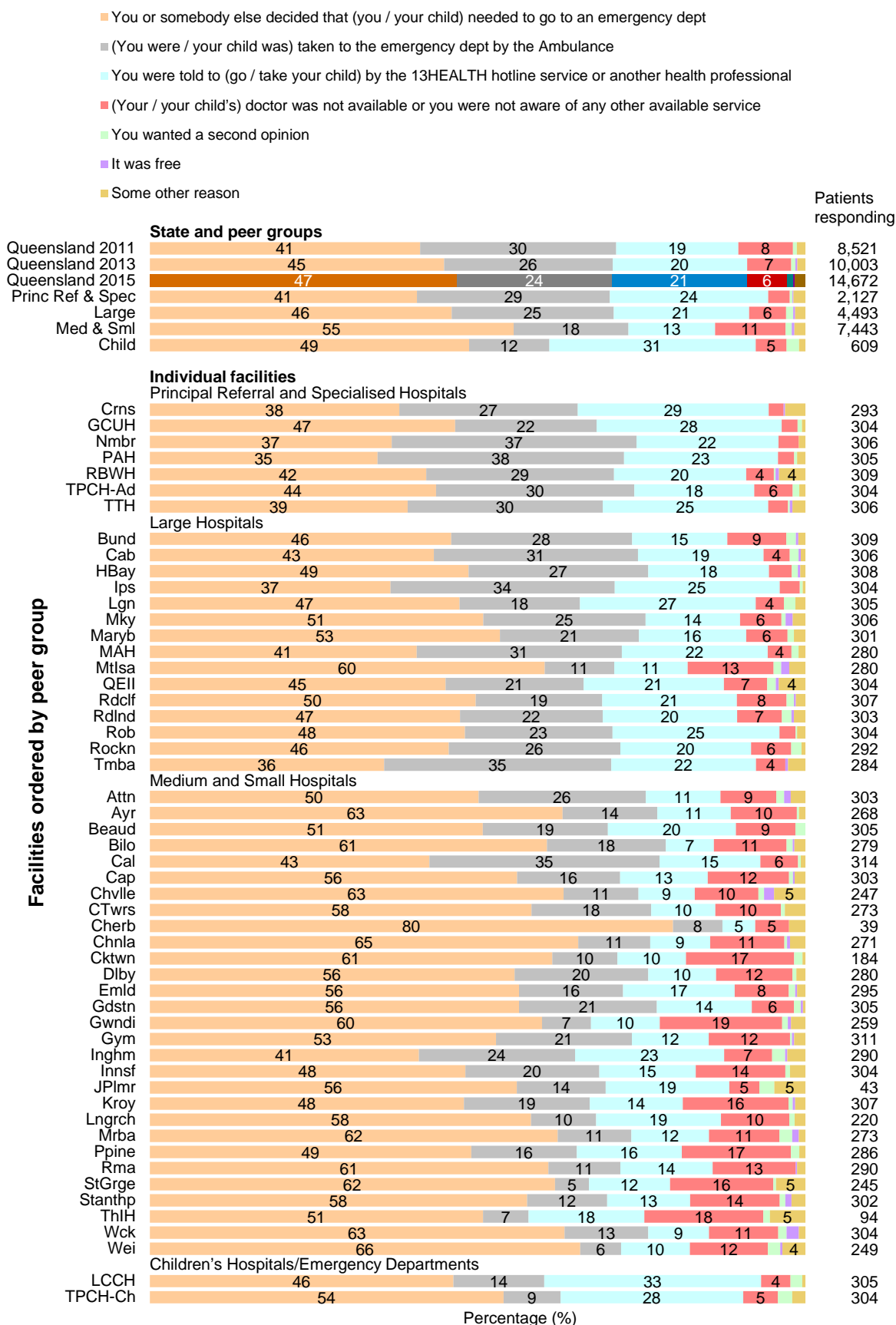
4 Arrival at the emergency department

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked the following questions:

1. What was the main reason that you went (took child) to the emergency department? [QS5]
2. Do you remember taking part in the triage process? [Q9a]
3. Were you given enough privacy when discussing your (child's) condition with the triage nurse? [Q9b]
4. How would you rate the courtesy of the emergency department receptionist? [Q10]

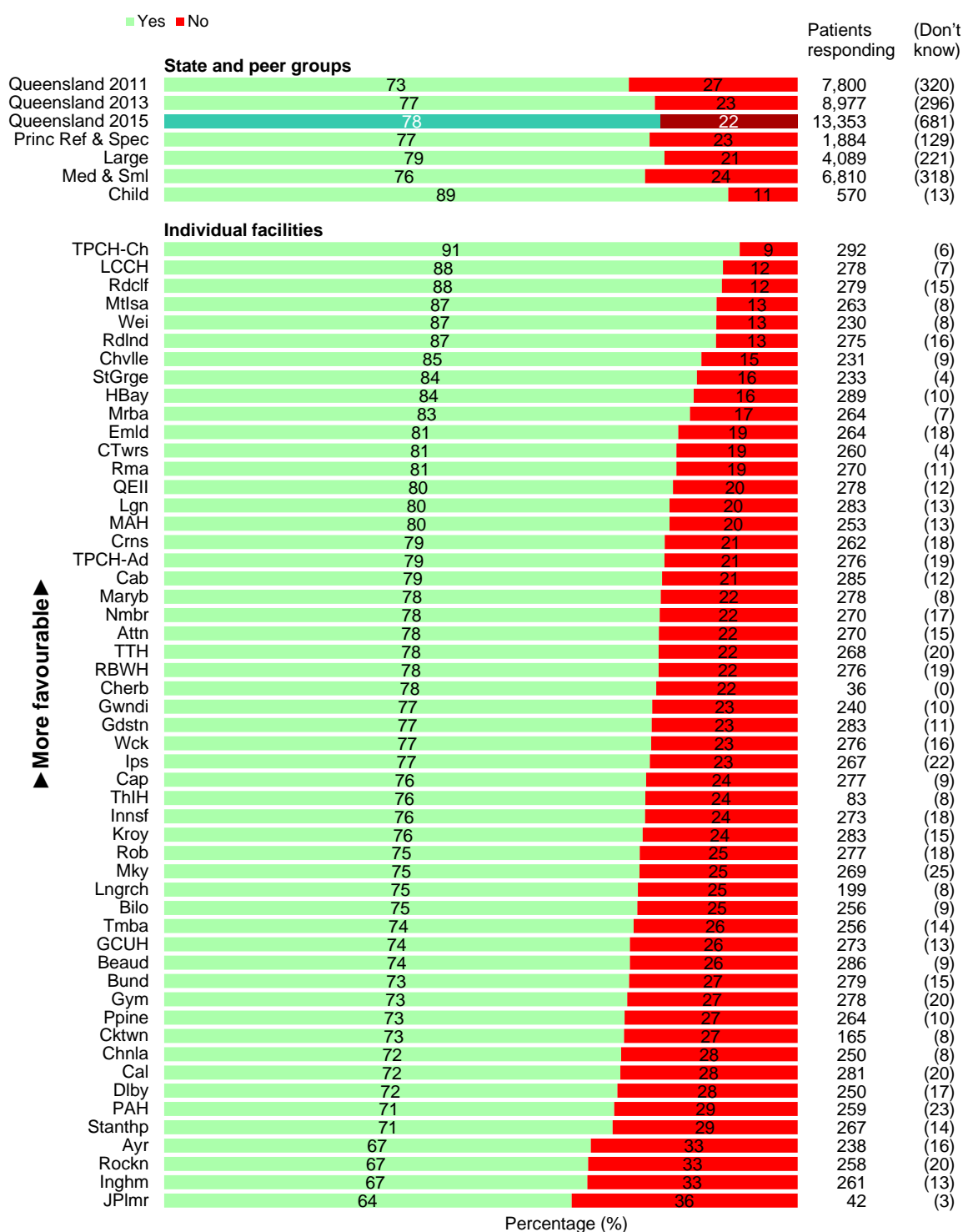
4.1 Main reason for attending the emergency department [QS5]

All patients (parents/guardians of child patients) were asked: *What was the main reason that you went (took child) to the emergency department?*



4.2 Patient recall of triage process [Q9a]

All patients (parents/guardians of child patients) were asked: *Do you remember taking part in the triage process?*

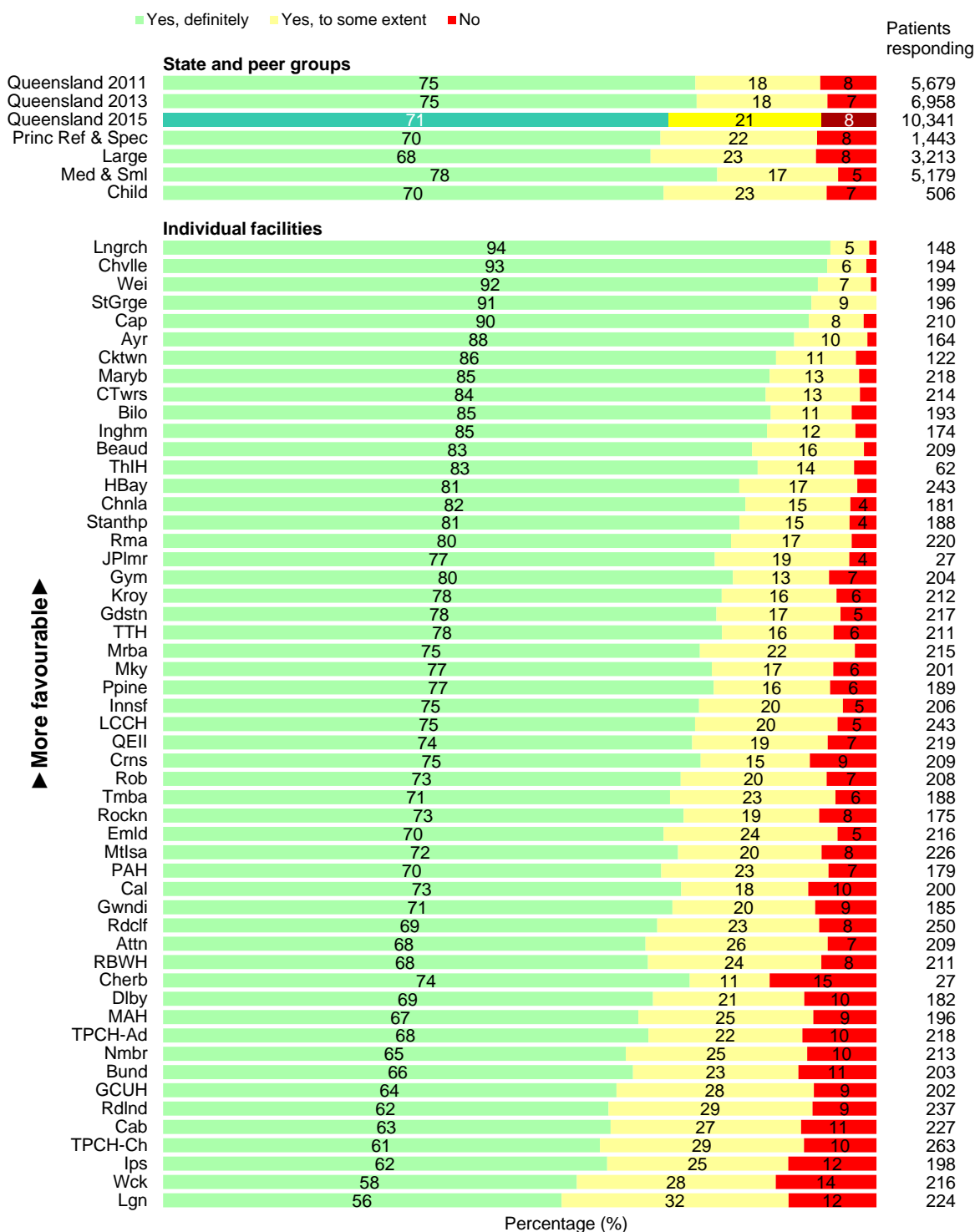


Ranking in the graph is based on response weightings of: Yes 100; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in **2015** than in **2011**.

4.3 Sufficient privacy at triage [Q9b]

Patients (parents/guardians of child patients) who remembered taking part in the triage process were asked: *Were you given enough privacy when discussing your (child's) condition with the triage nurse?*

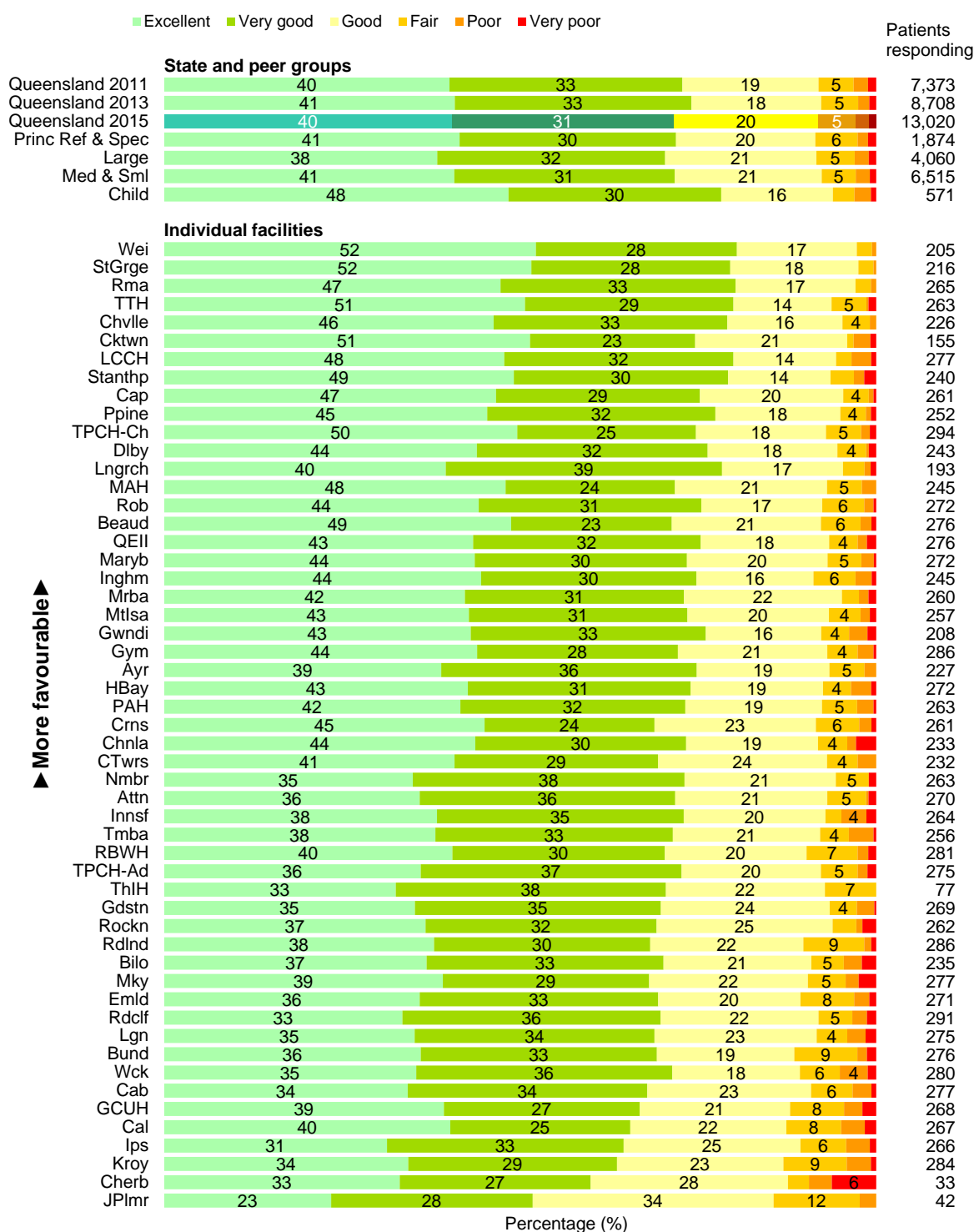


Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly less favourable in **2015** than in **2013** and **2011**.

4.4 Courtesy of emergency department receptionist [Q10]

All patients (parents/guardians of child patients) were asked: *How would you rate the courtesy of the emergency department receptionist?*



Ranking in the graph is based on response weightings of: Excellent 100; Very good 80; Good 60; Fair 40; Poor 20; Very poor 0. See Appendix G for more details of how facilities were ranked.

5 Waiting

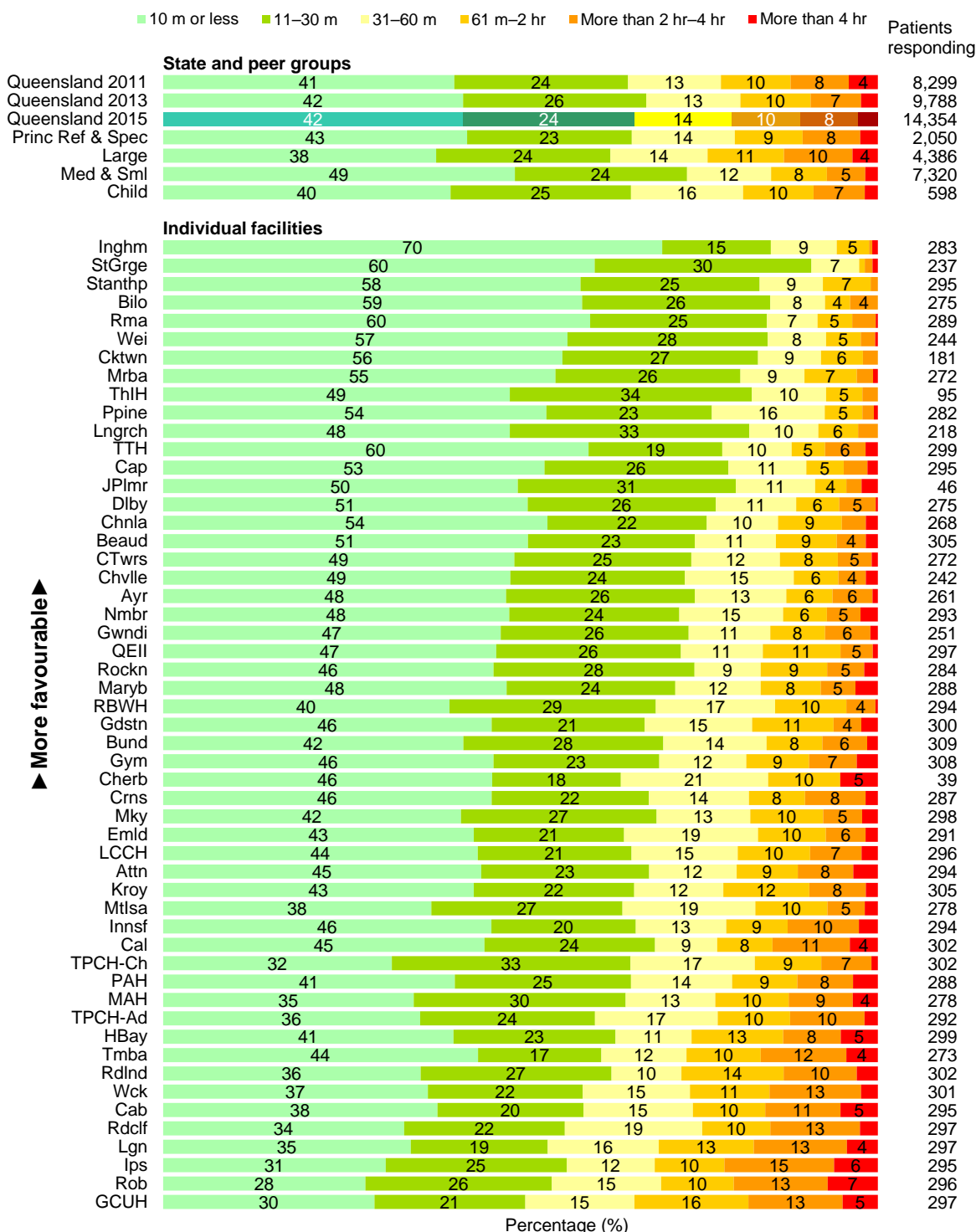
Patients waiting in the emergency department want information about how long they will have to wait, and why they are waiting. Providing this information demonstrates respect and consideration for patients, carers and families. This information also assists in setting expectations.

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked the following questions:

1. From the time you first arrived at the emergency department, how long did you (child) wait before being examined by a doctor or nurse? [Q14]
2. Were you told how long you (child) might have to wait to be examined? [Q15]
3. Were you told why you (child) had to wait to be examined? [Q17]
4. At any point, did you ever feel worried that staff in the emergency department had forgotten about you (child)? [Q22]

5.1 Length of time to be examined by a doctor or nurse [Q14]

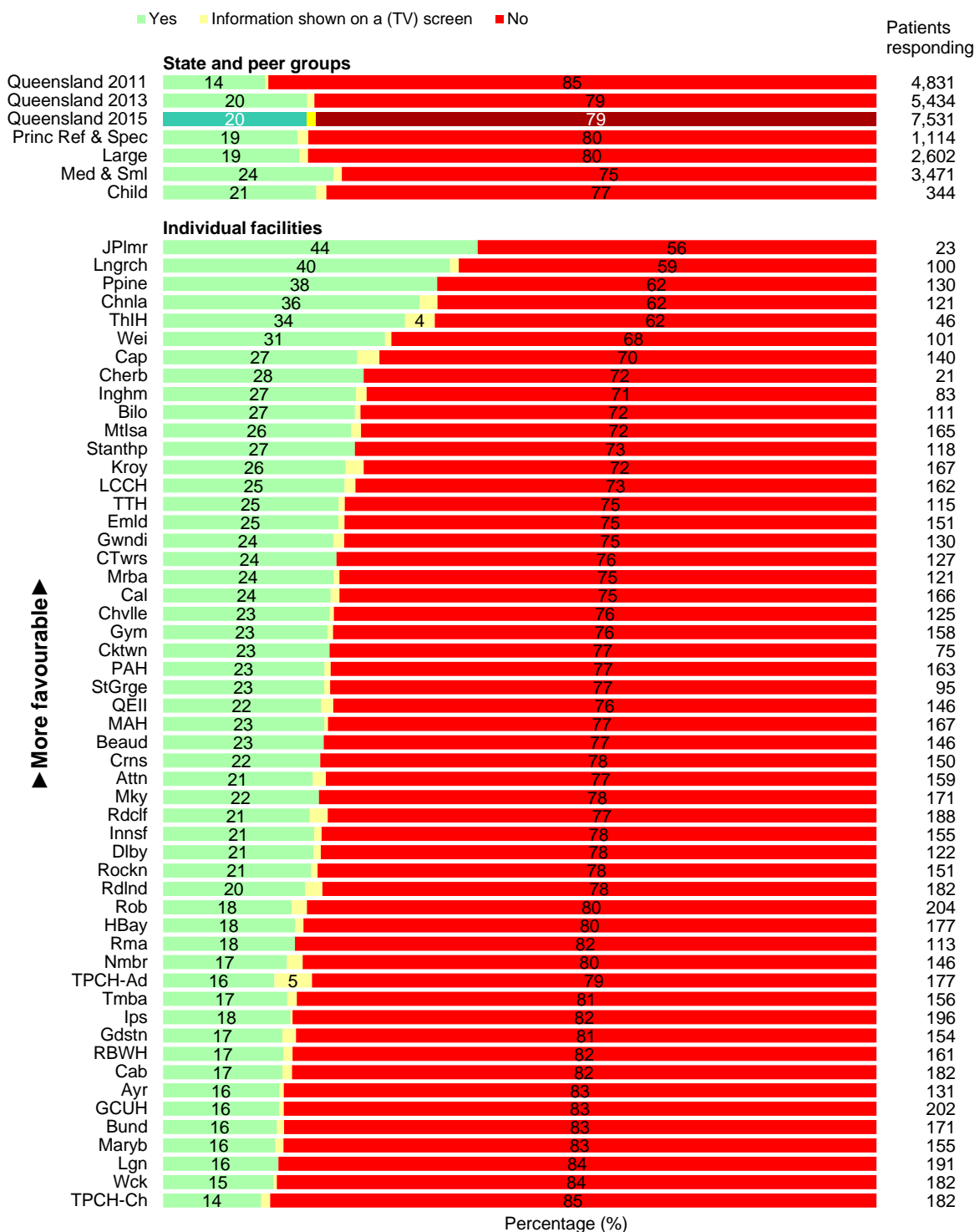
All patients (parents/guardians of child patients) were asked: *From the time you first arrived at the emergency department, how long did you (child) wait before being examined by a doctor or nurse?*



Ranking in the graph is based on response weightings of: 10 m or less 100; 11–30 m 80; 31–60 m 60; 61 m–2 hr 40; More than 2 hr–4 hr 20; More than 4 hr 0. See Appendix G for more details of how facilities were ranked.

5.2 Told expected wait time to be examined [Q15]

Patients (parents/guardians of child patients) who waited for longer than 10 minutes were asked: *Were you told how long you (child) might have to wait to be examined?*

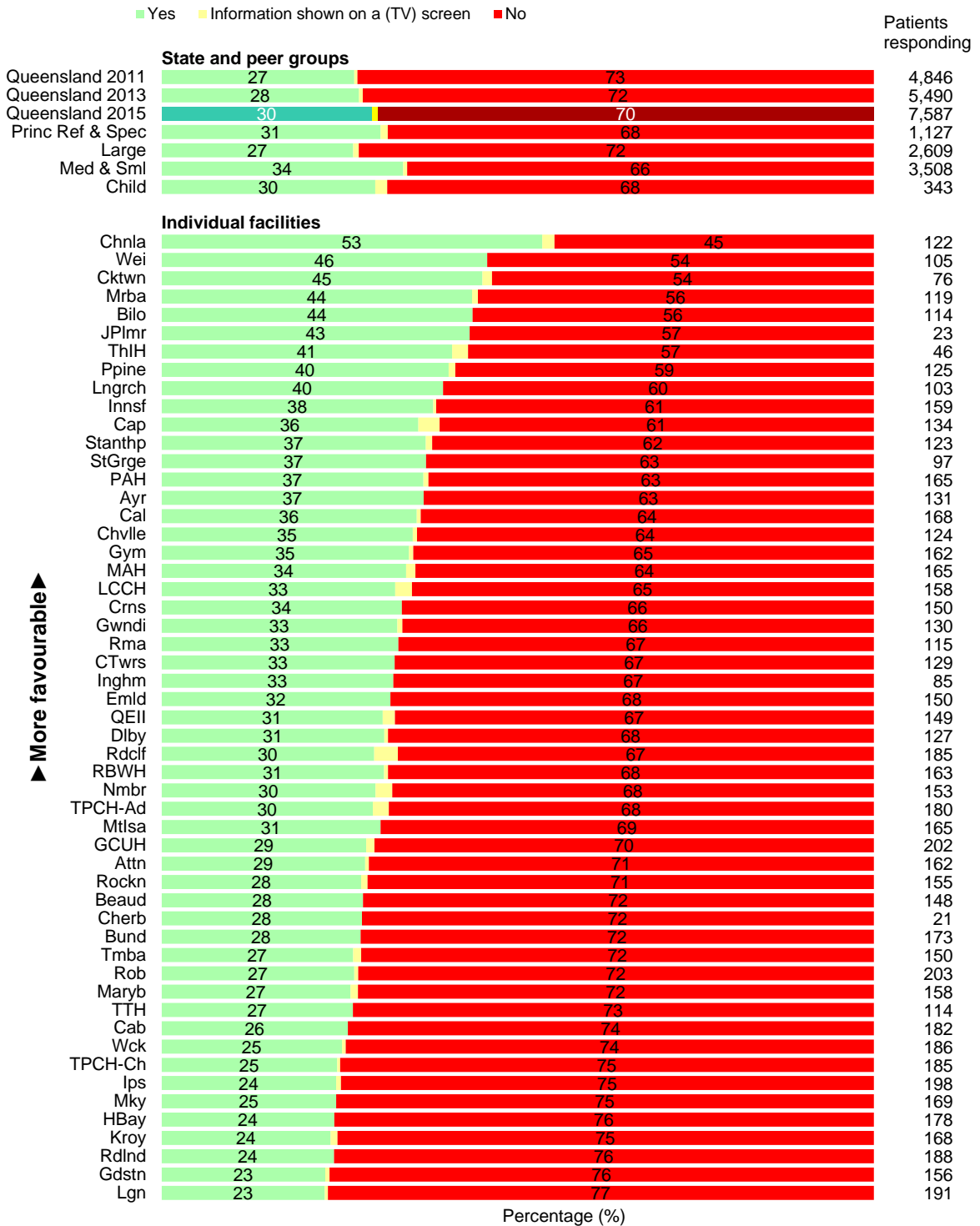


Ranking in the graph is based on response weightings of: Yes 100; Information shown on a (TV) screen 50; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in **2015** than in **2011**.

5.3 Told reason for wait to be examined [Q17]

Patients (parents/guardians of child patients) who waited for longer than 10 minutes were asked: *Were you told why you (child) had to wait to be examined?*

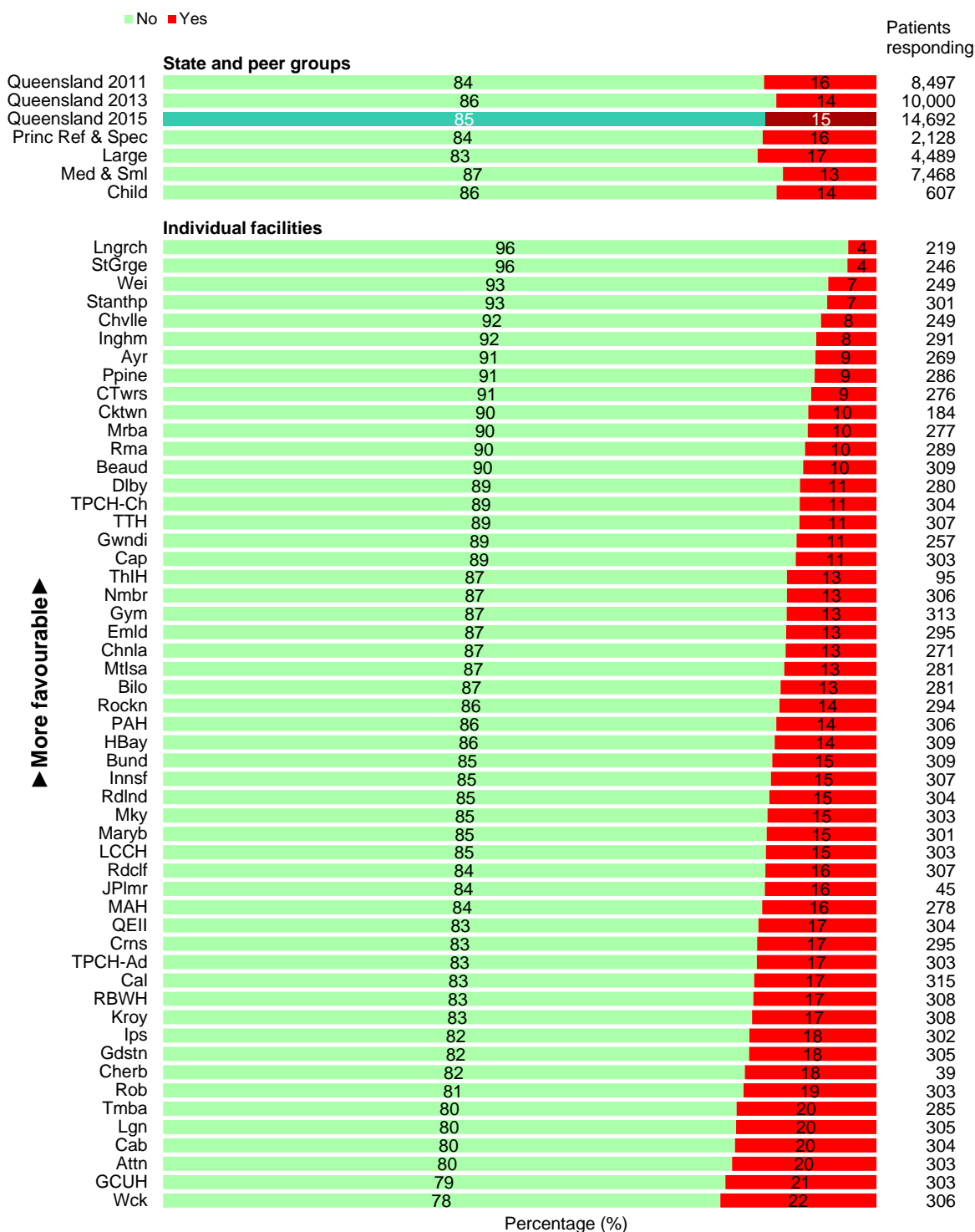


Ranking in the graph is based on response weightings of: Yes 100; Information shown on a (TV) screen 50; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in **2015** than in **2011**.

5.4 Patients ever worried they had been forgotten [Q22]

All patients (parents/guardians of child patients) were asked: *At any point, did you ever feel worried that staff in the emergency department had forgotten about you (child)?*



Ranking in the graph is based on response weightings of: No 100; Yes 0. See Appendix G for more details of how facilities were ranked.

6 Doctors and nurses

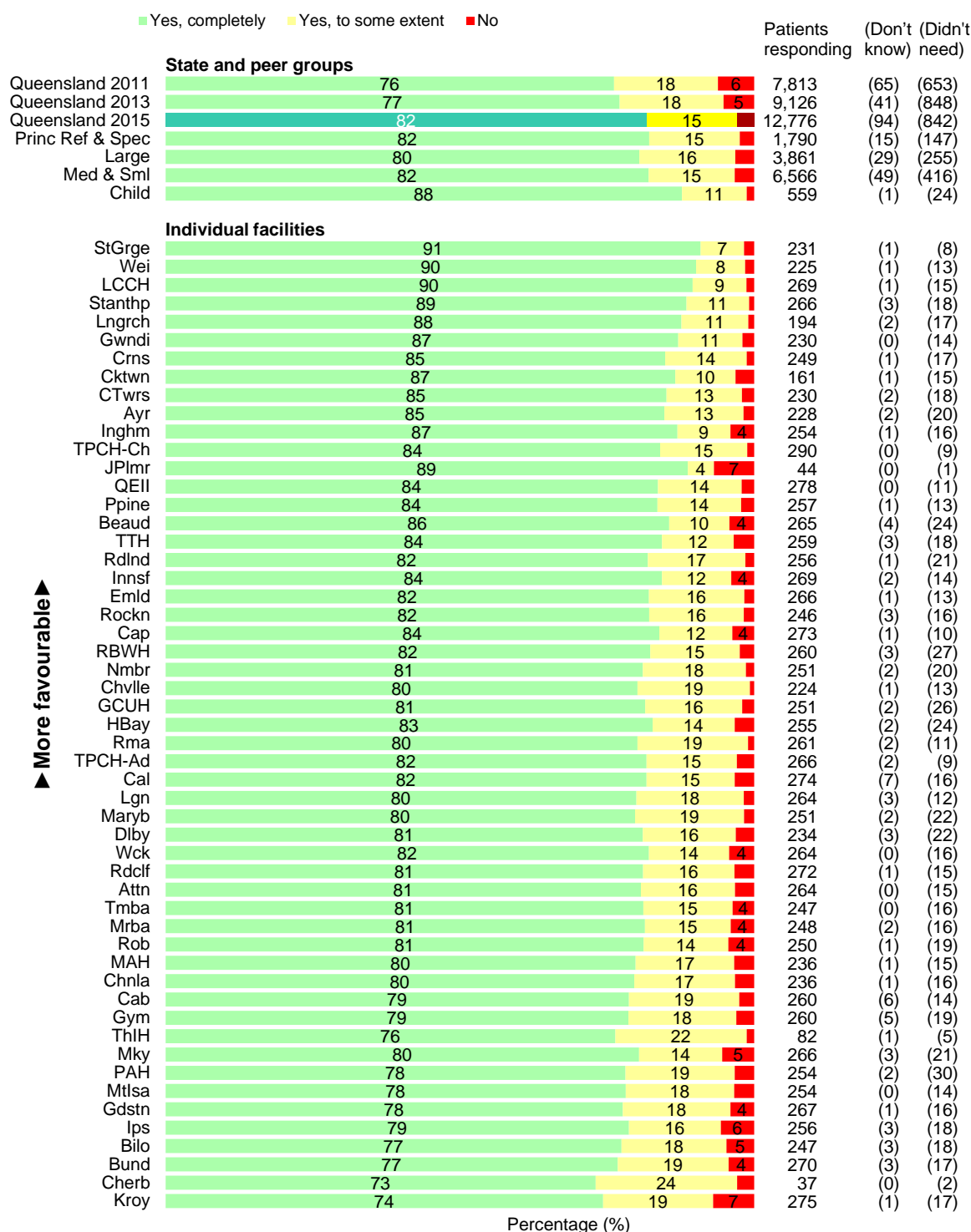
Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked the following questions:

1. While you were in the emergency department, did a doctor or nurse explain your (child's) condition and treatment in a way you could understand? [Q25]
2. Did the doctors and nurses listen to what you had to say? [Q26]
3. Did a healthcare professional discuss [these worries or fears] with you? [Q28]
4. Did you have confidence and trust in the doctors and nurses examining and treating you (child)? [Q29]
5. Sometimes doctors and nurses might talk in front of a patient as if they weren't there. Did this happen to you? [Q31]

6.1 Condition and treatment explained in a way patients understood

[Q25]

All patients (parents/guardians of child patients) were asked: *While you were in the emergency department, did a doctor or nurse explain your (child's) condition and treatment in a way you could understand?*



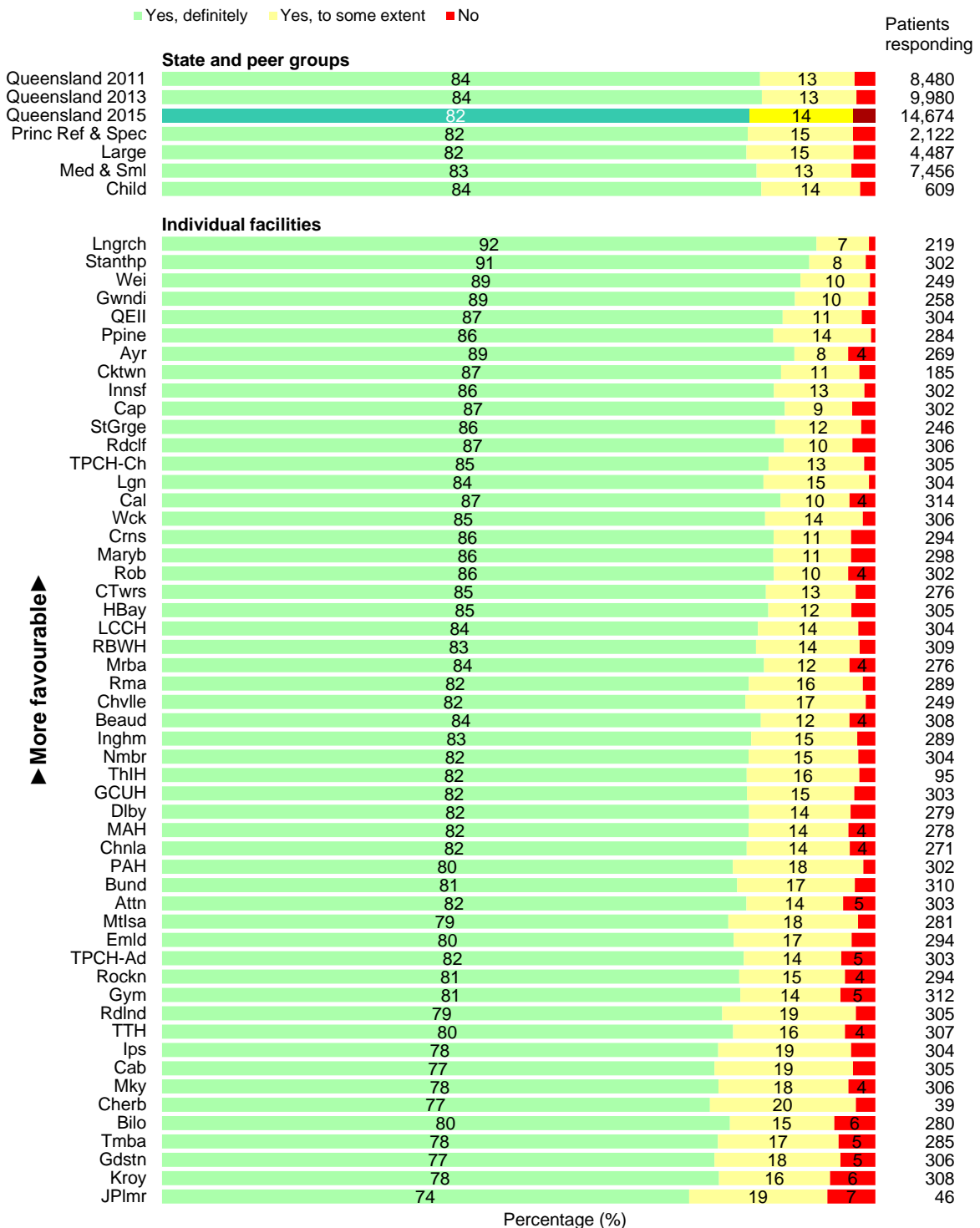
Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

The response categories for this question were modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

The results for Queensland were significantly more favourable in 2015 than in 2013 and 2011.

6.2 Doctors and nurses listened to patients [Q26]

All patients (parents/guardians of child patients) were asked: *Did the doctors and nurses listen to what you had to say?*

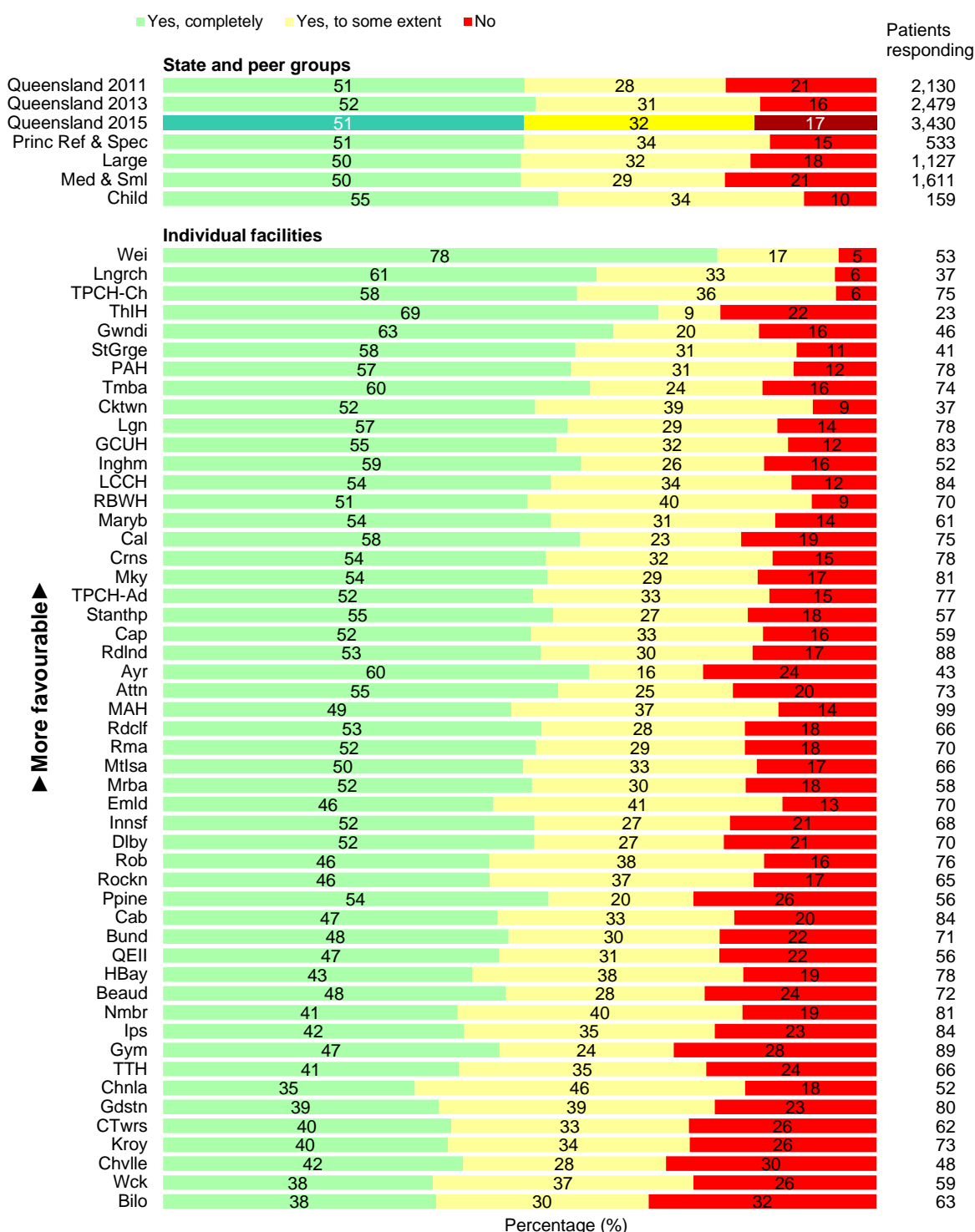


Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly less favourable in **2015** than in **2013**.

6.3 Healthcare professional discussed patients' worries/fears about condition or treatment [Q28]

Patients (parents/guardians of child patients) who had worries or fears about their (child's) condition or treatment were asked: *Did a healthcare professional discuss [these worries or fears] with you?*



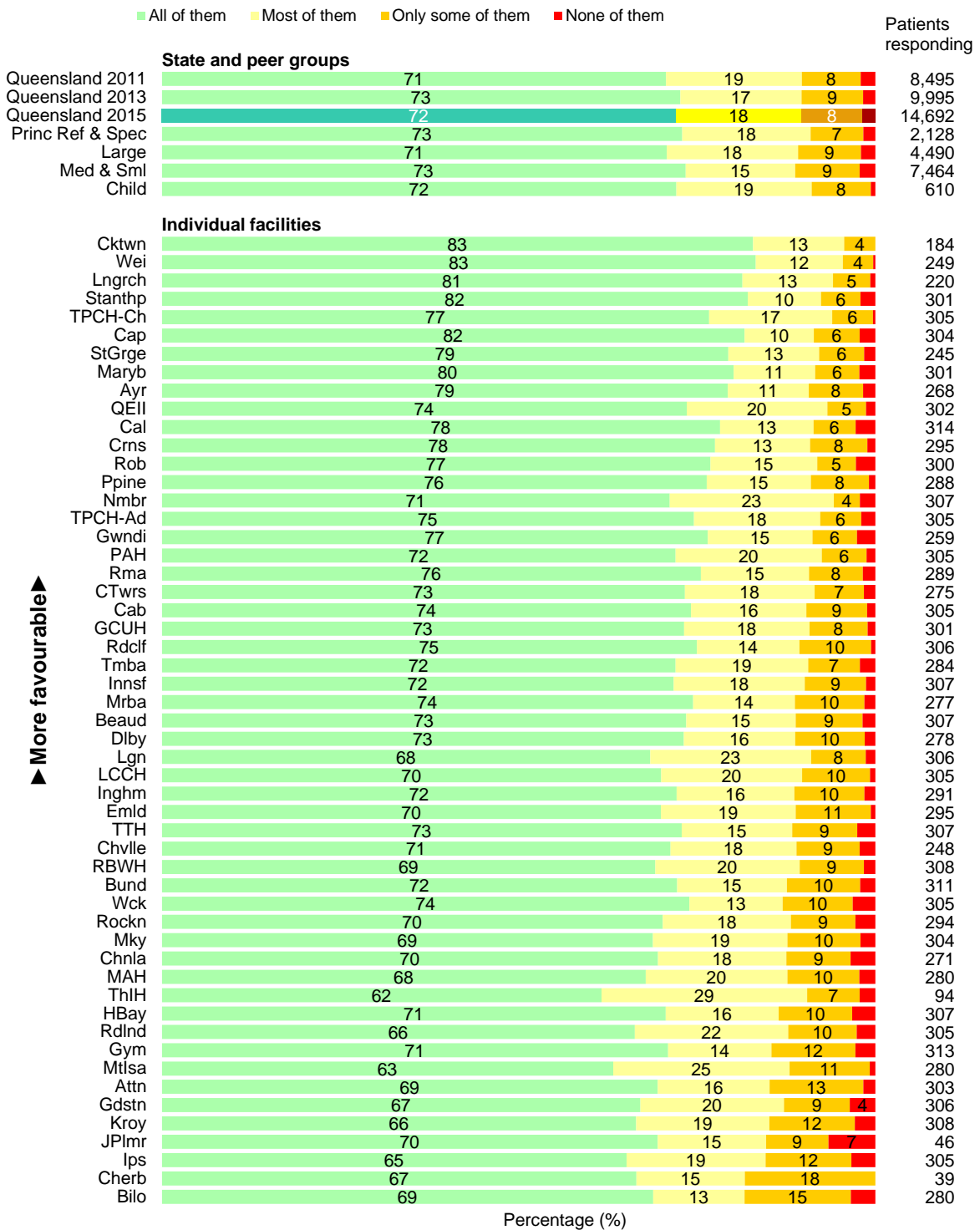
Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

This question was modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

6.4 Confidence and trust in doctors and nurses [Q29]

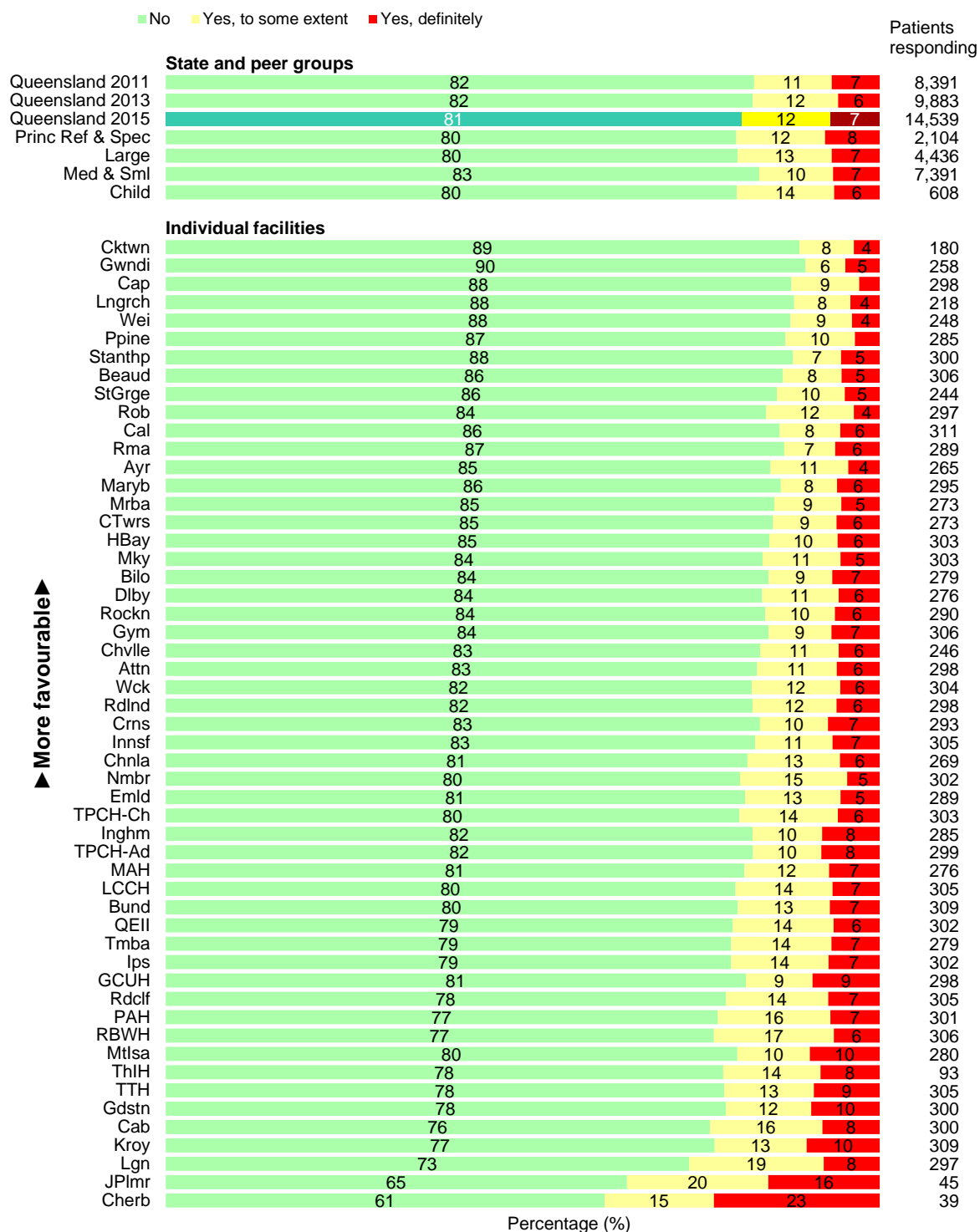
All patients (parents/guardians of child patients) were asked: *Did you have confidence and trust in the doctors and nurses examining and treating you (child)?*



Ranking in the graph is based on response weightings of: All of them 100; Most of them 75; Only some of them 25; None of them 0. See Appendix G for more details of how facilities were ranked.

6.5 Doctors and nurses talked in front of patients as if not there [Q31]

All patients (parents/guardians of child patients) were asked: *Sometimes doctors and nurses might talk in front of a patient as if they weren't there. Did this happen to you?*



Ranking in the graph is based on response weightings of: No 100; Yes, to some extent 50; Yes, definitely 0. See Appendix G for more details of how facilities were ranked.

7 Care and treatment

Patient involvement in decisions about their care has multiple benefits. It encourages patients to take greater responsibility for their own health, which may lead to reducing risk factors and associated ill health. Patients involved in decisions about their care are also likely to report higher overall satisfaction with their care.

Patients are better able to engage in decisions about their care when they are provided with sufficient information.

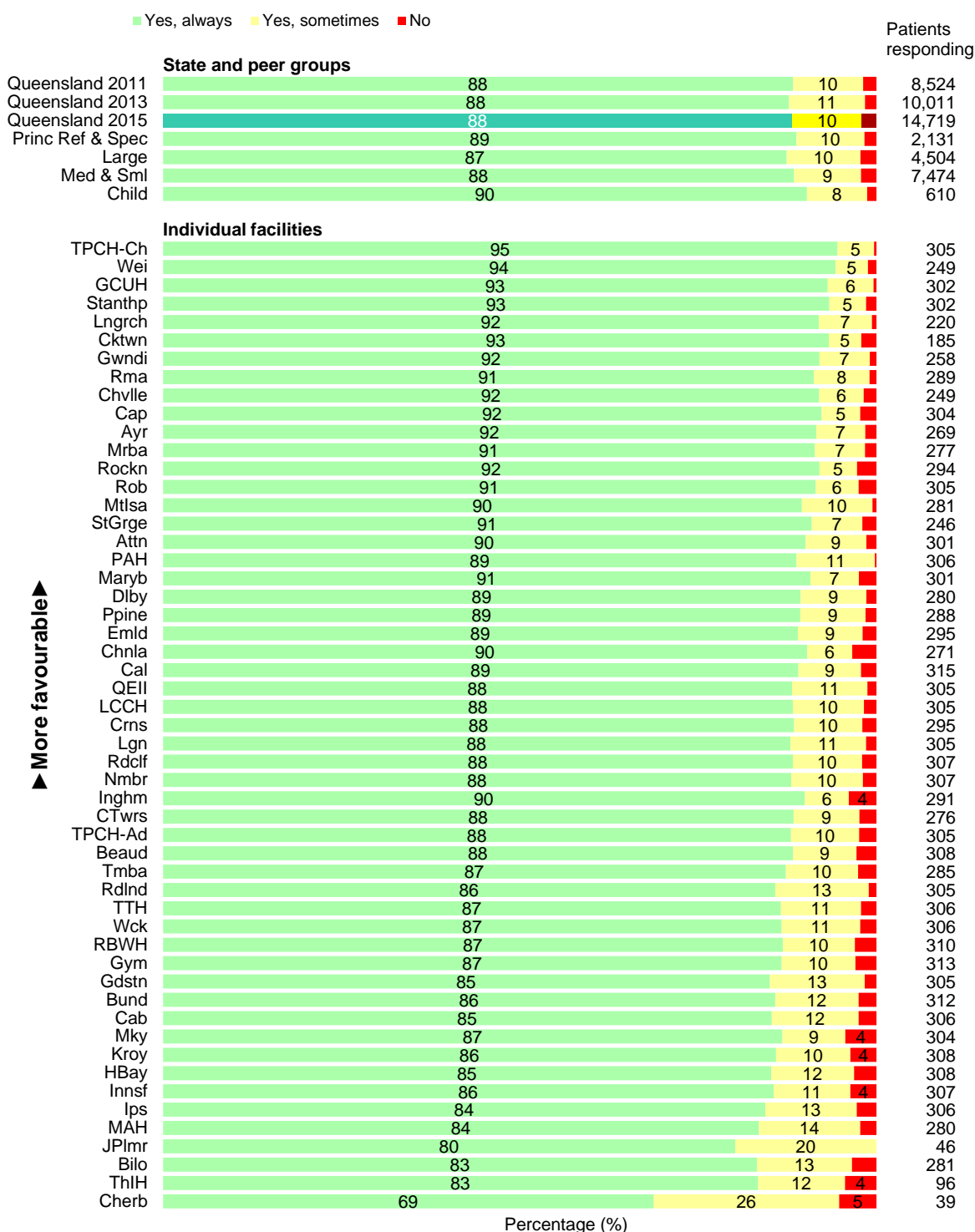
Availability of staff to attend to patients when needed is essential for patients to receive individualised care.

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked the following questions:

1. Overall, did you feel you were (child was) treated with respect and dignity while in the emergency department? [QS2]
2. Overall, did you feel you were (child was) treated with kindness and understanding while in the emergency department? [QS7]
3. While you were in the emergency department, how much information about your (child's) condition or treatment was given to you? [Q33]
4. Did you get answers that you could understand? [Q35]
5. Was this because you didn't have any questions, or for some other reason? [Q36]
6. How much information about your condition or treatment was given to your family, carer or someone close to you? [QNAT3]
7. Were you (child) given enough privacy when being examined or treated? [Q38]
8. If you (child) needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? [Q39]
9. Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you in the emergency department? [Q40]
10. Were you involved as much as you wanted to be in decisions about your (child's) care and treatment? [Q41]
11. How many of the staff treating and assessing you (child) introduced themselves? [Q42]

7.1 Treated with respect and dignity [QS2]

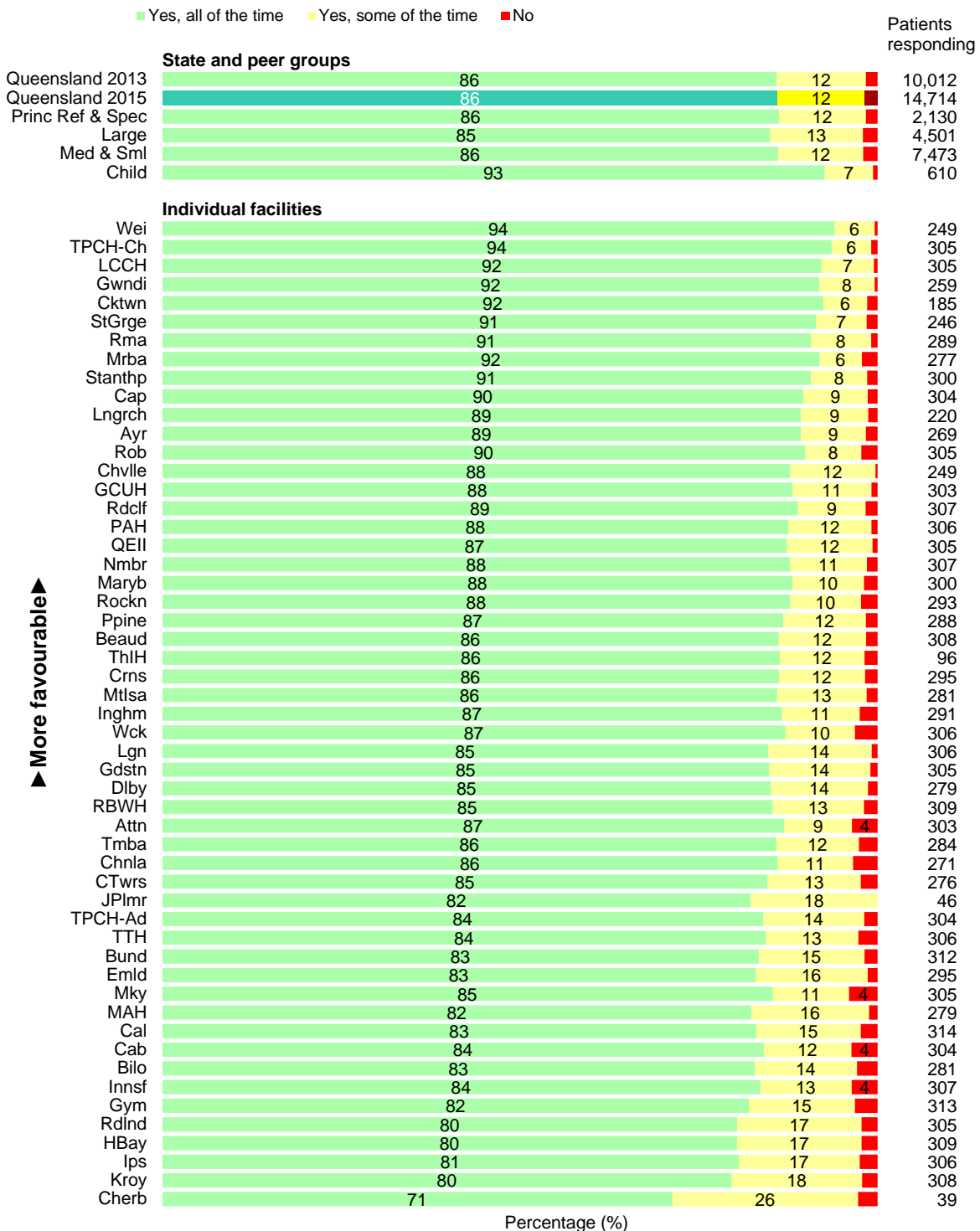
All patients (parents/guardians of child patients) were asked: *Overall, did you feel you were (child was) treated with respect and dignity while in the emergency department?*



Ranking in the graph is based on response weightings of: Yes, always 100; Yes, sometimes 50; No 0. See Appendix G for more details of how facilities were ranked.

7.2 Treated with kindness and understanding [QS7]

All patients (parents/guardians of child patients) were asked: *Overall, did you feel you were (child was) treated with kindness and understanding while in the emergency department?*



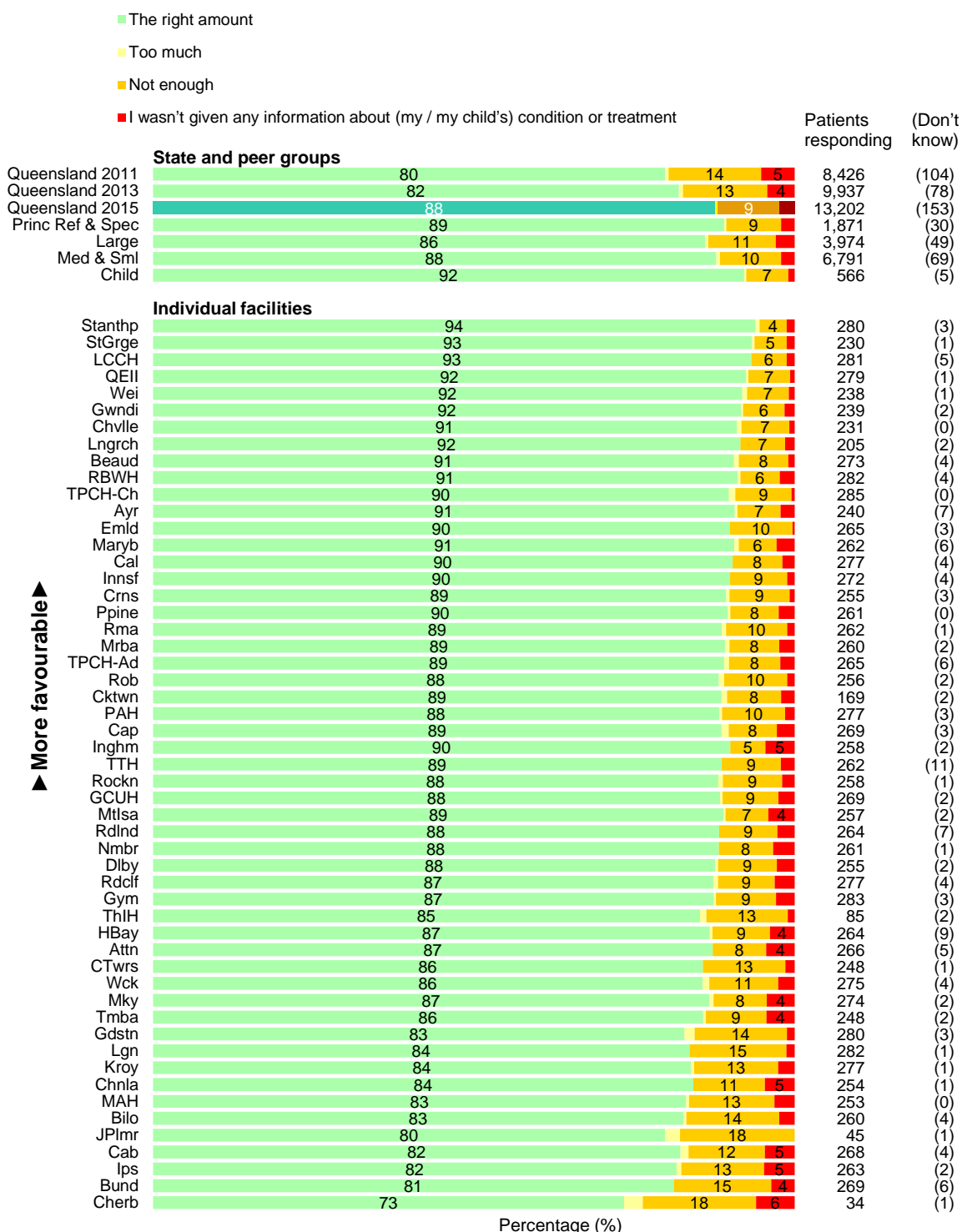
Ranking in the graph is based on response weightings of: Yes, all of the time 100; Yes, some of the time 50; No 0. See Appendix G for more details of how facilities were ranked.

This question was not asked in 2011.

7.3 Amount of information about condition or treatment provided

[Q33]

All patients (parents/guardians of child patients) were asked: *While you were in the emergency department, how much information about your (child's) condition or treatment was given to you?*



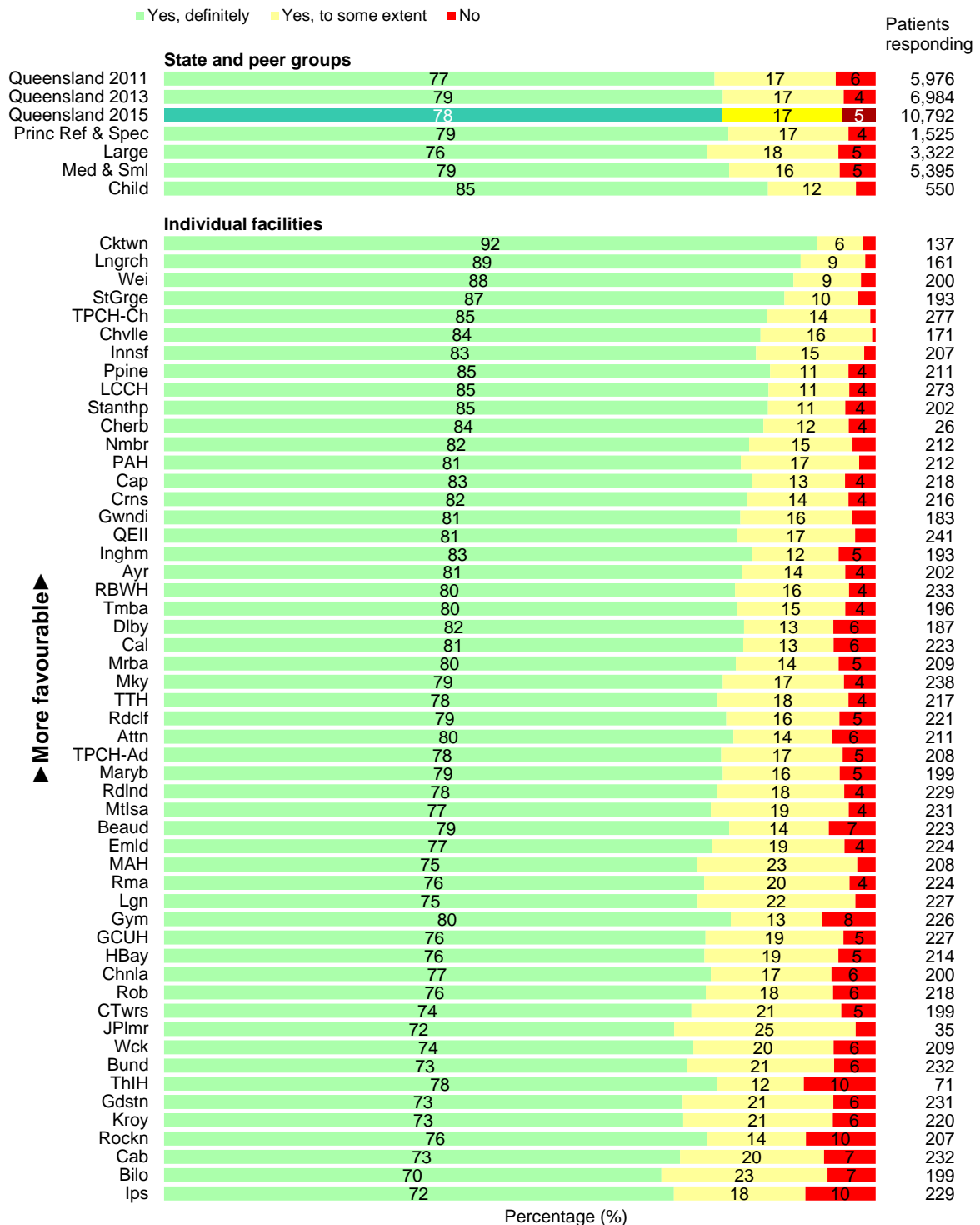
Ranking in the graph is based on response weightings of: The right amount 100; Too much 66.7; Not enough 33.3; Not given any information 0. See Appendix G for more details of how facilities were ranked.

The response categories for this question were modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

The results for Queensland were significantly more favourable in 2015 than in 2013 and 2011.

7.4 Understandable answers to patients' questions [Q35]

Patients (parents/guardians of child patients) who asked questions about their care and treatment were asked: *Did you get answers that you could understand?*

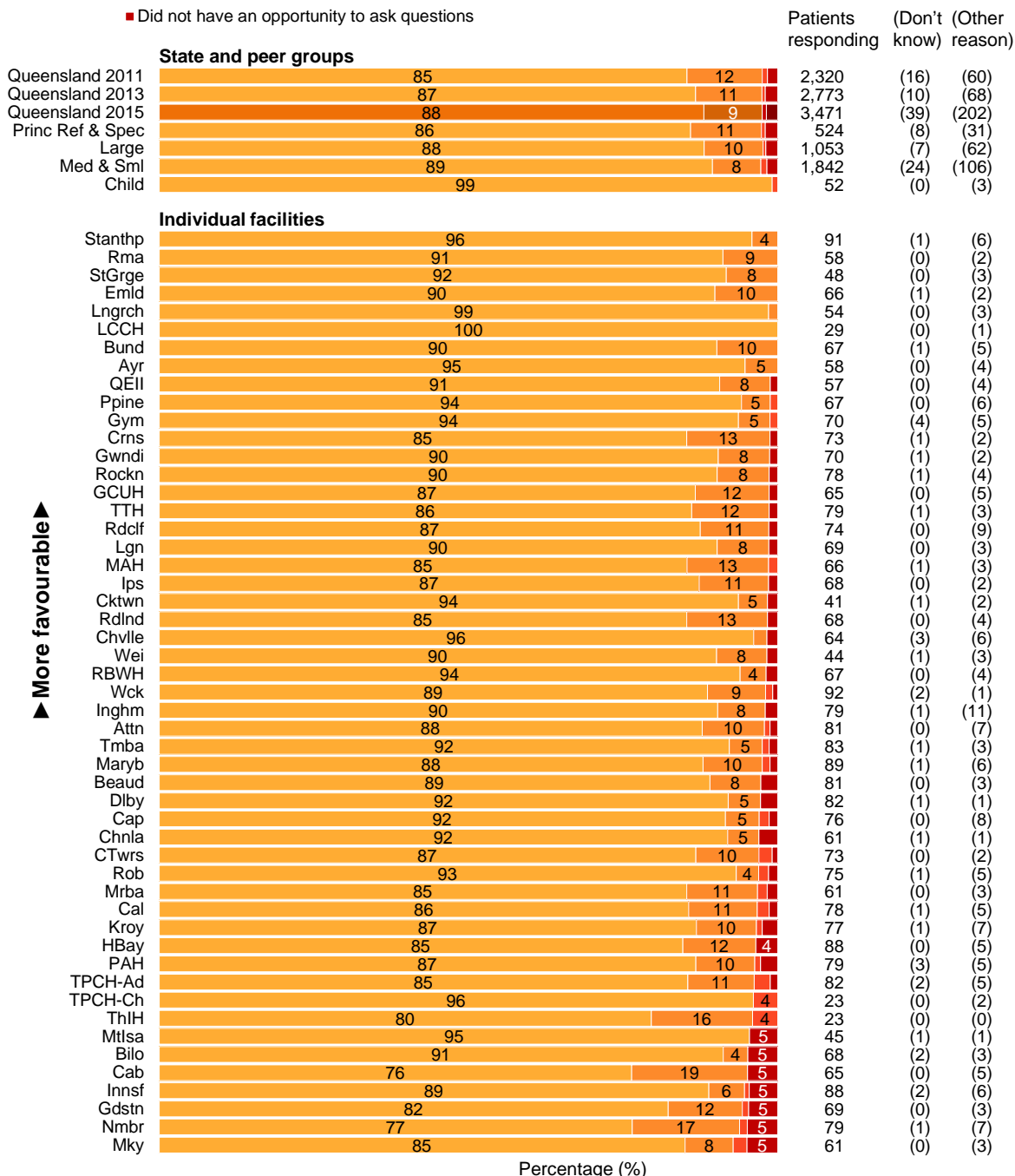


Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

7.5 Reasons patient did not ask questions about care and treatment [Q36]

Patients (parents/guardians of child patients) who did not ask questions about their care and treatment were asked: *Was this because you didn't have any questions, or for some other reason?*

- Did not have any questions
- Too unwell to ask any questions
- There wasn't enough time to ask questions
- Did not have an opportunity to ask questions

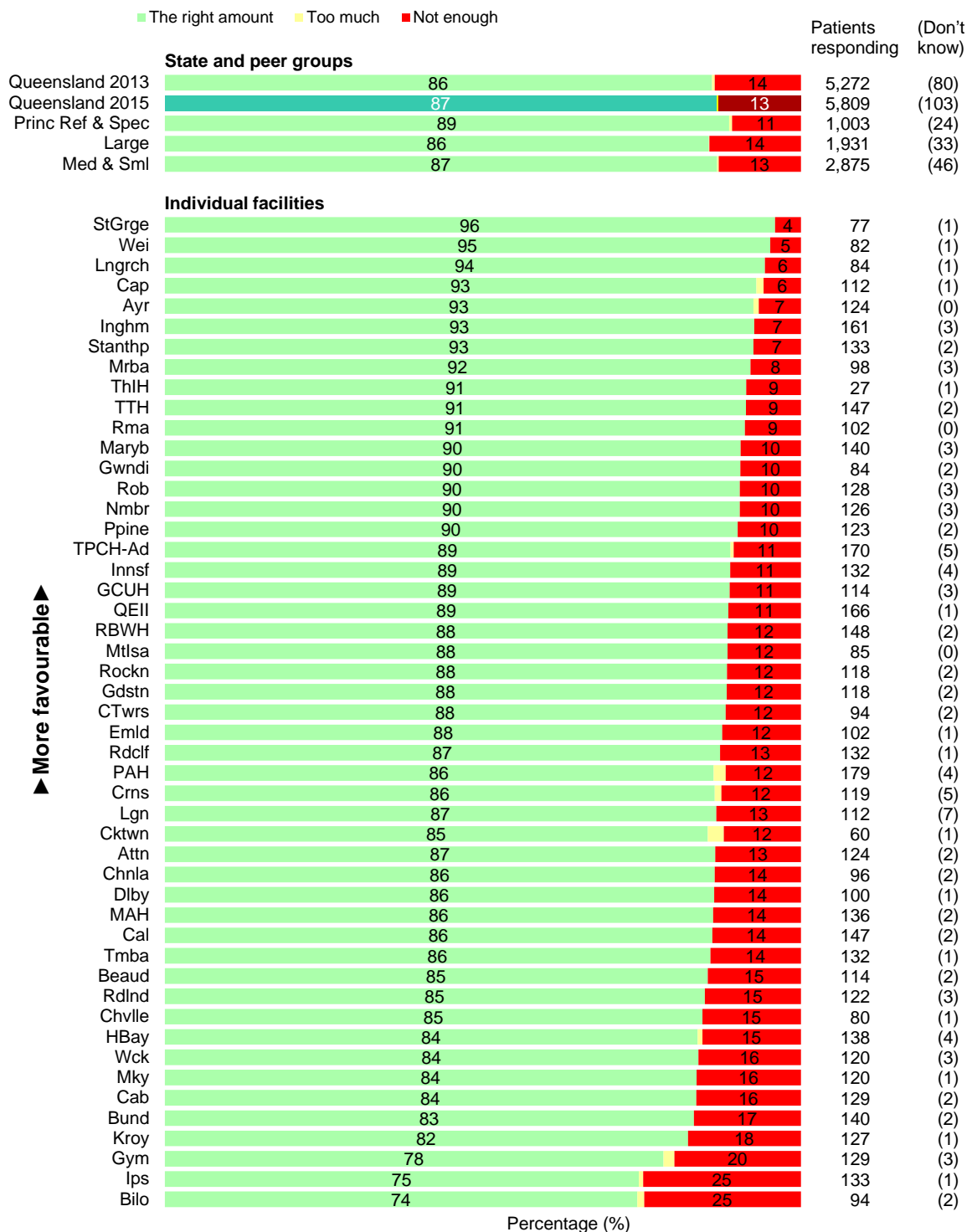


Ranking in the graph is based on response weightings of: Did not have any questions 100; Too unwell to ask any questions 100; There wasn't enough time to ask questions 0; Did not have an opportunity to ask questions 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

7.6 Amount of information about condition or treatment provided to family, carer, someone else [QNAT3]

Adult patients were asked: *How much information about your condition or treatment was given to your family, carer or someone close to you?*



Ranking in the graph is based on response weightings of: The right amount 100; Too much 50; Not enough 0. See Appendix G for more details of how facilities were ranked.

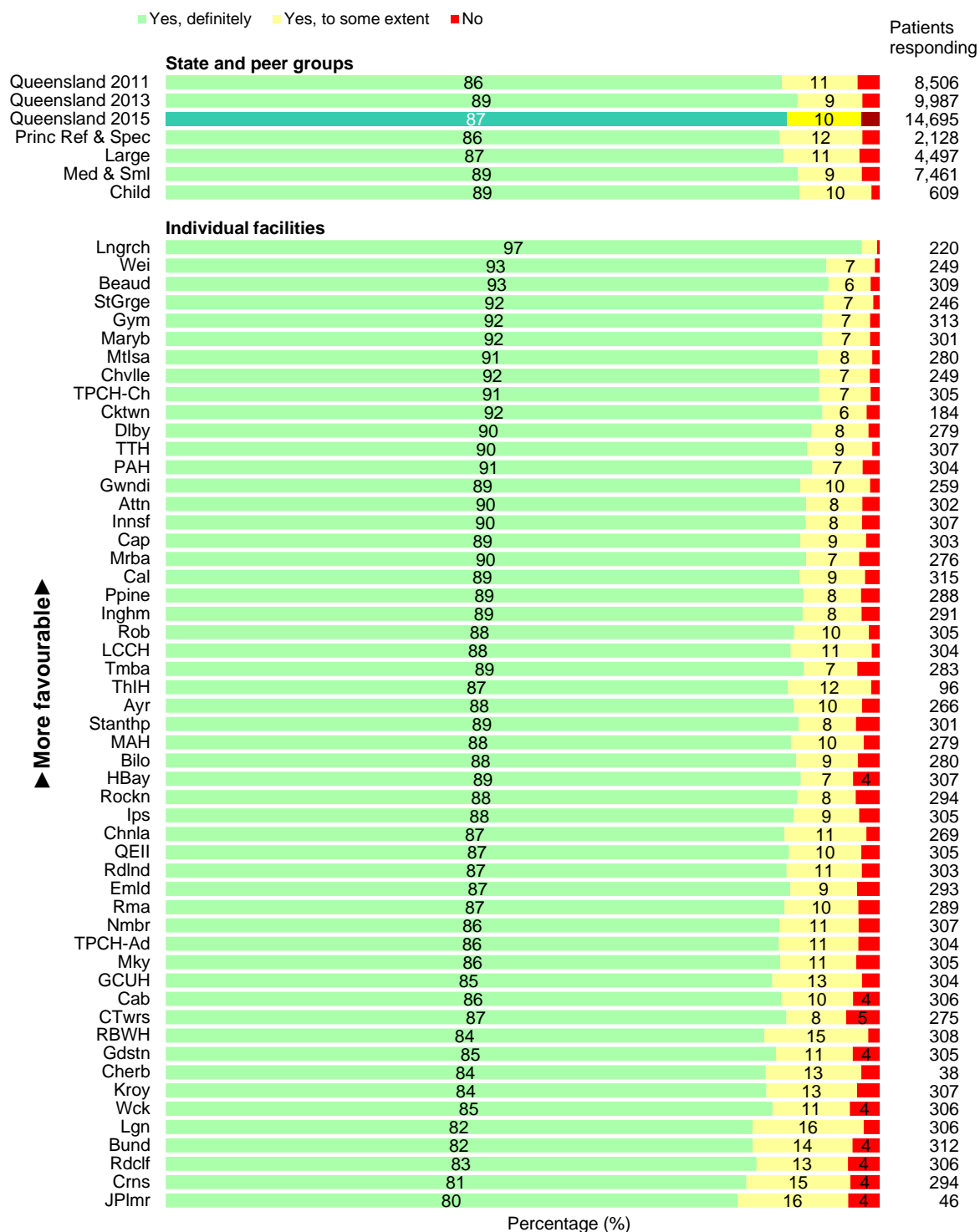
This question was only asked of patients aged 16 years or more. Therefore the children's hospitals/emergency departments and their peer group are not included in the graph.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

This question was not asked in 2011.

7.7 Sufficient privacy during examination or treatment [Q38]

All patients (parents/guardians of child patients) were asked: *Were you (child) given enough privacy when being examined or treated?*

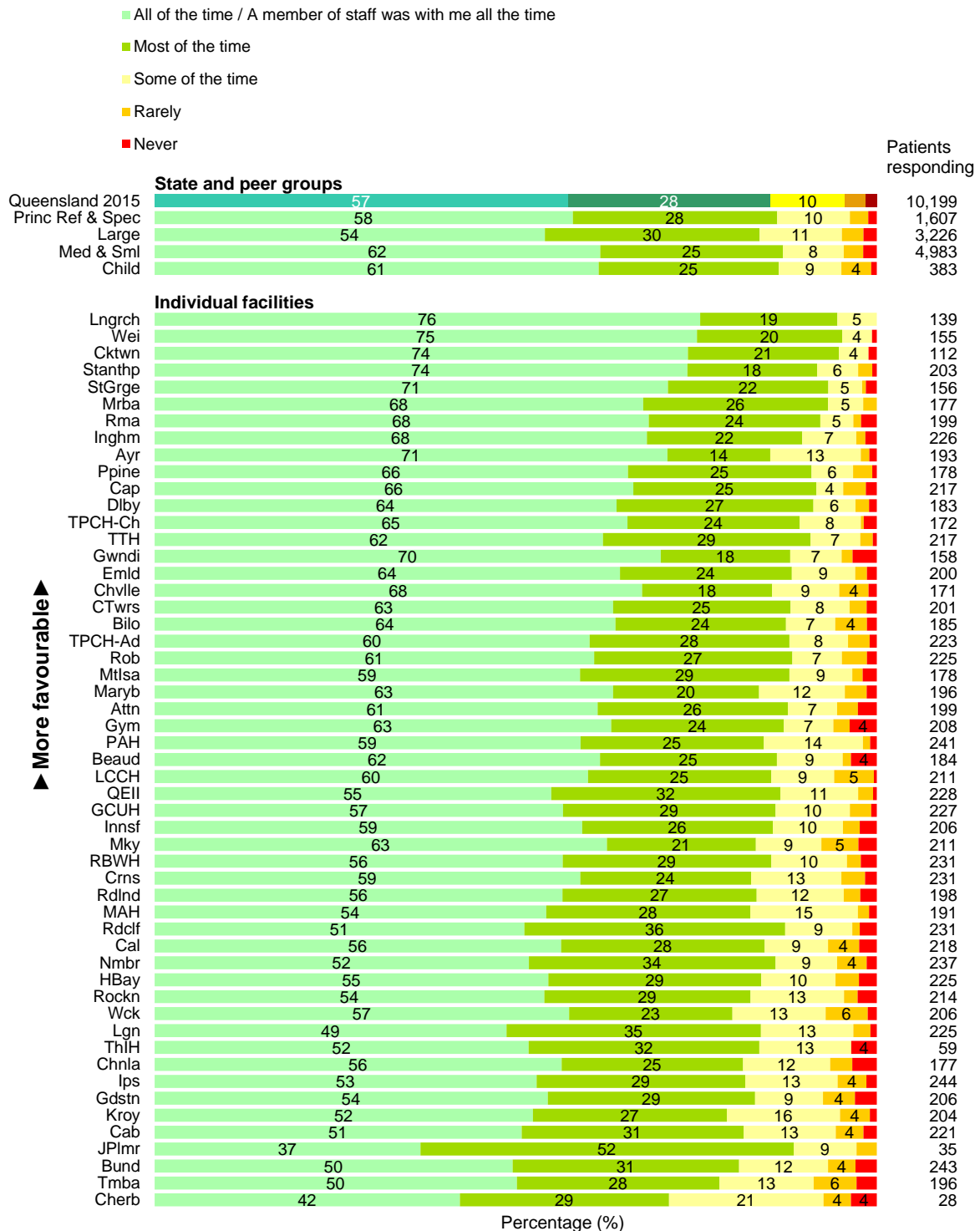


Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly less favourable in 2015 than in 2013.

7.8 Assistance from staff when needed [Q39]

All patients (parents/guardians of child patients) were asked: *If you (child) needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?*



Ranking in the graph is based on response weightings of: All of the time / A member of staff was with me all the time 100; Most of the time 75; Some of the time 50; Rarely 25; Never 0. See Appendix G for more details of how facilities were ranked.

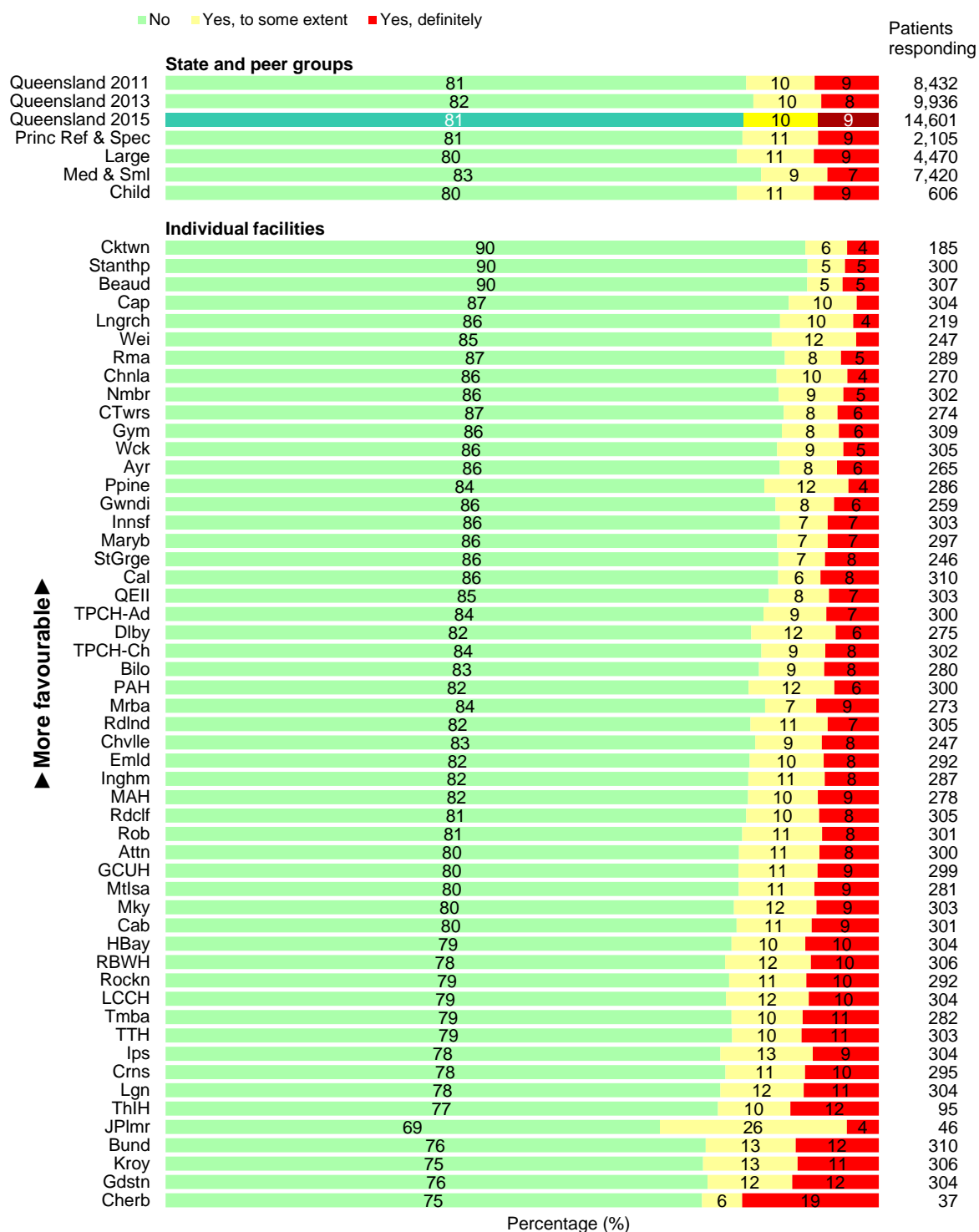
Comparison with previous results cannot be undertaken as the question and response categories for the 2015 survey were modified. See Appendix H for details of change.

For Queensland in 2013, 73% were always able to get help from staff when needed or always had a member of staff with them.

In 2011, 69% were always able to get help from staff when needed or always had a member of staff with them.

7.9 Conflicting information provided by staff [Q40]

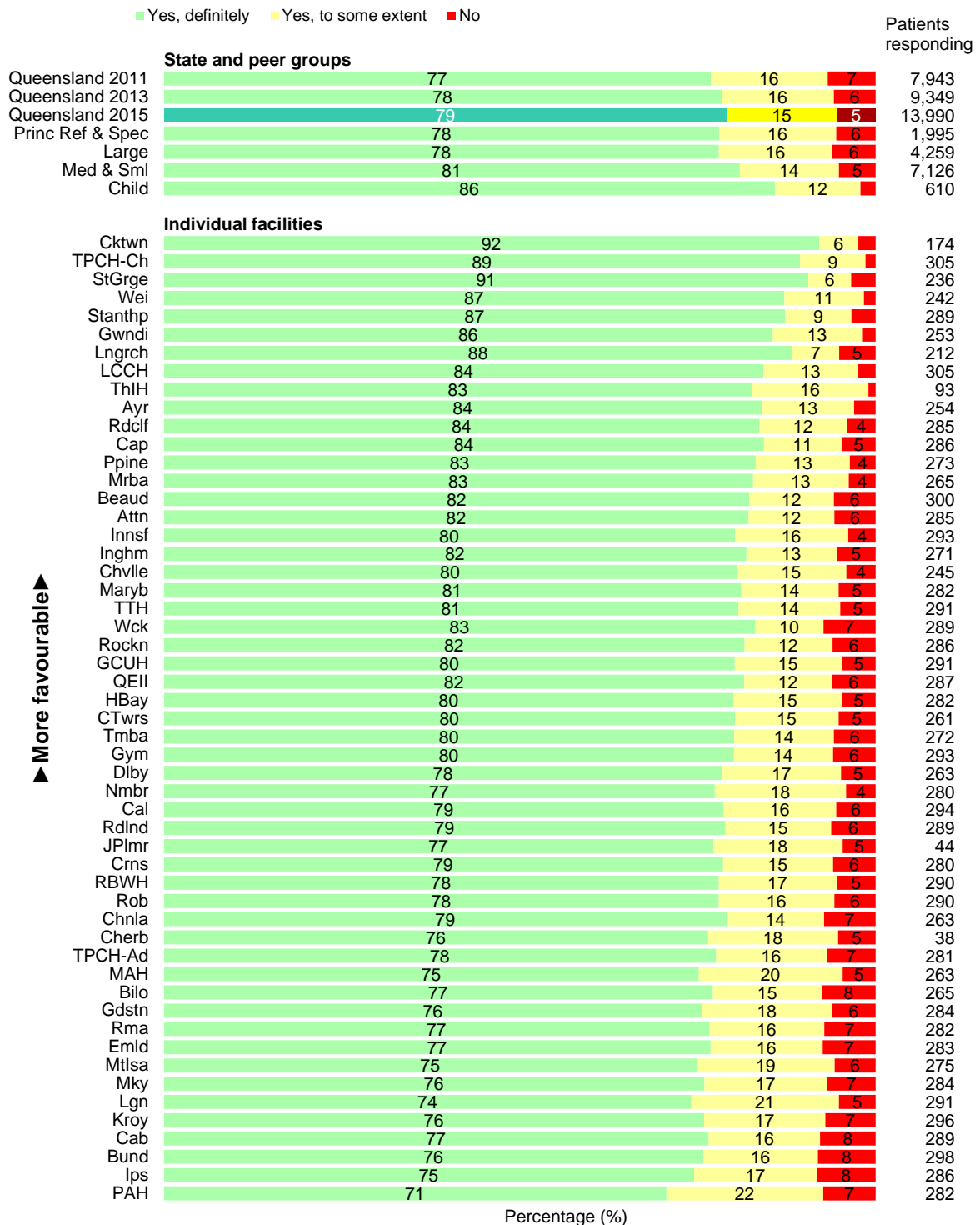
All patients (parents/guardians of child patients) were asked: *Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you in the emergency department?*



Ranking in the graph is based on response weightings of: No 100; Yes, to some extent 50; Yes, definitely 0. See Appendix G for more details of how facilities were ranked.

7.10 Involved as much as desired in decisions about care and treatment [Q41]

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?*

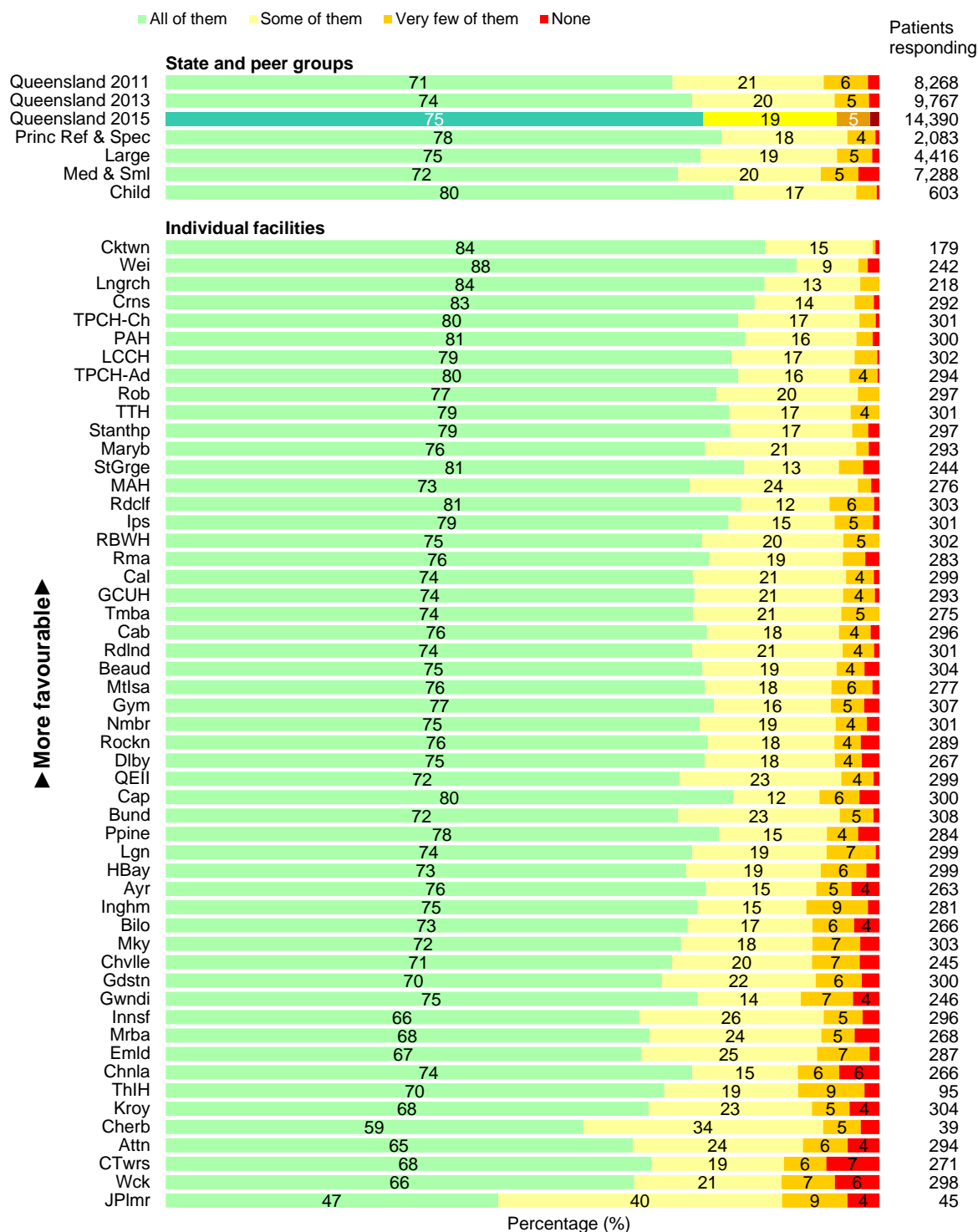


Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in **2015** than in **2011**.

7.11 How many staff introduced themselves [Q42]

All patients (parents/guardians of child patients) were asked: *How many of the staff treating and assessing you (child) introduced themselves?*



Ranking in the graph is based on response weightings of: All of them 100; Some of them 75; Very few of them; None 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in 2015 than in 2011.

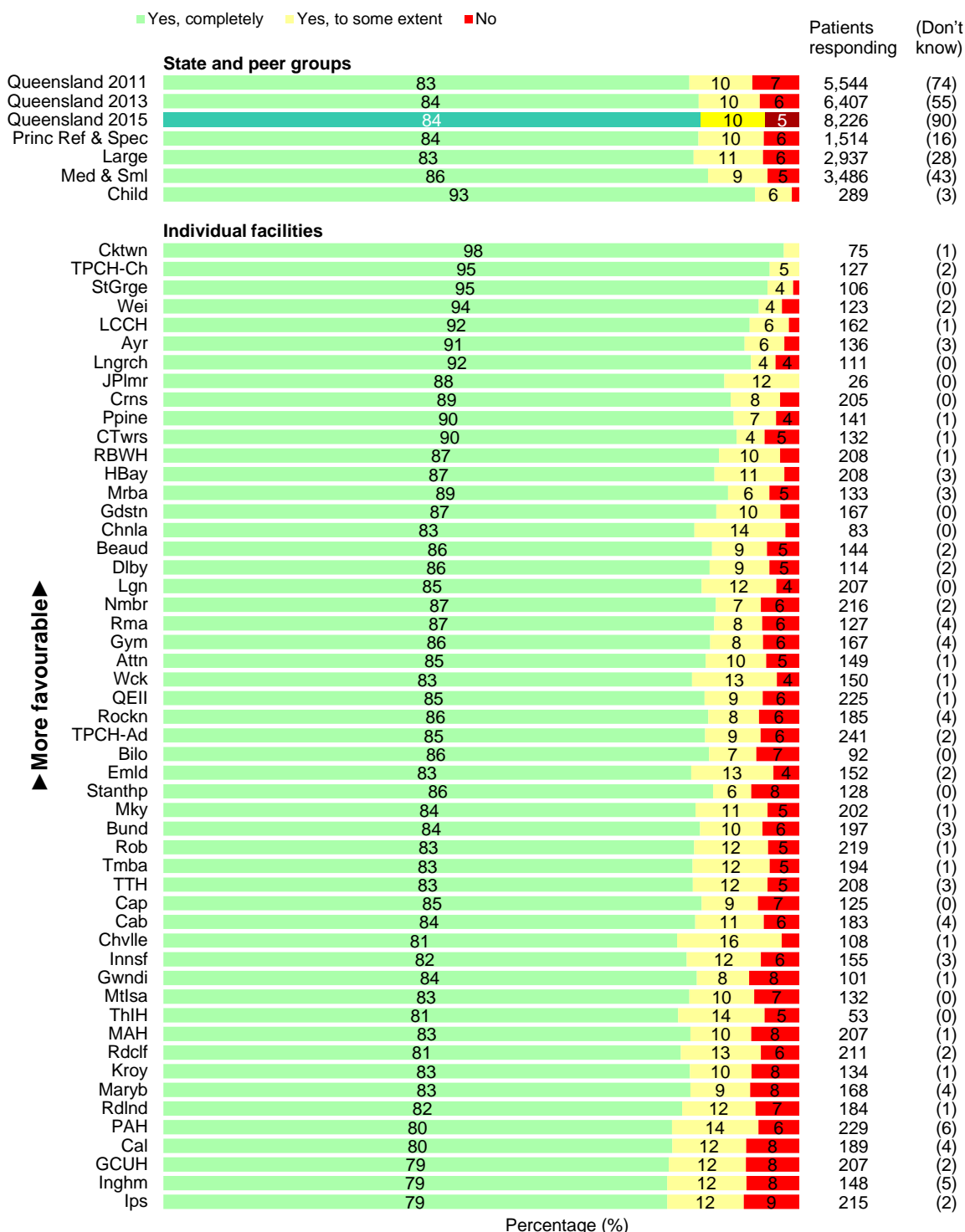
8 Tests

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, who had any tests during the emergency department visit, were asked the following questions:

1. Did a member of staff explain why you (child) needed these tests in a way you could understand? [Q44]
2. Did a member of staff explain the results of the tests in a way you could understand? [Q46]

8.1 Reason for tests explained in understandable way [Q44]

Patients (parents/guardians of child patients) who had any tests during the emergency department visit were asked: *Did a member of staff explain why you (child) needed these tests in a way you could understand?*

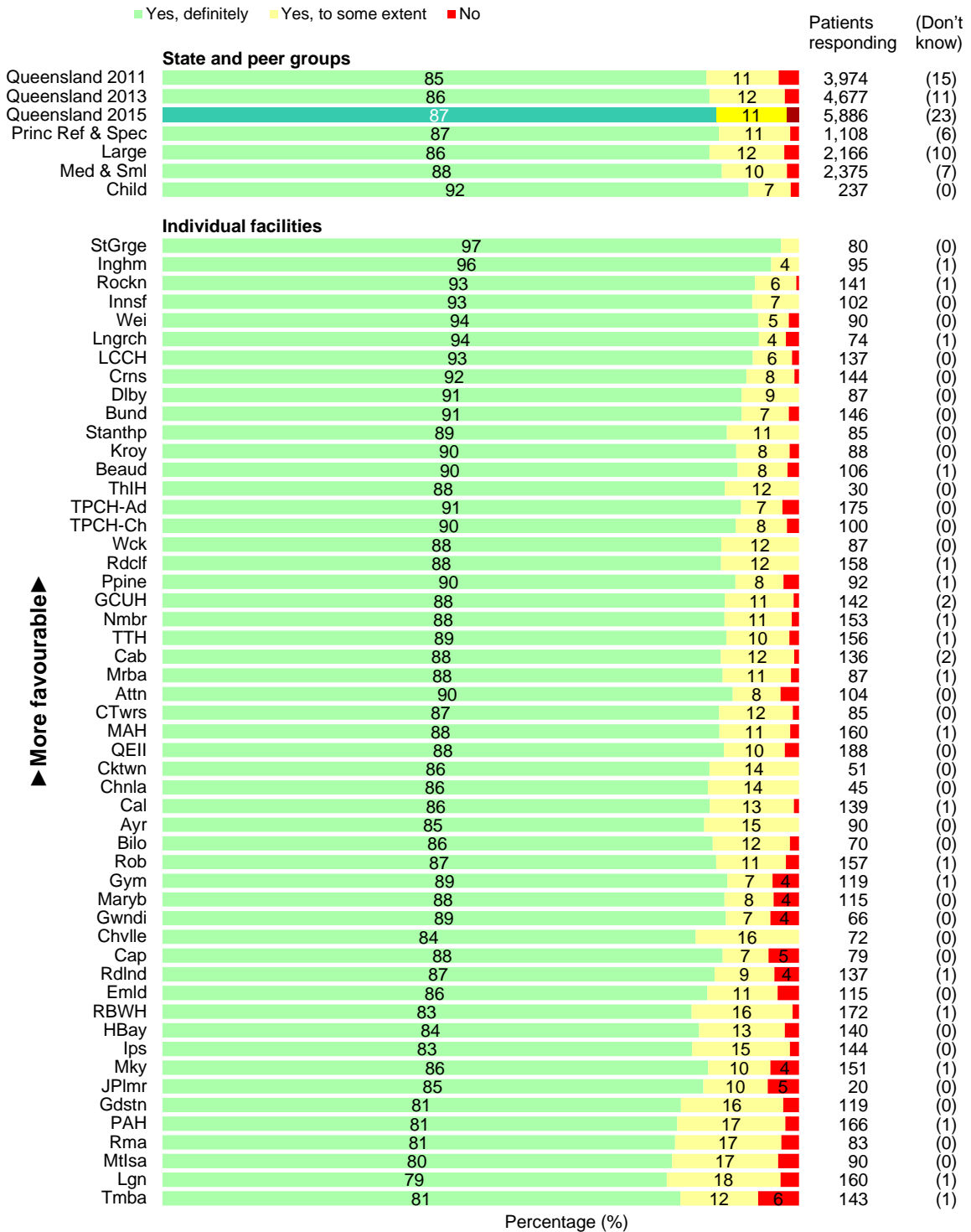


Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

8.2 Test results explained in understandable way [Q46]

Patients (parents/guardians of child patients) who received test results before leaving the emergency department were asked: *Did a member of staff explain the results of the tests in a way you could understand?*



Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

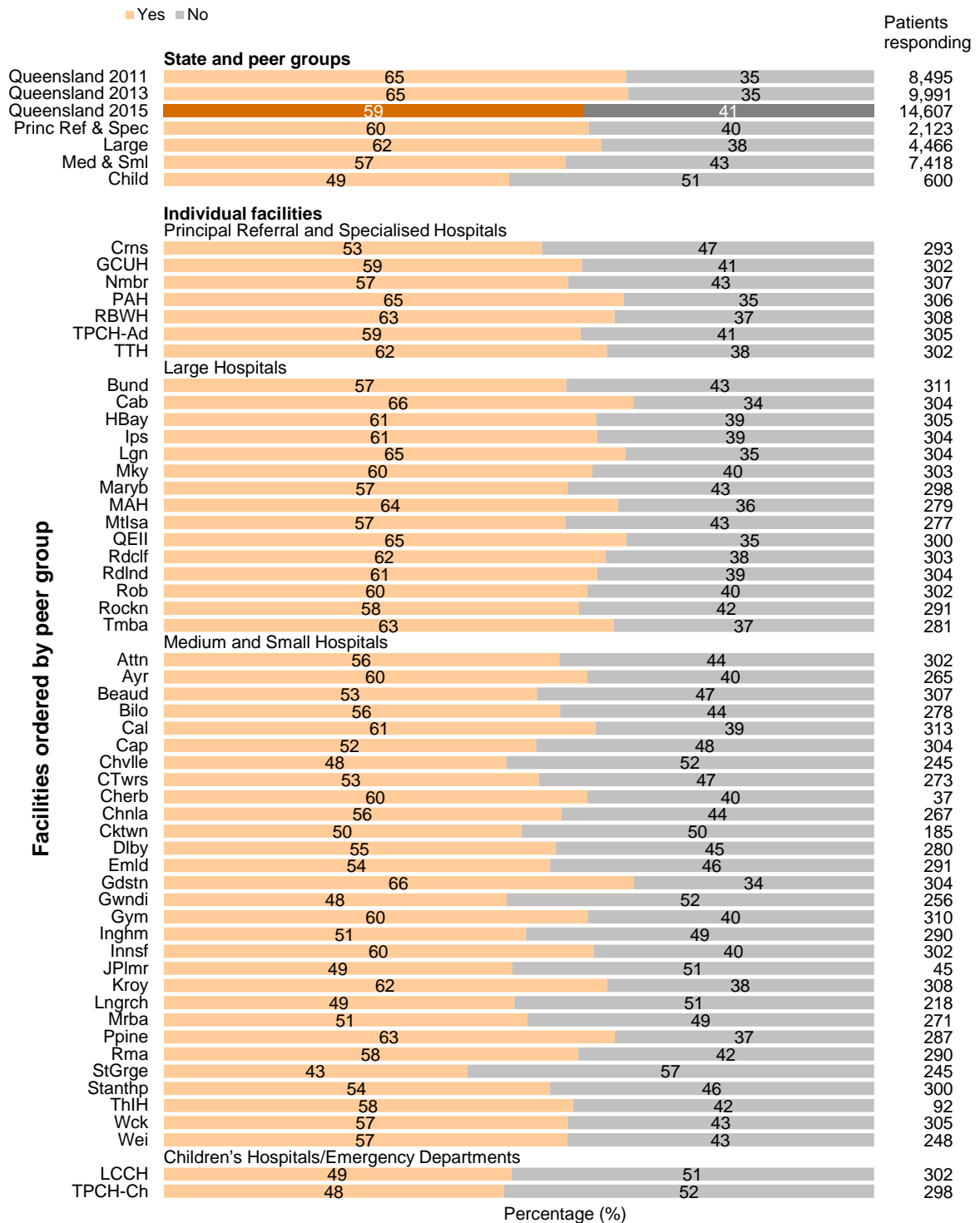
9 Pain

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked the following questions:

1. Were you (child) ever in any pain while in the emergency department? [Q47]
2. Do you think the emergency department staff did everything they could to help manage your (child's) pain? [Q50]

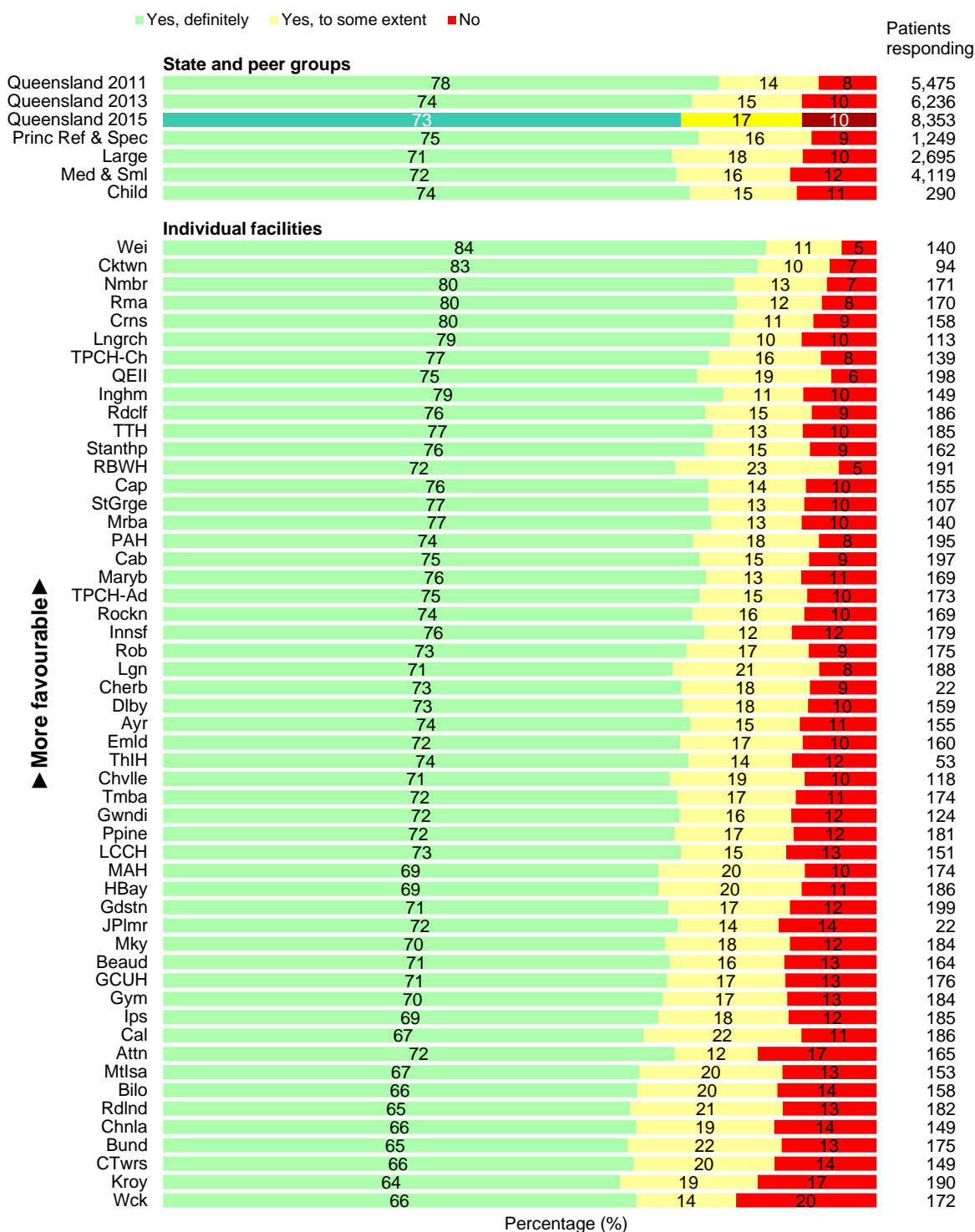
9.1 In pain [Q47]

All patients (parents/guardians of child patients) were asked: *Were you (child) ever in any pain while in the emergency department?*



9.2 Everything possible done to manage pain [Q50]

Patients (parents/guardians of child patients) who were in pain while in the emergency department were asked: *Do you think the emergency department staff did everything they could to help manage your (child's) pain?*



Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

This question was modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

The results for Queensland were significantly less favourable in 2015 than in 2011.

10 Environment and facilities

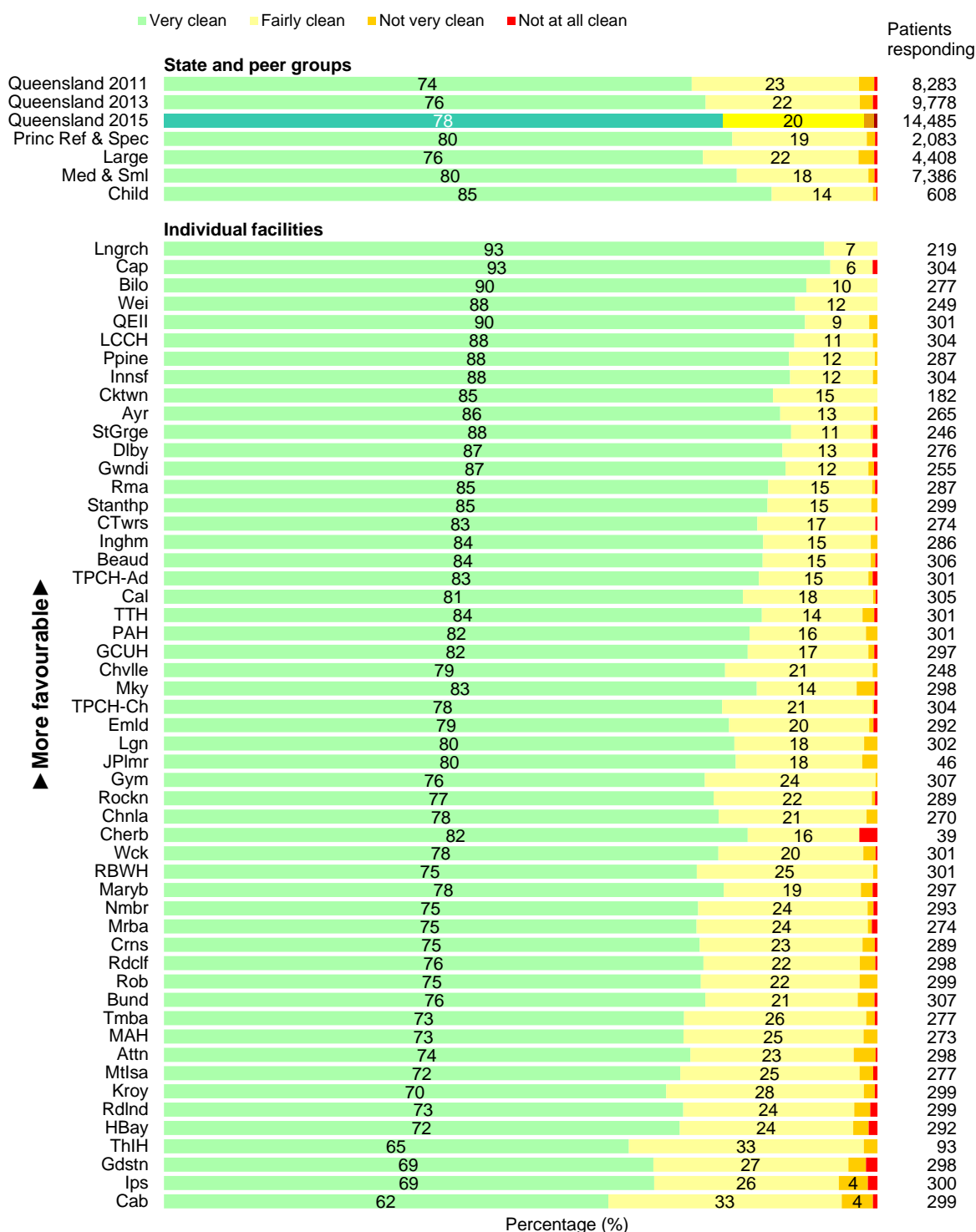
Violence and aggression in emergency departments can be a problem. Aggressive behaviour is likely to have an impact on patients, family, carers, and staff.

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked the following questions:

1. In your opinion, how clean was the emergency department? [Q51]
2. How clean were the toilets that you used while in the emergency department? [Q52]
3. Were you able to get suitable food or drinks (for child) when you were in the emergency department? [Q53]
4. While you were in the emergency department, did you feel bothered or threatened by other patients or visitors? [Q54]

10.1 Cleanliness of emergency department [Q51]

All patients (parents/guardians of child patients) were asked: *In your opinion, how clean was the emergency department?*

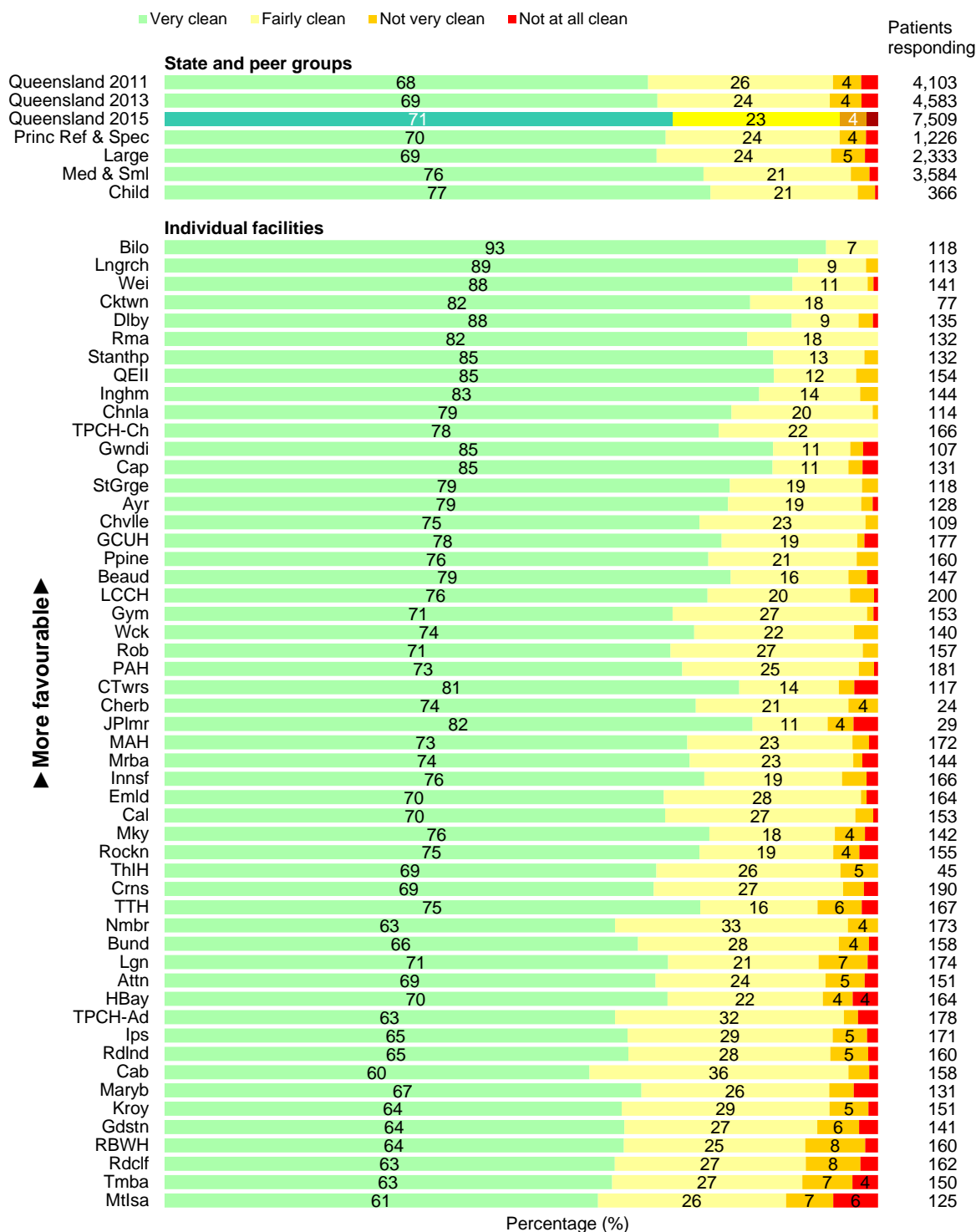


Ranking in the graph is based on response weightings of: Very clean 100; Fairly clean 75; Not very clean 25; Not at all clean 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in 2015 than in 2011.

10.2 Cleanliness of toilets [Q52]

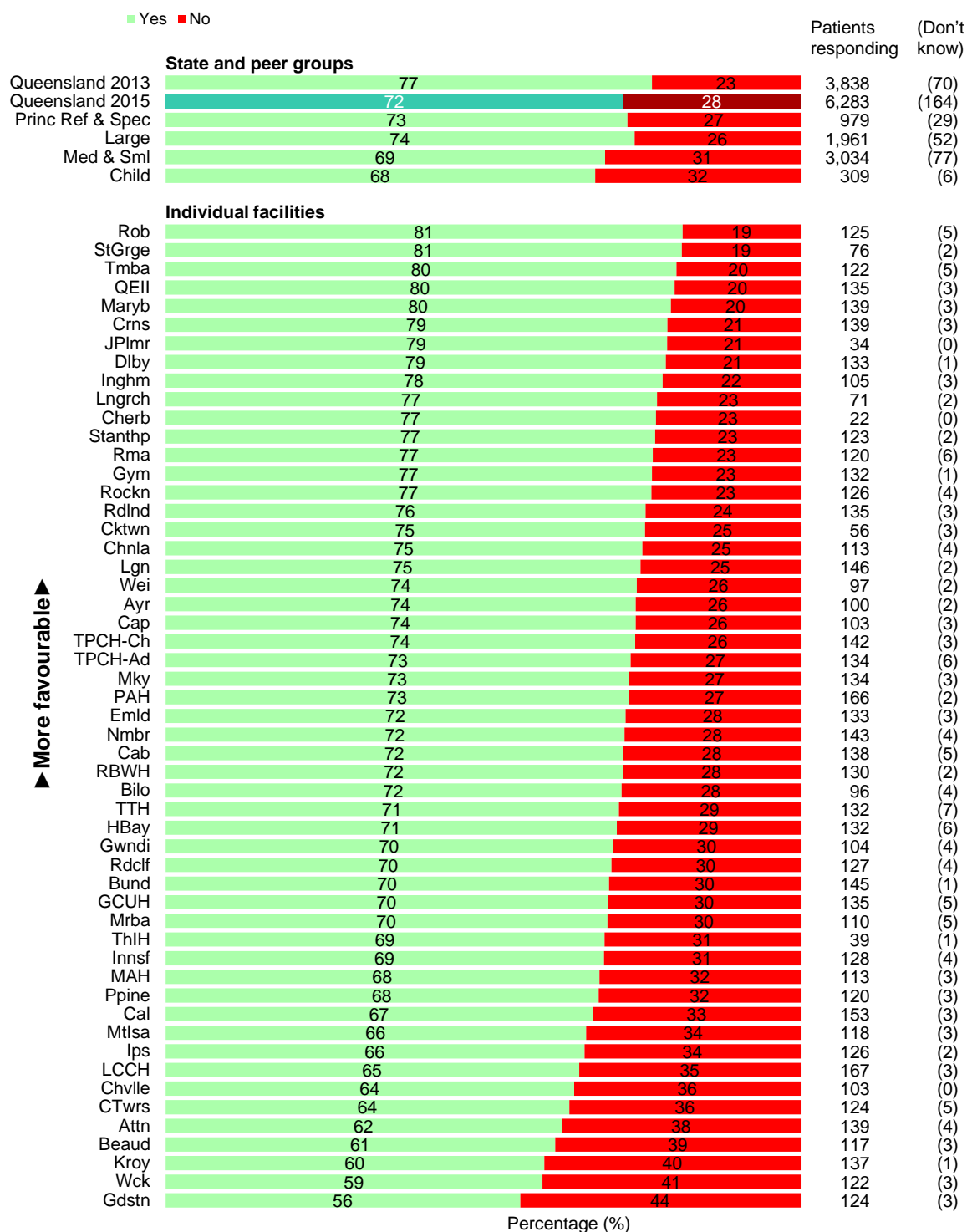
All patients (parents/guardians of child patients) were asked: *How clean were the toilets that you used while in the emergency department?*



Ranking in the graph is based on response weightings of: Very clean 100; Fairly clean 75; Not very clean 25; Not at all clean 0. See Appendix G for more details of how facilities were ranked.

10.3 Availability of food and drink [Q53]

All patients (parents/guardians of child patients) were asked: *Were you able to get suitable food or drinks (for child) when you were in the emergency department?*



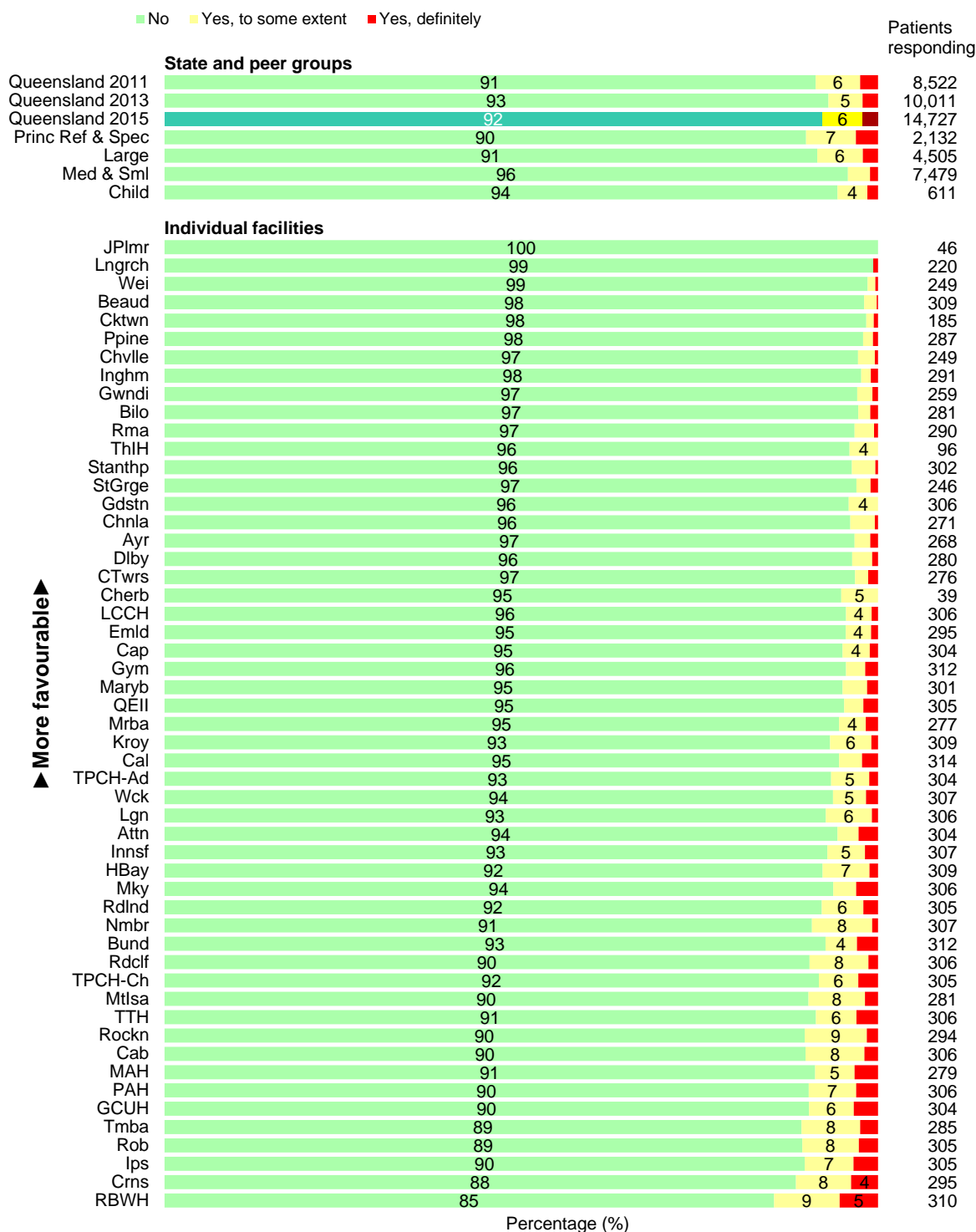
Ranking in the graph is based on response weightings of: Yes 100; No 0. See Appendix G for more details of how facilities were ranked.

This question was not asked in 2011.

The results for Queensland were significantly less favourable in 2015 than in 2013.

10.4 Patients feeling bothered or threatened by patients/visitors [Q54]

All patients (parents/guardians of child patients) were asked: *While you were in the emergency department, did you feel bothered or threatened by other patients or visitors?*



Ranking in the graph is based on response weightings of: No 100; Yes, to some extent 50; Yes, definitely 0. See Appendix G for more details of how facilities were ranked.

11 Leaving the emergency department - delays

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, who were discharged from the emergency department, were asked whether or not they were delayed for each of the following reasons:

1. Equipment or aids, such as crutches
2. Medications
3. Someone to discharge (you / your child), e.g. the doctor
4. Test results
5. Letter for (your / your child's) doctor
6. An ambulance or hospital transport
7. Services after leaving hospital to be arranged, e.g. social services/follow up
8. Something else (please specify)

These questions were then combined into the following measures for reporting:

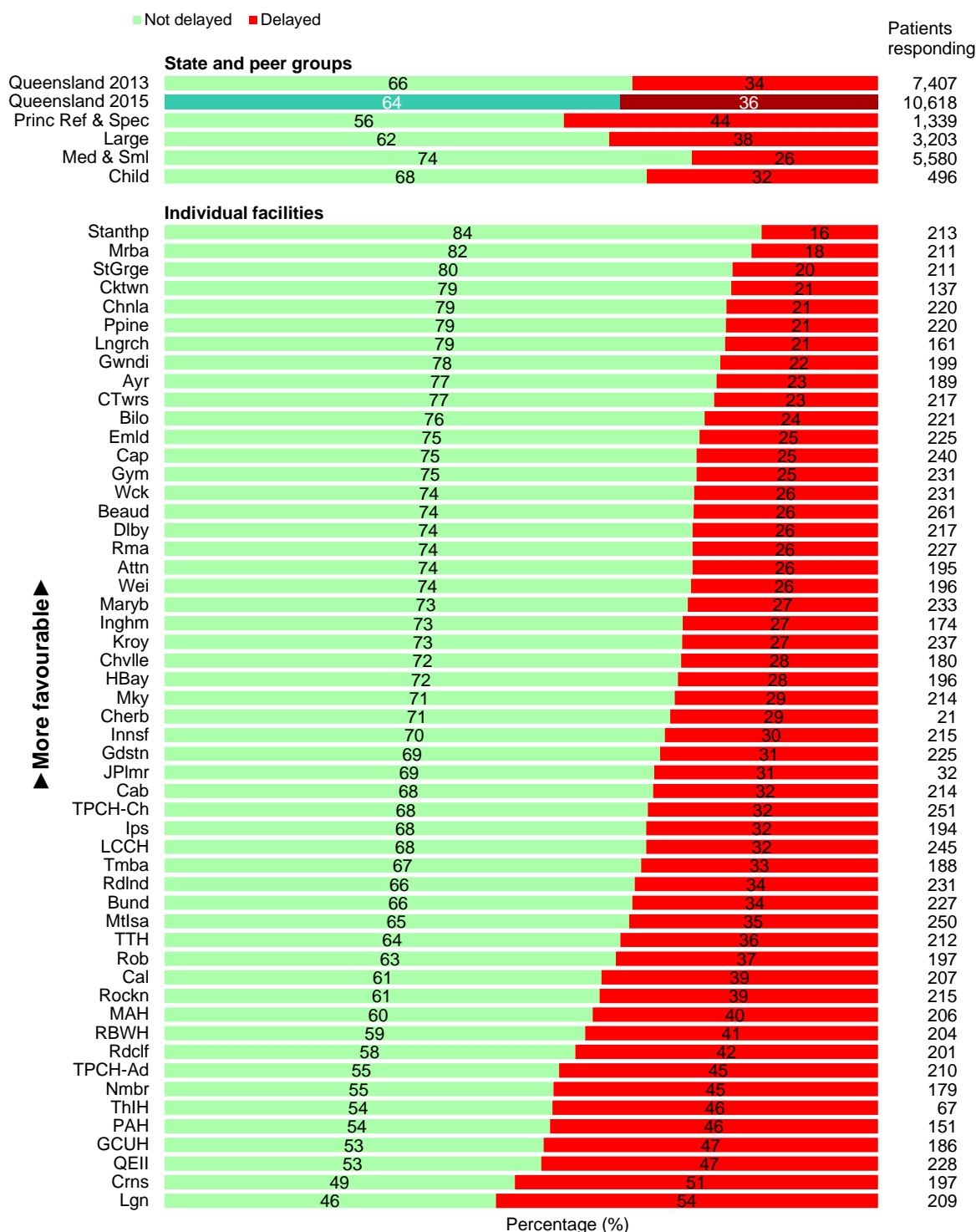
1. Patients delayed leaving the emergency department [Q61a]
2. Reasons for delay in leaving the emergency department [Q61b]

The way these questions were asked in 2015 and 2013 differs from the 2011 survey and results are not comparable. Therefore the 2011 results are not presented in the graphs.

Note that questions in this topic were not asked of respondents who were admitted to a ward or transferred to another hospital.

11.1 Patients delayed leaving the emergency department [Q61a]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked whether they were delayed for any reason once their medical care was finished and they were ready to leave the emergency department.

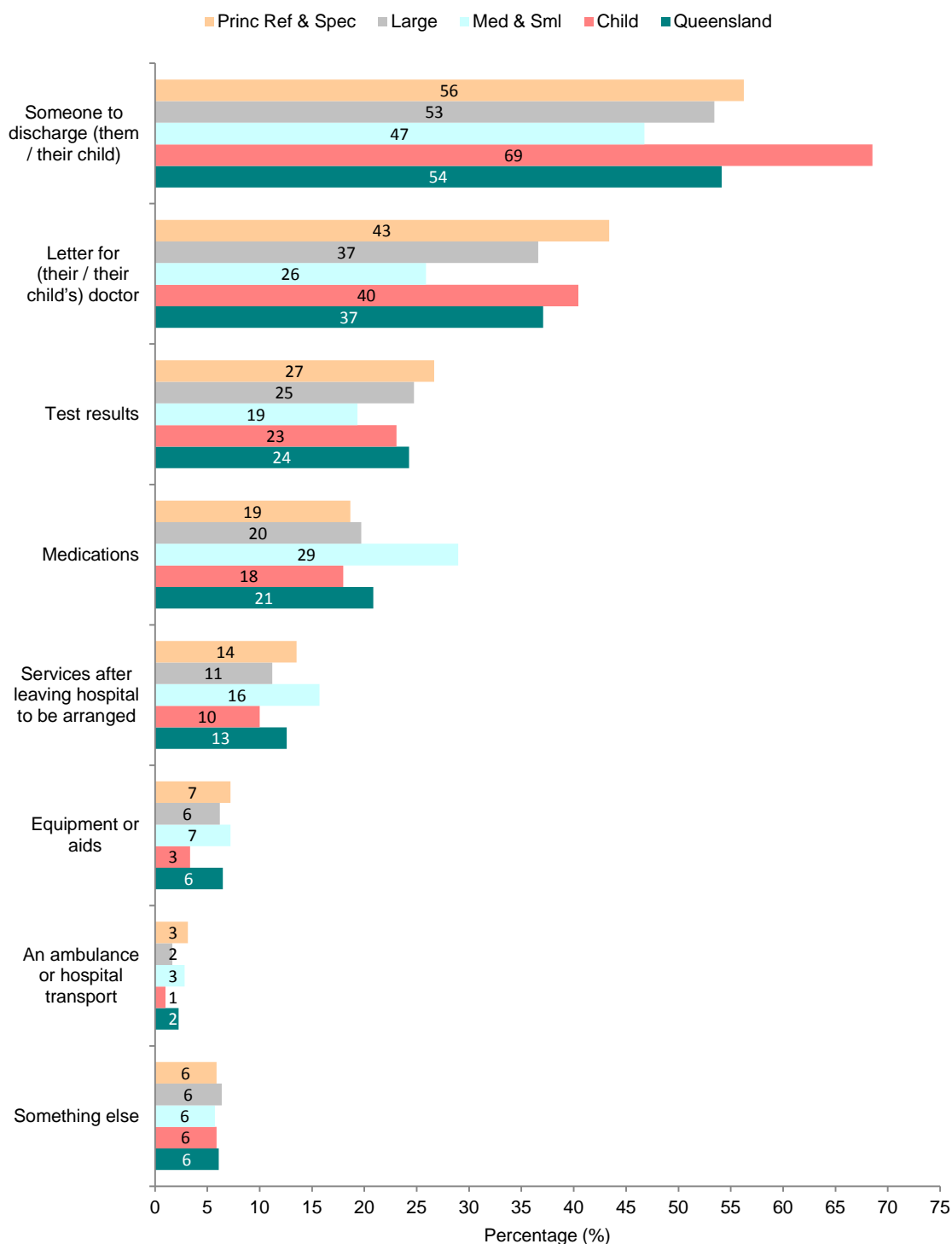


Ranking in the graph is based on response weightings of: Not delayed 100; Delayed 0. See Appendix G for more details of how facilities were ranked.

11.2 Reasons for delay in leaving the emergency department [Q61b]

Patients (parents/guardians of child patients) who were delayed leaving the emergency department once their medical care was finished gave the reason/s for the delay.

The following responses were received.



This graph shows the patients who reported each reason for delay, as a percentage of patients who reported any delay. Since each patient was able to report more than one reason for their delay, percentages may not add up to 100%.

Percentages in this graph are based on responses from 578 patients for Principal Referral and Specialised Hospitals peer group, 1,143 patients for Large Hospitals peer group, 1,397 patients for Medium and Small Hospitals peer group, 165 patients for Children's Hospitals/Emergency Departments peer group and 3,283 patients for Queensland.

12 Leaving the emergency department - medications

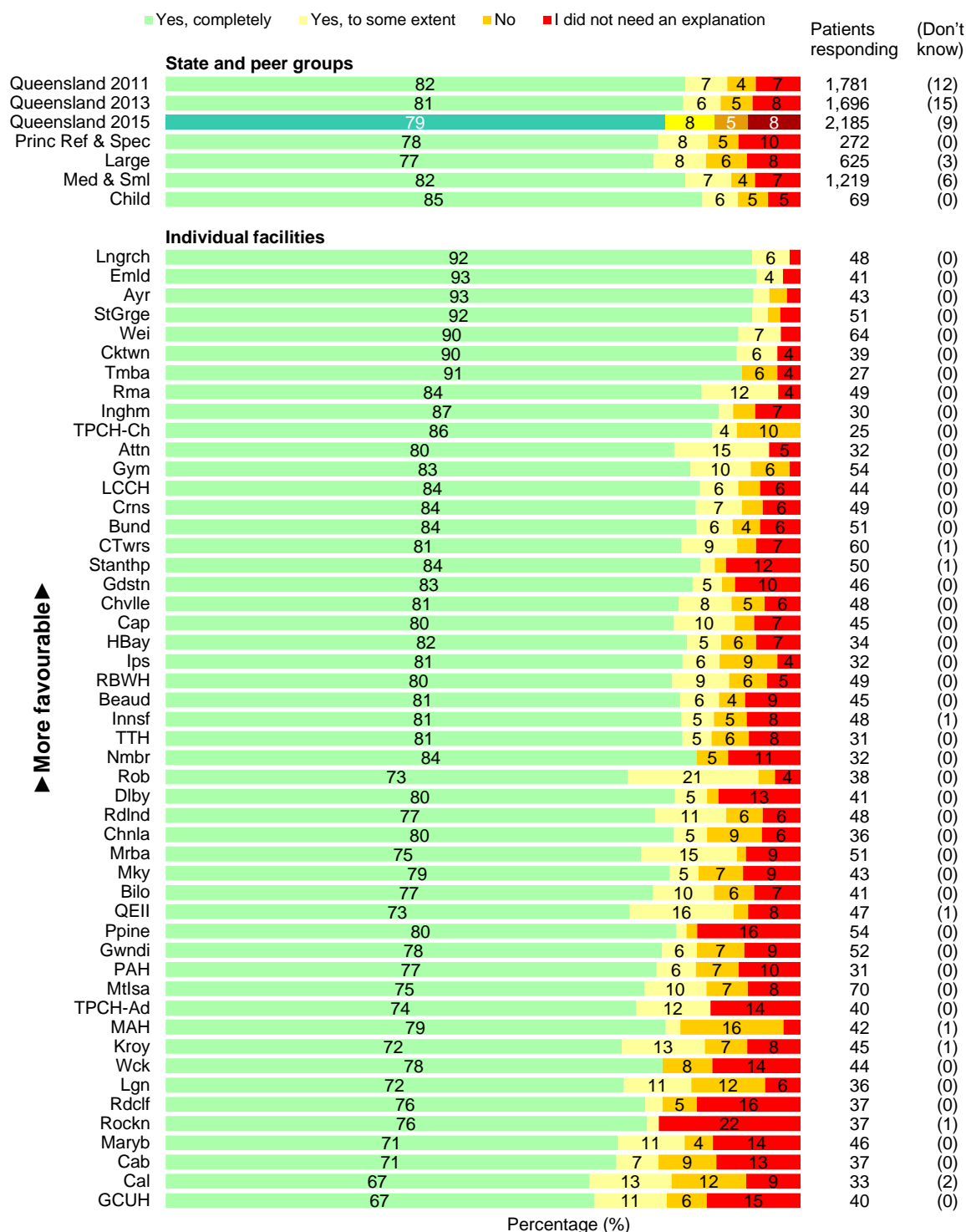
Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, who were prescribed new medications before leaving the emergency department, were asked the following questions:

1. Did a member of staff explain to you how to take (child should take) the new medications? [Q65]
2. Did a member of staff explain the purpose of the medications you were (child was) to take at home in a way you could understand? [Q66]
3. Did a member of staff tell you about medication side effects to watch for? [Q67]

Note that questions in this topic were not asked of respondents who were admitted to a ward or transferred to another hospital.

12.1 How to take new medications explained [Q65]

Patients (parents/guardians of child patients) who were prescribed new medications before leaving the emergency department were asked: *Did a member of staff explain to you how to take (child should take) the new medications?*

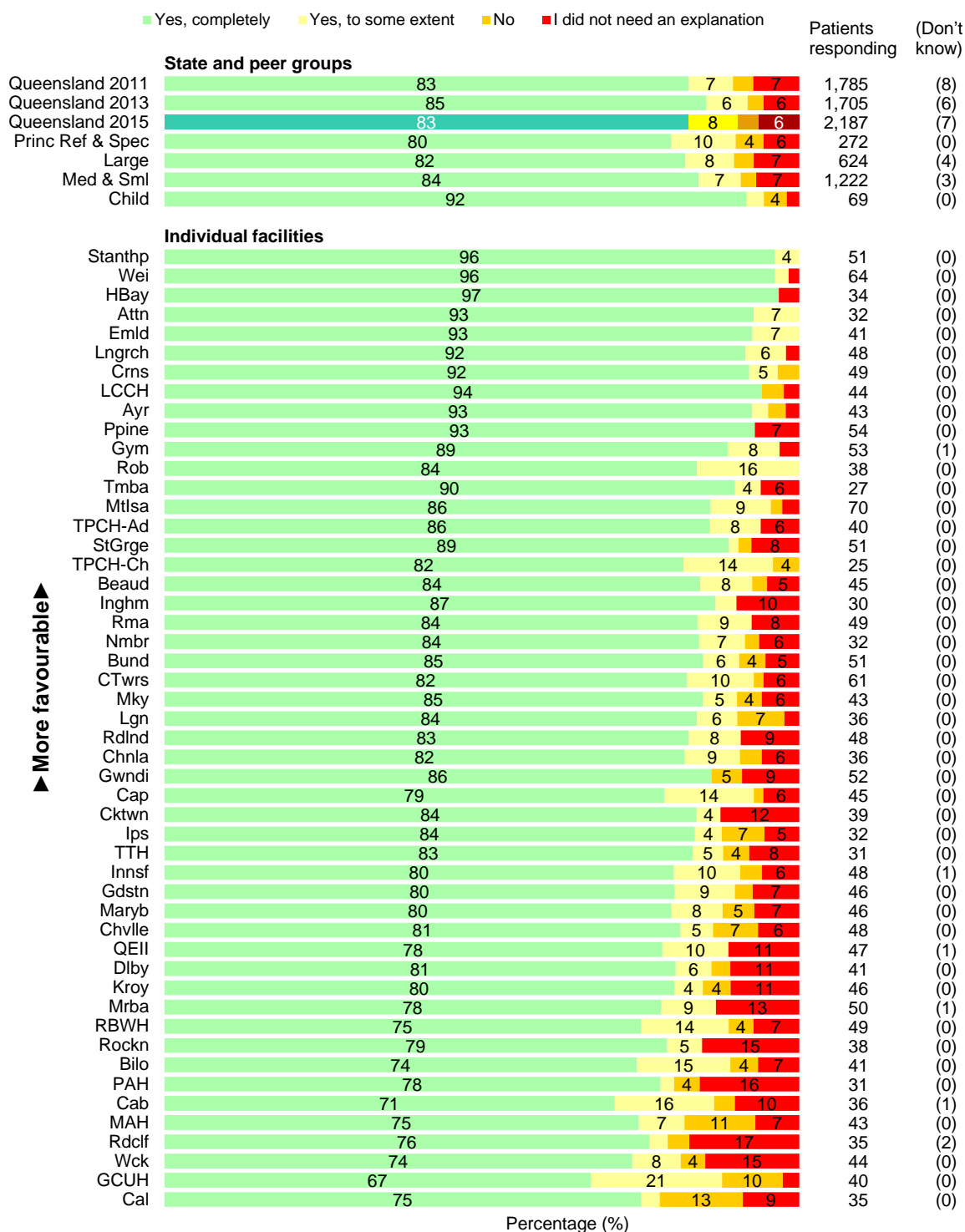


Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0; Did not need an explanation 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

12.2 Purpose of new medications explained [Q66]

Patients (parents/guardians of child patients) who were prescribed new medications before leaving the emergency department were asked: *Did a member of staff explain the purpose of the medications you were (child was) to take at home in a way you could understand?*

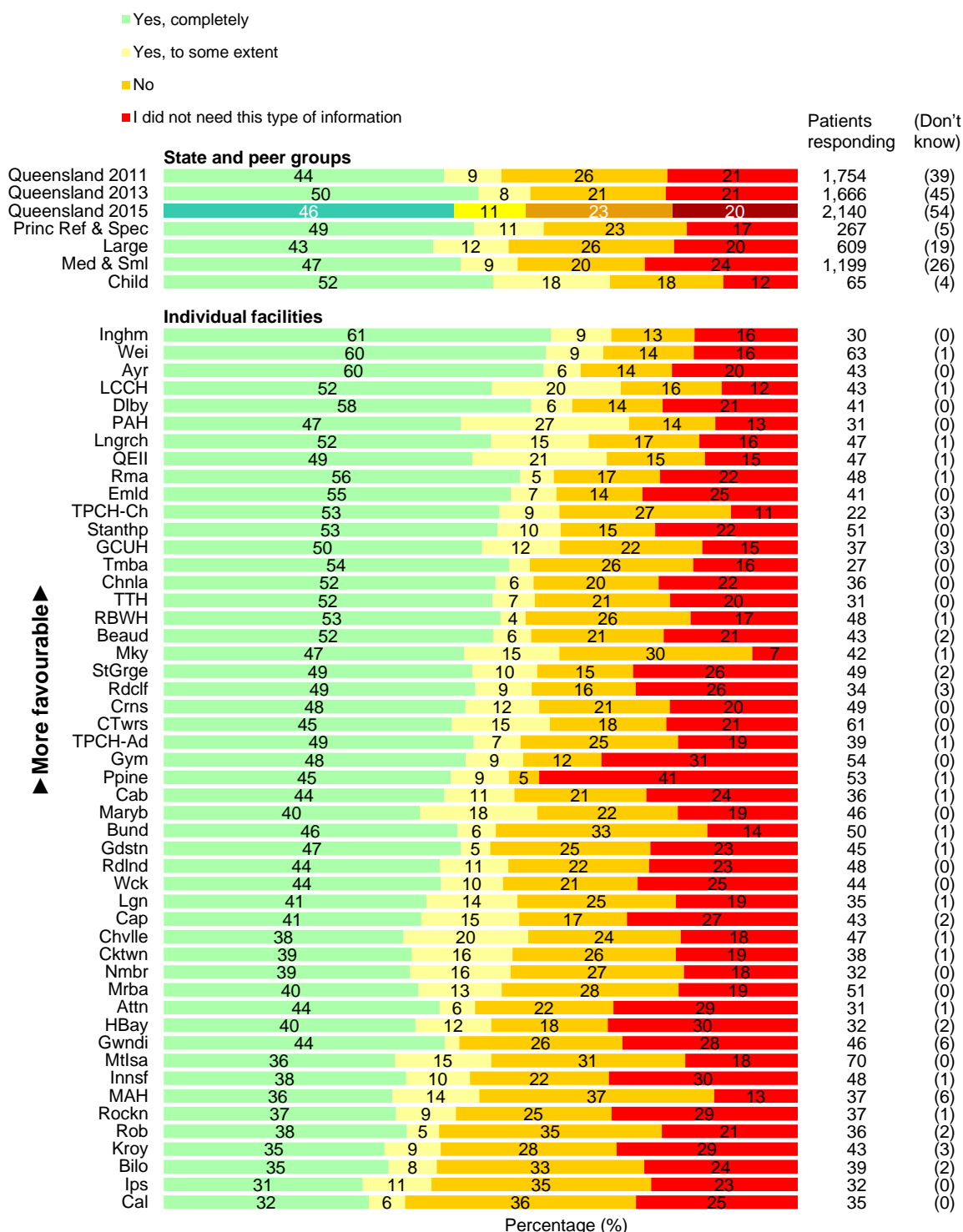


Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0; Did not need an explanation 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

12.3 Told about side effects of new medications [Q67]

Patients (parents/guardians of child patients) who were prescribed new medications before leaving the emergency department were asked: *Did a member of staff tell you about medication side effects to watch for?*



Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0; Did not need this type of information 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

13 Leaving the emergency department - information

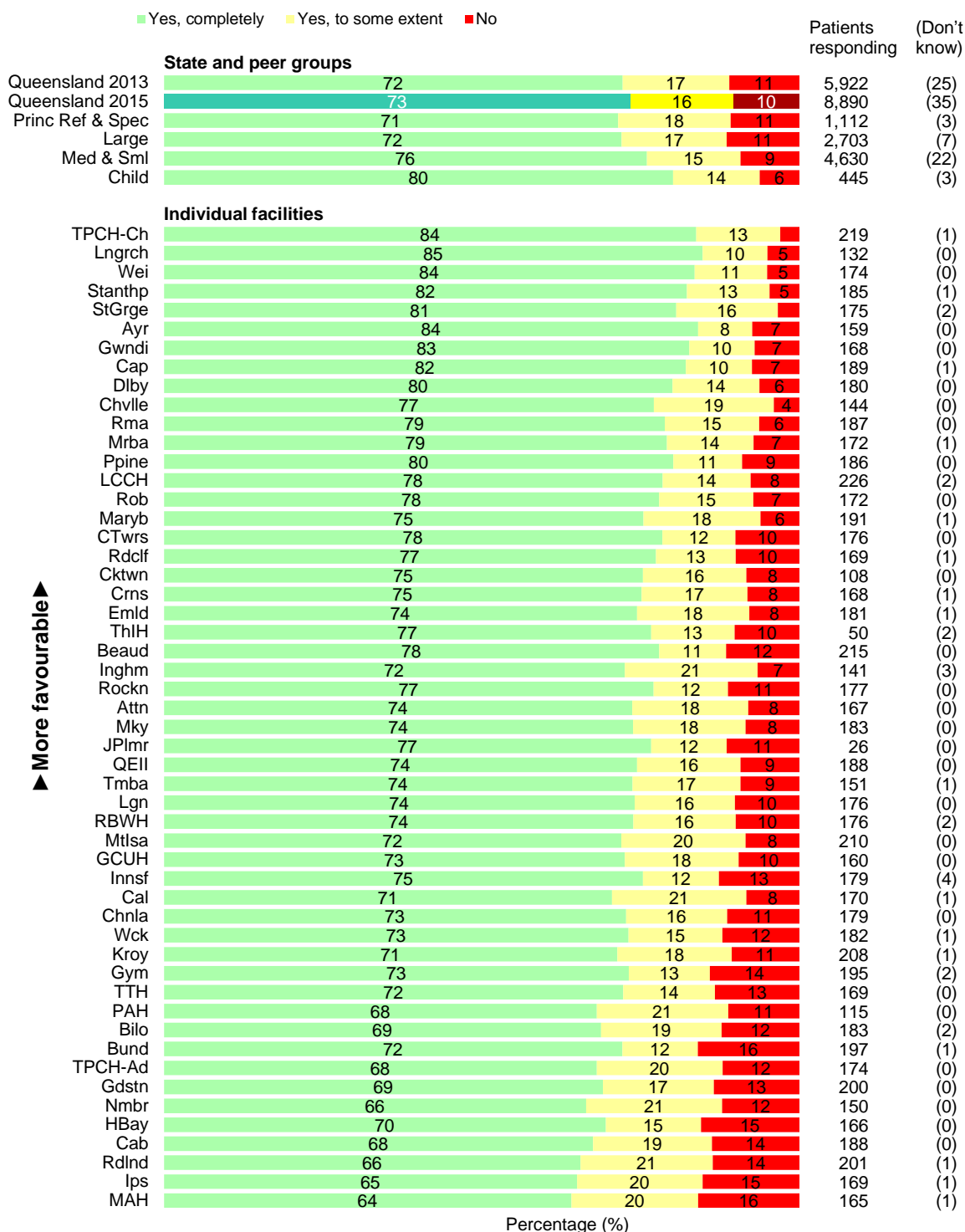
Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, who were discharged from the emergency department, were asked the following questions:

1. Were you given enough information about how to manage your (child's) care at home? [QNAT4]
2. Before you left the emergency department, were you given any written or printed information about your (child's) condition or treatment? (excluding letter for doctor) [Q68]
3. Did a member of staff tell you when you (child) could resume your (his/her) usual activities? [Q69]
4. Did a member of staff tell you about what danger signs regarding your (child's) illness or treatment to watch for after you (child) went home? [Q71]
5. Did hospital staff tell you who to contact if you were worried about your (child's) condition or treatment after you (child) left the emergency department? [Q72]

Note that questions in this topic were not asked of respondents who were admitted to a ward or transferred to another hospital.

13.1 Given enough information about how to manage care at home [QNAT4]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked: *Were you given enough information about how to manage your (child's) care at home?*



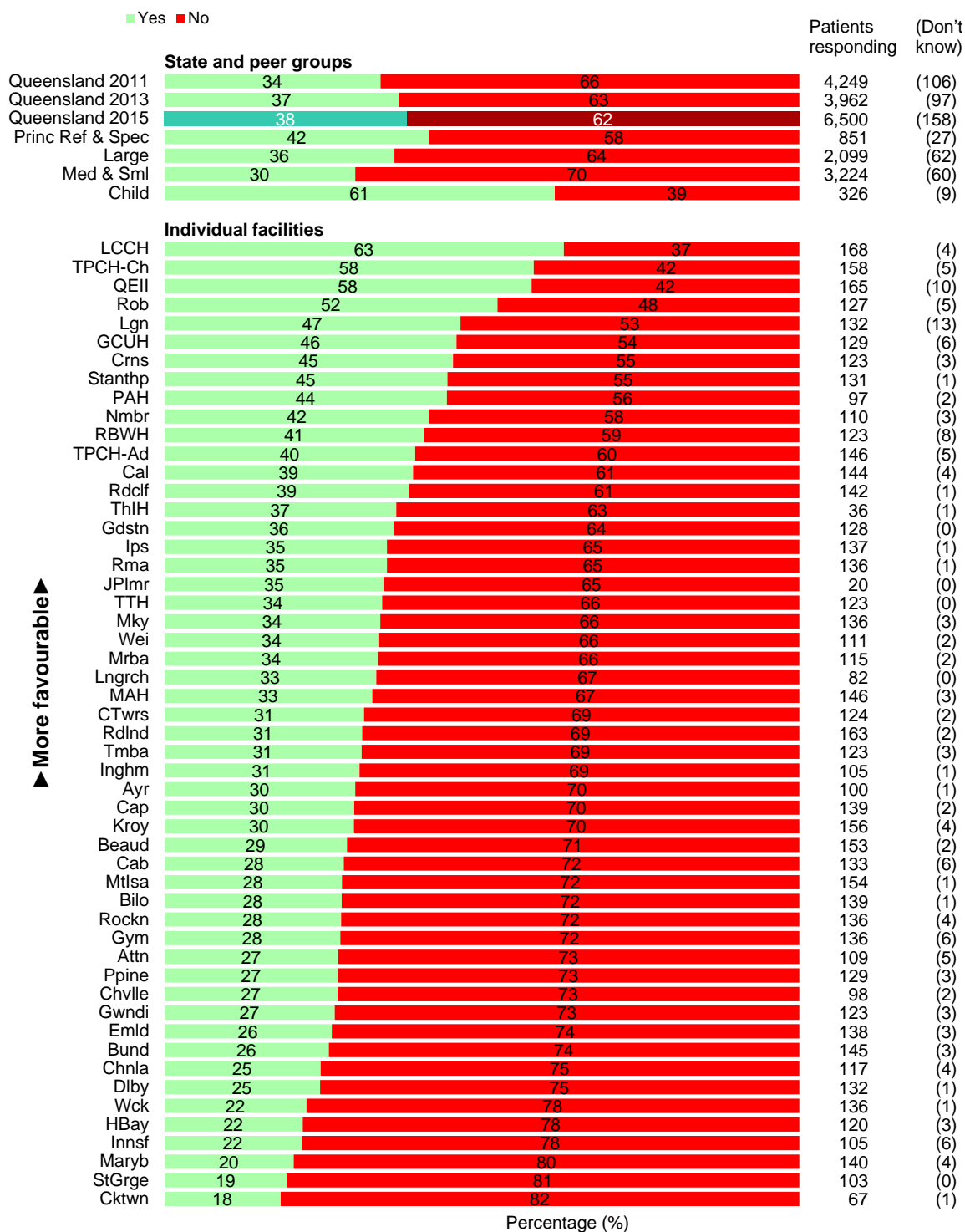
Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

This question was not asked in 2011.

13.2 Given written/printed information about condition or treatment [Q68]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked: *Before you left the emergency department, were you given any written or printed information about your (child's) condition or treatment? (excluding letter for doctor)*



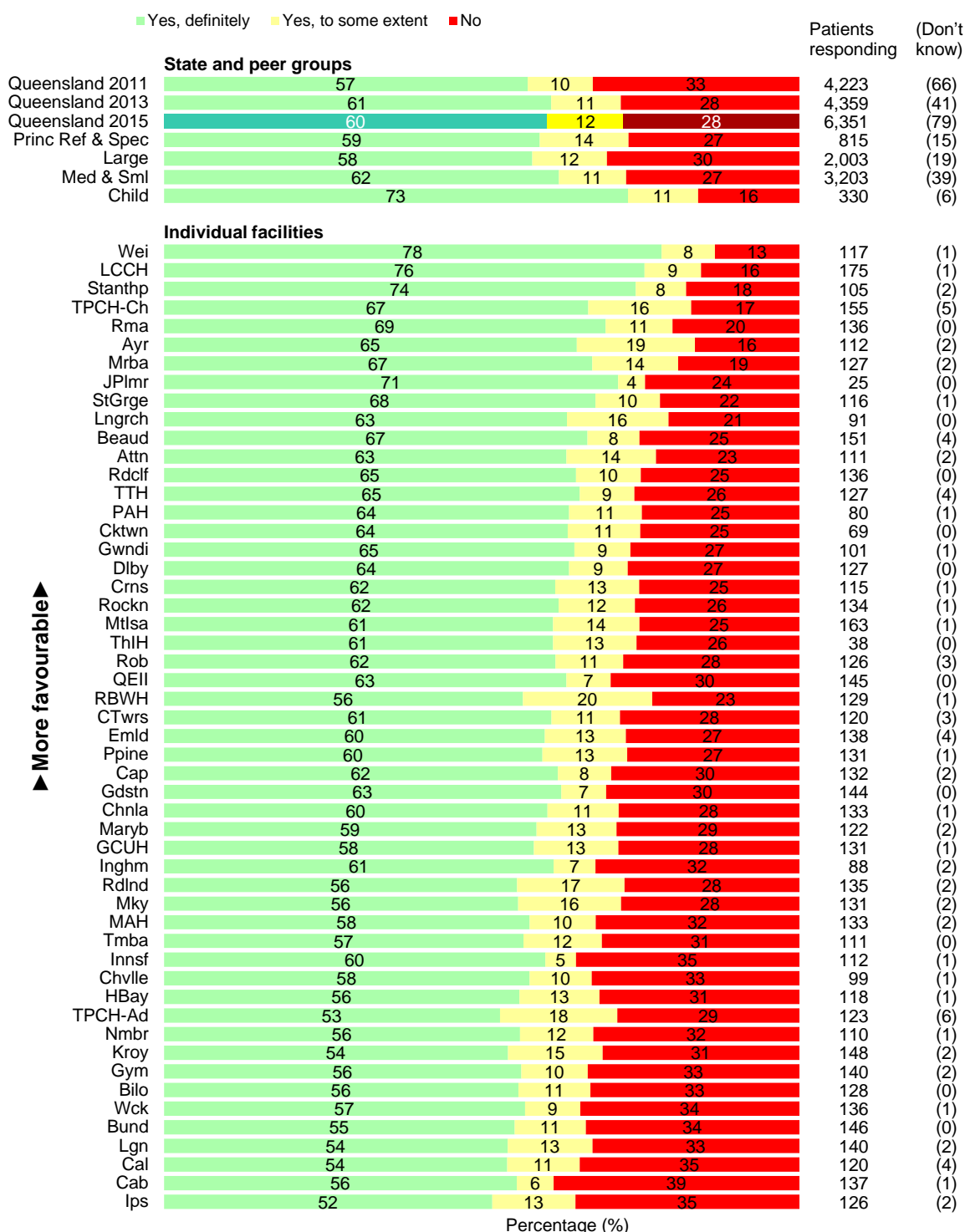
Ranking in the graph is based on response weightings of: Yes 100; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

The results for Queensland were significantly more favourable in **2015** than in **2011**.

13.3 Advised when to resume usual activities [Q69]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked: *Did a member of staff tell you when you (child) could resume your (his/her) usual activities?*



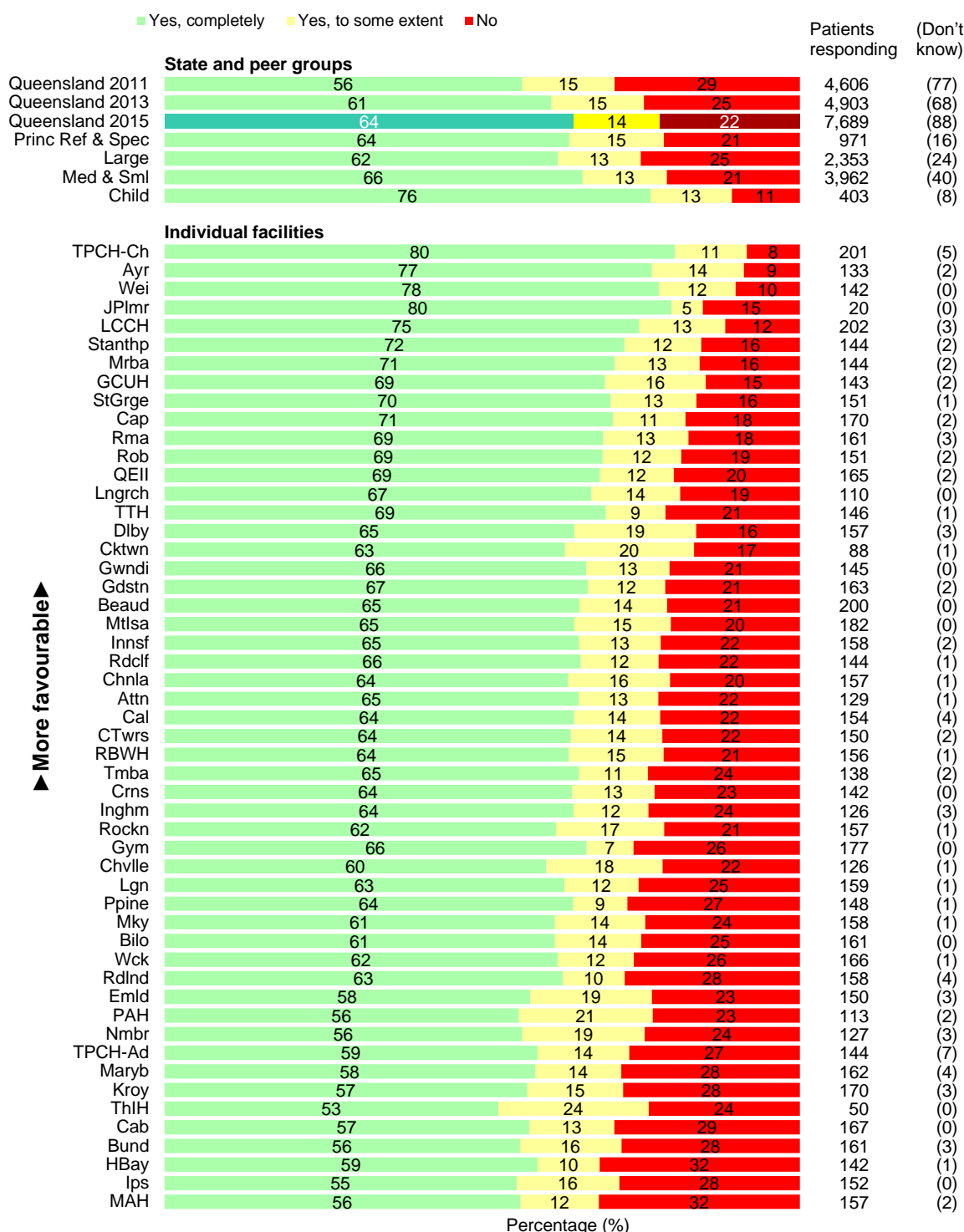
Ranking in the graph is based on response weightings of: Yes, definitely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

The results for Queensland were significantly more favourable in 2015 than in 2011.

13.4 Advised about danger signs of illness/treatment [Q71]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked: *Did a member of staff tell you about what danger signs regarding your (child's) illness or treatment to watch for after you (child) went home?*



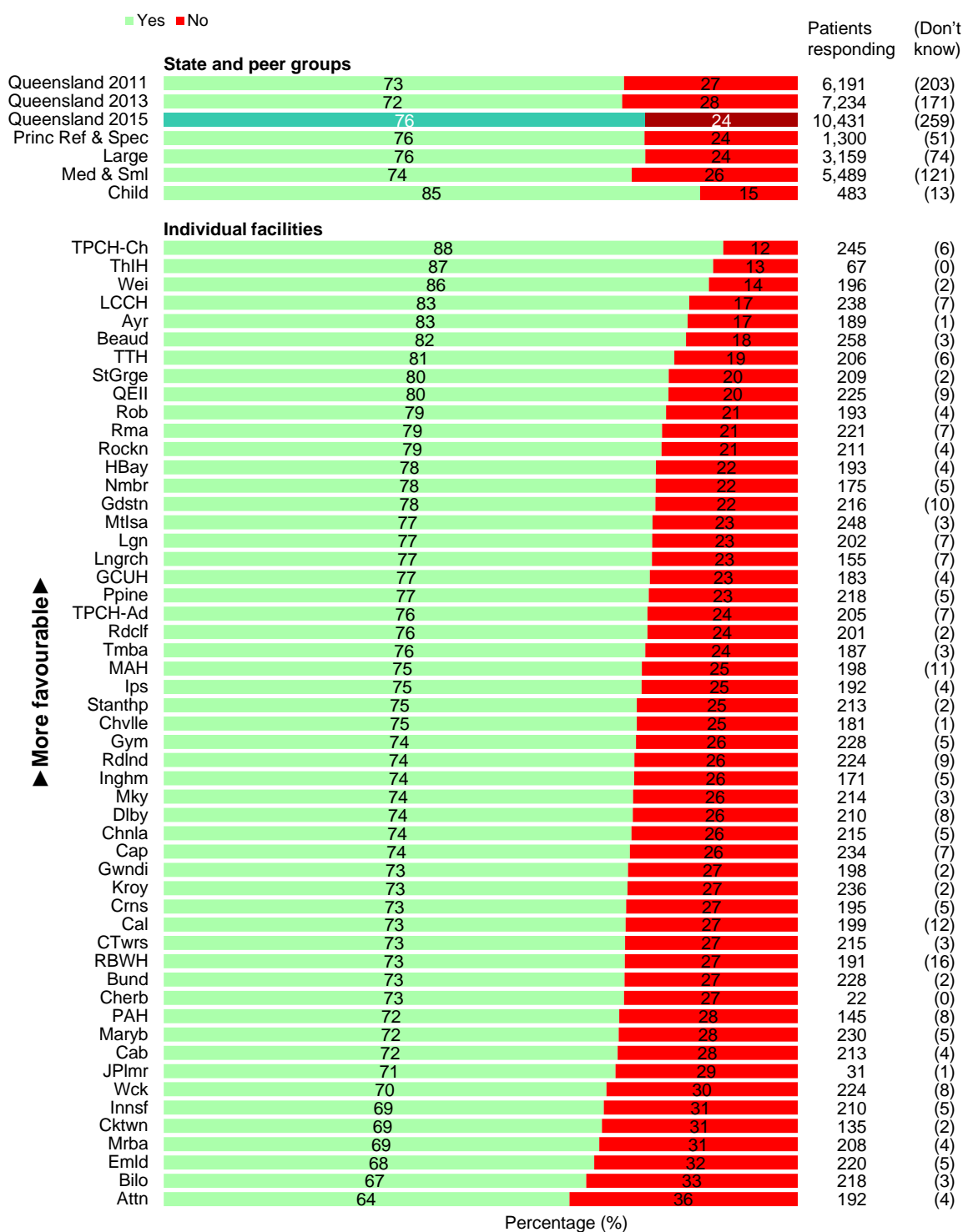
Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

The results for Queensland were significantly more favourable in **2015** than in **2013** and **2011**.

13.5 Advised who to contact if concerned about condition/treatment [Q72]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked: *Did hospital staff tell you who to contact if you were worried about your (child's) condition or treatment after you (child) left the emergency department?*



Ranking in the graph is based on response weightings of: Yes 100; No 0. See Appendix G for more details of how facilities were ranked.

The results for Queensland were significantly more favourable in 2015 than in 2013 and 2011.

14 Leaving the emergency department - coordination of follow-up services

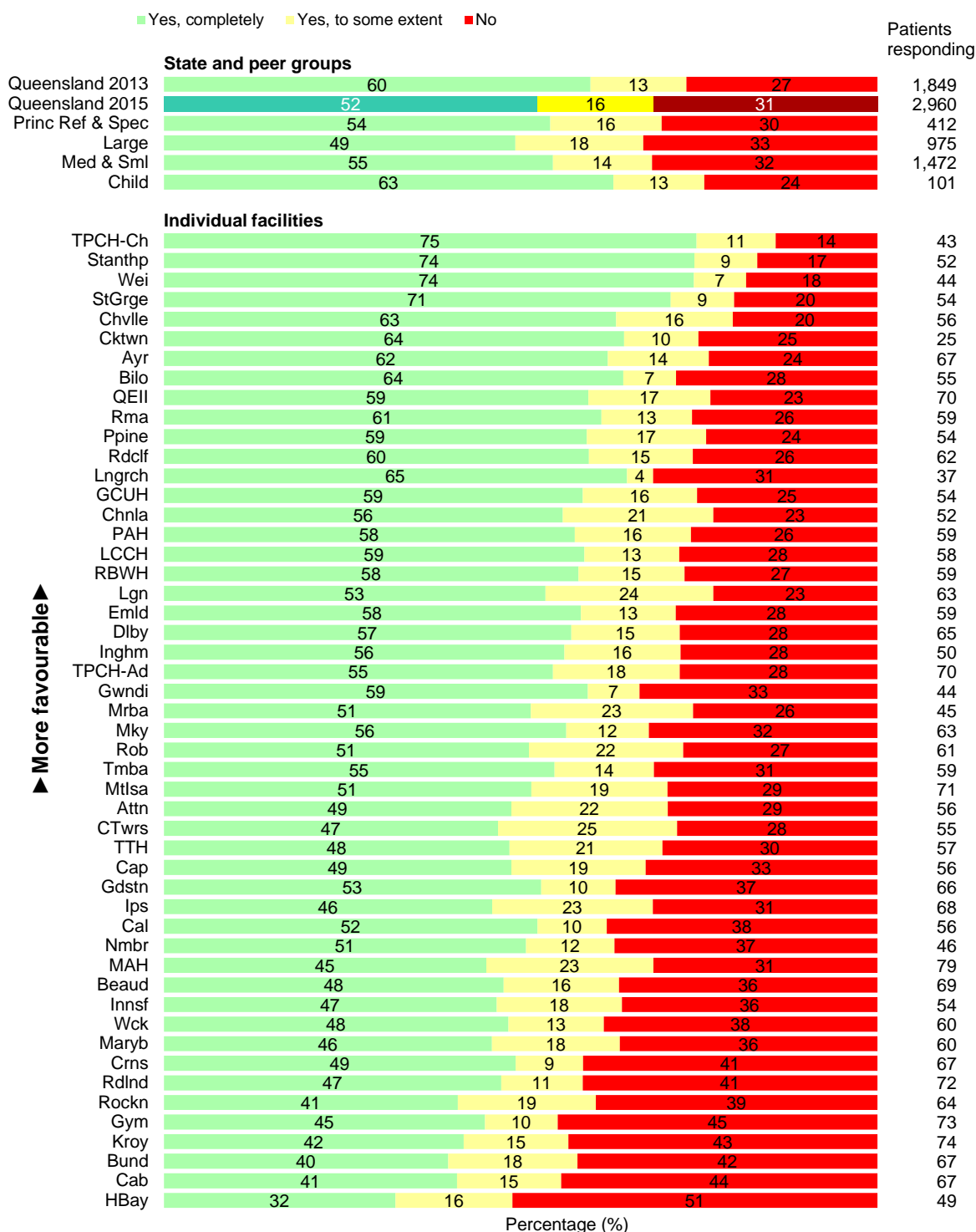
Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, who were discharged from the emergency department, were asked:

1. Were adequate arrangements made by the hospital for any services you (child) needed? [QNAT5]

Note that the question in this topic was not asked of respondents who were admitted to a ward or transferred to another hospital.

14.1 Arrangements for services [QNAT5]

Patients (parents/guardians of child patients) who were discharged from the emergency department were asked: *Were adequate arrangements made by the hospital for any services you (child) needed?*



Ranking in the graph is based on response weightings of: Yes, completely 100; Yes, to some extent 50; No 0. See Appendix G for more details of how facilities were ranked.

Results for facilities with fewer than 20 responses to this question are not displayed in the bottom section of the graph, but have been included in the calculation of overall Queensland and peer group results.

This question was not asked in 2011.

The results for Queensland were significantly less favourable in **2015** than in **2013**.

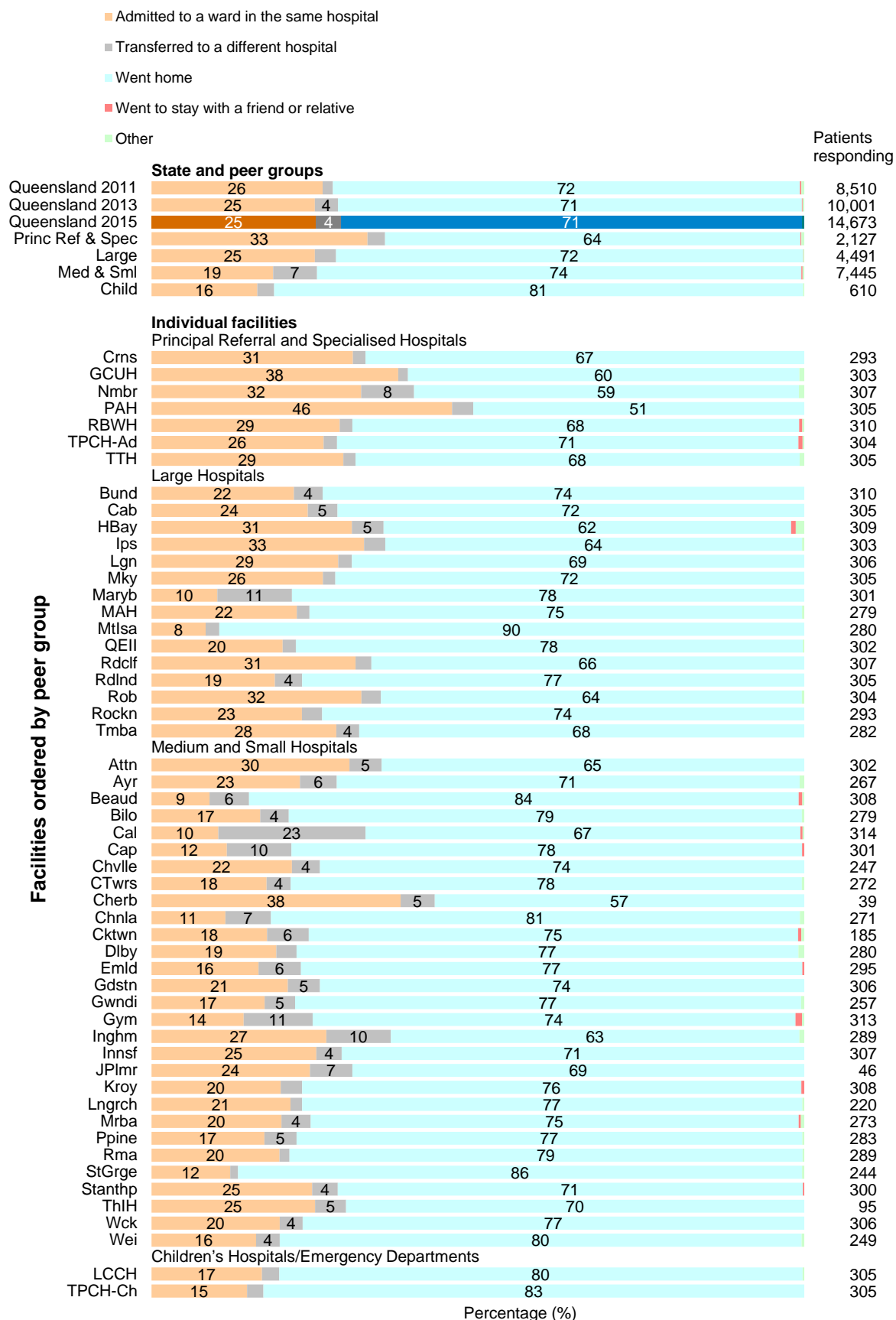
15 Leaving the emergency department - destination

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked:

1. Where did you (child) go at the end of your (child's) time in the emergency department? [Q3]

15.1 Destination after leaving the emergency department [Q3]

All patients (parents/guardians of child patients) were asked: *Where did you (child) go at the end of your (child's) time in the emergency department?*



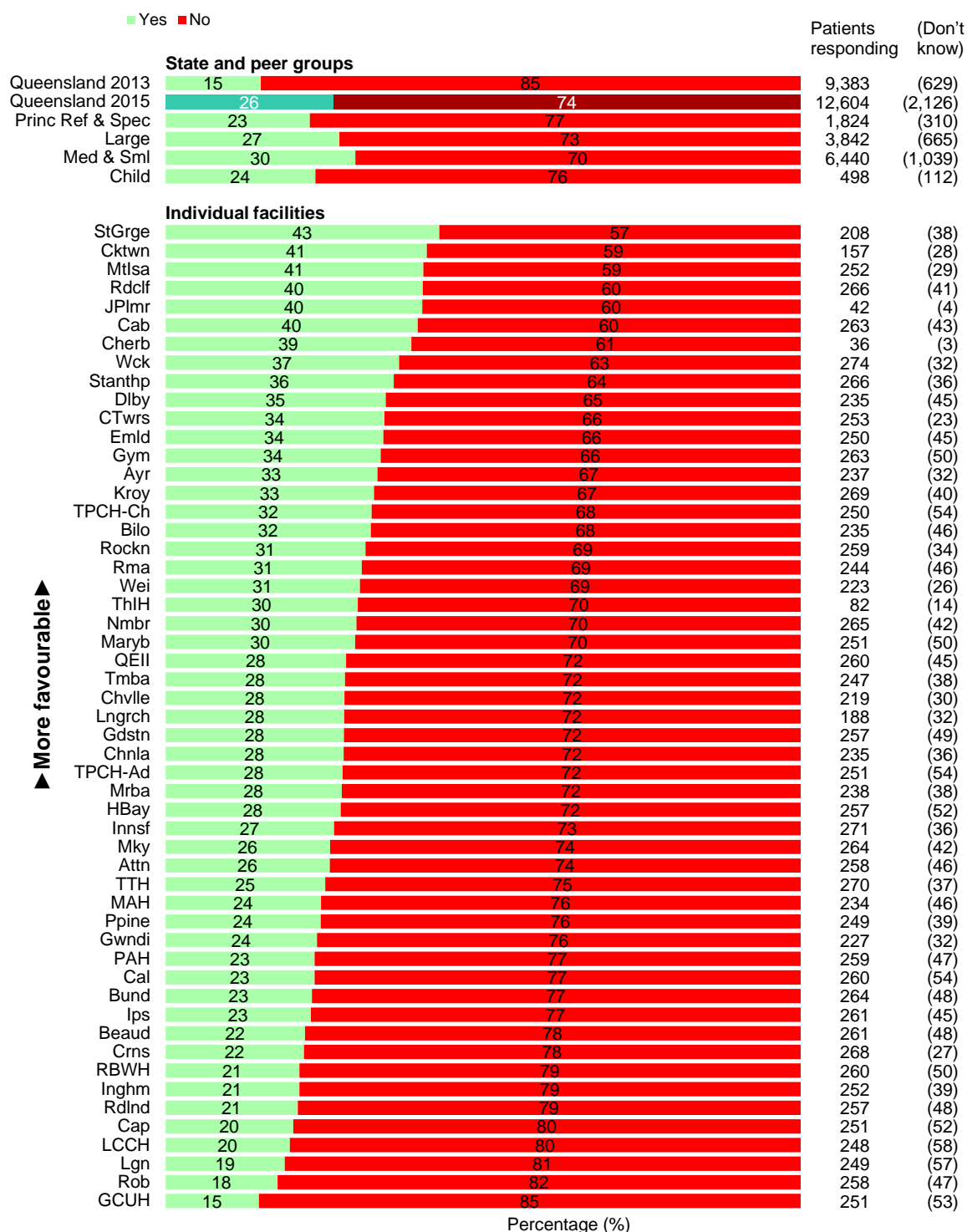
16 Complaints

Patients aged 16 years or more, and parents/guardians of patients aged less than 16 years, were asked:

1. While you were in the emergency department, were you told or did you see a poster or brochure on how to [give feedback about the care you (your child) received]? [Q79c]

16.1 Information on how to provide feedback [Q79c]

All patients (parents/guardians of child patients) were asked: *While you were in the emergency department, were you told or did you see a poster or brochure on how to [give feedback about the care you (your child) received]?*



Ranking in the graph is based on response weightings of: Yes 100; No 0. See Appendix G for more details of how facilities were ranked.

This question was modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

This question was not asked in 2011.

The results for Queensland were significantly more favourable in **2015** than in **2013**.

Appendix A Results summary

A summary of results for Queensland for 2015, with comparison to previous years is presented below.

Table 1: Summary of results and comparisons - Percentage of favourable responses

Measure	Question	Page	2011	2013	2015	2015 vs 2011	2015 vs 2013
			% fav	% fav	% fav		
Rating of care received ¹	QS3	6	-	-	85%	-	-
Patient recall of triage process	Q9a	9	73%	77%	78%	▲	
Sufficient privacy at triage	Q9b	10	75%	75%	71%	▼	▼
Courtesy of emergency department receptionist	Q10	11	92%	92%	92%		
Told expected wait time to be examined	Q15	14	15%	21%	21%	▲	
Told reason for wait to be examined	Q17	15	27%	28%	30%	▲	
Patients ever worried they had been forgotten	Q22	16	84%	86%	85%		
Condition and treatment explained in a way patients understood ¹	Q25	18	76%	77%	82%	▲	▲
Doctors and nurses listened to patients	Q26	19	84%	84%	82%		▼
Healthcare professional discussed patients' worries/fears about condition or treatment ¹	Q28	20	51%	52%	51%		
Confidence and trust in doctors and nurses	Q29	21	90%	90%	90%		
Doctors and nurses talked in front of patients as if not there	Q31	22	82%	82%	81%		
Treated with respect and dignity	QS2	24	88%	88%	88%		
Treated with kindness and understanding ³	QS7	25	-	86%	86%	-	
Amount of information about condition or treatment provided ¹	Q33	26	80%	83%	88%	▲	▲
Understandable answers to patients' questions	Q35	27	77%	79%	78%		
Reasons patient did not ask questions about care and treatment	Q36	28	98%	97%	98%		
Amount of information about condition or treatment provided to family, carer, someone else ³	QNAT3	29	-	86%	87%	-	
Sufficient privacy during examination or treatment	Q38	30	86%	89%	87%		▼

▲ The overall result for all participating facilities in 2015 was statistically significantly more favourable than the result it was compared with.

▼ The overall result for all participating facilities in 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

- Comparison with previous results is not possible.

¹ This question or the patient population surveyed for this question was modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

³ This question was not asked in 2011.

Table 1 continued

Measure	Question	Page	2011	2013	2015	2015 vs 2011	2015 vs 2013
			% fav	% fav	% fav		
Assistance from staff when needed ¹	Q39	31	-	-	85%	-	-
Conflicting information provided by staff	Q40	32	81%	82%	81%		
Involved as much as desired in decisions about care and treatment	Q41	33	77%	78%	79%	▲	
How many staff introduced themselves	Q42	34	92%	94%	94%	▲	
Reason for tests explained in understandable way	Q44	36	83%	84%	84%		
Test results explained in understandable way	Q46	37	85%	86%	87%		
Everything possible done to manage pain ¹	Q50	40	78%	74%	73%	▼	
Cleanliness of emergency department	Q51	42	97%	98%	98%	▲	
Cleanliness of toilets	Q52	43	94%	93%	95%		
Availability of food and drink ³	Q53	44	-	77%	72%	-	▼
Patients feeling bothered or threatened by patients/visitors	Q54	45	91%	93%	92%		
Patients delayed leaving the emergency department ²	Q61a	47	-	66%	64%	-	
How to take new medications explained	Q65	50	82%	81%	79%		
Purpose of new medications explained	Q66	51	83%	85%	83%		
Told about side effects of new medications	Q67	52	44%	50%	46%		
Given enough information about how to manage care at home ³	QNAT4	54	-	72%	73%	-	
Given written/printed information about condition or treatment	Q68	55	34%	37%	38%	▲	
Advised when to resume usual activities	Q69	56	57%	61%	60%	▲	
Advised about danger signs of illness/treatment	Q71	57	56%	61%	64%	▲	▲
Advised who to contact if concerned about condition/treatment	Q72	58	73%	72%	76%	▲	▲
Arrangements for services ³	QNAT5	60	-	60%	52%	-	▼
Information on how to provide feedback ^{1,3}	Q79c	64	-	15%	26%	-	▲

▲ The overall result for all participating facilities in 2015 was statistically significantly more favourable than the result it was compared with.

▼ The overall result for all participating facilities in 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

- Comparison with previous results is not possible.

1 This question or the patient population surveyed for this question was modified in 2015, therefore care should be taken when making comparisons with previous years. See Appendix H for details of change.

2 This question or the patient population surveyed for this question was modified in 2013, therefore care should be taken when making comparisons with previous years.

3 This question was not asked in 2011.

Appendix B Key facility results

The tables within this section outline a few key details for each facility involved in the survey. These include the number of interviews achieved, the response rate and responses to the overall rating of care question: *'Overall, how would you rate the care you (child) received in the emergency department?'* for 2015. Analysis has been performed on the overall rating of care results [QS3, p6] for each facility to present statistically significant differences at the Queensland and peer group level. All analysis has been performed on the unrounded estimates and facilities have been ordered alphabetically within each peer group. See Appendix C for further information about significance testing.

Table 2: Key results for Principal Referral and Specialised Hospitals peer group

Facility name	Interviews achieved	Response rate (%)	Rating of care received (% favourable) ¹	Peer group and Qld comparison	
				Facility vs rest of Princ Ref & Spec	Facility vs rest of Qld
Queensland	14,737	52	85%		
Principal Referral and Specialised Hospitals	2,134	53	86%		
Cairns Hospital	295	48	89%		
Gold Coast University Hospital	304	53	84%		
Nambour General Hospital	307	54	86%		
Princess Alexandra Hospital	306	59	88%		
Royal Brisbane and Women's Hospital	310	53	84%		
The Prince Charles Hospital - Adult ED	305	52	86%		
The Townsville Hospital	307	50	87%		

▲ The result for 2015 was statistically significantly more favourable than the result it was compared with.

▼ The result for 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

¹ Response categories were changed for the 2015 survey and comparison with previous results is not possible.

Table 3: Key results for Large Hospitals peer group

Facility name	Interviews achieved	Response rate (%)	Rating of care received (% favourable) ¹	Peer group and Qld comparison	
				Facility vs rest of Large	Facility vs rest of Qld
Queensland	14,737	52	85%		
Large Hospitals	4,508	55	84%		
Bundaberg Base Hospital	312	56	85%		
Caboolture Hospital	306	58	83%		
Hervey Bay Hospital	309	61	82%		
Ipswich Hospital	306	56	78%	▼	▼
Logan Hospital	306	57	84%		
Mackay Base Hospital	306	55	85%		
Maryborough Hospital	301	57	85%		
Mater Adult Hospital	280	52	81%		
Mount Isa Hospital	281	42	84%		
Queen Elizabeth II Jubilee Hospital	305	58	88%		
Redcliffe Hospital	307	57	89%		
Redland Hospital	305	55	83%		
Robina Hospital	305	57	88%		
Rockhampton Hospital	294	54	85%		
Toowoomba Hospital	285	54	82%		

▲ The result for 2015 was statistically significantly more favourable than the result it was compared with.

▼ The result for 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

¹ Response categories were changed for the 2015 survey and comparison with previous results is not possible.

Table 4: Key results for Medium and Small Hospitals peer group

Facility name	Interviews achieved	Response rate (%)	Rating of care received (% favourable) ¹	Peer group and Qld comparison	
				Facility vs rest of Med & Sml	Facility vs rest of Qld
Queensland	14,737	52	85%		
Medium and Small Hospitals	7,484	50	85%		
Atherton Hospital	304	56	82%		
Ayr Hospital	269	51	90%	▲	
Beaudesert Hospital	309	55	84%		
Biloela Hospital	281	51	77%	▼	▼
Caloundra Hospital	315	56	83%		
Capricorn Coast Hospital and Health Service	304	53	89%		
Charleville Hospital	249	48	87%		
Charters Towers Hospital	276	51	86%		
Cherbourg Hospital	39	21	77%		
Chinchilla Hospital	271	52	83%		
Cooktown Multipurpose Health Service	185	47	90%		
Dalby Hospital	280	51	85%		
Emerald Hospital	296	53	83%		
Gladstone Hospital	306	47	81%		
Goondiwindi Hospital	259	48	88%		
Gympie Hospital	313	53	84%		
Ingham Hospital	291	55	85%		
Innisfail Hospital	307	52	85%		

▲ The result for 2015 was statistically significantly more favourable than the result it was compared with.

▼ The result for 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

¹ Response categories were changed for the 2015 survey and comparison with previous results is not possible.

Table 4 continued

Facility name	Interviews achieved	Response rate (%)	Rating of care received (% favourable) ¹	Peer group and Qld comparison	
				Facility vs rest of Med & Sml	Facility vs rest of Qld
Queensland	14,737	52	85%		
Medium and Small Hospitals	7,484	50	85%		
Joyce Palmer Health Service	46	22	91%		
Kingaroy Hospital	309	49	76%	▼	▼
Longreach Hospital	220	53	93%	▲	▲
Mareeba Hospital	277	50	92%	▲	▲
Proserpine Hospital	288	52	89%		
Roma Hospital	290	50	88%		
St George Hospital	246	45	90%		
Stanthorpe Hospital	302	57	90%		
Thursday Island Hospital	96	30	86%		
Warwick Hospital	307	48	82%		
Weipa Integrated Health Service	249	46	95%	▲	▲

▲ The result for 2015 was statistically significantly more favourable than the result it was compared with.

▼ The result for 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

¹ Response categories were changed for the 2015 survey and comparison with previous results is not possible.

Table 5: Key results for Children’s Hospitals/Emergency Departments peer group

Facility name	Interviews achieved	Response rate (%)	Rating of care received (% favourable) ¹	Peer group and Qld comparison	
				Facility vs rest of Child	Facility vs rest of Qld
Queensland	14,737	52	85%		
Children’s Hospitals/Emergency Departments	611	54	90%		
Lady Cilento Children’s Hospital	306	54	90%		
The Prince Charles Hospital - Children’s ED	305	54	90%		

▲ The result for 2015 was statistically significantly more favourable than the result it was compared with.

▼ The result for 2015 was statistically significantly less favourable than the result it was compared with.

See Appendix C for information about significance testing. See Appendix F for the favourable/unfavourable classification of responses.

¹ Response categories were changed for the 2015 survey and comparison with previous results is not possible.

Appendix C General information

C.1 Survey objectives

The objectives of the Emergency Department Patient Experience Survey 2015 were to:

- provide results of patient experience and satisfaction at a statewide and health facility level
- provide patient experience and satisfaction results across components of emergency department care
- provide facilities with data which can be used to measure and improve the delivery of emergency department services
- allow comparison with 2011 and 2013 results.

C.2 Methodology

This section provides summary details of survey methodology, operational outcomes, and derivation of estimates. A more detailed description is available in the Survey Review report, available by request.

C.2.1 Questionnaire design

The 2015 survey questionnaire was based on the 2011 and 2013 questionnaires, which in turn were based on the Accident and Emergency (A&E) Department Question Bank 2009 (© Care Quality Commission, UK), with some questions added, modified or removed. See Appendix H for a summary of the changes made to the questionnaire between the 2015 and 2013 surveys.

The survey instrument and additional questions were developed by Queensland Health during a series of Working Group meetings, which included emergency department staff and a consumer representative, with technical advice offered by specialists in QGSO to meet the specific objectives of the survey and the mode of administration. For a copy of the questionnaire please refer to Appendix I.

C.2.2 Scope

The in-scope population for the survey included patients who:

- attended an emergency department at one of the facilities listed in Appendix D between 1 August 2015 and 30 September 2015
- were discharged to their home or usual place of residence, or admitted to a hospital as an inpatient
- are residents of Australia.

Patients were excluded if they:

- did not wait for treatment
- left after treatment had commenced
- were admitted to a mental health unit or ward
- were transferred to, or are a usual resident of, an institution
- were transferred to another health care facility, other than a hospital or health service
- were deceased in the emergency department or subsequently
- presented for a mental health issue (except drug or alcohol related)
- presented with self-harm
- attended the emergency department for outpatient type services

- were in a known or suspected domestic violence situation
- had a miscarriage, stillbirth, live birth where the neonate subsequently died before discharge, intrauterine death, hydatidiform mole, or complications following miscarriage or termination
- requested an interpreter in the hospital
- usually resided outside Australia
- refused consent to be contacted to provide feedback
- had insufficient contact information
- were 16 years of age or older and were a patient in one of the children's hospitals/emergency departments
- were unconscious, in a confused state, or with poor recollection for most or all of their time in the emergency department
- were a child patient whose parent or guardian was absent for most or all of their time in the emergency department
- had been selected in a previous round of sampling for a previous visit to the same emergency department.

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

C.2.3 Sampling

The total sample size for each facility 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%.

The patient information for the survey was provided by Queensland Health and consisted of a list of emergency department attendances between 1 August and 30 September 2015 for in-scope facilities. Two months of patient data were used with the sample drawn each month as the data became available from facilities' Emergency Department Information Systems (EDIS and EDIS-Rural).

For health facilities where the expected number of in-scope patients was less 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.

A total of 28,382 patients was selected to participate in the survey across the two months of interviewing. A breakdown of the response rate for each month is contained in Table 6.

C.2.4 Peer groups

The 53 emergency departments included in the survey were classified by Queensland Health into four mutually exclusive facility peer groups:

- Principal Referral and Specialised Hospitals (Princ Ref & Spec - 7 facilities)
- Large Hospitals (Large - 15 facilities)
- Medium and Small Hospitals (Med & Sml - 29 facilities)
- Children's Hospitals/Emergency Departments (Child - 2 facilities).

For a list of facilities in each peer group please refer to Appendix D.

C.2.5 Pre-approach letter and data collection

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 emergency department visit 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.

C.2.6 Response rate

The response rate is the number of interviews that can be used in the analysis as a percentage of all possible interviews that could have been achieved, had every in-scope person responded. This means that patients who were considered out-of-scope for the survey (e.g. deceased or unconscious) were excluded from this calculation. For a more detailed description of the calculation of the response rates, please refer to the Survey Review report, available by request.

A total of 14,737 interviews was achieved across the two months of interviewing, with an overall response rate of 52%.

Table 6: Breakdown of responses by month of visit

Facility type	August 2015		September 2015		Overall	
	Interviews achieved	Response rate (%)	Interviews achieved	Response rate (%)	Interviews achieved	Response rate (%)
Principal Referral and Specialised Hospitals	1,085	54	1,049	52	2,134	53
Large Hospitals	2,286	56	2,222	54	4,508	55
Medium and Small Hospitals	3,960	52	3,524	48	7,484	50
Children's Hospitals/ Emergency Departments	324	57	287	50	611	54
All surveyed facilities	7,655	53	7,082	50	14,737	52

C.2.7 Sample characteristics and weighting

Weighting and benchmarking was applied to adjust for non-response in the sample.

Generalised regression weighting was used to calibrate the weight applied to each response during estimation to sum to the following marginal totals of patients:

- facility
- age by facility type (children's hospitals/emergency departments vs other facilities)
- sex
- telephone type (landline and mobile vs landline only or mobile only)
- triage score (1, 2, 3 or 4 vs 5).

Table 7 shows the profile of respondents comparing the proportions of original responses to the proportions after the process of weighting and benchmarking had been applied. For full details on the weighting and benchmarking process, see the Survey Review report, available by request.

Table 7: Sample characteristics

	Queensland	
	Original (%)	Benchmarked (%)
Triage category		
Triage scores 1, 2, 3, and 4	89.8	91.5
Triage score 5	10.2	8.5
Gender		
Male	50.9	51.3
Female	49.1	48.7
Age (years)		
Under 2	5.8	6.0
2–15	22.1	20.1
16–35	21.1	26.5
36–55	20.9	20.8
56 and over	30.1	26.6

Percentages in this table may not add to 100% due to rounding.

C.3 Data analysis and presentation

C.3.1 Graphs

Results for each measure of patient experience or satisfaction are presented graphically in Sections 3 to 16. Apart from graph 11.2, they are set out as described below.

Layout

Top section

The top section of each graph shows the aggregated statewide results for 2015, and 2013 and 2011 where comparable, then the results for each of the peer groups.

Bottom section

The bottom section of the graph shows the results for each facility ranked by their performance according to the most favourable categories, with the highest performing facilities at the top. See Appendix G for more details of how facilities were ranked for each graph. In the case of neutral measures (those without a favourable/unfavourable classification), facilities are ordered by peer group, and alphabetically within peer groups.

Note that facilities are omitted from the bottom section of the graphs if they have fewer than 20 responses to that question, as response counts are considered too small to produce statistically reliable results. However, these responses have been included in the calculation of overall Queensland and peer group results.

Colour schemes

The coloured sections of the bars indicate the percentages of patients who gave various responses. They are interpreted according to the legend at the top of the graph.

The bar representing the 2015 Queensland results has been highlighted in each graph by using darker versions of the colours shown in the legend.

The rounded percentage is printed on each bar where the percentage is greater than or equal to 3.5. Smaller percentages are generally not printed to prevent them from obscuring the bars.

Extra information

The total number of patients who responded with one of the categories presented in the graph is indicated to the right of the bar. This number represents the base used to calculate the percentages.

In general, patients who gave responses not reported in the graph, such as 'don't know', have been excluded from the calculation of the percentage in each bar, unless otherwise stated in the legend. For some measures, particularly those involving the recall of information provided by emergency department staff, the number of respondents who answered 'don't know' or 'didn't need' is also provided in brackets after the number of respondents. Categories excluded from graphs generally represent small numbers and percentages of patients.

Tables of results for the key satisfaction question are also provided in Appendix B.

C.3.2 Output interpretation

Rounding

Figures presented in this report are rounded to whole numbers. Rounding may cause the aggregation of categories to sum to above or below 100%. Items that are less than 0.5% are rounded to 0%. Items that are 99.5% or more are rounded to 100%.

Missing categories

Only the salient categories are presented in the graphs and tables. The categories that are typically not presented are 'didn't need', 'don't know / can't remember' and 'refused'. Where one or more of these categories represents a meaningful response they are included for reference.

C.3.3 Significance testing

In this report significance testing was undertaken on the estimated proportions of favourable responses at the 95% significance level, adjusted for multiple comparisons. Testing at the 95% level of confidence means any differences reported are either true differences, or the product of randomly extreme data that has less than a 5% chance of happening. For example, at the 95% significance level, we would expect one in 20 tests to incorrectly show a significant difference due to chance alone, adjusted for multiple comparisons.

Significance testing was performed on non-overlapping groups. Testing between the facility and the peer group or Queensland was performed excluding the facility from the peer group or Queensland results. Non-overlapping groups fulfil the statistical assumption of independence. Testing results of non-overlapping groups may also improve the likelihood for the detection of differences between the results tested.

Significance testing was performed for each measure between the 2011, 2013 and 2015 estimates for Queensland. Significant differences have been reported for each question under the corresponding graph. If a significant difference is not reported no significant difference was found.

Note that differences and rankings reported in Sections 1.2.1 and 1.2.2 of the Executive summary are not the result of statistical significance testing and so those results may or may not represent statistically significant differences or trends.

C.3.4 Cautionary note

In the 2011 and 2013 surveys, patients under 16 years of age who attended participating facilities other than children's facilities were excluded. However, for the 2015 survey these patients have been included. For patients under 16 years of age, an adult who accompanied the child to the emergency department (usually a parent or guardian) was interviewed on the child's behalf.

Survey results for child patients potentially could be different from those for adult patients for a number of reasons. For example, differences may arise due to variations in care related to patient age, or because responses from parents/guardians of child patients may differ from responses provided by adult patients themselves.

The 2015 results were examined for any possible effect due to the inclusion of child patients. Across all participating emergency departments and all questions, adults responding on behalf of children provided answers with ratings close to the average for adult patients. As a result, combining responses from parents/guardians of child patients with responses from adult patients in the 2015 survey appeared to cause little change to the measures of patient experience.

However, as patients at children's facilities¹ were below the age of 16 at the time of interview, caution should still be taken when comparing results for children's facilities and other facilities.

¹ Two children's facilities participated in the survey: Lady Cilento Children's Hospital Emergency Department and The Prince Charles Hospital - Children's Emergency Department.

Appendix D Peer groups

The facilities included in the survey were classified by Queensland Health into four mutually exclusive facility peer groups:

- Principal Referral and Specialised Hospitals (7 facilities)
- Large Hospitals (15 facilities)
- Medium and Small Hospitals (29 facilities)
- Children's Hospitals/Emergency Departments (2 facilities).

The facilities in each peer group, and the year they were first surveyed, are listed in Table 8 below.

Table 8: Facilities in each peer group

Princ Ref & Spec	Principal Referral and Specialised Hospitals	First surveyed
Crns	Cairns Hospital	2011
GCUH	Gold Coast University Hospital	2011
Nmbr	Nambour General Hospital	2011
PAH	Princess Alexandra Hospital	2011
RBWH	Royal Brisbane and Women's Hospital	2011
TPCH-Ad	The Prince Charles Hospital - Adult ED	2011
TTH	The Townsville Hospital	2011
Large	Large Hospitals	First surveyed
Bund	Bundaberg Base Hospital	2011
Cab	Caboolture Hospital	2011
HBay	Hervey Bay Hospital	2011
Ips	Ipswich Hospital	2011
Lgn	Logan Hospital	2011
Mky	Mackay Base Hospital	2011
Maryb	Maryborough Hospital	2011
MAH	Mater Adult Hospital	2011
MtIsa	Mount Isa Hospital	2011
QEII	Queen Elizabeth II Jubilee Hospital	2011
Rdclf	Redcliffe Hospital	2011
RdInd	Redland Hospital	2011
Rob	Robina Hospital	2011
Rockn	Rockhampton Hospital	2011
Tmba	Toowoomba Hospital	2011
Med & Sml	Medium and Small Hospitals	First surveyed
Attn	Atherton Hospital	2015
Ayr	Ayr Hospital	2015
Beaud	Beaudesert Hospital	2011
Bilo	Biloela Hospital	2013
Cal	Caloundra Hospital	2011
Cap	Capricorn Coast Hospital and Health Service	2011
Chville	Charleville Hospital	2015
CTwrs	Charters Towers Hospital	2015
Cherb	Cherbourg Hospital	2015
Chnla	Chinchilla Hospital	2015
Cktwn	Cooktown Multipurpose Health Service	2015
Dlby	Dalby Hospital	2015
Emlld	Emerald Hospital	2013
Gdstn	Gladstone Hospital	2011
Gwndi	Goondiwindi Hospital	2015
Gym	Gympie Hospital	2011
Inghm	Ingham Hospital	2015
Innsf	Innisfail Hospital	2011
JPImr	Joyce Palmer Health Service	2015
Kroy	Kingaroy Hospital	2013
Lngrch	Longreach Hospital	2015
Mrba	Mareeba Hospital	2015
Ppine	Proserpine Hospital	2015
Rma	Roma Hospital	2013
StGrge	St George Hospital	2015
Stanthp	Stanthorpe Hospital	2015
ThIH	Thursday Island Hospital	2015
Wck	Warwick Hospital	2013
Wei	Weipa Integrated Health Service	2015
Child	Children's Hospitals/Emergency Departments	First surveyed
LCCH	Lady Cilento Children's Hospital	2015
TPCH-Ch	The Prince Charles Hospital - Children's ED	2015

Appendix E Facilities by Hospital and Health Service

Of the 53 facilities in the survey, 52 belong to 16 Queensland Health Hospital and Health Services and one belongs to Mater Health Services, as listed in the table below.

Table 9: Facilities by Hospital and Health Service

Hospital and Health Service	Facility	Abbreviation
Cairns and Hinterland	Atherton Hospital Cairns Hospital Innisfail Hospital Mareeba Hospital	Attn Crns Innsf Mrba
Central Queensland	Biloela Hospital Capricorn Coast Hospital and Health Service Emerald Hospital Gladstone Hospital Rockhampton Hospital	Bilo Cap Emld Gdstn Rockn
Central West	Longreach Hospital	Lngrch
Children's Health Queensland	Lady Cilento Children's Hospital	LCCH
Darling Downs	Cherbourg Hospital Chinchilla Hospital Dalby Hospital Goondiwindi Hospital Kingaroy Hospital Stanthorpe Hospital Toowoomba Hospital Warwick Hospital	Cherb Chnla Dlby Gwndi Kroy Stanthp Tmba Wck
Gold Coast	Gold Coast University Hospital Robina Hospital	GCUH Rob
Mackay	Mackay Base Hospital Proserpine Hospital	Mky Ppine
Metro North	Caboolture Hospital Redcliffe Hospital Royal Brisbane and Women's Hospital The Prince Charles Hospital - Adult ED The Prince Charles Hospital - Children's ED	Cab Rdcf RBWH TPCH-Ad TPCH-Ch
Metro South	Beaudesert Hospital Logan Hospital Princess Alexandra Hospital Queen Elizabeth II Jubilee Hospital Redland Hospital	Beaud Lgn PAH QEII RdInd
North West	Mount Isa Hospital	MtIsa
South West	Charleville Hospital Roma Hospital St George Hospital	Chvll Rma StGrge
Sunshine Coast	Caloundra Hospital Gympie Hospital Nambour General Hospital	Cal Gym Nmbr
Torres and Cape	Cooktown Multipurpose Health Service Thursday Island Hospital Weipa Integrated Health Service	Cktwn ThIH Wei
Townsville	Ayr Hospital Charters Towers Hospital Ingham Hospital Joyce Palmer Health Service The Townsville Hospital	Ayr CTwrs Inghm JPImr TTH
West Moreton	Ipswich Hospital	Ips
Wide Bay	Bundaberg Base Hospital Hervey Bay Hospital Maryborough Hospital	Bund HBay Maryb
Organisation	Facility	Abbreviation
Mater Health Services	Mater Adult Hospital	MAH

Appendix F Definitions of favourable and unfavourable

For tests of significant differences in this report, response categories for each relevant question were collapsed into two categories, indicating favourable and unfavourable responses from patients. The following table summarises how this was done for each question.

Table 10: Definitions of favourable and unfavourable responses

Section	Question	Page	Question topic	Favourable	Unfavourable	Excluded
3	QS3	6	Rating of care received	Very good Good	Adequate Poor Very poor	Don't know Refused
4.1	QS5*	8	Main reason for attending the emergency department	n.a.	n.a.	n.a.
4.2	Q9a*	9	Patient recall of triage process	Yes	No	Did not discuss condition Don't know Refused
4.3	Q9b	10	Sufficient privacy at triage	Yes, definitely	Yes, to some extent No	Did not discuss condition Don't know Refused
4.4	Q10	11	Courtesy of emergency department receptionist	Excellent Very good Good	Fair Poor Very poor	Did not see receptionist Don't know Refused
5.1	Q14*	13	Length of time to be examined by a doctor or nurse	n.a.	n.a.	n.a.
5.2	Q15	14	Told expected wait time to be examined	Yes Information shown on a (TV) screen	No	Don't know Refused
5.3	Q17*	15	Told reason for wait to be examined	Yes Information shown on a (TV) screen	No	Don't know Refused
5.4	Q22	16	Patients ever worried they had been forgotten	No	Yes	Don't know Refused

n.a. Tests for significant differences were not performed for this question.

* This question was not considered for inclusion in the lists of most favourable and most unfavourable patient experience in the Executive summary.

Table 10 continued

Section	Question	Page	Question topic	Favourable	Unfavourable	Excluded
6.1	Q25	18	Condition and treatment explained in a way patients understood	Yes, completely	Yes, to some extent No	Could not diagnose condition Did not need Don't know Refused
6.2	Q26	19	Doctors and nurses listened to patients	Yes, definitely	Yes, to some extent No	Don't know Refused
6.3	Q28	20	Healthcare professional discussed patients' worries/fears about condition or treatment	Yes, completely	Yes, to some extent No	Did not attempt to discuss Don't know Refused
6.4	Q29	21	Confidence and trust in doctors and nurses	All of them Most of them	Only some of them None of them	Don't know Refused
6.5	Q31	22	Doctors and nurses talked in front of patients as if not there	No	Yes, to some extent Yes, definitely	Don't know Refused
7.1	QS2	24	Treated with respect and dignity	Yes, always	Yes, sometimes No	Don't know Refused
7.2	QS7	25	Treated with kindness and understanding	Yes, all of the time	Yes, some of the time No	Don't know Refused
7.3	Q33	26	Amount of information about condition or treatment provided	The right amount Too much	Not enough I wasn't given any information about my condition or treatment	Could not diagnose condition Don't know Refused
7.4	Q35	27	Understandable answers to patients' questions	Yes, definitely	Yes, to some extent No	Don't know Refused
7.5	Q36*	28	Reasons patient did not ask questions about care and treatment	Did not have any questions Too unwell to ask any questions	Did not have an opportunity to ask questions There wasn't enough time to ask questions	Other reason Don't know Refused

* This question was not considered for inclusion in the lists of most favourable and most unfavourable patient experience in the Executive summary.

Table 10 continued

Section	Question	Page	Question topic	Favourable	Unfavourable	Excluded
7.6	QNAT3	29	Amount of information about condition or treatment provided to family, carer, someone else	The right amount Too much	Not enough	No family, carer or friends were involved They didn't want or need information I didn't want them to have any information Don't know Refused
7.7	Q38	30	Sufficient privacy during examination or treatment	Yes, definitely	Yes, to some extent No	Don't know Refused
7.8	Q39	31	Assistance from staff when needed	All of the time Most of the time A member of staff was with me all the time	Some of the time Rarely Never	Did not need Don't know Refused
7.9	Q40	32	Conflicting information provided by staff	No	Yes, definitely Yes, to some extent	Don't know Refused
7.10	Q41	33	Involved as much as desired in decisions about care and treatment	Yes, definitely	Yes, to some extent No	Not well enough Don't know Refused
7.11	Q42	34	How many staff introduced themselves	All of them Some of them	Very few of them None of the staff introduced themselves	Don't know Refused
8.1	Q44	36	Reason for tests explained in understandable way	Yes, completely	Yes, to some extent No	Don't know Refused
8.2	Q46	37	Test results explained in understandable way	Yes, definitely	Yes, to some extent No	Don't know Refused
9.1	Q47*	39	In pain	n.a.	n.a.	n.a.
9.2	Q50	40	Everything possible done to manage pain	Yes, definitely	Yes, to some extent No	Don't know Refused
10.1	Q51	42	Cleanliness of emergency department	Very clean Fairly clean	Not very clean Not at all clean	Don't know Refused

n.a. Tests for significant differences were not performed for this question.

* This question was not considered for inclusion in the lists of most favourable and most unfavourable patient experience in the Executive summary.

Table 10 continued

Section	Question	Page	Question topic	Favourable	Unfavourable	Excluded
10.2	Q52	43	Cleanliness of toilets	Very clean Fairly clean	Not very clean Not at all clean	Did not use Don't know Refused
10.3	Q53	44	Availability of food and drink	Yes	No	I was told not to eat or drink I didn't know if I was allowed to eat or drink I did not want anything to eat or drink Don't know Refused
10.4	Q54	45	Patients feeling bothered or threatened by patients/visitors	No	Yes, to some extent Yes, definitely	Don't know Refused
11.1	Q61a	47	Patients delayed leaving the emergency department	Not delayed	Delayed	Don't know Refused
11.2	Q61b*	48	Reasons for delay in leaving the emergency department	n.a.	n.a.	n.a.
12.1	Q65	50	How to take new medications explained	Yes, completely	Yes, to some extent No I did not need an explanation	Don't know Refused
12.2	Q66	51	Purpose of new medications explained	Yes, completely	Yes, to some extent No I did not need an explanation	Don't know Refused
12.3	Q67	52	Told about side effects of new medications	Yes, completely	Yes, to some extent No I did not need this type of information	Don't know Refused
13.1	QNAT4	54	Given enough information about how to manage care at home	Yes, completely	Yes, to some extent No	Did not need Don't know Refused

n.a. Tests for significant differences were not performed for this question.

* This question was not considered for inclusion in the lists of most favourable and most unfavourable patient experience in the Executive summary.

Table 10 continued

Section	Question	Page	Question topic	Favourable	Unfavourable	Excluded
13.2	Q68	55	Given written/printed information about condition or treatment	Yes	No	Did not need Don't know Refused
13.3	Q69	56	Advised when to resume usual activities	Yes, definitely	Yes, to some extent No	Did not need Don't know Refused
13.4	Q71	57	Advised about danger signs of illness/treatment	Yes, completely	Yes, to some extent No	Did not need Don't know Refused
13.5	Q72	58	Advised who to contact if concerned about condition/treatment	Yes	No	Don't know Refused
14.1	QNAT5	60	Arrangements for services	Yes, completely	Yes, to some extent No	Did not need Don't know Refused
15.1	Q3*	62	Destination after leaving the emergency department	n.a.	n.a.	n.a.
16.1	Q79c	64	Information on how to provide feedback	Yes	No	Don't know Refused

n.a. Tests for significant differences were not performed for this question.

* This question was not considered for inclusion in the lists of most favourable and most unfavourable patient experience in the Executive summary.

Appendix G Methodology used to rank facilities for each graph

In most of the graphs in this report, facilities are ranked according to favourability of the responses, from highest to lowest. This ranking was performed by calculating a weighted sum of the percentage in each category for each facility. Facilities were then sorted by this weighted sum.

A function of multiple categories was used to try to ensure that all favourable categories were used in determining rank, with the most favourable categories given more weight.

The weights used for each graph are given in the table below.

Table 11: Weights used in sorting facilities for each graph

Section	Question	Page	Graph Title	Weights	Categories
3	QS3	6	Rating of care received	100 75 50 25 0	Very good Good Adequate Poor Very poor
4.1	QS5	8	Main reason for attending the emergency department	n.a.	n.a.
4.2	Q9a	9	Patient recall of triage process	100 0	Yes No
4.3	Q9b	10	Sufficient privacy at triage	100 50 0	Yes, definitely Yes, to some extent No
4.4	Q10	11	Courtesy of emergency department receptionist	100 80 60 40 20 0	Excellent Very good Good Fair Poor Very poor

n.a. Facilities were not ranked for this question.

Table 11 continued

Section	Question	Page	Graph Title	Weights	Categories
5.1	Q14	13	Length of time to be examined by a doctor or nurse	100 80 60 40 20 0	10 minutes or less 11–30 minutes 31–60 minutes 61 minutes–2 hours More than 2 hours–4 hours More than 4 hours
5.2	Q15	14	Told expected wait time to be examined	100 50 0	Yes Information shown on a (TV) screen No
5.3	Q17	15	Told reason for wait to be examined	100 50 0	Yes Information shown on a (TV) screen No
5.4	Q22	16	Patients ever worried they had been forgotten	100 0	No Yes
6.1	Q25	18	Condition and treatment explained in a way patients understood	100 50 0	Yes, completely Yes, to some extent No
6.2	Q26	19	Doctors and nurses listened to patients	100 50 0	Yes, definitely Yes, to some extent No
6.3	Q28	20	Healthcare professional discussed patients' worries/fears about condition or treatment	100 50 0	Yes, completely Yes, to some extent No
6.4	Q29	21	Confidence and trust in doctors and nurses	100 75 25 0	All of them Most of them Only some of them None of them
6.5	Q31	22	Doctors and nurses talked in front of patients as if not there	100 50 0	No Yes, to some extent Yes, definitely
7.1	QS2	24	Treated with respect and dignity	100 50 0	Yes, always Yes, sometimes No

Table 11 continued

Section	Question	Page	Graph Title	Weights	Categories
7.2	QS7	25	Treated with kindness and understanding	100 50 0	Yes, all of the time Yes, some of the time No
7.3	Q33	26	Amount of information about condition or treatment provided	100 66.7 33.3 0	The right amount Too much Not enough Not given any
7.4	Q35	27	Understandable answers to patients' questions	100 50 0	Yes, definitely Yes, to some extent No
7.5	Q36	28	Reasons patient did not ask questions about care and treatment	100 100 0 0	Did not have any questions Too unwell to ask any questions Did not have an opportunity to ask questions There wasn't enough time to ask questions
7.6	QNAT3	29	Amount of information about condition or treatment provided to family, carer, someone else	100 50 0	The right amount Too much Not enough
7.7	Q38	30	Sufficient privacy during examination or treatment	100 50 0	Yes, definitely Yes, to some extent No
7.8	Q39	31	Assistance from staff when needed	100 75 50 25 0	All of the time / A member of staff was with me all the time Most of the time Some of the time Rarely Never
7.9	Q40	32	Conflicting information provided by staff	100 50 0	No Yes, to some extent Yes, definitely

Table 11 continued

Section	Question	Page	Graph Title	Weights	Categories
7.10	Q41	33	Involved as much as desired in decisions about care and treatment	100 50 0	Yes, definitely Yes, to some extent No
7.11	Q42	34	How many staff introduced themselves	100 75 25 0	All of them Some of them Very few of them None of the staff introduced themselves
8.1	Q44	36	Reason for tests explained in understandable way	100 50 0	Yes, completely Yes, to some extent No
8.2	Q46	37	Test results explained in understandable way	100 50 0	Yes, definitely Yes, to some extent No
9.1	Q47	39	In pain	n.a.	n.a.
9.2	Q50	40	Everything possible done to manage pain	100 50 0	Yes, definitely Yes, to some extent No
10.1	Q51	42	Cleanliness of emergency department	100 75 25 0	Very clean Fairly clean Not very clean Not at all clean
10.2	Q52	43	Cleanliness of toilets	100 75 25 0	Very clean Fairly clean Not very clean Not at all clean
10.3	Q53	44	Availability of food and drink	100 0	Yes No
10.4	Q54	45	Patients feeling bothered or threatened by patients/visitors	100 50 0	No Yes, to some extent Yes, definitely
11.1	Q61a	47	Patients delayed leaving the emergency department	100 0	Not delayed Delayed

n.a. Facilities were not ranked for this question.

Table 11 continued

Section	Question	Page	Graph Title	Weights	Categories
11.2	Q61b	48	Reasons for delay in leaving the emergency department	n.a.	n.a.
12.1	Q65	50	How to take new medications explained	100 50 0 0	Yes, completely Yes, to some extent No Did not need explanation
12.2	Q66	51	Purpose of new medications explained	100 50 0 0	Yes, completely Yes, to some extent No Did not need explanation
12.3	Q67	52	Told about side effects of new medications	100 50 0 0	Yes, completely Yes, to some extent No Did not need this type of information
13.1	QNAT4	54	Given enough information about how to manage care at home	100 50 0	Yes, completely Yes, to some extent No
13.2	Q68	55	Given written/printed information about condition or treatment	100 0	Yes No
13.3	Q69	56	Advised when to resume usual activities	100 50 0	Yes, definitely Yes, to some extent No
13.4	Q71	57	Advised about danger signs of illness/treatment	100 50 0	Yes, completely Yes, to some extent No
13.5	Q72	58	Advised who to contact if concerned about condition/treatment	100 0	Yes No
14.1	QNAT5	60	Arrangements for services	100 50 0	Yes, completely Yes, to some extent No
15.1	Q3	62	Destination after leaving the emergency department	n.a.	n.a.
16.1	Q79c	64	Information on how to provide feedback	100 0	Yes No

n.a. Facilities were not ranked for this question.

Appendix H Questionnaire and analysis changes

A summary of changes made to the questionnaire and the classification of favourable and unfavourable responses between the 2015 and 2013 surveys is presented in the tables below.

Table 12: Summary of questionnaire changes between 2015 and 2013

Question	Change	2015 questionnaire	2013 questionnaire
QS3	Response options changed	Very good, Good, Adequate, Poor, Very poor	Excellent, Very good, Good, Fair, Poor, Very poor
QS2	Response options changed	Yes, always, Yes, sometimes, No	Yes, all of the time, Yes, some of the time, No
Q15	Patients responding	Asked for patients who waited more than 10 minutes.	Asked for patients who waited at all.
Q17	Patients responding	Asked for patients who waited more than 10 minutes.	Asked for patients who waited at all.
Q25	Response option added	They could not diagnose my condition	
Q28	Question wording changed	Did a healthcare professional discuss them with you?	Did a doctor or nurse discuss these worries or fears with you?
Q33	Response option added	They could not diagnose my condition	
Q39	Response options changed	All of the time, Most of the time, Some of the time, Rarely, Never, A member of staff was with me all the time, I did not need assistance	Yes, always, Yes, sometimes, No, I could not find a member of staff to help me, A member of staff was with me all the time, I did not need attention
Q39	Question wording changed	If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?	If you needed attention, were you able to get a member of staff to help you?
Q47	Question wording changed	Were you ever in any pain while in the emergency department?	Were you in any pain while you were in the emergency department?
Q50	Question wording changed	Do you think the emergency department staff did everything they could to help manage your pain?	Do you think the emergency department staff did everything they could to help control your pain?
Q52	Question wording changed	How clean were the toilets that you used while in the emergency department?	How clean were the toilets in the emergency department?
Q61	Response option removed		Other transport
Q79c	Question wording changed	Some patients might wish to give feedback such as compliments or complaints about the care they received. While in the emergency department were you told, or did you see a poster or brochure on how to do this?	Some patients might wish to give feedback such as compliments or complaints about the care they received. While you were in the emergency department, did you see or receive any information on how to do this?

Table 13: Summary of changes to favourable/unfavourable classification between 2015 and 2013

Question	Classification	2015 classification	2013 classification
QS3	Favourable Unfavourable	Very good, Good Adequate, Poor, Very poor	Excellent, Very good Good, Fair, Poor, Very poor
Q9a	Favourable Unfavourable	Yes No	Yes No, Don't know, I did not discuss my condition with a triage nurse
Q10	Favourable Unfavourable	Excellent, Very good, Good Fair, Poor, Very poor	Excellent, Very good Good, Fair, Poor, Very poor

Appendix I Questionnaire

Bold response options were read out
Underlined words were emphasised

Introduction

Hello, this is ... calling from the Queensland Government Statistician's Office. We are conducting an interview about perceptions of public hospitals on behalf of the Department of Health.

We are interviewing people (the parents of children under 16 years) who were patients at public hospital emergency departments recently about their perceptions of the care they received.

You may remember receiving a letter to tell you we would call you regarding your experiences while you were at the emergency department at {Facility_name} on {arrival_date}.

(You may remember receiving a letter saying we would call regarding the visit of (child) to the emergency department at {Facility_name} on {arrival_date}.)

The information you provide will help the Department of Health improve public hospital services. The interview will only take around 12 minutes of your time. Your responses are strictly confidential and no identifying information can be released to Queensland Health or any other body unless authorised or required by law. The information is being collected by the Queensland Government Statistician's Office and is protected by the *Statistical Returns Act 1896*. Your responses will be combined with those of other participants to compile aggregate information.

(Before we begin, can I just check whether you were the parent or responsible adult who spent most time with child during his/her time in the hospital?)

Can we start now?

Interview

GH1 Before we begin, I'd like to ask...

In general, would you say your (child's) health is - ?

- 1 **Excellent**
- 2 **Very good**
- 3 **Good**
- 4 **Fair**
- 5 **Poor**
- 98 Don't know
- 99 Refused

Q1 was only asked of adult patients

Q1 And, can I just check that you were conscious for all or most of your time in the emergency department?

- 1 Yes
- 2 Yes – conscious but can't remember details
- 3 No
- 98 Don't know
- 99 Refused

If Q1 = 1 go to Q3Int

Otherwise End survey – code ineligible

Q3Int Some calls are monitored by my supervisor for training and quality purposes.

- Q3 At the end of your (their) time in the emergency department were you (was child) - ?**
- 1 Admitted to a ward in the same hospital
 - 2 Transferred to a different hospital
 - 3 Did you go home
 - 4 Go to stay with a friend or relative
 - 5 Other (please specify)
 - 98 Don't know
 - 99 Refused

*If Q3 = 1 or 2 go to Text1
Otherwise go to Text2*

Text1 The Department of Health undertakes a range of patient experience surveys. This survey focuses on the care of patients in the emergency department.

The majority of questions will be about just your (child's) stay while in the emergency department. However, I will provide an opportunity for you at the end of the survey, to give your feedback on the care you (child) received in the ward or other hospital.

Text2 Now I'd like to ask you about your overall impressions of your visit to the emergency department.

QS3 Overall, how would you rate the care you (child) received in the emergency department? Would you say it was - ?

- 1 Very good
- 2 Good
- 3 Adequate
- 4 Poor
- 5 Very poor
- 98 Don't know
- 99 Refused

QS2 Overall, did you feel you were (child was) treated with respect and dignity while you were (he/she was) in the emergency department? The options are –

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 98 Don't know
- 99 Refused

QS7 Overall, were you (was child) treated with kindness and understanding while you were (he/she was) in the emergency department? Would you say - ?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No
- 98 Don't know
- 99 Refused

QS5 Was the main reason that you went (you took child) to the emergency department because - ?

(Read out. One answer only.)

- 1 You were told to go by the 13HEALTH hotline service
- 2 You were told to go by another health professional
- 3 You were (child was) taken to the emergency department by the ambulance
- 4 It was free
- 5 Your (his/her) doctor was not available
- 6 You were not aware of any other service available at the time
- 7 You wanted a second opinion
- 8 You decided that you (child) needed to go to an emergency department
- 9 Somebody else decided that you (child) needed to go to an emergency department
- 10 Or some other reason
- 98 Don't know
- 99 Refused

Q9a The triage process is where a nurse assesses the patient's condition and prioritises them according to how urgent they are.

Do you remember taking part in the triage process?

- 1 Yes
- 2 No
- 3 I did not discuss my (child's) condition with a triage nurse
- 98 Don't know
- 99 Refused

If Q9a = 1 go to Q9b

Otherwise go to Q10

Q9b Were you given enough privacy when discussing your (child's) condition with the triage nurse? Would you say - ?

- 1 **Yes, definitely**
- 2 **Yes, to some extent**
- 3 **No**
- 4 I did not discuss my (child's) condition with a triage nurse
- 98 Don't know
- 99 Refused

Q10 How would you rate the courtesy of the emergency department receptionist? Would you say it was - ?

- 1 **Excellent**
- 2 **Very good**
- 3 **Good**
- 4 **Fair**
- 5 **Poor**
- 6 **Very poor**
- 7 I did not see a receptionist
- 98 Don't know
- 99 Refused

Q14Int Next are some questions about waiting while in the emergency department.

Q14 From the time you first arrived at the emergency department, how long did you (child) wait before being examined by a doctor or nurse?

(Read out only if necessary.)

- 1 Did not have to wait
- 2 Up to 10 minutes
- 3 11–30 minutes
- 4 31–60 minutes
- 5 61 minutes–2 hours
- 6 More than 2 hours–3 hours
- 7 More than 3 hours–4 hours
- 8 More than 4 hours
- 98 Don't know
- 99 Refused

If Q14 = 1 or 2 go to Q22

Otherwise go to Q15

Q15 Were you told how long you (child) might have to wait to be examined?

- 1 Yes
- 2 Information shown on a (TV) screen
- 3 No
- 98 Don't know
- 99 Refused

Q17 Were you told why you (child) had to wait to be examined?

- 1 Yes
- 2 Information shown on a (TV) screen
- 3 No
- 98 Don't know
- 99 Refused

Q22 At any point, did you ever feel worried that staff in the emergency department had forgotten about you (child)?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

Q25Int The next group of questions is about the doctors and nurses.

If Q3 = 1 or 2, say also... This still only relates to the doctors and nurses in the emergency department.

Q25 While you were in the emergency department, did a doctor or nurse explain your (child's) condition and treatment in a way you could understand? Would you say - ?

- 1 **Yes, completely**
- 2 **Yes, to some extent**
- 3 **No**
- 4 **I did not need an explanation**
- 5 **They could not diagnose my condition**
- 98 Don't know
- 99 Refused

Q26 Did the doctors and nurses listen to what you had to say? Would you say - ?

- 1 **Yes, definitely**
- 2 **Yes, to some extent**
- 3 **No**
- 98 Don't know
- 99 Refused

Q27 Did you have any worries or fears about your (child's) condition or treatment?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

If Q27 = 1 go to Q28

Otherwise go to Q29

Q28 Did a healthcare professional discuss them with you? Would you say - ?

- 1 **Yes, completely**
- 2 **Yes, to some extent**
- 3 **No**
- 4 **I did not attempt to discuss any worries/fears with a healthcare professional**
- 98 Don't know
- 99 Refused

Q29 Did you have confidence and trust in the doctors and nurses examining and treating you (child)?

Would you say you had confidence and trust in - ?

- 1 **All of them**
- 2 **Most of them**
- 3 **Only some of them**
- 4 **None of them**
- 98 Don't know
- 99 Refused

Q31 Sometimes doctors and nurses might talk in front of a patient as if they weren't there. Did this happen to you? Would you say - ?

(If queried, this includes doctors in training speaking to doctors in charge.)

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 98 Don't know
- 99 Refused

Q33Int Now I have some questions about your (child's) care and treatment.

If Q3 = 1 or 2, say also... Again, this just relates to the emergency department.

Q33 While you were in the emergency department, how much information about your (child's) condition or treatment was given to you? Would you say - ?

- 1 Not enough
- 2 The right amount
- 3 Too much
- 4 I wasn't given any information about my (child's) condition or treatment
- 5 They could not diagnose my (child's) condition
- 98 Don't know
- 99 Refused

Q34 Did you ask questions about your (child's) care and treatment?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

If Q34 = 1 go to Q35

If Q34 = 2 go to Q36

Otherwise go to NAT3 for adult patients, or Q38 for child patients

Q35 Did you get answers that you could understand? Would you say - ?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 98 Don't know
- 99 Refused

Go to NAT3 for adult patients, or Q38 for child patients

Q36 Was this because you didn't have any questions, or for some other reason?

- 1 Did not have any questions
- 2 Too unwell to ask any questions
- 3 Did not have an opportunity to ask questions
- 4 There wasn't enough time to ask questions
- 5 Other reason (please specify)
- 98 Don't know
- 99 Refused

NAT3 was only asked of adult patients

NAT3 How much information about your condition or treatment was given to your family, carer or someone close to you? Would you say - ?

- 1 Not enough
- 2 The right amount
- 3 Too much
- 4 No family, carer or friends were involved
- 5 They didn't want or need information
- 6 I didn't want them to have any information
- 98 Don't know
- 99 Refused

Q38 Were you (was child) given enough privacy when being examined or treated?
Would you say - ?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 98 Don't know
- 99 Refused

Q39 If you (child) needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? Would you say - ?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 Rarely
- 5 Never
- 6 A member of staff was with me all the time
- 7 I (child) did not need assistance
- 98 Don't know
- 99 Refused

Q40 Sometimes in a hospital, a member of staff may say one thing and another may say something quite different. Did this happen to you in the emergency department?
Would you say - ?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 98 Don't know
- 99 Refused

Q41 Were you involved as much as you wanted to be in decisions about your (child's) care and treatment? Would you say - ?

Response option 4 was only offered to adult patients

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I was not well enough to be involved in decisions about my care
- 98 Don't know
- 99 Refused

Q42 How many of the staff treating and assessing you (child) introduced themselves?
Was it - ?

- 1 All of them
- 2 Some of them
- 3 Very few of them
- 4 None of the staff introduced themselves
- 98 Don't know
- 99 Refused

Q43Int The next few questions are about tests you (child) may have had.

If Q3 = 1 or 2, say also... This is still just in relation to your (child's) care in the emergency department.

Q43 Did you (child) have any tests, such as x-rays, scans or blood tests, when you (he/she) visited the emergency department?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

If Q43 = 1 go to Q44

Otherwise go to Q47Int

Q44 Did a member of staff explain why you (child) needed these tests in a way you could understand? Would you say - ?

- 1 **Yes, completely**
- 2 **Yes, to some extent**
- 3 **No**
- 98 Don't know
- 99 Refused

Q45 Before you left the emergency department, were you told the results of any of your (child's) tests?

- 1 Yes
- 2 No
- 3 Only given results in a sealed envelope for doctor
- 98 Don't know
- 99 Refused

If Q45 = 1 go to Q46

Otherwise go to Q47Int

Q46 Did a member of staff explain the results of the tests in a way you could understand? Would you say - ?

- 1 **Yes, definitely**
- 2 **Yes, to some extent**
- 3 **No**
- 98 Don't know
- 99 Refused

Q47Int Now I have a couple of questions about pain management.

If Q3 = 1 or 2, say also... Still only while you (child) were in the emergency department.

Q47 Were you (was child) ever in any pain while in the emergency department?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

If Q47 = 1 go to Q50

Otherwise go to Q51Int

Q50 Do you think the emergency department staff did everything they could to help manage your (child's) pain? Would you say - ?

- 1 **Yes, definitely**
- 2 **Yes, to some extent**
- 3 **No**
- 98 Don't know
- 99 Refused

Q51Int The next section is about the emergency department environment and facilities.

Q51 In your opinion, how clean was the emergency department? Was it - ?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 98 Don't know
- 99 Refused

Q52 How clean were the toilets that you used while in the emergency department? Were they - ?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use a toilet
- 98 Don't know
- 99 Refused

Q53 Were you able to get suitable food or drinks (for child) when you were in the emergency department? Would you say - ?

(‘Suitable’ means food or drink that you were able to consume.)

- 1 Yes
- 2 No
- 3 I (he/she) was told not to eat or drink
- 4 I did not know if I (he/she) was allowed to eat or drink
- 5 I (he/she) did not want anything to eat or drink
- 98 Don't know
- 99 Refused

Q54 While you were in the emergency department, did you feel bothered or threatened by other patients or visitors? Would you say - ?

- 1 **Yes, definitely**
- 2 **Yes, to some extent**
- 3 **No**
- 98 Don't know
- 99 Refused

If Q3 = 1 or 2 go to Q79c

Otherwise go to Q61Int

Q61Int Now some questions about leaving the emergency department.

Q61 Once your (child's) medical care was finished and you were (he/she was) ready to leave the emergency department, were you (was he/she) delayed for any of the following - ?

(Read out each option)

'd' was read out only to those who had tests (Q43)

	Yes	No	DK	Ref
a Equipment or aids, such as crutches	1	2	98	99
b Medications	1	2	98	99
c Someone to discharge you (him/her), e.g. the doctor	1	2	98	99
d Test results	1	2	98	99
e Letter for your (his/her) doctor	1	2	98	99
f An ambulance or hospital transport	1	2	98	99
h Services after leaving hospital to be arranged, e.g. social services/follow up	1	2	98	99
i Something else (please specify)	1	2	98	99

NAT4 Were you given enough information about how to manage your (child's) care at home? Would you say - ?

- 1 **Yes, completely**
- 2 **Yes, to some extent**
- 3 **No**
- 4 **I did not need this type of information**
- 98 Don't know
- 99 Refused

- Q64** Before you left the emergency department, were any new medications prescribed for you?
(‘New’ means medication the respondent (child) hasn’t had before.)
- 1 Yes
 - 2 No
 - 98 Don’t know
 - 99 Refused
- If Q64 = 1 go to Q65
 Otherwise go to Q68
- Q65** Did a member of staff explain to you how to take (how child should take) the new medications? Would you say - ?
(‘New’ means medication the respondent hasn’t had before.)
- 1 **Yes, completely**
 - 2 **Yes, to some extent**
 - 3 **No**
 - 4 **I did not need an explanation**
 - 98 Don’t know
 - 99 Refused
- Q66** Did a member of staff explain the purpose of the medications you were (child was) to take at home in a way you could understand? Would you say - ?
- 1 **Yes, completely**
 - 2 **Yes, to some extent**
 - 3 **No**
 - 4 **I did not need an explanation**
 - 98 Don’t know
 - 99 Refused
- Q67** Did a member of staff tell you about medication side effects to watch for? Would you say - ?
- 1 **Yes, completely**
 - 2 **Yes, to some extent**
 - 3 **No**
 - 4 **I did not need this type of information**
 - 98 Don’t know
 - 99 Refused
- Q68** Before you left the emergency department, were you given any written or printed information about your (child’s) condition or treatment? This may be a leaflet or brochure, but does not include a letter for your (child’s) doctor. The options are –
- 1 **Yes**
 - 2 **No**
 - 3 **I did not need this type of information**
 - 98 Don’t know
 - 99 Refused
- Q69** Did a member of staff tell you when you (child) could resume your (his/her) usual activities, such as when to go back to work or drive a car (school or playgroup)? Would you say - ?
- 1 **Yes, definitely**
 - 2 **Yes, to some extent**
 - 3 **No**
 - 4 **I did not need this type of information**
 - 98 Don’t know
 - 99 Refused

Q71 Did a member of staff tell you about what danger signs regarding your (child's) illness or treatment to watch for after you went home? Would you say - ?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information
- 98 Don't know
- 99 Refused

Q72 Did hospital staff tell you who to contact if you were worried about your (child's) condition or treatment after you left the emergency department?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

NAT5 Were adequate arrangements made by the hospital for any services you (child) needed? Would you say - ?

(‘Services’ includes things like rehabilitation or community nurses.)

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need any services
- 98 Don't know
- 99 Refused

Q79c Some patients might wish to give feedback such as compliments or complaints about the care they (their child) received. While in the emergency department were you told, or did you see a poster or brochure on how to do this?

- 1 Yes
- 2 No
- 98 Don't know
- 99 Refused

Q80Int As I mentioned earlier, the information we collect will help the Department of Health in improving emergency department services.

Q80 Was there anything particularly good about your (child's) visit to the emergency department that you haven't already mentioned?

- 1 Yes (please specify)
- 2 No
- 98 Don't know
- 99 Refused

Q81 Was there anything about the emergency department that could have been improved, that you haven't already told me about?

- 1 Yes (please specify)
- 2 No
- 98 Don't know
- 99 Refused

If Q3 = 1 go to Q82a

If Q3 = 2 go to Q82b

Otherwise go to Outro

Q82a Now, thinking about after you (child) left the emergency department and went to a Ward.

Was there anything about your (child's) time in the Ward that you think could have been improved?

(Allow more than one.)

- 1 Too noisy
- 2 Not enough staff
- 3 Sent home too soon
- 4 Signage/getting lost around hospital
- 5 Ward disorganised
- 6 Waiting time
- 7 Other (please specify)
- 8 No
- 9 Don't know
- 10 Refused
- 11 Communication
- 12 Food/meals
- 13 Dirty shower/toilet

Go to Outro

Q82b Now, thinking about after you (child) left {hospital name} and went to the other hospital.

Was there anything about your (child's) time in that other hospital that you think could have been improved?

(Allow more than one.)

- 1 Too noisy
- 2 Not enough staff
- 3 Sent home too soon
- 4 Signage/getting lost around hospital
- 5 Ward disorganised
- 6 Waiting time
- 7 Other (please specify)
- 8 No
- 9 Don't know
- 10 Refused
- 11 Communication
- 12 Food/meals
- 13 Dirty shower/toilet

Outro

Thanks. That concludes the survey.

Your responses are strictly confidential and no identifying information can be released to Queensland Health or any other body unless authorised or required by law. The information is being collected by the Queensland Government Statistician's Office and is protected by the *Statistical Returns Act 1896*. Your responses will be combined with those of other participants to compile aggregate information.

Thank you very much for your assistance.